I have lost my device from the PIXIE App. Why?

Home Owner · https://pixiepartners.com.au/support-docs/i-have-lost-my-device-from-the-pixie-app-why/

As there are 2 PIXIE Apps, losing a device is experienced in a different ways depending on the App being used.

However the rectification for either is the same.

SAL PIXIE App - Device Missing

Using the SAL PIXIE App the most common way of 'losing a device' is that it is simply no longer visible from the PIXIE App.

A device will 'go missing' only under 2 circumstances

1. 1. The device is actually offline - that is, it is powered down or a fault has occurred.
2. 2. The device is out of range of the mesh network. (The most common occurrence)

Device Out of Range (of the mesh network)

This is the most common occurrence and typically manifests in the SAL PIXIE App with one or more devices appearing and disappearing.

This behaviour is typically noticed when moving from one part of the home to another, as different devices appear and disappear.

If this is what you are experiencing, this is related to the Mesh network being incomplete or not strong enough throughout your home.

The device is "LOST" as it is no longer in-range of the other PIXIE devices.

This can be solved quite easily by either installing more PIXIE devices or by installing 1 or more PIXIE boosters in between the area that is working correctly and the area that is not working correctly.

There are a number of PIXIE Bluetooth Mesh Booster types - one of them can be installed without any electrical knowledge or know-how, the other will require an electrician.

1. 1. **PIXIE Smart Plug - ESS105BT** - Simply plug this into any power point, turn it on, add it into the App by scanning for new devices. Depending on the number of PIXIE devices in your home, what materials your home is constructed of and where you have placed the PIXIE Smart Plug you may have solved your problem or you may need to add some more. Remember it must be added into the PIXIE Apps to work as a booster.
2. **2. PIXIE Translator - PC100T-R-BTAS** - This device requires a hard Active and **needs to be paired into the PIXIE system following these pairing instructions**. Again best to place this between the 2 sections in your home where you believe you re experiencing a disconnect, to "knit" the 2 sections together with additional Bluetooth mesh signal repeater.

We have a detailed section in the Troubleshooting Guide which focuses on how to perform signal tests in your home with your PIXIE App to determine if and where you PIXIE Mesh has an issue.



⇒ Download Troubleshooting Guide

Device Offline

To check if the device is offline, physically press the button on the device.

If it does not operate as expected and / or there is no LED indicator light on the switch-cap, the device:

- - Has no power - check your lighting circuit breakers
- - The load connected has failed (for example the light under control has failed)
- - PIXIE device has failed.

Call your electrician OR you can try this power cycle process below.

If you are unsure of these next steps DO NOT proceed and call your electrician. Any electrical work in Australia needs to be performed by a licensed electrician. ELECTRICITY IS DANGEROUS AND CAN KILL
In your electrical board, you need to identify and switch off your lighting circuit MCB (breaker) or RCD (Residual Current device) - related to that PIXIE device.
This will normally be inside your home or garage somewhere.

It is NOT (typically) mounted to the outside of your home. That electrical board mounted to the outside of your home is where the main electricity source from the street and electricity metering comes in.

DO NOT OPEN THIS - unless you are an electrician.

When you identify the correct "breaker" turn it off - wait for 30 seconds and turn it back on.

Now head back to your PIXIE device.

Press it once and wait.

Certain PIXIE devices will process about a 10 second sequence where the lights will flash in different colours.

If nothing happens the device may have failed.

If it stops, press the button again and your lights /connected device should now operate.

Once you complete this process, see if the device is now available in your App.

Go to the DEVICES page and see if the device is listed again.

If not, click the 3 little dots in the top right hand corner and choose + ADD.

The SAL PIXIE App will Scan and look for new devices.

If it does not appear it may be faulty or the connected lighting load may have failed.

You'll need to call your electrician.

PIXIE PLUS - Device Missing

Whilst the PIXIE PLUS App displays this issue in a different way the 2 reasons and rectifications are the same.

Device Out of Range

In the PIXIE PLUS App the devices will be "Greyed Out" in the interface and you will be unable to operate the device.

When attempting to operate the device a warning dialogue will appear that ask you if you would like to ARCHIVE or DELETE the item.

You can also choose to do neither.

We have a detailed section in the Troubleshooting Guide which focuses on how to perform signal tests in your home with your PIXIE App to determine if and where you PIXIE Mesh

has an issue.



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Device Offline

This displays exactly the same way as an Out of Range device in the PIXIE PLUS App.

Follow the "Device Offline" steps as per the SAL PIXIE App towards the top of this page.

This may also help in your understanding of how the PIXIE system Operates

> How does the PIXIE system work wirelessly?

Embedded media: https://pixiepartners.com.au/support-docs/how-does-the-pixie-system-work-wirelessly/embed/#?secret=rUObz8ARRs#?secret=BNSlIyMxUZ