



# SmartDHOME MyVirtuoso Home system User Manual

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**SmartDHOME**

SmartDHOME MyVirtuoso Home system



## Product Information: MyVirtuoso Home System

MyVirtuoso Home is a wireless smart home system that allows you to manage your home and consumption remotely. With this system, you can control your home appliances, lighting, and heating from your smartphone or tablet. You can also monitor your energy consumption and receive alerts when you exceed your preset limits.

## Technical Specifications

- Wireless technology: Wi-Fi, Zigbee
- Compatible operating systems: iOS, Android
- Power supply: AC 110-220V
- Dimensions: 150 x 150 x 30 mm
- Weight: 500g

## Why choose MyVirtuoso Home?

MyVirtuoso Home offers a convenient and easy-to-use solution for managing your home and reducing your energy consumption. With its wireless connectivity and intuitive interface, you can control your home from anywhere and at any time. Additionally, MyVirtuoso Home is designed to be safe and reliable, with built-in safety features and constant monitoring of your home environment.

## General Safety Rules

Before using this device, certain precautions must be taken to reduce the risk of fire and personal injury. Please follow these safety rules:

- Read all instructions carefully and follow all precautions contained in this manual.
- All direct connections to the mains conductors must be made by trained and authorized technical personnel.
- Pay attention to any danger indications placed on the device or contained in this manual highlighted with the symbol.
- Disconnect the device from the power supply or battery charger before cleaning it. For cleaning, do not use detergents but only a damp cloth.
- Do not use the device in gas-saturated environments.

- Do not place the device near heat sources.
- Use only the original EcoDHOME accessories supplied by SmartDHOME.
- Do not place the connection and/or power cables under heavy objects, avoid paths near sharp or abrasive objects, prevent people from walking on them.
- Keep out of reach of children.
- Do not carry out any maintenance on the device but always contact the assistance network.
- Contact the service network if one or more of the following conditions occur on the product and/or an accessory (supplied or optional):
  - If the product has come into contact with water or liquid substances.
  - If the product has suffered obvious damage to the container.
  - If the product does not provide performance conforming to its characteristics.
  - If the product has undergone a noticeable degradation in performance.
  - If the power cord is damaged.

## **Intended Use**

This device is intended for use as a wireless smart home system for managing your home and consumption remotely. It is not intended for any other purpose.

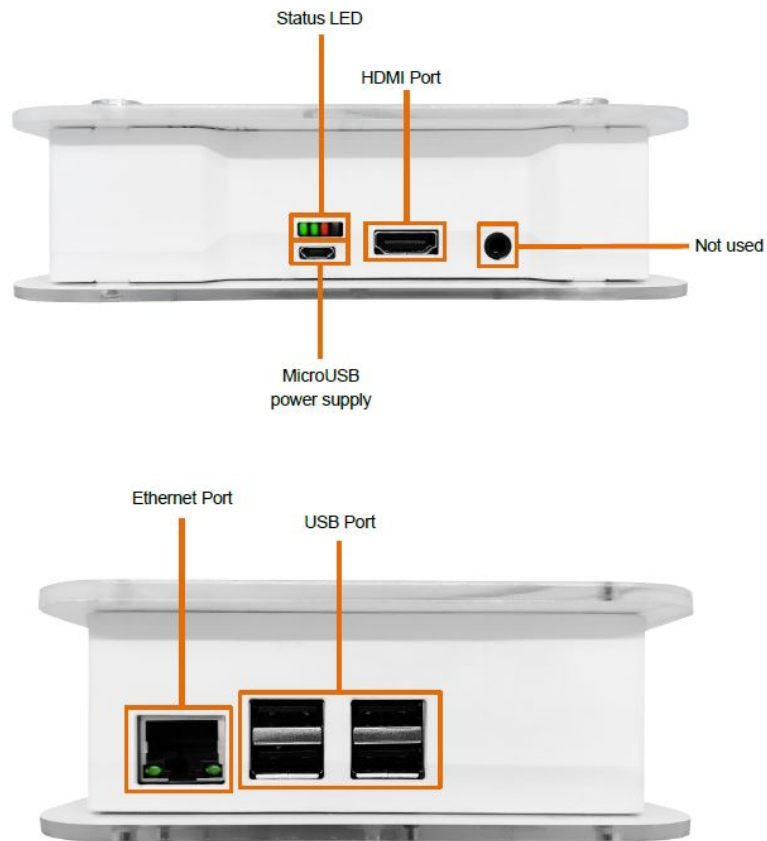
## **Product Usage Instructions**

1. Download the MyVirtuoso Home app from the App Store or Google Play Store.
2. Connect the gateway to your home Wi-Fi network and plug it into a power outlet.
3. Follow the instructions in the app to connect your devices to the gateway.
4. Use the app to control your devices, monitor your energy consumption, and receive alerts when you exceed your preset limits.
5. If you encounter any issues or have any questions, refer to the user manual or contact the assistance network.

