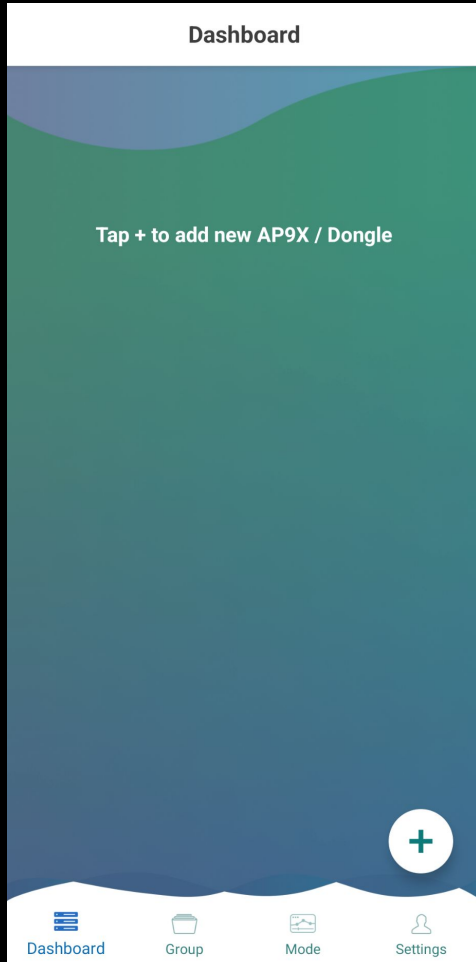
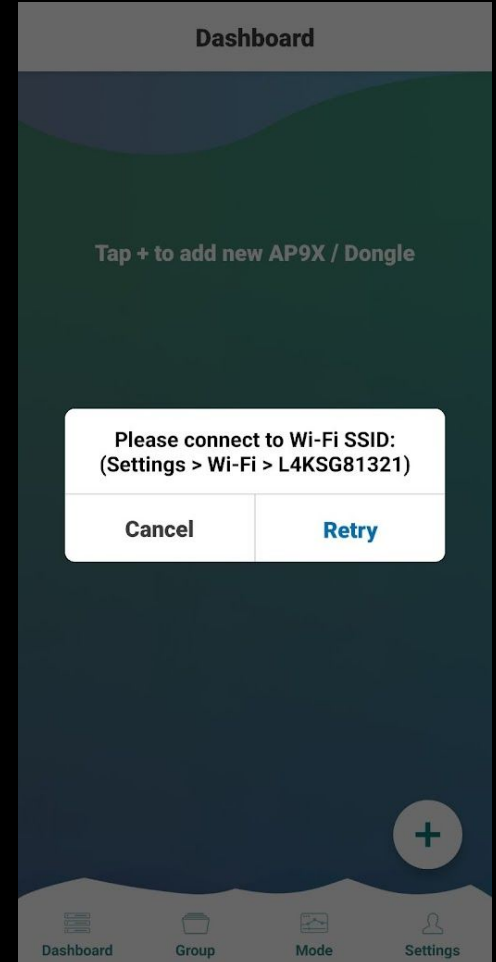


# **Kessil WiFi Dongle Troubleshooting**



# Kessil WiFi Dongle Troubleshooting

If you've opened the Kessil app to find the screen blank or find an error message asking you to connect to a Wi-Fi SSID, continue reading.

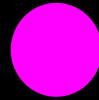
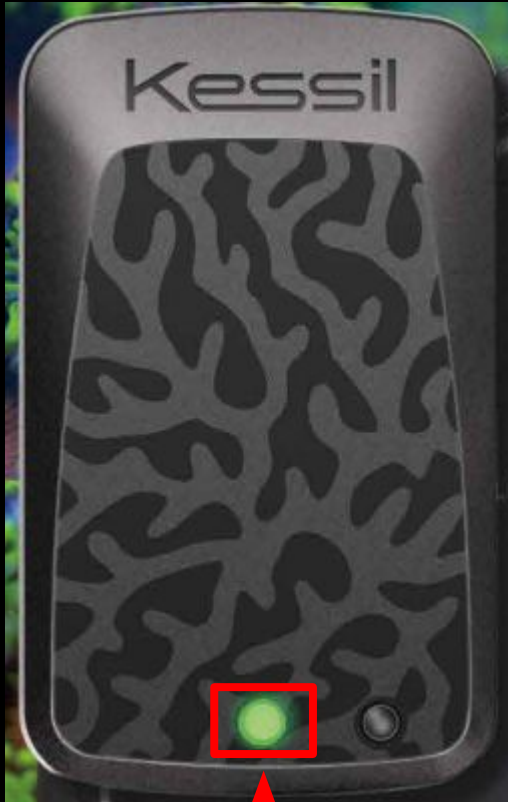


# Kessil WiFi Dongle Troubleshooting



- Note that tablets aren't officially supported, though they may work with the app. However, if you're having trouble connecting via tablet, use a cell phone instead.

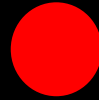
## Kessil WiFi Dongle Troubleshooting



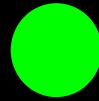
Booting phase. Takes 20-30 seconds. Wait for indicator light color to change.



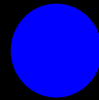
Standby mode, ready to be connected. You'll want to follow the steps in "App Setup" if your WiFi Dongle displays this color.



Attempting to connect/failed connection. This usually happens when your home Wifi network has changed, or if the password is incorrect. You'll want to perform a 3-second reset. Keep watching for further steps.



Successfully connected to wireless router or to the master WiFi Dongle/AP9X. A quick reset will get you reconnected.



Successfully connected to mobile device and acting as the master (through "Connect Directly Via WiFi") - Perform a quick reload to reconnect.

