STEINEL®
PROFESSIONAL

True Presence® COM1/COM2/Slave
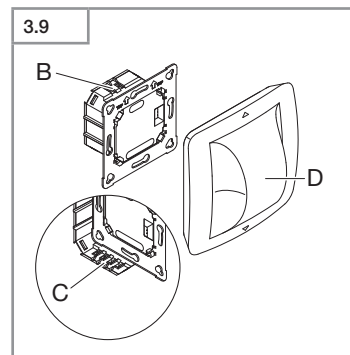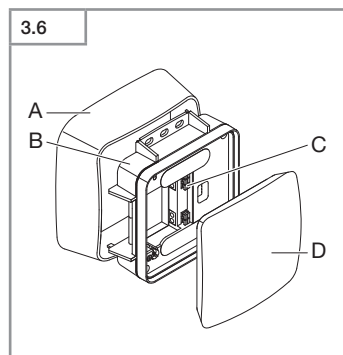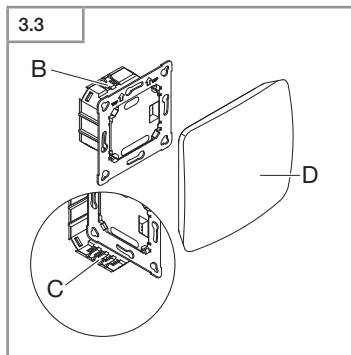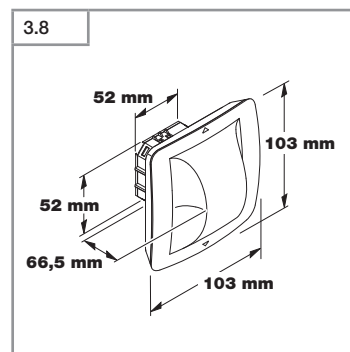
Hallway COM1/COM2/Slave

Information

True Presence® COM1/COM2/Slave
Hallway COM1/COM2/Slave

3.1	True Presence COM1/COM2/Slave UP

3.4	True Presence COM1/COM2/Slave AP

3.7	Hallway COM1/COM2/Slave UP

3.2	

50 mm
52 mm
103 mm
52 mm
103 mm

3.5	

45 mm
123 mm
123 mm

3.8	

52 mm
103 mm
52 mm
66,5 mm
103 mm

3.3	

B
D
C

3.6	

A
B
C
D

3.9	

B
D
C
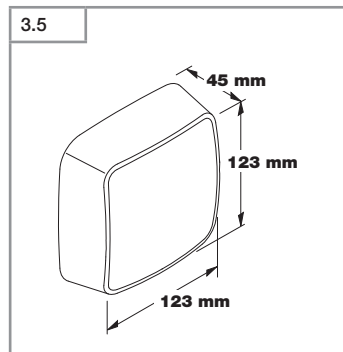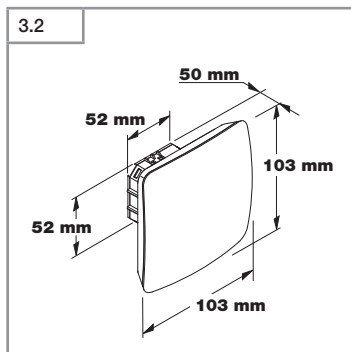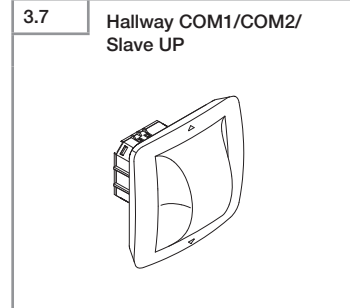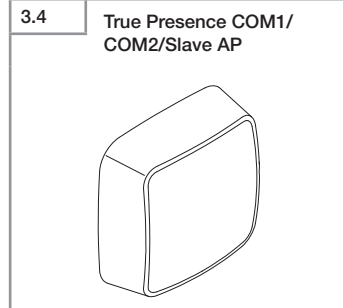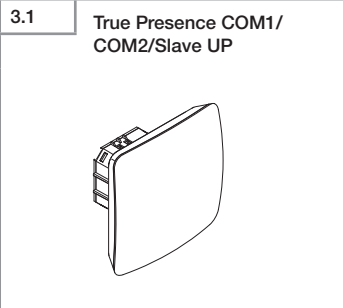
3.10	Hallway COM1/COM2/ Slave AP

