CLIQ® FAQs

What is the procedure in case of malfunctions at the wall programming device?

If faults occur on the wall programming device (WPD), it can be very helpful to read out the log file of the unit.
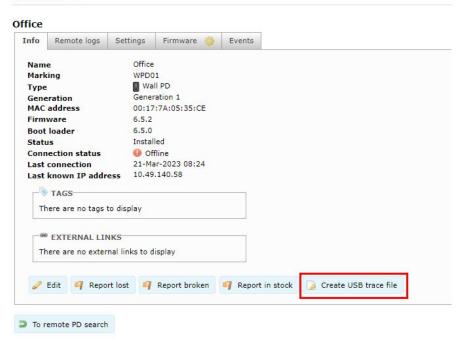
To do this, the first step should always be to check the settings of the unit in the CLIQ Web Manager and, if necessary, rewrite them in the WPD. To do this, use an OTG cable (USB adapter cable) to send the current configuration file to the unit via a USB stick (formatted to "FAT32").

In the next step, the trace log file of the unit can be selected.
To do this, go to the information tab of the unit and drag the trace file from there. This is a "request file" that can only be used for exactly this device.

In the next step, you go back to the WPD and receive the corresponding log file there.

In addition to the firmware and bootloader version used, you can also see here why the unit may not be able to connect to the server.