



FAQs

How can we help you?





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How can we help you?

Can I control my Genio Smart Lighting system when I'm away from home?



Currently, remote connectivity is not available - the Genio Ecosystem must be within the Bluetooth® Mesh Network range to be controlled. However, we are working on a future phase where this feature will be possible.

How secure is the Bluetooth® Mesh technology for Smart Lighting?



What is the typical range of the Bluetooth® Mesh Network for Genio Smart Lighting devices?



How do I troubleshoot connectivity issues with Bluetooth® Smart Lighting?



Do I need a hub or bridge for Bluetooth® Smart Lighting products?



Ask us anything!

What is the typical range of the Bluetooth® Mesh Network for Genio Smart Lighting devices?

12:03

The Bluetooth® Mesh Network range varies, but it's generally around 100 ft (30 m). Keep this in mind when planning the placement of your Genio Smart Lighting devices in relation to the controlling device.

12:05

+ Aa



Top 5 Most Popular Questions

Q1: Can I control my Genio Smart Lighting system when I'm away from home?

A1: Currently, remote connectivity is not available – the Genio Ecosystem must be within the Bluetooth® Mesh Network range to be controlled. However, we are working on a future phase where this feature will be possible.

Q2: How secure is the Bluetooth® Mesh technology for Smart Lighting?

A2: The Bluetooth® Mesh technology used in Smart Lighting products incorporates industrial-grade security measures to protect your data and privacy. Bluetooth® Mesh is designed with security as a top priority, providing comprehensive protection against all known attacks across the entire network of devices and groupings. Ensure that your devices and apps are updated to the latest versions to benefit from these security improvements.

Q3: What is the typical range of the Bluetooth® Mesh Network for Genio Smart Lighting devices?

A3: The Bluetooth® Mesh Network range varies, but it's generally around 100 ft (30 m). Keep this in mind when planning the placement of your Genio Smart Lighting devices in relation to the controlling device.

Q4: How do I troubleshoot connectivity issues with Bluetooth® Smart Lighting?

A4: If you encounter connectivity issues, try the following:

- Ensure Bluetooth® is enabled on your controlling device.
- Check for interference from other electronic devices.
- Verify that your Smart Lighting fixtures are within the recommended range.
- Restart your Smart Lighting fixtures and controlling device.
- Consult the product installation instructions or contact our customer support team for further assistance.

Q5: Do I need a hub or bridge for Bluetooth® Smart Lighting products?

A5: No. One of the advantages of Bluetooth® Smart Lighting is that it does not require a separate hub or bridge. The Genio Bluetooth®-enabled Smart Lighting devices can connect directly to your smartphone or tablet, simplifying the setup process.



Commissioning

Q1: How to add and locate lights in large projects (with more than 100 lights)?

A1: Planning and Installation Guidelines

Planning:

- Divide the installation area into smaller zones based on the room layout and lighting design. Keep each zone to 100 lights or fewer.
- Plan the lighting circuits according to the load capacities and room divisions. Ensure that lights on the same circuit are in the same section. For larger sections, you may need multiple circuits.

Installation:

- Use the “Sort by Signal” option when adding lights to the app. This feature arranges lights by their distance from your mobile device, which helps with locating them.
- Prepare the necessary zones, groups, scenes, etc. in the app in advance to save time on-site.
- Name everything logically based on room names or numbers to stay organized. By breaking the project into smaller sections, configuring one section at a time, and planning in advance, you can manage large installations with hundreds of lights effectively. Just take it step by step.

Q2: Why are lights not on at 100% after power-on?

A2: When your lights have built-in sensors, they will automatically dim to a preset level when first powered on, rather than starting at 100% brightness. Here's how it works:

- Automatic Dimming: The sensors detect the ambient light levels in the room and adjust the brightness to maintain the desired level of illumination. This means that when the lights are first turned on, they will start in a dimmed setting rather than full brightness.
- Preset Dimming Level: The lights are programmed to turn on at a dimming level that is less than 100% to avoid an overly bright start. The sensors will then adjust the brightness based on the amount of natural light in the room.
- App or Scene Activation: In most cases, the lights will not immediately go to maximum brightness when turned on from the app or a scene. Instead, the sensors will manage the dimming level to provide a more comfortable experience.
- Manual Override: If desired, you can manually set the lights to 100% brightness after startup. However, letting the sensors control the initial dimming often results in a better experience. It can be overridden, but by relying on the built-in sensors to adjust the brightness, you can enjoy a more comfortable and efficient lighting experience.

