

FAQ Installer

Smart Home Controller

Release 2.x Version 1.15

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SHC 2.x compared to SHC 1.x

New features?

Main Dashboard, Zone Overview, Main Camera overview zone, SHC integrated in MRF tool, Alarm function, Planner: Support additional week-programs, Presence simulation, Support of virtual devices (markers), Support of lock/unlock new actuator, Support tariff sensor (Energy, Macro Function).

Improvements?

New APP Style and Icons, Simplified SHC setup, Simplified Web Admin Console menu structure, Combined Macro and Scene configuration, Status & Control function, Diagnostics Device Status information, New Time Zones (Finland, Sweden, Estonia, Latvia and Lithuania), Log information, Stability and bug fixing, Start-up time for larger installations.

Is the SHC 2.x installation and setup changed?

Yes. The SHC setup is simplified and integrated into the new MRF (2.42 or higher). Now in the MRF Project the SHC can be preconfigured including Zones, Device functionality and Interfaces (ECIs). The SHC setup is based on the Quick Install: Import MRF SHC configuration, create your users, set Time Zone and go!

Main functionality will be available and configurable via the App. If needed define Macros, Planner programs and Cameras in the SHC itself. See the SHC2.x Quick Installation manual.

Can I use MRF to configure the Smart Home Controller?

In MRF (2.42 or higher) the Smart Home Controller can be preconfigured including Zones, Device functionality and Interfaces (ECIs). See the SHC2.0 Quick Installation manual.

Can I save all SHC configuration in MRF?

Yes. All SHC configurations (e.g. Macros, Planner programs, Cameras and System configurations) can be imported & saved in the MRF Project afterwards and will be available when exporting the SHC configuration. See the SHC2.x Quick Installation manual.

Do I need a special training for the SHC 2.x release?

You need to know about the new MRF (2.42 or higher) functionality.

What will happen with my current configuration when I upgrade to 2.x?

If you leave your SHC Configuration unchanged after the Update no further actions are needed. Also the historical data (energy, temperature etc.) will remain. Update also the existing MRF project with the SHC configuration if you need to maintain the MRF Project. See the SHC2.x Quick Installation manual.

Can I update existing MRF projects with SHC?

Yes. Use the original MRF project which is currently active for the SHC configuration. Normally this project is created during the initial installation of the SHC and maintained after that.

Do I need to update the EATON xComfort APP?

Yes, you need to update to the new EATON xComfort APP. Using the old App could result in a crash.

How do I get 2.x installed on the SHC?

The SHC must be activated and connected to the Internet.

Can I do the upgrade to 2.x remotely?

Yes. The connection will be lost. During the update the SHC will become on-line again. Try to login later on and check in the Diagnostics Tab if the system is ready (SHC status indicator).

How much time does the installation of 2.x take?

The download and update could take *more than 30 minutes* based on size of the system and the download speed. Please always wait until the popup shows the process is ready!

Do I need to make a backup of the configuration before installing 2.x?

Yes. Always keep a backup of the latest historical data and configuration before making changes to the system. See the SHC2.0 Quick Installation manual.

How can I make a backup of the configuration?
 Do I need to restore the configuration after installing 2.x?

Where can I find the information in the new SHC 2.x Web Admin Console?

In the SHC 2.x the Menu structure is simplified and adjusted to the MRF integration.
 Find below the SHC 2.x Menu structure compared to SHC 1.x for reference between the old and new structure.

Main Tab	Menu Tab	SHC 1.1 Main Tab	SHC 1.1 Menu Tab	Integrated Tab	
0. Quick install	Import		Datapoints	ECIs and Datapoints imported directly from MRF	
	Users	1. System	Users		
	TimeZone	1. System	TimeZone		
1. Diagnostics	System Status	1. System	Firmware	License Info, RemoteAccess	
	Devices Status	7. Diagnostics	Devices Status	Device Recording	
	System Log	7. Diagnostics	System Log		
2. System	Import/Export	1. System	BackupRestore	History (Backup)	
	Devices	1. System	Devices	History (Delete history)	
	Zones	2. Zones			
	Users	1. System	Users		
	TimeZone	1. System	TimeZone		
	Network	1. System	Network		
	Messages	1. System	Messages		
	Cameras	1. System	Cameras	Camera Checker	
	3. Advanced	Planner	4. Planner		
		Alarm Function			
Macros & Scenes		5. Scenes, 6. Macros			
	Functions	3. Functions			

Android App / Apple IOS App / Web Client

The Main Dashboard and Zone overview are empty after the EATON xComfort APP update?

The new Main Dashboard and Zone Overview are supported by the Smart Home Controller 2.x release. Please update the Smart Home Controller to the 2.x release also.

Which Android version is supported?

Android version 2.2 and higher.

Which iOS version is supported?

iOS version 8 and later (Push Notification support).

Web Client: Which browsers are supported or recommended?

Browsers with HTML5 and CSS3 support like:

- MSIE version 9 or higher.
- Firefox version 12 or higher.

Other versions could give warning messages.

In general all Apple based browsers (desktop/mobile) are supported like:

- Google chrome/chromium.
- Apple Safari.
- Android built in browser (tested with Android 2.2 & 4.0.x).

Others: Opera 11.xx (not tested with other versions)

Firefox is recommended for the Web Admin Console.

How to connect via my Smartphone locally?

Connect with the smartphone to the same network of the Smart Home Controller. Open the App and wait for a few seconds until the Smart Home Controller is discovered. Select the controller, specify the username/password and login. Information for remote access will be stored in the smartphone.

How to connect via my Smartphone remotely?

First connect the smartphone locally to the Smart Home Controller. After the local connection setup the App can connect remotely automatically. Also all the needed remote access credentials can be set manually.

When will the Smartphone connect remotely and locally?

Starting the smartphone App the connected network will be checked for the needed Smart Home Controller and connect locally if available. In case the Smart Home Controller cannot be discovered the App will switch over to the Remote Eaton Server to connect.

How to delete an entry from the list of Available Smart Home Controller devices?

After selecting Connect, a list of known and discovered Smart Home Controller Devices is shown. An entry can be deleted in the following way:

IOS App: Drag your finger horizontally to remove an item from the list.

Android App: Hold the Device name entry and delete the entry from the list.

Remark: Entries of discovered and available Smart Home Controller Devices in the same network cannot be deleted.

Can I rename or specify the Smart Home Controller name in my App?

Already entered Smart Home Controllers cannot be changed, except if the App is reinstalled again. If the Smart Home Controller entry is created manually, any name can be specified.

A User cannot access the Smart Home Controller remotely?

The "Remote" option must be set for this User via the Web Admin Console (2. System -> Users). Also the Smart Home Controller must be activated and the Global Remote Access must be enabled (1. Diagnostics -> System Status).

