

Helen

Installation Instructions





Please use this QR Code to access more documents and Video Tutorials related to the product.



Tech Specs

Scan the QR code to scan Helen specsheet

FCC INFORMATION

This device complies with FCC RF radiation exposure limits set forth for general population. This device must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located in conjunction with any other antenna or transmitter. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the the interference by one or more of the following measures: - - -
Reorient or relocate the receiving antenna. - Increase the separation between the equipment and receiver. -Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. - Consult the dealer or an experienced radio/TV technician for help.

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Technical Support: 512.832.6939

Hours of Support: 7:30am - 5pm CST

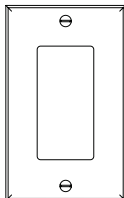
screensupport@screeninnovations.com

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PARTS IN THE BOX



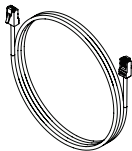
(1) Helen



(1) White Decora
Wall Trim Plate



(1) 48v Passive
PoE Injector - Brick



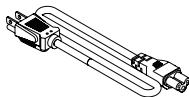
(1) CAT5e



(2) Trim plate
screws



(2) J Box
screws



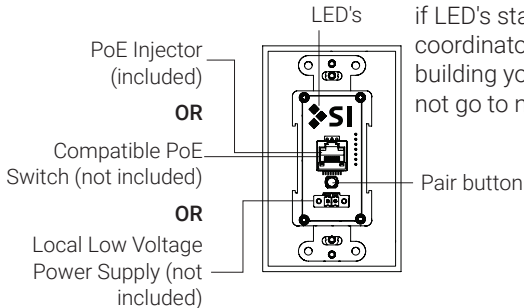
(1) Injector Power
Cable

2 Easy steps to connect Helen as a Mesh Router

(SI shades come pre-configured)

Step 1

Connect Power



Step 2

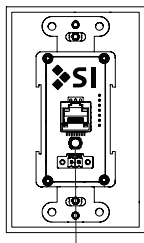
Check status LED's, if LED's stay On the coordinator is up and building your Mesh! If not go to next page.

Helen Router Pro-tip

You can see how many hops from coordinator and how many shades are connected to your Helen in the Zigbee Route graph button in TRO.Y

If LED's are on, but flash off every 2.5 seconds

could mean you have accidentally connected a Helen of TRO.Y, this Helen has already been pre-configured as the Coordinator. Just disconnect it from this power source, and connect it to the Helen port on TRO.Y



Pair button

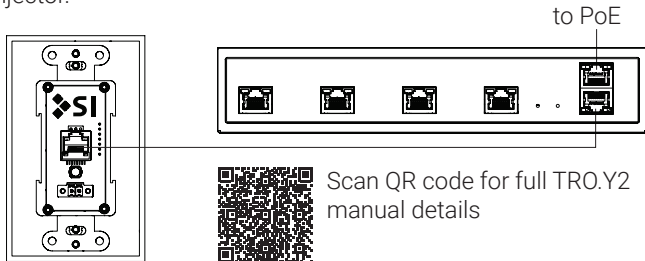
If LED's are off, and flash on every 2.5 Seconds

means this Helen has not yet been configured as a router. In TRO.Y go to the Device Integration table and click open Helen network, now hold the pairing button on Helen until the LED's flash very fast, then let go of the pairing button. Once the LED's stay on solid, your router is up and building your mesh.

2 Easy steps to connect Helen as a Zigbee Coordinator

All SI Shades come pre-commissioned.

Step 1- Ensure TRO.Y is connected to PoE Switch or included PoE Injector.



Step 2- Locate the Helen with a big pink label on the box marked Helen of TRO.Y and connect to the Helen port on TRO.Y with included Cat5 cable. Check status LED's. If LED's stay On the coordinator is up and building your Mesh!

If LED's are on, but flash off every 2.5 seconds

could mean you have accidentally connected a pre-configured Helen mesh router, this Helen has already been configured as a mesh router. Just disconnect it from TRO.Y and connect to the included PoE injector, compatible PoE switch or local power supply and find the Helen marked with the pink Helen of TRO.Y label to reconnect to TRO.Y

If LED's are off, and flash on every 2.5 Seconds

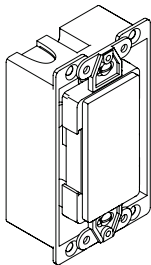
this Helen has not yet been configured. Since SI shades come preconfigured, please located the Helen with the pink label that is marked Helen of TRO.Y and connect to TRO.Y.

If you are unable to find the pre-configured Helen of TRO.Y,

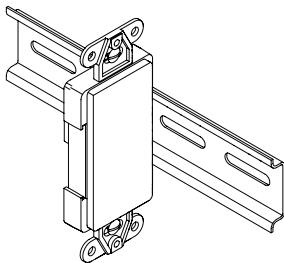
then we can take any Helen and create a new Zigbee network by connecting to the Helen port on TRO.Y and go to the Integration Settings and turn on the Helen Bridge in the Wireless bridge settings page. TRO.Y will need to be re-booted to start this process. It may take a minute or two to Initialize and create a new Zigbee mesh network. When the network is up the LED's on Helen will stay solid on and you are ready to start adding Zigbee devices. See TRO.Y manual to see how to add Zigbee devices.

HELEN - Professional Grade Zigbee Coordinator / Mesh Router

Choose your mounting:



Standard single or multiple gang J Box



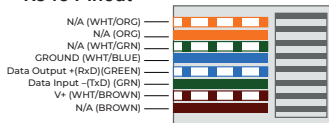
Left or Right Din Rail mounting

Helen Router Pro-tip

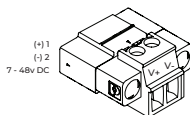
It is best not to mount Helen in a metal J Box

PINOUTS

RJ45 Pinout



3.81mm 2 position



TROUBLESHOOTING

Problem	Possible Cause	Action to Take
Does not work, and LED's are Off	No power	Check Power injector, PoE Switch or TRO.Y to make sure power is connected to them
	Wireless Bridge setting not enabled	Ensure the Helen bridge has been enabled and submitted in the wireless brodge settings located in the integration settings of TRO.Y
	TRO.Y firmware not up to date	Go to our TRO.Y support web page and download the latest TRO.Y firmware. Helen requires TRO.Y to have a firmware version 3.5 or higher

TROUBLESHOOTING

Problem	Possible Cause	Action to Take
Does not work, and LED's are Off	Your TROY may not be compatible	Ensure your gateway is labeled TROY2. Also check the port Helen is connected is labeled Helen Port.
Does not work, and LED's are off but flash once every 2.5 seconds	Helen has not yet been configured	For Mesh Router, open Zigbee network on your coordinator then hold Pair button down until LED's start flashing quickly then let go of the button and LED's will stay on solid. With TROY open Helen network in device integration table For Coordinator, enable Helen Wireless Bridge setting in TROY and then reboot TROY
Does not work, and LED's are On and pulse off every 2.5 seconds	Helen has been configured but is not connected to the correct port on TROY	As a mesh router verify that the Helen is NOT connected to the HELEN port on TROY As a Coordinator verify that the Helen IS only connected to the HELEN port on TROY



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