

WeR@Home™

Z-Wave® User Guide

ESUGSL015

Version 1.6

January 2018

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1. Z-Wave and WeR@Home™

Z-Wave allows you to convert your home into a Smart Home by giving you the ability to control and monitor your household devices. WeR@Home™ is a security-enabled product that can use encrypted Z-Wave messages to communicate with other security-enabled Z-Wave products, such as a Z-Wave door lock. WeR@Home™ integrated with Z-Wave provides you with the tools to remotely manage your devices using a mobile app.

Z-Wave is a wireless technology designed for home automation. The core of Z-Wave technology is **interoperability**, enabling the integration of devices from multiple manufacturers within your WeR@Home™ network, to enhance your Smart Home experience.

When you connect the Z-Wave Plus Extender to your WeR@Home™ hub, your WeR@Home™ becomes a Smart Home network that can support the following Z-Wave device types:

- Dimmers
- Door locks
- Doorbells
- Garage door controllers
- Glass break detectors
- In-wall switches
- Lock sensors
- Multi-channel devices
- Multi-colored RGBW LED bulbs
- Multi-input/multi output devices
- Power strips
- Range extenders
- Thermostats
- Wall plugs
- Water valves



NOTE: For best results, ensure your Z-Wave device is supported by WeR@Home™. Contact your service provider for a list of supported devices.

WeR@Home™ Smart Rules allow you to control the Z-Wave devices by triggering them to perform specific actions, at specific times, in specific situations.

Z-Wave devices connected to an AC-power source extend the range of your WeR@Home™ network by acting as repeaters and passing information from one to the other.

For example, by using a Z-Wave device with repeater capability, information passed to a Z-Wave door lock can be successfully delivered even if the door lock is out of the Z-Wave Plus Extender range.

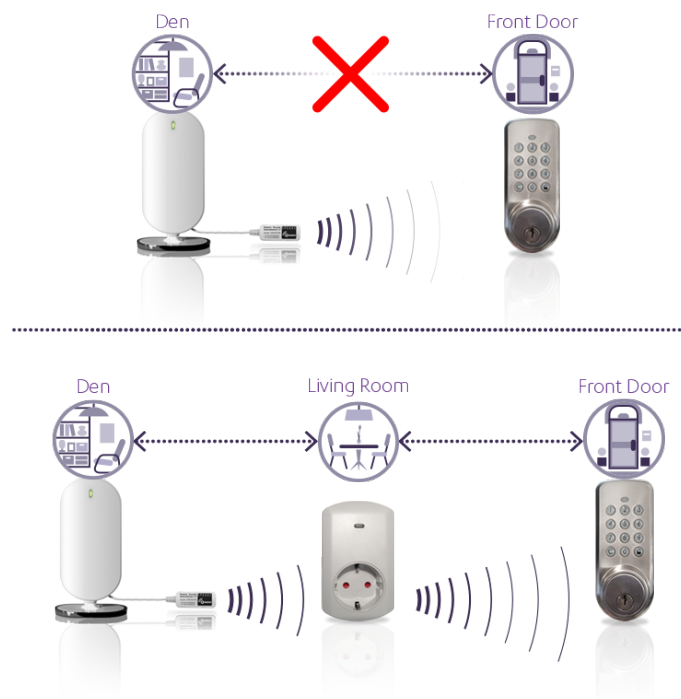


Figure 1: Repeaters Extend the Network Range

2. Building Your WeR@Home™ Z-Wave Network

Before building your WeR@Home™ Z-Wave network, you must ensure that you have the following:

- An operational WeR@Home™ hub
- The Essence Z-Wave Plus Extender
- At least one Z-Wave device



Figure 2: Essence Z-Wave Plus Extender

2.1. Installing the Z-Wave Plus Extender

Install the Z-Wave Plus Extender on the WeR@Home™ hub before you can use any Z-Wave devices in WeR@Home™. During this installation, a power failure event is logged and a notification is expected.

To install the Z-Wave Plus Extender:

1. Unplug the power adapter cube from the electric power (mains) socket.
2. Disconnect the power cord from the hub's mini-USB socket.
3. Plug the Z-Wave Plus Extender mini-USB connector into the hub's mini-USB socket.
4. Plug the power adapter cord into the Z-Wave Plus Extender mini-USB socket.






Caution: The hub mini-USB socket is for the WeR@Home™ power cord or the Z-Wave Plus Extender only. Do not connect other equipment.

5. Plug the power adapter cube into the mains socket.

Within a few seconds, the hub is operational. A **Power Restored** notification event is issued for the hub. The Z-Wave Plus Extender is activated automatically.

6. In the app **Devices** screen, check that the Z-Wave Plus Extender appears in the **Devices** list:
 - a. Tap . The main menu appears.
 - b. Tap **DEVICES**. The Devices screen appears.
 - c. Verify that your Z-Wave Plus Extender appears in the Devices list.




NOTE: The Z-Wave Plus Extender is powered only by the hub's power adapter. If there is a power outage, the hub's backup battery provides power to the hub but not to the Z-Wave Plus Extender.

2.2. Adding Your First Z-Wave Device

After you install a Z-Wave Plus Extender, you can add a Z-Wave device to WeR@Home™. Install the device within 20 m (65.6 ft.) of the Z-Wave Plus Extender. Use Z-Wave devices with repeater capabilities to extend network range.

Before you begin, refer to the device's documentation to learn the pairing process for the specific device.

To add a Z-Wave device:

1. Tap . The main menu appears.
2. Tap **DEVICES**. The **Devices** screen appears.
3. Tap **Add device**. The **Add New Devices** screen appears displaying a list of the available device types including the Z-Wave device types.
4. Select the type of Z-Wave device to be added. The **Power your device** window appears.
5. Position the Z-Wave device within 0.5 m (1.6 ft.) of the Z-Wave Plus Extender.

