EN

LiveIn

INSTALLATION AND USE INSTRUCTIONS

CONTENTS

1. Important information - safety
2. Introduction to LiveIn
3. LiveIn installation
4. LiveIn use
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. Technical specifications

Ref. 5134526A

S.A.S. au capital de 5 000 000 ! - Z.I. Les Giranaux - BP71 - F70103 Arc-Les-Gray CEDEX - RCS VESOUL B 425 650 090 - SIRET 425 650 090 00011 - n° T.V.A CEE FR 87 425 650 090

1. Important information - safety

1- General installation conditions
2- Safety instructions
3- Special safety instructions– motorised doors and gates
4- Scope of application
5- Recycling

CONTENTS

1. **Important information - safety**
2. Introduction to LiveIn
3. LiveIn installation
4. LiveIn use
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. Technical specifications

1. Important information - safety

General installation conditions

Before installing this product, read these instruction guidelines and safety information carefully.

This product must be installed and commissioned by a professional in home motorisation and automation, in accordance with SIMU instructions and applicable regulations in the country where it is installed.

The installer must inform its customers about conditions for using and maintaining the product.

Any use outside the scope of application specified by SIMU is prohibited. In the event of any such use or failure to comply with the instructions given in these guidelines, SIMU will not be held liable and the guarantee will be invalidated. Before use, check that the product is compatible with the associated equipment and accessories.

Safety instructions

In order not to damage the LiveIn product:

- Avoid shocks and dropping the product.
- Do not spray or immerse in liquid.
- Do not use abrasive products or solvents to clean it. Its surface may be cleaned with a soft dry cloth.
- Do not open the device.
- Do not place the product outside the building.
- Keep the LiveIn away from all metal surfaces that could adversely affect its operation (reduced range).
-Using radio devices working on the same frequencies (e.g.: radio hi-fi headphones) can reduce the performance of LiveIn.

This product is not designed to be used by people (including children) with impaired physical, sensory or mental capacity, or inexperienced or uninformed people, unless they can be supervised by or receive prior instruction about using this product from a person responsible for their safety.

1. Important information - safety

Special safety instructions (motorized doors and gates)

In accordance with standard EN 12453, relating the safety in use of power-operated doors and gates, if the LiveIn plug is used to operate an automated garage door or gate that cannot be seen by the operator, a safety device must be fitted on this automated system. Refer to the specific instructions for the products affected. For further information, or if in doubt, contact SIMU or go to www.simu.com.

Scope of application

The LiveIn system is used to operate motorised equipment such a roller shutters, blinds and garage doors equipped with safety device to protect against hazards caused by crushing, shearing, lifting and drawing-in points. This system can also control equipment fitted with Simu radio-Hz micro-receivers.

Recycling

Do not discard the product with household waste. Ensure it is disposed or at a collection point or at an approved recycling centre.

2. Introduction to LiveIn

1- Overview
2- Operating principle
3- Protection of the LiveIn system
4- Detail of components of LiveIn system
    > Connected plug
    > Application
5- Main menu
6- User menus
7- Requirements for installation
8- Check list before installation

CONTENTS

1. Important information - safety
2. **Introduction to LiveIn**
3. LiveIn installation
4. LiveIn use
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. Technical specifications

2. Introduction to LiveIn

Overview

LiveIn is a connected solution providing local and remote control of SIMU-Hz radio equipment from a smartphone or tablet.

The LiveIn solution comprises :

- A WiFi/Simu-Hz connected plug to be inserted into a mains socket to operate installed Simu-Hz equipment. The LiveIn plug must be installed close to the WiFi router and at the centre of the Simu-Hz equipment (refer to the list of compatible equipements on simu.com).
- A free downloadable multi-lingual application compatible with iOS and Android smartphones.

The solution is used to connect:

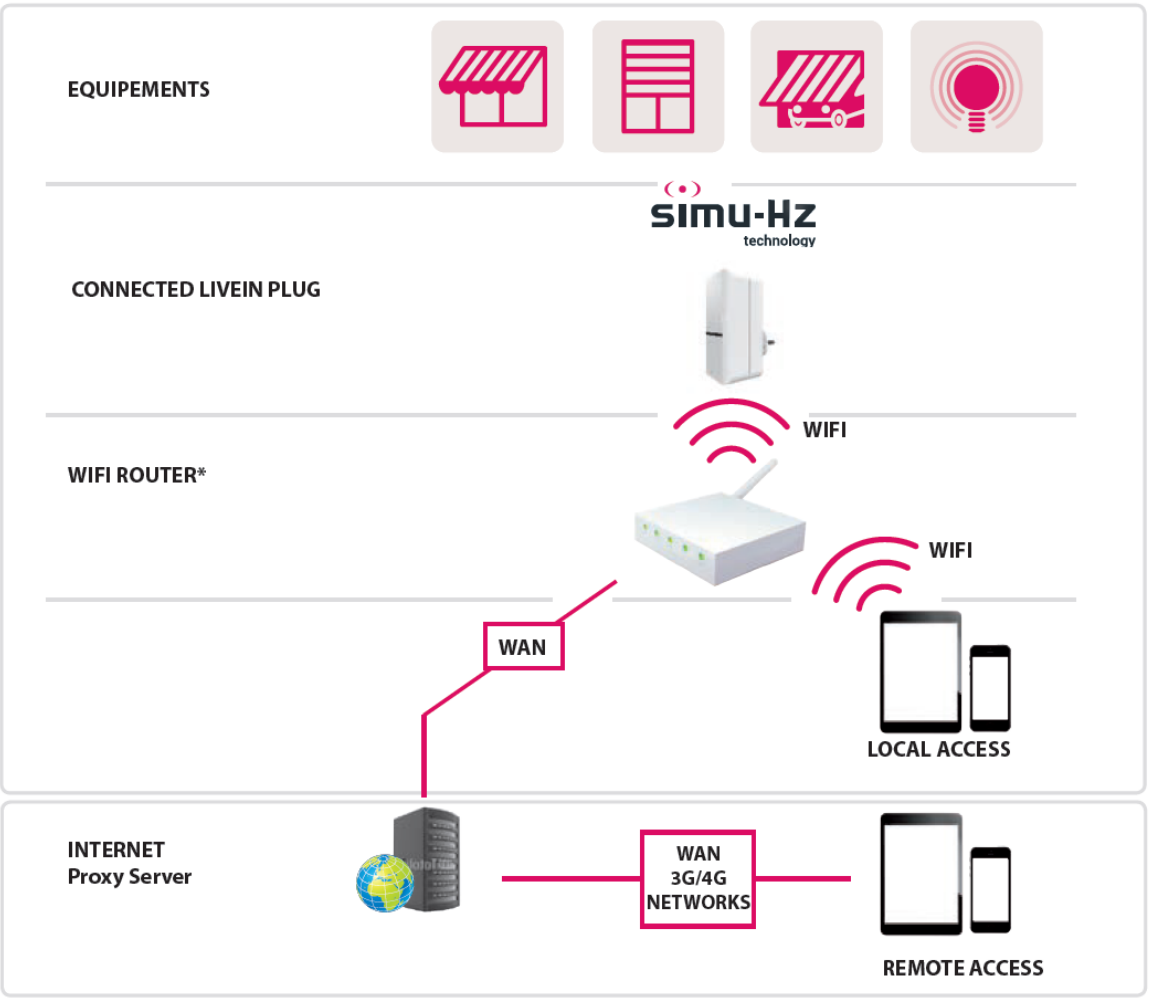
- Up to 5 LiveIn plugs
- Several Smartphones/tablet (unlimited number)

Each LiveIn plug allows:

- Direct control of 25 pieces or groups of equipment with your mobile
- Starting customised scenarios manually (25 possible scenarios)
- Starting scenarios automatically with 25 possible time clocks.

2. Introduction to LiveIn

Operating principle



*for a single local acces is only required a WIFI router (no need an internet connexion)

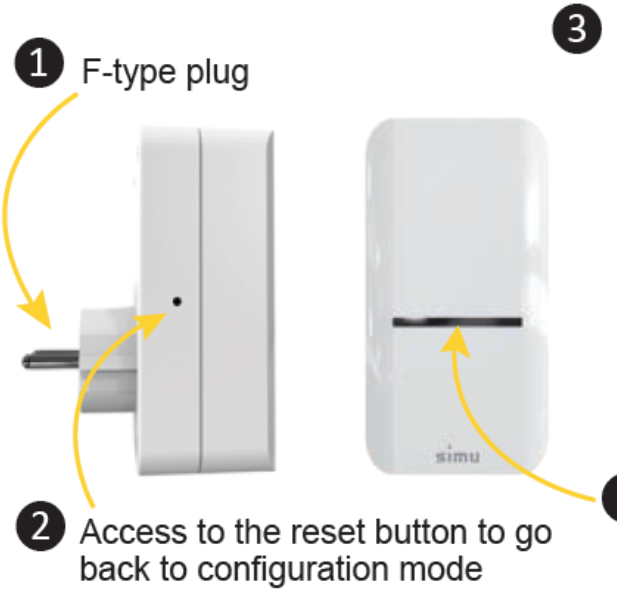
2. Introduction to LiveIn

Protection of the LiveIn system

Security of the LiveIn system is provided by a 4-digit PIN code specific to the installation.
This LiveIn PIN code is generated automatically when the unit is configured.
All LiveIn plugs of the installation have the same PIN code. It is available from the main menu, option 'Edit'.
Commands are encrypted for greater security. We recommend changing your PIN code regularly.

Details of components of LiveIn system

> Connected plug



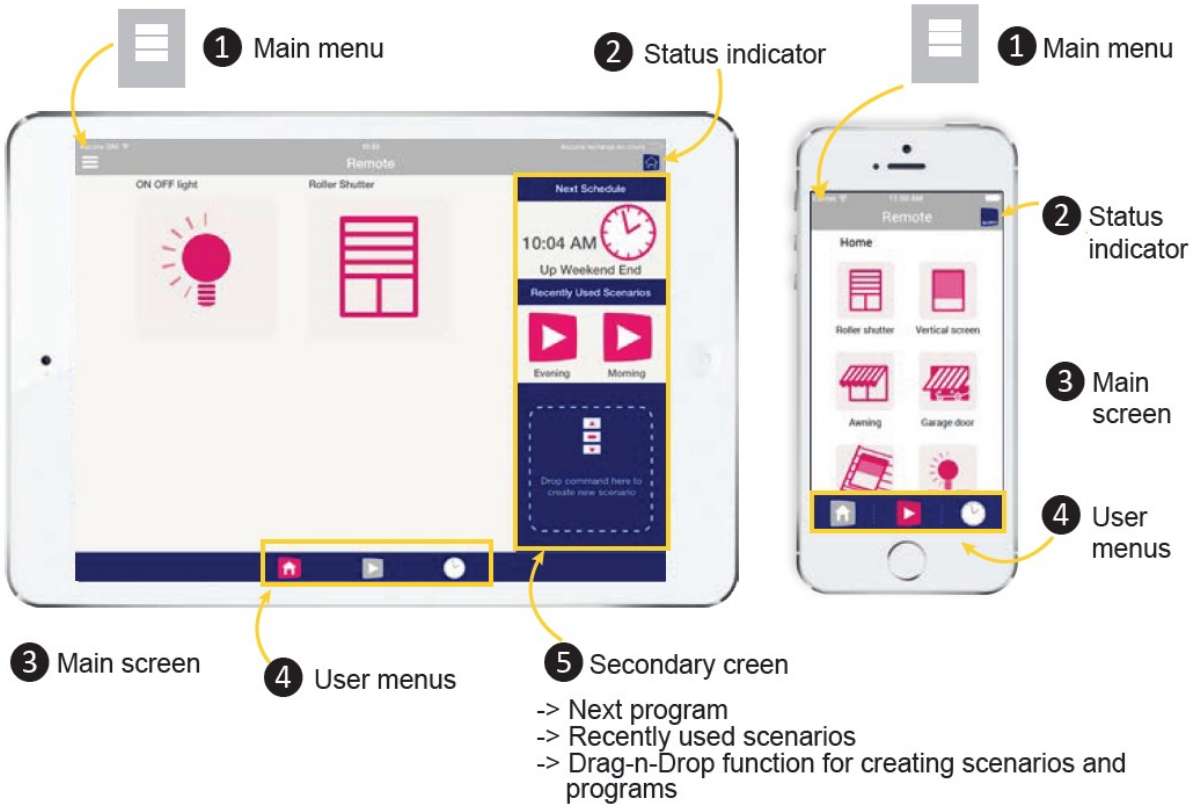
3

Indicator colour	Product status
Steady red	Configuration mode - ready to be connected
Steady green	Connected to the network
Flashing green	Searching for a connection to a local network
Rouge clignotant	Transmitting a SIMu-Hz command

2. Introduction to LiveIn

Details of components of LiveIn system

> Application



App status	Product status
	Online locally
	Online remotely (by proxy)
	Offline
	Sending

2. Introduction to LiveIn

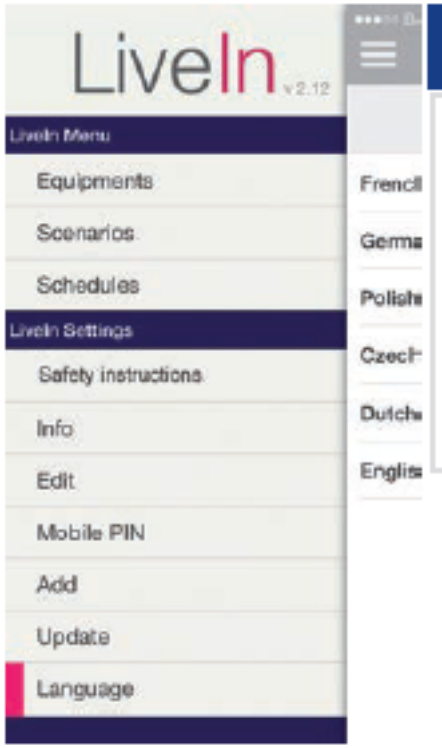
Main menu

Access to the installer menu

LiveIn Settings

- **Info :** information from LiveIn
- **Edit :** Configuration of your LiveIn plug (equipment, PIN code, WIFI)
- **PIN Code :** Display and/or modify the current PIN code
- **Add :** Add a LiveIn plug to your installation
- **Language :** Chose the application language

1 Main menu



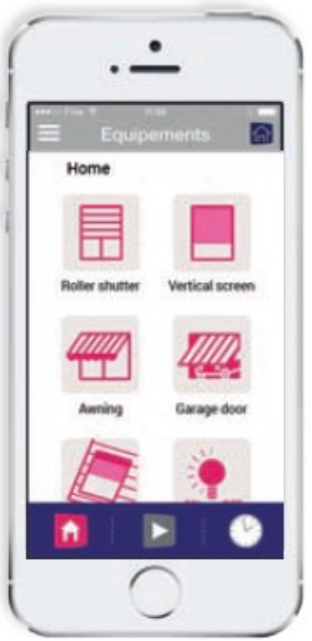
Access to the user menu

LiveIn Menu

- **Equipments :** Manual operation of equipment
- **Scenarios :** Create and start Scenarios
- **Schedules :** Time clock programs

2. Introduction to LiveIn

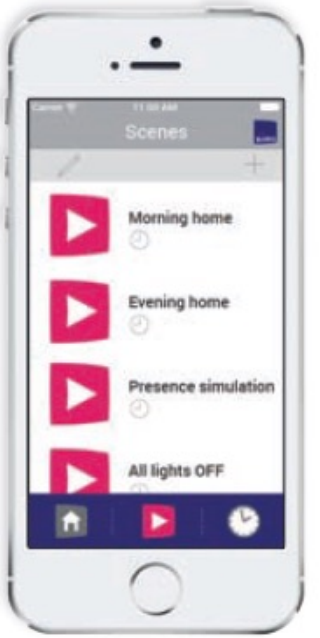
User menus



Manual operation of Equipment

Direct operation of your equipment or equipment groups.

