

# Setup Guide



## iLight TSE App

### Setup Guide

REV 2 2025-02



ilight\_sg008\_ilight-tse-app-generic-software-guide\_rev02.docx

#### iLight

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### Version History:

00 – Draft for review  
 01 – First issue  
 01a – page 9 reference to ‘TSI-1.local’ corrected to read ‘tsi-1.local’  
 02 – Additional iOS troubleshooting

## Introduction

This document explains how to pair the iLight TSE app to an iLight system on an iOS or Android smartphone/tablet.

The iLight TSE app displays the graphics and control options of an iLight TSE Touch project that has already been uploaded to the TSI-1 Touch Screen Interface module, connected to the iLight system.

### Device Requirements

iLight TSE app is supported by Android and iOS devices.

It is recommended that the device is using the latest Android or iOS version currently available.

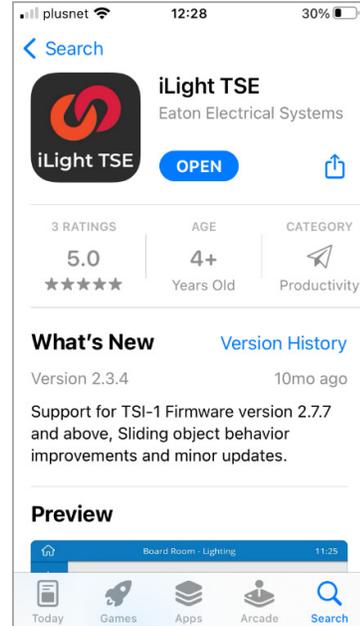
Wi-Fi connectivity must have been made available to the TSI-1 Touch Screen Interface, via a wired connection to a Wi-Fi router.

The smartphone/tablet must also be connected to the same Wi-Fi network to allow it to communicate with the TSI-1 module.

## Installing the iLight TSE App

### Apple iOS

- Go to the Apple App Store and search for 'iLight TSE'.
- Download and install the app (no purchase necessary).

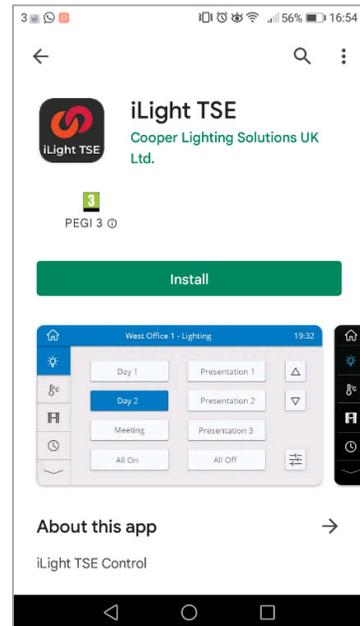
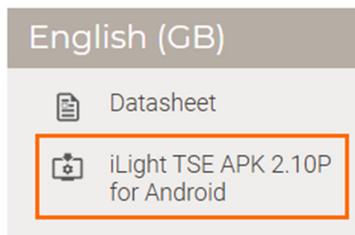


### Android

- Go to the Google Play Store and search for 'iLight TSE'.
  - Download and install the app (no purchase necessary).
- Alternatively, the iLight TSE Android APK is available for download from: <https://www.ilight.co.uk/network-interfaces/tsi-1>  
(Products > Network Interfaces > TSI-1)

If this download link is accessed by the smartphone/tablet itself it should allow the APK to be downloaded & installed directly on to the device.

