



Lightcloud®

# Troubleshooting Guide

Lightcloud Blue Application

Troubleshooting Trees

Process Charts

**RAB®**

# Getting Started

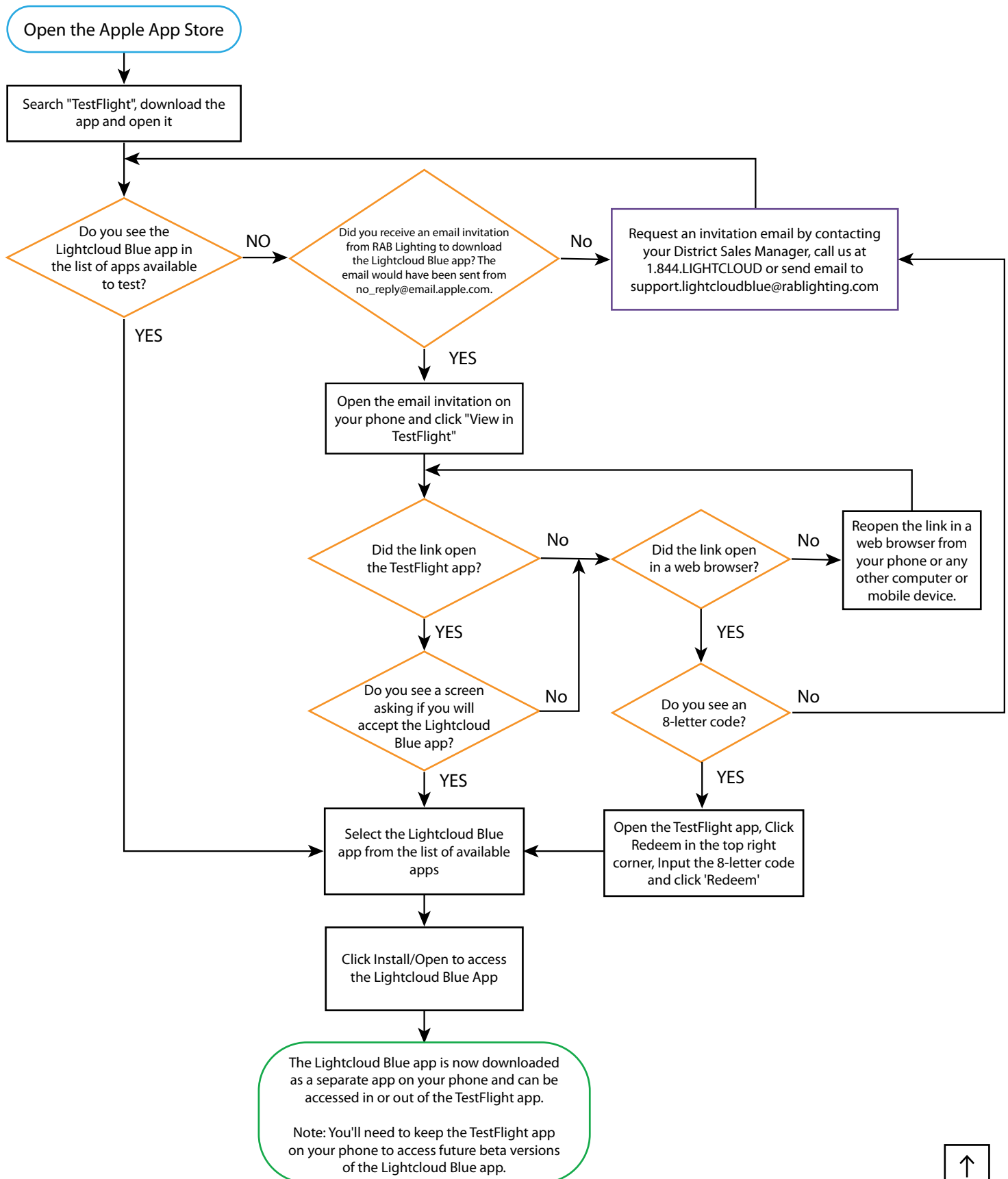
The Lightcloud Blue mobile app is a simple intuitive app that allows you to control your Lightcloud Blue-enabled devices. Each device has it's own unique features and capabilities. The enclosed pages include easy to follow decision trees to help users get answers to the most common user questions.

