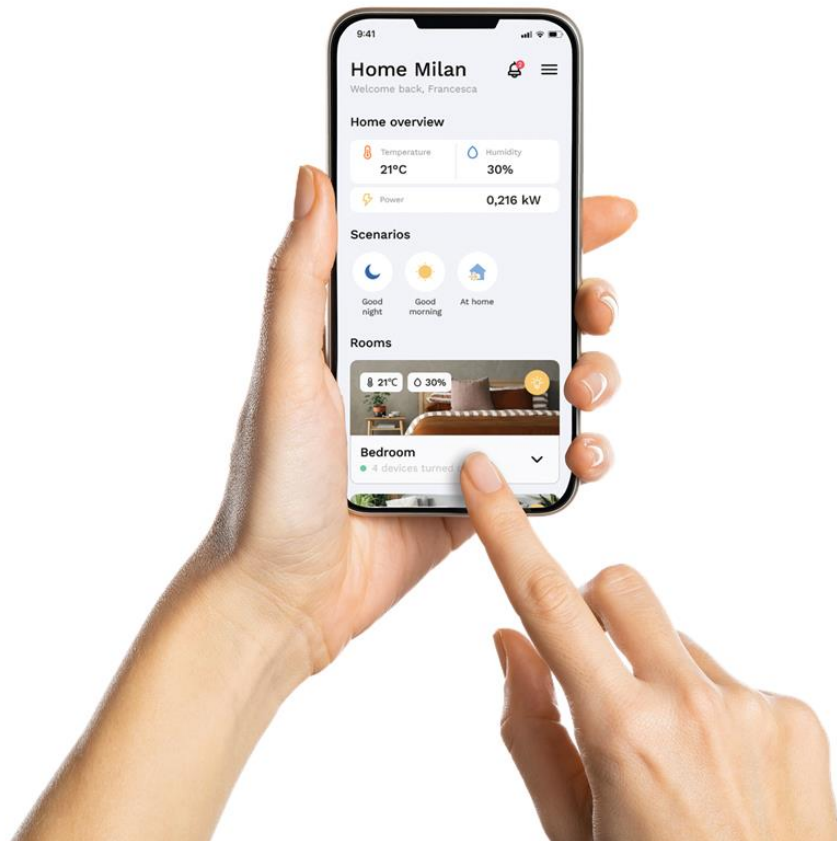


GEWISS

SYSTEM PURA

HOME GATEWAY APP



User's Guide

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1. PURPOSE OF DOCUMENT

The purpose of this guide is to explain, in summary form, how to install the **Home Gateway App** on your mobile device and to provide a general overview of its essential functions.

At gewiss.com you can find all the information and technical data on the products that compose the **System Pura** smart home system and download dedicated documentation.

2. GENERAL DESCRIPTION

The Home Gateway App enables the installation, configuration, monitoring and operation of the Smart Home system based on the ZigBee/Wi-Fi communication protocol. The app can be installed on mobile devices (smartphones, tablets) and must be used in conjunction with the **GWC2X856 Home Gateway** and System Pura products.

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3. APP INSTALLATION

3.1. REQUIREMENTS

Available for both Android and iOS mobile devices, the app supports operating systems from the following versions:

- Android 4.4 (or higher)
- iOS 11 (or higher)

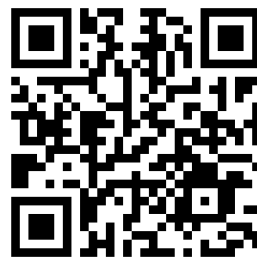
3.2. INSTALLATION

The *Home Gateway App* can be downloaded free of charge via the **Play Store** or **App Store** depending on your operating system. Below is a step-by-step guide on how to do this.

Play Store:



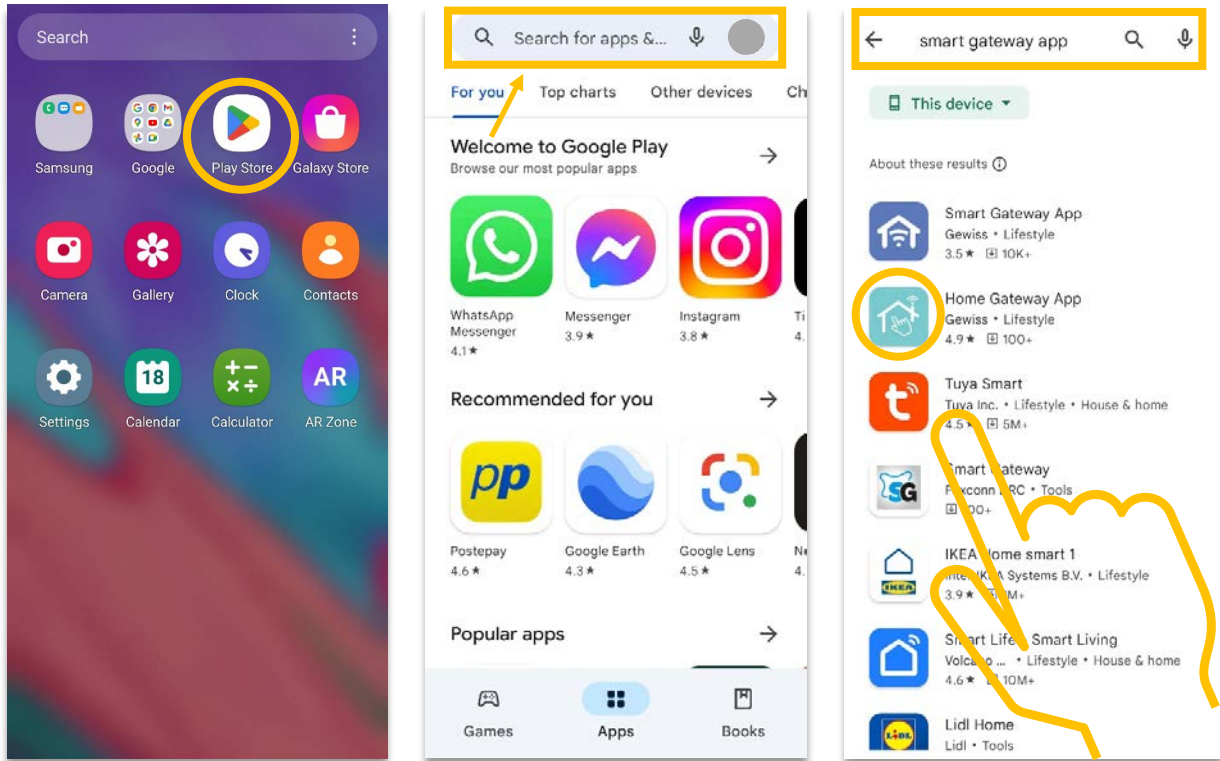
App Store:




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3.3. ANDROID DEVICES

- On your mobile device, search for the “Play Store” application and launch it:



- Enter: **“Home Gateway App”** in the search bar;
- Select the following icon  and proceed with the installation.

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3.4. IOS DEVICES

- On your mobile device, search for the “Play Store” application and launch it:




- Enter: “**Home Gateway App**” in the search bar.

- Select the following icon  and proceed with the installation.

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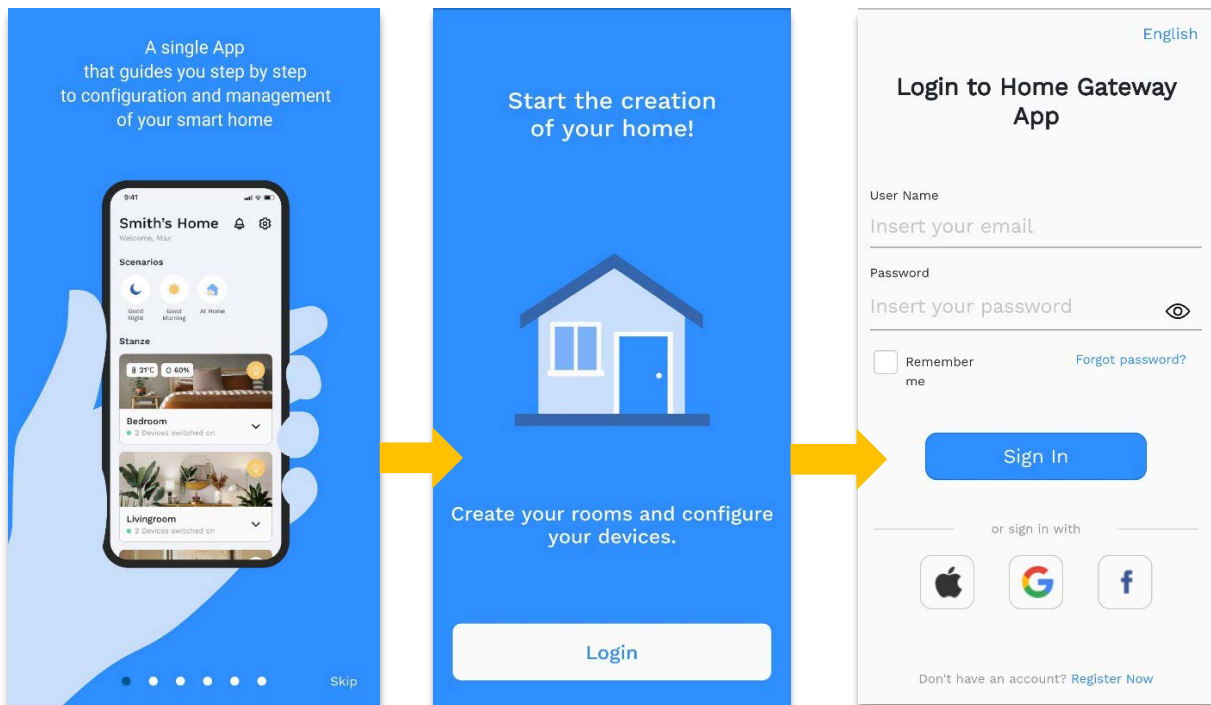
4. SMART HOME SYSTEM CONFIGURATION

4.1. APP

The Smart Home system is designed to be managed via the *Home Gateway App* . The app is required both to control and to configure the system.

