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Reseller Questions

What features are available on WeatherLink.com 2.0?

Features available on the WeatherLink.com 2.0 are: Bulletin, Chart, Data, Map and Mobilize

A. Bulletin

- New Features: Wind Rose, Local Forecast, Sunrise/Sunset, Moon Phase
- Key Features: Temperature, Humidity, Barometer, Wind Speed, Wind Direction, Current Rain, Total Rain, Solar Radiation, Ultra Violet Levels
- Ability to customize the bulletin: Display only the sensors you want, change the size and location of the sensor displays

B. Chart (Paid Pro Tier)

- Access and visualize your historical data
- Customize your Y Axis
- Customize your display: color of sensor's graph line, switch between line and bar visualization
- Visualize several sensor readings in one graph
- Access and chart data of stations shared with you

C. Data (Paid Pro Tier)

- Access and view your historical data in a table format
- Customize your view of sensors, browse only the data you want
- Export your data
- Access and view data of stations shared with you

D. Map

- Track public stations from all around the world (over 26,000 members)
- View live data (current conditions) from of any public station
- Access the Bulletin of any public station for even more data

E. Mobilize (Paid Pro Tier)

- Track all the views you've created in your Mobilize App and access advanced agriculture-focused reports for Frost, Weather, Crop and Irrigation

What features are available on WeatherLink Mobile App?

Features of the new WeatherLink Mobile App include:

- Station List: View current rain, temperature and humidity, wind and conditions for all of your stations and the public stations that you follow
- Station Details Screen: Dive deep into your station data, including hourly and 7-day forecasting, temperature and humidity, rain, wind, barometric pressure, UV index and solar radiation charts for forecast, rain, barometer, UV index and solar radiation
- Solar Energy Calculator: estimates the solar energy produced with a 250 W solar panel and how many 60 W light bulbs it could run

What is the cost of the WeatherLink.com 2.0 and the WeatherLink Mobile App?

WeatherLink.com 2.0 features are available to customers in two tiers:

- (Tier 0) Basic: FREE \$0.00 - Bulletin, Map
- (Tier 1) Pro: \$3.95/mo (billed annually) - Bulletin, Map, Chart, Data, Mobilize

WeatherLink Mobile App is FREE to all.

Can I still purchase annual subscriptions #6558 and #6559 from you?

Yes. You can still purchase #6558 (1-year).

#6559 (3-year) is not available for purchase anymore.

Please, reach out to your Account Manager or call Customer Service to make necessary refinements if you have any #6559 left in your inventory.

Can I continue selling annual subscriptions #6558 and #6559 I have in my inventory to end-users?

Yes, you can continue selling #6558 (1-year) until all existing users from WeatherLink.com 1.0 are migrated to WeatherLink.com 2.0 (Q2/2018).

Please note, these activation codes are only valid in the WeatherLink.com 1.0 "blue page" environment for renewals. Once all devices/accounts are migrated to WeatherLink.com 2.0, any remaining time in the user's account for the device will translate into time for the user to access Pro Tier advanced features.

Please, reach out to your Account Manager or call Customer Service to make necessary refinements if you have any #6559 left in your inventory.

Is there a new WeatherLink.com 2.0 annual subscription that I can start selling?

Annual subscriptions for devices will no longer be available to sell, but resellers will be able to sell user account upgrades. The process for resellers to offer these is still in development. More information will be forthcoming.

Is my current inventory of data loggers affected? Do I need to get them updated?

No. Your entire existing inventory is perfectly fine, and does not need to be updated in any form.

WeatherLink server manages all the devices and its data automatically. It recognizes two databases at the moment: 1. original (WeatherLink.com 1.0 “blue page”), 2. new (WeatherLink.com 2.0).

Any new device registered for the first time after the release date of WeatherLink.com 2.0 will be automatically recorded in the new database. All the users from the old WeatherLink.com 1.0 “blue page” currently reside in the original database and will be migrated to the new database by Q2/2018.

How long will the WeatherLink.com 1.0 “blue page” be supported and available to customers?

WeatherLink.com 1.0 “blue page” will remain unchanged and operable for the whole period of migration (Q2/2018) and after that for an additional period of transition.

