

## Connecting to the iDET EQ Network on a Direct National Panel

The following instructions outline how to connect to your local iDET network on a Direct National Panel:

1. From the home screen select “**Settings**”
2. Select network settings from the side panel and then enter the “**WLAN**” page
3. If the panel is already connected or has saved either iDET or QDETA-X, press them both and select “**Forget Network**”. Now we can start a fresh connection with the network.
4. Select the iDET network from the list of available Wifi connections.
5. Ensure the settings are as follows:
  - **Security:** 802.1x EAP
  - **EAP Method:** PEAP
  - **Phase 2 authentication:** MSCHAPV2
  - **CA certificate:** (unspecified)

*NOTE: Some versions of Android do not have (unspecified) option. If this is the case, please select “Do not validate” instead.*

**Next, enter you login details:**

- **Identity:** Enter your network username
- **Anonymous identity:** Leave this field blank
- **Enter Password:** Enter your network password

Now, ensure you tick the box or select the drop down menu for “**Advanced options**”. These settings should be as follows:

- **Proxy:** Manual
- **Proxy hostname:** proxy2.eq.edu.au
- **Proxy port:** 80
- **IP settings:** DHCP

Review all your settings to ensure they are correct, and then press “**Connect**”.

**You should now have a stable connection to your local EQ network!**

*If you are having issues getting connected with these instructions, please get in touch with us for further assistance.*

## Troubleshooting

Some things worth checking that may affect your Wifi connection include:

### Network signal strength

- Does the panel have a sufficient signal strength reading?
- How far is the nearest wireless access point?
- Do any other devices have trouble accessing the wireless network in that location?

### Login credentials

- Double check that your username and password are correct
- Has your password been changed or reset since you first connected to the panel with your login details?

### Check the antennae on the rear of the panel

- Are they visibly damaged?
- Do they feel secure or loose?
- Are they pointing towards an open space?

### Test Wifi Connection

- Test connecting to a wireless hotspot (eg. From a mobile phone) and see if the panel has trouble connecting to that too.