

## CA79103 FAQs

We are weather enthusiasts like you and know proper running equipment is important. These FAQs provide valuable information on setup, positioning, and troubleshooting your station. We recommend Adobe Reader version 10 or greater available at: <http://get.adobe.com/reader>

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## GENERAL INFORMATION

### LA CROSSE VIEW APP: HOW DO I CONNECT?

#### MOBILE DEVICE REQUIREMENTS

##### iOS Requirements:

Mobile device with iOS with cellular or Wi-Fi service

## Android Requirements:

Mobile device with Android OS with cellular or Wi-Fi service


### DOWNLOAD

Visit the App Store or Google Play Store to download the free La Crosse View app onto your mobile device.

### LAUNCH & FOLLOW

Open the La Crosse View app and follow the on-screen instructions.

### GET YOUR STATION READY

Ensure your station's Wi-Fi Indicator  is flashing. If it is not, press and hold the Plus (+) and Minus (–) button down together until it begins flashing. This tells you that your station is ready to connect.

### HAVING TROUBLE CONNECTING?

Make sure your mobile device is connected to your router's separate 2.4GHz Wi-Fi network, and that you've correctly entered your Wi-Fi password.

For more troubleshooting tips and support visit:

[www.lacrossetechnology.com/lacrosseviewsupport](http://www.lacrossetechnology.com/lacrosseviewsupport)

When connecting your station, we highly recommend following along with our detailed support videos, found here:

[Bit.ly/LaCrosseView\\_Support\\_Playlist](http://Bit.ly/LaCrosseView_Support_Playlist)

## BATTERIES: WHAT DO I NEED TO KNOW ABOUT BATTERIES?

- Your Station comes with a CR2032 battery installed to preserve Time and History Records in the event of a power failure. The 5 Volt Power Cord is required to operate this station.
- Your LTV-TH2i TH sensor and LTV-WL1 Water Leak sensor each requires 2 “AA” batteries.

## HARDWARE: SENSORS AND STATION

**Your CA79103 station comes with:**

LTV-TH2i Temperature and Humidity sensor

LTV-WL1 Water Leak sensor

## WHAT ARE THE POWER REQUIREMENTS FOR THIS STATION?

**LTV-TH2i:** 2 “AA” batteries

**LTV-WL1:** 2 “AA” batteries

**CA79103:** 5 volt power cord (required) and CR2032 batteries for backup of your time and date. Battery operation only will not update sensor or Wi-Fi data. Power cord is required.

## SETUP AND MOUNTING

### SETUP: HOW DO I SETUP MY STATION?

**Your station is a fully functional standalone station.**

1. Insert batteries into the LTV-TH2i & LTV-WL1 sensors.
2. Install 5 volt power cord into outlet, and into the station. Remove the insulation tab from the CR2032 battery in your station.
3. Let sensor and station sit within 10 feet of each other for several minutes to lock the sensor signal to the display.

Once the sensor is connected, you can choose to connect to the La Crosse View™ app or continue to use as a standalone station. You can always connect later if you choose.

### MOUNTING: WHERE DO I MOUNT/POSITION MY SENSORS?

**LTV-TH2i:**

1. Use the hole at the top to hang your sensor from the back using a nail. Or, insert one mounting screw through the front of your sensor.
2. Mount your sensor on a north-facing wall or in any shaded area. Under an eave or deck rail is preferred to avoid inaccurate readings from the sun.
3. The maximum wireless transmission range to the weather station is up to 400 feet (121 meters) in open air, not including walls or floors.
4. Be sure your sensor is mounted vertically, to allow moisture to drain out properly.

**Note:** Watch sensor mounting video: [http://bit.ly/TH\\_SensorMounting](http://bit.ly/TH_SensorMounting)

**LTV-WL1:**

- The sensor will work best when simply placed on a floor. It will begin to detect water at 0.031 inches (0.787mm).
- o If sensor is placed vertically (Ex: hung inside a sump pump) the depth of the water needs to be at least 0.25 inches (6.35mm) high to trigger the sensor.

