

Installation manual

FIBARO Home Center HCL & HC2

Prerequisites for this manual

- FIBARO Home Center Lite/2
- FIBARO ID Account
- Router with internet
- PC/Mac
- Smartphone (Android/iOS)

Copyright © 2019 by FIBARO Benelux

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, write to the publisher, addressed "Attention: Permissions Coordinator," at the address below.

FIBARO Benelux

Kiotoweg 119

3047 BG Rotterdam

www.fibarobenelux.com

Table of contents

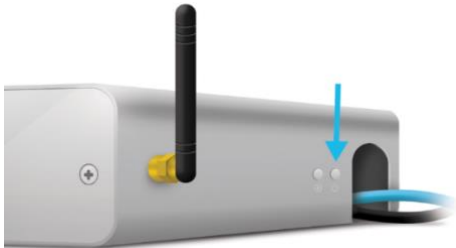
1 Installation	4
1.1 Installation Home Center	4
1.2 Installation of FIBARO Finder	5
2 Getting started	6
2.1 FIBARO system wizard.....	6
2.2 Remote access by FIBARO ID	7
2.2 Sharing access to the Home Center.....	8
2.3 Updating Home Center	9
2.4 Interface	10
2.5 Configuration Home Center	10
2.6 Z-Wave devices (adding/deleting)	11
2.6.1 Z-Wave network	11
2.6.2 Adding device:.....	11
2.6.3 Deleting device:.....	12
2.7 Home Center settings	13
2.7.1 Access control	13
2.7.2 LAN-settings.....	13
2.7.3 Back-up	14
2.7.3 Recovery mode	14
2.8 FIBARO Home Center App (iOS/Android)	15
Appendix A: Useful links.....	16
Appendix B: FAQ.....	17
Appendix C: Starting recovery HCL	19
Appendix D: Starting recovery HC2	20

1 Installation

1.1 Installation Home Center

Install the Home Center as described in the printed manual.

Start Home Center by the **POWER** button on the back and wait approx. 2 minutes to boot.



When the Home Center is correctly installed and fully booted, three LEDs will light up. This means **POWER, NETWORK AND INTERNET** (from right to left). like the picture below:

HC2 correct boot LEDs:



HCL correct boot LEDs:



In case the LEDs are not the same as the picture, please refer to **Appendix B - Booting with only two LEDs.**

IMPORTANT: The installation may not be continued before having the correct three LEDs.

1.2 Installation of FIBARO Finder

Open your Internet browser, go to FIBARO support website and download FIBARO Finder dedicated for your platform:

- Windows <https://www.fibaro.com/files/FibaroFinder.exe>
- Mac OS X <https://www.fibaro.com/files/FibaroFinder.dmg>

Open the downloaded file and install FIBARO Finder on your computer.

Open FIBARO Finder and find your Home Center on the list. Choose Home Center marked with the serial number you can find on a sticker placed on your Home Centers casing. If the list is empty or you can't find your Home Center on the list, click Refresh.



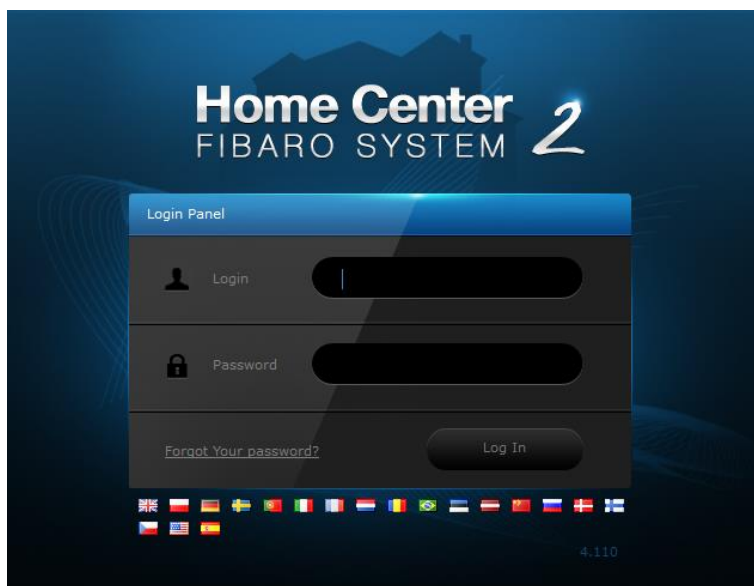
Select your Home Center from the list and click **Connect**.

IMPORTANT: When you press Connect it will open the Home Center interface with the default browser. Some browsers may not function correctly. Our **recommendation** is to use **Google Chrome** and a **private window**.