3.11	
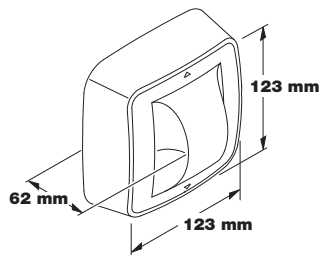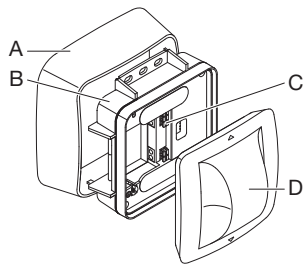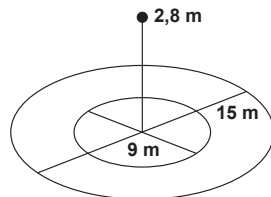
123 mm
62 mm
123 mm

3.12	

A
B
C
D

3.13	True Presence

2,8 m
15 m
9 m

3.14	Hallway

2-4 m
3 m
25 m

4.1	COM 1

S N ↓ L
< 50m
S → L
L
N

4.2	COM 2

S N ↓ B1 B0
< 50m
S → L
L
N

4.3	Slave

L N
L
N

4.4	COM 1 AP

L L ↓ S N N
< 50m
L   L
N   N

4.5	COM 2 AP

L L ↓ S N N B1 B0
< 50m
L   L
N   N

4.6	Slave AP

L L   N N
L   L
N   N

4.7	COM 1 UP

TOP   TOP
N S
L ↓

4.8	COM 2 UP

TOP   TOP
N S
L ↓ B1 B0
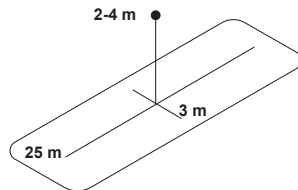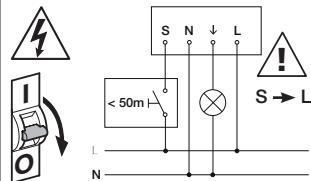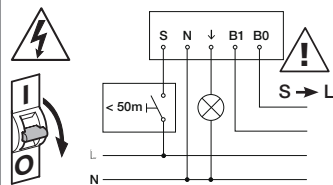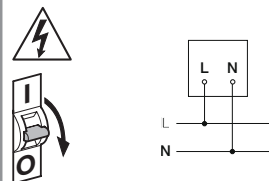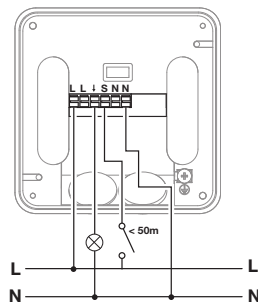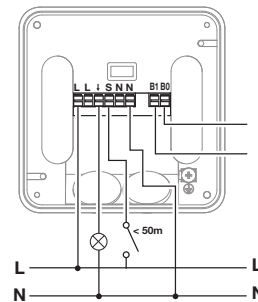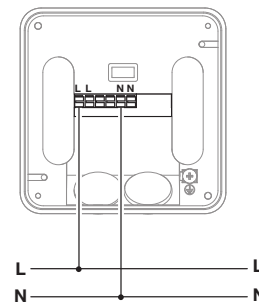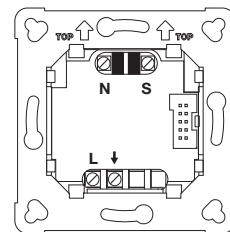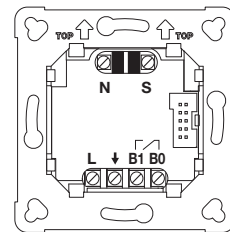
4.9	Slave UP
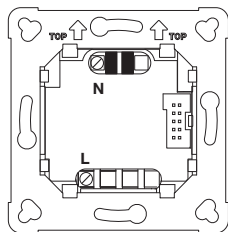
5.1

