VersaTile™   Troubleshooting

Contents

Device Setup

The VersaTile™ hotspot for setup isn't visible on my mobile device or computer.

Press the "setup mode" button on the back of your device. You should hear a long beep and see a constant red light on the rear of the device. The WiFi hotspot name "VersaTile" is now being broadcast by the VersaTile™. **The hotspot will time out after 2 minutes and turn off.**

Are any lights coming on the device when a button is pressed? **Remove two screws on rear of unit and check proper battery installation.**

Find this network by looking in your device's WiFi settings. You may have to refresh the list multiple times. **If the WiFi name "VersaTile" is still not visible confirm red light is on. Press "setup mode" once to cancel the hotspot (red light turns off). Press "setup mode" once more to start hotspot.**

If you've previously connected a VersaTile™ device, your device may have saved it. Try "removing" or "forgetting" the network and retrying.

How do I connect my device to WiFi using the WPS feature?

The VersaTile™ is capable of connecting to your network via WPS if you have it enabled on your router. Press both "sync now" and "setup mode" on the VersaTile™. The device will start alternating blinking between red and blue and beep 4 times. On your wireless router, press the WPS button located on the router or on the router's admin panel.

I'm attempting to connect VersaTile™ hotspot using my desktop computer and having trouble.

Connect your device to the "VersaTile" WiFi. Mobile device recommended. **If a webpage doesn't automatically appear with the "VersaTile" branding after 30-60 seconds, try typing 8.8.8.8 into your address bar (where you would normally type a URL) and hitting enter.**

If nothing loads or you're unable to progress past the prompts, we recommend setting up the VersaTile™ with a different computer or a mobile device.

Computer firewalls, VPNs, and a variety of other factors can interfere with the VersaTile™ setup process.

Trouble connecting to WiFi during setup

Verify strong WiFi coverage in installation location. **Ensure a strong and stable WiFi connection is available at location of install. As a rule of thumb, we recommend a minimum signal strength of 3-4 bars (as reported during VersaTile™ setup).**

Verify your WiFi is working (can connect to internet). **Using a different WiFi-enabled device, connect to your WiFi and browse to google.com. If Google loads, the VersaTile™ should be able to connect.**

Verify your WiFi network supports 2.4GHz. **The VersaTile™ only supports 2.4GHz network, ensure your network doesn't have this disabled. Avoid connecting a VersaTile™ to a 5GHz connection (often signified by "_5G or 5GHz" in the WiFi® SSID name).**

Some routers have the ability to temporarily disable the 5GHz band. Try this and reconnect the VersaTile™.

VersaTile™ is no longer connected

I setup my device in the past, but VersaHub™ is telling me it is offline.

Move your device to a known strong signal, force a sync by pressing the sync button on back of unit. **After connecting, 4x beeps = successful connection. Try this again where your device is normally installed to confirm device is able to connect.**

2x long beeps (and red light) = failed to connect.

Ensure your VersaTile™ is claimed and visible on your VersaHub dashboard.

Re-connect VersaTile™ to your WiFi network via the "setup mode" button. It's possible your WiFi name or password has changed.

It's recommended to install the VersaTile™ as high as possible. Items like water and food can interfere with WiFi signal strength.

When a button is pressed on device, does it blink red 20 times quickly or not blink at all? This signifies a low battery. **Remove two screws on rear of unit and replace with Energizer® Ultimate Lithium™ for optimal battery life. Expect 2-3 months of battery life if using Alkaline batteries vs 3+ years of Energizer® Ultimate Lithium®.**

**WiFi connectivity is unreliable in my area, does it retain memory of record?**

VersaTile™ will continue recording and keeping the records in its internal memory. As soon as WiFi is back, all the records will be synced with the cloud at its next syncing time.
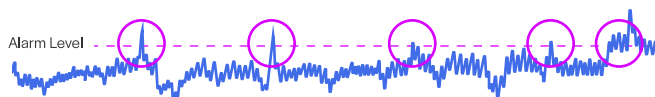
Alarms

I'm frequently getting alarms (too many!).

When setting up alarm thresholds, keep in mind daily normal fluctuations and set your thresholds outside of those limits to prevent false alarms.

CORRECT ALARM SETUP   **Alarm**

Alarm Level
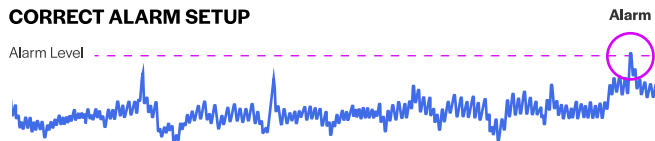
INCORRECT ALARM SETUP

Alarm Level

I'm not receiving any alarms.

