## TROUBLE SHOOTING GUIDE

#### Issue

ecom measurement instrument found as Wi-Fi network, but there is still no communication possible. Affects the applications "ecomMANDER" and "ecom connect WiFi" under **É** iOS and **P** Android.

#### 1. Missing Location permissions

If an application under iOS (since iOS 13) and Android (since Android 9) needs access to a Wi-Fi network, the application needs the permission to access the location services. Verify that your application "ecom connect WiFi" or "ecomMANDER" has this permission. Normally the application has activated this permission during the first app execution after a new installation or the application has asked for this permission but after updating the operating system it could be possible, that this permission has to be given again.

### ecom CONNECT WiFi

### iOS settings to verify



< ecom WiFi	Location	
ALLOW LOCATIO	ON ACCESS	
Never		
Ask Next Tim	e	
While Using t	he App	
Always		~
App explanation your current loca	for always: "Do you wa ation?"	int to save
If you only allow are using the ap the background	access to your location p, some features may r	n while you iot work in

- 1. Check the permission settings for "Location".
- 2. Choose the option "Always".
- If you don't have the option "Always", please set the permission to "Never", leave this settings and reenter the permission settings again. After this procedure you will see the option "Always".

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#### NOTICE

If the setting for the Location is disabled, check the global privacy setting for the "Location Services".

### Android settings to verify

Settings	<del>\</del>	App permissions	÷
Notification 8	stat 🔛	ecom WiFi	
B Navigation ke	ey 🗈	Contacts	
🝈 Fingerprint ID		Storage	
Screen lock 8	pas 💡	Your location	
Security & pri	vacy		
🥙 Smart assista	ance		
C Do not distur	b		
🙌 Huawei ID			
Accounts			
G Google			
🔠 Apps			

- 1. Check the permission settings for "Location".
- 2. Give "ecom WiFi" permissions to read "Your Location".

### 2. Multiple Connection conflict

There may be multiple **É** iOS or **P** Android applications connected to your ecom device.

#### NOTICE

A hint for this pitfall is the assignment of an IP address 192.168.55.3 and higher.



Follow the steps on your **É** iOS or **P** Android device.

- Make sure, there is only one application connected to your ecom device.
- Turn your ecom device off and if a power supply is connected, disconnect also the power supply.
- 4. Turn your ecom device on.
- Renew your Wi-Fi connection with the selected or your preferred ecom device.

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#### ecomMANDER

### iOS settings to verify

Location		1	Always >
Contacts			
😵 Photos	R	ead and	I Write >
8 Bluetooth			
🙆 Camera			
💦 Siri & Search			>
Background A	pp Ret	fresh	
🕐 Mobile Data			
Document Sto	rage	iCloud	d Drive >
PREFERRED LANGUAG	E		
💮 Language		E	nglish >



- 1. Check the permission settings for "Location".
- 2. Choose the option "Always".

<b>&lt;</b> Set	tings Privacy	Privacy		
7	Location Services	(On >)		
	Contacts	>		
	Calendars	>		
	Reminders	>		
*	Photos	>		
*	Bluetooth	>		
Q	Microphone	>		
•• <b>    </b>  +	Speech Recognition	>		
	Camera	>		

If the setting for the Location is disabled, check the global privacy setting for the "Location Services". **INTELLIGENT MESSEN!** MEASURE WITH INTELLIGENCE!

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	Notification & stat	₿	ecommander	
₽	Navigation key		Contacts	D
	Fingerprint ID		Storage	D
C	Screen lock & pas	•	Your location	$\bigcirc$
0	Security & privacy			
*	Smart assistance			
C	Do not disturb			
<b>3%</b>	Huawei ID			
8	Accounts			
G	Google			
8	Apps			

- 1. Check the permission settings for "Location".
- 2. Give "ecomMANDER" permissions to read "Your Location".