Lightcloud®

Frequently Asked Questions

RAB®

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General Questions

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Q. Are Lightcloud Enterprise devices compatible with the Lightcloud Blue mobile app?

A. Lightcloud Enterprise and Lightcloud Blue are separate platforms with their own compatible devices and control platforms. There is an option to add the XDIM Bridge to connect Lightcloud Blue devices to a Lightcloud Enterprise Gateway, contact your RAB Sales Representative for more details.

Q. Does Lightcloud Blue work outdoors?

A. Yes, explore Lightcloud Blue outdoor products here.

Q. Where can I find documentation such as training materials, installation instructions, user guides, etc.?

A. Visit Lightcloud Blue System Resources here.

Q. What are the Terms of Use for Lightcloud Blue products?

A. Review the complete terms of use here.

Q. What app do I need to connect the devices?

A. Users will need to download the Lightcloud Blue mobile app from the Apple App Store or the Google Play Store.

Q. Is Lightcloud Blue compatible with any virtual assistant systems?

A. Yes, you can link your Lightcloud Blue account to Amazon Alexa or Google Home with the Lightcloud Blue Nano (sold separately).

Q. How many devices can be managed in the Lightcloud Blue system?

A. Up to 38,400 devices can be managed under a single Lightcloud Blue account. A user account can have up to 64 Sites per Account and up to 600 Devices per Site.

(64 Sites * 600 devices per Site = 38,400 device maximum per Account.)

Additionally, within each Site a user can have up to 64 Areas per Site and up to 200 Devices per Area and up to 15 Subgroups per Area.

Q. Which mobile devices are compatible with the Lightcloud Blue app?

A. Apple (iOS): iPhone X - OS v15.6.1; iPhone XS - OS v13.6.1; iPhone XS Max - OS v15.6; iPhone 12 - OS v15.4 & v16.4.1(a); iPhone 13 - OS v16.1 & 16.4.1(a); iPhone 13 Pro - OS v15.4.1 & v16.3.1 & v16.1.2; iPhone 13 Pro Max - OS v16.3 & v15.6; iPhone 14 - OS v16.4.1; iPhone 14 Pro - OS v16.2; iPad Air - OS v16.3; iPad Mini - OS vXX.XX; iPad - OS vXX.XX

Android: Samsung Galaxy S9, SM-G960U - OS v10; Samsung Galaxy S21 Ultra 5G, SM-G998U - OS v11; Samsung Galaxy S7, SMG930v - OS v8; Samsung Galaxy Note 20, SM-N981U1 - OS v13; Samsung Galaxy A8, GM-G8870 - OS v10; Samsung Galaxy A52 - OS vXX.XX; Google Pixel 3 - OS v12; Galaxy Tab S7 FE, SM-T733 - OS v12; Galaxy Tab S6 Lite - OS vXX.XX

General Questions *(cont'd.)*

Lightcloud®

Q. Does Lightcloud Blue require a Gateway or Hub?

A. No. Lightcloud Blue utilizes Bluetooth Mesh, eliminating the need for a Gateway or Hub. Lightcloud Blue offers control for on/off, dimming, color tuning, and schedules. For features such as energy reporting, voice control, or demand response additional devices may be required.

Q. What are the suggested ranges between devices?

A. Indoor: Up to 60 feet between standard building materials. Building materials such as brick, concrete, and steel construction may require additional Lightcloud Blue devices to extend around an obstruction; Up to 200 feet clear line of sight.

Outdoor: Up to 60 feet clear line of sight; Up to 18 feet around corners.

Q. What is Lightcloud Blue and how does it work?

A. Lightcloud Blue is a wireless network lighting control system that utilizes Bluetooth Mesh. Each device in a system can communicate with any other device, eliminating the need for a Gateway or Hub and maximizing the control system's reach. Ideal for indoor/outdoor residential, commercial and industrial applications.

Q. Is Lightcloud Blue on the Design Lights Consortium Network Lighting Controls approved list?

A. This system is on the Design Lights Consortium (DLC) Network Lighting Controls (NLC) Qualified Products List and is eligible for rebates from DLC Member Utilities.

DLC system - N1XMLOEATBA (Interior); NHCZ2BIA17L (Exterior)

Q. Does Lightcloud Blue meet Title 24 requirements?

A. Yes, many Lightcloud Blue products and system features are Title 24 compliant. For added enterprise level features such as Demand Response users can use the XDIM Bridge and Lightcloud Gateway to expand system features. Contact your RAB Sales Representative for more details.