Q3: What are the differences between “Admin” and “User” privileges?

A3: There are two main privilege levels on a Genio project, associated with two distinct QR codes:

Admin Privileges - Orange QR code

- Automatically granted to the project creator
- Has full control over the project
- Can add, delete, rename groups, scenes, switches, schedules
- Can modify sensor settings and parameters
- Can perform any operation on the project

User Privileges - Green QR code

- Granted when project access is shared with others
- Has limited, read-only capabilities
- Can only dim or turn off lights
- Cannot modify or edit the project

Q4: Can I share project setting control (QR codes) to other users remotely?

A4: You can easily give other users remote access to control your project with the Genio app. Here's how to do it:

Locate the QR code for your project: Open the Genio app and find the QR code associated with your project. This QR code contains all the information needed for others to connect to your project.

Save the QR code picture: Save a picture of the QR code to your phone's photo album.

Share the QR code picture: Share this QR code picture with the other users via email or text message.

User Scans the QR Code: When the remote user receives the QR code picture, they should open the Genio app on their own device and scan the QR code.

Access Granted: Scanning the QR code will automatically grant the user access to your project with the privilege level you set when generating the code.

Tips:

- Confirm the privilege level before generating the QR code to ensure the user gets the appropriate level of access.
- Ensure the QR code is clear and not blurred when taking or sharing the picture.

Q5: How many phones can control the lights at the same time?

A5: The number of phones that can control the lights at the same time is limited by the number of online devices in your project. Here's what you need to know:

Simultaneous phone connections: Connection limit: The maximum number of phones that can connect to and control the lights simultaneously is equal to the number of online devices in the project. For example, if there are 10 lights actively online, up to 10 phones can connect and control the lights at the same time. Each phone requires its own online device to establish a connection and gain control.

Managing Bluetooth® connections: App background usage: The app continues to occupy the Bluetooth® connection even when it is running in the background. To allow a new phone to connect, you need to completely force quit the app on the first phone to fully release the Bluetooth® connection.

Important Precautions: Avoid simultaneous editing. Do not perform editing operations such as adding, deleting, or modifying lights, scenes, or groups from more than one phone at the same time. This can cause data corruption. Only one phone should be used for editing project details at any given time.

Q6: What does the “A” inside the light logo mean?

A6: The Genio app shows a light bulb icon next to each light on the project. This represents the status of that light.

If you see an “A” inside the light bulb icon, it means that the light is in automatic mode. Automatic mode means the light is being controlled by sensors, not manually.

Q7: Why do the Zones have a red dot next to the Zone name?

A7: A red dot next to a zone name in the Genio app can indicate two possible issues:

Low batteries – This means one or more devices in the zone has batteries below 20% and needs replacement. The red dot appears as a low battery warning.

Poor connectivity – The red dot can also appear when a zone has trouble syncing data due to poor project connectivity. In this case the red dot indicates the zone cannot connect to sync lighting data. Once connectivity is restored and sync completes, the red dot will disappear.

Sensors

Q1: How to find a Bluetooth® Sensor when it is not directly connected to a fixture?

- A1:**
1. Open the Motion Sensor Testing function on the More page.
 2. Tap Start Testing.
 3. Go to the Lights page.
 4. Walk around under the sensors you want to locate.
 - The Lights icon will turn ON when you are near the sensor.
 - This will help you identify the sensor and its corresponding icon in the app.
 5. Press and hold the sensor icon until the Light Dimming page appears.
 6. Rename the sensor to reflect its location, such as the room number or room name.
 7. Go to the Groups page.
 8. Add the sensor to the group of lights you want to control.
 9. Tap the Light Bulb icon in the group, then select the Motion setting button at the bottom right corner and choose your desired settings for the group.
 10. Tap Save to complete the setup.

