

WS-9760U-IT FAQs

The links below will work in most PDF viewers and link to the topic area by clicking the link. We recommend Adobe Reader version 10 or greater available at: <http://get.adobe.com/reader>

CONTENTS

WS-9760U-IT FAQs	1
Batteries	2
Station Factory Restart	2
Outdoor Temperature Transmitter	2
Compatible Outdoor Transmitters.....	2
Fahrenheit/Celsius	2
Flashing Outdoor Temperature.....	3
Dashes shown for Outdoor Temperature.....	3
Inaccurate Outdoor Temperature Reading.....	3
Intermittent Outdoor Temperature.....	3
Outdoor Temperature Is Stuck or OFL.....	4
Outdoor Transmitter Fell and No Longer Works.....	4
Outdoor Transmitter Drains Batteries Quickly.....	4
Mounting/Positioning Outdoor Transmitter	4
Distance/Resistance/Interference.....	5
Station	6
12-Hour or 24-Hour Time Format.....	6
Power Requirements	6
Does the Station Have a Backlight?	6
Dashes, OFL or Stuck Indoor Temperature.....	6
Inaccurate Indoor Temperature Reading.....	6
Forecast icon incorrect.....	6
Manually Set Time/Date: Program Menu	7
Station Has Missing Segments	7
Station Is Dim	7
Station Has Distorted Display.....	7
Station Display Is Frozen	8
Station is Blank: No Letters, Numbers or Dashed Lines.....	8

Batteries

- ✓ Half of all warranty issues can be resolved with fresh batteries of the appropriate voltage.
- ✓ We suggest name brand alkaline batteries for indoor displays such as Stations.
- ✓ Use batteries dated at least six years in advance of the current year. Batteries dated earlier than six years from now may still work, but may be unstable in performance.
- ✓ Alkaline batteries manufactured this year will have an expiration date 10 years in the future. Battery technology has improved and batteries will maintain voltage longer in storage. However, the environment the batteries reside in for the 10 years can deplete the power.
- ✓ Good name brand batteries make less noise, which reduces the chance of RF (radio frequency) interference from the battery compartment. A minimum voltage of 1.48V for each battery is necessary for proper performance.
- ✓ **Outdoor Transmitters:** Use Alkaline batteries (or Lithium for temperatures below - 20°F/-28.8°C)
- ✓ **Station:** Use Alkaline batteries. Overpowered or underpowered batteries may cause loss of indoor readings, missing segments, dim display etc.

Station Factory Restart

- ✓ Remove all batteries from outdoor sensor and station.
- ✓ Press one of the buttons on the station at least 20 times to clear all memory.
- ✓ Verify that the station is blank before proceeding (there may be lines painted on the screen).
- ✓ Leave both units without power for 15 minutes (very important).
- ✓ Insert fresh batteries into the outdoor sensor.
- ✓ Insert fresh batteries into the station.
- ✓ Keep the outdoor sensor 5-10 feet from the station.
- ✓ When RF connection is established, the temperature will appear on the station. Allow the outdoor sensor and station to sit together for 15 minutes to establish a strong connection.
- ✓ Do not press buttons for 15 minutes.
- ✓ For optimum 915MHz transmission, the outdoor transmitter should be a distance of no more than 200 feet (60 meters, open air) from the station.
- ✓ See the section on [mounting](#) and [distance/resistance/interference](#) for details on mounting the outdoor transmitter.

Outdoor Temperature Transmitter

Compatible Outdoor Transmitters

- ✓ A TX40U-IT outdoor transmitter (915MHz) is compatible with this station.

Fahrenheit/Celsius

- ✓ Use the [program menu](#) to select Fahrenheit or Celsius temperature display.

