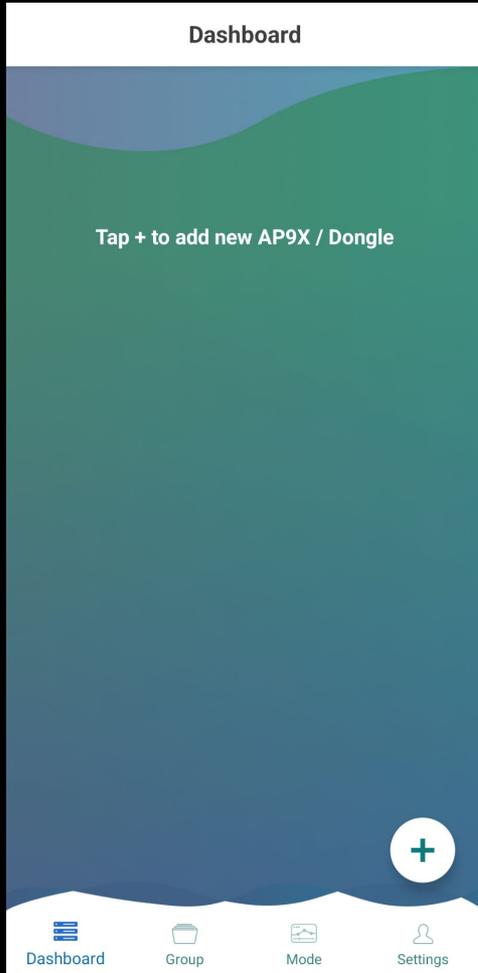
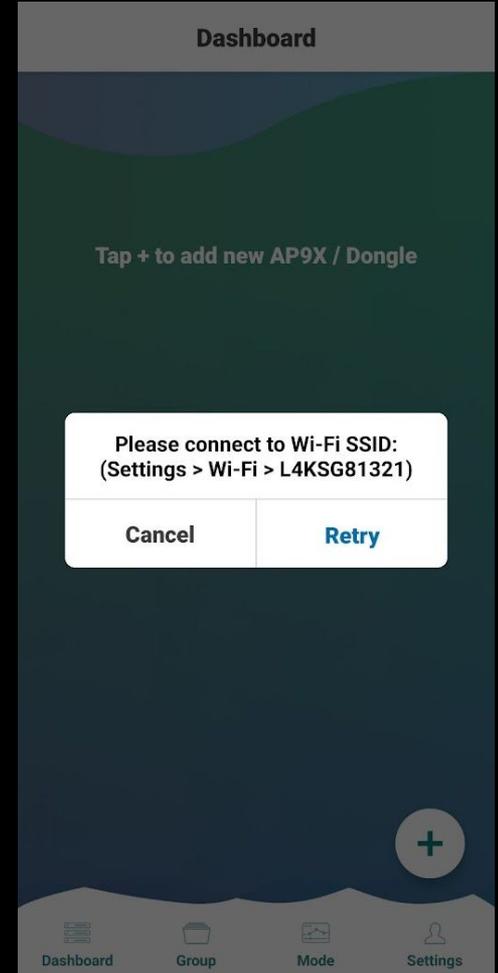


# Kessil AP9X Troubleshooting



## Kessil AP9X Troubleshooting

If you've opened the Kessil app to find the screen blank or find an error message asking you to connect to a Wi-Fi SSID, continue reading.





# Kessil AP9X Troubleshooting

- Note that tablets aren't officially supported, though they may work with the app. However, if you're having trouble connecting via tablet, use a cell phone instead.



# Kessil AP9X Troubleshooting

- To start, you need to figure out which color your AP9X is and what that means. You can find the indicator lights on the front right side of the AP9X unit.



# Kessil AP9X Troubleshooting

## WiFi

-  Booting phase. Takes 20-30 seconds. Wait for indicator light color to change.
-  Standby mode, ready to be connected. You'll want to follow the steps in "App Setup" if your WiFi Dongle displays this color.
-  Successfully connected to mobile device and act as the master (through "Connect Directly Via WiFi").
-  Attempting to connect/failed connection. This usually happens when your home Wifi network has changed, or if the password is incorrect. You'll want to perform a 3-second reset. Keep watching for further steps.
-  Successfully connected to wireless router or to a master Kessil Wi-Fi enabled product as slave.

