

homeLYnk Remote

User Guide



The information provided in this documentation contains general descriptions and technical characteristics of the performance of the products contained herein. This documentation is not intended as a substitute for the technical documentation of the devices and is not to be used for determining suitability or reliability of these products for specific user applications. It is the duty of any such user or integrator to perform the appropriate and complete risk analysis, evaluation and testing of the products with respect to the relevant specific application or use thereof. Neither Schneider Electric nor any of its affiliates or subsidiaries shall be responsible or liable for misuse of the information contained herein. If you have any suggestions for improvements or amendments or have found errors in this publication, please notify us.

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All pertinent state, regional, and local safety regulations must be observed when installing and using this product. For reasons of safety and to help ensure compliance with documented system data, only the manufacturer should perform repairs to components.

When devices are used for applications with technical safety requirements, the relevant instructions must be followed.

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1 Safety Information

1.1 Important Information

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

1.3 Intended use

The solution described below is intended to be used to control home automation equipment. The type or model of automation equipment suitable for each application will vary depending on factors such as the control function required, degree of protection required, unusual conditions, government regulations, etc. In some applications, more than one processor may be required, as when backup redundancy is needed.

Only you, the installer or system integrator can be aware of all the conditions and factors present during setup, operation, and maintenance and, therefore, can determine the automation equipment and the related safeties and interlocks which can be properly used. When selecting automation and control equipment and related software for a particular application, you should refer to the applicable local and national standards and regulations.

Ensure that appropriate safeties and mechanical/electrical interlocks related to point-of-operation protection have been installed and are operational before placing the equipment into service. All interlocks and safeties related to point-of-operation protection must be coordinated with the related automation equipment and software programming.

1.4 Installation

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

Before using electrical control and automation equipment for regular operation after installation, the system should be given a start-up test by qualified personnel to verify correct operation of the equipment. It is important that arrangements for such a check be made and that enough time is allowed to perform complete and satisfactory testing.

CAUTION

EQUIPMENT OPERATION HAZARD

- Ensure that the products are installed according the related operating instructions.
- Verify that all installation and set up procedures have been completed.

Failure to follow these instructions can result in injury or equipment damage.

Follow all start-up tests recommended in the equipment documentation. Store all equipment documentation for future references.

1.5 Operation and adjustments

WARNING

UNINTENDED EQUIPMENT OPERATION

- Do not use the software for critical control, protection or alarm applications where human or equipment safety relies on the operation of the control action.
- Do not use the software to control time-critical functions because communication delays can occur between the time a control is initiated and when that action is applied.
- Do not use the software to control remote equipment without securing it with an authorized access level, and without including a status object to provide feedback about the status of the control operation.
- Do not use the software to control remote equipment with unknown or hazardous loads which may cause fire, damages or smoke alarms.

Failure to follow these instructions can result in death or serious injury.

Notice

INACCURATE DATA RESULTS

- Do not incorrectly configure the software, as this can lead to inaccurate reports and/or data results.
- Do not base your maintenance or service actions solely on messages and information displayed by the software.
- Do not rely solely on data displayed in the software reports to determine if the system is functioning correctly or meeting all applicable standards and requirements.
- Do not use data displayed in the software as a substitute for proper workplace practices or equipment maintenance

1.6 Data privacy

Please ensure the data privacy of the end user. The end user terms and conditions for the "homeLYnk Remote" App can be found on the Schneider Electric website.



2 About the Book

2.1 This user manual

Read all instructions, safety instructions and this user manual carefully before commissioning to ensure that the App is used safely and correctly.

- Schneider Electric is not liable for performance problems and incompatibilities caused by applications, services or devices from third-party providers.
- Applications/devices and their functions may differ according to country, region or hardware specifications.
- Images of the App always show portable devices with the Android operating system. The displays on Apple portable devices are different from these images.
- Images and screenshots in this user manual may differ from the actual product's appearance

2.2 Document Scope

This guide is intended for use by a certified partner to set up.

