

RGB/RGBW Multizone Wifi Controller

8-zone RF control + wifi option

Commercial Grade



trouble-shooting guide

- ***The red 'power' indicator on my remote control isn't lighting up.***

Replace the remote's batteries.

- ***LED lights are lit – why is my remote not changing them?***

If the remote is not controlling its associated LEDs, then you should try resetting the receiver and pairing them together again.

1. Clear any current pairing by pressing your multichannel receiver's 'learning key' for at least 10 seconds. The key is located under the lid, at the far left of the receiver. (You should see the LEDs flash or flicker; this indicates the reset has worked.)

Now re-pair the remote controller to the receiver:

2. First, make sure the remote's batteries are working, and the receiver is correctly connected to the transformer.
3. Now click the 'learning key' on the receiver and, within 5 seconds, click a number button on the remote (1-8) followed by the colour-wheel. This zone is now paired with the receiver.

The remote should now be able to control your LEDs for this lighting zone. You can repeat the same process to pair the other seven zones with more receivers.

- ***When I press the 'R', 'G', 'B' or 'W' buttons at the top, why do I get different colours?***

These buttons toggle the corresponding colour (red, green, blue or white) between full brightness and zero brightness.

A common misconception is that pressing these buttons will simply set the paired LEDs to the corresponding colour. This is not the case – pressing 'R', for example, only toggles the LEDs' red-light brightness but does not make any change to the current green, blue or white settings.

E.g., If you tap the 'R' button then the 'G' button, your LEDs will produce orange light. (Red + Green = Orange.) Pressing 'G' again will fully dim the LEDs' green-light output, and leave you with pure red light.

If you're using RGB LEDs, rather than RGBW LEDs, you can create perfect pure-white light by mixing all three colours equally. (Set red, blue and green all to 100% brightness.)

- **Why does nothing happen when I tap the 'W' button?**

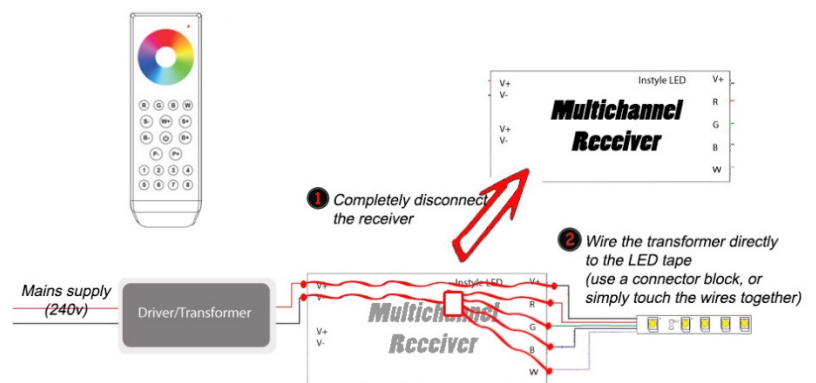
The 'W' button enables control for dedicated white LED chips (that's the 4th channel found on RGBW LED strip lights).

If you are using 3-channel RGB LEDs rather than 4-channel RGBW LEDs, the 'W' button is not functional.

- **Why are my LEDs not lighting up at all?**

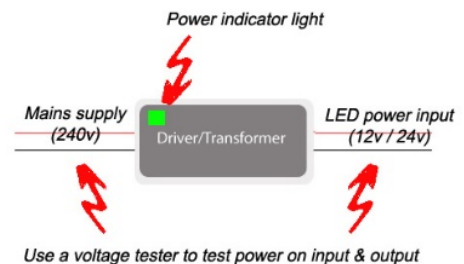
First, test the LED tape by completely disconnecting the receiver then wire the transformer directly to the LED tape. This will confirm that your transformer and LED tape are both working.

Wire the LED tape's black cable to the transformer's positive output (typically coloured red). Then wire the R, G, B and W cables to the transformer's negative output (typically black). The LEDs should light up.



