xComfort Bridge FAQs

Frequently Asked/Answered Questions

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LIMITATIONS

How many actuators can I add to my xComfort Bridge?

Device limit: 250 sensor + 250 target connections.

Which actuators are supported by the xComfort Bridge?

The following actuators are supported:

Supported Actuators:

- CSAU-01/01-10(IE)
- CSAU-01/01-16(IE)
- CSAU-01/02 (ESM)
- CSAU-01/03 (ESM)
- CSAU-01/04 (ESM)
- CDAU-01/04(-x)
- CDAE-01/04(-x)
- CDAE-01/05(-x)
- CAAE-01/01 (ESM)
- CAAE-01/02 (ESM)
- CSAP-01/xx-12E
- CDAP-01/xx-1E
- NEW! CWGE-0x/xx

Supported Heating Actuators:

- CHAU-01/01-1xE
- CHAU-01/01-1ES (For Thermoelectric valve drive CHVZ-01/04)
- CHAP-01/xx-12E
- CHVZ-01/05
- CHAZ-01/12

Supported Shading Actuators:

- CJAU-01/02 - limited functionality
- CJAU-01/03 - limited functionality
- NEW! CJAU-01/04
- NEW! CJAU-01/04-I
- NEW! CJAE-01/01

Can I use my existing switching, dimming and shading actuators?

Supported are all the new generation Switching and Dimming actuators, actuators with the ESM logo indication and all Shading actuators. See supported Actuators.

What is ESM and what does the ESM logo on Actuators indicate?

ESM stands for Extended Status Messaging. Since the introduction, the new generation of Actuators an additional status channel is supported to increase the status reliability at hot spots (heavy RF traffic) towards smart devices like the xComfort Bridge.

Which sensors are supported by the xComfort Bridge?

Supported Sensors:

- CTAA-0x/0x(-LED)
- CHSZ-02/02
- CBME-02/01
- CBMD-02/xx
- CDWA-01/3x
- CBEU-02/02
- CBEU-02/03
- CRCA-00/08 - CRCA-00/13 (Room Controller Touch*)
- CTEU-02/01 (For temperature Sensors: CSEZ-01/01, CSEZ-01/36)
- NEW! CWGA-0x/0x

* Firmware update needed!

How many Sensor channels can I add to my xComfort Bridge?

Up to 100 pure Sensor channels can be added.

What is a Sensor channel?

Each separate input of a device is one pure Sensor channel. Each device can have multiple inputs. Example number of channels per sensor:

- Pushbutton 1-fold: 1 channel
- Pushbutton 2-fold: 2 channels
- Pushbutton 4-fold: 4 channels
- Window Sensor: 1 channel
- Motion Sensor: 1 channel
- Binary Input 230V: 2 channels
- Local Input Switching actuator: 1 channel
- Local Input Dimming actuator: 2 channels
- Room Controller Touch: 2 channels
- Temperature input: 2 channels
- Radiator Thermostat: 1 channel
- Local Input Shutter actuator: 1 channel
- Water Sensor: 1 channel
- Inputs LeakageStop: 2 channels

How are Actuators with binary input(s) treated by the xComfort Bridge?

Adding a Dimming actuator with Binary Input for example will be presented in the xComfort Bridge like:

- 1 Actuator
- 2 Sensor channels

How many connections can be assigned to one actuator?

- Switching-, Dimming-, and new Shutter actuators: typically, 32 (including Scenes, Rooms, and normal Binary sensors)
- Shutter actuators CJAU-01/02 and CJAU-01/03: typically, 16 (including Scenes, Rooms, and normal Binary sensors)

How many actuators can be assigned to one sensor with the xComfort Bridge?

- Limited to 60 actuators by the xComfort Bridge

How many sensors can be assigned to one actuator?

- 32 sensors for lighting control (pushbuttons, motion sensor, door/window sensor)
- 1 main temperature sensor per room for heating control (can be combined with max/min)

How many connections are added to an actuator by the Bridge?

Switching actuator, dimming actuator:

- 1 for direct commands from Bridge
- 1 for each local binary input (only on some SA and DA)
- 1 for Group “All Lights” (only if actuator is defined for “Lighting”
- 1 for every room where the actuator is added (used if controlled by app)
- 1 for every scene where the actuator is used (used if started by app)
- 1 for every sensor (pushbutton, window sensor, motion sensor,.) where the actor is assigned (also if assigned as room or scene)

Heating actuator:

- 1 for direct commands from Bridge
- 1 for floor temperature sensor
- 1 for backup function (only if a room controller touch is assigned in the room the actuator is assigned to)

Multi-channel heating actuator:

- 1 for direct commands from Bridge (for each channel that is used, maximum: 12)
- 1 for backup function (only if a room controller touch is assigned in the room the actuator belongs to), maximum: 12

Shutter actuator:

- 1 for direct commands from Bridge
- 1 for each local binary input (only for the type with input)
- 1 for every scene where the actuator is used (used if started by app)
- 1 for every sensor (pushbutton, window sensor, motion sensor,.) where the actor is assigned (also if assigned as room or scene)

How many valves can be controlled by the Multi Heating actuator (12-fold Heating actuator)?

The Multi Heating actuator is a main supplied device that can be used to control electrical valves for Panel heating- and cooling-systems (Floor heating…). Up to 12 different zones and a maximum of 14 valves can be controlled by the device.

How many devices can I connect to the bridge?

Old static limits for max devices (Sensors, Actuators), Rooms, Scenes are gone.
Instead the limit is based on the maximum number of occupied RF connections (250 outgoing, 250 incoming).
The number of devices left would be displayed in orange and red once the limits are below 20% and 10%, respectively.

How many rooms can I create in the App?

You can create a maximum of 30 rooms, the number of free rooms left would be displayed in orange and red once the limits are below 20% and 10%, respectively.

How many scenes can I create in the App?

You can create a total of 50 different scenes.

How many Timers can I create in the App?

A maximum of 40 timers can be created in the Bridge, the number of free timers left would be displayed in orange and red once the limits are below 20% and 10%, respectively.

Is there a limitation for connections to the Bridge at the same time?

Up to 4 different end devices (iOS or Android) can be connected to the Bridge at the same time.

Does the Bridge support Timers and how can I use them?

The Bridge supports 2 per default available Astro Timers (Sunrise, Sunset) and the creation of 38 additional Timers that are based on a configurable time or an Astro Timer with positive or negative Offset. Each Timer be configured to work only on certain days of the week and if it is currently active or not. It can be used to control one or more devices, a Room, or a Scene.

Does the Bridge support Heating control?

Yes, see chapter Heating Control

What happens when an external sensor controls the climate mode in a room?

When an external sensor controls the climate mode, the user can no longer manually adjust it through the app. The system entirely relies on the sensor's status.

How many climate mode sensors are typically present per project?

Typically, there is only one climate mode sensor per project. However, theoretically, multiple sensors for different rooms are possible but not common.
What is the purpose of a Heating and Cooling Switch?
A Heating and Cooling Switch signals an external device (such as a heat pump) about the current climate mode of the system.
Are these settings mandatory?
No, both settings (external sensor control and Heating and Cooling Switch) are optional. Their necessity depends on the specific climate setup of the project.

Can both external sensor control and Heating and Cooling Switch be used together in a room?

No, they are mutually exclusive. You can choose either the external sensor control or the Heating and Cooling Switch for a room, but not both.

What happens when Advanced Regulation is activated?

When this option is activated, the Bridge takes over climate control in the room. Without this option, a heating actuator regulates its output independently.

Can different climate devices be mixed in a room?

Yes, it is possible to mix different climate devices in a room. For instance, you can use a heating actuator for heating and a switching actuator for cooling. However, there are limitations to this mixing.

Do RF components work independent of the xComfort Bridge in case something happens with the power supply?

Lighting-, Appliance- and Shading-control:

- Direct connections, both local and scenes control by a pushbutton, or a sensor works independent of the xComfort Bridge.

Heating control:

- Room Controller Touch: The Room Controller Touch will switch to Direct control of the Heating Actuator(s). Regulation will remain.
- Floor Temperature protection sensor: This sensor is connected to the Heating Actuator(s) directly. Protection will remain.

- Radiator Thermostat: The Radiator Thermostat will switch to Local control. Regulation will remain on the last received setpoint.
- Heating Actuator with Floor Temperature sensor: Actuator will switch to the Emergency Mode setpoint.
- Heating Actuator without sensor (Effect Regulation): Actuator will switch to the Emergency Mode setpoint.

Does the Bridge work without remote-server connection?

Yes, the basic Bridge functionality works independent of the remote-server connection. However special features such as Notifications will need an active connection to the Remote Server.

Does the Bridge support Shading control?

Yes, see topic Shading Control

Does the Bridge support different Users?

Yes, see topic User Management & Notifications

INSTALLATION & COMMISSIONING

What is the best place for the Bridge in a house or apartment?

Ideally in the center of the house near your Wi-Fi Router to be able to reach all installed xComfort devices directly.

Does the Bridge support Wi-Fi connection or do I need a LAN cable?

The Bridge needs to be connected to your local Wi-Fi Router via a LAN cable.

How to add devices to a climate function?

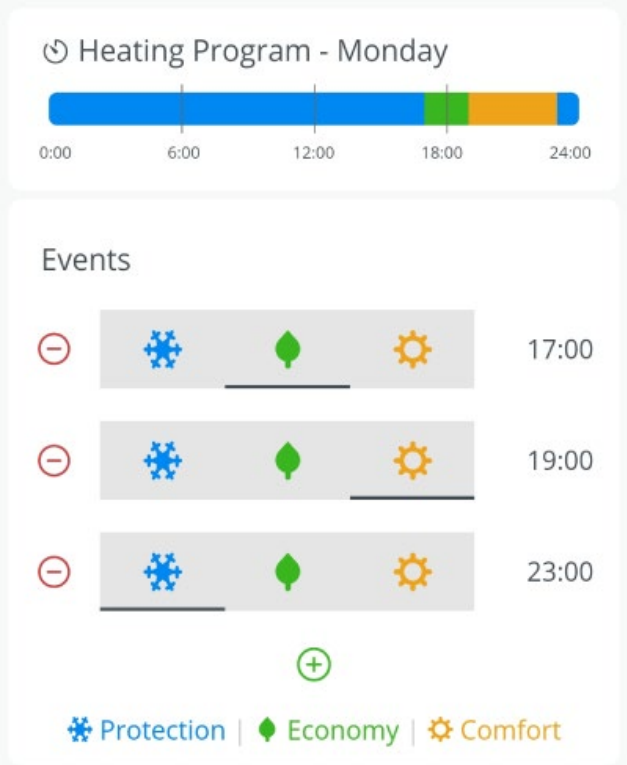
Since the climate function is controlled by the room, devices are to be used with the climate function must be assigned to a room first.
After adding a device to the desired room, you can navigate to "climate function" -> select the desired room and confirm that you want to edit the climate settings.

How to configure common radiator thermostat settings?

