

Connect the ONDA App to your vehicle

Use this guide after the ONDA Wi-Fi service has been purchased or activated. Follow the steps in order. Do not skip the Bluetooth pairing step.

Before you start

[] The ICL12 gateway is installed and linked to the fusebox through one available CL-BUS port.

[] The vehicle system is turned ON. The Control panel must be ON.

[] You have the ONDA App installed on your phone.

[] You have an ONDA account and the email address has been verified.

[] The Wi-Fi Setup Subscription is Active.

[] You are close to the vehicle for the Bluetooth pairing step.

[] The Wi-Fi network you want to use is 2.4 GHz and password-protected.

IMPORTANT The Wi-Fi connection must be 2.4 GHz to be found by the ICL12 gateway. The Wi-Fi connection must have a password.

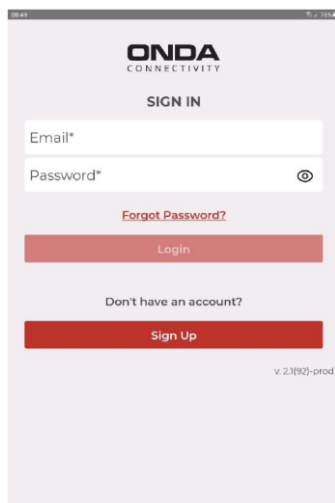
Download the app

Android

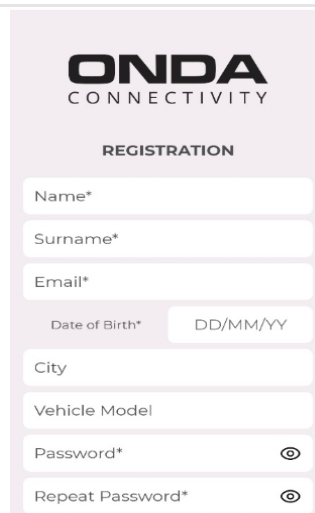
[Google Play - ONDA Connectivity](#)

Apple

[App Store - ONDA Connectivity](#)



ONDA login screen

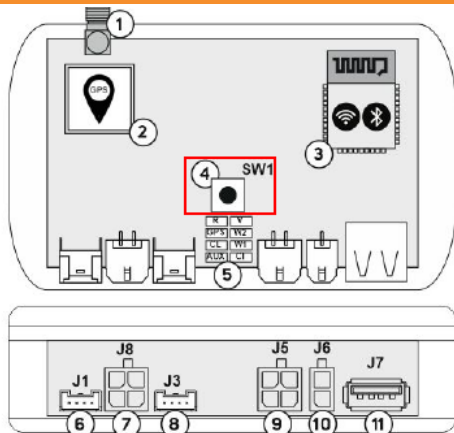


Sign up - Registration

YOU SHOULD SEE You can log in to the app. If you created a new account, confirm the email from no-reply@thingscloud.it. Also check Spam/Junk.

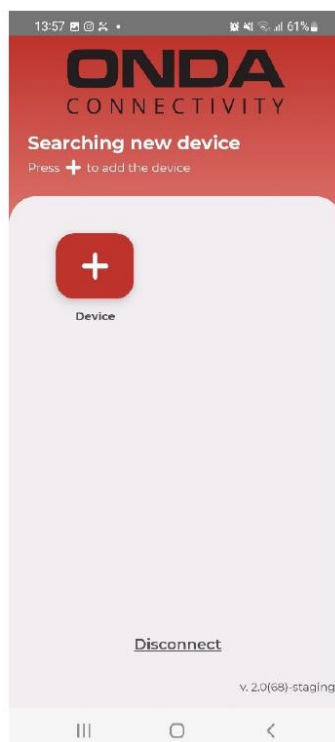
Pair the phone with the vehicle via Bluetooth

ATTENTION Bluetooth pairing remains active for approximately 1 minute after pressing button 4 on the ICL12 gateway.



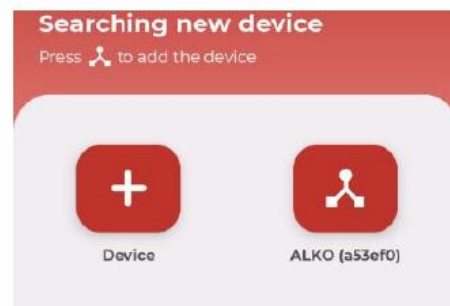
1. Open the ONDA App.
2. Log in with your ONDA account.
3. Press for 1sec. pairing button (ref. 4) on the ICL12 gateway.
4. Press the "+ Device" button. (see picture A)
5. Wait until the ICL12 gateway appears. (see picture B)
6. Tap the icon "ALKO (xxx)" for appeared device.
7. Wait for the connection confirmation.

