

# RFM-100 Comms Issue Troubleshooting Procedure

1. Push the enter button to wake up the unit display
2. Push and hold the enter button until the display reads “Release to Send...”
3. Watch display and lights on sides of display until the communication to the website is complete or fails which will be indicated on the display (If it fails note the condition of the lights, specifically the signal strength on the right of the display)
4. If communication was complete
  - A) Watch the display and make note of the RSSI data
  - B) If the RSSI is -100 to -128 or 0 try adding a high gain antenna
    - a. Once the antenna is installed do another pushbutton and make note of the RSSI data
    - b. RSSI is optimal when the number is in the -50 to -99 range
  - C) If RSSI is not in the optimal range with the high gain antenna the site may require a change in the Carrier (i.e. from Verizon to ATT or vice versa or even to satellite) NOTE: see video (<http://elecsyscorp.com/product-guides-video-tutorials/>) for how to change or replace the Modem for Verizon and ATT (Note: Serial Number of modem shown under barcode –i.e. XXXXX-XXXX)
  - D) If modem change or satellite is needed call Elecsys Customer Support for assistance in setting up the new modem or Satellite Terminal on the site at 913-825-6366 (You must provide the Serial Number of the modem shown under the barcode or the serial # of the new Satellite unit – Serial Numbers of modems are in the following format: XXXXX-XXXX)
5. If Communication failed
  - A) Try adding the High gain antenna as in step B above
  - B) If there is No Comm after installing the antenna do the carrier change (cellular or satellite) as above
6. As a final test after the site appears to be working from the unit, access the site via your phone app and do a poll or call someone (either in your office or Elecsys Customer Support 913-825-6366) who can access the website online to do a poll