



1. Make sure you've got the most up to date app and firmware.

Follow on-app instructions CAREFULLY when doing updates. Failure to follow instructions will result in damaged equipment.

App

Check Google Play or iTunes to make sure your app is the latest version.

Controller

Select Manage Devices/Update Controller Firmware to check for updates.

Switch firmware updates are managed by version number. Check online for the most current version.

Switch

FIRMWARE UPDATES

<https://villagelighting.com/blogs/light-stream-2>

2. Read Instructions, Watch Tutorials and get familiar with the system:

<https://villagelighting.com/blogs/light-stream-2>

3. BEFORE INSTALLING, Pair Switches first, then pair the bulbs.

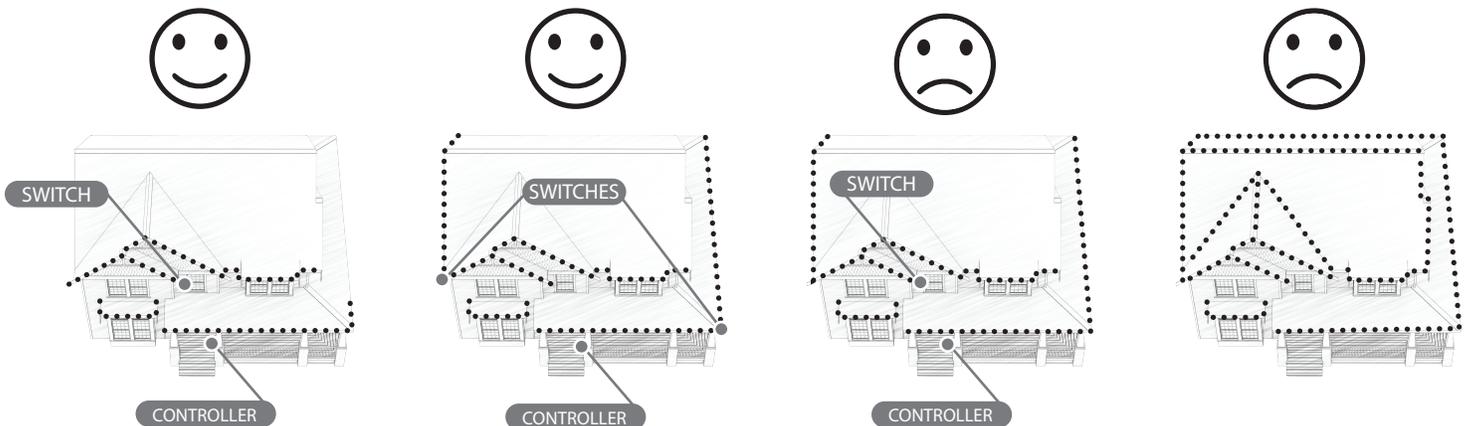
It's possible to pair after installation, but takes longer. It's recommended to lay out all your bulbs and devices and pair them prior to installing on your project. Once paired (All green bulbs), change the color theme and insure all bulbs follow the command. If OK, then proceed to install. Test bulbs again after installation, if all bulbs follow a color change command, then re-pairing is not necessary.

4. Always pair all devices together at the same time.

Each time you pair, bulbs will retain their original pairing to the controller, but switches will be reset and pair again. Always pair all devices together at the same time. If a switch does not respond after a pairing, power it off, then power it on, test it, then if needed, pair or force pair it again (See tutorials)

5. Follow some simple guidelines for installation

This product uses wireless technology to communicate between devices. As such, variables such as other radio and wireless interference as well as architectural barriers could affect performance.



6. Still have questions? See the commonly asked questions on back of this sheet and visit our support site:

<https://villagelighting.com/blogs/light-stream-2>

## Light Stream 2 Commonly Asked Questions

***I have to do a firmware update for my Switches, but they're placed all around the house. Do I have to power them off and on at the same time?***

No, once the controller gives you the go-ahead to unplug the switch and plug in again, you can do each switch in the controllers range when you can reach them to power down. As long as the controller is broadcasting the update, you can continue to power off/on switches to begin their updates at any time. When your last switch has updated, press continue on the app to stop the firmware broadcast. Be sure to follow the directions carefully on the app when doing update. Failure to follow directions will result in damage to the switch.

***I have one controller that seems to be making a switch now paired to a different controller turn on off. Or, when I plug in a switch, it seems to make another controller turn off or on.***

Before using a switch with another controller, you must make sure that both the controller your assigning the switch to, and the controller it's being moved from, have both been "un-paired" from that switch using the unpair function in the app. Remember, when you unpair, you'll have to pair everything else again to resume normal operation. Light Stream components are paired as a collective network and are not added individually.

