

Weather Direct (WD) FAQ's

No outdoor temperature

RESTART OUTDOOR TEMPERATURE SENSOR

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 device, install the AA batteries into the outdoor sensor. Within 2 minutes you should hear a beep come from the display signifying it has received the signal from the outdoor sensor. To allow a strong connection to form, do not press any buttons on the display or move the units for the next 15 minutes.
5. Watch the scrolling information at the bottom of the display for the outdoor temperature to appear. After it scrolls, press and release the SNOOZE button (or Plus button on 2511, 2512, 2513 models) for an instant reading.
6. You may now place the sensor outside. We recommend that you place it on the North side of your house, under an eave or awning to avoid direct precipitation.

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 will blink in groups of FOUR within 30 seconds of resetting when the Gateway is ready to register.

Re-Register a 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.

Non-Audio Units

Perform a Factory Reset by pressing and holding down the SET and ALM buttons together for 6-10 seconds. The display will beep twice. Remove the 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)

Please 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