



PIXIE Trouble-shooting Guide

July 2022

Simple. Smart. Home.
Make Your Home Smart Simply With PIXIE

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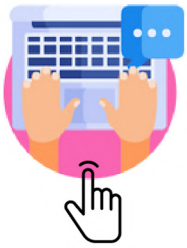




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1.0 The best places to get help with PIXIE



PIXIE Online Help Centre and Knowledge Base.

Hundreds of questions answered from real customer in the field using PIXIE everyday. This is the best place to start your search for help. <https://bit.ly/pixiehelp>



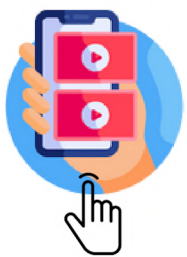
Facebook Technical Support Group.

This online community for electricians using PIXIE daily is an ideal practical resource for other electricians to get the answers they need quickly. <https://www.facebook.com/groups/pixietech>



PIXIE Certified Installers Training Course

If you are an electrician this free Online Training Course is for you. Once completed its the best video resource for everything PIXIE. Register for free now: <https://bit.ly/pixie-certified>



PIXIE Youtube Channel

This channel has a lot of specific how to videos for the PIXIE and PIXIE Plus apps, whether you are a homeowner or electrician. <https://www.youtube.com/c/SALPixie>



Find a PIXIE Certified Installer

PIXIE Certified Installers are qualified electricians in your area who have completed the official PIXIE training and can deliver your PIXIE smart home for an ideal outcome. <https://bit.ly/buypixie>

1.1 What to do before asking for help?

PIXIE is a combination of hardware and software.

Each PIXIE hardware item has software embedded which is controlled from a mobile device and the PIXIE or PIXIE PLUS app.

Once installed correctly, if you are experiencing issues, updating software is your first step - on all components.



STEP 1: Update your PIXIE or PIXIE PLUS App

Make sure your PIXIE App is the most current version. As PIXIE apps operate on both iOS and Android devices you must update it on the correct store.

Click here to choose the right platform for your device:
<https://bit.ly/pixie-apps>



STEP 2: Update your PIXIE device firmware

Each PIXIE devices has a tiny operating system called firmware. This firmware may need an update to fix a bug or add a feature from time to time.

Note: If your system is operating correctly, there is no need to update firmware. If you think a specific device is not operating correctly you can update just that one device.

Watch a How To video: <https://bit.ly/pixiefirmware>



STEP 3: Update your Mobile Device Operating System (OS)

Make sure you are running the most current operating system for your mobile device.

This applies to both Android and iOS devices (phones and tablets)



2.0 PIXIE In-App Help



Your PIXIE App has a built in help section.

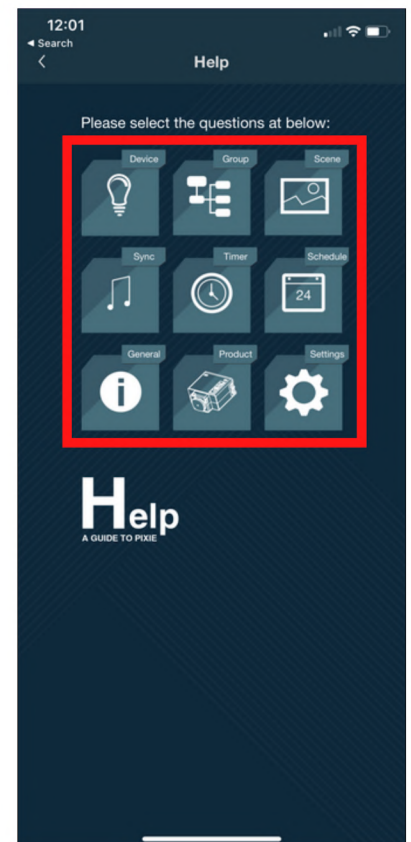
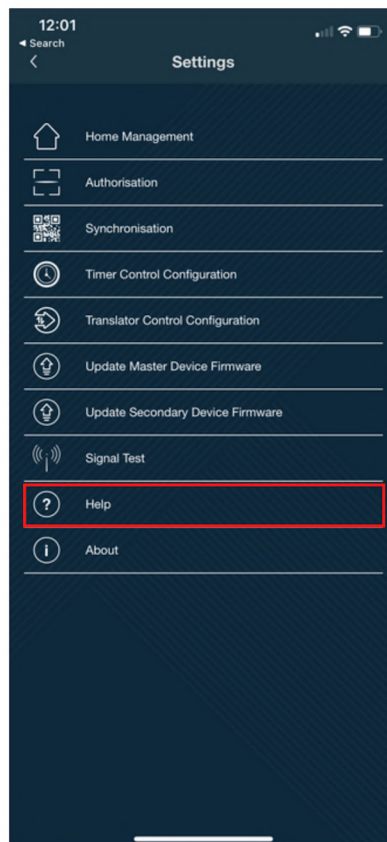
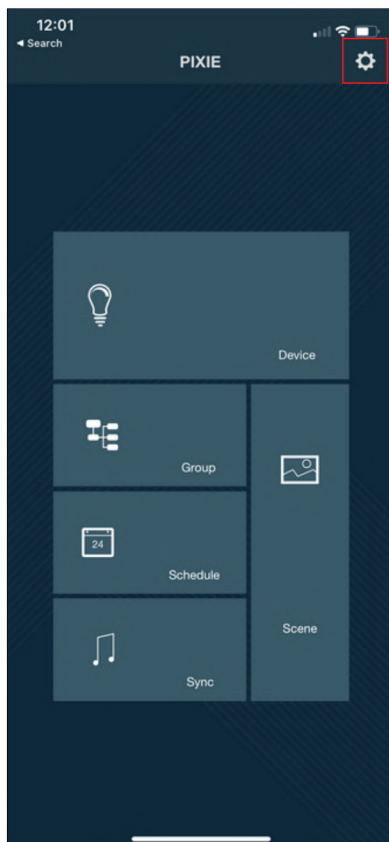
Both the PIXIE and PIXIE PLUS app have been provided with a detailed how to section.

A quick search through this help section may help you on our way quickly.



