Version Information


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One Year Limited Warranty

For a period of One (1) year after receiving your Simple Hub, we will repair it or replace it with a new one if there are inherent major defects related to the hardware. *Inherent major defects* are defined as problems that do not allow the device to function normally. For instance, if your Simple Hub cannot boot or does not power on at all, these would be considered inherent major defects. Hardware defects that result from clear negligence, misuse, or abuse of the hardware by the user are not covered by this replacement policy. Please be in possession of the hardware in question and be prepared to supply us with photos and a detailed description to show the inherent major defects you are experiencing. Note that the Simple Hub is not a user-serviceable device; do not open the unit. If you open the Simple Hub, you void the warranty.
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Introduction

This User Guide describes Simple Hub, which is a hardware device that comes pre-installed with Simple Sync software. A Simple Hub adds functionality to your Simple Control or Simple System environment.

The Simple Hub can be purchased either separately, to add to a Simple Control environment, or as part of a Simple System.

**IMPORTANT:** Simple Hub includes Simple Sync software. If you have Simple Hub, you do not need Simple Sync for OS X or Android.

More information about the standalone Simple Hub is available here.

More information about Simple System is available here.

This Introduction includes:

- “Features” on page 5
- “Audience” on page 6
- “Requirements” on page 6
- “Additional Resources” on page 6

**FEATURES**

Simple Hub features include:

- **Secure Synchronization:** Simple Hub keeps your Simple Control or Simple System configurations securely synchronized on all of your clients. Changes on one client are automatically reflected on all other clients.

  And even if no Simple Control or Simple System clients are active, Simple Hub tracks configurations, status for all activities, and power states of all devices.

- **Remote Access:** Commands, activities, and feedback to and from your clients work remotely from outside your local network when the Simple Control or Simple System app is securely paired with Simple Hub. You can raise or lower blinds from the office, for example, or lower the thermostat while on vacation.


- **SmartThings Integration:** Integrates Simple Hub and SmartThings, allowing you to trigger Simple Control or Simple System activities based on SmartThings events. Download the Simple Control/SmartThings Integration Pack from the Simple Control website and refer to the included PDF file for more information.
• **Amazon Echo Integration:** Integrates Simple Hub and Amazon Echo, allowing you to control your Simple Control or Simple System environment by speaking commands. Refer to the *Simple Control/Amazon Echo Integration Guide* for more information.

• **Triggers:** Lets you run a Simple Control or Simple System activity based on specified criteria (for example, my Lutron keypad button was pressed, it’s 10 p.m., 30 minutes have passed, and so on). Simple Hub automatically monitors all configured triggers and initiates them when it is specified as the trigger agent.

• **Configuration Lockdown:** Lets you lock the configuration of a Simple Control or Simple System client; while locked, you cannot change the client’s configuration. You can set a PIN so that you can unlock the configuration when desired.

Configuration lockdown requires a Simple Service or Roomie Service subscription.

## Audience

This User Guide is for users of the Simple Hub. We expect you are familiar with:

- your local network and basic networking concepts
- your Simple System or Simple Control environment

## Requirements

Requirements for the Simple Hub include:

- The Simple Hub and the Simple Control or Simple System app must be on the same network.

- TCP/IP network, with Wi-Fi enabled and Internet access. The Simple Hub and the iOS devices running the Simple Control or Simple System app **must all be on the same network**.

- A DHCP reservation for the Simple Hub, which ensures the Simple Hub will always receive the same IP address from the DHCP server.

- Simple Control or Simple System environment set up and running.

**IMPORTANT:** Simple Hub **requires** a Simple Control or Simple System environment. Simple Hub provides no functionality without a Simple Control or Simple System environment.

## Additional Resources

Additional resources for Simple Hub include:

- **Simple Control User Guide:** Describes the features of Simple Control or Simple System clients. Available on the Simple Control website.

- **Knowledge Base:** Answers many questions; on the Simple Control website.

- **Support:** Lets you submit a support request via the Simple Control website.
1 Hardware Setup

This chapter describes how to set up Simple Hub.
This chapter includes:
• “Package Contents” on page 7
• “Hardware Specifications” on page 7
• “The Simple Hub” on page 8
• “Installation Procedure” on page 9

PACKAGE CONTENTS

The Simple Hub package includes:
• Simple Hub: The physical device that connects to your local network.
• Power Adapter: One end connects to a standard power outlet, the other end has a USB port.
• USB Power Cable: The USB connector connects to the Power Adapter, the other end attaches to the Power connector on the back of the Simple Hub.
• Ethernet Cable: Connects the Simple Hub to your router.
• Setup Guide: Includes setup instructions and your Software Activation Key.

