

ELKO Smart

System User Guide

Commissioning instructions for the ELKO Smart system, devices and app.

08/2024



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Safety Information

Important Information

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



The addition of either 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 accompany 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.

Failure to follow these instructions 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.

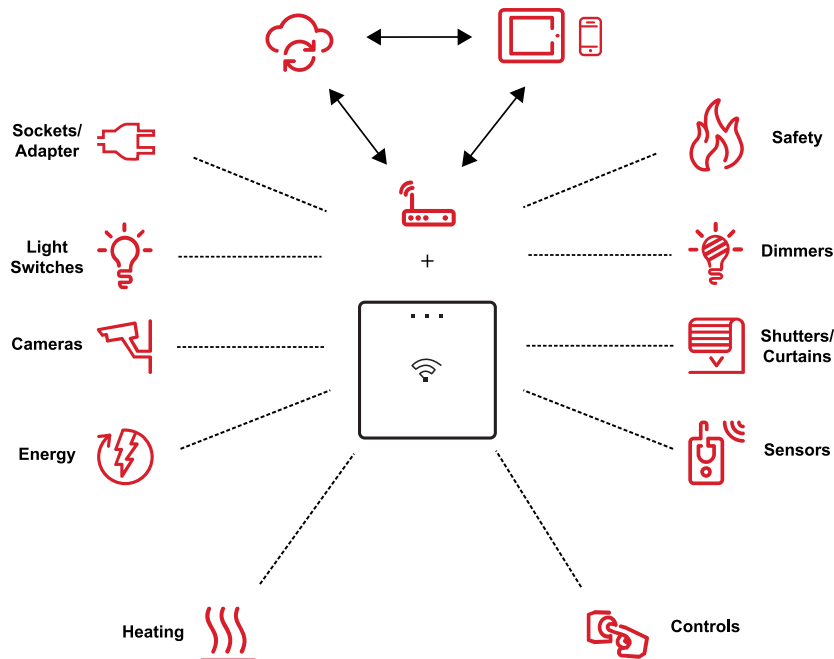
NOTICE

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

Getting to know the ELKO system

Overview

The ELKO Smart system provides an easy, convenient and flexible solution for controlling home devices.



The ELKO SmartHUB is the center of the system, processing control requests and status reports for connected ELKO Smart devices.

With a personal account and the ELKO Smart app on a smartphone/tablet, users can control ELKO Smart devices in their home from any location where the Internet is available.

Within the home, ELKO Smart devices can be controlled using the ELKO SmartSwitch Push Wireless.

Device groups

Use the Group feature in the ELKO app to combine multiple identical devices and operate them as one. For example, create a group of three ELKO light switches for multi-way operation.

Device groups	Control assistance
Lights, Switches/Dimmers	Lighting and dimming
Shutters/Blinds/Curtains	Motorized shutters and blinds
Sockets/Adapters	Electric supply
Heating	Temperature
Cameras	Security and privacy
Energy	Monitors power consumption
Safety and sensors	Smoke alarm, room occupancy, window/door open or close, temperature and humidity, water leakage

The ELKO Smart app

The ELKO Smart app is the primary tool for setting up the ELKO Smart system.

Use the app to commission the ELKO SmartHUB and devices, organize devices into groups by room, and add user accounts.

System requirements for the ELKO Smart app

To use the ELKO Smart app, your smartphone/tablet must support particular operating systems and versions.

Supported operating systems for smartphone:

- Android™ OS version 7 and above
- Apple® iOS 13 and above.

Supported operating systems for tablet/iPad:

- Android™ OS version 8 and above
- Apple® iOS 10 and above

NOTE: When a new version of an operating system is released, it will take some time before the ELKO Smart system is fully compatible with that version.

IMPORTANT:

- Utilizing a rooted Android phone or a jailbroken iPhone with ELKO applications voids all warranties associated with the application. (Android and Apple environments).
- The compatibility of the interfaces with smartphones/tablets depends on the software version installed on your smartphone/tablet, and may change with a software upgrade. Due to the large number of smartphones/tablets available in the market, the compatibility and functionality of your smartphone/tablet with the ELKO Smart app cannot be guaranteed.

Downloading the app

Install the ELKO Smart app on a smartphone/tablet to commission and work with the ELKO Smart system and devices.

1. Perform one of the following:

- **For Apple smartphones/iPads:** Visit <https://apps.apple.com/no/app/elkosmart/id1488583685?l=nb&ls=1>.

Scan QR code to download app for Apple devices



- **For Android smartphones/tablets:** Visit <https://play.google.com/store/apps/details?id=com.elko.home>.

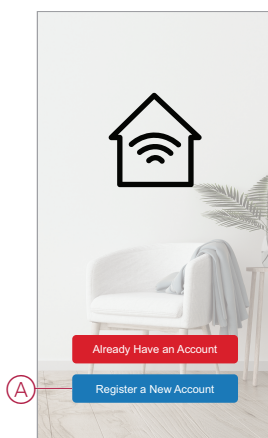
Scan QR code to download app for Android devices



Creating an ELKO Smart app account

A user account is required to log in and use the ELKO Smart app.

1. Start the app and tap **Register** (see A).



2. Follow the steps in the app to complete the registration process.

NOTE: You will receive a verification code to confirm account registration. The verification code will be sent to you:

- by SMS, if you use your mobile phone number as the user ID
- by e-mail, if you use your e-mail address as the user ID.

You must also select a country code. By default, the country code is set as follows:

- Mobile phone-based IDs: Country code determined by mobile phone number
- E-mail address-based IDs: You must select the country code manually.

Once the registration process is finished, a new Home is created and the Home page is displayed in the app. As the creator of the Home, your account is

automatically set as the Home Owner with full access to the system. See [Access levels in the app](#), page 10.

ELKO Smart app account

The first time you use the ELKO Smart app, you must register an account using your mobile phone number or an e-mail address, and choose a password.

When you create your account, a country code is set based on your location. You can also set the country code manually.

Using your account, you can become a member of one or more Homes (see *Account Regions* below). You can operate any ELKO Smart devices that belong to the Home, from any location that has Internet access, using any compatible smartphone/tablet that has the app installed.

Account regions

An account belongs to one of the following data centre regions, depending on the country code selected at registration:

- China
- Europe
- United States of America.

For more information, refer to the country table in [Data centre](#), page 10.

IMPORTANT: An app user can only join Homes that are located in a country that is in the data centre as the user's account.

Data centre

Data centre	Country/Regions
Oregon, USA	Region: North America, South America, East Asia, parts of Southeast Asia Countries: America, Antarctica, Argentina, Bolivia, Bonaire, Brazil, British Indian Ocean Territory, Chile, Colombia, Cook Islands, Cuba, Curacao, Dominican Republic, Ecuador, East Timor, Falkland Islands (Malvinas), French Guiana, Guatemala, Guinea-Bissau, Hong Kong, Indonesia, Japan, Kazakhstan, Kiribati, Korea, Kosovo, Malaysia, Macao, Mexico, Myanmar, Nauru, Niue, New Zealand, Palestine, Paraguay, Peru, Philippines, Puerto Rico, Papua New Guinea, Sao Tome and Principe, Solomon Islands, St. Helena, Sint Maarten, South Sudan, Suriname, Svalbard and Jan Mayen, Taiwan, Thailand, Tokelau, Uruguay, Vatican City, Vanuatu, Vietnam, Venezuela
Frankfurt, Germany	Region: Western Europe, Central Europe, Eastern Europe, Australia, parts of Southeast Asia Countries: Afghanistan, Albania, Algeria, American Samoa, Andorra, Anguilla, Angola, Antigua and Barbuda, Armenia, Aruba, Austria, Azerbaijan, Bahamas, Bahrain, Barbados, Bermuda, , Belize, Bhutan, Bangladesh, Brunei, Burkina Faso, Botswana, Burundi, Benin, Bulgaria, Bosnia, Belgium, Belarus, Cayman Islands, Costa Rica, Cambodia, Cameroon, Cape Verde, Cote d'Ivoire, Chad, Central Africa, Congo (Brazzaville), Congo (Gold), Croatia, Czech Republic, Cyprus, Cocos (Keeling) Islands, Dominic, Djibouti, Denmark, Ethiopia, Egypt, Equatorial Guinea, Eritrea, Estonia, French Polynesia, Fiji, Former South Macedonia, France, Finland, Faroe Islands, Greenland, Guadeloupe, Grenada, Georgia, Guam, Guinea, Gabon, Gambia, Ghana, Germany, Greece, Gibraltar, Haiti, Honduras, Hungary, Israel, Iran, Iraq, Iceland, Italy, Ireland, Jamaica, Jordan, Kuwait, Kyrgyzstan, Korea, Kenya, Laos, Lebanon, Lesotho, Liberia, Libya, Lithuania, Liechtenstein, Luxembourg, Latvia, Martinique, Montserrat, Maldives, Mongolia, Micronesia, Marshall Islands, Mozambique, Malawi, Morocco, Madagascar, Mauritania, Mali, Mayotte, Mauritius, Montenegro, Malta, Monaco, Moldova, Nicaragua, Nepal, New Caledonia, Northern Mariana Islands, Niger, Nigeria, Naminia, Netherlands, Oman, Panama, Pakistan, Palau, Poland, Portugal, Qatar, Rwanda, Reunion, Russia, Romania, Saint Pierre and Miquelon, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Salvador, Saint Lucia, Sri Lanka, Saudi Arabia, Syria, Singapore, Samoa, Serrali, Senegal, Sudan, Swaziland, South Africa, Somalia, Seychelles, Serbia and Montenegro, Spain, Svalbard and Jan Mayen, Slovenia, Slovakia, Sweden, Switzerland, San Marino, Trinidad and Tobago, Turks and Caicos Islands, The British Virgin Islands, Turkmenistan, Turkey, Tajikistan, Tuvalu, Tonga, Togo, Tunisia, Tanzania, United States Virgin Islands, Uzbekistan, United Arab Emirates, Uganda, Ukraine, United Kingdom, Wallis and Futuna, Yemen, Zimbabwe, Zambia
Mumbai, India	Country: India

Access levels in the app

Home members can perform various tasks in the app, depending on their access level.

There are 3 access levels in the app:

- Home owner

NOTE: For each Home, only one Home member can be set as the Home owner.

- Administrator
- Common member

Function	Supported Features	Home owner	Administrators	Common members
Manage Homes and Home members	Transfer Home owner rights to another Home member	Yes	No	No
	Add or delete* a Home (*Delete the entire Home, its members and devices)	Yes	No	No
	Remove a Home (Access to the Home is removed from the user's app, but the Home is not deleted)	Yes	Yes	No
	Configure Home details	Yes	Yes	No
	Add or delete Home members	Yes	Yes	No

	Grant administrator access for a Home member	Yes	No	No
	Receive invite notifications from a home	Yes	Yes	Yes
Manage Rooms	Add or delete Rooms	Yes	Yes	No
	Name or rename Rooms	Yes	Yes	No
Manage devices	Add or delete devices	Yes	Yes	No
	Configure device feature setting and schedule	Yes	Yes	Yes
	Change device icon, name and location	Yes	Yes	No
	Operate device	Yes	Yes	Yes
	Update device firmware	Yes	Yes	No
	Receive device alarm notifications	Yes	Yes	Yes
	'Device added', 'Device factory restored', 'Receive device alarm' notification	Yes	Yes	Yes
Manage Moments and Automations	Create Moments and Automations	Yes	Yes	No
	Assign devices to Moments/Automations	Yes	Yes	No
	Adjust device settings in Moments/Automations	Yes	Yes	No
	Set Trigger conditions in Moments/Automations	Yes	Yes	No
	Receive Moment/Automation trigger notifications	Yes	Yes	Yes

Cybersecurity principles

Following these cybersecurity principles may help to reduce the risk of cyber threats to the network where your system is installed.

