



Troubleshooting Guide

TRY THIS FIRST:

If you are having trouble installing a Sentry monitor or if the Sentry has lost connection, please try the following steps first:

- Make sure that the Sentry monitor has power. The Sentry light should be blinking or fading in and out.
- Unplug the Sentry monitor and plug it back in.
- Unplug the WiFi router that the Sentry monitor is configured to and plug it back in.
- Verify the spelling of the WiFi router password and re-install.

INSTALLATION PROBLEMS

1. Sentry blinks green, but then goes back to blinking blue.

The blinking green indicates that the WiFi password was transmitted to the Sentry, but the blinking blue indicates that the Sentry could not connect to the cloud. This could occur for the following reasons:

- The WiFi password was entered incorrectly. Repeat the installation process to correct.
- The WiFi signal strength is too weak. Try moving the Sentry closer to the router and repeat the installation process.
- The router may be blocking the port the Sentry needs to communicate. Try setting lower security and/or firewall settings on the router (this is the case for Frontier routers).
- The network may be an Enterprise network. Sentry cannot connect to an Enterprise network.
- Unplug and re-plug the router to ensure that it is in the proper state.

2. Sentry / Photon never comes up in my phone's WiFi network list.

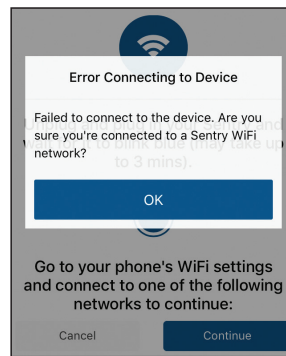
The first step of the installation process requires you to go to your phone's WiFi Settings and select Sentry or Photon as your WiFi network. If you do not see Sentry or Photon in the network list, it may be due to the following:

- The Sentry is not in "setup" mode (i.e. blinking blue). To put the Sentry in "setup" mode, unplug the Sentry and then plug it back in. It may blink green initially, but within 3 minutes it will enter "setup" mode and blink blue. It will stay in "setup" mode for 5 minutes.
- You may have an older Sentry unit. Check the white sticker on the bottom of the Sentry. The first or last line on the sticker will have its name (i.e. sentry-625). If the number in that name is less than 400, you have an older test unit which cannot be installed with the current product software. Please contact Customer Support at (800) 533-7533 for assistance.

3. Error connecting to device.

If after going to your phone's WiFi settings to "Connect to Sensor's WiFi" and pressing the "Continue" button, you see the following error message:

Your phone is having difficulty communicating with the Sentry monitor (i.e. the Photon network). Please click OK and then click Cancel to exit the installation. Now, restart the installation process again. If the error appears, turn the phone off and then back on. In some cases, this has repaired the problem.



4. "Select WiFi Network" view is empty.

The second step in the installation process, "Select WiFi Network", displays the networks detected by the Sentry. If no networks are displayed, this may indicate that the Sentry could not detect the router's network. The signal strength may be too weak. You may need to re-position either the Sentry or the router to improve the signal strength.

5. Network in the "Select WiFi Network" view is marked with a red X.

The second step in the installation process, "Select WiFi Network", displays the networks detected by the Sentry. If the customer's network is marked by a red X, this indicates that the router security type is Enterprise. The Sentry cannot connect to this type of WiFi network. WPA or WPA2 router security is recommended.

CONNECTIVITY PROBLEM

1. Sentry was connected and acquiring data, but is now disconnected.

Possible reasons for this problem include:

- The Sentry does not have power. Note: if this was the problem, restoring power will cause the Sentry to blink green briefly as it connects to the router and then re-connect to the cloud and "breathe" (slowly fade on and off) turquoise.
- The WiFi signal is absent (check that the router has power) or the WiFi signal strength is too weak. You may need to re-position either the Sentry or the router to improve the signal strength.
- The router network security credentials may have changed; e.g. a new router may have been installed or the router password may have changed. If this is the case, you will need to re-install the Sentry using the Sentry mobile app. The app will allow you to change the WiFi credentials in the monitor, but keep all previously entered Site information.
- The router may need to be power-cycled. Please unplug and re-plug in the router.



FOR MORE INFORMATION, CONTACT TECHNICAL SUPPORT AT (800) 533-7533.