

Accessing Captive Portals on EnSURE Touch

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. This article will provide instructions on how to access a captive portal for your network on the EnSURE Touch.

Requirements

- *Download and install EnSURE Touch captive portal components. Click [here](#) for more information.*

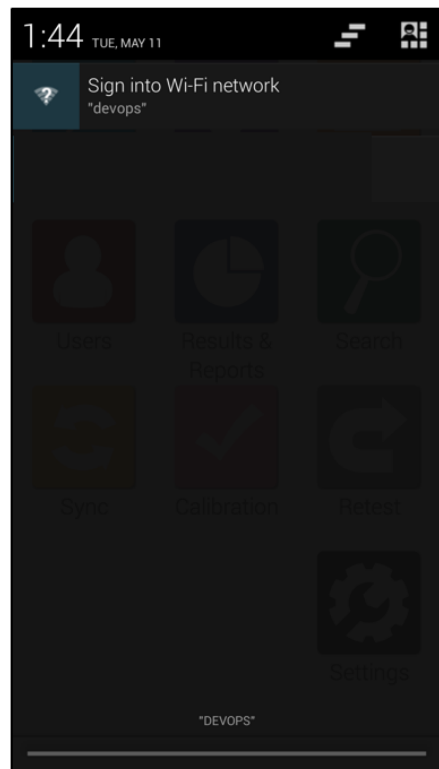
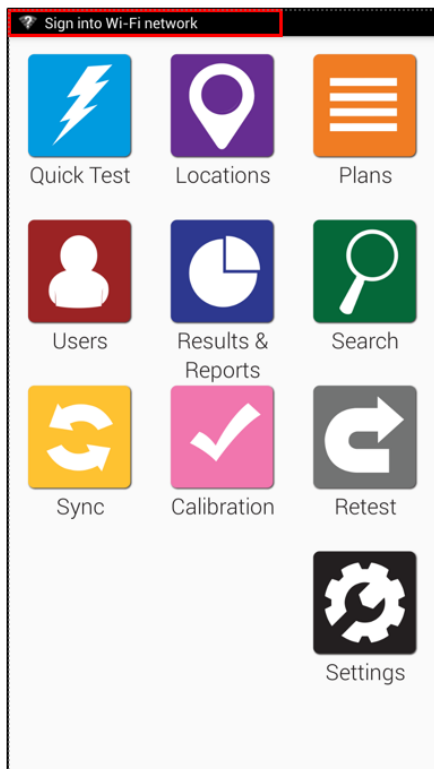
Connect to a Wi-Fi Network

1. Tap **Settings**.
2. Tap **Wi-Fi**.
3. Tap the name of your network.
4. Enter a password and any other required information, then tap **Connect**.
5. Press the **Home** button to return to the Home Screen.

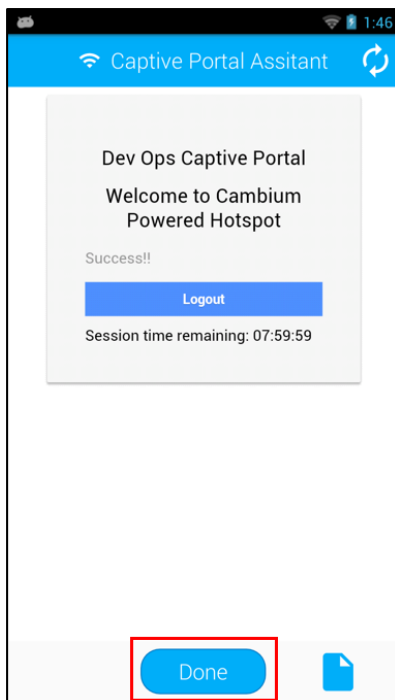
Note: *If the network has a captive portal, you will see a notification reading “Sign into Wi-Fi Network” in the notification bar.*

Access the Captive Portal

1. Swipe down from the top edge of the screen to pull down the Quick Access/Notifications menu.
2. If you do not see a notification reading “Sign into Wi-Fi Network,” tap the button in the top right corner to switch to the notifications menu.
3. Tap the notification to sign into Wi-Fi. You will be redirected to the captive portal.



4. Complete the necessary steps for the captive portal.
5. Tap the **Done**.



Troubleshooting Captive Portal Connectivity

Unable to Connect to the Network

- Go to **Settings > General > Date and Time** and set the correct date and time on the instrument. If you corrected the date and time, return to

the Wi-Fi menu. Tap the name of the network and tap **Forget** to remove the connection. Repeat the processes above.

- If you are unable to connect to the network and the date and time settings are correct, you may have the incorrect password for the network. Confirm the required password with your IT department. If you need to correct the password, return to the Wi-Fi menu. Tap the name of the network and tap **Forget** to remove the connection. Repeat the processes above.