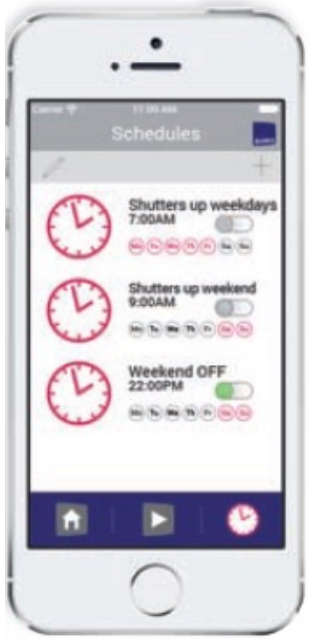
- The equipment to be operated is customised (name + icon)
- Up to 25 equipment items or equipment groups
- 4 actions: raise, stop lower, favourite position (if allowed by the motor).



Create and start Scenarios

Successively run a sequence of commands on your equipment.

- Up to 25 customised scenarios
- Command = equipment item + direction of movement e.g.: ‘going out’ scenario that closes all roller shutters and turns off lights



Time clock programs

Your scenarios are run automatically in your absence.

- Up to 25 advance time clocks
Dawn and dusk function
Simulate presence in the house
Automatic summer time change
- Option to individually disable time clocks

2. Introduction to LiveIn

Requirements for installation

IMPORTANT : the LiveIn system can only be added to a SIMU-Hz installation if the equipment to be operated is already programmed and previously fitted with an individual SIMU-Hz control point.

- Compatible iOS (Version 8 and above: iPhone 4S or newer) and Android (Versions 4.1 and above) smartphone or tablet
- 230V-120V / 50 Hz power supply, compatible type C, E or F electrical sockets
- 1 local wifi router for local operation (router operating on 2.4 GHz networks) / 1 internet access point for remote operation.

Check list before installation

-Confirm that the Simu-Hz motorized products are fully operational from at least 1 Simu-Hz control point and that all the limits are set (including the favourite position if desired).

-Make sure that the wifi network is 2.4GHz and is using a LiveIn-supported encryption type (WEP, WPA2, open mode).
NOTE : All the residential Internet boxes answer these criteria by default

-Check the wifi strength at the location you want to install LiveIn plug. Connect your mobile device to the network you want the LiveIn to join and see how strong the signal is.

-Know your wifi network name (SSID) and password (if required).

PART RESERVED FOR THE INSTALLER

3. LiveIn installation

1- Download the application
2- Configure the Wifi network
> Step 1 to 3
> Wifi network
> Auto Configuration
> Possible error messages and resolution
3- Program the Simu-Hz equipments
> LiveIn plug
> List of equipments
> Choice of the equipment icon
> Step 0
> Step 1 to 4
> Confirm screen
> Rename the channel

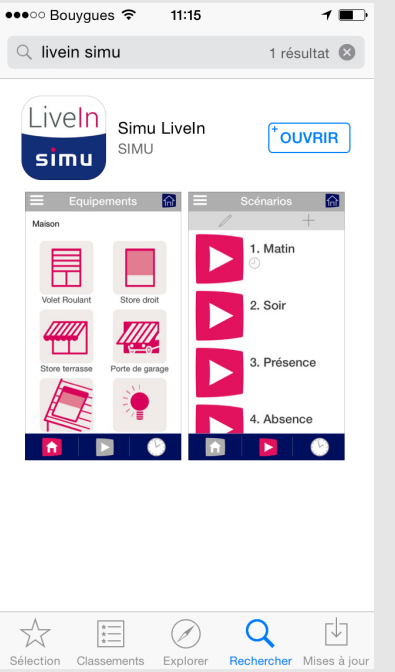
CONTENTS

1. Important information - safety
2. Introduction to LiveIn
3. **LiveIn installation**
4. LiveIn use
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. Technical specifications

3. LiveIn installation

Download the application

Download the free Simu LiveIn application to your smartphone or tablet (available from the App store or Google Play).



View on App store

View on play store

For any new installation, you will need to reload the LiveIn application

3. LiveIn installation

Configure the Wifi network

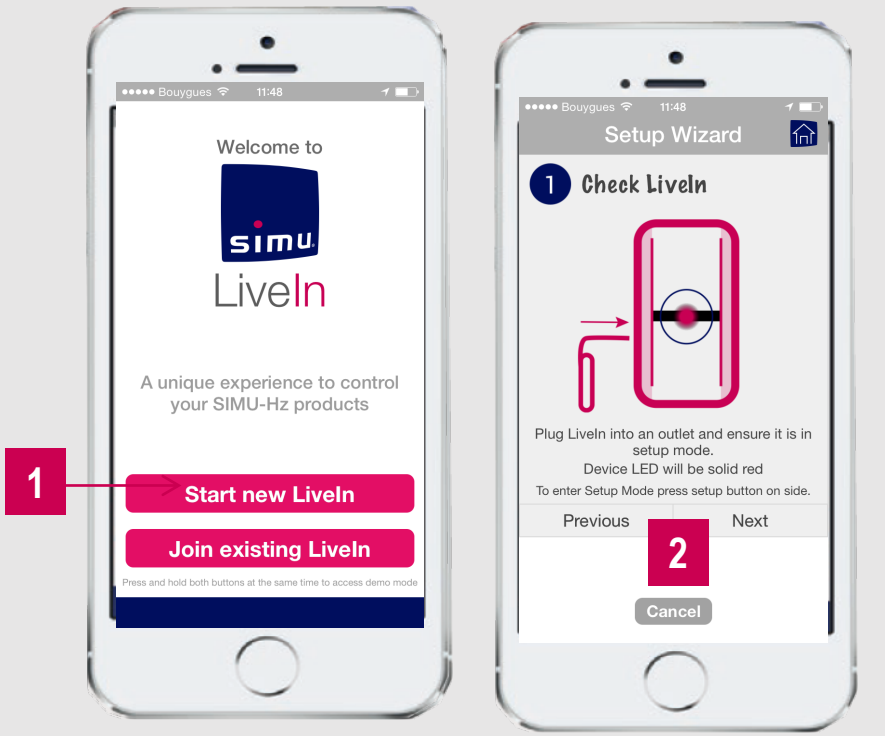
Step 1

1 Click on “Start new LiveIn”

2 Put in the LiveIn plug into a mains socket. Ensure that the LED is steady red in colour.

(If the LED is green, reset the plug using the reset button: a single press is required).

LiveIn is in configuration mode and broadcasts a temporary WiFi network Simu_####



A LiveIn plug that would have been reset once has a configuration mode (red LED) that lasts 2mns only.

3. LiveIn installation

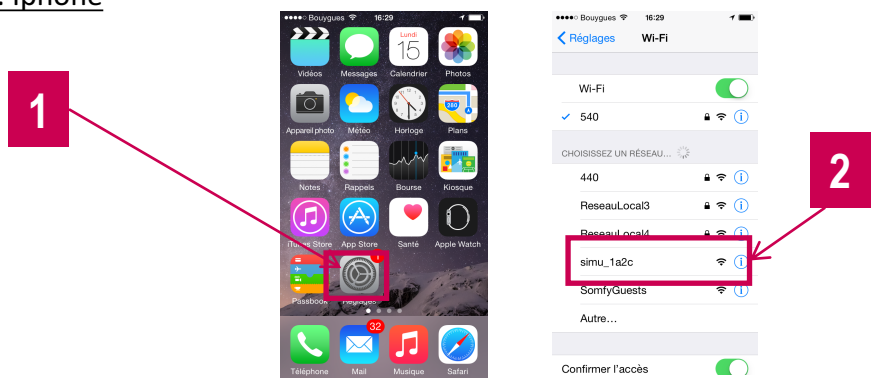
Configure the Wifi network

Step 2

1. Go to your mobile device's WiFi settings.

2. Connect you to the WiFi network Simu_####

Ex. Iphone



It takes a few seconds for the WiFi to appear on the Simu-#### plug.

LiveIn

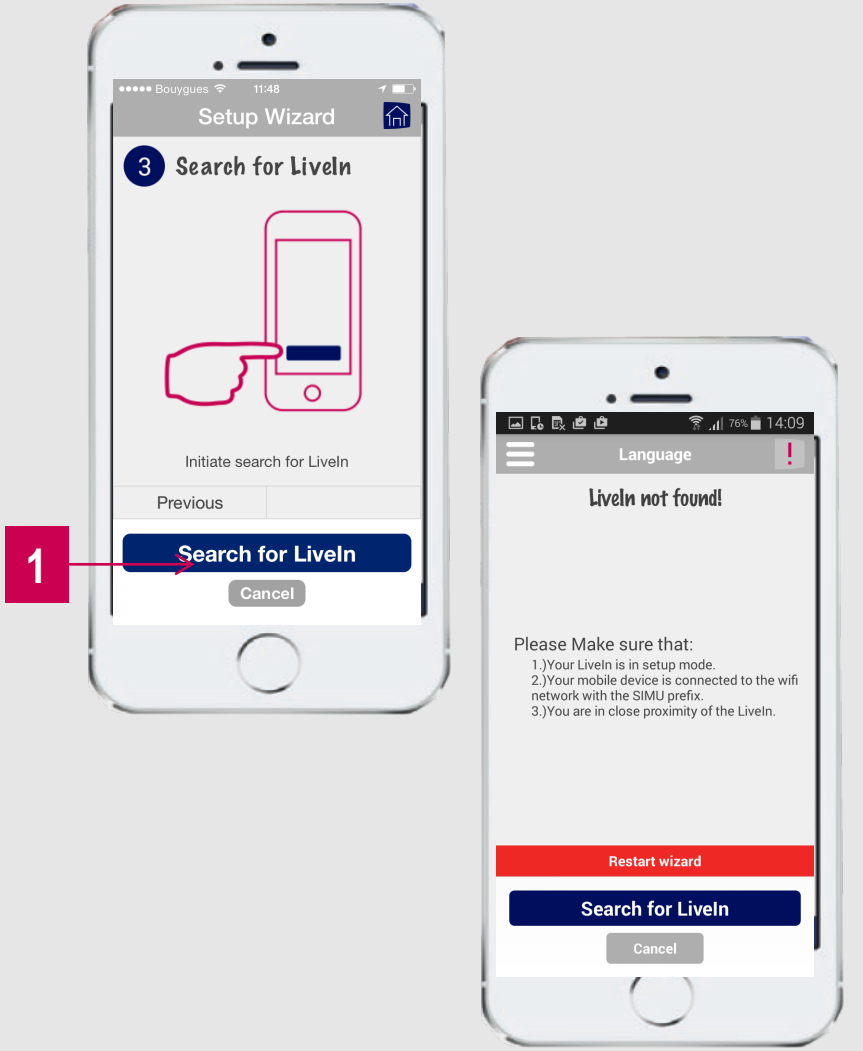
3. LiveIn installation

Configure the Wifi network

Step 3

➢Once your mobile device is connected to the network Simu_####, a button “Search for LiveIn” appears in the setup wizards.

1 Click “Search for LiveIn”



IF ERROR« NO LIVEIN DEVICE FOUND »

1) Check status of the LED on the LiveIn plug. It has to be red.

