



LSN50v2-D20-D22-D23 LoRaWAN Temperature Sensor Manual

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Image Version: v1.7.2

Version	Description	Date
1.0	Release	2020-Nov-10
1.1	Add power on info and jumper info.	2021-Feb-5
2.0	Add LSN50v2-D22, D23 models	2021-Aug-22

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1. Introduction

1.1 What is LSN50V2-D2x LoRaWAN Temperature Sensor

The Dragino LSN50v2-D2x is a **LoRaWAN Temperature Sensor** for Internet of Things solution. It can be used to measure the **temperature of air, liquid or object**, and then upload to IoT server via LoRaWAN wireless protocol.

The temperature sensor used in LSN50v2-D2x is DS18B20, which can **measure -55°C ~ 125°C with accuracy ±0.5°C (max ±2.0 °C)**.

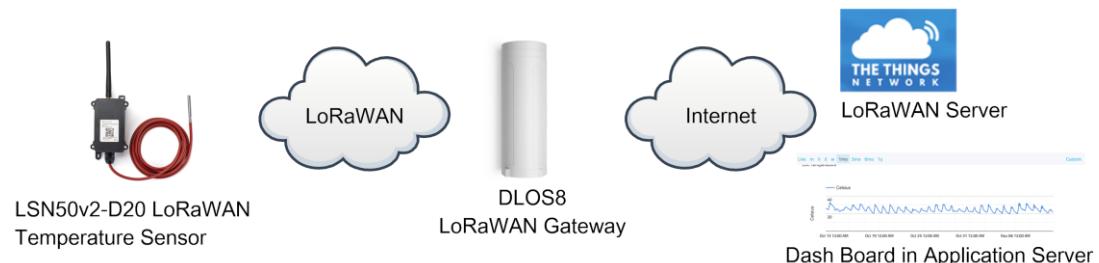
LSN50v2-D2x supports **temperature alarm feature**, user can set temperature alarm for instant notice.

LSN50v2-D2x has max 3 probes which measure maximum 3 temperature points.

LSN50v2-D2x is powered by 8500mAh Li/SOCl₂ Battery, it is designed for long term use up to 10 years. (Actually Battery life depends on the use environment, update period. Please check related Power Analyze report).

Each LSN50v2-D2x is pre-load with a set of unique keys for LoRaWAN registration, register these keys to local LoRaWAN server and it will auto connect after power on.

LSN50v2-D20 in a LoRaWAN Network



1.2 Specifications

Common DC Characteristics:

- Supply Voltage: built in 8500mAh Li-SOCl2 battery
- Operating Temperature: -40 ~ 85°C

Temperature Sensor:

- Range: -55 to + 125°C
- Accuracy $\pm 0.5^\circ\text{C}$ (max $\pm 2.0^\circ\text{C}$).

LoRa Spec:

- Frequency Range,
 - ✓ Band 1 (HF): 862 ~ 1020 Mhz
- 168 dB maximum link budget.
- High sensitivity: down to -148 dBm.
- Bullet-proof front end: IIP3 = -12.5 dBm.
- Excellent blocking immunity.
- Built-in bit synchronizer for clock recovery.
- Preamble detection.
- 127 dB Dynamic Range RSSI.
- Automatic RF Sense and CAD with ultra-fast AFC.
- LoRaWAN 1.0.3 Specification

Power Consumption

- Sleeping Mode: 20uA
- LoRaWAN Transmit Mode: 125mA @ 20dBm 44mA @ 14dBm

1.3 Features

- ✓ LoRaWAN v1.0.3 Class A
- ✓ Ultra-low power consumption
- ✓ 1 ~ 3 External DS18B20 Probes
- ✓ Measure range -55°C ~ 125°C
- ✓ Temperature alarm
- ✓ Bands: CN470/EU433/KR920/US915
EU868/AS923/AU915/IN865
- ✓ AT Commands to change parameters
- ✓ Uplink on periodically or Interrupt
- ✓ Downlink to change configure

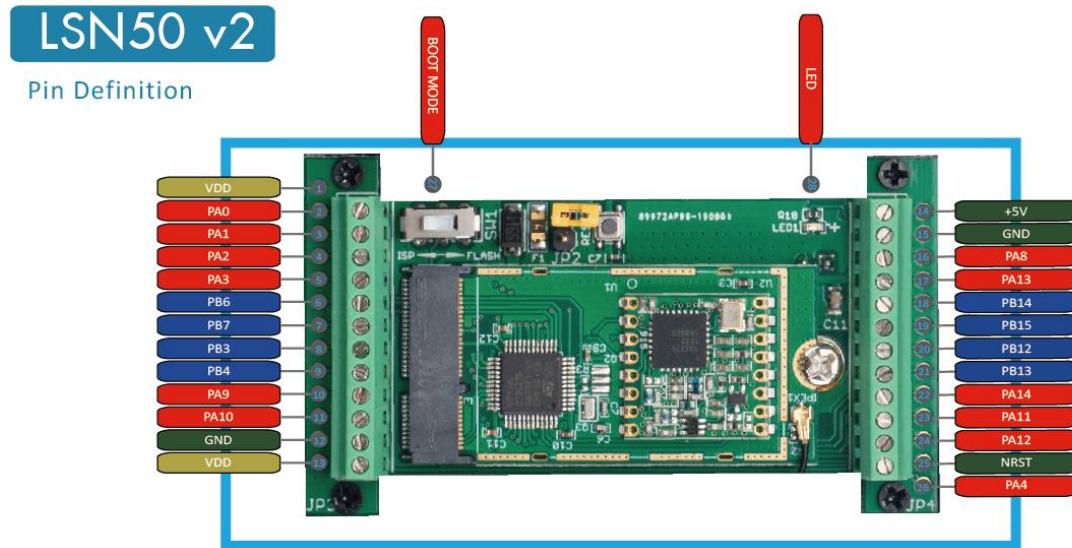
1.4 Applications

- ✓ Wireless Alarm and Security Systems
- ✓ Home and Building Automation
- ✓ Industrial Monitoring and Control
- ✓ Long range Irrigation Systems.

