

## **Radio Controlled Sockets (Product Code: ENER002/MIHO002) and hand controller (Product Code: ENER002-C/MIHO003)**

Questions & answers

**Q. On first use the adapter did not automatically go into pairing mode. What do I do?**

Answer: If the adapter has not automatically gone into pairing mode when you first install it please factory reset the unit – see below on page 2 for instructions.

**Q. How is the best range achieved?**

Answer: The ENER002-C hand controller transmits control messages in a “donut” pattern out of the reverse, front and sides of the controller, not directly out of the front as would be the case for television IT controllers. To obtain the greatest range hold the hand controller perpendicular to the ENER002 adapters you wish to control (usually holding it vertically, pointing towards your ceiling obtains the best range).

**Q: How is the ENER002 radio socket powered? Does it have a battery?**

Answer: The socket uses power directly from the mains and so requires no battery.

**Q. My hand controller does not seem to be working, the little red lamp/LED on the hand controller does not light up when I press a button. Is the battery dead?**

Answer: Check whether the battery is making a good contact with the PCB by removing the battery compartment cover and gently pressing down on the top side of the battery housing. If this does not work try to slightly rotate the battery by pushing from the side the part of the battery which is exposed (free of the metal battery holder).

**Q: How do I replace the battery?**

Answer: Slide open the battery compartment cover on the back of the hand controller. Remove the battery and replace the battery with a CR2032 3V battery. Ensure correct polarity for the battery, (+ sign facing towards the battery compartment cover).

**Q: What appliances can I use with the ENER002?**

Answer: The ENER002 is 13A rated, so it can be used with any household device rated up to 13A 240V. It is most suitable where access to a socket is restricted (by obstructions for example) and for those with restricted movement.

**Q: Can the ENER002-C be used with the ENER010 (a multi-socket extension lead) to allow many appliances to be turned on or off at the same time?**

Answer: Yes. Plug the ENER010 into a powered wall socket, switch on, and pair the ENER010 sockets to the ENER002-C buttons 1 to 4 as appropriate, and as described in the ENER010 instructions.

**Q: Does it work in concealed locations and behind walls?**

Answer: As it uses radio frequency control it will work through walls, though its range will be reduced depending on the material and the thickness of the wall.

**Q: Can I use more than one socket in the same room, or do they interfere with each other?**

Answer: There may be some interference between radio-sockets placed into adjacent wall sockets which may affect the range or operation. Energenie recommends that the ENER002 adapters as placed at least 1m apart.

**Q: Can an ENER002 adapter be programmed to pair (be controlled by) with more than one controller or by more than one button on the same hand controller?**

Answer: Yes. The ENER002 adapters are addressable by up to two different paired buttons on the ENER002-C (can be different controllers, and is in addition to the ALL ON/ALL OFF buttons). To pair with a second hand controller button press and hold the green button on the ENER002 for at least 5 seconds until the light on the unit starts to flash, then press the desired button on the hand controller. The ENER002 light flash quickens for about a second and then stops flashing.

**Q: Can this product be used with any other remote controls such as my TV remote?**

Answer: This is not supported. Most TV remotes use infrared control.

**Q: Can the socket be used outside?**

Answer: No, this product is for indoor use only.

**Q: Do you have any other remote control devices?**

Answer: yes please see [www.energenie4u.co.uk](http://www.energenie4u.co.uk)

**Q: How do I factory reset (remove pairing information) the ENER002?**

Answer: While the ENER002 is plugged into a powered mains socket in the OFF condition press and hold the green button on the front for around 10 seconds. The red lamp/LED will start flashing after about 5 seconds, and after 10 seconds the LED flashing will momentarily rapidly speedup before returning to the original flashing frequency. This indicates that the adapter has returned to its factory produced state.