

Shelly BLU Connection Problems and/or Firmware Update Stuck?

It's unfortunate that you're experiencing issues with the Shelly BLU. These problems might be easy to solve on your own.

We frequently receive BLU devices returned to us that actually don't have much wrong with them. You need to update the firmware immediately after receiving and use of the device. Otherwise, the batteries may drain within 1 or 2 days. Unfortunately, factory batteries aren't always of the best quality.

Have you tried using a new battery?

It could also be that the firmware update got stuck. In that case, you can reset the BLU device as described in the manual and update it via the Shelly Debug app.

In 99 out of 100 cases, this will get the BLU devices working again.

Resetting requires you to first remove the battery, wait for about 10 to 20 seconds, then put it back and immediately press and hold the reset button for at least 30 seconds. We recommend using a new battery to ensure it is fully charged. Then, start the Shelly Debug app, click the button on the Shelly BLU once, and the Debug app should recognize the Shelly BLU.

If the Debug app doesn't recognize the Shelly BLU, go to your smartphone's Bluetooth settings, make sure it's turned on (or turn it off and on again), and if necessary, click on the Shelly BLU and select "forget this device," then try again.

Next, follow the instructions in the Debug app and use OTA (Over The Air) to update.

It's important to keep the app open until the update is fully completed! This also applies to the Shelly Smart Control app during updates.

If it doesn't work and you purchased the BLU from us, please contact us.

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