1.5 Hardware Variant

Model	Photo	Probe Info
LSN50v2 D20		1 x DS28B20 Probe Cable Length : 2 meters sensor cable is made by Silica Gel for higher temperature tolerance.
LSN50v2 D22		2 x DS28B20 Probes Cable lengths total 1.5meters per probe Cable Drawing: See This Link
LSN50v2 D23		3 x DS28B20 Probes Cable lengths total 1.5meters per probe Cable Drawing: See This Link

1.6 Pin Definitions and Switch



1.6.1 Pin Definition

The device is pre-configured to connect to DS18B20 sensor. The other pins are not used. If user want to know more about other pins, please refer the user manual of LSn50v2 at:

<http://www.dragino.com/downloads/index.php?dir=LSN50-LoRaST/>

1.6.2 Jumper JP2

Power on Device when put this jumper.

1.6.3 BOOT MODE / SW1

- 1) ISP: upgrade mode, device won't have any signal in this mode. but ready for upgrade firmware. LED won't work. Firmware won't run.
- 2) Flash: work mode, device starts to work and send out console output for further debug

1.6.4 Reset Button

Press to reboot the device.

1.6.5 LED

It will flash:

- 1) When boot the device in flash mode

-
- 2) Send an uplink packet

1.7 Hardware Change log

LSN50v2-D20 v1.0:

Release.

2. How to use LSN50v2-D20?

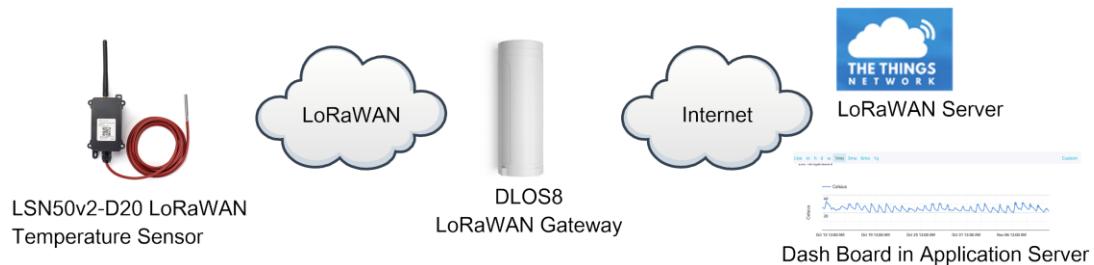
2.1 How it works?

The LSN50v2-D20 is working as LoRaWAN OTAA Class A end node. Each LSN50v2-D20 is shipped with a worldwide unique set of OTAA and ABP keys. User needs to input the OTAA or ABP keys in the LoRaWAN network server to register. Open the enclosure and power on the LSN50v2-D20, it will join the LoRaWAN network and start to transmit data. The default period for each uplink is 20 minutes.

2.2 Quick guide to connect to LoRaWAN server (OTAA)

Here is an example for how to join the [TTN LoRaWAN Server](#). Below is the network structure, in this demo we use [DLOS8](#) as LoRaWAN gateway.

LSN50v2-D20 in a LoRaWAN Network



The DLOS8 is already set to connect to [TTN](#). What the rest we need to is register the LSN50V2-D20 to TTN:

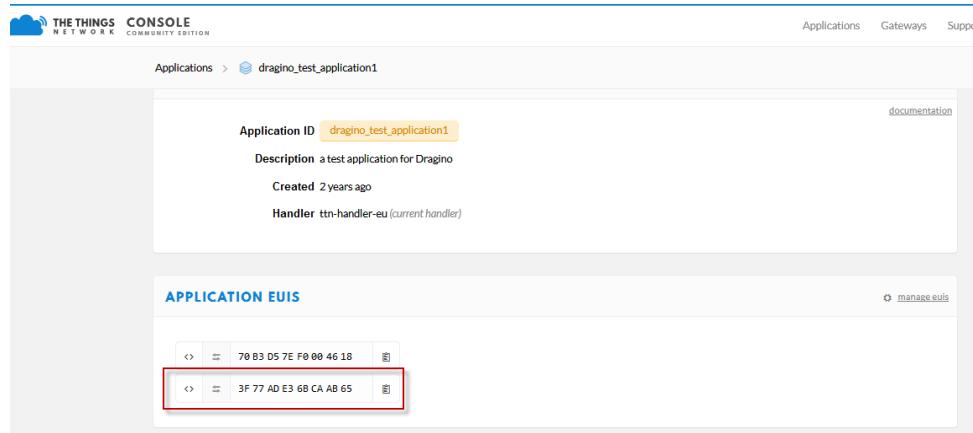
Step 1: Create a device in TTN with the OTAA keys from LSN50V2-D20.

