

Sygonix®

© GB App Instruction Manual

Sygonix Gateway

Item No. 1898921 / RSL / 433 MHz

Item No. 1898922 / RS2W / 868 MHz



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Introduction

You build your smart network by using at least one gateway as a controller, and register end-node devices such as sensors, power meters, and actuators (e.g. motor) on the gateway. The mobile app allows you to control and manage all devices in your smart network.

General Information

Important Information



Observe information in a red frame to avoid harming yourself or others, and prevent product damage.

Give information in an orange frame special attention.

The blue frame provides tips on product use and features.

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Requirements

Network Connection

Security

It is strongly recommended that you set up your WiFi Router/WiFi Access Point (AP) to use the most secure encryption option it supports.

Subnetting

If you subnetted your network, the mobile device running the app and the devices of your smart network must be hosts on the same subnet.

Mobile App

Through the mobile app you manage gateways and end-node devices linked to them.

Get started

As a first time user follow the below steps:

1. [Install the App](#).
2. [Create a User Account](#).
3. [Log in](#).
4. Learn how to manage your account:
 - Go to [Manage your Account](#)
5. Learn how to add a gateway and manage it:
 - Go to [Gateway](#)
6. Learn how to add end-node devices and manage them:
 - Go to [Add an End-Node Device](#) and [End-Node Device](#)

Installation/Deinstallation

Install the App

Apps are available for Android and iOS mobile devices.

Head to the respective app store and download the app named 'Sygonix RSL RS2W' onto your mobile device.

Make sure your mobile device satisfies the minimum requirements as outlined on the app store download page.

Notes on Deinstallation

When you uninstall the app, the settings are retained.

Settings become available again as soon as you re-install the app and log in with the same account.

User Account

Account settings are stored under your account in the cloud.

Create a User Account

A user account is required for you to operate the device.

1. Open the app.
2. Touch **Register account**.
3. Enter the requested details into the registration form and confirm with **Submit**.
4. A new account will be set up for you. Wait until you receive the confirmation for successful setup.

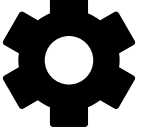
Log in

1. Open the app.
2. Provide user name and password.
3. Confirm with **Login**.
4. If you are logged in successfully, the home page shows.

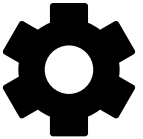
If you want to control smart devices from multiple mobile devices, install the app on every mobile device you wish to use and log in with the same account details on each mobile device.

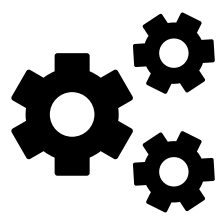
Switch Accounts

Do the following to switch between accounts:

1. Open the app home page.
2. Touch  to open the account settings.
3. Select **Exit** and confirm the prompt.
4. Log in with another account.

Manage your Account

1. Open the app homepage.
2. Touch  to open the account settings:



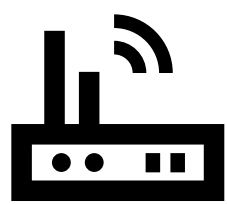
Personal settings

Update your account details.



Change password

Change your account password.



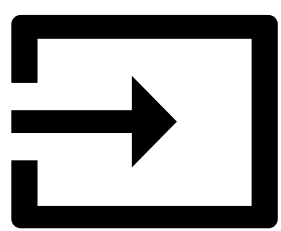
Connect to router

Connect to a different network.



Privacy Notice

Read the Privacy Notice.



Exit

Log out.

Home Page

The home page lists all gateways that are under your account's control.

When you log in for the first time, the device list is blank.

Main Controls

The screenshot displays the main controls of the Sygonix mobile application. At the top, a blue header bar contains a refresh icon, the text "Device", and a plus sign. Below this, a yellow callout box highlights the "Refresh device list" button. In the center, there is a Sygonix logo featuring a house with a Wi-Fi signal and the text "RSL/RS2W" and "sygonix". To the right, another yellow callout box highlights the "Add gateway" button. Below the header, a list of devices is shown. The first device is "jh.gateway" with the MAC address "00-04-A3-A1-00-5B" and a power button icon. A yellow callout box highlights the "Gateway" label, and another highlights the "On/Off" button. Below the device list, two yellow callout boxes highlight the "Device list" and "Account settings" buttons. At the bottom, a navigation bar shows a home icon labeled "DEVICE" and a gear icon labeled "SETTINGS".

Gateway

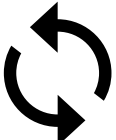
The gateway is the brain of your automation setup. Through the app you control the gateway and all its linked end-node devices via WiFi or mobile network.

Add a Gateway

During set-up keep the mobile device running the app and the gateway within receiving distance of the wireless access point (AP).

A gateway cannot be linked to two accounts. Adding a gateway to a second account will remove it from the first.

