



# SERVICE & TROUBLESHOOTING

## RESET AND RECONFIGURE

### SITUATIONS

- Sold the Home
- New Network / Router / Password
- Service Troubleshooting

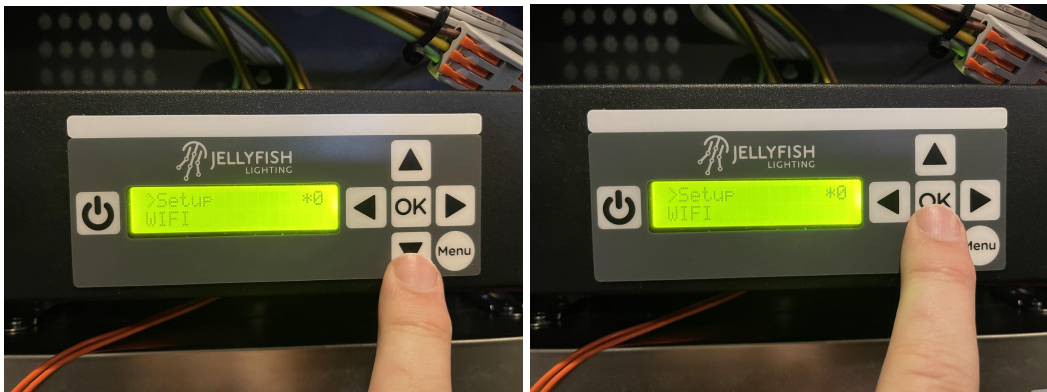
### RESET WIFI

- The first thing you are going to do is reset the WiFi on the box.
- This will allow you to reconfigure the password and connection to your home network.

**STEP 1** - Press and hold MENU for about 3 seconds



**STEP 2** - Arrow down to WiFi / Click OK





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**STEP 3** - Arrow down to Reset / Click OK



**STEP 4** - The controller will reset the WiFi

- This process will take about 1 min
- The default password is reset to bigfish10
- The Jellyfish WiFi signal changes back to Jellyfish-XXXX

### RECONFIGURE THE WIFI

- This will establish a new connection between the controller and home network.
- Controller WiFi signal is changed to Jellyfish-c-XXXX
- Controller password is changed to the same as the home network

**STEP 1** - Open phone / Settings / Wifi

- Select Jellyfish-XXXX
- Enter password **bigfish10**
- Make sure your phone shows you are connected to Jellyfish-XXXX
- This is a direct connection to the controller
- This will require you to be next to the controller (within about 15 to 20 ft)

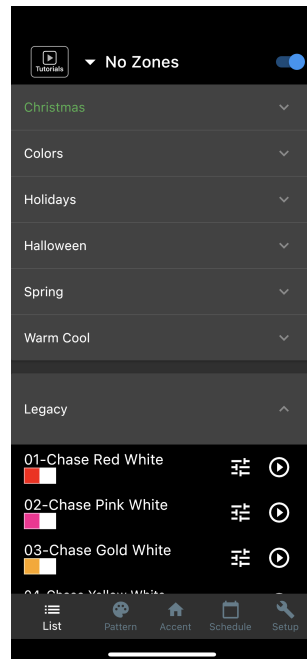


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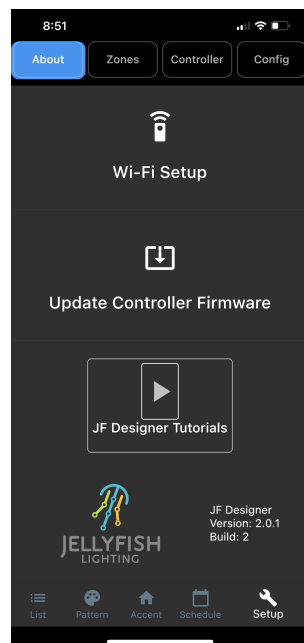
## STEP 2 - Open the JF Designer App

- If you don't have it download it from the app store.

## STEP 3 - Click the Setup Tab on the bottom



## STEP 4 - Click on Wi-Fi Setup

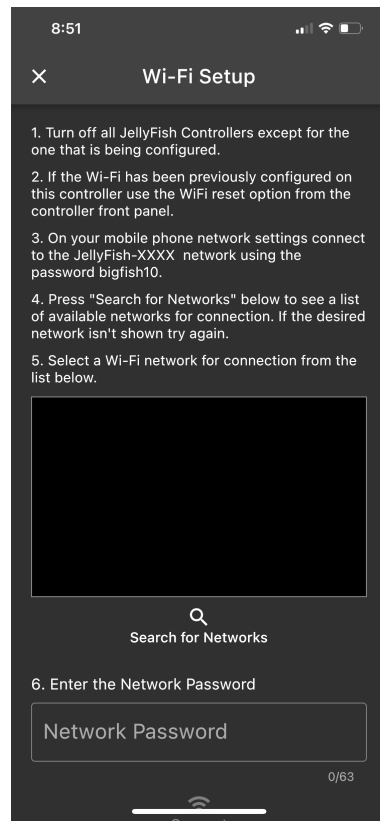




# SERVICE & TROUBLESHOOTING

## STEP 5 - Select and set up network

- Search for Network
- Select Network
- Enter Network password
- Click Connect



## STEP 5 - Wait and Review

- WiFi Setup can take a few minutes. The controller will reboot when finished
- Make sure you are connected to the home network on your phone
- Open and use the app.



# SERVICE & TROUBLESHOOTING

## TROUBLE SHOOTING WiFi SETUP

Is it set up correctly?

- #1 - Did the time and date update to the correct time and date?
- #2 - Did a \*9 appear on the controller screen (Top Right Corner)
- #3 - Did the Jellyfish WiFi signal change to Jellyfish-c-XXXX

#1 - Did the time and date update to the correct time and date?

- If they did not, there is not an internet connection.
- Check for #2 and #3 to see if a connection was established and network connection updated.

#2 - Did a \*9 appear on the controller screen (Top Right Corner)

- A number \*0 to \*7 is low connectivity
- The \* indicates an established connection
- The number 0 to 9 indicates the number of pings sent and received between the controller and router. These pings are sent every 5 seconds. 9 indicates that there is a strong connection and 10 of 10 pings were sent and received.
- A number between 0 and 7 may require a WiFi Extender to be added.

#3 - Did the Jellyfish WiFi signal change to Jellyfish-c-XXXX

- This indicates that the controller is configured to the home network.
- The controller now requires the home network password
- If that connection does not appear to work, you can access the controller directly through this connection with the home WiFi password
- This can be reset by going to Menu / WiFi / ReSet on the controller SETUP menu explained

### NOTE:

- There is an option to hardwire to the home network with a CAT5 or CAT6 cable.
- The controller only speaks 2.4 ghz. If your system is not 2.4 ghz or dual band, you will want to hardwire or use a wifi extender.
- On Mesh Networks it is best to unplug all the (mesh) extenders and connect directly to the main hub.
- The controller will not work if connected to a guest network.