Q2: How many fixtures can be dimmed from one sensor?

R2: The current limit determines how many fixtures can be controlled by a single sensor, but there are options available to meet different installation needs. The maximum sinking current for Genio's fixture-mounted sensors is 10 mA, which limits the number of fixtures that can be connected to and dimmed by a single sensor.

To be able to control a group of lights from one sensor, you can use 69733 and/or 69742 Bluetooth® devices to retrofit commercial fixtures for Bluetooth® control. The 69733 Fixture Adapter (node) requires a dim-to-off capable driver with a 12V AUX output in each light fixture, which allows for dimming control. By using these Bluetooth® nodes on each light fixture, a single Genio sensor can control multiple fixtures, while still adhering to the 10mA current limit per sensor. This distributed Bluetooth® architecture enables you to group multiple lights under one sensor.

Q3: Do the sensors support “Occupancy Mode” or “Vacancy Mode”?

A3: Yes, Genio's sensors support both “Occupancy Mode” and “Vacancy Mode” for automatic lighting control. Here is how to configure each mode:

Vacancy Mode:

- Functionality:
 - Lights default to OFF when entering an area.
 - The user must press a switch to turn lights ON manually.
- Configuration:
 - Do not enable motion sensing.
 - Use switches to control lights.

Occupancy Mode:

- Functionality:
 - Lights turn ON automatically when motion is detected.
 - Lights stay ON as long as motion continues.
 - Lights turn OFF after a time delay when no motion is detected.
- Configuration:
 - Enable motion sensing.
 - Set desired ON and OFF time delays.
 - Dim lights to 0% when turning OFF to maintain occupancy mode.

Q4: Can sensor programming be done for an entire group?

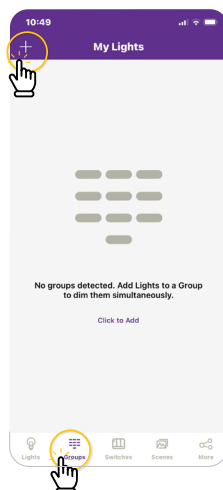
A4: Yes, the fixtures can be grouped together to behave in the same manner with the same settings. Create the group first within the same zone and then set the motion parameters together.

Groups

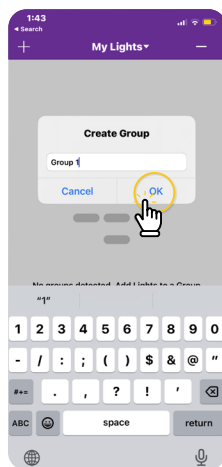
Groups enable control of a defined set of lights, in a small area.

The app provides a default group named “All Lights” which gives the user control over all lights in the zone.

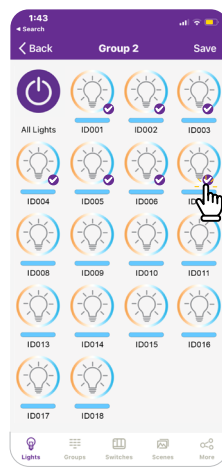
Create a Group



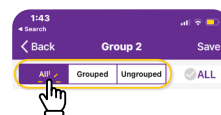
1. Select the “**Groups**” page in the bottom menu.
2. Click the “+” in the top left corner.



Type the group name and then press **OK**.

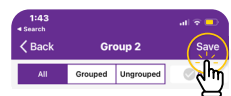


4. Select the **lights** that you want to add in the group by clicking the checkbox in the bottom right of the desired Light icon.



