

PROBLEM	POSSIBLE CAUSE	SOLUTION
The SmartLink Matter will not connect as a device in the Shademate app	The WIFI in the property is not 2.4ghz	Contact the internet provider to check the WIFI is 2.4ghz. Some networks alternate between 2.4ghz and 5ghz so the network provider will need to ensure 2.4ghz is established
	The SmartLink Matter device is too far away from the router	Move the SmartLink Matter device closer to the router. It does not need to be plugged directly into the router
The SmartLink Matter was connected but has now 'dropped off' the Shademate app	The WIFI network has changed	Contact the internet provider to check the WIFI is 2.4ghz. Some networks alternate between 2.4ghz and 5ghz so the network provider will need to ensure 2.4ghz is established
Motors will not connect to the SmartLink Matter	The SmartLink Matter device is too far away from the motor	Set the SmartLink Matter up first, close to the router. Then move the SmartLink Matter device closer to the motors as there can be distance sensitivity. Alternatively, move the motor closer to the SmartLink Matter in order to pair it
	There are structural signal inhibitors i.e. concrete walls	The SmartLink Matter signal cannot pass through solid concrete or multiple floors. A WIFI signal expander/extender may be required from the network provider
	The maximum number of devices has been connected to the SmartLink Matter	A SmartLink Matter device can hold 30 motors. If there are more motors in the property then a second SmartLink Matter will be required
	Motors are being connected either 'By Remote' OR 'By Motor'	If the motors are being connected 'By Remote' try the alternative and connect 'By Remote'
	The wrong device / motor type is being selected	Ensure the correct device or motor type is selected ie. Radio Motor for all battery motors, WIFI motor for hardwired roller motor
	The remote is on channel '0' when attempting to pair a device	When connecting a device, the remote must be on the channel that the motor is paired to. It is not possible to connect motors when the remote is on channel '0'