

Wi-Fi Connection Troubleshooting

BRADFORD WHITE WAVE®



During the setup of the **Bradford White Wave®**, if you are experiencing issues with connecting to Wi-Fi please review the troubleshooting guidelines below, depending on the issue you are experiencing.

Error:

Cannot Connect to the Internet

1. Verify that your Wi-Fi router is turned ON:

Approach your networks router and verify that the router is turned on and working properly according to the instructions listed in the router's user manual. If the router is turned off, turn it back on and wait 2-10 minutes for the network to reboot. If the network is hidden, verify that it is configured correctly for IoT devices and that you have the correct credentials. You may need to contact your internet service provider for assistance if needed.

2. Close the Bradford White Wave® app and try again:

Close and re-open the Bradford White Wave® app. You may be prompted to sign into your Wave account. Prior to reconnecting to Bluetooth, remember to clear the Bradford White unit from the saved list of previously connected Bluetooth devices in your Bluetooth settings. You may need to clear the storage and cache of the app to resolve any communication errors.

3. Reboot your mobile device and network equipment:

Restart your mobile device, and network equipment including the modem, router or other network equipment in use. Power off the device, let it sit for 2-5 minutes and then power back on. Follow the user's manual of the equipment as needed.

4. Check your network availability on another device:

If you have verified that the Wi-Fi router is on and appears to be working, check that your network is discoverable on another device. If you are not able to discover the network, review the configuration settings for the router.

5. Move the location of the router:

If you have verified that your router is ON and working properly, but the signal strength is weak in the location of the unit, move the router closer to the unit, or to a different location.

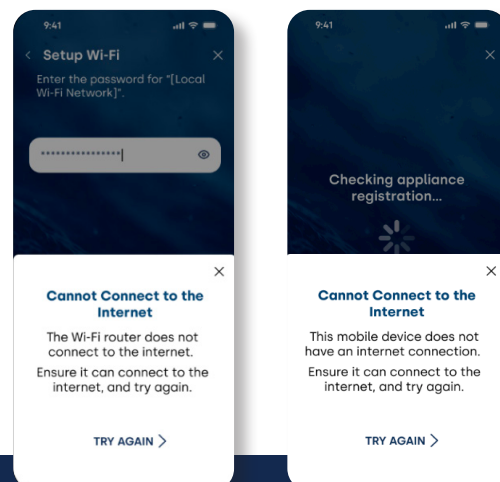
6. Factory Reset* your unit:

On the control panel of the unit, navigate the Main Menu and Select Settings, under Settings navigate the menu and select Reset, then confirm the Reset. Once completed follow the setup instructions.

Please note: A factory reset should be used **only as a last resort, as it will erase all previously linked data, including connections between the Bradford White unit, Bluetooth configurations, and the local WiFi network.*

Still having trouble?

Please contact us at the following for assistance:
iot.app@bradfordwhite.com



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Error:

Connection Timed Out

1. Verify that your Wi-Fi router is turned ON:

Approach your network's router and verify that the router is turned on and working properly according to the instructions listed in the router's user manual. If the router is turned off, turn it back on and wait 2-10 minutes for the network to reboot. If the network is hidden, verify that it is configured correctly and that you have the correct credentials. You may need to contact your internet service provider for assistance if needed.

2. Close the Bradford White Wave® app and try again:

Close and re-open the Bradford White Wave® app. You may be prompted to sign into your Wave account. Prior to reconnecting to Bluetooth, remember to clear the Bradford White unit from the saved list of previously connected Bluetooth devices in your mobile device Bluetooth settings. You may need to clear the storage and cache of the app to resolve any communication errors. For iOS devices, uninstall the app, for Android locate app settings.

3. Reboot your mobile device and network equipment:

Restart your mobile device, and network equipment including the modem, router or other network equipment in use. Power off the device, let it sit for 2-5 minutes and then power back on. Follow the user's manual of the equipment as needed.

4. Check your network availability on another device:

If you have verified that the Wi-Fi router is on and appears to be working, check that your network is discoverable on another device. If you are not able to discover the network, review the configuration settings for the router.

5. Move the location of the router:

If you have verified that your router is ON and working properly, but the signal strength is weak in the location of the unit, move the router closer to the unit, or to a different location.

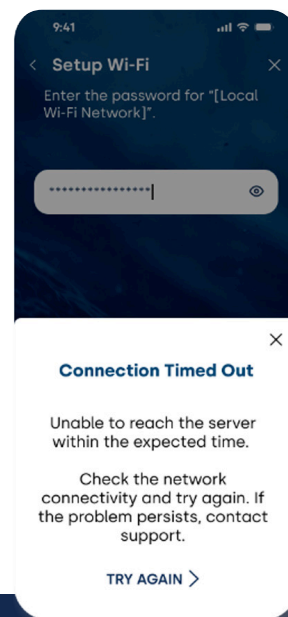
6. Factory Reset* your unit:

On the control panel of the unit, navigate the Main Menu and Select Settings, under Settings navigate the menu and select Reset, then confirm the Reset. Once completed follow the setup instructions.

Please note: A factory reset should be used **only as a last resort, as it will erase all previously linked data, including connections between the Bradford White unit, Bluetooth configurations, and the local WiFi network.*

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Frequently Asked Questions

How do I know if my Bradford White unit is connected to the internet?

If your Bradford White unit is connected to the internet, and connected to power, you will see the Wi-Fi status icon on the control panel of the unit.

No Wi-Fi: Wi-Fi icon is crossed out



Connected: Shows full Wi-Fi icon



What happens if my Bradford White Wave® app or the unit disconnects from my wireless network?

You can try power-cycling the unit to remediate the internet connection. If issues persist you will need to follow the reset instructions of the unit, and the **Bradford White Wave®** app and follow the setup instructions again to reconnect to your local Wi-Fi network. Review the troubleshooting steps outlined above to resolve any potential network issues locally that could impact the connectivity of the unit to your Wi-Fi network.

Confirm you have a dedicated 2.4GHz band, or Guest Network for connectivity.

How do I reset the Bradford White Wave® app and the unit to factory settings? What happens when I factory reset?

A factory reset will remove any data associated with the specific device from the unit, app, and data associated with the device that is stored in the cloud. This includes but is not limited to water heater settings, weekly schedules, energy usage, network credentials, Bluetooth information, DRM settings.

Factory Reset the unit: On the control panel of the unit, navigate the **Main Menu** and Select **Settings**, under Settings navigate the menu and select **Reset**, then confirm the **Reset**.

o reconnect after a factory reset is done, follow the setup instructions outlined in the **Bradford White Wave®** app.

Factory Reset the app: Under the mobile devices Bluetooth settings, delete the connection to the water heater.

iOS: Uninstall the app, reboot the mobile device, and re-install the app.

Android: Locate app settings, clear storage/data, and force close the app.

Please note: A factory reset should be used **only as a last resort, as it will erase all previously linked data, including connections between the Bradford White unit, Bluetooth configurations, and the local WiFi network.*