

emoswitch Troubleshooting Guide

FIRST STEPS WITHOUT USING EMOSWITCH MANAGER

To simplify troubleshooting and get a clear overview of the emoswitch status, we recommend using the “emoswitch Manager” software on a Windows PC.

1. **Turn on your PC.**
2. **Connect the USB module into the PC.**
3. **Press an emoswitch pedal and observe the LED on the USB module.**
 - a. **If the USB module blinks after every pedal pressing:**
Your application may not be responding to the current pedal mapping. The mapping likely needs to be adjusted.
 - b. **If the USB module does not blink:**
There is no active connection between the emoswitch and the USB dongle.

In both cases, the emoswitch Manager is required to continue troubleshooting.

TROUBLESHOOTING WITH USING EMOSWITCH MANAGER

1. **Download the emoswitch Manager from the official source and launch the application:**
<https://emosystems.de/wp-content/uploads/Emoswitch-Manager.zip>
2. **Connect your USB Module.**
3. **Open “emoswitch Manager” and click on “Pairing”.**

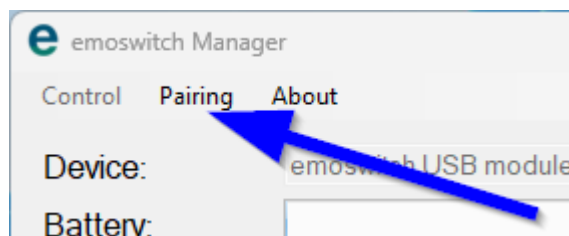


Figure 1: Pairing menu

4. Check whether the Address is detected (each device has a unique address).

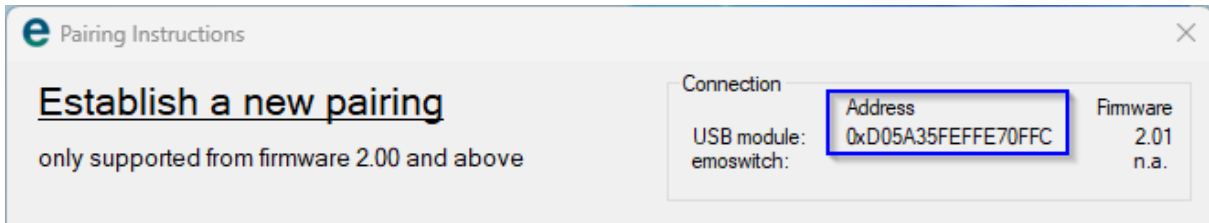


Figure 2: USB module is ready for pairing

- a. No Address
If no Address is displayed, the USB module is defective. Please try another USB module.
 - b. One Address
If you see only one Address from the USB module, proceed with the pairing manual.
Go to chapter → [Pairing INSTRUCTION](#)
 - c. Two Addresses
If you see two Addresses, then either
 - the emoswitch is already connected to the USB module, or
 - the USB Module still contains old connection data.
- 5. Press any pedal on the emoswitch** to check whether the press is recognized in "emoswitch Manager". The emoswitch image should be highlighted in red every time you press a pedal (see Figure 3).

