

Wi-Fi Connection Guide and troubleshooting SterOx System

This guide is designed to help you connect your SterOx System to Wi-Fi and troubleshoot the most common issues. A stable Wi-Fi connection ensures that you receive automatic cycle reports by email and allows our Customer Success team to assist you quickly if needed.

1. Wi-Fi Specifications

- Supported standards: IEEE 802.11 b/g/n/ac
- Supported frequency bands: 2.4 GHz and 5 GHz
- Recommended security protocol: WPA2-Personal (WPA3 not supported)
- Data exchanged: Cycle reports (sent by email) and technical logs (temperature, ozone concentration, etc.).

Wi-Fi Menu is located under the Main Menu.



2. Sharing Your Phone Connection (Hotspot)

If your SterOx System does not connect to your regular Wi-Fi, you can test it with a phone hotspot.

Device	Settings	Remarks
Android	Choose WPA2-Personal protocol <input checked="" type="radio"/> WPA2-Personal	Tested on Pixel 4a, Pixel 8a, Galaxy S22
iPhone	Enable "Maximise Compatibility" in hotspot settings Maximise Compatibility <input checked="" type="checkbox"/>	Tested on iPhone XR

3. Wi-Fi parameters resetting

If your SterOx System fails to connect or does not connect automatically to the Wi-Fi network upon startup, you may need to reset the Wi-Fi settings:

1. Go to **Maintenance** menu
2. Select **Technician Access**
3. Enter the password: **imther3nt**
4. Select **Forget Wi-Fi**, confirm and go back to the main menu (home button)
5. Return to the Wi-Fi menu and re-enter your credentials
6. Restart the device

- When the device returns to the Home menu, check if it remains connected (Wi-Fi logo in the upper right of the screen). If not, repeat the steps.

⚠ Important: You must repeat these steps once the Wi-Fi connection has been successfully established.

4. Troubleshooting

Below are the most common problems and solutions.

Problem	Possible Cause	Solution
Device does not connect, even with correct login details.	Network restrictions (MAC address filtering).	Check the MAC address in the Wi-Fi menu and authorise it in your network.
Password contains special characters (\$, £, {, }).	Some characters are not supported in certain software versions.	Create a subnetwork with another password and notify SteriLux support.
Device still does not connect after retrying.	Incorrect saved data.	Go to Maintenance Menu → Technician Access → enter password 'imther3nt' → select 'Forget Wi-Fi' → go back to Wi-Fi menu → re-enter your Wi-Fi credentials.
Device connects but does not send emails.	SMTP traffic blocked by your network.	Create an additional guest network without SMTP restrictions, only for the SterOx System.
Device connects but does not send data (<i>this will be reported to you by our customer support service</i>)	Data sending ports are blocked by firewall	Allow communication for ports in firewall (TCP protocol, outbound): <ul style="list-style-type: none"> • 8080 • 9092 • 18814 • 20001, 20002 For the software update FTP connection is required. Open ports 20 and 21 in both directions.

5. Low Signal Stength

If the system reports weak Wi-Fi signal:

- Install a Wi-Fi repeater.
- Move the router closer to the SterOx System.
- Ensure the signal is stable in the installation area.