

# FAQ's about 3DWiFi & Easyprint3D App

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## How to select corresponding app according to the 3DWiFi version

### 1. Confirm the box version

You can find the serial number on the back of the box. For Example:

1806013DWF0001A

That means the date of production of the box is June 1, 2018

Does it make any sense? Yes, because we have two implementations of 3DWiFi that should connect to difference server and App.

Version	Date of production	App support	Upgradable	Remote server
1.01.xxx	Origin-June 1,2018	1.0.0-1.3.1	No	www.geeetech.net
1.02.xxx	June 20,2018-now	2.0+	Yes	Server(47.254.41.125)

Table 1: 3DWiFi Information Table

So, how to check the version of 3DWiFi?

For old batch, sending command “M115” would get the version details. As for new batch, the version information was written in SD card file.

### 2. Download the right app

- You can download all applications from [Geeetech FTP server](#)

EasyPrint3D_Android.apk	2018-05-15 15:40 65M
EasyPrint3D_Android...>	2018-04-03 17:58 65M
EasyPrint3D_Android...>	2018-05-15 15:39 65M
EasyPrint_3D_Android...>	2018-08-11 17:27 8.4M

Figure 1: Easyprint location

- You can download App from Google Play and Apple store(search “Easyprint3D” and “Easyprint3D(new)”)

**2018/11/8 Update: Easyprint3D app is off the store and Easyprint(new) still available**

### 3. Make sure the box and app connect to remote server. The manual will show you more details

Specially, some early batch machines are taking their own WiFi module.  
They can connect to remote server without WiFi box and just supported by app 1.0+.

## Why do I need to configure router information in the box

Please look at the network structure below.

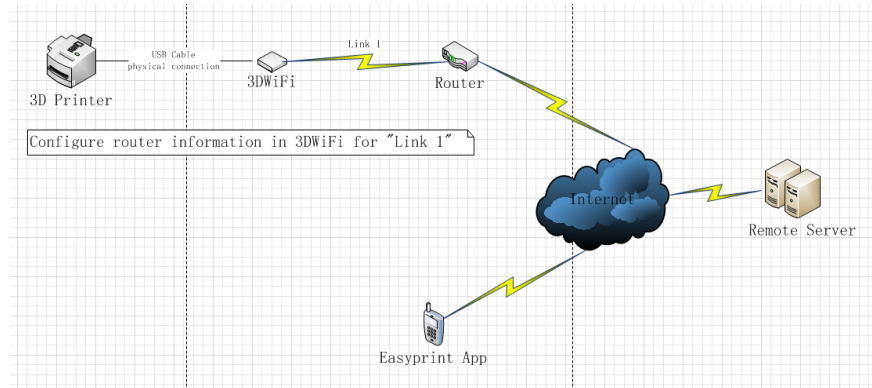


Figure 2: Framework

### How to configure router information in box and connecting successfully

1. Let the app connect to the box  
Change work mode of the box into hotspot and make your cell phone connect to GT\_printer, just like the manual said.
2. Configure router information  
Yeah, you entered the page which you must input router SSID and password. Normally, app would jump to success page after you fill in the blanks and click the "OK" button.

Attention 1: GT\_printer is a internal network entry which to set your router SSID or password. Your Android or iOS may detect it and alert "internet unavailable". Even worse, some OS automatic switching network and then response timeout would make your configuration failed. If you encounter such a problem, please contact us.

Attention 2: It may sounds a little frustrating-The box doesn't support Unicode. That means you cant set any non-ASCII character for your router SSID or password when you want 3DWiFi connect to remote server. "'><# cannot be allowed either.

### I tried serveral times to configure router but always timeout

That may cause by the newest phone OS. Some users find the app cannot detect the WiFi when they are using Android 9(2018/8). We will make our app compatible with Android 9 in one or two weeks.(Now all fixed)

The newest OS may show you like this after you connected to GT\_printer:

