

VIEWQWEST
VESTA SMART-HOME
USERGUIDE



VIEWQWEST PTE LTD

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Change Control

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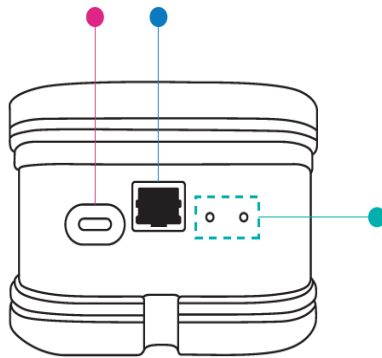
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Vesta Hub

The Vesta Hub is the heart of the Vesta home security solution. ***The Vesta hub is a security enabled Z-Wave Plus™ product.***

1. Getting Started



- **Power Connect Port**

Connects the Vesta Hub to power supply

- **Ethernet Port**

Connects the device to a wired network through the router if Wi-Fi is not used

- **Reset Buttons**

- Power cycle reset: Press and hold left button once
- Factory default reset: Press and hold right button for 10 seconds

Figure 1: Vesta Hub Structure

1.1. Power Supply

Plug one end of the USB Type-C cable into the device's Power Connect Port, and the other end into the power adaptor.

1.2. Turning on

Plug in the Vesta Hub's power adaptor into a power source and the system will start automatically. When the device is properly connected, the lights on the Vesta Hub will begin to blink.

1.3. Connecting to the Internet

Plug in the network cable – one end connected to the router, and the other to the Ethernet port on the Vesta Hub. The Vesta Hub will be automatically connected to the home network. *Your router will need to be configured to give out IPs via DHCP. Vesta cannot be configured with static IP.*

Follow the instructions on the Vesta app to begin set up.

1.4. The Vesta APP

The Vesta App is the centre of intelligence for Vesta Shield. To start using Vesta, you must first install the Vesta App on android mobile device and register and sign in to Vesta account.

Note:

1. Currently Vesta app is only available on **Android** platform. Please download the APK from here:

<http://download.vesta-solutions.net/vesta.apk>

OR scan the QR code



Figure 2: QR code for the Vesta APP

2. Your Android phone may give you a warning saying this APK is from an untrusted source. You can ignore this warning and proceed to install.

2. Logging to Vesta

Once you open the Vesta app, you will be prompted to sign in. If you haven't registered an account before you will need to 'Sign Up' for a new account.

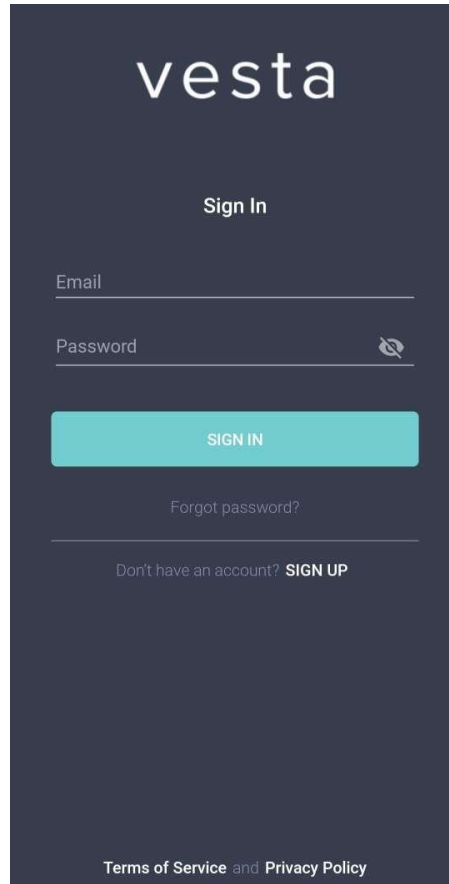
The image shows the initial login screen of the Vesta app. It has a dark blue background. At the top, the word "vesta" is written in a white, lowercase, sans-serif font. Below the logo, the text "Sign In" is centered in a smaller white font. There are two input fields: "Email" and "Password", both with white text and underlined. The "Password" field has a small white eye icon to its right. Below the input fields is a large, rounded rectangular button with a teal background and the text "SIGN IN" in white, uppercase letters. Underneath the button, the text "Forgot password?" is centered in a small white font. Below that, the text "Don't have an account? SIGN UP" is centered, with "SIGN UP" in a slightly larger, bold white font. At the bottom of the screen, the text "Terms of Service and Privacy Policy" is centered in a small white font.

Figure 3: Initial Login Screen

2.1. Sign Up

Sign up for a Vesta account by clicking on the **Sign Up** button on the home page of the Vesta App.

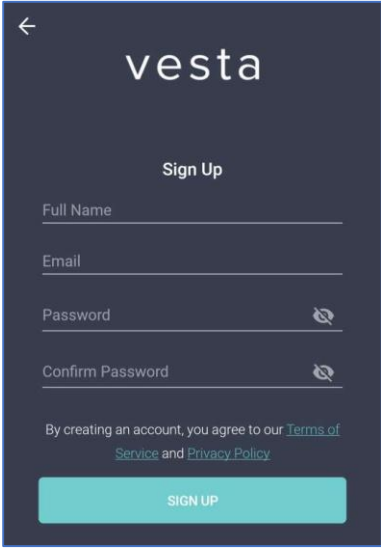
The image shows a mobile app interface for signing up. At the top left is a back arrow. The word "vesta" is centered at the top in a white, lowercase, sans-serif font. Below it, the text "Sign Up" is centered in a smaller white font. There are four input fields, each with a white underline: "Full Name", "Email", "Password", and "Confirm Password". To the right of the "Password" and "Confirm Password" fields is a small white icon of an eye with a slash through it, indicating a toggle for password visibility. Below the input fields, there is a line of text: "By creating an account, you agree to our [Terms of Service](#) and [Privacy Policy](#)". At the bottom is a large, rounded rectangular button with a teal background and the text "SIGN UP" in white, uppercase letters.

Figure 4: Sign-up form

Then fill all requested fields and click on the **SIGN UP** button. Then activation link will be sent to the email account provided.

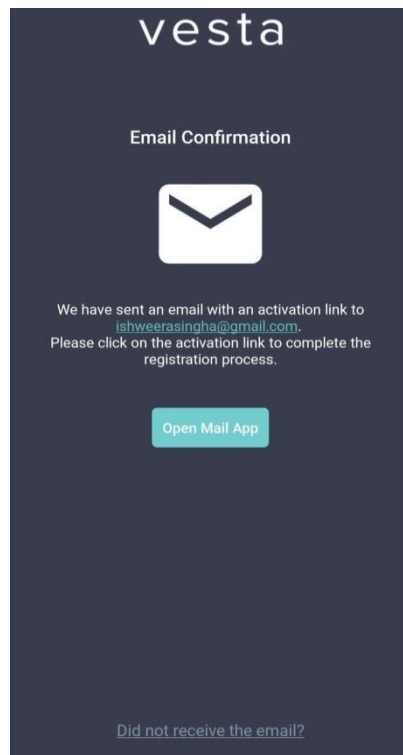


Figure 5: Email Confirmation

Check your email for the confirmation/activation email and click on the activation link. Your account will be activated and you can now login to the Vesta app.

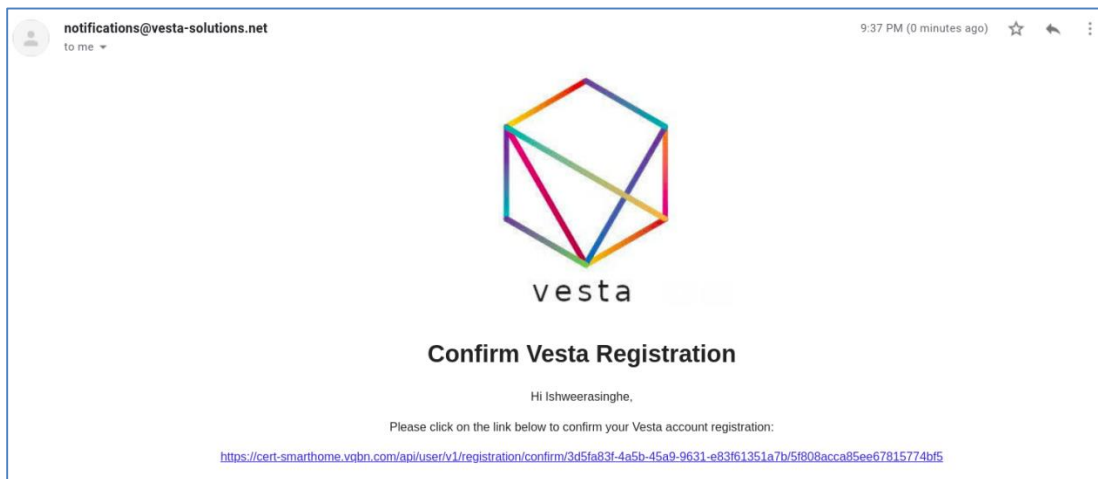


Figure 6: Activation Link

2.2. Register Vesta Hub

When you login for the 1st time, you will need to register the Vesta hub with your account. Click on **Set up Now**.

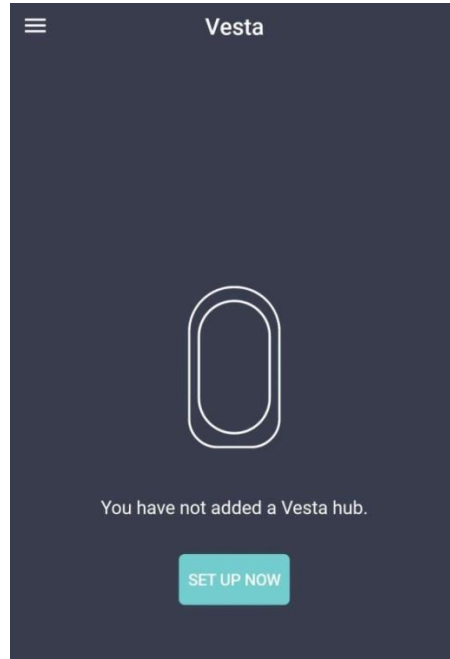


Figure 7: Setup Vesta Hub

Once you click on the **Setup Now** button you will be asked to choose the Internet connectivity mode for the hub. Currently only LAN is supported – so select the **LAN** option.

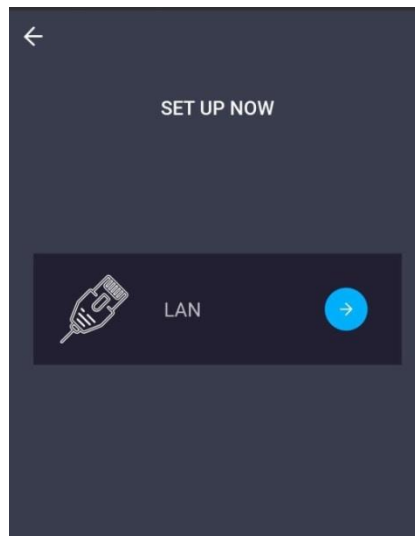


Figure 8: Internet Connection

Ensure the LAN cable is connected to the hub and the other end of the LAN cable is connected to a router with a working internet connection. Then click on **Continue**.

