MyVirtuoso HOME

User manual

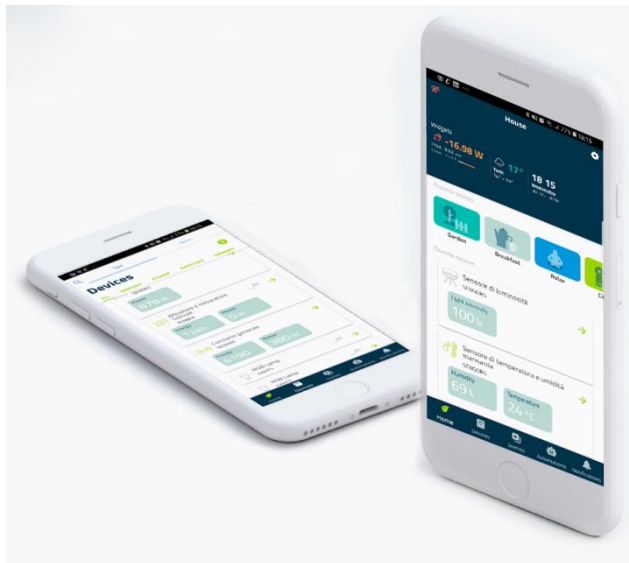Temperature   Energy   Lights and sockets   Automation   Safety   PV and eolic

ANDROID APP ON
Google play

Available on the
App Store

Summary

Introduction

Thank you for purchasing SmartDHOME's **MyVirtuoso Home** wireless home automation system.

The **MyVirtuoso Home** gateway can be managed using a smartphone or tablet, enabling the management of a wide variety of devices based on the same wireless protocol. It is simple to install and use, with an attractive design. Thanks to **MyVirtuoso Home**, you can manage the energy consumption of your home remotely in a fully integrated way. Implementing precise rules, using the various devices connected to the gateway, **it is possible to make significant savings in energy consumption**.

This will improve the comfort of your home, while at the same time save energy costs and help protect the environment. Information on energy consumption is clearly displayed and all settings are available at the touch of a button.

Displaying data on energy consumption, allows for a controlled and conscious use of energy, leading to significant energy savings. The mains powered devices in this wireless system act as signal repeaters for devices within their range, in this way you can bypass obstacles and cover distances over 30 meters.

Thanks to **MyVirtuoso Home** all domestic needs can be easily managed.

MyVirtuoso Home is the perfect system for improving the comfort of your home, while at the same time enjoying a wide range of other benefits:

- Energy savings;
- Cost savings on gas and electricity;
- Easy to install, without the need for any building work;
- Control system using your smartphone or tablet;
- Simple to use.

General Safety Rules

Before using this device, precautions must be taken to reduce the risk of fire and / or personal injury:

1. Carefully read all the instructions and follow all the precautions contained in this manual. All direct connections to the mains electrical network must be carried out by trained and authorised personnel only.

2. Pay attention to any danger warnings placed on the device or contained in this manual, highlighted with the symbol ⚠ .

3. Disconnect the device from the power supply or battery charger before cleaning it. Clean with a damp cloth only, do not use detergents.

4. Do not use the device in an environment containing gas.

5. Do not place the device near heat sources.

6. Only use original EcoDHOME accessories supplied by SmartDHOME.

7. Do not place the internet connection and/or power cords under heavy objects, over paths near sharp or abrasive objects, or allow people to walk over them.

8. Keep out of reach of children.

9. Do not carry out any maintenance on the device, always contact the service network for repairs.

10. Contact the service network if one or more of the following conditions occurs on the product and/or an accessory (supplied with gateway or optional):

    a. Se il prodotto è venuto a contatto con acqua o sostanze liquide.

    b. If the product has suffered obvious damage to the casing.

c. If the product does not perform in accordance with specifications.

d. If the product has suffered an obvious degradation of performance.

e. If the power cord is damaged.

⚠ **In In one or more of these conditions, do not attempt to perform repairs or adjustments not described in this manual. Improper operations may damage the product and require additional work to regain desired operation.**

Disposal for Waste Electrical and Electronic Equipment. (Applicable in the European Union and in other European countries with a separate collection system).

This symbol on the product or on its packaging indicates that this product should not be treated as household waste. All products marked with this symbol must be disposed of through appropriate collection centres. Improper disposal could have negative consequences for the environment and for health and safety. The recycling of materials helps to conserve natural resources. For more information contact your local Council Office, waste collection service or the centre where you purchased the product.

Disclaimer

We cannot guarantee that the information regarding the technical characteristics or those contained in this document are correct. The product and its accessories described in this document are subject to constant improvement and further development. For this reason, we reserve the right to modify the components, accessories, data sheets and related product documentation described in this manual without notice.

Intended use

This device has been designed for the monitoring of electricity consumption and the control of devices connected to installations installed in a workmanlike manner in residential, commercial and light industrial property. Any other use is considered an unauthorised use. Unauthorised modifications or reconstructions not described in this manual are not permitted.
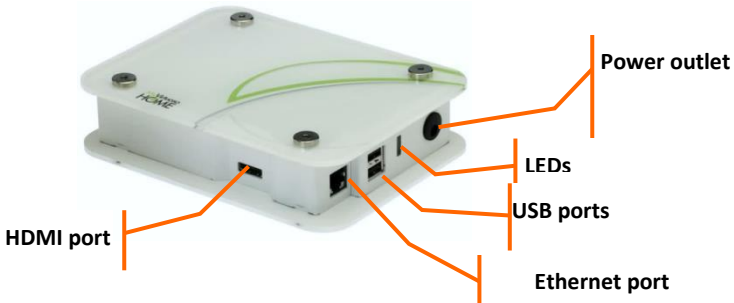
Battery safety precautions

- Do not burn, disassemble or puncture. Like other batteries of this type, toxic materials that can cause injury can be released in case of tampering.

- To reduce the risk of fire or personal injury, contact the authorised service centres to replace the batteries inside the gateway (where applicable).

- Keep out of reach of children.

