FREQUENTLY ASKED QUESTIONS

TL-TUROSMART

TUROSMART
Powered by Turolight

System Control and Connectivity

Q1: Can I control my TuroSmart Smart Lighting system when I'm away from the site?
A1: Currently, remote connectivity is not available. The TuroSmart Ecosystem requires devices to be within the Bluetooth® Mesh Network range. Future updates aim to introduce remote control capabilities.
Q2: How secure is the Bluetooth® Mesh technology for Smart Lighting?
A2: Bluetooth® Mesh employs industrial-grade security, including encryption and device authentication, to protect user data. Always keep your devices and apps updated to ensure optimal security.
Q3: What is the typical range of the Bluetooth® Mesh Network for TuroSmart devices?
A3: The range is approximately 100 ft (30 m) in standard conditions. Obstructions and environmental interference may affect this distance.
Q4: Can multiple users control the lights simultaneously?
A4: Yes, the system supports multiple users, limited by the number of online devices. For example, 10 online devices allow control by up to 10 users concurrently.
Q5: Do I need a hub or bridge for the system?
A5: No hub or bridge is required. TuroSmart devices connect directly to your smartphone or tablet using Bluetooth® technology.

Troubleshooting and Setup

Q6: How do I troubleshoot connectivity issues?
A6: Ensure Bluetooth® is enabled, verify devices are within range, minimize interference, and restart devices. If issues persist, refer to the user manual or contact support.
Q7: How can I reset a device to factory settings?
A7: Reset via the app or perform a manual reset using the RC100 remote. This clears all settings, allowing for reconfiguration.
Q8: Why are lights not at 100% brightness after powering on?
A8: Built-in sensors may dim lights to a preset level based on ambient light. Adjust manually if needed.
Q9: How do I locate and configure a sensor?
A9: Use the app's Motion Sensor Testing function. Walk under the sensor to activate it, then configure settings and assign it to a group.
Q10: What should I do if a zone shows a red dot in the app?
A10: This indicates low batteries or poor connectivity in the zone. Replace batteries or resolve connectivity issues to clear the red dot.

Installation and Large Projects

Q11: How should I manage installations with more than 100 lights?
A11: Divide the project into smaller sections (100 lights or fewer per section), configure each section separately, and use logical naming for organization.
Q12: What is the maximum number of devices in a single zone?
A12: Each zone can support up to 100 devices, but there's no limit on the number of zones in a project.
Q13: Can sensors control multiple fixtures?
A13: Yes, each sensor supports up to 10 fixtures, limited by the sensor's maximum sinking current of 25 mA.
Q14: What is the max sensor detection range for ceiling-mounted sensors?
A14: Ceiling-mounted sensors are effective at heights of 8-10 ft, with a detection range of up to 30 ft under optimal conditions.
Q15: Can I use phase dimming for decorative fixtures?
A15: TuroSmart currently supports only 0-10 V dimming. Phase dimming is under consideration for future updates.

Schedules and Automation

Q16: How does the system handle daylight savings time?
A16: Admin users must manually sync the system to adjust schedules for daylight savings. This can be done onsite using the app.
Q17: Can wall switches override schedules?
A17: Yes, wall switches operate on a "last action" basis, allowing manual overrides until the next scheduled event.
Q18: What does the AUTO button on wall switches do?
A18: The AUTO button enables sensor-based automation, such as turning lights on/off based on motion or ambient light.
Q19: Can sensor settings be applied to a group of fixtures?
A19: Yes, create a group within the same zone, then configure and apply motion parameters to the entire group.
Q20: Does the system retain settings during power outages?
A20: Yes, all settings are stored in non-volatile memory, ensuring configurations are preserved after power restoration.

Technical Specifications

Q21: What is the difference between Bluetooth® 4.2 and 5.0?
A21: Bluetooth® 5.0 offers improved power efficiency, device capacity, and range compared to 4.2. Devices remain backward compatible.
Q22: Is the system compatible with other 2.4 GHz devices?
A22: While TuroSmart uses the 2.4 GHz band, it operates on its protocol, ensuring minimal interference with WiFi and other devices.
Q23: Can I use TuroSmart with non-TuroSmart devices?
A23: It's recommended to use TuroSmart components for optimal compatibility and performance.
Q24: What are the differences between BLE, Bluetooth® Classic, and Bluetooth® Mesh?
A24: BLE is energy-efficient for point-to-point communication, Classic supports higher data rates, and Mesh enables large-scale multi-node networks.
Q25: Does the system support TRIAC dimming?
A25: No, TuroSmart currently supports only 0-10 V dimming. TRIAC dimming may be considered in future updates.

