



# TROUBLESHOOTING

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**In this Appendix...**

- Initial Setup Issues .....A-2**
  - I can't see the Pocket Portal device from my mobile app. ....A-2
  - My Pocket Portal unit doesn't show up in my dashboard.....A-3
- Not receiving data from my Modbus device .....A-4**

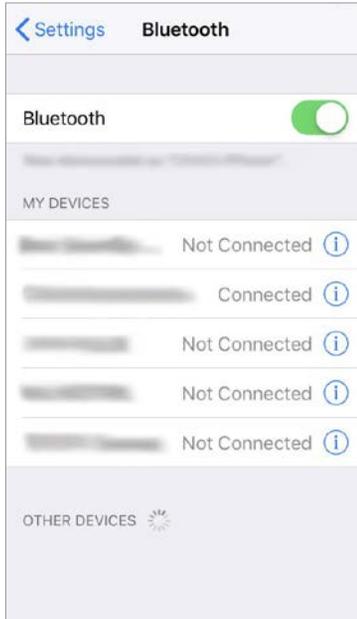
## Initial Setup Issues



**NOTE:** The Wi-Fi, PWR and BLE LEDs always display the active status of the device. See the LED Status Indicators section in Chapter 1 to review the status descriptions and help identify the problem.

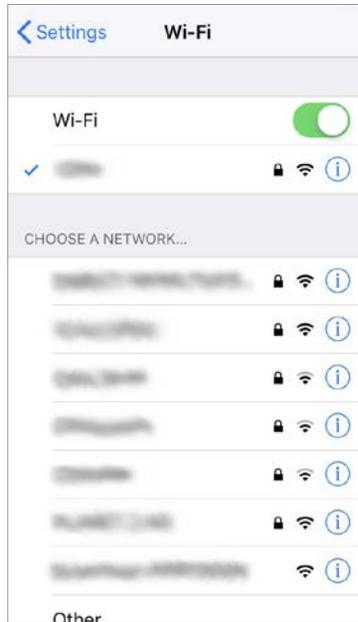
### I can't see the Pocket Portal device from my mobile app.

- Make sure Bluetooth is enabled on your device.
- Press the blue button on the side of the Pocket Portal unit while the mobile app is scanning for devices.



## My Pocket Portal unit doesn't show up in my dashboard.

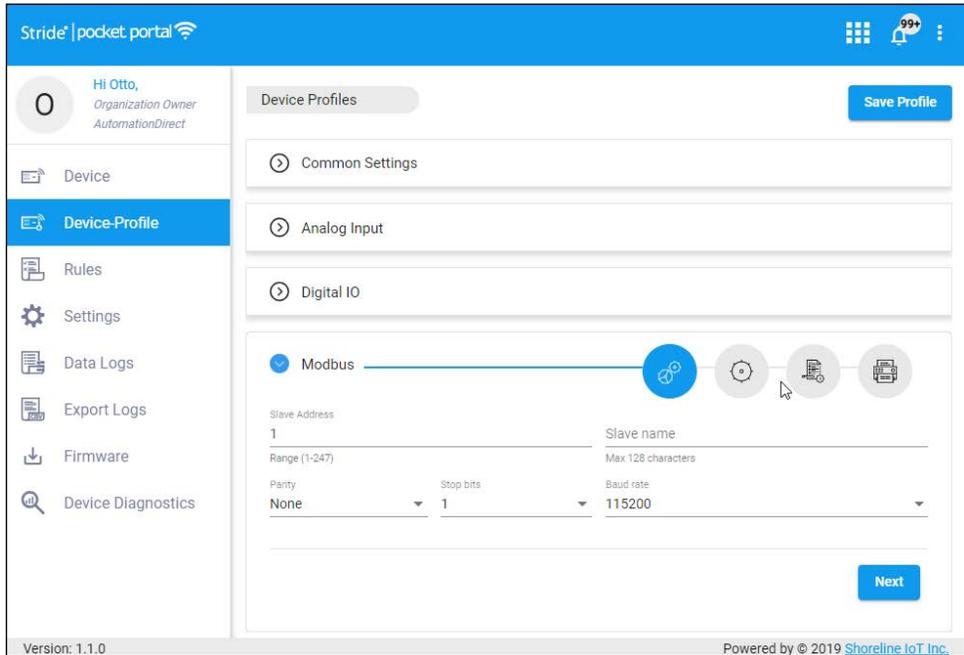
- Make sure Wi-Fi is enabled on your device.



- Is the router discoverable? If not, enable this setting on the router. If this is not possible, choose the “Hidden Network” option. To use this option, you must know the SSID of the router, the password and the encryption method used by this router. Consult your IT representative for more details and info on this.
- The router needs to have DHCP server enabled. The DHCP server settings must serve out the correct default gateway for this network and reachable DNS server addresses.

## Not receiving data from my Modbus device

From the Pocket Portal web platform, open the Device Profile for the Pocket Portal device. On the Modbus settings page:



- **Slave address:** This is the address of the device that Pocket Portal is requesting information from. This address must be unique on the network.
- **Baud rate, Parity and Stop bits:** All three of these settings must match the slave device. If the cable quality is poor, the environment is subject to high amounts of electrical noise or the distance is very long, the baud rate may need to be reduced.
- **Cloud update interval:** The time period that data is updated to the cloud from the Pocket Portal hardware is configured in the Common Settings section of Device Profile. Updating too quickly will consume your monthly data allotment. Note that the Cloud Update Interval will affect the amount of time you must wait to see data refresh on your dashboard.

On the Point Configuration page:

Stride | pocket.portal

Hi Otto,  
Organization Owner  
AutomationDirect

Device Profiles Save Profile

Common Settings

Analog Input

Digital IO

Modbus

Point Name Display datatype **FLOAT** Max 128 characters allowed Point Address Unit

Modbus Data Type **BIT** Bit Offset Bit Length Change Of Value  
Available only for Gold plan

Scaling

Raw Min Raw Max Scale Min Scale Max Periodic Update 0 Read Function Code FC01  
interval in seconds

Is Writable **No**

Math Operations

None Value

Add Point Next

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- Display data type should be FLOAT for all non-Boolean values and BOOL for Boolean values.
- Point Address is the reference value from 0 for that associated Function Code. This is NOT Modicon style PLC addressing. For example: In Modicon Style Addressing, 400001 is the first Holding Register. In the Point Configuration it would be 0 for Point Address and FC03 function code.
- The Modbus Data type should match the slave device, the request may be incorrect and/or the values won't look correct.
- Data will not be requested from the Slave device unless the Change of Value or Periodic Update fields are non-zero values.
- The Function Code field needs to match the correct setting for the slave device