

SIEMENS



QxA289x/WI, OCT200.KNBA, OCT100.R

Thread room sensor, KNX IoT to BACnet IP gateway, Thread mesh extender

Operation Manual

Table of Contents

1	System overview.....	3
1.1	KNX IoT to BACnet IP gateway.....	4
1.2	Thread room sensor.....	6
1.3	Thread mesh extender.....	7
2	Mounting and installation.....	8
2.1	KNX IoT to BACnet IP gateway.....	8
2.2	Thread room sensor.....	8
2.3	Thread mesh extender.....	8
2.4	Installation onsite	8
3	Setup and commissioning.....	9
3.1	Login gateway web UI.....	9
3.2	Workflow.....	10
3.3	Commissioning	12
3.3.1	HOME.....	12
3.3.2	WIRELESS	12
3.3.3	NETWORK	12
3.3.4	KNXIOT GATEWAY.....	13
3.3.5	SYSTEM.....	19
3.3.6	MORE SETTINGS	24
4	Maintenance.....	26
4.1	Replacing gateway.....	26
4.2	Replacing sensor or extender.....	26
5	Frequently asked questions.....	27
5.1	What should users do if connection issue occurs?.....	27
5.2	Why cannot sensor join Thread network?.....	27
5.3	Why cannot extender join Thread network?.....	27
5.4	Why cannot sensor indicate data in real-time?.....	28
5.5	Why cannot sensor parameters be transmitted successfully?	28
5.6	Why cannot present values be displayed after clicking refresh below diagnostics?	28
5.7	Why cannot programming mode be entered after sensor joins Thread network?.....	28
5.8	What is Gateway web UI refresh rates?.....	29
5.9	Why cannot offset of temperature, humidity and CO2 be applied after users change in programming mode?	29
5.10	Why does LED C flash red on gateway?	29
5.11	Why does it fail after clicking "Start join"?	29
5.12	Do users need reconfigure parameters after sensor factory reset if sensor joins Thread network before?	29
5.13	What should users do, if device is added/removed/modified in allow-list?	30
5.14	What should users do, if device is replaced in allow-list?	30
5.15	In the same BACnet network, should device instance be unique?.....	30
5.16	What BACnet services are supported?.....	30
5.17	Not recommended operations	30
6	Appendix.....	31
6.1	Cyber security disclaimer	31

1 System overview

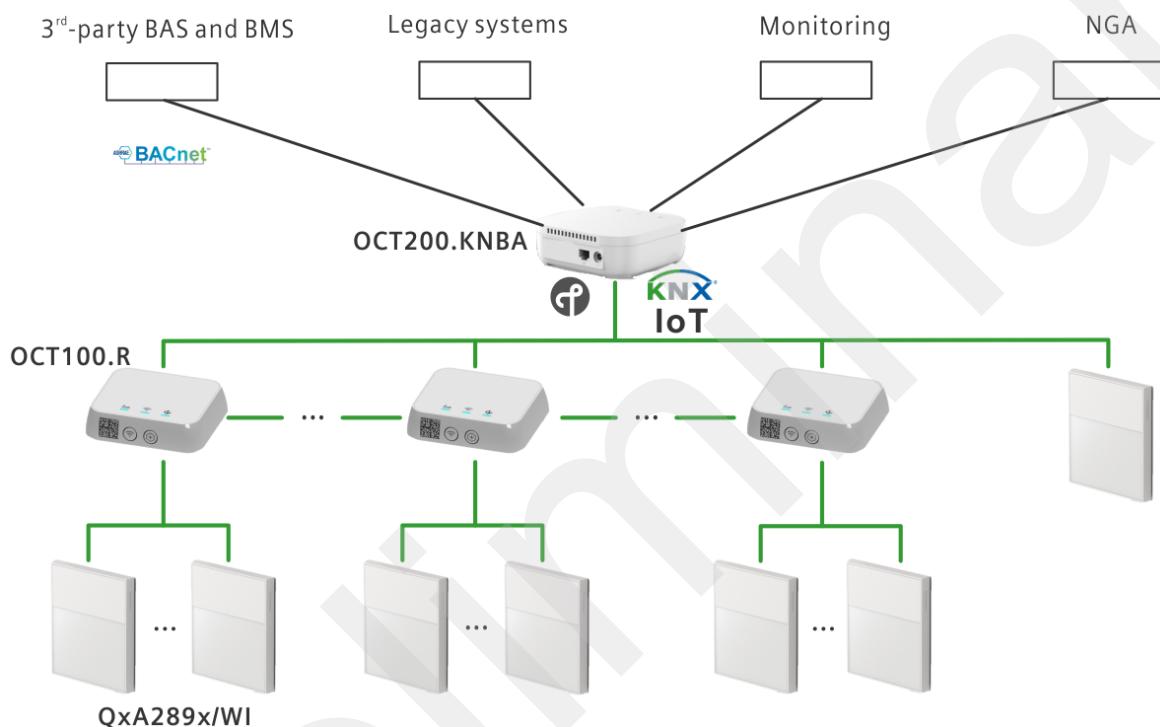
Via KNX IoT to BACnet IP gateway (OCT200.KNBA), Thread room sensor data can be wirelessly exchanged to Siemens controllers or other 3rd-party building automation/management system (via BACnet). The supported controlling systems from Siemens include:

- Classic Desigo
- Desigo Control Point
- PXC5

In Thread network, the total number of connected sensor and extender is 100.

- For gateway, maximum directly connected sensor is 32 and extender is 22.
- For extender, maximum directly connected sensor number is 32.

Topology

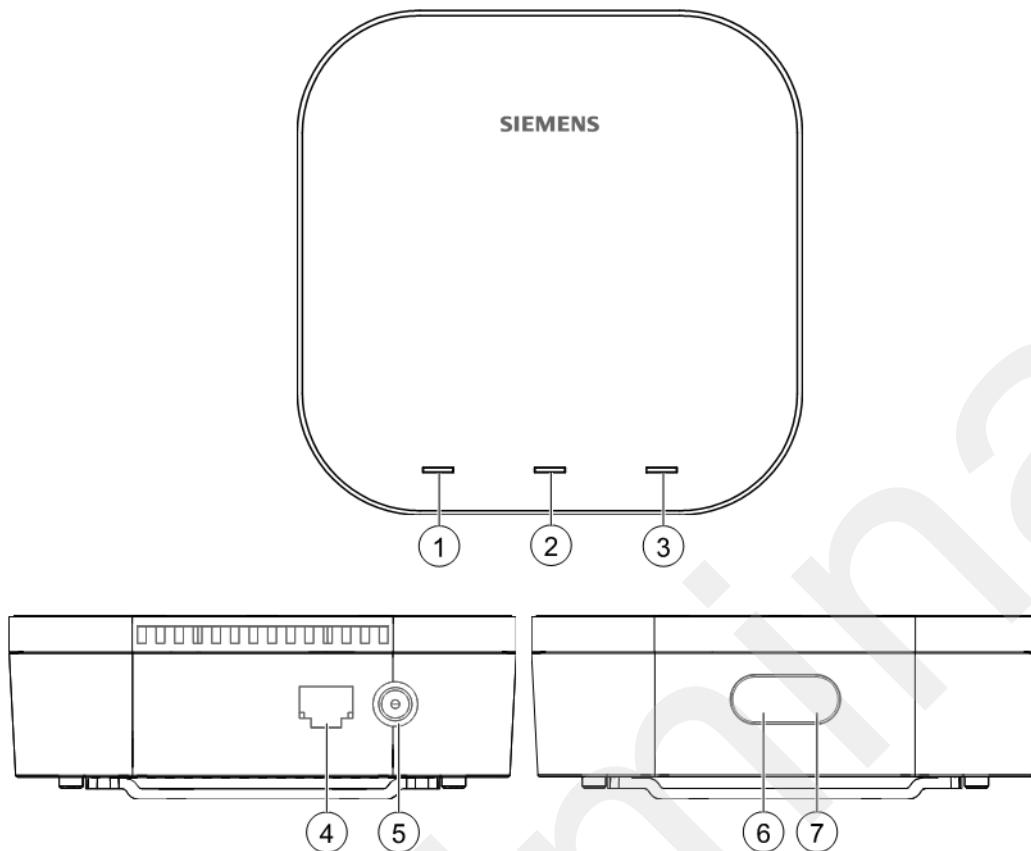


Legend

OCT200.KNBA	KNX IoT to BACnet IP gateway (hereinafter, short for gateway)
QxA289x/WI	Thread room sensor (hereinafter, short for sensor): QAA2890/WI, QFA2890/WI, QPA2892/WI
OCT100.R	Thread mesh extender (TME) (hereinafter, short for extender)
3 rd -party BAS and BMS	3 rd party building automation system and building management system
Legacy systems	Classic Desigo
Monitoring	Desigo Control Point
NGA	PXC5

1.1 KNX IoT to BACnet IP gateway

Gateway is mains-powered by AC 100...240 V (with external power adapter).