6. Insert batteries into the device or connect to the nearest power outlet. The **Step 1 of 2** pairing screen appears.

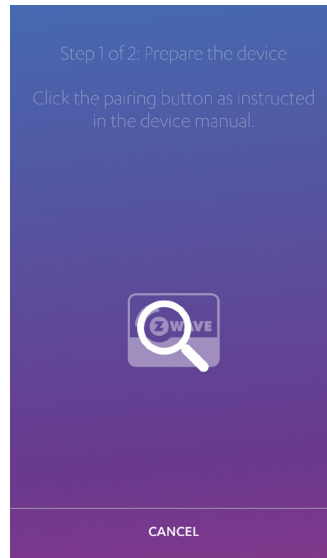


Figure 3: Pairing Process: Step 1 of 2

7. Press the pairing button or switch on the Z-Wave device, according to the device's removal instructions. The **Step 2 of 2** pairing screen appears.

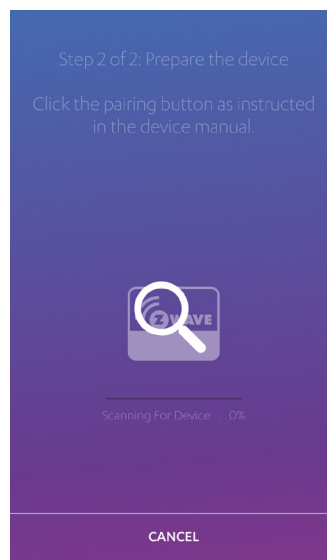


Figure 4: Pairing Process: Step 2 of 2

8. Press the pairing button again, according to the device's pairing instructions. When the pairing process is complete, a window appears prompting you to enter a name for the device.




NOTE: Some Z-Wave devices take longer to respond to the pairing process due to the endpoint data collection process.

9. Enter a unique name and/or location for the device and tap **OK**.
10. Install the device in the chosen location.
11. If the chosen location is more than 20 m (66 ft.) from the Z-Wave Plus Extender, update your Z-Wave network. Refer to 7.1 Updating the Network on page 30.

Refer to 6 Controlling Z-Wave Devices on page 16.


3. Adding and Removing a Third-party Controller

To expand your WeR@Home™ Z-Wave network you can add third-party Z-Wave controllers WeR@Home™. For example, a third-party Z-Wave controller can be a repeater whose range can extend the total range of your WeR@Home™ network. In your extended WeR@Home™ network, the Essence Z-Wave Plus Extender acts as the primary Z-Wave controller while the third party Z-Wave controllers are secondary.

To add a third-party Z-Wave controller, select  - **Z-Wave Controller** as your device. Refer to 2.2 Adding Your First Z-Wave Device on page 6.

Devices originally connected to the third-party Z-Wave controller must be re-learned on the third-party Z-Wave controller. Follow the instructions for pairing devices in the third-party Z-Wave controller documentation. The Z-Wave devices paired with the third-party Z-Wave controller become accessible to the Essence Z-Wave Plus Extender.

Depending on its capabilities, a third-party Z-Wave controller may have access to and control of all Z-Wave devices connected to the Essence Z-Wave Plus Extender. For example, you can use a third-party Z-Wave remote control for the switches and dimmers connected to the Essence Z-Wave Plus Extender.



To remove a third-party Z-Wave controller, tap  for the third-party controller that you want to remove. Refer to 5.5 Removing a Z-Wave Device on page 14.

4. Joining an Existing Z-Wave Network

If you have an existing third-party Z-Wave network, WeR@Home™ can join the network. WeR@Home™ enters "learn" mode on the existing network to automatically copy the existing network's Smart Home network structure. When you join a Z-Wave network, you have access to the Z-Wave devices supported by WeR@Home™. The Z-Wave Plus Extender is assigned one of the following roles depending on the third-party controller capabilities:

- **Secondary (inclusion)** - allowed to add or delete additional Z-Wave devices
- **Secondary** –not allowed to add or delete additional Z-Wave devices

To join an existing third-party Z-Wave network:

1. Remove all Z-Wave devices from your WeR@Home™, except for your Z-Wave Plus Extender. Refer to 5.5 Removing a Z-Wave Device on page 14.
2. In the WeR@Home™ app, tap . The main menu appears.
3. Tap **Devices**. The **Devices** screen appears.
4. Tap  for your Z-Wave Plus Extender. The **Z-Wave Controller** configuration screen appears.
5. Put the primary controller of the existing network into **Add** mode, according to the controller's user manual.
6. Tap **Join Existing Network**. All Z-Wave devices are removed from WeR@Home™. WeR@Home™ copies the topology of the existing network and prompts you to enter the name for the existing network controller.
7. Enter the name for the existing network controller and tap OK.

4.1. Changing Z-Wave Plus Extender Role




If your Z-Wave Plus Extender role is not **Secondary (inclusion)** and you want to allow your Z-Wave Plus Extender to add or delete additional Z-Wave devices, you can change your Z-Wave Plus Extender role to **Primary**.



Caution: If you change your Z-Wave Plus Extender role to **Primary**, you cannot remove your Z-Wave Plus Extender or WeR@Home™ from the existing third-party network.

Joining an Existing Z-Wave Network

To change the role of your Z-Wave Plus Extender:

1. In the WeR@Home™ app, tap . The main menu appears.
2. Tap **Devices**. The **Devices** screen appears.
3. Tap  for your Z-Wave Plus Extender. The **Z-Wave Controller** configuration screen appears.
4. Put the primary controller of the existing network into **Change** mode, according to the controller's user manual.
5. Tap **Role**.
6. Tap **Primary**. A  appears confirming your choice.



