

HOW TO

Mobeye Devices: No Communication

Your Mobeye device routinely sends test (keep-alive) messages to the portal to verify its connection. If the portal does not receive a test message at the expected date and time, it is able to notify you by sending a service alert.

If a test message is missed, a red "X" will appear in the status window on the portal:



Status	
SW version	1.51B
Battery status	
External Power	Off
Network strength	-69 dB
Provider	"VODAFONE UK"
Synchronised	Yes
Communication	

The "No Communication" status can occur for several reasons. This Short Guide provides a few steps to help you troubleshoot your device in such situations.

1. Restart the device and check the LED's

First, disconnect the power by removing the power cable (if applicable) and the batteries.

Wait 10 seconds, then reinsert the batteries.

Roll the batteries in their slots to ensure they are properly placed.

Check if the device restarts properly:

- Check in your portal-account for a new entry in the history window
After a successful startup the device should send a new entry to the portal
- Check the LED-signals. An explanation on the LED-signals can be found in the back of the user manual

2. Check the batteries

If there is no communication, the batteries may be low. The batteries, under normal use, last about one year in battery-operated devices usually and up to 3 years in devices with an external power source. However, if many alarm messages were sent or the reception has been poor, the battery life may be reduced. Check how long it has been since the batteries were last installed and whether it is possible that they might be running low.

Typically, the LED signals from Step 2 should indicate if the batteries need to be replaced.

The device uses 2 batteries of the type CR123.

We recommend using the following brands:

Varta, Panasonic or Energizer

We do not recommend using the following brands:

Duracell

3. Contact Mobeye

If the steps above do not resolve the issue and the device fails to restart normally, please contact us.

To help us diagnose the problem quickly, provide the following information:

- The Device type. For example a CM4000, CM4300, CM2100 or a MiniPir
- The SIM-card Does it concern a Mobeye SIM-card or a different type of SIM-card?
- Serial number Can be found on the back of the device or the inside of the cover.
- LED-behaviour What LED-behaviour does the device show?
- Battery-status Are the batteries OK?
- History What happened before? For example:
 - Was the device left with empty batteries for a while?
 - Was the device not used for a while?