luxCONTROL

Tridonic 4remote BT-App
Product documentation

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Validity

1. Validity

This operating instruction is valid for the Control App of the basicDIM Wireless.

TRIDONIC GmbH & Co KG is constantly striving to develop all its products. This means that there may be changes in form, equipment and technology.
Claims cannot therefore be made on the basis of information, diagrams or descriptions in these instructions.
The latest version of these operating instructions is available on our home page.

1.1. Copyright

This documentation may not be changed, expanded, copied or passed to third parties without the prior written agreement of TRIDONIC GmbH & Co KG.
We are always open to comments, corrections and requests. Please send them to info@tridonic.com

1.2. Imprint

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Safety instructions

2. Safety instructions

> **⚠ DANGER!**
>
> Danger of electrocution
> Disconnect the power to the entire lighting system before working on the lighting system!

> **⚠ DANGER!**
>
> Not to be used in corrosive or explosive environments.

> **ℹ NOTICE**
>
> Using multiple smart devices (smartphone, tablet PC, etc.) simultaneously can result in data collision.
>
> _ Use only one smart device when configuring the basicDIM Wireless!

Installation of the App

3. Installation of the App

The 4remote BT App can be downloaded from the following links:

- Apple App Store: goo.gl/mxvVng
- Google Play Store: goo.gl/Gmhb1N

Alternatively also with the QR code:

Main menu

4. Main menu

After starting the Tridonic 4remote BT App, you are automatically taken to the main menu.

> ℹ️ NOTICE
>
> If a network has already been created before, the app will automatically redirect you to the last network you visited. This functionality can be enabled / disabled in the app settings.

Installation

5. Installation

The devices must be added to a network for commissioning.
To do this, proceed as follows:

- Switch on your basicDIM Wireless luminaires.

- Open the Tridonic 4remote BT App.
  -> The Tridonic 4remote BT App will now automatically find all activated basicDIM Wireless devices.

ⓘ NOTICE

- The range of the wireless signal depends on the ambient conditions, i.e. on the luminaire, building, facility or people and must be checked in the system.

- To ensure a good radio connection, make sure that the basicDIM Wireless device is not completely covered with metal!

- The devices can now be added either all at once or individually to an existing or new network. Depending on the devices available, the following buttons are available:

5.1. Take all luminaires into use

With 'Take all luminaires into use', all luminaires in the list of newly found devices can be paired to the same network at the same time.

This option is offered, if all devices found have the same network firmware. For example, if the devices found only contain basicDIM Wireless devices with 'Evolution' firmware, an Evolution network is created automatically. The same applies to the creation of 'Classic' networks.
More information can be found under 'Network types & compatibility', p. 11.

Any auto-created network is, by default, a 'Not shared' network. The network is only stored in the device that created the network and is not shared with other devices. If you want to share it, the network must either be shared when it is created manually, or the sharing options of the network must be changed later.
More information can be found in chapter 'Sharing options' of the '4remote BT App Manual - Inside the network' (see Reference list, p. 37).
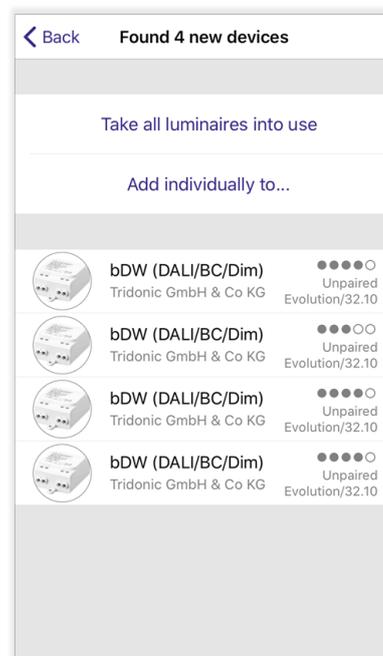
# Installation

5.2. Add all luminaires to...

'Add all luminaires to...' offers the option of putting all luminaires into operation at once. You have the option of adding the luminaires to an existing network or creating a new one.

Is used, if the devices found do not have the identical network firmware. It is possible that basicDIM Wireless devices are programmed with either 'Classic' or 'Evolution' firmware. Since the two firmware versions support different network types, they cannot be paired into one and the same network. More information about the network types and firmware versions can be found under 'Network types & compatibility', p. 11.
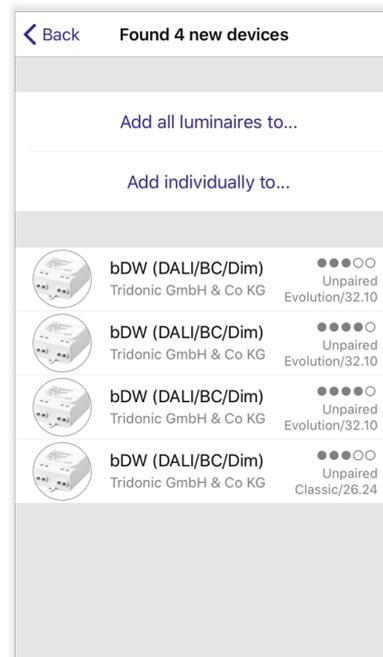
5.3. Add individually to...

By clicking on 'Add individually to...', you can add luminaires individually to an existing or new network.

With this pairing option, you have the option of changing the name and profile of the luminaire in advance and adding the luminaire to a luminaire group. You can select an existing luminaire group in a network or create a new one.

The displayed module also automatically identifies itself with a blink. All light sources connected to the basicDIM Wireless device are addressed. This ensures easy localization of the luminaire within an installation.

Further information on the individual configuration options can be found in the chapter 'Adding devices' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37).

My networks

6. My networks

All networks that you have created or that you can connect to or have already been connected to are displayed here. Under this menu item you also have the option of creating a new network or logging into a shared network.

6.1. Network list

With a click on a network you can join it and switch between individual networks. If there are open or password-protected networks in your area, they are automatically displayed in the network list.

Networks with other sharing options must be joined with the 'Log in to network' option, as these are not visible in the list at the beginning. After logging in, these also appear in the network list.

For more information on network sharing options, see the 'Sharing options' chapter of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37).