**Note:** The Water Leak sensor will show in the Extra Sensor area.

**IMPORTANT:** The metal contacts on the sensor should not be in contact with other metal. This will cause false WET readings and may damage the sensor.

## WHERE TO I PLACE MY STATION?

Your station is designed for flexible placement on a desk or countertop, or to position on the wall. When the stand is closed, it provides wall mounting holes.

- Position within reach of an outlet that is always active. Some outlets in living rooms and in bedrooms may only be active when the light switch is on.
- This station must operate with the 5 volt power cord in order to receive sensor updates and/or to update Wi-Fi data when connected. Operation on battery power will only maintain time/date settings if you need to move your station.
- Best reception occurs when only one wall is between your station and each sensor outside.
- Position you station six feet from other electronics and wireless devices. If you suspect RF (radio frequency) interference, simply move your weather station a few feet.

## WHAT IS DISTANCE | RESISTANCE | INTERFERENCE?

### Distance:

- The maximum transmitting range in open air is over 400 feet (121.92 meters) between each sensor and your station.
- Consider the signal path from your station to each sensor as a straight line.
- Consider the distance the station is from other electronics in the home.

### Resistance:

- Each obstacle: walls, windows, vegetation, stucco, concrete, and large metal objects will reduce the effective signal range by about one-half.
- Mounting your sensors on a metal fence can significantly reduce the effective signal range.

### Interference:

- Consider electronics in the signal path between the sensors and your station.
- Simple relocation of the sensors or the station may correct an interference issue.
- Windows can reflect the radio signal.
- Metal will absorb the RF (radio frequency) signal.
- Stucco held to the wall by a metal mesh will cause interference.
- Transmitting antennas from: ham radios, emergency dispatch centers, airports, military bases, etc. may cause interference.
- Electrical wires, utilities, cables, etc. may create interference if too close.

## WEATHER STATION READINGS

### WHAT IS THIS EXTRA SENSOR AREA?

**Explanation:** The Extra Sensor area is a place to show up to 4 additional, compatible, sensors on the station itself. These sensors may also be scanned to your La Crosse View App.

So, if you want extra Temperature/Humidity sensors, you can display them here.

If you do not have or want additional sensors, this area will show you the Water Leak Sensor or Barometric Pressure from your weather station's internal Pressure Sensor.

Optional Extra Sensors: Up to 4 additional Thermo-Hygro, Wind Speed, Water Leak, Pool, BBQ or any combination of these sensors can read to the EXTRA SENSOR area of your display. Simply press and release the EXTRA SENSOR button to view these sensors or turn on Auto Scroll.

**Note:** Not all sensors will read to the station. Be sure to check the chart to see if a sensor can read to the app only, or both station and app.

### HOW DO I ADD EXTRA SENSORS TO MY STATION?

1. Hold the EXTRA SENSOR button 3 seconds, to add a sensor to the station.
2. Install batteries in the sensor, and if the sensor has a TX button, press the TX button to force a signal.
3. Allow up to 3 minutes to view sensor and ID on station.  
**Note:** Once sensor is found the search will stop. Sensor, ID, and type will show for 3 seconds then return to normal display.
4. Scan sensor bar code ID so it will read in the La Crosse View app.
5. Added sensors will be available for display in Extra Sensor area of station.

### HOW DO I DELETE EXTRA SENSORS FROM MY STATION?

1. Press and release the EXTRA SENSOR button until you see the sensor and ID you wish to delete.
2. Hold the MINUS (-) button for 3 seconds to delete this sensor. The sensor readings and ID will show dashes.
3. Sensor will no longer show in the Extra Sensor area.

