DETA® Connect

Frequently Asked Questions

Q. Does the dimmer & socket have a 'standby' power consumption?
A. The device (dimmers & sockets) has a standby power consumption of approx. 0.5W per gang. This is because the in-built radio receiver requires power in order to receive commands. This rate is low and well within government energy guidelines.

Q. How do I know that the dimmer switch or socket will fit?
A. The dimmer is the same size as a standard light switch, the socket is the same size as a standard 2 gang socket - it will fit all back boxes (standard light switch housing) over 35mm deep.

Q. Is it legal for me to install the dimmers & sockets?
A. Yes, it is fully legal to install Deta Connect in your own home.

Q. How many devices can I have on the Deta Connect system?
A. Each device has 6 memory slots for up 6 controllers (one of these can be the Deta Connect Link allowing up to 6 smartphones to control up to 240 devices independently). However it only uses one memory slot.

Q. Is there a maximum number of bulbs I can control with the dimmer?
A. You can control any number of bulbs as long as they do not exceed the maximum loading in total. Note: Max. load differs for LED/incandescent.

Q. Can I use LED bulbs?
A. Yes as long as the bulbs are dimmable variants and compatible.

Q. Can I use non dimmable bulbs if I don't dim them?
A. No. The bulbs must be dimmable even if they are not dimmed; the technology in the bulb must be compatible with that of the dimmer.

Q. What if I need a switch to operate on/off only?
A. A Deta Connect Relay in conjunction with a Wire-free Switch can be used for on/off switching in place of the dimmer (see www.detaconnect.co.uk).

Q. Can I separate and change individual switches in multigang dimmers?
A. Multigang dimmers are not designed to have their switch modules separated and interchanged; disconnecting and removing dimmer modules will invalidate the warranty.

Q. Can I expect a drop in light output with a Deta Connect dimmer?
A. Deta Connect dimmers utilise a tiny amount of power to drive the electronics that operate the RF radio and dimming components. As a result, it is normal to experience a 5-10% reduction in light output when using incandescent bulbs. In the vast majority of cases, this should not be noticeable to the naked eye.

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Q. Is it normal for the dimmer to get warm when it is turned on?
A. Yes, it is perfectly normal for dimmer switches to feel warm to the touch if left on for a period of time. It is completely safe.

Q. Does the socket work manually as a standalone unit?
A. Yes the socket will operate like any standard wall socket.

Q. Is it possible to overload the Socket?
A. 13A max. loading (3000W) applies as with other standard power sockets.

Q. Can I incorporate a socket into a mood?
A. Yes: sockets can be incorporated into a mood.

Q. Can I turn off the LEDs?
A. No it is not possible to turn off the LEDs as they are necessary to signify the socket's status.

Q. Can I lock the socket?
A. Yes the sockets can be locked on or off.

Q. How long does the Wire-free Switch battery last?
A. This depends on use, but 2 years is a reliable average.

Q. How do I know if the battery needs changing?
A. A strong battery signal is indicated by the indicator LED illuminating and remaining lit for 1-2 seconds after tapping the 'on' button. A low battery is indicated if the LED light turns off immediately, or does not illuminate at all.

Q. Can I control multiple devices with one Wire-free Switch?
A. Yes you can link as many Deta Connect receiver devices (such as Dimmers and Sockets) as you wish to the same Wire-free Switch.

Q. How many devices can I have on the Deta Connect system?
A. Each receiver device (such as a Dimmer or Socket) has 6 memory slots for up 6 controllers (such as a Wire-free Switch). Note: The Deta Connect Link allows a number of different smartphones to control the socket independently, however it only uses one memory slot.

Q. How do I know that the wire free Switch will fit my back-box?
A. The Wire-free Switch will screw to any standard single back-box. It can also be mounted directly to a wall/solid surface OR if desired, use the sticky pads provided.

TROUBLE SHOOTING:

Problem: ***The dimmer will not operate the light and the LEDs on the dimmer do not light up.***
Solution: First, check that there is power to the dimmer. Make sure that the connected lamps are functioning correctly; the dimmer switch will not run unless it has a functioning lamp(s) to complete the circuit. Ensure that the maximum LED/incandescent loading has not been exceeded (if so this may have damaged the dimmer). Check that the wiring is correct; it is important that the live and switch live wires are attached to the correct terminals – a common mistake is to reverse these connections. If these measures fail, contact technical support via www.detaconnect.co.uk.

Problem: ***The switch is powered (amber or blue LEDs on), but it will not link to a Deta Connect handset or controller.***
Solution: Check the controller battery strength: if the battery strength is low, it will not produce enough power to drive the RF radio signal. Tap any 'on' button on the controller to transmit a signal. A strong battery signal is indicated by the LED light on the controller remaining lit for 1-2 seconds after releasing the button. A low battery is indicated if the LED light turns off immediately. If this happens, please replace the battery.