4.2. Removing Z-Wave Plus Extender from Existing Network

If your Z-Wave Plus Extender role is **Secondary** or **Secondary (inclusion)**, you can remove your Z-Wave Plus Extender from the existing third-party network.



Caution: Removing the Z-Wave Plus Extender from the existing network, removes connection to all Z-Wave devices from the Z-Wave Plus Extender.

To remove your Z-Wave Plus Extender from the existing network:

1. In the WeR@Home™ app, tap . The main menu appears.
2. Tap **Devices**. The **Devices** screen appears.
3. Tap  for your Z-Wave Plus Extender. The **Z-Wave Controller** configuration screen appears.
4. Tap **Role**. The **Role** screen appears.
5. Put the primary controller of the existing network into **Remove** mode, according to the controller's user manual.
6. Tap **Exclude Network**. A confirmation window appears.
7. Tap **OK**. The third-party controller and its devices are removed.

5. Managing Your Z-Wave Devices

Following the installation and activation of the Z-Wave Plus Extender, you can:

- Add additional Z-Wave devices
- Define favorites for Z-Wave devices
- Define Smart Rules using Z-Wave devices
- Remove Z-Wave devices

5.1. Adding Additional Z-Wave Devices

You can add up to 232 Z-Wave devices to WeR@Home™. Refer to 2.2 Adding Your First Z-Wave Device on page 6.

If you are adding a Z-Wave garage door controller model GD00Z-5, remember to pair the tilt sensor with the garage door controller before adding the Z-Wave device to your WeR@Home™. Refer to the GD00Z-5 documentation for instructions.



NOTE: Essence recommends updating your Z-Wave network after adding additional Z-Wave devices. Refer to 7.1 Updating the Network on page 30.


5.2. Defining Favorites for Z-Wave Devices

You can add a favorite that allows you direct access to control a Z-Wave device. For example, you can define a favorite to directly control a household appliance connected to a Z-Wave power strip.


5.3. Defining Smart Rules Using Z-Wave Devices

Use Smart Rules to set up WeR@Home™ to automatically perform specific actions that follow specific triggers. For example, you can create a Smart Rule to turn on the entrance hallway light using a Z-Wave switch and set the temperature to 25° using a Z-Wave thermostat, when the front door is opened after 17:00. Refer to the Smart Rules section in the ESUGSL018 WeR@Home™ User Guide.

5.4. Replacing a Z-Wave Device

If a Z-Wave device is not responding or faulty and  appears as the status displayed in the **Devices** screen, you can replace the current device with a new device of the same type. The device's configuration, including Smart Rules, is copied to the new device.

To replace a Z-Wave device:

1. Tap . The main menu appears.
2. Tap **DEVICES**. The **Devices** screen appears.

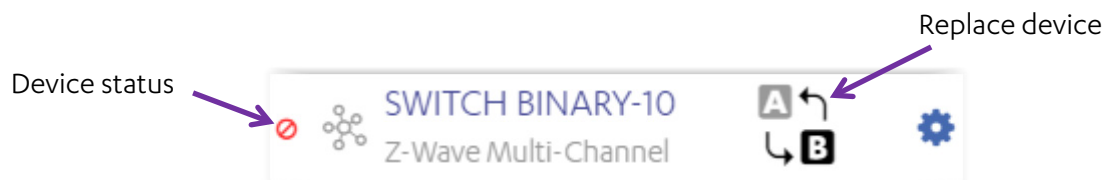


Figure 5: A Faulty Device with the Replace Icon

3. Tap . The **Replace Z-Wave Device** screen appears.

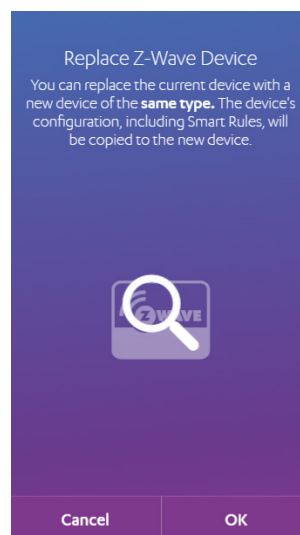


Figure 6: Replace Screen

4. Position the new Z-Wave device within 0.5 m (1.6 ft.) of the Z-Wave Plus Extender.
5. Insert batteries into the new device or connect to a power outlet.
6. Tap **OK**. The **Step 1 of 2** pairing screen appears.

7. Press the pairing button or switch on the new Z-Wave device, according to the device's removal instructions. The **Step 2 of 2** pairing screen appears.
8. Press the pairing button **again**, according to the device's pairing instructions. When the pairing process is complete, a window appears with the same name as the replaced device.



NOTE: Some devices may take a few moments to respond during the pairing process.

9. Install the device in the chosen location.
10. If the chosen location is more than 20 m (66 ft.) from the Z-Wave Plus Extender, update your Z-Wave network. Refer to 7.1 Updating the Network on page 30.




5.5. Removing a Z-Wave Device

You can remove a Z-Wave device from WeR@Home™ if the device is not needed, becomes unresponsive, or becomes disconnected from the network.



NOTE: When you remove a Z-Wave device, any rules defined for the device may not work correctly.

To remove a Z-Wave device:

1. Tap . The main menu appears.
2. Tap **DEVICES**. The **Devices** screen appears.
3. Tap .
4. Tap  for the device that you want to remove.
5. Tap **Delete**.
6. Press the pairing button on the Z-Wave device, according the device's documentation. The device no longer appears in the list of devices.



NOTE: For non-responsive or disconnected devices, there is no need to press the pairing button.