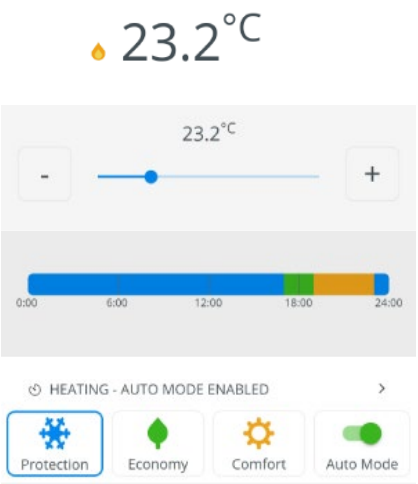
For radiator thermostats only there is a new possibility to define at which levels of the radiator thermostat the Bridge will see it as “heating is needed” or “heating is not needed” and furthermore set the heating state of a room to ON or OFF. This will then also impact a Sum heating actuator for the affected rooms. In some projects it is eventually desired, that the heating source is only activated when there is a larger demand from the radiator thermostats (for example in the ranges of 10%).

How can you define the Climate week programs?

You can define a Week Program per Room or multiple Rooms.
The Week Program of the Room can be viewed and changed on the Climate overview page or via the "Configure -> Climate Function" and selecting the "+" in the heating program section.
The time when the Protection, Economy & Comfort is active can be defined as below.



How can you adjust the Climate control on Room page?



Current Room Temperature: This shows the current room temperature measured by the temperature sensor.

Temperature Slider: This is used to change the temperature setpoint of the room, both the slide of the "+" / "-" can be used. The temperature increases/decreases in steps of 0.5.

Week Program: This shows the climate week program that is defined to the room.

Active Climate Mode: This shows the active Climate mode and the current operation mode of the room. If it is extarnally controlled by a sensor it will have the addition (External).

How to create a timer?

To create a new timer, navigate to the configure tab, select Timer, and then select the + symbol You can input the desired name, change the timer type, time, weekdays & select the device you want the timer to control. Once this has been done, select 'save' to complete the setup.

Timer types

- Sunrise
- Sunset
- Fixed Time

What different parameters to configure for Room Climate Configuration?

When configuring the climate function for a Room, the following parameters should be taken into consideration

Parameter	Type	Description
Regulation Type	General Settings	This defines the type of heating regulation to be used. The possibilities are: • Room Temperature • Floor Temperature • Effect Regulation
Advanced Regulation	General Settings	If this option is activated, the Bridge takes over the climate control from the heating actuators. It depends on the used climate devices if the option can be activated, and it is mandatory in most cases with cooling.
Heating Sum Actuator	General Settings	This defines the heating sum actuator to be used in the room. A device must be configured as “sum heating” to use this option
Cooling Sum Actuator	General Settings	This defines the cooling sum actuator to be used in the room. A device must be configured as “sum cooling” to use this option
Setpoints	General Settings	This defines the temperature setpoints for the heating modes
Room Sensor	General Settings	This shows the temperature sensor that is assigned to a room. Sensors can be assigned to a room directly from the sensor configuration page.
Floor Sensor	General Settings	This shows the floor sensor that is assigned to a room. Sensors can be assigned to a room directly from the sensor configuration page.
Floor Sensor Minimum Limit	General Settings	This defines the minimum limit for the floor sensor, when the temperature falls below the limit the heating of the room would be turned on.

Floor Sensor Maximum Limit	General Settings	This defines the maximum limit for the floor sensor, when this temperature is exceeded the heating of the room would be turned off
Climate Devices	General Settings	This shows the devices that are used for climate control in the room.
Door-/window sensor	General Settings	This shows the door-/window sensors that are used in the room. An open door or window will set the operation mode of the room to frost protection when in Auto mode.
Cooling/Heating Sensor	Advanced settings	This defines the external sensor used to control the room's climate mode. If an external sensor is defined the state of the sensor is the only possibility for a room to change the climate mode.
Heating Switch	Advanced settings	This defines the heating switch actuator that is used for the room. If a heating switch is selected, the current climate mode of the room will control the Heating switch. An actuator must be configured as a heating switch to use this function
Cooling Switch	Advanced settings	This defines the cooling switch actuator that is used for the room. If a cooling switch is selected, the current climate mode of the room will control the Cooling switch. An actuator must be configured as a cooling switch to use this function
Show Power Information	Display settings	This defines if the power information of an electrical heating device is shown
Show Week Program	Display settings	This defines if the active heating program is shown
Show Humidity	Display settings	This defines if the humidity of the room is shown
Show Window Info	Display settings	This defines if the information about window sensors is shown

Can I use my old Room Controller Touch?

Yes, you can use an older version of the Room Controller Touch after a firmware update. See FAQ: How to update the Room Controller Touch firmware?

Why do I need to update my old Room Controller Touch?

The latest version of the Room Controller Touch supports new special features like Direct control (fallback scenario). See FAQ: How to update the Room Controller Touch firmware?

What does "Bad device type" or "RCT needs new Firmware" mean, adding a Room Controller Touch?

The Room Controller Touch needs a firmware update. See FAQ: How to update the Room Controller Touch firmware?

How to update the Room Controller Touch firmware?

Download the RCT Update Tool with the latest Universal firmware and follow the update instructions. You can also use the latest MRF software to do the update.

- RCT Update Tool: **RCTupdatetoolENG.exe**
- RCT Universal Firmware: **RC55_xxxU_yyyy.rfp** (**xxxU** indicates version number and **U**niversal)

Update instructions:

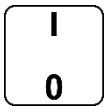
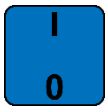
1. Remove the batteries from your RC Touch
2. Connect your RCT to your (windows) computer via a Micro USB cable
3. Open the RCTupdatetoolENG program: The RCT should indicate: nbL
4. Click "select Software..." and select the file: **RC55_xxxU_yyyy.rfp** (Use **U**niversal version!)
5. Enable "BackToFactory at the end"
6. Click "load Software..."
7. Wait for popup: "loading-process finished successfully!" and click "Ok"
8. Disconnect cable
9. Put batteries in during startup, the installed version will be displayed shortly: **xxx.U**

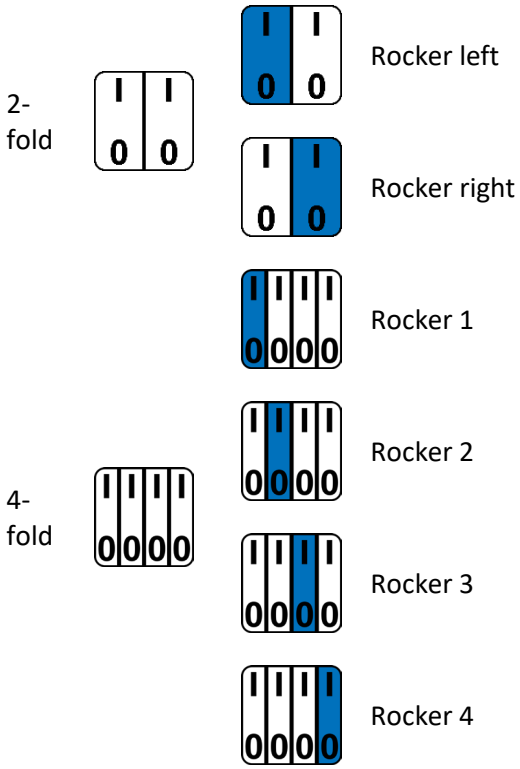
Can I add devices that are already part of a MRF Project?

Yes, this is possible if the device is not already connected to another intelligent device (like Smart Home Controller or Sensio Controller). In order to add the device to your Bridge you need to use the Learning Mode or Barcode Scan in the xComfort Bridge App as the Bridge itself is not supported in the MRF Tool. The xComfort password defined in the Bridge and the Password of the actuator needs to be the same in that case. Once the device is added to the Bridge further changes with the MRF are not recommended.

How can I use Pushbuttons?

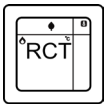
There are 1-fold, 2-fold and 4-fold Pushbuttons. 1, 2 or 4 sensor channels are available to control Actuators, Scenes, and Rooms. Find below the Pushbutton channel identifications based on icons:

Type	Device Icon	Channel Icon	Identification
1-fold			One rocker



How can I use the touch buttons of the RC Touch?

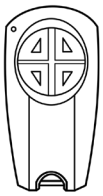
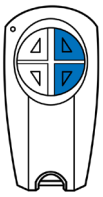
The touch buttons on the Room Controller Touch can be used in the same way as Pushbuttons are used. 1 sensor channel is available as Switch function to control Actuators, Scenes, and Rooms. Find below the identifications and functionality:

Type	Device Icon	Channel Icon	Functionality
RC Touch			• Switch function ON / OFF / Dimming (Standard) • Trigger 2 scenes (ON and OFF, state change needed)

How can I use the Remote Control?

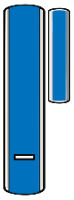
Currently the 2 channel Remote Control is supported. 2 sensor channels are available to control Actuators, Scenes, and Rooms. Find below the identifications based on icons:

Type	Device Icon	Channel Icon	Identification

2-fold			Button left
			Button right

How can I use a Door/Window Sensor?

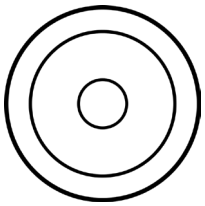
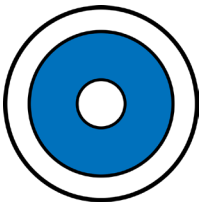
A Door/Window Sensor can be used to control any actuator, Room, Scene, or Master Switch. It is possible to differentiate between detecting a door or a window and if the detection should be inverted (send an ON when closed or an ON when opened). Find below the identifications based on icons:

Device	Device Icon	Channel Icon	Identification
Door/Window Sensor			Main detection channel

In the Home Page, the number of open doors and windows is indicated. If assigned to a room a Window Sensor will influence the Heating Function. See Heating Control.

How can I use a Universal Motion Sensor?

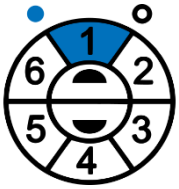
The Motion Sensor can be used to control any actuator, Room, Scene, or Master Switch. It is possible to configure the Sensitivity, the Brightness Level to detect motion, the Switch OFF Delay Time and if it should signal events using the incorporated LED. Find below the identifications based on icons:

Device	Device Icon	Channel Icon	Identification
Universal Motion Sensor			Brightness dependent detection channel

Remark: Compared to MRF only 1 channel (Channel A) is supported! Channel B NOT!

How can I use a 12-fold Remote Control?

12 sensor channels are available to control Actuators, Scenes and Rooms.
Find below the identifications based on icons:

Device	Device Icon	Channel Icon	Identification
12-fold			Button 1
			Button 1 Send

How can I use a Water sensor?

A Water sensor detects water leakage at its detection pins or a connected sensor tape and can only be used in combination with a LeakageStop or Standalone with the xComfort Bridge. It is not compatible with any other xComfort device. Find below the identifications based on icons:

Device	Device Icon
Water Sensor	

Each Water Sensor can have a defined room where it is located for better identification and a defined LeakageStop it reports to (optional). One the Home page a room will then indicate if Water is detected by an own symbol and having the room highlighted with a red colored frame. If used in combination with a LeakageStop its status and the Water Alarm will be displayed in the Room of the LeakageStop with detailed information on the location of the leakage.

How can I use a LeakageStop?

The LeakageStop main functionality is to control the Water flow of a connected valve based on Water Leakage information from its own internal sensor connector or up to 5 external Water Sensors. If any of the connected Water sensors reports a water leakage it would interrupt the Water flow and give out an optical and acoustic alarm. The device can be added to a room where its status will be shown in the appliance section. The water flow can be directly controlled and all important information is displayed.

