

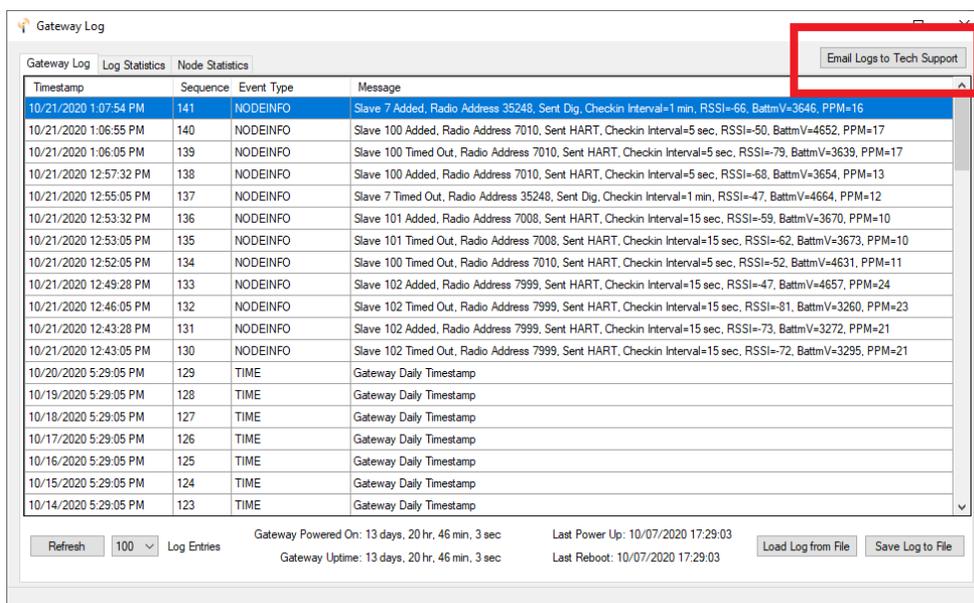
## Application Note

# SignalFire Puts Instant Support Right at the Customer's Fingertips

In today's modern world, even the simplest things are done with complicated technology. When things work, they work great, but when you're trying to connect eight different pieces of technology designed by eight different companies, it doesn't always work out. That's when it's time to call in for help.

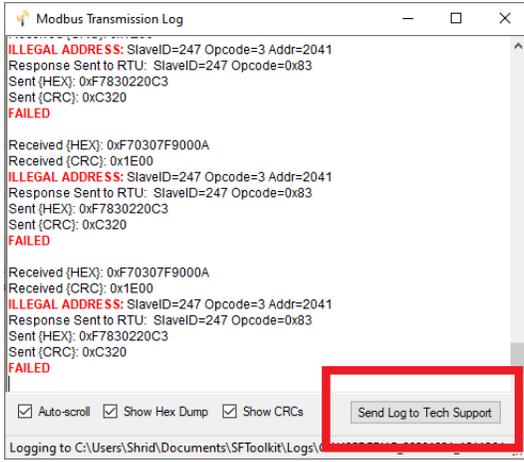
SignalFire is committed to making the experience of technology simple, and that extends to our customer support. Instead of making you fill out a form in a website that's difficult to navigate, we stamp our phone number right on our products. We encourage customers to reach out for whatever they need, whether it's scoping out a new application, following up on an order, or you've run into a bit of an operational emergency and need help ASAP.

The SignalFire ToolKit comes with multiple diagnostics at the Gateway that allow the user to track down issues. One of the best diagnostic tools we have at our disposal is the Gateway Log. It's a quick way to get a general look at everything on your SignalFire network. One of things you'll hear most often when you call us is: "Can you get us the Gateway Log?" Previously, this involved giving a list of instructions that could go wrong at multiple points.



