

Trouble Connecting?

1. **Troubleshooting Wi-Fi and connection issues**
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3. **Settings: Recommended Wi-Fi Router and Network Setup**

1. Troubleshooting Wi-Fi and Connection Issues

Connecting to your home router, but no Blue LED

Basic Troubleshooting

1. **Verify that your home router name is limited to alpha-numeric characters only. More specifically:**
 - a. **No non-English characters (e.g. Mandarin Chinese, Russian Cyrillic, etc.).**
 - b. **No spaces in your SSID.**
 - c. **|, \,**

You should be fine if you stick with using only numbers and letters with **no spaces** in your SSID. Please note this is only for your router's SSID and not your router's password (go nuts).

2. **Make sure your Totokan monitor has enough power or plugged in with your Totokan charger only. We designed your Totokan monitor with a specific voltage and cannot vouch for other micro-USB chargers, which may have lower voltages.**

We set it up so that you can use your Totokan monitor and charge your battery at the same time, **safely**. In the daytime, requires 4.5-hours of charging, with nighttime charging requiring a full 12-hours.

3. **Please make sure you have downloaded the latest version of the Totokan APP from the iOS and Android APP stores.** You'll be prompted to update your Totokan APP with every major OS upgrade from either iOS or Android devices. We would strongly recommend this as each OS upgrade may or may not make fundamental changes to their code.
4. **Please make sure you have downloaded the latest version of iOS or Android for your mobile device.**

Advanced Troubleshooting

1. Make sure your router's firmware is up to date: check the manufacturer's website, contact their support, or contact your ISP if they provided your router.
2. Check that your Wi-Fi equipment settings comply with Totokan's recommended router settings.
3. If your router settings match the recommended settings but you are still having issues, contact your internet service provider and exchange your router or modem for a compatible one. If your router wasn't provided by your Internet Service Provider (ISP), you may need to upgrade it yourself.

Totokan not running smoothly

1. Your iOS/Android device may be running too many processes in the background. For iOS, tap your home button twice and then swipe away all APPs or processes that you're currently not using. For Android, tap your _____ icon, and similarly swipe away all APPs or processes that you are currently not using.
2. Verify that your home router has enough bandwidth to run your Totokan monitor, with a **recommended minimum upload speed of 20 Megabits per second (Mbps)**.

For iOS, we recommend downloading and running the FAST Speed Test for iOS and iPad.
<https://itunes.apple.com/us/app/fast-speed-test/id1133348139?mt=8>

For Android, we recommend downloading and running the Fast Speed Test for Android.
<https://play.google.com/store/apps/details?id=com.netflix.Speedtest>

Taking your Totokan from your home router to outside

1. **No need to power off your Totokan monitor, or you can if you want to.**
2. **Unplug and take it away.**
3. **To reconnect to your Totokan monitor outside, go to your phone/tablet's Settings, Wi-Fi and connect directly to your Totokan hot-spot.**
4. **Tap into the APP and at this point, the Wi-Fi icon will turn Red indicating you are now connected directly to your Totokan monitor.**

If you are still within range of your home router, your Totokan monitor will automatically decide where it has the strongest Wi-Fi signal and adjust accordingly.

The stated outdoor range between your mobile device and your Totokan monitor is listed as 60 meters. Obviously, the closer you are to the source the better. However, with any Wi-Fi device, several types of home materials are more likely to weaken Wi-Fi signals, more specifically concrete, steel beams, even mirrors.

And then coming back home again...

Your Totokan monitor will remember your last router that you paired it with. So all you have to do is bring your Totokan within range of your router and within 5 minutes, it will automatically re-connect.

Look to verify that this has happened with the Blue LED on your Totokan. If this has not happened, then please restart the monitor and add your router anew.

Now if you pair your Totokan with a new router, your monitor will not recognize your original home router and in order to be paired up with it you will have to begin the **Add Monitor** process all over again.

How to reset and restart your Totokan Original

1. **In the Totokan APP, tap the Settings button**

2. Under Monitor Setting, tap the Monitor Details option.
3. Tap the Reset Monitor option.
4. Verify that you want to reset to default settings by tapping OK.
5. Erase that specific monitor from your Totokan monitor list.

How to perform a hard reset to your Totokan Original

Your Totokan Original can be reset to factory default settings.

1. Please have on hand your Totokan and a paper clip (you can also use a needle, push pin or, any small pointed object).
2. Turn on your Totokan, and wait for it be fully powered on with the Green LED on.
3. Look for a small circular hole on the side of the Totokan.
4. Use a paper clip to press and hold down the reset button (through the hole) for 10 seconds, waiting for a flashing then let go. Wait for your Totokan monitor to fully power off. At this point your Totokan monitor has been successfully reset.

Your Totokan is still setup with your home router and you accidentally deleted the monitor from your list...

And now you can't find your Totokan hotspot in your mobile device's Wi-Fi settings. The reason is because your Totokan monitor is still connected to your home router.

Go to Out & About, and tap Auto Search. This will bring up your Totokan Wi-Fi hotspot. Please enter the default password (12345678) or your personal password to reconnect.

2. Wi-Fi routers that are incompatible with Totokan monitors:

Impacted products: Totokan Original™, Totokan VULKAN, Totokan OXii, Totokan Complete

Totokan products need to be connected to the internet to use all their features, but a small number of Wi-Fi routers aren't Totokan compatible. Symptoms include low batteries or power issues, not being able to connect to Wi-Fi during setup, or Offline status in the app because of a Wi-Fi disconnection.

The lists below have routers that we have confirmed can cause issues with Totokan products. However, the list is not definitive, so there may be unlisted routers that also aren't compatible.

