

Weather Direct TX60 Registration

Note: In the event the Weather Direct web site differs from this document, the web site contains the most current information so please read the screens.

Primary Benefit to TX60 Use

- TX60 units can notify of changes in your environment (e.g. vacation home, server room, freezer).

Pre-Requisites to Setup



- Weather Direct TX60 sensor and standard gateway
- Hi-Speed Internet service (e.g. “always on” service via cable or DSL modem)
- Router w/ available network port (or a combo-router in your cable/dsl modem). A router, by definition, has DHCP enabled to assign the gateway an IP address. **Note:** The gateway requires a physical port; sensor data to/from the gateway is wireless
- A standard 6-foot Cat5e network cable (usually included with the gateway)
- A PC with browser configured (see **Appendix A: Web Site System Requirements**)
- Valid e-mail address (required to create user account)

Create Your Weather Direct User Account

First, create an account at www.weatherdirect.com. You only need one account to manage all your TX60s. (**Note:** We recommend a limit of 3 gateways per user account and a maximum of 10-12 TX60s per gateway.)

In the Login box, select the “Register New User” link.

The screenshot shows the 'Login' page with fields for 'User Name:' and 'Password:'. Below these fields is a checkbox for 'Remember me next time.' and a 'Log In' button. At the bottom, there are two links: 'Register New User' and 'Recover Password'. An arrow points from the 'Register New User' link to a box labeled 'Create user'.

You will see a standard web site usage agreement. You may use the print link, if desired. You must consent to the License Agreement terms where indicated before clicking on the “Create Profile” button:

The screenshot shows the 'Review Subscription Agreement' page. It features a blue header with a warning icon and the text: 'Please review the Subscription Agreement before creating a WeatherDirect® profile.' Below this is a scrollable area containing the 'SUBSCRIPTION AGREEMENT' text. At the bottom, there is a checkbox labeled 'I agree to this Subscription Agreement' and two links: 'View in Full' and 'Print'.

Next you need to complete one screen of basic personal information. Tips on doing so:

User Name: Make this an easy to remember name variation or descriptive phrase. Use the underscore _ where any spaces would be. If the name chosen has already been taken, you will get a red error message.

Password: Choose 6 or 8 characters you can remember. For best security, combine letters, numbers, and symbols.

Email Address: This must be valid, as it is used to confirm specific events. (**Note:** Hi-speed internet service usually includes an email address. Basic free accounts are also available at resources like google.com, msn.com, or yahoo.com¹ if you do not have e-mail or wish a separate address for TX60(s).)

First Name, Last Name and Zip Code: We do not sell or rent lists; your name is used for notification and support purposes only.

My Time Zone: This entry tells the computer which time zone you want to see on the web site screens.

Display all Temperatures on the Website as: Your choices are Fahrenheit or Celsius. **Note:** A TX60 LCD remains in Fahrenheit, but the web site can translate for the user account but not by individual TX60.

Verification Code: Retype what you see on the screen. This is a common web site security registration request.

Note: If you see black instead of a verification code, check system requirements in **Appendix A**. You can create your account on a different PC (one-time task). We cannot resolve browser configuration issues for you.

Note: After account creation, you will only need to enter the User Name and Password information to Login to the account.

Create Profile

Please fill in the necessary information to create your My Weather D profile.

We take privacy and security seriously. Your e-mail address and pro are protected on a secure server. We will never sell or disclose you address or profile details to third parties.

My Profile Details

User Name
my_account ✓ username is available
(User Name can not be changed after the Profile is created)

Password
.....
(Password must have a minimum of 6 characters)

Confirmation Password
.....

Email Address
myname@location.com

Confirmation Email Address
myname@location.com

First Name
Your

Last Name
Name

United States of America

My Time Zone
(GMT -06:00) Central Time

Display all Temperatures on the Website as
Fahrenheit

Verification Code

QLLET

Enter the code shown above: QLLET

Create Profile

¹ Vendor examples only; terms subject to change at their discretion.

Register a Standard Gateway

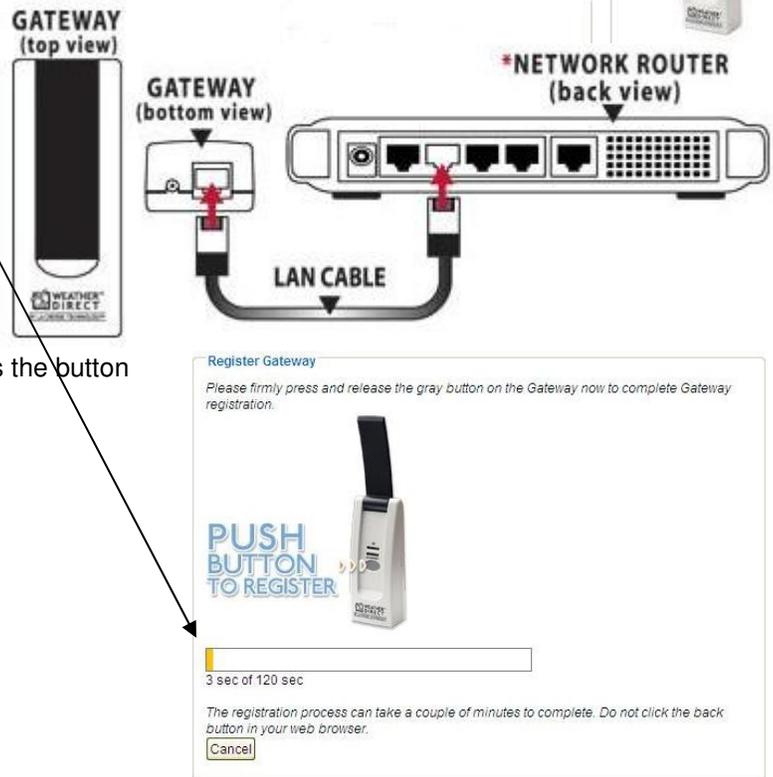
On the “Select Your Gateway Type” box select the picture that matches the standard gateway (see illustration far right).

