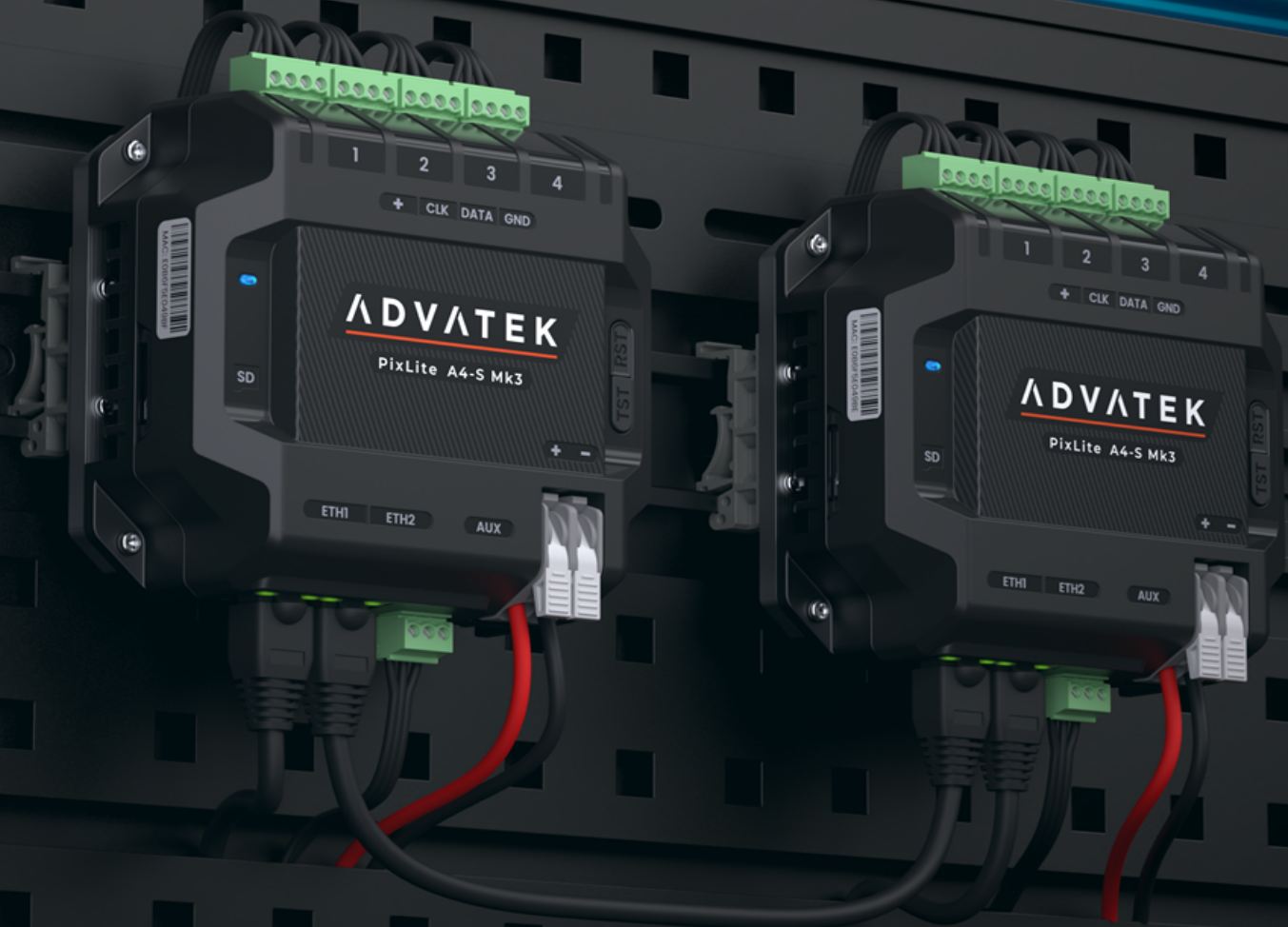


# ADVATEK

## L I G H T I N G

### PixLite A4-S Mk3 User Manual



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## 2 - Introduction

This is the user manual for the PixLite A4-S Mk3 pixel controller. The PixLite A4-S Mk3 is a powerful pixel LED controller built upon Advatek's 3rd generation PixLite Mk3 processor. At its core, the controller converts sACN, Art-Net and DMX512 protocols from lighting consoles, media servers or computer lighting software into various pixel LED protocols. With the PixLite Mk3 processor, the PixLite A4-S Mk3 brings powerful operational functionality and advanced management platforms.

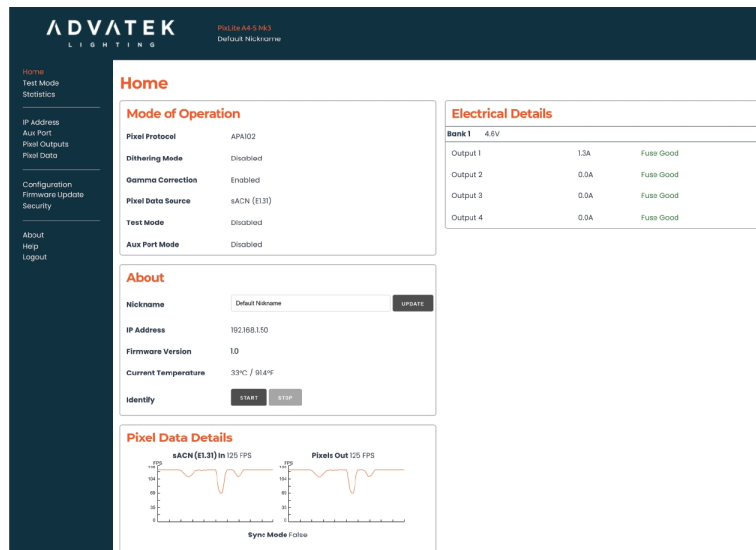
### 2.1 – Management & Configuration

This manual covers physical aspects of the PixLite A4-S Mk3 controller and its essential setup steps only. Detailed information about its configuration options can be found in the 'PixLite Mk3 Management Guide'.

Configuration, management, and monitoring of this device can be performed either via the web-based Management Interface or using Advatek Assistant 3\*. To access the interface, open any web browser and navigate to the IP address of the device.

*\*At the time of writing this user manual, Advatek Assistant 3 has not been released. The method to manage the device is via the Management Interface only at this stage.*

Figure 1: Management Interface Home Page



Other manuals and the PixLite Mk3 Management Guide may be downloaded from:

[www.advateklights.com/downloads](http://www.advateklights.com/downloads)

## 3 - Safety Notes

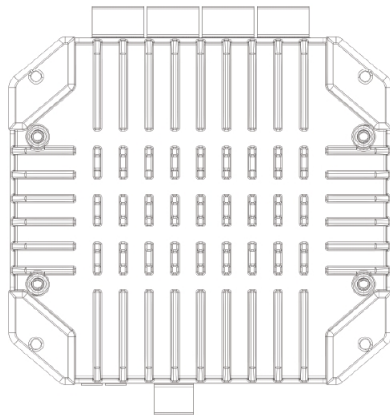
This LED pixel controller should be installed by someone with proper technical knowledge only. Installation of the device should not be attempted without such knowledge.