The status of the LeakageStop is also shown via different device icons and is a direct copy of the product behavior itself:

Device Icon	Description
	Water flow ON - All connected Water Sensors OK
	Water flow OFF - All connected Water Sensors OK
	Water flow OFF - Acoustic Alarm muted - at least one connected water sensor reports water leakage.
	Water flow ON - All connected Water Sensors OK

The following configuration parameters are available for the LeakageStop:

Parameter	Type	Description
Name	General	Defines the Name of the LeakageStop as it will be identified inside the Bridge User Interface.
Room used	General	Defines the room where the device is located. It will then be presented in the Appliance page of the selected room.
Appliance Control	General	Define desired appliances that will also be switched Off and On based on the status of the Water flow.
Standby LED	Extended	Defines if the LED ring on the device will emit green light or is turned OFF when everything is OK. This can be useful to not be distracted by the continuous green light on the device.

Valve control type	Extended	Defines the type of the connected valve. Specifically, if the valve needs to be powered to let the water flow or not.
Unknown sensor behavior	Extended	Defines if the Water should be turned OFF when a sensor is unknown or if the LeakageStop should only give a warning and keep the water flow active.
Limescale protection	Extended	Defines if the limescale protection should be activated or not. Furthermore, if activated you can define how often it should be triggered and for how long the valve should be operated. Please check the recommendations of the valve manufacturer if this is necessary or not.

How can I use a Pushbutton Multisensor?

A Pushbutton Multisensor is like a normal Pushbutton 1-, 2- or 4-fold with additional Temperature and Humidity information.

Its binary channels can be used in the exact same way as for the normal pushbutton. The device can be added to a room directly to be used then as temperature and humidity source for the Heating function like a RC Touch.

The device temperature and humidity measurements are factory calibrated and usually do not need an offset. But, if necessary, there is the possibility to set offsets in case the device is sitting at an unideal place.

How to configure Sensors?

Go to: "Configure -> Sensors". Each Sensor is identified by a name and displays the status like Reception quality and battery. The list of available channels of the sensor can be opened by the small arrow on the right. Each sensor channel is indicated by an icon. A 4-fold pushbutton for example has 4 available channels (rockers). Each channel can be assigned to one or more Actuators, Room, or Scene. Click on each channel to configure its usage.

Sensor channel shows "Unused!". What does it mean?

This channel is not assigned to any Actuator, Room, or Scene yet.

How can I assign a Pushbutton to an Actuator?

Go to: "Configure -> Sensors". Open the channel list of the Pushbutton in question. Push on the desired channel and configure the control a single Actuator or a group of actuators.

Are Sensors directly controlling Actuators?

Yes, Assignments between Sensors and Actuators work even when the xComfort Bridge is not powered. They are configured by the xComfot Bridge but work independent from it.

Can I trigger two scenes with one Pushbutton?

Yes. You can use the ON command (push upper part) to trigger a scene and OFF command (push lower part) to trigger another scene by one Pushbutton. Of course, you can trigger the same scene with both commands.

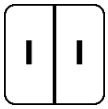
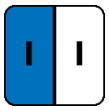
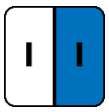
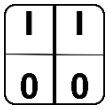
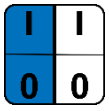
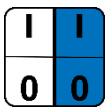
What is a Binary/Local Input?

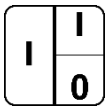
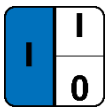
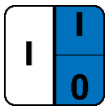
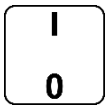
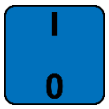
A Binary Input is a device with 2 local inputs. Also, certain Actuators have 1 or 2 additional binary inputs also called Local Inputs. These inputs can be used to connect already existing switches or pushbuttons to maintain the local control.
Devices with local Input:

- Switching Actuator 10A (CSAU-01/01-10I, CSAU-01/01-10IE): 1 Local Input 230Vac
- Switching Actuator 16A (CSAU-01/01-16I, CSAU-01/01-16IE): 1 Local Input 230Vac
- Smart Dimming Actuator 250W (CDAU-01/04-I): 2 Local Inputs 230Vac
- Smart Dimming Actuator 500W (CDAE-01/05-I): 2 Local Inputs 230Vac
- Binary Input Battery (CBEU-02/02): 2 Local Inputs for potential free contacts
- Binary Input 230 VAC (CBEU-02/03): 2 Local Inputs 230Vac
- Shutter Actuator (CJAU-01/04-I): 2 Local Input 230Vac - configured as rocker

How can I use a Binary/Local Input?

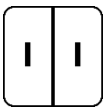
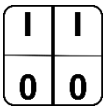
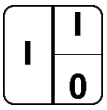
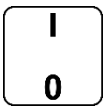
A Binary Input has 2 local inputs which can be used to connect already existing switches or pushbuttons. Based on the selected mode one or two channels are available indicated by icons. Find below the possible modes and identification:

Mode #	Device Icon	Channel Icon	Channel Name	Functionality
Pushbutton			Input A	• Pushbutton function for Actuators • Trigger a Scene
			Input B	• Pushbutton function for Actuators • Trigger a Scene
Switch			Input A	• Switch function ON / OFF / Dimming (Standard) • Trigger 2 scenes (ON and OFF, state change needed)
			Input B	• Switch function ON / OFF / Dimming (Standard)

Pushbutton / Switch		 Input A  Input B	• Trigger 2 scenes (ON and OFF, state change needed) • Pushbutton function for Actuators • Trigger a Scene • Switch function ON / OFF / Dimming (Standard) • Trigger 2 scenes (ON and OFF, state change needed)
Rocker (combined)		 Input A+B	• Rocker function: ON / OFF / Dimming • Trigger 2 scenes (1 for up, 1 for down)

How can I use a Binary or Local Input to control scenes?

Based on the selected mode one or two scenes can be triggered. Find below the possible modes:

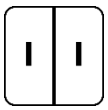
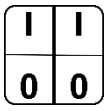
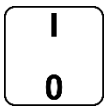
Mode	Description
	Single-Pushbutton function: Can trigger just one Scene per channel
	Switch function: Can trigger 2 scenes per channel (Remark: In order to trigger a scene again you need to change the state of the switch by operating the other side first before you can trigger the same scene again.
	Single Pushbutton + Switch function: 1 Scene for Pushbutton, 2 scenes for Switch
	Rocker function: Can trigger 2 Scenes (1 for up and 1 for down)

How is an Actuator with Binary Input(s) presented in the xComfort Bridge?

When you add an Actuator with Binary Inputs the inputs are presented in the overview of sensors in the same way as the Binary Input and pushbuttons. This will be done automatically by adding the Actuator itself to the xComfort Bridge project. These Local Inputs are probably assigned locally already but can also be assigned to other Actuators or Scenes.

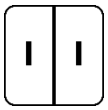
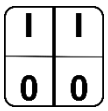
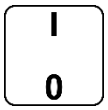
How can I use a Binary or Local Input in combination with a Switching Actuator?

When you select to control a Switching Actuator with a Binary Input the same basic functions of the actuator can be selected. Find below the possible functions:

Mode	Description
	Surge function: The Switching Actuator toggles with every sensor activation its output Value.
	Normal ON / OFF depending on switch position
	Rocker function: ON / OFF (standard)

How can I use a Binary or Local Input in combination with a Dimming Actuator?

When you select to control a Dimming Actuator with a Binary Input the same basic functions of the actuator can be selected. Find below the possible functions:

Mode	Description
	Pushbutton-Dim-Mode function: The dimming actuator switches ON or OFF for a short press at the pushbutton and dims up / down after a long press.
	Normal ON / OFF depending on switch position
	Mode 4: Rocker Function: Dimming actuator -> ON / OFF / Dimming (Standard)

What does the reception quality icons mean?

The xComfort Bridge needs to be in direct reception range of the connected actuators and sensors. It will display the reception quality of each connected device in "Configure -> Actuators/Sensors" by the following icons:

Icon	Description
	Unknown - no message received yet.
	Poor - The reception quality is very poor. Consider a repositioning of this device if you discover communication problems.
	Okay - The reception quality is ok.



Good - The reception quality is good.



Excellent - The reception quality is perfect.

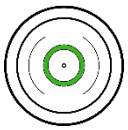
What do the battery status icons means?

The battery status of all battery powered sensors in the xComfort Bridge are indicated in "Configure -> Sensors" by the following icons:

Icon	Description
	Unknown - no message received yet.
	Empty - The battery is almost empty. Replace the battery.
	Weak - The battery is getting weak. Please consider replacing battery soon.
	Medium - The battery is in medium condition.
	Good - The battery is in good condition.
	Top - The battery is in top condition.
	Mains Powered - This sensor is mains powered.

What do the different information Icons for actuators mean?

There are different information icons to indicate the actual status and the configuration state of an actuator that are displayed in "Configure -> Actuators" or in the Home Screen inside each room:

Icon	Description
	Not yet configured - Indicates that a device is not fully configured by the xComfort Bridge yet. If you add a device by Barcode Scan it takes a few minutes after the device is finally powered to be configured. A device does typically not react to switching commands if that icon is shown. Furthermore, this icon is used for the Heating Configuration Status of a Room. When displayed its means that user interaction is necessary to complete the configuration of a Heating function.
	State unknown - A device state is currently not known. This can happen if a device is not powered, and the Bridge tried to control it or also if the Bridge restarted and it has not yet received the Status of a device. The icon will disappear if the Status from a device is received.
	Load Error - The connected load produced an error to the device, and it has switched OFF the load. Please check the connected load if it exceeds the maximum load of the device or if there is another Hardware error. After you have corrected the error, you need to switch OFF the device to reset the error state.
	Shading locked - Shutter actuators only. The shutter actuator is locked in operation due to activated safety function.
	Shading Locked by Sensor - Shutter actuators only. The lock reason is the activated safety function by any of the assigned binary sensors.
	Shading Locked by Bridge - Shutter actuator only. The lock reason is the activated safety function directly by the Bridge.

What do the different information Icons for sensors mean?

There are different information icons to indicate the actual status and the configuration state of a sensor that are displayed in "Configure -> Sensors":

Icon	Description
	The configuration of this battery powered sensor is not yet synchronized. The synchronization will be done automatically when in Learning Mode in case the sensor is triggered. Or you can also start the sensor synchronization process by clicking this icon in the upper right corner in "Configure -> Sensors". In case the Synchronization process is started manually, a list of sensors to be processed is shown. For each sensor, a user event is needed!



Sensor value unknown. No information of the connected sensor received over a longer period of time. Please check if the sensor is working correctly and if the battery is OK. If the sensor is used in a heating function the Heating will go to a safe state (Emergency Mode).

What do the different information Icons on the Home screen mean?

Each room displays different information icons to indicate the actual status of devices in a Room. Furthermore, on the very bottom of the Home screen the information for the overall project is displayed. The meaning of these icons is the following:

Icon	Description
	Water leakage detected - A Water sensor in the room or the LeakageStop detected a water leakage. This is a high priority warning and will overwrite all other states. It will clear itself when the Water leakage is cleared, and the sensor reports that everything is OK.
	Important Information - At least one device in the room has an Important information such as Unknown State, Load Error, Shading locked, etc. You can enter the room to see what exact device is affected.
	Water off - The LeakageStop in the Room has switched OFF the water flow.
	Number of lights On - Shows if and how many lights in a room and the overall project are switched On.
	Number of appliances switched On - Shows if and how many appliances in a room and the overall project are switched On.
	Number of Shadings closed - Shows if and how many shadings in a room and the overall project are in the closed position.
	Number of opened windows - Shows if and how many windows in a room and the overall project are opened.
	Number of opened doors - Shows if and how many doors in a room and the overall project are opened.



