

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  iOS and  Android.

1. Missing Location permissions

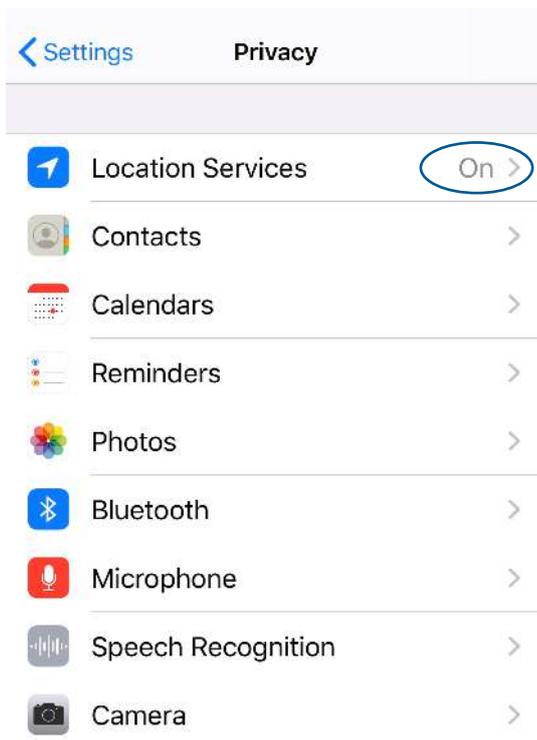
If an application under  iOS (since iOS 13) and  Android (since Android 9) needs access to a Wi-Fi network, the application needs the permission to access the location services. Verify that your application „ecom connect WiFi“ or „ecomMANDER“ has this permission. Normally the application has activated 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



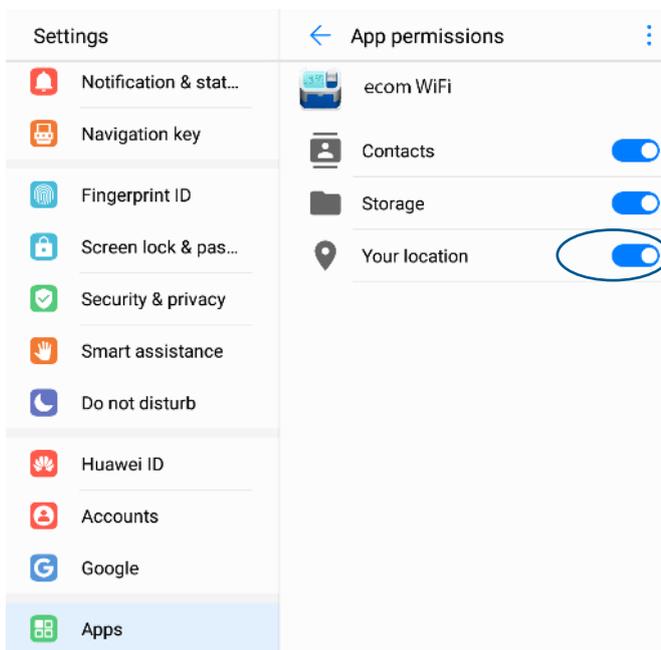
1. Check the permission settings for „Location“.
2. Choose the option „Always“.
3. If you don't have the option „Always“, please set the permission to „Never“, leave this settings and reenter the permission settings again. After this procedure you will see the option „Always“.



NOTICE

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

 **Android settings to verify**



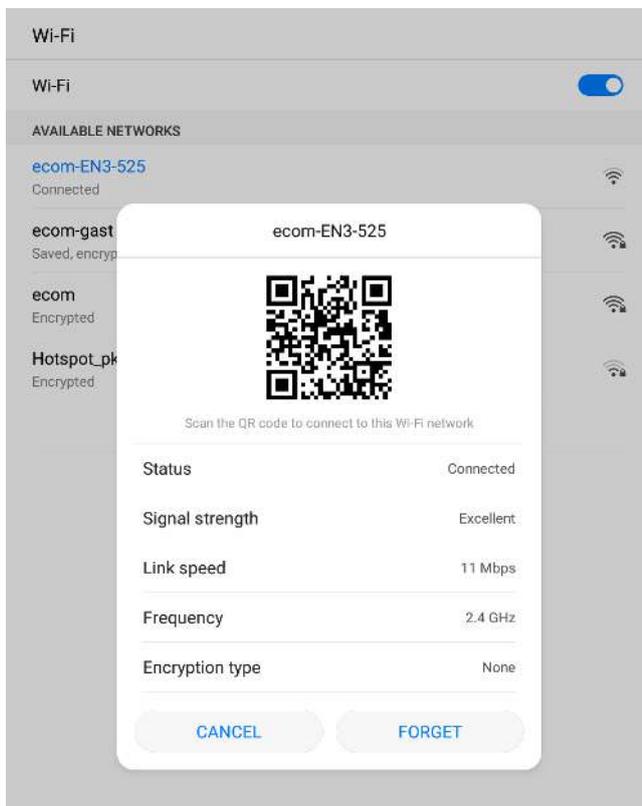
1. Check the permission settings for „Location“.
2. Give „ecom WiFi“ permissions to read „Your Location“.

2. Multiple Connection conflict

There may be multiple  iOS or  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.

