V30V2 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

CONTENTS

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

GET YOUR STATION READY
Ensure your station's Wi-Fi Indicator 📶 is flashing. If it is not, press and hold the PLUS (+) and MINUS (–) buttons down together until it begins flashing. This tells you that your station is ready to connect.

CHECK YOUR NETWORK
Connect your mobile device (phone or tablet) to your router's **2.4GHz** Wi-Fi network. For more Wi-Fi info visit: www.lacrossetechnology.com/router_info

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.

It may prompt you to Hold the SET and + (PLUS) button together.

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

Bit.ly/LaCrosseView_Support_Playlist

BATTERIES: WHAT DO I NEED TO KNOW ABOUT BATTERIES?

- Good fresh batteries are important for best performance in your sensors and as backup in your station.
- Batteries with an expiration date of 2025, were manufactured in 2015.
- We recommend batteries with an expiration date no more than 6 years in advance of the current year for best performance.
- A minimum voltage of 1.48 v per battery is required for best performance.
- Lithium batteries may be used in outdoor sensors. Alkaline batteries for the station.

HARDWARE: SENSORS AND STATION

Your V30V2 station comes with:
LTV-W1 OR LTV-W2 Wind Speed sensor.
LTV-R3 Rain sensor
LTV-TH2 Thermo-hygro sensor that reads Temperature and Humidity.
All sensors operate at 915MHz RF.

WHAT ARE THE POWER REQUIREMENTS FOR THIS STATION?

LTV-W1 OR LTV-W2: 2-C batteries
LTV-R3: 2-AA batteries
LTV-TH2: 2-AA batteries
V30V2: 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.

POWER INPUT: WILL THIS STATION WORK IN OTHER COUNTRIES??

- Your power cord input is 100-240V, and may work in other countries if the proper plug adapter is used (not included).
  Note: There is no guarantee that this power cord will work in other countries.
- As a standalone station-, you can use your station anywhere.

SETUP AND MOUNTING
SETUP: HOW DO I SETUP MY STATION?

Your station is a fully functional standalone station.
1. Install batteries into each sensor (any order).
2. Install power cord into wall outlet, and into the station. Remove the insulation tab from the CR2032 battery in you station.
3. Let sensors and station sit within 10 feet of each other for several minutes to lock the sensor signals to the display.

Once the sensors are 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.

All of your sensors read independently to your station. This provides freedom to position each sensor in the best location available.

LTV-W1 OR LTV-W2:
- Place your wind sensor two times higher than any large object within 50 feet. Wind does not pass through hard objects, it is distorted by them. If your sensor is too close you will measure the air turbulence and not actual wind speed.
- Place away from trees. Wind passing through trees moves slower than wind in open areas.
- Mount your sensor in a vertical position with the wind cups on top.
- Maximum transmission distance from your multi-sensor to your station, in open air is 400 feet (121.92meters).
- Use the included mounting bracket or your own mounting pole (no more than 1 inch outer diameter to fit). Secure to the sensor with screws provided. Tighten the screws to snug (do not over tighten).
- General Wind Sensor mounting video: http://bit.ly/wind_sensor_mounting

LTV-R3:
- Mount your rain sensor in an open area for a more accurate rain count.
- Placing the rain sensor on the ground provides the most accurate rainfall measurement as there is no wind shear. Unfortunately, since insects think of rain gauges as personal hotels, placing the sensor 3-6 feet above ground may deter the insects.
- Be sure your rain sensor is not sitting in a depression that would prevent rain from draining form the sensor properly.
- Your rain sensor should be accessible to allow for periodic cleaning of leaves or other debris that may clog the funnel.
- Install the Rain sensor on a level platform that is stationary and has a direct line of sight to your station.
- Insert three mounting screws through the holes in the base of the rain sensor. Do not over tighten.
- Avoid other wireless rain sensors, as this can cause inaccuracy.
- The maximum wireless transmission range to the rain station is over 400 feet (121 meters) in open air, not including walls or floors.
- General Rain Sensor mounting video: http://bit.ly/Rain_SensorMounting

