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Franklin Electric FE Connect Mobile App Wi-Fi Connection Apps Installation Guide

Franklin Electric

INSTALLATION BULLETIN

Contents

FE Connect Mobile App Wi-Fi Connection Troubleshooting

This bulletin addresses common causes for Wi-Fi connection issues between SubDrive Connect products and mobile devices.

Mobile App Permissions
The FE Connect mobile app requests numerous permissions when the app is launched for the first time. All permissions are required for the mobile app to operate properly.
IMPORTANT: If any permission requests are denied the mobile app will fail to operate properly.
Depending on the mobile app platform, the following permissions are requested:

- Camera: This permission is required to use the camera to scan the bar-code when pairing with a SubMonitor Connect.

- Location: This permission is required to use the mobile device's Bluetooth and Wi-Fi radios. We do not store or distribute mobile device location information.
- Phone: This permission is required to support the Technical Support phone number link, which launches the dialer by tapping the phone number in the Help tab.
- Storage: This permission is required to allow for downloading and storing firmware files and fault logs.
- Other: These permissions are required to allow access to Bluetooth and Wi-Fi parameters to facilitate a connection to the product (view available connections, etc.).

Slow or Unstable Wi-Fi Connection Settings

Android and iOS devices have implemented features that allow the mobile device to automatically switch to cellular data when the Wi-Fi connection is deemed slow or unstable. Since the SubDrive Connect Wi-Fi connection does not provide an outside internet connection, the product's Wi-Fi connection is interpreted by the mobile device as a poor Wi-Fi connection. In this case, the phone appears to be connected to the USB drive Connect product's Wi-Fi (an active Wi-Fi connection will be shown in the mobile device's Wi-Fi list and the FE Connect LED on the SubDrive Connect unit will blink); however, the FE Connect mobile app will display the "Unable to locate a product network" error message because the phone has reverted to the cellular network for the data connection.

The following instructions can be used to disable the Wi-Fi Assist (iOS) or Switch to Mobile Data (Android) features to provide a reliable product connection.

Disable Wi-Fi Assist (iOS)
The Wi-Fi Assist feature can be found at the bottom of Settings > Cellular.

1. Go to the phone Cellular Settings.
2. Scroll to the bottom of the Cellular Data list.
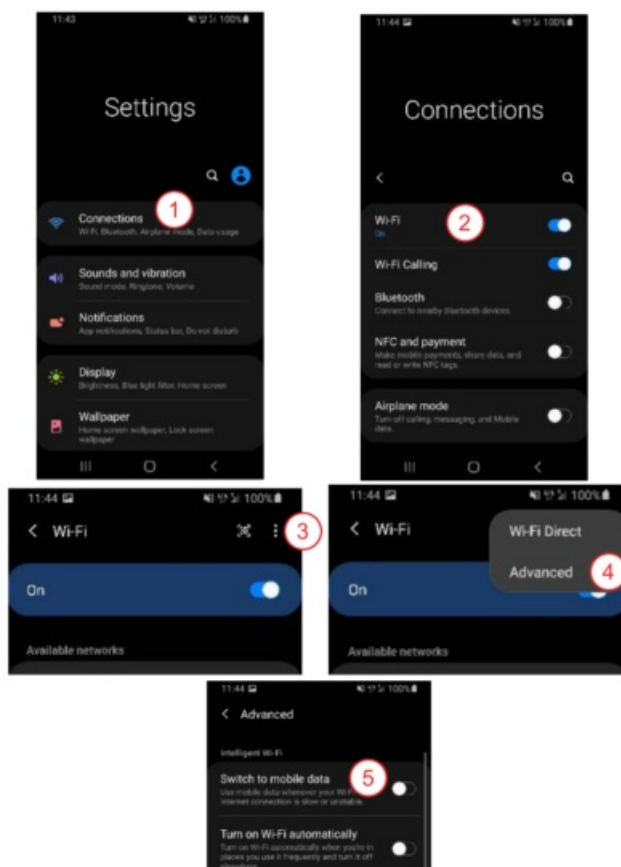3. Turn off the Wi-Fi Assist.
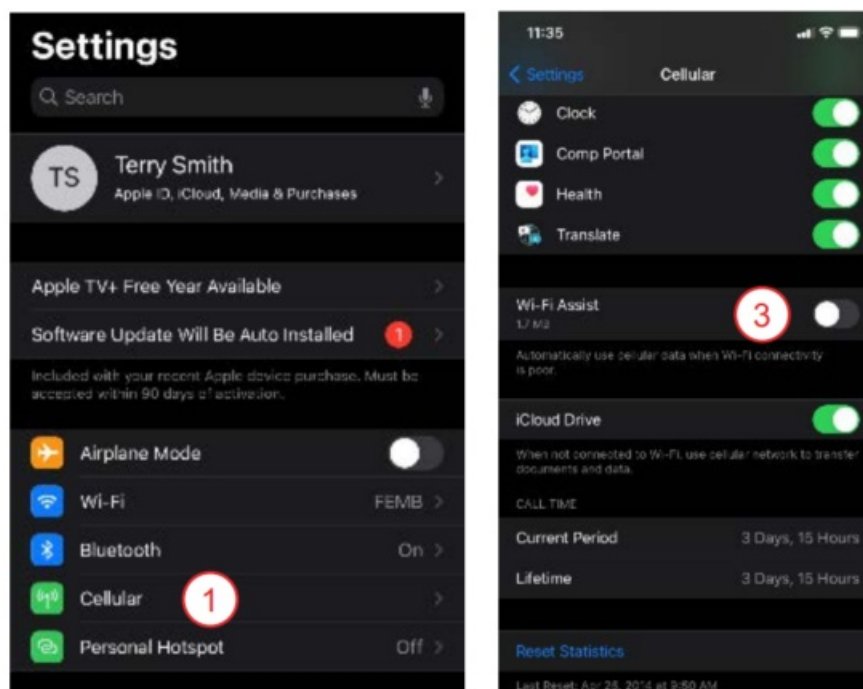
Disable Switch to Mobile Data (Android)
The Switch to Mobile Data feature can be found in the Settings > Connections > Wi-Fi > Advanced list of settings.

1. Go to **Connections** Settings.

2. Select **Wi-Fi.**

3. Click three dots for more options.

4. Select Advanced

5. Turn off **Switch to mobile data.**

Airplane Mode

If the Wi-Fi Assist or Switch to Mobile Data features are not available on the mobile device, or connection issues persist after disabling these features, it may be necessary to use Airplane Mode. Since Airplane Mode will disable all radio connections on the mobile device, the Wi-Fi connection will need to be enabled after placing the mobile device in Airplane Mode. This will allow the mobile device to connect to Wi-Fi networks while the cellular radio is turned off.
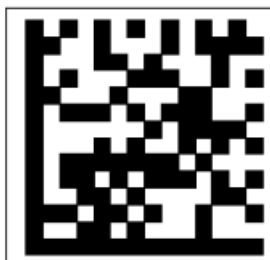
Documents / Resources

Franklin Electric FE Connect Mobile App Wi-Fi Connection Apps [pdf] Installation Guide
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References

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