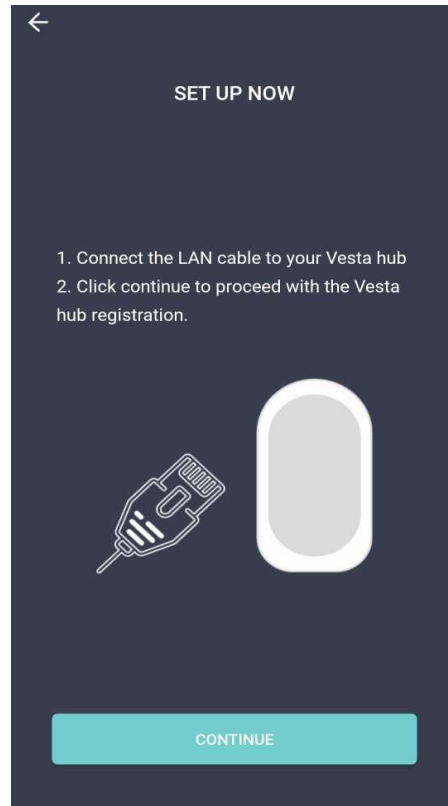
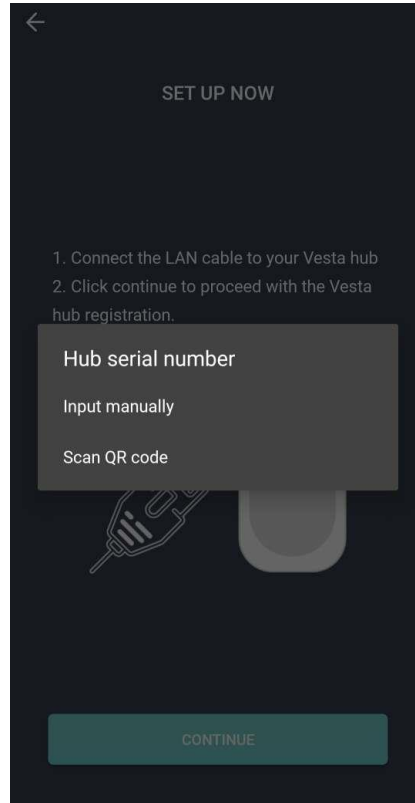


Figure 9: Continue with LAN

You will need to enter the Serial Number of the Vesta hub. You can choose to either manually input the Vesta hub Serial Number or scan the QR code (on the bottom bracket or back of the hub) to retrieve the SN. Choose the option applicable to you and proceed to complete the hub registration process.



Hub A: SN: SVHSZW0740133B1



Hub B: SN: SVHSZW0701941B1



Figure 10: Hub Serial Number

Figure 11: Serial numbers for PepperOne

After validating the SN the hub can be registered to the user. Click on the **Register** button.

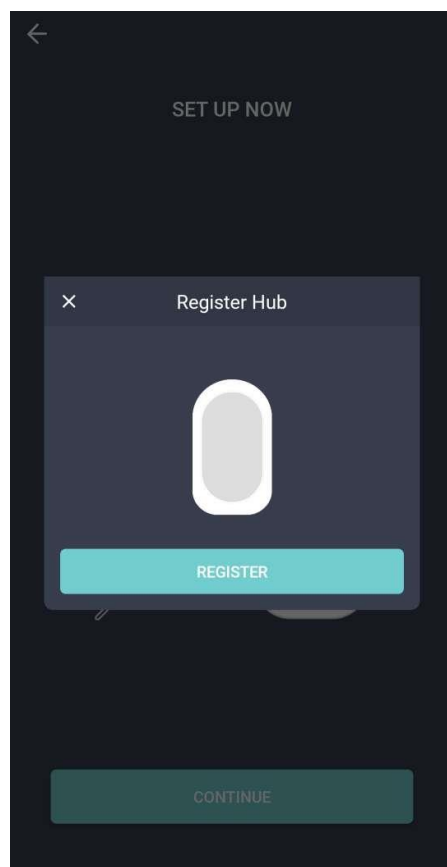


Figure 12: Register Hub

Once the registration is complete, you will see the following screen.

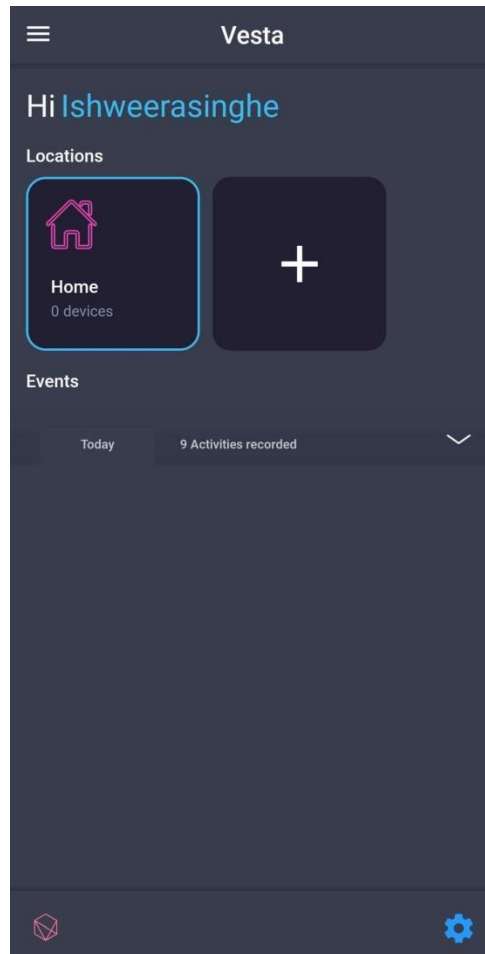


Figure 13: Home Screen

You can now add devices to your hub and be able to see the status of your devices as well as control the devices via the app where applicable.

3. Vesta App and General Navigation

3.1. Vesta Home Screen

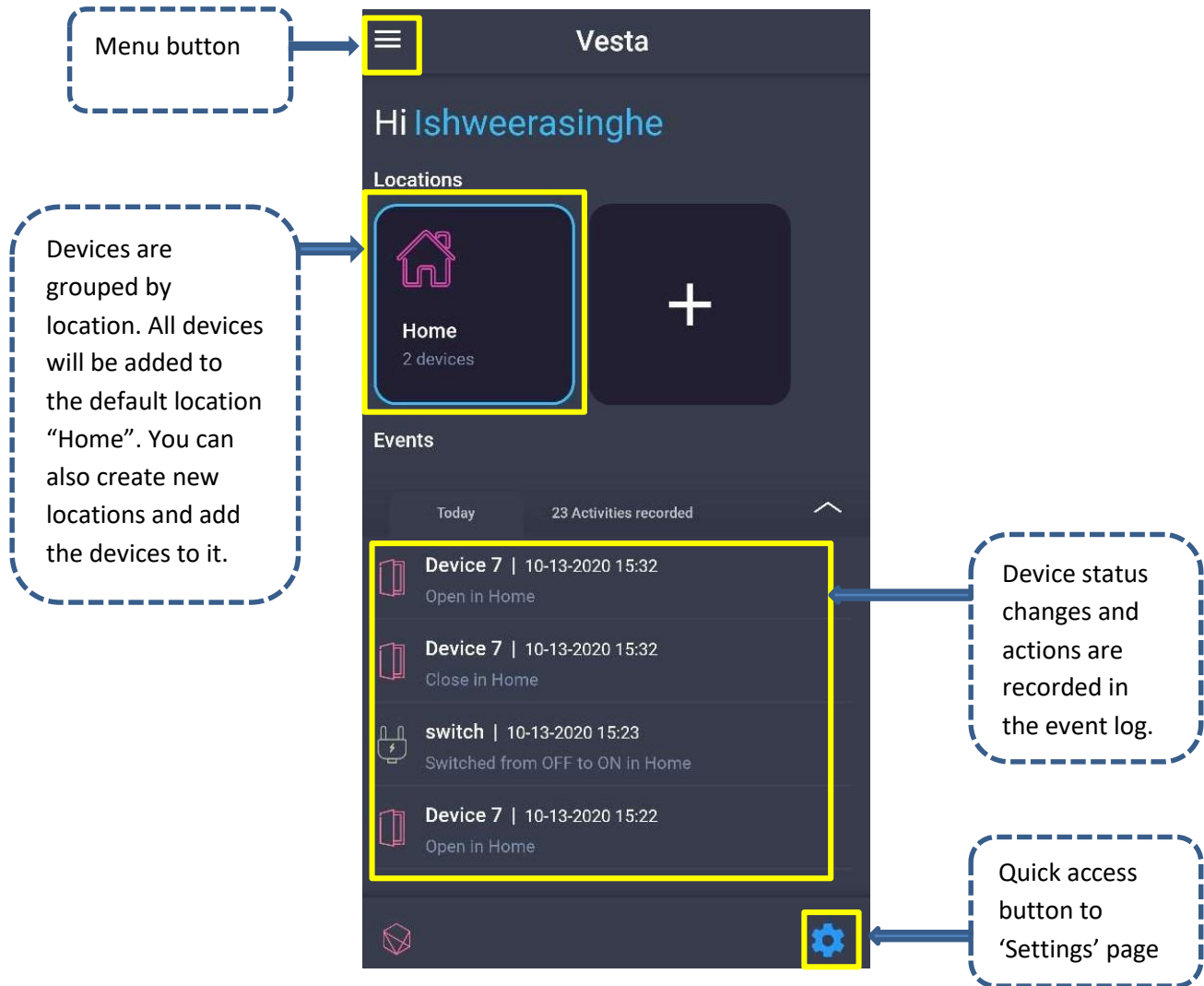


Figure 14: Vesta Home Screen

3.2. Device Cards

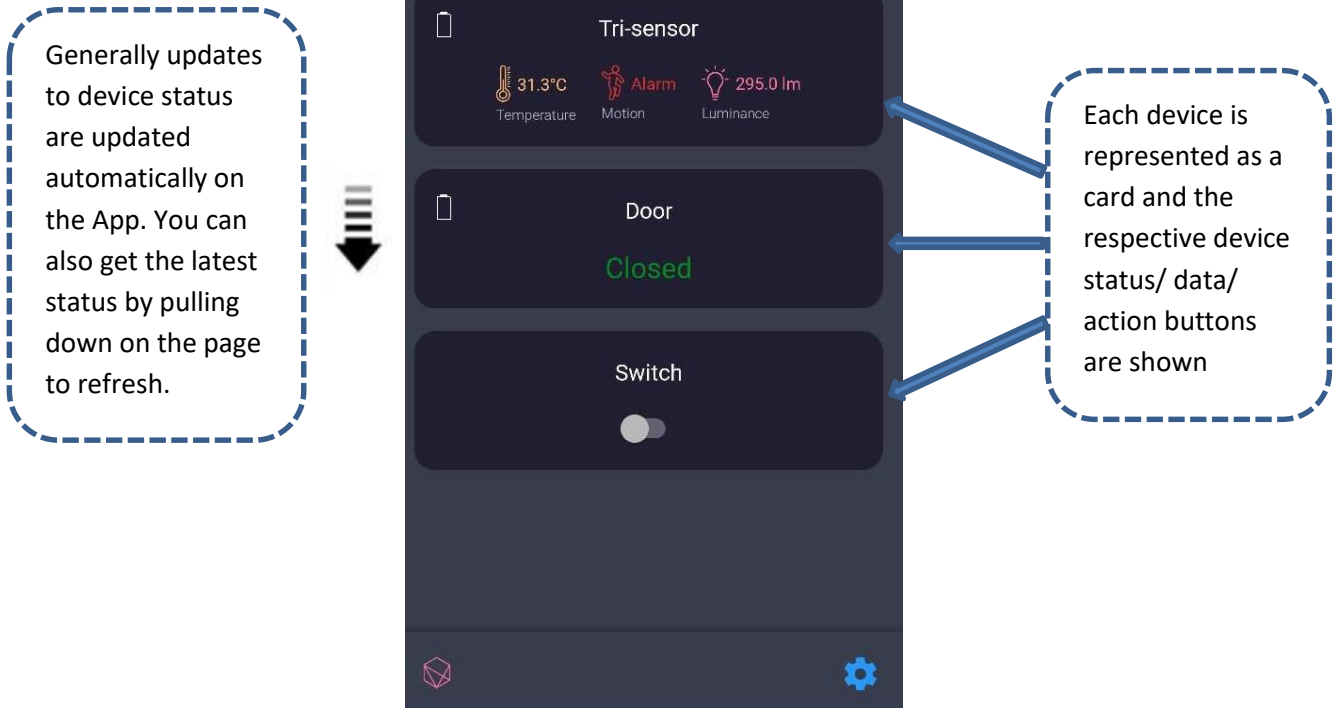


Figure 15: Vesta device cards

4. Vesta Hub Operations

Note: The instructions given in the following pages are based around using Aeotec Z-Wave™ devices. These instructions should work even for other manufacturer devices, but certain actions – such as *“press action button once to put device in inclusion mode”* maybe different in other devices. Please do read the device manual to ensure you are following the right steps and substitute certain actions where necessary.

