



Wifi connection issues- HOW TO RESOLVE

Turning on your panel, check that the time and date are set to Australian eastern standard or appropriate state time zone.

You will find this in settings under system, language/date and time or date and time depending on model.

Then you must go in and switch on auto time update or turn that off and do it manually if this is not automatically connecting.

If the above step does not work: connect to hotspot with your mobile device- this will tell you if it is a wifi issue from your office/school/daycare wifi provider or if it is a panel issue.

- IF the panel connects to the mobile devices hotspot it is likely a centre wifi issue.
- IF the panel does not connect to the hotspot on the phone- customer needs to check aerials on the left hand side of screen- possible part replacement may be required if missing or damaged

If the panel connects to hotspot the customer needs to be advised that it is a wifi issue.

Important to note:

In the past technicians have been lowering the bitrate output to 2.5 ghz which seems to be resolving the issue.