

How to Do When Cloud Login Error: "The device already belongs to another user/account."

How do I change a short ID (6 digits) to a long ID (12 digits).

Procedure in the event of a failed attempt to connect Shelly to the cloud.

Notice!

Firmware status on the Shelly should always be the latest. The latest firmware can already be installed when integrating the device via the web interface (192.168.33.1) or via an OTA update, e.g. here from the firmware archive <https://shelly-forum.com/index.php?shelly-firmware-archive/> to be installed.

Under certain circumstances, when attempting to activate cloud access for a device, the following or similar error message may appear in the app:

"The device already belongs to another user/account."

Reason for this error message:

1. the device is/was really still registered in another user's account and has not been deleted/deactivated
2. There may be an ID conflict between a 6-digit ID of older Shelly devices and the later 12-digit device IDs

If it is a Shelly with a 12-digit ID and the error message appears when trying to activate cloud access, it is necessary

delete the device from the previous owner's account.

Here you have the option of creating your ticket with Allterco Support <https://ticket.shelly.support/open.php> by providing the device ID.

The device ID can be found in the WEB-UI (web interface) or in the app under Settings->Device information or Settings->Device info

If it is a 6-digit ID, it must be extended to 12 digits.

Attention: This procedure involves a reset to the factory settings!

Method:

`http://<shelly-ip>/longifyid`

into the address line of the browser. Instead of "<shelly-ip>" the IP address of the relevant device has to be entered.

After completion and reset, the device must be reconnected to the existing network and set up again. The connection to the cloud should now also be possible.