Unable to Complete the Captive Portal Sign In

- If you did not receive the notification to Sign into Wi-Fi network or you accidentally dismissed it, you can turn Wi-Fi off and on to receive another notification. Go to **Settings > Wi-Fi**, tap the toggle to turn Wi-Fi off. Tap the toggle again to turn it back on.
- If you entered the incorrect information in the captive portal and are not able to edit it, you will need to remove the connection to the network and reconnect. Return to the Wi-Fi menu. Tap the name of the saved network and tap **Forget** to remove the connection. Repeat the processes above to connect to the network and sign into the captive portal.

Captive Portal Disconnects

- Some captive portals are only intended to facilitate a connection for a limited period of time. If you become disconnected from the network, return to the Wi-Fi menu. Tap the name of the network and tap **Forget** to remove the connection. Repeat the processes above to connect to the network and sign into the captive portal.

Note: *Your IT department may be able to adjust the settings that limits the duration of the connection.*

Contact Hygiene Technical Support for further assistance.

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

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.

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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. **Earlier versions of the EnSURE Touch only support 2.4 GHz wireless networks, however newer EnSURE Touch will support both 2.4GHz and 5.0 GHz.**

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 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 Wi-Fi access points require you to enter information in the browser when connecting (e.g. hotels) to their network. Captive portals are supported on the

EnSURE Touch. Please see this [link](#) for more information.

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

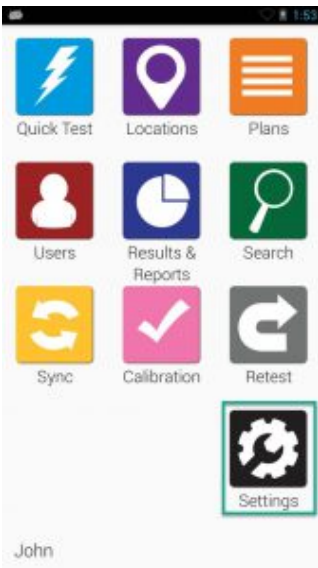
If you require immediate network connectivity and do not have a wireless network to connect to you can use the Hotspot feature on your phone (if available with your phone plan and device) or use a Windows 10 machine with wireless capabilities. To use your PC as a mobile hotspot follow [these instructions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

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



Click to enlarge

From the Home screen select the **Settings** icon.

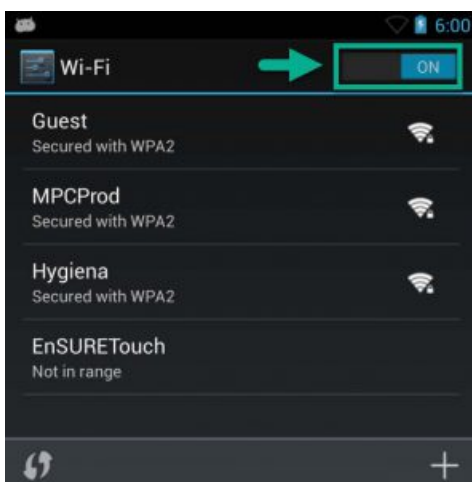
Step Two



Click to enlarge

Select the Wi-Fi menu option.

Step Three




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.

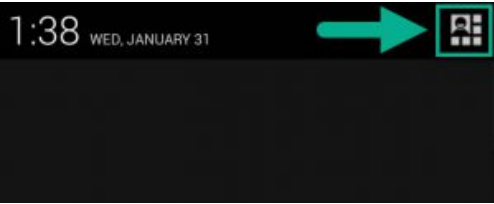
When connecting to a network you may choose from common authentication methods like WEP or WPA2. Your IT team will know which protocol to select if you are unfamiliar with these terms.

From the Notification area

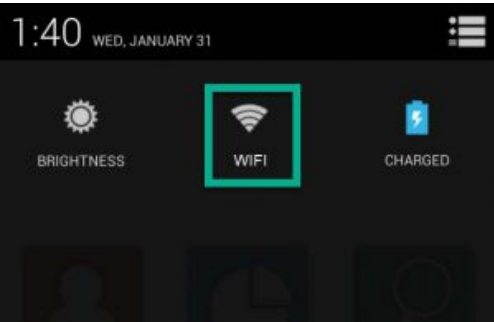
Step One

 <p>Click to enlarge</p>	<p>Swipe down from the top of the screen.</p>
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Step Two

 <p>Click to enlarge</p>	<p>Press the Menu Option button in the upper right corner of the screen.</p>
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Step Three

 <p>Click to enlarge</p>	<p>Select the Wi-Fi icon.</p>
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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.

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