2)Check that your smartphone is still connected to the network of LiveIn plug simu_####

3)Check that the LiveIn plug is installed close enough to the WiFi router Make it closer if needed

3. LiveIn installation

Configure the Wifi network

WiFi network

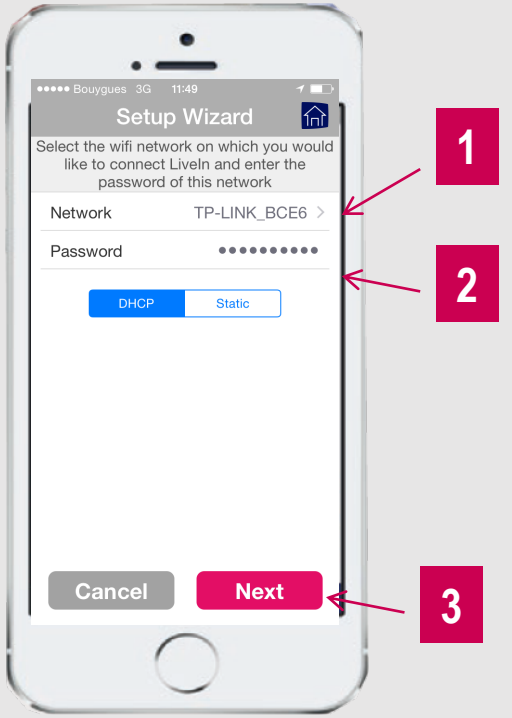
1 Choose in the list your domestic WiFi network

If it doesn't appear, you can refresh network list by re-engaging configuration mode of the plug (red LED = single press on reset button)

DO NOT look for the Simu_#### network

2 Enter your WiFi password

3 Click next

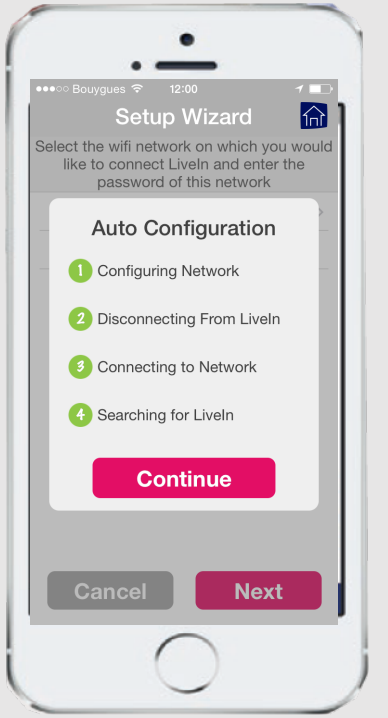


3. LiveIn installation

Configure the Wifi network

Auto Configuration

1. Sends network info to LiveIn, LiveIn reboots and joins network
2. Mobile device disconnects from the LiveIn setup network (Simu_####); Simu_#### disappears
3. Mobile device connects to same network as LiveIn
4. Mobile device receives LiveIn broadcast



LiveIn

3. LiveIn installation

Configure Wifi network– possible error messages

Error #3

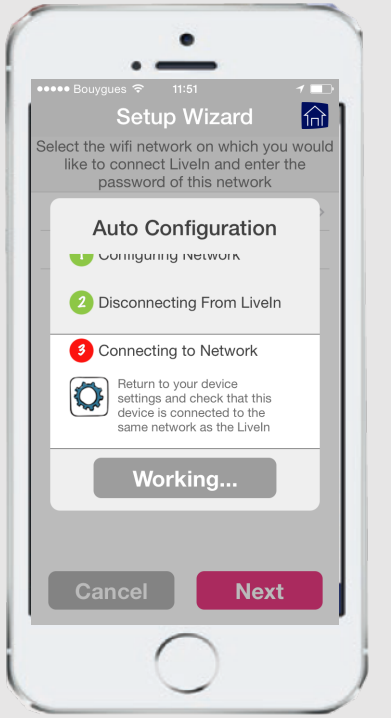
➢**The WiFi network on which your mobile device is connected is not the same as the LiveIn's**

➢Access mobile device's network settings and make sure that it is connected to the same network as the LiveIn's = your home WiFi network

➢Unless the network is the mobile devices default, it will not always automatically rejoin

➢Join the right network and then return on the LiveIn app; auto configuration process will continue.

If you know that the network of LiveIn plug is not your default one , don't wait for the error message and go to your mobile device's settings to choose the right network



3. LiveIn installation

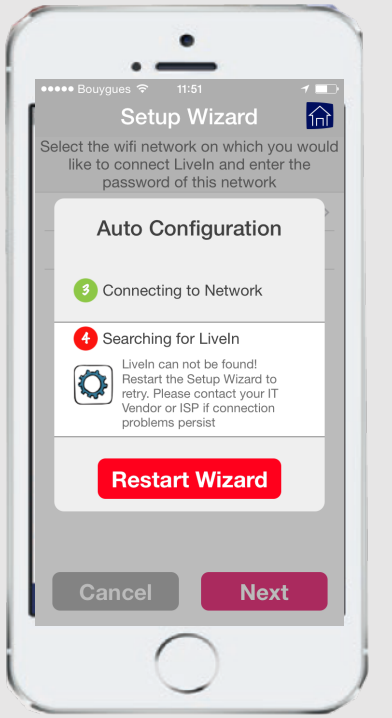
Configure Wifi network– possible error messages

Error #4

➢ **Means the LiveIn and mobile device are on the same network but can't find each other**

A. If LiveIn is solid green, it's MOST LIKELY a network issue
>Wait so that communications are handed
>Restart the wizard if problem persists

B. If LiveIn is blinking green, possible causes are :
A. WiFi password might have been typed incorrectly
> Restart the setup wizards and do it again
B. Network isn't compatible with the LiveIn
>Check again network compatibility
(2.4 Ghz, cryptage standard WPA2)

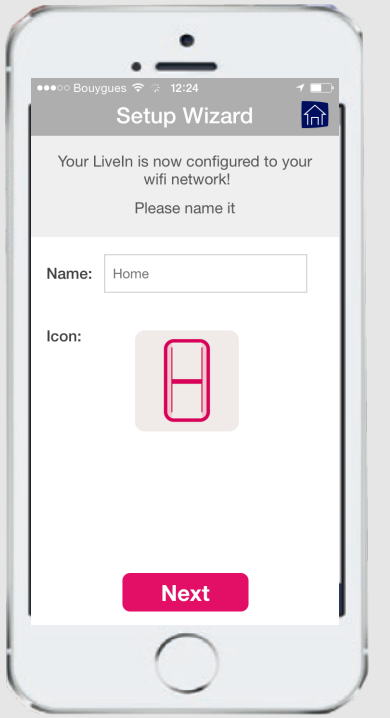


3. LiveIn installation

Program the Simu-Hz equipments

LiveIn plug

➢Give a name to the LiveIn you just configured



In a case of a LiveIn system with several plugs, this name will help you to identify each plug
Ex. Ground floor, 1st floor
Ex. Home, Office

3. LiveIn installation

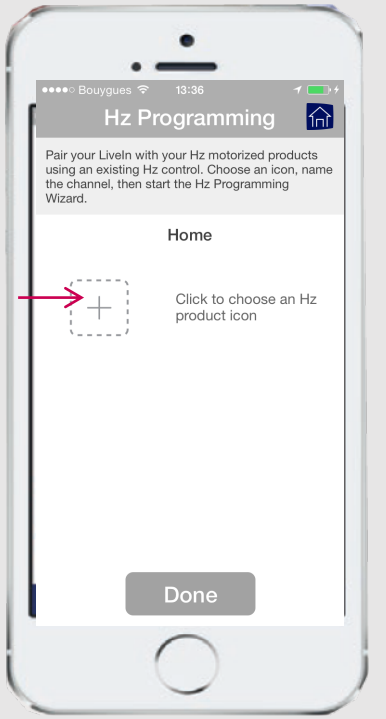
Program the Simu-Hz equipments

List of your equipments

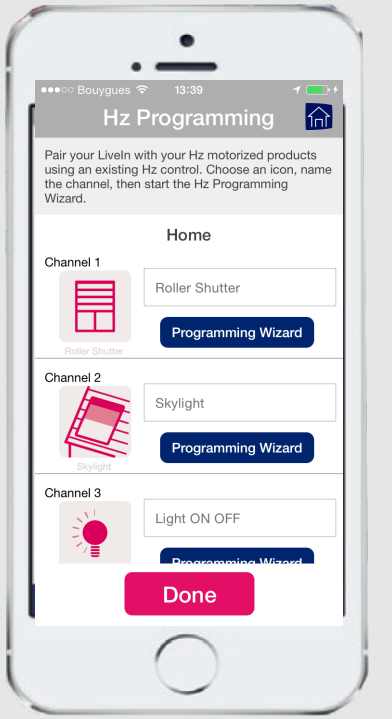
- From this screen, you can edit and add Simu-Hz equipment of your choice
- Each LiveIn plug can contain up to 25 channels

  1 channel can contain a device or a group of devices Simu-Hz

- For a new LiveIn plug, click the + to add a first equipment



New plug



Existing plug

We recommend that you have thought through the channels before programming; these channels will then be displayed in user mode in the order of their creation.

3. LiveIn installation

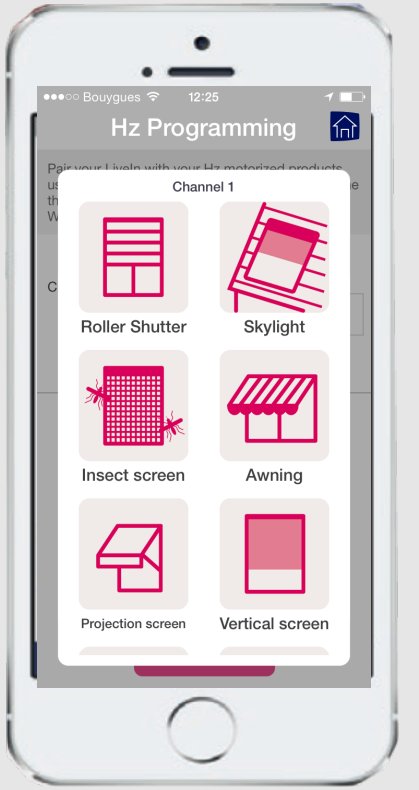
Program the Simu-Hz equipments

Choice of the equipment icon

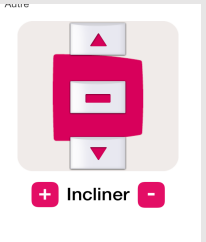
➢ Select the icon for your equipment

➢You have a choice of 11 available icons. From the icon depends on the type of control that you will get

(see document "list of compatible devices" for recommendations)



Think of the generic icon "other" that provides access to orders up / stop / down / tilt + and -



3. LiveIn installation

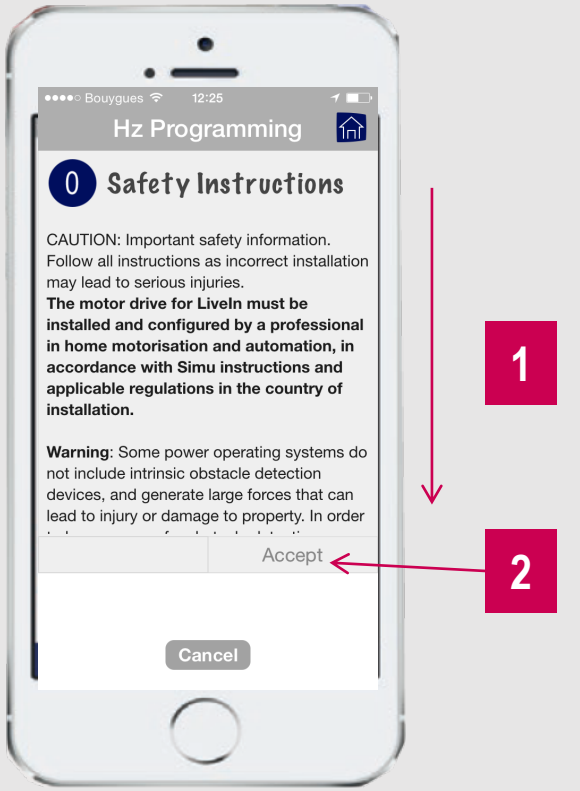
Program the Simu-Hz equipments

Step 0

➢ The first screen recalls the important safety information to the professional who performs the installation of Simu-Hz equipment and LiveIn plug

1 Read the text entirely (scroll down)

2 Accept



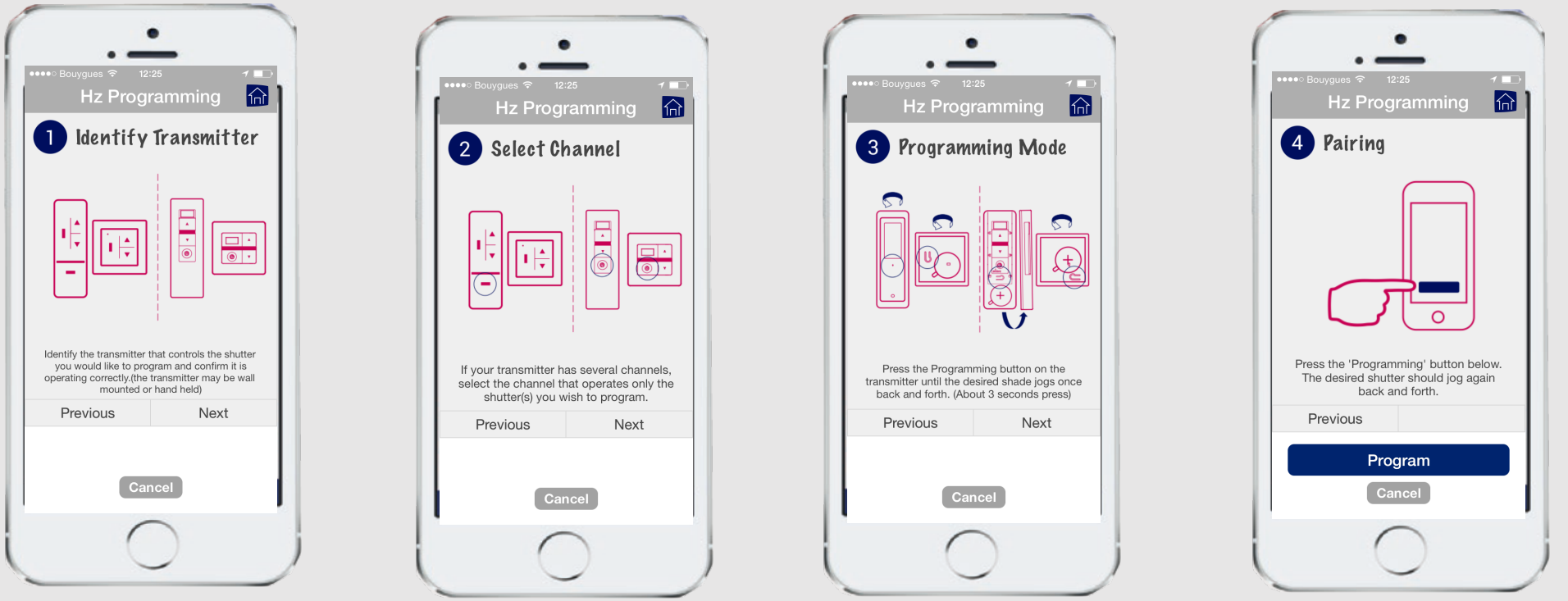
It is important to read these instructions before programming Simu-Hz equipment on the solution LiveIn

