Wi-Fi Connection / Troubleshooting

Diagnostic Thermal Imager - ELITE

The Diagnostic Thermal Imager ELITE has Wi-Fi connection capability, however the connection is solely dedicated to the Snap-on Cloud.

These instructions describe how to:

- Check if Wi-Fi is on or off
- Check if Wi-Fi is connected to a network
- Turn on Wi-Fi and connect to a network
- Troubleshoot basic connection issues

Snap-on Cloud Registration

Before you can use the Snap-on Cloud, Wi-Fi must be turned on, the device must be connected to a wireless network, and registration is required. For registration instructions, see the Snap-on Cloud Registration Guide at: *https://www.snapon.com/diagnostics/UserManuals*

Checking if Wi-Fi is On/Off

The Wi-Fi indicator is displayed on the main screen. If Wi-Fi is off, see *Turning On Wi-Fi and Connecting to a Network* to turn it on and connect.
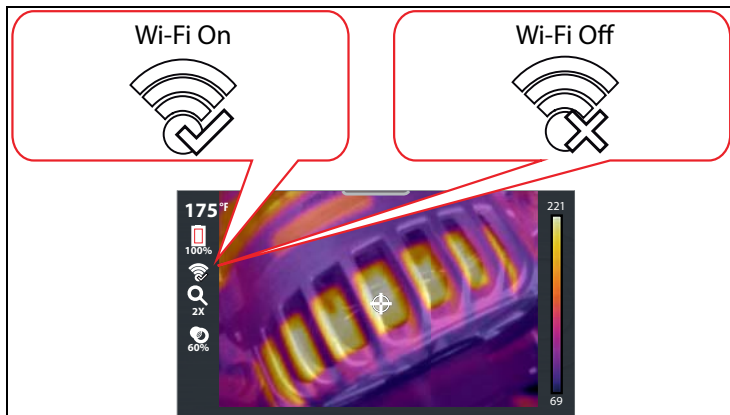

Figure 1

Checking if Wi-Fi is Connected

Check the Wi-Fi indicator on the main screen:

	Wi-Fi is on and connected to a network (1 to 3 bars).
	Wi-Fi is on, but has a weak signal (zero bars). See *Troubleshooting*.

Turning On Wi-Fi and Connecting to a Network

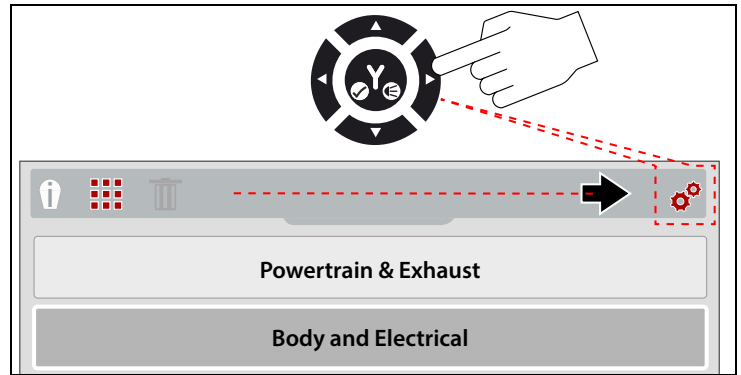1. Press 🔲 , then press the **Right** control button to select the **Settings** icon ⚙ (Figure 3).