- Keep your phone up-to-date and install the latest security updates.
- Only connect to secure Wi-Fi networks.
- Only download apps from Google Play or Apple store.
- Use all the security settings on your mobile phone/tablet:
 - long passcodes
 - two-factor authentication (2FA)
 - facial recognition
 - block unknown apps
- Use strong phone and account passwords:
 - Do not reuse a password from any other account.
 - Passwords should be 12-16 characters long. (A passphrase is best and easier to remember.)
 - The password must be a combination of uppercase letters, lowercase letters, numbers, punctuation and symbols.
 - Do not use a password with easily guessed or commonly known personal information. For example, avoid using home town, favorite pet or high school mascot.

Decommissioning a device

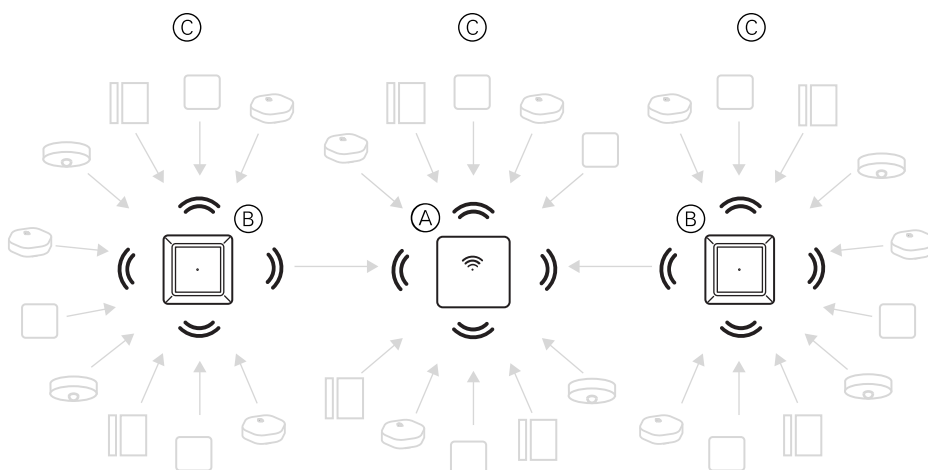
If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally-identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system SmartHUB. Refer to the particular device instructions for information on how to perform factory reset.

Support for battery-powered devices

By default, a system with a SmartHUB can support up to 10 battery-powered devices, such as sensors. Systems that also include mains-powered devices such as light switches can support additional battery-powered devices.

The reason for this is that mains-powered devices in the system also act as system network extenders.

The example system shown in the next diagram includes a SmartHUB (A) and two mains-powered light switches (B). Each mains-powered device can host up to 10 battery-powered devices (C), so this example system can support a total of 30 battery-powered devices.



TIP: Install and commission all mains-powered devices before commissioning battery-powered devices. This provides maximum hosting capacity prior to adding the battery-powered devices.

ELKO Smart system limits

Be aware of the system limits with one hub in system, such as maximum number of supported devices, when commissioning an ELKO Smart system.

System component	Limits
Devices	Max. 120 devices in one Home
	Max. 120 devices in one Room
	Max. 16 devices assigned to a SmartSwitch Push Wireless
	Max. 10 battery-powered devices per mains-powered device. See Support for battery-powered devices , page 12 for more information.
Moments/Automations	Max. 80 Moments in one Home
	Max. 80 Automations in one Home
	Max. 80 Actions in one Moment/Automation
	Max. 10 Conditions in one Automation
Schedules	Max. 10 Schedules per device
Homes, Rooms and Members	Max. 20 Homes
	Max. 20 Rooms in one Home
	Max. 20 Members in one Home

Setting-up the ELKO system

Overview of system commissioning

To commission the system, first install the hub and devices, and then configure the system using the app.

System commissioning involves these steps.

Install and test devices.	See Installing and testing devices , page 13
Check that the home Wi-Fi network meets system requirements and connect the hub.	See Wi-Fi network requirements , page 16 and Connecting the SmarthUB to the Internet , page 16.
Download and install the ELKO Smart app.	See Downloading the app , page 7
Create an account to use the app.	See Creating an ELKO Smart app account , page 8
Set up a Home, Rooms and add Home members.	See
Join the hub to the Home in the app.	See Adding the hub to the Home , page 28
Add devices to the Home, assign devices to Rooms and configure device settings.	See Adding a device to the Home , page 30
Set devices to operate together, either manually, or in response to a schedule or event.	See Moments and Automations , page 40

Once these steps are completed, the system is ready to use.

Installing and testing devices

Install and test light switches, dimmers, sensors and other devices before using the ELKO Smart app to configure the ELKO Smart system.

1. Follow the instructions in the user manual supplied with each device. (See [Supported devices](#), page 19.)
2. Ensure that the batteries in battery-powered devices are installed and in good condition. (Refer to the device instructions for low battery indications.)

Working with homes

In the ELKO Smart app, a Home defines a group of people, rooms and ELKO Smart devices as a unit.

Here are some examples:

- **Single-family dwelling:** Create one Home for all occupants, rooms and ELKO Smart devices in the dwelling.
- **Multi-family dwelling:** Create a Home for occupants, rooms and ELKO Smart devices located in one part of a dwelling and another Home for occupants, rooms and ELKO Smart devices located in another part of the dwelling.

An ELKO Smart device can be added to only one Home at a time. Once a device is added, only members of that Home can control the device.

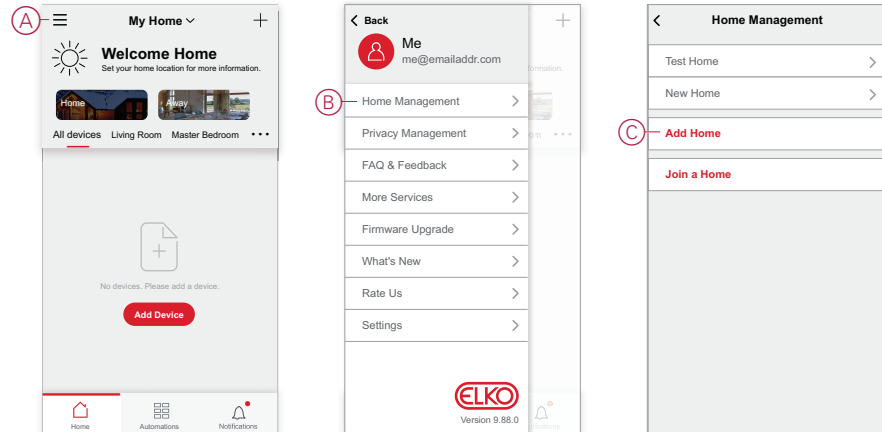
A person can be a member of multiple Homes (in the same region as the user's account — see [Account regions](#), page 9) and operate any device that has been added to one of those Homes.

Adding a Home

Add a Home from the Home Management menu in the app. Rooms can also be added during this task. When you register a new account, you can also use this task to set up the Home that is automatically created at the end of registration.

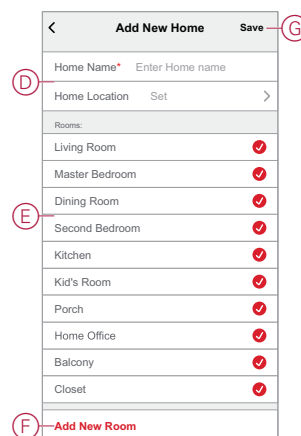
- On the Home page, tap the **Menu icon (A)**, then tap **Home Management > Add Home (B, C)**.

NOTE: If you have just registered an account, a new Home has already been created for you. In this case, tap the new Home name in (C) instead of **Add Home**, and continue from step 2a.



- On the Add Home page, do the following:

- Home name and location:** Input a name for the Home and set the Home location (D).
- Rooms:** Create Rooms to match the physical spaces where devices are located in the Home (E, F) .
Select from a default list of common Room names (E). Un-tick any Rooms you do not want to include. To add a Room name not listed, tap **Add Room (F)** and input the desired Room name.
- Tap **Save(G)** .



As the creator of the Home, your account is automatically set as the Home Owner so that you have full control over the Home settings. See [Access levels in the app](#), page 10.

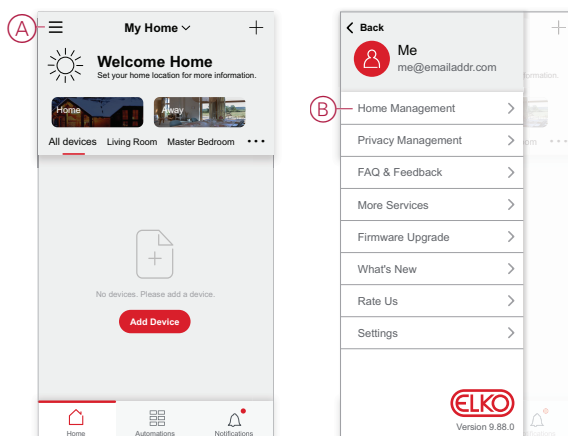
Once ELKO Smart devices are added to the Home, each device can be assigned to one of the Rooms created in this task.

Adding Home members

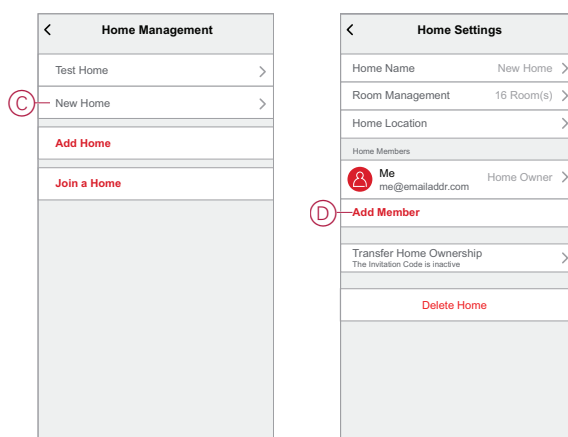
Add members to the Home so that they can operate the devices in the Home using their smartphone/tablet and the ELKO Smart app. Home Owners can also enable Administrator access for selected Home members to configure and maintain the ELKO Smart system.

NOTE: Each person to be added as a Home member must have registered an ELKO Smart app account using a country code in the same region as the Home location. See [Account regions](#), page 9 and , page 10.

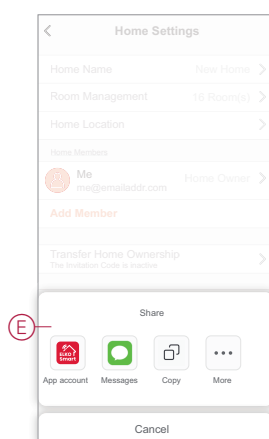
1. On the Home page, tap the **Menu icon (A)**, then tap **Home Management (B)**.