### HOW DO I ADD EXTRA SENSORS TO MY APP?

Open your La Crosse View app to add sensors. Watch the video for adding devices to the La Crosse View app: [http://bit.ly/LaCrosseView\\_Support\\_Vid\\_10](http://bit.ly/LaCrosseView_Support_Vid_10)

1. From Main Menu - select "Devices" under "Add/Edit"
  2. On Edit Devices page - select "ADD DEVICE"
  3. Scan Device ID - Scan the bar code on your sensor or choose "ADD MANUALLY" to type in the number on the bar code. Select "CONTINUE".
  4. On Confirm Device page - Confirm the sensor image and select "YES"
  5. On Enter Device and Location Name page - enter Device Name and select a location or enter a Location
  6. Name for your sensor. Select "DONE".
- Repeat steps 1-5 for any additional sensors you wish to add.

## HOW DO I VIEW MY HI AND LO TEMPERATURE/HUMIDITY READINGS?

Your high and low temperature and humidity readings are recorded with time and date of occurrence. Each time a new high or low reading is recorded, that reading with time and date of occurrence will show.

To view your HI | LO records, simply press and release the TEMP button.

### Viewing order:

- Outdoor HI Temperature
- Outdoor LO Temperature
- Outdoor HI Humidity
- Outdoor LO Humidity
- Indoor HI Temperature
- Indoor LO Temperature
- Indoor HI Humidity
- Indoor LO Humidity
  
- Feels Like HI
- Feels Like LO
- Dew Point

**Note:** Dew Point does not have a time/date of occurrence.

## HOW DO I RESET THE TEMPERATURE/HUMIDITY READINGS?

Your temperature and humidity readings are reset individually.

1. Press and release the TEMP button to view the reading you wish to reset.
2. Hold the MINUS (-) button for 5 seconds to reset individual temperature or humidity value to current temperature, humidity, time and date.
3. Press and release the LIGHT button to exit.

## HOW OFTEN DOES MY TEMP/HUMIDITY SENSOR UPDATE?

- Your LTV-TH2i Sensor checks for any change every 50 seconds.
- Any change of +/- 0.5°C, or Hum +/- 2% RH will cause the sensor to send a reading.
- If there is no change in temperature or humidity, the sensor will transmit every 3 minutes to preserve battery life.
- 

## WHAT IS FEELS LIKE AND DEW POINT TEMPERATURE?

Feels Like temperature indicates both Wind Chill and Heat index on stations with wind speed

- **Feels Like Temperature shows Wind Chill:** When the temperature is *below 50°F*, and generally a 5 mph sustained wind speed, the Feels like Temperature is showing Wind Chill.

- **Feels Like temperature shows Heat Index:** When the temperature is *above 80°F*, the Feels like temperature is showing the Heat Index.
- **Feels Like temperature shows Current Temperature:** When temperature is between 51°F and 80°F, the Feels like temperature will *remain the same* as the outdoor temperature regardless of humidity or wind speed.

## DOES THIS STATION HAVE ALERTS?

Yes you can set High and LO Temperature and Humidity alerts on both Indoor and Outdoor readings.

### Important:

- Alerts are defaulted to be OFF.
  - The alerts menu is in the order listed below.
  - When alert is ON, the alert value flashes to be set. No additional button press required.
  - Leave an alert OFF (disarmed) press the ALERT button to skip setting that alert value.
  - The alert icon will show when the alert is active.
  - When armed alert value is reached, station will beep 5 times each minute, until out of alert range. The flashing alert icon will indicate it is a LO or HI alert.
  - Press any button to stop the temp alert sound. The alert icon will flash while value is in alert range.
1. Press and hold the ALERTS button 2s to enter alert set mode.
  2. Press and release the + or – button to turn alert ON/OFF
  3. If alert is ON, the alert value is flashing. Use the + or – buttons to set. Hold the + or – buttons to scroll quickly.
  4. Press and release ALERTS button to move to next item.
  5. Leave an alert OFF (disarmed) and press the ALERTS button to skip setting that alert value
  6. The alert icon will show when the alert is active.
  7. When armed alert value is reached, station will beep 5 times each minute, until out of alert range.(1 second beep once, sound for 5 seconds, wait 55 seconds and then repeat began to ring for 5 seconds.)
  8. The flashing alert icon will indicate if it is a LO or HI alert.
  9. Press any button to stop the temp alert sound. The alert icon will flash while value is in alert range.

