

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	<ul style="list-style-type: none">- Incorrect power supply voltage- Loose or reversed wiring- Faulty power adapter- Incorrect WLED relay settings	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- Incorrect LED wiring- Wrong LED type in WLED- Data wire not connected- LED relay is not configured	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- Device already connected to a previous network	<ul style="list-style-type: none">- Reset Wi-Fi settings by holding BOOT button for 5+ seconds until LED blinks rapidly
Cannot connect to home Wi-Fi	<ul style="list-style-type: none">- Wrong SSID/password- Unsupported 5 GHz Wi-Fi	<ul style="list-style-type: none">- Double-check credentials- Ensure router has 2.4 GHz enabled
Ethernet not working (with add-on)	<ul style="list-style-type: none">- Module not fully inserted- No DHCP from router	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none"> - Voltage drop on long runs - Poor grounding - Incorrect LED voltage 	<ul style="list-style-type: none"> - Use power injection - Ensure common ground - Match LED strip voltage to power supply
Only first few LEDs light up	<ul style="list-style-type: none"> - Power not sufficient - WLED LED count too low 	<ul style="list-style-type: none"> - Increase power supply capacity - Set correct LED count in WLED

6.4 Add-on Module Problems

Problem	Possible Cause	Solution
PoE not powering device	<ul style="list-style-type: none"> - Non-PoE switch/injector - Incorrect PoE standard 	<ul style="list-style-type: none"> - Use IEEE 802.3af compliant PoE source
Microphone not detected	<ul style="list-style-type: none"> - Module not inserted fully - Sound reactive mode not enabled in WLED 	<ul style="list-style-type: none"> - Reinsert module correctly - Enable "Sound Reactive" in WLED settings

6.5 Firmware & Reset

Problem	Possible Cause	Solution
WLED interface not loading	<ul style="list-style-type: none"> - Firmware corrupted - IP conflict 	<ul style="list-style-type: none"> - Reflash firmware via Web Flasher
Device unresponsive after update	<ul style="list-style-type: none"> - Incorrect firmware build 	<ul style="list-style-type: none"> - 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.

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