✙TUROSMART

Powered by Turolight

System Control and Connectivity

Q1: Can I control my TuroSmart Smart Lighting system when I'm away from the site?
A1: Currently, remote connectivity is not available. The TuroSmart Ecosystem requires devices to be within the Bluetooth® Mesh Network range. Future updates aim to introduce remote control capabilities.

Q2: How secure is the Bluetooth® Mesh technology for Smart Lighting?
A2: Bluetooth® Mesh employs industrial-grade security, including encryption and device authentication, to protect user data. Always keep your devices and apps updated to ensure optimal security.

Q3: What is the typical range of the Bluetooth® Mesh Network for TuroSmart devices?
A3: The range is approximately 100 ft (30 m) in standard conditions. Obstructions and environmental interference may affect this distance.

Q4: Can multiple users control the lights simultaneously?
A4: Yes, the system supports multiple users, limited by the number of online devices. For example, 10 online devices allow control by up to 10 users concurrently.

Q5: Do I need a hub or bridge for the system?
A5: No hub or bridge is required. TuroSmart devices connect directly to your smartphone or tablet using Bluetooth® technology.

_____
Troubleshooting and Setup

Q6: How do I troubleshoot connectivity issues?
A6: Ensure Bluetooth® is enabled, verify devices are within range, minimize interference, and restart devices. If issues persist, refer to the user manual or contact support.

Q7: How can I reset a device to factory settings?
A7: Reset via the app or perform a manual reset using the RC100 remote. This clears all settings, allowing for reconfiguration.

Q8: Why are lights not at 100% brightness after powering on?
A8: Built-in sensors may dim lights to a preset level based on ambient light. Adjust manually if needed.

Q9: How do I locate and configure a sensor?
A9: Use the app's Motion Sensor Testing function. Walk under the sensor to activate it, then configure settings and assign it to a group.

Q10: What should I do if a zone shows a red dot in the app?
A10: This indicates low batteries or poor connectivity in the zone. Replace batteries or resolve connectivity issues to clear the red dot.

_____
Installation and Large Projects

Q11: How should I manage installations with more than 100 lights?
A11: Divide the project into smaller sections (100 lights or fewer per section), configure each section separately, and use logical naming for organization.

Q12: What is the maximum number of devices in a single zone?
A12: Each zone can support up to 100 devices, but there's no limit on the number of zones in a project.

Q13: Can sensors control multiple fixtures?
A13: Yes, each sensor supports up to 10 fixtures, limited by the sensor's maximum sinking current of 25 mA.

Q14: What is the max sensor detection range for ceiling-mounted sensors?
A14: Ceiling-mounted sensors are effective at heights of 8-10 ft, with a detection range of up to 30 ft under optimal conditions.

Q15: Can I use phase dimming for decorative fixtures?
A15: TuroSmart currently supports only 0-10 V dimming. Phase dimming is under consideration for future updates.

_____
Schedules and Automation

Q16: How does the system handle daylight savings time?
A16: Admin users must manually sync the system to adjust schedules for daylight savings. This can be done onsite using the app.

Q17: Can wall switches override schedules?
A17: Yes, wall switches operate on a "last action" basis, allowing manual overrides until the next scheduled event.

Q18: What does the AUTO button on wall switches do?
A18: The AUTO button enables sensor-based automation, such as turning lights on/off based on motion or ambient light.

Q19: Can sensor settings be applied to a group of fixtures?
A19: Yes, create a group within the same zone, then configure and apply motion parameters to the entire group.

Q20: Does the system retain settings during power outages?
A20: Yes, all settings are stored in non-volatile memory, ensuring configurations are preserved after power restoration.

_____
Technical Specifications

Q21: What is the difference between Bluetooth® 4.2 and 5.0?
A21: Bluetooth® 5.0 offers improved power efficiency, device capacity, and range compared to 4.2. Devices remain backward compatible.

Q22: Is the system compatible with other 2.4 GHz devices?
A22: While TuroSmart uses the 2.4 GHz band, it operates on its protocol, ensuring minimal interference with WiFi and other devices.

Q23: Can I use TuroSmart with non-TuroSmart devices?
A23: It's recommended to use TuroSmart components for optimal compatibility and performance.

Q24: What are the differences between BLE, Bluetooth® Classic, and Bluetooth® Mesh?
A24: BLE is energy-efficient for point-to-point communication, Classic supports higher data rates, and Mesh enables large-scale multi-node networks.

Q25: Does the system support TRIAC dimming?
A25: No, TuroSmart currently supports only 0-10 V dimming. TRIAC dimming may be considered in future updates.

✙TUROLIGHT®

Tel: 905-479-7093
Toll Free: 1-888-425-7093

Email: sales@turolight.com
Website: www.turolight.com

Page 1 of 2

01/22/25

TUROSMART

Powered by Turolight

_____

App and User Management

Q26: Which operating systems support the TuroSmart app?
A26: iOS 10+ and Android 5.0+ devices with Bluetooth® 4.1 or higher are supported.

Q27: Can I share control access remotely?
A27: Yes, share the project's QR code via email or text. The recipient can scan it using the app to gain access.

Q28: What is the difference between Admin and User privileges?
A28: Admins have full control, including editing settings, while Users have limited capabilities, like dimming or turning lights off.

Q29: How do I add devices to a project?
A29: Use the app to scan for new devices within range, then follow the setup instructions to add them to the project.

Q30: Can I control the system from a computer?
A30: No, the system is currently app-based and does not support desktop or laptop interfaces.

_____

General

Q31: How can I test motion sensors effectively?
A31: Use the app's testing feature, walk under the sensor, and observe the corresponding light activation in the app.

Q32: Can I program schedules for individual lights?
A32: Yes, schedules can be customized for individual fixtures or groups via the app.

Q33: What does the "A" inside the light logo in the app mean?
A33: It indicates that the light is in automatic mode and controlled by sensors.

Q34: Is there a limit to the number of schedules I can create?
A34: There is no limit, but organizing schedules efficiently is recommended for large projects.

Q35: How often should firmware updates be installed?
A35: Install updates as soon as they're available to ensure access to the latest features and security improvements.

Q36: Can I customize the app interface?
A36: Basic customizations, such as renaming devices and groups, are supported. More advanced customizations are planned for future updates.

Q37: How are firmware updates applied?
A37: Updates are installed via the app. Ensure devices are powered on and within range during the update process.

Q38: Can lights operate without the app once configured?
A38: Yes, once set up, lights can operate via schedules, wall switches, or sensors without needing the app for daily operation.

Q39: What is the maximum number of fixtures in a project?
A39: Theoretically, the Bluetooth® Mesh supports thousands of devices, but practical limits depend on system layout and interference.

Q40: How do I report issues or provide feedback?
A40: Use the app's support section or contact TuroSmart customer support for assistance and to share feedback.

TUROLIGHT®

Tel: 905-479-7093
Toll Free: 1-888-425-7093

Email: sales@turolight.com
Website: www.turolight.com

Page 2 of 2
01/22/25