

## 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.

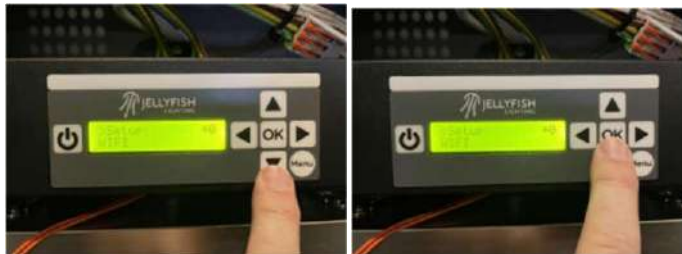
### RESET WIFI on controller

- 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 “**clear wifi**” 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



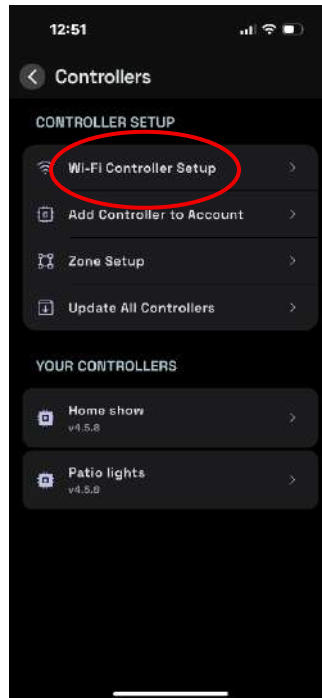
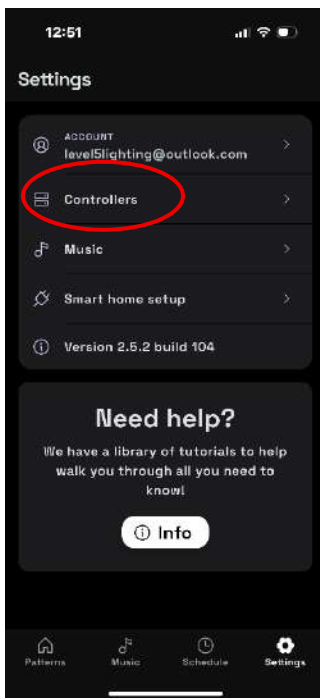
### CLOUD APP DIRECTIONS

#### Phase 1: App Pairing (Automatic Method)

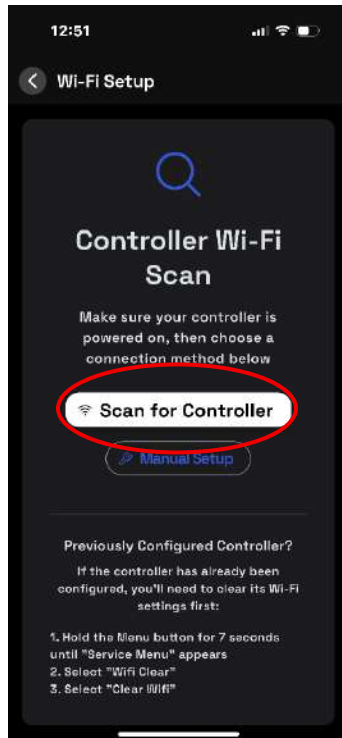
1. Open the **JF Cloud app** and navigate to **Settings**.



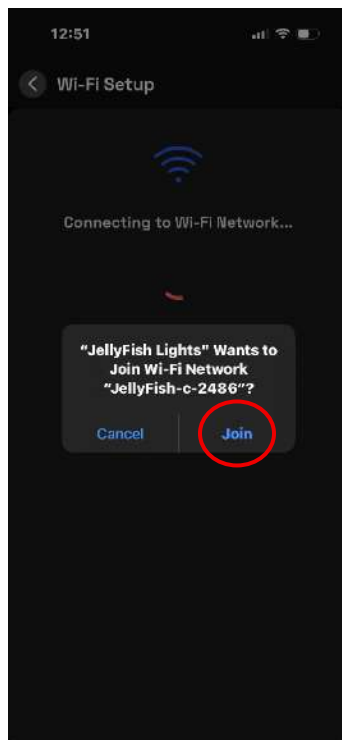
2. Go to **Controllers** and select "Wi-fi Controller Setup."