Notice the **My Weather Direct** summary on the left of your screen. This panel will gradually fill with gateway(s) and TX60 sensors.

If you do not see the **Select Your Gateway Type** box, choose either the “Register Gateway” entry on the left, or the “Register” menu option at the top of the page.

Please follow the directions on the screen to register the gateway. A few tips:

1. On the first gateway registration screen, **STOP** and double-check **ALL** wiring before you proceed. The most common mistake we see is that user's wire in a router or switch incorrectly.
2. If you have some difficulty registering, **it is OK to press the gray button on the gateway more than once as the progress bar advances across the screen.** Wait about 30 seconds between attempts and make sure to press the button firmly.



If you succeed, the web site will resolve the error message. A working gateway comes to rest at a **solid red light**. Normal operation is red light always on and green light off except when data transmits.

When a Standard Gateway Registration Fails

If the standard gateway registration fails, you will see the following error message:



Your first response should be exactly as directed. Double-check the Serial Number on both the screen and the sticker on the back of the gateway. If you made a typing error, then fix the entry on the screen and select the **Try Again** button. If you fail, review the trouble-shooting steps below:

1. Check for a “miss” on the Gateway registration. On a rare occasion, the web site accepts part of the registration, but fails to complete the cycle. To check for this:

- a. Press the Refresh button on your browser (e.g. on IE8 click on this button at the top of your screen).



- b. Look on the left side under **My Weather Direct** for the presence of a gateway (a larger picture is on the previous page).



- c. If so, click on the “Gateway 1” entry. Verify if the Gateway ID in the Overview box matches the failed serial number on the gateway. If yes, then see **Appendix B: Delete and Re-Register a Gateway**.

Gateway 1

Overview	
Name:	Gateway 1
Type:	Standard
ID:	00-11-53-52

Note: If the ID on-screen does not match your gateway sticker and you did not install other gateways, then you will need to contact Customer Support at 888-211-1923 for resolution.

2. If you fail but see only the **Register Gateway** prompt (good), then factory reset the gateway before using the **Try Again** button on the screen. To **factory reset** a gateway:

- a) Unplug the a/c power for 10 seconds. Press and Hold the grey button on the gateway before plugging the a/c power in again.
- b) Continue to hold the grey button for 30 seconds after inserting the a/c power cord.
- c) *The **Red** Ethernet light will come on after about 10 seconds, then go off for about 10 seconds, then come back on again.*
- d) At that time you can release the grey button. Please note that we are not concerned about the **green** (RF) data light at this time.



- If registration fails yet again, wait about 5 seconds after the registration fails message, then **power cycle the gateway** (remove a/c for 30 seconds and re-insert). Count the number of blinks in each series on the gateway. If the count is less than 4, see **Appendix C: Incorrect Gateway Blinks** for resolution.

If you succeed, the web site will resolve the error message. A working gateway comes to rest at a **solid red light**. Normal operation is red light always on and green light off except when data transmits.

TX60 Device Registration

After you insert 2 AAA batteries (good alkalines registering 1.48V each) into the TX60 sensor, you will see a series of 3 digit numbers appear in the little LCD window (e.g. 101, 102). If not, then press and hold the gray button on the sensor until the little LCD screen shows all segments fill (e.g. 18.88), then it will display the 3 digit sequences.

If you have not already done so, login to your Weather Direct account at www.weatherdirect.com.



To register a TX60, your gateway must be registered (see page 3 if one does not appear on the **My Weather Direct** tab in your account),

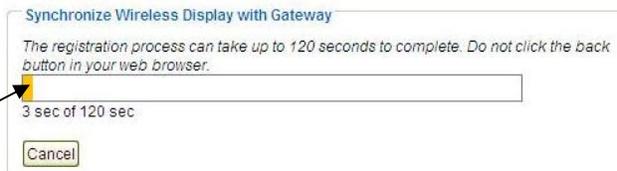
Now select the “Register Device” option **under** the gateway in the **My Weather Direct** panel.



Next on the **Registration** screen, select the picture of a TX60.

Follow the directions on both the web site and LCD display screen. Additional tips:

- For TX60's, you will press first the gray button on the sensor then the gray button on the Gateway. Watch the little red light on the sensor. **If it stays red, leave it alone.** If it resumes blinking, then it is OK to press the “sensor button - pause - gateway button” sequence more than once as the synchronize progress bar advances, wait 30 seconds between each attempt.



- When you get to the “Temperature Sensor Settings” page, you have about 120 seconds to **Save** the registration. You can always take your best guess now and “perfect” it later.



- Watch the device summary page for the first entries to appear in **Last Measured Values** before customizing registration further (e.g. initially this can take up to 120 minutes).