Each LSN50V2-D20 is shipped with a sticker with the default device EUI as below:



Input these keys in their LoRaWAN Server portal. Below is TTN screen shot:

Add APP EUI in the application

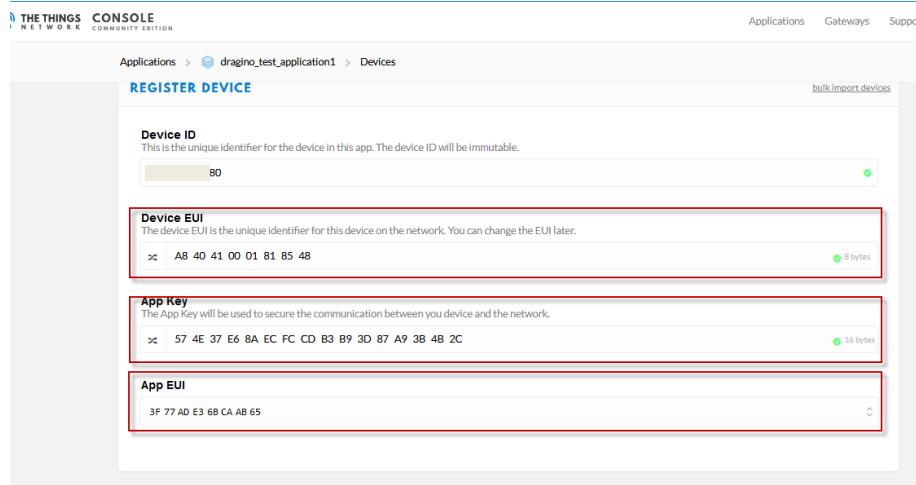


The screenshot shows the 'APPLICATION EUIS' section of the TTN application configuration. It lists two EUI entries:

- 70 B3 D5 7E F0 00 46 18
- 3F 77 AD E3 6B CA AB 65

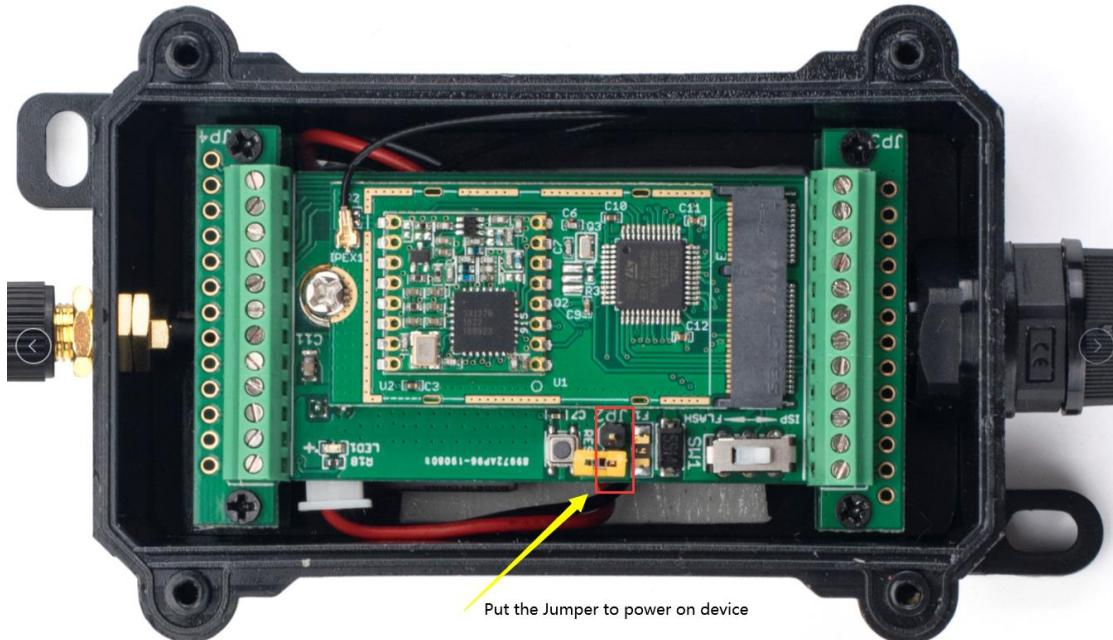
The second entry is highlighted with a red box.

Add APP KEY and DEV EUI



The screenshot shows the 'REGISTER DEVICE' section of the TTN device registration form. It includes the following fields:

- Device ID:** B0
- Device EUI:** A8 40 41 00 01 81 85 48 (highlighted with a red box)
- App Key:** 57 4E 37 E6 8A EC FC CD B3 B9 3D 87 A9 3B 4B 2C (highlighted with a red box)
- App EUI:** 3F 77 AD E3 6B CA AB 65

Step 2: Power on LSN50V2-D20

Step 3: LSN50V2-D20 will auto join to TTN network via the LoRaWAN coverage by DLOS8. After join success, LSN50V2-D20 will start to uplink temperature value to server.

2.3 Uplink Payload

2.3.1 Payload Analyze

Normal Upload Payload:

LSN50v2-D2x use the same payload as LSn50v2 mod1, as below.

