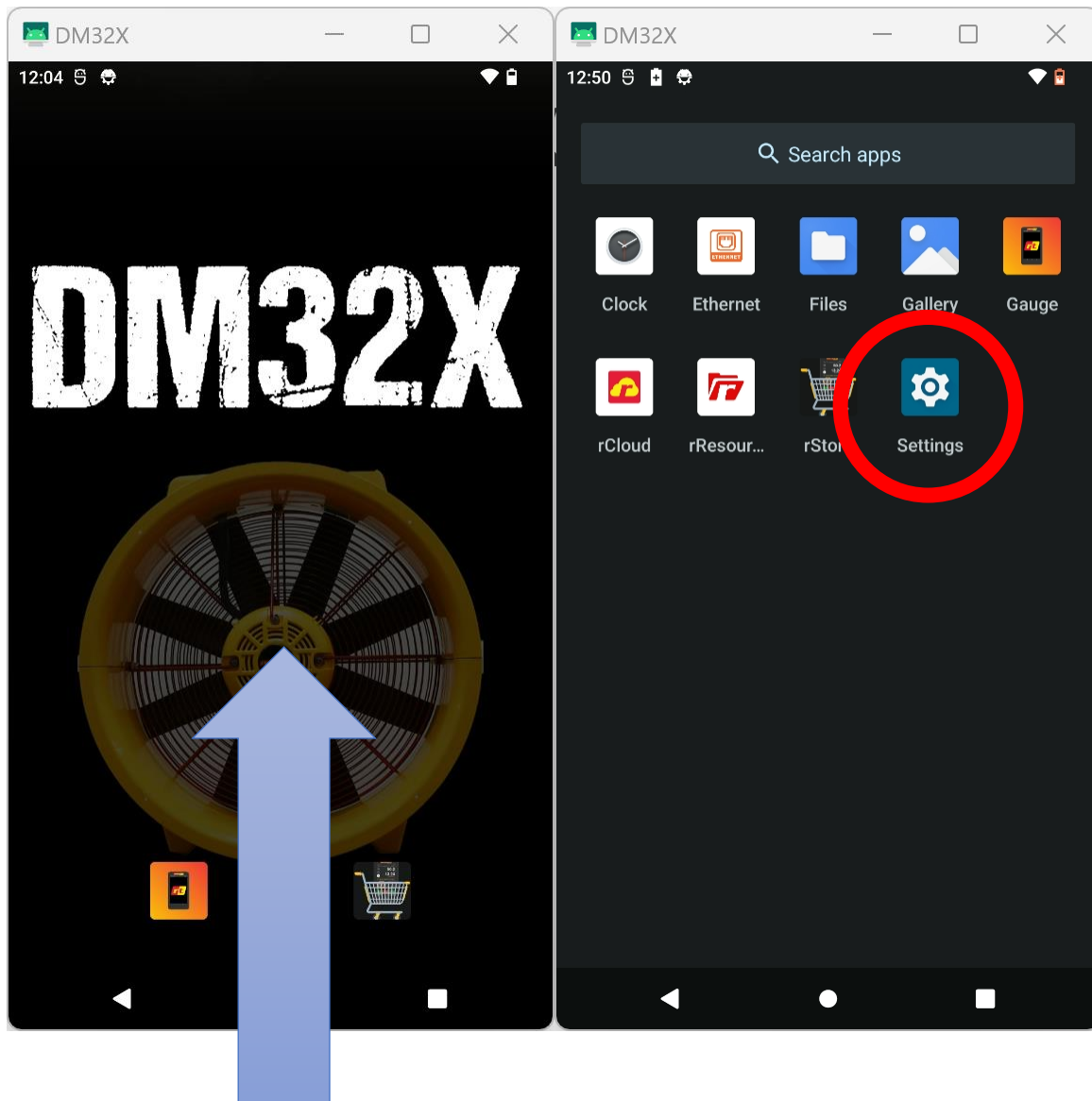


The DM32X Internet connectivity can be impacted by a low battery. If you are experiencing issues, or see a “limited connectivity” message, it is recommended to charge your gauge back to full battery. This often takes care of the issue.