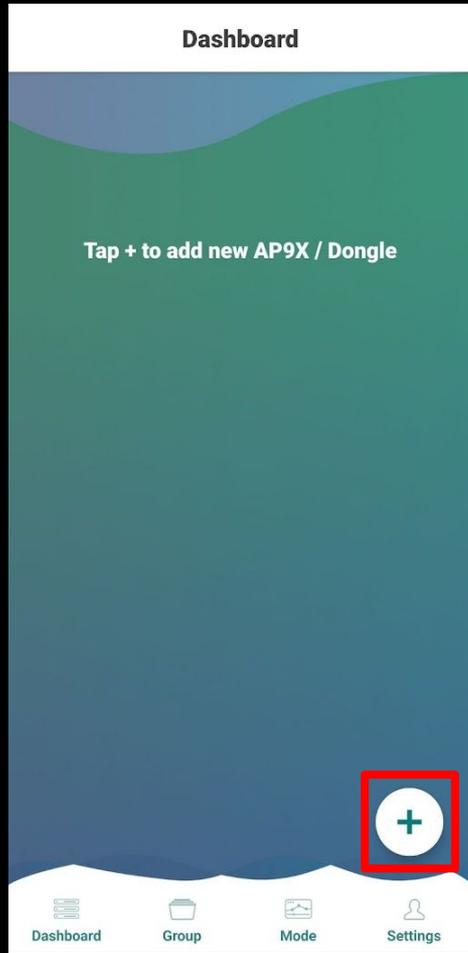
## Mode

-  Booting phase. Takes 20-30 seconds. Wait for indicator light color to change.
-  Control buttons enabled. Able to control other K-Link daisy-chained fixtures.
-  Control buttons disabled when the WiFi of AP9X is turned on or when there is a K-Link signal input (e.g. Spectral Controller X).

**QUICK  
RELOAD**

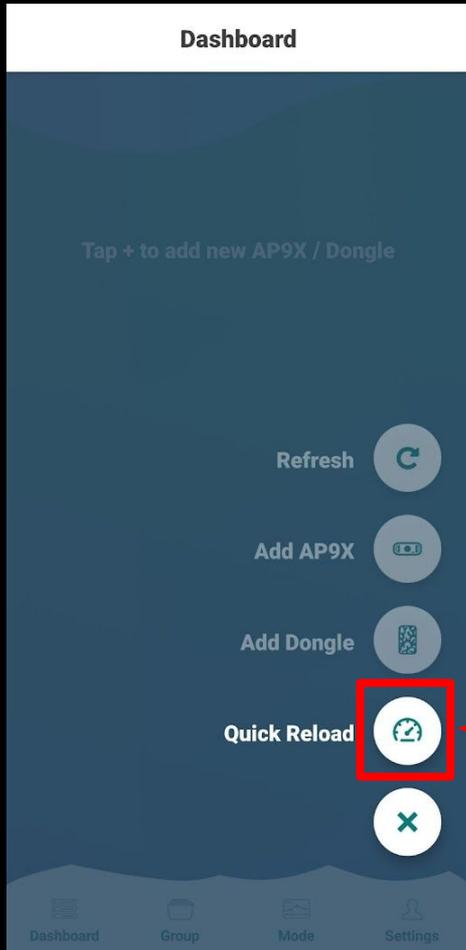
# Quick Reload

- If your AP9X indicator light is **blue/blue** or **blue/green**.
  - If **blue/green**, connect to your home router.
  - If **blue/blue**, connect to the Kessil network.
- If your AP9X WiFi indicator light is **red**, please skip to the “WiFi Reset” step.



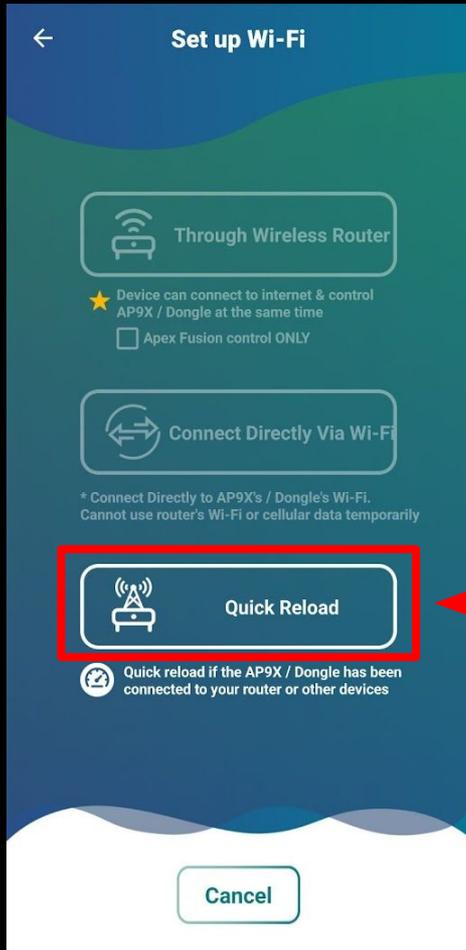
## QUICK RELOAD

- Click the “+” button at the bottom right-hand side of the screen.