Log in using your login and password, **which you can find on a sticker placed on the chassis** of your Home Center. To log in for the first time, use default credentials:

login: **admin**

password: **admin**



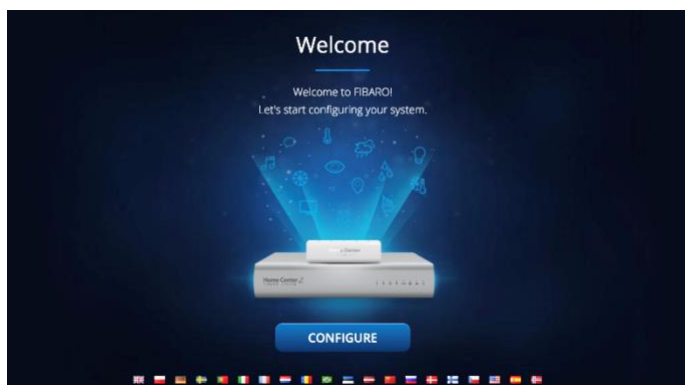
2 Getting started

2.1 FIBARO system wizard

When you log in to the Home Center for the first time you will see FIBARO System Wizard.

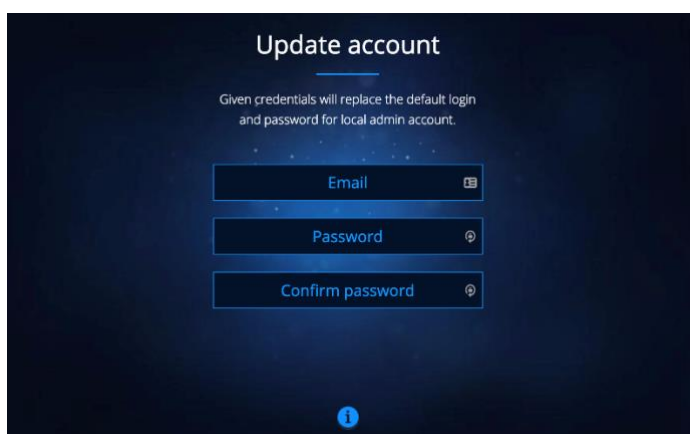
IMPORTANT: In order to use all system functionalities, it's **required** to complete the wizard.

To start configuring your system click Configure.



The system will ask you to change your local login details such as e-mail address and password. It is recommended to do that for your smart home safety.

IMPORTANT: When you update the account, it will change the **Super User** login of your Home Center. The Super User is the **ONLY** account with all **administrator rights** to configure the Home Center. Please make sure that you store these credentials safely!



Enter your e-mail address and password. Make sure you entered active e-mail address. Check your e-mail inbox and enter your 10-digits verification code. Then click Confirm.

If you didn't receive your verification code click Resend.

The system will ask you if you want your devices to alarm you when something is happening. Enter a pin code which will arm and disarm your devices. You may enable/disable the alarm panel later.

Enter the name of your home. Your configuration is completed.

2.2 Remote access by FIBARO ID

FIBARO ID is a unique form of identification for FIBARO users which allows you to log in once to access FIBARO cloud services. With FIBARO ID you may use Remote Access, voice assistant integrations and other cloud services. For more information about FIBARO ID, please read:

<https://manuals.fibaro.com/faq-id/>

Adding Home Center to FIBARO ID

Go to the FIBARO ID website and click „Register your FIBARO ID account”.

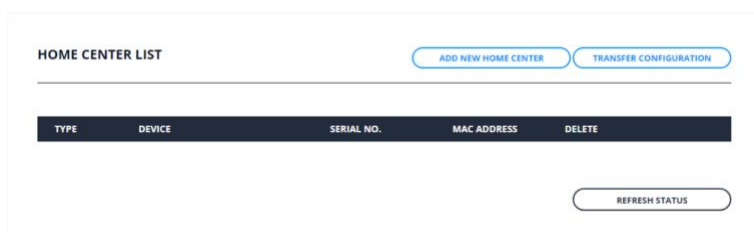
- links: <https://id.cloud.fibaro.com/> or <https://home.fibaro.com/>

Enter your e-mail address and password. Make sure you entered an active e-mail address!

IMPORTANT: the Super User credentials of the Home Center (paragraph 2.1) need to be the same as FIBARO ID account!

Check your e-mail inbox and confirm your registration. Log in using your e-mail address and password.

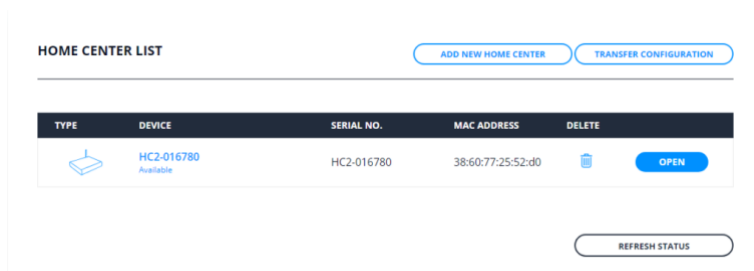
Click **ADD NEW HOME CENTER**.



