Portable Mini Troubleshooting

Battery

Connection in Anemotracker

Is there a battery level in Anemotracker App?

- No
  - Search for unit in “Pair Portable”
    - Cannot see unit when searching for available Portable Mini to pair with.
      - Charge
        - Place the Mini upside on the charging port and make sure the charger light is on.
    - Can see unit and connect to it.
      - Perfect!
    - I see a device named DfuTarg.
      - Upgrade Firmware
        - Calypso Upgrader App available for Android and iOS
- Yes
  - If it is in red, charge.

App continually crashes

- Turn on App Permissions

Incorrect Wind Reading

- Shows extremely high wind data
- Wind Speed and Direction don’t seem correct
  - Is there any object around the unit within 2 meters?
    - No
      - Send us screenshots and/or Track Excel of wind data from Anemotracker
    - Yes
      - Remove objects, then retest.

Bluetooth Range

- My device is constantly connecting & disconnecting
- The device disconnects at a certain range under 30 meters

Is the battery level low in Amemotracker App?

- Yes
  - Charge
    - Place the Mini upside on the charging port and make sure the charger light is on.
- No
  - Contact us at aftersales@calypsoinstruments.com

Is there anything blocking the Bluetooth signal? Glass, Aluminum etc..

- Yes
  - Remove objects, then retest.