I'm Having Trouble Setting my Time Zone (Step 3 of Setup)

Article Details

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Answer

If your device says "Error Obtaining Network Time" when you try to choose a time zone, you may have to break out of Setup and register manually. Here's how:

First, make sure you have a Wi-Fi connection. If you are connected to Wi-Fi, you will see the Wi-Fi indicator at the top of the color screen. 📼 🔘 3:16 PM

If you do have a Wi-Fi connection and still cannot choose a time zone, follow the instructions at this link to break out of the Setup process and complete the Setup steps manually (including choosing your time zone). The "Update" step will fix the bug that caused the initial error.

After manually completing Setup, press the Home button to return to the home screen. Then select the Browser icon at the bottom of the screen. You may see a confirmation page to continue browsing the web. Read the terms and conditions if necessary and accept the confirmation page. In many cases this should resolve the network time access problem.

NOTE: You will not be able to register without resolving the network time. You may have to use another network to do this if the above steps have not helped.