Your Temperature Sensor(s)

Name	Date Registered	Last Seen	Link Quality
Sensor #1	11/18/2009 12:55:04 PM	11/25/2009 1:06:24 PM	100 % Delete
Device Id:0001F1A568A05069		Battery: OK	Active Alert: No

Latest Measured Values			
Probe Sensor	Device Sensor	Humidity	Timestamp Record
75.3 °F	74.4 °F	39%	11/25/2009 1:06:24 PM
75.3 °F	74.4 °F	39%	11/25/2009 1:01:24 PM
75.5 °F	74.4 °F	39%	11/25/2009 12:56:24 PM
75.3 °F	74.4 °F	39%	11/25/2009 12:51:24 PM
75.5 °F	74.4 °F	39%	11/25/2009 12:46:24 PM

- To customize the TX60, use the Edit Settings button (scroll down the device summary page).

[Edit Settings](#)

TX60 Mobile Monitor (Notifications and Alerts)

If you desire notifications via email or SMS, you need to have the Alerts service option active. If your unit includes a period of initial service, there will be an offer box above the **Your Temperature Sensor** page to accept the promotion (directions on screen). If you need to purchase or renew service, use the purchase menu below the Edit Settings button. (**Note:** Renewals with time remaining will have an indicator next to the price.)

[Edit Settings](#)

Add 1 Year of Alerts

Add Receive a Text Message or Email Alert When the HI/LOW Temperature or HI/LOW Humidity is Outside of Your Desired Range. (Alerts for 1 year) **You have TX60 Alerts Now \$9.95**

Add 3 Years of Alerts

Add Receive a Text Message or Email Alert When the HI/LOW Temperature or HI/LOW Humidity is Outside of Your Desired Range. (Alerts for 3 years) **You have TX60 Alerts Now \$19.95**

After PayPal® sends confirmation the transaction processed (interval is hours or a few days – not under our control), then when you select Edit Settings, you will have **Alert Settings** options.

Name	Interval	Alert Settings		
Temperature	10 Minutes 			
	Remove/reinsert batteries is required. Interval changes may not take effect immediately.)	Probe Sensor High	70 °F 2 °F	<input checked="" type="checkbox"/>
		Probe Sensor Low	°F °F	<input type="checkbox"/>
		Device Sensor High	80 °F 2 °F	<input type="checkbox"/>
		Device Sensor Low	36 °F 2 °F	<input type="checkbox"/>
		Humidity High	24 % 2 %	<input type="checkbox"/>
		Humidity Low	20 % 2 %	<input type="checkbox"/>

- **Interval** – options are 5, 10, 30, 60 or 120 minutes. **As noted on the screen, the TX60 batteries must be removed and reinserted so the TX60 requests the new timer.** One or two existing intervals will process and expire before the new value takes effect.
- **Value** – must be a valid temperature from **-22 to +140** (web site says -40 to +140) Fahrenheit or a valid humidity of **20 to 98%** (website says) 3 to 99%.
- **Hysteresis** – the meaning of the term is a +/- range that you are willing to tolerate in variance from your **Value**. In the TX60, hysteresis is only used to determine when it is appropriate to resend an alert. Given in particular SMS service costs, we try to limit messages. An alert is sent when the value is violated, but because temperature always varies, you are not notified again until a fresh violation of the value occurs.
- **Enabled** – you must place a check mark in each Value before the server will take action on the entry.

Additional Mobile Options

Users on laptops, netbooks, tablets and smartphones can send a link to a summary of your current TX60 status. Use the **Go To Mobile Options** link above the Alert Settings screen.

[Go To Mobile Options](#) ←

Name	Interval	Alert Settings			
Temperature	10 Minutes <input type="button" value="v"/>		Value	*Hysteresis	Enabled
Remove/reinsert batteries is required. Interval changes		Probe	70 °F	2 °F	<input checked="" type="checkbox"/>

You will see the **TX60 Mobile Options** configuration. Notice you **cannot save** any data on this screen. The mobile link received can be forwarded via email or SMS or saved in the browser.

TX60 Info
TX60 Mobile

TX60 Mobile Options

A summary web page formatted for mobile devices is available for your TX60 information (works best with smart phones). The summary page contains data for all TX60 devices registered to this gateway, similar to the data shown on the Info tab.

[View TX60 Mobile Page](#)

Use the section below to send the address of your mobile summary page to a smart phone or mobile device. You can then bookmark that link on your mobile device for quick access to your TX60 data. *(A page refresh may be needed to ensure latest data.)*

Email the mobile link to: *(eg. me@myemail.com)

and / or

Text the mobile link to: *(eg. 6087821982)

My Cellular Service Provider is:

United States of America

3 River Wireless

*Values are NOT saved on exit.

Each time you view the mobile link, you will see a current summary of one or more TX60 units in a screen like the following (exact view is determined by your screen resolution capabilities):

	Refresh this page to get the latest values for your TX-60 devices.					
Name	Probe	Device	Hum	Last Seen	Batt	Link
<input checked="" type="checkbox"/> Vacation Home	79.1 °F	78.9 °F	48%	8/11 2:48 PM	LOW	100 %

Appendix A: Weather Direct Web Site Usage System Requirements

Tested Configurations

While various modern operating system and browser versions may work on the Weather Direct Web Site, we cannot guarantee support for web browser issues on all possible combinations. Our Weather Direct web site support is limited to issues that we can reproduce on our test configurations (versions current as of 09/2011):

- [Windows 7 \(64/32-bit\) /Service Pack 1, Vista/Service Pack 2, or Windows XP/Service Pack 3.](#)
Note: When your operating system updates (either via live update or manual patching), it is your responsibility to update all browser dependencies so it continues to function correctly.
- And one of the Following [Browsers](#):
 - IE7 or IE8
 - Firefox 4
 - Chrome 10
 - Safari 5
- And all the following browser [dependencies](#)
 - Javascript and cookies enabled in browser settings
 - Adobe Flash Player (e.g. 10.2.152.26)
<http://get.adobe.com/flashplayer/?promoid=DXLUJ>
 - Adobe Acrobat Reader (e.g. X version 10.0.1) <http://get.adobe.com/reader/>**Note:** You may uncheck the tool bar options in the Adobe installations, if preferred.