No.	Product description	No.	Product description
①	LED A: Device	④	Ethernet terminal
②	LED B: WLAN	⑤	Power input terminal
③	LED C: Thread	⑥	Button A used for factory reset and WIFI on/off
⑦	Button B used for gateway joining Thread network		

In the following table:

- Short press (<2 s) means short press the push button
- Middle press (5...20 s) means middle press the button
- Long press (≥ 20 s) means long press the push button

LED A

LED color	Device status	LED pattern	Push button operation
Off	Unpowered device or device is switched off.	Off	N/A
Green	Start up (e.g. device is powered on)	Flashing ('1/4 s on / 7/4 s off) for 80 s	N/A
	Normal (connected)	On	
	Firmware downloading		
	Firmware installation	Flashing ('1/4 s on / 7/4 s off) for 80 s	
Orange	Factory reset	Fast flashing (100 ms on / 100 ms off) for 15 s	Long press button A 
Red	Hardware error	Fast flashing (100 ms on / 100 ms off) for 200 ms	N/A
Green	Confirm key press	Flashing ('1/4 s on / 7/4 s off) until button pressing stop	Middle press button A 

LED B

LED color	Device status	LED pattern	Push button operation
Off	LAN/WLAN is not connected or switched off.	Off	N/A
Green	LAN/WLAN is on.	On for 3 s	Middle press button A 
	WLAN access is switched on.	Fast flashing (100 ms on / 100 ms off)	N/A
Orange	WLAN access is switched off.	On for 3 s	Middle press button A 

LED C

LED color	Device status	LED pattern	Push button operation
Orange	Thread initial status (Device is not defined or joined a network.)	On	N/A
Green	Commissioning mode (Device joined the network.)	Fast flashing (100 ms on / 100 ms off) for 200 ms	N/A
	In operation	On	
	Joining	Flashing ('1/4 s on / 7/4 s off) for 2 s	Short press button B 
Red	Connection lost	Flashing ('1/4 s on / 7/4 s off) for 2 s	N/A

1.2 Thread room sensor

Sensors are sleepy device. They transmit data only when awoken and normally connected to network.

Powered by alkaline battery

The sensor is powered by alkaline battery that is supplied with sensor in package.

- QAA2890/WI, QFA2890/WI: 3 x alkaline batteries type AAA, 1.5 V
- QPA2892/WI: 2 x alkaline batteries type AA, 1.5 V

When battery level is low and network connection is normal, low battery level alarm is sent to the gateway for brand-new battery replacement.

Users can check battery level by short press push button on the rear of the device to activate the LED. The batteries are almost empty if LED turns red and keeps fast flashing (100 ms on / 100 ms off) for 8 s and must be replaced within 2 weeks.

Notes

- Do not install used or low-quality battery.
- Do not mix used and new batteries. Otherwise, it may cause battery leakage.
- Do not use leaking or deformed battery.
- Do not use rechargeable battery.
- Do not remove battery during commissioning and configuration.
- As lower battery alarm is sent to gateway if battery power is in low-level, brand-new battery needs to be replaced. The used batteries should be disposed in accordance with local and national legislation.
- Network connection is lost if battery level reduces too much after low battery alarm raised.
- Check battery power periodically as battery in low power level for long time may cause battery leakage

Battery lifetime

Battery life is calculated in lab. The value may change or deviate as per environment.

Push button and LED indication

Push button is on the rear of the device used for operation. LED is on the front of device used for status checking.

LED

In the following table:

- Short press (<2 s) means short press the push button
- Long press (>20 s) means long press the push button

LED color	Device status	LED pattern	Push button operation
Off	Unpowered device / powered device without display	Off	N/A
Green	Start up (e.g. battery installation)	Fast flashing (100 ms on / 100 ms off) for 3 s	N/A
	Normal (connected)	On for 8 s	Short press to activate LED
	Joining	Flashing (1/4 s on / 7/4 s off) during joining and is timeout after 120 s	Short press to activate LED, then short press within 8 s to join ¹⁾
Orange	Initial state (no connection)	On for 8 s	N/A
	Factory reset	Fast flashing (100 ms on / 100 ms off) for 8 s	Long press to start factory reset
Red	Connection lost ⁴⁾	Flashing (1/4 s on / 7/4 s off) for 8 s	Short press to activate LED
	Low battery / Hardware error	Fast flashing (100 ms on / 100 ms off) for 8 s	
	Programming mode	Constant on during programming mode and timeout after 4 minutes. In programming mode, power consumption is higher.	Short press to activate LED, then short press within 8 s to enter programming mode ²⁾³⁾
	Response for button press	Constant on until users stop pressing within 2 s	Short press to active

