



## **Installation Kickoff Guide & Administration**

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# 1 Installation Start Up

Before you continue, you should have read the quick start guide. This guide informs you about the steps you have to take to connect the gateway to the current and your local area network.

The following chapters inform you of the steps to take to get your installation up and running from web browsers and apps.

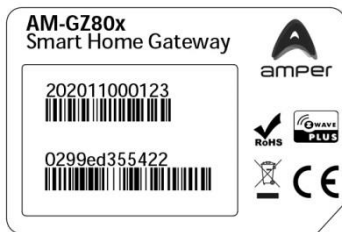
## 1.1 Gateway Connection Configuration Ethernet and WIFI

**Important:** This device is a security enabled Z-Wave Plus™ product that is able to use encrypted Z-Wave Plus messages to communicate to other security enabled Z-Wave Plus products.

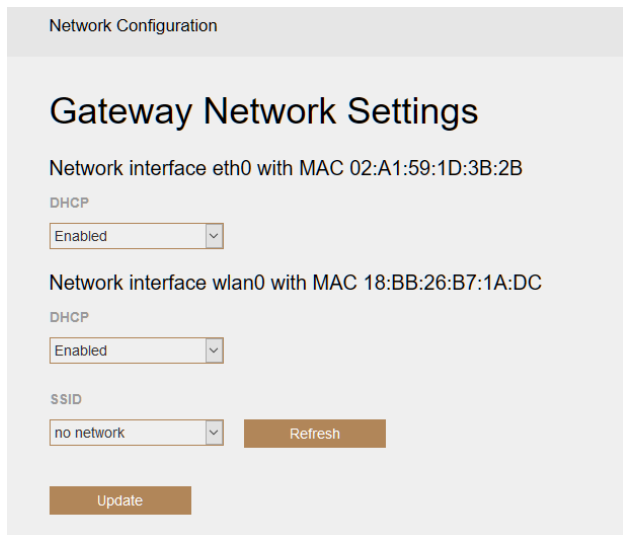


In case you need to configure WiFi connectivity, you have to jump to the web page of configuration of the gateway. For this you have to know the local IP of your Gateway and go to <http://iplocal/login>.

You will see the following web page, enter user = admin and password = id-of-gw (is in the label on the bottom of GW box or shown in the URL once you use your credential to access the service). Once you enter, you will see the following website.



Once you have registered, the following configuration options will appear (see the following figure).



### Considerations:

- It is advisable to use the "DHCP" option for WiFi and Ethernet.
- Make a note of changes made if you are going to work with static IPs.
- The gateway will always use the Ethernet connection, then WiFi.

### Important:

Network settings default reset is achieved by triple click on user button of Gateway. This button is located side to power supply connector.

## 1.2 My first installation

It's a simple 1-2-3 steps process, let's start. When you connect to the platform for the first time, the system will detect that no installation is configured and will start the Installation Wizard. Please follow the steps below to set up your installation for the first time.



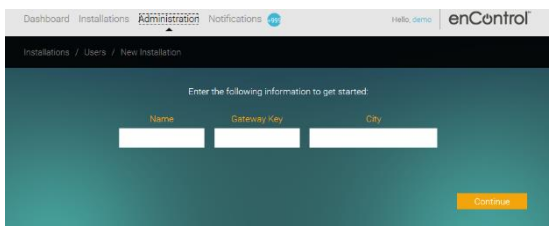
1) Open your internet browser. Write the following [web:](https://encontrol.io/Account/Login)  
<https://encontrol.io/Account/Login>

2) Enter the username and password provided in your "welcome to service" email sent when activating your account. Click on "Login".

\* The enControl mobile application does not include the same features described in this manual; it does not have administration functions.

### 1.2.1 Select a name for your installation and activate your Gateway

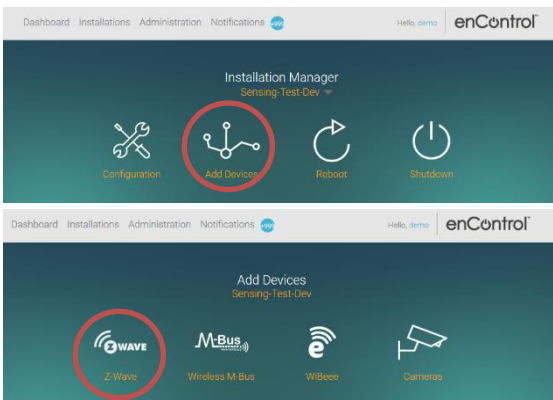
In case you have already an installation created, you can skip this section. The installation wizard requesting following information:



- 1) Name your installation (e.g. "My Home")
- 2) Enter the serial number of your gateway (this must be provided by your service provider. If you have not received this number, please contact your provider's support service)
- 3) Enter city name
- 4) Click "Continue" to create the installation. If the process ends successfully you will be able to start adding devices. The system will take you to the next screen

### 1.2.2 Inclusion Z-Wave™ Device

When you finish the step described above the following screen will appear (you can also arrive to this view selecting "Administration"->"Installations" menu option.



Click in the "Add Device" Icon, screen shown different protocols will appear (see below).

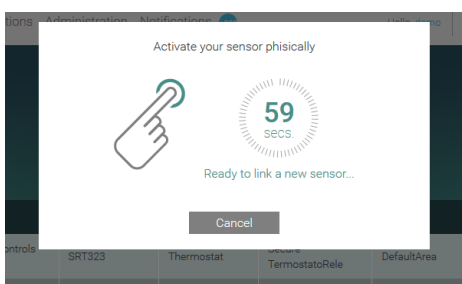
By clicking on the Z-Wave icon you can start adding devices



To start device inclusion, click the “+” icon.

The System will guide you through the process, please follow the instructions online

### 1.2.2.1 Unsecured & S0 device



The System will wait for you to activate the device that you want to add to the installation.

The only thing you should do when you unpack your devices and want to add them is:

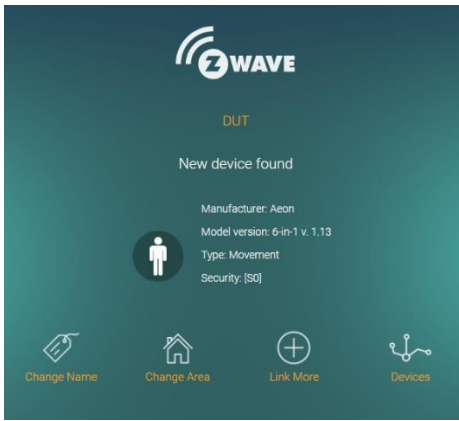
- 1) Insert the batteries (pay attention to the polarity) or connect the device to the electric current.
- 2) Wait 3 seconds.
- 3) Press the "Wake-Up / Z-Wave" button (please note that each manufacturer has its own device wake-up method, ranging from 1 click to more than 3. Please review the included sensor manual to find out how many Clicks are required).

Examples:



Once the system successfully links the device, you will get the information of the device as shown on the left capture.