The pixel output connectors shall be used for pixel output connection only.

Completely disconnect the supply source during abnormal operation and before making any other connections to the device.

Specification and certification markings are located on the side of the device.

The bottom of the enclosure is a heat sink which can become hot.



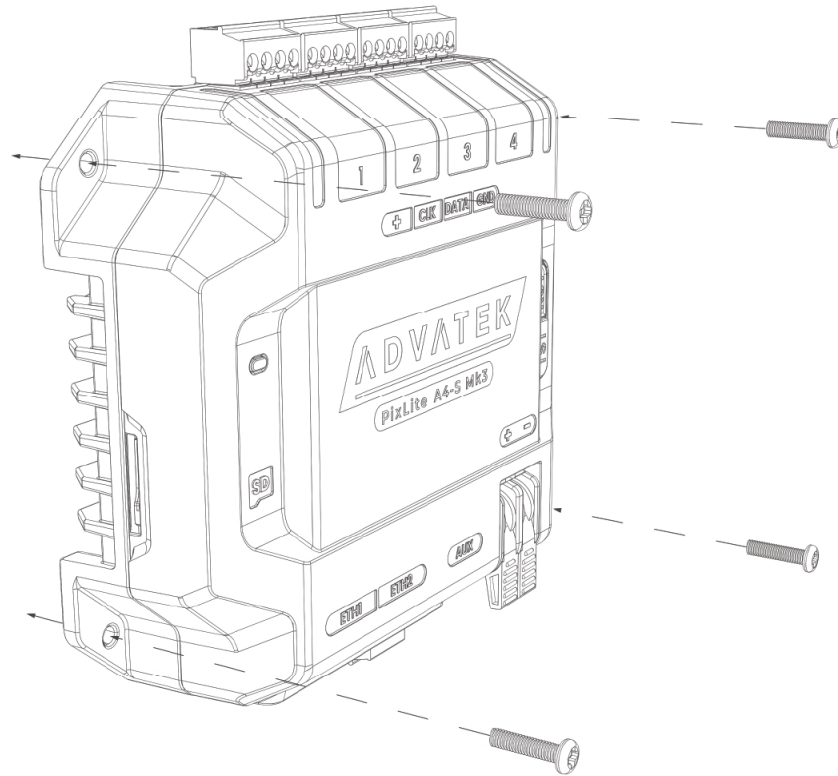
CAUTION  
Hot Surface

# 4 - Physical Installation

## 4.1 - Wall Mount

Assemble the unit onto the wall / ceiling using four screws of a type suitable for the mounting surface (not supplied). The screws should be a pan head type, 3mm in thread diameter and at least 15mm long, as shown in **Figure 2** below.

*Figure 2: Controller Assembled to Wall*

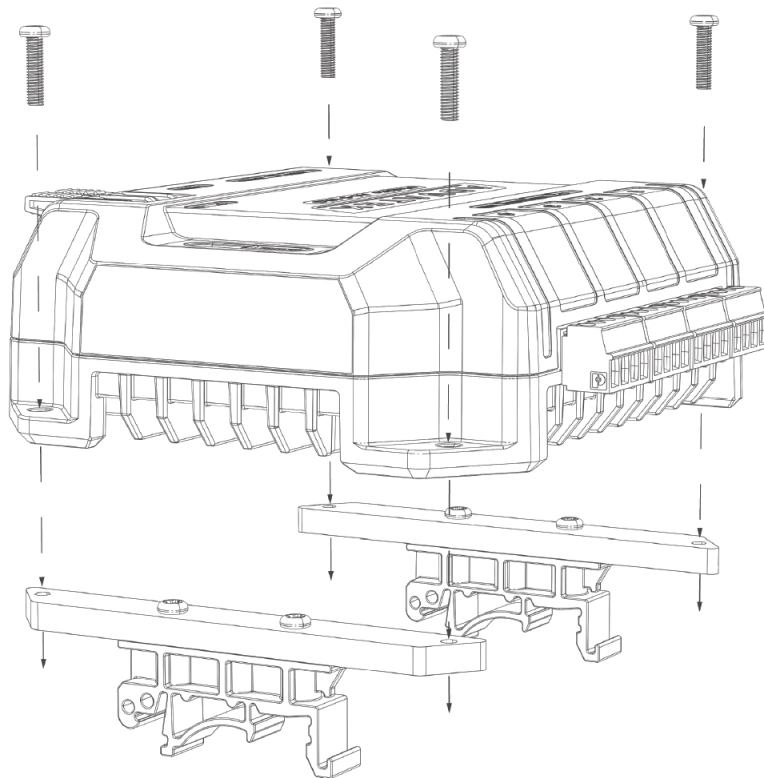


## 4.2 – DIN Rail Mount

The controller can be mounted to a DIN rail using the optional mounting kit (part number MNT0102).

1. Align the controller's mounting holes with the outermost mounting holes on each bracket. Using the four supplied M3, 12mm long screws, assemble the controller to the mounting brackets, as shown in **Figure 3** below.

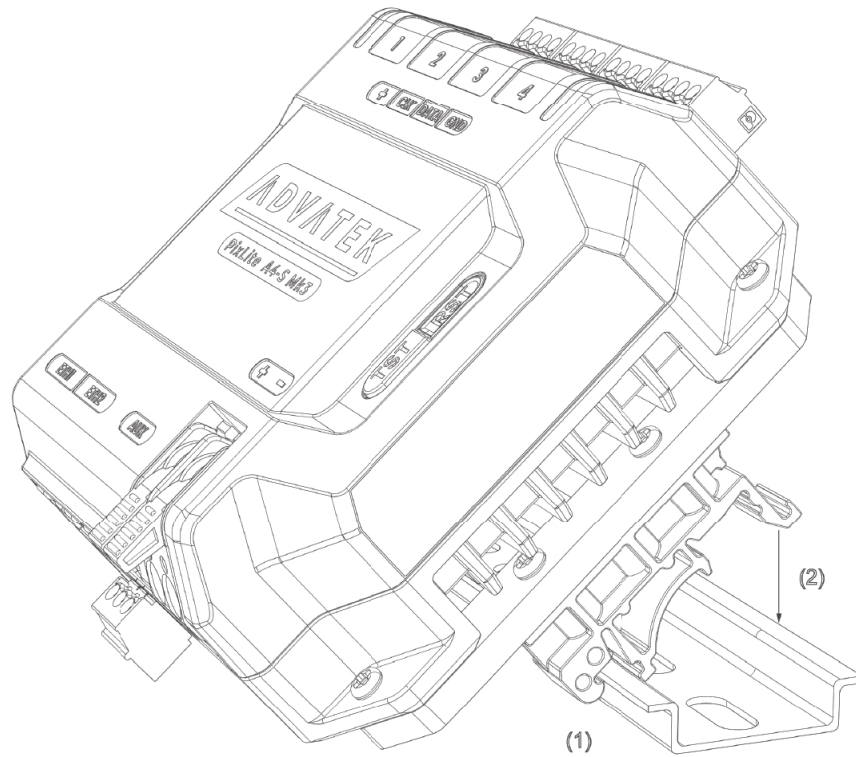
*Figure 3: Controller Assembled to Bracket*





2. Align the lower edge of the bracket with the lower edge of the DIN rail (1), and push the controller down so it clicks onto the DIN rail (2), as shown in **Figure 4** below.

