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General FAQs

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1. What is tint?

tint is a smart lighting system that is both simple and intelligent. Whether via remote control, smart home network or voice control - tint is simple, smart and future-proof.

2. What types of tint LED bulb are available?

There are three different types of LED bulbs:

- **tint white+color:** these lamps offer all of tint's functions:
In addition to excellent basic lighting in various shades of white - from super-warm white at 1800 Kelvins to cool white at 6500 Kelvins - you can choose from up to 16 million colors to make your home even more individual. White+color LED bulbs support all six light scenes on the tint remote control
- **tint white:** these lamps provide light in different shades of white:
from warm white light at 2700 Kelvins for a cosy, relaxing atmosphere, to cooler working light to activating daylight at 6500 Kelvins. The light scenes Night Light, Sunset and Work Light are supported.
- **tint dimming:** These lamps provide beautiful, warm white light at 2700 Kelvins that can be dimmed. The light scene Night Light is supported.

In addition to LED bulbs, we are continuously developing new products to expand the tint range.

3. What control options are there?

Currently, there is a tint remote control, which can control all functions, and a mobile switch, with which connected lamps can be dimmed and switched on/off. Optional accessories from other suppliers also allow voice control or control via app (see below). And of course it is also possible to switch on and off using existing light switches as usual.

4. Can I also integrate tint in smart home systems?

Thanks to the radio standard Zigbee 3.0, tint can be integrated into popular smart home systems from other suppliers. Simply integrate the tint bulbs into the gateways of the tint partners and benefit from many other functions such as control while on the go, the timer function that automatically switches your lighting on and off at the desired times, and many more. Our partner network is constantly being expanded.

The basic functions of the tint bulbs (change brightness, select colors and white tones, switch lighting on/off) are already controllable via the apps of Philips Hue and Osram Lightify. To control the app, you need an appropriate gateway (eg Osram Lightify Gateway or Philips Hue Bridge) that connects to your existing wireless router at home. It's the connection between the lights and the app, making everyone



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communicate. Voice control via Amazon Alexa is also possible: the tint bulbs can be connected directly to Amazon Echo Plus and Echo Show (from 2nd generation). Control of the tint light scenes is currently not possible via other gateways, but exclusively with the tint remote control. However, we are constantly working on cooperating with other manufacturers to improve compatibility.

5. How many products can be integrated into the remote control?

Up to 50 products can be integrated into the remote control.

6. Can I integrate tint LED lamps into several remote controls at the same time?

An LED bulb can only be controlled with one remote control. Exception: The LED bulbs integrated in a Mobile Switch can be transferred to a second Mobile Switch and can then be controlled in parallel.

7. What are light groups?

tint lamps and lights can be grouped by tint remote control according to your tastes and thus controlled as a unit. For example, you can dim down all the lighting in your living room with just one click. Up to three groups with a total of up to 50 lamps and lights can be controlled with one remote control.

8. Does the remote control have to be close to the LED bulbs for it to work?

No, thanks to radio technology the tint lamps can also be operated from a distance of up to 30 metres. It is not necessary to "aim" at the lamps, as is the case with infrared remote controls, for example.

9. Is there also a wall switch?

Both the tint remote control and the tint Mobile Switch are supplied with a magnetic wall mounting and can therefore be easily placed on the wall or removed as required.

10. Which radio standard is used?

The tint products from MÜLLER-LICHT comply with the latest Zigbee radio standard 3.0. As one of the most common Smart Home radio standards, Zigbee is used in home automation, sensor networks and above all in lighting technology. The radio frequency is 2.4 GHz.

11. What is the range of Zigbee products?

The radio range is up to 30 m in open space, but can be severely restricted inside buildings by walls, windows or doors. The range may also vary depending on the frequency load. The radio commands, however, are passed from device to device to increase the range.



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12. Can tint be voice controlled?

With the Amazon Echo Plus and the Amazon Echo Show (from 2nd Generation and upwards) the tint LED bulbs can be directly integrated and controlled by voice, since a Zigbee receiver is already integrated in these devices. All basic functions can be operated via speech (change brightness, select colors and white tones, switch lighting on/off). Control of the tint light scenes is currently not possible via Alexa, but exclusively with the tint remote control.

Note: At present, the tint lamps cannot be operated simultaneously by remote control and voice or app. For parallel control, the remote control must also be able to be integrated into the appropriate app.