Q. Does Lightcloud Blue require a Wi-Fi connection?

A. No, Lightcloud Blue utilizes Bluetooth Mesh technology. All commissioning and control is done via Bluetooth. The only time a user needs an internet connection is when downloading and logging into the app. Additionally, if the user wants the Site profile backed up on RAB's servers, they will need an internet connection on the mobile device being used for commissioning to allow for the profile data to upload to the server. Contact RAB Support for more information.

Q. Why is the color temperature (CCT) slider bar is missing on the app?

A. The Lightcloud Blue mobile app will show the settings that the fixture has to offer. The fixture may not have color tuning capabilities or has a manual field adjustable CCT dip switch. For fixtures with a manually adjustable switch, the app will not show a CCT slider bar.

General Questions *(cont'd.)*

Lightcloud®

Q. Can the sensor settings be adjusted?

A. An occupancy sensor setting can be adjusted at the Area level. Settings set here will impact all devices in this Area. A limited number of sensor settings can also be adjusted on an individual device.

Q. How do I reset my fixture to factory settings?

A. Lightcloud Blue devices have different methods of resetting. For more information see the individual product instructions or contact RAB Support for more information.

Q. What type of fixtures are available with Lightcloud Blue?

A. Lightcloud Blue is available in a variety of indoor and outdoor rated lamps and fixtures. Click here to learn more about Lightcloud Blue.

Q. Are the controllers internally or externally mounted on the fixture?

A. It depends on the fixture, see the product page on rablighting.com for an image of the fixture or contact RAB Support for more information.

Q. Do Lightcloud Blue fixtures meeting luminaire level lighting control (LLLC) requirements?

A. Yes, many of the Lightcloud Blue fixtures meet LLLC requirements for wireless networked control with integrated occupancy sensors for motion and daylight harvesting.

Q. What happens when there is a power outage?

A. When power is restored the default behavior is that the lights will return to their last known ON state. Users can adjust this in the mobile app. Schedules may disable if the Nano is not paired to the Site. For more information, see our User Guide.

Q. Does RAB offer lighting control design layout services?

A. Yes, submit your lighting design request here.

Q. Does Lightcloud Blue offer BACnet?

A. When using the Lightcloud Blue XDIM Bridge and the Lightcloud Gateway users can utilize enterprise level features such as demand response, BACnet integration, remote access and much more. Contact RAB Support for more information.

Q. Does Lightcloud Blue offer demand response?

A. When using the Lightcloud Blue XDIM Bridge and the Lightcloud Gateway users can utilize enterprise level features such as demand response, BACnet integration, remote access and much more. Contact RAB Support for more information.

General Questions *(cont'd.)*

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Q. Can I share access to a Site to another user?

A. Yes. Lightcloud Blue Site profiles can be shared with other Lightcloud Blue users. For more information, see our User Guide.

Q. Do I need to run low voltage wire between fixtures?

A. No. Every Lightcloud Blue device is fully integrated with our wireless controls, the device simply needs constant power to achieve wireless control. The exception for this would be when using an XDIM dimmer to control non-Lightcloud Blue fixtures. Contact RAB Support for more information.

Getting Started

Lightcloud®

Q. What is a Site?

A. A Site is a master group where multiple Areas can be grouped and managed. A Site is not an individual building location. For example, an office building with multiple business suites, each individual suite could be a single Site.

Q. What is an Area?

A. An Area is within a Site and includes specified devices. Devices are controlled at the Area level. An Area is any space that needs separate control (i.e. private office, conference room, storage closet, etc.)

Q. What is a Subgroup?

A. Sub-groups are groups within an Area and has the option to be controlled separate from the entire Area.

Q. What is a Scene?

A. A Scene is a set of actions that is configured by the user. Scenes can be set to individual lights in any Area or a group of lights in a single Area. A Scene can be configured to command On/Off functions and to set the dim level or color temperature of compatible devices.

Q. What is a Schedule?

A. A Schedule is a planned event that is configured by the user to occur on a specific day and time. A Schedule can be manually created or a Scene can be linked to a Scheduled event. Schedules can be configured to command On/Off functions, set dim levels or color temperature of compatible devices. A Schedule can be set to individual lights or an Area(s).

Q. What is Emergency Mode?

A. Emergency Mode commands all of the devices in a Site to flash on and off as a way to get the attention of the occupants in the device's line of sight. Emergency Mode can be enabled/disabled from the Account Menu.

