

## Troubleshooting the Room Controller

Issue	Potential Cause	Resolution
<b>Lighting turns OFF continuously after 1 hr</b>	There is no Occupancy Sensor connected to the Room Controller	Put a jumper on the Time Clock input. This removes the 1 hr wallstation timer
	The Time Clock is closed and you are in partial off mode	Do not use the Time Clock Closure Remove jumper from Time Clock Program Scene 5 to be OFF
	Occupancy Sensor	Verify that the occupancy sensor is not overridden (DIP Switch 8 up).
		Verify that the occupancy sensor is properly sensing lack of motion, is not located within 4-6 feet of air vents, and is not installed close to indirect lighting. Make sensitivity adjustments if necessary.
<b>Lighting does not turn OFF when UnOccupied</b>		Place occupancy sensors in test mode to verify lighting turns OFF.
	Quiet Time	If your wallstation buttons have a Quiet Time button, ensure that this is not activated. Motion sensors are ignored during the 60 minute Quiet Time count down.
	Alert Mode	If Alert Mode has been activated, lighting will be on and full bright until the alert is cleared. Disconnect contact into the Alert Mode terminal to verify normal operation resumes. Troubleshoot the connected system to determine the cause of the alert signal.
	DIP #3 & #4 are in OFF position	Use manual pushbuttons to control lighting Set DIP #3,4 ON = Scene 5 Set DIP#3 ON, 4 OFF = All ON 50%
<b>Lighting does not turn ON when Occupied</b>	DIP #3 & #4 are in ON position	Ensure Scene 6 is programmed to turn lighting ON
	Vacancy Mode set on Occupancy Sensor	Ensure the sensor DIP switch is in Automatic Mode
	Connection issue	Verify the sensor is connected to either Port 3 or 4 on the Room Controller
<b>Only Relay 1 turns ON and all dimmers go to 50%</b>	You have an old version of firmware in the Room Controller	Update to the Room Controller firmware to the latest version
<b>Nothing happens when the Time Clock is closed</b>	You have an old version of firmware in the Room Controller	Update to the Room Controller firmware to the latest version
<b>Manual Raise/Lower buttons do not work</b>	A slider is also connected to the Room Controller	Remove the Slider, the Room Controller only supports a Slider or Wallstations with Raise/Lower but not both
<b>Half Lights only turns ON Relay 1 and sets dimmers to 50%</b>	You have an old version of the OS1, OS2, OS3 wallstation	New versions of the OS1, OS2, OS3 wallstations have Scene 1 functionality in the Half Lights button
<b>Lights do not turn ON/OFF from the wallstations</b>	Microprocessor	Verify that the Room Controller status LED is flashing. If it is flashing, press and release the reset button and verify that lighting turns ON for 3 seconds. If there is no response, contact technical support.
	Power Interruption	If the Room Controller status LED is not flashing, check incoming voltage and/or wiring.
	Connection Issue	Verify the wallstations are connected to Port 2 on the Room Controller
<b>Lighting turns On/Off but not the correct zone</b>	Wiring	Verify that Load 1, Load 2, and Load 3 have been wired to the appropriate loads in the space to meet your application.



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<b>Emergency lighting does not turn ON with the correct zone (RC3DE only)</b>	Wiring	The Room Controller controls the emergency lighting along with the normal lighting Load 1 (yellow). Ensure that Load 1 (yellow) is connected to the load that the emergency lighting needs to operate with.
	Slider Station	If a slider station is installed, other raise lower controls will be disabled. Verify that the slider operates as intended.
	0-10V Output	<p>Disconnect 0-10V terminal blocks from the Room Controller. Lighting should go full bright:</p> <ul style="list-style-type: none"> <li>• If lighting does not go full bright, check all wiring and ballasts/drivers for miswires and shorts on the 0-10V wiring until the problem is found.</li> <li>• Verify with a meter that at least 10 VDC is present between the purple and gray disconnected leads.</li> <li>• The Room Controller is a sink device (requires the ballast/driver provide the dimming voltage).</li> <li>• If lighting does go full bright when disconnected from the Room Controller, check for polarity reversal on the 0-10V leads.</li> </ul>
		<p>Reconnect 0-10V wiring to the Room Controller. Press the reset button on the Room Controller to verify that lighting turns ON and goes full bright for 3 seconds:</p> <ul style="list-style-type: none"> <li>• If it does go to full bright before resuming the dimmed level refer to the Demand Response and Daylighting possible causes.</li> <li>• If lighting does not go full bright during the 3 second reset period, check that the maximum trim level potentiometer is not set too low for the space.</li> </ul>
<b>Lights turn ON but remain at a dimmed level (lighting does not respond to dimming raise controls)</b>	Demand Response	Demand Response Mode may have caused light levels to automatically reduce. Check contact from demand response system. Verify that the demand response Energy Options DIP Switches are set for the appropriate lighting level.
	Daylighting	<p>Daylight levels may not be correct for your space. Press the reset button on the controller to verify loads turn ON to Full ON for 3 seconds. If loads go Full ON then resume dimmed level:</p> <ul style="list-style-type: none"> <li>• Look in the Daylight Sensor lens to determine if the Green LED is ON fairly steadily. If it is, the sensor is seeing more daylight than its range will allow. Set a new range using the HHPRG-RC remote and the Advanced Daylight Level Adjustment procedures in the installation instructions.</li> <li>• If the Daylight Sensor's green LED is not on, use the HHPRG-RC remote to adjust daylight levels per the Advanced Daylight Level Adjustment procedures in the installation instructions.</li> <li>• Check the High End trim pot to ensure it is not set all the way counter-clockwise.</li> </ul>
<b>Receptacle Switchpack will not turn ON</b>	Alert Mode	Alert Mode turns OFF all receptacle switchpacks while the alert is active. Disconnect contact into the Alert Mode terminal to verify normal operation resumes. Troubleshoot the connected system to determine the cause of the alert signal.
	Connection Issue	Verify the Receptacle control is connected to Port 5 on the Room Controller
	Power Interruption	Check incoming voltage and/or wiring to the receptacle switchpack.
<b>Receptacle Switchpack will not turn OFF</b>	Occupancy Sensor or Time Clock connections are not present	<p>To turn OFF, the receptacle switchpacks require either a vacancy command from an occupancy sensor, OR a time clock open command. Wallstations do not cause receptacles to turn OFF.</p> <p>Ensure that one of these methods is being used to successfully integrate receptacle switchpacks.</p>