TRIMLIGHT

ARE SOME LIGHTS NOT WORKING?

NOTE: Please check your system at least one time before the holidays (spring or early summer is best) to ensure everything is working properly. While off season repairs can be done fairly quicky, lead times for repairs may increase considerably during the busy season (fall and winter).

POTENTIAL ISSUES WITH THE LIGHTS

Lights seem to produce incorrect colors in the pattern or in certain sections.

A single light is a different color or not on when the system is running.

A section is off entirely or only produces BLUE when the system is on or off.

These are simple repairs by a technician and are usually caused by only one faulty connection or a single malfunctioning light.

#1

Take a picture of the area in question. Make sure to get enough of the area so the technician can easily locate the issue and know exactly where the problem is without turning the system on.

#2

Email the picture with your contact information and explanation of the issue to your local dealer.

#3

A technician will reach out to schedule the repair or they will perform the repair without needing an appointment if the picture gives them a clear understanding of the problem. They will offer this service when they are in the vicinity.

PAIRING TRIMLIGHT TO YOUR HOME WIFI NETWORK

(Video tutorial available at Trimlight.com/edge)

With Trimlight you have the option to pair the Trimlight system to your home WiFi network. Keep in mind we cannot guarantee all home networks will pair with Trimlight due to factors outside of our control such as: type of router/modem, firewall settings or potential interference between the Trimlight controller and home WiFi equipment.

Check to make sure your home network broadcasts a 2.4GHz signal as that is required with Trimlight. You will also need a strong home network signal in the area where the Trimlight controller is located. You may need to purchase a WiFi extender to strengthen the signal if necessary.

Before starting go into your device's settings and connect to your 2.4GHz home network signal. Then open the Trimlight app & select the "+" button and "Add device".
You will be asked to enter your home network password, then click continue. At the top there are two options for pairing to your home network, AUTO Mode & MANUAL Mode. We recommend trying auto mode first, followed by manual mode if auto mode fails.

Try First

Try if auto mode fails

AUTO MODE

1. Click AUTO MODE option: Locate Trimlight Edge controller, long press STA/AP button until flashing green light is visible, then click continue.

Continue

2. System will go into configuration mode, please wait 2-3 minutes for process to complete. Once completed, the system will show if the process was successful or if it failed. Was it successful?

NO

Yes

3. Click done & solid green light will appear on Trimlight Edge controller. Trimlight will appear on app's home screen with a label that says either "Local" or "Online" (you may need to swipe down on screen and/or hard close app and open again).

Continue

MANUAL MODE

1. Click MANUAL MODE option: Locate Trimlight Edge controller, quick click STA/AP button until blue light is visible, then click "Next" on Trimlight app.

Continue

2. Exit app, go into your device's settings and connect to Trimlight wi-fi signal. Once connected, go back into Trimlight app and press "Next". System will go into configuration mode, please wait 2-3 minutes for process to complete. Once completed, the system will show if the process was successful or if it failed. Was it successful?

