EasyPad Set-Up and Trouble Shooting Guide

1. Turn off your Computer's Wi-Fi or put it into Flight Mode

While this is not strictly necessary, it's good practice because it ensures that your computer is not accidentally connected to another network.

2. Turn on the Router

Power up the router and wait until the blue Wi-Fi LED(s) are constantly lit. The SYS LED will flash but that is normal.

Two different models of router are available; one has four LEDs on the front and the other has eight. Look at the images below and identify the appropriate LED(s) for your router.
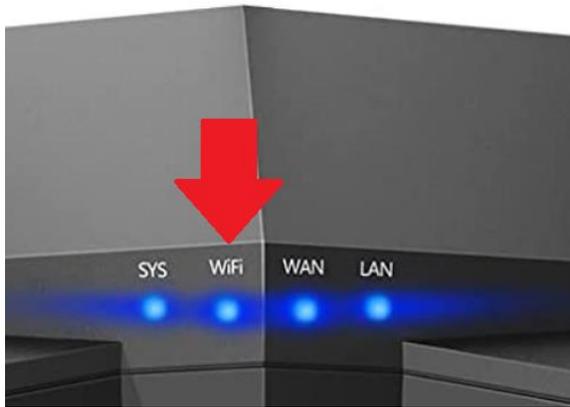
4 LEDs
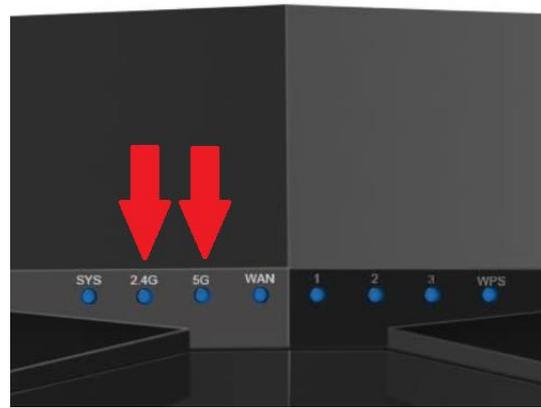
8 LEDs

3. Connect the Ethernet Cable to the Router

Take one end of the Ethernet cable and plug it into the rear of the router into socket 1 or 2. Either socket will work.
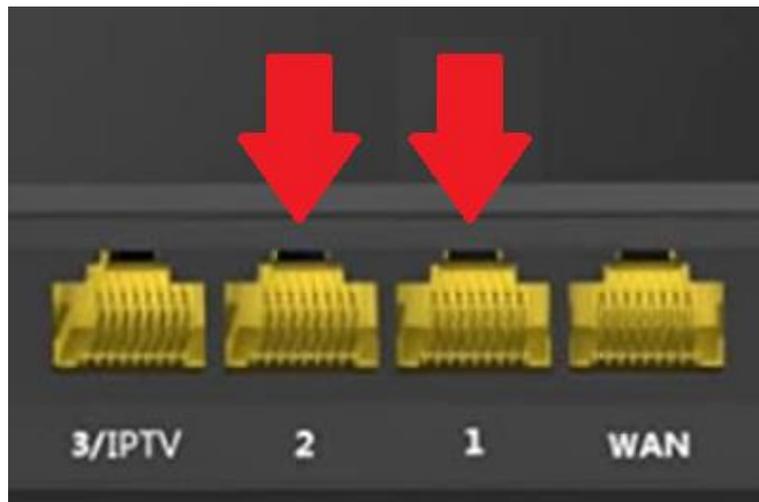
4. Connect the Ethernet Cable to the Computer

Plug the other end of the Ethernet cable into the Network socket on your computer

5. Check that the computer is on the Network

Hover the mouse's cursor over the Flight Mode icon in the bottom right-hand corner of the screen. Check that it says "…no internet". It may take a few minutes for it to identify and display the network's name.

