

EcoQube Wi-Fi Connection Guide

Why EcoQube Setup May Fail on Dual-Band (2.4 GHz + 5 GHz) Wi-Fi Routers?

If you're using a dual-band Wi-Fi router (2.4 GHz + 5 GHz), EcoQube setup can sometimes fail. Here's the easiest way to understand why:

EcoQube supports 2.4 GHz Wi-Fi only (it does not support 5 GHz).

However, many modern dual-band or mesh routers automatically move your phone between 2.4 GHz and 5 GHz to “optimize” speed and performance. This feature can be labeled differently depending on the brand, such as Smart Connect / Band Steering / Wi-Fi Steering / Dual-band Smart SSID.

The problem happens during the initial setup because the setup process works like this:

1. Your phone must be connected to your home Wi-Fi network.
2. Your phone passes the Wi-Fi name (SSID) and password to EcoQube.
3. EcoQube then uses that information to connect to the router using 2.4 GHz.

But with a dual-band router, your phone is often automatically connected to 5 GHz (even though you think you're connected to “one Wi-Fi name”). When your phone is on 5 GHz while EcoQube can only use 2.4 GHz, the setup process can get confused or fail—because the phone may not stay on the same band needed for EcoQube pairing.

A simple way to think about it:

- Your phone gets pushed to the “5 GHz lane” automatically
- EcoQube can only use the “2.4 GHz lane”
So during setup, they're not consistently on the same “lane,” and the connection can break.

That's why the solution is: During setup, make sure your phone stays on 2.4 GHz only.

General Dual-Band / Mesh Router Troubleshooting (2.4 GHz Only Devices)

Important: EcoQube supports **2.4 GHz Wi-Fi only**. It cannot connect to **5 GHz Wi-Fi**. Many dual-band and mesh routers automatically move (“steer”) phones between 2.4 GHz and 5 GHz to optimize speed. During setup, this can prevent EcoQube from completing Wi-Fi pairing because your phone may be on 5 GHz while EcoQube can only join 2.4 GHz.

1) Reinstall / Refresh the App

If you previously installed the EcoQube App, please remove any old setup data:

- Uninstall the EcoQube App from your phone.
- Reinstall it from the App Store / Google Play.
- (Optional but helpful) Restart your phone once after reinstalling.

2) Factory Reset the EcoQube Device

Reset EcoQube so it starts fresh:

- Press and hold the reset button on the bottom of the device for **more than 10 seconds**.
- Release the button and wait until the device restarts (this may take a short moment).

3) Disable Band Steering / Smart Connect (Split the Bands)

Many routers automatically “steer” devices between 2.4 GHz and 5 GHz. This feature may be called different names depending on the brand. Please log into your router settings (router app or web admin page) and **turn OFF** any settings that combine or automatically switch Wi-Fi bands.

Look for and turn OFF settings with names like: (These mean the same “auto switching / single SSID” feature)

- **Smart Connect**
- **Band Steering**
- **Wi-Fi Steering**
- **Smart Steering**
- **Dual-Band Smart SSID**

- **Single SSID / One SSID**
- **Use same SSID for 2.4 & 5 GHz**
- **Unified SSID / Unify bands**
- **Combine bands / Merge bands**
- **Auto Band Select / Auto Select Band**
- **Automatic band switching**
- **Network Steering / Client Steering** (sometimes in mesh systems)
- **Seamless Wi-Fi / Seamless roaming** (some systems bundle steering under this wording)

Where to find it (common menu names):

- **Wi-Fi / Wireless / WLAN**
- **Advanced / Advanced Wireless**
- **Network / Home Network**
- **Radios / Radio Settings**
- **SSID / Network Name**

After turning it OFF, you should be able to:

- See separate settings for 2.4 GHz and 5 GHz, OR
- Set different Wi-Fi names (SSIDs) for each band (recommended):
 - Example: **HomeWiFi_2G** (2.4 GHz) and **HomeWiFi_5G** (5 GHz)

4) Temporarily Disable 5 GHz (Recommended for Setup)

If your router allows it, the most reliable method is to temporarily turn OFF the 5 GHz band completely during setup. This forces your phone to stay on 2.4 GHz, which greatly improves pairing success.

In your router settings:

- Go to **Wireless / Wi-Fi / WLAN**.
- Open the **5 GHz** section/tab.
- Turn OFF any option that looks like:
 - **Enable 5 GHz**
 - **5 GHz Radio**
 - **Wireless Radio (5 GHz)**
 - **5G Band** (this refers to Wi-Fi 5 GHz, not cellular 5G)
 - **Turn on this band (OFF)**
- Click **Save / Apply** (your Wi-Fi may restart briefly).

✓ After this, the 5 GHz Wi-Fi network may disappear temporarily. That is expected.

5) Connect Your Phone to 2.4 GHz Wi-Fi Only

Before pairing EcoQube, make sure your phone is connected to **2.4 GHz**, not 5 GHz.