4.1. Devices from Multiple Network Operations

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.

4.2. Add Device

Prerequisites: Have the device ready and ensure the device has been reset. (make sure you read your device manual on how to reset your device and add the device to a Z-Wave network)

1. To add a Z-Wave device to the hub, please go to **Menu → Device Setup → Add Device**.

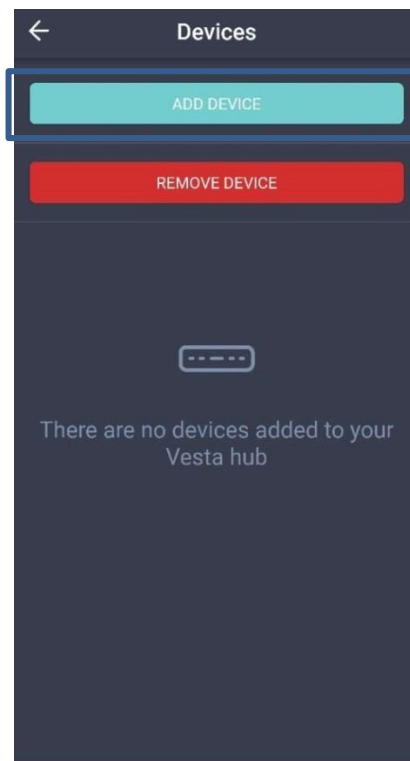


Figure 16: Add Device

2. Then press **scan** button



Figure 17: Scan Device

(a) For device that can be added in S2 Secure mode:

2.1. Press the 'Scan' button and then press the 'Action' button on your device (refer to device manual)

- You will be prompted to key in a partial DSK string (refer to your device manual or device DSK sticker).
- Once you enter the key and submit, your device will be added in 'secure' mode to the Z-Wave network and will be listed in the next screen as 'Available Device(s)' for you to 'Add'. (You can also choose to skip the DSK entry and add the device in non-secure mode. Please allow up to 3 minutes for the device to be added if you choose this option).

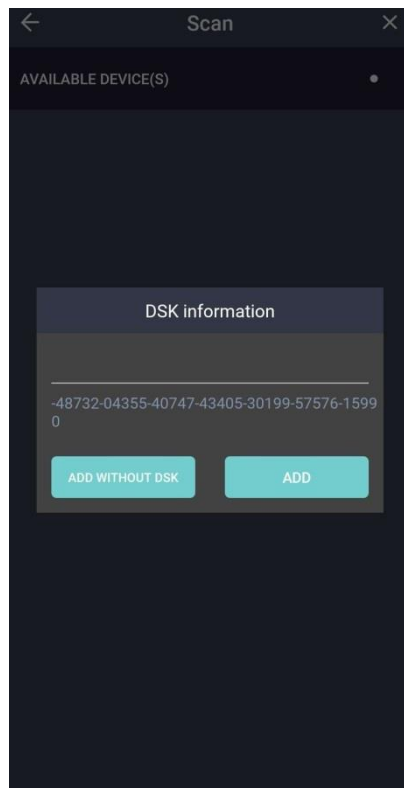


Figure 18: Enter DSK

(b) For device that can be added in S0 Secure mode:

2.2. Press the 'Scan' button and then press the 'Action' button twice on your device (refer to device manual)

- The device will be added to the Z-Wave network without any DSK prompt and will be listed in the next screen for you to 'Add'.

(c) For device that can be added in Unsecure mode

2.3. Press the 'Scan' button and then press the 'Action' button once on your device (refer to device manual)

- The device will be added to the Z-Wave network without any DSK prompt and will be listed in the next screen for you to 'Add'.

3. Choose the device that you wish to add from the 'Available Device(s)' screen and press '**Add**'.

Note: if you see more than 1 device on this list, the device that you just added will be the one with the highest node number.

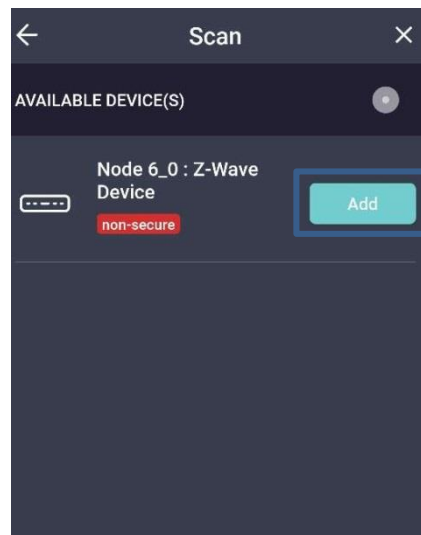


Figure 19: Add discovered Device

4. You will be prompted to rename the device to a more user friendly name. Key in an appropriate name for your device and press '**Add**' again.

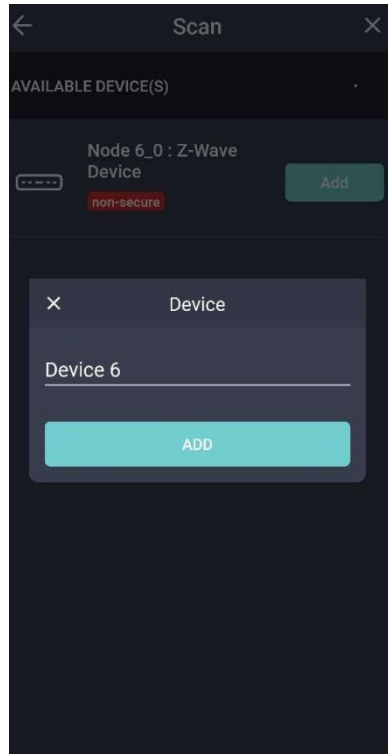


Figure 20: Rename device

5. A device added confirmation will be shown along with the security mode used. Click on OK to continue.

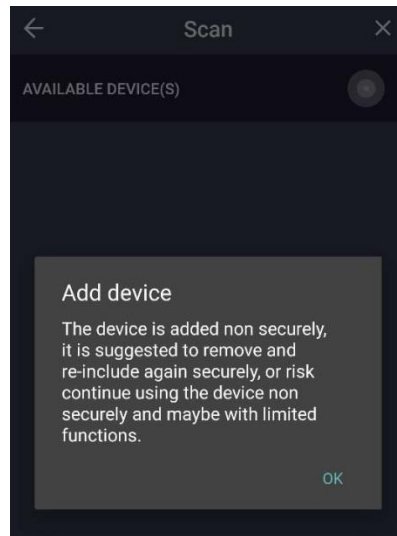


Figure 21: Add device – Instruction

6. Your device will now be added to the Vesta system – on the hub and the Vesta cloud. This may take up to a minute to complete. Then you will be redirected to the 'Device' list where you can see the newly added device.

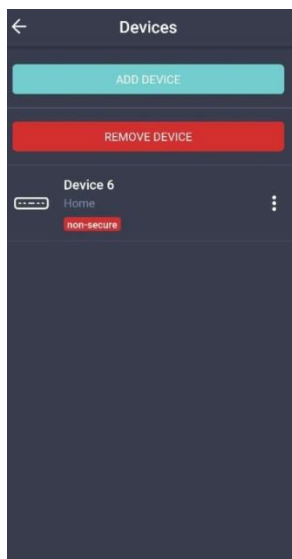


Figure 22: Device list

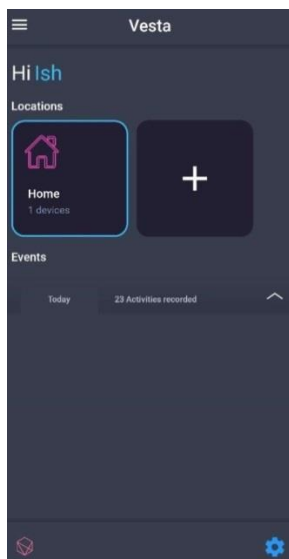


Figure 23: Device list in Home screen

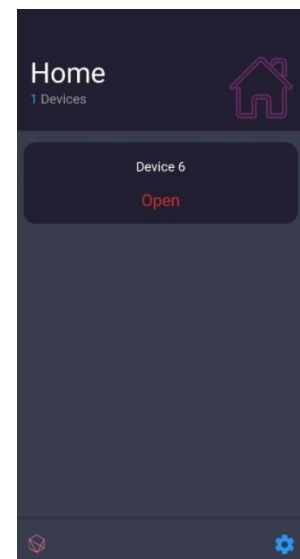


Figure 24: Device in Home location

4.3. Device Status

Once a device has been added successfully, it will be assigned to the default 'Home' location. Depending on the type of device it may take upto 30 seconds for the current status of the device to show or if the device is a door sensor you will only see the status after you trigger the sensor.

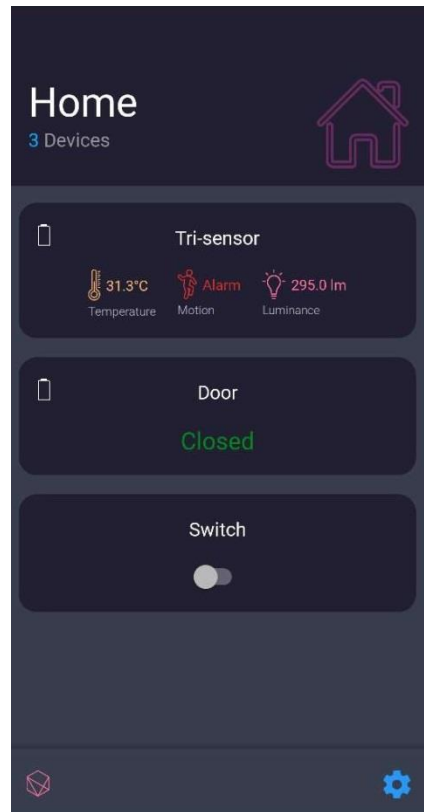


Figure 25: Device Status

4.4. Rename Device

You can rename a device any time after it has been added.

To rename the device,

1. Please go to **Menu → Device Setup**.
2. Press the  icon next to the device that you want to rename & choose '**Rename**'

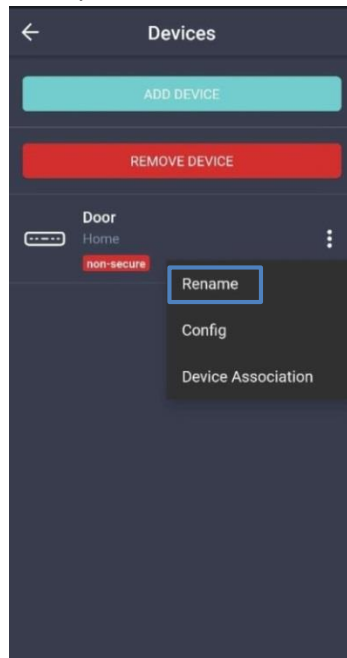


Figure 26: Rename Device I

3. Enter the required name and click on **Update** button.

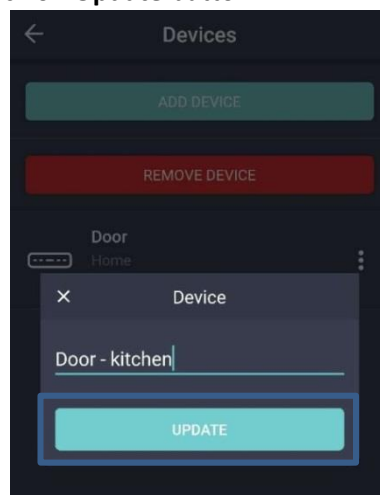


Figure 27: Rename device II

4.5. Remove Device

To remove a device, please have the device at hand and do the following.

