


LiveIn²_®

INSTALLATION AND USE INSTRUCTIONS

 **ENGLISH**

SIMU
CONNECTED
SOLUTION


LiveIn2, this is **the simplest remote control there is**, the one that's always within easy reach!

Whether you're at home or on the move, the LiveIn2 app lets you control your home's devices **with a smartphone or tablet** and **customize your installation** according to your needs.



SIMU supports you in the installation and use of LiveIn2!

This document aims at being a complete manual for installing and using the LiveIn2 solution.



The menu is **interactive** -
You can click on each chapter to
access it directly



Notifications complete the document
throughout the chapters



Important alerts and points of attention to keep
in mind for the proper functioning of your
installation



Tips and explanation points for installation and
use



Information about your LiveIn2 solution

SIMU supports you in the installation and use of LiveIn2!

A dedicated website
www.livein.simu.com

All the info available online to find out all about the solution.
 Video tutorials that guide you step by step.



End user tutorials:

CUSTOMIZE MY INSTALLATION

The LiveIn2 solution offers multiple possibilities for controlling to help you get exactly what you need from your home

I want to create a group

Once your equipment is configured individually, you can control it with flexibility ... discover how.



Installers



Installer tutorials:

YOU ARE A PROFESSIONAL

SIMU designed the LiveIn2 solution to be the easiest to resell and install. You will be able to make a LiveIn2 installation from the mobile application in complete autonomy, without having to create an account.

Whether you are a manufacturer or an installer at the client place, you can configure the devices very simply. The user will then only have to create his user account and customize his installation with scenarios, clocks.

LIVEIN2 APP INCLUDES

An installation mode flexible to allow the installer to manage all installation cases. Help screens to assist in the configuration of devices and possible problem solving.



Test the app with our demo mode available on the app's home page

INSTALLATION AND USE INSTRUCTIONS



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1. Informations & safety
2. LiveIn2 presentation
3. Install : starting an installation
 1. Professionnal : configure an installation
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4. Use and customize
5. Installation update
6. Troubleshooting guide
7. Technical specifications
 1. LiveIn2 box
 2. LiveIn2 service

1. Informations & safety

- 1) General installation & use conditions
- 2) Safety instructions
- 3) Special safety instructions
- 4) Scope of application
- 6) Recycling



1. Informations & safety

1) General installation & use conditions

Please read these safety instructions before installing and using the SIMU box. These instructions are provided in paper format with SIMU box and must be kept by the user of the SIMU box.

In addition to following the instructions given in this guide, you must observe the instructions detailed in the LiveIn2 terms of sales available on the www.livein.simu.com of your user country and the user precaution available on the LiveIn2 app.

Failure to follow these instructions or the use of the SIMU box outside the field of application defined in these instructions is forbidden, and will invalidate the warranty and discharge SIMU of all liability. Before installation, check that the SIMU box is compatible with the associated equipment and accessories. If in doubt when installing the SIMU box, and/ or to obtain additional information, contact a SIMU adviser or visit www.simu.com.

2) Safety instructions

GENERAL INSTRUCTIONS

To avoid damaging the product, do not knock or drop it, splash it or expose it to flammable materials or sources of heat or moisture.

Do not place any object containing liquid on the appliance.

Do not open the appliance. Do not drill holes in it. Do not attempt to repair it.

Do not install or use it outdoors, and do not run the Ethernet cable outdoors.

ELECTRICAL CONNECTION

Only use the mains adapter supplied with the SIMU box to connect to the mains. The mains adapter must be connected to an electrical system in good condition and compliant with applicable standards. Make sure the power supply voltage and frequency indicated on the mains adapter data plate match those of your electrical installation. Unwind the electric cable fully before connecting it to the socket in order to avoid overheating.

Always hold the adapter unit when connecting and disconnecting the mains adapter. Never pull on the cables. Never touch the mains adapter with damp or wet hands, as this could cause electrocution.

The mains adapter and its cable must be kept out of the reach of children and away from pets, while remaining accessible so that it can be disconnected quickly in case of emergency.

1. Informations & safety

MAINTENANCE

- Do not use abrasive products or solvents to clean it.
- Use a soft, dry cloth to clean its surface.

3) Special safety instructions (motorized doors and gates)

In compliance with standard EN 12453 on safety in use of power operated doors and gates, use of the LiveIn2 unit to control an automated garage door or gate system not visible to the user, it is obligatory for a photo-electric cell type security device to be installed on this automated system. Failure to comply with these instructions absolves SIMU of any liability resulting from damage that may be caused.

4) Scope of application

The system LiveIn2 allows users to control with a smartphone or a tablet their radio SIMU devices whether at home or on the move.

The scope of devices includes :

- compatible equipment of the building : rolling shutters, awnings, screens, lighting, garage doors equipped with safety device to protect against hazards caused by crushing, shearing, lifting and drawing-in points.
- Simu-Hz and Simu-BHz devices (radio with feedback information)

To work, LiveIn2 app requires the installation of a the LiveIn2 box.

1. Informations & safety

PRECAUTIONS OF USE

It is the Administrator's responsibility (user that subscribed to LiveIn2 services) to ensure that the setting and the use he makes home automation services complies with the specific laws and regulations.

LiveIn2 home automation services, notably when used without user visibility and without feedback especially in the context of Simu-Hz compatible equipment, require extra caution on the part of the Administrator, User and occupant to prevent any material consequences, intangible, and tangible (e.g. burglary, fire, flood in the habitat). Simu therefore recommends that :

Scenarios and automatic devices are configured so that they do not present any risk for the occupants of the home and taking into account the surroundings of the home and any specific situation relating to each of the occupants (e.g., limited mobility persons, young children, pets)

Periodic testing (at least monthly) by the User, of the proper functioning of the Equipment connected to the Services are carried out,

The regular maintenance and verification of the Equipment and its configuration are carried out.

It is the Administrator's responsibility in particular to take all necessary steps to personally ensure that precautions are taken whenever use of these services could be made by a minor, by any other member of his household or any others third authorized Users.

5) 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. LiveIn2 presentation

- 1) Pack content
- 2) Presentation of the solution
 - Overview
 - The LiveIn2 app
 - The LiveIn2 box
- 3) Operating principle in connected mode – user mode
- 4) Operating principle in local mode – installer mode
- 5) User functions
- 5) Requirements for installation



2. LiveIn2 presentation

1) Pack content



LiveIn2 box



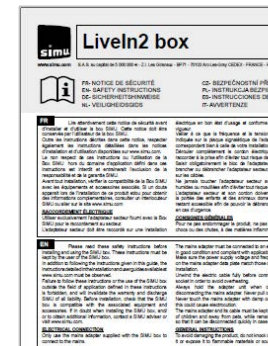
Ethernet cable



Mains adapter



Quick start



Safety
instructions

2. LiveIn2 presentation

2) Presentation of the solution

➤ Overview

The LiveIn2 solution consists of a box and a dedicated mobile app.

For you Users:

Whether you're at home or on the move, the LiveIn2 app lets you control your home's devices with a smartphone or tablet : rolling shutters, awnings, screens; garage door, lighting ...

According to your needs, you will be able to **customize your installation**. More than just direct control of devices, you will create scenarios, that enable you to perform a sequence of commands on several devices at the same time with a single click, or **automatic orders** following chosen times and conditions. You don't have to worry about your shutters, they open and close automatically for greater comfort, more safety and energy savings.

Enhanced by a **compatibility with a new BHz radio range**, you benefit from peace of mind of an **information feedback on the status of your equipment**.

For you Installers:

The LiveIn2 application offers **an installer mode**, without need for an account creation, flexible and intuitive, to allow you to manage all installation cases.

The LiveIn2 box includes **dual technology**, radio Hz and the **new radio BHz**. Your Hz projects are followed and are made compatible with BHz modernisation.



Compatible with

simu-BHz
technology

simu-Hz
technology

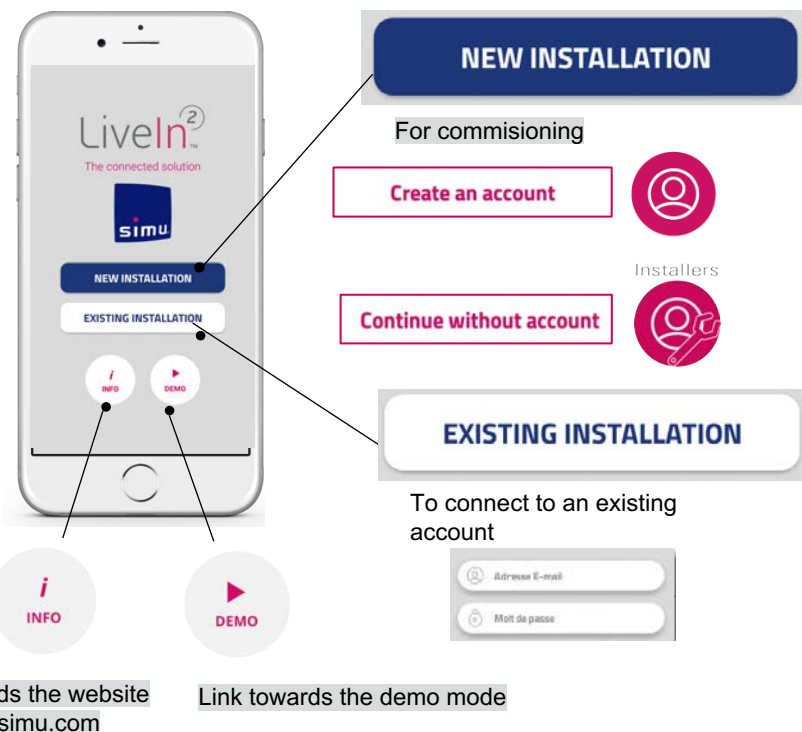


2. LiveIn2 presentation

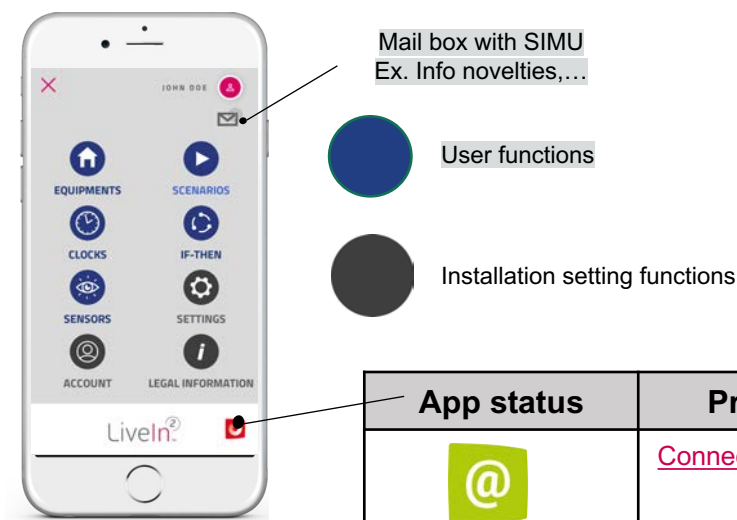
2) Presentation of the solution

➤ LiveIn2 app

Home page



Main menu



App status	Product status
@	<u>Connected (operating)</u>
!	<u>Disconnected (not operating)</u>
🔄	<u>Box not up-to-date</u>
🏠	<u>Installer mode (specific functions)</u>

2. LiveIn2 presentation

2) Presentation of the solution

➤ LiveIn2 box



The led indicators give information about the operating status of the product:

When starting

- **Steady Orange:** The LiveIn2 box starts
- **Flashing Red:** being updated
- **Flashing Orange:** the product initializes to arrive in normal operation

In connected user mode

- **Steady green:** The LiveIn2 box is connected - operating
- **Red :** The LiveIn2 box is not connected - not operating

In local installer mode

- **Flashing white :** The LiveIn2 box is ready for connection to the installer mode: "pairing" mode

The buttons on the box allow:

RST : do not use - special maintenance cases.

