



Hardware Default Settings

Issue Date: February 14, 2019

What is changing?

Starting in Q1 2019, Synapse will begin manufacturing and programming all of our hardware devices with a new default configuration. The changes are to the default network channel and CRC settings.

- Original Default- Channel 1 with CRC disabled
- New Default- Channel 9 with CRC enabled

Why are things changing?

- Changing the default network channel to Channel 9 will help the Synapse wireless lighting controllers and switches (802.15.4) operate better in environments that have large existing Wi-Fi networks (802.11).
- The enhanced CRC setting is manually enabled during all commissioning projects currently to reduce the chances of network storms caused by corrupt packets. Changing this to the default improves the reliability of the Synapse mesh network in larger installations and also eliminates a step during commissioning.

Products impacted by this change:

All hardware light controllers, switches, and gateways will change to the new default settings. The timing of each however, will depend on inventory levels.

What you need to know:

For a short period of time we will have units on the shelf with the old default settings and units on the shelf with new default settings. We will continue to ship units with the old defaults until they are depleted. As a result, there will be a period where the controllers installed at a site may have mixed defaults.

How to tell the difference:

We will be adding revision information to the QR code labels on the hardware. This will allow people to check the label and determine if it was shipped from Synapse with the old or new default settings.

Find more details about the Hardware Revision changes and dates on our help site at –

https://help.synapsewireless.com/resources/hardware_defaults.html

Contact our Solutions Engineering team if you have questions or need assistance with issues related to this change. <https://support.synapsewireless.com/>