You can find the serial number and the mac address on a sticker placed on your Home Center.

Your Home Center has been added. Click **OK**.

Now you can see your Home Center on **HOME CENTER LIST**. Click **OPEN** to log in to your Home Center and access it remotely



2.2 Sharing access to the Home Center



Optional – when other users need **access** to the **Home Center** and/or the **FIBARO Home Center app**.

Only the Super User/FIBARO ID can manage accounts of the users of the Home Center. For instance to grant/block access to the devices, scenes and system settings.

Log into Remote Access with your FIBARO ID.

Choose the Home Center which you want to add user to.



HOME CENTER LIST ADD NEW HOME CENTER TRANSFER CONFIGURATION


TYPE	NAME	SHARING	ACCESS	
		1 Users	Owner	 OPEN >

Click > next to the Open button.

Click Add user button.

HOME CENTER LIST ADD NEW HOME CENTER TRANSFER CONFIGURATION

TYPE	NAME	SHARING	ACCESS	
	HC2-	1 Users	Owner	 OPEN ∨

<p>General information</p> <p>Name</p> <p>Serial number</p> <p>MAC Address</p>	<p>Shared with</p> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">ADD USER</div> 
--	--

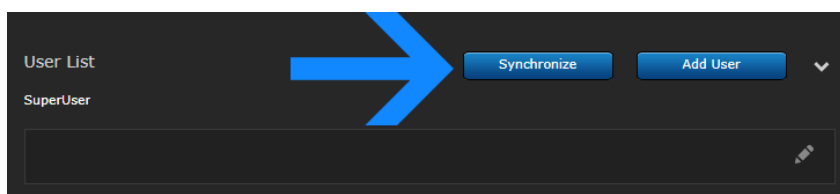
Enter FIBARO ID of the user you want to give access to your Home Center.

Click Add.

Log in to your Home Center.

Go to the Configuration tab and go to the Access Control section.

Click Synchronize button.



Added user will get an e-mail with generated local password to your Home Center.

2.3 Updating Home Center

After you installed and configured the Home Center it's recommended to update the firmware to the latest stable version. **IMPORTANT:** Do not update the Home Center without reading this.

1. Carefully read the displayed information and the changelog.
2. Always make a cloud and/or local backup yourself.
3. Do not turn off the Home Center while updating. This can damage the Home Center.
4. Please check if the software is a BETA or Stable version. We advise **ONLY** to install the latest stable version.
5. In case you have no experience with updating the Home Center we strongly advise you to contact a Certified FIBARO Installer.

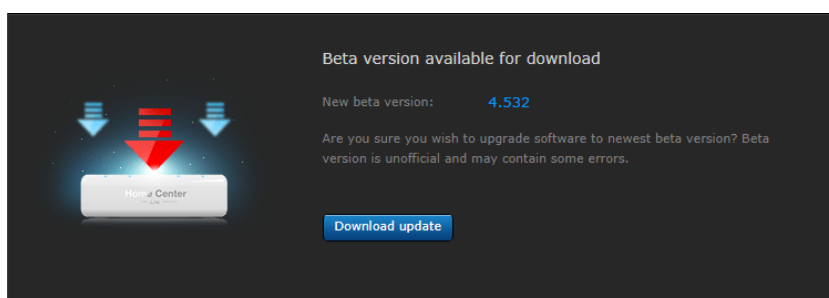
Access the Home Center with FIBARO Finder and login

Go to the "**Configuration**" tab.

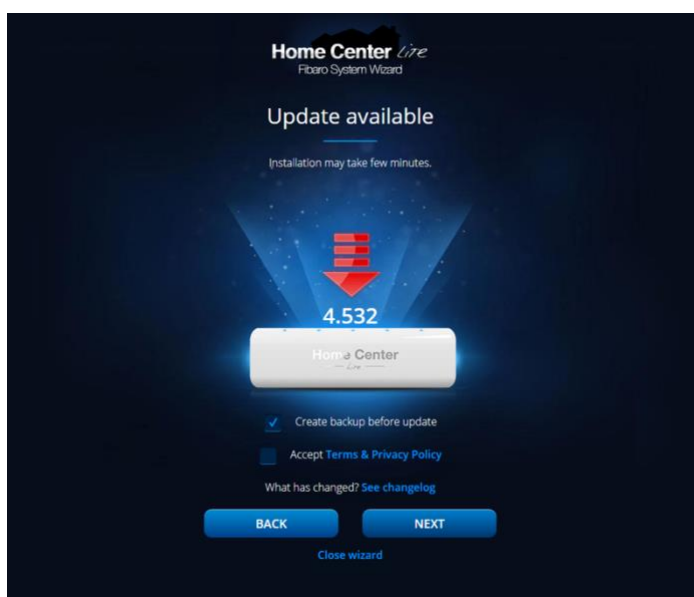


Scroll down the page.

