

## FAQ

### **1. FIRST STEPS / INSTALLATION OF THE LEDVANCE SMART+ APP AND PAIRING OF SMART+ BLUETOOTH PRODUCTS**

#### **1.1. HOW DO I INSTALL THE LEDVANCE SMART+ APP?**

1. You will need a smartphone or tablet using Android 6.0 or higher (hereinafter “**Mobile Device**”).
2. Download the LEDVANCE SMART+ app from the Google Play™ store.
3. Install and open the LEDVANCE SMART+ app and create an account by entering an email address and selecting a password.
4. Login to the app with your account.

#### **1.2. HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE LEDVANCE SMART+ APP?**

Please follow these steps to pair your SMART+ Bluetooth products by LEDVANCE:

1. Make sure the SMART+ Bluetooth products you want to pair are properly plugged in and powered on.
2. Make sure that your Mobile Device has a network connection, either via cellular data or WiFi, and that the Bluetooth function of your Mobile Device is switched on.
3. Once you login to the LEDVANCE SMART+ app with your account, you will see the screen **My Groups**. Before adding a new product to your account, a group must be created. Tap the + **ADD A GROUP** button in the upper right hand corner.
4. Select a predefined group from the list or create a new group to add your SMART+ Bluetooth products to.
5. Once your group is created, tap the + **ADD A DEVICE** button.
6. Your app will search for nearby products.  
If you see a plus icon (+) besides the product, tap it to proceed with pairing.  
If you see a **Download** icon besides the product, a firmware update of the SMART+ Bluetooth product is required before pairing it. Tap the **Download** icon to proceed with the update. When the firmware update is completed, you will see a plus icon (+) next to the updated product. Tap the plus icon to proceed with pairing.  
Note: Your SMART+ Bluetooth products may flash several times during the pairing process.
7. Once the SMART+ Bluetooth product is paired, you will see a **Device Added Successfully** message. You can also test the SMART+ Bluetooth product to ensure it was paired properly.
8. If the pairing is not working as described, you can find additional help in section 5.3. (I AM NOT ABLE TO ADD SMART+ BLUETOOTH PRODUCTS TO MY SMART+ ACCOUNT. WHAT CAN I DO TO FIX THIS?)

## 2. CONTROLLING SMART+ BLUETOOTH PRODUCTS IN THE LEDVANCE SMART+ APP

### 2.1. GENERAL REQUIREMENTS

When controlling SMART+ Bluetooth products, please always make sure that

1. your SMART+ Bluetooth product is paired, plugged in and powered on - see section 1.2 (HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE LEDVANCE SMART+ APP?) for instructions,
2. your SMART+ Bluetooth product is using the latest firmware – see section 3.1 (HOW CAN SMART+ BLUETOOTH PRODUCTS BE UPDATED?),
3. your Mobile Device has a network connection, either via cellular data or WiFi,
4. the Bluetooth function of your Mobile Device is turned on and
5. your Mobile Device is within Bluetooth range of the SMART+ Bluetooth product you want to control.

Note: the range depends primarily on your Mobile Device, the construction of your apartment and the amount of SMART+ Bluetooth products installed. Obstacles like walls between Mobile Device and SMART+ BLUETOOTH PRODUCT may impede or prevent Bluetooth connectivity.

### 2.2. CONTROLLING ALL SMART+ BLUETOOTH PRODUCTS IN A GROUP SIMULTANEOUSLY

When you add SMART+ Bluetooth products, you must add them into a group - see section 1.2 (HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE LEDVANCE SMART+ APP?) for instructions. By doing this, you can control all SMART+ Bluetooth products in a group at the same time.

#### 2.2.1. Turning SMART+ Bluetooth products on and off in a group

Find the group you would like to control under **My Groups**, then tap **Turn On** or **Turn Off** to control all SMART+ Bluetooth products in the group.

