



One-stop-shop for livestock farmers

# Troubleshoot

## Rat/Mousetrap Digital



NL klantenservice  
BE Klantenservice/Service Clientèle  
DE Kundenservice  
DK Kundeservice  
IT Servizio clienti  
ES Servicio al cliente  
UK Customer Service  
CA Customer Service  
FR Service Clientèle  
EX Customer Service Export

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## Troubleshooting Rat/Mousetrap digital

### Rattrap digital

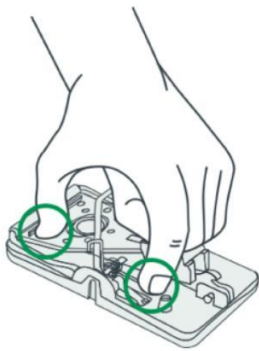
2400067

### Mousetrap digital

2400070



Occurrence	Recommended action
Message in HyCare app: "Trap is offline". <b>OR</b> 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.