Click on "**Download update**"



Install the update by following this Wizard.



Wait until the update procedure will be completed. This process may take some minutes. If it takes longer than, refresh the browser page.

2.4 Interface

Access the Home Center with FIBARO Finder and login

When you are logged in you'll see the following interface:



The main screen (Your House) of FIBARO Home Center contains 8 panels:

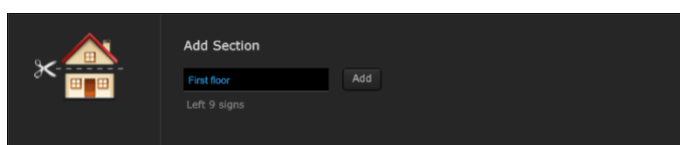
1. Top bar – shows current status of devices
2. Command window – displays a list of actions performed by the main controller
3. Menu – the main navigation bar
4. Search tool – find the device
5. Filters – sidebar menu to see only a specified type of components
6. The House – sidebar menu to select the specified room or section
7. Main section – list of devices grouped into sections and rooms
8. Right sidebar – easy access to core functions of the system

IMPORTANT: about the **Save button** - It is required to press the save button when you change an i.e. device parameter, create an scene or home center setting. **Please note** that changes you have made may not be saved if you **turned off browser notifications** and go to a different page without saving.

2.5 Configuration Home Center

Section and rooms - To add section or a room go to the Rooms tab and click „Add new”. Then name your section/room and click Add. You can see your new section or room on the left sidebar. Please note that having a section is required to add a room.

Section: In this section, you can add levels of your house. For example ground floor and first floor.



Room: In this section, you can add rooms of your house. For example living room and kitchen.



2.6 Z-Wave devices (adding/deleting)

Adding new device to your system is a fast and simple process. Please note the following:

- Add devices within 2 meters of the Home Center.
- Add and install non-battery powered first, add the battery powered device after.
- If the device supports it, devices can be added in Z-Wave Security Mode.

Add device options:

- **Device is located far from the Home Center:** enabled by default, disable for devices that require low power, like Z-Wave door locks
- **Security mode:** It is a special operating mode that secures the communication between Z-Wave devices with AES-128 encryption. Adding in security mode must be performed up to 2 meters from the controller.
- **NWI:** Network-Wide Inclusion – disabled by default, enabling allows for adding devices outside of the direct range of a Z-Wave controller, but within range of a repeater of this Z-Wave network

2.6.1 Z-Wave network

Mesh network topology used by the FIBARO System prevents influence of the building construction on its operation. Mains powered devices work as a receiver and transmitter that can send radio signal between themselves expanding network range in this way.

Mains-powered devices: Both repeating and receiving Z-Wave.

Dimmer 2, Switch 2, Roller Shutter 3, RGBW Controller, Universal Binary Sensor, Smart Implant and Wall Plug.

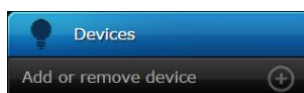
Battery powered devices: Only receiving Z-Wave signal.

Motion Sensor, Flood Sensor, Door/Window Sensor, CO Sensor, Smoke Sensor, Heat Controller, KeyFob, Swipe and The Button.

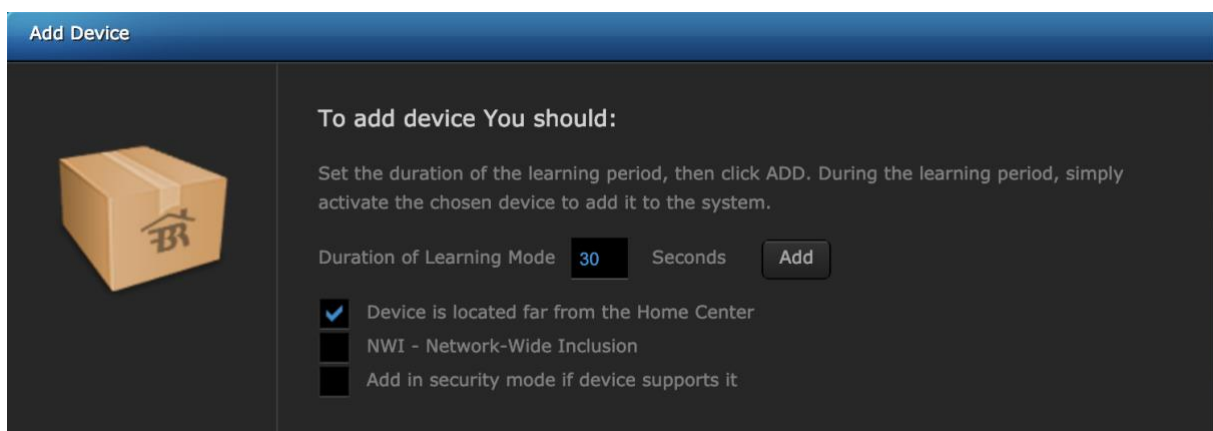
When devices are added to the Home Center it automatically recognizes how the device is powered.

