

Electrician's Checklist to Troubleshooting

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Lights not following programming? Not operating as expected?

Step 1	BYPASS old, BMS, “hard” controls: remove any contactors, timers, clocks, sensors, key switches, wall switches, schedules, or building management systems (BMS or BCS) that turn-off power to Avi-on devices • Old controls can create unpredictable and erratic user experience • Old controls can <i>cut across groups and circuits</i>, turning partial rooms on/off at random times • Old controls may <i>activate emergency protocols</i> that override normal programs. After power is restored, Avi-on devices recover to ON. <i>Designated emergency devices will remain on according to code specs</i> • Old controls may <i>activate device reboot sequences</i>, causing lights, wall stations, sensors, schedules to have a 5 to 8 second delay before actuating
Step 2	VERIFY power & wiring. Wireless controls require constant power across all circuits • Reset breaker: check if breaker is off or breaker is failing (failing breaker makes lights erratic) • Check batteries: ‘wake-up’ battery devices to add on App; check batteries installed correctly • Fix incorrect wiring: do not wire hot to ground, fix swapped dimming wires, replace devices destroyed by miswiring
Step 3	VERIFY mesh connectivity; INSTALL extenders to fill in the network. Install & program controls in adjacent areas. As you install, ‘islands of devices’ may appear. Verify all devices are powered, that antennas are not pinched or cut. Add ‘extenders’ to fill gaps or ‘thin spots.’ Use OA antennas for long runs

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Step 4	<u>CHECK driver compatibility or failure.</u> Check if the antenna is bent, cut, crimped. Check if the fixture or driver is damaged, wet, or failed. <u>For LVFA applications, qualify drivers are dim-to-off</u> (if not, swap to IFAC) PLUS verify AUX powers LVFA consistently (or add power supply)
Step 5	VERIFY PROGRAMMED SETTINGS ● BYPASS OLD CONTROLS. Avi-on devices need power 24/7 to operate properly. <i>See step 1 above</i> ● REMOVE OVERLAPPING groups ○ Verify schedules, scenes, sensors map to correct devices/groups ○ <u>Associate groups to wall stations</u> ● VERIFY sensor sensitivity & time delays (TD1 & TD2) ● INCREASE sensor density, adjust placement. Low usage areas require higher density; update PIR to dual-tech in cube areas. Locate sensors away from air vents, ceiling fans, or other distractions
Step 5	Ensure <i>Mobile</i> and <i>Pro</i> Apps, plus the <i>Bridge</i>, have strong, reliable connections ● Check DATA connection, phone, & Apps ○ Turn ON data plan, Wi-Fi, and Bluetooth®; verify good cell and Wi-Fi coverage; move closer to device. Using <i>Avi-on Pro</i>: verify the ‘green cloud’ is syncing ○ On <i>Mobile App</i>, use “reconnect to mesh” button ○ If <i>Pro</i> doesn’t match <i>Mobile</i>, SYNC by connecting BOTH phone and laptop to Wi-Fi or data plan for 10 minutes OR until spinning stops ● <u>REMOVE devices with App, do not hard reset.</u> <i>If you hard reset, REMOVE duplicates devices in App</i>