

ezlo

Secure

Smart Home Controller

# Manual




# Thanks for choosing the Ezlo Secure

You've taken the first step toward making your home smarter and safer.

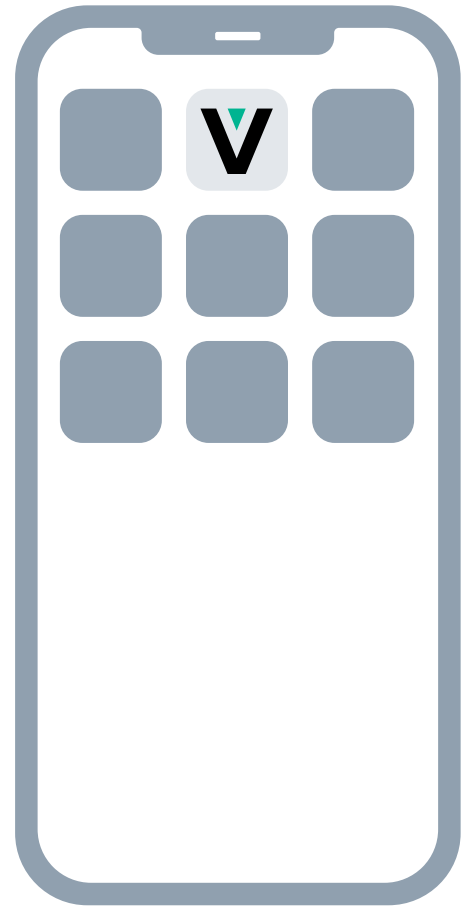
**It's easy to set up your hub.  
Here is what you have to do.**

## SET UP

For starters, your Ezlo Secure hub operates on the Vera app.

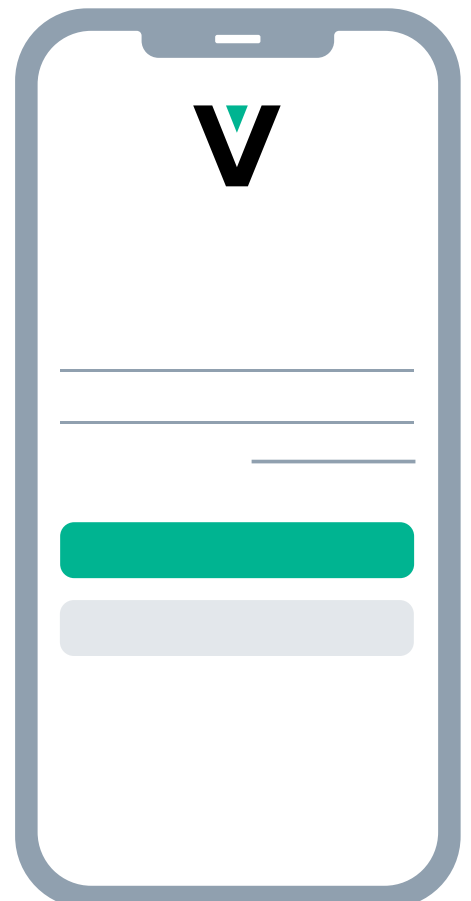
Install the Vera app on your mobile device. Just look for the  in the iOS App Store or on Google Play.

If you already have the Vera app, just log in.



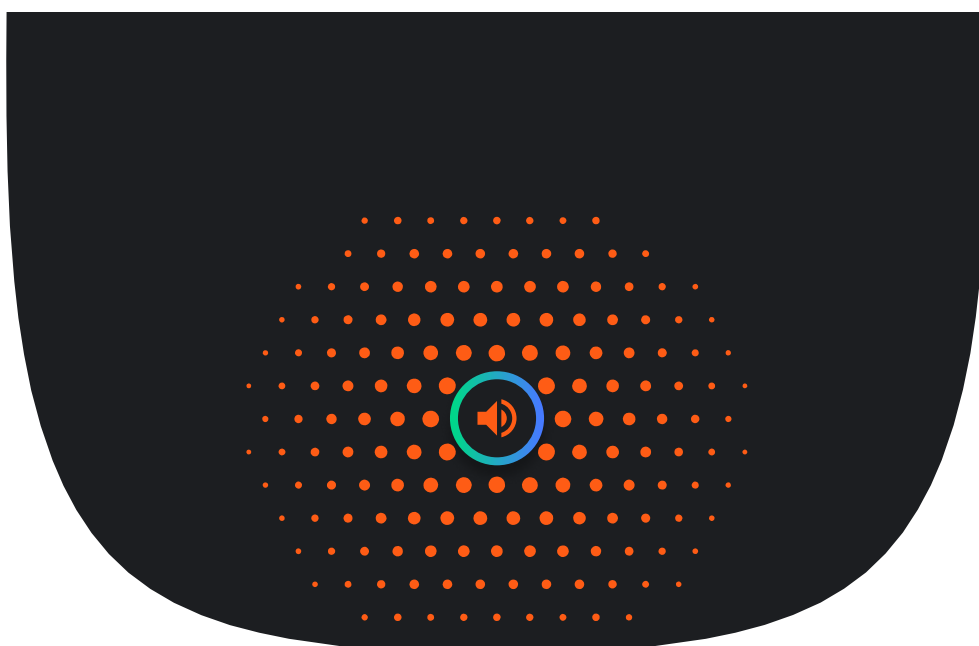
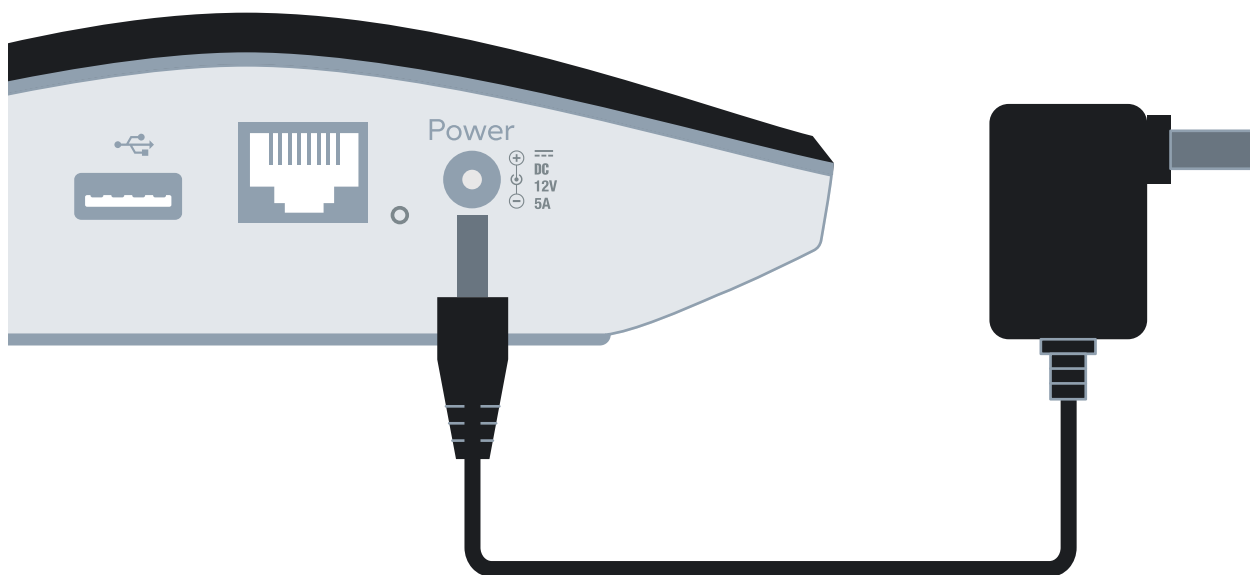
If you just downloaded the app, tap on New to Vera and select Ezlo Secure from the list of controllers.

If you already have an account, tap Add New Controller and select the Ezlo Secure from the My Controllers list.

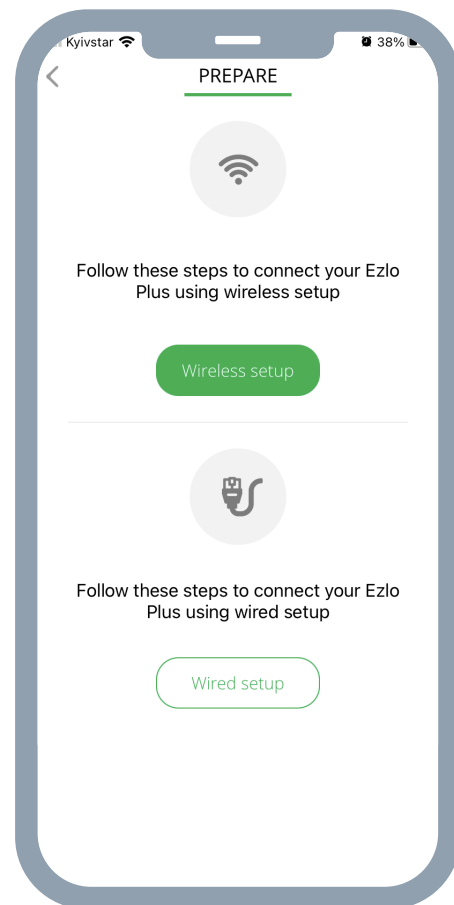


Next, connect the A/C power adapter to your Ezlo Secure. Once it is powered on, the LED should slowly change from green to blue.

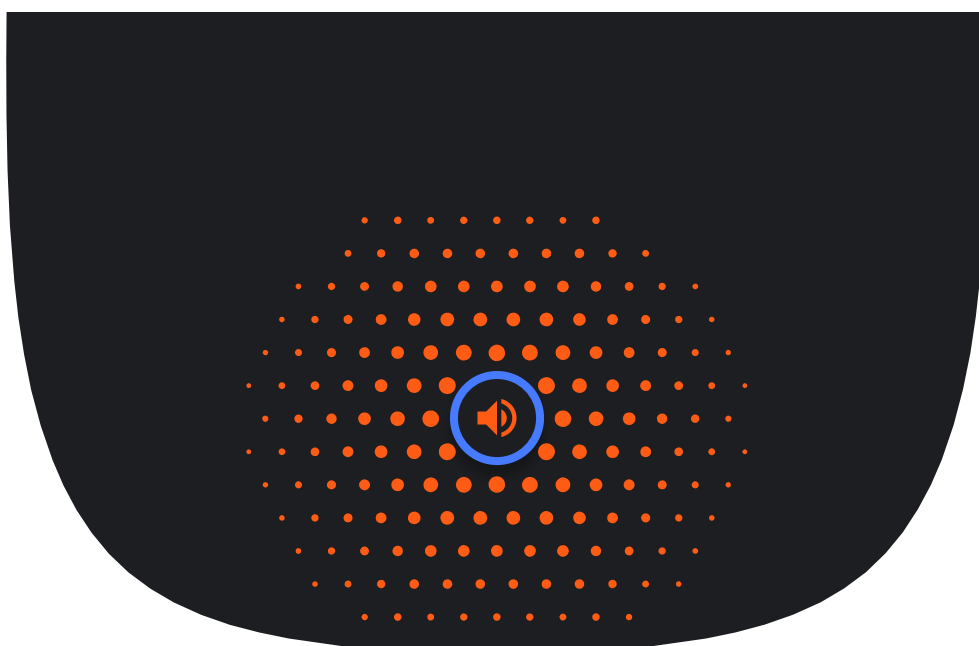
Wait for a steady blue light before proceeding.



The Ezlo Secure supports both wired and wireless setup. Select your preferred option and follow the prompts.



Congratulations! Your Ezlo Secure is now connected and its LED will remain steady blue.



If you don't already have one, it's time to create your account. The app will walk you through it.

## Make your home safer. Make your life easier.

The Ezlo Secure lets you control Z-Wave™, Zigbee, and Wi-Fi devices from a single app. When you add devices such as lights, thermostats, sensors, cameras, and door locks to your Vera system, you'll be able to enjoy greater comfort and peace of mind with just a touch.

## Control your home from anywhere.

The Vera app offers some key features that help you simplify things at home and help you keep an eye on things when you're away.

### Modes

Modes give you the power to control all your devices with a single tap. There are pre-set modes for Home, Away, Night, and Vacation.

### Scenes

The true power of home automation is when your home can do things for you. With Scenes you can schedule your lights to turn off when you leave for work in the morning, or to fade up as day turns to night.

### Notifications

Your Vera system can send push notifications and emails to let you—or other users—know about what's going on at home.

## Need help setting up?

You can reach our Customer Care team seven days a week at 866.966.2272 between 6am and 10pm US CST/EST\* or at [support@getvera.com](mailto:support@getvera.com)

You can also purchase our Vera Easy Start service and get one hour of personalized setup assistance through a phone call with one of our most experienced agents.

Visit [getvera.com](https://getvera.com) to learn more.

To find the complete User Guide, as well as information about the products FCC/IC registration, visit [getvera.com/support](https://getvera.com/support) and click on "Downloads, Firmware & Manuals."

## Inclusion and Exclusion

Your Ezlo Secure Controller can work with all Z-Wave devices, such as sensors, alarms, door locks, thermostats, etc. Over a thousand Z-Wave devices are available from many brands. (Z-Wave is a wireless communications system; check the package or specs to see if a device uses Z-Wave.)

The Ezlo Secure can be operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers. All mains operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network

Before Ezlo Secure can control a device, it must be included into the Vera system.

Vera [Custom Device Wizards](#) are available for select devices that pass stringent Vera Labs testing for compatibility and quality. The Custom Device Wizards make Inclusion/Exclusion easiest, with specific details for each device. A list of these devices is available and updated at <https://ezlo.com/device-compatibility/>

For all other Z-Wave devices, a Generic Device Wizard is used for Inclusion/ Exclusion. A Generic Device Wizard is available for each device category (thermostats, sensors, alarms, etc.)

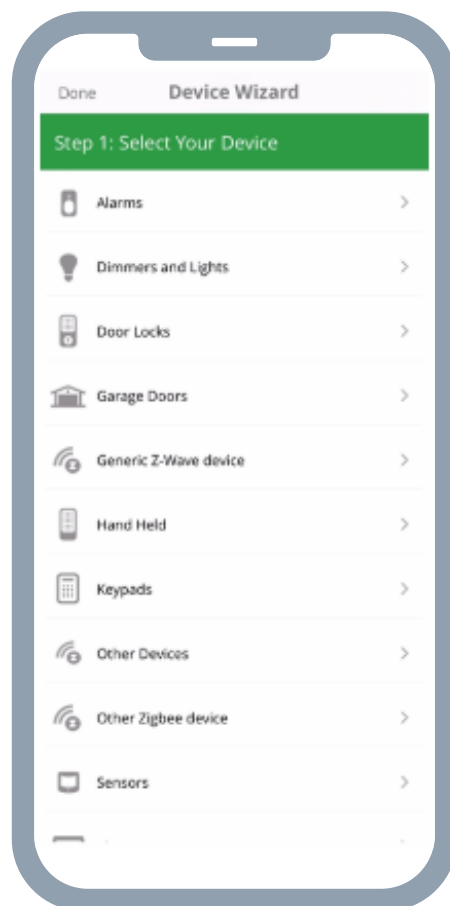
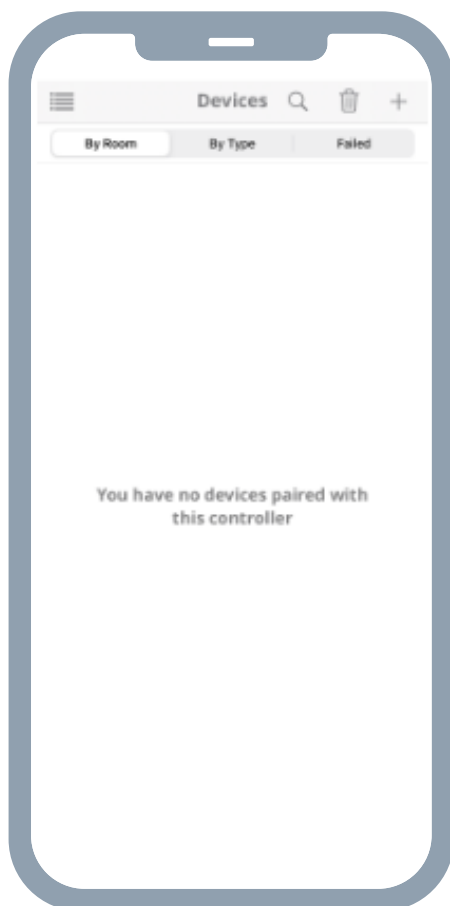
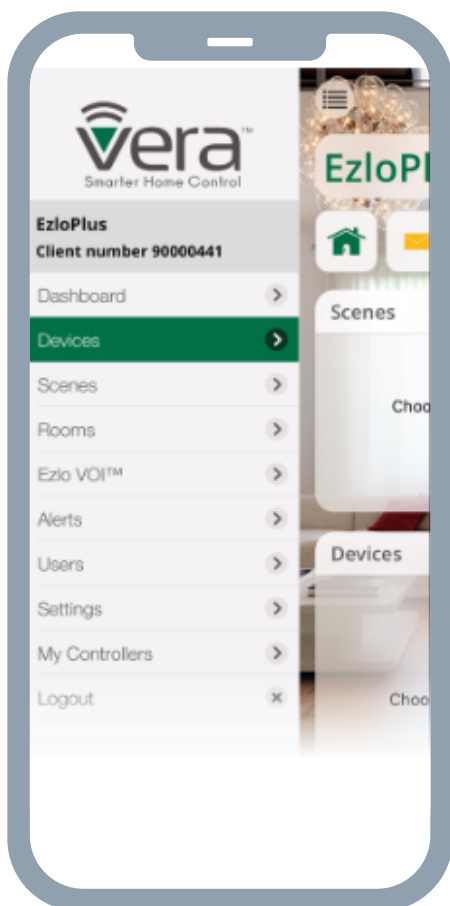


# Adding Z-Wave Devices to your Ezlo Secure

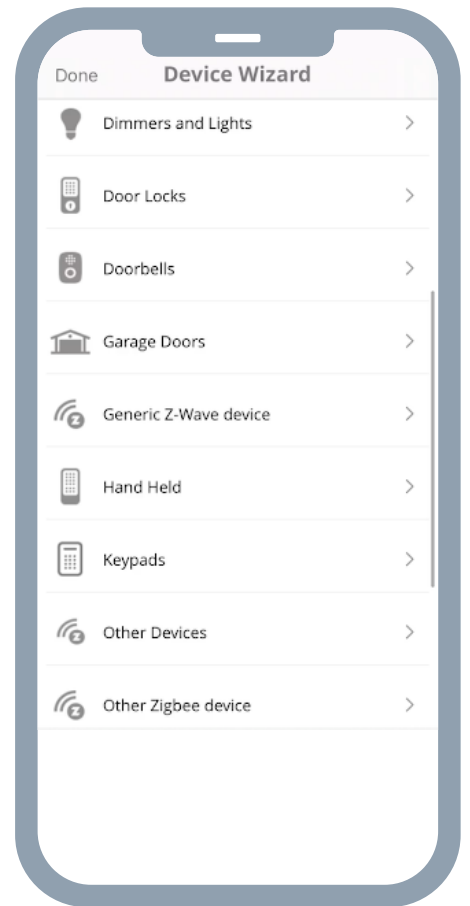
Before Ezlo Secure can control a device, it must be added into the system.

