Troubleshooting Guide

Troubleshooting Guide

Radar Speed Sign Issue

I do not know the sign serial number or model of my sign.			
Where do I find the serial number of my sign?	>	If you are in front of the sign there is a label on the sign with the serial number. TC-400: The serial number label is located on the inside bottom left of the front housing TC-500: The serial number label is located on the side of the housing TC-600: The serial number label is located on the bottom of right outlet box on the back housing TC-1000: The serial number label is located on the side of the housing	Sign Info
	>	If your are logged on the Radarsign wi-fi 10.0.0.1, the sign serial number is in the top right corner of the top of the screen. If there are multiple signs in the area, the serial number displayed is the sign you are connected to.	
The Blue LED is not on at all			
Is your Blinky Enabled box checked in sign settings?	>	Go to the Sign Configuration Settings > General Settings and make sure the Blinky Enabled box is checked.	Settings Issue
	>	If it is checked and the Blue LED is not on, then reboot the sign and see if you see a boot message (scrolling or flashing numbers). To reboot, disconnect all power connectors to the sign for 15 seconds: - TC-400 battery models: Disconnect the three prong plug - AC models: Disconnect AC power - Solar models: Open the junction box at the bottom of the sign, disconnect BOTH plugs (2 prong solar plug and 4 prong battery plug) > Reconnect the power connections. After sign boots, if the blue light is not blinking, please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.	
My sign is locked up (blue radar light is solid/not flashing).			
The sign needs to be reset.	> >	To reset the sign, run a 10 lb. pull magnet over the blinky blue light area to reset the sign If you do not have a magnet, disconnect all power connectors to the sign for 15 seconds: - TC-400 battery models: Disconnect the three prong plug - AC models: Disconnect AC power - Solar models: Open the junction box at the bottom of the sign, disconnect BOTH plugs (2 prong solar plug and 4 prong battery plug)	Settings Issue
	>	Reconnect the power connections. If the blue light in not blinking, please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.	
	>	If you can connect to the sign, enter 10.0.0.1/reboot. After rebooting the sign, make sure the sign displays a boot message (scrolling or flashing numbers depending the model). Once you see the boot message, check your sign configuration.	
The sign does not display the speeds of some or all of the oncoming traffic.			
Is your DISPLAY ENABLED box checked in sign settings?	> > > > >	What are the minimum and maximum speed display settings for your sign? Are they too narrow for the road traffic traffic? Are they too high for most traffic? Are they too low for most traffic? Do you have any timers activated that might override the standard settings?	
Have the sign BASIC SETTINGS possibly changed for the sign to the point where the sign has been confused and will not operate?	> > > > >	To correct, check your BASIC SETTINGS, TIMERS, and TRIGGERS. (Refer to the Radarsign Operation Manual basic settings instructions). Turn off (disable) all timers and triggers and see if the sign starts working. Ensure Display Enabled box is checked. Ensure Radar Enabled box is checked. Ensure some Display Content is enabled (speed minimum, speed maximum, and alerts).	Settings Issue
Have you rebooted your sign?	>	TC-400 battery models: Disconnect the three prong plug for 15 seconds. When sign re-boots, you will see a boot message (scrolling or flashing numbers). When completed, the Blue LED in the center of the display will start blinking.	
	>	AC models: Disconnect AC power for 15 seconds. When sign re-boots, you will see a boot message (scrolling or flashing numbers). When completed, the Blue LED in the center of the display will start blinking.	
	>	Solar models: Open the junction box at the bottom of the sign, disconnect BOTH plugs (2 prong solar plug and 4 prong battery plug) for 15 seconds. Reconnect. When sign re-boots, you will see a boot message (scrolling or flashing numbers). When completed, the Blue LED in the center of the display will start blinking.	
Is the sign installed more than 5 feet from the side of the road?	>	If yes, rotate the sign 1/2"-1" to see if more traffic is detected and speeds displayed. Installing the sign more than 5 feet from the side of the road will result in displayed speeds that are LOWER than the actual speed.	
Is the sign installed in a curve or after a curve?	>	If yes, move the sign to the entrance of the curve, or to >150 feet after the curve. Radar cannot bend with the road.	

