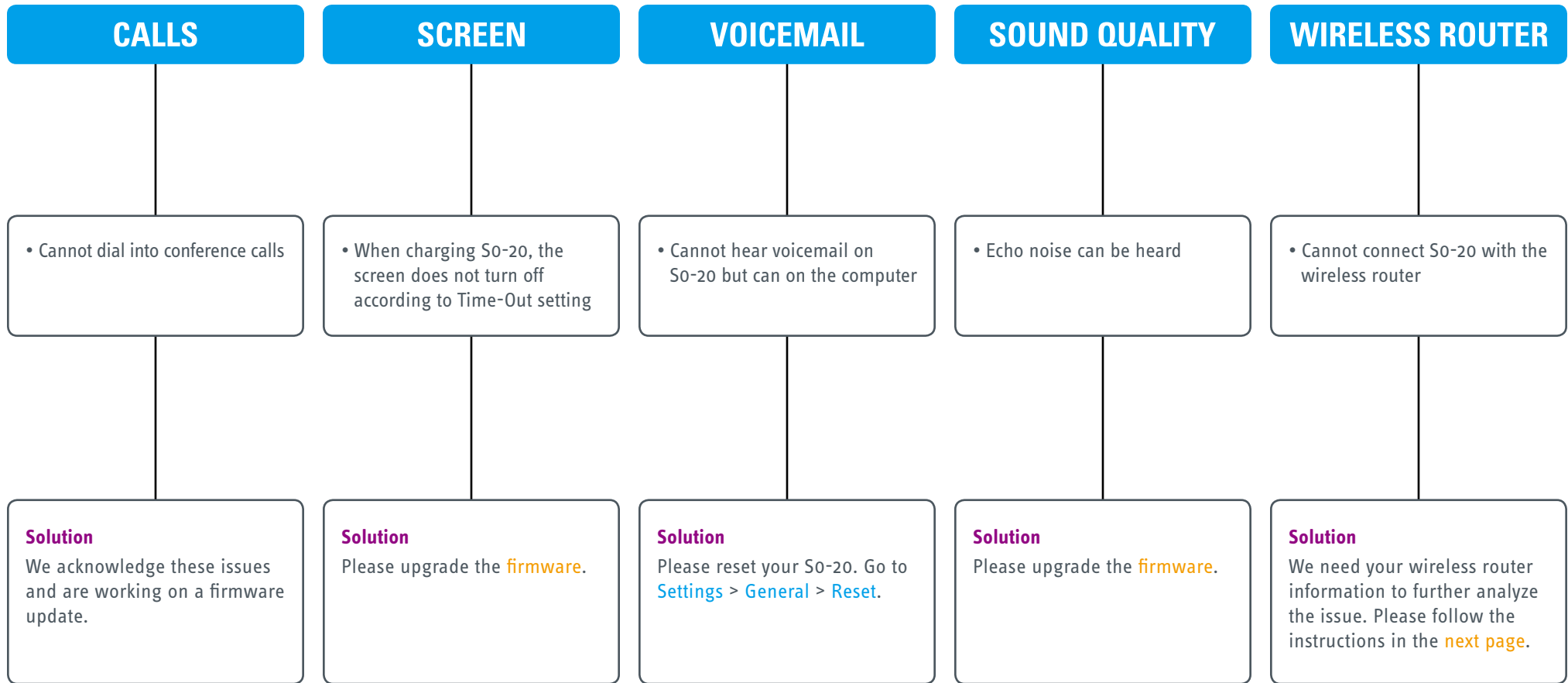


S0-20 TROUBLESHOOTING CHART

Please follow the instruction below for the problem type you encountered.



HAVING A DIFFERENT PROBLEM?

Please send an e-mail with the following information to cs@ipevo.com.

1. Description of the problem.
2. S0-20 Software and Hardware version. For version information, please go to [Settings](#) > [About](#).

WIRELESS ROUTER CONNECTION PROBLEM

If you encounter problem connecting S0-20 with your wireless router, please send an e-mail with the following information to cs@ipevo.com.

1. S0-20 Software version.
2. S0-20 Hardware version.
(For version information, please go to [Settings > About](#))
3. Name of the router company.
4. Router model.
5. Router security and encryption setting.
(See steps at the bottom for viewing router information)

TO VIEW YOUR WIRELESS ROUTER INFORMATION

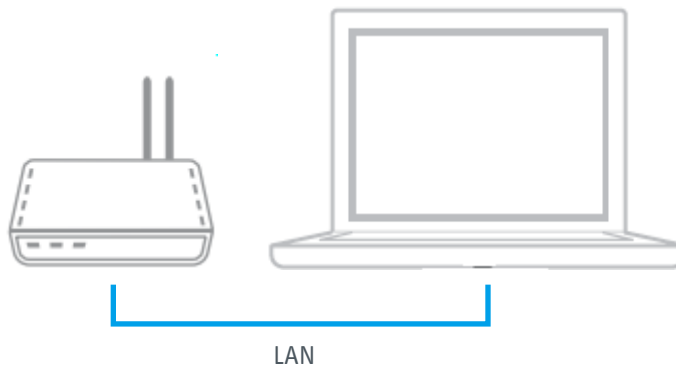
1. Prepare the followings:

- The computer connected to the wireless router by the LAN cable
- Password for the wireless router (if applicable)

2. From the computer, access the website of the router maker.

3. Follow their instructions on how to access the web interface for the wireless router. Usually, you will need to access a special page and type in the password to log in.

4. Note the security setting and encryption setting of the wireless router down. The table below summarizes their possible combinations.



SECURITY

WEP

WPA

WPA2

ENCRYPTION

ASCII 5-char

HEX10-digits

PSK TKIP 8-16 char

PSK TKIP 8-16 char

ASCII 13-char

HEX 26-digits

PSK AES 8-63 char

PSK AES 8-63 char