- We recommend removing batteries from unused devices whenever possible.
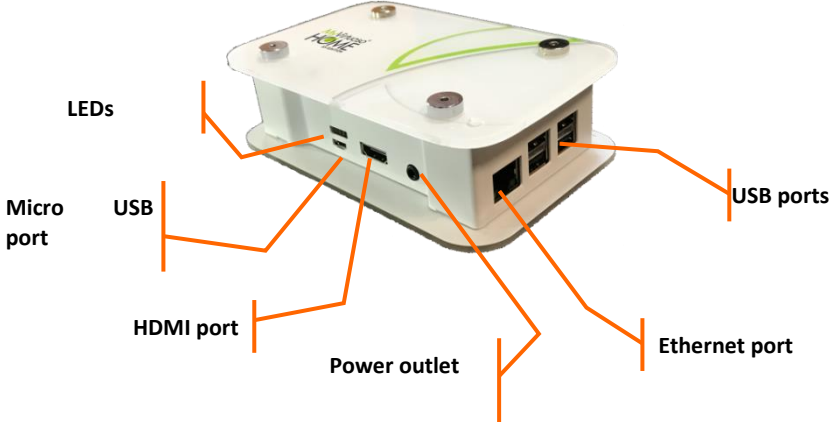
Identifying parts of the gateway

Gateway MyVirtuoso Home Basic

Power outlet

LEDs

USB ports

Ethernet port
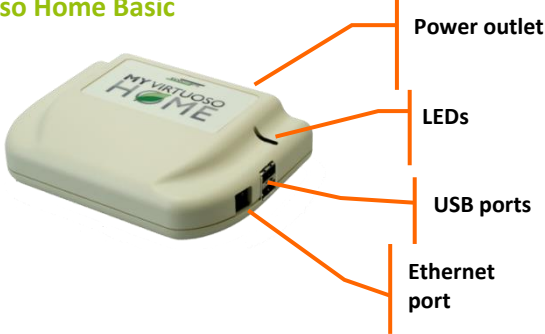
Gateway MyVirtuoso Home ES (Energy Saving)

Power outlet

LEDs

USB ports

HDMI port

Ethernet port

Gateway MyVirtuoso Home ES2 Edition (with or without battery backup)

LEDs

Micro port

USB

USB ports

HDMI port

Power outlet

Ethernet port

LED functionality

With this feature, different types of light sequence are visible on the MyVirtuoso Home gateway. The actions to be taken in the event of an anomalous occurrence are listed.

The LEDs on the product appear as shown in the picture:
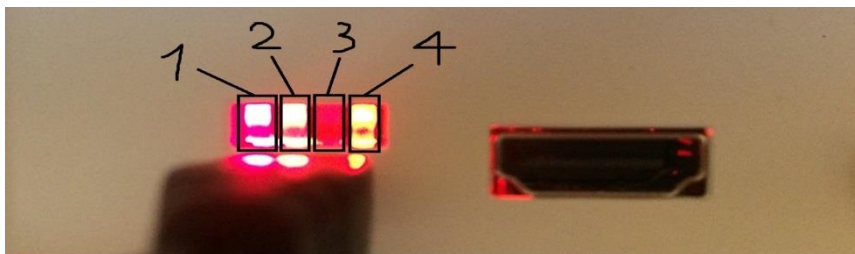
1	3V power supply	3V power supply ON light Red (changes to Green with charged battery). With the mains power supply disconnected (off) it will switch OFF.
2	5V power supply	5V power supply ON light Red (changes to Green with charged battery).
3	Action	CT Reading SD card.
4	Error	Gateway status.

Below are the errors indicated by 4 LED:

Behaviour	Description	Action
LED off	Possible failure of the SD card.	Send to Smartdhome for repair.
LED on steady	Optimal operation.	None.
Flashing LED (1 second)	Unable to connect to the central server.	Verify connectivity and networking configuration.
Flashing LED (3 seconds)	Z-Wave module anomaly.	Disconnect the power supply and wait 10 seconds before restarting; check for system updates.
Flashing LED (5 seconds)	Form anomaly.	Disconnect the power supply and wait 10 seconds before restarting; check for system updates.

Initial installation and connections

a. Connect one end of the supplied network cable to the gateway's Ethernet port and the other end to the router's LAN port. The yellow LED lights steadily, a green LED flashes and another green LED remains steady.

b. Connect the supplied power supply to the gateway. The Red LED remains steady.

c. Remove the plastic tab from the side of the Gateway to allow the battery to work (if fitted).

ⓘ **NOTE:** : If only the solid Red LED remains, check the connection between the gateway and the router.

d. The gateway will try to update itself if there are any updates available. Updating will temporarily disturb Gateway.

⚠ **ATTENTION**: Please do not disconnect the power cable and the network cable after the gateway has been installed for the first time.

The gateway requires an Internet connection be able to update.

ⓘ **NOTE:** If it is not possible to connect the router to the gateway via an Ethernet cable, you can configure via the Wi-Fi network using the following procedure:

1. Connect the device on which the APP has been installed to the **MyVirtuosoWifi** network (the password is the same as the network name).
2. Open the APP and follow the wizard.
3. Select the network to which you want to connect the gateway.

4. After the configuration message is complete, log in to your home network and restart the APP.

Installation of the MyVirtuoso Home ES App:

ⓘ **ATTENTION:** Always update the App when a new version is released to avoid system malfunctions.

   a. Connect to the Wi-Fi of the router to which the gateway is connected.

   b. Access App Store or Google Play on your mobile device.

   c. Find the "MyVirtuoso Home ES ⚪" App and install it.

   d. Follow the wizard for first connection and registration.

ⓘ **ATTENTION**: When using the registration wizard, the gateway must have access to the Internet.

Demo Mode:

After the APP has installed a few introduction screens appear. User is then prompted to either add a new gateway to the APP or view the Demo Mode. In the Demo mode, the APP will simulate a gateway paired with different devices, to help familiarise yourself with the MyVirtuoso Home features.

You will not be able to add other devices to the system, but you can interact with those simulated by the demo, creating rules and automations. To find out how, see the relevant sections of this manual.

To deactivate or activate the demo mode later, proceed as follows:

a. In the Home tab, press the upper right button ⚙.
b. In the 'General' section, select the 'Demo Mode' button to activate or deactivate it.

Connection mode:

ⓘ **ATTENTION:** The first connection between your mobile device and the gateway must be performed under the same network.

📶 **HOME** mode. Connection between the mobile device and the gateway under the same network.

🔁 **REMOTE** mode. Connection between the mobile device and the gateway under a different network or 3G network.

ⓘ **NOTE**: It will only be possible to connect to the gateway remotely after making the first connection, i.e. in "Home mode".

⚠ **OFFLINE**. No connection between the mobile device and the gateway. In this case, check:

  a. The connection between the gateway and the router, then check the Internet connection for the gateway.
  b. If your mobile device is connected to the router or you have Internet access.

APP legend:

Once the APP installation is completed, you will see at the bottom of the main screen five buttons for accessing the various screens or tabs:

- Home APP main screen - access settings, manage widgets and favourite devices or scenes (See the relevant manual sections to find out how to use these functions).

- Devices Devices screen - view all the devices included in the MyVirtuoso Home system. Manage, add or remove these devices from system on this tab (See the relevant sections to learn more).

- Scenes Scene screen - view all the scenes set by the user, modify them, create new ones or remove them (See the relevant section to learn more).