Q. How many devices can be managed in the Lightcloud Blue system?

A. Up to 38,400 devices can be managed under a single Lightcloud Blue account.

Up to 64 Sites per Account
Up to 600 Devices per Site
Up to 64 Areas per Site
Up to 200 Devices per Area

Q. Can I use multiple mobile devices during commissioning?

A. No. During the commissioning process there should only be one mobile device logged into the Site. If multiple devices are logged in during commissioning it could cause instability in the server data and corrupt the Site. If a Site is corrupt it cannot be restored, all devices would need to be manually reset and start over.

Getting Started *(cont'd.)*

Lightcloud®

Q. What is Rapid Provisioning?

A. Rapid Provisioning is a patented technology that allows users to pair up to 100 devices simultaneously in minutes. It is important that no more than 100 devices are powered on during the Rapid Provisioning process. Best practices is to pair devices Area by Area. For more information, see our User Guide.

Q. What are the tabs at the bottom of the app screen for?

A. Each tab serves a different purpose.

Home - View/Control all devices on/off, dim, CCT.

Devices - View/Provision/Control all devices. This will be the primary tab used during commissioning.

Scenes - View/Create/Edit/Enable preset series of commands for lighting devices.

Schedules - View/Create/Edit/Enable settings for lighting devices on specified days/times.

For more information, see our User Guide.

Q. What are firmware updates?

A. Firmware updates are for individual Lightcloud Blue devices. As Lightcloud Blue features improve and evolve some devices may require a firmware update. Firmware updates happen over Bluetooth. The mobile device will need to be within ~30 feet of the Lightcloud Blue device that is receiving the firmware update.

Q. What is Mass Firmware Update?

A. This feature allows users to select up to 50 Lightcloud Blue devices to update firmware. The mobile device will need to be within ~30 feet of the Lightcloud Blue device that is receiving the firmware update. For more information, see our User Guide.

Q. Can I limit which devices will be paired during Rapid Provisioning?

A. Any device that is powered on and within range of other Lightcloud Blue devices could pair into the Lightcloud Blue mobile app. There is no way to limited the mesh network. Once devices are paired users can use the Proximity to Identify feature to identify fixtures closest to the mobile device.

Q. What is Proximity to Identify?

A. This feature allows users to identify the Lightcloud Blue devices that are closer to the mobile device for easier device organization. For more information, see our User Guide.

Device Control

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Q. Can I control my Lightcloud Blue devices from multiple mobile devices?

A. A Lightcloud Blue Site profile can be share with unlimited users. The limitation of how many users can access the Site at the same time will be limited to the number of constant power Lightcloud Blue devices at paired to the Site.

Q. Can I configure settings in the Lightcloud Blue app when I'm am outside of Bluetooth range of my device?

A. No, a user will need to be within Bluetooth range for configuration or control.

Q. How many Sites can I have on my Lightcloud Blue app?

A. Up to 64 Sites per account.

Q. How many devices can I have in a Site?

A. Up to 600 devices can be added to a Site.

Q. How many devices can I have in an Area?

A. Users can add up to 200 devices per Area.

Q. How many devices can I pair/commission at one time?

A. With RAB's patented Rapid Provisioning technology users can pair/commission up to 100 devices simultaneously.

Q. What is the maximum distance/range to configure and control devices?

A. To configure devices using the Lightcloud Blue mobile app, a user must be within Bluetooth range (~30 feet) of the device.

Q. How many Scenes can I create?

A. Up to 16 Scenes can be created per Device, up to 150 Scenes per Site.

Q. How many Schedules can I create?

A. Up to 16 Schedules can be created per Site.

Q. Can I have a single light assigned in multiple Areas?

A. Lights can only be assigned to one Area at a time.

Q. Can I control multiple devices at the same time?

A. Multiple devices can be added and controlled at the same time when those devices are grouped and added to the same Area or configured to a Scene.

Device Control *(cont'd.)*

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Q. Can a single light in an Area have different settings than other lights in the same Area?

A. Yes. Scenes can be created and assigned to individual lights or entire Areas

Q. Can a schedule be set for different actions on different days?

A. Schedules can be set for different actions throughout the day and on different days. They can set to individual lights or entire Areas.

Q. How do I know if a Lightcloud Blue device is online?

A. When a device is online there will be green status bars next to the device name.

If any device is offline, a red dot warning icon will appear on the affected Area on the Home tab.

