SmartSeat

Wi-Fi Troubleshooting Guide

SmartSeat Wi-Fi Guide

If you're preparing to use the SmartSeat and its accompanying app, this guide will assist you in ensuring your SmartSeat is properly connected to Wi-Fi and functioning properly with the Casana App.

Contents:

casana

Understanding Wi-Fi Network Compatibility

Your SmartSeat can function on both 5GHz and 2.4GHz networks.
- While 5GHz offers faster speeds and less interference, its shorter range can be limiting;
- On the other hand, 2.4GHz provides a broader range and better signal penetration through walls, making it a more reliable choice for devices like the SmartSeat, especially if they are located further from the router.

Simultaneous dual-band routers, which deliver both 5GHz and 2.4GHz, will work well with the SmartSeat. However, for the reasons mentioned above, the 2.4GHz network is usually the preferable choice for your SmartSeat.

Wi-Fi Network Name and Password Case Sensitivity

When connecting your smartphone and SmartSeat to Wi-Fi, remember that Wi-Fi network names and passwords are case-sensitive. When entering your Wi-Fi information into the app please be careful to pay attention to uppercase/lowercase letters, special characters, and spaces if any.

Identifying Your Network Band

Typically, the easiest way to determine your Wi-Fi network band is to check on your laptop or desktop.
- **On Apple computers:** Hold down the Option key and click on the Wi-Fi icon simultaneously. Network details will appear, showing the band next to "Channel."
- **On Windows computers:** Click on the Wi-Fi icon, and then select 'Properties' under the wireless network. In the new window that opens, scroll down to the Properties section at the bottom. The network band will be listed there.

If you don't have an easily accessible computer you can still determine your Wi-Fi network band with your smartphone.
- **On Apple devices:** Unfortunately, Apple's iOS does not directly display the network band (2.4GHz or 5GHz) in the Wi-Fi settings. However, most routers display the band next to the network name. To check your network name, swipe down to access the Control Center. The name of your network should appear under the Wi-Fi symbol. (If the name is shortened, press and hold the Wi-Fi icon to navigate to the Wi-Fi Settings page).

If the network name does not indicate the band, you may need to use a computer or access your wireless router's settings through the router manufacturer's website or app.

- ○ **On Android devices:** Navigate to the Wi-Fi settings page by swiping down from the top of your screen to open the notification panel, and then long-press the Wi-Fi icon. Once the settings page displays, tap on the gear icon next to your connected network and look for 'Frequency' in the network details. This section will display the band: either 2.4GHz or 5GHz.

Troubleshooting Tips

- Ensure that both your smartphone and SmartSeat are within a good range of your Wi-Fi router, especially for 5GHz networks.
- Restart your Wi-Fi router if you encounter persistent connection issues.
- Keep your Casana App updated to the latest version for optimal functionality.

Should you encounter any issues or need further assistance, please do not hesitate to reach out to our support team at support@casanacare.com. We are dedicated to ensuring a smooth and efficient setup for your SmartSeat experience.

Wi-Fi FAQs

How do I tell if my seat is connected?
- **During setup:** When setting up your SmartSeat on the app, you will be walked through the process of connecting to Wi-Fi step-by-step. If the seat is unable to connect the app will display an error message with some potential solutions.
- **Day-to-day Use:** To determine if your Seat is connected within the app's interface, simply navigate to the Seat Settings page and check the 'Seat Status' section.

I changed my Wi-Fi password; do I need to update my SmartSeat?
Yes, if your Wi-Fi password or SSID has changed you'll need to update your Seat in the app. In the "Seat Settings" page select 'Update seat wifi" and follow the on-screen instructions.

Can the SmartSeat connect to public or shared Wi-Fi networks?

>The SmartSeat is designed to connect to secure, private Wi-Fi networks for safety and privacy. Public or shared networks may not provide the security necessary for transmitting your health data. We highly recommend you use your own private Wi-Fi network.

What should I do if the Wi-Fi signal is weak in my bathroom?

>If the Wi-Fi signal in your bathroom is weak, consider using a Wi-Fi extender or moving your router closer to the bathroom. We also recommend ensuring that there are no major obstructions between the router and the SmartSeat that could interfere with the signal.

Is it safe to update the Wi-Fi settings on my SmartSeat?

>Absolutely. It's safe and necessary to update your Wi-Fi settings whenever you change your network name or password. Ensure your SmartSeat is connected to your Wi-Fi network to receive software updates and sync your data.

Will my SmartSeat still function if it loses Wi-Fi connectivity?

>Your SmartSeat will still function as a regular toilet seat if it loses Wi-Fi connectivity. However, it won't be able to send data to the cloud until the connection is restored. During Wi-Fi outages, the seat may store some data locally and sync it once the connection is back.

How often does the SmartSeat need to be connected to Wi-Fi?

>It's best to keep your SmartSeat connected to Wi-Fi continuously to ensure real-time data syncing and to receive any software updates. Occasional disconnections are manageable as the seat can store data temporarily and sync once reconnected.

Can I use a VPN with my Casana App?

>Using a VPN on the device where the Casana App is installed should not affect the app's performance or connectivity to the seat. However, ensure that any network-level VPN settings on your router still allow for local device communication.

What happens if I upgrade my home Wi-Fi router?

>If you upgrade your home Wi-Fi router, you will need to reconnect your SmartSeat to the new network. Follow the steps in the app under 'Seat Settings' > 'Update seat wifi' to configure it with the new network details.

casana

Can multiple SmartSeats in my home connect to the same Wi-Fi network?

Yes, you can connect multiple SmartSeats to the same Wi-Fi network. Each seat can be independently configured and managed within the app.

How do I troubleshoot a 'Wi-Fi network not found' error in the Casana App?

If the app cannot find your Wi-Fi network, ensure your phone is connected to the Wi-Fi network you wish to use. Check for typos in the network name (SSID), and ensure the seat is within range of the network. If issues persist, try restarting your Wi-Fi router.

If you have any further questions or require detailed assistance, please contact our support team at support@casanacare.com. We are committed to ensuring your SmartSeat connectivity is seamless and secure.