- Automations Automation screen - see all the automations set by the user, modify them, create new ones or remove them (See the relevant section to learn more).

- Notifications Notifications screen - These can be set by the user to refer to the execution of automations and scenes. Alternatively, they can be alerts warning of system anomalies, such as devices not

reachable, problems with server connections or restoration of connectivity. (See the relevant manual sections to learn more).

Device management

Z-Wave is a wireless communication protocol designed for home automation, in particular for the remote control and monitoring of residential and light commercial property.

To add or remove a device, user needs to perform the specific Inclusion or Exclusion procedures outlined in the device manual. For devices, also called 'Slaves', these actions can vary from a sequence of clicks on a physical button to a combination of clicks on several buttons on the device itself. While on the gateway, also called 'Master', the action required is simply choosing the appropriate command in the app.

Once included, the devices autonomously create a network of wireless connections. The mains powered devices also act as repeaters, transmitting the signal sent by other devices nearby. Devices can therefore communicate with the Gateway even when they are too far away for direct communication.

Battery powered devices cannot act as repeaters and are in sleep mode most of the time to extend battery life.

ⓘ **ATTENTION**: During the inclusion or exclusion of these devices, we advise that you position the device to within 1 meter of the Gateway.

How to include a device:

In this example, we will show you how to include a Smart Socket (actuator and measurement). The inclusion and exclusion procedures are similar for all Z-Wave devices, the only difference is the sequence of clicks (or combination of clicks) on the device itself.

⊙ **ATTENTION**: It is possible to include up to 25 Z-Wave devices on a single MyVirtuoso Home gateway.

a. Select the "Devices" tab.
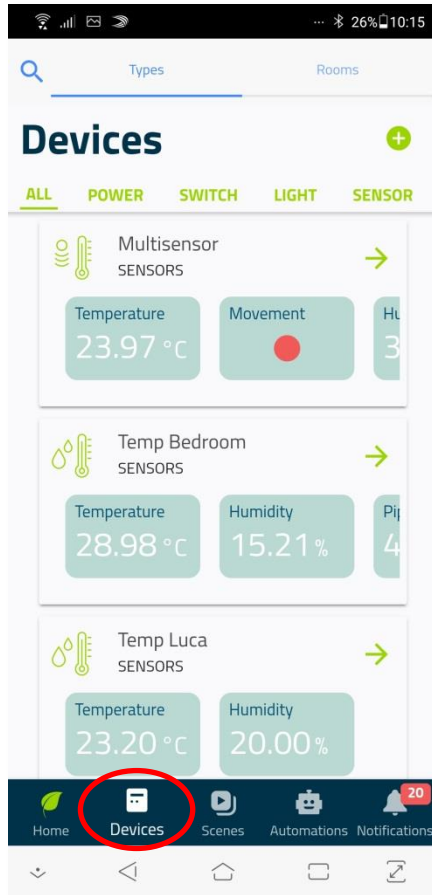
b. Press the ⊕ button at top right of screen to add a new device

c.   Select "Add a device with pairing button" option and perform the inclusion procedure when "Press the inclusion button of the device and wait" instruction appears on the screen.

NOTE: Each Z-Wave device has its own inclusion procedure, to find out more refer to device manual.

To include the Smart Socket (actuator and measurement), press device inclusion button 3 times within 1.5 sec.

d. Once the device has been included in the system, its name, type and status will appear on the screen.

ⓘ **NOTE**: During the inclusion phase, the device takes a few seconds sending specific information to the gateway. If the device does not appear in the list after the inclusion, it means that the device has not finished sending all its information to the gateway. Wait 30 seconds and then follow the steps below:

- Retry inclusion.
- If the device does not appear, exclude it with the following operation:
    - On the Home tab press the Settings button ⚙.
    - Enter the Gateway section.
    - Select "Force deletion of a device".
    - Follow the instructions that appear on the screen.

ⓘ **NOTE:** If the device does not include after performing the above steps, contact technical assistance.

Test the functionality of the device by pressing the ON/OFF button 🔵 . Also verify that the connected device turns ON/OFF correctly using the app.

    e. To change the device name, select the device using → on the Devices tab.

    f. Select the Edit button ✏ to change the name.
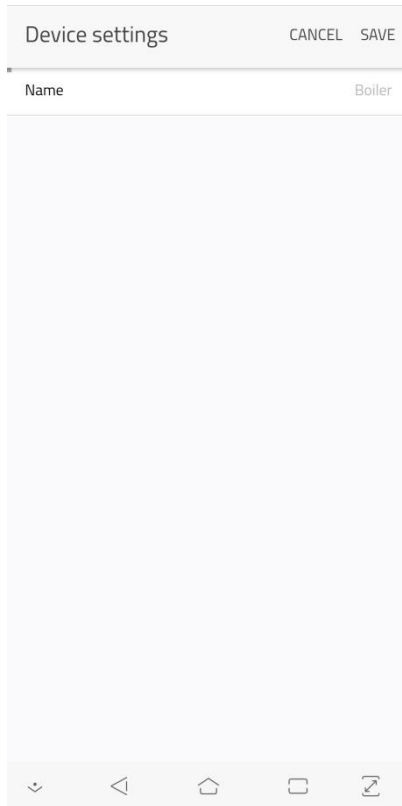
ⓘ **NOTE**: Using the APP, proceed with the inclusion of the other devices in the same way. Each Z-Wave device has its own Inclusion procedure, refer to device manual.

Refer to the TTDZ2 head instruction manual for the inclusion procedure.

How to set Comfort and Eco temperatures on the TTDZ2 head:

The digital thermostatic head can be used in two modes: a manual one, which allows you to set the temperature by adjusting the appropriate slider, and an automatic one, which enables the setting of pre-set temperatures – Anti-frost, Comfort, Eco and Boost.

You can set the Eco and Comfort temperatures in two ways, depending on whether you want to set all the heads using a global default temperature or have individual head settings.

- Default Setting for all heads

    a. In the Home tab press Settings button 🔧.
    b. Select the Gateway tab.
    c. Select "Gateway parameters" and set the desired temperatures in the appropriate sections.

- Individual head settings

  a. From the Devices tab, select the → button to enter the detail for the selected thermostatic head.

  b. By selecting the Edit the button ✏ it is be possible to set the Comfort and Eco temperatures.

  c. At this point, the temperatures you set will be used and applied by the rules for the selected head.

How to create a virtual device:

⚠ **ATTENTION**: the virtual device function (and all other associated functions), are only available with the **MyVirtuoso Home ES (or higher)** version. To take advantage of these additional features with other versions of the gateway, please contact technical support.

