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1 Introduction

1.1 Bidirectional radio system

A bidirectional radio system transmits radio signals from the transmitter to the recipient and is provided with status feedback from the recipient. This means that in principle both devices transmit and receive signals (these are so-called “transceivers”).

Routing

- If a transmitter signal does not reach the corresponding recipient directly due to radio obstructions (e.g. reflecting walls), an alternative path is automatically searched for via other bidirectional recipients. The quickest alternative path is always taken. In an alternative path, the signal can be redirected up to five times.
>>> 5 jumps
- In the future, the signal as well as the feedback will always be sent via the alternative path found. If this path does not function, a new "path search" is carried out automatically.
>>> Routing

1.2 Unidirectional radio system (not supported).

Unidirectional means that the transmitter only transmits in one direction and does not receive any feedback from the drive.

Centero Home does not support and devices with unidirectional radio system (incompatibility).

1.3 Checks for bidirectional radio system

How can a check be carried out if the individual elero devices are compatible with the bidirectional radio system?

The following requirements must be fulfilled:

- RolMotion-868 (SilentMotion) drives are basically bidirectional.
- JA Comfort-868 drives are basically bidirectional.
- RolTop-868 are compatible as of year of construction 2013 (bidirectional / antenna with orange marking). For drives before 2013, no guarantee can be given for the function.
- RolSolar-868 (bidirectional, no routing)
- Unio-868 (radio socket) is always possible (bidirectional, routing possible / routing aid for RolSolar)
- Combio-868 radio receiver (see compatibility list).
- Hand-held or wall-mounted transmitters provide conclusions as to whether the drive works bidirectionally by means of the colour coding in the radio feedback. See the operating instructions for the respective radio transmitter for more information.

1.4 Compatibility lists

The Centero Home Gateway is available in two versions. The older version V5 and the current version V6.

An explanation of the differences of the versions can be found in chapter "[Difference of Centero Home V5 to V6.](#)".

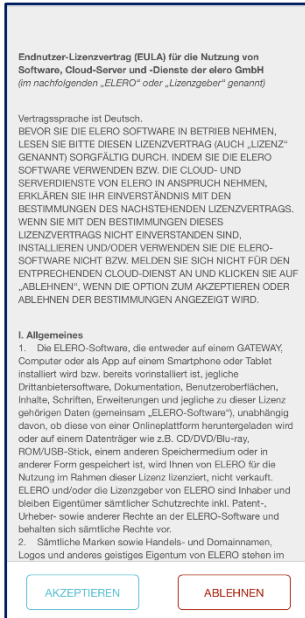
For these devices, there are different compatibility lists for the devices that can be integrated into the individual gateways.

For example, HomeMatic IP® products cannot be integrated into version V5.

2 Installation Centro Home NXT

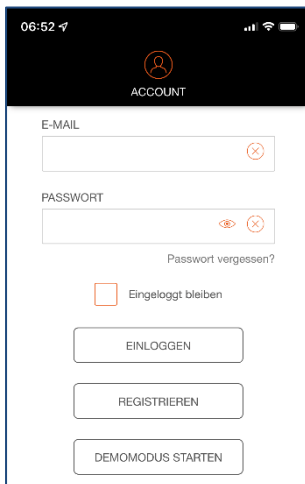
Download the app from the Apple App Store or Google Play Store and install on the mobile device. Start the app and read, understand and accept the end user licence agreement.

2.1 First start and registration



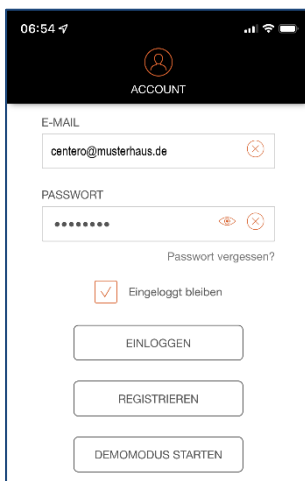
The licence contract is displayed after starting the Centro Home App for the first time.

1. Read the licence contract.
2. Select [Accept] or [Decline].

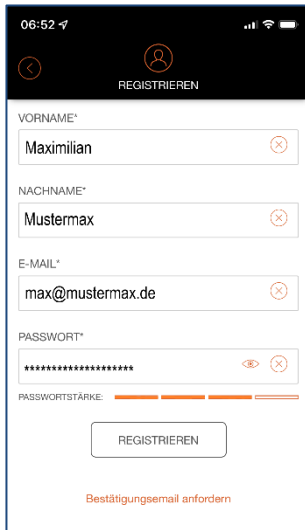


In the next screen, the following selection options are provided:

- [Start Demo mode]
 1. For interested customers who would like to have the first "Feel & Touch" with the home control.



- [Login]
 1. For this purpose, if present, log in with an existing account. Enter the e-mail and corresponding password. Set a checkmark at [Stay logged in].



- [Register]
 1. Enter your name, surname, e-mail address and individually secure password.
 2. Select [Register].
 - A registration mail will be sent the specified e-mail address.
 - Check the SPAM folder.
 3. Open the e-mail programme and confirm the mail.
 4. Back in the Centro Home App.



- [Logout]

2.2 Account password forgotten

In case you have logged out of the Centro Home App account, you have to log back in to use Centro Home via the app. In some cases, it may occur that the password for logging in has been forgotten.

1. Select [Password forgotten?].

2. Enter the e-mail address registered.
3. Select [Request link].
4. Check the e-mail account mailbox.
5. Confirm the link in the e-mail received (see example below).

Info:

If no e-mail has arrived, check the SPAM folder or correct spelling of the e-mail address.

Confirmation mail example:

CenteroHome Passwort zurücksetzen/reset password

elero GmbH <no-reply@centero-elero.de>
An: [redacted]

↩ Antworten ↩️ Allen antworten → Weiterleiten ⋮
Di 29.03.2022 14:23

Lieber Centro Home-Nutzer,

um Ihr Passwort neu zu vergeben, klicken Sie bitte auf den untenstehenden Link:

<https://hes32-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fmis.centero.de%2faccount%2freset%3ftoken%3dalGWqioBVSCF8g9pd%252F0rBqhBeDu1rX0zEC8ZYVWjajs%253D&umid=0b750e1a-1c36-4103-b690-a4f3e6536fff&auth=...32c55bdde35f-4fdbbb3e536706f...f49dbd6e1704e>

Mit freundlichen Grüßen
Ihre elero GmbH

Dear Centro Home-User,

to reset your password please click the link below

<https://hes32-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fmis.centero.de%2faccount%2freset%3ftoken%3dalGWqioBVSCF8g9pd%252F0rBqhBeDu1rX0zEC8ZYVWjajs%253D&umid=0b750e1a-1c36-4103-b690-a4f3e6536fff&auth=...32c55bdde35f-4fdbbb3e536706f...f49dbd6e1704e>

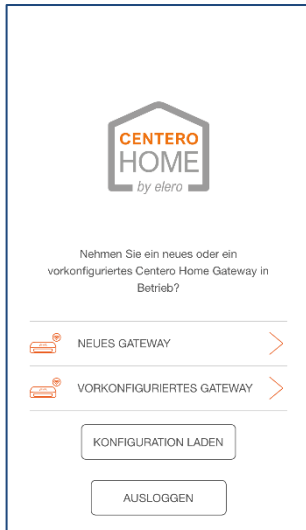
kind regards
Your elero GmbH

2.3 Gateway password forgotten

If the gateway password has been forgotten, it can only be reset as follows:

1. Carry out a reset of the gateway.
 - The status LED may illuminate maximum orange.
 - See chapter [Reset the gateway](#)
2. Re-teach the home Wi-Fi into the gateway.
 - See chapter [Setting up the gateway to Wi-Fi](#)
3. Reactivating Cloud Access.
 - The new password is set here.
 - See chapter [Activating Cloud Access](#)

2.4 Setting up the gateway to Wi-Fi



After registering or logging into the Centero Home Cloud, there are three options to put the gateway into operation.

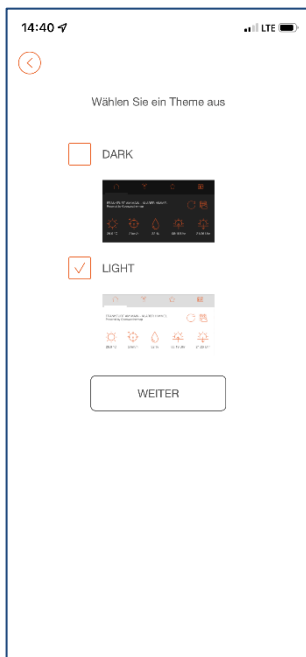
- **New gateway**
- **Preconfigured gateway**
- **Load configuration**

1. Select [New gateway].



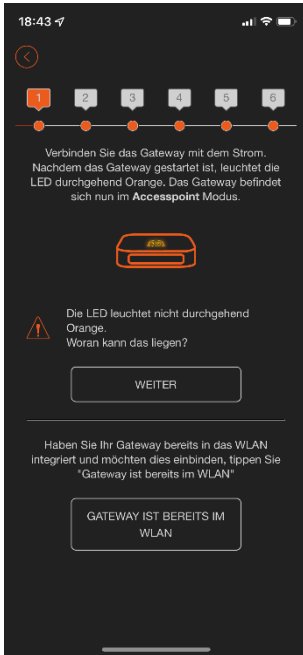
2. Select [Centero Home (V6)] (example).

- [Difference of Centero Home V5 to V6.](#)



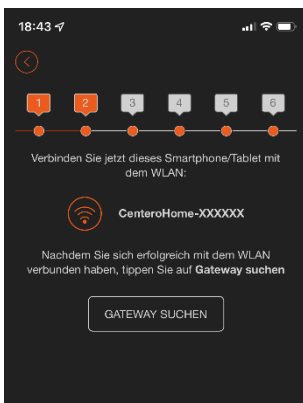
3. Select topic (set checkmark).

4. Select [Next]



5. Connect the gateway to the power supply
6. Wait until the LED illuminates orange permanently.
 - The gateway is switched to Access point mode. Now the gateway operates as WLAN router.

7. Select [Next]

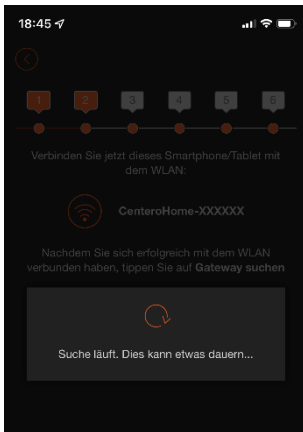


- The Centero gateway sets up its own Wi-Fi (Access point).



