INSTEON®

Insteon Hub
Owner's Manual

Contents

Getting Started

Everything you need to quickly get up and running.

Device Overview

Status LED — Linking
— Unlinking/Network Issue

Ethernet Port

Factory Reset   Power

Ethernet   Power
Cable   Cable
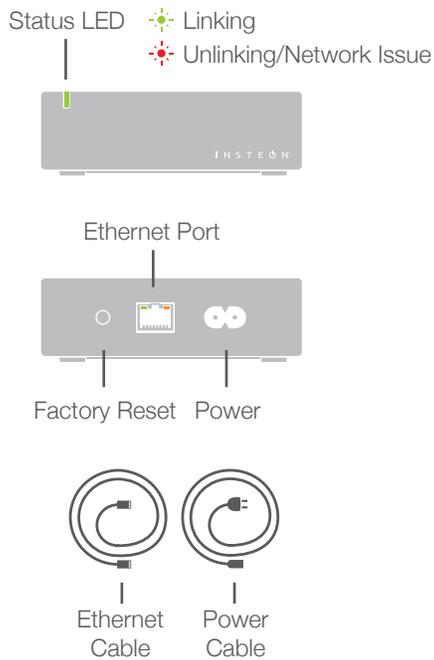
Installation

Connect your Hub to the internet and a power outlet using the cables provided. Avoid switched outlets or filtered power strips.
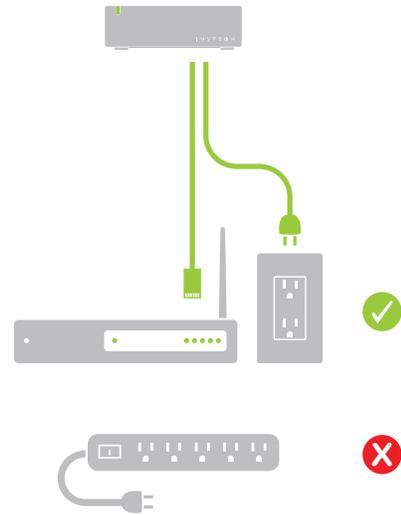
Download the App

From your mobile device, download and install **Insteon for Hub** from your device's app store.

insteon for hub

INSTEON for Hub

INSTALL

Create an Account

Launch the App and follow the on-screen instructions to create an account and setup the Insteon Hub.

INSTEON

Sign In

Create an Account
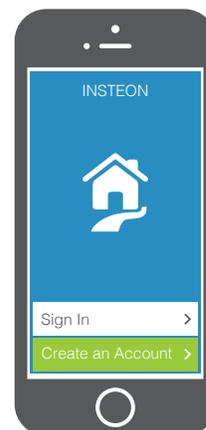
✓ You're done setting up your Insteon Hub; now start adding devices.

Optional Wall Mounting

1 Print out this page and use it as a template to drill mounting holes.
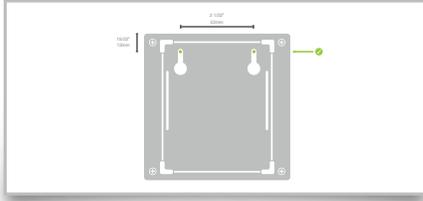
2 Hang the Hub on two screws by aligning the hanger slots and sliding down.

Screw head should be about 5/16" (8mm) in diameter

2 1/32"

52mm

15/32"

