

Dear Mr. Burr,

Hope you are doing well.

Thank you for choosing Sicce and for contacting us.

The Wi-Fi has to apply certain requirements in order to be able to connect to the controller. In case you can't connect your new Synca SDC to the router, please check that:

- If the router owns the both frequencies (2,4Hz and 5Hz) check that they have two different names (SSID). You can check it in the Router settings. Use only 2.4Hz;
- Check that your phone is connected to the same Wi-Fi (Router or Hotspot) of the pump;
- Check that the password of Wi-Fi is correct and it is no longer that 16 numbers/letters and it doesn't contain special signs (as +, -, @, #, ...);
- Check that your Router doesn't include special security programs (for example adblocker...);
- Check that your Router doesn't force you to use 5Hz frequency (for example Google ones);
- Check that the first letter of psw is correct, since many phones/tablet insert the first letter in caps lock as default.

In case all is correct, please, check the two possible procedures below to confirm:

If pump loses the Wi-Fi connection, apparently without reason, we are glad to explain two different procedures in order to reconnect your Synca SDC.

- A. Reset through controller buttons (Attention! This procedure can be done only with controllers with reset function through buttons)
- B. Reset due to absence of Network (This procedure can be done with all controllers, but the procedure A would be suggested).

**A1** Unlock the controller;

**A2** Push at the same time the eco and pause buttons for 11 seconds during reset time the blue led will light up and at the end it will switch off).;

**A3** The controller resets itself. Unplug the pump, wait a minute and then power it up;

**A4** Be sure to stand more than 2 meters away from controller and open the Wi-Fi settings on your smartphone/PC and repeat the research of a Wi-Fi network in the following 10 minutes;

**A5** Go ahead with the standard configuration.

**B1** Unplug your own Router and any Router the Pump has connected to in past configurations;

**B2** Unplug the controller and wait for 1 minute;

**B3** Plug the controller;

**B4** Be sure to stand more than 2 meters away from the controller and open the Wi-Fi settings on your Smartphone/PC and repeat the Wi-Fi research for the following 10 minutes;

**B5** Connect to the configuration Wi-Fi network;

**B6** Before to push one of the light blue buttons on the configuration screen, plug the Router to which you want to connect and wait for 1 minute;

**B6** Go ahead with the standard configuration.

Trusting that what suggested above will help, we remain at your disposal for any further support you may need.

Cordiali saluti · Best regards

**Laura Pettenon**

*Sales Manager*

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**A:** [info@sicceus.com](mailto:info@sicceus.com)

**Oggetto:** Sicce syncra sdc 9.0

Hi,

I have been running this pump for about 3 years now.

I had to upgrade my router and modem recently and have been trying to reconnect my pump but not having any luck.

I can still control my pump with my phone but I do not get any notifications at all. Like when it disconnects off power goes out.

I really need that feature to work.

I try to open wifi, it doesn't see the pump. I unplug the pump and restart it, it still doesn't see it.

It is in my history if I open my advance wifi/manage networks page. I have tried to open internet and type <http://192.168.4.1> but that also doesn't see the pump.

What an I missing? What else can I do? Do I revert to factory settings?

Thanks,

Dan