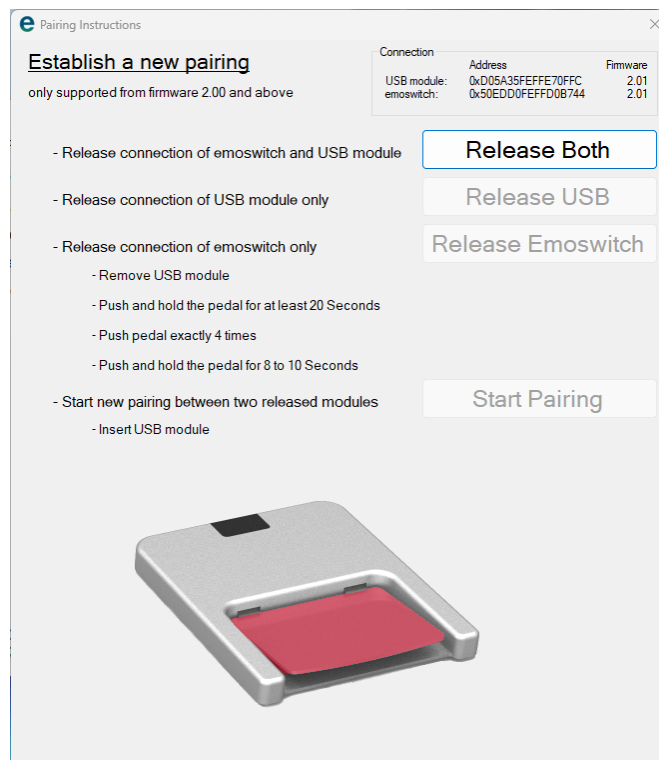


Figure 3: emoswitch image is highlighted when a pedal is pressed.

- a. If the pedal press is recognized, then everything is working correctly. Close the "Pairing instructions" window and check the pedal mapping in the main window of the "emoswitch Manager" software.

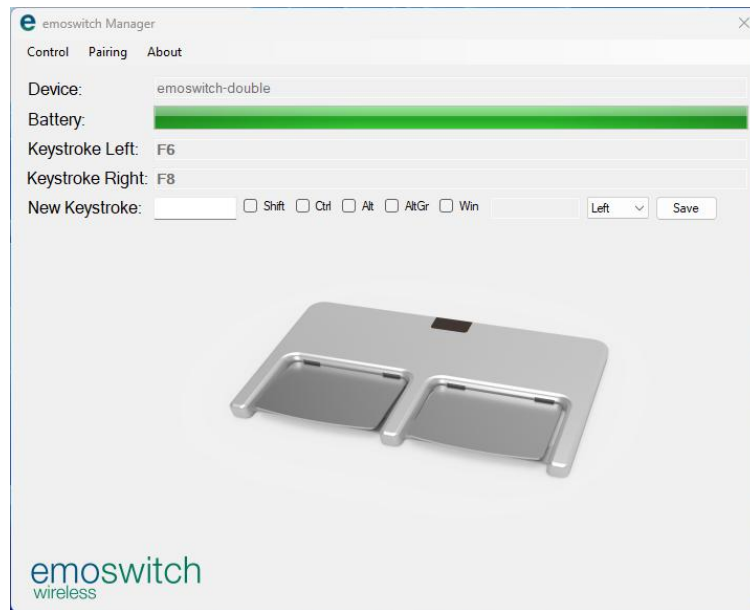


Figure 4: Pedal mapping in the main window.

- b. If pedal presses are not recognized but you see two addresses above, it is very likely that either old connection data is still stored on the USB module or the battery of the emoswitch is empty and needs to be replaced. In any case, the old connection data must be deleted, and a new pairing process must be started.

6. Delete the old connection data by clicking “Release USB”.

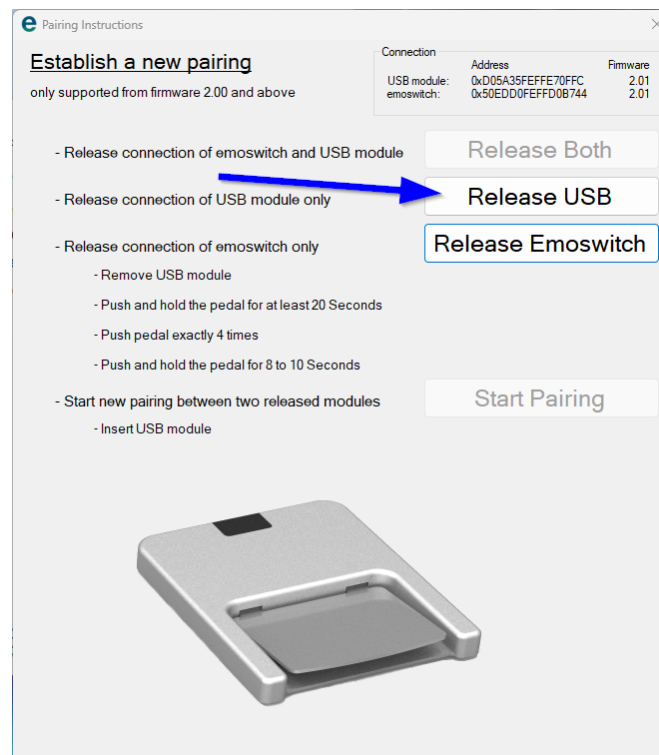


Figure 5: Deleting old connection data on the USB module.

