

# Manual of STHC- ISGWET-WS433-CL-04 | FW8

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# I. QUICK GUIDE

## 1. Introduction

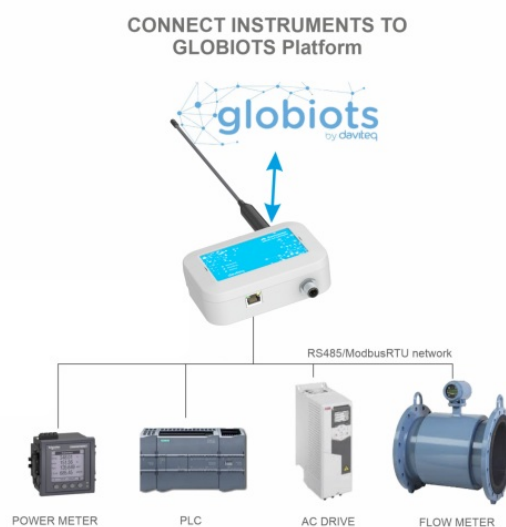
### 1.1 Introduction

STHC is a Smart IoT Gateway, aka iConnector, a main component in any IoT application. iConnector has a role to connect the real World's things like sensors, meters, machines...to server system for data logging, data analytics, monitoring & controls...iConnector support multiple Industrial Fieldbus like Modbus RTU, EthernetIP, Wireless sensor network...It connects to server system via LAN/WAN as Ethernet, WiFi or Cellular.



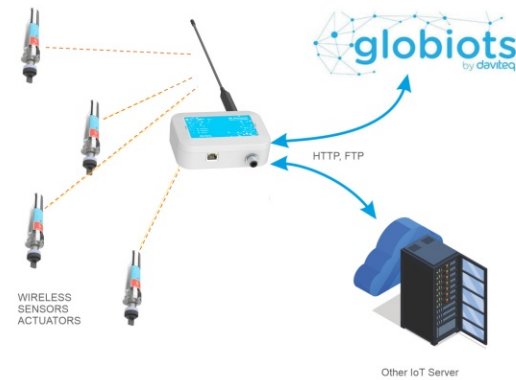
### 1.2 System architecture

#### 1.2.1. Connect instruments to GLOBIOTS Platform



#### 1.2.2. Connect wireless sensor to GLOBIOTS Platform

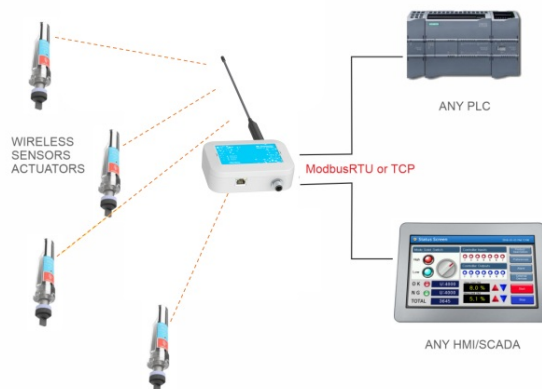
#### CONNECT WIRELESS SENSORS TO GLOBIOTS Platform



STHC-ISG02DB-WS433-CL-04-H2.PNG

#### 1.2.2. Connect wireless sensor to any PLC or HMI/SCADA

##### CONNECT WIRELESS SENSORS TO any PLC or HMI/SCADA



STHC-ISG02DB-WS433-CL-04-H4.PNG

## 2. Application note

- **Typical Application:** Energy management, environment monitoring, smart building, smart factory,...
- **Multi-Protocol Support:** Modbus RTU/TCP, EthernetIP, Sub-GHz
- **Flexible Connectivity:** Ethernet, WiFi, Cellular (3G/4G)
- **Features:** Automatically collect parameters and energy data; Unified and centralized management of all energy types in a single system; Many prominent features, such as users grouping and management, data visualization, and automatic reporting; Flexible investment options and easy system expansion.

## 3. iConnector communication

### 3.1. Slave device communication

#### 3.1.1. Modbus RTU Master

In this function, iConnector work as a Modbus RTU Master. It can poll for data from and write data to external Modbus Slaves connected to it through RS485 physical protocol.

#### 3.1.2. Wireless co-ordinator

Thanks to the wireless co-ordinator has been integrated in the iConnector, it is able to connect with any Daviteq Sub-

GHz devices. By the Sub-GHz technology from Texas Instruments, it is easy to establish multiple networks in same area without interference or channel conflict. One co-ordinator can handle maximum of 40 end nodes in its network. Prefer the link below to reach more detail information of this function

[Long Range Wireless Co-ordinator WS433-CL manual](#)

## 3.2 Host communication

The iConnector are designed to connect to Daviteq Platform, aka Vizuo Globiots. Vizuo Globiots is a web-based software application to remotely configure device, parameter, alarm and event. In addition, Vizuo displays current values, historical values of parameters as well as events, alarms. Values of parameter are stored on database of GLOBIOTS server.