Start using your Ezlo Secure by adding devices like lights, thermostats, sensors, and more. Just tap the menu icon at the top left of the dashboard, select Devices, and then tap the + sign to launch the Device Pairing Wizard.

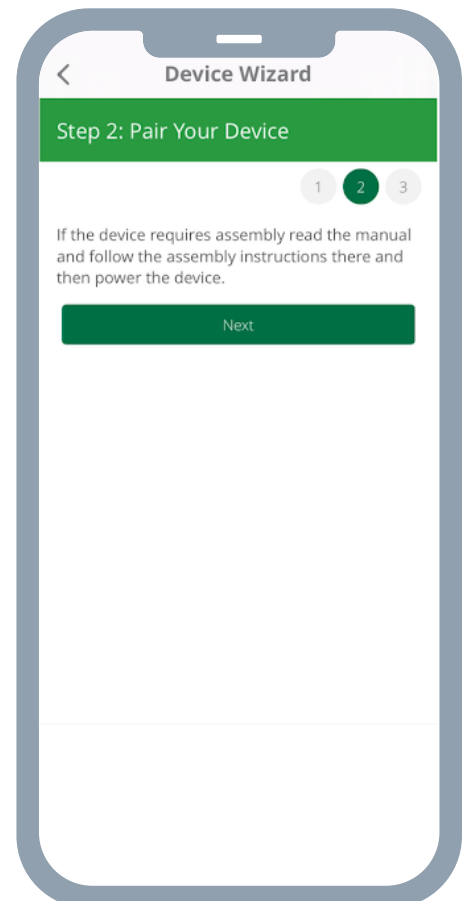
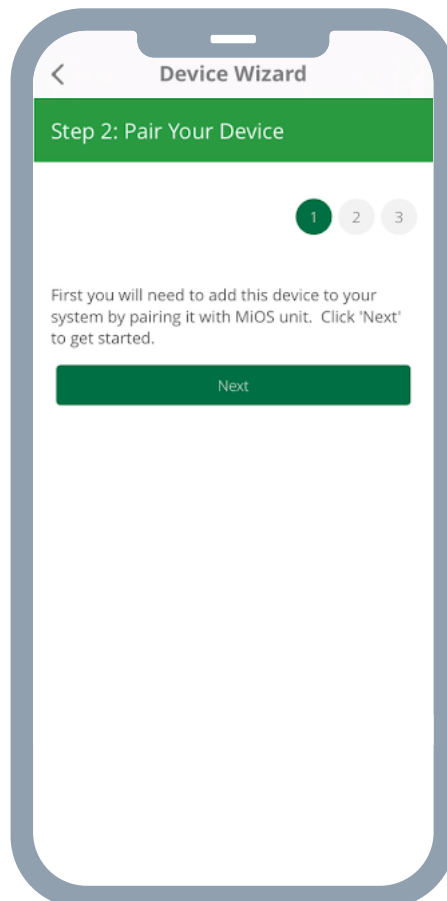
1. From your Dashboard, go to **Devices** > tap on the + in the top right corner and select or search the name or type of device that you wish to pair with your Ezlo Secure.



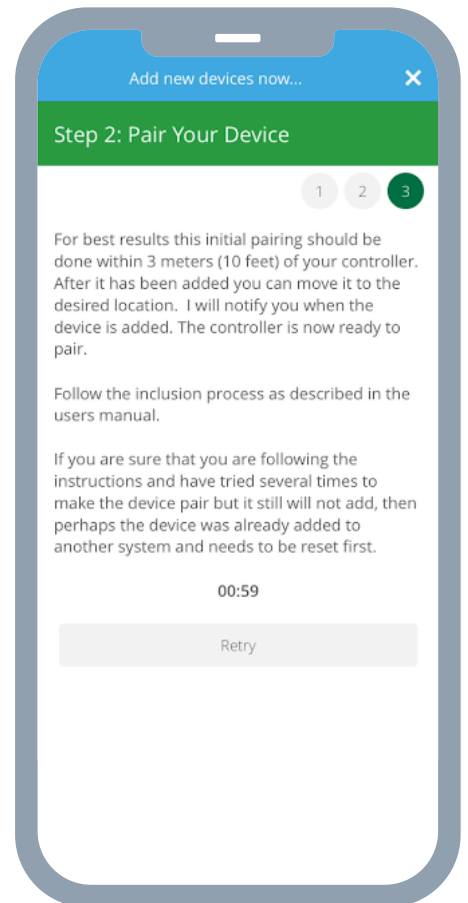
2. To add a generic Z-Wave device, select the **Generic Z-Wave device** from the device categories.



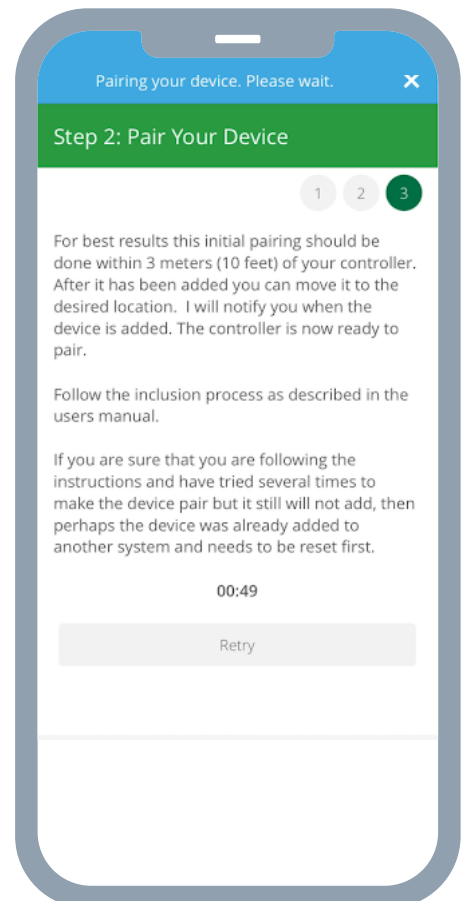
3. To add the device with your Ezlo Secure, if the device requires assembly read the manual, follow the assembly instructions there, power the device, and click **Next**.



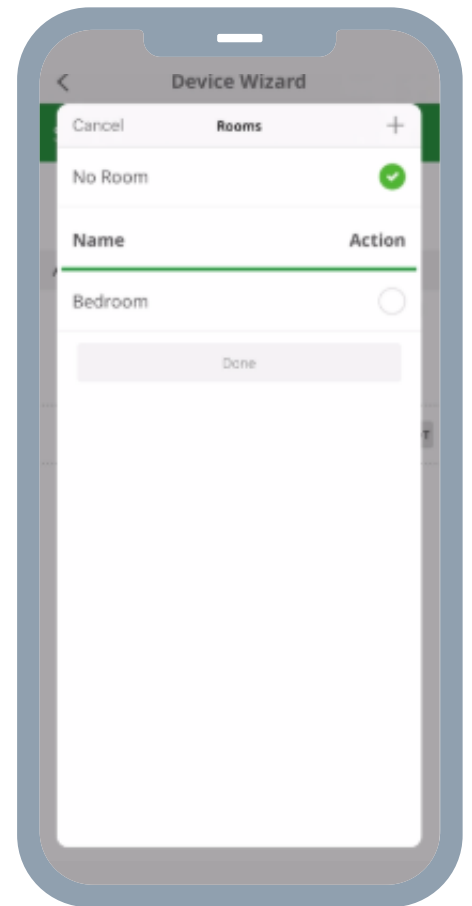
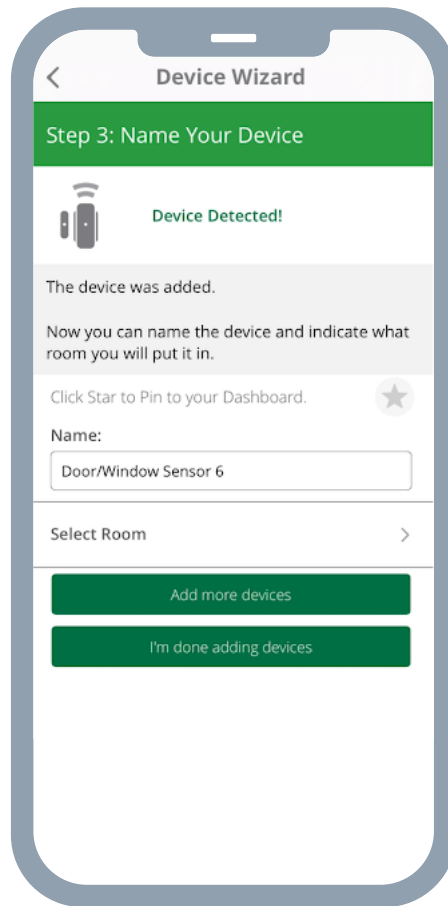
- Once the blue message at the top of the page says **Add new device now**, follow the process as described in the user manual.



- If successful, you will get a blue message at the top of the page saying **Device was configured** and a **Device Detected** message.



6. To finish, choose a name for the new device, add the device to favorites (optional), edit the name, assign it to a room, and click **I'm done adding devices**.

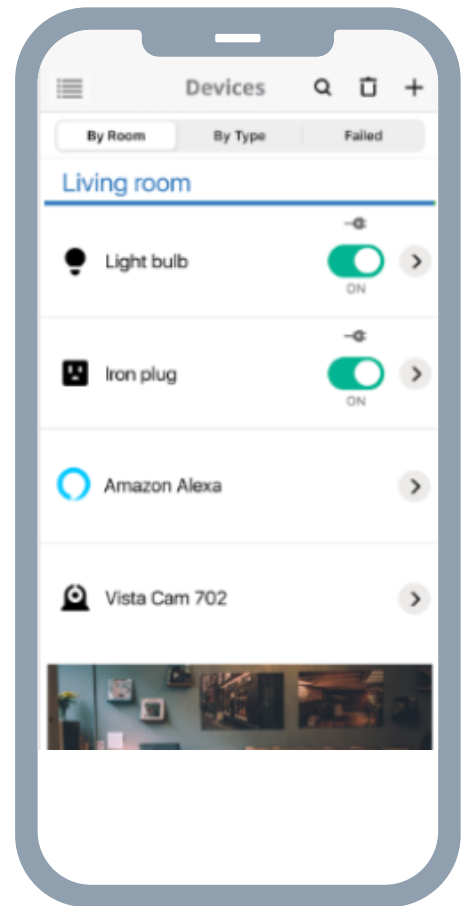


**Note:** If the device was previously included with a different Z-Wave system, you'll need to exclude it before adding it with your Ezlo Secure. (You may also need to do this if you have problems Inclusion/Exclusion the first time.) Press the Retry button to start the exclusion process. Once the device is excluded, add it by following the inclusion steps.

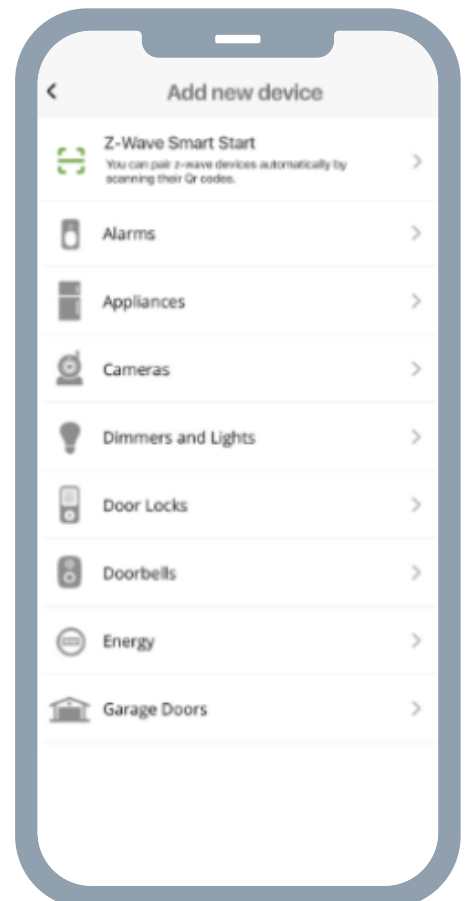
## Adding a Z-Wave Device to Ezlo Secure (SmartStart adding)

With SmartStart, you can add Z-Wave devices automatically by scanning their QR codes.

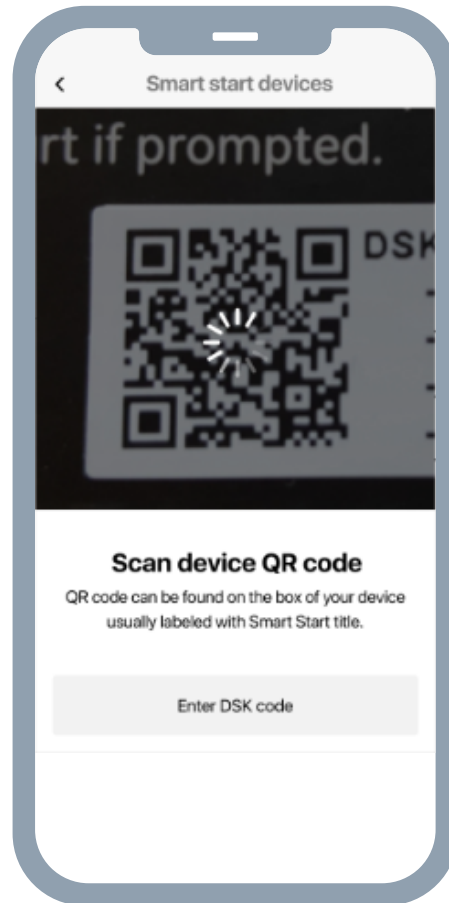
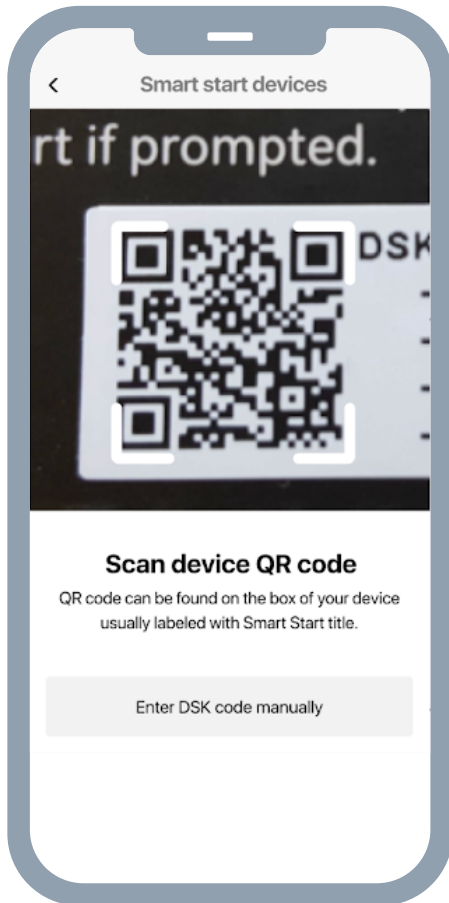
1. From your Dashboard, go to **Devices** > tap on the + in the top right corner.



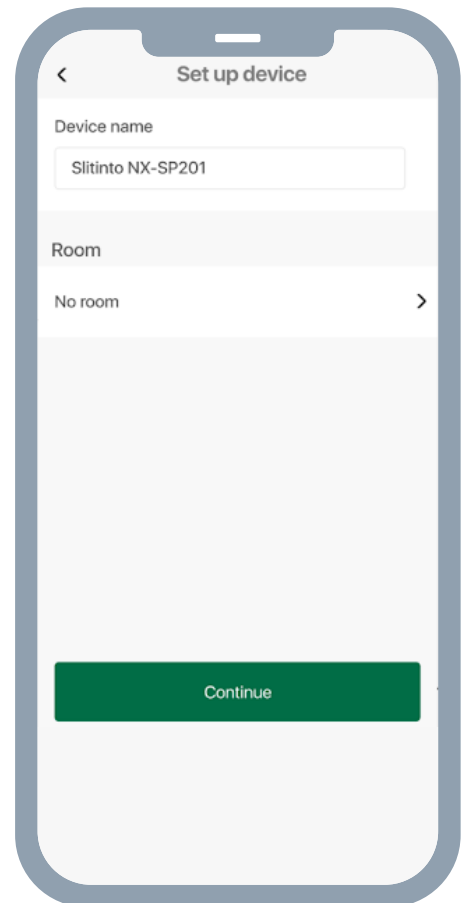
2. Select the Z-Wave SmartStart entry. Tap on the Arrow next to the text.



3. On the box of your device, you should find a QR code, usually labeled with a SmartStart title. When you select "Z-Wave SmartStart" in the iOS app, the camera of your phone will be turned on to scan the QR-code. Once a QR code has been scanned the adding process starts.

