



LIGHTIFY® Home ONBOARDING Guide 2018

The LIGHTIFY® Home ONBOARDING Guide helps you with the first onboarding steps. Discover more at our website osram.com/lightify-4you. Please use our Customer Support lightify@osram.com for further help about the LIGHTIFY® system!

Light is OSRAM

OSRAM

LIGHTIFY® Home ONBOARDING – What you need to get started?

1



WiFi LOGIN:

i Please note:

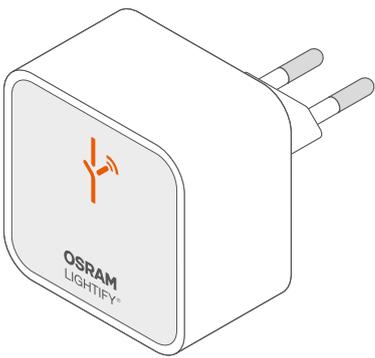
- Check the transmission frequency of your router: you can integrate LIGHTIFY® at 2.4 GHz.
- Change default (automatic selection) from 1 to 10 because channels 11, 12, 13 are unfortunately not supported.

2



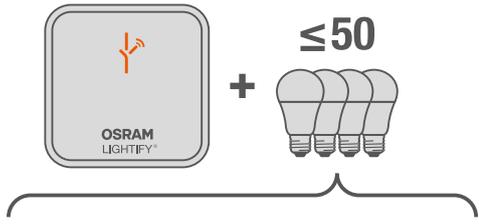
Download the LIGHTIFY® App now!

3



LIGHTIFY® GATEWAY

4



≤50

OSRAM
LIGHTIFY®

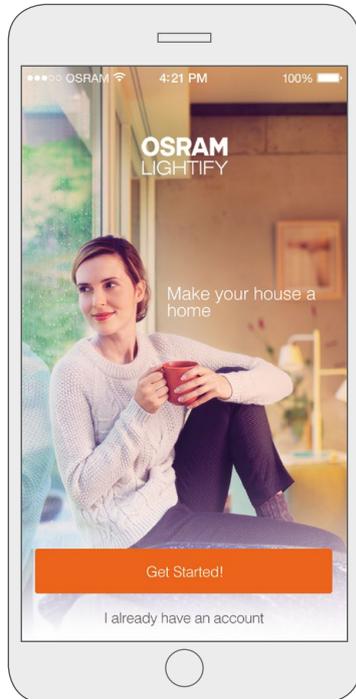


ZigBee®
Certified product

LIGHTIFY® Home ONBOARDING – First Steps on the App

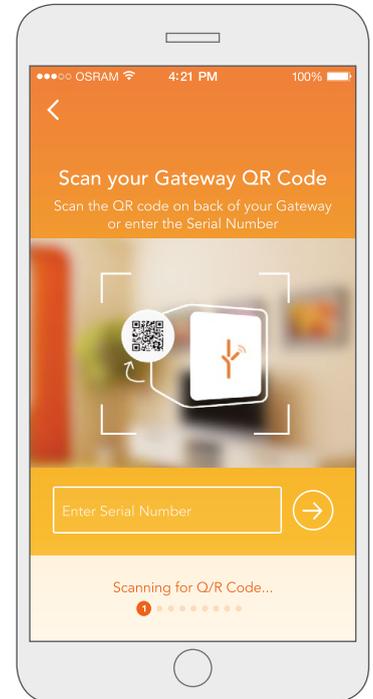
1

Please choose
“Get started”



2

Scan the QR code of
the Gateway or type
in the serial number
(S/N) found on the
back side.



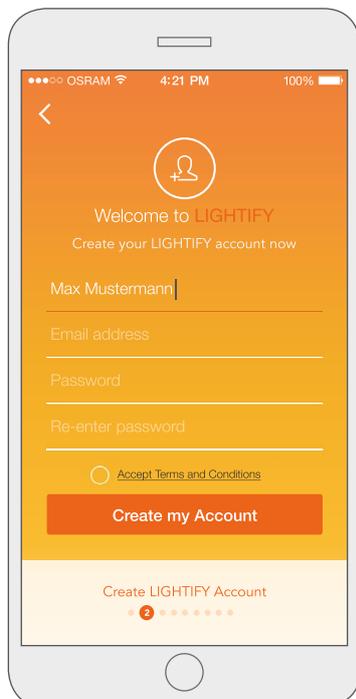
3

“Create your
Account”. Register your
name, e-mail address,
password min. 6
characters and press
“create your account”.
You will receive an
activation code to
your e-mail address

i Please note:

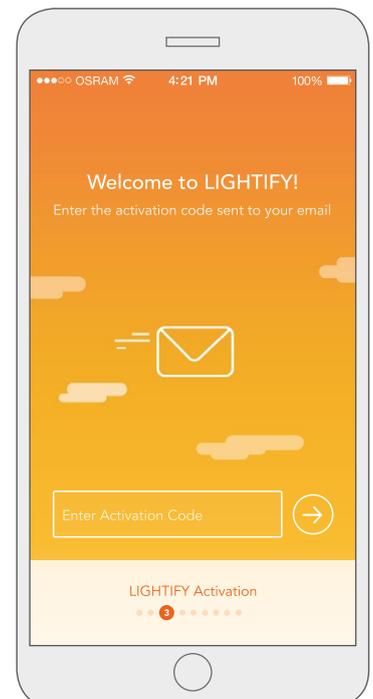
- Use the right password length of min. 6 characters only
- If you didn't receive the activation code, please check your SPAM folder (the code is only available for 60 minutes)

⚠ If you still don't get the code, please try again with a new e-mail address or write an e-mail to our customer support: lightify@osram.com. (please add a picture of the back side of the Gateway & the S/N Nr.)



