

Symptom

The FetchExpress is not working – comparing its LED indicators to the normal/expected behavior described here may provide clues to the problem.



LED	Description
Power	On when unit has power
WiFi	On when WiFi is operating, blinking indicates WiFi activity
Status – RED	Blinking when no connection to network, off when connected to network
Status – GREEN	Off when no connection to network, on when connected to network
Status – YELLOW	Normally off. Rarely, indicates firmware update active (on) Contact AudioFetch support if flashing continuously

LED indicator reference based on A) access point configuration mode or B) wireless client mode

A) ACCESS POINT mode - normal sequence from power-on

(FetchExpress provides its own WiFi network which users connect to)

	Power	WiFi	Status	
1. Power LED turns on when connected to power	●	○	○ ○ ○	Power LED turns on initially
2. All three status LEDs flash twice quickly at power-on	●	○	●' ●' ●'	Status LEDs flash quickly 2x
3. Red Status LED starts blinking (no network connection yet)	●	○	●' ○ ○	Status RED blinking
4. About 30 seconds later WiFi LED turns on (WiFi now active)	●	●	●' ○ ○	WiFi on, RED still blinking
5. Shortly after, red Status LED turns off and Green Status turns on to indicate AudioFetch connected to internal access point and is ready to deliver audio to connected mobile devices.	●	●	○ ● ○	RED off, GREEN status on
6. WiFi will occasionally blink off and on to indicate WiFi activity when mobile devices are connected to internal access point	●	●'	○ ● ○	WiFi occasionally blinks off/on

After boot-up complete and operating normally: ON: Power/WiFi/Status-GREEN (WiFi can blink)

OFF: Status-RED/Status-YELLOW are off

B) WIRELESS CLIENT mode - normal sequence from power-on

(FetchExpress connects in to your existing WiFi network)

	Power	WiFi	Status	
1. Power LED turns on when connected to power	●	○	○ ○ ○	Power LED turns on initially
2. All three status LEDs flash twice quickly at power-on	●	○	●' ●' ●'	Status LEDs flash quickly 2x
3. Red Status LED starts blinking (no network connection yet)	●	○	●' ○ ○	Status RED blinking
4. About 30 seconds later WiFi LED turns on (WiFi now active)	●	●	●' ○ ○	WiFi on, RED still blinking
5. If the unit can connect to the existing WiFi network , WiFi LED should blink off and on to indicate successful connection	●	●'	●' ○ ○	WiFi blinking, RED blinking
6. Shortly after, red Status LED turns off and Green Status turns on to indicate AudioFetch is fully connected to existing WiFi network (has received an IP address by DHCP, etc.), WiFi LED remains blinking	●	●'	○ ● ○	RED off, GREEN status on WiFi remains blinking

After boot-up complete and operating normally: ON: Power/WiFi/Status-GREEN (WiFi can blink)

OFF: Status-RED/Status-YELLOW are off

Troubleshooting

- Wireless Client Mode:** If red status LED remains blinking forever (stuck at steps 4 or 5 above) the FetchExpress cannot connect to your WiFi network.
 - Check that your WiFi network is working correctly and other devices can connect successfully.
 - If your WiFi is configured for Captive Portal (there is a splash screen or login page) then the both MAC addresses of the AudioFetch Express must be added your network's whitelist of clients allowed to bypass the captive portal.
 - Check that WiFi SSID and password on your network are the same as indicated to AudioFetch when FetchExpress ordered.
 - If not, or if you suspect WiFi SSID/password may not be correctly programmed into the FetchExpress, refer to the FetchExpress Quick Guide: **Client-Mode WiFi SSID & Password**.
 - For additional help refer to: **AudioFetch Network Troubleshooting Guide**.
- When using the Doghouse to make configuration changes, the status LEDs may blink in other patterns temporarily.