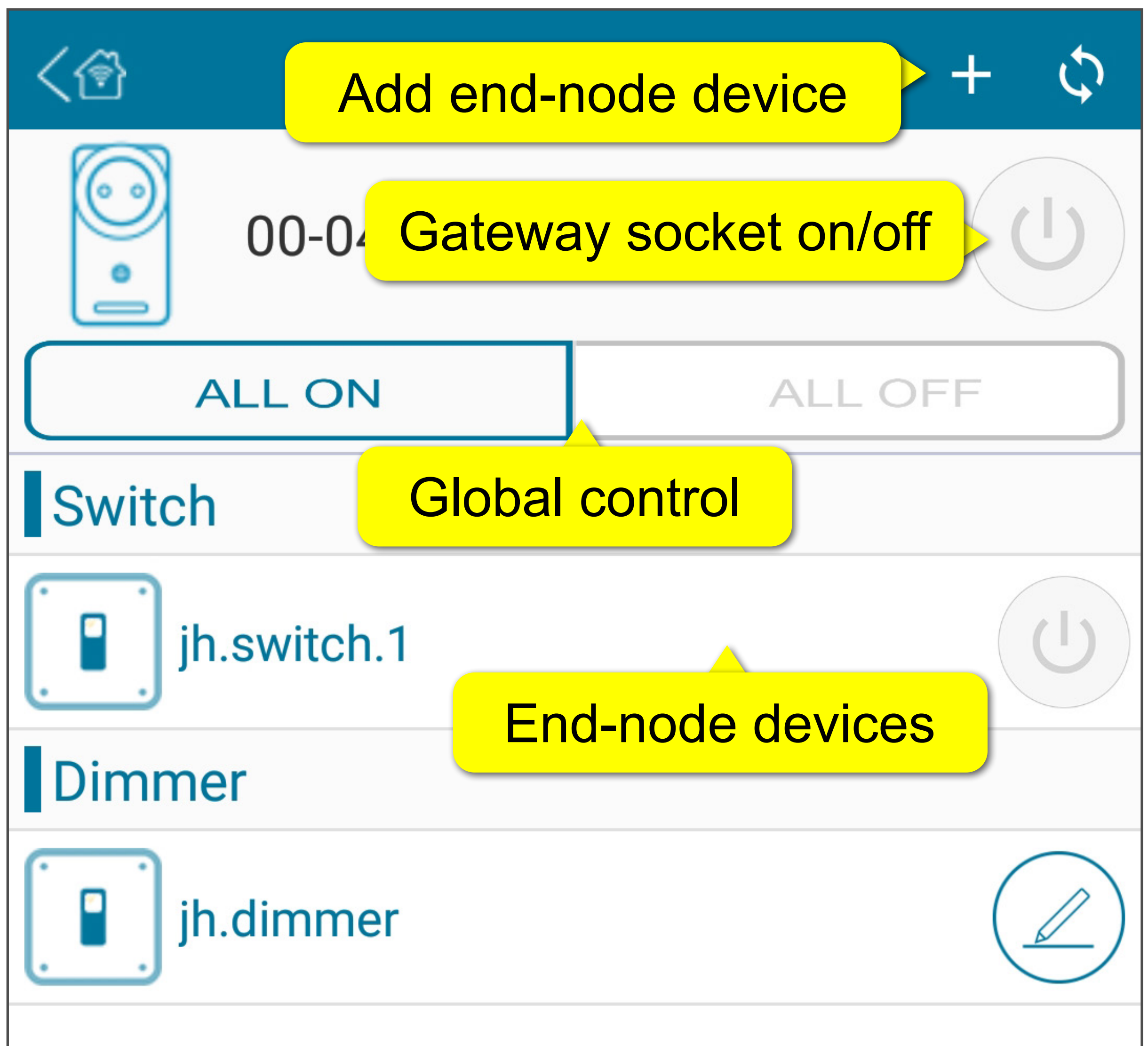
Make sure you know how to operate the gateway hardware before you start. Refer to its hardware instructions if necessary.

1. Connect your mobile device running the app to your WiFi network.
2. Connect the gateway to a wall socket.
3. Open the app home page.
4. Touch **+**.
5. Follow the on-screen instructions.
6. Touch  to refresh the device list.
7. The gateway shows on the device list.

Open the Gateway Dashboard

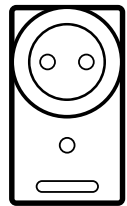
Select a gateway from the home page to open the gateway dashboard.

Gateway Dashboard



Open the Device Menu

The device menu gives you access to tools for device management. Access the menu as follows:

1. Open the gateway dashboard.
2. On the dashboard, touch  to open the menu.

Control

Before you start controlling devices, note the following important points:

If the power supply to the gateway interrupts, all end-node-device-to-cloud connections interrupt also.

