

DMX Control for LEDs

Colour-Change, White & Single-Colour

Commercial Grade

trouble-shooting guide

If your DMX LED installation isn't working as you would expect, we have a couple of things you should try before you contact our technical helpline staff.

These steps will help narrow down the source of the problem, and determine if the DMX receivers or power-supply are at fault. This way, we can avoid facing the same issue again if sending replacements becomes necessary.



1) **Test the LEDs by wiring directly to the power-supply (bypassing the DMX receiver)**

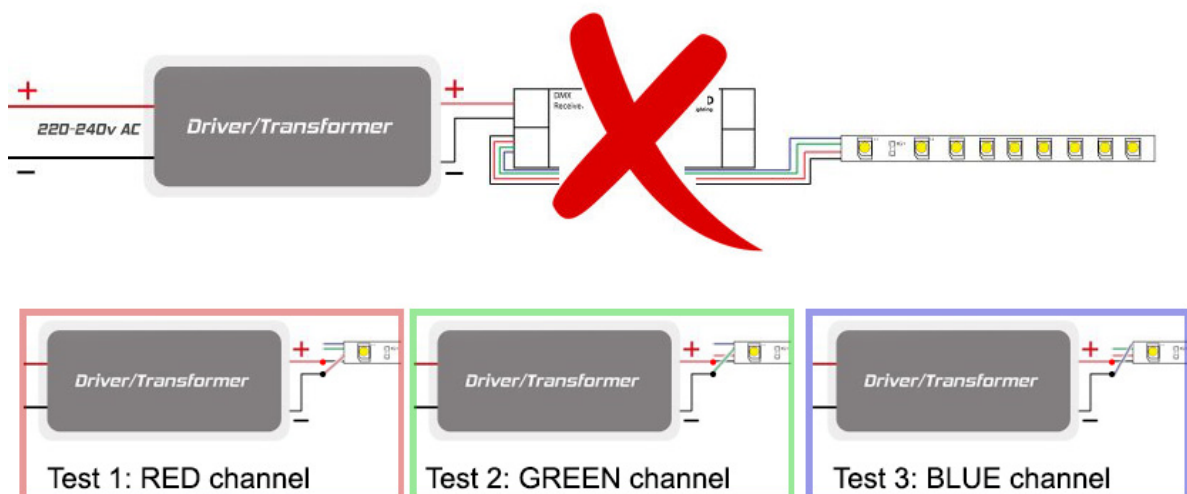
Connect your LED tape's Black cable to the Red cable from the power-supply's DC output. Then wire each of the LED tape's 'colour' cables to the power-supply, **one at a time**.

Each of the 'colour' cables should be connected, in turn, to the same power-supply output (the Black DC output cable).

The number of 'colour' cables from the LED tape depends on the type of LED tape you're testing:

- *White & single-colour LED tapes* have just one 'colour' cable
- *Dual-white (CCT) LED tapes* have two 'colour' cables
- *RGB LED tapes* have three 'colour' cables
- *RGBW LED tapes* have four 'colour' cables
- *5-colour (RGB + dual-white) LED tapes* have five 'colour' cables

By testing each 'colour' cable in turn, one at a time, you'll be able to see which (if any) LED tape channels are not working.



- 2) ***Revert the installation to its original state. Then take a DMX receiver and power-supply from another (working) LED zone and reconnect them into the failing circuit, in place of the receiver and power-supply currently installed***

Note if there are any changes.

If not, and your LEDs are still not working, this suggests a problem with the LED tape itself rather than the receiver / power-supply.

- 3) ***Revert the installation to its original state. Then take just the DMX receiver from the working LED zone and reconnect it into the failing circuit, in place of the receiver currently installed***

Note if there are any changes.

If your LEDs are now working, this suggests the replaced DMX receiver may be faulty.

- 4) ***Revert the installation to its original state. Then take just the power-supply from the working LED zone and reconnect it into the failing circuit, in place of the LED transformer currently installed***

Note if there are any changes.

If your LEDs are now working, this suggests the replaced power-supply may be faulty.