



BREWHA ETC with Wi-Fi FAQs

Q1: What is the significance when the controller Wi-Fi indicator is flashing?

A1:

- 1) Rapid flashing: The controller is in configuration mode and waiting for setup. This mode is enabled after the controller is powered on for the first time or the controller is reset.
- 2) One flash per second: The controller configuration has failed. This is usually caused by an incorrect password. Please wait for one minute and try again.
- 3) Off: The controller is configured successfully.

Q2: How is a controller added to the app?

A2:

- 1) Download the app and connect a phone to a local 2.4G Wi-Fi network.
- 2) Switch the controller to configuration mode (refer to FAQ A1-1).
- 3) Open the app and tap the "+" icon in the top right corner.
- 4) On the configuration page, the Wi-Fi SSID should populate automatically, or enter it manually, and enter the correct password for the Wi-Fi network.

Q3: How is the controller reset and switched to configuration mode?

A3:

Press the "SET" button and the down arrow button at the same time and hold them for about four seconds until the Wi-Fi indicator starts to flash rapidly. To reset all of the parameters to factory defaults, in settings change "RST Factory Reset" to "Yes".

Q4: What is the meaning of the lock icon in the right corner?

A4:

A "lock" means that others cannot add this controller to their app and control it remotely. No "lock" means the controller can be added by others in the local network. A controller's status can be modified under "Preferences".



Q5: Does the product support a 5G network configuration?

A5:

This product currently only supports a 2.4G Wi-Fi network and does not support a 5G network.

Q6: How is a controller removed from the app?

A6:

Sliding your finger from right to left across a controller on the app screen will load a 'delete' button.

Q7: What should I do if my smartphone is lost or stolen?

A7:

To ensure controllers are not accessed by any unauthorized users:

- 1) Power off all controllers; and/or
- 2) Reset all controllers (see Q3).

Q8: What should I do if I cannot view my controller remotely?

A8:

The Wi-Fi chip requires an IPv4 internet connection. To confirm your connection type, visit the following link (if the IP address is all numbers e.g., XXX.XXX.XXX.XXX, it is IPv4. If it is letters & numbers, it is IPv6, which is not supported at this time): <https://whatismyipaddress.com/>

If the controller does not connect for several minutes and then turns grey (in the app), it is likely caused by a 'unauthorized error' in which the program does not recognize the controller router ID. To reset the ID, reset the Wi-Fi function (hold 'Set' and the up arrow simultaneously for about 3 seconds until the Wi-Fi light starts blinking rapidly) and delete the app from your phone. Then install the app again and add the controller again through setup. If you add additional phones to this controller, do not reset the Wi-Fi on the controller again.