Flashing Outdoor Temperature

- ✓ The outdoor Temperature reading will flash when the connection is first lost or intermittent between the station and the outdoor transmitter.
- ✓ [Distance/Resistance](#) is generally the cause of intermittent connection or loss of connection between the transmitter and the station.
- ✓ Check the [position](#) of the station. Turn the station 90 degrees towards the outdoor transmitter for better reception.
- ✓ Try the [quick connect](#) or [factory restart](#).
- ✓ [Batteries](#) often resolve the connection issue.

Dashes shown for Outdoor Temperature

- ✓ Dashes means the connection is lost between the station and the outdoor transmitter.
- ✓ [Batteries](#) often resolve the connection.
- ✓ [Distance/Resistance](#) can cause loss of connection between the transmitter and the station.
- ✓ Reorientation of the station 90 degrees towards the outdoor transmitter may provide better reception.
- ✓ Try the [quick connect](#) or [factory restart](#).

Inaccurate Outdoor Temperature Reading

- ✓ The outdoor transmitter reads the environment. When mounted in the home it will read inside temperature.
- ✓ When the transmitter reads high during the day but not at night it is a [positioning](#) problem.
- ✓ **Side-by-side test:** Bring the outdoor transmitter in the house and place it next to the station for 2 hours.
- ✓ Compare indoor and outdoor temperature. The temperatures should be within 4 degrees to be within tolerance. See the section on [accuracy](#) for details.
- ✓ If the transmitter reads correctly when next to the station then try a different location outside.
- ✓ Look for heat sources such as sunlight, door or window frames, or reflected heat.

Intermittent Outdoor Temperature

- ✓ RF (radio frequency) communication may come and go occasionally. This can be normal in some environments (e.g. moister climates). If transmitter signal is lost, please wait 2-4 hours for the signal to reconnect on its own.
- ✓ Move the outdoor transmitter to a closer location.
- ✓ **Freezer test:** Confirm the station is reading the correct outdoor transmitter. Place the transmitter in the freezer for an hour and watch the temperature drop on the station.
- ✓ **Indoor distance test:** Please complete the [restart](#) with transmitter and station 5-10 feet apart and inside to establish a strong connection.
- ✓ After 15 minutes if there is a reading in the outdoor temperature area, move the transmitter to another room with one wall between the transmitter and the station. Observe to see if the Temperature remains on consistently for 1-hour.

- ✓ If the temperature remains on while in the house then it is likely a distance/resistance issue. Move the transmitter to different locations outside to find a location where the temperature reading will hold.
- ✓ Distance/Resistance can cause loss of transmitter signal.
- ✓ Check Batteries.

Outdoor Temperature Is Stuck or OFL

- ✓ The last outdoor reading may remain (not change) for several hours when connection is lost.
- ✓ The outdoor temperature reading will flash when the connection is first lost or intermittent between the station and the outdoor transmitter.
- ✓ Check batteries. Overpowered or underpowered batteries can cause this reading.
- ✓ Replace outdoor transmitter.

Outdoor Transmitter Fell and No Longer Works

- ✓ If there is no physical damage to the outdoor transmitter, the fall may not have caused internal damage.
- ✓ An outdoor transmitter that has fallen into a puddle or other standing water or snow may have water damage.
- ✓ Transmitters are water resistant, not waterproof.
- ✓ A fall can shock the transmitter or the batteries in the transmitter.
- ✓ Batteries that have fallen on a hard surface may be damaged and unable to function properly.
- ✓ Complete a restart with fresh batteries.
- ✓ Use batteries dated at least six years in advance of the current year.

Outdoor Transmitter Drains Batteries Quickly

- ✓ Test a new set of alkaline batteries. Write down the date of installation and the voltage of the batteries.
- ✓ When the batteries fail, please note the date and voltage again. This is helpful in determining the problem.
- ✓ Check the distance and resistance between the transmitter and station. Transmitters at the end of the range may work while batteries are fresh but not after they drain a bit.
- ✓ Check for leaking batteries, which may damage the transmitter.
- ✓ Battery life is over 24 months when using reputable battery brands for both Alkaline and Lithium batteries.