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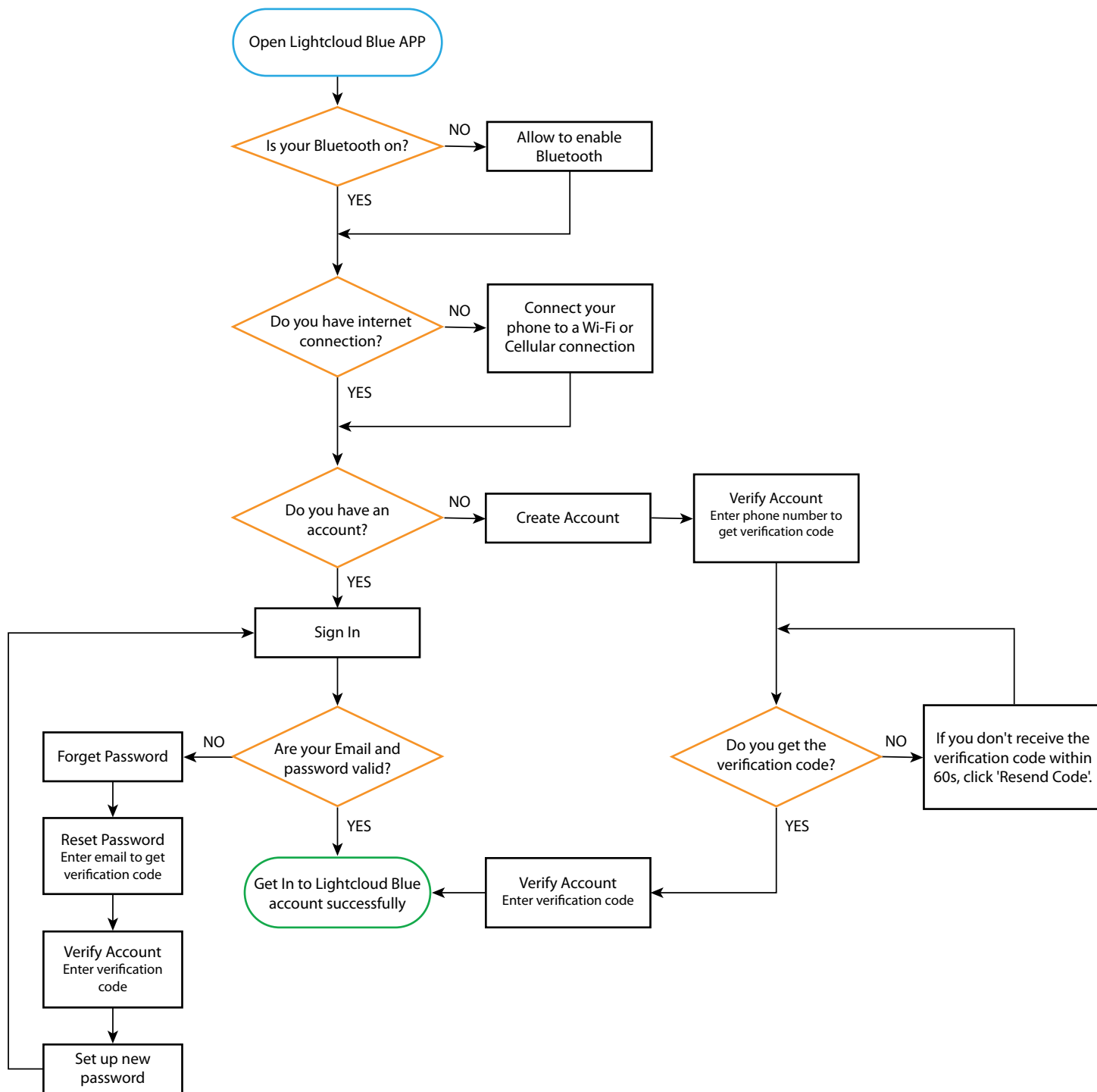
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# Accessing Lightcloud Blue App through TestFlight



# Lightcloud Blue App Login Process

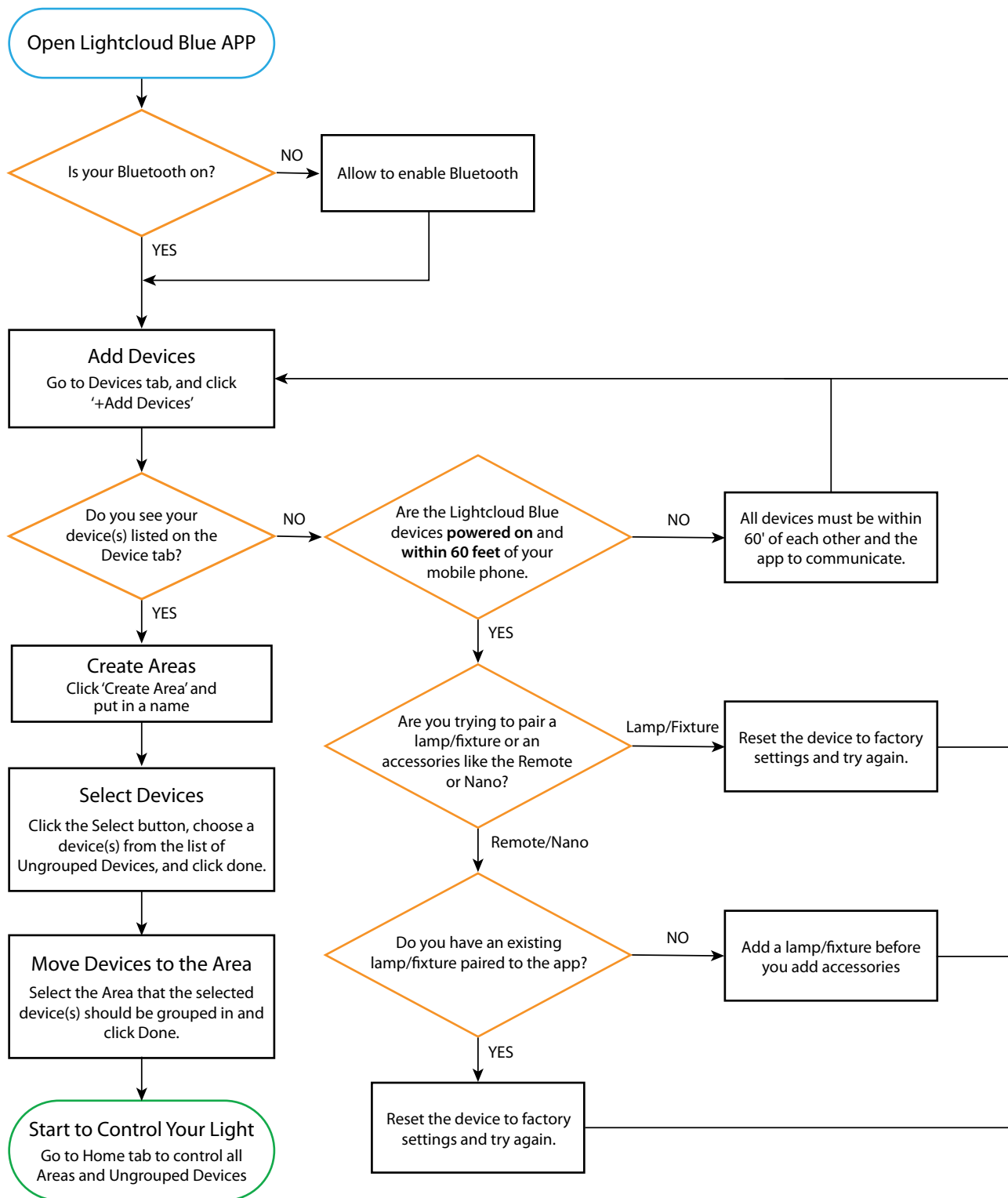


If issues persist, contact RAB Customer Support for further evaluation 1.844.LIGHTCLOUD or email at [support.lightcloudblue@rablighting.com](mailto:support.lightcloudblue@rablighting.com)

