



## EA800-ip: Frequently Asked Questions

**Q: Why does my EA800-ip keeps rebooting every 20 mins.**

A: The unit is looking for the network and will reboot every 20 minutes. If you are not using INSIGHT, you will need to turn off the network setting. You do this by: device needs to be unlocks (it will say Lock in the lower left corner), go to the main menu < system < configuration < network < clint mode < disabled. It will ask if this is ok (push F3) and then the device will reboot.

**Q: How do I unlock my EA800-ip?**

A: Push the F1 button < Enter password: default is 0800

**Q: Do I have to use INSIGHT when using the EA800-ip?**

A: No, you have to turn off the network setting. You do this by: device needs to be unlocks (it will say Lock in the lower left corner), go to the main menu < system < configuration < network < clint mode < disabled. It will ask if this is ok (push F3) and then the device will reboot.

**Q: How do I retrieve stored data?**

A: You can export the logs stored in the EA800-ip for archiving or later review. The export procedure exports the alarm log, data log, and even logs files onto a USB drive in comma separated value (CSV) format. We supply an Excel spreadsheet on our help website to utilize the information – see link: <https://help.winland.com/hc/en-us/articles/115000273866-EA800-ip-Data-Template>

**Q: What water sensor to I use on the device?**

A: You would need to use the W-S-S sensor

**Q: If I use a 4-20 mA sensor can I add it to an EA-WMFS?**

A: The 4-20 mA sensors have to be hard wired

**Q: WRM Reset**

A: There is a component failure and the unit will need to be replaced.

**Q: Can I turn off the internal buzzer on the EA800-ip?**

A: Yes. Main menu > System > Config > Buzzer > Disable



### Common EA800-IP Error

ERROR	CAUSE	CORRECTIVE ACTION
Temperature reading indicates maximum when temperature is actually less	<ul style="list-style-type: none"><li>* Wired sensor is shorted</li><li>* Wired sensor cable has a short.</li><li>* Sensor has failed</li></ul>	<ul style="list-style-type: none"><li>* Ensure that the sensor connection is not shorted. A short equals zero resistance and thus the maximum value.</li><li>* Replace damaged cable.</li><li>* Contact Winland Technical Support at 800-635-4269, M-F from 8am-5pm (Central) or email: <a href="mailto:techsupport@winland.com">techsupport@winland.com</a></li></ul>
Temperature reading indicates minimum when temperature is actually greater	<ul style="list-style-type: none"><li>* Wired sensor is not connected</li><li>* Wired sensor cable has an open.</li><li>* Sensor has failed.</li></ul>	<ul style="list-style-type: none"><li>* Ensure that the sensor is connected to the correct header pins. An open connection equals an infinite resistance and thus the minimum value.</li><li>* Replace damaged cable.</li><li>* Contact Winland Technical Support at 800-635-4269, M-F from 8am-5pm (Central) or email: <a href="mailto:techsupport@winland.com">techsupport@winland.com</a></li></ul>
Flashing Zone digit and flashing temperature reading of -50° C or -58° F	<ul style="list-style-type: none"><li>* Open connection between sensor and EA800-IP SENSOR IN connections.</li><li>* Bare wire end not properly inserted into Terminal Block Adapter.</li><li>* Defective sensor</li></ul>	<ul style="list-style-type: none"><li>* Check connections. Make sure any splices are OK. Make sure Terminal Block Adapter is properly connected to the EA800-IP header connector pins.</li><li>* Replace sensor as required</li></ul>
Flashing Zone digit and flashing temperature reading of 150°C or 299°F	<ul style="list-style-type: none"><li>* Shorted connection between sensor and EA800-ip SENSOR IN connections.</li><li>* Defective sensor</li></ul>	<ul style="list-style-type: none"><li>* Check connections. Make sure any splices are OK.</li><li>* Try Zone with another sensor.</li><li>* Replace sensor as required</li></ul>
Excessive, obviously incorrect temperature reading (for example 32° F displayed for nominal actual temperature of 80° F	Wrong programming used for sensor type used	Make certain programming matches sensor type used. (For example if type "Red" sensor is used, make certain Zone is set for RED °F or RED °C.
Temperature display does not equal actual temperature.	Incorrect sensor programmed	Verify the actual sensor connected to the sensor input is programmed appropriately. Each temperature sensor is limited to a specific operating range.
Display flashes repeatedly between the Winland Electronics Inc. screen and a blank screen.	The EA800-ip reboots repeatedly and fails to successfully complete the boot process.	<ul style="list-style-type: none"><li>* Cycle power to the EA800-ip and wait for a period of time before reapplying power.</li><li>* If a USB drive is attached to the USB port, remove it and cycle power as noted above.</li><li>* If the problem recurs, contact Winland Technical Support at 800-635-4269, M-F from 8am-5pm (Central) or email: <a href="mailto:techsupport@winland.com">techsupport@winland.com</a></li></ul>
The display flashes while displaying the ACTIVE ALARMS screen	<ul style="list-style-type: none"><li>* A sensor's reading has exceeded a set limit.</li><li>* A wireless sensor is not communicating with the console.</li></ul>	<ul style="list-style-type: none"><li>* Verify the environmental conditions of the sensor.</li><li>* Verify the received signal strength as outlined in "Verifying RF Signal Strength" on page 56.</li></ul>