

Zenput Temp Monitoring Hardware Troubleshooting Steps



GATEWAYS

Using the Zenput mobile application, navigate to the sensors tab for your location and check if the gateway is online.

If the gateway is offline:

1. Check that the gateway power cord is securely plugged into the gateway and into the wall.
2. If the gateway has power but is offline, unplug the gateway, wait 30 seconds, and plug the gateway back into the power source.
3. Wait 15 minutes.
4. If the gateway does **not** come back online, please contact Support@zenput.com or use the **Chat in Zenput** to connect with Zenput Support.



SENSORS

Using the Zenput mobile application, navigate to the sensors tab for your location and check if your sensor is online and that your gateway is online.

If the gateway is offline, please see the steps above for troubleshooting the gateway.

If a sensor is offline:

1. Check if the green battery light on the sensor is flashing, or tap the Bluetooth button to see if the blue indicator light flashes.
2. If the lights do not appear, the batteries will need to be replaced.
 - a. Using a screwdriver, remove the battery cover on the backside of the sensor, pull out the batteries, wait 30 seconds and insert new batteries. Lithium AA batteries are required.
 - b. Wait 15 minutes for the sensor to check in.
3. If the lights are on but the sensor is offline, the sensor will need to be reset.
 - a. To reset the sensor, hold the Bluetooth button on the front of the sensor for 5 seconds until both the blue and green lights flash.
 - b. Wait 15 minutes for the sensor to check in.
4. If the sensor still does not come back online please contact Support@zenput.com or use the **Chat in Zenput** to connect with Zenput Support.

