

ChromaComfort™ App

TROUBLESHOOTING GUIDE

for FG600RGB and FG800RGB

Broan-NuTone Technical Support: 1-800-558-1711

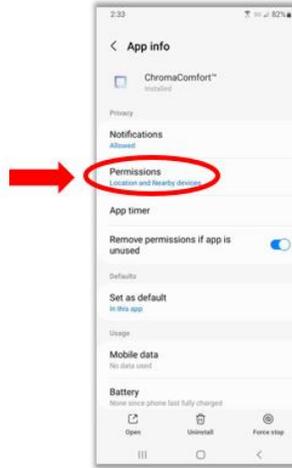
Problem	Solution
<ul style="list-style-type: none"> • App doesn't work • Cannot connect • Cannot get past the "No Connection Detected" screen 	<ol style="list-style-type: none"> 1) Close the ChromaComfort™ app. 2) Go to "settings" on your smart phone. Click on Bluetooth to see a list of all Bluetooth devices. Click "forget this device" for the ChromaComfort™-Sensonic Speaker. 3) Uninstall the ChromaComfort™ app 4) Reinstall the ChromaComfort™ app from the Apple or Google Play app store. 5) Make sure your upgrade cover is installed and the light switch is turned on. Verify the light on your bath fan cover is on. 6) On your smart phone, make sure Bluetooth is turned on. 7) Go to "settings" on your smart phone. Click on Bluetooth so you can see a list of all Bluetooth devices. Select the ChromaComfort™ – Sensonic Speaker. 8) Enter PIN 1234. 9) -Android Phones only – Click <u>allow</u> if asked to allow access to your phone's location. If you click <u>deny</u> the app will not connect. 10) Open the ChromaComfort™ app and click "reconnect". 11) On the Select your device home screen, click on "This is my device" for the ChromaComfort™ Upgrade/Cover. 12) Verify the light is controllable with the app. <ul style="list-style-type: none"> • Note: The Samsung Galaxy S21 Ultra and Google Pixel 6 are not compatible with the ChromaComfort™ app.



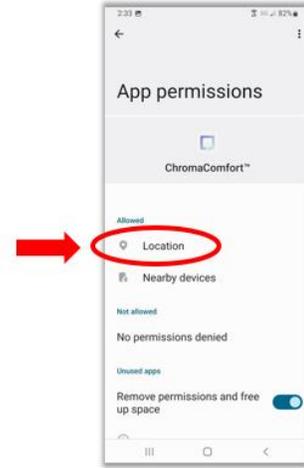
<ul style="list-style-type: none"> • After selecting a color or scene, cannot get back to the original white light. 	<ul style="list-style-type: none"> • In the app, turn the light off and then turn on again. 
<ul style="list-style-type: none"> • Cannot play music through the ChromaComfort™ app. (FG800RGB only) 	<ul style="list-style-type: none"> • The ChromaComfort™ app does not control the speaker. It only controls the LED light. • Play music through your favorite music app (Spotify, Pandora, Apple Music, and others.).
<ul style="list-style-type: none"> • During setup, I did not allow the app access to my location and now it will not connect (Android only) 	<ul style="list-style-type: none"> • Location access needs to be allowed when prompted on Android phones. If you click deny the app will not connect. <ol style="list-style-type: none"> 1) Go to “settings” on your smart phone and click on apps. 2) Click on the ChromaComfort app 3) Click on permissions 4) Click on Location 5) Choose “allow only while using the app” <p>See images on the next page for steps 3-5.</p>

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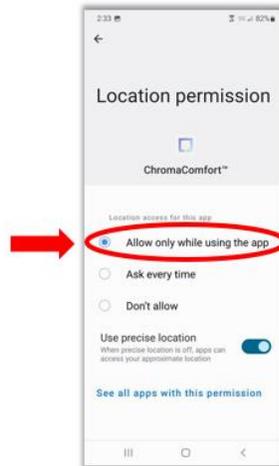
Step 3



Step 4



Step 5

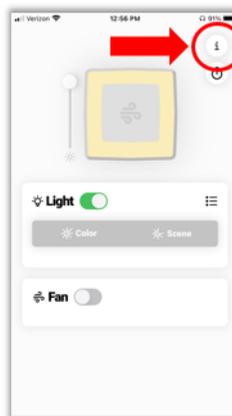


- Note: This is a new requirement established by Google for all Android smart phones. Broan-NuTone does not store any customer data.

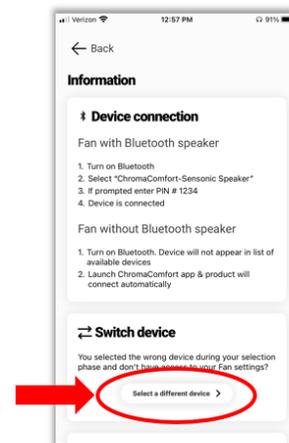
- Fan on/off button does not work

- The wrong device was selected during setup; the Upgrade Covers (FG800RGB & FG600RGB) cannot control the fan on/off.
- Reselect the correct product from inside the app.
 - 1) Select the “i” icon in the upper right corner.
 - 2) Click on “Select a different device” underneath Switch Devices
 - 3) On the Select your device home screen, click on “This is my device” for the ChromaComfort™ Upgrade/Cover.

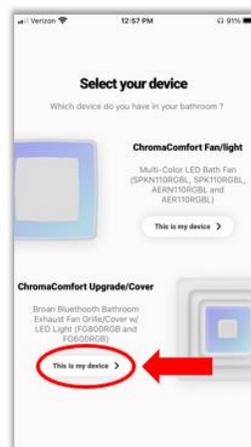
Step 1

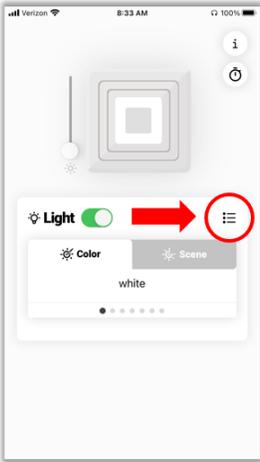
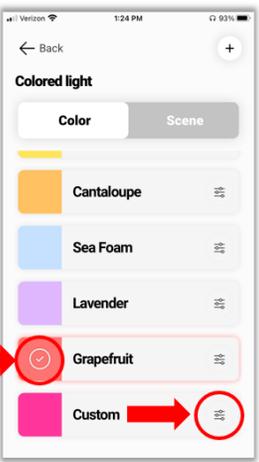


Step 2



Step 3



<ul style="list-style-type: none"> • What is the PIN? 	<ul style="list-style-type: none"> • The PIN is 1234.
<ul style="list-style-type: none"> • Cannot connect multiple smart phones • Cannot connect to multiple ChromaComfort upgrade covers 	<ul style="list-style-type: none"> • Only one smart phone or tablet can be connected at a time. • If you have two or more upgrade covers, you can only control one at a time. Turn on the cover you wish to control and turn off all other covers at the light switch.
<ul style="list-style-type: none"> • Cannot delete a custom color or scene. 	<ol style="list-style-type: none"> 1) From the home screen, click on the menu icon. 2) Find the color or scene you want to delete. 3) Select any other color or scene. (You cannot delete a color or scene if it's in use.) 4) Click the edit icon to the right of the color or scene you are deleting. 5) Click the red trash can icon in the upper right. 6) Click the word delete on the pop-up. <p>Step 1</p>  <p>Step 2-4</p>  <p>Step 5</p>  <p>Step 6</p> 