On this screen, you can:



- 1) Assign device name
- 2) Assign area
- 3) Add another device
- 4) Go into view of all the devices

### 1.2.2.2 S2 device

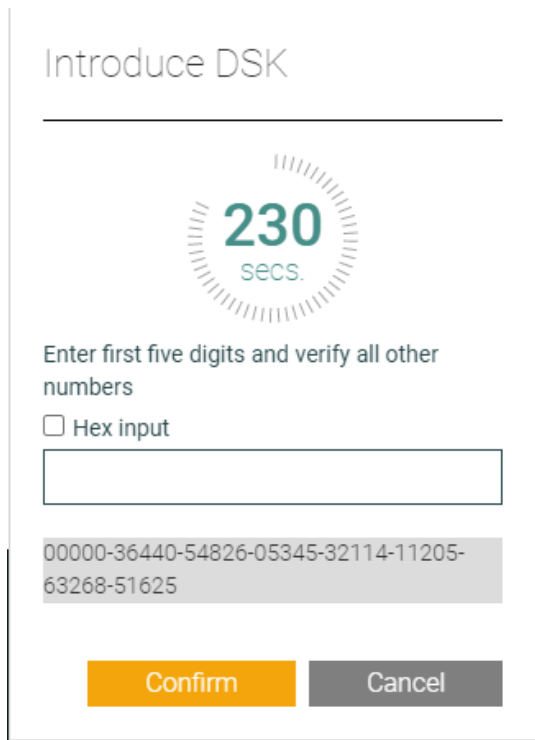
In case you are linking S2 devices, the link process will pop up a window for you introduce the DSK of the device. The window will be visible for certain period of time as shown in the next capture.

Before proceeding, read device manual about the link process.

Locate DSK in the device itself or in the device's box.

Be sure if the DSK provided is written in decimal (default) or hexadecimal format. In the second case, select "hex input"

Enter the 5-digit code and press confirm

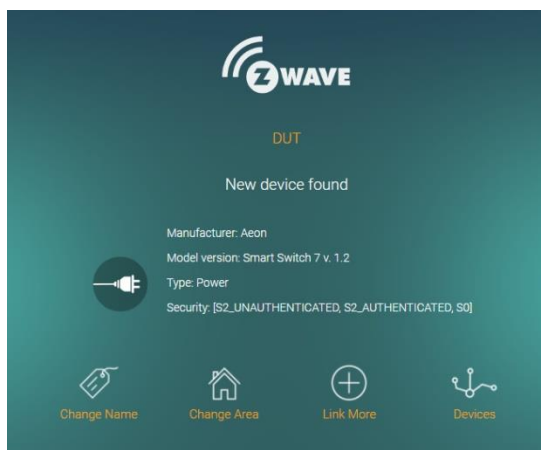


Follow the instructions on the web page and wait for the device to be displayed as shown in the next capture.

Once the system successfully links the device, you will get the information of the device as shown on the left capture.

On this screen, you can:

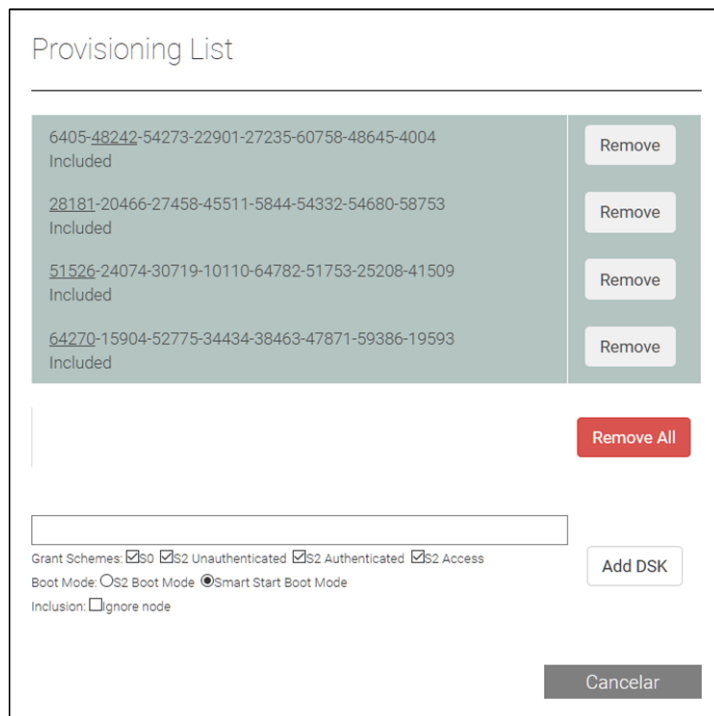
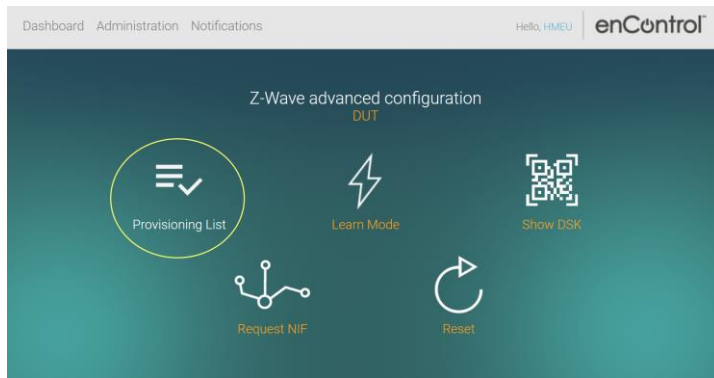
- 1) Assign device name
- 2) Assign area
- 3) Add another device
- 4) Go into view of all the devices



### 1.2.2.3 SmartStart

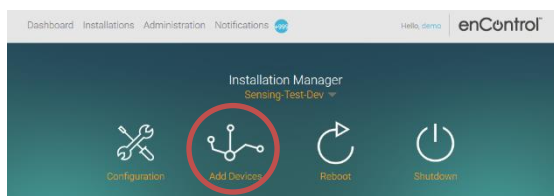
SmartStart is designed to facilitate the inclusion of multiple devices simultaneously by storing unique Device Security Keys (DSK) in the hub. This ensures that the Gateway is ready for error-free, and uniform inclusion across all device types and brands with secure S2 security framework, before the device is even powered on for the first time.

First you need to provision the DSK into the GW, for this purpose you need to access Z-Wave advance configuration (see section 2.6.2).



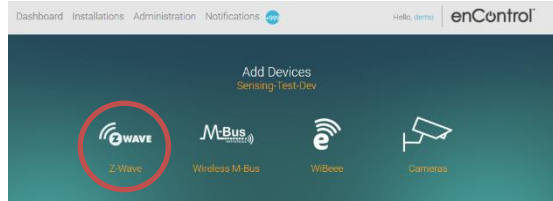
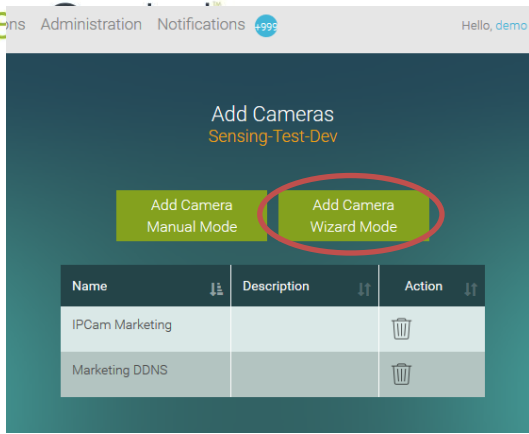
### 1.2.3 Exclusion of Z-Wave Device

In order to remove a Z-Wave device from your network navigate to “Administration”->”Installations” menu option.



