



Dear Innr Customer,

Thank you for purchasing the Innr BG 220 Bridge!

Please note that your Innr Bridge may initially have a firmware version that does not support WPA3, the third generation of the Wi-Fi Protected Access protocol with enhanced security for personal and corporate networks.

If your Wi-Fi router is configured to allow only WPA3, you will need to upgrade your bridge firmware. Please follow these steps:

1. Temporarily Configure Your Router to Allow WPA2 Connections:

- a. Log into your router's firmware through a browser. In the address field, type the IP address of your router (most routers use 192.168.1.1).
- b. Enter your router's username and password. If you haven't changed these credentials, the default username is often "admin" and the default password is usually "password."
- c. In the router settings, select "WPA2 Personal" or "WPA2/WPA3 Personal."
- d. If you see a setting for "Enable PMF," disable it or set it to optional.
- e. Reboot your router to apply the changes.

2. Connect Your Innr Bridge to Your Wi-Fi Network:

- a. Follow the instructions in the Innr app to connect the bridge to your Wi-Fi network.
- b. The bridge will automatically upgrade its firmware to the latest version, including support for WPA3; this will take a few minutes.
- c. When the upgrade is complete, the bridge will restart automatically. The LEDs on the bridge will turn off and then turn on again one by one.
- d. When all three LEDs on the bridge are on, it is connected to the Wi-Fi network again.

3. Reconfigure Your Router to Allow Only WPA3:

- a. In the router settings, select "WPA3 Personal."
- b. If you see a setting for "Enable PMF," enable it or set it to optional.
- c. Your router will reboot to apply the changes.
- d. Once your router has rebooted, the Innr Bridge will automatically reconnect to the Wi-Fi network.
- e. The bridge is ready for use when all three LEDs are on again.

4. Verify that Your Bridge is Now Connected with WPA3 Security:

- a. In the Innr app, look for the Innr Zigbee bridge icon (usually placed in one of your rooms) and tap on it.
- b. Check for Firmware Version 2.00.72 (or higher).



- c. Alternatively, tap on “Network Information” and look for “Security”; it should indicate “WPA3.”

Your bridge is now ready for use with WPA3 security.

If you are still having trouble upgrading your bridge, please contact our help desk at service@innr.com, and we will assist you in getting everything up and running.

Best regards,

The Innr Team