ERROR Remote access is not globally enabled or User has no remotable rights?

Besides the needed remote access to be enabled, this error could occur also in case special characters (&, ä, Ä, ü, Ü, ö, Ö, etc) are used in the Username. Please change the Username in this case.

How can I get remote access?

The Smart Home Controller must have internet access and needs to be activated for remote access. This can only be done via the Web Admin Console (1. Diagnostics -> System Status). Click Activate, accept the Terms and Conditions and wait until the Remote Access ID is presented.

How can I access the Smart Home Controller remotely using a web browser?

Address: <https://mysmarthome.eaton.com/>

Use the Remote Access ID with username and password. This Access ID can also be retrieved via the web browser connected locally. Login and select About in the Main Menu.

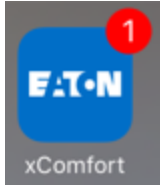
How is Push Notification supported in the SHC?

Supported Push Notification messaging:

- APN (Apple Push Notification): Send notifications to iOS App (iOS 8 or later).
- GCM (Google Cloud Messaging): Send notifications to Android App.

Each device will be registered for Push Notifications the first time the Device is connected to the SHC. Push Notification messages can be configured in the Alarm and Macro Function via the Web Admin Console.

Find more information in the Web Admin Help.



iOS devices: One or more newly received Push Notifications will always be indicated by just a 1 in the Red Dot above the Eaton App icon. Push Notifications displayed in the Notification Center are not saved in the Eaton App itself. All the Push Notifications will be deleted from the Notification Center and the Red Dot will disappear in case the Eaton App is opened. The Eaton App will open the main screen by clicking on a Push Notification message in the Notification Center. Deleting all the Push Notifications from the Notification Center directly (iPhone/iPad) will not reset the Red Dot indication.

How do the Shading control buttons in the Functions work?

The Shading Function buttons supports only the up and down controls and automatic mode based on temperature of lux levels.

The Status and control buttons supports also the step control. In this case the short pressed button will make the step. The long pressed button will do the complete movement to the end.

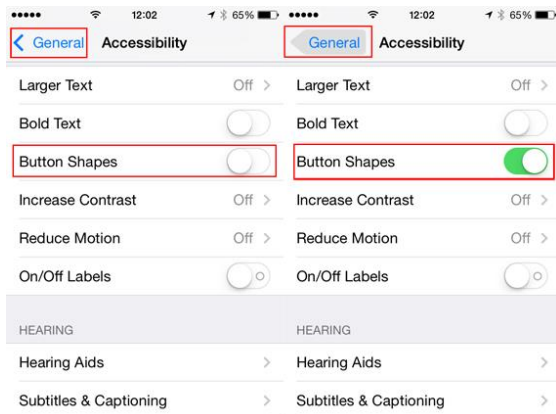
How is the status maintained of Shading Actuators?

The status per Shading Actuator is remembered based on the last movement done. If for example the shading is moved one step down the status indicated will be closed.

Connect to my manual configured Smart Home Controller via my Smartphone?

The Smart Home Controller can be manually configured in the App. A manual configured entry can only connect to the configured IP/URL. Also if the remote server address <https://mysmarthome.eaton.com/> is used. In this case the App will only try to connect remotely. The best way is to connect the Smartphone locally the first time. See: How to connect via my Smartphone locally?

Why is the "Select" button not visible on a white background in iOS?



Button shapes is an Accessibility feature that re-creates the outlines found around tappable interface elements in previous versions of iOS. When enabled the "naked" style button will become the old style button shapes. In this case the blue text will become a white colored button with white text in for example the history graph selection screen of the Energy Function.

Please check the settings in: Settings > General > Accessibility: Button Shapes: Shall be switched Off

Energy Function: Additional Energy devices in the selection list in each Zone?

Main Energy devices (Consumption, Production and Balance) in the system are always general available to all Zones. In this case they are also presented in the selection list in each Energy Function. If needed devices can be removed from this list. Login to the Web Admin Console and select Functions. Select the Zone in question and scroll to the Energy Function. Disable the Meter device which is not needed in the Energy Function overview.

Scene Function (Web App): Why is a Temperature Control shown in the blue bar?

If a Climate Function is available in the same Zone the Web App shows the temperature in the dash board by default. In this case, also the name "Temperature Control" is shown in the dash board.

Scene Function (Android App): Why do I see a communication error message (E200)?

This message will show in case a Scene is triggered but cannot be executed due to a false condition in the macro configuration. Do not use conditions in Scenes if it is not needed. With conditions you never know if pushing a Scene Button will result in executing the expected actions.

Status & Control: I don't see my Heating and or Cooling devices in the list?

Heating devices are not visible in the S&C function. The reason is that direct switching of the heating or cooling devices will disturb the climate function regulation and can lead to unpredictable situations. Controlling of the heating and/or cooling devices must be done via the Climate Function.

Main Dashboard: How does the Energy Trend work?

The presented numbers are based on the installed main consumption and main production energy meters. The trend calculation is based on the current energy consumption compared to the same time period of previous period. Examples:

- 24 Hours: Current 6 hours compared the first 6 hours of the previous 24 hours.
- 1 Month: Current 20 days compared the first 20 days of the previous month.

Main Dashboard: No Alarm Tile shown?

The Alarm Function must be configured via the Web Admin Console. On the Main Dashboard the Alarm can be Enabled/Disabled via Scene buttons.

Status & Control: Why is my Dimmer going to 100% with the On/Off button?

This can happen due to SHC device configuration changes. The status will automatically synchronized after the devices are switched or the status is received. In SHC 2.1 the behavior of the On/Off button is changed and will switch to the memory position. In this case the memory function in the dimmer should be activated via MRF.

Status & Control: Why is the light status different in the dashboard compared to the screen?

This can happen due to SHC device configuration changes. The status will automatically synchronized after the devices are switched or the status is received.

Macro & Scenes: How to enable/disable the Functions in the GUI?

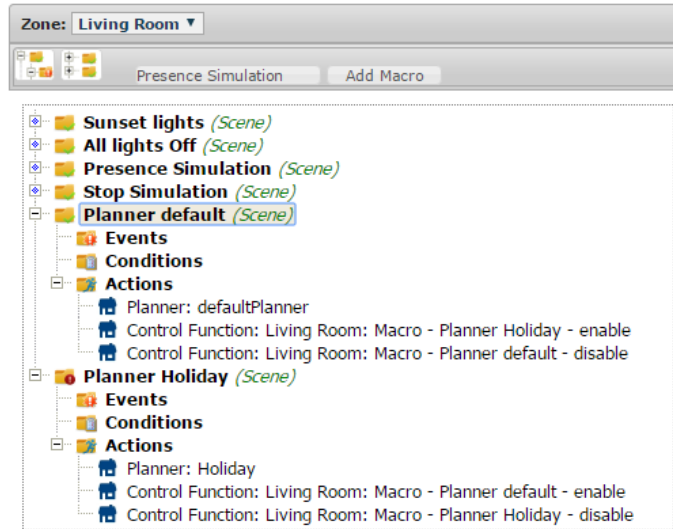
Per User the permissions can be set per Function. This can only be configured in the Web Admin Console.