2.6.2 Adding device:

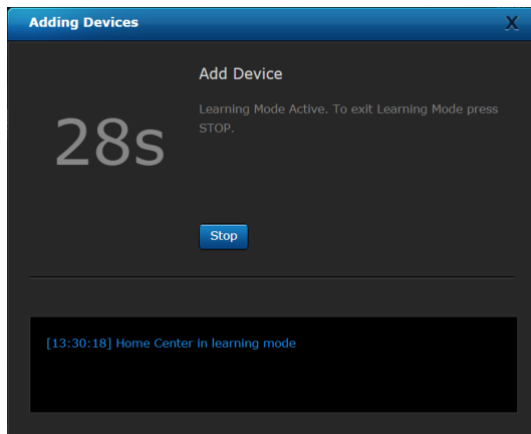
Press the “Add or remove device” button in the “Devices” section.



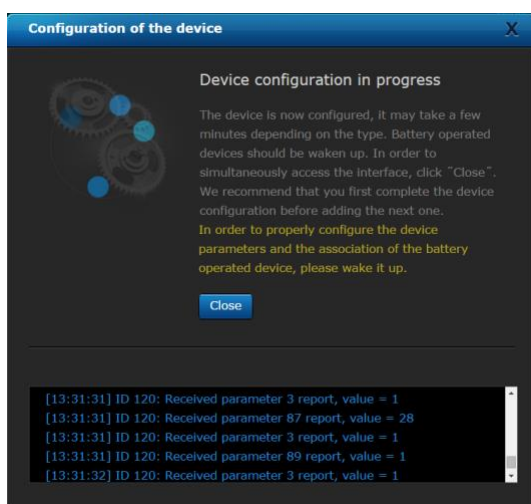
Press the “Add” button to put the main controller into learning mode. The duration of the learning mode can be adjusted here by changing the value (30 seconds by default).



Home Center is waiting for adding the device



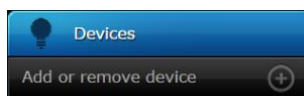
Put your Z-Wave device into the adding mode according to its manual. Home Center will start the inclusion process and device configuration.



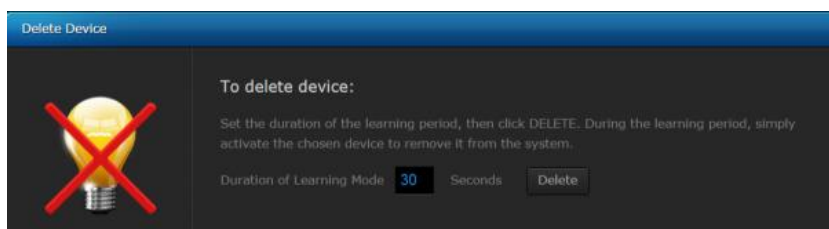
If process have not started even after few tries, try deleting the device according to “**Deleting a Z-Wave device**”.

2.6.3 Deleting device:

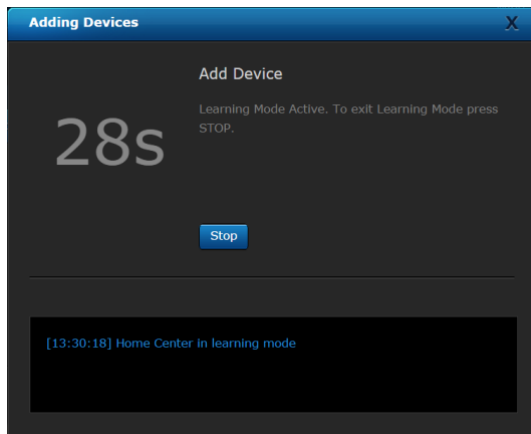
Press the “Add or remove device” button in the “Devices” section.



Press the “Delete” button to put the main controller into learning mode. The duration of the learning mode can be adjusted here by changing the value (30 seconds by default).



Home Center is waiting for deleting the device.



Put your Z-Wave device into the exclusion mode according to its manual (triple clicking the B-button, TMP button or S1 switch in case of FIBARO System devices).

Home Center will start the process of exclusion and removing from controller's memory. Successful removal will be confirmed by "**Removing devices finished**" message.