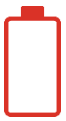
Number of detected motions - Shows if and how many motion sensors detected motion in a room and the overall project.

What do the different information Icons for the configuration page mean?

In addition to the information icons on the Homepage the configuration page now also indicates if there are things that a customer should pay attention to on the Configuration icon itself.:

Icon	Description
	There is information that requires the attention of the customer.

After navigating to the Configure page the information icons will be located at the affected topic which can be Actuators, Sensors, or Heating.

Info Icon	Type	Description
	Actuators	Any of the actuators in the configuration has an unknown state or any other problem. Please go inside the actuators overview and check the list for details and affected devices.
	Sensors	Any of the sensors in the configuration has an unknown state or a low battery. Please go inside the Sensors overview and check the list for details and affected devices.
	Actuators	Any of the actuators in the configuration is not yet fully configured. If you have added the device via Barcode Scan and the device was not powered at that time this can be the case. The Bridge retries to configure a mains supplied device always after entering the actuators overview in the configuration page.
	Sensors	Any of the sensors in the configuration is not fully configured. A sensor always needs to be manually operated in order to initiate the configuration process. Please enter the sensors overview and click on the affected sensor to start this.
	Heating function	Any of the available Heating functions for a room is not yet fully configured. Please enter the Heating overview and select the affected Room for the Heating function, make the desired selections and then Save the Heating function of the Room. This icon is also displayed if a device that was used in the Heating function has been deleted from the Bridge.
	Sensors	At least one sensor in the configuration reports an empty battery. Please enter the Sensor page and see which exact sensor is affected.

How to configure Actuators?

Go to: "Configure -> Actuators". Per Actuator the Room it is assigned to, and the status is shown. The list of assigned Sensors can be opened by the small arrow on the bottom. Each sensor icon indicates which rocker or channel is assigned. In the BASIC version of the xComfort Bridge the assigned sensors have their standard behavior towards Actuators.

Which Usage Types does switching actuators support?

Switching Actuator Usage Types:

- Light (default): Used for lighting control
- Load: Used for appliances
- Heating Sum: Used to control the central heater in the house and switches ON in case one or more rooms is requesting heat

What does the temperature indication mean in the Actuator status overview?

This is the inside temperature of the Actuator itself. In case of wrong installation or high loads the temperature will rise. The Actuator itself will prevent overheating and switch off if necessary.

How to create a new scene?

- Navigate to "Configure -> Scenes -> press the "+" Symbol on the bottom right corner of the screen.
- On the Home Screen press the button "Create scene from current settings" to create a scene with the current state of all devices of the project.
- Inside a Room Screen press the button "Create scene from current settings" to create a Scene with the current state of all devices of the room

How to create a Smart Scene?

Creating a smart scene is quite like that of a regular scene, however once the **Is a smart scene** option has been activated you would need to define the conditions for the smart scene.
You can also enable or disable smart scene automation by using the toggle of the **Automation state**.

How to differentiate between a Smart Scene and regular Scene?

When a smart scene condition is **TRUE**, the smart scene would be shown in green on the scene page and red when the condition **FALSE**.

In general, if a device that has an unknown state is used for a condition it will always be considered **FALSE**.

What are the Smart Scene Condition settings?

For smart scenes to work properly conditions must be defined. You can define up to 3 conditions for each smart scene and link them via **AND** or **OR**. To add a condition, select the “+” symbol. Then select

from a list the desired condition types and then select the available device and the value or state that needs to be fulfilled.

For easier setup, the defined device's current value is shown below the device's selection. Only the conditions with which you have a device installed in your Bridge would appear in black, all other possibilities would be in grey.

Depending on the condition type there are additional parameters available that can be set:

Parameter	Description
Minimum time	Available for all binary and analog condition types. This defines the time that the condition needs to be TRUE to set it finally to fulfilled. The available range is 0s to 1 hour. If a condition is getting **FALSE,** then this happens without considering the minimum time (as this does not trigger anything anyway).
Hysteresis	Available only for analog condition types. Half of the defined hysteresis value is applied to the second value of the condition (fixed value or another sensor value) in both directions. If the logic operation is LESS THAN, then the first value needs to be below **Setpoint - 1/2 hysteresis** and if the operation is **GREATER THAN** then the first value needs to be above **Setpoint + 1/2 Hysteresis**.

What are different condition types?

There are several different types of conditions available. The selection depends on the used devices in the project and what values they provide that can be used for a condition.

For the list of all available conditions, please refer to the Scenes section in the help.

How to trigger a condition for Smart Scenes?

Option	Description
Conditions can trigger the scene	This defines if the condition set in the **Conditions settings** triggers the scene every time the condition is fulfilled, this setting must be activated for a smart scene to trigger automatically.
External trigger allowed only if conditions are true	This defines if external triggers such as pushbuttons or push on the scenes page are allowed. If this setting is activated, the Scene can only be triggered when the conditions set in **Conditions settings** are fulfilled.

What parameters must be considered when creating a scene?

Parameter	Description
Name	This defines the name of the scence
Show on Scene Page	This defines if the scene is shown or hidden from the scenes page.
Is a smart scene	This defines if the scene is a smart scene. If this is enabled, you must define conditions that would need to be fulfilled to trigger the scene

Triggered Device & Actions	This defines the devices that should be triggered, you can add an action type by selecting the green "+." The available trigger types/actions are: • Lighting devices – Control Lighting devices • Shading devices – Control Shading Devices • Appliance devices – Control Appliance / Load devices • Climate function – Control Climate mode of Rooms • Push Notification – Send push notifications when a scene is triggered
Delete Scenes	This deletes a scene that has been created

LIGHTING CONTROL

What kind of lighting control is possible with the Bridge?

Each actuator that is defined as lighting actuator can be controlled individually in the lighing page of each room, by the room control possibility for all lights in a room, by the Lighing master switch (All ON / Off), by a lighting scene or by a Timer.

How do I make a new Light scene with the xComfort Bridge?

There are several ways of creating a scene:
Use "Configure -> Scenes -> press the "+" Symbol on the top right corner of the screen.
On the Home Screen press the button "Create scene from current settings" to create a scene with the current state of all devices of the project.
Inside a Room Screen press the button "Create scene from current settings" to create a Scene with the current state of all devices of the room.

What is a dimming profile?

A dimming profile tells the Dimmer how to control a lighting device so that it emits the light in a linear way when dimming from 0 to 100%. Our Dimming actuators can dim loads from 0W to its maximum.

Do I need to make my own dimming profile?

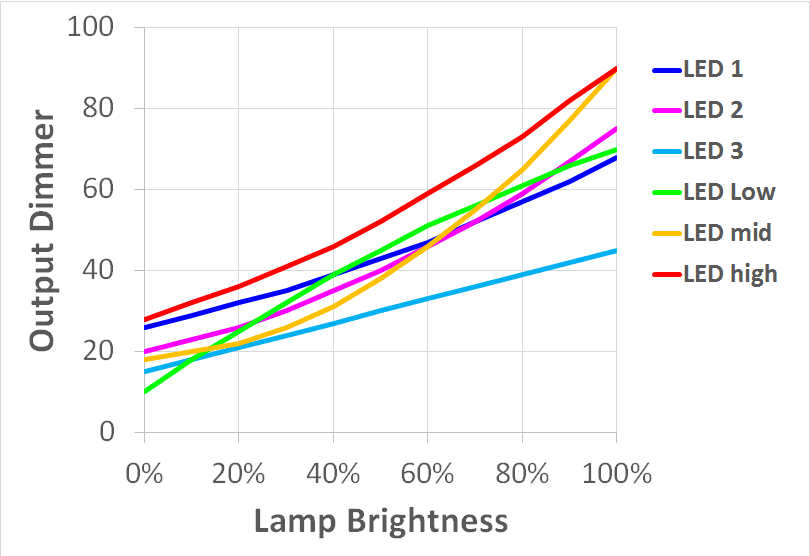
No. There is a set of pre-defined dimming profiles that should covers the most used LED lights on the market. You can easily select a profile in the settings of a dimming actuator, save it and the actuator is ready to go.

What are the differences of the pre-defined dimming profiles?

The following type of pre-defined dimming profiles are available per default:

- R/L/C Standard - This is a standard profile best used for inductive lamps but for some LEDs.

- CFL/ESL - Best used for older energy saving lamps that require a warm-up time.
- On/Off only - Used for non-dimmable lights.
- LED 1-3, Low, Mid, High - see the graph. They are best used for LED lamps. Profile needs to be verified with the specific lamp.



What is the lower dimming limit?

The Lower dimming limit defines when controlled by a Pushbutton at what low level the light will start with when dimming up and stop when dimming down. By changing it you can adapt the dimming experience with an external pushbutton.

Does the Bridge support control of lights base on sunset or sunrise?

Yes, this is achieved with the Astro Timer function where you can choose a Room or a Scene to be controlled by Sunset or Sunrise. The Sunrise and Sunset times are automatically calculated by the Bridge based on your location.

How long do I have to wait until a device is fully commissioned?

If the device is online/powered when added it should not take more than a few seconds. In case the device is not online when you add it via Barcode Scan it can take up to 5 minutes after it is powered up to be fully commissioned.

Can I add already pre-configured GO Wireless packages to the xComfort Bridge?

Yes! The pre-configured connections between pushbuttons or sensors and actuators will remain unchanged. During learning mode, the pre-configured connection will be recognized and shown in the actuator and sensor assignments already.

An actuator indicates: “Unknown external connections.” What does this mean?

After adding an actuator to the xComfort Bridge, the xComfort Bridge will check for existing connections of sensors in the actuator. Existing connections to unknown sensors are indicated by: "Unknown external connections". You need to add these sensors to the xComfort Bridge project also to have these connections visible and maintained.

How can I identify a Sensor in the App?

In the overview of Sensors, the relevant channel of a triggered Sensor lights up green shortly when receiving a message.

Why does a Sensor light shortly up green in the Sensor overview page?

This indicates that this Sensor is triggered, and a message is received from the indicated channel.

How do I add a new room to the xComfort Bridge?

"Configure -> Rooms -> press the "+" Symbol on the top right corner of the screen. Once the process is done, select 'save' to complete the setup.

How do I rename my Bridge?

Via the xComfort Bridge App "Configure -> My xComfort Bridge -> Bridge Name "Since the name is also used to identify the Bridge in the Network it must not contain spaces or special characters.

How do I update the FW of the xComfort Bridge?

Via the xComfort Bridge App "Configure -> My xComfort Bridge -> Update Bridge"

Will the added actuators and sensors be password protected?

Yes, all actuators and sensors that are added to your Bridge will be protected by the xComfort password defined in "Configure -> My xComfort Bridge -> xComfort Password". There is a unique default password defined for each Bridge.

How do I change the xComfort password?

You can change the password in "Configure -> My xComfort Bridge -> xComfort Password" and then press the "Update Password" button.

HEATING & COOLING CONTROL

Does the xComfort Bridge support room-based heating?

Yes - Rooms can be heated independently of each other

Which devices are supported by the Heating Control?