[We assume you maintain internet security with the appropriate anti-virus, anti-spyware, and firewall components.](#) You can accomplish this through separate tools or one of the brands of internet security software packages on the market. To be effective, all internet security tools must be kept current. If you need assistance with selecting internet security tools, please contact a qualified PC technician or your internet service provider (ISP).

Non-Windows Users

Mac and other system users need to install the equivalent modern browser on their system.

The exception that limits you to Windows only use is when the standard gateway requires the Gateway Setup software (e.g. for static ip assignment). A gateway static ip can be set once on a PC and used elsewhere.

Known Internet Limitations

Dial-up internet service and mobile broadband are not supported for TX60 use.

Note: Warranty Service does not apply to performance issues traced to dial-up, mobile broadband or cell phone and e-mail service limitations. Requests for return of the product are governed by the rules of the vendor who sold the item. La Crosse Technology provides only warranty service for items within the one-year warranty period (see details in your product manual available for download at <http://www.weatherdirect.com/help/manuals.aspx>. We do not issue refunds.

Appendix B: Delete and Re-Register a TX60

If any scenario has directed you to “start over” from the point of TX60 device registration, then Login to your Weather Direct account.

Login

User Name:

Password:

Remember me next time.

[Register New User](#)
[Recover Password](#)

- Find the My Weather Direct heading. A single TX60 will show as a device with the red indicator for a temperature sensor.

WinTest2

Register Device

WinTest2

Display Shelf

Sea_Water

- Multiple TX60s will summarize in a **Temperature Sensors** section under **My Weather Direct** heading. Double-click on the Device entry shown to see the Information Panel.

My Weather Direct®

My Home Page

My Profile Details

Identify Device

Register Gateway

WinTest3

Register Device

Temperature Sensors

TX60 Info TX60 Mobile

TX60 Information Panel

Name	Probe Temp	Device Temp	Hum	Last Seen	Batt	Link
DD1	73.7 °F	73.2 °F	55%	9/12/2011 2:42 PM	OK	100 %
DD2	73.7 °F	72.1 °F	60%	9/12/2011 2:44 PM	OK	100 %
DD3	73.5 °F	71.7 °F	57%	9/12/2011 2:45 PM	OK	100 %
DD4	73.9 °F	71.6 °F	56%	9/12/2011 2:42 PM	LOW	100 %
DD5	74.3 °F	72.1 °F	60%	9/12/2011 2:44 PM	OK	100 %
DD6	72.6 °F	71.8 °F	60%	9/12/2011 2:45 PM	OK	100 %
DD7	73.2 °F	72.2 °F	58%	9/12/2011 2:42 PM	OK	100 %
DD8	73.9 °F	71.7 °F	60%	9/12/2011 2:43 PM	OK	100 %
DD9	n/a	72.1 °F	61%	9/12/2011 2:43 PM	OK	100 %
DD10	n/a	72.1 °F	61%	9/12/2011 2:43 PM	OK	100 %

- Once you select the TX60 to delete, you will see that item's summary page. Select the **Delete** button to the right of the sensor.

Your Temperature Sensor(s)

[Go To Mobile Options](#)

	Name	Date Registered	Last Seen	Link Quality	
	 DD1	8/31/2011 1:16:25 PM	9/12/2011 2:47:29 PM	 100 %	<input type="button" value="Delete"/>

- You will be asked to confirm you are sure, and may proceed to delete the registration.

Anytime an item is deleted from the web site, it **must be factory reset to re-register**. If you experience failed registrations, a Factory Reset must be done to clear any partial or corrupted data in the TX60.

Factory Reset Procedure for TX60 Units:

- Perform a Factory Reset by pressing and holding down the gray button in the center of the TX60 unit until the device goes "black" then it will begin to show 3 digit numbers (e.g. 102, 102, 103, etc.)
- Remove the batteries for 10 minutes.
- [Register the TX60 Here](#)

Note: If you must delete the standard Gateway, proceed to **Appendix C**.

Appendix C: Delete and Re-Register a Standard Gateway

If any scenario has directed you to “start over”, then Login to your Weather Direct account.

Note: If the target gateway has any devices registered, see **Appendix B**. Devices need to be removed before a gateway can be deleted.



Login

User Name:

Password:

Remember me next time.

[Register New User](#)
[Recover Password](#)

- Find the Gateway to remove under **My Weather Direct** heading. Double-click on the Gateway name to display its properties.



- Select the **Delete Gateway** button on the gateway properties screen.



Gateway 1

Overview	
Name:	Gateway 1
Type:	Standard
ID:	00-11-53-52
Channel:	1
Registered:	11/20/2009 11:39:49 AM
Last Seen:	11/20/2009 11:39:48 AM

- Confirm **OK** on the “Are you sure” message.



