

Troubleshooting

Gateway

? My Gateway can't access the cell network or WeatherLink.com

Your Gateway may be installed in a poor cellular coverage area. Leave the Gateway in place for at least 30 minutes to see if it can connect. If not, you may need to relocate the Gateway or contact Technical Support.

? What do I do if my Gateway battery is low?

You need to determine why the solar panel is not recharging the battery. This is usually due to something shading the solar panel (such as vegetation, snow, or dirt). Check your installation to make sure direct sunlight is reaching the solar panel.

? My installation is in a low light area. Can I add another solar panel?

Yes. You can add an Extra Solar Panel Kit (product number 6616).

Node

? My Node can't connect to the Gateway or mesh parent.

Give the Node at least 15 minutes to negotiate a connection to the mesh network. If it still cannot connect relocate the Node closer to the Gateway or another Node, or you can install another intermediate Node between it and the next Node or Gateway to help it connect to the mesh network.

? What do I do if my Node D-batteries are low?

Replace the four D cell batteries. Although the solar panel and lithium battery will charge even in low light conditions (under a canopy) you should ensure that the solar panel is not obscured by vegetation or debris and that the solar panel is exposed to as much sunlight as possible.

Technical Support

510-732-7814 support@davisnet.com

Monday - Friday, 7:00 a.m. to 5:30 p.m. Pacific Time

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