12mm
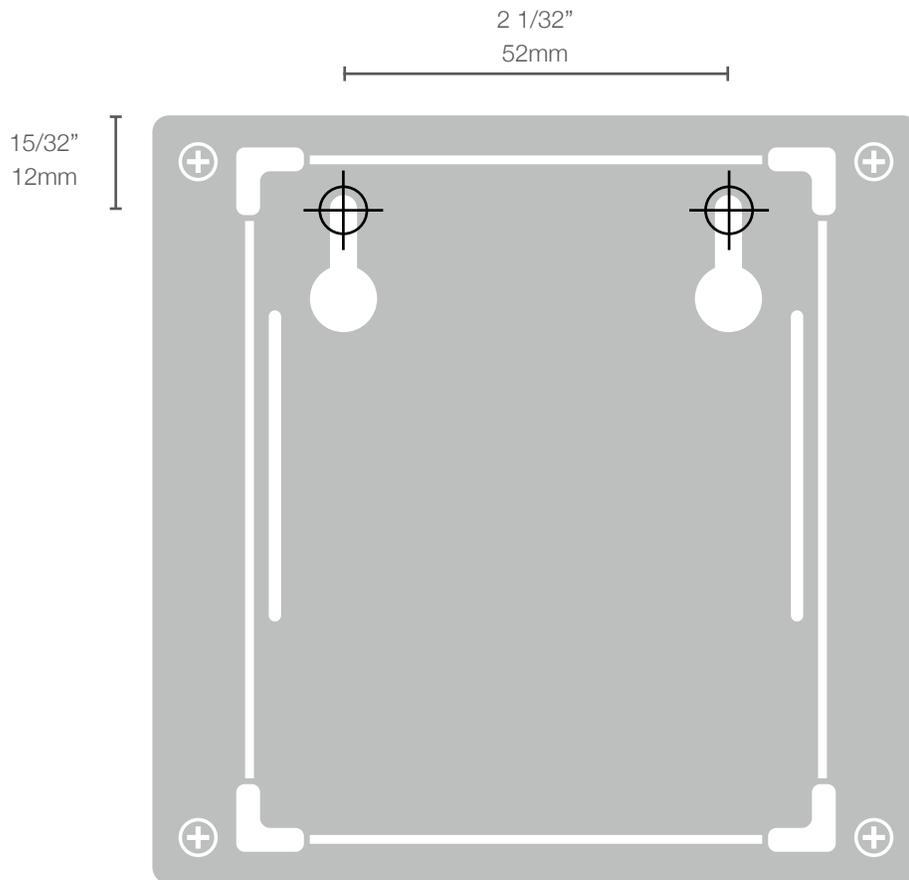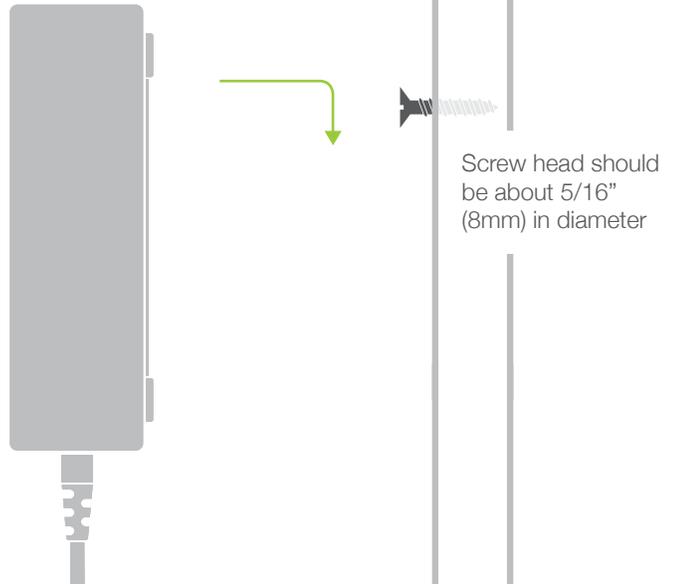
Insteon App

Use the Insteon App to configure and control your Insteon Hub. Everything from adding a device to controlling your thermostat is handled through the app.
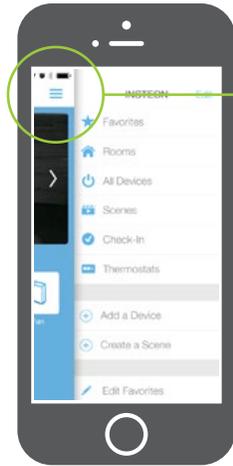
The Insteon app on iOS uses a right-hand drawer to navigate between Check-In, Favorites, Rooms, Scenes, Thermostats and Settings. You can also add and edit devices, rooms and scenes from the drawer.

Check-In

An at-a-glance overview of all of your Insteon sensors. Sensors are white when red when triggered and white when not.
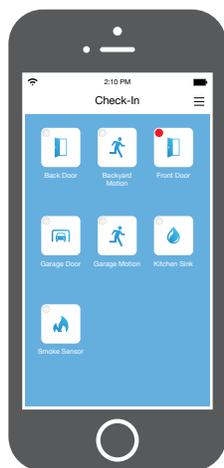
Favorites

A customizable screen where you can place your most used devices, scenes and sensors.
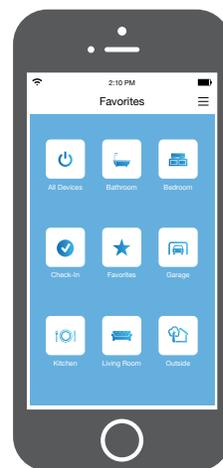
Rooms

Lets you group devices into rooms for easier navigation.

Scenes

Automatically displays all of the scenes that have been created.

Thermostat

Displays your Insteon or Nest Thermostat. For homes with multiple thermostats, you can configure the default from settings.

Settings

Your one-stop-shop for Hub and Insteon account settings and configuration. You can also find in-app help here.

Controlling a Device

Tap to turn the device on or off

Tap for additional control and to edit the device.