### Downloads



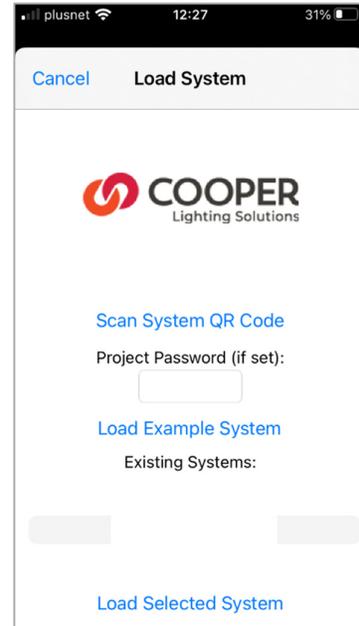
## Pairing a TSE Touch Project to the App

### Apple iOS

Ensure that the iOS device is connected to the same Wi-Fi network as the iLight system's TSI-1 module.

#### Step 1:

When the iLight TSE app is first launched (and until it is paired with a TSE Touch project), you will see the Load System page.



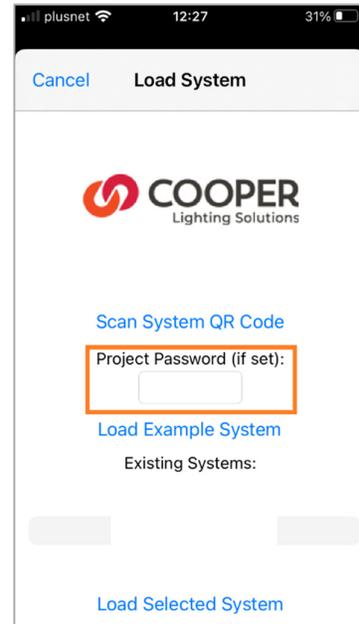
#### Step 2:

Tap the Project Password (if set) box and enter the password for the Project.

**You must enter the project password before selecting Scan System QR code.**

This password will have been configured during the commission stage and provided as part of handover documentation or in email.

If you do not know the project password, contact your iLight representative or system provider.



**Step 3:**

Tap 'Scan System QR Code' and point the camera at the QR code.

The project QR code can be viewed on the Settings page of a standard TSE55/80 Touchscreen configuration, or on documentation.



**Step 4:**

The project will then be downloaded automatically from the TSI-1 module.

Download time will vary according to the size and complexity of the project. It should typically not take more than 30seconds for the average project.

Upon download completion the TSE Touch project will immediately open.

Once a project has been paired to the app and downloaded successfully, the app will from that point re-launch directly to the project.



At the download stage you may see a permissions notification requesting the iLight TSE app to discover and connect to devices on the network.

Tap OK to proceed.

**"iLight TSE" would like to find and connect to devices on your local network.**

This app will be able to discover and connect to devices on the networks you use.

Don't Allow

OK

At the download stage you may also see a permissions notification requesting the iLight TSE app to use the device's camera to scan the QR code.

Tap OK to proceed.

**"iLight TSE" Would Like to Access the Camera**

Used to scan QR codes

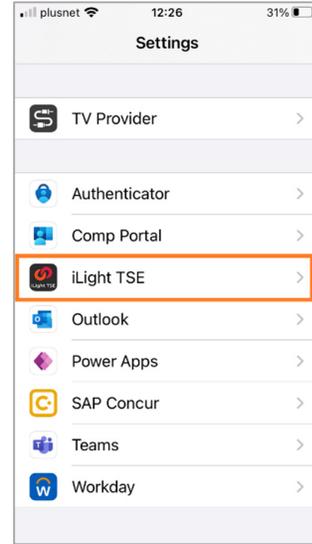
Don't Allow

OK

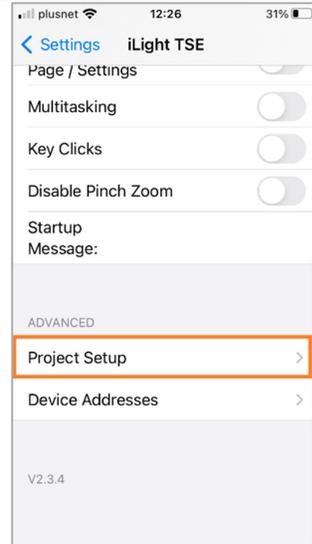
If the TSE touch project is changed, it will be necessary to repeat the project-app pairing procedure

To do this you will need to make the System Load Screen appear again when the app is launched.