4

Welcome to
LIGHTIFY®:
Check your e-mail
mailbox and type in
the activation code
per copy/paste.



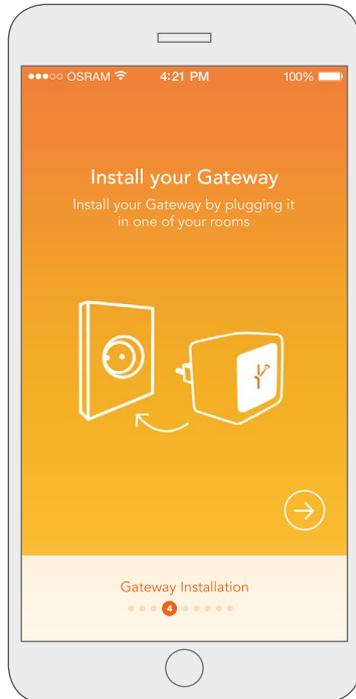
5

Install the Gateway

i Further information:
If the Gateway is already connected to your Home Wi-Fi, it will not show up on your phone's Wi-Fi list.

i Please note:
If you change your Router, please continue with the following information on following page.

"Reset":
Press the button on the Gateway for 5 seconds to reset the Gateway. Afterwards, you can start the ONBOARDING process as usual.



6

Connect the Gateway with your Wi-Fi (WLAN) network

If there are no networks in the list, please go to "other networks" and insert your Wi-Fi router.



No connection.
Please check the FAQ's or get in contact with our customer support lightify@osram.com (please send us a picture of the back side of the Gateway or S/N number).



7

Plug in your LIGHTIFY® or compatible ZigBee devices.

Please switch your lamps off/on again.

When the product is integrated into the system, it blinks once. For integration of other devices, switches, sensors and products, follow the [app guide](#).

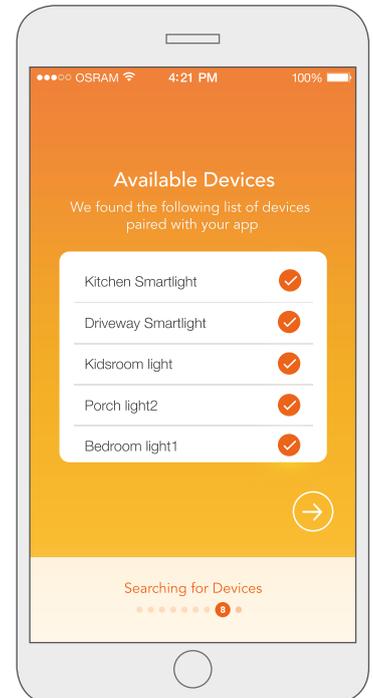


8

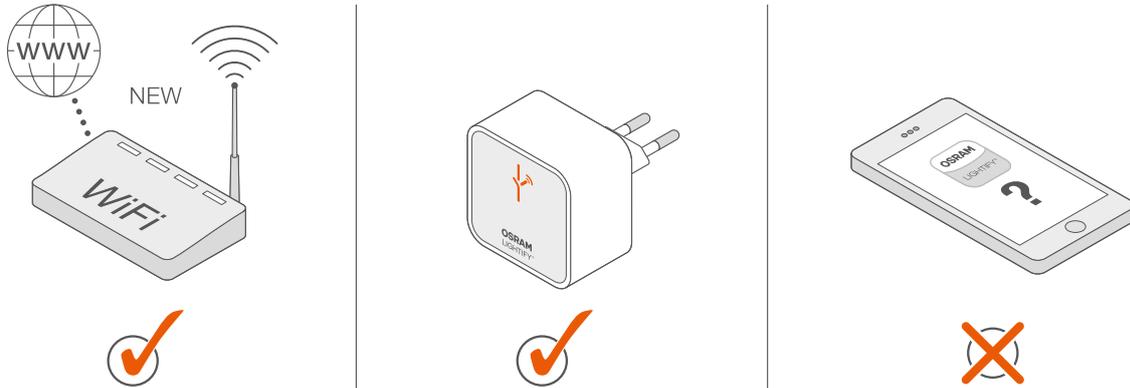
This process takes a few seconds, up to one minute.

In case that a device does not show up in the list, please switch it off/on again.

Note: Lights can always be added at any time.



Having trouble getting LIGHTIFY® to work after replacing routers? Here's what you can do:



You've replaced your router and cannot connect to your Gateway! Please proceed as follows:

1. Write down the Gateway SSID and password from the back side of your Gateway.
2. The Gateway Wi-Fi will appear for about 60 seconds after power up and will be shown in the list of available networks in your phone's settings. Now you can connect your smart device to the LIGHTIFY® Gateway (SSID and password are listed on the back of your Gateway).
3. Once you are connected to the LIGHTIFY® Gateway, you can start the app as usual.
4. Finally, follow the instructions under: "Settings -> General Settings -> Gateway Connection".



ONBOARDING is finished. Please use our [app guide](#) for your settings.



You can find further information in our [FAQ's](#) or by asking our customer support lightify@osram.com

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