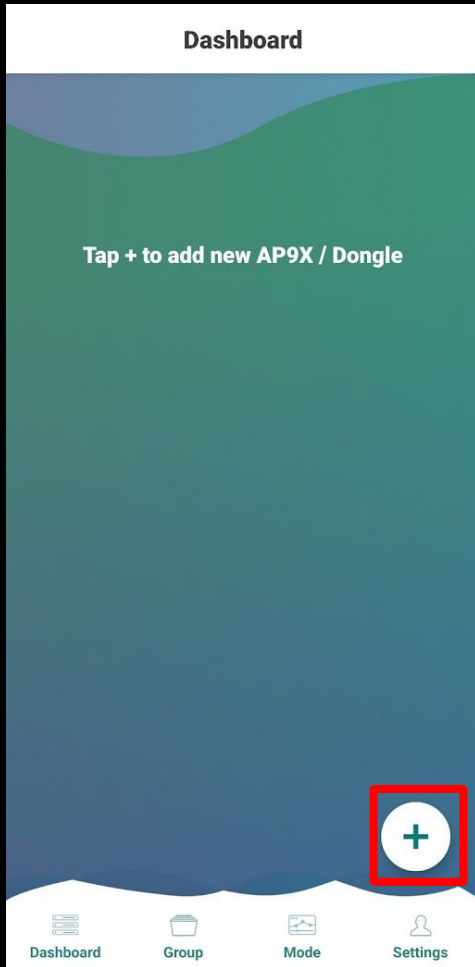
**QUICK  
RELOAD**

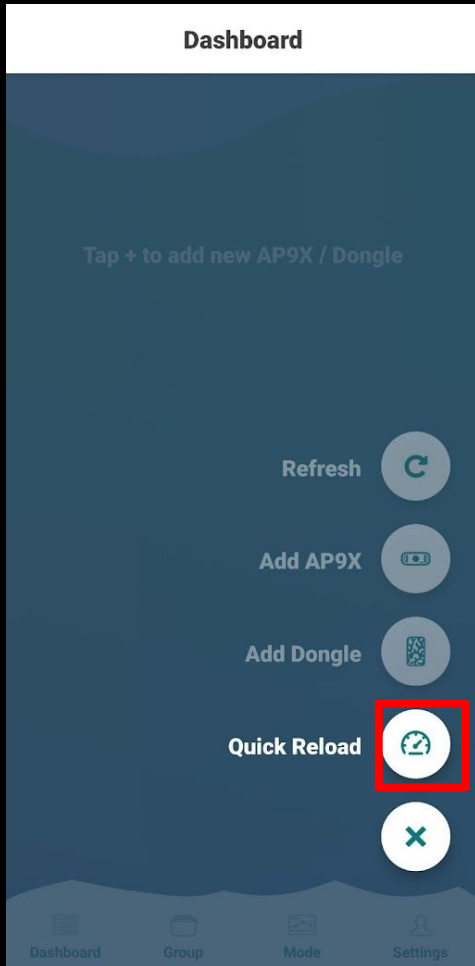
# Quick Reload

- If your WiFi Dongle's indicator light is **blue** or **green**, please continue.
  - If **green**, connect to your home router.
  - If **blue** or **orange**, connect to the Kessil network. The Network name starts with L4, and matches the serial number on your WiFi Dongle.
- If your WiFi Dongle's indicator light is **red**, please skip to the “WiFi Reset” step.

## QUICK RELOAD

- Click the “+” button at the bottom right-hand side of the screen.



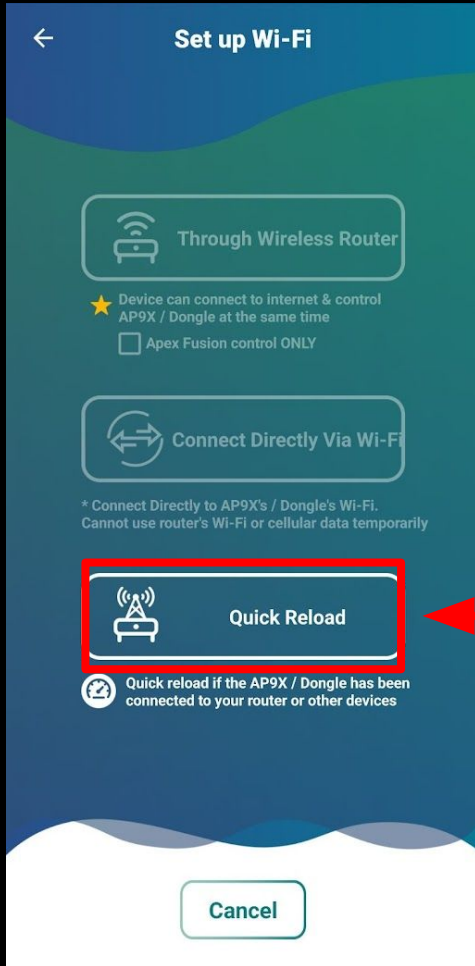


## QUICK RELOAD

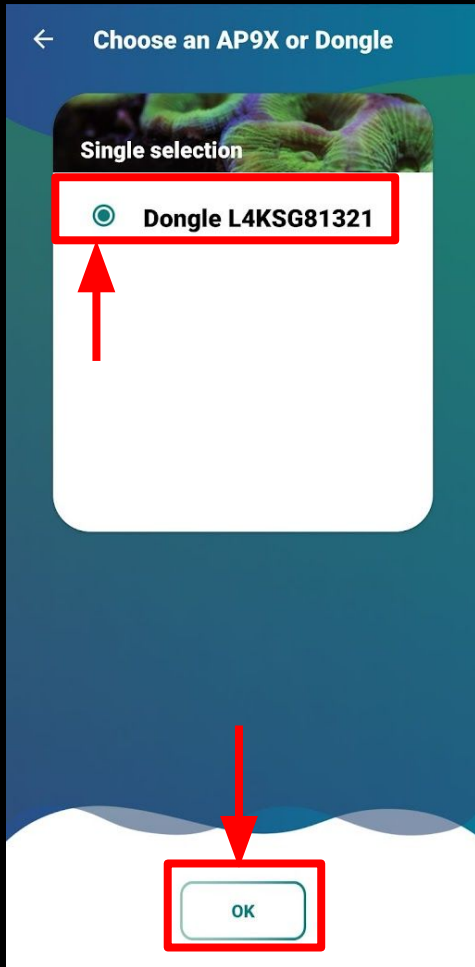
- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.



