Why wont my PIXIE Gateway connect to my WiFi network?

Gateway · https://pixiepartners.com.au/support-docs/why-wont-my-pixie-gateway-connect-to-my-wifi-network/

The SAL PIXIE gateway Gen1 (SGW/BT) uses WiFi to connect to your WiFi network, which then allows your PIXIE home to be controlled via voice assistants and from anywhere in the world where users have internet access.

The Gen3 PIXIE Gateway (SGW3/BTAM) can use either 2.4GHz WiFi or use an Ethernet connection plugged directly into the RJ45 LAN port on the device, which in turn is connected to your modem / router or network switch.

The SAL PIXIE Gateway (Generation1 - superseded in 2022) connects to WiFi using 2.4GHz band.

Be sure that your PIXIE PLUS App is up to date. Using an old version may inhibit correct operation.

Right here - this is probably your issue.

In many homes both 2.4 and 5GHz bandwidths are used for WiFi, and in most cases, this should not cause an issue with the SAL PIXIE Gateway connecting.

However, if the SSID (or network name) of both the 2.4GHz and 5GHz WiFi channels are the same, then the SAL PIXIE Gateway will have problems connecting.

There is an easy fix.

1. 1. Temporarily disable "band steering" or disable the 5GHz network. You will need access to to the modem or router - often the username and password can be found on the bottom of the device unless it has been changed by the home owner or installer.

2. 2. Connect the SAL PIXIE Gateway to the 2.4GHz network
3. 3. Re-enable band steering.

From that time on the SAL PIXIE Gateway will connect only to the 2.4Ghz channel.

At this time its recommended to make sure you PIXIE Gateways software is also up to date. Simply head to the Gateway Info page through settings and home management. At the bottom of the Gateway Info page , if there is an update available, you should see a notification here. I there is no notification you are up to date.

If you are using Google Nest WiFi you may like to read this as well because you CANNOT disable 5Ghz on these devices.

My gateway was working and now its not.

This can occur for many reasons but remember whilst inside your home you will still have full control of all your PIXIE devices from the wall and from your mobile devices.

Generation 1 gateways have 3 LED lights on the front and Generation 3 gateways have 4 LED Lights.

For correct operation you should always have 3 **BLUE** lights - If you are using a Gen3 Gateway you may also have a slowly pulsing blue light on one of your LED -s this is OK as long as you have 3 **SOLID BLUE** lights.

If any of your lights are red its likely you will see some interruption to operations that depend on either a connected network or internet connection - depending on which lights is red. However this will NOT stop PIXIE from operating in your home except for a few specific functions.

These include:

- - Voice control and cloud control integrations
- - Out of home control and monitoring
- - For Gen 1 Gateway owners - schedules
- - For Network connection issues in the home (not Wi-Fi issues) - Gen1 or Gen3 - PIXIE Touch Panel operation

Simple Steps First

If you have not changed anything or your network or Wi-Fi setup and your gateway has a red light/s best to start with easy steps first

If you have changed something on your home network - then check your Wi-Fi names, passwords were not also changed - seems simple but happens more than you think..

1. 1. Turn your PIXIE gateway off for 10 seconds, then power it back on - does it reconnect?
2. 2. Turn your Modem / router off for 20 seconds, then power it back on - does the PIXIE gateway reconnect?

A little more advanced

If this hasn't got you up and running again there are some additional fixes to try that involve a few more steps, but are not very technically challenging either.

Remove and Re Add gateway into PIXIE home

This step is performed using the PIXIE PLUS App.

Remember when you remove the gateway from your PIXIE PLUS App you are not deleting your home and all of its setup. All of this information is stored in your account and does not get deleted when you deleted a gateway.

Head to the home management section in the PIXIE PLUS App -- Home page --> 3 little dots top right hand corner --> Settings --> Home Management --> Select your home name --> Gateway Info

Then select the 3 little dots again on the Gateway page and Choose the REMOVE option.

Your gateway will be removed from the app and the gateways itself will start to flash and change.

When you have 3 or 4 **RED** lights flashing in a consistent manner you can the Re-ADD the gateway back into the app

On that same page, you should now have + sign press this to start the Add gateway process and follow the on screen prompts and fill in the necessary credentials.

Remember you must connect to the 2.4Ghz Wi-Fi network and enter the password for that network.

Did this work? Can you now connect your gateway to WiFi?

Remove Wi-Fi devices from your network

Many homes have a lot of Wi-Fi devices and unfortunately some in home modems / routers have limitations on the number of WiFI devices which can be connected concurrently.

Consequently these devices decide to kick-off some connected devices and / or refuse to allow other WiFi devices to re/connect.

We recommend you remove as many Wi-Fi devices as you do easily either by switching them off or disabling their WiFi capabilities - temporarily whilst you try and reconnect your PIXIE gateway.

Once you think you have them off and disconnected, try to reconnect the PIXIE Gateway over WiFi.

If this works then you may have to prioritise the PIXIE Gateway as part of your modem / router setup to stop this from continuing to happen. Depending on the network equipment you have in your home will depend on if and how this is done and you'll ned to seek assistance from an I.T. professional.

The best way to solve this problem long term is to upgrade your mode or router to a more powerful device that allows more concurrent connections.

Software Tips: For the best operation always make sure the following software is up to date if experiencing issues.

1. Update the PIXIE Apps to the latest version for your operating system.
2. Update the Firmware in the PIXIE devices with the newest version of the PIXIE Apps.
3. Update your mobile devices Operating System to the latest version.