OnGuard® Siren Alerting Solution
Quick Troubleshooting Card

Alerting Not Activating OnGuard

1. Check to see that the unit is powered on and has a steady power supply. A flashing green light underneath the enclosure case will indicate if there is power being supplied to the unit and there is an active connection to our servers.

2. Ensure that your WeatherSentry® account is set up to send alerts to this particular siren. Siren recipients need to be checked and a number is assigned within WeatherSentry, which corresponds to each individual siren unit.

3. Ensure that your WeatherSentry alert settings are set up to send the appropriate alert types and desirable lightning distances to the OnGuard siren.

Recipients   ⊕ New

Personal   Roaming   **Siren**

NAME	SIREN NUMBER	QUIET PERIODS	
Siren 1	ABC123	1 Specified	✎
Siren 2	ABC124	None	✎
Siren 3	ABC125	2 Specified	✎

4. Are the alerts intermittent or delayed? There may be connectivity issues or damage to your cell modem, or issues with your ISP if utilizing ethernet/WiFi.

Siren Horn(s) or Beacon Not Functioning Properly

1. See "Alerts Not Activating OnGuard" for initial troubleshooting.

2. **Use the test button within WeatherSentry to confirm connectivity between the application and the OnGuard hardware.**

3. Check to see that all wiring is clearly connected and connections are secure.

4. If there is damage to a horn or the beacon, please locate the part number and notify our Customer Support team.

5. The horns are preset to audible tones and volume. The beacons are preset to the colors and light intensity. These cannot be changed.

Problems with Hardware, Wiring, Mount or Other Components

1. For optimal performance, regularly perform a health check and clean the OnGuard Siren Alerting solution and keep the unit free of weeds, dirt, bird nests and spider webs.

2. If there are any problems with the hardware or components that are not solvable by normal troubleshooting, please contact our Customer Support team.

Help and Knowledgebase:

For additional assistance in using OnGuard, training, the latest features, and troubleshooting, please visit our **DTN WeatherSentry Academy**

Contact us:

To contact our Customer Support team 24/7, please contact **WeatherSupport@DTN.com** or call **1-800-326-3272**