

Quick SentryRobotic Device Questions:

How to Reset my Wi-Fi Profile into Device?

Answer:

Option1: Turn off your home or office Wi-Fi network router and power up our device first and device should go to Wi-Fi setup mode again. Then power up your network and use your iPhone to login to SRXXXXXX and setup your new home/office network WIFI profile again.

Option2: Power up device not in your wifi range or setup wifi profile in other wifi router and come back home and setup again.

How to change Device time from OLED screen with flash button?

Answer:

click flash button on device and you will see a number jumping on the screen and the EST time zone is number 6 so you stop click flash button until you see 6 number on the OLED device screen. Then wait for it to turn into 0 number and then you can reboot device and see if time change to EST time zone. That's it! If still not change, please try above few more times

OLED Wi-Fi SR Device "Flash Button Push" Number Command List reference info

1. 25 seconds screen rolling speed
2. 15 seconds screen rolling speed
3. 3 seconds screen rolling speed
4. Cloud Service 15 seconds
5. Cloud Service 600 seconds
6. Eastern Time Zone
7. Mountain Time Zone
8. Central Time Zone
9. Pacific Time Zone – Default setting
10. Messages Display Only
11. System Display Only
12. Reset All Display Setting
13. Hawaiian Time Zone
14. Alaskan Time Zone
15. Reset Wi-Fi Profile

Why Device keep Reboot itself?

Answer: it is because your WIFI connection is bad and device is trying to reboot to regain Good WIFI connection. (when Device reboot relay switch might on and off until device get back on Internet connection)

Solution Options:

1. Please check your Home/Office Wi-Fi Router status or Power Cycle your Wi-Fi Router to see if it provide good Wi-Fi connect to the device.
2. Check the place where you put the device to see if it get a good Wi-Fi connection and no other strong electric equipment to disrupt with our device.
3. Check with your Internet Provider to see if your home or Office has bad Internet connection.

Why Device not found on Alexa Echo or Alexa Device?

Answer:

Option1: Power Cycle your Alexa Echo or Alexa device and try again.

Option2: Check and make sure both Alexa Echo and Our Devices must in same 2.4GHZ WI-FI network. (5G network will not work since device is only 2.4ghz)

Option3: update your Alexa app or restart your Alexa app and try again.

Problem Setup Wi-Fi Home/Office Profile into Device?

Answer: check your network have 2.4GHZ network or check if your router working well. Try Reboot your home/office WIFI Network router and try again. If you still have problem, please feel free to contact your seller. All Sentry Robotic Reseller have training how to fix all types of problem for you.