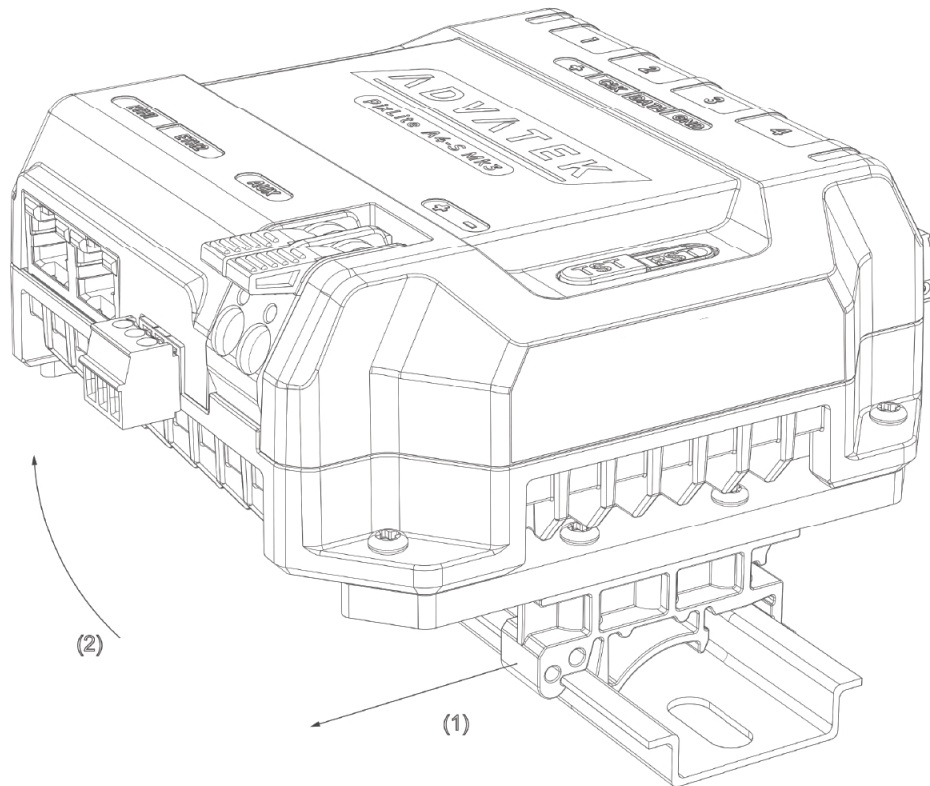
*Figure 4: Controller Assembled to DIN Rail*





3. To remove the controller from the DIN rail, pull the controller horizontally, toward its power connector (1) and rotate the controller up and off the rail (2), as shown in **Figure 5** below.

*Figure 5: Removal of Controller from DIN Rail*



# 5 - Electrical Connections

## 5.1 – Supplying Power

Power is applied to the PixLite A4-S Mk3 via the large lever clamp connector. The levers should be lifted up for wire insertion and then clamped back down, providing a highly robust and secure connection. Ensure the wire's insulation is stripped back 11-12mm, so that the clamp does not rest on the insulation when closing the connector. Polarity for the connector is clearly marked on the top surface, as shown in [Figure 6](#) below. The type of wire required for supply connection is 4.0mm<sup>2</sup>, 10AWG, VW-I.

Refer to [Section 9.2](#) for operating specifications for powering this device.

**Note:** It is the user's responsibility to ensure that the power supply used matches the voltage of the pixel fixture they are using and that it can supply the correct amount of power/current.

*Figure 6: Location of Power Input*



## 5.2 – Smart Electronic Fuses & Power Injection

Each of the 4 pixel outputs are protected by a Smart Electronic Fuse. The functionality of this fuse type is similar to a physical fuse, where the fuse will trip if the current goes above a specified value, however with smart electronic fusing, the fuse does not

require a physical replacement when it is tripped. Instead, the internal circuitry and processor is able to automatically re-enable the output power.

The status of these fuses can be read via the Advatek Management Interface, as well as live measurements of the current that is being drawn from each pixel output.

If any of the fuses trip, the user might need to resolve any physical faults with the connected load, and the smart electronic fuses will automatically re-enable power output.

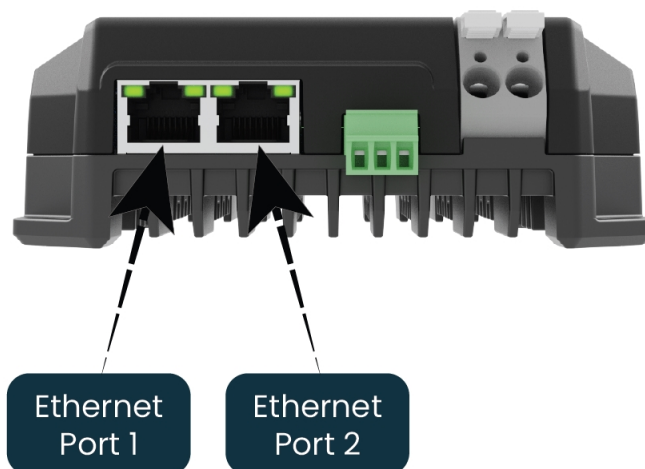
Each of the fuses on the PixLite A4-S Mk3 have a tripping point of 7A.

The number of pixels that can be physically powered through this device may not be as high as the amount of pixel control data that is being output. There is no definitive rule as to how many pixels can be powered from the controller, as it depends on the type of pixel. You need to consider if your pixel load will draw more than 7A of current and whether there will be too much voltage drop in the pixel load for it to only be powered from one end. If you need to “inject power” we recommend bypassing the controller’s power output pins entirely.

