

Weather Direct Gateways and Server Move

On Tuesday, May 14, 2013, our servers are scheduled for server maintenance. When back online, the IP (Internet Protocol) Address will have changed. The component affected by this change is the **standard gateway Model No: GW-1000U**.

Gateways Self-Recover (Leave it Alone)

Our servers will send the gateway the message to pick up the new IP address and change. For the most part, the best response is to leave the entire system alone. Most systems will self-recover in approximately 24 hours.

Gateway Goes to Red/Green Blink

Occasionally, a gateway will fail to receive the change. If your gateway experiences a both blink situation the next morning, *or the system shows any other anomaly* – then power cycle it; remove the gateway's power plug. Leave the gateway unplugged for 30-minutes so it can completely empty all previous programming. Then re-insert the power plug to force the gateway to request a new configuration. It should go through the sequence of 1 blink, 2 blinks, then 3 blinks, before it stops at a solid red light. It can then take up to 24-hours for devices to get new data.

If when re-connected the gateway still blinks red/green, then you must delete and re-register your system, as below.

Delete All and Re-Register

If your PC will correctly access the new web site – you can just delete the gateway and devices and re-register. In brief the steps are:

1. Login to your Weather Direct account.
2. Use the **Delete Device** first, then the **Delete Gateway** buttons to completely remove ALL your devices.
3. Run **Factory Reset** on all devices:
 - Non-Audios are reset by holding the SET + Alarm buttons at the same time until 2 beeps are heard. The unit will then say, "Press Gateway to register".
 - Audios are reset by pressing the SET button until the RESET RUN option appears. Then press the + side of the Volume button until you see YES, then press the + again to consent. It will run a minute or two, then show "Press Snooze and Gateway to register".
 - TX60s are reset by holding the gray button in until all segments fill (e.g. 18.88).
4. Run **Factory Reset** on the gateway:
 - Pull the power plug for a minute.

- Hold in the grey gateway button while re-inserting the power plug. Keep holding the grey button through the cycle: red light on, red light off, red light on. You can then let go.
5. Re-register the gateway:
 - Select "Register gateway" in your account. Where directed, press the grey gateway button until you see the gateway appear in the account.
 6. Re-register the devices:
 - Select "Register device" under the gateway. Where directed press either:
 - The grey gateway for non-audio devices.
 - The snooze button then the grey button for audio devices.
 7. Proof-read the new registrations:
 - Close the browser.
 - Log into your account at www.weatherdirect.com with the re-registered materials.
 - You should see dates and times on gateway and device that ARE LATER than 5/14. This indicates the gateway has been forced to accept the new server IP and is now using the new address.

If you need help with anything, please use the web site to request assistance:
www.weatherdirect.com/support

Gateway Still Avoids Solid Red

1 Blink – gateway checks for Ethernet cable; if it stays here, what happened to the network cable?

2 Blinks – the gateway is trying to obtain an IP from the DHCP (Dynamic Host Configuration Protocol) server, which is usually located at your ISP (Internet Service Provider); unless you changed your PC configuration (hopefully No), then the logical questions are: a) did your ISP have problems or b) does your router need a reboot?

3 Blinks – the gateway tries to find the Weather Direct server. Since we moved it, the question here is whether or not your DNS (Domain Name Services) resolve functions are working to allow the gateway to find it's new home.

If a 4-blink re-registration fails, you may need to replace the gateway. This is considered normal at about 4 years. Installing a new gateway uses the delete and re-register steps (above). Parts are available via email: service@lacrossetechnologyoutlet.com or phone 608-782-2039.