Thank you for choosing MyVirtuoso Home, the wireless smart home system for managing your home and your consumption remotely. In this manual we will explain in detail how to configure the gateway in an optimal way, so that you can immediately put your system into operation.

## **The parts of the Gateway**

ES and ESB models



The images represent a gateway with battery backup. If you buy a gateway without a battery, the number of USB ports available will change.

### Status LED: Functionality

The status LEDs are luminous indicators present on the Gateway that communicate possible anomalies of the device. Here's how to interpret them:



<b>1</b>	<b>Supply</b>	<p>Green LED: the gateway battery is charged and / or the system is correctly powered at the electrical outlet (the green LED is visible only if the gateway is the model with the integrated backup battery).</p> <p>Red LED: the gateway has no built-in battery or the one present is flat.</p>
<b>2</b>	<b>Battery</b>	<p>Green LED: the gateway is using the built-in battery. Red LED: The gateway is not using the built-in battery or does not have it.</p>
<b>3</b>	<b>Activity</b>	<p>Green flashing LED: the gateway is functioning correctly.</p>
<b>4</b>	<b>Cloud link</b>	<p>LED off: the connection with the SmartDHOME cloud is correct.</p> <p>Flashing LED: The link to the cloud is missing.</p> <p>Possible error indicated by LED 4: unable to connect to the central server.</p> <p>Solution: Check connectivity and networking configuration.</p>

## installation and configuration

### Preparation for configuration

The first thing to do after the arrival of your MyVirtuoso Home system is to open the box containing the gateway and start preparing the device which will then allow you to configure it correctly.

After removing the Ethernet cable and the MicroUSB power supply, both supplied, from the package, insert them both into the appropriate ports and then connect them respectively to the Router and to the power supply.

### Check operation of the LED

Once powered, it is necessary to perform a brief check on the LED present on it (see page 6 to understand the operation of the LED).

Important: if the gateway is functioning correctly, the third LED will continue to flash, albeit faintly, green. If there is a correct connection with the SmartDHOME cloud, LED 4 will be off.

### Gateway update






When purchasing a new gateway, you need to give the device time to update. For this reason, after completing the previous steps, it is necessary to wait at least one hour for the process to be completed.

### MyVirtuoso Home application

Once updated, the gateway is ready to be configured. Then access Google Play or Apple Store and download the free MyVirtuoso Home application, connect your phone to the same Wi-Fi that the gateway is connected to and access the application, registering a new profile.

**WARNING:** Please always update the App when a new version is released to avoid system malfunctions.

Once the APP installation is complete, from the main screen you will see five buttons at the bottom, representing as many screens:

- 
 The main screen of the APP, from which to access settings, manage widgets and favorite devices and scenes.
- 
 From the “Devices” screen it will be possible to see all the devices included in the MyVirtuoso Home system, manage them, add new ones or remove them.
- 
 From the “Scenes” screen it will be possible to see all the scenes set by the user, modify them, create new ones or remove them.
- 
 From the “Automations” screen it will be possible to see all the automation set by the user, modify them, create new ones or remove them.
- 
 The “Notifications” screen will show all the notifications sent by the system. They can relate to the performance of automations and scenes where they are set by the user (consult the relevant sections to find out more), or they can be “Alerts” that warn of anomalies in the system (unreachable devices, inability to connect with the MyVirtuoso servers Home, connectivity restoration, etc.).

## Add the gateway to the application

After a few introductory screens, you can add a gateway to the App by following the procedure described below:

- Manual mode: manually enter the serial code, the security key and a name of your choice to assign to the gateway. The first two pieces of information can be found on the cardboard in the package (Warning! Do not disclose information associated with the gateway). If all the information is correct you will be redirected to the user registration section.

To complete the gateway configuration then, once you arrive in the new user registration section, select the I am a user option and enter the required data.

## Connect the smartphone to the gateway

To connect the gateway to your mobile device, just click one of the two buttons according to your preferences:



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



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

**NOTE:** Connecting to the gateway remotely will only be possible after making the first connection in “Home” mode.

**OFFLINE.** If there is no connection between the mobile device and the gateway, check:


- The connection between the gateway and the router, then the Internet connection of the gateway.
- If your mobile device is connected to the router or if it has Internet access.

## Connect the gateway to the home Wi-Fi

Once the system installation is complete, you can configure the gateway to use the Wi-Fi network instead of connecting via Ethernet. To do this correctly, follow the directions below:

- On the “Home” screen, press the settings button at the top right and then the word “Gateway”.
- Select “Wi-Fi configuration”.
- In the screen that will appear, select the home network and the system will automatically fill in the configuration form (the step can also be done manually by filling in the form with the ID and password of your connection).
- Click on the “Save” button at the top right.