# QUICK RELOAD

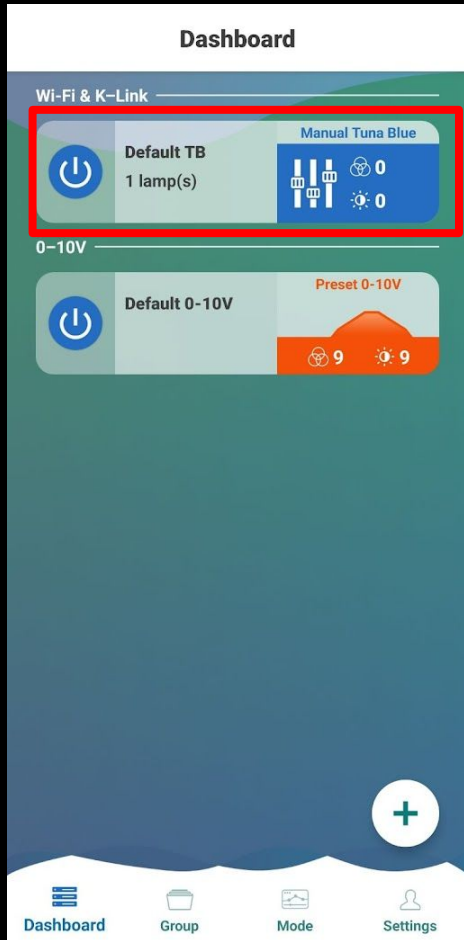


- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.
- Press “Quick Reload” again.



## QUICK RELOAD

- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.
- Press “Quick Reload” again.
- Once it loads, select the desired item if it displays. If you have multiple dongles, it does not matter which one you choose, but if you have one that has been failing to connect you can choose that dongle to force connection. Then press “OK” at the bottom of the screen.



## QUICK RELOAD

- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.
- Press “Quick Reload” again.
- Once it loads, select the desired item if it displays. If you have multiple AP9X units, it doesn’t matter which one you choose, but if you have one that has been failing to connect you can choose that unit to force the connection. Then press “OK” at the bottom of the screen.
- If the Quick Reload was successful, you should’ve been returned back to the dashboard, and see your Lamp(s) connected to their assigned groups.

# QUICK RELOAD

- If the quick reload didn't resolve the issue, you'll need to perform a WiFi reset. Continue reading for additional assistance.

**WiFi Reset**

# WiFi Reset

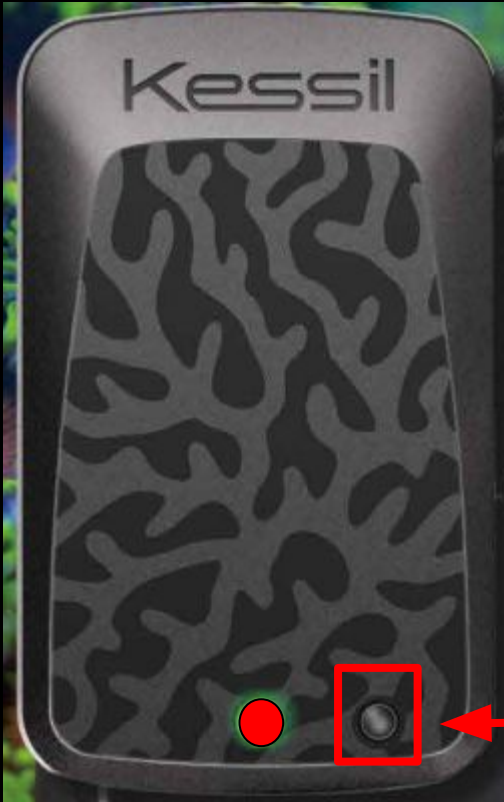
Use this feature if any of the following applies to you.

→ \*\*NOTE THAT THIS WILL NOT ERASE YOUR PROGRAMS\*\* ←

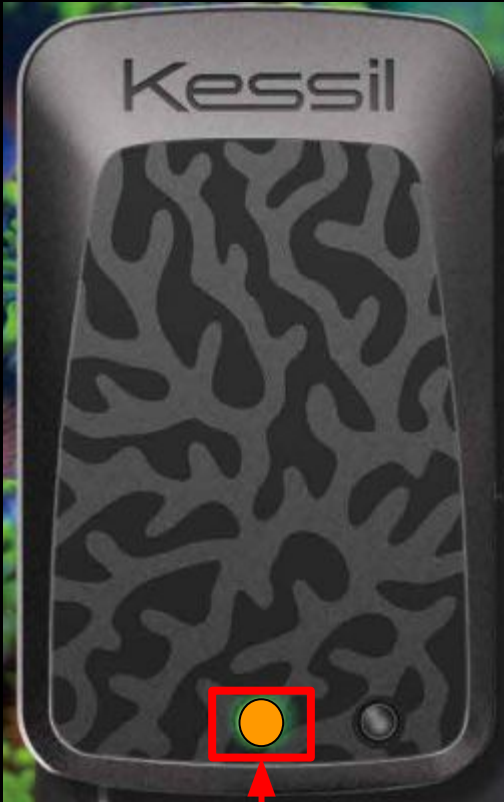
- If the indicator light is **RED**.
- Purchased/Setup a new router.
- Created a new network access point.
- If Quick Reload didn't resolve the problem.

## WiFi Reset

- While the dongle is plugged into the light. Press and hold the reset button for 3-seconds. You'll need a pen or paperclip in order to press this button down. If done properly, the indicator light will turn **red** at the 3-second mark.