The information contained in this guide covers:

- homeLYnk Remote App set-up.

Note: homeLYnk Remote App is only available in specific countries. Please contact a Schneider-Electric representative for detailed information about availability in your country.

The information contained in this guide does not cover the installation, usage, or maintenance of devices mentioned in the guide.

2.3 Validity Note

This documentation is valid for homeLYnk Remote version 1.1.0.

2.4 Related Documents

Title of Documentation	Reference Number
Operating Instructions - homeLYnk_EN (LSS100100)	AR1739-GB_EdD
User Guide - homeLYnk v.1.5.1 or higher (LSS100100)	AR1740_EdC_EN

You can download these technical publications and other technical information from the Schneider-Electric website at www.schneider-electric.com.

3 homeLYnk device compatibility

In order to configure the homeLYnk device, please refer to the homeLYnk documentation (see chapter 2.4).

3.1 Compatibility

The homeLYnk Remote App is compatible with all homeLYnk devices.

Depending on the serial number of your homeLYnk device, there are 2 different ways to make your homeLYnk device compatible with the Remote access.

Your serial number is:

RN- 2014 -Waa-yyy	RN- 2015 -Waa-yyy with yyy < 455	RN- 2015 -Waa-yyy with yyy > 455	RN- 2016 -Waa-yyy RN- 2017 -Waa-yyy ...
Go to chapter 3.3 homeLYnk compatibility 2		Go to chapter 3.2 homeLYnk compatibility 1	



Note: if your Serial Number is not in this model (RN-xxxx-Waa-yyy), then go to chapter 3.2.

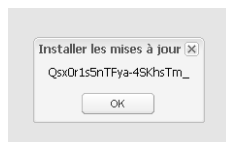
3.2 homeLYnk compatibility - Solution 1

In this case, you just need to install a **firmware version 1.5.1 and superior**.

3.3 homeLYnk compatibility - Solution 2

In this case, you need:

- to install a **firmware version 1.5.1 or superior**
- **to install an update in order to collect the unique ID of your controller**
This update is called "homeLYnk_Cloud_Compatibility.1.5.x.Imup" and is available on the Schneider Electric Global website (www.schneider-electric.com)
- to copy and paste this ID into an email (screenshot is ok)



In this example, the ID to copy is: **Qsx0r1s5nTFya-4SKhsTm_**

- to send your unique ID by email to the Schneider Electric registration email:
fr-homelynk-registration@schneider-electric.com

Your homeLYnk will be registered after **5 to 10 days**.

4 homeLYnk Remote App

This section describes how to use the homeLYnk Remote App in order to control your installation remotely by your Smartphone or tablet. In order to use the app you need to be connected to the internet or to your Wifi network depending on your need.

WARNING

UNINTENDED EQUIPMENT OPERATION

- Do not use the software for critical control, protection or alarm applications where human or equipment safety relies on the operation of the control action.
- Do not use the software to control time-critical functions because communication delays can occur between the time a control is initiated and when that action is applied.
- Do not use the software to control remote equipment without securing it with an authorized access level, and without including a status object to provide feedback about the status of the control operation.
- Do not use the software to control remote equipment with unknown or hazardous loads which may cause fire, damages or smoke alarms.

Failure to follow these instructions can result in death or serious injury.

4.1 IP Network

To allow the remote control of your installation make sure that:

- Your homeLYnk is properly configured and attached to your local IP network
- Your homeLYnk has a visualisation made for your residence and is linked to the objects to control the attached devices of your control system.

Your local IP network shall follow the following rules (that is often the case in residential with the Internet box):

- No Proxy,
- Normal and adapted IP configuration of the homeLYnk (DHCP or Fix address),
- No filtering elements.