### Inclusion/exclusion of devices and status check

To include a device in the system, go to the devices section and press the button  at the top right, then select “add via physical button”.

**WARNING!** Each device in the range is equipped with a specific manual that describes how to include or exclude it from the system. Always read the supplied manual. The Management will not be liable for any errors in the configuration or malfunctions deriving from a failure to read the documentation.




Once correctly included, test its functionality by pressing the ON / OFF button . Also check that the connected user turns on / off correctly.

To change the name of the device, from the “Devices” tab, click on the button to enter the details of the chosen device. By clicking on the button, it will be possible to change its name.

**WARNING:** You can include up to 50 Z-Wave devices to a single MyVirtuoso Home gateway.


**NOTE:** During inclusion, the device sends specific information to the gateway. This procedure usually takes a few seconds. If after inclusion the device does not appear in the list, it means that the device has not yet finished sending all the information concerning it to the gateway. Wait 30 seconds and, if problems persist, follow the steps below:

- Retry inclusion.
- If the device does not appear, exclude it by doing the following:
  - In the “Home” tab, press the button  to enter “Settings”.
  - Entrare nella sezione “Gateway”.
  - Press “Forced delete a device”.
  - Follow the instructions that appear on the screen.

**NOTE:** If the device was not included even after carrying out the above steps, contact technical support by opening an online ticket on our portal.

Thanks to the MyVirtuoso Home application, you can check:

- **Battery status.**

Press the button  next to the chosen device. The charge and relative percentage of available battery will be indicated at the top right. Remember that these devices are most of the time in “sleep” mode (ie they communicate with the gateway every 15 minutes) to ensure longer battery life.

- **Connection status.**

To understand if a device communicates with the gateway, you need to access the details of the chosen device: at the top right, an icon will communicate the connection status of the device or not.



Device reachable from the gateway;




Unreachable device;

**NOTE:** If the icon has appeared on one of your devices check if the device is powered or if it is too far from the gateway.







- Graphs and historical data. 

Each device has a specific type of graphics. In the detail of each of these it is possible to observe the daily chart. If you want to view the weekly, monthly and yearly history, just click on **ALTRI →**.

Each of these can be customized by pressing on the names of the various legends and activating / deactivating some of the values recorded by the device.


To exclude a device from the system:

- Go to the details and press the button .
- Press the button  to exclude the device.
- The gateway will enter bypass mode. Consult the device manual to complete the operation.

**WARNING!** Each device in the range is equipped with a specific manual that describes how to include or exclude it from the system. Always read the supplied manual. The Management will not be liable for any errors in the configuration or malfunctions deriving from a failure to read the documentation.

## Creating a scene

A scene is a set of devices that can be switched on or off at the same time. Follow the steps below to create one:

1. Go to the scene section and then press the button  top right. Before you can create a scene, you will need to have inserted a device before, so if you haven't done so already, go back to step 8 (Including a device) and include all system components.
2. Click on "add a device" and select the desired device. Once you have chosen the device, select whether it will be switched on or off and click on the "add" button. The device was successfully added into the scene.




**Note:** In the event that a device is added by mistake or you simply want to delete it, simply drag the device to the left, the trash can icon will appear and by pressing on it the device will be deleted automatically.

3. Click on the “next” button at the top right and you will be taken to a screen where you can choose the graphic characteristics of the scene:
  - Name: assign a name to the scene to be able to recognize it quickly.
  - Background color and icon: click on one of these two buttons and you can customize the icon that represents the scene and its color, choosing from those available.
  - Weekly program: set a schedule (see next section).
  - Time out: optional option that allows you to set a maximum duration, at the end of which the scene stops.
  - Reset when done: if this option is active, the devices that are part of the scene will return to their initial state, after they have performed their action within the scene.
  - Disable Scenes: optional option that allows you to deactivate other scenes while the one you are creating / editing is in progress.
  - Disable automation: optional option that allows you to disable the automations while the scene being created/edited is running. We advise you to use this setting only when you want to manage one or more devices present in the rules of your system with the scenes.
4. An optional weekly schedule can be created using the following indications:
  - a. Select add a new calendar, give it a name of your choice and select the days in which the action will have to be repeated.

## Creation of an automation

An automation is the setting of conditions that allow the activation of the selected devices only when they occur.

1. Go to the “automations” section and then press the button  top right.
2. Click the “new if then” message that appears.
3. In the next screen, add one or more devices in the “IF (condition)” field and click on “next”.