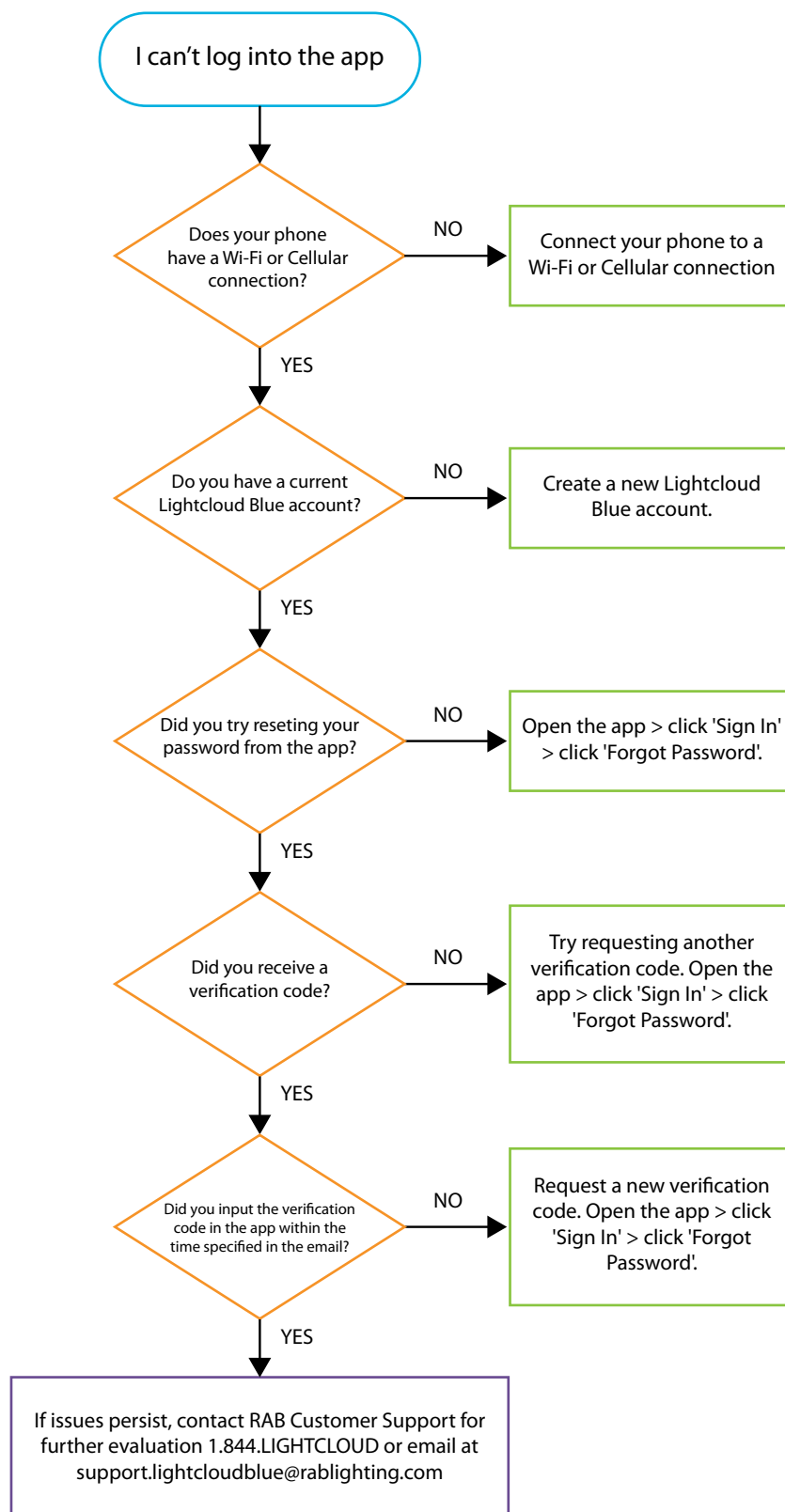


# Getting Started Process : Add Devices, Create Areas

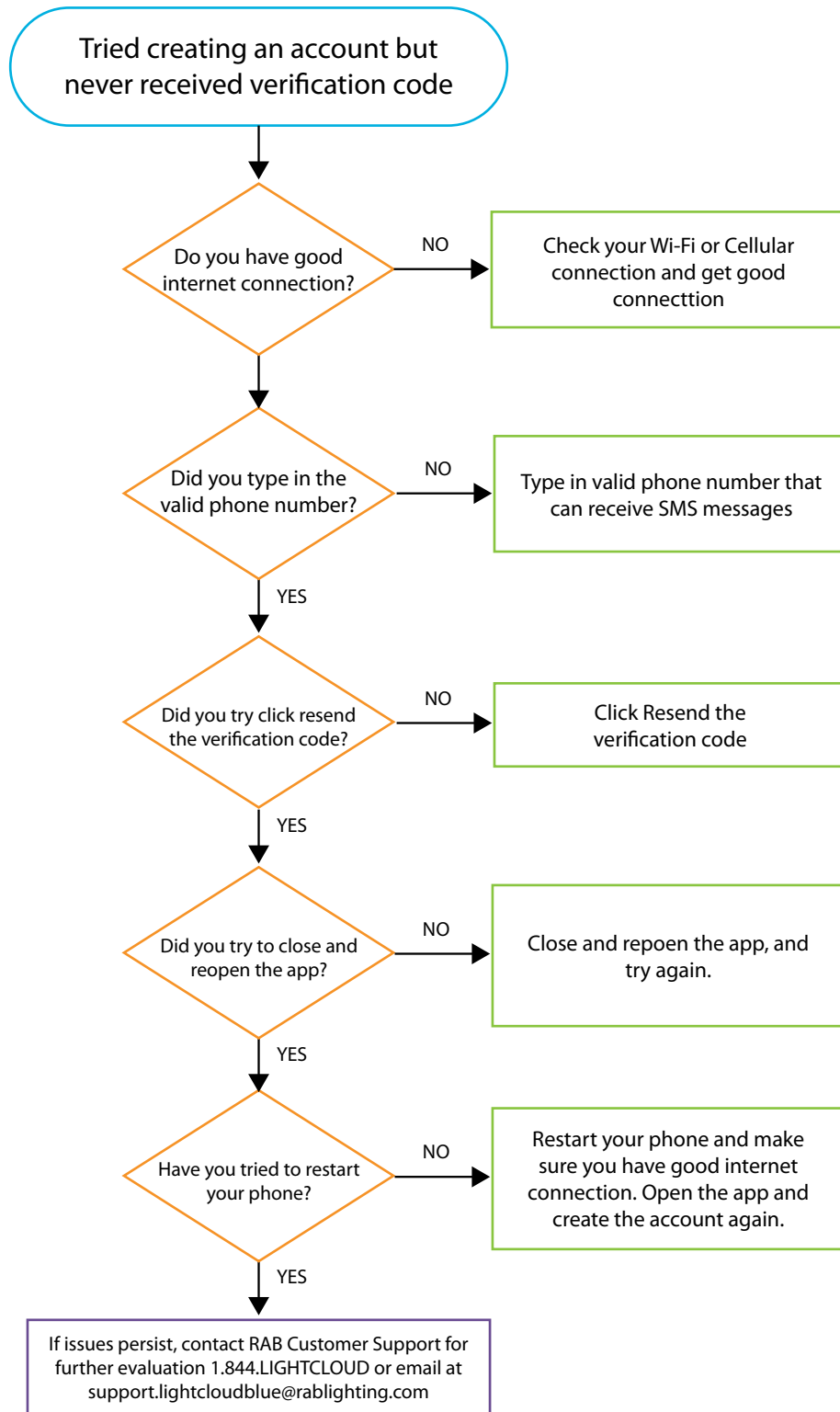
Precondition: You already have an account and log in. ( See P.1 Lightcloud Blue App Login Process )