Problem: ***The LED/CFL lamps that I am using flash / do not dim properly.***
Solution: Ensure that the lamps being used are dimmable; non dimmable lamps are not compatible with Deta Connect Dimmers. If the lamps are dimmable yet the problem persists, the LED/CFL lamps may not be compatible with the dimmers. Please contact technical help (via www. detaconnect.co.uk) for further advice.

Problem: ***The dimmer will not consistently operate remotely.***
Solution: The controller/ Deta Connect Link may be encountering interference or may be at the edge of its reliable range of operation. Ensure that there are no thick walls, large pieces of metal or bodies of water in the path of the transmission. If the problem persists, try moving the controller/Link closer to the dimmer, or consider using a Deta Connect Signal Booster to extend the range by relaying the signal between controller and dimmer.

Problem: ***The dimmer keeps turning off automatically/won't turn off and displays flashing amber & blue lights.***
Solution: The dimmer is **locked**. This may have been done using a Socket Locker or from the Deta Connect App. If it is locked on, then the dimmer will not turn off manually. If it is locked off, it will be possible to turn the dimmer on, but it will automatically turn off again after five minutes. To unlock the dimmer, press the unlock button on the Socket Locker or Smartphone App. If this is not possible, the dimmers can be reset by turning off mains power to the circuit for a period of 30 seconds.

Problem: ***The Socket won't turn on/off and the LEDs do not light up.***
Solution: First, check that there is power to the Socket. If so, turn off the power and check that the wiring is correct; it is important that the live and neutral wires are attached to the

correct terminals. If these measures fail contact technical support via see www.detaconnect.co.uk.

Problem: ***The Socket is powered (amber or blue LEDs on), but it will not link to a Deta Connect handset or controller.***
Solution: Check the Controller battery strength: if the battery strength is low, it will not produce enough power to drive the RF radio signal. Tap any 'on' button on the controller to transmit a signal. A strong battery signal is indicated by the LED light on the controller remaining lit for 1-2 seconds after releasing the button. A low battery is indicated if the LED light turns off immediately. If this happens, please replace the battery.

Problem: ***The Socket is stuck on/off and will not operate manually.***
Solution: On rare occasions, a high powered inductive load such as a drill or high powered vacuum cleaner can cause a socket to become frozen in its current state (hence it is not recommended to use them without a surge protector). If this happens, turn off the power to the socket for 30 seconds and then switch the power back on. This will reset the software and resolve the issue in the majority of cases. If this measure fails, please contact technical support via www. detaconnect.co.uk.

Problem: ***The Socket will not consistently operate remotely.***
Solution: The Controller/ Deta Connect Link may be encountering interference or may be at the edge of its reliable range of operation. First, ensure that there are no large pieces of metal or bodies of water in the path of the transmission. If the problem persists, try moving the Controller/Link closer to the Socket, or consider using a Deta Connect Signal Booster to extend the range by relaying the signal between controller and Socket.

Problem: ***The Socket won't turn on/off and displays a flashing amber light / flashing amber & blue lights***.
Solution: The Socket is **Locked**. This may have been done using a Socket Locker or from the Deta Connect app. If it is locked on, then the Socket will not turn off manually. If it is locked off, the Socket will not turn on manually.
To unlock the Socket, press the unlock button on the Socket Locker or Smartphone App. If this is not possible, the Sockets can be reset by turning of mains power to the circuit for a period of 30 seconds.

Problem: ***The Switch won't transmit and the LED does not light up.***
Solution: Change the Switch battery. A strong battery signal is indicated by the LED light on the Switch illuminating and remaining lit for 1-2 seconds after tapping the 'on' button. A low battery is indicated if the LED light turns off immediately, or does not illuminate at all.

Problem: ***The Wire-free Switch will not link to/operate the target device.***
Solution: Check the Switch battery strength: if the battery strength is low, it will not produce enough power to drive the RF radio signal. Tap the 'on' button on the Switch to transmit a signal. A strong battery signal is indicated by the LED light on the Switch remaining lit for 1-2 seconds after releasing the button. A low battery is indicated if the LED light turns off immediately. If this happens, please replace the battery.

Problem: ***The Wire-free Switch will not work consistently.***
Solution: The Wire-free Switch may be encountering interference or may be at the edge of its reliable range of operation. First, ensure that there are no large pieces of metal, very thick walls or bodies of water in the path of the transmission. If the problem persists, try moving the Switch closer to the Socket, or consider using a Deta Connect Signal Booster to extend the range by relaying the signal between Switch and target device.

Q. ***How do I use a Signal Booster with the Deta Connect Link?***
A. The Signal Booster can extend the range of 6 unique commands from the Deta Connect Link. Each of these commands needs to be transmitted using the Deta Connect App whilst the Booster is in linking mode for it to be saved and stored. It will then automatically repeat the signal when ever that command is sent using the Deta Connect App.

Q. ***Do I need a permanent internet connection?***
A. On start-up the Deta Connect Link always needs an internet connection to acquire the time and its location. It is possible to use the Link without this connection later, however remote commands will not function.

