

# Troubleshooting WiFi Connection

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

## [Connecting Your AirGradient Open Air to WiFi](#)

If the setup steps or videos were skipped, incomplete, or done in a different order, WiFi 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 WiFi is not supported

AirGradient devices only support 2.4 GHz WiFi.

- 5 GHz-only networks will not appear in the WiFi 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 WiFi 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 WiFi 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 WiFi 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 WiFi.

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

## Firewall and outbound traffic restrictions

Some networks block outbound traffic by default. If outbound access is restricted, the WiFi 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 WiFi 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 WiFi 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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