

Midtronics battery testers using WiFi connectivity must first be able to connect with a specified WiFi network. Only after a connection has been successfully made can the tester successfully transmit test data.

Problem: Tester Does Not Detect A WiFi Network:

- Many WiFi network connectivity issues can be resolved by cycling the network router power off then on, even if other wireless clients are still connected. Most routers just need to be unplugged for 30 seconds and then plugged back into their power source. Refer to the router documentation for specific instructions.
- Tester WiFi detection power may be diminished due to weak or discharged internal batteries. Replace or charge batteries.



IMPORTANT: WiFi signal strength must be two bars or higher before the tester will attempt to connect with a WiFi network.

- Relocate the tester away from obstructions like cement walls to access an area of better WiFi coverage.
- Make sure the WiFi network is enable to support 802.11b WiFi radios.



IMPORTANT: Midtronics WiFi battery testers and chargers do not operate on 802.11 g or n-type WiFi networks.



NOTE: While most WiFi network support 802.11b, some routers allow 802.11b to be disabled in the router settings. To enable 802.11b, consult the router documentation.

May require attention from your IT professional:

- Confirm the WiFi network router software and firmware versions are up-to-date. Refer to the manufacturer’s website for the latest updates.
- Confirm the WiFi network router is not sharing a channel with another WiFi router or routers, causing interference.
- Confirm the WiFi network router is set to let DHCP (Dynamic Host Configuration Protocol) leases expire after a specified time. If leases are set to never expire, no new device can connect to the network router once all of the leases have been assigned.
- Confirm that fixed MAC (Media Access Control) address has been disabled or add the Midtronics tools MAC addresses to the WiFi network router list. The tester MAC address can be found on the Version Info screen.
- If SSID (Service Set Identifier) broadcasting has been disabled on the WiFi network router, manually enter the SSID into the tester to allow the WiFi network to be recognized.

Problem: Network Detected But Cannot Be Accessed:

- Verifying other devices such as cell phones or computers can connect to the same WiFi network
- Confirm the correct wireless network (SSID) was selected when the tool was configured.
- If the WiFi network is password-protected, confirm the correct password is entered in the tool configuration.
- Other devices operating on a 2.4GHz frequency such as cordless phones, baby montiors, microwaves, bluetooth devices, and wireless video equipment may interfere with the Wi-Fi network. Turn off such devices and retry connecting the tester to the WiFi network.
- If available, change the tool’s WiFi settings to access another available WiFi network.

Problem: Tester Connects But Does Not Transmit Data:

Following the successful transmission of test data via the WiFi network, a screen indicating “Data Transmit Complete” is displayed for several seconds. If this message does not appear, the transmission was not successful.

- Ensure adequate WiFi network signal strength. If necessary, relocate the tester away from obstructions like cement walls to access an area of better WiFi coverage.



IMPORTANT: WiFi signal strength must be two bars or higher before the tester will attempt to connect with a WiFi network.

- Other devices operating on a 2.4GHz frequency such as cordless phones, baby montiors, microwaves, bluetooth devices, and wireless video equipment may interfere with the Wi-Fi network. Turn off such devices and retry connecting the tester to the WiFi network.

May require attention from your IT professional:

- Confirm that outbound port 80 on the router and your network is open.
- Confirm access to host “svc.midtronics.com” on the router and your network is allowed.
- Make sure Proxy Servers are not blocking Midtronics tools.
- Make sure the WiFi network allows file attachments from Midtronics tools
- Make sure Malware Protection, Anti-Virus, and Firewall Settings are not blocking Midtronics tools.



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