# Network and connection issues

## The app does not detect my WiFi connection.

Some devices fail to return their WiFi connection status to the app. This seems to only affect a small number of devices and thus far I have been unable to find a work-around through code. However, below are some steps you can take if this happens to you.

- Just to be clear: **WiFi** refers to your wireless internet/network connection at your home or business. This should not be confused with your wireless carrier's internet connection which can go by several different names such as WiMAX, 3G, 4G, Edge, etc. While the app can control a single receiver over your wireless carrier's connection, it requires additional steps in order to make it work and there is no way to do an automatic scan over your wireless carrier's internet connection. See this FAQ for more information on that feature. It should be noted that typically the app is used with your WiFi connection.
- You've likely already done this, but the obvious first step is to make sure that your device is in fact connected to your local WiFi network.
- If your device is in Airplane Mode, try disabling Airplane Mode. On some devices, having Airplane Mode enabled prevents the app from detecting that WiFi is enabled. After disabling Airplane Mode and confirming that you are in fact connected to WiFi, try running the app again and see if it now detects the WiFi connection.

If the app repeatedly fails to acknowledge your WiFi connection, then following the steps below should still allow you to scan your network for receivers and use the app normally.

1. In the app, press Menu > Options/Help and select the option to "Disable Wi-Fi Check".
2. Press the back button to return to the main remote screen then press Menu > Setup/Scan.
3. Press the "Scan for receivers" button. You may still be warned about the app requiring WiFi but just press OK.
4. Press the Advanced button to begin an advanced scan.
5. If you happen to know the IP address of your router or the local WiFi network address assigned to your device, enter that into the box then press OK. If you do not know it then you can try entering one of the two most common IP addresses for routers: **192.168.1.1** or **192.168.0.1**.
6. If all goes well, the app will find your connected receivers. If not, you may want to consider adding them manually or at a minimum, confirm that the options are set correctly in your receivers.
7. Once your receivers have been setup in the app and the Wi-Fi check is disabled, you should be able to control your receivers normally with no warning about Wi-Fi so long as your Android device is able to communicate with the receiver selected in the app.

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For more information please see the following:

[Confirming your receiver's settings](#)
[Manually adding a receiver](#)

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