



# LIGHTIFY FAQs

## Contents

- REQUIREMENTS ..... 2
- GETTING STARTED..... 3
- ADDING A PRODUCT ..... 5
- CONTROLLING ..... 6
- COMPATIBILITY ..... 7
- PRODUCT OFFERINGS ..... 8
- SYSTEM AND COMPONENT RESETS ..... 9
- TROUBLESHOOTING..... 10
- GENERAL ..... 11
- How-to Video Links ..... 12



## REQUIREMENTS

### **What do I need to make LIGHTIFY work at home, and what are the technical requirements?**

1. You need an iOS 7 (or above) or Android 4.1 (or above) mobile device
  - Devices can include: iOS/ Android Smartphones, Android tablets or iPads, or iPod Touches
  - Please, make sure you are using the latest iOS or Android system software to avoid software incompatibilities
2. Active internet connection and a Wi-Fi router
3. A LIGHTIFY Gateway (sold separately or as a starter kit with a Tunable White A19 bulb)

The LIGHTIFY Gateway has a similar range as Wi-Fi, which means that its' radio waves will need to penetrate the walls of your home in order to connect to your Wi-Fi router. Depending on the construction material the signal might be reduced in certain areas. The signal will have difficulty penetrating certain surfaces such as electrically conductive material like steel or aluminum, or very dense surfaces such as brick or concrete. Therefore, placement of the LIGHTIFY gateway in an area of with strong Wi-Fi signal will yield the best results. The LIGHTIFY gateway can support up to 50 LIGHTIFY devices.

### **Is an Internet connection needed for control?**

The LIGHTIFY system has been designed as an online system, and needs to be connected to the LIGHTIFY Cloud via the Internet for initial setup and in order to have full functionality, such as remote access while away from home. However, once you install your LIGHTIFY system you can control lamps and luminaires in a limited capability when your home WiFi is not connected to the Internet. During this mode of operation you will not be able to modify groups or scenes created in the app, or perform various other operations which require access to the internet.



## GETTING STARTED

### System Setup:

To see the LIGHTIFY system setup click the link below:

<https://www.youtube.com/watch?v=WnMtp9jq2oY>

### What happens during the installation process?

The following steps are carried out during initial commissioning of the system:

1. A LIGHTIFY user account with email and password is created
2. The LIGHTIFY Gateway is uniquely connected to the user account by scanning the QR code on the back of the Gateway
3. The LIGHTIFY Gateway is connected to the home Wi-Fi network
  - User selects the SSID name from a list, or manually enters
  - Next when prompted, the user types the Wi-Fi password into to the mobile App

The above system setup allows a secure connection from the LIGHTIFY lamps and luminaires to the gateway to be established. The process is completely wireless, so that no cable connection is needed from your home Wi-Fi. Wireless connections are encrypted to prevent misuse.

### What do I do if the installation process fails?

Sometimes the on-boarding process will fail on networks with a lot of other devices attached to it. The following steps will help solve this issue:

1. Reset the gateway by pressing and holding the white button on the bottom of the gateway for five seconds until the LIGHTIFY logo turns solid orange. This means your Gateway is reset.
2. Close and restart the app.
3. Restart the installation process.
4. Once you have put in your WiFi password, you should see the text in the app change from "Connecting" to "Confirming gateway provisioning". At this point, go back to your phone's home screen, but keep the LIGHTIFY App running in the background.
5. Then go to your mobile device's settings and turn off the WiFi connection.
6. Wait about 10 seconds then turn the WiFi connection back on. Make sure that you are connected to your home network.
7. About 2 minutes later, bring the LIGHTIFY App to the foreground.



### **How do I connect new smartphones or tablets to the LIGHTIFY system?**

1. Download the LIGHTIFY App to the device to be used.
2. Click "I already have an account" (registering again via "get started" is not needed)
3. Then you simply need to log in with the same e-mail address and password that you previously specified during the initial system setup

### **Which devices is the LIGHTIFY app available for?**

The app is available for iOS 7 (or above) and for Android 4.1 (or above)

*Note:* The LIGHTIFY App for iPads is available in the Apple Store once you choose "for iPhone" as the search filter



## ADDING A PRODUCT

### **Adding a Light:**

To see the LIGHTIFY adding a light video click the link below:

<https://www.youtube.com/watch?v=UHI19hVIsCO>

### **How can I integrate a new product out of the LIGHTIFY family into my system?**

You can easily integrate up to 50 lamps or luminaires into your LIGHTIFY system at any time. To add new lights simply press the + in the upper right corner on the “Lights” screen and follow the instructions in the App. You may have to power cycle (manually switch off then on your light, or unplug from electrical outlet then plug back in) the light in order to complete the installation process.

*Note:* After new lamps have been switched on, they are only available to be adopted into the network for a limited period of time. This time period can be renewed by switching the lamp/luminaire off/on.

