

TROUBLESHOOTING YOUR TRIMLIGHT SYSTEM

What to Do When Your TL Controller Shows “Offline”

“Offline” Indicates Either Your Controller Is Not Getting Properly Powered or Your Router Severed the Connection to the TL Controller for Some Reason. If There is Power to the Controller but You Still Can’t Connect, Please Follow the Steps Below. (If at Any Point You Get Reconnected, Obviously, You Can Discontinue the Steps).

1) Check your phone/device & make sure there is a strong Wi-Fi connection when standing next to the Control Box (if you have more than 1, go to the box with the controller that is giving you an issue). If the signal is weak, you may need to get a Wi-Fi extender to boost the signal if the steps below don't work.

2) Two things before you begin; First, make sure no one else is currently logged into the app. Second, make sure the app is completely closed before opening it again. (You should ALWAYS completely close the app after use. For an iPhone that means swiping up after exiting).

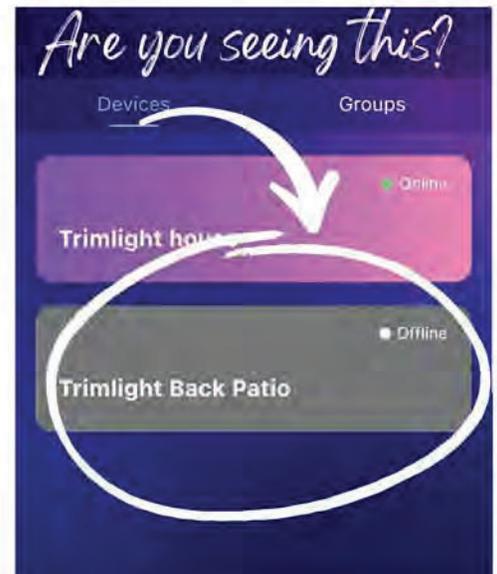
3) Sometimes if your phone/device does a software update, it will reset the permissions in your apps. Go to your phone/device Settings, scroll until you find the Trimlight Edge App. Tap on it. Make sure the location says “Always”, Bluetooth is “On”, Local Network is “On” and Microphone is “On”.

4) Open the TL App & refresh by swiping down. If it still shows “Offline”, hard close out of the app. Proceed to your Wi-Fi Router & reset it. After doing so, in your phone/device settings, make sure your phone/device is connected to the 2.4 GHz Wi-Fi Network (the original network you paired the system to). TL will NOT connect to a 5G network.

5) Open the TL Edge App again and swipe down the screen to refresh your list of Controller(s). You may need to refresh it a few times. If the Controller still did not appear with the “Local” label, continue with the next step(s). Force close the app.

6) Soft Reset the TL Controller, which is simply unplugging the box from the wall outlet. Unplug for at least 5 minutes before plugging back in. After plugging the system back in, check to see if the center light on the TL controller is illuminated in SOLID GREEN. (If you see a red light also, that just means there is a Timer set.) If it is not SOLID GREEN, push and release repeatedly on the AP/STA button until the light goes to solid green. DO NOT push and HOLD this button. Then, refresh the app again to see if it is reconnected and showing “Local”. If not, hard close the app and proceed to step 7.

7) The last resort is a Hard Reset. This function will delete all previous set memory and return the unit back to the original factory settings. Unplug the unit and then press and hold the “+” and “-” buttons on the TL Controller while restoring power to the unit. We recommend doing this a couple times in a row. Open the app again and refresh to see if your Controller appears and regains “Local” connection. If doing a Hard Reset a few times doesn't work, it's time to fill out our Request a Repair Form on our website.



Pro Tips:

Just in case you ever have to do a Hard Reset again, to avoid losing any custom patterns and/or your port counts again, we highly recommend you take a screenshot of them when you create the patterns and save them in a TL Photo Album on your phone. As regards to your Port Counts, they can be found in the App by tapping on the Settings Gear in the top right corner. We recommend taking a screen shot of the Port Counts as they will have to be reentered after a Hard Reset. Note: You may or not have more than 1 port with a count depending on your install locations and other factors. Your installer may have also written the counts down on a sticker on the Control Box.