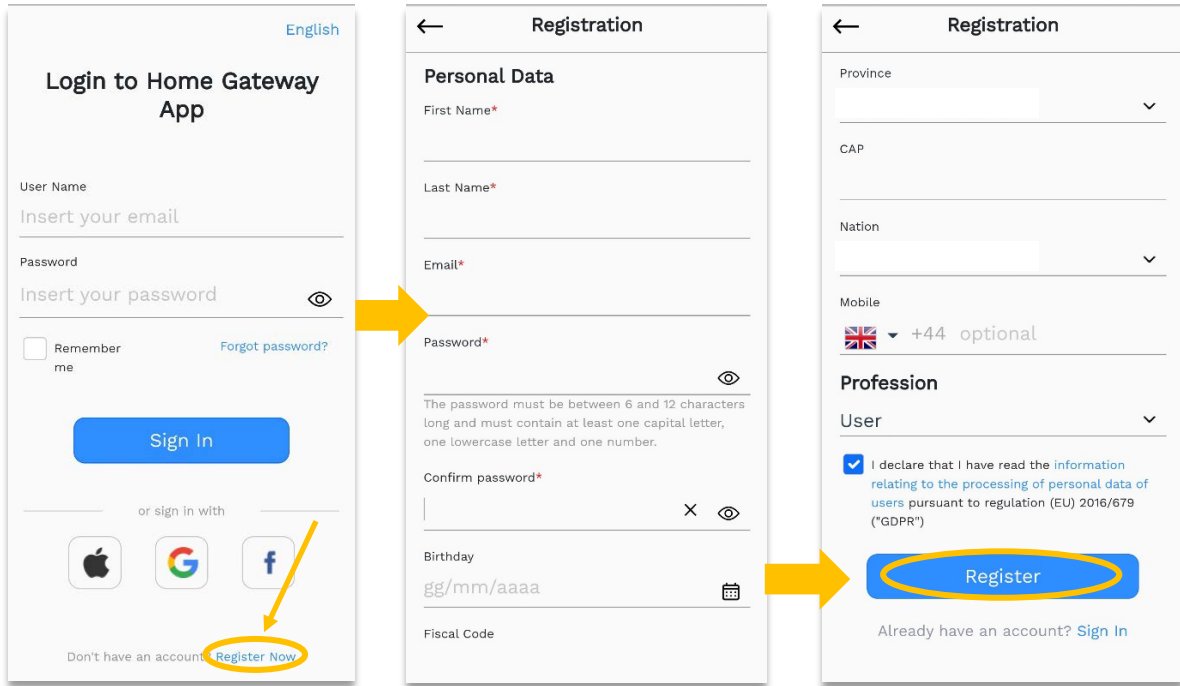
The app is designed to guide the user easily and intuitively through all the different steps required both to create and configure the system, and to control it.

4.2. LOGGING IN AND CREATING A NEW USER

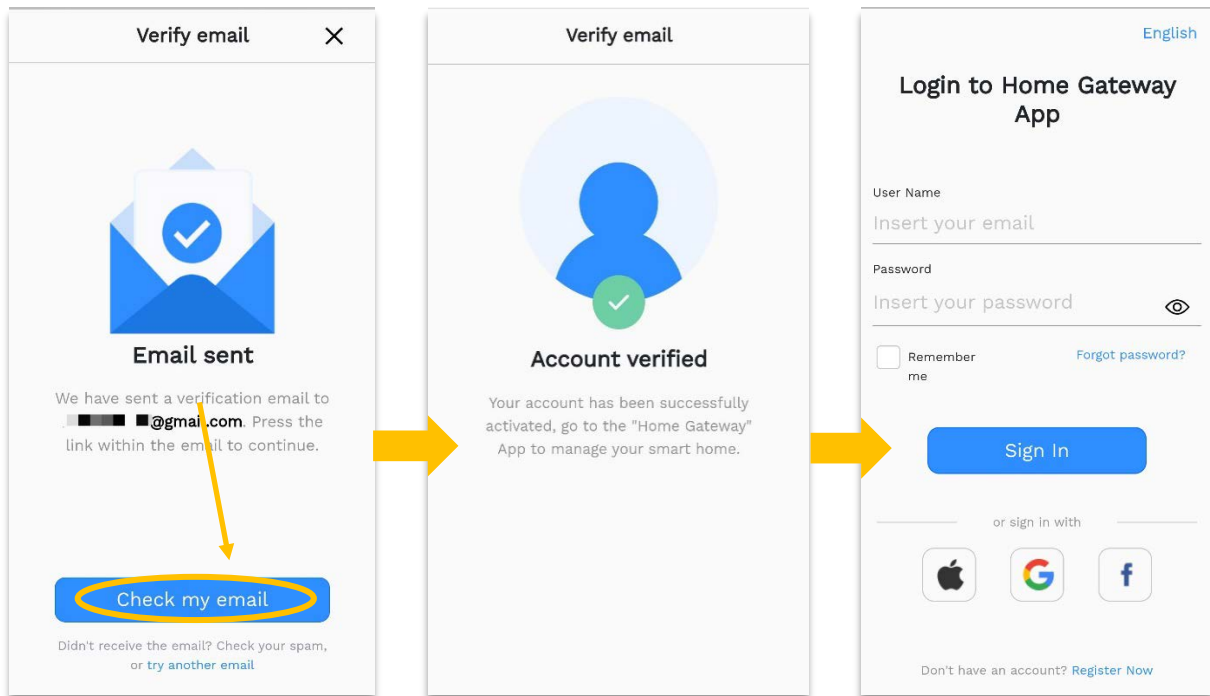


After the introductory sequence and the *login* screen with the entry of credentials, it will be possible to log in. To create a *new user*, click on the link at the bottom of the page and follow the registration procedure:

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Once you have filled in the various fields with your personal data and contact details, click on the “Register” button. To complete the procedure, you will need to confirm receipt of the e-mail by clicking on the link received. From now on, your credentials will be active and can be used to log in to the app.