Supported Devices:

- Room Controller Touch*: CRCA-00/08 - CRCA-00/13
- Temperature Input: CTEU-02/01 (Sensors: CSEZ-01/01, CSEZ-01/36)
- Heating Actuators heavy duty: CHAU-01/01-1xE
- Heating Actuator silent 1A: CHAU-01/01-1ES (Thermoelectric valve drive CHVZ-01/04)
- Heating Plugs: CHAP-01/xx-12E
- RF Radiator Thermostat: CHVZ-01/05
- Multi-heating Actuator: CHAZ-01/12

* Firmware update needed to V3.xxU if it is an older device!

What is the difference between the different Heating Types?

The different Heating Actuators can be used for Electrical and Water based Heating:

Water based Heating:


Water based Floor Heating


Water based Radiator

Electrical Heating:


Floor Heating Cable


Floor Heating Foil



Infrared panels


Electrical Radiator

The difference between floor heating and normal heating is that a floor heating device will consider the floor temperature limits and will be controlled accordingly if these limits are violated. For the water-based Heating Types a Lime-scale protection is in place (Opening of the valve for 5 minutes).

Can I use a switching actuator for Heating?

In addition to the normal heating actuators that are used in a room, a switching actuator (eg potential-free) can be used to control the central heating in the home. It turns ON when one or more rooms require heat. You must set the usage type of this switching actuator to: "Sum heating". This actuator is called: "Heating Sum Actuator". If a "Heating Sum Actuator" has been defined, you must select this device in the heating control configuration for each room where this "Heating Sum Actuator" is to be switched ON on heating demand. To make the heating control work you need to have at least one Heating Actuator used in the room itself!

What kind of temperature regulation is supported?

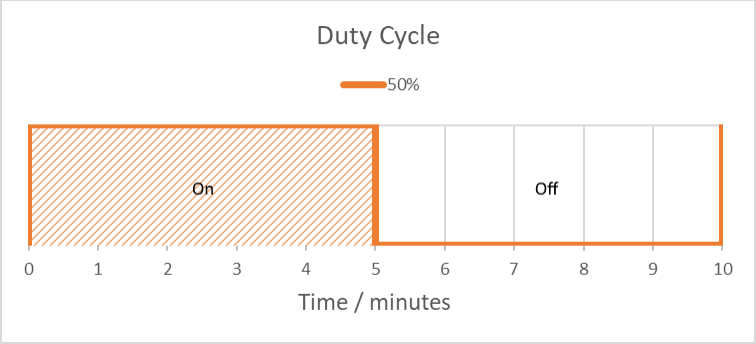
Besides the normal temperature regulation, the xComfort Bridge supports Effect Regulation also:

Heating based on Temperature Regulation:
Normal temperature regulation based on temperature and setpoint.

Heating based on Effect Regulation:
Regulation based on the percentage of the heating output.

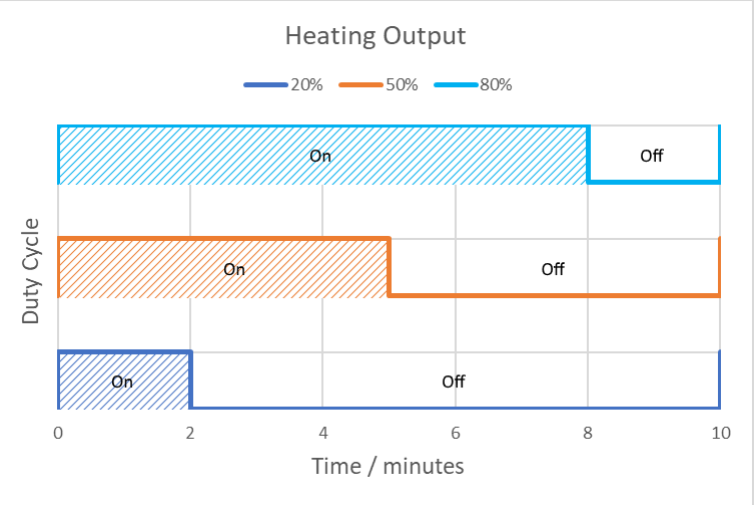
What is PWM?

PWM stands for Pulse Width Modulation. Heating Actuators output is based on a fixed output period in the range of minutes and a variable duty cycle. A duty cycle or power cycle is the fraction of one period in which the output is On. Duty cycle is commonly expressed as a percentage or a ratio. A period is the time it takes for a signal to complete an on-and-off cycle. The longer each pulse is On, the more heat is generated. Due to the fact that most of the heating sources are so slow, the heating source does not actually turn On and Off but will go to an average temperature based on the duty cycle percentage. In the PWM illustration below the On and Off time have the same 'width,' therefore the duty cycle is 50%.



What is the difference between Temperature Regulation and Effect Regulation?

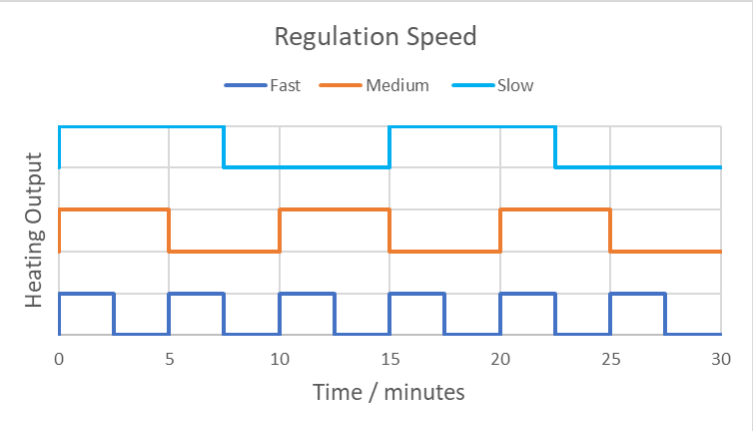
With Temperature Regulation the Heating Actuator itself calculates the Heating Output (PWM duty cycle) based on the difference between the actual measured temperature (temperature sensor) and the temperature setpoint (Comfort, Eco,). How larger the difference is, how longer the Heating Output is turned On.
With Effect Regulation the output duty cycle percentage is directly set by the user. In this case you directly can set the heating to a dedicated output level between 0 - 100%. If for example a 2000W Infrared Heater is set to 25% the Heater produces 500W of constant heat.



What does the Regulation Speed do?

For Heating actuators in addition to the Type of heating the Regulation speed can be chosen. A higher speed usually allows more direct control if the heating system is also quick in reaction (depending on room size and Heating device).
The regulation speed specifies the switching frequency of the heating actuators output. In the slow setting the time period is set to 15 minutes. For a duty cycle of 50% this means that the relays are on for 7,5 minutes and also OFF for 7,5 minutes, summing up to a total of 15 minutes. The medium time period is 10 minutes and the fast time period 5 minutes. Furthermore, a higher regulation speed will more often increase/decrease the output value based on the actual temperature difference.
We recommend setting the speed to fast for quick reacting system composition (fast to changes like electrical heating foils with floor temperature regulation) and to slow for slow heating systems (e.g.

water-based floor heating).



How exactly does Effect Regulation work?

With Effect Regulation you can set the heating to a dedicated output level between 0 - 100%. If for example a 2000W Infrared Heater is set to 25% the Heater produces 500W of constant heat.

In which case could I use Effect Regulation?

In general Effect Regulation can be used in combination with radiant heating. You can give the floor in the bathroom a constant temperature for example. The best example is the use of an electric infrared Outdoor Patio Heater. In this situation you cannot use a normal temperature regulation. In this case you can set the heat radiation to a constant output.

Does my Heating Actuator support Effect Regulation?

Yes - Heating Actuators supporting Effect Regulation can be recognized by the following icon on the device:



Effect Regulation supported

Can I control heating in a room without a Room Controller Touch?

Yes - You can control Heating Actuator(s) in a Room:

- By a (Floor) Temperature sensor.
- Stand-alone with Effect Regulation.

Does the Heating function support Window Sensors?

If assigned to a room the Window Sensor will be used in the Heating Function in the following way:

- Heating Function overview page: Indication of the number of open windows
- The Heating Function in a room switches temporarily to Operation Mode Frost protection in case one or more windows are opened (must be opened for at least 10 seconds to be triggered)

Can I control the heating via a Scene?

Yes - You can set the Operation and Heating Mode by a Scene:

- Possible settings: Automatic, Manual - Protection, Manual - Eco, Manual - Comfort

Does the Heating function support Floor temperature protection?

Yes - If you use a Temperature sensor to measure the floor temperature in a room, you can specify the minimum and maximum allowed floor temperature value to protect the floor

How can I use the PT1000 sensor on the RC Touch?

The PT1000 sensor on the RC Touch can be used as a separate (floor) Temperature sensor in a Room or as an Outside Temperature sensor

Which pre-defined temperature set-points are available?

The Heating Control supports the following pre-defined temperature set-points called Operation Modes indicated by Icons:



Protection: Used at night or if you are Away. The heating is set to Frost protection (default: 10°C).



Eco: Normal temperature during the day if you are at home (default: 19°C).



Comfort: Comfort temperature in the evening (default: 21°C).

The selected Heating Mode is indicated by a square around the symbol!

What do the Icons mean in the Heating overview page?

The following Icons can be found in the Heating overview page for a room:



Number of open windows in this Room



Humidity in this Room



Average Power Consumption in case of electrical heating in this Room


The room is currently being heated


The floor temperature has exceeded the maximum limit and the floor heating devices have been switched OFF.


The floor temperature has fallen below the minimum limit and the floor heating devices have been switched ON.

Can I switch Off the heating in a Room are all Rooms?

Yes - In the App select "Configure -> Heating" and set the Heating Mode of the Room or All Rooms to Off.

Can I change the pre-defined temperature set-points?

Yes - In the App select "Configure -> Heating" and select the Room. You find the different Setpoints in this overview. Additionally, you can change the Setpoints also on the heating page of the Room or also on a connected Room Controller Touch.

Can I use a Time Program to control the heating?

Yes - You can define a Heating Program per Room or per multiple Rooms. The Heating Program of the Room can be viewed and changed on the Heating oveview page or via the "Configure -> Heating" page.

How can I see the Outside Temperature in the App?

Install a Temperature Input (CTEU-02/01) including a temperature sensor (CSEZ-01/01, CSEZ-01/36). Configure one of the Channels as "Outside Temperature". The Outside Temperature is show in each Heating overview page.

SHADING CONTROL

Does the xComfort Bridge support room based shading control?

Yes - The shading of a Rooms can be controlled for a Room or each actuator individually.

Which devices are supported by the Shading Control?

Supported Devices:

- CJAU-01/02 - limited functionality*
- CJAU-01/03 - limited functionality*
- NEW! CJAU-01/04

- NEW! CJAU-01/04-I
- NEW! CJAE-01/01

*Limited functionality means that the devices are from an older generation of actuators and have less control possibilities, do not support features like exact position status and percentage control as the new actuators do. They also have a lower number of maximum connections and sensors for the safety function.

What possibilities does the Shading Control offer?

The Shading control function offers the following features:

- Control of each single shading device or per room
- Control via a Scene
- Control via a Timer (for example at Sunset/Sunrise)
- Control by any of your xComfort Sensors

How to configure shading scenes?

- Navigate to "Configure -> Scenes -> press the "+" Symbol on the bottom right corner of the screen.
- On the Home Screen press the button "Create scene from current settings" to create a scene with the current state of all devices of the project.
- Inside a Room Screen press the button "Create scene from current settings" to create a Scene with the current state of all devices of the room

Does the Shutter actuator support a safety function?