Problem: ***The TRV will not consistently operate remotely.***
Solution: The Remote/Thermostat/ Deta Connect Link may be encountering interference or may be at the edge of its reliable range of operation. First, ensure that there are no large pieces of metal or bodies of water in the path of the transmission. If the problem persists, try moving the Remote / Deta Connect Link closer to the TRV.

Problem: ***The TRV 'error' LED flashes after calibration/operation.***
Solution: The TRV is not calibrated correctly or may be jammed. This may be because it is not mounted properly; check that it is screwed down securely (finger tight) and not over tightened or cross threaded. If you are using an adapter collar, try changing the length of pin being used (there are four different lengths).

Problem: ***The TRV no longer functions and the LEDs do not illuminate.***
Solution: Check the batteries. The average battery life should be at least one year, although this will vary depending on use. A red error LED will flash ten times to report a low battery status. If this measure fails, there may be a fault. Please contact technical support via www.detaconncet.co.uk

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Problem: ***The Indicator LED on the*** **Deta Connect** ***Link constantly flashes red***
Solution: There may be a connection problem between your network and the Deta Connect server. First, check the Ethernet cable connection. If this is properly connected, try plugging the cable into another port on your Wi-Fi router. If possible, try using an alternative Ethernet cable to ensure that there is not a cable fault. Also, make sure that there are no non-standard firewall/port forwarding rules on your network (the Deta Connect Link operates on ports 69 & 2011 on UDP for remote connectivity and 9760 & 9761 for local connectivity).

Problem: ***On the restoration of power after a power cut, my*** **Deta Connect** ***devices remain in the 'off' state even if they were previously 'on'.***
Solution: After a power cut, mains powered Deta Connect Heating Devices will revert to the 'off' status until the next change in the heating schedule. Other Deta Connect devices will default to the 'off' position as a safety measure. The exception to this are the Deta Connect CFR bulbs which default to 'on'. If you would like a device to default to 'on' after a power cut instead, a fridge for example, you can set the Deta Connect Link to automatically send an 'on' command on start-up (resumption of power). To link your devices to this on command, place your devices into linking mode, then cut power to the Deta Connect Link and immediately restore it. If successful, the LED indicator light/s on the device will flash to indicate that they have stored the new command from the Deta Connect Link.

Problem: ***My*** **Deta Connect** ***Link will not connect (the red indicator LED constantly flashes). I have a BT HomeHub 4.***
Solution: If you have a BT HomeHub 4 and are now experiencing connectivity issues with your Deta Connect Link, it is likely that it will be related to the 'Smart Setup' feature of the HomeHub router. Disabling this fixes the connectivity issues on most setups. To do this, you will need to use your internet browser to adjust the Home Hub settings by going to http://bthub.home and then clicking 'Advanced Settings'. In this section, select 'Home Network' and choose to disable the 'Smart Setup' feature. The Deta Connect Link should be able to connect and behave as expected once this has been done.

Problem: ***My*** **Deta Connect** ***Link will not connect (the red indicator LED constantly flashes). I have a BT HomeHub 5.***
Solution: Plug the Deta Connect Link ethernet cable into port number 4 on the Homehub Router. This should solve the connection problem.

Q. ***How do I know that the TRV will fit my radiator?***
A. The TRV is designed to fit the vast majority of thermostatic radiator valves. It also comes with adjustable adapter collars to cater for any exceptions. Therefore, it should fit any standard radiators.

Q. ***Can I link more than one TRV to a Thermostat or Remote?***
A. Yes. Please refer to www.detaconnect.co.uk for current device limits.

Q. ***Is it legal for me to install a*** **Deta Connect** ***TRV myself?***
A. Yes, Deta Connect products are fully legal for you to install in your own home.

Q. ***How long do the batteries last?***
A. This depends on use but a minimum of one year is a realistic timeframe.

Q. ***How do I know if the batteries need replacing?***
A. The red 'error' light will flash 10 times when receiving a command. The App should also report that battery levels are running low.

Q. ***How do I know if I have the latest firmware?***
A. The Deta Connect Link will automatically check for firmware updates several times a day and on boot up. There is no need to manually update this.

Q. ***Does the*** **Deta Connect** ***Link require a static IP address?***
A. Our system uses the MAC address of the Deta Connect Link for remote commands and as such does not require you to have a static IP. The system will work with or without a static IP address.

Q. ***How much power does the*** **Deta Connect** ***Link use?***
A. 3W (approximately).

Q. ***Can I set the time manually?***
A. No. This is set by checking with an internet NTP Server.

Q. ***How many heating devices can I have on the*** **Deta Connect** ***system?***
A. The Deta Connect Link can control up to 80 heating devices.

Q. ***Which ports does the*** **Deta Connect** ***Link use?***
A. The Deta Connect Link operates on ports 69 & 2011 on UDP for remote connectivity and 9760 & 9761 for local connectivity.