What does this mean for the WeatherLink PC Software?

WeatherLink PC Software will continue to be shipped in all current products. There are some software features only available using the PC version -- such as strip charts, IPM, and others.

There is no plan to cease support for the computer version, but we will no longer update the WeatherLink PC Software.

Is the release of WeatherLink.com 2.0 going to change my access as a reseller to my customer base data?

To access data on WeatherLink.com 1.0 “blue page” you needed username and password. To access data on Weatherlink.com 2.0 you will need DID and user account password. As long as you know these, you are able to access data.

On top of that, WeatherLink.com 2.0 will allow registering several devices under a single user's account. *Note: One user can have several DIDs linked to his/her account, but one DID cannot be linked to multiple user accounts.*

If you don't know the DID and user account password, your customers will also be able to share all their devices with you regardless of the type of the device: WLIP, USB-or-Serial, Vantage Connect, EnviroMonitor (*Note: this feature will be available in Q2/2018*). If yours and also your customer's WeatherLink Account plan is Pro Tier, you will be able to access the Chart, Data and Mobilize features for stations shared with you.

Can a user with a Pro Tier plan view 'Data' 'Chart' 'Mobilize' tabs of a shared device that is registered/linked to a user with only Basic Free Tier?

No. Both accounts, the owner and the person a device is shared with, will need to have Pro Tier plan activated.

Note: Sharing feature is not available at the moment. It will be implemented by Q2/2018.

Where can I download new photos and support material for the new WeatherLink.com 2.0 and new mobile apps?

You can access all of the WeatherLink digital assets on Dropbox by clicking this link:
<https://www.dropbox.com/sh/awl24o9a06v17ag/AAC7szzz92-sxwVY0B4wtvE3a?dl=0>

Questions Coming from New Users

How can I view my weather station data online?

You can view your data online: A. in your web browser at WeatherLink.com or B. on your smartphone in WeatherLink Mobile App.

To view your data online, you first need to send the data to the Davis Cloud with the use of a Data Logger (WeatherLink IP plugged into your router or Standard USB or Serial Data Logger plugged into your computer) or Vantage Connect cellular-based solution. You can create your WeatherLink Account [here](#).

What features are available on WeatherLink.com 2.0?

Features available to you on the new WeatherLink.com 2.0 are: Bulletin, Chart, Data, Map and Mobile

A. Bulletin

- New Features: Wind Rose, Local Forecast, Sunrise/Sunset, Moon Phase
- Key Features: Temperature, Humidity, Barometer, Wind Speed, Wind Direction, Current Rain, Total Rain, Solar Radiation, Ultra Violet Levels
- Ability to customize the bulletin: Display only the sensors you want, change the size and location of the sensor displays

B. Chart (Paid Pro Tier)

- Access and visualize your historical data
- Customize your Y Axis
- Customize your display: color of sensor's graph line, switch between line and bar visualization
- Visualize several sensor readings in one graph
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C. Data (Paid Pro Tier)

- Access and view your historical data in a table format
- Customize your view of sensors, browse only the data you want
- Export your data
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D. Map

- Track public stations from all around the world (over 26,000 members)
- View live data (current conditions) from of any public station
- Access the Bulletin of any public station for even more data

E. Mobilize (Paid Pro Tier)

- Track all the views you've created in your Mobilize App and access advanced agriculture-focused reports for Frost, Weather, Crop and Irrigation

Can I access WeatherLink.com 2.0 before I get my weather station delivered?

Yes. You can create your WeatherLink.com Account without even owning a Davis weather station and start browsing weather conditions (under the 'Map' tab) from all the WeatherLink members publicly sharing their data.

How do I create an account on WeatherLink.com 2.0?

Simply visit <https://www.weatherlink.com/>, type your email into the field, click 'Sign Up' button and follow the instructions.

How is WeatherLink.com different from WeatherLink PC Software?

WeatherLink.com is a cloud-based solution, so you can access it from any internet-connected device. It has all the popular features from the WeatherLink PC Software and more are planned to be developed in the near future. It is our goal to keep on continually expanding and improving WeatherLink.com features.

How many devices can I register under one account on WeatherLink.com 2.0?