### Alert Setting Order:

- Outdoor LOW Temperature
- Outdoor HIGH Temperature
- Outdoor LOW Humidity
- Outdoor HIGH Humidity
- Indoor LOW Temperature
- Indoor HIGH Temperature
- Indoor LOW Humidity
- Indoor HIGH Humidity



## WHAT ARE THE LIGHTS ON MY WATER LEAK SENSOR?

LED Colors:

**BLUE LED:** Normal Transmission. The LED light will occasionally flash blue, indicating it is still transmitting correctly and that no water has been detected. Press the TX button inside the front cover to force a transmission at any time.

**RED LED:** Water detected. The LED light will flash red twice every 5 seconds until dry. When water is no longer detected, the light will reduce in frequency and revert back to flashing blue to indicate transmission.

**PURPLE LED:** Battery is low. When the batteries need to be replaced, the LED light will flash purple 5 times every 30 seconds. (Purple) will flash once every second for 5 seconds.

## TIME: DOES THIS STATION HAVE ATOMIC TIME?

- **Standalone station:** When operating as a standalone station, the time needs to be set manually on this station.
- **Connected to the La Crosse View™ app:** When operating as a connected station the time and date will update from the Internet. Your station checks with the View Weather Server at least 4 times per day.

## HOW DO I MANUALLY SET THE TIME?

**When operating as a standalone station, you can manually adjust your station's settings:**

1. Hold the **SET** button 2 seconds to enter settings mode.
2. Press the **+** or **-** button to adjust the flashing values.
3. Hold the **+** or **-** button to adjust quickly.
4. Press the **SET** button to confirm adjustments and move to the next item.
5. Press the **LIGHT** button at any time to exit.

**Settings Order:**

- Greeting HELLO
- Language (English, Spanish, French)
- Beep ON/OFF
- 12HR/24HR
- Hour
- Minute
- Year
- Month
- Date
- Month/Date or Date/Month
- Fahrenheit/Celsius

- Pressure: InHg / hPa
- Pressure number setting
- THANK YOU

**Note:** Units in the settings menu reflect how sensors will show on the station and which units are shown in Data Stream. This includes the Extra sensors. I.E. When Fahrenheit is selected- Fahrenheit on station and in Data Stream.

### Settings Menu

1. Hold the SET button for 2 seconds to enter setting mode. **HELLO**, will show for two seconds, then automatically move to language. **ENGLISH** will show. Press the + or - button to change to another language (Español, or Français). Press the SET button to select Beep ON/OFF.
2. **BEEP ON** will show. Press the + or – button to turn beep sound OFF. Press the SET button to move to 12/24 hour time.
3. **12/24 FORMAT** will show. 12HR flashes. Press the + or - button to turn select 24 hour time format.
4. Press SET to confirm and move to the hour. **HOUR** will show. The hour flashes. Press the + or - button to choose the hour.
5. Press SET to confirm and move to the minutes. **MINUTES** will show. Minutes flash. Press the + or - button to choose the minutes.
6. Press SET to confirm and move to the year. The **YEAR 2020** will show. Year will flash. Press the + or - button to change the year.
7. Press SET to confirm and move to the month. The **MONTH** will show. The Month will flash. Press the + or - button to change the month.
8. Press SET to confirm and move to the date. **DATE** will show. Date will flash. Press the + or - button to change the date.
9. Press SET to confirm and select Month/Date or Date/Month display. The **MONTH/DATE** will show. Press the + or - button to select DATE/MONTH.
10. Press SET to confirm and move to the temperature unit. **TEMP °C Celsius** will show. °C will flash. Press the + or - button if you prefer °F (FAHRENHEIT).
11. Press SET to confirm and move to pressure units. **PRESSURE** will show. **INHG** will flash. Press the + or - button to select HPA.
12. Press SET to confirm and move to adjust pressure number. **PRESSURE** will show. **Pressure number** will flash. Press the + or - button to adjust pressure number.
13. Press SET to confirm. **THANK YOU** shows for 2 seconds, then exit the setting menu.