3. Select "**Scan for controller.**"



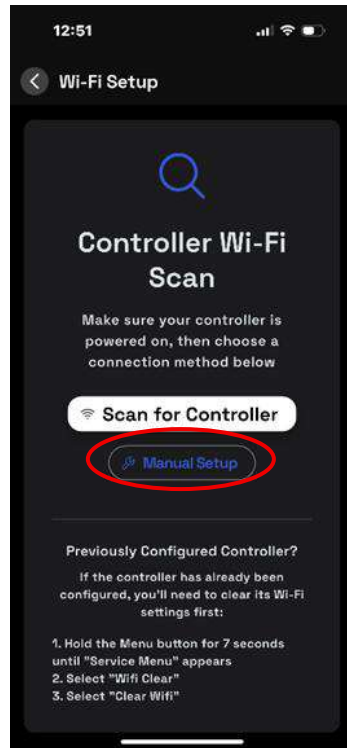
4. When prompted to connect to a Jellyfish Wi-Fi network, click **"Join"** (you may need to click this a few times if it doesn't catch right away).



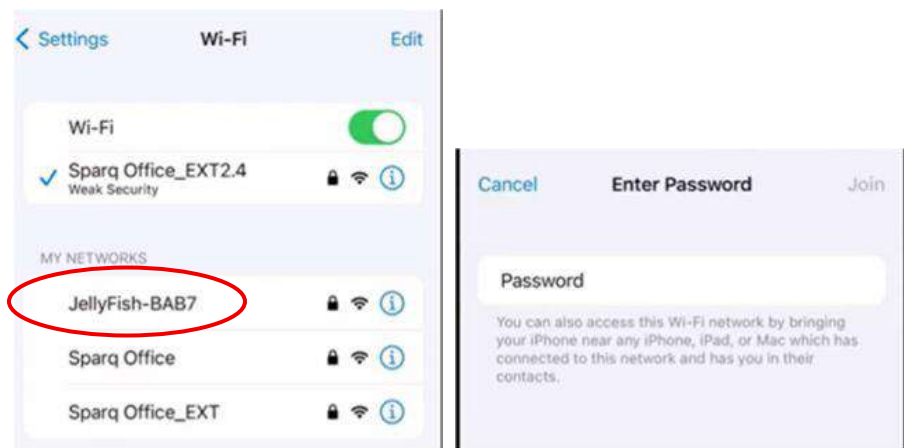
## -Manual Setup (If Automatic Fails)

💡 Use these steps if the app displays "No available Nearby Controllers"; Or "Unable to connect to network"

1. Tap the "Manual set up" button in the app to bring up the 3-step screen.

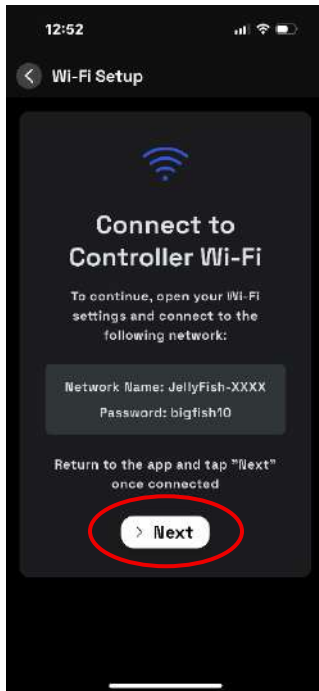


2. Leave the app, open your **Phone's Settings**, and go to your **Wi-Fi Networks**.
3. Connect to the network named "**Jellyfish-####**" using the password: **bigfish10**