After deleting the old connection data, you will see only one Address displayed above (see Figure 2).

7. Now you can proceed with the Pairing INSTRUCTION.

PAIRING INSTRUCTION

1. Install the “emoswitch Manager” software.

Download link: <https://emosystems.de/wp-content/uploads/Emoswitch-Manager.zip>

(Note: The software is available for Windows PCs only.)

2. Launch the software and open the “Pairing” menu.

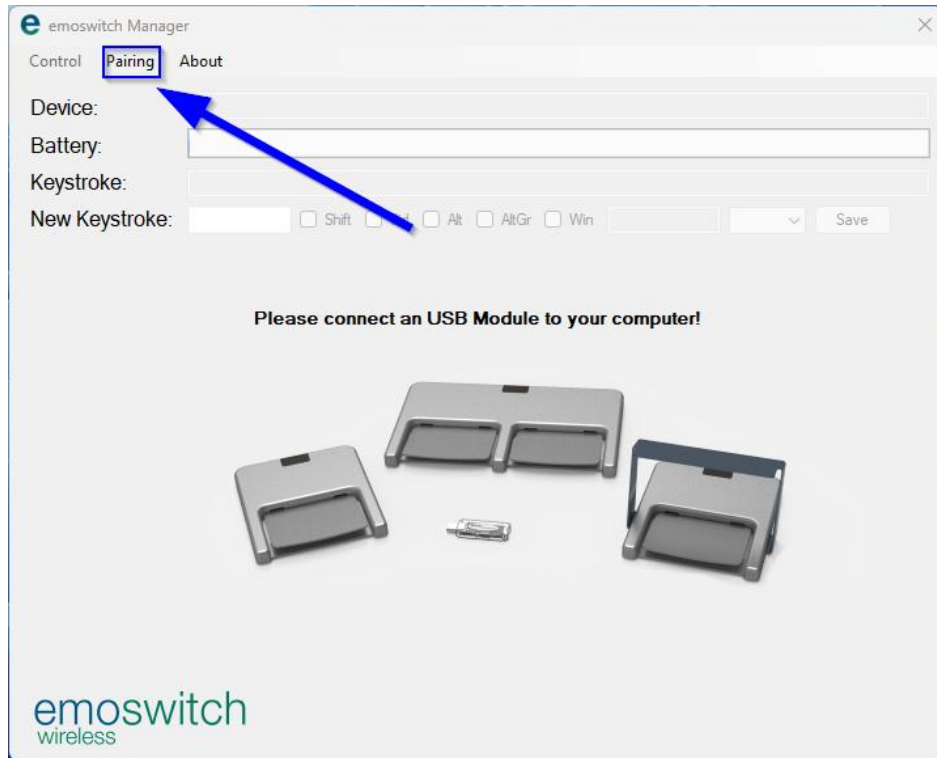


Figure 6: Main window

3. Make sure the USB Module is NOT connected to the PC.

4. Release (unpair) emoswitch to remove old connection data.

The emoswitch may still be paired with another USB module, which is why the emoswitch must be unpaired (released) first. The instructions for unpairing (Release) can be found in the Pairing window (see Figure 7, blue rectangle).

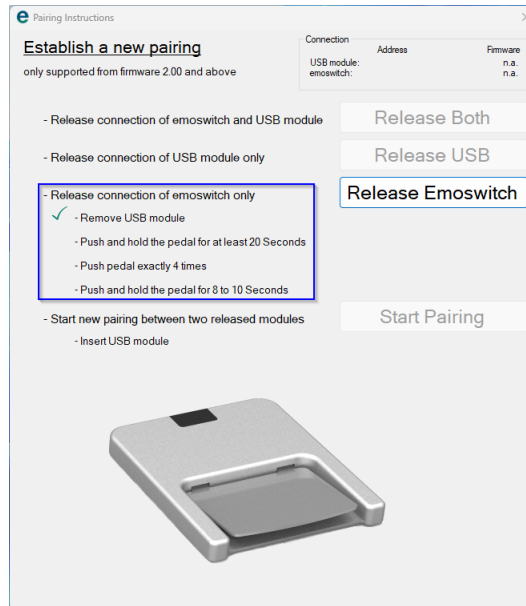


Figure 7: Release emoswitch instructions

5. It is recommended to start the release animation to better understand the timing sequence.

You can start the animation by clicking the "Release Emoswitch" button. An animated guide will then be shown, demonstrating how to unpair the emoswitch. Each step is also displayed at the bottom of the window (see Figure 8).