The gateway's socket is controlled independently of linked end-node devices. If you turn off the gateway's socket, the end-node devices are left unaffected.


Attention!



Your device may not be designed for operation without supervision, and thus present serious danger under certain conditions.

Never remote or autocontrol such a device.

Manual Control

You can manually control the gateway socket from three locations through the  button:

- Home page
- Gateway dashboard
- Device menu (includes status)


Globally Control End-node Devices

Turn all linked end-node devices (excluding sensing devices, e.g. temperature sensor) on or off at the same time. Do the following:

1. Open the gateway dashboard.
2. Touch **ALL ON** or **ALL OFF** respectively.
3. Confirm the prompt to continue.

Set a Timer


The timer turns the gateway's socket on or off respectively after the countdown expires. Do the following:

1. Open the device menu.
2. Select **Timer**.
3. Decide if the timer shall turn the socket on or off. Select the corresponding timer.
4. Set the time.
5. Touch  to start. After the timer expires, the socket is turned on or off.

Schedules

Set a Schedule

Control the socket according to a preset schedule. Do the following:

1. Open the device menu.
2. Select **Schedule**.
3. Touch **+**.
4. Enter schedule details into the schedule panel.
 - Note: On and Off cannot occur at the same time.
5. Touch  to save.
6. The schedule is added to the schedule view.

You can set at most 30 schedules.

Schedule Panel

× Schedule **Save schedule** ✓

<input checked="" type="checkbox"/> Turn on	<input checked="" type="checkbox"/> Turn off
09 : 21	21 : 21
10 : 22	22 : 22
11	23

Day selection


Sun Mon Tue Wed Thu Fri Sat

Schedule View

← Schedule ↻ +

ON 10:00	Enable/Disable schedule	<input type="checkbox"/>				
Sun	Mon	Tue	Wed	Thu	Fri	Sat
ON 10:00	OFF 23:00	<input type="checkbox"/>				
Sun	Mon	Tue	Wed	Thu	Fri	Sat
ON 09:00	OFF 20:30	<input type="checkbox"/>				
Sun	Mon	Tue	Wed	Thu	Fri	Sat

Modify a Schedule

1. Open the schedule view.
2. Hold down the schedule you want to edit.
3. Select **Modify** from the menu.
4. Edit the schedule.
5. Touch  to save.

Delete a Schedule




1. Open the schedule view.
2. Hold down the schedule you want to delete.
3. Select **Delete** from the menu.
4. Confirm the prompt to delete the schedule.

Control Log


The control log logs device activity.

The log shows you when and how the event was triggered (e.g. manually, through timer) and what the action was (e.g. turned off, turned on).

View Log

1. Open the device menu.
2. Select **Control log**.
3. Touch  to refresh the log.
4. Read the log:
 -  event handled successfully
 -  event handling failed

Clear Log

1. Open the device menu.
2. Select **Control log**.
3. Touch  .
4. Confirm the prompt to clear the log.

Manage Gateways

Rename a Gateway

1. Open the device menu.
2. Select **Rename** from the menu.
3. Update the name and confirm your changes.
4. Navigate to the app homepage so that the name refreshes across all views.

Replace a Gateway

Replace an existing gateway with another one. All linked end-node devices and their settings are carried over. Do the following:

1. Open the device menu.
2. Select **Replace gateway** from the menu.
3. Follow the on-screen instructions to complete the replacement.

Delete a Gateway

Attention! This cannot be undone.

1. Open the device menu.
2. Select **Delete** from the menu.
3. Confirm the prompt to delete the gateway.
The gateway and its linked end-node devices are removed.

Add a Gateway to Another Account

1. Open the device menu.
2. Select **Delete** from the menu.
3. Confirm the prompt to delete the gateway.
4. Perform a hardware reset on the gateway.
 - Refer to the hardware instructions.
5. Add the gateway to another account.

Add an End-Node Device

While setting up keep the mobile device running the app, the gateway and the end-node device within receiving distance of the wireless access point (AP).

Do not add the same end-node device to more than one gateway to avoid unexpected behaviour.

Make sure you know how to put the end-node device into learning mode before you start. Refer to its hardware instructions if necessary.

Add a 433 MHz device


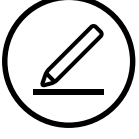
There are two 433 MHz types you can add:

- Auto code
- Fixed code (you set the code manually)

Refer to the device hardware instructions to learn more.

Follow the procedure matching your device.