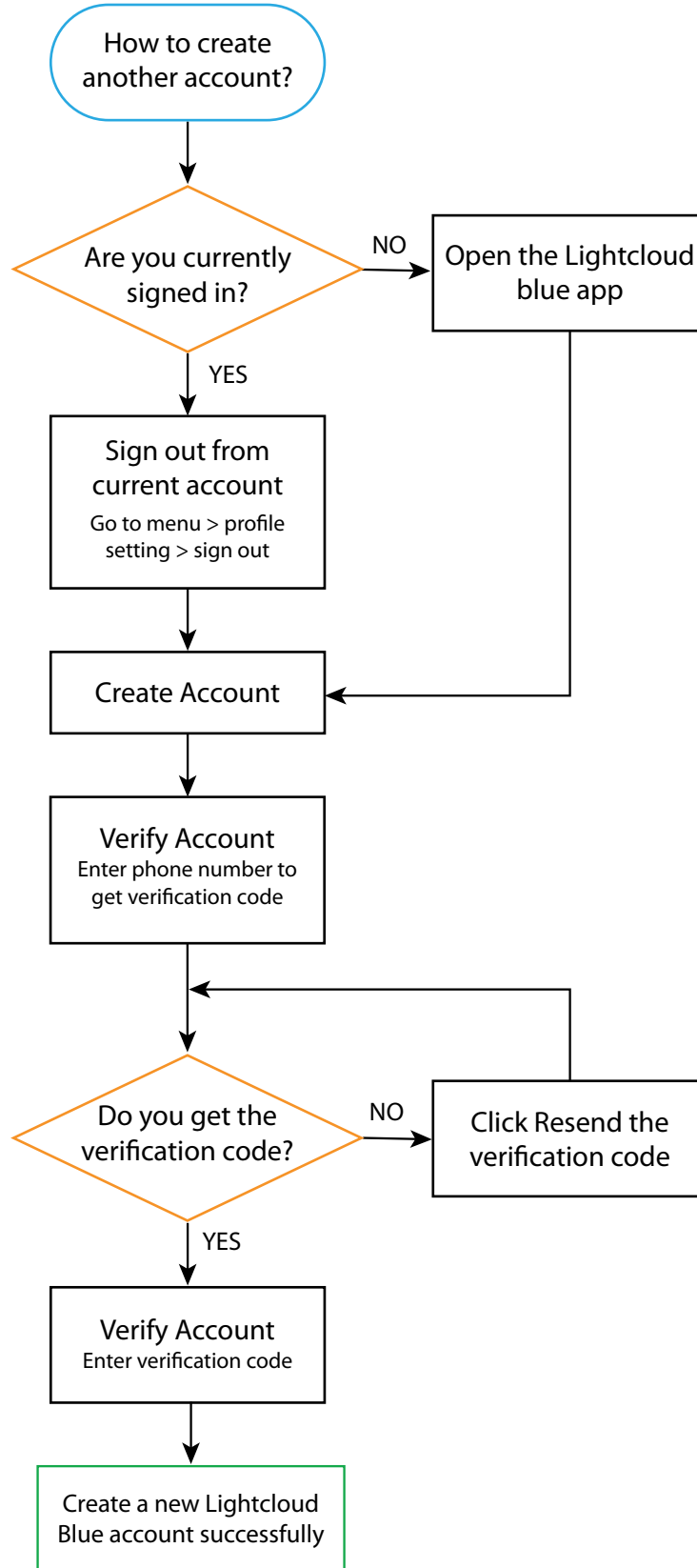
# I can't log into the app



# Tried creating an account but never received