How to use and maintain an additional holiday week-program via the App?

Beside the default Planner week-program you can create a second week-program for your holiday for example. Initial this entry must be created via the Web Admin Console. In the App the active Planner week-program with the associated events is available and can be maintained in edit mode (Scene Function). The only thing you need to do is to create Scenes to switch between the week-programs.

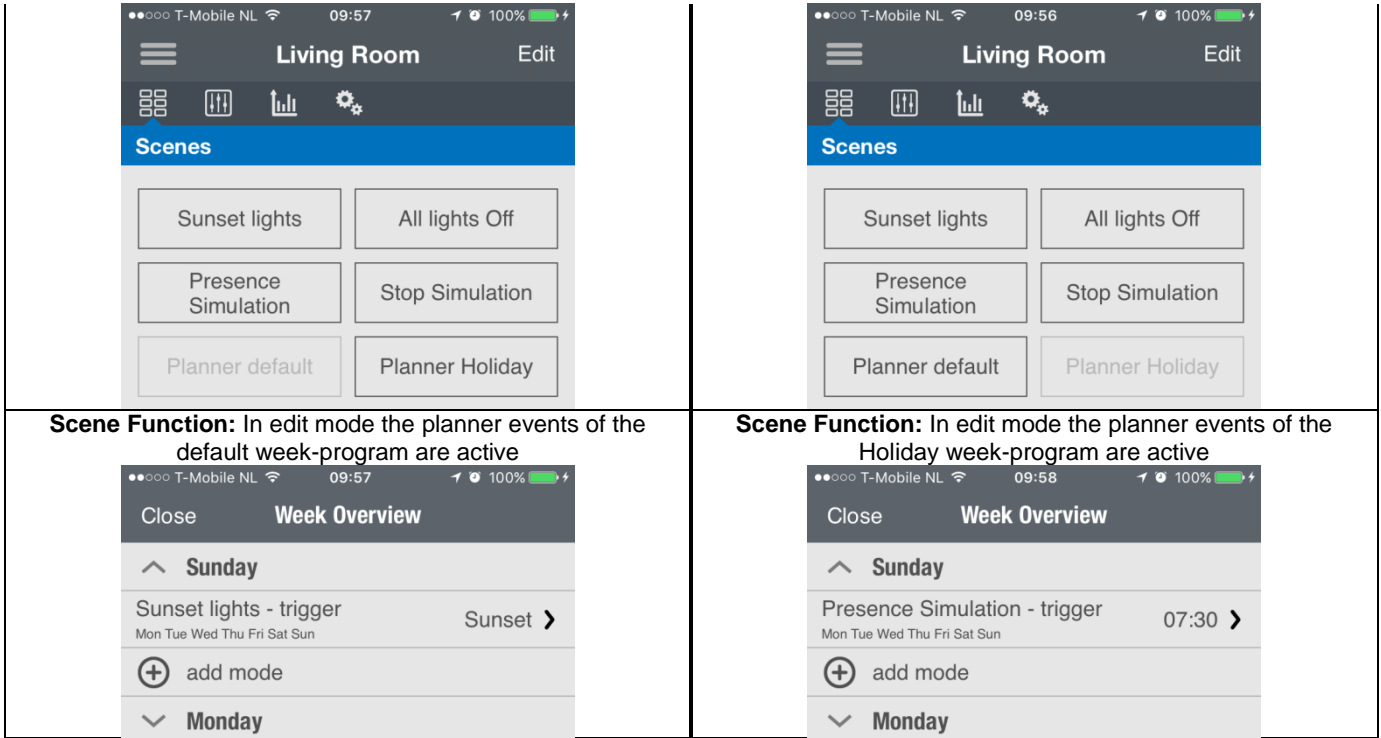
Find in the example below the steps to implement of a holiday week-program which can be switched and maintained via the App:

- Web Admin Console Planner: Create a separate week-program called: Holiday
- Web Admin Console Macro/Scenes:
 - Create two Macros to switch between the 2 week-programs. like example below
 - Enable for both macros the Scene and Main Dashboard options



How it works:

<p>Active Planner week-program: default</p> <p>Example week-program default planner events:</p> <table border="1"> <tr> <td>Week-program: defaultPlanner</td> <td>New</td> <td>Edit</td> <td>Delete</td> <td>Activate</td> <td>Active</td> </tr> <tr> <td>Function: Macro Function</td> <td colspan="5"></td> </tr> <tr> <td></td> <td>Monday</td> <td>Tuesday</td> <td>Wednesday</td> <td colspan="2"></td> </tr> <tr> <td>Room2</td> <td></td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>Room1</td> <td></td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>Living Room</td> <td>Sunset+10min Sunset lights - trigger</td> <td>Sunset+10min Sunset lights - trigger</td> <td>Sunset+10min Sunset lights - trigger</td> <td colspan="2"></td> </tr> </table> <p>New Event</p>	Week-program: defaultPlanner	New	Edit	Delete	Activate	Active	Function: Macro Function							Monday	Tuesday	Wednesday			Room2						Room1						Living Room	Sunset+10min Sunset lights - trigger	Sunset+10min Sunset lights - trigger	Sunset+10min Sunset lights - trigger			<p>Active Planner week-program: Holiday</p> <p>Example week-program Holiday planner events:</p> <table border="1"> <tr> <td>Week-program: Holiday</td> <td>New</td> <td>Edit</td> <td>Delete</td> <td>Activate</td> <td>Active</td> </tr> <tr> <td>Function: Macro Function</td> <td colspan="5"></td> </tr> <tr> <td></td> <td>Monday</td> <td>Tuesday</td> <td>Wednesday</td> <td colspan="2"></td> </tr> <tr> <td>Room2</td> <td></td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>Room1</td> <td></td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>Living Room</td> <td>7:30 Presence Simulation - trigger</td> <td>7:30 Presence Simulation - trigger</td> <td>7:30 Presence Simulation - trigger</td> <td colspan="2"></td> </tr> </table> <p>New Event</p>	Week-program: Holiday	New	Edit	Delete	Activate	Active	Function: Macro Function							Monday	Tuesday	Wednesday			Room2						Room1						Living Room	7:30 Presence Simulation - trigger	7:30 Presence Simulation - trigger	7:30 Presence Simulation - trigger		
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<p>Macros switched to week-program default:</p>	<p>Macros switched to week-program Holiday:</p>																																																																								
<p>Main Dashboard: Only the active Scene button is displayed to switch to week-program Holiday</p>	<p>Main Dashboard: Only the active Scene button is displayed to switch to week-program default.</p>																																																																								
<p>Scene Function: Only the active button is enabled to switch to Holiday</p>	<p>Scene Function: Only the active button is enabled to switch to default</p>																																																																								



Web Admin Console

Which browsers are supported or recommended?

