




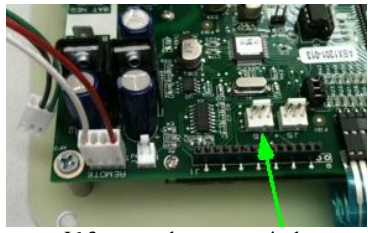
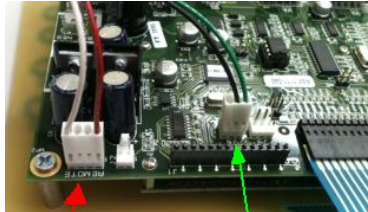


TS – My Remote Control Is Not Working

Objective: To troubleshoot remote control issues for the (EL27) Android Remote Control (Bluetooth)

Action		
<p>The (EL27) Android Remote Control (Bluetooth) is compatible with the following models:</p> <p>Grand IV (EL04) Grand V (EL05) Grand V LE (EL05 LE) Phenom 1 Electric (EC01) Phenom 2 Electric (EC02)</p> <p>There are 2 parts to any Wireless Remote Control System; the transmitter and the receiver. The transmitter for the EL27 Android Remote Control is your Android based smartphone or tablet upon downloading the free App from Google Play. The receiver is a Bluetooth receiver that is installed onto the back of your control panel on the green circuit board.</p>		
<p>The more common statements regarding a remote control not functioning are...</p> <p>“My remote control does not work from the other side of the net” “My remote control does not work at all” “My connection keeps on resetting or timing out” “My App shows the connected sign but does not connect”</p> <p>This indicates one of the following:</p> <p>The remote control switch is off The battery in in your device is low There is interference in the signal The remote control is faulty The remote receiver is not connected to the circuit board You need the most updated App You need the most updated software version</p>		

TS – My Remote Control Is Not Working

<p>Step 1 – Ensure the “Remote” button is depressed on the Control Panel</p> <ol style="list-style-type: none"> 1. Check to make sure the remote button on the control panel is depressed and illuminated <p>If the issue is not resolved then Go to Step 2.</p>	 <p style="text-align: center;">Remote Control Button (EL04-EL05LE, Phenom, Phenom 2)</p>
<p>Step 2 – Check to make sure the Bluetooth receiver is firmly connected onto the back of the control panel on the green circuit board. The receiver is connected to the port labeled “J6”</p> <ol style="list-style-type: none"> 1. Unscrew the four screws to the control panel and pull it out and to the side being careful not to disconnect any additional wires. 2. On the green electronic board (Printed Circuit Board or PCB) find the connection labeled “J6” and ensure the Bluetooth Receiver is firmly connected to the circuit board <p>If the issue is not resolved then Go to Step 3.</p>	 <p style="text-align: center;">Control Panel - Open</p>  <p style="text-align: center;">J6 3-pronged connector jack.</p>  <p style="text-align: center;">Bluetooth Receiver with green and white wire couple plugged into J6 connector jack.</p>



TS – My Remote Control Is Not Working

<p>Step 3- Checking your App and Software version</p> <ol style="list-style-type: none"> 1. Check your software version on your machine to make sure it reads 1.218.34 or greater. If it is not, then you will need to contact Customer Service to obtain an Return Authorization number. Upon turning your machine on, your software version number will pop-up on the screen just below the machine model (shown on top of the screen). 2. If you are still having trouble connecting, then you will want to delete the current Lobster Remote App and re-download the app. NOTE: <i>*There are 2 Apps. The Lobster Remote App, and the Lobster Ultimate Control App. The Ultimate Control App is designed for customers with a Grand V or Grand V LE or Phenom 2 machine.</i> 3. Once the App is downloaded and installed on your device, you will need to turn off your machine, and restart your device (just this one time). 4. Turn on the machine, and press the Remote button (make sure the remote LED on the panel is on). 5. Boot up your device and continue to Step 4 <p>If you do not have software version 1.218.34 or above, then you will need to contact Customer Service to obtain a Return Authorization number. You can contact Customer Service at 1-800-526-4041.</p> <p>If the issue is not resolved then Go to Step 4.</p>		<p style="text-align: center;">Program Software Version</p>
<p>Step 4- Connecting to the Lobster Remote Bluetooth</p> <ol style="list-style-type: none"> 1. Turn your Wi-Fi to the Off position before scanning for blue tooth. 2. Press ‘Scan for Devices’ in the new pop up window. 3. A device, RN42-xxxx, should be found under ‘Other Available Devices’, where xxxx will be a unique ID for your installed Bluetooth module. 		

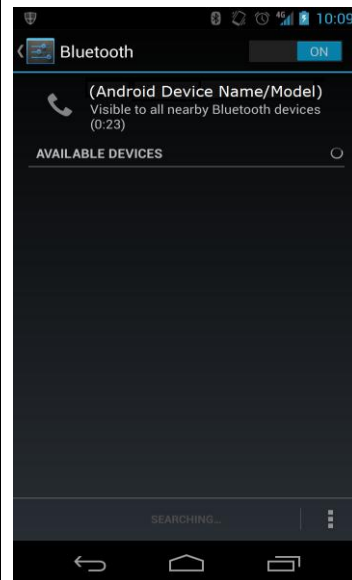


TS – My Remote Control Is Not Working

4. Select device & type in “1234” when asked for password. Once entered in your device will be paired.
(Note: Please scroll down to see picture on right-hand side).
5. Open up the Lobster Remote App and click on the 3 dots or (bars) button near the bottom of your device (this is located close to your ‘Home’ button). Upon clicking this button, there should be a pop-up which shows a target sign and says ‘Connect to Device’. Click this and your App should be good to go.



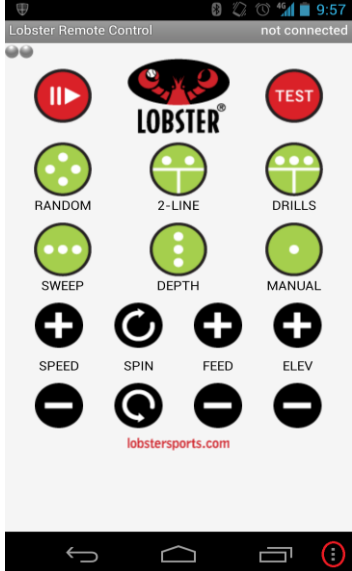
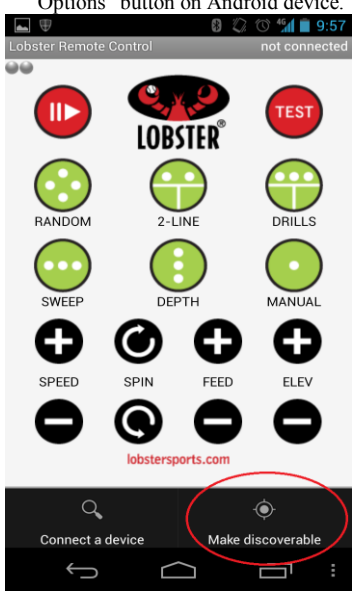
Setting Screen (Android Device).



Scanning for Blue Tooth devices.



TS – My Remote Control Is Not Working

		 <p>“Options” button on Android device.</p>  <p>Pop up menu showing “Make Discoverable”.</p>
	<p>If you are still have connectional issues, you will need to contact Customer Service for further trouble shooting. 1-800-526-4041</p>	