PINNACLE 200
Pinnacle Series 24V LED Tape Light

TL200-RGB-24V

TROUBLESHOOTING

PROBLEM	SOLUTION
Light output not changing to CCT white tunable in the Smart Life app.	Ensure the WiFi controller is set in the correct controller mode. The LED indicator should display showing **BLUE**. If in incorrect mode, press and hold "**Match/Set**" button for 5s to delete the connection. LED tape will start to flash, press the "**Match/Set**" button 1 time, then press and hold "**Match/Set**" button for 16s until LED indicator cycles through colors to **BLUE**. Release the button and follow the "**Add Device**" setup in the Smart Life app. The controller should now operate as designed.
RGB-CCT remote is not responding.	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.
Adding a remote connection to a WiFi controller that was setup using Smart Life app.	If you have already setup a device using the Smart Life app, to add a RGB-CCT 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.
Adding a second user to your "Home" in the Smart Life app.	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. 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. "**Common Member**" can only control the light output settings. "**Administrator**" can add/remove devices, control room management all while controlling light output settings.
Pairing multiple devices to a single remote.	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. **RGB-CCT remote can only control WiFi controllers setup in the RGB-CCT mode**.

PROBLEM	SOLUTION
Pairing multiple devices within the Smart Life app to control all together.	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". 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.
Managing different rooms in the Smart Life app.	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.
Smart Life app is lagging or stuck on RGB or CCT tunable white screen.	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**.
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.