LTV-TH2:
- Place your Thermo-Hygro sensor at least 6 feet off the ground.
- For accurate temperature readings your sensor needs to be shaded from the sun in a well vented area.
- Mount your sensor vertically to allow moisture to drain out the bottom.
- Preferred location is on a north facing wall under an eave or deck rail.
- Avoid placing near a metal roof that will cause it to read high on sunny days.
- Avoid other sources of heat such as soffit vents, and window or door frames.
- For accurate humidity readings, avoid placement near vegetation and lakes or other bodies of water when possible.

- Place your sensor in a well-vented area. Trapped moisture will cause inaccurate readings.
- Maximum transmission distance from your Thermo-Hygro sensor to your station, in open air is 400 feet (121.92meters).
- Insert the mounting screw through the front of the transmitter and into the wall. Tighten the screw to snug (do not over tighten).
- General Thermo-Hygro sensor mounting video: http://bit.ly/TH_SensorMounting

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 Barometric Pressure from your weather station's internal Pressure Sensor.

Optional Extra Sensors: Up to 4 additional Thermo-Hygro, Wind Speed, Water Leak 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: The Extra Sensor area on this station cannot read **Rain** sensors.

Purchase Extra Sensors: For additional sensors to read to your station or to the app visit the **PARTS TAB** at: http://bit.ly/V30V2

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.

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

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
   Name for your sensor. Select "DONE".

Repeat steps 1-5 for any additional sensors you wish to add.

HOW DO I INTERPRET THE CURRENT WIND READINGS?

- **Wind Speed** - is the highest current wind speed at the last record.
- **1 Hr Top Speed** – is the highest wind speed reading in the past hour.

Note: When you are connected to the La Crosse View App, the 1 Hr Top Speed will be replaced with Wind Direction.

HELP ME UNDERSTAND THE WIND HISTORY READINGS.

In addition to the one hour history which is constantly shown on the station, you can view wind speed history at 24 hours, 7 days, current month, and current year.

Press and release the WIND button to toggle through the Wind Speed History times.

- **1 Hour Top Speed**- Updates each hour and shows the highest wind speed in the past 60 minutes.

- **24 Hour Wind Speed** – Shows the top speed in the past 24 hours from the last record. This is a rolling 24 hour period and not a set midnight to midnight reading. This means it updates each hour to show you the past 24 hours.

- **7 Days** - Shows the top speed in the past 7 days from the last record. This is a rolling 7 day period, not a Monday through Sunday record. Updates at midnight each day.

- **Month** – Shows top wind speed for the current month. Record is from the first day of the month to the last day of the month. When in the middle of the month, it will show the readings from the first day of the month to the last full day. Example: If today is the 15th of the month, the top speed is from the 1st to the 14th. After midnight, the 15th will be included. **Note**: Press and release the PLUS (+) button to view up to 11 previous months or history.

- **Year** – Shows top wind speed for the current year. January 1, through December 31st.

Your wind speed history readings are reset individually.
1. Press and release the WIND button to view the history reading you wish to reset.
2. Hold the MINUS (-) button for 5 seconds to reset that value to current wind speed.
3. Press and release the LIGHT button to exit.

HOW OFTEN DOES MY WIND SENSOR UPDATE?

- Your Wind Sensor checks for any change in Wind Speed every 31 seconds, with samples every 3 seconds within that 31 seconds.
- Any change of 0.8km Wind Speed will cause the sensor to send the top speed for that 31 seconds.
- If there is no change in wind speed, the sensor will transmit every 3 minutes to preserve battery life.

HOW DO I INTERPRET THE RAIN READINGS?

You have the option to have the rainfall timeframe you prefer, to be shown on the station all the time. Simply press and release the RAIN button to select:

- **NOW** – Shows rainfall for the current rain event. Starts recording when rain begins and stops recording when there has been no additional rainfall for 30 minutes. After 30 minutes this reading reset to zero.

