Troubleshooting Guide

AKS Troubleshooting Guide

If your AKS is not behaving as intended, there are several solutions which will get you back to running the show in no time.

The Default SSID is "Ratpac AKS", and the default password is "quietonset"- Remember to write the new password down if you change it.

To change the SSID and/or password to the AKS:
1   Turn on the AKS.
2   Using a mobile device or computer, connect to the AKS via WiFi (or Ethernet). The Default SSID will show as "Ratpac AKS". The default password is "quietonset".
3   Once connected, navigate your browser to "10.10.100.254" and enter username "admin" and password "admin".
4   Click on menu item "AP Interface Setting".
5   Under the "Wireless Network" heading, enter the desired network name in the "Network Name(SSID)" box.
6   IMPORTANT: click "Apply" after changing each setting to lock it in before changing additional settings.
7   Restart the AKS after settings have been changed.

To change the password:
1   Follow steps 1-4 above. (SSID will be changed to new name)
2   Under the WPA heading, enter the desired password in the "Pass Phrase" box.
3   IMPORTANT: click "Apply" after changing each setting to lock it in before changing additional settings.
4   Restart the AKS after settings have been changed.

If interference or intermittent signal are being experienced, refer to these remedies:

•   Ensure there are no major obstacles between your device and the AKS. Walls, equipment, and even people can block the signal!
•   Try disconnecting, then reconnecting the WiFi connection on your device.
•   Use a free diagnostic app such as "WiFi Analyzer" to ensure your desired channel is free of interference. If interference is detected: Log in to the configuration page at 10.10.100.254 to change your channel under the "AP Interface Setting." Do not forget to restart the AKS when you're done!

*If changed password has been forgotten, you can use a computer to access the AKS via a standard Ethernet cable — Simply enter 10.10.100.254 into your web browser.

*If locked out or simply just want to return to the original settings, turn the AKS off then power back up while holding both POWER and RF LINK buttons until the device powers on. The AKS will perform a diagnostic procedure and reset itself to its factory default settings. Configuration is complete when "WiFi" light illuminates. Factory reset typically takes 20 seconds.