Is the sign positioned perpendicular to the road with the radar pointing directly at the curb?	>	If not, rotate up to one inch left or right to correct.	Installation Issue
Is the sign a solar power sign?	> >> >> >>	If yes, is the solar panel intact? If yes, are the batteries connected to the solar sign? > If yes, are the batteries charged to 11, 12, or 13 volts? Is the solar panel facing as close to South as possible? Is the solar sign under a tree? If so, summer leaves could impact solar recharging.	
Is the sign installed on the same side of the street as oncoming traffic?	>	If not, move the sign to the correct side of the street. The sign is designed to be on the same side of the road as on-coming traffic. If installed on the wrong side of the road, the angle of the sign could result in poor detection of the on-coming traffic, and also result in the sign displaying speeds of vehicles travelling in the opposite direction.	
Is the sign installed on the same side of the street as parallel parking of vehicles?	>	If yes, raise the sign on the pole and tilt the sign down 2°-4° to ensure the signal is not getting dispersed by the parked vehicles.	
Is the sign installed more than 9 feet off the ground?	>	If > 9 feet, the signal may be skipping over most of the traffic. Use a couple of washers to tilt the sign down to pick up more traffic.	
Has the sign been vandalized?	>	Check for vandalism to the sign or solar panel (has the conduit been disconnected from the sign, or has the solar panel been broken by a thrown object?) If yes, the wiring and/or solar panel may need to be replaced.	
Is the sign a TC-400 battery model, a TC-600 solar model or TC 1000 solar model? If so, is the battery charged?	> > >	Do a battery test with Wi-Fi to see the battery charge level. Connect to the sign, then go to 10.0.0.1 and read the sign status at the top of the page. If the charge is less than 10 volts, then there is a problem with the sign charging the batteries. For the TC-600/TC-1000 if you get a reading close to 13.88, the batteries MAY not be connected. Double check the 4-prong connection in the bell box at the bottom of the sign.	Solar/battery backup issue
If you have a solar powered sign, does your sign have a low battery charge?	> > > > > > > > >	The SIGN STATUS box at the top of the Home configuration page 10.0.0.1 will provide you the battery voltage. The sign will operate between 10.5v and 14v. A low-battery cutoff feature will protect the batteries from being run down to a near zero state. If your voltage reading is below 10.5v, the batteries need to be charged up. On this screen, under Display Configuration, disable the display by unchecking the Display Enabled box, AND under General Settings, disable the radar by unchecking the Radar Enabled box. This allows the batteries the best opportunity to re-charge. Select Set Configuration tab (at bottom of the screen) to enable these settings. Allow 2-3 days of sunny operation for batteries to fully recharge. Be sure to Enable Radar and Enable Display when re-activating the sign after the 2 day re-charge. If the batteries are completely dead, you will not be able to communicate or load the main config page to get battery readings without unplugging the batteries. Unplug the 4-prong battery charging connector (batteries) and the 2-prong solar power conduit connector. Then only plug in the 2-prong connector. Let the sign boot. Disable the display by unchecking the display enable box under display configuration on your main configuration page (10.0.0.1). After disabling the display, plug in the 4-prong connector and let the sign recharge the batteries. Recharging could take 2-3 days of good solar conditions. Once the batteries are charged, enable the display.	
If you have a solar powered sign, is the solar panel operating correctly?	> > >	There must be direct sunlight on the solar panel from 10 am until 4 pm for it to charge the batteries. Solar panel performance will be affected by long stretches of extreme weather (snow, rain or cloudy days). Make sure the solar panel is clean and free of any debris. Solar panel performance will be affected by obstructions such as mold, mildew, leaves, snow, etc.) Keep the solar panels clean and free of dirt by washing with a mild detergent. Reboot the sign: Disconnect power from the sign for 15 seconds, and then reconnect power.	
If you have a solar powered sign, is the solar panel wired properly?	> > > >	Your solar panel may have been wired backwards. Confirm the positive (red) wire coming from the solar panel mates to the positive (red) wire coming from the sign. If you have a multi meter, set the meter to measure 24V or higher and check for power coming from the solar panel connector in the sign's junction box. The meter should show +16V or higher in sunlight. If the reading is negative, the panel is likely wired incorrectly. If the wiring in the sign's junction box is correct, check the wiring in the junction box on the under side of the solar panel. Connections should be clean and tight. You may need to re-crimp the solar connections.	
The sign is displaying two yellow horizontal lines for all traffic.			
Is your OVER MAX setting too low?	> >	Check the sign configuration speed settings for OVER MAX. If max speed to display is too close to the speed limit setting, raise to 20 mph over the speed limit.* *If Bluetooth® model, please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.	Settings