2. Tap the Home to add members to (C) and then tap **Add Member (D)**.



3. Choose from any of the options displayed to send the invitation link to the Home members to be added in the Home (E).



Establish ELKO SmarthUB

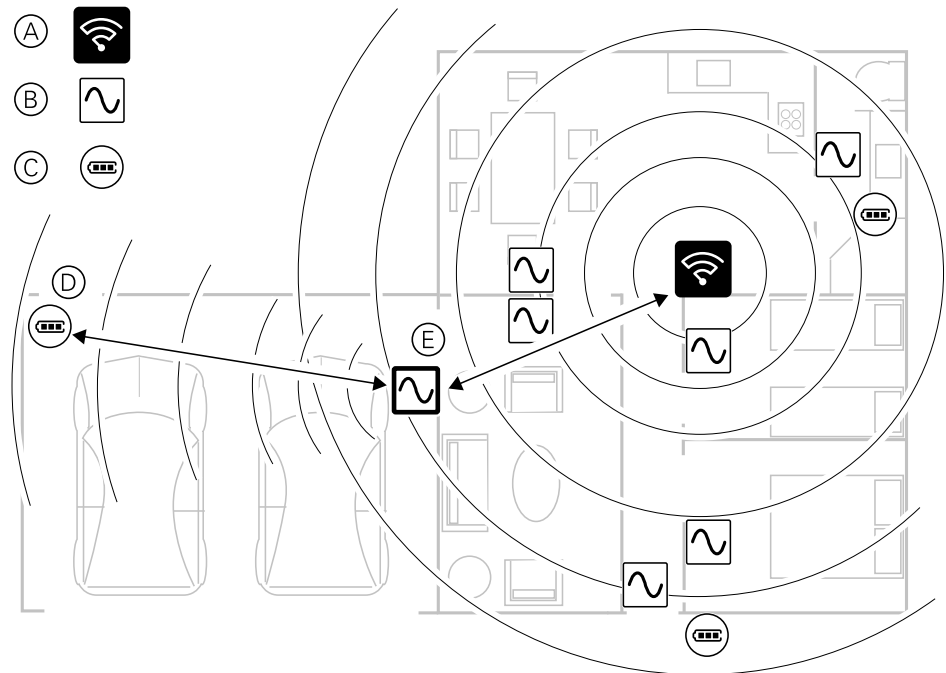
Selecting a location for the SmarthUB

The SmarthUB is the controller of the system and must be within a range of all devices in order for the system to work properly.

The ideal location for the hub is determined by the following:

- Layout of the building where the system is installed
- Location of other devices that will be used in the system

Referring to the next diagram, it is most important to locate the SmarthUB (A) as central as possible to the area occupied by all mains-powered devices (B), such as switches and dimmers. Proximity to battery-powered devices (C) should also be considered in context with the tip mentioned after the diagram.



TIP: The battery-powered motion sensor in the garage (D) is a long way from the SmarthUB. However, the sensor can connect to the hub via the mains-powered device being used as the garage light switch (E). This is because mains-powered devices also act as system network extenders. Consider this when deciding where to locate the SmarthUB .

Connecting the SmarthUB to the Internet

The SmarthUB can be connected to the network either by using an Ethernet cable (Ethernet mode), or by using the Wi-Fi (Wi-Fi Mode).

Wi-Fi network requirements

The ELKO Smart system needs a Wi-Fi network with Internet access. The Wi-Fi network router must meet certain requirements for the system to work.

Router requirements

The network Wi-Fi router used to host the system must conform to the following requirements:

- The router should have an integrated firewall.
- All ELKO Smart devices should be located behind the router firewall.
- The router must support security protocol WPA2 or higher.

Switching the SmartHUB Ethernet connection to Wi-Fi (optional)

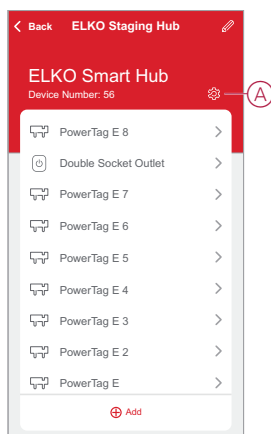
Use Wi-Fi to connect the SmartHUB to the network router so that the Ethernet cable is no longer needed.

Before doing this task, confirm that the mobile phone/tablet and SmartHUB are both connected to the Wi-Fi network router.

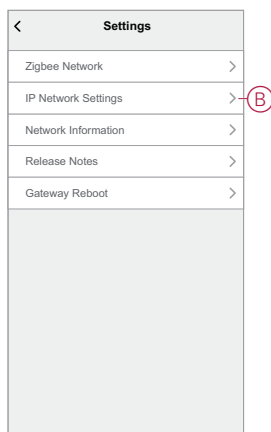
1. In the app, select the SmartHUB to the same Wi-Fi network.

NOTE: At this stage, the Ethernet cable should be still connected.

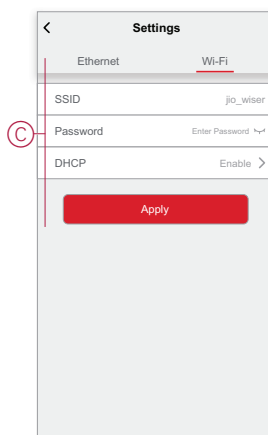
2. Tap the **Settings (gear)** icon (A).



3. In the Settings page, tap **IP Network Setting**(B).



4. Tap the **Wi-Fi** tab, set the **SSID** and **Password** for the Wi-Fi network router and then tap **Apply**(C).



5. Once the Wi-Fi connection is successful, remove the Ethernet cable from the SmarHUB .


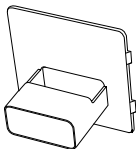
Supported devices

A wide range of devices is available for use in the ELKO Smart system.

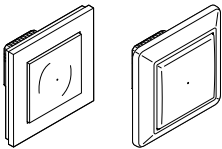
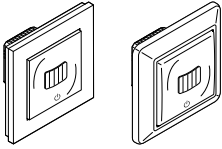
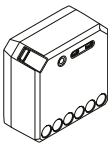
Follow the resource links to access the device user manuals.

IMPORTANT: These devices must not be used in safety applications and are only for general residential use.

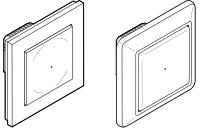
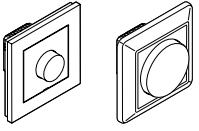
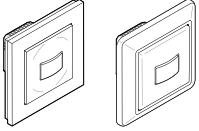
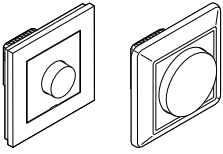
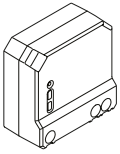
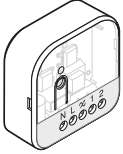
SmartHUB

ELKO SmartHUB 	The ELKO Smart system communication interface, connecting ELKO Smart devices and enabling communication between one or more devices and a smartphone/tablet via the ELKO Smart app.	Instruction Sheet (PDF)
Tablestand for SmartHUB 	An optional stand for placing the ELKO SmartHUB on a table or other flat surface.	Instruction Sheet (PDF)

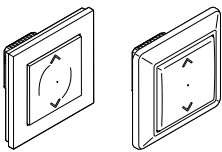
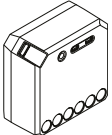
Light switches

SmartSwitch Push 10A 	Control the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.	Instruction Sheet (PDF)
SmartMove Relay 10A 	Enjoy the benefits of a smart push-button switch with the added convenience of an integrated motion sensor.	Instruction Sheet (PDF)
SmartRelay puck 10AX 	Combine the advantages of smart switch functionality with ordinary mechanical push-button switches. Up to 10 mechanical push-button switches can be connected to one SmartRelay puck 10AX to control a connected load.	Instruction Sheet (PDF) Device User Guide

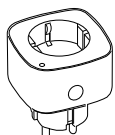

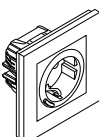
Dimmers

SmartDim Multiwire Universal LED Push 	With the SmartDim Multiwire Universal LED Push you can switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF) Device User Guide
SmartDim Multiwire Universal LED Rotary 	With the SmartDim Multiwire Universal LED Rotary you can switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF) Device User Guide
SmartMove Multiwire Dimmer Push 	The SmartMove Multiwire Dimmer Push detects moving heat sources (e.g. persons) and can switch and dim ohmic, inductive or capacitive loads for a settable overtravel time.	Instruction Sheet (PDF) Device User Guide
SmartDim 316 	Control the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.	Instruction Sheet (PDF)
SmartDim puck Uni 	Combine the advantages of smart dimmer functionality with ordinary mechanical push-button switches. Up to 10 mechanical push-button switches can be connected to one SmartDim puck Uni to control a dimmable load.	Instruction Sheet (PDF) Device User Guide
SmartDim LED Puck Multiwire 	The SmartDim LED Puck Multiwire combines the advantages of smart dimmer functionality with ordinary mechanical pushbutton switches. NOTE: Mechanical push buttons must be certified for use in 220 – 240 V AC applications.	Instruction Sheet (PDF) Device User Guide

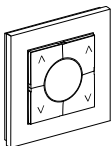
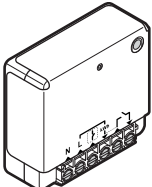
Shutter controls

SmartBlinds Push 	Remotely open/close shutters, or automatically set shutter position in response to a specified condition or event.	Instruction Sheet (PDF)
SmartBlinds Puck 	Combine the advantages of smart shutter functionality with ordinary mechanical push-button switches. Up to 10 mechanical push-button switches can be connected to one SmartBlinds Puck to control a connected shutter.	Instruction Sheet (PDF)

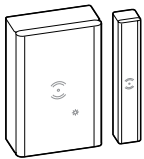
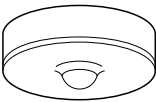

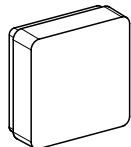
Connected sockets

SmartPlug 16A 	Remotely switch outlet power On/Off with monitoring and visualization of energy consumption.	Instruction Sheet (PDF)
SmartSocket Double 16A 	Consists of a standard and smart outlet. The upper smart socket controls and monitors the plugged-in power. The lower standard socket provides uncontrolled and unmonitored power.	Instruction Sheet (PDF)
SmartSocket Single 16A 	Remotely controls and monitors the power consumption of the plugged-in load.	Instruction Sheet (PDF)


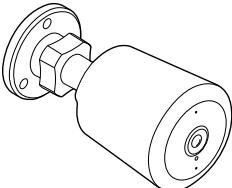
Control devices

SmartSwitch Push Wireless 	Control ELKO Smart devices in the ELKO Smart system with a remote controller.	Instruction Sheet (PDF) Device User Guide
Smart Water Heater Puck 	The Smart Water Heater Puck is intended to switching loads such as a hot water tank or a socket outlet.	Instruction Sheet (PDF) Device User Guide

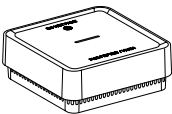
Sensors

SmartSensor Door/Win Wireless 	Detects when windows or doors are opened or closed and send the status to the ELKO SmartHUB.	Instruction Sheet (PDF) Device User Guide
SmartSensor PIR Wireless 	Detects movement and luminance in a room and control ELKO Smart devices through the ELKO SmartHUB to configure the room for a desired effect.	Instruction Sheet (PDF) Device User Guide
SmartSensor Leakage Wireless 	Detects the presence of water, and alert via an alarm and/or notification.	Instruction Sheet (PDF) Device User Guide
SmartSensor Climate Wireless 	Maintains a comfortable environment in the home by detecting changes in temperature and humidity and reporting climate data to the ELKO SmartHUB.	Instruction Sheet (PDF) Device User Guide

