

Various things could cause your Smart Controller to stop working normally. First, ensure it is connected to a wall charger and has power, then check if the light located on the back of the Smart Controller is on.

## Quick fix

Press the "R" button on the back of the Smart Controller. Then observe the light colour and behaviour. Is it breathing/pulsing cyan (blue-green)? If yes, it's back online. If not, try rebooting your home Wi-Fi router, wait a few minutes and check the Smart Controller light again.

Open the Neo Smart Blinds app, go to the "Smart Controllers" page and tap on the refresh icon in the upper right corner to update the Smart Controller status. This refresh icon is only available for account with WC100 and C-R200 Smart Controller models. The C-BR300 model will always show its current state.

If the problem persists, check the list below to know what's happening with the Smart Controller and how to properly troubleshoot it.

## The light is blinking green

### **The router wasn't replaced**

#### **The Wifi credentials and/or password wasn't changed**

Reboot your router, then reboot the Smart Controller by pressing once the "R" button on its back. The Smart Controller will be back online if its light is breathing/pulsing cyan (blue-green).

### **The router was replaced**

#### **The Wifi credentials and/or password was changed**

The Smart Controller can't connect to the router because it has the wrong credentials. Clear the old credentials by holding the "S" button for 10s and re-add the Smart Controller again to the app using the new Wifi credentials. If the process fails, please see [this topic](#).

### **The router was recently moved**

#### **The Smart Controller was recently moved**

The Smart Controller may be out of its signal range. Unplug the Smart Controller and plug it somewhere central in the house closer to the router. The Smart Controller should come online automatically.

### **The light is breathing/pulsing magenta (red blue)**

Something went wrong during the firmware update and the Smart Controller entered safe mode. Press once the "R" button on the back of the Smart Controller to reboot it. It should start blinking magenta, indicating that the firmware update has started progress. Please read the topic "The light is blinking magenta" to know more about this.

### **The light is blinking magenta (red blue)**

A firmware update is in progress. This process normally takes up to 5 minutes to complete. Do not turn off power to the Smart Controller during this time. After the update is complete, the Smart Controller will come back online automatically. You can visually confirm by looking at the light, which will be breathing/pulsing cyan. The app will also indicate that Smart Controller is online. If the app still says that the Smart Controller is offline, go to the "Your Controllers" page and tap on the refresh icon in right upper corner to update the Smart Controller status.

If the problem persists, please contact our technical support to further help you.