As many as you want. You can register unlimited amount of devices and have access to their current conditions (Bulletin).

With the Pro Tier plan, you are able to additionally view advanced features for 3 of your devices.

Note: Vantage Connect and EnviroMonitor owners are automatically on Pro Tier plan.

How do I share my data with Weather Underground, NOAA, GLOBE?

A section in your 'Manage Devices' page called 'Uploads' allows you to choose from these 3rd-party weather sites. You just need to select those you want to upload to with the use of the checkbox and type in your credentials.

How do I share my data with my family, friends or neighbors?

WeatherLink.com 2.0

A sharing feature will be implemented by Q2/2018.

Meanwhile, if your weather station is set for public sharing (Device > Device Info > Weatherlink Network > Public), you can share the URL to your current conditions Bulletin with your family, friends and neighbors. As long as they are registered with a WeatherLink.com 2.0 account, they can view your data.

WeatherLink Mobile App

Have your family, friends or neighbors download the app and create a WeatherLink account. You can either share a link to your weather station, or they can search for your station name or location on the map. With a simple click on the 'Add Station' button, your weather station will be added to their list of stations on their home screen.

Is there a cost to share data or view others' data?

No. Once the sharing feature on WeatherLink.com 2.0 is implemented in Q2/2018, it will be free of charge.

Sharing your weather station data publicly as a member of WeatherLink Network is also free of charge, as well as viewing any current condition data from other publicly-shared stations on the map.

Can I keep my online data private and visible only to me?

Yes. You can make your weather station data private and hidden from the map of WeatherLink Network (publicly-shared) weather stations by choosing the 'Private' flag in the device settings section of your WeatherLink.com 2.0 Account (wrench icon). Please, allow up to one hour for the system to recognize the change.

Can I view my data on both WeatherLink.com 2.0 and the WeatherLink Mobile App 2.0 at the same time?

Yes. WeatherLink.com 2.0 and the WeatherLink Mobile App 2.0 are designed to work together.

How can I view my data online if my weather station is based in an area with no internet access?

If your station is in a remote area with a good cellular connection, you can use Vantage Connect, a solar-powered data receiver/cellular modem using CDMA or 2G/3G technology. Learn more [here](#).

I don't want my data to be online (uploaded in the cloud). What solutions do you have for me?

You can view your data locally on your console or on your computer in WeatherLink PC Software that was included in your data logger purchase.

To purchase a console, click [here for Vantage Pro2 Console](#) and [here for Vantage Vue Console](#).

If you're a Windows user, you can get your WeatherLink PC Software (Windows version) with the purchase of any of these data loggers:

- WeatherLink IP (#6555) - learn more [here](#)
- USB Data Logger (#6510USB) - learn more [here](#)
- Serial Data Logger (#6510SER) - learn more [here](#)

If you're a Mac user, you can get your WeatherLink PC Software (Mac version) with the purchase of this data logger:

- Mac USB Data Logger (#6520) - learn more [here](#)

Questions Coming from Existing Users

What is the difference between WeatherLink.com 1.0 “blue page” and the new WeatherLink.com 2.0?

WeatherLink.com 2.0 is a major upgrade of the entire site with enhanced features.

We've elevated every aspect of the WeatherLink.com experience with all the popular features still in place. Now, you will be able to easily customize your data displays. On top of that we are introducing advanced features you're familiar with from WeatherLink PC Software -- charting, data tables, export, Mobilize reports -- with plenty more planned to be developed in the near future.

When can I start using WeatherLink.com 2.0?

Your existing account and historical data will be fully migrated to WeatherLink.com 2.0 by Q2/2018. We will send you an email notification when the data is migrated.

Can I transfer my username and password from WeatherLink.com 1.0 “blue page” to the new WeatherLink.com 2.0?

Your username, password and devices will be automatically migrated by Q2/2018. You will be notified by email when it happens.

How will I know my data was successfully migrated from the WeatherLink.com 1.0 to the new 2.0 platform? Will I be notified?

Yes. We will send you an email notification when your data has been fully migrated. All WeatherLink.com 1.0 users are going to be migrated by Q2/2018.