## WiFi Reset



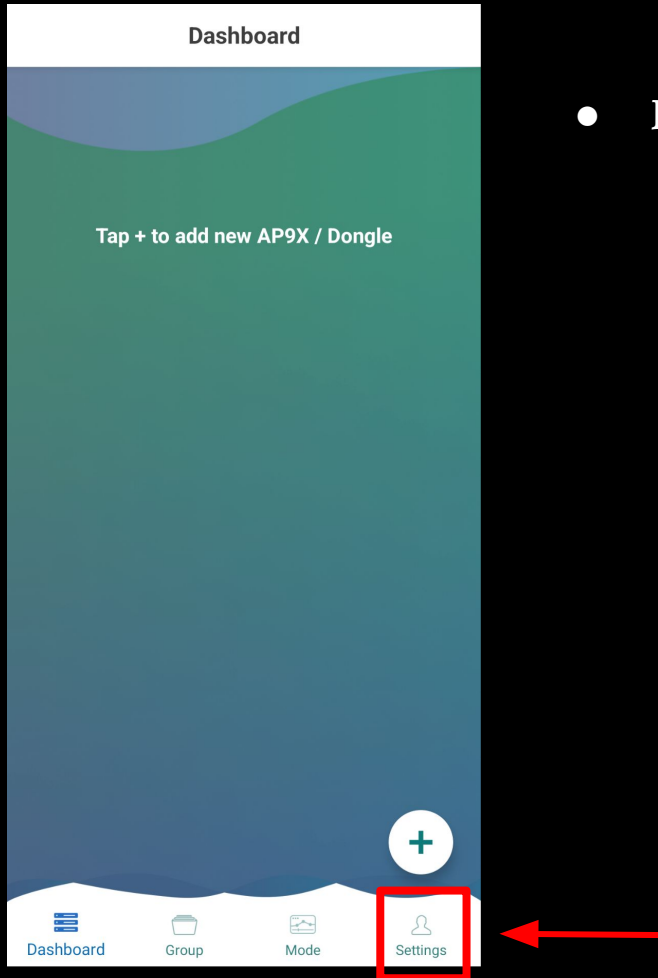
- While the dongle is plugged into the light. Press and hold the reset button for 3-seconds. You'll need a pen or paperclip in order to press this button down. If done properly, the indicator light will turn red at the 3-second mark.
- If the reset was successful, the indicator light should turn **orange**. If it is orange, proceed to the "Resetting The App" section for further instructions.



# RESETTING THE APP

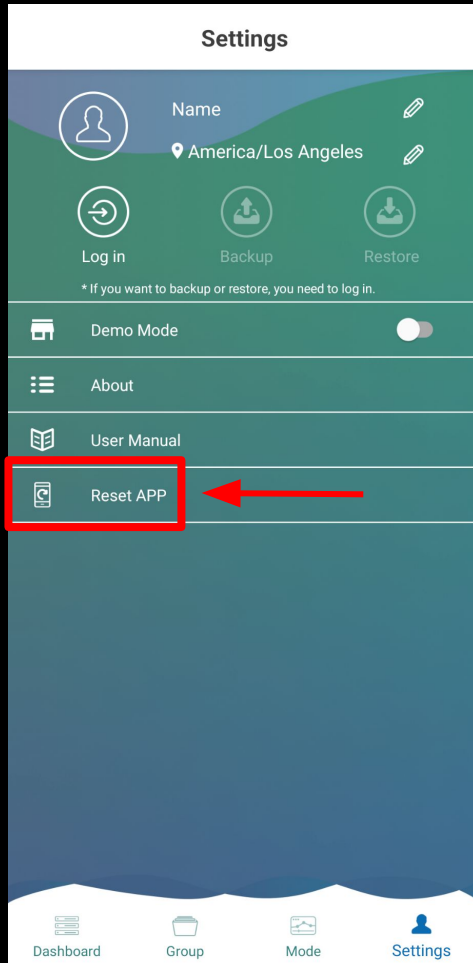
## RESETTING THE APP

- From the dashboard, press the “Settings” button.



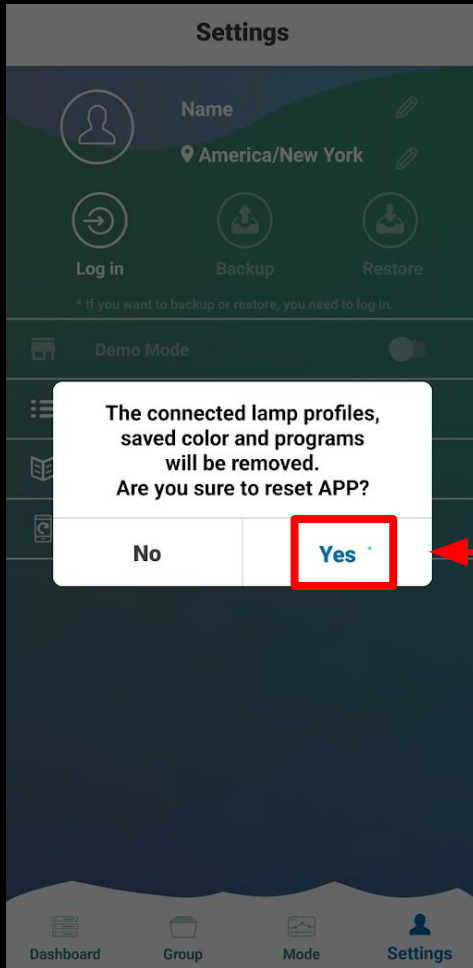
## RESETTING THE APP

- From the dashboard, press the “Settings” button.
- Press “Reset App”