In the SAL PIXIE App

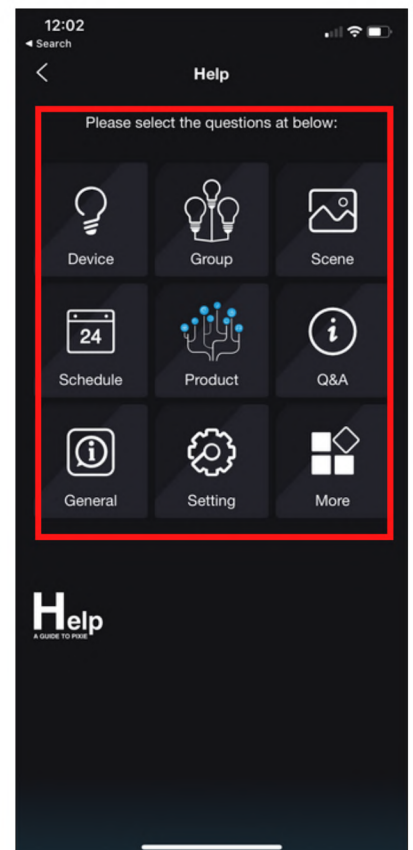
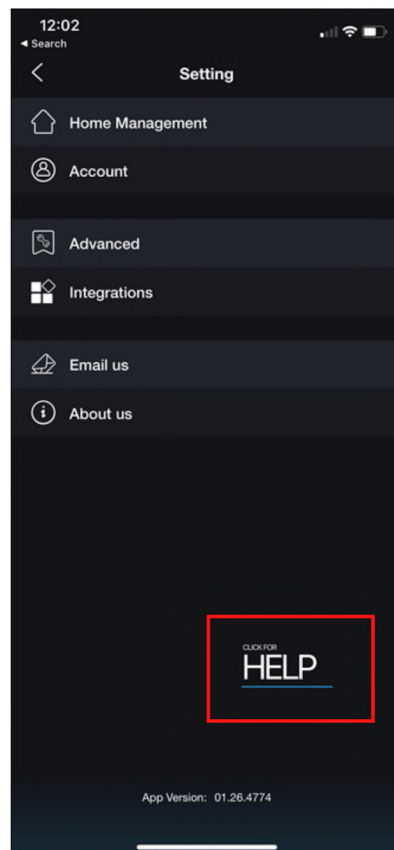
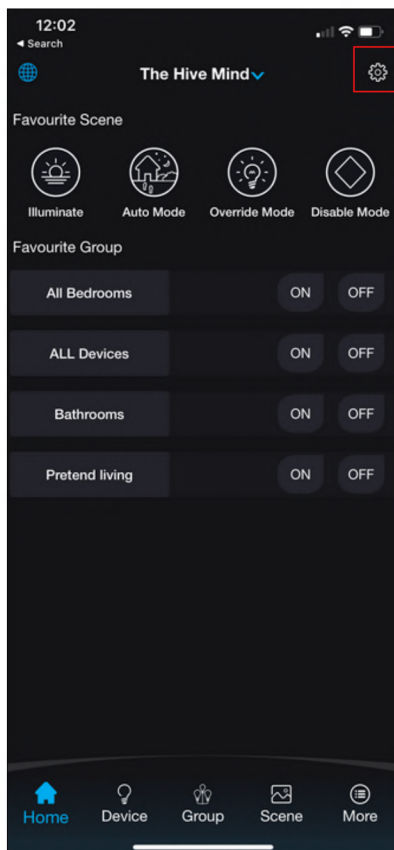
PIXIE -> Setting -> Help