7. Tap **Done**.



NOTE: Essence recommends updating your Z-Wave network after removing a Z-Wave device. Refer to 7.1 Updating the Network on page 30.


6. Controlling and Using Z-Wave Devices

You can control Z-Wave devices **remotely** using WeR@Home™.

For example:

- Dim your home lighting to 25%.
- Turn on or off a household appliance like a coffee machine.
- Set a thermostat to the desired temperature.
- Create a schedule Smart Rule to set the color of a RGBW LED lamp with a 30-minute duration for a specific time of day.
- Use a Z-Wave power strip to control multiple home appliances.
- Fire a MIMO smoke cannon.

To control a Z-Wave device:

1. Tap . The **Smart Home** screen appears.
2. Tap the device you want to control.




NOTE: You can define a favorite for a Z-Wave device in the **Smart Home** screen to replace steps 1 and 2.


3. Adjust the settings of the Z-Wave device. The screen varies based on your device. The changes may take several seconds.



NOTE: Battery powered Z-Wave devices with **power-save mode** take longer to respond.

4. Tap  to return to the **Smart Home** screen.



6.1. Controlling a RGBW LED Bulb

WeR@Home™ Z-Wave network supports Z-Wave RGBW LED bulbs . A RGBW LED bulb is a Z-Wave multi-color LED bulb with configurable color and brightness.

For a RGBW LED bulb, you can:

- Turn on and off.
- Set the color.
- Adjust the brightness.

To set the RGBW LED bulb:

1. Tap . The **Smart Home** screen appears.
2. Tap the bulb you want to control. The **RGBW LED Bulb** screen appears.
3. Tap  to turn the bulb on and off.
4. Set the bulb as follows:

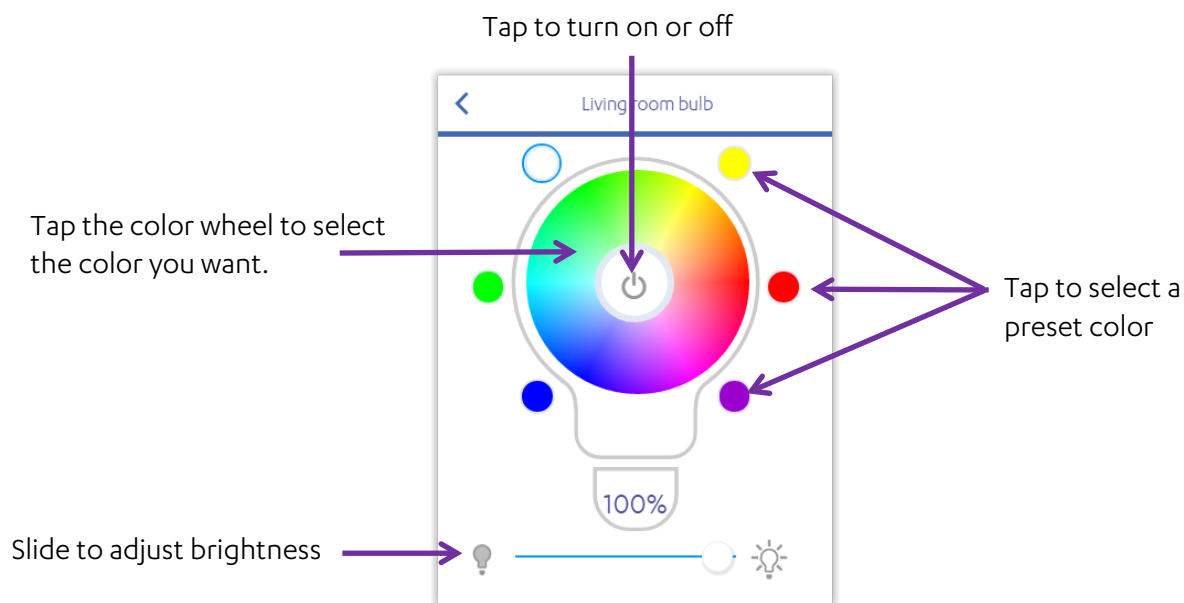



Figure 7 – Controlling a RGBW LED Bulb



NOTE: To select a color on the color wheel, tap the color you want. Do not slide the color wheel.






5. Tap **OK**.

6.2. Controlling a Multi-Channel Device

WeR@Home™ Z-Wave network supports Z-Wave multi-channel devices . A multi-channel device includes multiple endpoints that can be controlled separately. When the main switch of a multi-channel device is turned on or off, the endpoints remain unchanged.

For example, when the multi-channel main switch is turned off while an endpoint switch is on the endpoint switch remains on.

To control a Z-Wave multi-channel device:





1. Tap . The **Smart Home** screen appears listing the available Z-Wave devices.
2. Tap the Z-Wave multi-channel device you want to control. The **Smart Home Multi-Channel** screen appears listing the main switch and the endpoint switches.
3. Tap  **Switch** to control the main switch. The **Switch** screen appears.
4. Tap  to turn the main switch on or off. When the main switch is turned on, the endpoint switches remain off.
5. Tap the endpoint switch you want to control. The **Switch** screen appears.
6. Tap  to turn the switch on or off. The changes may take several seconds.
7. Tap  to return to the **Smart Home** screen.

The Z-Wave power strip is a type of multi-channel device. Each switch on a Z-Wave power strip reports its own on/off status. When the power strip main switch is turned on, the power strip switches are displayed as “on”. If your multi-channel device is a power strip and WeR@Home™ displays it as



Z-Wave Multi Channel, configure your multi-channel device as a Z-Wave power strip.