Go to iOS Settings and scroll down to the iLight TSE, listed in the Apps section.

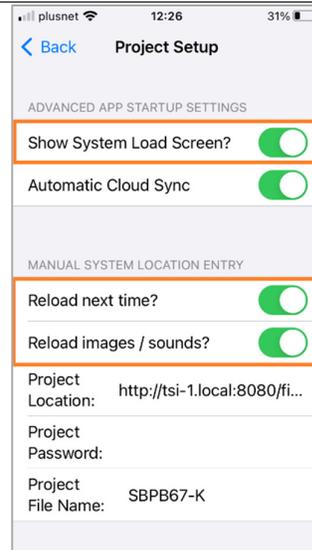


Within the iLight TSE settings, scroll down to Advanced section and tap 'Project Setup'.



Enable the following options (so that the slider button is green)

- Show System Load Screen?
- Reload Next Time?
- Reload image / sounds?

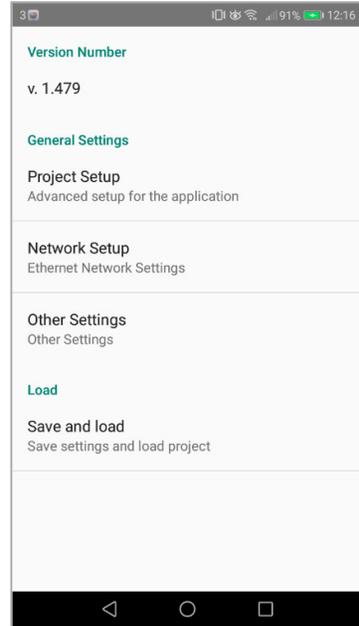


## Android

Ensure that the Android device is connected to the same Wi-Fi network as the iLight system's TSI-1 module.

### Step 1:

When the iLight TSE app is first launched you will see the iLight TSE App settings page, with the version of the APK (app software) displayed at the top.



### Step 2:

Tap 'Project Setup'

The project details will need to be entered manually unless the Android device supports QR code scanning.

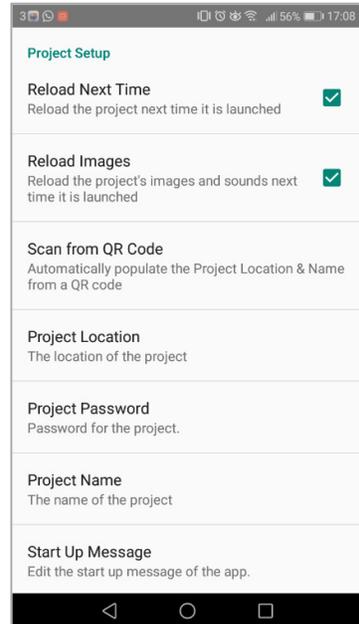
- If using QR scanning method, move to step 3a.
- For manual project detail entry move to step 3b.

These details will have been determined during the commission stage and provided as part of handover documentation or correspondence.

If you do not know these project details, contact your iLight representative or system provider.

**You must enter the project password before selecting 'Scan System QR code'.**

This password will have been configured during the commission stage and provided as part of handover documentation or in email.



**Step 3a (QR Code scan):**

Select 'Scan from QR Code' and point the camera at the QR code.

The QR code may be visible on the Settings page of a typical TSE55/80 Touchscreen configuration, or on documentation.

After the QR scan, select 'Save & Back' to return to the General Settings page.