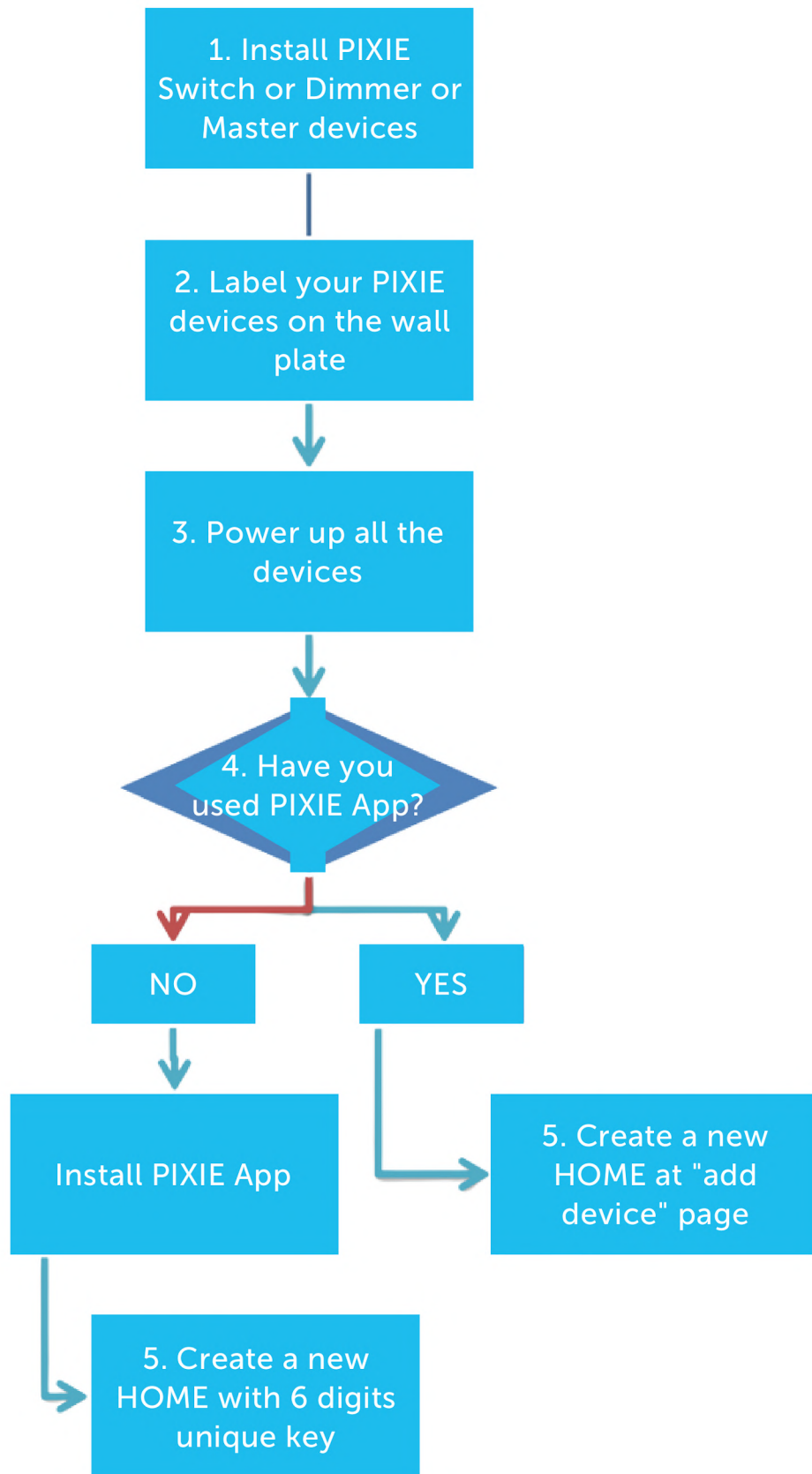
2.0 PIXIE In-App Help



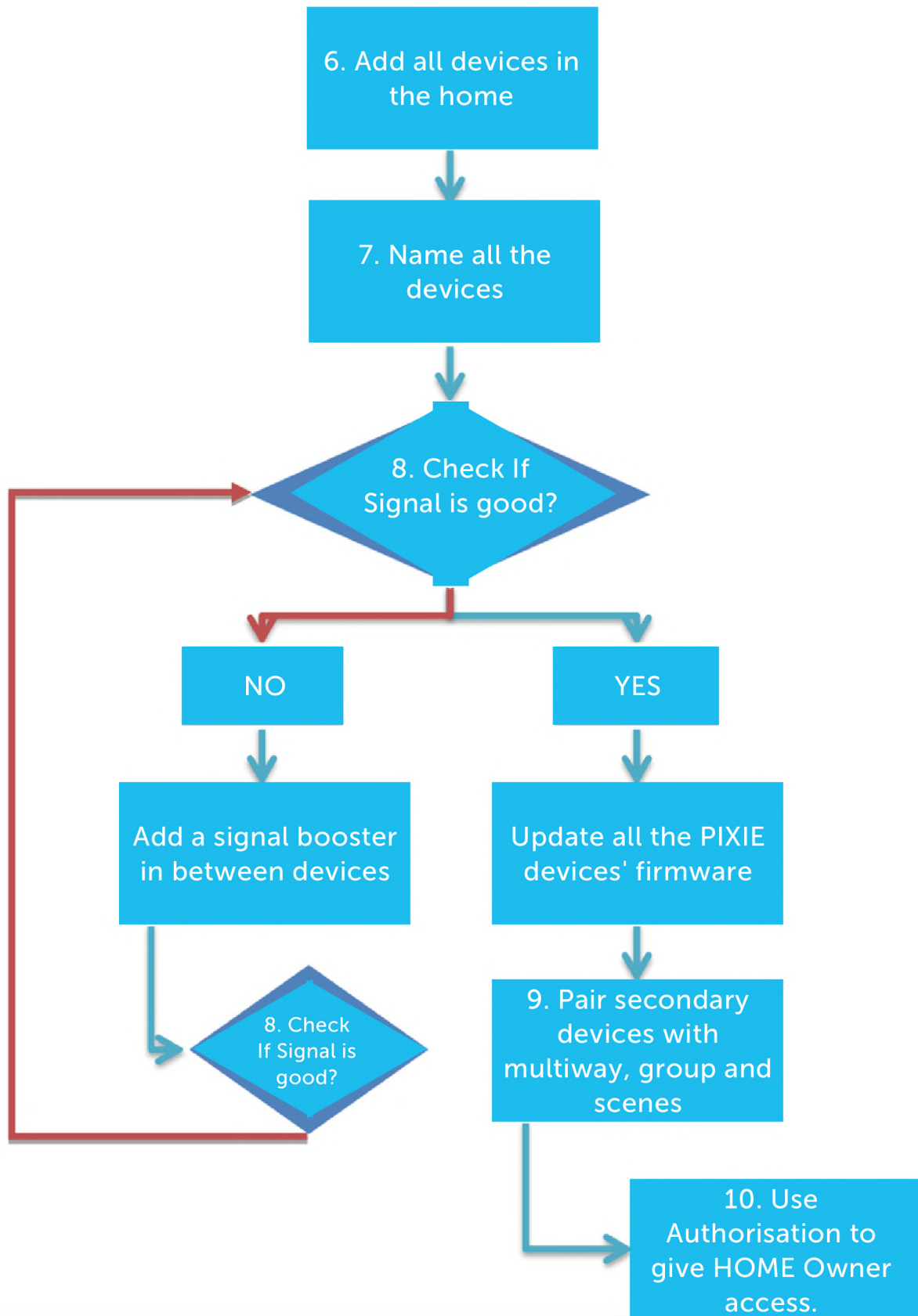
In the PIXIE PLUS App
PIXIE PLUS -> Setting -> Help



3.0 PIXIE Installation & Setup Process



3.1 PIXIE Installation & Setup Process Part 2



3.2 Devices with Bluetooth Mesh Boosters



PIXIE has specialised devices which act as Bluetooth Mesh Boosters. Additionally many PIXIE products come equipped with this boosting capability.

ALL PIXIE devices are Bluetooth mesh, some are designed to have a much stronger signal and these are called Boosters.

Note: For a device to act as a Booster it must be added to the PIXIE system in the home first.

