Aurora Lighting AOne Zigbee Technical Document

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Pre-purchase FAQ

What is the Aurora AOne Zigbee System?

AOne is a Smart Lighting System based on the Zigbee Protocol, it is a very similar Technology to Wi-Fi as they both run on the same 2.4GHz Frequency.

The System can be used in both Residential and Commercial settings.

Using a Hub, our Smart Products can wirelessly communicate with one another to perform tasks together or relay information from one Device to another.

The AOne System is focused only on lighting products and lighting control and as such, our products are either a luminaire or a method to control a light such as a Dimmer or Sensor.

The Devices can be controlled via our AOne Smartphone Apps or via a Wall Control Device, such as the Battery Remote, Kinetic Wall Controllers or Battery Rotary Dimmers.

The Lighting Centric Platform

What is AOne™?

The Aurora AOne™ is a new breed of lighting control system. All the smart Devices can be retrofitted and are modular - no need for specialised cable like systems of old.

It uses a secure bi-directional wireless technology called Zigbee to send 128 bit encrypted commands.

Device types like lamps, downlights, sockets and dimmers are Smart Inside, which means the wireless control is built into the Device.

To gain control of existing Devices you can use “Make Smart with” AOne™ controllers like a 1-10V, 16A relay and Triac dimmer.

Meet the AOne™ Hub

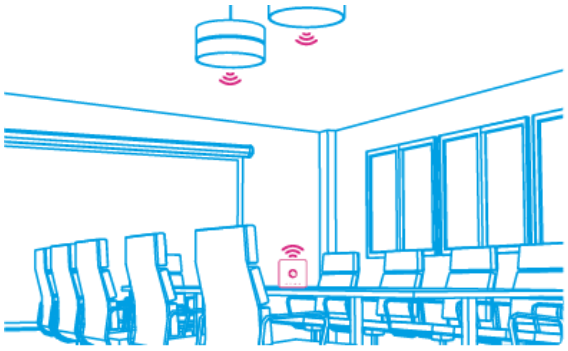
Once installed, the Devices are paired to an AOne™ Hub, the brains of the AOne™ system. This Device coordinates the system storing schedules, scenes and spaces locally on the Hub in the eventuality of losing internet connection.

An ethernet cable with a live internet connection is attached to the Hub which connects it to the power of the Aurora cloud and allows you to control your Devices from anywhere in the world.

The AOne™ Hub connects Aurora AOne™ Devices to the leading voice platforms like Google Assistant and Amazon Alexa. Which enables a user to walk into a room and say “Hey Google turn on the lights”

Simple | Cost-Effective | Wireless

Where is AOne™ Used?



The AOne™ has been designed to be used in a mixture of residential, as well as light commercial applications.

An example of this is in meeting rooms. They are one of the most used spaces in any office.

Existing 1-10V lights can be smartened using the AOne™ 1-10V, LED strip and AOne™ strip controllers can be added behind the TV, then add kinetic controllers and an Amazon Alexa speaker.

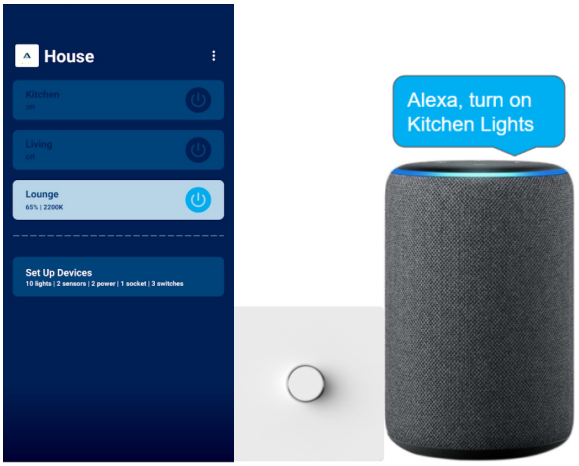
You can then set up simple scenes like presentation mode where the lights closest to the TV are switched off to reduce glare and the other lights are dimmed to 30%. Then when people are ready to leave the room they can press a scene button or say “Hey Google, turn off meeting room”.

App, Wall & Voice Control

Within the AOne™ App users can control Devices individually or add them to a space and control them together, they can be switched, dimmed, or colour tuned seamlessly.

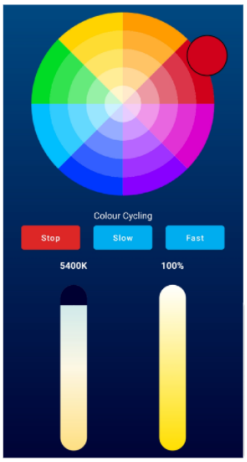
You can set schedules for Devices to come on and turn off at specific times of day or in tune with the Sunrise/Sunset, which is great for people who are always leaving the lights on.

Lighting scenes are easy to configure to create a perfect environment in any room.



Enhance your space with intelligent control

RGB Cycling



Bring rooms to life and create ambience with the RGB cycling feature, allowing you to automatically move through a range of colours on a single Device.

RGBCX Strip

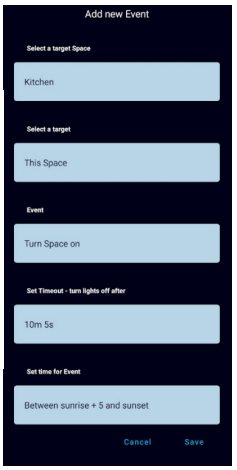
AOne™ Controller

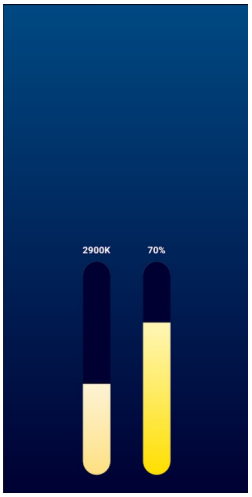
Automate Lighting

Lighting spaces can be automated by installing wireless PIR & door/window sensors.
When movement is detected or a door or window is opened, an individual light, group or scene can be triggered for a preset period of time. This is configured in the AOne™ lighting App.

AOne™
PIR Sensor

AOne™
Door/Window Sensor





Improve Wellness

The AOne™ range offers the ability to tune the colour temperature of lights. Smart GU10's, fire rated downlights and LED Strip allow users to match lighting to the environment and mood.

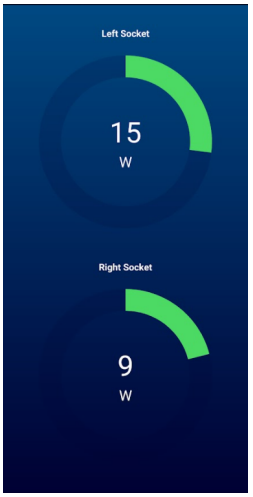
AOne™
Lamps

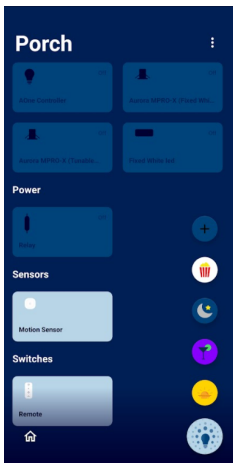
mPro™ZX
Downlights

Save Energy

Leaving electrical goods switched on when they are not being used is a waste of energy and money. With AOne™ smart sockets, appliances can be scheduled to switch on and off, and the built-in power monitor shows which are using the most energy.

AOne™
Smart Socket



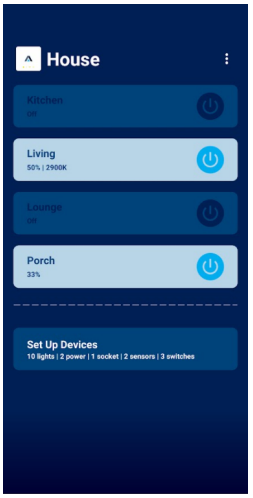


Set Lighting Scenes

AOne™
Kinetic Controller

mPro™ZX
Downlights

Scenes are a major part of the AOne™ platform. Configured in the App, they enable control from a smartphone or tablet. Most importantly, Kinetic controllers can replace your existing light switches, enabling wireless control and the ability to cycle through scenes.



Reduce Costs

It can be complicated to control existing commercial fittings, but AOne™ control modules change this. Perfect for retrofit and new applications, wired inline using existing wiring. The AOne™ range includes 1-10V, 16A relays and many more.

AOne™
Controller

Connected
Lights

Aurora AOne Product List

SMART inside

Range Finder

Smart Hub

AOne™ Hub

Aurora Smart Inside Devices are individually controllable via the **Zigbee Protocol**

AOne™ Light

Tuneable White mPRO™

Tuneable White GU10

RGB+Tuneable White GU10

Tuneable White GLS

Tuneable White Candle

RGB+Tuneable White GLS

Single Colour GLS

NEW

Vintage Filament E27

AOne™ Control

NEW

Battery Rotary Dimmer

NEW

Rotary Dimmer

Kinetic Wall Controller

Battery Remote Control

120/320W Inline Dimmer

12/24V Inline Controller

1-10V Inline Dimmer

16A Relay

AOne™ Power

13A Double Socket

13A Plug In Adaptor

AOne™ Sensing

PIR Sensor

Door/Window Sensor

Benefits of a Hub-Based Solution

- Stable, proven wireless technology
- Control & manage your space from anywhere
- Remote diagnostics & troubleshooting
- Future proofed with over-the-air updates
- Connect to voice services such as Alexa and Google Assistant
- Local connectivity in the event of internet outage
- AOne™ devices can be interoperable with 3rd party smart hubs e.g. SmartThings

What do I need to have before I can start using the AOne™ Smart Lighting System?

To use AOne™ lighting system you will need:

1. An Apple iPhone / iPad , an Android smartphone / Tablet or an Amazon Fire Tablet with internet access. Please check which Operating System version is required by visiting the App Store page.

2. An existing working broadband connection.

3. An Internet Router with a spare Ethernet port connection and an extra power supply socket close to your broadband router.

4. The correct products for your current lighting circuits.

5. The correct Lamps for your current Light fixtures.

6. Checking that the Devices are compatible with one another and other existing products installed.

Is the AOne system an energy efficient solution for my home?

Yes, LED smart lighting is a big energy saver, as each lamp can use up to 80% less power at full brightness compared to traditional lamps such as CFL or Incandescent, and if you dim the lights or use a different shade of white you'll use even less, meaning you could save money in the long run.

Can I use AOne Devices without a Hub?

No, AOne Devices can be used only in combination with a Zigbee Hub.

Can I use the AOne system outdoors?

The AOne smart products are for indoor and domestic use only but can be installed in IP Rated Fittings or IP Rated Boxes which can reduce Signal reach and Device performance so take this into account when Specifying the System.

Can I use my light switch on the wall?

Yes, whilst not recommended, you can still use your light switch on the wall, nevertheless the light dimming function will only be available from the AONE application on your phone.

Turning off your Devices via a light switch will mean they will not be available on the App or be controlled by the System until they are turned back on from the light switch.

What does 'Smart Inside' mean?

Smart Inside refers to the name we have given to our Integrated ZigBee Technology.

It means that lamps containing this technology are individually Controllable / Addressable / Programmable regardless of the amount installed on a particular circuit.

This makes for an incredibly versatile lighting solution offering a huge amount of customization to the end-user.

How do I make my existing lighting Smart?

The “Make Smart with” line of products containing Inline Controllers, Relays and Dimming Modules would be required to be used when trying to make an existing circuit Smart.

The Smart Controller or Dimmer will be installed before the first light of the circuit you wish to control, using the existing wiring, ensuring to remove an existing Dimmer if installed.
All the luminaires on the circuit can then be controlled as a group via the AOne App or via Voice Commands.

If you wish to keep a current On/Off switch installed, we recommend leaving the switch in the On position as turning it off would mean that the Smart Device would no longer be controllable until the switch is turned on again.

Also note that you will not have individual control of every light as this would only be possible if you installed “Smart Inside” luminaires.

What happens to my AOne Smart Lighting following a power cut?

Smart Zigbee based luminaires default to the On state at 100% Brightness following a power cut.
Power Based Devices such as the Double Sockets will default to the Off state.

This behaviour is actually an industry agreed standard for Wireless Smart Lighting Systems.
It's deemed that, for safety, it is better for all lights to come on following a power interruption but the power based products to stay off, rather than lights that are essential not powering on and creating a safety issue.
Therefore, in the event of a System failure, the lights can still be manually turned on.

What is the difference between the AOne & Samsung SmartThings Hubs?

The AOne Hub is a Lighting Centric product and therefore the Devices and App have been designed and developed specifically to make the control of your lighting as simple and easy and possible.

The Samsung SmartThings Hub is a Home Automation based product created specifically to allow the connection and integration of thousands of products from hundreds of manufacturers around the world.
The control of lighting is very much a secondary function and therefore some products and features intended for our System may not be available on this platform.

Can Multiple Users Connect to the Same AOne Smart Lighting System?

Yes, multiple users can log into the system via the same login details.
A new feature we have added is allowing you to share access to the Hub to users with different login details.

What is the Signal Range of the AOne System (App & Hub)?

The AOne App has no Signal range limitations and you can control your lights from anywhere in the world as long as your Hub is still connected to the Internet! If you're at home, then you can use your home's Wi-Fi network but if you are away from home you can still access the App and control your lights, using a Mobile Internet Connection such as 3G/4G.

The Zigbee Signal range of the AOne Hub is approximately 5m - 20m (range can vary depending on external factors and obstacles in-between the Hub and the nearest AOne Device). In order to extend the signal range of the system, each AOne Device acts like a range extender by relaying the ZigBee signal. Signal can be relayed on up to 3 times before it may be too weak or the quality too low to relay further (subject to external factors).

We recommend referring to the below showing how different solid structures can affect Wireless Signals. Take this into account when specifying the System.

RF Absorption Rates by Common Materials

Material	Absorption Rate
Plasterboard/drywall	3–5 dB
Glass wall and metal frame	6 dB
Metal door	6–10 dB
Window	3 dB
Concrete wall	6–15 dB
Block wall	4–6 dB

Is the AOne Hub waterproof?

No. The AOne Hub should be kept away from direct water sprays or high humidity.

What cables are included with the Hub and what colour are they?

Both the power adapter and the Ethernet cable are included. The colour of the power adapter is black and the Ethernet cable is grey.

Does the AOne Hub support Power over Ethernet (PoE)?

The AOne Hub does not support Power over Ethernet. It requires power from the supplied power adapter.

What Smartphones are supported by the AOne system?

The AOne app supports iOS, Android and Amazon Fire Devices. Please check on the App Store store what the minimum Operating System version is required to run the AOne App.

Why doesn’t a product from another brand work with the AOne system?

Whilst the Aurora AOne System is based on open technologies we are not able to ensure products from other brands are tested and fully interoperable with all of our software and hardware. For guaranteed compatibility we recommend only using Aurora AOne Smart products.

How many AOne Devices I can have connected to my Hub?

You can use your AOne Hub with up to 60 smart Devices (lights, controllers, switches, etc.) depending on which Devices you are pairing to the Hub.

Security

How secure is the AOne system?

