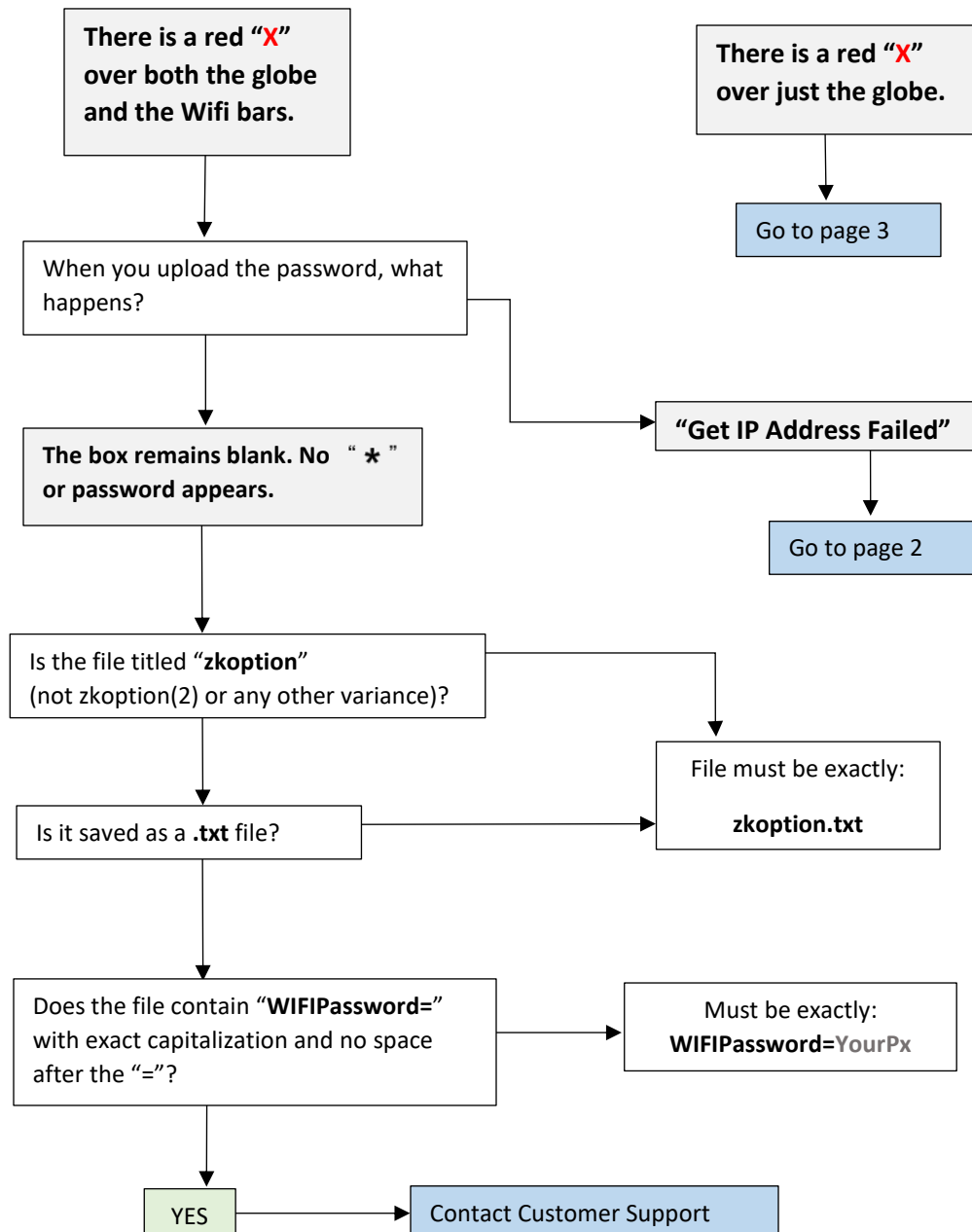


Having trouble getting connected to Wifi? Try these troubleshooting steps.