With MyVirtuoso Home it is possible to show in real time the production of a photovoltaic system, the general household consumption and balance (difference between energy produced and energy consumed). To create the balance, two inductive single-phase meters must be included:

- firstly, to measure the production of the photovoltaic system;
- secondly, to measure the general consumption of the house.

To create a virtual device:

a. Go to the Devices tab.

b. Press the button at the top right and then on "Add virtual device".

c. If the balance between production and energy consumption is desired, select "**Balance meter**"; if instead you want to define an energy efficiency measurement device, choose "**COP**".

d. Select the name of the virtual device and add the production and consumption meters.

Device status:

a. Battery powered devices.

ⓘ **NOTE:** press on the arrow button → of the chosen device. At the top right, the charge will be indicated by an icon and percentage available.

To ensure longer battery life, battery-powered devices are in 'Sleep' mode most of the time. This means that all battery devices, once included, communicate with the gateway every 15 minutes.

b. Device connection status.

To establish if a device is communicating with the gateway, you have to go into the details of the chosen device. At the top right, an icon will tell you the connection status of the device.

Device reachable from the gateway;

Device unreachable;

NOTE: If you have a "Device unreachable" icon on your device, check to see whether the device is powered or just too far from the gateway.

c. Graphs and historical data .

Each graph is specific to each device. In detail section for each device, it is possible to view the daily figures.

By pressing on MORE → it is possible to view the weekly, monthly and annual history.

These graphs can be customised: by pressing on the names of the various legends, it is possible to activate / deactivate some of the values recorded by the device.

In this example, we can see the data recorded in the last week by the motion, temperature, humidity and light sensor:
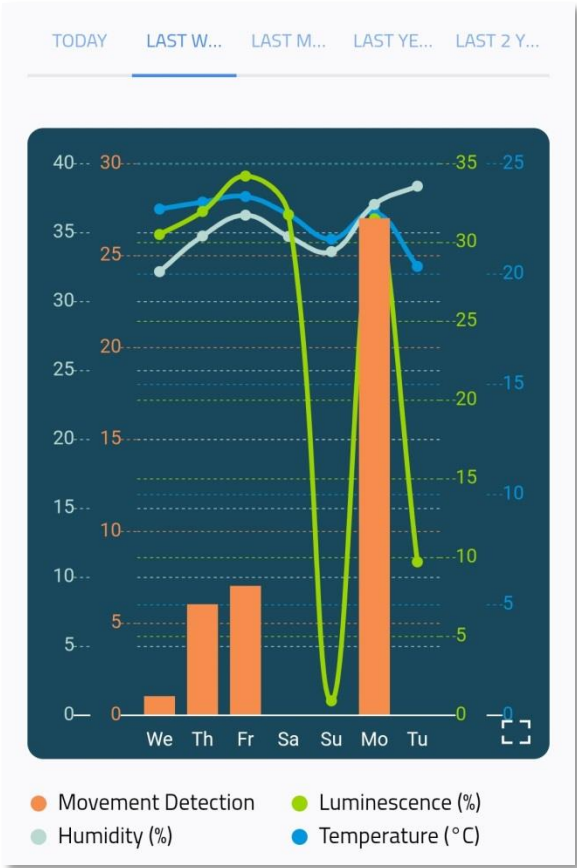
How to exclude a device:

ⓘ **NOTE:** If a new device fails to include in your gateway, we recommend that you perform the exclusion procedure, even if the device is not visible on the screen of your mobile device. The inclusion and exclusion procedures are the same for all Z-Wave

devices, the only difference is the sequence of clicks (or combination of clicks) on the device button.

If you wish to remove a device, proceed as follows:

   a. Enter the details section of the chosen device by pressing on →

   b. Press the 🗑 button to exclude the device.

   c. The gateway will enter exclusion mode. To complete the procedure, press the inclusion/exclusion button on the device, as per device instructions.

ⓘ **NOTE:** Each Z-Wave device has its own exclusion procedure. To find out about this operation, refer to device manual.
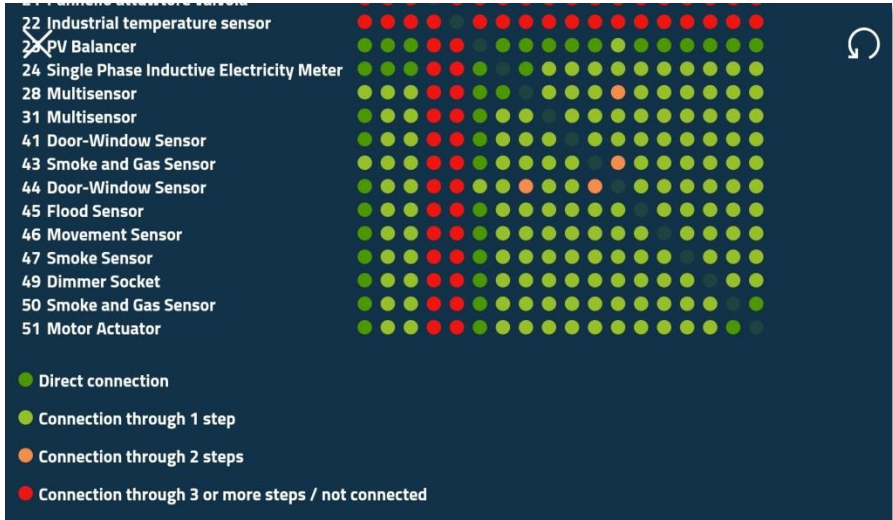
Z-Wave network and general functionality

Routing table:

The routing table indicates how the Z-Wave network devices are communicating with each other. If two devices are communicating directly, their intersection square in the table is dark green. A light green colour indicates that the two nodes are not communicating directly, but through more than one route; this is still considered a stable connection. Yellow is considered the least secure and is not a stable connection. Red suggests that there are no good connections between the two nodes. This does not mean that they are not able to communicate, but it means that in most cases the communication between the two will fail.

To access the routing table, proceed as follows:

   a. In the Home tab, press the upper right button ⚙ and then select "Gateway".

b. Select "Routing Table".

21 Pannello attuatore valvola		
22 Industrial temperature sensor		
23 PV Balancer		
24 Single Phase Inductive Electricity Meter		
28 Multisensor		
31 Multisensor		
41 Door-Window Sensor		
43 Smoke and Gas Sensor		
44 Door-Window Sensor		
45 Flood Sensor		
46 Movement Sensor		
47 Smoke Sensor		
49 Dimmer Socket		
50 Smoke and Gas Sensor		
51 Motor Actuator		

● Direct connection

● Connection through 1 step

● Connection through 2 steps

● Connection through 3 or more steps / not connected

Network topology update:

After including and installing all your devices, we advise updating the network topology of your system. This operation will lead to an update of the routing table, allowing the devices to choose the best ways to communicate with the gateway. To update the network topology, proceed as follows:

a. In the Home tab, press the upper right button ⚙ and then select "Gateway".

b. Select Routing Table and press on the 🔄 button at the top right to update the table.