5.2

5.3

5.4

5.5

5.6

5.7

5.8

GB
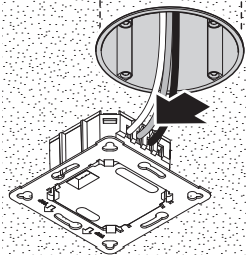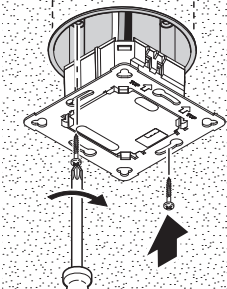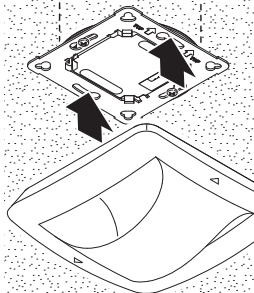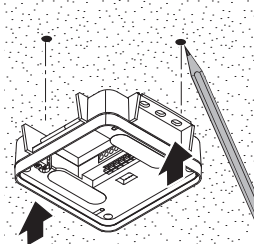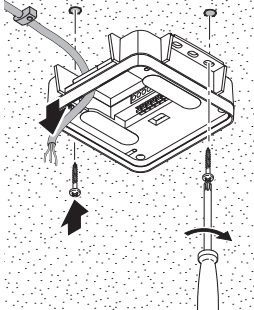
1. About this document

– Please read carefully and keep in a safe place.
– Under copyright.
 Reproduction either in whole or in part only with our consent.
– Subject to change in the interest of technical progress.

Symbols

⚠ **Hazard warning!**

📄 **Reference to other information in the document.**

2. General safety precautions

⚠ **Disconnect the power supply before attempting any work on the sensor.**

• During installation, the electric power cable being connected must not be live. Therefore, switch off the power first and use a voltage tester to make sure the wiring is off-circuit.
• Installing the sensor involves work on the mains power supply. This work must therefore be carried out professionally in accordance with national wiring regulations and electrical operating conditions.
• Only use genuine replacement parts.
• Repairs may only be made by specialist workshops.
• Terminal B1/B0 is a switching contact for low-energy circuits, no more than 1 A. This must be protected by a fuse of the appropriate rating.

3. True Presence® COM1/COM2/Slave Hallway COM1/COM2/Slave

Proper use
– Sensor for ceiling mounting indoors.

The True Presence sensor is a high-frequency sensor. It reliably identifies human presence and absence by detecting micro-movements. The detection zone can be defined with absolute precision via app.

The Hallway Sensor is a high-frequency sensor with a perfect detection zone for corridors. The detection zone can be adjusted in both directions via app.

The slave version extends the detection zone by relaying signals to the master version.

UP: concealed version
AP: surface-mounted version

Cable length between sensor and button < 50 m.

Package contents **(Fig. 3.1, Fig. 3.4, Fig. 3.7, Fig. 3.10)**

Product dimensions **(Fig. 3.2, Fig. 3.5, Fig. 3.8, Fig. 3.11)**

Product components **(Fig. 3.3, Fig. 3.6, Fig. 3.9, Fig. 3.12)**
A Surface-mounting adapter
B Load module
C Connecting terminal
D Sensor module

True Presence detection zone **(Fig. 3.13)**

Hallway detection zone **(Fig. 3.14)**

4. Electrical connection

The mains supply lead is a multiple-core cable (max. conductor Ø 2.5 mm):

L = Phase conductor (usually black or brown)
N = Neutral conductor (usually blue)
PE = Protective-earth conductor (usually green/yellow)
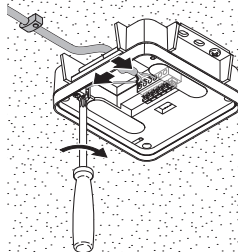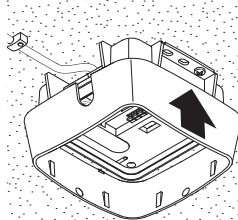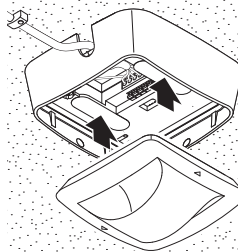**↓** = Switched phase conductor (usually black, brown or grey)
S = Switch
B0/B1 = Floating relay for controlling HVAC

Important: Incorrectly wired connections will produce a short circuit later on in the product or fuse box. In this case, you must identify the individual cables and re-connect them.