PIXIE DEVICES WITH BLUETOOTH MESH BOOSTERS BUILT-IN		
PIXIE Part Number	Product Description	Booster on board
PC100T/R/BTAS	RECOMMENDED BOOSTER FOR GEN3 PROJECTS PIXIE TRANSLATOR DEVICE - DRY CONTACT INPUT RECEIVER Also used to provide low level interface capabilities TO a PIXIE smarthome FROM 3rd Party Systems like AV, old lighting control systems, alarm panels etc.	✓
SPO23/BTAM	BLUETOOTH SMART TWIN SOCKET OUTLET 10A WITH EXTRA MULTI FUNCTION SWITCH. Each outlet is individually controllable and schedule-able. Child lock capability included.	✓
PC206BS/R/BTAM	BLUETOOTH SMART BLIND AND SIGNAL CONTROLLER. Used for 240volt control and/or Dry Contact output control of motorised blinds, curtains, awnings etc.	✓
PC268DR/R/BTAM	BLUETOOTH SMART DUAL RELAY CONTROLLER - Larger Load Controller. 2 x 6 Amp relays to control larger loads directly. Not capable of volt free/dry contact operation - instead use PC206BS/R/BTAM	✓
LT8915DIM/BT	BLUETOOTH SMART LED STRIP CONTROLLER. For smart control of any SINGLE COLOUR 12v or 24v LED strips from any manufacturer. Must select the correct driver and LED strip to match outputs.	✓
LT8915RGB/BT	BLUETOOTH SMART LED RGB STRIP CONTROLLER. For smart control of any 12v or 24v RGB LED strips from any manufacturer. Must select the correct driver and LED strip to match outputs.	✓
ESS105/BT	BLUETOOTH SMART PLUG - Makes Dumb Things Smart. 6Amp rated smart plug for plugging into any Australian power board or power point (GPO).	✓
SGB/BT	PIXIE SIGNAL BOOSTER Used to extend the range of PIXIE Bluetooth mesh network in a PIXIE Home. Device MUST be added to PIXIE home via the PIXIE or PIXIE PLUS Apps to operate correctly.	✓

3.3 Where to install Bluetooth Mesh Boosters



The recommended PIXIE Bluetooth mesh booster is the PC100T-R-BTAS - a.k.a PIXIE Translator

The best place to install any of these boosters depends on the home's architecture and build, but these are typically some of the best locations.

1

Smoke Detectors

Wherever there is a smoke detector install a PIXIE Booster. You already have a permanent active - which is needed - and these are distributed throughout the home.

2

WAP - Wireless Access Points

If a home needs WAP for their WiFi (2.4Ghz wireless) then chances are PIXIE (2.4Ghz Bluetooth) will need it too.

3

Bottom and Top of Stairs

Multi-story homes need their floor's BT mesh 'knitted' together. Installing a booster on or very near to all of the stair landings achieves this outcome in the majority of homes.

4

Bathrooms and Ensuites

Bathrooms are challenging radio environments with thicker walls, insulation and reflective surfaces. One tip is to install a PIXIE ESS105BT into a plug base with a permanent active in the bathroom ceiling. Plug your bathroom extractor fan into this, and then use an STC/BT (timer) on the wall plate to activate the fan with a run-on timer AND provide signal boost in this part of the home too.

4.0 PIXIE App Signal Testing Procedure

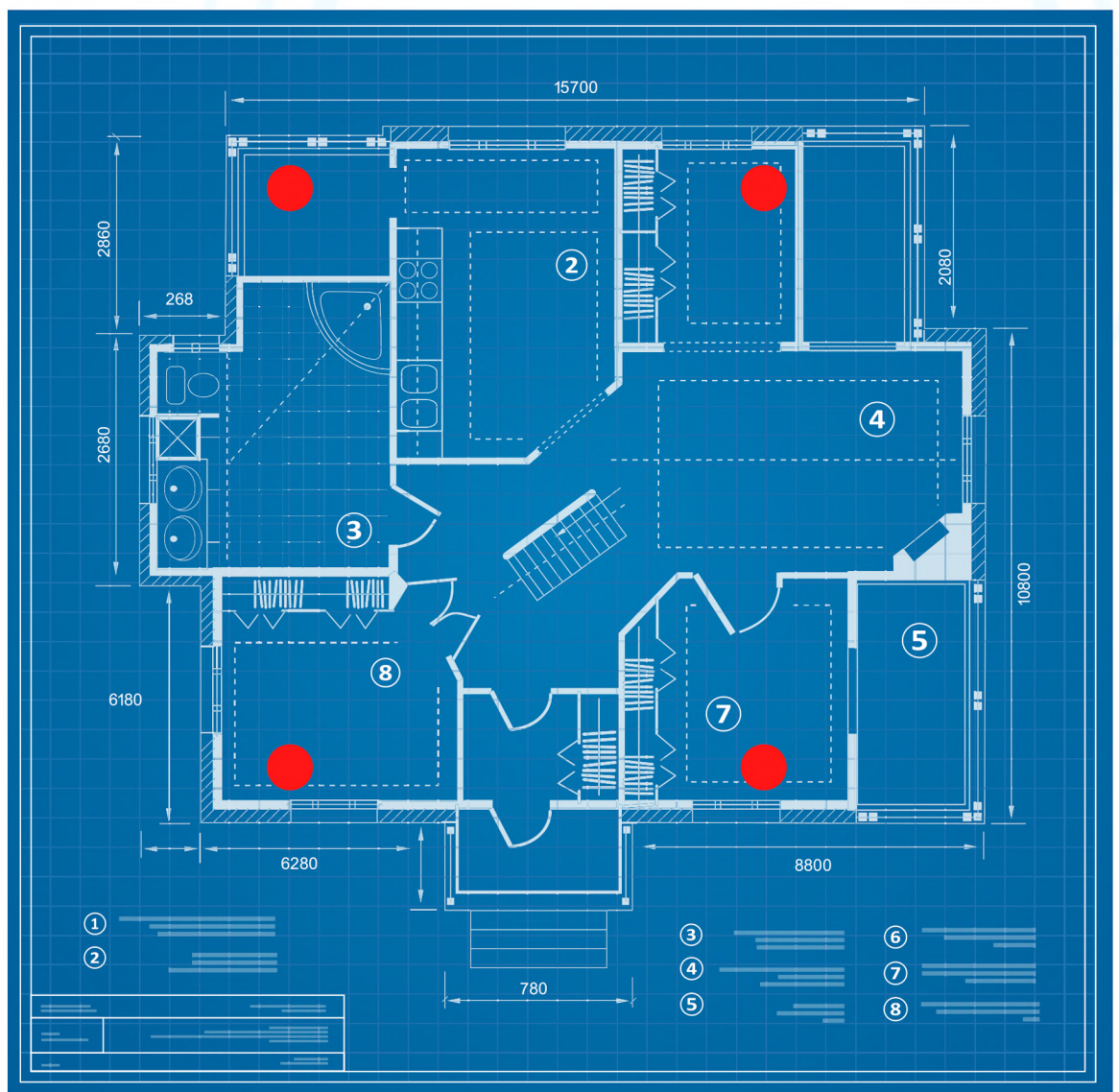
Check signal strength

Once all PIXIE devices are added into the SAL PIXIE app, perform a system signal check.



Stand in each of the 4 corners of the home where the red circles are in the example below and run the signal test.

