



# User Manual for Home-Connect Diagnostics App

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## 1. Overview

Home Connect Diagnostics App is available in iOS & Android for users. Home Connect is an ISP (Internet Service Provider), providing home users with super-fast truly uncapped & unshaped FTTH (Fibre to the Home) Internet connectivity services. The following steps will show you how to setup the Home-Connect Diagnostics App.

The app is a Diagnostics tool that will provide our Home-Connect Technical Support Team with improved insight into what is happening within the customer's Wi-Fi home network. In order to run the scan, the app must download, place the phone near their router and then run the scan. A few minutes later our technical team will have the results and will be able to trouble shoot with the customer.

## 2. Install the app

Home-Connect Customers can download the Home-Connect Diagnostics App from the Google Play or iOS App store:

iOS App Store link: <https://itunes.apple.com/us/app/home-connect-diagnostics/id1462880676?ls=1&mt=8>

Google Play Store link: <https://play.google.com/store/apps/details?id=com.routethis.homeconnect>

Smart link: <http://getrt.co/homeconnect> (this redirects to the correct link above based on the device used).

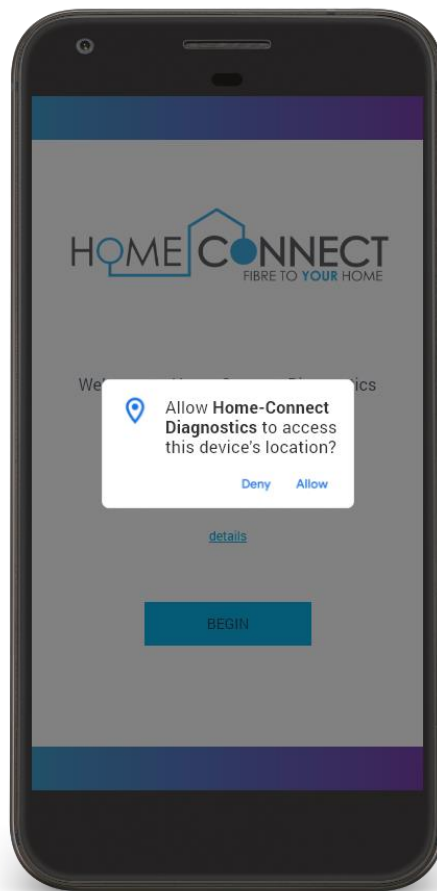
Alternatively, the Home-Connect support team can send you an SMS message to your mobile phone with the app link.