In additional, iConnector is able to send data to any servers via common protocols such as HTTP, FTP, UDP/IP,...

Refer **Section 10. How to connect device to Back-end/ Server** to see more detail instruction.

# 4. Default Configuration

## 4.1. UDP Server

The iConnection was configured to connect to Daviteq's platform

Parameters	Default value
UDP_SERVER_HOST	dataengine.globiots.com
UDP_SERVER_PORT	9000
DRM_TIMEOUT (sec)	20
TIME_ZONE	7

## 4.2. Main network

In default mode, the iConnector connects to server through WIFI. Refer section **xx.xx** to see how to change the network mode.

## 4.3. Wireless co-ordinator

Parameters	Default value
Modbus address	1
Modbus baudrate	9600 bps
Modbus parity	none
Radio frequency	433.92 MHz
Tx power	15 dBm
Data rate RF	50 kbps

# 5. Battery/ Power Supply

iConnectors are powered via M12 Male connector. The power supply range is 7..48VDC, avg 200mA, peak 1.5A

Detail wiring instruction, please refer section 8. Installation and wiring.

## 6. What's in the Package?

## 7. Guide for Quick Test

### 7.1. Connecting the iConnector to the Daviteq Platform

Refer section x.xx to see how to use the iConfig software

#### Step 1: Configure the iConnector via iConfig software

- Get basic information of the iConnector to register it into Daviteq Platform including **Serial number & FCC**

DEVICE	UDP_SERVER	TELECOM	WIFI	ETHERNET	ENABLE	MODBUS	HTTP	FTP	SMS_ALARM	LEVEL
Name			Value on Memmap							
SERIAL_NUMBER			ISGW24000063							
FCC			2177							
MODEL			STHC-ISGWET-WS433-CL							
MFG_DATE			23/12/2024							
FW_VERSION (read only)			e1.5210422							
HW_VERSION			1.0							
MEMMAP_VERSION			4.9							
NETWORK_STATUS			0							
NETWORK_CONNECTING			0							
ICONNECTOR_IP			192.168.1.5							
EPOCH_GMT			0							
POWER_SUPPLY			12.2095985412598							
BATTERY_VOLTAGE			4.16422891616821							
BOARD_TEMPERATURE			40							
TELECOM_SIGNAL_QUALITY			0							
WIFI_RSSI			0							
MODEM_RESET_COUNTER			176							
TELECOM_STATUS			0							
GPS_STATUS			0							
MODBUS_STATUS			0							
HTTP_STATUS			0							
NUM_OF_UDP_LOG_DATA_IN_FLASH			0							
NUM_OF_HTTP_LOG_DATA_IN_FLASH			0							
NUM_OF_FTP_FILE_IN_FLASH			0							

- Setup network information in order that the iConnector can go online in the internet. Base on your application, you should configure wifi or ethernet information.

#### WIFI mode

In this mode, there are three parameters must be configured, including MAIN\_NETWORK , WIFI\_NAME, WIFI\_PASSWORD

Parameters	Description
MAIN_NETWORK	1: WIFI mode 2: ETHERNET mode
WIFI_NAME	Wifi name of WIFI network
WIFI_PASSWORD	Password of WIFI network

iConnector Config FW7

Port: COM6 BaudRate: 9600 Parity: NONE

Status: **Connected** Tx: Rx:

43.462.tx: 54 55 41 4E 01 03 4E 00 04 F8 3C  
 43.577.Rx: 54 55 41 4E 81 03 4E 00 04 FF FF FF FF 41 FC  
 43.593.tx: 54 55 41 4E 01 03 52 00 01 F9 F9  
 45.192.TIME\_OUT  
 45.202.tx: 54 55 41 4E 01 03 54 00 01 19 F8