1. Please go to **Menu → Device Setup →** & press **“Remove Device”**

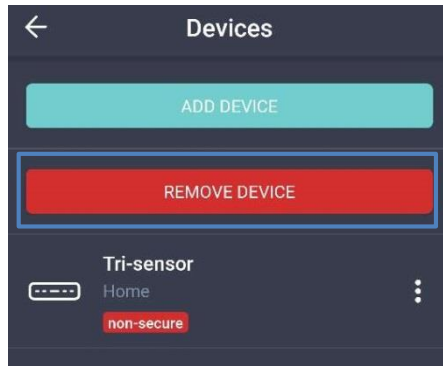


Figure 28: Remove Device

2. Click 'Confirm' on the pop up message.
3. Make sure you have the device with you and press the **'Remove'** button and then immediately press the action button on your device.

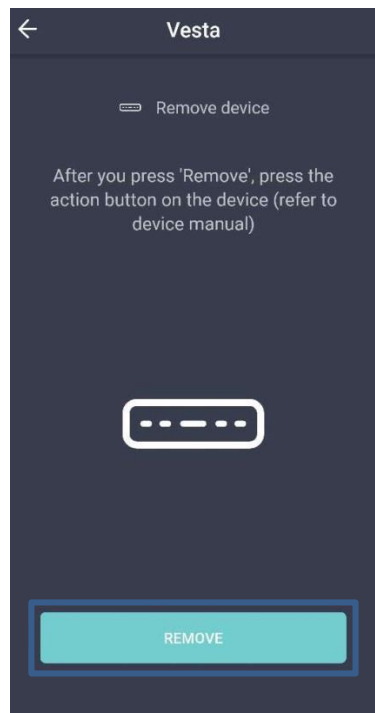


Figure 29: Find remove device

4. The device will be removed from the Z-Wave network and from Vesta. This may take up to 60 seconds. Once the device is removed it will no longer be visible in the Device List.

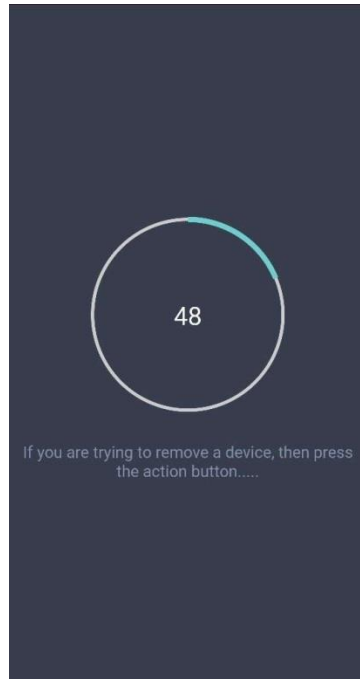


Figure 30: Device removing timer

4.6. Failed Device

If any mains powered device stops communicating with the Vesta hub for a prolonged time and does not respond to wake up commands, then that device will be considered a 'failed node'.

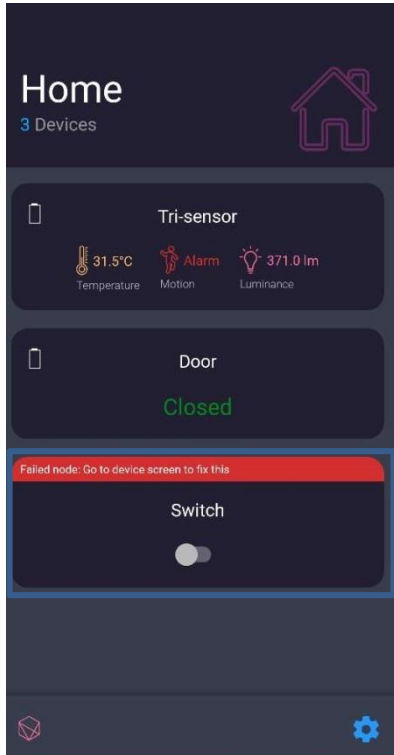


Figure 31: Fail Device in Home

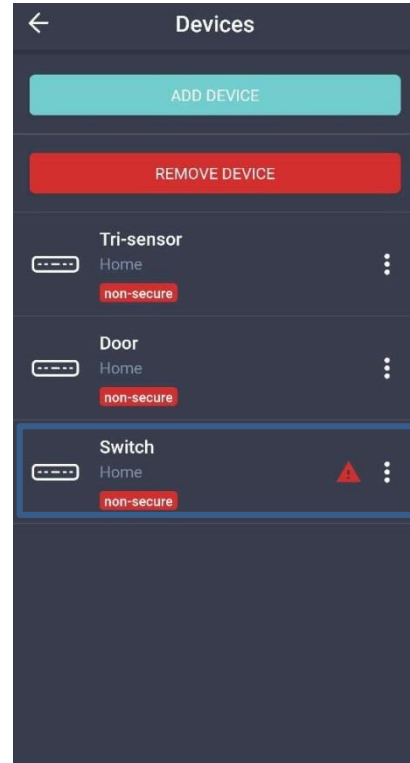


Figure 32: Fail Device in Device list

You can choose to either remove the failed device, or if you don't want to lose any existing device associations, then you can replace the failed device with another device which is of the same model & brand.

4.6.1. Remove Failed Devices

To remove a failed device,

1. Go to **Menu → Device Setup**
2. Press the  icon next to the failed device that you want removed & choose '**Remove Failed Device**'

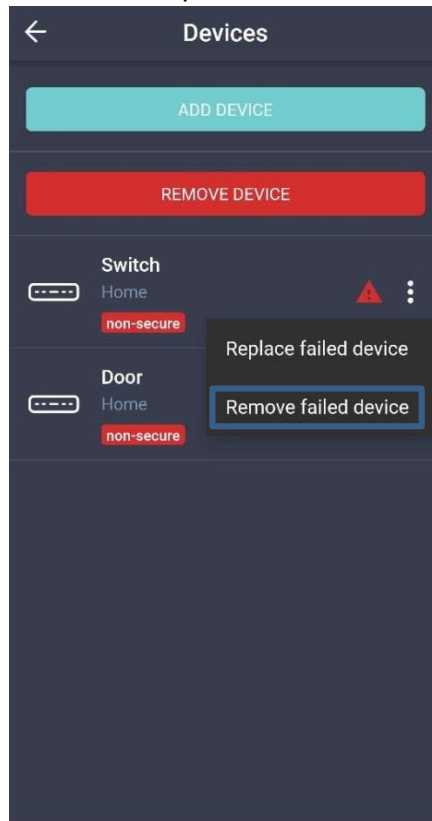


Figure 33: Menu – Remove fail node

3. Click '**Confirm**' on the pop up confirmation message.

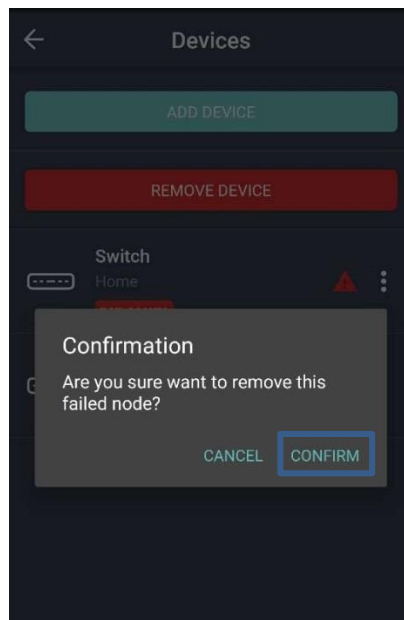


Figure 34: Remove Confirmation

4. This will remove the failed device from the Z-Wave network as well as from Vesta. Please allow up to 60s for the operation to complete. Once the device has been removed you will no longer see it in the Device list.

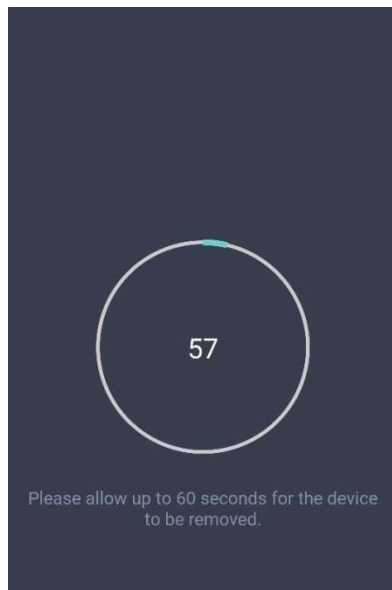


Figure 35: Device removal timer

4.6.2. Replace Failed Devices

Prerequisites: Before starting this procedure, please make sure you have the replacement device ready and factory reset (refer to your device manual on how to do factory reset). The replacement device will need to be of the same make and model of the device that it is replacing.

To replace failed device:

1. Go to **Menu → Devices**
2. Press the  icon next to the failed device that you want removed & choose '**Replace Fail device**'

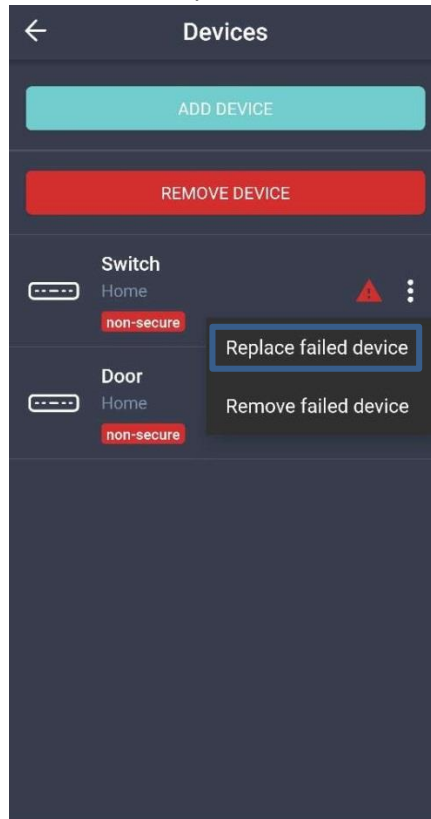


Figure 36: Menu - Replace fail node

3. Make sure you have the replacement device ready. Press '**Continue**'

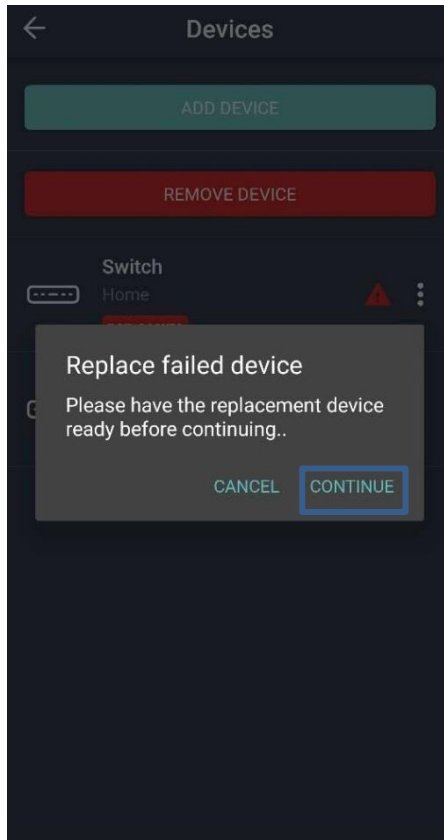


Figure 37: Replace device confirmation

4. Press the 'action' button on the replacement device. The device will now be paired with the hub and any configurations related to the failed device will be copied over. If you now refresh the Devices list page, the failed device will no longer be showing as 'Failed'. It has now been replaced.

