

HootBooth Illumin8+ Troubleshooting Guide

The steps below will help you determine if a mal-functioning ringlight is something simple like a loose connection or user error, or if your unit needs servicing at our warehouse.

If your ring-light is not powering on:

Step one: Remove the back cover to gain entry to the inside of the unit

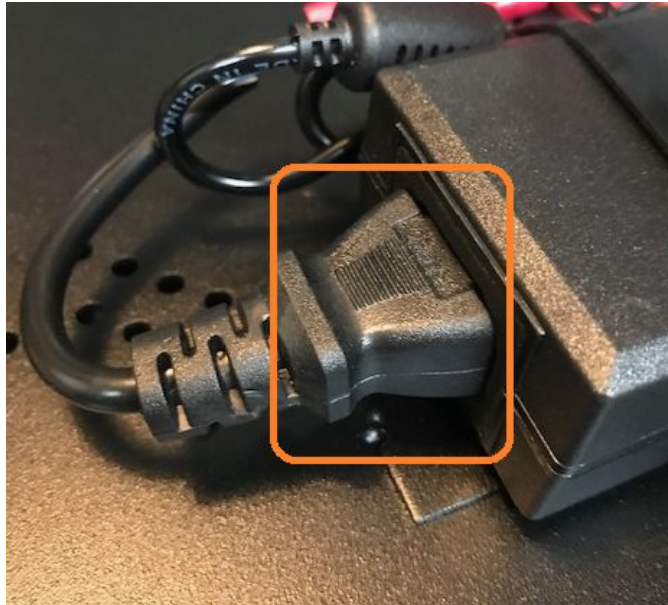
- Determine if the power supply is working:
 - Plug your Illumin8+ into a working outlet
 - If your power supply is working you will see a green or red LED light come on, per the photo below



If the LED light does not come on, check that the connection below is firmly seated. Once firmly secured, you should see the LED light come on.

If the LED does NOT come on, you likely have a faulty power supply. Reach out to our support team.

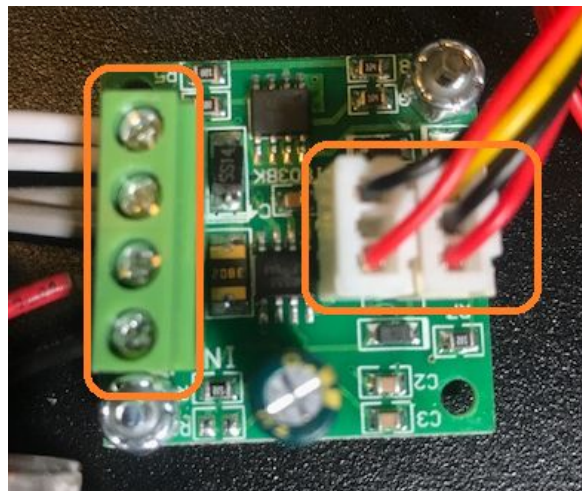
If the LED does come on, rotate the dimmer dial to verify your ringlight now works.



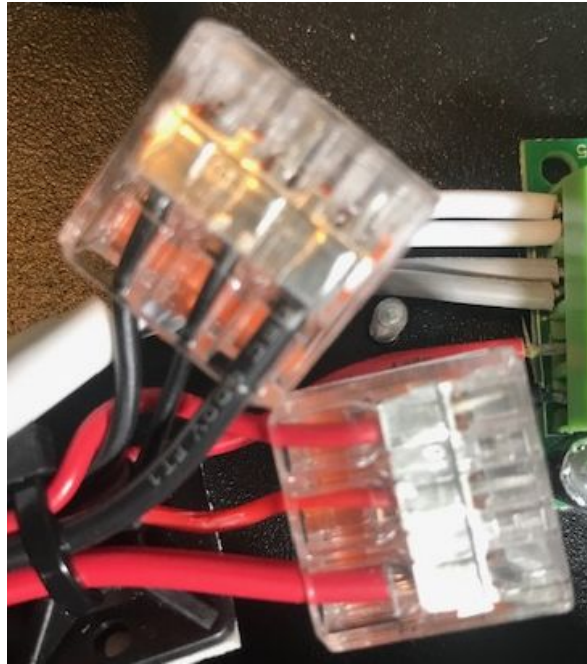
If the LED on the power supply comes on, but the ringlight does not come on proceed below:

REMOVE POWER CABLE FROM OUTLET FIRST

Check that connections are secure on the small green module shown below



Check that connections are secure on the clear junction clips shown below. The orange clips on the opposite side can be pulled up to reseal the wires



Check that the four-pin plug that inserts into the physical light is secured:



Once you have ensured all items are secured, plug power cable back in and test.