



## **TROUBLESHOOTING CHECK LIST:**

### **iPhone & iPad Devices**

#### Unable to Connect to WiFi

1. If you have been able to set up your Smart Tank™ account and connect to “koller” network but unable to connect to your Wi-Fi Router, receiving error message “Unable to connect to Wi-Fi”. Please follow the steps below to enable WiFi Connection. (Please note that a future update will change the name “koller” for the network name to “Smart Tank”).
2. Your wireless router uses radio frequencies to transmit internet to your Wi-Fi-connected devices like smartphones, laptops, tablets and more. There are two differences between 2.4 GHz and 5 GHz; 2.4 GHz has more range and the 5 GHz has more speed for larger data size. Your Smart Tank™ device uses the 2.4 GHz bandwidth only.

Step 1. Confirm your phone or tablet has the latest software version.

- Go to Settings
- Select “About”
- Confirm Software Version is latest and up to date

Step 2. Make sure you are standing within 10 feet and direct eyesight of the Smart Tank aquarium with your iPhone or iPad. For best results during set up, the closer you are to your Smart Tank aquarium provides quicker and better connection.

Step 3. Log into your WiFi account i.e. Verizon, Comcast, AT&T or other. Alternatively, consult your router’s user manual for information regarding radio activation.

- Most new routers are dual-band (within the last two to three years); you can set it to transmit at both frequencies concurrently. Please check that both radios are turned on.
  - In some cases, you may have to reset (reboot) your router. A router reboot could be one of the first things you need to try if you are having connectivity issues.
  - Another issue may be the placement of the Smart Tank does not have a good signal strength from your router. You can use your Smart Phone to determine this, by placing your Smart Phone in the same location as your Smart Tank device.
    - ✓ Go to Settings, Wi-Fi, and determine how many bars your phone is showing for your router. If you are only showing 1 or 2 bars you will likely need to add a Wi-Fi extender to increase signal strength for the device. Please note 3 bars can be problematic and 4 or 5 bars are ideal.
    - ✓ You can check with your internet service provider on options for getting more signal strength to the device.
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## Failure Pairing Your Phone/Tablet to Smart Tank™ Light (Device)

1. As you are pairing, your phone to the Smart Tank light and the connection fails, you receive an alert, “There was a problem”, go ahead and perform a hard reset on the light.
  2. Turn the light hood over and locate the reset button on the side of the light, (the video link will show the location of the reset button if you have difficulty finding it).
  3. Using a small screwdriver or end of a paper clip, insert it and press inward on the reset button for 5 seconds.
  4. Release reset button when Light becomes solid red.
  5. Once Light is reset, it will blink yellow slowly.
  6. Press “Pair Smart Tank™” on your phone and continue with the set up process.
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## WiFi Connection “Offline” How to Reconnect

1. Go to Phone/Tablet “Setting” > tap on WiFi network > enable WiFi.
  2. Return to Smart Tank™ app “Temperature > confirm “Water Temperature” display is functioning and tank’s water temperature is displayed.
  3. If “Water Temperature” is not displayed repeat Step 1 again.
  4. If “Tank offline” warning appears, check phone/tablet and confirm WiFi is connected and turned on.
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## How to Delete and Add New Email Address

1. Go to your phone or tablet and locate “Reset Tank”, click on “Reset”.
  2. Scroll to “Name” and add new name
  3. Proceed to Email and Password.
  4. Enter information, adding new email address and password
  5. Proceed to “Pair Smart Tank™”. Turn Aquarium Light on and press “Pair Smart Tank”. LED light will begin blinking rapidly.
  6. Press “Pair Smart Tank™” on your phone.
  7. Once paired successfully, Smart Tank™ will blink once with a solid color to confirm successful pairing.
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## How to Reset Smart Tank Light on Your iPhone or iPad

1. On your phone or tablet go to “Reset”. Click on “Reset”.
2. Scroll to “Name, Email and Password, each will be blank now. Enter information.
3. On your phone or tablet go to “Pairing Your Phone to Smart Tank™”.
4. Confirm aquarium light is plugged into electrical outlet.
5. Turn the light hood over and locate the reset button on the side of the light, (the video link will show the location of the reset button if you have difficulty finding it).
6. Using a small screwdriver or end of a paper clip, insert it and press inward on the reset button for 5 seconds.
7. Release reset button when Smart Tank™ light becomes solid red.
8. Once Smart Tank™ light is reset, it will blink yellow slowly.
9. Press “Pair Smart Tank™” on your phone/tablet and continue with set up process.
10. Once paired successfully, Smart Tank™ will blink once with a solid color to confirm successful pairing.
11. Continue to setting up Smart Tank™ app.