Each network that appears in this list contains the following information:

‗ Name of the network

‗ Network type (firmware of the network)

‗ Number of devices in the network

‗ Network icon
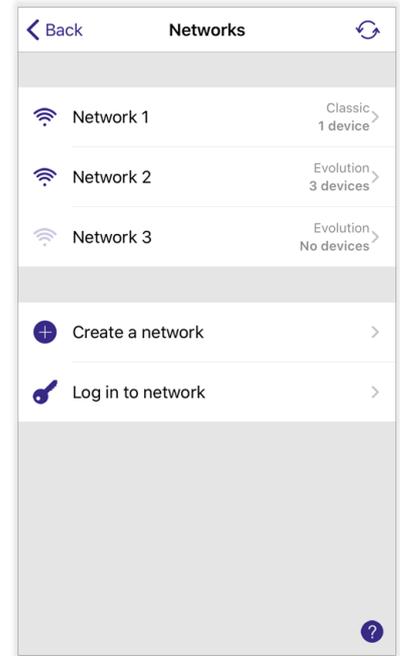
Icon:	Description:
📶	Network within reach
📶	Network out of range or no devices in the network
☁	Gateway network (access via internet)
🔒	Password-protected network (not yet logged in)

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My networks

6.2. Network types & compatibility

With the 4remote BT App two different network types can be created. A distinction is made between Classic & Evolution networks:

	Classic:	Evolution:
Devices per network:	up to 127	up to 250
Compatible microcontrollers:	nRF51, nRF52	nRF52
Firmware:	v26.xx	30.1 and higher

6.2.1. Classic

Up to 127 devices can be paired into a network. It is only possible to pair devices that have installed the Classic firmware - a mix of Classic & Evolution devices in one network is not possible.
If an attempt is made to pair a basicDIM Wireless device with Evolution firmware into a Classic network, the device in question is called to update with the compatible firmware.

> **ⓘ NOTICE**
>
> _ All basicDIM Wireless products are fully compatible with this type of network.
>
> _ All networks created prior to the Evolution app update are Classic networks.

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My networks

6.2.2. Evolution

Up to 250 devices can be paired into Evolution networks. The Evolution firmware provides the basis for future features and functionalities, while Classic networks only receive bug fixes and maintenance updates.

It is only possible to pair devices that have the Evolution firmware installed - a mixture of Evolution & Classic devices in one network is not possible. If an attempt is made to pair a basicDIM Wireless device with Classic firmware into an Evolution network, the device in question is called to update with the compatible firmware.

Evolution networks have extended functionality compared to classic networks:

- Maximum number of devices = 250
- Supports DALI and DALI-2 push button modules
- Supports XY and XY, TW color control for DT8 based devices
- Extended sharing options (administrator, manager, user)
- 'Performance & Security' option
- Smart switch function 'Emergency'
- Network history and backups

> ⚠ CAUTION!
>
> The following devices from the basicDIM Wireless portfolio are only compatible with Evolution networks from a certain production number:
>
> - **28002212** - basicDIM Wireless Module **(compatible from production number #1648)**
> - **28002213 -** basicDIM Wireless User Interface **(compatible from production number #2917)**
> - **28002420 -** basicDIM Wireless User Interface white **(compatible from production number #2917)**
>
> All other products from the basicDIM Wireless portfolio are fully compatible with this type of network.

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My networks
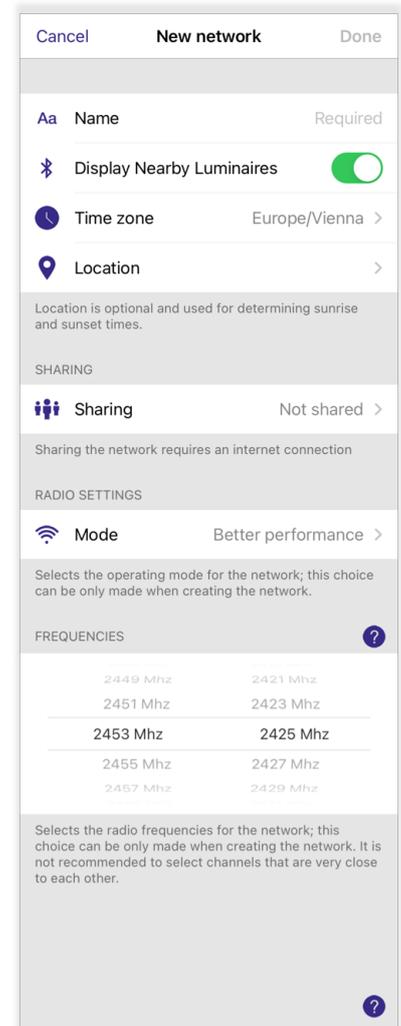
6.3. Create a network

In order to control basicDIM Wireless devices, they must first be paired to a network.

With a click on the 'Create a network' button, you can create a Classic or Evolution network. You will be redirected to the network creation menu. The following parameters can be configured:
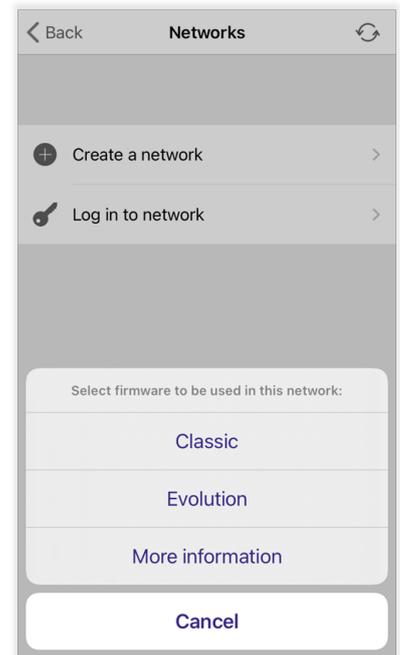
My networks

_ **'Name':** Name with which the network appears in the network list.

_ **'Firmware':** Firmware with which the network is compatible.

_ **'Display Nearby Luminaires':** Activate / deactivate the 'Nearby luminaires' button in the 'Luminaires' tab.

_ **'Time zone':** Time zone in which the network is located.

_ **'Location':** The selection of the location is optional. However, this is required to determine the sunrise and sunset times or to create timers. Can be adjusted later in the network settings.

_ **'Share':** Possibility to make the network accessible to other smart devices. More information can be found in chapter 'Sharing options' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37). By default, the network is created as 'Not shared' - the network is only saved on your smartphone / tablet. The network share can be changed afterwards.

_ **'Network mode':** For Classic networks = 'Balanced'; for Evolution networks = 'Higher performance' set as the default value. It is possible to freely choose the network mode for both network types. If the network contains a large number of devices (100+ devices) and these are very close to each other, the 'Higher performance' mode is advantageous because of its faster communication. However, the transmission range is minimally reduced. The 'Balanced' mode is mostly used for smaller networks and has a slightly larger transmission range. The network mode can only be configured when creating a network.

_ **'Network frequency':** Network frequencies are always selected in pairs. The first frequency is used as the main frequency, the second as an alternative frequency - in case the network detects interference on the main frequency. The 2 selected channels should not be too close to each other. Can only be configured when creating a network. The recommended frequencies are set automatically by the 4remote BT App.
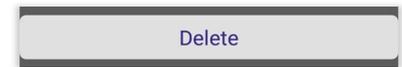
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My networks

Click on 'Done' to create the network. After creation, you will be automatically forwarded to the 'Luminaires' tab of the network.

6.4. Delete network

If a network is no longer required, it can be deleted.