Connect the mains power supply lead COM1
(Fig. 4.1/4.4/4.7)
Connect the mains power supply lead COM2
(Fig. 4.2/4.5/4.8)
Connecting the slave mains power supply lead
(Fig. 4.3/4.6/4.9)

5. Installation

• Check all components for damage.
• Do not use the product if it is damaged.
• Select an appropriate mounting location, taking the reach and presence detection into consideration.

Mounting procedure
• Switch off power supply **(Fig. 4.1/4.2/4.3)**

Concealed mounting
• Connect to mains power supply. **(Fig. 5.1)**
• Fit load module and screw into place. **(Fig. 5.2)**
• Fit magnetic sensor module. **(Fig. 5.3)**
• Switch ON power supply.

Surface mounting
• Mark drill holes and drill. **(Fig. 5.4)**
• Screw load module into place. **(Fig. 5.5)**
• Connect to mains power supply. **(Fig. 5.6)**
• Fit surface-mounting adapter. **(Fig. 5.7)**
• Fit magnetic sensor module. **(Fig. 5.8)**
• Switch ON power supply.
• Make settings. **(→ "6. Function and settings")**

6. Function and settings

Factory settings
The factory settings are activated when the presence detector is put into operation for the first time as well as after resetting by the app.

The following factory settings are provided:

Twilight level:	500 lux
Time setting COM1:	30 s
Time setting HVAC:	15 min
Fully / semi-automatic mode:	Fully automatic mode
Switch-ON delays HVAC:	OFF
Hallway reach:	100 %
True Presence scenario	Scenario 7
True Presence height	2600 mm
True Presence radius	3500 mm

First time of using True Presence

During initial commissioning, the presence detector creates a room image. The room must be free of movement for 2 to 2.5 minutes for this.
The process is completed when the white LED goes out.

Twilight setting

The chosen response threshold can be set from approx. 2 to 2000 lux.

Setting True Presence detection

The reach can be set via the mounting height, radius and scenario parameters.

Scenario 9:
Small office, quiet workplace
– This scenario features maximum sensitivity. To prevent undesired switching, it should be used for small areas.
Scenario 8:
Large office, quiet workplace
– As per scenario 9, but with a slightly reduced sensitivity. Also suitable for large areas.
Scenario 7:
Large office, large entrance area
– As per scenario 8, but with a further reduced sensitivity.
Scenario 6:
Hotel room, room with persons sleeping
– This scenario also features maximum sensitivity. In addition, signal processing has been optimised to reliably detect the presence of persons sleeping.
Scenario 5:
Hotel room, room with persons sleeping
– As per scenario 6, but with a further reduced sensitivity.
Scenario 4:
Noisy workspace, light industry, hallways
– The sensor can be triggered by vibrations. In scenarios 7-9, this may lead to longer stay-ON times. Scenario 4 is more robust in the way it works.

Scenario 3:
Noisy workspace, light industry, hallways
– As per scenario 4, but with a further reduced sensitivity.
Scenario 2:
Very noisy environments, heavy industry
– This scenario should be used if there are larger vibrations or if there are sources of electrical interference. The True Presence function is not available, the sensor functions as a conventional presence detector.
Scenario 1:
Very noisy environments, heavy industry
– As per scenario 2, but with a further reduced sensitivity.

Setting Hallway detection

Reach can be set separately for each direction.

Daytime operation

When movement is detected, the sensor switches the load ON irrespective of ambient brightness.

Teach-IN

The Teach-IN function is to be selected at the level of light at which you want the sensor to respond to movement from now on. The level of ambient brightness measured in this way will be saved after 10 seconds. The load is deactivated during this period.

