

## WIFI Touch Pad (A2463 and A2520) Troubleshooting Guide

### Not receiving notifications:

1. Verify that the notification boxes have been checked
2. Verify that email address and/or phone number are entered correctly
3. Verify that the settings have been saved

The screenshot shows a settings interface with two main sections: 'Notifications' and 'Events'. In the 'Notifications' section, there are two options: 'Enable Email Notifications' and 'Enable SMS Notifications'. Both have checkboxes that are checked and are circled in red. Below each option is a text input field (containing 'email address here' and 'phone number here' respectively) and a button to add the respective information. In the 'Events' section, there are several checked options: 'Cover is opened', 'Cover is closed', 'User has logged in', 'Error detected', 'Cover is left open for 2 hours', and 'No communication from pool for 2 hours'. At the bottom right, there is a 'Cancel' link and a 'Save Device Settings' button, which is circled in red.

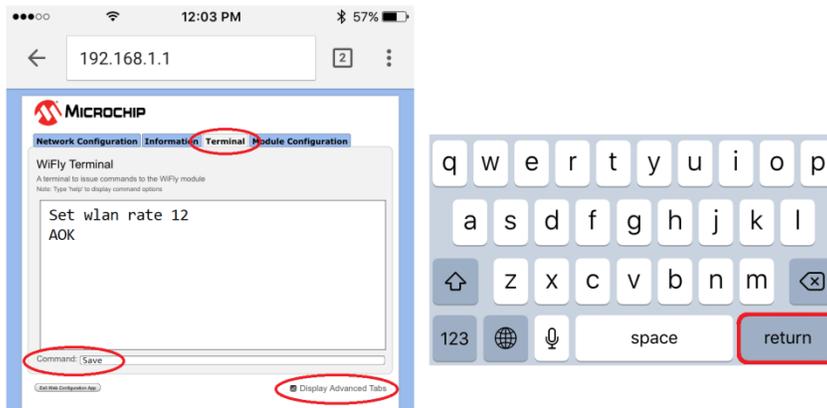
Note: If the customer has followed all of the steps listed above and is still not receiving email messages, check the junk email folder.

4. Check the wifi connection on the touchpad side (navigate by following the manual or the key commands below)
  - Enter user passcode
  - Press "PRESS FOR SERVICE" button
  - Press "5"
  - Press "8" two times (this will navigate to the "WIFI CONNECT" menu item)
  - Press "5"
  - Press "8" six times (this will navigate to the "IP INFORMATION" menu item)
  - Press "5"
  - At this point the % of the signal strength from the touchpad to the router

**Note:** If the signal strength displayed is "**not connected**" even though the touchpad displayed "**connected**" during initial setup, we will need to have them change some settings either on their router or on the touchpad itself. This connection failure happens when the customer's router settings block 802.11b connections. The customer can either configure their router to allow 802.11b connections or manually change the touchpad wifi to 802.11g mode (reducing signal range by about 50%).

If the customer decides they want to change the touchpad settings instead of changing their router settings they will follow these steps:

- Connect via mobile connect (web access device mode)
- Open a browser go to 192.168.1.1
- Check the box in the bottom that reads “Display Advanced Tabs”
- Click the Terminal Tab
- Enter the following into the “Command” entry spot at the bottom of the page
- “set wlan rate 12” - **no quotes in text**
- Hit enter/return and it should say AOK in the terminal screen
- Then enter “save” – **no quotes in text**



Save settings and reconnect the touch pad to the router.