# QUICK RELOAD

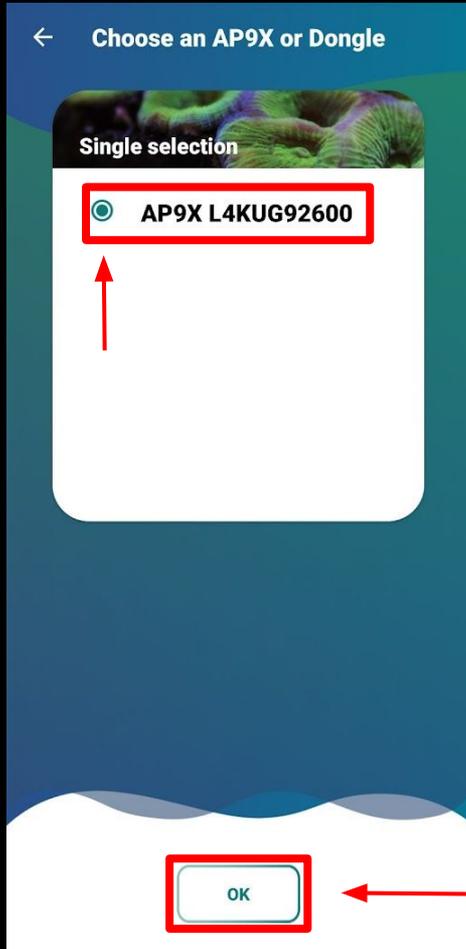
- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.



## QUICK RELOAD

- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.
- Press “Quick Reload” again.

# QUICK RELOAD



- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.
- Press “Quick Reload” again.
- Once it loads, select the desired item if it displays. If you have multiple AP9X units, it doesn’t matter which one you choose, but if you have one that has been failing to connect you can choose that unit to force the connection. Then press “OK” at the bottom of the screen.



## QUICK RELOAD

- Click the “+” button at the bottom right-hand side of the screen.
- Then select the “Quick Reload” option.
- Press “Quick Reload” again.
- Once it loads, select the desired item if it displays. If you have multiple AP9X units, it doesn’t matter which one you choose, but if you have one that has been failing to connect you can choose that unit to force the connection. Then press “OK” at the bottom of the screen.
- If the Quick Reload was successful, you should return to the dashboard, and see your Lamp(s) connected to their assigned groups.

## QUICK RELOAD

- If the quick reload didn't resolve the issue, you'll need to perform a WiFi reset. Continue reading for more assistance.

**WiFi Reset**

# WiFi Reset

Use this feature if any of the following applies to you.

→ \*\*NOTE THAT THIS WILL NOT ERASE YOUR PROGRAMS\*\* ←

- If the WiFi indicator light is **RED**.
- Purchased/Setup a new router.
- Created a new network access point.
- If Quick Reload didn't resolve the problem.

# WiFi Reset



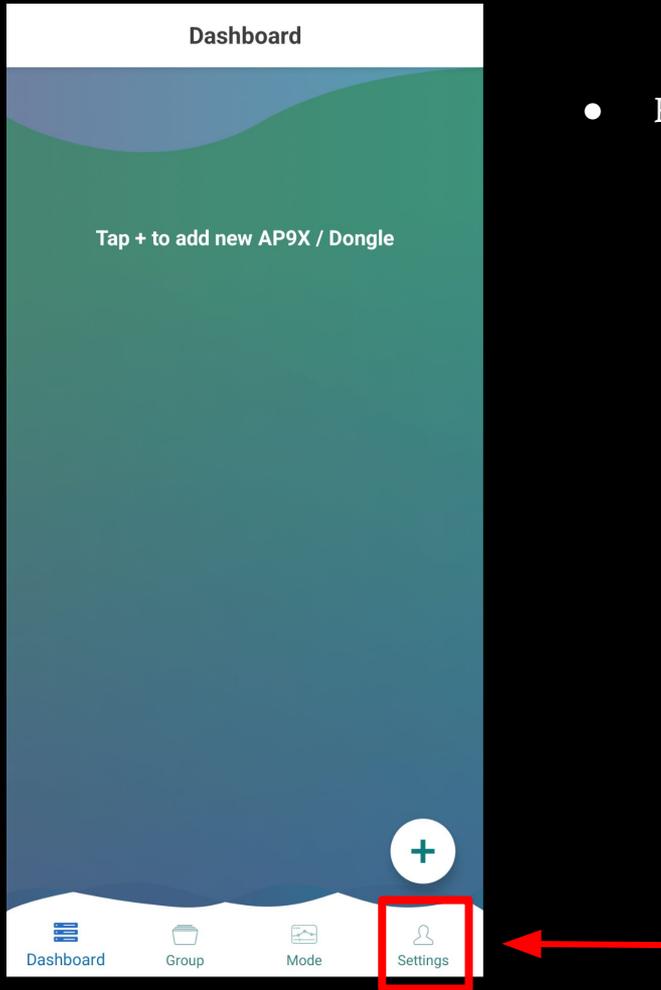
- While the AP9X is plugged into the light. Press and hold the WiFi and INT buttons for 3-seconds. If done properly, the MODE indicator light will flash **red** at the 10-second mark.
- If the reset was successful, the WiFi indicator light should turn **orange**. If it is **orange**, proceed to the “Resetting The App” section for further instructions.



