

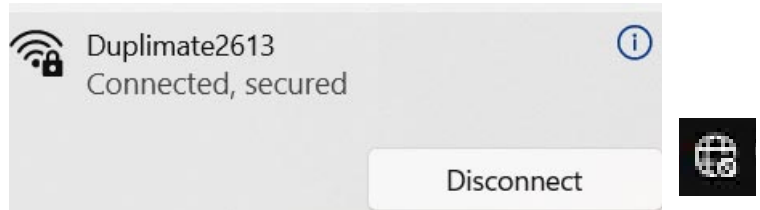
Communication problems

In this document we discuss the issues that can occur even though the machine has started normally. i.e. the gates have moved, and the green power lamp emits steady light. See the document [Blinking forever](#) if the camera would blink when the machine is powered on, or the power lamp never stops blinking.

CONNECTING TO WiFi

At the first start you have to connect your device running Duplimapp to the hotspot that the machine sets up. See the headline *Forced to default (Hotspot)* below for how you can force the machine back to factory default.

You should select “Connect automatically” for the machine’s hotspot (the default network). It can otherwise happen that your device will switch network when you least want it. It can also be necessary to “Forget” networks with Internet access, if your device insists on using an internetted network.



The WiFi setting and the WiFi icon should look as shown above when you are done.

Other network than default

You can set the machine to connect to another network than the machine’s hotspot, c.f. [WiFi settings](#). There will be an x added to the machine’s network name when the machine’s hotspot has been disabled (it would be Duplimate2613x in the example shown above if the hotspot would have been disabled).

The WiFi icon will look as shown to the left, when your device is connected to a network with Internet. You can connect to the machine via that network if, and only if, you have set the machine to the same network as the device that you use to operate the machine.

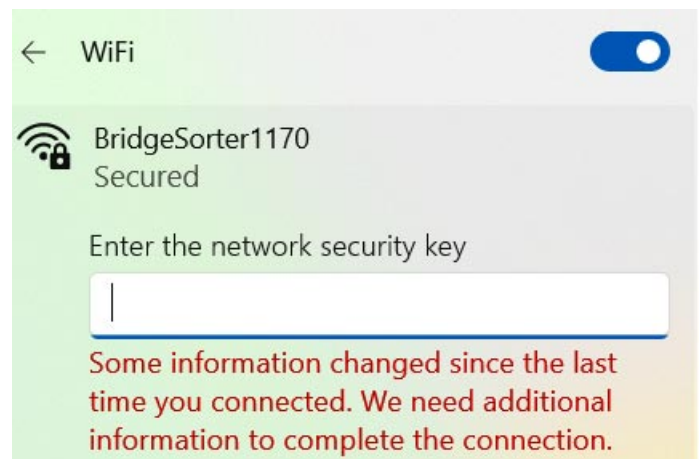
Changed password

The default password (Duplimate2613) will not work if you have [secured the hotspot](#). Windows will (after a while) display the message shown to the right. You have to type the password that you did set, NOT the default pw, in the dialog shown to the right.

You will also get the message telling that something has changed if you are connected to a third party network and the password for that nw has been changed.

Force to default (hotspot)

You can [force the machine back to its default network](#), if you for some reason cannot connect. You will have to connect to the hotspot that the machine sets up with the standard password (without x) after such a reset.



(Cont.)

A. DUPLIMAPP GOES IN SPIN

Symptom: The “spinner” rotates forever

- a1. Check that your device has not connected to another network than the machine uses.
- a2. Power off/on the machine if your device is connected to same nw as the machine.
- a3. Try to connect with your phone (or tablet) if your PC refuses to connect.



B. SEARCHING

Symptom: The computer never stops searching for the machine.

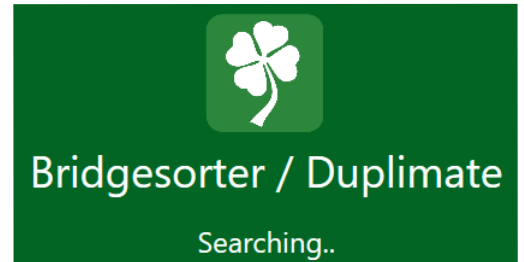
First try a1-a3 above. Would the problem persist after restart; i.e. you cannot connect a phone or tablet:

- b1. Update Duplimapp, c.f. <https://duplimapp.com/index>

Would it be possible to connect a phone or tablet, but your PC refuses to connect:

- b2. Start a browser on your PC and enter the address 192.168.233.1

- b3. Check your security settings, and disable any third party security programs, if you can connect to 192.168.233.1 but cannot get passed the Searching... stage.



C. CORRECT WiFi?

Symptom: A message with the text “Make sure correct Wifi is used” is shown.

1. Make sure correct WiFi is used.

This message comes up when your device has switched to another network than the one that the machine uses. See the CONNECTING TO WIFI section above.

D. CONNECTING TO THE SERVER; Refresh

Symptom: The text “Connecting to the server” comes up repeatedly when clicking the “Refresh” button.

See a1 and a2 above.