Your system is extremely secure. The AOne system uses Zigbee, which is a wireless protocol developed by the Zigbee Alliance and adopts the IEEE 802.15.4 standard.

Communication security is one of Zigbee's strengths. Implementing a security model that follows the one defined in IEEE 802.15.4, the protocol's design provides mechanisms controlling access to network Devices (authentication), encryption (symmetric-key cryptography) and integrity, using message integrity checks (MIC) to ensure that the signals transmitted are not manipulated.

How do I know Aurora smart products are safe for use in my home?

All lighting products sold by Aurora strictly conform to Lighting Safety Standards, thereby ensuring the safety of all those using the products, with the added bonus of never having to be changed due to their extremely long-life and energy efficiency.

Connection / Offline Control

Can the AOne System work without an Internet connection?

Yes, your AOne system works all the time, even when your Internet service goes down. Of course, without the Internet, Schedules won't work if the Hub is rebooted and there is no connection.

However, the system will continue to work and you will be able to control your lights via Smart Switches (e.g Kinetic) and Sensors (e.g PIR). Your phone needs to be in the same home network (home Wi-Fi) as your Hub for it to work without the Internet.

Can I disconnect and move my AOne Hub after it's been set up?

We usually recommend that the Hub is set up in its final location.

You don't have to worry about disconnecting your AOne Hub from power for a long period of time. All your settings will be maintained. Turning it on again you'll find that all your Devices are still "paired", recognised by the Hub and visible in your AOne application.

Depending on the distance from the original installation location, you may have to Reboot your Mesh to ensure that the System has the best connection.

The Hub will retain its settings even if it is turned off for a very long period of time.
The Hub's data is stored in Non Volatile Flash Memory.

Voice Control

Is Voice Control supported by the AOne System?

Yes, currently Google Home and Amazon Alexa are supported.
Any Smart Speakers that support Google Home and Amazon Alexa Voice Assistants and Voice Commands can be used.
You will still have to use the Google Home and Amazon Alexa Apps to set up the Skill however.

How do I set up Google Home Voice Control?

After setting up your AOne Hub and have paired your Devices, follow these instructions:

1. Open the Google Home App
2. Set up your Account if needed
3. On the Home Screen, Tap +
4. Set up Device
5. Works with Google
6. Search for Aurora AOne
7. Tap the Icon
8. Authorise
9. Wait for this process to finish
10. Your Devices should be showing on your Home Screen now

You can now set up your Devices and control them via the Google Home App.

How do I set up Amazon Alexa Voice Control?

After setting up your AOne Hub and have paired your Devices, follow these instructions:

1. Go to the Alexa App
2. Go to Skills & Games
3. Search for Aurora AOne
4. Tap Install Skill
5. Use the same credentials as your AOne Account
6. Tap Discover Devices
7. Set your Devices up in the Alexa App.

You can now set up your Devices and control them via the Alexa App.

Aurora Smart Installer Program

ASIP Foundation - An Introduction to Smart Lighting

The Widest Range of Lighting, Control and Sensing Products

Aurora's innovative and vast range of 'Smart Inside' products, offer numerous options for the creation of a smart home, hospitality, retail and light commercial schemes.
Featuring the revolutionary mPro™ZX colour tuneable fire rated downlight, GU10 lamps, sensors, kinetic smart controller and sockets that wirelessly pair with Hubs via the Zigbee protocol to form a mesh network.

Smart Solutions to Connect 1000+ Aurora Products

To enable smart lighting throughout various spaces with non-smart fixtures we can offer homes and businesses the option to 'Make Smart with AOne™ Control'.
This enables smart control of any of Aurora's 1000+ products for either new or retrofit installations.

Understanding ZigBee

Zigbee is a Mesh technology, allowing for scalable networks of smart connected products spanning substantial ranges by use of multi-hop technology to bridge the gap between Device and Hub.

Reliable control of Devices through self-healing networks, meaning
when a Device is powered off, the signal will reroute through an alternate product. Similarly, when the Device is powered back on, it will instantly reconnect to the mesh.

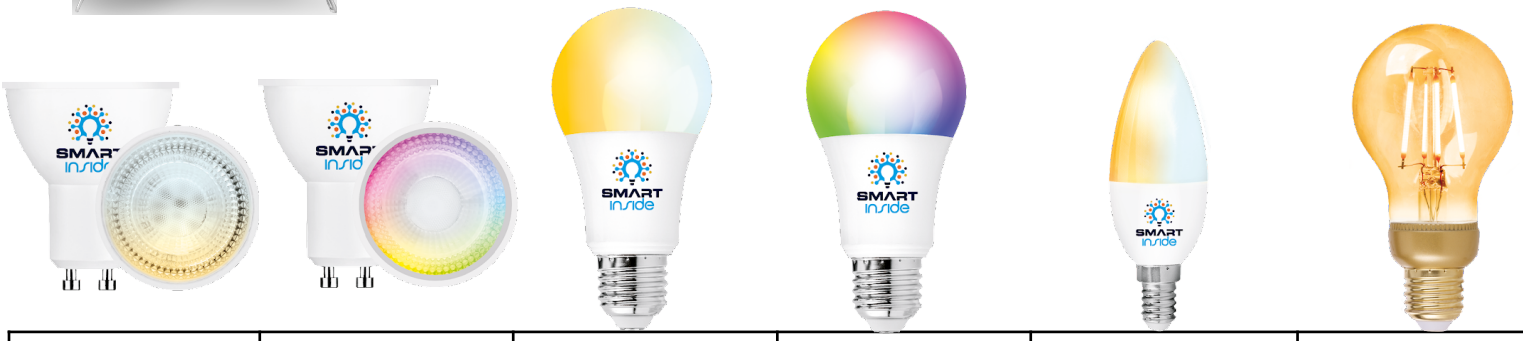
Unlike WiFi based smart systems, Zigbee can operate side by side without impinging on your home network speed.

Product Lineup Information

mPro™ZX Features & Benefits

- 'Smart Inside' for individual wireless and group control
- Direct replacement - convenient one-step installation
- Unique convertible design for use in shallow ceiling voids
- Push-fit terminals and pre-wired FastRFix™ connector for fast installation
- Colour tuneable white between 2200K - 5000K

6.5W | 640lm | 60° Beam Angle | L70 40,000hrs | 5 Year Warranty



Tuneable White GU10	RGB + Tuneable White GU10	Tuneable White GLS	RGB + Tuneable White GLS	Tuneable White Candle E14	Vintage Filament E27
•5.4W •2200K-5000K •400lm @ 5000K •60° Beam Angle •2 Year Warranty •L70 25,000hrs	•5.6W •2700K-6500K •400lm @ 2700K •60° Beam Angle •2 Year Warranty •L70 25,000hrs	•9W •2200K-5000K •806lm @ 5000K •240° Beam Angle •2 Year Warranty •L70 25,000hrs •B22 or E27	•9.5W •2700K-6500K •806lm @ 2700K •240° Beam Angle •2 Year Warranty •L70 25,000hrs •B22 or E27	•5.8W •2200K-5000K •470lm @ 5000K •300° Beam Angle •2 Year Warranty •L70 25,000hrs	•4W •1900K •380lm •320° Beam Angle •2 Year Warranty •L70 25,000hrs •GLS, G125 & ST64

120W & 320W Inline Dimmer	1-10V Inline Dimmer	12 / 24V CV Strip Inline Controller
•Smarten any Triac dimmable lighting circuit •Retrofit using existing wiring •5 - 100% Dimming range •Fits inline between light switch & first fixture •ZigBee HA1.2 •3 Year Warranty	•Smarten existing 1-10V dimmable lighting •Control up to 24 devices individually or in a space •10 - 100% Dimming range (10% increments) •Ideal for light commercial applications •ZigBee HA1.2 •3 Year Warranty	•Simple control of single colour and RGB + tuneable white LED strip •0 - 100% Dimming range •No need for specialist DMX drivers - save £££ •Non-dimmable driver required •3 Year Warranty

16A Inline Switching Relay	Plug In Adaptor	Double Socket
•16 amp max load •On/Off switching •Energy monitoring •Overload and over temperature protection •Suitable for cable up to 11.8mm diameter	• 13 amp max load • 3000 watts • On/Off switching • Energy monitoring	•13 amp total load •3000 watts •Individual energy monitoring •LED indicator buttons •Lockable via app for added safety/security

Zigbee Remote Control	Zigbee Kinetic Wall Controller	Zigbee Smart Rotary Dimmer
•Battery powered design •On/Off and Dimming functions •Programmable function button	•Maintenance free design •Energy harvesting technology •Zigbee Green Power •Available as remote or wall controller •Available in Black or White •Programmable function keys	•No neutral wire needed - UK retrofit •Live and Switch live only •250W LED or resistive load •Wireless 2-way switching using smart dimmer •Min 20W circuit load per dimmer

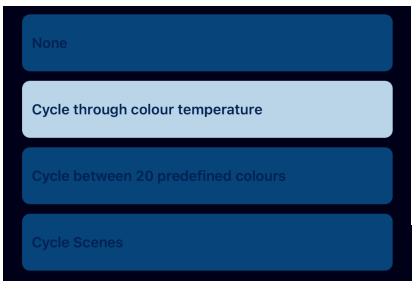
AOne™ ZigBee Smart Battery Rotary Dimmer

Features & Benefits

- Replace existing switch or add a new one anywhere
- Battery powered: No wiring necessary
- Control individual devices or a lighting space
- AA batteries included - battery life depends on usage
- Install into a backbox or surface mount with included 15mm pattress
- Can be used to control smart lamps or smart inline dimmers

Primary Mode: On/Off & Dimming Control

Secondary Mode: Colour Tuning | RGB Control | Scene Cycling



ASIP - Commissioning Hub

The Commissioning Process:

• Connect Hub to internet and power with supplied cables
• Allow Hub to boot up. Two solid green lights will appear when ready
• Download & install the AOne™ app
• Create a free account and complete the verification steps
(Use your own email address; it can be transferred at handover)
• Scan the QR code on the base of the Hub
• Allow firmware update process to complete
Congratulations! Pairing is Complete

Download on the App Store | GET IT ON Google Play | available at amazon appstore

Top Tips for Success:

• Ensure smart Device & Hub are on the same network when pairing
• Don't close the AOne™ app or navigate away from it during the pairing process
• For optimum mesh performance, position the Hub as centrally as possible

ASIP - Troubleshooting Hub

Possible Errors You May Encounter

In reality, most minor errors you may encounter will be related to the network connection, and can be corrected simply by pressing 'Retry'. In some rare cases, errors may be more persistent and require a little support to bypass:

Hub Already Acquired

This indicates the Hub is already linked to another account. Please ensure the customer hasn't already tried to set the Hub up, or you haven't previously used a different email address with this Hub without releasing it.

Rest Response Error

The Hub is having a hard time contacting our cloud service. This could be for a number of reasons. Check network connection, firewall status and network speed before contacting support.

Failed to Grant Access

Hub and app are not communicating properly with each other. Please Reboot the Hub and reinstall the App before trying again. If this persists, contact support for resolution.

ASIP - Commissioning Devices

The Commissioning Process:

• Install smart Device in accordance with instructions
• Click 'Add new Device' in the AOne™ App; the pairing light on the Hub will flash
• Power up your new Device.
Lighting products will flash twice.
Power and **Sensor** products will have a flashing status light

• Once discovered, Devices appear in the pairing screen. It is normal for Devices to initially be discovered as 'Identifying Device'
• Wait until the correct Device name has been identified for all products before pressing 'Done'
Device Pairing is Now Complete

Top Tips for Success:

• For best performance, commission no more than 8-10 Devices simultaneously
• The Zigbee mesh has to be established. Always pair Devices closest to the Hub first, working your way outward
• If a room is out of range of the mesh, try using a Plug In Adaptor to boost the signal
• When pairing several Devices, identification can take up to 3 minutes to complete.
PATIENCE IS KEY!

ASIP - Troubleshooting Devices

Possible Errors You May Encounter:

There are a number of possible issues you may encounter when pairing ZigBee Devices, due to the nature of the technology.
Here are the most common:

Lights Did Not Flash

Lights not flashing when powered on indicates the Device was previously paired and not properly deleted. To reset, refer to the process on the leaflet included with your product. Most commonly this is 6 power in a short amount of time.

Detected Device Not Identified

This could happen for a number of reasons:
How many Devices were you pairing?
How far away from the next closest Device are you?
How long did you wait before pressing 'Done'?

Laggy / Unresponsive Device

All new products will require an OTA firmware update after first pairing. This will impact performance for up to 30 minutes per Device whilst it completes. Please note: Pairing large numbers of Devices will result in a longer OTA process

Hub Positioning

The position of the Hub in the home is critical to good performance.
A centralised Hub will have much better connectivity to your mesh network of Devices, improving overall performance dramatically.

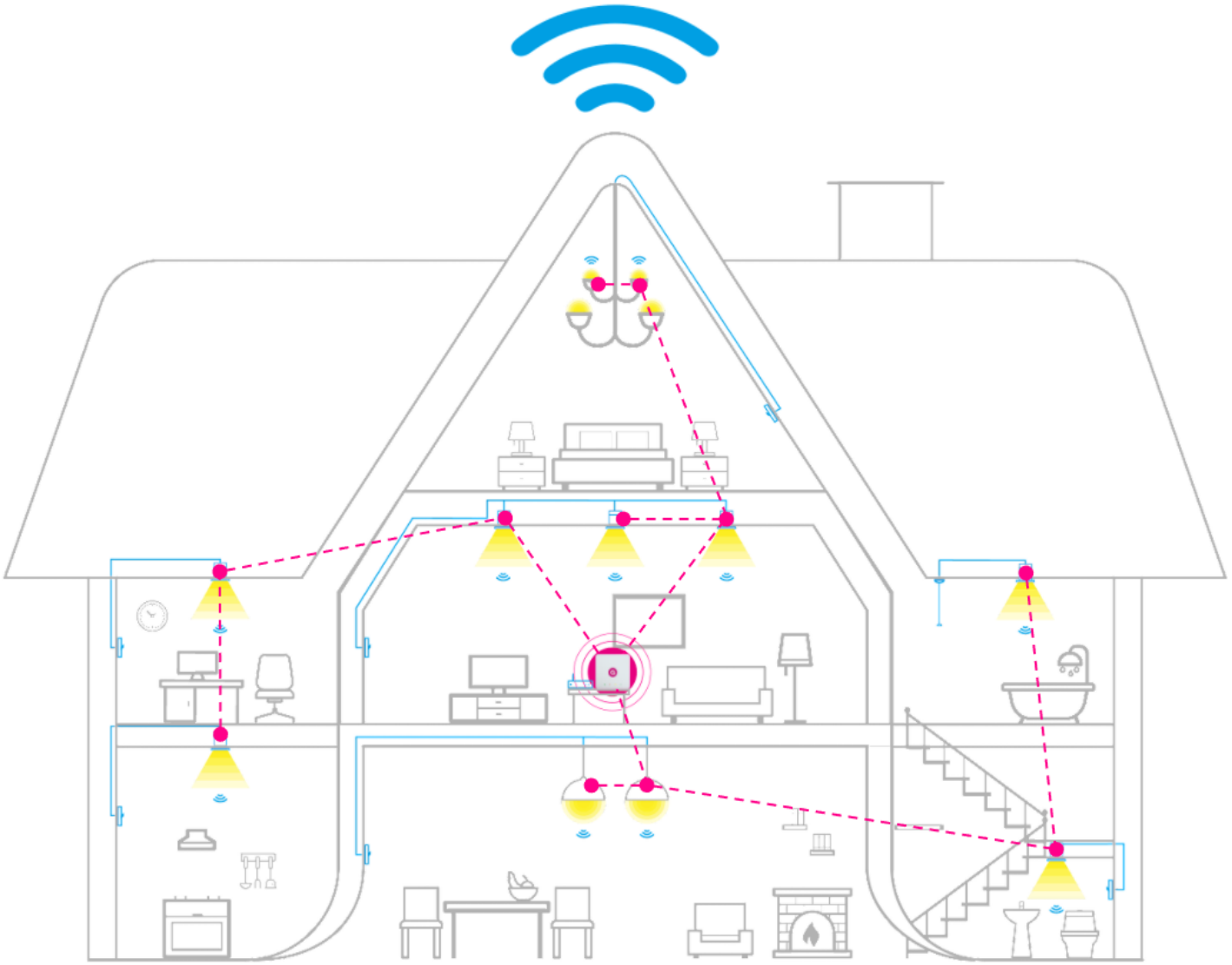
Although the number of hops is unlimited as discussed earlier, an ideal number to stick to is 3.
Sticking to 3 hops will ensure smooth operation of the system.

