

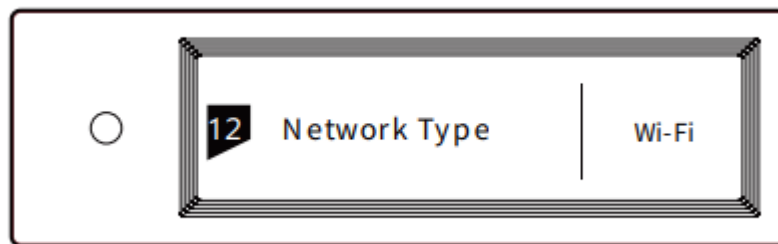
# Wi-Fi Connection Issues Guide

**Q: Element X/P/M cannot enter Wi-Fi Connection Mode.**

A: - Please check whether the voltage switch is set to the correct position. If the input voltage is too low, the device will not work properly. If the input voltage is much higher than the voltage set on the unit, the device may be damaged.



- Please check if the "Network Type" option in the settings menu is set to "Wi-Fi".



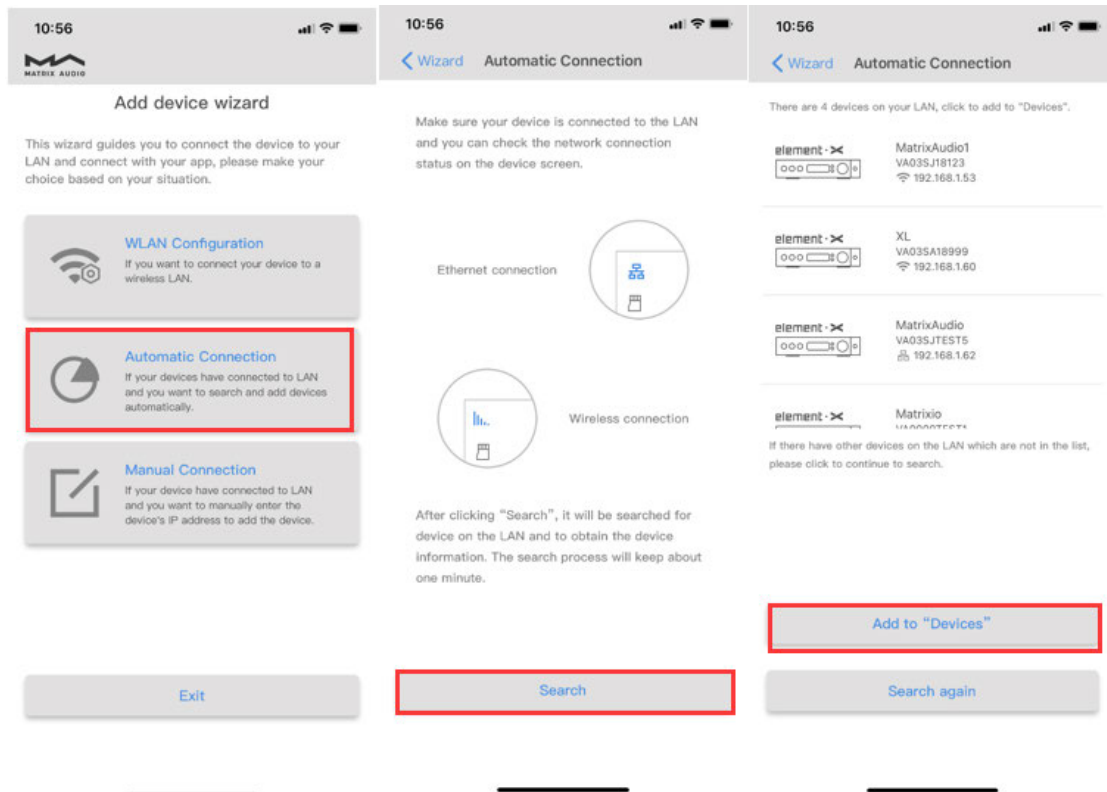
- Be sure to press the knob for more than 5 seconds to enter Wi-Fi Connection Mode.

