1 – NO CONNECTION TO WI-FI

Number 1, Refer to the app connection guide supplied with the monitor. If misplaced, please e-mail support@dorani.com.au and a copy will be sent to you. Or select this link for a copy WIFI Supplement

Make sure the monitor is located within 10 meters of the router. Video push times and audio quality will be dependent on the WIFI signal strength

Ensure the WIFI password has been entered correctly (Case sensitive).

Remove any WIFI range extenders as they may block to connection and retry connection. Once a connection has been established to the router, wi-fi range extenders can be plugged back in.

Check the speed of the wi-fi at the monitor location. This can be done by typing 'speed test' into google. MAKE SURE THE DEVICE YOU ARE TESTING ON IS ON THE SAME WIFI NETWORK

Make sure other devices in the home can connect to the 2.4Ghz Wi-Fi and access the internet

2 - DEFAULTING

If issues persist connecting to WIFI, default WIFI settings and re-enter information

From home screen: Settings, General, Right arrow up the top left of the screen, Restore to default, clear WIFI settings

If issues persist, use another method of connection such as your mobile hotspot on your phone (see your device manual on how to set up a hotspot) and follow the instructions in the user manual on P19-20

If this method is successful, check proximity to the router, passwords and try connecting another device to the router.

If issues persist and all the tested has been done , please contact Dorani technical support at support@dorani.com.au or return the monitor to Dorani for testing. Visit www.dorani.com.au for store locations

3 - CONNECTING A MOBILE DEVICE

At this stage, your SSID should be on the screen next to the Wi-Fi symbol and there should be a tick next to the server icon.

Follow the steps in the WIFI SUPPLIMENT that came with your monitor. If it has been misplaced, e-mail support@dorani.com.au and a copy will be sent to you

If there is no tick in the server box, proceed to step 4

4 - CONFIRM SIP CONNECTION

In some cases, the router may not establish a connection to the server and may need to be entered manually. The User name should start with **0e00** and the server address should be 47.91.88.33. If the connection fails, the user name may be **"test-ID"** or "**888888"**

Tap the icon to bring up the SIP CONFIG page

Select 'Use default' . 'Register exist' should appear down the bottom of the screen.

If the username begins with 0e00 and the domain is 47.91.88.33 then the registration is complete.

If there is still no tick on the server icon, wait approx. 10 minutes for a connection to establish. If there is no connection, power down the monitor for 10 seconds and restart
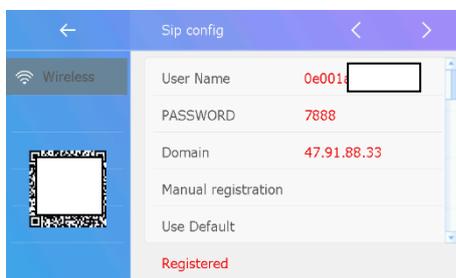
If the domain is still different, touch the address to bring up a keypad and manually enter 47.91.88.33.

Select 'manual registration'. Registered should now appear at the bottom of the screen

Press back arrow up the top left of the screen

Check for a tick in the server icon box. If no tick, proceed to step 5

5 - UPGRADE FIRMWARE

Select settings from the home screen, select 'about'

The S/W version should be V1.6.8.1909251445-02 or above

If you have an earlier firmware, please upgrade the monitor using steps below

Or watch the video https://www.youtube.com/watch?v=z9iQ_SeJGtY

Install a micro SD card into the top of the monitor

←	FW update		
Installer	Server	47.74.84.120	
	Download code	847001	
FIG 2			
	Check		
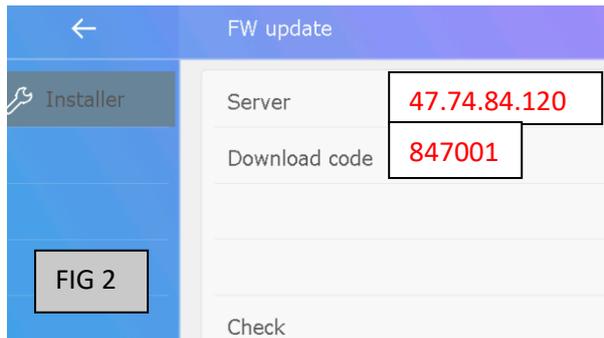
From the home screen select: **Settings, installer, right arrow up the top right of screen, FW upgrade**. Change the settings to **FIG2** then check for upgrade, if available, select INSTALL. This may take a while depending on your internet connection speeds and any port forwarding issues imposed by your router so please be patient.

When complete, re do step 4

6 - CALLING MONITOR BUT NOT MOBILE DEVICE

From the home screen, select Call Scene and change to 'Divert call always'.

From the home screen select : Settings, General, right arrow top right of screen

Screen on in divert, change to (Enable)

PTT&JPEG on in divert, change to (Enable)

From the home screen, select Call Scene and press SIP test down the bottom of the screen

The system should now initiate a call to your connected device

Hang up the system, wait 10 seconds and ring the doorbell, system should initiate a call to your connected device.

If no call is placed, check Wi-Fi connection and SIP connection.

Remove any WIFI range extenders and retry connection

DELETE THE APP AND RE-INSTALL

Delete the 2-easy app from your phone and re-install, re-test

7 - NO VIDEO

Video push speeds can vary depending on your connection. Please wait up to 20 seconds for the video to appear.