POLL	1779
RECEIVE	1721
CRC_OK	1705
CRC_ERROR	16
TIME_OUT	57

Value defined by: Save Load

DEVICE UDP\_SERVER TELECOM **WIFI** ETHERNET ENABLE MODBUS HTTP FTP SMS\_ALARM LEVEL

Name	Value on Memmap	CLEAR	Value defined by user	Sync
WIFI_NAME	DAV-Guest			<input type="checkbox"/>
WIFI_PASSWORD	Dvt@1977			<input type="checkbox"/>
WIFI_STATIC_IP	255.255.255.255			<input type="checkbox"/>
WIFI_GATEWAY	255.255.255.255			<input type="checkbox"/>
WIFI_MAC_ADDRESS	2A:B:4C:C8:5:20			<input type="checkbox"/>
WIFI_DNS_SERVER	255.255.255.255			<input type="checkbox"/>
WIFI_DHCP_ENABLE	255			<input type="checkbox"/>
AUTO_RESET_POWER_ETH_WIFI	0			<input type="checkbox"/>
NETWORK_CONNECT_TIMEOUT (min)	255			<input type="checkbox"/>
MAIN_NETWORK_RECONNECT_CYCLE (min)	255			<input type="checkbox"/>
<b>MAIN_NETWORK</b>	<b>1</b>			<input type="checkbox"/>
SUB_NETWORK	255			<input type="checkbox"/>

## ETHERNET mode

In this mode, there are five parameters should be configured, including MAIN\_NETWORK , ETHERNET\_STATIC\_IP, ETHERNET\_GATEWAY, ETHERNET\_DNS\_SERVER, ETHERNET\_DHCP\_ENABLE

Parameters	Description
MAIN_NETWORK	1: WIFI mode 2: ETHERNET mode
ETHERNET_STATIC_IP	The static IP of Ethernet network use for iConnector. If running DHCP mode, ignore this parameter
ETHERNET_GATEWAY	The default gateway of Ethernet network use for iConnector. If running DHCP mode, ignore this parameter
ETHERNET_DNS_SERVER	The DNS server of Ethernet network use for iConnector.
ETHERNET_DHCP_ENABLE	0 = DISABLE, 1 = ENABLE

iConnector Config FW7

Port: COM6 BaudRate: 9600 Parity: NONE

Status: **Connected** Tx: Rx:

21.940.tx: 54 55 41 4E 01 03 40 00 04 99 FF  
 22.080.Rx: 54 55 41 4E 81 03 40 00 04 FF FF FF FF AE 3C  
 22.089.tx: 54 55 41 4E 01 03 44 00 04 D8 3E  
 22.199.Rx: 54 55 41 4E 81 03 44 00 04 FF FF FF FF EB FC  
 22.221.tx: 54 55 41 4E 01 03 48 00 06 99 FC

POLL	2123
RECEIVE	2053
CRC_OK	2035
CRC_ERROR	18
TIME_OUT	69

Value defined by: Save Load

DEVICE UDP\_SERVER TELECOM **WIFI** ETHERNET ENABLE MODBUS HTTP FTP SMS\_ALARM LEVEL

Name	Value on Memmap	CLEAR	Value defined by user	Sync
WIFI_NAME	DAV-Guest			<input type="checkbox"/>
WIFI_PASSWORD	Dvt@1977			<input type="checkbox"/>
WIFI_STATIC_IP	255.255.255.255			<input type="checkbox"/>
WIFI_GATEWAY	255.255.255.255			<input type="checkbox"/>
WIFI_MAC_ADDRESS	2A:B:4C:C8:5:20			<input type="checkbox"/>
WIFI_DNS_SERVER	255.255.255.255			<input type="checkbox"/>
WIFI_DHCP_ENABLE	255			<input type="checkbox"/>
AUTO_RESET_POWER_ETH_WIFI	0			<input type="checkbox"/>
NETWORK_CONNECT_TIMEOUT (min)	255			<input type="checkbox"/>
MAIN_NETWORK_RECONNECT_CYCLE (min)	255			<input type="checkbox"/>
<b>MAIN_NETWORK</b>	<b>2</b>			<input type="checkbox"/>
SUB_NETWORK	255			<input type="checkbox"/>

Port: COM6, BaudRate: 9600, Parity: NONE

DISCONNECT

Status: **Connected** Tx Rx

16.436,Rx: 54 55 41 4E 81 02 8E 00 04 08 08 08 C4 0C  
 16.439,Rx: 54 55 41 4E 01 02 92 00 01 F8 39  
 16.562,Rx: 54 55 41 4E 81 02 92 00 01 00 D0 C1  
 16.566,Rx: 54 55 41 4E 01 02 80 00 04 98 3F  
 16.673,Rx: 54 55 41 4E 81 02 80 00 04 C0 A8 01 05 D2 1B

POLL	Value
POLL	2245
RECEIVE	2170
CRC_OK	2152
CRC_ERROR	18
TIME_OUT	74

Save Load

DEVICE	UDP_SERVER	TELECOM	WIFI	ETHERNET	ENABLE	MODBUS	HTTP	FTP	SMS_ALARM	LEVEL
Name			Value on Memmap	CLEAR					Value defined by user	Sync
ETHERNET_STATIC_IP			192.168.1.5							<input type="checkbox"/>
ETHERNET_GATEWAY			192.168.1.1							<input type="checkbox"/>
ETHERNET_MAC_ADDRESS			2A:B4C:C8:5:20							<input type="checkbox"/>
ETHERNET_DNS_SERVER			8.8.8.8							<input type="checkbox"/>
ETHERNET_DHCP_ENABLE			0							<input type="checkbox"/>

The parameter **MAIN\_NETWORK** is located in the WIFI tab of the software, while other parameters are in the **ETHERNET** tab.