_ **Android:**
Long click on network -> 'Delete'

_ **iOS:**
Swipe network to the left -> 'Delete'

If a shared network is deleted, it is removed from the cloud and is no longer accessible to other users.

If you delete a network without first removing the paired basicDIM Wireless devices from the network, they will remain in a paired state. In order to then unpair the devices, 'flick unpairing' must be used. You can find more information on this in the chapter 'Unpair devices', p. 22.

ℹ️ NOTICE

_ A network can only be deleted if you are in possession of it or are logged into it with an administrator account.

_ Deleted networks cannot be restored.

My networks

6.5. Forget network

The 'Forget' option is used if you want to remove a shared network (exception: open / password-protected network) from your network list.

Android:
Long click on network -> 'Forget'

iOS:
Swipe network to the left -> 'Forget'

If you are logged on to a shared network and discard it, you will be logged off the network and the network will be removed from the network list.

If you want to log into this network again, you can do so using the 'Log in to network' option. Networks that are only saved locally on a smartphone / tablet (networks that are not shared) cannot be discarded and only deleted.

Open / password-protected networks cannot be permanently discarded and appear again in the network list, if active devices are available in them.

> **ℹ NOTICE**
>
> A forgotten network is not deleted and is still visible to other users.

My networks

6.6. Log in to network

With 'Log in to network', shared networks can be joined by other people, for example.

Open networks in the area are automatically displayed in the network list and can be joined without a password. Password-protected or admin networks can be joined via 'Log in to network'.

- **Password-protected network:**
  If you want to join a password-protected network, you must enter the administrator's e-mail for the network and the password of the user / manager / admin.

- **Administrator network:**
  An administrator network can only be joined with the administrator's password and e-mail.

Networks can be used by multiple users at the same time - however, a user account should only be used by one person at a time.

If the user is to be changed within a network, only the password of the desired user has to be entered. You can find more information on this in the chapter 'Change login', p. 18.
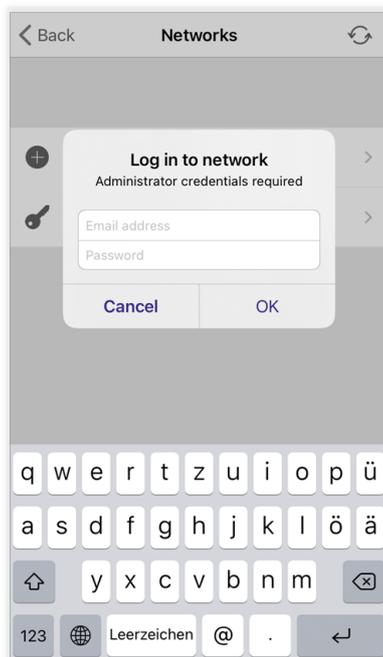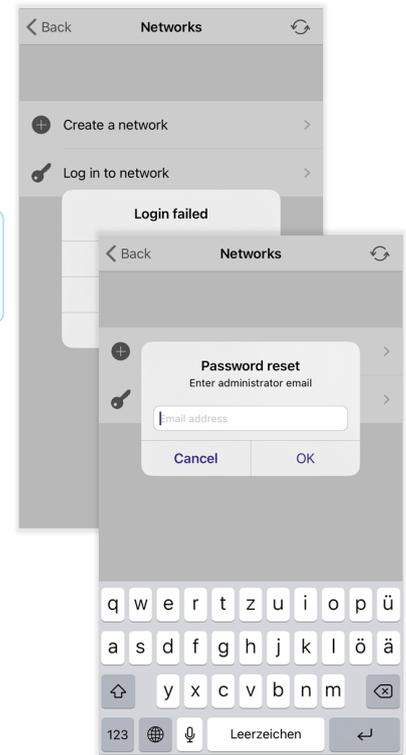
My networks

6.6.1. Login failed

If a password is entered incorrectly or is forgotten, it can be reset by pressing 'Reset password'. Here, an email with a reset link is sent to the administrator email of the network.

> **ⓘ NOTICE**
>
> The password reset link sent is valid for a maximum of 30 minutes.

6.7. Change login

With 'Change login' the user can be changed within a network. To change the user, proceed as follows:

_ **Android:**
  Long click on network -> 'Change login'

_ **iOS:**
  Swipe network to the left -> 'Change login'

A pop-up appears with the information with which user you are currently logged into the network.
Enter the password of the user with whom you want to log into the network.

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Nearby devices

7. Nearby devices

All basicDIM Wireless devices that are switched on and within range can be viewed under 'Nearby devices'.
The following information is displayed for each device in the list:

1. **Icon image**

2. **Device name:**
   By default, the name of the uploaded device profile. Can be changed in the network when paired. If the name of the device has been changed and it is unpaired again, the device adopts the profile name again.

3. **Pairing status:**
   3.1 **Unpaired** - device is ready to be paired in the network.

   3.2 **Paired** - device is paired to a network. However, the network is not shared or the smartphone / tablet is not logged into it.

   3.3 **@ 'Network name'** - device is paired to a network. Network configured as 'open' or smartphone / tablet is logged into it.
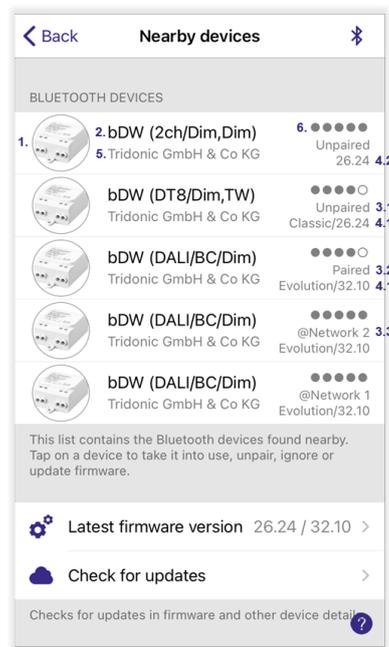
4. **Firmware version:**
   4.1 **Network type / firmware version** - (e.g. 'Classic / 26.0'), device compatible with all available network types.

   4.2 **Firmware version only** - (e.g. '26.0'), device only compatible with Classic networks.

5. **Manufacturer**

6. **Signal strength:**
   The number of dots indicates the quality of the radio connection from the module to the smartphone / tablet.

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Nearby devices

ℹ️ NOTICE

To have the basicDIM Wireless User Interface appear in the device list:

‗ one of the four preset-buttons (1-4) must be pressed in the unpaired state.

‗ two of the four preset-buttons (1-4) must be pressed simultaneously in the paired state.

After a certain time, the device switches to energy-saving mode and must be reactivated using the aforementioned procedure.


7.1. Sort devices

With a click on the symbol at the top right of the screen, the devices can be sorted in the list either by signal strength or by name.