My solar sign only displays speeds occasionally; **My solar sign only works during the day, or not until 9 or 10 in the morning.**			
Is the 4-prong connector in the small box at the bottom of your sign connected?	> >	If not, then the batteries in the sign are not in the charge loop so the sign is running off solar power only, working when there is daylight and not working at night. Connect the 4 prong plugs and reboot the sign.	**Solar**
The speed display is not activated until the vehicle is very close to the sign (less than 75 feet).			
Is the sign properly aligned to oncoming traffic?	>	Rotate the sign left or right up to 1 inch to see if the radar signal improves. If the road is not flat, use a couple of washers to tilt the sign to match the rise or fall in the road.	**Installation Issue**
Is the sign installed more that 9 feet off the ground?	>	If > 9 feet, the signal may be skipping over most of the traffic. Use a couple of washers to tilt the sign down to pick up more traffic.	
Is the sign installed on the same side of the street as parallel parking of vehicles?	>	If yes, raise the sign on the pole and tilt the sign down 2°- 4° to ensure the signal is not getting dispersed by the parked vehicles.	
Is the sign installed in a curve or after a curve?	>	If yes, move the sign to the entrance of the curve, or to >150 feet after the curve. Radar cannot bend with the road.	
The sign is generating inaccurate speed readings (incorrect speeds, random speeds, or ghost speeds).			

Is something interfering with the radar signal? OR Does the Blue LED go solid with oncoming traffic?	>	Inaccurate readings can occur in certain environments. To avoid this possibility, do NOT INSTALL the radar speed sign facing any of the following:
		  - Large LED billboards or signage
		  - AC units with fans
		  - Large transformer
		  - Fan(s)
			Installation

Some LEDs do not display when the screen is showing speeds.			
	>	Contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.	

Wi-Fi Troubleshooting Guide

My device cannot find the Radarsign Wi-Fi network.		
Are you disconnected from any existing wireless network? You must be disconnected from other wireless networks to access the Radarsign Wi-Fi network.	> > >	If no, from any physical connection you have to any network. Remaining on your network will interfere with your attempt to connect to the sign with a Wi-Fi connection. **For iPhone/iPad devices:** > Go to Settings/Cellular > Go to Settings/Wi-Fi > Go to your device Settings > Make sure to turn OFF the Cellular Data access. **For Windows Operating Systems:** > Ask to Join Networks access > Go to your device SETTINGS > Select Wi-Fi > Select the RSxxxxxx network to connect. If you cannot see the network with your device, move closer.
How far away are you from the radar speed sign? Are you in a vehicle?	>	While the WI-FI network for the radar speed sign can range up to 300 feet in front of the sign, and up to 100 feet behind the sign, move to within 50 feet of the sign to ensure that the signal can be detected.

The Radarsign Wi-Fi network is not available on my device.		
Can you see the Wi-Fi network with your device? (RS-xxxxxx)	>	If not, reboot the radar speed sign and try again. If yes, but your device will not connect after entering your passcode, try another device, and/or reboot the radar speed sign and your device.

When looking for my Radarsign Wi-Fi network, I only see RS-, not RS-123456, with a full 6-digit serial number.		
Have you rebooted your radar speed sign? Wi-Fi may not be operational in the sign.	> >	To re-boot the sign disconnect power from the sign for 15 seconds, and then reconnect power. Wait 30 seconds for full reboot, and see if FULL NETWORK NAME appears, with 6 digit serial number.
Have you rebooted your radar speed sign? Your device may not be finding the radar speed sign in your Wi-Fi settings.	> >	Disconnect from ALL Wi-Fi networks and reboot your device. To re-boot the radar speed sign disconnect power from the radar speed sign for 15 seconds, and then reconnect power. Wait 30 seconds for full reboot, and see if FULL NETWORK NAME appears, with 6 digit serial number.