Click in the “Add Device” Icon, a screen shown different protocol will appear.

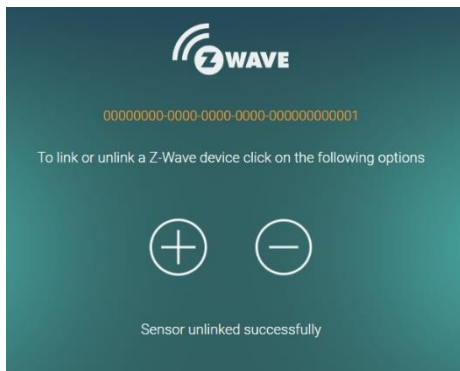




start adding devices  
the process, please



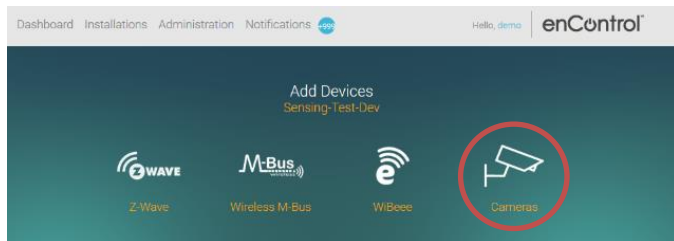
To start removing devices, click the “-” icon. After that just set your Z-Wave device in exclusion mode (see device’s user manual, sometimes it’s also called learn mode).



When the process completes the timer will disappear and a message will confirm successful removal (only if the device previously belonged to your Z-Wave network).

### 1.2.4 Add Cameras

By clicking on the camera icon you can start adding devices.



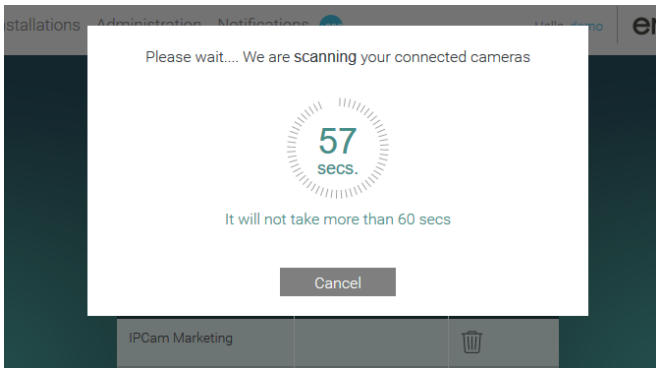
The System will guide you through the process, please follow the instructions online.

Last step of the process, there are two ways to do this: the installation wizard automatically detects your cameras (Installation Wizard Mode) or manually add them (Manual Mode).

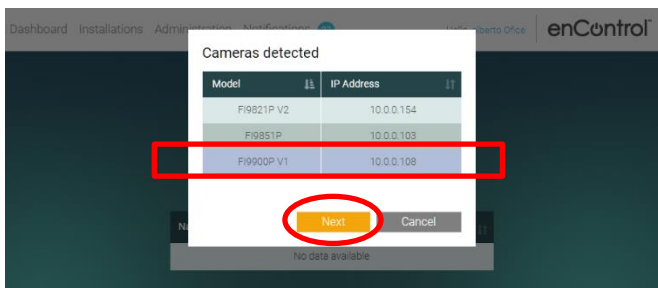
#### 1.2.4.1 Installation Wizard

The installation wizard scans your network to discover all the devices connected to your internet router. This mode may not work due to a blocking by your router. If you encounter any problems during the process, contact your service representative.

To begin the discovery process press "Add Camera Setup Wizard".

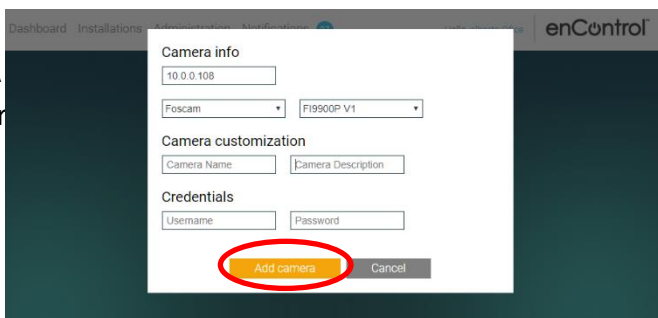


The system scans your network and after a few seconds your devices will appear.

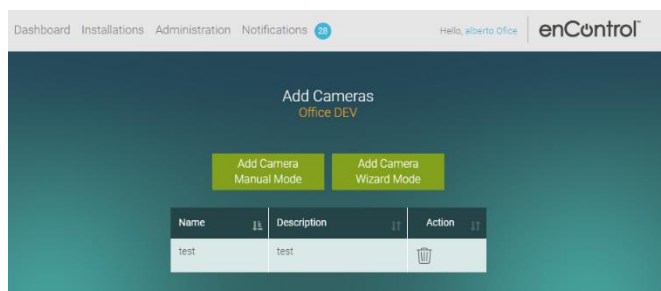


Once the process is finished, click on the row that shows the camera manufacturer (in this case, Foscam FI9900P V1) and then click on "Next"

A  
cr

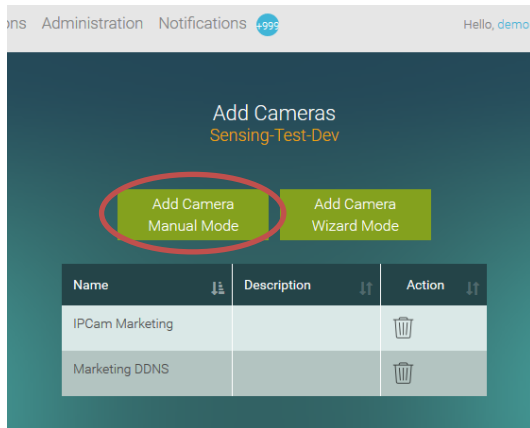


of your camera. Choose the name of the camera and "ra".



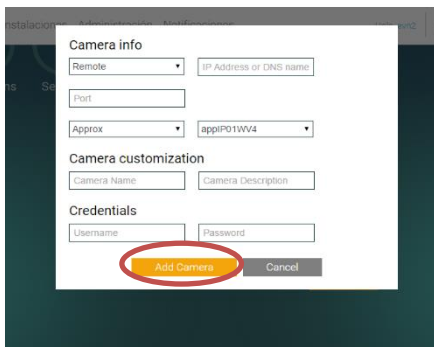
The System will show the new camera added (in this case its name is Test. If you want to add another camera press "Add camera manual mode").

