

# Wi-Fi Troubleshooting

## Wi-Fi Issues

- EnSURE Touch is unable to authenticate.
- EnSURE Touch is unable to obtain an IP address.
- EnSURE Touch is connected to Wi-Fi but unable to sync.
- Wi-Fi does not stay on when enabled.
- The network is not visible to the EnSURE Touch

## EnSURE Touch is Unable to Authenticate

If you are unable to authenticate with a network, then it is likely failing due to an incorrect password. Work with your IT team to confirm you have the correct password and try the steps below.

### Forget and Add the Connection

1. From the **Home Screen**, tap **Settings**.
2. Tap **Wi-Fi**.
3. Tap the name of the network you are connecting to.
4. Tap **Forget**.
5. Wait a few moments for the network list to refresh. Tap the name of the network.
6. Tap the checkbox for **Show Password**.
7. Enter the password and verify it is correct.
8. Tap **Connect**.

### Correct the Date and Time

1. From the **Home Screen**, tap **Settings**.
2. Tap **General**.
3. Tap **Date & Time**.
4. Verify the date and time are correct.
5. If the date and time are not correct, tap the **Source** dropdown menu and select **Manual**.
6. Use the dials to manually enter the date and time.

7. Return to the Wi-Fi menu and try connecting again.

If the above steps do not resolve the authentication issue, then there could be hardware incompatibility with the EnSURE Touch and your wireless access point. Work with your IT team to compare the EnSURE Touch Wi-Fi [technical specifications](#) with your system. You may need to adjust the configuration of your access point.

## EnSURE Touch is Unable to Obtain an IP Address

IP addresses are assigned by the network after you successfully authenticate. If this step fails then there is likely a conflict on the network side. You can try forgetting the network and adding again to repeat the process. If it continues to fail then you will need to work with your IT team to determine why an IP address isn't being assigned to the EnSURE Touch.

## EnSURE Touch is Connected to Wi-Fi but Unable to Sync

### Captive Portals

Some Wi-Fi networks require users to access a captive portal through a browser to accept terms and conditions or verify credentials before accessing the internet. See the articles below for more information.

- [Accessing Captive Portals on EnSURE Touch](#)
- [Downloading Captive Portal Components](#)

### Software version 1.76.3

If you are on this version, you will need to contact Hygiena technical support to get updated. You can find your Software version in **Settings > About > Software**. See the contact information for Hygiena technical support at the bottom of this article.

### Software versions 1.98.5, 1.99.5, & 1.100.4

If you are on one of these versions, you will need to correct the sync server address. You can find your Software version in **Settings > About > Software**. See [this article](#) for more information.

## Correct the Date and Time

1. From the **Home Screen**, tap **Settings**.
2. Tap **General**.
3. Tap **Date & Time**.
4. Verify the date and time are correct.
5. If the date and time are not correct, tap the **Source** dropdown menu and select **Manual**.
6. Use the dials to manually enter the date and time.
7. Return to the sync menu and try syncing again.

## Forget and Add the Connection

1. From the **Home Screen**, tap **Settings**.
2. Tap **Wi-Fi**.
3. Tap the name of the network you are connecting to.
4. Tap **Forget**.
5. Wait a few moments for the network list to refresh. Tap the name of the network.
6. Tap the checkbox for **Show Password**.
7. Enter the password and verify it is correct.
8. Tap **Connect**.
9. Return to the sync menu and try syncing again.

## Update Your EnSURE Touch

1. From the Home Screen, tap Settings.
2. Tap **About**.
3. Tap **Check for Updates**.
4. If an update is available, download and install it.
5. Return to the sync menu and try syncing again.

## Wi-Fi Does Not Stay on When Enabled

If the Wi-Fi shuts off automatically after enabling it, then there could be a problem with the adapter driver, or the adapter may be damaged.

## Repair the Driver

1. From the **Home Screen**, tap **Settings**.
2. Tap **General**.
3. Tap **Network**.
4. Tap the toggle to enable Wi-Fi from the network menu.
5. Your EnSURE Touch will attempt to set the correct driver as part of the test. If the process fails, press Ok on the error message, and tap the toggle once more to repeat the test.
6. If the repair is successful then the driver will be restored, and you should see the results of the ping test. If the repair is unsuccessful, then a hardware repair by Hygiena is required. See the contact support section at the bottom of this article.

## Hardware Repair

If the steps above do not resolve this issue, then your EnSURE Touch requires repair services. The wireless adapter is likely damaged. This can occur if the instrument is dropped or is hit with sufficient force. See the contact information at the bottom of this article to initiate a repair service Hygiena technical support.

## The Network is Not Visible to the EnSURE Touch

The network may not be visible in the Wi-Fi menu for the following reasons.

- Out of range. The EnSURE Touch has a Wi-Fi range of approximately 100 ft. Building materials like metal and concrete can also reduce the effective range. Try moving closer to a wireless access point until the network becomes visible.
- Different band. Older versions of the EnSURE Touch have a 2.4GHz wireless adapter. You can see your wireless band in Settings > About > Hardware. If your network is only broadcasting on 5GHz then you will not be able to see the network. You can contact support to upgrade your adapter or work with your IT team to enable a 2.4GHz band for the access point.
- Hidden Network. Your network SSID may not be publicly visible. If your network is hidden you will need to manually add it using the button at the bottom of the Wi-Fi menu.

- iPhone Mobile Hotspot. If you are using an iPhone mobile hotspot then you need to use the Maximize Compatibility option in the hotspot settings to make the mobile hotspot visible to the EnSURE Touch.

## **Contact Hygiena Technical Support for further assistance.**

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: [techsupport@hygiena.com](mailto:techsupport@hygiena.com)
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)

