Troubleshooting

DIAZ | SUNPROTECTION

Diaz Wi-Fi bridge

Checking the Wi-Fi

The Wi-Fi bridge does not respond as in the instruction video?
Then check the following.

1. The wi-fi bridge can only be connected to a 2,4 GHz network, not to a 5 GHz network. You can check your type of network on your modem. If this doesn't work, you can contact your provider (Telenet/ Proximus / ...).

2. Check if your Wi-Fi network is connected to the internet. Visit a webpage and check if it is loaded via Wi-Fi.

3. Also check whether you connected to your personal Wi-Fi network.

4. Make sure you entered your Wi-Fi password correctly. Especially if this is a complex password.

5. The bridge may be too far from the Wi-Fi router. Try to move the bridge closer (less than 5 meters and without obstacles).

6. Do not use a PC or laptop USB input to power the Wi-Fi bridge. We always recommend plugging the bridge into a power outlet.

Reset of the bridge

All of the above is not the cause?
Then try to reset the bridge and start over.

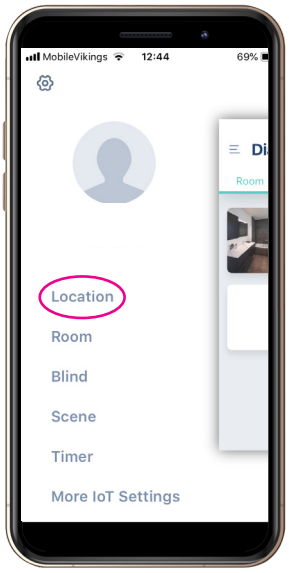
Hold the programming button
of the bridge for 10 seconds.
The indicator light will flash red 5 times.

All data has now been deleted from the bridge. You must now go through all the steps again to reconnect the bridge.

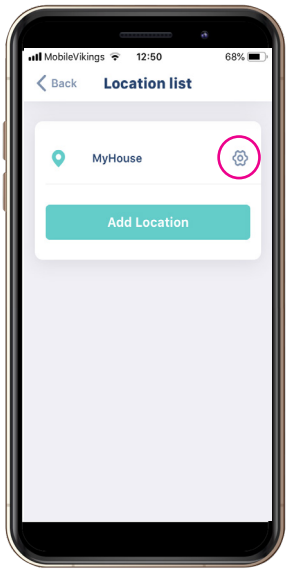


Check the strength of the Wi-Fi connection

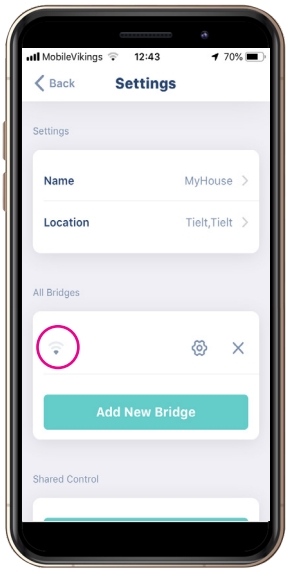
1



2



3



Bad connection

Average connection

Weak connection

Strong connection

The bridge flashes red or orange

If the bridge flashes red or orange, it means the bridge is disconnected of the Wi-Fi network. Usually this will fix itself.

Do you want to restore this manually? Then disconnect the bridge and put it back into the power outlet.

Does the indicator frequently flashes red?
Check the distance between the Wi-Fi bridge and the Wi-Fi router.
Make sure there are as few obstacles as possible between them.

Meaning of the indicator colours

Colour	Meaning	Time indication
constant blue	the bridge is connected	constant
slow flashing red	Wi-Fi is disconnected	ongoing until change of status
slow flashing yellow	Wi-Fi is connected	ongoing until change of status
fast flashing red	reset of the bridge	5 times
slow flashing purple	busy connecting	ongoing until change of status
slow flashing green	busy upgrading	ongoing until change of status