Do I need to install a new driver or update my firmware on my data logger to make it work with WeatherLink.com 2.0?

No. Users who connect their USB-or-Serial Data Loggers by running the WeatherLink PC Software will not need to change anything for the new WeatherLink.com 2.0.

As long as your data logger can communicate with your router (WL IP) or WeatherLink PC Software installed on a computer with an internet access (USB/SER), then the data can be pushed to WeatherLink.com 2.0.

Do I have to switch?

There is no reason not to switch. All the existing features have been upgraded and a great deal of new advanced functionality is being introduced.

By Q2/2018 your account and data will be migrated to WeatherLink.com 2.0. The old version WeatherLink.com 1.0 “blue page” will be eventually taken down after the migration is completed and a certain period of transition has passed.

Can I go back to WeatherLink.com 1.0 “blue page” if I don't like the new WeatherLink.com 2.0?

There is no reason to go back to WeatherLink.com 1.0 “blue page”. All the existing features have been upgraded and a great deal of new advanced functionality is being introduced on WeatherLink.com 2.0.

WeatherLink.com 1.0 “blue page” will remain unchanged and operable for the whole period of migration (finalized in Q2/2018) and after that for an additional period of transition. To access the “blue page” during that time, simply click on "Looking for old WeatherLink? [click here](#)" located under the Sign Up bar at <http://weatherlink.com/> homepage.

Why can't I register new devices in the WeatherLink.com 1.0 “blue page” anymore?

All devices registered for the first time after the launch of WeatherLink.com 2.0 platform will be automatically reporting to a new database.

Existing users and their devices from the old WeatherLink.com 1.0 “blue page” currently reside in the original database and will be migrated to the new database in the next few months. After Q2/2018 all (existing or new) users and their devices will only report to the new database.

Where is the WeatherLink.com 1.0 “blue page”? Can I still access it?

Yes. Simply click on "Looking for old WeatherLink? [click here](#)" located under the Sign Up bar at <http://weatherlink.com/> homepage.

I have an USB-or-Serial Data Logger and I've not been sharing data on WeatherLink.com 1.0, can I start using the new WeatherLink.com 2.0 and upload my historical data there from my PC?

Yes. A feature to upload your historical data will be available on WeatherLink.com 2.0 by Q2/2018.

Can I download my data from the old WeatherLink.com 1.0 “blue page”?

Yes. This feature is already available in your WeatherLink PC Software under File > Download.

Will I be able to download my data from the new WeatherLink.com 2.0?

Yes. You can download all your data as long as you do it periodically. WeatherLink.com 2.0 will continue making 4x the amount of data on your Data Logger (USB, Serial, WL IP) available to you for download.

Please check the table below to determine how often you should download your data to keep it all. Use your WeatherLink PC Software (File > Download).

1 Minute Archive Interval	7 days
5 Minute Archive Interval	32 days
10 Minute Archive Interval	68 days
15 Minute Archive Interval	104 days
30 Minute Archive Interval	212 days
60 Minute Archive Interval	424 days
120 Minute Archive Interval	852 days

Note that once your account capacity is reached, your data will get overwritten.

The 'Data' feature available in the Pro Tier allows you to export your data in .csv format anytime from any computer with the use of any major browser.

How far into the past will I be able to view and chart my data on the new WeatherLink.com 2.0?

All of your historical data will be available to you for charting and visualizing after Q2/2018 with a paid Pro Tier account plan.

What is the difference between WeatherLink.com 2.0 and WeatherLink Mobile App 2.0?

Both platforms allow you to view basic weather information but both also have very unique features.

WeatherLink.com 2.0

Features available to you on the new WeatherLink.com are: Bulletin, Chart, Data, Map and Mobile

A. Bulletin

- New Features: Wind Rose, Local Forecast, Sunrise/Sunset, Moon Phase
- Key Features: Temperature, Humidity, Barometer, Wind Speed, Wind Direction, Current Rain, Total Rain, Solar Radiation, Ultra Violet Levels
- Ability to customize the bulletin: Display only the sensors you want, change the size and location of the sensor displays

B. Chart

- Access and visualize your historical data
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WeatherLink Mobile App 2.0

Features available to you on the new WeatherLink Mobile App 2.0 include:

- Station List: View current rain, temperature and humidity, wind and conditions for all of your stations and the public stations that you follow
- Station Details Screen: Dive deep into your station data, including hourly and 7-day forecasting, temperature and humidity, rain, wind, barometric pressure, UV index and solar radiation
- Charts for forecast, rain, barometer, UV index and solar radiation
- Solar Energy Calculator: estimates the solar energy produced with a 250 W solar panel and how many 60 W light bulbs it could run

How is the WeatherLink Mobile App 2.0 different from the WeatherLink Mobile App 1.0?

