Troubleshooting

Follow the steps in this troubleshoot guide to get your Enegic/Perific product back on track.

Is the LED light flashing/illuminated?

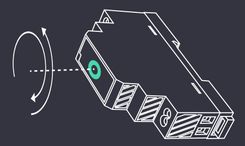
No

Disconnect the power to the device and reconnect it after a few seconds.

↓

Is the LED light flashing/illuminated?

No



DIN: Reset the adjusment dial by turning the screw 100% clockwise and 20% counter clockwise, and that the blue diode is illuminated on the transformer.

USB: Try a different 5V adapter.

Yes

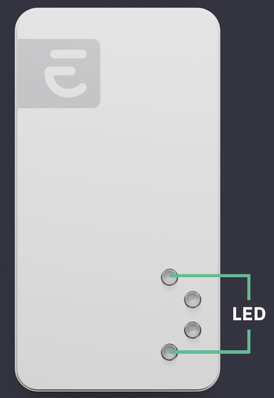
See LED Status →

Yes

See LED Status →

LED Color Indication

Status Indication:



Connection OK

Configuration complete and connected to the Enegic system. For some devices, LED indicator enters sleep mode ~1 minute after completed configuration. To see status, turn on the LED indicator by pressing the button ~2 seconds.

Connecting To Router

Flashing yellow for a long time, causes: Router has no Internet connection | Blocked outgoing ports in the router: he following ports need to be open:
• UDP traffic to phase.device.enegic.com:65110
• Firmware update to (HTTP/TCP) firmware.enegic.com:89
• NTP (UDP) to destination port 4242
• Time zone information (UDP) to timezoned.rop.nl:2342

Connecting To Wi-Fi

Flashing yellow for a long time, causes: Incorrect SSID | Out of range | 2.4GHz network not available

Configuration Mode

Configuration mode active, ready to configure in the app

Incorrect Wi-Fi Password

Unable to connect to Wi-Fi due to incorrect Wi-Fi password