Sample HTML table for troubleshooting

No.	Phenomena	Reason	Solution
1	Node does not send RF to the base station periodically and LED does not blink	There is no power supply or battery is flat	Measure the voltage of the battery OR check the installation of the battery OR check the power supply if applicable
		The configuration sending cycle is incorrect or is accidentally changed	Check the sending cycle configuration by offline tool
		Hardware node is defective	Check with offline tool and/or check visually any burnt mark, disconnection, heat on the hardware. Contact manufacturer for repair or replacement if needed
		The node is accidentally in black-list of Sigfox operator	Check with the Sigfox operator
		The Sigfox base stations at the node location are out of operation	Check the operation of another node at the same location or check with Sigfox operator about status of the Sigfox base station
		New objects are added between the sensor and Sigfox base station	Check and remove the obstruction objects at site
2	Node does not send RF to the base station according to the alarm, LED does not blink	The alarm threshold values are incorrect and/or alarm function is disabled	Check alarm threshold values and alarm enable on start up message or heartbeat message or parameter update message or on node memory map with offline tool
		The number of real alarms during 24-hour are greater than daily alarm limit	Check the configuration for the maximum number of alarms per day on node memory map
3	Node does not send RF to the base station when activated by the magnetic switch, LED does not blink	The magnetic switch has malfunctioned	Read the status of the magnetic switch via Modbus (when powering or attaching the battery) to see if the magnetic switch is working OR check the magnetic switch visually
		Magnet key is not in right touching-position on node housing	Put the correct position for the magnet key on the node housing
4	Node has blinked LED when sending RF but the base station cannot receive the data	The number of sending message during 24-hour are greater than the limit RF packages of uplink per day (max 140 packages/day)	Check on the base station whether the event message exceeds the number of RF packets
5	Node has sent RF but the LED does not blink	The LED is malfunctioned	Contact manufacturer for repair or replacement
6	The node does not send RF and the RF module is too hot	Battery is inserted in the wrong direction	Check battery polarity
		Working environment of the node is too hot	Improve ventilation to lower environment temperature
		Hardware node is defective	Contact manufacturer for repair or replacement
7	RSSI is weak and often loses data	Distance between Node and Base station is too far	Check the location of the Sigfox node and relocate it if applicable
		There are many obstructions between the node and Sigfox base station	Check and remove the obstruction objects at site or re-locate the position of the node if applicable
		New objects are added between the sensor and Sigfox base station	Check and remove the obstruction objects at site
		There is a problem of Sigfox antenna connection	Check the antenna connector on the printed circuit board
8	The measurement values from the sensor do not change and keep constant values for a long time	Sensor got failure	Check the sensor visually or/and with offline tool. Contact manufacturer for repair or replacement if needed
		Sensor cable is broken	Check sensor cable. Contact manufacturer for repair of replacement if the cable is broken
		The sensor connector is not connected firmly	Check sensor connector and contact manufacture for repair of replacement if the connector is broken
		Some sensor measurement settings such as CONSTANT_A, CONSTANT_B, LOW_CUT, HIGH_CUT are misconfigured	Check and correct right sensor measurement configurations

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