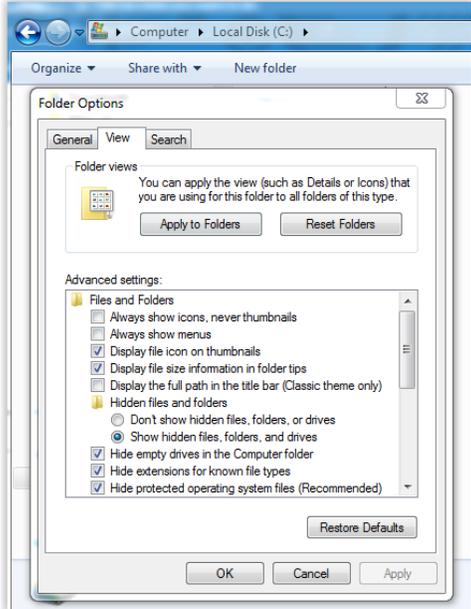
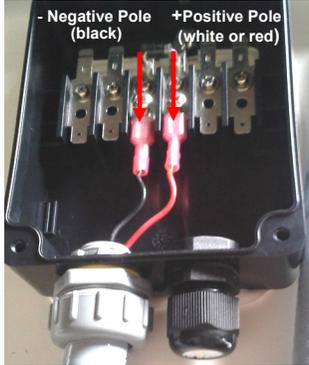
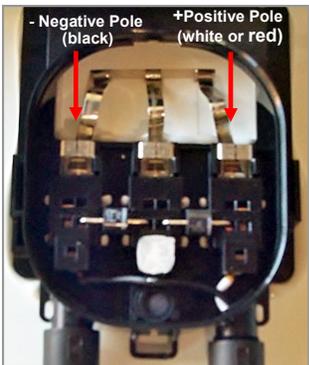
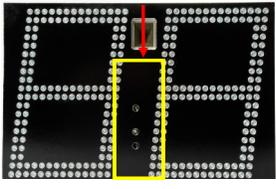


Please refer to the manual first with any problems during the initial install of both of the cd's provided with your radar speed sign. If you have any questions the manual does not answer, please contact us via email at [customerservice@radarsign.com](mailto:customerservice@radarsign.com) or by phone at **678-965-4814** during normal business hours.

Problem	Cause(s)	Possible Solutions
<i>The Bluetooth® icon does not show up in the system tray of my laptop (bottom right corner of screen)</i>		Click on <b>My Bluetooth® Places</b> where you can <b>Add a Bluetooth® Device</b> or <b>Find Bluetooth® device</b> . <i>or</i> Click on <b>Show hidden icons</b> button, <b>customize</b> , and add <b>Bluetooth icon</b> .
<i>I can't communicate with my sign using Bluetooth® after 9pm.</i>		To conserve the battery life or our signs, the Bluetooth® transmitter is turned off from 9 pm to 6am.
<i>My computer will not communicate with the radar speed sign.</i>	Bluetooth® dongle improperly seated in USB slot	Check you Bluetooth® dongle to ensure it is correctly seated in the USB slot. The Bluetooth® icon in your task bar at the bottom of your laptop screen should show a <b>WHITE</b> on <b>BLUE</b> picture. If the icon is <b>RED</b> on <b>BLUE</b> your laptop is not recognizing the Bluetooth® device.
	Distance is too far from the radar speed sign	How far are you from the front of the radar speed sign? <ul style="list-style-type: none"> <li>• If 25-30 feet, move closer.</li> <li>• 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.</li> </ul>
	Position of Bluetooth device	Position the laptop so the Bluetooth® device has a "line of sight" with the sign and retry.
	Wrong com port number	Verify that your com port number for the sign correctly matches the com port number that was assigned when the sign was paired originally. <ul style="list-style-type: none"> <li>• From the BT icon, click <b>Open Settings</b>.</li> <li>• Select <b>com ports</b> tab</li> <li>• Confirm outgoing port for your sign.</li> </ul>
	Wrong LOG directory	Check to see that your radarsign LOG files are in the correct directory. <b>C:\programfiles\radarsign\log</b> is the correct location and the only location that will work.
	Wrong program directory	Check to see that the Radarsign program is still located in the correct directory. It should be in <b>C:\ProgramData\Radarsign</b> . If you cannot locate <b>ProgramData</b> , it is a hidden folder, and can be discovered by clicking on <b>ORGANIZE, FOLDER &amp; SEARCH OPTIONS</b> , then <b>VIEW TAB</b> to allow hidden folders to be seen.
		
		If all else fails, please <b>Restart</b> your computer.