Add an auto code device

1. Establish the power supply to the end-node device.
2. Open the gateway dashboard.
3. Touch **+**.
4. Select **Add device** from the drop down menu.
5. Select the device type.
6. Name the edge device.
7. Confirm your settings with **✓**.
8. Confirm the prompt with **Cancel**.
9. Put your end-node device into learning mode. Refer to its hardware instructions.
10. On the gateway dashboard touch  next to the end-node device to start the learning.
11. Confirm the prompt with **Ok**.
12. Gateway and end-node device are learnt:
 - **Sensing devices:** the prompt closes. If learning fails,  will show. Repeat the learning procedure.
 - **Other devices:** the prompt stays open. Wait at least 3 seconds, then confirm with **Done**.
13. Use the app to control the end-node device to confirm proper functioning.
 - If you fail to control the device, repeat the learning procedure.

Add a fixed code device

1. Establish the power supply to the end-node device.
2. Open the gateway dashboard.
3. Touch **+**.
4. Select **Add fixed code device** from the drop down menu.
5. Enter the code set on the end-node device.
6. Confirm your settings with **✓**. Gateway and end-node device are learnt.
7. Use the app to control the end-node device to confirm proper functioning.
 - If you fail to control the device, repeat the learning procedure.

Add a 868 MHz device

Add an end-node device as follows:

1. Establish the power supply to the end-node device.
2. Open the gateway dashboard.
3. Touch **+**.
4. Select the device type.
5. Name the edge device.
6. Confirm the settings with **✓**.
7. Confirm the prompt with **Ok**.
8. Put your end-node device into learning mode. Refer to its hardware instructions.
9. Gateway and end-node device are learnt:
 - On success, the end-node device status shows.
 - If learning fails, repeat the procedure.

End-Node Device

Open the Device Menu

The device menu lets you control and manage the device, and read data records. Access the menu as follows:

1. Open the app home page.
2. Select the gateway that controls the end-node device.
3. On the gateway page, select the end-node device.




Device Control

Generally, end-node devices offer one or more of the following control types:

- [Manual Control](#)
- [Timed Control](#)
- [Rules](#)

Manual Control

Some end-node devices offer controls within the gateway page for you to manually control their on/off state.

Sensor	
 433 Motion	<input checked="" type="checkbox"/>
No trigger records	
 868 Switch	

Timed Control

Attention!




Your device may not be designed for operation without supervision, and thus present serious danger under certain conditions.

Never remote or autocontrol such a device.

Set a Timer

The timer turns the end-node device on or off after the countdown expires. Do the following:


1. Open the device menu.
2. Select **Timer**.
3. Decide if the timer shall turn the device on or off. Select the corresponding timer.
4. Set time.
5. Touch  to start. After the timer expires, the device is turned on or off.

Schedules

Control the end-node device according to preset schedules. Not all end-node devices support schedules.

Set a Schedule

Control the device according to a preset schedule. Do the following:

1. Open the device menu.
2. Select **Schedule**.
3. Enter schedule details into the schedule panel.
 - Note: On and Off cannot occur at the same time.
4. Touch  to save.
5. The schedule is added to the schedule view.

You can set at most 30 schedules.

Schedule Panel

Close (X) | Schedule | Save schedule | Checkmark (✓)

Turn on | Turn off

09 : 21 | 21 : 21

10 : 22 | 22 : 22

11 | 23

Sun | Mon | Tue | Wed | Thu | Fri | Sat

Day selection

Schedule View

Home | Schedule | Refresh | +

ON 10:00 | OFF 23:00 | Enable/Disable schedule | Toggle (ON)

Sun | Mon | Tue | Wed | Thu | Fri | Sat


ON 10:00 | OFF 23:00 | Toggle (ON)

Sun | Mon | Tue | Wed | Thu | Fri | Sat

ON 09:00 | OFF 20:30 | Toggle (ON)

Sun | Mon | Tue | Wed | Thu | Fri | Sat

Modify a Schedule

1. Open the schedule view.
2. Hold down the schedule you want to edit.
3. Select **Modify** from the menu.
4. Edit the schedule.
5. Touch  to save.

Delete a Schedule

1. Open the schedule view.
2. Hold down the schedule you want to edit.
3. Select **Delete** from the menu.
4. Confirm the prompt to delete the schedule.

Rules

Attention!



A device you control through a rule may not be designed for operation without supervision, and thus present serious danger under certain conditions.

Never remote or autocontrol such a device.

Rule types and how they work

A rule is a user-defined condition-action pair. The action is executed when the condition is met. There are two types of rules:

- **One-action rules**

A one-action rule controls an associated device when a condition is met.

- **Scheduled rules**

A scheduled rule is controlled through a schedule.

Manage one-action rules

A one-action rule controls an associated device when a condition is met.

Example: The motion sensor (sensor) is triggered and turns on the light through a switch (associated device).

Set the rule

1. Open the device menu.
2. Select **Rule**.
The rule panel opens.
3. Enter condition and action.
4. Touch ✓ to save.
5. The rule is saved and activated.