Additional Device Control

Tap On

Tap Off

Turn a device on or off, regardless of brightness

Quickly adjust the brightness

Tap the arrows to adjust in 10%-ish increments

Monitoring a Sensor

○

Indicates that your sensor is not triggered

● (red)

Indicates that your sensor has been triggered

● (yellow)

Indicates that the Hub has lost contact with your sensor

If a newly added sensor shows yellow, try activating it.

Controlling a Camera

Tap the arrows to pan and tilt your camera
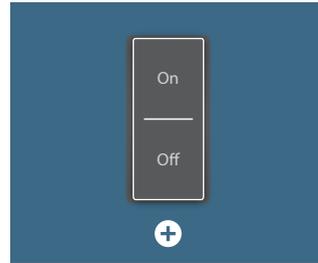
Controlling a Scene

Tap to turn the scene on or off

Tap for additional control and to edit the scene.

Additional Scene Control
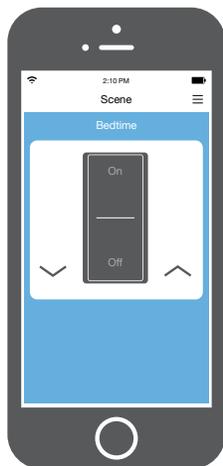
Tap to turn the scene on or off

The Insteon app on Android uses tabs to navigate between Check-In, Favorites, Rooms, Scenes, Thermostats and Settings. You can add and edit devices, rooms and scenes from the settings button.

Check-In

An at-a-glance overview of all of your Insteon sensors. Sensors are red when triggered and white when not.

Favorites

A customizable screen where you can place your most used devices, scenes and sensors.

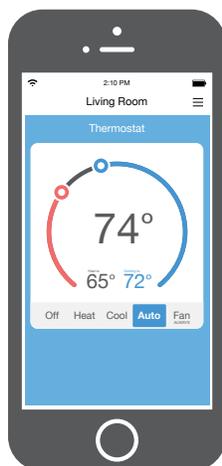## Rooms

Lets you group devices into rooms for easier navigation. Also the location for **All Devices** which displays every device added to your house

Scenes

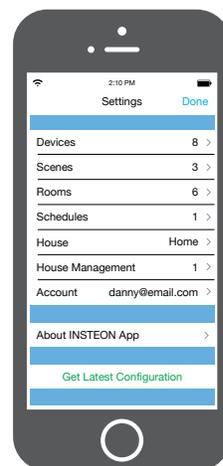Automatically displays all of the scenes that have been created.

Thermostat

Displays your Insteon or Nest Thermostat. For homes with multiple thermostats, you can configure the default from settings.
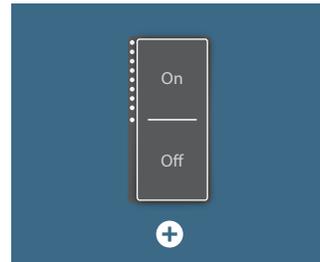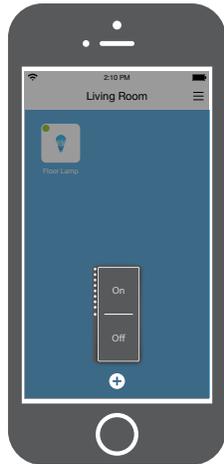
Settings

Your one-stop-shop for Hub and Insteon account settings and configuration. You can also find in-app help here.
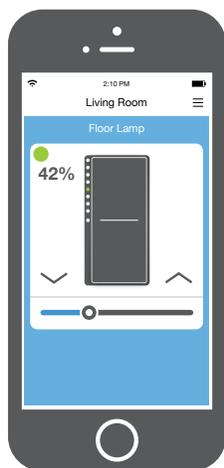
Controlling a Device

Tap to turn the device on or off

Tap for additional control and to edit the device.

Additional Device Control

Tap On
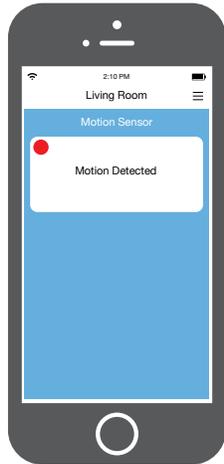
Tap Off

Turn a device on or off, regardless of brightness

Quickly adjust the brightness

Tap the arrows to adjust in 10%-ish increments

Monitoring a Sensor

○ Indicates that your sensor is not triggered
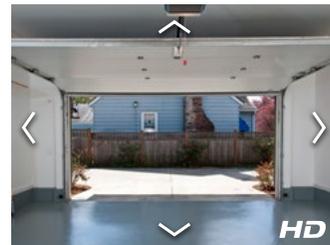
● Indicates that your sensor has been triggered

● Indicates that the Hub has lost contact with your sensor

If a newly added sensor shows yellow, try activating it.

Controlling a Camera

Use the arrows to pan and tilt your camera

Controlling a Scene

Tap to turn the scene on or off

Tap for additional control and to edit the scene.