**Step 3b (Manual project details entry):**

The project details consist of three items:

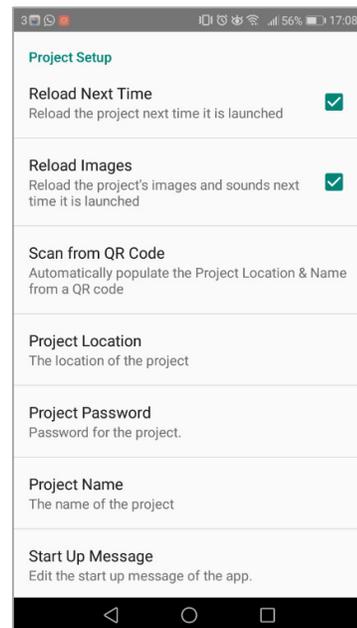
- Project Location (TSI-1 module)
- Project Password
- Project Name

These details will have been determined during the commission stage and provided as part of handover documentation or correspondence.

If you do not know these project details, contact your iLight representative or system provider.

Tap 'Project Location' and enter the details, then 'Project Password' and 'Project Name', respectively.

Once finished scroll down to the bottom of the Project Setup page and tap 'Save & Back' to return to the General Settings page.



**Add Device (manual DNS resolve)**

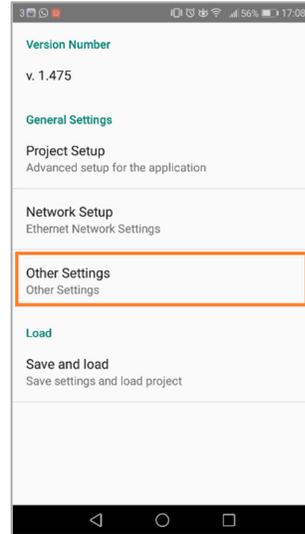
If the Project Location given to use is as follows:

**tsi-1.local:8080/files/project**

...the 'tsi-1.local' name will not be automatically resolved by some Android versions.

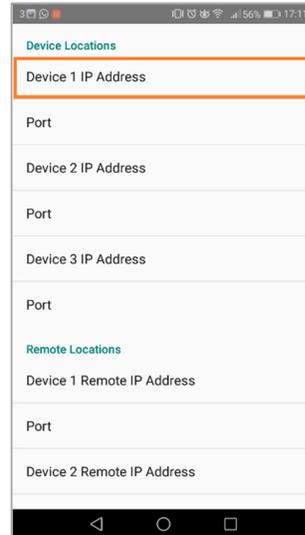
In this case it is necessary to specify the TSI-1 device IP address.

From the General Settings page tap 'Other Settings'.

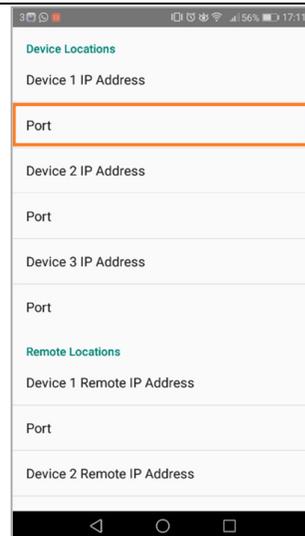


Tap on 'Device 1 IP Address' and enter the IP address of the TSI-1 module, (e.g., 192.168.0.100)

If you do not know the TSI-1 module's IP address, please check the Troubleshooting section at the end of the document.



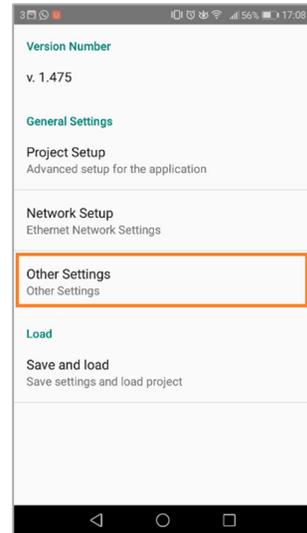
Tap on 'Port' for Device 1 and enter **5000**



**Step 4:**

Once all project details have been entered return to the General Settings page and scroll to the bottom.

