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WiFi Troubleshooting and Best Practices

WiFi Troubleshooting

If you're experiencing issues with your AVATON's WiFi, such as:

- losing connectivity
- disconnecting on a regular basis, or
- losing all connection and going offline,

please try the following, in order to fix the connectivity problem you are experiencing:

1. Check if the AVATON has endured any physical damage externally.
2. Has your AVATON been exposed to moisture or humidity?
3. Is your local WiFi network up and running with appropriate speed?
4. Have there been any changes to the network SSID or password? If so, you will need to re-provision the AVATON to your WiFi network.
5. Check if there are multiple Wi-Fi access points available in your environment and ensure that your AVATON is connected with the correct one.
6. Ensure that your Wi-Fi Access Point is enabled for 2.4 GHz [802.11 B/G/N] communication and that your mobile phone or tablet is connected to the same SSID [Service Set Identifier].
7. If there are duplicate SSIDs, confirm that the MAC address associated with the SSID corresponds to your Wi-Fi Access Point.
8. Restart your Wi-Fi Router.
9. Remove the AVATON's plug from the electricity socket on the wall for a full 30 seconds.
10. Follow the instructions on the "[Connecting AVATON IoT Smart Device to Local WiFi Network](#)" document, in order to reconnect the AVATON to your local WiFi network.
11. Are you sure your network can support the number of devices currently connected (has the IP allotment for the internet been reached)?
12. If your WiFi signal is still weak or failing you may need to install another access point, range extender, booster or more powerful router. If you do install a booster or extended, please be sure to reconnect your AVATON's wifi to the new router.

13. Please read carefully our **“Best Practices WiFi Connectivity”** document, in order to reconnect the AVATON to your local WiFi network.