ALCIDAE

ROUTER COMPATIBILITY

Q: What type of Wi-Fi router do I need?

A: Your Wi-Fi router must meet this specification: 802.11 b/g/n, 2.4GHz with WPA2 or WPA Security. **Please see Note below.***

Q: How do I know my wifi is 2.4GHz or 5GHz?

A: Your WiFi Network will have a Network ID or (SSID) assigned to either the 2.4Ghz or 5Ghz frequency.

The WiFi Network ID is assigned to a frequency by your router or residential gateway.

  I.   You can verify your frequency using a Windows computer.
 II.   You can verify your frequency using a Mac computer.
III.   You can use your mobile device to negotiate a 2.4Ghz connection by moving your mobile device outside of the short range (20-30 feet) of 5Ghz.
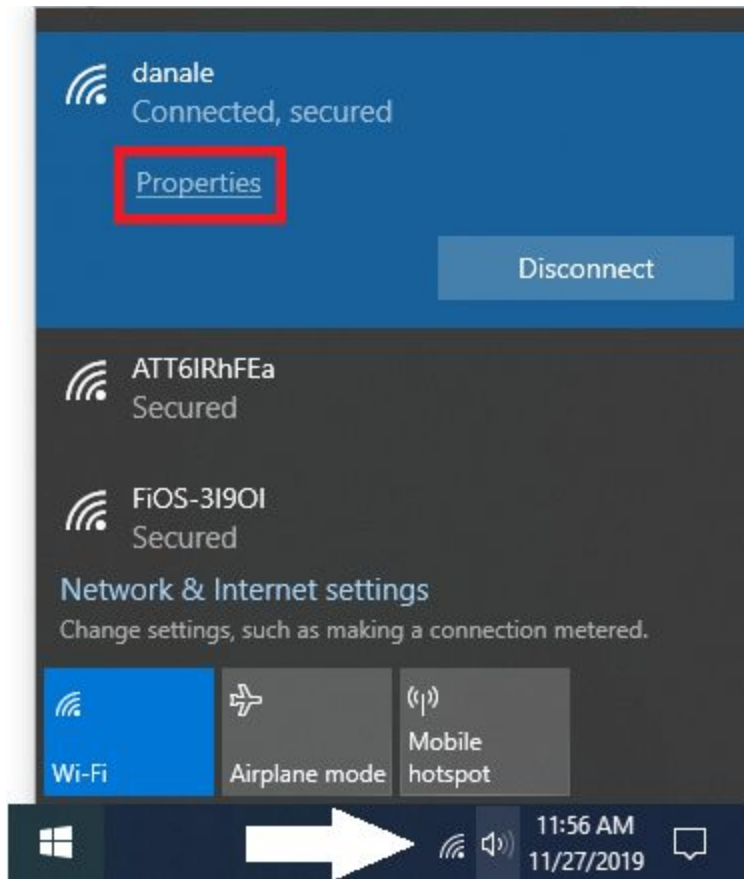
*Note: For customers utilizing the 5Ghz WiFi settings, when installing the Alcidae App to your mobile device, you must set your mobile device WiFi settings to 2.4Ghz mode to successfully pair the App to the Alcidae device. After successfully completing the pairing process, you can set your mobile device back to the original 5Ghz WiFi setting.

