



Building an IoT Monitoring System > Getting Started

Troubleshooting Bolt Setup

If your Bolt Device shows online on the Bolt Cloud then your setup is complete. Your dashboard should display a new Bolt device as shown in the figure below. You may skip this section if the setup is complete.

ID	STATUS	PRODUCT	ACTIONS
BOLT8627747	● ONLINE	Not Linked	   

However, if it shows offline then it means that there have been some issues in the setup process and you will have to debug it. Before you get into debugging the problem, I suggest you try the setup process one more time. Generally, that solves the problem.

ID	STATUS	PRODUCT	ACTIONS
BOLT8627747	● OFFLINE	Not Linked	   

Debugging

Before you proceed, I suggest you try doing the setup one more time. Generally, that solves the problem. If not, here are few ways to debug the setup issues.

Q: *The Blue LED on my Bolt is not blinking.*

A: You need to power on your Bolt device. Use a 5V Micro USB Power Adaptor connected to a power supply mains to power on the Bolt.

Q: *The Blue LED is blinking but it's not stable.*

A: You need to connect your Bolt to your WiFi network. Download the Bolt IoT App in your Android phone and follow the onscreen instruction to connect your Bolt to your home WiFi network.

Q: *Blue LED is stable but Green LED is not On.*

A: It means your Bolt is connected to your WiFi network but not getting the internet access. Enable the internet access from your wifi network.



Q: *I don't have Wi-Fi network but I have hotspot feature on my mobile phone? How can I connect Bolt to my phone?*

A: When you are setting up your Bolt for the first time, You need Bolt IoT app and wifi network. In case you don't have the wifi connection at your home then you need two smartphones for setting up your Bolt. In the first phone install the Bolt IoT app and create a hotspot from the second phone. Now open Bolt IoT app in the first phone and log in with your login credentials and click on Add Device button and follow the onscreen instructions and in the last screen, it will ask to connect your bolt to second phone's hotspot and your Bolt will be restarted and will connect to your second phone's hotspot.

Q: *My bolt module is not connecting to the bolt cloud but it is connected to the network. What could be the problem?*

A: Please check if your WiFi network has Internet connectivity. A good way is by visiting [speedtest.net](https://www.speedtest.net) and checking if you are getting suitable speed. You will need a stable, working internet connection for Bolt to connect to your cloud account.

Further Troubleshooting

If none of above steps works and if you are connecting to the WiFi in your college, school or in an institute where there are firewalls and restrictions on usage of the internet then check the steps listed below.

These could be the reason for the Bolt's Green LED not coming on.

1. Your university has the firewall that is stopping the connection from your Bolt to Bolt Cloud.
2. University has two layers of WiFi security where MAC address is linked to internet access.
3. Your university has Open internet connection.

You need to disconnect your Bolt from your university network and connect it to your phone's hotspot. You need to come out from the WiFi network coverage area and your Bolt will be disconnected from your university WiFi network. Once the Blue LED starts blinking, you can connect your Bolt to your Phone's hotspot and continue using the Cloud.

If your university wifi network is spread over a huge area, and you cannot leave the university area, then install Advance IP Scanner [software](http://www.advanced-ip-scanner.com/) (http://www.advanced-ip-scanner.com/) in your laptop. Connect to the WiFi network the Bolt is connected to and find the IP address of Bolt. You can find the Bolt IP by the Hostname which will be something like "Expressif". Note down the IP address of the Bolt.



Now create a hotspot from your phone network and type the following URL in your laptop's browser after replacing <IP_ADDR> with the Bolt's IP Address.

Replace <HOTSPOT_NAME> with the name of your phone's hotspot and replace <HOTSPOT_PASSWD> with the password of your hotspot.

Command:

```
<IP_ADDR>/wifiSetup?ssid=<HOTSPOT_NAME>&password=<HOTSPOT_PASSWD>
```

Now your Bolt will be restarted and will connect to your phone's hotspot. Now, the BLUE and GREEN LED should be ON and stable on your Bolt.