

Scentsy Fragrance Cartridge Diffuser – Solo pairing guide: Additional troubleshooting

Scentsy customer support does not have access to your individual router or internet provider details, so we can't help with issues related to your home internet setup. However, these tips may be helpful if/when you call your internet service provider.

No Device Found: The Scentsy Fragrance Cartridge Diffuser is in pairing mode but does not show up in Scentsy Home to be paired.

1. Enable Bluetooth on your mobile device.
2. If the Cartridge Diffuser is blinking blue, wait for it to stop blinking.
3. Turn on the Cartridge Diffuser by pressing the left button at the base of the Diffuser once.
4. Put the Cartridge Diffuser into pairing mode by holding down the left button at the base of the diffuser until the light flashes blue.
5. Open the Scentsy Home app and select "Add Device."
6. If the Cartridge Diffuser doesn't appear on the "Add Device" screen, go to your mobile device settings, turn off Bluetooth and turn it back on. Then, repeat steps 1 through 5.

Failed to Add the Device; Device Offline: The Cartridge Diffuser is in pairing mode and it shows up in Scentsy Home but it does not connect.

1. Restart your mobile device.
2. Restart your Wi-Fi router/modem.
3. Try to connect again.

If it still won't connect:

1. Move far enough from your router until your mobile device only shows the 2.4GHz network (or the one without "5GHz" in the name), then connect your Cartridge Diffuser. Or move far enough away until your wireless network is out of range, then move closer so you are barely back into range.

If it still won't connect, try each of the steps below independently in order. Use a search or AI tool to find these settings for your router make and model.

2. Make sure you are connecting only to a 2.4GHz Wi-Fi network.
 - a. Temporarily disable any 5GHz Wi-Fi by turning off the 5GHz band in your router settings during pairing. After your Cartridge Diffuser is paired, you can turn your 5GHz Wi-Fi back on.
 - b. Router settings for separate SSIDs:
 - i. Find your router's IP (something like: 192.168.1.1, etc.) on the device or manual and log in via a web browser.
 - ii. Look under "Wireless," "Wi-Fi" or "Advanced" settings.
 - iii. Find options for 2.4GHz and 5GHz and give them unique names (for example, you could add "_2.4G" to your 2.4GHz Wi-Fi connection).
 - iv. Turn off features that automatically merge bands.
 - v. Apply changes and restart the router.
3. Disable 802.11ac and 802.11ax
 - a. Set to 802.11 b/g/n
4. Set the router to a different wireless channel.
 - a. Channels 1, 6 and 11 are the most stable.
 - b. You may have to disable an "Auto" mode.
5. Ensure that the password encryption is set properly.
 - a. The preferred option is "WPA2." This might also be called "WPA/WPA2."
 - b. If that isn't an option, select "WPA2/WPA3." This might also be called some variant such as "WPA2/WPA3 Personal."
 - c. If that is still not an option, select "WPA3." This might also be called some variant such as "WPA3 Personal."
 - d. SHA-256 is NOT supported.

Less common issues

- Url filtering: Work with router manufacturer to turn it off.
- Make sure peer-to-peer communication is not blocked on the network.

Suggested prompt for an AI tool:

"I'm trying to connect a 2.4GHz IoT device to my home network, but it fails to connect. My router is a <fill in the router name and model>. How do I troubleshoot my home network?"