LED color	Device status	LED pattern	Push button operation
Off and green	Firmware update	Constant off during firmware downloading, fast flashing (100 ms on / 100 ms off) during new firmware startup.	N/A

Notes

- 1) Device is in initial state (no connection).
- 2) Before entering programming mode, device needs connect to Thread network.
- 3) Device can enter programming mode via gateway. The icon of programming mode in gateway web UI is **Device Identification** locates in **KNXIOT GATEWAY -> Device Management -> Configuration -> Maintenance Commands**.
- 4) If device connection is lost (LED flashes red) and rejoining to the network is needed, users need factory reset the device firstly.

1.3 Thread mesh extender

LED

Extender is powered by USB-C power adapter.

LED A 

LED color	Device status	LED pattern
Green	Start up (e.g. device is powered on)	Fast flashing
	Normal operation	Solid

LED B 

LED color	Device status	LED pattern
Green	WLAN is switched on.	N/A
	Traffic	Fast flashing
Yellow	WLAN access is switched off.	N/A

LED C 

LED color	Device status	LED pattern
Yellow	Not commissioned	Solid
Green	Joining	Flashing
	Commissioning mode	Solid
Red	Network lost	Solid

Push button

WLAN ON/OFF button 	Thread ON/OFF button 
Factory reset (Press > 20 s)	Start Thread join (Toggle: Press < 2 s)
WLAN ON/OFF (Press 5...20 s)	

2 Mounting and installation

2.1 KNX IoT to BACnet IP gateway

For detailed mounting instructions, see [Mounting instructions](#).

For detailed environmental conditions, see [Data sheet](#).

- The device is designed for wall mounting and can also be placed on a horizontal surface.
- Inside wall (not an outside wall!) of the room to be air conditioned; not in recesses, behind curtains, above or close to heat sources or shelves and not on walls where a chimney is located. Do not expose the unit to spotlights or direct sunlight.
- Install the device in the occupied space about 2.2 m above the floor and at least 20 cm from the next wall.

2.2 Thread room sensor

For detailed mounting instructions, see [Mounting instructions](#).

For detailed environmental conditions, see [Data sheet](#).

- The device is designed for wall mounting, flush mounting, and tape mounting.
- Inside wall (not an outside wall!) of the room; not in recesses, behind curtains, above or close to heat sources or shelves and not on walls where a chimney is located. Do not expose the unit to spot lights or direct sunlight.
- Install the sensor in the occupied space about 1.5 m above the floor and at least 20 cm from the next wall.
- Seal the end of the conduit at the sensor to prevent false measurements caused by draughts through the conduit.

2.3 Thread mesh extender

Thread mesh extender can be mounted on walls or ceilings. The ideal orientation is vertically on a flat wall, with Power and Ethernet cables facing down. A clearance of 2 cm on all sides should be maintained.

- Do not install the device in a cabinet or metal container.
- Do not install the device behind walls or other obstructions which would interfere with line of sight to other Thread devices on your network.
- Do not install the device too low to the ground.
- Do not install the device on rough or uneven surfaces.
- Install in a central location which offers best coverage for devices in the premise.
 - Repeater devices can be added to your Thread network to improve network coverage.

2.4 Installation onsite

Install all devices to planned location as per provided mounting instructions.

Communication range refers to the table below. The actual range depends on building structure and environment.

Communication range	
Direct distance between <ul style="list-style-type: none"> • Sensor and gateway • Sensor and extender • Extender and gateway 	<ul style="list-style-type: none"> • Approximate 50 m • Approximate 50 m • Approximate 50 m

If sensor is not connected to Thread network successfully, recommend adding extenders to extend network or see resolutions described in Frequently asked questions [→ 27].

3 Setup and commissioning

3.1 Login gateway web UI

- Connect a smart phone or PC to a specific gateway WLAN, e.g., KNBAxxxx1D. No password is needed.
- Log in URL: <https://192.168.8.1>
- No default password, click **Login** directly.

