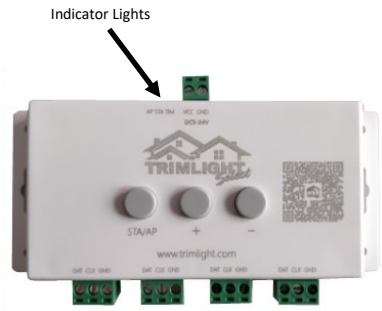
I followed the instructions to pair the controller to my wifi. But its not working like I thought

When you followed the instructions, did the app say “Configuration Complete”?

Yes

No



BLUE: Broadcasting Trimlight Wifi signal

GREEN SOLID: Connected to Local Wifi Network

GREEN FLASHING: In Pairing Mode

RED: Controller is in Timer Mode.

You may need to unplug the system for 10 seconds and plug it back in to give it a soft reboot. You will also want to force close the app for 10 seconds and reopen it to ensure the app is also restarted.

Is the light on the top of the Trimlight controller illuminated to a **SOLID** green

Yes

No

Try dragging down on the screen to see if the pairing worked properly once all software has been rebooted. If that does not work. Try the pairing process again with a different device.

If no device allows it to pair, the controller may not be compatible with your home router. Follow one of the options below

OPTION #1

Replace your home router with a version that will ensure that a 2.4G band is broadcasting alone without multiple mesh network routers.

OPTION #2

You may need to just use the Trimlight WIFI network to control your lights.

Push and release repeatedly on the AP/STA button until the light goes to solid green. DO NOT push and hold this button.

Try dragging down on the screen to see if the pairing worked properly once all software has been rebooted. If that does not work. Try the pairing process again with a different device.

If no device allows it to pair, the controller may not be compatible with your home router. Follow one of these options.

ITEMS TO ENSURE:

- Make sure the Trimlight Network has a strong signal to where your wifi router is located.
- Make sure the Wifi Router has a strong signal out to where the Trimlight Controller is located.
- Make sure your local network is broadcasting a separate 2.4G band. Dualband routers that combine the bands into one signal will not connect to the Trimlight controller.

Signals are not strong

OPTION #1

Replace your home router with a version that will ensure that a 2.4G band is broadcasting alone. Avoid multiple mesh network routers. Then repeat the pairing process.

OPTION #2

You may need to just use the Trimlight WIFI network to control your lights.

Add a Wifi Booster that is compatible with your router that will boost the 2.4G band. Place this in a place that gives strong signal near the location of the Trimlight controller.

Repeat the pairing process.

Still didn’t work.

Your router may not be compatible with the Trimlight Controller. You may need to use the Trimlight Wifi network to control your lights.

To use the Trimlight Wifi network again. Push the AP/STA button again until the light illuminates **BLUE**. This will allow the controller to broadcast the TRIMLIGHT WIFI NETWORK again.

I am connected but have questions or concerns

I was successful in connecting to my local network...

That is great! Here are a few things to note:

1. The Trimlight controller should have it's indicator light now on Solid GREEN. That means the controller is no longer broadcasting the Trimlight signal. If a RED light is on, that indicates the controller is in the timer mode.
2. If at any time, the Trimlight controller does not pull up on the available devices list. If you have tried refreshing the page in the app multiple times and still having issues. DO NOT push "Add Device". Unplug the device and wait for 10 seconds and plug it back in to soft reboot the device.
3. If you have multiple controllers and only one populates in the refreshed list, be patient and try multiple times. If after multiple attempts the controller still fails to show on the screen, follow the previous paragraph to soft reboot the device.

I am using the Trimlight network...

That is perfect, It is the most reliable connection. Here are a few things to note:

1. The Trimlight controller should have its indicator light always on Solid BLUE. This means the controller is broadcasting the Trimlight signal. If a RED light is on, that indicates the controller is in the timer mode.
2. Your device will now connect to the Trimlight network consistently when near it. In order to make sure your home network does not become a secondary network, go into the wifi settings of your phone and ensure the Trimlight wifi network is not set for "Autojoin".
3. If at any time the Trimlight controller does not pull up on the available devices list. Try refreshing the page by dragging your finger down the middle of the screen. If after multiple tries Trimlight still does not appear, DO NOT PUSH "Add Device". Unplug the controller, wait 10 seconds and plug it back in to soft reboot the system.
4. If you have multiple controllers each controller will only work when connected to the correct wifi signal. Each controller will be broadcasting a different name. In order to control them, you will need to choose one wifi signal at a time to get to each controller to program or run the lights that are connected to that signal. To connect to the next controller, simply go back into the wifi settings of the phone, connect to the other signal and then go back into the app.

Timer Problems or Other Operational Concerns

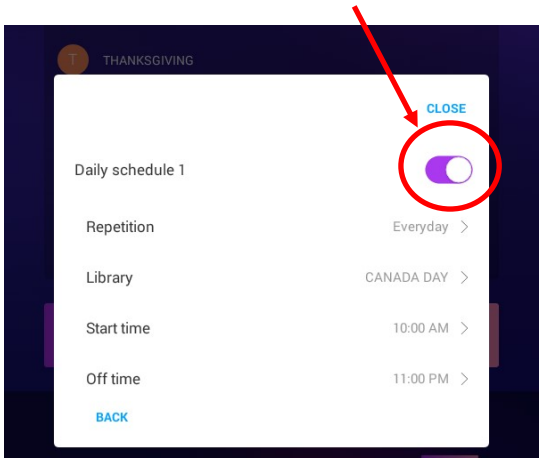
I set up a timer but the lights didn't turn on when I scheduled them

Typically this issue is due to one of the following reasons

1. The controller MUST be in timer mode (This toggle button is commonly referred to as the ON/OFF switch) for the timer to work. The main Toggle switch on the device menu page of the app must be switched to the "TIMER MODE" and not in the "MANUAL MODE"

2. Depending on the version of the controller, do not set the timer after midnight for the shut off time. Ensure your timing event is scheduled without moving into the following day.

3. If setting a daily schedule. Ensure the toggle switch is placed in the ON Position for that timer event to be initiated.



My lights aren't working properly

As with all electronics, sometimes systems can freeze up or temporarily malfunction. To resolve most issues, refer to the solutions below

ISSUE: My lights were working perfectly last time that I used them. I can no longer connect to the controller.

SOLUTION: Unplug the controller and plug it back in to reboot the controller.

Make sure that you have the newest application on your mobile device through the Application Store.

ISSUE: I use the Trimlight network to control my lights but the Trimlight Wifi Signal isn't an available network on the list of wifi networks.

SOLUTION: Unplug the controller and plug it back in to reboot the controller. Check to make sure you have a blue light on the controller. If it is green, click the AP/STA button until the blue light appears.

ISSUE: The power went out at my home and the lights came on to a random pattern that I didn't choose.

SOLUTION: It has gone to a default setting upon regaining power. Log in to the controller with the app to refresh the data to the controller that is set on the app.

ISSUE: A few lights are not working properly. They are producing the wrong color.

SOLUTION: This is a simple faulty light and needs to be replaced. Contact the dealer that installed the project and they will organized a method to make this repair.

ISSUE: At one point all the lights are going to a blue color.

SOLUTION: This is a simple faulty light and needs to be replaced. Contact the dealer that installed the project and they will organized a method to make this repair.