

# My wireless network/router is not shown in the list of wireless networks. What should I do?

First, make sure that the controller is close enough to wireless access point/router.

- You can check the quality of your wireless signal using another device, such as an iPhone or Android phone. Take your phone to your controller's location and check the wireless signal strength.
- Make sure that the router has 2.4GHz Wi-Fi enabled. Although this is standard, some newer routers can be configured set to accept 5GHz connections only. The controller will connect to 2.4GHz 802.11b/g wireless access points. In your wireless router, check that the radio mode is set to 802.11b/g or 802.11b/g/n mode (sometimes this is called Mixed Mode).
- Check the wireless channel that your wireless router is configured to use. This should be between Channel 1 and Channel 11.
- Some wireless routers may be configured to hide the wireless network. In such cases, the controller will not be able to find the wireless name and you will need to manually enter it into the controller.
- Consider moving the controller away from potential sources of interference, including microwave ovens, nearby base stations using adjacent channels, or cordless telephones operating in the 2.4GHz range (you could also change the channel your phone uses).

For further information, refer to [Change Your Wi-Fi Router Channel to Optimize Your Wireless Signal](#) <sup>[1]</sup> or speak to your ISP (Internet Service Provider) for exact steps on how to do this on your specified router.