

# Troubleshooting WiFi Connection Issues

To start, below is a link to a video you'll want to visit to see how to interconnect your WEC3 controller with an alternate WiFi such as your home WiFi. This will give you more freedom to control your Minleon permanent lighting system. As long as you are connected to the alternate WiFi, you can open the Pixel Dancer app and control the RGB lighting system. The only requirement to facilitate this interconnection, is the WEC3 controller needs to have a decent signal from your alternative WiFi.

[www.youtube.com/watch?v=aLamN7c3LZE&t=29s](https://www.youtube.com/watch?v=aLamN7c3LZE&t=29s)

 [Connecting WEC3 to Home WiFi for Minleon Permanent Lighting](https://www.youtube.com/watch?v=aLamN7c3LZE&t=29s)

If you experience problems and cannot get the controller to interconnect with your home WiFi, here is a series of steps to follow.

1. Look at the light on the WEC3 controller (inside the control box), and see if the green light is solid green, flashing green, or no light at all.
  - a. **No Light At All** - Ensure the outlet on your house has power going to it. If you're getting power from your house, try to unplug the controller for 60 seconds and reapply power. If you still have no light, either you have a failed controller, a faulty power supply, or faulty wiring in between.
  - b. **Solid Green Light** - The board thinks it's functioning properly. Check the settings on your phone, and make sure you are connected to the alternate WiFi in order to control the lights. Open the Pixel Dancer app, and click the gear symbol in the upper right corner. Look for the "Base URL". Type the URL listed into a web browser (again make sure you're connected to the alternate WiFi). If a blue screen doesn't appear, perform a **hard reset** on the controller, and try connecting the controller to the WiFi once again. If a blue screen appears with "configuration" as an option at the top, then everything should be functioning normally.
  - c. **Flashing Green Light** - The flashing green light appears when the controller can not detect the alternate WiFi signal. Ensure you have WiFi signal reaching the controller, which may need to be more than just "1 bar". If you have a good signal, then the password or the WiFi name was entered incorrectly. If the password or WiFi was entered incorrectly, perform a **hard reset** on the controller, and try connecting the controller to the WiFi once.

### **Hard Reset Procedure:**

1. Unplug the control box.
2. Unscrew the 4 screws holding the clear cover of the WEC3 controller in place.
3. Push and hold the black button in the center of the controller while plugging in the control box again.
4. Continue holding the black button for 5 seconds after the control board has been plugged in, then release the button.
5. Wait about 30 seconds for the controller to reset.