8. Select Wi-Fi settings in your smartphone (tablet).

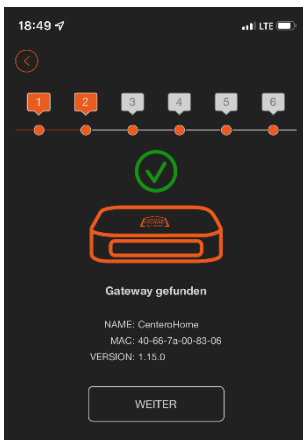
9. Connect the smartphone (tablet) with Wi-Fi of Centero Home.
 - The gateway does not have a connection to the Internet.



10. Back in the Centero Home app

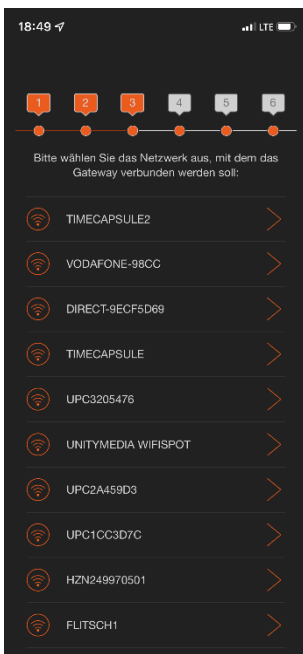
11. Select [Find gateway]

- Display: Search in progress ...
- Searching may take up to one minute.
- Find more help in [Troubleshooting](#).



- Gateway found

12. Select [Next].



Important!

During setup, no repeater or other WLAN router may be operated using the same SSID.

Under certain circumstances, 5GHz networks with the same SSID may cause problems during setup.

Deactivate or temporarily rename the 5 GHz network for further setup.

Afterwards, this 5GHz network can be reactivated.

13. Select home WLAN.



Geben Sie Ihre WLAN-Zugangsdaten ein

SSID

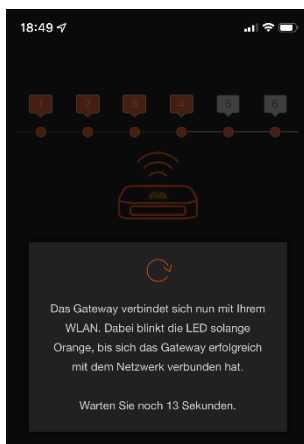
Timecapsule

PASSWORT

.....

MIT WLAN VERBINDEN

14. Enter the WLAN password.
15. Select [Connect to WLAN].



- The gateway connects to the WLAN.
- Find more help in [Troubleshooting](#).



- After a certain time has elapsed or after connecting to WLAN, this screen opens.
- Does the LED flash at the gateway? (Assumption, the LED does not flash.)
- Find more help in [Troubleshooting](#).

16. Select [No].

- The next screen opens.



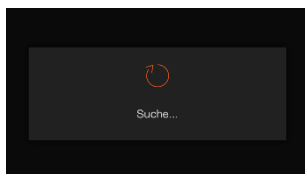
- The gateway has connected to the home WLAN.

17. Open the Wi-Fi settings on the mobile device.

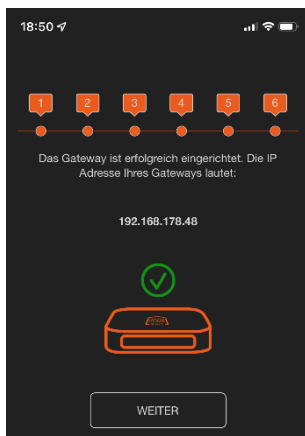
18. Connect the mobile device to home WLAN.

19. Back in the Centro Home app.

20. Select [Next].



- The gateway is being searched for in home WLAN.

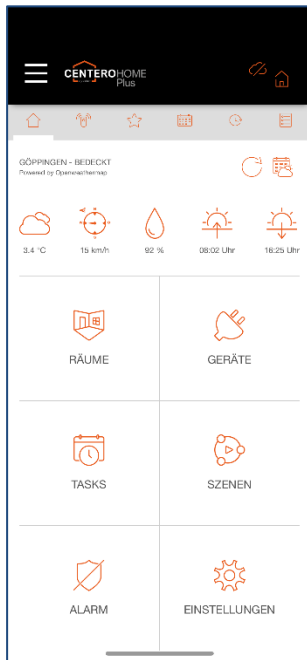


- The gateway was found in the home WLAN and the IP address is displayed.

21. Note the IP address.

- May be required for restoring in the future.
- See chapter [Exchange gateway](#)

22. Select [Next].



- Gateway / Centro Home start screen is displayed.
- Home WLAN setup has now been completed.

2.5 Resetting the gateway



1

1	Status LED
2	Reset button Small opening in the rear housing wall.



2

In some cases, it may be necessary to reset or reinstall the gateway.

Examples:

- Gateway password forgotten.
- Home WLAN is changed by a new router.

There are three stages of the reset:



1. Press and release the reset button as soon as the status LED illuminates **green**.

Effect: Network settings are reset.



2. Press and release the reset button as soon as the status LED illuminates **orange**.

Effect: Network settings and the gateway password are reset.



3. Press and release the reset button as soon as the status LED illuminates **red**.

Effect: Gateway is reset to factory settings.

Attention!

If you have gone too far by accident, do not release the reset button and wait until the status LED goes out again after **red**. Then release the reset button.

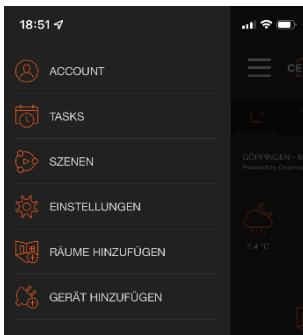
3 Add rooms and devices

3.1 Add rooms

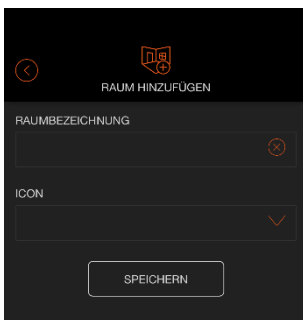


To teach-in drives, rooms must be created.
The drives are assigned to the rooms.

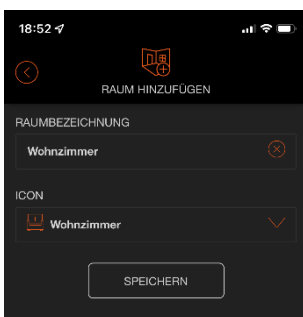
1. Open the ☰ menu.



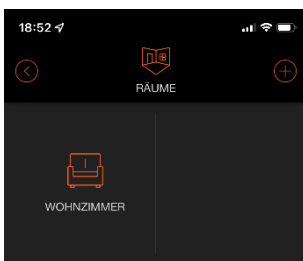
2. Select [Add rooms].



- Empty selection is opened.



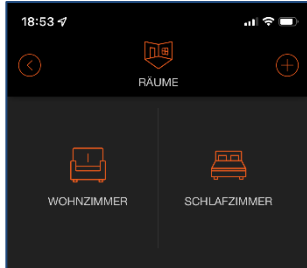
3. Enter the room name.
4. Select icon.
5. Select [Save].



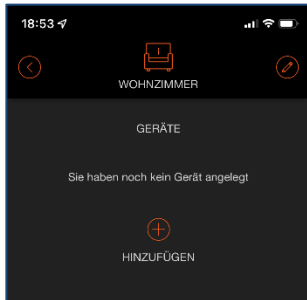
- The room has been created.
- Create another room with (+).
- Back to (←) main screen

3.2 Teach in drives

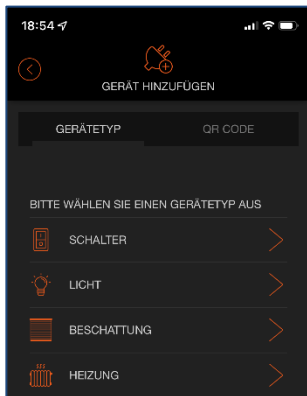
After creating the rooms, the drives are taught into the gateway.



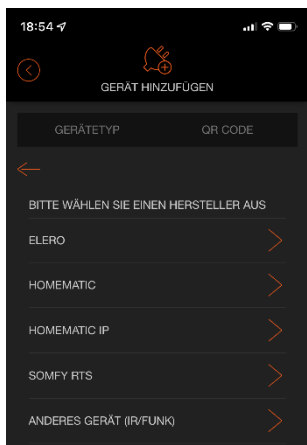
1. Select room (e.g. Living room)
 - Room is displayed.
 - Devices are shown underneath.



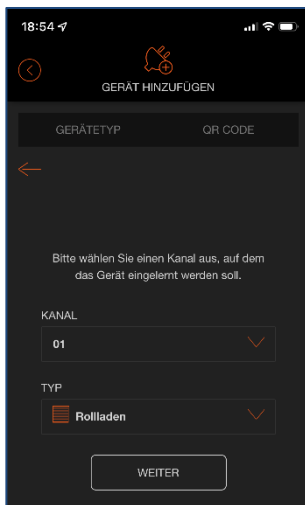
2. Select for [Add]
 - [Add] is displayed



3. Select device type
 - Example here [Shading]



4. Select manufacturer
 - Example here [elero]

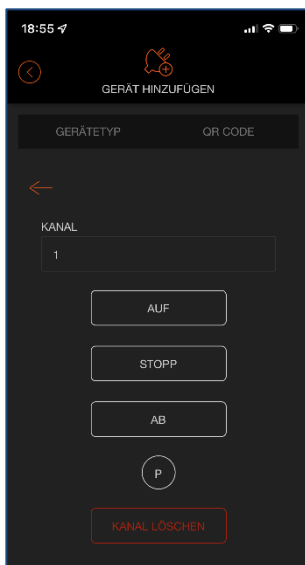


5. Select drive type
 - Roller shutter, Venetian blind or awning
 - Example here [roller blind]

Attention!

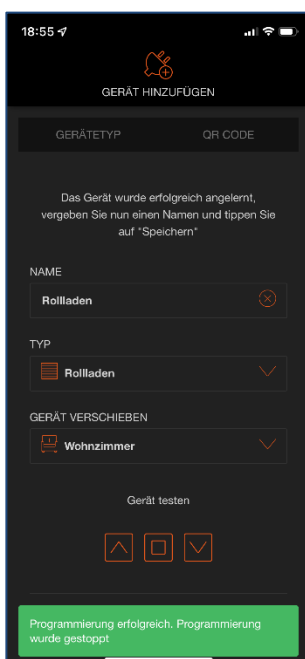
The channel is allocated automatically.
Do not carry out any settings!