CFG: to prepare the box for pairing in the installer mode



Only use the cables supplied with the LiveIn2 box
(Power cable and RJ45 Ethernet cable)

2. LiveIn2 presentation

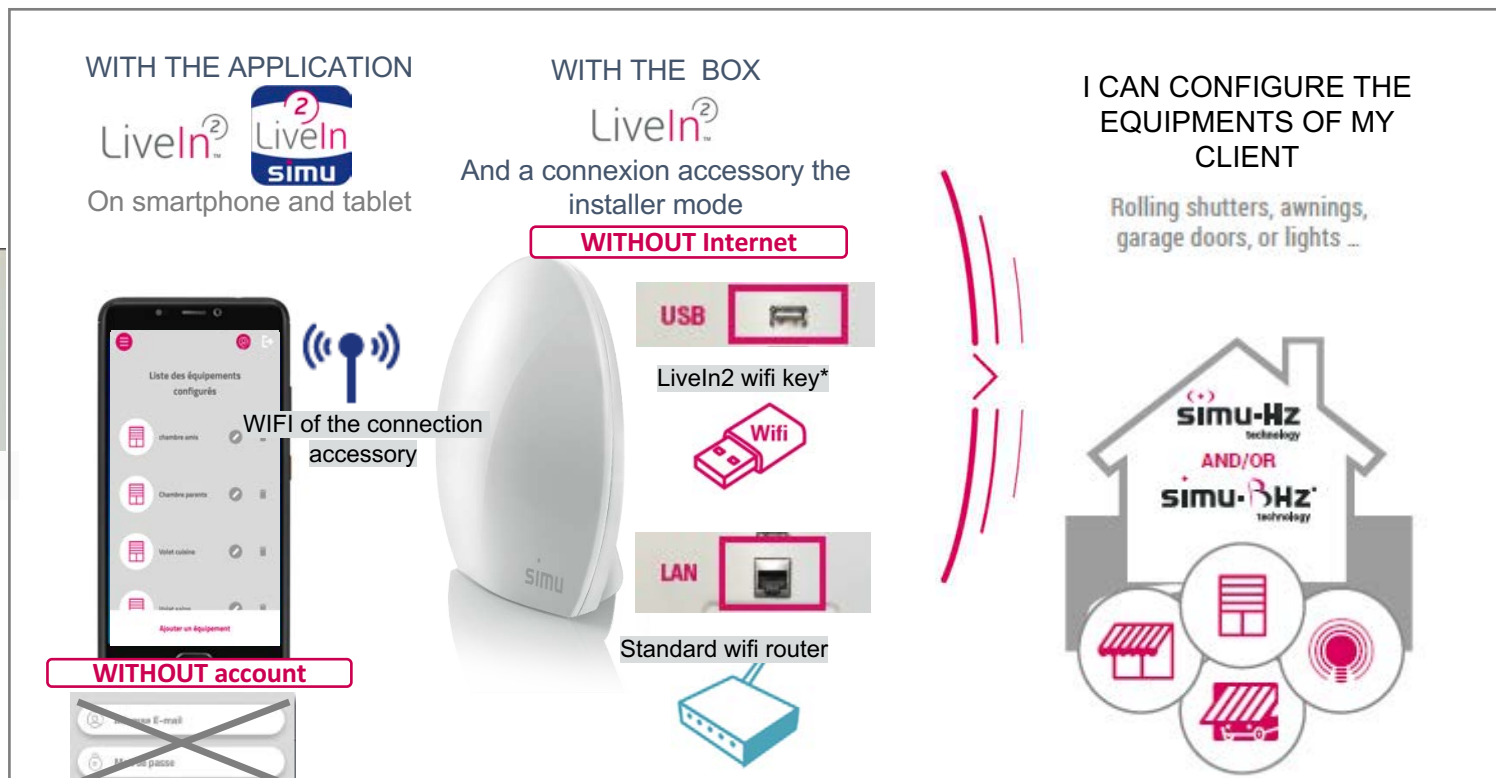
3) Operating principle in connected mode – user mode



In case of Internet breakdown, the LiveIn2 service will be unavailable to control or change the settings from the app. Only clock function and scenario transmitters (LiveIn2 satellite) will be operating.

2. LiveIn2 presentation

4) Operating principle in local mode – installer mode



The functions in the installer mode are limited to the configuration of equipment and the test of proper functioning before delivering the installation to the end user

* Accessory SIMU reference 2009287

2. LiveIn2 presentation

5) User functions



EQUIPMENTS

At home or on the move, control your devices directly or with customized groups. .
Ex: "I created a dedicated group to centralize the control of the shutters of my rooms"



SCENARIOS

Create a sequence of orders on several devices you can perform using the app but also using a dedicated central control point, a scenario transmitter.
Ex: "In one click, I close my shutters and turn off my lights when I leave"



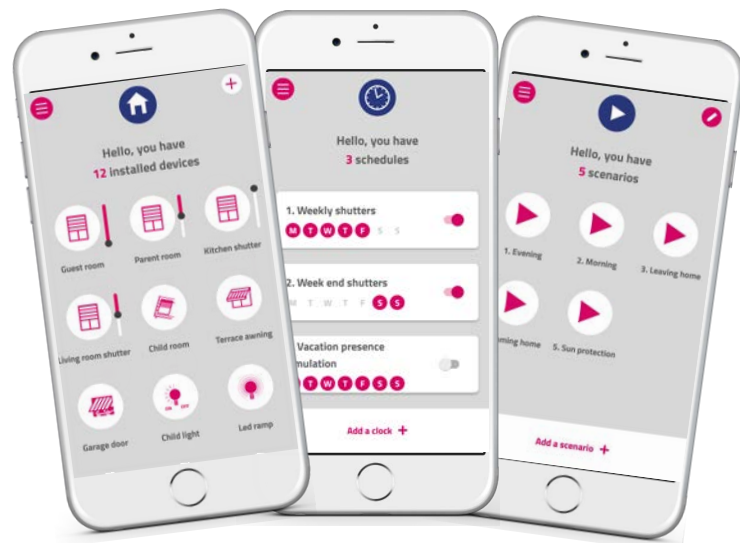
CLOCKS

Automate your devices or scenarios based on pre-determined times :
Ex: "I do not care about my shutters anymore; they open and close at the chosen times for the weekdays and the weekend "



SENSORS and IF-THEN*

The addition of the BHz exterior sun sensor enables to create conditions for automating shutters depending on the level of sunlight.
Ex: "In summer it is convenient, my shutters close automatically as soon as the sun hits the facade; on the contrary, during winter, I open them to enjoy the warmth of the sun"



* Feature if-then available only by adding a sensor to the installation

2. LiveIn2 presentation

6) Requirements for installation

To install and use LiveIn2, you need :



HAVE A COMPATIBLE
MOBILE DEVICE



ANDROID (MINIMUM ANDROID 5.0)



IOS (MINIMUM IOS 9)

WITH WIFI OR 3G / 4G INTERNET ACCESS



HAVE AN INTERNET
BOX AT HOME

With RJ45 ethernet port



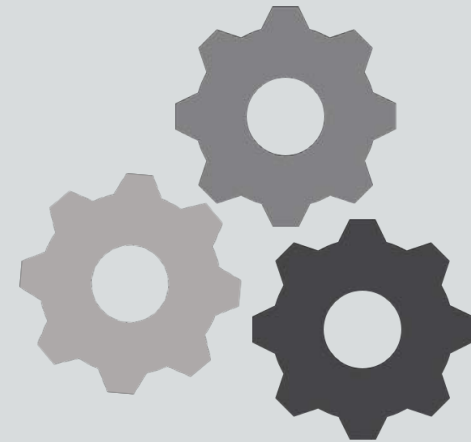
HAVE COMPATIBLE
EQUIPMENT

simu-3Hz[®]
technology

simu-Hz[®]
technology



Visit our support website livein.simu.com to download
the updated list of compatible equipment



3. Install: starting an installation

Installers



Professional **Configure an installation**

- 1) Presentation of the installer mode
- 2) Prepare your interventions
- 3) Starting an installation
 - Connect to the LiveIn2 box
 - Configure the equipment
 - Test the functioning
 - Complete the installation



User **Activate the LiveIn2 service**

- 1) Activate the LiveIn2 service



If problems come during this commissioning phase, go to the dedicated chapter
"Problem solving"



3. Install : starting an installation

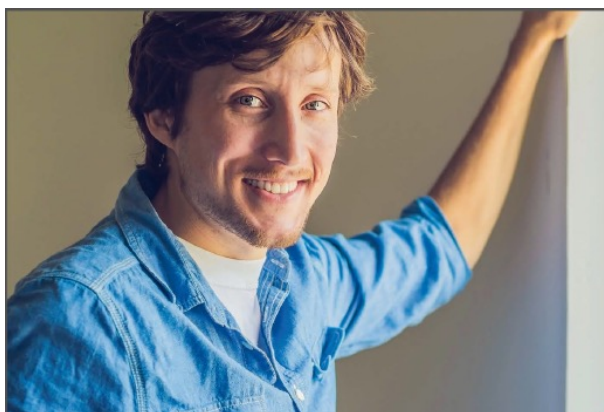
1) Presentation of the installer mode

LiveIn2 app offers an **installation mode, without need for an account creation or a need for an Internet connection**, to allow the installer to manage all installation cases autonomously.

Installer mode is a limited mode that allows to **deliver a ready-to-use installation to the client** with :

- Equipement pairing
- Equipement renaming
- Testing the operating of equipment.

Access to the installation by the installer is temporary and limited to the duration of the worksite intervention.



The installer mode allows the configuration of simu-Hz and simu-BHz equipment. Only the transmitter scenario LiveIn2 (BHz equipment) won't be able to be configured with the installer mode of LiveIn2. This last will have to be added by the user from its application.

3. Install : starting an installation

2) Prepare your interventions

It is thus for you professional to be prepared to realize your installations.

For this, the 3 following preparations are necessary :

1 Have downloaded the free app "Simu LiveIn2" on a compatible smartphone or tablet (application available on the Apple Store or Google Play).



2 Have prepared the connection method you will use to connect to your customer's LiveIn2 box.

by LiveIn2 Wifi key:

SIMU installation accessory
(not included in the LiveIn2 box – ref 2009287)



By LAN cable

You have the choice to use a standard wifi router or to use the customer's Internet network by having previously retrieved the wep key of his network



Have a paper clip to activate the installer mode thanks to CFG button on the box

3 Finally, to have previously checked the compatibility of the equipment with the LiveIn2 solution

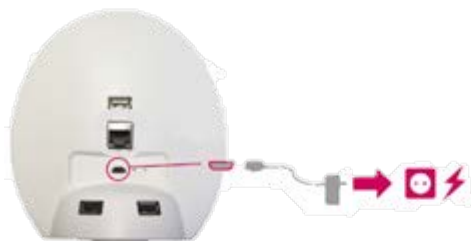
3. Install : starting an installation

3) Starting an installation

- Connect to the LiveIn2 box

1

Connect the LiveIn2 box to the power supply using the supplied cable



The led is steady.
The LiveIn2 box is ready.



2

Open the LiveIn2 app
« new installation »



3

« Continue without account »



4

« Choose your connection mode and let the application guide you »



BE CAREFUL to disconnect all connections from the Internet network.
In the case of an internet box used for your connection to the installer mode, simply unplug the telephone jack.