Q. How long does it take to update the firmware on a device?

A. The time to complete a firmware update varies between devices. Times that have been reported ranged from 15-150 seconds per device.

Q. Can I temporarily disable a motion sensor on a Lightcloud Blue device?

A. Yes, users can manually disable a motion sensor at the Area level and re-enable when ready. There are currently no scheduling options available for motion sensors.

Q. How many users can be logged into a Site at the same time?

A. During commissioning, only ONE (1) mobile device can be logged into the Site. Once all commissioning is complete, the Site profile can be shared with an unlimited number of users. The limitation of how many users can access the Site at the same time will be limited to the number of constant power Lightcloud Blue devices at paired to the Site.

Q. How many Subgroups can be in an Area?

A. An Area can have up to 15 Subgroups.

Q. How many Areas can I have per Site?

A. Up to 64 Areas per Site.

Q. What is an ungrouped device?

A. An ungrouped device that has not been moved into an Area yet. You'll have basic control for On/Off, dimming and color tuning from the Home tab, but for group control or to define sensor settings the device should be moved into an Area first.

Nano

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Q. Why can't I assign my Nano to an Area?

A. The Nano is considered a Global device that manages the entire Site and will stay listed in the Global device section of the Devices tab.

Q. What do the color indicator lights mean on the Nano?

A. For a complete key see the product instruction sheet.

Q. What are the features of the Nano?

A. The Lightcloud Blue Nano is a versatile, compact accessory that expands the available features offered with Lightcloud Blue and RAB's compatible devices. Connecting the Nano to a Lightcloud Blue system enables features such as accurate timekeeping along with voice control and remote access via Amazon Alexa or Google Home devices.

Q. Does the Nano need constant power?

A. Yes. The Nano requires constant power for proper operation.

Q. How does the Nano connect to power?

A. The Nano is a USB-A powered devices, it can be plugged into any compatible port that can receive constant power. The Nano can be placed almost anywhere in the building as long as it is within 60 feet of at least one other Lightcloud Blue device in the Site.

Q. Does the Nano need to connect to Wi-Fi?

A. Yes, the Nano must be connected to a 2.4 GHz Wi-Fi network for proper operation.

Q. What happens to schedules if there is a power outage?

A. With the Nano
Nothing. As soon as the power is restored and the Nano will automatically reconnect to the Wi-Fi network and communicate to the Lightcloud Blue system with the current time. All Schedules and SmartShift settings will resume as normal.

Without the Nano
The Lightcloud Blue system will lose all concept of time which could impact features such as Schedules and SmartShift. When power is restored, the user will need to be within Bluetooth range (~30 feet) of each Lightcloud Blue device to establish the current time to each device on the Site.

Q. What is the Nano and why do I need it?

A. The Lightcloud Blue Nano is a versatile, compact accessory that expands the available features offered with Lightcloud Blue and RAB's compatible devices. Users can have a maximum of one (1) Nano per Site.

The Nano is an optional device on a Lightcloud Blue system. It is ideal for all project types and would be most impactful in applications where power outages may be of concern or remote access to control lighting is required.

Q. Is the Nano required?

A. No, the Nano is not required to use Lightcloud Blue devices or features, although, it does help to improve timekeeping fo features suchs as Schedules and SmartShift.

The Nano is ideal for all project types and will be most impactful in applications where power outages may be of concern or remote access to control lighting is required.

Q. What voice commands do Amazon Alexa and Google Home support?

A. ON/OFF
Simple on/off functionality available for a single Area or multiple Areas.
"[Google/Alexa], turn on/off all lights"
"[Google/Alexa], turn on/off Living Room lights"

DIM LEVEL CONTROL
Manage the brightness of lighting based on the activity.
"[Google/Alexa], turn on/dim Living Room lights to 50%."
"[Google/Alexa], dim Bedroom lights to 25%."

COLOR CONTROL
Create a comfortable atomosphere by adjusting the color temperature of compatible devices.
"[Google/Alexa], make the Living Room light warm white."
"[Google/Alexa], set the Kitchen light to daylight."

SCENES
Enable pre-configured Scenes by telling Alexa the name of the Scene.
"[Google/Alexa], turn on Good Night."
"[Google/Alexa], turn on Movie Night."

Q. Why won't my Nano connect to my Wi-Fi network?

A. Be sure that the Nano is connecting to a 2.4GHz Wi-Fi network. Additionally, the mobile device should be connected to the same Wi-Fi network. If your Nano still does not connect, try contacting RAB's Lightcloud Support team or your internet router provider.

