

## Troubleshooting

Should you encounter any sort of problem with your LEDSnaps™ lighting system refer to the troubleshooting guide below and then, if necessary, contact us on [info@ledsnaps.com](mailto:info@ledsnaps.com) , or +44 (0) 1233 423 360.

Problem	Potential cause(s)	Remedies
The Driver 4/8 Pro does not respond or appears to be off.	No power to the Driver 4/8 Pro.	Confirm the MCB switch at the fusebox is in the 'on' position.
	Internal electrical fault.	Contact LEDSnaps™ for advice.
Not all PACE bars are lighting up.	Poor connection between PACE bars.	Disconnect the power and check all connections between each PACE bar. Then ensure all brackets and splicing kits are secure.
	Incorrect number of PACE bars fitted or connected to the wrong outputs.	Check you have installed the PACE bars according to our wiring diagram.
Error 5 on the Control Panel.	The SD card is not fitted or is not inserted correctly.	Check the SD card is fitted if it is then press it once to extract it and then place it back into the port and ensure it clicks into place.
After a while the Control Panel stops talking to the lights.	It is likely that during the installation, the Control Panel was connected to another Wi-Fi network within the building.	See Control Panel section in this guide and ensure the Control Panel is connected to the LEDSnaps™ Driver. The Control Panel will show any other Wi-Fi networks in range, make sure you 'forget' those networks in the settings.
The Control Panel is not sending commands to the Driver 4/8 Pro.	Loss of Wi-Fi connection.	Make sure the Control Panel is connected to the LEDSnaps™ Driver 4/8 Pro via Wi-Fi.

<b>Problem</b>	<b>Potential cause(s)</b>	<b>Remedies</b>
The lights do not move to the beat in Music to light mode.	No audio connection.	Check you have connected the microphone to the Driver 4/8 Pro or check the cable from your audio system. Ensure the Phantom power button is switched on and the gain turned to approx. 90%. If you are using a line-in kit. Ensure the gain control is turned up on the LEDSnaps™ amplifier.
Tablet is on and connected by wifi but there is no light output or some lights just have a few led's on.	Driver lost connection to the tablet, can be caused by power outs.	Turn the power supply off to the Driver(s) via the breaker, then power back on and wait 5 mins for the tablet to re-connect, if this doesn't work restart the tablet by disconnecting the power to the tablet.
Some lights are moving in the wrong direction.	Cables have been plugged into the wrong outputs on the driver.	Check you have plugged the right cable into the right output of the driver according to our wiring diagram.
Control Panel will not turn on.	Power supply disconnected.	Check power supply.
	Power button turned off.	Check power button at the rear bottom right corner of the Control Panel.