## 5.3 – Control Data

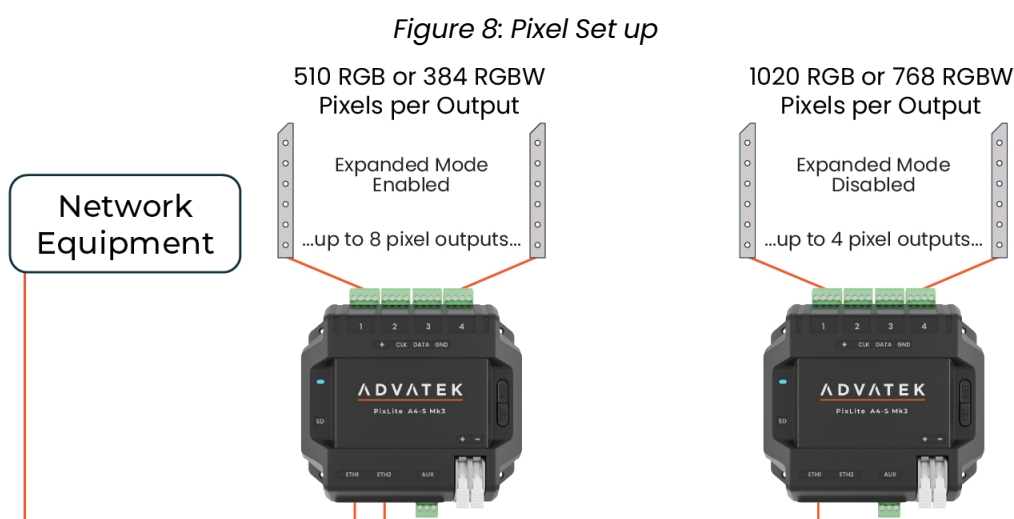
Ethernet data is connected via a standard network cable into either of the RJ45 Ethernet ports located on the front side of the unit, as shown in [Figure 7](#) below.

*Figure 7: Position of Ethernet*



## 5.4 – Connecting Pixel LEDs

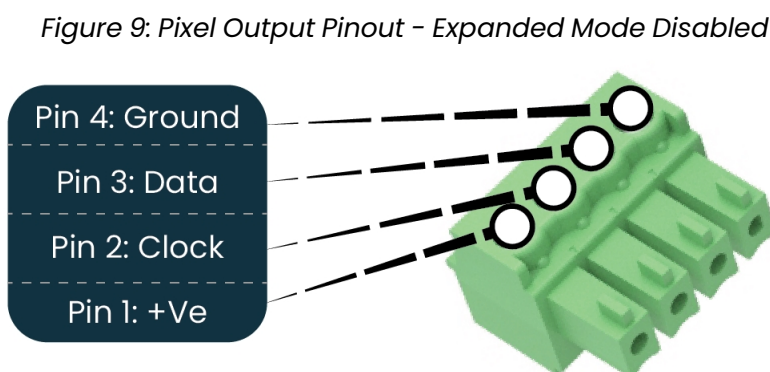
A high level wiring diagram for connecting pixel LEDs to a PixLite A4-S Mk3 is shown in [Figure 8](#) below. Refer to [Section 7.3](#) for the specific capacity of a pixel output.



The pixel lights are connected directly via the 4 pluggable screw terminal connectors on the rear of the unit. Each connector is labelled with its output channel number (1-4) which is clearly marked on the top surface. Simply wire your lights into each screw terminal and then plug them into the mating sockets.

The cable length between the output and the first pixel should not exceed 15m.

[Figure 9](#) shows the pin-out of the pixel output connectors.



## 5.5 – Expanded Mode

If your pixels do not have a clock line, you may optionally activate expanded mode on the controller, via the Management Interface. In expanded mode, the clock lines are used as data lines instead. This means the controller effectively has twice as many pixel outputs (8), but half as many pixels per output can be run.

Compared to pixels with a clock line, pixels that only use a data line have the potential to lower the maximum achievable refresh rate in a pixel system. If a pixel system is using data-only pixels, then the refresh rates will typically be improved by using expanded mode. Enabling expanded mode allows for twice as many data outputs, so the same number of pixels can be spread out over these outputs, resulting in a large improvement to refresh rate. This becomes more important as the number of pixels per output increases.

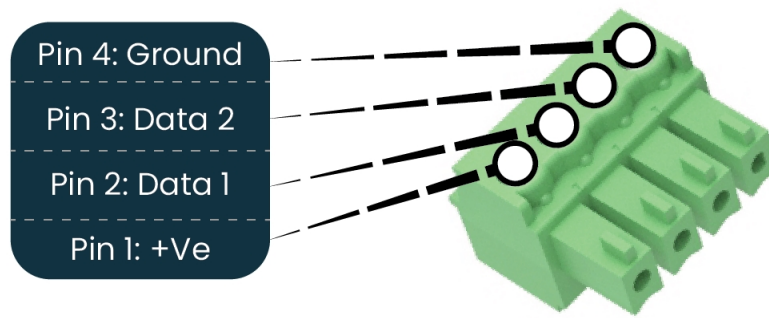
Mapping of these pixel outputs in the Management Interface will appear as follows:

| Expanded Mode Enabled       |              |          |
|-----------------------------|--------------|----------|
| Management Interface Output | Pixel Output | Pin Name |
| 1                           | 1            | Clock    |
| 2                           | 1            | Data     |
| 3                           | 2            | Clock    |
| 4                           | 2            | Data     |
| 5                           | 3            | Clock    |
| 6                           | 3            | Data     |
| 7                           | 4            | Clock    |
| 8                           | 4            | Data     |

| Expanded Mode Disabled      |              |          |
|-----------------------------|--------------|----------|
| Management Interface Output | Pixel Output | Pin Name |
| 1                           | 1            | Data     |
| 2                           | 2            | Data     |
| 3                           | 3            | Data     |
| 4                           | 4            | Data     |

The pinout for expanded mode is shown in [Figure 10](#) below.