#### 2.2.2. Dimming SMART+ Bluetooth products in a group

1. Find the group you would like to control under **My Groups**, then tap the device control bar on the bottom right hand side to access available controls.
2. Under **GROUP CONTROLS**, slide your finger across the dimming control bar to adjust the brightness level of all SMART+ Bluetooth products in the group

#### 2.2.3. Changing color (RGBW) or color temperature (CCT) in a group (if available)

1. Note: the RGBW and CCT functions are only available if your SMART+ Bluetooth product supports these functions.

2. Find the group you would like to control under **My Groups**, then tap the device control bar on the bottom right hand side to access available controls.
3. To change the color (RGBW): under **GROUP CONTROLS**, select the color control icon in the upper right hand side of the controls. Slide your finger across the color control diamond to adjust the color of all SMART+ Bluetooth products in the group.
4. To change the color temperature: under **GROUP CONTROLS**, select the color temperature control icon in the upper right hand side of the controls. Slide your finger across the color temperature control diamond to adjust the color temperature of all SMART+ Bluetooth products in the group.

## 2.3. CONTROLLING A SINGLE SMART+ BLUETOOTH PRODUCT INDIVIDUALLY

When you add products, you must add them into a group - see section 1.2 (HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE SMART+ APP?) for instructions. However, instead of controlling all SMART+ Bluetooth products of the entire group at the same time, you can also control each SMART+ Bluetooth product within the group individually.

### 2.3.1. Turning an individual SMART+ Bluetooth product on and off

1. Find the group in which your individual SMART+ Bluetooth product is located under **My Groups**, then tap **All Devices** to see all available SMART+ Bluetooth products in that group.
2. Find the individual SMART+ Bluetooth product you would like to control. Tap **Turn On** or **Turn Off** to control each individual SMART+ Bluetooth product.

### 2.3.2. Dimming an individual SMART+ Bluetooth product

1. Find the group in which your individual SMART+ Bluetooth product is located under **My Groups**, then tap **All Devices** to see all available SMART+ Bluetooth products in that group.
2. Tap the device control bar on the bottom left hand side of the individual SMART+ Bluetooth product to access available controls.
3. Slide your finger across the dimming bar to adjust the brightness of your individual SMART+ Bluetooth product.

### 2.3.3. Changing color (RGBW) or color temperature (CCT) of an individual SMART+ Bluetooth product (if available)

1. Note: the RGBW and CCT functions are only available if your SMART+ Bluetooth product supports these functions.
2. Find the group in which your individual SMART+ Bluetooth product is located under **My Groups**, then tap **All Devices** to see all available SMART+ Bluetooth products in that group.
3. Tap the device control bar on the bottom left hand side of the individual SMART+ Bluetooth product to access available controls.
4. To change the color (RGBW): select the color control icon in the upper right hand side of the controls. Slide your finger across the color control diamond to adjust the color.
5. To change the color temperature (CCT): select the color temperature control icon in the upper right hand side of the controls. Slide your finger across the color temperature control diamond to adjust the color temperature.

### 3. UPDATES, MOVING/DELETING/RENAMING SMART+ BLUETOOTH PRODUCTS

#### 3.1. HOW CAN SMART+ BLUETOOTH PRODUCTS BE UPDATED?

Update the firmware of your SMART+ Bluetooth products to ensure proper performance of your SMART+ Bluetooth products and accessories. Observe the following instructions to check for updates:

1. Within the LEDVANCE SMART+ app, open the menu by tapping the three horizontal lines in the upper left corner, then tap on **Firmware Update**.
2. You will see all connected SMART+ Bluetooth products listed. To check for updates, tap a specific SMART+ Bluetooth product from the list.
3. If an update is available, it will begin automatically. Your SMART+ Bluetooth products may blink to indicate the update has been successful.

#### 3.2. HOW CAN I MOVE A SMART+ BLUETOOTH PRODUCT TO ANOTHER GROUP IN MY LEDVANCE SMART+ APP?

1. Find the group in which your individual SMART+ Bluetooth product is located under **My Groups**, then tap **All Devices** to see all available SMART+ Bluetooth products in that group.
2. Select the product you want to move. Enter the product menu by tapping on the three dots in the upper right hand corner. Select **Move Device** and then select the group you want to move the SMART+ Bluetooth product to.