Q. My smart assistant (Alexa or Google) cannot find any of my Lightcloud Blue devices.

A. Be sure that the Lightcloud Blue Areas that you want to be controlled by Amazon Alexa or Google Home are assigned to the Nano in the device settings. Once Areas are added, be sure to upload the data to the server before trying to find devices in the Alexa or Google apps.

Wireless Remote

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Q. How long does the battery in the Remote last?

A. The battery has an expected life of 2-years and can easily be replaced using the tools provided. See product instruction manual for more details.

Q. Does the Remote come with any mounting accessories?

A. Yes, the Lightcloud Blue Remote includes everything needed to mount to an existing single gang wall box or mounted anywhere on a wall or surface for accessible manual control. This device can also be mounted in a multi-gang wallbox, the user would need to supply their own multi-gang faceplate. See product instruction manual for more details.

Package includes:
(1) Lightcloud Blue Remote
(1) faceplate bracket
(1) magnetic backplate
(1) faceplate
(4) mounting screws
(1) Philips head screwdriver
(1) Reset Pin

Q. Are there any wires required to install a Remote to the wall?

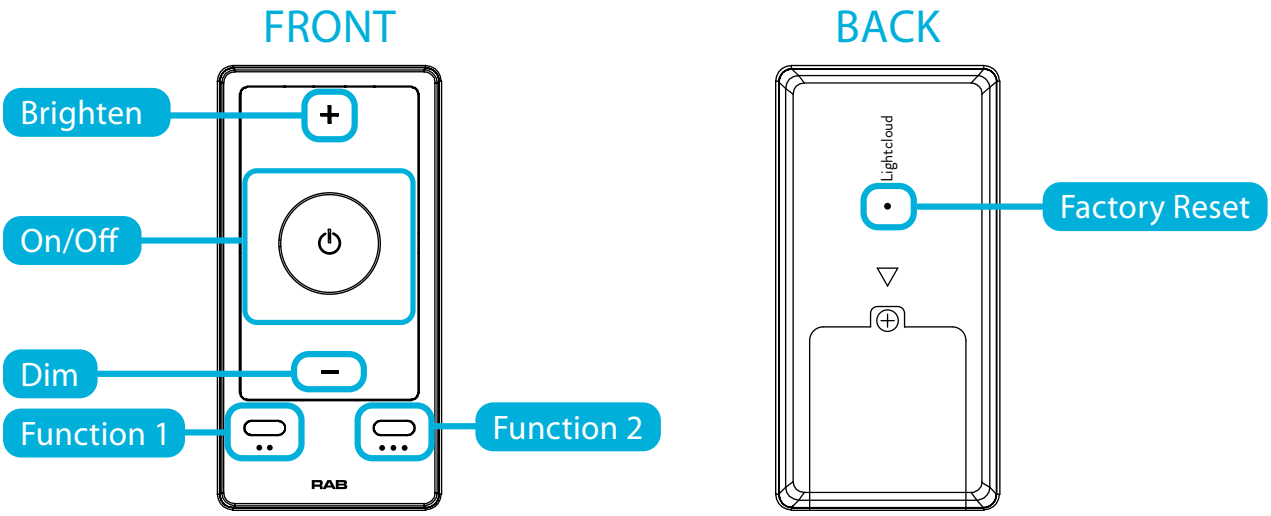
A. No, the Lightcloud Blue Remote is battery operated and completely wireless.

Q. How long does the Remote stay "Awake"?

A. When you "Wake up" the Remote, it will stay "Awake" for 60 seconds. After 60 seconds has passed most configuration options within the Device Settings page will not be available for use. To access confirguartion options in the Device Settings wake up the Remote again.

Q. What do each of the Remote buttons do?

A. Remote button functions:



Wireless Remote *(cont'd.)*

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Q. What type of battery does the Remote use?

A. The Lightcloud Remote uses CR2032 battery.

Q. Can the Remote be permanently mounted to the wall?

A. Yes, users can purchase a separate accessory called the Remote Plate Kit (PLATE KIT/W/LCB).

The Remote Plate Kit will include a new backplate and a replacement battery cover. These components will allow the Remote to attach to the backplate. When the faceplate is attached the Remote will appear flush to the faceplate giving the appearance that the Remote is permanently affixed to the wall.