IMPORTANT - Be sure to disconnect any Internet connection before connecting to the installer mode and before configuring the equipment.

3. Install : starting an installation

3) Starting an installation

➤ Configure the equipment

It is now time for you to configure your client's equipment on the LiveIn2 box.

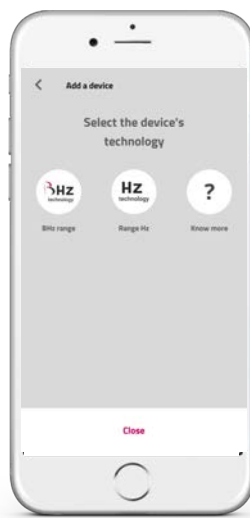
1

From the list of configured devices, click on "add a device"



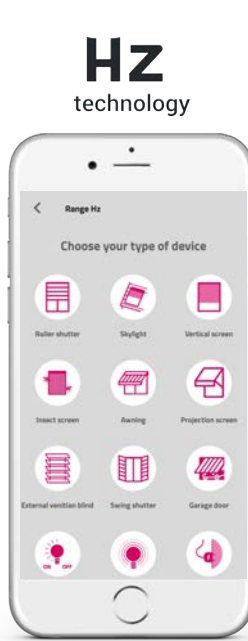
2

Select the device's technology



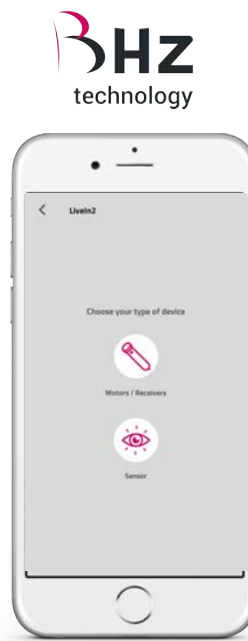
3

Choose the type of device



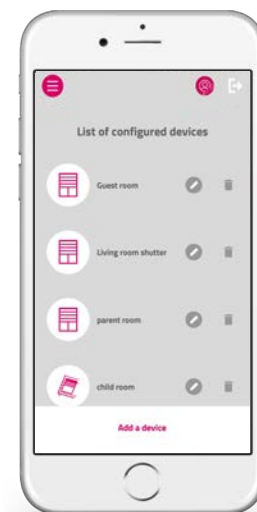
4

Then let the application guide you to pair and test the equipment.



5

If not done yet, rename the equipment and repeat the previous steps for each product to add.



For more details on the addition of equipment to the installation, go to the "installation update" part of this guide.

5. Installation update

3. Install : starting an installation

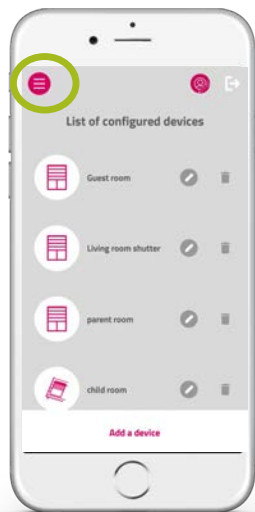
3) Starting an installation

➤ Test the functioning

Before completing the installation and handing it over to your client, we advise you to test the correct operation of the equipment from the individual control screens.

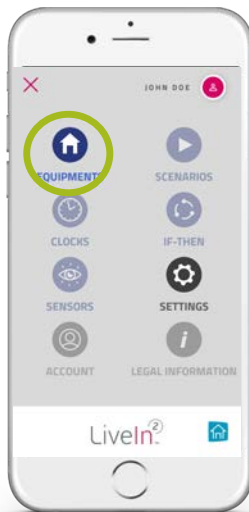
1

Click on the icon
« main menu »



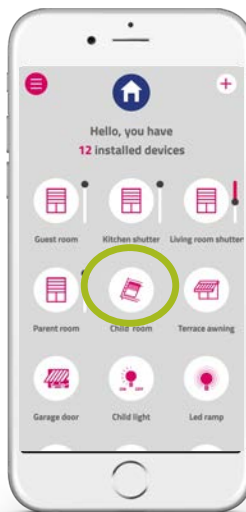
2

Select the
« equipment menu »



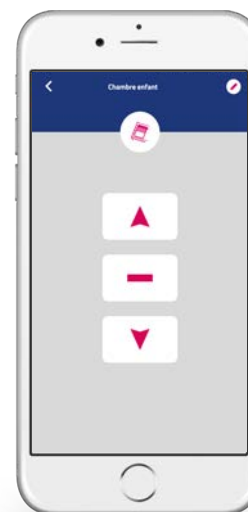
3

Select the equipment
to test



4

Test its operation with a command and
exit from the screen with the arrow back



5

If possible, do these tests for all
equipment added to the installation



3. Install : starting an installation

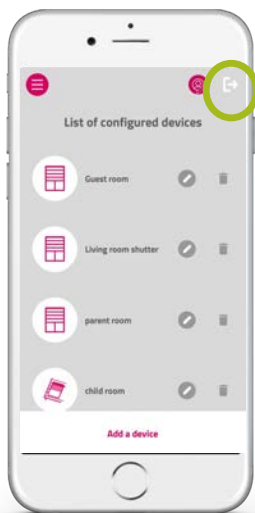
3) Starting an installation

➤ Complete the installation

You can now complete the installation and deliver the pre-configured box to your customer.

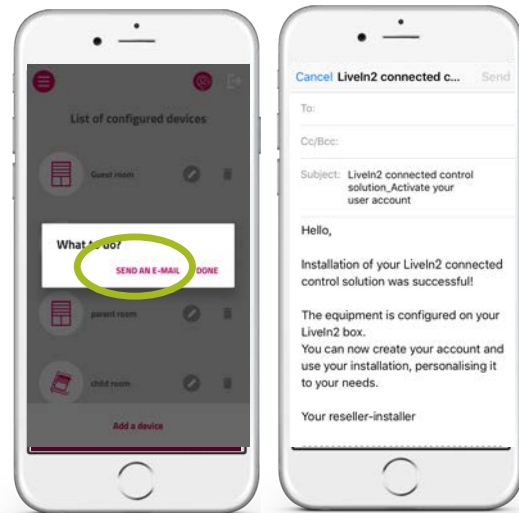
1

Return to the main menu
« settings »
Click on the exit door icon



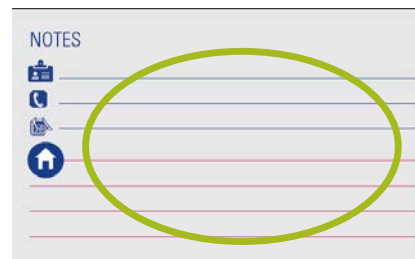
2

You then have the possibility of sending your client an email to give him the steps to follow to access the LiveIn2 service



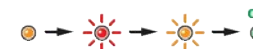
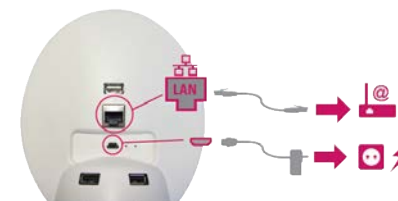
3

Do not forget to fill in the quick start guide indicating the configured equipment. A space is available for this purpose



4

Finally, you can make the final cabling that is to say connect the LiveIn2 box to the customer's Internet box so that the customer only has to download the LiveIn2 app and create his account



The led is steady green.
The LiveIn2 box is ready



3. Install : starting an installation

1) Activate the LiveIn2 service

To enjoy LiveIn2 service, you need to follow the following steps:

1

Connect the LiveIn2 box to the power supply and to the Internet box using the supplied power cable and Ethernet cable.

2

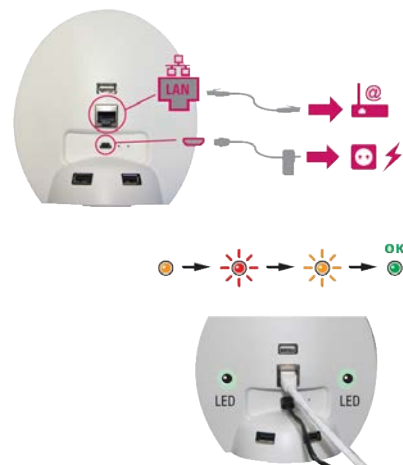
Download the free app "Simu LiveIn2" on a compatible smartphone or tablet (available on the Apple Store or Google Play).

3

From the application homepage, click on "new installation", then "create an account". Fill in the information for your account

4

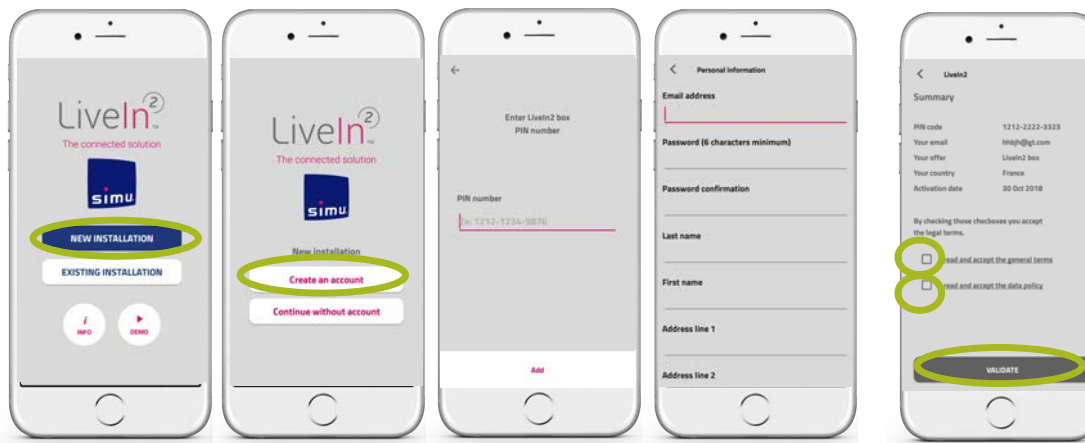
Accept the legal conditions for use in your country submitted to you before press "validate".



The led is steady green.
The LiveIn2 box is ready



Simu LiveIn2



The PIN code
you will find
under the box
LiveIn2

Your account
information



You access
the general
menu of your
installation



The total update of the box may take a few minutes depending on the speed of your Internet connection (green led definitively steady)

4. Use and customize



1) Equipments

- Introduction
- Compatibilities
- Manual operation of equipments
- Create and manage groups



2) Scenarios

- Introduction
- Create and manage
- Edit and delete
- Add a scenario transmitter



3) Clocks

- Introduction
- Create and manage
- Edit and delete



4) Sensors & If-Then conditions

- Introduction
- Add a sun sensor
- Create and manage if-then conditions
- Edit and delete



soon available

4. Use and customize



1) Equipment

➤ Introduction

With the Equipments menu, you can control your devices directly or with customized groups.

"I created a dedicated group to centralize the control of the shutters of my rooms"

On products equipped with BHz feedback technology, you receive continuous information on the condition of your equipment.

