

MOTE

Help Guide - Troubleshooting

Forced Connection and Transmission

It's possible to get the Mote to reconnect to a network and upload any unsend readings to the Cloud. To do this hold down the button on the front of the Mote and it will beep once. Keep the button pressed until the Mote beeps again then release the button. This will force a connection and transmission.



Signal Strength

The Mote reports its current signal strength to the cloud every time it communicates. It is possible to get real time signal strength from the Mote to aid installation issues. To do this hold down the button on the front the Mote and it will beep once. Keep the button pressed until the Mote beeps two more times, then release the button. The Mote will start beeping in relation to the signal strength. Fast beeping is a good signal, slow beeping is a poor signal. In addition the LED on the button will flash green indicating a good signal, orange indicating a medium signal and red for a poor signal. Press the button once more to end signal test. Signal strength will only work if the Mote has been set up to talk to the cloud. Signal strength test will automatically end after 1 minute.

Factory Reset

To perform a factory reset on the Mote, remove the battery cover to reveal the 'RESET' button. Using a paper clip or similar object press the black 'RESET' button. The Mote will beep once when pressed. Keep the reset button held down for 10 seconds until the Mote beeps again.

LED & Buzzer Patterns During Normal Operation

	Quick Green LED every 5 seconds	Normal operation – battery power
	Solid Green LED	Normal operation – external power
	Red LED every 5 seconds	Alarm Active
	Quick Red LED every 5 seconds	Alarm mute
	Quick Orange LED (short beep every 30 min)	Generic Fault e.g. Lost network connection or missing probe – battery power
	Solid Orange LED (short beep every 30 min)	Generic Fault e.g. Lost network connection or missing probe – external power

LED & Buzzer Patterns During Setup

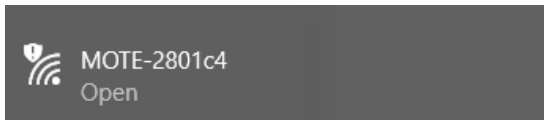
	Orange LED blinks once every 2 seconds	EL-Mote is in Setup and waiting for an App to connect to it
	Orange LED blinks twice every 2 seconds (quick beep)	The App has connected to the EL-Mote and is waiting for setup information
	LED Flashing Orange and Green	Setup in progress. Attempting connection with network and EasyLog server
	LED steady green for 5 Seconds (two tone beep)	Setup complete
	LED steady orange for 5 seconds (and 3 beeps)	Setup fail

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Downloading Unsent Readings

If for any reason the Mote is unable to send log readings to the cloud then it is possible to download any readings that have not been sent. To do this press the 'SETUP' button in the battery compartment. Using a PC change the connected WiFi to one starting with MOTE-xxxxxx (Where xxxxxx is the last 6 digits of the MAC address). In the example below the MAC address of the Mote is 98:8B:AD:28:01:C4



Using the browser go to the following web page
<http://config.elmote.local/advanced.htm>

Then click on the following.

[Download Session DataLog](#)

If there are any unsent readings a CSV file will be downloaded containing the readings. Note: the time and date stamp of any readings are in UTC/GMT. Any time zone or daylight savings offset will need to be applied separately.

Download Error Log

To help support staff in diagnosing problems it maybe required to download the Error Log from the Mote. To do this connect the Mote to a PC via WiFi as described in "Download Unsent Readings". Using the browser go to the following web page
<http://config.elmote.local/advanced.html>

Then click on the following

[Download ErrorLog](#)

This will download a CSV to your PC.

Network Connections

The Mote needs unrestricted access to the internet to allow it to communicate with the Cloud. The Mote requires access to the Cloud which currently resides at address 134.213.3.2. It uses TCP ports 443 and 14354 only. The EL-Mote will use a DNS server to resolve the EasylogCloud URL.

NFC

The Mote has an NFC interface to allow for quick display of current status. This feature is only available on Android devices. The NFC antenna is located at the bottom right corner of the Mote. The App will verify that the Mote is joined to the signed in Cloud account before showing any information. This is a security feature to prevent anybody with an App reading any Mote. When the Mote detects the NFC from the device it will beep once.