TEDSON GUIDE | ENGLISH

Troubleshoot Casambi step by step

Start by identifying what actually fails: access, radio communication, lighting behaviour or automation. This sequence helps locate the cause without rebuilding the whole installation.

1. Record the symptom before changing anything

Record the network, room, exact model, time and whether one or several luminaires are affected. Try the normal switch and the app separately. A light failing to respond to a schedule is a different issue from a device missing in the app.

Capture the error message and note the app version, firmware and selected profile. Electrical checks of supply, wiring or load must be performed by an appropriately qualified person using the product's original instructions.

2. Is the device visible, and do you have access?

Check the correct Casambi network, the phone's Bluetooth and the permissions required by that phone. Add devices in the Casambi app rather than the phone's ordinary Bluetooth pairing list.

A device marked Paired may already belong to another network or a previous unshared network. Contact the network administrator and check access credentials. Unpairing changes the installation and should not be the first response when ownership is unclear.

3. Do different parts work only when you stand nearby?

The phone may have paired devices individually even though those devices cannot reach each other in normal operation. This can create separate islands: one part works from one room and another part from elsewhere.

Test the final installed positions and check obstacles such as metal and walls. Repositioning or a suitable continuously powered Casambi node may improve the connection after verification. A battery-powered Xpress or sensor must not be treated as a mesh bridge.

4. Does the light respond but behave incorrectly?

Check that the load, interface and selected profile match. A dimmable single-colour load does not gain colour-temperature or RGB control because the app supports those controls for other products. Use the exact model datasheet for electrical requirements.

Wait for updates to finish before programming. Compare versions for ordinary network devices according to Casambi's instructions; special functions and Cloud Gateway can use separate update paths. Then change one setting at a time and retest.

5. Is a sensor or schedule being ignored?

Resume automation and try again. A previous switch action or app programming may still have manual priority. Check sensor detection, the correct scene, time delays and any absence scene that remains active.

For a schedule, also check network time and whether the start time has already passed. Refresh can apply the schedule state that should currently be active. For faults after complete power loss, use the schedules, gateways and time guide.

6. Synchronisation errors and the next step

Local Bluetooth communication and synchronising configuration with the cloud are different processes. Check the connection each requires and have only one person change programming at a time. For Configuration out of date, identify the correct current configuration before overwriting a copy.

Restarting the app, unpairing a device, deleting a network and clearing app data have different consequences. Do not delete data as a general troubleshooting method. Send Tedson the model, versions, error image and steps already tried for further help.

Sources and further reading

Read the web guide and full source list

Casambi: Troubleshooting paired devices ↗

Casambi: Troubleshooting islands ↗

Casambi: Connecting and synchronising ↗

Casambi: Profile selection ↗

Casambi: Firmware versions ↗

Reviewed 17 October 2026. Menu names and functions can differ between app versions, models and profiles. Verify functions in the actual installation. This Tedson summary does not replace the model's complete installation instructions.