Yes, all shutter actuators support the use of sensors that can set device to a defined position and lock them in operation.:

- Shutter actuators with limited functionality support up to 2 Safety sensors
- New Shutter actuators support up to 5 Safety sensors

What are the configuration options for the Shutter actuator?

Each device has specific parameters that will define how they react and how they can be controlled. The following parameters are there:

Parameter	Type	Description
Name	General	Defines the Name of the Shutter actuator as it will be identified inside the Bridge User Interface.
3rd Party Usage	General	Defines if the devices are allowed to be controlled by a connected 3rd party service (such as Alexa, Google Home, etc.).

Room used	General	Defines the room where the device is located. It will then be presented in the Shading control page of the selected room.
Shading symbol	General	Defines the Symbol that is used for the devices on the Bridge User Interface. It is just for visualization purpose and has not functional impact.
Control possibilities	Extended	Defines the control buttons that are available in the xComfort Bridge App to control this device.
Runtime	Extended	Defines the desired runtime of the Shading motor for a full Open/Close.The new Shutter actuators offer the possibility to select an automatic Runtime with a Calibration drive where the actuator measures the time on its own.
Step duration	Extended	Defines the desired Step duration when a step command is triggered. It is usually used to change the blinds angle. A longer time equals a larger angle.
Slat option	Extended	New shutter actuator only! - You can define here if the controlled shading appliance has slats and how long the slat runtime is from moving a full turn. In doing so you enable the Slat position conrol and after every movement the Shutter actuator will try to recover the correct slat angle from the last position.
Counter-Direction Pause	Extended	Defines the minimum time that the Shutter actuator will wait before changing the direction of its output. It is important to set this time not lower than recommended from the motor manufacturer.
Invert output	Extended	New shutter actuator only! - You can activate the function to swap the two outputs in case the motor has been connected in the wrong way and is not easily accessible anymore.
Safety function activation	Safety	Defines if the safety function is activated for the selected Shutter actuator. This will enable the safety position parameter and the possibility to select the safety function for sensors in combination with this shutter actuator.
Safety position	Safety	Defines the safety position the shutter actuator will go to if the safety function is triggered by the Bridge or a connected sensor.

Master-Client Bridge feature Configuration

What are the current setup limits for Master and Client Bridges?

- Current setup limit: 1 Master Bridge + 2 xComfort Client Bridges
- Device limit: 250 sensor + 250 target connections (xComfort only).
- Adding a Client Bridge does not increase the number of devices that can be added to a Bridge configuration.

Can a Client Bridge be added if it already has assigned devices?

No, a Client Bridge needs to be empty to be added. Bridges that are already configured with assigned devices cannot be added.

Barcode scanning is sometimes difficult?

Scanning is much easier with sufficient light.

What is the main difference between Master Bridge and Client Bridge?

Master Bridge: This is the main controller. It holds all the settings and configurations. It's the only one that communicates with the app, cloud, Alexa, etc. All other Bridges (Clients) have only basic settings and are used to communicate with xComfort devices.

Client Bridge: These are additional Bridges that can be installed when the range for communication between xComfort devices is limited. They connect via LAN and communicate directly with the Master Bridge. Devices can be linked directly to a Client Bridge, which allows control over devices connected to another Client Bridge or the Master Bridge.

How to configure the Master-Client Bridge?

Information displayed includes their type, connection state, number of connected devices, IP address, Firmware Version. There are options to modify the component assignments of the Client Bridge using the "Edit" button.

Should the Client Bridge have the same firmware version of the Master Bridge?

Yes, every Bridge in a setup must have the same firmware version to operate normally. There is no separate firmware for Client Bridges.

What happened in case of firmware update error for a Client Bridge?

In case of firmware update errors, you can log into a Client to perform the update. All other options will be greyed out.

How to add a Client Bridge?

Finding Bridges: The app will show a list of Bridges found in the local network that are not part of an existing Master or Client Bridge setup. Each Bridge has identification flags to indicate if it's a normal Bridge, a Master Bridge, or a Client Bridge. This list is refreshed every time you enter this page or when you press the refresh button.

Connecting to Bridges: The app performs the discovery of Bridges and provides all necessary information to connect to the client. It is important that the app is locally connected to find other Bridges, not via a remote connection.

Adding a Client Bridge: If a Bridge cannot be found via mDNS, you can enter the IP address of a Client Bridge directly. You can set the client to a fixed IP address right away, which means the Master Bridge will always use this IP address to search for the client in the future.

Auth-Key: When a new client is selected, you need to enter the Auth-Key of the Bridge to establish a connection. If this is not done, you can scan the Auth-Key later. The Bridge will then show the state "Not Authenticated" but it is still reserved to be added to the Master. The Auth-Key can be entered manually or via QR-/Bar-code scan.

Creating Connection: After clicking "Create connection," the app will send the command to the Master Bridge. You will get a notification that a Client Bridge needs to have an empty configuration and that the Master Bridge will reset other things automatically. The Master Bridge will then add the client's information to itself and report the result back to the App.

Connection Established: Once the Client Bridge is added and the connection state shows a green "Connected," the connection is established, and the Master-Client connection is operational.

What are the connection states of a Client Bridge?

Connection States: Each Client Bridge has a connection state that indicates its status. Here are the possible states:

- **Connected:** Everything is OK. This state is displayed in green.
- **Not Connected**: The Client Bridge is offline or unreachable. This state is displayed in red.
- **Not Authenticated**: The authentication info of the Client Bridge has changed or is no longer valid.
- **Updating**: The Master Bridge is currently updating the Client Bridge.
- **Needs Manual Update**: The Client Bridge needs an update, but the automatic update from the Master Bridge failed.
- **Please Update Manually**: The Master Bridge does not have an update image stored in its firmware update memory. You need to update the Client Bridge manually.
- **Client Newer**: The Client Bridge has a newer version than the Master Bridge. The Master Bridge needs to be updated.

These states help you monitor and manage the connection status of your Client Bridges.

How to replace a defective Client Bridge?

If a Client Bridge is defective, you can replace it with a new one. Here is how:

1. **Select the Client Bridge to be replaced**: Choose the Client Bridge that you want to replace from your setup.
2. **Find a new Client Bridge**: The app will help you find a new Client Bridge in the network, just like when you are adding a new one.
3. **Replace and Configure**: Once you have selected the new Client Bridge, the Master Bridge will automatically replace the old one with the new one. It will also configure all devices affected by this change to connect to the new Client Bridge.

This feature ensures that your setup remains functional even if a Client Bridge becomes defective.

How do you delete a Client Bridge?

- To delete a client Bridge, you do not need to worry about the components assigned to the client. Even if there are still components assigned to the client, you can proceed with the deletion. Here is what happens:

- **Component Transfer**: All components assigned to the client get transferred back to the Master automatically. You do not need to do this manually.
- **Connection Removal**: The client will have all its connections removed from its RF-Module. This is an automatic process and does not require any action from your end.
- **Deletion from Project**: Finally, the client Bridge will be deleted from the project.
- Remember, all these steps happen automatically when you initiate the deletion of a client Bridge. It is designed to be a simple and straightforward process for your convenience.

How to update an existing installation to a Master-Client Bridge feature?

This update process works seamlessly if all Bridges are already part of a Master-Client system (i.e., they already run a version that supports the Master-Client Bridge connection).

For older or existing installations that need to be extended with the Master-Client Bridge feature, a manual update of all Bridges is necessary.

- **Updating the Master Bridge:**
  - Begin by updating the Master device using the existing process (via the app after the initial login with the new app).
  - Once the Master is updated and has restarted, it will detect that the Clients are running on the older firmware version.
  - The Client status will change to "**Update needed.**"
- **Updating Client Bridge:**
  - The Master Bridge will automatically initiate the update process for all connected Clients.
  - Simultaneously, it will download the update file to each Client Bridge.
  - During this process, the Client Bridge status will change to "**Updating…**"
  - Once the download is complete, the Client Bridges will restart and apply the update.
  - The Master Bridge will reconnect to the Clients.
  - It will recognize that they now run the latest firmware version.
  - The status of the Clients will change to "**Connected**."
- **Adding New Clients:**
  - If a new Client Bridge is added to a Master Bridge with a **lower firmware version** than the Master Bridge but a version that supports the **Master-Client Bridge** feature the update procedure described above will automatically start.
  - However, if the new Client Bridge's firmware version is **lower** than the first **Master-Client-Bridge** supported version, the Firmware Update must be applied manually via the app before establishing the **Master-Client Bridge** connection.

How to edit an existing Client Bridge?

This feature allows you to make changes to an existing Client Bridge. Here is what you can do:

4. **Edit IP Address**: You can change the IP address configuration of the Client Bridge. If you want to use a fixed IP, you can enter the new IP directly.
5. **Enter or Scan Auth-Key**: If you made a mistake when entering the Auth-Key for the Master Bridge to use for the client, you can enter it again or scan it.

6. **Save Changes**: After making the necessary changes, click the “Save” button. This will apply to the changes to the Client Bridge in the Master Bridge setup.

This feature ensures that you can easily manage and update your Client Bridges as needed.

What are the steps to assign components to a Client Bridge?

Assigning components to a client Bridge involves a few simple steps. Here is how you can do it:

1. **View Available Devices**: The component assignment will display all currently available xComfort devices in your project.
2. **Understand the Sections**: There are two sections in the component assignment. The first section displays the components already assigned to the selected Bridge (these are greyed out and no action is possible). The second section shows the components that are assigned to other Bridges.
3. **Select Components**: You can select any component in the second section that you wish to assign to the client Bridge.
4. **Save Your Selection**: After making your selection, hit the SAVE button on top of the page. All selected devices will be moved to the new Bridge.

Please note: For battery-supplied devices, moving a component to another Bridge is like a normal configuration change. You need to go to the Sensor page and operate the blue “config devices” button.

How does Client Bridge handle third-party integrations like Alexa?

Master Bridge is the main controller that communicates with third-party services like the app, cloud, and Alexa.

The Client Bridges do not connect directly with these services; this communication is exclusively managed by the Master Bridge.

How does Client Bridge communicate with third-party services like Alexa?

A Client Bridge does not connect directly with the App, Bridge cloud, or Alexa. This communication is handled by the Master Bridge.

When a Client Bridge is connected to the Application (App), a message appears "It isn’t recommended to connect directly to the Client". What does this mean?

This is only meant for the Application connection. Once the Master/Client is set up, you do not need or should not connect from the App to the Client because it is pointless. The configuration is stored and maintained in the Master.

Is it correct that you must add components to the Master Bridge first and then move them to the Client?

No, components can be added directly to the Client. In Learning mode or Barcode scan, you can always choose to which Bridge you want to add a device (Master, Client 1, Client 2). A Client, however, needs to be empty to be added. It is not supported to merge two different Bridge installations that already contain devices (due to technical reasons).

Bridge Energy Control and Monitoring

What functionalities does Bridge Energy Control provide?

Bridge Energy Control extends the possibilities of your xComfort bridge installations by introducing load control based on electricity tariffs and monitoring the total energy consumption via energy meters and xComfort actuators .

How do you monitor and control your energy consumption?

To monitor and control energy consumption:

- Install a Din-rail Energy Meter or a Smart Meter Interface.
- Navigate to “Energy Monitoring & Control” in the “Configure” menu.
- Set up the new meter.
- Select devices and rooms to monitor under “Energy Monitoring”.
- Configure the Quick View for the Current page by choosing a time range for elements like Combined Electric Energy, Combined Active Power, and Combined Costs

How can you control electrical loads dynamically based on tariff changes?