Microsoft Internet Explorer (MSIE) is NOT recommended for the Web Admin Console. Use a other browser like Firefox instead.

How can I discover the Smart Home Controller URL?

The SHC supports UPnP and Bonjour as well. There are several ways to discover the IP address of the Smart Home Controller:

- Check your router for assigned IP addresses
- Via Bonjour (MAC)
- Via UPnP (Windows)
- Via MRF

See also the SHC Assembly Instructions delivered with the box.



How to connect to the SHC Web Admin Console

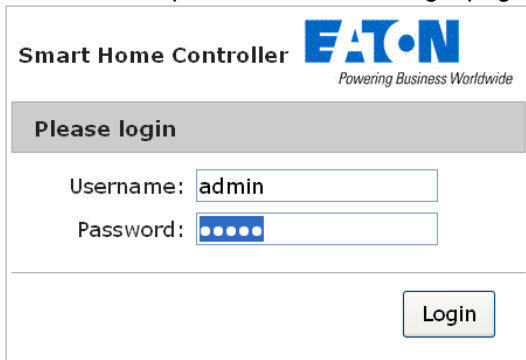
Via IP address:

1. Open a browser
2. Open the login page: `http://<address>`:

3. Login with:
 - Username: **admin**
 - Password: **admin**
4. The Web Admin Console is available


How to connect to the SHC Web Admin Console via Bonjour (MAC)

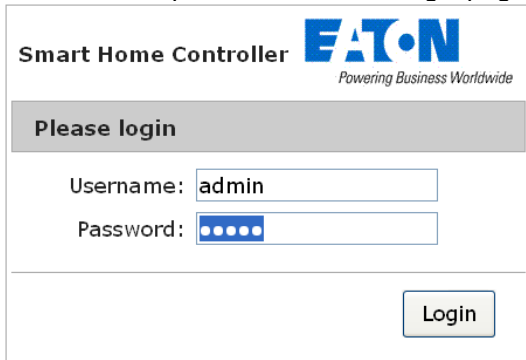
1. Open: Safari
2. Click the Bookmark icon: 
3. Select Bonjour: 
4. Double click Bookmark: Smart Home Controller
5. The browser opens and show the login page:



6. Login with:
 - Username: **admin**
 - Password: **admin**
7. The Web Admin Console is available


How to connect to the SHC Web Admin Console via UPnP (Windows)

1. Open My Network Places: 
2. Double click link: Smart Home Controller
3. The browser opens and show the login page

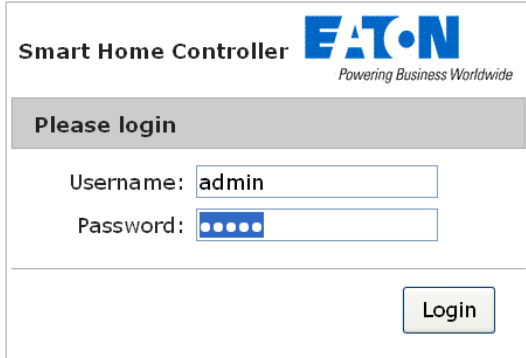


4. Login with:
 - Username: **admin**
 - Password: **admin**
5. The Web Admin Console is available

How to connect to the SHC Web Admin Console via MRF

1. Open MRF and right-click on the SHC: 
2. Select Check IP-Address
3. Click on the Address

4. The browser opens and show the login page:



5. Login with:

- Username: **admin**

- Password: **admin**

6. The Web Admin Console is available

Default admin password?

The default password for admin is admin. Please change this password directly after the setup.

Diagnostics Status bar: What does the colors of the indicators mean?



In the top bar the following status indicators are shown:



SHC status:

- o Green: Smart Home Controller up and running
- o Yellow: Smart Home Controller is starting, please wait



Network status:

- o Green: Connected to the Remote Server
- o Yellow: Connected to Internet
- o Red: No Internet connection



RF Interface status:

- o Green: All configured Interfaces are up (DataPoints tab)
- o Red: One or more Interfaces are down



New Messages available in the System Log:

- o Green: No new messages after the last check
- o Yellow: New Warning messages
- o Red: New Error messages



Battery status battery powered Devices:

- o Green: All batteries are good
- o Yellow: One or more batteries are weak
- o Red: One or more batteries are empty

Diagnostics System Log shows: Internal RF communication Failed EE306 and EE307

This message indicates a communication failure with the RF Module. Also indicated by the RF interface traffic LED is RED! Go to the SHC Admin Console -> 1. Diagnostics and select the System Status tab. Click the Apply button to Reboot system.

Diagnostics System Log: Remote Server disconnect/connect messages

Sometimes the System log shows the “Remote Server disconnected” message and the “Remote access available via Remote Server” message short after each other (sometimes within 1 minute). The Smart Home Controller keeps the connection with the Eaton Remote Server continuously alive. If a connection cannot be established, or for any other reason an already established connection drops down, the Smart Home Controller periodically tries to initiate it.

Why are Zones visible in the planner for which the function is not enabled?

In the Configuration Console TAB Planner all zones in which the function is available are visible in depended if function is enable in the zone or not. This means planner events can be manipulated when the function is not activated.

What does is mean if I get the message ‘Connection Manager is not responsible’ when I try to connect remotely?

The ‘Connection Manager is not responsible’ means that the Server could not setup a connection with your SHC at this moment. Please try again later.

Performance: How many ECI can I connect to the SHC?

The SHC has been mainly developed for residential applications. A typical configuration will use up to a maximum of one or two ECIs. Connecting more ECI’s will reduce the overall performance (e.g. reaction time) or can even lead to a malfunctioning system. The performance will depend on the number of ECI’s connected, the amount of Data Points used, the type and number of functions and zones used and based on that the amount of RF traffic (sensor data or switching commands) that the SHC will need to handle. In case of any doubt about the application of the SHC please contact your xComfort competence partner or Eaton representative before ordering.

How can I see an update is available?

Go to the Web Admin Console -> 1. Diagnostics -> System Status.

An Update button will appear if a newer version is available on the Eaton Remote Server.

Why is a rollback button shown in the Firmware tab?

Go to the Web Admin Console -> 1. Diagnostics -> System Status.

After each successful update the previous release is always available in case an rollback is requested by the Owner.

How can I setup a static IP Address?

Go to the Web Admin Console -> 2. System -> Network.

Disable the DHCP (check box) and change the IP Address if needed.