### 1.2.4.2 Manual Mode

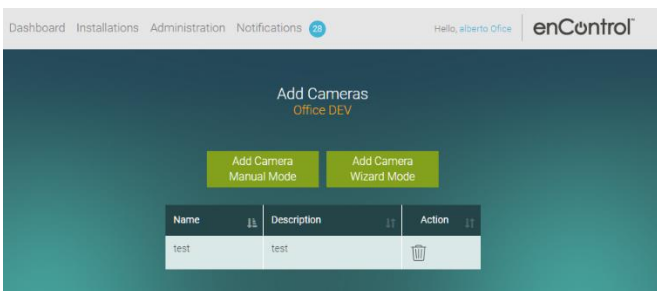


Adding the camera manually should be used when the gateway cannot discover the camera in your network.

To start the manual mode press "Add Camera Manual Mode".

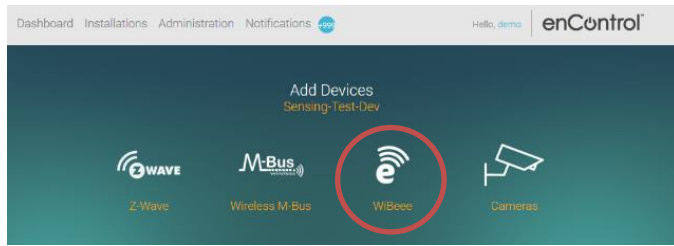


Please fill in the information requested. When finished, press "Add Camera".

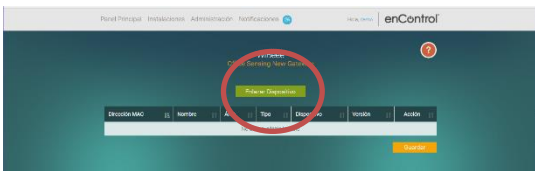


The System displays the newly added camera (in this case "test"). If you want to add another camera, click on the button "Add Camera Setup Wizard" or "Add Camera Manual Mode".

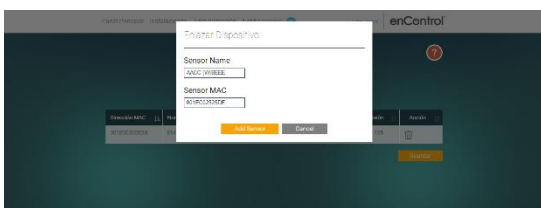
### 1.2.5 Add WiBee Sensor



By clicking on the WiBee icon you can start adding devices

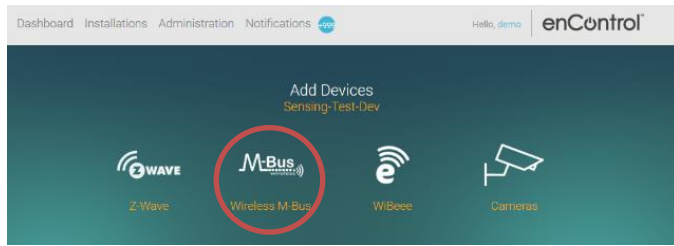


To add devices, press the green button.

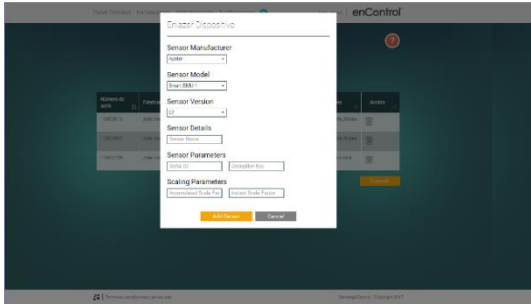


Fill device name and WiFi MAC (format XX:XX:XX:XX:XX:XX), the system will search your network and add it if to the system when find it.

## 1.2.6 Add Wireless MBUS Devices

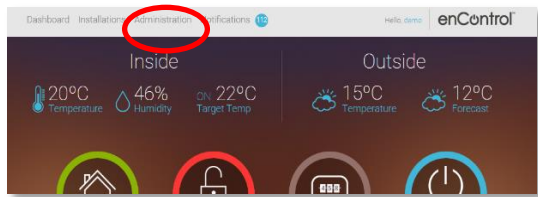


Clicking on the Wireless Mbus icon you can start adding devices. As in the case of Wibeer, it will take you to another screen where you will have to click the Add device button. Once pressed, a pop-up window will appear to add the link information.



Enter the WMBus device information for the system to search for and add to it.

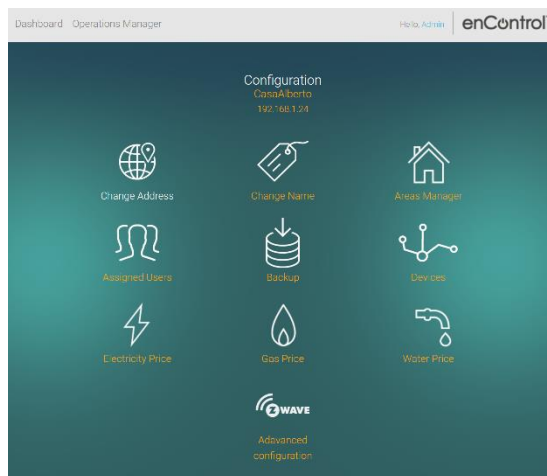
## 2 Installation Administration



When you click on the Administration menu, you will be able to access the different facilities contracted and the different users activated for all the locations. You can also create new installations.



Once inside installations, you can select to configure the installation, add / remove devices, restart and stop the home gateway. Let's look at each one of them.

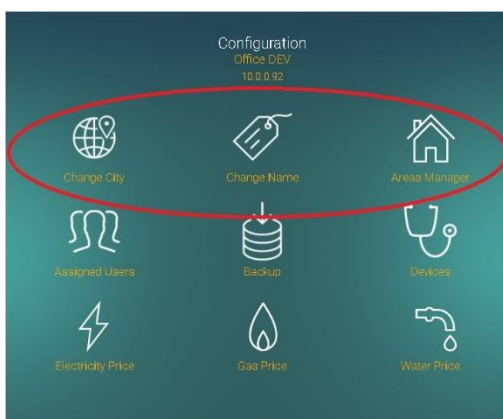


Once inside Configuration the new screen will show you all the actions that you can perform as a user. You can also manage users and create new installations.

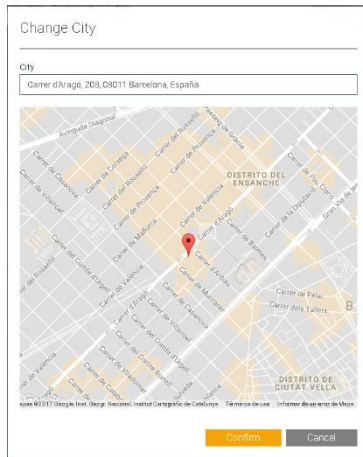
### Available Options:

- Installation Profile: change city, name of the installation and manage the areas of it.
- Devices: view the status, historical data and configuration of the installation sensors.
- Assign users: determine which users can access the installation.
- Backup: generate / recover a system backup. The system performs a backup every day automatically, but you can perform a backup any time when need it.
- Assign the price of electricity, gas and water.
- Access Z-WAVE advance configuration.

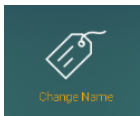
### 2.1 City, name and installation areas



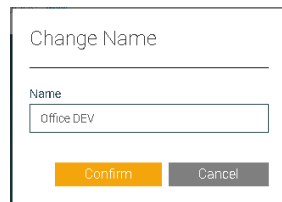
Using the marked icons you can change the name of the installation, manage the areas of your installation (typically the rooms that make up the home), and change the location (change city) so that the interface reflects the outside temperature of your home.



