

Weather Audio (WA) FAQ's

Audio Feeds do not work (Say Empty)

The audio function of this device has been discontinued for several years. The forecast will still function.

No outdoor temperature

RESTART OUTDOOR TEMPERATURE SENSOR (TX50) FOR AUDIO DEVICES

1. Bring the TX50U outdoor sensor within 4 - 5 feet of your display device.
2. Remove the batteries from each display and the outdoor sensor. Press any button on the display 20 times to clear residual power. Leave all batteries out for 5 minutes.
3. Install fresh name brand alkaline batteries, dated out at least 6 years, into the display first. For the wireless devices to transmit and receive their signals, they need at least 1.48 volts of power in them to work properly.
4. When the forecast data appears on the display, press and hold the SNOOZE button until you hear it beep. Release the button. (Note: You may hear two beeps.)
5. Watch the scroll window as it will display a series of messages that say UPDATE ##. The first ones will vary, but should be either: UPDATE 10, UPDATE 11 OR UPDATE 0 (depending on the data needs of the display).
6. Put the AA batteries into the TX50U Outdoor Sensor. Make sure the polarities are correct.
7. You should hear a beep come from the display within 5 minutes.

If it beeps, then the devices have connected and you can move the sensor outdoors.

You may also watch the scrolling information at the bottom of the display. When it picks up the signal from the Outdoor Sensor it will say: OUT __. __ (listing a temperature).

Gateway is already registered in the system

If the gateway is registered in your account, follow the instructions below for "The Forecast is not updating or missing"

If the gateway is not registered in your account, you will need to contact La Crosse Technology at (608) 785-7935 with the gateway serial number.

The Forecast is not updating or missing

Delete Devices

All devices registered to a gateway must be deleted before Weather Direct will allow you to delete the gateway.

Log into the Weather Direct user account with your username and password. On the left side of the screen under **Gateway 1**, if you registered any displays, you will see them in an indented list below it. This shows “ownership” of the display to the gateway. This is all listed under My Weather Direct.

To delete a display, select it from the My Weather Direct list (you’ll see it on the left side of the computer screen, under Gateway 1). Scroll down in the center panel, and you will see an **Overview for Device** status box. Select the “Delete this Device” button below that box and respond to the prompts accordingly. Repeat if necessary for multiple devices.

Delete the Gateway

When all devices are deleted, you can return to the My Weather Direct list and select the **Gateway 1** entry. Under the **Overview for Device** status box in the center panel, you will see a button that says: “Delete Gateway”. Click on it to delete the gateway.

ALL GATEWAYS AND DEVICES MUST BE FACTORY RESET BEFORE RE-REGISTRATION WORKS.

Gateway Factory Reset

1. Unplug the AC adapter for 10 seconds.
2. Push and hold the button on the Gateway while plugging in the AC adapter. Keep the button held in until the Red LED lights up for the second time.
3. Release the button. The Gateway will enter the setup sequence, shown by a variety of blinks. It will then settle into a pattern of blinks as it is assigned an IP from the router and connects to the Internet. The Red LED on the gateway will blink in groups of FOUR within 30 seconds of resetting when the Gateway is ready to register.

Re-Register the Gateway

1. Go to the computer and click on Register Gateway (left side of screen). (www.weatherdirect.com)
2. Follow the directions on the screen to register. NOTE: On the progress bar screen, you may press the gateway button more than once if you wait about 20 seconds between tries.

Display Factory Reset

Audio Units

Perform a Factory Reset by pressing and holding the SET button to enter the Program Menu. When you see Contrast settings, press and release the SET button until you see RESET NO. Press and release the PLUS button until you see RESET RUN. Press SET once more. In about 10 seconds the entire screen will populate, then ask you to press the SNOOZE and GATEWAY button. Remove batteries for 10 minutes. Make sure you are using fresh name brand alkaline batteries that are dated out at least 6 years or read above 1.48V. If they do not, replace with fresh batteries.

Re-Register the Display

Follow the instructions online to register your display. (www.weatherdirect.com)

Use good alkaline batteries dated at least 6 years in advance of the current year or newer.

Batteries are our number one warranty issue.

Replacement parts are no longer available for Weather Direct devices. We're always coming out with new products and may have something comparable. Check out our line of monitoring systems at www.lacrossetechnology.com/products/monitoring-systems