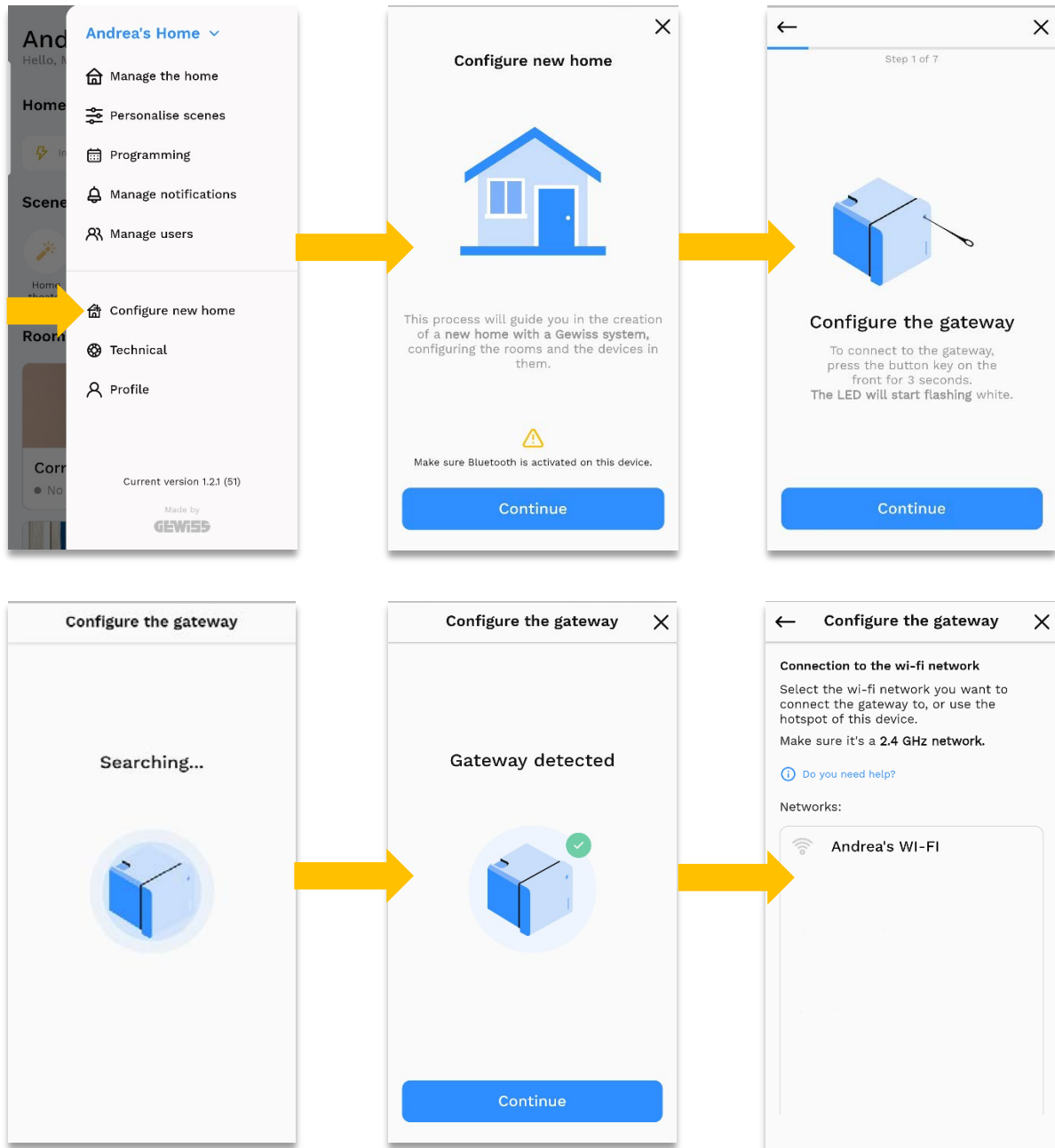


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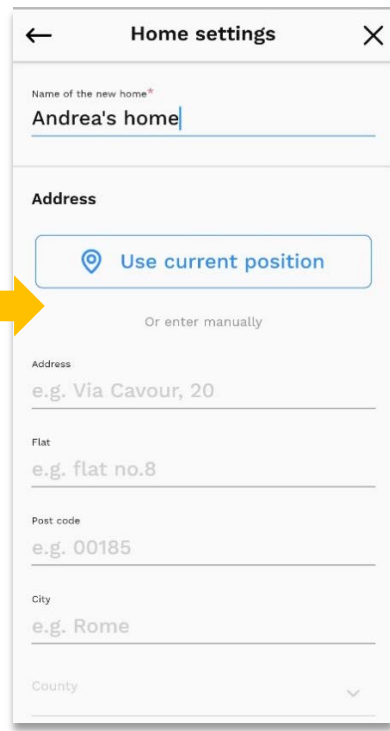
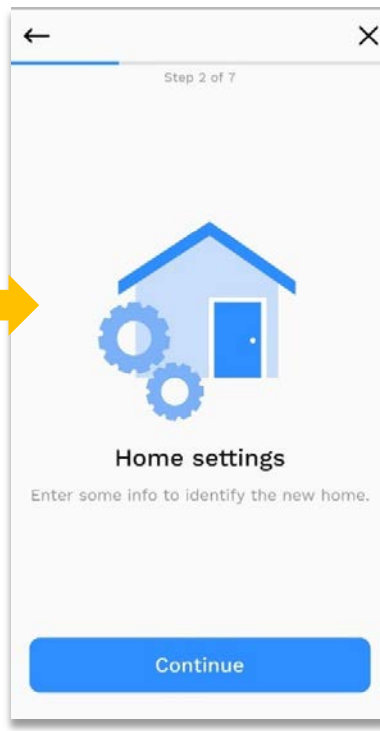
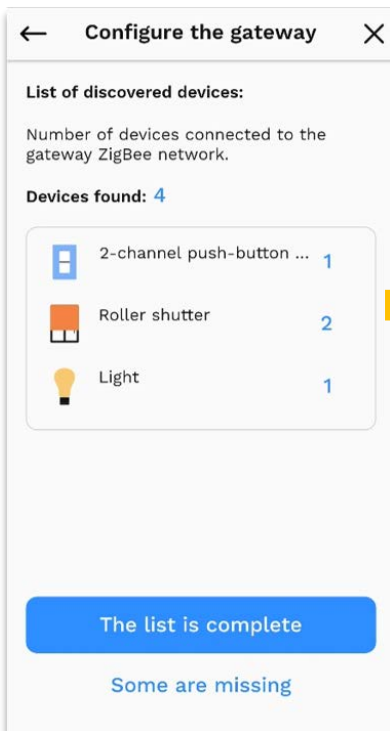
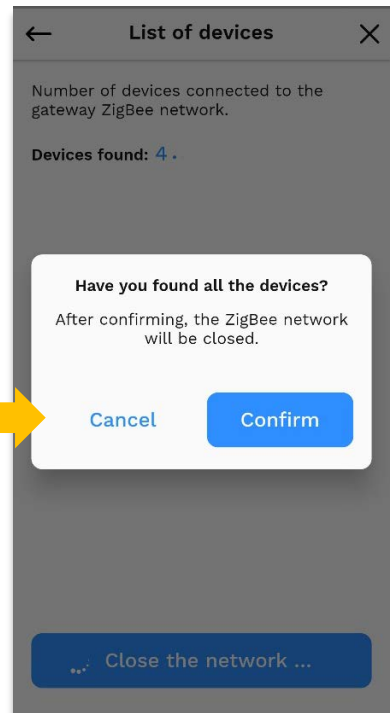
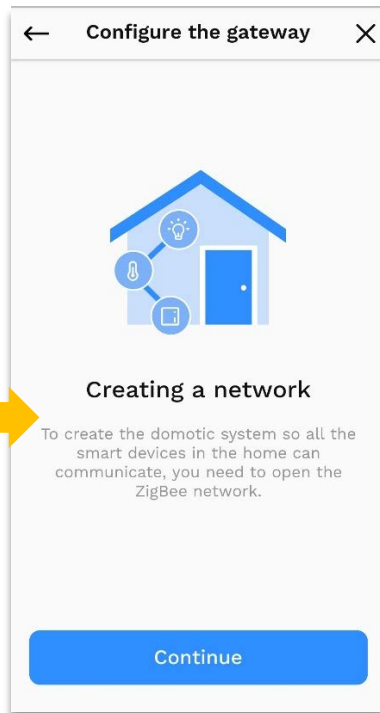
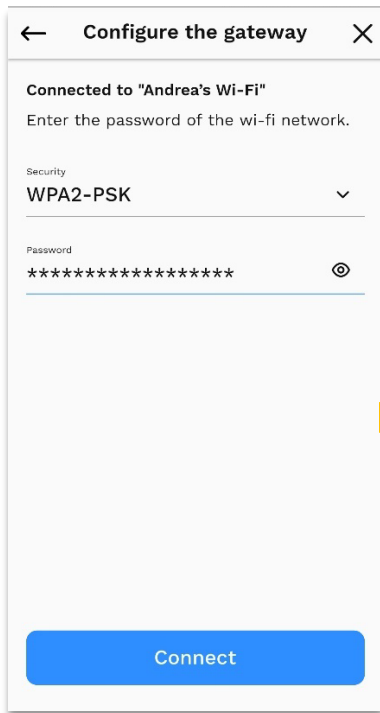
4.3. CREATING A NEW PLANT

To create a new plant, from the main menu, select the “Configure New Home” item, the app will guide you through all operations such as opening the ZigBee network, searching for devices, etc.

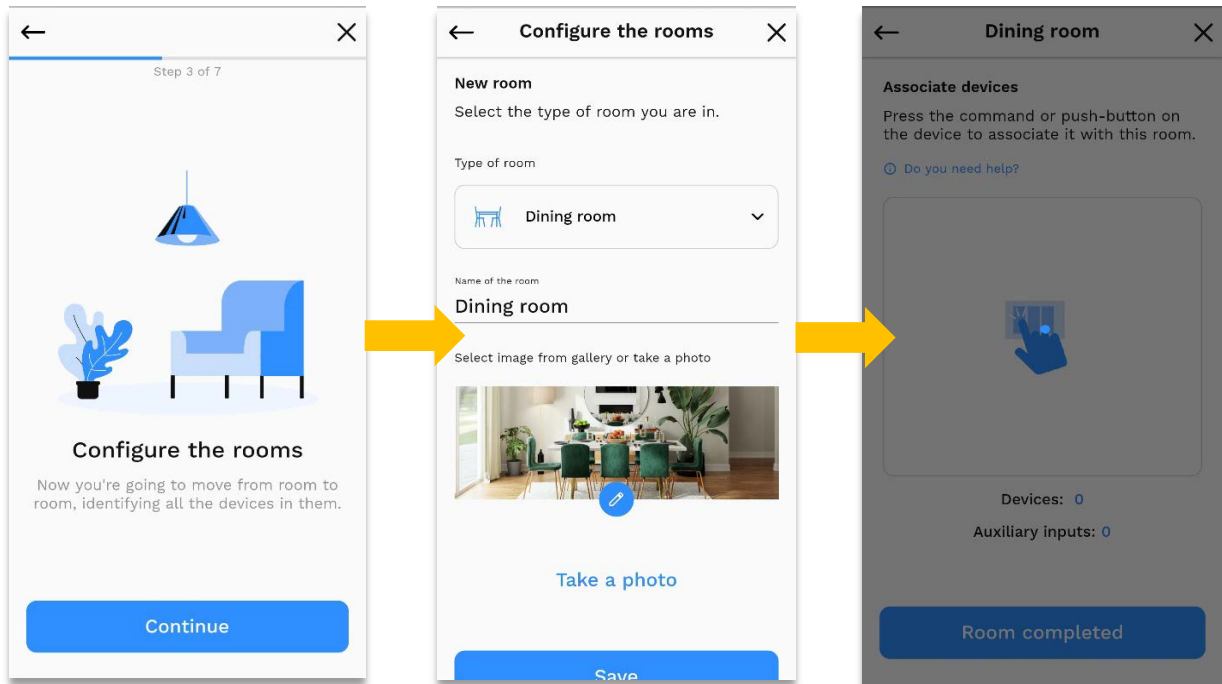
Please notice before proceeding with configuration, read the note on setting up a network.