Warning!!: This only works if the default Gateway (the IP address of the router itself) is specified in the IPv4 format (Like: 192.168.1.1)! Please check before you save the configuration!

What are the differences between Advanced and not Advanced Users?

Advanced Users do have the following extra features in the App:

- Access to planner settings in Functions.
- Access to Scene configuration.
- Enable/Disable macros.
- Access to default temperature setpoints of modes.

How can I change a User Password?

Go to the Web Admin Console -> 2. System -> Users.

Click on the Key Icon to change the password for this User.

Installation and troubleshooting

Missing devices from ECI in SHC after the 2.0 update?

In case an ECI was "Offline" during the update the devices are not recognized during initialization. Follow the procedure below to get the devices available:

1. Check if the ECI is powered and available in the network
2. Login into Web Admin Console
3. Go to 2. System -> Export/Import
4. Import the backup created before the update is started. **If no SHC backup is available go to the next step:**
5. Export the SHC configuration
6. Import the SHC configuration to the corresponding MRF project
7. Check in MRF SHC settings if all interfaces are enabled
8. Export the configuration from MRF
9. Import the MRF configuration into the SHC
10. Wait until the SHC is initialized and check the devices.

Strange behavior Web Admin Console after RF module firmware update?

Use the Logout button in the top of the screen and login again.

AJAX Error during update?

In certain circumstances an AJAX Error could appear and clicking the OK button will not help. In this case use the refresh button or open the webpage in a new screen.

Missing SHC configuration after import of the MRF SHC Config?

In case you use an older MRF version then MRF 2.47. In MRF always export the SHC Configuration to a new filename. If an older existing filename is selected to export the new configuration the existing configurations like Macros in this file will **NOT** be updated.

The SHC does not always starting correctly?

Issue with restarting of the SHC is solved in case the OS and Boot Loader are not up-to-date. The OS Update Button will become automatically available (Tab Diagnostics -> System Status):

Hardware versie:	Freescale i.MX28 (Device Tree)
OS Versie:	Linux 3.7.0a-theobroma+ armv5tejl Update to : Linux 3.7.0a-theobroma+ armv5tejl + BL Update
SHC software versie:	Eaton-SHC-7.5-2.0.0 ⚙

Please check if this update button is available (Refresh browser if needed) and start the update if available.

LED Indicators on the Smart Home Controller Box



Power LED:

- Green: Power ON, the System is operational.
- Orange: The System is booting.
- Red: Booting failure.



Network Connection LED:

- Green: Remote Server Connection.
- Orange: Internet connection. The SHC is not activated yet or modem blocks communication.
- Red: No Internet connection. Check your internet connection via a PC or laptop.



RF Traffic LED:

- Blinking Green: RF traffic.



System Message LED (After reading the new messages the LED turn to Green):

- Green: There are no new messages in the Mailbox.
- Yellow: New Warning Message in the Mailbox.
- Red: New Error Messages in the Mailbox.



Battery Status LED:

- Green: All batteries are OK.
- Yellow: At least one battery is weak. Consider to replace batteries.
- Red: At least one battery one battery is very weak or empty. Replace batteries.

How to restore the default admin password?



This symbol indicates the recovery button on the Smart Home Controller Box.
Use a small pin to access this button.

Press the button for 15 seconds (power LED flashes green and will finally change to orange), system will reboot. Wait until the LED is green. Also the network settings will be set to DHCP.

How to restore the SHC network settings?



This symbol indicates the recovery button on the Smart Home Controller Box.
Use a small pin to access this button.

Press the button on the Smart Home Controller for 15 seconds (power LED flashes green and will finally change to orange), system will reboot. Wait until the LED is green. Also the admin password is set to default.

How to do a SHC recovery from SD card?



This symbol indicates the recovery button on the Smart Home Controller Box.
Use a small pin to access this button.

Use this procedure only to do a complete Recovery from SD Card. All software will be overwritten and set to default. Please backup your settings as they will be lost during recovery process. Disconnect the power supply, insert the EATON micro SD Card, during reconnecting the power supply - keep the button pressed for ~ 3 sec till the power LED switches from orange to red. The flashing red power LED indicates the update process. Make sure the power supply is not disconnected and the SD Card is not removed. System will reboot when finished. Wait until the Power LED turns to green and restore the saved configurations.
In case of a failed recovery process, all LEDs will flash red and please contact your Eaton support contact person.

The Power LED is red?

Disconnect the power supply from the SHC for a few minutes. Contact your supplier in case the Power LED stays red.

Lost password or not able to login with admin?

In case you are not able to login as admin user you need to restore the default admin password and change the password after login. See: How to restore the default admin password?

Smart Home Controller replacement?

Always replace the complete SHC system including the Power Adapter in case of replacement.

Eaton Remote Server message: Error resolving request?

In case the browser shows:

Eaton Remote Server: Error resolving request?
Gateway "SHC-980284xxxxxx" is currently offline.

Check the Network Connection status LED on the Smart Home Controller Box.

Smart Home Controller cannot be activated or cannot connect to the Eaton Remote Server?

Check if the Smart Home Controller is connected to the Internet (Network Connection status LED on the Box is Orange). Check if the router/modem does not block all ports to the outside. In this case the following port needs to be opened: 2443 (tcp). Check if other computers in the network can get internet access.

If everything seems ok reset the box by removing the power supply. Wait 10 seconds and connect power supply again.

Connection with the Eaton Remote Server is lost and not reestablished?

Be sure the Smart Home Controller is activated.

Check the Network Connection status LED on the Smart Home Controller Box. If the LED is RED check your internet connection. If the LED is ORANGE check if the Remote Server is reachable via other computers in the same network: <https://mysmarthome.eaton.com/>

If everything seems ok reset the box by removing the power supply. Wait 10 seconds and connect power supply again.

Cannot access the SHC directly (port forwarding) via the App in a 3G/4G network.

In case you:

- Use port forwarding and the Home IP Address to access the Smart Home Controller directly.
- And the Smart Home Controller is reachable via the App using a LAN network.
- And the Smart Home Controller is NOT reachable via the App using the 3G/4G mobile network.

You can create and use a free hostname to connect to the Home IP address in the following steps:

1. Create a free hostname (For example via: www.noip.com):
 - a. Specify hostname and Sign Up (Example: myname.hopto.org)
 - b. Specify email and password and create account
 - c. Verify this account via the mail received
2. Open the App and create a manual connection.
Use the new created hostname in the field "IP / URL:[Port]": http://myname.hopto.org

How can I use Zones?

A Building can be divided in one or more Zones.

A Zone can be used to represent:

- A small House.
- A floor with some rooms.
- A room.
- A group of xComfort Devices like:
- All Light Actuators.
- All Energy Consumption Sensors.

Climate Function: The temperature value indicates a question mark?

