

Troubleshooting for Sigfox Communication

 This is the troubleshooting for Sigfox communication of Sigfox-ready sensors with FW versions listed below:

No.	Phenomena	Reason	Solutions
1	Node does not send RF to the base station periodically, LED does not blink	<ul style="list-style-type: none">No power supply or battery ran outThe configuration sending cycle is incorrect	<ul style="list-style-type: none">Check that each battery is empty OR not installed correctlyCheck the power supplyCheck the send cycle configuration
2	Node does not send RF to the base station according to the alarm, LED does not blink	<ul style="list-style-type: none">The alarm threshold values are incorrect and/or disabled alarm functionRunning out of the number of alarms set for the day	<ul style="list-style-type: none">Check alarm threshold values and alarm enableCheck the configuration for the maximum number of alarms per day
3	Node does not send RF to the base station when activated by the magnetic switch, LED does not blink	<ul style="list-style-type: none">The magnetic switch has malfunctionedOr place the Magnet key in not right position	<ul style="list-style-type: none">Locate the correct position for the magnet keyRead the status of the magnetic switch via Modbus (when powering or attaching the battery) to see if the magnetic switch is working.
4	Node has blinked LED when sending RF but the base station cannot receive	<ul style="list-style-type: none">Out of the number of RF packages of uplink per day (max 140 packages/day)	<ul style="list-style-type: none">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	<ul style="list-style-type: none">LED malfunction	<ul style="list-style-type: none">Contact manufacturer
6	The node does not send RF and the RF module is hot	<ul style="list-style-type: none">Insert the battery in the wrong directionElectronics got problem	<ul style="list-style-type: none">Check battery polarity
7	RSSI is weak and often loses data	<ul style="list-style-type: none">Distance between Node and Base station is far or there are many obstructionsConnection to Antenna problem	<ul style="list-style-type: none">Check the location of the Sigfox node and distance to the base stationCheck the antenna connector in the PCB
8	The measurement values from the sensor do not change and keep constant values for a long time	<ul style="list-style-type: none">Sensor got failureSensor cable brokenThe sensor connector is not connected firmly	<ul style="list-style-type: none">Check sensor cable and connectorIf the issue still exists, please contact the manufacturer for a warranty or replace the new sensor

 Revision #4

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