The network topology must be updated 2-3 times to ensure the most efficient connections established.

ⓘ **NOTE:** The system requires at least 15 minutes to update the network

topology completely.
This option is also available in the "Device configuration" menu.

Mesh network concept:

One of the biggest advantages of the Z-Wave protocol is its use of the so called **Mesh Network**. Once included, the devices autonomously create a network of wireless connections. The nodes created by the mains powered devices act as repeaters, transmitting the signal sent from nodes too far away to be reached directly. The diagram below shows these connections:
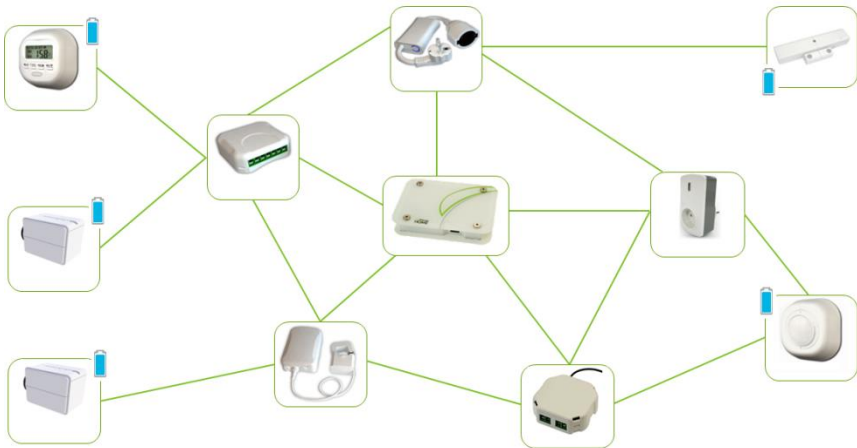

Mesh networks are also extremely reliable, since each device is connected to many other devices: if one node fails within the network, for whatever reason, neighbouring nodes simply look for other paths to transmit the signal. The capacity of the network can be further increased simply by installing other devices.

Timing Info:

The "Timing Info" function is a useful tool that can help you to analyse the stability of your network, signalling possible problems of connectivity between the gateway and your devices.

To access the Timing Info table, proceed as follows:

  a. In the Home tab, press the upper right button ⚙ and then select "Gateway".
 b. Press on the 'Timing Info' entry.
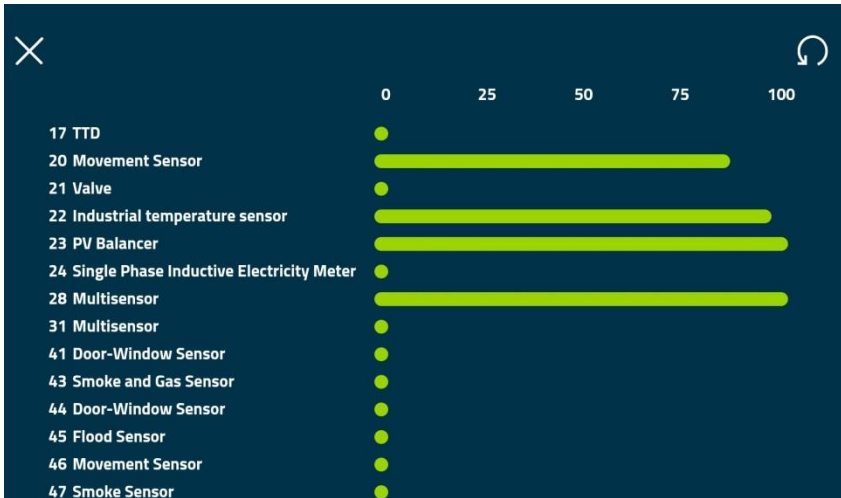
The table that opens up will show you the success rate when the Gateway attempts to contact each device: the lower the percentage, the more connectivity problems can occur. Consult the related manual or contact support if low connectivity is causing problems to your MyVirtuoso Home system.

Widget configuration:

On the Home tab of the App you will see:
- weather widget and clock;
- Balance meter (showing balance between Production and Consumption, where installed);
- Preferred devices and scenes.
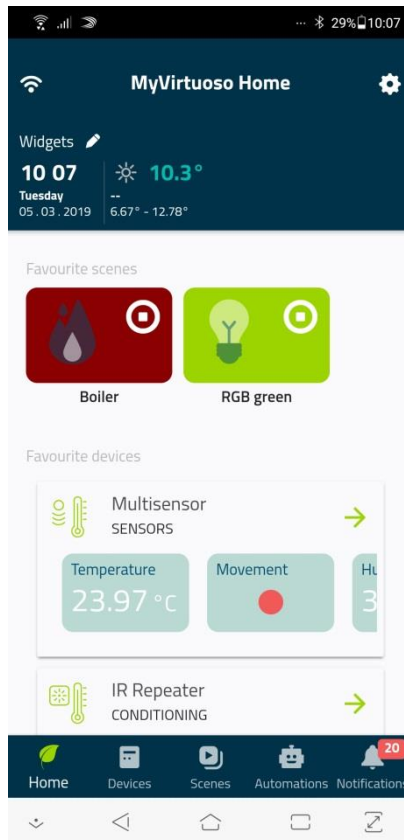
The weather and clock widgets are active by default. By pressing the ✎ icon on the Home tab, you can turn them ON/OFF. You can also activate or deactivate the balance meter widget.

To add devices or scenes to the Favourites list, from details section of the device or scene, press the ⭐ button. Follow the same procedure to remove them from the Favourites list.

