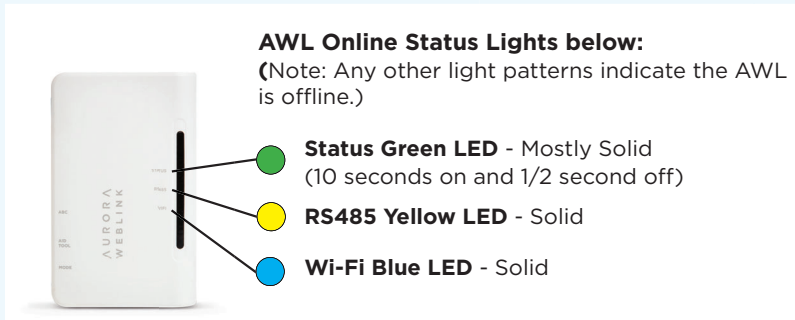


## Troubleshooting AWL Connectivity

### Step 1 - Disconnect and Reconnect

- a. Disconnect the AWL cable from the AID tool port located on the unit corner post as shown below. Wait for 30 seconds and reconnect. Check to see if your AWL came back online. The AWL may take 30 to 60 seconds to come back online.



- b. If AWL is not online, proceed to step 2.
- c. If AWL comes back online, please go to link below to request an upgraded SD card which will improve future AWL connectivity.

[WaterFurnace Replacement SD Card Request](#)

### Step 2 - Reconnect the AWL Device to the Wi-Fi Network

- a. Using a pen, press and hold the AWL Mode button for 5 or more seconds to enter Local Mode. The Status Green LED will go from mostly solid to a fast flash. The AWL must be in Local Mode to begin the configuration.



**Note: SD card must be present for proper operation of the AWL**

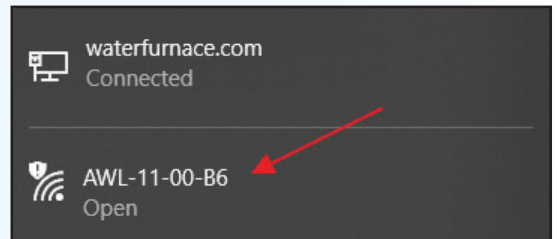
## AWL Connection Troubleshooting

### Step 2 - (cont).

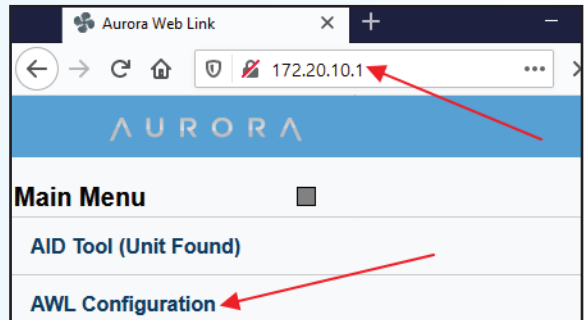
- b. On your laptop, click on the Internet Access icon in the system tray, or on your smart phone or tablet, go to Settings, Wi-Fi.



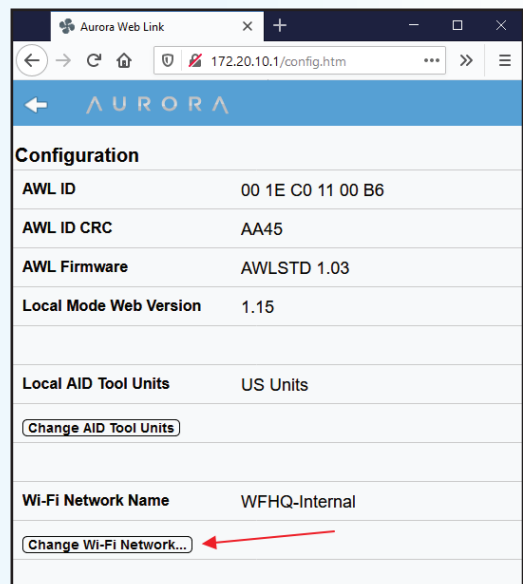
- c. Select the AWL-XX-XX-XX Wireless Network and select Connect:



- d. Open your web browser (Internet Explorer, Safari, FireFox, Chrome, etc) and enter 172.20.10.1 in your browser and press enter. Select AWL Configuration from the Aurora Main Menu.