*Figure 10: Pixel Output Pinout - Expanded Mode Enabled*



# 6 - Network Configuration

## 6.1 – Network Layout Options

Figure 11: Network Layout using a Switch and Router

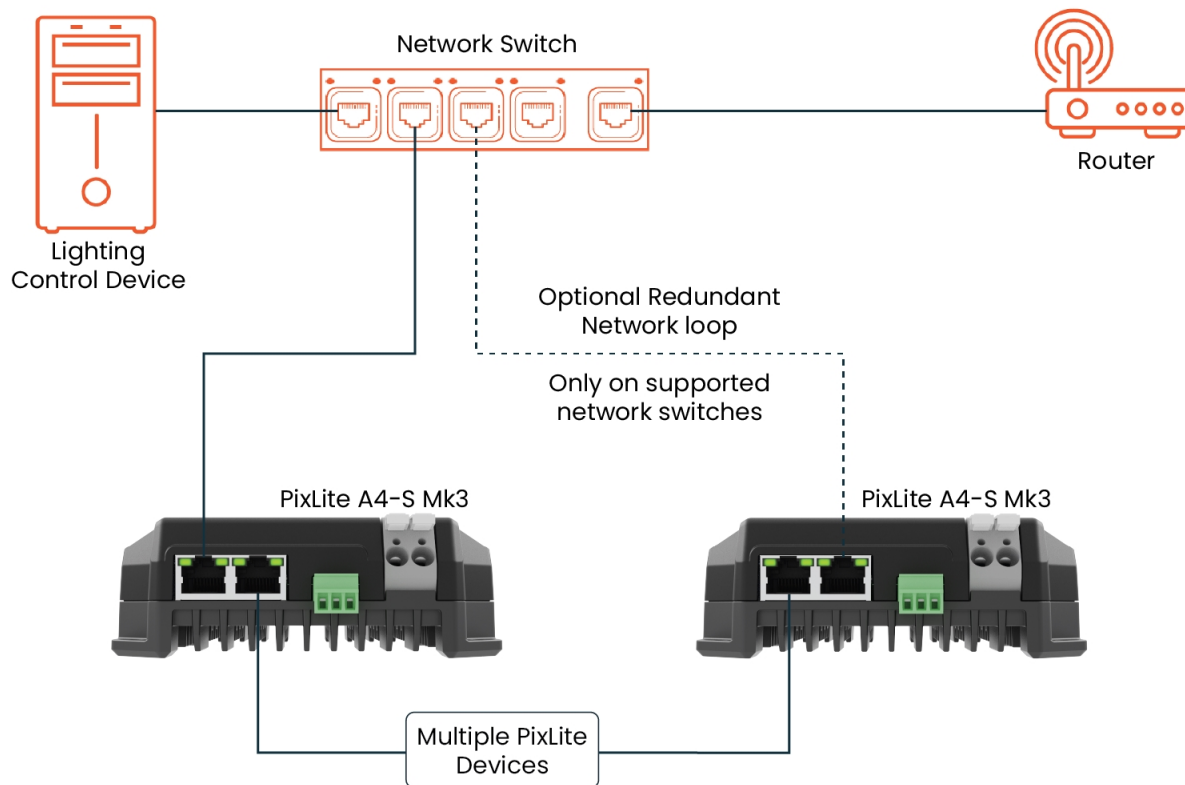


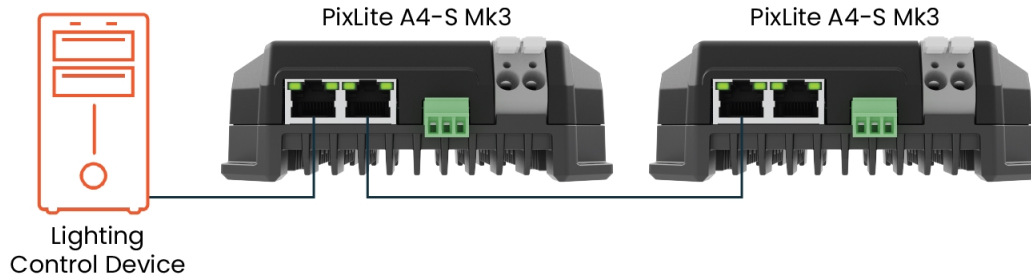
Figure 11 shows a typical network topology for the PixLite A4-S Mk3. Daisy-chaining PixLite devices and redundant network loops are both explained in [Section 6.3](#).

The Lighting Control Device could be any source of Ethernet data – e.g. desktop PC, laptop, lighting console, or media server.

Having a router on the network is not mandatory but is useful for IP address management with DHCP (see [Section 6.4.1](#)).



Figure 12: Network Layout Without a Switch/Router



The controller can alternatively be connected directly to the host machine, as shown in [Figure 12](#). A crossover cable is not required in this case, but it may be used if desired.

The controller(s) can be integrated straight into any pre-existing LAN such as your media, home or office network, the above diagrams are only provided as examples.

## 6.2 – IGMP Snooping

Traditionally when multicasting a large number of universes, IGMP Snooping is required to ensure that the pixel controller is not overwhelmed with irrelevant data. However, the PixLite A4-S Mk3 is equipped with a Universe Data Hardware Firewall, which filters out irrelevant incoming data, removing the need for IGMP Snooping.

## 6.3 – Dual Gigabit Ports

The two Ethernet ports are industry standard gigabit switching ports, so any network device can be connected to either port. A common purpose for the two is to daisy-chain PixLite Mk3 devices from the one network source, simplifying cable runs. The combination of the speed of these ports and the included Universe Data Hardware Firewall means that latency caused by daisy-chaining is practically negligible. For any practical installation, an unlimited number of PixLite Mk3 devices can be daisy-chained together.

A redundant network cable can be connected between the final Ethernet port in a chain of PixLite Mk3 devices and a network switch. Since this will create a network loop, it is important that the network switches being used support Spanning Tree Protocol (STP), or one of its variants such as RSTP. STP will then allow this redundant loop to be automatically managed by the network switch. Most high-quality network switches have a version of STP built in and the configuration required is either none or

minimal. Consult the vendor or documentation of your network switches for further information.

Another use case for the second Ethernet port is to connect a third-party network device, like a laptop or a server, to the end of a chain of PixLite Mk3 devices. A PixLite device with only a single Ethernet port could also be connected to the end of a chain of PixLite Mk3 devices.

## **6.4 – IP Addressing**

### **6.4.1 – DHCP**

Routers typically have an internal DHCP server, which means they can assign an IP address to a connected device, if requested.

DHCP is always enabled by default on this device, so it can immediately connect to any existing network with a router / DHCP Server. If the controller is in DHCP mode and is not assigned an IP address by a DHCP server, it will assign itself an IP address with Automatic IP Addressing, as explained in [Section 6.4.2](#) below.

### **6.4.2 – AutoIP**

When this device has DHCP enabled (factory default), there is also functionality for it to be operational on networks without a DHCP server, via the AutoIP mechanism.

When no DHCP address is being offered to this device it will generate a random IP address in the range of 169.254.X.Y that does not conflict with any other devices on the network. The benefit of AutoIP is that communication can happen between the device and any other compatible network device, without the need for a DHCP server or pre-configured Static IP addressing.

This then means that connecting a PixLite A4-S Mk3 directly to a PC typically does not require any IP address configuration – communication will be possible because both devices would generate their own valid AutoIP.

While the device has an AutoIP address in use, it continues searching for a DHCP address in the background. If one becomes available, it will switch to the DHCP address instead of the AutoIP.

### 6.4.3 – Static IP

In many typical lighting networks that this device would operate in, it's common for the installer to manually manage a set of IP addresses, instead of relying on DHCP or AutoIP. This is referred to as static network addressing.

When allocating a static address, the IP address and the subnet mask both define the subnet that the device is operating on. You need to ensure that other devices that need to communicate with this device are on the same subnet. Therefore they should have the same subnet mask and a similar but unique IP address.

When setting static network settings, the Gateway address can be set to 0.0.0.0 if it is not required. If communication between the device and other VLANs is required, the Gateway address should be configured and will typically be the IP address of the router.

**Note:** You may not assign a static IP address equal to the Factory IP address (192.168.0.50).

### 6.4.4 – Factory IP Address

When you are not sure what IP address the device is using, you can force it to use a known IP address (referred to as the Factory IP). This is particularly useful for first time access of the device, without requiring Advatek Assistant 3.

