



Marygrove Pro App Troubleshooting Guide

During initial setup, after plugging in the desk top hub, it continues to flash a RED light?

The Hub flashes red when it is not connected to the internet. You can still use the Hub in bluetooth mode. If you want to connect the hub to the internet then open the Marygrove Pro App and follow the 'Add Device' journey.

Problem - Does not connect to the internet

Check to make sure the wifi is set on 2.4GHz. Unplug then re-plug the hub. If the WiFi has been connected, sometimes the local wifi may go off and on sporadically, the hub will automatically re-scan and the hub will display a solid BLUE light when re-connected to WiFi.

Ring colors explanation:

Flashing RED Light = Bluetooth Mode.

Flashing BLUE light = connecting to WiFi, searching for the internet.

Solid BLUE light = connected to the internet. Ready for Use.

Flashing GREEN Light = Successful pairing of remote control.

Flashing PURPLE Light = Firmware updating.

Problem - When adding the desk top hub to the app, a pop-up appears indicating the device can't be found?

Solution - Please ensure your bluetooth is on and your location services are allowed (Android Only).

Solution - Please stand close to the Hub in order to connect to Bluetooth.

Problem - How do I pair the remote control to the hub?

Solution - Stand next to your hub with the remote control. open the Marygrove Pro App, make sure you added the Hub to the app then go to the hub and click on CONTROL. Select your remote control, press "Next", press "Pair your remote", press and hold the STOP button while the app is buffering. When the light on the hub flashes GREEN or a pop-up appears indicating a successful pairing, pairing is complete. If pairing fails please stand closer to the hub and try again. The hub will indicate that it has failed to pair when it flashes RED.

Problem - when trying to open the remote on the app, a pop-up appears.

Solution - It likely means you have not connected the Hub to your WiFi or out of Bluetooth range. You will need to move closer to the Hub to send a command OR connect your Hub to your WiFi.

Problem – Creating an Account

If you are creating an account with your own email address. You will receive a 6 digit code to the email address entered. If you don't receive the code, please check your junk mail. If you still do not receive the code then please log in with either your Apple account or Google account.

Problem – Connecting to WiFi (password)

Please make sure you enter the correct password. Most passwords are case sensitive and needs to be entered accordingly. E.G password123 or PassWord123.

Location Services and Bluetooth Scanning (Android)

Enabling Location Services

For Android devices, location services must be enabled to scan for Bluetooth devices. If location services are not allowed, the app cannot detect Bluetooth devices, including the hub. This is necessary to add and control the hub via Bluetooth.

Understanding Device Screen Icons in the App

Both Logos Displayed

When the device screen in the app shows both Bluetooth and WiFi logos, it indicates that the app can connect to the Hub in both Bluetooth and WiFi modes.

Only Bluetooth Logo Displayed

If only the Bluetooth logo appears, this means the Hub has not been connected to your WiFi network. The app is currently connecting to the Hub via Bluetooth only.

Only WiFi Logo Displayed

If only the WiFi logo is visible, the app is connecting over the WiFi network. This usually means you are too far from the Hub for a direct Bluetooth connection but can still send commands over WiFi.