HARDWARE SPECIFICATIONS

CPU: Amlogic S812 Cortex A9 Quad Core 2.0 GHz
GPU: Octa Core Mali 450
Memory: 1 GB DDR
Storage: 8 GB eMMC internal

IMPORTANT: The Simple Hub is not a user-serviceable device; do not open the unit. If you open the Simple Hub, you void the warranty.
**The Simple Hub**

The following figure shows the top, front, and left side of the Simple Hub.

![The Simple Hub](image)

The ports on the front and left side of the Simple Hub are:

- **Power Indicator**: On when the Simple Hub is receiving power.
- **USB1 and USB2**: Can connect to a keyboard or mouse for maintenance or updates.
- **TF (SD)**: For service and maintenance use only.

The following figure shows the back of the Simple Hub.

![The back of the Simple Hub](image)

The ports on the back of the Simple Hub are:

- **AV**: 3.5mm AV jack.
- **HDMI**: Connects the Simple Hub to a television using an HDMI cable (not supplied). Can be used to view live status of the Simple Sync software running on the Simple Hub, but this is not required.
• **Ethernet:** Connects to one end of the supplied Ethernet cable. Connect the other end to your local network; either directly to your router or to an Ethernet switch connected to your router.

**NOTE:** We strongly recommend a DHCP reservation on your router for the Simple Hub. This feature of your router also be called “static DHCP”. Refer to your router documentation for more information.

• **DC 5V (Power):** Connect to the Power Adapter/USB Power Cable combination to power the Simple Hub.

• **On/Off button:** Press to turn the Simple Hub on, press again to turn it off. The default is on, so this button is generally not used.

• **Recover (Reset):** Do not use; for **factory use only**.

## Maintenance and Updates

For maintenance and update purposes, the Simple Hub can be connected to a television (via the HDMI port on the back) and to a keyboard and mouse (via the two USB ports on the side). This provides access to the pre-installed Simple Sync software.

At some point in the future, updates or maintenance may require access to the Simple Sync software; unless directed to do so by Roomie Remote Support, you can use the Simple Hub without connecting the HDMI or USB ports.

## INSTALLATION PROCEDURE

**To set up Simple Hub:**

1. **Set up a DHCP reservation for the Simple Hub on your router.**

   The process differs for each router, so be sure to follow the instructions for your router. In general, you will need to enter an IP address and the MAC address of the Simple Hub, found on the bottom of the unit. A DHCP reservation ensures the Simple Hub will always receive the same IP address from the DHCP server.

2. **Find a location for the Simple Hub that is near a power source and your router.**

3. **Connect one end of the supplied Ethernet cable to the Ethernet connector on the back of the Simple Hub and the other end to your router.**

4. **Connect one end of the Power Adapter/USB Power Cable combination to a power source and the other end to the DC 5V (power) port on the Simple Hub.**

5. **Check the indicator on the front of the Simple Hub; it should be green.**

   Refer to **Chapter 2, Pairing**, for information about pairing Simple Hub with your Simple Control or Simple System clients.
This chapter tells you how to pair clients with Simple Hub.
This chapter includes:
• “Overview” on page 11
• “Pairing the First Client with Simple Hub” on page 11
• “Pairing Additional Clients with Simple Hub” on page 12
• “Troubleshooting Pairing” on page 13

**OVERVIEW**

Simple Control and Simple System client configurations are secured by pairing clients with Simple Hub.

**IMPORTANT:** Pairing requires Simple Hub and Simple Service or Roomie Service. Simple Service or Roomie Service must be active on the client to pair Simple Hub with that client.

Simple Hub offers to pair with the first Simple Control or Simple System client that it finds on the local network without asking for approval.

Additional clients must be approved: the second client must be approved by the first client, the third client can be approved by either the first or second client, and so on.

**NOTE:** If you want clients to be approved automatically, enable **Automatically Approve Pairing Requests** in the Simple Hub Settings of a paired client ([Settings > Simple Sync > Simple Hub]).

**PAIRING THE FIRST CLIENT WITH SIMPLE HUB**

The first Simple Control or Simple System client that you pair with Simple Hub does not require approval.

**To pair the first client with Simple Hub:**
1. After installing the Simple Hub, open the Simple Control or Simple System client.
2. Simple Hub finds the client on the local network and offers to pair with it.

The Detected Home screen appears on the client.

