

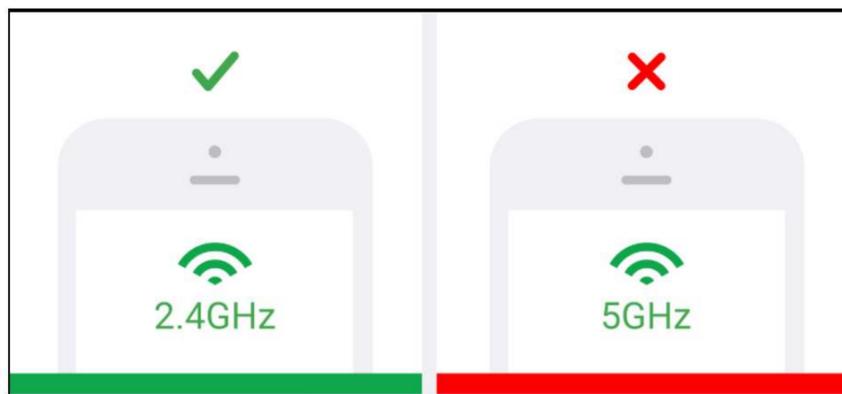
Understanding Wifi frequencies when connecting to the Jacuzzi App

To connect to your Jacuzzi app, you will need to be connected to your **2.4 GHz** internet frequency.

Routers usually send out two WiFi frequencies; a 2.4 GHz connection which travels farther at lower speeds, and a 5 GHz frequency providing faster speeds at shorter range.

Many electronic devices and appliances use a 2.4 GHz frequency, including 'smart devices', baby monitors, garage door openers, and your Clearlight Sauna!

If you see two networks (also known as SSIDs) in your network list with identical names except for a "5G" or "2.4G", then the bands have already been split up, and you'll just have to manually choose which one to connect to (Hint: it's the **2.4GHz** for initial app setup!)



However, if you only see one network on your router, chances are that it is actually broadcasting on both the 2.4GHz and 5GHz bands and using a protocol called "band steering" to let your device switch automatically between the two.

You will need to split these in order to connect to the 2.4GHz band.

To do this, look for the IP address (e.g. 192.168.1.1) displayed somewhere on the router or device. Type that into a web browser whilst connected to your WiFi network.

You'll reach a login page – use the default login details (written near the IP address on the device) to proceed.

Once logged in you'll see a configuration page where you can edit network preferences as needed. You will then be able to assign a name to each of your two bands for easy identification, or disable band-steering which will automatically make your 2.4ghz identifiable.

Alternatively, Google the following with your provider name and follow the online instructions:



Once you have set up your Jacuzzi app using your 2.4 GHz connection, you can change your device back to whichever band you choose.

Still need assistance?

Call us on 1800 957 150