








TS – My Remote Control Is Not Working

Objective: To troubleshoot remote control issues for EL20 & EL21



Action	
<p>Lobster Sports offers 4 Wireless Remote Control systems. They are the (EL21) 20-function Wireless Remote Control The (EL22) Wi-Fi Remote (for Grand series machines only). The (EL27) Blue Tooth Remote (For Grand series machines only). and the (EL20) 2-function Wireless Remote Control.</p> <p>The (EL21) 20-function Wireless Remote Control is compatible with the following models: Elite Grand IV (EL04) Elite Grand V (EL05) Elite Grand V LE (EL05 LE) Phenom 1 Electric Machines Phenom 2 Electric Machines</p> <p>The (EL22) Wi-Fi Remote Control is compatible with the following models: Elite Grand IV (EL04) Elite Grand V (EL05) Elite Grand V LE (EL05 LE) Phenom 1 Electric Machines Phenom 2 Electric Machines</p> <p>The (EL27) Blue Tooth Remote Control is compatible with the following models: Elite Grand IV (EL04) Elite Grand V (EL05) Elite Grand V LE (EL05 LE) Phenom 1 Electric Machines Phenom 2 Electric Machines</p> <p>The (EL20) 2-function Wireless Remote Control is compatible with the following models: Elite Liberty Elite Model 1 Elite Model 2 Elite Model 3</p> <p>There are 2 parts to any Wireless Remote Control System; the transmitter and the receiver. The transmitter for the EL20 2-function Wireless Remote Control is also called a key fob as it is designed to attach to a key chain. The transmitter for the</p>	<div style="text-align: center;">  <p>EL20 Transmitter (Key Fob)</p>  <p>EL21 Transmitter (Controller)</p>  <p>Remote Control Receiver</p> </div>

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<p>EL21 20-function Wireless Remote Control is also called a controller. *Please keep in mind that if you are using the EL22 Wi-Fi (For iPhone, iTouch, and iPad), or the EL27 Blue tooth (for most Android based phones) then your device is your remote controller.</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”</p> <p>“My remote control does not work at all”</p> <p>“My connection keeps on resetting or timing out” (for EL22, EL27)</p> <p>“My App shows the connected sign but does not connect” (For EL22, EL27)</p> <p>This indicates one of the following:</p> <p>The remote control switch is off</p> <p>The battery in the transmitter is weak</p> <p>There is interference in the signal</p> <p>The remote control is faulty</p> <p>The remote receiver antennae is stuck inside the receiver</p> <p>Your remote is not connected</p> <p>You need the most updated App</p> <p>You need the most updated Software version</p> <p><i>*(If you are using the Grand Wi-Fi or Blue Tooth, Remotes then please start on step 4).*</i></p> <p>Note: When troubleshooting for either Wireless Remote Control Systems (EL20/EL21) the process is the same. Go to Step 1.</p> <p>Step 1 – Replace Battery In Transmitter</p> <ol style="list-style-type: none"> a. Check the key fob or controller (transmitter), if the LED indicator light is weak or not illuminating it indicates the battery is low on power and the battery needs to be replaced. b. To replace the battery in the transmitter unscrew the screws on the back, note the orientation of the battery before removing the old one and then replace the battery. 	<div style="text-align: center;">  <p>Back of EL20 Transmitter (Key Fob)</p> </div> <div style="text-align: center; margin-top: 20px;">  <p>Back of EL21 Transmitter (Controller)</p> </div>



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<p>c. Press the sweep button to ensure the led comes on before you screw the controller back up.</p> <p>If the LED light on the transmitter does not illuminate after a replacement battery has been installed then the transmitter is faulty and a replacement is needed. If the transmitter is broken inside or is “rattling” then a replacement is needed.</p> <p>E578 Transmitter (Key Fob) E583.1 Transmitter (Controller)</p> <p>If the issue is not resolved then Go to Step 2.</p>	
<p>Step 2 – Checking Interference and Reception</p> <p>1. Remove the control panel and look at the wires leading to the Remote Receiver. There should be a single thin black wire with no clip or attachment at the end, this is the antenna.</p> <p>The antenna should be “hanging” down loosely in the machine to maximize reception from the transmitter.</p> <p>If the issue is not resolved then Go to Step 3.</p>	 <p>Control Panel - Open</p>  <p>Remote Receiver Installed</p>



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Step 3 – Check For Faulty Remote Control

1. Check to make sure the remote switch on the control panel is in the “on” position.
2. There is a 20 second delay before the feed wheel begins to rotate when the machine starts up the remote is also not usable during this time.
3. Hold down button on transmitter for 1 second to register.
4. Unscrew the four screws to the control panel and pull it out and to the side being careful not to disconnect any additional wires.
5. On the green electronic board (PCB) find the connection labeled “Remote” (EL04-EL05LE models) or “J22” (EL01- EL03 models) and ensure the connection from the receiver is firmly connected.