Rule panel

× Rule ✓

Send email when triggered

Turn on device


868 Switch ▾

Turn off device at (Minutes later)

zero mean that device would not turn off automatical


E-mail only

If you wish to receive email notifications when the device is triggered without executing any action do the following:

1. Open the device menu.
2. Select **Rule**.
3. Tick **Send email when triggered**.
4. Set **Turn on device** to -- Unselected --.
5. Touch  to save.

Disable a rule

To disable a rule do the following:

1. Open the device menu.
2. Select **Rule**.
3. Untick **Send email when triggered**.
4. Set **Turn on device** to -- Unselected --.
5. Touch  to save.

Manage scheduled rules

A scheduled rule is controlled through a schedule.

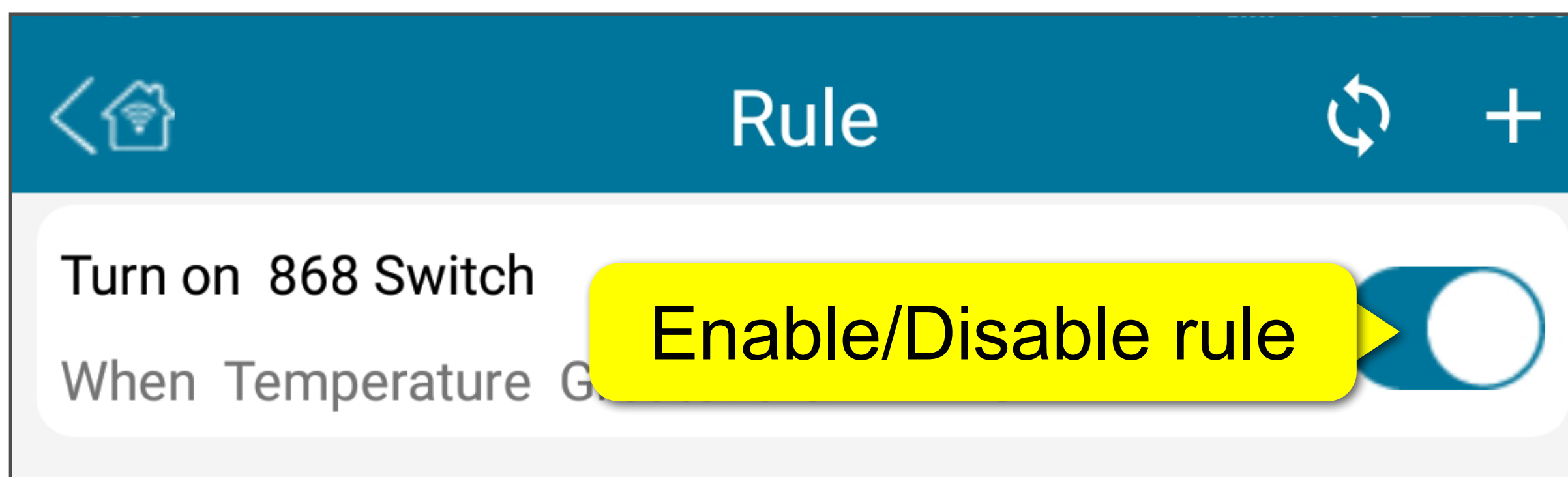
You can set multiple rules.

If no schedule is set on a rule, the rule is always active.

Access the rule dashboard

1. Open the device menu.
2. Select **Rule**. The rule dashboard opens.
 - If no rules are set, the dashboard is blank.

Rule dashboard



Set a rule

1. Open the rule dashboard.
2. Touch **+**. The rule panel opens.
3. Enter a condition and an action.
4. Touch **✓** to save.
5. The rule is saved, activated and added to the rule dashboard.

Rule condition and action

When the value

Less than

Greater than

Value 27

Action

Turn on

Turn off

Device 868 Switch

Disable and re-enable a rule

1. Open the rule dashboard.
2. Touch the slider to toggle the rule on or off.

Disabling a rule also disables any schedules set on the rule.