The question mark will be shown in the following situations:

- After a power up of the Smart Home Controller and no temperature is received from the Temperature Sensor. Wait until the temperature is received.
- If no temperature is received from the Temperature Sensor within the configured protection time.
- If the battery is empty and the protection timer is set.

In case the question mark is shown the Heating/Cooling Actuators are also switched off. The climate control becomes active again, after receiving a new temperature.

If the protection timer is used the Temperature Sensor must be set to cyclic sending and the protection timer accordingly. Default the time is set to "1" hour. Set to "0" will disable this protection.

Go to the Web Admin Console to set the protection timer:

3. Advanced -> Functions -> Climate Function -> general: protectionTime.

Shading Function: How to set the auto mode?

Only advance users can switch the auto mode.

Energy Function: The Energy Sensor history shows a very high value?

In case an already used Energy Sensor is added to the Smart Home Controller the history starts to calculate with the first received value, which is not zero. If the history shows a large value the first time the history must be

cleared. This can only be done via the Web Admin Console. Go to 2. System -> Devices. Click on the Recycle bin icon to delete the history data. Confirm with OK.

Energy Function: How to adjust the shown Energy Sensor values?

In case of Energy Sensor replacement or value synchronization with other sensors, the presented values can be adjusted. This can only be done via the Web Admin Console. Go to 2. System -> Devices.

Parameters:

Basic value (In kWh): Is the actual starting point of the measurement in case the old energy sensor is replaced. Specify here the last known value in kWh. In this way the history can be maintained. Click Save to save the changes.

Offset (In kWh): The offset value can be used to synchronize the shown values with other installed Energy meters like the Main energy Meter. Click Save to save the changes.

The status of the Actor is not correct?

The status of an Actuator is not correct in the following situations:

- After a power up of the Smart Home Controller and no Actuator command is send or received.
- The Actuator is not directly connected to the Smart Home Controller or ECI, but uses an indirect connection via a router. Reconfigure the network.
- The Actuator status message to the Smart Home Controller is lost.

The status of the Sensor is not shown?

The status of a Sensor is not shown in the following situations:

- After a power up of the Smart Home Controller and no status is received yet.
- The sensor is not configured properly. Check this with MRF.
- The sensor is out of reach. Check this with MRF.
- If the battery is empty. Replace the battery.

The status of the Sensor is not updated?

The status of a Sensor is not updated in the following situations:

- If the sensor is out of reach. Check this with MRF.
- If the battery is empty. Check the System Log for the battery status.

How to maintain the correct status of Actuators?

To maintain the correct status of (old) Actuators it is important to connect all xComfort Actuators directly to the Smart Home Controller or an ECI. In large installations the status of the (old) Actuators could still be wrong due to heavy RF traffic. Use the new generation Actuators with Extended Status Messaging support to increase the status reliability at hot spots.

Energy Function: Missing columns of energy consumption in daily history?

Per default Energy Sensors (Impulse input CIZE-02/01, Energy Sensor CEMx-01/xx) are configured to send every hour the actual energy consumption (cyclic sending). In case this is one hour and 5 minutes every 12 hours there is one hour which exactly will fall between two received energy consumption values. Just in this hour no value is received. In case the energy consumption is very stable set the cyclic sending for this device to 55 or 50 minutes via the MRF tool.

Camera Function: How to select the correct camera driver?

Eaton cannot guarantee that all Cameras will work with the SHC.

Follow the steps below to select the correct camera driver:

1. The **Generic** Driver works in almost all cases and gives the best performance. See FAQ: "How to configure the Generic camera driver?".
2. Find your Camera Vendor in the name of the driver. For example Axis -> VAPIX v2 (**Axis**)
3. Check if you have an ONVIF Camera. See FAQ: "Will every ONVIF Camera work?".
Use the (**ONVIF-CPT**) driver for ONVIF Cameras with Controlled Pan and Tilt System.

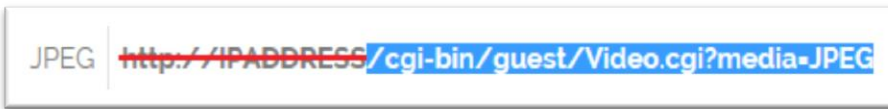
Camera Function: How to configure the Generic camera driver?

Most of the Cameras supports still JPEG images. This driver works in almost all cases and gives the best performance. One additional camera parameter is the needed URL path.

Follow the steps below to find the correct URL Path for your camera:

1. You could try the most common used snapshot URLs:

- o /snapshot.cgi
 - o /snapshot.jpg
 - o /image.jpg
 - o /image/jpeg.cgi
 - o /jpg/image.jpg
 - o /cgi-bin/image.jpg
 - o /cgi/jpg/image.cgi
 - o /cgi-bin/video.jpg
 - o /cgi-bin/guest/Video.cgi?media=JPEG
 - o /cgi-bin/media.cgi?action=getSnapshot
 - o /SnapShotJPEG?Resolution=640x480
2. Otherwise visit: <https://www.ispyconnect.com/sources.aspx>
 3. Select Camera brand name
 4. Find Camera model name
 5. Search for Connection Type: **JPEG** (More options could be available):
 6. Copy the URL Path behind "http://IPADDRESS":



7. If no image is shown please check if your URL starts with a "I" or try the next one.

Camera Function: Will every ONVIF Camera work?

Eaton cannot guarantee that all ONVIF Cameras will work. Check always if the Camera is ONVIF enabled. The camera stream (First stream) must be set to: http/JPEG. Find additional information in the SHC Web Admin Console help file chapter SHC ONVIF Support.

My Email account does not work?

If your existing account does not work the best way is to create a free email account. Find below two examples with the needed settings (Web Admin Console) to send mail notifications:

Google Gmail (<http://mail.google.com>)

Mail settings:

SMTP Server Address: `smtp.gmail.com`
 Server Port: `587`
 Username: `<username>@gmail.com`
 Password: `<password>`
 E-Mail Address: `<username>@gmail.com`
 Connection Type: `TLS`

GMX Mail (<http://www.gmx.com>)

Mail settings:

SMTP Server Address: `mail.gmx.at`
 Server Port: `465`
 Username: `<username>@gmx.at`
 Password: `<password>`
 E-Mail Address: `<username>@gmx.at`
 Connection Type: `SSL`

Google Gmail blocks mail messages sent by the SHC?

Google changed the sign-in security of its services which affect any application sending usernames and passwords. Per default Google blocks sign-in attempts from these applications including the SHC. In case you like to use Gmail to send mail notification messages you need to enable the permission for less secure apps:

1. Open: <https://www.google.com/settings/security/lesssecureapps>
2. Select your account and login
3. Access for less secure apps: Turn on

For more information search on google: "Access for less secure apps".