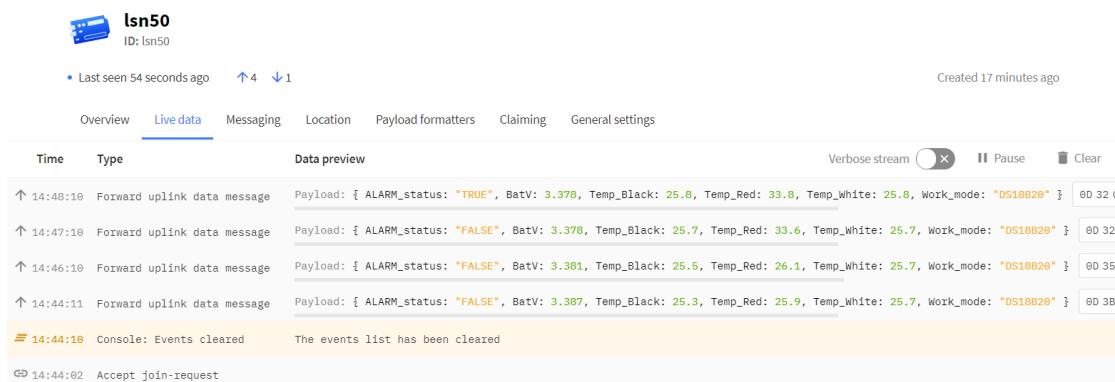
Size(bytes)	2	2	2	1	2	2
Value	Battery	Temp_Red	Ignore	Alarm Flag	Temp_White	Temp_Black

当对应端口的 DS18B20 没接或者读数出错时,会显示数据为空.下图是只接 Temp_Red 传感器.

```

↑ 15:09:52 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: "NULL", Temp_Red: 25.6, Temp_White: "NULL", Work_mode: "DS18B20" } 00 35 01
↑ 15:08:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: 26, Temp_Red: 25.6, Temp_White: 25.7, Work_mode: "DS18B20" } 00 35 01
↑ 15:07:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.378, Temp_Black: 26.1, Temp_Red: 25.6, Temp_White: 25.8, Work_mode: "DS18B20" } 00 32

```



The screenshot shows the LoRaWAN gateway interface for the Lsn50 device. The device was last seen 54 seconds ago and was created 17 minutes ago. The 'Live data' tab is selected, showing a list of uplink data messages. Each message includes a timestamp, message type, payload preview, and hex dump. The payload preview shows fields like ALARM_status, BatV, Temp_Black, Temp_Red, Temp_White, and Work_mode. The hex dump shows the raw bytes of the message. The interface also includes a 'Verbose stream' toggle, a pause button, and a clear button.

Battery:

Check the battery voltage.

Ex1: 0xD3B = 3387mV

Ex2: 0xD35 = 3381mV

Temperature_RED:

This point to the RED probe in LSN50 v2-D22/D23 or the probe of LSN50v2-D20

Example:

If payload is: 0103H: (0103 & FC00 == 0), temp = 0103H /10 = 25.9 degree

If payload is: FF3FH : (FF3F & FC00 == 1) , temp = (FF3FH - 65536)/10 = -19.3 degrees.

Temperature_White:

This point to the WHITE probe in LSN50 v2-D22/D23

Example:

If payload is: 0101H: (0101 & FC00 == 0), temp = 0101H /10 = 25.7 degree

If payload is: FF3FH : (FF3F & FC00 == 1) , temp = (FF3FH - 65536)/10 = -19.3 degrees.

Temperature_Black:

This point to the BLACK probe in LSN50 v2-D23

Example:

If payload is: 00FDH: (00FD & FC00 == 0), temp = 00FD H /10 = 25.3 degree

If payload is: FF3FH : (FF3F & FC00 == 1) , temp = (FF3FH - 65536)/10 = -19.3 degrees.

Alarm Flag & MOD:

Example:

If payload & 0x01 = 0x01 → This is an Alarm Message

```
↑ 14:48:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: 25.9, Temp_Red: 32.6, Temp_White: 25.7, Work_mode: "DS18B20" } 0D 35
↑ 14:48:10 Forward uplink data message Payload: { ALARM_status: "TRUE", BatV: 3.378, Temp_Black: 25.8, Temp_Red: 33.8, Temp_White: 25.8, Work_mode: "DS18B20" } 0D 32 0
```

If payload & 0x01 = 0x00 → This is a normal uplink message, no alarm

```
↑ 14:56:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.378, Temp_Black: 26, Temp_Red: 26.1, Temp_White: 25.7, Work_mode: "DS18B20" } 0D 32
↑ 14:55:53 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: 26, Temp_Red: 26.6, Temp_White: 25.8, Work_mode: "DS18B20" } 0D 35
```

If payload >> 2 = 0x03 → means MOD=4, This is a sampling uplink message

```
↑ 14:58:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: 26, Temp_Red: 25.8, Temp_White: 25.8, Work_mode: "DS18B20" } 0D 35
↑ 14:57:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: 26, Temp_Red: 25.9, Temp_White: 25.8, Work_mode: "DS18B20" } 0D 35
```

If payload >> 2 = 0x31 → means MOD=31, this message is a reply message for polling, this message contains the alarm settings. see [this link](#) for detail.

```
↑ 15:01:01 Forward uplink data message o_Black_MAX: 28, Temp_Black_MIN: 0, Temp_Red_MAX: 33, Temp_Red_MIN: 0, Temp_White_MAX: 30, Temp_White_MIN: 0, Work_mode: "ALARM"
↑ 15:00:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.378, Temp_Black: 26, Temp_Red: 25.7, Temp_White: 25.8, Work_mode: "DS18B20" } 0D 32 0
↓ 15:00:39 Forward downlink data message FPort: 2 Payload: 0E 01
```

2.3.2 Payload Decoder file

In TTN, use can add a custom payload so it shows friendly.

