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.	● Verify that the transformer power is on. ● Check for a loose cable connection at the transformer. ● Check if the circuit breaker is OFF.
Only some lights work.	● Check the connector to make sure the wire barbs have pierced the landscape cable. ● Halogen or incandescent bulbs (if applicable) can be burned out. Use caution as the Bulb can be hot.