2.7 Home Center settings

2.7.1 Access control

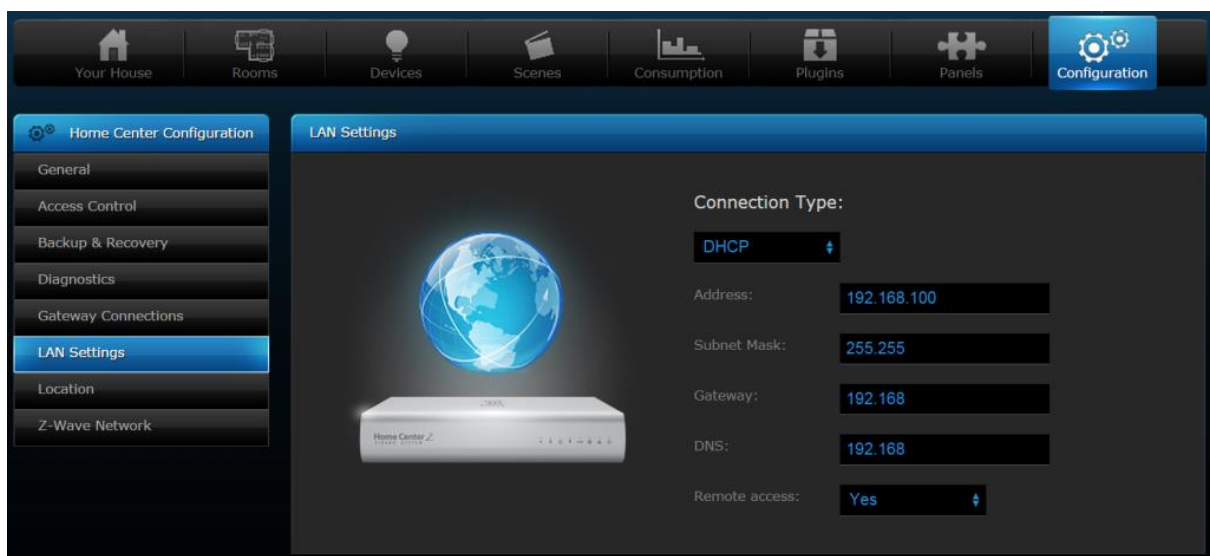
Access control window allows you to manage the accounts of the users of your Home Center 2. It allows you to **grant/block access to the devices, scenes and system settings**.

From the Access Control it is also possible to grant/block access using the hotel mode for a given mobile application or set a period for reporting GPS locations from a certain mobile device. Also, the Access Control gives an option to define mobile devices which will receive Push Notifications.

If you want to add users to give access to the Home Center please see paragraph 2.2 Sharing access to the Home Center

2.7.2 LAN-settings

LAN Settings window allows for configuring local network settings Home Center is connected to. The Home Center can be configured with DHCP or a static IP-address. **IMPORTANT:** In case you've configured the Home Center with static IP-address and the IP-address of the router is changed, you need to change the Home Center settings, please check **Appendix B - How to change the Home Center IP address to static or dynamic (DHCP)?..**



2.7.3 Back-up

In the Backup window of the Backup & Recovery section the backup files are created and list of them is displayed. Backup file is a copy of a file containing the information's about all **devices** added to the system, **scenes** and all of their **settings**, users individual settings and the HC2 operating system.

There are two types of back-ups

Cloud back-up – create a back-up in the FIBARO Cloud. Cloud back-ups are very useful when the Home Center configuration needs to be transferred to an Home Center 2.

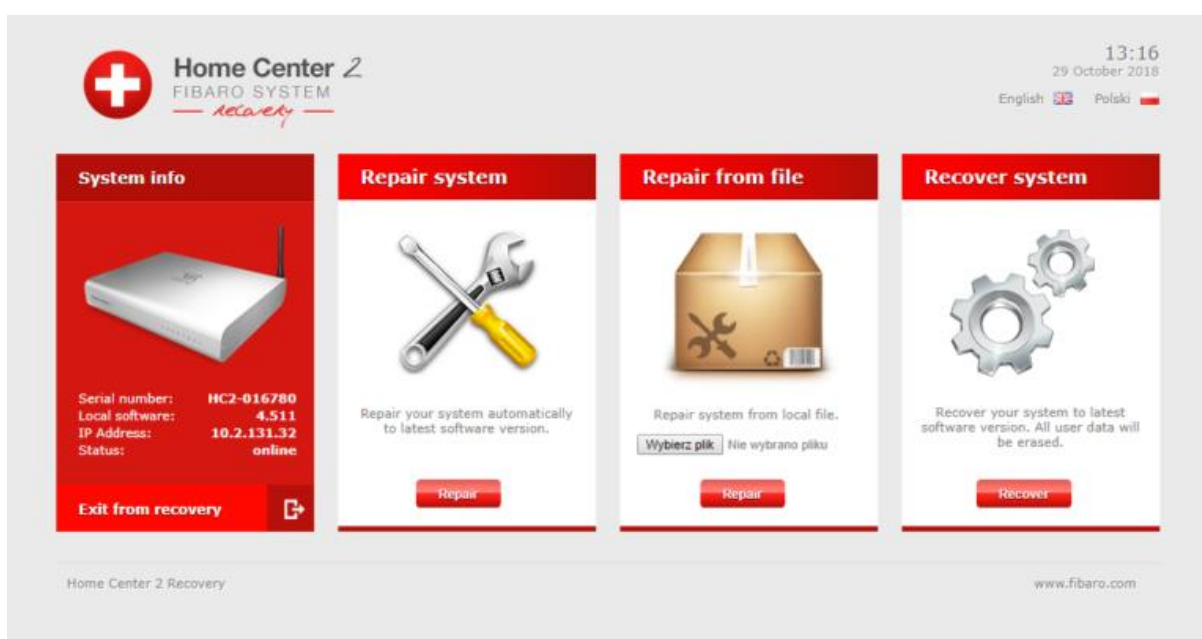
Note: Home Center added to FIBARO ID Is required.