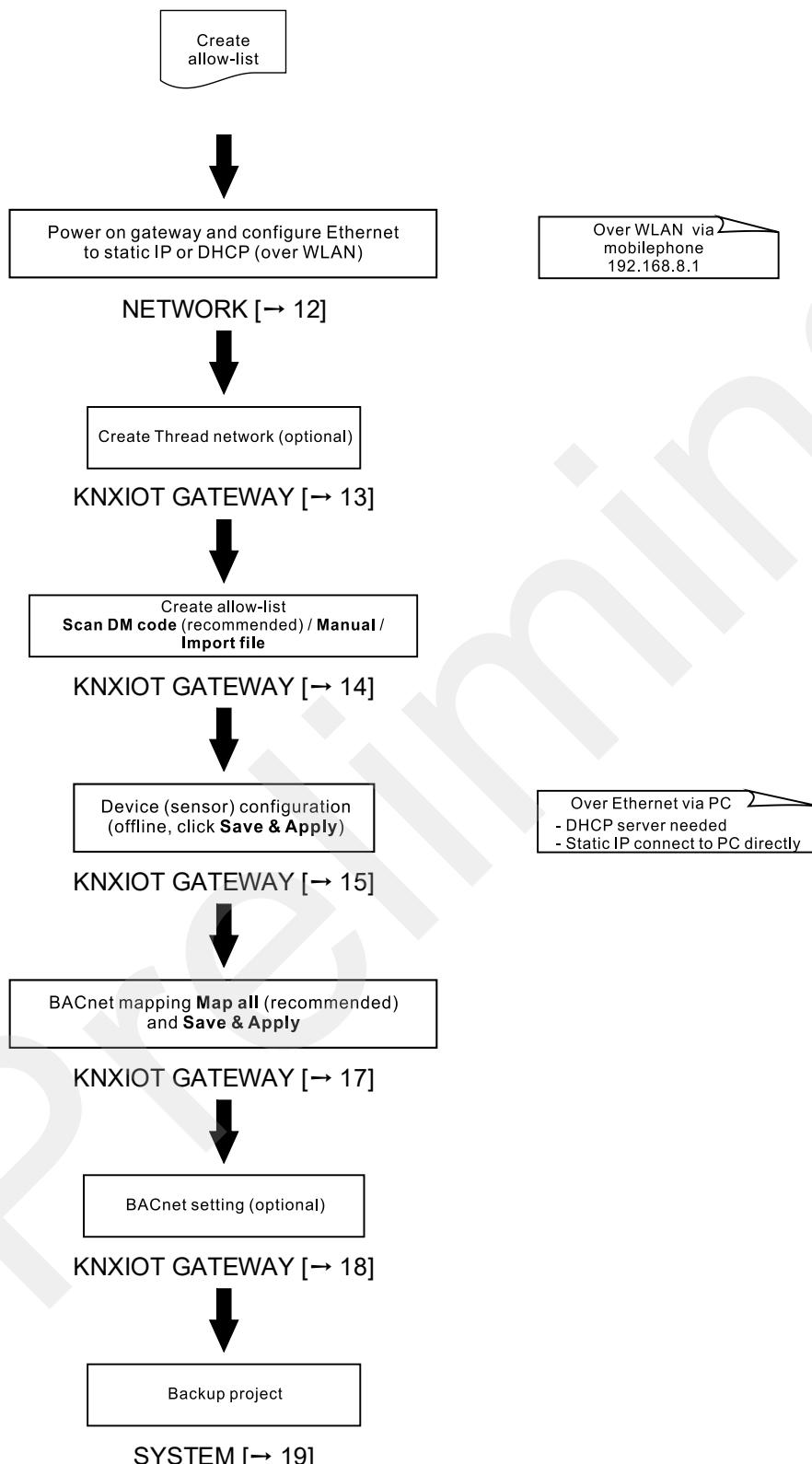
Login management interface for the first time

1. Select the desired language and click **Next**.
2. Set new password: At least 8 characters including upper case letters, lower case letters, special characters and numbers.
3. Confirm new password and click **Submit**.
 - Login is successful and the new password is set for future logins.