# RESETTING THE APP

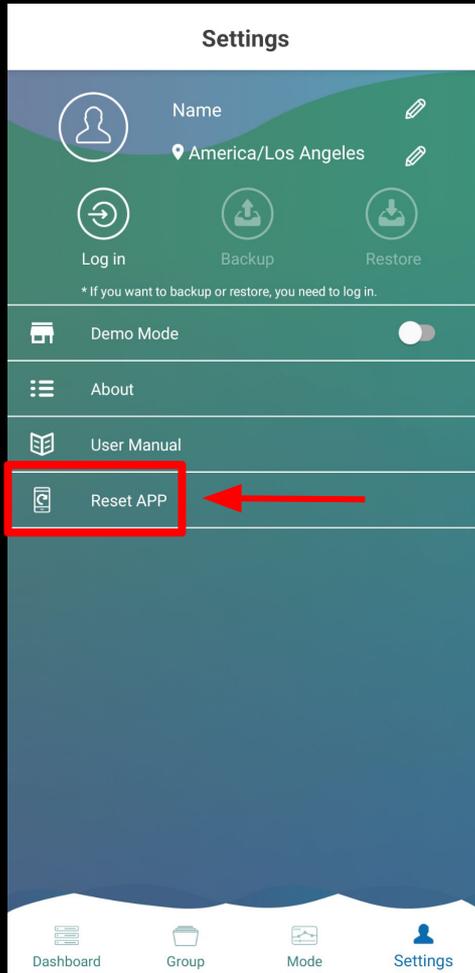
## RESETTING THE APP

- From the dashboard, press the “Settings” button.



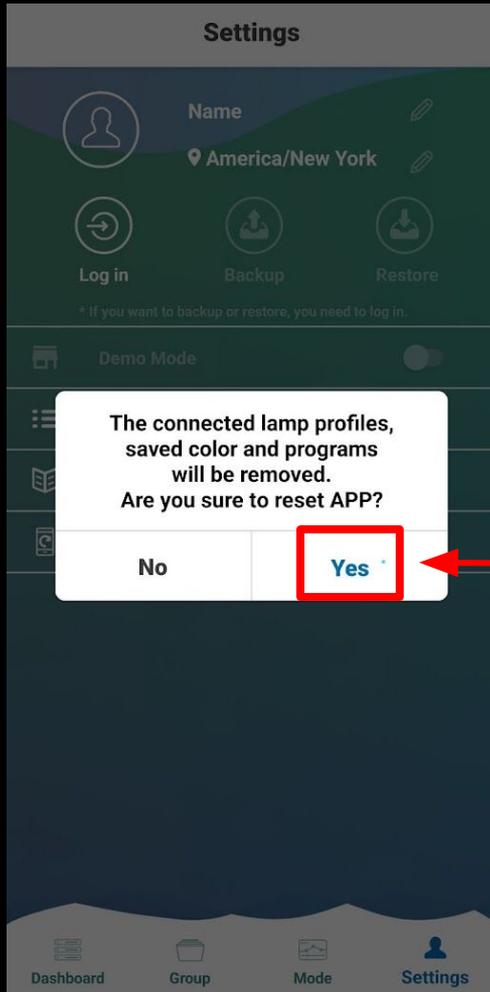
## RESETTING THE APP

- From the dashboard, press the “Settings” button.
- Press “Reset App”



