

## Frequently Asked Questions

Q.1: What is pre-requisite for installing amour 4.0?

A.1: The only pre-requisite for installing amour 4.0 is a standard 6M (module) box in the wall.

Q.2: Do I need any special wiring for Amour 4.0?

A.2: No, you do not need any special wiring to install amour 4.0. Amour 4.0 is installed in the same manner as an electrician installs a normal switch. Our installation guide is good enough to install amour 4.0. You may also refer to online installation guide video in case if you need further assistance for installing amour 4.0.

Q.3: What will happen to amour 4.0 if power is cut off?

A.3: Amour panels behave exactly in the same manner as your switches behave in case of power outage. The appliances will be turned off, however, if any appliance is powered through an inverter; it will stay on. We recommend to power up amour 4.0 panels with inverter. When the power comes back the panel will attain its incumbent state i.e. switches which were off will stay off and the switches which were on will stay on.

Q.4 Can I turn off the LED lights of amour 4.0 panels?

A.4 Yes, you can do it if you long press sleep mode button for 4 seconds. The sleep mode button has a text Zzz written below. The same has also been shown in the long press section of this instruction guide.

Q.5. Can I turn off the TFT on the amour 4.0 panels?

A.5: Yes, you can do it with sleep mode button.

Q.6: Can I change the LED colours?

A.6: LED colours can be changed using mobile application.

Q.7: How do I get my amour panels serviced?

A.7: You can fill up the service request form online through the website or you can drop an email to [connect@ebtll.com](mailto:connect@ebtll.com) or you can get in touch with the sales representative/dealer from where you bought the product.

Q.8: What certifications does amour 4.0 has?

A.8: Amour has the ISO, CE and ROHS certification.

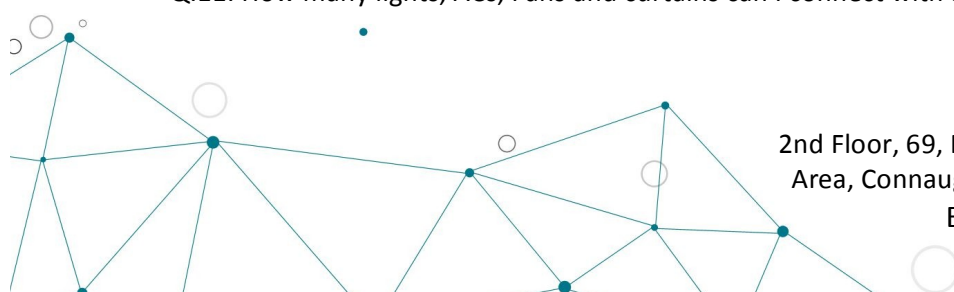
Q.9: How do I change the time on the TFT?

A.9: TFT automatically picks up the time from mobile once it is connected to the mobile app. The amour panel picks up time from the mobile app both on HOTSPOT and INTERNET mode.

Q.10: Are there any product explanation videos on Internet?

A.10: Yes, there are multiple product explanation videos on Internet.

Q.11: How many lights, ACs, Fans and curtains can I connect with amour 4.0 panel?



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**A.11:** One amour 4.0 panel can connect to 1 Fan, 1 AC, 1 Curtain and rest of the circuits can connect to any appliance below 7A rating.

**Q.12:** Is there any two-way switch in amour 4.0 panel?

**A.12:** Yes, there is one two-way in every amour 4.0 panel.

**Q.13:** How many scenes can be made on amour 4.0?

**A.13:** Amour panel has 4 scenes on the panel. These scenes are customizable. The scene customization is explained in the long press-section of this guide.

**Q.14:** Does amour 4.0 support CAT 6 wiring?

**A.14:** Yes, amour 4.0 does support CAT 6 wire. CAT 6 wire of amour is used for GRMS solution, dimming and Amour-to-Amour communication.

**Q.15:** Is there any AMC for amour panels?

**A.15:** No, EBTL does not charge any AMC for amour panels.

**Q.16:** Is there any cost for installing amour app?

**A.16:** No, there is no cost for installing amour app. Once the amour app is installed it can be used to control the amour automations panels.

**Q.17:** Does amour 4.0 work with voice controls?

**A.17:** Yes, amour 4.0 panels work on voice controls. You do not need any additional hardware for voice controls. Amour 4.0 users can use alexa app to give voice commands to amour 4.0 panels.

**Q.18:** How many people can use amour app?

**A.18:** There is no limitation on the number of users of amour app for panels. For example multiple users can use one panel in the home at a time.

**Q.19:** Can we use amour app with Non-automation (vanilla) panels?

**A.19:** Yes, but only on HOTSPOT mode. This works within a range of 30 meters around amour panel. The walls and other obstructions can reduce the connectivity. Please note if the amour app is connected to amour panel in HOTSPOT mode the Internet of the phone will stop working.

**Q.20:** What do I do if I see 'UNKNOWN SSID' on my mobile app when I connect my amour panel in HOTSPOT Mode?

**A.20:** Switch on your phone location and try reconnecting.

**Q.21:** How do I use reset pin?

**A.21:** There is small orifice at the bottom of amour 4.0 panels to insert the reset pin. The reset pin can be used to reset the panel to factory setting. However, any programming set by user will stay as it is in the panel.

**Q.22:** How do I install amour panel?

**A.22:** Please refer to the amour 4.0 installation section of this guide.