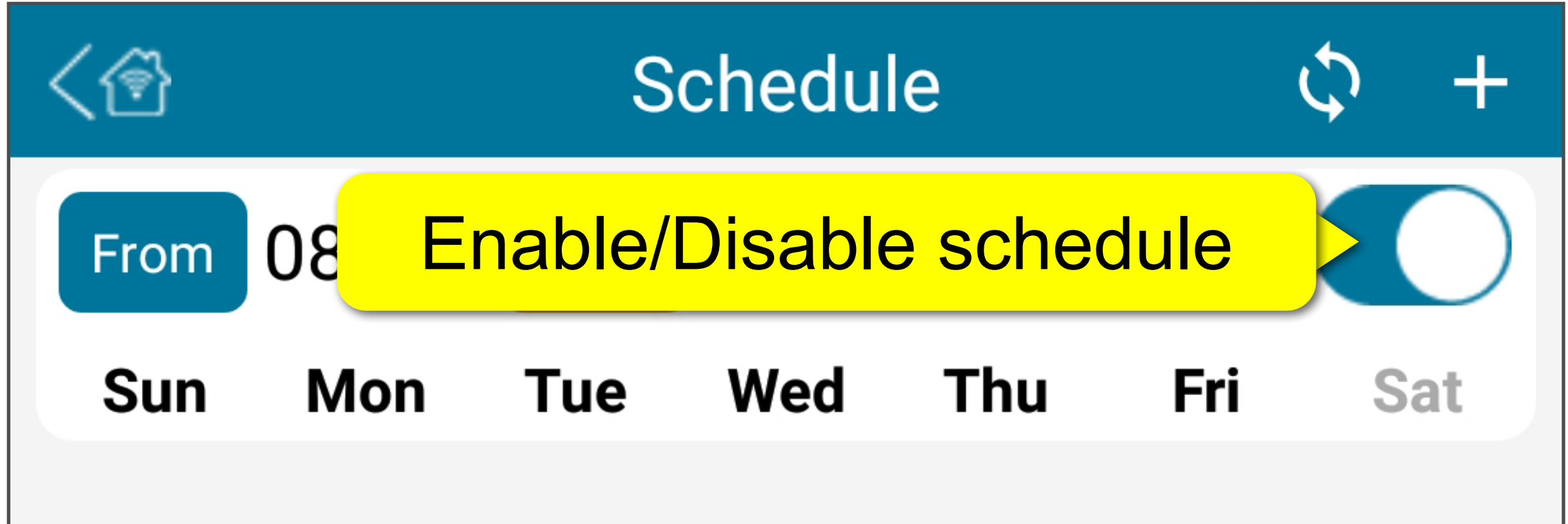
Modify a rule

1. Open the rule dashboard.
2. Hold down the rule you want to modify. Select **Modify** from the submenu.
3. Modify the rule.
4. Touch ✓ to save.

Access the schedule dashboard

1. Open the rule dashboard.
2. Hold down a rule.
3. Select **Schedule**. The schedule dashboard opens.
 - If no schedules are set, the dashboard is blank.

Schedule dashboard




Set a schedule on a rule

1. Open the schedule dashboard of the rule for which you want to set a schedule.
2. Touch +.
3. Define a time range and select the weekdays on which the rule is active.
4. Touch ✓ to save.
5. The schedule is added to the schedule dashboard.

Disable and re-enable a schedule

1. Open the schedule dashboard.
2. Touch the slider to toggle the rule on or off.

Modify a Schedule

1. Open the schedule dashboard.
2. Hold down the schedule you want to modify. Select **Modify** from the submenu.
3. Modify the schedule as desired.
4. Touch  to save.


Delete a schedule

1. Open the schedule dashboard.
2. Hold down the schedule you want to delete. Select **Delete** from the submenu.
3. Confirm with **Yes** to delete the schedule.


Control Log

The control log logs device activity. The log shows you when and how the event was triggered (e.g. manually, through timer) and what the action was (e.g. turned off, turned on).

View Log

1. Open the device menu.
2. Select **Control log**.
3. Touch  to refresh the log.
4. Read the log:
 - ✓ event handled successfully
 - ✗ event handling failed

Clear Log

1. Open the device menu.
2. Select **Control log**.
3. Touch .
4. Confirm the prompt to clear the log.

Manage Devices

Rename a Device

1. Open the device menu.
2. Select **Rename** from the menu.
3. Update the name.
4. Navigate to the app homepage so that the name refreshes across all views.

Relearn a Device

In case your end-node device does not behave as expected, relearn it.

433 MHz fixed code devices do not support this feature. Instead, delete and add the device again.

Relearn as follows:

1. Open the device menu.
2. Touch **Relearn** and confirm the prompt to start re-learning.
3. Wait until the process completes. The device has been relearned and is ready for use again.

Delete a Device

Attention! This cannot be undone.

1. Open the device menu.
2. Select **Delete** from the menu.
3. Confirm the prompt to delete the device.
The device is removed.