We appreciate that not all homes will have Cat6 cabling,
so here are a few options to get the Hub in the right place…

Mesh WiFi System
Approx. £100-£150

WiFi Extender
Approx. £50

Powerline Network Kit
Approx. £25-£50



WiFi Channels

2.4GHz congestion occurs when networks are densely packed into a small area.
A good example of this would be a hotel or bar, where you will find numerous WiFi networks all transmitting on different channels.

As shown below, this doesn't leave a lot of room for Zigbee signals to proliferate.
By managing the active WiFi channels within range, we can reduce the impact of this and improve performance.

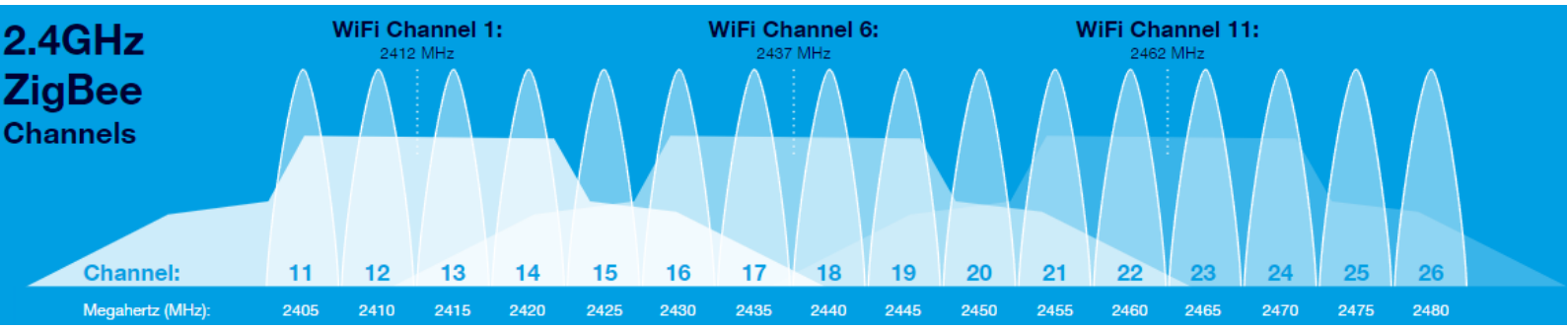
Manually set the WiFi channel of your router to one that does not overlap with your AOne Hub's Zigbee channel.

Top Tip for Success:

Check which channel your AOne™ Hub is on by opening the pairing screen for a Kinetic Switch; in Step 4:

ONE CLICK	Channel 11
FOUR CLICKS	Channel 14
NINE CLICKS	Channel 19

and so on…



Hub Ports

During initial setup, the AOne™ Hub needs a secure encrypted connection to any Device attempting to connect via the internet. This is in order to download unique information about the Device, created by the AOne™ app. This security prevents any other Device from connecting to the Hub.

To do this, the Hub uses specific ports not normally used for other network traffic:

UDP Ports 5560 - 5566
UDP ports 5562, 5565 and 5566 are used initially to establish a secure connection.

TCP Port 5568
If UDP ports are not available, the slower and less secure TCP port will be used.

TCP/UDP Port 8883
This is required for the MQTT Service (a communication technology used by the System) to work correctly.

If neither are available on the network and cannot be made available by the system administrator, consider using a 4G router.
Note: The vast majority of domestic connections should not be affected, as this is primarily an issue for commercial or managed networks.

ASIP - Dimming Compatibility

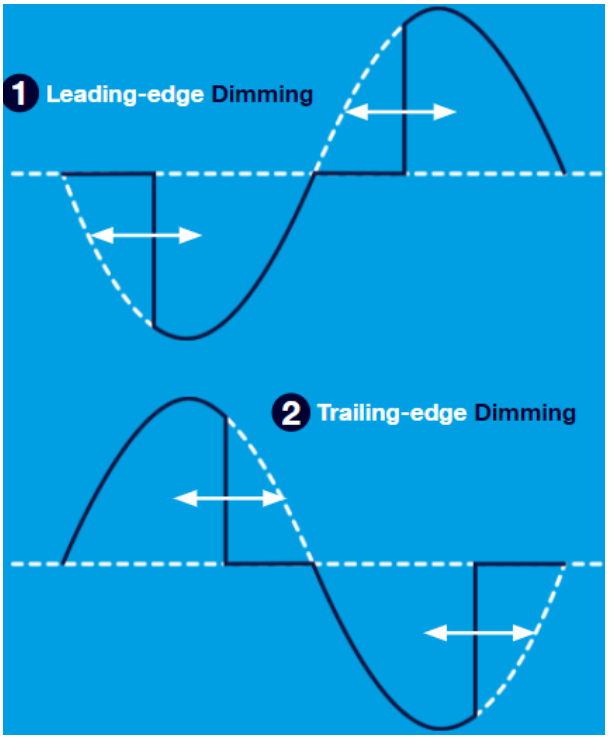
Aurora Smart Dimmers are compatible with most dimmable Aurora luminaires (for the most up to date information check the latest catalogue or get in touch).

This is due to the large variety in chips, drivers and general hardware, making it almost impossible to guarantee compatibility with every Luminaire on the market.

The key variances are based around dimming phase and power factor:

Dimming Phase

Refers to whether the load is leading-edge or trailing-edge dimmable. Connecting the inverse load type can result in poor dimming performance or even strobing.



Power Factor

Can be a major factor when dimming. A poor power factor (>0.9) will result in energy wastage, meaning more lamps will be required to meet the dimmer's minimum load, and can affect dimming performance in 2-wire scenarios.
It's possible to improve dimming range and smooth out min load flickering by fitting a residual load (dummy load), which adds a 10W solid state load, similar to that of a halogen or filament lamp.
Whenever another brand of lamp is to be used with an Aurora dimming product, ALWAYS ensure it is tested before installation, to prevent major issues.

Post-purchase FAQ

Ratings and Feedback of our Apps

If you have any feedback regarding our Apps please do not hesitate to contact us.

To resolve any issues you may be experiencing with your System, the fastest way to do so is getting in touch.

If you are happy with the App then please leave us a rating and feedback on our App Store Pages:

iOS App:
https://apps.apple.com/gb/app/aurora-aone/id1508167212#?platform=iphone

Android App:
https://play.google.com/store/apps/details?id=com.aurora.aonev3

BETA Testing new features before general release

If you are interested to be a part of our BETA Testing Programme, where you can test the newest features coming to the AOne App then please get in touch with us and reference “BETA Testing”.

The Programme is available for iOS and Android.

How can I request for a feature to be added to the App?

If you would like for us to look into adding a new feature to our App or bring out a new product then we would be more than happy to know! Please get in touch with us and reference “Feature Request”.

Warranty Requirements

For warranties to be valid the below is required:

- The Date of Purchase is confirmed by an official receipt issued at the time of purchase or by a bill of sale.

- The Company is promptly informed of the defect.

- The Goods have not been altered or modified in any way.

- The Goods have been installed by a qualified electrician, in accordance with the instructions provided.

- The Goods have been used in accordance with the instructions provided (i.e. not subjected to incorrect operation, misuse or connection to an unsuitable power supply).

Warranty periods vary so please check the individual product specification sheet or get in touch with us for the most up to date information.

AOne Products Warranty Periods

Product Name	Product Code	Warranty Period
AOne Hub	**AU-HZB5A**	1 Year
Tuneable White mProZX	**AU-A1ZBMPRO1ZX**	5 Years
Tuneable White GU10	**AU-A1GUZBCX5**	2 Years
Tuneable RGBW GU10	**AU-A1GUZBRGBWB**	2 Years
Tuneable White GLS B22/E27	**AU-A1GSZ9CXB** **AU-A1GSZ9CXE**	2 Years
Tuneable RGBW GLS B22/E27	**AU-A1GSZ9RGBWB** **AU-A1GSZ9RGBWE**	2 Years
Single Colour GLS B22/E27	**AU-A1GSZ9B/27** **AU-A1GSZ9E/27**	2 Years
Tuneable White Candle	**AU-A1CE14ZCX6**	2 Years
Vintage Filament GLS/G125/ST64	**AU-A1VG125Z5E/19** **AU-A1VGSZ5E/19** **AU-A1VST64Z5E/19**	2 Years
Battery Rotary Dimmer 1/2 Gang	**AU-A1ZBR1GW** **AU-A1ZBR2GW**	2 Years
Rotary Dimmer Module 1/2 Gang	**AU-A1ZB2WDM** **AU-A1ZB2WDM1P** **AU-A1ZB2WDM2P**	3 Years
Kinetic Wall Controller / Remote W - White B - Black	**AU-A1ZBKWCW** **AU-A1ZBKWCB** **AU-A1ZBKRW** **AU-A1ZBKRB**	2 Years
Smart Remote Control	**AU-A1ZBRC**	1 Year
Triac Inline Dimmer 120W / 320W	**AU-A1ZB120** **AU-A1ZB320**	3 Years
1-10V Inline Dimmer	**AU-A1ZB110**	3 Years
12V/24V Inline Strip Controller Dimmable/Tuneable/RGBW	**AU-A1ZBSCD** **AU-A1ZBSCCX** **AU-A1ZBSCRGBCX**	3 Years
16A Relay	**AU-A1ZBR16A**	2 Years
13A Double Socket Plug in Adaptor	**AU-A1ZBDSS** **AU-A1ZBPIAB**	2 Years
PIR Sensor Door/Window Sensor	**AU-A1ZBPIRS** **AU-A1ZBDWS**	1 Year

Zigbee

Getting Started

Where do I download the App?

You can search for Aurora AOne on your phone's App Store or use the direct links below:
iOS App:
https://apps.apple.com/gb/app/aurora-aone/id1508167212#?platform=iphone

Android App:
https://play.google.com/store/apps/details?id=com.aurora.aonev3

Amazon Fire App:
https://www.amazon.co.uk/dp/B09V1G6RR5/ref=sr_1_1?qid=1646827032&refinements=p_4%3AAurora&s=mobile-apps&search-type=ss&sr=1-1

How do I create an Account?

1. After downloading and installing it, open the App
2. Press CREATE NEW ACCOUNT
3. Type your Name, Email and Password
4. Read and agree to our Terms & Conditions / Privacy Policy
5. You should receive an Activation Code sent to your email
6. Enter the Activation Code in the App and tap Go
7. You will then have to set up and acquire the Hub

How do I reset my Password?

If you forget your password, please open your AOne application and click on "Forgot password?"

Enter the email address you provided at the time of your registration, tap on "Reset password"/"Email Me Password Link" and follow the instructions received in your inbox to reset your password.

How do I delete an Account?

Please be aware that Account Deletion is permanent and cannot be reversed.
You will have to create your account (using the same details if you wish) and acquire your Hubs again.

1. Open the App and login to your Account
2. From the Home page tap the 3 dots in the top right corner
3. Tap Help
4. Tap Account
5. Tap “Delete Account”
6. If you are sure you want to proceed, read the Warning then tap “I Understand” otherwise Cancel
7. Type in your login details (Email & Password) then tap “Delete Account”
8. If successful, you will receive an onscreen message “Account deleted”
9. Tap OK to be taken back to the login screen

How do I set up and acquire my AOne Hub?

1. Connect the Ethernet cable to one of the open ports on the back of your broadband router, then connect the power supply into a plug socket
2. You'll see four solid led lights on the Hub and then the last green light (showing power connection) will start to flash. The flashing green start up sequence can take anything between 3-5 minutes, so please do not disconnect the Hub during this time
3. Once the AOne Hub has two solid green lights (the first and the last) it is ready to be acquired and pair with AOne Devices
4. Start AOne application and create an account or login if you already made one
5. Scan the QR Code on the back of the AOne Hub, which will acquire it to your account
6. You are now ready to begin pairing and setting up your Device

Can I pair multiple Hubs to my account?

Yes, you can have multiple Hubs connected to the same account.

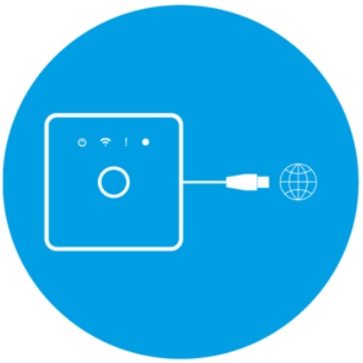
Devices can only be accessed by one Hub meaning they cannot communicate with ones paired to a different Hub.

1. Tap the Hub icon or the Hub name in the top left corner of the main screen
2. Tap Add New Hub
3. Scan the QR Code of the new Hub

I can't acquire my AOne Hub to my account

If you've created an account and are having an issue trying to link a Hub to your account, try the following steps:

INITIAL CHECKLIST:



1. Check that your Hub is switched on and plugged into a wall outlet
2. The power indicator(right side LED) on the top of the Hub should illuminate
3. Check if your Hub is connected to an Ethernet port on your router
4. Check the Red Exclamation Mark ! is not flashing
5. Your Internet Router is powered on and discoverable on your mobile Device or tablet
6. Your mobile Device is connected to the internet
7. You have the latest version of the application for your Device
8. Your mobile Device or tablet has an internet connection
9. If using the QR scanner, the camera on your mobile Device is clean and without any dirt on the lens

Try an alternative Ethernet port on your router

1. Disconnect the Ethernet cable from the router.
2. If you have a network switch, or have multiple routers, bypass them for the time being.
3. Connect your Ethernet cable directly into your primary router. Double check that the cable is going into a LAN port and not any of the following: WAN, ADSL or Uplink

General Troubleshooting

If you've tried the above steps and you are still unable to acquire the Hub using the QR scanner, try the following steps:

Reboot the Hub.
Restart the application or Reboot your Phone.