## RESETTING THE APP

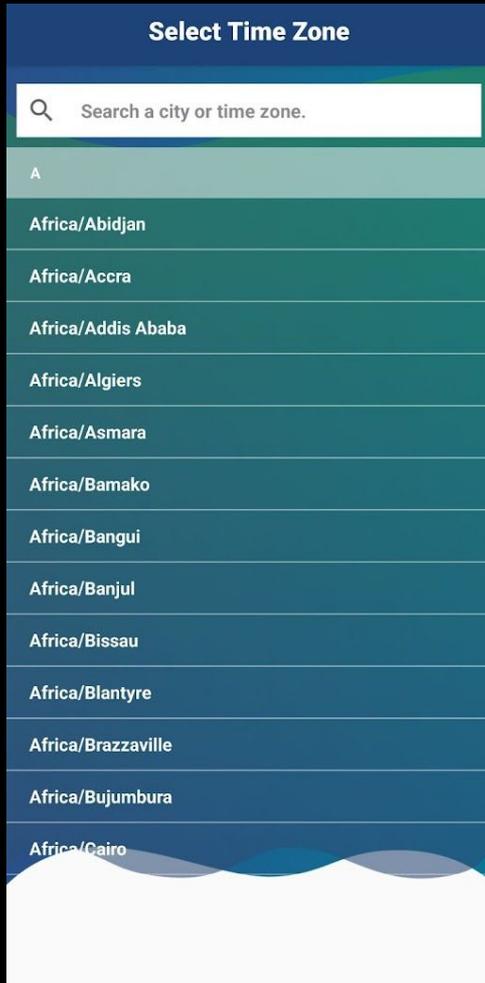
- From the dashboard, press the “Settings” button.
- Press “Reset App”
- Press “Yes” that you acknowledge the settings will be removed. - Continue watching to learn how to get the app set up.

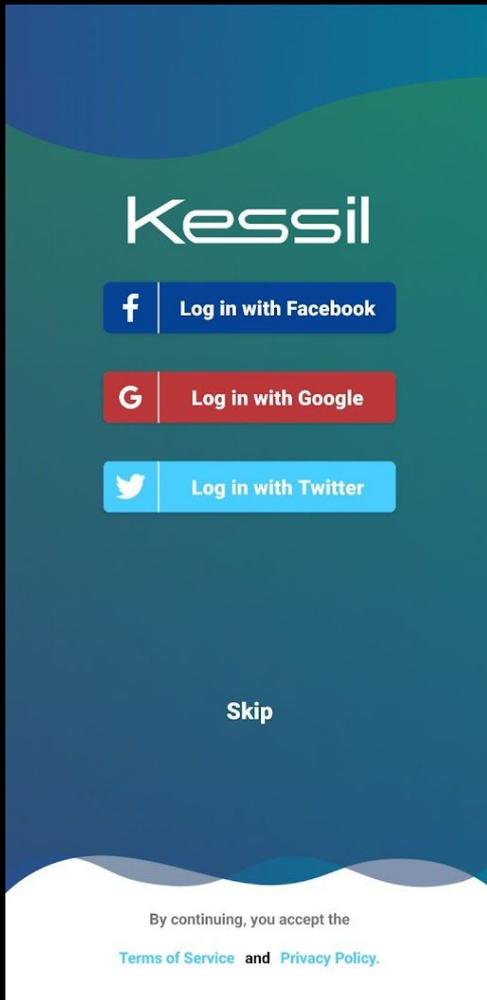


# APP SETUP

## App Setup

- After you reset the app, you'll need to select your time zone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.





## App Setup

- After you reset the app, you'll need to select your timezone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.
- Social Media logins allow you to backup your programs. This is not required and can be skipped if you like. If you want to backup your programs, log into a social media account of your choice.



## App Setup

- After you reset the app, you'll need to select your timezone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.
- Social Media logins allow you to backup your programs. This is not required and can be skipped if you like. If you want to backup your programs, log into a social media account of your choice.
- Select "AP9X".



