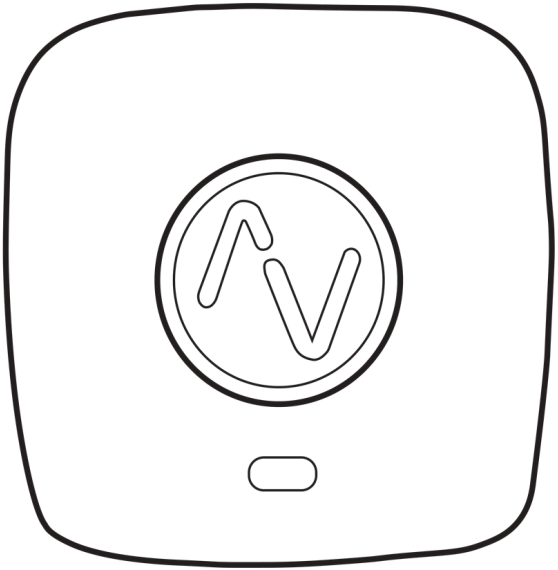
Lightwave



# Installation Manual

Link Plus Hub (LP2)

Not backwards compatible

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# Installation Support

In this booklet you will find instructions on how to setup a Link Plus Hub (LP2).

**For further guidance click on the links below:**

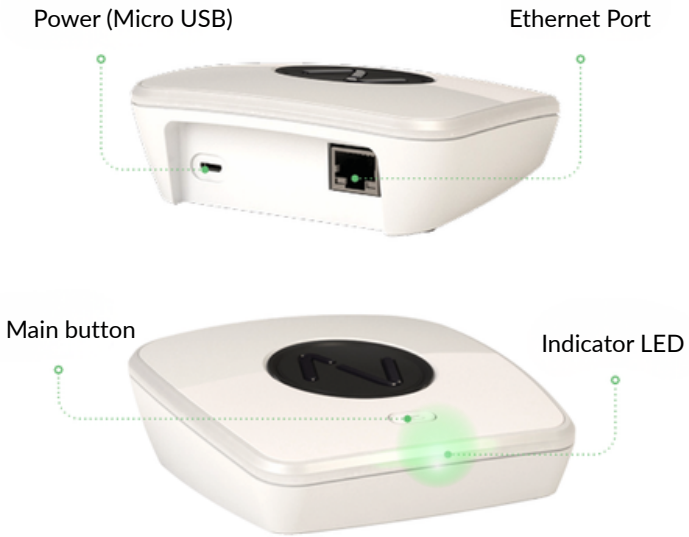
**Contact the technical support team**

**Contact a Lightwave Pro installer**

**Have a look at our website**

**Phone number: 0121 468 8987**

# General Information




**NOT BACKWARDS COMPATIBLE:**

Please note that the **LINK PLUS HUB IS NOT BACKWARDS COMPATIBLE**, so Connect Series devices cannot be paired with this hub.

**Rf Frequency:** 868MHz.
**Output Rating:** 3W Approx
**Input Rating:** 5V

**Warranty:**
2-year standard warranty (from the date of purchase).
A lifetime warranty on the device is available if you are a Lightwave Plus member.

**Range and positioning:**

- The Link Plus Hub has a range of up to 1 km in clear, open conditions, with a typical indoor range of about 100 metres.
- Place the Link Plus Hub away from radiators, water tanks, thick walls, and metal comms racks. Position it as high as possible for the best coverage.

# Product Dimensions

**Height: 30mm**

**Width: 110mm**

**Depth: 115 mm**

# Preparing for Installation

Please follow the instructions carefully to ensure the product is installed safely. Neglecting to follow these instructions could result in the loss of your 2-year warranty on the device.

**Damage caused by any modifications or physical damage will invalidate your warranty.**

LightwaveRF Technology Ltd cannot accept responsibility for any loss or damage that may occur if the instruction manual is not followed correctly.

**IMPORTANT:** Any electrical installation must comply with building regulations, BS 7671 (IET wiring regulations) or local equivalent.

**IMPORTANT:** If conducting an insulation resistance test, any hard-wired Lightwave devices must be disconnected from the mains, or damage to the unit may occur.

For more information, please click on the link: What do I need?

## You will need:

- A standard wireless broadband router with an available Ethernet port and a permanent internet connection to operate the Link Plus Hub.
- Your smart phone
- The Lightwave Link Plus App can be downloaded (available on iOS & Android)
- The Link Plus Hub requires mains power

## What is included in the box:

- Link plus hub (LP2)
- Installation manual
- Power adapter cable (Micro USB)
- Ethernet Cable

# Installing a Link Plus Hub (LP2)

**If you are installing this product yourself, follow these instructions carefully.**

**If you are unsure at any point, consult a qualified electrician, technical support, or a Lightwave Pro installer.**

**Incorrect installation may cause safety risks, fire hazards, legal issues, and will void your warranty.**

**Lightwave is not responsible for damage or loss caused by failure to follow these instructions.**

### Before You Begin

**Please note that the LINK PLUS HUB IS NOT BACKWARDS COMPATIBLE, so Connect Series devices cannot be paired with this hub.**

- Place the Link Plus Hub in a high and central location in your home to ensure the best signal to your Lightwave devices.
- Avoid enclosing the hub in cupboards or placing it behind large metal objects (metal comms rack/cupboards)

➡️ This helps prevent RF connectivity issues.

