



Issue:	Potential Fixes
1 (or more) colors does not illuminate on certain lights.	• If all colors do not work – likely controller offline or disconnected • If one or two colors don't work, the fuses could be blown on controller • Possible Mis-Wire of custom patch cable • Possible bad patch cable (pinched, cut, etc.)
Mis-matched code versions	• Click “update all devices” and ensure controller software version matches server software version.
Controller showing up as “offline”	• Check connection from controller to POE switch (ensure “traffic” lights on controller connector are lit) • Ensure controller is connected to PoE switch (vs. standard switch). • Check for mismatched code versions. • If recently disconnected, controller may take up to 10 minutes to appear as online in the devices page. • Ensure controller is getting an IP address using IP scan tool. Each controller must receive an IP address, otherwise, the controller will not work. If controller is not getting IP address these issues may exist: ○ Network/Router has exceeded limit for # of devices (go to router settings and ensure there are enough available IP addresses for the Vine system. Some routers/dhcp servers may not be able to handle “x” number of devices. Ensure the device handling dhcp is not being maxed out. ○ Cabling from switch to controller is bad (test cabling). ○ PoE switch port is bad (try swapping ports). ○ Controller is bad (try new controller if available)
Controller failing BIT test	• Check cabling to light (see if light comes on) • Controllers with no lights connected will always fail BIT test (toggle BIT test to “disabled” for this controller) • Possible blown fuses or “offline” controllers. All offline controllers will fail BIT test
Devices list empty (on initial setup)	• Devices may take up to 10-15 minutes to appear on devices page. • Devices must first get an IP address from the customers' network. If controller never gets IP address, it will never show up on devices page or be operational.
Light turns on the wrong color (mis-wired patch cable)	• If green is pressed, but blue comes on (or any other color combination), custom patch cables may be mis-wired. It is also



	possible that there is a short between two wires even in an off-the-shelf cable (pinched cable). Check all cabling. • Shorts or miswires could damage controllers. All cabling should be tested before installation of hardware to avoid damage (if possible).
Text messages don't send.	• Typo in the phone number in V!NE dashboard • The vine server may not have a WLAN connection (internet connection). • User's individual device may have a setting to block potential spam messages. • User has bad or no service. Texts could take minutes to appear on the user's phone.
Panic switch doesn't work	• Ensure panic switch is set up on the devices page correctly. • Ensure controller that is switch enabled is being used. • Ensure cabling to the switch is good • Ensure controller is online and BIT test works (if a light is connected).
Controller does not power on	• Ensure POE switch is used (vs. standard switch) • Ensure cabling between controller and switch is good • Port may be blown on PoE switch. Try another port. • PoE switch max power budget may not allow more devices. If PoE+ switch is used, there should not be an issue.
Users can't log in (to app or vine dashboard)	• Ensure credentials in dashboard setup match what the user is typing in. • Ensure user isn't logged in on another device. If they are, but they can't log out, use the "reset locked user sessions" button on the maintenance tab. This will log ALL users out of their vine apps on all devices.
Failure log shows a failed device, but the device works.	• The failure log shows results from the latest "maintenance test" and is not a "current" representation of the system. To refresh the "failure log" to the current state of the system, go to the "devices" page in the dashboard and click "run maintenance tests". The failure log will automatically update with the results of the maintenance test.