6. Select [Next]



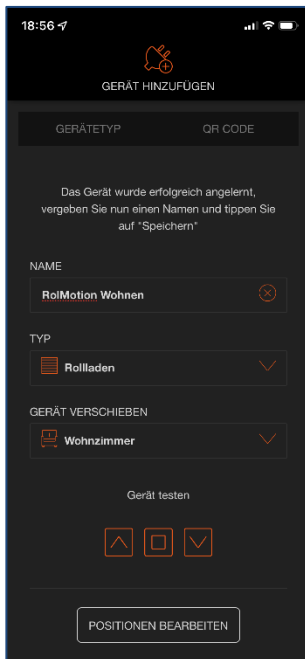
In the next step, the learning readiness must be established with a hand-held transmitter that has already been taught in. (See [Radio transmitter.](#))

7. If necessary, select the channel of the taught-in drive on the hand-held transmitter.
8. Press the P button on the hand-held transmitter simultaneously with the UP and DOWN buttons for at least 3 seconds.
 - The drive is set to learning readiness.
9. Select the P button in the Centero Home app.
 - The drive set to learning readiness starts the learning mode and moves UP and DOWN.



10. As soon as the drive moves upwards, select the UP button within the first second.
 - The drive stops briefly and moves up again.
11. As soon as the drive moves downwards, select the DOWN button within the first second.
 - The drive stops completely.
 - A new window opens
 - A green field appears with the following text: Programming successful. Programming has been stopped.

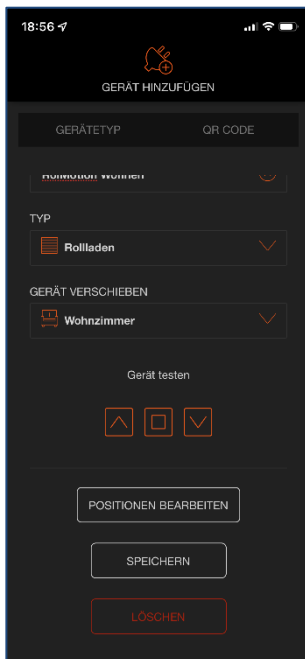
Info: If an allocation in the direction does not work immediately, wait for the next teach-in cycle and then assign.



12. Enter [Name] of the drive

Info:

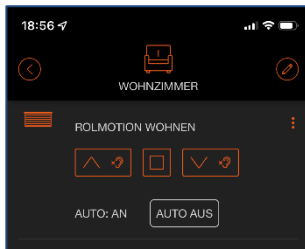
- If the drive was assigned to the wrong room, it can be moved to the correct room.
- If only one room was created, [Move device] is not displayed.



13. Scroll up the screen.

14. Check the function via [Test device].

15. Select [Save]



- Drive is displayed in the room

Info: The Auto ON / OFF function switches any connected sensors on or off. For example: Sun sensor.

If wind sensors are integrated, they cannot be deactivated.

3.2.1 Radio transmitter

In the documentation of the radio transmitters used, you will find the information on how to put a drive into learning readiness.

If the documentation is no longer available, it can be downloaded from the elero download portal at any time.

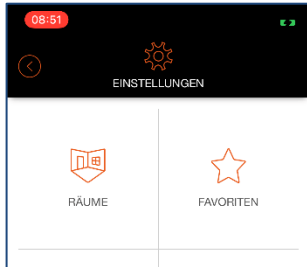
<https://www.elero.de/de/downloads-service/downloads/>

In the search field, enter the name of the radio transmitter that can be found on the type plate.

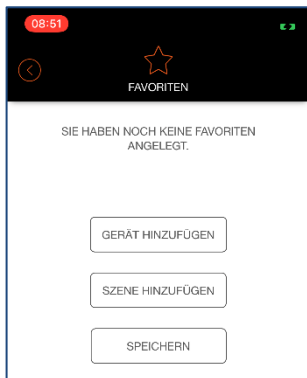
Then press the Enter button.

Now you can select the appropriate document from the displayed documents and download it.

3.3 Create favourites



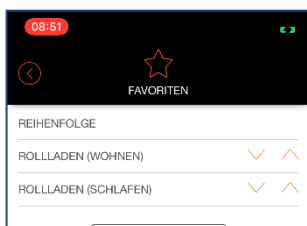
1. Open the ☰ menu.
2. Select [Settings]
3. Select [Favourites]



4. Select [Add device]
 - The device list is displayed.



5. Select device



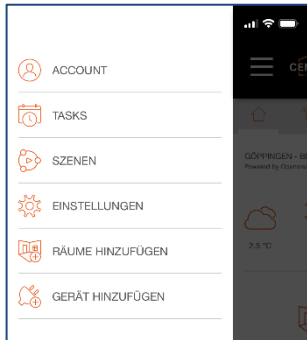
- Device has been added to the list of favourites

3.4 Remove favourites

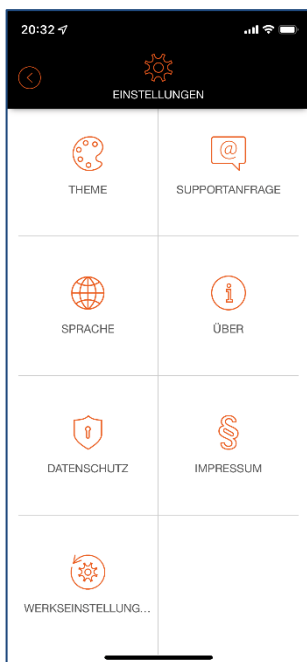
1. Open the ☰ menu.
2. Select [Settings]
3. Select [Favourites]
4. Select the device to be removed from the list.
5. Confirm the query with [Yes].
 - The device has been removed from the favourites list.

4 Settings of the Centero Home

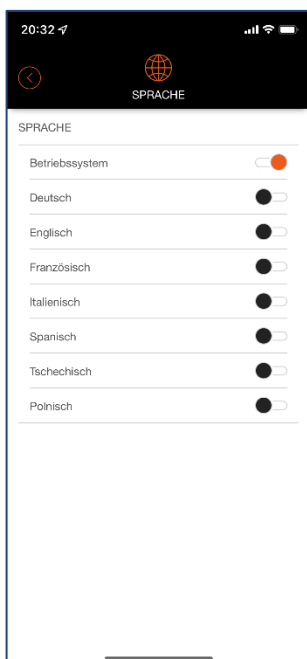
4.1 Set the language



1. Open the ☰ menu.
2. Select [Settings]



3. Scroll down.
4. Select [Language].



5. Select the desired language.
 - The language setting used in the operating system is adopted.
 - If another language is required, a language offered in the selection can be activated.

Info:

The default setting is "Operating system".

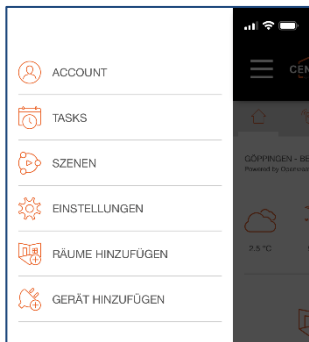
If the user has set their smartphone to a non-integrated language (e.g. Croatian), the English translation is used automatically.

4.2 Activate Cloud Access

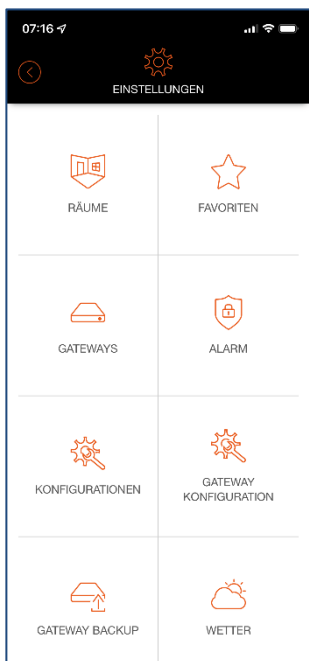
Cloud Access is required to control the devices on the Centro Home from an external network. This means that the gateway in the home network can be controlled via the Internet from a mobile network or a hotel WLAN, for example.

Settings on the configuration outside the home WLAN are not possible.

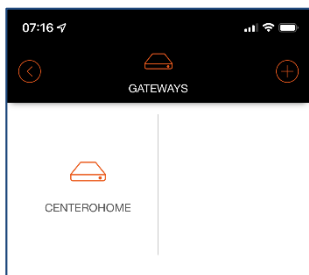
Procedure: Activating Cloud Access



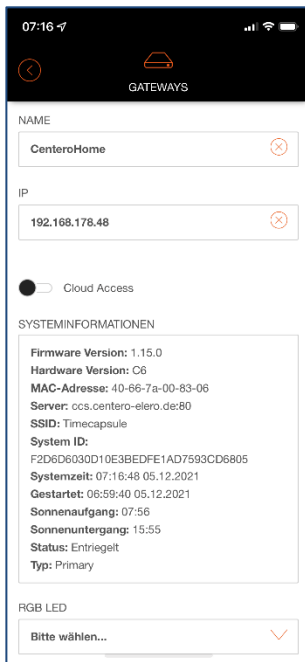
1. Open the ☰ menu.
2. Select [Settings]



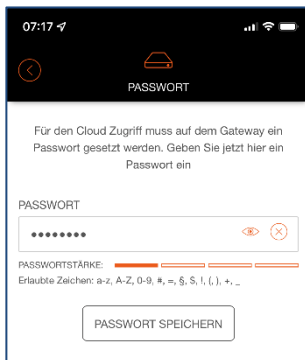
3. Select [Gateways]



4. Select [Centerohome]



5. Activate [Cloud Access]



6. Enter [Password]

- **Info:**

This is a new password (Gateway password) and not the same as the account password.

The password must have at least 8 characters.

7. Select [Save password]

8. Select [Test cloud access]

4.2.1 Firewall and access per "Cloud Access"

In case access to the Centero Home via Cloud Access is not possible, under certain circumstances it may be due to a firewall that is set too "sharp".

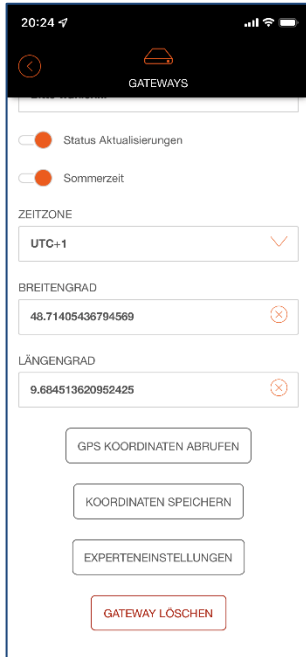
In the firewall, the ports 1901, 1902 and 1905 must be opened for Centero Home.