verification code

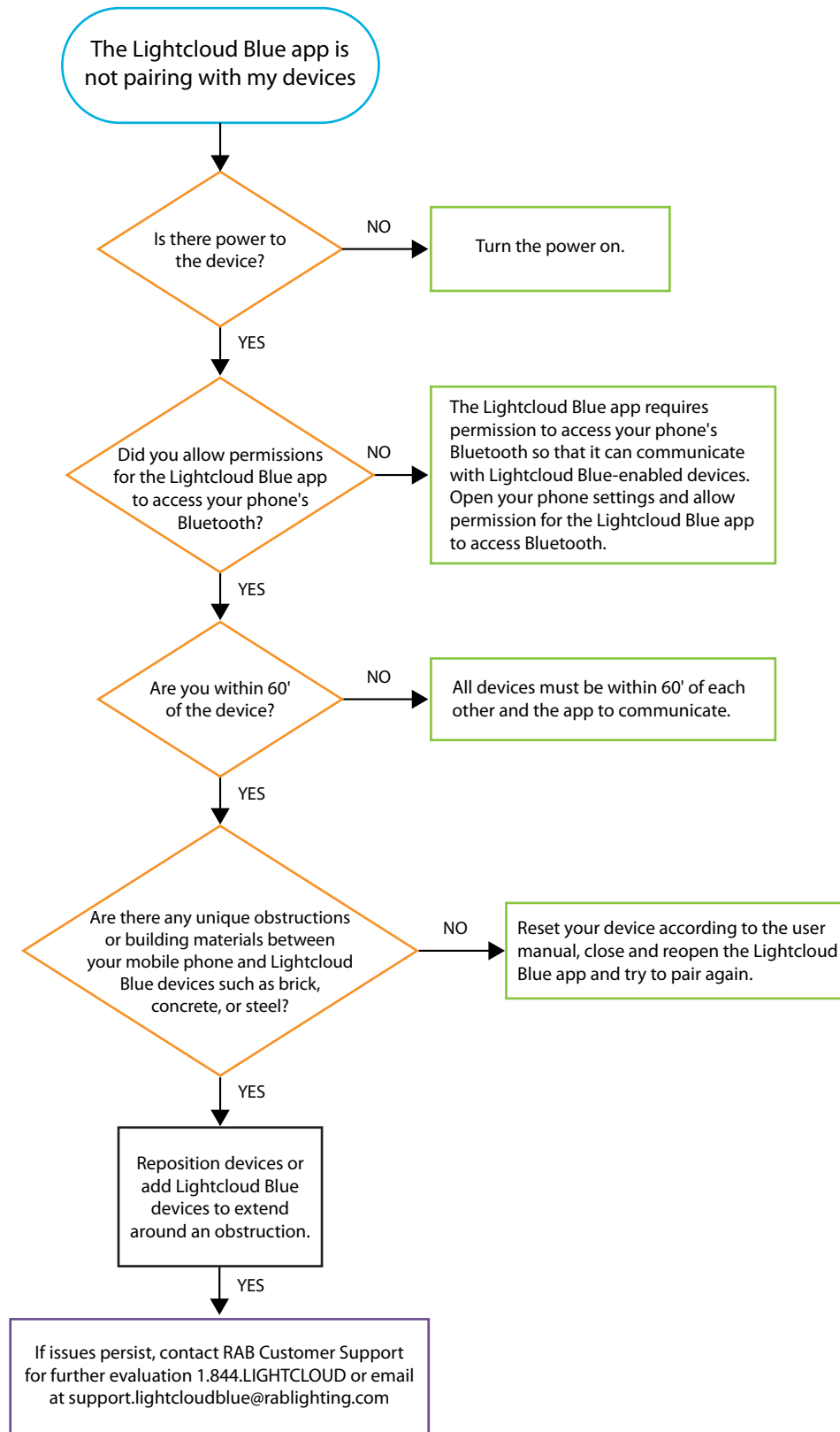


# How to create another account?