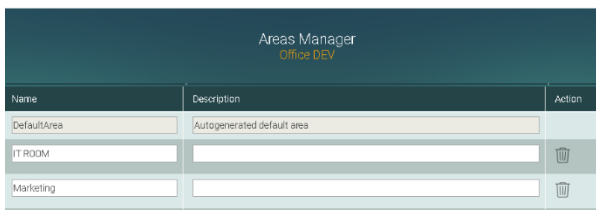
Click on "Change City", enter the name of your city and / or move the position icon on the map and then click on confirm.



Click on installation

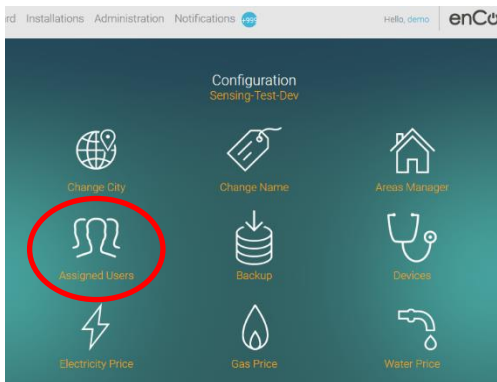


"Change Name", enter the desired name for your and then click on confirm.



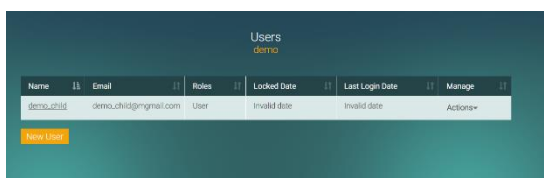
Click on "Area Manager" and you can add new areas, rename an existing area or delete a specific area, always remember to save to run the change.

## 2.2 User Administration



By clicking on the user icon you can assign / un assign your created users to this installation.

**Note:** Users must be pre-created by accessing the "Administration-Users" menu option.



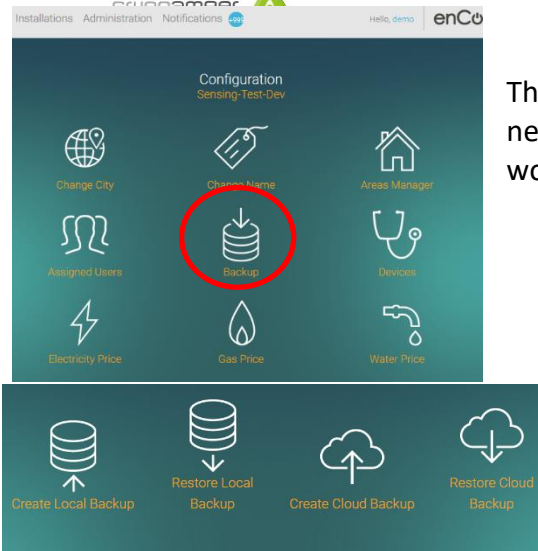
This is the user assignment screen, in this case the user "nat" has already been previously created.

You can access this view through the main menu "Administration-Configuration-Assigned Users".

You can create (yellow button) and lock/unlock and assign facilities (through the popup menu under "Actions").

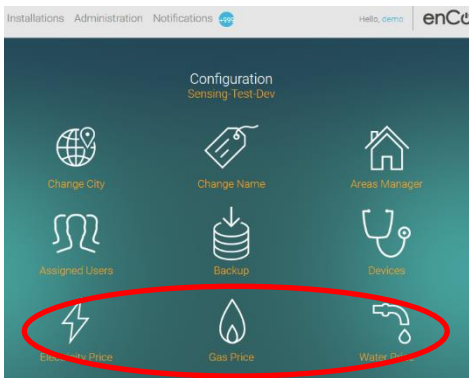
## 2.3 Backup

By clicking on the backup icon, you will be able to make backups in the own gateway and in the cloud.



The systems backups automatically all data everyday, so you don't need to worry about backup. The option is leave just in case you would like to perform a backup immediately.

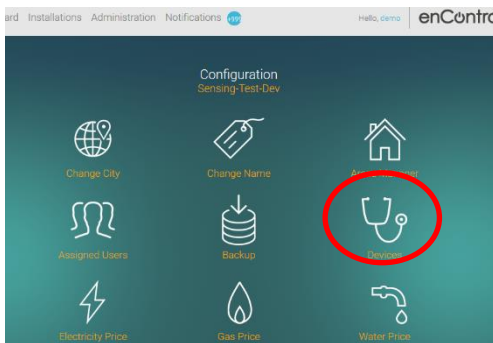
## 2.4 Services Prices (Electricity, Gas, Water)



By clicking on the icons marked in red you will be able to tell the system which is the price of the unit consumption of the energy.

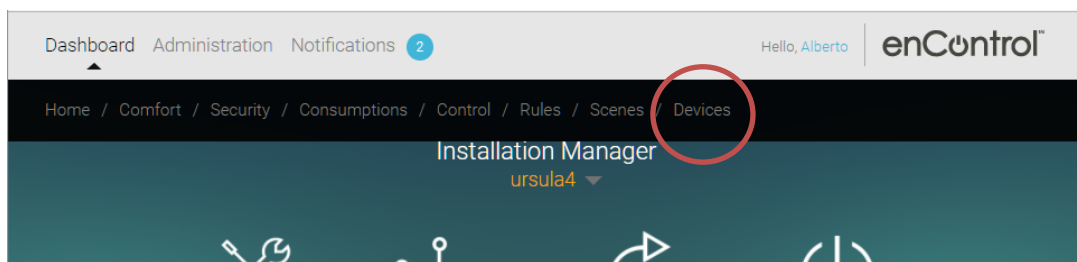
For each, a pop-up window will ask for the necessary data to be entered.

## 2.5 Device Configuration



By clicking on the marked icon, the system will redirect you to the list of devices in your installation.

The device configuration is also accessible by clicking devices icon in previous picture or by accessing device option in the main menu.



The system will redirect you to the next screen, where all the devices will be shown

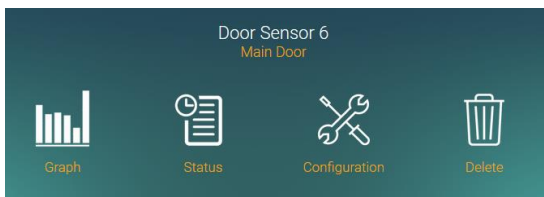
For each device, you can:





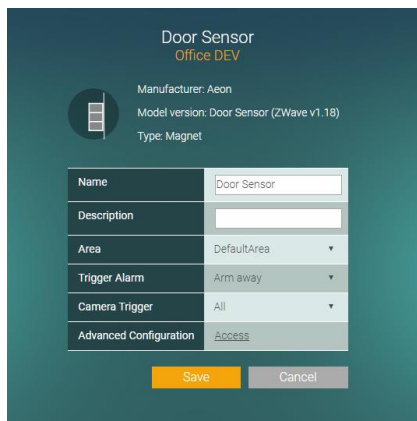
1. See if you are communicating with the gateway (the device that does not communicate is labeled "No Connection").
2. You can know the date of last communication between the gateway and the sensor.
3. Clicking on it you will be directed to the next page.