Additional Scene Control

Tap to turn the scene on or off

The Insteon app on Windows Phone uses a six-screen carousel to switch between Quick View, Favorites, Rooms, Scenes, Thermostats and Settings.
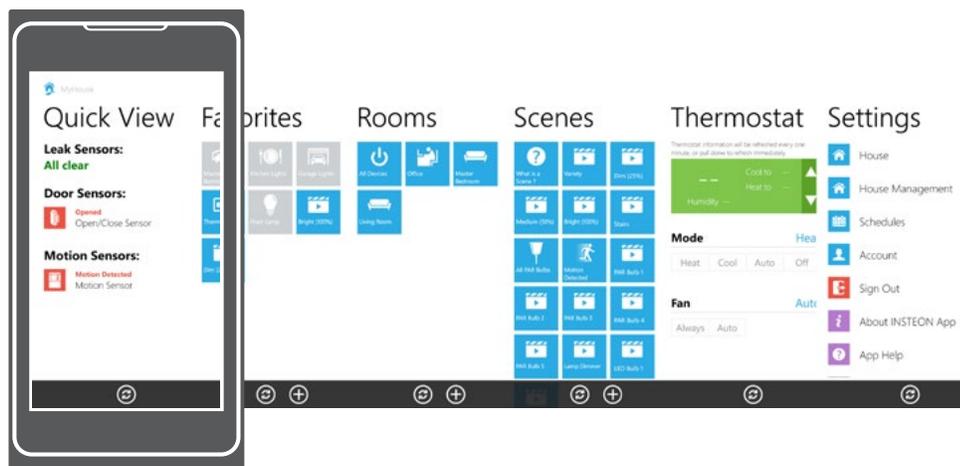
Quick View

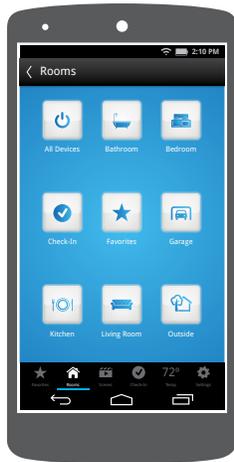An at-a-glance overview of all of your Insteon sensors. Sensors are green when closed and red when triggered.

Favorites

A customizable screen where you can place your most used devices, scenes and sensors.

Rooms

Lets you group devices into rooms. Also the location for **All Devices** which displays every device added to your house.
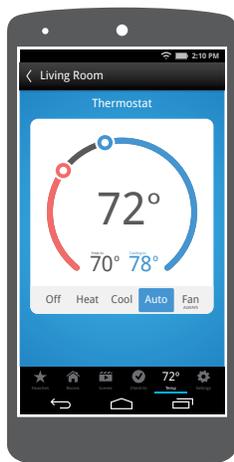
Scenes

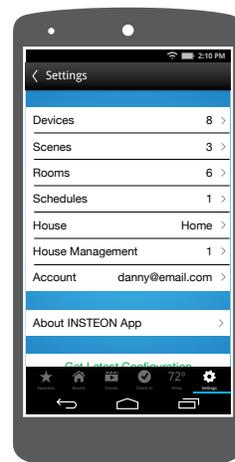Automatically displays all of the scenes that have been created.

Thermostats

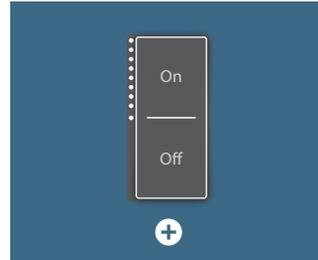Displays your Insteon Thermostat. For homes with multiple thermostats, you can configure the default from settings.

Settings

Your one-stop-shop for Hub and Insteon account settings and configuration. You can also find in-app help here.
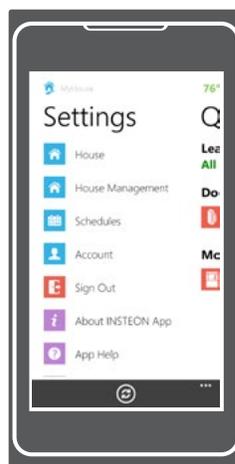
Controlling a Device
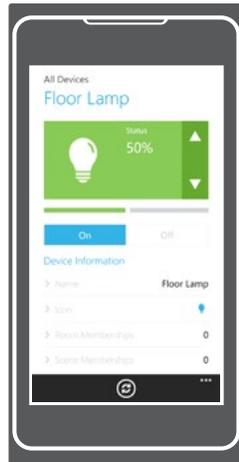
Tap the arrows to adjust in 10% increments

Slide to quickly adjust the brightness

Turn a device on or off, regardless of brightness

Monitoring a Sensor
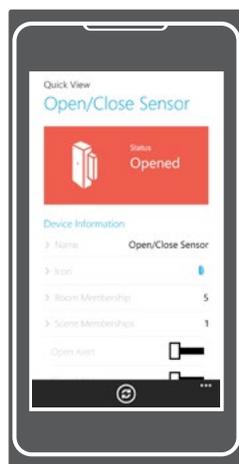
Indicates that your sensor is OK

Indicates that your sensor has been triggered

Indicates that the Hub has lost contact with your sensor

If a newly added sensor shows yellow, try activating it.

