Important Notice for Users of ASSA ABLOY IoT Devices with BLE Connectivity

We understand that some customers have experienced challenges with the connection stability of ASSA ABLOY IoT devices in environments where there are numerous active networks operating on the 2.4GHz band. This can lead to interference and an unstable network signal, which may affect the performance of your device.

Understanding the Issue: Aeron window actuator using ZigBee as communicating protocol operates in the 2.4GHz frequency band, which is shared by many other common household wireless technologies such as Wi-Fi, microwave ovens, remote controls, cordless phones, baby monitors, etc... In applications where there are many networks or devices using this band, the signal can become crowded, leading to potential interference and connection instability.

Recommendations for Optimal Performance:

1. **Evaluate the Environment:** If you are experiencing connection issues, consider assessing the number of active networks and devices operating in the 2.4GHz band in your environment. Reducing the number of active devices or networks can help improve signal stability.

2. **Use the Dedicated Remote:** Utilizing the dedicated remote control for your IoT device may assist in maintaining a stable connection by reducing reliance on the crowded 2.4GHz band.

3. **RF Signal Analyzer:** Employing an RF signal analyzer can help identify sources of interference and provide insights into the network environment, allowing you to make informed decisions to improve connectivity.

4. **Consider Hard Wiring:** In applications where a stable network signal is crucial, we recommend considering a hard-wired solution. Hard wiring your Aeron window actuator can bypass the challenges associated with wireless interference, ensuring a reliable and consistent connection. e.g., in environments such as high-density apartment buildings or commercial spaces where dozens of devices operate on the same frequency band, hard wiring ensures critical devices like access control systems or monitoring equipment remain unaffected by signal congestion.

Benefits of Hard Wiring:

- **Enhanced Reliability:** Hard-wired connections are less susceptible to interference from other wireless devices, providing a more stable and reliable connection.

- **Consistent Performance:** With a hard-wired setup, you can expect consistent performance without the fluctuations that can occur with wireless connections in crowded environments.

We are committed to providing you with the best possible experience with our IoT devices. Please use our handy Product Support pages on the Yale website, or via the Yale Home app, which include various installation guides, videos, FAQs, and other helpful information. If you have any questions or need further assistance, please do not hesitate to contact our support team on 1300 LOCK UP (1300 562 587), or view alternative contact options at
https://www.yalehome.com/au/en/support/contact-us

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