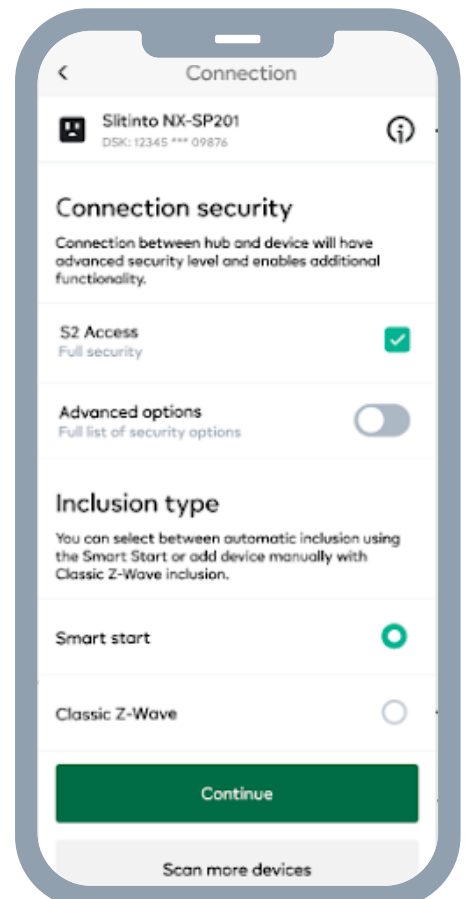


4. The device is added to the system and you will see a Set Up Device screen. To continue, choose a name for the new device, edit the name, assign it to a room, and click **Continue**.



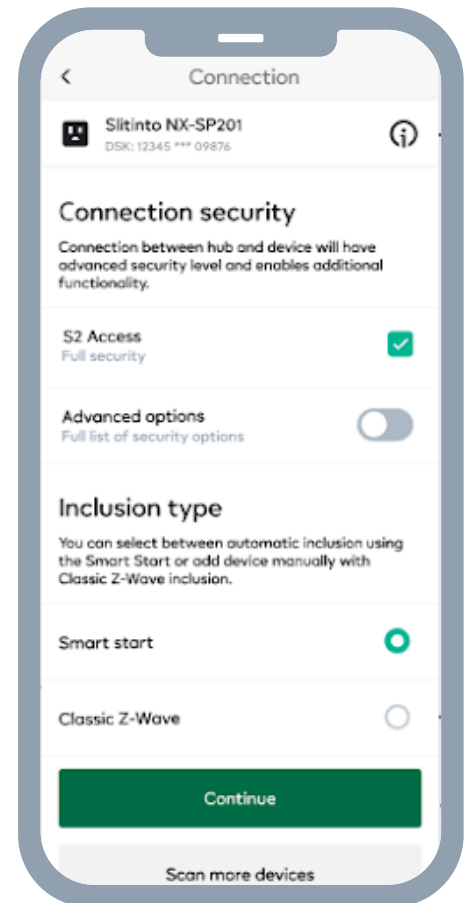
5. Select the connection. S2 Access - selected by default

6. Select the inclusion type - SmartStart. Tap on the **Continue** button.



7. Select another connection security type. Enable the toggle to see the list with all connection types available. Once you've selected the type of encryption, tap on **Continue**.

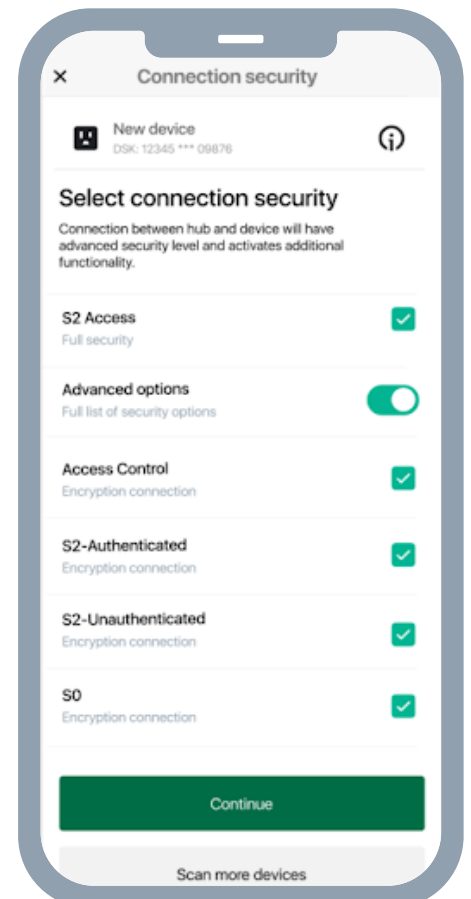
- S2 - Access - Full security
- Access Control - Encrypted connection
- S2 - Authenticated - Encrypted connection
- S2 - Unauthenticated - Encrypted connection
- S0 - Encrypted connection



If the S2 Access is checked, by default all options under Advanced are checked.

If the S2 Access is unchecked, all options under Advanced are unchecked.

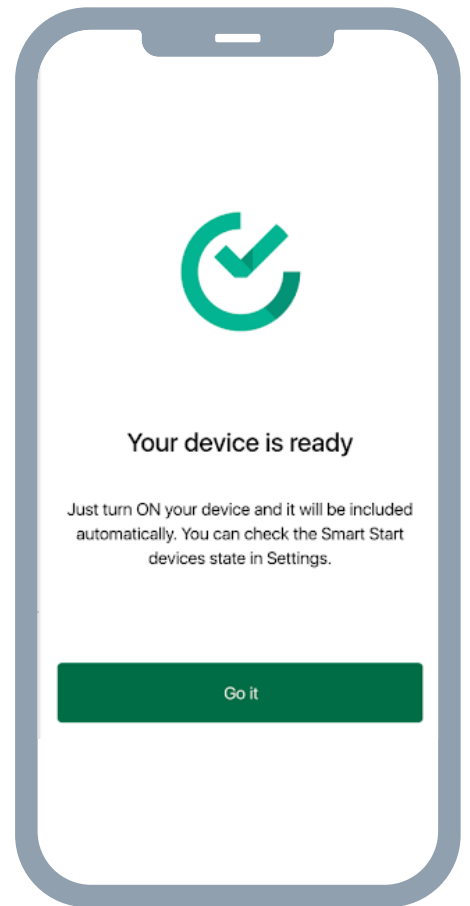
You are able to select whichever options you choose from the Advanced list.





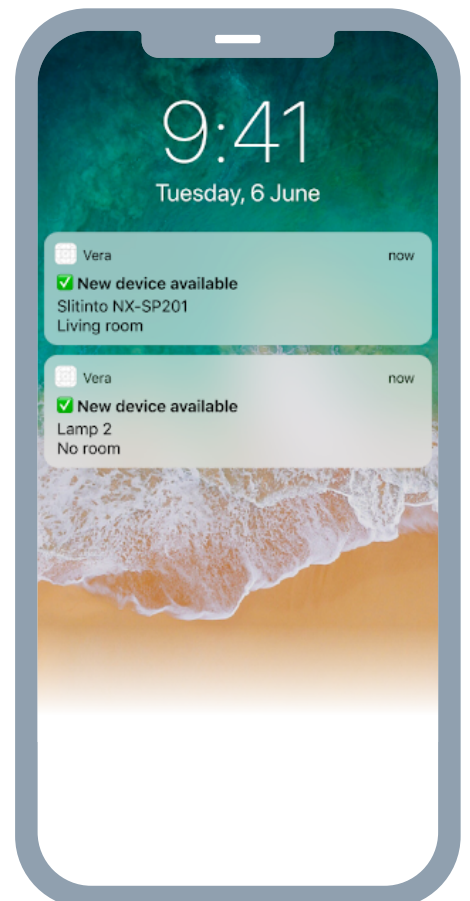
8. In the next step, you will see the confirmation screen that your device is ready.

Just turn on your device and it will be added automatically. You can check the SmartStart device state in Settings.

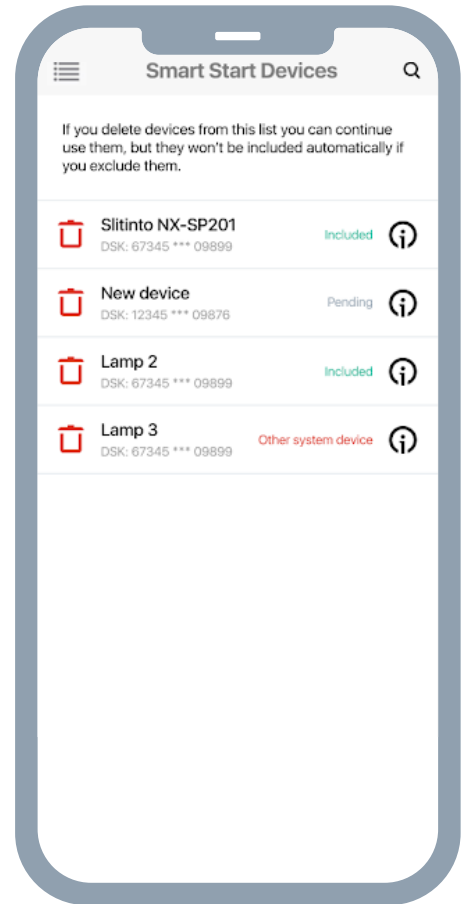


9. Turn on your device. You will get a push notification **New device available**.

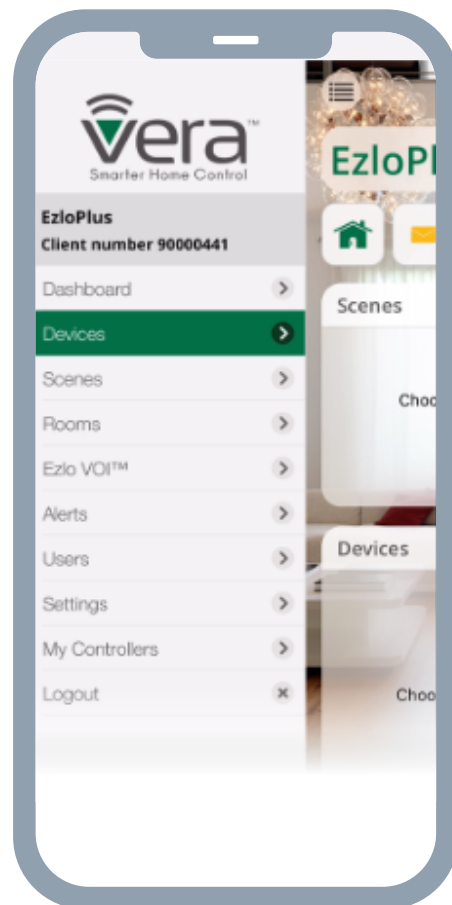
Tap on the notification and the VeraMobile app is opened to the list of SmartStart devices.



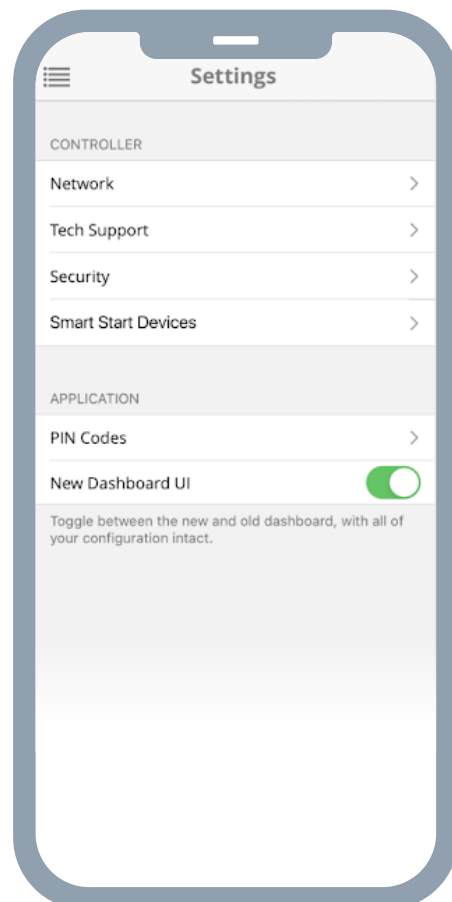
10. On the SmartStart devices, you can see all added devices with statuses.



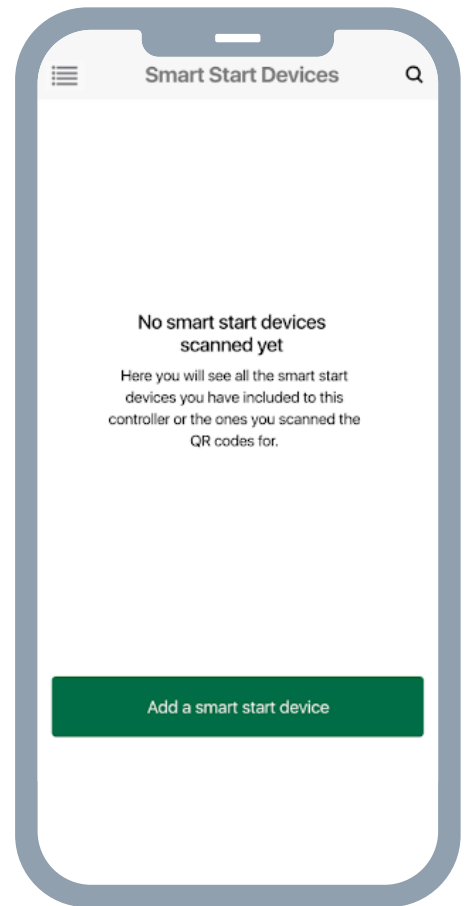
To manage all SmartStart devices you scanned you need to tap on the side menu, tap on **Settings**.



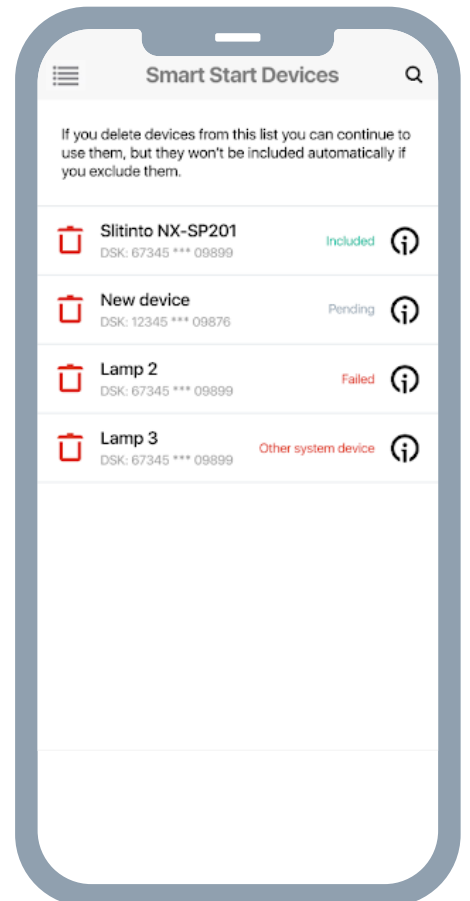
On the settings screen, tap on **SmartStart Devices**.



If you don't have any device that has SmartStart support, you will see an empty SmartStart Devices screen. Also, from this screen, you can add a SmartStart device by tapping the [Add a SmartStart device](#) button.



If you added at least one Z-Wave device via SmartStart, you will see a SmartStart Devices screen with a list of devices.



Tap on the **Info** button and see the device details in an additional screen.

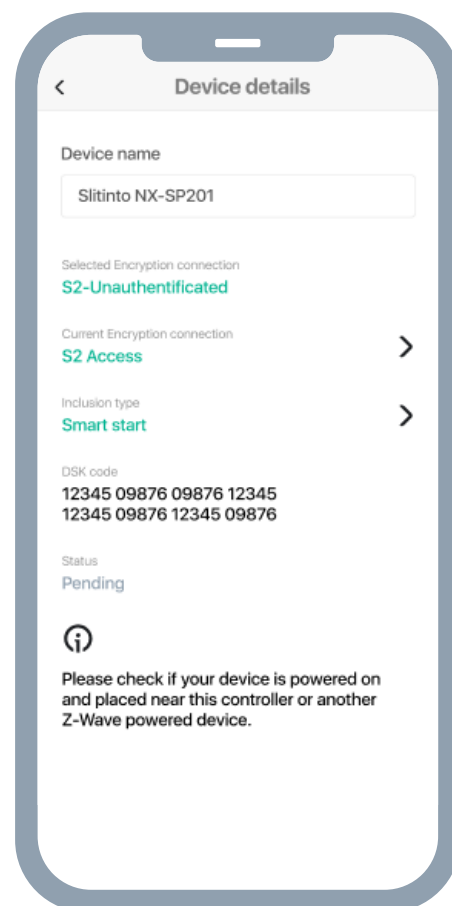
On this screen you can change the device name, the encryption connection, and the inclusion type. To change the encryption connection, tap on the > button.