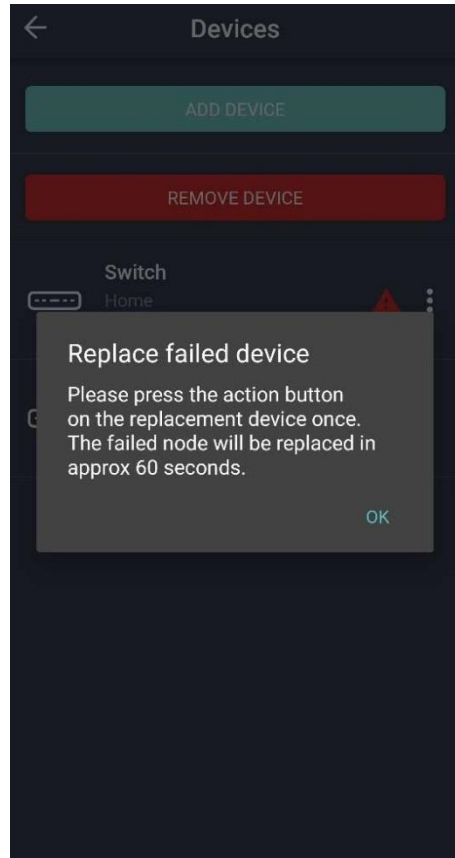


Figure 38: Replace node - Instruction

4.7. Device Association

4.7.1. Create Association

Before starting device association, please make sure you have identified the devices that you want to use and have also read the device manual to know which exact device association group that you wish to use. The device association should be set on the 'Source' device.

1. Go to **Menu → Device Setup**
2. Press the  icon next to the device you want to use (source device)
3. Select '**Device Association**'

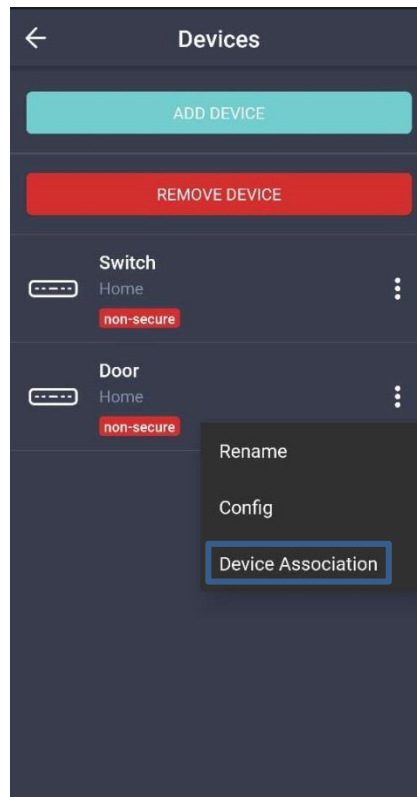


Figure 39: Device Association

4. If the hub hasn't been able to retrieve the list of Device Association groups for your source device, then you will be asked to press the 'action' button on your device and retry from the beginning. If this step doesn't work, then most likely your device doesn't support Device Association.

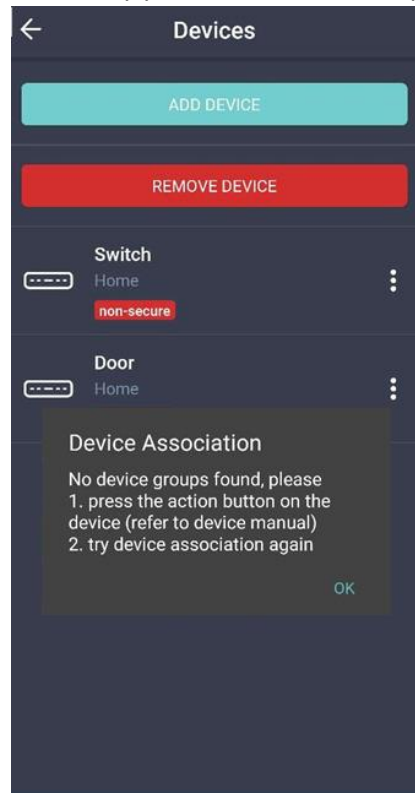


Figure 40: No Association found

5. If your device association groups have been retrieved by the hub, you will be prompted a message to refer the Vesta product manual and device product manual to ensure the exact procedures to do device association and click on **Ok**.

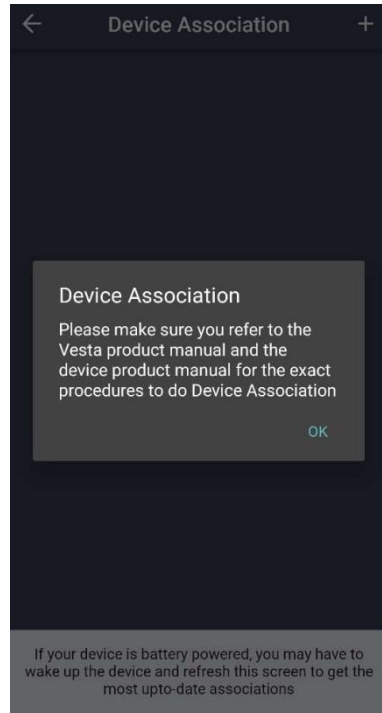


Figure 41: Association - Instruction

6. Then click on + icon in the top right corner.

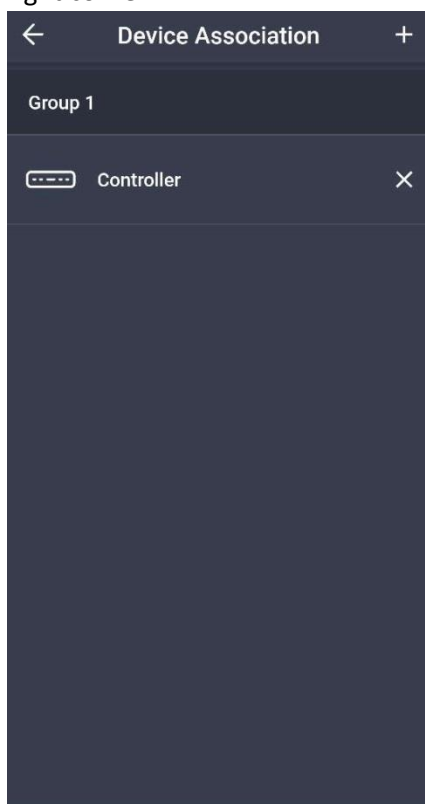
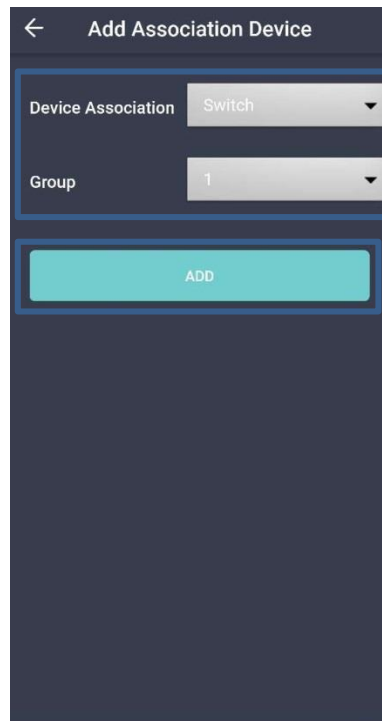


Figure 42: Create Association I

7. Select the target device that you want to control and the association group from the dropdown and click on Add.



← Add Association Device

Device Association Switch

Group 1

ADD

Figure 43: Create Association II

8. You will be prompted to wake up the source device if it is battery powered device. If the device is mains powered, then you can ignore this step.

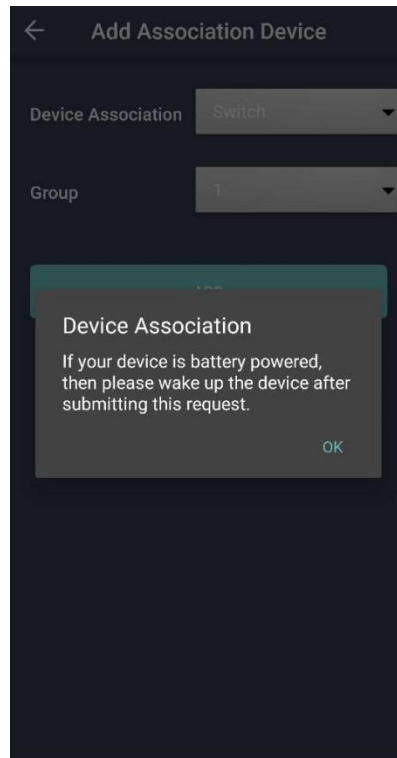


Figure 44: Awake device - Instruction

9. After about 20-30s the newly created association will be listed. If you do not see the new association, try to wake up the device and refresh this screen.

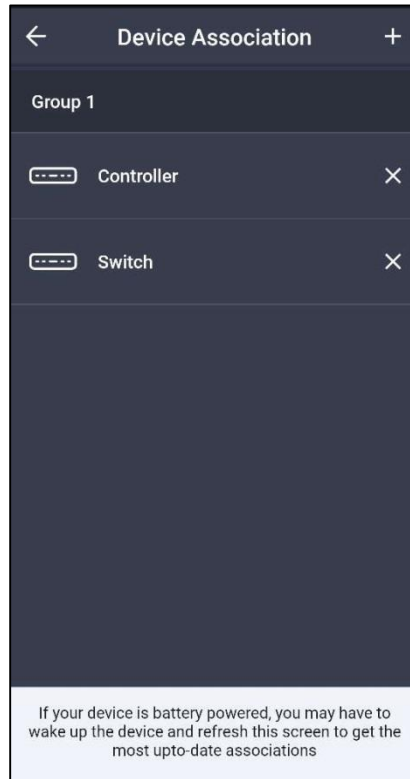


Figure 45: Association list

4.7.2. Remove Association

1. Go to **Menu** → **Device Setup**
2. Press the  icon next to the device you want to use (source device)
3. Select '**Device Association**'

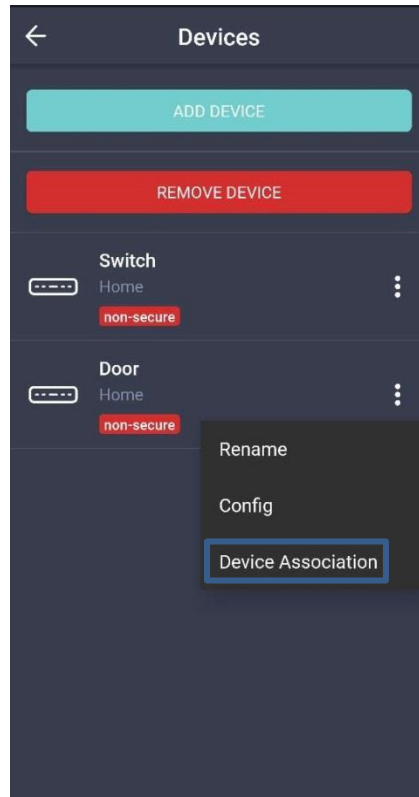


Figure 46: Device Association - Remove

4. Press the 'X' icon next to the target device that you want to remove from the current association.

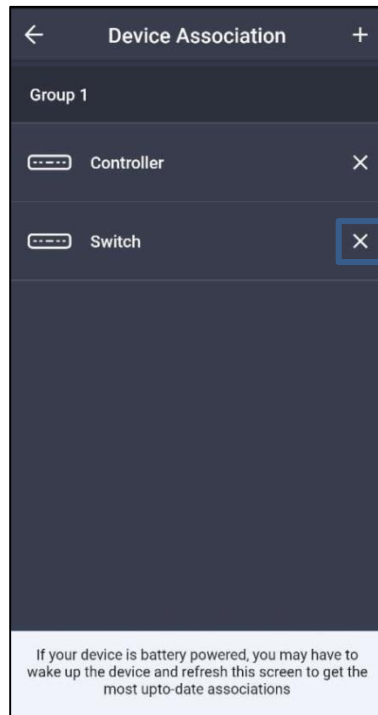


Figure 47: Remove Association

5. To proceed the delete association please press '**Confirm**'

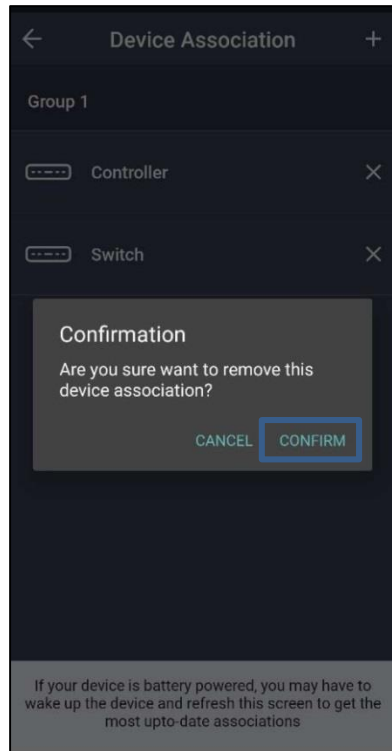


Figure 48: Remove Association - Confirmation

6. In the next screen you will be prompted to press the 'action' button on your source device if it is a battery powered.