To configure a multi-channel device as a power strip:

1. Tap . The main menu appears.
2. Tap **DEVICES**. The **Devices** screen appears.
3. Tap  for the multi-channel switch you want to configure. The **Multi-Channel Device** screen appears.
4. Tap  for **Display as Power Strip**:
 Identify multi-channel device as a power strip.



Do not identify multi-channel device as a power strip.

5. Tap **OK**.

To control a Z-Wave power strip:



1. Tap **Smart Home**. The **Smart Home** screen appears.



2. Tap the **Z-Wave Power Strip** you want to control. The **Z-Wave Power Strip** screen appears listing the power strip switches.




3. Tap **Power Strip** to turn the main switch on or off.

If the main switch is on, the endpoint switches are displayed as “on”.



4. For each endpoint switch, tap **Power Strip** to turn on or off. The changes may take several seconds.

5. Tap  to return to the **Smart Home** screen.

6.3. Controlling a MIMO Device



WeR@Home™ Z-Wave network supports Z-Wave multiple input/output (MIMO) devices. Use a MIMO device to control Z-Wave and non-Z-Wave devices. You can use Smart Rules to control MIMO devices.

A MIMO device includes two inputs and two outputs.

■ Input:

- Reports status changes to the WeR@Home™ hub depending on the configured input threshold ranges.
- Can be used as a Smart Rule event trigger: MIMO Input Range

■ Output:

- A Z-Wave switch that allows you to control third-party Z-Wave/non-Z-Wave device functions
- Can be used as a Smart Rule device action: MIMO Output

6.3.1 Configuring MIMO Inputs

To use MIMO inputs as Smart Rule triggers, configure the upper and lower threshold voltage ranges for each input.

Consult the user manual for a third-party Z-Wave/non-Z-Wave device for the device's voltage threshold ranges.

For each input, set the threshold requirement to verify if the input voltage is **inside** or **outside** the upper and lower threshold voltage ranges.

If V = the input voltage:








- Inside the threshold: $\text{Low upper threshold} \leq V \leq \text{High upper threshold}$
- Outside the threshold: $(\text{Low upper threshold} > V)$ or $(V > \text{High upper threshold})$

If the input voltage complies with the threshold requirement, the MIMO sends a status change notification to the hub. This notification is for the Smart Rule MIMO Input Range trigger.



NOTE: The hub must be connected to the server for the MIMO Input Range trigger to work.

To configure the MIMO inputs:

1. In the WeR@Home™ app, tap . The main menu appears.
2. Tap **Devices**. The **Devices** screen appears.
3. Tap  for the MIMO device you want to configure. The **MIMO** configuration screen appears.
4. Tap  for the input you want to configure. The **IN Assignment** screen appears.
5. Tap  to enable or disable **IN Assignment**.
6. Enter the name for the input.
7. Tap  for **Inside/Outside Threshold**:
 -  Inside the threshold range
 -  Outside the threshold range.
8. Enter the **Low** and **High** voltage values(0 - 16 V) for **INPUT RANGE LEVELS**:
 - Upper threshold
 - Lower threshold

The **Low** value must be less than or equal to the **High** value.

9. Tap **OK**.

6.3.2 Configuring MIMO Outputs





Connect Z-Wave / non-Z-Wave devices to MIMO outputs to configure the devices using WeR@Home™.

For example, for a Z-Wave electric blind connected to a MIMO output, you can configure the MIMO output as follows:

- When the MIMO output switch is OFF, the electric blind closes.
- When the MIMO output switch is ON, the electric blind opens.

You can define a Smart Rule, triggered when a sensor detects sunlight, to activate the MIMO output action ON switch to open the Z-Wave electric blind.

To configure a MIMO output:

1. In the WeR@Home™ app, tap . The main menu appears.
2. Tap **Devices**. The **Devices** screen appears.
3. Tap  for the MIMO device you want to configure. The **MIMO** configuration screen appears.
4. Tap  for the output you want to configure. The **OUT Assignment** screen appears.
5. Tap  to enable or disable **OUT Assignment**.
6. Enter the name for the output.
7. Tap **OK**.

6.3.3 Understanding the MIMO Smoke Cannon

When you configure the MIMO to connect to a smoke cannon, the input and output default assignments are as follows:

- Input #1 - reports the status of the smoke liquid
- Input #2 - reports if a general device error has occurred.



NOTE: A problem with the liquid, a device error, or both does not affect the MIMO output operations. Only the device itself can disable the cannon.

- Output #1 - arms/disarms the cannon.

- Output #2 - allows you to fire the cannon.

The outputs are controlled by Smart Rules and by using the MIMO Smart Home screen.

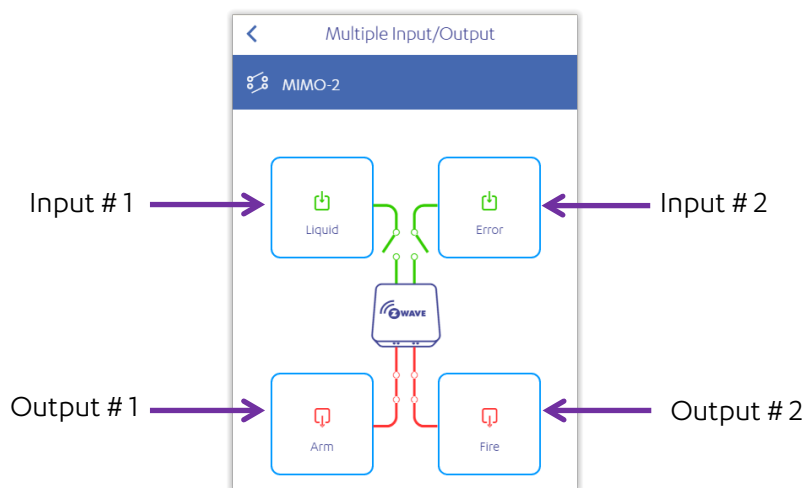
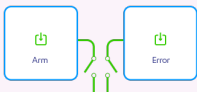