4.3 Setting the geodata

The position of the gateway can be set in this area.

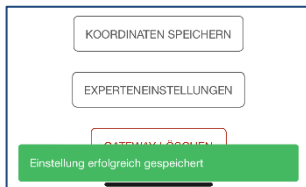
This enables the device to calculate the exact astro time and to control the shading systems according to sunrise and sunset.

Procedure: Calling up the geodata



1. Open the ☰ menu.
2. Select [Settings]
3. Select [Gateways]
4. Select [Centerohome]
5. Scroll down.

6. Select [Call up GPS coordinates].
 - The current position of the smartphone is determined and entered in the longitude and latitude. To do this, the location data must be released on the smartphone.



7. Select [Save coordinates].
 - A green bar appears with the text: "Setting successfully saved"

4.4 Configurations

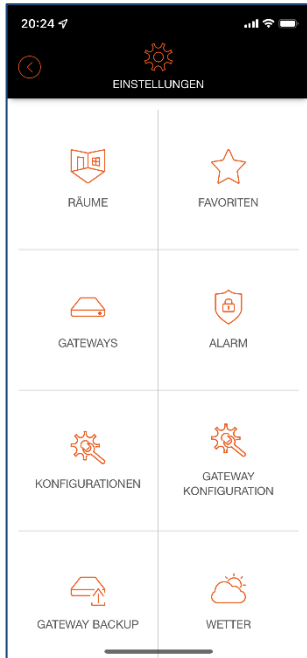
In this area, configurations of the gateway are saved, loaded or exported to the Centro Cloud on the Internet.



- [Save configuration]
All devices taught-in or released are saved in the backup.
For example: The smartphone of ones own child is provided with the Centerohome App only with the approved devices and permissions for the own room.
- [Load configuration]
Here, configurations already saved can be imported from the cloud into other smartphones or tablets for operation.
Or, in the event of loss of data, to enable the Centro app to be restored.
- [Cloud Export]
E.g.: For use with Amazon Alexa, only with the Plus version.

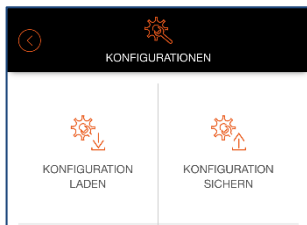
4.4.1 Save configuration

Procedure: Save configuration

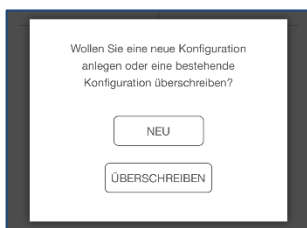


1. Open the ☰ menu.
2. Select [Settings]

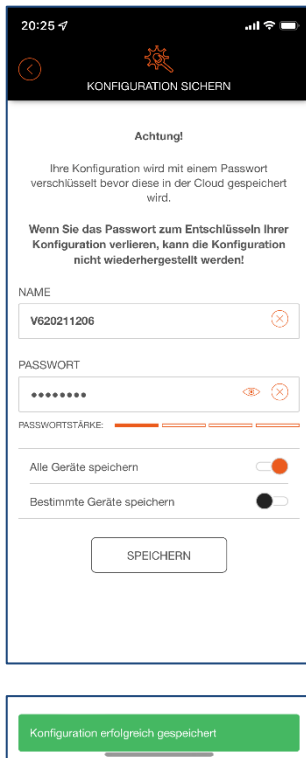
3. Select [Configurations]



4. Select [Save configuration].



5. Select [New].
 - If an existing data backup should be overwritten, then [Overwrite] must be selected.



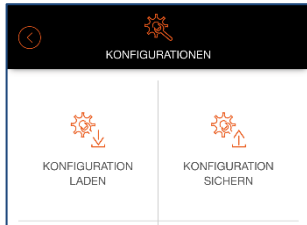
Important!

Read the note in the app.

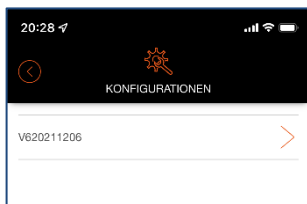
6. Enter the [Name] of the file.
 - In this example, the device version V6 with the current date.
7. Enter [Password].
8. Select [Save].
 - After saving, the screen jumps back one level and the message "Configuration successfully saved" appears.

4.4.2 Load configuration

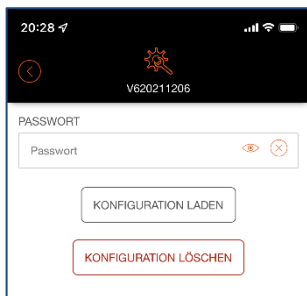
Procedure: Load configuration



1. Open the ☰ menu.
2. Select [Settings].
3. Select [Configurations].
4. Select [Load configuration].



5. Select file.



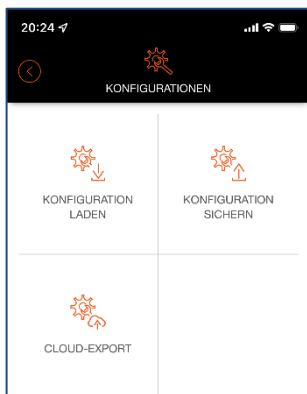
6. Enter [Password].
7. Select [Load configuration].
 - After successfully loading the configuration, the app is displayed in the Centro Home start screen.

4.4.3 Cloud Export

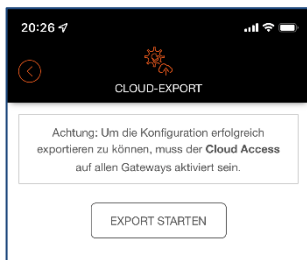
To integrate Centero Home into Amazon Alexa®, for example, the Cloud Export is required. In this case, all currently integrated devices in the Centero Home become operable through Amazon Alexa®.

devices.

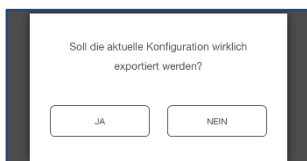
Procedure: Cloud Export



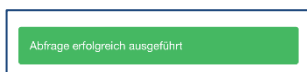
1. Open the ☰ menu.
2. Select [Settings].
3. Select [Configurations].
4. Select [Cloud Export].



- Important!**
Read the note in the app.
5. Select [Start export].



6. Select [Yes].



- A green field appears if the upload was successful.

4.4.4 Amazon Alexa® commands

The following voice commands can be performed with Amazon Alexa® in the following examples:

1. Roller shutters, raise / open / retract:

“Alexa Living room, raise the roller shutters!”

Valid syntax:

Alexa – Room name – Device name – increase or reduce / move up or move down.

2. Move group as a scene:

Example: A scene must be created (e.g. shade).

Select all devices in the office and set "Move to intermediate position".

“Alexa Start office shading!”

Valid syntax:

Alexa – Start – Room name – Name of the scene

3. Stopping a roller shutter:

“Alexa Living room, roller shutters off!”

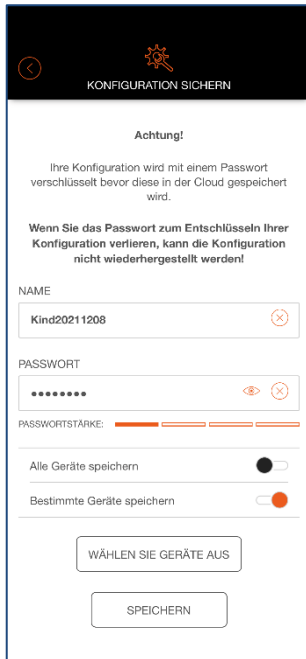
Valid syntax:

Alexa – Room name – Device name – Off

4.5 Operate gateway with another mobile device

If another mobile device is used without restrictions, then continue in chapter "[Load configuration on new mobile device](#)"

4.5.1 Save configuration for limited user.




Procedure: See [Configuration backup](#).

Info:

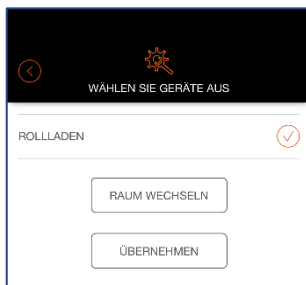
In this example, a configuration is saved for a child's mobile device. The child may only operate devices specified on the device.

For this purpose, certain devices are stored in the configuration backup.

1. Enter the [Name] of the configuration.
 - E.g. Child20211208
2. Select [Save certain devices].
3. Select [Select a device]
 - Display: [Select a device] is displayed.

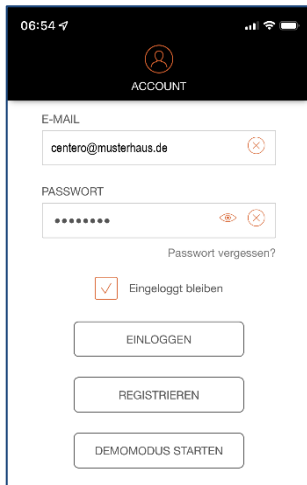


4. Select [Children's bedroom].

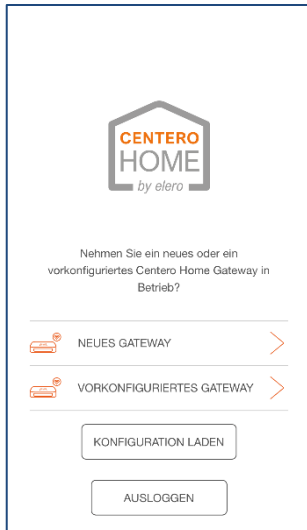


5. Select devices (set checkmark).
 - Example here: Roller shutter ✓
6. Select [Accept].
7. Select [Save].
 - Green field with "Configuration successfully saved" is displayed.

4.5.2 Load configuration on a new mobile device



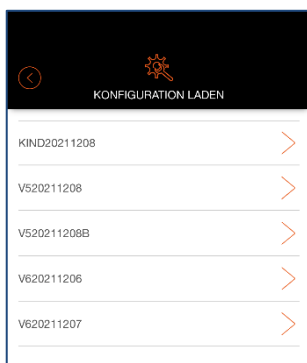
1. Start the Centero Home app on the new mobile device.
2. Enter account data.
3. Set a checkmark at [Stay logged in].
4. Select [Login].



5. Select [Load configuration].



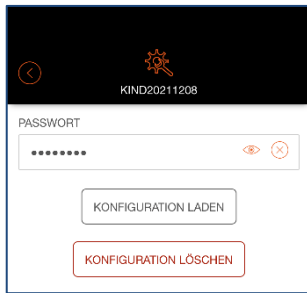
6. Select [Load configuration].



