



## FREQUENTLY ASKED QUESTIONS FOR WIRELESS SOLUTIONS



**What happens if my ConnectBridge™ Wireless Gateway gets damaged?**



If your gateway gets damaged, it may stop receiving sensor data. However, all sensors will retain their configurations, including settings, serial numbers, and reading intervals.



**How many readings can a ConnectBridge™ Wireless Gateway store if it is not connected to a network?**



Gateways come preinstalled with a 32 GB SD card (removable and expandable) which can store thousands of readings when not connected to a network.

*Please note, you cannot interact with the gateway while it is not on a network.*



**What happens if I accidentally delete a ConnectSens™ Wireless Sensor from the ConnectView™ Web App?**



If you delete a sensor from the web app, it will reappear automatically as long as the sensor is discovered by a nearby gateway.



**How many times can I reprogram a ConnectSens™ Wireless Sensor?**



**WS200 and WS300 Sensors:** Unlimited reprogramming is allowed through the ConnectView™ Web App.

**WS100 Sensors:** Factory-configurable only (not reprogrammable by user). All factory configurations are final and WS100 sensors are unable to be returned to CTC for reprogramming.



**Will a ConnectSens™ Wireless Sensor lose its settings if power is cycled or the battery is replaced?**



No, the sensor will retain all of its settings, even after a power cycle or battery replacement.



**If I take a reading on demand, will it change the preset reading interval?**



An on-demand reading does not change the programmed automatic reading period, but it will reset the interval timer.

E.g. 1 hour reading interval:

» First automatic reading occurs at 1:00 (next reading due at 2:00)

» On demand reading taken at 1:30

» Next automatic reading due 1 hour later at 2:30 (no automatic reading at 2:00 anymore)



**Can I use ConnectSens™ Wireless Sensors without a gateway?**



Yes, but this requires custom integration. OEM software integrators can write custom Bluetooth™ integrations for WS200 and WS300 Series wireless sensors. WS100 Series are non-connectable and a direct Bluetooth™ integration is not supported.

*Please note that published specifications on datasheets may vary if not using a ConnectBridge™ ACCESS360 Wireless Gateway, and CTC does not provide tech support to companies trying to establish a direct Bluetooth integration without our gateway.*



**How easy is it to replace ConnectSens™ Wireless Sensors and ConnectBridge™ Wireless Gateways in the system?**



**Replacing a sensor:**

Once a new sensor is powered on and within range of an existing gateway, it will automatically establish a connection. Using the ConnectView™ Web App, you can easily locate the new sensor, assign it to the appropriate group or system, and configure its settings (such as reading intervals or thresholds).

**Replacing a gateway:**

For gateways, once the new unit is physically connected to your network, follow the step-by-step instructions in the manual to configure it. Once added, the gateway will automatically begin communicating with any discoverable sensors in its range, ensuring seamless integration into your existing setup. If you still have your previous gateway, you can swap the SD cards to transfer the readings and sensor data to the new gateway.



**What should I do if I replace a sensor battery, but the battery level doesn't show as full?**



If the battery level indicator doesn't show a full charge after replacing the battery, follow the instructions in the user manual to reset the battery level. This process ensures the sensor accurately reflects the new battery's status.



**Can I configure temperature and vibration readings independently?**



**WS100 Series:** Temperature and vibration readings are concurrent

**WS200 and WS300 Series:** Temperature readings occur every time a vibration reading occurs. At the sensor level, temperature readings cannot be automatically triggered on a set timer independent from the vibration reading timer.



**How many ConnectSens™ Wireless Sensors can be connected to a ConnectBridge™ Wireless Gateway?**



A gateway can service an unlimited number of any combination of WS100, WS200, and WS300 Series Sensors within range, with 20 concurrent connections.

*Please note that having more than 20 concurrent sensor inputs may lead to decreased data acquisition time.*



**Is there a limit to the number of secondary ConnectBridge™ Wireless Gateways that can communicate with the primary gateway?**



No, there is no limit.



**What happens if two ConnectBridge™ Wireless Gateways are within range of one ConnectSense™ Wireless Sensor?**



The sensor will connect to the gateway with the stronger connection. If the connection is lost for any reason, the sensor will start advertising again and connect another gateway if one is within range.



**What happens if I have more ConnectSens™ Wireless Sensors than the ConnectBridge™ Wireless Gateway's concurrent limit on the same time interval?**



If the number of sensors exceeds the gateway's concurrent limit, the gateway will cycle through connections to ensure all readings are taken.



**What happens if I connect more than 20 ConnectSens™ Wireless Sensors to a single ConnectBridge™ Wireless Gateway?**



The gateway will still function but will experience increased latency. For optimal performance, we *recommend a maximum of 20 sensors per gateway*. If you have more than 20 sensors, consider adding additional gateways to maintain efficiency.



**How do multiple ConnectBridge™ Wireless Gateways handle ConnectSens™ Wireless Sensor connections in the same area?**



When multiple gateways are deployed in the same area, they automatically distribute the sensor connections to optimize performance and minimize latency.

**Example:**

if you have **40 sensors** and **2 gateways**, the systems will balance the load between them. Instead of one gateway attempting to manage all 40 sensors - leading to increased latency - **Gateway 1 may connect to 20 sensors**, while **Gateway 2 connects to the remaining 20 sensors**. This ensures efficient data collection and prevents communication delays. For larger deployments, adding more gateways helps maintain optimal performance.



**When does the ConnectSens™ Wireless Sensor's time interval start?**



The time interval begins as soon as a sensor is plugged in. If you take a manual reading, the next automatic reading will be rescheduled based on when that manual reading was taken.



**Why is the frequency response of the Z-axis different from the X and Y axes on triaxial ConnectSens™ Wireless Sensor models?**



The difference in frequency response is inherent to the MEMS device used in the sensor.



**I got the error message “Reading Failed - Reading decoding failed” - what does that mean?**



That means the ConnectBridge™ Gateway is unable to process the data being sent by the sensor. It is recommended to reconfigure the sensor and try again.

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