

Issue		Possible causes
Operation & communication	Network functions erratically	Weak signal (1-2 dots above the network name in Nearby devices view)
		Island/s
		Devices have differing Firmware versions
		Red text device network name Purple text device network name
	A device shows as offline in the app	Device not powered
		Device out of BT range
		Device is battery powered & is not active
		Island/s Red text device network name Purple text device network name
	Device does not appear at all in Nearby devices	Device is not powered Device is battery powered & is not active Device is "Hidden"
	Cannot pair a device	Device is already Paired to a network
Cannot access a network from a 2nd phone	Weak signal (1-2 dots above the network name in Nearby devices view)	
	Network is not shared	
Luminaires	Some luminaires don't always react to commands	Weak signal (1-2 dots above the network name in Nearby devices view)
		Island/s
		Devices have differing Firmware versions
		Red text device network name Purple text device network name
	"Configuration failure" banner on a luminaire icon	Wrong device profile No driver connected
	Some luminaires won't dim to down to 0%	Minimum dim level of some luminaires is not set to 0%
	Some luminaires won't don't dim up to 100%	Minimum dim level of some luminaire is not set to 100%
	After a power cut, lights come on at 100%, not their last level	Startup mode is set to Default & Default level is set to 100%
Manually controlled lights in go off by themselves after a while	Hierarchy is enabled. Manual control is set to Always timeout & the default timeout values are set	
Lights start to fade up after a very brief power cut	Smart Switch Dim & Save is enabled	
Scenes	Scene does not appear to activate	Nothing configured to trigger the scene (it will not activate by itself)
		Luminaires in the scene are dimmed to 0%
		The scene has no luminaires selected
		Corrupted scene. Delete & reconfigure.
	Scene only operates when selected from the app	Nothing configured to trigger the scene (it will not activate by itself)
	An "All OFF" scene does not turn all lights OFF	Triggered scene does not include all luminaires dimmed to 0%
	Animation does not repeat as expected	"Repeats" has not been enabled in the animation scene Scenes used in the animation do not all contain the same luminaires
	A Time based scene does not activate at the set times	Nothing configured to trigger the scene (it will not activate by itself)
	Daylight scene does not adjust lux levels	"Controlling sensor" not selected in the daylight scene configuration
Daylight scene "Minimum dim level" is set to 100%		
Daylight scene "Response graph" is not correctly configured Sensor is offline or not powered		
A manually dimmed scene toggled OFF from a switch comes on at the dim level when next triggered	Remember last state is enabled	
Scene dimming doesn't work from a switch	Dimming has been disabled for the scene triggered by the switch	
Timers	Timer does not trigger correctly at the set time	Timer is not Enabled
		Timer does not have any scene selected
		Incorrect time zone set in the app compared to the physical network location
		A higher priority command is affecting the same luminaires
	Timers don't automatically activate after a power cut	Activate timers on startup is disabled
	Different timers affecting the same luminaires do not operate reliably	Overlapping timer OFF/ON times
A timer does not work for luminaires controlled by a Presence/Absence sensor	The sensor Absence scene does not have Absence timeout enabled	
Switches	Cannot Pair an EnOcean switch	Incompatible EnOcean switch (2.4GHz version is needed)
		Old EnOcean switch (Balanced network compatible only) is used
		NFC is not enabled on your phone
	Cannot Pair an Xpress	Device is already Paired to a network
		Xpress hasn't been activated by pushing 2 buttons Xpress wasn't selected quickly enough & has gone offline
	A manually dimmed scene toggled OFF from a switch comes on at the dim level when next triggered	Remember last state is enabled
Scene dimming doesn't work from a switch	Dimming has been disabled for the scene triggered by the switch	
Manually controlled lights in go off by themselves after 2 hours (day) or 30 mins (night)	Hierarchy is enabled. Manual control is set to Always timeout & the default timeout values are set	

Issue		Possible causes
Sensors	Motion does not trigger the scene	Sensor has not been configured to trigger a scene
		Manual control is still active in the control hierarchy
		Presence sensor is Disabled in the sensor settings
	Sensor does not affect luminaires after they have been controlled from a switch	Manual control is still active in the control hierarchy
		Manual control behaviour is set to Don't timeout
	Daylight scene does not adjust lux levels	A "Controlling sensor" has not been selected in the daylight scene configuration
Daylight scene "Minimum dim level" is set to 100%		
Daylight scene "Response graph" is not correctly configured		
A timer does not work for luminaires controlled by a Presence/Absence sensor	Sensor is offline or not powered	
	The sensor Absence scene does not have Absence timeout enabled	
Hardware	RGB / RGBW colours are incorrect when using a CBU-PWM4	PWM4 RGB / RGBW LED load is incorrectly wired
	CBU-PWM4 operation is erratic	Too long wires from power supply to PWM4
		Too long wires from PWM4 to LED load
		A Constant voltage power supply has been used
		A Dimmable LED power supply has been used
		Insufficient LED load is connected
	A DALI driver switches On & Off, but does not dim when connected to a suitable CBU	Excessive LED load is connected
		CBU has not been set to the correct Profile
	Cannot Pair an EnOcean switch	Incompatible EnOcean switch (2.4GHz version is needed)
		An old EnOcean switch (Balanced network mode compatible only) is being used
Cannot Pair an Xpress	NFC is not enabled on your phone	
	Device is already Paired to a network	
	Xpress hasn't been activated by pushing 2 buttons	
	Xpress wasn't selected quickly enough & has gone offline	
Salvador	Erratic or intermittent communication	DALI bus voltage too high (9.5-22.5VDC must be present at every driver)
		DALI bus voltage too low (9.5-22.5VDC must be present at every driver)
		DALI current exceeds 250mA
		DALI current too low for the amount of drivers connected
		Loose DALI bus connection at one or more drivers
		DALI 300m maximum wire length exceeded
		DALI bus connected in a closed loop
		DALI bus + & - polarity is mixed (if using D4i drivers)
		Unapproved power supply used (see DiiA website)
		Non certified DALI drivers used (see DiiA website)
	Drivers do not respond to Casambi commands	See all options from the "Erratic or intermittent communication" section
		Driver faulty
	Cannot address all drivers	DALI bus is not connected to the driver
		Driver not powered
		Driver not connected to the DALI bus
Address conflicts	Number of drivers exceeds the Salvador specification	
	DALI bus connected in a closed loop	
No option to adjust colour	Drivers do not have unique manufacturer serial numbers (Salvador FW dependent)	
No option to adjust tuneable white	The driver profile has been changed in the Salvador setting to an incorrect profile. e.g.; RGB has been changed to dimming only	
Difficulty finding/addressing/controlling multi-channel DT6 drivers	The driver profile has been changed in the Salvador setting to an incorrect profile. e.g.; TW has been changed to dimming only	
	DT6 drivers requiring more than one DALI address are currently incompatible with Salvador	
Manufacturer specific DALI functionality cannot be used	Salvador supports standard DALI only	