Symptom	Cause	Solution
Unable to see SASensor-###### network during setup	Batteries popped out in transit.	Open the device and reset batteries. Sometimes tin leads need to be bent inwards a little for better contact. When SASensor-###### network is being broadcast, the device is waiting to be configured with WiFi and steady blue LED is lit.
	Device is already configured with WiFi network.	If the saved network name/password is incorrect, reset your device to the factory settings.
Cannot connect to SASensor-###### network even though I can see it	Some smart phones are known to have issues.	• If you see this option, Forget the SASensor-###### network on your phone/tablet/laptop • Turn WiFi OFF an back ON on your phone/tablet/laptop • Try to connect to your device Alternatively, use a different phone/tablet/laptop to configure your device.
	After multiple attempts to connect your device needs a reboot.	• open your device • remove one AAA battery for 10-15 sec • put the battery back in • bring float to the top of the switch for 2 sec. Let it go when the blue LED turns ON • try to connect to your device
	You reset your device to the factory settings and it needs a complete reboot.	• open your device • remove one AAA battery for 5-15 min • put the battery back in • Test the system • try to connect to your device
Cannot configure Device with my WiFi network	These devices work only with 2.4GHz network.	Make sure you are connecting to a 2.4GHz network
	Initial handshake between your device and your router is taking longer than expected.	Follow the above to connect your device.
Alerts WiFi Manager does not open	Some smart phones/tablets have a setting preventing auto launch of the Alerts WiFi Manager.	Connect your phone/tablet to the SASensor-###### network. When connected, open a browser window on the same device and go to http://10.10.4.1
Device worked during setup, does not work when installed	Weak WiFi network.	To check the level of WiFi signal you can install a free WiFi Analyzer App on your phone. for iPhone/iPad for Android If your signal level is less than -70 dBm (e.g. -75 dBm is less than -70 dBm) you may need to install a Wi-Fi Range Extender
Device Stopped working after weeks/ months	WiFi router issues	Reset your router. Sometimes a simple power down/power up cycle will do.
	Weak WiFi network.	If your signal level is less than -70 dBm (e.g. -75 dBm is less than -70 dBm) you may need to install a Wi-Fi Range Extender
	Original WiFi name/password were changed due to router/modem replacement or a switch to a different provider.	Reset your device to the factory settings and connect to your WiFi.
	Internal batteries are depleted	Open your device and replace 3xAAA batteries. You do not need to reconnect your device to your WiFi after it is done.
	Bad high water sensor.	• remove one AAA battery • unplug the sensor wire from the main connector. Do not pull the wire; instead, pry the green connector out • put the AAA battery back into the battery clips • locate a small button labelled "Test" ("Sensor" on older models) and press it for two seconds • check if you receive a notification If you receive a notification, the sensor on your device may need to be replaced. We recommend following the above steps a few times and ensuring consistent results.