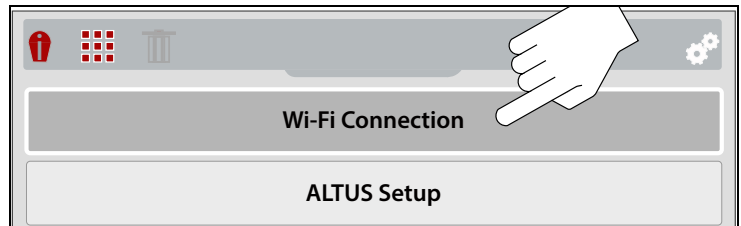**Figure 2**

2. Select **Wi-Fi Connection** (Figure 3).

Figure 3

3. Press the **UP** control button to select the **Wi-Fi Power** icon, then press the **Y** button to turn (toggle) Wi-Fi on (Figure 4).
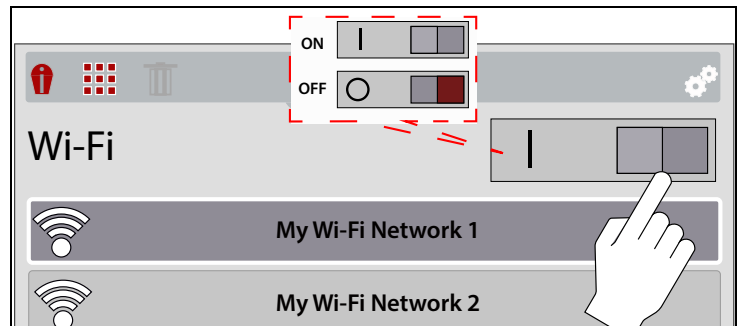

Figure 4 *Wi-Fi On/Off*

4. Press the **Down** control button to enter the Wi-Fi network list, then use the **Up / Down** control buttons to select a wireless network. Press the **Y** button to enable the selection (Figure 5).
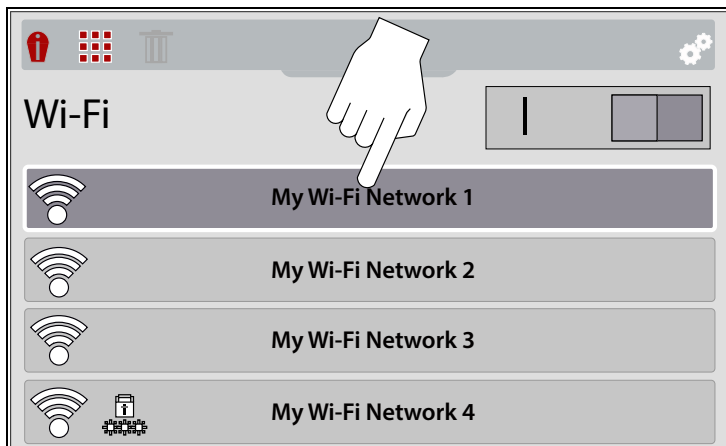

Figure 5 *Wi-Fi On/Off / Network Selection*

– If a password is required when choosing a secured (protected) network, enter the password using the on-screen keyboard and the directional control buttons. Select the "**enter/done**" key when finished (Figure 6).
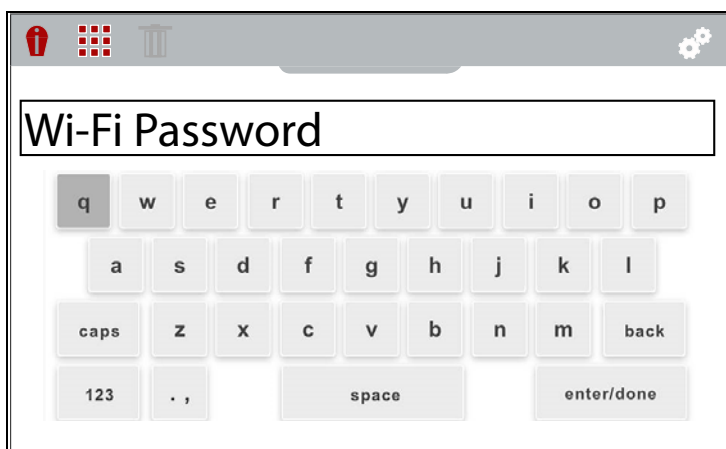

Figure 6

Notes:

- *A password is required when choosing a protected network. Enter the password using the onscreen keyboard and select the ✓ icon to continue.*
- *Networks with a proxy, challenge page, or that require the user to accept terms of usage are not supported.*
- *Wi-Fi performance varies depending on your wireless network equipment and ISP.*

  – When successfully connected to a Wi-Fi network, a check mark will display on the Wi-Fi icon .