App and User Management

Q26: Which operating systems support the TuroSmart app?
A26: iOS 10+ and Android 5.0+ devices with Bluetooth® 4.1 or higher are supported.
Q27: Can I share control access remotely?
A27: Yes, share the project's QR code via email or text. The recipient can scan it using the app to gain access.
Q28: What is the difference between Admin and User privileges?
A28: Admins have full control, including editing settings, while Users have limited capabilities, like dimming or turning lights off.
Q29: How do I add devices to a project?
A29: Use the app to scan for new devices within range, then follow the setup instructions to add them to the project.
Q30: Can I control the system from a computer?
A30: No, the system is currently app-based and does not support desktop or laptop interfaces.

General

Q31: How can I test motion sensors effectively?
A31: Use the app's testing feature, walk under the sensor, and observe the corresponding light activation in the app.
Q32: Can I program schedules for individual lights?
A32: Yes, schedules can be customized for individual fixtures or groups via the app.
Q33: What does the "A" inside the light logo in the app mean?
A33: It indicates that the light is in automatic mode and controlled by sensors.
Q34: Is there a limit to the number of schedules I can create?
A34: There is no limit, but organizing schedules efficiently is recommended for large projects.
Q35: How often should firmware updates be installed?
A35: Install updates as soon as they're available to ensure access to the latest features and security improvements.
Q36: Can I customize the app interface?
A36: Basic customizations, such as renaming devices and groups, are supported. More advanced customizations are planned for future updates.
Q37: How are firmware updates applied?
A37: Updates are installed via the app. Ensure devices are powered on and within range during the update process.
Q38: Can lights operate without the app once configured?
A38: Yes, once set up, lights can operate via schedules, wall switches, or sensors without needing the app for daily operation.
Q39: What is the maximum number of fixtures in a project?
A39: Theoretically, the Bluetooth® Mesh supports thousands of devices, but practical limits depend on system layout and interference.
Q40: How do I report issues or provide feedback?
A40: Use the app's support section or contact TuroSmart customer support for assistance and to share feedback.

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Common Troubleshooting Guide

No.	The Sensor/Fixture has no linkage function	Root Cause(s) for Malfunction	Troubleshooting Process
1	Fixture does not illuminate after powering on	1. DIM- and DIM + wiring connected in reverse	Check DIM- and DIM+ wiring to ensure proper wiring position
		2. Abnormal 12V power supply input to the sensor	For sensors with quick-plug interfaces, first check whether the connector is tightly fastened. If the issue persists after tightening, check whether the 12V input wire voltage at the base is normal. For sensors without quick-plug interfaces, directly check whether the 12V input wire voltage is normal
		3. Sensor failure	Replace sensor
2	After powering on, the mobile app cannot find the device	1. The sensor has already been added to the app	"Device Reset Instructions: Currently, there are several ways to reset the device: Remote Control Reset: Use the TL-HB/CONTROLLER/MICROWAVE1/PIR1 remote control. Steps: After powering on for more than 45 seconds, aim the remote at the device and press the RESET button once. Then immediately press the ON/OFF button three times in succession. Note: Repeating the ON/OFF action three times can improve the success rate. Power Cycle Reset: After powering on for more than 10 seconds, turn off the power for more than 10 seconds. Then repeat the following action 5 times: After the light turns on, immediately turn off the power and wait more than 10 seconds before the next cycle. Magnet Reset: After powering on, place a magnet on the RESET position sticker on the device for more than 5 seconds. Note: Once the reset is successful, the light will flash to indicate success. "
		2. The sensor's input GND (DIM-) wire is disconnected	For sensors with quick-plug connectors, first check whether the connector is tightly fastened. If the issue persists after tightening, check whether the GND wire connection at the base is correct. For sensors without quick-plug connectors, directly check whether the GND wire connection is correct
		3. Sensor failure	Replace sensor
3	The mobile app can find the device, but multiple attempts to add it all result in failure	Sensor malfunction; Bluetooth reception function is abnormal	Replace sensor
4	After being added to the app, the device remains offline or frequently loses connection	The Bluetooth devices are spaced too far apart, or the Bluetooth signal is being blocked by walls, beams, or other obstacles	Reduce the spacing, or place an additional Bluetooth device between those with weak signals to act as a signal repeater
		The sensor has poor power supply contact or abnormal power supply. The supply voltage is sometimes connected and sometimes disconnected	Use a multimeter in DC mode to check whether the voltage between GND and 12V+ is normal
		Sensor malfunction; Bluetooth signal is weak	Replace sensor
5	After adding the device in the app, clicking 'Off' causes the light to remain dimly lit rather than fully turned off.	Sensor malfunction; Bluetooth signal is weak	Replace the driver, or replace the sensor with one that has a relay-controlled switch function
6	After being added to the app, the device shows as online, but cannot be controlled for switching or dimming through the app	1. Sensor DIM+ line disconnection	For sensors with quick-plug connectors, first check whether the connector is securely tightened. If the issue persists after tightening, check whether the DIM+ wire connection at the base is correct. For sensors without quick-plug connectors, directly check whether the DIM+ wire connection is correct
		2. Driver malfunction—either the driver cannot dim or the sensor is faulty and unable to dim. Disconnect the connection between DIM+ and the driver, then use a multimeter in DC mode to measure the voltage between DIM- and DIM+. A brightness range of 0–100% should correspond to a voltage of 0–10V (tolerance ±0.3V). If the dimming voltage is normal, the driver is determined to be faulty; if the dimming voltage is abnormal or does not change, the sensor is determined to be faulty	Replace the driver or the sensor based on the measurement results
7	After being added to the app, the device appears online, but dimming control through the app does not work—only switching on and off feature is possible	The driver is incompatible with the sensor; the driver uses PWM dimming instead of 0–10V dimming	Replace the driver

