

## Radarsign Troubleshooting Guide

### My device cannot find the Wi-Fi network.

Issue	Possible Cause	Solution
My device cannot find the Radarsign Wi-Fi network.	You may be too far from the sign to connect. Typical connection distance is up to 300 feet in front of the display, and up to 100 feet behind or to the side of the sign.	<p>Make sure you are disconnected from any existing wireless network.</p> <ul style="list-style-type: none"> <li>For iPhone/iPad devices: Go to Settings/Cellular &gt; Go to Settings/Wi-Fi .&gt; Go to your device Settings &gt; Make sure to turn OFF the Cellular Data access.</li> <li>For Windows Operating Systems: Ask to Join Networks access &gt; Go to your device SETTINGS &gt; Select Wi-Fi &gt; Select the RSxxxxxx network to connect. If you cannot see the network with your device, move closer.</li> </ul>
I cannot communicate with my sign.	It may be that the Wi-Fi is not operational in the radar speed sign and you need to reboot the sign.	<p>Disconnect the sign power.</p> <ul style="list-style-type: none"> <li>TC-400 battery models: Disconnect the three prong plug for 15 seconds.</li> <li>AC models: Disconnect AC power for 15 seconds</li> <li>Solar models: Open the junction box at the bottom of the radar speed sign, disconnect BOTH plugs (2 prong solar plug &amp; 4 prong battery plug) for 15 seconds.</li> </ul> <p>Reconnect the sign. When 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.</p>
I am connected to the sign Wi-Fi but I am getting a "not connected to the internet" message.	Device message	Ignore this message. No internet is required to connect to the radar speed sign.
I can connect to the sign Wi-Fi but I cannot configure the sign.	Sign configuration	Connect to the sign by typing 10.0.0.1 in your browser. Follow the sign configuration instructions in the Radarsign Operation Manual.

### I cannot connect to the Radarsign web address: 10.0.0.1

Issue	Possible Cause	Solution
When looking for my Radarsign Wi-Fi network, I only see RS-123456, with a full 6-digit serial number.	Wi-Fi may not be operational in the sign.	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 <b>FULL NETWORK NAME</b> appears, with 6 digit serial number.
	Your device is not finding the radar speed sign in your Wi-Fi settings.	Disconnect from ALL Wi-Fi networks and reboot your device.
My Wi-Fi password does not work.	If you changed your password your device may have the old password stored. You need to forget the old RS-xxxxxx network and reconnect to the RS network using your new password.	<p><b>Windows Operating System- Windows 7</b></p> <p>Click Start&gt;Control Panel &gt; Select Network and Internet &gt; Click Network and Sharing Center. In the task list, choose Manage Wireless Networks &gt; In the Network table, select the existing profiles and click. You may see a warning dialog box, just click OK &gt; Return to Network and Sharing Center and choose Change adapter settings &gt; Right click Wireless Network Connection &gt; Click Connect/Disconnect &gt; Click the refresh button to view available wireless networks &gt; Highlight the network which you want to connect, double click it or click Connect button.</p>
		<p><b>Windows 10</b></p> <p>Click Network and Sharing Center &gt; Click on Wi-Fi under Network &amp; Internet settings &gt; Under Wi-Fi, select Manage known networks &gt; Select the Wi-Fi Network you wish to remove and click Forget &gt; Search for the Wi-Fi network and enter the new password.</p>
		<p><b>iOS Devices/APPLE Devices(iPhone/iPad)</b></p> <p>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 &gt; Tap Forget this Network &gt; Confirm to drop the network from the list by tapping on "Forget" &gt; Confirm to drop the network from the list by tapping on Forget.</p>

### The sign does not display the speeds of some or all of the oncoming traffic.

Issue	Possible Cause	Solution
The sign does not display the speed of most of the oncoming traffic.	Improper installation of sign	Refer to Radarsign Installation Manual for proper sign installation instructions.
	Improper configuration of sign	Refer to Radarsign Operation Manual for sign configuration instructions.
The speed display is not activated until the vehicle is very close to the sign (less than 75 feet).	Improper installation or orientation of the sign	<ul style="list-style-type: none"> <li>Rotate the sign left or right up to 1 inch to see if the radar signal improves.</li> <li>If the road is not flat, use a couple of washers to tilt the sign to match the rise or fall in the road.</li> <li>How high is your sign off the ground? If &gt; 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.</li> <li>Is there parallel parking on the street? If yes, raise the sign on the pole to ensure the signal is not getting dispersed by the parked vehicles.</li> <li>Is the sign at the end of a curve in the road? Radar cannot bend with the road. Move the sign to the entrance of the curve, or to &gt; 150 feet after the curve.</li> <li>See Radarsign Installation Manual for proper sign installation Instructions.</li> </ul>