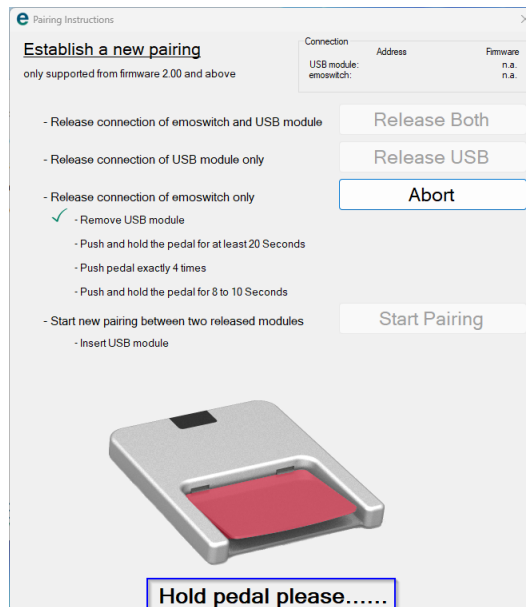


Figure 8: Animated guide helps to remove old connection data.

Please follow the instructions carefully to remove the old connection data from your emoswitch. Keep in mind that this is only an animated guide – the software and the emoswitch do not provide feedback or confirmation that the steps were performed correctly. Therefore, if you are unsure whether the timing was correct for all steps, repeat the entire unpairing process.

- After the emoswitch has been released, connect the USB module to the PC.
- Ensure that the Address and firmware version of the USB module appear at the top of the window (all addresses are unique).

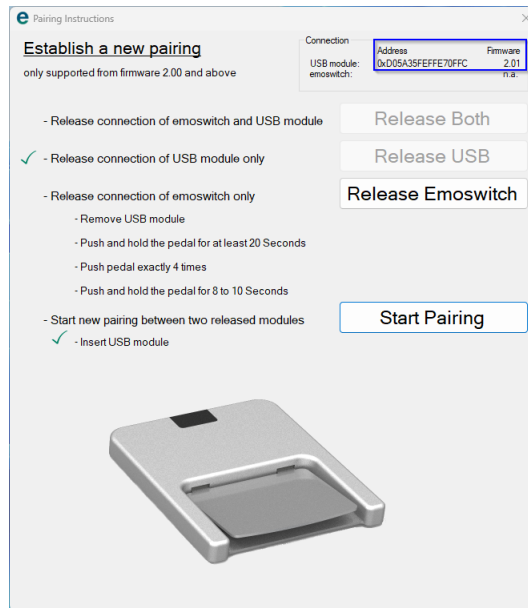


Figure 4: Address and firmware version of the USB module.

- If you see two addresses instead of one, click "Release USB" to remove the old connection data from your USB module (see Figure 9), because it is very important to remove the old connection data from both sides - the emoswitch and the USB module - before starting the pairing process. Otherwise, proceed with Step 9.

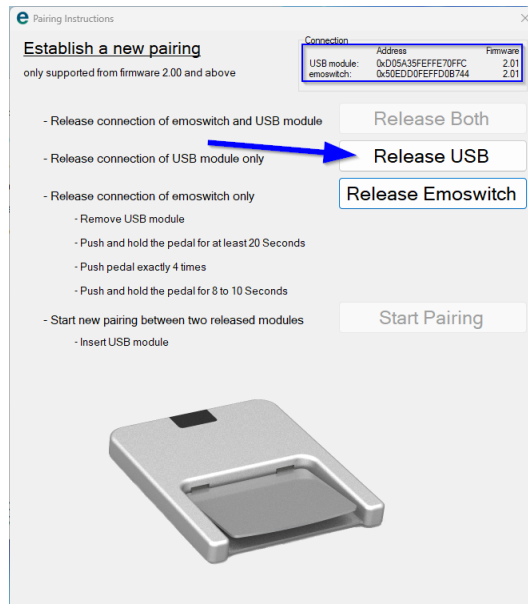


Figure 9: Remove old connection data from USB module

- Click the "Start Pairing" button and follow the instructions displayed at the bottom of the window (see Figure 11).

