

PINNACLE 150

Pinnacle Series 24V LED Neonflex Tape Light

TL150-24V-RGBW

TROUBLESHOOTING

PROBLEM	SOLUTION
<p>Light output not changing to white in the Smart Life app.</p>	<p>While controlling the light output in the Smart Life app, when you switch over to the “White” screen for the device, you must slightly dim the light output and put light back to 100% to change light output to 3000K.</p>
<p>3000K white output looks cooler (~4500-5000K) while using Smart Life app.</p>	<p>It is possible the WiFi controller was setup in the wrong mode. First delete the device connection by pressing and holding the “Match/Set” button for 5s or until the LED indicator starts flashing purple.</p> <p>Next, short press the “Match/Set” button 1 time. Wait a few seconds and then press and hold the “Match/Set” button for 14s or until the LED indicator cycles through the colors and shows GREEN. This will set the controller in the RGBW mode.</p>
<p>3000K white output looks cooler (~4500-5000K) while using the RGBW remote.</p>	<p>When changing the colors using the remote, to achieve the 3000K white output, you must first press “W” button and then press the “Save Scene” button on the top right of the remote. This will change the light to 3000K at 50% light output. Use the “→” button to increase the light output to 100%.</p>
<p>Light output stuck on 3000K using the RGBW remote.</p>	<p>After switch the light output to 3000K, the remote may be stuck in “White” mode. To exit “White” mode, short press the “W” button one time. You should now be able to control the RGB color tuning.</p>
<p>3000K white output stuck on dimmed setting.</p>	<p>If the 3000K white output is stuck at 50% light output and can not increase or decrease the light output, short press the “W” button one time. You should now be able to increase/decrease the brightness or change to RGB colors.</p>
<p>RGBW remote is not responding.</p>	<p>The remote enters “sleep mode” after a few minutes to preserve battery life. To exit “sleep mode” short press the “Power” button 1 time. An orange LED indicator on the remote should appear showing battery is still good. If no orange LED indicator appears, it is possible that the battery is dead. Change the battery to a new CR2032 battery. Ensure the battery is inserted into the remote in the proper orientation.</p>
<p>Adding a remote connection to a WiFi controller that was setup using Smart Life app.</p>	<p>If you have already setup a device using the Smart Life app, to add a RGBW remote connection, short press the “Match/Set” button one time. The green LED indicator will begin to flash. Short press the “Power” button on the remote 1 time. The remote should now be connected.</p>

PROBLEM	SOLUTION
<p>Adding a second user to your “Home” in the Smart Life app.</p>	<p>In order to add a second user to your home in the Smart Life app, you must invite the second user to your “Home” in the “Home Management” section within the app.</p> <p>To do so, click on “Me” in the bottom right of the screen, then select “Home Management”. Next, select the “Home” you wish to share with the second user (you may have multiple options shown here). Next, click “Add Member” and follow the steps to send the activation link to the second user. You may also select the user’s role at this time.</p> <p>“Common Member” can only control the light output settings.</p> <p>“Administrator” can add/remove devices, control room management all while controlling light output settings.</p>
<p>Pairing multiple devices to a single remote.</p>	<p>To pair multiple devices to a single remote to control seamlessly, short press the “Match/Set” button on the controller and then short press the “Power” button 3 times to pair the remote to the controller. Do this step on each controller you wish to control with the single remote. RGBW remote can only control WiFi controllers setup in the RGBW mode.</p>
<p>Pairing multiple devices within the Smart Life app to control all together.</p>	<p>To pair multiple devices within the app, first add all devices within the app and it is recommend to re-name the devices to their installation location, ie “Master Bathroom light” or “Kitchen undercabinet tape light”.</p> <p>Next, on the “All Devices” tab in your app, open one of the devices you plan to group together. Click, the “Edit” button in the top right of the next screen (pencil icon). Then select “Create Group” and add all the devices you wish to pair as a group. Click “Save” and re-name the group as you wish. Once the group is created, make sure to add the group to the proper room in your “Home Management” settings to easily find the group within the app.</p>
<p>Managing different rooms in the Smart Life app.</p>	<p>Within the Smart Life app, you can create different rooms to suit your home. As you add devices during the setup stage, it is best to re-name and select which rooms they are located in during the setup. If you missed this step, you can simply head over to “Home Management” settings in the “Me” section, click “Room Management” where you can create all your home’s rooms and select which devices are installed in each room.</p>
<p>Smart Life app is lagging or stuck on RGB or White screen.</p>	<p>Once you have completed the setup process using your 2.4GHz WiFi bandwidth network, switch back to your 5GHz WiFi bandwidth network. The 2.4GHz WiFi bandwidth network is for the setup only.</p>

PROBLEM

SOLUTION

Device setup not completing in the Smart Life app.

In order to setup devices in the Smart Life app, you **MUST** do so using a 2.4GHz WiFi bandwidth network. The pairing process will not complete if you try to do so using a 5GHz WiFi bandwidth.

Check with your internet service provider, if required, how to activate the 2.4GHz WiFi bandwidth network in your home router settings.