3. LiveIn installation

Program the Simu-Hz equipments

Step 1 to 4

➢ Swipe through 4 wizard screens, “program” appears on last



➢**Programming Simu-Hz equipment is done the same way than a transmitter on a jobsite.**

3. LiveIn installation

Program the Simu-Hz equipments

Confirm screen

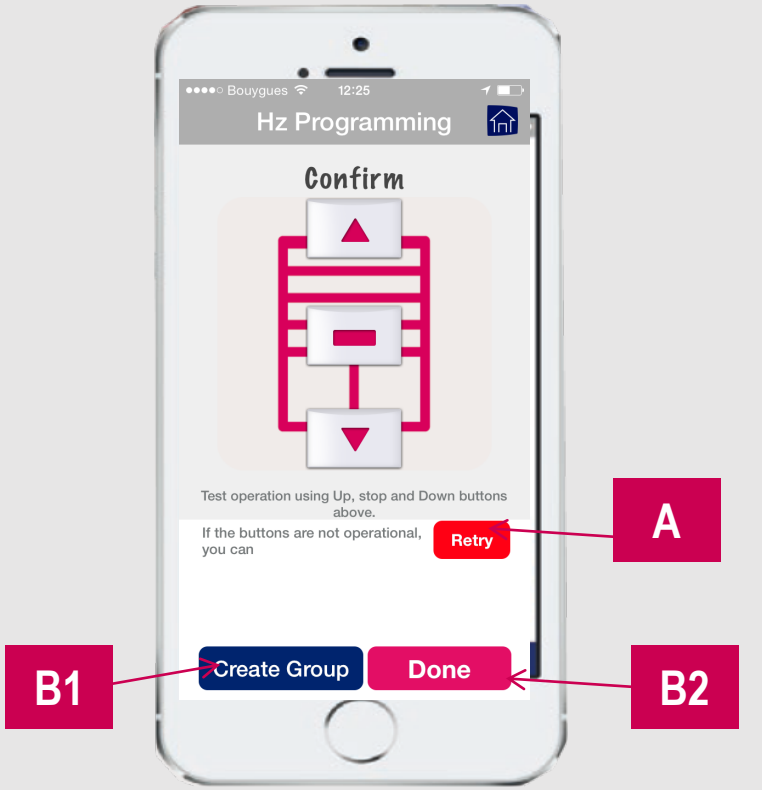
➢ This screen allows you to test the operation of the command

A If the command does not work, click “retry”

B If the command works well, you can either:

1. Create a group and so pair a new device on the channel (step 1 to 4)
2. Click “done” and finalize the creation of the channel

We recommend you to test the operation of the equipment before validating the channel. Because a previous jog isn’t always a guarantee of proper operation



3. LiveIn installation

Program the Simu-Hz equipments

Rename the channel

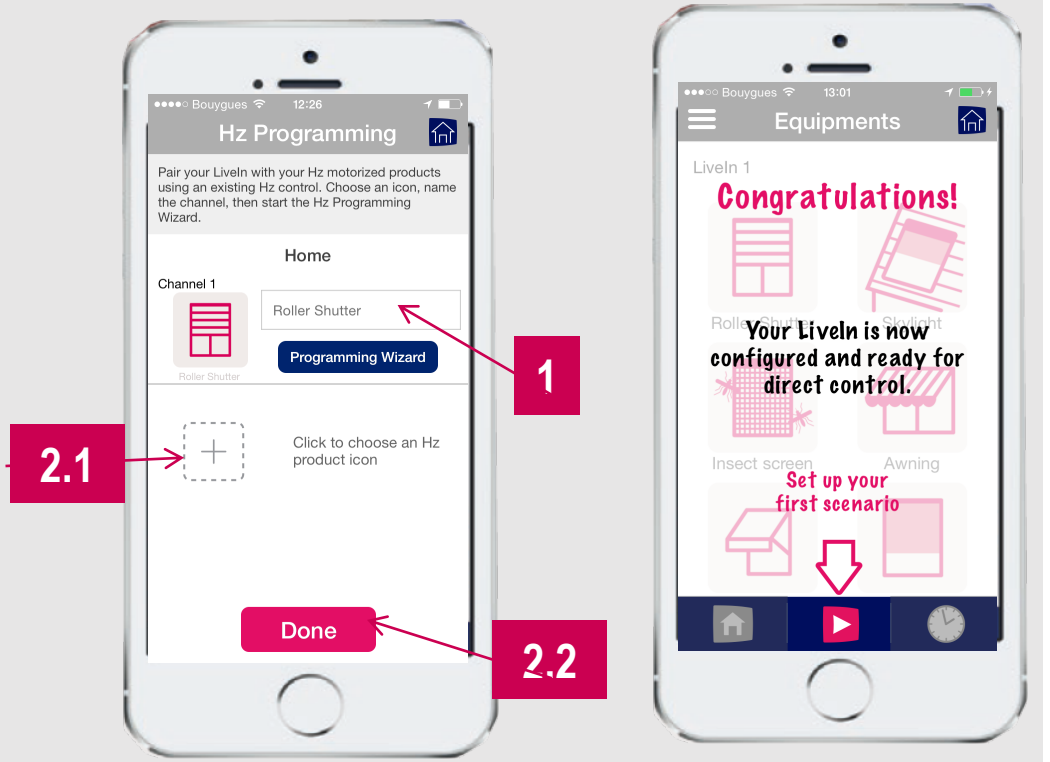
1 Remember to rename the channel

(Max 21 characters will appear)

2 Then, you can choose to

1. Create a new channel
2. Validate and permanently store your device list by pressing the “done”

You exit the Simu-Hz programming and access the user mode on “ congratulations screen”



If setup process is interrupted before Congrats screen, MUST start from the beginning (configuration mode)

4. LiveIn use

1- Equipments
> Manual operation of equipments

2- Scenarios
> Manage scenarios
> Create
> Play manually
> Edit
> Delete

2- Schedules
> Manage schedules
> Create
> Edit
> Delete

3- Manage the settings of my installation
> Add new users
> Change the settings of LiveIn plug
- Change PIN
- Change Wifi network

> Join another LiveIn installation
> Update my installation
> Change the language of the app

CONTENTS

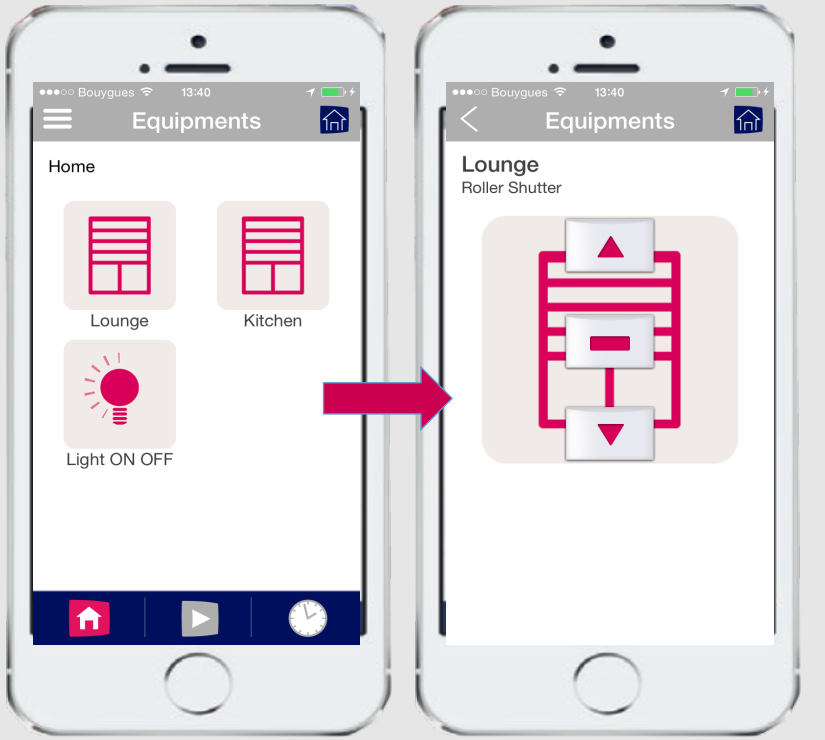
1. Important information - safety
2. Introduction to LiveIn
3. LiveIn installation
4. **LiveIn use**
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. Technical specifications

4. LiveIn use

Manual operation of equipments

➢ From the equipments menu, choose the device icon you want to control by clicking on it

➢Then select the control command that you want to send by clicking on it
Screen is gray time of sending the command



Menu Equipments

Command screen

Depending on the environment and the quality of your WiFi at the time of your order, sending the order may take more or less time.

4. LiveIn use

Manage scenarios

➢Successively run a sequence of commands on your equipment.

Ex : Morning scenario that opens all roller shutters
Ex : Evening scenario that closes all roller shutters and turns on lights

➢A LiveIn system can handle up to 25 scenarios

A Edit/ delete a scenario

B Add a scenario

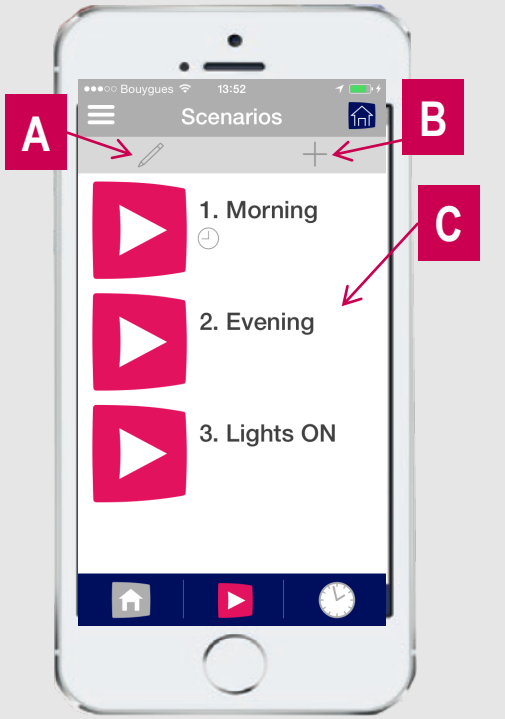
C List of customized scenarios (up to 25) with :

a. Name

b. Schedule indicator

(= scenario set on 1 or several schedules)

1. Morning a
b



Scenarios' list comes alphabetically.
If you want to show the scenarios in a particular order, so we suggest using numbers in the name.

4. LiveIn use

Create scenarios

1 Click + button

2 Give a name to the scenario

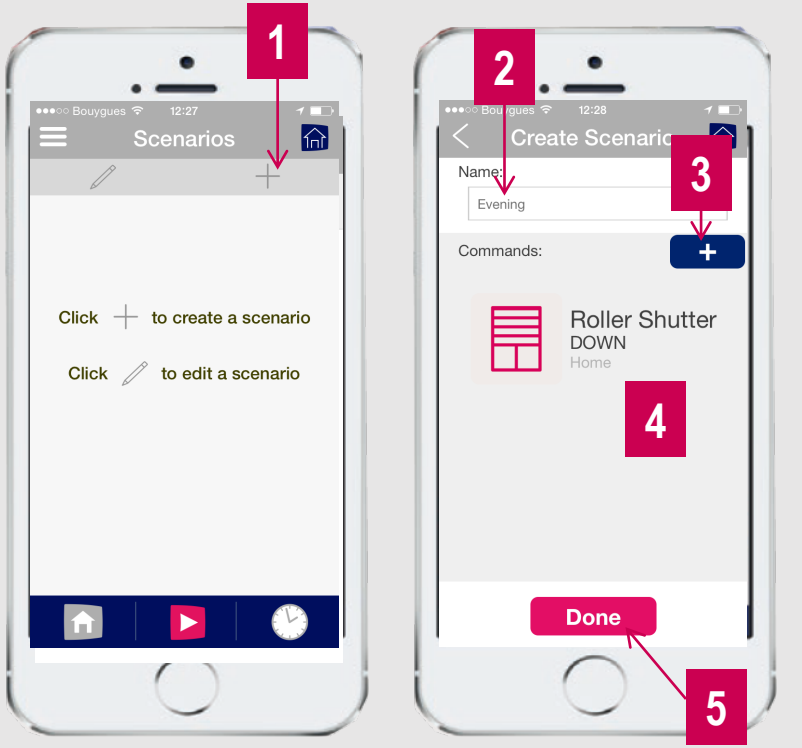
(Max 25 characters will appear)

3 Add the desired commands one after the other

4 Here is the list of included commands in the scenario

Ex. Scenario evening = Down command on shutter SAM

5 Click “done” to record the scenario

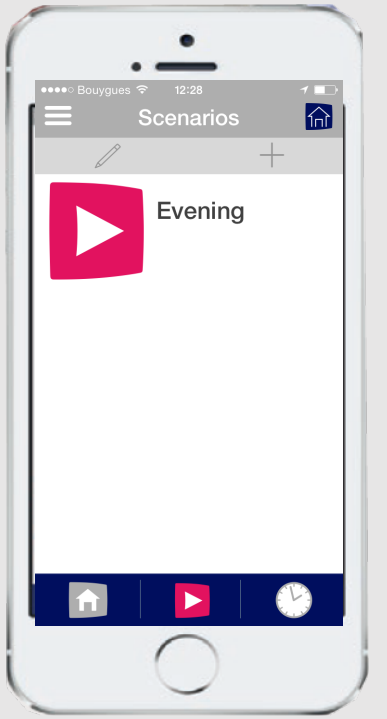


Creating scenarios is fundamental so as to use full functionality of LiveIn solution.
Indeed, the schedule function use scenarios to program them on a week