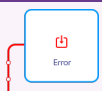

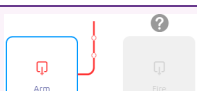
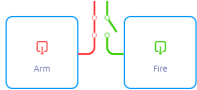
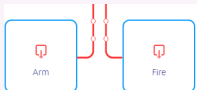


Figure 8 – MIMO Inputs and Outputs

When working with the MIMO smoke cannon, the status of the inputs and outputs is as follows:

Table 1: Status of Inputs and Outputs

| Inputs and Outputs | Status |
|---|--|
|  | The inputs are ok. |
|  | There is a problem with the smoke liquid. |
|  | A general error has occurred in the cannon. |
|  | The cannon is disarmed. The firing capability is disabled. |
|  | The cannon is armed and no detection is made. The firing capability is disabled. |

| Inputs and Outputs | Status |
|---|---|
|  | The cannon is armed and a detection is made. The firing capability is enabled. |
|  | The cannon is fired. |

6.3.4 Defining the Cannon Required Rules

To operate the MIMO smoke cannon, you must define the following four rules:

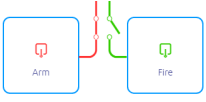

Table 2: MIMO Smoke Cannon Rule Definitions

| Rule | Trigger | Action |
|----------------------------|---------------------------|--|
| Arm rule | Arm Away | MIMO Output 1 : Arm Select Arm |
| Disarm rule | Disarm | MIMO Output 1 : Disarm Select Disarm |
| Smoke liquid status | MIMO Input Range : Liquid | Send notification For example: "Problem with smoke-generating liquid reported." |
| Cannon error status | MIMO Input Range : Error | Send notification For example: "General error with smoke cannon reported." |

6.3.5 Firing the MIMO Smoke Cannon

You can fire the smoke cannon only if you are a master user or your user profile grants you permission. Refer to the ESUGSL018 WeR@Home™ User Guide.

To fire the smoke cannon:

1. Ensure :
 - The cannon is armed.
 - Detection has occurred.
 - You have permission to fire the cannon.
2. Tap . The **Smart Home** screen appears.
3. Tap the MIMO smoke cannon you want. The MIMO screen appears.

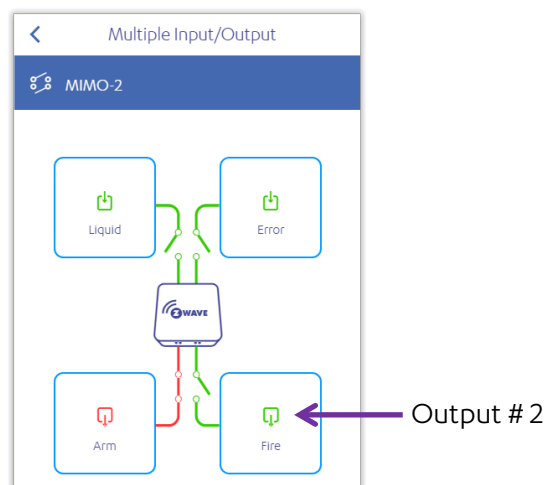


Figure 9: MIMO Smoke Cannon Ready to Fire

6.4. Controlling a Garage Door Controller

You can use your WeR@Home™ app to control your garage door by adding a smart garage door

controller  to your WeR@Home™.

To control your garage door:

1. Tap . The **Smart Home** screen appears.

2. Tap the garage door controller you want to control. The **Garage Door Controller** screen appears.
3. Swipe the blue circle up/down to control the door's movement.

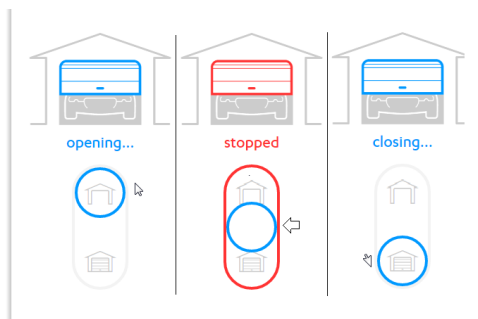


Figure 10: Controlling the Garage Door

The following table lists possible situations with the garage door controller:

Table 3: Garage Door Controller Status

| Status | Situation |
|-----------|---|
| Stopped | The garage door controller is tampered. |
| | The battery charge is low. |
| Suspended | The garage door controller stopped functioning. |
| | The garage door controller is not responding. |




NOTE: For a Z-Wave garage door controller model GD00Z-5, remember to pair the tilt sensor with the garage door controller. Refer to the GD00Z-5 documentation for instructions.


When a situation is resolved, the garage door controller completes the last action.

6.5. Resetting a Glass Break Detector

You can monitor for intrusion via your windows and glass doors by adding a smart glass break

detector  to your WeR@Home™. Upon detection, the detector beeps. After detection, you need to reset the detector.

To reset the glass break detector:

1. Tap . The **Smart Home** screen appears.
2. Tap the glass break detector you want. The **Glass Break Detector** screen appears
3. If broken glass is detected and the glass has been replaced, tap **Reset device**.

6.6. Using a Lock Sensor



A lock sensor detects whether a lock thumb turn on a door lock is in a locked or open position.

