TG-LR82 / Sense not reporting

1. Match the sensor label and position to the site record in Platform.

2. Record the last received reading and time zone. Compare it with the agreed reporting interval/profile; do not assume a fixed interval.

3. Check whether KNOT is online and nearby sensors still report.

4. Record battery/status information only if exposed in the configured system. If unavailable, mark it for support; do not open the device.

5. From a safe position, note visible damage, removal or recent field work. Collect model, last reading, affected devices and completed checks.

Stop if electrical equipment, roof access or structural damage makes inspection unsafe. Follow the site safety rules.

Still unresolved? Send support the object, device, last successful time, visible error and completed checks.