Once you press the > button, the connection security screen will be opened. You will see the list of all available connections types under Advanced options

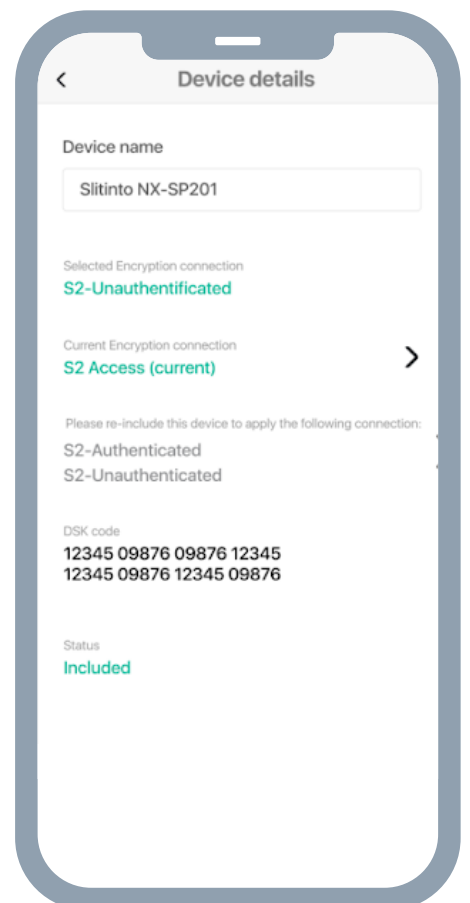
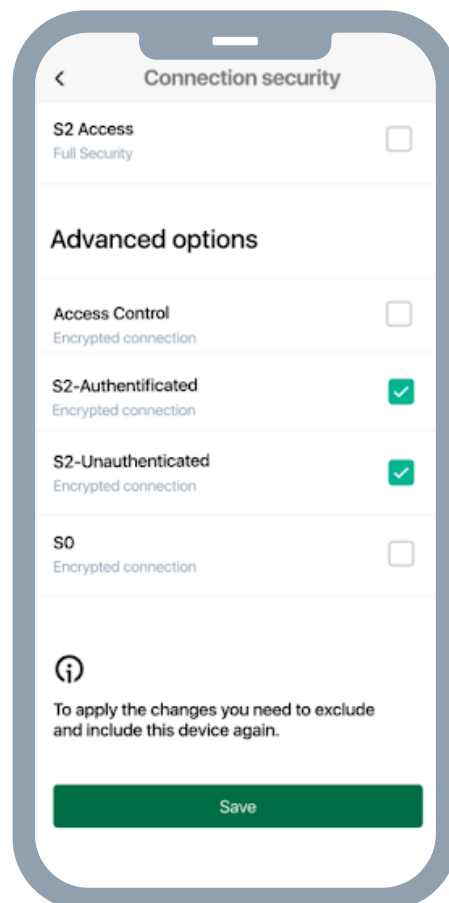
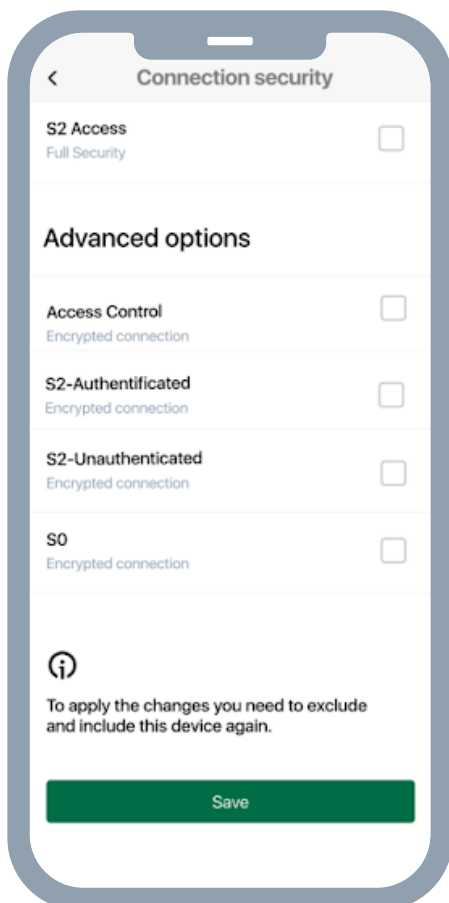
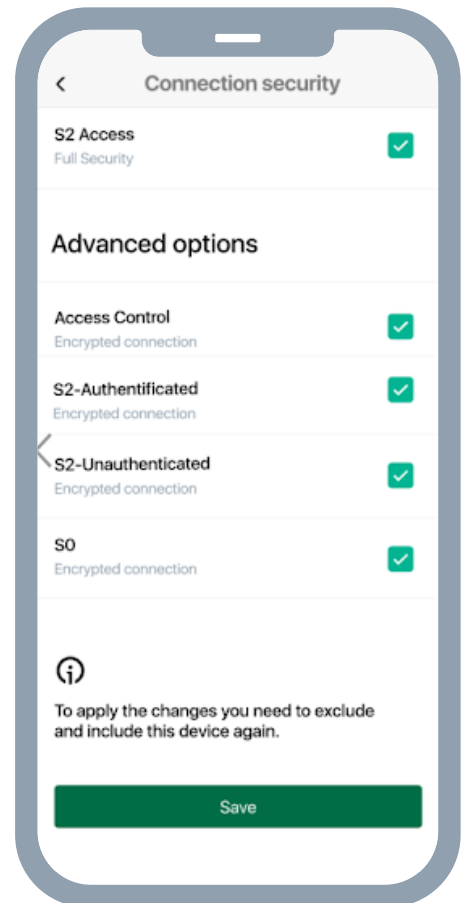
- S2 - Access - Current connection
- S2 - Authenticated - Encrypted connection
- S2 - Unauthenticated - Encrypted connection
- S0 - Encrypted connection
- CSA - Client side authenticated

You can select as many options as you like. If S2 Access is checked by default, all options under Advanced are checked. If S2 Access is unchecked, then all options under Advanced are unchecked.

To apply the changes, you need to remove and add this device again.

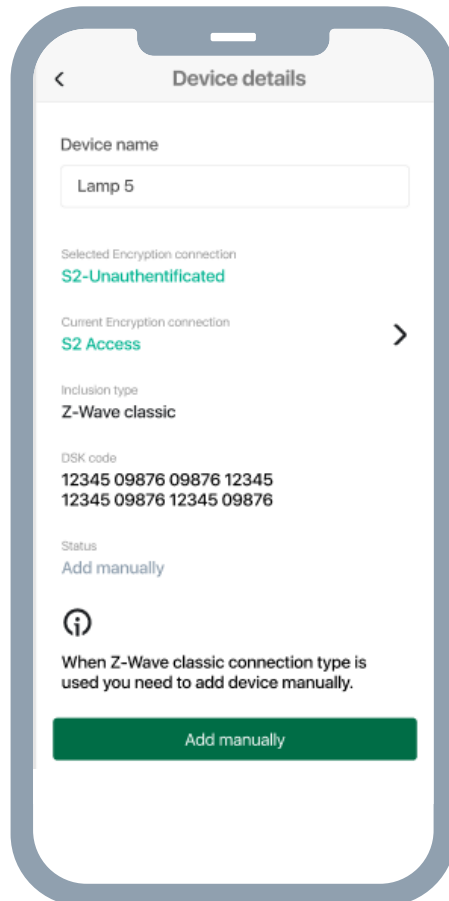
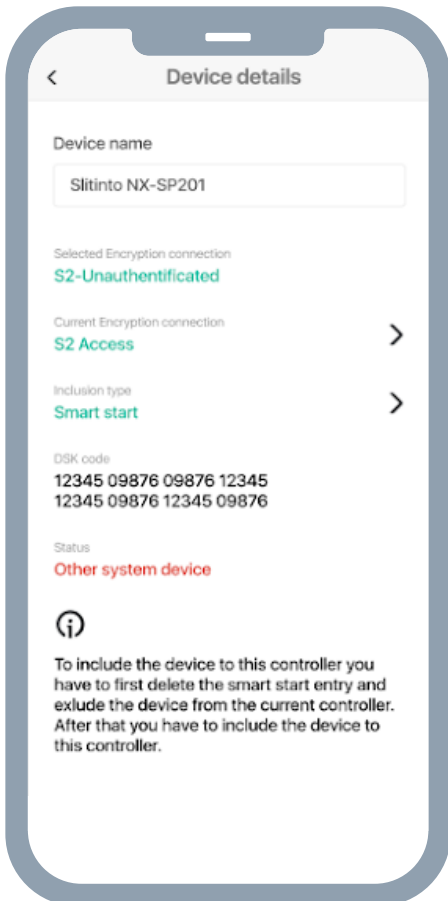
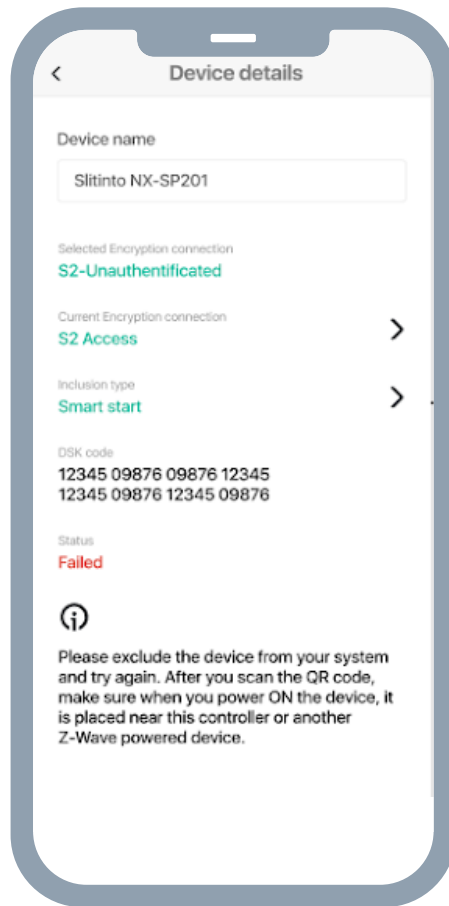
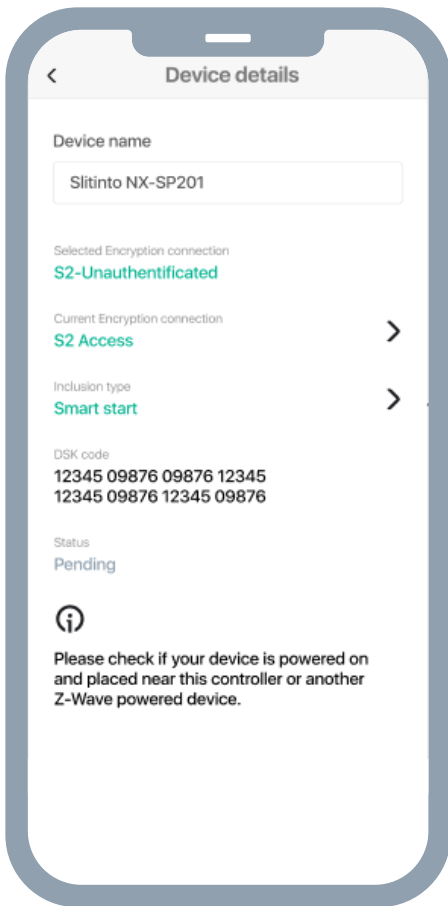


Tap on the **save** button. The changes are saved and if there is a new type of connection selected, you will see in the device details and the current connection. Below it you will see a message **Please re-include this device to apply the following connection** and the connection types selected previously. These changes will be applied only after you re-include the device.



On the device details screen you can see the device status:

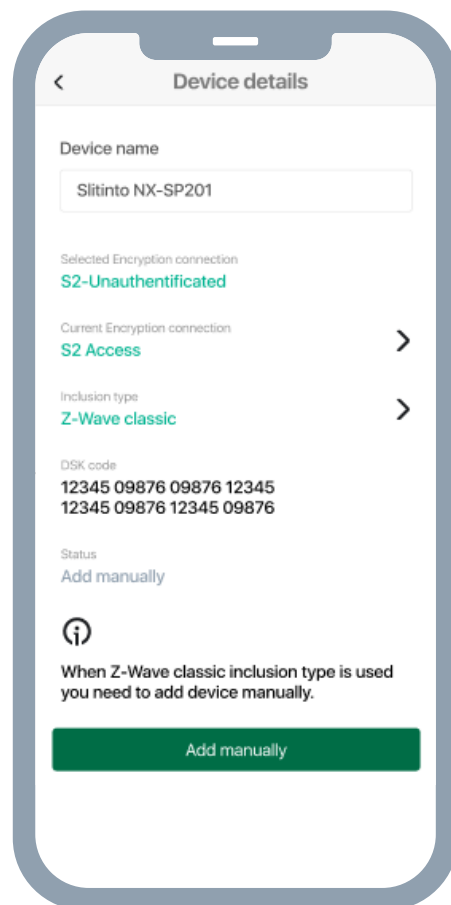
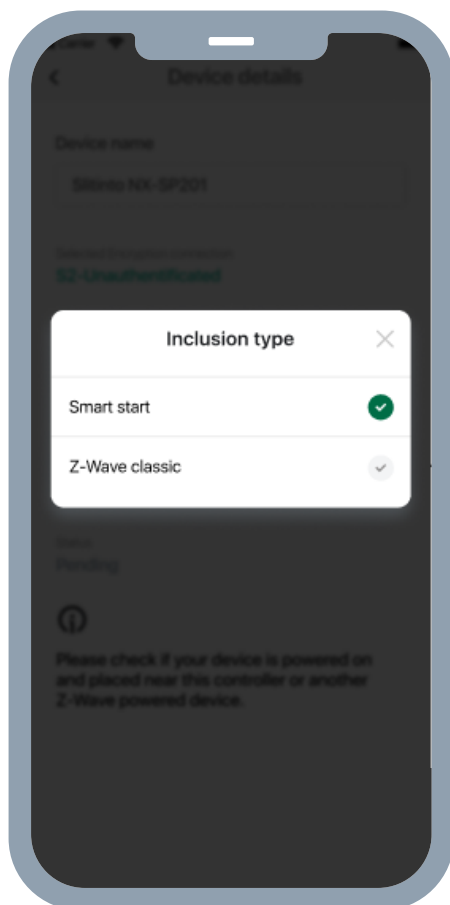
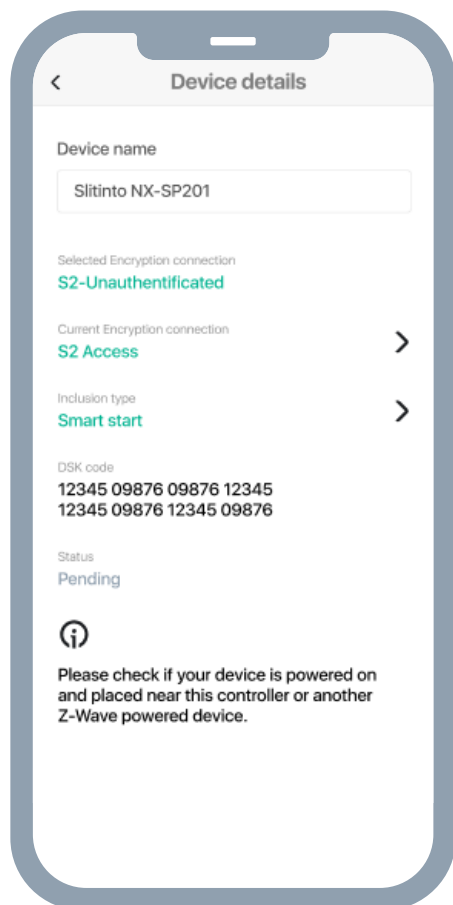
- Included
- Pending - Please check if your device is powered on and placed near this controller or another Z-Wave powered device.
- Failed - Please remove the device from your system and try again. After you scan the QR code, make sure when you power ON the device, it is placed near this controller or another Z-Wave powered device.
- Other system device - To add the device to this controller you have to first delete the SmartStart entry and remove the device from the current controller. After that, you have to add the device to this controller.
- Add manually - When Z-Wave classic connection type is used you need to add the device manually.





To change the inclusion type tap on > button and select the inclusion type

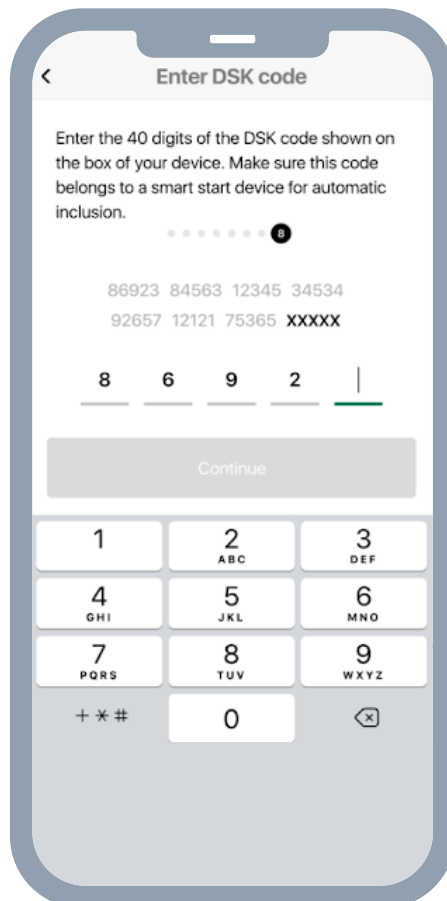
- SmartStart: The device will be added via SmartStart flow
- Z-Wave classic: tap the **Add manually** button and add the device via Z-Wave generic flow



If you were unable to add a SmartStart device by scanning the QR code, you can add it manually. Tap on the button [Enter DSK code manually](#).

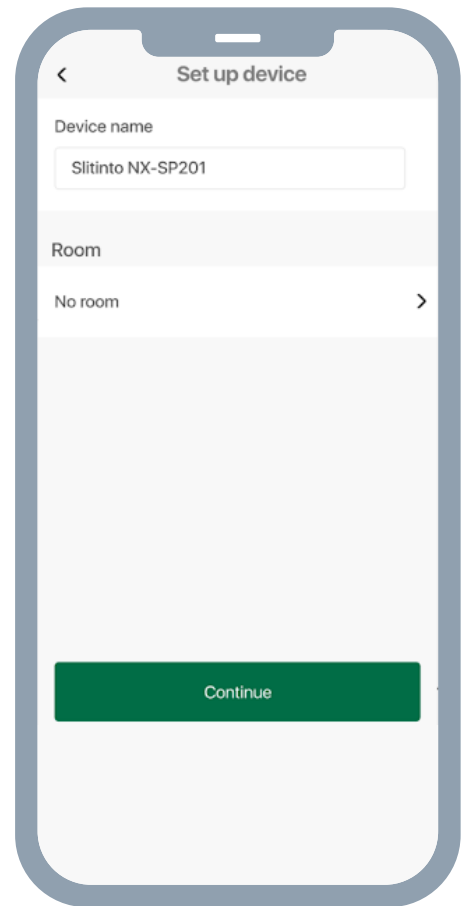


Enter the 40 digits of the DSK code shown on the box of your device. Make sure this code belongs to a SmartStart device for automatic inclusion. Once you have entered all 40 digits, tap **Continue**.