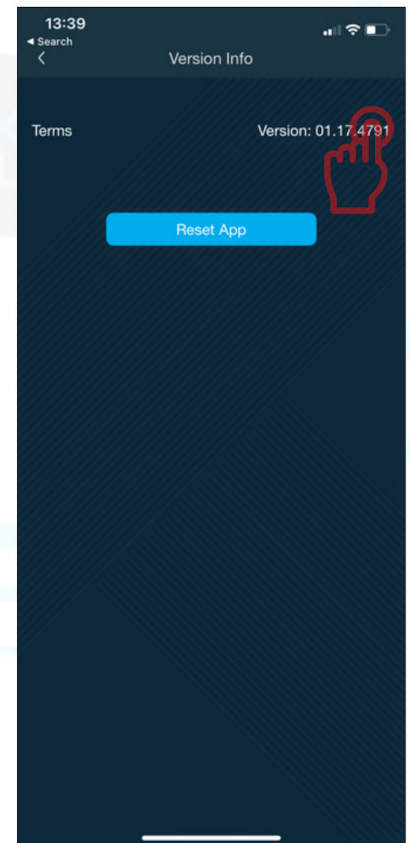
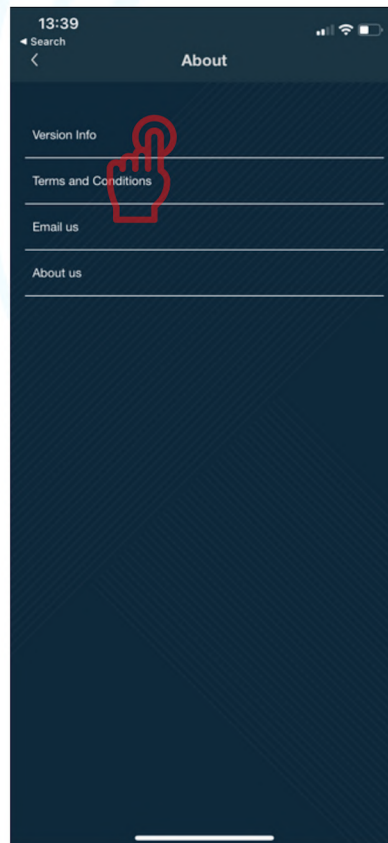
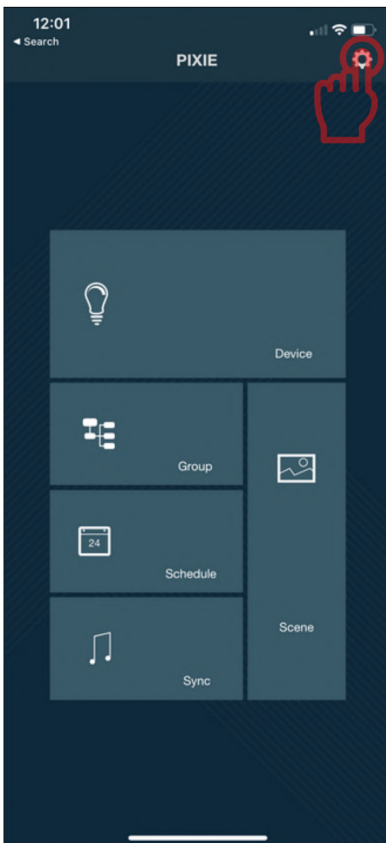
Follow instructions on following page to activate and run signal test.



4.0 PIXIE App Signal Testing Procedure



To start signal test, please go to setting, then tap "About". Tap "Version info", then tap on Version number 5 times.

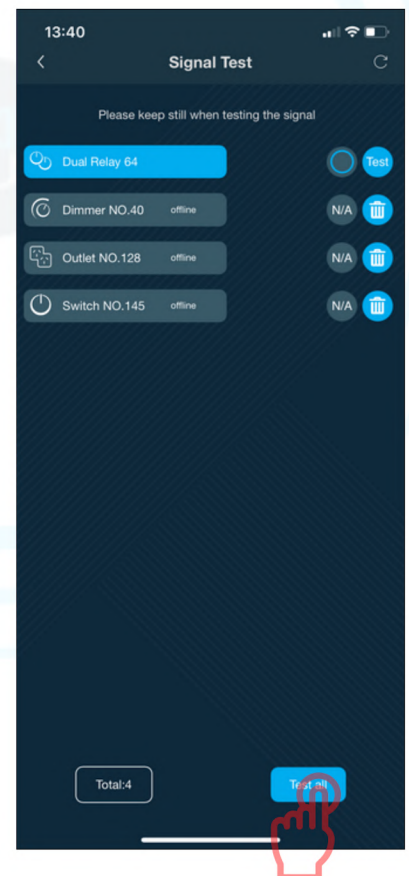
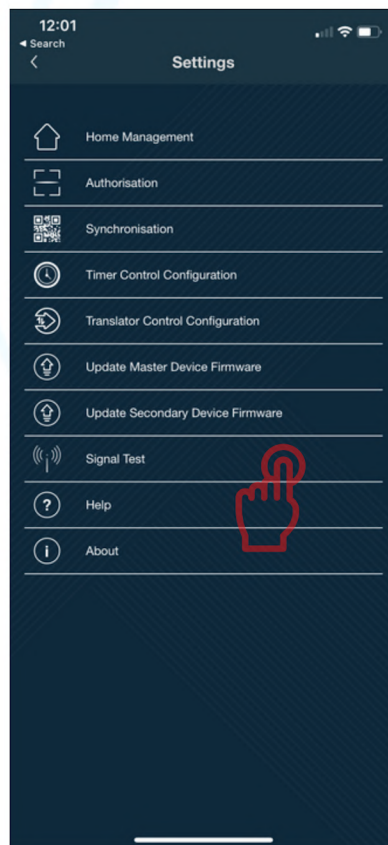
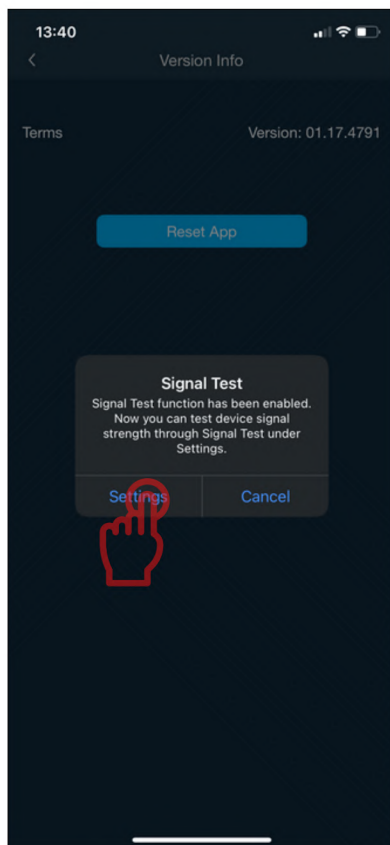


4.0 PIXIE App Signal Testing Procedure



Then click the settings items in the pop-up to head back to the settings page where a new menu item called SIGNAL TEST has now appeared.

