

Error	Problem	Cause or remedy	Process (service technician)
	How can I check the Wi-Fi operation?	# Turn on Wi-Fi on the tablet or phone and try to go to www.go # Reset the router (wait for at least 1 minute), On/Off from the # Contact your Internet service provider.	
	Forgotten password from the Internet router.	# Contact your Internet service provider.	
	I can't connect the device to a local network.	# Turn on Wi-Fi on the tablet or phone and try to go to www.go # Reset the device (wait for at least 1 minute), On/Off from the # Reset the router (wait for at least 1 minute), On/Off from the # Reconnect the device to a local network (WPS/Soft AP).	
	I don't have an internet connection on device.	# Turn on Wi-Fi on the tablet or phone and try to go to www.go # Reset the device (wait for at least 1 minute), On/Off from the # Reset the router (wait for at least 1 minute), On/Off from the # Reconnect the device to a local network (WPS/Soft AP).	
	I can't connect the device via WPS (automatic connection).	# Try connecting via SoftAp (manual connection).	
	I connected the device to the Internet and is visible in the app,	# Turn on the "Remote set" on your device, if you have the ove	
	I connected the device to the Internet, but I can't manage it.	# Install the application and Pair the device with it. # Turn on the "Remote set" on your device, if you have the ove	
	What is the user name and password for SoftAp (manual conn	• Username: ConnectLife, • Password: ConnectLife.	
	What is the name for SSID?	• SSID is the name of your Internet network.	
	What is the name for the Key?	• Key is the password of your Internet network. # Contact your Internet service provider.	
	What to choose for Security type?	Security type is stated in the specification: • Computer: Settings / Notwork / Select your home Internet net • Android smart device: Settings/Wi-Fi/select home network. • Most commonly WPA2.	
	What to choose for IP-Configuration?	# Select Automatic.	
	What is AUID and where to find it?	• AUID is a unique device identifier. • You can find it either on the warranty card, on the packaging,	
	There is no visible ConectLife Wi-Fi network on your computer	# Refresh the list of available networks. # Turn on the Wi-Fi on your device and turn off SoftAP (manua • After a successful connection of the device to the Internet or t	
	How much time do I have to connect the device to the local net	• SoftAP is turned on (activated) for 5 [min]. • Certain activities are disabled at that time.	
	How much time do I have to connect the device to the local net	• WPS is turned on (activated) for 2 [min]. • Certain activities are disabled at that time.	
	How do I know that the connection of the device to the Internet	• Once completed the data: SSID, Security type, Key, IP-Confi • Changes the Wi-Fi status of the device. • Pair option is enabled. # Periodically, updating the page is required.	
	Under WLAN-Configuration is visible the Status: Establish Con	# You have reset the network settings using your computer. # Please re-click on SoftAP or WPS button and complete the p	
	Do I need to have a static IP?	• No. Wi-Fi module of the device will automatically check the IP	
	Can I connect more than one device to the same network?	• Yes. Several devices can be connected to the same network,	
	Can I connect multiple devices in different locations to the sam	• Yes. You can connect them.	
	My device lost the connection to the Internet.	# Wait a few minutes and re-check the connection status on th # Reset the device (wait for at least 1 minute), On/Off from the	
	I use Microsoft EDGE and I can't configure SoftAP (manual co	# Please use Internet Explorer, Google Chrome, Mozilla Firefo	
	By mistake I clicked on the SoftAP or WPS button, now the de	• You have reset the network settings. # Please re-click on SoftAP or WPS button and complete the p	

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	Connecting the device with the application (Pairing) is not possible	# Make sure the device is connected to the Internet (Wi-Fi icon) # Please follow the instructions to connect the device with the	
	What to do if I change my Internet operator (Internet service provider)?	# Reset the network settings. # Please re-click on SoftAP or WPS button and complete the pairing	
	What to do if I change the local network?	# Reset the network settings. # Please re-click on SoftAP or WPS button and complete the pairing	
	What to do if I change my local network password?	# Reset the network settings. # Please re-click on SoftAP or WPS button and complete the pairing	
	How to change the password for the Internet network?	# Contact your Internet service provider.	
	There was a power failure when connecting the device to the Internet	# Reset the network settings. # Please re-click on SoftAP or WPS button and complete the pairing	
	I have a Windows phone and I can not find the applications.	• App works only on iOS and Android.	
	Can I operate the device via my computer?	• No.   You need a smart device and an APP to operate your device	
	The ConnectLife website returns an error: SSID/Key required	# Close the browser and open the Internet page 192.168.1.1. # Enter all the required data: SSID, Security type, Key, IP-Conf	