

## Basement Defender 2.0 WiFi Troubleshooting

Modified: 9/30/2021

- 1. Confirm the color of WiFi Light Ring section on BD 2.0 unit**
  - a. If WiFi is Solid RED then go to Step 2
  - b. If WiFi is flashing red then go to Step 7
- 2. Confirm BD WiFi Router (Yellow Router) is installed properly**
  - a. Confirm the following lights (the light on the far right may be flickering):



- b. Confirm the Ethernet Cord is connected into the Internet (WAN) port on the Yellow router (The port closest to the edge of the router)
    - c. Confirm the Ethernet Cord is connected into an open LAN port on the existing customer WiFi router
    - d. Confirm the USB cord is connected into the Power port on the Yellow router
    - e. If Lights and connections are good, go to step 3
- 3. Reboot WiFi Router**
  - a. Unplug both the power cord and ethernet cord from the Yellow BD router
  - b. Confirm all lights have turned off on Yellow BD Router. Wait 10 seconds.
  - c. Plug the power cord back into the Power port on the Yellow BD Router
  - d. Connect the Ethernet cord back into the Internet (WAN) port on the Yellow BD Router
  - e. Confirm lights on the Yellow BD Router are displayed as seen in the image above on step 2 (a.)
  - f. Check to see if BD 2.0 WiFi section on Light ring is green. If Solid RED, go to step 4.



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#### **4. Connect ethernet cord into a different LAN port**

- a. Unplug the ethernet cord from the existing customer WiFi router, and plug it into a different open LAN port
- b. Wait 5-10 mins, confirm the lights on the BD Yellow WiFi router are the same as seen in step 2 (a.)
- c. Check to see if BD 2.0 WiFi section on Light ring is green. If red, go to step 5.

#### **5. Manual Pair BD 2.0 to Customer Home Router**

- a. In Basement Defender mobile app, select device setup and walk through the Pairing process
- b. Confirm the correct credentials are being entered
  - i. Have the tech select the customers home network from the dropdown list. **DO NOT TYPE NETWORK NAME**
  - ii. For the password, have the tech read back each character to the homeowner to confirm typed in correctly
- c. Confirm Mobile App shows Success, Connected
- d. Confirm WiFi light ring section on BD 2.0 unit is Green (If green, tech may want to unplug). If red, go to step 6

#### **6. Replace BD 2.0 Unit with new Unit**

- a. Before taking installed unit off the pipe, power on new replacement unit near the router.
- b. Confirm the Wi-Fi light ring section on new unit is Green. If red, repeat step 5 on the new replacement unit.

#### **7. Manual Pair BD 2.0 to Yellow Router**

- a. In Basement Defender mobile app, select device setup and walk through the Pairing process
- b. Confirm the correct credentials are being entered
  - i. Have the tech select the BD network from the dropdown list. **DO NOT TYPE NETWORK NAME . Network Name - **BDNetwork****
  - ii. For the password, have the tech read back each character to confirm typed in correctly. Password should be: **BDadmin123**
- c. Confirm Mobile App shows Success, Connected
- d. Confirm WiFi light ring section on BD 2.0 unit is Green (If green, tech may want to unplug). If red, go to step 5.