Synchronization Point – v1.2
October 2011

Copyright

Information, data and values of these documents can be changed without prior warning. Technical information can also be changed without notice.

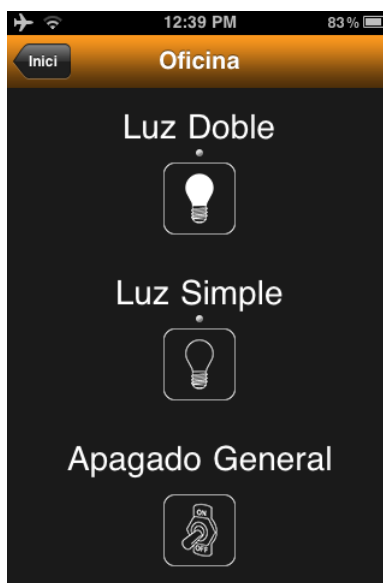iTunes, App Store, iPhone, iPod and iPad are commercial brands of Apple Inc.

Houseinhand is a commercial brand of Intesis Software S.L.
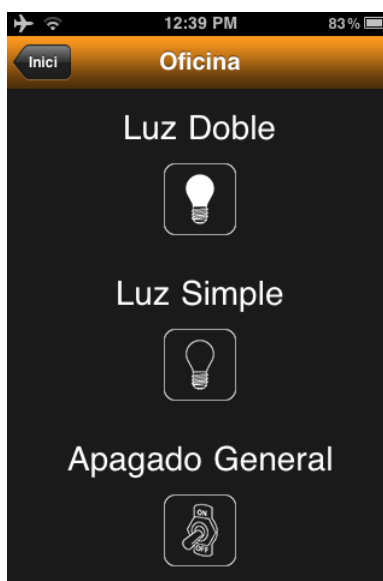
Synchronization point

States

When you open a room, a white point appears on top of every device. This point indicates that state the device is showing does not have to be the real state of the device at home. In other words, it is not synchronized.

One the installation responds to the reading requests by houseinhand, the points disappear indicating therefore, that the values which appear in houseinhand have been contrasted with the KNX installation.

Moreover, every time we operate on a device with the capacity of forwarding a state, this point stays marked until the installation confirms that the device has changed its value due to the operation.

¿When does the point stay turned on?

Mainly, there are three cases in which the point will stay turned on.

- The device has not been configured correctly. As this device does not exist in the installation, it will never notify of its value to houseinhand. The usual causes are not enabling the **reading flag in the ETS,** a wrong **forwarding group direction** or the lack of configuration.

- The data has been lost. Sometimes, it is possible that our Wi-Fi or 3G network has **interferences**. In the case this interference **destroys the package** sent to the installation by houseinhand, this one will never respond informing about the change of value, therefore, the point will not disappear.

- **The value of the device has not changed.** In the case of devices with slider, as for instance the dimmer, if it is already turned off and we press on the off button, the point will turn on because we are operating; but as we have not really changed the value, the installation will never notify us and the point will stay turned on.

¿How to make the point dissappear?

To force houseinhand to read the status of the device there are two options.

- Tap inside the name of the devices. This action forces to read the status of this device. **Other devices will not be affected.**

- Force Reading of the entire stay.

  - *iPhone:* Double tapping in the name of the stay (in the orange navigation bar) houseinhand will force the **read of all the devices inside the selected stay.**

  - *iPad:* When tapping inside the stay icon houseinhand will force the **read of all the devices inside the selected stay.**