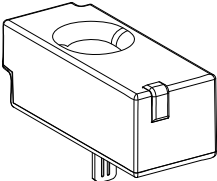
Cameras

ELKO Smart IP Camera Indoors 	Monitors sensitive areas of your home and can be triggered by other smart devices.	Instruction Sheet (PDF) Device User Guide
Smart IP Camera Outdoor 	With the Smart IP Camera Outdoor you can monitor sensitive outdoor areas of your home. The IP camera can be triggered by other Wiser devices.	Instruction Sheet (PDF) Device User Guide

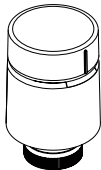
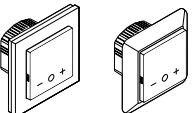
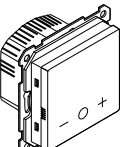
Safety device

Smart Smoke Alarm Battery Smart Smoke Alarm 230 V 	The Smart Smoke alarm battery uses a photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat by rapid increase in temperature. When connected to the ELKO Smart system, the device will send the notifications via the ELKO Smart app.	Instruction Sheet (PDF) Device User Guide
	The Smart Smoke Alarm 230 V uses a photoelectric sensor to detect smoke generated by fire and a temperature sensor that detects heat caused by rapid increase in temperature. It also includes a backup battery that allows the device to work if the power supply is disconnected. When connected to the ELKO Smart system, the device will send notifications via the ELKO Smart app.	Instruction Sheet (PDF) Device User Guide

Energy device

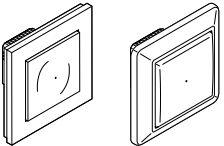
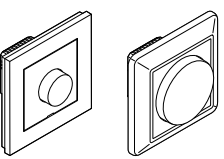
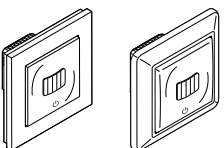
SmartTagE 	SmartTagE is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. Designed specifically to manage energy consumption, monitor the load, and power availability applications for new or existing residential installations. This monitors and measures energy and power in real-time, and also provides complete visibility of power transfer by electrical appliances.	Instruction Sheet (PDF) Instruction Sheet (PDF) Device User Guide
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Heat device

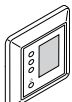
Smart Radiator Thermostat 	<p>The Smart Radiator Thermostat uses integrated temperature sensors to control the flow of water through a radiator, thereby regulating the temperature in a room. The target temperature and switching times are set in the ELKO App.</p>	Instruction Sheet (PDF) Device User Guide
Smart ZB Thermostat 16 A 	<p>The Smart ZB Thermostat 16 A is mainly used for electrical heating applications like electrical underfloor heating and electrical radiators / heating panels.</p>	Instruction Sheet (PDF) Device User Guide
Wi-Fi® Thermostat 16 A 	<p>The Wi-Fi® Thermostat 16 A is mainly used for electrical heating applications like electrical underfloor heating and electrical radiators / heating panels.</p>	Instruction Sheet (PDF) Device User Guide

Discontinued Products

Dimmers

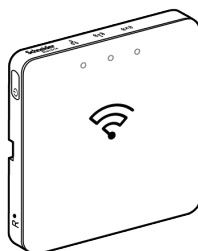
SmartDim Universal push 	<p>Control the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	Instruction Sheet (PDF)
SmartDim Universal turn 		Instruction Sheet (PDF)
SmartMove Dim Push 	<p>Enjoy the benefits of a smart push-button dimmer with the added convenience of an integrated motion sensor.</p>	Instruction Sheet (PDF)

Heat Device

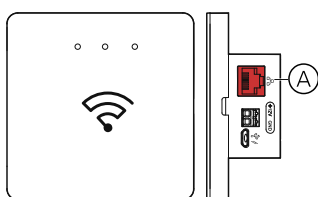
SmartThermostat Super 	<p>Control the environmental conditions in a home or other building by interacting with floor heating systems.</p>	Instruction Sheet (PDF)
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Setting-up the SmartHub

Ethernet mode connection- SmartHUB

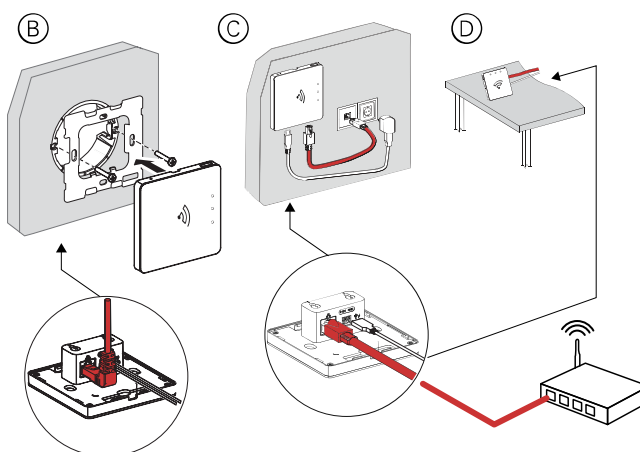


1. Locate the Ethernet port (A) on the ELKO SmartHUB.



2. Connect an Ethernet cable between the SmartHUB and the router to suit the installation method used for the SmartHUB:

- Wall box installation (B)
- Wall mount using two screws (C)
- Table mount using optional Docking Kit (D)



Post-requisite: You must add the SmartHUB to the app before you can add devices to control them. To do this, first download and install the app on your mobile phone/tablet (see [Downloading the app, page 7](#)) and register a user account. You can then add the hub and optionally connect the SmartHUB to the network router by Wi-Fi.

Wi-Fi mode connection- SmartHUB

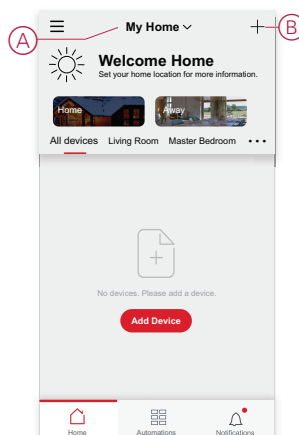
Wi-Fi mode is used to commission the SmartHUB via wireless rather than Ethernet. There might be situation when it is not much convenient to use Ethernet mode for commissioning the SmartHUB , the installer can choose AP mode.

Pre-requisite:

- The Wi-Fi mode is supported in the SmartHUB. The date code must be 2035 and above when it is moved from out of the box. To update the latest firmware, connect the hub to the Ethernet (see [Ethernet mode connection-SmartHUB](#), page 25).
- To install the SmartHUB by Wi-Fi mode, a user must have an account in the App. For more information on creating a user account see .
- The Wi-Fi in the mobile phone must be active.
- The Wi-Fi router, SmartHUB and mobile phone must be as close as possible.
- The following norms are satisfied based on the date code of the SmartHUB SmartHub.

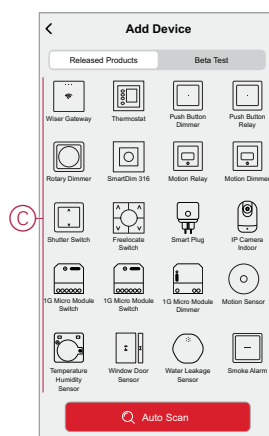
Working mode	Date code/ version number	SSID	Password	AP connection time	Extension time
User mode	2035 or later / 1.40.0 or later	ElkoGW_XXXXXX	elkosmar-thome	3 minutes	Not applicable
	-/1.49.0 or later	ElkoGW_XXXXXX	empty	10 minutes	Not applicable

1. Login in to the App.
2. Select the home where the SmartHUB is located (A) then tap the + icon (B) or **Add Device**.

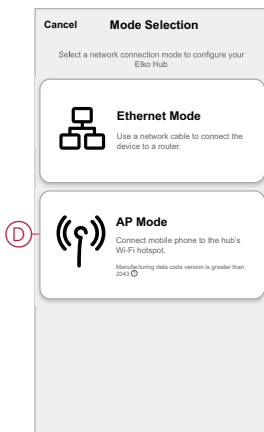


3. On the Add device page, tap **Add manually** (C). Then select SmartHUB under the listed devices.

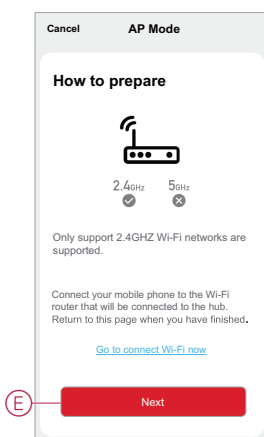
NOTE: Do not tap **Auto Scan** as the SmartHUB is not visible under **Auto Scan**.



4. Upon selecting SmartHUB, you will receive option to select the modes of commissioning the SmartHUB. Select Wi-Fi Mode for commissioning (D).

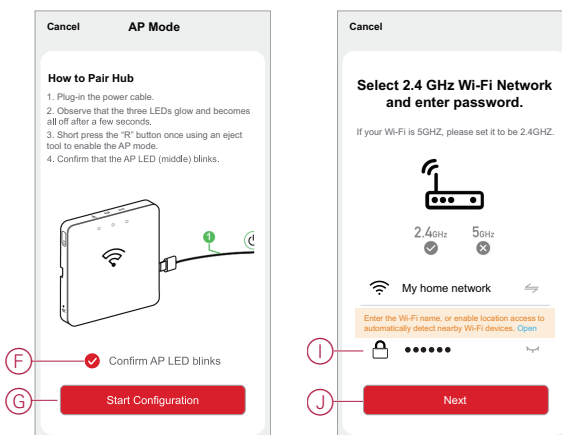


5. Click **Next** (E) when you reach the **How to prepare** page.



6. An animation is displayed about **How to pair** device. Follow the steps to complete the pairing, tap **Confirm AP LED is ON** (See F) and tap **Next** (See G). Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password (I) and tap **Next** (J).

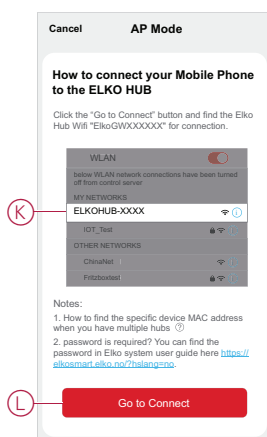
NOTE: Use an eject tool (as shown in the animation) to short press on 'R' button to enable SmartHUB Wi-Fi mode. The pairing window lasts for 3 minutes (when the date code is 2035 or later). In case of other version, the pairing window lasts for 10 minutes.



7. (See K, L) Once the Wi-Fi connection is successful with the SmartHUB, a hotspot network will be created with the Wi-Fi name **ElkoGW_XXXXXX** (I). Tap **Go to Connect** (L). Then you will be prompted to the phone setting page that will request your approval to connect to the Wi-Fi network. Tap **ElkoGW_XXXXXX** to connect to Wi-Fi.

NOTE:

- The last 6 digits in the Wi-Fi network (ELKOGW_XXXXXX) represents the Ethernet MAC number which is labeled on the back of the device.
- The default password for the Wi-Fi network - **ElkoGW_XXXXXX** is **elkosmarthome**.