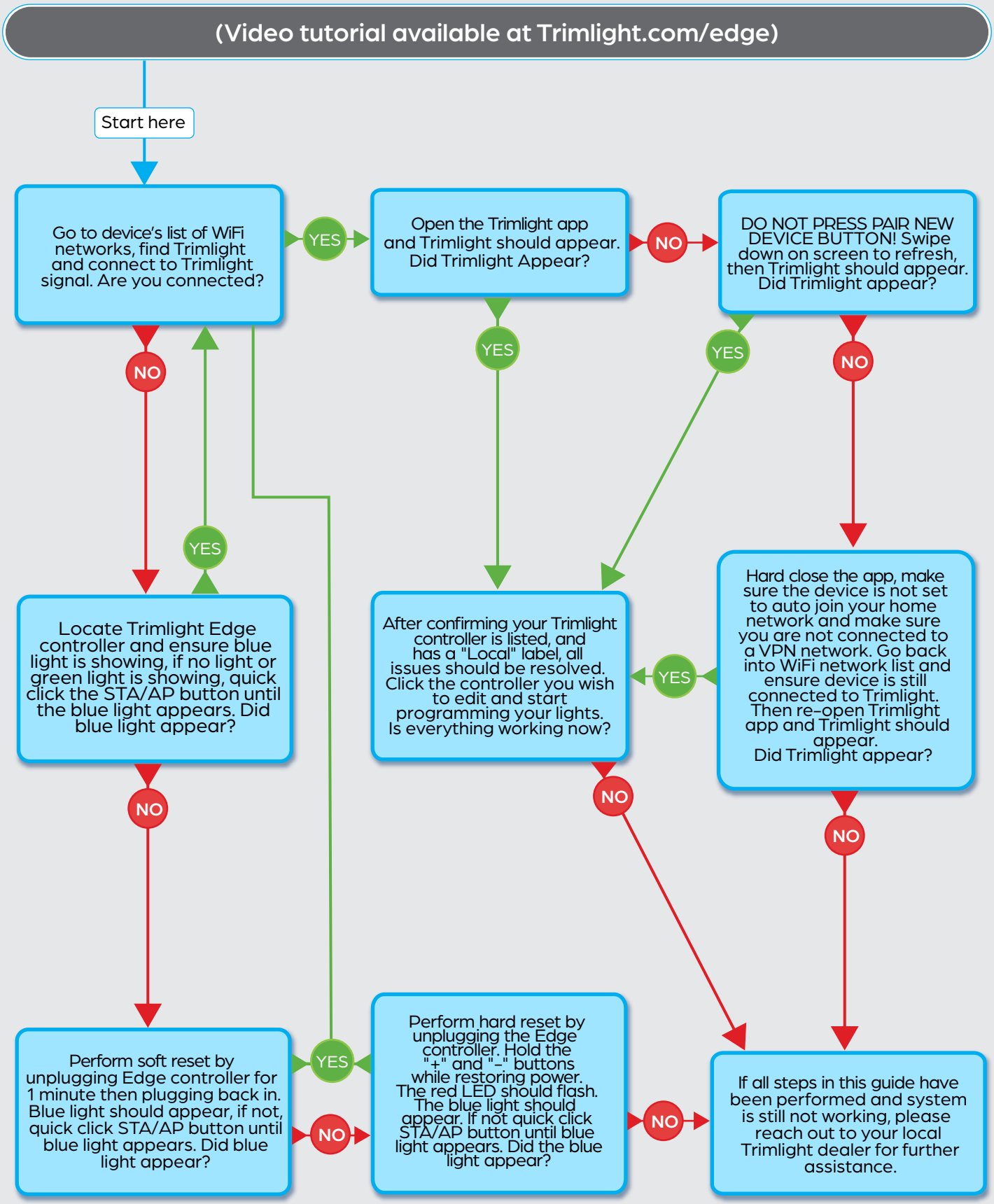
YES

No

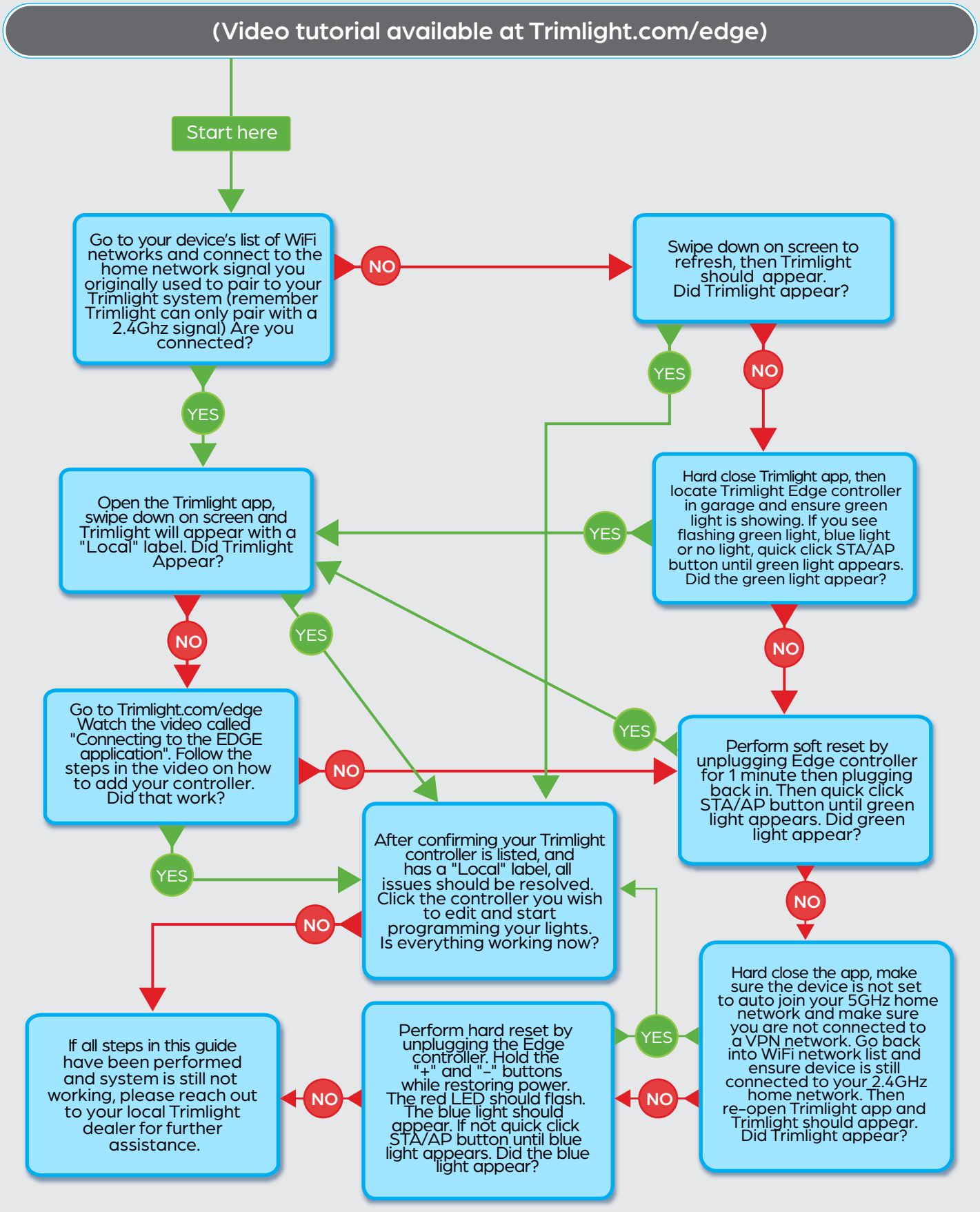
If all steps in this guide have been performed and pairing process still fails, you most likely will not be able to pair Trimlight to your home network. Fortunately, you can quick click the STA/AP button on the Trimlight Edge controller until blue light is visible. Then go into your device's WiFi settings and connect to Trimlight signal, which is always available to connect to your Trimlight system.