7. Select configuration.

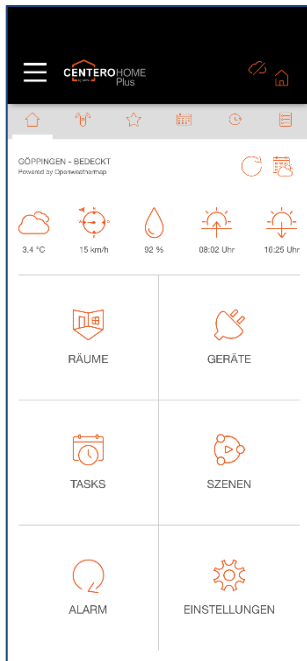
Info:

If a limited configuration or a complete configuration is selected, the corresponding devices are actively displayed in the new mobile device.

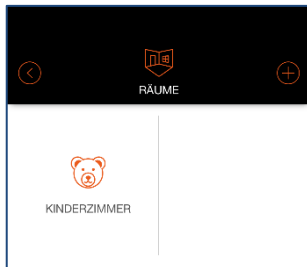


8. Enter [Password].

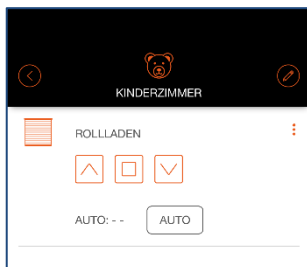
9. Select [Load configuration].



- Start screen of the Centero Home app is displayed.

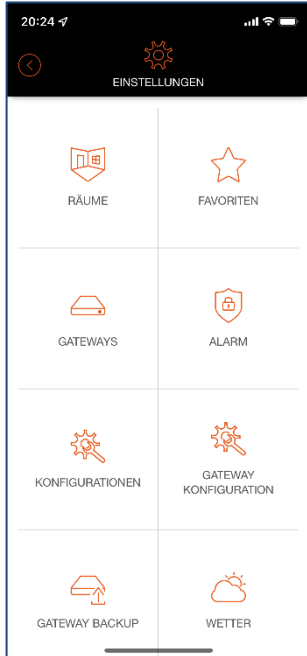


- With a limited configuration, the rooms and devices released are displayed.



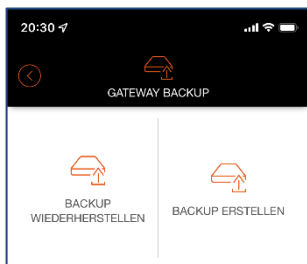
4.6 Gateway backup

4.6.1 Create a gateway backup

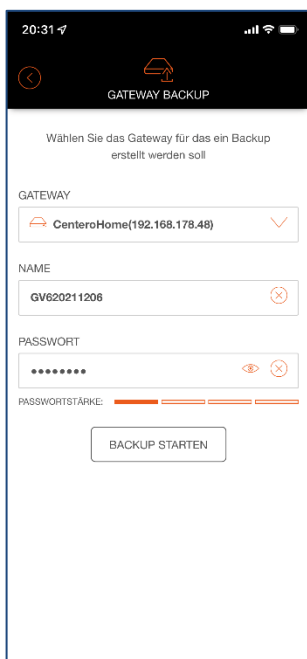


1. Open the ☰ menu.
2. Select [Settings].

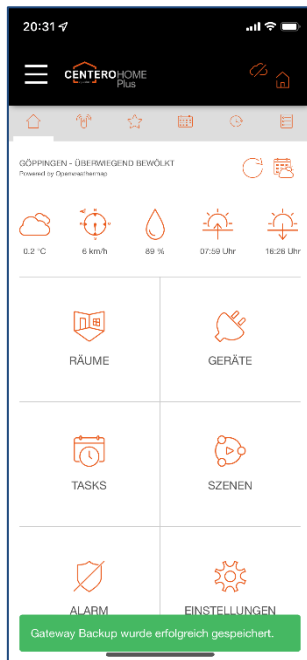
3. Select [Gateway backup].



4. Select [Create backup].



5. Select the gateway to be backed up.
 - Several gateways can be operated together in a network. E.g. in a 3-family house with a large family in a common home WLAN.
6. Enter the [Name] of the file.
 - In this example, gateway version 6 with the current date.
7. Enter [Password].
 - It is essential to remember the password, otherwise it is not possible to restore the gateway without the password.
8. Select [Start backup].

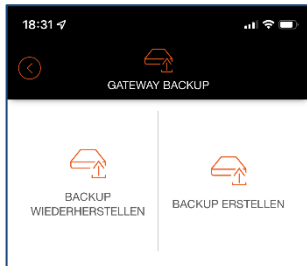


- After saving the gateway backup successfully, the app is displayed in the Centero Home start screen.
- The message “Gateway backup successfully saved.” is displayed.

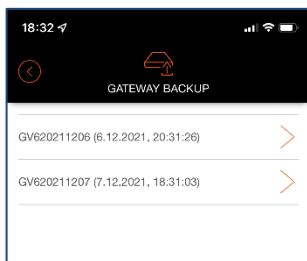
4.6.2 Restore a gateway backup

Important!

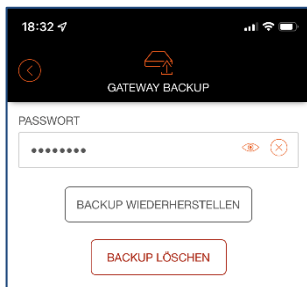
To install a gateway backup, we recommend that you have already created a backup of the configuration.



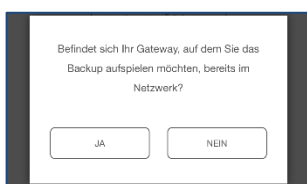
1. Open the ☰ menu.
2. Select [Settings].
3. Select [Gateway backup].
4. Select [Restore backup].



5. Select backup.



6. Enter [Password].
7. Select [Restore backup].



8. Select [Yes].



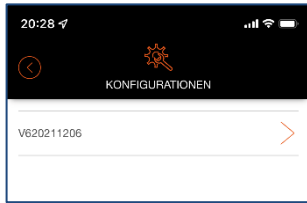
- The gateway is being searched for.

Info:

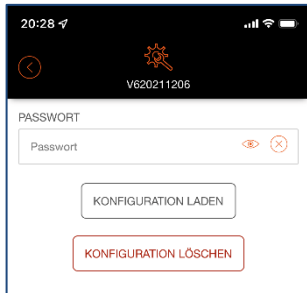
If there is no current configuration saved, then [No] must be confirmed. The backup is saved in the gateway. This completes the restore process.



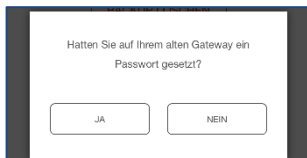
9. Select [Yes].



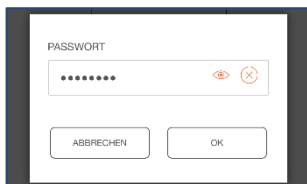
10. Select file.



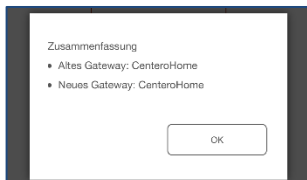
11. Enter [Password].
12. Select [Load configuration].



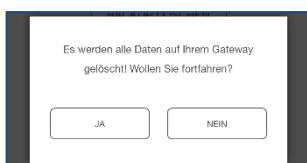
13. Select [Yes].



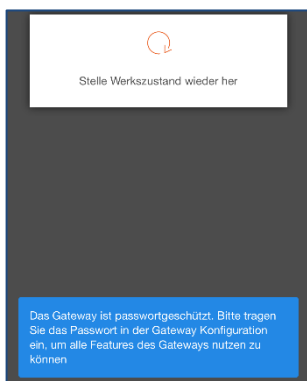
14. Enter [Password].
15. Select [OK].



16. Confirm the note with [OK].

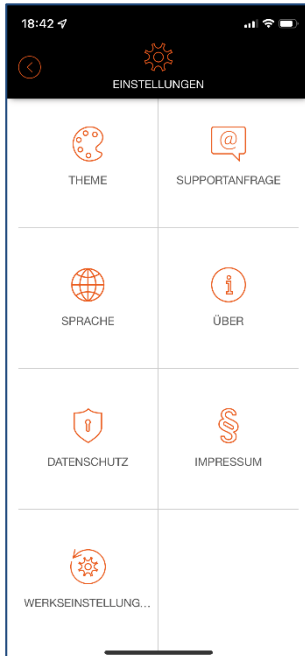


17. Select [Yes].

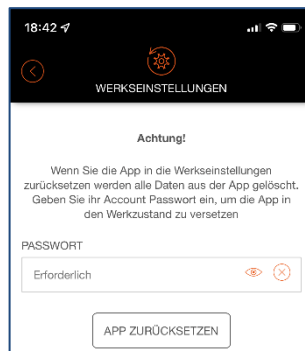


- The state is restored by the backup file imported.

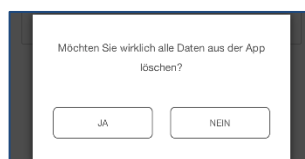
4.7 Resetting to the factory setting (app)



1. Open the ☰ menu.
2. Select [Settings].
3. Scroll down.
4. Select [Factory setting...].



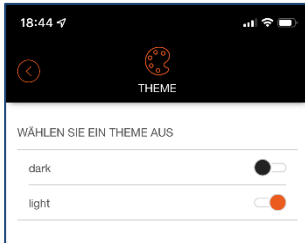
5. Enter the account [Password].
6. Select [Reset app]



7. Select [Yes].
 - After the reset, the licence agreement is displayed in the same way as if you were restarting the app.

Continue here: [First start and registration](#)

4.8 Topic

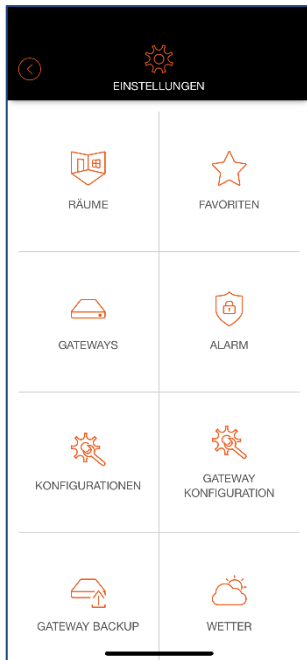


1. Open the ☰ menu.
2. Select [Settings].
3. Scroll down.
4. Select [Topic].

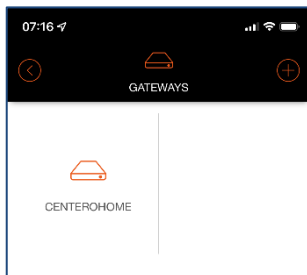
Info:

Here you can choose between two appearances.