**Note:** After 10 seconds with no button press, station returns to normal time display.

## OTHER WEATHER STATION FEATURES

### BACKLIGHT: DOES THIS STATION HAVE A BACKLIGHT?

Yes, your station has a backlight with 5 levels of intensity.

- Press and release the LIGHT button to adjust the backlight intensity or to turn it off.
- Intensity levels: 0% (OFF) | 1.5% | 20% | 50% | 100%

## WHAT IS AUTO DIM?

You can set your backlight to automatically dim to level 1 at a set hour for sleeping, then automatically return to full brightness when you wake.

### Set Auto Dim (Hour only):

1. Hold the LIGHT button 2 seconds to enter dimmer set mode. AUTO DIM OFF will show.
2. Press the + or – buttons to turn dimmer (ON). AUTO DIM ON will show.
3. Press the LIGHT button to select start time (Hour) for dimmer. AUTO DIM START TIME and the hour will flash.
4. Press the + or – buttons to change the hour for the dimmer to be low light level.
5. Press the LIGHT button to select start time for dimmer to be on High light level. AUTO DIM STOP TIME and the hour will flash.
6. Press the + or – buttons to change the hour for the dimmer to be high light level.
7. Press the LIGHT button to confirm exit.

**Note:** Hold LIGHT button at any time to exit dimmer settings.

## CAN I OPERATE MY STATION ON BATTERY POWER ONLY?

- No, the 5 volt power cord is required for your sensors to update.
- When you operate as a connected station, the 5 volt power cord is required to maintain Wi-Fi connection and sensor updates.

## BATTERY: WHAT DO THE BATTERY ICONS MEAN?

- A battery icon will appear near your Temperature/Humidity reading when you need to charge the battery in your LTV-TH2i sensor.
- A battery icon will appear near your TIME reading when you need to change batteries in your station.

## WEEKDAY: HOW DO I CORRECT THE DAY OF THE WEEK?

- When operating **as a standalone** station, the day of the week will set when the Year, Month, and Date are set. If your day of the week is incorrect, yet the month and date are correct, please go the [program menu](#) and check the YEAR setting.

## DOES THIS STATION HAVE 12 HOUR AND 24 HOUR TIME OPTIONS?

- Yes, you can select 12 hour or 24 hour time format in the [program menu](#).

## CAN I CHECK THE VERSION NUMBER OF MY FIRMWARE AND WIFI?

1. From a normal display hold the EXTRA & TEMP buttons together for 2 seconds to view the station Firmware Version for 3 seconds, followed by the WI-FI Module Version for 3 seconds.
2. Press the LIGHT button at any time to exit.

## FORECAST ICONS: WHAT DO THE FORECAST ICONS MEAN?

**Standalone Station:** When operating as a standalone station, the forecast icons predict weather condition over the next 12-hours based on the change of atmospheric pressure with about 70-75% accuracy. As weather conditions cannot be 100% correctly forecasted, we are not responsible for any loss caused by an incorrect forecast.

