

# TROUBLESHOOTING YOUR TRIMLIGHT SYSTEM

AS WITH ALL TECHNOLOGY, SOMETIMES YOUR TL SYSTEM CAN TEMPORARILY MALFUNCTION. MANY OF THE ISSUES YOU MIGHT EXPERIENCE CAN BE QUICKLY RESOLVED WITH A FEW STEPS. PLEASE SEE THE INFO BELOW AND ON THE FOLLOWING PAGES FOR POSSIBLE ISSUES & SOLUTIONS.

## TIMER & SCHEDULE ISSUES

**ISSUE:** I set up the timer but the lights didn't turn on when I scheduled them.

Typically this issue is due to one of the following reasons:

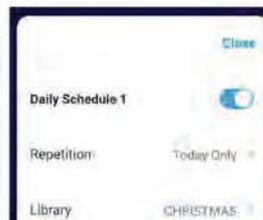
1. The controller **MUST** be in timer mode for the timer to work. The main toggle switch in the settings page of the app must be switched to "TIMER MODE" and not in "MANUAL MODE".



2. The shut-off time is set for after midnight. 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 event to be initiated.

4. NEVER overlap daily timers or a daily timer with a calendar event. This may cause the timers to not work correctly.



## SYSTEM LOST POWER

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

**SOLUTION:** The system has defaulted back to a factory setting upon regaining power. Log-in to the app to refresh the data that is sent to the controller. You may need to find and choose the pattern that you want to be on.

## CONTROLLER SHOWS "OFFLINE"

**ISSUE:** My controller(s) is showing "Offline" (not "Local" or "Online").

**SOLUTION:** Power or your Wi-Fi router/connection could be the culprit. First, see if the malfunctioning controller is getting power. Look for any of the indicator lights on the controller to see if it is getting power. **If there are no lights on the unit, check to ensure proper power is going to the outlet in which the system is plugged into. If there is power at the outlet but the lights are still not illuminated, try a soft reset (unplug from main outlet for a few minutes then plug back in). If it still isn't getting power, call us for a service call. If any of the indicator lights ARE ON, please see next page for further solutions.**

### INDICATOR LIGHTS



**INDICATOR LIGHT COLORS MEANING:**  
**BLUE** TRIMLIGHT INTERNAL WIFI SIGNAL  
**GREEN SOLID:** CONNECTED TO YOUR LOCAL WIFI NETWORK  
**GREEN FLASHING:** IN PAIRING MODE  
**RED:** CONTROLLER IS IN TIMER MODE