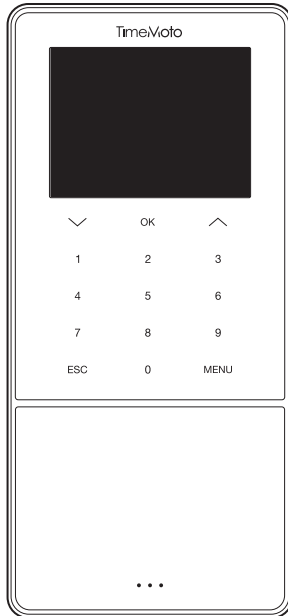# TimeMoto®

WI-FI RECOVERY

ENGLISH | ESPAÑOL | FRANÇAIS | DEUTSCH | ITALIANO | PORTUGUÊS | NEDERLANDS
POLSKI | SLOVAK | ČESKÝ | MAGYAR | SVENSKA | DANSK | SUOMI | 繁體中文

TIMEMOTO TM-600 AND TM-800 SERIES WITH
TIMEMOTO TIME AND ATTENDANCE PC SOFTWARE

HOW TO TROUBLESHOOT WI-FI CONNECTIVITY

These instructions will help solve Wi-Fi connectivity issues once the terminal has been setup using the Quick Installation Guide.

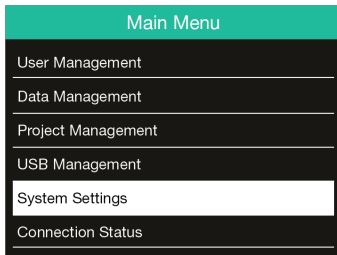Wi-Fi connectivity issues may be caused by the following:

1. During setup the user accidentally enters an incorrect Wi-Fi password.
2. During setup the user accidentally enters an incorrect Wi-Fi name.

These settings must be changed on the terminal. The instructions below will guide you through the required steps in order to solve this.

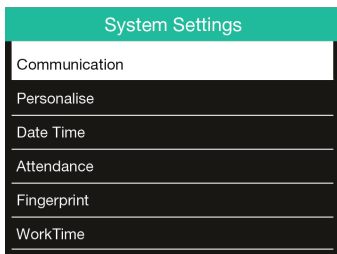## A. TERMINAL OPERATIONS TO ENTER THE NETWORK SETTINGS:

To change the Wi-Fi settings go to the **[System Setting]** in the **[Main Menu]** of the terminal.
Please follow the steps below:

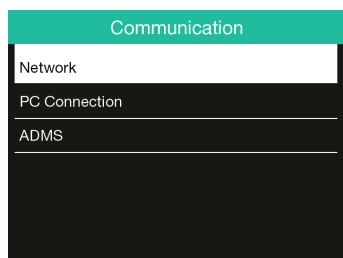1. Press **[Menu]**
2. Go to **[System Settings]** using the **[down arrow]** key

Main Menu
User Management
Data Management
Project Management
USB Management
System Settings
Connection Status

Press **[OK]** to enter the **[System Settings]** menu

3. **[Communication]** is automatically selected at the top of the list:

System Settings
Communication
Personalise
Date Time
Attendance
Fingerprint
WorkTime

Press **[OK]** to enter the **[Communication]** menu.

4. **[Network]** is automatically selected at the top of the list:

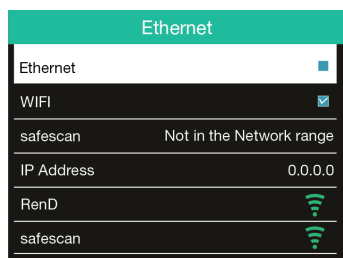| Communication |
|---|
| Network |
| PC Connection |
| ADMS |

Press **[OK]** to enter the **[Network]** menu to see the Wi-Fi connection settings and status.

B. NETWORK MENU:

You arrived at the section to solve the Network connection issue.

1. The terminal is not connected to the Wi-Fi network:

Ethernet	
Ethernet	■
WIFI	☑
safescan	Not in the Network range
IP Address	0.0.0.0
RenD	📶
safescan	📶

Example.
Safescan: name of the Wi-Fi network entered during the terminal installation.
Not in the Network range: indicates the terminal is not connected.

2. Solution:

Use the **[down arrow]** key to go through the list of all available networks, found by the terminal, and select the network you want to connect to.

Press **[OK]** to confirm the network selection.

You are prompted to enter the password, refer to section C for support on entering the password.

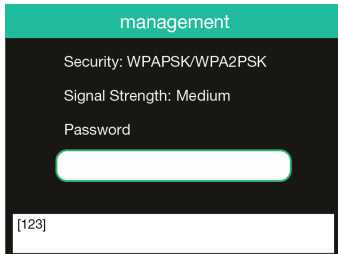**3.** Your Wi-Fi network is not shown in the list:

If it's a hidden network, go to the bottom of the list and select [add Wi-Fi network].

a. SSID: Fill in the name of the hidden SSID
b. Network Mode: fill in the mode (you might need to contact your IT department)
c. Auth. Mode: fill in the authentication mode (you might need to contact your IT department)

C. HOW TO TYPE YOUR PASSWORD?

1. Press **[Menu]** to switch between input methods (letters / numbers / symbols).

To enter numbers press **[Menu]** until you see the following screen:

management
Security: WPAPSK/WPA2PSK
Signal Strength: Medium
Password
[123]

To enter letters press **[Menu]** until you see the following screen:

management
Security: WPAPSK/WPA2PSK
Signal Strength: Medium
Password
1:Lower Case 2:ABC 3:DEF 4:GHI 5:JKL 6:MNO 7:PQRS 8:TUV 9:WXYZ 0:Space

Press **[1]** to switch to lower case
Press **[0]** to add a space
The password can be created using the 'T9' entry method.

For example entering an 'H'; press no. 4 two times to see the 'H' becoming green after which the 'H' will be shown in the password.
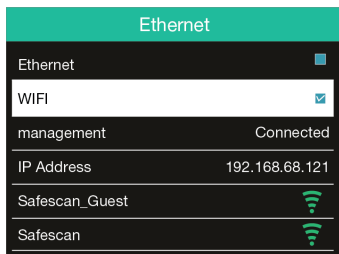
management
Security: WPAPSK/WPA2PSK
Signal Strength: Medium
Password
1:Lower Case 2:ABC 3:DEF 4:GHI 5:JKL 6:MNO 7:PQRS 8:TUV 9:WXYZ 0:Space

Proceed with this to enter your password and press **[arrow-up]** to delete a wrong entry.

D. VERIFY DEVICE CONNECTION

After a few seconds your terminal will connect to the Wi-Fi network.

The network menu will update itself and a connected terminal will appear as:

Ethernet	
Ethernet	■
WIFI	☑
management	Connected
IP Address	192.168.68.121
Safescan_Guest	📶
Safescan	📶

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