

# G2-RAIN Quick Start

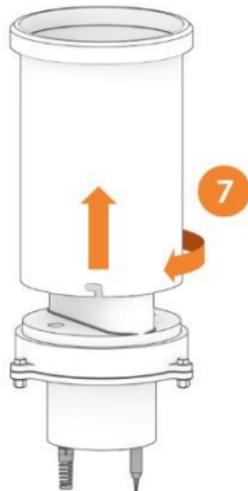
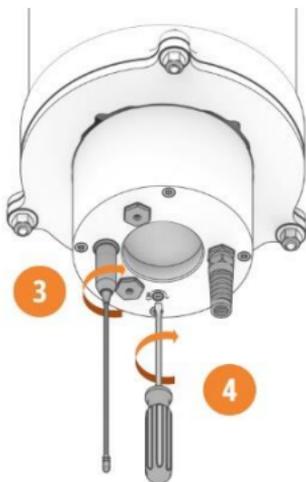
For best results, setup your new product in the office/lab. Collect a few data points and become familiar with the system prior to field deployment.

- 1 Go to [V2.WQDataLIVE.com/Getting-Started](https://V2.WQDataLIVE.com/Getting-Started)
- 2 Create a new account or sign into an existing account and enter the **Claim Code** found on the serial label to access the device's data
- 3 Place the G2-RAIN in an area with strong cellular coverage and connect the antenna
- 4 Turn the power screw clockwise until it is flush with the body
- 5 Refresh WQData LIVE and confirm the **Diagnostic Data Last Contact** timestamp has been updated. This may take up to 1 minute\*.
- 6 Deploy the device by screwing it onto a leveled 2" NPT pole
- 7 Open the rain gauge by loosening the (3) bolts with the included 9/64" hex wrench, turning the body, and lifting
- 8 Remove the rubber band tip restraint
- 9 Close the rain gauge

**NEXSENS**  
technology

**Model:** G2-RAIN  
**Serial:** 3001-17A01-001

**Body Tag:** G210000  
**Claim Code:** B94DC879



# Troubleshooting



Symptom	Possible Cause	Corrective Action
Claim code does not work	Code was entered incorrectly	Re-enter code exactly as shown on the serial label
	Device was already claimed	Check with previous owners/users
WQData LIVE's <i>Last Contact</i> time does not update  OR  Device does not upload new data to WQData LIVE	No power to device	Turn the power screw until it is slightly sub-flush to the body (No more than ½ a rotation) Replace the battery pack
	No cellular coverage	Install the right angle adapter to point the antenna sideways instead of down  Relocate the unit to an area with strong cellular coverage and no obstructions (outside in a parking lot is typically good), then cycle the power (turn the power screw counterclockwise until the top of the O-ring can be seen, then turn clockwise until it is flush)
Device uploads all zero rain values even during rain events	Tip restraint still installed	Open the rain gauge and ensure the tipping bucket moves freely
	Wire disconnected	Confirm that the blue and blue stripe wire are connected to the rain gauge securely
Cannot rotate rain gauge body during removal	Alignment is tight or debris is wedged in seam	Completely remove the (3) bolts and pull straight up without rotating

\*A brand new modem may require up to 2 minutes to provision with the cellular provider the first time it connects to the internet.

For more assistance visit:

[www.NexSens.com/Category/Knowledge-Base/G2-Series-Monitoring](http://www.NexSens.com/Category/Knowledge-Base/G2-Series-Monitoring)