Select this options and click in the Test All button at the bottom of the page.



Repeat this process at each of the 4 corners of the home

4.0 PIXIE Signal Testing Procedure

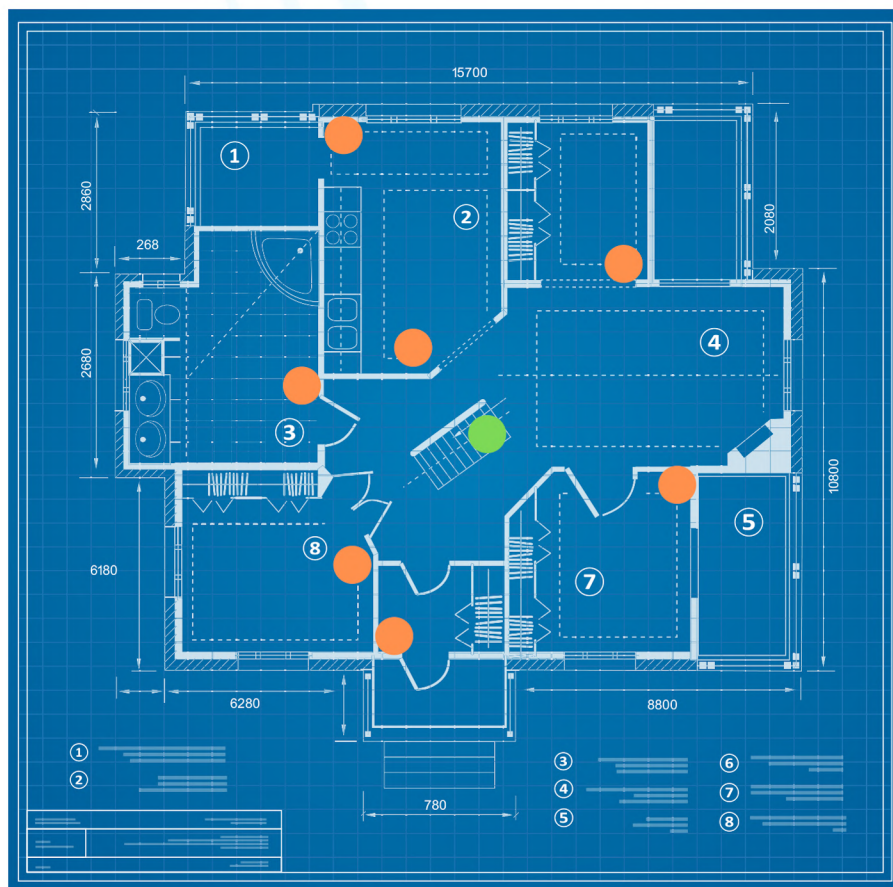


- If a device's signal shows 3 signal bars this means the signal is full strength
- 2 bars means medium
- 1 bar means weak.

Check if any device is missing especially on the furthest corner of the house from your current location.

If signal is weak or any device is not shown, please add more signal boosters in between the devices to form a complete mesh, and run the tests again.

Imagine there is a broken link in the mesh. Then you must add a signal booster to fill the void if you are missing items during signal testing.



- PIXIE BT Mesh Booster
- PIXIE device

5.0 Multiple homes in PIXIE or PIXIE PLUS App



Due to the limit-range of between 32-42 PIXIE Master devices in a single home with Gen1 and/or Gen2 devices, sometimes it may be necessary to create more than a single home in the App.

For example the 1st floor and the 2nd floor of a home; The main building and the cabana or granny flat.

In this way home owners are able to split these 2 physical parts of the home into 2 or more 'Virtual homes' in the PIXIE Apps.

This ensures when users are operating the Apps they have an optimal experience as the devices they are controlling are physically closer to the user and the other devices on that floor / wing/ building.

For example, when a resident is physically located on the 1st floor they simply swap to 1st floor 'Home' in the app for problem free operation.

This in-app-home-swap feature means there is no need to remember passwords or pin numbers to swap between areas in the home to maintain an ideal user experience.

In the PIXIE and PIXIE Plus Apps simply head to the 'Home Management' section from the cog, to explore this feature and press the 3 little dots in the top right hand corner.

** Remember this limit only applies to Master devices and any PIXIE Secondary devices do not add to this device limitation.

^ If ALL or majority of devices in the home are Gen3 the limit of PIXIE Master Devices is 128

6.0 How to Authorise New Users - PIXIE App



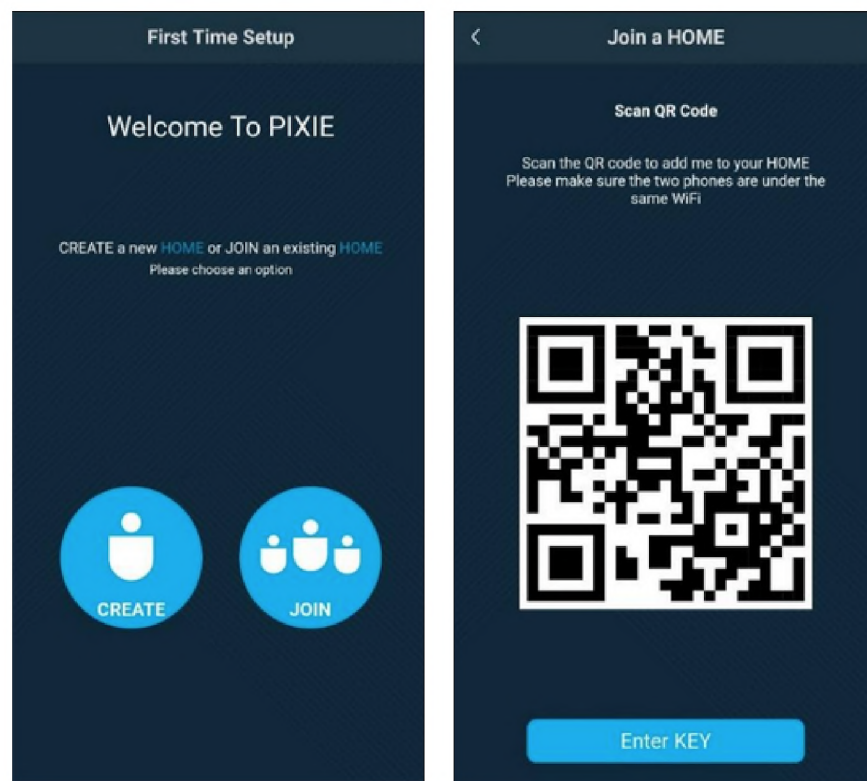
With both the PIXIE and PIXIE Plus App its possible to have multiple users operating the App simultaneously.