In the page Applications --> Payload Formats --> Custom --> decoder to add the decoder from:

http://www.dragino.com/downloads/index.php?dir=LoRa_End_Node/LSN50v2-D20/Decoder/

```
function Decoder(bytes, port) {
    var mode=(bytes[6] & 0x7C)>>2;
    var decode = {};
    if((mode=='0')|| (mode=='3'))
    {
        decode.Work_mode="DS18B20";
        decode.BatV=(bytes[0]<<8 | bytes[1])/1000;
        decode.ALARM_status=(bytes[6] & 0x01)? "TRUE":"FALSE";
        if((bytes[2]==0xff)&& (bytes[3]==0xff))
        {
            decode.Temp_Red="NULL";
        }
    }
}
```

```
}

else

{

decode.Temp_Red= parseFloat(((bytes[2]<<24>>16 | bytes[3])/10).toFixed(1));

}

if((bytes[7]==0xff)&& (bytes[8]==0xff))

{

decode.Temp_White="NULL";

}

else

{

decode.Temp_White=parseFloat(((bytes[7]<<24>>16 | bytes[8])/10).toFixed(1));

}

if((bytes[9]==0xff)&& (bytes[10]==0xff))

{

decode.Temp_Black="NULL";

}

else

{

decode.Temp_Black=parseFloat(((bytes[9]<<8 | bytes[10])/10) .toFixed(1));

}

else if(mode=='31')

{

decode.Work_mode="ALARM";

decode.Temp_Red_MIN= bytes[4]<<24>>24;

decode.Temp_Red_MAX= bytes[5]<<24>>24;
```

```

decode.Temp_White_MIN= bytes[7]<<24>>24;
decode.Temp_White_MAX= bytes[8]<<24>>24;
decode.Temp_Black_MIN= bytes[9]<<24>>24;
decode.Temp_Black_MAX= bytes[10]<<24>>24;
}

```

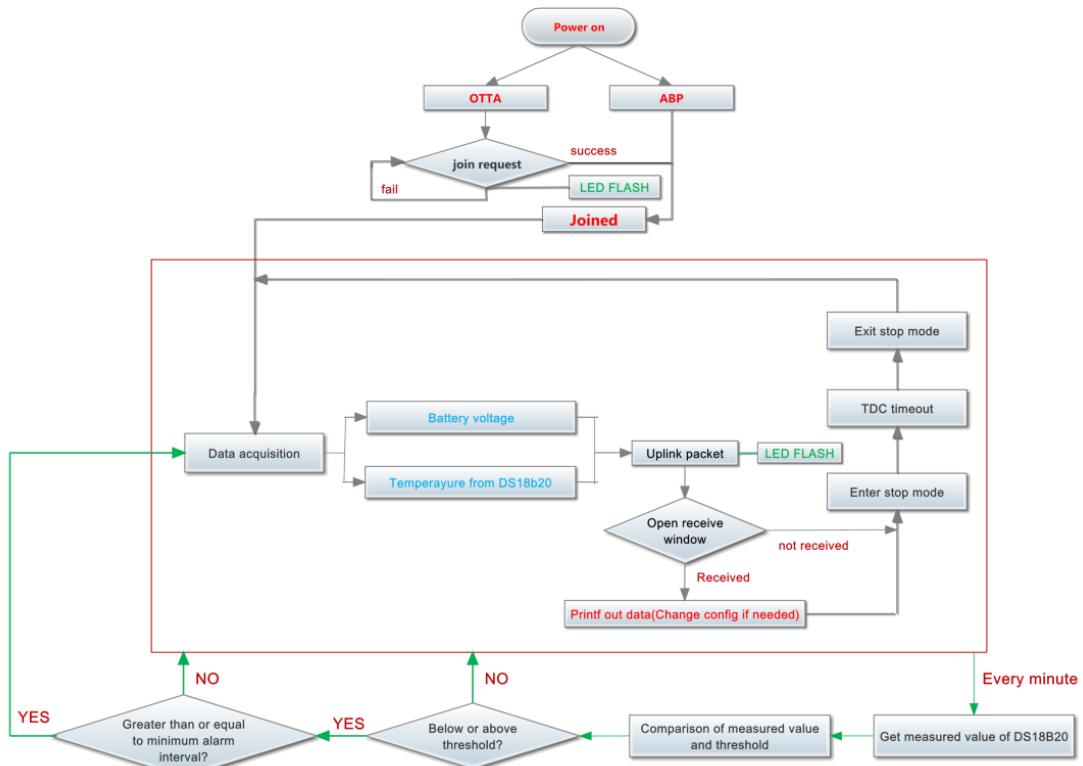
```

if(bytes.length==11)
{
    return decode;
}

```

2.4 }Temperature Alarm Feature

LSN50V2-D20 work flow with Alarm feature.



User can use **AT+18ALARM** command to set the alarm low limit or high limit. Device will check the temperature every minute, if the temperature lower than low limit or greater than high limit. LSN50v2-D2x will send an [Alarm packet base on Confirmed Uplink Mode](#) to server.

Below is an example of the Alarm Packet.