"At any time, I know if my shutter is open or closed"

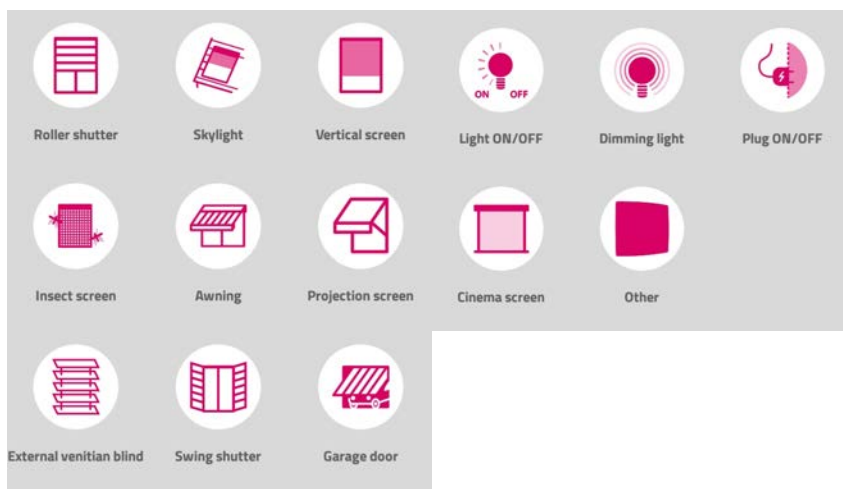
4. Use and customize



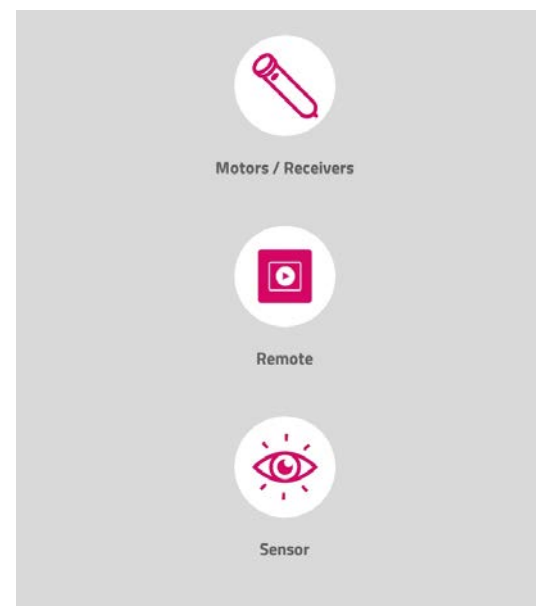
1) Equipment

➤ Compatibilities

Hz
technology



BHz
technology



On the Simu-Hz technology, you will be asked during the configuration to choose the type of equipment and its icon while for BHz technology the equipment icon will be automatically proposed. In both cases the icon can not be changed once the initial setting is done.



Visit our support website livein.simu.com to download the updated list of compatible equipment

4. Use and customize



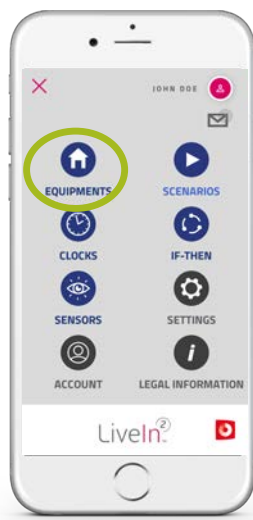
1) Equipment

➤ Manual operation of equipment

Equipments menu

You see all the equipment available on your installation

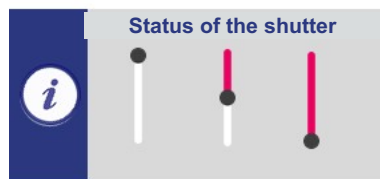
Equipment menu



Click on the equipment icon to access the control menu



On Bhz equipment, you can see the position in real time.



Open Intermediary Closed

Control menu

You manually control your equipment

Choose the command you want to send by clicking on it



On BHz equipment, with the setting bar, you can select the opening setting of your shutter to the preferred position



Once the command has been sent, you automatically come out of the control screen - a stop execution button is available if you need to stop

Cancel execution

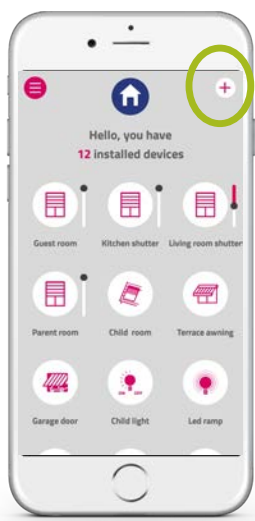
4. Use and customize



1) Equipment

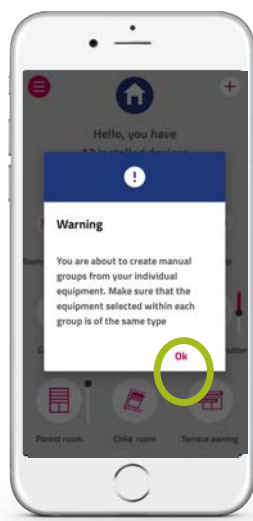
➤ Create and manage groups

You can create groups from the equipment you have installed.



1

Press + button



2

A message appears to warn you that your group must contain the same type of equipment



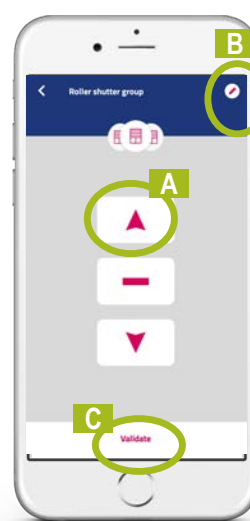
3

Choose the type of group



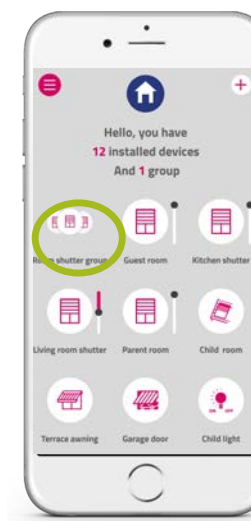
4

A- Select the equipment to be included
B- Then press the "test and rename" button.



5

A- Test the operation
B- Rename the groupe
C- Then click on the « validate » button



6

Your group is configured and ready to operate!



At any time you can reconfigure the equipment of the group (add / delete) by going to the control menu / "configure" button at the bottom of the screen

Configure

4. Use and customize

2) Scenarios

➤ Introduction

With Scenarios, you create a sequence of orders on several devices you can perform using the app but also using a dedicated central control point

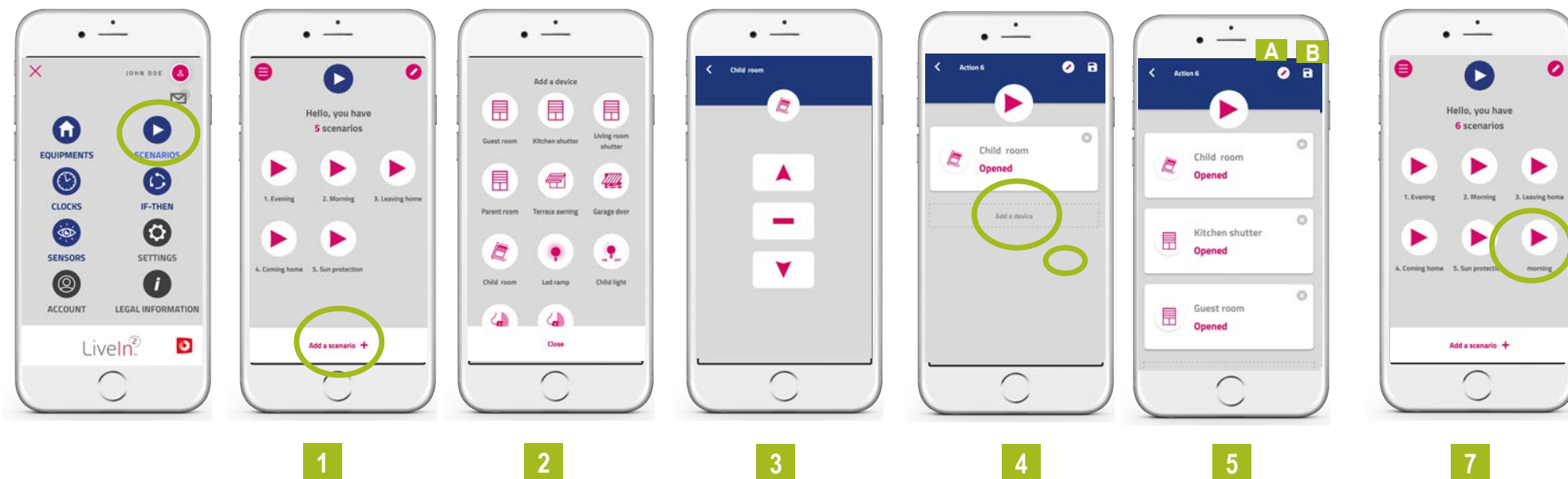
"In one click, I close my shutters and turn off my lights when I leave"

4. Use and customize

2) Scenarios

➤ Create and manage scenarios

Scenarios menu



Press
"add a scenario" button"

Choose a 1st equipment to
include in the scenario

Choose the
command
to send

To include other
equipment, press "add
equipment" and repeat
steps 2 and 3.

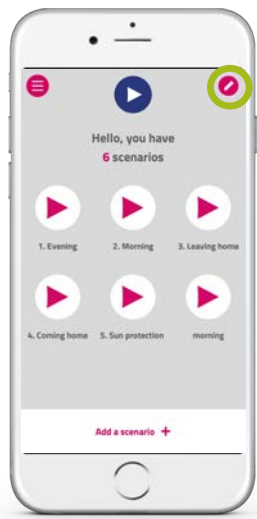
A- Rename the scenario
B- then click on the
diskette to record

Your scenario
is ready to operate.
Pressing it triggers it!

4. Use and customize

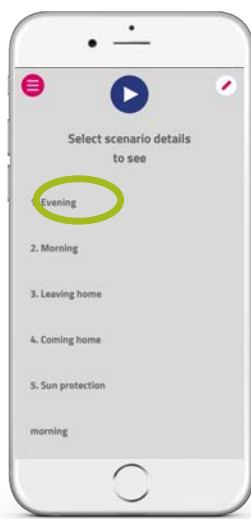
2) Scenarios

➤ Edit and delete



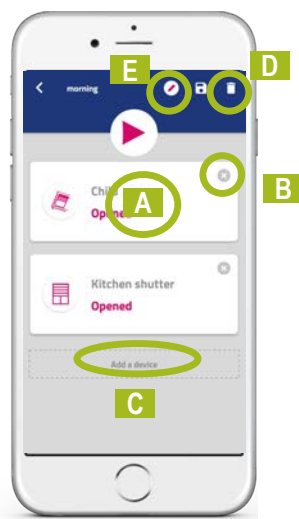
1

Click on the pencil to edit your scenarios and modify them



2

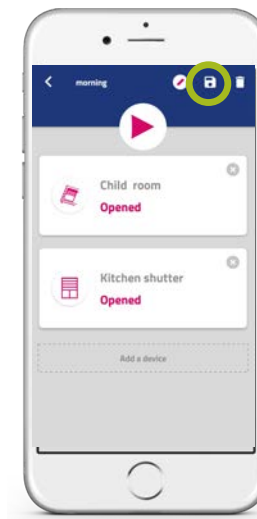
Click on the name of the scenario to modify



3

Make the desired changes

- **A-** Change the command order sent by clicking on the equipment
- **B-** Remove this equipment from the scenario
- **C-** Add a command to the scenario
- **D-** Delete the entire scenario
- **E-** Change the name of the scenario



4

Save the changes by clicking on the diskette



5

Return to play your scenarios by clicking on the pencil.