The PIXIE PLUS App has the additional benefit of fine tuning exactly what each authorised user can control.

In the PIXIE App, once a user is provided access they will have full access to all features, function and devices of the App.

Please make sure both of you are using the same Wi-Fi network.

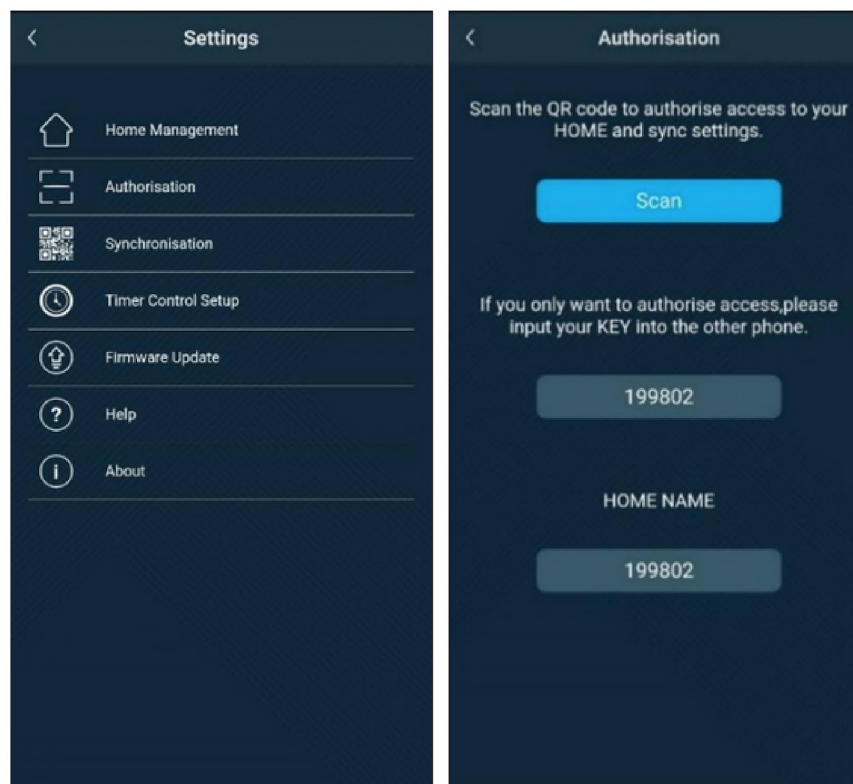
To authorise new users, on homeowner/user's phone, navigate to First navigate to PIXIE -> Setting(cog) -> Synchornisastion, then a QR code is generated



6.1 How to Authorise New Users - PIXIE App



On installer's phone tap on settings, then tap on "Authorisation", tap scan to scan the QR code that generated from the homeowner/new user's phone.



6.2 PIXIE PLUS How to transfer home ownership to homeowner



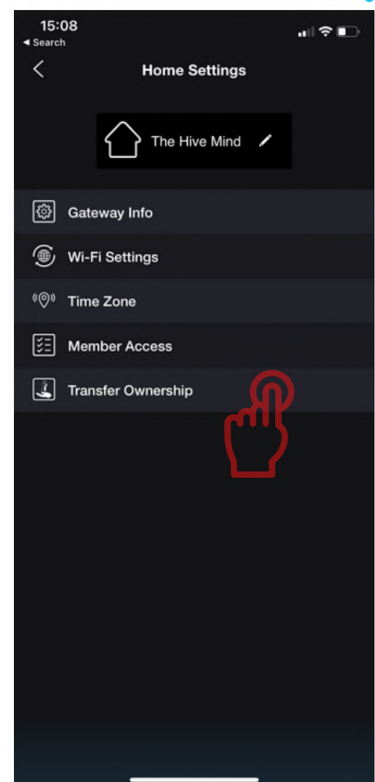
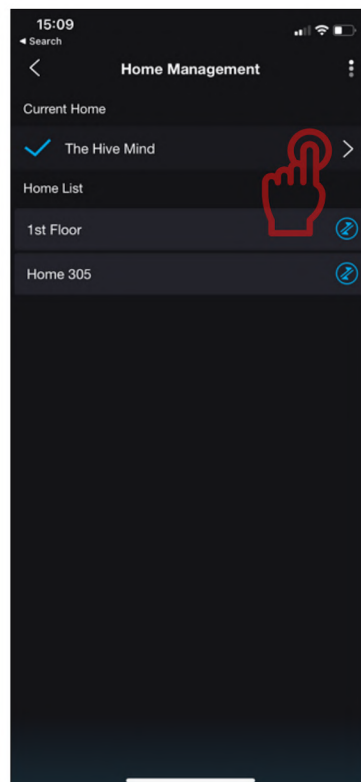
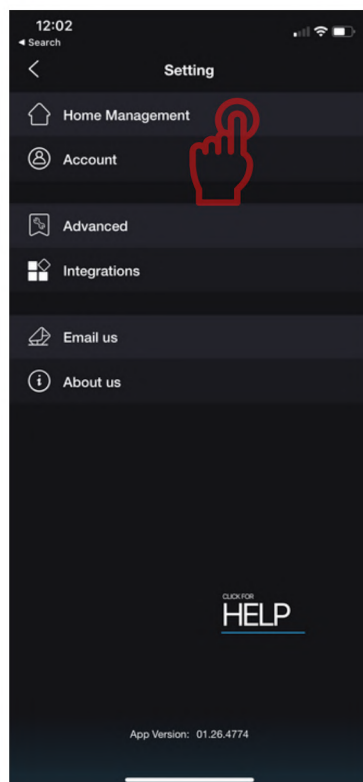
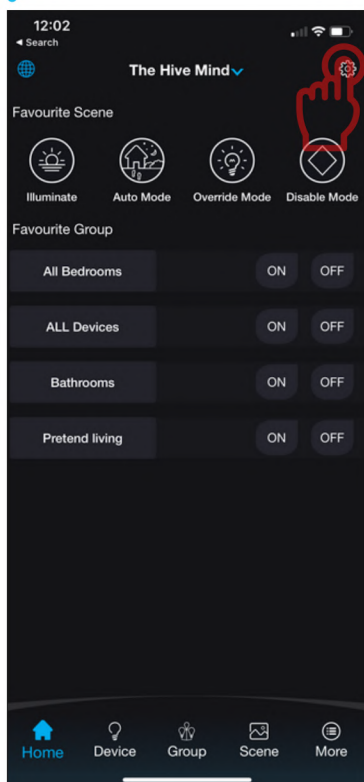
As the installer, transferring home ownership means you can setup your customers home and then hand-over the project once completed.