This step is not strictly necessary but it is a useful check that everything is working so far.
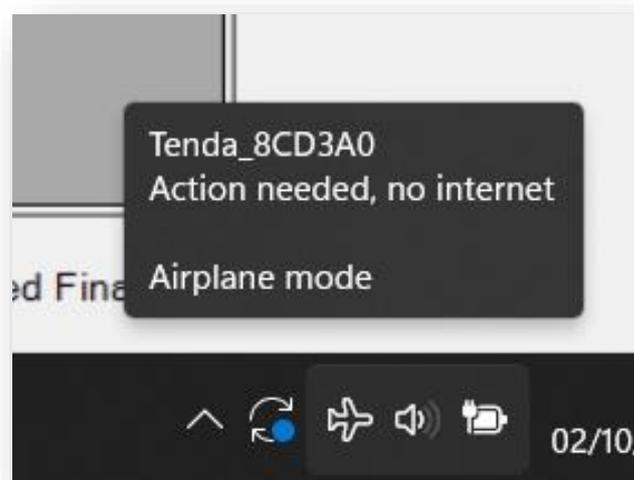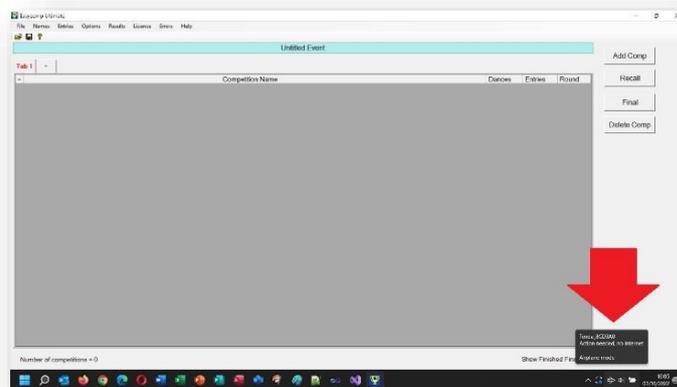
The Router and Computer are now set up and working together correctly.

6. Connect the Pads to the Router

a. Turn on the pads and touch the Settings icon in the bottom right-hand corner
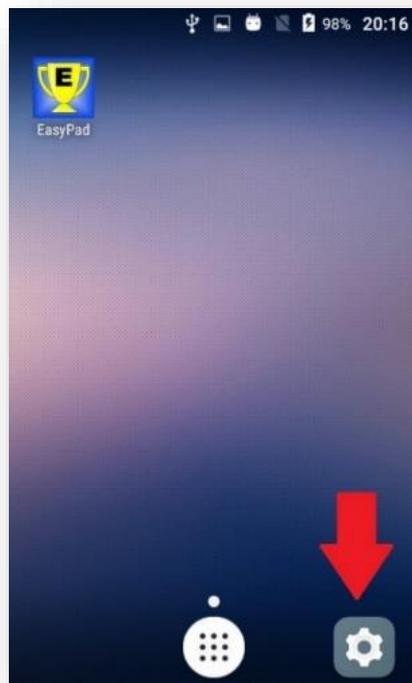
b. Touch the Wi-Fi section
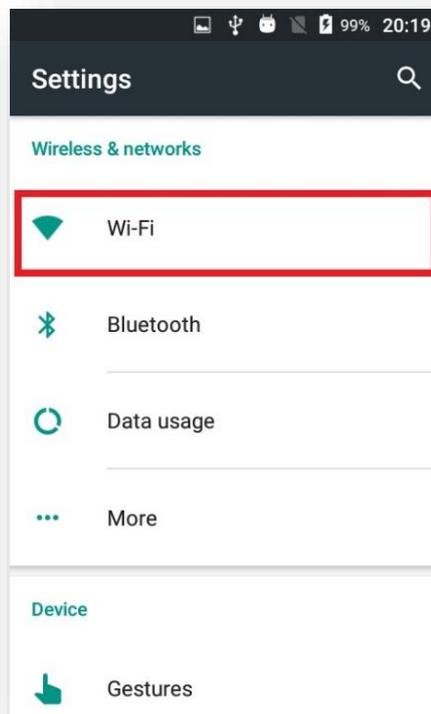
c. Al list of available Wi-Fi networks will be displayed. Select the router's network
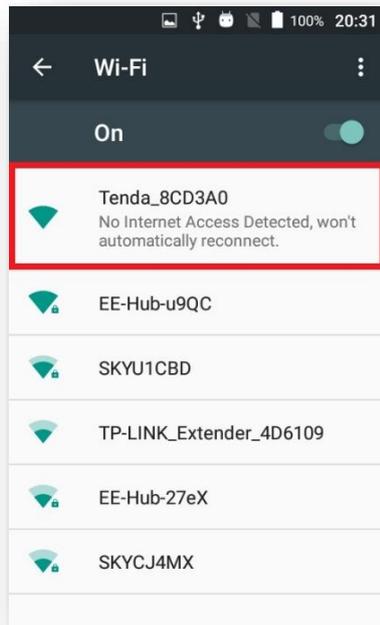
d. If the pad asks for a password, enter the password shown on the top of the router. Some routers don't have a password by default. The screen should say that it is connected to the router's network and that there is no internet.
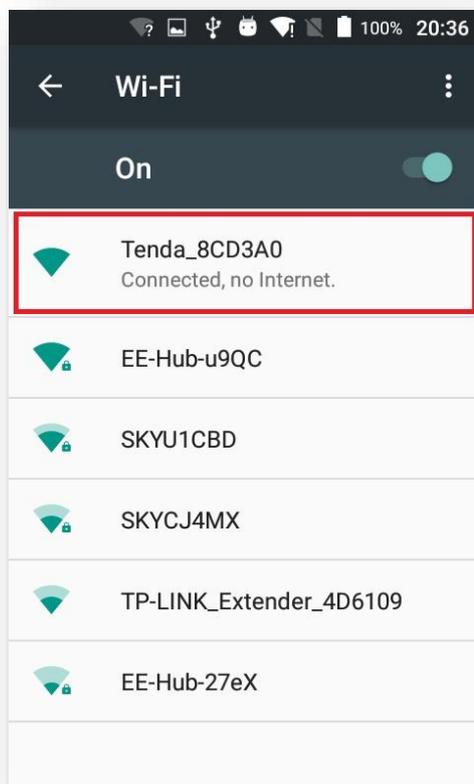
e. Touch the round "Home" button at the bottom of the pad to return to the pad's Home screen.

