

## AUTOMATION BRIDGE CHECK LIST

Before setting up a new wireless bridge, confirm each of the below requirements are in place to ensure a smooth setup:

- A wireless router with a reliable wifi signal
- A central location with strong wifi reception and a 110V outlet
- Wi-Fi network name (SSID) and password (if necessary)

If the router is a dual band router, meaning it outputs a 2.4 GHz and a 5 GHz network, be sure to establish which network is the 2.4 GHz. **The bridge will only work on a 2.4GHz network.** If the customer isn't sure which network is 2.4GHz they can access the router's settings to find out. If that is not an option then the bridge app will tell you if you're not connecting to a 2.4GHz network.

With the location setup confirmed, ensure that these steps have been followed with the motorized window treatments and bridge:

- Bridge is placed in an open area to best receive wifi signal and within ~60 ft of all motorized products.
- Avoid placing bridge on or close to metallic surfaces and near items that emit radio waves.
- All motorized window treatments have been installed and have their antennas exposed and unobstructed.

At this point you may start the bridge setup. Here are some tips to help with setup:

- Always ensure that the phone or tablet being used for setup is connected to the wifi network before starting.
- If the phone or tablet you're using to setup the bridge is having trouble staying connected to the wifi network, try placing the device in Airplane Mode and then connecting to the correct network.
- If you've accidentally connected to a 5 GHz network, the app will give you an error message during setup informing you of this. Outside of checking the router settings, this is the only way to find out if the network is 2.4GHz or 5 GHz.