Q. How many lights can a single Remote control?

A. Yes, users can purchase a separate accessory called the Remote Plate Kit (PLATE KIT/W/LCB).

The Remote Plate Kit will include a new backplate and a replacement battery cover. These components will allow the Remote to attach to the backplate. When the faceplate is attached the Remote will appear flush to the faceplate giving the appearance that the Remote is permanently affixed to the wall.

Q. How many lights can a single Remote control?

A. The Lightcloud Blue Remote can be assigned to control up to 3 Areas or the Entire Site for a total of up to 600 lights.

Q. Can the buttons at the bottom of the Remote be customized?

A. Yes, the function buttons on the Remote can be customized with up to three (3) different Scenes per button.

Q. What is Toggle Mode?

A. Toggle mode eliminates the need to wake up the Remote for manual control. Toggle Mode is ideal for users that will solely use the Remote or other Lightcloud Blue products to control their lights. For users that would prefer to use the Lightcloud Blue mobile app and other devices for manual control contact RAB Lightcloud Support to discuss further.

Dimmers

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Q. Can the dimming function be disabled on the dimmers?

A. Yes, once the dimmer is paired to the Lightcloud Blue mobile app the dimmer can be set to Switch Mode. Switch Mode disabled dimming functions and only allows for on/off functions.

Q. How many devices can the Dimmer control?

A. A Dimmer can be assigned to control one (1) Area or the Entire Site.

When using the XDIM dimmers to a connected load, the number of devices is limited to the maximum load capacity, see individual product specification sheets for more details.

Q. Can the XDIM be used to control Lightcloud Blue lights?

A. Yes, with a few important notes:
1. Neutral wire is required
2. Lightcloud Blue lights should be wired to constant power.
3. No load would be wired to the XDIM.

Alternatively, users can use the ZDIM when controlling all Lightcloud Blue lights. Contact RAB Support for more information.

Q. Is there a phasecut dimmer available?

A. Yes, the XDIM family offers a phasecut dimmer with or without an integrated passive infrared sensor. The phasecut dimmer has a selectable switch to choose between forward and reverse phase dimming and can control LED/CFL, INC/HAL/ELV, or MLV. Contact RAB for more information.

Q. Can the indicator lights on the dimmer paddle be turned off?

A. Yes, in the device settings for the Dimmer a user can adjust the indicator light brightness level as well as the amount of time the lights stay on. For more information, see our User Guide.

Q. Can the dimmers be used in a 3-way application?

A. Yes! The best part is that multiple dimmers can wirelessly communicate with each other when paired to the Lightcloud Blue mobile app, no need for traveller wires. Combine the XDIM, ZDIM and/or Remote multiple points of control. Contact RAB Support for more information.

XDIM Bridge

Lightcloud®

Q. What is the XDIM Bridge?

A. The XDIM Bridge is an in-wall dimmer switch that allows a Lightcloud Blue Area to communicate with a Lightcloud Gateway for advanced features like BACnet integration, Demand Response, Remote Access and much more.

Q. How many XDIM Bridges do I need?

A. At least one (1) XDIM Bridge per Lightcloud Blue Area.

Q. How does the XDIM Bridge communicate with the Gateway?

A. The XDIM Bridge will first pair to the Lightcloud Blue mobile app via Bluetooth Mesh. Then the XDIM Bridge is paired to the Lightcloud Gateway via Zigbee Mesh cellular network.

Q. When using the Bridge, which app do I use to configure/control my lights?

A. To make any configuration changes such as pairing new devices, organizing paired devices or RGB color changing the user will need to use the Lightcloud Blue mobile app and be within Bluetooth range of the device.

For basic control of the devices, all control can be done using the Lightcloud mobile app or via an online web portal. Contact RAB Support for more information.

Q. What kind of features do I get when I add the XDIM Bridge?

A. The XDIM Bridge will communicate with the Lightcloud Gateway to allow it to adopt all of it's premium features such as: BACnet integration, Demand Response, User Permissions, Remote Access, Energy Monitoring, Conditional Logic and much more. Contact RAB Support for more information.

Q. Can I get demand response without the Gateway?

A. No. The Gateway and an XDIM Bridge is required to access features like demand response. Contact RAB Support for more information.

Sensors

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Q. How does a microwave (MVS) occupancy sensor work?

A. These sensors send out constant microwave waves that radiate off different surfaces to calculate the detection zone. As occupants move in and around these detection zones will disrupt the microwave waves and activate the lights to turn on.