f. Launch EasyPad by touching its icon in the top left-hand corner of the screen
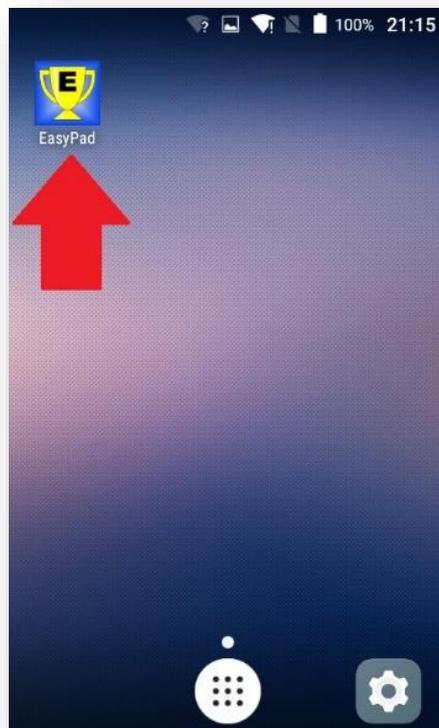
g. Look at the numbers in the top left-hand corner of the screen. If they start with 192.168.0. then the pad is successfully connected to the router. If the numbers shown are 127.0.0.1 the pad is NOT connected to the router and you must try to connect it again.
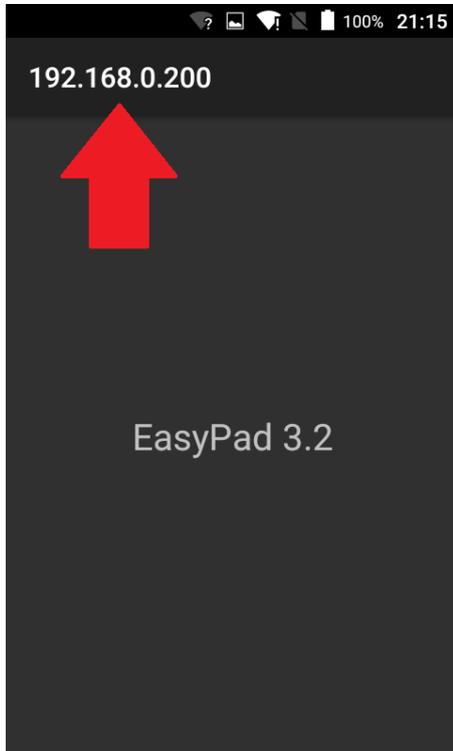
Connected ✓
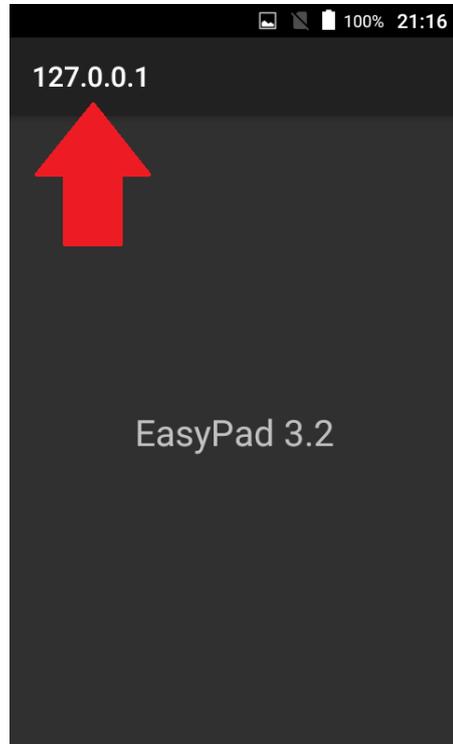
Not Connected ✗

