

How to fix a communication error

Context

A communication error can stay even though the Wi-Fi configuration of the Nowa 360 is done. This procedure will let you fix the communication error tie to the different channels of notifications. If the problem still persists after this procedure, the cause might be that there is a bad configuration of an Email.

Procedure

1. Power up the Nowa 360 control unit.
2. Press on the following buttons on the panel to activate the "**Wi-Fi Discovery Mode**"



3. Wait for the panel to emit a 2 second beep.
4. Open your smart phone and go to the Wi-Fi networks settings.
5. Search and select a Wi-Fi network starting with "**ZEROWIRE_XXXX**".
6. Wait for your phone to connect to it (blue checkmark on the left for iPhones, written Internet may not be available). Some phone will prevent accessing those kinds of networks by default. Press dismiss, if it shows you "**Internet may not be available**" notification.
7. Open a **web browser** (Safari, Chrome, Internet)
8. Type this IP address in the address bar: **192.168.1.3**.
9. Wait for the browser to bring you to a **login page**.
10. Enter the following **credentials** and sign in
 1. Name: **installer**
 2. Password: **3275**
11. Once signed in, press on the  button on the top right of your screen.
12. Press on "**Settings**".
13. Once arrive on the setting page, press the word « **Sensor** » under setting selector to show a drop-down list. Once it appears press « **Reporting and notification .»**
14. Once the page loaded, press on under the option « **Format** » (! Take note on the option that's **already there!**) once the drop-down list appears, choose the option « **Use as Backup** ».
15. Press on « **Save** » at the top of the page.
16. The press under the option « **Select a channel to configure** » once the drop-down list appears to choose any option that isn't « **EmailX** »
17. Redo the steps 14 to 16 for each channel that aren't named « **EmailX** ».
18. Redo steps 14 to 16 again but this time put the « **Format** » into its original option (UltraSync or Email&Notification)

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