- **1 Hour** – Shows rainfall in the past 60 minutes. This is a rolling value for the past 60 minutes and not a set time. As time passes without rain, this values will count down to zero.

- **24 Hours** – Shows rainfall in the past 24 hours as a rolling value that updates every hour to show the past 24 hours. As time passes without rain, this values will count down to zero.

- **7 Days** – Rainfall for the past 7 days. This is a rolling 7 day period, not a Monday through Sunday record. Updates at midnight each day. As time passes without rain, this values will count down to zero.

- **Month** - Record is from the first day of the month to the last day of the month. When in the middle of the month, it will show the readings from the first day of the month to the last full day. Example. If today is the 15th of the month, the month rain reading is from the 1st to the 14th. After midnight, the 15th will be included.
  Note: Press and release the PLUS (+) button to view up to 11 previous months.

- **Year** – Shows rainfall for the current month and the past 11 months combined.

- **Total** – Shows all rainfall from the time the station was setup until the station was powered down or the value was reset. The total rainfall can show years' worth of data.

Note: As time passes without rain, the 1 hour, 24 hour, and 7 day rain totals will count down to zero.

HOW DO I RESET THE RAIN READINGS?

Your rainfall readings are reset individually.
1. Press and release the RAIN button to view the history reading you wish to reset.
2. Hold the MINUS (-) button for 5 seconds to reset that rain value to zero.
3. Press and release the LIGHT button to exit.

HOW OFTEN DOES MY RAIN SENSOR UPDATE?

- Your Rain Sensor checks for any change in Rainfall every 45 seconds.
- Any change of 0.2mm of Rainfall will cause the sensor to send a reading.
- If there is no change in rainfall, the sensor will transmit every 3 minutes to preserve battery life.

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.

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/HUMIDTY SENSOR UPDATE?

- Your Temperature/Humidity sensor checks for any change in of Temperature or Humidity every 45 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.

- **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 for 3 seconds to enter settings menu.
2. Press and release the + or - buttons to adjust the flashing values. Hold to adjust quickly.
3. Press and release the SET button to confirm and move to the next item.

Note: Press and release the LIGHT button any time to exit settings

Settings order:
- Beep ON/OFF
- 12H/24H Time
- Hour
- Minutes
- Year
- Month
- Date
- Temperature Fahrenheit/Celsius
- Pressure: InHg / hPa
- Pressure number setting

Note: Weekday sets automatically as Year, Month and Date are set.

Full Program Menu:
1. Hold the SET button for 3 seconds to enter settings. BEEP SOUND ON will show. Press and release the PLUS (+) or MINUS (-) button if you want the Beep sound OFF.
2. Press and release the SET button to confirm and move to select 12/24 hour time format. 12/24 TIME FORMAT will show. Press and release the PLUS (+) or MINUS (-) button if you want 24 hour time format.
3. Press and release the SET button to confirm and move to the hour. 12: and SET HOUR will show. Press and release the PLUS (+) or MINUS (-) button to adjust the hour.
4. Press and release the SET button to confirm and move to the minutes. :00 and MINUTES will show. Press and release the PLUS (+) or MINUS (-) button to adjust the minutes.
5. Press and release the SET button to confirm and move to the year. 2017 and SET YEAR will show. Press and release the PLUS (+) or MINUS (-) button to adjust the year.
6. Press and release the SET button to confirm and move to the month. JANUARY and SET MONTH will show. Press and release the PLUS (+) or MINUS (-) button to adjust the month.

7. Press and release the SET button to confirm and move to the date. 01 and SET DATE will show. Press and release the PLUS (+) or MINUS (-) button to adjust the date.
8. Press and release the SET button to confirm and move to select Fahrenheit or Celsius. TEMP FAHRENHEIT will show. Press and release the PLUS (+) or MINUS (-) button to select Celsius (°C).
9. Press and release the SET button to confirm and move to select Inches of Mercury (INHG) or Hecto Pascal (hPa) pressure readings. BAROMETRIC PRESSURE INHG will show. Press and release the PLUS (+) or MINUS (-) button to select.
10. Press and release the SET button to confirm and move to adjust the pressure value. BAROMETRIC PRESSURE will show and the pressure number will flash. Press and release the PLUS (+) or MINUS (-) button to adjust.
11. Press the SET button to confirm and exit.