Selecting the Devices tab, you will see how the devices are categorised by Type:
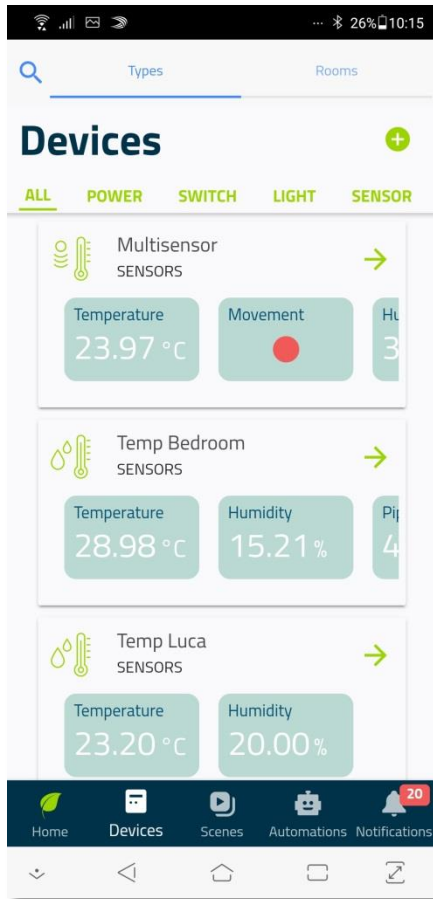
Similarly, they can be categorised by the rooms where they are installed:
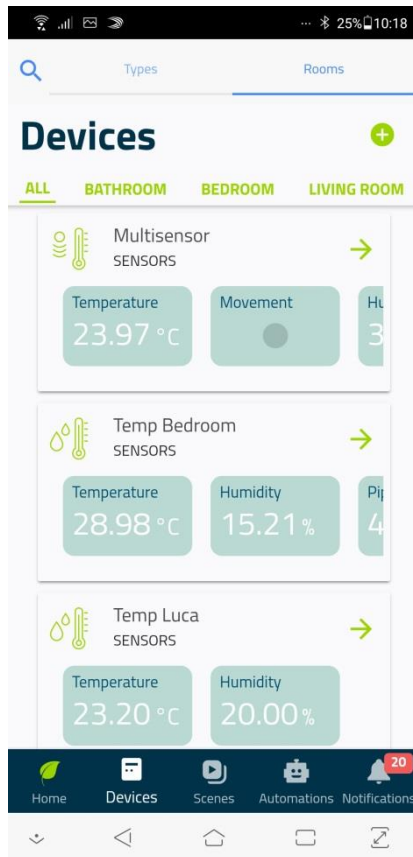
To specify in which room a device is installed, in the detail of the desired device, press on the "Room" line. From there, you can add it to an existing room or create a new one.

Virtual device widget:

ⓘ **ATTENTION**: the Virtual Device function (and other associated functions), are only available with the **MyVirtuoso Home ES version**. To take advantage of these additional features with different versions of the gateway, please contact technical support.

The Virtual Device widget shows household electrical consumption data (orange), Photovoltaic Production data (green) and the balance (blue if

positive). The widget on the Home tab will show instant production, consumption and balance. By pressing on the widget, it is possible to observe the data in detail and a graph:
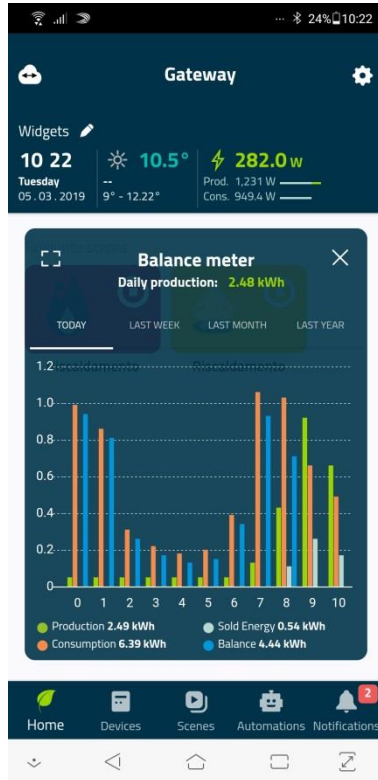
It is possible to view the data recorded daily, weekly, monthly or last year. By pressing on the legend below the graph, you can deactivate or activate the columns relating to the different measured values.

Automations

MyVirtuoso Home makes it possible to set up a totally automatic home automation system. It is possible to define one or more conditions, which if met, will trigger automatic events. For example, you can turn on your heating system when the temperature in the house falls below a set threshold, or adjust a light when there is insufficient light in the room.

If Function (Condition):

The **If** function is one or more conditions which, if met, allow the execution of one or more commands**.**
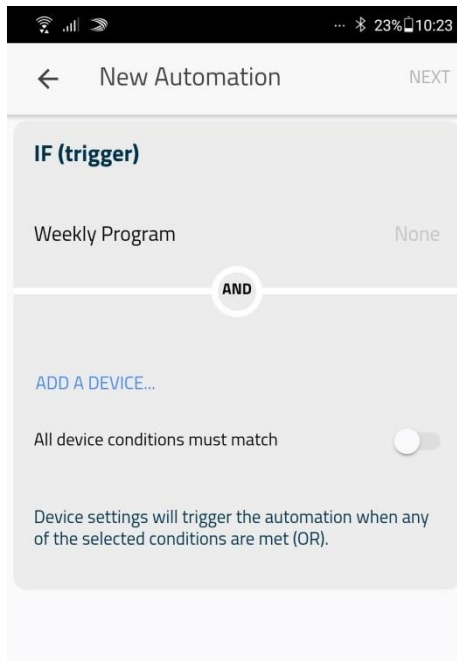
In this screen, you can see the details that determine the If Condition.

- **Weekly program:** optional function that allows you to set days and times when the condition is valid. Can also leave blank or import previously set programs. To change or cancel a previously set program, on the "Weekly programming" screen, simply drag the desired programming to the left.
- **Add a device:** from here it is possible to select which devices will be part of the automation.
- **All the device conditions must be met:** if this function is active, the automation will be activated when all the conditions chosen by the user have occurred. If the function is not active, the automation will be activated when at least one of the selected conditions has been verified.

Then Function (what will happen):

Then Function involves one or more actions (events) that are executed when the **If** Conditions are met.
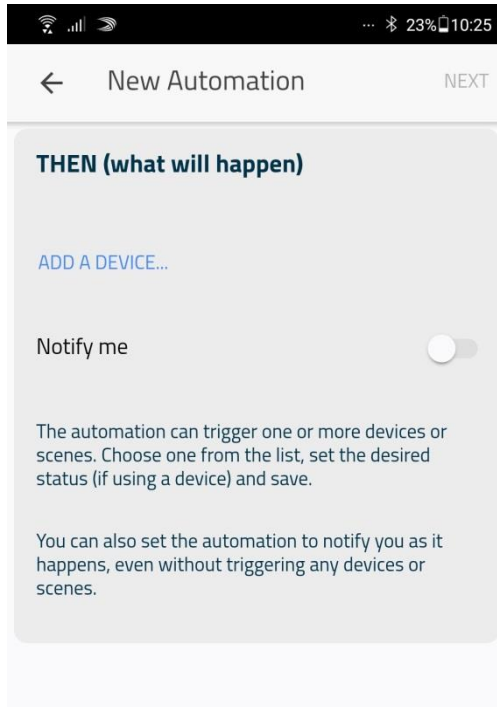
In this screen, you can see the details that determine the Then Condition.