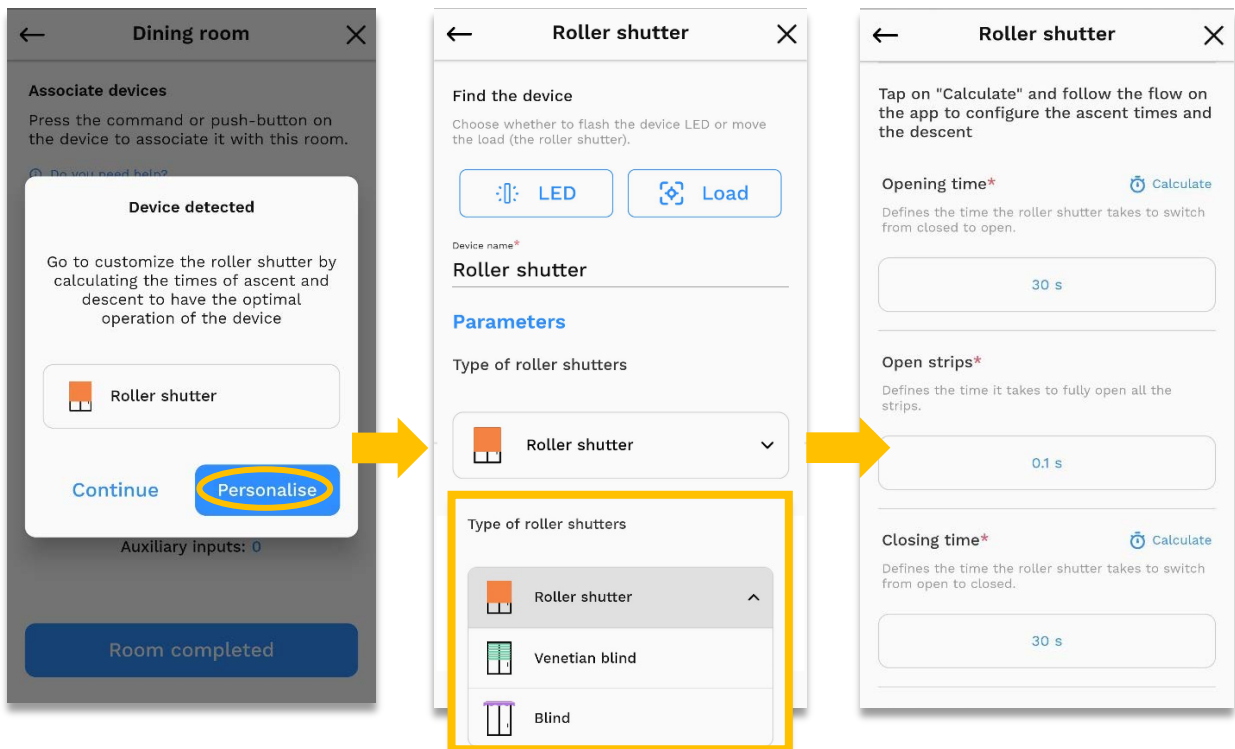
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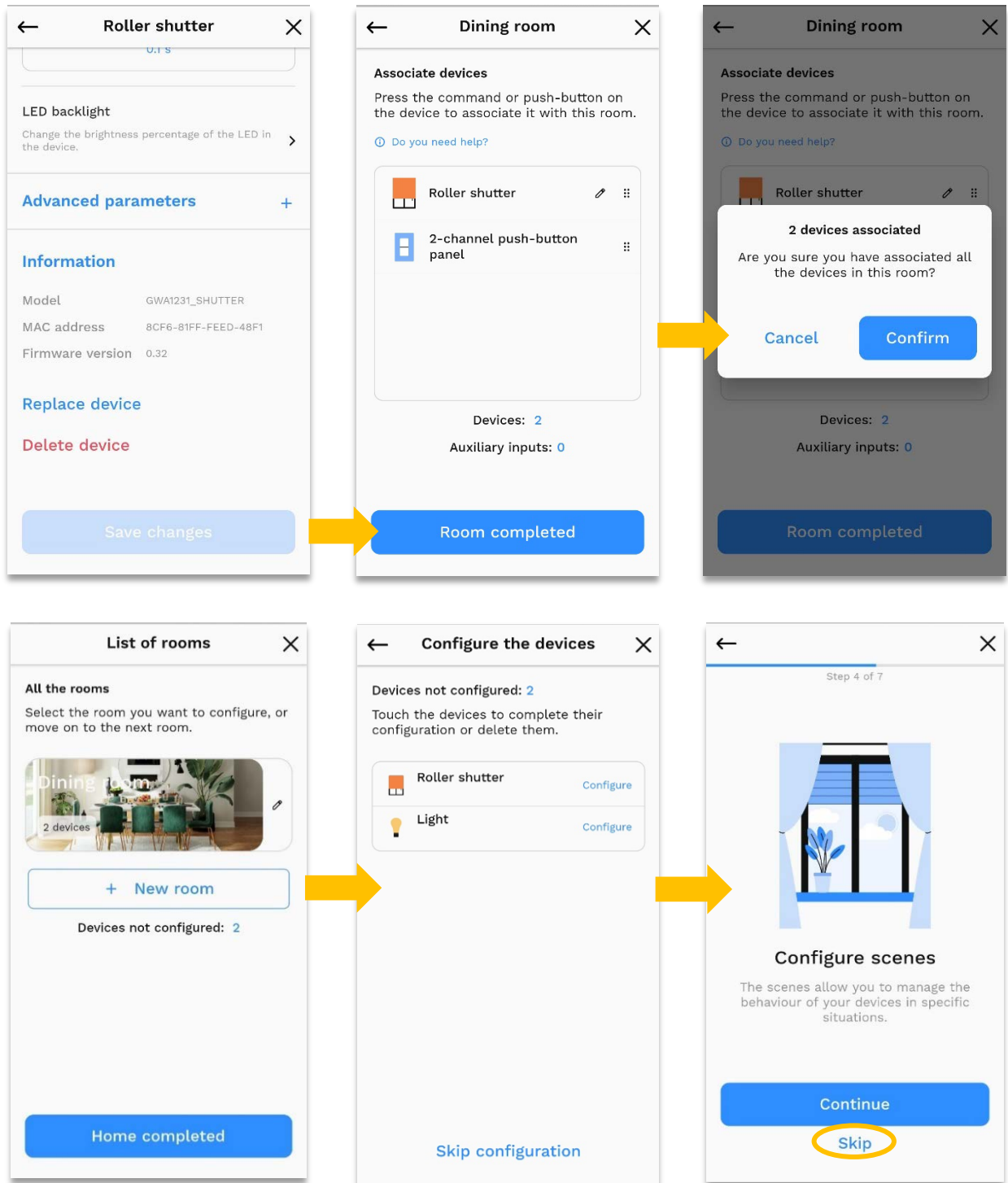
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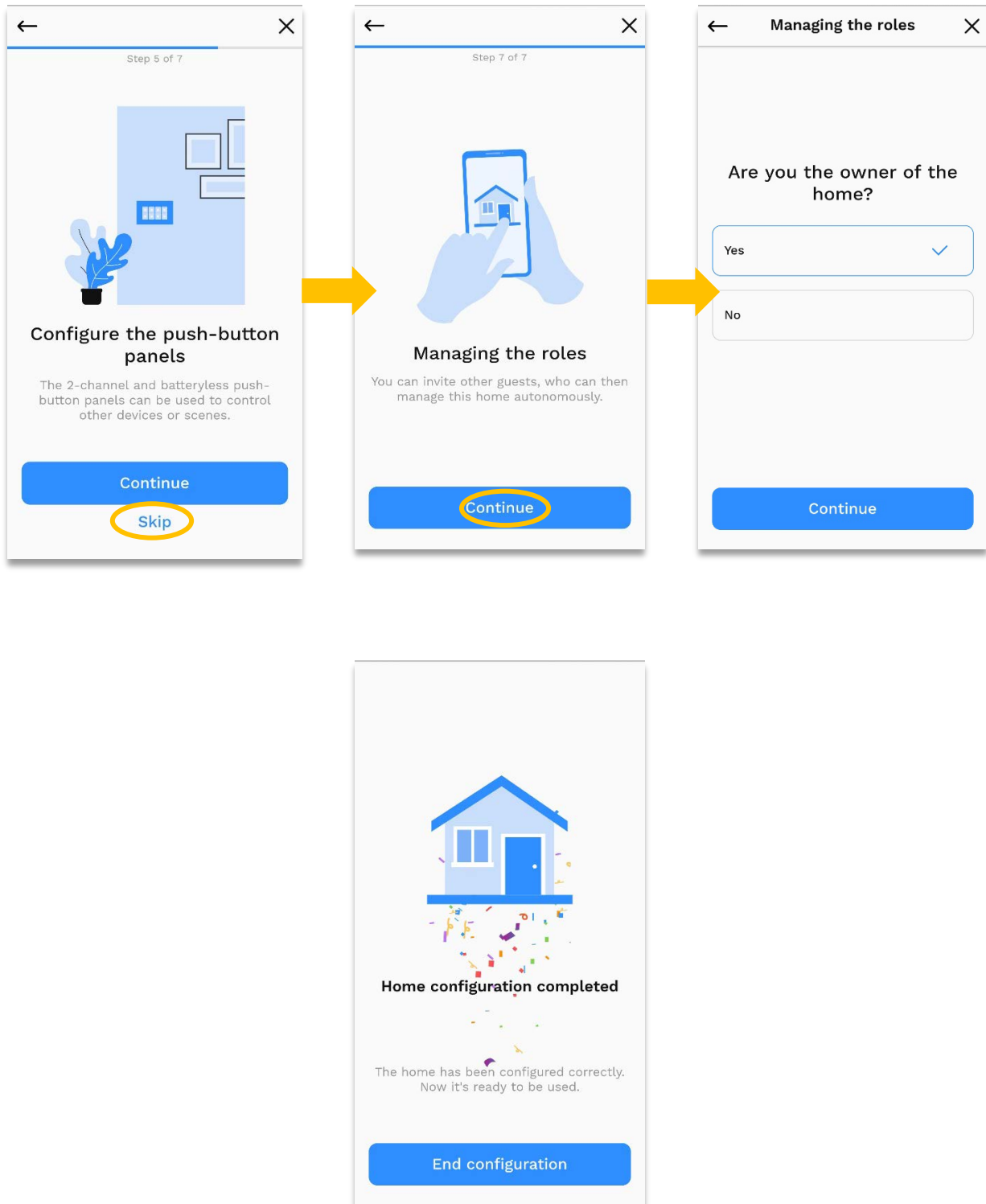
Here you will need to press the connected devices and/or any auxiliary inputs (the latter, as the socket outlets, can also be added later) that you would like to include in the room configuration. You can always decide to customize the settings for each device or choose to do it later.



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For other features, go to the menu and access all customizations such as alert management, gateways, updates, and much more. The app interface makes it intuitive to **add new devices** to the system by simply clicking on “Add device,” as shown below. As for updates, some may be forced to ensure maximum security and longevity of the device. As soon as the gateway connects to the Wi-Fi network, if necessary, the device will be

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asked to perform an update lasting at least two minutes, after which it will restart. Once this is complete, you can continue configuring the system by opening the ZigBee network.

Important: Before opening the ZigBee network, check that:

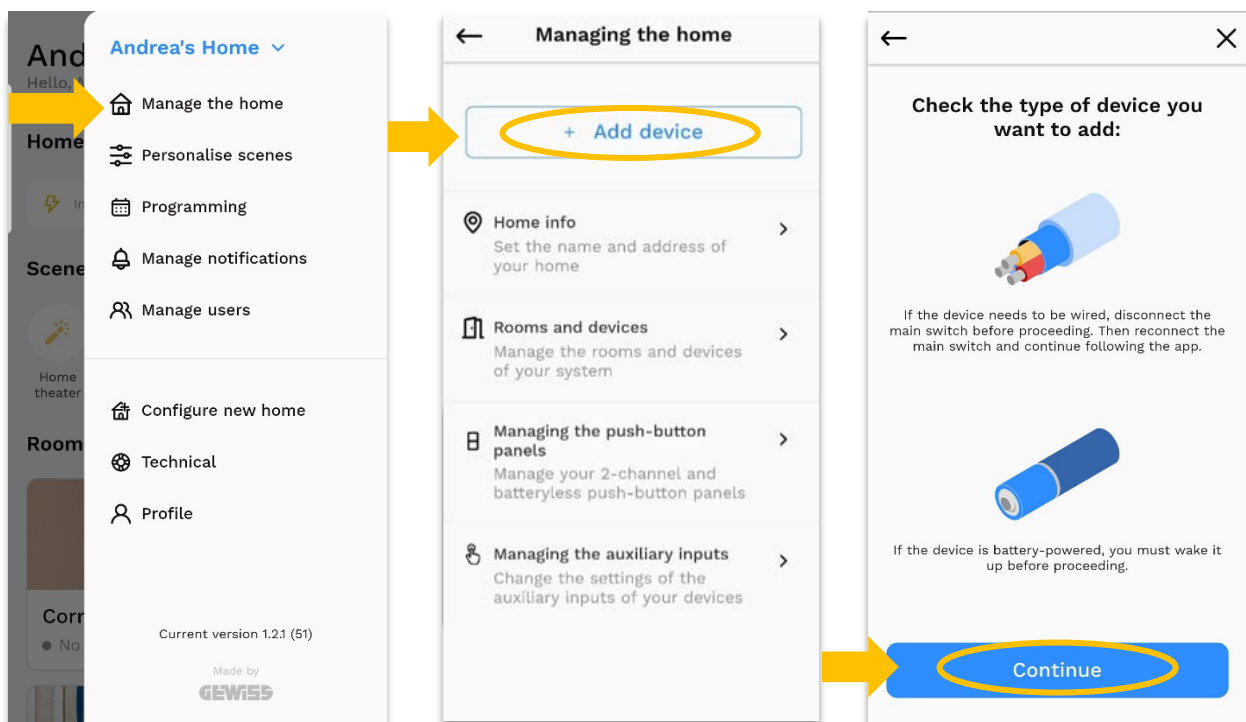
- All the smart devices are in the factory configuration (steady red LED).
- If they are not, perform a factory reset (see instruction sheet).

Once the ZigBee network has been opened, the app will progressively show the number of devices acquired in the network. Devices acquired in the network will have their LEDs lit white. The devices' LEDs will change from red (not connected to any network) to white (connected to a ZigBee network) and then almost immediately to flashing green to indicate that the network they are connected to is open.

After the network has been created, you can proceed to configure the house and the devices until the last step, which allows you to manage all the users in the system (for details, please refer to 'User Management' paragraph of this document).

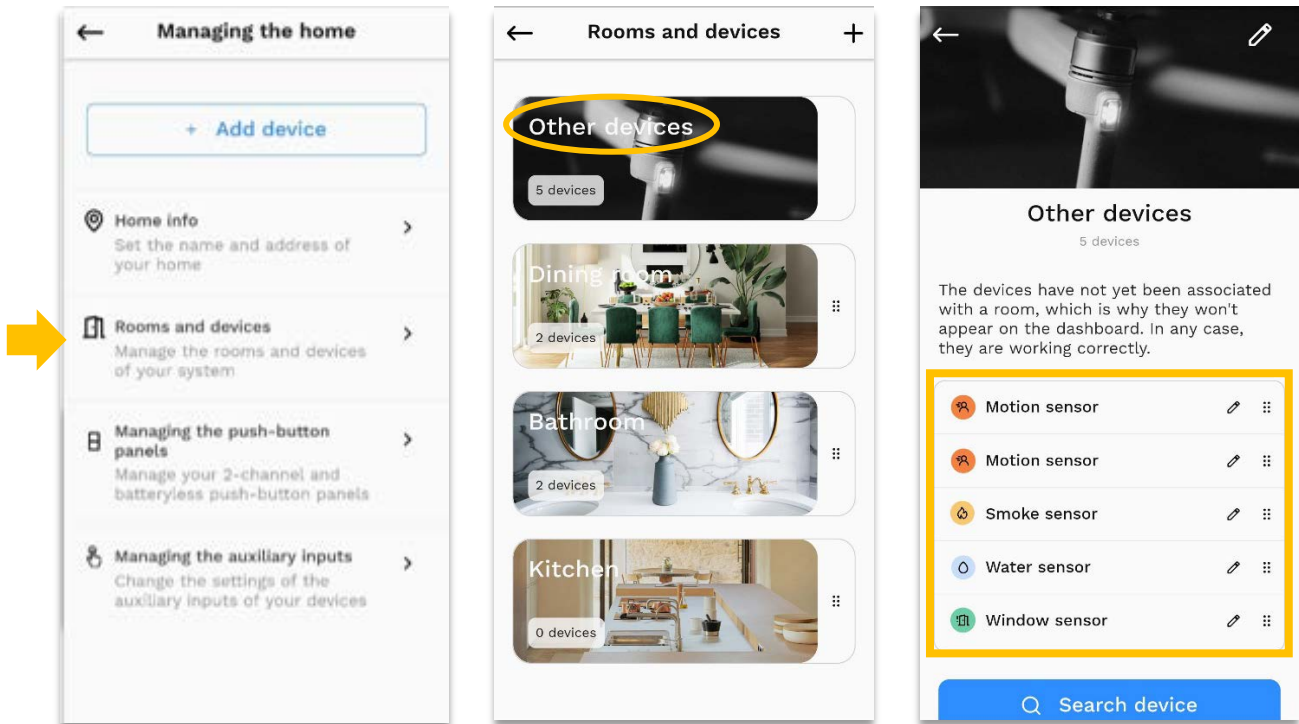
4.4. ADDITION OF DEVICES (AFTERWARDS)