5. Use the filter at the top of the screen to help add proper lights to the group:

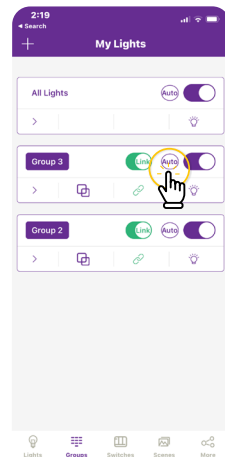
- **All:** All lights are shown
- **Grouped:** Only lights added to at least 1 group are shown
- **Ungrouped:** Only lights that have NOT been added to a group are shown



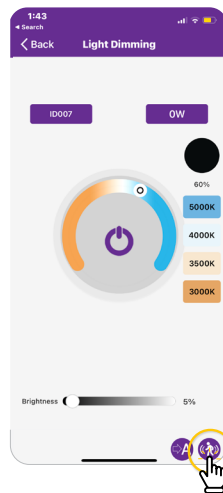
6. After all Lights have been selected, press “**Save**” to save the Group.

Activate Auto Mode

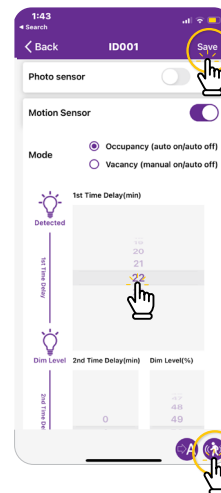
To set all of the Lights in a Group to Auto mode, that are controlled by sensors:



1. Choose which group to turn on/off Auto mode, on the Groups page.



2. Click the “Auto” button to turn auto mode on or off, for all of the Lights in this Group.



3. If there are lights with sensors in a group, you may set the sensor's parameter by clicking the sensor icon on the bottom right corner of the Dimming page.

Click “” to save sensor parameters.

Q5: What is the max mounting height and max sensor detection range for 69744?

A5: 69744 is designed for ceiling heights of 8-10 ft. At 12-14 feet and above, detection performance will start to decline as the sensor's field of view expands, resulting in reduced sensitivity and potential detection gaps. High ceilings also introduce more ambient temperature variations that can interfere with performance. While 69744 may still function in some limited capacity at heights above 14 feet, detection reliability and coverage area will be compromised.

Q6: Why does the microwave sensor (model 69732) come with a long cable?

A6: The long cable is necessary because the microwave sensor (model 69732) must be installed as far as possible from the Fixture Adapter (model 69733) to avoid signal interference.

Q7: Is there a sensor available with a range of up to 30 ft when using 8 ft strips, especially for higher installations due to high lumen output?

A7: Currently, the maximum sensor height for this application is 20 ft, supported by models 69731 and 69743.

Q8: How can a low-voltage ceiling sensor (model 69743) be paired with non-smart fixtures?

A8: To pair the sensor with non-smart fixtures, use it in combination with the required power pack (model 69745). Wire the power pack between the non-smart driver and the low-voltage ceiling sensor to enable control. The sensor can also communicate with Bluetooth-enabled fixtures and accessories.

Q9: How can a line-voltage ceiling sensor (model 69744) be paired with non-smart fixtures?

A9: To pair the sensor with non-smart fixtures, connect the non-smart driver to a zone controller (model 69741) or a fixture controller (model 69742). This enables wireless communication with the line-voltage ceiling sensor. Alternatively, the sensor can be wired directly to the non-smart driver, but this method does not support dimming features.

Q10: Can a single zone controller (model 69741) be paired to two line-voltage ceiling sensors (model 69744)?

A10: Yes, this can be achieved by bypassing the load control on model 69744 and powering it with the black and white wires. The process involves:

1. Pairing 69744 with the app.
2. Assigning both 69744 sensors to the 69741 zone controller, so they trigger bi-level dimming on 69741 when motion is detected.
3. Setting the 69744 “hold time” longer than the 69741 dimming time (e.g., if 69741 dims to 50% for 20 minutes, then turns off after 1 minute, set 69744’s hold time to 30 minutes).
4. Ensuring that 69741 has the “motion” feature enabled, and bi-level dimming is properly set.

Q11: Does the Ceiling Sensor 69744 support bi-level dimming?

A11: Yes, it does. Follow these steps to configure it properly:

1. Add 69741 as a single device in a group and name the group 69741.
2. In the 69744 settings page, assign the 69741 group to 69744, set the desired dimming levels, and configure T1 and T2.
3. Return to the group settings and adjust the motion settings to match the bi-level dimming configuration from Step 2.
4. Use the motion sensor test under the “More” menu to verify functionality.