My Wi-Fi password does not work.		
Is your old password stored? If you changed your password your device may have the old password stored in your web browser.	> >	You need to forget the old RS-xxxxxx network and reconnect to the RS network using your new password. **Windows Operating System- Windows 7** > Click Start > Control Panel > Select Network and Internet > Click Network and Sharing Center > In the task list, choose Manage Wireless Networks > In the Network table, select the existing profiles and click. You may see a warning dialog box, just click OK > Return to Network and Sharing Center and choose Change adapter settings > Right click Wireless Network Connection > Click Connect/Disconnect > Click the refresh button to view available wireless networks > Highlight the network which you want to connect, double click it or click Connect button
	>	**Windows 10** > Click Network and Sharing Center > Click on Wi-Fi under Network & Internet settings > Under Wi-Fi, select Manage known networks > Select the Wi-Fi Network you wish to remove and click Forget > Search for the Wi-Fi network and enter the new password
	>	**iOS Devices/APPLE Devices(iPhone/iPad)** > Launch the Settings app > Select Wi-Fi in Settings App. > Look for the Wi-Fi router / network name that you want to forget, then tap on the (i) info button > Tap Forget this Network > Confirm to drop the network from the list by tapping on Forget

Is your radar speed sign a TC-400 model? Is it possible that you are locked out of using your new passkey that you created to override the factory setting passkey?	>	There are two ways to fix this:
		1.) Revert to the factory passkey
		   > Disconnect the power to the radar sign (batteries and solar) for about 8 seconds.
		   > Then reconnect for 8 seconds
		   > Disconnect and repeat 2 more times
		   > After the third re-boot, you should be able to reconnect to your sign with the original Wi-Fi passkey
		2.) Update your signs operation code to a newer version. Call Radarsign tech support at 678-965-4814 to request the upgrade.

Wi-Fi Troubleshooting Guide		
I cannot communicate with my radar speed sign.		
Have you rebooted your radar speed sign? It may be that the Wi-Fi is not operational in the sign.	>	Disconnect the power to the radar speed sign. > For TC-400 battery models: Disconnect the three prong plug for 15 seconds. > For AC models: Disconnect AC power for 15 seconds > For Solar models: Open the junction box at the bottom of the radar speed sign, disconnect BOTH plugs (2 prong solar plug & 4 prong battery plug) for 15 seconds.
	>	Reconnect the radar speed sign. When radar speed sign re-boots, it will show a sequence of information on the display. When completed, the Blue LED in the center of the display will start blinking. After 12 blinks the LED will go solid for about 1 second, indicating the Wi-Fi transmitter has re-started.
	>	Try to connect again in your Wi-Fi settings.
I am connected to the radar speed sign Wi-Fi but I am getting a "not connected to the internet" message.		
Ignore this message.	>	No internet is required to connect to the radar speed sign.
I can connect to the radar speed sign Wi-Fi but I cannot configure the radar speed sign.		
Have you accessed the radar speed sign with your web browser?	>	Connect to the radar speed sign by typing 10.0.0.1 in your browser. Follow the radar speed sign configuration instructions in the Radarsign Operation Manual.

DATA Troubleshooting Guide		
I cannot download data for reports and charts		
Are you connected to the correct Wi-Fi network 10.0.0.1/about?	>	Connect to 10.0.0.1/about and record the code version number or take a screenshot to give to Radarsign Customer Service.
	>	Reboot the sign: Disconnect power from the sign for 15 seconds, and then reconnect power. Wait 30 seconds for full reboot.
	>	For models TC-400, 500, or 1000, if it takes longer than a minute to see first boot message, contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.
	>	For the TC-600 model, reboot message should say SD OK. If reboot message says SD NG, contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.
Does your sign need a code update?	>	Go to 10.0.0.1/about and record the code version numbers. Contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours to confirm you have the latest code version on your sign.
Has the sign Data Password been entered?	>	Unlock the data collection feature by entering the data password received with the sign.
Is there an issue with the SD card? Does your radar speed sign take 2 or more minutes to reboot?	>	Please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.
Data corrupted is being reported		
What code version numbers are displaying at 10.0.0.1/about?	>	If the code is older than WebKit/WebPages 1.26, update the code version.
	>	To update the sign code please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by call 678-965-4814 during normal business hours to have updated signcode/wi-fi/Firmware/webkit sent to you.
	>	Download the files to an accessible location on your device.
	>	Go to 10.0.0.1/wifiFirmwareUpdate. Hit choose file and select the new code versions that were saved in the accessible location. Hit upload.
	>	Repeat these steps for each desired code version needing update. The sign will give instructions after each file is uploaded on time needed to reboot.
	>	Go to 10.0.0.1/Diagnostics.html and download the desired time frame of days in question for corrupted data and send the file to Radarsign Customer Support via email (customerservice@radarsign.com) so we can review the data.
Downloaded data is all zeros		
Has a set config been done on the main configuration page (10.0.0.1)?	>	If not, do a set config on you main configuration page to reset the date/time settings.
	>	Allow the sign to collect data for a couple of days and see if issue is resolved. If problem persists contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.
	>	For TC-400 users especially: Was the sign operational during the requested download dates? If yes, were the batteries charged enough to operate the sign on those dates?