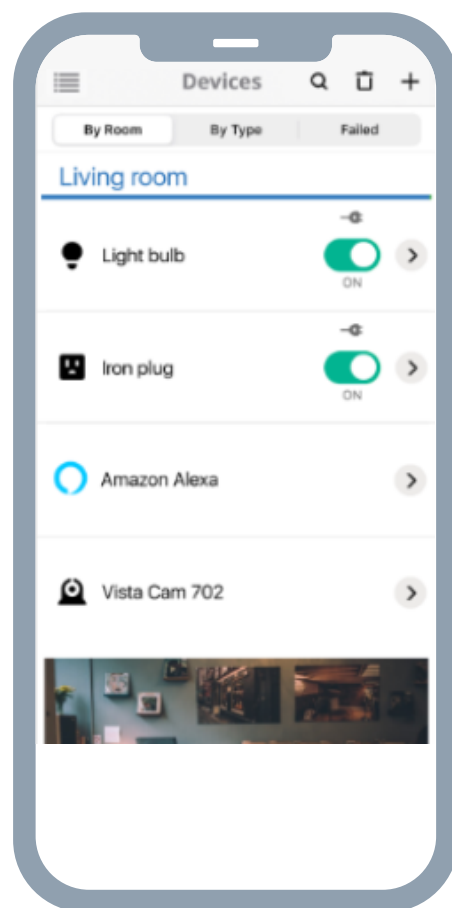
The device is added to the system and you will see a **Set Up Device** screen.

To continue the flow, follow the previously described steps.

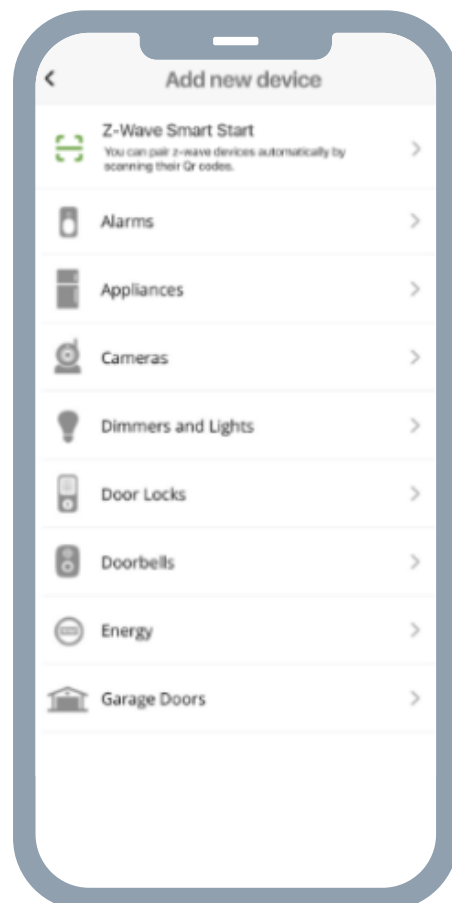


## How to add S2 only (non-SmartStart) devices via the SmartStart flow

1. From your Dashboard, go to the [Devices](#) screen and tap on the + icon in the top right corner.



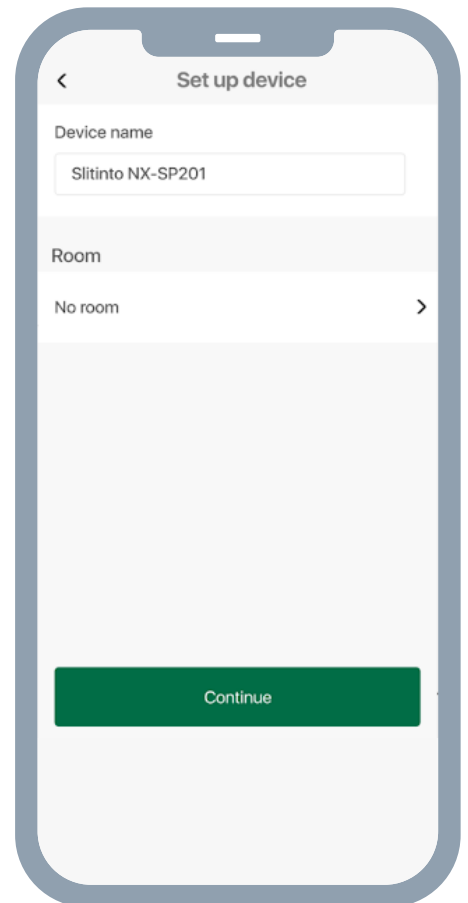
2. Select the Z-Wave SmartStart entry. Tap on the Arrow next to the text.



3. On the box of your device, you should find a QR code, usually labeled with a SmartStart title. Use the camera of your phone to scan the QR code. Once the device's QR code has been scanned, the inclusion process begins.

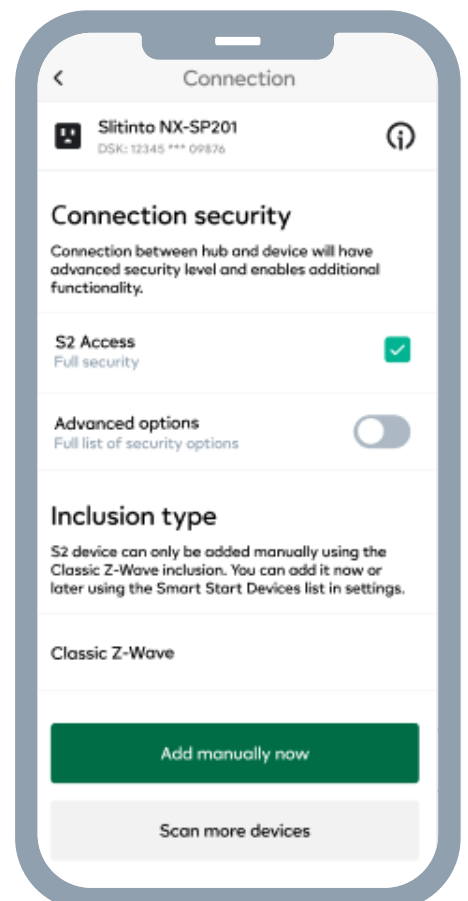


4. The device is added to the system and you will be taken to the Set Up Device screen. To continue, choose a name for the new device, edit the name, assign it to a room, and click "Continue".



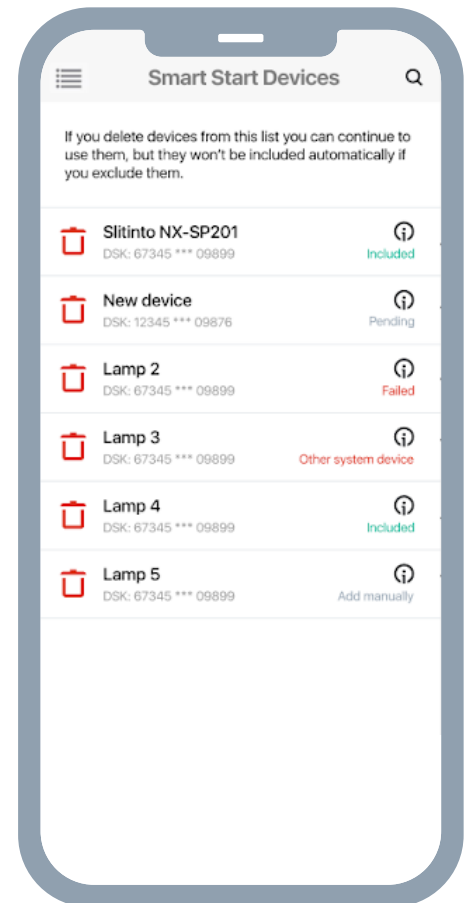
5. Select the connection. S2 Access is selected by default.

6. Tap on the **Add manually now** button or scan more devices.



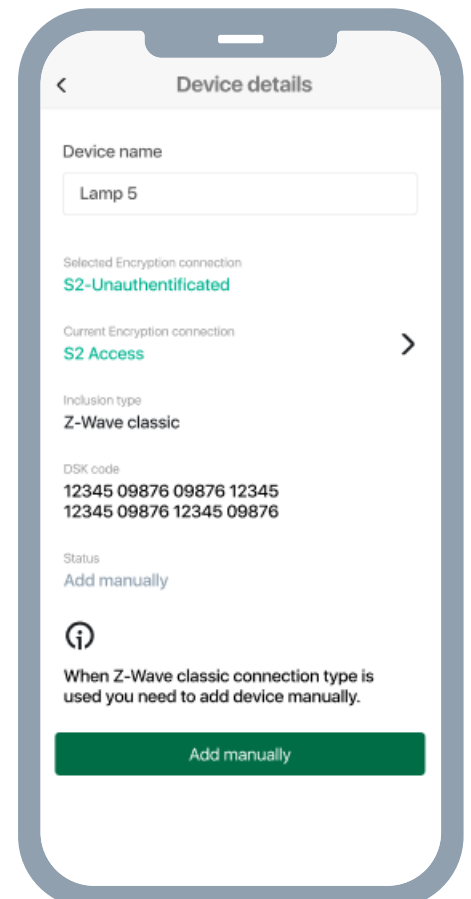
7. The device will be added to the SmartStart device list.

8. Go to the SmartStart Devices list and select the device with the status Add manually and tap on the **info** icon.



9. Rename the device if needed and tap on the **Add manually** button.

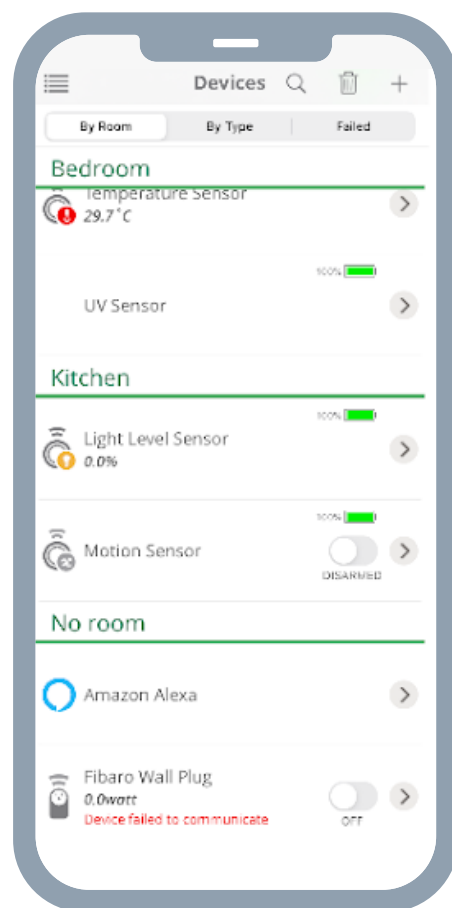
10. Add the device via the Z-Wave generic flow.



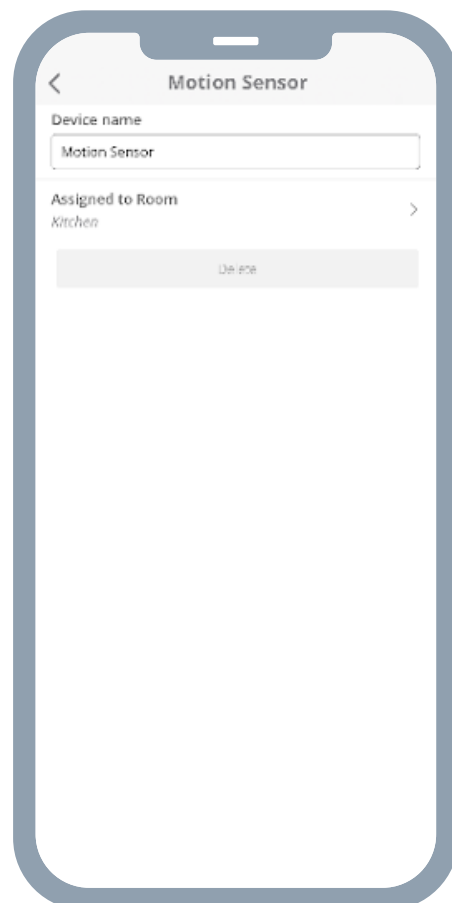


# How to remove a Z-Wave device from an Ezlo Secure

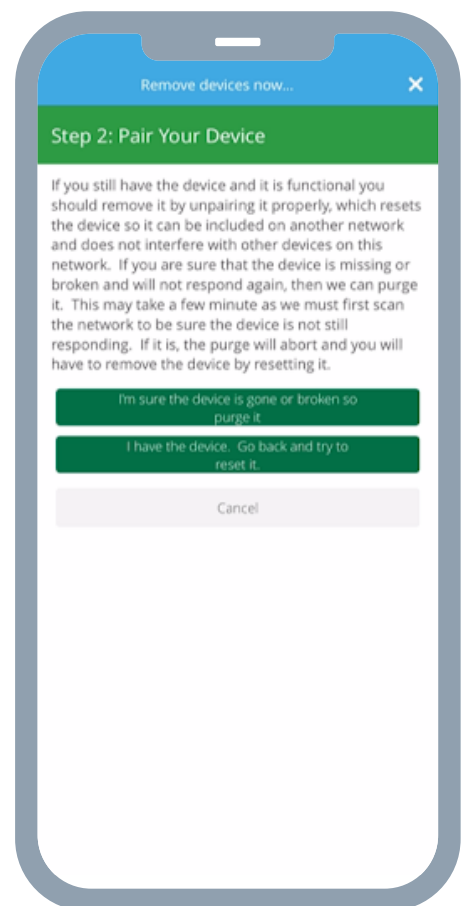
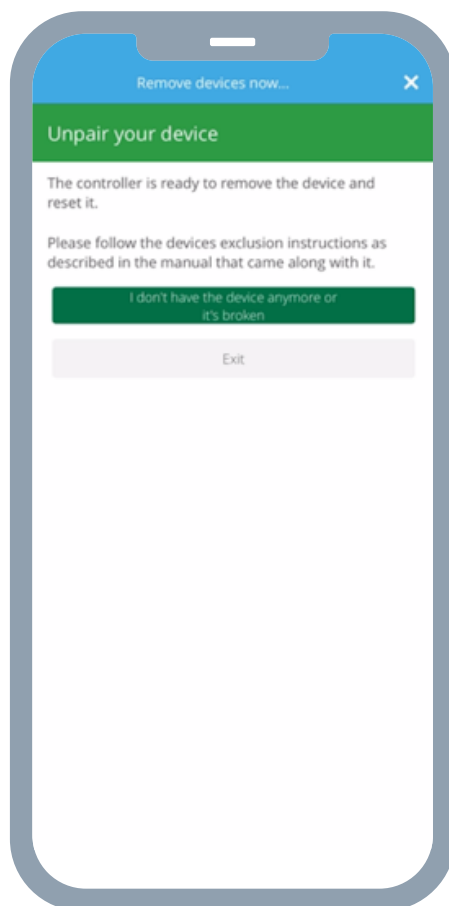
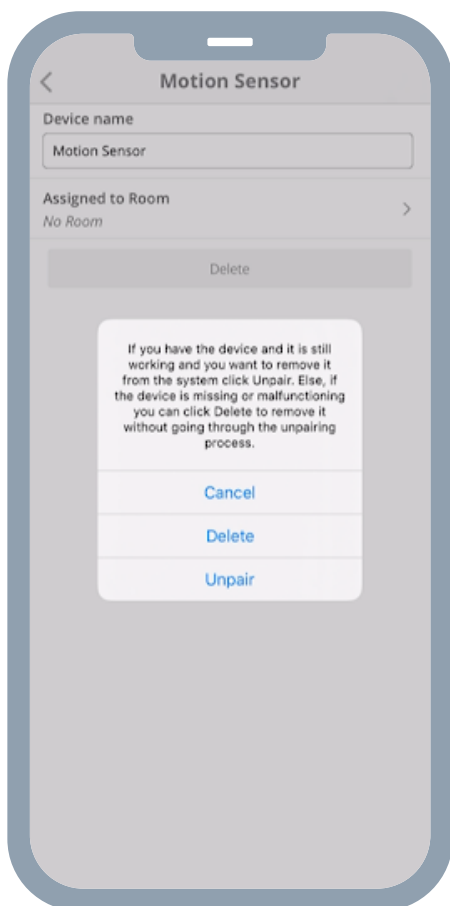
1. From the list of devices, tap on the selected device and go to that device's settings.



2. On the device settings page press **delete device**.



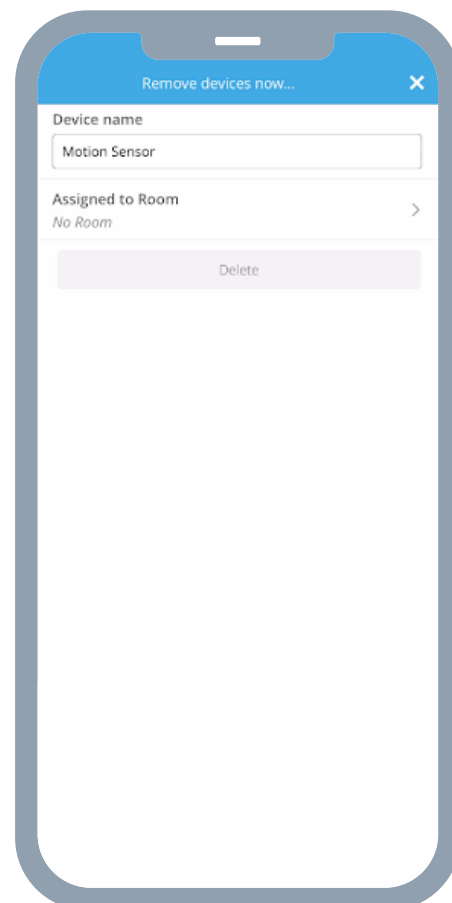
3. Select **unpair** if your device is still connected to your network, and **delete** if the device is no longer connected.
  - a. **Unpair** will redirect you through the excluding wizard of the device. You need to have physical access to the device as well.
  - b. **Delete** will simply delete the device from your Vera dashboard. This is used when the device is no longer present in your network.