Remote Control Switch
(EL01-EL03)



Remote Control Button
(EL04-EL05LE)



Control Panel - Open



Remote Receiver connection to
Control Panel

If the troubleshooting does not correct the issue then the remote control is faulty and a replacement is needed.

**EL20 2-Function Wireless Remote Control
E578 Key Fob**

**EL21 20-Function Wireless Remote Control
E583.1 Controller**



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Step 4- 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 a 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: **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.*
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 5 (for Wi-fi) or Step 6 (For Blue Tooth).

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.



Program Software Version



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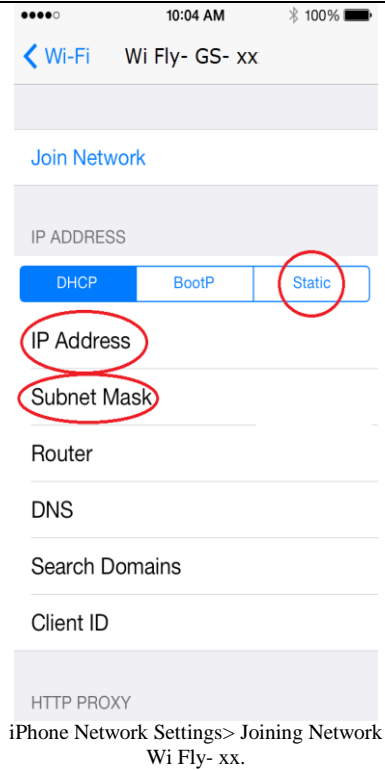
Step 5- Connecting to the Lobster Remote Wi-Fi

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 > to adjust its settings:

- Make sure your device is set up to detect “**Wifly-GSX-xx**” automatically by setting your ‘Auto-Join’ button to ON.
- Change your IP address button from ‘DHCP’ to ‘Static’
- Manually enter an IP Address of: **169.254.5.5**
- Manually enter a Subnet Mask of: **255.255.0.0**

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.

If you are still have connectional issues, you will need to contact Customer Service for further trouble shooting. 1-800-526-4041



Step 6- Connecting to the Lobster Remote Blue Tooth

- Turn your Wi-Fi to the Off position before scanning for blue tooth.
- Press ‘Scan for Devices’ in the new pop up window.
- A device, RN42-xxxx, should be found under ‘Other Available Devices’, where xxxx will be a unique ID for your installed Bluetooth module.
- 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).
- 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.

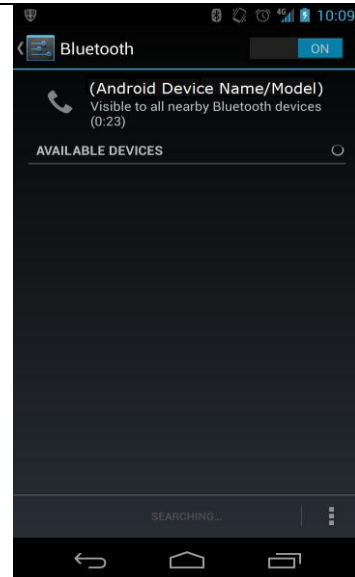


Setting Screen (Android Device).

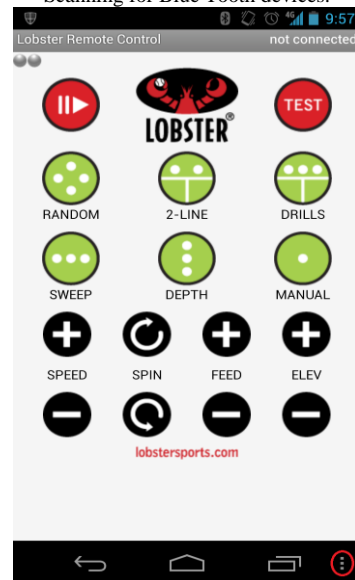


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(Note: Please scroll down to see picture on right-hand side).



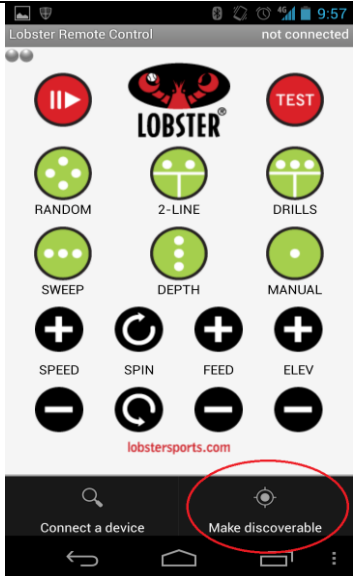
Scanning for Blue Tooth devices.



“Options” button on Android device.



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