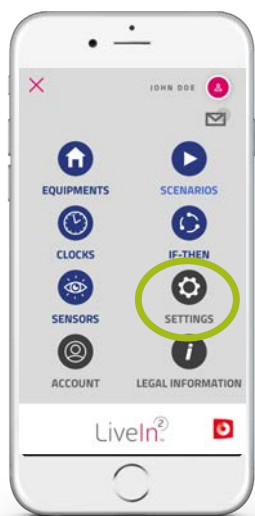
4. Use and customize

2) Scenarios

➤ Add a scenario transmitter– pairing phasis

You can add a scenario transmitter to your installation using the LiveIn2 application.

Settings menu



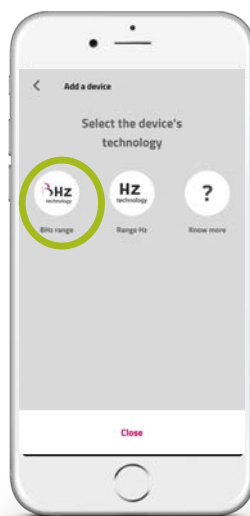
1

Press “add a device” button



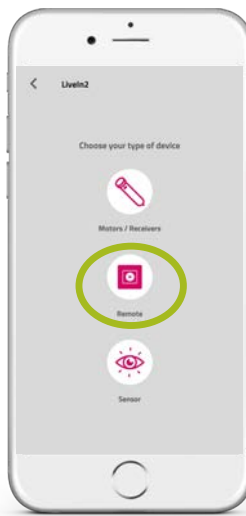
2

Click “BHz”



3

Choose “remote”



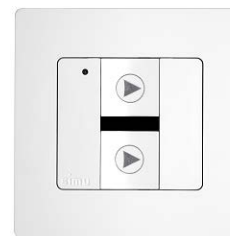
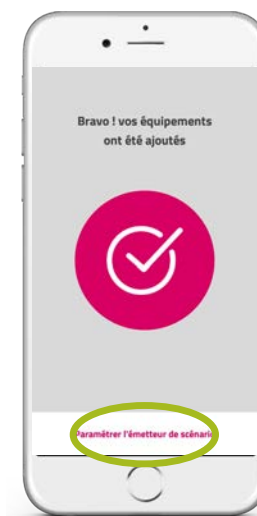
4

Press the PROG button for 3 seconds on the transmitter



5

Your transmitter has been added to the installation. You can now configure the scenarios to play by pressing on the bottom button.

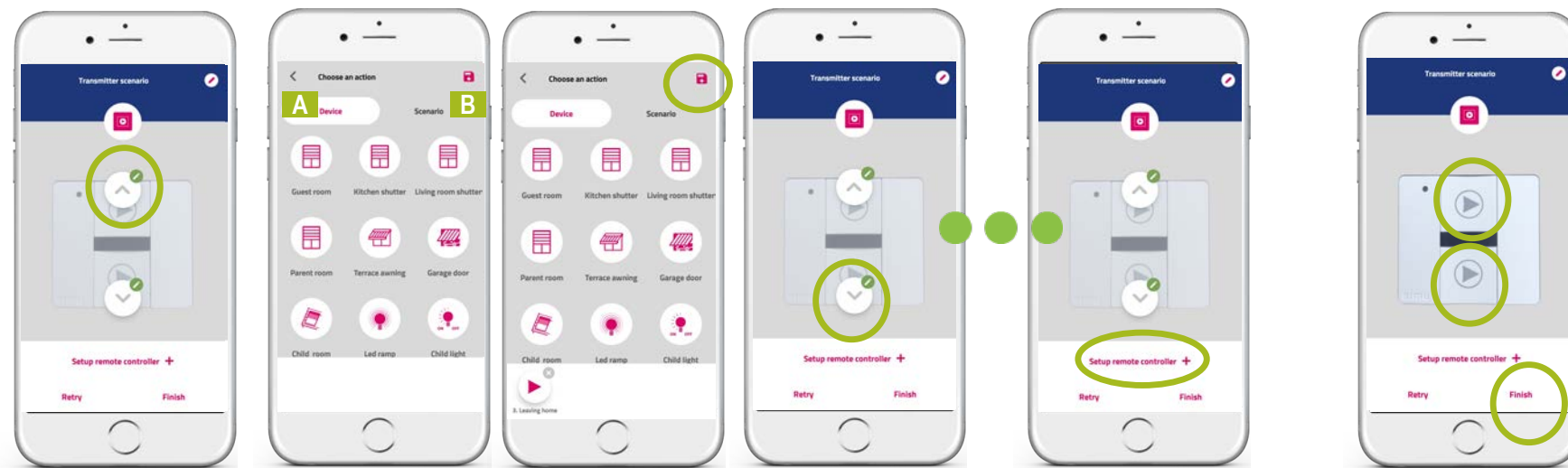
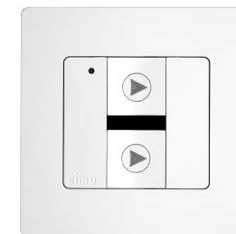


4. Use and customize

2) Scenarios

➤ Add a scenario transmitter– scenario setting phasis

You can now configure on each button of the transmitter the scenario you want to play.



1

Press the top button

2

Select
A- the equipment (s) and the
command to play
B- or / and the scenario (s) to play

3

Save

4

Repeat previous steps to
configure the bottom button of
the scenario transmitter

5

Test the proper functioning
of the configuration from
the app

6

Press each button
"Stop execution" between each
touch test
Then "finish"



At any time, you can find back your scenario transmitter by going to the "equipments" menu, click on its icon and have then the possibility to reparameter the previously configured scenarios



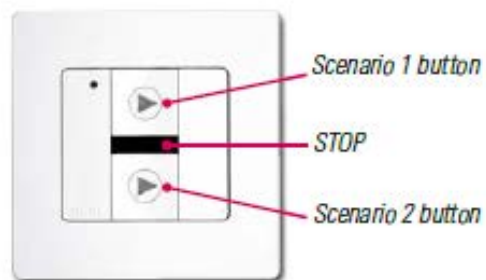
4. Use and customize

2) Scenarios

➤ Add a scenario transmitter—step « use »

You can now use your scenario transmitter

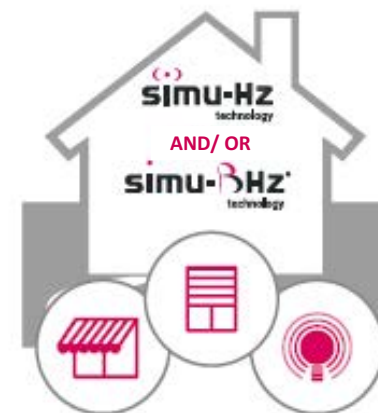
FROM THE TRANSMITTER,
PLAY THE DEFINED SCENARIO.
This one is transmitted to the LiveIn2 box.



THE LIVEIN2 BOX BROADCASTS THE
SCENARIO'S COMMANDS ON THE
INSTALLATION DEVICES.



SHUTTERS, AWNINGS OR LIGHTS
TRIGGER ACCORDING TO THE
CHOOSSED SCENARIO.



* Operates even in case there is a network breakdown on your Internet box



Note that there may be a discrepancy between pressing the command button and the reaction of the equipment (depending on the technology of the equipment, for example). Be sure to press the command button only once.

4. Use and customize



3) Clocks

➤ Introduction

With the Clocks function, you can even automate the opening and closing of your shutters and no longer have to worry about them!

"I do not care about my shutters anymore; they open and close at the chosen times for the weekdays and the weekend"

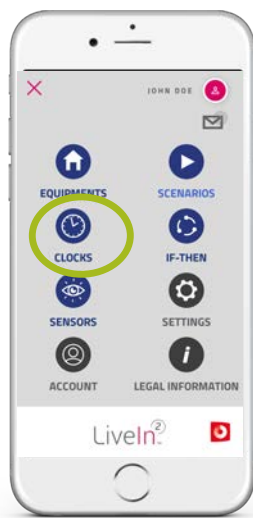
4. Use and customize



3) Clocks

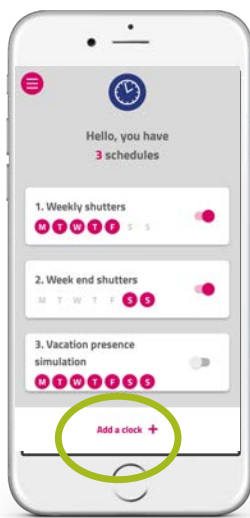
➤ Create and manage clocks

Clocks menu



1

Press the
"Add a clock" button



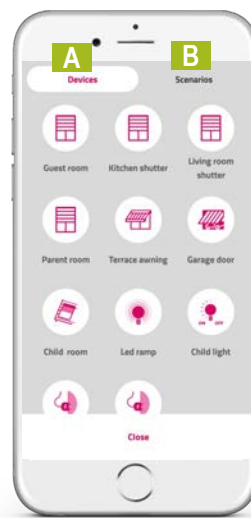
2

Select the days you
want to include in your
weekly schedule
Then press the button at
the bottom



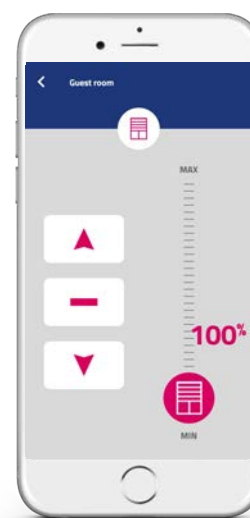
3

Select
A- a 1st equipment
B- or a scenario



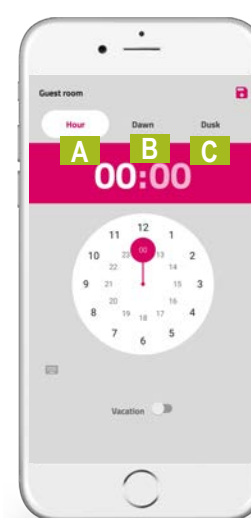
4

In the case of
equipment, choose
the order to play



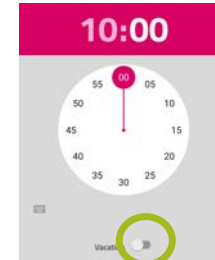
5

Select the time
A- Set time
B- Dawn
C- Dusk
Click on the diskette in
the top right to save.



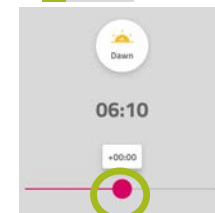
5

A- Set time



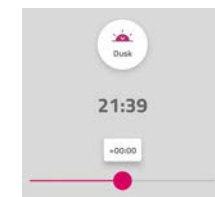
Depending on the
phone, the
ergonomics of
setting the time
may differ.
Activation of the
vacation button
allows to shift the
activation time
randomly within a
30 min range
before and after
the set time.

B- Dawn



Dawn and dusk
are schedules
that vary daily
depending on the
sunrise and
sunset.

C- Dusk



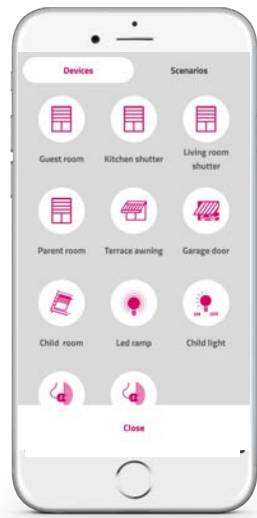
The reference
time is indicated
for the current
day.
The schedule
can be shifted +
or - 2 hours with
the setting bar.