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. You 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:
o Station is connected all the way through to your app.

CHECK APP:
o The Wi-Fi router connection is working.
o Check your connection to the La Crosse View app.
o Check Notifications in the La Crosse View app
o Is there an update to install?

LOST WIFI:
o Check your power cord connection (power cord required to connect)
o 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.
o Enter your Wi-Fi password again.
o Check your network connection.
o Hold the + and – buttons together for 3 seconds to search for Wi-Fi.

NO WEATHER SERVICE:
- o   Wi-Fi, and App are fine.
- o   Weather/Time service not connecting. This will be resolved at the Weather Server. Please be patient.
- o   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.

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 power cord is required for your sensors to update.
- • When you operate as a connected station, the 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 WIND reading when you need to change batteries in your wind sensor.

- • A battery icon will appear near your RAIN reading when you need to change batteries in your rain sensor.

- A battery icon will appear near your OUTDOOR temperature reading when you need to change batteries in your thermo-hygro sensor.

- A battery icon will appear near your INDOOR humidity reading when you need to change batteries in your station.

- See how to change batteries under troubleshooting.

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.

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.

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.
- o   Changing Forecast Icons
- o   Daily Chance of Precipitation
- o   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:
o Changing Forecast Icons
o Hourly Chance of Precipitation
o Hourly Temperature
o Hourly Wind Direction

Internet Indicator will show in the Forecast and HI/LO areas, and next to Wind Direction.

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

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.

ACCUWEATHER WIND DIRECTION

Wind Direction in letters, will replace the 1Hr Top Speed reading. The Internet Indicator will show next to Wind Direction. ⌁

CUSTOM DATA STREAMS

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

AccuWeather Information:
Wind Speed o Wind Direction o Wind Gust o UV Index o Visibility o Dew Point o Percentage of Clouds oSunrise Time o Sunset Time o Hours of Sunlight o Moon Rise Time o Moon Set Time o Temperature/Humidity oand more!

Text Messages
Enter up to 20 characters for special events or reminders, such as:
o SOCCER TONIGHT o ICE CREAM IN FREEZER o 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

HOW DO I CHANGE BATTERIES IN MY SENSORS WITHOUT LOSING DATA?

We designed this station for convenience, so that a simple change of batteries does not lose data or require you to power down your station.

- If you have a low battery icon on your station, you need to replace the batteries in the sensor or in the station as indicated.
- Simply install fresh batteries into your sensor then press and release the SENSOR button until you see your sensor ID. Hold the PLUS (+) button for 3 seconds and your station will search for your individual sensor.
- When changing the batteries in the station, continue using the power cord. After replacing the batteries, no other action is needed. The batteries in the station only maintain time/date in the event of a power outage.

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 Wind Speed sensor ID and your Rain 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 RAIN and LIGHT 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.

DASHES TEMP/HUMIDITY: WHY DOES MY THERMO-HYGRO SENSOR SHOW DASHES ON THE STATION?

Dashes indicate the connection is lost between your station and the outdoor sensor.
- My first thought is always to check that my batteries are good. If it has been working and now is not, low batteries are the most common connection problem.
- Next, check your distance, resistance and interference. If everything was working previously at the same location, this is likely not the issue. However sometimes there is new growth on trees or bushes that cause another barrier. Radio Frequency (RF) signal does not travel well through foliage due to the moisture content.
- Occasionally adding a new wireless electronic device to the home will cross the signal path for the sensor. If this occurs try moving your station a few feet or turning the station 90 degrees for a better angle to receive the sensor signal.
- When you have good batteries, and good location, press and release the SENSOR button until you see your sensor ID. Hold the PLUS (+) button for 3 seconds and your station will search for your individual sensor.
- If you regain connection while the sensor is mounted, great. If you do not regain connection, bring the sensor within 10 feet of the station and search again.