App name: Home-Connect Diagnostics App

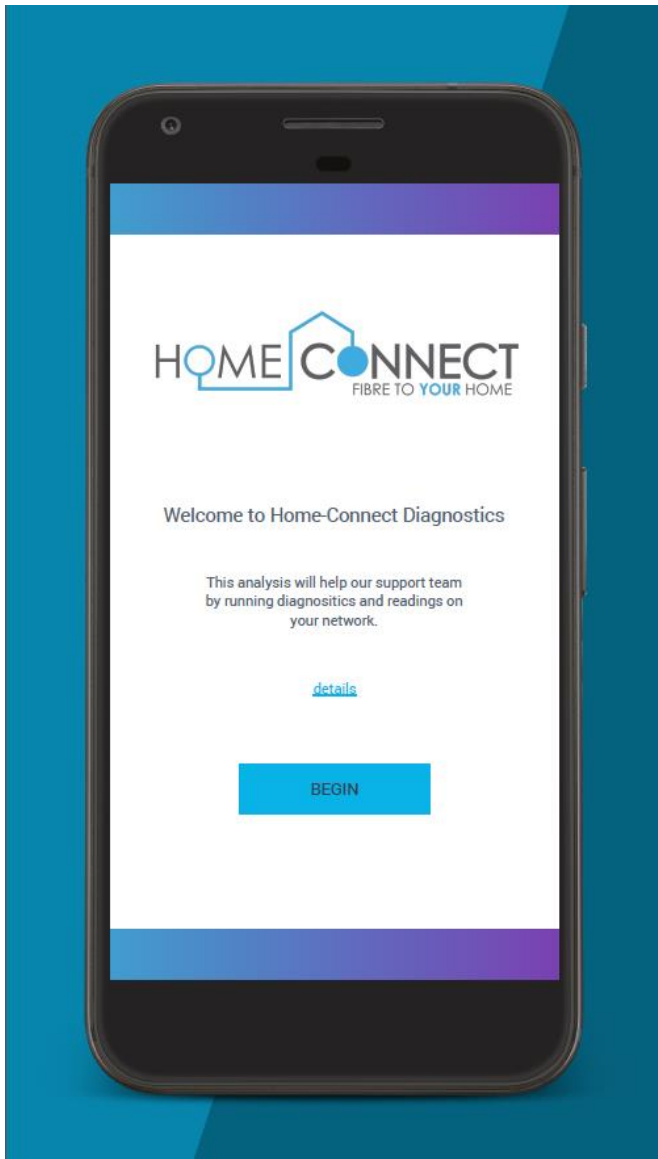


### 3. How to Run the Diagnostics

Once the app is downloaded, accept the Permission to access device location.  
(Android only, iOS will skip this screen)

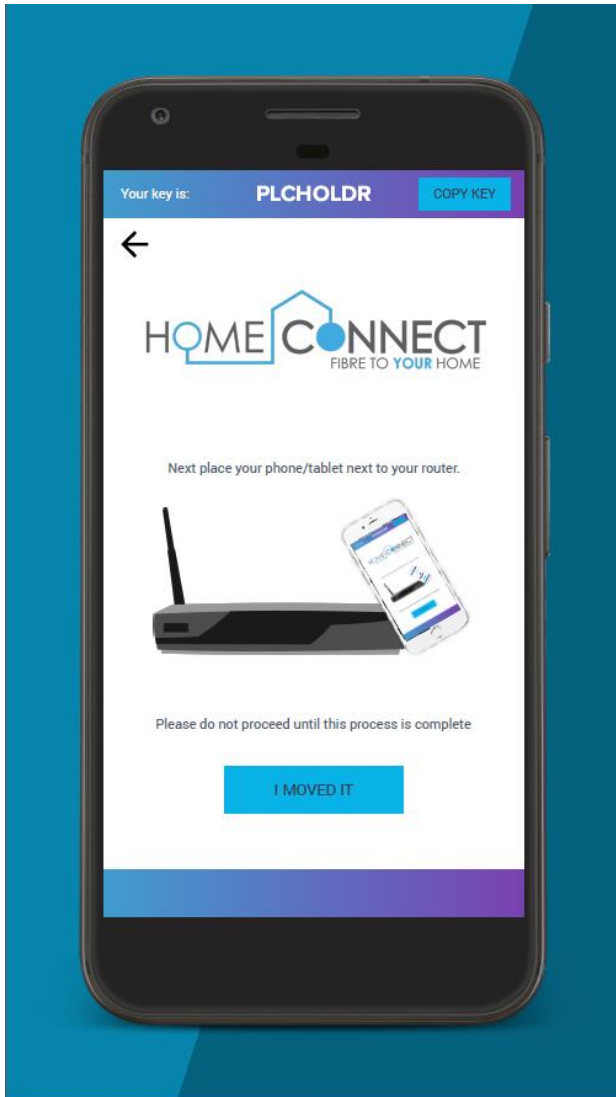


Thereafter please click on Begin:



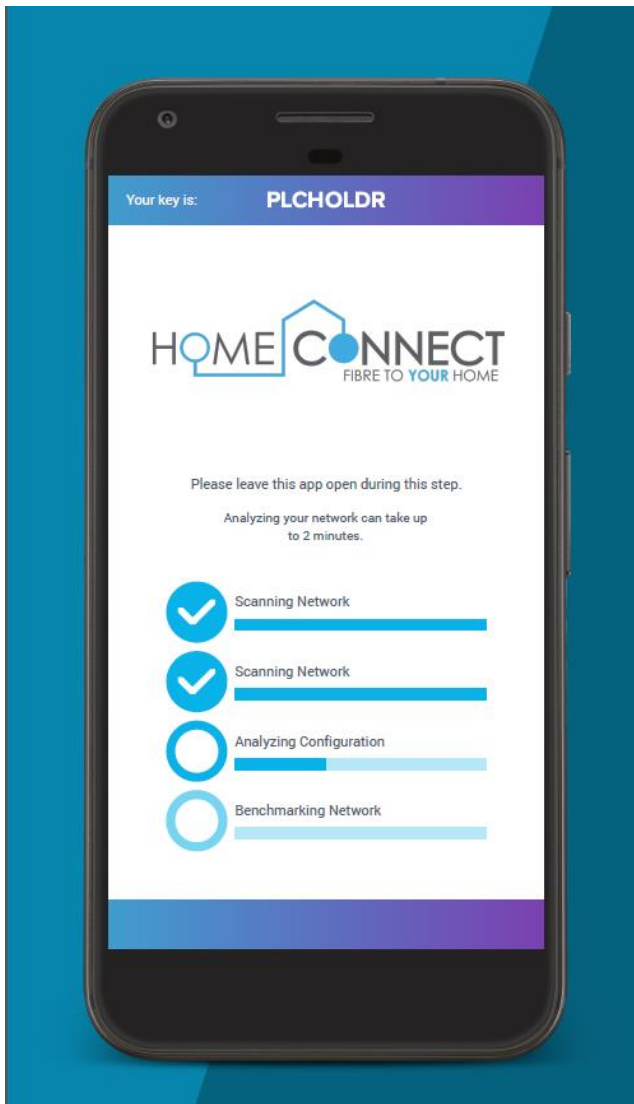
## Move Device Step:

Please place your phone/Tablet next to your Home-Connect router. Confirm that you have done so.

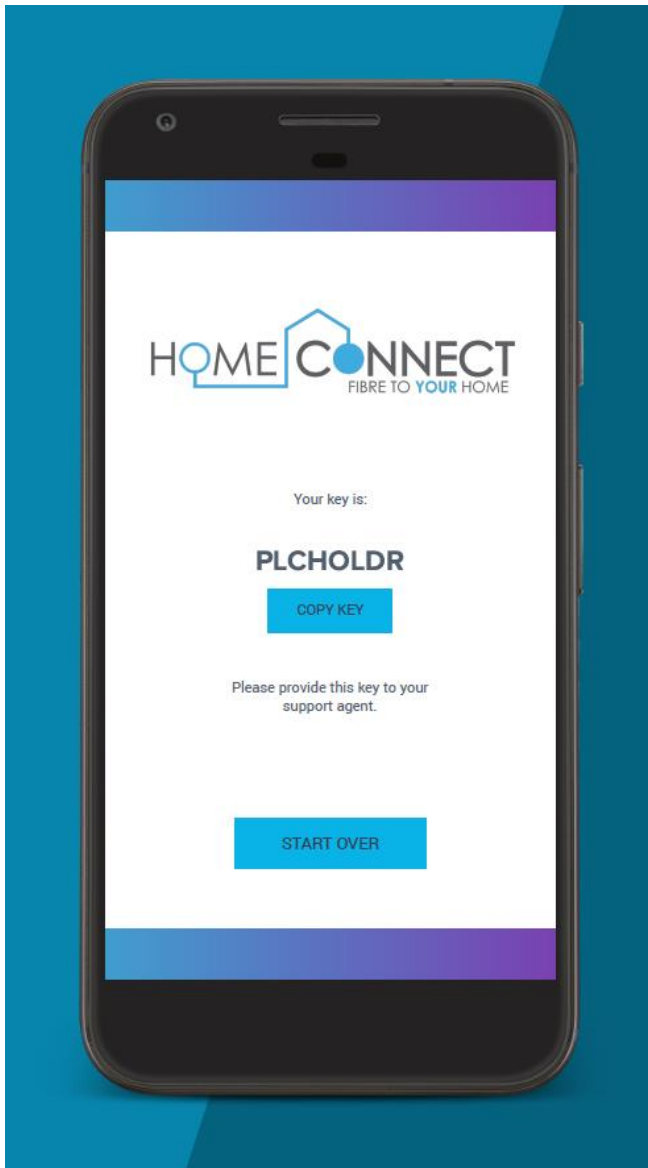


Thereafter begin the test.

Please leave app open during the scan, do not move the phone/tablet away from the Home-Connect router.



Scan Complete.



Our Home-Connect Engineers will now be able to assist you with troubleshooting accordingly based on the scans results.