Trimlight has been successfully paired to your home WiFi network!

I FOLLOWED THE INSTRUCTIONS BUT CANNOT CONNECT TO THE TRIMLIGHT SYSTEM (BLUE LIGHT)



I FOLLOWED THE INSTRUCTIONS BUT CANNOT RECONNECT MY HOME NETWORK TO THE TRIMLIGHT SYSTEM (GREEN LIGHT)



I FOLLOWED THE INSTRUCTIONS TO PAIR THE CONTROLLER TO MY WIFI BUT IT'S NOT WORKING CORRECTLY

I followed the instructions to pair the controller to my WiFi, but it's not working correctly

When you followed the instructions, did the app say "**Configuration Complete**"?

YES

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

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

YES

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 2.4GHz 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.

NO

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.

NO

Indicator Lights

BLUE: Broadcasting Trimlight Wifi signal
GREEN SOLID: Connected to Local Wifi Network
GREEN FLASHING: In Pairing Mode
RED: Controller is in Timer Mode

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 2.4GHz band. Dualband routers that combine the bands into one signal will not connect to the Trimlight controller.

OPTION #1

Replace your home router with a version that will ensure that a 2.4GHz 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.

Signals are not strong

Add a WiFi Booster that is compatible with your router that will boost the 2.4GHz 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. Push the AP/STA button again until the light illuminates **BLUE.** This will allow the controller to broadcast the TRIMLIGHT WIFI NETWORK.

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:

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.

If at any time, the Trimlight controller does not pull up on the available devices list, and you have tried refreshing the page in the app multiple times and are still having issues, DO NOT push "Add Device". Unplug the device and wait for 10 seconds before plugging it back in to soft reboot the device.

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 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.

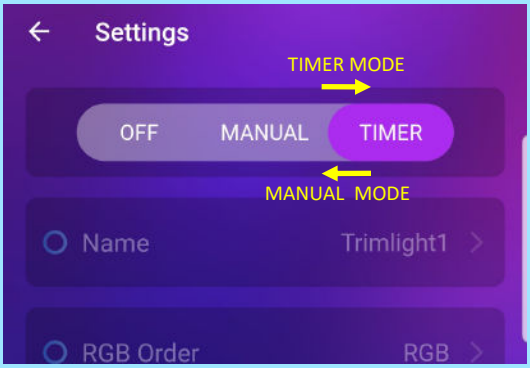
4. If you have multiple controllers, each controller will only work when connected to the correct wifi signal. Each controller will be broadcasting a different name. In order to control them, you will have to choose one WiFi signal at a time to get to each controller to program or run the lights that 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

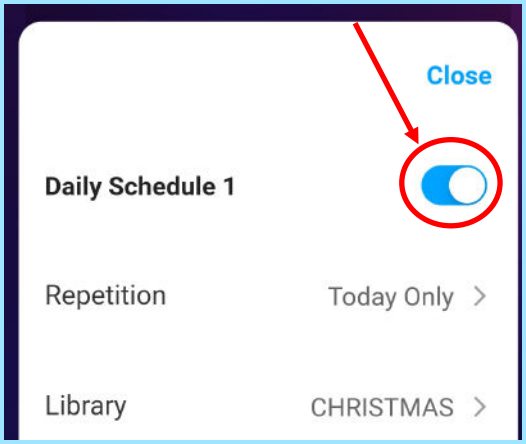
Typically this issue is due to one of the following reasons

1. The controller MUST be in timer mode for the timer to work. The main Toggle switch in the settings 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.



4. NEVER overlap daily timers or a daily timer with a calendar event, this may cause the timers to malfunction and not work correctly.

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 moble 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 organize 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 discuss options to make this repair.

NOTES

Login Information:

Email:_____

Password:_____

Trimlight Dealer:

Name:_____

Phone:_____

Email:_____

Port Counts:

Port 1:_____

Port 2:_____

Port 3:_____

Port 4:_____

Notes:

_____

_____

_____

_____

_____