

# Troubleshooting Guide

Problem	Possible Cause
My Hubspace device is not connecting to Wi-Fi.	Make sure your device is connected to a power source. • Your Internet connection or Wi-Fi network may be down.
My device cannot find any Wi-Fi networks.	Make sure you have a 2.4GHz capable Wi-Fi network within range of the device you are trying to add.
My device is in a location that does not have Wi-Fi. Can I still use it with the Hubspace app?	Yes: Use the app on a phone with an Internet connection like LTE. The phone must be within Bluetooth range of your Hubspace device.
I cannot find the QR code.	Look for it where other stickers are on the product. A copy of the QR code is also included in your device's documentation.
The QR code has become damaged. How do I add the device?	Under the QR code are numbers. You can enter those in manually instead of scanning the code.
How do I reset the device?	Remove the device from your account, then add it back. Devices also reset when they transfer to a new account.
A device is on another account. How do I transfer it?	Scan the QR code and it will transfer to your account.
My device is offline for long periods of time.	Make sure your Wi-Fi signal strength is sufficient. You may need to move your router, use mesh Wi-Fi, or Wi-Fi extenders.
The device is on and I scanned the QR code, but the app cannot connect to it.	Turn off Bluetooth on your phone and turn it back on. Then, scan the QR code.
Can I scan the same QR code to add multiple products?	No. Each product has a unique QR code.
All of the lights fail to work.	<ul style="list-style-type: none"> <li>• Verify that the transformer power is on.</li> <li>• Check for a loose cable connection at the transformer.</li> <li>• Check if the circuit breaker is OFF.</li> </ul>
Only some lights work.	<ul style="list-style-type: none"> <li>• Check the connector to make sure the wire barbs have pierced the landscape cable.</li> <li>• Halogen or incandescent bulbs (if applicable) can be burned out. Use caution as the Bulb can be hot.</li> </ul>

Press the button, the LED light is on, and also the fixtures are on. Press button again, the LED light is off, and fixtures also are off.

Status of the LED light	Definition	Possible Cause
LED on	There is voltage output and the fixtures are on.	\
LED off	There is no voltage output and the fixture are off.	\
LED flash	The loading is over limitation power or short circuit.	fter troubleshooting, you need to press the button again, and the product will resume normal operation.

**Note:** When installing the fixture, the button LED light must be turned off to avoid the risk of electric shock.