Q. How does a passive infrared (PIR) occupancy sensor work?

A. These sensors detect heat. The sensor uses various detection beams to measure the ambient temperature in the room. As occupants move in and around the space the ambient temperature fluctuates, activating the sensor to turn the lights on. As the ambient temperature levels out across all detection beams the light will turn off.

Q. How does an ultrasonic (US) occupancy sensor work?

A. These sensors detect movement by emitting high-frequency sound waves and analyzing the changes in their reflection when they encounter objects in the space, including people. This technology is similar to echolocation, where objects bounce the sound waves back, allowing the sensor to detect the presence and movement of individuals.

Q. How does the daylight harvesting feature work on Lightcloud Blue?

A. Lightcloud Blue offers two types of daylight harvesting functions. Threshold and Dimming. The Target Light Level and Time Frequency settings can be adjusted directly from the mobile app.

Threshold: When motion is detected, the sensor will send a command to trigger the light(s) on or to stay off based on the daylight threshold level set in the Lightcloud Blue mobile app.

Dimming: The light levels will continuously adjust throughout the day based on the settings specified in the app.

Q. Can I use daylight harvesting when using SmartShift?

A. Yes daylight harvesting and SmartShift can be used together. In the SmartShift Schedule the user should disable Automatic Dimming to allow the occupancy sensor to manage dimming. Contact RAB for more information.

Q. Does the occupancy sensor have to be enabled to use it as a photocell or for daylight harvesting?

A. No. Daylight harvesting or the photocell features can be used with or without occupancy control. Contact RAB for more information.

SmartShift

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Q. What is SmartShift?

A. SmartShift is the most advanced – yet easiest – circadian lighting systems. One-button activation automatically syncs white color tuning with the local sunrise and sunset.

Q. How do I enable SmartShift?

A. SmartShift can be enabled by creating a new Schedules in the Lightcloud Blue mobile app. Choose to 'Use SmartShift' to begin automatic adjustment for color temperature. For more information, see our User Guide.

Q. What is SmartShift Automatic Dimming?

A. SmartShift Automatic Dimming allow the dim levels of the lamp to adjust throughout the day match the natural patterns of sun. Enable Automatic Dimming from the SmartShift schedule.

Q. Can I schedule an On/Off time for SmartShift?

A. Yes, create a new Schedule in the Schedules tab of the mobile app. The user will need to create two separate schedules, one for ON and one for OFF.

Q. Can I create my own schedule for SmartShift to follow?

A. Yes, you can create your own SmartShift Preset Schedule for SmartShift to follow. A custom Preset Schedule can have up to 16 events with any dim level between 0%-100% and 2700K-6500K. For more information, see our User Guide.

Q. Can I select the time zone to use for my SmartShift schedule?

A. A different Time Zone can only be selected when a Lightcloud Blue Nano has been added to the Site. If no Nano has been added to the Site then the Time Zone will match the settings on your mobile device.

To adjust the time zone, open the SmartShift Schedule in the Schedules tab and select the time zone field for a list of time zones to choose from. Contact RAB Support for more information.

Q. Do I need to have a Nano to use SmartShift?

A. No, the Nano is not required to use SmartShift, but it will help to improve timekeeping. The Nano is ideal for any project and can be most impactful in applications where power outages may be of concern or remote access to control lighting is required.

Q. Why does my SmartShift Scheule disable automatically?

A. There could be a couple of reasons that a SmartShift Schedule would disable.

1. There was a power loss and the Nano was not connected to the Site.
2. The color temperature or dim level was adjusted from another Lightcloud Blue device like a Remote or Dimmer.

Contact RAB Support for more information.

SmartShift *(cont'd.)*

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Q. Can I create a SmartShift Preset Schedule with RGB colors?

A. Currently a SmartShift schedule cannot utilized RGB colors. It can adjust between 2700K - 6500K.

Q. How do I enable SmartShift after a power outage?

A. Without the Nano: The user will need to be within Bluetooth range (~30 feet) of each Lightcloud Blue device to establish the current time before enabling SmartShift.

With the Nano: When power is restored, the Nano will reconnect to Wi-Fi and automatically establish the current time and enable SmartShift. If SmartShift does not automatically enable the user can enable the SmartShift schedule or contact RAB Support for more information.

EV Charger

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Q. Can the EV charger be controlled though the app from outside the home?