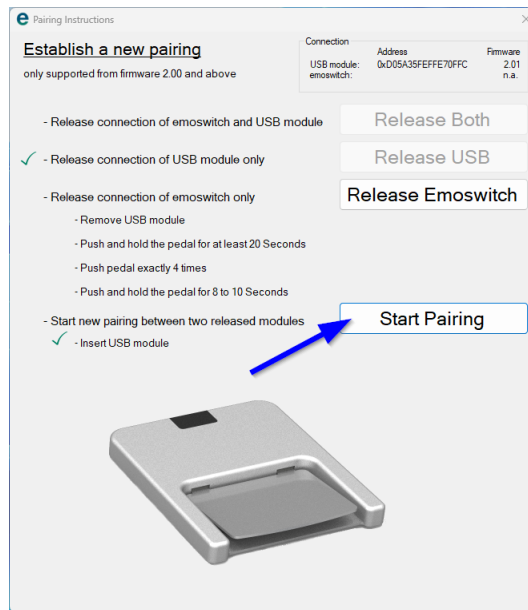


Figure 10: Start Pairing

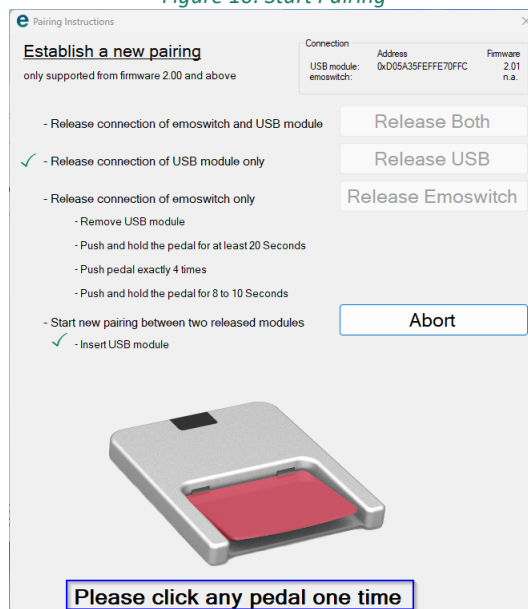


Figure 11: Pairing instructions at the bottom

10. If the pairing is successful, then the "Pairing instructions" window will close automatically and the main window will appear (see Figure 4).

11. If a timeout occurs during the pairing process, close the pop-up window with the error message and click “Start Pairing” again.

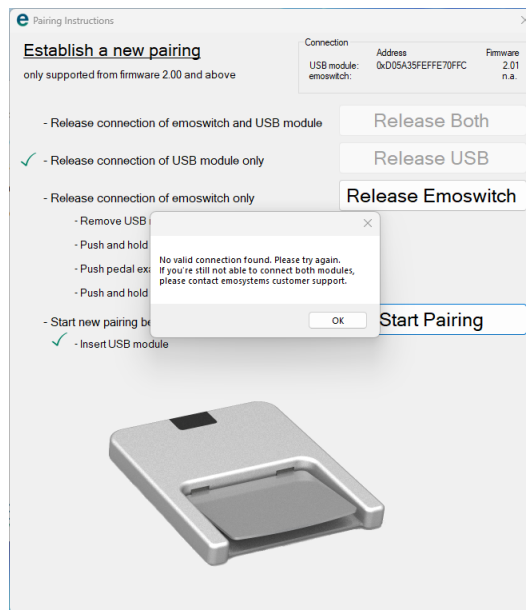


Figure 12: Pairing timeout

- 12. If pairing fails three times in a row, return to Step 3 and release the emoswitch again to ensure the old connection data has been removed.**
- 13.. If pairing still fails three times in a row even after releasing the emoswitch multiple times, it is highly likely that the battery is empty and must be replaced* .**

* Please contact EMO Systems customer service.