## Step 2: Read data of iConnector from Daviteq Platform

- Access to Vizuo Globiots via the link <https://vizuo.globiots.com> and login to the system with the username and password supplied Daviteq.

https://vizuo.globiots.com

globiots by daviteq

Username or email  
Engineer04

Password  
\*\*\*\*\*

☐ Remember me

Sign in

Forgot your password?

Google play

- Register the iConnector into Globiots
  - RIGHT-CLICK** on the corresponding site in the **Organization Chart** => **New=>Device**

globiots

Management Configuration Administrators

Home Add Device

Organization Chart

TEST FOR ENGINEER 04 (9/10)

01\_TEST

DEMO\_HELP114

DEMO\_ICONNE

New

Delete

Assign to account

Rename

Device

THINGS

LoRa

Sigfox

+ Add Device

Basic Information Configuration

Name\*

Serial Number\*

Device ID (Text)\*

Device ID (Hex)

FCC\*

Phone number

Created Date\*

Generate

- There are some fields must be configured, including **Name, Serial number, Device ID, FCC, Memmap, Logging send frequency, Health send frequency**. After the fields were configured => Click **Save** button

Fields	Description
Name	Optional name, must be 12 characters

Serial number	Serial number of iConnector <i>*Taken from step 1</i>
Device ID	Click <b>Generate</b> button in the software
FCC	FCC of iConnector <i>*Taken from step 1</i>
Memmap	Choose <b>SUB-GHZ VIEW 2</b>
Logging send frequency	Choose <b>3 minutes</b>
Health send frequency	Choose <b>5 minutes</b>

**+ Add Device**

Basic Information | Configuration

Name\* ISGW24000063

Serial Number\* ISGW24000063

Device ID (Text)\* 0.0.1.161 **Generate**

Device ID (Hex) 000001A1

FCC\* 2177

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**+ Add Device**

Basic Information | Configuration

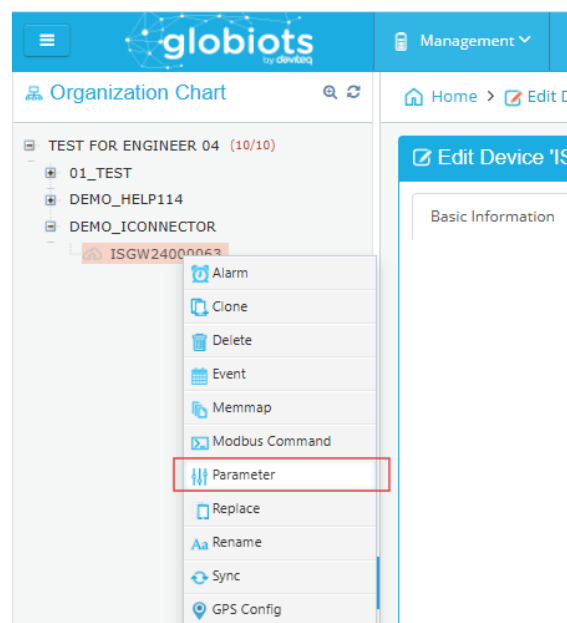
Memmap\* SUB GHZ VIEW 2

Logging send frequency\* 3 minutes

Health send frequency\* 5 minutes

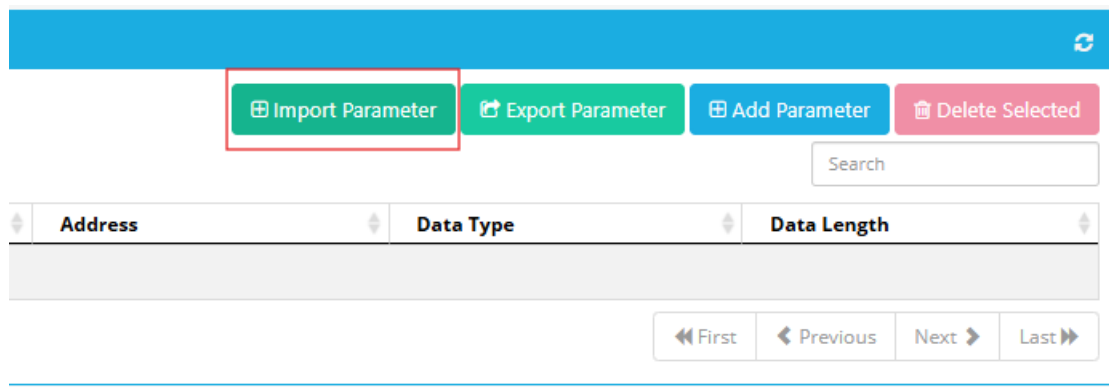
**Save**

- Add parameter to read data from the iConnector
  - Download the parameter file in link [xxxxx](#)
  - Right-click on the device=>**Parameter**

