

# LIGHTIFY FAQs

## Contents

REQUIREMENTS.....	2
GETTING STARTED .....	2
ADDING A PRODUCT .....	3
CONTROLLING .....	4
COMPATIBILITY.....	5
PRODUCT OFFERINGS .....	6
SYSTEM AND COMPONENT RESETS.....	7
TROUBLESHOOTING .....	7
GENERAL.....	9



## REQUIREMENTS

### What do I need to make LIGHTIFY work, 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
  - To avoid software incompatibilities, make sure you are using the latest version iOS or Android system software
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)
  - You can also use a Wink, Iris, or SmartThings Hub with the LIGHTIFY lights.

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.

### What protocol does LIGHTIFY use?

ZigBee and Wi-Fi

## GETTING STARTED

### Customer Support

If you are having trouble setting up your LIGHTIFY system please contact customer service. For US & Canadian customer questions or support please call us at 1-800-LIGHTBULBS (1-800-544-4828) or email us at [Lightify@sylvania.com](mailto:Lightify@sylvania.com).

### 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

### 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

## What happens during the LIGHTIFY installation process?

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

1. The LIGHTIFY Gateway is uniquely connected to the user account by scanning the QR code on the back of the Gateway
2. A LIGHTIFY user account with email and password is created
3. The LIGHTIFY Gateway is connected to the **home Wi-Fi network**
  - User selects the SSID name from a list, or manually entered
  - 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 LIGHTIFY 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 Wi-Fi 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 Wi-Fi connection.
6. Wait about 10 seconds then turn the Wi-Fi 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.

## ADDING A PRODUCT

### How many products can be to the LIGHTIFY added?

Up to 50 LIGHTIFY products (lamps/luminaires) can be added to a LIGHTIFY system.

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

You can 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 “Devices” 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.

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

The Indoor Flex RGBW 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 Outdoor Flex RGBW is 16 feet long, but cannot be extended.

The Gardenspot Mini RGB can be extended up to 28 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.

### **How do you delete a device?**

For iOS: You can delete devices by pressing on the device name and swiping left on iOS

For Android: On Android you press and hold on the device name

## **CONTROLLING**

### **Can I use a "normal" light switch to control the LIGHTIFY devices?**

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 the light source off then back on. 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.

*Note:* If the device is powered off via the normal wall switch you will not be able to control the devices via the App.

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

All LIGHTIFY products are dimmable via the App or certified smart switches. Existing lighting circuits in your home might already have dimming mechanisms installed which 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 certified ZigBee switch or motion sensor. The LIGHTIFY devices can also be controlled by voice linking Amazon Alexa to LIGHTIFY, Wink, SmartThings, or Lowes Iris.

### **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 OSRAM LIGHTIFY Gateway.

### **How do I delete a scene?**

Click on the Name of the group. Then you will see a list of all the scenes associated with the Group. For Android: hold down the name of the scene and a message will appear asking you yes or no for deleting the scene. For iOS: press the scene name and swipe left.

## **COMPATIBILITY**

### **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 Wink, Samsung SmartThings, Logitech Harmony, Lowes Iris. 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 OSRAM LIGHTIFY Gateway, Wink Hub integration with the Nest Thermostat is possible.

### **Is LIGHTIFY compatible with Amazon Echo and Dot?**

Yes, using the LIGHTIFY, SmartThings, Wink, and Iris Hub.

### **Is LIGHTIFY compatible with Google Home?**

Yes, using the SmartThings Hub.

### **Is LIGHTIFY IFTTT Capable?**

Yes, using the SmartThings Hub.

## **PRODUCT OFFERINGS**

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

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

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

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

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

You can find product information bulletins at <http://sylvania.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. Check [here](#) to see where LIGHTIFY is available.

### **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.

### **Which products are wet rated?**

The Gardenspot, Outdoor Flex, and PAR38 are all wet rated.

## SYSTEM AND COMPONENT RESETS

### How to reset the system?

Make sure you are logged to your LIGHTIFY account. Go to the Settings tab in the bottom right-hand corner of your screen. Then click on the System Reset. This will reset the Gateway, lamps and the link between the Gateway and your user account.

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.

*Note:* 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

### 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

### Customer Support

If you are having trouble setting up your LIGHTIFY system please contact customer service. For US & Canadian customer questions or support please call us at 1-800-LIGHTBULBS (1-800-544-4828) or email us at [Lightify@sylvania.com](mailto:Lightify@sylvania.com).

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

If problems occur, you need to make sure that both your Wi-Fi router and 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.

If you are getting the error message that the "Device is registered to another account" please contact customer service so they can reset your Gateway. For US & Canadian

customer questions or support please call us at 1-800-LIGHTBULBS (1-800-544-4828) or email us at [Lightify@sylvania.com](mailto:Lightify@sylvania.com).

**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.

**Can I switch the Wi-Fi network my Gateway is using?**

Yes, while you are connect to the Wi-Fi go to Settings> General Settings> Gateway Connection then follow the instructions laid out in the App.

**What should I do if I get the error message, “Gateway service could not be found on the home network. Please reset and try again”?**

Try to reboot the home Wi-Fi router. After that make sure that the home Wi-Fi is in range and that the password is correct. For troubleshooting, you want to put the LIGHTIFY Gateway in the same room as the home Wi-Fi router but at least 5 feet away from the router.

After that, you should confirm that their mobile device/phone is automatically connecting to your home Wi-Fi network after they send their Wi-Fi credentials to the LIGHTIFY gateway.

Finally, you can follow these steps if you are still having trouble:

1. Reset the gateway by holding down the small white reset button down on the bottom of the gateway while it is plugged in. It should turn from green to flashing orange.
2. Close and restart the app.
3. Scan the QR code and go through the on-boarding process as directed by the app.
4. Once you have put in your Wi-Fi password, you should see the text in the app change from “Connecting” to “Confirming gateway provisioning”. At this point, go back to your home screen and keep the Lightify app in the background.
5. You should then go to your mobile device’s settings and turn off the Wi-Fi radio.
6. Wait about 10 seconds then restart the Wi-Fi radio and make sure that you are connected to your home network.
7. About 2 minutes later, bring the Lightify app to the foreground.

**What should I do if I just did an update, and now the bulbs don't work?**

If you are using an iPhone, turning off the Wi-Fi assist helps solve this issue. Also, temporarily putting your iPhone into airplane mode during set up also helps. If you have an iPhone, please try those. If not, please contact customer service. For US & Canadian customer questions or support please call us at 1-800-LIGHTBULBS (1-800-544-4828) or email us at [Lightify@sylvania.com](mailto:Lightify@sylvania.com).

### **What should I do if my Gateway is registered to another user?**

This can happen when the customer has purchased a gateway that was previously attached to another account. Usually this happens when they are returned to and then resold by the retailer. If this happens please call customer service, and they will reset your system. For US & Canadian customer questions or support please call us at 1-800-LIGHTBULBS (1-800-544-4828) or email us at [Lightify@sylvania.com](mailto:Lightify@sylvania.com).

### **What should I do if the updates get stuck?**

1. Unplug the Gateway
2. Move it into the same room as the router
3. Uninstall/reinstall the LIGHTIFY App

## **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 tab 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.

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

Go to the light you whose default you would like to change. Find the scene you want to replace the default. In the upper right hand corner you will see the  icon. Hit "Apply", and your light will now turn on to this default setting.