Picture A



Press + Device

Picture B



Select the new device

YOU SHOULD SEE The message Device connected properly. The main page opens and the top status shows DEVICE: BLUETOOTH.

IF IT DOES NOT WORK Press button 4 again and repeat the + Device search. Start the search within 1 minute.

Wi-Fi Subscription

1. Open the red menu button in the upper-right corner of the app.
 2. Open the account/user page.
 3. Tap “Upgrade to Pro version”.
 4. Select the Subscription option* and tap on “Purchase subscription”
- (*) If you have a coupon insert the code or scan the QR code.

ONDA
CONNECTIVITY

PROFILE

SUBSCRIPTION
Wi-Fi Setup Subscription

Not Active

Upgrade to Pro version

Restore purchases

Personal User Data

Name:

Surname:

Email:

City:

ONDA
CONNECTIVITY

PURCHASE SUBSCRIPTION

30-day Free Trial Period 0 €

Quarterly subscription €19.99

Six-monthly subscription €34.99

Annual subscription €64.99

Terms of Use Privacy Policy

More Information

Purchase subscription

Restore purchases

Do you have a coupon code to activate?

Back

ONDA
CONNECTIVITY

SUBSCRIPTION
Wi-Fi Setup Subscription

Active

Valid until 2025-01-23

Restore purchases

YOU SHOULD SEE The Wi-Fi configuration page opens. If the subscription is not Active, complete the purchase/restore purchase flow before continuing.

NOTE The original guide says to make sure what is required is granted before tapping Next. Grant the requests shown by the app/phone during this step.

Connect the ICL12 gateway to Wi-Fi and go online

CRITICAL CHECK The Status field shows the connection with the router. It does not show the vehicle control mode. To use ONDA remotely, Status must be Connected and then Wi-Fi Mode must be selected.

1. Open the red menu button in the upper-right corner of the app.
2. Tap on  button and then tap on "Configure Wi-Fi"
3. Wait for the app to scan the available Wi-Fi networks.
4. Select the required 2.4 GHz Wi-Fi network.
5. Enter the Wi-Fi password and tap "Next"
6. Wait for the success confirmation.
7. Return to the main page with the Home icon.



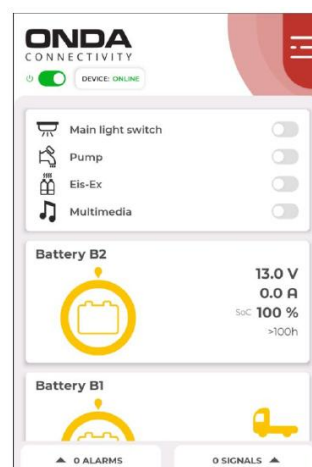
Select a 2.4 GHz Wi-Fi network



Check Wi-Fi Status



Status: Connected

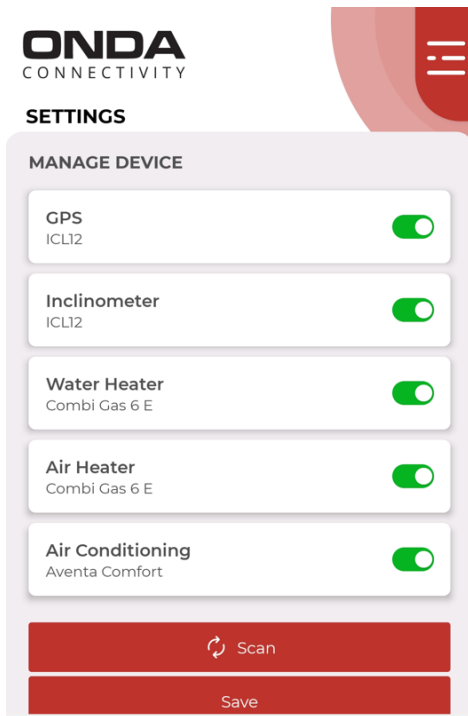


Main page: DEVICE ONLINE

YOU SHOULD SEE On the main page, the status under the ONDA logo changes to DEVICE: **ONLINE** in green. The app can now be used remotely.