It could take a moment after opening the client for the Detected Home screen to appear. Because this is the first client to pair with Simple Hub, no approval is required to pair.
3. Tap Yes.
   The client is paired with Simple Hub.

4. To verify that the Simple Control or Simple System client is paired with Simple Hub, open the client, tap the Settings icon, then tap Simple Sync.

5. When the Simple Sync screen appears, make sure the Paired With field says Simple Hub and the Simple Sync Devices section lists Simple Hub.

### Pairing Additional Clients with Simple Hub

All Simple Control or Simple System clients after the first client that you want to pair with Simple Hub must be approved by an already-paired client.

**NOTE:** If you want clients to be approved automatically, enable Automatically Approve Pairing Requests in the Simple Hub Settings of a paired client (Settings > Simple Sync > Simple Hub).

**To pair additional clients with Simple Hub:**

1. Open the Simple Control or Simple System client you want to pair with Simple Hub.
   Simple Hub finds the client on the local network and offers to pair with it.

2. Tap Yes.

Because this is not the first Simple Control client to pair with Simple Sync on this network, approval by an already-approved client will be required to pair.
3. On a Simple Control or Simple System client that has already been paired with Simple Hub, the **Pairing Request** screen appears.

   ![Pairing Request](image)

4. Tap **Approve**. The client is now paired with Simple Hub.

5. To verify that the Simple Control or Simple System client is paired with Simple Hub, open the client, tap the **Settings** icon, then tap **Simple Sync**.

6. When the **Simple Sync** screen appears, make sure the **Paired With** field says **Simple Hub** and the **Simple Sync Devices** section lists **Simple Hub**.

---

**Troubleshooting Pairing**

In some cases, an older or misconfigured router may prevent Simple Hub from offering to pair with Simple Control or Simple System clients. In this situation, you can manually pair a client with Simple Hub.

**To manually pair a Simple Control or Simple System client with Simple Hub:**

1. Open the client, tap the **Settings** icon, then tap **Simple Sync**.
   
   The **Simple Sync** screen appears.

2. In the **Simple Sync Devices** section, tap the **Simple Hub** you want to pair with.

3. In the **Pairing** section, tap **Pair with Simple Hub**.
   
   If this is the first Simple Control or Simple System client you are pairing with Simple Hub, no approval is required.
   
   If this is an additional client you are pairing, the pairing request must be approved on an already-approved client.
If you are still experiencing issues, try one of these methods:

- **Reset Simple Hub:** On a Simple Control or Simple System client, tap the **Settings** icon, tap **Simple Sync**, tap **Simple Hub** in the **Simple Sync Devices** section, tap **Reset Simple Sync** (near the bottom of the **Simple Hub** screen), then try pairing again.

  Resetting the Simple Hub can only be done from a client on the same network; you cannot reset a Simple Hub from a client that is accessing your network via the Remote Access feature.

  When you pair by resetting Simple Hub, the configuration from the client will be pushed onto Simple Hub as the active configuration.

  **IMPORTANT:** Do not use the **Recover** port on the back of the Simple Hub to reset the unit. **It is for factory use only.**

- **Reset the Simple Control or Simple System client:** Open the client, tap the **Settings** icon, tap **Reset Configuration** (near the bottom of the **Settings** screen), tap **Reset** when the confirmation dialog appears, then try pairing again.

  If you reset your Simple Control or Simple System client, its configuration will be lost and the client will be prompted to inherit the active configuration from Simple Hub.
This chapter describes how to configure Simple Hub.

This chapter includes:

- “Simple Hub Settings” on page 15
- “Synchronization Peers” on page 16
- “Remote Access” on page 20

**Simple Hub Settings**

To access Simple Hub settings: on your Simple Control or Simple System client, open Settings, tap Simple Sync, then tap Simple Hub; the Simple Hub screen appears showing the Simple Hub settings.

**NOTE:** Some settings are not configurable if you are not paired with Simple Hub.

Simple Hub settings are:

- **Pairing/Unpairing:** If the Simple Control or Simple System client is paired with Simple Hub, tap Unpair from Simple Hub to unpair.
  If the Simple Control or Simple System client is not paired with Simple Hub, tap Pair with Simple Hub to pair.
- **Licensed To:** Displays the email address of the Simple Hub or Simple Sync license holder. Displays Unlicensed if the client is not paired.
- **OS Version:** For Simple Hub, displays the version of Android running on the Simple Hub. For Simple Sync for Android, shows the version of Android the device hosting Simple Sync is running. For Simple Sync for OS X, shows the version of OS X running on the Macintosh hosting Simple Sync.
- **IP Address:** Shows the IP address of the Simple Hub, Simple Sync for Android, or Simple Sync for OS X on the local network.
- **External URL:** Shows the URL needed to make a connection to Simple Hub or Simple Sync from outside your network.
  If a URL appears (for example, https://198.51.100.0:47148), you do not need to do anything. Note that the IP address in your URL will be different than what is shown in this example.
  If a URL does not appear, refer to Simple Sync DNS Name for more information.
- **Automatically Approve Pairing Requests:** When enabled, Simple Hub automatically approves pairing requests; approval from an already-approved client is no longer required.
- **Allow Commands from External Systems:** When enabled, Simple Hub allows commands from external systems, such as SmartThings or other systems that use Simple Control’s REST API.
• **Collect Diagnostics**: Tells Simple Hub to collect diagnostic information for analysis by Simple Control Support.
  When enabled, **Collect Diagnostics** generates a significant amount of data. Be sure to disable it when you are done gathering the necessary information.

• **Send Diagnostics**: Tap to send collected diagnostic information to Simple Control Support.

• **Simple Sync DNS Name**: Used to set up a port forwarding rule on your router to support access from outside your network, if needed. Most routers will *not* require a port forwarding rule to be created. A port forwarding rule is generally only needed with older routers that do not support standard protocols and thus remote access does not work initially.
  If a URL appears in the **External URL** field, you do not need to create a port forwarding rule.
  If a URL does *not* appear in the **External URL** field, put your external IP address in the **Hostname** field, then configure a port forwarding rule on your router.
  Refer to your router’s documentation for information about creating a port forwarding rule.

• **Reset Simple Hub**: Tap to reset Simple Hub.

### Synchronization Peers

Simple Hub keeps your Simple Control or Simple System configurations securely synchronized on all of your clients. Changes on one client are automatically reflected on all other clients.

Even if no Simple Control or Simple System clients are active, Simple Hub tracks configurations, status for all activities, and power states of all devices.

### Viewing Synchronization Peers

You can view all current synchronization peers on the **Simple Sync** screen of the **Settings** on a paired Simple Control or Simple System client.

**To view synchronization peers:**

1. On a Simple Control or Simple System client paired with Simple Hub, open **Settings**, then tap **Simple Sync**.
   The **Simple Sync** screen appears.

2. Tap **Synchronization Peers**.
Configuration Lockdown

The Configuration Lockdown feature lets you lock the configuration of a Simple Control or Simple System client using Simple Hub. While locked, you cannot enter Edit mode on the locked client.

**NOTE:** The Configuration Lockdown feature requires a Simple Service subscription.

When you lock down a configuration, you set a PIN that allows you to unlock the configuration of the client.

You can also use the Configuration Lockdown feature in conjunction with Guided Access mode on your iOS device to set up a virtual remote dedicated to a single room.

**Locking a Configuration**

To lock down the configuration of a Simple Control or Simple System client:

1. On a Simple Control or Simple System client paired with Simple Hub, open **Settings**, tap **Simple Sync**, then tap **Synchronization Peers**.

   The current synchronization peers display.

This screenshot shows two synchronization peers: Scott’s iPod touch and Scott’s iPad. The unlocked padlock icon next to Scott’s iPad indicates that its configuration can be locked using the Configuration Lockdown feature.
2. Tap the client whose configuration you want to lock.

In this screenshot, you could only select **Scott's iPad**, as it is the only synchronization peer that has an unlocked padlock icon next to it.

You are prompted to enter a PIN.

3. Enter a PIN, up to six digits, then click **Done**.

   The **Simple Sync** screen appears, now showing the closed padlock symbol next to the client you locked.

**Unlocking a Configuration**

**To unlock a configuration:**

1. On the client whose configuration is locked, tap the **Settings** icon.
   
   You will be prompted to enter the unlock PIN.

2. Using the number pad, enter the PIN.
   
   When you enter the correct PIN, the **Settings** screen appears.
3. Navigate to **Prevent Editing**, then disable it (tap or slide the white circle until the green background disappears).

![Prevent Editing](image)

The configuration is unlocked.

4. Click **Done** to exit from **Settings**.

**Dedicating a Virtual Remote to a Single Room**

You can configure your iOS device to run only the Simple Control or Simple System client and the client to work only in one room, giving you a virtual remote dedicated to a single room. Be sure to set up the room the way you want it first.

To do this, you use Guided Access mode on the iOS device (which restricts the iOS device to running a single app) and Single Room Mode on the client.