7. Finally, connect Easycomp to the Pads

Launch Easycomp and click on Names, Adjudicators' Names. Enter the adjudicator's name into the box and type the numbers displayed on the Pad in the "IP Address" box. Do not include any spaces in the box and be careful to separate the numbers with full stops. Click the Connect button.

The pad will display the adjudicator's name and letter.
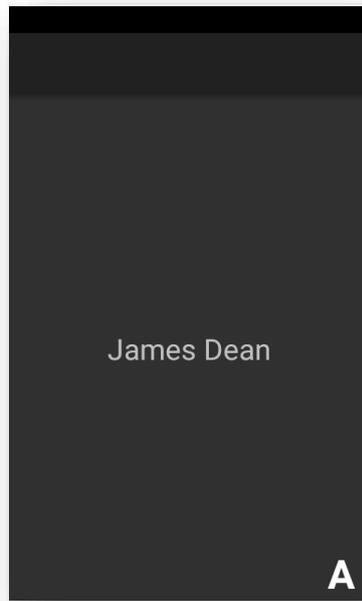
If the connection is successful, the "Connect" button will change to "Disconnect".

However, if the connection cannot be made, a timeout error will be shown. Click OK, then check that the address is correctly entered and try again.
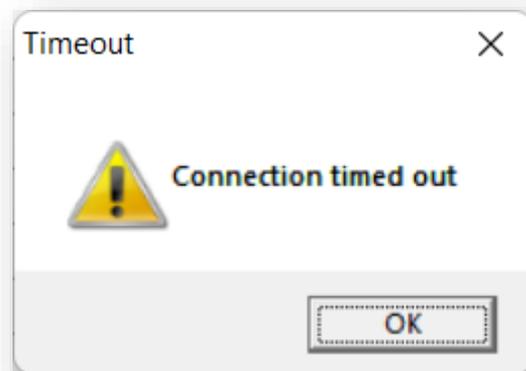
Connect all the other adjudicators in the same way.

This completes the set-up procedure.

Trouble Shooting

I can't connect to any of the pads from Easycomp.

The computer isn't connected to the router's network.

- Make sure that the computer's Wi-Fi is turned off (see Step 1)
- Check that the router is powered up and that its Wi-Fi LED(s) are on (see Step 2)
- Check the Ethernet cable is correctly connected at both ends (see Steps 3 and 4)
- Check that the computer is displaying the router's network name (see Step 5)
- If all else fails, try turning the router off for a few seconds then start the set-up again from step 1.
- The router could be faulty. If you have a spare, replace it.

I can connect to one or more pads from Easycomp, but not all of them.

The computer is connected to the router's network so the problem must lie with the pad or the address you have typed.

- Check that the pads which won't connect are displaying an address beginning 192.168.0. If they are showing 127.0.0.1 then they aren't connected to the router, so follow the procedure in step 6.
- Check that you have correctly typed the IP address in Adjudicator's Names. Be especially careful that you have used a full stop to separate the numbers and not a comma or any other symbol. The address cannot contain any spaces anywhere, including before or after the numbers. It is very easy to accidentally include a space at the beginning or end of the address and it will still look correct, but it won't work. Check that you haven't typed "O" (letter) instead of "0" (zero), or l (lower case L) instead of 1.
- If only one pad won't connect, it might be faulty so try replacing it with another one.

My router doesn't have a password but when I try to connect any of the pads to it, the pads ask for a password.

Reset the router to factory settings by pressing the "RST/WPS" button on the rear for a minimum of 10 seconds.

I can connect to all the pads, but I get some red hearts when they are in use.

The router is experiencing interference which is preventing good communications between the pads and Easycomp. Move the router well away from any potential sources of wireless interference. Equipment which has been shown to cause interference includes:

- Radio microphones
- Music systems
- Photographic equipment

Make sure the router is positioned as far away as possible from such equipment. Use the 15m Ethernet cable if necessary.