If you're still having trouble assigning the Hub to your account, try using a different mobile Device or tablet, connected to the internet

If that fails, or you're receiving the message 'This Hub is already assigned', then please contact the authorised Aurora contractor who installed the unit or get in touch with us.

Which ports need to be open to use the AOne Hub?

If your AOne Hub is displaying a Red Exclamation Mark ! it could be pointing to an Internet Connection issue that could be caused by your Internet Router blocking access to the Hub.

For the AOne Hub to work correctly, the following ports need to be open in your router firewall:

UDP Ports 5560 - 5566
TCP Port 5568
TCP/UDP Port 8883

Please allow inbound and outbound traffic.

If your router firewall restricts access to these ports, you will need to update your firewall settings before you can use the AOne Hub and perform a Port Forward on the Internet Router.

For comprehensive instructions on using your firewall and updating your settings, please refer to your Router manufacturer's or Internet Service Provider's website.

How to remove / unpair Hub from an Account?

Method 1:
On the main page, tap the Hub icon in the Top Left
Press and hold on the Hub you want to remove
Press Yes to Remove the Hub from the Account

Method 2:
Go to the Set up Devices page
Tap the Hub's name
Tap Remove / BIN Icon
Tap Yes to Remove the Hub from the Account

How do I swap between Hubs on my account?

1. Tap the Hub icon or Hub name in the top left corner of the main screen
2. Tap the Hub you want to connect to
3. Wait a few seconds to fully connect and use your System

Note - You cannot connect to a Hub that is currently not powered on or connected to the Internet.

When do I need to press the factory restore button on my AOne Hub?

By pressing the factory restore button, the AOne Hub will be restored to factory default and will discard all settings such as: Devices, Spaces, Schedules, etc. We strongly recommend not to press this button unless you have severe problems and you have contacted customer support. A factory reset will not release (un-pair) a Hub - if necessary, this should be done before the reset procedure is executed.

How to perform a factory reset?
Flip the AOne Hub over to locate the small pin hole in the recessed section.

Using a paperclip (or similar), press and hold the reset button for 15 seconds or until all 4 lights turn solid (This indicates data has been cleared)

Release the button and allow the Hub to reboot
(the right green indicator will start blinking rapidly).

The flashing green start up sequence can take anything between 3-5 minutes, so please do not disconnect the Hub during this time.

Once the AOne Hub has two solid green lights (the first and the last) sign in to the AOne app. After the Hub has successfully synchronised, you will then need to continue with Device pairing.

Please make sure that your Hub has no flashing red exclamation mark. **The flashing red exclamation mark shows issues with the Internet connection.**

How to know when to upgrade your AOne Hub?

Once a new firmware is released, you will be notified with a popup dialog. During the update you will see the LEDs on the front of the Hub flash several times. When it's finished updating, your Hub will be automatically restarted.

We highly recommend updating your Hub as soon as you receive a message in the AOne Apps letting you know that there is a new firmware available. Every new firmware version introduces new enhancements that will improve the performance of your hardware.

Can I replace the Ethernet cable supplied with the AOne Hub?

The supplied Ethernet cable is a standard network cable and can be replaced by any Ethernet cable (CAT5, CAT5e, CAT6, CAT6e).

Software Updates

Why do I need to keep my system up to date with software updates?

You need to update your System in order to have the latest security updates and functionalities. The AOne system uses industry standard encryption and authentication techniques to ensure that unauthorised users cannot gain access to your AOne products.

The Aurora AOne system only connects to the Internet securely via our Cloud so Devices in your home cannot be seen from the open Internet. We keep our AOne products regularly updated with the latest security fixes and patches and we recommend all our customers to do so and regularly check and install the AOne App updates which can be done within the app or on the App Store.

How long does it take to install a Software Update on the AOne Hub?

A software update of the AOne Hub can take up to ten (10) minutes. During the update you will see the LEDs on the front of the Hub flashing and when it’s finished, your Hub will be automatically restarted. While the AOne Hub is updating, the AOne System cannot be controlled via the App.

General Information

Sunrise Sunset - Things to know

- The Sunrise Sunset feature should only be enabled once the system has been installed on the property
- You will receive a popup asking if you would like to share your Location (you can choose Yes or No)
- To use this feature, we will require to gather your Phone's Location (to set your Hub with the best Sunrise Sunset settings)
- Your Location is only gathered once for the purpose of setting the correct settings for your Hub
- Your Location is only stored locally on the Hub and is not sent anywhere else (no one else can have access to it, only your Hub)
- If you relocate along with your AOne System you will have to get in touch with us and provide the new City you are in to adjust the Hub's settings

To use the feature, you will have to select it as a time option when setting up Schedules or setting up a Sensor.

Regarding the Offset feature when creating a Schedule using Sunrise/Sunset:

The Trigger time for the Schedule can be offset by up to 90 minutes prior or following the Sunrise/Sunset Event.

General Information:

We use a free, third-party API to use your Location and retrieve the correct Sunrise Sunset settings for you.

For more information on how this works, please visit their website below:

https://sunrise-sunset.org/api

You can disable Location Tracking for the App via your Phone's App settings.

This will not affect performance of Sunrise/Sunset as the Location is only gathered once.

Rotary Dimmer Module Faceplate Compatibility

Whilst we do not test with third party manufacturer's products, we are aware that the following:
-Hamilton LiteStat
-Click MiniGrid
May have products such as faceplates and Dimmer knobs that are compatible with our Dimmer Module so we recommend checking with them regarding their availability.

Premium Kinetic Switches - VIMAR

We now provide a wide variety of Premium Finishes for our Kinetic Wall Controllers, in our partnership with VIMAR.

- Replace existing light switches or add a new one wherever you like
- Kinetic energy - wireless and battery free
- Energy harvesting technology uses the kinetic energy generated by pressing the switch to activate control
- High quality cast aluminium construction
- Large range of finishes available
- Choose left button function between dimming or scene cycling
- Designed and manufactured in Italy

To find out more, please visit our website or get in touch with us:

https://auroralighting.com/gb/trade/productdetail/sv-vk

Can Lamps be used with IP Rated/Outside fittings?

Possibly, but the colour will most likely be affected by the position/angle and lens of the fitting, causing the colour to have a different tint than what has been chosen on the App.

IP Rated Fittings/Enclosures can also reduce the Signal output of Devices, therefore reducing their connection range meaning you may have to have Devices closer together for them to pair to the Hub and work correctly.

Can you control the AOne System from a computer?

Only Phones and Tablets are supported currently. From a computer you can use 3rd party software to run Mobile Apps.

A new Windows version has been announced that will allow you to run Android Apps on your computer natively but currently do not have any further information on how this will work.

Does the AOne app influence other programs on my mobile phone?

No, it won't affect any other programs or apps on your smartphone or tablet. It will just affect your AOne Devices.

Do I need to keep my phone on and logged in to my application all the time to keep my Hub running?

No, the AOne System continues to work all the time, 24/7 regardless of whether your Phone and/or Application are on/open. It is the AOne Hub and the AOne Devices that run your lighting system.

You only need your Phone for the initial setup of the System and for controlling your lights and making changes (adding new Devices, organising Spaces, etc.)

What does OTA mean?

OTA stands for Over-The-Air. It is a method of delivering software updates to devices without needing to physically connect them to a computer or other update device.

Is Power Draw Monitoring available in the App?

Yes you can view the current power draw for the following Devices in the App:

- Inline Relay
- Plug-in-Adaptor
- Double Sockets

To check the current power draw, simply go to the Space containing the Device, then Press & Hold on the Device's icon, bringing up the power monitor.

Which Devices support Schedules?

All Devices besides the Switches/Dimmers below can be Scheduled:

- Kinetic Controller / Remote
- Battery Remote
- Battery Rotary Dimmer Single/Dual Gang

What Third Party Platforms are compatible with the AOne System?

Most of our Products and Features are compatible with the following Systems:
- Alexa Plus (Amazon Alexa with a ZigBee Hub, Devices will be paired directly)

- Samsung SmartThings - Aeotec (V2 & V3, Devices will be paired directly)

When using third-party Hubs, check which Devices are compatible or get in touch with us as not all products are supported on third-party platforms and some products may stop being supported.

To be able to take full advantage of the Products and their features, as well as ensure they are up to date, we highly recommend using the Aurora AOne Hub.

Platforms such as Home Assistant, ZigBee2MQTT or IFTTT are currently not officially supported.
There is no way to OTA Devices if they are not paired to one of the approved Hubs.
We are investigating a way to provide these files so that users can update their Devices if they are paired to other Hubs/Platforms.

Why can you not turn off the LED for the Double Sockets?

The BS1362 safety standard states that any socket that has the ability to be switched must be able to indicate its on or off status. so we can dim them low, but it has to be visible whether it is on or off.
As a legal requirement, the lowest you can have is Low Brightness.

What are the Wired Rotary Dimmers named as in the App?

(Inline) is the one wired into the lights (what you call a Master Dimmer) and (Control) is the one that controls the inline dimmer (what you would call a Slave Dimmer).

Specifying AOne

Devices

Lamps

Smart Lamps can be controlled individually.
This is the best solution when the customer wants granular control over every light within a Space.
Smart Lamps also allow for a wider range of colours (Colour Temperature and RGB).
This does mean that for large installations, more Devices will be required meaning that multiple Hubs may be needed to complete the System.

Inline Dimmers

When only standard(dimming) control is required, an Inline Dimmer may be the better option.
This means you can save costs by installing non-smart dimmable LED Lamps on a circuit and install a Smart Dimmer to control them.
This reduces the total amount of Smart Devices required, allowing you to control dozens of lights with a minimal amount of Smart Products, meaning you can install other Smart Products on one Hub.

Switches/Remotes/Dimmers

For a physical or secondary control solution, you can install one of the options available such as the Battery Remote or the Kinetic Wall Switch.
This is especially useful when installing Smart Lamps or Inline Dimmers such as the 320W Dimmer.

If the Inline Rotary is installed, a Battery Rotary Dimmer can be used on circuits where a user would like 2-way dimming but their circuit would not meet the minimum load requirements for it.

LED Strip

Remember to always check the compatibility of the LED Strip, Driver and LED Strip Controller you will be using or get in touch with us.

Most LED Strip lengths cannot be over 5M due to the possibility of Voltage Drop (LEDs near the end of the Strip will appear dimmer or may not be turned on).
You can run multiple lengths in parallel if the Driver and Controller can handle the total wattage.

The Single Colour Controller requires a 2 Core cable for the LED Strip
The Colour Tunable Controller requires a 3 Core cable (Warm White / Cool White / Power)
The RGBCX Controller requires a 6 Core cable (Warm White / Cool White / Red / Green / Blue / Power)

Most Single Colour and Colour Tunable LED Strips will be fully compatible with the AOne Controllers.

Most RGB LED Strips on the market are RGBW or simply RGB (they don't have separate LED Chips for Warm White / Cool White) meaning that you will not be able to use all the features available on the AOne Controller.
We recommend checking that the RGB LED Strip you are purchasing has individual Chips for RGBCX (6 Cores).

While RGB and RGBW LED Strips can work, the LED Strip Controller has no way of differentiating between a full LED Strip and an RGB or RGBW one.
This means the App will display the Colour Tuning Slider but it will not control anything and the LED Strip may appear as Off until a colour from the Colour wheel is selected.
The Recommended RGBCX LED Strip is EN-ST80RGBCX.

Placement / External Factors

Tips for installing the AOne system

The number and type of devices being used and the environment and materials in the space surrounding the hub and devices can impact the overall system performance.

1. Ensure your Hub is in a central location with your devices no more than three device hops to the hub.

2. The distance between Devices and the Hub will need to be closer if the walls or ceilings between them are composed of solid material.

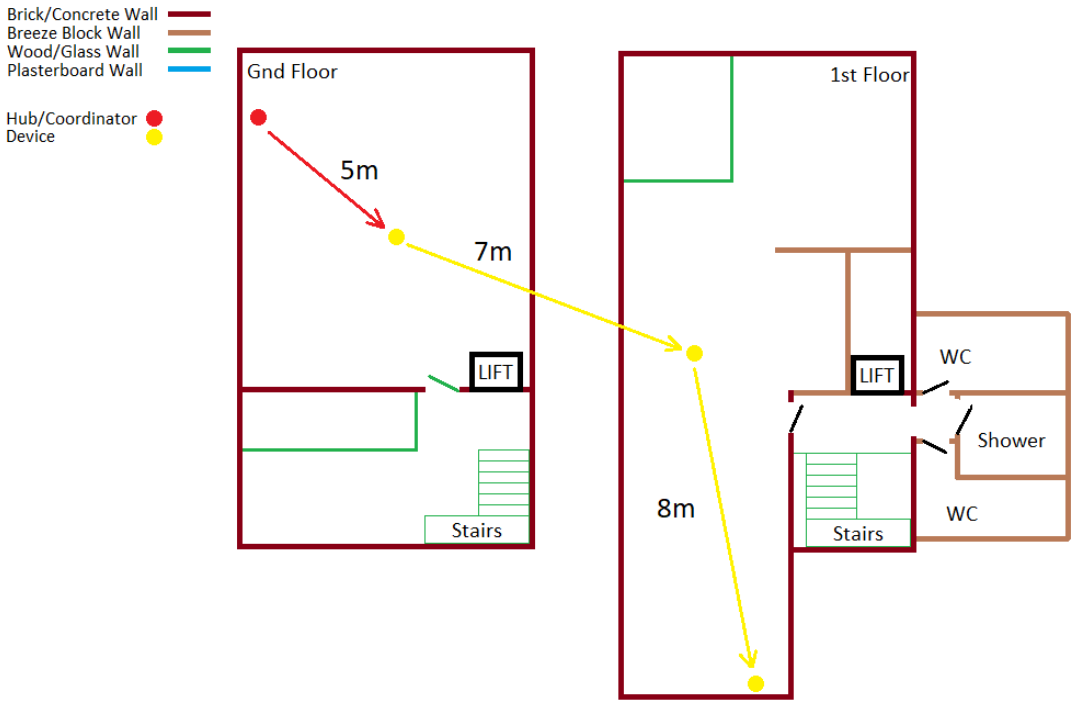
3. The distance between devices can be further apart in more open spaces (up to 20m).

4. Metal can also affect the system performance by reducing the signal strength between Devices (metal wall boxes, enclosed metal light fixtures, metal cable trays etc.).

5. The different types of Devices can also impact how many Devices a Hub can support.
   For example Devices that are sending energy information (eg. Double Socket) or occupancy (eg. PIR) information back to the Hub will reduce the max number of Devices that a Hub can effectively handle.
   Kinetic Switches will perform better in small to medium sized Systems.
   The more information being sent to a Hub will cause latency across the AOne System.

6. If the AOne System is being used in a large space consider breaking the area into zones with a Hub per zone
   Eg. left side and right side of the building OR a Hub per floor
   Note that the AOne App can support multiple hubs with one account.

7. Remove the temptation for users of the space to use a manual switch.
   This will cause performance issues across the System and even stop Devices attached to the switch to Mesh (or hop messages across the space) and stop working all together.