↑ 14:48:54 Forward uplink data message	Payload: { ALARM_status: "FALSE", BatV: 3.381, Temp_Black: 25.9, Temp_Red: 32.6, Temp_White: 25.7, Work_mode: "DS18B20" }	0D 35
↑ 14:48:10 Forward uplink data message	Payload: { ALARM_status: "TRUE", BatV: 3.378, Temp_Black: 25.8, Temp_Red: 33.8, Temp_White: 25.8, Work_mode: "DS18B20" }	0D 32 0

2.5 Configure LSN50v2-D2x

LSN50V2-D20 supports configuration via LoRaWAN downlink command or AT Commands.

- Downlink command instructions for different platform:

http://wiki.dragino.com/index.php?title=Main_Page#Use_Note_for_Server

- AT Command Access Instructions: [LINK](#)

There are two parts of commands: General one and Special for this model.

2.5.1 General Configure Commands

These commands are to configure:

- ✓ General system settings like: uplink interval.
- ✓ LoRaWAN protocol & radio related command.

These commands can be found on the wiki:

http://wiki.dragino.com/index.php?title=End_Device_AT_Commands_and_Downlink_Commands

2.5.2 Sensor related commands:

Set Alarm Threshold:

- AT Command:

Set All Probes:

AT+18ALARM=min,max

- ❖ When min=0, and max≠0, Alarm trigger when higher than max
- ❖ When min≠0, and max=0, Alarm trigger when lower than min
- ❖ When min≠0 and max≠0, Alarm trigger when higher than max or lower than min

Example:

AT+18ALARM=-10,30 // Alarm when < -10 or higher than 30.

- Downlink Payload:

0x([0B F6 1E](#)) // Same as AT+18ALARM=-10,30

(note: 0x1E= 30, 0xF6 means: 0xF6-0x100 = -10)

Set Separate Probe:

AT+18ALARM=min,max,index

Index:

- 1: Temperature_Red
- 2: Temperature_White
- 3: Temperature_Black

Example:

AT+18ALARM=-10,30,1 // Alarm when temperature_red < -10 or higher than 30.

➤ Downlink Payload:

0x(0B F6 1E 01) // Same as AT+18ALARM=-10,30,1

(note: 0x1E= 30, 0xF6 means: 0xF6-0x100 = -10)

Set Alarm Interval:

The shortest time of two Alarm packet. (unit: min)

➤ AT Command:

AT+ATDC=30 // The shortest interval of two Alarm packets is 30 minutes, Means is there is an alarm packet uplink, there won't be another one in the next 30 minutes.

➤ Downlink Payload:

0x(0D 00 1E) ---> Set AT+ATDC=0x 00 1E = 30 minutes

Poll the Alarm settings:

Send a LoRaWAN downlink to ask device send Alarm settings.

➤ Downlink Payload:

0xOE 01

Example:

Explain:

➤ Alarm & MOD bit is 0x7C, 0x7C >> 2 = 0x31: Means this message is the Alarm settings message.

AT+18ALARM=?

0,33,1; 0,30,2; 0,28,3

OK

相等于:

```
↑ 15:01:01 Forward uplink data message 0_Black_MAX: 20, Temp_Black_MIN: 0, Temp_Red_MAX: 33, Temp_Red_MIN: 0, Temp_White_MAX: 30, Temp_White_MIN: 0, Work_mode: "ALARM"
↑ 15:00:54 Forward uplink data message Payload: { ALARM_status: "FALSE", BatV: 3.378, Temp_Black: 26, Temp_Red: 25.7, Temp_White: 26.8, Work_mode: "DS18B20" } 00 32 01
↓ 15:00:39 Forward downlink data message FPort: 2 Payload: 0E 01
```

2.6 LED Status

LSN50-v2-D2x has an internal LED, it will active in below situation:

- LED will fast blink 5 times when boot, this means the temperature sensor is detected. 传感器接线检测 LED 闪烁删除，改成用串口看。
- After the fast blinks on boot, the LED will flash once which means device is trying to send Join Packet to the network.
- If device successful join LoRaWAN network, the LED will be solid on for 5 seconds.

2.7 Button Function

Internal RESET button:

Press this button will reboot the device. Device will process OTAA Join to network again.

2.8 Firmware Change Log

[See this link.](#)

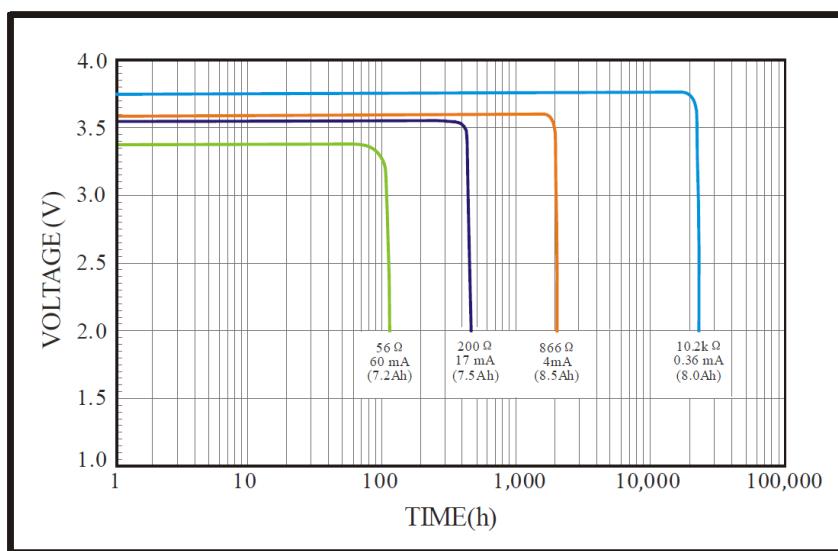
3. Battery & how to replace

3.1 Battery Type

LSN50V2-D2X is equipped with a [8500mAH ER26500 Li-SOCl2 battery](#). The battery is un-rechargeable battery with low discharge rate targeting for 8~10 years use. This type of battery is commonly used in IoT target for long-term running, such as water meter.