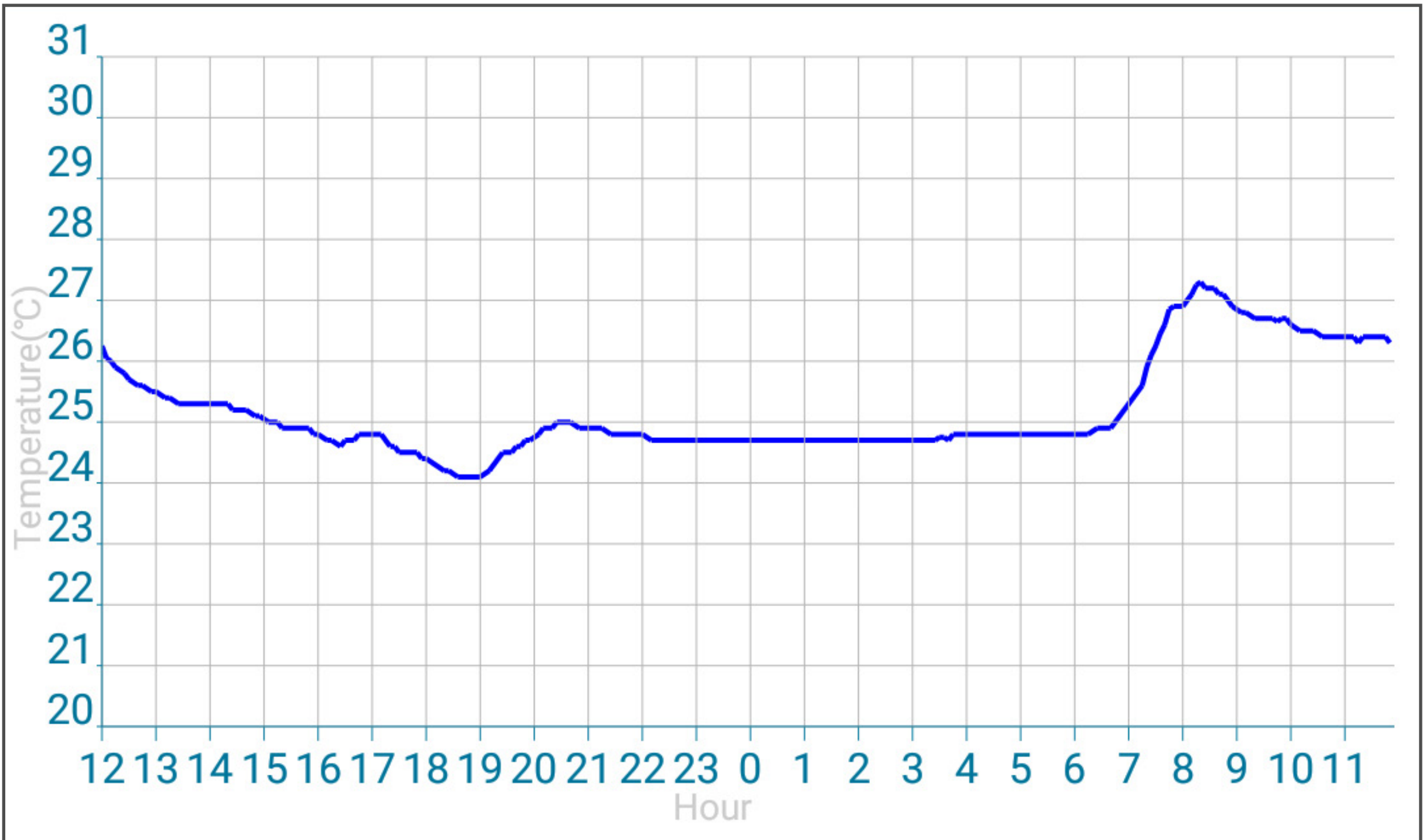
Data Charts

End-node devices that measure and record data offer a graphical representation of their records in chart format.