**Q: The device cannot connect to the wireless network.**

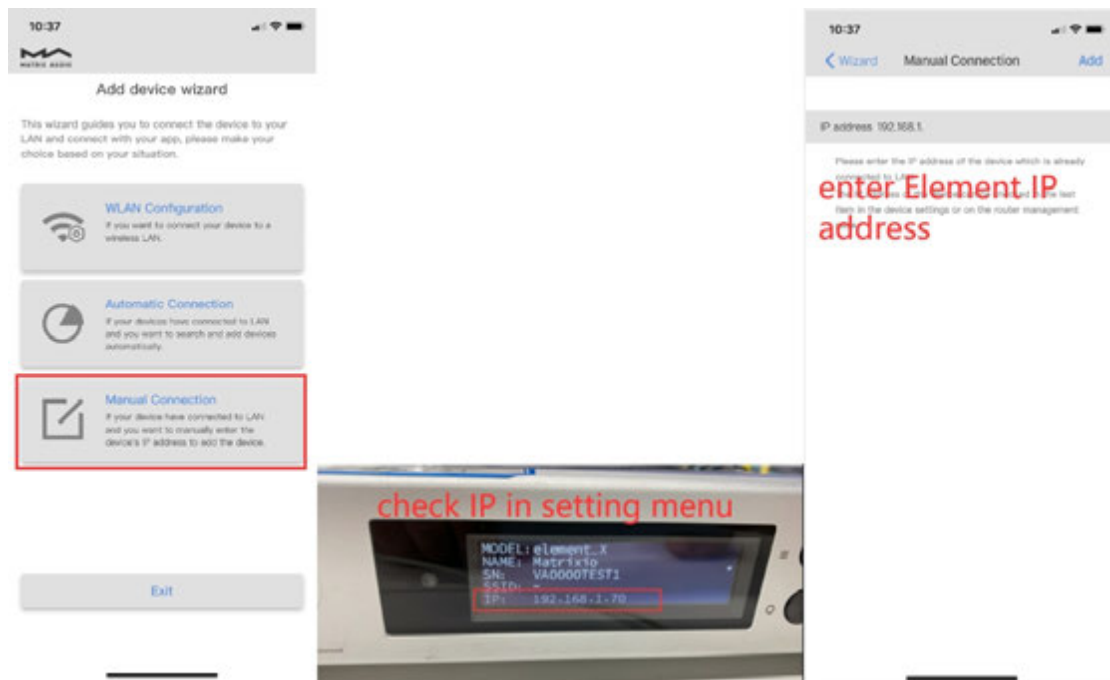
A: - Please check if the "Network Type" option in the settings menu is set to "Wi-Fi".  
- Please confirm that the access password of the wireless network is correct and try again.  
- Please check the signal strength of the wireless network where the device is located.  
Please place the device as close as possible to the Wi-Fi router or reduce wall blocking.

**Q: When configuring the wireless connection, the element device has connected to the network successfully, but the MA Remote app shows that the device was not found.**

A: - Re-enter Add Device Wizard in MA Remote, select "Add Device Automatically", wait for the scan results and add the device.



- Check the IP address in settings menu of element device, select "Add Device Manually" in Add Device Wizard in MA Remote and enter the IP address.



**Q: Device cannot be added to MA Remote manually.**

A: Make sure that the element device is connected to the LAN over Wi-Fi or a network cable. After the network is successfully connected, the corresponding network status icon will light up in the upper left corner of the screen, then enter the settings menu and scroll to the "Product Info" item to view the IP address, select "Add Device Manually" in MA Remote's Network Connection Wizard, you can add element device by IP address.

**Q: Wi-Fi connection failure with some smartphones.**

A: - The current tests found that, some mobile phones (such as Huawei phones using the EMUI system) will pop-up a dialogue box asking "This WLAN network has no Internet access. Connect anyway?" after connected to the Matrix\_Audio\_Config hotspot. You need to select "Connect", otherwise the configuration will not be successful.

- A similar situation will occur on iPhones. When iPhone determines that the network cannot access the Internet, it will temporarily stay on the cellular data network. Therefore, although it appears to be connected to the Matrix\_Audio\_Config network hotspot, the status bar of the iPhone still displays as other networks. (Such as 4G), you need to wait for the network connection status to change to the Wi-Fi icon before proceeding to the next step.

**Q: Why does the app require location permission when using MA Remote?**

A: - The application requests location permission in order to obtain the SSID list of the Wi-Fi network in the user's environment. If you deny MA Remote's request for this permission, you cannot configure Wi-Fi network connection for element device through MA Remote.

- In addition to allowing the app to request location permissions, you also need to confirm that the location function of the mobile phone is turned on. Otherwise, MA Remote still cannot read the Wi-Fi SSID list in the environment.