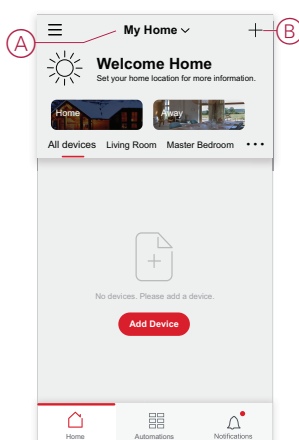


8. After successfully connecting the phone to Wi-Fi, go back to the App. When the connection is progressed, the AP mode commissioning is successfully completed. Tap **Done** to finish.

Adding the hub to the Home

Add an ELKO SmartHUB to a Home using the ELKO Smart app.

1. Log in to the app.
2. Select the Home to which the hub will be added (A).
3. In the Home page, tap the + icon (B).



4. On the Add Device page, do the following:
 - a. Tap **Auto Scan**.
 - b. If prompted, follow any instructions displayed on the page.
 - c. Tap **Start scanning**.
 - d. Tap the hub device name displayed on the app page and follow the steps in the app.

Once the process is complete, the hub is displayed as a device on the Home page.

Resetting the ELKO SmartHUB

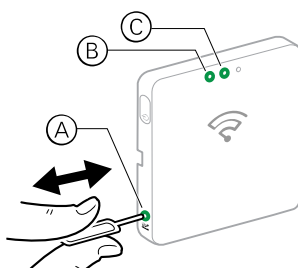
Delete existing settings from an ELKO SmartHUB for commissioning or to remove a hub from the ELKO Smart system. It may also be necessary to restore the firmware in a hub to fix a problem.

The reset tool supplied with the hub is required.

There are two reset options:

- Level 1 reset (Restores Ethernet/WLAN settings only)
- Level 2 reset (Upon successful reset, all configuration data, user data, and network data are deleted).

1. (See A) Locate the **Reset** button on the side of the hub.



2. Do one of the following:
 - **Level 1 reset:** Press and hold the **Reset** button for 5 to 10 seconds. The Ethernet LED (B) and WLAN LED (C) on the front of the hub both blink once.
 - **Level 2 reset:** Press and hold the **Reset** button for more than 15 seconds. The Ethernet LED (B) and WLAN LED (C) on the front of the hub both blink 3 times.
3. Release the **Reset** button.

The hub restarts. This takes about 40 seconds.

After a Level 2 reset, all settings are restored to their original default values and all imported files are cleared. The latest firmware is also downloaded from the current active host and installed, similar to other devices, the settings are factory reset.

Setting-up devices

Add ELKO Smart devices to a Home, assign each device to a Room and configure device settings.

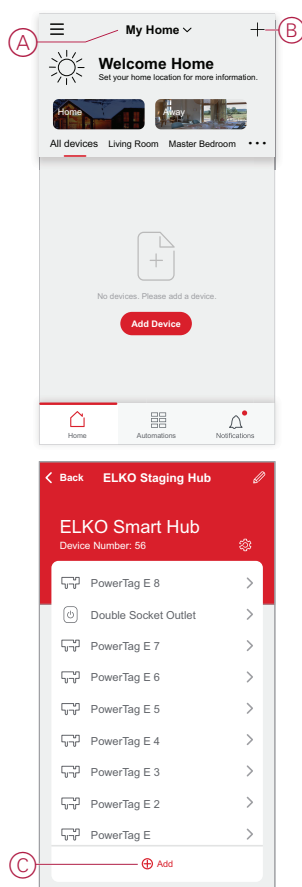
Adding a device to the Home

Add an ELKO Smart device to a Home using the ELKO Smart app.

NOTE:

- An ELKO SmarthUB must be commissioned and operating before adding a device.
- Add mains-powered devices before battery-powered devices. (Mains-powered devices act as routers for battery-powered devices.)
- Devices that connect to the network router such as, IP camera, do not require the hub to be commissioned before add the device.

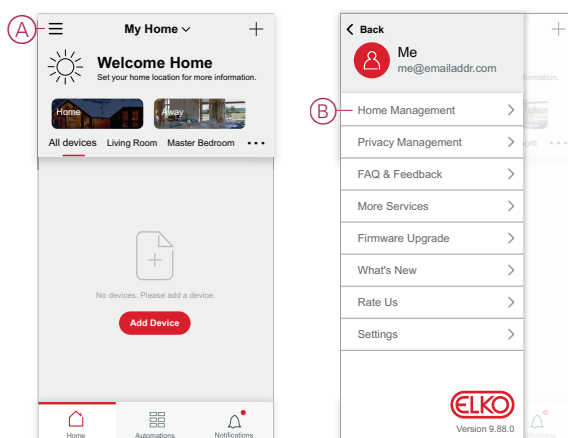
1. Log in to the app.
2. Select the Home to which the ELKO Smart device will be added (A) .
3. Do one of the following:
 - In the Home page, tap the + icon (or **Add Device** if displayed) (B).
 - In the hub page, tap **Add** (C).



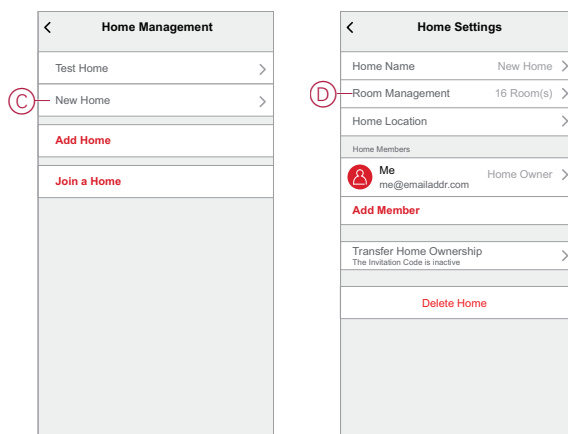
Assigning a device to a Room

Organize ELKO Smart devices into Rooms to represent their physical location in the home.

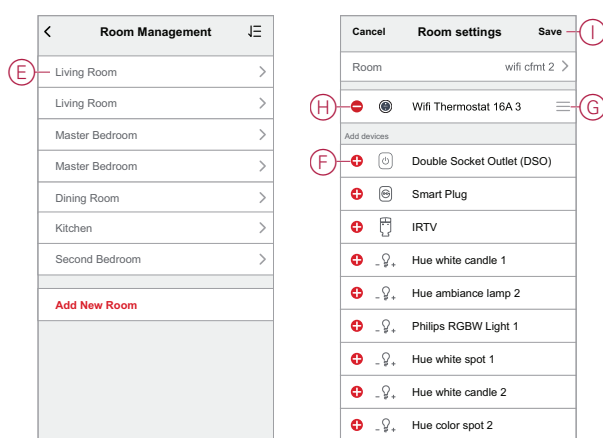
1. On the Home page, tap the **Menu icon (A)**, then tap **Home Management (B)**.



2. Tap the Home where the Room is located (C) and then tap **Room Management (D)**.



3. Select the Room to assign the device to (E).
4. In the Room Settings Page, choose a device listed under **Devices Not in the Room**. Tap the **Add (+)** icon next to the device to assign it to the Room (F).



5. Optional:

- Arrange Room devices by using drag and drop to rearrange the order (G).
- Tap the **Remove (-)** icon to un-assign a device from the Room (H) .

6. Tap **Save** when finished (I).

The device can be accessed by selecting the applicable Room tab on the Home page.

TIP: If you select a Room from the Home page and then add a new device from there, it is assigned to that Room automatically.

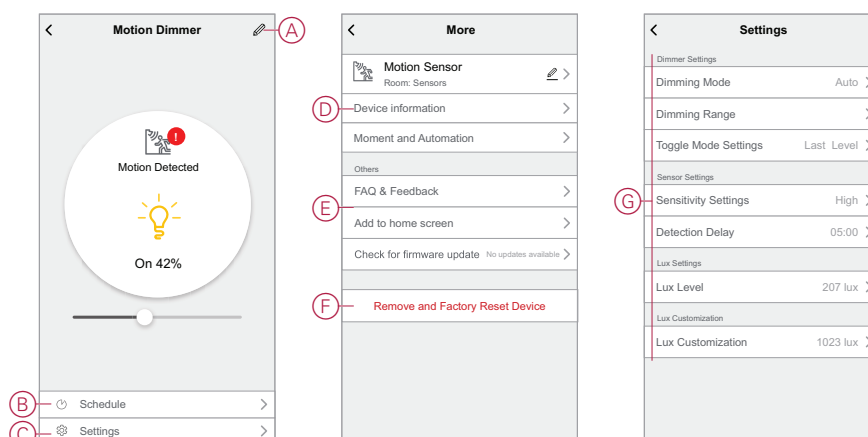
Configuring a device

General device configuration

Adjust device settings, rename a device, re-assign a device to another Room, perform firmware upgrades and more.

ELKO Smart devices can be configured in various ways, depending on the device type. In the ELKO Smart app, device settings are grouped into the **Device Details** and **Settings** pages.

1. In the Home page, tap a device to open the device control page.
2. In the device control page, do any of the following:
 - Tap the **Pen (A)** (Edit) icon to display the **Device Details** page (see Step 3).
 - If displayed, tap **Schedule (B)** to operate the device at a given time. (Other device types may display different configuration options here, or none at all.)
 - Tap **Settings(C)** to open the device-specific **Settings** page (see Step 4).



3. On the **Device Details** page, do any of the following:
 - Rename the device, change the device icon or assign the device to a different Room. Find information about the device (D).
 - Browse FAQs relating to the device, provide feedback to the app developer regarding the device, or check to see if a device firmware upgrade is available (E).
 - Tap to restore the device to its original factory defaults (F).

NOTE: All device settings are lost and the device details are removed from the cloud, effectively restoring the device to its original state prior to use.

4. On the **Settings** page, adjust the device-specific settings. (The available settings vary by device type.) (G)







Resetting ELKO Smart devices

Refer to the device user manual for reset instructions. See [Supported devices](#), page 19 for links to the device user manuals.



Device LED behavior

Devices have LEDs to indicate their operating status and to confirm actions such as resetting or joining a network.





SmartHUB

Status	LED Indication	LED Indication Duration
Switching On/Restarting	All 3 LEDs display solid white 	40 s
Connected to router (Wi-Fi)	WLAN LED displays solid white 	While connected to router
Connected to router (Ethernet)	Ethernet LED displays solid white 	While connected to router
Zigbee network initialized	Zigbee network LED displays solid white 	While Zigbee network is available
Zigbee network open for pairing (Wi-Fi)	WLAN LED displays solid white, Zigbee network LED blinks white 	While Zigbee network is open
Zigbee network open for pairing (Ethernet)	Ethernet LED displays solid white, Zigbee network LED blinks white 	While Zigbee network is open


Resetting SmartHUB

Reset Level	User Action	LED Indication	LED Indication Duration
Level 1 reset in progress. (Restores Ethernet/WLAN settings only)	Press and hold the Reset button for 5 to 15 seconds	Ethernet/WLAN LEDs blink white. 	LEDs blink once.
Level 2 reset in progress. (Upon successful reset, all configuration data, user data, and network data is deleted).	Press and hold the Reset button for more than 15 seconds	Ethernet/WLAN LEDs blink white. 	LEDs blink 3 times.