There is no standard installation! All installations are unique

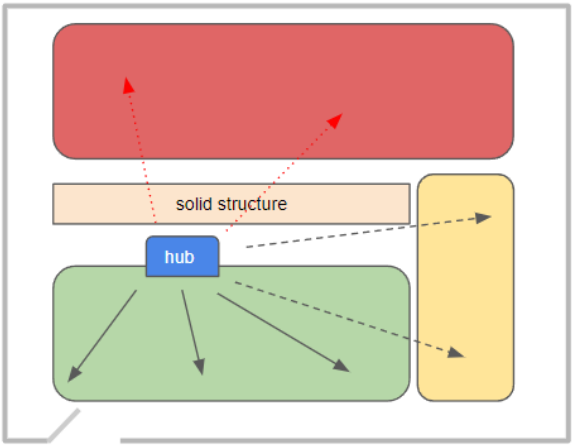
The number and type of Devices being used and the environment and materials in the space surrounding the Hub and Devices can impact the overall system performance.

For the best results 'work around' potential obstacles such as solid walls or metal structures. The Zigbee network used for the AOne system needs to have a 'line of sight' to the AOne Hub or no more than 3 Device 'hops' to get to the Hub. For optimum results, especially if there is a lot of metal, Devices should be either less than 10-20m from the Hub or less than 5m between each other.

The Hub needs to be in as central a location as possible or where there are solid walls, multiple Hubs would be better than designing a ZigBee network with multiple hops. The distance between Devices and the Hub will need to be closer if the wall or ceiling between them are composed of solid material.

In particular placing AOne Devices on top or near to metal can reduce their Zigbee signal strength by at least 20%. A Zigbee system will perform better in a large open space where the signals are not being impeded.

When using a Zigbee network with 'hops' any Device that is switched off due to a manual switch will potentially break some of the Zigbee network and routing so preventing Devices from working.

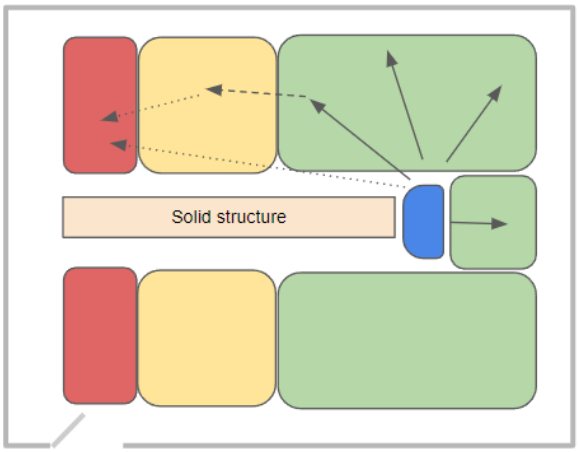


Key: ZB Signal strength Good Poor None

The number of Wifi networks in the same space will also reduce the performance of the ZigBee network and may require less distances between Devices and the Hub.

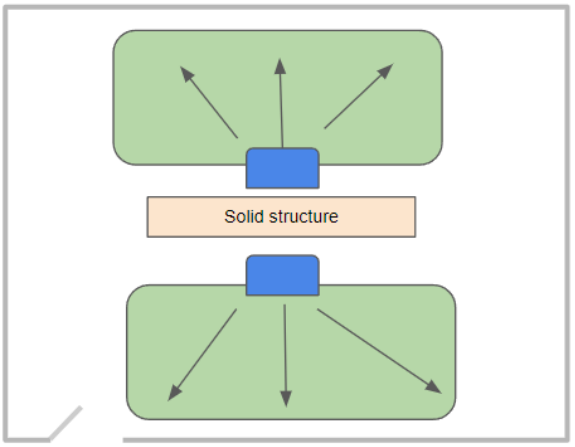
- The signal from the Hub will be stopped by the solid structure
- Green area indicates a good ZB signal
- As the distance from the Hub increases the ZB signal will decrease and fall below an acceptable level as in the yellow area

Hub location is important



If a space is large some devices furthest from the hub may not work due to a weak signal.

- The Zigbee signal has to be above a certain level to perform consistently.
- Zigbee hops will work better if there is no interference from other systems.



Sometimes more hubs are better than one.

- This layout can create a better performing experience for the end user
- Gives flexibility in the different areas

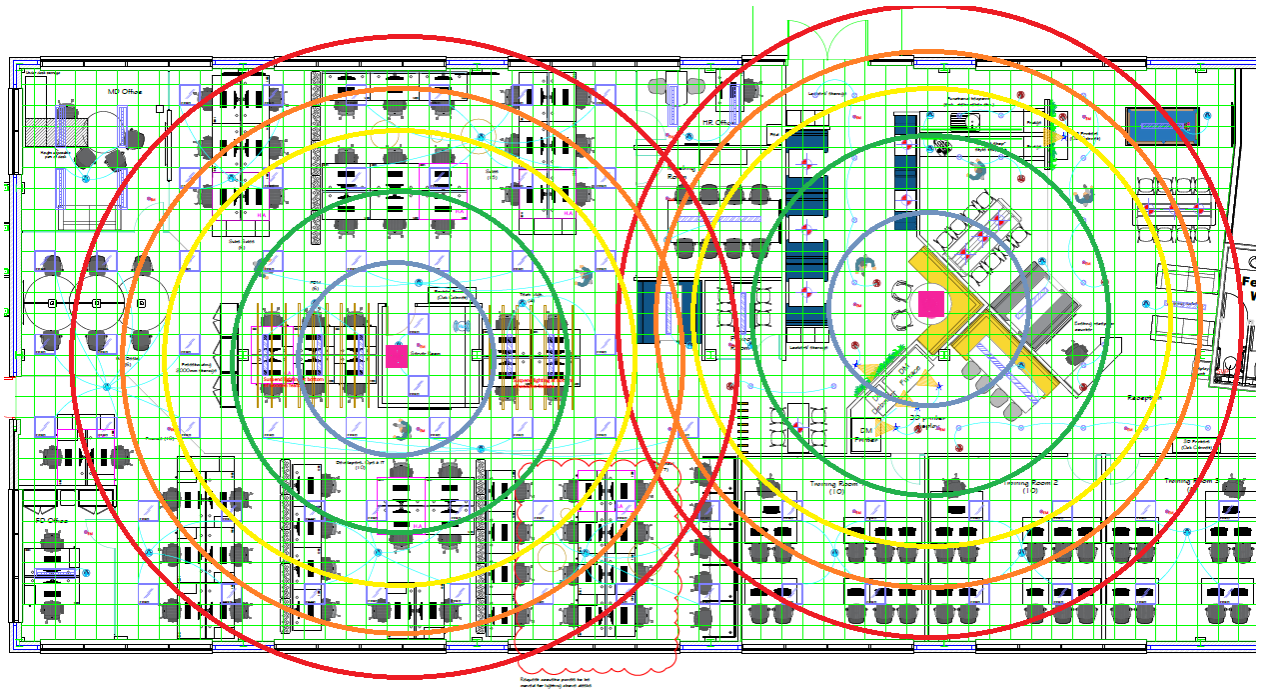
Mesh Guide
To help understand how the mesh works, detailed in the image below are the signal boundaries:

Hub
-60 to -69 - **Blue** - Good
-70 to -79 - **Green** - Acceptable
-80 to -89 - **Yellow** - Poor
-90 to -99 - **Orange** - Bad
<-100 - **Red** - Difficult

However, do be aware that there are many external factors that will affect the performance of the overall system such as Phones, High Powered Speakers, Wall Amount & Thickness, Building structure, Spacing of Devices & other Internet Connected Devices.

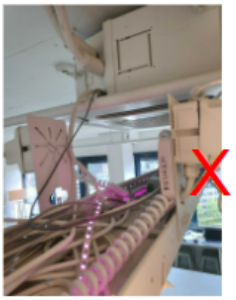
Remember, every device is competing for signal and will attempt to “talk” over one another.

Even a Mesh Test might have different results as the signal fluctuates constantly. But it is a very good way to gauge what is going on.



Cable Trays

In commercial buildings a site visit is strongly recommended!



1. If a building uses metal cable trays then this will impact the ZB signal strength at each device.
   A loss of > 20% in signal strength (-15dB).

2. Place AOne controllers as close to the hub as possible and run longer cables out to the products.

3. If the AOne hub has to sit on the cable tray, place it vertically and not flat on the tray.

4. Though be careful not to crowd too many devices into a small area as this can have a detrimental impact on the stability of the ZB network.

5. Where AOne controllers are placed in a metal tray try and cable them somewhere away/above the cable tray.

6. Don't place AOne controllers on top of LED drivers as this can have a worse effect than the cable tray as the driver will be generating an electromagnetic field encompassing the controller.

7. Use more cable between the AOne controller and the driver and at least more than 30cm apart.

8. Avoid placing relays or controllers next to power sockets as this causes interference.

9. Be prepared to use multiple hubs so that performance is not impacted by concrete structures or solid walls.
   Try to avoid placing them near these solid structures and instead allow for more open space between the Hubs and structures.

Multiple Wi-Fi networks will also generate more interference with the AOne hub and may need technical advice from the technical team to choose the most efficient ZB channel.

Usability

System/App

Refrain from trying to control the whole System at once!

Instead create multiple Spaces and have Switches/Remotes control each Space, rather than 1 Switch controlling all Devices.

Rather than having a Schedule for a whole house (especially larger Systems), create a Schedule per group of Devices and space them out within a 10-15 minute timeframe so the System is not overloaded.

We recommend creating Spaces/Groups with around 10-20 Devices maximum if possible.
This will mean having a System that can handle larger groups of Devices but can also have a high performance.

Limits

If nearing the Device limit on a Hub, it would be better to split the System into multiple Hubs.
This way the System won't be overloaded and will be less likely to experience performance issues.

Device

Device performance is based on the performance of the entire System.
This means that if some Devices in a Space have poor Signal/Connection, the rest of the Space will also perform in a similar fashion.
Battery/Kinetic operated Devices will seem to not work or appear to be slow when using them if the above applies.

Phone

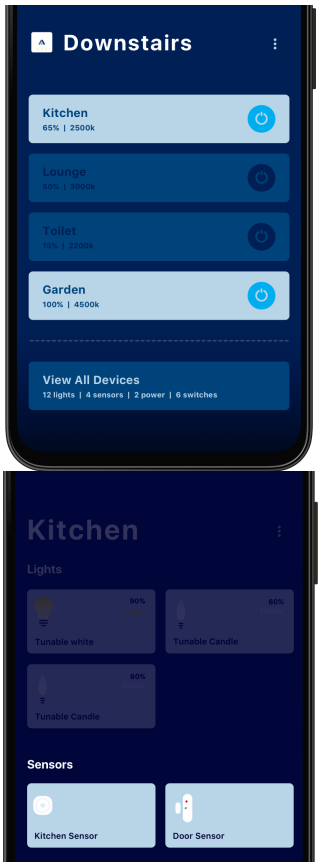
Older Phones that may not be up to date or are already experiencing slow performance in general may also experience issues when using the AOne App.
We recommend using Phones/Tablets that are no more than 5 years old if possible, to be able to have adequate App performance.

Internet

Internet quality also plays a large role in performance so ensure you have a strong WiFi connection or Mobile Data Signal.
Ensure the Hub also has a high speed internet connection and that the connection is stable.

Aone App (UI3)

Getting Started with the AOne Zigbee App



Welcome to the new AOne App

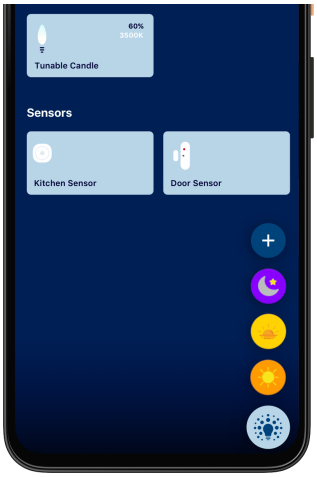
Your smart home Devices, Scenes and Schedules are now organised around smart lighting Spaces

Use Scenes and Schedules to change your lighting Spaces throughout the day to suit your needs

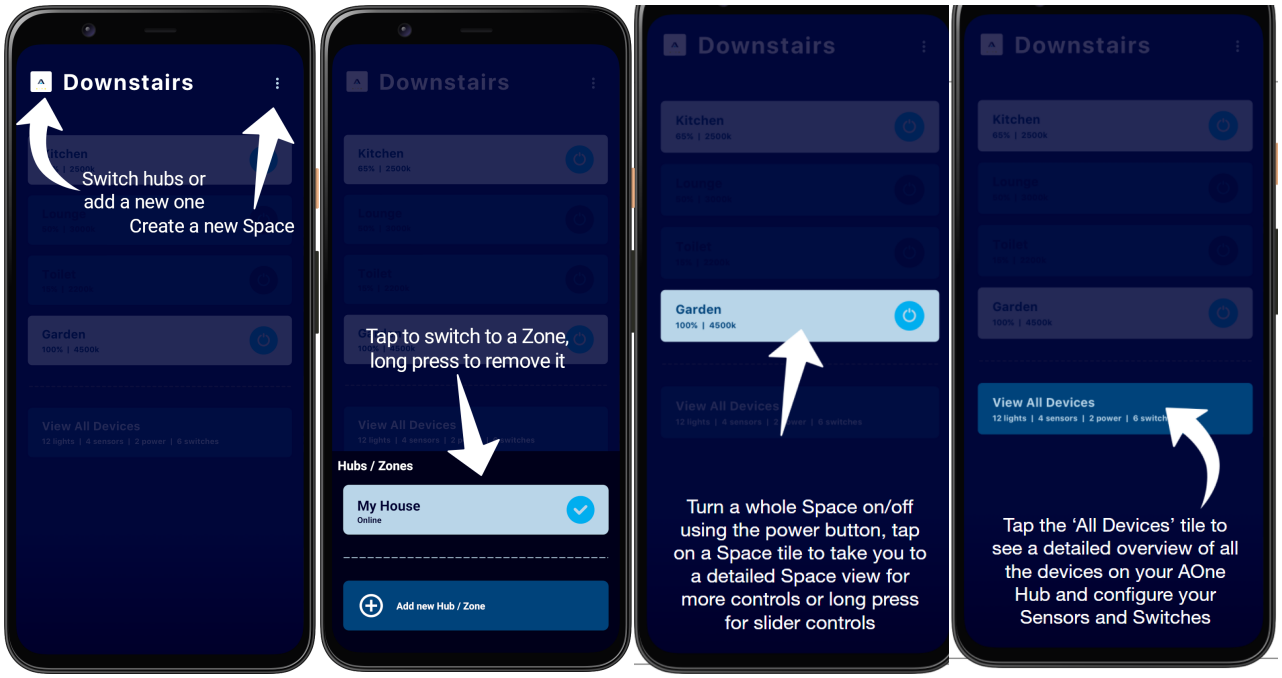
Or jump into the Space view to control individual Devices and tweak levels

