# Trouble Shooting Pairing B-hyve™ Controller with Smart Device & Wi-Fi

Please use the following steps in sequence to resolve any issue you may encounter while pairing Smart Device (Phone, Tablet) to Controller & Home Wi-Fi.

1. **MOST IMPORTANT! Before installing Controller on the wall outside your house we recommend checking Wi-Fi signal strength using your Smart Device (Phone, Tablet). Next, plug controller into a power point near your Wi-Fi Router and Pair Device (Controller) to your Homes Wi-Fi using the B-hyve™ App. All pairing should be done near Wi-Fi Router.**

2. Bluetooth must be turned on Smart device (Phone, Tablet) or you will get a message to turn it on.

3. Select "This is a New Device" (**Use this for installing new Controllers**) during App setup.

4. When choosing a Device (eg: Controller) with device in **Pairing Mode**, App will show you a picture of Device and MAC Address 44:**:**:**,**:** , Device Model: Eg **B-hyve™**. The Controller (Device) MAC Address is located on the lower back of Swing Door Panel of Controller (Device). When you select "**This Matches My Device**" the Controller (Device) could pair automatically with the App and take you straight to connecting to your Home's Wi-Fi. With your Home Wi-Fi selected enter your Wi-Fi password.

5. If this does not work reset controller and try again. To reset your timer back to factory settings turn the timer to the OFF position by rotating the dial. Open the front panel and press the reset button for 10 seconds this will erase all programming and set the timer back to its original settings. This will also put the timer into pairing mode.

6. Connecting Controller to Wi-Fi you may need to retry the connection setup a number of times to get connection. You will get this message on screen each time, "Connecting to the network this may take 2 Minutes".

7. If previous steps have not resolved issue **Delete App from Smart Device and re-install**, and start setup again

8. If previous steps have not resolved issue, Use the Smart device (Phone or Tablet) you are using to pair with Controller & Wi-Fi, Go into Smart device Wi-Fi settings, click on your homes Wi-Fi and **"Forget the Wi-Fi network"**. Open up App on device (Phone or Tablet) and continue setting up Connection between B-hyve™ and your home Wi-Fi. Having the Smart device (Phone, Tablet) connected to the same Wi-Fi as B-hyve™ during setup may cause them to compete for connection.

9. Make sure Wi-Fi is not hidden and other devices can clearly see and connect to Wi-Fi.

10. If previous steps have not resolved issue **Reset Wi-Fi Router** and start setup again.

11. Check you have not exceeded the number of Devices connected to Router.

12. Make sure you are connected to the **2.4GHz** wireless frequency, 2.4GHz offers coverage for greater distances.

13. Adjust advanced settings on the router, like channels (**using a Channel that is not being used by your neighbor's Wi-Fi**) and limiting transmission speed.