From the main menu, go to “Manage the home”, then to “Add device” and click on the “Continue” button to follow the wizard:



In “Rooms and devices”, on the other hand, it will be possible to manage not only the rooms and their devices, but also all those devices present in the system but not yet associated with a particular room because they belong to a specific type e.g. sensors:

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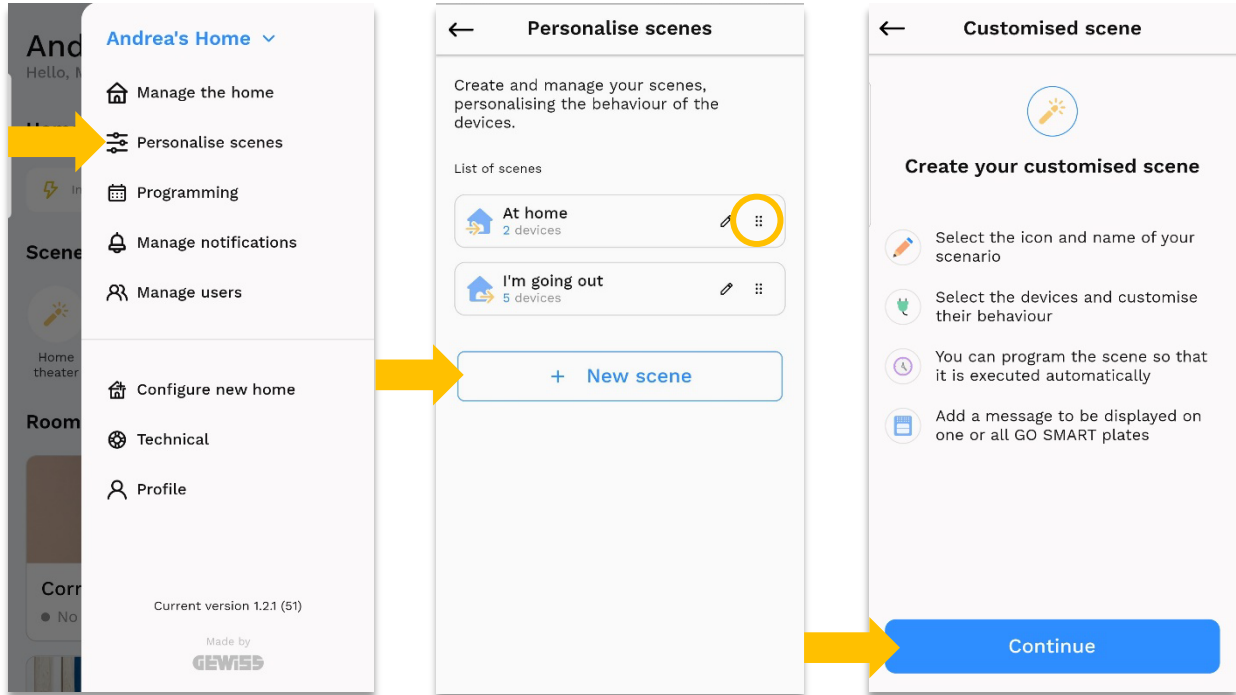


Please note. In the case of battery-operated devices, it will be necessary to add them one at a time for correct configuration.

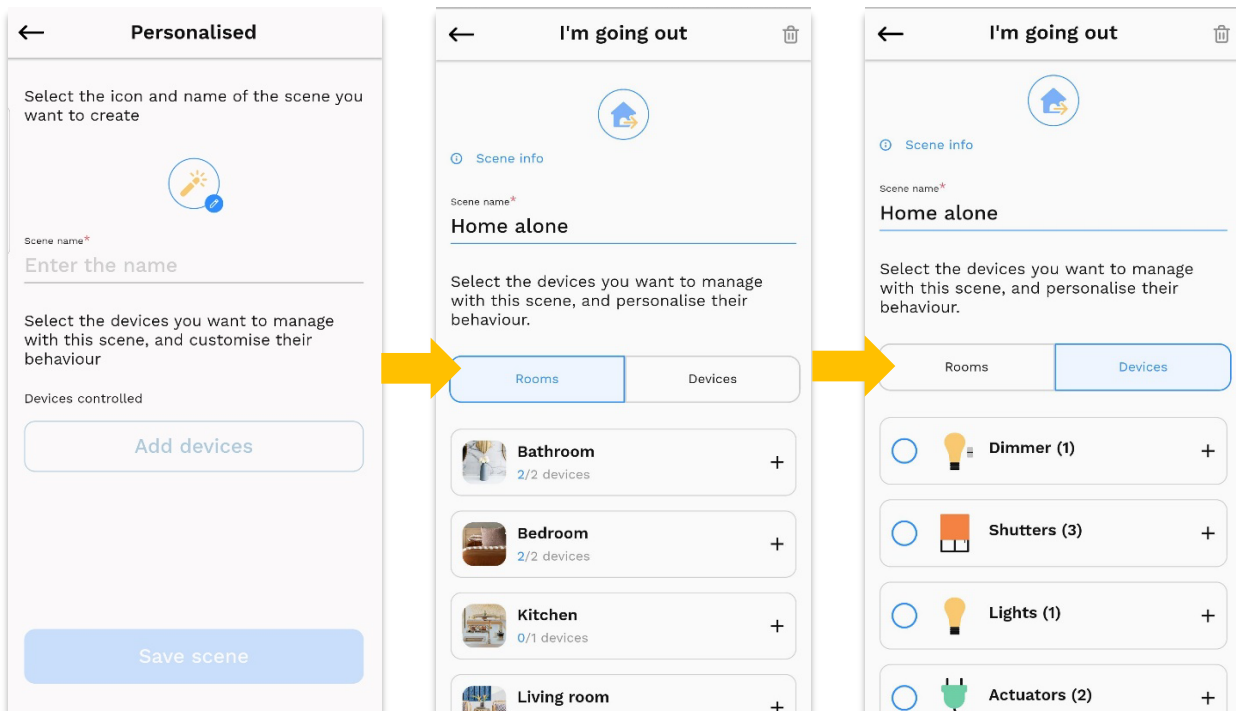
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4.5. SCENES CONFIGURATION

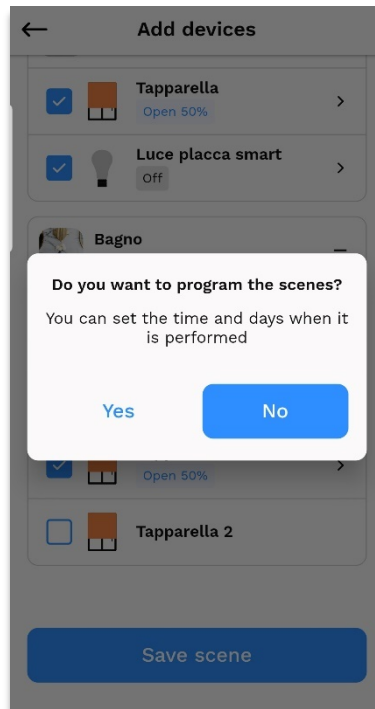
From the dedicated menu item, select the button to create a new scene and follow the suggestions displayed in the app, including the part on devices to be associated:



The list of displayed scenarios can also be sorted by dragging and dropping.



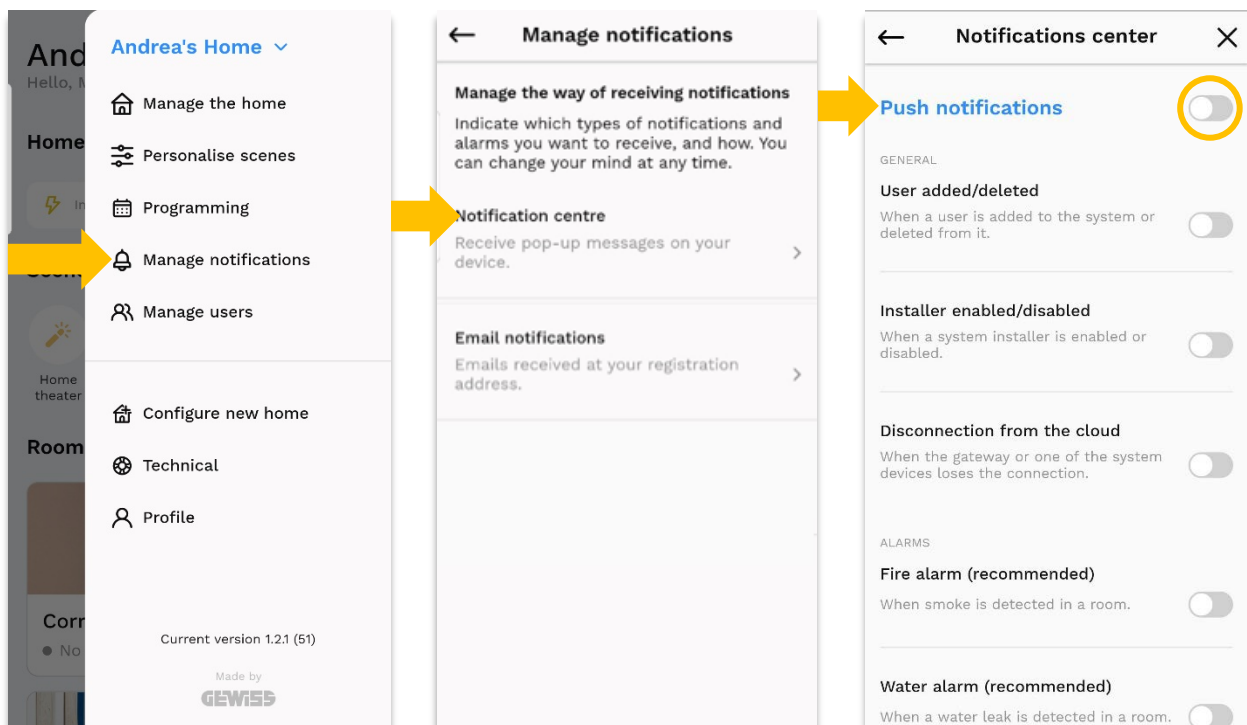
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At the end of the procedure, return to the app's dashboard and select one of the created scenes to activate it.

