HARDWARE ERROR RELATED TO (ANDROID) TABLET TIME SETTING

An inaccurate time setting on the Android tablet can cause a *Hardware Error Related to Time Settings*.

If the battery of an Android tablet drains completely and the tablet is recharged and rebooted without access to Wi-Fi, it may reset to a factory default time setting that is in the past. It is also possible that the location of the tablet may be reset to the Android factory default as well, resulting in an inaccurate time zone.

Best Practice
After charging a tablet that has been inactive for a long period, initialize ConnectLED over Wi-Fi and run Google Maps prior to heading out in the field. Please see pg. 2 of the ConnectLED Reference Guide Android Tablet v2.1.

If the following steps do not resolve the issue, please send the event log and an explanation to Evluma Support to determine if the unit should be sent to the factory for further examination. Obtain an RMA number from Customer Service prior to emailing an event log.

## How to Confirm Tablet Time and Time Zone are Correct

Every time you connect to an AreaMax using ConnectLED the internal AreaMax clock is updated with the time from the Android tablet.

If you have just recharged your Android tablet after a long period of inactivity, please connect the Android tablet to your local Wi-Fi before connecting to a luminaire.

1. Proceed to the nearest Wi-Fi hotspot or source and confirm Wi-Fi is connected. The tablet's time will update automatically once the tablet is connected to Wi-Fi.

2. Visually confirm that the time is updated. The time can be found in the upper right corner of the Home screen, or in the center of the Lock screen.

3. Confirm that the tablet time zone is set correctly. All Android time and date settings can be found in Settings. Touch the Settings icon to open the Settings screen . View the Date & Time settings under System.

HW Error

If there is a time difference > 30 min and dimming is not set, the AreaMax will return a *Hardware Error Related to Time Setting*. If you are presented with the following hardware error, triggering the *Clock Drift Error* and resetting the dimming levels may fix the error. The following fix may be performed by an owner of an ENTERPRISE license. If you continue to receive this message after attempting to reset the dimming levels please contact Evluma Support and request to return the AreaMax to Evluma.
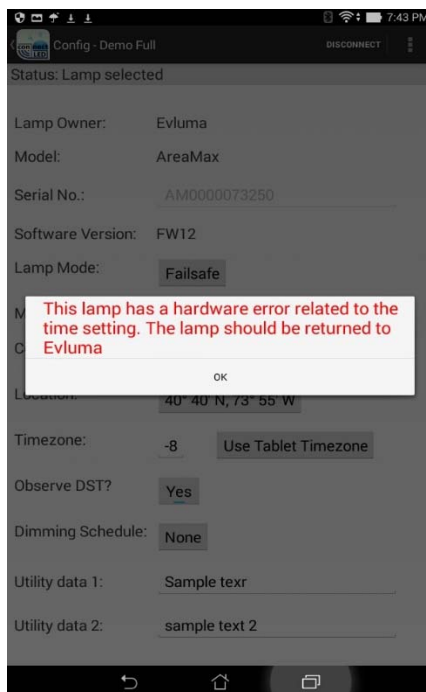
Config screen with HW Error
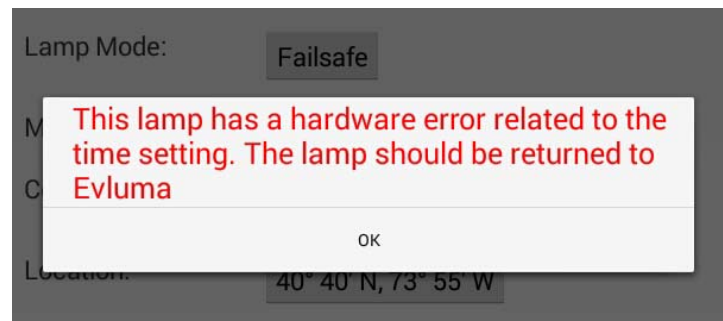
The HW Error

To fix a HW Error related to time setting / incorrect time from Android tablet

1. Connect the Android tablet to Wi-Fi. The time will automatically update.

2. Run Google Maps and confirm that the tablet location and time zone is correct.

3. Touch Cancel to return to the Android Home screen.

4. Start ConnectLED and Find Lamps.

5. Select the AreaMax that has given you the HW Error.

6. Set a dimming schedule. Return to Config screen. Please see pg. 8 of the ConnectLED Reference Guide Android Tablet v2.1.