To use a lock sensor, you must:

- Add the lock sensor to WeR@Home™
To add a lock sensor, refer to 2.2 Adding Your First Z-Wave Device on page 6.
- Configure the lock sensor

6.6.1 Configuring a Lock Sensor

To configure a lock sensor:

1. In the WeR@Home™ app, tap . The main menu appears.
2. Tap **Devices**. The **Devices** screen appears.
3. Tap  for the lock sensor you want to configure. The lock sensor configuration screen appears. Tap the setting you want to configure as described in the following table.

| Setting | Description |
|------------------------|--|
| Name | The name of the device. Enter the name you want to use. |
| Locked position | Whether Horizontal or Vertical means the thumb turn is locked. |

| Setting | Description |
|--------------------|--|
| Reporting interval | <p>How often WeR@Home™ reports the thumb turn status.</p> <ul style="list-style-type: none">■ You may choose between 30 and 127 seconds■ The default is 60 seconds |
| LED indication | <p>You can configure the LED to light for a certain time according to the change in the thumb turn status which it detects in the following cases:</p> <ul style="list-style-type: none">■ Lock to Unlock■ Unlock to Lock■ Both <p>The default is Lock to Unlock for 1 second.</p> |

4. Tap **OK** to save your changes.


6.6.2 Using a Lock Sensor in a Smart Rule

You can use the detected status of the thumb turn – whether locked or unlocked - as a trigger for a smart rule. Refer to the Smart Rules section in the ESUGSL018 WeR@Home™ User Guide.

7. Troubleshooting

If you are having trouble with your WeR@Home™ Z-Wave network, see Table 4. If you need further assistance, consult your service provider.

Table 4: Troubleshooting Solutions

| Problem | Solution |
|--|--|
| A Z-Wave device is unresponsive, such as not performing the actions defined for the device in the Smart Rules. | <ol style="list-style-type: none"> 1. Press the device's pairing button. 2. Verify that the device responds to setting changes made using the Smart Home screen. |
| A Z-Wave device appears in the devices list with  indicating that the device is out of range or faulty. | <ol style="list-style-type: none"> 1. Ensure that the batteries are charged. 2. Move the device to a different location with fewer obstacles between the Z-Wave Plus Extender and the device. 3. Press the device's pairing button. 4. Verify that the device responds to setting changes made using the Smart Home screen. 5. If the device still fails to respond, replace it with a new device of the same type. Refer to 5.4 Replacing a Z-Wave Device on page 13. |
| A Z-Wave device disappears from the devices list. | Solution 1: <ol style="list-style-type: none"> 1. Disconnect and then reconnect the power supply of the device. 2. Press the device's pairing button. 3. Verify that device responds to setting changes made using the Smart Home screen. |
| | Solution 2: If the device is still not available, update the Z-Wave network. Refer to 7.1 Updating the Network on page 30. |
| | Solution 3: If the device is still not available: <ol style="list-style-type: none"> 1. Move the device to a different location with fewer obstacles between the Z-Wave Plus Extender and the device. 2. Press the device's pairing button again. 3. Verify that device responds to setting changes made using the Smart Home screen. |
| | Solution 4: If the device is still not available: <ol style="list-style-type: none"> 1. Unpair the device. Refer to 7.3 Unpairing a Z-Wave Device on page 32. 2. Add the device again. Refer to 2.2 Adding Your First Z-Wave Device on page 6. |

| Problem | Solution |
|--|--|
| An error message appears when pairing of a Z-Wave device ends unsuccessfully. | <ol style="list-style-type: none"> 1. Check if the device is compatible with the Z-Wave Plus Extender by comparing the frequency of the device with the frequency for the country where the Z-Wave Plus Extender is located. Refer to 8 Technical Specifications on page 33. 2. If the frequency of the device is different, contact your service provider and replace the device. Refer to 5.4 Replacing a Z-Wave Device on page 13. 3. Reference the pairing process instructions in the device's user manual and repeat the pairing process. 4. Unpair the device and then repeat the pairing process. Refer to 7.3 Unpairing a Z-Wave Device on page 32. 5. Unpair all the Z-Wave devices and restore factory settings. Refer to 7.2 Restoring Factory Settings on page 31. |
| A Z-Wave device does not respond to changes in its device settings. | <p>Note: If the device supports power-save mode, the device takes longer to respond.</p> <ol style="list-style-type: none"> 1. Move the device to a different location with fewer obstacles between the Z-Wave Plus Extender and the device. 2. Unpair the device and repeat the device pairing process. 3. Verify that the device responds to setting changes made using the Smart Home screen. |
| The Z-Wave Plus Extender does not work or does not appear on the Devices and the Smart Home device list. | <ol style="list-style-type: none"> 1. Disconnect the Z-Wave Plus Extender from the power adapter. 2. Make sure the hub LED is Green, indicating that the hub is on-line. 3. Reconnect the Z-Wave Plus Extender to the power adapter. |
| <p>The Network Update is not successful when:</p> <ul style="list-style-type: none"> ■ All the Z-Wave devices fail to respond because they are either not functioning or out of range. ■ The Z-Wave Plus Extender includes no learned devices. ■ The Z-Wave Plus Extender is neither a primary nor a secondary inclusion controller. | <ol style="list-style-type: none"> 1. Using the Smart Home screen, verify that each device responds to setting changes. 2. For each device that does not respond: <ol style="list-style-type: none"> a. Unpair the device. b. Repeat the device pairing process. c. Verify the device responds to setting changes made using the Smart Home screen. 3. Update the Z-Wave network. Refer to 7.1 Updating the Network on page 30. |
| The Network Update fails with a list of devices. | <p>For each device:</p> <ol style="list-style-type: none"> 1. Place the device close to the Z-Wave Plus Extender. 2. Update the Z-Wave network. Refer to 7.1 Updating the Network on page 30. 3. If Network Update still fails, contact your service provider to replace the device. Refer to 5.4 Replacing a Z-Wave Device on page 13. |
| Pairing a Z-Wave device fails for a device that was previously successfully paired with the same hub and the same Z-Wave Plus Extender. | <p>The device may be damaged or faulty. Contact your service provider to replace the device. Refer to 5.4 Replacing a Z-Wave Device on page 13.</p> |

| Problem | Solution |
|---|---|
| <p>For a Z-Wave device with more than one function, some of the functionality does not work.</p> <p>For example, Z-Wave switches may have capabilities not currently supported in WeR@Home™, such as power metering.</p> | <p>Refer to the device's documentation.</p> |

The following are tools to resolve problems that can occur in the Z-Wave network:

- **Network Update**
- **Reset to Factory**
- **Unpair Z-Wave Devices**


7.1. Updating the Network

The **Network Update** tool remaps the Z-Wave network to reestablish communications between the Z-Wave devices.