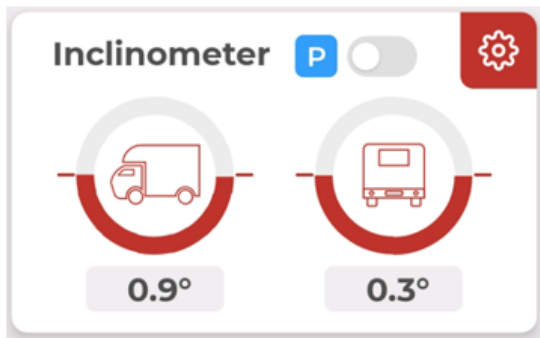
Manage devices

1. Open the red menu button in the upper-right corner of the app.
2. Tap on  button and then tap on “manage devices”
3. Activate or deactivate the chosen devices



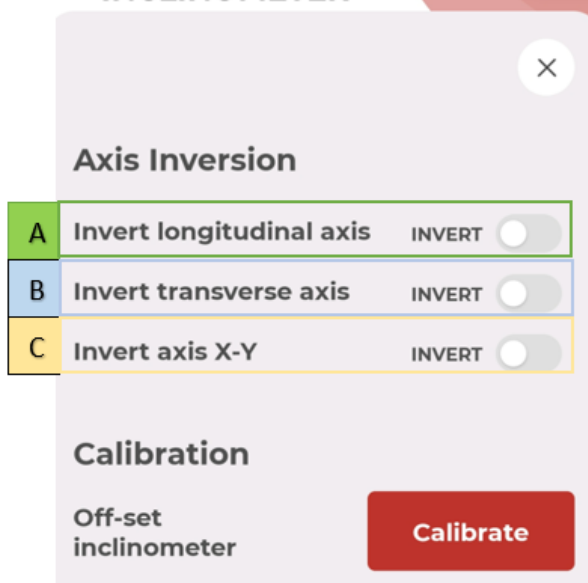
NOTE If a device/function is not present the relevant widget in the main page will be shown grayed out. See the section below this document for further information.

F. Inclinometer (Pro version exclusive)



The inclinometer allows the user to get an understanding of how his vehicle is parked. The toggle at the right of the **P** icon enables a parking mode, which will stay active for approximately 1 minute, and will increase the refresh rate of the current vehicle positioning. This will help during the parking of the vehicle.

INCLINOMETER



By clicking on the settings icon  on the upper right of the widget, a configuration page is shown.

Please consider that the ICL12 Gateway must be installed as straight as possible in the vehicle (see image 5 at the bottom of this page). This is also needed for the right functioning of the GPS. Further, the orientation with reference to the vehicle's direction is allowed in 4 specific way (see images from 1 to 4):

Installation 1: Activate toggle

C

Installation 2: Activate toggle

A B C

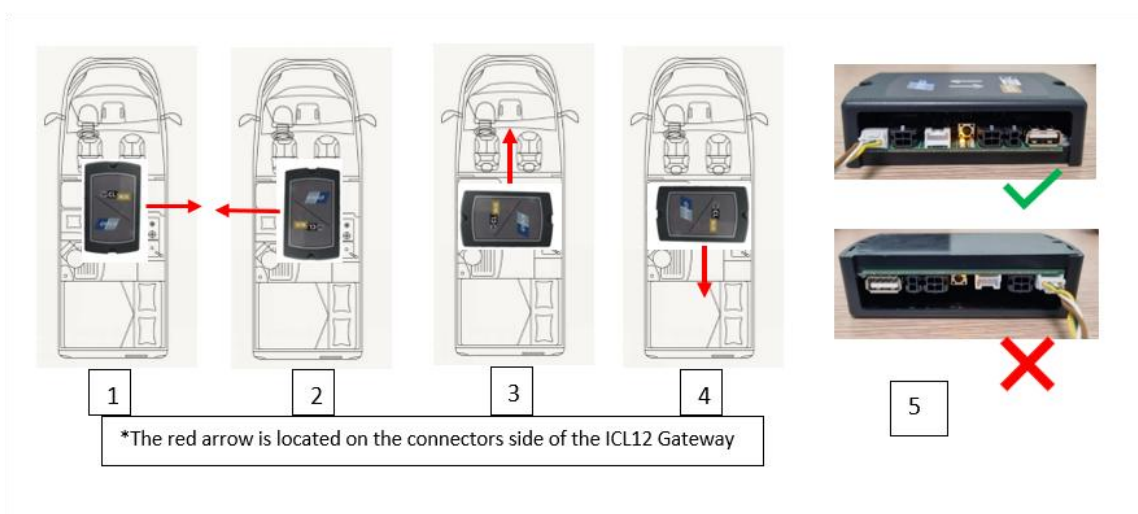
Installation 3: Activate toggle

A

Installation 4 : Activate toggle

B

After the configuration, the orientation is completed. When the vehicle is parked on a perfectly flat surface, we can use the "**Calibrate**" button to reset to 0° the slight angles, if present.

