Display Troubleshooting

General Comments:

The Display needs to be seated firmly in the charging cradle for four hours to be fully charged.

The battery should last for approximately twenty minutes of continuous use while fully charged.

It is normal for the Display LCD to dim after being unplugged from the charging cradle (typically after 30 seconds). This is the Display's Sleep Mode. Pressing the LED button on the front of the Display will turn the LCD backlight back on. This time-delay can be changed in the Display Settings tab in the System Settings Wizard.

Display turns off when removed from Charger:

Verify that the AC adapter is plugged into a wall outlet and the connector from the adapter is firmly plugged into the charging cradle.

Firmly re-seat the Display into the charging cradle.

If your Display turns off when you remove the Display from the charging base, look at the bottom of the Display on the left-hand side. On the seam of the Display, you should see a small slit. Please make sure the mylar tab used to prevent the battery from discharging has been removed, and has not accidentally been pushed up into the Display. If there is no slit, or the mylar tab has been removed and the Display still powers off when removed from the cradle, please submit a support ticket:
http://www.theenergydetective.com/ticket

Readings show zero on Display

Hold down the button on your Display until the Settings page appears (approx 15 seconds). Verify the Display ID in the settings page matches the ID number saved in System Settings Wizard.

Move the Display and charging cradle into the same room as your Gateway and place it within two feet of the Gateway if possible. The LED in the center of the button should flash green to indicate wireless communication with the Gateway.

Go to Footprints/Help/About. Verify the Daughterboard revision is 1.0.94 or higher. If not, this may indicate a problem with the Gateway.

After verifying the above and you still don't have data appearing on your Display, please submit a Support Ticket:
http://www.theenergydetective.com/ticket

Display backlight does not come on:

Verify that the Display is within range of Gateway – generally within 20-30 feet. Note that walls, metal objects (refrigerator, file cabinets, etc.) will significantly reduce the wireless signal. The Green LED button should be flashing. To confirm that the Display is not in 'sleep' mode, Press front button. This would 'wake' it up.

If the Display is blank - has backlight but no text - reset by undocking and re-seating Display in charging cradle. Alternatively, you can reset your Display by inserting a paperclip into the small hole on the back of the Display and holding the reset button in, while simultaneously pressing the front LED button.

In Footprints, go to the Display Settings Tab in the System Settings Wizard and ensure the settings there are correct. You can adjust brightness, sleep timer, and backlight timer from that screen.