Tap 'Save and Load' to start downloading the project.



**Step 5:**

Once the download is complete the project will open.



## Remote Access

### Port Forwarding

To allow the iLight system to be controlled using the iLight TSE app over the web you must first configure port-forwarding in the Wi-Fi router, enabling external connections to the TSI-1 module via port **5000**.

The exact method for configuring port-forwarding will vary between router makes & models. Please consult your router's documentation for details.

### Apple iOS App Settings

#### Step 1:

Go to iOS Settings and scroll down to the iLight TSE, listed in the Apps section.

Within the iLight TSE settings, enable 'Remote Access' (so that the slider button is green).



#### Step 2:

Scroll down and tap 'Device Addresses' and then scroll down to the **Remote Locations** section.

Tap 'Device 1 IP Address' and enter the web facing IP address of the router.

The router's web facing IP can normally be viewed by logging into the admin settings of the router through a web browser.

Then tap on the 'Port' line underneath and enter **5000**

The app is now configured to allow for remote access, provided the port-forwarding permissions have been set up in the router.



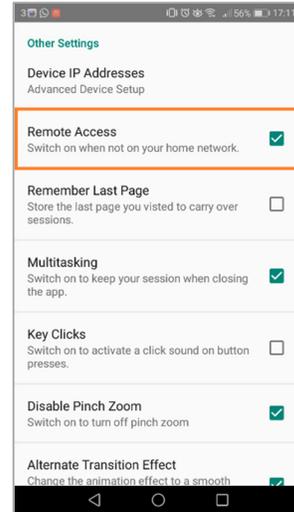
## Android App Settings

### Step 1:

Exit the project from within, to return to the Settings pages. For the standard template this is achieved by going to 'Settings' (cog icon) > 'Engineering' and entering the required passcode.

The default passcode is 4321. Consult the commissioning contractor / person to obtain the code if this is not accepted.

Within the iLight TSE app settings navigate to 'Other Settings' and enable the 'Remote Access' option (tick the box)



### Step 2:

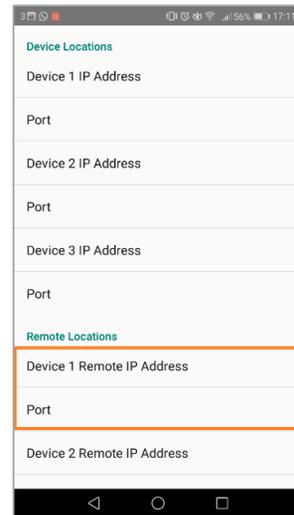
Select 'Device Addresses' and then scroll down to the Remote Locations section.

Tap 'Device 1 Remote IP Address' and enter the web facing IP address of the router.

The router's web facing IP can normally be viewed by logging into the admin settings of the router through a web browser.

Then tap on the 'Port' line underneath and enter **5000**

The app is now configured to allow for remote access, provided the port-forwarding permissions have been set up in the router.

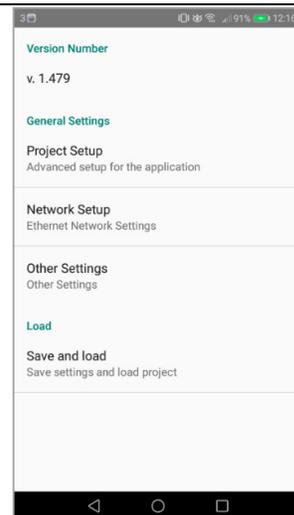


### Step 3:

Return to the General Settings page.

Ensure that the 'Reload Next Time' and 'Reload Images' boxes are unticked under Project Settings.

Return again to the General Settings page and select 'Save and Load' to relaunch to the project.



## Troubleshooting

### Project will not transfer to iOS device

If, after scanning the QR code, a warning appears saying 'Error – Unable to Open Project' this may be resolved by manually specifying the IP address of the TSI-1 in the Project Settings.