If the video still fails, follow the steps below on THE CONNECTED MOBILE DEVICE
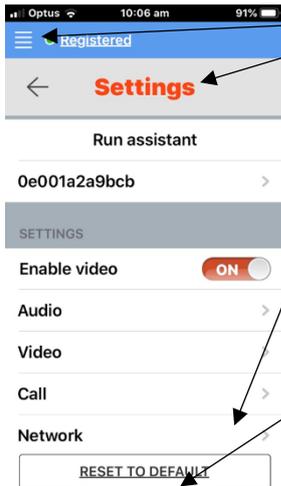
Select menu, select settings, network

Scroll down and turn IPv6 OFF, **re-test**

Turn 'ICE' off, **re-test.** If this dopes not fix the issue, turn it

back on

From the settings page, select Video

Turn **Auto check video receive** AND **JPEG transfer** ON

RETEST VIDEO

From settings, call.

-Turn 'Send inband DTMF's OFF

-Turn 'Send SIP IFO DTMF's ON

Basically just swapping them around

Re-test

If this does not fix the issue, swap them back

If this does not work, please proceed to step 8

8 - CHANGE SERVER – RE-ROUTE CONNECTION

If video still fails, the firmware must be upgraded to proceed with further troubleshooting (see step 5). == Minimum firmware requirements for this step are V1.6.8.1909251445-02
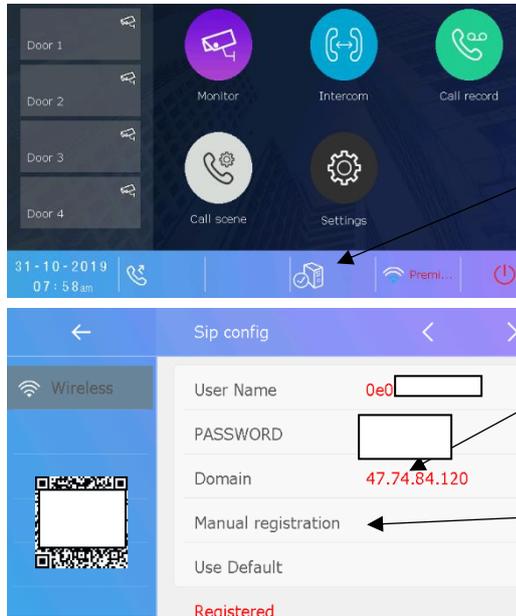
Touch server icon on the bottom of the home page

Touch 'Domain' (currently 47.91.88.33)

Change to **47.74.84.120** and **O.K.**

Select manual registration, registered should appear at the bottom of the screen.

DELETE THE APP OFF YOUR DEVICE

Re-install APP and follow the connection guide supplied with the monitor.

Retest the video push.

If the video push still fails, connect the monitor to another internet connection (see step 2)

If there is still no video push, the monitor must be returned to Dorani for testing

9 – NO VIDEO PUSH OR NO AUDIO

If you are unsure on how to login to a router and make basic changes, an IT specialist may be required

Ports may need to be opened in the router if UPnP is not active

The system uses 5060 as default

You can check to see if this port is open on your router by visiting https://canyouseeme.org/

Try alternate port

Change the sip port to 45060 on the monitor

From the main menu : Settings, Wireless, enter password(if prompted), Sip config, right arrow at the top right of the screen, select Sip port, change to 45060.

Open this port in the router (see router manual for instructions)

Re-test the system

Remove any WIFI range extenders and retry connection

10 – ROUTER SETTINGS

Login to the router (see router manual for instructions)

Ensure UPnP is ticked

Disable the firewall, retest

Put the monitors I.P. address into DMZ, retest

(I.P. address found in : Main Menu, Settings, About)

Turn SIP ALG off in the router, reboot and re-test

You may need to check if the customer is behind a CG-NAT (carrier grade NAT)

See online if you are unsure on how to check or contact the ISP as a static ip address may be required

11 - AUTHENTICATION FAILURE
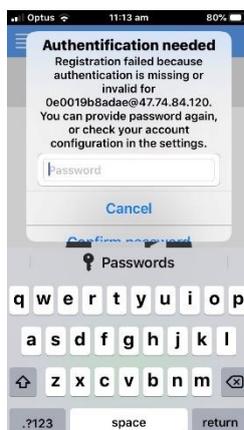
If the APP askes you identification needed, please uninstall the app COMPLETELY and re-install

Complete the steps in step 4

Follow the connection guide to register the monitor to your device

(This occurs as some phones store data and passwords; these are not always cleared if changes are made. The above steps will default all passwords and domains and eliminate the 'Authentication needed')

12 – 4G BACKUP ROUTERS

Some routers contain a 4g sim card as a back up in case your main internet service fails. These 4g backups do not reopen requested ports for a connected device on the local network (Telstra modem/routers and notoriously bad for this) To test, remove the 4G backup sim card from the router, refer to the device manual if unsure on how to do this and then reboot the router. While this is happening, clear the Wi-Fi settings on the intercom and redo the connection

Clear Wi-Fi settings   -Settings, General, >, restore to default, clear Wi-Fi settings twice.

The device will now reboot which will take about 1 minute. Re connect the Wi-Fi following the installation manual provided with the intercom.

If the issue is solved, you may need to contact your ISP and request a firmware upgrade or replacement router. It is a known issue with certain Telstra modem/routers that this occurs and is not isolated to the Dorani Intercom

13– WORKING ON 4G BUT NOT WIFI

Test the system using an alternate WIFI connection such as your phones hotspot (use a phone that you are NOT trying to initiate a call to)

See your devices user manual for instructions on setting up a hotspot.

Connect the monitor AND the mobile device you are using for the monitor test to the WIFI hotspot you have just created

Re-Test.

If successful, please contact the ISP to remove any blocks that may be on the Wi-Fi internet connection at the premises.

14– REMOTE TESTING

If all the above options fail remote testing may be available. Please contact technical support at support@dorani.com.au   Failing this, back to base testing may be required