The WeatherLink Mobile App 2.0 has been totally redesigned with an improved layout and greater usability. An animated home screen provides an instant window on the current conditions. There is easy access to 7-day and hourly forecasts. You have the option to compare weather data from multiple stations, and share your weather data with others. The app makes it simple to track data like temperature, barometric pressure, rainfall, humidity, wind speed, the time of sunrise and sunset, and much more.

Can I still use the WeatherLink Mobile App 1.0?

Yes. The old WeatherLink Mobile App 1.0 will stay available for download and all existing users (those that registered their devices before the launch of WeatherLink.com 2.0) will be able to access and use during the whole period of migration (finalized in Q2/2018) and after that for an additional period of transition.

All new devices registered after the launch of WeatherLink.com 2.0 will be sending their data to the new mobile app that you can download in Apple Store [here](https://itunes.apple.com/app/weatherlink-2-0/id1304504954) (<https://itunes.apple.com/app/weatherlink-2-0/id1304504954>) and Google Play [here](https://play.google.com/store/apps/details?id=com.davisinstruments.weatherlink&hl=en) (<https://play.google.com/store/apps/details?id=com.davisinstruments.weatherlink&hl=en>)

What does the launch of WeatherLink.com 2.0 mean for me if I have an active WeatherLink Network Annual Subscription?

You will be prorated for the duration of your WeatherLink Network Annual Subscription with an upgraded Pro Tier full of advanced features (Data, Chart, Mobilize).

As an existing Vantage Connect user, do I need to pay for advanced features?

All Vantage Connect and EnviroMonitor users get Pro Tier access as a part of their regular monthly service fee.

As an existing WeatherLink IP user, do I need to pay for advanced features?

Bulletin and Map features are available to you for FREE. You can access advanced features (Chart, Data, Mobilize) by upgrading your account to Pro Tier plan for only \$3.95/mo. Simply upgrade your tier by clicking on the 'UPGRADE PLAN' button in your user account dropdown menu.

I'm an Envoy8X user, can I connect to the new WeatherLink.com 2.0?

No. Envoy8X was designed to communicate with a specialized data transfer utility, which is not capable of sending data to the Davis Cloud.

Is the WeatherLink PC Software for Windows and Mac going to be updated as well?

No. We will continue to support the current versions but we will no longer make any upgrades or updates.

Questions from Users In-General

Are WeatherLink.com 2.0 features free?

Yes. Bulletin and Map features are available to you for FREE.

To access Chart, Data and Mobilize features, upgrade your account to Pro Tier for only \$3.95/mo by clicking 'UPGRADE PLAN' button in the User Account dropdown menu.

If you are an existing or a new Vantage Connect or EnviroMonitor user, you will get the Pro Tier access as a part of your regular monthly service fee.

If you are an existing WeatherLink.com user with an active WeatherLink Network Annual Subscription (WeatherLink.com 1.0 "blue page" subscription), you will be prorated for the remaining duration of your subscription with an upgraded Pro Tier full of advanced features (Data, Chart, Mobilize).

How can I access advanced features on WeatherLink.com 2.0?

Pro Tier with advanced features is available to you for free as a 30-day trial. After that period, you can keep these features for only \$3.95/mo. Simply upgrade your tier by clicking on the 'UPGRADE PLAN' button in your user account dropdown menu.

How much does the new WeatherLink Mobile App cost?

The new WeatherLink Mobile App 2.0 is available to you for FREE.

