



## “TECHNICAL BULLETIN - 042: Android 10+ App Connectivity Issue

For information purposes:

Users of Android 10+ Operating System on some mobile devices may encounter connectivity issues when using WiFi dependant applications, including the Ocean Signal AIS Config app, due to a change in the way that they now interact with WiFi networks.

Since the release of Android 10, it is no longer possible to programmatically connect to a WiFi network through an app. The app is now required to request connectivity through the operating system.

Whilst the majority of devices are not affected by this new method, some mobile and telecommunication product ranges are unable to connect to a WiFi network programmatically. These devices are therefore unable to support certain applications requiring WiFi connectivity, including the Ocean Signal AIS Config app.

Ocean Signal have no control over these WiFi connectivity issues and therefore we are unable to resolve this for any of our customers affected by this. Any user experiencing WiFi connectivity issues through the Ocean Signal app should instead refer to their device manufacturer for assistance in this matter.

Ocean Signal can provide two workarounds for you to use if no solution for your mobile device is available:

- 1) The AIS configuration of the Ocean Signal product must be performed using an alternative mobile device; or
- 2) via the WEB app and a USB stick file created on the Ocean Signal Website at: [http://oceansignal.com/ais\\_webapp.html](http://oceansignal.com/ais_webapp.html). Full instruction are provided on-screen and below for reference.

### Configuration via USB

- After entering the required information on the WEB app, a configuration file will be created which can be downloaded to the PC.

- When the download is complete, copy the downloaded file to the root directory of a USB stick.

NB - the USB stick must be formatted to FAT32 prior to copying the configuration file (right-click the USB Drive on the PC to access the 'Format' option).

- With the AIS product powered down, connect the USB stick using a USB OTG cable (supplied).
- Power on the AIS product and the LED will flash Green/Amber then Flash Red. Wait until the LED shows Green.
- The AIS product is now configured and operational.
- Press and hold the LED button for 10 seconds, the LED will start to flash Red/Amber and on release will alternate Green/Amber to allow the USB stick to be safely removed without corruption.
- The LED will revert to normal operation once the USB stick is removed.”



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