On this screen, you can see the details that determine the If condition:

Weekly program: optional function that allows you to set days and times in which the condition is valid, setting them from scratch or importing previously set programs. To modify or delete a schedule already set, in the “Weekly schedule” screen, simply drag the desired schedule with your finger to the left.

- To create a new schedule, after entering “Weekly program” click on “Add a new calendar”.
- By enabling the “Different for each day” option it is possible to diversify the times for each day of the week.
- Select the desired day, then click on “Add programming” and set the desired start and end times. Press “Add” to confirm the chosen time block.
- By clicking on “Add another interval” it will be possible to add more time blocks in the same day following the procedure described in the previous point.

Add a device: from here you can select which devices will be part of the automation. All the conditions of the device must be verified: if this function is active, the automation will activate when all the conditions chosen by the user have occurred. If the function is not active, the automation will activate when at least one of the chosen conditions has occurred.

4. In the “THEN (what must happen)” screen, select one or more devices and choose whether each of these must switch on or off based on the success of the condition.

On this screen, you can see the details that determine the Then condition.

Add a device: from here it will be possible to add the device that will activate/deactivate when the “If” conditions occur. To remove a device, simply drag it with your finger to the left. It is not mandatory to choose a device.

Notify me: if this option is active, the APP will send a notification every time the automation has occurred.

5. Click next again, choose a name to give to the automation and, if necessary, check the desired options. Finally save everything by clicking the save button at the top right.

## Alexa e Google Home

The MyVirtuoso Home system is compatible with Alexa and Google Home voice assistants. If you have one of these two devices, you will control your MyVirtuoso Home gateway after a short configuration.

### Alexa

For correct configuration, you must first download the Alexa App from the Play Store and App Store. Once installed, search the “MyVirtuoso Home” skill and enable it for use.

Now click on settings and then click on connect account. The page that opens will allow to enter the serial number and the security code of the gateway purchased.

**Note:** the serial code and the security code can be found inside the card in the gateway box and which were used for the first installation of the device.

Alexa is now ready to command the MyVirtuoso Home system.

Attention! Use the names of devices, scenes and automations present in the MyVirtuoso Home application.

Example: Alexa, ask Virtuoso Home to turn on the hall lamp.

If you want to disconnect Alexa from your gateway, just disable the skill.

## Google Home

For the configuring the Google Home voice assistant it is not necessary to download or enable and action, equivalent to skills.

This must be activated by voice following the procedure:

- Says: Ok Google, talk to Virtuoso Home.
- Being not connected to the gateway, Google Home will send a notification message to the device of the Google account asking you to enter the gateway's serial code and security key.

**Note:** the serial code and the security code can be found inside the card in the gateway box and which were used for the first installation of the device.

Google Home is now ready to command the MyVirtuoso Home system.

**Attention!** Use the names of devices, scenes and automations present in the MyVirtuoso Home application.

Example: Ok Google, ask Virtuoso Home to turn on the hall lamp.

**Possible problem with iOS:** it could happen that, with an iOS device, Google Home does not work as it should. To solve this problem, it will be necessary:

- Access the Google account section.
- Select "devices".
- Select the "Google Home" device.
- Enable personal content.

**Note:** if these are already enabled, disable and re-enable.

If you want to disconnect Google Home from your gateway, it will be enough:

- Access the Google account section.
- Select "Manage Account".
- Select "Security".
- Select "Linked Accounts".
- Press the symbol next to MyVirtuoso Home.

## Further information

### User levels


With the MyVirtuoso Home APP it is possible to create different levels of users, each with different privileges. At the first connection with the gateway, it will be mandatory to create and use an Admin user, with which it will be possible to subsequently create other user levels. The user levels of the MyVirtuoso Home APP are three, from the highest to the lowest:

- **a.** Admin
- **b.** Installer
- **c.** Standard

- **d. Smart**

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


To add a new user, follow these steps:

- In the “Home” tab, press the button  at the top right and then on “User profile”.
- Scrolling down the page you will find the “Shared access” section, which will show the list of all users with access to the same gateway and related user levels.
- By clicking on “Add a new user” it will be possible to add new people to the control of the gateway on which you are working. You will need to specify the name, surname, email address and permission level of the new user.

**WARNING:** only after this procedure will it be possible to add other users to the gateway.

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

To restrict Installer access, proceed as follows:



- In the “Home” tab, press the button  at the top right and then on “User profile”.
- Scrolling down the page you will find the “Installer access” section.
- By activating or deactivating the “Restrict access to the installer” button, he will be limited or given back the Admin privileges.

The Standard level allows the control of devices, scenes and automations created by the Admin, but not their modification or deletion. It also has no way to invite other users, to modify the gateway parameters, to read the routing table. It cannot force the gateway update or restart it.

The Smart level has the same privileges as the Standard level, with the difference that they are limited by the Admin, who can choose to have him control only some scenes or some rooms (and therefore devices).