4.2 Platforms

The following device platforms are supported by the homeLYnk Remote App:

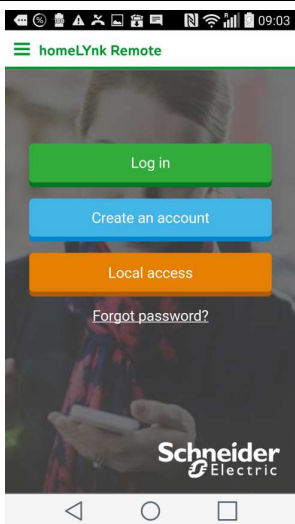
- iOS 7 and higher
- Android version 4.4 and higher

4.3 Download

You will find the Apps for Smartphone and tablets on the App Store and Google Play respectively.
It is the same App for Smartphone and for tablets.



4.4 Main page

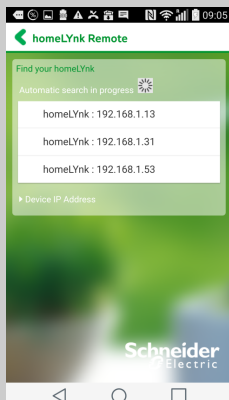
	Step	Action
	1	Download homeLYnk Remote App from “Apple store” or “Google play” and install the app on your device
	2	When you open the App, the start screen of the homeLYnk Remote App appears
	3	Three buttons will appear: <ul style="list-style-type: none"> - Log in: You have an account and want to connect to your account - Create an account: You want to create an account - Local access: You want to connect using you Wifi network only
	4	<i>If you don't have an account created yet then press the button “Create an account” and continue as described in chapter “Create an account”. Please remember your username and password as you will need for the next sign in.</i>
	5	<i>If you have an account created then press the button “Sign in” and enter your username and password</i>
	6	If you want to use the app locally you can enter “Local access”. In this case you do not need to have internet access but both your device running the app and the homeLYnk need to be connected to your local network.
	7	If you have forgotten your password click on the respective button and you will be send a new password to your email address (see chapter ‘Forgot password’)

4.5 Temporary local access

If you have not created an account yet, you can locally use the app to control you homeLYnk. Press the “Local access” button.

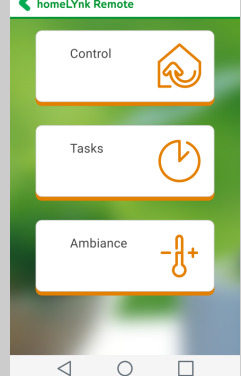
Note: Your phone and the homeLYnk device for the control of your system need to be in the same IP network.

You will be connected to the following screen.

	Step	Action
	1	Search for the local homeLYnk automatically by pressing the “Search device” button
	2	Alternatively you can manually enter the IP address of your homeLYnk provided by your installer or available in your “Internet Box” (depending on your internet provider)
	3	Click the “Go” button: the homeLYnk Remote App main view appears

Notes:

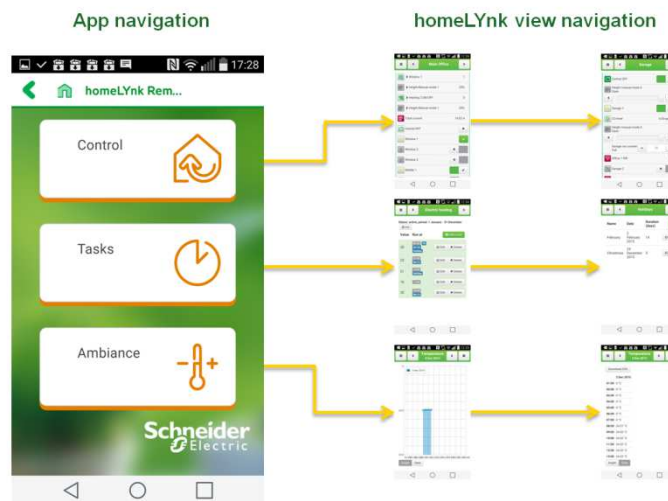
- If the homeLYnk visualisation is protected by a password a pop up will appear and you need to enter the credentials. Please ask your installer for the username and password.
- If no homeLYnk is not found please verify that both devices are properly entered to your network. You may need to check the settings of your internet box.

