

Troubleshooting:

Lights Stop Illuminating Beyond a Certain Point

STEP 1: Locate the point where the lights stop illuminating.

STEP 2: Try unplugging the controller for 60 seconds, and reapplying power to reset the controller.

If the issue persists, continue to step 3.

STEP 3: Ensure the “Light Count Setting” in the options menu of the Pixel Dancer app is set to as many lights as you have between the control box and the longest run of lights on the install.

If the Light Count Setting is set up properly, determine if the lights stop at a connection point or no.

STEP 4: Turn the lights onto a moving pattern on a higher speed (such as Shift), so that the controller is continuously updating and sending out signals.

- a. If the lights stop at a connection point:
 - Disconnect the connection, and reconnect the connection.
 - If the issue persists, one of those two strands is faulty and needs to be replaced.
- b. If the lights stop working mid strand:
 - Replace the faulty light strand.