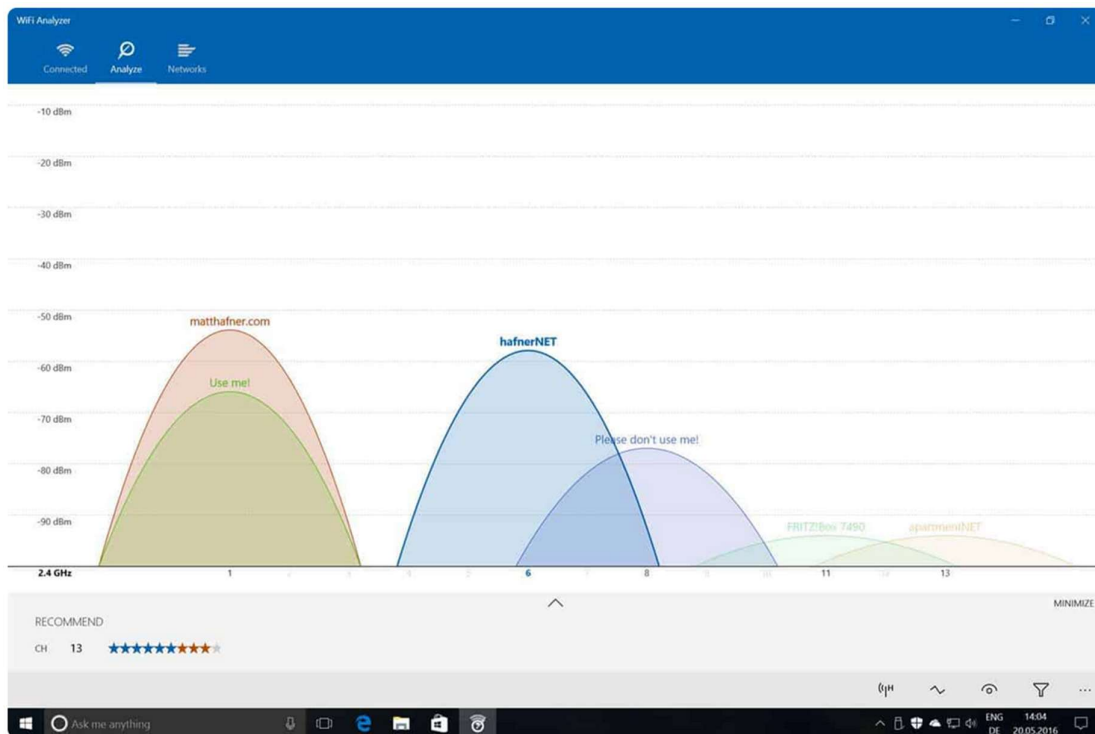


WiFi Troubleshooting

Here some info on what to do if you encounter issues with the Wifi comms (downloading etc):

If downloads stall or are slow (but Wifi stays connected) its most likely interferences that cause the issue. You can try to switch to a different Wifi channel (go into the 'adv' settings and select a different channel from the drop down on the right side and restart the WiFi!).

Select a channel that ideally is not used, or only has a weak signal (like Channel 12 in the example below):



There are Wifi analyser apps (for PC, Android and IOS) you can use to select the best channels - just search in the app store for 'Wifi Analyser'.

Here an example:

https://play.google.com/store/apps/details?id=abdelrahman.wifianalyzerpro&hl=en_AU&gl=US

OR:

<https://www.microsoft.com/en-au/p/wifi-analyzer-and-scanner/9nblggh5qk8q#activetab=pivot:overviewtab>

Keeping other Wifi devices away also helps. If you are inside a ship (usually made from metal) this can also cause issues.

In some cases, interference is caused by the wireless charging at higher currents (depending on the design of the unit). Try charging to full (or at least > 4V) and then take the unit off the charger and download.

Unstable downloads can also be caused by a low battery.

Some cams also seem to perform better when not on the charger (just make sure its sufficiently charged beforehand).

More info on Wifi interference can be found here:

<https://www.lifewire.com/wifi-channel-number-change-to-avoid-interference-818208>

When you get a pop-up error message, first try to just continue the download. Click the error message away and click on 'download selected' again. Then confirm with 'yes' to continue the download. Once the download of that file has finished, open the video and check that it plays and has the expected length!

Sometimes moving somewhere where there are less Wifi networks at all, or switching off the routers in the vicinity also helps (if possible).

Keeping other devices like mobiles, tablets etc away can also improve the situation.

When downloading from 2 cams simultaneously (to 2 PCs) you must select different Wii channels for each cam.

Downloading to external HDs or NASs can also cause issues, so try downloading to the internal HD.

In case you recently upgraded to Win11 we recommend to go back to the previous version as Win11 is unstable.

The best way to monitored is through the task manager (right click 'start', select task manager, select performance and then WiFi).

This shows the throughput of the past 60 sec.

When downloading diary data (sensor and audio), you should see speeds of up to 18 Mbps (= ~ 2500 MBps listed in the UI download box).

When downloading video, you should see speeds of up to 16 Mbps (= ~ 2000 MBps).

In our lab here, I only recently discovered that I am getting better performance when I place the device behind the monitor!

This is with an all-in-one desktop PC, so could be similar with a laptop.

So it is worth playing around a bit with the placement of the tag and the task manager gives direct feedback.

If you see a throughput pattern where it downloads fine for ~ 20 sec and then almost stops for ~ 20 sec, and so on, thats also some WIN11 issue.

An update early July 2025 fixed that, but only on one of the machines here ... !???!