

Service Bulletin SB20170606.1

Hardware Errors in ConnectLED Related to (Android) Tablet Time Setting

- Subject** Error messages in ConnectLED Android Tablet v2.1 caused by inaccurate tablet time setting.
- Scope** Connecting to an AreaMax with ConnectLED Android Tablet v2.1 updates the time and location of the AreaMax with the time and location of the tablet. If the tablet time is off by too great a degree, the AreaMax will immediately determine it cannot correct itself and return either a *Hardware Error Related to Time Setting* (HW Error), a *Clock Drift Error*, or both.
- Analysis** If an Android tablet is not connected to Wi-Fi upon a recharge and restart after a completely drained battery, the tablet will present the factory default for time and location. In most cases the time difference between the factory default and current date and time is one of years. The default factory location could also be in a time zone different from the one the tablet is operating in.
- The inaccurate date and time, and possibly location, is inherited by the AreaMax from the tablet upon making the Bluetooth connection via ConnectLED v2.1. Photocontrol Failsafe and the AreaMax firmware determine that an incongruity has been presented to its internal time table and triggers an error message.

Recommendation:

After charging a tablet that has been inactive for a long period, initialize ConnectLED over Wi-Fi and run Google Maps prior to connecting to a luminaire. Connecting to the internet will automatically update the time setting. Running Google Maps will help you determine that the time zone and location of the tablet is accurate. Please see pg. 2 of the ConnectLED Reference Guide Android Tablet v2.1.

If a *Hardware Error Related to Time Setting* appears, forcing a *Clock Drift Error* and resetting dimming will clear the error.

Please see the SB20170606.1 Appendix A. Android v2.1 for step-by-step instructions.

If the error does not clear after following these steps, the error may have another cause. Please contact Customer Support for an RMA.

Versions of ConnectLED effected

ConnectLED for Android Tablet v2.1