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JanamCare Troubleshooting: XG100 Wireless Connectivity Issues

Contact: janamcare@janam.com

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Issue
XG100 does not connect to wireless network.

Resolution
Many network connection problems are caused by hardware that isn't configured properly. Below are some steps to take if you experience wireless issues with your XG device.

1. Check Hardware.

   Make sure all cable connections to your wireless router are secure. Loose cables can cause network or Internet connection issues.

2. Make sure Summit Client Utility is configured properly.

   To establish a wireless connection on the XG100, the Summit Client Utility must be configured:

   1. Open the Summit Client Utility.
   2. Log in using the admin password, "SUMMIT". (Please Note: Using the auto-fill feature will automatically enter an extraneous space ("SUMMIT ") which can prevent a successful login. Be sure there are no extraneous spaces or characters entered in the password field.)
   3. Select the Profile tab, and tap "Scan" to search for available networks.
   4. After selecting the appropriate network, be sure the network type is correct. In most cases select "WPA-PSK". Enter the password for the selected network, and select Commit.
   5. Return to the main tab of the Summit Client Utility and select your network from the drop-down menu. (This menu will list: Default, Third Party Configuration, and then your network). Once selected, Summit will soon show the connection status in the Status tab.

   If you would like to have your device stay connected to a specific network, and also automatically reconnect to the same network after it is powered on and off, then you should enable the Auto Profile function. The Auto Profile function is located in the main tab of the Summit tab:

   1. Ensure the network you are looking to connect with is selected as the Active Profile.
   2. Tap the List button, and select your network.
   3. Return to the main page and change the Auto Profile setting from Off to On.

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3. Make sure your device has been updated with the latest ROM. Visit http://www.janam.com/downloads-links-xg.php for more information.

4. Make sure your network passphrase/key is entered correctly. If the status in Summit Client Utility continuously switches between Associated and Not Associated, it is likely that your passphrase/key has been entered incorrectly. To check, go to the Profile tab and tap the WEP keys/ PSKs button to verify and re-enter the correct passphrase/key if necessary.

5. Attempt to connect to the network using WZC (Windows Zero Controller).

    To disable Summit Client Utility and use the built-in WZC (Windows Zero Controller):
    1. Access Summit Client Utility.
    2. On the main screen, Change Active Profile to ThirdPartyConfig.
    3. Device will need to be rebooted. Perform a soft reset by pressing the ESC key and Trigger at same time.
    4. After device loads, select the Wifi bar underneath the Start and Time bar on the Today (home) screen.
    5. Inside Wireless Manager, click menu (bottom right) and select Wi-Fi Settings.
    6. Click the network you would like to associate to.
    7. To stop network notification, select menu from Configure Wireless Networks screen (after step 5) and select advanced.
    8. Uncheck Turn on available network notification and set Turn off Wi-Fi if not connected in to "Never".
    9. Device should now be associated to the network using WZC instead of Summit App.

For more information on connecting your XG100 to the wireless network, refer to the appropriate XG100 User Guide, available for download at:

XG100CE User Guide (for Windows CE Configurations):
http://www.janam.com/downloads/XG100CE.UserManual.pdf

XG100WM User Guide (for Windows Mobile Configurations):
http://www.janam.com/downloads/XG100WM.UserGuide.pdf

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