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

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

TEMP ACCURACY: WHY DOES MY THERMO-HYGRO SENSOR READ INACCURATELY?

- The thermo-hygro sensor reads the environment. If your sensor reads high during the day but not at night it is a mounting problem.
- **Side-by-side test**: Bring the thermo-hygro sensor in the house and place it next to your station for 2 hours.
- Compare indoor and outdoor temperature. The temperatures should be within 4 degrees to be within tolerance. The humidity should be within 14% to be within tolerance.
- If the sensor reads correctly when next to your station then try a different location outside.
- Look for heat sources such as sunlight, door or window frames, or reflected heat that may cause inaccurate readings.
- Press and release the SENSOR button to view the sensor ID number. Compare to the barcode on your sensor to be sure they match.
- If your temperature is reading low, and location is not an issue, you may have a bad sensor.

WHAT DOES A READING OF "HI" OR "LO" MEAN?

- If your outdoor temperature reading shows "HI" or "LO", check that your batteries are good.
- Overpower 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 SENSOR button for three seconds.

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.

WHY AM I GOING THROUGH BATTERIES QUICKLY?

- Test a new set of batteries. Write down the date of installation and the voltage of the batteries.
- When the batteries fail, please note the date and voltage again. This is helpful in determining the problem.
- Check for leaking batteries, which may damage the sensor.

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.

WHY ARE MY WIND CUPS NOT SPINNING?

- Check for debris or ice preventing cups from moving.
- Check mounting location. Look for obstructions that prevent the wind from reaching the sensor.
- In most cases, the wind sensor needs to be 4-6ft above the highest point on the roof in order to clear nearby obstructions and read accurately.
- A 50-foot clearance in all directions is best.
- Push down firmly on the center of the cups to reseat them.
- Cups are replaceable.

CAN I REPLACE MY WIND CUPS?

Occasionally, a bad storm with hail or debris that will damage your wind cups. These are easily replaced.

Replace wind cups:
1. Loosen the screw on side of cups
2. Remove cups
3. Install new cups
4. Tighten screw

Note: The screw in the wind cups will fit on the flat side of the metal stem on the sensor.

WIND READING 0.00: WHY DO I ONLY SEE 0.00 FOR WIND SPEED?

The 0.00 means your wind sensor is connected to your station.
- Check that the cups spin freely. Something may be preventing movement.
- Are your wind cups unbroken? After a storm it is good to check this.

WIND DASHES: WHY ARE THERE DASHES FOR WIND READINGS?

Dashes indicate the connection is lost between your station and the wind sensor.
- My first thought is always to check that my batteries are good. If it has been working and now is not, low batteries are the most common connection problem.
- Next, check your distance, resistance and interference. If everything was working previously at the same location, this is likely not the issue. However sometimes there is new growth on trees or bushes that cause another barrier. Radio Frequency (RF) signal does not travel well through foliage due to the moisture content.
- Occasionally adding a new wireless electronic device to the home will cross the signal path for the sensor. If this occurs try moving your station a few feet or turning the station 90 degrees for a better angle to receive the sensor signal.
- When you have good batteries, and good location, press and release the SENSOR button until you see your sensor ID. Hold the PLUS (+) button for 3 seconds and your station will search for your individual sensor.

- If you regain connection while the sensor is mounted, great. If you do not regain connection, bring the sensor within 10 feet of the station and search again.

WIND INTERMITTANT: WHY DO MY WIND 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).

If a miss happens:
- If your wind 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 wind sensor.
- Be sure you have good batteries. Manually search for your sensor.

Try this:
- Bring your wind sensor within 10 feet of your station and make sure it is connected to the station.
- After 15 minutes move the wind 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 wind sensor just outside.
- Continue moving the wind sensor back to its original location.
- If you lose connection, look for sources of interference.