Message from webpage

Are you sure you want to delete this Gateway ?

Note: Once the Gateway has been deleted, you will need to perform a factory reset (see your User Manual) to use it again.

- **Factory Reset** the Gateway.
 - a) Unplug the a/c power for 10 seconds. Press and Hold the grey button on the gateway before plugging the a/c power in again.
 - b) Continue to hold the grey button for 30 seconds after inserting the a/c power cord.
 - c) The Red Ethernet light will come on after about 10 seconds, then go off for about 10 seconds, then come back on again.
 - d) At that time you can release the grey button. Please note that we are not concerned about the green (RF) light at this time.

Return to page 3 and try the standard gateway registration again.

Appendix D: Incorrect Standard Gateway Blinks

Note: The information in this section is also available online at <http://www.weatherdirect.com/help/gatewayhelp.aspx>

Both lights on the Gateway are blinking continuously means:

- The gateway has been registered to the website, but has been factory reset. Please delete the Gateway from the website and then factory reset once again.
- **Factory reset** - (after deleted from the website).
 - Unplug the a/c power for 10 seconds. Press and Hold the grey button on the gateway before plugging the a/c power in again.
 - Continue to hold the grey button for 30 seconds after inserting the a/c power cord.
 - The Red Ethernet light will come on after about 10 seconds, then go off for about 10 seconds, then come back on again.
 - At that time you can release the grey button. Please note that we are not concerned about the green (RF) light at this time.
- Within 30 seconds the Red (Ethernet) light should be flashing in sets of 4 blinks, pause, 4 blinks pause, etc.
- **If it takes longer than 30 seconds to get to 4 blinks there is a connection issue and the gateway will not register.**
- **Please note the gateway will automatically go to 4 blinks (a default IP addresses) if given enough time. This means that you can get a false positive reading if you wait longer than 30 seconds to view the startup light sequence.**

Red (Ethernet) light is blinking 1 time only within 30 seconds of being plugged in

This means that no Ethernet cable is attached to the Gateway.

1. Make sure cable is attached or try another cable
2. Do you have a Router?
 - Make sure Router is turned on, DHCP is enabled and the Gateway cable is attached to it
3. **Power cycle Gateway**
 1. Unplug the a/c cord from the gateway for 10 seconds.
 2. Do Not touch the grey gateway button.
 3. Plug the a/c cord into the gateway.
4. **Factory reset** (after deleted from the website).
 0. Unplug the a/c power for 10 seconds. Press and Hold the grey button on the gateway before plugging the a/c power in again.
 1. Continue to hold the grey button for 30 seconds after inserting the a/c cord.
 2. The red (Ethernet) light will come on after about 10 seconds, then go off for about 10 seconds, then come back on again.
 3. At that time you can release the grey button. Please note that we are not concerned about the green (RF) light at this time.
 - Within 30 seconds the Red (Ethernet) light should be flashing in sets of 4 blinks, pause, 4 blinks pause, etc.
 - **If it takes longer than 30 seconds to get to 4 blinks there is a connection issue and the gateway will not register.**

- **Please note the gateway will automatically go to 4 blinks (a default IP addresses) if given enough time.**

Red (Ethernet) light is blinking in sets of 2 within 30 seconds of being plugged in

This means the Gateway is not getting an IP address from your Router.

1. Do you have a Router as well as a Modem? You may have to check your Router to ensure that DHCP is turned on. (You will need to check with Router manufacturer for this). Can you access Internet from your computer?
2. **Power cycle Gateway**
 - a. Unplug the a/c cord from the gateway for 10 seconds.
 - b. Do Not touch the grey gateway button.
 - c. Plug the a/c cord into the gateway.
3. **Factory reset** (after deleted from the website).
 - a. Unplug the a/c power for 10 seconds. Press and Hold the grey button on the gateway before plugging the a/c power in again.
 - b. Continue to hold the grey button for 30 seconds after inserting the a/c cord.
 - c. The red (Ethernet) light will come on after about 10 seconds, then go off for about 10 seconds, then come back on again.
 - d. At that time you can release the grey button. Please note that we are not concerned about the green (RF) light at this time.
 - Within 30 seconds the Red (Ethernet) light should be flashing in sets of 4 blinks, pause, 4 blinks pause, etc.
 - **If it takes longer then 30 seconds to get to 4 blinks there is a connection issue and the gateway will not register.**
 - **Please note the gateway will automatically go to 4 blinks (a default IP addresses) if given enough time.**

If the power cycle and/or factory reset do not bring the red (Ethernet) light to 4 blinks, please [contact Technical Support](#).

Please include:

1. Make and model of your Router
2. Make and model of your Modem
3. Who provides your Internet Service
4. Weather Direct® User Name on the website
5. Gateway Serial number
6. Your complete contact information.

If the Red (Ethernet) light starts blinking in sets of 4 within the first 30 seconds, continue with registration.
If not:

- **Factory reset** (after deleted from the website).
 1. Unplug the a/c power for 10 seconds. Press and Hold the grey button on the gateway before plugging the a/c power in again.
 2. Continue to hold the grey button for 30 seconds after inserting the a/c cord.
 3. The red (Ethernet) light will come on after about 10 seconds, then go off for about 10 seconds, then come back on again.