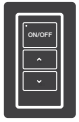
Note: After selecting the motion sensor test feature, the sensor enters a 5–6 second protection period before it can detect motion. Once this period ends, trigger motion to confirm that the bi-level dimming settings are applied correctly.

Q12: Can a group of fixtures with different sensor technologies be controlled by a single technology?

A12: No, sensor technologies operate independently and cannot control one another. For example, a daylight harvesting sensor cannot control a photocell ON/OFF sensor, and vice versa. To ensure consistent operation, fixtures within a group must use the same sensor technology.

Q13: How many sensors (e.g., 69743) can be connected to a single power pack (69745)?

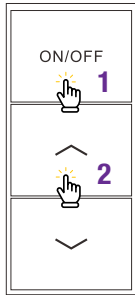
A13: The 69745 power pack has a DC output max of 200mA, while each 69743 sensor requires a maximum input of 40mA. This allows for up to five sensors to be powered by a single power pack. However, to ensure a stable power supply and avoid potential issues, it is recommended to connect a maximum of four 69743 sensors per power pack.



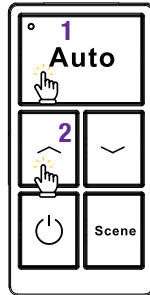
Wall Switches

Q1: My wall switch is not pairing with the Genio app. What should I do?

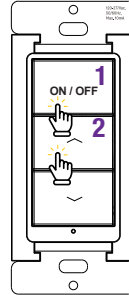
A1: Make sure the batteries are properly installed, and the correct buttons are pressed when syncing the switch with the app. Follow the instructions below, depending on your switch type:



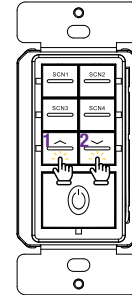
Press the **button 1 and 2** together and hold for 2 seconds and then release.



Press the **button 1 and 2** together and hold for 2 seconds and then release.



Press the **button 1 and 2** together and hold for 2 seconds and then release.



Press the **button 1 and 2** together and hold for 2 seconds and then release.

Q2: What is the maximum transmission distance for control of lights from a remote Bluetooth® wall switch?

A2: Bluetooth® wall switches use the same wireless technology as the lights. When idle, the switches are powered off to conserve energy. They transmit signals only when pressed. The BT transmission range is similar to the lights – up to 50 ft (15 m) for the battery switches and 100 ft (30 m) for the line voltage switches. indoors.

Q3: What does the AUTO button on the wall switch do?

A3: The AUTO button enables automated control via an associated sensor. When pressed, the sensor controls the light or group connected to the switch.

- Example 1: If the AUTO button is activated and motion is detected, the sensor will turn the lights ON. If no motion is detected after a set delay, the sensor will automatically turn the lights OFF.
- Example 2: The lights will turn ON and OFF based on the amount of natural light detected by the sensor. As daylight fades, the AUTO function will turn the lights ON automatically.

For more information, please refer to the Genio App guide - Auto Mode section:

https://www.standardpro.com/wp-content/uploads/2024/09/Genio-App-Instruction-Guide_EN.pdf

Q4: “Hold to dim” is available on wall switches but not in the app. Will this feature be available in the future?

A4: In future firmware updates, the “hold to dim” function on wall switches will be replaced with a “press to dim” feature, reducing the brightness by 5% with each press. This change is being made because continuous dimming significantly drains the battery, shortening its lifespan.



Compatibility

Q1: Which phone operating systems are supported by the app?

A1: The Genio app requires Bluetooth® hardware that is version 4.1 or higher to work properly on your device. Phones with Bluetooth® hardware that are versions lower than 4.1 will not work correctly.

Apple Devices: The Genio app is compatible with most iPhones using iOS 10 or higher. This covers most iPhone models from the iPhone 5 onwards.

Android Devices: The app supports Android 5.0 (Lollipop) or newer. It should work on most modern Android smartphones but may have issues connecting on older models or devices with heavily modified versions of Android.