A. Yes, see the LCB EVC User Guide.

Q. Can you schedule charging during off peak hours?

A. Yes, see the LCB EVC User Guide.

Q. Can you change the amperage rating of the charger in the app?

A. Not currently, but this will be available in the future.

Q. Is the EV charger OCPP networkable?

A. No, the LCB EV charger is not OCPP, although RAB does offer commercial OCPP chargers.

Troubleshooting

Lightcloud®

Q. I cannot login to my Lightcloud Blue account on the mobile app.

A. Ensure that Wi-Fi or Cellular settings are enabled for the Lightcloud Blue app on your mobile device.

Double check your login credentials or reset your password.

If you continue to have problems contact RAB Support for more information.

Q. The Lightcloud Blue app is not pairing with my devices.

A. Be sure that there is power to the device (e.g. check the light switch)

Be sure that the mobile device is within 30 feet of the Lightcloud Blue device.

Manually reset the device to ensure it is in pairing mode.

If you continue to have problems contact RAB Support for more information.

Q. My device shows connected, but is not performing from the app commands. How do I address this?

A. Be sure that…

The mobile device is within 60 feet of the Lightcloud Blue device

The Lightcloud Blue device is powered on (check the light switch)

The Lightcloud Blue device is in pairing mode.

For more information, see our User Guide or contact RAB Support.

Q. Why do my devices appear to be offline or unavailable?

A. Be sure that there is power to the device (e.g. check the light switch) and that your Lightcloud Blue devices are within range of each other. If you continue to have problems contact RAB Support for more information.

Q. My Wireless Remote isn't working properly and is unresponsive in the mobile app.

A. Verify that there is power to all devices that you want to control (check the light switch is on).

Check that the spacer has been removed from the battery compartment.

Confirm the Remote is paired to your mobile phone by pressing any button on the remote and a light will appear on the top left corner.
Green means it it paired, continue troubleshooting
Red mean it is not paired, see our User Guide for more information.

If Remote is paired, in the mobile app check that the Remote has been assigned to an Area with lights. See our User Guide for more information. If you continue to have problems contact RAB Support for more information.

Troubleshooting *(cont'd.)*

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Q. Why can't I connect the device to my app?

A. Be sure that…

The mobile device is within 30 feet of the Lightcloud Blue device

The Lightcloud Blue device is powered on (check the light switch)

The Lightcloud Blue device is in pairing mode.

If you continue to have problems contact RAB Support for more information.

Q. My lights are all offline.

A. All devices require constant power. Avoid putting Lightcloud Blue devices downstream of any electrical component that interrupts power, for example, a photocell, occupancy sensor, or another non-Lightcloud Blue switching Device. Contact RAB Support for more information.

Q. I paired the Remote, but it won't control my lights.

A. The Remote has to be assigned to an Area, it does not get moved like a light. Select the Remote to access device settings and wake up the Remote when prompted. Once awake Area(s) can be assigned to the Remote.

If you continue to have problems contact RAB Support for more information.

Q. I have occupancy sensors, but my lights never turn off.

A. Is it PIR or MVS? Is there an HVAC vent or fan nearby? From the Area level under Sensor Settings, adjust the sensitivity level between Low, Medium, High or begin disabling sensors to reduce sensitivity in the space. If you continue to have problems contact RAB Support for more information.

Q. Do Lightcloud Blue sensors offer bi-level dimming?

A. Yes, this can be adjusted at the Area level under the Sensor Settings section for Standby Light level and Standby Timeout. See our User Guide for more information.

If you continue to have problems contact RAB Support for more information.

Q. My devices flashed during pairing, but many show offline in the app.

A. During the Rapid Provisioning process a maximum of up to 100 devices can be paired at a time, all other devices should be powered off. If >100 devices are powered on during the Rapid Provisioning process it could cause a device to think that it has been paired, but it does not show up in the Lightcloud Blue app. When this happens, the user has no choice but to do a manual reset of the device and re-pair. If you continue to have problems, contact RAB Support for more information.

Troubleshooting *(cont'd.)*

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Q. I can't see the new feature in the app.

A. Be sure of the following:
- Lightcloud Blue mobile app is up to date
- The Lightcloud Blue device firmware is up to date.
- The mobile device should have the latest operating software available

If you continue to have problems, contact RAB Support for more information.

Q. Do I have to update the device firmware?

A. Not always, although, it is recommended to update the device firmware to take advantage of the newest system features. If you continue to have problems, contact RAB Support for more information.

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WE'RE HERE TO HELP:

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