- At that time you can release the grey button. Please note that we are not concerned about the green (RF) light at this time.
- Within 30 seconds the Red (Ethernet) light should be flashing in sets of 4 blinks, pause, 4 blinks pause, etc.
- **If it takes longer than 30 seconds to get to 4 blinks there is a connection issue and the gateway will not register.**
- **Please note the gateway will automatically go to 4 blinks (a default IP addresses) if given enough time.**

If the power cycle and/or factory reset do not bring the red gateway light to 4 blinks:

1. Download the [Gateway Advanced Setup software](#)
2. Run the Gateway_Advanced_Setup.exe file, it should find the gateway and the Gateway Advanced Setup box should be full of numbers.
3. If the box is all 0's you will need to temporarily disable your firewalls to view the gateway. **NOTE** – This software will run on XP and Vista only at this time
4. Look at the **Serial number** (grayed out) and confirm it is the same number as on the back of your weather gateway.
5. Find the **“Actual IP”** (grayed out) and type that address into a browser address bar. Ex: 192.168.18.250
6. A blue screen should appear with statistics of the gateway.
7. Write down what the **“Data Server IP”** is.
8. Write down what the **“Last Contact”** is. If it is anything other than “None”, it has contacted our server.

If the Data Server IP is blank, please [contact Technical support](#). Please include:

1. Make and model of your Router
2. Make and model of your Modem
3. Who provides your Internet Service
4. Weather Direct® User Name on the website
5. Gateway Serial number
6. Data Server IP address
7. Your complete contact information

Red (Ethernet) light is blinking in sets of 3 within 30 seconds of being plugged in

This means that the gateway has an IP address but cannot connect to the server.

- **Power cycle Gateway -**
 1. Unplug the a/c cord from the gateway for 10 seconds.
 2. Do Not touch the grey gateway button.
 3. Plug the a/c cord into the gateway.

If the Red (Ethernet) light starts blinking in sets of 4 within the first 30 seconds, continue with registration.

If not:

- **Factory reset** (after deleted from the website). –See above

If the power cycle and/or factory reset do not bring the red gateway light to 4 blinks:

1. Download the [Gateway Advanced Setup software](#)
2. Run the Gateway_Advanced_Setup.exe file, it should find the gateway and the Gateway Advanced Setup box should be full of numbers.
3. If the box is all 0's you will need to temporarily disable your firewalls to view the gateway. **NOTE** – This software will run on XP and Vista only at this time
4. Look at the **Serial number** (grayed out) and confirm it is the same number as on the back of your weather gateway.
5. Find the **“Actual IP”** (grayed out) and type that address into a browser address bar. Ex: 192.168.18.250
6. A blue screen should appear with statistics of the gateway.
7. Write down what the **“Data Server IP”** is.
8. Write down what the **“Last Contact”** is. If it is anything other than “None”, it has contacted our server.

If the Data Server IP is blank, please [contact Technical support](#) at https://www.lacrossetechnology.com/support/contact_weatherdirect.php. Please include:

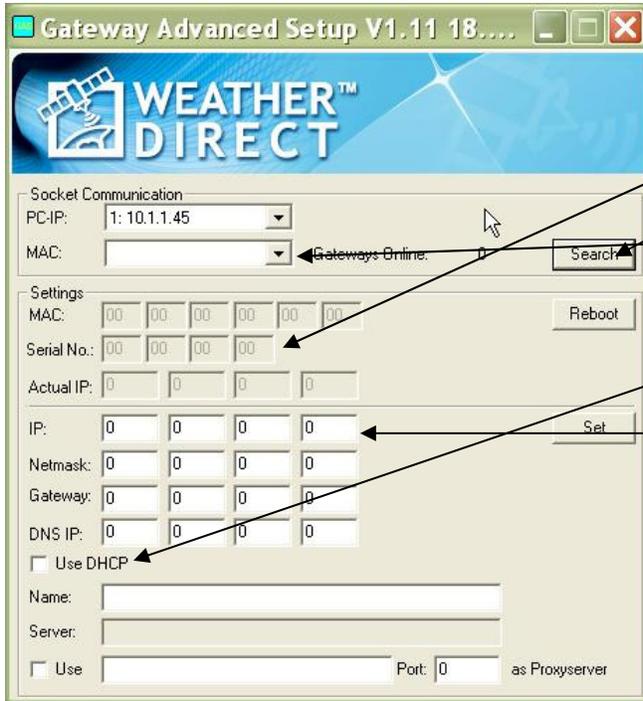
1. Make and model of your Router
2. Make and model of your Modem
3. Who provides your Internet Service
4. Weather Direct® User Name on the website
5. Gateway Serial number
6. Data Server IP address
7. Your complete contact information

DNS Domain Name Server Resolution issues can cause 3 blinks

One last issue that can be checked in 3 blinks is your ISP's connection to a DNS server. On Windows XP, Vista or Windows 7. **See Appendix E** for options.

Making Changes in the Gateway Advanced Setup Software

If for any reason you are directed to make changes using the **Gateway Advanced Setup** Software, download it from <http://www.weatherdirect.com/help/software.aspx> and follow the directions on the screen to install it.



1. Press the **Search** button and locate your gateway.
2. Match the serial number of the gateway shown to the tag on the back of it. **Note:** If more than one gateway is found, display each gateway in the **MAC** list until you find a match in gateway serial number.
3. If you use DHCP, make sure the check box for it's use is enabled, press **Set** and press **Reboot**. You're done.
4. You can set a **static IP** in the blank provided (in which case do NOT check the DHCP box).

WARNING: Do not change Netmask, Gateway, or DNS IP without specific numbers assigned from a network administrator.

