

Troubleshooting Lights in SimplySnap

When lights are not responding to commands from a SimplySnap system, there could be multiple reasons. This guide provides a quick list of the most common issues and the associated troubleshooting steps to resolve them.

Symptom #1 – One or more lights are stuck OFF and not responding

When a light is stuck off and unresponsive to commands from a SimplySnap system, that most commonly indicates the light is not receiving power. When multiple lights are stuck off and unresponsive, it's even more likely that power to the lights has been removed.

Step 1 – Confirm Power

Check any associated circuits, fuses, and breaker panels to confirm there are no obvious power issues. If power appears to be flowing properly, but lights are stuck off, attempt to remove power from the lights, leave them off for at least 30 seconds, and then power them back on. If power is reaching the lights, they should default to 100% brightness after a power cycle.

Step 2– Check fixture

If lights remain off after power cycling, check the power to the fixtures. Consult the light's manufacturer or an electrician to determine if dismantling the fixture to inspect for internal electrical issues is allowed. Some manufacturers recommend sending fixtures in for repair or replacement rather than attempting repairs on-site.

Step 3– Check Controller

Every Synapse light controller includes status LEDs that indicate power, network activity, and overall device health. If the LEDs are illuminated or blinking normally, the controller is receiving power and is likely functioning. If none of the LEDs are lit, the controller may have failed and will likely need to be replaced. Refer to the *Light Controller Replacement in SimplySnap* guide for instructions on replacing controllers.



Symptom #2 – One or more lights are stuck ON and not responding

A light that remains ON and does not respond to SimplySnap commands may indicate a commissioning issue, a wireless communication issue, or a component failure inside the fixture.

Step 1 – Check for a Device Communication Failure Alarm

Log in to the site controller and verify whether the affected light has triggered a Device Communication Failure alarm. If a commissioned light loses wireless communication, SimplySnap will create this alarm, which appears on the Alarms page in the user interface.

Description	Trigger Time ↓
DEVICE COMMUNICATION FAILURE Light D16: Unable to retrieve light status: No response (57d2f7)	20 hours ago

Each alarm will show the light name, the MAC address, and the timestamp when communication was lost. The site controller re-checks communication with each commissioned light every 15 minutes and will automatically clear the alarm once the device responds.

Step 2A – A Device Communication Failure Alarm IS Present

If the light is stuck ON and a communication alarm is present, this typically indicates that the wireless controller is not responding to the site controller. Possible causes include:

1. *Antenna or communication failure*
For internal fixture controllers that rely on an external antenna, check the antenna connection. A disconnected or damaged antenna will prevent communication with the site controller. Most Synapse controllers default the light to ON when they lose communication after power-up. (For external controllers with integrated antennas, proceed to item 2.)
2. *Loss of power to the controller*
If the Synapse controller is no longer receiving power, the site controller will raise a communication alarm. In this case, the LED driver may still be powered and holding the light ON. Contact the fixture manufacturer or a qualified electrician to determine whether field troubleshooting is allowed or if the fixture should be returned for repair or replacement.

3. *Controller hardware failure*

If the controller is receiving power (either AC from the circuit or DC power from the driver), but none of the controller's status LEDs are illuminated, the controller has likely failed. For internal fixture controllers: Contact the manufacturer of the lighting fixture. These controllers are typically embedded inside the fixture, and most manufacturers prefer to handle replacements or repairs directly. For external fixture controllers: The controller can be replaced in the field. Refer to the *Light Controller Replacement in SimplySnap* guide for instructions.

Step 2B - Device Communication Failure Alarm is NOT Present

If the light is stuck ON but no communication alarm appears, the controller is communicating normally. This usually points to a commissioning or wiring issue:

1. *The light has never been commissioned*

Newly installed or replacement fixtures added after the initial setup may not have been commissioned. A light that has not been added to SimplySnap cannot receive control commands and will remain at its default state (typically ON). Contact the group that performed the original commissioning if assistance is needed.

2. *The light was accidentally deleted from the site controller*

If the fixture was removed from the device list, it must be re-commissioned. Running a Census from Devices > Census often discovers missing lights and allows them to be added back. If needed, contact the commissioning team for assistance.

3. *Wiring issue between the controller and the LED driver*

If the controller is powered and communicating normally (no alarm), but the light ignores ON/OFF/dim commands, the control wiring inside the fixture may be loose, miswired, or damaged. Contact the fixture manufacturer or an electrician to determine whether field repair is possible or if the fixture needs to be serviced or replaced.