Controlling a Scene
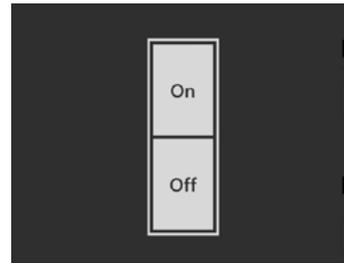
Tap to turn the scene on or off

Tap to edit the scene

Controlling a Camera

Use the arrows to pan and tilt
your camera

Insteon Connects

We've partnered with some of the leading accessory manufacturers and platforms to bring you the best possible connected home experience.

logitech

amazon echo

O
Hi, I'm Cortana.

Insteon Connects

We know that the smart home of tomorrow will be full of products from many manufacturers; customers are going to choose the right product for the right niche. Insteon fully embraces the platform agnostic IoT.

Learn more at insteon.com/connects

First Alert

SONOS

works with
nest

MiLOCKS

Hardware Reset

A network reset will restore the default network configuration to the Hub. A factory reset will erase all links stored in the device's database as well as any customized properties.

You can enter an audio diagnostic mode that will report a connection issue in six potential areas. Once in the diagnostic mode, your Hub will beep through a series of tests.

1   Tap the set button twice, wait one second and then tap the set button again once.

2x | **1x**
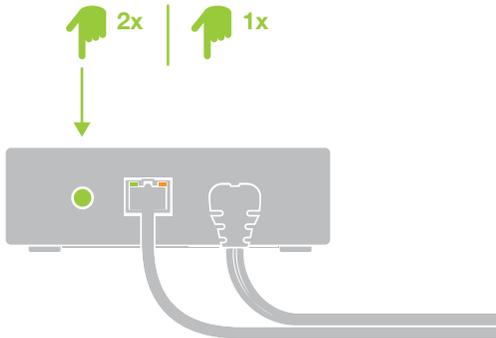
◀))   Single Beep: Test Passed

◀))))   Double-Beep: Test Failed

Test 1

Insteon Hub Modem active

Test 2

Internet Time Server reachable

Test 3

Hub has a valid IP Address

Test 4

Connected to Insteon Servers

Test 5

Active remote connection to Insteon's Servers

Test 6

Successful remote connection to Insteon's Servers at power up

1 Tap the set button three times. The Hub will triple-beep.

3x
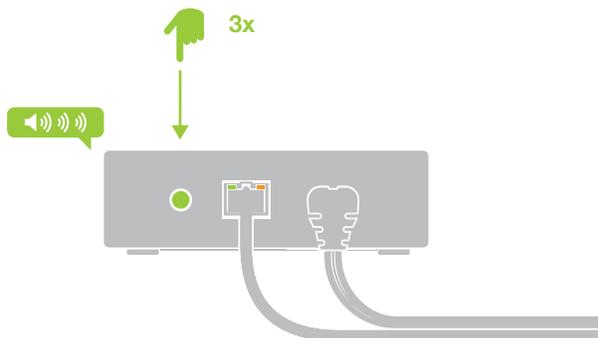
2 After a few seconds the Hub will single-beep.
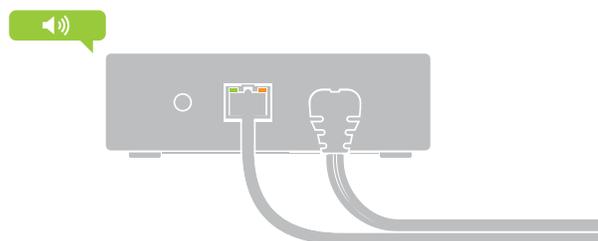
✓ Your Hub has been restored to default network settings.

Factory Reset

1 Prior to performing a factory reset, you must delete all devices and scenes or factory reset all of your devices and delete your user account from Insteon.

