

# Vive Wireless Receptacle with Clear Connect Technology

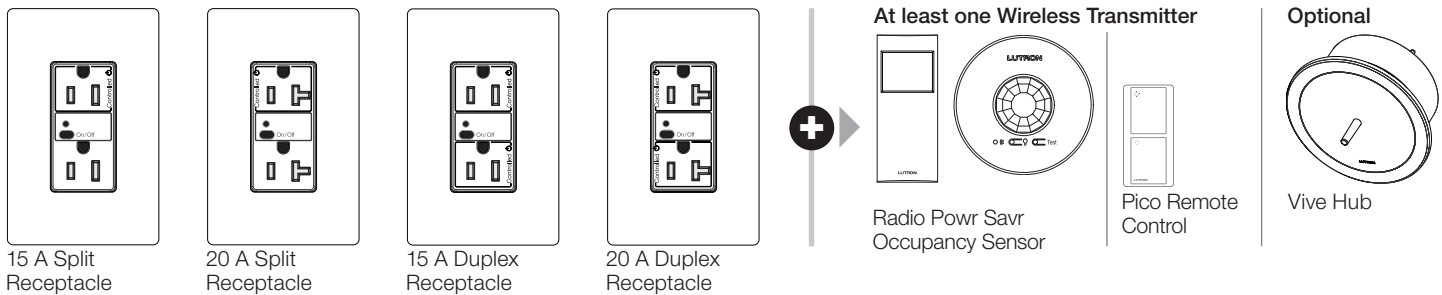
## Advanced Troubleshooting Help

### Wireless Receptacle with Clear Connect Technology

Model Number	Description
CAR2S-15-STR	15 A Split (half switching); Single Pole/Downstream
CAR2S-15-DTR	15 A Duplex (dual switching); Single Pole/Downstream
CAR2S-20-STR	20 A Split (half switching); Single Pole/Downstream
CAR2S-20-DTR	20 A Duplex (dual switching); Single Pole/Downstream

## Overview

This document serves as a supplement to the Wireless Receptacle Installation Guide at [www.lutron.com](http://www.lutron.com)



## How to Optimize Wireless Performance and Range

- Keep the Wireless Receptacle visible in the space and not behind large pieces of furniture or appliances.
- Keep large furniture and appliances approximately 1 ft (305 mm) away from the receptacle.
- DO NOT mount in metal partition walls.
- DO NOT mount in a metal power pole.
- If decreased RF range is noticed with a plug-in adapter, remove the plug-in adapter from the wall and plug it into an extension cord or power strip.

## Troubleshooting

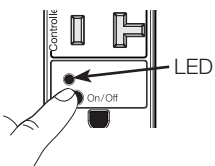
Symptom	Solution
The Wireless Receptacle either does not turn the plug load ON or OFF, or turns the plug load ON or OFF intermittently.	<ul style="list-style-type: none"> <li>• If the ON/OFF button on Wireless Receptacle controls the plug load               <ul style="list-style-type: none"> <li>- Pico <b>OR</b> occupancy sensor is not associated</li> <li>- Pico <b>OR</b> occupancy sensor is out of range</li> <li>- Wireless performance is affected by the installation or the setup of the room. See <b>How to Optimize Wireless Performance and Range</b> on Pg 1.</li> <li>- Check the wireless transmitter's battery.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• If the ON/OFF button on the Wireless receptacle does not control the loads               <ul style="list-style-type: none"> <li>- Ensure the plug is firmly inserted into the Wireless Receptacle outlet.</li> <li>- Inspect the load for defects such as a frayed wire or defective bulb.</li> <li>- Ensure the breaker to the Wireless Receptacle is energized.</li> <li>- Ensure that the Wireless Receptacle is not controlled by a toggle switch.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• If LED on the Wireless Receptacle toggles with a Pico or an Occupancy sensor activation               <ul style="list-style-type: none"> <li>- Ensure that the plug is inserted correctly.</li> <li>- Inspect the load for defects such as a frayed wire or defective bulb.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• If the pico or occupancy sensor turns the load on intermittently               <ul style="list-style-type: none"> <li>- Check the battery.</li> <li>- Pico <b>OR</b> occupancy sensor is out of range.</li> <li>- Wireless performance is affected by the installation or the setup of the room. See <b>How to Optimize Wireless Performance and Range</b> on Pg 1.</li> </ul> </li> </ul>
My occupancy sensor and/or Pico will not pair with the Wireless Receptacle	<ul style="list-style-type: none"> <li>• Pico <b>OR</b> occupancy sensor is out of the 30 ft (9 m) range</li> <li>• Wireless performance is affected by the installation or the setup of the room. See <b>How to Optimize Wireless Performance and Range</b> on Pg 1.</li> </ul>
	<ul style="list-style-type: none"> <li>• The maximum number of wireless transmitters have been associated to the Wireless Receptacle. To remove a previously set up Wireless Transmitter(s), see <b>How to Reset the Wireless Receptacle to Factory Default Settings</b> section below. Any desired associations will need to re-created</li> </ul>
My occupancy sensor is set to vacancy mode. When I walk into the room the lights stay off but the receptacle turns on.	<ul style="list-style-type: none"> <li>• This is normal behavior. The Wireless Receptacle will turn on a load even when used with a vacancy sensor</li> </ul>
The Wireless Receptacle cannot be added to my Vive system.	<ul style="list-style-type: none"> <li>• A wireless transmitter has been associated to the Wireless Receptacle prior to associating to a Vive hub. To remove a previously set up Wireless Transmitter(s), see <b>How to Reset the Wireless Receptacle to Factory Default Settings</b> section below.</li> </ul>
The Wireless Receptacle is too deep for my wallbox.	<ul style="list-style-type: none"> <li>• The Wireless Receptacle requires a U.S. wallbox that is a minimum of 2 in (51 mm) deep. Use a switch plate extender for a shallow wallbox or change your wallbox to one that is a minimum of 2 in (51 mm) deep.</li> </ul>

**Note:** For more information, please see Lutron P/N 3691034 at [www.lutron.com](http://www.lutron.com)

## How to Reset the Wireless Receptacle to Factory Default Settings

**Important:** All existing programming and setup will be erased and the device will need to be re-programmed.

1. Rapidly tap the **ON/OFF** button on the receptacle three times and hold on the fourth tap until the LED begins to flash slowly.
2. Rapidly tap the **ON/OFF** button three times again and the LED will flash rapidly indicating that the unit has been reset to factory defaults.



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