Local back-up* - stores the back-up locally to restore the data even without internet access.

Note: do not support local back-ups

2.7.3 Recovery mode

Recovery Mode is a panel designed for retrieving the HCL/HC2 operating system in case of technical problems, e.g. when it is not possible to log into the user's panel.



SYSTEM INFO: this panel displays the following information:

- Serial number – HC2 serial number
- Local software – software version of your system
- IP Address – IP address, visible in local network
- Online – The HC2 Internet access

REPAIR SYSTEM: Repair your system automatically to latest software version.

REPAIR FROM FILE: Repair system from local firmware file.

RECOVERY SYSTEM: Using recovery mode the Home Center will be **brought back to the factory installed firmware version**. That means all of your settings, configured devices, rooms and so on will be **removed and lost** if not backed up. After successful recovery you can access the Login Panel. Remember that login and password will be set back to admin / admin and that the HC needs updating the firmware.

Once back up and running, you will be able to upgrade the firmware to the latest version. **Make sure you have a backup** available to suit either the recovery firmware version or the latest firmware version if you don't want to lose all of your data! If you want to Enter recovery mode please go to Appendix C for Home Center Lite and Appendix D for Home Center 2.

2.8 FIBARO Home Center App (iOS/Android)

For Home Center App to work properly, the Home Center gateway must be configured. For the Home Center to be configured properly, perform Wizard procedure in Home Center Configuration Interface. Following steps are mandatory for full configuration:

- Update the gateway to the newest firmware.
- Configure the FIBARO alarm:
 - Set the user PIN.
 - Enable or disable it.
- Set location of the gateway.
- Set name of the gateway.
- Add at least one room to the gateway.
- Add at least one device to the gateway.
- Connect the gateway to FIBARO ID and Remote Access.

Step-by-step instruction:

Download the Home Center App

- iOS <https://itunes.apple.com/app/id1421839464>
- Android <https://play.google.com/store/apps/details?id=com.fibaro.homecenter>

Make sure your devices is connected with the same WiFi network as the Home Center.

Open the app

Login with your FIBARO ID credentials

IMPORTANT: Local access credentials of the Home Center need to be the same as Fibaro ID account!

Select Home Center in the list.

Now you can manage your Home Center through the Home Center App on your smartphone.

Other settings

It may happen that the IP-range of the router changed, or the router has no access to the internet. In both cases we advise to check the solutions below to control the Home Center app:

Offline login – Use this option when the Home Center is connected to the router and the router has no internet access. You need to fill in the IP-address and Home Center credentials. The IP-address can be found through FIBARO Finder or the router.

Changed IP-range – The Home Center automatically detects when the IP-range changed. In case it has no access to the internet you need to logout from the app and login offline again.

Appendix A: Useful links

Knowledge base: kb.fibaro.com

Manuals and device documentation: manuals.fibaro.com

FIBARO Forum: forum.fibaro.com

FIBARO Marketplace: marketplace.fibaro.com

Compatibility: compatibility.fibaro.com

Appendix B: FAQ

Booting with only two LEDs – The Home Center only boots with 2 LEDs.

The Home Center does not receive an IP-address. This can be caused by:

- Router does not distribute IP addresses to Home Center – Contact ISP or check router settings.
- Home center is already configured with static IP-address – Check FAQ: **Change IP-address.**
- Home center is set to static factory IP-address - Check FAQ: **Change IP-address.**

Local credentials – What if I lost the Super User credentials of the Home Center?

Use the “Forgot your password?” option. When the Super User is not configured with an active e-mail address you must perform a recovery. Please check 2.X.X how to perform a recovery.

Change IP-address – How to change the Home Center IP-address to static or dynamic?

Here are two possible solutions to your problem:

#1 – Physical change

Press and hold the “+” button on the Home Center casing:

- If diode on the Home Center is flashing fast, it means that static IP is set.
- If diode on the Home Center is flashing slowly, it means that dynamic IP (DHCP) is set.