- On your phone, go to Wi-Fi settings and **Forget** (or Remove) the current Wi-Fi network.
- Reconnect to the **2.4 GHz SSID** (example: `HomeWiFi_2G`).
- Keep your phone on **2.4 GHz for the entire setup process**.
 - Do not switch networks during setup.
 - If your phone automatically changes networks, turn OFF “Auto-Join” for other saved Wi-Fi networks (optional).

6) Pair EcoQube on the 2.4 GHz Network

Now complete pairing:

- Open the EcoQube App and start the device setup.
- Make sure:
 - Your phone stays connected to **2.4 GHz**
 - EcoQube is placed **within 3–6 feet (about 1–2 meters)** of the router during initial setup

General Troubleshooting Steps When EcoQube Won't Connect to Wi-Fi

1) Reinstall / Refresh the EcoQube App

- Delete (uninstall) the EcoQube App completely.
- Reinstall it from the App Store / Google Play.
- After reinstalling, close all other apps and keep only the EcoQube App open when you start setup.

If it still fails:

- Confirm you installed the correct EcoQube App (not a similarly named app).
- Continue with steps 2–8 (reinstalling alone may not fix Wi-Fi/Bluetooth permission or network steering issues).

2) Restart Your Phone

- Power your phone completely OFF.
- Wait about 10 seconds.
- Power it back ON.
- Confirm Wi-Fi and Bluetooth are turned ON before opening the EcoQube App.

If it still fails:

- Restart the phone one more time and retry the setup from the beginning.

3) Power Cycle EcoQube and Check the LED

- Unplug EcoQube from power.
- Wait about 10 seconds.
- Plug it back in.
- Wait until the device finishes rebooting (watch the LED for activity).

If it still fails:

- Try a different power outlet.
- If the LED never turns on, the device may not be receiving power.

4) Reset Your Phone's Wi-Fi Connection

- Go to Settings → Wi-Fi.
- Turn Wi-Fi OFF.
- Wait about 5 seconds.
- Turn Wi-Fi back ON.
- Connect to your home Wi-Fi again.

Important:

- EcoQube supports 2.4 GHz Wi-Fi only.
- If your router is dual-band or mesh, your phone must stay on 2.4 GHz during setup.
- If you have separate Wi-Fi names, connect to the 2.4 GHz network (often labeled `...2G`, `...2.4`, or `..._2G`).

If it still fails:

- “Forget” your Wi-Fi network and reconnect (enter the password again).
- Move closer to the router during setup.

5) Reset Your Phone’s Bluetooth (BLE)

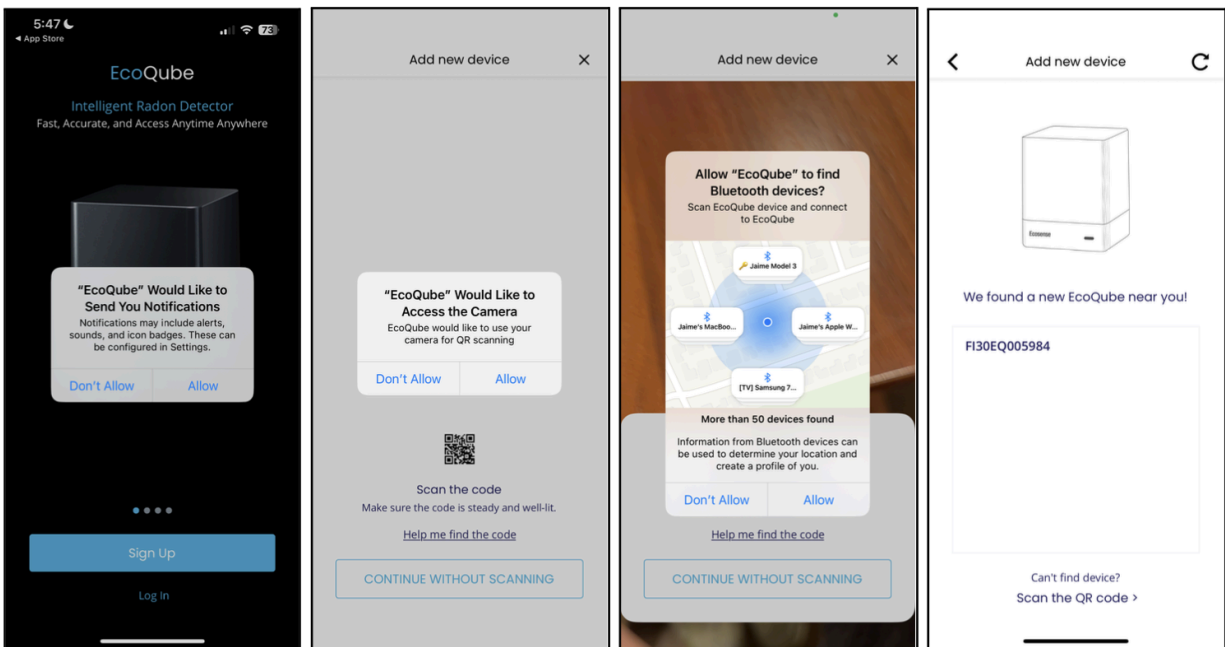
- Go to Settings → Bluetooth.
- Turn Bluetooth OFF.
- Wait about 5 seconds.
- Turn Bluetooth back ON.
- Keep your phone close to EcoQube during setup.