4. LiveIn use

Play manually

➢ From the scenario menu, click on the scenario you want to play



Remember that you can always automate this scenario using the schedule function

4. LiveIn use

Edit scenarios

1 Click on to enter in an edit mode

2 Click on the scenario you want to change

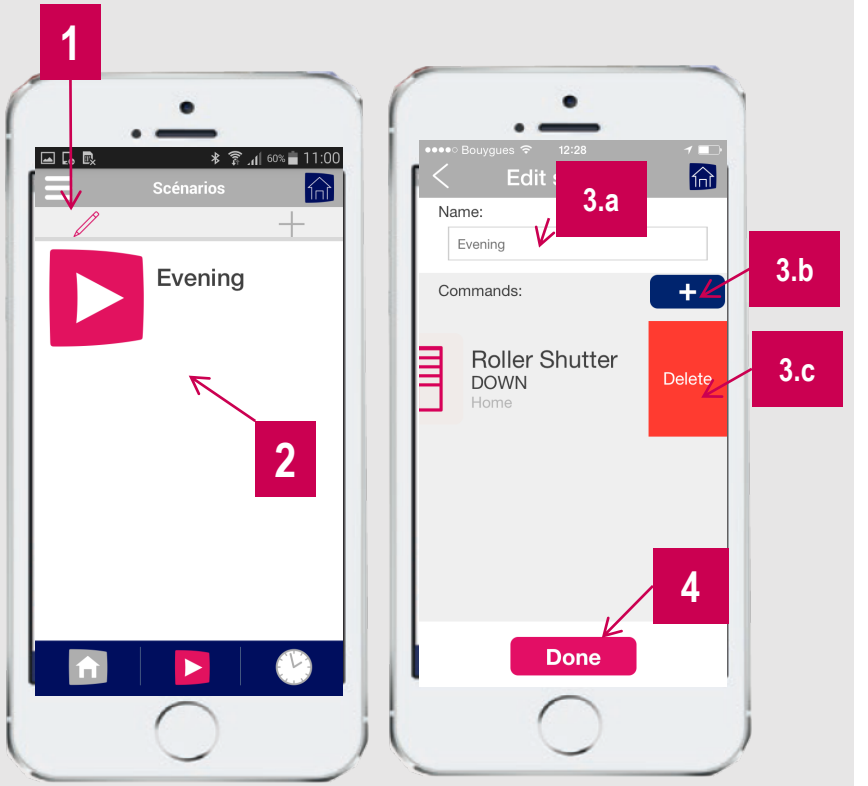
3 You can then change this scenario

a. Change its name

b. Add a command (+)

c. Delete a command (drag left / delete)

4 Confirm the change by clicking “done”



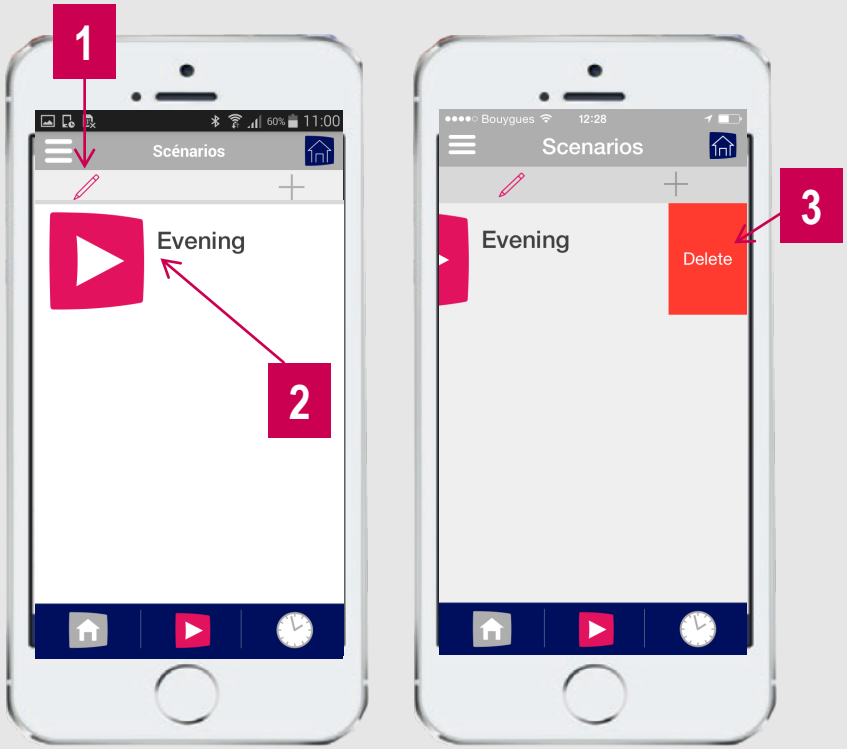
4. LiveIn use

Delete scenarios

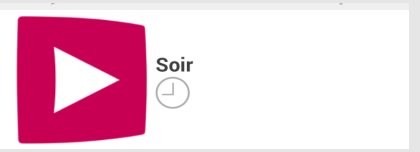
1 Click on to enter in an edit mode

2 Slide left the scenario

3 Confirm the deletion by pressing the delete button that appears



Take care that a scenario programmed on a schedule (Pictogram clock appears)



will not be deleted directly. You will need first to remove it from schedules in which it is included.

4. LiveIn use

Manage schedules

A Edit/ delete a schedule

B Add a schedule

C Activate/ deactivate the schedule by clicking on

-> Enabled schedule

-> Disabled schedule

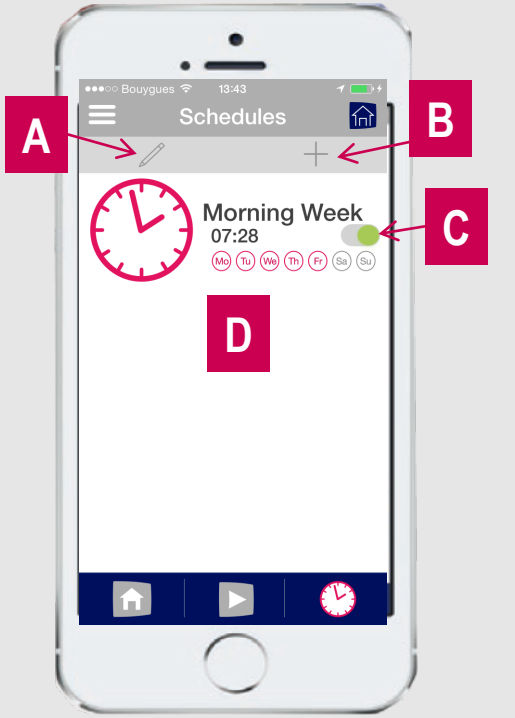
D List of customized schedules (up to 25) with :

a. Name

b. Activation time

c. Run days (pink ones)

d. Status of the schedule (active/inactive)



4. LiveIn use

Create schedules

1 Click + button

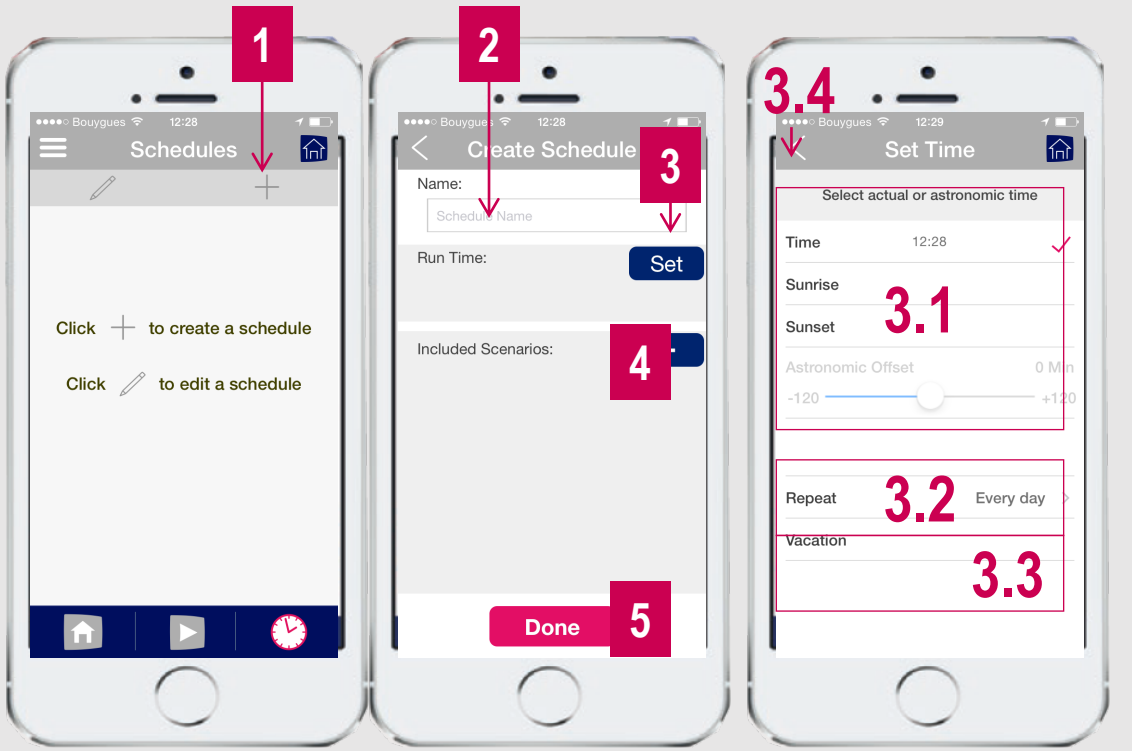
2 Give a name to the schedule

3 Define the activation type

1. Type of time
   -> Fixed one
   ->Cosmic dawn/ dusk*
   (with a possible shift+- 120mns)
2. Run days
3. Presence simulation
4. Exit the screen “set time”

4 Include the scenario(s)

5 Click “done” to record the schedule



Enable geolocation on Live app In will allow better precision on the dusk and dawn

4. LiveIn use

Edit a schedule

1 Click on to enter in an edit mode

2 Click on the schedule you want to change

3 You can change this schedule

a. Change its name

b. Change its run time/days (set)

c. Add a scenario (+)

d. Delete a scenario (drag left / delete)

4 Confirm the change by clicking “done”

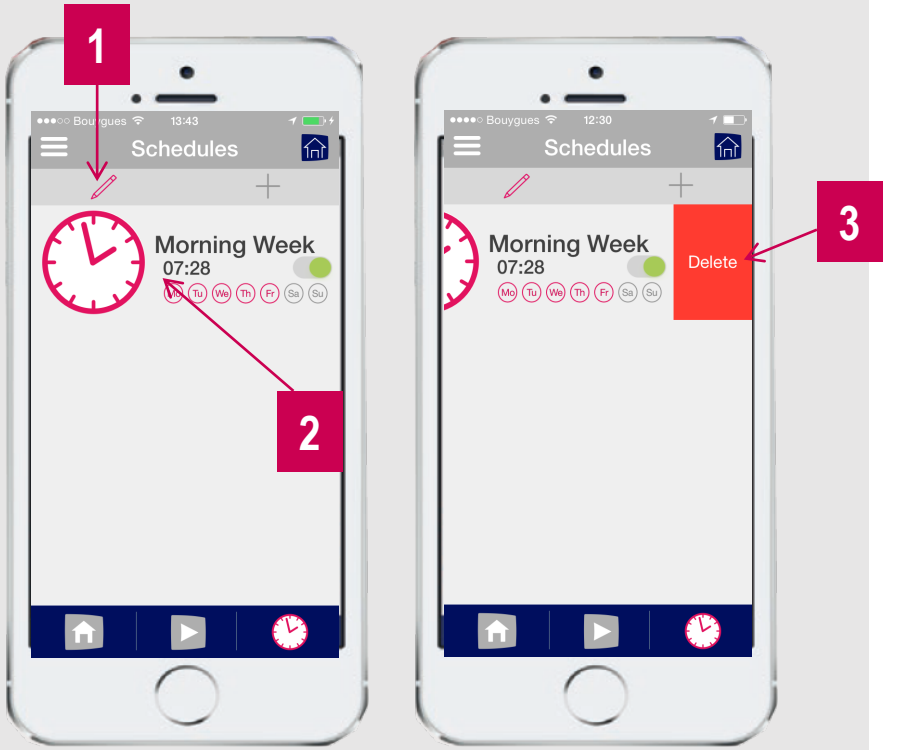
4. LiveIn use

Delete a schedule

1 Click on to enter in an edit mode

2 Slide left the schedule

3 Confirm the deletion by pressing the delete button that appears



4. LiveIn use

Add new users

Beforehand

- Get the PIN code of LiveIn installation
- Download LiveIn app on your mobile device
- Connect the mobile device to the same WiFi network as the LiveI