Navigate to settings

	2:10 PM	
Settings		Done
Devices		8 >
Scenes		3 >
Rooms		6 >
Schedules		1 >
House		Home >
House Management		1 >
Account	danny@email.com	>
About INSTEON App		>
Get Latest Configuration		
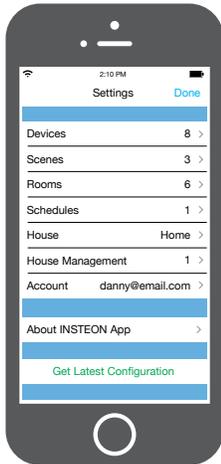
2 From Settings, tap Account

2:10 PM
Back Account Settings

User Email   danny@email.com
Password   ·················
Default text/SMS   None >
Remember Me
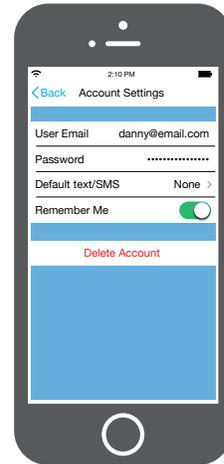
Delete Account

3 Tap Delete Account. **This cannot be undone and will erase your home from Insteon Connect.**

2:10 PM
Back Account Settings

User Email   danny@email.com
Password   ·················

Warning
It is strongly recommended that you delete all devices prior to deleting your account. Failure to do so will result in degraded network performance. Alternatively you may factory reset your devices after deleting your account.

Cancel   OK
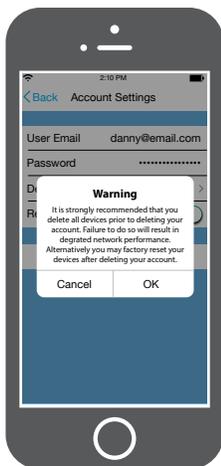
4 Disconnect power from the Hub

INSTEON
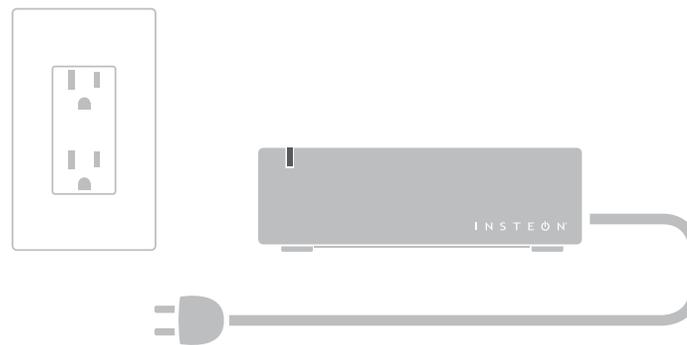
5 Press and hold the set button while reconnecting power. The Hub will emit a long beep.
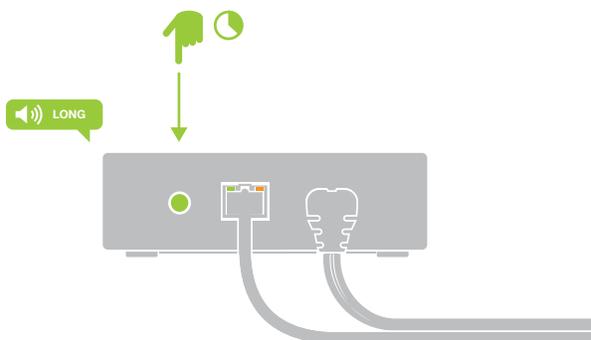
LONG

6 When the long beep ends, release the set button. The Hub will double-beep. After 30 seconds, your Hub will beep again.
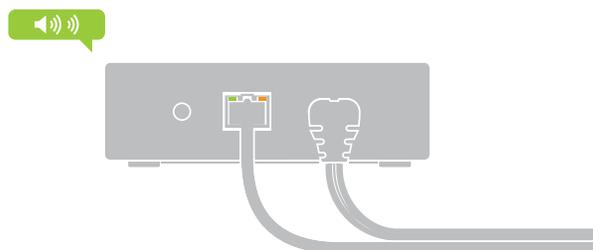
7 Unplug and then reconnect your Hub to power.
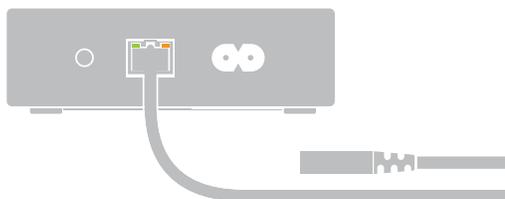
INSTEON

✓ Your Hub has been restored to factory settings.

Appendix

Everything else you might need to know about your Insteon product.