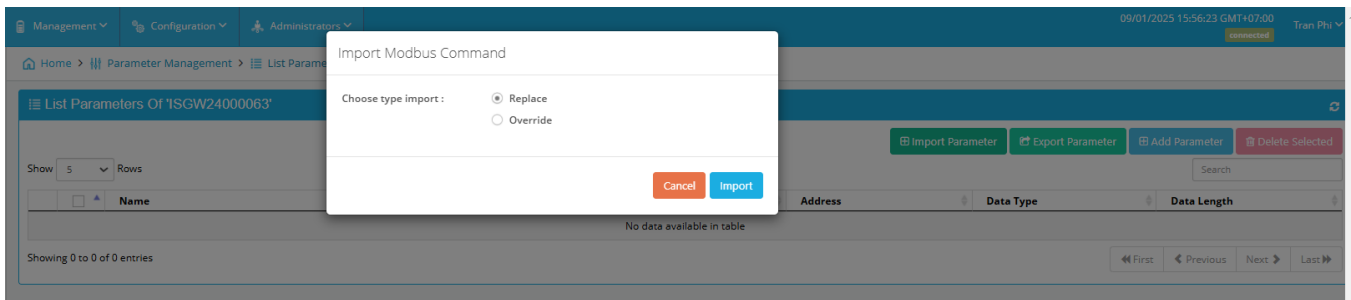


- Click **Import Parameter** button





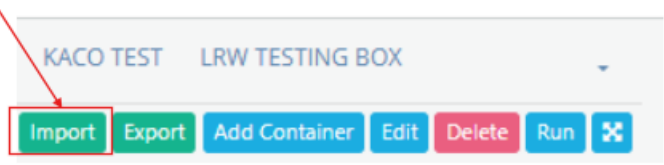
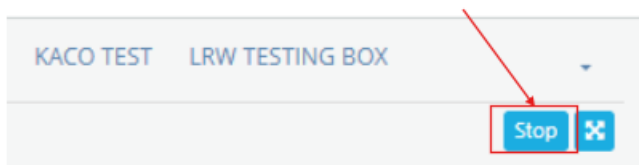
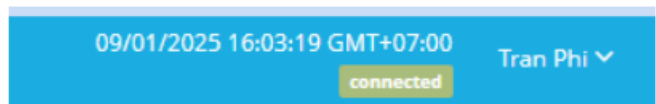
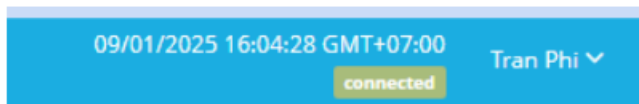
- Choose the parameter file=> Tick **Replace** option=> Click **Import** button



Refer the link below to see more detail of parameter configuration

<https://daviteq.com/en/manuals/books/user-guides-for-vizuo-software-on-web/page/vizuo-software-on-web#bkmrk-5.4-configure-parame>

- Add basic dashboard to show data of the iConnector
  - Download the dashboard file in link **xxxxx**
  - In Home screen, select **Management** => select sub-menu **Dashboard**
  - Click **Stop** button=> Click **Import** button



- Choose the Dashboard file=> Tick **01 TEST ICONNECTOR** => Click **Import** button

Import Dashboard

Show 10 Rows

<input checked="" type="checkbox"/>	Dashboard Name
<input checked="" type="checkbox"/>	01 TEST ICONNECTOR

Showing 1 to 1 of 1 entries

« First Previous Next » Last »

Cancel Import

## 7.2. Read data of Wireless sensors from Globiots

Make sure the process in section 7.1 was completed successfully.

Step 1: Add Sub-GHz sensor to the iConnector

- Open software=> import template
- Install the batteries to the wireless sensor, then touch the sensor to the iConnector's antenna. If the iConnector sounds "beep", it means the pairing process is successful.

Step 2: Read data from Daviteq Platform

- Create the parameter
- Create the modbus command
- Add the basic dashboard to show data

## 7.3. Read data of Modbus slave from Globiots

Make sure the process in section 7.1 was completed successfully.