- Go to iOS Settings and scroll down to the iLight TSE app listing.
- In iLight TSE go to Project Settings.
- If you have already scanned the QR code for this project these details will be shown here. Therefore, the only information to edit will be 'Project Location'.
- Edit Project Location by removing 'tsi.local' and replacing it with the IP address of the TSI-1. Take care to keep all other information the same.

*NOTE: If the TSI-1 has had IP assigned by DHCP this will be found in the Wi-Fi router's settings as a connected device. In the event of the router being changed or set back to factory settings the TSI-1's IP allocation may be subject to change, which will need to be noted.*

- Return to the previous screen.
- Ensure that 'Show Load Screen' is turned OFF and 'Reload Next Time' + 'Reload Images/Sounds' are turned ON
- Make sure the iLight TSE app is closed and then relaunch. The app will immediately attempt to download the project data. This may take a couple of minutes to complete.

### 'Cannot Communicate with Gateway' appears when project opens on iOS device

First, ensure that the TSI-1 IP address has not be subject to change since the project was originally transferred to the iOS device. If the router has been replaced or otherwise modified the DHCP allocations may have changed and the TSI-1 will have a different IP address than was specified in the project file.

- With the IP address of the TSI-1 confirmed go to iOS Settings and scroll down to the iLight TSE app listing.
- In iLight TSE go to 'Device Addresses'
- In the top-most entry of Device Locations ('Device 1') enter the IP address of the TSI-1.
- Underneath for 'Port' enter 5000
- Relaunch the iLight TSE app and connection should be established for user control.

General Troubleshooting

<p>Project opens but no control.</p>	<ul style="list-style-type: none"> <li>• Ensure that the smartphone / tablet running the app is connected to the same Wi-Fi network as the iLight TSI-1 module.</li> <li>• Ensure that the TSI-1 module is powered and operating normally.</li> <li>• Under normal operation the green 'status' LED on the front of the TSI-1 will flash 1 x per second.</li> <li>• Ensure the TSI-1 is connected to the Wi-Fi router.</li> <li>• Ensure TSI-1 is connected to the iLight iCAN network so that it can communicate with iLight Controllers.</li> </ul>
<p>Remote Access has stopped working following Wi-Fi router / broadband supplier change.</p>	<ul style="list-style-type: none"> <li>• Port-forwarding will need to be set up on a new router and the web facing IP of the router checked. This will need to be reconfigured in the iLight TSE app settings. <b>See Remote Access section.</b></li> </ul>
<p>Upon opening the app, a warning box appears saying 'Disconnected'</p>	<ul style="list-style-type: none"> <li>• Ensure that the smartphone / tablet running the app is connected to the same Wi-Fi network as the iLight TSI-1 module.</li> <li>• Ensure that the TSI-1 module is powered and operating normally.</li> <li>• Under normal operation the green 'status' LED on the front of the TSI-1 will flash 1 x per second.</li> <li>• Ensure the TSI-1 is connected to the Wi-Fi router.</li> </ul>
<p>When scanning the QR code / launching the Project it states 'Unable to Open Project'</p>	<ul style="list-style-type: none"> <li>• Ensure the password has been entered before you scan the QR code.</li> <li>• Make sure the password is correct.</li> <li>• Ensure that the smartphone / tablet running the app is connected to the same Wi-Fi network as the iLight TSI-1 module and that the TSI-1 is also running and connected to the same network.</li> </ul>
<p>Smartphone / tablet screen has gone dim.</p>	<ul style="list-style-type: none"> <li>• The screen dimming feature within the app project will affect the device. Return to the iLight TSE app and perform an action or navigate to a page to restore backlight level.</li> <li>• Ensure the app is not running in the background on the device when not in use.</li> <li>• To restore device backlight level without returning to the iLight app or if already exited, simply sleep the device and it should resume normal backlight level when it wakes back up.</li> </ul>