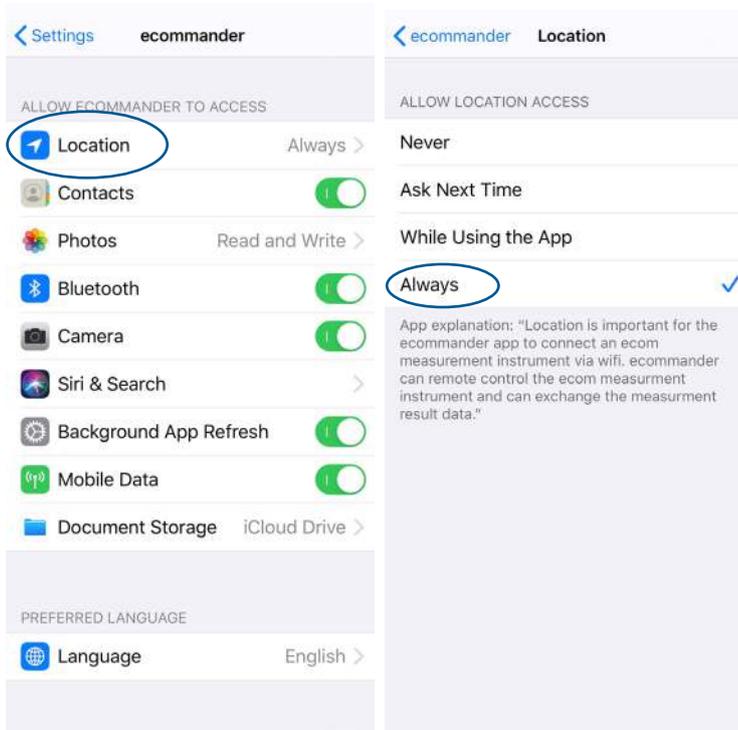


Follow the steps on your  iOS or  Android device.

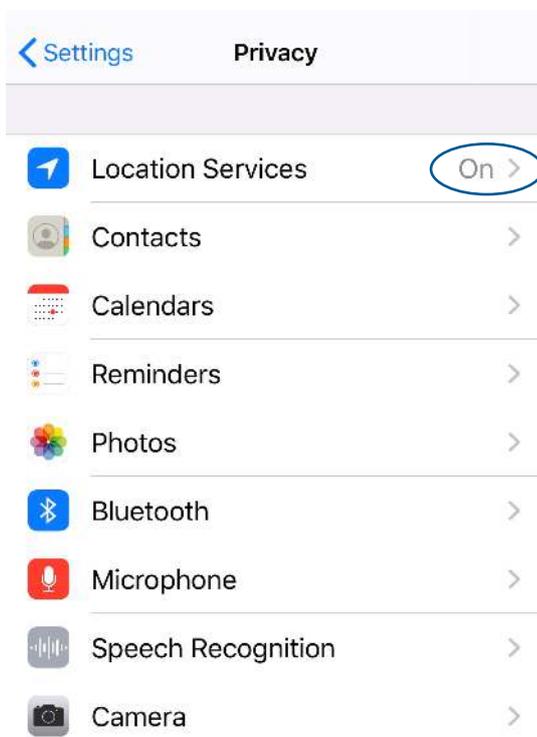
1. Make sure, there is only one application connected to your ecom device.
2. Go to the  iOS Settings → „Wi-Fi“ → ⓘ → „Forget this Network“ or go to the  Android Settings → „Wi-Fi“ → „Forget“
3. Turn your ecom device off and if a power supply is connected, disconnect also the power supply.
4. Turn your ecom device on.
5. Renew your Wi-Fi connection with the selected or your preferred ecom device.

ecomMANDER

🍏 iOS settings to verify



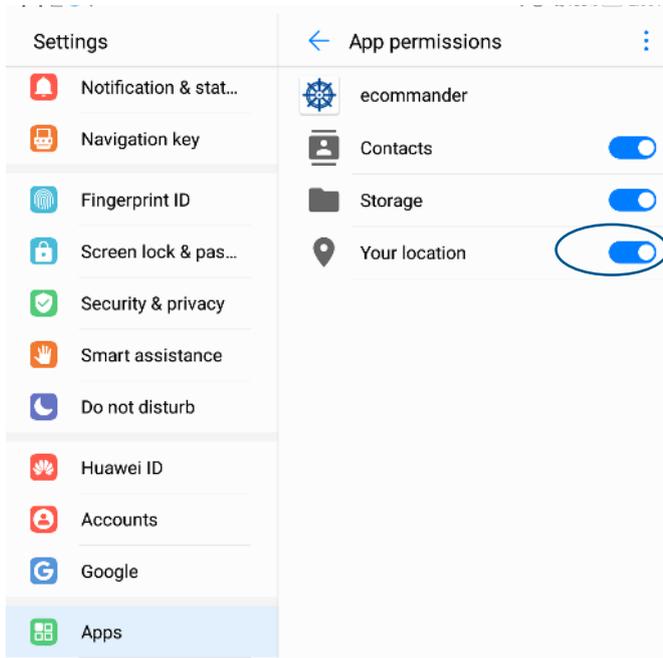
1. Check the permission settings for „Location“.
2. Choose the option „Always“.



NOTICE

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

 Android settings to verify



1. Check the permission settings for „Location“.
2. Give „ecomMANDER“ permissions to read „Your Location“.