

Troubleshoot

Rat/Mousetrap Digital



NL klantenservice

BE Klantenservice/Service Clientéle

DE Kundenservice

DK Kundeservice

IT Servizio clienti

ES Servicio al cliente

UK Customer Service

CA Customer Service

FR Service Clientéle

EX Customer Service Export

+31 (0)497 339 787

+32 (0)14-820713

+49 (0)2833-923630

+45 89884187

035-4490369

+34 931816433

+44 (0)01733592049

+1 866 995-7771

+33 (0)2 99 61 40 40

+31 (0)497 700 278

Troubleshooting Rat/Mousetrap digital

Rattrap digital

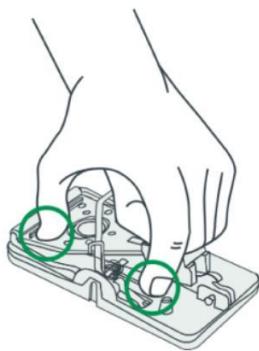
2400067

Mousetrap digital

2400070



Occurrence	Recommended action
Message in HyCare app: "Trap is offline". OR Icon on the map is black	Rejoin the trap. Press and hold both tabs with two fingers for 3 seconds. Refresh the app and check if the sensor has changed color.



Good to Know for the Troubleshooter

When multiple sensors are offline, something is likely wrong. In most cases, the connection between the gateway and the sensors is not strong enough.

In general, follow these steps to resolve the issue, in order:

1. Rejoin the sensors
→ Not resolved? Proceed to step 2
2. Relocate the sensor
→ Not resolved? Proceed to step 3
3. Relocate the gateway
→ Not resolved? Proceed to step 4
4. Install an additional gateway (art. nr. 2400084)

Additional information:

It is essential that the connections are strong enough. Both the gateway and the sensors send and receive various types of messages.