5. After connection is complete, a confirmation screen displays (Figure 7) showing the device serial number, PIN and Code. These numbers are needed for account registration.
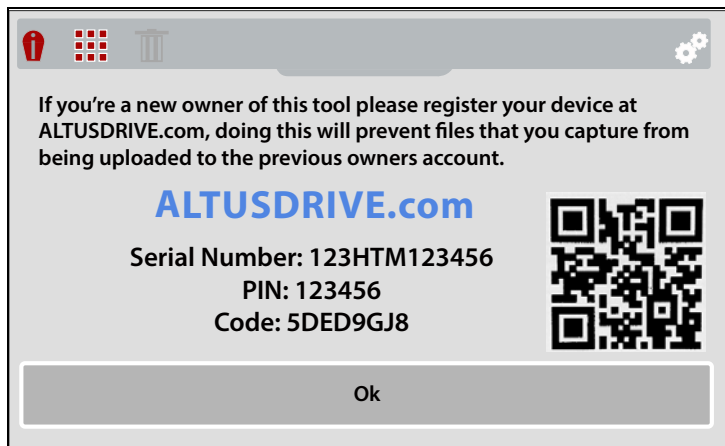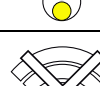

Figure 7 *Wi-Fi Connected Confirmation*

Wi-Fi - Icon Identification

The following chart shows the WI-Fi icons used to indicate connection status.

Wi-Fi - ON / Connected to network access point and Internet		**Wi-Fi - ON** / Alternate available network access point	
Wi-Fi - ON / Not connected to network access point or Internet		**Wi-Fi - ON** / Network access point password protected	
Wi-Fi - ON / Connected to network, not connected to Internet		**Wi-Fi - ON** / Actively connecting to network access point	
Wi-Fi - OFF		**Wi-Fi - ON** / Actively disconnecting from network access point	
Wi-Fi Signal Strength (general): **Three bars** - Full Strength Signal **Zero bars** - Weak Signal			

Troubleshooting

The following troubleshooting information is not inclusive and is meant as a guide only. Other issues and solutions may arise that are not stated here. The following description of terms are provided for reference as used in the following troubleshooting chart:

- **Router -** The data transmission device directly connected to your ISP.
- **Remote Wireless Access Point -** A wireless connection device between the router and your diagnostic thermal imager.
- **Wi-Fi Radio -** The internal diagnostic thermal imager radio transmitting and receiving Wi-Fi signals.
- **Network Connection -** Also called Wi-Fi connection. The configured Wi-Fi router connection the diagnostic thermal imager connects to. This connection can be secured (password protected) or unsecured (open).

Wi-Fi Connection Status

The Wi-Fi Status screen (Figure 8) provides connection status indicators that can be used to troubleshoot Wi-Fi connection issues. Symbols are used to indicate status Yes/Connected (check mark), and No/Not Connected ("X" mark).

To access the Wi-Fi Status screen:

1. Press the **Menu** button.
2. Select the **Settings** icon from the toolbar.
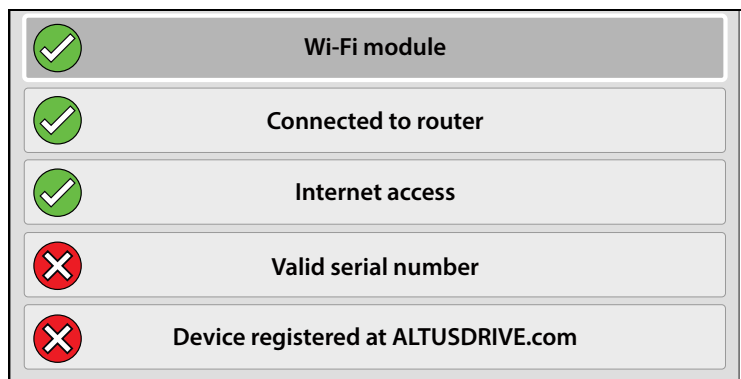3. Select **Advanced** from the settings menu.
4. Select **Wi-Fi Status.**