Note: We do not fully support proxy server addressing. If your location uses proxy servers,

you can fill in the last line to access it; however, this information will have to be manually reset if the gateway is moved or if your internet service is disrupted.

Set: End all edit tasks with a press of the **Set** button and the **Reboot** button (wait 30 seconds between presses). This will manually reboot the gateway with the changes. Any "factory" reset will require you to re-enter these edits!

Tip: If your power or internet service is known to be disrupted, you can expedite recovery by pressing the **Reboot** button. This forces the gateway to return to the beginning of it's connection cycle and reduces recovery time for the gateway.

Appendix E – Verify DNS Connections so the Gateway finds Weather Direct

Our Server IP changed in 2010

If you use any IP filter settings in your router or firewall, then you need to authorize our IP address. Please authorize our server IP: **63.239.62.14**. If you specify http activity by command (beyond simple IP filtering), then verify that the http **PUT** command is authorized. **Note:** If you have the skills, obtain our more detailed *Router Trouble-Shooting Guide* at <http://www.weatherdirect.com/pdfs/help/RouterTroubleShooting.pdf>.

Verify DNS (Domain Name Services) Resolution

Select **Start | Programs | Accessories | Command Prompt**. At the prompt in the window, type the command **nslookup box.weatherdirect.com** and press **Enter**. The reply should be similar to the response below, showing the IP of **63.239.62.14**



```
C:\>nslookup box.weatherdirect.com
Server:
Address: [redacted]

Non-authoritative answer:
Name:    box.weatherdirect.com
Address: 63.239.62.14

C:\>_
```

Please contact your ISP, or if your weather direct device resides in a corporate environment contact your IT administrator, for assistance in updating to current DNS server access. **This is important as if your PC cannot find the correct IP, the gateway probably can't either.**



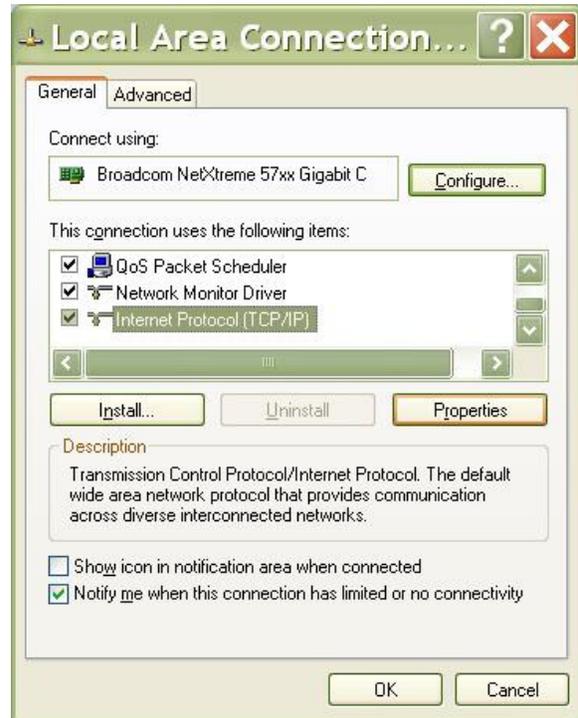
The next steps require more comfort with your Operating System. If you are not sufficiently experienced, please find someone who is or call Customer Support at 888-211-1923. *You can expect above-average wait times given the magnitude of moving servers.*

DNS Resolve Failures

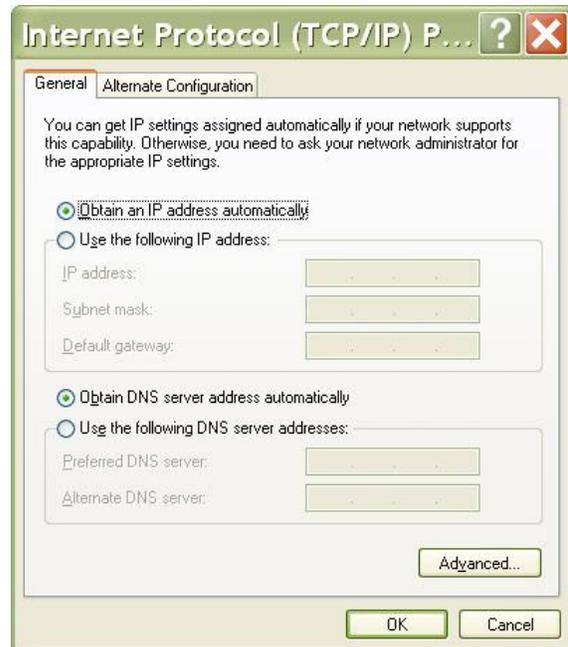
If you do not see the correct IP, or if you remember in the past using our Gateway Advanced Setup software to modify the gateway for a specific **SERVER IP** (different from setting a static IP on the gateway), then some adjustment is necessary.

First, your PC needs to be reading the new servers so your web site account is accessible. If your environment is having difficulty resolving DNS names, we need to change the preferred DNS server . To do so (example is given for Windows XP – Vista and Windows 7 vary only slightly):

- Open **Control Panel** and select **Network Connections**.
- Right click on the **LAN Area Connection** (or the equivalent wireless icon active to access network communication for your PC) and select **Properties** on the menu.
- Highlight **Internet Protocol (TCP/IP)** in the box and **Select Properties** then select **OK**.



