



# DIGI PILOT SIGN

# TROUBLE SHOOTING GUIDE

BY

TECHNO  
SIGNZ    



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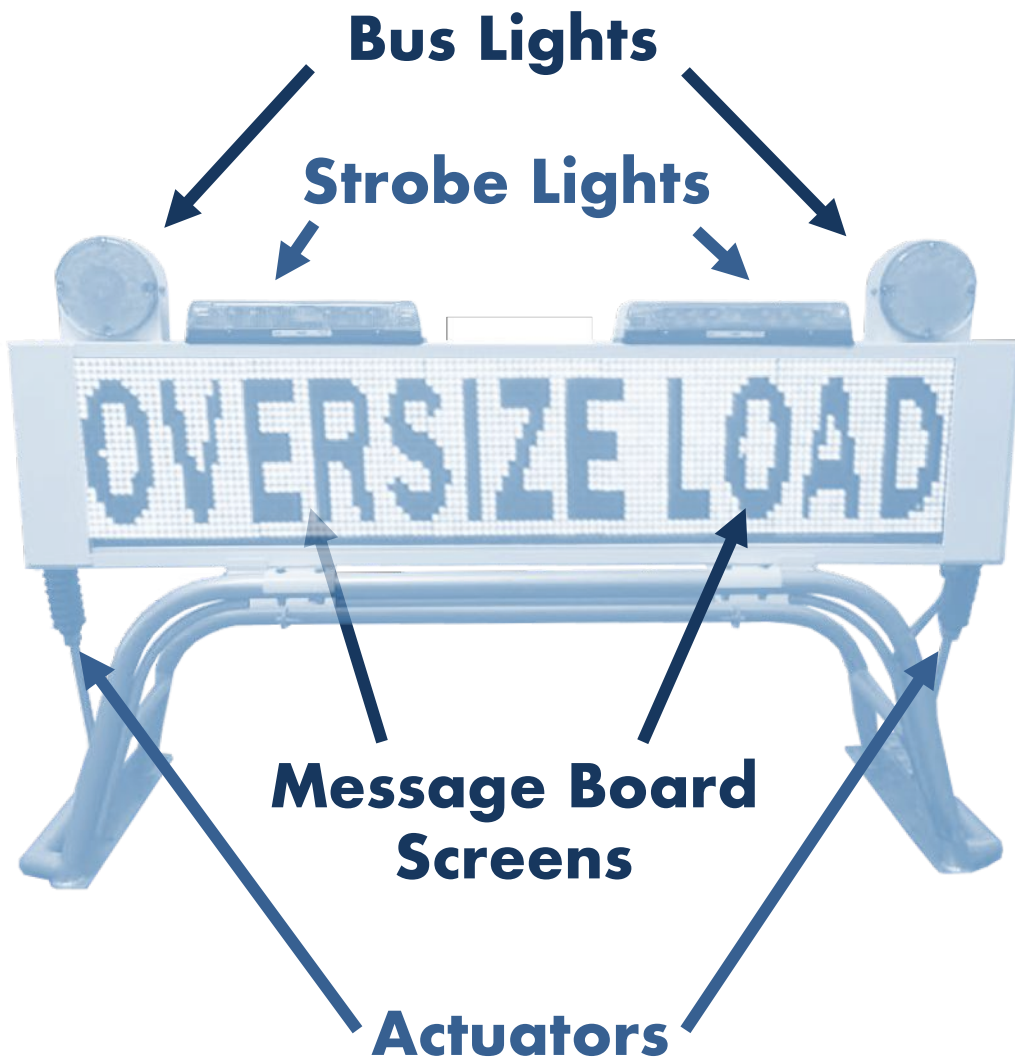
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**Thank you for purchasing the Digi Pilot Sign.  
This document explains how to troubleshoot the Digi Pilot Sign.  
For information about how to use the Digi Pilot Sign, please  
refer to the Digi Pilot Sign User Manual supplied with your unit.**



# *Digi Pilot Sign Part Names*

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## *Initial Troubleshooting Steps*

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**1<sup>st</sup>**

**Your first attempt at fixing any issues pertaining to your sign or app should be switching it off and then turning it back on, or deleting the app and then re-downloading it.**

Turn sign on then off using the app. Then try turning sign on and off using the breaker located on the vehicle's 12V battery.