If the LEDs *do not* light up, then the transformer may be faulty. Many of our smaller transformers (internal 30W, 60W and 100W models) have a green light to indicate they are receiving power from the mains supply. If there is no green light, then the transformer is receiving no power or is faulty. Use a voltage tester to test the voltage going in.

For transformers that *do not* have a light, use a voltage tester on both the transformer's input and output to see if you have voltage.



- **How do I use the multichannel receiver's 'master' and 'slave' settings?**

These settings are intended for use in installations that require more than one receiver paired to the same lighting zone. (E.g., five receivers all controlled by the controller's 'zone 1' button.)

Set one receiver as 'master' and all the others in the same zone as slaves. They will now be synchronised together when changing colour, dimming etc.

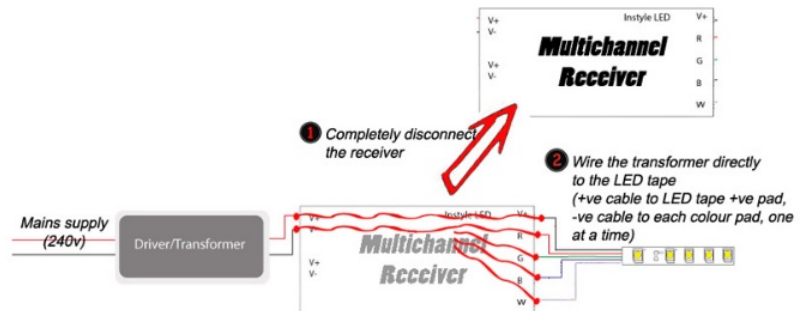
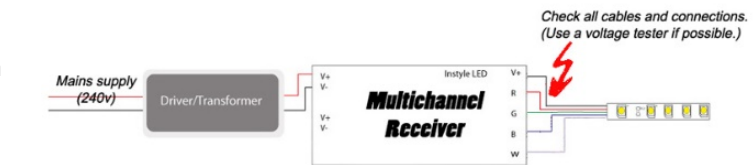
- **Why are all the colours working on my LED tape when wired to the receiver, except for one?**

There may be a loose cable. Check the cable and terminal-block connections. Use a voltage tester if possible.

You can test each colour individually by temporarily disconnecting the receiver:

Wire the transformer's positive output directly to the LED tape's '+' solder pad, then connect the negative output to each colour's pad individually (red then blue then green then white).

This will enable you to see if there is a fault in the LED tape.



- **My LEDs are not lit, even though my transformer is definitely working. Why is this?**

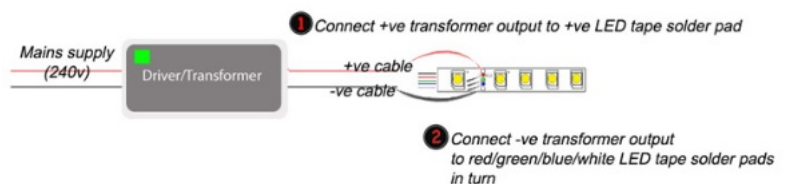
If the transformer is both receiving and outputting voltage properly, then there may be a break or fault in the power cable connecting the transformer to the LED tape.

To test this, try bypassing the starter-lead cable:

1. Touch the transformer's positive output cable directly to the LED tape's '+' pad (anywhere other than the starter lead) and then touch the transformer's negative output cable to either R, G, B or W solder pads on the LED tape (anywhere after the starter lead).

This should light up the corresponding LED colour (e.g. red).

2. Test each colour individually, by touching the transformer's negative output cable to each colour's solder pad in turn.



- **How do I use my multizone remote control with a wifi adaptor?**

For instructions on wiring an LED wifi adaptor for use with your multizone remote control, please refer to the 'wifi adaptor' product page on our website.

When the wifi adaptor is connected, pair it to your multichannel receiver by pressing the receiver's 'learning key' (located under the lid on the left), followed by the 'learning key' on the wifi adaptor with 5 seconds.

You will now be able to connect your phone/tablet app to your LEDs via wifi.