FAQs / Troubleshoot Guide

What is included with the Triple-R Smartview?

When purchasing the Triple-R Smartview, you receive the lamp, which is connected by a 4-core cable to an Anti-Theft Unit module (specific to your lamp), and additional wiring for connecting the ATU to the vehicle battery and ignition.

Why is the Dashboard Controller not included with the Triple-R Smartview?

Without the Dashboard Controller, the lamp can only ever operate in E-mark Compliant mode, so the intention is always that the lamp(s) are used in conjunction with a controller. We don't include a controller with each lamp, because in the cases where two or more Smartview lamps are fitted to the vehicle, only one controller is required, so this part is supplied separately to avoid unnecessary expense.

Do I need a CAN bus Interface?

Without Speed Adapt - Like any installation of auxiliary driving lights, if there is not a 12V signal to pick up at the back of the standard high beam driving lights, then a Highbeam CAN interface will be required. With a 12V signal at the back of the headlamp, the brown signal wire from the Dashboard Controller can be connected directly to this signal wire.

With Speed Adapt – A CAN Pulse interface is required to read the speed signal from your vehicle to allow operation of the Speed Adapt mode of your Triple-R Smartview. Our recommended solution is a bespoke CAN Duo interface which provides two outputs for Highbeam, and Speed Pulse. The position of the brown (high beam) and purple (speed) signal wires from the Dashboard Controller, into the CAN Duo interface, are indicated in the Quick Start Guide or online.

Why is the recommended CAN bus solution different for Volvo's?

On modern Volvo passenger cars, it is not possible for the recommended CAN Duo interface to read the speed signal. A dedicated Speed Pulse interface can however read these signals, so for a seamless integration on modern Volvo cars, it is needed to use two separate CAN interfaces: CANBHI and CANPULSE.

Where can I find information about connecting the CAN Hi/Lo and Speed Pulse signal wires?

Our recommended CAN interfaces are manufactured by CanM8, who provide access to detailed CAN installation guides specific to your vehicle via a mobile app. Dealers are able to purchase an RUI login for easy multiple access to the entire product/vehicle database, while end-customers are provided with the required information by downloading the app and entering the serial number found on the front of their purchased CAN interface (or scanning the QR code).

Where do I mount the Anti-Theft Unit?

It is recommended to find out where the CAN pickup wires for the CanM8 duo are located first so that you can mount the ATU without having to extend wiring, thereby facilitating the CAN electrical connections, and ensuring the ATU is not easily accessible and protected against theft. Cable ties are included to facilitate fitting. The ATU must be mounted in a 'dry' area to ensure it doesn't get wet.

How is the lamp 'Security Enabled'?

The ATU is programmed with firmware specific to your lamp. If the lamp is ever disconnected from your ATU, the lamp will not function. If for a legitimate reason the lamp and ATU are separated, Lazer Lamps are able to programme a replacement ATU for your lamp, at a cost, and only upon presentation of proof of purchase.

How do I connect the lamp, ATU, and Dashboard Controller?

A wiring diagram/table is included with the Quick Start Guide supplied with your Triple-R Smartview. Additionally, you can view a wiring diagram here: https://www.lazerlamps.com/home/lights/triple-r/tripler-1250-smartview. The system is designed to be 'Plug & Play' with pre-stripped wires for the lamp and Dashboard Controller fixing to the ATU via Wago click connections.

What do I need to do different if installing multiple Triple-R Smartview lamps?

Each lamp requires its own ATU, so if you fit 2x lamps, you need 2x ATUs. Only one Dashboard Controller is required however, so as long as you include jump wires between the controller data ports of the two ATUs (as per the wiring diagram supplied in the Quick Start Guide or online), then all lamps can operate simultaneously off one controller.

How do I know if there is power to the ATU and Dashboard Controller?

Upon connecting the ATU to the vehicle's battery (+ and -), and ignition, a small green LED power indicator light should illuminate on the front side of the ATU housing. If the LED indicator does not illuminate, then please check these connections. If the LED colour is RED then there is insufficient voltage at the ATU, so please check the wiring. Upon connecting the Dashboard Controller, and the vehicle's ignition being turned on, the E9 icon on the controller should illuminate red.