Pairing

Device	User Action	LED Indication	Status
Sensors, Pucks, Dimmers, Switches, SmartPlug, Shutter control, Wireless switch	Press the push button 3 times	LED blinks orange, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED displays solid green for a time, before turning Off. 
IP camera Indoor	Plug-in the power cable to power on the device	After a few seconds LED starts blinking red for pairing. 	LED glows green, when the pairing mode is complete. 








Power indication

Device	User Action	LED Indication	Status
SmartPlug	No action	LED displays solid red. 	SmartPlug power is On.

Resetting smart devices



Device	User Action	LED Indication	Status
Sensors, Pucks, Dimmers, Switches, SmartPlug, Shutter control, Wireless switch	Press the push button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinking green, before turning Off. 

Connected sockets












Status	LED Indication	Description
Setting 1 (Default state)	The Red LED glows. 	<ul style="list-style-type: none"> The Red LED glows when the output is switched ON The LEDs are OFF, when the output is OFF.
	All the LEDs are OFF. 	
Setting 2	The Red LED glows 	<ul style="list-style-type: none"> Red LED is ON when output is ON. Green LED is ON when output is OFF.
	The Green LED glows 	
Setting 3	All LEDs are OFF 	<ul style="list-style-type: none"> All LEDs are OFF, when the output is OFF. Green LED is ON when output is OFF.
	Green LED is glows 	
Setting 4	All LEDs are OFF 	There will be no LED indication in any case of the output state.
NOTE: Above settings are done in the app.		

Smart Radiator Thermostat






Normal use

State	User action	Left LED	Centre LED	Right LED	Duration
Boost up	Twist the cap in the + direction		Not active	Not active	Solid for 5 seconds.
Boost down	Twist the cap in the — direction	Not active	Not active		Solid for 5 seconds.

Head calibration

State	User action	Left LED	Centre LED	Right LED	Duration
Start up	Insert the batteries				Single quick flash
Opening the valve	Automatic upon inserting batteries OR Twist and hold the cap in + direction		Not active	Not active	Solid until the valve is open
Ready to install on the valve	The radiator thermostat is ready to install when the valve is fully open				Red and Blue: Flash for up to 5 minutes Orange solid= not joined Green solid= joined
Closing the valve	Twist and hold the cap in the — direction for 2 seconds	Not active	Not active		Solid until the valve is closed
Joining	Twist and hold the cap in the + direction for 3 seconds	Not active		Not active	Pulses for up to 2 minutes
Join success		Not active		Not active	Solid for 5 seconds
Failed to join	If no network is found after 2 minutes	Not active		Not active	Flashes for 5 seconds



Error state

State	User action	Left LED	Centre LED	Right LED	Duration
Low battery	Twist the cap in the + direction	Not active		Not active	Solid for 1 second (Repeated each hour)
Critical battery	Twist the cap in the — direction	Not active		Not active	Fast flash for 5 seconds (Repeated each minute)
No signal	Twist the cap in the + direction to start a boost		Not active	Not active	Fast flash for 5 seconds (Repeated)
No signal	Twist the cap in the — direction to start a boost	Not active	Not active		Fast flash for 5 seconds (Repeated)
No network	Twist the cap in the + or — direction to start a boost	Not active		Not active	Solid with fade-out after 2 seconds. In this event, the radiator thermostat has not joined the system and must either join the SmartHUB or re-installed.



Smart Smoke Alarm Battery

Smart Smoke Alarm 230 V

Pairing

User Action	LED Indication	Status
Press the Setup/Reset button 3 times	LED blinks yellow, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off. 








Resetting

User Action	LED Indication	Status
Press the Setup/Reset button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinks green before turning Off. 

Operating

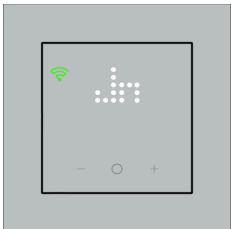
Operating Mode		Standby LED	Alarming Sound	Duration
Normal mode / Standby mode		Blinks every 48 s	OFF	—
Alarm Mode	Local Alarm *	Blinks every 1 s	3 beeps every 4 s	—
	Interconnected alarm	OFF	3 beeps every 4 s	—
Test mode		1 blink every 1 s	3 beeps every 4 s	Until Test/Hush button is released
RF interconnection test		OFF	Continuous 3 beeps every 4 s	25 s
Hush mode		Blinks every 8 s	OFF	10 min
Low battery mode		Blinks every 48 s	1 beep every 48 s	End of life: replace smoke alarm
Fault mode		2 blinks every 48 s	2 beeps every 48 s	Until fault has been cleared
Snooze Mode	Low battery	Blinks every 24 s	OFF	10 hrs
	Fault	2 blinks every 24 s	OFF	10 hrs
	Alarm memory	Blinks every 48 s	OFF	10 hrs
NOTE: For all the operating modes, LED blinks Red. * Local smoke alarm all Red LEDs blink and for Local temperature alarm only Standby Red LED blinks.				

SmartTagE

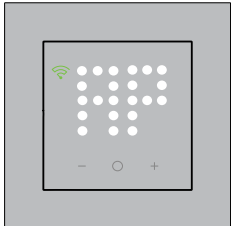




Behavior	Communication indicator light
	SmartTagE switched off.
	SmartTagE is searching for a SmartHUB in pairing mode.
	SmartTagE is in identification mode.
	SmartTagE is in network. Normal communication with the SmartHUB.
	Occasional loss of communication.
	Loss of communication with the SmartHUB.
	Internal error detected.

Smart ZB Thermostat 16 A


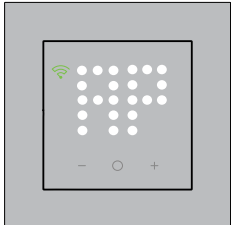




Pairing the device

Status	User Interaction	Description
Pairing in progress		The thermostat matrix display flashes "Jn AP" to indicate joining is initiated when the thermostat O touch button is pressed and held for > 3 s.

Pairing the device (Continued)

		
Successful joining network		The thermostat matrix display flashes a green  LED when the thermostat successfully joins a network.
Fails to join the network		The thermostat matrix display flashes a red  LED when the thermostat fails to join the network.

Wi-Fi®Thermostat 16 A**Pairing the device**

Status	User Interaction	Description
Pairing in progress	 	The thermostat matrix display flashes "JnAP" to indicate joining is initiated when the thermostat O touch button is pressed and held for > 3 s.
Successful joining network		The thermostat matrix display flashes a green  LED when the thermostat successfully joins a network.
Fails to join the network		The thermostat matrix display flashes a red  LED when the thermostat fails to join the network.

Moments and Automations

You can combine the settings of one or more devices together to form a Moment or an Automation. Operate a Moment manually whenever desired, or set up an Automation and specify conditions to trigger the devices. Moment is triggered manually and Automation is triggered by an event.

Moment

Your evening is about to begin. You settle in on the couch. The roller shutters close, the lights dim, and the TV switches on, everything you need for a great movie night and desired lighting ambience. This is a Moment saved to your app. Once you create it, you can easily access it with a simple tap on your smartphone/tablet screen.

Automation

The members of your family always come home at about the same time. Using an Automation, your system can close the blinds to help protect your privacy and set the perfect lighting ambience on your arrival. Automation launches automatically according to your schedule.

You can set an Automation to activate based on date and/or time, sensor status and other options, depending on the devices in your system.

Differences between Moments and Automations

There are some features common to both Moments and Automations. Other features apply to only one or the other.


Moment settings and Automation settings pages in the app


Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more tasks.)	Execute an automation.	No	Yes
	Enable or disable a moment or automation (for example, if you are going away for an extended time).	Yes	Yes
	Send a notification when the automation is triggered.	No	Yes
	Set a delay time for the moment/automation to operate once triggered.	Yes	Yes
	Select a device and configure settings to be applied when the moment/automation is triggered.	Yes	Yes
(See C) Show on home Page	Display a moment on the home page (tap the moment to operate).	Yes	No

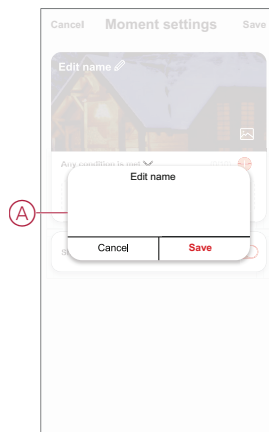
Feature	Description	Moment	Automation
(See D) Conditions	Trigger an automation based on one or more conditions, including temperature/humidity/ weather, time (including sunset/ sunrise at a nominated location), and device operation or output.	No	Yes
(See E) Effective Period	Configure when an automation can be triggered. Options include daytime and night based on a home location, a custom time period, and repeating on days of the week.	No	Yes

Creating a moment

Moment allows you to group multiple actions that are usually done together. Using the ELKO Smart app, you can create moments based on your needs. To create a moment:


1. On the **Home** page, tap .
2. Go to **Moment** > **+** to create a moment.
3. Tap **Edit name**, enter the name of the moment (A) and tap **Save**.

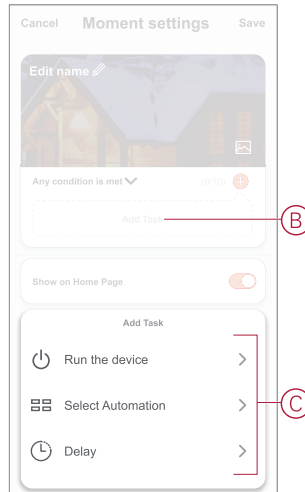
TIP: You can choose the cover image that represents your moment by tapping .



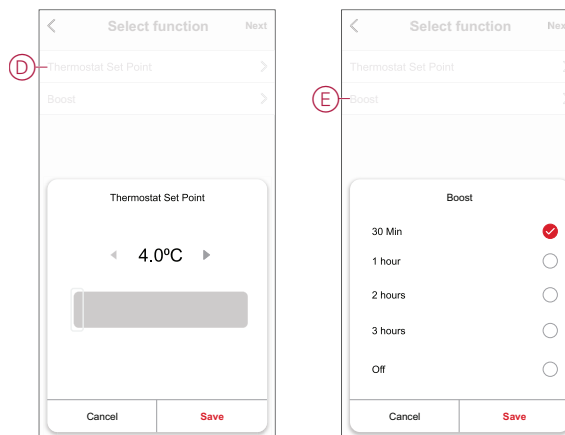
4. In the **Action** section, tap **Add task** (B) to open the slide-up menu.

5. In the **Add task** menu, you can do either or all of the following actions (C):
- **Run the device** - Select the devices that you want in a moment.
 - **Select Automation** - Select the automation that you want to enable or disable.
 - **Delay** - Set the delay time.

NOTE: You can add one or more actions using .



6. Tap **Run the device** > **Radiator Thermostats** to select either or both of the functions to add in the moment:
- **Thermostat setpoint** - Adjust the thermostat temperature (D).
 - **Boost** - Set the boost duration (E).




7. Once all the actions are set, tap **Save**.

Creating an automation


Automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. Using the ELKO Smart app, you can create automations based on your needs.


NOTE: If you are located close to the arctic circle, our system cannot set automations based on sunset or sunrise times due to the phenomenon of the Midnight Sun, where the sun remains above the horizon for 24 hours. This occurs generally from mid of May to end of July. During this period, we recommend you to use an alternative time-based condition for your automations.