On the sensor page, you can view



1. Plot graphs of historical values
2. See history of sensors (on, off, detect, offline, etc..)
3. Configure the device
4. Delete (this icon only appears if it is marked offline). IP-connected devices (such as cameras) can be deleted from the add devices screen.

By clicking "Configuration" you will be able to access the configuration view for this device. For instance, for a magnetic sensor you will be have following options:



- 1) Change name
- 2) Change area
- 3) Access advanced configuration

The platform preconfigures the devices automatically, so you don't need to worry about configurations. However, you may need sometimes to adjust some parameters. To do so just click on "Access" link on the Advanced Configuration row.

Depending on the device, the view can show up more or less rows.

### 2.5.1 Configuration parameters for security devices.

For a security device, you will be able to configure:

- 1) Alarm trigger
  - a. Magnets, movement type: You can choose if an alarm is raised upon detection by device (movement or door/windows opens) when the system is in: Arm, Partial or Disarm state. By default, this type of devices is set to trigger an alarm when the system is in Arm state.
  - b. CO, Smoke, Water leakage type: Same as before, but these devices will trigger an alarm when the system is disarmed by default.

- 2) Alarm delay: allows you to delay the trigger of an alarm. Upon completion of this delay, if the sensor has return to OK status (from DETECT status) the gateway will not send the alarm to the service.
- 3) Decide if an alarm of this sensor will active your siren(s) installed. By default, yes.

Particular options for different devices can be found under “Advanced Configuration”. For instance, Fibaro’s smoke sensor allows you to select the sensitivity of the device.

### 2.5.2 Configuration parameters for energy meter devices.

For meter devices, you will be able to configure:

- 1) Electricity
  - a. Consumption category
    - i. Decide if the device is the main meter of the installation
- 2) Gas, water
  - a. Decide if the device is the main meter of the installation

### 2.5.3 Configuration parameters for comfort devices

For comfort devices, you Will be able to configure:

- 1) Thermostat
  - a. Select type and/or configure control codes (AC IR Remotec<sup>1</sup>)
  - b. Select device as main Thermostat
- 2) Temperature sensors
  - a. Temperature compensation

### 2.5.4 Configuration parameters for control devices.

For a control devices, you will be able to configure

- 1) Lights
  - a. Type of switch
- 2) Curtains/shadows
  - a. Type (normal, venetian)
  - b. Calibration

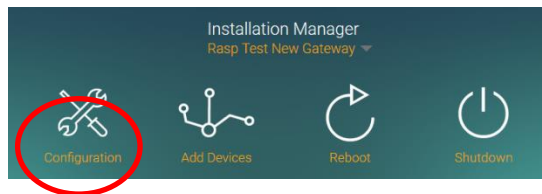


For further information regarding the use of the platform, please refer to the Web User Manual (download [here](#)) or APP (download [here](#)).

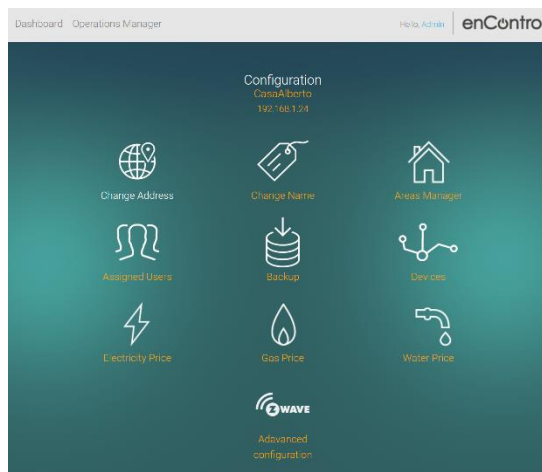
<sup>1</sup> A configuration guide for programming IR codes for Remotec device can be found [here](#)

## 2.6 Z-WAVE Advance configuration

Click on the Administration menu, then installations.

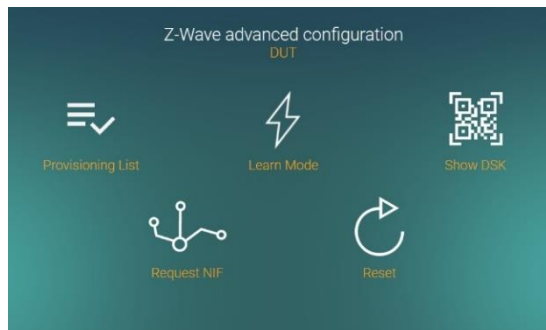


Once inside installations, select configuration.



From Configuration view you will be able to access Z-Wave advance configuration options.

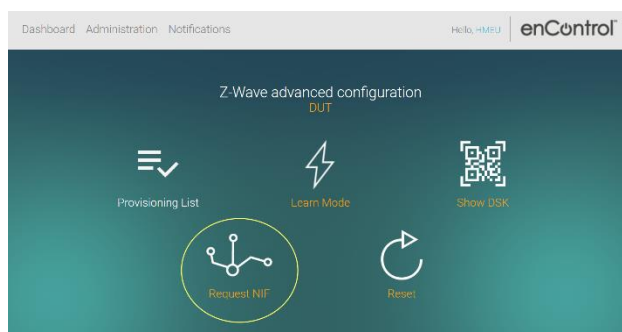
From where you will be able to:



1. Deal with learn mode
2. Manage Provisioning list
3. Show DSK
4. Request NIF
5. Default RESET of the GW.

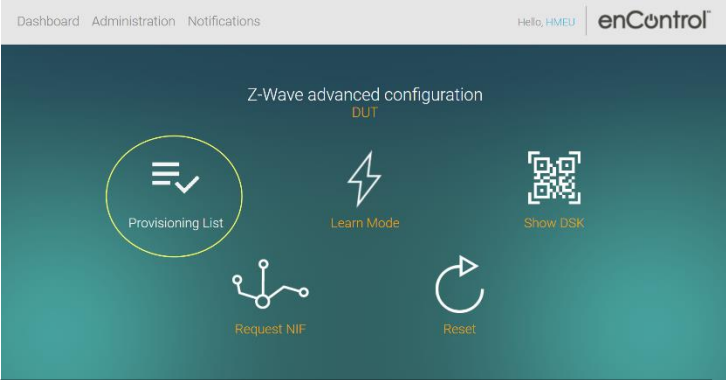
### 2.6.1 Send NIF

A send NIF action can be triggered on demand. When logged, navigate to Administration / Installations in the top level menu and click on Configuration. Once in the configuration menu, click on Z-Wave advanced configuration. Select “Request NIF”, this will trigger a report from the Z-Wave controller (unless it’s already performing some other network management action, since we’re using Z/IP Gateway which only allows one network management action at a time).



