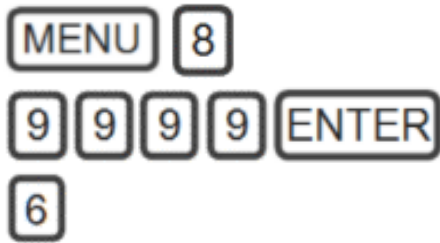


# Verify the Internet connection status

## 1. Verify the IP address

Press the following buttons to have the panel vocally announce the IP address



The panel will indicate the IP address of the control panel

1. If the IP address is: 192.168.1.3, this means that the control unit is still in Wi-Fi discovery mode
2. If the panel says "The IP address is not ready", it can mean two things:
  - a. The panel has not completed its connection to the router yet
  - b. The panel fail to connect to the Wi-Fi network
3. If the panel shows an IP address, the panel is connected to the router. You should be able to use the mobile app

## 2. The system is not accessible

### Verification 1 – Test the password

Test the Wi-Fi password provided by the customer with your smartphone. If you are unable to connect, it means that the password provided is wrong.

### Verification 2 – Internet protections

Ask the customer, if there are any protections added to their network. Some firewalls could prevent connections to Nowa 360 servers

### Verification 3 – Separate the network into 2 separates frequencies

Check that the Wi-Fi network has a different SSID (network name) for the 2.4GHz and the 5GHz frequencies. Some routers combine the same name for both frequencies, which prevents Nowa 360 from connecting to it properly

### Verification 4 – Web Access passcode

Enter into your browser address bar the IP address that the panel has announced earlier. If you are able to reach the login page and log in, the web access passcode has been changed. You can change it in the network section of settings.

### Verification 5 – Uppercase / lowercase by default

Many phones write a capital letter at the beginning of each first work. Repeat the Wi-Fi network connection procedure, ensuring that the upper / lower case is respected.