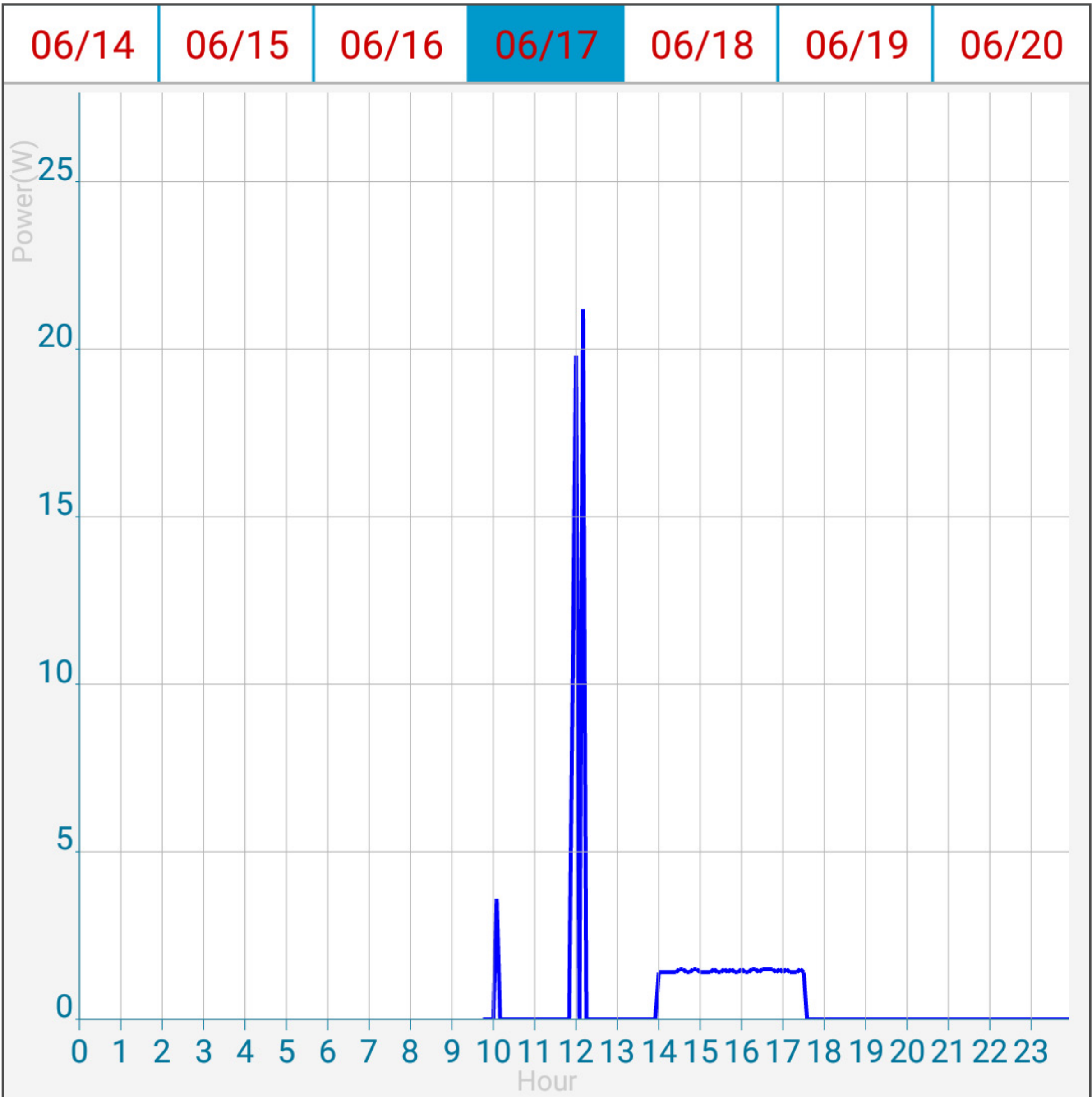
View chart

1. Open the device menu.
2. Select **Chart** (or similar). The chart opens.

Example: Temperature chart



Example: Power consumption chart



Troubleshooting

Ghost triggers

A ghost trigger is an action a device takes without you understanding why. Possible reasons for ghost triggers include:

- A schedule is set on the device.
- A rule is set on the device.
- Your settings in Conrad Connect control your device.
- A rule is set on the device before it is linked to a gateway.
- The device is connected to another device.

If you cannot figure out the reason for the unexpected behaviour, reset the device according to the instructions given in [Resetting a device](#).

Resetting a device

Resetting a device may help resolve erratic behaviour such as:

- Ghost triggers (see [Ghost triggers](#))
- Non-responding

The resetting procedure is dependent on the transmitter-receiver pair type.

Do the following to get your device running again:

1. Look up the resetting procedure (see below) that matches your pair type and device frequency.
2. Follow the given procedure to reset the device.
3. Add the device again through the app.

Pair type 1 – 433 MHz

Transmitter:

- Remote
- PIR
- Door sensor
- Thermometer

Receiver:

- Socket
 - Dimmer
 - Motor
 - Switch
-

1. Hold down the button (approx. 3 seconds) on the receiver until the LED flashes.
 2. Hold down the button again (approx. 3 seconds) until the LED goes out. Resetting is complete.
-

Pair type 2 – 868 MHz

Transmitter:

- Remote

Receiver:

- Socket
 - Dimmer
 - Motor
 - Switch
-

1. Simultaneously hold down (approx. 3 seconds) the ON and OFF buttons on the transmitter until the LED flashes.
 2. Hold down the buttons again (approx. 3 seconds) until the LED goes out. Resetting is complete.
-

Pair type 3 – 868 MHz

Transmitter:

- PIR
- Door sensor
- Thermometer

Receiver:

- Socket
 - Dimmer
 - Motor
 - Switch
-

1. Hold down the button on the transmitter (approx. 3 seconds) until the LED flashes.
 2. Hold down the button again until the LED flashes 7 times and goes out. Resetting is complete.
-



Pair type 4 – 868 MHz

Transmitter:

- Thermometer

Receiver:

- Socket
 - Dimmer
 - Motor
 - Switch
-

1. Repeatedly press the FUNC button until CANCEL is displayed.
 2. Hold down the ON button (approx. 3 seconds) until the  symbol (learning) flashes.
 3. Hold down the ON button again (approx. 3 seconds) until the  symbol goes out. Resetting is complete.
-