

SmartChk tablet not connecting to internet OR Tablet kept dropping internet (intermittent connection) OR Tablet shows message “Currently we are facing internet issue”

Problem

Smartchk tablet does has trouble connecting and retaining the internet connection.

Cause

Tablet loses internet connectivity because the saved internet connection is not available for connection or has weak signal.

Resolution

- Advise the rep to open the Wi-Fi utility menu on the SmartChk tablet by tapping the settings icon (gear icon) at the top right hand corner of the screen to open the settings menu and then clicking the Wi-Fi icon to open the Wi-Fi utility.
- After opening the Wi-Fi utility, ask the rep to connect to their preferred network. For COR locations, it's the TDEMO network.
- If the location is a COR location and TDEMO is not working, they can opt to connect to Mobile Broadband by selecting Mobile Broadband in the Wi-Fi utility menu.