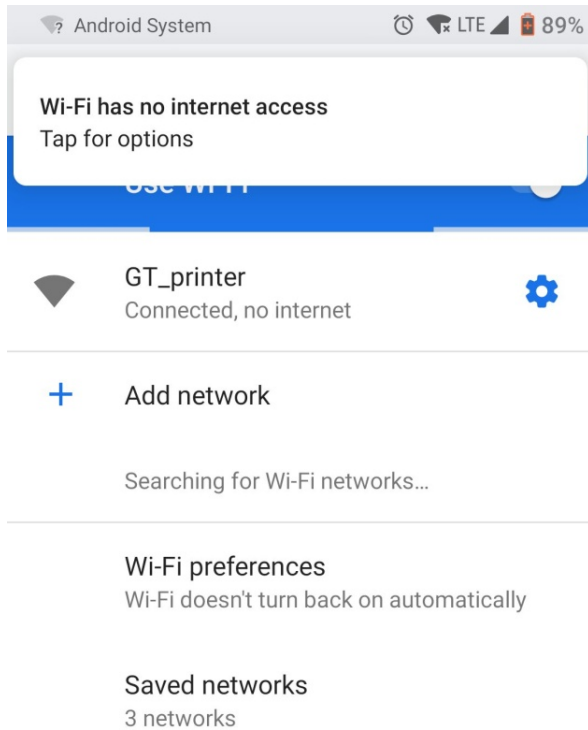


Figure 3: WiFi alarm

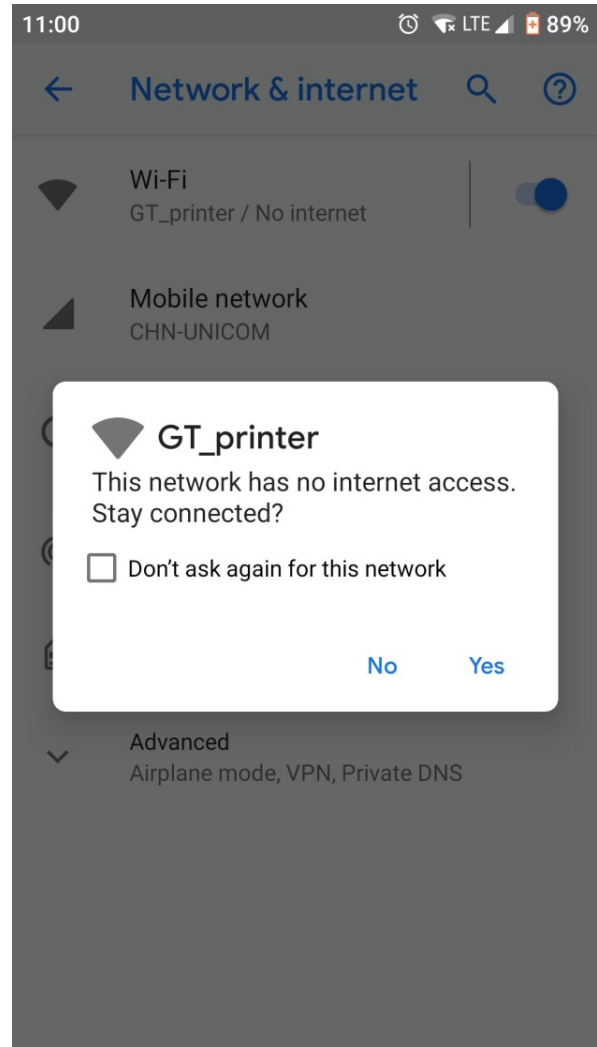


Figure 4: Alarm details

You should make sure the app stay connected to GT\_printer

The WiFi box can be requested by Ajax. So you can achieve your goal with your laptop, just follow the instructions below:

1. Connecting to GT\_printer as App did.
2. Enter "192.168.4.1/ssid:{router SSID};password:{router password};server:{remote server};" in your browser. For example:

```
192.168.4.1/ssid:myRouterSSID;password:myRouterPassword;server:myServerIP;
```

If you havent seen "config ok" , please contact us.

**I cannot bind my box, the message box show me "serial number doesn't exist"**

This situation is caused by two reasons:

1. Wrong App
2. Production accident

If you checked all the details and make sure that the corresponding app. Please contact us.

**I am sure the box connected to remote server, but I can't control my printer through app**

1. Can you see the box picture in your main page? If not, that means your app cannot connect to remote server. Please check your network configuration and try again.
2. Did you set right baudrate for your printer? Wrong baudrate also makes the connection failed.

If you did 1 & 2 and no help, that should be a problem in server end or hardware. Please contact Geeetech support team.

**I can control my machine, but it has a long delay**

Our remote server is in US. And there should be high ping/lags if you are far from US. Check your ping and use some tools to change your network (such as VPN). But if not this situation, let us know.

**I need to know GT machine's baudrate**

Printer	I3*	Mecreator2	M301	D200	E180	A30	A10	G2spro/G2pro
Baudrate	250000	250000	115200	115200	115200	115200	250000	250000

Table 2: Machine baudrate Table