

EL-Mote

Help Guide - Troubleshooting



Forced Connection and Transmission

It's possible to get the EL-Mote to reconnect to a network and upload any unsent readings to the EasyLog Cloud. To do this hold down the button on the front of the EL-Mote and it will beep once. Keep the button pressed until the EL-Mote beeps again then release the button. This will force a connection and transmission.

Signal Strength

The EL-Mote reports its current signal strength to the EasyLog cloud every time it communicates. It is possible to get real time signal strength from the EL-Mote to aid installation issues. To do this hold down the button on the front the EL-Mote and it will beep once. Keep the button pressed until the EL-Mote beeps two more times, then release the button. The EL-Mote will start beeping in relation to the signal strength. Fast beeping is a good signal, slow beeping is a poor signal. In addition the LED on the button will flash green indicating a good signal, orange indicating a medium signal and red for a poor signal. Press the button once more to end signal test. Signal strength will only work if the EL-Mote has been set up to talk to the EasyLog cloud. Signal strength test will automatically end after 1 minute.



Factory Reset

To perform a factory reset on the EL-Mote, remove the battery cover to reveal the 'RESET' button. Using a paper clip or similar object press the black 'RESET' button. The EL-Mote will beep once when pressed. Keep the reset button held down for 10 seconds until the EL-Mote beeps again.

LED & Buzzer Patterns During Normal Operation

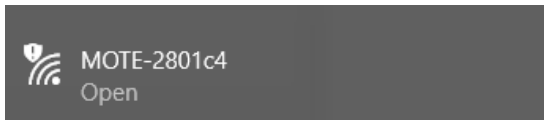
	Quick Green LED every 5 seconds	Normal operation – battery power
	Solid Green LED	Normal operation – external power
	Red LED every 5 seconds	Alarm Active
	Quick Red LED every 5 seconds	Alarm mute
	Quick Orange LED (short beep every 30 min)	Generic Fault e.g. Lost network connection or missing probe – battery power
	Solid Orange LED (short beep every 30 min)	Generic Fault e.g. Lost network connection or missing probe – external power

LED & Buzzer Patterns During Setup

	Orange LED blinks once every 2 seconds	EL-Mote is in Setup and waiting for an App to connect to it
	Orange LED blinks twice every 2 seconds (quick beep)	The App has connected to the EL-Mote and is waiting for setup information
	LED Flashing Orange and Green	Setup in progress. Attempting connection with network and EasyLog server
	LED steady green for 5 Seconds (two tone beep)	Setup complete
	LED steady orange for 5 seconds (and 3 beeps)	Setup fail

Downloading Unsent Readings

If for any reason the EL-Mote is unable to send log readings to the EasyLog cloud then it is possible to download any readings that have not been sent. To do this press the 'SETUP' button in the battery compartment. Using a PC change the connected WiFi to one starting with MOTE-xxxxxx (Where xxxxxx is the last 6 digits of the MAC address). In the example below the MAC address of the EL-Mote is 98:8B:AD:28:01:C4



Using the browser go to the following web page
<http://config.elmote.local/advanced.htm>

Then click on the following.

[Download Session DataLog](#)

If there are any unsent readings a CSV file will be downloaded containing the readings. Note: the time and date stamp of any readings are in UTC/GMT. Any time zone or daylight savings offset will need to be applied separately.

Download Error Log

To help support staff in diagnosing problems it maybe required to download the Error Log from the EL-Mote. To do this connect the EL-Mote to a PC via WiFi as described in "Download Unsent Readings". Using the browser go to the following web page
<http://config.elmote.local/advanced.html>

Then click on the following

[Download ErrorLog](#)

This will download a CSV to your PC.

Network Connections

The EL-Mote needs unrestricted access to the internet to allow it to communicate with the EasyLog Cloud. The EL-Mote requires access to www.easylogcloud.com which currently resides at address 134.213.3.2. It uses TCP ports 443 and 14354 only. The EL-Mote will use a DNS server to resolve the EasylogCloud URL.

NFC

The EL-Mote has an NFC interface to allow for quick display of current status. This feature is only available on Android devices. The NFC antenna is located at the bottom right corner of the EL-Mote. The App will verify that the EL-Mote is joined to the signed in EasyLog Cloud account before showing any information. This is a security feature to prevent anybody with an App reading any EL-Mote. When the EL-Mote detects the NFC from the device it will beep once.