**Note:** Please make sure you choose the appropriate removal procedure based on your scenario. Using **Delete** on a device that is still powered and present in your network will cause the device to push itself back into your dashboard. This method does not **reset** the device's memory. **Unpairing** does.

The unpairing procedure is usually the same as the pairing procedure, but it requires that you have physical access to that device. For the devices that have a **pairing** button, it usually involves pressing that button a number of times. Check the device manufacturer manual as well. Sometimes the procedure needs to be repeated a number of times if the device is not paired with your first attempt.

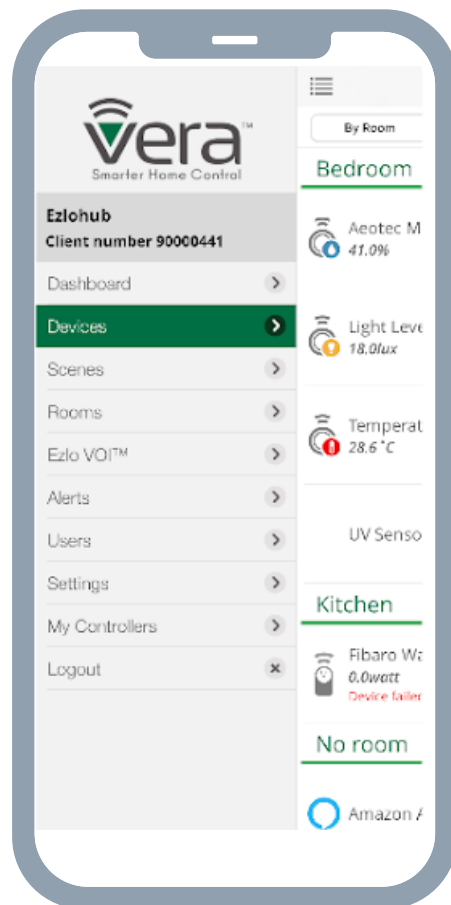
4. If the unpairing was successful and the device was detected, you will get the following confirmation screen:



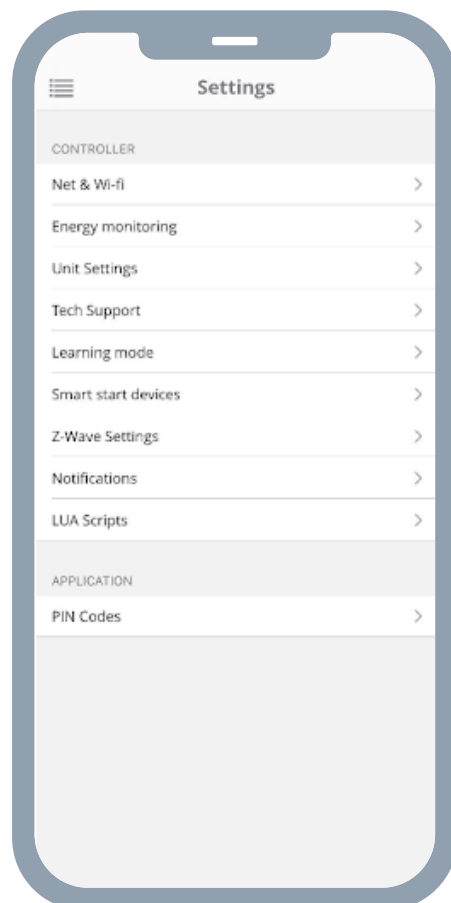
# How to Connect Ezlo Secure to Another Z-Wave controller (Learn Mode)

## Add an Ezlo Secure to another Z-Wave network

1. Go to the Settings from the side menu.

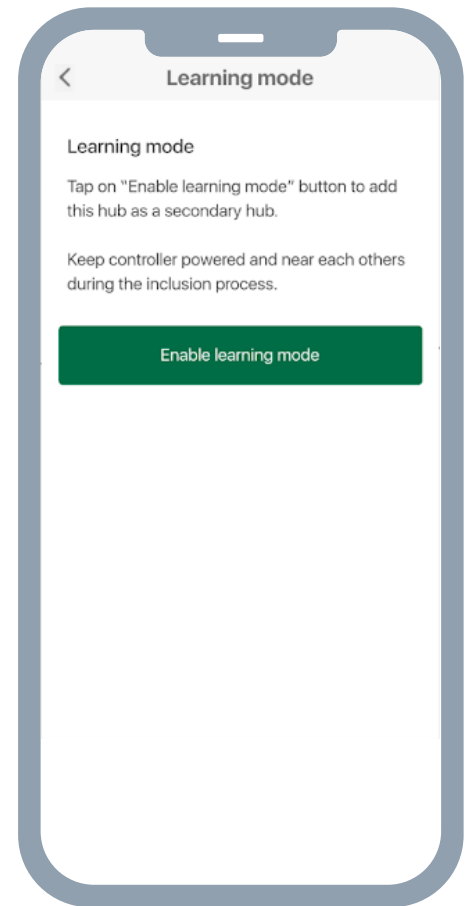


2. From the Settings, tap on **Learning Mode**.

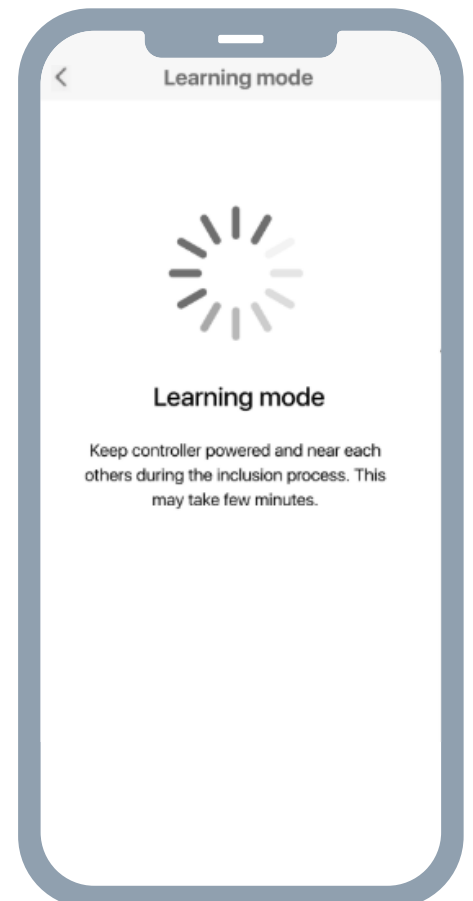


3. To add this hub as a secondary controller, tap on **Enable Learning mode**.

**Note:** Keep the controller powered during the inclusion process.



4. Once you press **Enable Learning mode**, you will see the Learning mode process is started. It may take a few minutes.

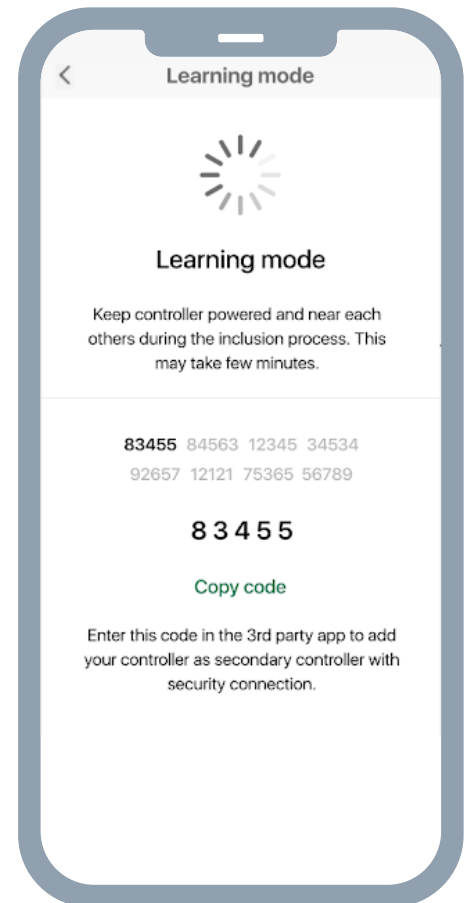


5. On the screen with a Learning mode process, you will see DSK code (contains 5 digits).

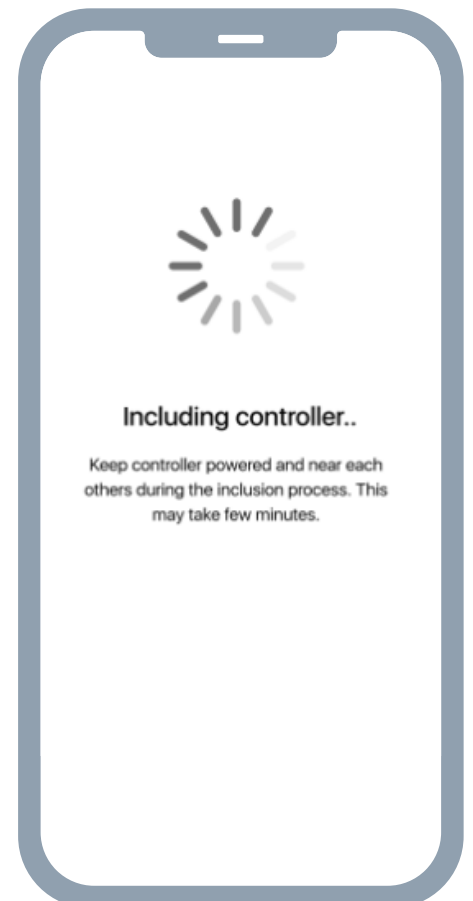
The Z-Wave S2 DSK PIN 5 digits are located on the bottom of the Ezlo Secure. You can also find the full DSK on the package box.



6. Copy this code and enter in the 3rd party app to add your controller as a secondary controller with a secure connection.



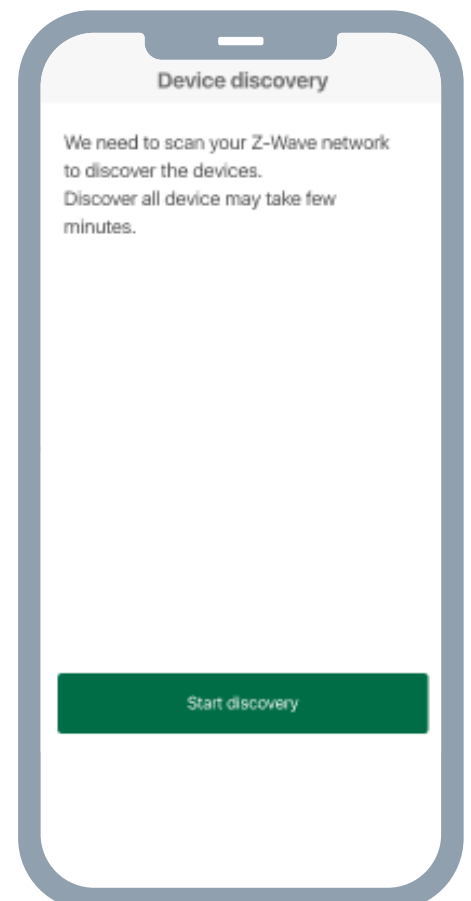
7. In the next step, you will see the progress while the controller is being added as a secondary controller in case the process didn't finish.



8. Once the inclusion is successfully finished you can start the Controller Copying process.

"Controller Copying is the process of updating network information from a primary controller to secondary controllers, such as node list and routing information. These steps are usually not required unless you have a multiple controller network. To initiate this process, start the Add Mode on the primary controller and the Learn Mode on the secondary controller. All Z-Wave network relevant information will be updated for the secondary controller."

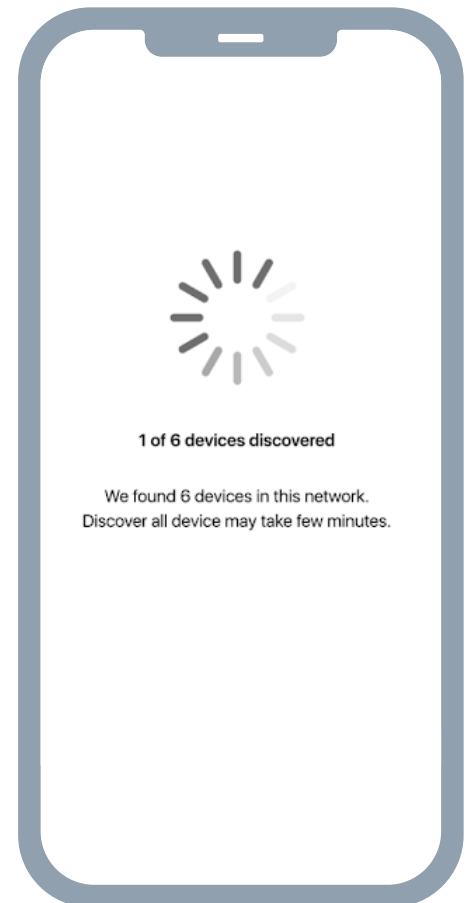
9. Tap on the **Start discovery** button.



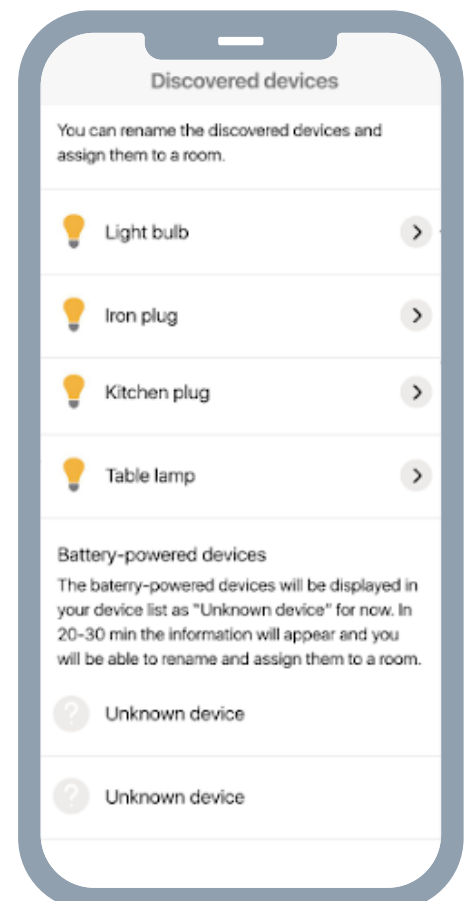


10. The discovery process has been started and you can see how many devices are discovered in the Z-Wave network

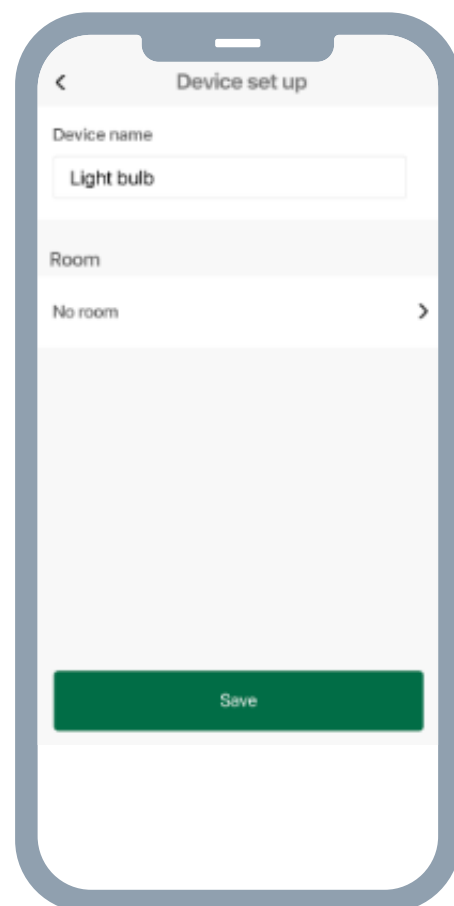
**Note:** Discovering devices may take a few minutes



11. Discovered devices will appear on the list of discovered devices. You can rename the discovered devices and assign them to a room. If you don't want to rename or assign to a room, just tap the **Finish** button.



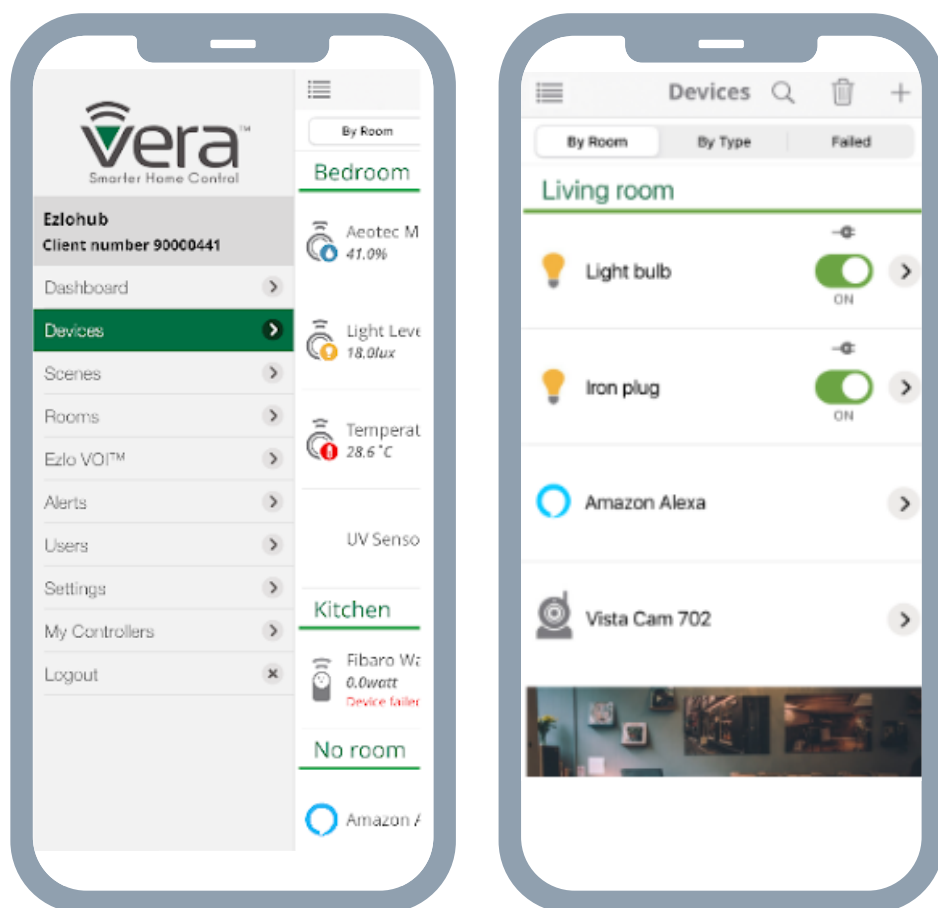
12. To rename a discovered device or assign it to a room, select and tap on the device. Edit the device name in the field **Device Name**. To assign to a room, select the room from the list or create a new one, following the previously discussed process.



