

Don't forget to check for a controller update every few months!

- Log into your app
- On the bottom right corner select Setup
- Select the option Update Controller Firmware



Did you recently get new Internet?

You'll need to reset the WiFi on the controller before the app to get them to connect.

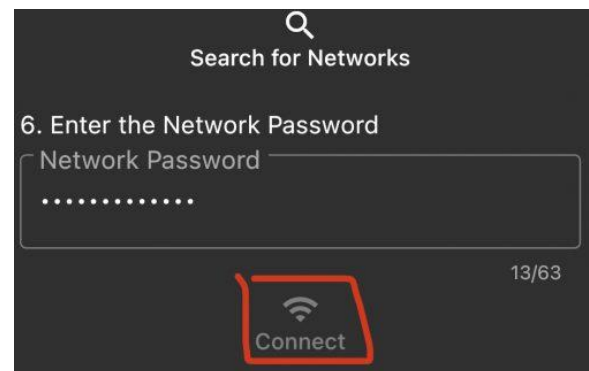
- Press and release "MENU" on the face of the controller to wake up the screen
- When the screen lights up, hold down "MENU" on the face of the controller for 3 seconds
- Arrow down 3 times until it says "WiFi"
- Click "OK" when it says "Setup WiFi"
- Click "OK" when it says "Reset WiFi", this will take a minute
- If the asterisk on the top right of the controller screen is gone then it has reset, if it is still there it hasn't reset.

Next you will Reconnect your controller to WiFi using the JellyFish Designer App

- Connect your phone to the JellyFish-xxxx WiFi, Password bigfish10
- Press the "Setup" tab in the Designer app
- Press "WiFi Setup"
- Press "Search for new networks" and click on your network
- Type in your Network Password and press connect
- It will say "Configuring WiFi..." and will take about 5 minutes
- An * means the controller is connected and working
- 9 is a perfect connecting, 8 is slightly less and so on, a 5 or higher is good

If issues persist please reach out to us

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If your Cloud App is not connecting here is how to recover:

1. Make sure mobile phone wifi is on and the mobile phone is connected to the same network as the controller(s).
2. The app will be on the page "Account Notice"
3. Select "My Controllers"
4. Select the garbage can on the right side of the page. Each controller needs to be done individually.
5. A message will appear saying the controller doesn't need to be deleted. Answer "yes" that you want to delete the controller.
6. The controller will remain listed on the page.
7. Do this for all controllers listed.
8. Exit the page and select it again. No controllers should be listed. If a controller is still listed, delete it again.
9. Exit this page
10. You should have an option of "Add Existing Controllers"
11. Select this option.
12. Wait on the next page until the controller(s) show up under "Available Controllers"
13. Select "Add"
14. Waiting until there is a message "Add Another Controller" or "Finish"
15. If there was another controller select "Add Another Controller" otherwise select "Finish"
16. The app should be usable now.



Continued App Not Connecting Troubleshooting

1. Make sure your phone is connected to the same Wifi as the controller
2. Check the controller connection
3. Uninstall and reinstall the app
4. Swipe the app closed and freshly reopen it
5. Reset the WiFi extender if you have one
6. Give phone permission to connect to the app. Go to settings, then privacy, then local network, verify the switch is slid over to green for JF Cloud
7. Hard reboot the controller
 - o Flip the switch on the bottom left hand corner of the control box, leave the controller powered off for 10 mins, then turn back on