## **Gateway management**



With the same application, you can manage multiple gateways using the same mobile device. To add another gateway, follow the instructions below.

- Connect to the Wi-Fi of the router that the gateway is connected to.
- Access the MyVirtuoso Home App .
- From the “Home” section, press the button at the top right and enter the “Gateway” section (in the top menu).
- Press on  and follow the same procedure for adding your first MyVirtuoso Home gateway.


To switch from one gateway to another, simply select the gateway name currently in use and displayed on the “Home” screen. A screen will open from which you can choose which gateway to control (operation is constrained by the addition of two or more gateways).

## Modify a scene or automation

How do you change the name of a scene or automation?

- From the “Scenes” or “Automations” tab, locate the one you want to modify and press  .
- Select  to change the name.



## How can I change the weekly schedule?

- From the “Scenes” or “Automations” tab, locate the one you want to modify and press on  .
- Press on the word “Weekly program”.


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

- Trascinando verso sinistra la programmazione desiderata, potrai modificarne le impostazioni.
- You can select another weekly schedule already set by simply selecting it.
- By clicking on “Add a new calendar”, you can set up a new schedule from scratch.
- By clicking on “Cancel selection”, the selected programming will be removed from the scene (but not from the APP memory).

## How can I modify the associated devices?

- From the “Scenes” or “Automations” tab, locate the one you want to modify and press  .
- By dragging the line of the chosen device to the left, it will be possible to remove it from the scene or from the automation by pressing the button  .
- By clicking on the device, it will be possible to modify the relative settings.
- By clicking on “Add device”, you can add other devices.

## How do you remove a scene?

- From the “Scenes” or “Automations” tab, locate the one you want to modify and press  .
- Afterwards if you want to delete the scene or automation.

## How do you activate or deactivate an automation?

If you want to deactivate or activate an automation, from the “Automation” screen, press the button at the top right of the desired automation.

## Create a Virtual Device

### How to create a virtual device: The Budget Meter

**WARNING:** We remind you that the virtual device function and therefore all the other functions associated with it are available only with the MyVirtuoso Home ES version (or higher). If you have different gateway versions, to take advantage of these additional features, please contact technical support by opening an online ticket at our


portal.

With MyVirtuoso Home you can check in real time the production of the photovoltaic system, the general consumption and the balance, or the difference between the energy produced and the energy consumed.

To create the balance, it is necessary to include two single-phase inductive meters:

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

#### To create a virtual device:


- Access the “Devices” section.
- Press the button  at the top right and then click “Add virtual device”.
- If you want the balance between production and energy consumption, choose “Budget meter”; if, on the other hand, you want to define an energy efficiency measurement device, choose “COP”.
- Choose the name of the virtual device and add the production and consumption devices.

#### How to create a virtual device: The Comfort sensor

**WARNING:** We remind you that the virtual device function and therefore all the other functions associated with it are available only with the MyVirtuoso Home ES version (or higher). If you have different gateway versions, to take advantage of these additional features, please contact technical support by opening an online ticket at our portal.

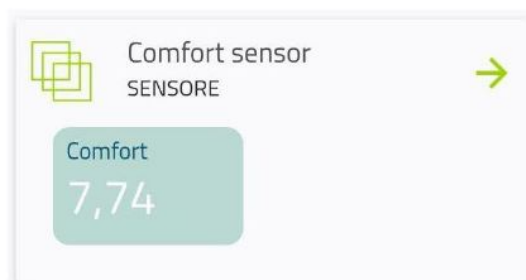
In addition to the Budget meter device, it is possible to create a virtual device that monitors the environmental comfort.

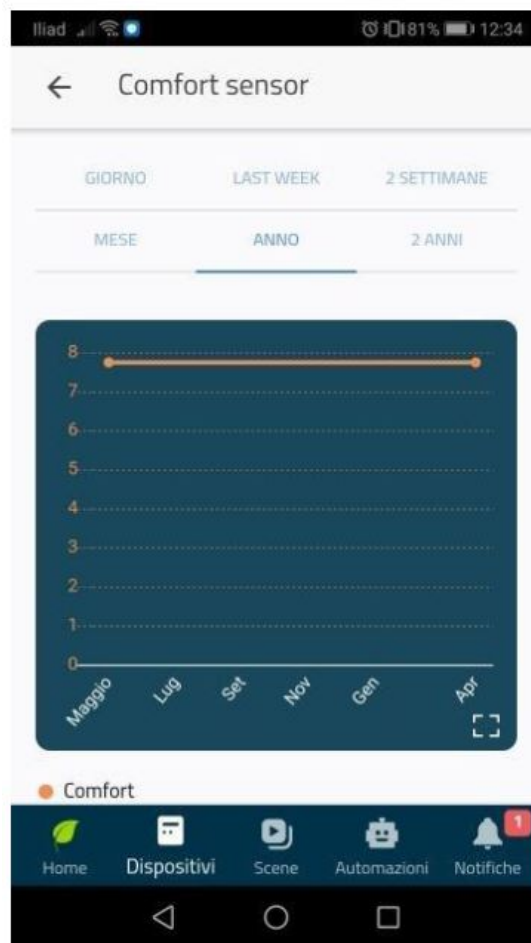
#### To create a virtual device:

- Access the “Devices” section.
- Press the button  at the top right and then on “Add virtual device”.
- If you want to monitor the quality of the environment, choose “Comfort sensor”.

**NOTE.** For correct operation of the virtual comfort sensor, the association of the 6in1 Multi sensor device is required: the motion, temperature, humidity, vibration, shock and UV sensor.

- Choose the virtual device name and add the device.





The sensor will show the comfort level via a value from 0 to 10, the closer the index is to 10, the higher the comfort. If, on the other hand, it is close to 0, it will be necessary to act on the temperature, brightness and/or humidity to improve environmental comfort.

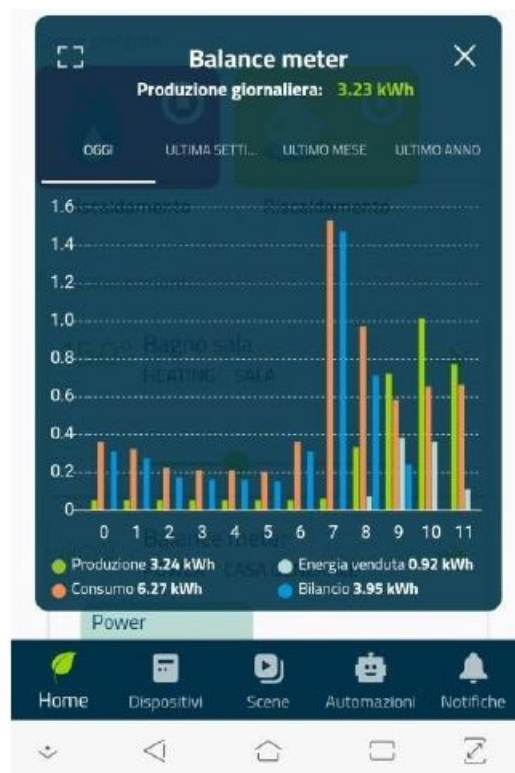
Thanks to the comfort sensor it is possible to monitor the graphs generated on the basis of the data provided by the sensor in real time from the MyVirtuoso Home ES App.

## Virtual device widget

**WARNING:** We remind you that the virtual device function and therefore all the other functions associated with it are available only with the MyVirtuoso Home ES version (or higher). If you have different gateway versions, to take advantage of these additional features, please contact technical support by opening an online ticket at our portal.







The virtual device widget has the ability to store data on home consumption (orange), photovoltaic production (green) and the balance (blue if it is positive).

The widget in Home will show instant production, consumption and balance. By pressing on the widget, it will be possible to observe the data and the graph in detail:

It will be possible to view the data recorded daily, weekly, monthly or in the last year. By clicking on the legend below the graph, it will be possible to deactivate or activate the columns relating to the various measured values.

### Virtual device widget: environmental quality meter

**WARNING:** We remind you that the virtual device function and therefore all the other functions associated with it are available only with the MyVirtuoso Home ES version (or higher). If you have different gateway versions, to take advantage of these additional features, please contact technical support by opening an online ticket at our portal.

The widget of the virtual device for measuring the quality of the environment has the ability to measure how healthy the environment in which you live or work is, visually aggregating the data of devices capable of measuring temperature, brightness, humidity, fine dust, volatile organic components, noise and carbon dioxide.





**NOTE.** For proper functioning of the widget for measuring the quality of the environment, the association of the 9in1 Multisensor device is required: the sensor that measures temperature, brightness, humidity, fine dust, volatile organic components, noise and carbon dioxide. It embodies all the technology and innovation of MyVirtuoso Home: a single, small device will be able to keep track of nine different pieces of information at the same time. The widget shows the aggregated data of all 9in1 devices associated with the gateway.

### Configure a widget associated with a device

From the main page of the application, you can see:

- weather and clock widget;
- if a budget meter is present, the related widget;
- if there is an environmental quality meter, the relative widget;
- favorite devices and scenes.


Of weather widget and clock are active by default. By pressing the key  in the “Home” section, you can activate or deactivate them, as well as activate or deactivate the budget meter widget (if present).

