

VITA Frequently Asked Questions

Pairing/Setup

What are the minimum requirements for a smart phone to use the Vita APP?

To download and run the aquatic Vita app, you must have a smart phone that runs either iOS 9.3 or newer, or Android 4.1 or newer operating system. The app may not be compatible with all devices.

Can I use Current USA Serene Smart products on a 5GHz router?

No, our Serene smart products must be connected to a 2.4GHz WiFi network. If you have a multi-band or mesh router which supports both 2.4GHz and 5GHz bands, you can connect to the 2.4GHz band. For detailed instructions, please download the Wireless router guide.

Are Current USA Serene Smart products compatible with mesh routers?

Yes, they will work with mesh routers. The lights and other devices do require a dedicated 2.4GHz band during set up, which might require you to take additional steps for your specific router. Download the VITA Wireless Router Guide for more specific instructions.

How do I reset Serene Smart lights and products for pairing?

To reset a light or other device, turn it on and press the controller key for 9 seconds. When the LED starts to flash, it has been reset and is ready for setup.

Are Serene Smart products compatible with HomeKit?

No, not currently. However, you can enable Siri shortcuts using the Automate feature in the Vita App.

Can I download the VITA app for iPad?

There is not a separate app for the iPad. However, you can download the iPhone version on your iPad:

1. On your iPad, tap the App Store
2. Tap Search on the bottom tool bar
3. In the search box, type Aquatic Vita and tap the search button
4. Tap on filters in the upper left hand corner
5. Next to Supports, tap iPad, then tap to change to iPhone only.

The Vita app will be displayed in the search and tap Get/iCloud download button next to app name to start download.

What if my Serene Smart product cannot connect to the Wifi network?

Make sure you have entered the correct Wifi password during the WiFi setup. Check whether there are any internet connection issues. If the WiFi signal is too weak, reset your WiFi router and try again.

How far can I place Serene Smart products from my router?

The distance depends on your routers capabilities. Please consult your router user manual for specifications. If your device is too far from the router, you may see a pop-up notification notifying you the signal may be weak. You can also check your smartphone for coverage at the installation location.

The light or device appears offline or unreachable, what should I do?

1. Check your GFCI plug and ensure it has not tripped.
2. Ensure the correct size power supply (voltage) is plugged into your controller/device.
3. Ensure the outlet/switch is ON (products require "always-on" power to operate properly)
4. Make sure your WiFi router is online and in range.

Why don't my lights work when I'm not connected to WiFi?

You can't program your lights when you're not connected to a Wi-Fi network, however you can use on-demand features (on/off, color adjustment) using Bluetooth or the manual inline controller. Any programs using a timer/clock must be connected to WiFi for timing applications.

How many Serene Smart devices can I control using the VITA app?

The Vita app can control an unlimited number of devices in an unlimited amount of locations. Your router may have a limit of how many devices connected to one router.

Troubleshooting

What does it mean if the status of my device is "offline" or the light is flashing?

A power outage or router service interruption disconnected the device from the network. While the device does not require constant power, it may lose connection if it's been disconnected for a length of time and need to be reset/re-connected. To do that, do not remove the device from the app. Simply tap "+" on the main menu in the top right-hand corner of the screen. Add the devices with the original steps and all names and schedules given will remain as programmed. Devices will come back online in their original state.

Can I use Serene Smart lights with a standard wall or lamp dimmer?

No, using the light with a standard wall or lamp dimmer can cause interference and your light will not operate as intended. All Serene Smart lights are dimmable with the VITA app or with your connected voice assistant.

Can I use a standard 24-Hour wall timer or Smart plug with my Serene Smart light?

Yes, but turning the light on/off using a wall timer or smart plug may make it inoperable with the VITA app or any voice assistant. Any schedules or automation programmed within the app will not run as scheduled if power is off at the switch.

Does the light need to be reset if I have a power outage?

No. Once power is turned back on, your device will automatically re-connect to the WiFi network to update the clock/time. All programmed settings are safely stored in the Cloud and will operate as normal once re-connected to the WiFi network.