



## Frequently Asked Questions

### *Pairing/Setup*

**What are the smart phone minimum system requirements for using the Cree Lighting app?**

To download and run the Cree Lighting app, you must have a smart phone that runs with iOS 9.3 or newer or Android 4.1 or newer operating systems. May not be compatible with all devices. If you are unable to download the app, the product is not compatible with your device.

**Can I use Connected Max bulbs on a 5GHz router?**

No, Connected Max bulbs must be paired to a 2.4 GHz WiFi network. If you have a multi-band or mesh router, which supports both a both 2.4GHz and 5GHz bands, you can must connect to the 2.4GHz band. For detailed instructions and more help, download the [Connected Max Wireless Router Guide](#).

**Are the Cree Connected Max LED Bulbs compatible with Mesh Routers?**

Yes, they will work with mesh routers. The bulbs do require a dedicated 2.4GHz band during set up which might require additional steps particular to your router. Download the [Connected Max Wireless Router Guide](#) for more specific instructions.

**How do I reset Connected Max bulbs?**

To reset the Connected Max bulb, turn it on for one second and off for one second, four consecutive times. When the bulb starts to flash, it has been reset and is ready for setup.

**Are Connected Max bulbs compatible with HomeKit?**

No, they are not compatible. But you can enable Siri Shortcuts using the Automate feature in the Cree Lighting app.

## **Can I download the Cree Lighting app for iPad?**

There is not a separate app for iPad and iPhone. However, you can download the iPhone version on your iPad:

1. On your iPad, tap on App Store
2. Tap Search on the bottom tool bar
3. In the search box at the top, type Cree Lighting and tap search button
4. Tap on Filters in the upper left-hand corner
5. Next to Supports, tap iPad only, then tap to change to iPhone only

Cree Lighting app will be displayed in the search and tap Get/iCloud download button next to app name to start download

## **What if Connected Max bulb cannot connect to Wi-Fi network**

Make sure you entered the correct Wi-Fi password during the Wi-Fi setup. Check whether there are any Internet connection problems. If the Wi-Fi signal is too weak, reset your Wi-Fi router and try again

## **How far can I place Connected Max bulbs from my router?**

The distance depends on your router's capabilities. Please consult your router user manual for specifications. If your bulb is too far from the router, you may see a pop-up notification notifying you that the signal may be weak. You can also check your smartphone for coverage at the installation location.

## **The bulb appears offline or unreachable, what should I do?**

Check the light switch and make sure that it's switched ON. The light bulb requires an "always-on" power supply to operate properly. Make sure your Wi-Fi router is online and in range.

## **When I'm not connected to the Wi-Fi, none of my lights are working. Why?**

You can't control bulbs when you're not on your Wi-Fi network. Connect the bulb with WiFi network & control with Cree Lighting app or voice control through Amazon Alexa & Google Assistant.

## **How Many Devices Can I Control using Cree Lighting App?**

Cree Lighting app can control an unlimited number of devices in an unlimited amount of locations. Your router may have a limit of how many devices can be connected to one router.

## ***Troubleshooting***

### **What does it mean if my bulb is status is “offline” or the bulb is flashing?**

A power outage or router service interruption disconnected the bulb from the network. While the bulbs do not need to have constant power, if the bulb does lose any power for a long duration of time, it might need to be reset. To do that, do not remove the bulb from the app. Just select the plus sign on the main menu in the top right-hand corner of the screen. Add the bulbs with the original steps, and all names and schedules given will remain and bring your bulb back to a functional state.

### **Can I use Connected Max bulbs with a standard wall or lamp dimmer?**

No, using with a standard wall or lamp dimmer will cause interference and your bulb will not operate as intended. All Connected Max bulbs are dimmable using the Cree Lighting app or with your connected voice assistant.

### **Can I turn the Connected Max bulb on or off at the light switch?**

No, using a wall or lamp switch to turn off the bulb is not recommended. Turning power off at the switch will make the bulb inoperable in the app or with connected voice assistant. Any schedules or automation will not run as scheduled if power is off at the switch. You may also cause compatibility issues or accidentally reset the bulb by switching on and off at the switch.

### **Can I use the Connected Max bulbs with a smart switches or plug?**

No, since the bulb itself has smart technology built in, there is no need to connect to any other smart switch or plug. You may also cause compatibility issues or accidentally reset the bulb by switching on and off at smart switch or plug.

### **Can the Connected Max bulbs be used outdoors?**

Connected Max PAR38 is designed for use outdoors. Its UL wet rating means it can get wet and be exposed directly to weather or water.

The rest of the Connected Max family is UL damp rated, which means it can be used outdoors in a fixture that is not exposed to weather or water (such as carriage light) as long as they're protected against weather and water contact.

Any bulbs used outdoors need to be within range of your WiFi router. A weak WiFi signal may cause delays or interruptions in your controllability.