

## Weather Direct® Displays show Lost Forecast (blank boxes in the picture icons)

Many routine events can cause a **Lost Forecast** situation. Examples include:

- Power outage
- Change batteries
- Internet down in your area
- Server maintenance work in our area

**Note:** Most Weather Direct units will recover from routine events on their own in 6-12 hours. The steps presented allow you to shorten the pre-programmed recovery process and review the components for any potential issues.

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**Note:** USB gateway users please proceed to **Appendix A**.

First, try a simple **manual update** on the display:

- **Non-Audio** Model WD-#### units: Press the + key until you hear a beep; you should later hear an answering beep as the update arrives.
- **Audio** Model WA-#### units: Press the SNOOZE key until you hear two beeps. The display will update slowly over perhaps 15 minutes, showing a series of UPDATE commands as it does so.

Please wait an hour before proceeding further.

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Major issues for Weather Direct are announced on the web site. Make sure there is **not** a “server maintenance” banner at the top of the main page at <http://www.weatherdirect.com/>. If all clear, you can try the alternate form of the power cycle steps below:

1. Remove all batteries from the display (or remove the display a/c if applicable). **Press any key on the display 20 times to remove any residual power.** Leave the display sit powerless while you continue working (*approximately 10 minutes off power please to erase the display’s error memory*).
2. Remove the power cable from the gateway for about an hour. **Please avoid touching the gateway’s gray button while power-cycling.**
3. Re-insert the power cable into the gateway and wait for it to process some red blinks and settle into a solid red light. **Note:** The solid red light on the gateway indicates internet communication is active; this is a registered gateway’s normal “healthy” state.

4. Login to your Weather Direct account and check for the gateway to now have a current **Last Seen** date.
5. Double-check your display batteries are 1.48V each, or get fresh batteries.  
**Note: We have determined that displays experiencing event interruptions may develop a bad battery, which is not detectable because the low battery indicator is based on the sum voltage of the batteries. Please test each battery and replace low ones.**
6. Re-insert batteries in the display, and wait up to 30 minutes for the forecast to reload. **Note:** Audio units will show the forecast pictures relatively soon, although the audio portions may take considerably longer to reload.
7. If the scroll box in the display still says “updating”, press the + key a couple times in 3 minute intervals for **non-audio** units, or the SNOOZE key until 2 beeps sound for **audios**. (This is the same as the manual update step in the preceding section). Wait an 60 additional minutes total.

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If the above steps fail, you then must reset and re-register the **display**. **Make sure each item to be reset is *deleted* in your Weather Direct account *before* the reset happens.**

**Note:** It is also advisable to perform a factory reset if you timeout or experience any re-registration failures. A factory reset removes any partial data written to the unit making the retry easier to process.

#### Display Factory Reset:

##### Non Audio Units:

Perform a Factory Reset by pressing and holding down the SET and ALM buttons together for 6-10 seconds. The Display will beep twice. Remove the batteries for 10 minutes. Next factory reset the Gateway.

##### Audio Units:

Perform a Factory Reset by pressing and holding down the SET button to enter the Program Menu. When you see Contrast settings, press and release the SET button until you see RESET NO. Press and release the PLUS button until you see RESET RUN. Press SET once more. In about 10 seconds the entire screen will populate, then ask you to press the SNOOZE and GATEWAY button. Remove batteries for 10 minutes.

**Note:** If just the display re-registration doesn't resolve your issue, then you will need to go all the way back to reset and re-register the **gateway**. **Make sure each item to be reset is *deleted* in your account *before* the reset happens.**

## Gateway Factory Reset:

1. Unplug the AC adapter for 10 seconds.
2. Push and hold the button on the Gateway while plugging in the AC adapter. Keep the button held in until the **Red LED** lights up for the Second time (or red, blank, red, release). The Gateway will enter the setup sequence. The **Red LED** will blink in groups of FOUR when the Gateway is ready to register.
3. Go to the website and click on Register Gateway. **Press and release the Gateway button one time, enter the Gateway serial number, press and release the gateway button a second time to allow it to register.**
4. Follow the instructions online to register your Display. Please use good Alkaline batteries dated at least 7 years in advance of the current year or newer. Batteries are our number one warranty issue. **Once the forecast icons show on your display, install batteries into your outdoor temperature sensor.**

Please note if it takes **more than 30 seconds for your gateway to get to 4 blinks**, something is blocking the signal packets from getting out or returning to the gateway. If this happens, you will need the gateway registration at <http://www.weatherdirect.com/help/gatewayhelp.aspx>. If that does not resolve your concerns, work backwards to your router with the details at <http://www.weatherdirect.com/pdfs/help/RouterTroubleShooting.pdf>.

## Appendix A: USB Gateway Lost Forecast

The USB gateway is dependent on the PC being on and the USB ports avoiding sleep mode. If interruptions to data transmission occur, then the user will need to learn to manually update the forecast. Display data interruptions on usb gateways can occur if...

1. Your computer goes into sleep mode or hibernate mode (see Appendix B).
2. You have to manually connect to the Internet (e.g. dial-up or mobile broadband).
3. Your USB Transceiver is not connected to your computer or became unplugged.
4. Your Internet service has been disconnected, interrupted, or lost.
5. You have an anti-virus or other security program blocking our signal (may need to allow our program thru or disable the anti virus)

**Note:** If you cannot maintain an “always on” option for data on the display, and you have standard high speed internet service, you can switch to the Standard Gateway (at your expense), which requires an open LAN port in your router. You will need to delete and re-register the display to do this.

