



TROUBLESHOOTING GUIDE

IMPLEMENTS SIMPLE SOLUTIONS
FOR A BRIGHTER EXPERIENCE.



1 SOFT PURGE

Simply disconnect and unplug the controller from the power source, then reconnect it.



WHY DO THIS?

This refreshes the system without removing your customized scenes and settings.

2 HARD PURGE

If the system is still not operational, perform a hard purge. Go to the controller and press and hold the top button (power button) for **8 seconds**.



IMPORTANT TO KNOW:

This will reset the system and remove all customized settings and scenes. You will need to re-add and upload your device to the system again.

3 LIGHT OR STRING OUT



If a light is out or a string is out, please give us a call.

CALL LIGHTING BY LEGACY

DAVE

330-200-8101

We're here to help!



TOM

440-310-6311