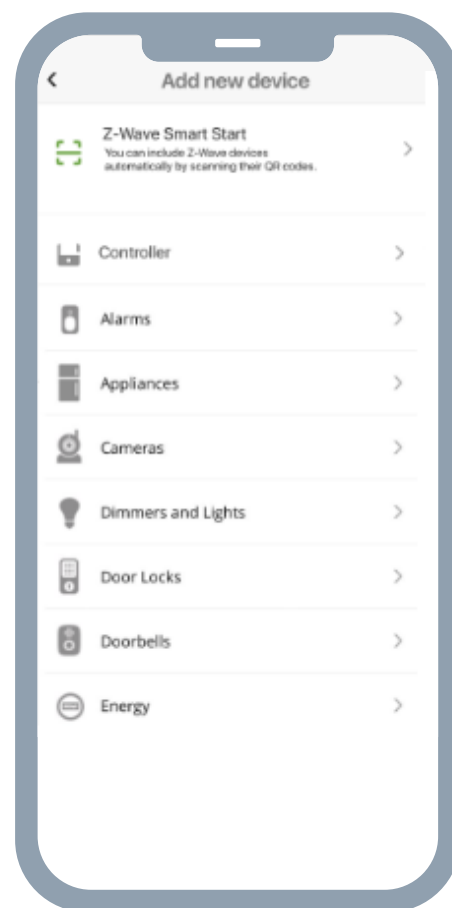
# Add another Z-Wave controller to an Ezlo controller's network

To add another controller to the existing Z-Wave network:

1. Go to side menu → Devices
2. Tap on the +



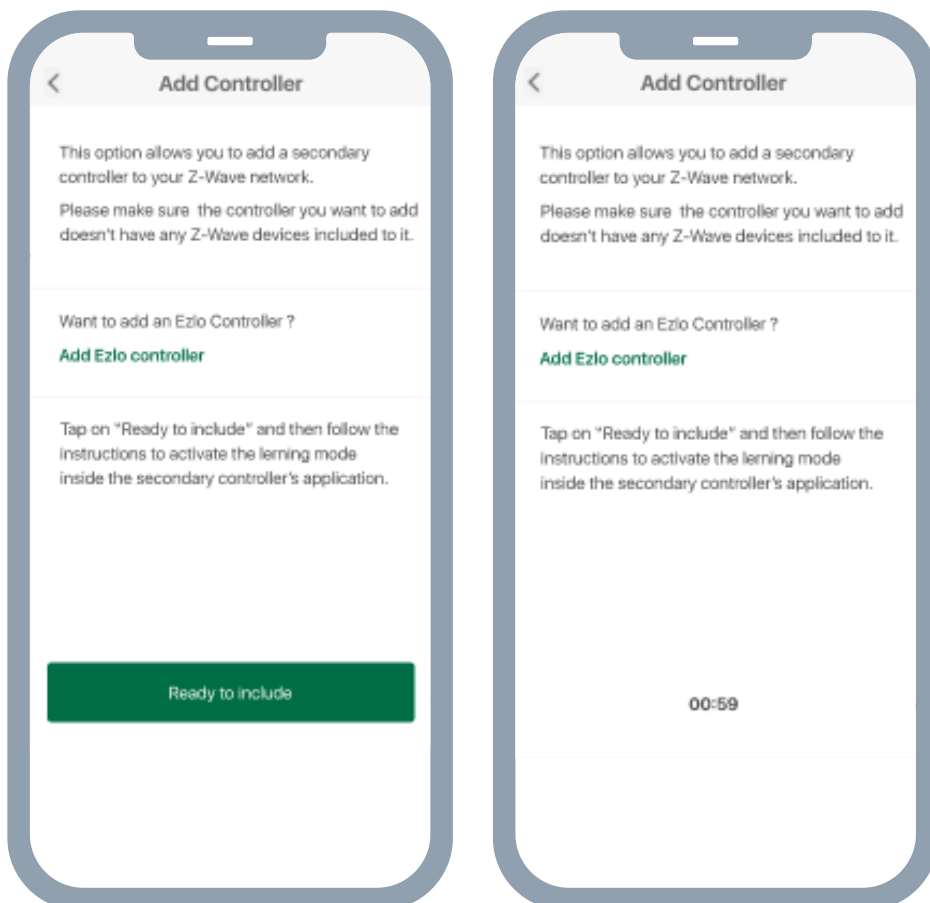
3. Select from the list Controller and tap on it



4. This option allows you to add another controller to your Z-Wave network. Tap **Ready to include**. When you tap **Ready to Include** the countdown of 60 seconds will appear.

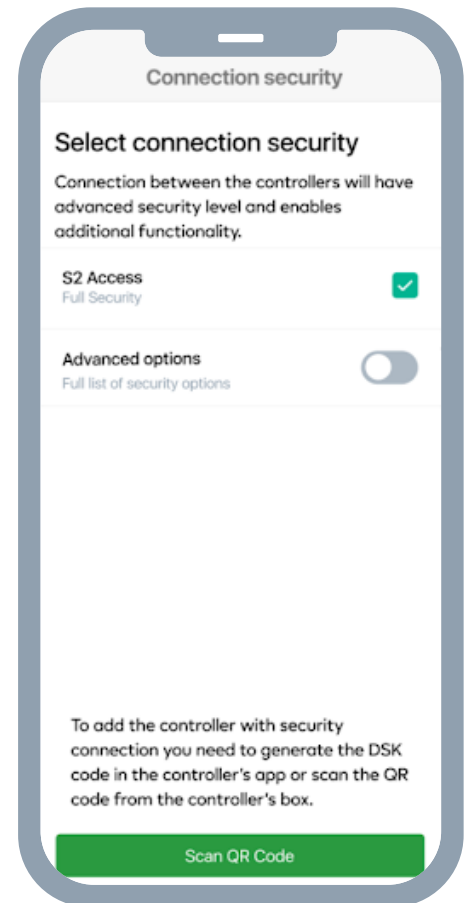
Follow the instructions to activate the learning mode inside the controller's application. This function is usually located in the app settings or in the hub settings.

**Note:** Please make sure the controller you want to add doesn't have any Z-Wave devices added to it



5. If the controller has encryption and authorization supported

Select the connection security. S2 Access - selected by default. To add the controller with the security connection you need to generate the DSK code in the controller's app or scan the QR code from the controller's box. Then tap on "Scan QR code" button



6. You can change the type of encryption. Enable toggle you will see the list of all connection types available.

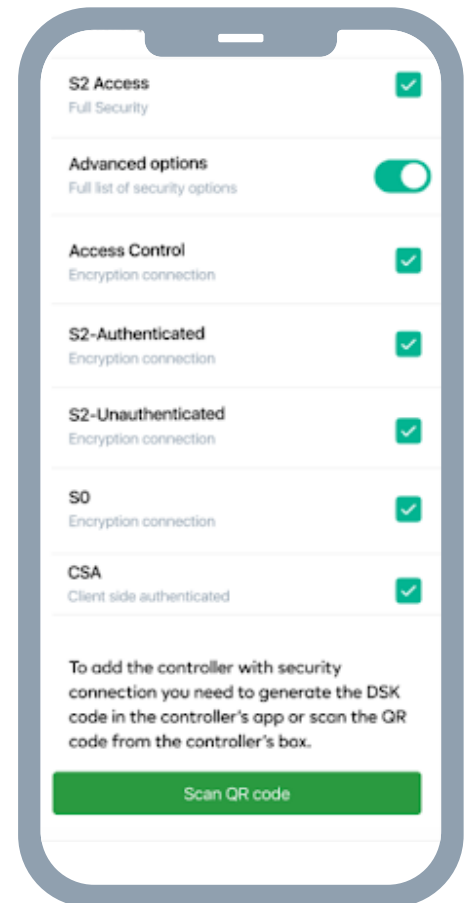
- Access Control - Encryption connection
- S2-Authenticated - Encryption connection
- S2-Unauthenticated - Encryption connection
- S0 - Encryption connection
- CSA - Client Side Authenticated

Once you selected the type of encryption tap on the **"Scan QR code"**

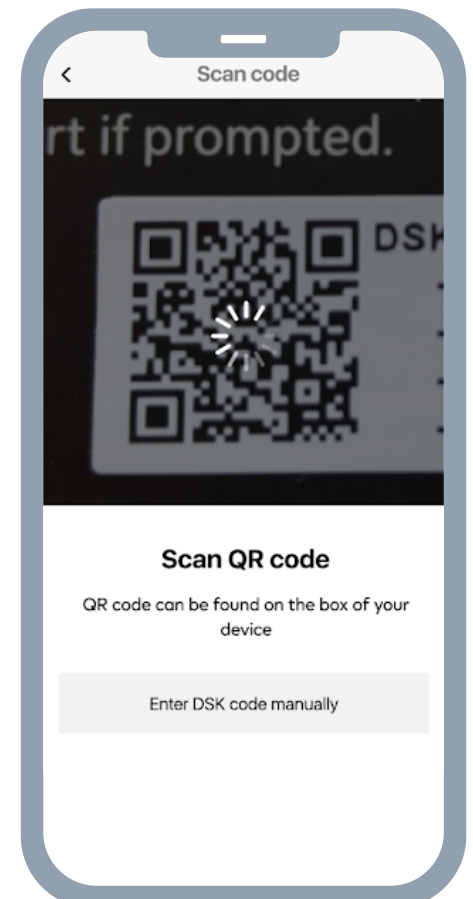
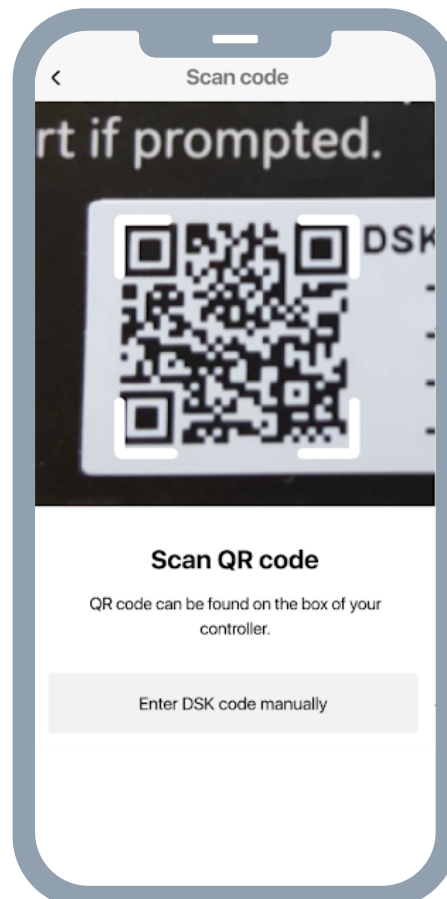
If the S2 Access is checked, by default all options under Advanced are checked.

If the S2 Access is unchecked, all options under Advanced are unchecked.

You are able to select whatever options you want from the Advanced list.



On the box of the controller, you should find a QR code. You need to scan the QR code with your phone's camera. Once a QR code has been scanned, the inclusion process starts.



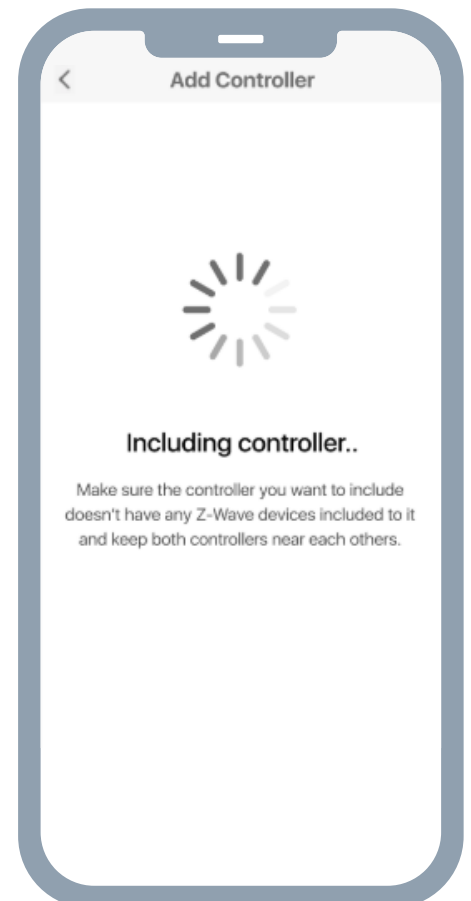
7. If you were unable to scan the QR code, you can add it manually.

Tap on the button **Enter DSK code manually** on the Scan Code screen.

Enter the first five digits of DSK code shown on the box of the controller.



8. If the controller has not encryption and authorization supported you will see the including controller process.

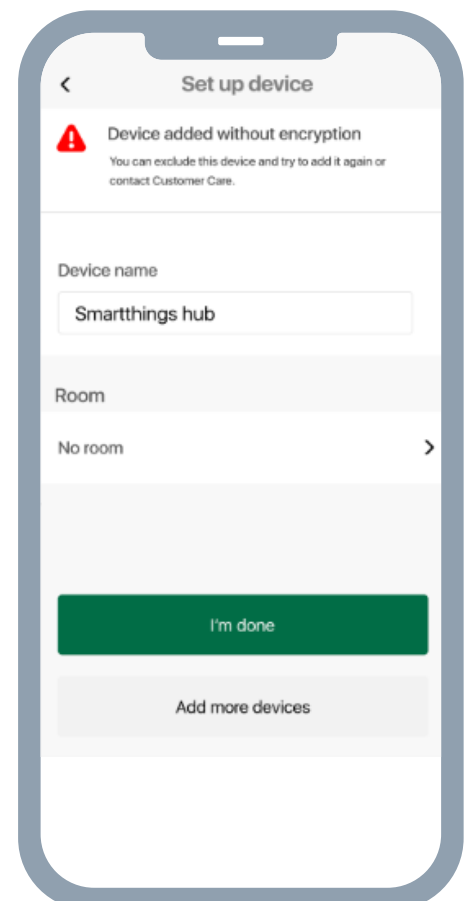




9. The controller is added to the system and you will see the Set Up Device screen. To continue, edit the name of the controller (by default will be displayed as "Controller"), assign it to a room, and click "I'm done."

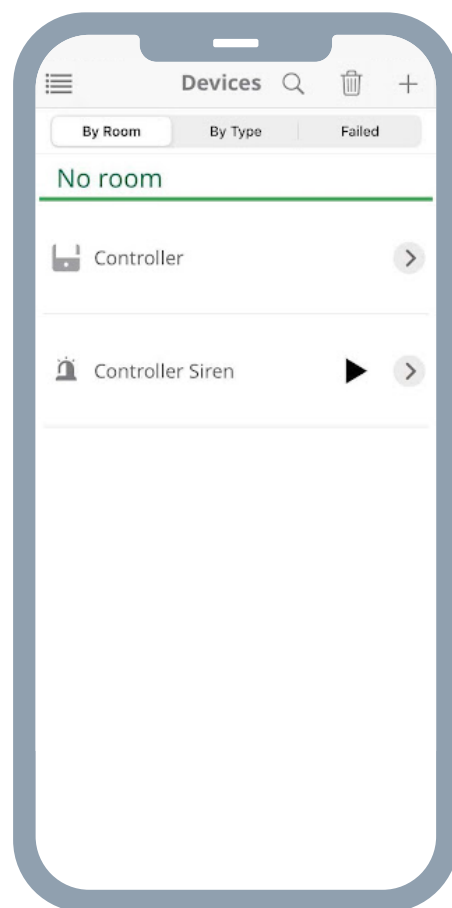


10. If the controller was added without encryption you will see the warning message on the top of the Set Up Device screen.

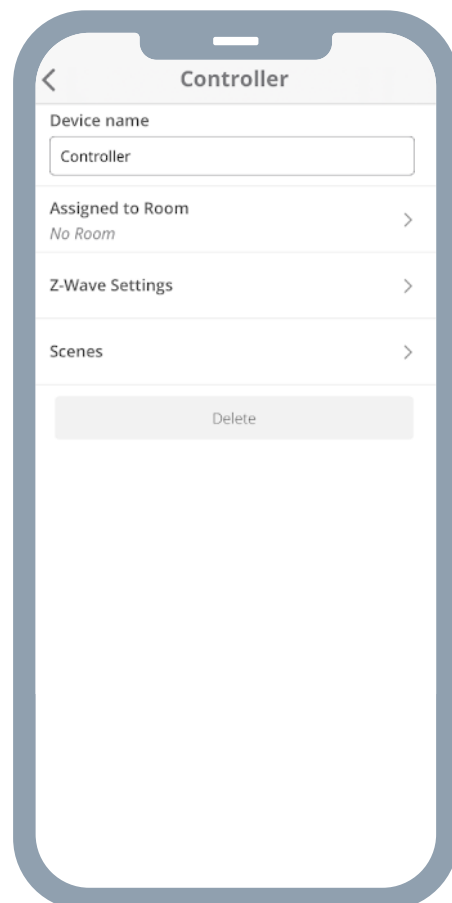


# Remove Z-Wave controller from Ezlo hub network

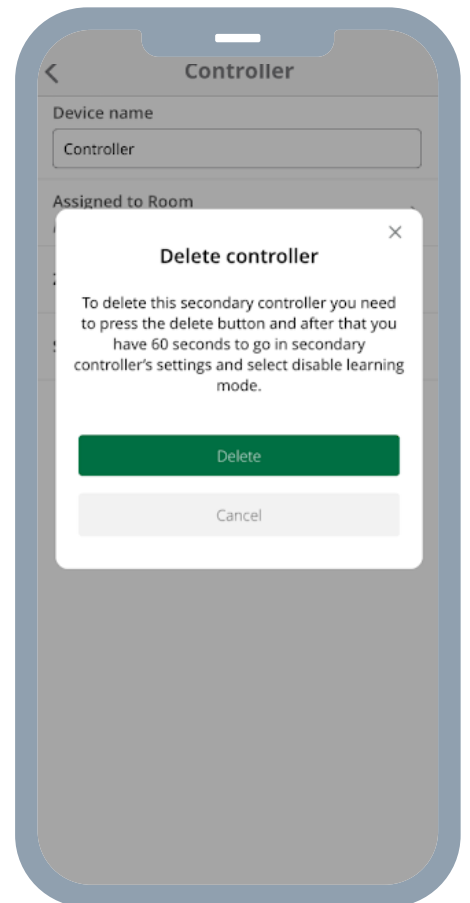
1. Go to devices from the menu.
2. Select the controller you want to remove and tap on it.



