Troubleshoot Multisensor 6 Sensors (Light, Humidity, Temperature, UV)

Modified on: Mon, 6 Mar, 2017 at 11:21 PM

This page lists the troubleshooting methods for the Light, Humidity, Temperatuire, and UV sensors for **Multisensor 6** (http://aeotec.com/z-wave-sensor) and form part of the larger **Multisensor 6 user guide** (https://aeotec.freshdesk.com/solution/articles/6000057073-multisensor-6-user-guide-).

If you are having issues with any of the Multisensors sensors not sending data while paired to your current existing network, below are a few types of troubleshooting you can do to bring it back to life. If none of these steps work for you, please get in contact with our support team.

Wait at least 1 hour.

By default, the Multisensor 6 reports all sensor data every 1 hour (which is configurable using Parameter 101-103). Wait 1 hour and see if the values update on your gateway. If you do not see any update to your sensors, please continue onto the next troubleshooting steps.

UV Sensor (Notes).

The UV Sensor is most likely not able to read any UV readings indoors, most UV rays are absorbed by windows, therefore limiting the UV index to around 0. If you want to see UV readings, you must open the window, and leave the sensor pointed upwards underneath the open window or temporarily place it outdoors to gather UV readings.

Unpair and Pair back Multisensor 6.

We would always suggest that you unpair the Multisensor 6 from your network using your gateway, then pair it back. This is typical troubleshooting that may help revive your non-responsive motion sensor.

1) Set your gateway into unpair mode

2) Tap the Action Button on the Multisensor 6 (located on the back of the unit where the round indent is located in one of the corners).

The Multisensor 6 should confirm that it has become factory reset by turning a rainbow gradient to indicate that it is ready to pair back to your network.

3) Pair the Multisensor 6 back into your network.

After completing the unpair, and pair back, ensure that you wait at least 1 hour if you do not see any readings. Read a book, play some games, or adventure into the outside world, then come back and see if everything is working again. Although if you are impatient, there are other ways to force an update.

I would not suggest using the Multisensor 6's manual factory reset, this would leave a phantom node which may be difficult to remove from your gateway.

Configure the Multisensor 6 using your gateway.

Not all gateways have the ability to configure its devices, this step will require a gateway that can make changes to parameter configuration settings. Ask your gateway support team if your gateway supports manual configuration to Z-Wave devices.

Battery Powered
Set these parameter settings:

> ***Parameter 101 [4 byte] = 241*** *// report all sensors*
> ***Parameter 111 [4 byte] = 240*** *// set report of sensors to report every 240 seconds or 4 minutes*
> ***Wakeup Interval = 240*** *// This sets the minimum of the report set on Parameter 111-113, if this is higher than parameter 111, this will set the report interval time of your sensors.*

Now wait 4 minutes and see if the values start updating. Once you are able to see any readings at all, I would suggest that you change the configuration settings. The setting above will greatly eat up battery power, where you may see around 2-3 weeks worth of battery life. I would recommend the following settings at a very minimum to achieve around a 8 - 12 month battery life (set it higher if you will);

> ***Parameter 101 [4 byte] = 241*** *// report all sensors*
>
> ***Parameter 111 [4 byte] = 1200*** *// set report interval of all sensors to every 1200 seconds.*
>
> ***Wakeup Interval = 1200*** *// This sets the minimum of the report set on Parameter 111-113, if this is higher than parameter 111, this will set the report interval time of your sensors.*

USB Power
On USB power, you have limitless use of configurations, you can easily ignore the wakeup interval, and ignore the amount of battery power you need to save. I would suggest these settings:

> ***Parameter 101 [4 byte] = 241*** *// report all sensors*
>
> ***Parameter 111 [4 byte] = 30*** *// set report interval of all sensors to every 30 seconds.*

Firmware update Multisensor 6

This is a last case scenario troubleshoot, sometimes firmware updating will remove any issues from the Multisensor 6. After performing a firmware update, unpair, and pair back your Multisensor 6 using the steps from the section (Unpair and Pair back Multisensor 6).

In order to perform the firmware update, there are a few requirements:
1) Must own a Z-Wave USB Adapter (Z-Stick, UZB1, SmartStick+, or other Z-Wave compliant USB Adapters)
2) Must use Windows OS (We currently do not have a Linux, or OSX firmware update file)

You can find the firmware updates here along with instructions on how to use it:
https://aeotec.freshdesk.com/solution/articles/6000036562-multisensor-6-firmware-update-6-17-2016-new-information-v1-08-10-13-2016- (https://aeotec.freshdesk.com/solution/articles/6000036562-multisensor-6-firmware-update-6-17-2016-new-information-v1-08-10-13-2016-)