It is also recommended to make sure the feature ‘Battery Saver’ is disabled.

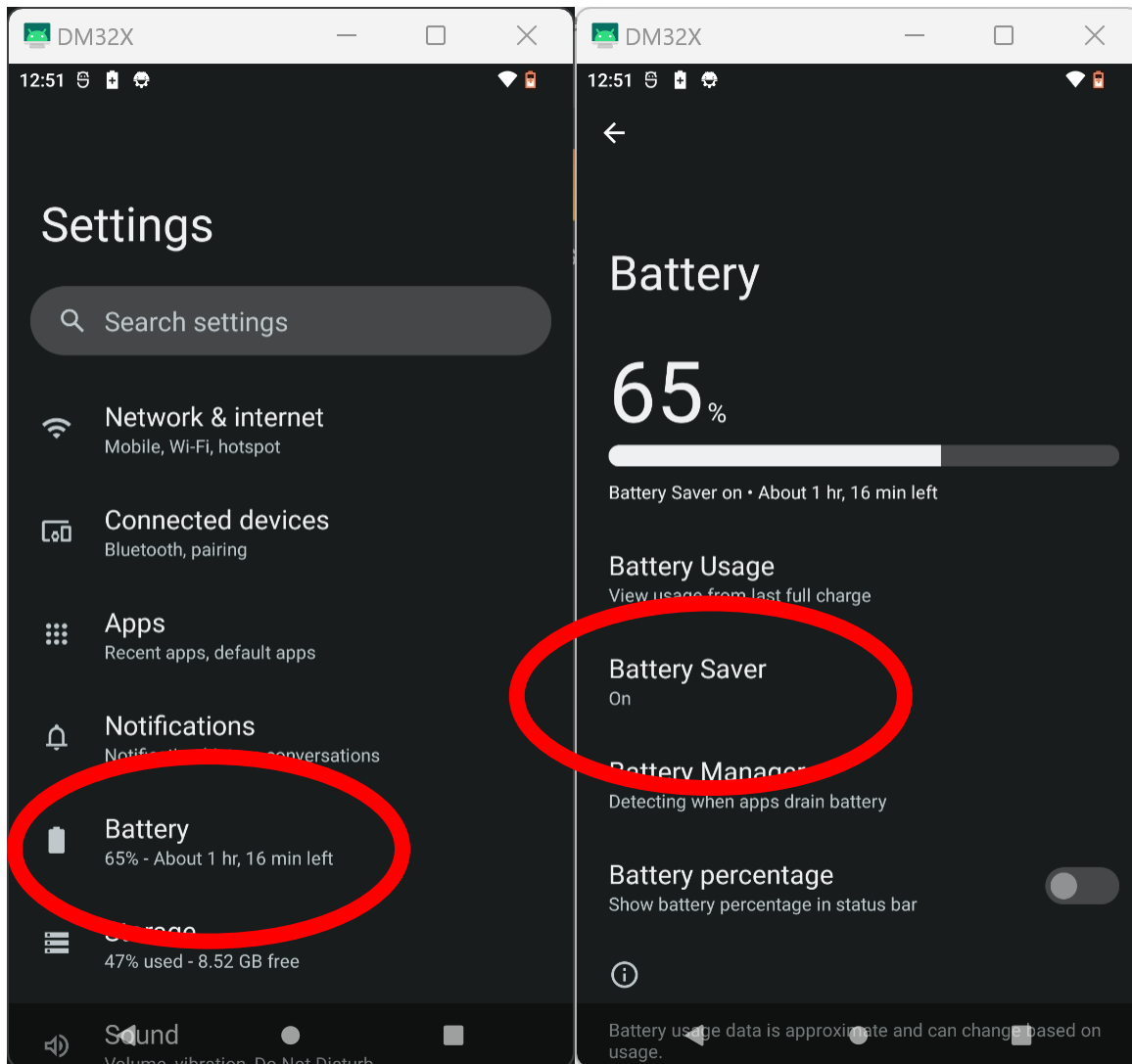
Disable Battery Saver:

1. From the gauge main screen, swipe up from the bottom. Tap on ‘Settings’.



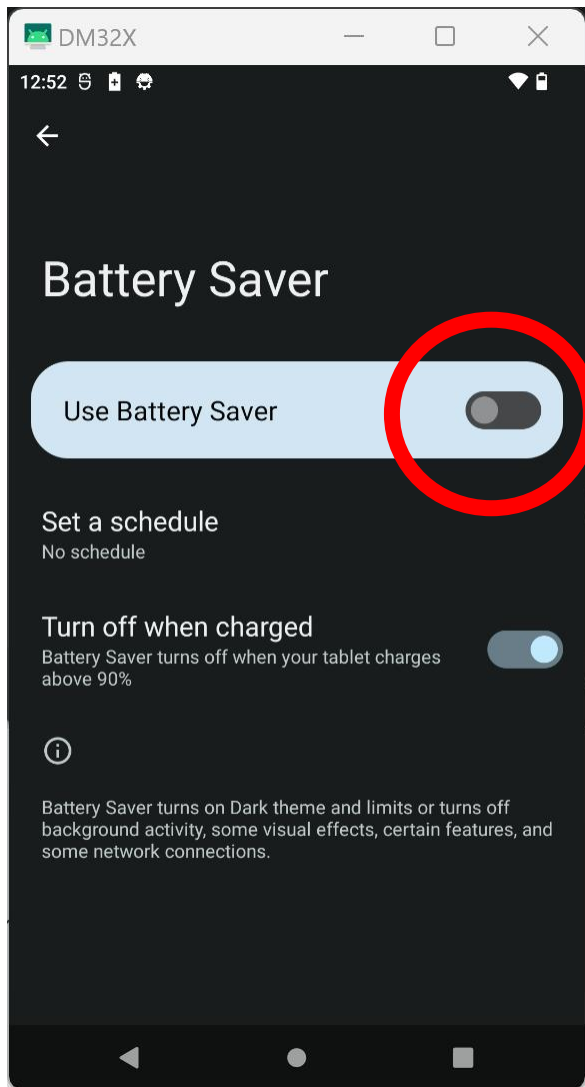
DM32X – Checking for Internet Connectivity Issues

