



Electrician's Checklist to Troubleshooting Power, Wiring, Drivers, & Programming

Choose your problem, find your solution. Need more help? Scan QR code for additional details

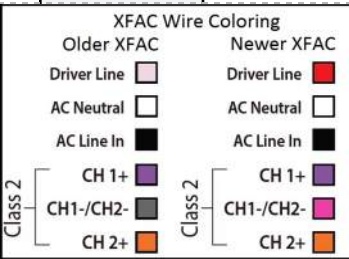


Step 2) Check solutions in descending order ↓

Step 1) Choose your problem at right →

Power & Wiring Solutions

- **Power:** use voltage tester to check if device is powered; check if power/circuit is off or if outages activated emergency settings
- **Interference:** check if analog contactors, timers, sensors, or wall switches are turning power off to Avi-on controls
- **Breaker:** check if breaker is off or breaker is failing (failing breaker makes lights erratic)
- **Battery Device:** 'wake-up' to add; check batteries are installed correctly
- **IFAC or XFAC controllers:** don't wire hot to ground, fix swapped dimming wires, replace mis-wired/destroyed devices



BEFORE JANUARY 1, 2022

GRAY (- 0-10V)
VIOLET (+ 0-10V)
BLACK (Line Voltage)
WHITE/GRAY (Neutral)
GREEN (Ground)

0-10V DIMMING
LED DRIVER

JANUARY 1, 2022 AND AFTER

PINK (- 0-10V)
VIOLET (+ 0-10V)
BLACK (Line Voltage)
WHITE/GRAY (Neutral)
GREEN (Ground)

0-10V DIMMING
LED DRIVER

Remove Analog Time Clocks: remove all time clocks from circuits with controls. When the time clock is off, devices have no power, and settings/lights will not operate correctly

Bypass Hard Switches: bypass all hard-power manual switches. It is impossible to reach the devices to operate or program, or for motion sensors to function because they are not powered

Check Driver Compatibility or Failure: check if fixture or driver is damaged or wet, failing, or has failed. For LVFA applications, qualify drivers are dim-to-off (if not, swap to IFAC) PLUS verify driver's AUX power is adequate to power LVFA consistently (or add power supply)

Adjust Sensor Placement: increase sensor density to better cover low usage areas, update PIR to dual-tech if not getting good response in cube areas. Locate away from air vents, ceiling fans, or other distractions

Programming Solutions: fix misapplied, overlapped, or forgotten groups, schedules, scenes, sensor settings. BE PATIENT & FOCUS: App updates take 10 minutes or more depending on data plan or project size. Do NOT take calls, text, or send emails

Overlapping or Forgotten Settings in the App Controlling Incorrect Devices or Groups: verify all groups, schedules, scenes, sensor settings, etc. are correct

Isolated Devices/Groups or 'Thin' Networks: install in contiguous fixture groups and program each area, one area at a time. Note that it may be difficult to reach all areas before all controls are installed and powered. Verify that antennas are installed properly (not pinched or cut) to reduce the risk of thin networks

Data Connection, Phone, or App: when using mobile phone, turn ON data plan, Wi-Fi, and Bluetooth. Verify good cell/Wi-Fi coverage; move closer to the device. *Be patient: watch the dial spin.* If using Avi-on Pro, check the 'bars' on the laptop's internet connection. If cloud doesn't match App (Mobile, ZoneScanner, or Pro), sync App to cloud by connecting to Wi-Fi or data plan for 10 minutes (or more)

Wall Station Solutions: associate groups to wall station, 'wake up' battery switches to program, eliminate overlapping groups or sensors

Factory Reset: remove with App INSTEAD OF doing manual reset; use manual reset ONLY if directed by commissioning technician