

F.A.Q. ~ Frequently Asked Questions

This is where our most frequently asked questions will be for now!

Question:

How much power do your sensors use?

Answer:

All apollo sensors use 1amp or less, some of them 350-500mA.

Question:

What all can the MSR-2 LD2410B mmWave sensor go through?

Answer:

It can reliably go through drywall.

Question:

My MSR-2 is triggering and no one is there.

Answer:

We have seen this happen before - please first try to restart your radar, then factory reset your radar, then try a factory firmware flash. We also see success with users re-seating their LD2410B mmWave sensor.

Question:

How do I reset my Wi-Fi?

Answer:

Plug in your device then hold down the boot button for 10 seconds. The Wi-Fi credentials should be reset and it will broadcast its hotspot again.

Question:

My lux sensor doesn't seem to be working how do I fix it?

Answer:

The default update_interval is 60 seconds which isnt great for automations revolving around measuring lux values. [Please follow this short guide](#) to edit the lux update_interval down to a more responsive 3-5seconds.

Question:

Do I need to push the "Clean" button for my Air-1 or setup an automation for it?

Answer:

No, your Air-1 will self-clean once a week per this [recommended documentation from the manufacturer](#).

Question:

Can your sensors be used with OpenHAB?

Answer:

Yes, please install [this binding](#) and then restart OpenHAB and our devices will show up to configure!

Question:

I am getting the error "Failed to import device" in ESPHome Dashboard when trying to adopt my Apollo device.

Answer:

Make sure you have enough free space in Home Assistant - Protip: check for old backups you can delete!

If your space is not an issue then please reboot or even try reinstalling the esphome addon and see if that helps!

Question:

Answer:

Question:

Answer:

~~General Troubleshooting Suggestions~~

If your gates are acting strangely and reporting much more energy than they should, make sure there is no tension on the usb cable. One user reported still energy in gates 2 and 3 until the tension was removed from the cable.

Revision #9

Created 20 August 2024 15:31:47 by SmartHomeSellout

Updated 15 September 2024 17:52:25 by SmartHomeSellout