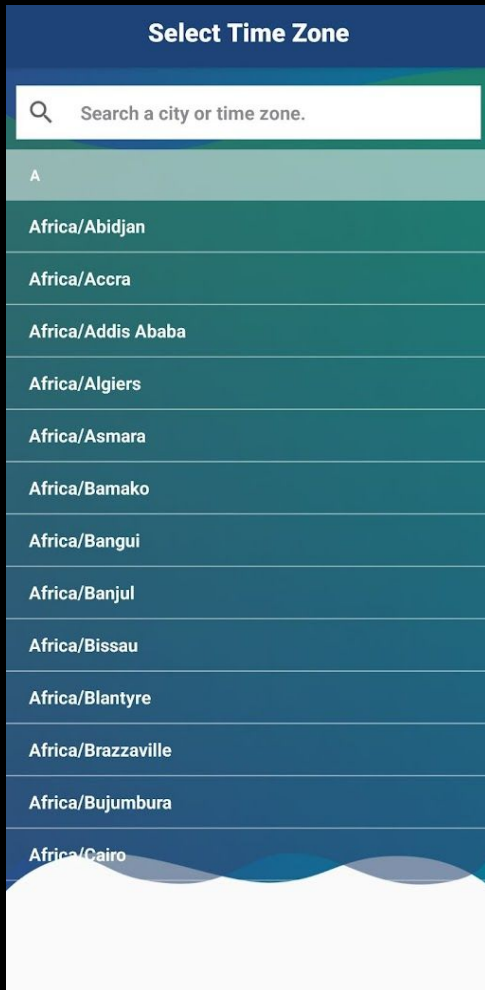


## RESETTING THE APP

- From the dashboard, press the “Settings” button.
- Press “Reset App”
- Press “Yes” that you acknowledge the settings will be removed. The main schedule is saved in the WiFi Dongle, so the programming will be preserved.

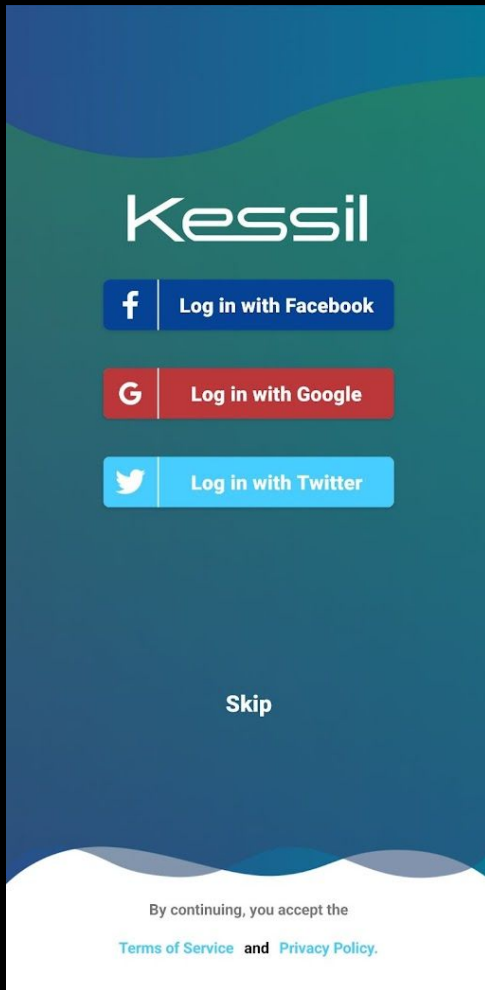


# APP SETUP



## App Setup

- After you reset the app, you'll need to select your time zone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.



## App Setup

- After you reset the app, you'll need to select your timezone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.
- Social Media logins allow you to back up your programs. This is not required and can be skipped if you like. If you want to backup your programs, log into a social media account of your choice.

## Choose Your Product



AP9X

\* AP9X can control all K-Link and 0-10V lights



WiFi Dongle

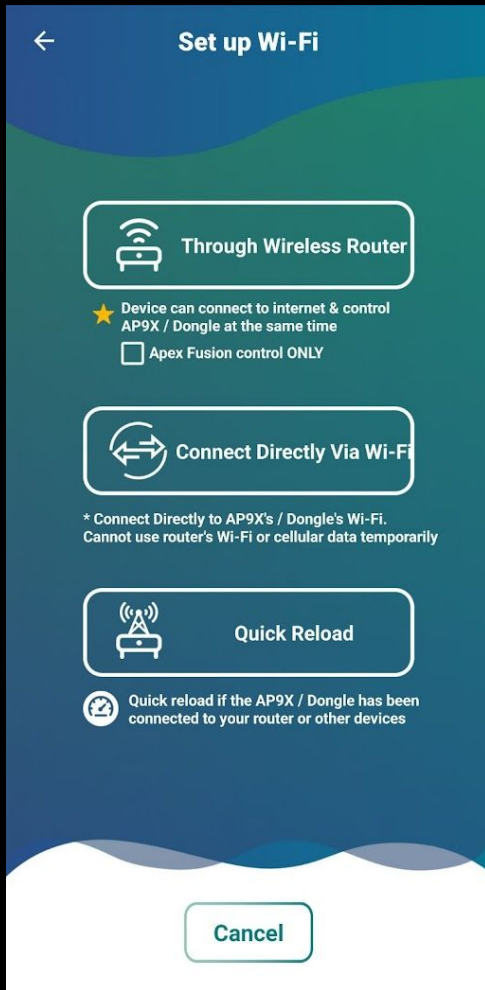
\* WiFi Dongle can control A500X / A360X lights

Cancel

## App Setup

- After you reset the app, you'll need to select your timezone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.
- Social Media logins allow you to back up your programs. This is not required and can be skipped if you like. If you want to backup your programs, log into a social media account of your choice.
- Select the desired product you wish to connect.





