

The Troubleshooting and Diagnostics reference guide provides you with assistance in determining the source of the most common setup problems, or issues related to using the Entraguard ONE app.

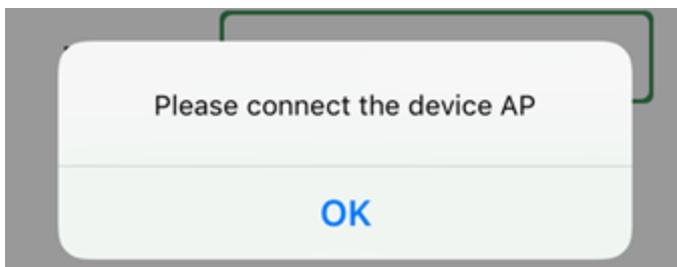
### 1.0 Unable to Log into the Entraguard ONE App

- Verify your smart device is connected to the internet
- Verify you are using the correct user name and password

*If you have forgotten your password:*

- Press **Forgot password** on the log in screen
- Login with the new password that is created (after answering the custom security question).

### 2.0 Unable to add the Entraguard Unit via Wi-Fi - Error Message is 'Please Connect the Device AP'

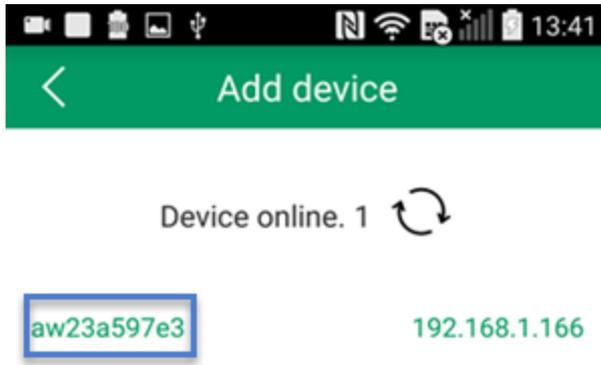


If you are using an iOS device and you see this message after entering the Wi-Fi password, it means you have not connected to the Entraguard unit's own Wi-Fi network.

### 3.0 The Entraguard Unit is not Broadcasting its own SSID

- Have you waited at least 2 minutes since performing the factory reset?
- Was the factory reset performed exactly as per the instructions in the setup guide?
- Is your smart device within range of the Entraguard ONE/ONE+? (Approx 45 metres).

- The Entraguard unit may have already been added to the local Wi-Fi network. You can check this by selecting 'Add Device Directly' then press **LAN Search** - if the device GID appears (along with its assigned IP address), then you know it has already been added to your local Wi-Fi network.



### 4.0 Cannot Connect to the Entraguard ONE/ONE+ After Adding it via Wi-Fi

- Have you waited at least 2 minutes after entering the local Wi-Fi password?
- Did you enter the correct Wi-Fi password?

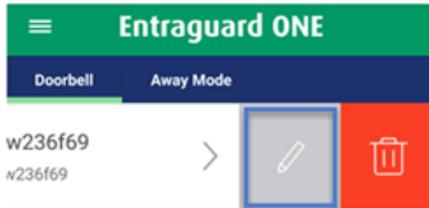
**NOTE:** If you believe you may have entered the wrong Wi-Fi password during setup, you will have to delete the unit from the app, perform another factory reset and then setup the unit again.

- Are you connected to the internet? - either via Wi-Fi or 3G/4G. Some smart devices will not connect automatically back to your original local Wi-Fi network - go to your Wi-Fi network settings and double-check the Wi-Fi network you are connected to.
- Was the Entraguard unit added to a 2.4GHz network? And not a 5GHz network (the Entraguard unit must be added to a 2.4GHz Wi-Fi networks).

### 5.0 The Time is Incorrect on the Live Video Screen

- You will need to set the time after the unit has been initially added.
- The time stamp will be incorrect if the unit was down-powered for an extended amount of time.

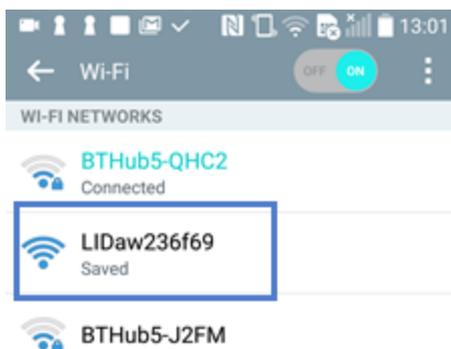
- On the device home screen, swipe-left on the device.
- Press the edit button.



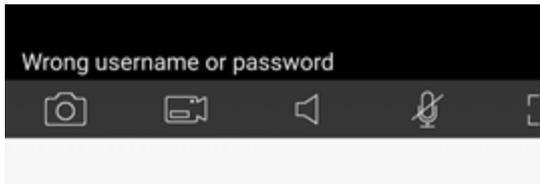
- Choose **Advanced Settings**, press the Time Sync option to synchronize the Entraguard unit with the time on your smart device.