Time setting

The chosen stay-ON time can be set from a minimum of 30 seconds (True Presence)/10 seconds (Hallway) up to a maximum of 60 minutes. When the response threshold is exceeded, the sensor switches OFF after the stay-ON time expires.

Bluetooth grouping

The sensors can be operated a individual sensor or as a group. The group is interconnected via wireless communication. In each group, a group master must be defined in the Smart Remote app. All sensors in a group operate in the same way as the group master is configured. Reach can be set individually for all lights in the lighting group.

Neighbouring-light function

The neighbouring-light function can be activated and deactivated via the Smart Remote app. This function assigns the neighbouring groups to the active sensor group. The active group responds to activation signals from the neighbouring group assigned to it and switches to main light as defined in the settings.

Operating mode

Semi-automatic mode

The light now only switches OFF automatically. Light is switched ON manually. Light must be requested using the button and stays ON for the time set.

Fully automatic mode

The light automatically switches ON and OFF in relation to light level when someone is present. Light can be switched ON and OFF manually at any time.

This temporarily interrupts the automatic switching function.

Presentation mode

If input **S** is used in fully automatic mode with load activated, the sensor will activate presentation mode. The load remains switched OFF as long as movement is being detected. As soon as movement is no longer being detected and the stay-ON time has elapsed, the sensor returns to normal sensor mode.

Button input

Tells the sensor how to interpret incoming signal S. Assigning external buttons allows you to operate the detector as a semi-automatic unit and override it manually at any time. SOUND or SOUND/OFF describes the behaviour after actuating the button. In the ON-OFF setting, the light can be switched ON and OFF manually at any time. In the SOUND setting, light can no longer be switched OFF manually. The stay-ON time starts from the beginning again each time the switch is pressed.

IQ mode

The stay-ON time is self-learning and adjusts dynamically to user behaviour. The optimum time cycle is determined by means of a learning algorithm. The shortest time is 5 minutes, the longest time 20 minutes.

Hallway pulse mode

The pulse function activates the output for 2 seconds (e.g. for staircase lighting time switches). The sensor will then be in a dead time for 8 seconds.

Smart Remote app

To read off the sensor via smartphone or tablet, you must download the STEINEL Smart Remote app from your app store. You will need a Bluetooth-capable smartphone or tablet.

Android

iOS

LED function

Initialisation: LED flashes blue.
Normal mode: LED OFF
Bluetooth connection active:
LED is flashes slowly in blue.
Hallway test mode, movement:
LED permanently lights up green
Hallway movement test mode no movement:
LED permanently lights up red
True Presence calibration process:
LED permanently lights up white

7. Maintenance and care

The product requires no maintenance. The sensor can be cleaned with a damp cloth (without detergents) if dirty.

8. Disposal

Electrical and electronic equipment, accessories and packaging must be recycled in an environmentally compatible manner.

Do not dispose of electrical and electronic equipment as domestic waste.

EU countries only
Under the current European Directive on Waste Electrical and Electronic Equipment and its implementation in national law, electrical and electronic equipment no longer suitable for use must be collected separately and recycled in an environmentally compatible manner.

9. Conformity

STEINEL Vertrieb GmbH hereby declares that the True Presence COM1/COM2/ Slave / Hallway COM1/COM2/Slave radio equipment type conforms to Directive 2014/53/EU. The full wording of the EU Declaration of Conformity is available for downloading from the following Internet address: www.steinel.de

10. Manufacturer's Warranty

As purchaser, you are entitled to your statutory rights against the vendor. If these rights exist in your country, they are neither curtailed nor restricted by our Warranty Declaration. We guarantee that your STEINEL Professional sensor product will remain in perfect condition and proper working order for a period of 5 years. We guarantee that this product is free from material-, manufacturing- and design flaws. In addition, we guarantee that all electronic components and cables function in the proper manner and that all materials used and their surfaces are without defects.

