

Delta Electronics, Inc.

UNOnext

Troubleshooting: WiFi

V20230307



WiFi

MUST to read before operating

UNOnext can be classified simply to two types: with WiFi and without WiFi. Please confirm the UNOnext you owned, has WiFi capability by checking the product No., e.g. UNO-**R, UNO-**B, UNO-**W, on the label on the back of UNOnext or the on the label of box. Only the UNOnext, its product No. format met to UNO-**W has WiFi capability, e. g. UNO-6SW/UNO-9SW and etc. For example below, UNO-7TR has no WiFi capability.

Label on the back of the UNOnext

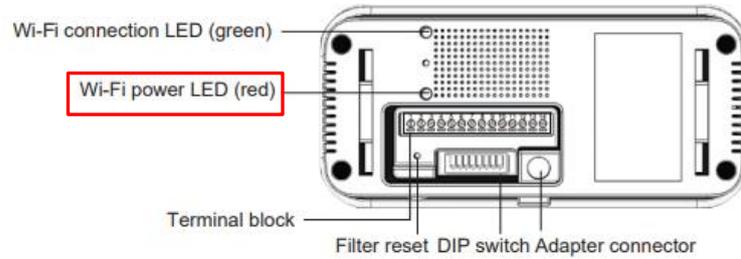


Label on the back of the box

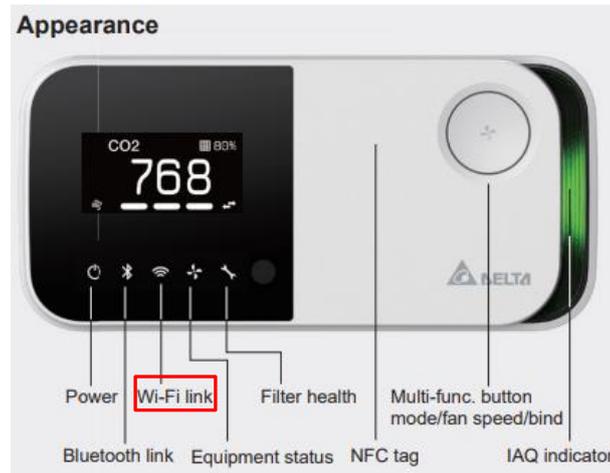


Via correctly set WiFi, UNOnext, has WiFi capability, can transmit data to cloud, and user can observe the real-time and historical data in UNOweb and UNOnext App. If there is any issue, e.g. no data to see in UNOweb or UNOnext App via WiFi, please follow the steps below to troubleshoot errors.

1. UNOnext only supports 2.4GHz WiFi, please do not use 5GHz only WiFi access point / router.
2. Please try reconnect the power of UNOnext.
3. If it is still no data to see in UNOweb / UNOnext App after steps above, follow the below steps to check the WiFi Connection:
 - a. WiFi Power LED in the back of UNOnext is shown in below picture. It should be on when power is on.*

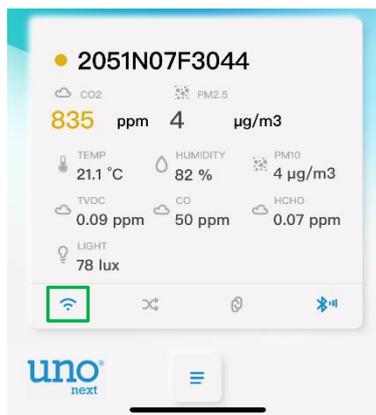


- b. WiFi status light in front of UNOnext is shown in the below picture. If it is on, the UNOnext already connected to WiFi access point. If it is not on, please reset UNOnext WiFi settings.