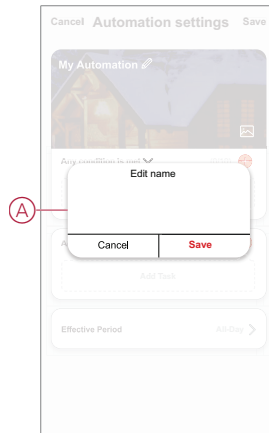
To create an automation:

1. On the **Home** page, tap the .

2. Go to **Automation** > **+** to create an automation.

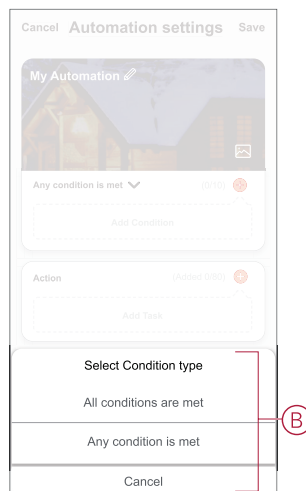
3. Tap  to enter the name of automation (A) and tap **Save**.

TIP: You can choose the cover image that represents your automation by tapping .




4. Tap **Any condition is met** to select any one of the condition type (B):

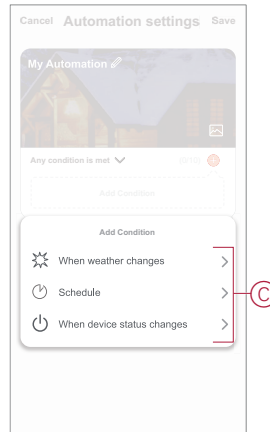
- **All conditions are met** - The automation is triggered when all the conditions are met
- **Any condition is met** - The automation is triggered when at least one condition is met



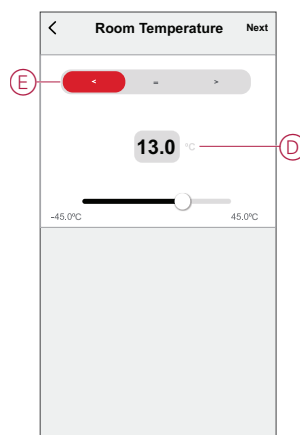
5. Tap **Add Condition** to open the slide-up menu.

6. In the **Add Condition** menu, you can do either or all of the following options (C):
- **When weather changes** - Select the various weather settings.
 - **Schedule** - Set the time and day.
 - **When device status changes** - Select the device and it's function.

Note: You can add one or more conditions using .




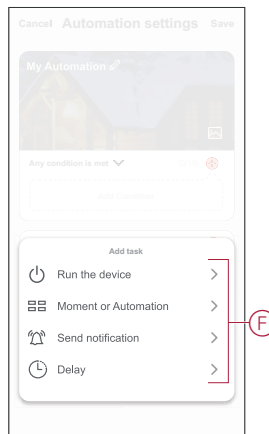
7. Tap **When device status changes > Radiator Thermostats > Room temperature** and set the temperature (D) and the condition (E).



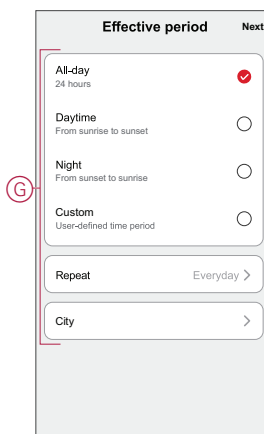
8. Tap **Add task** to open the slide-up menu.

9. In the **Add task** menu, you can do either or all of the following options (F):
- **Run the device** - Select the devices that you want to be triggered.
 - **Moment or Automation** - Select the moment which you want to trigger or select the automation that you want to enable or disable.
 - **Send notification** - Turn on notification for the automation.
 - **Delay** - Set the delay time.

NOTE: You can add one or more actions using .



10. Tap on **Effective period** to set the time range for the automation. You can select any one of the following (G):
- **All-day** - 24 hours.
 - **Daytime** - From sunrise to sunset.
 - **Night** - From sunset to sunrise.
 - **Custom** - User defined time period.



11. Once all the actions and conditions are set, tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

Troubleshooting

Find solutions to problems with the ELKO Smart system, devices and configuration settings.

For your safety

⚡⚠ DANGER



HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Safe electrical installation must be carried out only by qualified electrical personnel. Qualified electrical personnel must prove profound knowledge in the following areas:

- Connecting to installation networks
- Connecting several electrical devices
- Laying electrical cables
- Safety standards, local wiring rules, and regulations

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

General system

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the system.	Only use devices listed in Supported devices , page 19.
Can't add a user from another country to a Home.	If the user is from another country, the account details may be stored in a different region. See, page 9 for more information.	Users can create another account using a country code in the same region as the Home they wish to join. NOTE: Users cannot access their own Homes with the new account and must log in to the app with their original account details in order to do so.
<p>The device is not able to connect with the Hub. After pressing 3 times, the device LED blinks red/green for 30 s.</p>  <p>NOTE: This does not apply to sensors or the SmartPlug.</p>	Pairing mode has changed.	<p>Press the Reset button on the device 3 times then hold for 20 s, until the LED blinks red. The device should reboot into the correct mode.</p> 
The system cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	<p>Check that the following router ports are open:</p> <ul style="list-style-type: none"> • Port 443 8883 1443 • Port 6667 • Port 6668 • Port 6669 • Port 6608 • Port 6681 • Port 6682 <p>IMPORTANT: For cyber-security, check that all unused ports are closed.</p>

Wi-Fi devices

Symptom	Solution
The system cannot find a Wi-Fi device when commissioning.	<p>Check if your phone is connected to VPN by checking in the phone settings. If this is the case, disconnect the VPN while commissioning the Wi-Fi device.</p> <p>NOTE: Some VPN connections are automatically reconnected after a few minutes if disconnected (for security reasons), so you may need to disconnect it several times, for example if you commissioning multiple Wi-Fi devices.</p>

Micromodule dimmer, Relay, Shutter

Symptom	Solution
The setup/reset button cannot be operated due to inconvenient working position.	Connect a mechanical push-button (spring-loaded switch) to the L (Live wire) and 1 (switch) terminal. Push-button press can then be used instead of the setup/reset button.

Sensors

Symptom	Possible cause	Solution
The sensor has stopped reporting status, but is otherwise operating normally.	The device may be undergoing an over-the-air (OTA) firmware update.	<p>Wait for the firmware update to complete and then check that the device is reporting status.</p> <p>NOTE: The firmware update runs in the background.</p>

Devices with motion sensors

Symptom	Possible cause	Solution
<p>Load does not switch on automatically.</p> <p>NOTE: This does not apply to the battery-powered SmartSensor PIR Wireless.</p>	Detection brightness for the sensor is low.	Increase the detection sensitivity in device settings.
Load does not switch off automatically when an Automation is triggered.	The Automation may include a delay Action that is set too long.	Reduce the Action delay time.

Switches

Symptom	Solution
Connected load does not switch on.	<ul style="list-style-type: none"> Check the power supply. Turn the device off and back on again. Check the load. In the case of an external push button, check the wiring. Re-couple devices.
Connected load is switched on permanently.	<p>Reduce the Detection Delay time in the app.</p> <p>NOTE: This setting is only available in SmartMove Relay.</p>

Dimmers

Symptom	Solution
Dimming up not possible.	<ul style="list-style-type: none"> Reduce/increase load. Allow the dimmer module to cool in case of overheating.
Switching on not possible.	<ul style="list-style-type: none"> Allow the dimmer module to cool in case of overheating. Reduce load. Change load. Check externally-connected push buttons and joined/paired devices: <ul style="list-style-type: none"> In the case of an externally-connected push button, check the wiring between the push button and the dimmer. In the case of joined/paired devices, remove the assignments between the devices and re-join.
Brightness level reaches below the default value.	<ul style="list-style-type: none"> Reduce/increase load. Reduce maximum brightness.
Flickering at minimum brightness.	Increase minimum brightness (if flickering still persists, install a 31LCDA load correction device).
Flickering	<ul style="list-style-type: none"> Change load. Set RL LED mode. Reset to default settings if you are using a micro module dimmer.
Only slight dimming capability	<ul style="list-style-type: none"> Change dimming range. Set RL LED mode.

Shutter control

Symptom	Solution
Connected shutters cannot be controlled.	<ul style="list-style-type: none"> Check the power supply. Remove power to the shutter control switch and then re-connect power again. Check the load. In the case of an external push button, check the wiring. Re-couple devices.
Shutter is not driving to the desired position.	Re-calibrate the shutter. See

SmartSwitch push wireless

Symptom	Possible cause	Solution
The Wireless Switch displays offline in the app.	The Wireless Switch battery may be low or drained.	Replace the battery in the device — refer to SmartSwitch Push Wireless Free Located Wireless Switch 1-gang/ 2-gang user manual for replacing the battery (See the user manual link in Supported devices , page 19).
	The Wireless Switch battery is disconnected from the network.	Press any push button on the Wireless Switch. NOTE: The first press does not trigger Wireless Switch operation.

Connected sockets

Symptom	Solution
There is an error when the communication with the metering chip cannot be established. Hence, the output is switched OFF.	Replace the device.

Wiser Radiator ThermostatSmart Radiator Thermostat

Symptom	Possible cause	Solution
Thermostat is not responding or app not measuring the temperature.	Power outage or Wiser GatewaySmartHUB generation restarted.	Post power outage, Wiser GatewaySmartHUB generation needs up to 15 minutes to recover to normal.
Thermostat displays offline in the app or the center LED blinks.	<ol style="list-style-type: none"> 1. Poor signal between the Wiser GatewaySmartHUB and Thermostat. 2. The batteries need replacing in the Thermostat. 3. The Thermostat has been reset through the human interaction at physical device. 	<ol style="list-style-type: none"> 1. Rejoin the Thermostat in the app. 2. Replace the batteries and re-calibrate Thermostat, refer to the replacing batteries and calibrating the device. 3. Re-configure the device.

SmartTagE

Symptom	Possible cause	Solution
Currency or the cost related information is not appearing correct.	User has not configured the tariff plan.	Configure the tariff plan correctly by setting the consumption and production target.

Smart ZB Thermostat 16 A

Symptom	Possible cause	Solution
The thermostat has gone offline.	<ul style="list-style-type: none"> • The thermostat is not On. • The thermostat is no longer in signal range of the Hub. 	<ul style="list-style-type: none"> • Turn the thermostat On and Off. • Move the ELKO SmartHUB closer to the thermostat.

Wi-Fi® Thermostat 16 A

Symptom	Possible cause	Solution
The thermostat has gone offline.	The thermostat is not On.	Turn the thermostat On and Off.

Smart Smoke Alarm 230 V / Smart Smoke Alarm - Battery

Issue	Resolution/Action
Device does not sound when tested	<ol style="list-style-type: none">1. Confirm that the power switch is in ON position, or the device is installed correctly. If you are unsure then remove and reinstall the device.2. Press Test/Hush button until an alarm sound is produced. Do not press consecutively.3. If the problem persists or if you have questions about the warranty, contact customer care center.