- e. Click on the change Wi-Fi Network button:

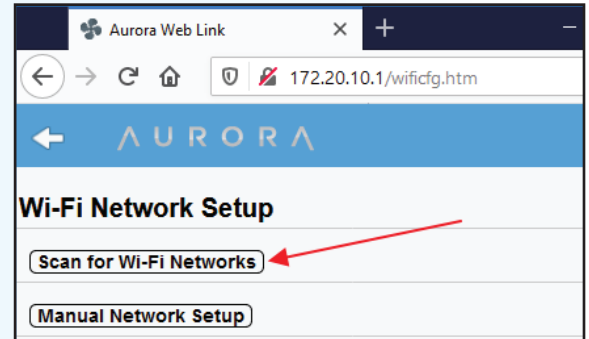


Step 2 cont. on next page

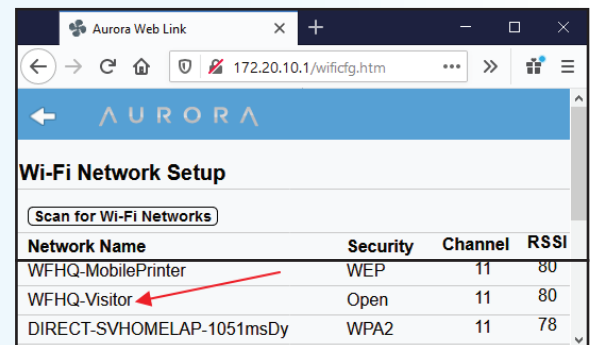
## AWL Connection Troubleshooting

### Step 2 - (cont).

f. Click on the Scan for Wi-Fi Networks button:



g. Select your home network from the list that appears. The example below is with the WaterFurnace networks. The available networks will be different than the example shows.



h. The AWL only works on a 2.4 GHz network band router. This information is typically located in your internet properties or router settings.

i. If you have more than one home network, pick the one with the strongest signal strength (highest RSSI value). The RSSI value should be 50 or greater.

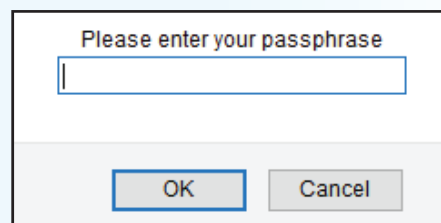
j. If the RSSI is less than 50 you may need to use a longer ethernet cable and move the AWL closer to the router/connection point or get a Wi-Fi extender. If you are uncomfortable with this, please contact your WaterFurnace dealer.

k. If you choose to replace the cable yourself, keep the following in mind:

- Cable must be a Cat5 or Cat6 and no longer than 100 ft.
- On the AWL the cable will plug into the ABC port on the AWL.

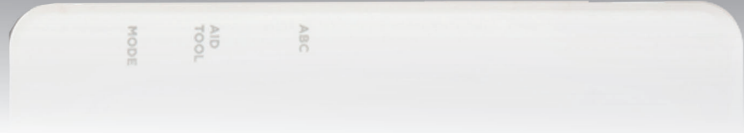
l. Make sure you pick a Network Name that you know the passphrase or password for.

m. Once you have selected the home network from the list, enter the Home network password or passphrase and click OK.



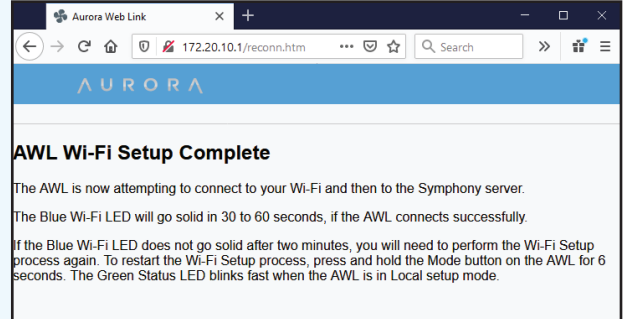
Step 2 cont. on next page

## AWL Connection Troubleshooting



### Step 2 - (cont).

n. You should see an AWL Wi-Fi Setup Complete screen:



- o. After 30 to 60 seconds, you should see the Wi-Fi BLUE LED on the AWL go to a solid ON state, indicating that the AWL successfully connected to the AWL Host Server.
- p. If you continue to have issues with connectivity verify you do not have parental controls restricting the device.
- q. If AWL is still not online, please proceed to Step 3.
- r. If AWL comes back online, please go to link below to request an upgraded SD card which will improve future AWL connectivity.

[WaterFurnace Replacement SD Card Request](#)

### Step 3: If your AWL is still offline, please record the status of each light:

- a. **What is the Green Light doing?**
  - Mostly Solid (10 seconds on / 1/2 second off)
  - Blinking fast
  - Blinking a 3 count
  - Off
- b. **What is the Yellow Light doing?**
  - Steady On
  - Blinking a 2 count
  - Blinking a 3 count
  - Off
- c. **What is the Blue Light doing?**
  - Steady On
  - Blinking a 2 count
  - Blinking more than a 2 count
  - Off

Please go to link below to request an upgraded SD card which will improve future AWL connectivity.

[WaterFurnace Replacement SD Card Request](#)

If you need any assistance, please contact the WaterFurnace Consumer Relations Team at (888)929-2837 option 9.