If it still fails:

- Turn Bluetooth OFF/ON again.
- Make sure no other apps are actively using Bluetooth at the same time.

6) Allow All App Permissions

When the EcoQube App prompts you, tap Allow / OK / While Using the App.



Common permissions to allow:

- Bluetooth / Nearby devices
- Location (often required on Android for device scanning)
- Local Network (iPhone)
- Nearby Devices (iPhone)

If it still fails:

- Check permissions manually:
 - iPhone: Settings → EcoQube → enable permissions shown there
 - Android: Settings → Apps → EcoQube → Permissions → allow required permissions
- After changing permissions, close the EcoQube App completely and reopen it.

7) LED Check Before You Tap “Next”

On the “Setting up your device” screen:

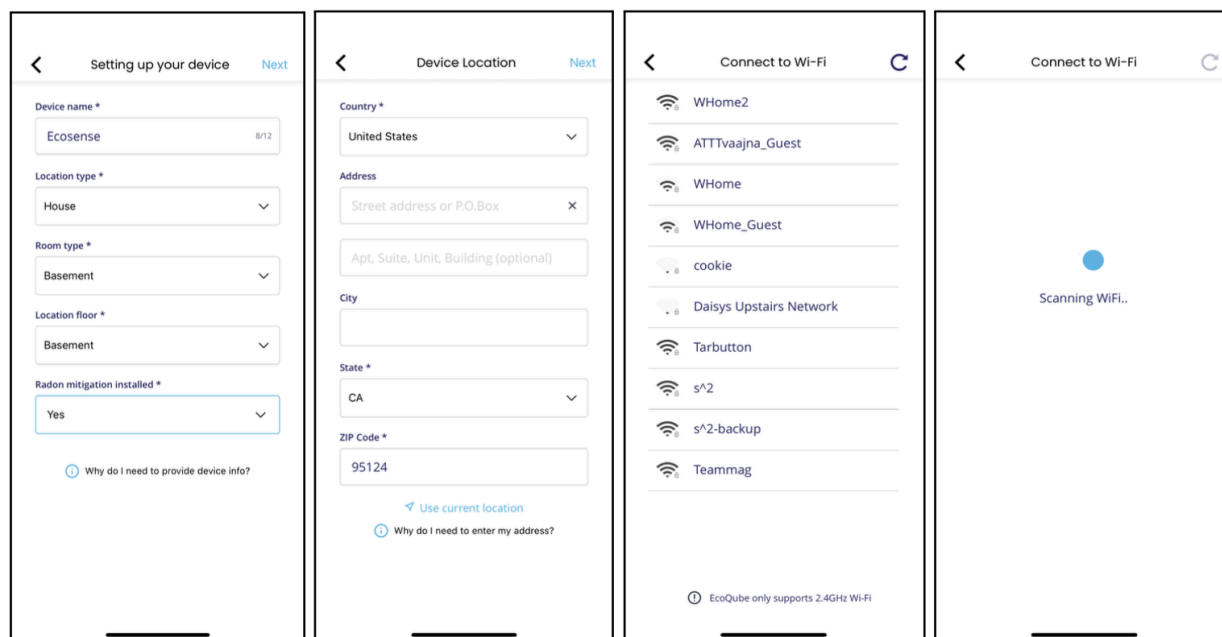
- Do not tap Next if EcoQube’s LED is blinking orange.
- If the LED is blinking orange:
 - Turn Bluetooth OFF/ON again (Step 5)
 - Wait a moment and try again

If it still fails:

- Power cycle EcoQube again (Step 3) and retry.
- Restart your phone again (Step 2) and retry.

8) Complete Setup and Connect EcoQube to Wi-Fi

- Keep your phone connected to 2.4 GHz Wi-Fi for the entire setup.
- Keep EcoQube within 3–6 feet (1–2 meters) of the router during setup.
- Follow the in-app steps until EcoQube shows it is connected successfully



If it still fails:

- Your phone may have switched to 5 GHz during setup (dual-band/mesh steering).
 - Disable steering features such as: Smart Connect / Band Steering / Wi-Fi Steering / Dual-band Smart SSID / Single SSID / Unified SSID / Auto band selection.
 - If possible, temporarily disable 5 GHz during setup.
- Confirm the Wi-Fi password is correct (forget network and re-enter).
- Try again with EcoQube closer to the router.