

# Troubleshooting for Sigfox Communication

**i** 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"> <li>No power supply or battery ran out</li> <li>The configuration sending cycle is incorrect</li> </ul>	<ul style="list-style-type: none"> <li>Check that each battery is empty OR not installed correctly</li> <li>Check the power supply</li> <li>Check the send cycle configuration</li> </ul>
2	Node does not send RF to the base station according to the alarm, LED does not blink	<ul style="list-style-type: none"> <li>The alarm threshold values are incorrect and/or disabled alarm function</li> <li>Running out of the number of alarms set for the day</li> </ul>	<ul style="list-style-type: none"> <li>Check alarm threshold values and alarm enable</li> <li>Check the configuration for the maximum number of alarms per day</li> </ul>
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"> <li>The magnetic switch has malfunctioned</li> <li>Or place the Magnet key in not right position</li> </ul>	<ul style="list-style-type: none"> <li>Locate the correct position for the magnet key</li> <li>Read the status of the magnetic switch via Modbus (when powering or attaching the battery) to see if the magnetic switch is working.</li> </ul>
4	Node has blinked LED when sending RF but the base station cannot receive	<ul style="list-style-type: none"> <li>Out of the number of RF packages of uplink per day (max 140 packages/day)</li> </ul>	<ul style="list-style-type: none"> <li>Check on the base station whether the event message exceeds the number of RF packets</li> </ul>
5	Node has sent RF but the LED does not blink	<ul style="list-style-type: none"> <li>LED malfunction</li> </ul>	<ul style="list-style-type: none"> <li>Contact manufacturer</li> </ul>
6	The node does not send RF and the RF module is hot	<ul style="list-style-type: none"> <li>Insert the battery in the wrong direction</li> <li>Electronics got problem</li> </ul>	<ul style="list-style-type: none"> <li>Check battery polarity</li> </ul>
7	RSSI is weak and often loses data	<ul style="list-style-type: none"> <li>Distance between Node and Base station is far or there are many obstructions</li> <li>Connection to Antenna problem</li> </ul>	<ul style="list-style-type: none"> <li>Check the location of the Sigfox node and distance to the base station</li> <li>Check the antenna connector in the PCB</li> </ul>
8	The measurement values from the sensor do not change and keep constant values for a long time	<ul style="list-style-type: none"> <li>Sensor got failure</li> <li>Sensor cable broken</li> <li>The sensor connector is not connected firmly</li> </ul>	<ul style="list-style-type: none"> <li>Check sensor cable and connector</li> <li>If the issue still exists, please contact the manufacturer for a warranty or replace the new sensor</li> </ul>

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