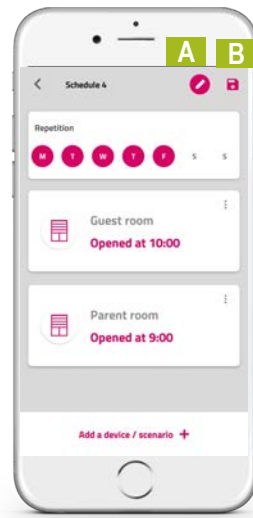
4. Use and customize

3) Clocks

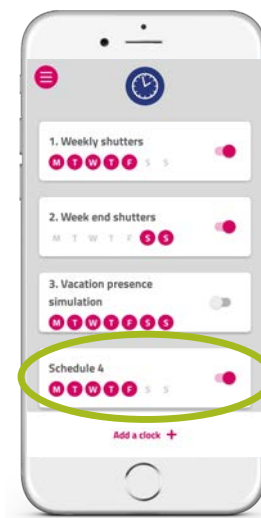
➤ Create and manage clocks



6




7



8

- 8
- A- Name
- B- Run days
- C- Status
- ☒ Activated
- ☐ Deactivated

Your clock is ready to play automatically!



You can choose to enable or disable the execution of each clock by pressing on the right hand cursor.

Note that all the executions included in the clock are disabled. We therefore advise when you think about the creation of your different weekly schedules whether or not you want disable the executions of commands independently of each other.

Repeat steps 3 to 5 for each equipment order to be included in your weekly program
Then
Finish with the bottom button

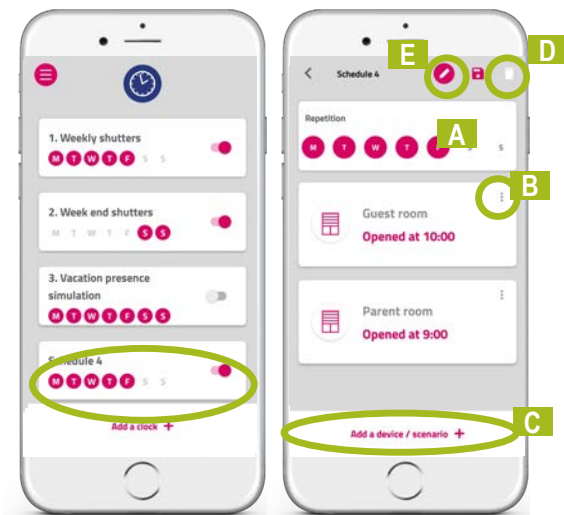
Close

4. Use and customize



3) Clocks

➤ Edit and delete



1

Click on
the clock to modify

2

Make the desired
changes

2

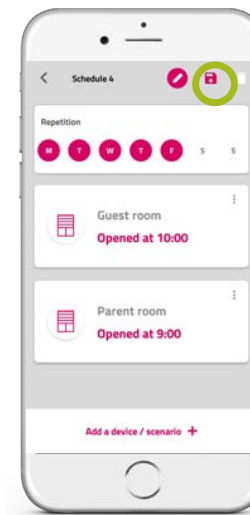
- A- Change the run days
- B- Modify the parameters
- C- Add a command
- D- Remove completely the clock
- E- Modify the name of the clock



Order

Set time

Delete



3

Save the changes by
clicking on the diskette

4. Use and customize



2) Sensors

➤ Introduction

The addition of the BHz exterior sun sensor means that you can now create conditions for automating your shutters depending on the level of sunlight. More coolness in summer !

"In summer it is convenient, my shutters close automatically as soon as the sun hits the facade; on the contrary, during winter, I open them to enjoy the warmth of the sun"

Soon available

5. Installation update

1) Add a new equipment

- Hz equipment
- BHz equipment

2) Delete an existing equipment

3) Share your installation (new mobile device/ new user)

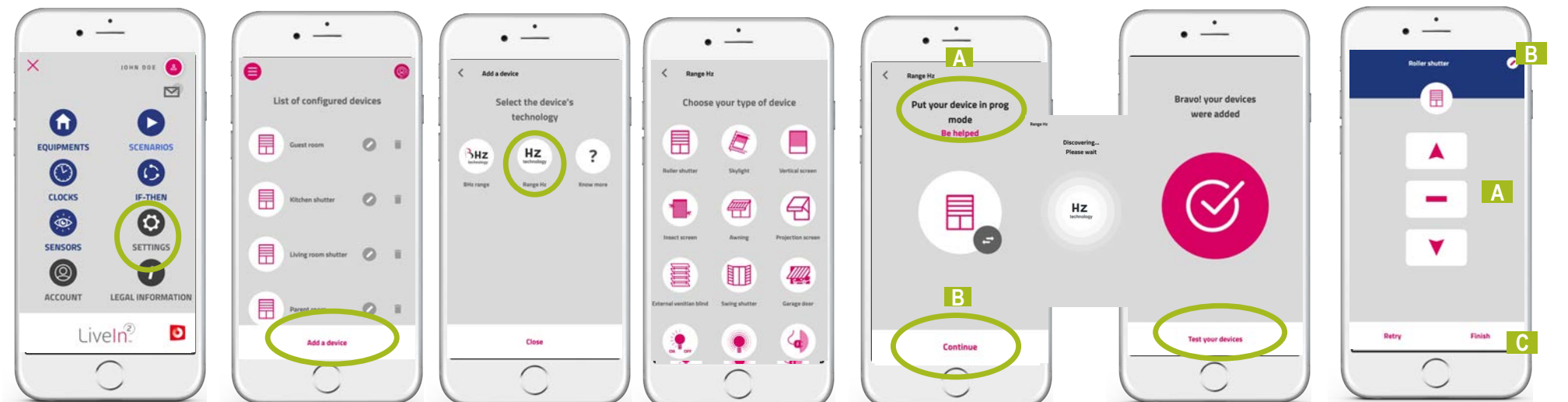
4) Change your user account data

5. Installation update

1) Add a new equipment

➤ Hz equipment

From the settings menu of the LiveIn2 application, you will find all the equipment of the installation. To add new Hz equipment, follow the procedure below.



1

Go into the « settings » menu

2

Click on « add a device »

3

Select the device's technology « Hz »

4

Choose the type of device

5

A- Put your device in PROG mode (3s press on PROG button of the remote – see help wizards)-
B- Then press « continue » button

6

Press the "test" button

7

A- Press the command buttons to test
B- Rename the equipment
C- Finish



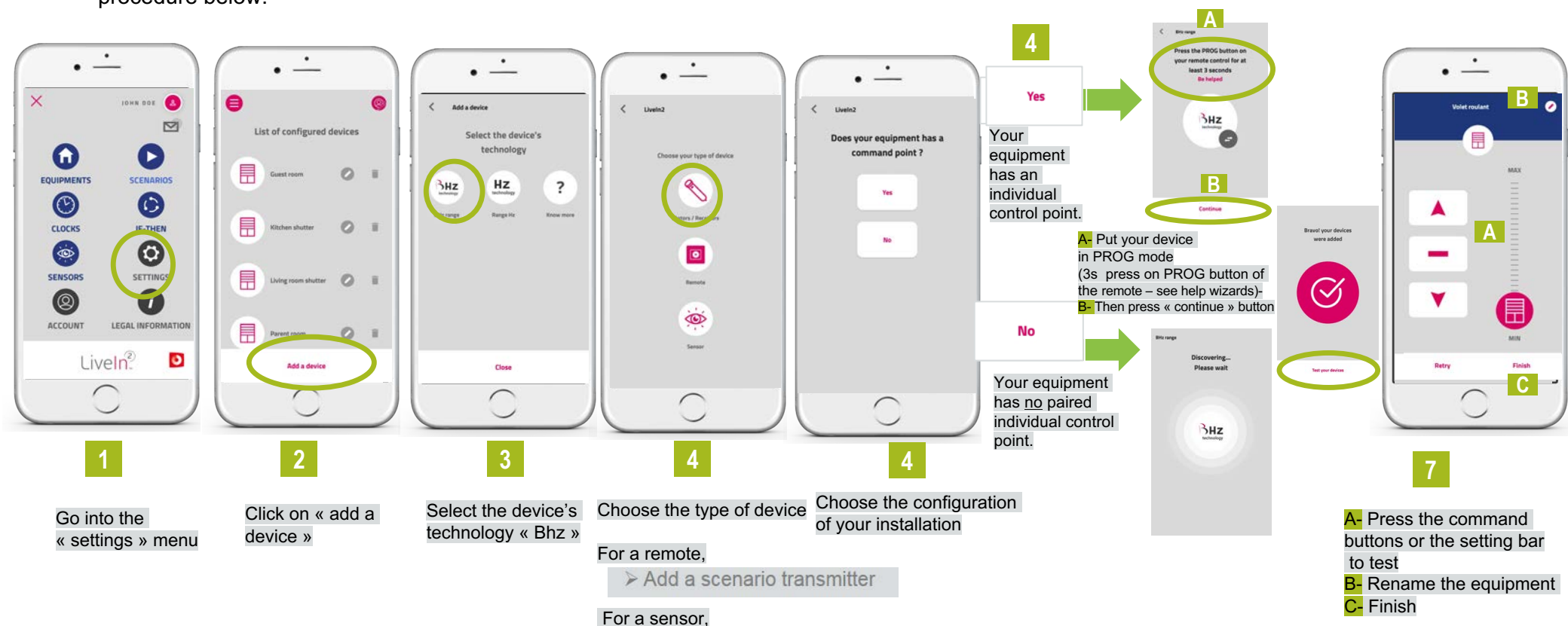
The equipment set on LiveIn2 must be installed and configured by a professional in home motorisation and automation, in accordance with Simu instructions and applicable regulations in the country of installation.

5. Installation update

1) Add a new equipment

➤ BHz equipment

From the settings menu of the LiveIn2 application, you will find all the equipment of the installation. To add new BHz equipment, follow the procedure below.



The equipment set on LiveIn2 must be installed and configured by a professional in home motorisation and automation, in accordance with Simu instructions and applicable regulations in the country of installation.

5. Installation update

2) Delete an existing equipment

From the settings menu of the LiveIn2 application, you will find all the equipment of the installation. To delete an existing equipment, follow the procedure below.



This operation changes your installation. It can impact existing functions in which your equipment would be included. It is recommended that you use the advice and help of your installer reseller before any removal operation.

5. Installation update

3) Share your installation (new mobile device/ new user)

You can choose to share your installation with other mobile devices and users. To do so, you just need to:

1

Have downloaded the free app "Simu LiveIn2" on a compatible smartphone or tablet (application available on the Apple Store or Google Play).



2

Then on the new mobile device, click on existing installation, enter the login data of your installation before you can connect

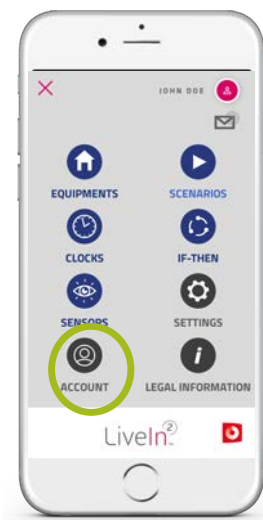


The installation rights are the same on each connected mobile device. However, as the owner of the login email address, you remain the main user and the only one who can change the password.
(see procedure change my user account data)

5. Installation update

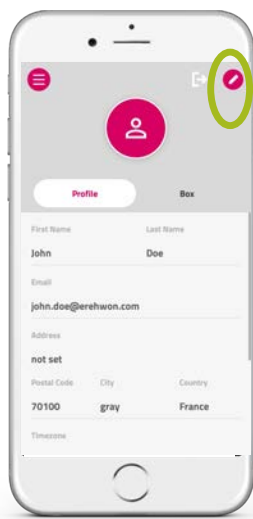
4) Change your user account data

You can choose to change some data in your user account. For that :



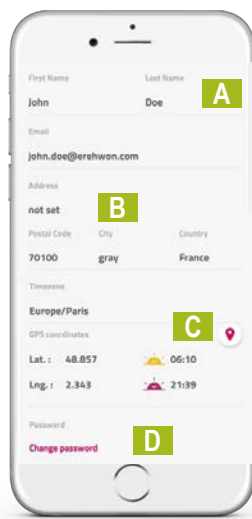
1

Go into the
« account » menu



2

Click on the edit button at
the top right



3

You can then modify the
following data

3

- A- Your name/ firstname
- B- your postal address
(except the country of residence)
- C- The geolocation of your LiveIn2 box
WARNING : when you press
this button, your phone must be
physically next to your LiveIn2 box.
- D- Your password



The geolocation of your box
thanks to the position of your
mobile device allows the clock
functions "dusk" and "dawn" to
be as accurate as possible



Your user account email address can not be changed. Your country of residence can not be changed because when you activate the LiveIn2 service you have subscribed to the service terms and conditions of this country
- please contact the SIMU service if necessary.

