Skytrak Wi-Fi Connections Problems

Skytrak can work in three modes.

1. Connect via USB, direct by cable,

2. Wi-Fi connection - Direct mode

3. Wi-Fi connection – Network mode

Connecting Skytrak **via USB cable** is more reliable, especially if the Wifi network on Canal 1 is overloaded or disturbed. In this case is USB connection recommended by Skytrak too.
If the connection via USB fails, the connection restoration is automatic, reliable, usually within 5 seconds.
Since the device is usually away from your computer, we recommend using a **high-quality USB cable** or an **active USB** extension cable (with an amplifier).

USB connection is preferred when Skytrak is turned on, USB cable attachment takes precedence. If the USB connection is not active, Skytrak trying sett up a Wi-Fi connection in the Network mode, if it is not available (see bellow), then in Direct mode.
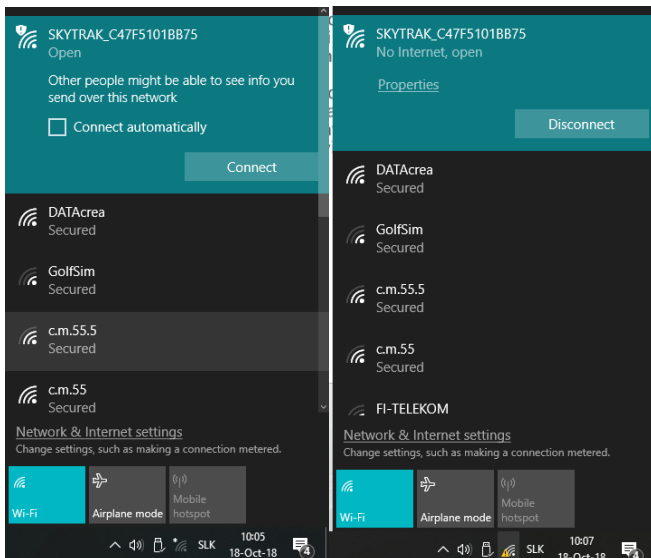
Wi-Fi networking is available in two modes.

a) Direct mode - direct connection **Skytrak <-> PC**.

You must connect your computer to **Skytrak_xxxxx** WiFi network.

The CG3D software will find this connection active, it will be connected automatically.

b) Network mode - the Skytrak connection is via the internal Wifi network, but the network name (ISSD) and password must be written to Skytrak using the original Skytrak-ST software.
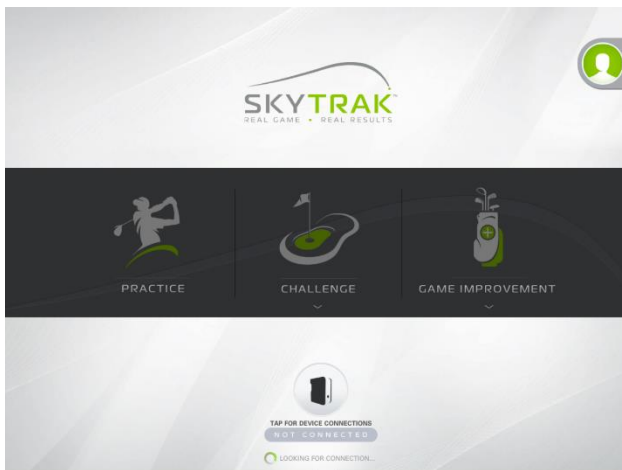
This program is also suitable for testing individual types of connections .

(and it is needed for installing new software, courses etc. to register the necessary licenses for the device.)

Download: https://www.skytrakgolf.com/support/downloads
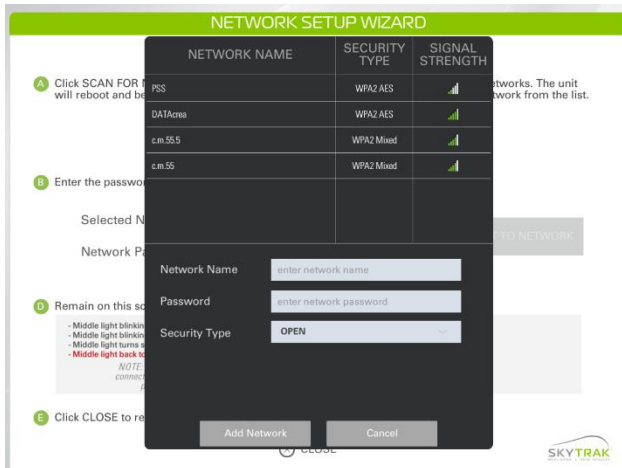
The internal network must be on Channel 1, otherwise this network is not suitable for communicating with a **device that can work only on Channel 1.**

Both Wi-Fi modes communicate on Wifi channel no. 1**, it is not possible to change the Skytrak channel** (given by the manufacturer).

Info: If Skytrak is in Network mode, it can get into the Direct mode by resetting the device (cleaning memory: network name and password). Use an office clip to push reset button inside big hole on bottom of Skytrak and hold it 15 seconds.

> https://clubsg.skygolf.com/content/faq/skytrak/troubleshooting/6-6275-SkyTrak_Wifi_Connection_Reset_Instructions.html

Therefore to use Skytrak in Wifi mode, you need to check:

•if Wi-Fi network environment **on channel # 1** i is not overloaded by other networks (for both Wi-Fi modes), ie whether channel 1 is free or usable to work with Skytrak. That means level of Wifi signal (Skytrak_xxxx, or internal Wi-Fi network) have to be significantly stronger than other networks.

For check it is suitable to use e.g. app "Wifi Analyzer" (Microsoft Store, free+)
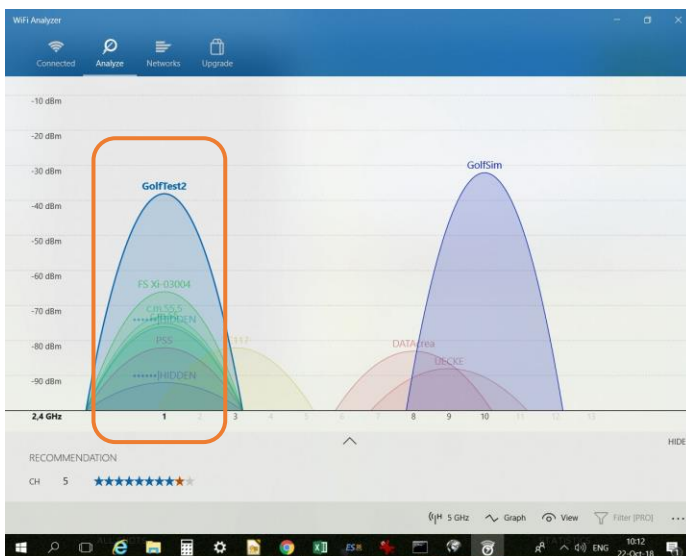
• In Network mode ensure that network traffic (by external communications other mobile devices, laptops, etc.).does not block or overloaded your own internal network. In this case we recommend create a new Wi-Fi network (on Channel 1), just for your computer and Skytrak.

We are currently working on improving recover the link between Skytrak and Creative Golf, but there is still a danger of a lost connection because weak, overloaded, disturbed or power-poor Wi-Fi network. In this case, use a USB cable connection.

Datacrea s.r.o.

26.10.2018