#### 3.3. HOW CAN SMART+ BLUETOOTH PRODUCTS BE DELETED FROM THE LEDVANCE SMART+ APP?

1. To delete a Smart+ Bluetooth Product from your account, make sure the SMART+ Bluetooth product is powered on and connected to your Mobile Device.
2. Find the group in which your individual SMART+ Bluetooth product is located under **My Groups**, then tap **All Devices** to see all available SMART+ Bluetooth products in that group.
3. Select the product you want to delete. Enter the product menu by tapping on the three dots in the upper right hand corner. Select **Delete Device** and confirm that you really want to delete the SMART+ Bluetooth product. Note: this process will reset the SMART+ Bluetooth product to factory setting.

#### 3.4. HOW DO I RENAME SMART+ BLUETOOTH PRODUCTS AND GROUPS IN THE LEDVANCE SMART+ APP?

You can rename your SMART+ Bluetooth products and the groups they are in by following the instructions below.

##### 3.4.1. Renaming a group

1. From the main screen, tap **All Devices** under the group you would like to change.
2. Select the three vertical dots in the upper right hand corner and select **Rename Group**.

3. Rename your group as desired and click **SAVE**.

### 3.4.2. Renaming an individual SMART+ Bluetooth product

1. From the main screen, tap **All Devices** under the group your SMART+ Bluetooth product is located in.
2. Select the SMART+ Bluetooth product you would like to edit the name of.
3. Select the three vertical dots in the upper right hand corner and tap **Rename Device**.
4. Rename your SMART+ Bluetooth product as desired and click **SAVE**.

## 4. CONTROL SMART+ BLUETOOTH PRODUCTS VIA VOICE ASSISTANTS

### 4.1. HOW DO I CONNECT MY LEDVANCE SMART+ APP WITH AMAZON ALEXA?

1. To get started you will need:
  - a Mobile Device with Android 6.0 or higher
  - a SMART+ Bluetooth product
  - a network connection (either via cellular data or WiFi)
  - the LEDVANCE SMART+ app and the Alexa app
  - and optional a smart speaker compatible with Amazon Alexa (e.g. Amazon Echo, Amazon Echo Dot).
2. Download, install and open the LEDVANCE SMART+ app and create an account – see section 1.1 (HOW DO I INSTALL THE LEDVANCE SMART+ APP?) for instructions.
3. Download the Alexa app from the Google Play store and create an account.
4. With your Alexa and LEDVANCE SMART+ app accounts created, proceed into the Alexa app.
5. Tap the menu icon in the upper left hand corner, then tap **Skills & Games**.
6. Search for the LEDVANCE SMART+ Skill, then tap **Enable**.
7. You will be required to enter your LEDVANCE SMART+ app login credentials to link your accounts.
8. To use the SMART+ Bluetooth products with Amazon Alexa, make sure that the General Requirements of Section 2.1 (GENERAL REQUIREMENTS) are fulfilled.
9. Once finished, start a new search for devices in the Alexa App. When your SMART+ Bluetooth products are discovered, you are able to use Amazon Alexa voice commands and the functions of the Alexa app to control your SMART+ Bluetooth products.

### 4.2. HOW DO I CONNECT MY LEDVANCE SMART+ APP WITH GOOGLE ASSISTANT?

1. To get started you will need:
  - a Mobile Device with Android 6.0 or higher
  - a SMART+ Bluetooth product
  - a network connection (either via cellular data or WiFi)
  - the LEDVANCE SMART+ app and the Google Home app and
  - a smart speaker compatible with Google Assistant (e.g. Google Home, Google Home mini).