### Forecast Icons for standalone station:

- Sunny
- Partly Sunny
- Cloudy
- Rain
- T-Storm
- Snow

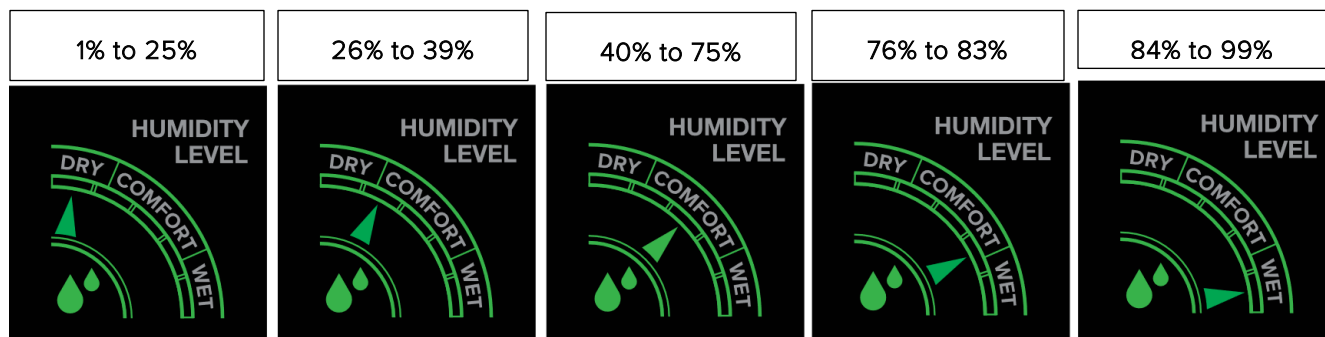
**Note:** The “snow” icon appears when the temperature is below 32°F (0°C) and the forecast is rainy or stormy.

- Your station calibrates barometric pressure based on its location over time to generate an accurate, personal forecast. Please allow 7-10 days for barometer calibration.

**Note:** As the Station builds memory, it will compare the current average pressure to the past forty day average pressure for increased accuracy. The longer the Station operates in one location the more accurate the forecast icons will be.

## EXPLAIN THE OUTDOOR COMFORT METER.

The Outdoor Comfort Meter is based off the Outdoor Humidity.  
The Arrow will indicate comfort level.



## WEATHER STATION MESSAGES

### WHY DOES “LOST WIFI”, ETC., SHOW ON MY STATION?

When operating as a **standalone** station, you will occasionally see the words SEE APP TO CONNECT or LOST WIFI.

- SEE APP TO CONNECT appears at start up is a prompt to connect to the La Crosse View™ app.

- LOST WIFI again refers to your station searching for a WIFI connection to connect to the La Crosse View™ app. Your station has found a Wi-Fi service and is awaiting a password.
- These statements should only flash for a few minutes then disappear.
- They may show again for a few minutes if you restart the station or press and release the SET button.

When **connected** you will have these and other status messages available with a press of the SET button.

#### **ALL OK CONNECTED:**

- Station is connected all the way through to your app.

#### **LOST WIFI:**

- Check your 5 volt power cord connection (power cord required to connect)
- When trying to reestablish your station's Wi-Fi connection, be sure your mobile device is on the same 2.4GHz network you want your station to use.
- Enter your Wi-Fi password again.
- Check your network connection.
- Hold the + and – buttons together for 3 seconds to search for Wi-Fi.

#### **NO WEATHER SERVICE:**

- Wi-Fi, and App are fine.
- Weather/Time service not connecting. This will be resolved at the Weather Server. Please be patient.
- Weather Forecast, Precipitation and Weather HI/LO temperature will not be displayed.

**Note:** If connection to app is lost: The last readings from the Internet will remain for up to 3 hours to allow connection to reestablish on its own.

## CONNECTED FORECAST FEATURES

### ADVANCED FORECAST ICONS & CHANCE OF PRECIPITATION

**Connected Station:** When your station is connected to the La Crosse View™ app you will see an additional 8 forecast icons from AccuWeather. Your forecast will update multiple times per day. The forecast icons predict weather condition for the next 12 hours.