To add devices or scenes to the list of favourites, from the detail of the relevant device or scene, press the key . Follow the same procedure to remove them from the favourites

By clicking on “Devices” you can see how the devices are divided by categories or by rooms in which they have been installed:

To specify in which room a device has been installed, in the detail of the desired device, click on the “Room” line. From there, you can add it to an existing room or create a new one.

### Set up a webcam

- From the “Devices” screen, press on  .
- Click on “Add webcam”:

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

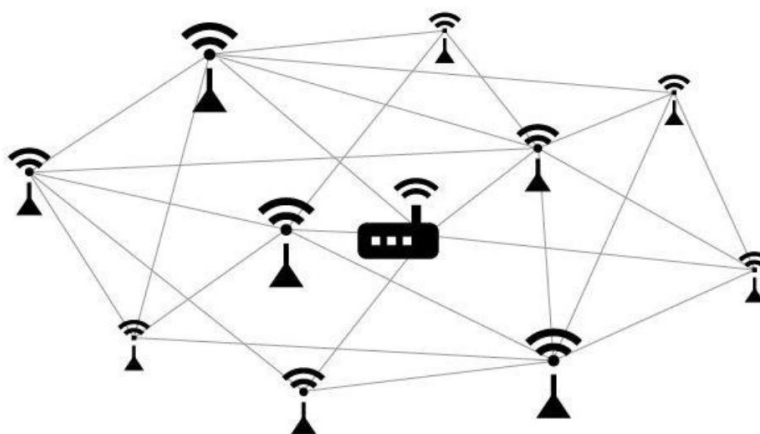
- Press on the chosen webcam, enter the webcam data and press “Save” at the top right.
- From the “Devices” screen, the newly set webcam will appear and the resumption with an image update in low frequency will appear.
- Going into the details of the webcam, you will see the recovery with high frequency image update.

## Z-Wave network and functionality

### Mesh network concept

One of the greatest advantages of the MyVirtuoso Home system, and therefore of the Z-Wave protocol, is the use of the “mesh network” more commonly known as “mesh network”.


Once included, the devices independently create a network of wireless connections. The nodes created by the 230V powered devices act as repeaters to transmit the signal sent by the closest nodes to the devices that are too far away to be reached directly. The diagram shown explains precisely this operating logic:



Mesh networks are also extremely reliable, since each device is connected to many other devices: if a node fails the network, due to hardware problems or any other reason, neighboring nodes simply look for other paths to transmit the signal (they turn to other nodes). Network capabilities or resources can be increased simply by installing other devices.

### Routing table

The routing table, also called the routing table, indicates how two Z-Wave network devices can communicate with each other. To access the routing table, proceed as follows:


- In the “Home” tab, press the button  at the top right and then on “Gateway”.
- Click on “Routing table”.

The screen that will be shown will contain all the information to interpret the table.

### Timing info

The “Timing Info” function is a useful tool that will help you analyze the stability of your network, reporting any connectivity problems between the gateway and each of your devices. To access the Timing Info table, proceed


as follows:

- In the “Home” tab, press the button  at the top right and then on “Gateway”.
- Press on “Timing Info”.

The table that opens will show you the percentage of success in trying to contact each device by the gateway: the lower the percentage, the more connectivity problems can be.


## Message queue

The Message Queue Viewer is a useful tool that will help you analyze the responsiveness of your network. Through this tool you will be able to see the messages in the mailing queue at any time. By doing so, you can check if there are any devices that behave like a virtual “plug”. To access the queue, proceed as follows:

- In the “Home” tab, press the button  at the top right and then on “Gateway”.
- Click on “Message queue”.

## Network type update

After completing the installation of a MyVirtuoso Home system, we recommend that you update the network topology of your system. We recommend carrying out this operation even when you move the gateway inside the building. This operation will lead to an update of the routing table, which means that the devices will choose other and better “ways” to communicate with the gateway. To update the network topology proceed as follows:

- In the “Home” tab, press the button  at the top right and then on “Gateway”.
- Click on “Update routing table”.

**NOTE:** The system takes a few hours to completely update the network topology. There may be some slowdowns during this phase. For this reason, it is a good idea not to abuse this option.

## Description and Technical Specifications


The main element of the MyVirtuoso Home smart home system is the wireless Hub which guarantees the functionality of the rules set by the user and communicates with the MyVirtuoso Home sensors and actuators installed in the home. Available in two models (with and without internal backup battery), the gateway installation does not require any type of masonry work as it is sufficient to connect the Hub to the power socket and to the internet line and MyVirtuoso Home is ready to give life to your home!

## Why choose MyVirtuoso Home?

- **WIRELESS:** It does not require interventions on existing systems, no masonry work is necessary.
- **SAVINGS:** correctly configured rules and automations allow an estimated economic saving of between 25% and 20% for gas and energy costs.
- **QUICK INSTALLATION:** no particular technical skills are required.
- **CURRENT:** the software is always updated thanks to the maintenance service.
- **INTEGRABLE:** it can be combined over time according to your changing needs.