I.   Verify 2.4Ghz WiFi connection using Network ID (PC Instructions):

Connect to your WiFi on your PC computer.
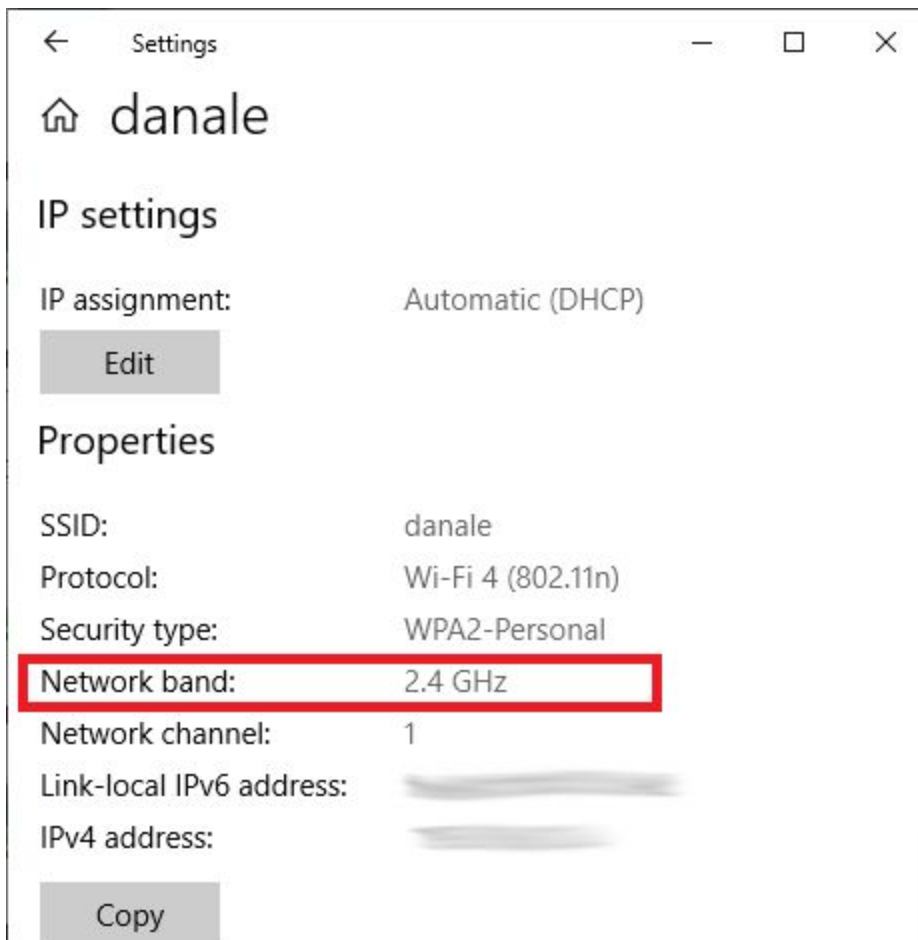
Click or press the WiFi icon [icon] next to the PC Speaker/Time to show your Network ID. Note the Properties link as shown below.

Click or press on Properties for your Network ID to display your WiFi Properties.

On the Properties page, scroll down to view the WiFi frequency (verify it is 2.4Ghz).
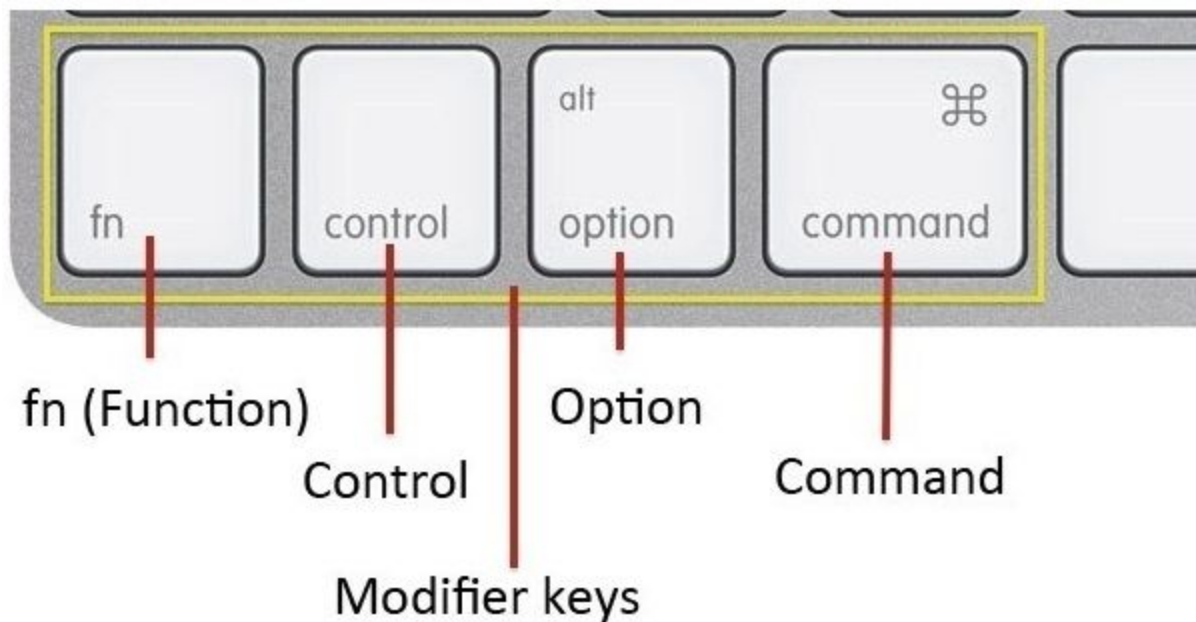
II.   Verify 2.4Ghz WiFi connection using Network ID (Mac Instructions):
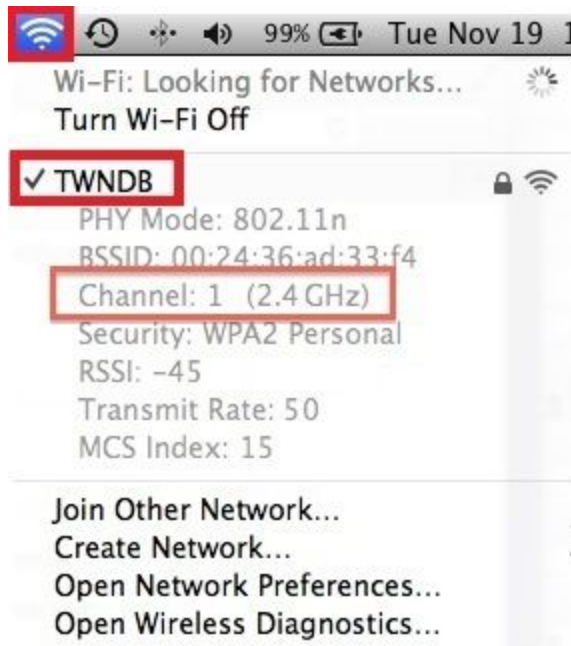
Connect to your WiFi on your Mac computer.

