

TROUBLESHOOTING GUIDE

Issues relating to Computer:

Q. Which computers are compatible with the OS Weather software?

- A. Personal computer or laptops which run Microsoft Windows XP SP2 or Vista. Apple Mac computers are not compatible with the software. The system operating requirements are:
- Processor: Pentium 4 or above
 - RAM: Min. 512MB
 - Hard disk free space: Min. 512MB
 - Screen area: 1024 x 768 pixels (recommended)

Q. Can the program work and transmit information during Sleep Mode?

- A. No. When the PC enters Sleep mode, the computer effectively disables all working functions, including the USB port. Thus, it is not possible for information to be transmitted via the USB port. For this reason, the user manual clearly instructs users to disable sleep mode function on their computer. Please refer to User Manual or Installation Guide for instructions.

Q. Can data from the Main Unit and / or Communications Hub be transferred to the PC when PC is switched off?

- A. No. In all circumstances, to transfer weather data (whether upload or download), the PC must be switched on.
- i. For Multi-day Weather Stations (I300, I600, I900) which download weather information to be displayed on a unit, it is recommended to connect USB Communications Hub to USB port of PC continuously to allow seamless weather information download.
 - ii. For Weather Stations (RMS300, RMS600, EMS100, WMR100N, WMR200, WMRS200) which upload information collected via sensors to the PC, the PC must be switched on only when user wishes to upload the information. The unit can continuously work and display the collected information on the main unit.

Q. How long does data transfer normally take?

- A. The amount of time required to transfer the data varies from model to model.
- i. For Multi-day Weather Stations that download collected weather data and transfer it from PC to Main Unit, approximately 30 minutes daily connection to computer is sufficient to receive current weather data.
 - ii. For Weather Stations that can only upload information to PC, approximately 1 minute connection to computer is sufficient to receive current weather data.
 - iii. For WMR200, the time required depends on the amount of weather data stored in memory.

Q. How can computer run better with the OS Weather Program?

- A. By doing Windows update, your system will be updated with new Windows features, device drivers, and system updates available from Microsoft. It is generally recommended to this on a regular basis. To do so:
- a. Click on Start.
 - b. In context menu, scroll to **All Programs** and select **Windows Update**.

Issues relating to OS Weather Software:

Q. Where can I get the latest software to install and system support documentation from?

- A. Once the program has been installed, the computer will automatically alert you of new updates to the program. Follow the steps as per Installation Guide.
- If the program is no longer installed on the PC, you can download the latest version from: <http://download.os-weather.com>. A screen will appear with a link to the latest software (Download) and Installation Guide. Please read thoroughly the Installation Guide and follow instructions to download the software. For further help, there is also a link to this Troubleshooting Guide and Quick Start Guide and User Manual.

Q. What should I do if I receive a request to “Repair C++ Redistributable to its original state”?

- A. Please refer to instructions outlined in latest Installation Guide – accessible via <http://download.os-weather.com>.

Q. The following error messages pop up:

- o “CLOCK/TH/BARO.tmp contains an incorrect path”
- o “Weather OS\DATA\TH\sensors.tmp”
- o “Encountering a sharing violation while accessing C:\ProgramFiles\OregonScientific\Weather\OS\DATA\TH\sensors[#-#day].tmp”

What should I do?

- A. If you have **Windows Vista**, first determine the status of **User Account Control**. If **User Account Control** is turned **ON**, either click on tick box to deselect it and turn it off, or if you choose to keep it **ON**, uninstall and reinstall the program. When you reinstall the program, you should save the program in **C:\Users\admin** and create a new folder and name it **OS Weather**. For detailed instructions, please refer to Installation Guide.

Q. The SENSORS box on OS Web home page shows dashed lines where data should be. What should I do?

- A. Press **SEARCH** on the USB Communications Hub.

Issues relating to Server:

Q. An error message “server is not currently available” pops up. What does that mean?

- A. There may be temporary suspension of service from the server at times; please try again later.

Q. An error message “The parameter is incorrect” pops up. What should I do?

- A. The operations of OS Weather program will not be affected and can continue running.

Issues relating to Main Unit display:

Q. There are only 2 days displayed on the main unit screen for one of the cities I chose! Is this an error?

- A. No, this is not an error. The number of days with weather forecast available is dependent on data provided by officially recognized observatories. Click on **Cities List** link via <http://download.os-weather.com> to view the number of days weather forecast is available for each respective city.

Q. The display shows dashed lines where data should be and is shown. What should I do?

- A. Press and hold **UP** and **DOWN** on the Main Unit.