

# Wifi RESET or TROUBLESHOOTING

## SITUATIONS

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

!C already on your controller, you can skip to Reconfigure wifi on your phone section.



## CLOUD APP DIRECTIONS

Watch video instead, visit [https://www.youtube.com/watch?v=Hg5\\_hjRRmok](https://www.youtube.com/watch?v=Hg5_hjRRmok)

### RESET WIFI on controller

- 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



**STEP 3** - Arrow down to Reset / Click OK. If "reset" appears skip to step 4. If "reset" does not appear go to step 3-A



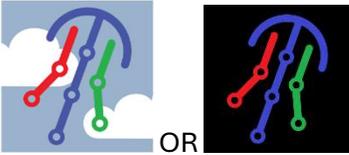
**STEP 3A:** IF the word "reset" does not appear and says restart instead. Hold the Menu button down for a solid 10 seconds. A hidden menu will appear and will say "reset". Then press okay. It will then say "restart" and press okay again.



**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 on your phone

There are two apps, JF Cloud and JF designer, please follow directions for your app.



OR



## CLOUD APP DIRECTIONS

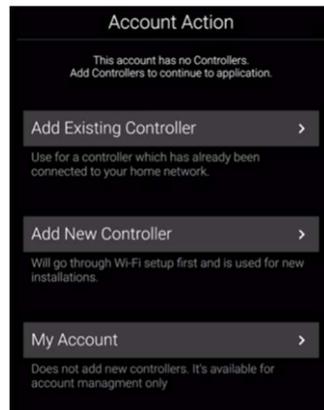
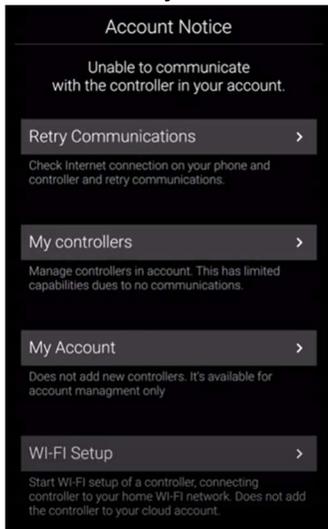
Watch video instead, visit [https://www.youtube.com/watch?v=Hg5\\_hjRRmok](https://www.youtube.com/watch?v=Hg5_hjRRmok)

### STEP 1

- Open the Jellyfish cloud app
- Your app should automatically log you in, if not then you will need to log in.
  - o NOTE: If you are a **new home owner** and have never logged in before you will need to create an account. Then you will need to email [info@level5lighting.com](mailto:info@level5lighting.com) that you are the new home owner with your address and the email used to create the Jellyfish account. Level 5 will ask Jellyfish to take the controller off the previous owner's account so you can add it to yours. To control the system in the meantime, use the old jellyfish designer app and follow the instructions below for that app.

### STEP 2

- After logging in you may see a screen like one of these. Click on "wi-fi set up" or if you do not see wi-fi setup then you should see "add new controller".



- Now your screen will look like this. Leave it in the background and follow the steps. DO NOT click next yet.



### STEP 3

- Open phone / Settings / Wifi - Select Jellyfish-XXXX



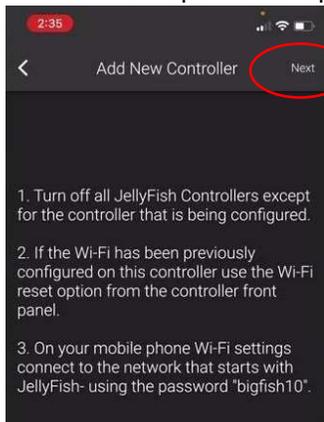
- Enter password bigfish10



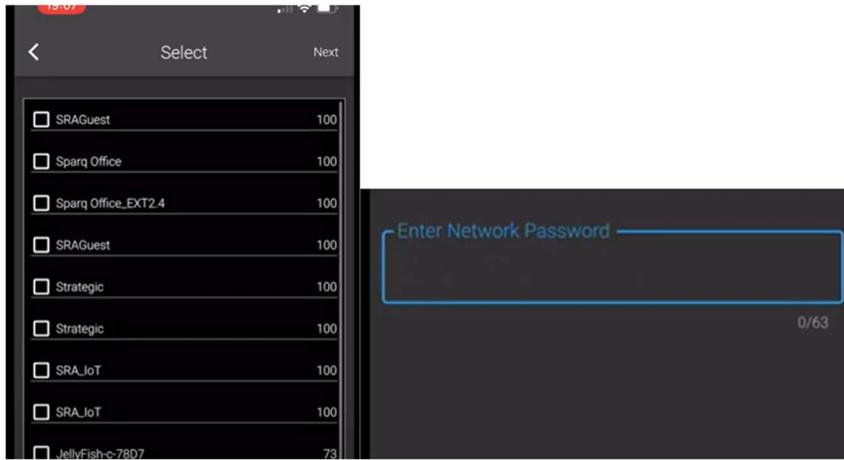
- Make sure your phone shows you are connected to Jellyfish-XXXX. It may give you a warning that there is no internet, this is okay, you want to connect anyway. This is a direct connection to the controller.

