

# ORACLE LIGHTING

## BC-1 TROUBLESHOOTING GUIDE

**\*Never cut or modify control unit connectors. To extend use the 4 Pin Extension Cable (ORACLE Part # 5814-504)\***



**In the event that you are experiencing connectivity issues or no response to commands within the app, please follow these steps:**

1. Check to ensure Location Services is enabled in your smart device settings menu (refer to device specific manual)
2. Check to ensure your smart device is running the latest software update
3. Delete & re-install the ORACLE ColorSHIFT app to ensure you are running the latest version
4. Disconnect power from the control unit for 10 seconds then re-connect
5. Ensure the Bluetooth function is enabled on your smart device (Device Settings > Bluetooth)  
See Fig. 1
6. Ensure your BC1 is paired in the ORACLE ColorSHIFT app settings & a check mark is visible next to the device name See Fig. 2

**If you are experiencing issues with output or color inaccuracy, please check the following:**

- Ensure your ColorSHIFT product is wired to the RGB adapters properly:
  - (Adapter) White – (Product) Black
  - (Adapter) Red – (Product) Red
  - (Adapter) Green – (Product) Green
  - (Adapter) Blue – (Product) Blue
- Ensure RGB adapter or Plug & Play ORACLE Product connector is plugged in properly with arrows matching See Fig. 3
- If you experience issues such as a single color (Red, Green, Blue) staying illuminated when powering the unit **OFF** in the app – Power the unit **ON** & check to see if that same color seems to mix with other selected colors – If this happens, contact us for warranty support at the link below



**FIG. 1**



**FIG. 2**



**FIG. 3**