WiFi Range Guidelines

Tips for a Successful Setup and Strong Connection

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Where is the best place to install my smart dispenser?

Keep in mind that your smart dispenser should be unobstructed, and in a location where you plan to use it long term.

Large metal surfaces, masonry like wall-cladding, concrete, and block/brick are known to disrupt WiFi signals, so it's important to take your building's construction into account. Install your smart dispenser in a location with a strong WiFi signal.

How can I determine if a location has a strong WiFi signal?

WiFi signal strength can be found during the setup of your device. Refresh the signal reading using the refresh button on the bottom of the setup screen. Once your smart dispenser has been placed in its intended location, ensure a strong WiFi connection is available with a minimum recommended signal strength of 4 bars. (Please note the smart dispenser mechanism only supports 2.4GHz b/g/n.)

Relocate your smart dispenser if the signal is weak.

Distance Recommendations

Below are basic guidelines on range performance for the dispensers, however is not a guarantee. Selecting a location for your smart dispenser within the recommended distance that allows for 4-5 signal bars will ensure operational reliability. Each illustration shows a different scenario with a maximum recommended distance between your router and smart dispenser. Selecting a location for your smart dispenser within the recommended distance that allows for 4-5 signal bars will ensure operational reliability.

Line of Sight
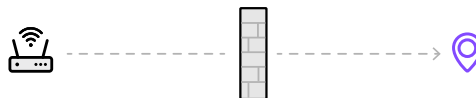**Recommended distance of 75 ft. or less**
(Max distance 175 ft.)

No obstructions between device and router.

Masonry or Concrete Wall
Recommended distance of 25 ft. or less
(Max distance 75 ft.)

4" solid masonry wall obstructing device and router.

2 Walls / Doors & Windows
Recommended distance of 25 ft. or less
(Max distance 75 ft.)

A mixture of windows, walls, and doors in obstruction of device and wireless router.

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