To activate the Factory IP and establish communication with the device:

1. While the controller is running, hold down the "Reset" button for 3 seconds.
2. Release the button.
3. The controller will immediately restart its application with the following factory default network settings:

|                  |               |
|------------------|---------------|
| IP Address:      | 192.168.0.50  |
| Subnet Mask:     | 255.255.255.0 |
| Gateway Address: | 0.0.0.0       |
4. Configure your PC with compatible network settings. If you are not sure, you can try the following example settings:

|                  |               |
|------------------|---------------|
| IP Address:      | 192.168.0.49  |
| Subnet Mask:     | 255.255.255.0 |
| Gateway Address: | 0.0.0.0       |

5. You should now be able to access the device's Management Interface by browsing to 192.168.0.50 in your web browser.

After establishing a connection to the device, make sure to configure the IP address settings for future communication and save the configuration.

**Note:** The Factory IP is only a temporary setting used to regain connectivity to the device. When the device is reset (powered off and on again), the IP address settings will revert to what is configured in the device.

# 7 - Operation

## 7.1 - Start-up

Upon applying power, the controller will quickly begin outputting data to the pixels. If no data is being sent to the controller, then the pixels will remain turned off until valid data is received. During normal operation, the multi color status LED will be flashing green to indicate the controller is running and outputting any received data to the pixels.

## 7.2 - Sending Ethernet Data

Input data is sent from the control PC/server/lighting console to the controller via Ethernet using a “DMX over IP” protocol such as sACN (E1.31) or Art-Net. This device will accept Art-Net or sACN data on either Ethernet port.

Sync modes are supported for both Art-Net and sACN. To learn more, refer to the technical note on synchronous mode here:

[www.advateklights.com/knowledge-base](http://www.advateklights.com/knowledge-base)

Details of incoming and outgoing packets can be viewed in the Management Interface.

## 7.3 - Pixel Outputs

Each of the 4 pixel outputs on the PixLite A4-S Mk3 can drive up to 6 universes of data. This allows for a total of up to 24 universes of pixel data to be driven out of the one controller. The number of pixels that can be driven per pixel output will depend on the configuration, as shown in the table below.

| Expanded Mode<br>Color Type | Disabled |       | Enabled |       |
|-----------------------------|----------|-------|---------|-------|
|                             | RGB      | RGBW  | RGB     | RGBW  |
| Max Pixels per Pixel Output | 1,020    | 768   | 510     | 384   |
| Max Total Pixels            | 4,080    | 3,072 | 4,080   | 3,072 |

The PixLite must be configured before it can correctly output pixel data. Refer to the PixLite Mk3 Management Guide for how to configure and patch your pixel outputs.

## 7.4 – Aux Port

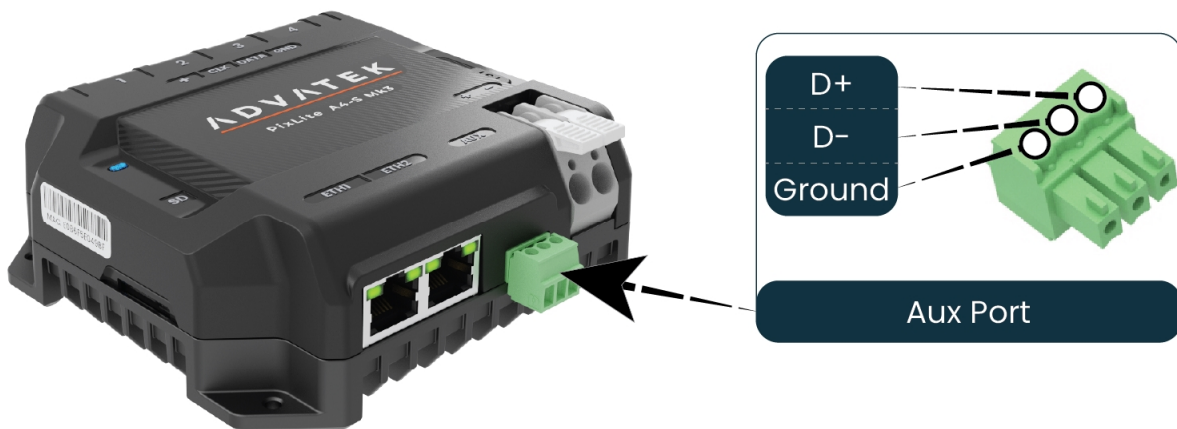
The PixLite A4-S Mk3 has 1 multipurpose auxiliary (Aux) port that can be used for DMX512 communication using RS485 electrical signals. It is capable of outputting DMX512 to other devices or receiving DMX512 from another source.

Configure the Aux port to DMX512 Output to allow conversion of a single universe of incoming sACN or Art-Net data to the DMX512 protocol. This then allows any DMX512 device(s) to be connected to this port and effectively be controllable over Ethernet.

Configure the Aux port to DMX512 Input to allow the PixLite to be driven by an external source of DMX512 control. Whilst this is limited to only a single universe of data, the PixLite can use DMX512 as its source of pixel data for situations where a DMX512 control system is required to be used instead of Ethernet-based data.

The Aux port connector is located on the front side of the unit as shown in [Figure 13](#) below.

*Figure 13: Location and Pinout of the Aux Port*



## 7.5 – Button Actions

The 'Test' and 'Reset' buttons can be used to perform various operations, as listed below.

| Action                  | Test Button                                           | Reset Button          |
|-------------------------|-------------------------------------------------------|-----------------------|
| Toggle Test Mode On/Off | Press for >3 seconds while the application is running | -                     |
| Cycle the Test Modes    | Press while test mode is active                       | -                     |
| Hardware Reset          | -                                                     | Press momentarily     |
| Factory Reset           | -                                                     | Press for >10 seconds |
| Factory IP              | -                                                     | Press for 3 seconds   |

## 7.6 – Hardware Test Pattern

The controller features a built-in test pattern to assist in troubleshooting during an installation. To put the controller into this mode, press and hold the 'TEST' button for 3 seconds (after the controller is already running) or turn it on remotely using Management Interface or via Advatek Assistant 3.

The controller will then enter the test pattern mode, where different test patterns are available as described in the table below. The controller will display the test pattern on all pixels on each of the pixel outputs and the Aux DMX512 output (if enabled) simultaneously. Pressing the 'TEST' button while in test mode will move through each of the patterns successively in one continuous loop.

| Test        | Operation                                                                                                                                                     |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Color Cycle | Outputs will cycle automatically through the red, green, blue and white colors at fixed intervals.<br><i>Pressing the TEST button moves to the next mode.</i> |
| Red         | Solid Red                                                                                                                                                     |
| Green       | Solid Green                                                                                                                                                   |
| Blue        | Solid Blue                                                                                                                                                    |
| White       | Solid White                                                                                                                                                   |
| Color Fade  | Outputs will slowly move through a continuous color fade.<br><i>Pressing the TEST button will loop back to the original color cycle test mode.</i>            |

To exit the test mode, press and hold the 'TEST' button for 3 seconds and then release.