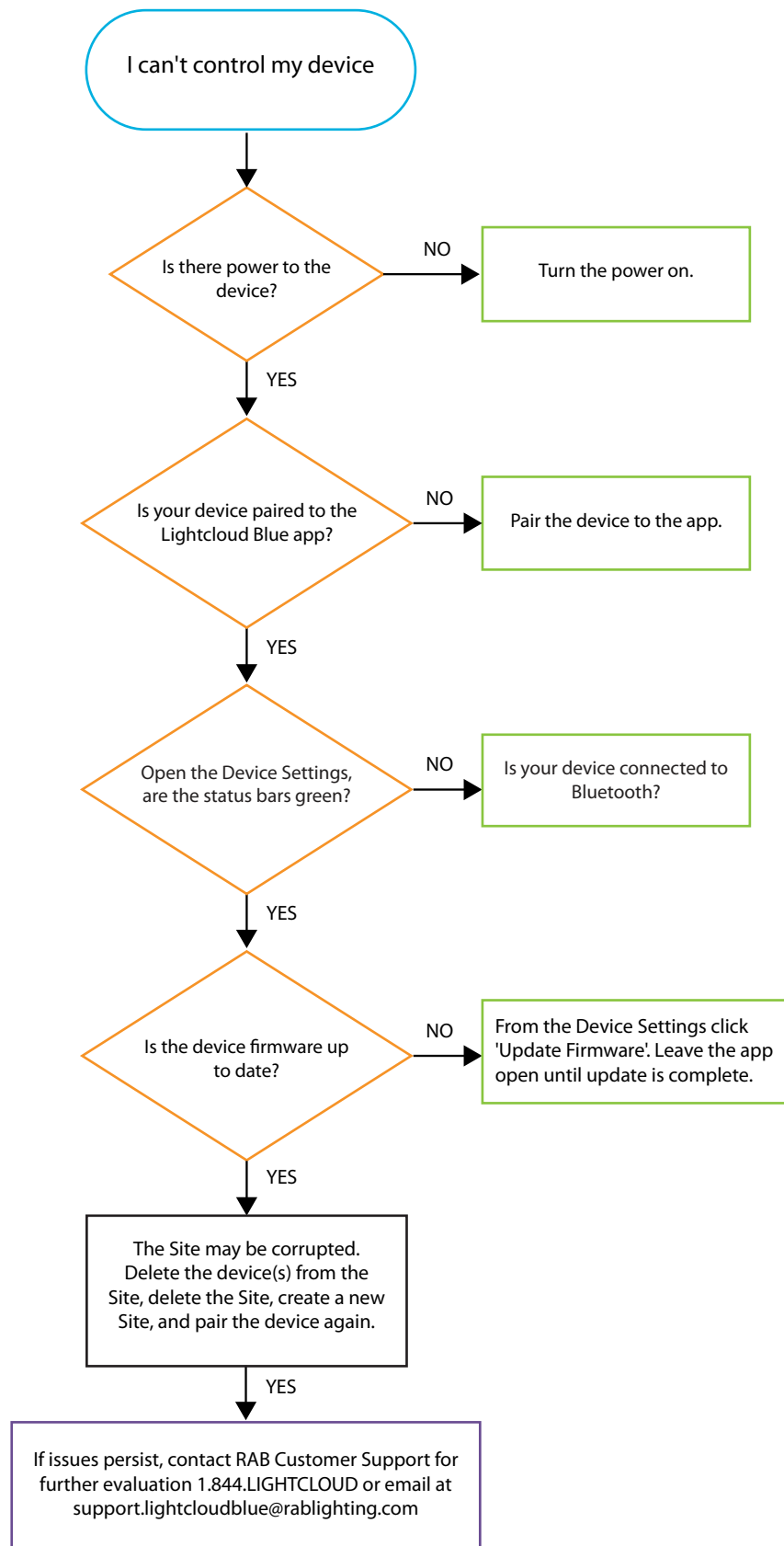




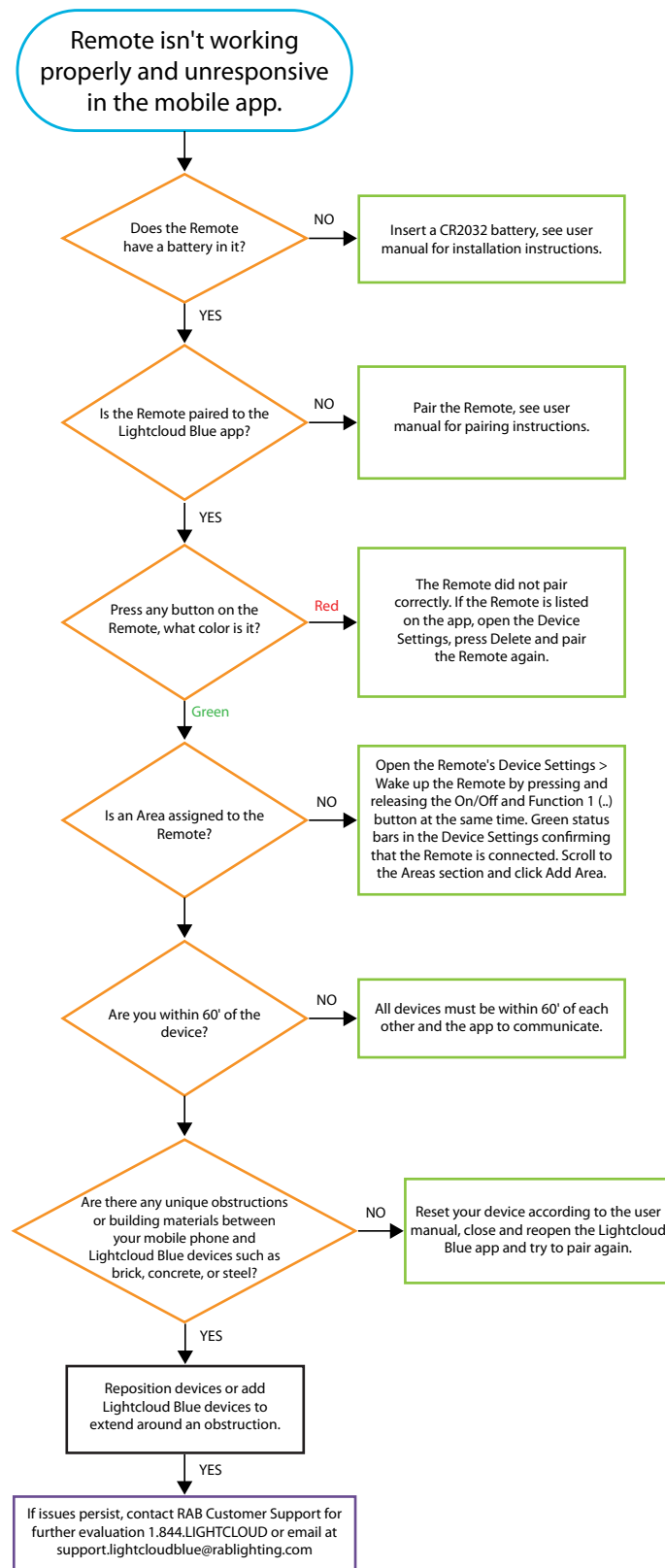
# The app is not pairing with my devices