Some network equipment may cause issues with only one type of Totokan product, such as the Totokan Original, so some of your Totokan products will work fine while others may not.

BT routers

Home Hub 3

Netgear routers

Orbi WiFi System (RBK50) AC3000

Orbi WiFi System (RBK40) AC2200

Orbi WiFi System (RBK30) AC2200

Medialink Wireless-N Router

If your router is listed below:

1. Make sure your router's firmware is up to date: check the manufacturer's website, contact their support, or contact your ISP if they provided your router.
2. Check that your Wi-Fi equipment settings comply with [Totokan's recommended router settings](#).
3. If your router settings match the recommended settings but you are still having issues, contact your internet service provider and exchange your router or modem for a compatible one. If your router wasn't provided by your ISP, you may need to upgrade it yourself.

If your router isn't listed below:

1. Make sure your router's firmware is up to date: check the manufacturer's website, or contact their support.
2. Check that your Wi-Fi equipment settings comply with [Totokan's recommended router settings](#).
3. Try [troubleshooting Wi-Fi and connection issues](#).

Important: Totokan products are not compatible with WEP-ASCII. If your router supports this type of security and you do not have any other security enabled, your Totokan products will not be able to connect.

3. Settings: Recommended Wi-Fi Router and Network Setup

Make sure your network and router will work with Totokan products

In general, Totokan products will work almost anywhere there's a Wi-Fi signal. But there are a few things to keep in mind if you're trying to connect to certain types of networks or routers.

- A small number of Wi-Fi routers aren't compatible with Totokan products, so check the following article to be sure yours will work:

Some routers may cause issues with adding a product or Wi-Fi connections >

- Standard Wi-Fi routers use the 2.4GHz band, the 5GHz band, or both. Totokan monitors only work with the 2.4GHz band. Learn more in the following article:
- Mobile hotspots, guest networks, and other types of internet service are not recommended for use with Totokan products. Totokan products do not support Enterprise networks such as 802.1x/RADIUS or captive portal networks (networks that require you to agree to terms of service, such as a coffee shop or hotel).
- Open-source firmware such as DD-WRT, OpenWRT and Tomato are not supported by Totokan. While some versions may work well with Totokan products, compatibility may vary from release to release.
- If you're trying to connect a Totokan, make sure your router supports IPv6. Your Totokan uses an IPv6 address to communicate and set up connections with other Totokan.

Note: Even if your router supports IPv6, your internet service provider may not. Contact your provider to make sure that IPv6 is supported in your area.

Prepare your Wi-Fi router before making changes

Some of the changes you make might prevent you from connecting to the internet. So it's important to follow these steps in case you need to switch back to your router's old settings.

1. Download the manual for your router or contact the manufacturer directly

Because each router is different, you'll need to refer to your router's manual or contact your internet service provider to learn how to change its settings. You can usually download the manual from the manufacturer's website or contact them directly. There may be several models of each router, so be sure you're downloading the manual that matches your router's model number.

2. Backup your router's current settings

Follow the instructions in the manual to backup your router's current configuration. If you need to restore your old settings, having a backup will make it easier to get everything working again. If your router doesn't have a backup feature, you may be able to print out the current settings, or simply write them down.

3. Update your router's firmware or software

To ensure the best performance and compatibility, install the latest software updates for your router. You can usually find the latest software by searching for your router model on the manufacturer's website. If installation instructions aren't included with the download, check your router's manual.

Change your router's basic settings

Now that you've gone through the steps above, you can start changing your router's settings. Remember that each router is unique, so check the manual for specific information on how to change the settings below.

If you use multiple access points on your network, such as a second router or range-extender, make sure that all of them use the settings recommended below. If they don't all use the same settings, they may not be able to connect to each other or your Totokan products.

- Set your Wi-Fi channel selection to Auto instead of a specific channel. This lets your router automatically switch channels to avoid interference that can slow down or even block Wi-Fi signals. For more info about troubleshooting Wi-Fi network interference, check out the following article:
- Use WPA2 only encryption to protect your personal data. While many routers support WEP, WPA/WPA2 encryption, we recommend setting your network to use only WPA2, which is more secure.
- If your Wi-Fi router is dual band (uses both 2.4GHz and 5GHz signals) your Totokan product is specifically tuned to the 2.4GHz frequency.

Note: If any other products on your network use WEP encryption, they'll be disconnected from your network after you make this change. You'll have to change their settings to WPA2 as well.

Change your router's advanced settings

If you're familiar with configuring Wi-Fi networks, firewall settings, or MAC address filtering options, here are some additional things to try. If you're not familiar with these network settings, you can try contacting your internet service provider. Ask your provider to help you view and change these settings.

- Check your router's firewall. Your firewall settings may be preventing Totokan devices from connecting to the internet. You can try lowering these settings temporarily to see if your issue is resolved. Make sure to set your firewall settings back to your preferred security level afterward.

Warning: Lowering your router's firewall settings may increase the risk of incoming threats from the internet. Refer to your router or firewall manufacturer for additional information.

- Set your Wi-Fi router's DHCP lease time to at least 2 hours. This can help ensure your Totokan products stay connected to your network. Any setting lower than 2 hours may prevent your Totokan products from reconnecting to your network, even if the connection drops out for half a second or less.
- If you have MAC address filtering enabled for added network security, the MAC addresses of your Totokan products must be added to the list of authorized devices. You can use your router's software to view the MAC addresses of all devices on your network; refer to your

router's documentation for instructions. Or, see the following article to learn how to find the MAC address for your Totokan products:

- If you have an 802.11 ac router or range extender, make sure it's set up to allow 802.11 b/g/n device connections. 802.11 ac isn't supported by Totokan products.