

PURPOSE

We have received reports from European customers that the WeatherTalker (product #7861 EU/UK) provides inadequate volume on some telephone systems. Also, the WeatherLink pass-through feature does not always work and the modular telephone connectors may not fit in all countries. This Bulletin covers these problems and possible solutions.

BACKGROUND

The WeatherTalker was originally designed for the U.S. market and meets all applicable FCC rules. Due to interest from our European customers, Davis sought CE approval for the original WeatherTalker card. The original card would not pass CE without some redesign and added input/output protection. The CE approved card exhibits a slight loss of volume when used with the U.S. telephone system. The volume loss is noticeable but still quite adequate. Although the CE label allows us to sell this product in Europe, it does not necessarily comply with any additional certification that might be required in individual countries. We ask our agents to seek certification where needed.

VOLUME PROBLEM

Apparently there are certain differences between the U.S. and European phone systems. We have received feedback that the volume output of the WeatherTalker is too low to be heard. Even turning the volume setting in the software to 100% does not always solve this problem. The solution that seems to work in many cases is to rerecord the voice snippets at a higher level. The correct level is somewhat dependent on which phone system is being used. Until we find that a single level works for all of Europe, we recommend that our import agents provide custom voice files for their customers. This would be needed anyway for non-English speaking countries.

LINK PASS-THROUGH PROBLEM

The Link pass-through allows a PC (using the WeatherLink software) to make a data connection to a WeatherTalker-equipped station. In this way, the user can download data from a weather station that is normally used as a WeatherTalker. Based on recent reports from Europe, this feature is unreliable or may not work at all. We believe this problem is due to the modifications needed for CE approval in combination with subtle differences between the U.S. and European telephone systems. Technically, the data connection is the most difficult, and even in the U.S., the pass-through requires a very direct and clean connection for proper operation. Fortunately, most of our customers want the WeatherTalker solely to provide a talking connection. If a customer also needs WeatherLink software access, the following alternatives will work.

1. Shut down the WeatherTalker software temporarily. Use a conventional modem set up for remote access as shown in the WeatherLink Manual. After data connection, reconfigure for WeatherTalker operation.
2. Add a remote display and second WeatherLink. Set up as for remote access as shown in the WeatherLink manual. Note: Barometer, outside humidity, and dewpoint are not shown on remote display.

CONNECTOR PROBLEM

The cable supplied with the WeatherTalker is terminated with the U.S. modular telephone connector. Apparently this connector is not used in Europe. The audio connection from the WeatherTalker is a simple two-wire system, which should make it easy to cut off the modular connector and attach the correct substitute.

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