7.2. Pair devices

In order to be able to use basicDIM Wireless devices in a network, they must first be
paired into a network.
The following steps are required for pairing:

‗ Click on the device to be paired

‗ Click on 'Add to'

‗ Select network
-> If no network has been created yet, this can be done here (see also 'Set up new network', p. 13)

‗ The device is automatically assigned to the selected network
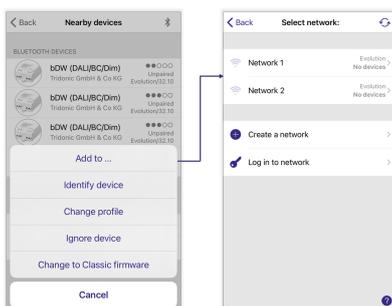
Nearby devices

> **ⓘ NOTICE**
>
> _ If you are already in a network, instead of 'Add to...' the text 'Use in network x' appears. There is no longer a need to select a network and the devices are immediately linked to the network in which you are located.
>
> _ Each device can only be connected to one network at a time.
>
> _ When pairing the basicDIM Wireless User Interface, make sure that an orange LED lights up on the button module. This can be done by pressing one of the preset buttons (1-4).
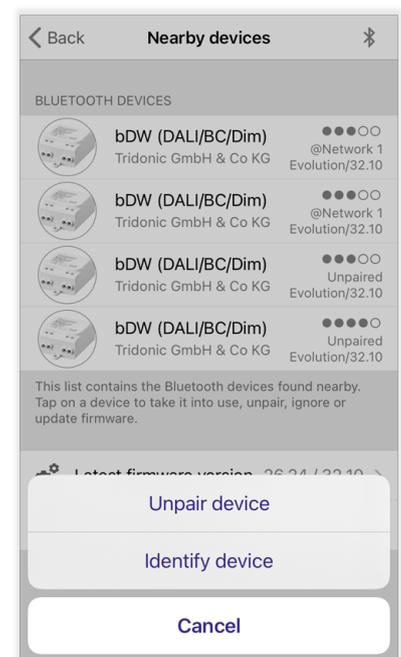
Nearby devices

7.3. Unpair devices

To unpair a device from a network, click on it and select the option 'Unpair device'.

Standard unpairing:

The device is automatically unpaired.

This type of unpairing is only used if the network is saved on your device and you have the required admin rights in the network.


'Flicking':

The device must be briefly disconnected from the voltage and then reconnected.

After clicking on 'Start' you have 5 seconds for this process.

In order to unpair a basicDIM Wireless User Interface, you only have to press one of the 4 preset buttons (1-4) in the unpairing screen.

Is used if you do not have access to the network in which the device is connected or do not have the necessary rights in it.

If the 'flicking' fails, you can repeat the process by pressing 'Start' again.

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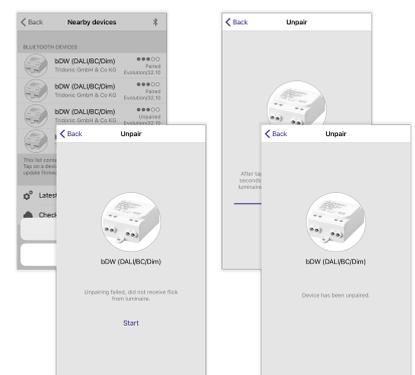
Nearby devices

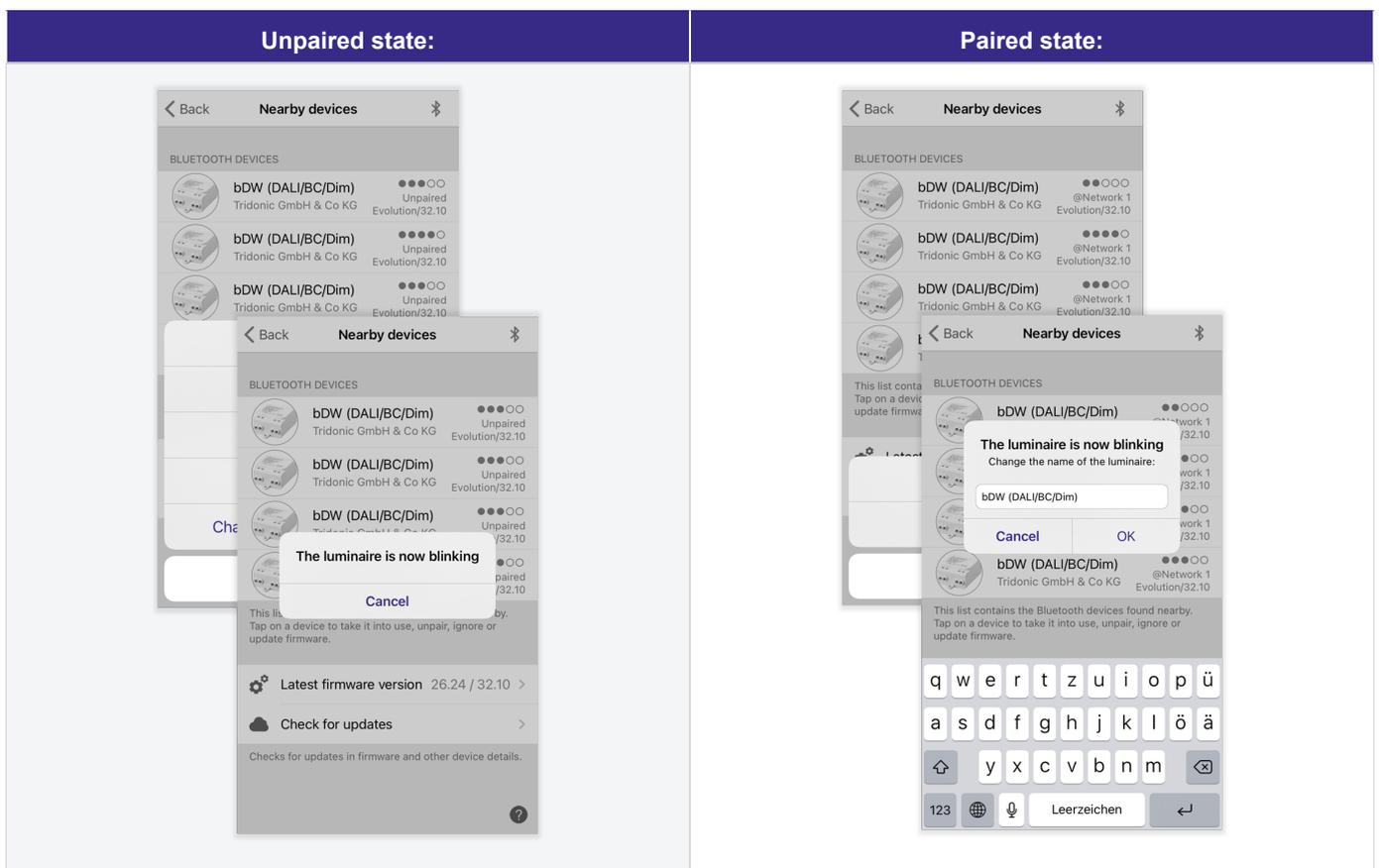> **ⓘ NOTICE**
>
> **basicDIM Wireless User Interface:**
>
> _ Two of the four preset buttons (1-4) must be pressed simultaneously in order to make the device appear in the device list (if connected to a network). An orange LED lights up on one of the two pressed buttons. Make sure that these light up during the unpairing process.