You can now use motion sensors to activate different Scenes throughout the day

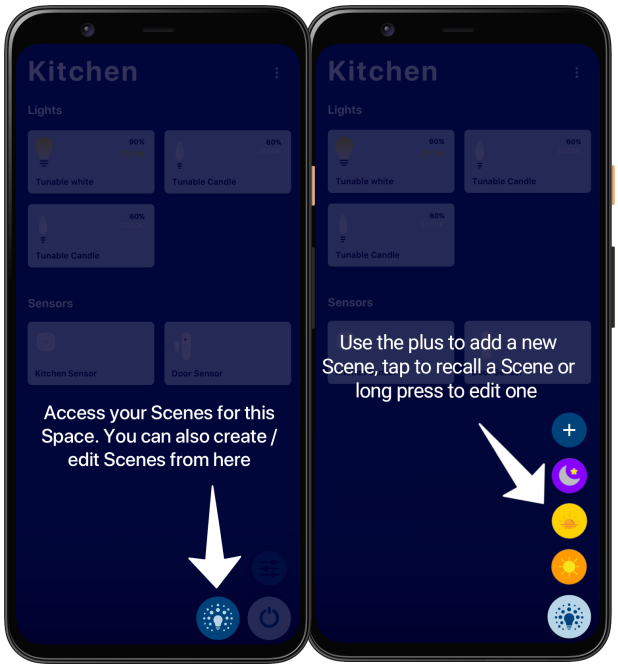
Why not create a cool, bright Scene for the morning to wake you up, and a warm, dimmed Scene for the evening to help you relax



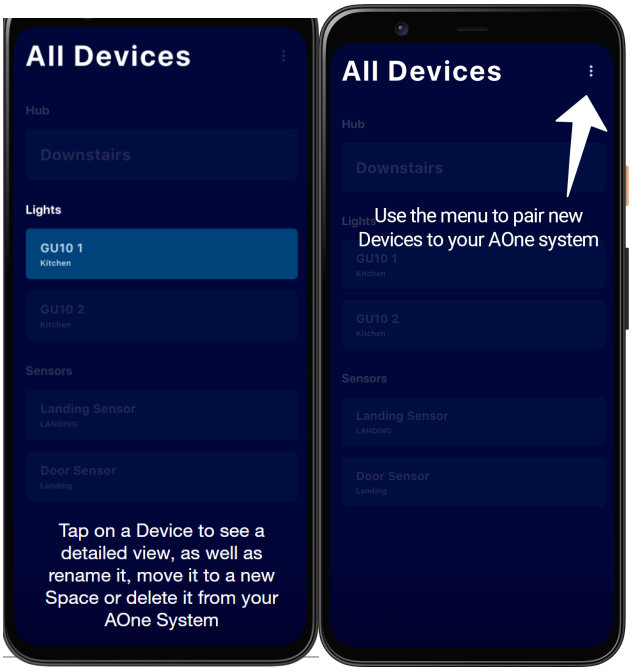
Main Menu Tutorial



Spaces Tutorial



All Devices Tutorial

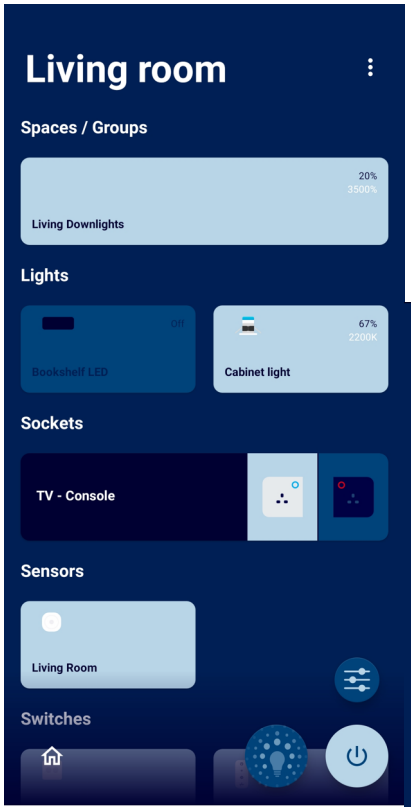


What is a Space

A Space should be considered to be one of your Rooms, for example Living Room.
This Space should then contain all the Smart Devices found in the Living Room.

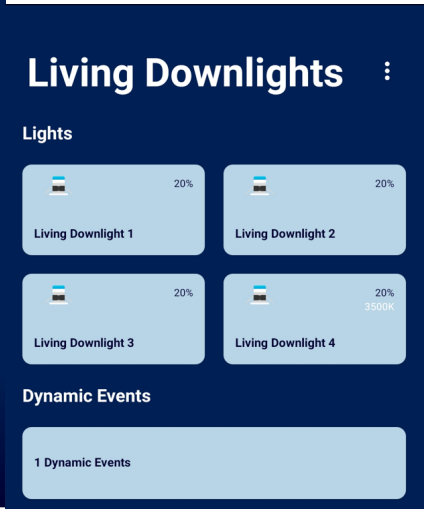
Do be aware that Devices can only be a part of 1 Space or Group at once.

What is a Nested Space/Group



While Devices can only be in 1 Space/Group, you can nest Spaces and Groups in other Spaces/Groups.

For example you can have your Living Room Downlights in the Downlights Group and nest that inside your Living Room Space along with the other devices in your Living Room.



This allows you to turn On/Off a group of Devices quickly without affecting the rest of the Devices within the Space.

The nested Space/Group will still be controlled by the current Space they are a part of, as would the rest of the Devices.

How to create a Space

1. On the Main Menu, tap the 3 dots ⋮
2. Tap Create new Space / Group
3. Select from the pre-named section or create a Custom Name
4. Tap Save when done
5. You will now see your newly created Spaces

What is a Group

A group is a smaller selection of Smart Devices within a Space, for example Living Room Downlights. This provides you with a quick solution to control only a specific Group of Devices within a Space instead of controlling the whole Space or individual Devices.

How to create & manage Groups

Create

1. On the Main Menu, tap the 3 dots ⋮
2. Tap Create new Space / Group
3. Create a Custom Name
4. Tap the Create as Group button
5. Tap Save when done
6. Your Group is now created

Manage

1. Go into the Space you wish to add the Group to
2. Tap the 3 dots ⋮
3. Select Manage Spaces / Groups
4. Choose the Group/s you wish to add
5. Press Save

Pairing Instructions

Does pairing require moving the AOne Devices closer to the Hub?

You can pair AOne Devices within their operating range (around 5 metres) and the Hub's operating range (10-20 metres) , depending on physical obstructions and other external factors.
We recommend pairing products whilst they are installed in their final position.
For more information on placement please check the Smart Installer Program section.

How to pair a Device

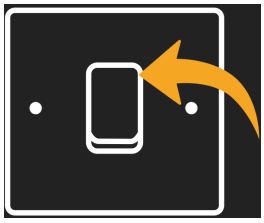
1. Go to Set up Devices
2. Tap the 3 dots ⋮
3. Tap Pair New Devices
4. Follow the pairing instructions for your Device (found in the Pairing Instructions section)

In the Pairing Screen, you can also rename the Device and even set it to a specific Space if you have one set up.

Lights

AOne Controller

Pairing your AOne Controller:



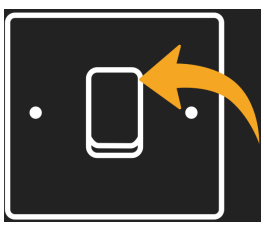
Step 1: Switch your lights off and on 6 times at the mains, allowing a one second pause between clicks.

Your lights should flash twice to signal the AOne Controller is in pairing mode. Once paired they will flash a third time to indicate that pairing has been successful.
If not, repeat the process.

Alternatively, follow steps 2 and 3.
Step 2: Press the button on the side of the AOne Controller for 3 seconds and then release. The connected lights should flash twice to signal it is in pairing mode. Once paired they will flash a third time to indicate that pairing has been successful.

Step 3: Return to the pairing screen to confirm the AOne Controller has been paired to your Hub.

Lamp



Switch your lights off and on 6 times at the mains, allowing a one second pause between clicks.
Your lamp should flash twice to signal it is in pairing mode. Once paired they will flash a third time to indicate that pairing has been successful.
If not, repeat the process.

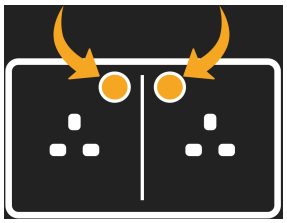
Power

Smart Relay

Pairing your Relay:

Press and hold down the power button for approximately 15 seconds. The red light will begin flashing repeatedly every second.
(NB: The red light will flash once after 5 seconds, twice after 10 seconds and then repeatedly after 15 seconds)

Double Socket

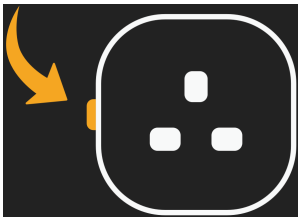


Pairing your Socket:

Press and hold down either of the buttons for approximately 10 seconds. The LED ring around the buttons will begin flashing repeatedly.

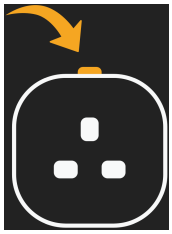
Plug in Adaptor

Pairing your Smart Plug:



Press and hold down the power button for approximately 15 seconds. The red light will begin flashing repeatedly every second.

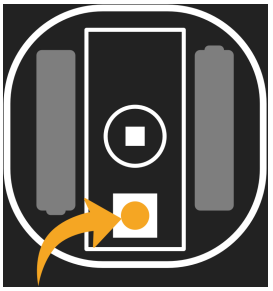
(NB: The red light will flash once after 5 seconds, twice after 10 seconds and then repeatedly after 15 seconds)



Pairing your V2 Smart Plug:
Press and hold down the power button for approximately 6 seconds. The light will rapidly flash red and will start flashing blue after the button has been released.

Sensors

Motion Sensor

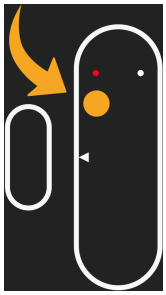


Pairing your Motion Sensor:

Press and hold down the power button for approximately 15 seconds. The red light will begin flashing repeatedly every second.

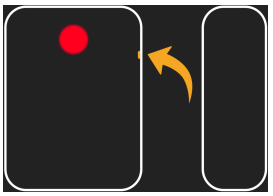
(NB: The red light will flash once after 5 seconds, twice after 10 seconds and then repeatedly after 15 seconds)

Door/Window Sensor



Pairing your Door / Window Sensor:

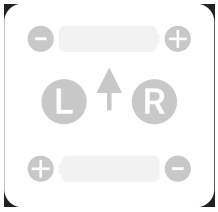
Press and hold down the power button for approximately 15 seconds. The red light will begin flashing repeatedly every second.
(NB: The red light will flash once after 5 seconds, twice after 10 seconds and then repeatedly after 15 seconds)



Pairing your V2 Door / Window Sensor:
Using a paper clip, or similar, press and hold down the reset button for approximately 4 seconds. The red light will begin rapidly flashing.

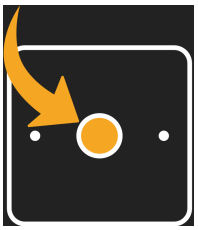
Switches

Battery Dimmer



Pairing your Battery Dimmer:
Installation note: To make sure that your Battery Dimmer is installed correctly remove the faceplate and check the arrow is pointing upwards.

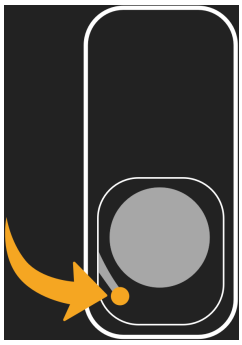
Pairing Mode:



To put the Device into pairing mode hold the rotary knob for 6 seconds. When the Dimmer has entered pairing mode the red LED will flash continuously. The red LED will remain fully on for 4 seconds to signify it has successfully paired to your Hub.

Battery Remote

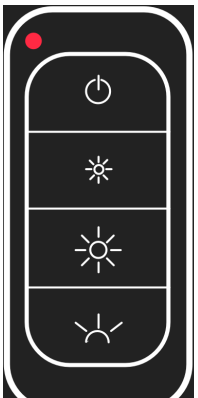
Pairing your Battery Remote:



Step 1: Remove the battery cover from the back of the Remote and insert the battery.

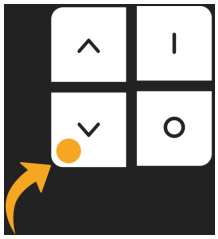
Step 2: Press and hold the pairing buttons besides the battery for 3 seconds and then release.

Step 3: A periodic flash will confirm the Remote is searching for a Hub. A constant red light indicates the Remote is successfully paired.



Kinetic Switch

Pairing your Switch:



Step 1: Press and hold the bottom left button for 10 seconds, then release.

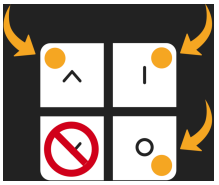
Step 2: Press and immediately release the bottom left button once.

Step 3: Press and hold the bottom left button for 10 seconds, then release.

Step 4: Press and release (number stated on the App screen) times.

Stop pressing!

To store the channel, simply press one of the other 3 buttons on the switch.



Wired Rotary Dimmer

Pairing your Rotary Dimmer:
Press and hold down the rotary dimmer for approximately 10 seconds. The LED ring around the dimmer will begin flashing repeatedly.

How to rename Devices

You can rename Devices in the Pairing Screen once they have paired and are showing in the App. Simply tap on the Device, change the name and press Save.

If you wish to rename a Device at a later date:

1. From the Main Page, go to the Set up Devices section in the App
2. Tap on the Device you want to rename
3. Tap Identify to know which Device you are currently controlling if needed (The Device / the Light wired to it will flash several times)
4. You can then change the name in "Name" Section
5. You can also select the Space it is a part of in the "Space" Section
6. Lastly you can modify settings specific to that Device if applicable
7. Press Save once you are satisfied with the Settings

How to configure the PIR Motion Sensor Events

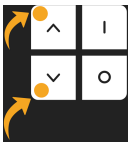
1. Go to Set up Devices
2. Tap the Motion Sensor you want to set up under the Sensors category
3. Under Motion Sensor Events tap Add new Event
4. Select a target Space that the Sensor will control
5. In the Select a Target menu, choose one of the 3 options
   (Scene / This Space / Device in this Space) - in reference to what you want the Sensor to control (turn on/off) then tap Save
6. If you have chosen Scene in the above menu, go to the Select Scene menu and make your choice then press Save
   If you have chosen This Space proceed to the next step
   If you have chosen Device in this Space, select the Device you want to control then press Save
7. Set Timeout - turn lights off after a specified amount of time (0 minutes 0 seconds for never) between 1 second and 60 minutes
   The timeout is the amount of time since motion was last detected before the lights turn off
8. Set time constraints for the Event (you can choose All day or between two times, with the choice of Sunrise/Sunset) then press Save
   This lets you create a timeline of events for your Sensor
   Choosing Sunrise/Sunset for the first time will require you to allow the App to gather your Location (check the Sunrise Sunset section in General Information)
9. Set day for Event
   (Everyday/ Weekdays / Weekends / One specific day Monday-Sunday) then press Save
10. Set the daylight sensitivity for motion detection (the Motion Sensor can detect the amount amount of light in the vicinity, measured in Lux) by moving the Lux slider to your desired value (the higher the slider value the more likely it is for the Sensor to be triggered) then press Save
    If slider is at the top the Motion Sensor will always be triggered (Blue Slider - Any motion will always activate the lights)
    If slider is Green - Based on the current level of light any detected motion will activate the lights
    If slider is Red - Based on the current level of light any detected motion won't activate the lights
11. Once you are happy with your settings finalise the Event and enable it by pressing Save
12. The Event will now appear in the Motion Sensor Events section
13. By tapping the Event you can disable/enable it at any point
14. By holding on the Event or pressing the 3 dots ⋮, you can modify the settings for the Event or Delete it
15. Press Save once you are happy with your Motion Sensor settings to go back to the All Devices page

The way the Sensor works is when there is motion, the Sensor's alarm goes true. After 30 seconds of no motion detected the Sensor's alarm goes false which starts the timeout. If motion is detected the timer will reset and the process above will begin again.

