



FANIMATION®

C E I L I N G F A N S

fanSync Wireless Router Guide

Fanimation fanSync WiFi Controls must pair to a 2.4GHz WiFi network. Most smart home devices like smart bulbs, video door bells, etc. use 2.4GHz, this is because the signal distance is much stronger than 5G. Once paired, you can control your ceiling fan on any WiFi network or via your cellular signal on your smart phone. For most users, pairing will be quick and simple but, depending on the type of wireless router you have, you may need a little more information to get started.

How do I find my WiFi network?

To identify your connected WiFi network(s), open the "Settings" application on your smartphone and look under "WiFi."

What type of router do I have & how do I pair it to my fanSync WiFi receiver?

If you are unsure of what type of router you have, you can enter the make and model number into an internet search engine for more information. Here are the most common router types:

Single-band Routers *Most common setup*

Many routers support only a single 2.4GHz band with a single WiFi name displayed on the WiFi screen of your smartphone. **If this is your setup, you should be able to pair on this WiFi network and the fanSync Control will automatically join your network.**

Dual-band/Tri-band/Mesh Routers

Many newer routers support both 2.4GHz and 5GHz bands. You can easily use Fanimation fanSync WiFi Controls on these new routers by connecting to the 2.4GHz band. There are two main types of dual-band routers—selectable dual-band and simultaneous, as well as Mesh routers.

Here is how to identify which setup you have:

Selectable Dual-band Routers

These routers let you switch between the 2.4GHz and 5GHz bands. This is likely your setup if there are two different WiFi names displayed on your smartphone's WiFi search screen (likely one ending in -2.4G and one ending in -5G). **If this is your setup, you must connect to the WiFi network that ends in -2.4G to be able to pair.**

Simultaneous Dual-band Routers

These routers allow use of both bands at the same time, all under a single WiFi name displayed on the WiFi search screen of your smartphone. **If this is your setup, you should be able to pair on a 2.4GHz WiFi network. Reference your router's user manual to find out how to set up on a 2.4G network.**

Mesh WiFi Routers

These new routers such as Eero, Nest WiFi and Orbi operate with a simultaneous dual-band, with a single WiFi name displayed on the WiFi search screen of your smart phone. **If you have Eero for example: You can temporarily disable the 5GHz band by tapping on Eero App->Settings > Troubleshooting > 'My device won't connect', then tap on "Temporarily pause 5GHz" button. This will disable 5GHz for 10 minutes, which can help pair 2.4GHz only devices.**

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WHAT IF I SEE ONLY ONE WIFI NETWORK NAME BUT I STILL CAN'T PAIR?

> See page 2

What if I see only one WiFi network name but I still can't pair?

You likely have a multi-band router that supports both 2.4GHz and 5GHz bands, but the band that is setup is not 2.4GHz. You likely need to configure the two selectable bands on your router so they you can select and use the 2.4GHZ band.

To configure your network you will need:

- The web configuration address for your router (usually found on the label attached to the back of the router.) This may appear as an IP Address, a series of numbers separated by periods. (Example: <http://123.123.1.123>)

You may also need:

- A photo of all the information on the back of your router (make/model, serial number, device access code, etc.) Your router manufacturer's website may require this information to guide you to the correct set up instructions and complete the set-up.
- Your current WiFi password

Step 1 Enter the web configuration address found on the back of your router into a web browser on a device that is connected to that WiFi network (can be a phone, tablet or computer) to get to the wireless page of the router's website. Follow the manufacturer's instructions on how to configure a 2.4GHz band.

Step 2 Select the 2.4GHz setting page and set the WiFi Name (SSID) to XXX-2.4G, where XXX indicates the WiFi name you'd like. Save settings.

Step 3 Navigate to the 5GHz setting page and set the WiFi Name (SSID) to XXX-5G, where XXX indicates the WiFi name you'd like. Save settings.

By adding the -2.4/5G suffixes to your WiFi names you will be able to easily tell the two bands apart. When the settings are complete, the two new WiFi network names will appear in the WiFi settings screen of your smartphone and you can pair by joining the network that ends in "-2.4G".

NOTE: After the WiFi names are changed, you need to reconnect all of the devices that use this wireless router. The password(s) remains the same if it has not been changed.

Need further assistance?

Call Fanimation Customer Care at 1-888-567-2055 or email techsupport@fanimation.com

Please have the following information ready for your call or included in your email:

- WiFi service provider name
- Router Make and Model number
- Router configuration access web address or IP address
- Your current WiFi network name
- Date Code from your fanSync WiFi control
- Model #/Name of ceiling fan that you are using fanSync WiFi on
- Please go to the fanSync WiFi app, in the upper left-hand corner, click "Settings", select "Send Feedback". This will send a usage and issue log to our app developer for your devices. This can be used to identify your specific issues.