

Some Problems That Customers Often Meet

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1.About the backlight

1) When powered by batteries, to save power, the backlight only lights on for 10 seconds by pressing the  button(the button on the top).

2)When plugged in the power cord, the backlight brightness button is the  button. Press it to adjust brightness.

When the backlight is set to the brightest and the second brightest, the backlight can remain always bright. When the backlight is set to dark, you can press the top button to light up for 10s, or press the top button again to set it to the brightest to keep the backlight stay on.

2.Why can't the backlight stay on/backlight goes blank occasionally after plugging in the power cord?

1)Check whether the constant light mode has been set.

2)Check if the device is searching for WWVB when the backlight goes blank. There will be a radio mast icon  flashing showing it's searching for WWVB, the process lasts about 7 minutes.

-The device will automatically search for the WWVB signal at 1:00.2:00,and 3:00 am every day.

-In addition, when the WWVB signal is interfered or weak, the device will also automatically search once an hour. If the WWVB signal is weak, but you want to keep the backlight always on, you can turn off the WWVB function, which does not affect the normal use of the device.

Here are the steps:

Hold the “MODE” button for 2S, turn ON/OFF DST--Set the Year--Month--Day--12/24 hour display--Hour--Minutes--turn off WWVB function--End

Refer manual to “4 BACKLIGHT SETTING”.

3. Why the clock does not keep correct time?

The default time zone of the device is the PST. Please manually set the time zone and DST when using the device for the first time, or the clock will go wrong after receiving WWVB (refer manual to “5.1 Manual Time Setting”).

4. How long does the device take to learn and calibrate?

1) When using the device for the first time, it usually takes 3-7 days to calibrate.

(2) If the device is moved from one environment to another (such as bringing the sensor from outside to inside in winter), a calibration time of several hours may be required.

5. Why can't I find the time zone option?

Press the “MODE” button LIGHTLY to choose the time zone (P=PST, M=MST, C=CST, E=EST)



6. What if the WWVB signal (atomic clock signal) is weak or no signal? / What if it does not contain my time zone?

Turn OFF WWVB function and set the clock manually. Hold the [MODE] button for 2S, turn OFF DST--Set the Year--Month--Day--12/24hourdisplay--Hour--Minute--turn OFF WWVB function--End

7.Is the sensor waterproof?

No.

8.Why are the data recorded by my weather station inconsistent with the data on the weather channel/APP?

1) The FOKEY weather station is a home version device, its detection range is around the house and its data will be more accurate.

2) The data detection range on the weather channel/APP is the area. Besides, airport weather stations are only updated once per hour.

3) If the environment near the house is comfortable(plants, crops, air conditioner, etc.), it is normal for the temperature of the sensor to be different from that on the APP.

9.Why can't the data be exactly the same after I put the main unit and remote sensor/other brands of thermometers together?

1)The size and structure of the devices are different. In order to get more accurate readings, the main unit has more small holes for ventilation, while the remote sensor is usually placed in a relatively harsh environment, its holes will be smaller. At this time, the chip environment will be

slightly different. This is possible one of the reasons for the difference. Therefore, the devices need learning and calibration time. Generally, the longer it is placed, the more accurate the temperature will be.

2) If the distance between the cold source or the heat source is different, this is also one of the reasons for the difference.

3) To compare temperature, we recommend a mercury or red spirit(fluid) thermometer. Bi-metal(dial) and digital thermometers (from other weather stations) are not a good source and have their own margin of error.

10.Why is the wrong day of the week displayed?

Make sure that the year, month, and day are all set correctly.

11.Why can't the screen stay on when only using the batteries?

Different from the traditional black and white screen weather station this colorful weather station uses an LCD screen. If the backlight is always on when the battery is used, it will be very battery-intensive which is easy to cause waste of energy.

12.How to adjust to relative air pressure?

The device displays absolute air pressure by default, and generally does not need to be adjusted. If you are accustomed to using relative air pressure (after adjusting for altitude), you could check the relative air pressure published by local weather bureau and adjust the air pressure of your device to match it.

Hold the “WEATHER” button for 2S to enter weather settings, we can press “UP” and “DOWN” buttons to adjust value and press the “WEATHER” to confirm and go to the next steps. The setting sequence is as follows: pressure unit--adjust pressure value--current weather icon.

13.How to connect the sensor?

We must set the base station to “searching” mode first, and then insert the batteries into the sensor, otherwise the connection cannot be successful.

1) Make sure the channels of the base unit and the remote sensor are the same. Such as both in #1.

2) Hold the "CHANNEL" button for 3S to search for RF signal manually, then insert the batteries into the remote sensor #1.

14. Where to place the sensor?

1) Mount the sensor vertically on a North-facing wall or a well-shaded location to avoid sunlight and rain. Direct sunlight will make temperature read high. Recommended: 6 inches below eaves or placed under deck rail is preferred.

2) Please make sure that the distance between the remote sensor and the main unit can't exceed 200 ft. If there is a wall between them, each wall is equivalent to 50 ft. In addition, to avoid signal interference, please do not place the sensor or host close to a metal, TV or computer, etc.

15. Why are the data recorded by my weather station inconsistent with the data on the weather channel/APP?

The FOKEY weather station is a home version weather station, its detection range is around the house and its data will be more accurate. The data detection range on the weather channel/APP is the area. Besides, airport weather stations are only updated once per hour. Therefore, it is normal that their temperature and humidity are slightly different.

16.Why is the wrong day of the week displayed?

Please make sure that the year, month, and day are all set correctly.

Contact us:

email: fokey.us@outlook.com

If you have any unresolved problems, please feel free to contact us by email, our friendly customer service professionals are always standing by to help.