✅	**Wi-Fi module**
✅	**Connected to router**
✅	**Internet access**
❌	**Valid serial number**
❌	**Device registered at ALTUSDRIVE.com**

Figure 8

- **Wi-Fi module** - Wi-Fi radio (on / off)
- **Connected to router** (network access point) - Connected to the network access point or router (yes / no)
- **Internet access** - Connected to the Internet (yes /no)
- **Valid serial number** - Device serial number is valid (yes /no)
- **Device registered at ALTUSDRIVE.com** - Device is registered and authorized to connect to ALTUSDRIVE.com (yes /no)

Router Information

Router compatibility and setup are important factors to check when trying to determine connectivity problems. Although we have tested this device at the factory to verify connectivity, we cannot guaranty its connectivity with your specific equipment. There may be some situations that require your time for router connection troubleshooting and/or additional consultation and equipment. Snap-on Incorporated is not responsible for any costs incurred for any additional equipment, labor or consultation charges or any other costs that may result from correcting non-connectivity issues with this device.

Check Router Settings

Verify the following router settings **BEFORE** you begin troubleshooting a non-connectivity or "No Connection" problem. After each check, make any corrections as necessary then retest for connectivity. ***Contact your IT administrator or ISP for assistance.***

1. Check your router connection and if applicable, the remote wireless access point connection.
2. Clear saved Wi-Fi networks, see *Clearing Wi-Fi Networks on page 4*.
3. Verify:
   - (a). Router is configured to use Dynamic Host Configuration Protocol (DHCP), not a static IP address.
   - (b). Router and/or settings for this device are configured to 2.4GHz. 5GHz is not supported.
   - (c). Router is configured to B/G and/or N standard wireless networks to 2.4GHz. 5GHz is not supported. See your router "User Guide" for setup, connection and troubleshooting procedures.
4. Check for router firmware and update to current version, if applicable.
5. Restart or reset the router. See your router "User Guide" for procedures.
6. Connect to a different router.

Disconnecting From a Network / Removing Password

1. Press the **Menu** button.
2. From the toolbar select the **Settings** icon.
3. Select **Wi-Fi Connection** from the menu.
4. Select the connected network, and press the **Y** button.
5. From the menu, select **Disconnect** or **Forget Password**.

Clearing Wi-Fi Networks

1. From the Wi-Fi Connection menu (Figure 3), turn Wi-Fi off.
2. Turn the thermal imager off and then back on.
3. Return to the Wi-Fi Connection menu and turn Wi-Fi on.

General Wi-Fi Troubleshooting

Problem	Possible Cause	Corrective Action
No Connection with the Snap-on Cloud (images are not uploading)	Snap-on Cloud account not setup or disabled	1. Check your Snap-on Cloud account and confirm the Device is correctly associated with the account. 2. Contact Customer Support.
	Access may be temporarily unavailable	Try to access the function at a later time as updates may be in process.
	Wi-Fi radio is turned Off	1. From the toolbar select the Settings icon. 2. Select Wi-Fi Connection from the menu. 3. Press the UP button to select the Wi-Fi Power icon, then press the Y button to turn Wi-Fi on. 4. Connect to a known good network.
	Not connecting to a network	1. Clear saved Wi-Fi networks, see *Clearing Wi-Fi Networks*. 2. Connect to a known good network.
Wi-Fi connection drops off or disconnects intermittently	Wi-Fi Signal strength insufficient	Check Wi-Fi signal strength - out of range or interference. Move closer (within 50 Ft. (15 M) or into a direct open sight-line of the router or if applicable, remote wireless access point. Eliminate interference from overhead lights, windows, walls, other wireless devices, metal objects and devices that emit electrostatic discharge.
	Router overloaded	Disconnect/disable other Wi-Fi devices connected to the router.