

# Connection problems

## Manual

### At the first setup



Start the App and choose your language



Accept our Wi-Fi information and...

Continue

If you do not accept our Wi-Fi information, you will not be able to use the App!



Enter your e-mark SSID and password.



Allow the e-mark to join the network.

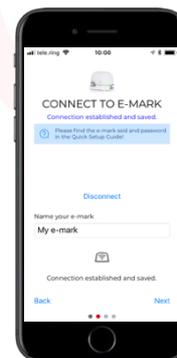
If you do not allow your e-mark to join the network, you will not be able to connect!



Wait....



In the event the connection set up via the App is unsuccessful, the Wi-Fi connection can also be set up manually via the Wi-Fi settings on a computer, smart phone or tablet. If you managed to connect your e-mark with your device just go back to the app and start with entering the SSID and password.



Name your e-mark.

**! Be sure to use the latest version of the app, otherwise there could be problems !**

### The E-mark is not displayed in the Wi-Fi settings

Situation	Cause	Solution
The LEDs on the e-mark do not light up.	The e-mark is turned off.	Turn on the e-mark
	The e-mark has been put into sleep mode.	Lift the e-mark for a short moment.
	The batterie is low.	Load the batterie.
The LEDs on the e-mark do light up.	Check the battery status of the e-mark, it could lead to connection problems at low battery level (<15%).	Load the batterie.
	Try to connect your e-mark with another device. To find out if the Wi-Fi function of your e-mark may be defect.	Send in the e-mark, if it won't work with another device.
In general, no WLAN connections can be found.	The WLAN at the device (Smartphone/Tablet/Laptop/etc.) is deactivatet.	Activate the WLAN in your Wi-Fi settings.

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### The password is wrong

#### Cause

The e-mark may already be connected to another device.

The password was entered incorrectly.

The password has been forgotten.

#### Solution

Check if the rear left LED is blue, if yes the e-mark is connected to another device. To disconnect, turn the e-mark off and on again if you do not know which device is suitable for the existing connection.

Enter the password correctly.

Perform a reset. The password is reset to the factory settings and can be printed by the e-mark with the first impression.

### The e-mark loses the connection with the app

#### Cause

Outdated app version.

#### Solution

Install the latest app version.