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The sign does not display the speeds of some or all of the oncoming traffic.		
Issue	Possible Cause	Solution
The sign is not displaying any speeds.	Basic settings are incorrect	<p>Have the sign BASIC SETTINGS 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 BASIC SETTINGS, TIMERS, and TRIGGERS. (Refer to the Radarsign Operation Manual basic settings instructions)</li> <li>• Turn off (disable) all timers and triggers and see if the sign starts working.</li> <li>• Ensure Display Enabled box is checked</li> <li>• Ensure Radar Enabled box is checked</li> <li>• Ensure some Display Content in enabled</li> </ul>
	Low battery charge (TC-400; TC-600 & TC 1000 solar models)	<ul style="list-style-type: none"> <li>• Do a battery test with Wi-Fi (Get Configuration) to see the battery charge level.</li> <li>• 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.</li> <li>• For the TC-600/TC-1000 if you get a reading close to 13.88, the batteries MAY not be connected. Double check the connection in the bell box at the bottom of the radar speed sign.</li> </ul>
	The sign has been vandalized.	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	The sign is not properly aligned to traffic.	<ul style="list-style-type: none"> <li>• Check for misalignment where someone may have twisted the sign away from on-coming traffic so the radar cannot detect the vehicles</li> <li>• Make sure you have properly installed the sign. Refer to installation instructions in the Radarsign Installation Manual.</li> </ul>
	The sign needs to be rebooted.	<p>Reboot the sign.</p> <ul style="list-style-type: none"> <li>• TC-400 battery models: Disconnect the three prong plug for 15 seconds.</li> <li>• AC models: Disconnect AC power for 15 seconds</li> <li>• Solar models: Open the junction box at the bottom of the radar speed sign, disconnect BOTH plugs (2 prong solar plug and 4 prong battery plug) for 15 seconds.</li> <li>• 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.</li> </ul>
The <i>solar</i> sign display is not showing any speeds.	Low Battery charge	<p>The top of the Home configuration page 10.0.0.1 will provide you the battery voltage. The radar speed 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.</p> <ul style="list-style-type: none"> <li>• On this screen, under Display Configuration, disable the display by unchecking Display Enabled, and under General Settings, disable the radar by unchecking Radar Enabled. This allows the batteries the best opportunity to re-charge.</li> <li>• Select Set Configuration tab (at bottom of the screen) to enable these settings. Allow 2 days of sunny operation for batteries to fully recharge.</li> <li>• Be sure to Enable Radar and Enable Display when re-activating the radar speed sign after the 2 day re-charge.</li> </ul> <p>If the batteries are completely dead, you will not be able to communicate or load the main config page to get battery readings.</p> <ul style="list-style-type: none"> <li>• Unplug the 4-prong battery charging connector (batteries) and the 2-prong solar power conduit connector</li> <li>• Then only plug in the 2-prong connector. Let the sign boot.</li> <li>• Disable the display by unchecking the display enable box under display configuration on your main configuration page(10.0.0.1).</li> <li>• After disabling the display, plug in the 4-prong connector and let the sign recharge the batteries. Recharging could take up to a week of good solar conditions.</li> <li>• Once the batteries are charged, enable the display.</li> </ul>
	Sign configuration settings are incorrect	Refer to Radarsign Operation Manual for sign configuration instructions.
	Solar Panel issue	<ul style="list-style-type: none"> <li>• 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).</li> <li>• 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.)</li> <li>• Keep the solar panels clean and free of dirt by washing with a mild detergent.</li> <li>• Reboot the sign: Disconnect power from the sign for 15 seconds, and then reconnect power.</li> </ul>
My <i>solar</i> sign only displays speeds occasionally; My <i>solar</i> sign only works during the day, or not until 9 or 10 in the morning	The batteries are not plugged in.	<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 and reboot the sign</li> </ul>
	Improper wiring of solar panel	<p>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.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• You may need to re-crimp the solar connections.</li> </ul>
	The basic sign settings are incorrect.	<p>Have the sign BASIC SETTINGS 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 BASIC SETTINGS, TIMERS, and TRIGGERS. (Refer to the Radarsign Operation Manual basic settings instructions)</li> <li>• Turn off (disable) all timers and triggers and see if the sign starts working.</li> <li>• Ensure Display Enabled box is checked</li> <li>• Ensure Radar Enabled box is checked.</li> <li>• Ensure some Display Content in enabled</li> </ul>

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### The sign is locked up (blue radar light is solid/not flashing) or the Blue LED is not on at all.