Mounting/Positioning Outdoor Transmitter

- ✓ Mount outdoor temperature transmitters vertically and under a bit of an overhang.
- ✓ Protect the outdoor transmitter from standing rain or snow, and from the overhead sun, which can cause it to read incorrectly. Generally, mounting under an eave or deck rail works well.
- ✓ Construct a small roof or box for the transmitter if you do not have an overhang. Please be sure the box is vented.

- ✓ Mount the transmitter on the North side to prevent sun from causing incorrect readings.
- ✓ Mount at least 6 feet in the air for a strong signal.
- ✓ Outdoor transmitters are water resistant but not water proof.
- ✓ Avoid more than one wall between the transmitter and the Station.
- ✓ Do not mount near electrical wires, transmitting antennas or other items that will interfere with the signal.
- ✓ RF (radio frequency) signals do not travel well through moisture or dirt.
- ✓ Place the outdoor transmitter and the Station in the desired shaded locations, and wait approximately 1-hour before permanently mounting the transmitter to ensure that there is proper reception.
- ✓ Do not mount the transmitter on a metal fence. This significantly reduces the effective range.

MOUNT

- ✓ Choose a location for the transmitter that is within range of the station and under an overhang for accuracy.
- ✓ Place screws through the mounting bracket. Clip sensor into bracket.

Distance/Resistance/Interference

Distance:

- ✓ The maximum transmitting range in **open air** is over 200-feet (60 meters) between the outdoor transmitter and the station.
- ✓ Consider what is in the signal path between the station and the transmitter.
- ✓ Consider the distance the station is located away from other electronic in the home.

Resistance:

- ✓ Obstacles such as walls, windows, stucco, concrete, and large metal objects can reduce the range.
- ✓ When considering the distance between the transmitter and the station (200 feet open air) cut that distance in half for each wall, window, tree, bush or other obstruction in the signal path.
- ✓ Closer is better.
- ✓ Do not mount the transmitter on a metal fence. This significantly reduces the effective range.

Interference:

- ✓ Consider items in the signal path between the transmitter and the station.
- ✓ Sometime a simple relocation of the transmitter or the station will correct the interference issue.
- ✓ Windows can reflect the radio signal.
- ✓ Metal will absorb the RF (radio frequency) signal.
- ✓ Stucco is held to the wall by a metal mesh.
- ✓ Transmitting antennas (ham radio, emergency dispatch center, airports, military base etc.)
- ✓ Electrical wires (utilities, cable etc.)
- ✓ Vegetation is full of moisture and reduces signal.
- ✓ Dirt: Trying to receive a signal through a hill is difficult.

Station

12-Hour or 24-Hour Time Format

- ✓ Display the time in 12-hour or 24-hour format
- ✓ Default is 12-hour time.
- ✓ Use the [program menu](#) to switch time formats.

Power Requirements

- ✓ 3-AA alkaline batteries power the station

Does the Station Have a Backlight?

- ✓ No, this station does not have a backlight.
- ✓ Generally, an a/c power cord is required for products to have a backlight.
- ✓ This station does not use a/c power cord.

Dashes, OFL or Stuck Indoor Temperature

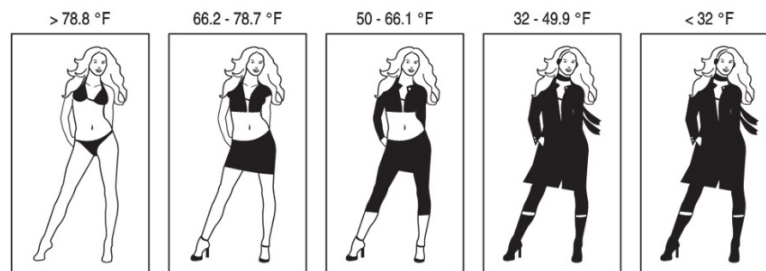
- ✓ This is generally a power related issue.
- ✓ [Batteries](#) may be overpowered or underpowered. Remove batteries from station.
- ✓ Press any button 20 times. Leave the station unpowered for 1-2 hours.
- ✓ Insert fresh alkaline batteries with correct polarity.
- ✓ If the indoor temperature is still dashes or OFL, the station may need replacement.