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### **Manually Recover Lost Forecast on USB gateway service\***

1. Find the **USB ERF GATEWAY** icon next to your time clock in the lower right hand corner of your computer (a blue square with a yellow sun in it.)
2. Right click on the icon and select the menu option "Exit".
3. Connect to the internet.
4. Open the **USB ERF GATEWAY** program. (Go to your start menu > All Programs > USB ERF Gateway)
5. Press and hold the "+" button on the Display unit. Let it go when you hear it "BEEP"  
Your unit should have the correct forecast information if you hear a second beep.

**\*Note:** The USB ERF Gateway software is only supported on Windows XP, Vista SP2, and Windows 7 SP0 or SP1. Windows 8/8.1 requires backwards compatibility set; we do not support compatibility mode use for the USB gateway.

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If you still fail to update the system on a usb gateway you may need to delete the devices, factory reset and re-register.

### **Delete your device or gateway off of our Weather Direct website:**

**Note:** Deleting the device will NOT remove any expansion packages that you purchased.

Log into the Weather Direct user account with your Username and Password. On the left hand side of the screen select the link

[My Weather Direct®](#)

[My Home Page](#) ←

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Then scroll down to select

[Gateway 1](#)

[Register Device](#)

[Weather Station 1](#) ←

If you do not see Weather Station 1 or Audio Weather Station 1 or the **name you gave the display**, then choose Gateway 1

It will bring you to an overview of the product:

- Choose the one that says “**Delete This Device**” for the display unit. When asked if you are sure, say yes.
- When you see the Overview of Gateway. Choose the option that says “**Delete Gateway**”.

After you have deleted both the display and gateway perform a **Factory Reset** on both units.

### USB Gateway Factory Reset

1. Press the **factory reset** button on the **USB ERF GATEWAY** software.
2. Proceed to re-register the USB gateway like the first time it was set up (you will not have to re-download the USB ERF Gateway). For details, see the Registration information at <http://www.weatherdirect.com/pdfs/help/WeatherDirectRegistration.pdf>.

### Display Factory Reset:

#### Non Audio Units:

Perform a **Factory Reset** by pressing and holding down the SET and ALM buttons together for 6-10 seconds. The Display will beep twice. Remove the batteries for 10 minutes.

#### Audio Units:

Perform a **Factory Reset** by pressing and holding down the SET button to enter the Program Menu. When you see Contrast settings, press and release the SET button until you see RESET NO. Press and release the PLUS button until you see RESET RUN. Press SET once more. In about 10 seconds the entire screen will populate, then ask you to press the SNOOZE and GATEWAY button. Remove batteries for 10 minutes.

**Note:** If just the display re-registration doesn't resolve your issue, then you will need to go all the way back to reset and re-register the **gateway**. **Make sure each item to be reset is deleted in your account *before* the reset happens.**

## Appendix B: Adjusting Sleep Mode for USB Gateways

**Warning:** The “always on” condition ages your computer hardware faster and exposes it to more risk of disruption from electric events. La Crosse Technology is providing Power Management information for your convenience, but is **not responsible** for any equipment damage if you choose to maintain this condition. **This usage is not appropriate for notebook computers.** You may want to consider dedicating an older PC to this task, to separate risk from your other data. All PC equipment should be

protected by at minimum a good quality surge suppressor. Please consult a qualified PC technician if you need assistance with preventive precautions.

Additionally, ***we do not recommend attempting power management on a “netbook” or other mobile device.*** These smaller mobile PCs are designed to aggressively conserve battery life, which makes them by nature incompatible with attempts to configure a Weather Direct gateway in an “always on” manner.

Windows XP: Go to **Start|Control Panel|Power Options**. This opens the “Power Options Properties” window. In the “Power Schemes” tab, under the “Settings for Home/Office Desk power”, change the following settings to “Never”: 1. Turn off hard disks, 2. System standby, 3. System hibernates. Select “Apply” and click “OK” to close the window. **Note:** If desired, you can name this Power scheme in the top box, using “Save As” to preserve it with a name you will remember.

Windows Vista: Go to **Start|Control Panel|System and Maintenance|Power Options**. In the “Preferred Plans” section, select High Performance. Notice the warning that this plan will increase performance at the price of energy savings. Next select “Change Plan Settings”. Verify the following:

1. The value for “Put the computer to sleep” should read “Never”.
2. Under “Change Advanced power settings”, open the USB settings area. The “USB selective suspend setting should read “Disabled”. Select “Apply” and “OK” to close. You can then close the Power Options window.

Windows 7: Go to **Start|Control Panel|System and Security|Power Options**. In the “Preferred Plans” section, select High Performance. Notice the warning that this plan will increase performance at the price of energy savings. Next select “Change Plan Settings”. Verify the following:

1. The value for “Put the computer to sleep” should read “Never”.
2. In “Change Advanced Power Settings”, under USB Settings, the value for USB Selective Suspend should read “Disabled”.
3. Select “Save changes” (if edited entry) and “Cancel” to close. You can then close the Power Options window.