Hold your finger down on the app, and then slide the app to the trash or uninstall from the phone's settings menu, and download the app again from the Google Play Store.

**If that doesn't work, continue on reading. Remember, to avoid voiding any warranty coverage, contact Techno Signz with the issue and do not open your sign without prior authorization.**

**2<sup>nd</sup>**

Call or email Techno Signz Ltd at (780) 686-8604 or [info@technosignz.ca](mailto:info@technosignz.ca) to speak with a representative to get advice and authorization before opening the sign.



## SIGN WON'T TURN ON

**1<sup>st</sup>**

**Ensure vehicle is turned on & power cable is correctly attached.**

12V vehicle battery may need extra power, so turn engine on ensure full battery capacity.

Follow power cable from sign to 12V battery to check for loose connections.

**2<sup>nd</sup>**

**Ensure app is connected to the sign.**

Ensure your Bluetooth & Wi-Fi settings are turned on, on your mobile device.

Go to your Wi-Fi connections, ensure you sign says connected.

**Reset the sign's power breaker.**

**3<sup>rd</sup>**

Open your vehicle's hood, locate your vehicle's battery, and there you will the breaker

Reset the power using the switch on the breaker.



# Screen Issues

**1<sup>st</sup> BLACK SQUARES APPEAR ON SCREEN**

May be a module failure. — Replace module.

Usually it's a loose connection or a short in the input/output connections. — Check wires.

Check if other functions work, like lights or actuators.

May be a power failure. — **ENTIRE PORTION OF SCREEN GOES OUT** **2<sup>nd</sup>**

Power supply problem, may need replacing.

**3<sup>rd</sup> AN INDIVIDUAL LED GOES OUT**

May be a LED failure. — Check the light bulb & tap on bulb.

Entire module of LED's may need replacing.

When it is not from a communication issue, it may be a controller issue. — **ENTIRE SCREEN GOES BLANK** **4<sup>th</sup>**

Check for controller beep when you send it a command. — Controller may need replacing.



## APP WON'T CONNECT

**1<sup>st</sup>**

**May be a communication failure.**

*Make sure Bluetooth/Wi-Fi settings are on.*

*Try to connect using another phone to see if it's a phone issue.*

**2<sup>nd</sup>**

**Distance between transmitter & receiver may be too far or there may be obstructions.**

*Make sure sign is receiving power and is on.*

**Move closer to the sign & try to reconnect.**

**3<sup>rd</sup>**

*Wi-Fi/Bluetooth range can exceed 40m without obstructions in an open space.*

*However, many factors can impede this range. So try to connect standing next to your sign first.*



## STROBE LIGHTS DON'T WORK

**1<sup>st</sup>** Press strobe light app button & listen closely if controller is beeping.

If yes, strobe lights' wiring may be faulty, fuse may be burnt or lights need replacing.

**2<sup>nd</sup>**

Fuse located on Controller Board inside sign.

**3<sup>rd</sup>** If no, there is a controller issue, so controller needs fixing or to be replaced.

## BUS LIGHTS DON'T WORK

Press bus light app button & listen closely if controller if beeping.

**1<sup>st</sup>**

Fuse located on Controller Board inside sign.

**2<sup>nd</sup>** If yes, bus lights' wiring may be faulty, fuse may be burnt or lights need replacing.

If no, there is a controller issue, so controller needs fixing or to be replaced.