Step 1: Establish the RS485 network among iConnector and modbus slaves

- wiring
- get modbus information of slave devices

Step 2: Read data from Daviteq Platform

- Create the parameter
- Create the modbus command
- Add the basic dashboard to show data

## 7.4. Modbus TCP/IP converter function

Principle Flow of this function as below

- iConnector is connected to the Modbus RTU slave as with electric meters, devices, ... via RS485 port;
- Software / device / PLC ... with Modbus TCP Client connected to iConnector (role as TCP Server)

- TCP Client sends command to iConnector;
- iConnector transfers commands from Modbus TCP to RTU and sends to devices via RS485 port;
- iConnector waits for the devices to respond;
- iConnector transfers the response from the RTU to the Modbus TCP and then sends it back to the TCP Client;
- TCP Client actively closes the connection if it no longer sends command to iConnector.

## Step 1: Configure the iConnector via iConfig software

**i** Refer section x.xx to see how to use the iConfig software

### • Configure the iConnector at Ethernet tab

The screenshot shows the 'iConnector Config FW7' interface. At the top, there are dropdowns for Port (COM6), BaudRate (9600), and Parity (NONE). A 'DISCONNECT' button is visible. The status bar shows 'Status Connected' with Tx and Rx indicators. Below this, there are hex data streams for Tx and Rx. To the right, a table shows configuration values: POLL (426), RECEIVE (420), CRC\_OK (419), CRC\_ERROR (1), and TIME\_OUT (5). There are 'Save' and 'Load' buttons. At the bottom, a table lists Ethernet configuration parameters:

Name	Value on Memmap	CLEAR	Value defined by user	Sync
ETHERNET_STATIC_IP	192.168.1.30			<input type="checkbox"/>
ETHERNET_GATEWAY	192.168.1.1			<input type="checkbox"/>
ETHERNET_MAC_ADDRESS	2A:B:4C:C8:5:21			<input type="checkbox"/>
ETHERNET_DNS_SERVER	8.8.8.8			<input type="checkbox"/>
ETHERNET_DHCP_ENABLE	0			<input type="checkbox"/>

Name	Description
IP	Static IP configuration for iConnector. <b>Example:</b> 192.168.1.30
Gateway	Configure gateway
DNS Server	Configure DNS Server
DHCP	Configure to <b>0</b> , it's mean <b>Not using DHCP → Static IP</b>

### • Configure the iConnector at Modbus tab

The screenshot shows the 'iConnector Config FW7' interface. At the top, there are dropdowns for Port (COM6), BaudRate (9600), and Parity (NONE). A 'CONNECT' button is visible. The status bar shows 'Status Disconnected' with Tx and Rx indicators. Below this, there are hex data streams for Tx and Rx. To the right, a table shows configuration values: POLL (876), RECEIVE (870), CRC\_OK (869), CRC\_ERROR (1), and TIME\_OUT (5). There are 'Save' and 'Load' buttons. At the bottom, a table lists Modbus configuration parameters:

Name	Value on Memmap	CLEAR	Value defined by user	Sync
MODBUS_BAUD_RATE (0 = '4800', 1 = '9600', ...)	1			<input type="checkbox"/>
MODBUS_PARITY (0 = NONE, 1 = ODD, 2 = E...)	0			<input type="checkbox"/>
MODBUS_TIMEOUT (ms)	1000			<input type="checkbox"/>
MODBUS_POLL_CYCLE (sec)	1			<input type="checkbox"/>
MB_TCP_SERVER_PORT	502			<input type="checkbox"/>
MB_TCP_SERVER_ENABLE_TRANSPAREN...	1			<input type="checkbox"/>
MB_TCP_SERVER_TIMEOUT_RS485 (ms)	1000			<input type="checkbox"/>

Name	Description
MODBUS_BAUD_RATE	Configure the modbus baudrate to <b>9600 bps</b>

MODBUS_PARITY	Configure the parity to <b>none</b>
MODBUS_TIMEOUT	Configure the modbus timeout to <b>1000 ms</b>
MODBUS_POLL_CYCLE	Configure the modbus poll cycle to <b>1s</b>
MB_TCP_SERVER_PORT	Configure the receiving port to <b>502</b>
MB_TCP_SERVER_ENABLE_TRANSPARENT	Configure to <b>1</b> : To run transparent, interrupt modbus RTU poll.
MODBUS_TCP_SERVER_TIMEOUT	Used for modbus TCP Server