6. Troubleshooting guide

INSTALLER MODE


- 1) Trouble connecting to installer mode
- 2) Trouble to configure equipment
 - Hz equipment
 - BHz equipment

USER MODE

- 1) Account creation problem
- 2) Equipment control problem
- 3) Equipment settings problem

6. Troubleshooting guide

1) Trouble connecting to installer mode

<u>Problems</u>	<u>Visualisation</u>	<u>Possible causes</u>	<u>Solutions</u>
The led does not flash in white when I press the CFG button		The LiveIn2 box is not ready to enter in pairing mode	<p>After the electrical connection of the box, wait for the LED to stabilize: steady color</p> <p><i>The color should be red; it corresponds to a box disconnected from the Internet as required by the installer mode</i></p>
<p><u>Connection with wifi key accessory LiveIn2</u></p> <p>During the QR code scan step, the scan does not work</p>		<p>During the first installation of LiveIn2, you refused access to your camera (authorization popup submitted on the first attempt)</p>	<p>Go to the settings of your device</p> <p>Android / menu applications, LiveIn2 / enabled camera authorization IOS / LiveIn2 app / camera authorization</p> <div data-bbox="1408 1003 1804 1072">  Camera <input checked="" type="checkbox"/> </div>

6. Troubleshooting guide

1) Trouble connecting to installer mode

<u>Problems</u>	<u>Visualisation</u>	<u>Possible causes</u>	<u>Solutions</u>
<p><u>Connection with wifi key accessory LiveIn2</u></p> <p>When connecting to the box I have an error message that appears</p>	<p>Your box is not in pairing mode</p> <p>Cannot connect to the box, please check everything is plugged in</p> <p>No box has been discovered</p>	The LiveIn2 box is not in pairing mode	Check that the led is flashing in white - state caused by pressing 3s on the button CFG present on the back of the box
		The wifi key is not connected to a USB port of the box	Check that the LiveIn2 accessory key is connected to one of the USB ports of the box
		<p>The settings of your phone did not allow during this first attempt to automatically switch to the wifi network generated by the LiveIn2 box</p> <p><i>NOTE FOR SMARTPHONE USER Apple IOS <11</i> <i>You will be prompted to manually go to the wifi settings of your phone and select the wifi from the box livein2 (password copied pasted into your clipboard - double click to access)</i></p>	<p><u>Tip # 1 = go back to the step of flashing the QR code of the LiveIn2 box (possible throughout the white blinking of the led)</u></p> <p><u>Tip # 2 = temporarily go to the wifi settings of your phone make sure your phone is connected to the temporary wifi network issued by the box (type XXXXXXXX) before reflashing the QR code from the dedicated screen of the LiveIn2 app</u></p> <p><u>Other Tip if problem persists- TO PRIORIZE</u> Disable mobile data on your phone while you are logged in to the installer mode.</p> <p><u>Other Tip if problem persists- TO PRIORIZE</u> Disconnect and reconnect the box electrically before connecting to the installer mode</p>
		The connection time to the installer mode has been exceeded (3 minutes max)	Restart the procedure from the beginning by clicking 3 seconds on the CFG button of the LiveIn2 box (led flashes white) then by scanning the QR code

6. Troubleshooting guide


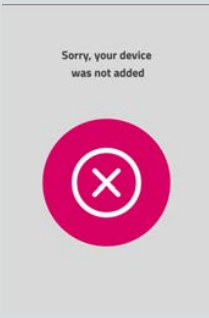
1) Trouble connecting to installer mode

<u>Problems</u>	<u>Visualisation</u>	<u>Possible causes</u>	<u>Solutions</u>
<p><u>Connection with LAN cable (router)</u></p> <p>When connecting to the box I have an error message that appears</p>	<div>Your box is not in pairing mode</div> <div>Cannot connect to the box, please check everything is plugged in</div> <div>No box has been discovered</div>	The LiveIn2 box is not in pairing mode	Check that the led is flashing in white - state caused by pressing 3s on the button CFG present on the back of the box
		The LAN cable is not properly connected between the router and the LiveIn2 box	Check that the connection between the wifi router and the LiveIn2 box is correctly made (LAN cable supplied with the LiveIn2 box connecting the LiveIn2 box to the router)
		Your phone has not been connected to the same wifi network as the router	As indicated in the app, temporarily go to the wifi settings of your phone and connect it to the wifi network of the router used; <i>if it is your client's Internet box, you will need the wep key to connect to your network; also think of disconnecting the Internet box from its connection to the Internet (local wifi remaining) - for this it is sufficient to temporarily disconnect the phone jack (the time of installation in installer mode)</i> <u>Other Tip if problem persists- TO PRIORIZE</u> Disconnect and reconnect the box electrically before connecting to the installer mode
		The connection time to the installer mode has been exceeded (3 minutes max)	Restart the procedure from the beginning by connecting your phone to the wireless network connected to the box LiveIn2 by Ethernet cable and pressing 3 seconds on the button CFG LiveIn2 box (led flashes white) before clicking ok.
		There is a problem in wifi communication	Control the quality of network reception from your phone Restart the pairing procedure in the LiveIn2 app Contact the network provider if the problem persists

6. Troubleshooting guide

2) Trouble to configure equipment in installer mode

➤ Hz equipment

Problems	Visualisation	Possible causes	Solutions
<u>Pairing Hz equipment</u> The discovery of the Hz equipment fails		<p>Your mobile device has lost connection with your LiveIn2 box <u>due to a disturbance on the wifi connection</u></p>	<p>Close the LiveIn2 app (by forcing the app shutdown)</p> <p>Reconnect to the installer mode to find back your configured equipment list</p> <p>You may find the equipment in the list - test if it works from the equipments menu.</p> <p>If this is not the case, delete it using the delete function (bin) in the settings menu</p> <p>Repeat the procedure to add a Hz device</p>
		<p>Your mobile device has lost connection with your LiveIn2 box <u>because of a wifi range problem from your mobile device to the LiveIn2 box wifi</u></p>	<p>Go to the settings of your mobile device and check that you are still connected to the wifi network of the box LiveIn2; check the strength of the network</p> <p>If needed - move closer to the LiveIn2 box when performing settings operations.</p>
	<p>Pairing error screen</p>	<p>Your mobile device has lost connection with your LiveIn2 box <u>due to an update of the box</u></p> <p>Possible case if your LAN cable is connected to a box with an active Internet connection</p>	<p>Close the LiveIn2 app (by forcing the app shutdown)</p> <p>Reconnect the LiveIn2 box electrically, taking care to remove any internet connection.</p> <p><i>If the wifi router used is an Internet box, disconnect the connection to the Internet (local wifi remaining) by temporarily disconnecting the phone jack (the time of installation in installer mode)</i></p>

6. Troubleshooting guide

2) Trouble to configure equipment in installer mode


➤ Hz equipment

<u>Problems</u>	<u>Possible causes</u>	<u>Visualisation</u>	<u>Solutions</u>
<u>Pairing Hz equipment</u> Hz equipment does not respond to commands sent from the test screen	You did not put your Hz equipment into programming mode as required	In this case, there was no feedback on your motorized equipment	<p>Use the retry button of the test screen that will lead you to the "programming" step of your equipment</p> <p>Follow the wizard "be helped" if necessary</p>
	Your Hz equipment is out of range of the LiveIn2 box <i>Reminder: Radio range of 200m free field and 20m between 2 concrete walls</i>	In this case, there was a first feedback when programming the equipment but no 2nd feedback	<p>If possible, move the LiveIn 2 box closer from this equipment. If possible, position the LiveIn2 box in the center of the installation.</p> <p>Repeat the procedure using the "retry" button – put the motor in programming mode if the latter is no longer in this mode</p>
	The memory of your Hz equipment is full. <i>Reminder: A Hz equipment can support up to 12 transmitters and 3 sensors</i> <i>Exception Plug Hz ON / OFF (up to 5 transmitters)</i>	In this case, there were 2 feedbacks	<p>Assess how many transmitters / channels have been programmed on the device.</p> <p>Delete at least 1 to add the LiveIn2 box</p> <p>Repeat the procedure using the "retry" button - programming step should be done</p>
	Your Hz equipment is not functional and can't be anymore controlled by LiveIn2 <i>Ex. Motor off/ defective / not set</i>	No feedback on the motor	Check the proper functioning from the individual transmitter
	Your equipment is not compatible with the LiveIn2 solution	No feedback on the motor	Check that the equipment is part of the list of compatibilities available on the site livein.simu.com

6. Troubleshooting guide

2) Trouble to configure equipment in installer mode

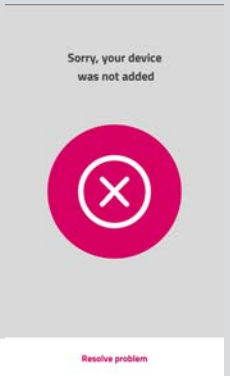
➤ BHz equipment

Problems	Possible causes	Visualisation	Solutions
<u>Pairing BHz equipment</u> The discovery of the BHz equipment fails	 <p>Discovery screen > 3 mns</p>	<p>Your mobile device has lost connection with your LiveIn2 box <u>due to a disturbance on the wifi connection</u></p>	<p>Close the LiveIn2 app (by forcing the app shutdown)</p> <p>Reconnect to the installer mode to find back your configured equipment list</p> <p>You may find the equipment in the list - test if it works from the equipments menu.</p> <p>If this is not the case, delete it using the delete function (bin) in the settings menu</p> <p>Repeat the procedure to add a BHz device</p>
		<p>Your mobile device has lost connection with your LiveIn2 box <u>because of a wifi range problem from your mobile device to the LiveIn2 box wifi</u></p>	<p>Go to the settings of your mobile device and check that you are still connected to the wifi network of the box LiveIn2; check the strength of the network</p> <p>If needed - move closer to the LiveIn2 box when performing settings operations.</p>
		<p>Your mobile device has lost connection with your LiveIn2 box <u>due to an update of the box</u></p> <p>Possible case if your LAN cable is connected to a box with an active Internet connection</p>	<p>Close the LiveIn2 app (by forcing the app shutdown)</p> <p>Reconnect the LiveIn2 box electrically, taking care to remove any internet connection.</p> <p><i>If the wifi router used is an Internet box, disconnect the connection to the Internet (local wifi remaining) by temporarily disconnecting the phone jack (the time of installation in installer mode)</i></p>