Use the **Network Update** tool when:

- Adding additional Z-Wave devices to an existing Z-Wave network
- Removing Z-Wave devices from an existing Z-Wave network
- Resolving troubleshooting issues

To update the network:

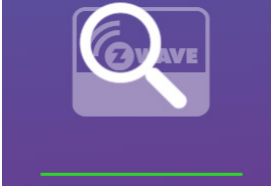
1. Tap . The main menu appears.
2. Tap **Settings**. The **Settings** menu appears.
3. Tap **Z-Wave**. The **Z-Wave** screen appears.
4. Tap **Network Update**.
5. Tap **OK**. The screen closes as the update continues.

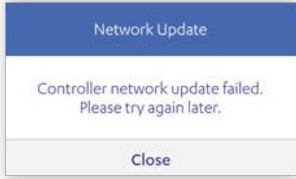
NOTE:

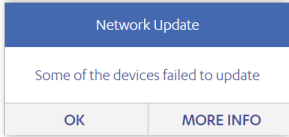


- The **Network Update** skips sleeping devices.
- During the **Network Update**, the Z-Wave devices' response may be delayed.

When the network update finishes, one of the following appears:

- 

■ **Rediscovering Network Done** – Update is successful.
- 

■ **Network Update**
Controller network update failed.
Please try again later.
Close – Update failed. **All** Z-Wave devices failed to respond.
- 

■ **Network Update**
Some of the devices failed to update
OK MORE INFO – Update is partially successful. **Some** Z-Wave devices failed to respond.
Tap **MORE INFO**. A list appears of the devices that failed.


If the **Network Update** is not successful:

1. Verify that all the Z-Wave devices are not in power-save mode.
2. Ensure that all devices are in range of the Z-Wave Plus Extender or that there are enough repeater devices between each device and the extender.
3. Update the network.

7.2. Restoring Factory Settings

Restoring factory settings returns your Z-Wave Plus Extender to its default settings and removes Z-Wave device definitions.


To restore factory settings:

1. Tap . The main menu appears.
2. Tap **Settings**. The **Settings** menu appears.
3. Tap **Z-Wave**. The **Z-Wave** screen appears.
4. Tap **Reset to Factory**.

7.3. Unpairing a Z-Wave Device

Unpair Z-Wave devices to help resolve some troubleshooting issues. Unpairing removes all controller connection definitions from a Z-Wave device.

To unpair a Z-Wave device:





1. Tap . The main menu appears.
2. Tap **Settings**. The **Settings** menu appears.
3. Tap **Z-Wave**. The **Z-Wave** screen appears.
4. Tap **Unpair Z-Wave Devices** and tap **Yes**. A **Remove Z-Wave Device** window appears.
5. Press the pairing button on the Z-Wave device.
6. Tap **OK**.

8. Technical Specifications

Table 5 includes the technical specifications for the Z-Wave Plus Extender.

Table 5: Technical Specifications

| Category | Specification Information |
|-------------------------------|--|
| Supported Z-Wave Device Types | Binary switches: for example, ON/OFF devices |
| | Multi-level switches: for example, dimmers |
| | Thermostats |
| | Door locks |
| | Lock sensors |
| | Multi-channel devices: for example, power strips |
| | Multi-colored RGBW LED bulbs |
| Controller Capacity | Maximum Z-Wave Plus Extender capacity: 232 Z-Wave devices |
| Communication | Maximum RF Range: 30 m (98 ft.) open air |
| | Z-Wave bi-directional radio protocol (onboard) |
| | Modulation and Frequency: GFSK Modulation <ul style="list-style-type: none"> ■ 868.4 MHz (Europe) ■ 908.4 MHz (USA, Canada, Mexico) ■ 916 MHz (Israel) ■ 921.4 MHz (Australia) ■ 869 MHz (Russia) ■ 926.3 MHz (Japan) |
| | Bit Rate: up to 100 kbps |
| Technology | Uses the Z-Wave® 500-series chip. |
| | Utilizes the Z-Wave® mesh network. |
| Security | Data Security: 128-bit AES encryption |
| Power | Powered only by the hub's power adapter Note: In the event of a power outage, the Z-Wave Plus Extender is not powered by the hub's backup battery |
| Dimensions | Size (H x L x W): 5 x 58 x 24 mm (0.2 x 2.3 x 0.9 in.) Weight: 10 g (0.03 lb.) Cable Length: 15 cm (5.9 in.) |
| Environment | Storage Ambient Temperature range: -20°C to 50°C (-4°F to 122°F) Operating Ambient Temperature range: 0°C to 50°C (32°F to 122°F) RF Operating Humidity: Up to 95% non-condensing |

| Category | Specification Information |
|------------|---|
| Compliance | <p>FCC: YXG-ES800ZWP IC: 11061A-ES800ZWP</p> <p>    </p> <p>CE: Safety: EN 60950-1; Radio: EN 300 220-2; EMC EN 301 489-1; EN 301 489-3</p> <p>  </p> |

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