

Troubleshooting

HOBO MX2200 Series Data Loggers



Communications

If you experience difficulty communicating with any MX logger, try the following:

- Make sure you are within 100' (line-of-sight) of the logger
- Check to be sure your HOBOMobile app is up-to-date
- Toggle WiFi on/off, toggle Bluetooth on/off
- Put mobile device in airplane mode, then manually turn on Bluetooth only

If you have an MX2203 or MX2204 and you suspect the reed switch is malfunctioning:

- Press down on the switch forcefully
- Try using another magnet to act as the switch
- Check to see if the magnet is rusting – if so, contact Onset Tech Support at www.onsetcomp.com/support/contact and we'll send a new boot with a Teflon-coated magnet epoxy embedded in the boot

Water Ingress

If you suspect water has leaked into your logger:

- Do not take the logger apart
- Check the battery cover – if not seated properly, it may have leaked
- Contact Onset Tech Support at www.onsetcomp.com/support/contact

Measurement

If you suspect you are having issues with temperature measurements:

- Check the logger in an ice bath
 - Configure the logger to log at 1-minute intervals
 - Place the logger in an ice bath for at least 30 minutes to confirm the logger reads 0°C
- Do not place multiple loggers together in air to compare the observed temperatures – this will yield inconsistent results

Light Discrepancy

For issues related to light discrepancy, note that:

- A lux meter is required to test light discrepancy issues
- It's important to keep in mind that testing under artificial light sources (such as fluorescent lighting) will yield different results than testing in natural sunlight

To contact **Onset Tech Support** for help, please use
 ▶ www.onsetcomp.com/support/contact

▶ Check out the Knowledge Base to learn more about using HOBO MX2200 data loggers at www.onsetcomp.com/support