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# Why can I not connect my smart phone to my CCA?

For the proper commissioning of your Tigo system, the CCA must be able to connect to the internet. After commissioning, internet access is optional, but required to access monitoring data.

For detailed information on Internet access see: "Network 101 - Providing Internet access..."

There are two ways to connect the CCA to the internet, ethernet and Wifi.

When using Ethernet, no configuration is necessary when the router is configured to assign an IP address using DHCP - which is nearly always the case in most networks.

- To set the Wi-Fi Access Point and password:

  - **Tap on 'Configure Communication**' on the Edit Systems page (shown above).

## To configure Wi-Fi, connect SMART App to Cloud Connect

You can use either Wi-Fi or Bluetooth to connect a mobile device (phone/tablet) to the CCA.

**Wi-Fi and Bluetooth not seen**: The Cloud Connect Wi-Fi or Bluetooth device **may not be shown after** the Cloud Connect has been powered on for **2 hours**. To see the wireless names, quit the

phone App, power cycle the CCA, wait 2 minutes, and connect. Restart the SMART app, and if still unable to connect, restart the phone, too.

**NOTE:** Regarding App request for **LOCATION INFORMATION ACCESS:**

In some circumstances, the application must be allowed *location information* access in order for the Bluetooth or Wi-Fi connection from the phone to the Cloud Connect to work. This is a requirement for both iOS13 and Android devices. **If you have previously denied location information access by Tigo SMART App, you will see no Wi-Fi or Bluetooth names on the "Connect to CCA" page.**

**Location Information Access solution Steps:**

1. How-To Allow Permission Request
   a. You may see a pop-up requesting location permission when you start the app. If so, tap continue.
   b. When asked to allow Tigo SMART to access device's location, tap allow.
   c. If you have no more issues, disregard the rest of these steps. Otherwise, try solution 2.
2. Use the SMART App left-side menu, swipe in from off-screen left-hand side of App window, then tap on the Map.
   a. If a request for Location access pops up, enable it.

      1. This should address the issue, disregard the rest of the steps.
         b. If nothing pops up, try solution 3.

3. Change permissions in your device's App settings:
   a. Close the Tigo SMART app
   b. Go to your Settings
   c. Scroll down to apps (Application Manger in Android)
   d. Tap on **Tigo SMART**
   e. Scroll down to Permissions section
   f. Ensure that "While Using the App - Enable Location." or similar named permission is Enabled.
4. Reboot your mobile device.
5. Run Tigo SMART App, then go to Tigo SMART App Menu and select Map. If Map shows the system location on a street map, Location Permissions are now correctly enabled for the Tigo SMART App. Try connecting to CCA using Bluetooth or Wi-Fi and you should now see the name of "SM-04C05Bxxxxxx on both Bluetooth and Wi-Fi connections.

If you still experience issues after trying these steps, contact our support team. Support contact information here; https://www.tigoenergy.com/contacts/.

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