### 6.0 Unable to find the Entraguard ONE/ONE+ Using Add Device Directly

- Ensure your smart phone/tablet is connected to the same Wi-Fi network that the Entraguard was added to.
- If 5GHz is enabled on your router, ensure the smart phone/tablet is connected to 2.4GHz and not 5GHz.
- The Entraguard may not have been added to the Wi-Fi network and may still be in the factory reset (AP Mode) - If you go to your smart device's Wi-Fi connections look for a network that begins 'LID' - If this network is listed then this confirms that the Entraguard unit still needs to be setup and added.

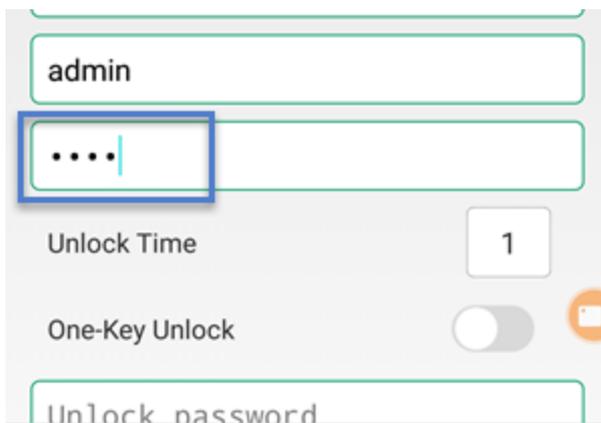


### 7.0 Live Video Screen States 'Incorrect User Name or Password'



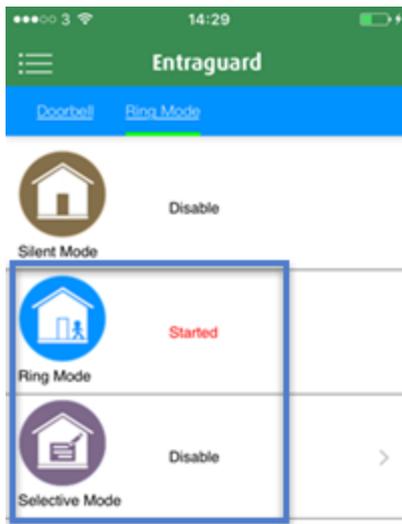
- The incorrect unit password may have been entered during setup (the default password is 1234)
- If there are multiple smart devices that connect to the Entraguard, another user may have changed the password.

To enter the correct password, swipe-left on the device home screen, press the edit button, enter the correct password where you see highlighted below:



### 8.0 Not Receiving Notifications

- Check that on the Settings screen (Navigate to this using top left tab on the main page) Notify Vibrate mode is on.
- Ensure the Mode is set to 'Ring Mode' - or if it is set to 'Selective' - ensure your device has Alarm Notify Enabled.

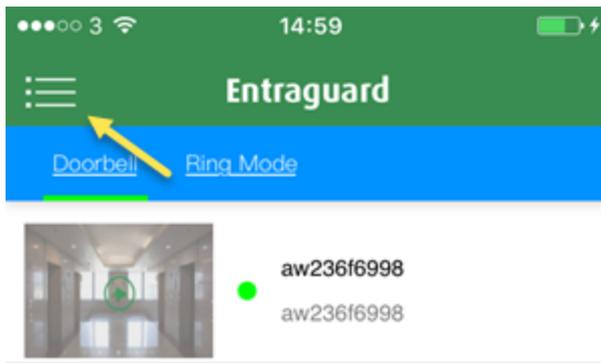


- Ensure you are connected to the internet and verify that you can connect to the Entraguard unit - Test viewing live video.
- On your smart device - ensure that the Entraguard ONE app is set to generate notifications.



### 9.0 Cannot Locate Image or Video Files

1. To locate image or video files, click on the main menu icon on the device screen.



2. Select **Media**.
3. You will then see your most recent captured files plus your historical images and video files.

### 10.0 Entraguard Shows as Offline

- The Entraguard ONE is only compatible with 2.4GHz networks so ensure you are connected to a 2.4GHz Wi-Fi network. You can check this by accessing your Wi-Fi router via its IP address using a web browser and reviewing the list of connected devices.
- Ensure there are no duplicated IP addresses on your network.
- Ensure you have waited at least 2 minutes after adding the Entraguard to the app.

### 11.0 Notifications are Delayed

- Check that the time on the live feed is correct, if it isn't then click Set Time to sync it to your device time.
- Ensure there are no more than 4 devices remotely connected to the Entraguard unit.
- If you are connecting to the unit with multiple devices, each connection should be using a unique ID and password.