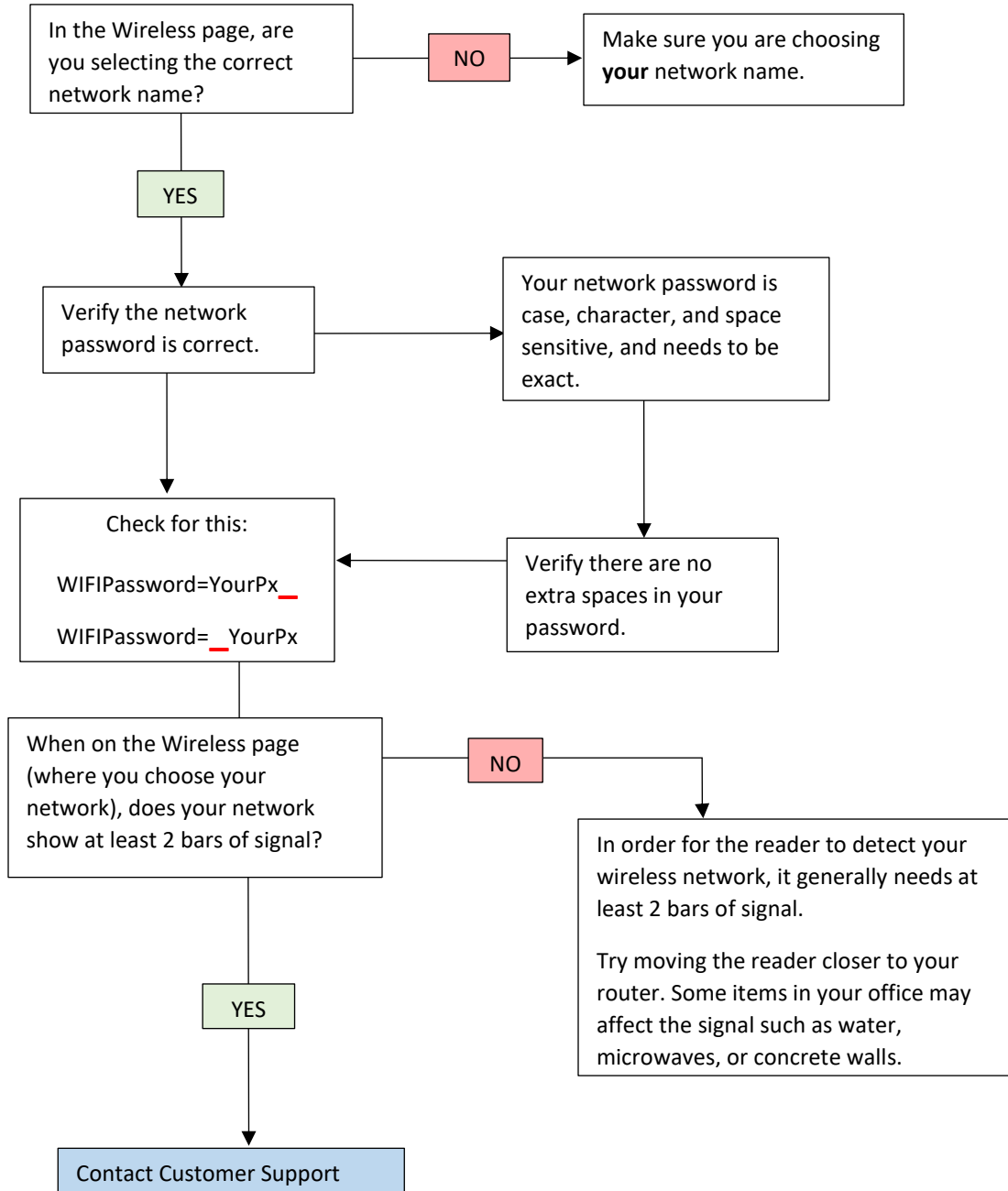
Page 1

On the home screen, what do you see?





"Get IP Address Failed"



There is a red "X" over just the globe.

First, reboot the reader.
(Hold down the red power button until it counts down. Press red button again to turn back on.)

Is the DHCP off?

Menu > Comm > Network

NO

The DHCP should be off when connecting to WiFi.

YES

Do you have a firewall or any other security on your network that could possibly block a connection?

YES

An exception must be made for the reader. Contact your IT department.

NO

Do you have a "Terms and Conditions" or other type of sign-on page for your WiFi network?

YES

NO

When on the Wireless page (where you choose your network), does your network show at least 2 bars of signal?

NO

In order for the reader to detect your wireless network, it generally needs at least 2 bars of signal.
Try moving the reader closer to your router. Some items in your office may affect the signal such as water, microwaves, or concrete walls.

Contact Customer Support