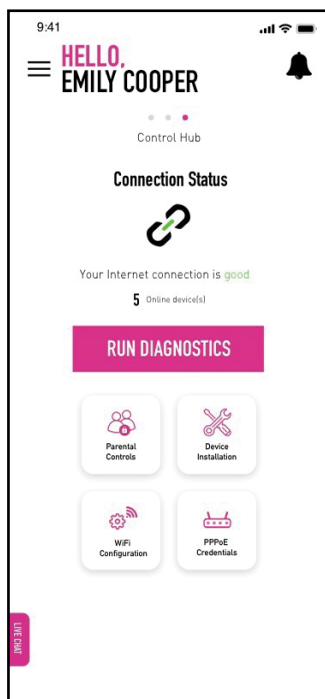# QUICK DIAGNOSTICS AND WIFI STRENGTH CHECK USER GUIDE
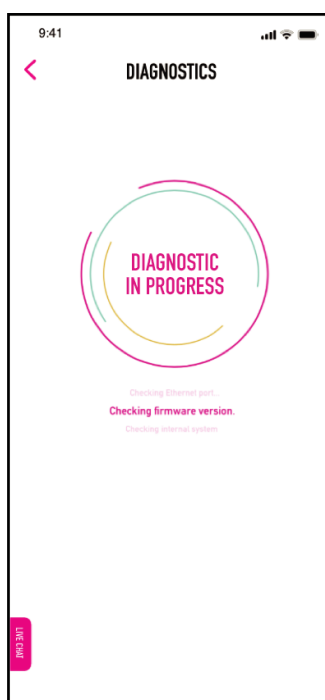
time™

HOW TO USE QUICK DIAGNOSTICS AND WIFI STRENGTH CHECK ON THE TIME INTERNET APP

A. For Huawei devices (Huawei HG8145V5 and WA8021V5).

1. On the **Control Hub** screen, tap on the **Run Diagnostics** button.
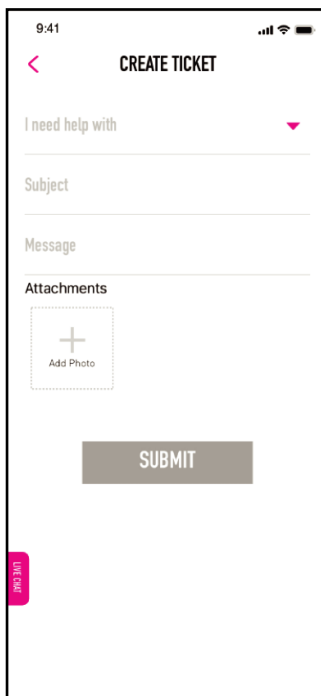

2. Wait a few moments for the app to scan the network.

3. The results will show you the status of your Internet connection and the WiFi signal strength of the room you are in. Should you encounter any common issue with your connection, the app is able to identify the problem and provide quick fixes to address it.
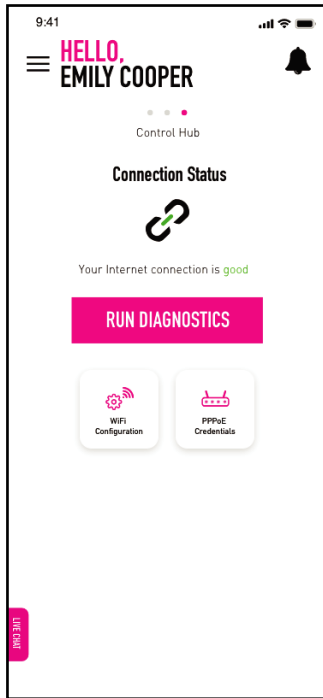

4. If you are still unable to rectify the issue, you can raise a ticket or talk to us via Live Chat, all from within the app.
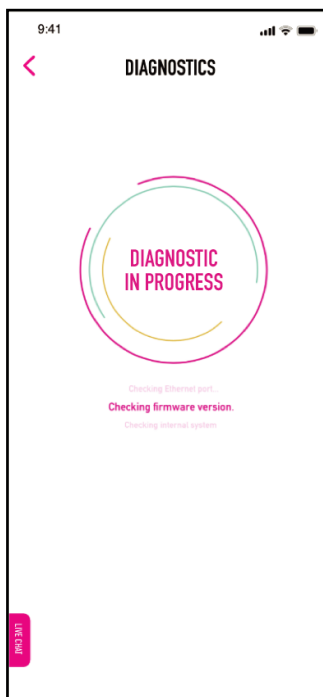
HOW TO USE QUICK DIAGNOSTICS ON THE TIME INTERNET APP
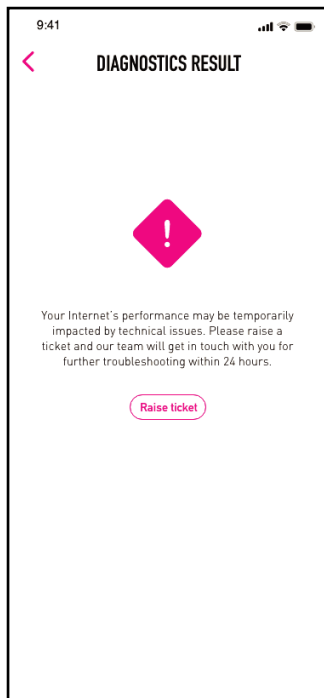
B. For non-Huawei devices.

1. On the **Control Hub** screen, tap on the **Run Diagnostics** button.

2. Wait a few moments for the app to scan the network.

3. The results will show you the status of your Internet connection. Should you encounter any common issue with your connection, the app is able to provide quick fixes to address the issue.

4. If you are still unable to rectify the issue, you can raise a ticket or talk to us via Live Chat, all from within the app.