

Automate Programming & Ask the Expert

Question	Answer
Aired June 6, 2020	
<p>I have used these remotes for for a while and have noticed 1 thing. I have noticed an issue where the remote was unlocked but would not pair with the remote but I actually had to lock it to pair it, then unlock it to set the limits. Was able to make that work but was the only way to solve the problem</p>	<p>This is an unexpected flaw and we prefer to receive these remotes back for further diagnostics to ensure we can fix this type of issue.</p>
<p>Can the original hub set sunrise and sunset timers?</p>	<p>No, just on the Pulse 2, a new feature that we added</p>
<p>Any problems with operating the hub off of an iphone 11? Have you heard of that besides my job?</p>	<p>We have many users utilizing the pulse 2 app with iphone 11 successfully. We have run into reports on occasion, but seem to be a case by case scenario. If there are any issues please call our motor support line so we can attempt to remedy the problem: 203-590-5318</p>
<p>When you are programming limits can you adjust the shade the opposite direction if you discover that you have gone too far before locking the limit?</p>	<p>Yes. If you run the shade too far one direction any time during the limit setting process, you can simply utilize the Up/Down arrows to get it back to the desired position</p>
<p>What do you do when your rollease remote doesn't work all shades on channel 0?</p>	<p>With regards to chanel zero - antenne manipulation, adn trnsmitter orientation are both things that affect orepation, Start by adjustgn the motor antenane, then try the remtoe from differetn locations. RF broadcast and reception patterns vary by product.</p>
<p>Why do we have problems connecting the oils with an iPhone but not the Samsung</p>	<p>The main issue that be run into here is that the Pulse 2 is Homekit compatible. If you do not have the setting to allow the 2 apps to communicate, you may get an error in the setup process.</p>
<p>When you have multiple shades why dose the pulse 2 lag in controlling the shades?</p>	<p>The Pulse 2 sends the signal out to each shade within milliseconds. This can be effected by whether a shade hears the first call or not and wont be sent another run command until the next round. In addition, the hub may be located further from the shades than typical remote control and this could cause a slight delay in the signal reaching the multiude of shades you are wishing to control</p>
<p>What is the range on the pulse 2</p>	<p>Approximately 60ft. This depends greatly on the environmental conditions.</p>
<p>What do you do when you are out of range of multiple shades and some don't work</p>	<p>I would first adjust antennaes and attempt to come within range and verify control of the shades. From there, I would work my way out to the desired control location and see where I lose control. You may be able to implement a repeater to boost the range.</p>

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What is the range of the remote	Approximately 100ft depending on environmental conditions. You must take antennae orientation into consideration regarding range of the remote as well.
Can I replace the batteries if they do not charge?	No, our Li-Ion motors have the batteries integrated into the motor which allows for easier installation and no necessity for an external battery pack. We thoroughly vetted the batteries and added in a trickle charge of the motors to allow for longer battery life over time. If the batteries do fail, it will require a motor replacement.
Are there Sunrise/Sunset Timers	Yes - only on Pulse 2
Can you change the speed on AC motors	No
How long do I need to charge my Li-ion motor?	A newly deployed motor will require 6 hours of charge to attain a full charge. When the motor needs to be recharged, it will again require 6 hours of charge, to be fully charged.
When charging a motor, the green light turns to red. Is the motor fully charged when the charger turns green again?	The red light comes on to signify fast charging of the battery. After fast charge is done, the light turns green and the remaining time, is a trickle charge, for optimum charging.
Can I overcharge the battery by leaving the charger on too long?	No. The motor and battery both have overcharge protection circuits in built. This means that the motor has a charge limiting circuit and the charger does as well.
Can I leave the charger on the motor indefinitely?	Yes. The charger can be permanently attached, if so desired. This makes the motor into a wired solution, with a battery backup. However, it cannot be connected to a constantly applied voltage like from our Low Voltage Power Panel.
I have north facing windows and want the solar charging option. Do I need to position the solar panel somewhere far away from the shade, in order to get charging?	No. Our solar panels have low light harvesting capabilities. This means that direct sunlight is not a requirement. However, low light charging is not as efficient as direct sunlight. Providing enough power to fully maintain charge, may require a second panel.
How can I change directions. My motor is programmed with its limits, but when I push the UP button, it goes down.	Before the limits are set, motor direction can be changed by pressing and holding the UP and DOWN buttons simultaneously, until the motor reacts. If the limits have been set, the direction can be changed by pressing and holding the P1 button until the motor jogs 3 times.

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<p>I am trying to program my motor and it doesn't seem to be working correctly - such as one limit will set but not the other. What can I do?</p>	<p>The most dependable way to clear up any motor programming problems or issues, is to reset the motor back to factory cleared condition and start over. To do this, press and hold the P1 button on the motor until the motor jogs 4 times. It will usually be accompanied by 4 beeps. Having done this, the motor is void of any previous programming and ready to be programmed.</p>
<p>Why will my motor not respond to the P1 button?</p>	<p>If the motor will not respond, the first option is to connect the charger to the motor. The light should change from green to red. Red light means that the motor needs to be charged. Once plugged into the charger, the motor should work as expected.</p>
<p>I have a shade that is only 18" wide and I would like to have it battery powered, but the Li-ion motor is too long to fit in the shade. How can I accomplish this?</p>	<p>The DCRF 1.1 motor is less than 12" long and will fit in a shade that is as small as 14". This motor supports 1 ¼" and 1 ½" tubes. While it requires DC power, this can be attained by adding the rechargeable battery pack</p>
<p>I have an Original Pulse hub and have been unable to pair it to the App and WiFi.</p>	<p>The Original Pulse hub requires a 2.4ghz WiFi network. Often the client is able to contact their ISP (Internet Service Provider), who will in most cases, split their networks to create a 5G and a 2.4G network. The other thing to watch out for is a network with multiple access points. This can cause pairing failure. Turn off all but one access p[oint during the pairing process and then turn them back on afterwards.</p>
<p>I am trying to program my Pulse 2 Hub with my iPhone. I have the Ethernet connected and haven't been successful.</p>	<p>The Ethernet cable cannot be connected for pairing. That function has been included for future development. Please disconnect the cable and try again. Be sure to check for 2.4ghz network and follow the process. With IOS it is best to start with Home-kit and follow the process. With Android, choose Add New Hub and follow the instructions.</p>
<p>Trying to set or change limits. Unable to get the limits to respond.</p>	<p>Typically, the Transmitter is in a locked state. Press and hold the lock button until the transmitter is unlocked. With the switches, the lock feature is accessed with the STOP button.</p>
<p>I changed the battery in my paradigm remote. Now none of my shades will operate</p>	<p>Pressing the P2 while inserting the battery will toggle the Mode to EL Mode which is for Australia or Europe. Repeating the process will toggle it back to ARC Mode and all functions will return to normal.</p>
<p>My Paradigm Remote only has 5 channels. We are adding 3 more shades and don't have channels available for those shades</p>	<p>The remote has been programmed to hide channels. Press and hold Channel and Stop until 15 flashes then press Stop. You will now have 15 channels again..</p>