After an update it looks the browser does not respond anymore?

Refresh the browser (F5) to get connected to the new Web Admin Console. During the update process the browser waits until the new Software is up and running. This situation happens if the automatically reload of the page is done during the start-up of the new software.

How to configure a Ventilation Actuator or other Actuator?

Default Switch Actuators can be configured for a default function like: Lighting, Heating, Cooling, Door, etc. In case the Switch Actuator is used for something else, the Function can be set to "None". Specify the purpose in the "Name". Per default the normal "On" and "Off" commands are supported.

How to configure another type of sensor for a Binary Input?

Default the Binary Inputs can be configured for a default function like: Door, Window, Motion, etc. In case the Binary Input is used for something else, the function can be set to Binary. Specify the purpose in the "Name". Per default commands are supported like: On, OFF, Up Pressed, Up Released, etc.

No Function(s) are available in a Zone?

New create Functions based on the devices in the Zone are disabled by default. Enable the needed functions via the Web Admin Console -> 3. Functions.

How to set the Impulse Sensor ratio for Energy Sensors?

To show the correct values the ratio must be set for each Impulse Sensor.

To determine the ratio check the specified output rate of the pulse output of the measuring device. For example:

- kWh meter: 10 pulses is 1kWh -> Ratio = 10
- Water meter: 100 pulses is 1M3 -> Ratio = 100.

Go to the Web Admin Console -> 1. System -> Devices.

Select the Impulse Sensor and specify the discovered ratio. Specify also the unit.

How to use a group of actuators assigned to a datapoint?

A mixed type (switching, dimming and/or shutter) group of actuators types will be handled as switching actuator type. A group of one single type will be handled as an actuator of that type.

Can I use Markers?

Markers are virtual devices which can be used to store status information, values and to make calculations. Markers are like real devices and can be configured and used in the same way in Functions and Macros.
Power Zone Overview

Can I configure a 3phase Energy Sensor?

Yes. Go to the Web Admin Console and check the Help file for instructions.

How to use the Tariff binary input?

Meters with a Tariff output can be connected to the SHC. The User can see in the Energy Function the tariff status: Low/High. The tariff status change can be used to trigger Macros

Is it possible to divide Low and High energy consumption?

No, that is not possible.

Alarm: How to enable/disable the Alarm?

Go to the Web Admin Console and open the Help file. Follow the instructions for the Tab: Alarm.

Alarm: Can I configure an Alarm trigger delay time to disarm the Alarm?

No. In case macros are used to switch on a siren, use the Action delay time for this siren switch action. Add an additional action to the macro which disarms the Alarm to disable the siren macro. Enable the siren macro again in the macro to arm the alarm.

Alarm: Can I Arm the alarm with the windows open?

Yes. The Alarm Function will not check if windows are closed and sensors are not active. The alarm can be activated and the alarm is not triggered if a window for example is open. If the window is closed and opened again, the alarm is triggered.

Alarm: How to Arm/Disarm the alarm without APP?

The Alarm can easily be Armed or Disarmed with a central Pushbutton. Create a Macro and add the pushbutton to trigger. Add the needed actions to this Macro to turn the house in the correct state including the Alarm Arm/Disarm actions. Find additional information in the Web Admin Console Help file (Tab: Alarm).

Alarm: Can I set a delay time to Arm/Disarm the alarm?

No. If for example a motion sensor is used in the entrance area or a door contact is used for the front door, the alarm can be armed if the door is open or the motion sensor is active. After leaving the area the sensor will be inactive and trigger the next time they get active again. Check!!!

Climate Function: Strange temperature regulation in Zone?

Using the same Temperature Sensors and Heating Actuators in more than one Zone will disturb the Climate control in the Zone itself. Always disable the Climate Function in overview zones.

Main Dashboard: How to get additional Scenes?

Go to the Web Admin Console and open the Help file. Follow the instructions to create Scenes described in the Tab: Macros & Scenes.

How can I check the RF network for device issues?

Go to the Web Admin Console -> 1. Diagnostics -> State of Devices.

This overview provides statistical information per device. Go to the Web Admin Console and open the Help file for information on this page.

Why are the Users and Time Zone set to default after import MRF SHC config?

If the complete SHC configuration is not reimported in the MRF Project this information is not available in the project. Check the Web Admin Console Help file for: Synchronize and save Configuration in MRF Project.

Why is Priority, Severity and Subsystem shown in my SHC email message?

After an update it is possible that 3 lines of information is added to the email messages automatically. This extra information will disappear after the first few messages.

Macro Function: How to avoid delays in Macros actions by Email notification?

Actions in a Macros are executed one by one in the defined order. Each next action will be initiated after the previous action is completed. In case the Execution delay for an action is set to 10 seconds for example this action will delay the chain of actions at this point for 10 seconds. Another unwanted delay in the chain of actions could be caused by a Mail notification action. This action is waiting for the confirmation by the Email provider before the next action in the chain will be executed. Please program Mail notification actions always at the end of the action list to avoid this possible delay.

I receive no Push Notifications anymore?

Each smart device should be registered for Push Notifications to the SHC by having it already connected via the iOS or Android App. If you receive no Push Notifications anymore (for example after an update) you need to check the Time and Date settings. Please open the Web Admin Console (2. System -> Time Zone) and check for the correct Date and Time settings.

General***How connects the Smart Home Controller to the Remote Eaton Server?***

In case the Smart Home Controller is activated the controller will automatically connect to the Eaton Remote Server. No extra configuration is needed in your locale network.

Do I need to configure the modem/router for the Smart Home Controller?

No. If the Smart Home Controller is activated the controller will automatically connect to the Eaton Remote Server. However some router/modems are configured to block all ports to the outside also. In this case the following port needs to be opened: 2443 (tcp)

Can I connect to my Smart Home Controller directly via internet?

Yes, but this is at your own risk. No support will be given for this!

Read the manual of your modem/router (port forwarding or virtual server) to open port 80. Use the IP Address of the provider with the assigned outside port to access the Smart Home Controller via a web browser.

You can also create and use a free hostname to connect to the Home IP address in the following steps:

1. Create a free hostname (For example via: www.noip.com):
 - a. Specify hostname and Sign Up (Example: myname.hopto.org)
 - b. Specify email and password and create account
 - c. Verify this account via the mail received
2. Open the App and create a manual connection.
Use the new created hostname in the field "IP / URL:[Port]": http://myname.hopto.org

How do I secure my Home network?

Always enable the WLAN security! WPA encryption is strongly recommended.

Can the SHC connect to Internet via GSM networks?

Yes, but be aware that the connection could be less stable. The Smart Home Controller keeps the connection with the Eaton Remote Server continuously alive. If a connection cannot be established, or for any other reason an already established connection drops down, the Smart Home Controller periodically tries to initiate it. In GSM networks the IP Address is dynamically assigned and could change more often. In this case the Smart Home Controller needs to reestablish the connection again. This will be logged in the Diagnostics System Log.