Problem	Cause(s)	Possible Solutions
<p><i>I am connected to my sign but the radar program is giving me a com port error.</i></p>	<p>This is common in Windows 7 but can happen in other operating systems.</p>	<p>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. Then contact Radarsign Tech Support via email or by calling during normal business hours.</p>
		<p>If the <b>com port</b> error is persistent, you can click on the Bluetooth® icon on your laptop and select <b>Show Bluetooth® Devices</b>. Right click on the device icon giving you this error and select <b>Delete device</b>.</p> <ul style="list-style-type: none"> <li>Once deleted, you will need to "re-pair" with the radar speed sign by selecting <b>Add Device</b> and following the pairing instructions in this manual. <b>Remember to enter the paring code: 1234</b></li> <li>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 <b>File</b>, and <b>Edit Sign</b>.</li> </ul>
<p><i>My solar model has worked fine for several weeks but now does not seem to work.</i></p>	<p>Incorrect wiring</p>	<p>Your solar panel may have been connected in reverse order or to the wrong poles in the junction box on the back of the solar panel. If the wiring is correct, please check the wiring under the poles coming from the solar panel. They may have become loose. If you have a multi-meter, set to 24v or higher and check for power coming from the wiring at the end of the conduit (the end that would connect to the radar speed sign.) If the meter registers 16v or higher in sunlight, then the solar panel and wiring are good. See photos below for the correct solar panel connection</p>
 <p data-bbox="207 1270 386 1291">40 and 65 watt panel</p>	 <p data-bbox="662 1270 883 1291">85 watt panel (SolarWorld)</p>	<p data-bbox="938 951 1166 1039"><b>PLEASE NOTE:</b> The positive and negative connections on the SolarWorld panel are opposite of the Power Up panels.</p>  <p data-bbox="1230 1270 1451 1291">120 watt panel (Power Up)</p>
<p><i>The sign display is not showing any speeds.</i></p>	<p>Low Battery charge</p> <p>Vandalism to the radar speed sign</p> <p>Basic setting are incorrect.</p> <p>Sign needs to be rebooted.</p>	<p>Do a battery test with wireless Bluetooth® device (newer signs) (<b>Get Configuration</b>) or Palm (old signs) (<b>Diagnostics</b>) to see how much charge the batteries have.</p> <ul style="list-style-type: none"> <li>If they are less than 11 volts, then there is a problem with the sign charging the batteries.</li> <li>If greater than 11 volts, then there is a possible problem with the electronics. Please call Radarsign for further assistance at 678-965-4814.</li> </ul> <p>Check for vandalism to the sign - like someone swinging on the conduit and maybe disconnecting it from the sign. Or has the solar panel been broken by a thrown object?</p> <ul style="list-style-type: none"> <li>If yes, the wiring and/or solar panel may need to be replaced.</li> <li>Also check for misalignment where someone may have twisted the sign away from on-coming traffic so the radar cannot detect the vehicles.</li> </ul> <p>Have the sign <b>BASIC SETTINGS</b> possibly changed for the sign to the point where the sign has been confused and will not operate?</p> <ul style="list-style-type: none"> <li>To correct, check your <b>BASIC SETTINGS</b> and <b>TIMERS</b>.</li> <li>Turn off (disable) all timers and see if the sign starts working.</li> </ul> <p>POSSIBLE CORRECTION: Reboot the sign. Open the junction box at the bottom of the sign, disconnect BOTH plugs (2 prong and 4 prong) for about one minute. Reconnect and see if the sign comes back to life.</p>

Problem	Cause(s)	Possible Solutions
<p><i>My sign only works during the day or not until 9 or 10 in the morning.</i></p>	<p>4-prong connector is not connected</p>	<p>Is the 4-prong connector in the small box at the bottom of your sign connected?</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Connect the 4 prong plugs.</li> </ul>
<p><i>My blue LED light is on continuously. How do I get it to reset?</i></p> <p><i>Or</i></p> <p><i>My sign is locked up. How do I restart the sign?</i></p>		<p>To reset the sign, slowly lower a magnet (20 lb pull) down the yellow box on the faceplate. See imager to the right..</p>  <p>If you do not have a magnet, disconnect both connectors in the small junction box at the bottom of your radar speed sign. Wait 10 seconds, and re-connect.</p>
<p><i>I do not have an option to <u>Get radar data</u> on the command drop down menu.</i></p>		<p>All of our signs go out with the StreetSmart program capabilities. If you have purchased StreetSmart traffic data reporting software, contact Radarsign to activate the <b>GET RADAR DATA</b> feature.</p>
<p><i>The Bluetooth® software cannot find my sign.</i></p>		<p>Make sure that you are within 30 feet of the sign and that the Bluetooth® dongle has a direct line of sight with the front of the sign. Sometimes all you need to do is close the Bluetooth® program and re-open to search for the sign again.</p> <p>Move to within 15 feet of the sign.</p>
<p><i>I do not have a red blinking light on my sign.</i></p>	<p>The sign needs to be reset.</p>	<p>Run a magnet (20 lb pull) over the three holes in between the two eights of the sign where the blue light is in the center.</p> <p>Unplug and plug your sign in again. (Disconnect ALL power.)</p> <p>Is the red light blinking upon startup?</p> <p>If so, you may have a date and time problem. You can attempt to remedy this by running <b>Set Configuration</b> on the radar program while it is starting up. This should set the time to whatever time your pc is set to.</p> <p>If this does not work, or the red light does not come on during startup, please contact Radarsign Tech Support via email or by calling during normal business hours.</p>
<p><i>The blue light on my sign stays solid</i></p>	<p>The sign may need to be reset</p>	<p>Run a magnet (20 lb pull) over the three holes in between the two eights of the sign where the blue light is in the center.</p> <p>Unplug and plug your sign in again.</p> <p>Did the blue light go back to blinking? If this did not work, please contact Radarsign Tech Support via email or by calling during normal business hours.</p>
<p><i>I am connected to my sign but the radar program is giving me a transmission error.</i></p>		<p>Attempt running other commands and record which one gives the error. If it is only one command, such as <b>Set configuration</b>, attempt the command <b>Get configuration</b> and see if the problem is resolved.</p> <p>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 Tech Support via email or calling during normal business hours.</p>
<p><i>I attempt to <u>Get radar data</u> but the data is not stored in the appropriate file.</i></p>		<p>Make sure that you have <b>administrative privileges</b> on your pc, that you have turned off the UAC, and the files path directory is C:\Programfiles\radarsign\radardata.</p> <p>Our program will not work otherwise. If you are not allowed to have administrative privileges, contact your IT department to have them give you privileges to these files only.</p>