



NEO SMART BLINDS APP

Recommendations for adding a new Smart Controller model C-BR300 to an account

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For model C-BR300 only

There are no changes for Smart Controller models WC100 and C-R200.



Applicable for some recent Wi-Fi routers and modems

If your Smart Controller C-BR300 encounters difficulties during the initial setup and internet connection, adjusting your router's settings might be the solution. Start by **turning off** a router feature that could be known as “band steering”, “Smart Connect”, “Band Optimization”, or “Auto Network Switch”. **This step is crucial to ensure the Smart Controller connects to the appropriate WiFi signal - specifically the 2.4GHz band.**

Additionally, consider **temporarily turning off the 5GHz WiFi signal** in your router's settings. This action ensures that the Smart Controller connects exclusively to the 2.4GHz network, which is necessary for its correct functioning during setup. These router settings changes are intended to be temporary. **Once your Smart Controller C-BR300 successfully connects to the 2.4GHz network, you can re-enable the 5GHz signal on your router**, preserving its full functionality for other devices.

If the router's configuration changes don't fix the issue, follow the recommendations and troubleshooting in the same order as shown below.

- A. Have the correct Wi-Fi password on hand. If in doubt, use a phone to connect to the same Wi-Fi that the Smart Controller will be set up and search for something on Google. If it all works, you have the correct password.
- B. Using the Neo Smart Blinds app, start the Add Smart Controller process and follow steps 1 to 4 as indicated in the app.
- C. In step 5, do not tap the “Next” button as soon as it appears on the screen. **Wait an extra 10 seconds and observe the Smart Controller LED. Identify the scenario that fits best and follow the instructions.**
- D. Once the Smart Controller is added successfully:
 1. If any Wi-Fi extenders were turned off, turn them back on again.
 2. Proceed to add blinds and schedules as usual.

The LED is blinking white

1. Close the Add Smart Controller process.
2. Power off all Wi-Fi extenders, if any.
3. Reboot or power cycle the Wi-Fi router and wait 1-2 minutes until the Wi-Fi router comes back online.
4. Go back to **step B** above.

The LED is slow pulsing orange

1. Wait a couple of minutes for the Smart Controller to finish the firmware update.
2. Go back to **step C** above.

The LED is NOT pulsing blue/green

1. Please do not leave the Add Smart Controller process (**leave the phone as it is**), and **do not** press any buttons on the back of the Smart Controller.
2. Power off all Wi-Fi extenders, if any.
3. Reboot or power cycle the Wi-Fi router and wait 1-2 minutes until the Wi-Fi router comes back online.
4. Observe the Smart Controller LED, and wait until it starts pulsing blue/green.
5. In the Neo Smart Blinds app, tap on the **Next** button once available.

The LED is pulsing blue/green

1. Tap on the **Next** button and finish the process.



Power cycling the Smart Controller during the Add Smart Controller process won't help troubleshoot issues. The same goes for deleting the Smart Controller from the account when it doesn't behave as expected.

If the Smart Controller keeps failing, other symptoms occur, or you need further assistance, please refer to our [online guide on our website](#) (Smart Controller > Troubleshooting > C-BR300 model: Issues when adding to the account) or contact our technical support. Our offices are closed on Canadian statutory holidays.