**3<sup>rd</sup>**





# Actuator Issues

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## ACTUATORS DON'T WORK

**1<sup>st</sup>**

Press actuator app button & listen closely if controller is beeping.

If yes, actuator wiring may be faulty, fuse may be burnt or actuators need replacing.

**2<sup>nd</sup>**

Fuse located on Controller Board inside sign.

**3<sup>rd</sup>**

If no, there is a controller issue, so controller needs fixing or to be replaced.

## ACTUATORS MAKING LOUD NOISE

Spray lubricant onto actuator to facilitate actuator movement.

**1<sup>st</sup>**

**2<sup>nd</sup>**

If noise continues, actuator may be bent or faulty and need replacing.

PLEASE NOTIFY TECHNO SIGNZ IMMEDIATELY IF PROBLEM PERSISTS AS FAULTY ACTUATORS MAY LEAD TO CRACKING OF FRAME, AND MAY VOID WARRANTY.

## TEMPORARY ACTUATOR REPLACEMENT

**1<sup>st</sup>**

Make sure sign is down. Remove electric actuators, by removing the pins & bolts.

Replace with manual actuators that are supplied with each unit.

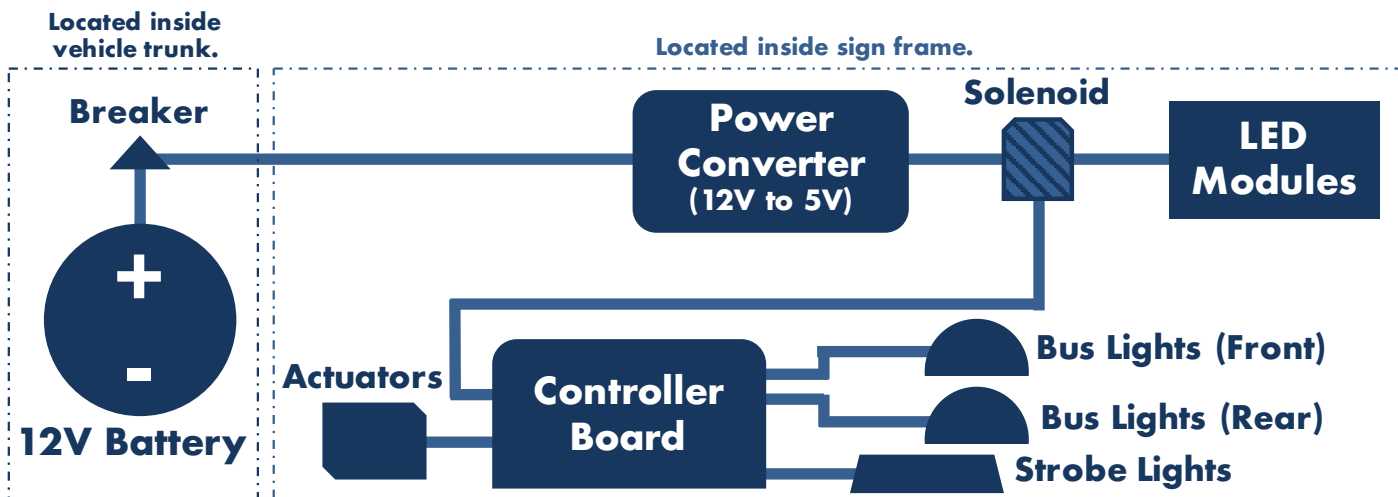
**2<sup>nd</sup>**





# Digi Pilot Sign Wiring

**1st** Like any wired device, if you follow the wires, it should lead you to the problem. For the Digi Pilot Sign, this is a simple chain of wires starting at the power source, then sign controller which leads to rows/columns of LED modules daisy chained together.



Start at the power source and follow the wires to each point, checking if there is any faulty wiring. Also, make sure the controller board beeps when Pressing any command button from the app. Then check the controller board for any burnt fuses, which may need replacing (one fuse for each function).

**2nd**



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