



WIFI CONNECTIVITY TROUBLESHOOTING GUIDE



IMPORTANT!

Completely review this guide before contacting customer support.
Refer to the contact information at the end of this document.

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Midtronics battery testers using WiFi connectivity must first be able to connect with a specified WiFi network. Only after a connection has been successfully made can the tester successfully transmit test data.

PROBLEM:

Tester Does Not Detect A WiFi Network:

- Many WiFi network connectivity issues can be resolved by cycling the router power, even if other wireless clients are still connected. Disconnect the router from its power source for 30 seconds, then reconnect. Refer to router documentation for specific instructions.
- Tester WiFi detection power may be diminished due to weak or discharged internal batteries. Replace or charge batteries



IMPORTANT: WiFi signal strength must be two bars or higher before the tester will attempt to connect with a WiFi network

- Relocate the tester away from obstructions like concrete walls to access an area of better WiFi coverage.
- Make sure the WiFi network is enabled to support 802.11b WiFi radios.



IMPORTANT: Midtronics WiFi battery testers and chargers do not operate on 802.11 g or n-type WiFi networks

NOTE: While most WiFi network support 802.11b, some routers allow 802.11b to be disabled in the router settings. To enable 802.11b, consult the router documentation.

May require attention from your IT professional:

- Confirm the WiFi network router software and firmware versions are up-to-date. Refer to the manufacturer's website for the latest updates.
- Confirm the WiFi network router is not sharing a channel with another WiFi router or routers. While channel sharing is acceptable, problems can arise when there is too much interference. Consider reducing or eliminating during troubleshooting steps.
- Confirm the WiFi network router is set to let DHCP (Dynamic Host Configuration Protocol) leases expire

after a specified time. If leases are set to never expire, no new device can connect to the network router once all of the leases have been assigned.

- Confirm that fixed MAC (Media Access Control) address has been disabled or add the Midtronics tools MAC addresses to the WiFi network router list. The MAC address can be found on the Info tab under the Settings menu.
- If SSID (Service Set Identifier) broadcasting has been disabled on the WiFi network router, manually enter the SSID into the tester to allow the WiFi network to be recognized.

PROBLEM:

Network Detected But Cannot Be Accessed:

- Verify other devices such as cell phones or computers can connect to the same WiFi network
- Confirm the correct wireless network (SSID) was selected when the tool was configured by checking the WiFi settings under the Settings menu.
- If the WiFi network is password-protected, confirm the correct password is entered in the tool configuration.
- Other devices operating on a 2.4GHz frequency such as cordless phones, baby monitors, microwaves, bluetooth devices, and wireless video equipment may interfere with the WiFi network. Turn off such devices and retry connecting the tester to the WiFi network.
- If available, change the tool's WiFi settings to access another available WiFi network

PROBLEM:

Tester Connects But Does Not Transmit Data:

- Ensure adequate WiFi network signal strength. If necessary, relocate the tester away from obstructions like metal or concrete walls to access an area of better WiFi coverage.



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- Other devices operating on a 2.4GHz frequency such as cordless phones, baby monitors, microwaves, bluetooth devices, and wireless video equipment may interfere with the WiFi network. Turn off such devices and retry connecting the tester to the WiFi network.

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Our email address sometimes gets listed as **spam** - meaning you might miss out on your important results, and we wouldn't want that.

To avoid this, please add **bmissupport@midtronics.com** to your address book, or apply the '**never send to spam**' filter to it.

If the email doesn't appear in your spam or junk folder, please contact **service-europe@midtronics.com** who can check the actual status of the email.

May require attention from your IT professional:

- Confirm that outbound port 80 is open on the router.
- Confirm the ability to ping host "svc.midtronics.com" on the router.
- Make sure Proxy Servers are not blocking Midtronics tools.
- Make sure the WiFi network allows file attachments from Midtronics tools
- Make sure Malware Protection, Anti-Virus, and Firewall Settings are not blocking Midtronics tools.

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