## Troubleshooting Guide for Hearing HotSpot venues

### Troubleshooting

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<th>Probable Cause</th>
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<td><strong>Is the SSID visible?</strong></td>
<td>• WiFi Access Point(s) is not powered on or is malfunctioning.</td>
<td>• Restart or power up the Access Point(s).*</td>
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<td><strong>Can you connect to the SSID?</strong></td>
<td>• WiFi Access Point(s) cannot connect to DHCP provider or is malfunctioning</td>
<td>• Restart the Access Point(s), restart or power up the DHCP provider.*</td>
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<tr>
<td><strong>Can you access the Internet from your phone or tablet?</strong></td>
<td>• Internet service provider or router is malfunctioning.</td>
<td>• Restart the Internet router.*</td>
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<td><strong>Does the Hearing HotSpot App connect to server?</strong></td>
<td>• Hearing HotSpot server is not running or is malfunctioning.</td>
<td>• Make sure the Hearing HotSpot server is powered on and connected to the network via a physical patch network cable.</td>
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<td><strong>Does the Hearing HotSpot audio work?</strong></td>
<td>• Audio not playing at source.</td>
<td>• Make sure the source audio is playing with sufficient volume.</td>
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<td><strong>Do the Hearing HotSpot graphics work?</strong></td>
<td>• App not able to communicate with the Hearing HotSpot server over HTTP port 80</td>
<td>• Network problems, contact network support contact.</td>
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*When restarting equipment make sure to wait at least 10 minutes to see if the issue resolves.*

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**Probable Cause**

- WiFi Access Point(s) is not powered on or is malfunctioning.
- WiFi Access Point(s) cannot connect to DHCP provider or is malfunctioning.
- Internet service provider or router is malfunctioning.
- Hearing HotSpot server is not running or is malfunctioning.
- Hearing HotSpot App does not have access to the Hearing HotSpot server.
- Hearing HotSpot server is malfunctioning.
- Audio not playing at source.
- Audio cable is loose or disconnected at the source or at the Hearing HotSpot server.
- Hearing HotSpot server is malfunctioning.
- App not able to communicate with the Hearing HotSpot server over HTTP port 80.
- Hearing HotSpot server is malfunctioning.

**Possible Solutions**

- Restart or power up the Access Point(s).*
- Restart the Access Point(s), restart or power up the DHCP provider.*
- Restart the Internet router.*
- Make sure the Hearing HotSpot server is powered on and connected to the network via a physical patch network cable.
- Restart the Hearing HotSpot server.*
- Make sure the source audio is playing with sufficient volume.
- Check the audio cables at the source and at the Hearing HotSpot server to make sure they are connected tight.
- Restart the Hearing HotSpot server.*
- Network problems, contact network support contact.
- Restart Hearing HotSpot server.*
- If this does not work, contact Williams Sound TechBlue support.

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Hearing Hotspot Support: Williams Sound, LLC - 800-328-6190 (Ask for TechBlue)