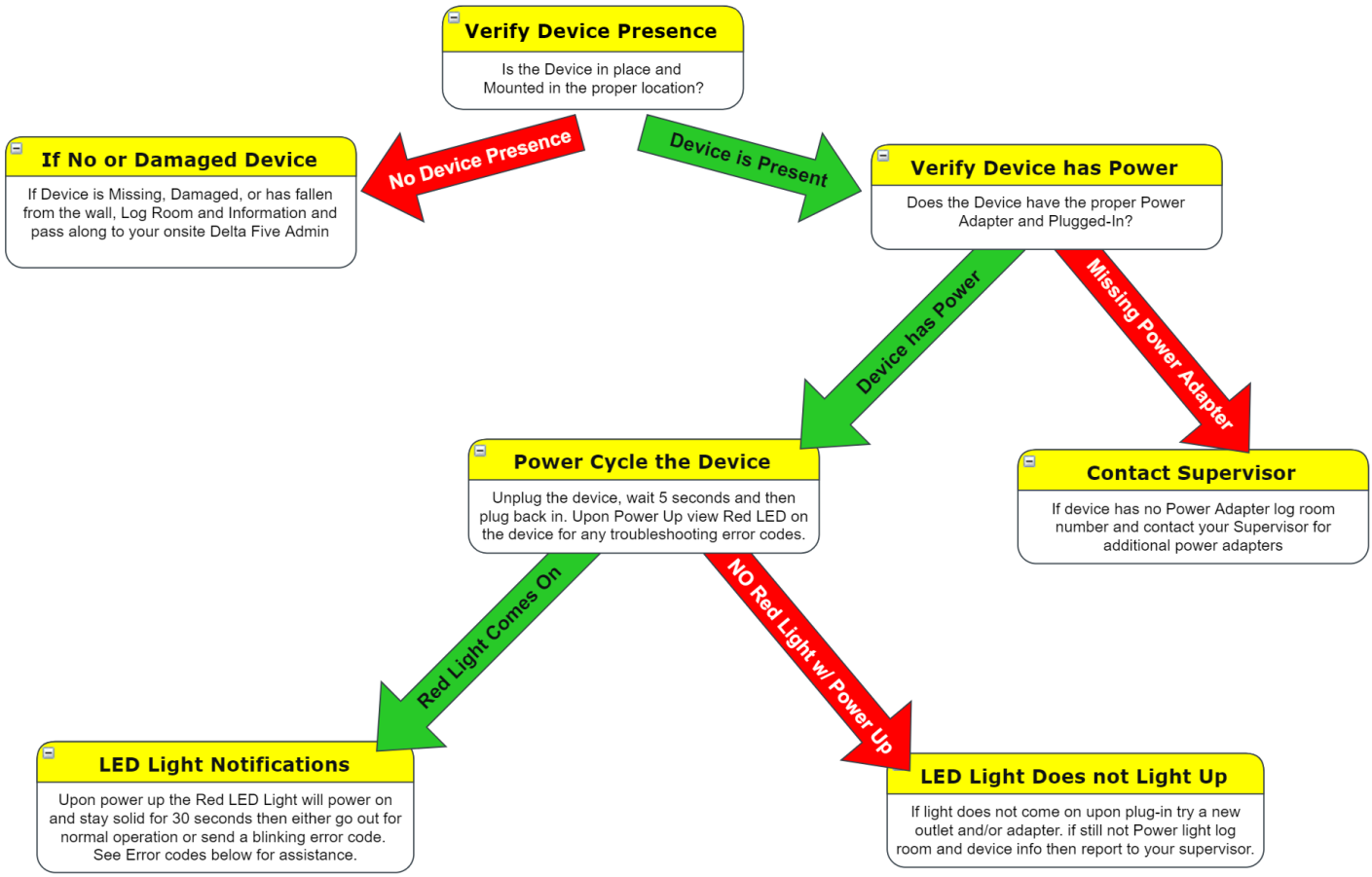
Daily User - Troubleshooting

- Offline/Disconnected Devices



Normal Operation for Devices:

