Dual Band Router Troubleshooting

The Root of the Problem

The controller will only connect to a 2.4Ghz wifi band. The LED controller technology industry does not have a 5Ghz wifi chip. It does not exist yet so technology still needs to catch up. Be patient but it is coming.

Standard Routers	Dualband Routers
Broadcast both signals. 2.4G band and the 5G band on separate signals.	Broadcasts both signals. 2.4G band and the 5G band on the same network name.

Because the population has demanded the fastest speeds at all times. Mobile device makers have started programming mobile devices to automatically choose the fastest band at all times. So if they have a 5G band available, the newer devices will always connect to the 5G band on the network. There is no way to set your phone to prefer the 2.4G band since the phone is automatically set to find the fastest band.

As a user tries to connect our controller to a dualband router, the mobile device automatically connects to the 5G band so the controller fails to find the device on the 2.4G band because the mobile device forced the 5G band.

The SOLUTION:

Although this isn't perfect and doesn't guarantee a connection, it has worked for us when we have seen this issue.

Step #1—Find a low cost tablet or older phone. These devices like the Samsung Tab A (Model: SM-T280) do not have the 5G capable chip. It is a costly item to put in a low cost device. So manufacturers avoid it since they know every router still has a 2.4G band. We found this device online or Best Buy. Look for Connectivity of 802.11 b/g/n on the device specs. But not 802.11ac.

Step #2—Use the tablet to pair the controller to the local network. Since these tablets will only find 2.4G networks, they won't allow the device to even try the 5G band. This may require several attempts.

Step #3—Once the controller has been connected to the local network, a phone or higher end tablet will then find the controller on the network and allow any device to control the system through the network whether that device is on the 5G or the 2.4G. The user may need to log out of their network and log in a second time for the device to find it everytime.