4.6. NOTICE MANAGEMENT

From this section it is possible to configure the reception of alerts on the notification centre of the phone.

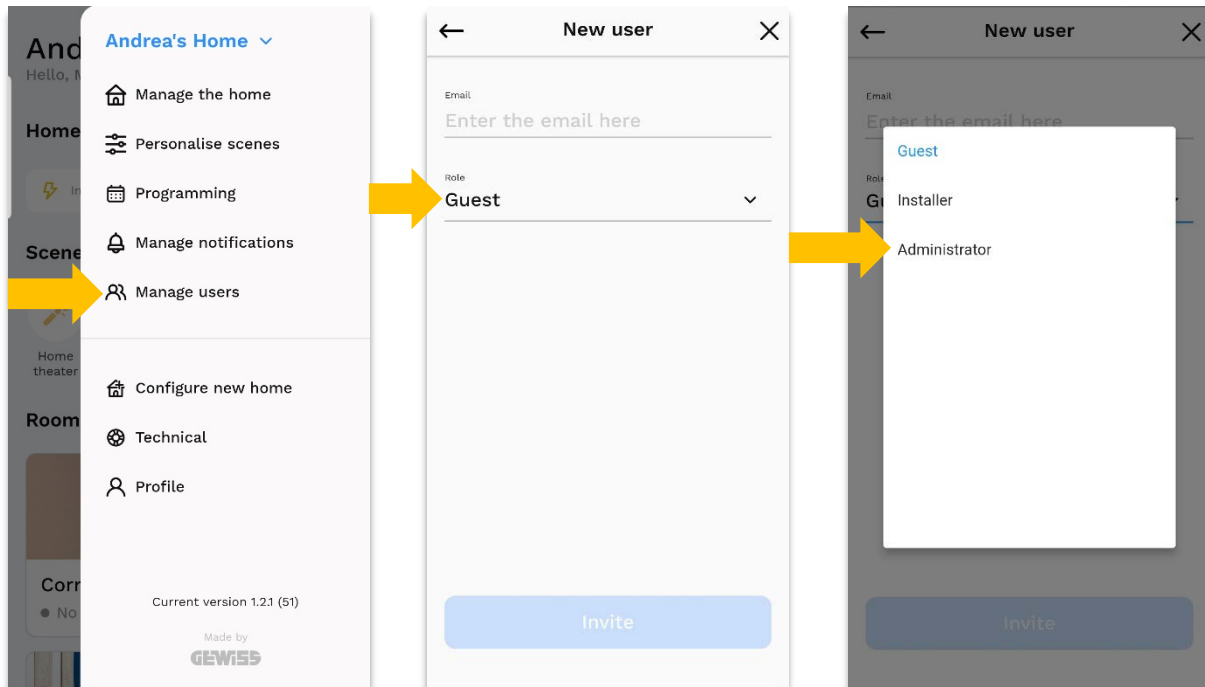


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4.7. USERS MANAGEMENT

Under “Manage users” you can choose among: guest, installer and administrator. Each of these three profiles has its own range and limits in managing the system:

SYSTEM USER ROLES	
Installer:	<p>Default role assigned to the user who configures the system for the first time.</p> <p>It has complete control of the system both in terms of control of the functions and for configuration.</p> <p>Can add administrator and installer users.</p> <p>In general, when commissioning is complete and the installer hands over the installation, they assign an administrator user (on customer instruction).</p>
Administrator:	<p>It has complete control of the system both in terms of control of the functions and for configuration.</p> <p>Can add administrator, installer and guest users.</p> <p>Can delete or edit the role of any user type.</p> <p>Can disable installer users without deleting them.</p>
Guest:	<p>Can control all system functions (lights, shutters, scenes etc.).</p> <p>Cannot modify the system configuration (scenes, temperature regulation profiles etc.).</p> <p>Cannot change the role assigned to each user of the system.</p> <p>Cannot add users to the system.</p>



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4.8. PUSH NOTIFICATION

Via the *Home Gateway App* it is possible to **enable or disable reception of various types of notifications and alarms.**






In particular, you can:

- Enable/disable push notifications
- Enable/disable reception of push notifications relating to users being added or removed from the system
- Enable/disable reception of push notifications relating to an installer being added or removed from the system
- Enable/disable reception of notifications relating to the loss of connection of the gateway or another system device












The “Manage notifications” page allows you to manage notifications and warnings displayed by the app. It is possible to modify the settings of the notifications or warnings received directly on the mobile device by selecting “Notification center”.

The log of alarms and warnings generated by the system itself is recorded on the app. The log can be viewed on the “Notifications” page.










The push notifications relating to system alarms/notifications are listed below in the table:

WARNINGS AND ALARMS			
TYPE	ICON	NOTIFICATION CENTRE MESSAGES	DESCRIPTION
DEVICE		<Installation_Name>: device cannot be reached <Device_Name> cannot be reached. Possible fault or lack of signal.	Device unreachable
		<Installation_Name>: <Device_Name> is functioning again	Device reachable again
		<Installation_Name>: Device with low battery Replace device battery <Device_Name>.	Device with low battery
		<Installation_Name>: Device battery restored Battery restored in device <Device_Name>.	Battery alarm returned
PLANT		<Installation_Name>: cannot connect with the system Possible fault or blackout, or no Internet connection.	Unable to connect to the system







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		<Installation_Name> is online again	Plant back online
GENERIC		<Installation_Name>: General alarm General alarm from room <Room_Name>.	General alarm
		<Installation_Name>: No general alarm detected General alarm from room <Room_Name> switched off.	Generic alarm returned
HUMIDITY		<Installation_Name>: maximum humidity threshold exceeded High humidity in the room <Room_Name>.	Max. humidity threshold exceeded alarm
		<Installation_Name>: minimum humidity setting exceeded Low humidity in the room <Room_Name>.	Lowered humidity alarm
		<Installation_Name>: humidity value within normal range Acceptable range humidity in the room <Room_Name>.	Humidity alarm returned
LOAD		<Installation_Name>: Load not present The <Device_Name> in the room <Room_Name> is not connected to anything.	Load not present
		<Installation_Name>: Load present The <Device_Name> in the room <Room_Name> is now connected.	Load present
METEO		<Installation_Name>: Weather alarm in progress	Weather alarm
		<Installation_Name>: No weather alarm detected	Weather alert returned
MOVEMENTS		<Installation_Name>: Movement detected	Motion detection alarm

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		The <Device_Name> in the room <Room_Name> detected a movement.	
		<Installation_Name>: No movement alarm detected Movements are no longer detected in the room <Room_Name>.	Movement detection alarm returned
DOOR/WINDOW		<Installation_Name>: Door/window open. The <Device_Name> in the room <Room_Name> detected an open door/window.	Door or window open alarm
		<Installation_Name>: No door/window alarm detected There is no open door/window in the room <Room_Name>.	Door or window open alarm returned
SMOKE		<Installation_Name>: Attention, fire alarm The sensor has detected smoke in the room <Room_Name>.	Smoke alarm
		<Installation_Name>: No fire alarm detected No smoke detected in the room <Room_Name>.	Smoke alarm returned
WATER		<Installation_Name>: Water leak alarm The sensor detected a leak in the room <Room_Name>.	Water leakage alarm
		<Installation_Name>: No water leak alarm detected No water leak in the room <Room_Name>.	Water leakage alarm returned
GAS		<Installation_Name>: Gas leak alarm The sensor has detected gas in the room <Room_Name>.	Gas leakage alarm
		<Installation_Name>: No gas leak alarm detected No gas detected in the room <Room_Name>.	Gas leak alarm returned

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CURRENT THRESHOLD		<p><Installation_Name>: Current threshold exceeded</p> <p><Device_Name> in the room <Room_Name>: exceeded the set limit.</p>	Over current threshold alarm
		<p><Installation_Name>: Current limit exceedance now returned</p> <p><Device_Name> in the room <Room_Name> has normal consumption.</p>	Over current threshold alarm returned
		<p><Installation_Name>: Load shedding for exceeding threshold limit</p> <p><Device_Name> in the room <Room_Name> exceeded the threshold limit and was disconnected.</p>	Load shedding alarm for exceeding threshold limit
OVERLOAD		<p><Installation_Name>: Load disconnection due to current overload</p> <p><Device_Name> in the room <Room_Name> draws too much current. Load disconnected.</p>	Load shedding for current overload alarm
		<p><Installation_Name>: Current overload now returned</p> <p><Device_Name> in the room <Room_Name>: consumption is within the norm.</p>	Loads restored, consumption below threshold
CONSUMPTION		<p><Installation_Name>: consumption data deleted</p> <p>The user <Nome utente> deleted the energy consumption data collected by the system.</p>	Deleted consumption data

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Push notifications related to plant management are shown in the table below:

PLANT MANAGEMENT ALERTS			
TYPE	ICON	NOTIFICATION CENTRE MESSAGES	DESCRIPTION
		Welcome to the new home! You have been added to: <Installation_Name>.	Welcome Message
USER MANAGEMENT		<Installation_Name>: New user <User_Name> has been added to the system with the role of <role>.	New user added
		<Installation_Name>: A user has been deleted from the system <User_Name> has been removed from the system.	User removed from the system
		You have been eliminated from an installation You no longer have access to: <Installation_Name>.	Users removed from the system
		<Installation_Name>: All installers have been enabled The installers have access to the system again.	All installers are qualified
		<Installation_Name>: All installers have been disabled The installers no longer have access to the system.	All installers disabled

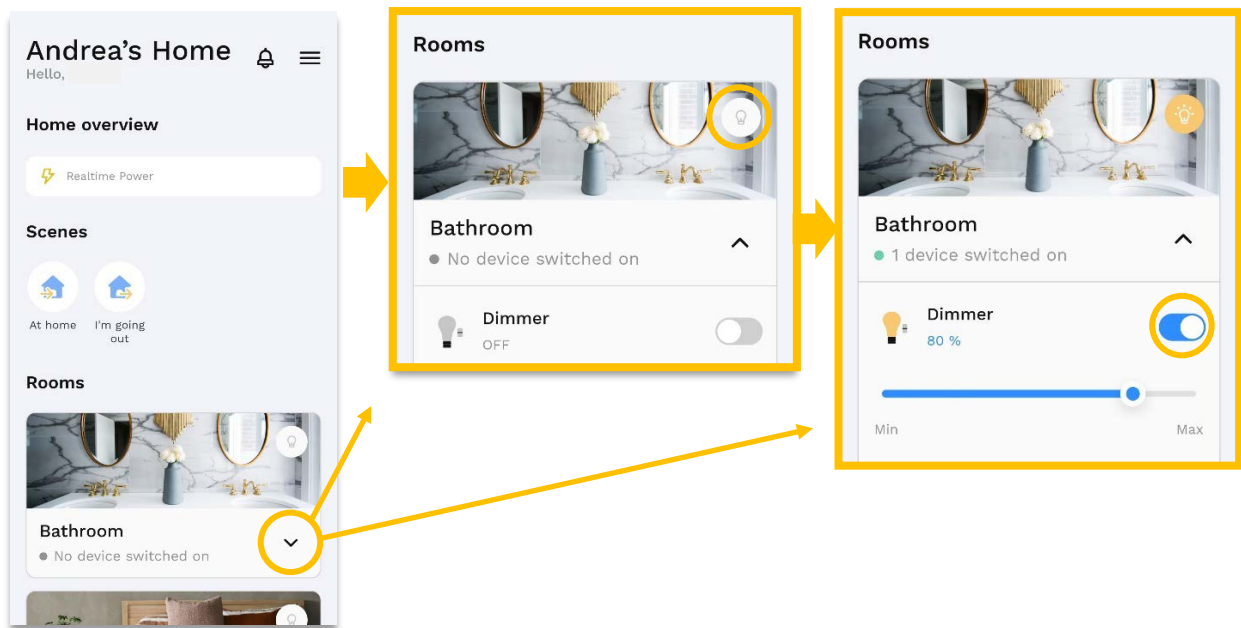
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5. SYSTEM MANAGEMENT AND USE