Making Claims
If you wish to make a claim, please send your product complete and carriage paid with the original receipt of purchase, which must show the date of purchase and product designation, either to your retailer or contact us at **STEINEL (UK) Limited, 25 Manasty Road, Axis Park, Orton Southgate, Peterborough, PE2 6UP,** for a returns number. For this reason, we recommend that you keep your receipt of purchase in a safe place until the warranty period expires. STEINEL shall assume no liability for the costs or risks involved in returning a product.

For information on making claims under the terms of the warranty, please go to **www.steinel-professional.de/garantie**

If you have a warranty claim or would like to ask any question regarding your product, you are welcome to call us at any time on our Service Hotline **01733 366700**.

5 YEAR MANUFACTURER'S WARRANTY

11. Technical specifications

Dimensions (L × D × H in mm)	True Presence UP: 103 × 103 × 50	
	True Presence AP: 123 × 123 × 45	
	Hallway UP: 103 × 103 × 66.5	
	Hallway AP: 123 × 123 × 62	
Input voltage	220-240 V, 50 / 60 Hz	
Power consumption • Stand-by	True Presence: < 1 W	
	Hallway: < 0.5 W	
Capacity, switching output 1: (COM 1/COM 2)	Incandescent/halogen lamp load	2000 W
	Fluorescent lamps, electronic ballast	1500 W
	Fluorescent lamps, uncorrected	1000 VA
	Fluorescent lamps, series-corrected	400 VA
	Fluorescent lamps, parallel-corrected	1000 VA
	Low-voltage halogen lamps	2000 VA
	LED < 2 W	100 W
	2 W < LED < 8 W	300 W
	LED > 8 W	600 W
	Capacitive load	176 µF
Capacity, switching output 2: (COM 2 only)	max. 230 W/230 V	
	max. 1 A (cos φ = 1) for HVAC (heating/ventilation/air-conditioning)	
Time setting	10 s to 80 min, IQ mode	
Twilight setting	2-2000 lux	
Reach	True Presence:	
	Ø 9 m True Presence (mounted up to a height of max. 4 m)	
	Ø 15 m presence	
	Ø 15 m movement	
	(can be set to within one centimetre)	
	Hallway: 24 × 3 m x 2.8 m	
Angle of coverage	360°	

Mounting height	True Presence:	2.8-12 m
	Hallway:	2-4 m
	Optimum mounting height:	2.8 m
IP rating	IP54 (surface-mounted version only)	
Temperature range	-20°C to +50°C	
True Presence frequency	7.2 GHz (responds to micro-movements resulting from the vital functions)	
UWB transmitter power	≤ -41 dBm/MHz	
Bluetooth frequency	2.4-2.48 GHz	
Hallway frequency	5.8 GHz	
Bluetooth transmitter power	5 dBm/3 mW	
Hallway transmitter power	< 1 mW	

12. Troubleshooting

Malfunction	Cause	Remedy
Light does not switch ON	■ No supply voltage ■ Lux setting too low ■ No movement detection	■ Check supply voltage ■ Slowly increase lux setting until light switches ON ■ Ensure unobstructed sensor vision ■ Check detection zone
Light does not switch OFF	■ Lux setting too high ■ Stay-ON time running out ■ Interfering heat sources: e.g. fan heater, open doors and windows, pets, light bulb/halogen floodlight, moving objects	■ Reduce lux setting ■ Wait until stay-ON time elapses; reduce stay-ON time if necessary ■ Check detection zone ■ Select scenario with lower sensitivity
Sensor switches OFF despite persons being present	■ Stay-ON time too short ■ Light-level threshold too low	■ Increase stay-ON time ■ Change twilight setting ■ Select scenario with higher sensitivity
Sensor does not switch OFF quickly enough	■ Stay-ON time too long	■ Reduce stay-ON time

Malfunction	Cause	Remedy
Sensor does not switch ON quickly enough when approached from the front	■ Reach is reduced when approached from the front	■ Install additional sensors ■ Adjust reach ■ Reduce distance between two sensors
Sensor does not switch ON when persons are present despite it being dark	■ Lux setting too low ■ Semi-automatic mode activated ■ 4 hours OFF activated	■ Increase light-level threshold ■ Activate fully automatic mode or switch light ON at button ■ Deactivate 4 hours OFF

Contact
www.steinel.de/contact