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No.	The Sensor/Fixture has no linkage function	Root Cause(s) for Malfunction	Troubleshooting Process
8	After powering on, the light remains on and does not turn off automatically	Parameter setting error. Open the app to check the device settings. If the mode is set to manual mode, the light cannot turn off	Modify the parameters and switch to automatic mode
		"Interference in the Sensor's Surrounding Environment: Sensor interference: Metal reflects microwaves, altering detection. Keep away from ducts, pipes, vibration, trees. Microwaves penetrate 10cm non-metal walls — adjust range carefully. Infrared: avoid >1°C/min temp change, airflow (AC, fans), direct sunlight, lighting, and windows (≥3m away)."	1. Eliminate environmental interference; 2. Set the sensitivity to medium or low via the app (provided it can still detect human movement near the ground)
		Sensor malfunction	Set the sensitivity to medium or low via the app (provided it can detect human movement near the ground); replace the sensor if necessary
9	After the light turns off, it does not turn on when detecting human movement	Abnormal installation environment: The microwave sensor is blocked by metal signals; the infrared sensor is blocked by objects	Eliminate environmental interference
		Abnormal app parameter settings: The sensor sensitivity is set to low or medium in the app, resulting in insufficient detection range	Reset the sensitivity parameter to high
		Sensor malfunction	Replace the sensor
10	The Sensor/Fixture has no linkage function	App setting error: The device is not added to a group; or the group linkage function is not enabled; or after a device is newly added to a group, the group parameters were not reset and updated to the newly added device	Check the group members; reset the group linkage function by turning it off and then back on to ensure that the device parameters within the group are updated consistently
11	After setting the timer function and running for a while, the timer duration becomes incorrect	Power outages or similar reasons on site have caused clock errors	Use the mobile app to log in again and synchronize the time; or install a USB clock calibrator on site, which can keep the clock running accurately for up to 15 days after a power outage
12	After QR Code sharing, the data on the two phones is inconsistent	After commisioning is completed, the mobile app did not upload the data, causing a mismatch between the cloud database and the database on the commisioning phone, resulting in inconsistent data between the two phones when sharing	Perform a data upload operation on the commisioning phone A using the app; go to the 'More' menu — click 'Sync Data' — click 'Upload Data.' After phone A finishes uploading, perform a data download operation on phone B. On phone B, go to the 'More' menu — click 'Sync Data' — click 'Download Data.' After completing these steps, the data will be synchronized