I'm not getting power to my Dashboard Controller, what can I do?

Check the connections and ensure these are aligned to the wiring diagram provided. With the vehicle ignition off, remove the connector to the top of the Dashboard Controller to initiate a reset, and then re-connect and try turning on the ignition again. On more recent versions of the controller, a small reset button can be found on the front edge of the unit. If power is still not received by the controller, check to see if the LED power indicator light is illuminated on the ATU, if not then check the connecting cables between ATU and the vehicle battery. If power is received to the ATU, try to further diagnose potential issues by powering the controller directly via the red/black wires to a 12/24V power supply.

How do I turn the Triple-R Smartview on/off?

To activate/deactivate the system it is necessary to press and hold the E9 icon for 3 secs, until the other icons are also illuminated. Your lamp is now ready for use, with the different lighting modes capable of operating with your standard vehicle high beam lights. The exception is Near-View mode, which can operate even when your high beam lights are off.

I have power to the ATU and Dashboard Controller, but my lamp will not turn on.

Please check the connections for the lamp to the ATU. Also try connecting the red/black wires from the 4-core lamp cable directly to a 12/24V power supply to check for issues with the lamp itself. The relay supplied with the ATU is a 12V relay so if this has been used on a 24V vehicle it will need replacing. Remember, unless operating Near-View mode, your standard high beam lights need to be on for the Smartview to work.

Do I need to turn on/off the Smartview system each time I enter/leave the vehicle?

No. The Smartview system will remember the last mode you were in and return you to this mode next time you start the vehicle. The intention is that having turned the system on the first time, thereafter you can activate the system on/off just with the vehicle ignition.

The icons on my Dashboard Controller aren't turning on/off as they should, what can I do?

Occasionally when switching rapidly between different functions, the system can 'overload' and not function as intended. Typically, this can be fixed by resetting the Dashboard Controller. With the vehicle off, remove the connector into the top of the controller for >5secs, before returning. When positioning the controller in the vehicle, consider that it may be necessary to gain access to remove this connector. Note – having installed the controller using the adhesive VHB pads on the reverse of the unit, it is very difficult to remove. For more recent versions of the controller this is not necessary as a reset button has been added to the front edge of the unit.

Is the Triple-R Smartview approved for use on the road?

Yes, in the EU and other countries signed up to UNECE regulations. In E-mark Mode, it is permissible to use the lamp on the road, in conjunction with your standard high beam driving lights, but also

dependent on country-specific laws. This is to say that different countries interpret the law differently, so some countries may require the lamps to be mounted in pairs, while others will allow a single lamp to be fitted.

Can I use Near-View mode as a low-beam driving light?

Near-View mode is not an approved driving light, and as such shouldn't be used to supplement your low beam driving lights. In a situation where a vehicle is coming the opposite way and Near-View mode is activated, the potential disruption for the oncoming driver will to a large extent be dependent on their distance away and the mounting position/angle of your Smartview lamp, but we recommend that Near-View mode is used only when it is safe to do so, and in respect of the road regulations of the country.

How does Dynamic Dip work?

Dynamic Dip can be activated to work in conjunction with either: E-Mark mode, E-Boost Mode, Speed Adapt mode or Near-View mode. When a vehicle is seen to be coming from the opposite direction, with Dynamic Dip mode activated your Smartview lamp will immediately switch to Near-View mode when you turn your standard high beams off. From this point, over a period of 5 secs, the light output of the Smartview will gradually reduce allowing your eyes time to adjust from the high to low light levels.

What can I do if my Speed Adapt function isn't working?

Remember the Speed Adapt function will only work if you have connected a suitable CAN interface to read the speed pulse signals from the vehicle. If, with a CAN Duo or CAN Pulse interface in place the Speed Adapt still doesn't appear to work, please refer back to the CanM8 installation instructions, or manufacturers guide, to ensure the speed signal is being read from the correct coloured wire from the vehicle's OBD port.