How to configure the Door/Window Sensor

1. Go to Set up Devices
2. Tap the Aurora Door Sensor you want to set up under the Sensors category
3. Under door Sensor Events tap Add new Event
4. Select a target Space that the Sensor will control
5. In the Select a Target menu, choose one of the 3 options
   (Scene / This Space / Device in this Space) - in reference to what you want the Sensor to control (turn on/off) then tap Save
   If you have chosen Scene in the above menu, go to the Select Scene menu and make your choice then press Save
   If you have chosen This Space proceed to the next step
   If you have chosen Device in this Space, select the Device you want to control then press Save
6. Select the Trigger
   (Open - when the magnet is moved away from the Sensor)
   (Close - when the magnet is besides the Sensor) then press Save
7. If you have selected the Space or a Device in this Space as a Target, select the Event
   (On - turns Space / Device on)
   (Off - turns Space / Device off) then press Save
8. Set Timeout - turn lights off after a specified amount of time (0 minutes 0 seconds for never) between 1 second and 60 minutes then press Save
   Sensor state (Open/Close) must not be changed for the Timeout amount of time
9. Set time constraints for the Event (you can choose All day or between two times, with the choice of Sunrise/Sunset) then press Save
   Choosing Sunrise/Sunset for the first time will require you to allow the App to gather your Location (check the Sunrise Sunset section in General Information)
10. Set day for Event
    (Everyday/ Weekdays / Weekends / One specific day Monday-Sunday) then press Save
11. Once you are happy with your settings finalise the Event and enable it by pressing Save
12. The Event will now appear in the Door/Window Sensor Events section
13. By tapping the Event you can disable/enable it at any point
14. By holding on the Event or pressing the 3 dots ⋮, you can modify the settings for the Event or Delete it
15. Press Save once you are happy with your Door Sensor settings to go back to the All Devices page

How to configure the Kinetic Switch



1. Go to Set up Devices
2. Tap the AOne Kinetic Controller you want to set up under the Switches category
3. Assign functionality of the UP / DOWN buttons
   (Cycle Scenes ; Step colour temperature up / down ; Step brightness up / down) then press Save
   Functionality options depend on the type of Devices in the Space you are controlling
4. You can also Assign secondary mode functionality
   (Cycle Scenes ; Step colour temperature up / down ; Step brightness up / down) then press Save
   Secondary mode refers to the functionality of pressing both the top two (Up & ON) buttons or the bottom two(Down & OFF) buttons together
5. Press Save once you are happy with your Kinetic Controller settings to go back to the All Devices page

How to configure the Battery Remote

1. Go to Set up Devices
2. Tap the Remote you want to set up under the Switches category
3. Select a Device to control or the Entire Space
4. Set the Recall Button functionality
5. (Cycle Scenes ; Step colour temperature up / down ; Set to 50%) then press Save
   Functionality options depend on the choice of Entire Space or Device
6. Press Save once you are happy with your Remote settings to go back to the All Devices page

How to configure the Battery Rotary Dimmer

Single Gang Dimmer

1. Go to Set up Devices
2. Tap the Aurora Battery Dimmer Single Knob you want to set up under the Switches category
3. Select a Space for the Dimmer to control then press Save
4. Choose the Secondary Mode function
   (None / Cycle through colour temperature / Cycle between 20 predefined colour / Cycle Scenes) then press Save
   Functionality options depend on the Devices in the Space
5. Press Save once you are happy with your Single Battery Dimmer settings to go back to the All Devices page

Dual Gang Dimmer

1. Go to Set up Devices
2. Tap the Aurora Battery Dimmer Single Knob you want to set up under the Switches category
3. Select a Target Space for the Left Dimmer Knob to control then press Save
4. Choose the Secondary Mode function
   (None / Colour temperature (cool to warm) / Select from 20 predefined colour / Trigger your Scenes) then press Save
   Functionality options depend on the Devices in the Space
6. Select a Target Space for the Right Dimmer Knob to control then press Save
7. Choose the Secondary Mode function
   (None / Colour temperature (cool to warm) / Select from 20 predefined colour / Trigger your Scenes) then press Save
   Functionality options depend on the Devices in the Space
5. Press Save once you are happy with your Dual Battery Dimmer settings to go back to the All Devices page

Secondary Mode Information

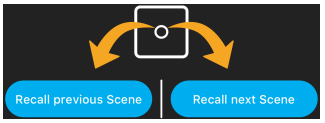
Secondary Mode:
Once set up in the App, to access this mode, PRESS and HOLD the Dimmer knob for 1 second (the red LED will light up momentarily). You can now adjust the feature by twisting the knob CLOCKWISE or ANTI-CLOCKWISE.

To return to Dimmer mode, PRESS and HOLD again for 1 second. Alternatively, the Dimmer will automatically return to Dimmer mode after 15 seconds of inactivity.

Colour Tuning Mode:
In Colour Tuning mode, rotating the Dimmer clockwise will cool the colour temperature and anti-clockwise will warm the colour temperature.

Colour Mode:
Once in RGB mode you can select one of 20 preset colours by rotating the dimmer clockwise and anti-clockwise.

Scene Cycling Mode:
In Scene cycling mode, turning the knob clockwise will recall the next Scene available for the associated Space, and turning anti-clockwise will recall the previous Scene.

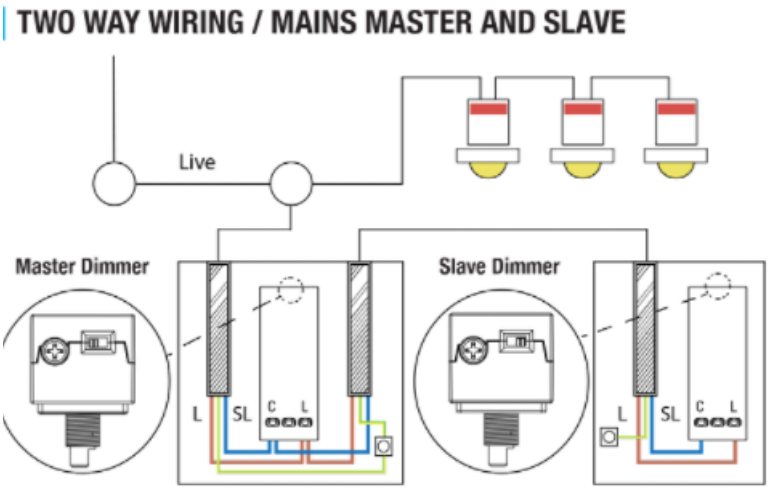


Battery Life Notification
When the batteries in your dimmer are reaching the end of their life the LED will flash once every 10 minutes.

How to configure 2-Way Dimming (Slave Mode) for the Rotary Dimmer

1. Ensure the Master Dimmer is paired and working
2. Ensure the Slave Dimmer has been wired correctly as per the below instructions and set to Slave mode using the Dipswitch on the module itself before it's powered on
3. Go to Set up Devices
4. Tap the Aurora Wall Dimmer (control) you want to set up under the Switches category
5. Select the Master Dimmer(inline) you want to pair the Slave Dimmer to and then press Save
6. Press Save once you are happy with your Rotary Dimmer settings to go back to the All Devices page

2-Way lighting circuits have two switches controlling the same lights from two different locations. This is commonly used at the top and bottom of staircases or at the entry and exit doors to a room.



For 2-way switching applications BOTH existing switches/dimmers must be replaced with Aurora Zigbee Smart Rotary Dimmers.

Remove one of the existing switches, taking note of the wiring.

Ensure that the Live (Brown or Red) wire is inserted into the terminal marked L and the Switched Live (Blue or Black, to your lights) is inserted into the C terminal.

How to remove a paired Device

1. Go to Set up Devices
2. Find the Device you want to remove from the Hub
3. Tap the Delete button
4. Tap Yes if you are sure you want to delete the Device
5. The Devices should disappear from the App shortly indicating it has been removed

- As soon as you delete a Device, it will no longer be controllable by the AOne App (AOne Hub). However, as soon as you (re-)discover Devices and pair them again, they will be available in your AOne App again.

What is a Scene

A Scene is a collection of specific settings for a Space that can be recalled at the tap of a button, for example (All Downlights 25% Brightness) or (Half of Downlights 100% Brightness & Half Downlights off).
You have the option of setting the Power State (On/Off), Brightness, Colour Temperature (Warm White - Cool White) and Colour (From Colour Wheel).

How to configure a Scene

1. Go into the Space you want to create a Scene
2. Either set up your Space the way you want the Scene to be, or
3. Tap the Scene icon and you will be taken to the Scene creation menu
   Alternatively, tap the 3 dots ⋮ and select Create Scene
4. Enter the name you wish
5. Tap the Scene icon on the left to Style your button by choosing your colour and icon and press Save
6. Set up your Devices by choosing Colours, Brightness and power state (on/off), either individually for each Device or by using the Levels button for the whole group of Devices
7. When happy press the Green Tick / Save button to go back to your Space

You can always edit the Scene at a later time if you want to modify the settings.
Press and hold the Scene you wish to edit and once you are happy with the new settings press the Green Tick / Save button to go back to your Space.

What is a Schedule Event

This is an Event where a Space/Device is turned On/Off or where a Scene is activated at a Scheduled Time/Day, for example (Turn Living Room Downlights on at 15:30 on Weekdays).

You have the option of activating a Scene or controlling a Space or Device within the Space.
You can activate a Scene on and turn a Space/Device On/Off.
You can set the Schedule to trigger on a specific Day, Weekdays or Weekends and at any time of the day or at Sunrise/Sunset.

How to configure a Schedule Event

1. Go into the Space you want to create a Schedule
2. Tap the 3 dots ⋮
3. Select Create Schedule
4. Press Add new Event
5. In the Select a Target menu, choose one of the 3 options
   (Scene / This Space / Device in this Space) - in reference to what you want the Schedule to control (turn on/off) then tap Save
6. If you have chosen Scene in the above menu, go to the Select Scene menu and make your choice then press Save
   If you have chosen This Space proceed to the next step
   If you have chosen Device in this Space, select the Device you want to control then press Save
7. If you have chosen This Space or Device in this Space, you can choose the Set Event on / off
   If you have selected Scene you can only turn a Scene on
8. Set time for Event (you can choose either a specific time or choose Sunrise/Sunset) then press Save
   Choosing Sunrise/Sunset for the first time will require you to allow the App to gather your Location (check the Sunrise Sunset section in General Information)
9. Set day for Event
   (Everyday/ Weekdays / Weekends / One specific day Monday-Sunday) then press Save
10. Once you are happy with your settings finalise the Schedule and enable it by pressing Save
11. The Schedule will now appear in the Scheduled Events section
12. By tapping the Schedule you can disable/enable it at any point
13. By holding on the Schedule or pressing the 3 dots ⋮, you can modify the settings for the Schedule or Delete it
14. Tap Save to go back to your Space

What is a Dynamic Event

Dynamic Events allow you to create a timeline of Scenes throughout the day, so when you turn the Lights on they'll trigger the Scene you want. For example you can have a bright, cool white Scene during the day, before moving into a warm white Scene for the evening and finally a dim, warm white Scene for at night.

When a Device in this Space is turned on by any means (App, Voice Commands, Remote, Sensor, Post-Powercut), or if the Devices are already on at the start of the Event, it will trigger the Dynamic Event and activate the Scene you have set.

Do be aware that if you modify Devices within this Event and another Device in the Space is turned on, this will override the modifications you have made.

How to configure a Dynamic Event

1. Go into the Space you want to create a Dynamic Event
2. Tap the 3 dots ⋮
3. Select Create a Dynamic Event
4. Press Add new Event
5. Select the Scene you wish to be enabled when the Event triggers
6. Set time constraints for the Event (you can choose All day or between two times, with the choice of Sunrise/Sunset) then press Save
   Choosing Sunrise/Sunset for the first time will require you to allow the App to gather your Location (check the Sunrise Sunset section in General Information)
7. Set day for Event
   (Everyday/ Weekdays / Weekends / One specific day Monday-Sunday) then press Save
8. Once you are happy with your settings finalise the Event and enable it by pressing Save
9. The Event will now appear in the Dynamic Events section
10. By tapping the Event you can disable/enable it at any point
11. By holding on the Event or pressing the 3 dots ⋮, you can modify the settings for the Event or Delete it
12. Tap Save to go back to your Space

User Management

How do I share access to my AOne System with other users?

In order to allow someone to access your AOne system you need to share access to their email.

You can share the access to your Hub with up to 15 Devices.

In the Aurora AOne App, you can use the Share function, found in the Hub's page on the Set up Devices Menu.

Type in the email of the user you wish to share the Hub with and choose whether you want this user to be able to edit the System or not by tapping the "Allow User to edit" button. Once you have decided, press Add User. When this person next logs into their account, they will be able to connect to your Hub.

- Open App
- Tap Set up Devices
- Tap Hub
- Tap Share
- Enter email
- Tap allow User to edit
- Tap Add User
- Wait a few seconds
- The user should now be able to connect to the Hub

To remove a User from being able to have access to your System, tap their email on the Share screen, then tap Remove. Refresh the screen and if their email is gone, you have been successful.

Differences between Control Permissions

There are currently two Access Modes you can set a Shared account or current Phone/Tablet to.

Full Control and Edit Mode

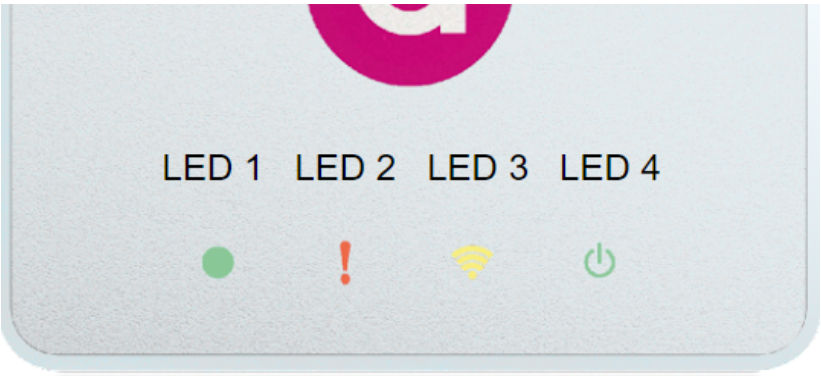
Full Control and Edit Mode allows the user to have the same permissions as the Hub owner.
You cannot remove the Hub from the account.
The user can create/remove/modify Spaces/Schedules/etc and even pair Devices.