Download iOS version on Apple Store [here](https://itunes.apple.com/app/weatherlink-2-0/id1304504954). (https://itunes.apple.com/app/weatherlink-2-0/id1304504954)

Download Android version in Google Play [here](https://play.google.com/store/apps/details?id=com.davisinstruments.weatherlink&hl=en). (https://play.google.com/store/apps/details?id=com.davisinstruments.weatherlink&hl=en)

Can I use WeatherLink.com 2.0 if I have a Mac?

Yes. WeatherLink.com is a website accessible via any major web browser (Chrome, Safari, Firefox, also IE and Edge).

Can I send data from my USB-or-Serial Data Logger to WeatherLink.com 2.0?

Yes. As long as your computer, WeatherLink PC Software and internet access are turned on 24/7.

What is the update frequency of weather data to WeatherLink.com 2.0?

WeatherLink IP and USB-or-Serial Data Logger: You can set your reading interval to 1 min, 5 min, 10 min, 15 min, 30 min, 1 hour, or 2 hours. This data is uploaded to our server every hour (Example: WeatherLink IP with 15-min interval will send up data every hour with 4 sets of readings. While a 30-min interval will be sent every hour with 2 sets of readings.) You can set the interval in your console or your WeatherLink PC Software.

Vantage Connect and EnviroMonitor: Your data upload interval depends on your subscription plan -- 5 min, 15 min, or 60 min.

How current is “current”?

Your current conditions (Bulletin tab) are updated every 60 seconds.

Your archive data (Data, Chart, Mobilize tabs) are uploaded to the server once an hour. (Example: WeatherLink IP with 15-min interval setup will send up data every hour with 4 sets of readings. While a 30-min interval setup will be sent every hour with 2 sets of readings.)

How much data can be stored on my Data Logger (USB, Serial, WL IP)?

Your Data Logger stores up to 2560 archive records (one 52-byte record per archive interval) for later transfer to your computer. The time period that is stored on your Data Logger depends on what archive interval you have set.

Archive Storage Capacity (the amount of time before the archive is completely filled):

1 Minute Archive Interval	42 hours
5 Minute Archive Interval	8 days
10 Minute Archive Interval	17 days
15 Minute Archive Interval	26 days
30 Minute Archive Interval	53 days
60 Minute Archive Interval	106 days
120 Minute Archive Interval	213 days

How much historical data can I download from my WeatherLink.com 2.0 account?

You can download it all as long as you do it periodically.

WeatherLink.com will make 4x the amount of data on your Data Logger (USB, Serial, WL IP) available to you for download.

Depending on your archive interval, up to 800 days (just over 2 years) worth of weather data will be available in your WeatherLink.com account.

Please check the table below to determine how often you should download your data to keep it all. Use your WeatherLink PC Software (File > Download).

1 Minute Archive Interval	7 days
5 Minute Archive Interval	32 days
10 Minute Archive Interval	68 days
15 Minute Archive Interval	104 days
30 Minute Archive Interval	212 days
60 Minute Archive Interval	424 days
120 Minute Archive Interval	852 days

Note that once your account capacity is reached, your data will get overwritten.

I have more than one station (sensor suite), can I register and view all my devices under one account on the new WeatherLink.com 2.0?

Yes. One WeatherLink account can have several devices registered.

Note: But one device can be registered to only one account.

How can I show my data on my personal website? Do you have an API or a widget option?

Yes. We are building an API for you, which will be available by Q2/2018.

Can I change my WeatherLink.com 2.0 username?

No. Once you create a username it cannot be changed.

I forgot my WeatherLink.com username and/or password. How can I get them back?

WeatherLink.com 1.0

If you enter an incorrect username and password, there will be a link to an account recovery form where you can have your login information sent to the email address you entered when you created your account. You will see the "Recover" link if you enter the wrong user name or password.

If you also forgot your email, contact our Tech Support at (510) 732-7814 or support@davisnet.com.

WeatherLink.com 2.0

To reset your password, click on the password link in 'Forgot username or password?' section located on the sign-in page. After entering your email and clicking 'next', we will send you a link to reset your password to the email address you provided.

If you want to retrieve your username, click on the username link in the 'Forgot username or password?' section located on the sign-in page. After entering your email and clicking next, we will send your username to the email address you provided.