2. Tap on 'Battery'. Then on 'Battery Saver'



DM32X – Checking for Internet Connectivity Issues

3. If this feature is on, disable it.

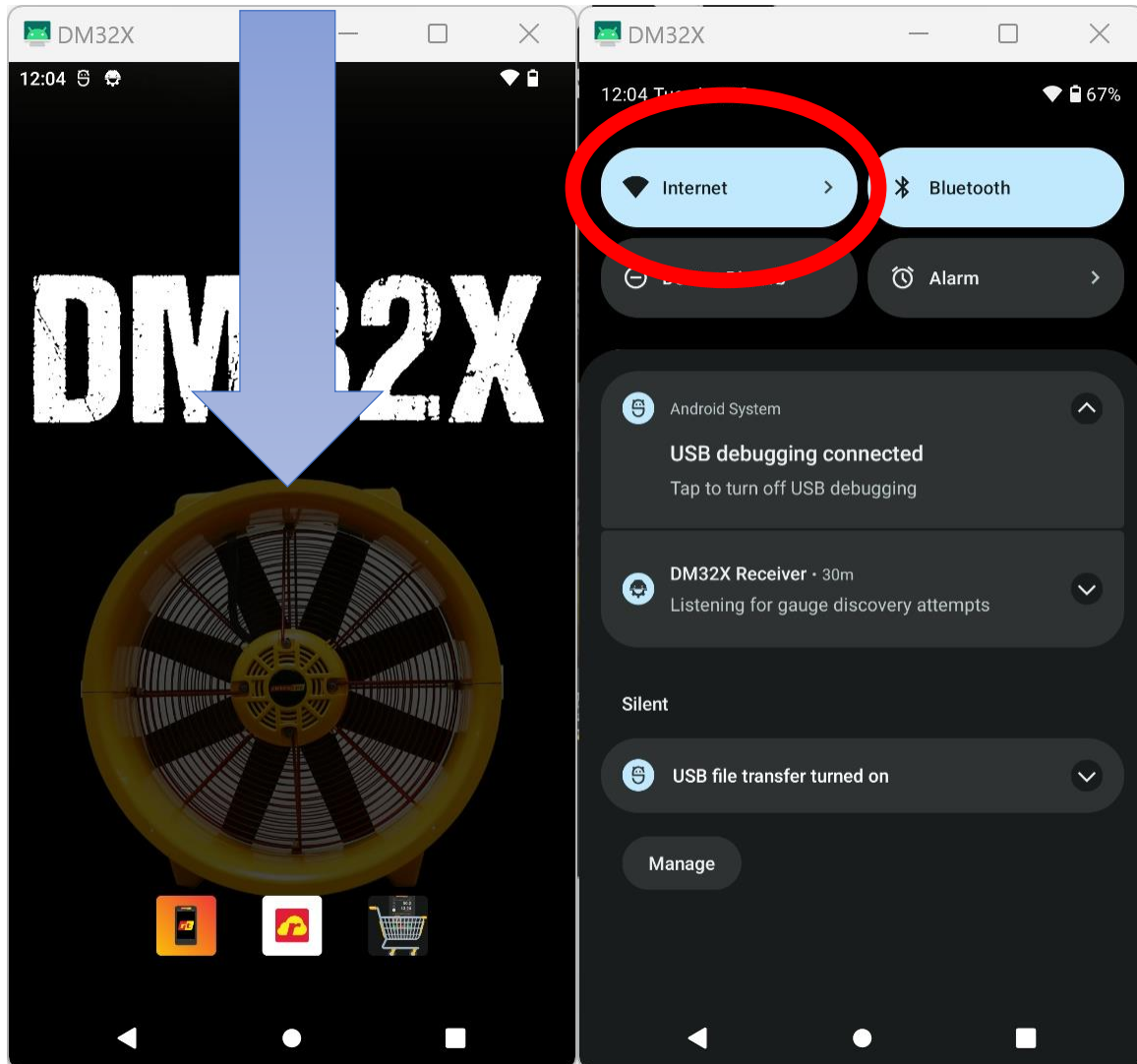


4. Charge, and possibly restart your DM32X to see if the issue has been resolved. If not, please continue to the next steps.

DM32X – Checking for Internet Connectivity Issues

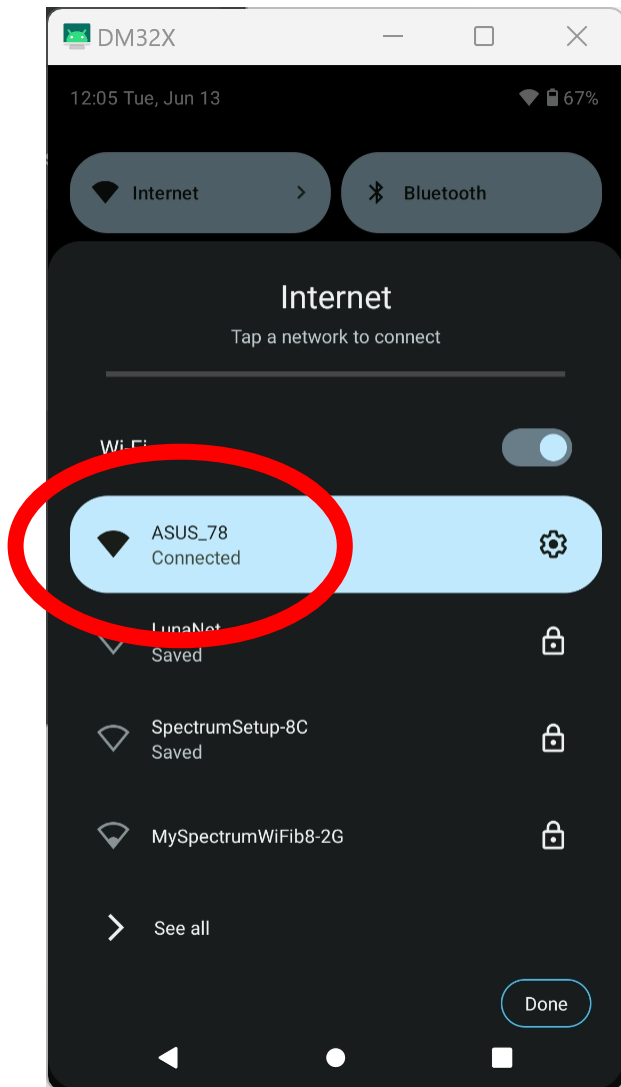
Checking for connectivity:

1. From your Gauge's home screen, swipe down from the top. Tap the 'Internet' icon.



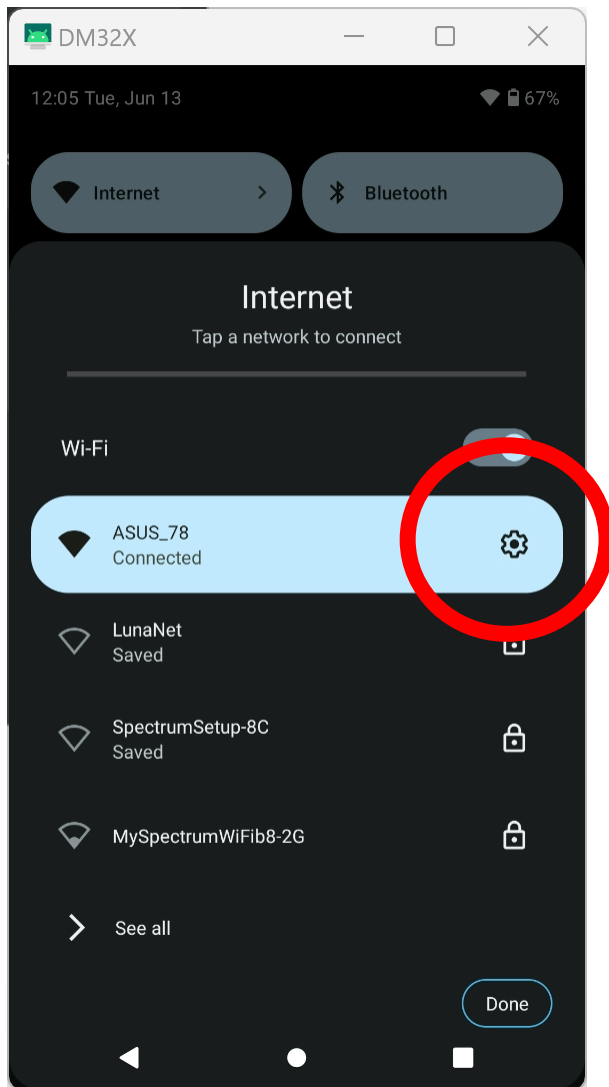
DM32X – Checking for Internet Connectivity Issues