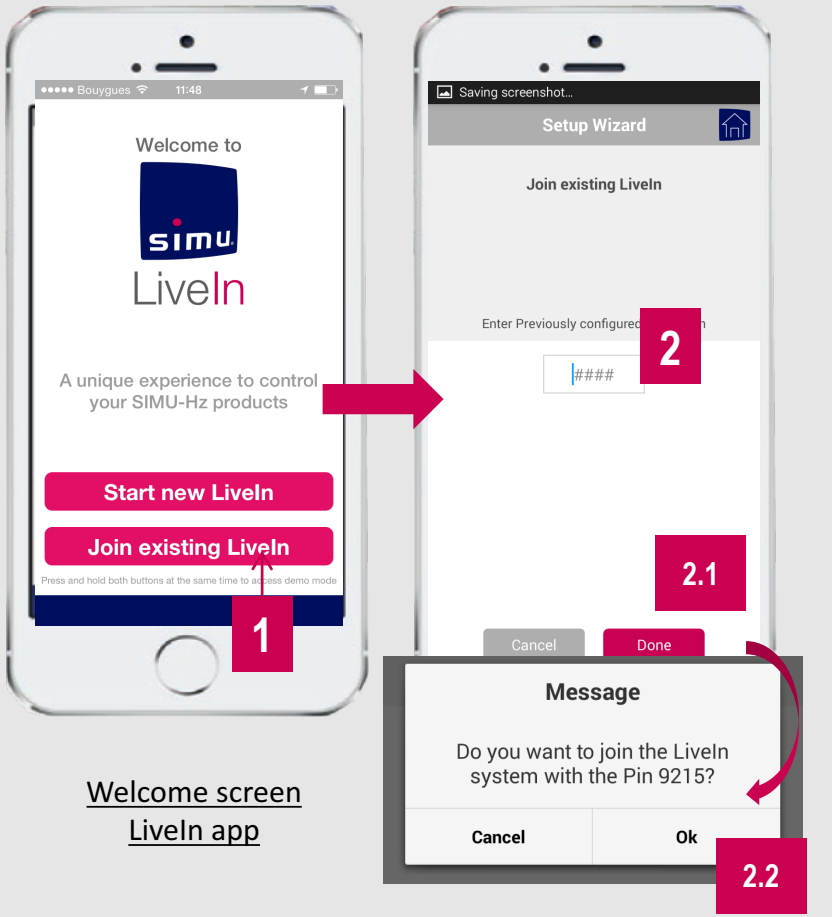
1 Click “Join existing LiveIn”

2 Type the PIN code of LiveIn

1. Then click “done”
2. Then click “OK”

➢ The new mobile device now has access to LiveIn installation with the same rights as others

You can also use
« main menu/ Mobile PIN/ Share mobile Pin » that sends an email to the new user with the procedure and the PIN to join your installation.



Welcome screen LiveIn app

4. LiveIn use

Change the settings of LiveIn plug

➢ **In main menu, "Edit", you can do the following modifications :**

A Rename the plug

B Change PIN code
Warning : Only possible in configuration mode

C Access the list of equipments to Add/change/suppress Simu-Hz equipments of LiveIn
Warning : Only for installers

D Change WiFi network
Warning : Only possible in configuration mode

4. LiveIn use

Change PIN code of my installation

- PIN code of your LiveIn installation is a 4-digit PIN LiveIn generated automatically when the unit is configured.
- You can see it either in the main menu,
  - « Edit » : PIN
  - « Mobile PIN » : Current mobile PIN
- PIN code can only be changed in configuration mode of the plug

Any time you change your PIN, you will have to share it with all other users

1 Reset the LiveIn plug
Press on the reset button – LED steady red

2 Connect to the WiFi network from the plug (Simu_####) in your mobile device settings.

3 Then in main menu of the app, click “Edit”

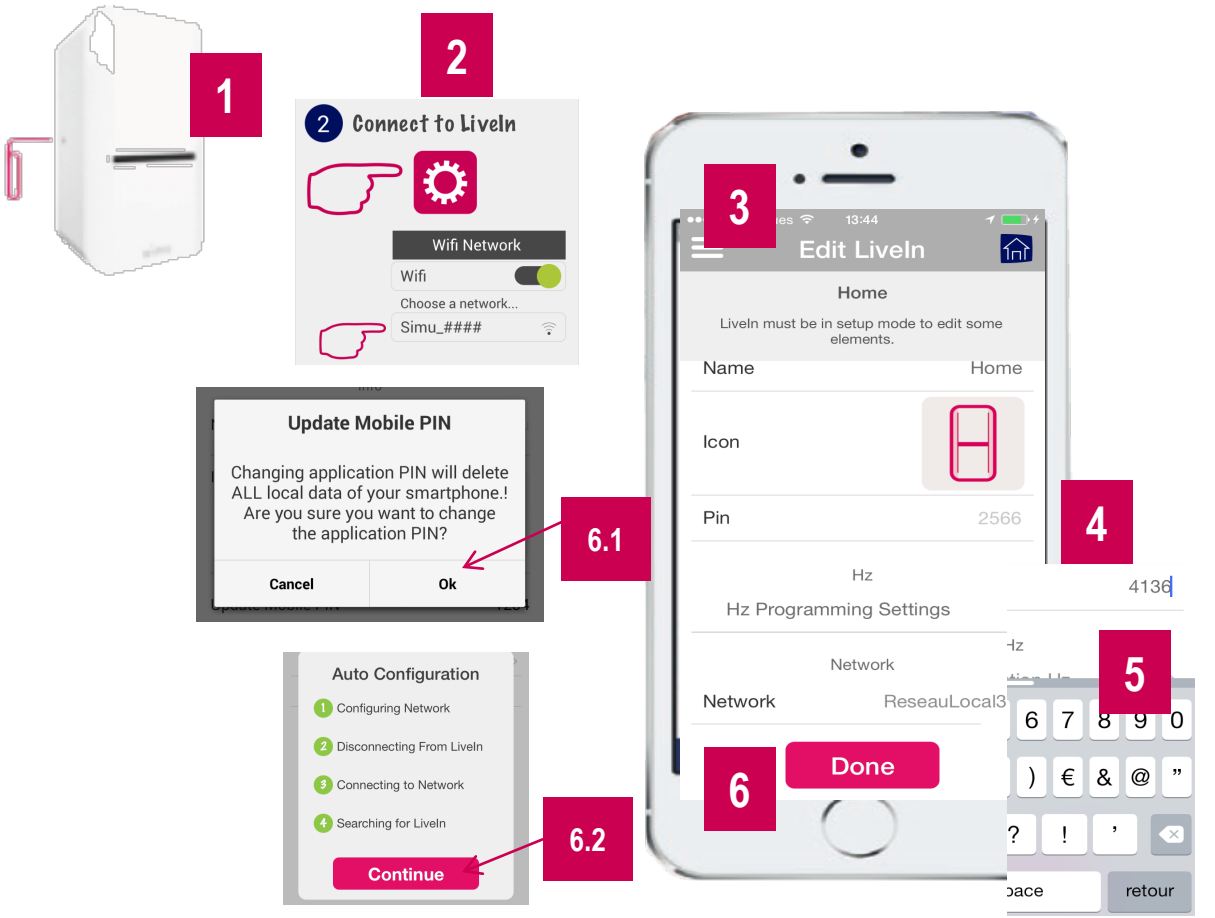
4 Click on the digits of PIN code to bring up the keyboard

5 Enter the new PIN code

6 Click « done » to record it

1. Click « OK » to confirm. All the settings of LiveIn are maintained

2. Wait until the auto configuration is done and press continue to finish



4. LiveIn use

Change Wifi network of my installation

- The WiFi network of your installation has been configured when you first install the plug
- This WiFi network can only be changed in configuration mode of the plug

1 Reset the LiveIn plug
Press on the reset button – LED steady red

2 Connect to the WiFi network from the plug (Simu_####) in your mobile device settings.

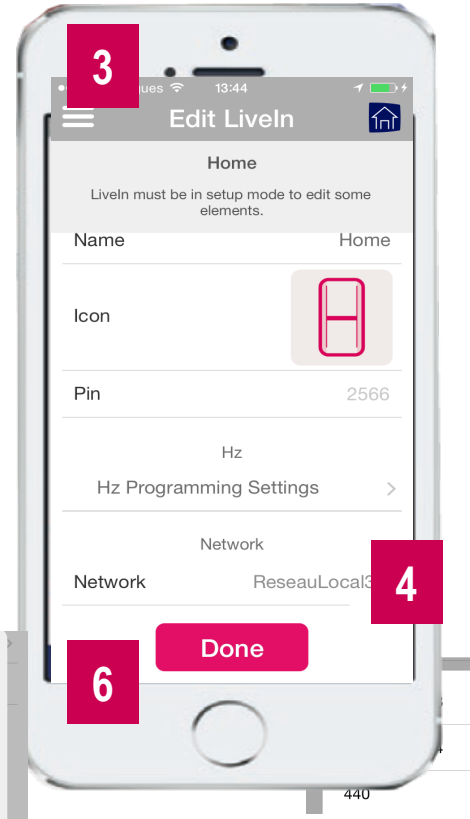
3 Then in main menu of the app, click "Edit"

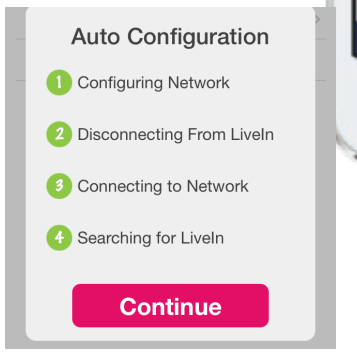
4 Click on the current WiFI network to bring up the list of available networks and select the desired new network.

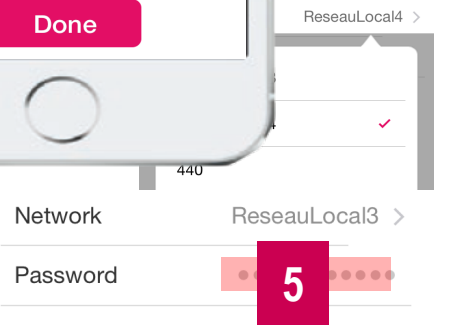
5 Remember to enter the new network password

6 Click « done » to record it

Wait until the auto configuration is done and press continue to finish







4. LiveIn use

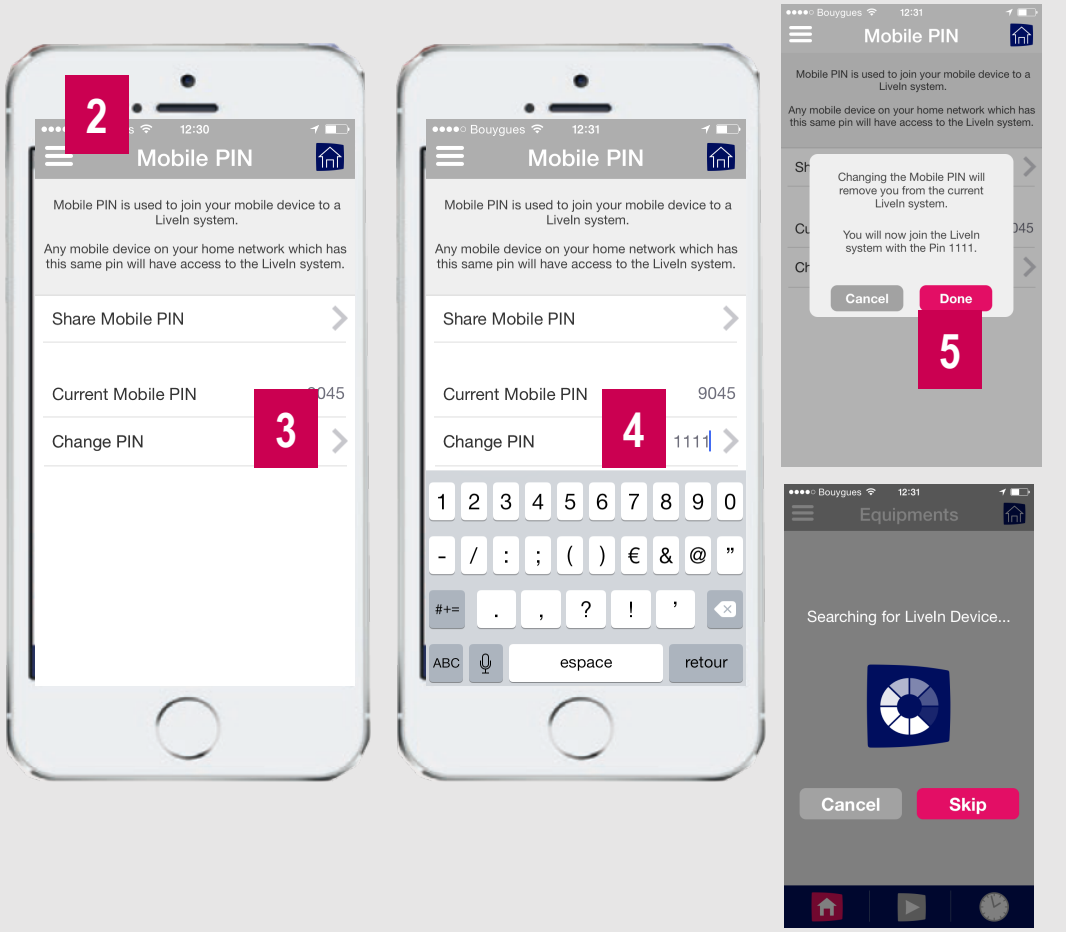
Join another LiveIn installation

➢A LiveIn installation is defined by:

- A 4-digit PIN code
- A WiFi network

➢ **To join another LiveIn installation than yours :**

1. Connect to the right WiFi network in your mobile device settings.
2. In main menu, click « mobile PIN »
3. Click « change Pin »
4. Enter the PIN code of the new installation
5. A warning message appears, Click « done »
6. A searching screen appears, Wait until the search is done.