6. Troubleshooting guide

2) Trouble to configure equipment in installer mode


➤ BHz equipment

<u>Problems</u>	<u>Possible causes</u>	<u>Visualisation</u>	<u>Solutions</u>
<p><u>Pairing BHz equipment Motor/receiver type</u> WITH a command point</p> <p>The discovery of the BHz equipment fails</p> 	<p>You did not put your BHz equipment into programming mode as required</p>	<p>In this case, there was no feedback on your motorized equipment</p>	<p>Repeat the pairing procedure without forgetting to proceed to the "programming" step of your equipment</p> <p>Follow the wizard "be helped" if necessary</p>
	<p>Your BHz equipment is out of range of the LiveIn2 box</p> <p><i>Reminder: Radio range of 200m free field and 20m between 2 concrete walls</i></p>	<p>In this case, there was a first feedback when programming the equipment but no 2nd feedback</p>	<p>If possible, move the LiveIn 2 box closer from this equipment. If possible, position the LiveIn2 box in the center of the installation.</p> <p>Repeat the pairing procedure – put the motor in programming mode if the latter is no longer in this mode</p>
	<p>Your BHz equipment is not functional and can't be anymore controlled by LiveIn2</p> <p><i>Ex. Motor off/ defective / not set</i></p>	<p>No feedback on the motor</p>	<p>Check the proper functioning from the individual transmitter</p>
	<p>Your equipment is not compatible with the LiveIn2 solution</p>	<p>No feedback on the motor</p>	<p>Check that the equipment is part of the list of compatibilities available on the site livein.simu.com</p>
	<p>Your equipment is already equipped with a command point with feedback and therefore has an existing security key.</p>	<p>In this case, there was a first feedback when programming the equipment but no 2nd feedback</p>	<p>In this case we invite you to go to the menu "manage an existing installation with feedback" (installer picto at the top right of the settings menu) and follow the procedure "receive a security key"</p>

6. Troubleshooting guide

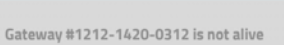
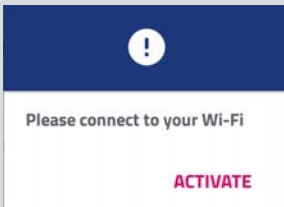
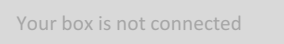
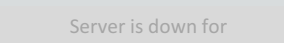
2) Trouble to configure equipment in installer mode

➤ BHz equipment

<u>Problems</u>	<u>Possible causes</u>	<u>Solutions</u>
<p><u>Pairing BHz equipment Motor/receiver type</u> WITHOUT a command point</p> <p>The discovery of the BHz equipment fails</p> 	<p>Your BHz equipment already has an existing command point such as a remote control or a wall transmitter</p>	<p>After identifying this command point, repeat the pairing procedure, but this time using the add a device / with a command point procedure</p> <p>Follow the wizard "be helped" if necessary</p>
	<p>Your BHz equipment is out of range of the LiveIn2 box</p> <p><i>Reminder: Radio range of 200m free field and 20m between 2 concrete walls</i></p>	<p>If possible, move the LiveIn 2 box closer from this equipment. If possible, position the LiveIn2 box in the center of the installation.</p> <p>Repeat the pairing procedure – put the motor in programming mode if the latter is no longer in this mode</p>
	<p>Your BHz equipment is not functional and can't be anymore controlled by LiveIn2</p> <p><i>Ex. Motor off/ defective / not set</i></p>	<p>Check the power on the equipment</p>
	<p>Your equipment is not compatible with the LiveIn2 solution</p>	<p>Check that the equipment is part of the list of compatibilities available on the site livein.simu.com</p>
	<p>Your equipment is already equipped with a command point with feedback and therefore has an existing security key.</p>	<p>In this case we invite you to go to the menu "manage an existing installation with feedback" (installer picto at the top right of the settings menu) and follow the procedure "receive a security key"</p>

6. Troubleshooting guide

1) Account creation problem

<u>Problems</u>	<u>Visualisation</u>	<u>Possible causes</u>	<u>Solutions</u>
When I validate my account creation I have an error message that appears		Your box is not connected to the Internet	<p>Check that the led of the box LiveIn2 is steady green color If this is not the case, check that the network LAN cable is connected to your Internet box.</p> <p><u>Wait for the led to stabilize in steady green</u> before validating the account again.</p> <p><i>The update of your box when it is connected to the network for the first time may take a few minutes depending on the speed of your Internet connection</i></p>
		Your phone has no longer Internet access	Go to your phone's settings and connect to a Wi-Fi network with the Internet or activate mobile data
		The PIN code of the LiveIn2 box that you have typed is wrong	Go back to the first account creation screen and check that the typed PIN code matches the one on the LiveIn2 box label.
		A maintenance or update is in progress on the LiveIn2 server	Wait and try again in the next half hour. If the problem persists, contact simu for more information.

6. Troubleshooting guide

2) Equipment control problem

<u>Problems</u>	<u>Possible causes</u>	<u>Solutions</u>
My equipments menu for manual control is no longer accessible (grayed out)	Your box is disconnected from the network Your box is turned off	Check the status of the LiveIn2 box from the app. See General menu / App status Put back your box in a functional state
A motor set on LiveIn2 stops responding to commands	Your box is disconnected from the network Your box is turned off	Check the status of the LiveIn2 box from the app. See General menu / App status Put back your box in a functional state
	The motor is no longer functional	For a BHz motor, an error message will appear on the app on the motor icon For a Hz motor, you can check it using a transmitter other than LiveIn2 and see if the motor is proper functioning; If this is no longer the case, do maintenance on your motor.
	The motor is out of range	Check your installation environment. Are there new disruptive elements for radio communications? (eg metal objects / small space / other radio interference / ..) => Remove the disruptive element

6. Troubleshooting guide

3) Equipment settings problem



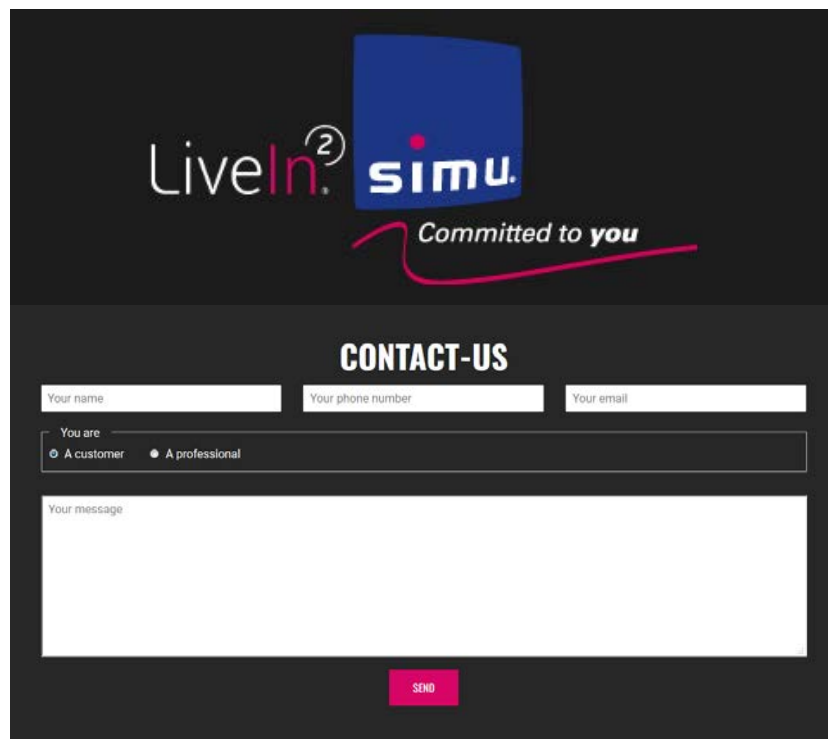
The equipment set on LiveIn2 must be installed and configured by a professional in home motorisation and automation, in accordance with Simu instructions and applicable regulations in the country of installation.

The solution LiveIn2 is a solution sold by professionals in home motorisation and automation.

**We invite you to contact your installer reseller LiveIn2 to update the equipment of the installation.
(excluding customization part)**

6. Troubleshooting guide

SIMU supports you in the installation and use of LiveIn2!



The image shows a contact form for LiveIn2 SIMU. At the top, the LiveIn2 and SIMU logos are displayed, along with the tagline 'Committed to you'. Below the logos, the title 'CONTACT-US' is centered. The form includes three input fields for 'Your name', 'Your phone number', and 'Your email'. Underneath these is a section titled 'You are' with two radio button options: 'A customer' (which is selected) and 'A professional'. At the bottom of the form is a large text area labeled 'Your message' and a pink 'SEND' button.

7. Technical specifications

1) LiveIn2 box

- Box
- Radio
- Mains adapter

2) LiveIn2 service

- Mobile application
- Compatible equipment
- Features



7. Technical specifications

1) LiveIn2

➤ Box



Operating temperature	0°C - 50°C
Product class	II
Index protection rating	IP20
Maximum altitude of use	<2000m
Operating humidity	From 30% to 85%
Size (L x l x h)	151 x 142 x 60 mm.
Box	Plastic
Consumption in normal operation	5V continuous 800mA

7. Technical specifications

1) LiveIn2 box

➤ Radio



Radio frequency	- 868-870 MHz SIMU-BHz two-way, tri-band (io-homecontrol technology) - 433.420 MHz simu-Hz
Radio range	200 meters in open field 20 meters trough 2 reinforced concrete walls

7. Technical specifications

1) LiveIn2 box

➤ Mains adapter



Power supply	5 V DC cons. < 0.8 A via power adaptor
	230 VCA / 50 Hz

7. Technical specifications

2) LiveIn2 service

➤ Mobile application

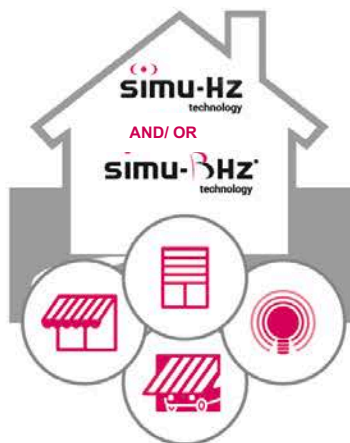


Compatibilites	Android/IOS
	Smartphone and tablet
Minimum requirements	With Wifi or 3G / 4G Internet access
	Minimum android 5.0 Minimum iOS 9

7. Technical specifications

2) LiveIn2 service

➤ Compatible equipment



Compatible equipment	Radio simu-BHz Radio simu-Hz
	List of compatible equipments on livein.simu.com

7. Technical specifications

2) LiveIn2* service

➤ Features



Remote control of equipment (individually/per groups)	X (recommended** : 30 Hz/ 30 BHz/20 groups)
Feature scenario (per app or per scenario transmitter***)	X (recommended** : 30 on app/ 10 transmitters)
Feature clock	Fixed schedule: presence simulation Cosmic time: dusk, twilight (recommended** : 30)
Features sensors*** and if-then****	X (recommended** : 20 sensors/ 20 if-then)
Included access to automatic updates	X

* No commitment to a specific duration for using services. Access to the SIMU Services for LiveIn2 is subject to your acceptance of our Terms and Conditions of Services and this sales documentation. These documents, available for information on the website www.livein.simu.com/en, will be provided to you for your approval when subscribing to these services.

**For a smooth operation of the LiveIn2 interface and installation, we recommend limiting the functions even though it is possible to save more.

***Features available only by adding "satellite" products (eg scenario transmitter / sensor ..) according to the upcoming availability of these satellites

****Conditional scenario IF-THEN

THANKS for choosing

LiveIn²



SIMU hereby declares that the radio equipment covered by these instructions is in compliance with the requirements of Radio Directive 2014/53/EU and the other essential requirements of the applicable European Directives. The full text of the EU declaration of conformity is available at www.simu.com