2. Verify that the network name is correct, and that it displays “connected”.



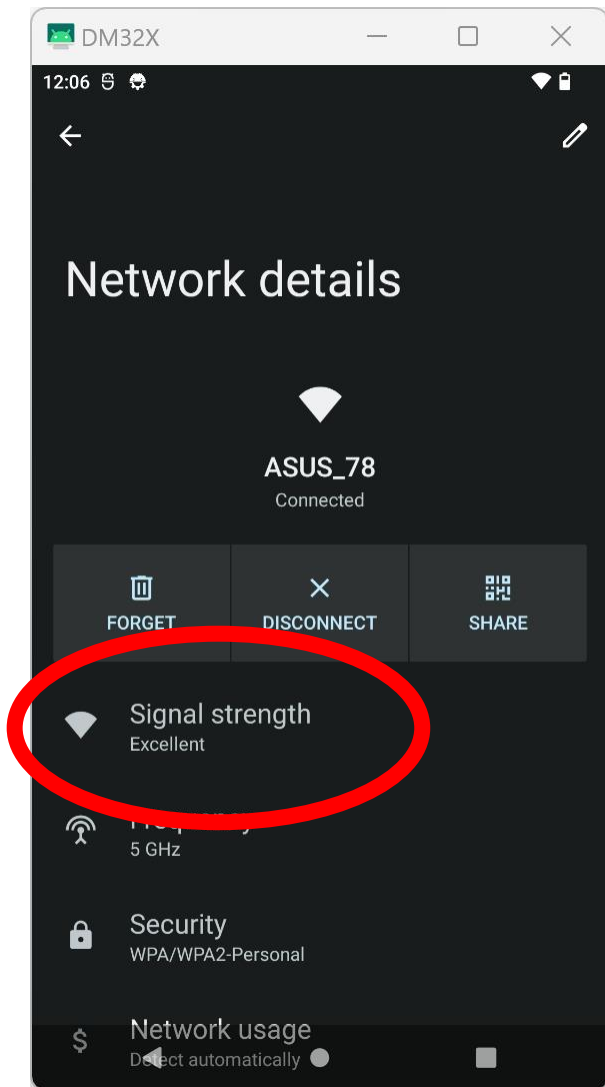
DM32X – Checking for Internet Connectivity Issues

3. Tap the gear icon to go to the details page.



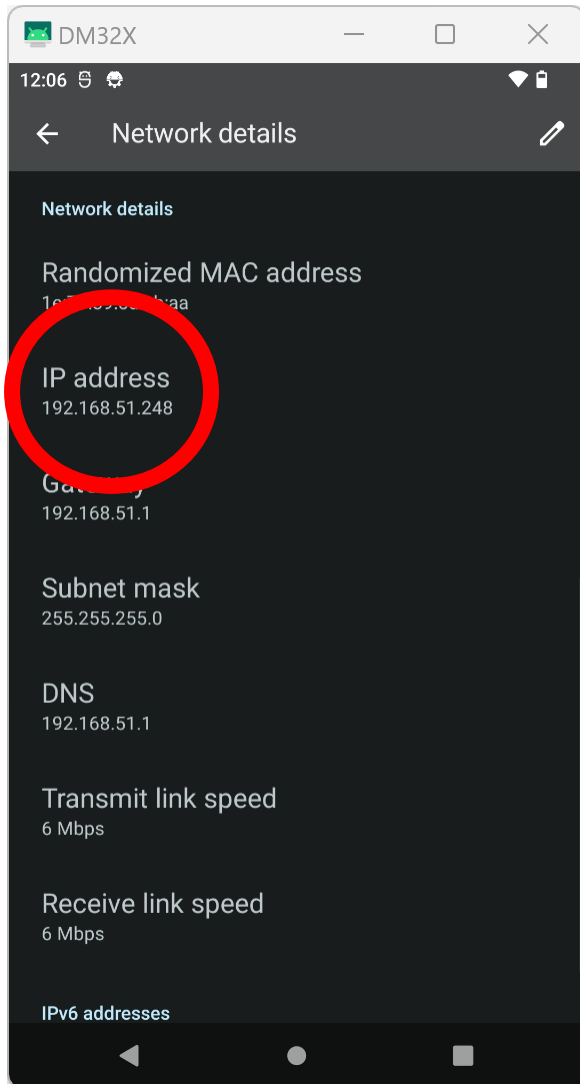
DM32X – Checking for Internet Connectivity Issues

4. Verify it shows connected, and the Wi-Fi signal strength is not low.



DM32X – Checking for Internet Connectivity Issues

5. Scroll down and verify that your gauge has received an IP address. Verify that IP does not start with '169.254....' which would indicate the router has not correctly assigned an IP address. Addresses typically start with '192.168...', but vary depending on the router/hotspot.