## Step 2: Read data of iConnector from TCP/IP Client software

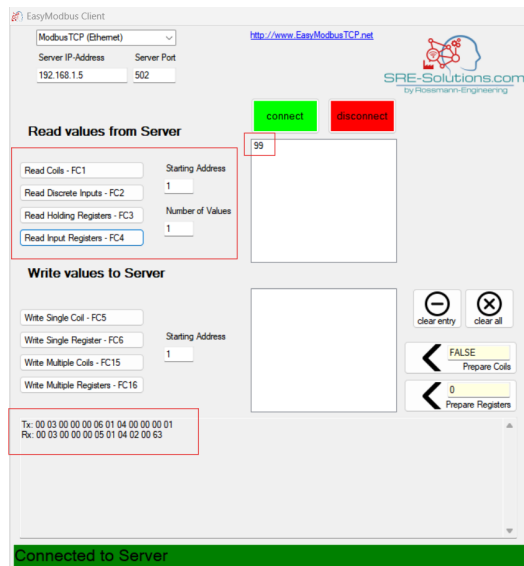
**i** In this guide, we use Easy Modbus Client software. You can use any other Modbus TCP/IP client software

- Connect the iConnector to the PC via LAN cable.
- Connect the Modbus RTU slave to the iConnector via RS485 cable.
- Power on the devices
- In TCP/IP Client software, input correct Server IP Addresss and Port that configured in step 1. Then, click Connect button. If the status at the bottom show "Connected to server", it means the successful connection.



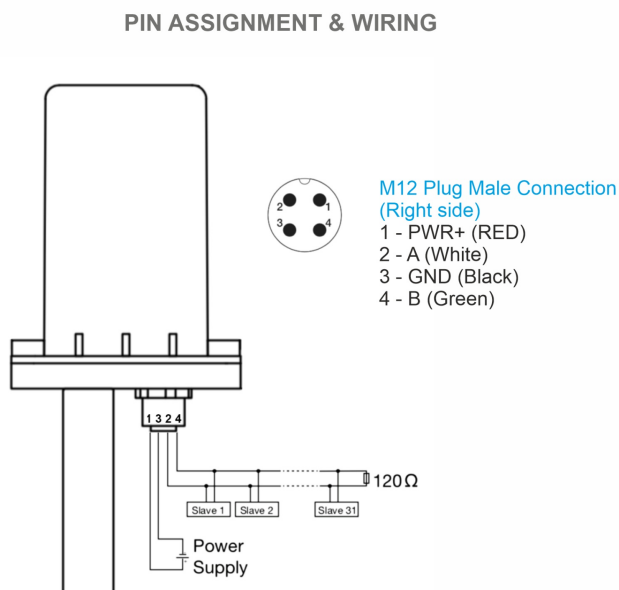
**w** Ensure that the IP address of the PC is configured within the same subnet as the TCP/IP server address set on the iConnector in Step 1.

- Read a parameter base on the modbus memory map of slave device. For example, read a register 30001 of the Modbus slave



## 8. Installation and wiring

### 8.1. Installation and wiring for iConnector



STHC-ISG02DB-WS433-CL-04-H5.PNG

### 8.2 Installation and wiring for wired slave device

### 8.3 Installation and wiring for wireless sensor

### 8.4 Installation and wiring for host Modbus TCP/IP

Connect the iConnector with TCP/IP client via the LAN cable.