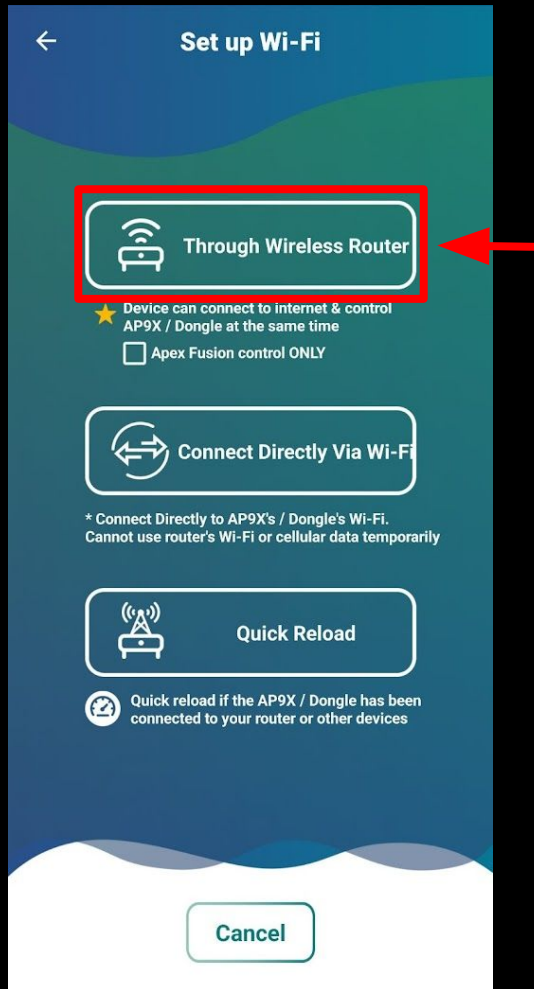
## App Setup

- After you reset the app, you'll need to select your timezone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.
- Social Media logins allow you to back up your programs. This is not required and can be skipped if you like. If you want to backup your programs, log into a social media account of your choice.
- Select the desired product you wish to connect.
- Choose your connection method. The first option uses your home router as an access point whereas the second option uses the Kessils network as the access point. Continue watching for instructions on how to perform each connection option depending on your choice.

**THROUGH WIRELESS  
ROUTER**

## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks\*\*




## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks\*\*
- If your indicator light is **purple**, it’s still booting up.

← Set up Wi-Fi

Step 1.1



Insert WiFi Dongle. Booting (purple indicator) may take up to 40 seconds.


Next

## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn **orange**.

← Set up Wi-Fi

Step 1.2

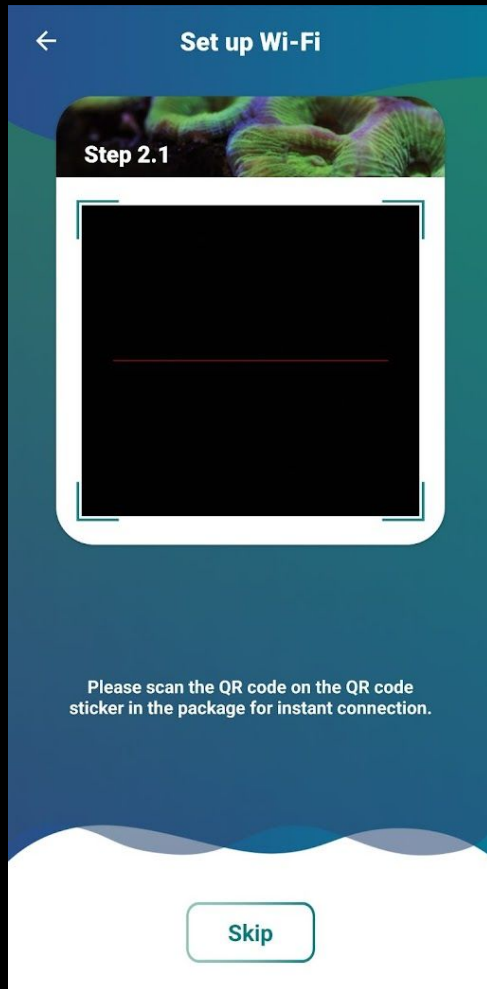


Make sure there is a solid orange light on the WiFi Dongle.

Next

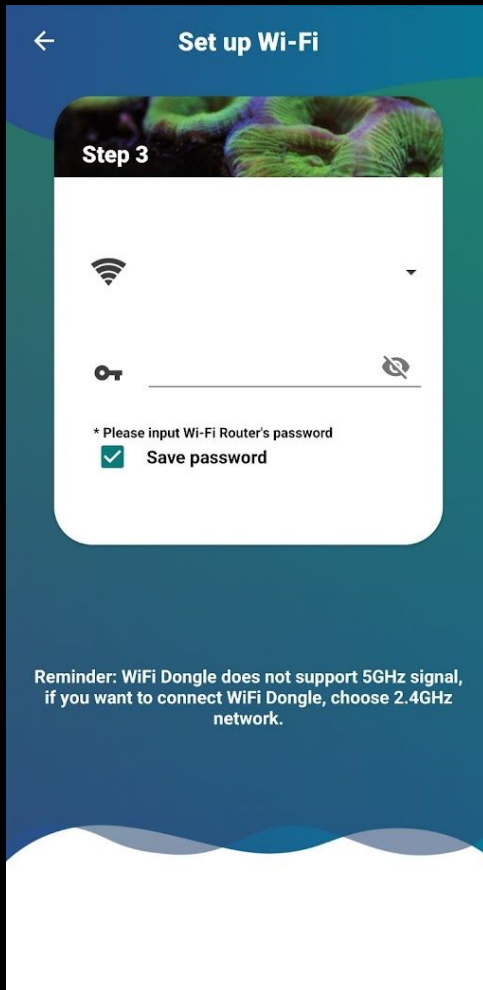
## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the WiFi Dongle packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.



## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the WiFi Dongle packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.
- Select your network from the drop down menu then input your home networks WiFi password. Once complete, press “Done” on your keyboard and continue.



## THROUGH WIRELESS ROUTER

### Set up Wi-Fi



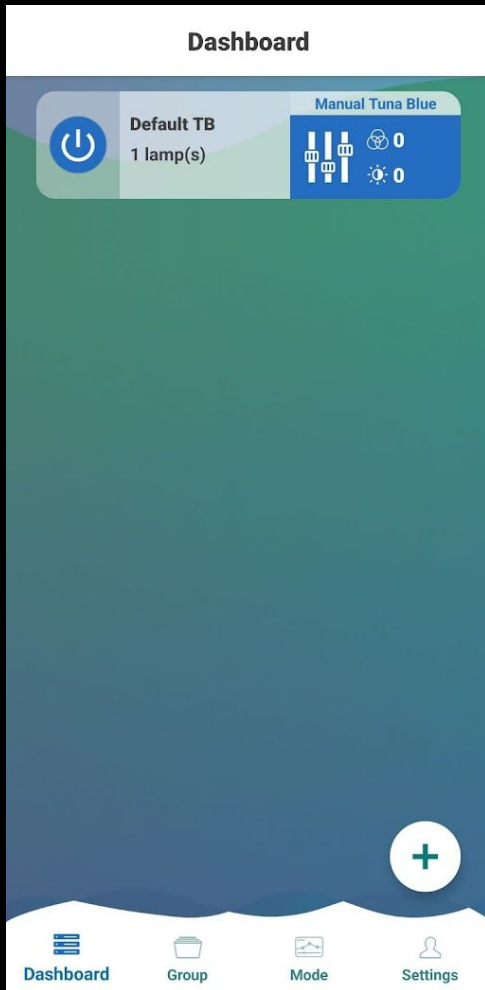
Indicator light will change from Red to Green.  
Click "Next" to proceed.