To control electrical loads like water heaters, electric vehicle chargers, and other high-load appliances based on tariff changes:

- Open the “Configure” menu.
- Choose “Energy Monitoring & Control”.
- In the “Controlled Loads” section, select the loads to control

How do you configure tariff settings for energy management?

To configure tariff settings:

- Navigate to “Energy Monitoring & Control” in the “Configure” menu.
- Choose “Tariff Settings.”
- Set the Tariff Type, Country, Zone, Tariff Markup

What is the general functionality of the Bridge Energy Control system?

The Bridge Energy Control system extends the possibilities of xComfort bridge installations by controlling lights, shading, indoor climate, and loads based on electricity tariffs and monitoring total energy consumption. It allows for dynamic load control and helps manage energy consumption efficiently.

How does the Bridge manage energy tariffs?

The Bridge manages energy consumption based on day-ahead tariffs. Users can configure tariff settings including tariff type, country, zone, tariff markup, tax rate, and low & high tariff limits. The system adjusts load operations based on these settings to optimize energy use and cost.

How do I add a new actuator or sensor with my xComfort Bridge?

In the App select "Configure tab -> Add devices" and follow the instructions on the Screen

How to add the Universal Motion Sensor in learning mode?

Set the xComfort Bridge in Learning Mode and press button B on the motion sensor shortly (See also the animation in SHOW ME HOW IT IS DONE). If you pressed the A button accidentally and the motion sensor is in configuration mode (indicated by coloured lens), the learning mode does not work. You need to wait until the motion's sensor switches back from configuration mode to normal operation mode.

What are the steps for setting up energy monitoring control in the Bridge?

To set up energy monitoring control:

- Navigate to the “Configure” menu and select “Energy Monitoring & Control.”
- In the “Integration Setup” section, select “Setup New Meter.”
- For grid consumption, use a Din-rail Energy Meter (Model: EM3DP) or a Smart Meter Interface.
- To monitor individual loads, select the devices and rooms you want to monitor

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4. To monitor individual loads, select the devices and rooms you want to monitor

What is the Bridge Energy control used for?

Bridge Energy control extends the possibilities of your xComfort bridge installations beyond classic control of lights, shading, indoor climate & loads by introducing load control based on electricity tariffs & monitoring of the total energy consumption your home electrical energy consumption via energy meters & xComfort actuators.

	Installation instructions	**Used for**
Room Controller Touch	For installation see IL	Controlling Your Heating
16A Heating Actuator	For installation see IL	Controlling Your Heating
16A Switching Actuator	For installation see IL	Controlling Your Electrical Loads
Energy Meter	For installation see IL	Monitoring the Grid Energy consumption

How do you monitor and control your energy consumption?

Please refer to the supported list for compatible models.

Once you have installed your chosen device, it will need to be set up in the Bridge.

- Navigate to the "**Configure**" menu and select "**Energy Monitoring & Control**."
- Within the "**Integration Setup**" section, find and select "**Setup New Meter**." If your meter is on the same Local Area Network (LAN) as the Bridge, it should be automatically discovered.
- To monitor individual loads in your home, navigate to the "**Energy Monitoring**" section.
- Select the devices and rooms you want to monitor. This includes options such as Climate Function, Water Heating, Vehicle Charger, High-Load Appliance, Appliance, and Main Meter.
- You can also configure the **Quick View** for the Current page by choosing a time range (Last Hour, Today, Current Week, Month or Year) for the 3 elements **Combined Electric Energy**, **Combined Active Power**, and **Combined Costs**.

How can you control electrical loads dynamically based on tariff changes?

- To control electrical loads like water heaters, electric vehicle chargers, and other high-load appliances based on tariff changes:
    a. Open the "Configure" menu.
    b. Choose "Energy Monitoring & Control."
    c. In the "Controlled Loads" section, select the loads to control

How do you configure tariff settings for energy management?

- To configure tariff settings:
    d. Navigate to "Energy Monitoring & Control" in the "Configure" menu.
    e. Choose "Tariff Settings."
    f. Set the Tariff Type, Country, Zone, Tariff Markup in %, Tariff Markup – Fixed Value in /Kwh, TaxRate in %, Low & High Tariff Limit in %

How can you control and monitor your home's heating using the Bridge?

To control your home's heating:

- Open the "Configure" menu and select "Climate function".
- Choose the room you wish to control.
- Adjust the setpoints according to your preference.
- Go to "Energy Monitoring & Control" and select the rooms for control under the "Controlled Loads" section .

What happens to the heating system when the tariff is high or low?

When the tariff is high, the heating switches to eco mode. Conversely, when the tariff is low, it switches to comfort mode for optimal warmth. This helps manage energy costs without compromising comfort.

How can you control your home's heating using the Bridge?

To control your home's heating:

5. Open the "Configure" menu and select "Climate function."
6. Choose the room you wish to control.

7. Adjust the setpoints according to your preference.
8. Go to “Energy Monitoring & Control” and select the rooms for control under the “Controlled Loads” section.

What happens to the heating system when the tariff is high or low?

When the tariff is high, the heating switches to eco mode. Conversely, when the tariff is low, it switches to comfort mode for optimal warmth. This helps manage energy costs without compromising comfort.

What functionalities does Bridge Energy Control provide?

Bridge Energy Control extends the possibilities of your xComfort bridge installations by introducing load control based on electricity tariffs and monitoring the total energy consumption via energy meters and xComfort actuators. You can monitor your total energy consumption from the grid and the individual consumption of various loads. To do this for grid consumption, you will need either a Din-rail Energy Meter (Model: EM3DP) or a Smart Meter Interface.

How does the Bridge manage energy tariffs?

The Bridge manages energy consumption based on day-ahead tariffs. Users can configure tariff settings including tariff type, country, zone, tariff markup, tax rate, and low & high tariff limits. The system adjusts load operations based on these settings to optimize energy use and cost.

What are the Low and High tariff limits?

The Low and High tariff limit are thresholds of average tariff that define the boundaries for the tariff zones. If the tariff is below the Low limit, it is cheap. If it is above the High limit, it is expensive. If it is in between the Low and High limits, it is normal. By setting up your system this way, you can make sure that your defined loads are turned off when the tariffs are highest. This means you will only be using energy when it is most affordable.

What is the purpose of Normal Mode, Priority Mode, and Energy Saving mode in the Energy control page?

- **In Normal Mode**, the Bridge automatically controls the defined load types based on the current Tariff cost.
- **Priority Mode** allows you to take control when needed. For example, if the tariff is currently high and you require your water boiler to be ON for 1 hour, Priority Mode provides this possibility. Note that only one load can be put in priority mode at any given period.
- **Energy Saving Mode** allows you to turn on your electrical loads when the tariff is below your low limit. This way, you can ensure that you use energy when it is cheap.

How are tariff zones calculated, and when is the average updated?

The tariff zones are calculated based on a rolling 48-hour average, considering your low and high limits. This average includes 24 hours of the current day, 12 hours of the previous day, and 12 hours of the next day. The average is updated at 14:00 PM when the new 12-hour tariff for the next day is received.

What happens during the Normal (Blue) Zone in terms of load control and heating?

In the Normal Zone, where the tariff falls between your high and low limits, your loads would be turned on, and your heating would be in the mode defined by the climate function.

What occurs during the Expensive (Red) Zone, and how does it impact comfort?

The Expensive Zone corresponds to periods when the tariff is above your high limit. During these times, loads are turned off, and the heating switches to ECO Mode to maintain comfort while minimizing costs.

What happens in the Cheap (Green) Zone, and how does it optimize energy usage?

The Cheap Zone occurs when the tariff is below your low limit. During this period, loads are turned on, and your heating switches to COMFORT Mode. This ensures optimal conditions when the tariff is less expensive.

What types of loads are considered Controlled Loads, and how are they managed during an overload situation?

Controlled Loads include Climate function, Water Heater, EV (Electric Vehicle) charging, and High-Load Appliance. In case of an overload, the EV Charging and High-Load Appliance are turned off first to prevent exceeding grid targets.

BACKUP & RESTORE

What can be done with the Backup & Restore function?

With this function you can make a backup of your current xComfort Bridge project to the xComfort Bridge cloud. It can be restored later in case of unintentional deletion of devices, misconfiguration, or a product failure. A maximum of 5 backups can be made that are permanently stored and that can be accessed via your Bridge only or via a uniquely generated Support ID. You will see the current number of stored backups on the Backup & Restore main page.

How do I backup my configuration?

Use the ‘Backup Configuration’ button in ‘Configure -> Backup & Restore.’

You will be asked to enter a brief description (max. 48 characters) of the backup for better identification. The date information will be automatically added to each backup by the xComfort Bridge cloud. Hit the confirm button to start with the upload of your configuration.

If the upload was successful, you will get a message that also contains the new support ID of the backup. In case your bridge is defec, and you can no longer access it for any reason, you can use this support ID on another Bridge to restore your configuration. **Therefore, we advise writing down the support ID and keeping it in a safe place.**

How do I manage and restore my configurations?

Use the ‘Manage Configuration’ button in ‘Configure -> Backup & Restore.’

Here you have 2 possibilities:

- Enter a support ID to make a restore based on a known support ID
- Read a list of all configuration backups for your xComfort Bridge

When you enter the support ID and hit confirm the Bridge will search for a configuration with the support ID and starts the restore process if a valid configuration is found and confirmed once more.

Using the 'Read configuration' options you will see a list of all stored configurations of your Bridge with Support ID, your description, and the Date of the backup.

You can choose to delete a single backup or all backup at once, and by clicking on one of the listed backups you can start the restore process for it. When the restore process is started your xComfort Bridge will download the configuration and will restart.

After the restart it will overwrite the existing configuration and try to re-configure all main supplied devices automatically. If certain mains supplied devices are not powered up during this process the re-configuration is skipped for those and tried again the next time you enter 'Configure -> Actuators.'

For the battery supplied devices you have to manually trigger the activity by going to 'Configure -> Sensors' and clicking on the 'Configure button.' You will be asked to manually operate all your sensors one after another. If the restore is completed all the configuration icons should disappear from the sensor page.

THIRD PARTY INTEGRATION

How can I use xComfort in other Services (3rd-party services)?

With the new Release (App 2.2.0) it is possible to use selected xComfort devices, that are connected to the xComfort Bridge, with Amazon Alexa and Google Home. Via 'Configure -> Third Party Integrations -> Amazon Alexa & Google Home' you can generally activate the access for external services. You can at any time deactivate it again to generally block the external access.

Please note that you need to have the remote connection activated to use the 3rd party integrations in general.

Each of the different external services needs further authentication steps done in the respective service as described below.

Be aware that Eaton simply provides the connectivity between xComfort and the 3rd party systems with the standard features that are supported by the external services in a common way. If you are not happy with the control possibilities, routine setup etc. of Google Home and Amazon Alexa there is not really anything Eaton can do about it.

How can I select which devices I want to allow access?

Each device supported for external access will have an own switch that needs to be activated to be discovered by the external service. For all supported actuators this is per default activated and can easily be deactivated on the device setup page.

For supported sensors this is per default deactivated and can be activated for each device channel separately on the device setup page. Please note that not all services do support all actuators and sensors in the same way.

Which things are available for external services in general?