Locate the WiFi icon   on the top right corner of your screen.

While holding down the Option key   click on the WiFi icon

fn (Function)

Control

Option

Command

Modifier keys

On the WiFi Properties page, view the WiFi frequency (verify it is 2.4Ghz).

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🛜  🕒  ⁘  🔊  99% 🔋  Tue Nov 19  1
Wi-Fi: Looking for Networks...    ⁙
Turn Wi-Fi Off

✓ TWNDB                          🔒 🛜
  PHY Mode: 802.11n
  BSSID: 00:24:36:ad:33:f4
  Channel: 1  (2.4 GHz)
  Security: WPA2 Personal
  RSSI: -45
  Transmit Rate: 50
  MCS Index: 15

Join Other Network...
Create Network...
Open Network Preferences...
Open Wireless Diagnostics...
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III.   Use your mobile device to negotiate a 2.4Ghz connection:

For WiFi environments where one Network ID exists that defaults to 5Ghz <u>or</u> where the same Network ID is assigned to the 2.4Ghz and 5Ghz frequencies. Your mobile device will automatically negotiate a 2.4Ghz connection once outside the 5Ghz range (20-30 feet from the router or residential gateway).

Connect your mobile device to your local WiFi 🛜 connection.

Move approximately 20-30 feet away (or a few rooms away) from the router or residential gateway to move outside the 5Ghz WiFi range.

Upon moving outside the 5Ghz WiFi range, you will see the WiFi signal on your mobile device drop. Your mobile device will then attempt to negotiate a 2.4Ghz connection with your router or residential gateway.

Launch the App and pair the device to your account. The App should now be able to communicate with the device to pair your device to your account.

Q: I have an old router that only supports WEP (Wired Equivalent Privacy) encryption. Will Alcidae Garager2 work with this?

    A: No. The WEP standard was introduced in 1999 and retired in 2004. WPA encryption was introduced in 2003 to address the security issues related to WEP. The latest standard is WPA2. If you are still using WEP, we highly recommend that you upgrade your router in order to have the latest in modern security. Alcidae does work with both WPA and WPA2.

Q: My garage is not very close to the router in my house. Will Alcidae Garager2 still work for me?

    A: It depends on your Wi-Fi router, construction of your home, number of walls that the signal must pass through, and other variables. You should test the strength of your Wi-Fi signal before installing the unit. One way is to take your smart device to the garage and see what kind of signal you are picking up from your router. There are also free apps that could help detect your signal strength although Alcidae does not specifically endorse any of them.

        If the signal is weak, you can relocate your router closer to the garage, or purchase a WiFi extender at your local electronics store or online. The extender needs to meet the same specification as the router: 802.11 b/g/n, 2.4GHz with WPA2 or WPA security.