Combi Oven Wi-Fi Troubleshooting Steps

Checking the Network Status of Your Combi Oven

To verify your combi oven's connectivity:

- **Locate the WiFi Symbol**
  On the top-right corner of the home screen, you will see a small WiFi icon.
- **Assess the Connection Status**

Green Checkmark: The oven is successfully connected to the network. **No further action is required**.

Red X: The oven is not connected. Please proceed with the troubleshooting steps below.

Step 1: Power Cycle the Oven

- Turn the oven off.
- Wait for 5 seconds.
- Turn the oven back on.
- Wait a moment to see if it reconnects to Wi-Fi.
- If oven connects ✅ **No further action is required**.
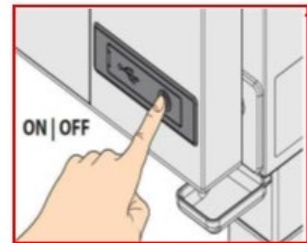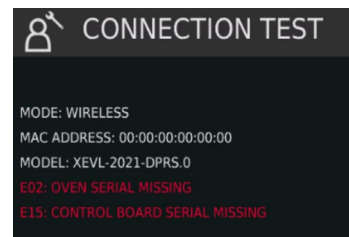

ON | OFF

On|Off button

Step 2: Run a Connection Test (if still offline)

1. On the oven's interface, go to Settings.
2. Select Network.
3. Choose Connection Test.
4. Let the test run completely.

Step 3: Check the Results

- If the test completes successfully, you should see a green check mark.
- This indicates the oven is back online.

CONNECTION TEST

MODE: WIRELESS
MAC ADDRESS: 00:00:00:00:00:00
MODEL: XEVL-2021-DPRS.0
E02: OVEN SERIAL MISSING
E15: CONTROL BOARD SERIAL MISSING

Step 4: Submit a Remedy Ticket (if still offline)

- If you're still not connected after the above steps:
  - Submit a Wi-Fi remedy ticket through the appropriate support channel.
  - Follow the Wi-Fi remedy ticket instructions provided to resolve the issue.