After 30 second solid power up the light should without blinking

All other codes – Log room/device and error code info and report to Supervisor/on-site expert

Examples of Code Sequence to Report: 2 short blinks three, 4 short blinks three, 5 short blinks three

Alerted Devices - How to Deal with an Alert

1 Check the device to see if the device is alerted. If the LED button on the side of the device is red, then it is Alerted As shown in Figure 2

Figure 2

2 If the device is Alerted, ensure both doors are fully closed prior to removal for visual inspection as shown in Figure 3

Figure 1

3 Once the drawers are closed, using the Tab pull the chamber from the device as shown in Figure 4

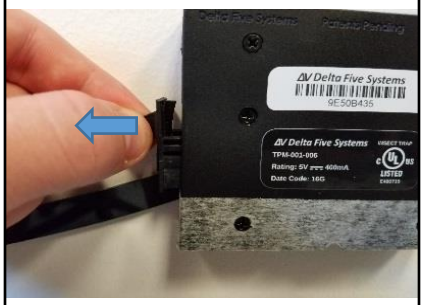


Figure 3

4 With the Chamber removed inspect the chamber for any Pest as shown below in Figure 5.
If there is anything within the drawer, place the chamber into a bag, write the room number on the bag, and report it to your supervisor.
After removing the drawer ensure to clean out or replace a new drawer within the opened device

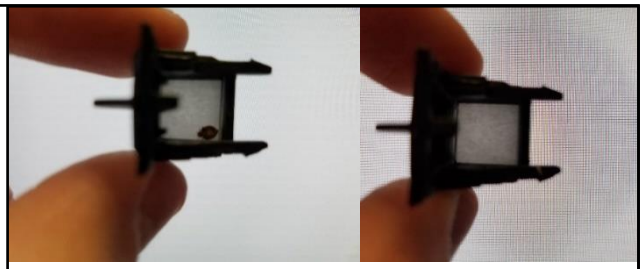


Figure 4

5 If nothing found within the drawer, place the drawer back into the device
Note: chamber doors must be closed to be re-inserted into the device

Once chambers are re-inserted into the device ensure both doors are opened as shown in Figure 6

Figure 6

6 Press and release the Red Alerted button to reset as shown in Figure 7.

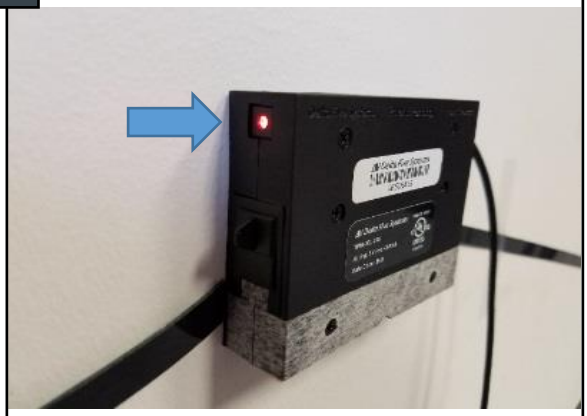


Figure 5

The light should go out and the device will reset to the dashboard.
Reset is now Complete

LED Light Code Meanings and Possible Fixes

*All blinks will be a sequence of 3

Blinking 1 Times per second indefinitely

Error: Device requires Wi-Fi credentials

Solution: Complete the Wi-Fi configuration Process (illustrated in the Supervisor Guide)

2 short blinks three times

Error: Device cannot connect to the wireless network

Cause: Password input error upon configuration, device whitelisting error

Solution: Reset and Reconfigure Wi-Fi

- STEP 1: Press and holding the Red LED Light/Button for 10-15 seconds, the device will then be blinking 1 time per second letting you know it is awaiting Wi-Fi configuration.
- STEP 2: Complete the Wi-Fi configuration Process (illustrated in the Supervisor Guide)