Full Control Mode

Full Control Mode only allows the user to control the Spaces and Devices (On/Off, Brightness, Colour) and activate Scenes.
The user cannot modify the Spaces (Name, Devices within Space), Schedules, etc.
This mode is best used for Showrooms or for Children’s bedrooms where limited access is required.

Troubleshooting

What do the LEDs on my Hub mean?



LED 1 (Dot Symbol):
During Bootup the symbol will be off.
Once the wireless handlers are started and ready (has restored persisted device states) it will turn solid ON.
When Scan Mode(pairing mode) is active the symbol will flash (long) every second.
If a Device joins it will indicate this by making 5 short flashes.

LED 2 (! Symbol):
The led will flash to indicate errors.
1 flash when the cloud monitor fails to ping the Server (this could be due to lack of internet, Internet Ports being blocked or a fault with the Server).

LED 3 (Wireless Symbol):
During boot the symbol will be off. It will turn solid ON when a WebSocket is connected.
Regardless of WebSocket connectivity the symbol will flash (short) when API calls are handled.

LED 4 (Power Symbol):
During boot the power symbol will flash. Once the application is started it will turn solid on.

The Hub displays Red Exclamation Mark after Rebooting

ISPs can change firewall requirements at will by means of automated firmware updates to their routers. This can change overnight with no notification required.
BT, TalkTalk, Sky, PlusNet and others are doing this at the moment to combat IPTV streaming devices.

This could have happened weeks, even months ago, but now the Hub has rebooted and tried to initiate a new connection, it has now taken effect for our Hub and now the Ports and Firewall will need to be looked at and opened to allow for a proper connection.

You could still try:
Turn the Hub and Internet Router off
Turn the Router back and and wait for Internet to come back on
Turn the Hub back on and wait for the 2 Green Lights

In Rare cases the following may work:
Turn the Hub and Internet Router off
Turn the Hub back on and wait for the 2 Green Lights
Turn the Router back and and wait for Internet to come back on

Device is Unavailable

A Device shows us Unavailable if it's currently turned off from the mains power supply or if the Hub is encountering difficulties communicating with it due to poor Signal or other external factors impacting the performance of the Hub and Devices.

- Check if the Device is currently powered
- Try Rebooting the Device
- Try Rebooting the Hub
- Try Rebooting the Mesh
- Try removing and pairing the Device again

AOne App crashing on Android Device

Restart your Android Device
The first thing you should do is restart your Device. The processes that may be opened along with the apps that keep running in the background will close after you restart your Device. That way, you will free up the memory that might have been clogged. Your Device will perform smoother. If you notice the apps keep crashing or freezing after the reboot, move to other solutions.

To restart your Device, press and hold the Power button. When the menu appears, tap Restart or Power off and Restart.

Update your apps
App engineers are giving their best to deliver a great experience to the users, which is why they are constantly working on improvements. If users complain about the issue, including freezing and crashing, developers will fix it with an update. That is why it is essential to regularly update all your apps or at least the ones you use daily.

1. Open Google Play App
2. Tap on three horizontal lines to open the menu
3. Next, tap on My Apps & Games
4. You can tap Update all, or go through the apps and update only the ones you want.

Internet connection
Poor and sluggish Internet connection can force an app to crash or freeze. Some apps work great when the Internet connection is stable and strong, for instance, when you are connected to a home or office Wi-Fi. But if you are using an app when connected to Wi-Fi and switch to 3G, the app may freeze or crash. When you want to switch the network, close the app first. That way you will avoid crashing. If you are currently experiencing Wi-Fi issues and your connection is slow, try the following:

1. Toggle Wi-Fi and the Airplane Mode
2. Turn off Bluetooth
3. Restart your Android Device and your router
4. Connect to another network.

AOne App crashing on iPhone

Sometimes the simplest solution to resolve a crashing application in iOS is to quit the app and then relaunch it. The idea behind this is that you'll clear the app from memory and allow for a clean launch.

1. Double-click on the Home button to bring up the multitasking screen
2. Locate the application you wish to quit, then swipe up on the app to quit out of it
3. Hit the Home button to return to the Home Screen of iOS, then tap the app icon to re-open it again
4. Another approach for app crashing issues is to try to force reboot the iPhone or iPad by holding down the Power button and Home button until the Device flashes the Apple logo. Then let it boot back up and try to use the app again.

Keeping apps updated is also vital to maintaining application stability and the reason is quite simple: developers identify bugs within their apps, fix them, and then push an update to the app.

1. Open the App Store and go to the "Updates" tab
2. Install any updates available to the application which is exhibiting crashing problems or bugs
3. Relaunch the freshly updated app
4. You can also try to delete the crashing app and then reinstall it. Reinstalling apps you will dump app cache at the same time and those caches can sometimes be the cause of the app crashing in the first place.

Updating iOS to the latest version is another way you can resolve apps crashing issues and this combined with installing the latest version of an app is usually the be-all-end-all solution to a problematic app experience. Be sure to back up the iOS Device before you update iOS.

1. Backup the iPhone, iPad, or iPod touch to iCloud or iTunes – don't skip this
2. Open "Settings" > "General" > and go to "Software Update"
3. Choose "Download & Install" and let the entire iOS updating process complete

Failed to check for Update Error

If you ever encounter this issue after opening the App, try the following:

- Fully close and restart the App.
- Reinstall the App
- Reboot the Hub
- Check your Internet connection

How to Reboot Hub

1. Turn off Hub by unplugging both cables
2. Wait 1 Minute
3. Turn on Hub by plugging the Ethernet, then the power cable back in first and wait for 2 Green Lights

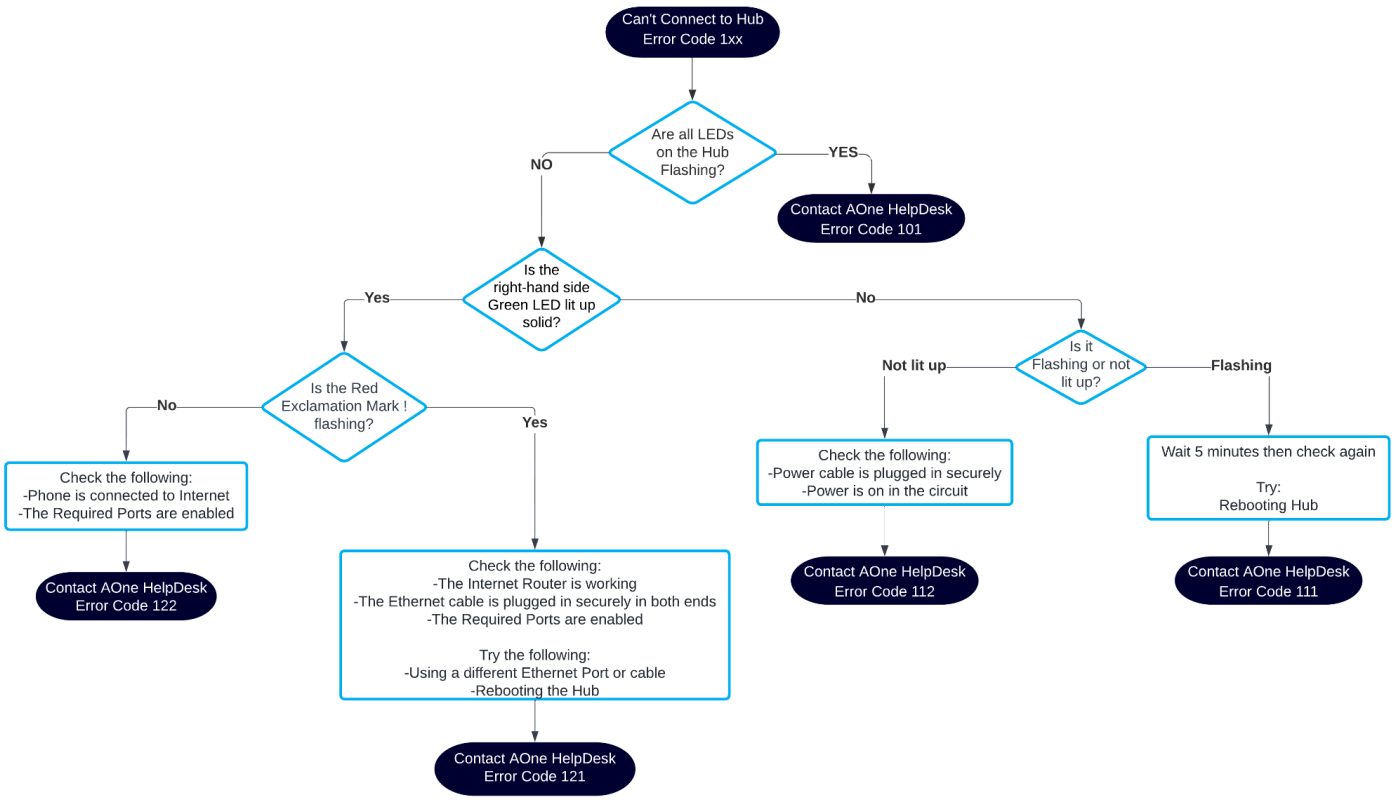
How to Reboot ZigBee Mesh

1. Turn off Hub by unplugging both cables
2. Turn off Devices from the Mains
3. Turn on Hub by plugging the Ethernet cable first, then the Power cable and wait for 2 Green Lights
4. Starting from the closest Device to the Hub, proceed to turn on Devices one by one if possible, otherwise circuit by circuit
5. Proceed until you have turned on the last/farthest away Device

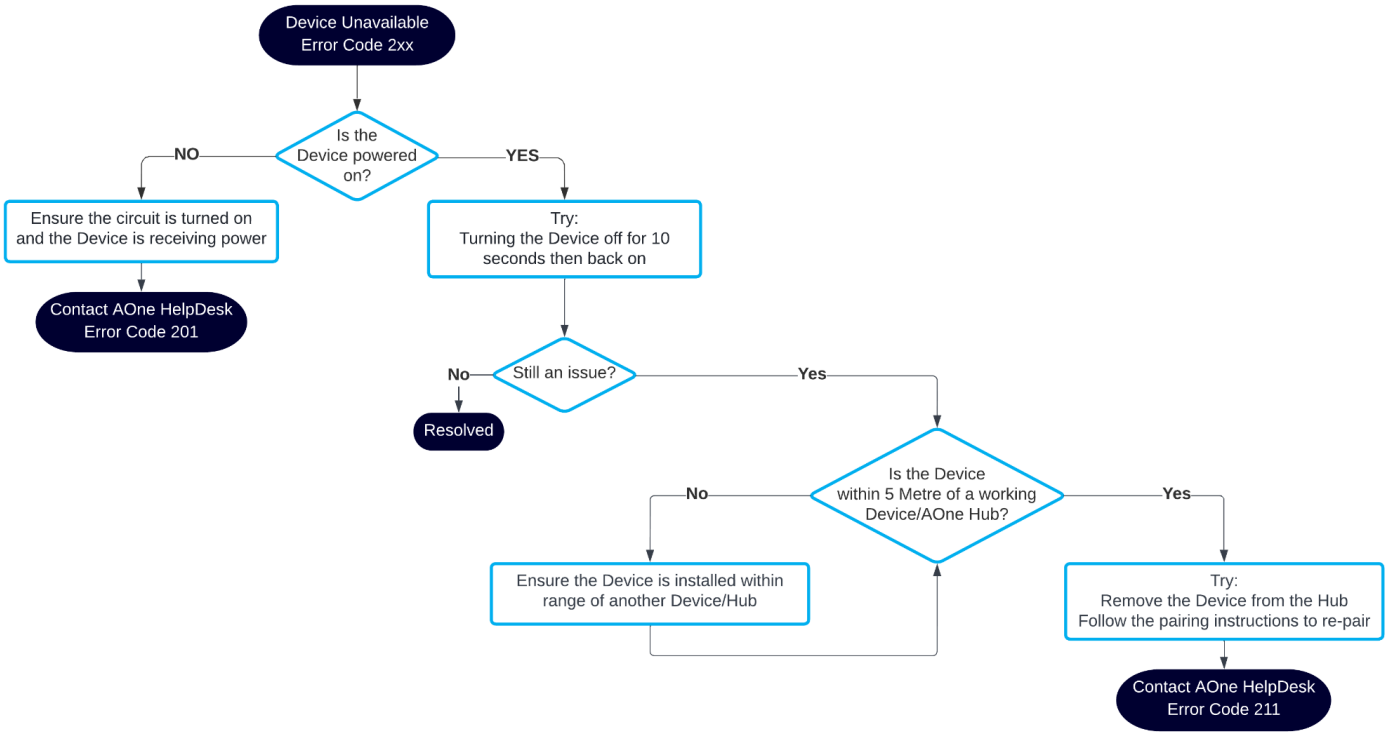
How to Reset Amazon Alexa / Google Home Skills

You can either simply remove then re-install the Aurora AOne Skill which will resolve most issues, otherwise you can try Rebooting the Hub or Mesh whilst the Skill is removed then installing it again.

Can’t Connect to Hub (Step-by-Step Flowchart)



Device is Unavailable (Step-by-Step Flowchart)



All lights on Hub flashing

If all 4 LEDs on the front of the Hub are flashing, it indicates that the Hub's Power Supply cable has failed.

This may be due to a number of reasons such as issues with the circuit, heat or general failure.

To resolve this you will need to replace the Power Supply cable.
If you are within your Warranty Period(1 Year) we can replace it for you.
Otherwise you may have to source one.

The specification required for the Power Supply are:
AC 100-240V to DC 5V 2A Power Supply Adapter
DC Connector Jack

How to set up a Rotary Dimmer in Slave mode on Samsung SmartThings

Slave mode is not officially supported on Samsung SmartThings.
You can however try the below:
Go to the following website (Samsung SmartThings IDE) and login using your account details:
https://graph.api.smartthings.com/

1. Click My Locations
2. Click Devices
3. Click on the Slave Dimmer
4. Scroll to the bottom
5. Click the Edit button in the bottom left
6. In Type* choose Zigbee Switch
7. Click Update

Add a Routine:

1. Open the SmartThings App
2. Go to Automations
3. Tap the +
4. Add Routine
5. Scroll down and tap Smart Lighting
6. Tap New Lighting Automation
7. Which Devices do you want to control? - Choose the Master Dimmer
8. What do you want to do? - Choose Mirror Behaviour
9. Mirror which switch? - Choose Slave Dimmer
10. Tap Next and name your Automation if you wish to.

Add a second Routine:

1. Scroll down and tap Smart Lighting
2. Tap New Lighting Automation
3. Which Devices do you want to control? - Choose the Slave Dimmer
4. What do you want to do? - Choose Mirror Behaviour
5. Mirror which switch? - Choose Master Dimmer
6. Tap Next and name your Automation if you wish to.

Tap Done when finished

Try the Master and Slave Dimmers

How do I contact AOne customer support?

If you need any further help or have any questions, please email us at aone.help@auroralighting.com, raise a support ticket on Zendesk, via the AOne App.