

METER FAQ

The quickest solution to get your meter back up and running is often to simply recover it yourself by carefully following the relevant stages of this tested and proven self-help document.

- If you have checked the self-help, the next quickest option is to ask your Team Manager/covering TM for advice, particularly if the issue you are having is with iPad / meter connectivity and compliance.
- If you've exhausted all self-help and TM support, use this link to request a replacement meter.

TAP HERE TO REQUEST A REPLACEMENT METER

Please note TAPS will not need to call you if you use this link

Connectivity issue with iPad and meter?

Watch video

- iOS 9 & 10 Click [HERE](#) to watch video
- iOS 11 & onwards Click [HERE](#) to watch video

Read Instructions

- iOS 9 & 10 – Click [HERE](#) to follow instructions
- iOS 11& onwards – Click [HERE](#) to follow instructions
- Tried all the above and still cannot connect? Have you tried step 2? Which is to delete your iPads network settings – Click [HERE](#) to see how delete your iPad network settings
- SkyMaster Fly lead connection – Click [HERE](#) to see the correct Fly Lead assembly

Is your meter stuck in boot mode?

Does your meter screen look like one of these?



Read Instructions

- Click [HERE](#) to follow the instructions

Watch Videos

- Click [HERE](#) to watch the video

Meter still stuck in boot mode? Try the LAN cable recovery process

- Click [HERE](#) to watch the LAN recovery video

Is your Meter stuck on/off?

Try pressing and holding the Power button in for more than 10 secs this will perform a HW Reset.

Are you having issues with the display not working as it should?

- Try a **SW Reset**
- Turn OFF the instrument
- Press the LNB TEST button
- Turn ON the instrument keeping pressed the LNB TEST button
- A red square will appear in the bottom right corner of the display. This indicate that a SW reset has been performed.
- Release the LNB TEST button.

Is your Meter displaying the kill switch screen?



The Kill switch screen was introduced in the latest Firmware update 2.24, it's the connection screen you'll see every time you sync your meter with your iPad. To recover your meter from this state, you simply need to connect your meter to your iPad, this will then unlock the Meter.

[If you have done this, but you're still getting a Communication error, you may need to try the first time connection process\(above, connectivity issues\)](#)

Watch Video – Click [HERE](#) to watch the 2.24 Firmware Features video

Are you having issues with your meter battery life?

When did you last Condition your meter battery?

- All self-help material can be found on the TAPS Portal, or by reading our TAPS Newsletters as we have featured this several times.
- Please take note of your Battery code before and after the conditioning process. Example **405DLEN**.

Watch Video –

- Click [HERE](#) to watch the video

Does your meter show **SUSPEND** while trying to Condition the Battery? – Click on the link at the TOP of this document.

Not sure if your meter is on the correct Channel Plan or Firmware?

- Switch your meter on
- Head into set up
- Then look at the Meter Info
- Here you'll be able to see the Sat Plan your Meter is on

Watch video -

- Channel Plan – Click [HERE](#) to watch the video
- Firmware – Click [HERE](#) to watch the video

Are you having issues with failed loggers?

- Check all your Meter connections and Fly lead, replace any items which have become worn.
- Have you tried to re-install the Meter Firmware?
 - Click [HERE](#) to watch the video
- You could also try to re-install the meter Channel Plan
 - Click [HERE](#) to watch the video

Are you having issues when pressing SYNC on your Meter?

Does your screen take a while to load up, when you try to sync your meter to your iPad? Does the screen seem to load line by line? When you press Wi-Fi test does your meter fail to see any Wi-Fi networks nearby?

There's a good chance the Wi-Fi card in your meter has become damaged, the meter will need to be replaced, check out the link at the TOP of this document.

Is your RF in loose on the side of the meter? Do you have to hold the meter lead in a certain spot?

Then it is likely the meter is damaged internally and you need to request a replacement meter using the process at the TOP of this document.

Do you need any new accessories for your Meter?

- **All Meter accessories are TM order**, if you require any replacements you will find the details here –
- Click [HERE](#) to follow the instructions
- Do you require a new Charger? –
- Click [HERE](#) to follow the instructions

Replacement Meter Bags are also TM order

If you have tried all of the above and you are still having issues with your Meter, or is your Meter damaged, LOST, wont power on unless plugged into mains? Or the buttons have become worn?

Have you?

STEPS



- **Checked all the self-help material**, by reading though this document to see if you can recover your meter?
- If you checked all self-help, ask your **Team Manager/covering TM for advice**, they have all had a Meter refresher, and should be fully across meter connectivity and compliance
- If you've exhausted all self-help and your TM has approved it, **use the link at the TOP of this page.**