Timestamp	Sequence	Event Type	Message
10/21/2020 1:07:54 PM	141	NODEINFO	Slave 7 Added, Radio Address 35248, Sent Dig, Checkin Interval=1 min, RSSI=-66, BattmV=3646, PPM=16
10/21/2020 1:06:55 PM	140	NODEINFO	Slave 100 Added, Radio Address 7010, Sent HART, Checkin Interval=5 sec, RSSI=-50, BattmV=4652, PPM=17
10/21/2020 1:06:05 PM	139	NODEINFO	Slave 100 Timed Out, Radio Address 7010, Sent HART, Checkin Interval=5 sec, RSSI=-79, BattmV=3639, PPM=17
10/21/2020 12:57:32 PM	138	NODEINFO	Slave 100 Added, Radio Address 7010, Sent HART, Checkin Interval=5 sec, RSSI=-68, BattmV=3654, PPM=13
10/21/2020 12:55:05 PM	137	NODEINFO	Slave 7 Timed Out, Radio Address 35248, Sent Dig, Checkin Interval=1 min, RSSI=-47, BattmV=4664, PPM=12
10/21/2020 12:53:32 PM	136	NODEINFO	Slave 101 Added, Radio Address 7008, Sent HART, Checkin Interval=15 sec, RSSI=-59, BattmV=3670, PPM=10
10/21/2020 12:53:05 PM	135	NODEINFO	Slave 101 Timed Out, Radio Address 7008, Sent HART, Checkin Interval=15 sec, RSSI=-62, BattmV=3673, PPM=10
10/21/2020 12:52:05 PM	134	NODEINFO	Slave 100 Timed Out, Radio Address 7010, Sent HART, Checkin Interval=5 sec, RSSI=-52, BattmV=4631, PPM=11
10/21/2020 12:49:28 PM	133	NODEINFO	Slave 102 Added, Radio Address 7999, Sent HART, Checkin Interval=15 sec, RSSI=-47, BattmV=4657, PPM=24
10/21/2020 12:46:05 PM	132	NODEINFO	Slave 102 Timed Out, Radio Address 7999, Sent HART, Checkin Interval=15 sec, RSSI=-81, BattmV=3260, PPM=23
10/21/2020 12:43:28 PM	131	NODEINFO	Slave 102 Added, Radio Address 7999, Sent HART, Checkin Interval=15 sec, RSSI=-73, BattmV=3272, PPM=21
10/21/2020 12:43:05 PM	130	NODEINFO	Slave 102 Timed Out, Radio Address 7999, Sent HART, Checkin Interval=15 sec, RSSI=-72, BattmV=3295, PPM=21
10/20/2020 5:29:05 PM	129	TIME	Gateway Daily Timestamp
10/19/2020 5:29:05 PM	128	TIME	Gateway Daily Timestamp
10/18/2020 5:29:05 PM	127	TIME	Gateway Daily Timestamp
10/17/2020 5:29:05 PM	126	TIME	Gateway Daily Timestamp
10/16/2020 5:29:05 PM	125	TIME	Gateway Daily Timestamp
10/15/2020 5:29:05 PM	124	TIME	Gateway Daily Timestamp
10/14/2020 5:29:05 PM	123	TIME	Gateway Daily Timestamp

To simplify the process, SignalFire has added a "Email Logs to Support" button right into the ToolKit, available now starting with v2.2.17.00. One simple button, and the ToolKit will create and automatically save and attach the necessary files to an email in your client of choice. Within minutes, a SignalFire engineer will be analyzing the log entries.



We have also added this same functionality to the RS485 Modbus Details window. It's a great tool to diagnose Modbus issues, but can be difficult to decipher without understanding hexadecimal and Modbus protocol (see our guide on [Getting Started with Modbus](#) for more information). Now with one click, you can have this log sent directly to a SignalFire engineer for analysis.

Starting with ToolKit v2.2.21.0, a Gateway with firmware v8.30 will have a new tab in its log called "Node Statistics". The Node Statistics tab can be very helpful in troubleshooting radio connectivity and provides users with information on traffic such as number of packets transmitted, packets received, and retries. Clicking on a line in the top panel will show a more detailed view in the bottom panel. Users will be able to quickly point out which radios are having trouble staying connected. Nodes with the latest firmware (version numbers in table) will update the Gateway with their communication statistics every 4 hours.

Node Type	Firmware Version
Sentinel Analog	0.71
Sentinel HART	0.64
Sentinel Digital	0.59
Sentinel Modbus	0.65
Sentinel Modbus-2DI	0.58
Sentinel Turbine	0.59
Pressure Scout	0.93
Tilt Scout	0.83
Link Scout	0.03
Flow Totalizer	1.12

These are a few more steps forward SignalFire has taken to be the leader in quick, simple customer support. Give us a call at 978-212-2868, 8am-5pm EST Monday through Friday, or email us at [support@signal-fire.com](mailto:support@signal-fire.com).

