Troubleshoot TX60, TX70 or TX71 Sensor

Everything starts with the La Crosse Alerts Gateway.

Verify Gateway Status

Please login to your user account: choose Devices then Settings and check the Gateway for the Date Last Seen. If the Last Seen does not show a recent Date/time (in line with the expected data update interval), proceed.

Power cycle Gateway and Sensor(s)
1. Unplug the a/c cord from the gateway for 10 seconds. Do not touch the gray gateway button.
2. Remove batteries from the sensor(s).
3. Plug the a/c cord back into the gateway and watch for the blinking red light to become solid red. A solid red light almost always indicates a functioning gateway that is connected to the internet.
4. Re-inert sensor batteries. Wait 1 minute for the sensor data on the website Devices page to update.
5. If this worked, you are done.

Delete Registration

Login to your user account: choose Devices then Settings. The x Delete icon removes either sensor(s) or gateway(s) from registration. Read the Remove prompt carefully, because any deleted item must be factory reset and re-registered. Deleting the last sensor removes it's gateway.

Gateway Factory Reset

1.Unplug the AC adapter for 10 seconds.
2. Push and hold the button on the Gateway while plugging in the AC adapter. Keep the button held in until the Red LED lights up for the Second time (say to yourself red light on, off, on before you let go).
3. Release the button. The Gateway will enter the setup sequence, shown by a variety of blinks. It then settles into a pattern of blinks as it is assigned an IP from the router and connects to the internet. The Red LED will blink in groups of FOUR within 30 seconds of reset when the Gateway is ready to register.

If the gateway does not show four blinks, consult our gateway registration help online at https://www.lacrossealerts.com/support/gatewayhelp.

Details for the skilled are contained in the Advanced Router Configuration online at:
https://www.lacrossealerts.com/support/router_configuration.

Sensor Factory Reset

To reset any sensor, press and hold the button on the sensor until the LCD displays a full segment (e.g. 18.88). If you miss seeing it, you will usually see counting (e.g. 101,102 or 01, 02 etc.) It also helps to remove batteries for 10 minutes and clear sensor memory before proceeding.

Re-register Gateway

1. Go to the website on the Device menu, then Settings option. Click on + Add Device (lower center of screen).
2. If prompted for selection, choose the gateway. Follow the directions on the screen to register. Note: On the progress bar screen, you may press the gateway button more than once if you wait about 20 seconds between tries.

Re-Register a TX60, TX70 or TX71

From the Device Settings page, click on +Add Device. Choose your sensor's picture and follow the instructions online to register; pay attention in the last drop-down to choose the appropriate sensor model.
If these directions do not work for you, similar content is in online Help at:
https://www.lacrossealerts.com/support (see sensors section).

Note: If you want to move a sensor to another gateway or account, it must be deleted, factory reset, and re-registered.

ALL GATEWAYS AND DEVICES MUST BE FACTORY RESET BEFORE RE-REGISTRATION WORKS.

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