7.4. Identify device

For example, to localize luminaires in a room, the basicDIM Wireless devices can be identified with the help of the 4remote BT App. The function is available for unpaired and paired devices.

Tap on 'Identify device' - all luminaires connected to the basicDIM Wireless device will start to flash.
The identification is automatically stopped after one minute or by clicking on 'Cancel'.

Unpaired state:	Paired state:

Nearby devices

> **ⓘ NOTICE**
>
> In the paired state, it is also possible to rename the luminaire during identification.

Nearby devices

7.5. Change profile

By changing the profile, the working mode of a device can be changed - this makes it possible to use every basicDIM Wireless device for different driver and sensor combinations.

To change the profile, the device must first be unpaired (if it is connected to a network). Tap the unpaired device and select the 'Change Profile' option. A profile list appears.

All profiles that are compatible with the device are listed in the profile selection. The profile should be adapted to the connected drivers / sensors. A detailed description of all available profiles can be found in the document 'basicDIM Wireless Profile'. Tap on the icon of a profile to use it.

Click on 'Start Update': The profile is automatically downloaded from the cloud and programmed on the device.
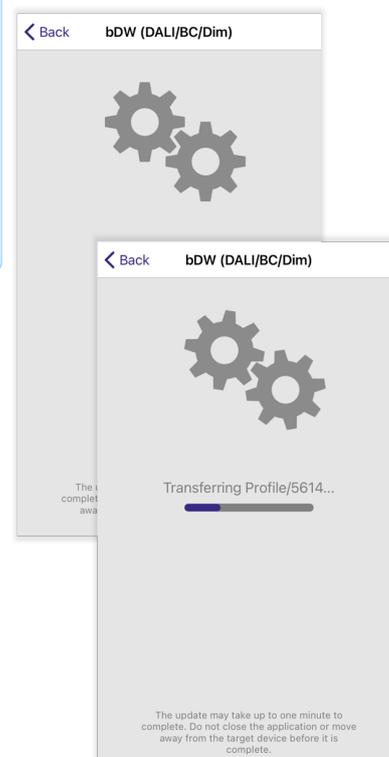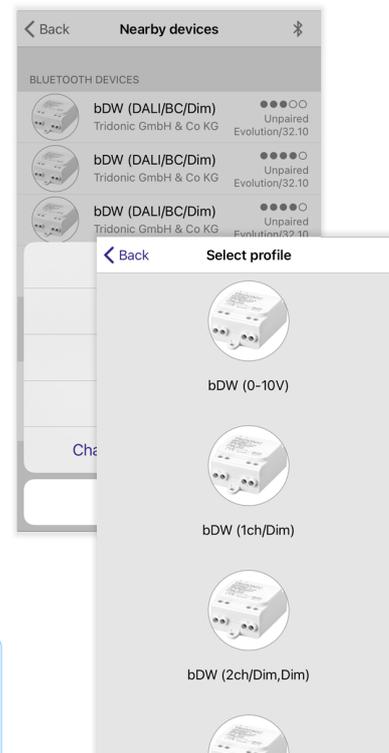
> **ⓘ NOTICE**
>
> ― Make sure that there is a stable internet connection, otherwise the profile change may fail.
>
> ― If a non-Tridonic profile is programmed on your device, there is a possibility that the profile of the device can no longer be changed.
>
> > ― To have access to the profiles of Tridonic **must** be programmed on that device a Tridonic profile.
> >
> > ― Tridonic devices have the identifier 'Tridonic GmbH & Co KG' under the profile name in the device list.

Nearby devices

7.6. Ignore luminaire

To ignore a device, tap on it and select 'Ignore device'.

If a basicDIM Wireless device is ignored, then:

_ The name of the device is grayed out in 'Nearby devices'.

_ This no longer appears in the message 'New devices found' - provided that 'Notify unpaired devices' is activated in the app settings.

This function is only available for unpaired devices and is only active on the smartphone / tablet on which the device was ignored.

> **ⓘ NOTICE**
>
> In order to cancel the 'Ignore function', the ignored device must be paired and unpaired again.
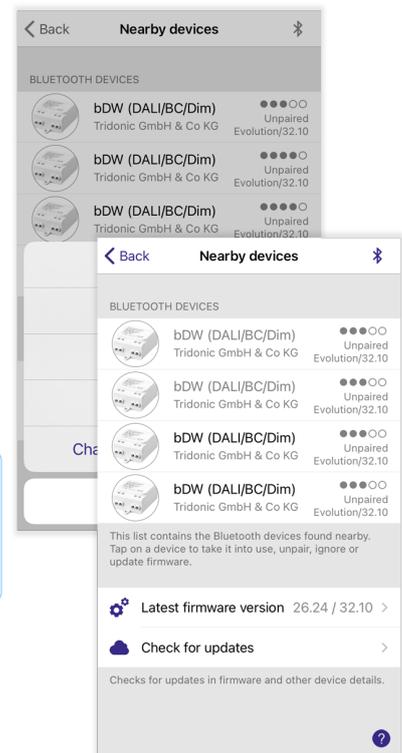
Nearby devices

7.7. Change firmware

To switch between the Classic and Evolution firmware, the 'Switch firmware' function is used.

When the firmware is changed, the latest firmware version of the respective firmware type is also installed. Switching to an earlier firmware version is no longer possible.
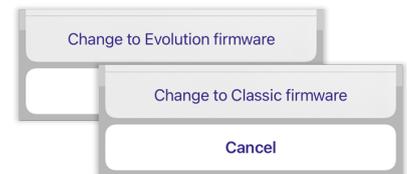
> **ⓘ NOTICE**
>
> You can find more information about the different network types in the chapter 'Network types & compatibility', p. 11.

The firmware type is changed as follows:

1. Click on the device from which the firmware is to be changed.

2. If:

   a. Classic firmware available on device - click on 'Change to Evolution firmware'.

   b. Evolution firmware available on device - click on 'Change to Classic firmware'.

3. Tap on 'Start update'.

4. Firmware change is carried out.

The firmware change can take up to a minute. You should therefore make sure that your smartphone / tablet has a stable internet connection.

After the firmware change has taken place, visible on the message 'Update succeeded', tap on 'Back' to return to the device list.

