

## TX60 FAQ

### What is a TX60?

The TX60U-IT is a wireless temperature and humidity sensor, available with your choice of temperature probes, that maintains your data on the internet. Data collected is viewable online, or downloadable in spreadsheet format. A service option is available to configure temperature/humidity thresholds for each TX60 that if breached, triggers an alert sent to your email and/or cell phone (SMS). Specific product details are available at: <http://www.weatherdirect.com/temperaturesensor.aspx>

### What are the system requirements to run a TX60?

- A PC with Windows XP/Service Pack 3, Vista/Service Pack 2 or Windows 7/Service Pack 0 or 1<sup>1</sup>.
- A current web browser so you can access your user account on our Weather Direct server to setup and manage the TX60.
- A high speed internet connection (e.g. cable or DSL internet service) for “always on”<sup>2</sup> communication with an Ethernet port available for the included LAN cable (usually plugged into your broadband router).
- A Weather Direct **standard** gateway (purchased separately or in a set).
- A TX60U-IT sensor – you can run more than one TX60U per standard gateway.
- Optional: an email account or cell phone with text service to receive online alerts.

**Note:** The TX60U-IT is not supported on our USB gateway or mobile broadband because data send needs usually exceed capacity.

### Is the TX60 supported on the Mac or Linux system?

Limited support is available on these platforms. Any operating system and browser may support component registration and online configuration/monitoring. We test, however, on the systems cited above and can only resolve issues reproduced there. It can happen that an occasional user may need to do a one-time gateway configuration adjustment (e.g. static ip), which requires a Windows utility. TX60 usage may continue in a non-Windows environment afterwards.

### What types of environments are monitored with the TX60?

The possibilities are only limited by your imagination. Thus far we have customers who use the TX60 to monitor hot tubs, swimming pools, fish tanks, reptile aquariums, computer server rooms, greenhouse environments, wine storage, garden soil, freezers, crawl spaces, etc.

### Where does the TX60 send temperature & humidity data?

The TX60 sends it's data directly to our web server over the internet via the standard gateway. By design, the gateway is always on the internet so the PC does not need to run for data collection.

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<sup>1</sup> Supported versions subject to change as OS vendors adjust their configurations.

<sup>2</sup> Always on is exclusive of acts outside our control (e.g. internet or power outage).

### **Does the TX60 data show on the Weather Direct display?**

No. The TX60's purpose is direct and immediate monitoring of a specific environment (e.g. greenhouse, IT server room) for timely capture of out-of-bounds conditions.

### **What is the difference between the “dry” and “wet” probe?**

The probe is a cable that plugs into the TX60 that has a water-proof coated end to “insert” into areas where electronics are not safe. The probe reads temperature only (not humidity). The probe cable is 6 feet long.

The dry probe is for non-liquid environments (e.g. air/soil). The wet probe is for liquid submersion. Each probe supports temperatures between the specified range of -40.0°F to +140.0°F . If you purchased an unmarked package, the probe is the dry type.

### **What is the online alert system?**

You can configure each TX60 registered in your Weather Direct user account to send an email and/or a cell phone text (SMS message) whenever the TX60 detects a condition that is outside of your requirements. This service requires either the first year of included service activated or your renewal fee paid. User accounts currently support up to 3 email addresses and one SMS account. Most US and Canadian cell phone carriers are supported with a few exceptions<sup>1</sup>.

### **What service fees may be incurred with each TX60?**

The TX60's temperature and humidity sensor data and the probe's temperature data are sent free to the web site. Our servers maintain it for up to 30 days (capacity determined by the reporting interval selected). This data can be exported in spreadsheet format for analysis and retention.

For email or SMS text messaging, related internet, email or cell phone service fees are your expense. The *optional* email/sms alerts service is free the first year and \$9.95 thereafter (or \$19.95 for 3 years).

### **What are the limitations of the online alert system?**

This system uses the internet. In most cases, delivery is quick. In some cases, delivery can be delayed by 3<sup>rd</sup> party issues beyond our control. The TX60 is designed to provide a planning and information tool at a modest expense. *We are not responsible for any damage to life or property from environmental condition changes.*

### **Can a TX60 be installed in a corporate environment?**

Yes, any weather direct component can be installed in a corporate setting. Network security rules may require you to set a static ip on the gateway which requires a Windows utility to do. The network needs to permit http **port 80** and http **put** communications through your firewall. We do not support proxy server communication.

3 Prepaid cellular is the most common exception as the leased carrier is not always easily identified

### **How often does the TX60 send updates?**

The user selects the reporting intervals. The current menu choices are: 5, 10, 20 or 60 minutes.

### **Do you have plans for additional communication device support?**

The TX60 server can send a web site link to any smartphone for viewing current data in the web browser. We do not currently have any plans to write phone specific apps or provide self-programming options at this time. Market demand may, of course, amend future plans.

### **Is the TX60 supported internationally?**

Since TX60 technology uses only an internet connection, it theoretically can be used anywhere in the world. The data is formatted for US measurements, however, so temperatures are in Fahrenheit. Hardware warranty service, however, is limited to North America as the purchase cost does not lend itself to international service shipping costs. The optional message service works with most standard email services. At this time, the SMS services are configured for US and Canadian cell phone carriers but this may be expandable given sufficient carrier data.

### **How many TX60s can run on a gateway?**

The answer depends on what other weather direct units you run on the gateway. If you are already running weather direct displays, especially audio units, then you will be limited to just a couple TX60s. If your need for TX60 data is more critical, then we recommend you dedicate a gateway for TX60 use. The next factor is the frequency interval you request each TX60 to send the server. Shorter reporting intervals will reduce the number of TX60s per gateway to about 5, longer and staggered intervals may allow you to run perhaps 10-12.

### **What is hysteresis?**

Hysteresis is available as an optional boundary condition. A simple analogy used is the home heating thermostat. Temperature and humidity are rarely static conditions; they change constantly. If your living room thermostat is set for 68 degrees, then you are probably not too concerned when the room temperature fluctuates between perhaps 66 and 70 degrees. This range would be a +/- 2 degree hysteresis. The hysteresis is your tolerance level for deviation from the actual device setting.

### **What installation distances does the TX60 support?**

Communication between the TX60 and the gateway is via 915 mhz RF communication. The placement of the gateway itself, because it is Ethernet cabled, depends on the distance your network can support. The RF distance between the gateway and the TX60 is theoretically possible up to 330 feet line of sight. Each obstacle (e.g. walls, windows) reduces the potential RF distance by 50%.

### **Where can I buy a TX60?**

Type the word "TX60U" into any internet search engine to locate resellers who supply them.