Q2: Can I use the Genio app to control other manufacturer's brands of Bluetooth® lighting systems?

A2: It is highly recommended to use Genio components and fixtures that are part of the same Smart Ecosystem. However, there are some cases where compatibility with other manufacturer fixtures/component is possible. Please contact us for more details.

Q3: Can a product be remotely accessed for troubleshooting or support?

A3: Currently, remote connectivity for troubleshooting and support is not available – the system must be within the Bluetooth® Mesh Network range. However, we are working on a future phase where this feature will be possible.



Bluetooth® Technology

Q1: What are the differences between Bluetooth® 4.2 and 5.0?

A1: Bluetooth® 5.0 is a newer version that offers several advantages over Bluetooth® 4.2. These include:

- Lower power consumption: Bluetooth® 5.0 is more energy-efficient, which is particularly beneficial for battery-powered devices like switches.
- Increased device capacity: Bluetooth® 5.0 supports up to 200 devices per network node, compared to 100 devices for Bluetooth® 4.2.
- Increased compatibility: Bluetooth® 4.2 and Bluetooth® 5.0 are fully compatible with each other, ensuring smooth interoperability without any issues.
- To fully utilize the features of Bluetooth® 5.0, all devices in the system need to support Bluetooth® 5.0.

Q2: What is the difference between Bluetooth® Low Energy (BLE), Bluetooth® Classic and Bluetooth® Mesh?

A2: Bluetooth® Low Energy (BLE), Bluetooth® Classic and Bluetooth® Mesh are not the same. Here's a breakdown of the differences between them all:

Bluetooth® Low Energy (BLE):

- BLE is a low-power wireless communication protocol designed for short-range communication.
- It operates in the 2.4 GHz ISM band, just like Bluetooth® Classic.
- BLE is optimized for low power consumption, making it suitable for battery-powered devices like fitness trackers, smart home sensors, and other IoT devices.
- BLE supports point-to-point connections between two devices, but it does not inherently support mesh networking capabilities.

Bluetooth® Classic:

- Bluetooth® Classic is the original Bluetooth® standard, designed for continuous data streaming and higher data rates (up to 3 Mbps).
- It consumes more power than BLE but offers higher throughput.
- Bluetooth® Classic is used for applications like wireless headsets, file transfers, and device-to-device communication where higher data rates are required.
- Like BLE, Bluetooth® Classic does not inherently support mesh networking capabilities.

Bluetooth® Mesh:

- Bluetooth® Mesh is the technology used in Stanpro Genio products. It is a separate protocol built on top of BLE technology.
- It adds mesh networking capabilities to BLE, allowing devices to communicate with each other in a mesh topology.
- In a Bluetooth® Mesh network, devices can relay messages to each other, extending the range and reliability of the network.
- Bluetooth® Mesh is designed for creating large-scale, multi-node networks for applications like smart home automation, industrial automation, and asset tracking.
- Bluetooth® Mesh introduces additional features like message relaying, self-healing capabilities, and support for multiple simultaneous communication paths.

Q3: Is the Genio Bluetooth® system compatible with other products that operate on a 2.4 GHz wireless frequency?

A3: Genio's Smart Lighting system uses Bluetooth® technology for wireless communication which indeed operates on the 2.4 GHz frequency band. However, Bluetooth® is not directly compatible with other devices that also use the 2.4 GHz frequency, like WiFi routers or 2.4 GHz RF devices. This is because those technologies use different communication protocols over 2.4 GHz.

Here are some key points about Bluetooth® vs. other 2.4 GHz wireless:

- Bluetooth® is its own protocol and not directly interchangeable with WiFi, Zigbee, even though they operate on the same band.
- Bluetooth® has mechanisms like frequency hopping to minimize interference from other 2.4 GHz signals, but performance can still degrade in noisy environments.
- For best results, minimize 2.4 GHz interference by not placing devices next to WiFi routers, microwaves, etc. Spread devices out.