- **Add a device:** from here you can add the device that will be activated / deactivated when the IF Conditions occur. To remove a device, simply drag it with your finger to the left. It is not mandatory to choose a device.
- **Notify me:** if this option is active, the APP will send a notification whenever the automation has occurred.

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Once the automation has been set you need to save, as shown on screenshot below.
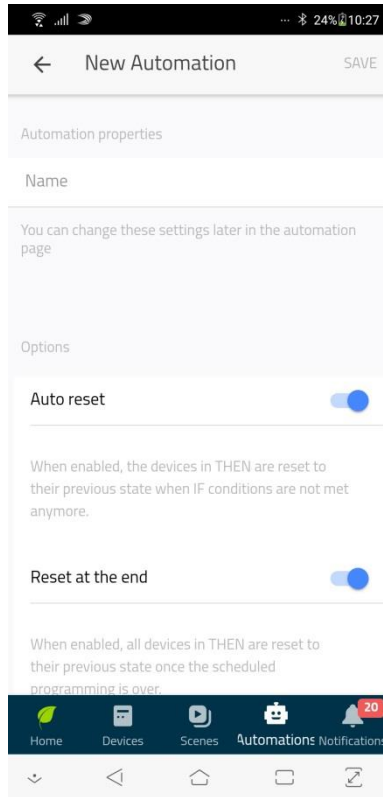
- **Name**: you can name the automation to make it easily recognisable.
- **Options:** additional options allow for more customisation of each automation. Explanations appear below each available option.
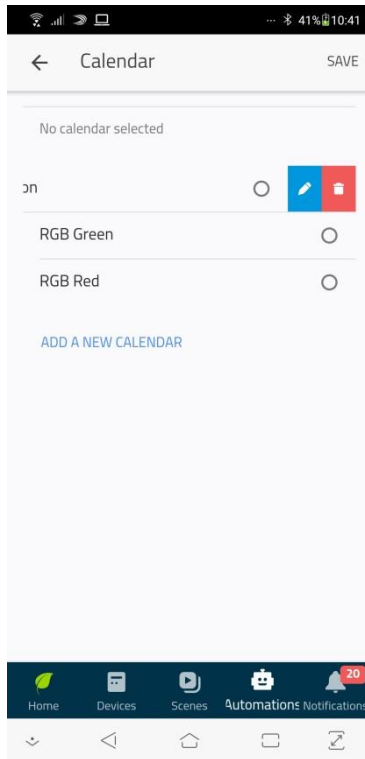
How to edit an automation or change its name:

Change the automation name:

    a. From the 'Automation' tab, select the one you want to change and press on .

    b. By pressing on , you can change the name of the automation.

Change the weekly program:

a. From the 'Automation' tab, select the one you want to change and press on .

b. Press on the "Weekly program" line.

From this tab, you can change the weekly schedule in different ways:

a. By dragging the desired programming to the left, you can change the settings or delete them.

b. You can use another weekly schedule already set by simply selecting it.

c. By selecting 'Add a new calendar', you can set a new schedule.

d. By pressing 'Cancel selection', the programming selected will be removed from the automation (but not from the APP memory).

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To modify the associated devices (IF function or Then function):

a. In the "Automation" tab, find the one you want to change and press on ⚙.

b. Drag the chosen device to the left and you can remove it from the automation pressing the 🗑 button.

c. By selecting the chosen device, it is possible to modify the relevant settings.

d. By pressing "Add another device", you can add other devices to the automation.

e. It is also possible to modify the settings relating to the notifications and additional options in each automation, by activating or deactivating the relevant slider.

Activate or deactivate an automation:

a. If you want to activate or deactivate an automation, in the Automation tab, press the button at the top right of the desired automation.
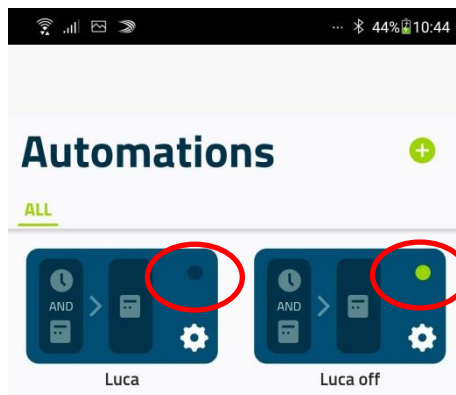
b. If you want to delete an automation, go into details page by pressing ⚙ and select 🗑.
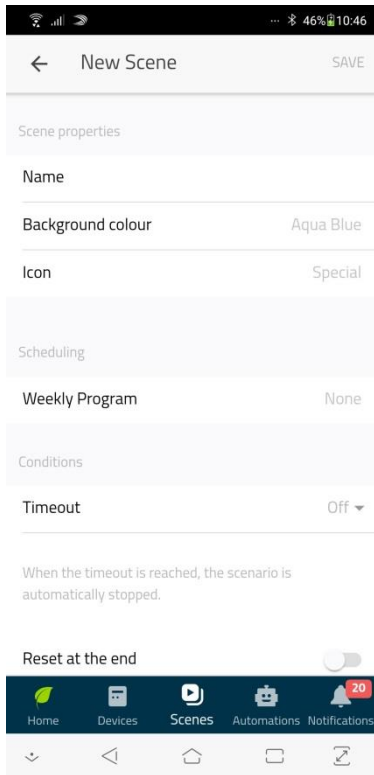
Scenes

A scene in the MyVirtuoso Home system executes one or more commands at pre-set times. For example, you can create a scene that turns on lights, the radio, TV and opens the curtains, at 7 am.

The difference between an Automation and a Scene, is the fact that a Scene does not require an **If** Condition(s) to trigger the event(s), as it is based on the time schedule.

Add devices:

On the Scene tab, you can create MyVirtuoso Home Scenes by pressing the ⊕ button at the top right. The first thing that is required is to select the devices that will be part of the scene and choose their status (ON/OFF, values and settings etc). Then, in next screen, the settings relating to the scene you are going to create will be shown.

a. **Name:** you can name the scene for easy recognition.
b. **Background colour and icon:** by clicking on one of these two keys, it is possible to customise the icon representing the scene and its colour, choosing from a range of APP suggestions. This will make the scene easily recognisable.
c. **Weekly program:** to set the schedule, follow the same procedures indicated for the weekly programming automations.
d. **Timeout:** an option that allows you to set a maximum duration, at the end of which the scene stops. The scene will stop in the shortest time set between "Weekly Schedule" and "Timeout".

