Disconnected Devices Resolution

Most Disconnected issues can be quickly resolved by:

- ❖ Ensuring the device is properly plugged-in and has power
- ❖ or by power cycling the device (Unplug and then Plug back in)

➢ Step 1: Ensure the Device has Power

- Verify the device has the required A/C Adapter in place and is plugged-in

- If the device is plugged-in unplug and then plug back in (Power Cycle)

- Upon power up the device's Red LED button (located on the upper left side of the device) will illuminate solid for approx. 15-30 seconds then turn off (*if errors the LED will blink an error code)

- If the Red LED illuminates for the 15-30 seconds then turns off with no blinking error code, log into your Delta Five Dashboard and search for the device as it should now be back online and syncing properly (notated by a light gray status color)

➢ Step 2: Identify Sync Error Code

- If there is a Sync Error, upon power up the device's Red LED button (located on the upper left side of the device) will illuminate solid for approx. 15-30 seconds then blink an error code 3 times.

    ***For example: if there is a 6-blink error code the device will give 6 blinks error code 3 times*

- Refer to the Chart below for additional troubleshooting issues

Number of Blinks	Failing Point	Possible Reason	Possible Resolution
Blinking 1x per sec continuously	No Network Credentials (Device not Configured)	Device has not been configured to the Wi-Fi or during Alert resetting the button was held too long clearing Wi-Fi info	Configure device to the designated Wi-Fi
2 short blinks, 3 times	Cannot Connect to designated Wi-Fi	- Device may not be properly whitelisted - Wi-Fi Password entered wrong (if applicable) - Very Poor Wi-Fi Signal	- Contact your I.T. Dept or Internet Service Provider to Whitelist the device MAC Address or the URL endurance.deltafive.com - *if password applicable:* clear Wi-Fi credentials and reconfigure (steps later in this document)
3 short blinks, 3 times	Cannot Connect to the Internet	IP Errors or Wi-Fi Policies Issue	Contact Delta Five for assistance via email at customersuccess@deltafive.com
4 short blinks, 3 times	Cannot Connect to the DNS		Contact Delta Five for assistance via email at customersuccess@deltafive.com
5 short blinks, 3 times	Cannot Connect to Delta Five	Primary issue for properties with ATT StayConnect	After the blink code, wait 5 seconds, press and release the Red LED button quickly. This device will likely now be syncing properly which you may verify via your Dashboard
6 short blinks, 3 times	Sync Rejected by the Server	Delta Five Test Server Error	Leave device plugged-in as it will sync within a few minutes

➤ Step 3: Factory Reset the Device & Reconfigure Wi-Fi

Part 1: Factory Reset the Device: ***Depending on outlet location this process may require 2 people*

1. Unplug the Device
2. While unplugged press and hold the LED Button located on the upper left side of the device
3. Continue holding the button and plug the device in
4. After plugging in continue to hold the button for approx. 20 seconds until the light blinks rapidly
5. Release the button and wait a brief moment until the light begins to blink 1x per second continuously
6. The device is now Factory Reset and ready for the Wi-Fi configuration process explained below

### Part 2: Wi-Fi Configuration of a Device

***for New devices setup, please ignore step 1 as the new device will already be in pairing mode.*

Step 1. Clear Current Wi-Fi Config

- Press the LED Button and hold for 15-20 seconds.
- When button is released the device will power-cycle
- Upon power up, the Red LED should be blinking
  1x per second and is ready for Wi-Fi pairing.

Step 2. Connecting to Delta Five eLure™ Device

- Using a Laptop/Mobile Device,
  navigate to your Wi-Fi settings
  to view your available Wi-Fi Networks

- The Device you are configuring will
  be listed as an available network and
 displayed as **D5 Device #(Device Serial Number)**
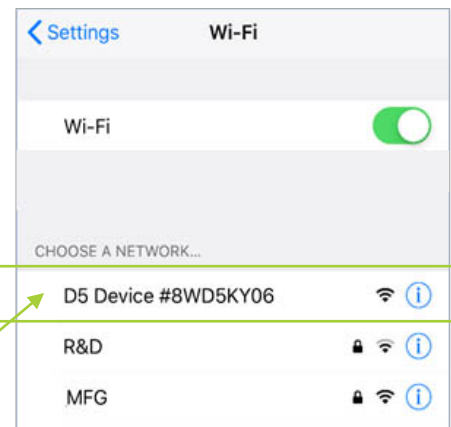
  Device Serial Numbers are displayed under the barcode on the front-side of the device