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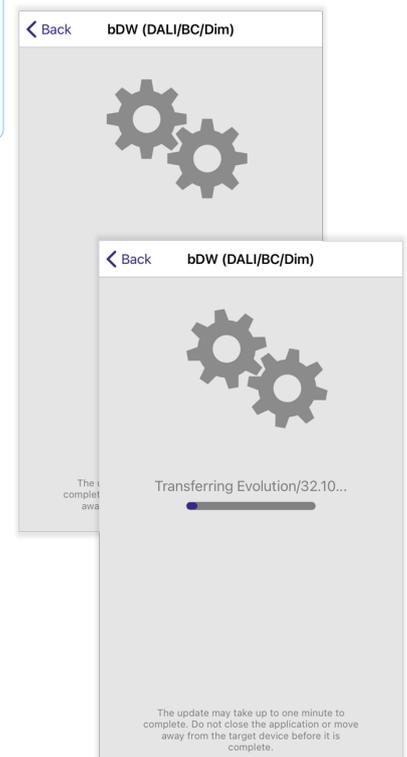
# Nearby devices

7.8. Update firmware

If a firmware update is found, an arrow appears at the top left of the affected device. To start an update, click on the device and select the option 'Update firmware'. Firmware updates can be carried out in the unpaired and paired state.

> **ⓘ NOTICE**
>
> Make sure that your smartphone / tablet has a stable internet connection during the update process, otherwise the firmware update may fail.

A firmware update is only carried out within a firmware type. Below are examples of firmware updates:

|	**Old FW:**		**New FW:**
Classic:	Classic / 26.0	**update to**	Classic / 26.10
Evolution:	Evolution / 30.1	**update to**	Evolution / 31.0
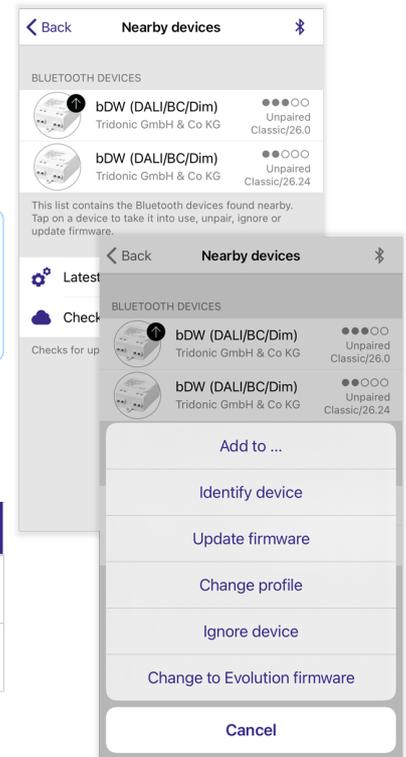
If a device with outdated firmware is linked to a network with devices with new firmware, you will be informed that a firmware update is available.

If you click on 'Update firmware', the affected device will automatically be updated to the latest firmware by the other devices in the network.

More information can be found in chapter 'Performance and Security' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37).

> **ⓘ NOTICE**
>
> After a firmware update, it is no longer possible to switch back to an older version.
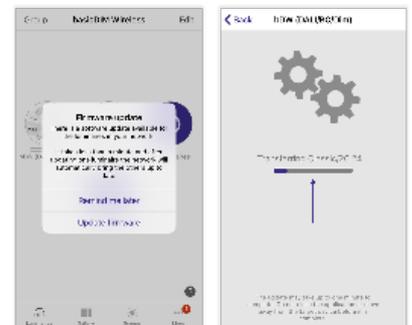
Nearby devices

7.9. 'Latest firmware version'

⚙ Latest firmware version 26.24 / 32.10 ›

The currently available firmware versions are displayed on the 'Latest firmware version' button. The release notes can be called up by clicking on this tab. More information can be found in the chapter 'Firmware release notes' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37).

7.10. 'Check for updates'

With 'Check for updates', device details can be updated (including icon, profile name, etc ...) and checked for firmware updates.

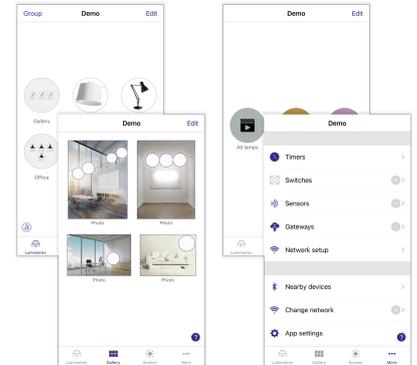If an update is found, an arrow appears at the top right of the affected device.
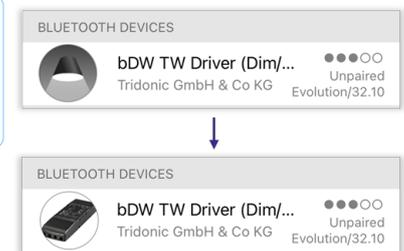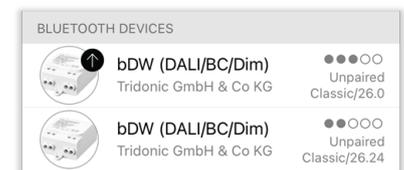
> ⓘ **NOTICE**
>
> Further information on updating the device firmware can be found in the chapter 'Update firmware', p. 28.

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Show demo

8. Show demo

With 'Show demo' it is possible to explore the functionalities of the 4remote BT App without having to be near a basicDIM Wireless / Casambi network.

App settings
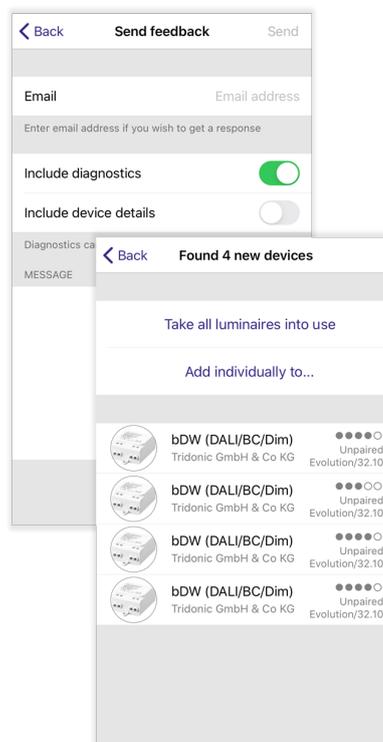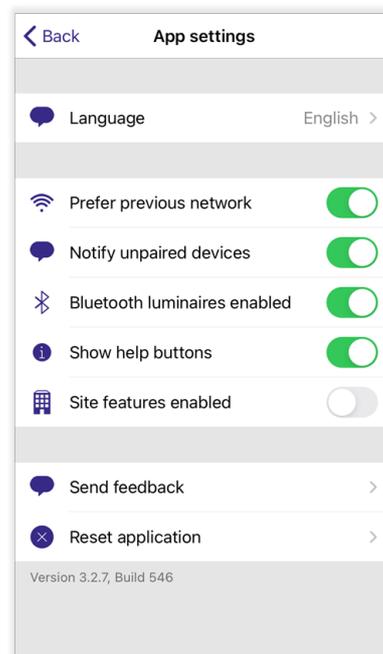
9. App settings

_ **Language:** Selection of the app language. If 'Use standard' is used, the set standard language of the respective smartphone / tablet is used.