3. On the Controller settings screen tap on the **Delete** button

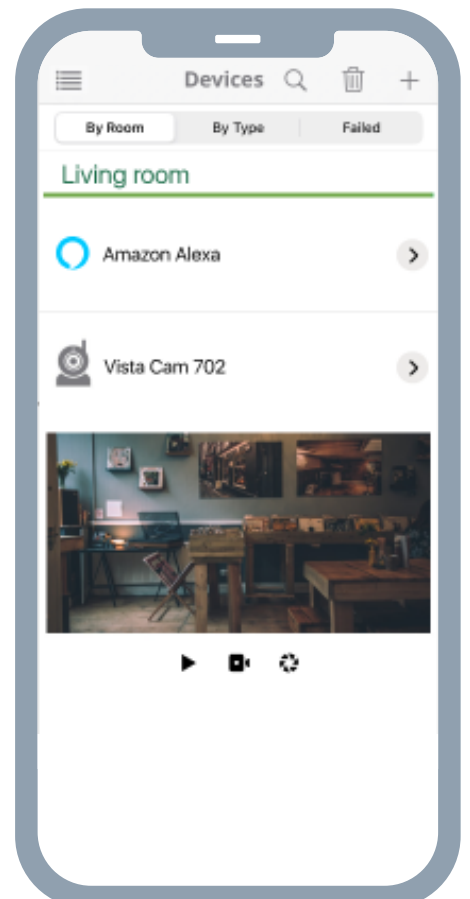


4. On the confirmation pop-up tap **Delete**.



5. Go to a 3rd party app and activate learning mode.

6. The controller will be removed from the list of devices.

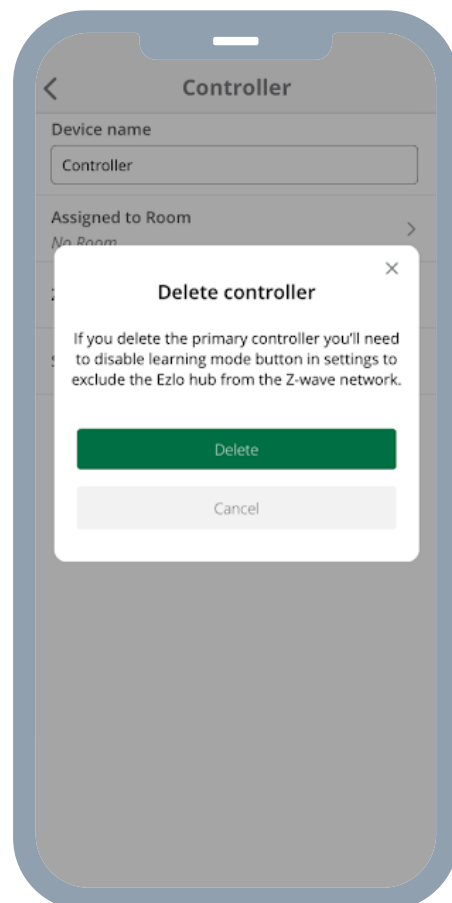
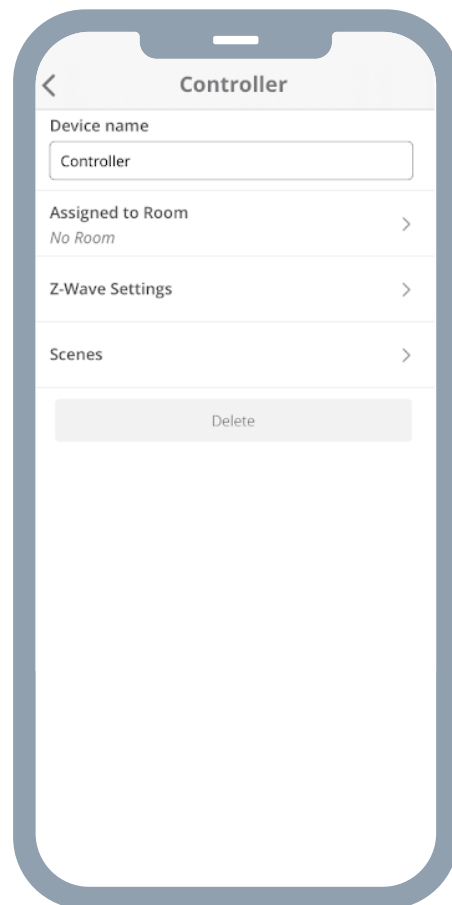


# Remove Ezlo controller from another Z-Wave controller's network

There are two ways to leave another controller's network:

## Option 1

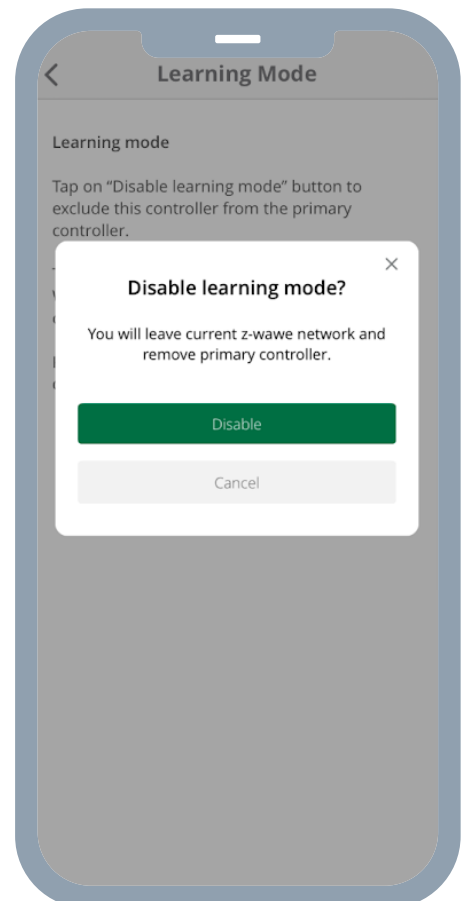
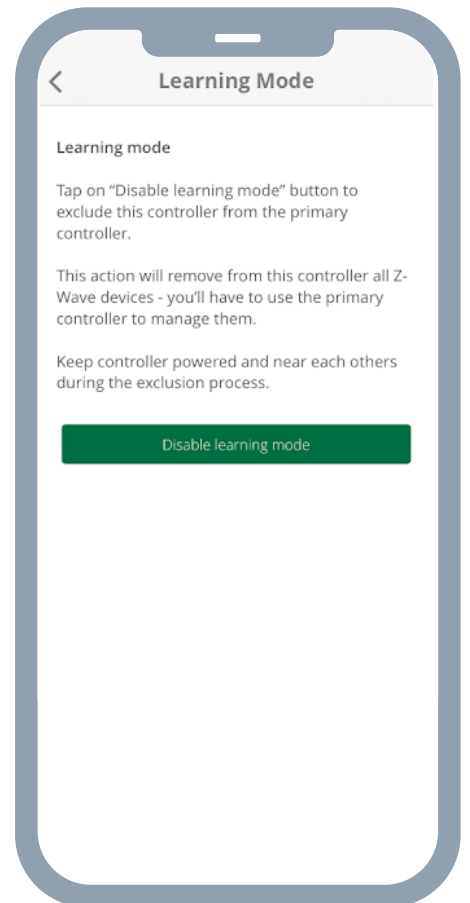
1. Go to devices from the menu.
2. Select the controller.
3. On the Controller settings screen tap on the **Delete** button
4. On the confirmation pop-up tap Delete.



5. Go to the 3rd party app from which you want to remove an Ezlo controller and follow the instructions in that app.

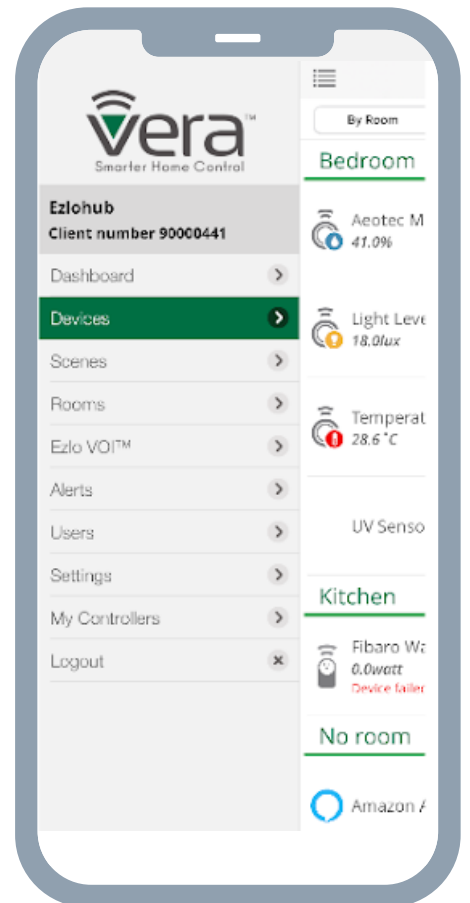
6. In the Vera app, tap on the **Disable learning mode** button.

7. In the confirmation pop-up, tap **Disable**.

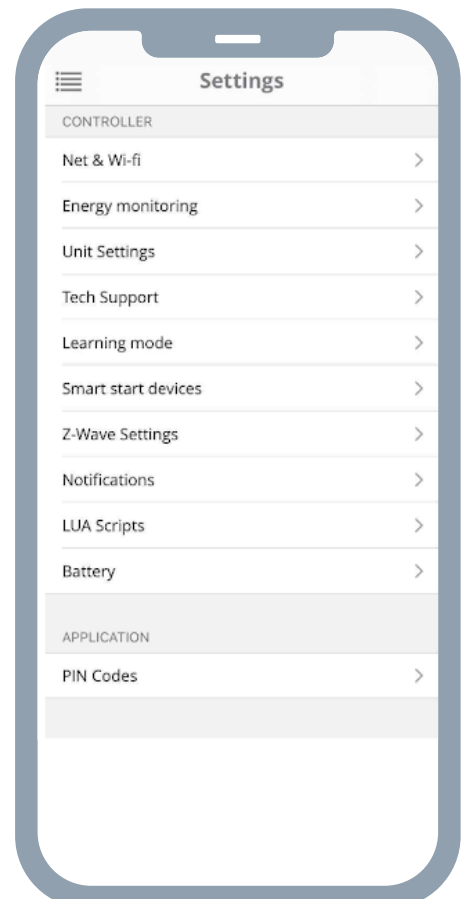


## Option 2

1. Go to the Settings screen from the side menu.



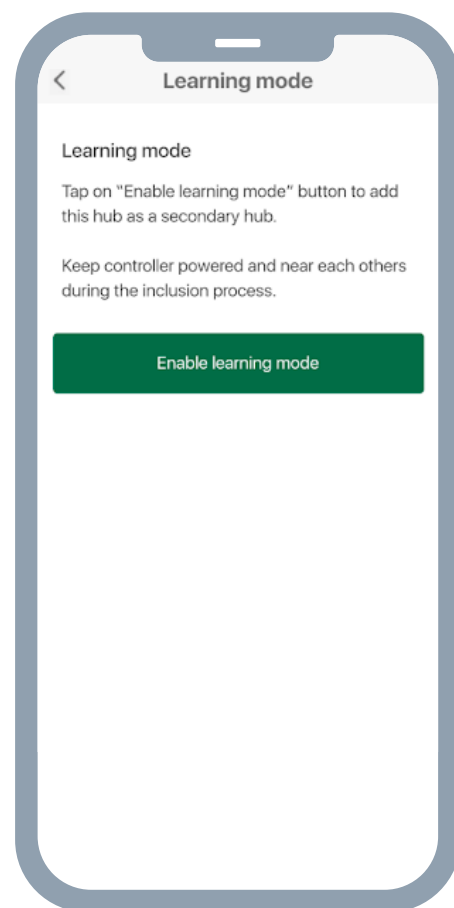
2. From the Settings screen, tap on **Learning Mode**.



3. To remove Ezlo hub from another controller, tap on **Enable Learning mode**

**Note:** Keep the controller powered and near others during the removing process.

4. Go to a 3rd party app from which you want to remove an Ezlo controller and follow the instructions in that app.



# Controller Reset

Push and hold the RESET button at least 5 sec (on Ezlo Secure LED starts blinking RED), After that your Ezlo controller will be reset to factory defaults.



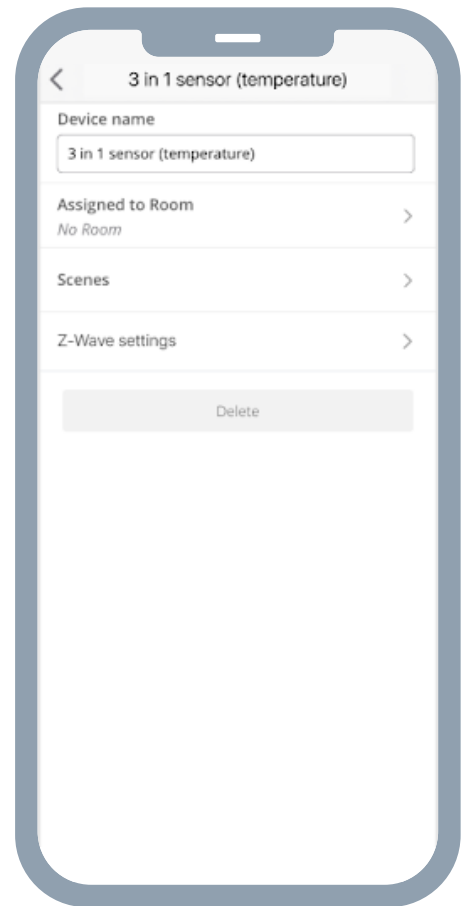
**Note:** If this controller is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. If this controller is being used as a secondary controller in the network, use this procedure to reset this controller only in the event that the network primary controller is missing or otherwise inoperable

Reset to Factory Settings remove all the information about added devices and reset Z-Wave chip (new Home ID, new S0/S2 keys, remove all Z-Wave nodes), scenes created, House modes settings, etc. The process is irreversible.

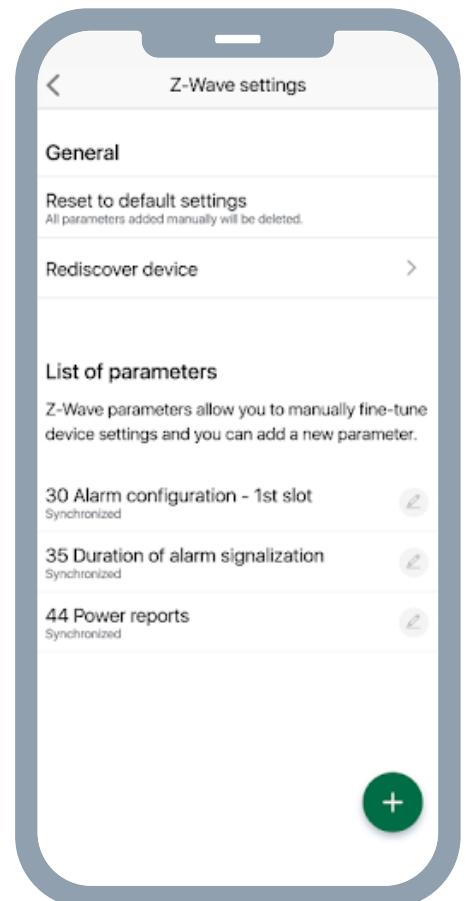


# How to rediscover the device node

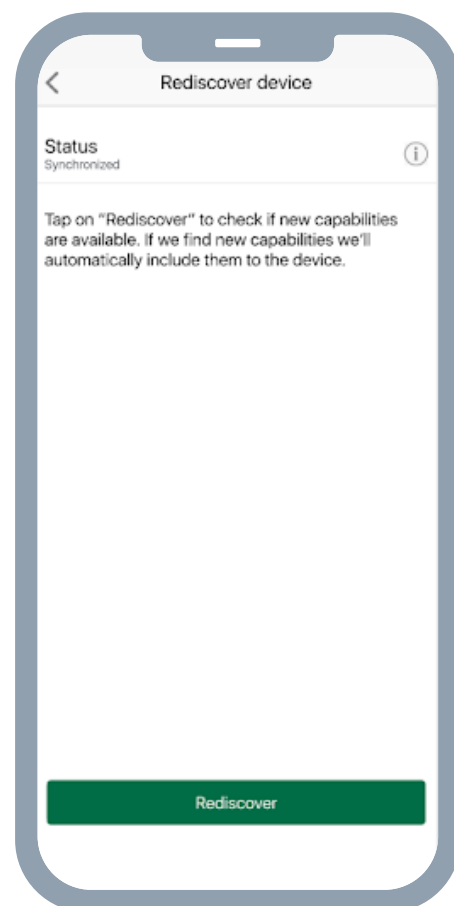
1. Go to the Devices screen and tap on the > button to see the device options and tap on the **Z-Wave settings** option



2. In General settings, select Rediscover device and tap on it.



3. On the rediscovery device screen tap on the **Rediscover** button. The rediscovery process will start.



You're now ready to enjoy smarter home control.

ezlo