

## Wi-Fi Network

Issue: Aquarium Device won't connect to the Wi-Fi Router

Cause/Solution:

- 1) The Wi-Fi on the phone or tablet is turned off.
- 2) The Wi-Fi Router is not powered on.
- 3) The Aquarium Device is not in pairing mode. Refer to the Aquarium Device manual.
- 4) The Wi-Fi Router supports 2.4 and 5 GHz, but the Aquarium Device is connected to 2.4 GHz and the phone or tablet is connected to 5 GHz.

Most Wi-Fi routers automatically choose the Wi-Fi band that provides the best Wi-Fi signal to the mobile device. These routers use the same network name (SSID) for both the 2.4GHz and 5GHz band networks. This means the router uses both frequency bands, but while both bands can be used, your mobile device will only connect to one band at any given time.

Aquarium Devices only connect to the 2.4GHz band of the router. Conversely, most mobile phones and tablets will connect to both 2.4GHz and 5GHz and the phone *will automatically connect* to a band based on different factors like signal strength.

So, what do you do if your Aquarium Device is connected to the 2.4GHz network and your mobile device automatically connects to the 5GHz network?

You need to create separate network names (SSID's) for the 2.4 and 5GHz networks. Then on your phone or tablet, you can select the 2.4GHz network by its name and your mobile device will be able to communicate with your Aquarium Device.

Why do many devices still use 2.4GHz? The reason is the 2.4GHz frequency will travel further distances and travel through walls better. This is important when wanting to control your aquarium equipment. The 5GHz frequency is faster, but speed is not needed for controlling aquarium equipment.

For information on naming the 2.4 and 5GHz networks differently on your router, refer to the router manufacturer's operating manual or contact your internet service provider.