e. **Reset at the end**: if this option is active, the devices that are part of the scene will return to their initial state once it has come to an end.
f. **Deactivate scenes:** an option that allows you to disable other scenes during the operation of the scene you are creating/editing.
g. **Deactivate automations:** an option that allows you to disable automations during the operation of the scene that is being created/modified. We advise you to use this function when you are using Scenes to manage one or more devices already listed in active rules, to avoid creating conflict.
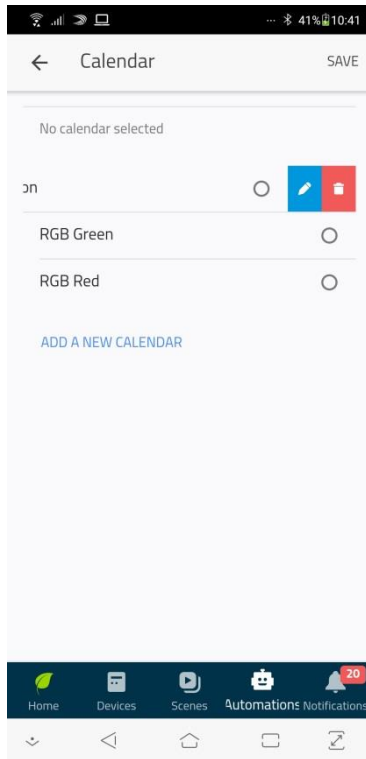
How to edit a scene or change its name:

Change the scene name:

a. From the "Scene" tab, find the one you want to change and press on .
b. By pressing on , you can change the name of the scene.

Change the weekly schedule:
a. From the 'Scene' tab, find the one you want to change and press on .
b. Press on the "Weekly program" line.

From this tab, you can change the weekly schedule in different ways:

    a. By dragging the desired programming to the left, you can change the settings or delete them.

    b. You can use another weekly schedule already set by simply selecting it.

    c. By selecting "Add a new program" you can set a new schedule.

    d. By pressing on "Remove selection", the selected program will be removed from the scene (but not from the APP memory).

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To change the associated devices:

   a. From the "Scene" tab, find the one you want to change and press on ⚙ .

   b. . By dragging the selected device row to the left, it will be possible to remove it from the automation by pressing the 🗑 button.

   c. By selecting the chosen device, it will be possible to modify the relevant settings.

   d. By selecting 'Add another device', you can add other devices to the scene.

   e. You can also change the settings relating to notifications and other options by activating or deactivating the corresponding slider.

Remove a scene:

   a. On the 'Scene' tab, find the one you want to change and press on ⚙ .

   b. Press 🗑 if you want to delete the scene.

Gateway management

With the MyVirtuoso Home system, you can manage multiple gateways with the same mobile device.

Proceed as follows if you would like to add another gateway:

a. Connect to the Wi-Fi of the router to which the gateway is connected.

b. Access the MyVirtuoso Home ES ⊘ App.

c. From the Home tab, press the top right button ⚙ and enter the "Gateway" section.

d. Press on ➕ and follow the same procedure for adding your first MyVirtuoso Home gateway.

To switch from one gateway to another, on the 'Home' tab, press the name of the gateway currently in use at the top. A screen will open where you can choose which gateway to view.
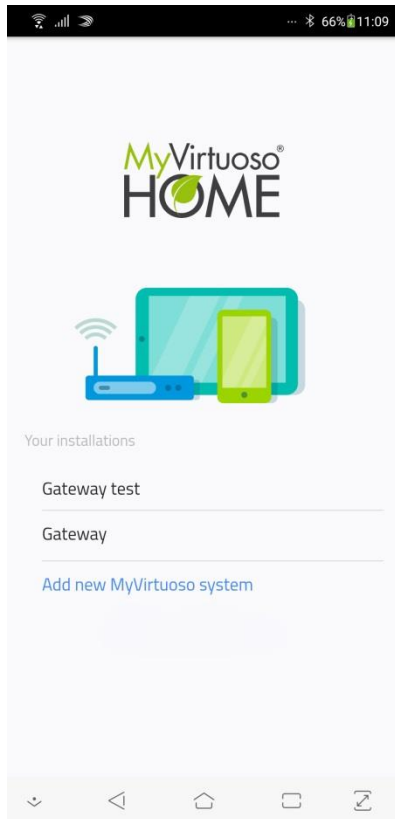
Webcam configuration

ⓘ**ATTENTION**: the maximum number of webcams you can configure with the MyVirtuoso Home gateway depends on the maximum number of available ports on the router. The maximum number of Z-Wave devices that can be included in the gateway does not apply to webcams because they do not use the Z-Wave communication protocol.

Webcam search:

This procedure allows the gateway to automatically search for webcams in the network to which MyVirtuoso Home is connected. Proceed as follows to search for webcams automatically:

a. From the 'Devices' tab, press on .
b. Press on the entry "Add webcam":

After a short search on the screen, the webcams found by the gateway will appear:

c. Press on the webcam of choice, enter the webcam access codes and press "Save" at the top right.
d. From the 'Devices' tab, the newly set webcam will appear and the picture will be updated with a low-frequency image update.
e. In the details of the webcam, you will see the recovery with an update of the image in high frequency.

User levels

With the MyVirtuoso Home APP it is possible to create different levels of user, each with different levels of access. At the first connection with the gateway, it is mandatory to create an Admin user. This user is able to subsequently create other user levels. The user levels of the MyVirtuoso Home APP are, from highest to lowest:

a. **Admin**
b. **Installer**
c. **Standard**
d. **Smart**

The highest level of user, the **Admin**, is the one with all the access. It allows user to modify or delete the parameters of the devices, the scenes, the automations and to invite new users to the gateway under control, defining their user level.

To add a new user, follow the following procedure:

    a. In the "Home" tab, press the button at the top right ⚙ and then on "User profile".

    b. Scrolling down the page you will find the 'Shared access' section, which will show the list of all users having access to the same gateway and their user levels.

    c. By pressing on "Add a new user" you can add new people to the gateway on which you are operating. You will need to specify the name, surname, email address and permission level of the new user.

ⓘ**ATTENTION**: only following this procedure will it be possible to add other users to the gateway.

The **Installer** level has the same access as the Admin level. However, an Admin can restrict access to the installer: in this case, the Installer will no longer have total control of the system, but will only see the technical data (routing table, timing info).

To limit an Installer access, proceed as follows:

    a. In the "Home" tab, press the button at the top right ⚙ and then on "User profile".

    b. Scrolling down the page you will find the "Installer Access" section.

    c. Activating or deactivating the 'Restrict access to the installer' button will limit or restore the access to Admin.

The **Standard** level allows control of devices, scenes and automations created by the Admin, but not their modification or deletion. It also has no way of inviting other users, of changing the parameters of the gateway or reading the routing table. It cannot force the gateway to be updated or restart it.

The **Smart** level has similar access as the Standard level, the difference being that they are limited by the Admin, who can choose to give control only over some scenes or some rooms (and therefore devices).

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