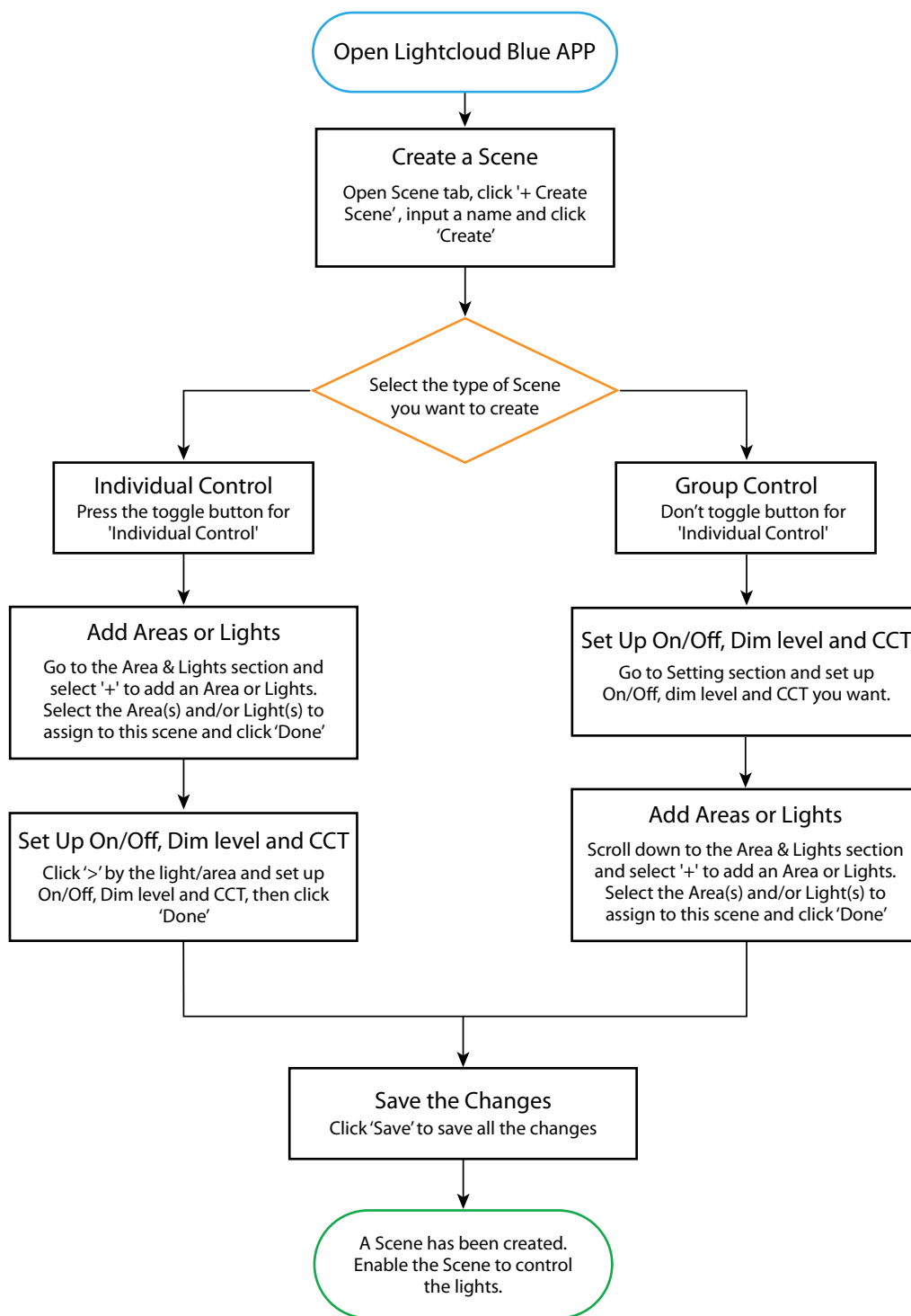
# I can't control my device



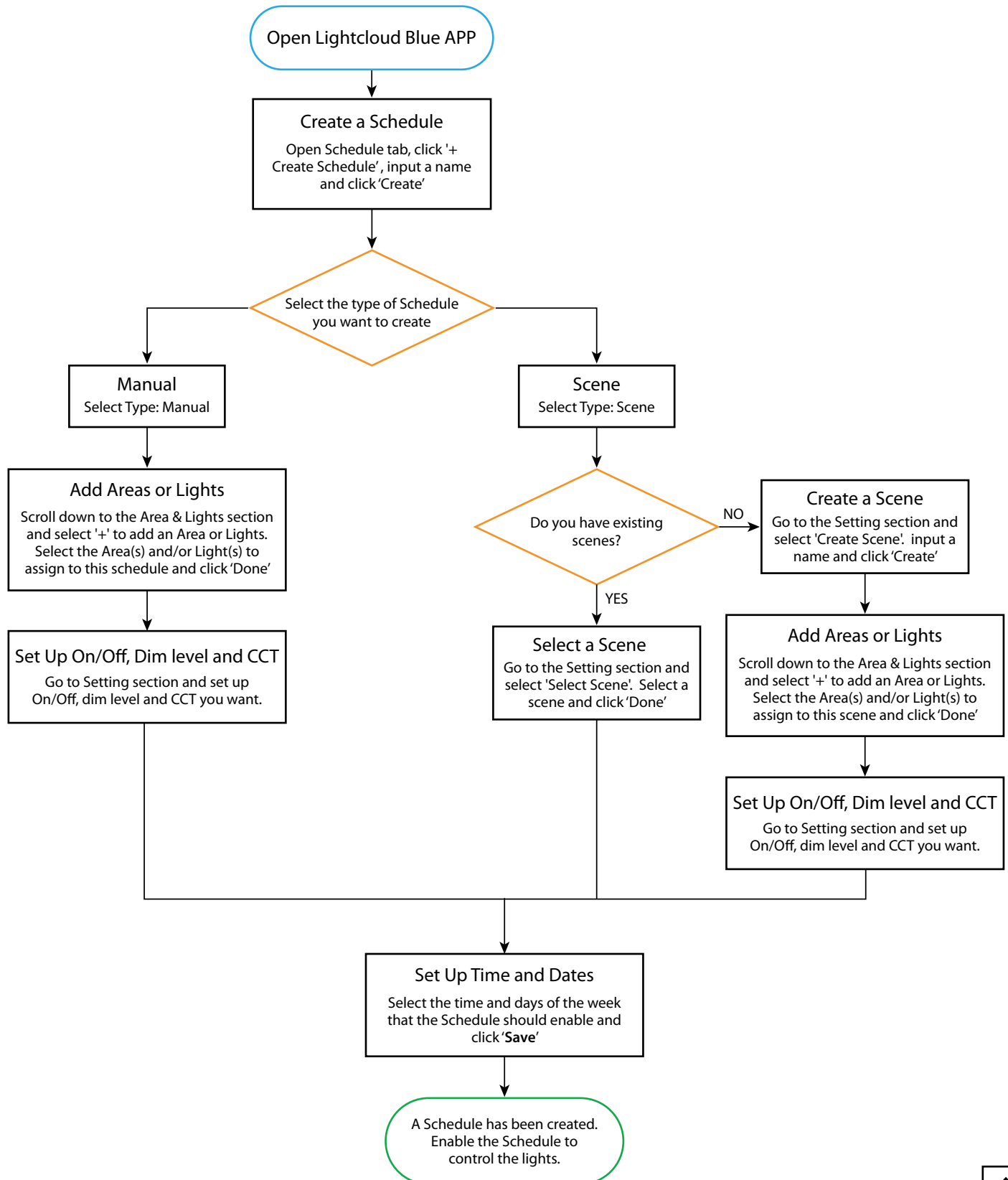
# Remote isn't working properly and unresponsive in the mobile app