5.1. HOMEPAGE DETAILS

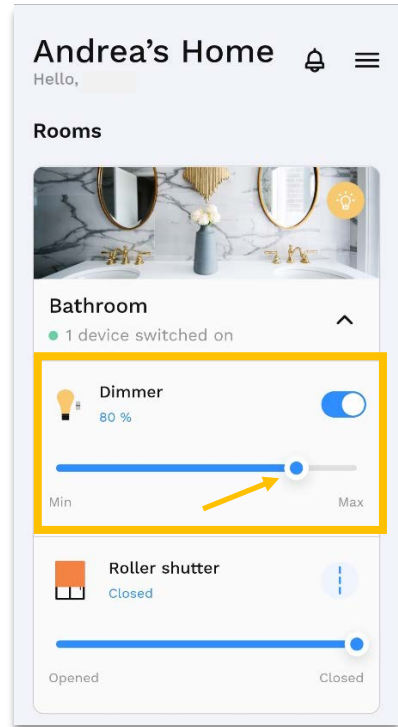
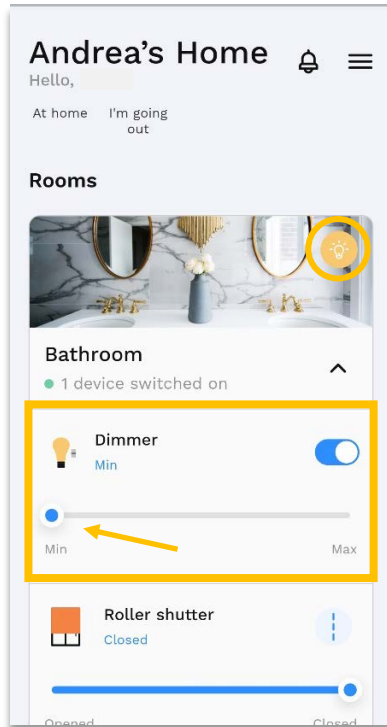
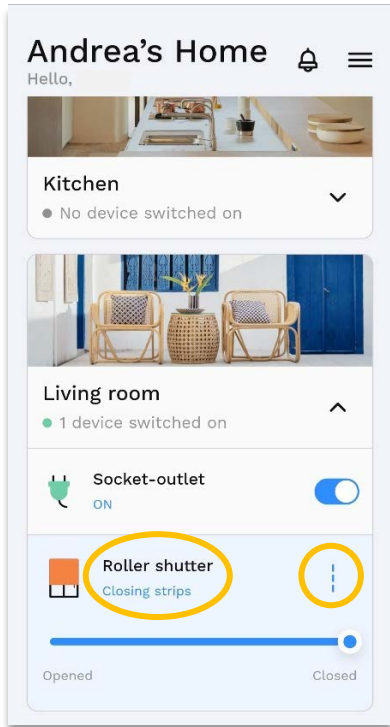
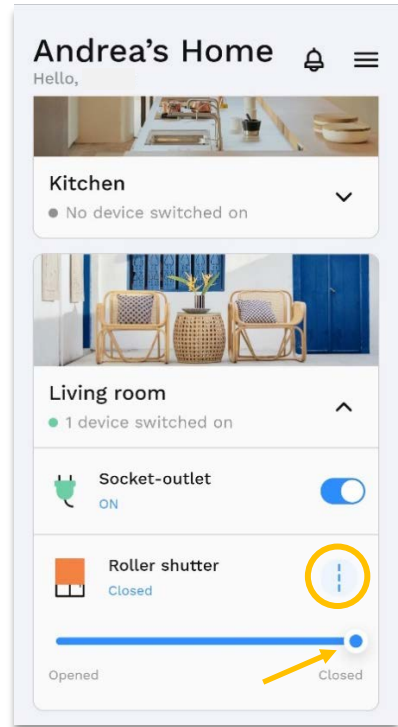
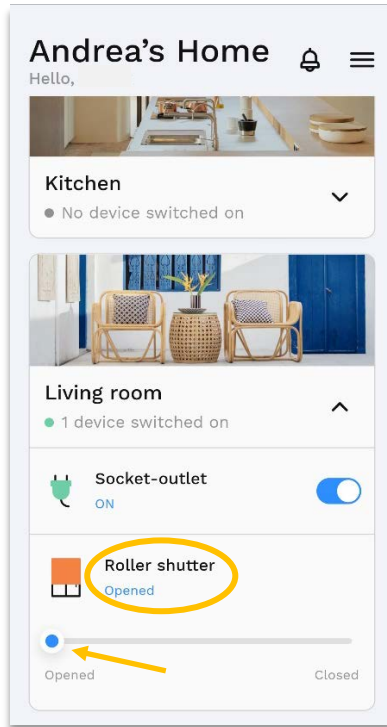
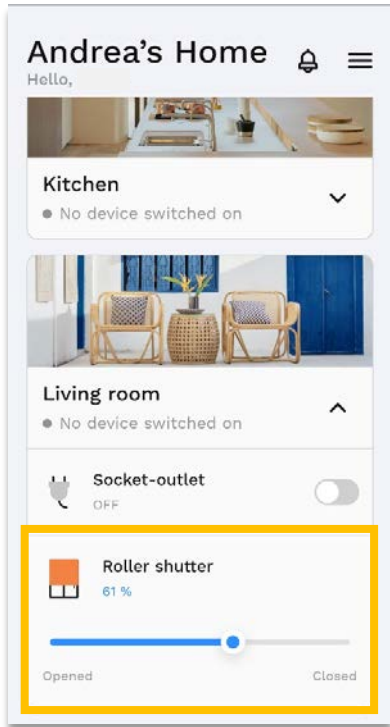
After logging in, you land on the *dashboard* controlling all functions, where you can view:

- The **“Home overview”** with the instantaneous consumption of the system.
- The **“Scenes”**, i.e. a group of preconfigured actions and/or commands.
- The detail of the **“Rooms”**, e.g. bathroom, living room, bedroom, etc.



Within a room, it will be possible to manage in detail both the individual control, e.g. lights, shutters and dimmers, and the general control of all lights in the room via the relevant 'light bulb icon' at the top right (see images). A specific icon and control will be displayed for each device type. The dimmer, for example, will allow you to adjust the light intensity at will but not display the consumption data, while for the shutters you will have, in addition to the slider to open and close them, also the button to manage the slats.

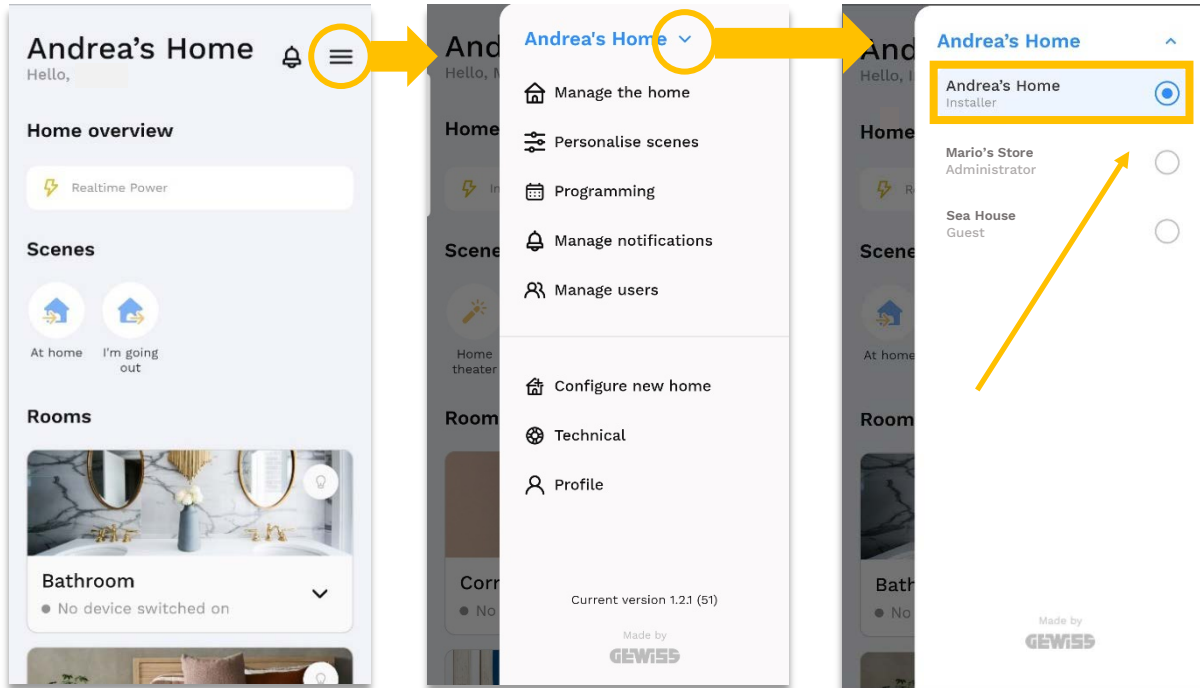
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5.2. PLANT SELECTION AND CHANGE

To **access the different installations** for which you have access (by invitation from the owner or installer) simply click on the menu icon in the top right-hand corner and then on the arrow, selecting from those available, as in the example below:



The side section will show the list with the selectable implants in alphabetical order. Once you have passed the fifth implant, you will be able to set favourites as well as sort the list at will with a simple drag and drop.