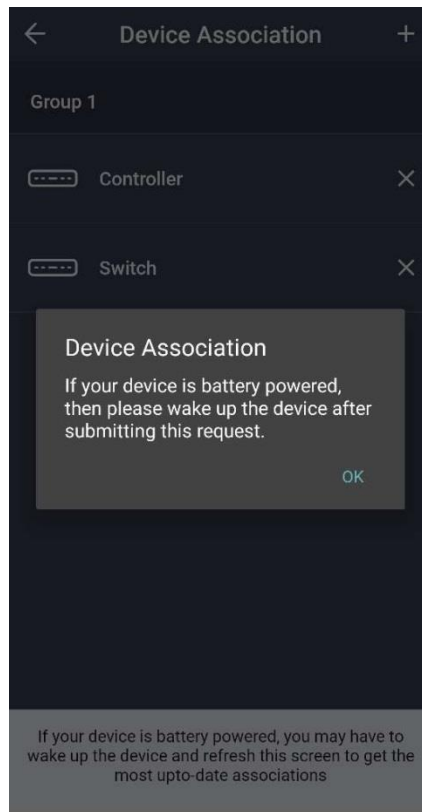


Figure 49: Awake device - Instruction

7. Allow about 10-20 seconds and then refresh the Device Association screen. The association would have been removed.

Note: *If a Host device has been removed from the network, the associations will also automatically get removed.*

4.8. Device Configuration

4.8.1. Device Configuration – SET

Before starting to change device's configurations please make sure refer to device manual to identify those parameters and the respective values that are allowed to be changed.

1. Please go to **Menu → Device Setup**
2. Press the  icon next to the device for which you want to change the configuration

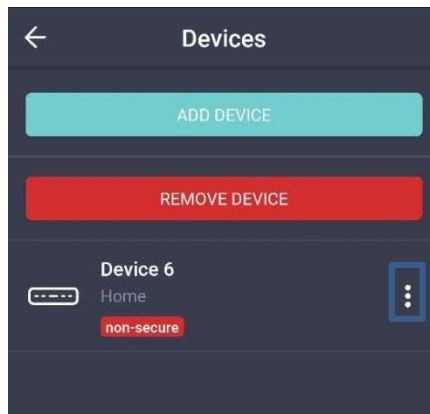


Figure 50: Device Menu

3. Select 'Config'

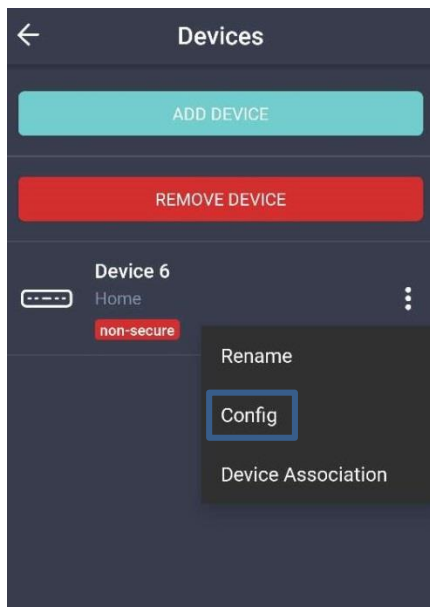


Figure 51: Device Configuration - Set

4. Ensure the '**Set**' option is ticked
5. Enter the relevant values for Parameter number, Parameter Size & Parameter Value
6. Press 'Submit'

The screenshot shows a mobile application interface titled 'Device Configuration'. At the top left is a back arrow. Below the title, there are two radio buttons: 'Set' (which is selected, indicated by a blue circle and a blue arrow labeled '4') and 'Get'. Below the radio buttons is a form with three input fields: 'Param number', 'Param size', and 'Param value'. Each field has a corresponding label and a colon separator. A blue arrow labeled '5' points to the 'Param size' field. At the bottom of the form is a large teal button labeled 'SUBMIT'. A blue arrow labeled '6' points to this button.

Figure 52: Set Configuration

7. You will be prompted to press the '**action**' if device is battery powered for the new configuration setting to be written.

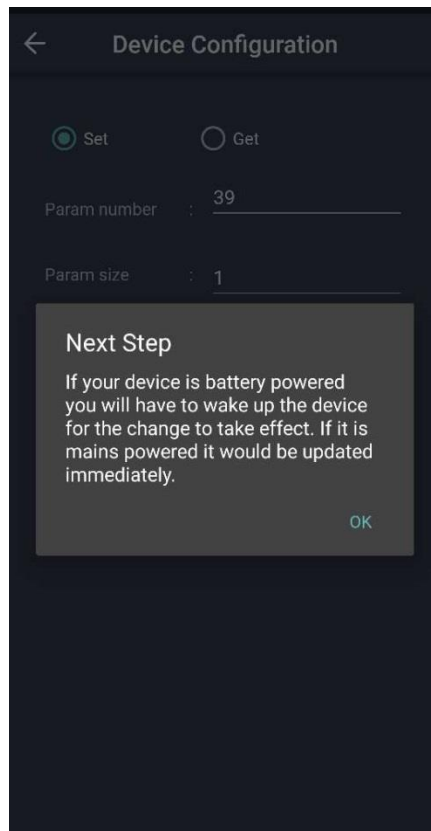


Figure 53: Config - Instruction

Note: This is usually only applicable to battery powered devices which tend to be on sleep mode. You can ignore this step for mains powered device which do not go to sleep mode.

4.8.2. Device Configuration – GET

Similar to setting a device's configuration parameter, you can also retrieve the current parameter value.

1. Please go to **Menu → Device Setup**
2. Press the  icon next to the device for which you want to change the config

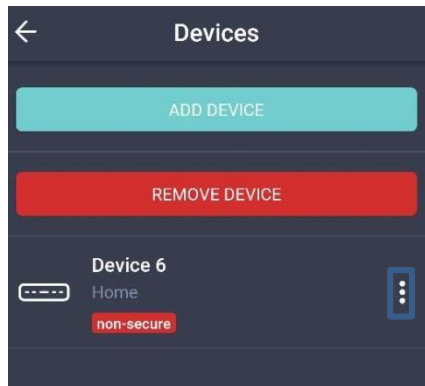


Figure 54: Device Menu

3. Select '**Config**'

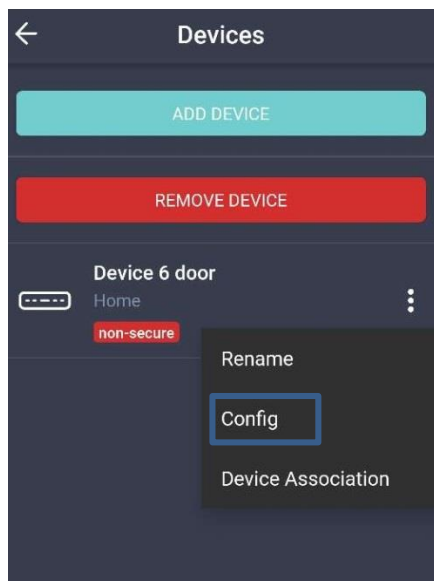


Figure 55: Device Configuration - Get

4. Ensure the '**Get**' option is ticked
5. Enter the relevant value for Parameter number.
6. Press '**Submit**'

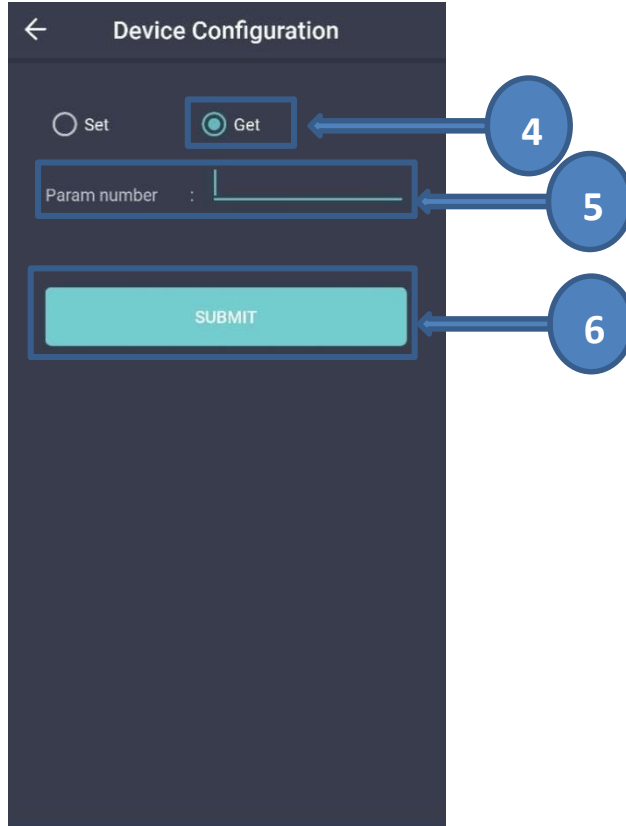


Figure 56: Get Config values

7. You will be prompted to press the 'action' button on your device for the device parameter value to be retrieved

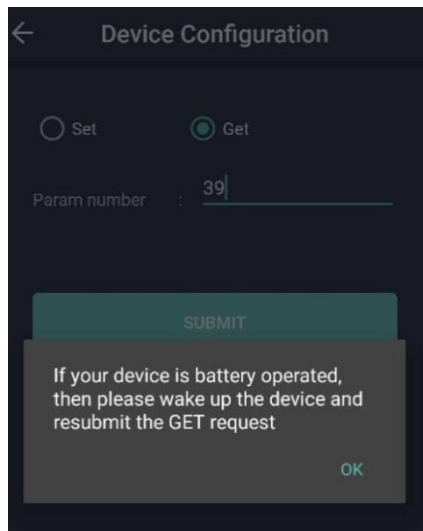


Figure 57: Config - Instruction

Note: This is usually only applicable to battery powered devices which tend to be on sleep mode. You can ignore this step for mains powered device which do not go to sleep mode.