The discharge curve is not linear so can't simply use percentage to show the battery level. Below is the battery performance.

1. Typical discharge profile at +20 °C(Typical value)



Minimum Working Voltage for the LSN50V2-D2X:

LSN50V2-D2X: 2.45v ~ 3.6v

3.2 Replace Battery

Any battery with range 2.45 ~ 3.6v can be a replacement. We recommend to use Li-SOCl2 Battery. And make sure the positive and negative pins match.

3.3 Power Consumption Analyze

Dragino Battery powered product are all runs in Low Power mode. We have an update battery calculator which base on the measurement of the real device. User can use this calculator to check the battery life and calculate the battery life if want to use different transmit interval.

Instruction to use as below:

Step 1: Downlink the up-to-date DRAGINO_Battery_Life_Prediction_Table.xlsx from:

https://www.dragino.com/downloads/index.php?dir=LoRa_End_Node/Battery_Analyze/

Step 2: Open it and choose

- Product Model
- Uplink Interval
- Working Mode

And the Life expectation in difference case will be shown on the right.

Battery Life Calculator										
How to use: 1.Please do not modify the formula in the table 2.After selecting the product number and model, then select the TDC unit, and finally enter the TDC, you can get the predicted battery life 3.Explanation of abbreviations : WD->Watchdog TX->Transmit RX->Receive										
Product	battery capacity(mAh)				Tx (ms)			Rx (ms)		
(DS01)_LoRaWAN_Door_Sensor	240									
UNIT	TDC (Uplink Interval)	Work Mode								
min	20	MOD=1								
EU868	DRS_SF7_125K_14dB	8400	427.16444	7367.8544	880.58488	4097.083	757.1706667	0.012866865	0	1.5
	DR4_SF7_125K_14dB	8400	427.16444	13210.2528	950.0943	4097.083	757.1706667	0.021925251	0	1.2
	DR3_SF9_125K_14dB	8400	427.16444	23652.908	1968.0336	4097.083	757.1706667	0.031986736	0	0.8
	DR2_SF10_125K_14dB	8400	427.16444	42244.125	1461.4076	4097.083	757.1706667	0.047792297	0	0.6
	DR1_SF11_125K_14dB	8400	427.16444	9401.4	2230.4826	4097.083	757.1706667	0.091509095	0	0.3
	DR0_SF12_125K_14dB	8400	427.16444	168081	4097.083	4097.083	757.1706667	0.154625338	0	0.2
US915	DR3_SF7_125K_20dB	8400	427.16444	8441.476	681.61989	1587.135	757.1706667	0.016908376	0	1.6
	DR2_SF8_125K_20dB	8400	427.16444	15170.795	913.6491	1587.135	757.1706667	0.022707198	0	1.2
	DR1_SF9_125K_20dB	8400	427.16444	27754.383	941.388	1587.135	757.1706667	0.032794727	0	0.8
	DR0_SF10_125K_20dB	8400	427.16444	48745.32	995.22481	1587.135	757.1706667	0.050735363	0	0.5

The battery related documents as below:

- [Battery Dimension](#),
- [Lithium-Thionyl Chloride Battery datasheet](#), [Tech Spec](#)
- [Lithium-ion Battery-Capacitor datasheet](#), [Tech Spec](#)



3.3.1 Battery Note

The Li-SICO battery is designed for small current / long period application. It is not good to use a high current, short period transmit method. The recommended minimum period for use of this battery is 5 minutes. If you use a shorter period time to transmit LoRa, then the battery life may be decreased.

