

Wi-Fi Set-up Optimum Connect

Some routers come with both 5GHz & 2.4GHz, with a single SSID set with a shared name. WiFi devices can connect with the 5GHz network if close to the router, or the 2.4GHz network if further away – 5GHz is faster but has a reduced range compared to 2.4GHz. Most routers will have a configuration set to use 5GHz as the preferred connection. If you try to connect to an Optimum WiFi device and can't (the connect function goes full circle and then fails), your mobile may be connected to the 5GHz network.

You will need to go into the Admin page of the router. You may need to refer to the router documentation, or contact your service provider for help with this. Separate the channels and re-name the 2.4GHz/5GHz networks with different names i.e. add 2g or 5g to the end of each SSID respectively. Re-connect your phone to WiFi, selecting the re-named 2.4GHz network. You should now be able to set up the WiFi controls in the usual fashion.

Once the WiFi controls are set up in this way, control of WiFi devices is possible whether the mobile is connected to 5GHz or 2.4GHz. That's because the input from your mobile is actually sending data to the server, which is then relaying the control commands or programming changes back to the WiFi device via your router, and because the WiFi router is dual-band, it can address those devices connected to either the 5GHz or 2.4GHz networks.

If this fails, please check your Firewall settings have no security features enabled to prevent new devices connecting. You may need to refer to the router documentation, or contact your service provider for help with this.

Check the Communication protocol: This should be set as "WPA2-PSK (AES)". This is a setting you would need to check/edit in the Admin page of the router. You may need to refer to the router documentation, or contact your service provider for help with this.

Example BThub Dual Band set-up [click here](#)

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If installed behind a firewall, please check if the following domain info and ports are opened / whitelisted:

Ports the device uses:

1883 8886 8883 80 443 6666 6667 6668 6669

Domains the device uses:

*.iot-dns.com, *.tuyaus.com, *.tuyaeu.com, *.wgine.com, *.tuya.com, *.airtakeapp.com, *.getairtake.com