4 short blinks three times

Error: Device cannot connect to the Delta Five Server

Solution: Reset and Reconfigure Wi-Fi

- STEP 1: Press and holding the Red LED Light/Button for 10-15 seconds, the device will then be blinking 1 time per second letting you know it is awaiting Wi-Fi configuration.
- STEP 2: Complete the Wi-Fi configuration Process (illustrated in the Supervisor Guide)

5 short blinks three times

Error: Device cannot receive a proper response

Solution: Unplug device and plug back in

**note if this does not correct the error please double check the whitelisting for the device.*

Supervisor's Section

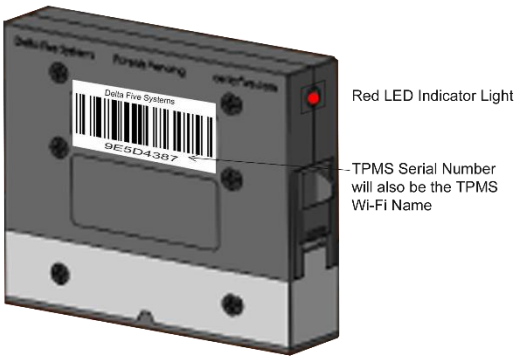
Saving Wi-Fi Configuration to Device

How to reconfigure and save the wireless information

*note if adding a new device to your property ignore step 1 as the new device should already be in pairing mode.

Step 1.

Press the LED Button and hold for 10-15 seconds.
When button is released the Red LED light should be blinking 1 time per second and ready for pairing.



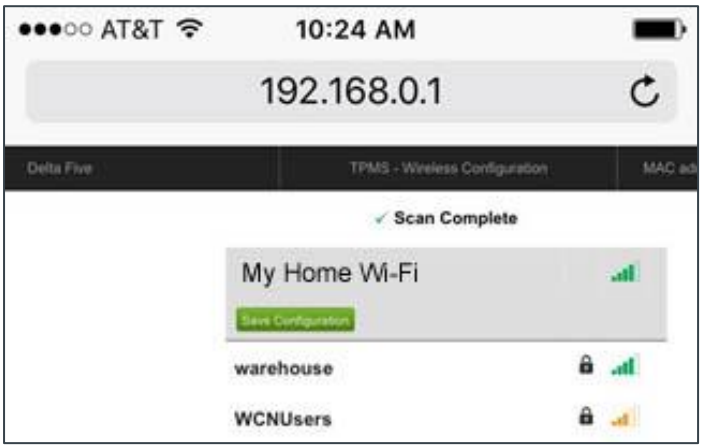
Step 2.

Using a Laptop/Mobile Device open the Wi-Fi settings and find the list of available Wi-Fi Networks,
The Device ID should be listed in the network list available.
Connect to the Device Network from the available Wi-Fi networks list the device will be named ` D5 [Serial-Number]`

**Please note you must remain connected to the Device's Wi-Fi to complete the pairing.*

Step 3.

Next on the same Laptop/Mobile Device from Step 2,
Open a web browser and type the web address `192.168.0.1`
The page that loads will scan for a moment then list all the available networks within range of your D5 Device.
Select the desired network and type in your Wi-Fi password if applicable, then click the green Save Configuration



Supervisor's Section

Factory Ressetting a Device

When to Complete a Factory Reset:

1. Device Alert light is illuminated and will not reset with button press or power cycling
2. Device Alert light does not illuminate upon power up
3. If all other steps have been completed and device is still not syncing with the dashboard

How to Complete a Factory Reset:

Depending on outlet location this process may require 2 people

1. Unplug the Device
2. While unplugged press and hold the LED Button
3. Continue holding the button and plug the device in
4. After plugging in continue to hold the button for approx. 20 seconds until the light blinks rapidly
5. Release the button and wait a brief moment until the light begins to blinks 1 time per second
6. The device has now been Factory Reset and is ready for the Wi-Fi configuration process.