7. Attempt to Connect/Disconnect the AreaMax. If the HW Error is caused by clock drift you will see a Clock Drift per Service Bulletin SB20160519.1 message. Follow the directions to fix a Clock Drift Error
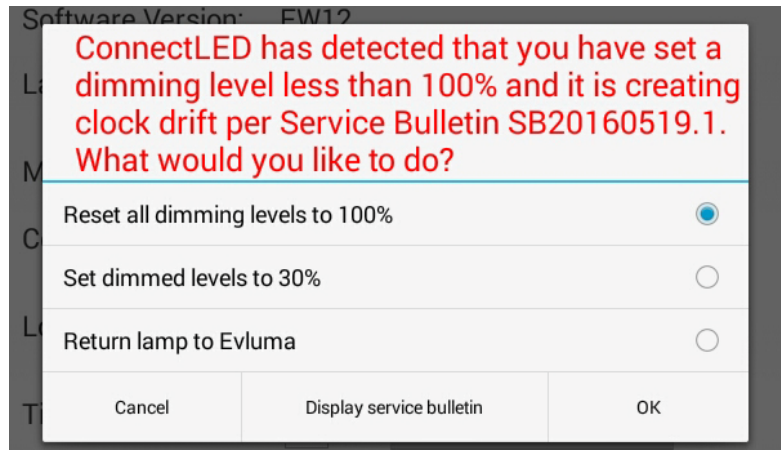
Clock Drift Error

If presented with the following Clock Drift Error, ConnectLED has determined that the AreaMax in question has an error related to SB201605191.1. If the AreaMax clock time difference is > 30 min and dimming is set, the app assumes that the clock drift is caused by dimming schedules. In this case the error is caused by the incorrect time setting the AreaMax has inherited from the tablet. Resetting the Dimming levels to 100% will fix the problem. The following fix can be performed by owners of either an ENTERPRISE or a BASIC license.

To Fix a Lamp Time Error

> Touch Reset Dimming levels to 100%. Dimming levels will be reset and saved and you may resume use of the AreaMax.
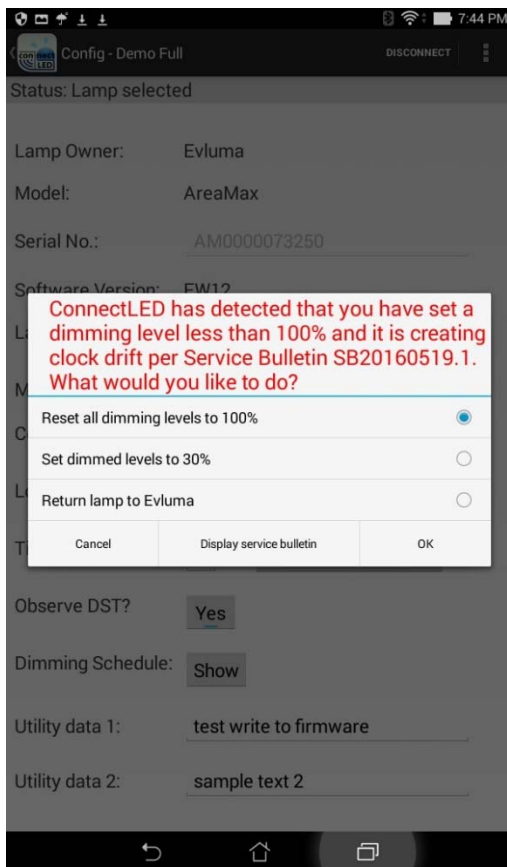
Home screen with Clock Drift Error

The Clock Drift Error per Service Bulletin SB20160519.1

How to Send the Event History to Evluma

ConnectLED is designed to make communication with Evluma Technical Support and Service easy. The event history should not be sent to Evluma unless an RMA number has been assigned specifically to the luminaire.

The AreaMax Event History is stored in a text (.txt) file that may be sent to Evluma for analysis if there are conditions to diagnose. This file is unique to the AreaMax to which you are currently connected. Evluma Support may request this file be sent as part of the diagnosis process.
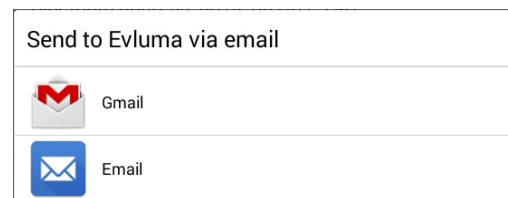
1. Touch the hamburger menu in the upper right corner and select Event History.

2. Touch Send to Evluma once the event history has finished loading.

3. Touch Save.

4. Touch Send to Evluma.

5. Enter your RMA number.

6. Select Gmail to Send to Evluma via email.

7. Enter any notes you'd like to make and Touch Send.

AreaMax Event History
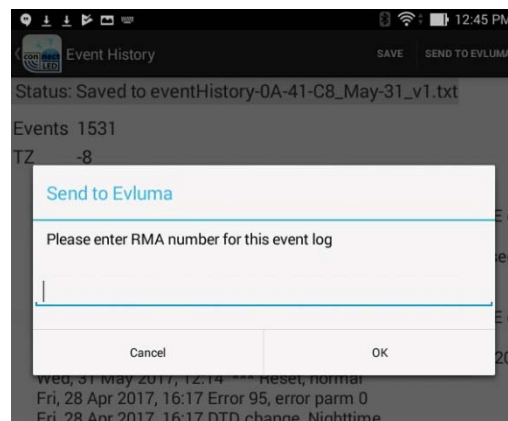
Enter RMA Number

Select Gmail to Send to Evluma