



Troubleshooting connectivity

Wi-fi connection Winnow Vision

- 1. Check whether the vision system is connected** to the correct Wi Fi network
 - press the **WiFi logo** at the top-right
 - select **Vision Settings** and tap on **Internet connection and Device Status**
 - Navigate to **Wifi Settings**
 - Please remember you may need the password for your local WiFi. If you are connected to a guest WiFi you may need to 'forget' this WiFi network and then reconnect.
 - Double check the connection by opening a Browser like Chrome in the tablet and typing www.winnowsolutions.com.

While not used, if the WiFi in the Android Settings is active, it could in some cases interfere with the Vision WiFi setup.

Go to the **Android tablet Settings**, access the **WiFi configuration** there and **ensure it is turned off**. If still not connected, proceed to the next step.

Restart the Winnow Vision system by turning it off using the power button located on the bottom of the system.

Leave it off for 30 seconds, then turn it back on again.

When the **system has restarted**, give it **a minute to start up fully** and complete an attempt to **reconnect**.

Then check if the connection works by syncing the Winnow app, or trying a Google search in the tablet browser.

If you are still unable to connect to the internet, please contact helpdesk@winnowsolutions.com

NOTE! Whenever you unplug/restart the system, make sure to leave it off for at least 30 seconds before turning it back on



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Ethernet connection

1. **Unplug the ethernet** by squeezing it at the base.
2. **Re-plug the ethernet back** into the correct slot.
3. **Test** whether the system is back online:
 - a. from the home screen click on the **Settings icon** on the top right,
 - b. **enter the code** 2689
 - c. **Sync Now** under the Application Settings.

If the system shows Sync complete, then your system is connected again to the Internet.

Ensure that the Ethernet is enabled and that you are receiving an IP Address. If not, then please speak to your IT team about the network.

Double check the connection by opening a Browser like Chrome in the tablet and typing www.winnowsolutions.com If you cannot access the webpage, contact Winnow Helpdesk to send you the MAC Address of the devices for your IT team to whitelist.