

TO: Niles IntelliControl ICS Dealers and Sales Reps

FROM: Niles Technical Support

DATE: September 17, 2008

RE: Niles ICS Searching for Network Issues

With an increased number of IntelliControl ICS system designs employing multiple wireless system control remotes like the iRemote, iRemoteTS and keypads configured for “wireless” operation (using a Niles Radio Frequency Gateway), Niles Technical Support have been receiving an increased number of Tech Support calls reporting “Searching for Network” issues.

This issue is typically caused by two or more system control remotes being assigned the same “Unit ID”. When this situation exists, RF range is directly affected. The solution is to confirm that every system control remote is assigned a unique “Unit ID”.

We recommend during system configuration you manually verify Unit ID assignment from the installer menu of each system control remote and adjust if needed. Both the iRemote and iRemoteTS have an Installer adjustment screen that is accessed by pressing and holding the Niles Logo button for approximately 10 seconds. Once in the Installer Settings Menu the RF Channel, Network ID and Unit ID can be adjusted from the “RF Network” menu selection of iRemoteTS or the “Network Config” menu selection of iRemote. Once you have verified that all system control remotes on the same RF Channel and Network ID have a unique “Unit ID”, you will establish proper RF communication for all of the system control remotes on that RF network.

Should you have any questions, please feel free to contact Niles Technical Support at 1-800-289-4434 between the hours of 8am and 7pm Eastern Time, Monday - Friday.

Sincerely,
John Hamilton
Manager, Niles Technical Support

*****IMPORTANT*****

Are you running the latest build of IntelliFile3?

You should have build 137 on your laptop

Download it now at:

http://www.intellicontrol.com/techsupport/intellifile3_updateDetails.htm