

TROUBLESHOOTING GUIDE

WARNING

- A licensed, qualified electrician should complete the wiring for this product.
- Always disconnect main power from the motor being serviced and wait a full 5 minutes for capacitor voltage discharge before servicing or installing unit.
- Diagnosing certain symptoms may require close interaction with, or in close proximity to, components that are energized with electricity.

Failure to comply with this may result in death, serious personal injury or property damage.

Symptom	Possible Causes	Potential Solutions
Power is applied to the motor, but power LED is not illuminated on the VLink.	Power supply cables are loose at the motor and/or VLink RS-485 connector.	Check/ tighten the connections at both ends of the cable.
	Incorrect Dip switch settings on the motor.	<i>For VGreen 165 motors:</i> Set switch 1 to the ON position <i>For VGreen 270 motors:</i> Set both switches 1 and 2 to the ON position
	VLink is damaged.	Replace VLink.
Power is applied to the motor, but power LED repeatedly pulses on and off slowly.	Power supply cables were not installed correctly into the RS-485 connectors.	Check each connector end and make sure wires are in the correct connector slot.
Status Screen displays “Motor is Stopped”.	Motor was turned off from the App.	Press Run to return to the Schedule Cycle or Override that was initiated before stopping the Motor. Add a 0 RPM Cycle to the Schedule if it is desired to not have the Motor run for specified times.
Status Screen displays “All Stop”.	Motor was turned off by pressing the All Stop button on the VLink.	Press the ALL Stop button on the VLink to return to the Schedule Cycle or Override that was initiated before stopping the Motor with the All Stop button.

Motor Fault: Ill Formed Packet.	Power supply cables are loose at the motor and/or VLink RS-485 connector.	Check/ tighten the connections at both ends of the cable.
	Power supply cables were not installed correctly into the RS-485 connectors.	Check each connector end and make sure wires are in the correct connector slot.
When attempting to connect to the Home Wireless Network via the Wi-Fi Method, the Mobile Phone gets stuck in the Connecting State of the Connection Setup. The VLink Mobile App timeout is 2 minutes when stuck in the Connecting State and the "Failed to connect to VLink" screen is displayed.	Some specific Mobile Phone models occasionally get stuck when switching connection from the Home Wi-Fi to the VLink Wi-Fi. For example, this is a known issue on the LG Smart Phone.	After timeout, go to the Wi-Fi setting of the wireless device and manually select VLink_WA. Re-attempt the Mobile App Connection Setup.
	The WPS button was not pressed or was not pressed and held for greater than 8 seconds.	After timeout, enter Wi-Fi connect mode by pressing and holding the WPS button for greater than 8 seconds. Re-attempt the Mobile App Connection Setup.
VLink Wireless Connection LED is not illuminated.	Home Router is off-line.	Check home router on-line status and restore power if necessary.
	VLink disconnected from the Home Wireless Network.	Re-connect the VLink to the Home Wireless Network via Wi-Fi or WPS methods.
	The SSID entered into the VLink app was not valid.	Retry VLink connection setup and re-enter a valid SSID for the desired home network.

VLink Wireless Connection LED blinks once every second.	VLink disconnected from the Home Wireless Network and is now in Wi-Fi connect mode.	Re-connect the VLink to the Home Wireless Network via the Wi-Fi method as described in the quick start guide or user manual. Do not attempt to connect to a 5GHz band wireless connection. (To use the WPS method to connect instead of the Wi-Fi method, hold the WPS button for less than 5 seconds. The VLink wireless connection LED will blink once every ½ second to confirm it is in WPS connect mode.)
	During first-time setup: The wireless network you have tried to connect to is on the 5GHz band. The VLink only supports 2.4GHz connection.	
VLink Wireless Connection LED blinks once every ½ second.	VLink disconnected from the Home Wireless Network and is now in WPS connect mode.	Re-connect the VLink to the Home Wireless Network via the WPS method as described in the quick start guide or user manual. Do not attempt to connect to a 5GHz band wireless connection. (To use the Wi-Fi method to connect instead of the WPS method, hold the WPS button for more than 8 seconds. The VLink wireless connection LED will blink once every second to confirm it is in Wi-Fi connect mode.)
	During first-time setup: The wireless network you have tried to connect to is on the 5GHz band. The VLink only supports 2.4GHz connection.	
VLink Wireless Connection LED blinks twice and then stays ON for 3 seconds, then repeats this pattern.	The Home Wireless Network is disconnected from the Internet.	Check home router on-line status and restore connection to the Internet if necessary.
VLink Wireless Connection LED blinks twice and then stays OFF for 3 seconds, then repeats this pattern.	The incorrect password was entered when attempting to connect the VLink to the Home Wireless Network.	Re-connect the VLink to the Home Wireless Network via the Wi-Fi or WPS methods. Re-enter correct wireless password in network window.