The following actuators and sensors have in their configuration page a new parameter called '3rd party usage'.

Generally supported actuators:

- Switching Actuators
- Dimming actuators
- Shutter actuators

Generally supported sensors:

- Pushbutton 1-, 2-, 4-fold (each rocker on its own)
- Pushbutton Multisensor (each rocker on its own & Temperature info)
- 2-fold Remote Control (each rocker on its own)
- Room Controller Touch (Temperature info)
- Radiator Thermostat (Temperature info)
- Temperature input (Temperature info of each channel)

Other supported items:

- Room Heating function (the operation mode can be defined by Amazon Alexa)
- Scenes (can be triggered externally)

How do I setup Amazon Alexa with my xComfort Bridge Project?

Prerequisite: Have activated general access for external services and have selected in the xComfort Bridge App all devices you want to use. Furthermore, you need to have an Amazon account.

1. Download the Amazon Alexa App and use it with the Amazon account you want to link with your xComfort Bridge
2. In the App go to 'More,' then click on 'Skills and Games' and search for the skill 'xComfort Bridge'
3. Choose to activate the skill and you will be directed to the xComfort Bridge Authentication page
4. Manually enter the serial number and the Auth-Key of your xComfort Bridge (found on the backside of the Bridge or the extra-sticker for devices produced after Q2 2022)
5. Click continue and follow the instructions in the browser until you get the message that the account has been successfully linked.
6. Normally supported devices should be found automatically, you can trigger a manual search via the voice command 'Alexa find my devices' or via the Alexa App 'More -> Add a device -> Other -> Discover devices'

What can I do with Amazon Alexa and my xComfort Bridge Project?

You can use voice commands, the Alexa App, or custom routines to control devices or get their status/info. Certain devices can also be used to trigger a routine.

We would highly recommend that you do not use duplicate or similar names for your devices in your xComfort Bridge App. Each found device initially uses the name it has been given in the xComfort Bridge App. You can always change the name later in the Alexa App to be easier recognized by a voice command or for better differentiation, but it helps already to think about that from the beginning.

Find a detailed info based on each device type below:

Device type	**Possibilities**	**Example voice command**
Switching actuators	ON / OFF control	Alexa, turn ON XYZ
Dimming actuators	ON / OFF / Brightness Control	Alexa, set XYZ to 40%
Shutter actuator	OPEN / CLOSE control	Alexa, close XYZ
Pushbutton 1-, 2-, 4-fold	Each rocker is split up into two (ON, OFF) binary sensors that can be used to trigger an Alexa Routine	-
Pushbutton Multisensor	Same as normal Pushbutton & additional as temperature sensor	Alexa, what is the temperature of XYZ
2-fold Remote Control	Same as normal Pushbutton	-
Room Controller Touch	Used as a temperature sensor	Alexa, what is the temperature of XYZ
Radiator thermostat	Used as a temperature sensor	Alexa, what is the temperature of XYZ
Temperature input	Used as 2 temperature sensors	Alexa, what is the temperature of XYZ
Scenes	Trigger of a Scene	Alexa, start the Scene XYZ

How do I setup Google Home with my xComfort Bridge Project?

Prerequisite: Have activated general access for external services and have selected in the xComfort Bridge App all devices you want to use. Furthermore, you need to have a Google account.

1. Download the Google Home App and use it with the desired Google Account you want to link with your xComfort Bridge
2. In the App go to '+' (upper left) -> Set up device -> 'Works with Google' and select 'xComfort Bridge' from the list of available actions.
3. On the 'link account' page select 'Next' to go to the xComfort Bridge authentication page

4. When requested please enter your xComfort Bridge serial number and authentication key (found on the backside of the Bridge or the extra-sticker for devices produced after Q2 2022) and click 'Send'
5. Follow the instructions in the browser until you get the message that the account has been successfully linked.
6. Normally supported devices should be found automatically and displayed on the Google Home main page under 'linked with me'

What can I do with Google Home and my xComfort Bridge Project?

You can use voice commands, the Google Home App or create routines to control devices or get their status/info. As Google Home currently does not support routines being triggered by sensors only devices that can be controlled are supported.

We would highly recommend that you do not use duplicate or similar names for your devices in your xComfort Bridge App. Each found device initially uses the name it has been given in the xComfort Bridge App. You can always change the name later in the Google Home App to be easier recognized by a voice command or for better differentiation, but it helps already to think about that from the beginning. Unless a custom name has already been chosen in Google Home any name change of a device in the xComfort Bridge App will always be synchronized as well.

Find a detailed info based on each device type below:

Device type	**Possibilities**	**Example voice command**
Switching actuators	ON / OFF control	OK Google, turn ON XYZ
Dimming actuators	ON / OFF / Brightness Control	OK Google, set XYZ to 40%
Shutter actuator	OPEN / CLOSE / Percentage control	OK Google, close XYZ
Scenes	Trigger of a Scene	OK Google, start the Scene XYZ

What can I do with the Unloc option?

This simply enables the possibility to access the unloc App (if installed) directly from your xComfort Bridge App being able to control your locks via your unloc App.

The unloc button can also be assigned to any of the quick button of your home screen via 'Configure -> Home screen Settings'

USER MANAGEMENT & NOTIFICATIONS

What is the User Management for the xComfort Bridge?

Until the new release in Q1 2022 the xComfort Bridge supported only one type of User (the Default-Admin) that had to use the Auth-Key on the backside of the Bridge to Log in. Now it is possible to have

up to 19 additional custom users with different User types and options for individualisation. First you always have to connect as the Default-Admin using the Auth-Key but then you can create custom users for yourself, different family members, friends or even installers (that would be able to connect remotely to your Bridge and assist you with configuration).

How does the user creation work?

Any administrator user can create other users via "Configure" -> "User Management" and then clicking the "+"-Button in the upper right corner.

The password initially is automatically generated by the Bridge but can be edited by the creator (minimum 8 characters). It is also possible that a User enters its desired password at an admins phone and then chose the option to hide it from the Admin. In this case it cannot be shown anymore in the "Show credentials window". A user always needs to be saved before it is possible to see its credentials with a QR-code. Upon re-entering the User, the QR-Code can be shown and scanned by the phone/tablet of the person you want to give access. This replaces the necessity to enter username and password manually. But both things are always possible.

What are the different types of users?

Find below an overview about the User Types and their differentiation:

User Type	Description
Default-Admin	Before the introduction of the new User Management this was the default user for everyone that used the Auth-Key to Log in to the Bridge. It has full access rights and can freely configure and create/delete other users but cannot be customized. If you choose to not create custom users at all it is still possible to use only this Default User.
Administrator	A customizable administrator with an own Username and Password. Has the same rights as the Default-Admin and can have personalized options such as Home Screen Control possibilities and different Interests. Access to rooms, scenes or other elements are not limited.
Adult-User	A customizable user with limited rights with an own Username and Password. It is not able to make any configuration changes, will only see basic information instead of the configuration screen, can have personalized options such as Home Screen Control possibilities and different Interests. Access to certain rooms, scenes or other elements need to be extra allowed.
Child-User	A customizable user with limited rights with an own Username and Password. Has the same restrictions as an Adult-User and additionally will not receive notifications and is not able to control the water flow (LeakageStop function).

What is the Interest that can be defined for each User?

The Interests are a way to add/remove the possibility to control things like Lighting, Heating, Shading, Appliances and further select which Rooms and Scenes a user sees and can control. For example: A child

user can be configured to only see its own room and is able to control the Lighting and Shading in the room but not the Heating.

What is the "Controls on Dashboard" Option for a User?

This option defines what control elements for the lighting will see and be able to use when you are on the home screen. Some users would not prefer to have the Sliders for brightness control on the home screen because they prefer a cleaner overview. They can now choose to have Sliders & Switches, Switches only or no control option at all.

How do you Log in as a Custom user?

When you find the xComfort Bridge with your App in the local network and you are not already logged in you will see a key symbol next to the Bridge. When you click on the name of the desired xComfort Bridge you will be given the possibility to log in as a User or with the Auth-Key. If you chose the option to login as a user, you could enter your Username and password manually or use the QR-code. You will get both from an Admin's phone/tablet when he is creating the user or later on.

How can I change the user on my phone to a different one?

You can simply choose to Logout from your Bridge and then chose to Login with a different Username and Password. There can always be only one currently logged in / active user per Phone or Tablet, but you can be logged in with the same user on more than one device.

What are notifications and how do they work?

Notifications are a way for your xComfort Bridge to send important information as a Push notification to the Smart device of a user when the xComfort Bridge App is currently not opened.

How do I activate notifications for my Bridge?

An administrator user can activate the use of notifications via "Configure" -> "Remote Connection & Notifications". Prerequisite for activation is an activated Remote Connection. The activation is valid for the xComfort Bridge in general and for all users but Child/Users. Furthermore, the type of events that should trigger a notification can be defined.

What type of events can trigger a notification and how do they work?

Notification are usually also Interest based. That means that if a notification for the heating function in a room is triggered only users who have the room in their interest list will get it.

The following events can trigger a notification - select/deselect them based on your preferences:

Category	Notification Name	Description
LeakageStop	Alarm	The LeakageStop or any of its sensors detected a water leakage.

Sensors	Alarm muted	The detected leakage has been acknowledged and the Alarm is muted.
	Water On	The water flow has been turned On by a specific LeakageStop.
	Water Off	The Water flow has been turned On by a specific LeakageStop.
	Empty-Battery Updates	Triggered by sensors with an empty battery. This will give a list of affected devices and is usually re-sent once a day (at 12:00).
	Timeout Updates	Triggered by sensors that did not report within an expected time. This will give a list of affected devices and is usually re-sent once a day (at 12:00).
	Room Temperature below frost	Triggered when the actual room temperature falls below the frost protection setpoint.
	Floor temperature below min	Triggered for each room when the floor temperature falls below the minimum limit of the floor temperature.
	Floor temperature above max	Triggered for each room when the floor temperature rises above the maximum limit of the floor temperature.
Heating function	Open window or door	Triggered for each room when a window or door is opened, and the heating function of the room will go to the operation mode frost protection.
	Closed window or door	Triggered for each room when all windows or doors are closed again, and the heating function of the room will go back to the normal operation mode.
	Heating OFF	Triggered for each room when the Heating function in a room has been set to Mode OFF.
	Heating ON	Triggered for each room when the Heating function in a room has been set to Mode HEATING.
Shading	Safety activated	Triggered when a shutter actuator has been locked by the safety function and can no longer be operated.
	Safety deactivated	Triggered when a shutter actuator that has been previously locked is unlocked again and can be operated.

GENERAL

How do I remove a xComfort Bridge from the access list of xComfort Bridges?

Click on the Icon in front of the xComfort Bridge to be removed.

Does the Bridge have any third-party integration?

Yes - see the Topic Third Party Integrations

Do I need to call my installer to add a pluggable dimmer to the Bridge?

Normally this should not be necessary. You can plug the device into any socket outlet and add it to your Bridge Project by using the "Learning Mode" or "Barcode Scan".

Do I need to call my installer to change a device, room, or scene?

No. You can do this by yourself with the xComfort Bridge App in an easy way.

Does the Bridge require any license or fee?

No.

What is the Option in the Home Screen settings 'Quick-Button Start unloc'?

With this option activated you will get a Quick-Button on the Home Screen that opens the unloc-App if it is installed on your Smart device. It is a prominent App for Door Lock solutions.