Bluetooth Troubleshooting Guide

My computer will not communicate with sign.

Have you checked your sign settings?	>	To conserve the battery life or our signs, the Bluetooth® transmitter is turned off from 9 pm to 6 am.
Is the Bluetooth® dongle correctly seated in the USB slot?	>	The Bluetooth® icon in your task bar at the bottom of your laptop screen should show a white on blue picture. If the icon is red on blue your laptop is not recognizing the Bluetooth® device.
How far are you from the front of the radar speed sign?	>	If 25-30 feet, move closer. If 10-20 feet, move the laptop a foot left or right from your current location. Like a cell phone connection, sometimes a "dead spot" can occur.
What is the position of the Bluetooth device?	>	Position the laptop so the Bluetooth® device has a "line of sight" with the sign and retry.
Have you verified that your com port number for the sign correctly matches the com port number that was assigned when the sign was paired originally?	> > >	From the Bluetooth® icon, click Open Settings. Select com ports tab. Confirm outgoing port for your sign.
Have you checked to see that the Radarsign program is located in the correct directory?	> >	It should be in C:\radarsign\radardata. If you cannot locate C:\radarsign\radardata, it is a hidden folder and can be discovered by clicking on ORGANIZE, FOLDER & SEARCH OPTIONS, then VIEW TAB to allow hidden folders to be seen. If this does not work, restart your computer.

I am connected to my sign but the radar program is giving me a com port error.

This is common in Windows 7 but can happen in other operating systems.	>	Attempt running other commands and record which one gives the error.
	>	If all commands are giving error messages, look at the error message on the main screen and record exactly what it says. Contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.
	>	If the com port error persists, click on the Bluetooth® icon on your laptop and select Show Bluetooth® Devices
	>	Right click on the device icon giving you this error and select Delete device
	>	Once deleted, you will need to "re-pair" with the radar speed sign by selecting Add Device and following the pairing instructions in the operations manual.
	>	Remember to enter the pairing code: 1234
	>	Once you have this completed, you will have a new Com Port number for this sign. You will need to change Com Port settings in your Radarpgm by clicking File, and Edit Sign.
	>	Reboot the sign: Disconnect power from the sign for 15 seconds, and then reconnect power. Wait 30 seconds for full reboot.

I do not have an option to Get radar data on the command drop down menu.

Did you purchase the Streetsmart Option?	>	All of our signs go out with the StreetSmart program capabilities. If you have purchased StreetSmart traffic data reporting software, contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours to activate the GET RADAR DATA feature.

I do not have a red blinking light on my sign.

Did you reset your sign?	>	Run a magnet (20 lb. pull) over the three vertical holes in between the two eights of the sign where the blue light is in the center.
	>	Unplug and plug your sign in again. (Disconnect ALL power.)
	>	Is the red light blinking upon startup? If so, you may have a date and time problem. You can attempt to remedy this by running Set Configuration on the radar program while it is starting up. This should set the time to whatever time your device is set to.
	>	If this does not work, or the red light does not come on during startup, please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.

I attempt to use Streetsmart and generate charts but the data is not stored in the appropriate file location.

Do you not have administrative privileges? Do you have the correct path directory?	>	Make sure that you have administrative privileges on your pc, and the files path directory is C:\radarsign\radardata. Our program will not work otherwise. hem give you privileges to these files only.
	>	If you are not allowed to have administrative privileges, contact your IT department to have them give you privileges to these files only.

I am connected to my sign but the radar program is giving me a transmission error.

Do you have a sign configuration errror?	>	Attempt running other commands and record which one gives the error.
	>	If it is only one command, such as Set configuration, attempt the command Get configuration and see if the problem is resolved.
	>	Reboot the sign: Disconnect power from the sign for 15 seconds, and then reconnect power. Wait 30 seconds for full reboot.
	>	If all commands are giving you errors, look at the error message on the main screen and record exactly what it says. Then contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.

The display is showing the same speed for all vehicles.

Are you connected to the sign?	>	Bluetooth® may be "hung up". Disconnect power for 10 seconds and reboot.