Wi-Fi disconnected.

Next

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the WiFi Dongle packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.
- Select your network from the drop down menu then input your home networks WiFi password. Once complete, press “Done” on your keyboard and continue.
- The indicator light will turn **green** once the connection is successful.





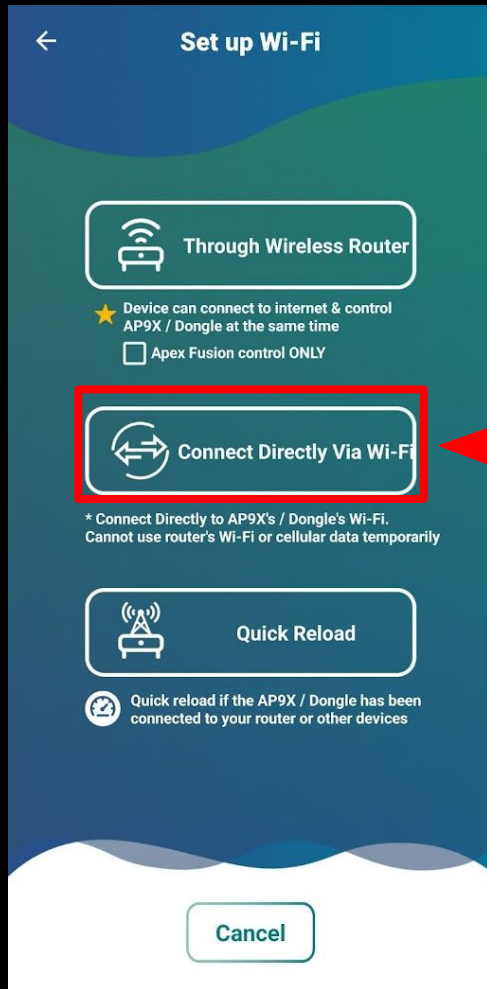
## THROUGH WIRELESS ROUTER

- If you see this screen afterwards.  
You're in!

**CONNECT DIRECTLY**  
**VIA Wi-Fi**

## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.




## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.
- If your indicator light is purple, it’s still booting up.

← Set up Wi-Fi

Step 1.1



Insert WiFi Dongle. Booting (purple indicator) may take up to 40 seconds.


Next

## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn **orange**.

← Set up Wi-Fi

Step 1.2

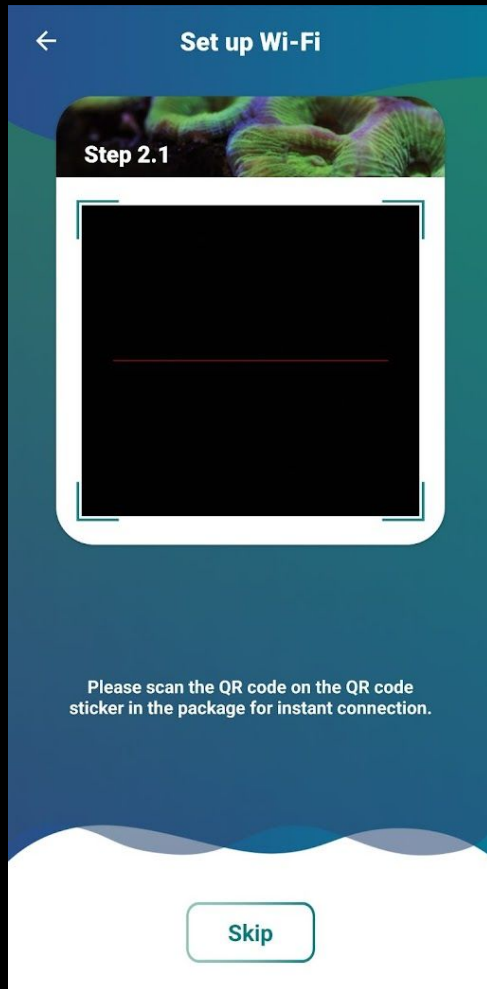


Make sure there is a solid orange light on the WiFi Dongle.

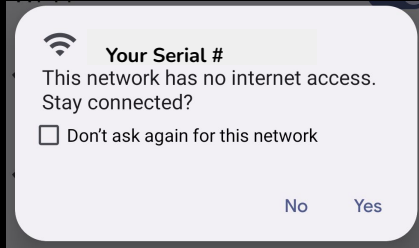
Next

## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the WiFi Dongle packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.

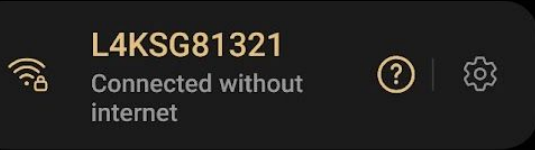


## Android Device



## CONNECT DIRECTLY VIA Wi-Fi

- Once connected to the Kessil network, it might say “Connected without internet” which is perfectly normal.
- If given a pop up indicating no internet, choose “Keep trying WiFi” (iOS) or “Stay Connected” (Android)



## iOS Device



## Set up Wi-Fi

Step 3



Make sure there is a solid blue light  
on the WiFi Dongle

Next

## CONNECT DIRECTLY VIA Wi-Fi

- Return to the app, your WiFi Dongle indicator light should now be **blue** and you can continue to the next step.