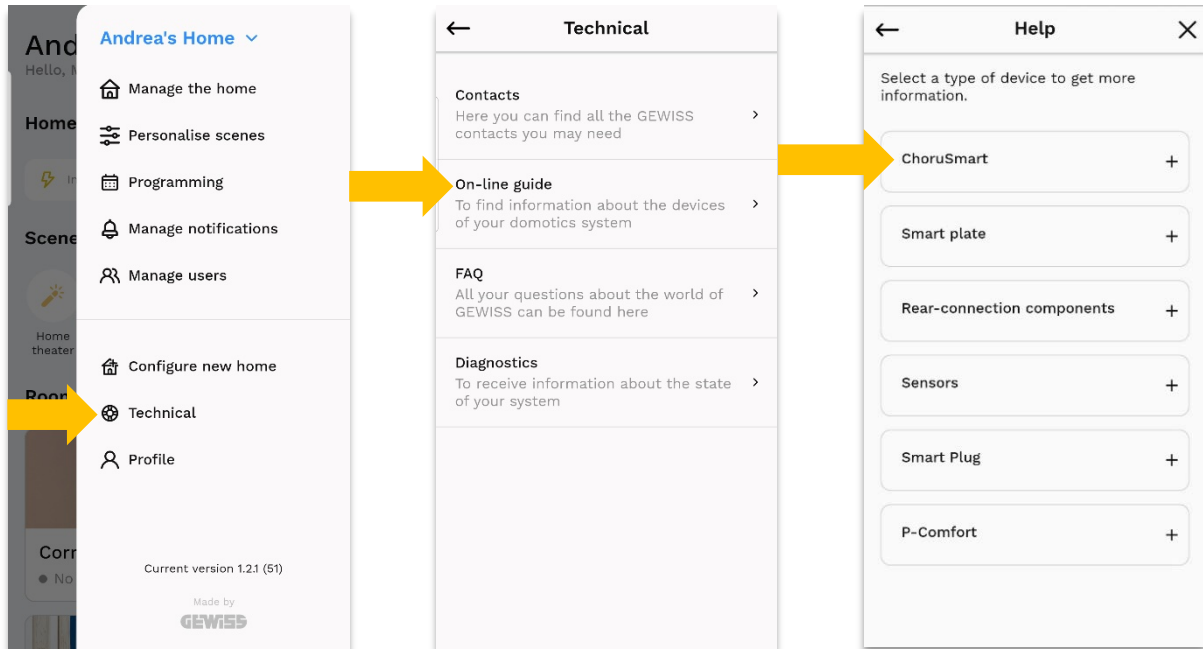
Once this is done, one can return to the home to manage one's devices directly from the dashboard, run scenarios such as *"I'm going out"* or perform the *commissioning* procedure **to set up a new home.**

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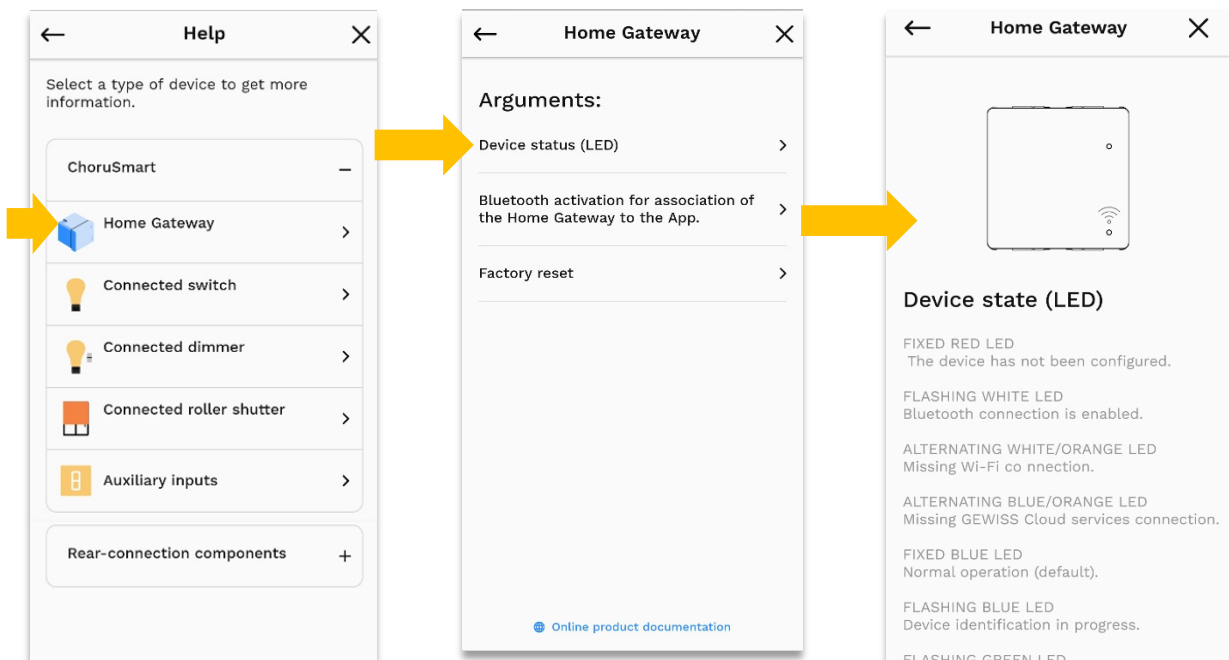
6. ISSUES AND RESOLUTION

6.1. IN APP ASSISTANCE

In case of unforeseen problems, use the “On-line guide” from the “Technical” menu item:

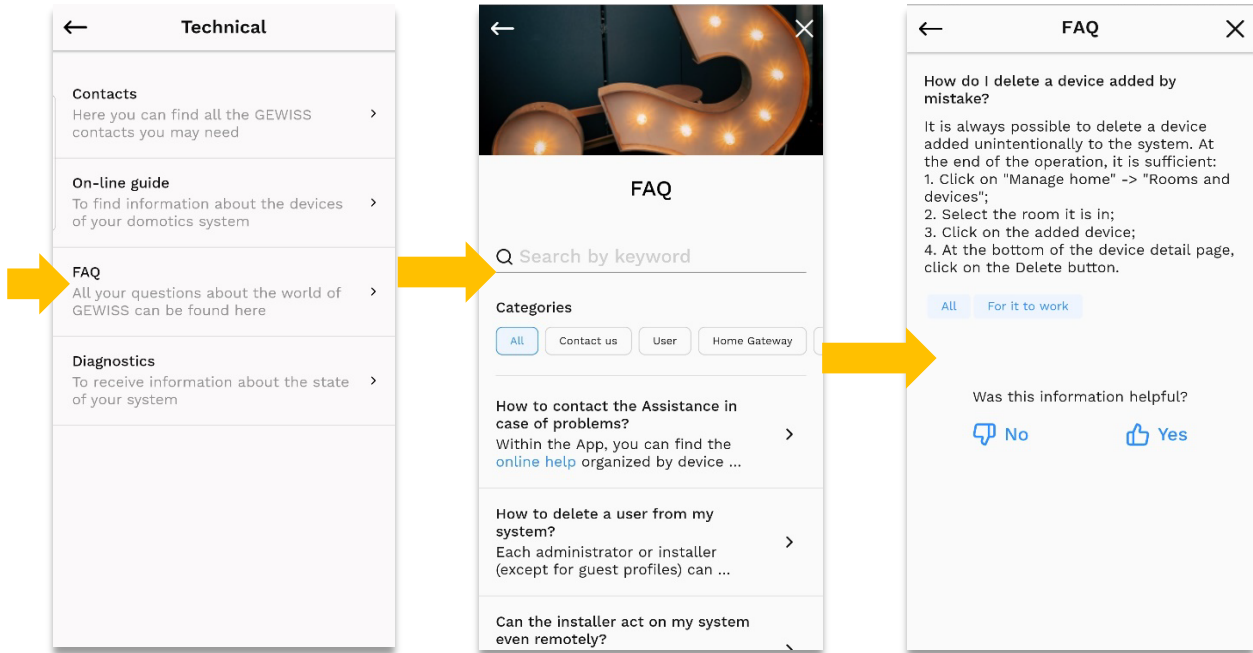


The system will guide you in identifying the device and the information you need to resolve the problem encountered as shown below:



Should the information in the online Help not be sufficient to resolve any errors encountered independently, it will be possible to consult the FAQs:

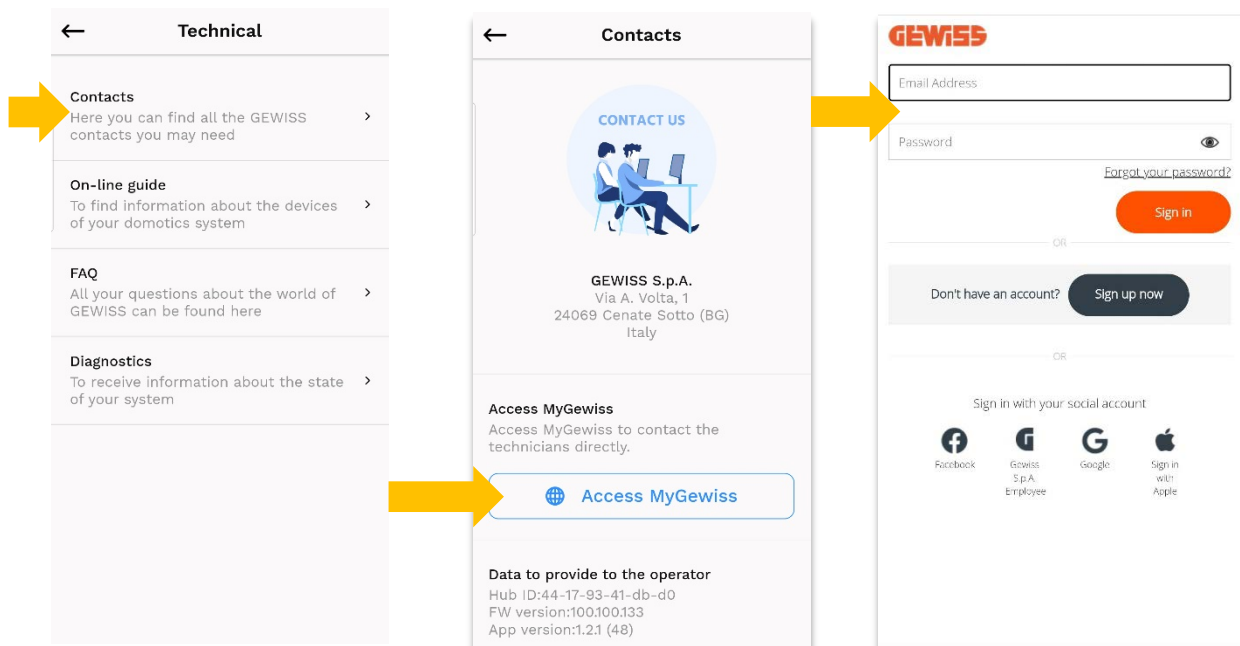
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If the problem persists, you can contact Gewiss GSS (Global Service & Sales) dedicated support., directly from the app, by accessing the **MyGewiss** section (as indicated in the following paragraph).

6.2. REQUEST FOR TECHNICAL SUPPORT

To request support from GSS, it is necessary to access the *MyGewiss* section by entering the menu under “Technical” and from there click on Contacts, after which it will be possible to request support via a special button that links to the dedicated page:



Punto di contatto indicato in adempimento ai fini delle direttive e regolamenti UE applicabili:
Contact details according to the relevant European Directives and Regulations:
GEWISS S.p.A. Via D.Bosatelli, 1 IT-24069 Cenate Sotto (BG) Italy tel: +39 035 946 111 E-mail: qualitymarks@gewiss.com

According to applicable UK regulations, the company responsible for placing the goods in UK market is:
GEWISS UK LTD - Unity House, Compass Point Business Park, 9 Stocks Bridge Way, ST IVES
Cambridgeshire, PE27 5JL, United Kingdom tel: +44 1954 712757 E-mail: gewiss-uk@gewiss.com



+39 035 946 111
8:30 - 12:30 / 14:00 - 18:00
lunedì - venerdì / monday - friday



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