

# Connecting to Wi-Fi

## Note

You can change the Wi-Fi settings from just about any screen on the device using the **Notification area method**. This can be especially useful when you need to change Wi-Fi settings before signing into your device. **Only 2.4 GHz wireless networks are supported. We currently do not support 5.0 GHz so these networks will not show up in the wireless list.**

**It is always important to keep your EnSURE Touch connected to Wi-Fi.** It ensures the device can sync results to SureTrend Cloud, minimizing the risks of data loss and enables you to keep your device up to date. We recommend you check for updates at least once a month. Click [here](#) to see how. While results on your device will be synced automatically to SureTrend Cloud other programming data such as plans, locations, and user info will only sync by manually performing a sync using the Sync button on your EnSURE Touch's home screen.

## Captive Portal

Some WiFi access points require you to enter information in the browser when connecting (e.g. hotels). We do not currently support this method of connecting due to security risks to the EnSURE Touch.

## RADIUS Authentication

Some corporate networks utilize RADIUS authentication. This method authenticates users against directory services such as Microsoft's Active Directory. It eliminates the need for a shared password. Users will be required to enter corporate login credentials (such as the username and password used to login to their computers) to authenticate. Whenever users change their password they will also need to re-authenticate on the EnSURE Touch by entering their new credentials there as well.

## Using Hotspots for Connectivity

If you require immediate network connectivity and do not have a wireless network to connect to you can use the Hotspot feature on your phone (if available with your phone plan and device) or use a Windows 10 machine with wireless capabilities. To use your PC as a mobile hotspot follow [these instructions from Microsoft](#).

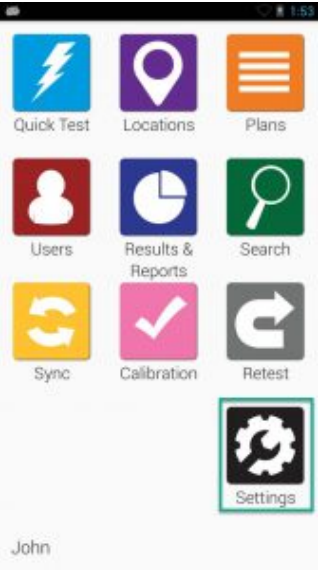
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There are two ways to connect to Wi-Fi on the instrument:


1. Using the **Settings** button on the Home screen
2. Using the pull down **Notification** area

## From the Settings button on the Home screen

### Step One

 <p>Click to enlarge</p>	<p>From the Home screen select the <b>Settings</b> icon.</p>
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### Step Two

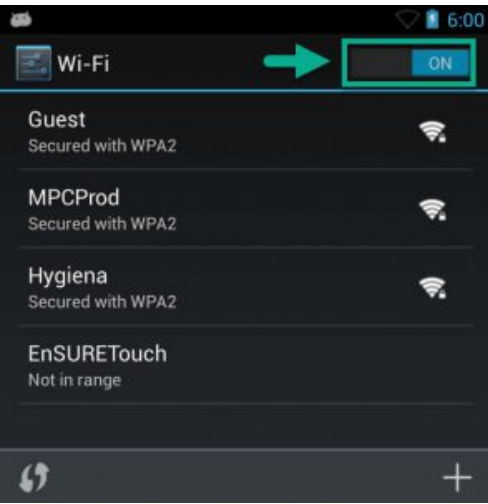


The screenshot shows the 'General Settings' screen on a mobile device. The 'Wi-Fi' option is highlighted with a red rectangular box. Other menu items include USB Settings, Language, Date & Time, Display, Battery, Security, and Factory Rest. The time shown is 1:59.

Select the Wi-Fi menu option.

Click to enlarge

### Step Three



The screenshot shows the 'Wi-Fi' settings screen. The Wi-Fi toggle switch is turned on, indicated by a red arrow pointing to the 'ON' button. Below the toggle, there is a list of available networks: Guest (Secured with WPA2), MPCProd (Secured with WPA2), Hygiena (Secured with WPA2), and EnSURETouch (Not in range). The time shown is 6:00.

Turn on Wi-Fi if it is off. Select the wireless network to connect to. If you cannot find the wireless network to connect to in the list touch the Add (+) icon to manually add it.

When connecting to a network you may choose from common authentication methods like WEP or WPA2. Your IT team will know which protocol to select if you are unfamiliar with these terms.

Click to enlarge

## From the Notification area

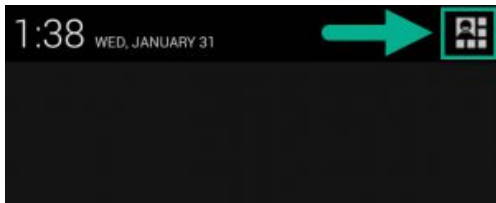
### Step One



Click to enlarge

Swipe down from the top of the screen.

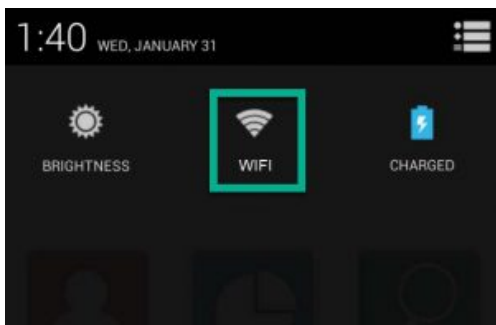
## Step Two



Click to enlarge

Press the **Menu Option** button in the upper right corner of the screen.

## Step Three



Click to enlarge

Select the Wi-Fi icon.

## Step Four



Click to enlarge

Turn on Wi-Fi if it is off. Select the wireless network to connect to. If you cannot find the wireless network to connect to in the list touch the Add (+) icon to manually add it.

When connecting to a network you may choose from common authentication methods like WEP or WPA2. Your IT team will know which protocol to select if you are unfamiliar with these terms.