Titan v12 Android Remote

Avolites has made efforts to improve the reliability of the Titan Remote app on Android devices for v12. Whilst testing improvements to the app, we discovered a bug[1] in recent versions of the Android operating system which can cause instability and difficulty in connecting to a console. This bug has been reported to Google and is under investigation, but until it is fixed users may continue to experience instability when connecting to Titan. Unfortunately there is nothing more we can do to mitigate the issue within the Titan software, as when present the bug prevents any direct communication between local devices on a network.

Whilst this bug in Android is present, users will need to follow the following steps to successfully connect to a Titan console:

1. Force Stop the Titan V12 Remote app if it is running.
2. Download a Terminal Emulator app from your app store.
3. Disable mobile data.
4. Connect to the WiFi network to which your console is connected.
5. Open the terminal app, and execute the command `ping <console-ip-address>`, substituting the correct IP address of the console. You should see the console responding with responses looking like:

   `64 bytes from <console-ip-address>: icmp_seq=1 ttl=128 time=3ms`
6. Open the Titan V12 Remote app. Your console should appear in the list of available devices within approximately 10 seconds.

We apologise for the inconvenience this will cause, and are looking into longer-term solutions to mitigate this issue and further improve the Remote. In the meantime, if this bug affects you, we would encourage our users to star the issue on the Google issue tracker (see[1]) to indicate to Google that there is user interest in this issue. Titan Remote for iOS devices is not subject to this bug.

Thank you for your patience whilst we work to improve the Titan Remote and the rest of the Titan platform.

---

[1] https://issuetracker.google.com/issues/132686258 - ICMPv6 NDP frames emitted incorrectly on some devices causing ARP failure.