

Affects:

- All 868 MHz wLSN devices
- All 915 MHz wLSN devices

1.0 Issues

wLSN system communication failures might result from:

- Incorrectly performing a Site Test, or
- Discovering devices with unacceptable or marginal signal strength values, as defined in the *wLSN Reference Guide* and the *Easy Series System Reference Guide*.

In either case, the following communication problems result in reduced security for the end user:

- Devices might not be able to communicate with the hub, resulting in a Missing Devices report.
- Communication between the hub and devices, including alarms, might not be received.

2.0 Resolution

Section 2.4 Site Testing (RFSS Mode) of the *wLSN Reference Guide* defines the proper RFSS Site Test methods to ensure proper radio communications between wLSN devices and the wLSN Hub.

For proper installation and operation of a wLSN system:

1. Test the site using only one of the two methods defined in *Section 2.4 Site Testing (RFSS Mode)* of the *wLSN Reference Guide*. Do not use any other method to perform a Site Test.
2. Always perform the RFSS Site Test with the hub and devices in their intended mounting location.
3. If a location has unacceptable or marginal signal strength:
 - a. Move the device to another location and test again. Repeat this step until the device signal strength is acceptable or better.
 - b. Relocate the hub only if necessary. Retest all devices if you relocate the hub.
 - c. If you cannot obtain an acceptable or better signal, change to another wLSN device or use a wired device at the problem location.