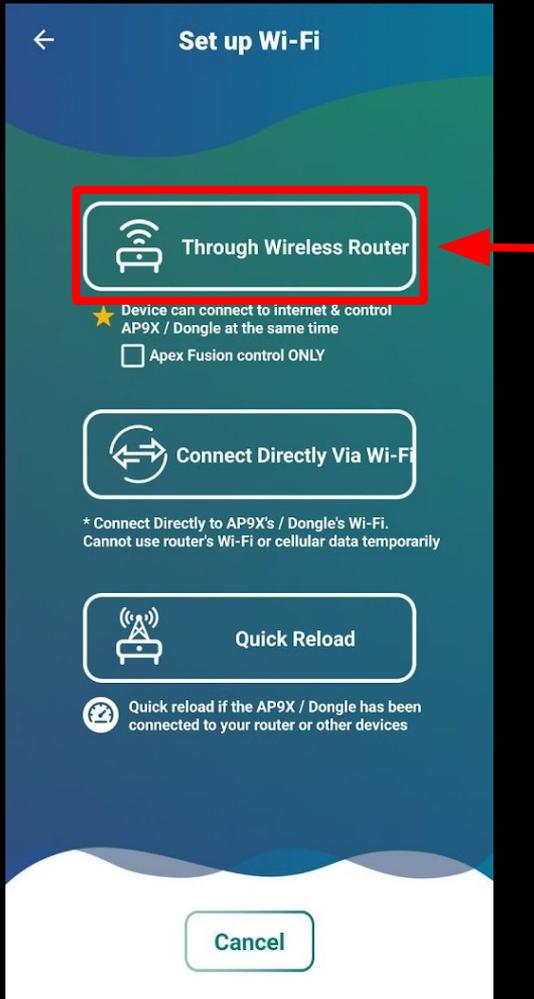
## App Setup

- After you reset the app, you'll need to select your timezone. Be sure to choose the closest major city you live near or another city that you know shares the same time zone.
- Social Media logins allow you to backup your programs. This is not required and can be skipped if you like. If you want to backup your programs, log into a social media account of your choice.
- Select "AP9X".
- Choose your connection method. The first option uses your home router as an access point whereas the second option uses the Kessils network as the access point. Continue watching for instructions on how to perform each connection option depending on your choice.

**THROUGH WIRELESS  
ROUTER**

## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks only\*\*



## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks only\*\*
- If your indicator light is purple, it’s still booting up.

← Set up Wi-Fi

Step 1.1



Plug the AP9X power cord to a wall outlet. Booting (purple Wi-Fi indicator light) may take up to 40 seconds.

Next

## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.
- \*\*Note that you can only use 2.4GHz networks only\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn **orange**.

← Set up Wi-Fi

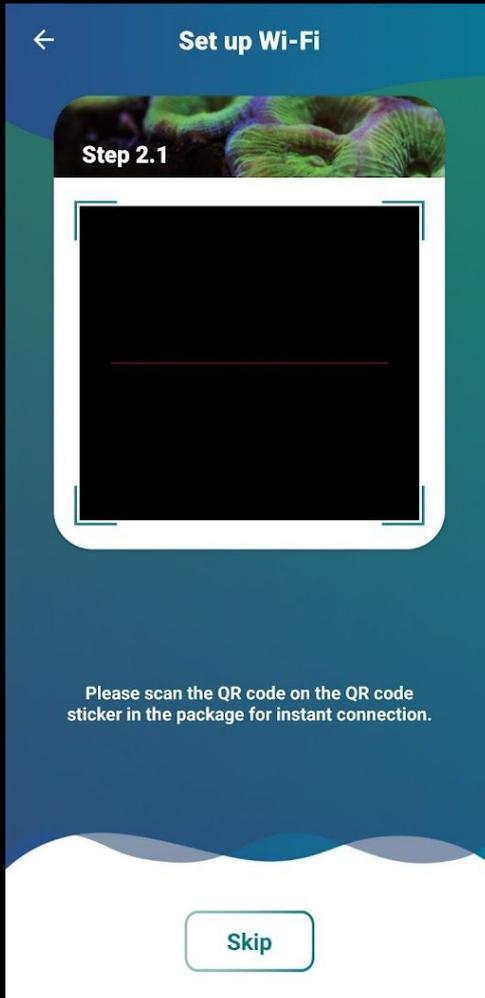
Step 1.2

Turn on Wi-Fi by pressing the "Wi-Fi" button on the AP9X for 3 seconds. Wi-Fi indicator will show solid orange. If it is already solid orange, click "Next" to skip this step.

