Frequently Asked Questions
60W Replacement A19 Connected Cree® LED Bulb with 4Flow™ Filament Design

1. **What is the Connected Cree® LED bulb?**

   The Connected Cree® LED bulb combines the great features of the Cree® LED bulb with easy to use technology to allow you to control your lighting from anywhere.   Compatible with Wink, SmartThings® or other ZigBee® certified hub, these bulbs can be controlled wirelessly through a Smartphone app anywhere you have an internet connection.

2. **What is required for the Connected Cree® LED bulb to work?**

   In order to setup and control your Connected Cree® LED bulb, you will need:
   - A Connected Cree® LED bulb
   - A compatible Hub:
     - Wink Hub
     - SmartThings® Hub
     - Other ZigBee® certified hub
   - A mobile device using the compatible Android®, iOS®, or Windows Phone® App
   - A WiFi network configured to use a hub-supported security scheme. NOTE: The WINK Hub supports (WPA-PSK, WPA2-PSK or open).

3. **What smart home hubs will work with the Connected Cree® LED bulb?**

   The following systems are compatible with the Connected Cree® LED bulb:
   - Wink Hub
   - Wink Relay (Wink Hub required)
   - SmartThings® Hub
   - A ZigBee® certified hub

4. **How do I setup my Connected Cree® LED bulb?**

   Setup instructions can be found online at www.creebulb.com/connected. For Wink you can follow the setup tutorial inside the Wink App. For SmartThings® Hub users, setup information can be found at www.support.smartthings.com.

5. **How much power does a Connected Cree$^®$ LED bulb typically consume?**

   The Connected Cree$^®$ LED bulb consumes 11.5W of power when turned on at full brightness, which is 82% less energy than an equivalent incandescent bulb. When the bulb is off in the App (on "standby"), the bulb consumes a minimal amount of power (300mW).

6. **Where can I use the Connected Cree$^®$ LED bulb?**

   The Connected Cree$^®$ LED bulb is ideal for use anywhere inside your home where you need high quality light, such as your kitchen, hallway, bathroom, or family room. These bulbs are not recommended for outdoor use or for use in enclosed fixtures.

7. **How long is the warranty on Connected Cree$^®$ LED bulb?**

   Connected Cree$^®$ LED bulb includes a 3 year warranty.

8. **Can I control my Connected Cree$^®$ LED bulbs from multiple mobile devices?**

   Yes. You can login to your account from any supported mobile device using the compatible App for your hub. Once you login to your account on the device you will be able to operate your network with it.

9. **Can other people control my Connected Cree$^®$ LED bulb with their mobile devices?**

   Wink Users: Yes. In the Wink App, you can give access to other users. As the master account user, you can add, edit, or remove their access at any time. If you delete a Cree bulb from your account, the other users will lose access to it as well.
   To add a new user in Wink App, select your Wink Hub and tap the 3 dots in the top right corner. Tap Add User under the Wink Hub settings and provide the new user's email address.

   SmartThings Users: Yes. In the SmartThings Mobile App, you can give access to other users. In the left hand menu, select the My Account option. Select Manage Users, then Add User.
   Once invited, the user will be able to create their own SmartThings account and control their Connected Cree$^®$ LED Bulb.

10. **Are Connected Cree® LED bulbs dimmable?**

    Yes. Bulbs can easily be dimmed via the App on your mobile device. The Connected Cree® LED bulb is not recommended for use with wall dimmers.

11. **How many bulbs can I connect to one hub?**

    Wink Users: A Wink Hub can control up to 50 Connected Cree® LED bulbs.

    SmartThings Users: There is no hard limit to the number of devices you can control with a SmartThings® Hub.

12. **Can I still turn lights on and off without using the App?**

    Yes, the bulbs can still be turned on and off by the lamp or wall switch.

13. **If I cannot find my mobile device or its battery is dead, can I still turn my bulb on or off?**

    Yes. For example, if you wake up in the middle of the night and need to turn on your lamp, but you don't have your mobile device handy, simply turn the lamp off and then back on and the bulb will light to full brightness.

14. **What will happen if I turn off a Connected Cree® LED bulb at the wall/lamp switch or power outlet?**

    If the switch or power source for the bulb is turned off, the bulb can no longer be controlled via the App. In addition, scheduled changes for that bulb while the power is off will not take place. When the switch is turned back on, the bulb will light to full brightness and can then be controlled in the App.

15. **Once a bulb is in a group, can I still turn it on as a single bulb?**

    Wink Users: Yes, you can control any single bulb individually or as part of a group in the App.

    SmartThings Users: Yes, you can control any single bulb individually or as part of a group from the Lights & Switches section of the SmartThings Mobile App.

16. **Can I sync my lighting to other smart devices in my home?**

    Wink Users: Yes. When paired with a Wink Hub, Cree® bulbs can be synced to work with other devices connected to the Wink network. With a few taps in the Wink App, you can program your products to work together automatically based on triggers, such as location or activity. For example, a robot can be

programmed to automatically turn on specific lights and open your shades when you unlock the door.

SmartThings Users: Yes. After connecting a Connected Cree LED Bulb to your SmartThings® Hub you'll be prompted to choose how you want to use the bulb. One of those choices is to group devices, switches or bulbs together so that your devices can be controlled together.

17. I already have a hub with a competitor's connected bulbs installed. Will Connected Cree® LED bulbs work on the same hub?

Yes, you can add Connected Cree® LED bulbs to work along with other connected bulbs on your existing Wink Hub or SmartThings® Hub.

18. Where can I purchase additional bulbs?

The Connected Cree® LED bulb is currently available in store and online at The Home Depot®. Additional retailers may be found at www.creebulb.com.

19. How far away from home can I be and still control my lights?

As long as you have an internet connection on your Smartphone, you can remotely control your Connected Cree® LED bulbs from almost anywhere in the world.

20. I cannot get my Connected Cree® LED bulb to successfully pair with my hub. What should I do?

If you have successfully set up your compatible hub, but cannot get a Connected Cree® LED bulb to pair with the hub in the applicable app, you can factory reset your bulbs. To do this, install your bulb in a light fixture and turn it on. (For best results we recommend installing the bulb where you can turn the power off at a wall switch.) Turn the light switch on and off at two second intervals until the light blinks once to indicate it has reset. This should happen at the 4th full on-off cycle. You can then turn the light off and pair the bulb with your hub via the mobile App.

21. My internet is down; can I still control my lights?

If your internet connection is down, then the Connected Cree® LED bulbs cannot be controlled via the App. However, the bulbs can still be turned on and off at the wall switch as needed.

22. How secure are my Connected Cree® LED bulbs when paired with the Wink Hub?

Wink Users: Wink uses similar security technology as online banking and includes certification encryption, two factor authentication for all system administrators, and regular security audits. Additionally, we follow various standards depending on the protocol. We also encourage customers to practice smart security practices, like securing their wireless network and using strong passwords.

SmartThings Users: Data sent between your SmartThings® Hub and your SmartThings account is encrypted. SmartThings performs ongoing security testing as part of our software development lifecycle. In addition to routine testing we also employ third party security firms to perform penetration tests.

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