Troubleshooting

This section lists common issues you may encounter while using the SLWF-09, along with their possible causes and solutions.

6.1 Power Issues

Problem	Possible Cause	Solution
No power LED when connected	- Incorrect power supply voltage - Loose or reversed wiring - Faulty power adapter - Incorrect WLED relay settings	- Verify voltage matches LED strip (5V, 12V) - Check all power connections - Try a different power source - "Relay GPIO" setting should be **GPIO33**
Device powers on but LEDs do not light	- Incorrect LED wiring - Wrong LED type in WLED - Data wire not connected - LED relay is not configured	- Verify data and ground connections - Match LED type in WLED settings - Check continuity of data wire - Configure LED relay in WLED to GPIO33

6.2 Network Connection Problems

Problem	Possible Cause	Solution
Cannot find WLED Wi-Fi AP on first boot	- Device already connected to a previous network	- Reset Wi-Fi settings by holding **BOOT** button for 5+ seconds until LED blinks rapidly
Cannot connect to home Wi-Fi	- Wrong SSID/password - Unsupported 5 GHz Wi-Fi	- Double-check credentials - Ensure router has 2.4 GHz enabled
Ethernet not working (with add-on)	- Module not fully inserted - No DHCP from router	- Reseat Ethernet module - Try a different cable/port - Check if IP is assigned in router

6.3 LED Output Issues

Problem	Possible Cause	Solution
LEDs flicker or show wrong colors	- Voltage drop on long runs - Poor grounding - Incorrect LED voltage	- Use power injection - Ensure common ground - Match LED strip voltage to power supply
Only first few LEDs light up	- Power not sufficient - WLED LED count too low	- Increase power supply capacity - Set correct LED count in WLED

6.4 Add-on Module Problems

Problem	Possible Cause	Solution
PoE not powering device	- Non-PoE switch/injector - Incorrect PoE standard	- Use IEEE 802.3af compliant PoE source
Microphone not detected	- Module not inserted fully - Sound reactive mode not enabled in WLED	- Reinsert module correctly - Enable "Sound Reactive" in WLED settings

6.5 Firmware & Reset

Problem	Possible Cause	Solution
WLED interface not loading	- Firmware corrupted - IP conflict	- Reflash firmware via Web Flasher
Device unresponsive after update	- Incorrect firmware build	- Flash with correct SLWF-09 firmware using USB-C and web flasher

6.6 Support

If problems persist:

1. Visit the documentation at https://smlight.tech/support/manuals/public/books/slwf-09
2. Use the Web Flasher to reinstall firmware.
3. Contact **SMLIGHT Support** with your purchase details and a description of the issue.

Revision #5
Created 2025-08-14 19:06:29 UTC by Support3
Updated 2026-04-29 09:41:42 UTC by Taras