13. How can I control tint via an app?

Thanks to the Zigbee 3.0 radio standard, tint LED bulbs can be integrated into compatible smart home systems or lighting control systems from other suppliers and controlled via their apps. For this to work, the Zigbee 3.0 radio standard must be used. Integrated into Smart Home systems, tint offers numerous other functions such as control while on the go or the timer function that automatically switches your lighting on and off at the desired times.

14. Can I also integrate tint LED bulbs into other systems such as Philips Hue or Osram Lightify?

Yes, thanks to the Zigbee radio standard, tint lamps can also be integrated into lighting control apps from other suppliers, provided the systems are open and the same radio standard is used. Currently, these include Philips Hue (without Entertainment Mode and without Apple HomeKit integration) and Osram Lightify. **Note:** Only the basic functions of Zigbee standard can be controlled (change brightness, select colors and white tones, switch lighting on/off). Control of the tint light scenes is currently not possible via other gateways, but exclusively with the tint remote control. However, we are constantly working on cooperating with other manufacturers to improve compatibility. Parallel operation with the tint remote control and app is currently not possible; the LED bulbs can usually only be connected to one control option at a time.

15. How can I integrate a tint LED bulb into a gateway from another supplier?

To integrate it into a Zigbee gateway, start the search process on the associated app and then switch on the lamp. This must be in coupling mode (depending on the model, it flashes twice after switching on or shows a short color cycle). The LED bulb is connected when it flashes 3x, this is usually the case after a few seconds. If the connection does not work, please try again and make sure that the gateway for setup is near the LED bulb. Follow the steps in the sequence and do not switch on the LED bulb until the search mode has been started or when you are prompted to switch on in the respective app.



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16. How can I integrate a tint LED bulb into the Amazon Echo Plus or Amazon Echo Show?

By using the voice command “Find my devices”, new devices can be searched for. Then switch on the tint LED bulb (it must be in coupling mode). A short flashing signal or a short color run (depending on the model) immediately after switching on signals the coupling mode. If the connection is successful, the LED bulb will flash briefly.

Alternatively, new devices can be searched for in the Alexa app - the corresponding functions can be found in the “Smart Home” area of the app. If the connection process does not work, move the LED bulb closer to the echo device and switch off all connected Bluetooth devices. The maximum distance should be 9 m. Later on, the LED bulb can be used further away.

17. Can I integrate the lamps into my Wi-Fi?

Integration into your home Wi-Fi is only possible if you have a Zigbee gateway or Zigbee hub of a compatible system, as the lamps can only transmit via Zigbee and not via Wi-Fi.

18. Is there standby power?

Standby power is inevitable for technical reasons if the lamps are switched off using the remote control. This is a maximum of 0.5 W.

19. Does the remote control work all the time?

The remote controls go into standby mode after 10 seconds to conserve battery power.

20. Can I include tint white+color and tint white in a group?

Yes. All LED bulbs can be integrated together in a group. However, they are then limited to their respective functions.

21. Is an Internet connection required for control?

Remote control does not require Wi-Fi or an Internet connection. An Internet connection is only required for control via a Smart Home Gateway or voice control.

22. Can I use an existing dimmer?

No. Although all tint lamps can be dimmed, this is only possible by using a remote control, optional voice control or app. Existing dimmers cannot be used and may cause the lamps to malfunction and reduce their service life.



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23. Where can I find out about new tint products?

You can find all news about tint on our website (www.mueller-licht.de/tint). In addition, follow MÜLLER-LICHT on social media to stay up-to-date.

Troubleshooting

24. The LED bulb cannot be controlled

- The batteries in the tint remote control are dead and must be replaced.
- The LED bulb itself is switched off or the mains plug is not plugged in.
- The LED bulbs were previously switched off by the light switch and the remote control does not respond: The remote control needs a little time to sync. Press the desired command on the remote control several times at intervals of a few seconds until the LED bulbs respond again.
- You have selected the wrong group, or have not selected a group, using the group button. Select the right group or select "All groups" by pressing the group button repeatedly (all LEDs above the group button will light up). **Note:** A light scene can only be selected within a group. If you select a scene in "All Groups" mode, the LED bulbs will not respond
- You are out of radio range. The radio range is up to 30 m, but can be severely restricted inside buildings by walls, windows or doors. Test the lamp again near the remote control.
- The LED bulb or remote control has been reset: Reconnect the LED bulb to the remote control

25. I have selected a light scene on the remote control and the LED bulb does not respond or switches itself off

The LED bulbs are programmed in such a way that only scenes that can be played back can be reproduced. A scene with colored light (e.g. party mode) can only be reproduced by "white+color" lamps. For example, if you use a "white" and a "white+color" lamp in a group and select party mode, only the "white+color" lamp will switch to party mode while the "white" lamp goes out.