- Select/Click to connect to the Delta Five Device listed

Step 3. Saving Wi-Fi Credentials to eLure™ Device
Next on the same Laptop/Mobile Device,

- Open a web browser and type in the
  web address 192.168.0.1

- The web-page that loads will scan for a moment
  then display the wireless networks within range
  of the Delta Five device you are configuring

- Select the designated network you want the
  Delta Five devices operating on, *(enter Wi-Fi password if applicable)*
  then click the green **Save Configuration** button

- The screen will then turn gray and display the message,
  "Device will restart and attempt to connect."
     ***Please note this screen will not change after this step*

- Now turn your attention to the Red LED on the device
  to ensure no blink sequence error codes are given upon power-up
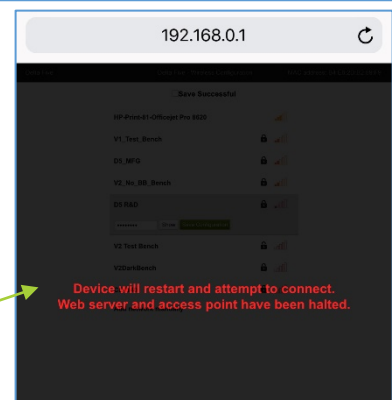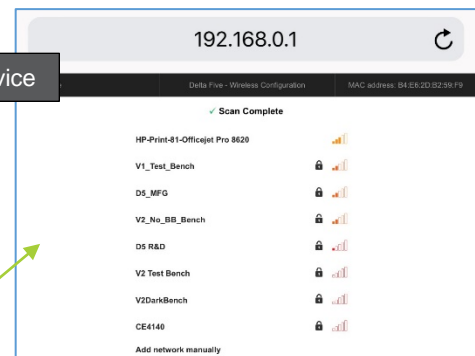
Reminder: Normal boot-up of the device will be shown by a 15-30 second solid red light, then the light will go out with no additional blinks. If additional blinks observed, please refer to the Error Code chart on page 1

Alerted Devices

How to Clear Chambers & Reset a Device with an Alert

1 Check the device to see if the device is alerted. If the LED button on the side of the device is red, then it is Alerted As shown in Figure 2

Figure 2

2 If the device is Alerted, ensure both doors are fully closed prior to removal for visual inspection as shown in Figure 2

Figure 1

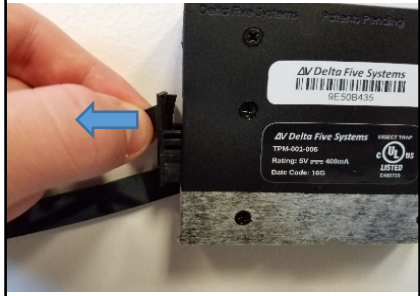**3** Once the chamber doors are closed, using the Tab pull the chamber from the device as shown in Figure 3

Figure 3

4 With the Chamber removed inspect the chamber for any Pest or Debris as shown in Figure 4.

If there is a pest within the chamber it may be cleared using a thin item such as a paper clip and the pest disposed of per your properties protocols. After clearing the pest inspect the chamber thoroughly to ensure no additional debris remains which could cause additional false Alerts if not removed.

Chamber with Pest | Properly Cleared Chamber

Figure 4

5 If nothing found within the chamber, place the drawer back into the device
Note: chamber doors must be closed to be re-inserted into the device

Once chambers are re-inserted into the device ensure both doors are opened as shown in Figure 5

Figure 5

6 Once the Chambers are cleared, placed back into device, and doors opened, Press and release quickly on the Red LED button shown in figure 6

Figure 6

The light should go out and the device Should now be shown as reset on the dashboard. Reset is now Complete

For any additional questions pertaining to your Delta Five System, please contact us at
support@domyown.com or 1-866-581-7378