Frequently Asked Questions

IU-RGBWWIFI24DW

dals

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Download the DALS RGBW app
Téléchargez l'appli DALS RGBW

Download on the App Store
GET IT ON Google Play

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How do I connect my smart lights to my Wi-Fi network?
A. First, you need to download the free "Dals RGBW" app from the Google Play Store or the Apple App Store. Click below on the guide that corresponds to your type of phone (IOS or Android). You will find step by step instructions to connect your lights to your WiFi network. After downloading the app, you can immediately go to "Part B".

▪ **DALS RGBW – Wifi Connection Guide – iOS**
▪ **DALS RGBW – Wifi Connection Guide – Android**

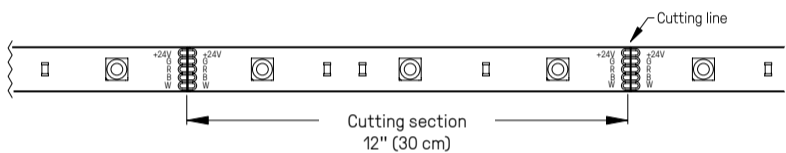**What is the name of the app I need to use?**
A. For the product "IU-RGBWWIFI24DW", you must use the free **Dals RGBW** app.
You can find this app on **Google Play** or the **App Store**

I cannot see the LEDnet network in my Wi-Fi settings, what do I do?
A. The first step is to reset the product. To reset your light, you must plug it and unplug it 5 times. The product should then flash quickly. This means that your light is ready to be connected.

Where can I cut my light strip?
A. If needed, cut the LED tape on one of the copper or silver solder joints at the desired length. These joints can be found at 12-inch intervals along the strip. If using outdoors, use a liberal amount of clear, silicone-based adhesive to thoroughly seal the cut end to prevent water from getting in.

Can I reattach the strip once it has been cut?
A. Unfortunately, you cannot reattach the strip once it has been cut. Once it is cut, it is also important to fill the open end with silicone to keep it waterproof if using outdoors.

Do you sell the parts separately?
A. Yes, we do. A 60-Inch extension cord, a 24-Inch Y-splitter, and an 8-Foot LED tape add-on are all available for purchase.

▪ **60-Inch extension cord**
MODEL: IU-RGBWWIFI-ACC60

▪ **24-Inch Y-splitter**
MODEL: IU-RGBWWIFI-ACCY

▪ **8-Foot LED tape add-on**
MODEL: IU-RGBWWIFI08

Do you have any extension cords compatible with this product?
A. Yes. A 60-Inch extension cord compatible with this product is available for purchase.

▪ **60-Inch extension cord**
MODEL: IU-RGBWWIFI-ACC60

Do you have a Y-splitter available?
A. Yes, we have a 24-Inch Y-splitter compatible with this product that we sell separately.

▪ **24-Inch Y-splitter**
MODEL: IU-RGBWWIFI-ACCY

Do you have an individual 8-foot strip sold separately?
A. Yes, we have an individual 8-foot strip that we sell separately.

▪ **8-Foot LED tape add-on**
MODEL: IU-RGBWWIFI08

My remote is not working / I am not picking up the Wi-Fi with the controller / My lights are not turning on at all / I have a section of my strip not working, what do I do / how can I get a replacement?
A. For any technical problems, please contact our customer service at **info@dals.com**. Include as much information as possible, a copy of your receipt, your full name, your address, and your phone number. **We will respond to you within 24 to 48 hours.**

What is the maximum length of tape I can connect on a single driver?
A. On a single driver, the maximum length that can be connected is 48 feet. This corresponds to two outdoor tape light kits.

▪ **24 Foot Smart RGB + Warm White Outdoor Tape Light Kit**
MODEL: IU-RGBWWIFI24DW

If I have multiple kits, will I be able to control them all together using a single remote / using the app?
A. Yes, you can control multiple kits using a single remote. You can also control all your lights using our application. They can be grouped and be controlled simultaneously.