

PAMEL Cloud does not work, but local Wi-Fi works

These are two different connections

A working local web page means that the controller communicates with the phone or computer over the local network. PAMEL Cloud additionally requires proper Internet access from the controller and working communication with the cloud service.

How to identify the problem?

If the local controller page opens correctly but data does not appear in the cloud, do not start by replacing the probe or resetting the entire controller. Check the router Internet connection, the device Wi-Fi status and the Cloud settings applicable to that model.

Local operation

No access to PAMEL Cloud should not be confused with no local control. In devices designed for local operation, the controller should continue to run the process regardless of a temporary lack of Internet access; remote functions may then be unavailable.