Specifications

General

Available Colors	White
Brand:	Insteon
FCC ID	SBP22452
Industry Canada	5202A-22452
Manufacturer Product No.:	2245-222
Patent No.:	Protected under US and Foreign Patents (see www.insteon.com/patents)
UPC:	813922013498
Warranty:	2 years, limited

Operation

Audio Alert	Beeper
Local Control	No
Setup Memory	Non-volatile EEPROM
Status LED	Red/Green LED

Insteon Features

Insteon Device Category	0x03
Insteon Device Subcategory	0x33
Insteon ID	1
Insteon Links	992
Insteon Messages Repeated	Yes
Insteon Minimum Receive Level	40 mV
Insteon Minimum Transmit Level	3.2 Vpp into 5 Ohms
Insteon Powerline Device	Yes
Insteon Powerline Frequency	131.65 KHz
Insteon RF Device	Yes
Maximum Controlled Scenes	256
Maximum Scene Memberships	992

Multi-Link Support	Yes
Multi-Unlink Support	Yes
RF Beacon	Yes
Radio Frequency	915 MHz
Radio Frequency Range	Up to 250 feet

Mechanical

Beep on Button Press	No
Dimensions	1.5" H x 3.75" W x 3.75" D 38mm H x 95mm W x 95mm D
Enclosure Material	UV stabilized plastic
Mounting	Tabletop or Wall Mount
Operating Environment	Indoors
Operating Humidity Range	0-90% relative humidity
Operating Temperature Range	32° to 104° F 0° to 40° C
Factory Reset Button	Yes
Storage Temperature Range	-4° to 158° F -20° to 70° C
Weight	5.2 oz

Electrical

Power Consumption	2 Watts
Supply Voltage	125 Volts AC, 50/60 Hertz, single phase
Surge Resistance	Surges over 1000 volts
Power Connector	IEC C8
Certification	FCC ID Part 15B & 15C IC RSS-210 Intertek ETL

Troubleshooting

Initial Setup and Configuration

Unable to create an Insteon account

There is most likely an internet connection issue between your mobile device and the Insteon Hub

Try this:

- Make sure your internet connection is working by trying to browse a website on your mobile device

- Look for any typos in your email address that might prevent the account from creating; if you are missing the "@" symbol or ".com," add them. Insteon requires a full, valid email address.

Insteon App is unable to find your Insteon Hub

A number of factors can impact the initial setup but most of them are internet connection related.

Try this:

- Check all of the cables going into the Hub and make sure they are firmly seated. Trace the ethernet cable from the Hub back to the router and make sure it is connected properly there, too.

- Look for signs of life from the Insteon Hub. Even if not properly connected, you should see a green LED glow on the front of the Hub. If the LED doesn't illuminate, check the power outlet. There should also be a blinking green and solid orange light on the Hub's ethernet port. If both ethernet LEDs are off, try a different port on your router.

- Try power cycling your Hub by unplugging and then reconnecting it to power.

- For the initial connection, your mobile device must be connected to the WiFi network being generated by the same router to which the Hub is connected. While some routers create a "guest" network, you most often need to be connected to the main WiFi network being created by your router for the initial setup to work correctly.

- You can check to see if the Insteon Hub was able to properly "phone home" to Insteon. This will at least tell you that the Hub is up and running, even if a network configuration problem is preventing you from connecting to the Hub. On your mobile device or computer, open a browser and visit connect.insteon.com/getinfo.asp. Any detected Insteon Hubs will be displayed on this page.

- Try a network reset (see Network Reset).

- If the problem persists, contact Insteon Support 866-243-8022

Insteon App is unable to connect to your Insteon Hub

A number of factors can impede connection to the Insteon Hub but most of them are internet connection related.

Try this:

- Check all of the cables going into the Hub and make sure they are firmly seated. Trace the ethernet cable from the Hub back to the router and make sure it is connected properly there, too.

- Look for signs of life from the Insteon Hub. Even if not properly connected, you should see a green LED glow on the front of the Hub. If the LED doesn't illuminate, check the power outlet. There should also be a blinking green and solid orange light on the Hub's ethernet port. If both ethernet LEDs are off, try a different port on your router.

- Ensure that your home internet connection is functioning by visiting a website from your computer's internet browser.

- Restart your Hub by unplugging and then reconnecting it to power.

Unable to add a new device using the Insteon App

Inability to add a new device is usually centered around issues with the Insteon network.

Try this:
- Relocate the new device closer to the Insteon Hub and try again. If this works, you may need a Range Extender or an additional Dual-Band Insteon device to increase the reach of your Insteon Network.

- Log out of the Insteon App and sign back in. From the Insteon App, navigate to Settings and tap Log Out at the bottom of the screen.

Unable to delete a device using the Insteon App

Deleting a device from the Insteon App may encounter issues if that device is no longer present or connected in your home.

Try this:
- Ensure that the device to be deleted is plugged in or otherwise powered. If it is a battery powered device, press and hold the set button until the Status LED begins blinking and then try deleting from the App.

- If the device to be deleted has stopped functioning, you can force the Insteon App to delete the device but only after attempts to delete the device are unsuccessful by the app. You will be presented with an option to Force Remove the unresponsive device.

- Log out of the Insteon App and sign back in. From the Insteon App, navigate to Settings and tap Log Out at the bottom of the screen.

Unable to add a new WiFi Camera using the Insteon App

There are several points to check when a WiFi Camera cannot be added using the Insteon App.

