

## **Bulletin MagArrow.net Interface Error Message**

**Date: 2/24/2020**

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**Notice to MagArrow customers:** The following is an informational bulletin for customers who receive error messages when connecting to magarrow.net with their mobile phone.

Customers must read this bulletin to determine whether or not it applies to them and if they need to follow these steps.

### **Description:**

A phone browser's request for the MagArrow home page ("magarrow.net") fails even though the phone has a good WIFI connection to the MagArrow. The browser reports that the site can't be found.

### **Installation instructions for the fix:**

- 1) Disable your phone's "mobile data" feature, then try again. [On some phones, you may need to close and re-open your phone's browser, or close and re-open the WIFI account, before getting the MagArrow home page. Also, don't forget to check that your phone is connected to the MagArrow WIFI.]

### **Explanation:**

A phone that uses both a WIFI access point and has mobile data enabled can access two separate networks. Some phones try to connect through both networks and successfully connect to MagArrow via the WIFI network. Other phones try the mobile data network first, and when that fails, do not search the using the WIFI connection. Phones in the latter case report that magarrow.net can't be found. After the user disables the mobile data feature, these phones will look for "magarrow.net" on the

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single available network (the WIFI connection) and will successfully display the MagArrow home page.

This solution does not require downloading any software. The issue is a characteristic of the network behavior of a subset of available phones, and is resolved by editing the settings on phones with that characteristic.

After using MagArrow, customers who want access to mobile data should re-enable the feature.

Contact Geometrics support if you need further information [support@geometrics.com](mailto:support@geometrics.com).