2. Download, install and open the LEDVANCE SMART+ app and create an account – see section 1.1 (HOW DO I INSTALL THE LEDVANCE SMART+ APP?) for instructions.
3. Download the Google Home app from the Google Play™ store and create an account.
4. With your Google and LEDVANCE SMART+ app accounts created, proceed into the Google Home app.
5. Tap the home icon in the bottom left hand corner, then click on **Add**.
6. Tap **Set up device** and select the **Works with Google** section to proceed.
7. Search for the LEDVANCE SMART+ service in the list. You will then need to enter your LEDVANCE SMART+ App credentials to link your accounts.
8. To use the SMART+ Bluetooth products with Google Assistant, make sure that the General Requirements of Section 2.1 (GENERAL REQUIREMENTS) are fulfilled.
9. Once finished, start a new search for devices in the Google Home app. When your SMART+ Bluetooth products are discovered, you are able to use Google Assistant voice commands and the functions of the Google Home app to control your SMART+ Bluetooth products.

## **5. TROUBLESHOOTING ON SMART+ BLUETOOTH PRODUCTS IN THE LEDVANCE SMART+ APP**

### **5.1. I CAN'T CONTROL MY SMART+ BLUETOOTH PRODUCTS. WHAT CAN I DO TO FIX THIS?**

1. Make sure that the General Requirements of Section 2.1 are fulfilled.
2. Within the LEDVANCE SMART+ app, open the menu by tapping the three horizontal lines in the upper left corner and tap the refresh button behind **Network Status**. This will restart the Bluetooth connection between your SMART+ Bluetooth products and your Mobile Device.
3. Ensure that your Mobile Device has a network connection, either via cellular data or WiFi, to control your SMART+ Bluetooth products.
4. Try closing the LEDVANCE SMART+ app and then reopening it to reestablish a network connection.
5. SMART+ Bluetooth products use Bluetooth Mesh technology to extend the range of control. However, if you are too far away, connection won't be established. Try moving closer to the product, remove obstacles or add additional SMART+ Bluetooth products and accessories across your home to extend the range of control.
6. Check your SMART+ Bluetooth products for firmware updates - see section 3.1 (HOW CAN SMART+ BLUETOOTH PRODUCTS BE UPDATED?). These updates help ensure you are running the latest firmware version on your SMART+ Bluetooth products for proper performance.
7. If the above methods don't work, you may need to remove the product from your setup – see section 3.3 (HOW CAN SMART+ BLUETOOTH PRODUCTS BE DELETED FROM THE LEDVANCE SMART+ APP?) – and re-pair it to the app - see section 1.2 (HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE LEDVANCE SMART+ APP?).

### **5.2. MY NETWORK STATUS SAYS IT'S UNABLE TO CONNECT WITH A SMART+ BLUETOOTH PRODUCT. WHAT DO I DO?**

1. Make sure that the General Requirements of Section 2.1 are fulfilled.
2. Ensure that you have a strong cell signal on your Mobile Device or that you are connected to WiFi with your Mobile Device.
3. Try closing the LEDVANCE SMART+ app and then reopening it to re-establish a network connection.
4. If you have installed the LEDVANCE SMART+ app on more than one of your Mobile Devices, make sure you close the LEDVANCE SMART+ app on the Mobile Devices you are not currently using.
5. If the above methods don't work, you may need to remove the product from your setup – see section 3.3 (HOW CAN SMART+ BLUETOOTH PRODUCTS BE DELETED FROM THE LEDVANCE SMART+ APP?) – and re-pair it to the app - see section 1.2 (HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE LEDVANCE SMART+ APP?).

### **5.3. I AM NOT ABLE TO ADD SMART+ BLUETOOTH PRODUCTS TO MY SMART+ ACCOUNT. WHAT CAN I DO TO FIX THIS?**

1. Make sure that you follow the steps in section 1.2 (HOW DO I PAIR MY SMART+ BLUETOOTH PRODUCTS WITH THE LEDVANCE SMART+ APP?) and that the General Requirements of Section 2.1 are fulfilled.
2. Restart the LEDVANCE SMART+ app and shortly separate the SMART+ Bluetooth product from the power supply (power cycle) before you try to add the SMART+ Bluetooth product again.
3. Reduce the distance between the SMART+ Bluetooth product and your Mobile Device.
4. Reset the SMART+ Bluetooth product to factory setting as follows: power cycle the SMART+ Bluetooth product 5 times in a row for 3-5 seconds each.