#### **Additional forecast icons when connected:**

- Windy
- Light Rain
- Severe T-Storm
- Light Snow
- Wintry Mix
- Blizzard
- Ice
- Fog

Internet Indicator will show in the Forecast area. 📶

#### IMPORTANT:

There may be small discrepancies between data displayed on your station and data shown through other AccuWeather services, such as their website and/or mobile app. This is common, as there are differences in the timing in which forecast data is fetched by these items. Our connected weather stations will receive forecast updates at least 4 times daily.

### ACCUWEATHER DAILY FORECAST

Press the DAILY button on the side of your station to scroll through 7 days of future forecasts.

- Changing Forecast Icons
- Daily Chance of Precipitation
- Daily HI/LO Temperature readings.

Internet Indicator will show in the Forecast and HI/LO areas. 📶

WAIT FOR WEATHER will show if the station is currently updating. Wait a few minutes and try again.

### ACCUWEATHER HOURLY FORECAST

Press the HOURLY button on the side of your station to scroll through 12 hours of future forecasts. You'll see hourly changes in:

- Changing Forecast Icons
- Hourly Chance of Precipitation
- Hourly Temperature

Internet Indicator will show in the Forecast and HI/LO areas. 📶 WAIT FOR WEATHER will show if the station is currently updating. Wait a few minutes and try again.

### ACCUWEATHER HI/LO TEMPERATURES

Daily AccuWeather HI/LO Temperature predictions will display below the Forecast Icons. The word TODAY will show as well as the Internet Indicator. 📶

**Note:** When operating as a **standalone** station this section will display your Outdoor Temperature Records registered daily by your Thermo-Hygro Sensor. These will automatically reset at Midnight every day. The words OUTDOOR RECORDS will show.

### CUSTOM DATA STREAMS

When connected you can customize the Data Stream with Text Messages or AccuWeather information.

### AccuWeather Information:

Wind Speed • Wind Direction • Wind Gust • UV Index • Visibility • Dew Point • Percentage of Clouds • Sunrise Time • Sunset Time • Hours of Sunlight • Moon Rise Time • Moon Set Time • Temperature/Humidity •and more!

### Text Messages

Enter up to 20 characters for special events or reminders, such as:

- SOCCER TONIGHT • ICE CREAM IN FREEZER • GREAT JOB MATH TEST or anything you can think of!

### To select Data Stream items:

1. Open the La Crosse View™ app and swipe until you find your station's device page.
  2. Scroll down to the Data Stream section and press the blue stream icon in the upper right.
  3. Follow the app's instructions to customize your "Data Stream" to display on your station
- Note: Allow up to 10 minutes for new Data Stream selections to appear on your station.

## TROUBLESHOOTING

### BAR CODE: WHAT ARE THE BARCODES AND ID NUMBERS ON MY SENSORS ON MY STATION?

- Did you know that your sensors will "lock" into your station?
- This ensures that the sensor readings are from your sensor and not a neighbors'.
- When you press and release your SENSOR button you will see your Station ID, your Thermo-Hygro sensor ID, & your Water Leak sensor ID.  
**Note:** If you have Extra Sensors connected to you station you will also see these ID's.
- The sensor ID on the station should match your first six numbers on the barcode of that sensor.
- These sensors will remain locked to your station until you manually delete them.
- The barcodes are also important identifiers for the La Crosse View™ app if you choose to connect.

### HOW DO I DELETE SENSOR ID NUMBERS?

In the rare event you need to replace your sensor, you will first need to delete the old sensor ID from your station.

1. Remove batteries from your old sensor.
2. Press and release the SENSOR button to view your sensor ID number.
3. While viewing your sensor ID, hold the (-) button for 5 seconds to delete your old sensor ID. Dashes will show for the ID number.
4. Your station will automatically begin searching for the new sensor.
5. Install batteries in your new sensor and allow up to three minutes for your new sensor readings and ID to appear on your station.

