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Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	N/A
Abstract	Troubleshooting steps for the connection between WISE-4610 and WISE-6610		
Keyword	WISE-4610, LoRaWAN, WISE-6610, connection		
Related Product	WISE-4610		

■ Problem Description:

Customer have configure WISE-4610 into LoRaWAN mode, but still cannot make WISE-4610 successfully send data to WISE-6610, what might be the possible reason for this situation? This document will provide several direction for checking the communication problem between WISE-4610 and WISE-6610.

■ Solution:

1. **The frequency band of WISE-4610 is not match with WISE-6610**

There is WISE-4610-EA, NA and JA, each of them all have the corresponding gateway for the communication. Please refer to below table for the mapping relationship.

<u>Node</u>	<u>FW</u>	<u>LoRaWAN Gateway</u>
<u>WISE-4610NA</u> (915MHz)	<u>WISE-4610 vA111B00-NA</u>	<u>WISE-6610-N-100-A</u> <u>WISE-6610-N-500-A</u>
<u>WISE-4610EA</u> (868MHz)	<u>WISE-4610 vA111B00-EA</u>	<u>WISE-6610-E-100-A</u> <u>WISE-6610-E-500-A</u>
<u>WISE-4610JA</u> (923MHz)	<u>WISE-4610 vA111B00-TA</u>	<u>WISE-6610-A-100-A</u> <u>WISE-6610-A-500-A</u> <u>WISE-6610-N-100-A</u> <u>WISE-6610-N-500-A</u>

Note: In WISE-6610-N series, you have to select the frequency band AS923 manually for receiving WISE-4610 data.

2. The Data update interval of WISE-4610

The default update interval for the module is 600 seconds, since in real LoRaWAN application, most of the data is update once an hour or a day. For testing only, customer can adjust the update interval to 10s for seeing the data on WISE-6610 to know that the LoRaWAN communication is working.

3. The app argument parameter in WISE-6610

App Arguments is the I/O board of the end node. It can only be [WISE-S614](#), [WISE-S672](#), and [WISE-2410](#). This is an important parameters for WISE-6610, since the gateway need this parameter to analyze the data. Please make sure that you've enter the correct app argument for WISE-6610 to analyze the data.

For example, if customer is using WISE-4610 with WISE-S672, the app argument he should enter is [WISE-S672](#). (not WISES672 or wiseS672)

The screenshot shows the 'Create new node' form in the Server Admin interface. The form is titled 'Create new node' and has a 'General' tab. The 'App Arguments' field is highlighted with a red box and a red circle with the number 3. Other fields are numbered 1 through 6. The 'DevAddr' field contains 'FF19D12F', the 'Profile' field contains 'US902_WISE6610_Handler', the 'NwksKey' field contains '00000000000000000000000000000011', and the 'AppSKey' field contains '00000000000000000000000000000011'. The 'FCnt Up' field is empty, and the 'FCnt Down' field contains '0'. A 'Submit' button is at the bottom right.

After checking above three steps is correct, you should be able to make WISE-4610 send data to WISE-6610 successfully. For more information, please refer to the Tutorial video for the How to configure WISE-4610 to send data to WISE-6610.

<https://www.youtube.com/watch?v=3NpEB1OGxCY>