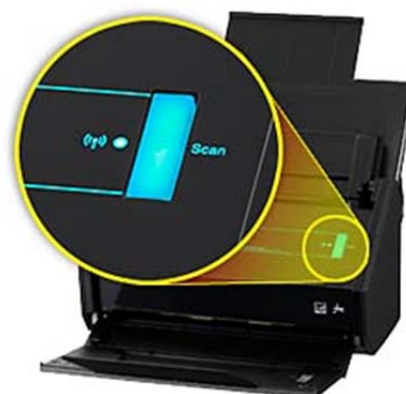# Are the mobile device and the ScanSnap iX500 connected to the same wireless LAN?

[Resolution]

- Make sure that the Wi-Fi switch at the backside of ScanSnap iX500 is "ON" and the Wi-Fi lamp at the front side is lighting in "blue".

Back side

If the Wi-Fi lamp is lighting in orange, the wireless access point and ScanSnap iX500 are not connected properly.   Check the following items:

  - Make the distance shorter between the ScanSnap iX500 and the wireless access point.
  - Change an angle of ScanSnap iX500.
  - If there are any obstacles (wall, metal plate, etc.) and/or noise sources (Microwave, cordless telephone, wireless devices, etc.) between ScanSnap iX500 and the wireless access point, avoid or remove them.
  - Connect ScanSnap iX500 to a computer via USB, and either perform a wireless setting using the ScanSnap Wireless Setup Tool, or follow the direction of the wireless diagnosis result.

- Close the ADF paper chute (cover) of ScanSnap iX500 to turn it off. Then, turn the ScanSnap iX500 on again.
- Turn on/off the wireless access point to reset it.
- Check the network setting of the mobile device. If the ScanSnap iX500 is not connected to the same network as the mobile device, connect the ScanSnap iX500 to the network that the mobile device is connected to.

- If there are multiple wireless access points, make sure that the ScanSnap iX500 and the mobile device are connected to the same wireless access router.

<How to check SSID setting in the mobile device>

Launch ScanSnap Connect Application in your mobile device. Tap the [Network] icon under the [File List] screen. Check SSID. If an SSID is not the one you would like to connect, exit the setting once. Then, connect the network you would like to connect from [Wi-Fi] under the [Settings] of the mobile device.