Security between the SHC and the Eaton Remote Server?

The secure connection between the Smart Home Controller and the Eaton Remote Server is based on SSL/TLS and X.509 (SSL) certificates. Each Smart Home Controller uses specific installed certificates from the Eaton Remote Server for authentication.

How are Functions created in a Zone?

A combination of xComfort Devices installed in a Zone can provide specific functionality. This functionality will become automatically available in a Zone if the required Devices are available.

Climate Function: How to change temporarily the temperature in auto mode?

Select the desired temperature mode or adjust the temperature for User. Select Auto again. Now the new temperature setpoint is used until the next temperature mode event.

Camera Function: Which Cameras are supported?

The following camera protocols are supported:

- CGI Interface v1.36 (**SerComm**)
- CGI Interface 4.3 (**Panasonic**)
- CGI Interface v1.4 (**ZyXEL**)
- Camera Integration SDK 1.0.1 (**Mobotix**)
- VAPIX v2 (**Axis**)
- CGI SDK 2.1 (**IPCAM**)
- IP Camera SDK v0.97c (**Compro**)
- NVC HTTP API v1.06.07 (**UDP**)
- IPX/IPN V1.3.0 (**UDP**)
- 1.0 (**MotionGuide**)
- v1.02 (**ONVIF**)
- v1.02 (**ONVIF-CPT**) ONVIF Cameras with Controlled Pan and Tilt System
- 1.0 (**Generic**)

How to use a RF Radiator Thermostat with the climate control function?

Connect the RF Radiator Thermostat with the Smart Home Controller using the Eaton MRF tool. The RF Radiator Thermostat contains 3 functions which will be available as devices in the SHC.

- RF Radiator Thermostat (temperature) device: This is the temperature measured by the Device and can be used in the climate function as temperature sensor.
- RF Radiator Thermostat (setpoint) device: This Device contains the set point and the actual temperature of the RF Radiator Thermostat to regulate the temperature.

- RF Radiator Thermostat (position) device: Sensor which gives the actual position of the radiator valve: 0% (closed) - 100% (full open).

Using the RF Radiator Thermostat in the climate function to regulate the temperature in a room can be done as follow:

- Put a temperature sensor in the zone.
 - If the internal temperature sensor of the RF Radiator Thermostat is used then put the RF Radiator Thermostat (temperature) device in the zone.
 - If another temperature sensor is used (eg. Room Controller), then the RF Radiator Thermostat (temperature) device shouldn't be put into the zone.
- Put the RF Radiator Thermostat (set point) device into the zone.
- Optional the RF Radiator Thermostat (position) can be put into the zone.
- Climate function should now be available in the zone (Functions tab) and can be enabled.
- The set points defined for the function in the zone are used to regulate the zone temperature.

Macro Function: What happens if the Device conditions in a macro are unknown?

If one of the conditions cannot be determined the macro will not be executed.

Macro/Scene Function: What happens if the same macro is triggered again?

If the same still running macro is triggered again the running macro and all remaining actions will be stopped immediately. The new started macro will execute the actions from the beginning.

Macro/Scene Function: How can I enable and disable macros?

A macro can be enabled/disabled in the following way:

- Via the App (Advanced User).
- Via the Planner.
- Via a Macro/Scene.
- Via the Macro Function Editor in the Web Admin Console.

Macro/Scene Function: How to use Trigger/Enable/Disable/Stop controls?

Via the Planner and the Macro Function Action the following Macro controls are available:

- **Trigger:**
In case the Macro is enabled the Macro is triggered by this event. Defined Actions will be executed if all defined conditions are met.
Each new Trigger event will directly stop this macro if it was already running and discard all remaining actions (Same like stop).
- **Enable:**
This event will enable the Macro so the macro will react on Trigger events.
- **Disable:**
This event will directly stop the macro if it is running and discard all remaining actions to be executed. Disabled Macros cannot be triggered by trigger events and will also not be shown in the Scene Function and Main Dashboard.
- **Stop:**
This event will directly stop the macro if it is running and discard all remaining actions to be executed.

Macro/Scene Function: How create a one button toggle function on the Main Dashboard?

You can use the Scene Enable/Disable feature to create a toggle function on the Main Dashboard. Just one active button is shown which also indicates the status. Example:

- Define 2 Macros as Scenes in a Zone. For example:
 - One called: All On
 - One called All Off
- Enable the Scenes on the Main Dashboard and select an Icon.
- Add two additional actions to Macro "All On":
 - Control Function: This Zone: Macro "All Off" - enable (Enable the other Macro)
 - Control Function: This Zone: Macro "All On" – disable (Disable itself)
- Add two additional actions to Macro "All Off":
 - Control Function: This Zone: Macro "All On" - enable (Enable the other Macro)
 - Control Function: This Zone: Macro "All Off" – disable (Disable itself)
- Trigger one of the Macros to set the toggle status.

Now only the enabled Scene button is visible in the Main Dashboard (and Scene Function). Pushing this button will switch the status and replace the button by the other Scene button.

Macro/Scene Function: Using Action delay times?

In case you use two Macros to switch between a status and you defined also Action delay times it can happen that one Macro can be triggered again while the second Macro Action is not yet executed. In this case after the status is changed to the correct situation the other Macro will still execute the remaining actions after the delay which will lead to a strange situation.

Solution: Add always an additional action to stop the other Macro.

How is the Room Manager supported?

The Room Manager supports different functionalities which, if connected to the SHC, are available via the Functional Devices as listed below. Important: Only those Room Manager functions which are connected to the SHC are available in the SHC.

Channel	Description	SHC Functional Devices
0	Push-Button left	PushButton
1	Push-Button right	PushButton
11	Switch Mode	SwitchActuator
12	Temperature of RM	TemperatureSensor
14	Date and Time Change	SHC will synchronize the RM clock with the SHC clock
16	Sum Output Heating	BinaryStatusSensor
17	Sum Output Cooling	BinaryStatusSensor
30	Ventilation request	BinaryStatusSensor
40 - 42	Timer Output 1-3	BinaryStatusSensor
60 - 62	Heating request Room 1 - 3	BinaryStatusSensor
70 - 72	Air-condition request Room 1 - 3	BinaryStatusSensor
80 - 85	Room Temperature Room 1 - 6	HeatingTemperatureActuator
100 - 109	Input 1 - 10	AnalogActuator
120 - 129	Output 1 -10; Choose/configure in MRF if Binary or Analogue	Depending on the configuration: BinaryAnalogSensor or AnalogInput
140 - 148	Window contact Room 1 - 3	SwitchActuator
170 - 179	Security Input 1 -10	SwitchActuator