The hardware test requires that the pixel driver chip type and number of pixels per output are set correctly in the Management Interface. Using Test mode, you can test if this part of your configuration is correct and isolate other possible problems with the incoming Ethernet data side.

## **7.7 – Operating Refresh Rates**

The overall refresh rate of an installed pixel system will depend on many factors. For monitoring purposes, graphical and numerical information on incoming and outgoing frame rates can be viewed in the Management Interface. This information gives insight as to what refresh rate a system can achieve, and where any limiting factor may exist.

Refresh rates are available in the Management Interface for each of the following elements:

- Incoming sACN
- Incoming Art-Net
- Incoming DMX512 (Aux Port)
- Outgoing Pixels
- Outgoing DMX512 (Aux Port)



## 8 - Firmware Updates

The controller is capable of having its firmware updated (new software). An update is typically performed to fix problems or to add new features.

To perform a firmware update, ensure that you have your PixLite A4-S Mk3 controller connected to the LAN network as per [Section 6.1](#).

The latest firmware is available from the Advatek website at the following link:

[www.advateklights.com/downloads](http://www.advateklights.com/downloads)

The downloaded file will be archived in a ".zip" format, which should be extracted. The ".fw" file is the file that the controller needs.

### 8.1 - Updating via the Management Interface

1. Open the Management Interface, and navigate to the "Update Firmware" page.
2. Load the firmware ".fw" file with the file browser.
3. Click "Update Firmware". The controller will temporarily disconnect.
4. Once the update is complete, the controller will restart its application with the new firmware, maintaining its previous configuration.

# 9 - Specifications

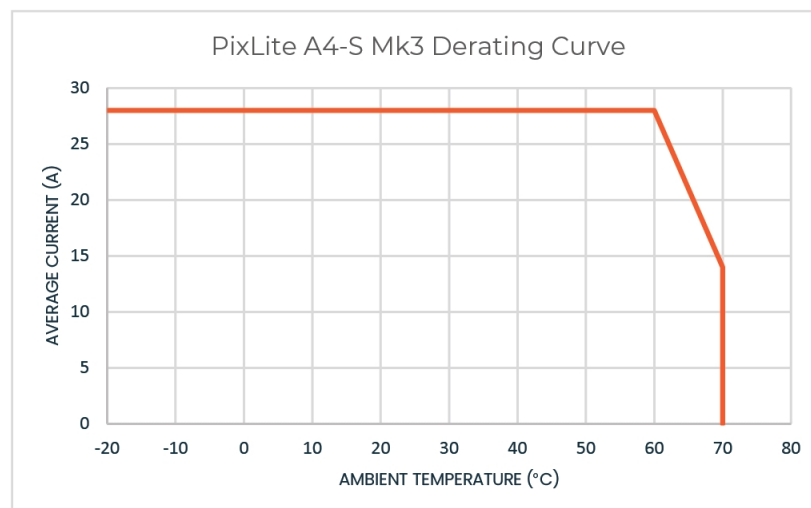
## 9.1 - Derating

The maximum output current that the PixLite A4-S Mk3 can provide to pixels is 28A, which it can do over a wide temperature range. To prevent this high current from causing excessive heat during operation, the PixLite A4-S Mk3 has been equipped with a heat sink on the underside of the unit.

As the ambient temperature increases, the maximum output current the device is rated to handle will become limited, known as derating. Derating is simply a reduction in the rated specification of the controller as the temperature changes. As shown by the graph in [Figure 14](#) below, the current maximum output capacity is only impacted when the ambient temperature reaches 60°C. At 60°C, the maximum output capacity drops linearly until the ambient temperature reaches 70°C, at which point the device is not specified for operation.

Installations in hot environments (typically enclosed areas with power supplies) should take note of this derating behavior. A fan blowing air over the device's heatsink will improve its thermal performance. The amount to which this will improve thermal performance will depend on the specific installation.

*Figure 14: Derating Curve*



## 9.2 – Operating Specifications

The table below specifies the operating conditions for a PixLite A4-S Mk3 controller.

### 9.2.1 – Power

| Parameter                | Value/Range | Units |
|--------------------------|-------------|-------|
| Input Power              | 5 – 24      | V DC  |
| Per Output Current Limit | 7           | A     |
| Total Current Limit      | 28          | A     |

### 9.2.2 – Thermal

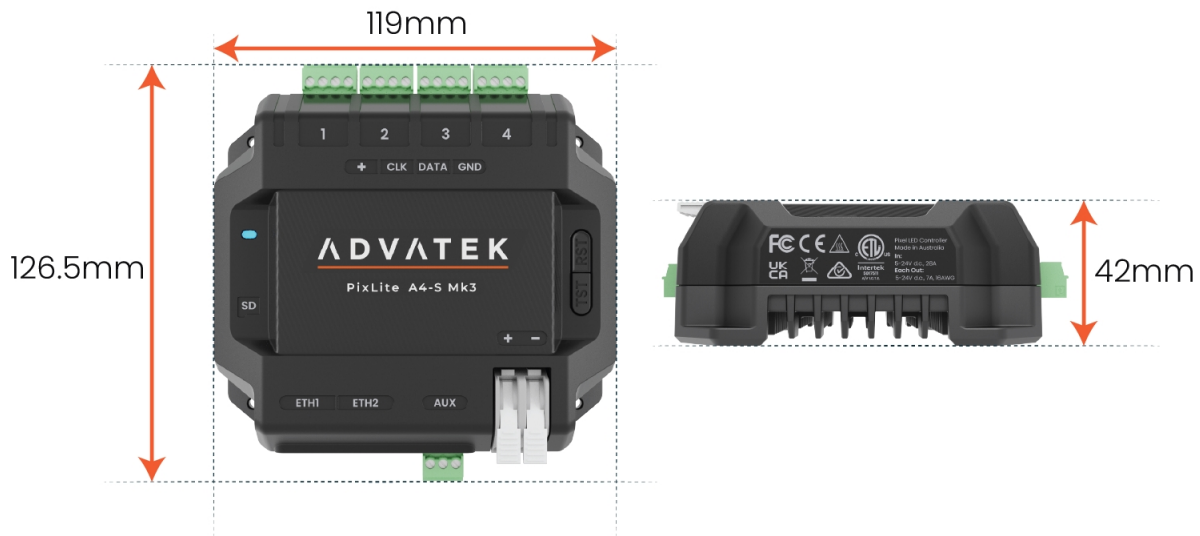
| Parameter                      | Value/Range | Units |
|--------------------------------|-------------|-------|
| Ambient Operating Temperature* | -20 to +70  | °C    |

\*Refer to [Section 9.1](#) for information on thermal derating

## 9.3 – Physical Specifications

| Dimension | Metric  | Imperial |
|-----------|---------|----------|
| Length    | 119mm   | 4.69"    |
| Width     | 126.5mm | 4.98"    |
| Height    | 42mm    | 1.65"    |
| Weight    | 0.3kg   | 0.7lbs   |

Figure 15: Mechanical Specifications



## 9.4 – Electrical Fault Protection

The PixLite A4-S Mk3 features notable protection from potential damage due to various types of faults. This makes the device robust and reliably able to operate in most installation environments.