## FACTORY RESET: HOW DO I FACTORY RESET MY STATION?

- A factory reset will delete all sensor ID numbers and if connected, remove all Wi-Fi connections.
- Basically, this is a great way to return your station to “out of the box” condition.
- This is more effective than removing all power for clearing out the station.
- All history records will be removed, so write down anything you want to keep.

### To factory reset your station:

1. Hold the LIGHT and DAILY FORECAST buttons together for 5 seconds.
2. When your station resets it will look for all sensors. Allow at least ten minutes to reacquire the sensors.

**Note:** If operating connected, you will need to reconnect to Wi-Fi from the app.

## WHY DOESN'T THE TEMPERATURE/HUMIDITY READINGS ON MY STATION MATCH THE WEATHER REPORT?

- Your temperature and humidity readings are from your sensor at your location. Your local reporting station can be miles away so readings will differ.

## WHAT DOES A READING OF “HI” OR “LO” MEAN?

- If your outdoor temperature reading shows “HI” or “LO”, check that your [batteries](#) are good.
- Overpowered or underpowered batteries can cause this reading.
- If batteries are good, replace the outdoor sensor.
- If your temperature is fine but your humidity is reading “HI” or “LO” or dashes, your humidity may be below 10% Relative Humidity. Your sensor does not read below 10% humidity.

## TEMP INTERMITTANT: WHY DOES MY TEMP/HUMIDITY READING COME AND GO?

- RF (radio frequency) communication may come and go occasionally. This can be normal in some environments (e.g. moister climates).
- If a sensor goes out, please wait 2-4 hours for it to reconnect on its own. Please be patient – these stations can reconnect on, after many hours out.
- RF (radio frequency) communication is not always 100% on. Certain temporary conditions can cause it to go out for a time (e.g. 100% humidity).

### If a miss happens:

- If sensor loses connection to the station for any reason, the station will show dashes after 30 minutes.
- The station will search for 5 minutes every hour to reconnect with sensor.



- Be sure you have good [batteries](#). Manually search for your sensor by holding the TEMP button.

#### Try this:

- Bring your sensor within 10 feet of your station and make sure it is connected to the station.
- After 15 minutes move the sensor into the next room with a wall between the sensor and the station for 1 hour.
- If there is no loss of signal in that hour, move the sensor just outside.
- Continue moving the sensor back to its original location.
- If you lose connection, look for sources of [interference](#).

### HOW DO I CHANGE BETWEEN FAHRENHEIT AND CELSIUS?

- On your sensor, open the battery cover and press the F/C button. This will change the temperature display on the sensor only.
- On your station enter the [program menu](#) to select Fahrenheit or Celsius temperature display on the station.

### TEMPERATURE INTERMITTANT: WHY DO MY READINGS COME AND GO?

- RF (radio frequency) communication may come and go occasionally. This can be normal in some environments (e.g. moister climates).
- If a sensor goes out, please wait 2-4 hours for it to reconnect on its own. Please be patient – these stations can reconnect on, after many hours out.
- RF (radio frequency) communication is not always 100% on. Certain temporary conditions can cause it to go out for a time (e.g. 100% humidity).
- Check that your sensor is receiving full sun on the solar panel.

#### If a miss happens:

- If your TH sensor loses connection to the station for any reason, the station will show dashes after 30 minutes.
- The station will search for 5 minutes every hour to reconnect with TH sensor.

#### Try this:

- Bring your sensor within 10 feet of your station and make sure it is connected to the station.
- After 15 minutes move the TH sensor into the next room with a wall between the sensor and the station for 1 hour.
- If there is no loss of signal in that hour, move the TH sensor just outside.
- Continue moving the TH sensor back to its original location.
- If you lose connection, look for sources of [interference](#).

## WHY ARE THE SENSOR READINGS ON MY STATION DIFFERENT FROM THE SENSOR READINGS IN THE APP?

- The reading on your station is the “real time” reading. Your station updates as soon as it receives a new reading from the sensor.
- The App updates data every 60-90 seconds.