***Why are the bulbs lower power red and green when pairing?***

Extra power is required to activate the receiver on each bulb. This is achieved by rerouting power from the LED to the receiver. If it's daytime and you can't see the bulbs, give the pairing process 10 minutes, then stop, select a color and update the bulbs. You will see which bulbs respond to the color change. If re-pairing is necessary, repeat. Bulbs previously paired will not lose their pairing (even if they don't turn green the second time)

***It seems to take longer for pairing and color changing with more switches.***

Each switch will begin its pairing process at a different time. When you start the pairing or color change process, give the system plenty of time to complete.

***When should I use the "Unpair" function in the Light Stream 2 app?***

If you're setting up a project and simply need to pair again, but still have the same bulbs and switches, or are adding bulbs and switches, just use the "Pair" function again. DO NOT "unpair" first. When you use the Pair function, bulbs will retain their original pairing and respond to controller's and switch's color change commands. Bulbs originally paired to the controller the first time may not necessarily turn green the second time, but will retain the pairing. You may use the "Pair" feature to continue to add bulbs and switches to the project (Please note that all devices and bulbs MUST be plugged in for each pairing session). The "Unpair" feature will unpair the bulbs AND switches from the controller completely. Once "Unpaired", all devices will cease to communicate until paired again.

***What are the three dots for when making a theme?***

Each channel has the ability to have up to a three color fade sequence. Each color you choose will be another fade color. It's not necessary to fill the 2nd or 3rd circles if you do not wish to have a fade. Select the Star to create a random twinkle for your selected bulb channel.

***Switch(s) are found by the app during pairing, but don't seem to respond after I complete pairing.***

In some cases, interference will prohibit the switch from receiving the pairing finished signal. If this happens, power off / on your switch. The switch will then be paired and ready for use. No need to pair again. This is a known bug, we're working on a fix.

***Should I pair devices before or after installation?***

A: It's best to pair all devices before you install. Once bulbs are paired to a controller and switch, they will remain paired even if pairing process is completed.

***How far apart can the switch be from the controller?***

Depending on the project, and any architecture that might be blocking the signal between the switch and controller, this might vary. But, we typically recommend less than 50 feet.

***The controller is unresponsive to the app.***

Your phone may have disconnected from the controller. Shut down the app completely, then restart. Select the controller from the controller list page and reconnect and sync.

***How much distance between the controller or switch and the bulbs plugged into them?***

The first bulb in the line directly connected to the controller or switch must be within 25 feet. Subsequent bulbs following that can be greater than 25 feet from the Controller or Switch. The bulbs relay data to each other from one bulb to the next down the line. The first bulb in the run needs to be close enough to communicate with the Switch or controller (25 feet or less).

***I've just switched the controller on from timer mode and the bulbs low power green and haven't updated color.***

Press the paint bucket on the home screen and select a color.

***If I have less than 200 bulbs and they all can plug into one Controller, do I need a Switch?***

No, in most cases, you can plug them directly into the controller.

***Each time I try update the firmware on the Switch, it installs it again. Why?***

The switch and controller do not track the current firmware version on the switch. Check our website to see latest Switch firmware releases and update only after new releases.

***The schedule won't allow me to set an "off-time" after midnight.***

Currently, the controller only supports off-times that are the same day as the on-time. 11:59 PM is the last supported off-time.

***I have completed the pairing process and my bulbs are all lower power green. What do I do now?***

You now need to tell the bulbs what color to change to. Press the paint bucket on the home screen and select the color you want. The bulbs will update to your chosen color.

***Are Light Stream 1 and Light Stream 2 Components interchangeable and compatible?***

No, Light Stream 1, including the light stream 1 app, are not compatible with any light stream 2 components.

***Why do I briefly see red color between some fades?***

Due to limitations in controlling the individual current to each of the LED's on the RGB chip, the red LED is the last to turn off as it requires the lowest current to activate. To avoid the red, try creating themes that do not have any color containing red. For Example, Green to blue to Warm Clear would not have any red during the transitions.

***When run the pairing process, my switch doesn't seem to be pairing.***

First, sometimes it's takes several minutes for your switch to pair, continue with the pairing process until it finishes. The Switch(s) and their bulbs will pair at different times than the controller bulbs. After a full pairing cycle, if the switch hasn't paired, then you may need to force pair. See the tutorial to force pair a switch.

***I'm pairing again, and some bulbs that were paired already are not turning green.***

In some cases, specifically complex or large jobs, the bulbs may not turn green during second pairing. If the bulbs were already paired once to the same controller or switch, they should retain that pairing when paired again.