Then, you can for instance enjoy 2 LiveIn installlations separed to each other

4. LiveIn use

Update my installation

➢LiveIn solution may propose some updates :

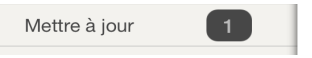
- Of the application
- Of the firmware of the plug

➢For app updates, these ones will be done accordingly your mobile device settings :

- Automatically, if the automatic download option "updates" is activated
- Manually, otherwise

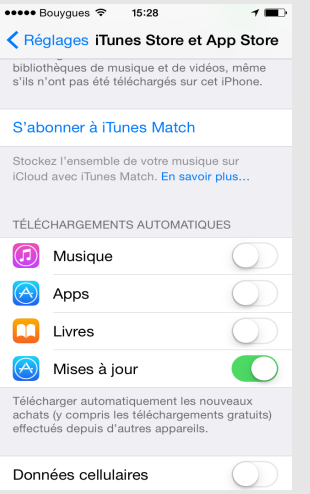
➢If updates to the firmware are then available, these will appear in the main menu, "update“

1 From the main menu, go to “update”

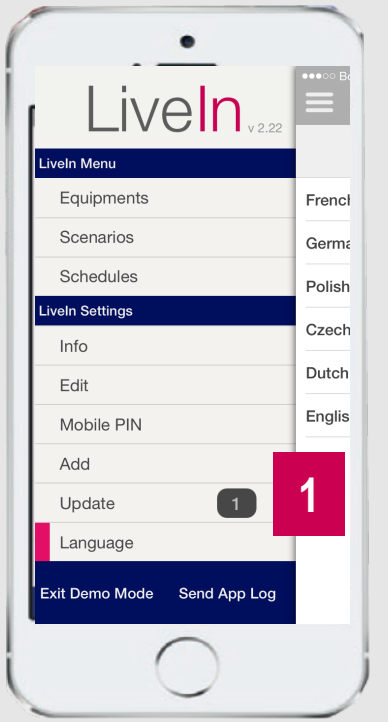


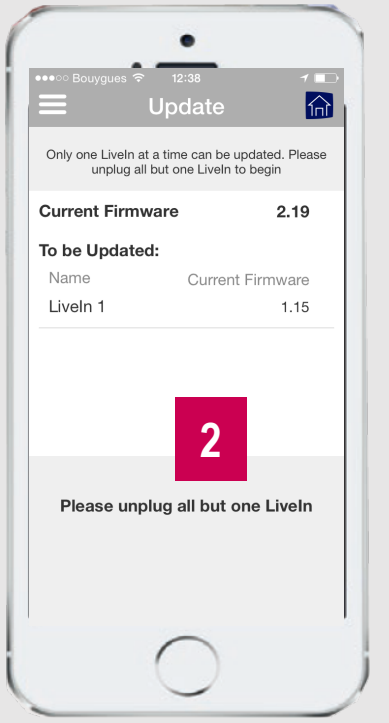
2 If your installation has multiple plugs, unplug all but one.

A button "update" appears



Ex; Apple device





4. LiveIn use

Change the language of the app

➢LiveIn app is available in 6 languages :

- FR GB DE NL CZ PL

➢ **To change the app language:**

1 Go to main menu “language”

2 Select the language you wish

3 Wait until this language appears and then exit with “main menu” button

5. Advanced settings– upgrade an installation

1- Add/ edit/ delete Simu-Hz equipments

> Understand how it works

> Return to the list of equiment

> Add a channel

> Edit a channel

> Delete a channel

2- Add a new LiveIn plug to my system

3- Resetting a LiveIn plug

CONTENTS

1. Important information - safety
2. Introduction to LiveIn
3. LiveIn installation
4. LiveIn use
5. **Advanced settings– upgrade an installation**
6. Troubleshooting guide
7. Technical specifications

5. Advanced settings

Add/ edit/ delete Simu-Hz equipments

>Understand how it works

➢ Each LiveIn plug may contain up to 25 channels

➢1 channel can contain a device or a group of devices Simu-Hz

➢Each channel consists of a unique address that will be learned in Simu-Hz equipment through the process of pairing prog-prog

=>Same as a transmitter

➢The only way to remove the LiveIn from memory of equipment will therefore to do the reverse procedure prog-prog

=>Same as a transmitter

A plug that would have been reset without doing this prog/prog to de-program the LiveIn/Motor link will still be in memory of the Simu-Hz equipments
=> High risk if new programming performed on the same equipments

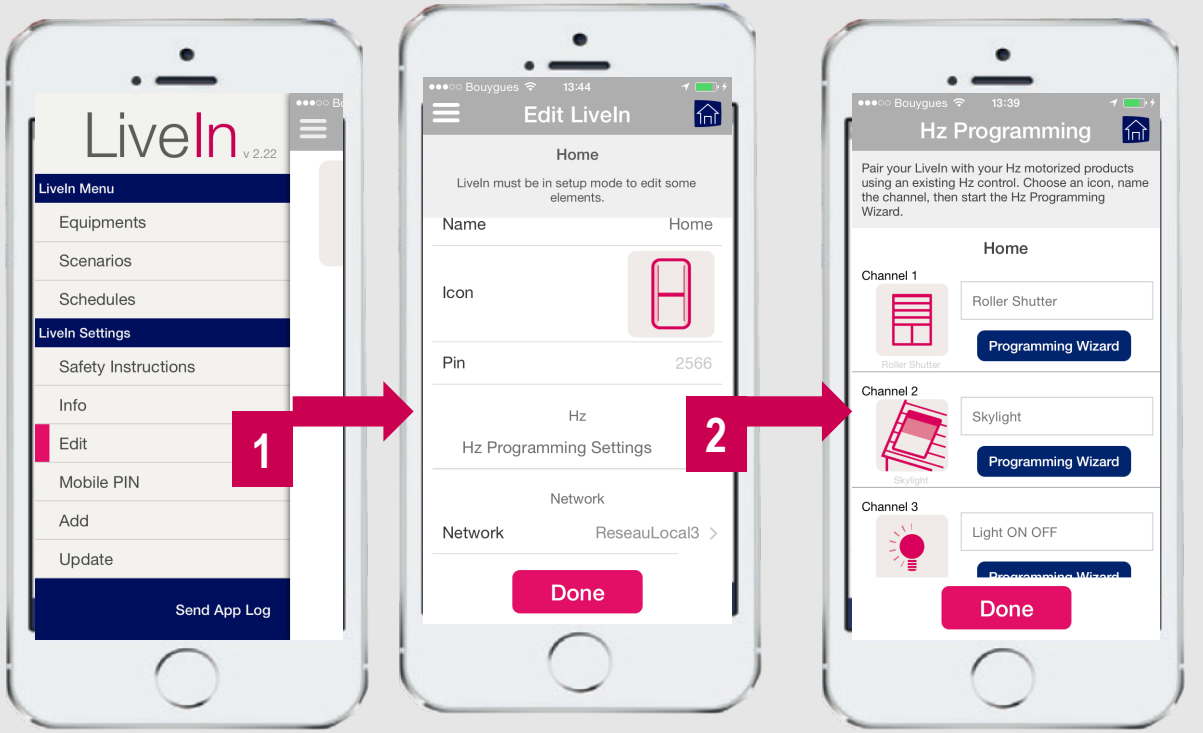
5. Advanced settings

Add/ edit/ delete Simu-Hz equipments

> Return to the list of equipments

1 Go to main menu, click « Edit »

2 Click « Hz programming » to go back to the list of your equipments



5. Advanced settings

Add/ edit/ delete Simu-Hz equipments

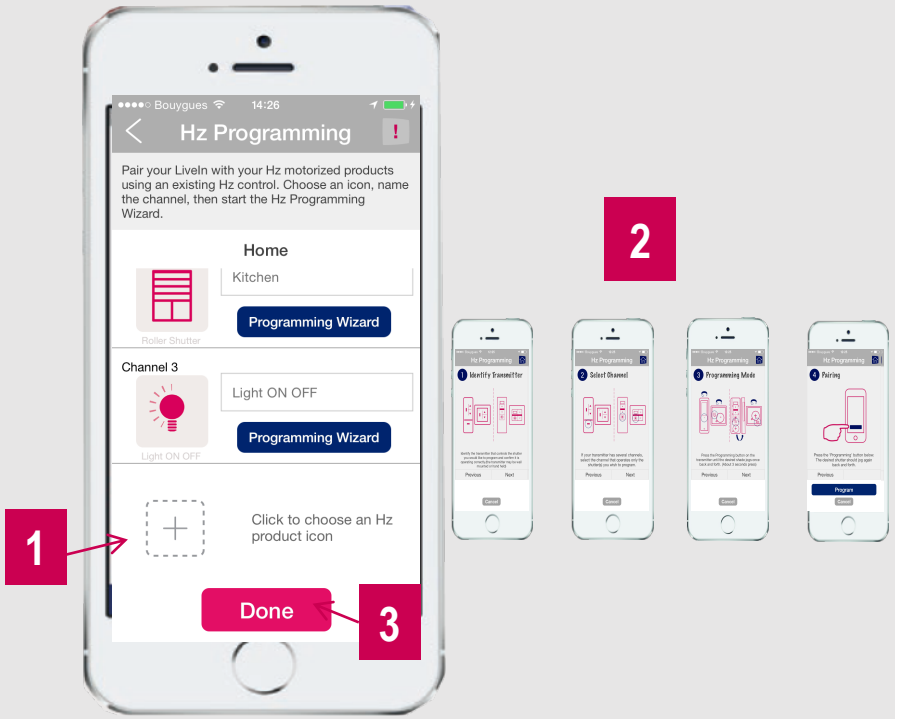
> Add a channel

1 Click + hat is at the bottom of the list of your current equipments

2 Follow the setup wizard

For details, see section “programming the Simu-Hz equipment (1st installation)

3 To definitively validate the list of your equipment, press the “done”button.



It is important that the validation is done by either the done button at the bottom of the screen or the back button “save these changes, OK"

5. Advanced settings

Add/ edit/ delete Simu-Hz equipments

> Edit a channel

1 The button **Programming Wizard** allows to edit the channel and change the included equipment(s)

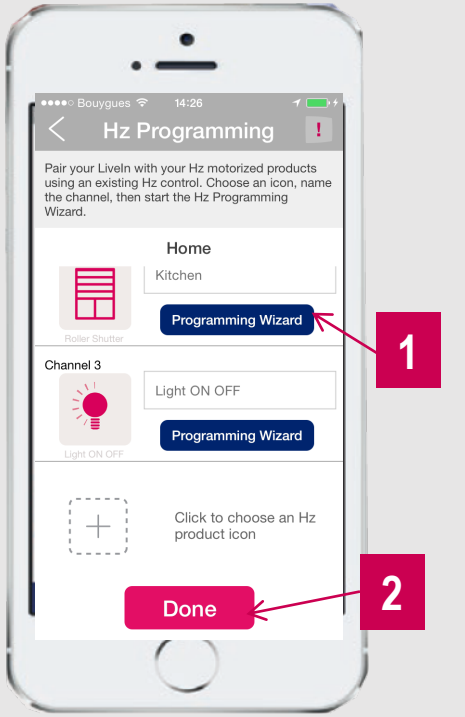
A. You can choose to add a new device on the channel following the programming assistant

1. Opening of the motor memory of the equipment to add
2. Press“program”LiveIn

B. You can remove a device from the channel following the programming assistant that will serve to de-program the LiveIn/Motor link

1. Opening of the motor memory of the equipment to delete
2. Press“program” LiveIn will delete the existing link with the motor

2 To definitively validate the list of your equipment, press the “done”button.



5. Advanced settings

Add/ edit/ delete Simu-Hz equipments

> Delete a channel

1 The button **Programming Wizard** allows to edit the channel

2 Delete the recorded equipment(s) following the programming assistant that will serve to de-program the LiveIn/Motor link

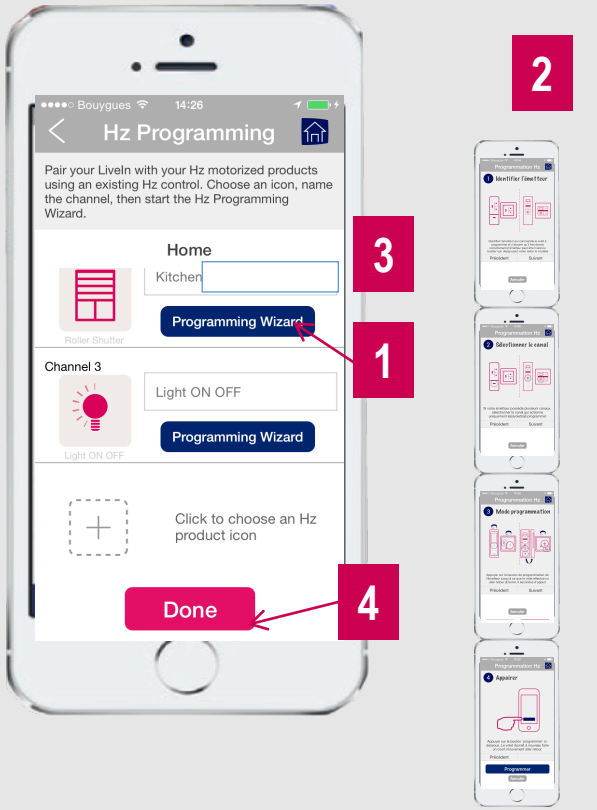
Opening of the motor memory of the equipment to delete

Press“program” LiveIn will delete the existing link with the motor

3 Completely erase the channel name

4 To definitively validate the list of your equipment, press the “done”button.

A deleted channel will be the first to be affected in the next channel creation process