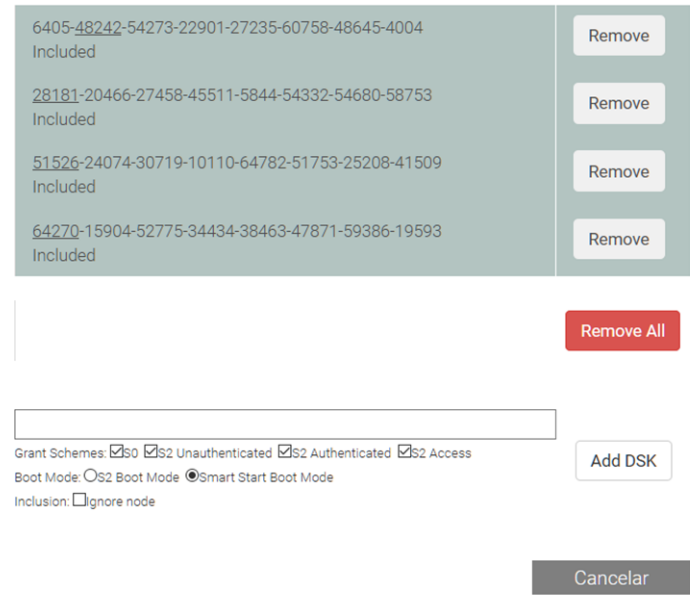
### 2.6.2 Node provisioning for SmartStart

SmartStart is designed to facilitate the inclusion of multiple devices simultaneously by storing unique Device Security Keys (DSK) in the hub. This ensures that the Gateway is ready for error-free, and uniform inclusion across all device types and brands with secure S2 security framework before the device is even powered on for the first time.

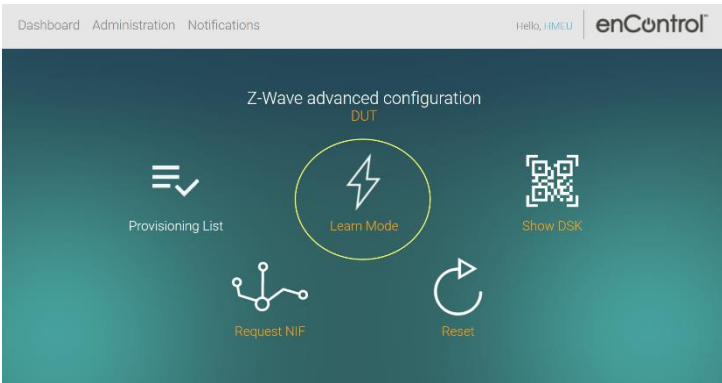


A pop-up window will appear (in the example with some DSK already included in a gateway) for Provisioning List management.

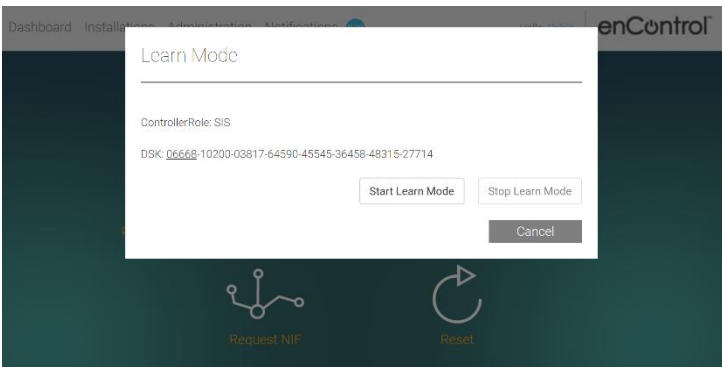
### Provisioning List



### 2.6.3 Learn mode

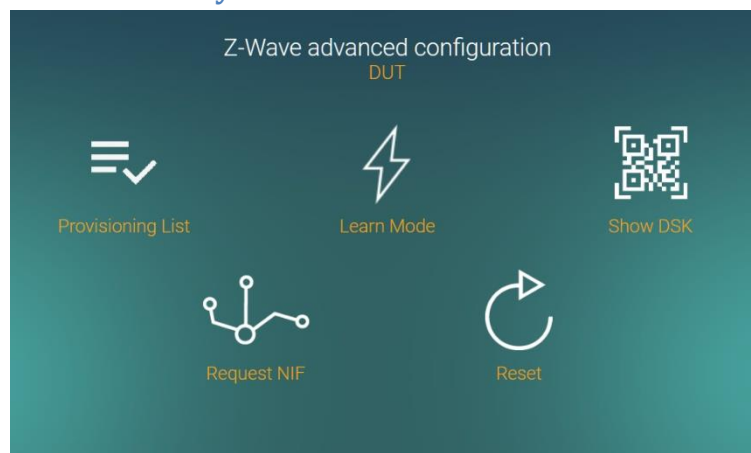


This performs the Z-Wave Set Learn Mode network operation. This can only be performed when the gateway is not in a network and will typically make the gateway an Inclusion or Secondary Controller, in which case, some of its facilities will not be available. To complete an S2 inclusion, the DSK may need to be entered on the including Controller.



You must enter the entire Device Security Key (DSK) and select which security keys to use.

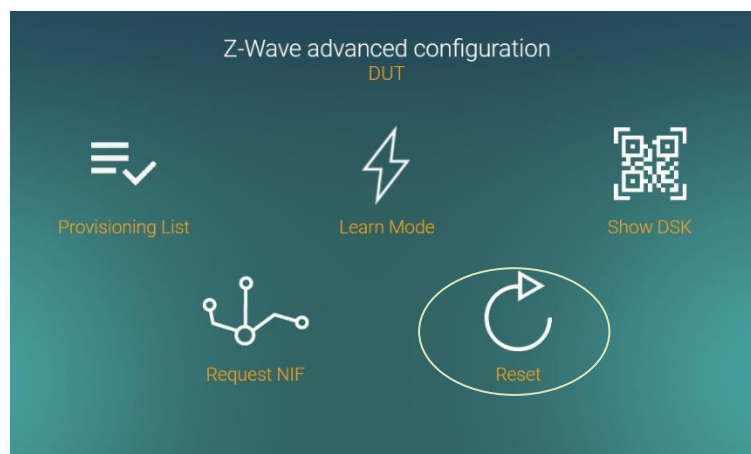
## 2.6.4 Gateway's DSK



This will show the unique Device Security Key of the gateway.