### **Can I integrate new lamps at any time?**

Yes, that is possible. LIGHTIFY can wirelessly control up to 50 light sources in one system. To add new lights simply press the + in the upper right corner on the “Lights” screen and follow the instructions in the App. You may have to do a power cycle to complete the installation process.

### **How many products can be added?**

Up to 50 LIGHTIFY products (lamps/luminaires) can add to a LIGHTIFY system. In the future we hope to potentially support more than 1 Gateway for these circumstances.

### **How long can the RGBW LED Flex and Gardenspot Mini RGB be extended per their one power supply and controller?**

The RGBW LED Flex can be extended up to 20 feet. There are three 2 foot strips in the product kit and two 2 foot strips in the expansion pack. The Gardenspot Mini RGB can be extended up to 18.67 feet. There is one 14 foot string with 9 lights in the product kit and 4.67 foot strings with 3 lights in the expansion pack.



## CONTROLLING

### **Control your Light Source:**

To see how to control your LIGHTIFY light source video click the link below:

<https://www.youtube.com/watch?v=svYWJ9uQfB8>

### **Can I switch LIGHTIFY components using the "normal" light switch?**

Yes. When operating LIGHTIFY components using a normal light switch, the lamps behave as standard LED lamps. After switching off then back on via the electrical mains, they will turn on at 100% brightness and a default color. However if lamps are switched on and off via the app, the lamps switch on in the previously selected mode.

Additionally, certain LIGHTIFY light sources with the appropriate firmware can be configured with a user defined default mode. This default mode will override the 100% brightness and specific color appearance observed after manually turning off then back on the light source. To enable this feature, when controlling an individual light source simply click on the light switch icon located on the top right section of the screen within the LIGHTIFY app.

### **Can I use the dimming function with any lamp and luminaire?**

All LIGHTIFY products are dimmable via the App. Existing lighting circuits in your home might already have dimming mechanisms installed which likely will not work with LIGHTIFY. LIGHTIFY light sources are designed to be dimmed wirelessly, and not with traditional wall dimmers and circuits.

### **Can I turn my light on and off also without using a smart device?**

Yes, this is possible by using a traditional light switch. Please note that you will not be able to use the smart device to control the light when it is switched off by the traditional switch. Full functionality is available only when the power is switched on. In the future you will also be able to purchase the LIGHTIFY switch will allow you to turn your lights on and off without losing the ability to control lights from your smart device.

### **What happens to my light during a power blackout?**

Your system will automatically turn back on and the light sources will return to their default appearance after a power blackout.

### **Can the LIGHTIFY Gateway only be controlled via app or would it also be possible to control it via software?**

The LIGHTIFY app is required to control the gateway.



## COMPATIBILITY

### **Are LIGHTIFY Home products compatible with the LIGHTIFY Pro system?**

It will be possible to integrate LIGHTIFY Home components when LIGHTIFY Pro products are introduced.

### **Is LIGHTIFY compatible with other home automation systems?**

By using the ZigBee Home Automation standard protocols, LIGHTIFY is compatible with many other smart home products and systems that also use these standards. LIGHTIFY light sources are currently compatible with Belkin Wemo, Quirky Wink, Samsung SmartThings, and Logitech Harmony. Since these brands have their own gateway and smart app, the LIGHTIFY gateway and app **are not** needed, simply purchase the LIGHTIFY light sources and they will pair with these other systems.

### **Is LIGHTIFY compatible with the Nest Smart Learning Thermostat?**

Yes, using the LIGHTIFY gateway and App integration with the Nest Thermostat is possible.



## PRODUCT OFFERINGS

### **What kind of LIGHTIFY products are there?**

A full selection of cost-effective indoor and outdoor LIGHTIFY products are available at several retailers. Additional information can be found at <http://osram-americas.com/lightify>.

### **Are connection components available for LIGHTIFY FLEX RGBW?**

Yes, there are connection component available. A full description can be found [here](#).

### **Can I find data sheets, product images etc.?**

You can find product information bulletins at <http://osram-americas.com/lightify>

### **How and where can I get my hands on LIGHTIFY?**

LIGHTIFY is available in select DIY and electronics retail stores. LIGHTIFY can also be found online at several e-commerce websites.

### **What is the guarantee on LIGHTIFY products?**

LIGHTIFY products are covered by a manufacturers limited warranty of up to two years from the time of purchase.

### **Are there more LIGHTIFY products which I can use to equip my home with?**

Yes, we are constantly working on expanding the LIGHTIFY system. Also the app and its functions will be expanded over time to ensure compatibility with the latest mobile experiences, standards, and other exciting features.