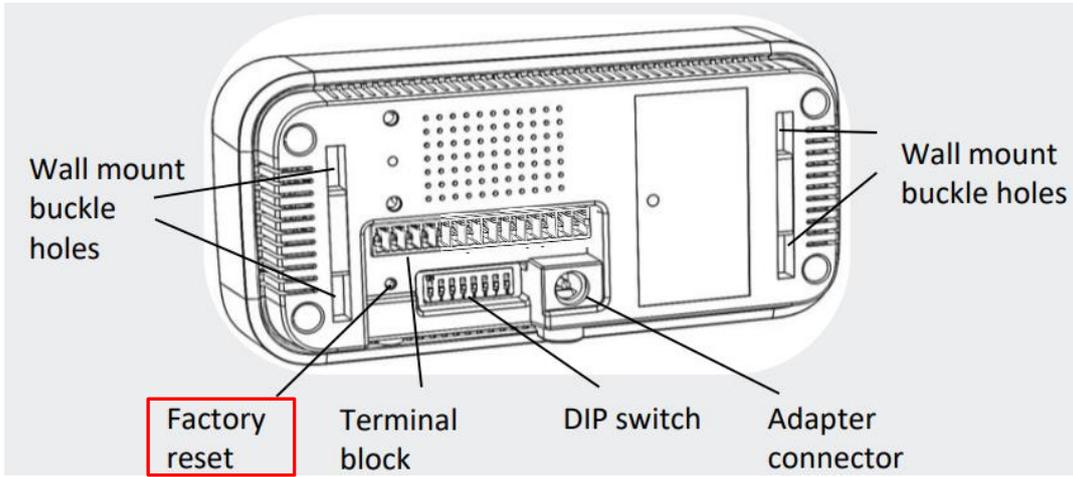


*Please send UNOnext back for repair if the WiFi Power LED is not on.

- c. WiFi indicator in UNOnext App in green square is shown in the below picture. If it is blue, it means UNOnext data connection is established and the signal strength can be seen. If it is gray, please reset UNOnext WiFi settings.



- d. Set up UNOnext to connect to other workable WiFi access point/router. E.g. Hotspot WiFi shared by Phone or Pad.
- e. If none of the methods succeed, you may need to perform a factory reset (Poke the factory reset key four times with a needle, see the following picture). After the reset, try the previous methods again to see if the issue has been resolved.



Steps to (re)reset WiFi settings for UNOnext

1. Scan below QR code to download and install the UNOnext app.



iOS APP



Android APP

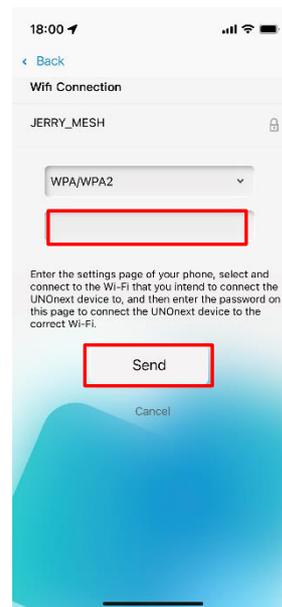
2. Open app and follow below steps to set.



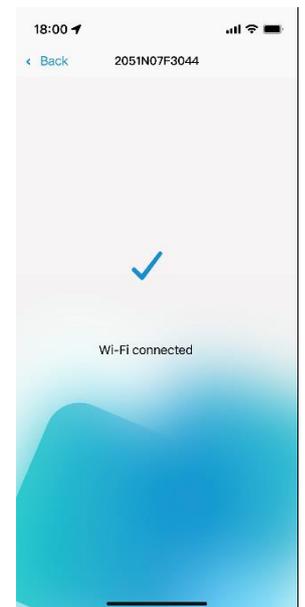
Display app guide when opening the app at the first time.



Click WiFi indicator to set WiFi. If UNOnext is not bond yet, app will guide the binding flow.
Note: you can also press  to view the guide.



Fill WiFi password and sent to UNOnext.
iOS: phone needs to be connected to WiFi AP firstly.
Android: maybe scan and select WiFi AP.



If the WiFi settings is valid, UNOnext will connect to the cloud.

Note. If all actions do not resolve the problem, please contact your dealer for assistance.