



STAR Self-Testing Automated Reporting Mobile Application FAQs



Q: Do all emergency lighting devices in my facility need to be STAR-enabled?

A: No. The STAR reporting tool, however, will only collect the required test data from STAR-enabled devices. Any existing (non-STAR-enabled) emergency lighting products would undergo your traditional testing procedures and separate written logs will have to be maintained for those devices.

Q: Can non-authorized users control my STAR-enabled devices?

A: STAR-enabled emergency lighting devices do not accept outside read/write commands, and it is not possible for devices to wirelessly invoke any unscheduled tests, manipulate test data, or alter device ID. Your password-protected profile within STAR contains the organizational data-collection structure (sites, groups, device names) and cannot be viewed or accessed in any way via STAR-enabled device hardware.

Q: Why does my STAR-enabled emergency device have a test switch on it even though it is a self-testing device?

A: Life Safety Code requires that all emergency lighting devices feature a physical means to test the device to ensure system readiness. The test switch on the emergency device is fully functional and can be used to conduct a momentary test outside of the programmed test schedule, if desired. The emergency device will include the results of this manual test with its routine testing results for reporting to STAR.

Q: The test switch/indicator light on my emergency device is flashing. What does that mean?

A: The indicator light communicates status of the emergency device and can indicate a few different things, ranging from normal operation or a recent test failure. Always refer to the owner's manual or installation instructions of the specific device for a complete list of the different indication signals (manuals are shipped with the unit or accessed on-line.) If the signal is the result of a test failure, it can also be viewed within the STAR reporting tool.



Q: If all of my STAR-enabled emergency lighting devices are in range of my mobile device, do I still need to walk around my facility to collect test data?

A: To collect test data from STAR-enabled devices, you only need to be within wireless range with the STAR reporting tool open and 'awake.' However, Life Safety Code and other building codes still require a "visual inspection" to ensure that there are no other factors that might possibly impact emergency lighting performance (ie. a blocked or damaged fixture lens, obstructed visibility of exit signs, etc.) that would not be detectable by the STAR-enabled device's test.

Q: Is there a limit to the number of Sites, Groups, or Devices I can have in my profile?

A: Currently, a user can create up to 10 sites per user per day, but there is no other limitation for the number of allowed Sites, Groups, or Devices you may add to your account.

Q: Is there a push notification that its time to receive test results?

A: When you open your app, it shows which sites are compliant, which ones are coming up and which ones are overdue.

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Q: What Acuity products are available with the STAR radio and how do I order them?

A: All Acuity Brands products available with STAR will use with the AELR (automated emergency lighting reporting) option to designate the STAR radio included. Lithonia Lighting currently offers the LQM, ELM2LF, ELM2L, ELM4L, ELM6L, INDL, and EXTL. Current Iota products available for field installation are the CP10 Class II and CP20 non-class II. Consult factory for luminaire embedded availability.

Q: Is there a subscription fee for this offering?

A: No, STAR Mobile does not require subscription fees. There is a small adder for the radio included in the products ordered with the AELR and the Clairity+ mobile app is free.

Q: Does the app work with IOS and Android?

A: The Clairity+ app is free and available to download for IOS or Android compatibility.

Q: What communication distance should I expect from the radio in the product to the STAR Mobile app?

A: In open space, communication distances will be in the 30' to 50' range. Walls and obstructions could limit the distance of this communication.

Q: How does the STAR mobile app collect data from the products with the AELR radio included?

A: Facility management personnel will need to have the STAR app open and in the forefront of the mobile device and walk within reporting distance. Once within distance the radio will report the latest test data to the app.

Q: What reports does the STAR Mobile app deliver and how do I create them?

A: Once the monthly data is collected in the app, from your site screen inside the app, you will see an active link to "Export Compliance Report". When this is selected, the app will create a pdf report and your mobile devices standard apps will appear for selection of which one they want to use to send report for printing or electronic filing.