

SMART HOME

Troubleshooting



What if I don't receive a verification code when creating an account in the JascoPro app?

Check your spam or junk folder. If you're using a business email address, the company's firewall may block the message. A personal email address is recommended.

Why does the app need my phone's location?

Location is used for several features, including:

- Pairing devices.
- SmartCycle settings.
- Sunset/sunrise scheduling.
- Automations when leaving and arriving home (geofencing).
- Weather information.

Why does the app need access to the phone's camera?

The phone's camera is necessary to scan QR codes to pair Matter-enabled devices. To personalize device and group images, camera or photo album access is required.

What is the correct order of steps for system setup?

- Download the JascoPro app.
- Create an account for customer.
- Identify location of the home.
- Create rooms.
- Add devices via enrollment QR code
- Create scenes.
- Assign scenes to keypad buttons.

When adding a device to the system, what will the app prompt you to do?

Enter the network password for the first device, then, confirm the password for all other products.

What can I do if my device won't connect?

- Check to make sure your modem and router are functioning properly. Reset if needed.
- Enable Bluetooth — the app uses Bluetooth to discover and transfer network information directly to the device.
- Confirm pairing mode — the indicator LED flashes quickly when in pairing mode.
- Verify 2.4GHz network — Wi-Fi devices require a 2.4GHz wireless network.
- Test Wi-Fi strength — tap the “test Wi-Fi connection” button near the smart device to confirm the signal is strong enough to support pairing.

What should I do if the device isn't in pairing mode?

The devices do not automatically activate pairing mode. To trigger pairing mode, use the following steps.

- In-wall devices — press programming button on the yoke until the LED indicator flashes.
- Bulbs, downlights and surface-mount lights — start with the switch in the ON position, cycle the power OFF and ON five times. Pause briefly between each flip of the switch and finish with power ON.

How do I know if I'm using a 2.4GHz Wi-Fi network?

Verify the phone you're using to pair the devices is connected to the home's 2.4GHz network.

How do I scan the Matter QR code?

Press + or “add a device” in the app. Tap the scanner icon in the upper-right corner of the screen. Aim your camera at the QR code on the code sheet, product or packaging.

What do you do if you can't find the QR code enrollment sheet?

Locate additional QR codes on the devices or packaging.

What should I do if a device doesn't enroll after scanning the QR code?

- Confirm the device isn't already enrolled.
- Verify you are within Bluetooth range of the device. You should be in the same room and able to see the device.
- Ensure there is adequate Wi-Fi signal at the device. If your phone disconnects from Wi-Fi, the device likely isn't receiving a strong enough signal.

How can I use a JascoPro Wi-Fi bulb with a JascoPro in-wall device?

- After both are installed, open settings for the in-wall device in the JascoPro app.
- Tap “manual switch control.”
- Select “smart bulb.”

Who do I call for customer assistance?

Our U.S.-based dedicated support is available at 1-833-981-0170, M-F.



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