## 9. Payload Document and Configuration Tables

## 10. How to connect device to Back-end/ Server

10.1 How to connect device to Globiots platform

10.2 How to connect device to http server

10.3 How to connect device to Modbus TCP/IP server (only for ...with Ethernet connection)

## II. MAINTENANCE

### 2.1 Maintenance

### 2.2 Troubleshooting

# III. ADVANCE GUIDE

## 3.1 Principle of Operation

## 3.2 Configuration

### 3.2.1 Online configuration from Globiots

### 3.2.1 Cấu hình offline



# IV.PRODUCT SPECIFICATIONS

## 4.1 Specifications

Host Communication Cellular type	GPRS Quadband (850/900/1800/1900)/3G-Dual band (2100/900)/3G- Penta Band (2100/1900/850/850Japan/900/800Japan),standard internal antenna, optional external antenna
Host Communication Ethernet type	01 x RJ45 port, 10Mbps
Host Communication WiFi type	802.11b/g/n, 2.4Ghz,internal antenna
GPS	option, only available on GPRS version or 3G-Penta band version
Host communication supports	TCP/IP, UDP/IP, FTP, HTTPS, SNMP...
Fieldbus communication	ModbusRTU x 01 port, 31 slaves, max 19.2 kpbs
Vietnam Type Approval Cerification	QCVN 54:2011/BTTTT, QCVN 15:2015/BTTTT (DAVITEQ B00122019)
Optional	Integrated wireless co-ordinator with external antenna or internal antenna
Optional	Internal buzzer (to replace Relay 1)
Power supply	7..48VDC, avg 200mA, peak 1.5A
Back-up battery	Lithium Super Capacitor
On-board memory & sensors	2MB Flash, PCB temperature sensor
Electrical connectors	M12, 4-pin, coding A or 9mm Power Plug and USB port
SIM slot	01 x micro-SIM (cellular versions only)
Included accessories	mounting bracket for wall mount (cellular version only)
Operating Temperature/Humidity	-20 .. + 60 degC / 95%RH, non-condensing
Housing/Protection	Aluminum+Polycarbonate for Cellular version, anti-UV plastic for Ethernet/WiFi version. All version is IP67 protection
Dimension	H106xW73xD42 for Cellular version, H130xW90xD40 for Ethernet/WiFi versions
Net weight	190 grams for Cellular version, 350 grams Ethernet/WiFi versions
Relay outputs	02 x relay SPST NO contact, 125VAC@0.3A or 24VDC@1A

# V. WARRANTY & SUPPORT

## 5.1 Warranty

 Below terms and conditions are applied for products manufactured and supplied by Daviteq Technologies Inc.


### Free Warranty Conditions

1. The manufacturer undertakes to guarantee within 12 months from shipment date.
2. Product failed due to defects in material or workmanship.
3. Serial number, label, warranty stamp remains intact (not purged, detected, edited, scraped, tore, blurry, spotty, or pasted on top by certain items).
4. During the warranty period, if any problem of damage occurs due to technical manufacturing, please notify our Support Center for free warranty consultancy. Unauthorized treatments and modifications are not allowed.
5. Product failed due to the defects from the manufacturer, depending on the actual situation, Daviteq will consider replacement or repairs.

 **Note:** One way shipping cost to the Return center shall be paid by Customers.


### Paid Warranty

1. The warranty period has expired.
2. The product is not manufactured by Daviteq.
3. Product failed due to damage caused by disasters such as fire, flood, lightning or explosion, etc.
4. Product damaged during shipment.
5. Product damaged due to faulty installation, usage, or power supply.
6. Product damage caused by the customer.
7. Product rusted, stained by effects of the environment or due to vandalism, liquid (acids, chemicals, etc.)
8. Product damage is caused by unauthorized treatments and modifications.

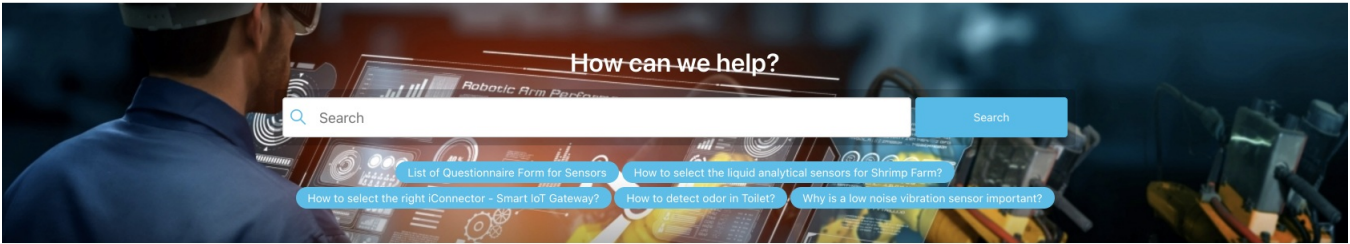
**Note:** Customers will be subjected to all repairing expenses and 2-way shipping costs. If arises disagreement  with the company's determining faults, both parties will have a third party inspection appraise such damage and its decision be and is the final decision.

## 5.2 Support

### Support via Help center

 For support, please contact our support center at the following link: <https://support.daviteq.com/hc/en-us>

- If you have any questions about the product, you can search for information on that page;
- If you can't find the right information, please register an account and send us a request. We will respond within 24 hours;
- Our support engineer will contact you via the Ticket system. If the product needs to be sent back to the factory for warranty, we will generate an RMA code so you can send it back to us. To follow the status of the RMA process, customers can visit our SupportSync system as below.



FAQ

Frequently Ask Questions about any things!



User Guides

User manuals for Wireless Sub-GHz sensors, LoRaWAN sensors, Sigfox sensors, IoT Gateway and IoT Solutions



Blogs

Product News, Use-cases, White-paper, Case-Studies, Videos...



Downloads

Download Datasheets, Brochures, Application Notes...

Frequently Ask Questions

- Questionnaire Form to ask for Quotation
- FAQ about Products and Solutions
- FAQ about Sales\_Order\_Shipping\_Warranty

Product User Guides

- Wireless Sensors and Instruments
- IoT Hardware and Software

Blogs

- Product News
- White Papers



Support