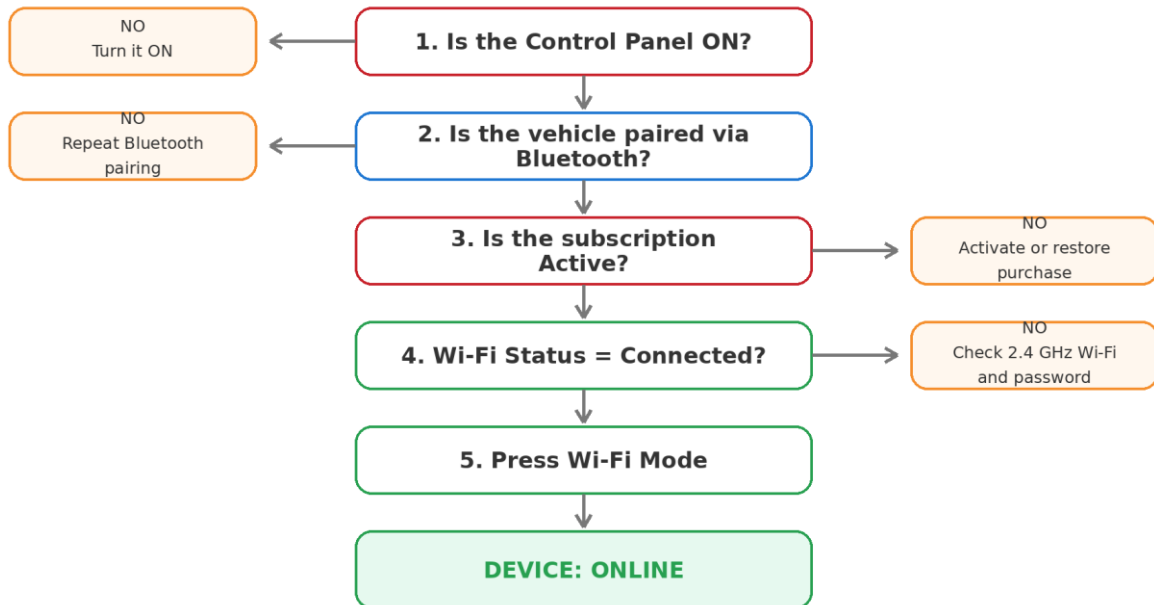


TROUBLESHOOTING

Find the problem quickly

Find the issue in 60 seconds

Follow the path that matches what you see in the ONDA App.



Important: the Wi-Fi Status field shows the connection with the router, not the vehicle control mode.

IMPORTANT: If the app shows DEVICE: OFFLINE, the ICL12 gateway is trying to connect via Wi-Fi but cannot access it. Check internet connection and Wi-Fi credentials.

BLUETOOTH: Multiple Bluetooth connections are currently not supported. Use one Bluetooth connection at a time.

WI-FI: Multiple Wi-fi connections are supported, with the same account. Use multiple connections at a time!

Frequent issues and quick answers

Problem	What to do
I cannot find the device in the app.	Check that the Control panel is ON. Press button 4 on the ICL12 gateway. Then press + Device in the app within 1 minute.
The app shows DEVICE: BLUETOOTH .	The phone is connected locally via Bluetooth. Continue with Wi-Fi configuration if you want remote operation.
Wi-Fi network is not shown.	Use a 2.4 GHz Wi-Fi network. The network must be password-protected.
Wi-Fi Status shows Not Connected .	The gateway is not connected to the router. Check the Wi-Fi password, the router/access point and the internet connection. Then run Configure Wi-Fi again.
Status is Connected but the main page is not Online .	Open the Wi-Fi Status page and tap Wi-Fi Mode. Then return to the main page.
I changed phone.	Log in with the ONDA account used for the Wi-Fi configuration. The ICL12 gateway is bound to the account used during Wi-Fi configuration.
I have no internet connection.	Use Bluetooth mode for local control. Wi-Fi remote use requires the ICL12 gateway to access the configured Wi-Fi connection.
A widget is greyed out.	Widgets are shown based on the connected devices and on the system version. If a device/function is not present, the related widget can appear greyed out.
All widgets are greyed out.	Click on the "Re-sync" icon that appears near the Menu button.

Before contacting support

SEND THESE ITEMS 1) Screenshot of the ONDA main page. 2) Screenshot of the Wi-Fi Status page. 3) Software version shown in the Information page. 4) Photo of the ICL12 gateway label if requested by support.