

# **RainSoft Remind Connection Guide & Troubleshooting**

Before getting started, there are a couple things to do to eliminate potential issues and for verification purposes.

- 1) ALWAYS put the device you are trying to connect with in to Airplane Mode and then turn on Wi-Fi. (IMPORTANT NOTE: Customer cannot be on the phone at the same time they are trying to connect in Airplane mode as it will disconnect the call. They either need to hang up and follow the process on their own, call back on a different phone, or use a different device such as a tablet.)**

By doing so, this will prevent the Wi-Fi signal from being crossed over with the phones network (3G,4G...) signal, which will make for a much smoother connection process.

- 2) Confirm Wi-Fi password by connecting to the router in which you are trying to connect to.**

This will not only confirm that the password provided is correct, it will also confirm that the router doesn't have any firewall protection set up that won't allow Wi-Fi enabled devices to connect.

- 3) Click on one of the below video links to follow the app download and connection process.**

## **How to Connect your Android-based device to your EC5**

<https://vimeo.com/278008840>

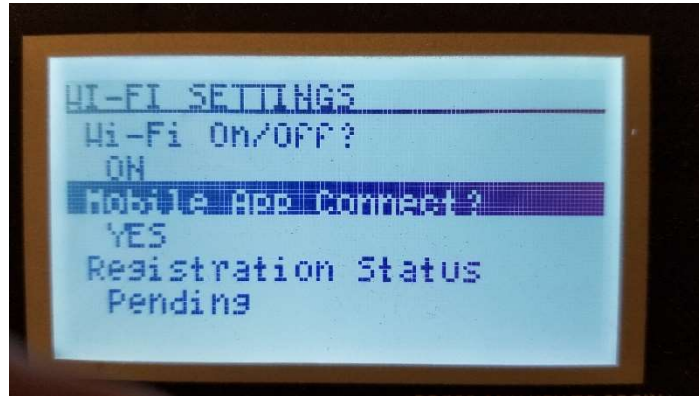
## **How to Connect your iOS-based device to your EC5**

<https://vimeo.com/280230356>

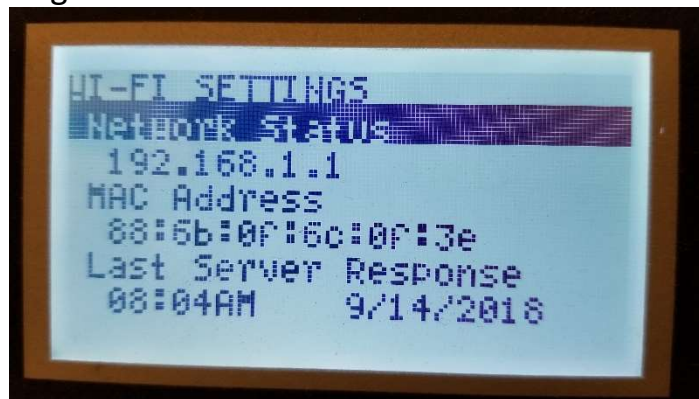
\*Note: If during step 3 of the connection process, if you do not see "RainSoft EC5" in the list of available devices on the device you are trying to connect to, follow these steps:

- a) Rescan for available Wi-Fi networks on the device and see if it populates.**

- b) On the EC5 System, insure that “Mobile App Connect” is set to “YES” and press the “ENTER” button. The screen should look like this, with “Mobile App Connect” Highlighted. (If this is not done correctly, the EC5 system will not be able to broadcast a Wi-Fi Signal.



- c) Using the down arrow button, scroll down to “Network Status” and it should be showing an IP address and look like this:



(this may take a minute to populate and show 0.0.0.0 until it does. If you scroll up to the previous screen, then back down, the IP address should now be populated)

This IP address is the EC5 systems IP address and indicates that it is broadcasting a signal that should be visible to any device that is within its range. If you still do not see “RainSoft EC5” in the list of available devices on the device you are trying to connect to, try a different device to see if it is visible on it. If it is not visible on more than one device, try to unplug the EC5 system, wait 30 seconds, and plug it back in. Retry the connection process and if it is still not visible, it would indicate there is an issue with the computer board on the EC5 system and may need to be replaced.

- 4) If the EC5 systems “Registration Status” stays stuck on “Pending”, it may be that the router is too far away from the system and a Wi-Fi extender may be required. This may be more common with systems that are installed in basements or on the outside of the home where the exterior walls can be harder to carry the signal through. Below is a link that shows an example of a Wi-Fi extender. These generally range in price from \$20-\$60.

[https://www.amazon.com/NETGEAR-N300-Range-Extender-EX2700/dp/B00L0YLRUW/ref=sr\\_1\\_3?s=pc&ie=UTF8&qid=1536931526&sr=1-3&keywords=wifi+extender](https://www.amazon.com/NETGEAR-N300-Range-Extender-EX2700/dp/B00L0YLRUW/ref=sr_1_3?s=pc&ie=UTF8&qid=1536931526&sr=1-3&keywords=wifi+extender)

- 5) If you suspect that you may have an issue with the distance from the router to the EC5 system, you can verify this by using a secondary device as a hotspot (click on below links for instructions), while in front of the EC5 system. If the system connects easily with the hotspot, the Wi-Fi extender will be needed. If the EC5 systems “Registration Status” continues to stay stuck on “Pending”, it may be an issue with the antenna on the EC5 systems computer board and the board may need to be replaced and the connection process retried.

<https://www.wikihow.tech/Turn-Your-Android-Phone-Into-a-Wi%E2%80%90Fi-Hotspot>

<https://www.wikihow.com/Create-a-Personal-Hotspot-on-an-iPhone>

- 6) If after attempting all of this and the system will still not connect to the app, it may be an issue with the router or there are too many devices that are connected to the router to establish a proper connection. Most routers can handle up to 10 connected devices at a time, but if too many are connected at one time, it can cause interference with the connection process. Try disconnecting some devices, such as cell phones and tablets (that are not being used in the connection process) and see if the connection can be established.
  
- 7) If all else fails, you may need to contact the internet provider to check the router settings to see if there is a firewall set up. If you own your own router, you can follow the direction in the link below to make sure that Port 80 is open:

<https://www.wikihow.com/Open-Your-Port-80-Behind-a-Firewall>

If you have any questions or need further assistance, please feel free to contact RainSoft Technical Support at (800) RAINSOFT.