




## TS – My Remote Control Is Not Working

*Objective:* To troubleshoot remote control issues for the (EL22) iPhone Remote Control (Wi-Fi)

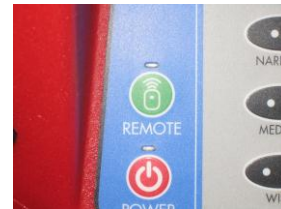
Action	
<p>The (EL22) Wi-Fi Remote Control is compatible with the following models:</p> <ul style="list-style-type: none"> <li>Grand IV (EL04)</li> <li>Grand V (EL05)</li> <li>Grand V LE (EL05 LE)</li> <li>Phenom 1 Electric (EC01)</li> <li>Phenom 2 Electric (EC02)</li> </ul> <p>There are 2 parts to any Wireless Remote Control System; the transmitter and the receiver. The transmitter for the EL22 iPhone Remote Control is your iPhone, iPod touch, or iPad upon downloading the free App from the App Store. The receiver is a Wi-Fi receiver that is installed onto the back of your control panel and the green circuit board.</p>	 <p>Turn your iPhone® or iPod touch® into a remote control!</p> <p>Available on the App Store</p> <p><small>iPhone and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.</small></p>
<p>The more common statements regarding a remote control not functioning are...</p> <ul style="list-style-type: none"> <li><b>“My remote control does not work from the other side of the net”</b></li> <li><b>“My remote control does not work at all”</b></li> <li><b>“My connection keeps on resetting or timing out”</b></li> <li><b>“My App shows the connected sign but does not connect”</b></li> </ul> <p>This indicates one of the following:</p> <ul style="list-style-type: none"> <li><b>The remote control switch is off</b></li> <li><b>The battery in your iPhone/iTouch is low</b></li> <li><b>There is interference in the signal</b></li> <li><b>The remote control receiver is faulty</b></li> <li><b>Your remote control receiver is not connected to the back on the circuit board</b></li> <li><b>You need the most updated App</b></li> <li><b>You need the most updated Software version</b></li> </ul>	



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### Step 1 – Ensure the “Remote” button is depressed on the Control Panel

1. Check to make sure the remote button on the control panel is depressed and illuminated.



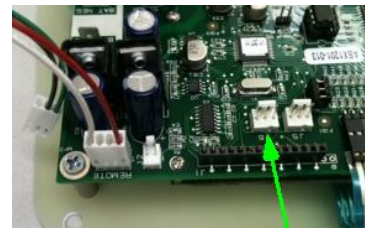
Remote Control Button  
(EL04-EL05LE, Phenom, Phenom 2)

### Step 2 – Check to make sure the Wi-Fi receiver is firmly connected onto the back of your control panel on the green circuit board. The receiver is connected to port labeled “J6”

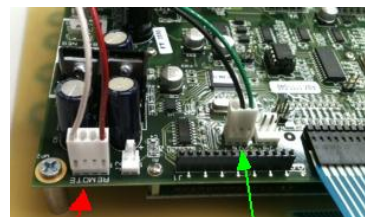
1. Unscrew the four screws to the control panel and pull it out and to the side being careful not to disconnect any additional wires.
2. On the green electronic board (Printed circuit Board or PCB) find the connection labeled “J6” and ensure the Wi-Fi Receiver is firmly connected to the circuit board.



Control Panel - Open



J6 3-pronged connector jack.



Wi-Fi Receiver with green and white wire couple plugged into J6 connector jack.

### Step 3- Checking your App and Software version

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



Program Software Version



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<p>top of the screen).</p> <ol style="list-style-type: none"> <li>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></li> <li>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).</li> <li>4. Turn on the machine, and press the Remote button (make sure the remote LED on the panel is on).</li> <li>5. Boot up your device and continue to Step 4</li> </ol> <p><b>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.</b></p>	
<p style="text-align: center;"><b>Step 4- Connecting to the Lobster Remote Wi-Fi</b></p> <p>Go to settings and click on "Wi-Fi" connections. Your device will detect the network called "Wifly-GSX-xx". Select this network. Note: xx is a number unique to your machine. For this network, press the &gt; to adjust its settings:</p> <ol style="list-style-type: none"> <li>a) Make sure your device is set up to detect "Wifly-GSX-xx" automatically by setting your 'Auto-Join' button to ON.</li> <li>b) Change your IP address button from 'DHCP' to 'Static'</li> <li>c) Manually enter an IP Address of: <b>169.254.5.5</b></li> <li>d) Manually enter a Subnet Mask of: <b>255.255.0.0</b></li> </ol> <p>Click on your Lobster Remote icon on your iPhone/iTouch device. Please allow anywhere from 30 seconds to 1 full minute for your machine and phone to properly acknowledge each other! Your Lobster app will tell you when you are ready to go.</p> <p><b>If you are still have connectional issues, you will need to contact Customer Service for further trouble shooting. 1-800-526-4041</b></p>	<p>The screenshot shows the iPhone Wi-Fi settings for a network named "Wi Fly- GS- xx". The "Join Network" button is visible. Below it, the "IP ADDRESS" section has three radio button options: "DHCP", "BootP", and "Static". The "Static" option is selected and circled in red. Below the radio buttons, the "IP Address" and "Subnet Mask" input fields are also circled in red. Other settings like "Router", "DNS", "Search Domains", "Client ID", and "HTTP PROXY" are visible but not highlighted.</p>