### STEP 4

- Now open back up the Jellyfish cloud app that was left in the background. Now click next.



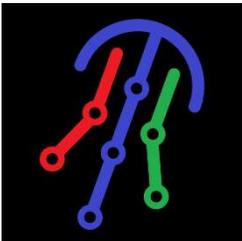
- Now the controller will search for networks near you. Click on your home wifi. It will then ask for your password, type that in.



- The app will now start connecting to the controller and adding on your wifi. It will take 3-5 minutes, keep phone nearby. You will see your controller box doing a connection process.
- If you have a \*9 in the top right corner of the controller box this means that it worked! The WiFi signal is now changed to Jellyfish-c-XXXX and the direct password was changed to the same password as your home wifi. Not the cloud account password but the direct password into the controller box was changed.
- You may need to restart the app if it said it failed but there is a \*9. If the \*9 is **not** on the controller box and the !C is still there you may need to try again.

STILL DIDN'T WORK? You can see more trouble shooting below. Skip the Old Jellyfish designer app and go to the still didn't work section. Or watch the video, [https://www.youtube.com/watch?v=Hg5\\_hjRRmok](https://www.youtube.com/watch?v=Hg5_hjRRmok) , for more help.

## OLD JELLYFISH DESIGNER APP



### STEP 1

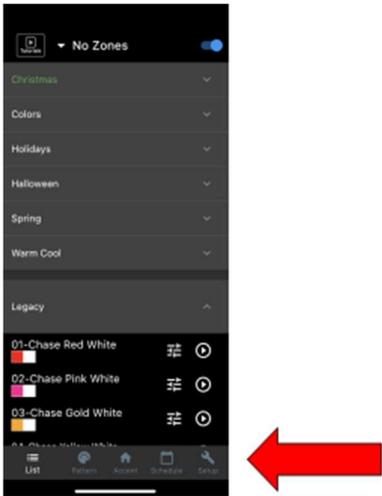
- If you haven't already, download the JF Designer app.

### STEP 2

- Open phone / Settings / Wifi - Select Jellyfish-XXXX
- Enter password bigfish10
- Make sure your phone shows you are connected to Jellyfish-XXXX. It may give you a warning that there is no internet, this is okay, you want to connect anyway. This is a direct connection to the controller.
- This is a direct connection to the controller
- This will require you to be next to the controller (within about 15 to 20 ft)

### STEP 3 - Open the JF Designer App

STEP 4 - Click the Setup Tab on the bottom

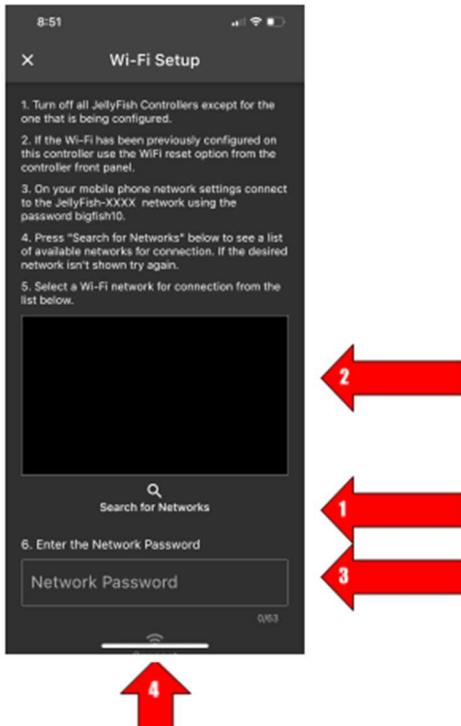


STEP 5 - Click on Wi-Fi Setup



STEP 6 - Select and set up network

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



## STEP 7 - 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.

## STILL DIDN'T WORK???

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.

**Still need help? Call Level 5 Lighting office at 602-643-5922.**