Try this:
- Ensure that your router is functioning properly and that the Ethernet cable connecting the WiFi Camera is firmly connected to both the camera and your router.

- Confirm that the WiFi camera has power.

- Log out of the Insteon App and sign back in. From the Insteon App, navigate to Settings and tap Log Out at the bottom of the screen.

Unable to receive alerts via email or SMS

With iOS version 1.9.25 and Android version 1.7.4, SMS alerts are no longer supported in favor of push notifications. The Insteon Connect cloud service may require updating if an alert setting was not properly saved.

Try this:
- Check your email for an email from Insteon Connect. After initially configuring alerts, a confirmation link needs to be clicked to confirm that you wish to enable alerts for the specified email address. This email may

have been inadvertently routed to your spam folder or deleted.

- Disable and then re-enable alerts for the device that is not transmitting alerts.

- Ensure that a recipient email address is entered for the alert.

- Ensure that the Insteon for Hub app has permission to send push notifications. From the home screen of your iPhone, iPad or iPod touch, navigate to Settings. Scroll to the bottom of the list and locate Insteon. In the "Allow Insteon to Access" section, tap Notifications. Flip the switch to green to enable push notifications. You will still need to configure push notifications on a per-device basis from within the Insteon app.

Unable to disable alerts via email

The Insteon Connect cloud service may require updating if an alert setting was not properly saved.

Try this:
- Log out of the Insteon App and sign back in.

- Delete the device for which alerts cannot be disabled and then re-add the device and enable alerts.

Schedules do not appear to run at the correct time

It is possible that the Hub's clock is incorrect and requires resetting.

Try this:
- From the Insteon App, navigate to Settings > House and check Hub Local Time. If this time is incorrect or if the Hub Location is incorrect, tap Hub Location and locate your Insteon Hub on the map. This will automatically update your Hub's internal clock.

- If updating the Hub time does not correct the schedule run time, try a Network Reset.

Check for firmware updates for your Insteon Hub

Your Hub will update its firmware automatically but you can manually check for updates.

Try this:
- From the Insteon App, navigate to Settings > House and tap Check for Updates.

Read and understand these instructions before installing and retain them for future reference.

This product is not designed or approved for use on powerlines other than 125VAC, 50Hz or 60Hz, single phase. Attempting to use this product on unapproved powerlines may have hazardous consequences.

• Use only indoors or in outdoor rated box

• This product may feel warm during operation. The amount of heat generated is within approved limits and poses no hazards. To minimize heat buildup, ensure the area surrounding this product is as clear of clutter as possible.

• Each Insteon product is assigned a unique Insteon I.D., which is printed on the product's label.

• Changes or modifications to the hardware not expressly approved by Insteon may void the user's authority to operate the equipment in a licensed manor.

• For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

This device complies with FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le present appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorise aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radiolectrique subi, mme si le brouillage est susceptible d'en compromettre le fonctionnement.

Limited Warranty

Seller warrants to the original consumer purchaser of this product that, for a period of two years from the date of purchase, this product will be free from defects in material and workmanship and will perform in substantial conformity to the description of the product in this Owner's Manual. This warranty shall not apply to defects or errors caused by misuse or neglect. If the product is found to be defective in material or workmanship, or if the product does not perform as warranted above during the warranty period, Seller will either repair it, replace it, or refund the purchase price, at its option, upon receipt of the product at the address below, postage prepaid, with proof of the date of purchase and an explanation of the defect or error. The repair, replacement, or refund that is provided for above shall be the full extent of Seller's liability with respect to this product. For repair or replacement during the warranty period, call 866-243-8022 with the Model # and Revision # of the device to receive an RMA# and send the product, along with all other required materials to:

Insteon
ATTN: Receiving
16542 Millikan Ave.
Irvine, CA 92606-5027

Limitations

The above warranty is in lieu of and Seller disclaims all other warranties, whether oral or written, express or implied, including any warranty or merchantability or fitness for a particular purpose. Any implied warranty, including any warranty of merchantability or fitness for a particular purpose, which may not be disclaimed or supplanted as provided above shall be limited to the two-year of the express warranty above. No other representation or claim of any nature by any person shall be binding upon Seller or modify the terms of the above warranty and disclaimer.

Home automation devices have the risk of failure to operate, incorrect operation, or electrical or mechanical tampering. For optimal use, manually verify the device state. Any home automation device should be viewed as a convenience, but not as a sole method for controlling your home.

In no event shall Seller be liable for special, incidental, consequential, or other damages resulting from possession or use of this device, including without limitation damage to property and, to the extent permitted by law, personal injury, even if Seller knew or should have known of the possibility of such damages. Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of damages, in which case the above limitations and/or exclusions may not apply to you. You may also have other legal rights that may vary from state to state.