

ARMOURY CRATE (Mobile) Connection Troubleshooting Guide

V1.0.0

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Overview

Armoury Crate uses Wi-Fi and Bluetooth/BLE for connection between laptop and mobile device. But on some specific situations, system may occur Wi-Fi firewall compatibility issue that failed to connect with mobile device Therefore, some users may meet the connection problem and then your mobile device shows "Mobile barcode cannot be read. ..." while trying to connect, this document can help you troubleshoot this connection problem.



Failure symptom (Connect via QR Code)

1. Laptop (a):

When user clicks connection button to establish Wi-Fi broadcast, it should show QR Code that means this laptop is ready to be connected.

2. Mobile device (b):

Connecting to the laptop via mobile device but the app shows "Mobile barcode cannot be read. ..."



Failure symptom (Connect via ROG ID)



When laptop and mobile device are in the same Wi-Fi environment. "Connect via ROG ID" can help user automatically establish connection between laptop and mobile device when login with same account.

1. Laptop User Center (c): Armoury Crate User Center login page.

2. Mobile User Center (d): iOS/Android Armoury Crate login page.



Mobile device connection fail (e)



3. Mobile device connection fail (e): User may encounter connection fail even laptop and mobile device are logged in with same account.



Procedures of workaround

To reduce the complex Wi-Fi environment causing mobile connection fail, we recommend to use laptop's mobile hotspot for mobile device to be connected. Follow the below steps to use laptop's mobile hotspot for connection.

1. Make sure Wi-Fi is turned on and laptop is connected to Wi-Fi.



2. Click "Start" -> "Settings" to launch Windows Settings page.





3. Click "Network & Internet" to the next settings page.



4. Click "Mobile hotspot".

← Settings		
ඟී Home	Status	
Find a setting	Network status	
Network & Internet	□— @.— ⊕	
🖨 Status	CATisnotaDOG	
na Wi-Fi	You're connected to the Internet If you have a limited data plan, you can make this network a metered connection or change other properties. Change connection properties	
ଳି Dial-up		
∞ VPN	Show available networks	
r∰ Airplane mode	Change your network settings	
예》 Mobile hotspot	Change adapter options View network adapters and change connection settings.	
Proxy	Sharing options For the networks you connect to, decide what you want to share.	
	• HomeGroup Set up a homegroup to share pictures, music, files, and printers with other PCs on your network.	
	Network troubleshooter Diagnose and fix network problems.	
	View your network properties	
	Windows Firewall	



5. In Mobile hotspot page, turn on "Mobile hotspot".

Setti	ngs		
命 Home		Mobile hotspot	
Fi	nd a setting	Mobile hotspot	t nnection with other devices
₽	Status	Share my Internet co	nnection from
(i.	Wi-Fi	Wi-Fi	\sim
臣	Ethernet	Share my Internet co	nnection over
ر:: %	Dial-up VPN	Wi-FiBluetooth	
		Network name:	LAPTOP-8J0VKC53 5352
5	Airplane mode	Network password:	0000000
(ip)	Mobile hotspot	Network band: Edit	Any available
Ċ	Data usage	Devices connected:	0 of 8
⊕	Proxy	bennes connected	

6. Mobile device is connected to Laptop's "Mobile hotspot".

Settings Wi-Fi	
GamingEC	₽ 중 (j)
Hungta's U11	₽ 🤶 (j)
IPC TEST	🔒 🗢 i
K_DIR-615	🔒 🗢 🚺
LAPTOP-8J0VKC53 5352	₽ 奈 (i)
MyPhone-5G	🔒 🗢 (i)
new-sw3rd2	₽ 奈 (i)
RT-N56U-5g	₽ ╤ (j)
test3_2.4G	🔒 🗢 (i)
test321	₽ 奈 (i)
WIN-08403551VKI 5897	₽
Other	



7. Launch Armoury Crate by ROG key or shortcut in "All apps" from your laptop, and also prepare your mobile device for the connection.

Mobile device (g)



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Laptop (f)

1. Laptop (f):

Clicking the mobile page's connection button to establish Wi-Fi broadcast, and the QR Code means this laptop is ready to be connected.

2. Mobile device (g):

Connecting to the laptop via mobile device and this time should connect to the laptop.