## Set up Wi-Fi

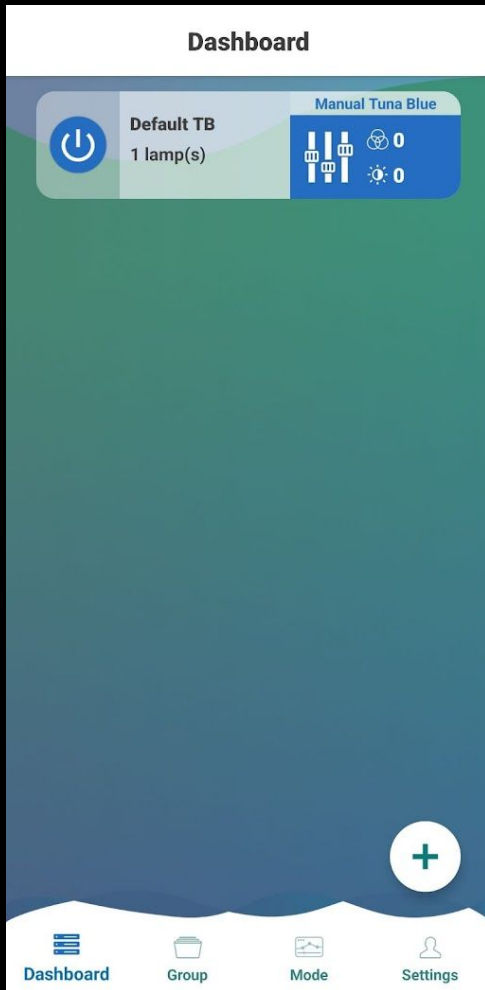
Done

Set up Additional AP9X

Set up Additional Dongle

## CONNECT DIRECTLY VIA Wi-Fi

- Return to the app, your WiFi Dongle indicator light should now be blue and you can continue to the next step.
- If you don't have any other Wi-Fi Dongles or AP9X to pair, press "Done".



## CONNECT DIRECTLY VIA Wi-Fi

- If you see this screen afterwards.  
You're in!

**Factory Reset**

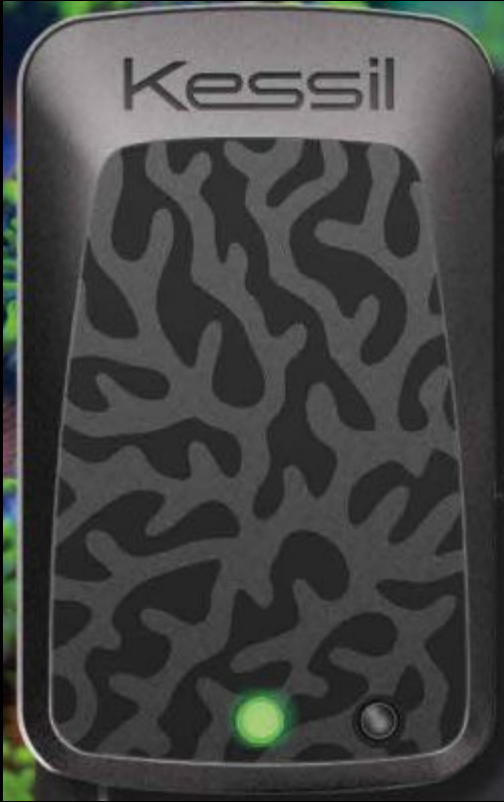
# Factory Reset

**\*\*NOTE THAT THIS WILL ERASE YOUR PROGRAMS. DON'T USE THIS UNTIL YOU'VE ATTEMPTED A QUICK RELOAD\*\***

Use this feature if any of the following applies to you.

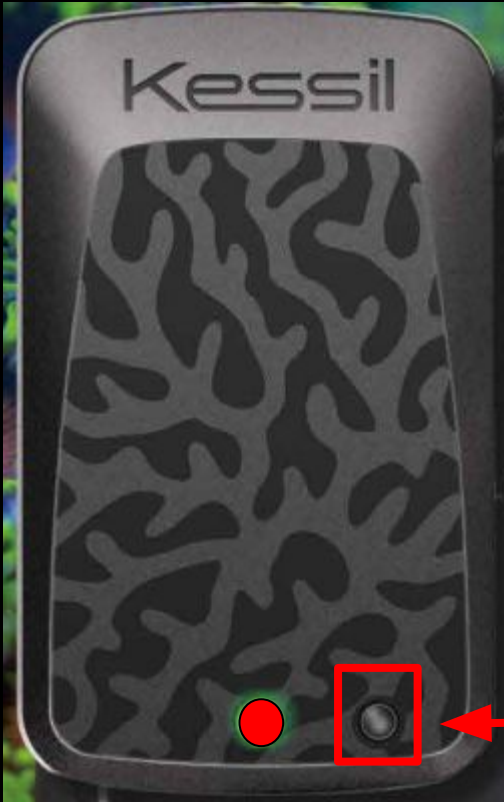
- If Quick Reload or WiFi Reset didn't resolve the problem.
- If directed to do so by a Kessil Customer Service Team Member

## Factory Reset



- Note: This is the last resort when a quick reset and wifi reset do not work.

## Factory Reset



- Note: This is the last resort when a quick reset and wifi reset do not work.
- While the dongle is plugged into the light. Press and hold the reset button for 10-seconds. You'll need a pen or paperclip in order to press this button down. If done properly, the indicator light will flash **red** at the 10-second mark.

## Factory Reset



- If the reset was successful, the WiFi dongle will reboot, and display a **purple** light while it boots up. Once booted, the indicator light should turn **orange**.



- If the Dongle indicator light turns **orange** after the reset, your dongle is ready to be setup. Refer back to the “Resetting the app” section, and follow those instructions.

If you have any questions about anything or you're still unable to connect to your WiFi Dongle, please email us at [Kessil@Kessil.com](mailto:Kessil@Kessil.com) with a screenshot of where you get stuck. We'll be more than happy to help!