# Create a Scene Process

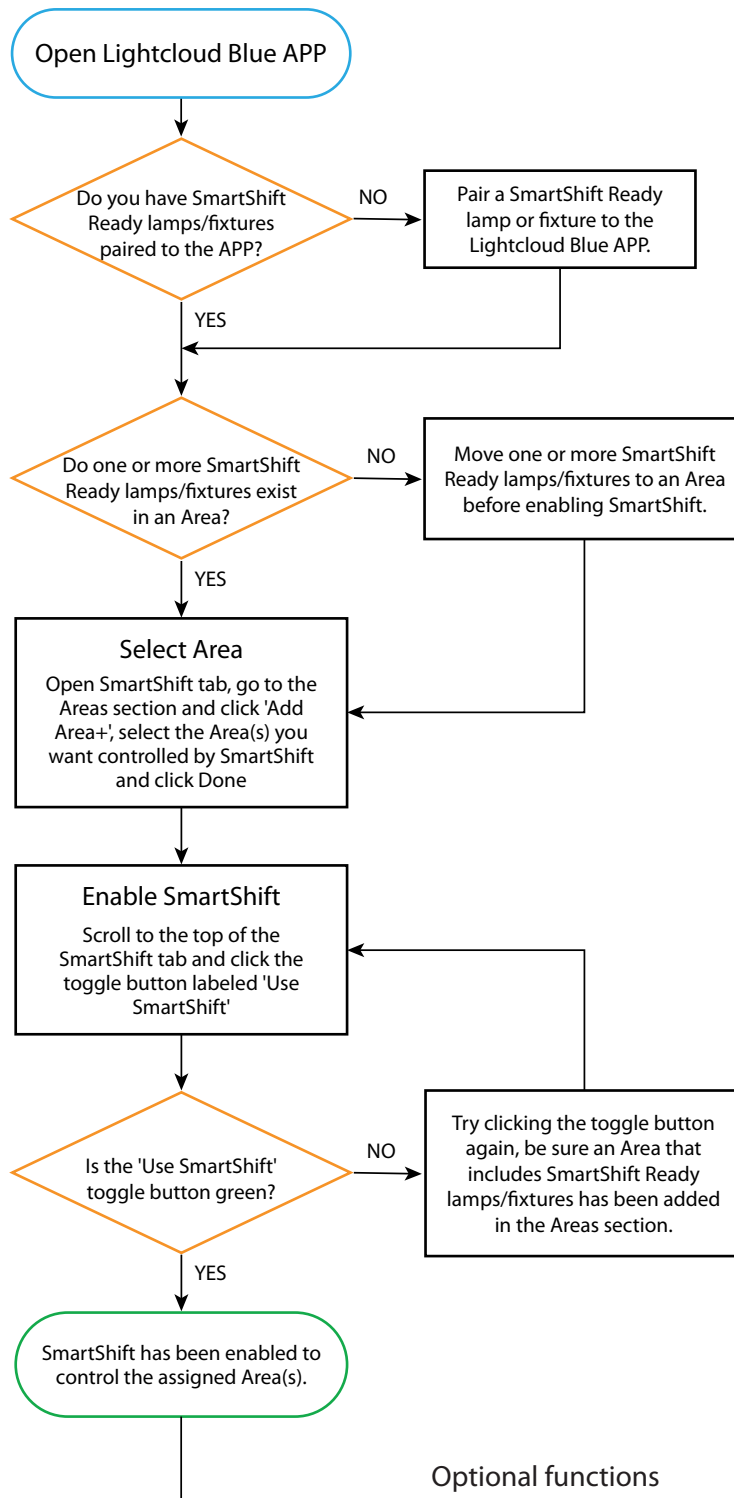


# Create a Schedule Process



# Using SmartShift Process

A different Time Zone can only be selected when a Lightcloud Blue Nano has been added to the Site. If no Nano has been added to the Site then the Time Zone will match the settings on your mobile device.



## Use Automatic Dimming

### Enable Auto Dimming

Scroll to the top of the SmartShift tab and click the toggle button labeled 'Use Automatic Dimming'

## Use On/Off Schedule

### Set Up On/Off time

Scroll to the top of the SmartShift tab and click the button labeled 'On Time' and/or 'Off Time'. Select the desired time that the devices in the assigned Area(s) should turn on and click Done.

### Enable Scheduled

Scroll to the top of the SmartShift tab and click the toggle button labeled 'Scheduled'

An On/Off Schedule has been enabled to control the assigned Area(s).





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WE'RE HERE TO HELP:

**1 (844) LIGHTCLOUD**

1 (844) 544-4825

[Support.LightcloudBlue@rablighting.com](mailto:Support.LightcloudBlue@rablighting.com)



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