This could be used in a guest room, for example, where you want the client to work as a virtual remote in that room only and you do not want the virtual remote's configuration to be changed.

**To configure a virtual remote dedicated to a single room:**

1. On your iOS device (*not on the client*), navigate to **Settings > General > Accessibility > Guided Access**.

The **Guided Access** screen appears.

2. Enable **Guided Access** (tap the slider so that the green background appears).

3. Exit from **Settings** on your iOS device.

4. Open the Simple Control or Simple System client, open **Settings**, enable **Prevent Editing**, tap **Single Room Mode**, then tap the name of the room to which you want the remote dedicated.

Click **Done** to exit from **Settings**.

5. Triple click the Home button on the iOS device.

The **Guided Access** screen appears.

6. Tap **Start**.

The **Set Passcode** screen appears.

7. Enter a four-digit passcode, then re-enter it.

**Guided Access** begins. You can now only use the iOS device to run the Simple Control or Simple System client and you can only use the client to control the room you specified.

8. To exit from **Guided Access**, triple click the Home button, enter the four-digit passcode, then click **End**.
REMOTE ACCESS

Commands, activities, and feedback to and from your clients work remotely from outside your local network when the Simple Control or Simple System client is securely paired with Simple Hub and the Remote Access feature is enabled.

You can raise or lower blinds from the office, for example, or lower the thermostat if you are away on vacation.


You must enable the Remote Access feature to integrate Simple Control or Simple System with Amazon Echo. Refer to the Simple Control/Amazon Echo Integration Guide for more information.

To enable or disable the Remote Access feature:
1. Make sure your Simple Control or Simple System client is paired with Simple Hub.
2. On the Simple Control or Simple System client, open Settings, then tap Simple Sync.
   The Simple Sync screen appears.
3. Locate the Allow Remote Access setting at the bottom of the screen.
4. If Allow Remote Access is currently disabled (the white circle is on the left and the slider has a black background) and you want to enable it, move the white circle to the right; the slider background turns green.

![Remote Access Disabled](image1)

![Remote Access Enabled](image2)

5. If Allow Remote Access is currently enabled (the white circle is on the right and the slider has a green background) and you want to disable it, move the white circle to the left; the slider background turns black.

![Remote Access Enabled](image3)

![Remote Access Disabled](image4)

This appendix describes trigger agents and tells you how to view the current trigger agent.

This chapter includes:

• “About Trigger Agents” on page 21
• “Viewing the Current Trigger Agent” on page 22

ABOUT TRIGGER AGENTS

Simple Control and Simple System support device-based, timer-based, and time-based triggers. Refer to the Simple Control User Guide for more information about triggers.

NOTE: All triggers require a Simple Service or Roomie Service subscription.

Triggers require a trigger agent, a device that continually monitors the network for trigger commands and executes them.

There are two types of trigger agents:

• **iOS device running Simple Control or Simple System:** Because the trigger agent must continually monitor the network for trigger commands, if you use a device running Simple Control or Simple System as a trigger agent it must always be turned on with Simple Control or Simple System as the foreground app.

  NOTE: We recommend against using an iOS device running Simple Control or Simple System as trigger agent.

• **Simple Hub or Simple Sync:** Simple Hub and Simple Sync do not have the same issue as a device running Simple Control or Simple System. Simple Hub can execute triggers at any time (as it is always on the network) and Simple Sync can execute triggers even when it is running in the background on the host Mac OS X system.

  IMPORTANT: When you pair a Simple Control or Simple System client with Simple Hub or Simple Sync, Simple Hub or Simple Sync is automatically locked in as the trigger agent.

If you want to set a different trigger agent, you need to unpair. This unlocks the trigger agent and you can select any available trigger agent.
**VIEWING THE CURRENT TRIGGER AGENT**

You can view the current trigger agent setting on a Simple Control or Simple System client at any time.

**To view the current trigger agent on a client:**

1. Open the Simple Control or Simple System client, then tap **Settings**.

   The **Settings** screen appears.

2. Tap **Triggers** (you may have to scroll down.)

   The **Triggers** screen appears.

   ![Settings Screen](image)

In this example, the trigger agent is **Simple Sync** (which could be Simple Sync for Android, Simple Sync for OS X, or Simple Hub).

If the client is paired with Simple Hub or Simple Sync, then the trigger agent is locked, and tapping **Trigger Agent** has no effect.

If the client is **not** paired with Simple Hub or Simple Sync, then you can tap **Trigger Agent** and select a trigger agent from the list of possible trigger agents that appears.

Refer to the **Simple Control User Guide** for more information about creating and using triggers.