_ **Prefer previous network:** After starting, the app automatically jumps to the last network logged in - provided that devices are connected to this network.

_ **Notify unpaired devices:** If activated, a pop-up appears if unpaired devices are available.

_ **Bluetooth® luminaires enabled:** In order to find basicDIM Wireless devices and to be able to communicate with them with the smartphone / tablet, this function must be activated. Otherwise no devices will be found. basicDIM Wireless devices that are paired in a network can still communicate with each other.

> **ℹ NOTICE**
>
> After activating / deactivating this function, the iOS version of the 4remote BT App must be restarted.

_ **Show help buttons:** If this function is deactivated, no '?' Buttons appear anymore.

_ **Site features enabled:** For a functional description, see 'Site feature', p. 32.

_ **Send feedback:** If you encounter problems or errors in the 4remote BT App, you can contact support here.

_ **Reset app:** If the app is reset, all locally saved (= not shared) networks are deleted from the smartphone / tablet. You will also be logged out of all shared networks and these will also be discarded. In order to have access to these again, you have to log into the respective network again. The app settings are not reset.

App settings

9.1. Site feature

The Site feature enables the control of several basicDIM Wireless networks at the same time and enables the creation of cross-network scenes and timers.

For example, a building could have a network for each of its 5 floors. The Site feature makes it possible to control all 5 networks at the same time. In order to be able to use the feature, each network must first be shared with the cloud see chapter 'Sharing settings' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37) and the Internet gateway (see chapter 'Internet gateway' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37) must be activated.

It is recommended that no changes are made to a network once it has been added to a site.

9.1.1. Activate sites

To activate the Site feature, activate the option 'Site features enabled' in the 'App settings'.

9.1.2. Create a site account

Path: 'More' tab -> 'Account' -> tap on 'Create account' OR
Main menu -> 'Account ' -> tap on 'Create account'

Now additional information fields appear that can be filled out. However, only the email and the desired password are required to create an account.

After you have entered the information, tap on 'Create'.

> **ⓘ NOTICE**
>
> Only one account can be created via email address!

9.1.3. Log into your existing account

Path: 'More' tab -> 'Account' OR
Main Menu -> 'Account'

If you already have a site account, you can log into the account by entering the user data and tapping on 'Login'.
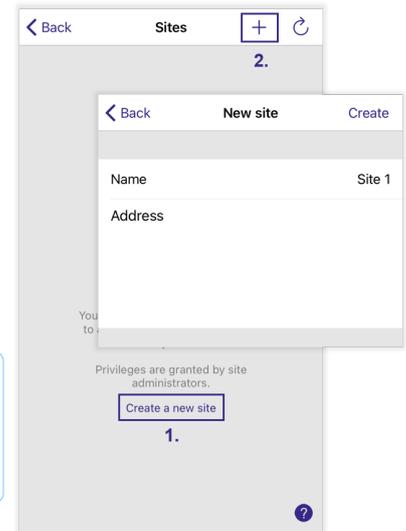
App settings

9.1.4. Create site

Path: Tab 'More' -> 'Change the site'

OR Main menu -> 'Sites '

Tap on 'Create new site' (1.) (only available if no site exists yet) or on the ' + ' symbol (2.) at the top left of the screen.

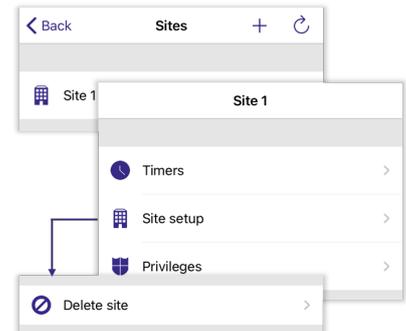Enter the name of the site - the address can also be entered. Tap on 'Create'.

> **ℹ NOTICE**
>
> The site name and address can be changed after the site is created in the 'More ' -> 'Site Settings' tab.

9.1.5. Delete site

To delete a site, tap on it in the overview and navigate to
the 'More' tab under 'Site Settings' -> 'Delete Site'. Enter the user password and confirm with 'OK'.
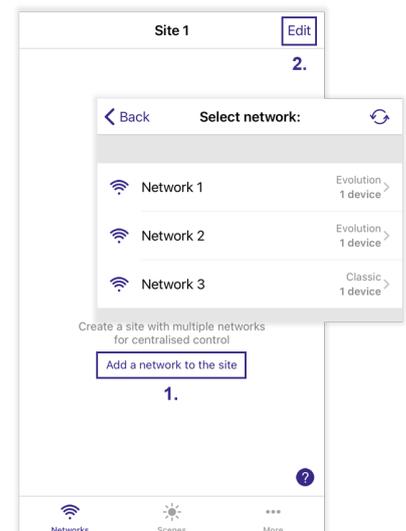
9.1.6. Add a network to the site

Tap the site. If there are no networks in this yet, tap on 'Add a network to the site' (1.). Otherwise this can also be done by clicking on 'Edit' -> ' + ' (2.).

A list of the available, shared networks with an activated Internet gateway opens. Tap on a network to add it to the site.

Repeat this process to add more networks.

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App settings

9.1.7. Control networks

Networks

In the 'Networks' tab it is possible to control added networks like a single luminaire in a basicDIM Wireless network. The networks can be controlled with the basic control gestures. More information can be found in chapter 'Basic gestures' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37). All luminaires from this network always respond to a control command. If a network is double-clicked, it opens and each luminaire in the network can be controlled individually.

Scenes

The 'Scenes' tab enables network-wide scenes, animations and time based scenes to be created. For example, entire networks or individual lights from a network can be added to a scene. Individual luminaires can be selected by double-tapping the network symbol. The creation of scenes at the site level is done in the same way as at the network level. More information can be found in chapter 'Add scenes' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37).

Timer

Network-wide timers that control network-wide scenes can be created under the 'More' -> 'Timer' tab. The creation of timers at the site level is done in the same way as at the network level. More information can be found in chapter 'Create a timer' of the '4remote BT App Manual - Inside the Network' (see Reference list, p. 37).
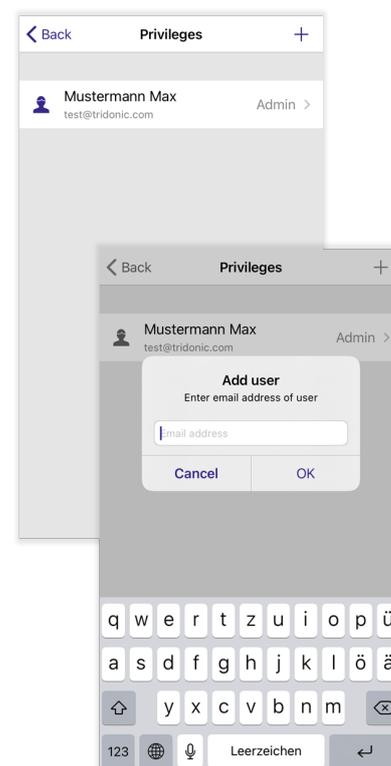
9.1.8. Additional site users

Create

Additional site users can be created under 'More' -> 'Rights'. Tap on the '+' symbol to create a new user by entering an email.
The following user roles exist:

- **User -** Can access the site or network, but has no modification rights

- **Manager -** Can use and change the settings of the site or the network, but cannot assign rights to other accounts.

