

Troubleshooting Wi-Fi Connection

Before continuing, make sure you have followed the Wi-Fi setup steps exactly as shown in the written instructions or video guides:

[Connecting Your AirGradient ONE to WiFi](#)

If the setup steps or videos were skipped, incomplete, or done in a different order, Wi-Fi connection issues are very likely.

Only continue with the troubleshooting steps below after confirming the setup guide was followed correctly.

If the WiFi network you want to connect your AirGradient ONE to doesn't appear in the WiFi configuration settings, or the device fails to connect, it's almost always due to one of the limitations below:

5 GHz Wi-Fi is not supported

AirGradient devices only support 2.4 GHz WiFi.

- 5 GHz-only networks will not appear in the Wi-Fi configuration menu.
- A single (unified) SSID (WiFi name) that combines 2.4 GHz + 5 GHz can cause connection failures. This behavior depends on the router.

Some routers with a single (unified) SSID for both 2.4 GHz and 5 GHz work fine. Others don't, and may prevent the device from seeing the network or completing setup. If this happens, the best split the Wi-Fi into two separate SSIDs:

- one for 2.4 GHz
- one for 5 GHz

Then, connect the device to the 2.4 GHz SSID

Important Note

- The steps to split Wi-Fi radios vary by router manufacturer. In most cases, you need to disable "band steering".

Enterprise / managed networks are not supported

AirGradient devices do not support enterprise or managed Wi-Fi networks, including WPA2-Enterprise or WPA3-Enterprise, certificate-based authentication, captive portals (login pages), or networks that require a proxy.

These types of networks are commonly used in schools, universities, corporate offices, government buildings, hotels, and public Wi-Fi.

If you are on such a network, contact your IT administrator and either connect the device to a standard 2.4 GHz personal Wi-Fi network or deploy it on a separate IoT / sensor-only Wi-Fi network.

Firewall and outbound traffic restrictions

Some networks block outbound traffic by default. If outbound access is restricted, the Wi-Fi setup may fail during setup or the device will appear “offline” on the Dashboard after setup.

AirGradient devices require outbound HTTPS access only to :

```
91.98.9.143
```

Test Network Connectivity (Ping Test)

If the device connects to Wi-Fi but shows offline in the Dashboard and the purple LED on the device is on, the network may be blocking outbound traffic.

AirGradient devices require outbound HTTPS access to:

```
91.98.9.143
```

You can test basic network reachability from the same network using a computer. Run in a Terminal (iOS) or Command Prompt (Windows):

```
ping hw.airgradient.com
```

Expected Result

You should see replies similar to:

```
64 bytes from 91.98.9.143: icmp_seq=0 ttl=49 time=68.751 ms
```

If you do not get a timeout response:

- The network is likely blocking outbound traffic
- Ask IT to allow outbound HTTPS traffic to 91.98.9.143

Hidden SSIDs

Hidden networks usually won't show up in the list. Enter the SSID and password manually in this case.

Router security settings

Some routers block new or IoT devices by default.

Check for:

- MAC filtering: use the device serial number to set up an exception. The monitor serial number (SN) is the device's MAC address, formatted without colons. Example: Serial number shown on device / dashboard: abcdefghijkl ; corresponding MAC address: ab:cd:ef:gh:ij:kl
- "Allow only approved devices" settings

Still not working?

- Power-cycle the router
- Reset the device's Wi-Fi configuration and try again
- Move the device closer to the router during setup
- Power cycle the monitor itself.
- Reflash the device firmware.
- Contact us via the [Support Form](#) or email support@airgradient.com

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