#2 - Online change

1. Log in to your Home Center
2. Go to the Configuration tab.
3. Choose LAN Settings from the left sidebar
4. Check your IP address, enter it to your Internet browser
5. It will open your router site. Log in to your router.
6. Look for DHCP Settings and find Address Reservation setting. Add a new address reservation by entering MAC Address of your Home Center. You can find it in Configuration tab -> General. Use dash as a separator. Enter reserved IP Address. You should assign a free IP address compatible with your router subnets.
7. Perform the restart of the router and wait about two minutes until the router starts again.
8. Refresh the website.
9. Go to the DHCP Settings and find Address Reservation again
10. Go to the Home Center -> Configuration tab -> LAN Settings and change the connection type to static IP and enter the IP address added on the router
11. Save changes by clicking floppy disc icon on the right sidebar.

Remote access – How can I access the Home Center remotely?

Make sure that the e-mail address you use with your Remote Access account (home.fibaro.com) is correct. When you receive an activation e-mail concerning your FIBARO ID, activate the account by clicking the link and setting a password.

Remote access – I can not add my Home Center to Remote Access

Check if your FIBARO Home Center is connected to another FIBARO ID account.

- Delete it from FIBARO ID account, if possible.
- If you don't know to which FIBARO ID account it is linked to, or cannot access it, contact our Support Team.

Remote access – I can not access my Home Center remotely?

Please check one of the following solutions:

- Probably port 22 is being blocked on the router. Please check this in your router or your ISP.
- Complete the DNS data in the Home Center interface (Configuration => LAN Settings) and restart the gateway.
- Check the internet LED of the Home Center, if this LED is not turned on; check the solution about changing the IP-address to static or dynamic.

Update Home Center – I can't see the update button?

Certain functionalities are not available through remote access for security reasons. Log in to your system in local access.

Preferred browser – Which browser is preferred?

The most recommended browser is Google Chrome and a private window.

Spinning circles – What to do if I see spinning circles in Home Center interface (never-ending page loading)?

If your browser got stuck during the page loading there are recommended actions you can perform:

- Clear cache and cookies in your browser. Read here how to do it.
- Use a different browser – the most recommended is Google Chrome working on private mode.

PIN alarm panel – What is the default PIN-code?

The default PIN code of FIBARO Home Center = 1111

Mesh reconfiguration – After including I changed the location of my Z-Wave device.

Reconfiguration of mesh network enables to find the most efficient connection between the devices in the network. Whole operation can take some time to perform (up to few hours). In each device reconfiguration starts after waking up. This functionality can be manually activated through:



Appendix C: Starting recovery HCL

Make sure the device is **turned ON**.

Press and hold two buttons at the same time: **Power** and **Recovery**.



Release the buttons when the LED diodes start **moving in a sequence**.

Entering into Recovery mode is signalled by the LED diodes moving to the middle and back.

IMPORTANT: Don't hold the Recovery button for too long! If you hold the Recovery button for 10 seconds the Home Center IP will be set to 192.168.81.1 and you'll need to adjust the network settings on your computer in order to access the device.

Type in the **IP address** of Home Center Lite in your web browser or use Fibaro Finder.

Recovery Mode screen will be displayed:



System info	Repair system	Repair from file	Recover system
<p>Serial number: HCL-000000 Local software: 4.114 IP Address: 192.168.103.78 Status: online</p> <p>Exit from recovery </p>	<p>Repair your system automatically to latest software version.</p> <p>Repair</p>	<p>Repair system from local file.</p> <p>Wybierz plik Nie wybrano pliku</p> <p>Repair</p>	<p>Recover your system to latest software version. All user data will be erased.</p> <p>Recover</p>

Appendix D: Starting recovery HC2

Entering Recovery mode using physical buttons located on the device

Turn the Home Center 2 OFF by **pressing and holding** the Power button for few seconds or by disconnecting the power supply.



When turned OFF, turn it ON again with **recovery button pressed**. Keep holding the button.



Release the button when the LED diodes start **flashing from left to right**.

IMPORTANT: Don't hold the Recovery button for too long! If you hold the Recovery button for 10 seconds the Home Center will change its IP between dynamic and static, see **Appendix B - How to change the Home Center IP address to static or dynamic (DHPC)?**.

Entering Recovery Mode is **signalled with a control diode**.



Type in the **IP address** of your Home Center 2 in the web browser or use FIBARO Finder.

Recovery Mode screen will be displayed:

The screenshot shows the Home Center 2 Recovery Mode web interface. At the top left is the FIBARO SYSTEM logo with a red cross. The title is 'Home Center 2 recovery'. The top right shows the time '13:16', date '29 October 2018', and language options for English and Polski. The main content area has four red-titled panels: 'System info' (showing serial number HC2-016780, local software 4.511, IP address 10.2.131.32, and status online), 'Repair system' (with a wrench and screwdriver icon), 'Repair from file' (with a cardboard box icon and a 'Wybierz plik' button), and 'Recover system' (with gear icons). Each panel has a red 'Repair' or 'Recover' button. At the bottom, it says 'Home Center 2 Recovery' and 'www.fibaro.com'.