	Step	Action
	1	The main view will appear with following control functions: <ul style="list-style-type: none"> • Control • Scheduler • Trends •
	2	Press the Control button: The visualization created in your homeLYnk will appear. You can select in the Configuration/Type of device if Smartphone view (“basic”) or Computer view (“advanced”) shall appear.
	3	Press the “Scheduler” button: The scheduler view of your homeLYnk will appear
	4	Press the “Trends” button: The trends view of your homeLYnk will appear

4.6 Navigation concept

In order to allow the maximum flexibility to adapt the visualisation of you housing the homeLYnk Remote App uses for visualisation of the control, scheduling and trends the visualisation inside the homeLYnk which will be embedded into the homeLYnk Remote App frame.

- The navigation inside the App uses the navigation bar
- The navigation inside the visualisation of you residence is done via the navigation bar
- The navigation from the visualisation back to the app is done via the “return” or “done” button, on the bottom left of your screen



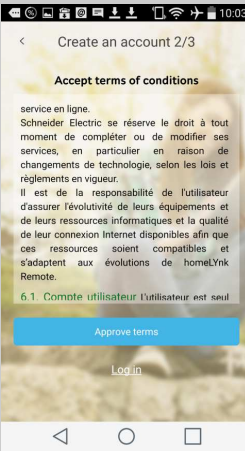
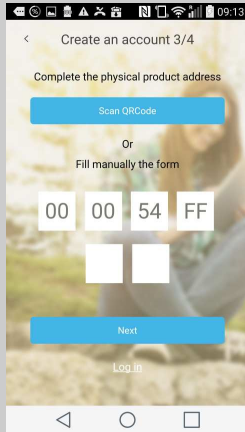
4.7 Account Creation

This part is describing how to create a homeLYnk Remote App account.

4.7.1 Before you begin

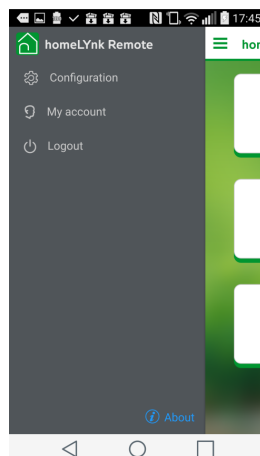
- Make sure your device running the homeLYnk Remote App is connected to the Internet.
- Make sure your homeLYnk is connected to the Internet.

4.7.2 Create an account

	Step	Action
	1	<p>After you have pressed the button “Create account” you are asked to enter you contact data:</p> <ul style="list-style-type: none"> • Name • First name • Email * • Location (country and city) • Password • Confirmation of password <p>* The email address will be the user name for your account. Only one account can be created per email address.</p>
	3	<p>Enter the MAC address of the homeLYnk manually. The MAC address is written, depending on versions, on the front side or on the left side of the homeLYnk. If you have any doubt, please contact your electrician, or look at homeLYnk User Guide to see how to find the MAC address of the device.</p> <p><i>Note: Only one homeLYnk device is supported per account.</i></p> <p>Alternatively you can scan the MAC address of the homeLYnk via the integrated QR code reader.</p> <p>Open the cabinet where your homeLYnk resides and position your smart device in a way that the QR code is completely inside the green marked array. The scan may take some seconds.</p> <p><i>Note: Some devices do not support to focus the QR code. Please use a device that is capable to read the QR code.</i></p>
	4	<p>When QR code is read successfully the MAC address appears.</p>
	5	<p>Press the “confirm” button in order to verify that this device is supported by the homeLYnk Remote App.</p>
	6	<p>If an error message appears please follow the indicated message. Make sure the MAC address is correct and verify with your installer that the device is well registered for this service. For further support please contact Schneider – Electric.</p>

4.8 Account management

You can manage your account settings when wiping the screen to the right (Android) as shown in the figure below.



