



The ethernet cable must be disconnected when trying to connect to any wifi, mifi or hotspot

1 MAKE SURE YOU HAVE A STRONG LTE SIGNAL

It's a good idea to research the area you will use your hotspot device in. There are locations that do not support cellular 4G/LTE, which means you will still have Internet, but at slower speeds. To ensure proper functioning, make sure your hotspot device has a **strong signal**  and **LTE**. Note that cellular signal strength may vary from one area to the other. See page 2 for suggestions.



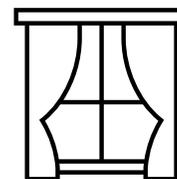
2 WATCH OUT FOR WIFI CONGESTION

If you are in a location that has many wifi networks in range, it can cause conflict, slowdowns and the inability to find a hotspot.



3 LOCATION AND RANGE

Basements, concrete and metal structures affect wifi and cellular signals adversely. Being by a window MAY improve the connection. Opening that window MAY further improve that connection. Typically, the best range for the device you are using for your hotspot connection is 1-2 meters.



4 AVOID MULTIMEDIA USAGE

Close all apps on your device (cell phone or tablet) to make sure no other services are using data.



5 PERFORM A SPEEDTEST (SPEEDTEST.NET OR APP)

- A 10mb down connection is good
- A 5mb up connection is good
- Anything less than these can make the connection seem slow





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LOCATING A HOTSPOT

If the Hotspot can not be found, follow the steps below in order:

- A. Try moving the CSAN® Pronto® to another location, even an adjacent room or other side of a large room
- B. Try turning the hotspot off, wait 10 seconds, turn it back on, wait 10 seconds and try the connection
 - i. If using a cellular phone or tablet, navigate to the hotspot screen in settings and remain there while trying to connect
- C. Try a restart:
 - ii. Turn off the hotspot (complete power down)
 - iii. Unplug the CSAN® Pronto® device's power adapter
 - iv. Wait 10 seconds
 - v. Turn on the hotspot device
 - vi. Wait for the hotspot device to be on and at the main screen (if using a cellular phone or tablet, navigate to the hotspot screen in settings and remain on the screen while trying to connect)
 - vii. Plug the CSAN® Pronto® device into a power source and wait for the LED light of the device to turn **GREEN**. If the LED light of the device is **ORANGE**, it is not connected to a network
 - viii. Try your connection again

TIP

First connect a reliable device to the hotspot, then pair the CSAN® Pronto® using the CSAN® Pronto® app.

7 REFRESH FOR WIFI NETWORKS

When scanning for wifi networks, you may need to REFRESH repeatedly for it to appear in the list (5-10 times).



1. Open the **CSAN® Patient Care Portal** via the internet browser of your mobile device and sign in with your credentials.
2. Proceed with the usual steps to **execute a CSAN® Pronto® test**.
3. Once the test is complete, we recommend to turn off the mobile hotspot on your device.