ESD protection is present on all ports.

All pixel output lines are protected against direct shorts of up to  $\pm 36V$  DC. This means that even if your pixels or wiring have a fault that causes a direct short between DC power lines and data or clock lines on any output, it will not damage the device.

The Aux Port is also protected against direct shorts of up to  $\pm 48V$  DC.

The PixLite A4-S Mk3 is protected against damage from reversed polarity power input. In addition, any pixels that you connect to the pixel outputs are also protected against reverse polarity power input, as long as they are only connected to power through the PixLite controller itself.

# 10 - Troubleshooting

## 10.1 - LED Codes

There are multiple LEDs on the PixLite A4-S Mk3 that are useful for troubleshooting. The location of each is shown in **Figure 16** below.

*Figure 16: Location of LEDs*



Please refer to the tables below for condition codes for the multi-color status LED, and the Ethernet port LEDs.

| Color(s)             | Behavior                                | Description                                                              |
|----------------------|-----------------------------------------|--------------------------------------------------------------------------|
| Green                | Flashing                                | Normal Operation                                                         |
| Yellow               | Flashing<br>(3 flashes every 1 second)  | Identify Function<br>(used to visually locate a device)                  |
| Red/Green/Blue/White | Cycling                                 | Test Mode - RGBW Cycle                                                   |
| Color Wheel          | Cycling                                 | Test Mode - Color Fade                                                   |
| Various              | Solid                                   | Test Mode - Set Color                                                    |
| Blue                 | Solid                                   | Installing Firmware<br>(occurs 1 to 5 seconds after firmware update)     |
| Green                | Solid                                   | Booting Up<br>(occurs 1 to 2 seconds after start-up)                     |
| White                | Flashing                                | Factory Reset                                                            |
| Green/Red            | Alternating                             | Emergency Recovery Mode                                                  |
| Off                  | Off                                     | No Power / Hardware Fault                                                |
| White                | Flashing<br>(3 flashes every 5 seconds) | Power Supply Stability Error Detected<br>(power device off and on again) |
| Red/White            | Various                                 | Critical Error<br>(contact Advatek Support)                              |

| Link/Activity LED | Gigabit LED | Condition                                          |
|-------------------|-------------|----------------------------------------------------|
| Any               | Solid       | Connected okay at full speed<br>(Gigabit)          |
| Any               | Off         | Connected okay at limited speed<br>(10/100 Mbit/s) |
| On                | Any         | Connected okay, no data                            |
| Flashing          | Any         | Receiving / transmitting data                      |
| Off               | Off         | No link established                                |

## 10.2 – Statistical Monitoring

Many issues that may occur are often due to complications in the network, configuration, or wiring. For this reason, the Management Interface features a statistics page for statistical monitoring and diagnostics. Refer to the PixLite Mk3 Management Guide for more information.

## 10.3 – Solutions for Common Issues

| Issue            | Suggested Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status LED off   | <ul style="list-style-type: none"><li>• Ensure that your power supply is supplying correct voltage as per <a href="#">Section 5.1</a>.</li><li>• Disconnect all cables from the device, except for the power input, to see if the device turns on.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                 |
| No pixel control | <ul style="list-style-type: none"><li>• Ensure the device has been configured correctly, with the correct Pixel Type and number of Pixels set.</li><li>• Activate a test pattern as per <a href="#">Section 7.6</a> to see if your pixels turn on.</li><li>• Check that the physical wiring and pinout of the pixels are correctly connected and are in the correct positions, as per <a href="#">Section 5.4</a>.</li><li>• The status of the smart electronic output fuses should also be checked to ensure that the output load is within specifications, and that there are no direct shorts. See <a href="#">Section 5.2</a>.</li></ul> |

## 10.4 – Other Issues

Check the LED codes as per [Section 10.1](#). If the device still fails to perform as expected, perform a factory default reset on the device as per [Section 10.5](#) below. For the latest information, more specific troubleshooting guides and other help, you should refer to our online Knowledge Base here: [www.advateklights.com/knowledge-base](http://www.advateklights.com/knowledge-base)

If you can't resolve your problem with the help of our Knowledge Base, you can send an e-mail to: [support@advateklights.com](mailto:support@advateklights.com) and a support ticket will automatically be created for you, or you can manually open a support ticket here:

[www.advateklights.com/support](http://www.advateklights.com/support)

## 10.5 – Reset to Factory Defaults

To reset the controller to its factory default settings, do the following:

1. Ensure the controller is powered up.
2. Hold down the 'Reset' button for 10 seconds.
3. Wait for the Multi-Color Status LED to alternate Green/White.
4. Release the 'Reset' button. The controller will now have factory default configuration.
5. Alternatively, reset to factory defaults via the Management Interface, in the "Configuration" page.

**Note:** This process will reset all configuration parameters to Factory Defaults, including IP Address settings (listed in [Section 6.4.4](#)), as well as Security settings.



# 11 - Disclaimer

If you require support or warranty, please refer to [Section 10.4](#) for information on creating a support ticket. You must be issued with a return authorization by Advatek support staff before returning any product.

This device is only suitable for use in accordance with the specifications and in an indoor environment which is protected from the weather and surges.

The PixLite A4-S Mk3 controller is supplied with a 5-year limited warranty and a repair/replacement guarantee. Please see the terms and conditions on our website for more information.

The PixLite A4-S Mk3 has been tested against and independently certified as compliant with the Standards listed in the table below.

|                                            |                                   |                           |
|--------------------------------------------|-----------------------------------|---------------------------|
| Audio/Video and ICTE – Safety Requirements |                                   | UL 62368-1                |
| Radiated Emissions                         |                                   | EN 55032 & FCC Part 15    |
| Multimedia Immunity<br>EN 55035            | Electrostatic Discharge           | EN 61000-4-2              |
|                                            | Radiated Immunity                 | EN 61000-4-3              |
|                                            | Electrical Fast Transients/ Burst | EN 61000-4-4              |
|                                            | Conducted Immunity                | EN 61000-4-6              |
| Restriction of Hazardous Substances        |                                   | RoHS 2 + DD (EU) 2015/863 |

Through testing to the above standards, the PixLite A4-S Mk3 has the certifications and marks listed in the table below.

| Certification | Relevant Country                                    |
|---------------|-----------------------------------------------------|
| ETL Listing   | North America and Canada. Equivalent to UL Listing. |
| CE            | Europe                                              |
| FCC           | North America                                       |
| ICES3         | Canada                                              |
| RCM           | Australia and New Zealand                           |
| UKCA          | United Kingdom                                      |

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

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This product has been manufactured by:

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