

Confidentiality level class 2:

This document intended for a restricted public only (Official Elinchrom agents, partners, suppliers, manufacturers or outsourcers). Any third party dissemination, distribution, copying or use of these documents, without prior permission, is strictly prohibited.

Date: 29.10.2013

Réf. : D. Agier / D. Rauch

Département: R&D

Abstract

By triggering units with integrated EL Skyport (BX-Ri / BRX, D-Lite it / RX, Ranger Quadra) some clients complain about missing flashes they observed.

The main point of the triggering issues are probably interferences with known and maybe unknown networks in your or the customers area.

Short explanation about the interferences in the 2.4 GHz range

These interferences are forced by other wireless networks and components, which are using exactly the same frequencies ranges as Skyport, but so powerful that they cover the low transmission signal of our transmitter. It could be a wireless network in the studio, in the neighborhood or even invisible wireless devices. When we started in 2005 there were very few equipments using these bandwidths. In the meanwhile, when you open your computer and search for wireless, there will come up all the neighborhood wireless networks, cameras, printers, phones, TV, and many other stuff... All these devices are causing interferences.

The failing communication occurring sometimes comes not from a faulty unit, it is a limitation of the 2.4GHz wireless network technology which limits the reliability of devices, when they interfere together.

They might be several solutions

Try the following actions to avoid the disturbances coming from other units:

- Change the frequency channel to 1, 4, or 8,
- Change the channels of your WiFi network system, which usually selects automatically channel 11
- Try out another location, it might be even that all problems disappear
- Do not cover the transmitter on the hot shoe with the hand
- Another big issue could be reflections of metal parts, walls, concrete, which makes it impossible on this specific case to get Skyport working properly

The use of several units close to each other, tends to fail anyway by the interferences of several wireless modules inside the units. If possible, prefer to activate only the Skyport of one unit as master triggering and activate the photocell for the others to respond as slave triggering.

The big advantage of Skyport is triggering and unit controls from the Transmitter and the Computer, but of course all these have limits because of the technology and the environment overrun with wireless systems.

We also mention the interference that could limit the operating in our ELS Transmitter user guides (see Note at bottom of page 2 and under Troubleshooting page 9)