FAQ Installer
Smart Home Controller
Release 1.0.12 version 1.3

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LED Indicators on the Smart Home Controller Box

Power LED:
- Green: Power ON, the System is operational.
- Orange: The System is booting.

Network Connection LED:
- Green: Remote Server Connection.
- Orange: Internet connection. The SHC is not activated yet.
- 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 on the 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.

Which Android version is supported?

Android version 2.2 and higher.

Which IOS version is supported?

IOS version 5 and higher.

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 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.

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 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.

How do I secure my Home network?

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

How can I setup a static IP Address?

Go to the Web Admin Console Network tab. Disable the DHCP (check box) and specify the correct Default Gateway IP Address. This is the IP Address of the router itself.

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 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 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 -> Users.
Also the Smart Home Controller must be activated and the Global Remote Access must be set. Web Admin Console -> Remote Access.

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. System. Select the Remote Access tab and click Activate for Initial Activation Key. Accept the Terms and Conditions and wait until the Remote Access ID is presented. The Expire Date will show after a refresh of the browser.

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.

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.

Connection with the Eaton Remote Server is lost and not reestablished

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

What are the differences between Advanced and not Advance 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.
- See which Functions in a Zone are disabled.

How can I change a User Password?

The User password can only be changed via the Web Admin Console.

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.

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 as a Function in the Zone if the needed Devices become available.

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 accordantly. 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. Functions -> Climate Function -> general: protectionTime.

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.

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 1. System -> History. Click on the Device to delete the history data. Confirm with OK.

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.

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.

Camera Function: Which Cameras are supported?

The following camera protocols are supported:

- Axis, VAPIX v2

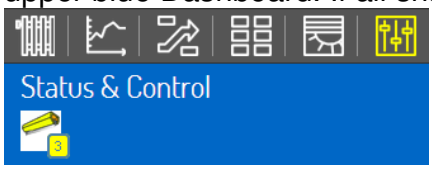
- Mobotix, Camera Integration SDK 1.0.1
- Panasonic, CGI Interface v4.3
- SerComm, CGI Interface v1.36

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 can I see the status of my Shading Actuators?

Only the Status and Control Function in the Web App can show the overall status of the Shading Actuators. The amount of open Shadings is indicated by a Shading Actor Icon in the upper blue Dashboard. If all shadings are closed the Icon will disappear.



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

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 Sensors 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.

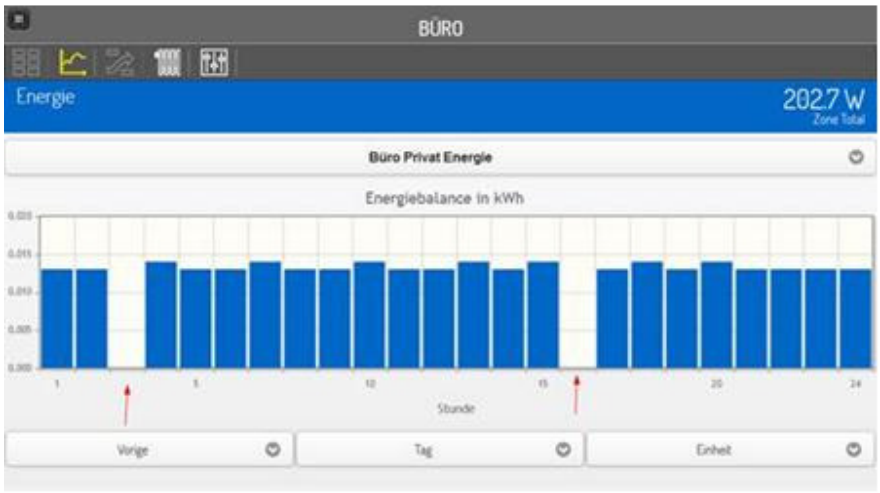
The status of the Sensors is not updated?

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.

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.

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?

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.