Alarms will only trigger if a critical event is recorded and requires VersaHub Premium. See Basic/Premium for more information on alerts at https://www.versahub.com/premium/.

When connecting an external sensor, my device starts to alarm.

Please ensure your VersaHub & VersaTile™ has the appropriate delay for "Temperature & Power Usage Alerts" settings to prevent false alarms.

Inspect the sensor plugged into the VersaTile™ to ensure the colors & number match. It's possible the wrong sensor is plugged into the incorrect port.

My device is alarming for a sensor I haven't connected.

Inspect sensor ports for signs of moisture. Water present in the ports could issue a false alarm.

Battery Life

I'm getting shorter battery life than expected; I have to replace them often!

VersaHub recommends Energizer® Ultimate Lithium™ batteries for optimal battery life. With default setting you can expect up to 1+ years of battery life. Ordinary batteries may only last a few months, it is not recommended to use batteries other than lithium.

Frequent alarm conditions and/or aggressive record and sync intervals can deplete batteries. VersaHub recommends default record and syncing frequencies.

Adjusting sync intervals to be more frequent will provide more real-time data on your dashboard but have no effect on receiving alarms faster. If a device is outside the parameters set by the user,

it will sync immediately to VersaHub and notify the user.

If alarms frequently go unattended, your VersaTile™ will experience rapid decrease in battery life.

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I've set my VersaTile™ to record frequently, but it's not doing so.

After adjusting device record or sync frequency, you have to either wait for the previous sync time or force a manual sync using the sync button on the back of the device. 90% of the time, VersaTile™ is asleep to conserve battery life.

General/Misc.

Where do I find DUID/Serial? The sticker on the back of device is worn off or not legible.

You will be able to find your device's DUID/Serial by activating your VersaTile™'s setup mode and connecting to its hotspot. On the sign-in notification page, you will be able to find your device's serial number, DUID, and mac address.

Where do I find MAC address?

You will be able to find your device's DUID/Serial by activating your VersaTile™'s setup mode and connecting to its hotspot. On the sign-in notification page, you will be able to find your device's serial number, DUID, and mac address.

What do the different audible beeps and led patterns mean?

Solid red light and long beep	Hot spot "setup mode" is active (click setup mode button to cancel and turn off)
Short blue blink and one beep	Device is not claimed on VersaHub after pressing "Sync Now" button
Two blue blinks and two beeps	Pressing "Sync Now" button if claimed on VersaHub
Rapid blinking of blue LED while trying to connect	Device attempting to connect to WiFi
Blinking red light while trying to connect	While device is uploading when parameter is in alarm
One blue blink	Recording data sample
One red blink	Recording data sample while at least one parameter is out of bounds but not in alarm yet
Two long red blinks and two long beeps	Setup mode hot spot timeout / failed to connect
Four blue blinks and four beeps	Successful upload after setup mode or "Sync Now" button
Switching red and blue lights and four beeps	WPS mode active (both buttons pressed simultaneously)
20 red blinks	Pressing a button while low battery

Device and sensor accuracy

VersaTile™ Temperature (built-in) Accuracy

Over the devices temperature range of -10 °F to 160 °F you can expect +/- .36 °F (32 to 65 °F), up to +/- 1.08°F
(at low range of -10 °F or upper range of 160 °F).

VersaTile™ Humidity (built in) Accuracy	Typ. +/- 1.8% (when under 90% RH), but +/- 3.0& (when at or above 90% RH)
Probes 1 + 6 Accuracy (Air temperature sensor)	14 °F to 185 °F (+/- .9 °F) -65°F to +13°F or greater than 185°F (+/- 3.6°F)
Probe 2 Temperature Measurement (Range) (Accuracy)	-5°F to 950°F +/- 8°F <50°F +/- 7°F within 51°F to 200°F +/- 5°F within 201°F to 400°F +/- 7°F within 401°F to 700°F +/- 8°F >700°F
Probe 5 Accuracy (Current Sensor)	+/- 3% Amps

For more information, refer to the product spec sheet.

Installing/Mounting a VersaTile™

The included sticky mount is falling off.

The included mount is an excellent way to quickly mount a VersaTile™. Before installation, clean and dry the surface before mounting. The surface should be free of dirt, condensation, or any moisture.

I need to mount the VersaTile™ on something other than a flat surface.

The VersaTile™ can be mounted onto vertical or horizontal posts using zip ties through the slots located on the rear of the device, or to a non-flat wall using the keyhole slot.

My VersaTile™ recently got wet while cleaning, and it is no longer working.

The VersaTile™ is not waterproof and should be removed during heavy cleaning.