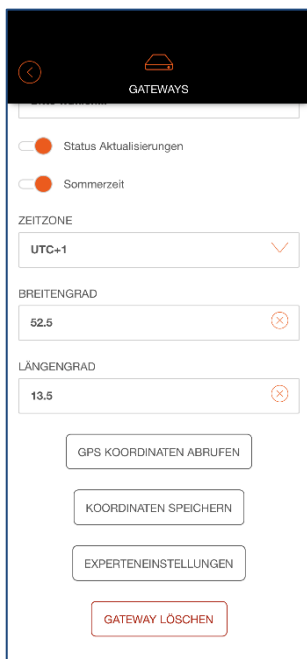
4.9 Change WLAN



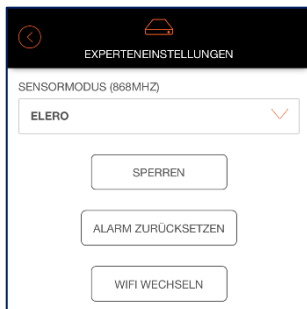
1. Open the ☰ menu.
2. Select [Settings].
3. Select [Gateways].



4. Select the gateway.



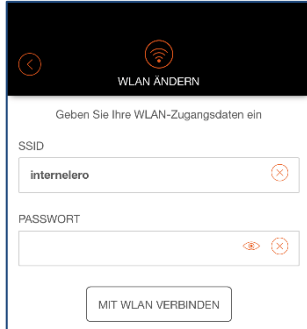
5. Scroll down.
6. Select [Expert settings].



7. Select [Change WLAN].



- Available WLAN networks are displayed.
8. Select new home WLAN.



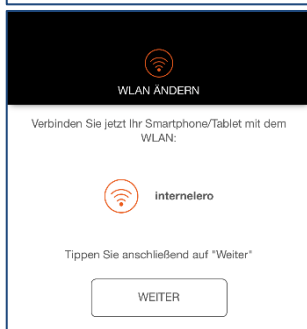
9. Enter [Password].
10. Select [Connect to WLAN].

- Gateway connects to new home WLAN.



11. Confirm enquiry with [Yes] or [No].

- If [Yes]. See [Troubleshooting](#).



12. Select Wi-Fi settings on the mobile device.
13. Connect the mobile device to new home WLAN.

14. Back in the Centro App

15. Select [Next].

- The gateway is being searched for in the new home WLAN.



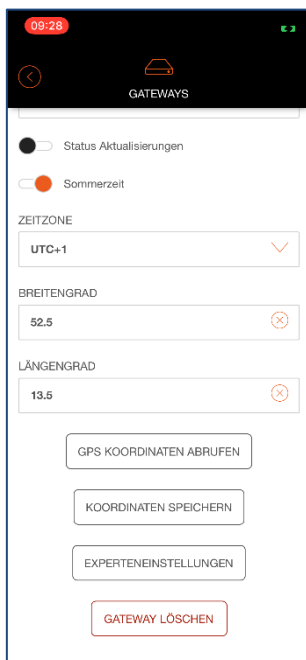
- The new IP address of the gateway is displayed in home WLAN.

16. Select [Next].

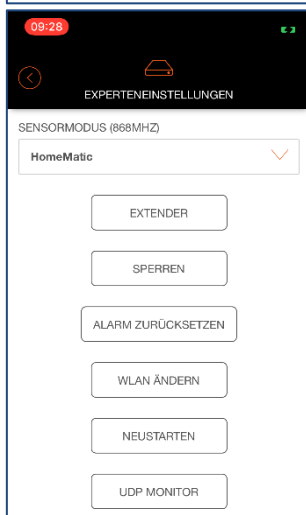
- Start screen is displayed.

4.10 Access limitations of the app

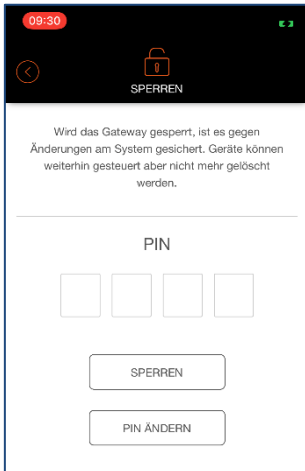
If another family member (e.g. child) is installed the app on the mobile device with limited configuration, access to the settings can be limited by blocking the app. This means: The child can only control the drives or devices specified by the configuration, but cannot make any settings or changes in the app.



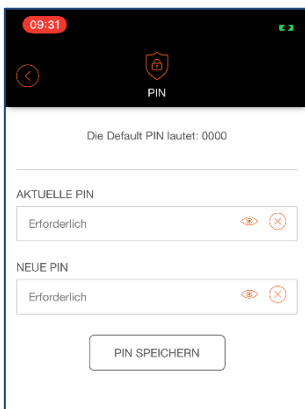
1. Open the ☰ menu.
2. Select [Settings].
3. Select [Gateways].
4. Select the gateway.
5. Scroll down.
6. Select [Expert settings].



7. Select [Block].



8. Select [Change PIN].



9. Enter the [Current PIN].

- Default 0000

10. Enter the [new PIN].

- Attention! It is essential that you do not forget the new PIN.

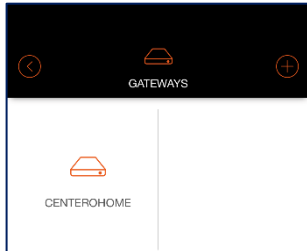
11. Select [Save PIN].

12. Enter the PIN

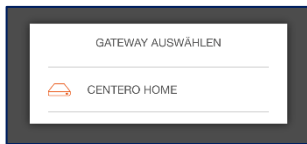
13. Select [Block].

- Message: "The gateway has been successfully saved."

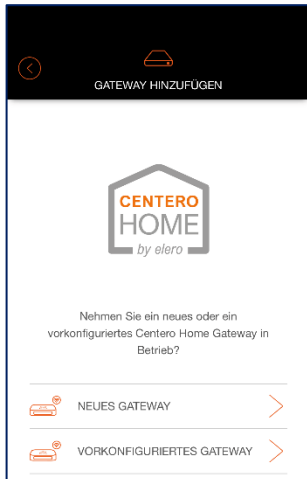
4.11 Integrate another gateway



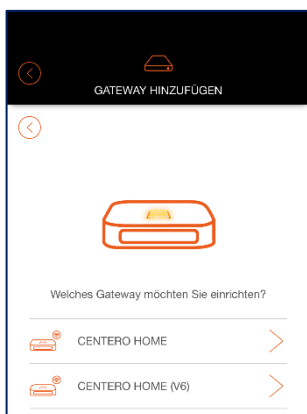
1. Open the ☰ menu.
2. Select [Settings].
3. Select [Gateways].
4. Select ⊕



5. Select gateway (Centro Home)
 - Observe the version.



6. Select [New gateway].



7. Select [Centro Home].
 - Example here (V5).
 - Read the information!



8. Connect gateway 2 to the power supply.

9. Select [Next].



10. Select Wi-Fi settings in your smartphone (tablet).

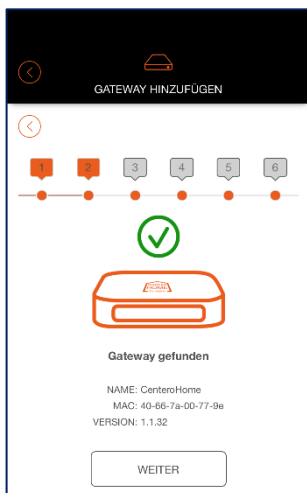
11. Connect the smartphone (tablet) with Wi-Fi of Centero Home.

12. Back in the Centero Home App.

13. Select [Next].

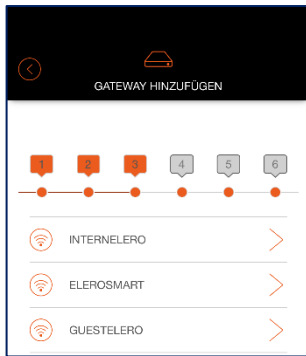
14. Select [Find gateway].

- Gateway is being searched for.

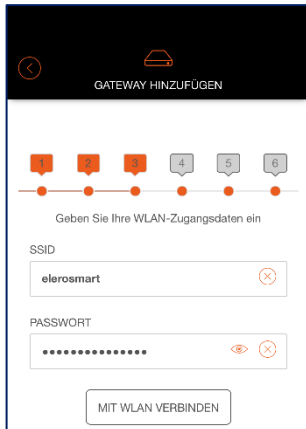


- [Gateway found] is displayed.

15. Select [Next].



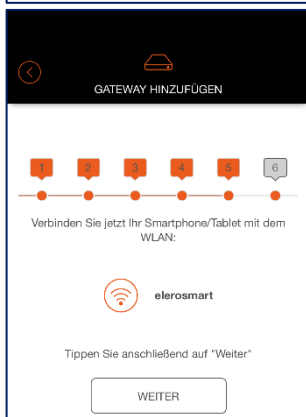
- Available WLAN networks are displayed.
16. Select home WLAN.



- SSID is displayed in the next screen.
17. Enter [Password].
18. Select [Connect to WLAN].
- Gateway connects to home WLAN.



- Enquiry "Does the LED still flash at gateway?"
19. Select [Yes] or [No].
- If [Yes], continue in [Troubleshooting](#).
 - Display connected to WLAN.
20. Select Wi-Fi settings in your smartphone (tablet).
21. Connect the smartphone (tablet) to home WLAN.

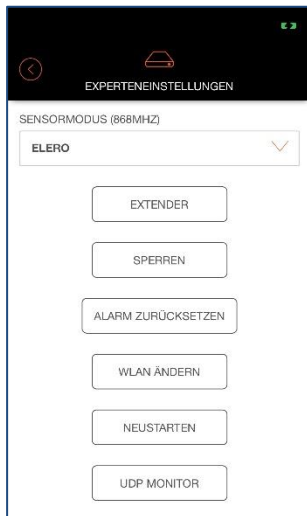


22. Back in the Centro Home App.
23. Select [Next].
- The gateway is being searched for in home WLAN.



- IP address of the gateway is displayed in home WLAN.
24. Select [Next].
- Gateways are displayed in the next screen.

4.12 Sensor mode (status enquiry)



1. Open the ☰ menu.
2. Select [Settings].
3. Select [Gateways].
4. Select gateway
5. Scroll down.
6. Select [Expert settings].

If the mobile device is in the home WLAN, status enquiries from all devices taught-in are promptly queried and displayed.