### Connect the Hub

1. Plug the Ethernet cable into the back of the Link Plus Hub.
2. Connect the other end of the Ethernet cable to an available LAN port on your router.
3. Push the Micro USB connector into the socket on the back of the Link Plus.
4. Plug the power adapter into the hub and switch it on at the mains.

# Installing a Link Plus Hub (LP2)

💡 **LED Indicator**

- The LED on the hub will begin flashing while it powers up and connects.
- Allow 1–2 minutes for the hub to power up and to connect to the internet.
- When the LED shows a solid green light, the hub is ready to be set up onto the Lightwave app.

⚠️ **Important**

- During first use, the hub may automatically install firmware updates.
- Do not unplug the hub during this process.
- The LED indicator shows the status of the Link Plus Hub.

For more information, please click on the links below:

Where is the best place to position my Link Plus Hub?

Updating Firmware on your Lightwave devices

**LED Indicator Lights**

- → Pairing Mode
- → Hub is Offline
- → Hub is Online
- → Updating
- → Transmitting
- → Pairing mode

# How to pair a Link Plus Hub to the Lightwave App

**Before you begin:** Download the Lightwave Link Plus App from the Google Play Store or Apple App Store. Search for "Lightwave" in the app store to find and download it. Ensure your smartphone is connected to the same home network as your router.

**Please note that the LINK PLUS HUB IS NOT BACKWARDS COMPATIBLE, so Connect Series devices cannot be paired with this hub.**

**Setting Up Your Lightwave Link Plus Hub**

- Open the Lightwave App and tap Create Account.
- Follow the on-screen steps to create your Lightwave account.
- Once you have created your account, log in to the Lightwave app.
- After logging in, you'll see the Get Started screen with an image of the Link Plus Hub.
- Tap the green "Link" button at the bottom of the screen to begin setup.

**Connecting Your Link Plus Hub**

- The app will display a list of available cloud numbers.
- Check the back of your Link Plus Hub (please keep it connected to your internet router).
- If your cloud number appears in the list, select it and follow the instructions on page 10.
    - Cloud numbers start with BC and are 8 characters long.
- If your cloud number is not listed, tap "Add your link manually" and enter the cloud number from the back of your hub.
- Once your cloud number is entered, the Next button will turn green. Tap Next to continue

**For more information, please click on the links below:**

**How to download the Link Plus App, create an account and pair your Link Plus to your system**

**How to create a Room and Zone on the Link Plus app**

# How to pair a Link Plus Hub to the Lightwave App

**Pairing the Link Plus Hub**

1. On the next screen, tap the green “Link” button.
2. The Link Plus Hub will start flashing blue, indicating it’s ready to pair.
3. Press the physical link button on the Link Plus Hub to confirm the connection.
4. The Lightwave app will confirm that the hub has been set up.
5. Once pairing is complete, your Link Plus Hub is successfully connected, and you’ll be taken to the Home screen, ready to start using your Lightwave system.

**Extra Information**

- Multiple users can control devices by registering more than one account to a Link Plus Hub.
- You can run multiple Link Plus Hubs under one account.
- Lightwave works with Alexa, Apple HomeKit, SmartThings and more.
- Custom automations can be created in the Lightwave app.
- Automations continue to run without internet, but internet is needed to set them up.

**For more information, please click on the links below:**

**How to download the Link Plus App, create an account and pair your Link Plus to your system**
**How to create a Room and Zone on the Link Plus app**
**Managing Users and Access in the Lightwave App**
**How to add another Link plus hub to your account and Manage locations**
**Can Lightwave Work Without the Internet?**

# Troubleshooting

If your Lightwave Link Plus Hub isn't behaving as expected, the steps below cover the most common issues and how to resolve them.

🌐 **Changed your internet service provider (ISP)**
If you've recently switched ISPs, your Link Plus might need time to adjust to the new network.
What to try:

- Plug the Link Plus into a different Ethernet port on your router (each port may have different firewall rules).
- Swap out the power and Ethernet cables in case one is failing
- Restart your Link Plus by unplugging it and plugging it back in after 30 seconds
- If it's still red, contact your ISP (Internet Service Provider) to check if the Link Plus is being blocked by the router's firewall.

🟠 **Solid amber light**
The Link Plus Hub requires further assistance. Please contact Lightwave Technical Support so we can investigate and advise on the next steps.

🔴 **Solid red light (existing systems)** - The Link Plus Hub is offline and has lost its connection.
What to try:

- Restart the Link Plus Hub.
- Restart your internet router.
- Allow a few minutes for the hub to reconnect.

🔴 **Solid red light (new installations)** - The Link Plus Hub is offline.
What to try:

- Restart the Link Plus Hub.
- Ensure the hub is connected directly to your router using an Ethernet cable.
- Wait a few minutes and check if the light status changes.

# Feedback

**We've just launched our new Lightwave installation manuals and would love to hear what you think!**

**Your feedback helps us improve our guides and provide better support, whether it's something you liked or something we could make clearer. It only takes a few minutes and really makes a difference.**

Please click here to share your feedback

Thank you for helping us improve your Lightwave experience.