- **Administrator -** Can use and change the settings of the site or the network. Can also assign rights to other accounts.
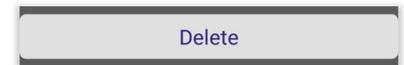
Delete

A site user can be deleted under 'More' -> 'Rights'. The Android & iOS versions differ from each other:

Additional

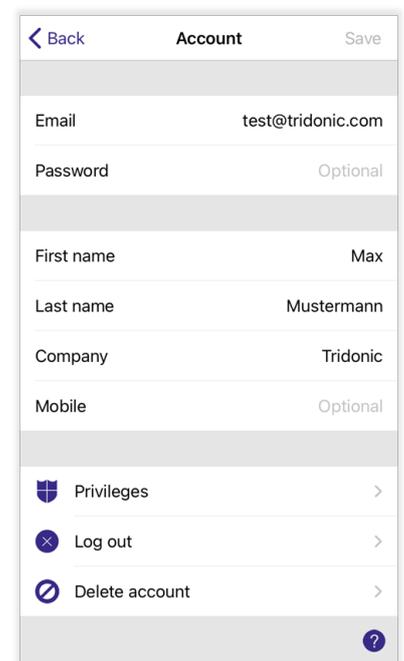- **Android:**
  Long click on site user **-** 'Delete'

- **iOS:**
  Swipe site user to the left **-** 'Delete'

9.1.9. Account settings

If you are logged into your site account, you can change your account data afterwards under 'Account', adjust the rights, delete the account or log out of the account.

9.1.10. Change site

If you are in a site, you can switch between the existing sites or create a new one by clicking on 'Site changes'.

Additional

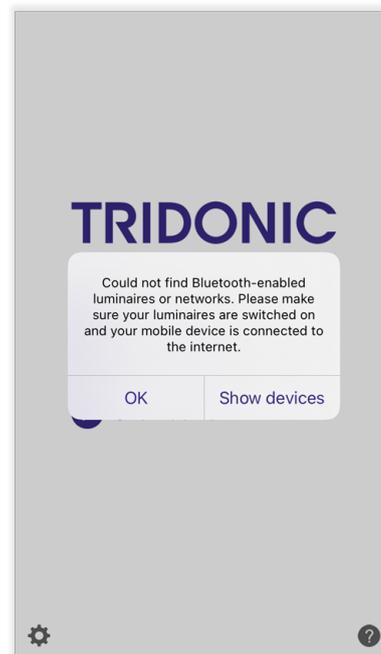## 10. Additional

10.1. '?' - icon

Help buttons are displayed in the app in the form of '?' symbols. By clicking on this question mark, you will be shown a description of the individual menu items to make it easier for you to use the app. If these are not required, they can be deactivated in the 'App settings', p. 31.
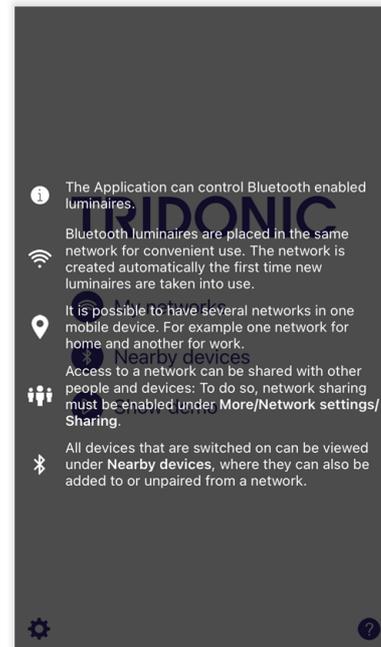
10.2. 'No Bluetooth devices found'

In some cases it can happen that when starting the 4remote BT App the message 'No Bluetooth devices found' appears. This can have the following reasons:

- **No Bluetooth® devices switched on** - Make sure that all of your basicDIM Wireless devices are connected.

- **Bluetooth® wireless technology switched off** - Make sure that the Bluetooth® function of your smartphone / tablet is switched on.

- **App rights not assigned** - The 4remote BT app asks for rights on the smartphone / tablet when the app is started for the first time. If these are not accepted, there is a possibility that the 4remote BT App will not find any devices.

- **'Bluetooth luminaires enabled' deactivated** - Make sure that the option 'Bluetooth luminaires enabled' is activated in the 'App settings'. A description of this function can be found in the chapter 'App settings', p. 31.

Reference list

11. Reference list

11.1. Additional information

- Webpage basicDIM Wireless: http://www.tridonic.com/com/en/products/basicdim-wireless.asp

- Webpage basicDIM Wireless User Interface: http://www.tridonic.com/com/en/products/basicdim-wireless-user-interface.asp

- Data sheets: Go to above web page link and click "Downloads" > "Data sheet"

- Accessories: Go to above web page link and click "Downloads" > "Accessories"

- 4remote BT App Manual - Inside the Network: www.tridonic.com/4remote-bt-app-inside-the-network

- basicDIM Wireless Profiles: https://www.tridonic.com/com/en/download/technical/basicDIM_Wireless_Profiles_en.pdf

11.2. Downloads

- Tridonic software: http://www.tridonic.com/com/en/software.asp

- Download masterCONFIGURATOR: http://www.tridonic.com/com/de/software-masterconfigurator.asp

- Download Tridonic 4remote BT:
  - Apple AppStore: goo.gl/mxvVng -or-
  - Google Play Store: goo.gl/Gmhb1N

11.3. Technical data

- Data sheets: http://www.tridonic.com/com/en/data-sheets.asp

- Company certificates: http://www.tridonic.com/com/en/company-certificates.asp

- Environmental declarations: http://www.tridonic.com/com/en/environmental-declarations.asp

- LED/lamp matrix: http://www.tridonic.com/com/en/lamp-matrix.asp

- Operating instructions: http://www.tridonic.com/com/en/operating-instructions.asp

- Other technical documents: http://www.tridonic.com/com/en/technical-docs.asp

- Tender text: http://www.tridonic.com/com/en/tender.asp

- Declarations of conformity: Available documents are found on each product page of our website in the "Certificates" tab for the specific product, www.tridonic.com/com/en/products.asp

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