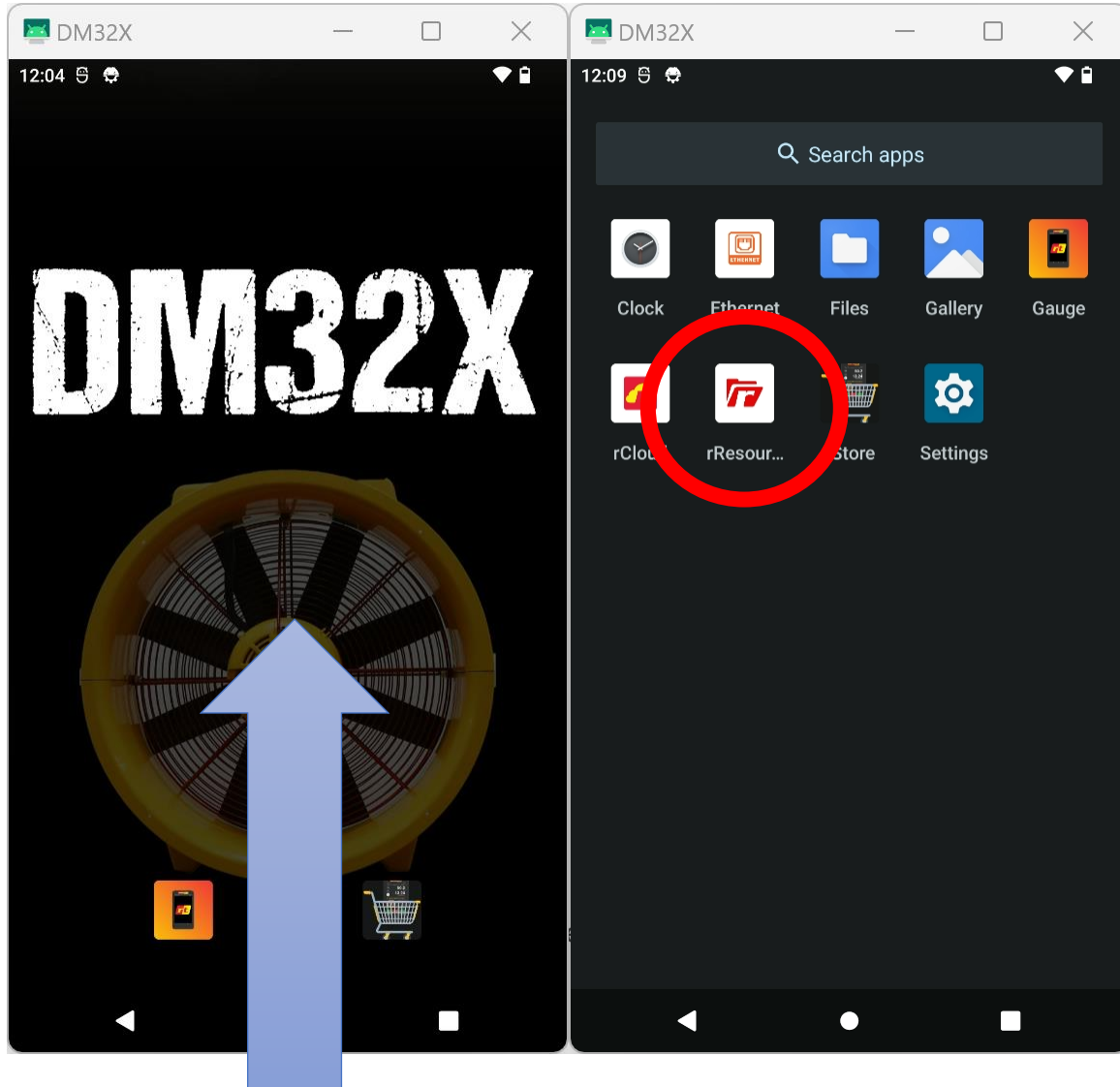
If these look good, the gauge should be able to communicate to the router.

If the router has connection to the internet, the gauge should be able to reach rCloud or the update servers.