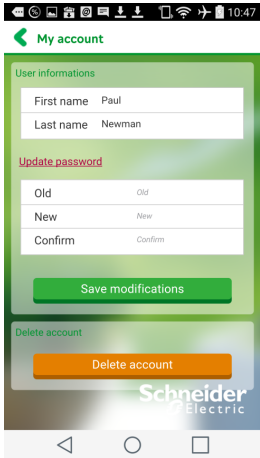
4.8.1 Configuration

The “Configuration” menu will allow you to configure the behaviour of the app.

	Step	Action
	1	“Type of device” allow you to select if the app will show the Smartphone view (“basic”) or Computer view (“advanced”) of your homeLYnk or if the PC visualization is shown. The basic view is optimized for smartphones and is the default setting.
	2	Language will allow you to select the language of your app.
	3	Complete the Login and Password. These informations are the Login and Password used in homeLYnk (User details).

4.8.2 My Account

The “My Account” menu will allow you to change your account profile.

	Step	Action
	1	Open “My Account”
	2	Enter the new name of user
	3	Press “Update Account” This information is just informal with no impact to the log in.

To change the **password**, follow the steps described below

Step	Action
1	Open “My Account”
2	Select “Update password”
3	Enter your old password
4	Enter new password and confirm the password
5	Enter “Update account”

To **delete account**, follow the steps described below

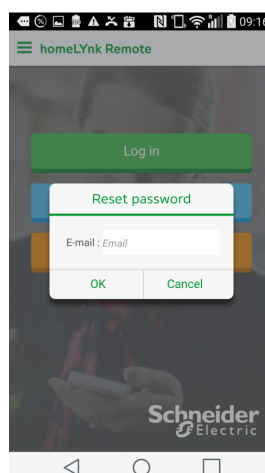
Step	Action
1	Open “My Account”
2	Select “Delete account”
3	Press “Confirm” if you really want to delete your account. All linked data will be deleted

4.8.3 Logout

If you want to disconnect from the homeLYnk Remote connection select the “logout” option. You will be asked to confirm this action. Please press confirm if you want to disconnect.

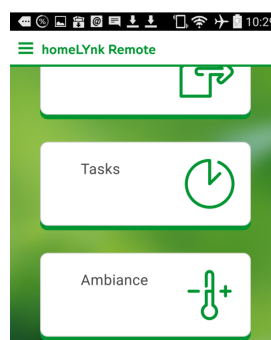
4.8.4 Forgot password

In case you have lost your password click the link “Forgot password”. A new password is automatically send to you email address.

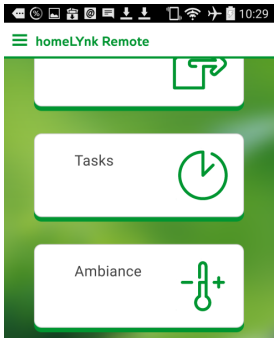


4.8.5 Navigation screen

Once the homeLYnk Remote App has been registered correctly and identified a homeLYnk the following menu appears:



When one of three buttons on main screen is pressed, it will redirect you to the visualisation page of homeLYnk. This gives you the most flexibility to adapt the visualisation to your needs. The following options are available:

	Button	Action
		The main view will appear with following control functions: <ul style="list-style-type: none"> - Control - Tasks - Ambiance
	Control	Press “Control” button: The visualization created in your homeLYnk will appear. You can select in the Configuration/Type of device if Smartphone view or Computer view shall appear.
	Task	Press “Scheduler” button: The scheduler view of your homeLYnk will appear
	Ambiance	Press “Trends” button: The trends view of your homeLYnk will appear

4.9 Supported languages

The languages which are supported are:

- English
- French
- German
- Additionnal languages

The language will be selected automatically based on device default language.

If the default language which is set by your device is not supported by the homeLYnk Remote App English will be the default language.