## SYSTEM AND COMPONENT RESETS



### **Resetting Your Lighting Device Video:**

[https://www.youtube.com/watch?v=a6DFHWCUP\\_U&feature=youtu.be](https://www.youtube.com/watch?v=a6DFHWCUP_U&feature=youtu.be)

### **Reset System Video:**

[https://www.youtube.com/watch?v=fzXQWXTm\\_c](https://www.youtube.com/watch?v=fzXQWXTm_c)

### **How to reset the system?**

Make sure you are logged to your LIGHTIFY account. Please choose the menu settings in the app on your phone or tablet and hit the “system reset” button. This will reset the gateway, the lamps and the link of the gateway to your user account. Please notice, that all current light settings that you might have saved in the system including the saved lights, gateway information and other profile data will be lost and that you cannot undo this step. In case the system is running and connected to the internet, you are already done and the system or components can be setup freshly again.

In case the system is not connected to the internet, there are two more steps necessary:

Press the white button on the bottom of the gateway for five seconds until the LIGHTIFY logo turns solid orange. This means your Gateway is reset.

### **How do you reset lamps?**

Use your wall switch or manually unscrew the bulb to reset lamps or luminaires. Switch these ON for 3 seconds and OFF, 5 times in succession. After switching on again, the lamp flashes 3 times to confirm – and can now be integrated into a LIGHTIFY system again via the "Add Lights" function. To learn how to add a light see the “Adding a Product” section.



## TROUBLESHOOTING

### **What can I do if LIGHTIFY is not working?**

If problems occur, you need to make sure that your Wi-Fi router as well as your internet connection are stable and connected to the LIGHTIFY Gateway. Please also test the connection between your smart device and Wi-Fi router. If you are having problems controlling your system outside your home, please make sure you have an active internet connection. Make sure you are logged in to the email associated with your LIGHTIFY system.

If the problem persists you always have the possibility to reset the entire system via app or manually on the Gateway.

### **I cannot complete the installation because the integration into my home Wi-Fi fails. What can I do?**

Most likely your smart device is not connected with your home Wi-Fi. Please make sure that your device is automatically connecting back to your home Wi-Fi after you inserted the Wi-Fi password. In this step the gateway is switching off its own Access Point and the smart device should then automatically connect to the home Wi-Fi. After this, the smart device will search for the gateway within the home Wi-Fi. So please deactivate “mobile data” during the installation process.



## GENERAL

### **Does the LIGHTIFY app cost anything?**

No, the app for controlling LIGHTIFY is free of charge.

### **Where do I find the version number of the LIGHTIFY app?**

Please select the "Settings" menu then "About".

### **Can I amplify the signal?**

The ZigBee signal is amplified and extended with every LIGHTIFY product that is integrated into the system. Therefore, you can also use LIGHTIFY outdoors, for instance in your yard or on/around your deck.

### **How many users can use the system simultaneously?**

Once you have entered your access data, you can control the system via any tablet or smartphone which has the LIGHTIFY app installed. Anyone can control the system by logging on using the system's username and password. A maximum of five users are able to access a LIGHTIFY system simultaneously.

### **How many groups or scenes can be created?**

You can create up to 16 groups and with a combined total of 16 scenes from all of the groups. To learn how to create a group or scene follow the video links below:


#### **Set a group:**

[https://www.youtube.com/watch?v=7yC\\_BsZdLcs](https://www.youtube.com/watch?v=7yC_BsZdLcs)

#### **Create a scene:**

<https://www.youtube.com/watch?v=lglvfUeVn8w>

### **How do you change the light default?**

Find the scene you want to replace the default. Go to the light you whose default you would like to change. In the upper right hand corner you will see  icon below the +. Your light will now turn on to this default setting.



## How-to Video Links

System Setup: <https://www.youtube.com/watch?v=WnMtp9jq2oY>

Resetting Your Device: [https://www.youtube.com/watch?v=a6DFHWCUP\\_U&feature=youtu.be](https://www.youtube.com/watch?v=a6DFHWCUP_U&feature=youtu.be)

Reset System Video: [https://www.youtube.com/watch?v=fzXQWXTm\\_c](https://www.youtube.com/watch?v=fzXQWXTm_c)

Create a scene: <https://www.youtube.com/watch?v=lglvfUeVn8w>

Set a schedule: <https://www.youtube.com/watch?v=C3ANANIHCsk>

Control your Light Source: <https://www.youtube.com/watch?v=svYWJ9uQfB8>

Set a group: [https://www.youtube.com/watch?v=7yC\\_BsZdLcs](https://www.youtube.com/watch?v=7yC_BsZdLcs)

Add a Light: <https://www.youtube.com/watch?v=UHI19hVIsC0>

Empower Creativity & Personal Control: [https://www.youtube.com/watch?v=Jd\\_WkuaHnBU](https://www.youtube.com/watch?v=Jd_WkuaHnBU)