## General Safety Rules

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

1. Read all instructions carefully and follow all precautions contained in this manual. All direct connections to the mains conductors must be made by trained and authorized technical personnel.
2. Pay attention to any danger indications placed on the device or contained in this manual highlighted with the symbol .
3. Disconnect the device from the power supply or battery charger before cleaning it. For cleaning, do not use detergents but only a damp cloth.
4. Do not use the device in gas-saturated environments.
5. Do not place the device near heat sources.
6. Use only the original EcoDHOME accessories supplied by SmartDHOME.
7. Do not place the connection and/or power cables under heavy objects, avoid paths near sharp or abrasive objects, prevent people from walking on them.
8. Keep out of reach of children.
9. Do not carry out any maintenance on the device but always contact the assistance network.
10. Contact the service network if one or more of the following conditions occur on the product and/or an accessory (supplied or optional):
  - If the product has come into contact with water or liquid substances.
  - If the product has suffered obvious damage to the container.
  - If the product does not provide performance conforming to its characteristics.
  - If the product has undergone a noticeable degradation in performance.
  - If the power cord is damaged.

**Note:** In one or more of these conditions, do not attempt to make any repairs or adjustments not described in this manual. Improper interventions could damage the product and force additional work to regain the desired operation.

**WARNING!** Any type of intervention by our technicians, which will be caused by an incorrectly performed installation or by a failure caused by the customer, will be quoted and will be charged to those who purchased the system.

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



■ This symbol found on the product or its packaging indicates that this product must not be treated as common household waste. All products marked with this symbol must be disposed of through appropriate collection centers. Improper disposal could have negative consequences for the environment and for the safety of human health. Recycling of materials helps to conserve natural resources. For more information, contact the Civic Office in your area, the waste collection service or the center where you purchased the product.

## Disclaimer

SmartDHOME Srl cannot guarantee that the information regarding the technical characteristics of the devices in this document are correct. The product and its accessories are subject to constant checks aimed at improving them through careful research and development analyses. We reserve the right to modify components, accessories, technical data sheets and related product documentation at any time, without notice.

On the website [www.myvirtuosohome.com](http://www.myvirtuosohome.com) the documentation will always be updated.

## Intended use

This device has been designed for the monitoring of electricity consumption and the control of devices connected to systems installed correctly in residential, commercial and industrial environments. Should it be improperly used and/or modifications not authorized by our technical department, the company reserves the right to cancel the two-year warranty and provide assistance upon payment of the service.

## Battery Safety Precautions

The MyVirtuoso Home gateway, ESB model, contains a backup battery inside the device which must be handled with care.

- Do not burn, disassemble or puncture. In case of tampering, toxic materials can be released which can cause injury.
- For replacement, contact our support service via the online portal <http://helpdesk.smartdhome.com/users/Login.aspx> which you can sign up for free of charge.
- Keep out of reach of children.

## Technical specifications

- Protocol: Z-Wave.
- Transmission frequency: 868.42 MHz.
- Signal range: 30 m in open field.
- Connection: Ethernet/Wi-Fi
- Supply: MicroUSB (included)

## Technical requirements and warnings

**DHCP:** MyVirtuoso Home requires a network that allows access to the internet and that has a DHCP server.

Note. Most modems/routers provided by internet providers already include a DHCP server perfectly compatible with MyVirtuoso.

**There is a firewall on the network:** If there is a firewall in the network, the MyVirtuoso Home must be enabled to access the following ports:

81 TCP/UDP, 123 UDP, 666TCP, 1024TCP, 1194 TCP/UDP, 1195 TCP/UDP, 1196 TCP/UDP, 1199 TCP/UDP, 8080 TCP, 8081 TCP, 8082 TCP, 8083 TCP, 8084 TCP. Note. Most of the firewalls installed in the modem/router are already configured to allow traffic through these ports.

## Warranty and customer support

Visit our website at the link: <http://www.ecodhome.com/acquista/garanzia-eriparazioni.html>

If you encounter technical problems or malfunctions, visit the site:

<http://helpdesk.smartdhome.com/users/register.aspx>

After a short registration, you can open a ticket online, also attaching images. One of our technicians will answer you as soon as possible.

## SmartDHOME Srl


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P/N: 01335-0320-00 / 01335-0350-00

Rev. 09/2021

Documents / Resources

	<p><a href="#">SmartDHOME MyVirtuoso Home system</a> [pdf] User Manual MyVirtuoso Home system, MyVirtuoso, Home system</p>
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References

-  [Home - MyVirtuoso Home](#)
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