If you want to avoid this, you must put the tint white+color and tint white-lamps in different groups.

Note: A light scene can only be selected within a group. If you select a scene in "All Groups" mode, the LED bulbs will not respond.

26. The LED bulb shows a wrong color

The remote control is programmed in such a way that the color changes in the desired direction of the color scale by briefly pressing the color ring several times. The starting point is the last selected color. Example: You had last chosen green, then switched to white light and now press red on the color ring. The LED bulb lights up green again (last setting) and after pressing the red button several times, the



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light color changes via yellow to red in several steps in line with the color ring. Solution: A long press on the button jumps directly to the desired color. **Note:** There are four pressure points on the color ring (top, bottom, left and right). Press directly on these points (see operating instructions) and not in between, so that you always get the desired result.

27. The light scenes cannot be controlled by voice or an app from another supplier

Currently, only the basic functions can be controlled via apps from other suppliers or voice control: Change brightness, select colors and white tones, switch lighting on/off. The tint light scenes can only be adjusted using a tint remote control.

28. I reset the remote control and the lamp(s) no longer respond

If the lamp or lamps were already connected to the remote control, they must now also be reset. Turn the lamps on and off five times as described in the section entitled "How do I put a lamp in coupling mode or how can I reset a LED bulb to factory settings?" Connect the remote control to the lamp(s) again.

29. The LED bulb flashes when switched on or shows a color cycle

Lamps in coupling mode that have not yet been assigned to a remote control or app signal this by flashing briefly when switched on, colored lamps (tint white+color) show a short color cycle. In this mode, the lamps can be switched on and off as normal using the light switch.

30. I cannot integrate my lamp into the remote control or app of another supplier

The LED bulb must be in coupling mode or pairing mode for integration. This is indicated by a short flashing when the unit is switched on or by a short color cycle for colored lamps (tint white+color). For more information on resetting, refer to the section entitled "How do I put a lamp into pairing mode?"

A separate connection procedure must be carried out for each LED bulb. To avoid problems, you should turn off all other tint LED bulbs while linking a new LED bulb to the remote control or app.

To connect an LED bulb to the remote control, follow the steps in the manual exactly.

31. I have integrated tint lamps into Amazon Alexa or the app of another supplier and now the remote control does not work anymore

At present, the tint lamps cannot be operated simultaneously by remote control and voice or app. For parallel control, the remote control must also be able to be integrated into the appropriate app.



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32. The lamp only glows very dimly after switching on with the normal light switch

All tint lamps have an integrated memory function and remember the last setting. If you have previously dimmed the lamps, or set them to night light mode, for example, they will also start at the brightness set the next time they are switched on. Tip: If you do not have a remote control at hand, you can also simply reset the LED bulb using the light switch, see the section entitled: "How do I reset an LED bulb to 100% light?"

33. How do I reset an LED bulb to 100% light?

The brightness can easily be reset with the normal light switch, for example when the remote control is not within reach.

Switch the LED bulb off and on 3x at regular intervals (approx. 1 s). The LED bulb now starts with 100% brightness, all other settings are retained.

34. How do I put an LED bulb into pairing mode/how can I reset an LED bulb to factory settings?

By default, individual LED bulbs come with the system in coupling mode.

In exceptional cases, e.g. because the remote control had to be reset, the LED bulb can be manually reset to return to coupling mode. Attention: All settings and connections to remote controls, apps etc. will be lost! Switch the LED bulb on and off 5x with the light switch (at a constant interval of approx. 1 second). If you now switch on the lamp again, the lamp will show a short flashing signal, colored LED bulb (tint white+color) will show a short color cycle. The lamp is now reset.

35. I have to press the standby button several times before the lamp responds

If the LED bulbs have been switched off beforehand using the light switch, the tint remote control must first re-synchronise. This may take a few seconds. If necessary, press the desired command again on the remote control after a few seconds, then the LED bulb should respond again.

36. Voice control with Amazon Alexa does not work

Make sure you are using an Amazon Echo Plus or Amazon Echo Show (2nd generation or higher). Voice control is currently only possible via these two devices, as a Zigbee Smart Home Hub is integrated directly into each of them.