## 2.6.5 Reset

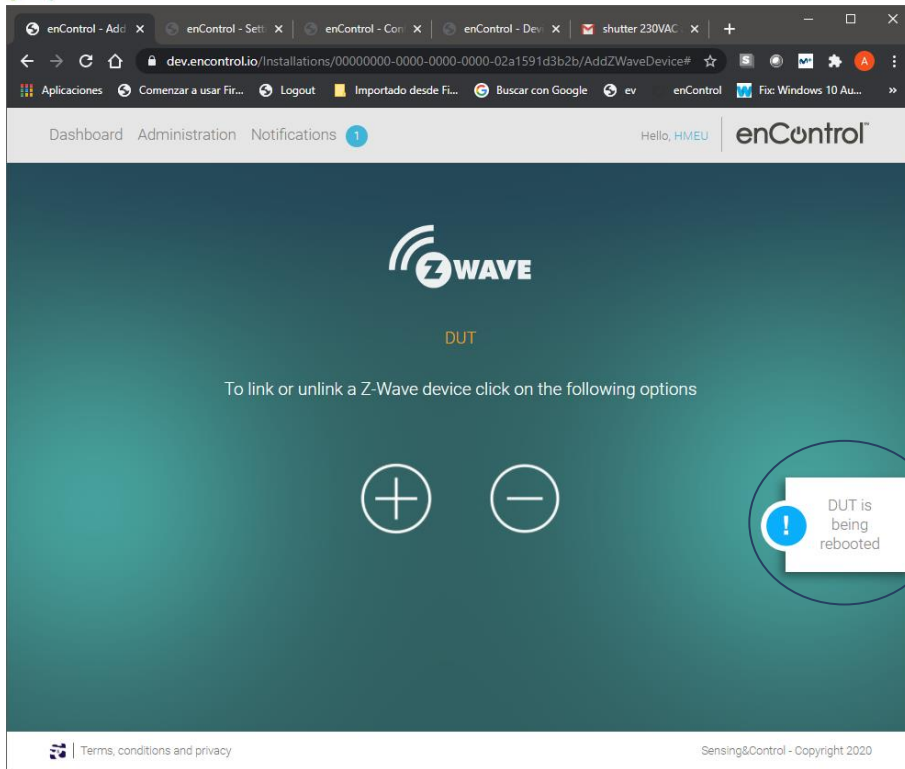
This factory resets the gateway:



- 1) Removes all Z-Wave device
  - a. from the Gateway
  - b. from the installation.
- 2) Resets Z-Wave Module

Figure 1: GW default reset

The gateway will reboot and will be ready for new interactions after a side message is shown in the UI (independently of the view) as following:



May you find UI is not responsive right after showing the message. Just wait around 5 to 10 seconds afterwards.

If this controller is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. If this controller is being used as a secondary controller in the network, use this procedure to reset this controller only in the event that the network primary controller is missing or otherwise inoperable.

## 3 Z-Wave Network

### 3.1 Devices and manufacturers

This product can be operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers. All non-battery-operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network.

### 3.2 Associations

There's only 1 Association group, supporting 1 node for Lifeline. This node will receive the Device Reset Locally command when the device is reset to default.

### 3.3 Devices control and S2 Security

This product can control/monitor Z-Wave-certified devices of different categories from various vendors through their CCs. CCs that are automatically handled are not exposed to the user.

This product controls the following CCs:

Command Class	Version	Command Class	Version
ALARM_SENSOR	1	SECURITY	1
ASSOCIATION	2	SECURITY 2*	1
ASSOCIATION_GRP_INFO	1	SENSOR_BINARY	2
BASIC	1	SENSOR_MULTILEVEL	10
BATTERY	1	SUPERVISION	1
CENTRAL_SCENE	3	SWITCH_BINARY	2
CLOCK	1	SWITCH_COLOR	2
CONFIGURATION	1	SWITCH_MULTILEVEL	3
CRC16_ENCAP	1	THERMOSTAT_FAN_MODE	2
DOOR_LOCK	1	THERMOSTAT_FAN_STATE	2
INDICATOR	3	THERMOSTAT_MODE	2
MULTI_CHANNEL	4	THERMOSTAT_OPERATING_STATE	2
MULTI_CHANNEL_ASSOCIATION	3	THERMOSTAT_SETPOINT	2
NO_OPERATION	1	USER_CODE	1
NODE_PROVISIONING*	1	VERSION	2
NOTIFICATION/ALARM	8	WAKE_UP	2

NW_MGMT_BASIC	2	ZIP	4
NW_MGMT_INCLUSION	3	ZIP_GATEWAY	1
NW_MGMT_PROXY	2	ZIP_ND	1
POWERLEVEL	1	Z-WAVEPLUS_INFO	2
PROTECTION	2		

\* Security 2 and Node Provisioning CCs only controlled if the underlying Z/IP GW supports them.

The underlying Z/IP GW supports the following CCs:

Command Class	Version	Not added	Non-secure added	Securely added	
				Non-secure	Secure
APPLICATION_STATUS	1	X	X	X	
ASSOCIATION *	2	X	X	X	
ASSOCIATION_GRP_INFO *	3	X	X	X	
CRC_16_ENCAP	1	X	X	X	
DEVICE_RESET_LOCALLY *	1	X	X	X	
FIRMWARE_UPDATE_MD	5				X
INCLUSION_CONTROLLER **	1	X	X	X	
MANUFACTURER_SPECIFIC	2		X		X
MULTI_CMD *	1	X	X	X	
NODE PROVISIONING	1				X
NW_MGMT_BASIC	2				X
NW_MGMT_INCLUSION **	2				X
NW_MGMT_INSTALLATION_MAINTENANCE	1				X
NW_MGMT_PROXY	2				X
POWERLEVEL	1		X		X
SECURITY	1	X		X	



SECURITY_2	1	X	X	X	
SUPERVISION	1	X	X	X	
TRANSPORT_SERVICE	2	X	X	X	
VERSION	2		X		X
Z-WAVEPLUS_INFO	2	X	X	X	

\* ASSOCIATION, ASSOCIATION\_GRP\_INFO and DEVICE\_RESET\_LOCALLY CCs are added by the product to the Z/IP GW NIF.

\*\* INCLUSION\_CONTROLLER & NW\_MGMT\_INCLUSION CCs are only present if the Z/IP GW is an inclusion controller.

### 3.4 Basic command class

This product does nothing on receiving Basic CC Set or Get.

This product controls “unknown” devices using Basic CC Set and Get through controls provided in the user interface.

## 4 Trouble Shooting

Ensure the GW is connected to service, i.e. the only BLUE led is on. If other leds are ON, the GW may be busy or unconnected from/to cloud the service. **¡Error! No se encuentra el origen de la referencia.** provides information about its current state, and will help you to fix problem related. In any case, product support will inquire you about which leds status if not possible to connect to gateway remotely.

May you find UI is not responsive after power up, reboot or reset? Just wait around 5 to 10 seconds when GREEN led switched off.

If you have a problem with a device, locate the problem in the troubleshooting list below and take the corrective actions indicated. If the problem persists, contact your dealer.

PROBLEM	POSSIBLE CAUSES	SOLUTION
The gateway does not work	No electric current	Check the connections to the network. Check that the power LED (red) is lit.
	Not connected to the network	Verify that the gateway is on your local network Verify that the green led of the Ethernet cable flashes
	There is no Internet	Using a computer, tablet or phone, verify that you have internet access by connecting to the same router that your gateway is connected to
I cannot add / remove Z-Wave devices.	The device is away from the Gateway	Try as close to the gateway as possible
	The device has no batteries	Check the batteries and replace if necessary. Try again with charged batteries.
	The device is not recognized	Contact your service provider by sending details of the device you want to add
I cannot add / delete my camera	The camera does not turn on	Check camera power
	The camera is not on the network	Verify that the camera is on the network
	Camera is not recognized	Verify that the information added when registering is correct
I cannot add / remove WiBeee device	The device does not turn on	Verify that the device has power
	The device is not recognized	Verify that the information added is correct
	Device is not in the network	Check that you have correctly registered the device following the manufacturer's instructions.
I cannot add / remove wmbus devices	The device does not turn on	Verify that the device has power
	The device is not recognized	Verify that the information added is correct
	Device not found	The device is far from radio coverage