Inaccurate Indoor Temperature Reading

- ✓ **Side-by-side test:** Bring the outdoor transmitter in the house and place it next to the station for 2 hours.
- ✓ Compare indoor and outdoor temperature. The temperature should be within 4 degrees to be within tolerance. See the section on [accuracy](#) for details.
- ✓ Look for heat sources such as sunlight, door or window frames, or reflected heat of cold.

Forecast icon incorrect

- ✓ **WEATHER PERSON:** Weather Person Icons combinations of dress are displayed based on Outdoor Temperature.
- ✓ The Weather Person Icon represents CURRENT TRENDS in Temperature.



Manually Set Time/Date: Program Menu

PROGRAM MENU:

The SET button will move through the program menu. The PLUS button will change a value.

1. **FAHRENHEIT/CELSIUS:** Press and Hold the SET button for 5 seconds. *F or *C will flash. Press the PLUS button to select Fahrenheit or Celsius. Press and release the SET button.
2. **12H/24H Time:** 12 or 24 will appear indicating if you want 12 Hour time or 24 Hour time. Press the PLUS button to change. Press and release SET button to move to the Hour setting.
3. **HOUR:** The Hour will flash. Press the PLUS button to change the Hour. Press SET button again to move to the Minutes setting.
4. **MINUTES:** The Minutes will flash. Press the PLUS button to change.

Station Has Missing Segments

- ✓ This is generally a power related issue.
- ✓ Batteries may be overpowered or underpowered. Remove batteries from station.
- ✓ Press any button 20 times. Leave the station unpowered for 1-2 hours.
- ✓ Insert fresh alkaline batteries with correct polarity.

Station Is Dim

- ✓ Most stations have a gray background. Place the station at eye level. Is it still dim?
- ✓ Stations that sit in the sunlight can develop a cloudy film over time.
- ✓ This is generally a power related issue.
- ✓ Batteries may be overpowered or underpowered. Remove batteries from station.
- ✓ Press any button 20 times. Leave the station unpowered for 1-2 hours.
- ✓ Install fresh alkaline batteries with correct polarity.

Station Has Distorted Display

- ✓ On a brand new station check for thin plastic films of printed scratch guard that may be on the upper and lower screen of the station. This thin piece of plastic has printed numbers for store displays.
- ✓ This film will be easy to peel off the LCD.
- ✓ With all power removed the station should be blank.
- ✓ If numbers still appear, please check for scratch guard.
- ✓ Check that the batteries are installed correctly.
- ✓ This is generally a power related issue.
- ✓ Batteries may be overpowered or underpowered. Remove batteries from the station.
- ✓ Press any button 20 times. Leave the batteries out of the display for 2 hours.
- ✓ Insert fresh alkaline batteries into the station.

Station Display Is Frozen

- ✓ On a brand new station check for thin plastic films of printed scratch guard that may be on the upper and lower screen of the station. This thin piece of plastic has printed numbers for store displays. This can make the station display appear "frozen".
- ✓ With all power removed the station should be blank.
- ✓ If numbers still appear, please check for scratch guard.
- ✓ Check that the batteries are installed correctly.
- ✓ This is generally a power related issue.
- ✓ Batteries may be overpowered or underpowered. Remove batteries from station.
- ✓ Press any button 20 times. Leave the batteries out of the display for 2 hours.
- ✓ Insert fresh alkaline batteries into the station.

Station is Blank: No Letters, Numbers or Dashed Lines

- ✓ Check that the batteries are installed correctly.
- ✓ Batteries may be overpowered or underpowered. Remove batteries from station.
- ✓ Press any button 20 times. Leave the batteries out of the display for 2 hours.
- ✓ Insert fresh alkaline batteries into the station.