Issue	Possible Cause	Solution
My sign is locked up (blue radar light is solid/not flashing).	Sign Configuration	Disconnect all power connectors to the sign for 15 seconds: <ul style="list-style-type: none"> <li>• TC-400 battery models: Disconnect the three prong plug</li> <li>• AC models: Disconnect AC power</li> <li>• Solar models: Open the junction box at the bottom of the radar speed sign, disconnect BOTH plugs (2 prong solar plug and 4 prong battery plug)</li> </ul> Reconnect the power connections. 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.
		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 Blue LED is not on at all.	Power issue	<ul style="list-style-type: none"> <li>• If you have a solar powered sign, disconnect the solar panel and batteries for 10 seconds. Reconnect the solar panel</li> <li>• If you have an AC powered sign check your power supply only. If the Blue LED starts blinking, the batteries need to be changed.</li> <li>• If you have battery powered sign check the battery charge level.</li> </ul>
	Blue LED is disabled in sign configuration settings	Go to the Sign Configuration Settings > General Settings and make sure the Blinky Enabled box is checked. 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). If you don't get a boot message, please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.

### The sign is generating inaccurate speed readings (incorrect speeds, random speeds, or ghost speeds).

Issue	Possible Cause	Solution
The sign is generating inaccurate speed readings (incorrect speeds, random speeds, or ghost speeds).	Interference from other devices	Inaccurate readings can occur in certain environments. To avoid this possibility, do NOT INSTALL the radar speed sign facing any of the following: <ul style="list-style-type: none"> <li>• Large LED billboards or signage</li> <li>• AC units</li> <li>• Large transformer</li> <li>• Fan(s)</li> </ul>
	Sign is not properly aligned to traffic	<ul style="list-style-type: none"> <li>• Check for misalignment where someone may have twisted the sign away from on-coming traffic so the radar cannot detect the vehicles.</li> <li>• See Radarsign Installation Manual for proper sign installation Instructions.</li> </ul>
The display is showing the same speed for all vehicles.	Connection issue	For a Bluetooth® sign, Bluetooth® may be "hung up". Disconnect power for 10 seconds and reboot.

### Some LEDs do not display when the screen is showing speeds.

Issue	Possible Cause	Solution
Some LEDs do not display when the screen is showing speeds.	Low battery charge or no power	<ul style="list-style-type: none"> <li>• Battery powered sign: Check battery charge level</li> <li>• AC power sign: Check sign power connections</li> <li>• Solar: Make sure the 4-prong battery charging connector (batteries) and the 2-prong solar power conduit connector are all connected</li> </ul>
	Broken LED	Contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.

### The sign is displaying two yellow horizontal lines for all traffic.

Issue	Possible Cause	Solution
The sign is displaying two yellow horizontal lines for all traffic.	The sign configuration settings are incorrect.	Check the sign configuration speed settings for OVER MAX. If max speed to display is too low, 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.

### Data Collection Issues

Issue	Possible Cause	Solution
Cannot download data for reports and charts	Sign communication issue	<ul style="list-style-type: none"> <li>• Reboot the sign: Disconnect power from the sign for 15 seconds, and then reconnect power. Wait 30 seconds for full reboot.</li> <li>• 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.</li> <li>• 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.</li> </ul>
	Data password not entered	Unlock the data collection feature by entering the data password received with the sign.
	SD card issue	Please contact Radarsign Customer Support via email (customerservice@radarsign.com) or by calling 678-965-4814 during normal business hours.
Downloaded data is all zeros	Date/time setting issue	Do a set config on your main configuration page (10.0.0.1). 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.

### Other Issues: BLUETOOTH® Signs ONLY

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Issue	Possible Cause	Solution
My computer will not communicate with sign.	Sign settings	To conserve the battery life of our signs, the Bluetooth® transmitter is turned off from 9 pm to 6 am.
	Bluetooth® dongle improperly seated in USB slot	Check your 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 on blue</b> picture. If the icon is <b>red on 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? 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.
	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. From the Bluetooth® icon, click Open Settings. > Select com ports tab > Confirm outgoing port for your sign.
	Wrong program directory	Check to see that the Radarsign program is located in the correct directory. It should be in <b>C:\radarsign\radardata</b> . 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.	You do not have 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.	The sign needs to be reset.	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.
		Unplug and plug your sign in again. (Disconnect ALL power.)
		<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
I am connected to my sign but the radar program is giving me a transmission error.	Sign configuration error	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.
I attempt to use Streetsmart and generate charts but the data is not stored in the appropriate file location.	You do not have administrative privileges or have an incorrect 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. If you are not allowed to have administrative privileges, contact your IT department to have them give you privileges to these files only.