Reset Devices

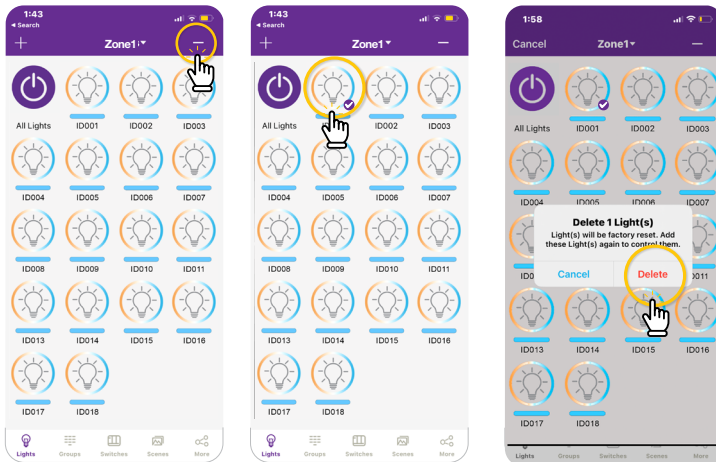
Q1: How to reset a device to factory settings?

A1: To reset a device, either remove it from the Genio app or perform a manual reset via the sensor's button. This wipes its programmed settings, allowing the device to be set up again as if it were new.

Here are two methods to reset Genio devices back to factory default settings:

- Using the app:

1. Go to the "Lights" page in the app.
2. Tap the "-" symbol in the top right corner.
3. Select the light(s) you want to reset by checking the circle at the bottom right corner of the Light Icon.
4. Tap "Delete" in the top right corner.
5. Confirm you want to delete the light(s).



Note: The smartphone must be within the range of the device. This process won't work remotely if the smartphone is not within range.

- Manual Reset:

1. Locate the reset button on the back of the sensor or load controller.
2. Press and hold the reset button for 3+ seconds until the LED blinks.
3. This will clear all settings and revert the sensor to factory defaults.
4. You can now re-commission the sensor through the app like new.

Power Loss

Q1: Does the system retain settings during power loss?

A1: Yes, the Genio lighting control system retains all configuration settings and commissioning data even during a complete power loss or electrical outage. This is possible due to the built-in non-volatile memory in the devices. This memory preserves the configured data regardless of the power disruption source, such as a temporary outage, circuit breaker reset, device reboot/restart, or full disconnection from power. When power is restored, the devices will resume operation in their last configured state without requiring any re-programming or re-commissioning.



Schedules

Q1: If a schedule is set up for a group and daylight savings occur, does the user with Admin access need to return to the building to re-sync their phone with the system?

A1: Yes, the Admin user needs to re-sync the system when daylight savings starts. The system relies on the phone's display time, so once synced, the schedule will follow the phone's time.

For this gateway-free system, the Admin user must either:

- Manually adjust the schedule (two schedules can be created, switching between them for daylight savings), or
- Manually sync the zone settings (Admin or User).

Both options must be performed on-site. We recommend that the Admin and User QR codes be stored with the project manager to allow future adjustments.

Q2: If a fixture or group is scheduled to operate from 6:00 AM to 6:00 PM, can a user override this schedule and turn the lights on after hours using a Genio wall switch (i.e., 6:30 PM)?

A2: Yes, a wall switch can override the schedule. Our system operates on a "last action" basis. If the Manual-OFF function is used, the lights will remain controlled by the last switch action until the Time-Delay function expires, at which point the system will revert to Auto-Mode according to the next scheduled time.

If Manual-OFF is not utilized, the lights will continue to be controlled by the last switch action, and the app's default setting is infinite, meaning the lights will not automatically return to Auto-Mode.

We recommend setting the Manual-OFF time delay to 10-20 minutes to ensure the lights return to Auto-Mode after the delay period.

Dimming

Q1: Do the fixtures need to support 0-10V dimming, or can TRIAC dimming be used?

A1: Currently, Genio accessories are not compatible with TRIAC dimming, only with 0-10 V dimming. A TRIAC dimming controller is being tested as a potential future development. However, if the customer only requires ON/OFF functionality, our Power Pack (model 69735) will work without 0-10 V dimming. Please note that this does not apply to the Fixture Adapter (model 69733), which requires dimming for ON/OFF control.

