



iOS Troubleshooting

The following scenarios are common issues that may cause connectivity problems during the AUTOMATE PULSE HUB 2 pairing process. If you cannot achieve success connecting the Automate Pulse Hub 2 to your network, please reference the below most common pairing roadblocks.

I CANNOT CONNECT TO MY 5GHZ WI-FI NETWORK.

The AUTOMATE PULSE HUB 2 does not currently support operation over a 5GHz network or hopping mesh networks. It operates on a 2.4GHz network or using a Lan Connection.

I CANNOT CONNECT VIA THE LAN CONNECTION

The AUTOMATE PULSE HUB 2 does not currently support initial pairing via LAN, Pair through Wifi and once the hub is setup connecting via the lan can be done.

I CANNOT CONNECT TO MY HIDDEN WI-FI NETWORK.

The AUTOMATE PULSE HUB 2 does not currently support pairing with hidden networks. To connect to a hidden network, you will need to unhide the network. Once the network pairing process is complete you can re-hide the network and the Wi-Fi HUB will work without issue.

I HAVE MULTIPLE ACCESS POINTS AND CANNOT COMPLETE THE PAIRING PROCESS.

If you have multiple wireless access points, we recommend that you turn off all but one to complete the network pairing process. Once this is complete you can turn on all of the wireless access points and the Wi-Fi HUB will work without issue.

NETWORK SECURITY SETTINGS ARE INTERFERING WITH THE SETUP PROCESS.

Some companies or large corporate offices have network security settings more advanced than the typical homeowner. If you are setting up in this environment, please consult your network administrator. It may be necessary to enable device-to-device communication. One solution is to use a device with a mobile data connection available in the background to complete the set-up process.

MY AUTOMATE PULSE HUB 2 IS NOT CONSISTENTLY WORKING.

There are many things that can interfere with the radio communication that the AUTOMATE PULSE HUB 2 uses. Try positioning the AUTOMATE PULSE HUB 2 in a different location and/or closer to the shade to improve performance. Due to varying levels of interference it may be necessary to purchase additional Wi-Fi HUB to extend the coverage throughout your location.

SUPPORT RESOURCES:

For further assistance, contact your retailer, or visit our website at www.automateshades.com