Next

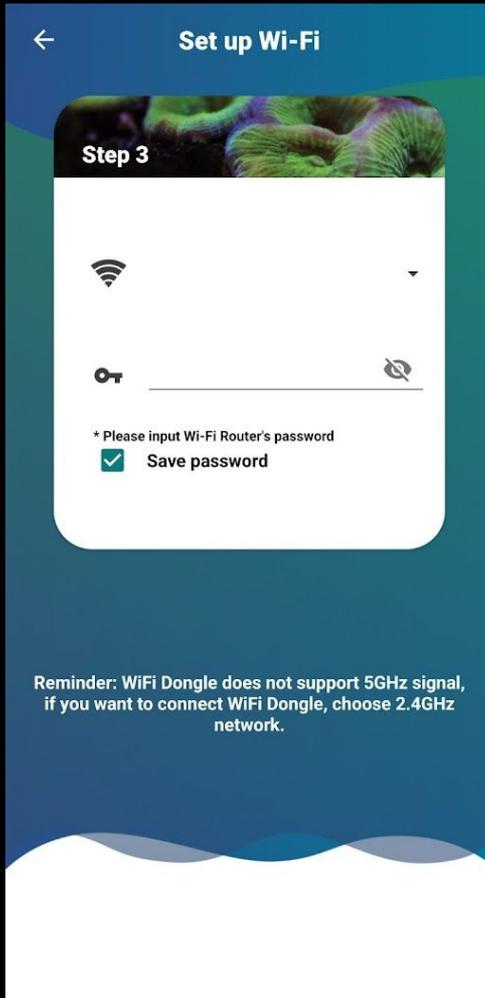
## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks only\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the Ap9X packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.



## THROUGH WIRELESS ROUTER

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks only\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the Ap9X packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.
- Return to the app and select your network from the drop down menu, then input your home networks WiFi password. Once complete, press “Done” on your keyboard and continue.



## THROUGH WIRELESS ROUTER

### Set up Wi-Fi



Wi-Fi indicator light will change from Red to Green.  
Click "Next" to proceed.

Wi-Fi disconnected.

Next

- Select “Through Wireless Router”.  
\*\*Note that you can only use 2.4GHz networks only\*\*
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange.
- Scan one of the three QR codes that were included in the Ap9X packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.
- Return to the app and select your network from the drop down menu, then input your home networks WiFi password. Once complete, press “Done” on your keyboard and continue.
- The indicator light will turn **green** once the connection is successful.

## THROUGH WIRELESS ROUTER

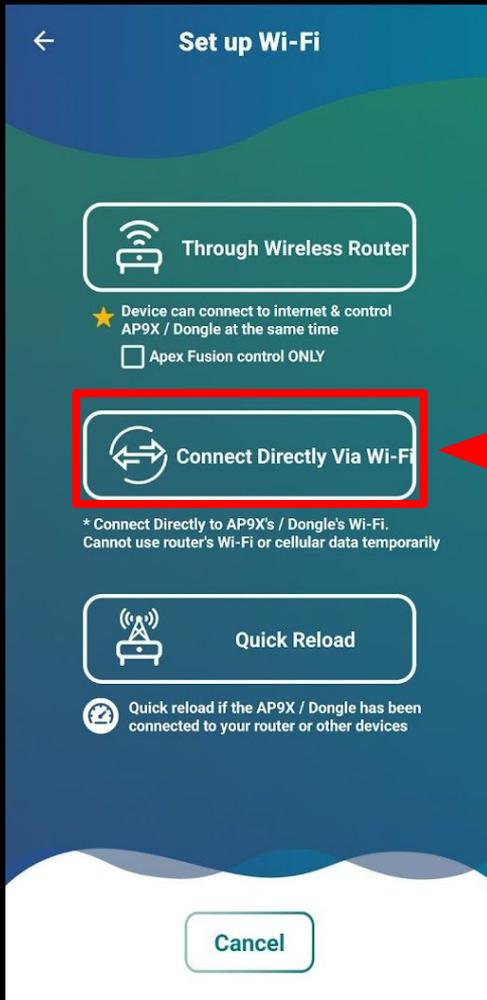


- If you see this screen afterwards. You're in!

**CONNECT DIRECTLY**  
**VIA Wi-Fi**

# CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.



## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.
- If your indicator light is **purple**, it’s still booting up.

← Set up Wi-Fi

Step 1.1



Plug the AP9X power cord to a wall outlet. Booting (purple Wi-Fi indicator light) may take up to 40 seconds.

Next

## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn **orange**. If it’s not, follow the instructions on the screen.