Q2: Can phase dimming be integrated for decorative fixtures?

A2: Currently, we only support 0-10 V dimming and do not offer products compatible with phase dimming. 0-10 V is the standard for this technology due to its simpler control solutions.

Q3: Does a fixture with a smart driver still require daisy-chaining of the 0-10 V dimming wire for dimming functionality?

A3: No, if all fixtures are equipped with Bluetooth® compatibility, daisy-chaining of the 0-10V dimming wire is not required.



Zones

Q1: Is there a maximum number of zones that can be created?

A1: No, there is no limit to the number of zones that can be created. However, each zone can support up to 100 devices.



Power Pack, Zone Controller and Fixture Controller

Q1: What are Power Packs and Zone Controllers?

A1: Power Packs and Zone Controllers are Bluetooth® or non-Bluetooth® accessories used for retrofitting non-smart fixtures to make them smart. They enable control and integration of existing fixtures into a smart lighting system.

Q2: The Zone Controller has a maximum load capacity of 2 400 W at 120 V or 5 540 W at 277 V, with a 20 A load capacity for multiple fixtures. Should we factor in a margin (e.g., 80%) when calculating the number of fixtures, or can we load up to the maximum (2 400 W)?

A2: The load capacity should account for the apparent power (VA) of the fixtures connected to the controller. We only specify real power (W), not VA. It's advisable to allow for a margin to accommodate surge and reactive power, which can vary based on the fixture type and driver efficiency. For example, with a power factor of 90%, it's prudent to leave a 10% margin to handle potential surges.

Fixture Adapter

Q1: Why is the Integrated fixture adapter not working or the dimming feature is not functional when I did all the connections as specified on the installation instruction?

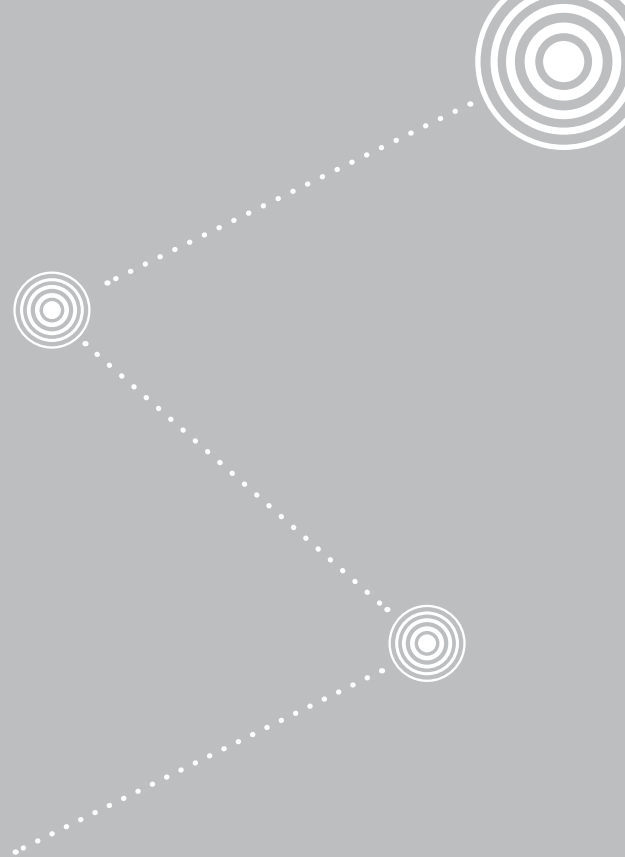
A1: Some drivers require the DIM- and 12V- wires to be both connected or jumped to allow both features to work at the same time.



QR Codes

Q1: If I scan a user or admin QR code from a sheet or photo and does not have the app installed, will I be prompted to download the app, or nothing will happen?

A1: Nothing will happen. Scanning a user or admin QR code requires the app to be installed; the camera alone cannot process the QR code. Users will need to have the app installed to scan and use the QR codes.



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