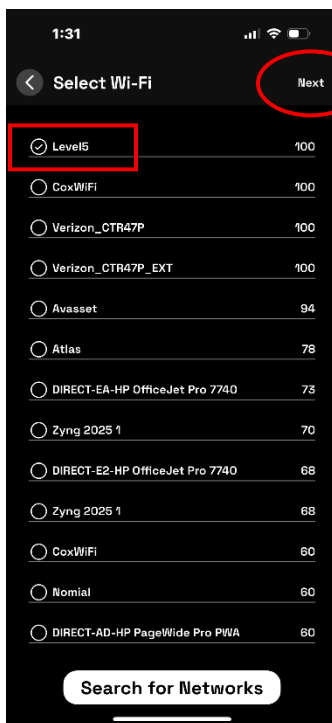
- Note: It is perfectly fine if your phone says "Connected without internet."

- Return to the Jellyfish app and tap **"Next"**.

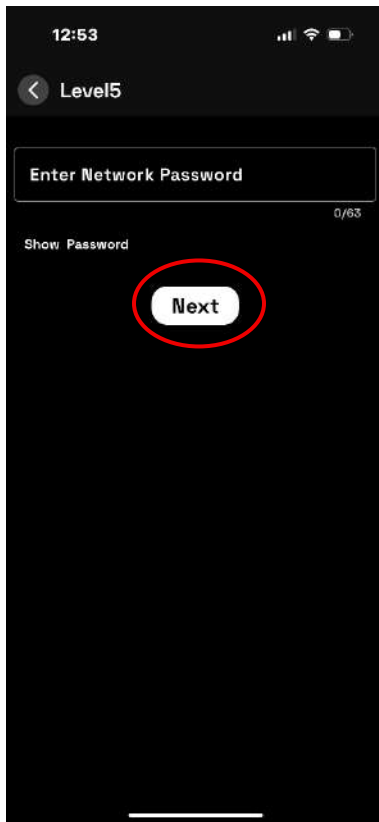


## Phase 2: Connecting to Your Home Network

- Select your local home Wi-Fi network from the list and hit **"Next"**.



- Enter your home Wi-Fi password and hit **"Next"**.



3. The controller screen will light up to indicate it is finalizing the setup.
4. 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.

## OLD JELLYFISH DESIGNER APP



STEP 1

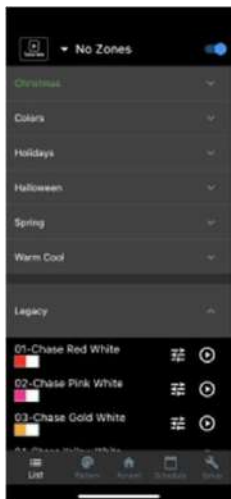
- If you haven't already, download the JF Designer app.

## 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



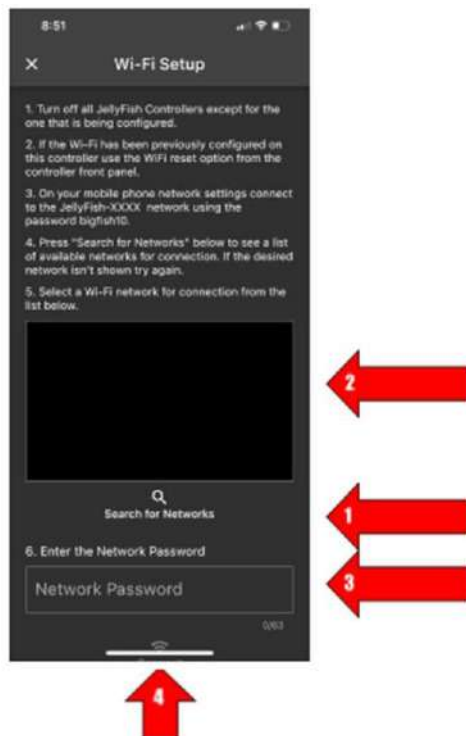
STEP 5 - Click on Wi-Fi Setup



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.

#### ⚠ Critical Troubleshooting Tip

**Don't always trust the app!** > The app may occasionally lie and report that there is "no connection." Always verify by looking at the physical controller screen. If you see a \*9 in the top right corner of the controller display, **you are successfully connected.**

#### 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 at 602-643-5922