This is a simple process and means you do not have to use your customers phone during the setup phase and can simply transfer the PIXIE home to be owned by the home owner once the project is complete both commercial and financially.

On Installer's phone, tap on Setting on top right corner.

Tap on Home Management, then Tap on arrow. Then Tap on Transfer Ownership.

Installers Phone



6.2 PIXIE PLUS How to transfer home ownership to homeowner



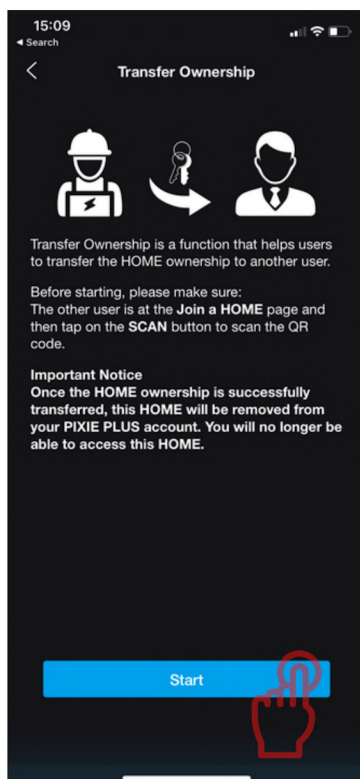
Please read the instruction on this page, then tap on Start - a QR code is generated for the Homeowner to scan.

On Homeowner's phone, tap on settings. Tap on Home Management.

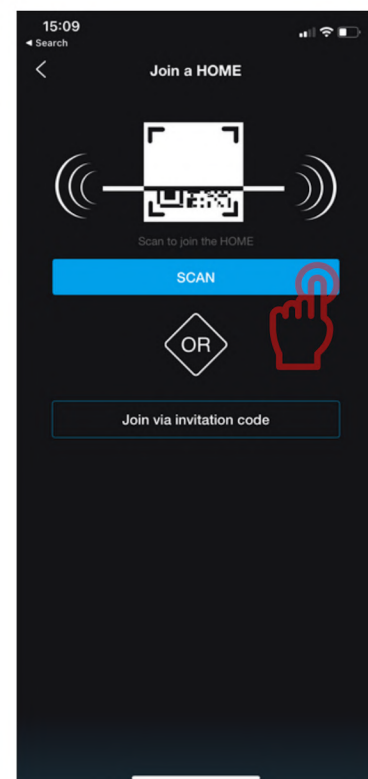
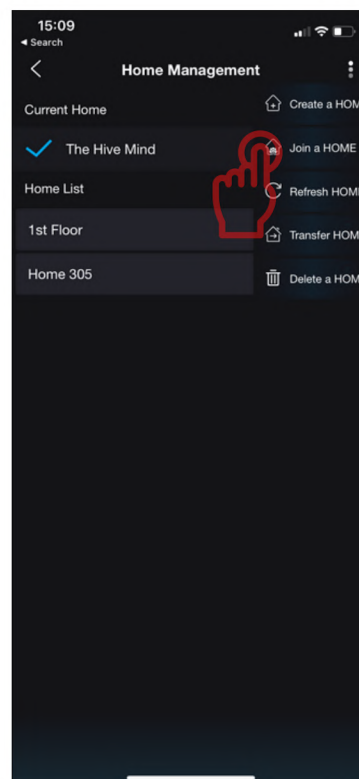
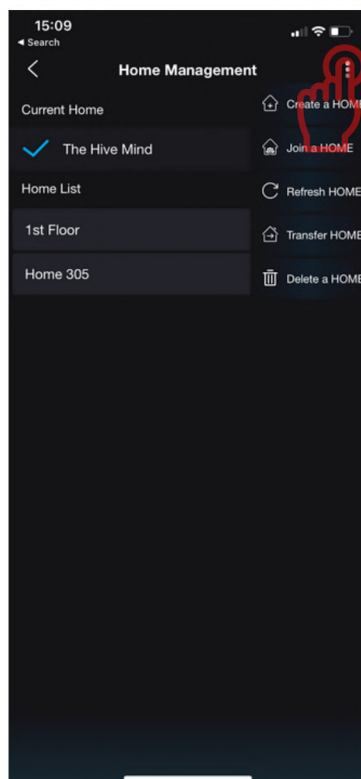
Tap on top right corner ":", then tap on join a Home.

Tap on Scan to scan the QR code that is generated on the (installer's phone).

Installers Phone



Homeowners Phone



7.0 Other Support Resources and Links



PIXIE FREE Smart Home Design Service.

Send us your reflected ceiling plans and we'll send you back your home, PIXIEFIED, with every wall plate, location and operation detailed.

It is preferred that your plans have lighting circuits marked.

<https://bit.ly/pixie-free>



PIXIE Datasheet Downloads.

Download all the technical datasheets and installation manuals for PIXIE products.

- Data sheets are for end users, architects and builders for specification purposes
- Installation instructions are for electricians and systems integrators

<https://bit.ly/pixds>

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