Test Connectivity:

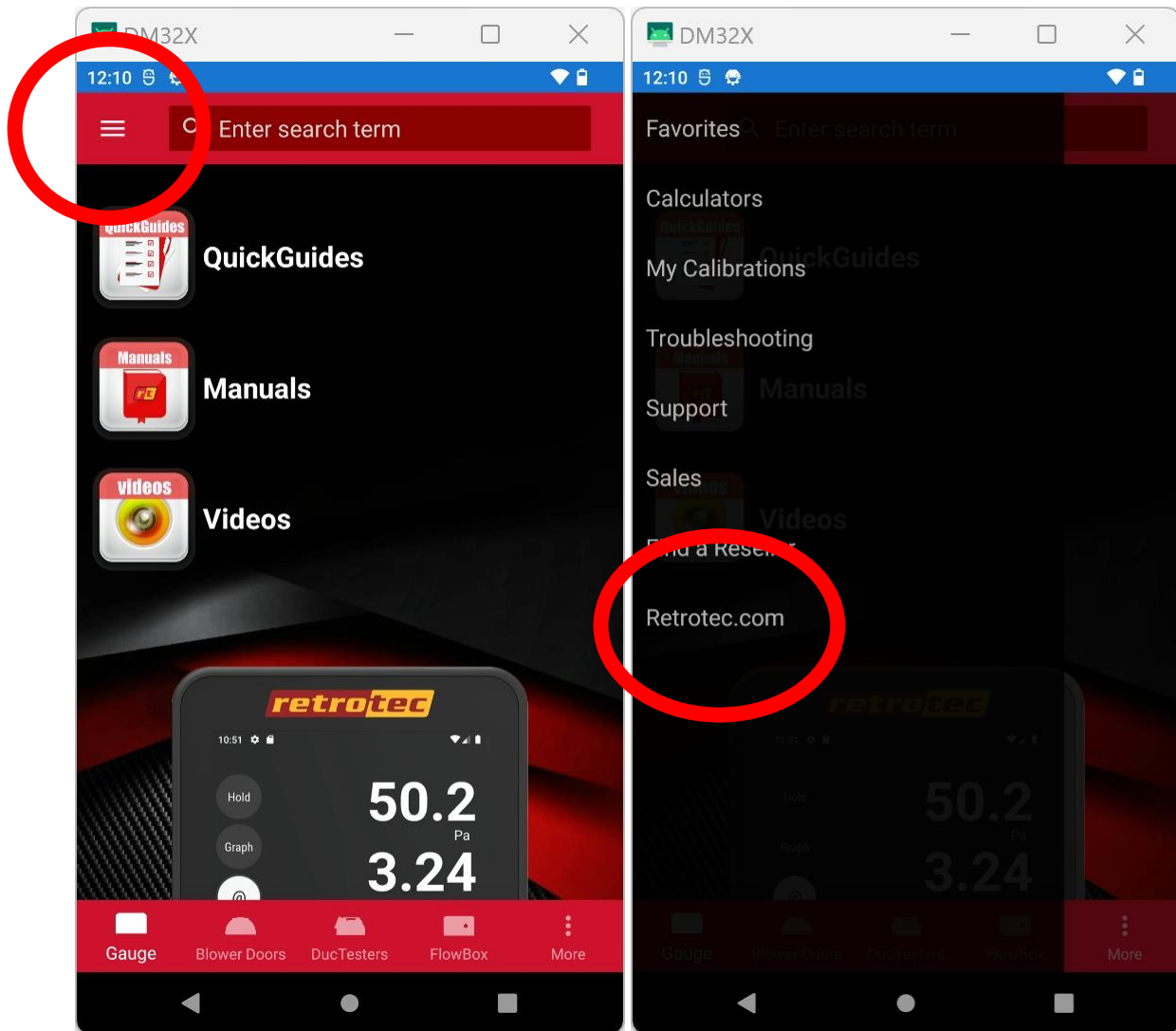
You can test for internet access by opening the rResources app, and then the Retrotec homepage.

1. From the home screen, swipe up from the bottom. Tap on 'rResources'



DM32X – Checking for Internet Connectivity Issues

2. Tap the menu icon. Tap to launch Retrotec.com.



DM32X – Checking for Internet Connectivity Issues

3. Retrotec.com should load at this point. If you are still having issues, please contact Retrotec support.
support@retrotec.com.