- On the Internet Protocol Tcp/IP screen, **PLEASE FIRST CAPTURE HOW YOUR SCREEN APPEARS NOW. Note:** Most users will allow the PC to locate an IP for itself automatically and find a DNS server automatically (like the example).

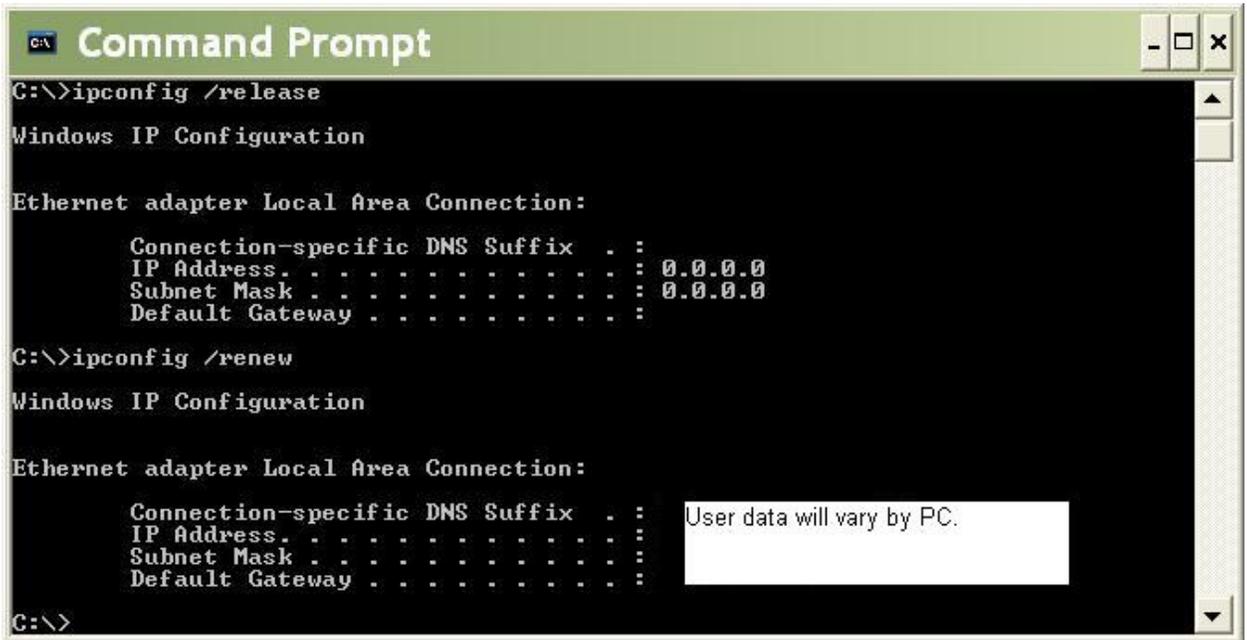
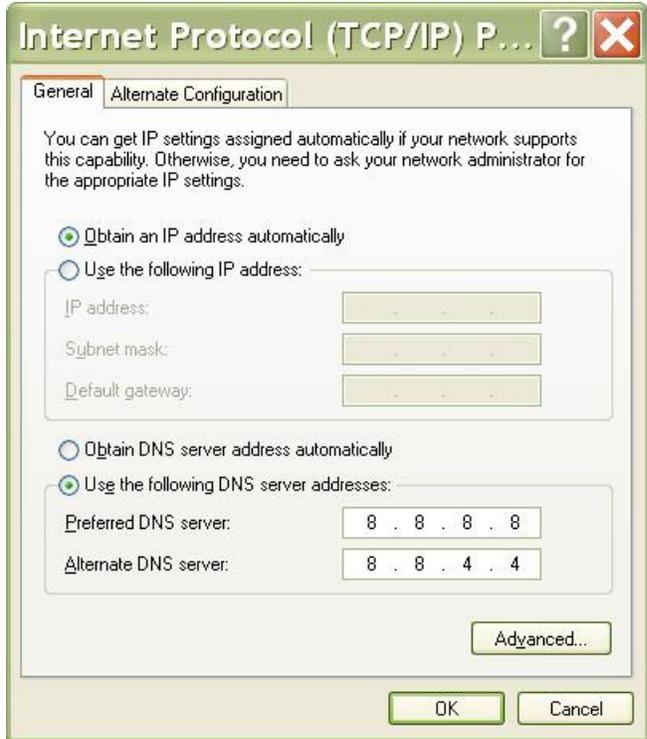


- Next try some public DNS servers. If none of these work, then you may be in an environment blocking access and need either your ISP or network administrator to resolve access for you. To use a public DNS server, change the DNS entry in the Internet Protocol window to **Use the following DNS server address**.

Possible DNS pairs to try:

Google 8.8.8.8 & 8.8.4.4
 Norton 198.153.192.1 & 198.153.194.1
 Open DNS 208.67.222.222 &
 208.67.220.220

To use a new DNS address, you must select OK in the window and at a command prompt release and renew the PC network configuration as below:



A successful DNS resolve will now display the correct IP in the **nslookup** command:



```
C:\>nslookup box.weatherdirect.com
Server: This portion of data will vary by user.
Address:

Non-authoritative answer:
Name:    box.weatherdirect.com
Address: 63.239.62.14

C:\>_
```

If the above steps fail, you need to contact your ISP and explain you are not finding box.weatherdirect.com at IP 63.239.62.14 as above. Occasionally, an ISP needs to update their DNS Servers for you.