

# Recommendations for connecting COMPUTHERM E series thermostats to a Wi-Fi network

1. In order to connect the thermostat to a Wi-Fi network it is required that the mobile application automatically detect the name of the Wi-Fi network (SSID), which you want to connect your thermostat to. It is only necessary to type the password of the network. For this recognition to work, the following conditions have to be met:
  - a. You have provided the telephone application with all necessary permissions during installation and use.
  - b. The phone is connected to the Wi-Fi network to which you want to connect the thermostat.
  - c. The positioning function (GPS location data) is activated in your phone, and the application has permission to use it.

If the application does not recognize the name of the Wi-Fi network automatically, check these settings.

2. Try restarting your smartphone and turn off/unplug the Wi-Fi router and Wi-Fi thermostat for 3 minutes. After restarting the devices, try reconnecting again.
3. The thermostat can only be connected to a 2.4 GHz Wi-Fi network. Make sure that the Wi-Fi network you want to connect to is indeed a 2.4 GHz Wi-Fi network. If the router has the ability to simultaneously create a 2.4 GHz and a 5 GHz Wi-Fi network, then turn off the 5 GHz frequency for the duration of the connection to the Wi-Fi network and then turn off the “band steering” feature of the router, if it is turned on.
4. Turn off your Wi-Fi router. Create a Wi-Fi hotspot with another smartphone with the same name (SSID) and password for the Wi-Fi network to which you want to connect the thermostat. Connect your smartphone to this Wi-Fi hotspot, then try connecting the thermostat to this hotspot. If the connection is successful, then turn off this Wi-Fi hotspot, and then turn your Wi-Fi router back on and wait for the thermostat to connect to the router.
5. If you are using a Wi-Fi signal repeater, try turning it off and connect the thermostat directly to the router's Wi-Fi network. If there is not enough Wi-Fi signal strength without the signal repeater, try moving the thermostat and the router closer to each other (at least for the duration of the synchronization). After successful connection, you can turn the Wi-Fi signal repeater back on if needed.
6. Reset the router to factory settings, and configure it again. Then try to connect the thermostat to the Wi-Fi network again.
7. If you want to connect your thermostat to a Wi-Fi network created by a gateway (combined modem + router) provided by your service provider, you can:
  - a. Try entering the address of the provider's DNS servers manually (usually available on the provider's website) in the gateway's DNS server settings. Then restart the gateway and try connecting the thermostat to the Wi-Fi network again.
  - b. Try using an additional Wi-Fi router. This additional router should be connected to one output port of the gateway. Afterwards connect the thermostat to the additional router's Wi-Fi network instead of the original Wi-Fi network.