← Set up Wi-Fi

Step 1.2

Wi-Fi

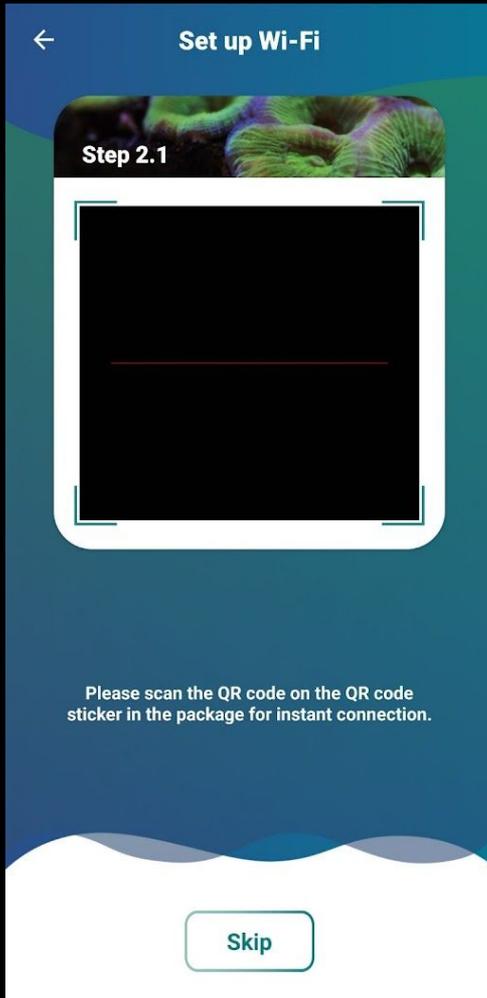
Wi-Fi Mode

Turn on Wi-Fi by pressing the "Wi-Fi" button on the AP9X for 3 seconds. Wi-Fi indicator will show solid orange. If it is already solid orange, click "Next" to skip this step.

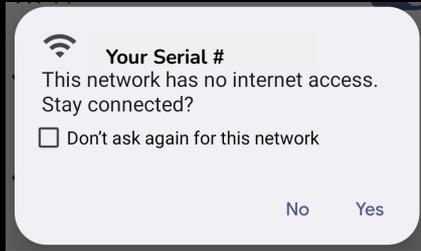
Next

## CONNECT DIRECTLY VIA Wi-Fi

- Select “Connect Directly Via Wi-Fi”.
- If your indicator light is purple, it’s still booting up.
- Once it’s done booting up, the indicator light will turn orange. If it’s not, follow the instructions on the screen.
- Scan one of the three QR codes that were included in the Ap9X packaging. Once scanned, press “Join”.
  - If you don’t have the QR code, press “Skip”, leave the app, join the Kessil network (the network name is the Dongle’s serial number), and once connected, return to the Kessil app. If it asks for a password, it’s the serial number backwards and with capital letters.

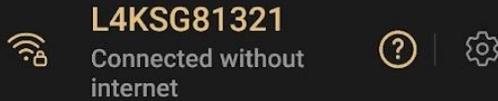


## Android Device



## CONNECT DIRECTLY VIA Wi-Fi

- Once connected to the Kessil network, it might say “Connected without internet” which is perfectly normal.
- If given a pop up indicating no internet, choose “Keep trying WiFi” (iOS) or “Stay Connected” (Android)



## iOS Device



## Set up Wi-Fi



Make sure the Wi-Fi indicator light on AP9X is solid blue

Next

## CONNECT DIRECTLY VIA Wi-Fi

- Return to the app, both AP9X indicator lights should now be **blue** and you can continue to the next step.

## Set up Wi-Fi

Done

Set up Additional AP9X

Set up Additional Dongle

## CONNECT DIRECTLY VIA Wi-Fi

- Return to the app, both AP9X indicator lights should now be blue and you can continue to the next step.
- If you don't have any other AP9X to pair, press "Done".



## CONNECT DIRECTLY VIA Wi-Fi

- Return to the app, both AP9X indicator lights should now be blue and you can continue to the next step.
- If you don't have any other AP9X to pair, press "Done".
- If you see this screen afterwards. You're in!

**Factory Reset**

# Factory Reset

**\*\*NOTE THAT THIS WILL ERASE YOUR PROGRAMS. DON'T USE THIS UNTIL YOU'VE ATTEMPTED A QUICK RELOAD\*\***

Use this feature if any of the following applies to you.

- If Quick Reload or WiFi Reset didn't resolve the problem.
- If directed to do so by a Kessil Customer Service Team Member

# Factory Reset

1. Note: This is the last resort when a quick reset and wifi reset do not work.
2. While the AP9X is plugged into the light. Press and hold the WiFi, CLR, and INT buttons for 10-seconds. If done properly, the MODE indicator light will flash **red** at the 10-second mark.
3. Once it flashes **red**. The WiFi indicator light may shut off. If it does, press and hold the WiFi button down for 3-seconds to turn it back on.
4. If the reset was successful, the indicator light should turn **orange**. If it doesn't, retry the reset step. If it is **orange**, refer back to the "RESETTING THE APP" section and follow those instructions.



If you have any questions about anything or you're still unable to connect to your WiFi Dongle, please email us at [Kessil@Kessil.com](mailto:Kessil@Kessil.com) with a screenshot of where you get stuck. We'll be more than happy to help!