

## SYMPTOMS

- I can see my luminaire/device in the app but cannot use it
- I cannot add my luminaire/device to my network
- I can no longer control my luminaire
- I cannot control my luminaire using my new phone
- My luminaire will not dim
- My luminaire says it's "Paired" (see image)
- I reinstalled/reset the Casambi app & now cannot control my luminaire



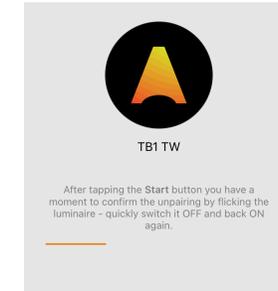
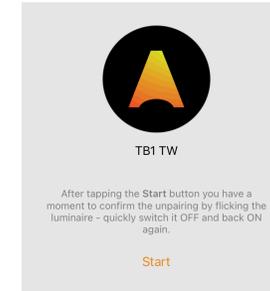
## POSSIBLE CAUSES

- If using the app for the very first time, you paired the devices, but did not share the network
- You created a "Not shared" network, then "Reset application" from the App settings. This set the app back to its default where the network did not exist. Devices then became part of a "ghost" network
- You created a "Not shared" network, then deleted & reinstalled the App. This set the app back to its default where the network did not exist. Devices then became part of a "ghost" network
- You chose to forget a Not Shared network (Swiped on the Network name & chose "Forget")
- You are trying to access a "Not shared" network using a device (phone) that did not create the network
- You deleted an unpowered device from your network
- The network to which the device was paired has been deleted
- The network administrator changed the login details
- The device is part of a network that you do not have access rights to or know the login credentials

## CURE

To unpair a "Paired" device so that you can add it to your network, unpair the device manually

- Open app while in Bluetooth range of the device & Navigate to More/Nearby devices
- Tap on the device & select "Unpair device"
- When the "Start" box appears, push "Start" & then power the device OFF then ON as the bar moves across the screen
- If this fails, try again with a different duration between powering OFF and ON
- To unpair an Xpress, activate it by pushing 2 buttons, then select it, choose "Unpair device", push "Start" & then push a button while the orange bar moves across the screen
- Successful unpairing will, change the devices network name to "Unpaired"



To access a network to which you do not know the login credentials, contact the network administrator

Note: It is advised to Share your network even if you do not share the login credentials with others

## SYMPTOMS

- I only have partial control of the luminaires
- Some luminaires do not respond to commands or seem to react intermittently
- The “All luminaires” button does not control all luminaires
- I can control different luminaires from different locations, but cannot control all luminaires together
- Scenes or timers seem to trigger randomly (i.e., not all luminaires react that should react do)
- The app shows some devices to be offline even if they are powered
- In More/Nearby devices, there are indications of poor signal strength (number of filled dots)



## POSSIBLE CAUSES

- Devices are installed too far from each other to achieve a reliable communication
- Physical barriers may reduce or block wireless communication signal. The real-life effect depends on the material involved

The reason Islands can occur:

- During pairing a device to a network, communication is 1-to-1 directly with your mobile device (phone)
- In normal network use, devices communicate between each other in a wireless mesh. If a mobile device is then used, it will then only communicate with a single device in the mesh
- Devices may therefore be installed out of communication range of other devices even if it were possible to communicate with each one at the time of pairing to the network

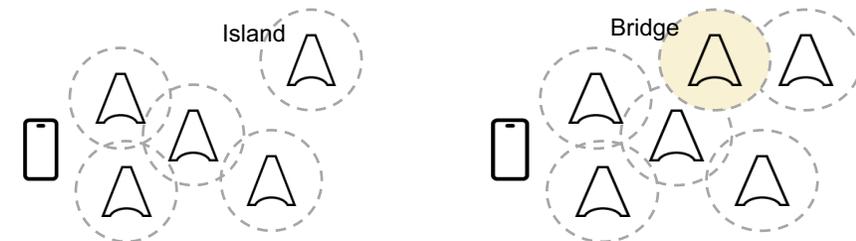
## CURE

How to identify a possible “Island”:

- Power OFF all devices
- Power ON only the device/s you couldn’t control
- Stand near to the powered devices & they should now be controllable using the Casambi app

Resolution options:

- Move devices closer to each other or remove physical obstructions that may block communication
- Add a Casambi node to act as a communication bridge
  - Power & pair a Casambi device to the network (battery powered devices cannot be used)
  - Physically place the device between the areas of network that don’t communicate well
  - Check for communication improvement
  - Adding additional devices may be needed depending on the severity of the issue
  - “Bridge” nodes do not need to be programmed to do anything



## SYMPTOMS

- Communication from your mobile device seems slow or erratic & the Casambi app displays one of the messages below which does not disappear after a few seconds



## POSSIBLE CAUSES

- **Connecting:** Your mobile device is trying to connect to a network
  - You are out of communication range or devices are powered off
- **Synchronising:** Your mobile device is synchronization to the network but not receiving verification back
  - Your mobile devices' Bluetooth cache may need clearing
  - Possible Island issue (see separate Troubleshooting guide)
- **Communicating:** Your mobile device is sending/receiving data to/from the Casambi cloud which
  - Your mobile devices' Bluetooth cache may need clearing
  - Possible lost or poor Internet connection
- **The configuration is out of date:** The configuration on your mobile does not match the Casambi cloud
  - Possible network configuration changes made on another mobile device more recently than when you last connected your own mobile device to the network
  - Multiple people making simultaneous changes to the network configuration
  - Possible poor internet connection
  - Disabled "Push notifications" on your mobile device & someone else makes network changes

## CURE

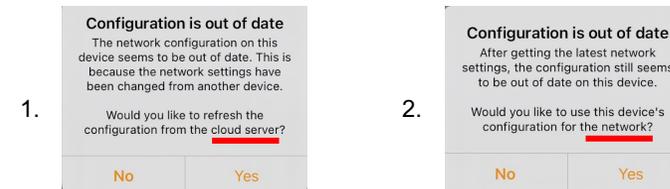
**General:** Check you have a good Internet connection & are in communication range of your network

**Synchronising:** Methods to clear cache & re-establish Bluetooth connection

- Switch off/on Bluetooth on your mobile device
- Switch your mobile device to flight mode for a few seconds
- Fully close & reopen the Casambi app
- Switch off & restart your mobile device
- Power the network devices off/on

**One or more of the above options usually resolves most communication issues unless an "Island issue" exists**

**The configuration is out of date:** Try to edit the network & message 1 appears (note the slight differences in the two messages)



- 1. Select "Yes" & the configuration on your mobile device will try to refresh to match the Casambi cloud server configuration (if this version is newest).
- If the cloud version is older than the local version on your mobile device you will be prompted with the second message
- 2. Select "Yes" to update the Casambi cloud server to the same configuration as stored on your mobile device