3.3.2 Replace the battery

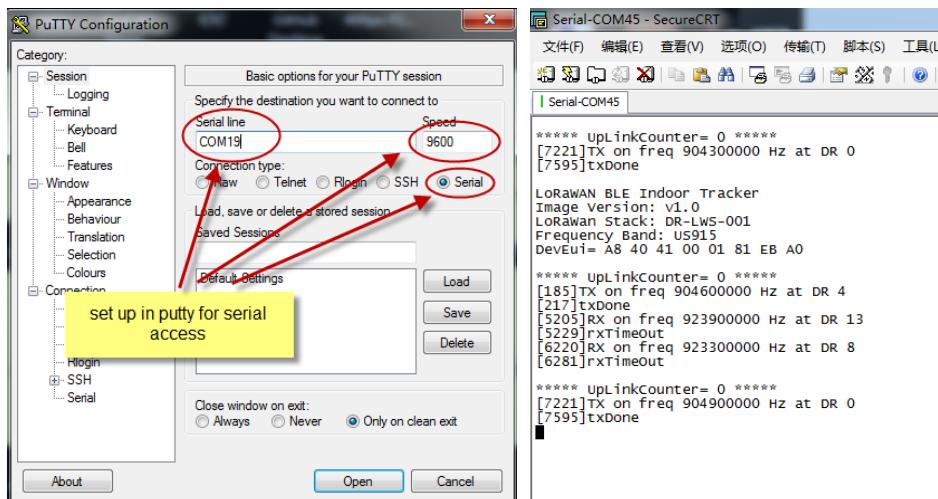
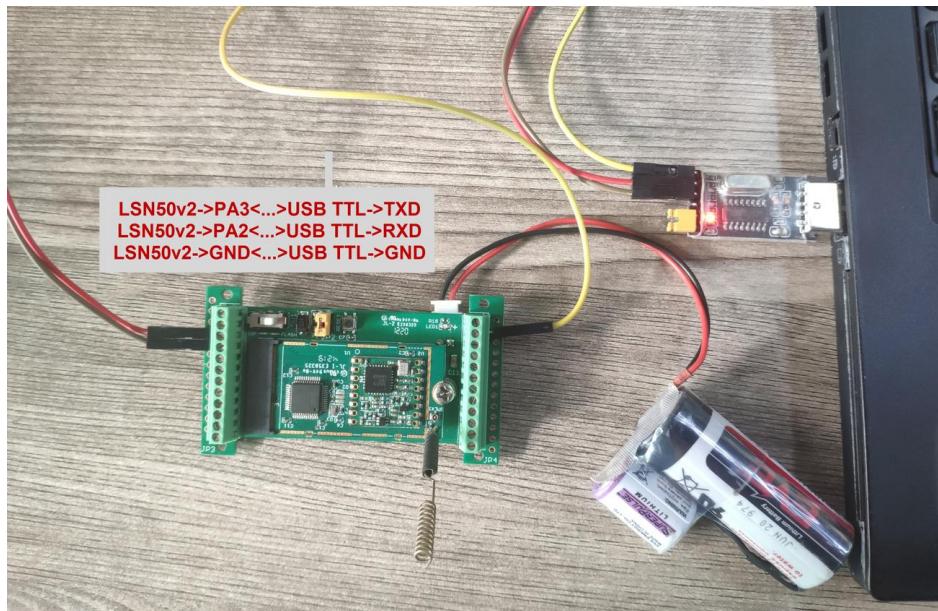
You can change the battery in the LSN50V2-D2X. The type of battery is not limited as long as the output is between 3v to 3.6v. On the main board, there is a diode (D1) between the battery and the main circuit. If you need to use a battery with less than 3.3v, please remove the D1 and shortcut the two pads of it so there won't be voltage drop between battery and main board.

The default battery pack of LSN50V2-D2X includes a ER26500 plus super capacitor. If user can't find this pack locally, they can find ER26500 or equivalence, which will also work in most case. The SPC can enlarge the battery life for high frequency use (update period below 5 minutes)

4. Use AT Command

4.1 Access AT Command

User can use a USB to TTL adapter to connect to LSN50V2-D20 to use AT command to configure the device. Example is as below:



5. FAQ

5.1 What is the frequency range of LSN50v2-D20?

Different LSN50V2-D20 version supports different frequency range, below is the table for the working frequency and recommend bands for each model:

Version	LoRa IC	Working Frequency	Best Tune Frequency	Recommend Bands
433	SX1278	Band2(LF): 410 ~525 Mhz	433Mhz	CN470/EU433
868	SX1276	Band1(HF):862~1020 Mhz	868Mhz	EU868/IN865/RU864
915	SX1276	Band1(HF):862 ~1020 Mhz	915Mhz	AS923/AU915/ KR920/US915

5.2 What is the Frequency Plan?

Please refer Dragino End Node Frequency Plan:

http://wiki.dragino.com/index.php?title=End_Device_Frequency_Band

5.3 How to update the firmware?

User can upgrade the firmware for 1) bug fix, 2) new feature release or 3) change frequency plan.

Please see this link for how to upgrade:

http://wiki.dragino.com/index.php?title=Firmware_Upgrade_Instruction_for_STM32_base_products#Hardware_Upgrade_Method_Support_List

6. Order Info

Part Number: [LSN50V2-D20-XXX \(Signal Probe\)](#)

Or [LSN50V2-D22-XXX \(Dual Probe\)](#)

Or [LSN50V2-D23-XXX \(Triple Probe\)](#)

XXX: The default frequency band

- ✓ [AS923](#): LoRaWAN AS923 band
- ✓ [AU915](#): LoRaWAN AU915 band
- ✓ [EU433](#): LoRaWAN EU433 band
- ✓ [EU868](#): LoRaWAN EU868 band
- ✓ [KR920](#): LoRaWAN KR920 band
- ✓ [US915](#): LoRaWAN US915 band
- ✓ [IN865](#): LoRaWAN IN865 band
- ✓ [CN470](#): LoRaWAN CN470 band

7. Packing Info

Package Includes:

- ✓ LSN50v2-D2x LoRaWAN Temperature Sensor x 1

Dimension and weight:

- ✓ Device Size:
- ✓ Device Weight:
- ✓ Package Size:
- ✓ Package Weight:

8. Support

- Support is provided Monday to Friday, from 09:00 to 18:00 GMT+8. Due to different timezones we cannot offer live support. However, your questions will be answered as soon as possible in the before-mentioned schedule.
- Provide as much information as possible regarding your enquiry (product models, accurately describe your problem and steps to replicate it etc) and send a mail to

support@dragino.com