

# Technical Note #100

## Description of Status Messages and Alert Emails

### Background

At any time, the Lighthouse Pro may send alert emails and display one or more status messages. This document lists every email and status message you might receive and provides an explanation on why it happened and what to do about it.

<b>MESSAGE:</b>	<i>Water Change Is Due</i>
<b>EMAIL:</b>	<i>Water change is due (Last water change: xx days ago). Your limit is set for xx days</i>
<b>Description</b>	This email is sent when the water change interval on the <i>WATER CHANGE</i> web page has been reached. The email will be sent once every 24 hours until you reset the water change setting. To do this, press the <i>WATER CH</i> button on the remote and then press ENTER. You can also reset from the <i>WATER CHANGE</i> web page by selecting <i>YES</i> then clicking the <i>SUBMIT</i> button.

<b>MESSAGE:</b>	<i>n/a</i>
<b>EMAIL:</b>	<i>This is a Test Email sent to you from your Lighthouse Pro</i>
<b>Description</b>	This email is sent when you set the <i>Send Test Email?</i> entry on the <i>ALARMS/EMAIL</i> page to <i>YES</i> . It signifies that the email setup is correctly working.

<b>MESSAGE:</b>	<i>(PH/ORP/Temp) too High! or (PH/ORP/Temp) too Low!</i>
<b>EMAIL:</b>	<i>(Temp/PH/ORP) shows a reading of xx. This is (higher/lower) than you limit of xx</i>
<b>Description</b>	This email is sent when one of the pH, ORP, or Temperature limits entered on the <i>ALARMS/EMAIL</i> page has been reached. The email is sent over and over again at the time interval specified in the <i>REPEAT FREQUENCY</i> entry on the <i>ALARMS/EMAIL</i> web page. The emails will stop sending if the readings drop to within the limits that are set.

<b>MESSAGE:</b>	<i>(name) Active!</i>
<b>EMAIL:</b>	<i><u>(name of contact) Contact -x Activated!</u></i>
<b>Description</b>	This email is sent when one of the contacts has been activated. The email will be sent if the contact becomes OPEN or CLOSED as set on the <i>ALARMS/EMAIL</i> web page. Setting the contact to <i>DISABLED</i> will stop all emails. Note that a <i>DISABLED</i> setting only stops emails from being sent- the outlet will continue to work as set up in the Contact Control outlet programming. As long as the contact remains OPEN or CLOSED, emails will be repeated at the time interval specified in the <i>REPEAT FREQUENCY</i> entry on the <i>ALARMS/EMAIL</i> web page.

<b>MESSAGE:</b>	<i>AC-x not responding</i>
<b>EMAIL:</b>	<i>AC Strip-x is not Responding</i>
<b>Description</b>	The Lighthouse Pro is in constant communication with the CPU located inside the AC power strip. When communication fails, the controller can no longer turn outlets on or off. When this happens, it sends this email. The most likely cause of this is the USB cable is loose or not inserted all the way into the console or power strip end. You will also get this message if you try to control an outlet on the second power strip when there is none. If this email is received frequently, then the USB cable or the power strip may be defective. To clear this message and reestablish communication with the power strip, press the <i>ADV OPT</i> button on the remote and navigate to the <i>RESCAN PORTS?</i> item and select YES, then press <i>ENTER</i> . You may also reboot the Lighthouse Pro to achieve the same results.
<b>MESSAGE:</b>	<i>(ORP/PH/SG/Temp) Bad Reading</i>
<b>EMAIL:</b>	<i>(ORP/PH/SG/Temp) Probe-x is giving erroneous readings</i>
<b>Description</b>	This email is sent when any of the probes or temperature sensors report a reading that is outside the normal range. For example, temperature is greater than 125F or below freezing, pH greater than 13.0 or less than 2.0. This usually means that the probe has fallen out of the water, is disconnected, or defective. A loose probe connection will cause this email to be sent. Check the reported probe for these problems. Emails will stop being sent when a valid reading is made within normal range. For the SG probe, check and make sure that the <i>SALINITY PROBE TEMP REFERENCE</i> setting in the <i>OPTIONS</i> page is set to a valid Temp Sensor.
<b>MESSAGE:</b>	<i>(outlet-name) Cutoff</i>
<b>EMAIL:</b>	<i>(outlet-name)has been turned off because Temperature Sensor-x reads xx</i>
<b>Description</b>	This is an informational message that lets you know that the Temperature Cutoff feature has been engaged. The lighting outlet has been turned off due to excessive water temperature. You can disable this by setting the <i>TEMP CUTOFF</i> to <i>DISABLED</i> on the outlet programming page. The email is sent over and over again at the time interval specified in the <i>REPEAT FREQUENCY</i> entry on the <i>ALARMS/EMAIL</i> web page. The emails will stop sending if the tank temperature drops below the cutoff temperature that is set.
<b>MESSAGE:</b>	<i>none</i>
<b>EMAIL:</b>	<i>The clock was automatically adjusted to reflect the new time</i>
<b>Description</b>	This is an informational message that lets you know that the clock was adjusted due to a change in Daylight Savings Time. The Daylight Savings Time feature can be turned on or off from the <i>OPTIONS</i> web page.
<b>MESSAGE:</b>	<i>Power Failure</i>
<b>EMAIL:</b>	<i>Power Failure was detected. Power was restored at 00:00</i>
<b>Description</b>	This is an informational message that lets you know that the controller lost power. The email reports the time that the power was restored, but does not report how long the power was out. It is normal to receive this email when you reboot the controller, perform firmware upgrades, or unplug the controller for any reason. The status message will clear itself within 2 minutes.

<b>MESSAGE:</b>	<i>SG Needs Tmp Prb-x</i>
<b>EMAIL:</b>	<i>Salinity Probe Needs Temp Sensor</i>
<b>Description</b>	The temperature sensor specified for <i>SALINITY PROBE TEMP REFERENCE</i> on the <i>OPTIONS</i> page setting does not exist or has malfunctioned. Make sure this is set to Sensor #1 if you only have one temperature sensor installed.

<b>MESSAGE:</b>	<i>In Maintenance Mode</i>
<b>EMAIL:</b>	<i>none</i>
<b>Description</b>	This is an informational message that tells you that Maintenance Mode has been activated. The message is cleared when the <i>MAINT</i> or <i>RESUME ALL</i> button is pressed on the remote.

<b>MESSAGE:</b>	<i>Feed Mode Active</i>
<b>EMAIL:</b>	<i>none</i>
<b>Description</b>	This is an informational message that tells you that Feed Mode is active. The message is cleared when the <i>FEED</i> or <i>RESUME ALL</i> button is pressed on the remote.

<b>MESSAGE:</b>	<i>IR REMOTE is Locked</i>
<b>EMAIL:</b>	<i>none</i>
<b>Description</b>	This is an informational message that tells you that the infrared remote is locked and the Lighthouse Pro will not respond. To unlock the remote, press the <i>RESUME</i> key, then press the <i>IRLOCK</i> key. This status message will clear itself within 5 minutes. Even though the status message clears, the remote will remain locked.

<b>MESSAGE:</b>	<i>Email Failure (TCP/DNS)</i>
<b>EMAIL:</b>	<i>none</i>
<b>Description</b>	This message indicates that the controller tried to send an email and the operation failed. This can be caused by Email setup problems (See Technical Note #102). It may also indicate that the internet connection is no longer valid. This message will remain until an email is sent successfully.