5. Advanced settings

Add a new LiveIn plug

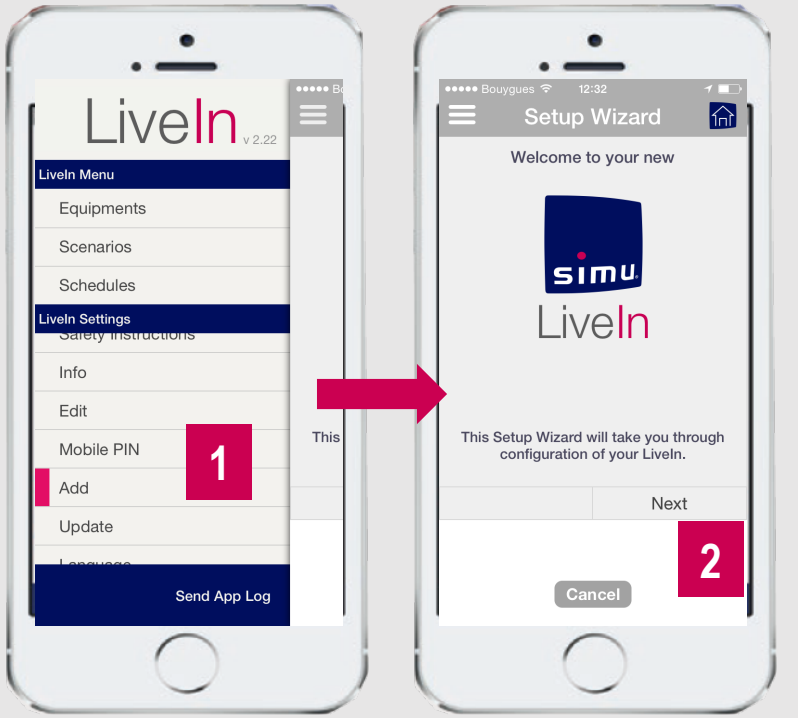
- A LiveIn installation may contain up to 5 LiveIn plugs

- **To add a new LiveIn plug on your existing installation :**

1 Go to main menu, click « Add »

2 You are returned to the configuration wizards (such as at a first installation):

1. To configure the WiFi network
2. To program the Simu-Hz equipments



An installation LiveIn may include several LiveIn plugs with the same PIN, but on different WiFi networks (eg home & office). The two networks will need to have however the Internet access to communicate remotely to another system

5. Advanced settings

Resetting a LiveIn plug

➢ A LiveIn plug can be totally reset that is to say: Erasing data network WiFi, data equipment, scenarios and schedules

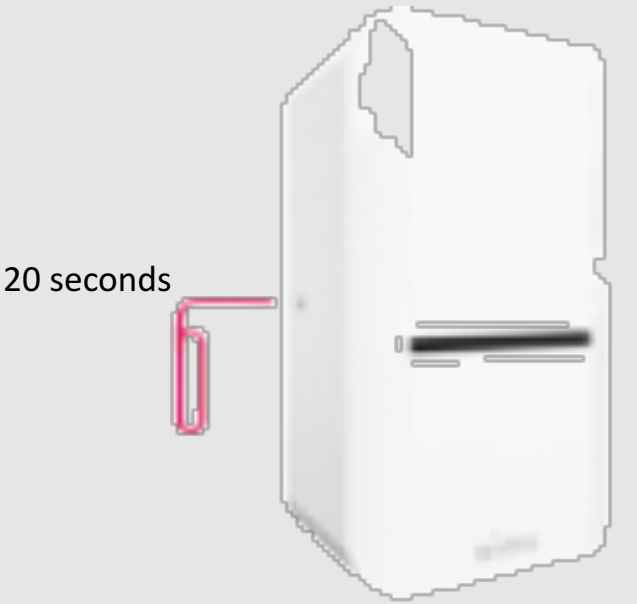
=>Back in his factory mode

WARNING : this reset does not erase LiveIn plug from memory of Simu-Hz equipments to which it was paired

➢ **To reset a plug that will be reinstalled in the same place:**

1. Do the procedure of de-programming the motor (see delete a channel)
2. THEN press on the reset button for more than 20 seconds

The LED is blank.



6. Troubleshooting guide

1- Wifi Network problems

> During installation - Auto config screen

> During use

2- Simu-Hz problems

> Failure when pairing

> Bad operation when using

3- Other problems

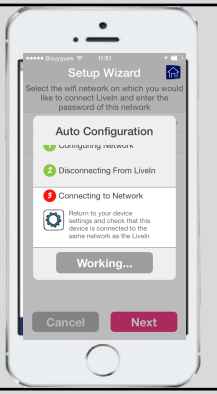
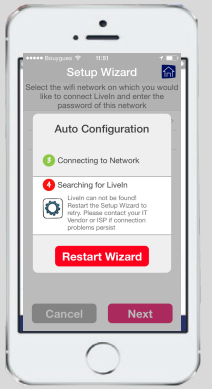
> I forgot my code PIN and I can’t join anymore my installation

CONTENTS

1. Important information - safety
2. Introduction to LiveIn
3. LiveIn installation
4. LiveIn use
5. Advanced settings– upgrade an installation
6. **Troubleshooting guide**
7. Technical specifications

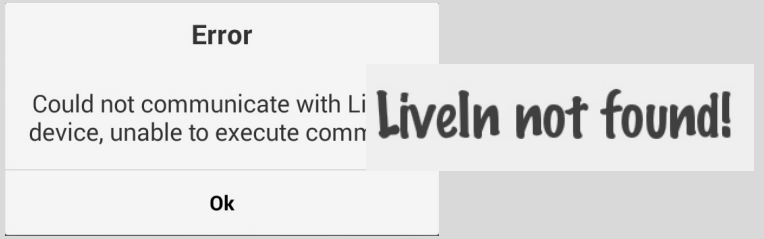
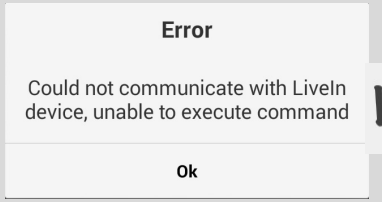
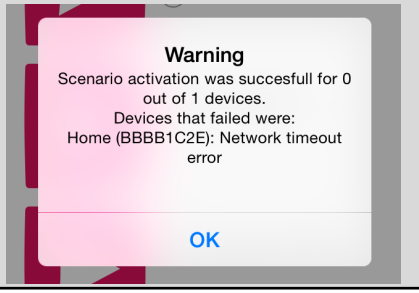
6. Troubleshooting guide

Wifi network problems – Failure on auto configuration screen

Problems	Visualisation	Possible causes	Solutions
Error on step 3 :		Your mobile device is not connected to the correct WiFi network	In your mobile device settings, connect to the same WiFi network as the plug and then reenter app
Error on step 4: **Flashing green LED**		The WiFi password you typed is wrong	Restart the wizard from the beginning and ensure you type the correct WiFi password in the app
		The used WiFi network is not compatible	Check network compatibility (2.4 Ghz, cryptage standard WPA2)
Error on step 4: **Steady green LED**		There is a WiFi issue (“client to client” communication issue)	1) Wait for the communications to recover 2) Restart the wizard if more than 5 mns waiting 3) Contact the network provider if the problem persists

6. Troubleshooting guide

Wifi network problems– Failure in user mode

Problems	Possibles causes	Solutions
Error when opening the app and connexion to the LiveIn « LiveIn can't be found » / Could not communicate with LiveIn device » 	Your mobile device is not connected to the correct WiFi network	In your mobile device settings, connect to the same WiFi network as the plug and then reenter app
Error when using the app  	IF flashing green LED: LiveIn is not connected to the network Searching for a connection to a local network	Check Wifi connection (strength, settings,..)
	IF steady green LED: LiveIn is connected to the network	1) Check mobile device's connection to the Wifi network 2) If troubles accessing remotely, Try unplug and replug the LiveIn to force reconnection with the server.

6. Troubleshooting guide

Simu-Hz problems– Failure when pairing Simu-Hz equipments

Problems	Possible causes	Solutions
Motor won't jog at all during programming	Possible problem of range	Move the LiveIn plug closer from the motor If the radio range problem is confirmed, think to the possibility of a LiveIn installation Livein with several plugs
Motor jogs during programming BUT won't move on confirmation screen	The used channel is already programmed on this motor=> pairing caused de-programmation of the motor	Restart the pairing procedure from the beginning on this channel Well understand how it works to program/de-program LiveIn
	The motor memory is full	Assess how many transmitters/ channels are programmed on the motor =>If too many, please delete them to be able to add LiveIn Simu-Hz motors can record up to 12 transmitters and 3 sensors

6. Troubleshooting guide

Simu-Hz problems – Bad operating when using

Problems	Possible causes	Solutions
Previously programmed motor stopped responding to LiveIn command	LiveIn plug is no longer functionnal – status of the LED is not solid green	Check your Wifi connection See « wifi troubleshooting »
	Motor is no longer functionnal	You can check it using another transmitter than LiveIn and see if the motor works well; If this is not the case, do maintenance on your motor.
	Motor is out of range of LiveIn plug	Check your installation environment. Are there any new disrupters for Simu-Hz communications? => Remove the disruptive elements => Move LiveIn plug closer to the motor checking the proper functioning of the entire system => Start an installation with multiple LiveIn plugs

6. Troubleshooting guide

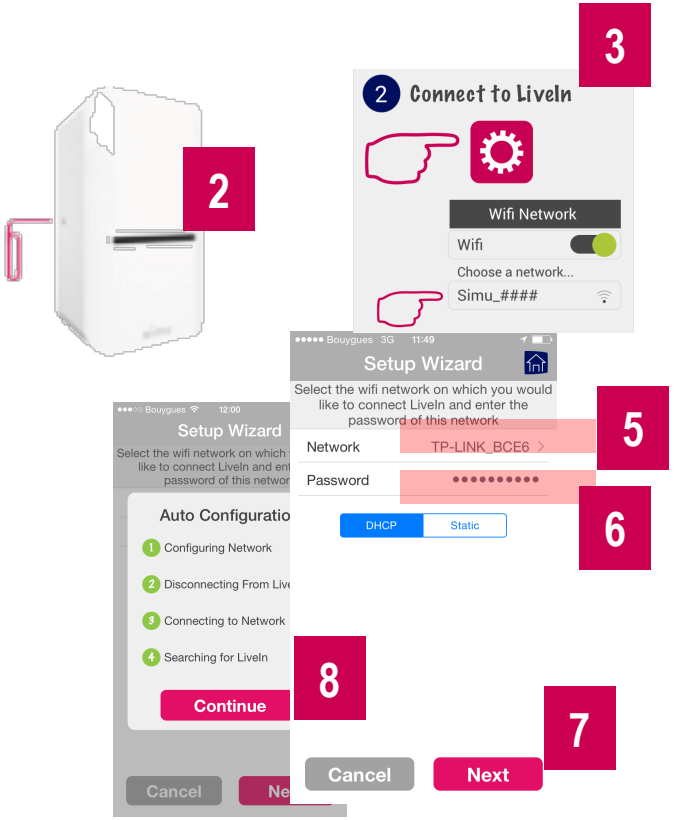
Other problems– I forgot my code PIN and I can't join anymore my installation

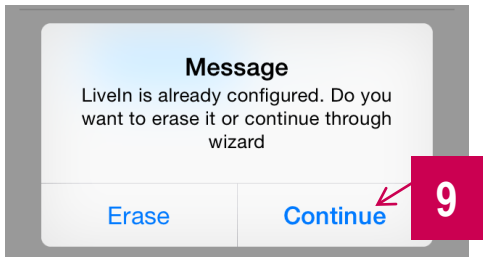
➢ **Possible cause :**

➢I chose to access another installation « Main menu / mobile PIN/ Change PIN and I forgot to note the PIN code of my own installation

➢ **Solution :**

1. Reload the LiveIn app to start a new installation
2. Reset the LiveIn plug (Press on the reset button – LED steady red)
3. Connect to the WiFi network from the plug (Simu_####) in your mobile device settings.
4. Click "search for LiveIn"
5. Select the wifi network
6. Type again your wifi password to ensure it is the correct one
7. Validate with "next"
8. Wait until the auto configuration is done and press continue to finish
9. The message "livein is already configured" appears _Press continue to come back to the configuration made in factory.The installer retrieve all the configuration. He just needs to validate the name and then the screen with Simu-Hz equipments to go back to user mode





7. Technical specifications

1- LiveIn plug

2- Mobile app LiveIn

3- LiveIn solution features

CONTENTS

1. Important information - safety
2. Introduction to LiveIn
3. LiveIn installation
4. LiveIn use
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. **Technical specifications**

7. Technical specifications

LiveIn Plug

Power supply	230 VCA / 50 Hz - 120 VCA / 50 Hz
Plug type	Type C, E, F
Plastic unit	ABS
Power consumption in normal operation	Maximum 10 mA
Operating temperature	de 0°C à +60°C
Protection rating	IP20: indoor use only
Radio frequency	WiFi: 2.4 GHz. 802.11 b & 802.11 g protocols. Simu Hz 433.42 MHz - Transmission frequency band: 433.050 MHz – 434.790 MHz F: 433.420 MHz - Maximum power transmitted: ERP < 10 mW
Dimensions	58 x 108 x 45 mm (81 mm thick with plug)

7. Technical specifications

Mobile app LiveIn

Free app available on	Available on the iPhone App Store ANDROID APP ON Google play
Distribution countries	•Access to the Simu Services is limited to some countries such as France, Germany or Belgium. See the terms of service and the updated list of countries of availability on www.simu.com
App name	SIMU LIVEIN
Compatible	- iOS Version 8 and + (iPhone 4S or +) - Android Version 4.1 and +
Included start up guide	-WiFi network configuration assistance -SIMU-Hz device programming assistance
Multi languages	FR EN DE NL PL CZ

7. Technical specifications

LiveIn solution features

Number of devices or group of devices per plug	25 per plug (up to 5 plugs possible per system)
Max number of scenarios	25
Max number of schedules	25
Radio range	200 m in free field 20 m through 2 reinforced concrete walls
Compatible devices	Simu-Hz motors and receivers (see list of compatible devices at ww.simu.com)

LiveIn

CE SIMU hereby declares that the 'LiveIn' device complies with the essential requirements and other relevant provisions of directives 2014/35/EU and 2014/53/EU. A declaration of conformity is available at the internet address: www.simu.fr - Valid in the EU and Switzerland.

App Store, iPhone and iPad are registered trademarks of Apple Inc.

EN

CONTENTS

1. Important information - safety
2. Introduction to LiveIn
3. LiveIn installation
4. LiveIn use
5. Advanced settings– upgrade an installation
6. Troubleshooting guide
7. Technical specifications

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