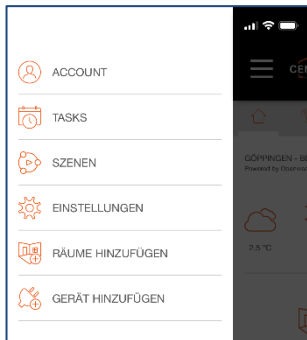
If the mobile device is outside the home WLAN, the status enquiries can only be received by the prioritised devices.

The selection in field [Sensor mode (868MHz)] is possible between HomeMatic and elero.

Note: When the app is started, the current status of the devices is queried and displayed in the app. This means: It is apparent whether, e.g. the roller shutter is open / closed or located in an undefined position.

5 Automation

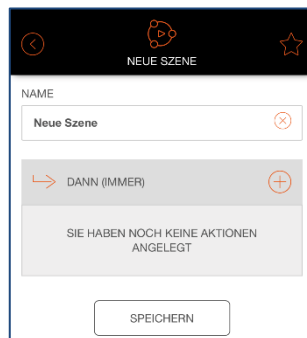
5.1 Scenes



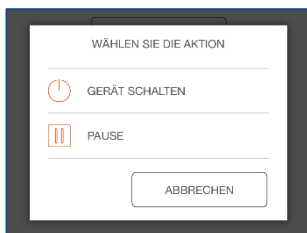
1. Open the ☰ menu.
2. Select [Scenes].



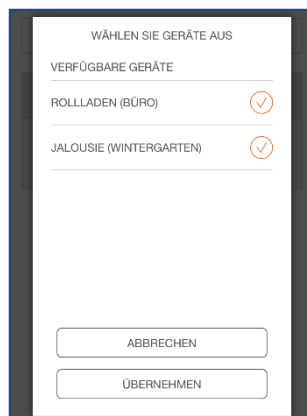
3. Select ⊕ for [Add]



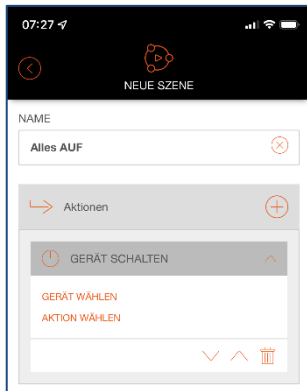
4. [Name] of the scene awarded.
 - Example here: OPEN all
5. Select [Then (always)].



6. Select [Switch device].

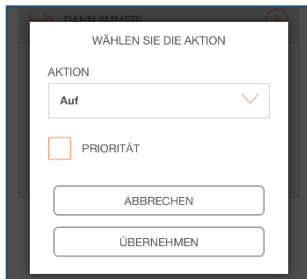


7. Select device.
8. Select [Accept].



- [Switch device] is displayed.

9. Select action.

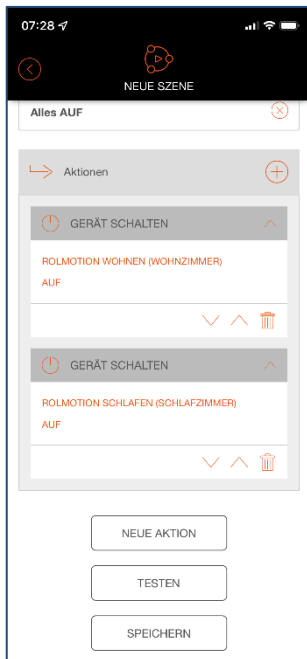


- Selection window is opened.

10. Select [Select action]

- OPEN is selected here in the example.

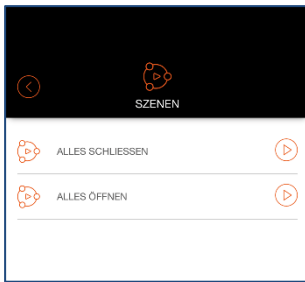
11. Select [Accept].



12. If desired, add other devices and actions.

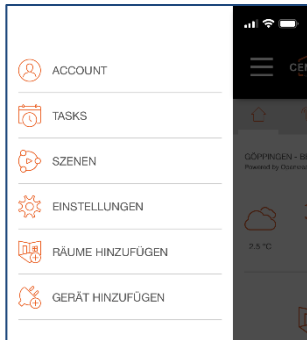
- See example

13. Select [Save]

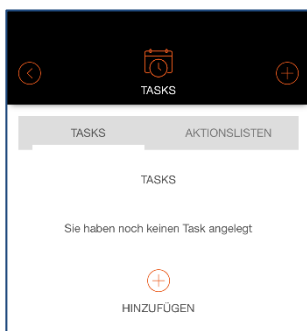


- Scene is created and displayed with name in the list.

5.2 Tasks

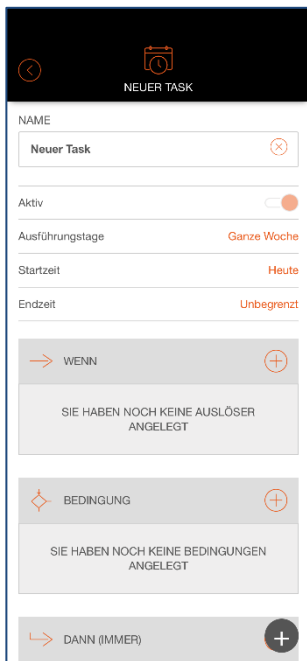


1. Open the ☰ menu.
2. Select [Tasks].



- The Tasks window is opened

3. Select ⊕ for [Add]

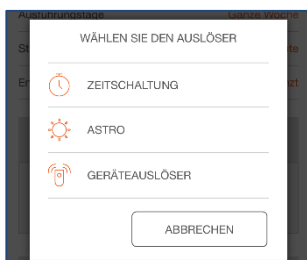


4. Assign [Name].
 - E.g.: Sunrise

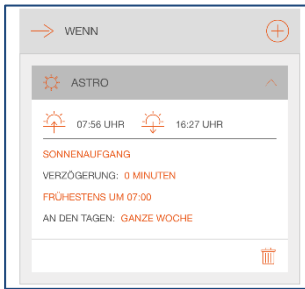
Info:

- [Active] is automatically selected. The task is therefore immediately available.
- [Execution days] - Here you can determine on which days the task is executed.
- [Start time] - The task is available immediately.
- [End time] - Here you can determine when the task expires and is no longer executed.

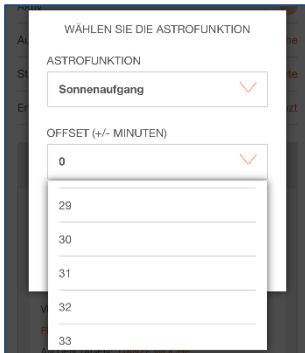
5. Select ⊕ for [If]



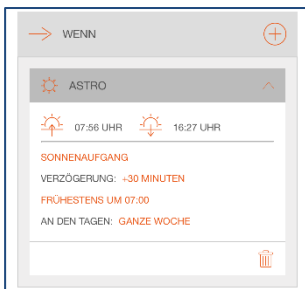
6. E.g. select [Astro].



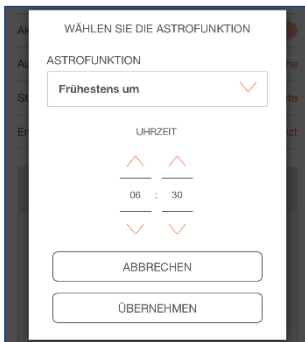
- [Astro] is shown in the display.



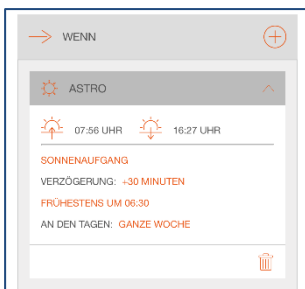
7. Select [Sunrise] (default).
8. Select Astro shift to (+)30 minutes.
9. Select [Accept].



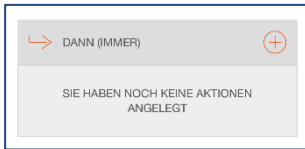
- Delay shows the set time.
Thus, in this example the roller shutter opens at 8:26 am.



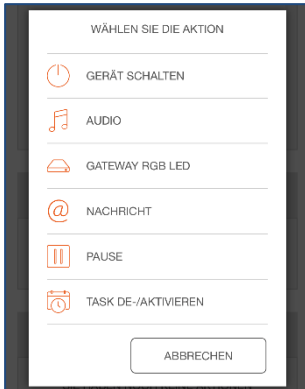
10. Select [Earliest at].
11. Set the time to 6:30 a.m. (example).
12. Select [Accept].



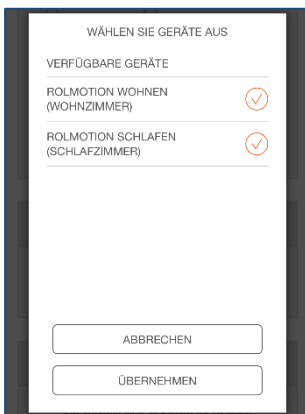
- [6:30 am at the earliest] is displayed.
This means that as soon as sunrise would be at 5:00 am, for example, the roller shutter does not open until 6:30 am.



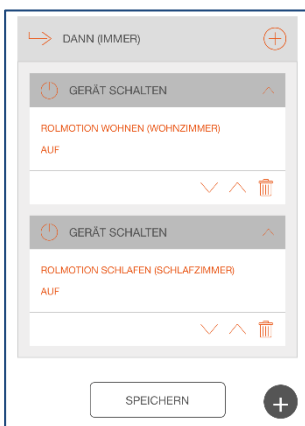
- 13. Scroll down.
- 14. Select [Then (always)].



- 15. Select [Switch device].



- 16. Select devices (set checkmark).
 - Here in the example, both drives offered.
- 17. Select [Accept].



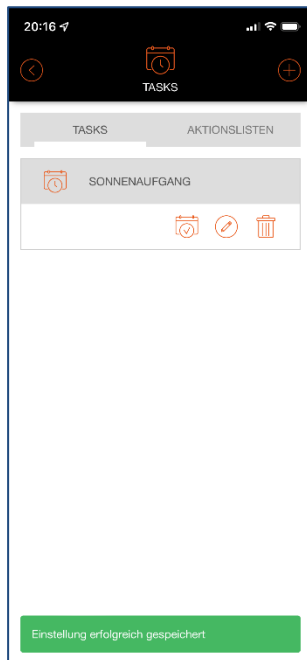
- Selected devices are displayed in the area [Then (always)].
- OPEN is the desired function. No change needs to be made.

- 18. Select [Save].