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
```

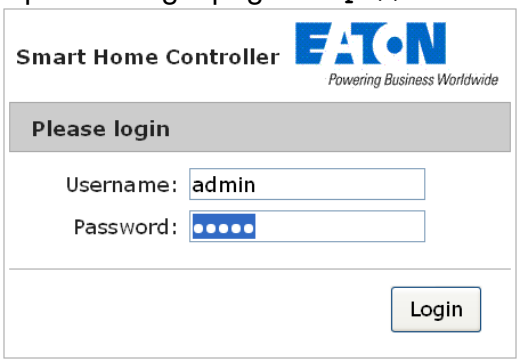
GMX Mail (http://www.gmx.com)
Mail settings:

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

How to connect to the SHC Web Admin Console

Via IP address:

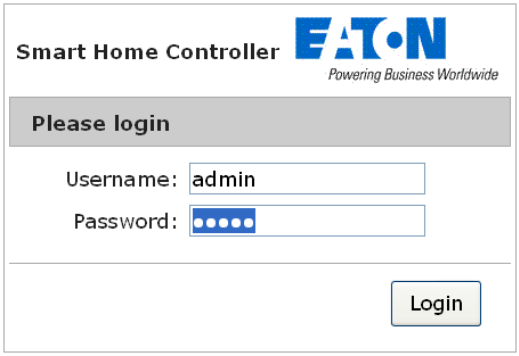
1. Open a browser
2. Open the login page: `http://<address>`:



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:

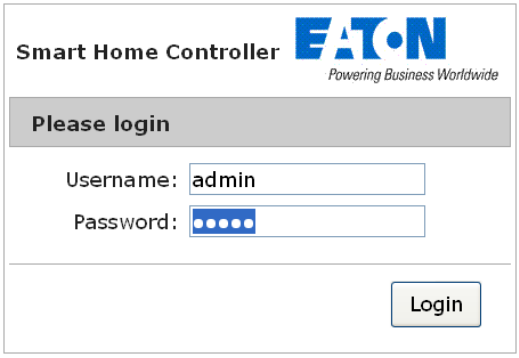


6. Login with:
   - Username: **admin**
   - Password: **admin**
7. The Web Admin Console is available

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

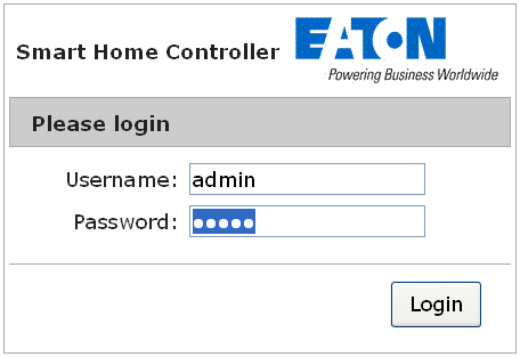


4. Login with:
   - Username: **admin**
   - Password: **admin**
5. The Web Admin Console is available

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.

Why are the Menu tabs not translated?

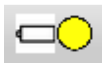
The name of the main menu tabs will remain the same independent of the language selection.

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

In the top bar the following status indicators are shown:

Network status:

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

 Battery status battery powered Devices:

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

RF Interface status:

- Green: All configured Interfaces are up
- Red: One or more Interfaces are down

New Messages available (After reading the new messages the indication turns to Green):

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

Diagnostics System Log: What does RF communication failure EExx mean?

EE306 : Unable to write message to Internal RF-module.
EE307 : Could not claim serial port for communication with Internal RF-module.
EE308 : Incomplete RF message received.
EE401 : General RF Network communication error.
EE402 : Communication with RF network received EOF
EE403 : RF Network communication error.
EE404 : Received RF CI packet of unknown type.
EE405 : Received acknowledgement had unknown sequence number
EE406 : Network error. Received error STATUS message had unknown sequence number
EE406 : Network warning. Received unexpected SEND OK MRF
EE407 : Received message from unknown datapoint. Re-read the data points.
EE408 : Received STATUS packet with unknown type: xx
EE409 : Received STATUS packet. Type MSTT_ERROR status MGW_STS_GENERAL
EE410 : Received STATUS packet. MGW_STS_UNKNOWN
EE411 : Received STATUS packet. Type MSTT_ERROR status MGW_STS_DP_OOR
EE412 : Received STATUS packet. Type MSTT_ERROR status MGW_STS_BUSY_MRF
EE413 : Received STATUS packet. Type MSTT_ERROR status MGW_STS_BUSY_MRT_RX
EE414 : Received STATUS packet. Type MSTT_ERROR status MGW_STS_TX_MSG_LOST
EE415 : Received STATUS packet. Type MSTT ERROR status MGW_STS_NO_ACK
EE416 : Message NACK received from device
EE417 : LOG Bad event type
EE418 : Event rejected by filter

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. System and select the Firmware tab. Click the Apply button to Reboot system.

Diagnostics System Log shows: RF communication failure. EE409 -87

This message indicates a mismatch between the datapoint file and the known devices in the RF Module caused by changes made in MRF. Use MRF to upload the changes to the Smart Home Controller:

1. Open the project in MRF
2. Right mouse click on Smart Home Controller icon
3. Select: Load device new

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.

No Expire date is shown in the Remote Access tab?

Check if the Connection status indicates: Connected to the Internet but no Remote Server. If not, check the Internet Connection via a PC or laptop.
If the Remote Access ID is shown activate the Smart Home Controller again.

Connected to the Internet but no Remote Server?

If the Remote Access ID is shown, but the Expire date is empty, activate the Smart Home Controller again.

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.

Can I use the Energy Management balance device in a macro?

No. Use instead the Energy Consumption/Production Meters in the macros.

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.

How many ECI can I connect to the SHC?

A typical configuration will use up to a maximum of one or two ECIs. Connecting more ECI will reduce the overall performance (eg reaction time) of the system. The performance will depend on the number of ECI connected the amount of Data Points which are connected, the type of functions which are enable and based on that the amount of RF traffic which (sensor date or switching commands) which needs to handled.

How can I see an update is available?

Go to the Web Admin Console -> 1. System -> Firmware.
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. System -> Firmware.
After each successful update the previous release is always available in case an rollback is requested by the Owner.

After an update I don't have remote access anymore?

As part of the update process the SHC reestablished the connection with the Remote Server. Due to distortion on the Internet this could take too long which means the update is completed but not connection with the remote server. This is shown in the logging and the user has to reactivate the remote connection manually. TAB System-> TAB Remote Access->Activate.

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.

Why is my system not been updated after the update?

During an update configuration will be saved and restored automatically. If for some reason the validation fails the system does automatically the rollback to the previous working situation. If the update does not work a second time the update can be forced. In this case make a backup of all the configurations and restore the configurations after the forced update.

What means Force update?

If for some reason the validation fails the system does automatically the rollback to the previous working situation. The force update will skip the validation and continue with installing the new update. In this case make a backup of all the configurations and restore the configurations after the forced update.

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.

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.

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

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

Macro 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 Scene.
- Via a Macro.
- Via the Macro Function Editor in the Web Admin Console.

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 untit.

I cannot delete the first Zone in the Web Admin Console?

Rename the first Zone to the first needed Zone you need. Assign the needed devices to this Zone and enable the needed Functions.

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. Eaton Remote Server:

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