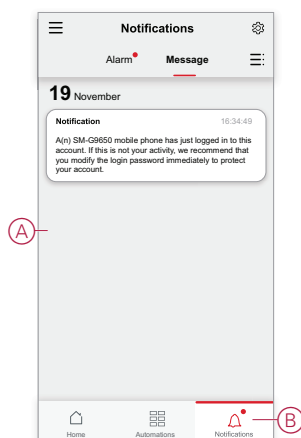
Additional information

Alarms and Notifications

The ELKO Smart app provides alarms for significant system events that require urgent attention (such as water leakage) and notifications for non-urgent events such as system access and device management.

The Notifications page

Alarms and notifications are stored in the Notifications page (A). You can open the Notification page by tapping the Notifications icon (B).



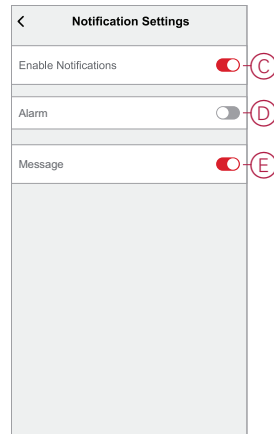
New alarms and notifications are indicated by a red dot:

- next to the Notification icon, and
- next to the **Alarm** and **Message** tabs.

Notifications

Tap the Settings icon (gear) at the top of the Notifications page to access the Notifications Settings. (You can also access the Notifications Settings page from the app Settings page by tapping **App Notification >**

- **Enable notifications:** A master switch that turns all notifications On or Off (C).
- **Alarm:** Enable or disable device alarms such as water leakage, motion detection and camera motion detection/face recognition (D).
- **Do-Not-Disturb Schedule (Alarms only):** Set one or more time periods when the alarm function will be disabled. Single or repeating schedules are possible. A schedule can affect either all device alarms or only selected device alarms (E).
- **Home:** Enable or disable messages relating to any Homes of which you are a member, such as invitations to join new Homes, account addition and removal, accounts set as an Administrator, devices added to a Home and device firmware upgrade success or failure (F).
- **Bulletin:** Enable or disable messages relating to your own account, such as account login on a new phone, automatic responses to user feedback, operation and notification messages, and first-time operation of a device via a voice-control service using your account (G).



Resetting the ELKO SmartHUB

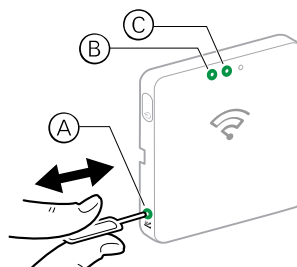
Delete existing settings from an ELKO SmartHUB for commissioning or to remove a hub from the ELKO Smart system. It may also be necessary to restore the firmware in a hub to fix a problem.

The reset tool supplied with the hub is required.

There are two reset options:

- Level 1 reset (Restores Ethernet/WLAN settings only)
- Level 2 reset (Upon successful reset, all configuration data, user data, and network data are deleted).

1. (See A) Locate the **Reset** button on the side of the hub.



2. Do one of the following:

- **Level 1 reset:** Press and hold the **Reset** button for 5 to 10 seconds. The Ethernet LED (B) and WLAN LED (C) on the front of the hub both blink once.
- **Level 2 reset:** Press and hold the **Reset** button for more than 15 seconds. The Ethernet LED (B) and WLAN LED (C) on the front of the hub both blink 3 times.

3. Release the **Reset** button.

The hub restarts. This takes about 40 seconds.

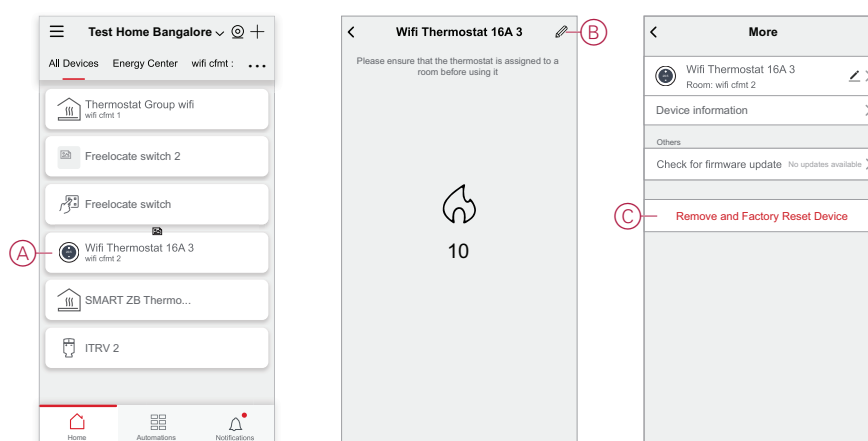
After a Level 2 reset, all settings are restored to their original default values and all imported files are cleared. The latest firmware is also downloaded from the current active host and installed, similar to other devices, the settings are factory reset.

Restoring device factory defaults using the ELKO Smart app

Restore a device to factory default settings in order to solve a problem with a device or remove it from the system for use elsewhere.

NOTE: After restoring factory defaults, the device is removed from the system and all configuration settings made to the device will be lost.

1. Tap the device in the Home page (A).
2. Tap the **Edit (pencil)** icon (B).
3. in the More page (C), tap **Restore Factory Defaults** and follow the steps in the app.

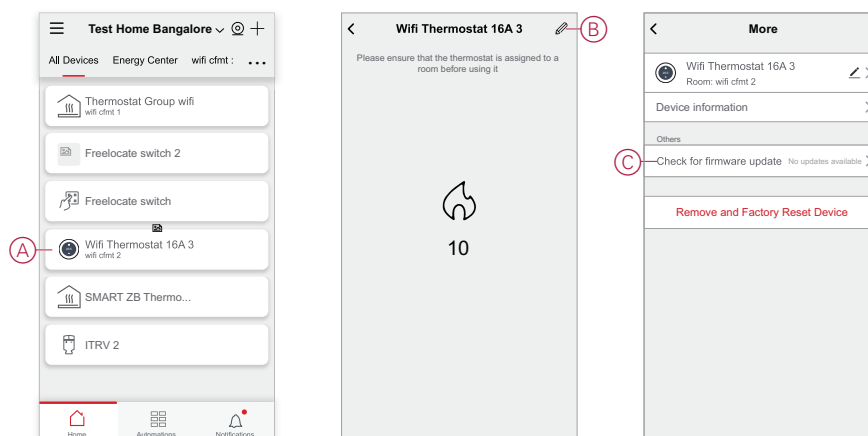


Checking for device firmware upgrades

Keep ELKO Smart devices up-to-date with the latest firmware releases.

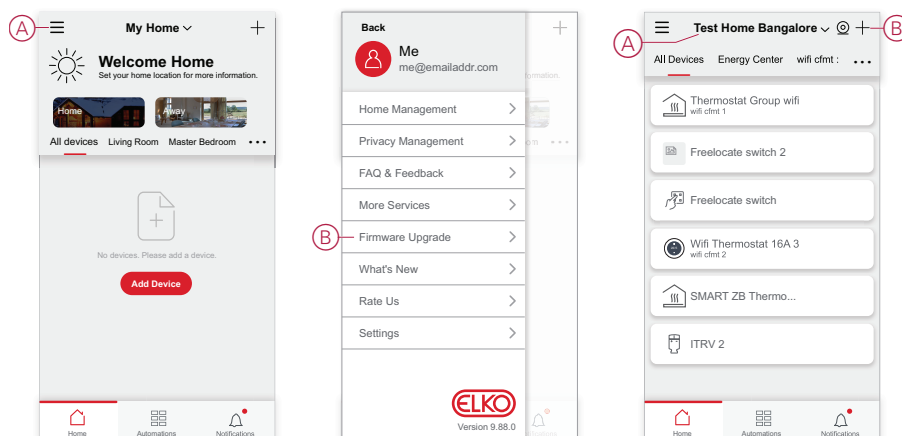
Checking a specific device for a firmware upgrade

1. Tap the device in the Home page (A).
2. Tap the **Edit (pencil)** (B) icon.
3. In the More page, tap **Check for Firmware Upgrade** (C) and follow the steps in the app.



Checking for any device requiring a firmware upgrade

1. On the Home page (A), tap the Menu icon.
2. In the menu slide-out (B), tap **Firmware Upgrade**.
3. Tap (C) a device in the **Devices to be updated list** and follow the instructions in the app.

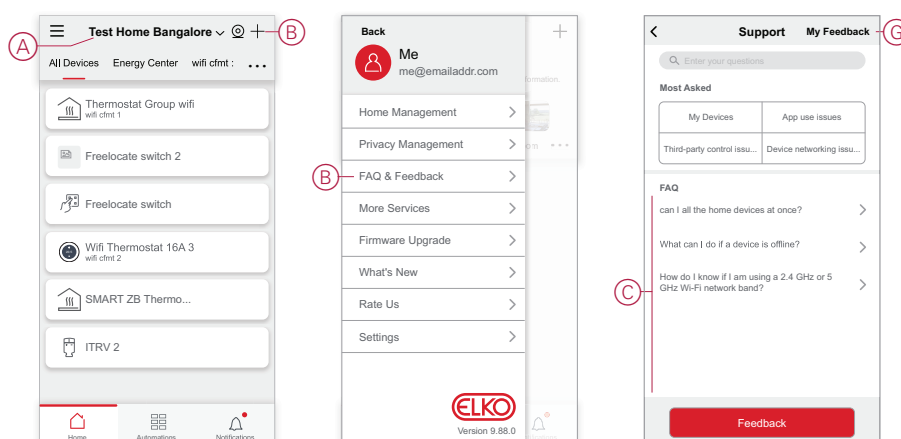


Using the ELKO Smart app FAQ & feedback page

Find information about the ELKO Smart app and working with ELKO Smart devices.

The FAQ & feedback page provides a list of Frequently Asked Questions (FAQ) and answers, information about using the app, device-specific help, and a way to report issues with the app and the ELKO Smart system.

1. (See A) In the Home page, tap the Menu icon.
2. (See B) Tap **FAQ & feedback**.
3. Do any of the following:
 - (See C) Browse the list of FAQs (tap a question to see the answer)
 - (See D) Tap **All** to find device-specific help by selecting the device from a list
 - (See E) Tap **Network Diagnosis** for help with solving network issues
 - (See F) Tap **Report Issue** to raise an issue with the development team
 - (See G) Tap **My Feedback** to check the status of issues that you have reported.



Glossary

A

Automations: You can combine the settings of one or more ELKO Smart devices together to form an Automation. Set up an Automation in the app and specify conditions to trigger the devices.

H

Home Control: A network of ELKO Smart devices that includes an ELKO SmartHub to provide communication between devices and the ELKO Smart app. In a Home Control network, an entire Home of devices can be controlled using the ELKO Smart app, either from within the Home or from any location with an Internet connection.

Home: In the ELKO Smart app, a Home defines a group of people, rooms and ELKO Smart devices as a unit.

M

Moment: Operate one or more ELKO Smart devices with a single tap. You can specify multiple devices and actions for a Moment and then trigger those actions manually using the app.

R

Room Control: A network of ELKO Smart devices that does not use the ELKO SmartHub or ELKO Smart app. In a Room Control network, one or more groups can be created for remote control, within each group, one device is the Sender and the other devices are Receivers.

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ELKO AS
Sandstuveien 68
0680 Oslo
Norway

+47 67 80 73 00
elko@elko.no

www.elko.no

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