



## FREQUENTLY ASKED QUESTIONS FOR WIRELESS SOLUTIONS



**What happens if my ConnectBridge™ Wireless Gateway gets damaged?**



If your gateway gets damaged, it may stop receiving sensor data. However, all sensors will retain their configurations, including settings, serial numbers, and reading intervals.



**How many readings can a ConnectBridge™ Wireless Gateway store if it is not connected to a network?**



Gateways come preinstalled with a 32 GB SD card (removable and expandable) which can store thousands of readings when not connected to a network.

*Please note, you cannot interact with the gateway while it is not on a network.*



**What happens if I accidentally delete a ConnectSens™ Wireless Sensor from the ConnectView™ Web App?**



If you delete a sensor from the web app, it will reappear automatically as long as the sensor is discovered by a nearby gateway.



**How many times can I reprogram a ConnectSens™ Wireless Sensor?**



**WS200 and WS300 Sensors:** Unlimited reprogramming is allowed through the ConnectView™ Web App.

**WS100 Sensors:** Factory-configurable only (not reprogrammable by user). All factory configurations are final and WS100 sensors are unable to be returned to CTC for reprogramming.



**Will a ConnectSens™ Wireless Sensor lose its settings if power is cycled or the battery is replaced?**



No, the sensor will retain all of its settings, even after a power cycle or battery replacement.



**If I take a reading on demand, will it change the preset reading interval?**



An on-demand reading does not change the programmed automatic reading period, but it will reset the interval timer.

E.g. 1 hour reading interval:

» First automatic reading occurs at 1:00 (next reading due at 2:00)

» On demand reading taken at 1:30

» Next automatic reading due 1 hour later at 2:30 (no automatic reading at 2:00 anymore)



### **Can I use ConnectSens™ Wireless Sensors without a gateway?**



Yes, but this requires custom integration. OEM software integrators can write custom Bluetooth™ integrations for WS200 and WS300 Series wireless sensors. WS100 Series are non-connectable and a direct Bluetooth™ integration is not supported.

*Please note that published specifications on datasheets may vary if not using a ConnectBridge™ ACCESS360 Wireless Gateway, and CTC does not provide tech support to companies trying to establish a direct Bluetooth integration without our gateway.*



### **How easy is it to replace ConnectSens™ Wireless Sensors and ConnectBridge™ Wireless Gateways in the system?**



#### **Replacing a sensor:**

Once a new sensor is powered on and within range of an existing gateway, it will automatically establish a connection. Using the ConnectView™ Web App, you can easily locate the new sensor, assign it to the appropriate group or system, and configure its settings (such as reading intervals or thresholds).

#### **Replacing a gateway:**

For gateways, once the new unit is physically connected to your network, follow the step-by-step instructions in the manual to configure it. Once added, the gateway will automatically begin communicating with any discoverable sensors in its range, ensuring seamless integration into your existing setup. If you still have your previous gateway, you can swap the SD cards to transfer the readings and sensor data to the new gateway.



### **What should I do if I replace a sensor battery, but the battery level doesn't show as full?**



If the battery level indicator doesn't show a full charge after replacing the battery, follow the instructions in the user manual to reset the battery level. This process ensures the sensor accurately reflects the new battery's status.



### **Can I configure temperature and vibration readings independently?**



**WS100 Series:** Temperature and vibration readings are concurrent

**WS200 and WS300 Series:** Temperature readings occur every time a vibration reading occurs. At the sensor level, temperature readings cannot be automatically triggered on a set timer independent from the vibration reading timer.



### **How many ConnectSens™ Wireless Sensors can be connected to a ConnectBridge™ Wireless Gateway?**



A gateway can service an unlimited number of any combination of WS100, WS200, and WS300 Series Sensors within range, with 20 concurrent connections.

*Please note that having more than 20 concurrent sensor inputs may lead to decreased data acquisition time.*

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