8. Allow up to 10s for the parameter value to be displayed.

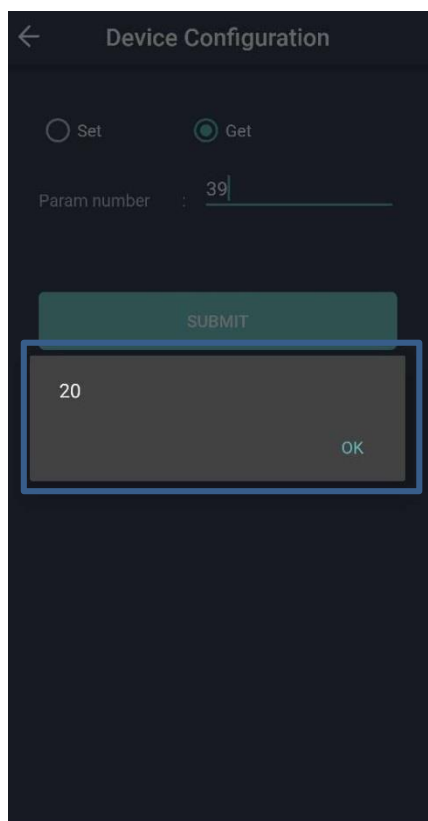


Figure 58: Retrieved config value

5. Controller Replication

To do replication of the network information from Vesta hub to another controller, the Vesta hub needs to go into inclusion mode (refer to Device Add) and the new controller should go into Learn mode (refer to your controller's user manual on how to initiate Learn mode on that controller).

6. Controller – Learn Mode

The devices and network information from an existing controller can be copied to a new Vesta hub using the learn mode.

6.1. Learn Mode – Copying

Prerequisites: Vesta hub used for Learn mode should not have any devices added. You should also have access to the master controller. Refer to your existing controller's user manual on how to do device inclusion.

On the Vesta hub Go to **Menu → Settings → Learn Mode**

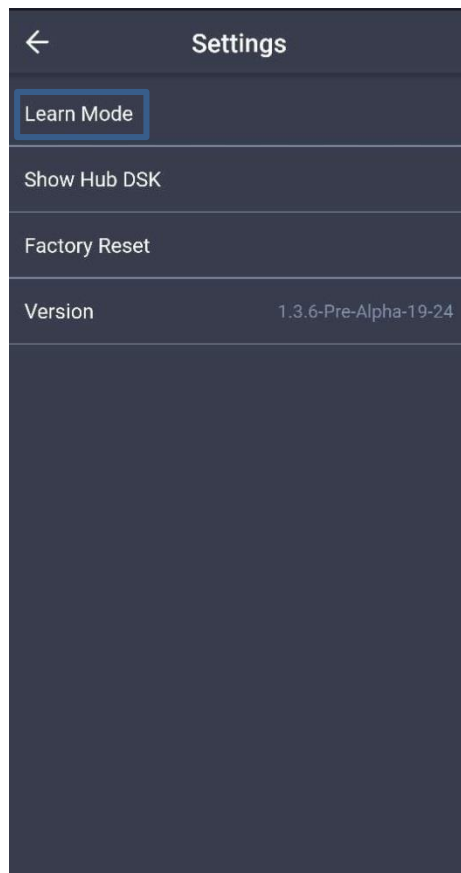


Figure 59: Learn Mode

1. Click on Learn Mode button

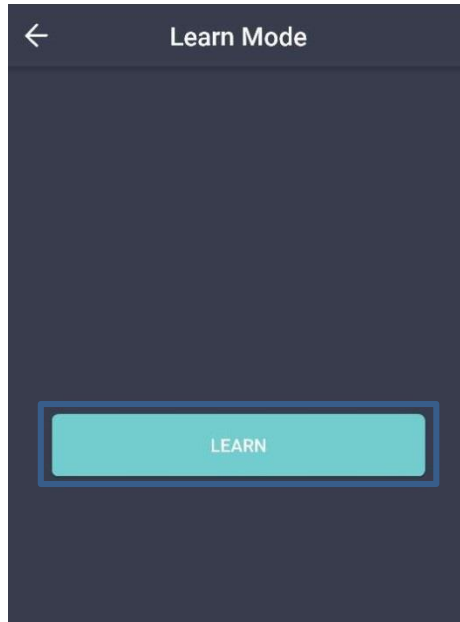


Figure 60: Enable Learn I

2. You will now be asked to put the master controller in inclusion mode. Press OK to proceed.

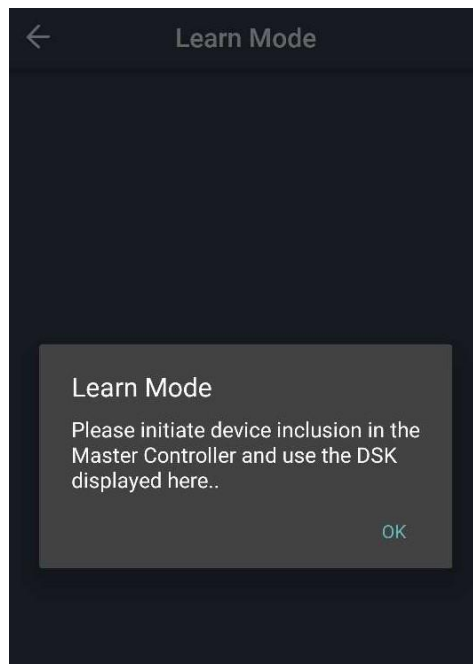


Figure 61: Enable Learn II

- The DSK of your hub will be shown. Use the 1st 5 digits of the DSK (which is underlined) when prompted for it on your master controller.

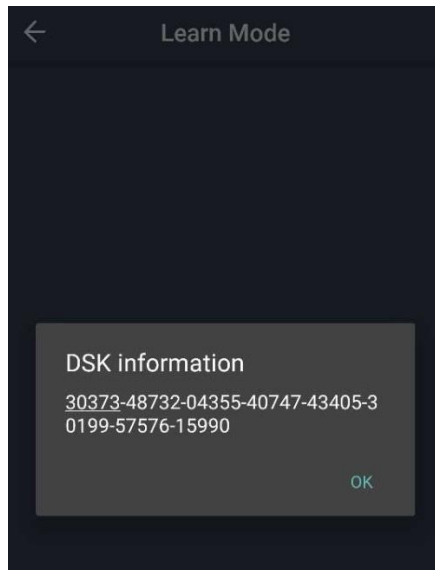


Figure 62: DSK - Slave controller

- Click on **Ok**.

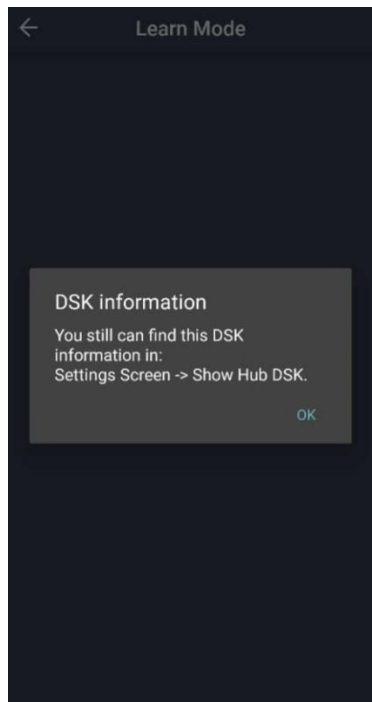


Figure 63: DSK Information

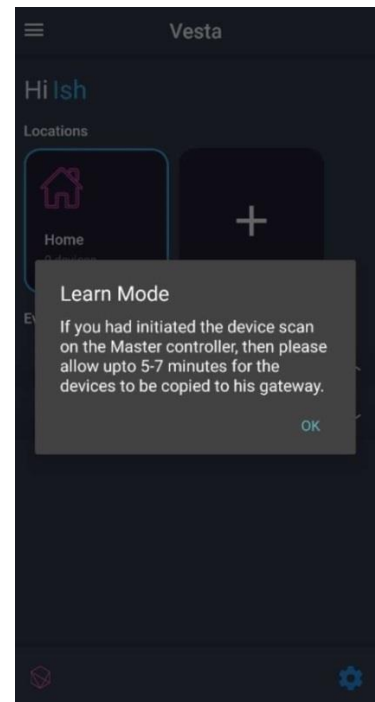


Figure 64: Learn mode info

5. Wait up to 5-7 minutes and check the device list

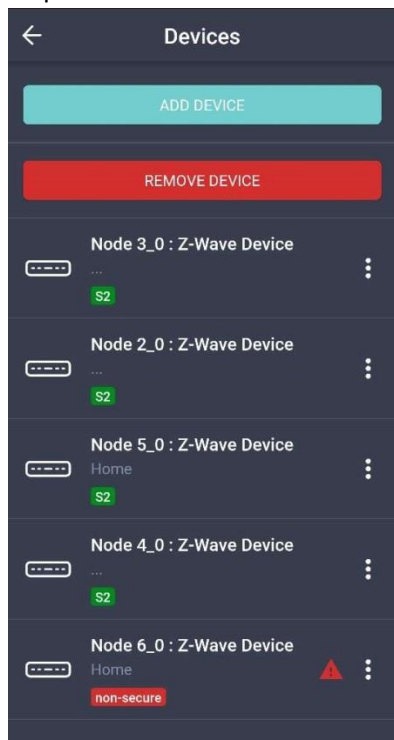


Figure 65: Created devices - Device List

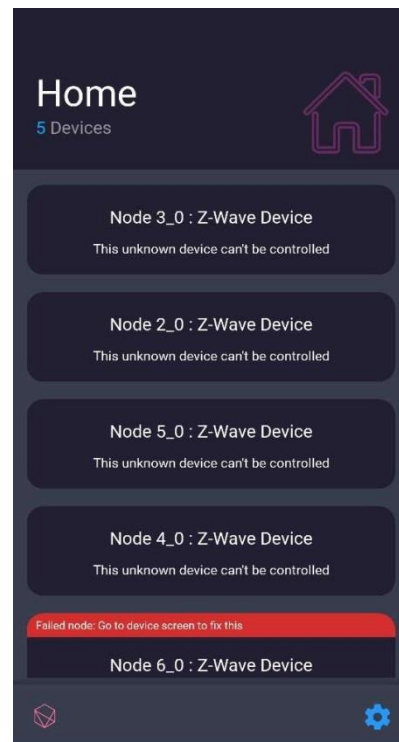


Figure 66: Created Devices - Home

6.2. Remove Vesta hub from another network

If your Vesta hub was added into another controller's network as Slave, you can remove it from the network in the following manner:

Prerequisites: *You should initiate the device exclusion (removal) on the master controller. Refer to your controller's user guide for more information on how to exclude devices.*

On your vesta hub:

Go to **Menu** → **Settings** → **Learn Mode**

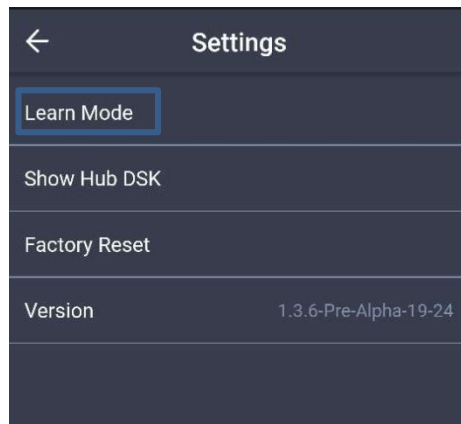


Figure 67: Learn mode – remove I

1. Click on Learn Mode button

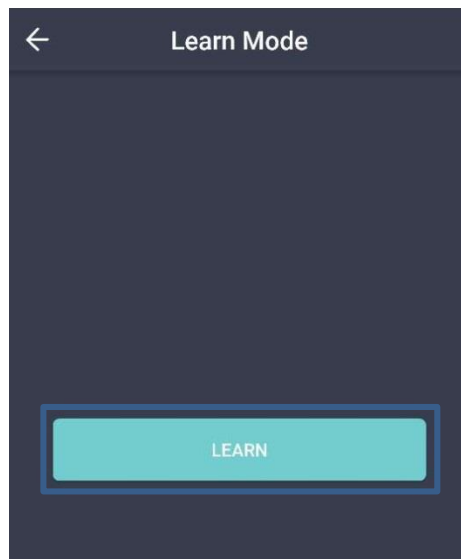


Figure 68: Learn mode - Remove II

2. Click Ok to proceed

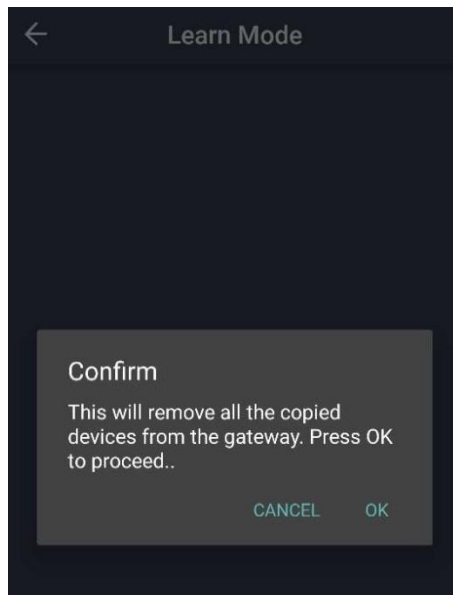


Figure 69: Learn mode - Remove confirmation

3. Click Ok to proceed

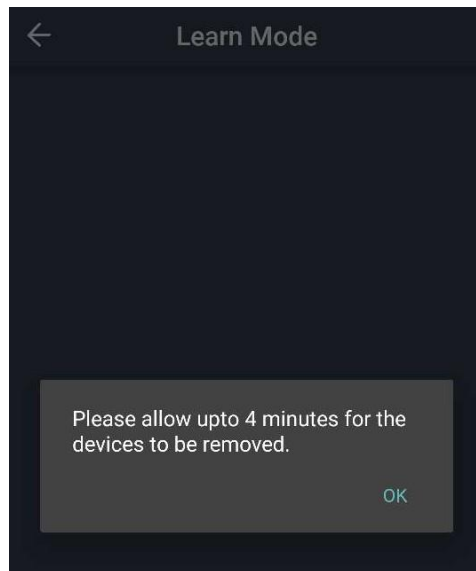


Figure 70: Learn removal - Instruction

4. Once click on OK it will redirected to the homepage. Please wait 4 minutes for all the copied devices to be removed from your hub.

7. Check Hub DSK

You can check the Vesta hub's DSK string through the APP by going to:

Menu → Settings → Show Hub DSK.

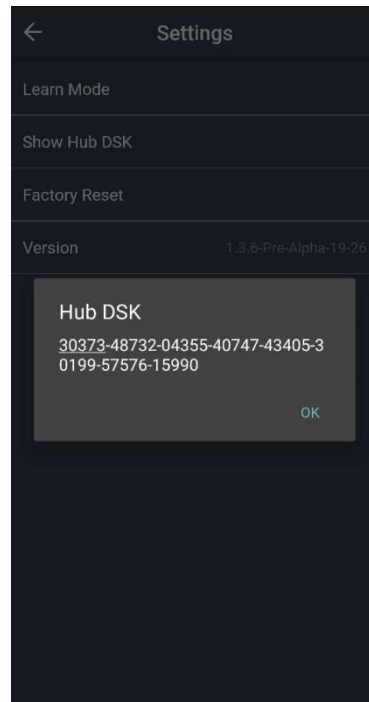


Figure 71: Hub DSK

Please note that the HUB DSK can also be found as a card as a part of the packaging.

8. Factory Reset

To reset the hub back to the Factory default state you can use hardware button or via VESTA app. 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.

Please use this procedure only when the network primary controller is missing or otherwise inoperable.

8.1. Factory Reset by Hardware

To reset the hub back to its factory default state, press the reset button (next to the power cycle button) continuously for up to 5 seconds. You will hear a voice prompt to say the factory reset process has started. Then please allow up to 5 minutes for the whole reset process to complete. Once the hub has been reset, you will be notified by another voice prompt at the end to indicate that the reset process has been complete.

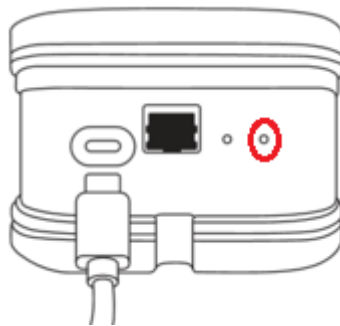


Figure 72: Reset by Hardware button

8.2. Factory Reset by App

To reset the hub back to its factory default state by using app,

1. Please go to **Menu → Settings → Factory Reset.**

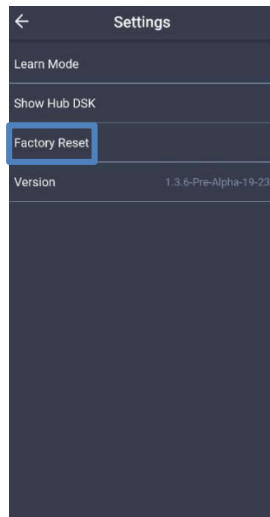


Figure 73: Reset by VESTA app

2. Press **“Proceed”** in the reset confirmation dialog box.

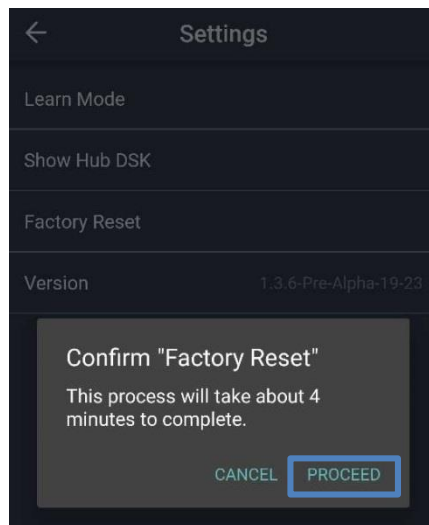


Figure 74: Reset confirmation

3. You will be asked to wait 4 minutes for the reset process to complete.

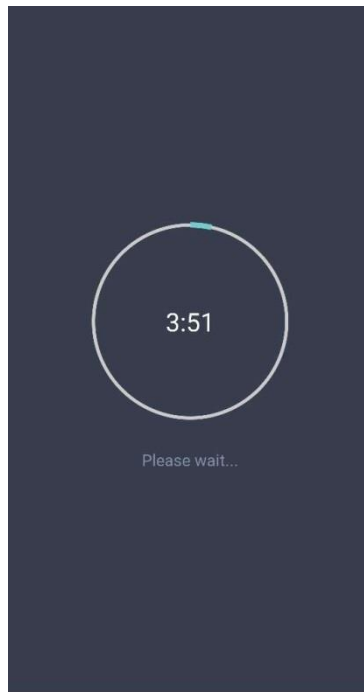


Figure 75: Reset timer

9. Reboot Hub

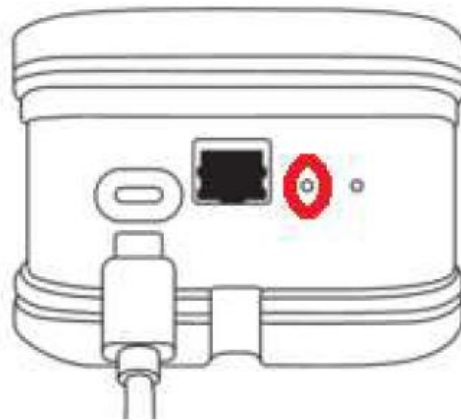


Figure 76: Reboot button

If you need to power cycle/reboot the hub, then use a sharp object/pin to press the power cycle button once. The button is located next to the Ethernet port on the hub at the bottom (circled below)

10. Command Classes

10.1. Supported Command Classes

Command Classes	Version	Required security classes
Application Status Command Class	1	None
CRC-16 Encapsulation Command Class	1	None
Inclusion Controller Command Class	1	None
Security 0 Command Class	1	None
Security 2 Command Class	1	None
Time Command Class	1	None
Transport Service Command Class	2	None
Z-wave Plus Info Command Class	1	None
Multi Command Command Classes	1	None
Indicator Command Class	3	Highest granted security class
Manufacturer Specific Command Class	2	Highest granted security class
Powerlevel Command Class	1	Highest granted security class
Version Command Class	3	Highest granted security class
Firmware Update Meta Data Command Class	5	Highest granted security class

10.2. Association Command Classes

Grouping identifier: 1 (LIFELINE GROUP)

Maximum number of devices that can be added to the group: 1

Description: An included controller/secondary controller may issue an Association set command to the Vesta Lifeline with its node ID and then Vesta will send the DRL Notification via the Lifeline group.

10.3. BASIC command support for controller

The product will not react to basic set command.

10.3.1. Controlling devices with BASIC commands

Note: This function is only possible when you add devices whose command classes are not supported by Vesta. Ex: A Z-Wave door lock. Such devices will appear as a generic device card with a 'Submit Action' button.

1. Click on the **Submit Action** button

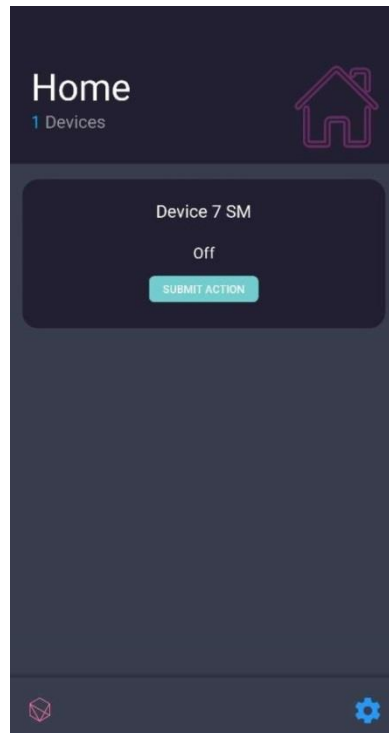


Figure 77: Unknown Device in Home

2. Enter the basic command class value and click on **Submit**

Ex: 255 for Device On and 000 for Device off

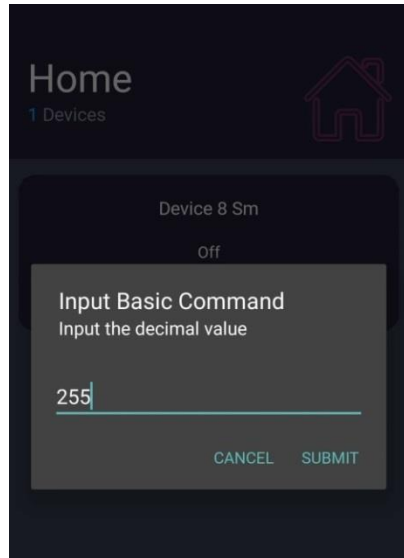


Figure 78: Input Basic Command

3. The device status would change to On/Off based on the command submitted.

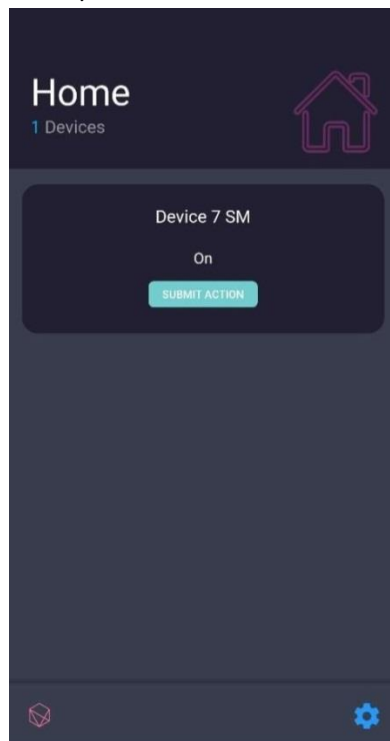


Figure 79: Updated value with the Basic command

List of Abbreviations

Abbreviation	Description
SN	Serial Number
QR Code	Quick Response Code
DSK	Down Stream Key
CC	Command Class