WIND ACCURACY: WHY IS MY WIND SPEED INACCURATE?

- What are you comparing your wind speed to? Your local reporting station is miles from your location and should not be used for comparison.
- Check the unit of measure (MPH, or KMH).
- Check to see if your station receives the same repetitive wind speed recording from the sensor multiple times.
- Check that the cups turn freely.
- Check for obstructions that prevent clear wind flow to the cups.
- Check mounting. In most cases, the wind sensor needs to be 6 feet or more above the highest point on the roof in order to clear nearby obstructions and read accurately. A 50-foot clearance in all directions is best.
- It is helpful to send pictures of the sensor mounting, if you need to contact customer support.

RAIN DASHES: WHY ARE THERE DASHES FOR RAIN READINGS?

Dashes indicate the connection is lost between your station and the rain sensor.
- My first thought is always to check that my batteries are good. If it has been working and now is not, low batteries are the most common connection problem.

- Next, check your [distance, resistance and interference](). If everything was working previously at the same location, this is likely not the issue. However sometimes there is new growth on trees or bushes that cause another barrier. Radio Frequency (RF) signal does not travel well through foliage due to the moisture content.
- Occasionally adding a new wireless electronic device to the home will cross the signal path for the sensor. If this occurs try moving your station a few feet or turning the station 90 degrees for a better angle to receive the sensor signal.
- When you have good batteries, and good location, press and release the SENSOR button until you see your sensor ID. Hold the PLUS (+) button for 3 seconds and your station will search for your individual sensor.
- If you regain connection while the sensor is mounted, great. If you do not regain connection, bring the sensor within 10 feet of the station and search again.

RAIN INTERMITTANT: WHY DO MY RAIN 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 patience – 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 your rain sensor loses connection to your station for any reason, the station will show dashes after 30 minutes.
- The station will search for 5 minutes every hour to reconnect with rain sensor.
- Be sure you have good [batteries](). Manually search for your sensor.

Try this:
- Bring your rain sensor within 10 feet of your station and make sure it is connected to the station. Your station will show 0.00 for rain when connected and no rain has occurred.
- After 15 minutes move the rain 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 rain sensor just outside.
- Continue moving the rain sensor back to its original location.
- If you lose connection, look for sources of [interference]().

RAIN LOW: WHY IS MY RAINFALL READING LOW?

- Low rain readings indicate the rain sensor and station are connected.
- Check that the rocker tips freely.
- Check the funnel and the inside of the rain sensor for insect nests or debris that may cause loss of rocker motion.
- Be sure to mount the rain sensor level.

Complete a Tip Test:
Write down the Total Rain reading or reset the Rain Total to 0.00. With rain sensor mounted slowly pour water into the funnel to tip the rocker of the rain sensor 10 times. Wait at least 2 minutes for all the rain to collect. Repeat three times.

- Compare these tests. If they are the same, then your rain is reading correctly. If the rain readings are different, repeat the test 3 times to avoid human error. Then look for causes such as mounting too tight or debris clogging the funnel.

RAIN HIGH: WHY IS MY RAINFALL READING HIGH?

- Check for sources of RF (radio frequency) interference such as other wireless rain sensors, ham radios or electric transformers.
- Keep the station six feet from cordless phones or wireless routers etc.

Complete a Tip Test:
Write down the Total Rain reading or reset the Rain Total to 0.00. With rain sensor mounted slowly pour water into the funnel to tip the rocker of the rain sensor 10 times. Wait at least 2 minutes for all the rain to collect. Repeat three times.

- Compare these tests. If they still read high then contact support.

HOW CAN I CLEAN THE RAIN SENSOR?

1. Remove rain funnel (open locking tabs on both sides and pull off funnel)
2. Gently remove debris or insects inside the rain sensor.
3. Clear debris from drain vents.
4. Clear debris from the rain funnel.
5. Reinstall the rain funnel.

Note: Do not oil the rain sensor.

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.
- Since Wind Speed changes frequently, this is the common difference you may notice between your station and your app.