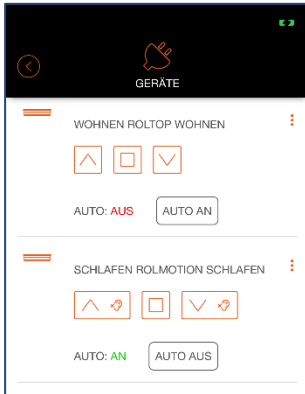
Info:

- [Priority] is not active.
- To activate the priority, the function must be called up after step 17 and the check mark must be set.
- Time switches are now always carried out when the automatic system is switched off.



- The new task is displayed in the task list.
- A green bar appears with the text:
"Setting successfully saved"

5.3 Automatic



AUTO: OFF

If automatic is switched off, time-controlled and sensor-controlled commands are not transmitted to the radio receiver.

AUTO: ON

If automatic is switched on, time-controlled and sensor-controlled commands are transmitted to the radio receiver.

"Which sensor technologies are switched via automatic?"

Light sensors are activated or deactivated by this.
The rain and wind sensors are not switched

"Is the time switching influenced via the automatic?"

Yes, the time switching is deactivated.
Unless priority has been activated in the tasks. Then the time-controlled movement commands are carried out. [See tasks.](#)

6 Exchange gateway

After a gateway has been set up, a gateway backup and a backup of the configuration must be carried out. This is recommended in case of a possible defect or data loss of the gateway. Otherwise, a new gateway must be taught-in again on all devices.

A backup of a V5 gateway can be uploaded to a V6 gateway. This means that version 6 is downward compatible, while V5 is not upward compatible.

6.1 Difference of Centero Home V5 to V6

Centero Home V5	Centero Home V6
Firmware version 1.2.1	Firmware version 1.22.0
Article number 28 805.0001	Article number 28 806.0001
Product label: CenteroHome	Product label: CenteroHome (V6)

6.2 Start-up version V5/V6 with backup from V5

6.2.1 Putting a gateway already started up into operation as “New gateway”

1. Open the ☰ menu.
2. Select Settings.
3. Select Gateway backup.
4. Select Restore backup.
5. Select backup.
6. Enter the Password (of the file).
7. Select [Restore backup].
8. Reply to enquiry
 - Here with [Yes]
9. Select gateway from the list (IP address).
10. Reply to enquiry for configuration file.
 - Here with [Yes]
11. Select configuration.
12. Enter the Password (of the file).
13. Select [Load configuration].



6.3 Adjust IP address

To be able to adapt the IP address to the new box, it is essential that the new IP address is noted when setting up the new box.

If this was forgotten, the IP address can be determined accordingly in the router. Use the documentation for the router.

Background: The old gateway has been assigned a different IP address by the router. This IP address is additionally saved in the configuration and reassigned to the box when restoring the data. This makes sense if a data loss has occurred with the box previously used.

A new gateway is new hardware for the router and is assigned a new IP address.

There are two ways to get a functioning app:

1. Assign a static IP to the router.
 - The IP of the gateway must be adapted accordingly in the settings of the router.
Use the documentation for the router.
2. Adapt the IP address in the gateway.

Procedure:

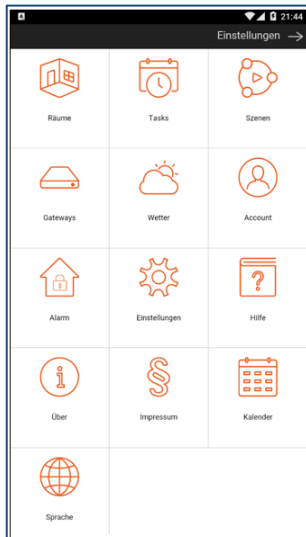
1. Install the configuration backup on a new gateway.
 - See chapter [“Start-up version V5/V6 with backup from V5”](#)

...

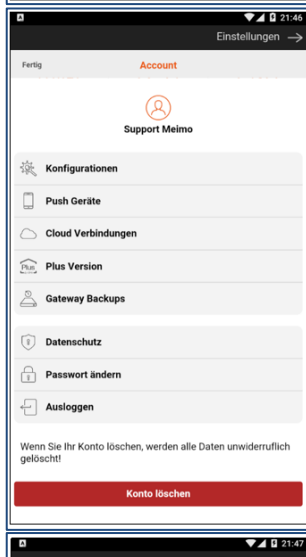


7 Migration Centro Home app to Centro Home NXT

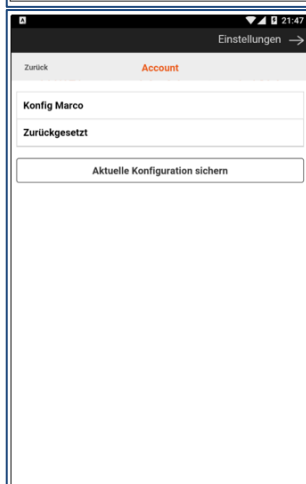
Part 1: Save configuration.



1. Open settings.
2. Select [Account].
 - Login where applicable



3. Select [Configurations].



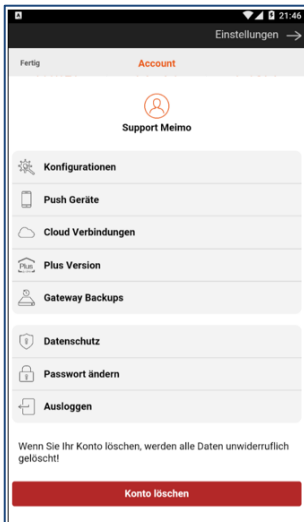
4. Select [Save current configuration].
5. Determine a password.
 - Write down the password, the password cannot be reset!
6. Determine a file name.
7. Set a checkmark at [Save all devices].
 - Attention!
Do **not** set a checkmark at [Limit user access]!
Do **not** set a checkmark at [Save certain devices].
8. Select [Save configuration].
 - An overview of the configurations saved is displayed.

Example:

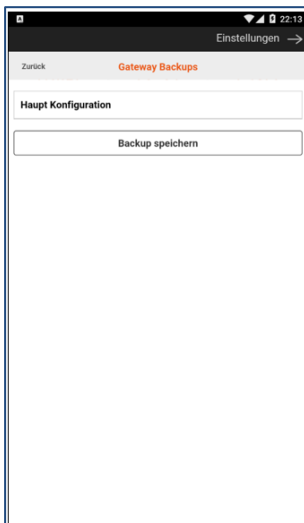
Password: 12345678
Name: V6221208

Part 2: Create gateway backup.

1. Open settings.
2. Select [Account].
 - Login where applicable.



3. Select [Gateway backups].



4. Select [Save backup].
5. Determine a file name.
6. Determine a password.
 - Write down the password, the password cannot be reset!
7. Re-enter the password.
8. Select [Save].
 - The overview of the backups is displayed.

Example:

Name: V6221208

Password: 12345678 (password is re-entered)

Load configuration in the new app:

See: [Load configuration on a new mobile device](#)

8 Troubleshooting

Error	Cause	Rectification
Gateway is not found in Access Point-mode.	Gateway is located too close to the mobile device.	Move the mobile device further away from the gateway.
	Gateway is located too far away from the mobile device.	Move the mobile device closer to the gateway.
	Gateway is shielded by walls, cabinets or other objects.	Position the gateway such that the gateway can communicate with mobile devices.
Gateway cannot establish any connection to the home WLAN.	A repeater obstructs a direct connection to the WLAN router.	Deactivate all repeaters, access points or other WLAN routers with the same SSID.
	Gateway too close to or too far away from the WLAN router.	Change the location of the gateway to the WLAN router.
	Gateway is shielded by furniture, walls or other objects.	Position the gateway such that communication to the WLAN router is possible.
	An existing 5GHz network with the same SSID interferes with establishing a connection.	Temporarily rename or deactivate the 5GHZ WLAN.
Gateway cannot establish any connection to the Cloud Server.	Firewall may be set too strict.	In the firewall of the router, release ports 1901, 1902 and 1905 for communication.
	Cloud Server is down.	Wait until the Cloud Server can be accessed again.
Configuration cannot be loaded.	Incorrect version of the configuration.	Check the upwards compatibility / downwards compatibility. See chapter: Exchange gateway
	The configuration backup is corrupt.	Create a new backup on the main device. See chapter: Save configuration

Error	Cause	Rectification
A second mobile device cannot be put into operation.	Incorrect procedure.	Select [Load configuration] when starting the app on the new mobile device. See chapter: Load configuration on a new mobile device
	Missing configuration backup.	Carry out a data backup on the main device. See chapter: Save configuration
External access to the drives is not possible.	Cloud Access is not activated.	See chapter: Activate Cloud Access.
Question marks can be seen on the display for the drives.	The gateway is not connected to WLAN.	Re-start gateway.
	The mobile device is not in the same WLAN as the gateway.	Connect the mobile device with the correct WLAN.
The roller shutters do not run time controlled.	Automatic mode is not active.	Activate automatic. See chapter: Automatic
	Priority is not active.	Activate priority within the tasks.
Forgot password.	Account password forgotten.	Account create a new password. See chapter: Account password forgotten
	Gateway password forgotten.	Reset the box via the reset button until the orange LED illuminates. Reintegrated the box in the home WLAN. Reactivating Cloud Access. Assign a new password. See chapter: Gateway password forgotten

Error	Cause	Rectification
Amazon Alexa® does not recognise the devices.	Missing configuration backup in the cloud.	Carry out a Cloud Export. See chapter: Cloud Export
	Alexa Skill is not connected with the elero account.	Link the Alexa Skill with the elero account.
Amazon Alexa® does not recognise the voice commands .	Incorrect language syntax.	Use the correct language syntax. See chapter: Amazon Alexa® commands

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10 Glossary

A

Access point

To setup the gateway to the home WLAN, it initially offers its own WLAN network. This own WLAN network is called an access point.

No connection to the Internet is possible within this network.

C

Cloud Access

Cloud access enables access to the gateway via the Internet and thus control of the devices taught-in. Sensor mode (status enquiry) is carried out in Cloud Access when starting the app.

S

Sensor technology

There are different types of sensors. Light sensors for measuring the amount of light. Rain sensors to determine the precipitation. Wind sensors for measuring the wind strength.

Sensor mode (status enquiry)

In sensor mode, the status is regularly queried for the set devices.

The devices return their operating status to the gateway as feedback.

For example: Roller shutter up, as soon as it is located in the upper end position.

SSID

SSID is the abbreviation for Service Set Identifier for wireless networks. This is the designation of the network

Scenes

In a scene, several devices can be controlled manually at the same time.

For this purpose, all devices and their actions are programmed into the scene.

T

Tasks

In a task, individual or several devices can be controlled via an automatic sequence (e.g. time programming). For this purpose, the conditions and the actions of the devices are programmed in the task.