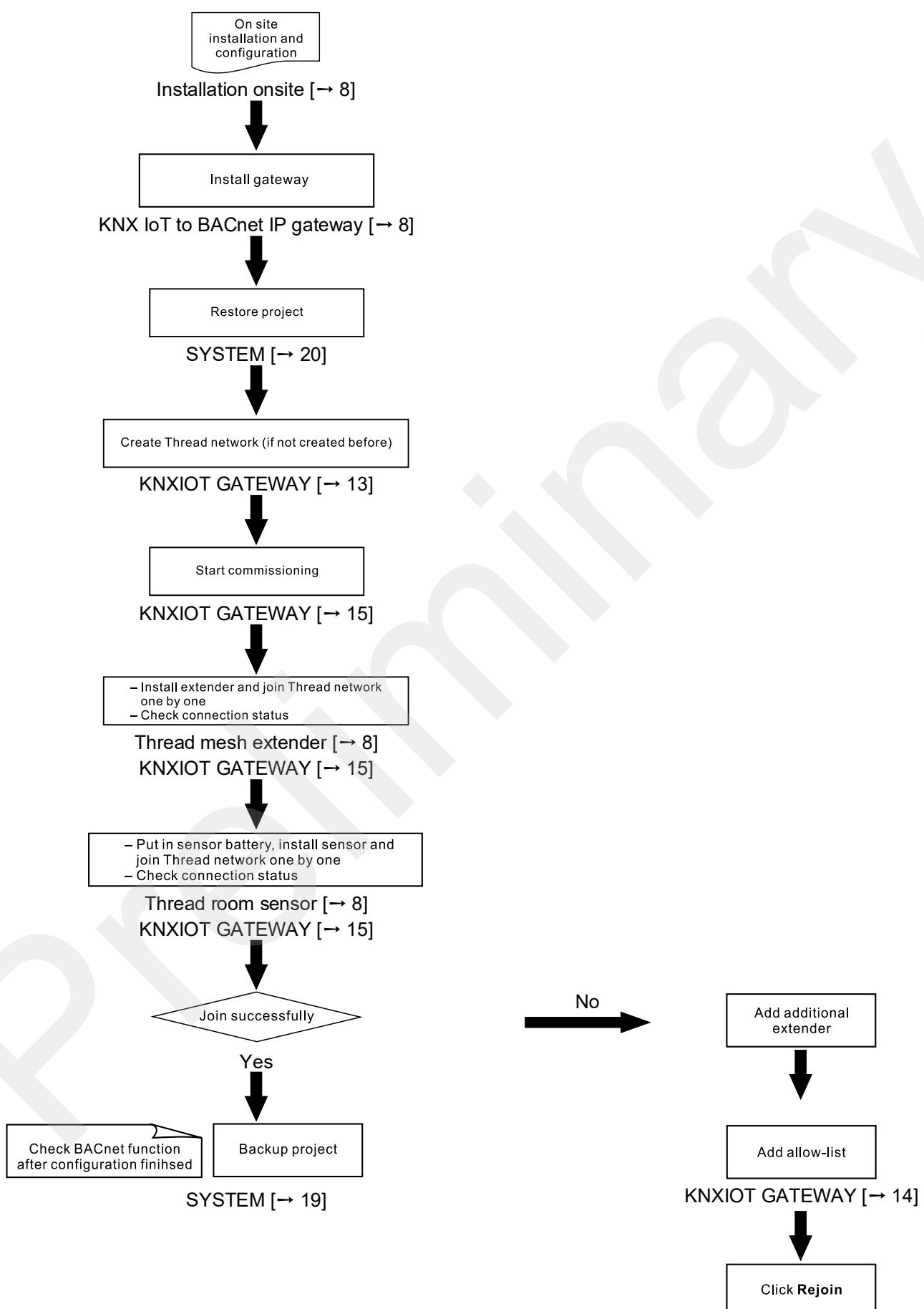
3.2 Workflow

Setup, commissioning and installation workflow for all devices in the system is as follows:

Create allow-list



On site installation and configuration



For setup and commissioning, users need to:

- Connect sensor to Thread network
- Configure corresponding information
- Map parameters to BACnet network

3.3 Commissioning

3.3.1 HOME

Thread network topology is displayed. Users can click:

- Gateway WLAN name, e.g., **KNBA00000001** directly jumps to **WIRELESS**
- **WLAN Clients** icon directly jumps to **WLAN Clients** under **NETWORK**
- **LAN Clients** icon directly jumps to **LAN Clients** under **NETWORK**
- **IPv6** icon directly jumps to **IPv6** page under **MORE SETTINGS**

Note: BACnet IP communication only supports IPv4.

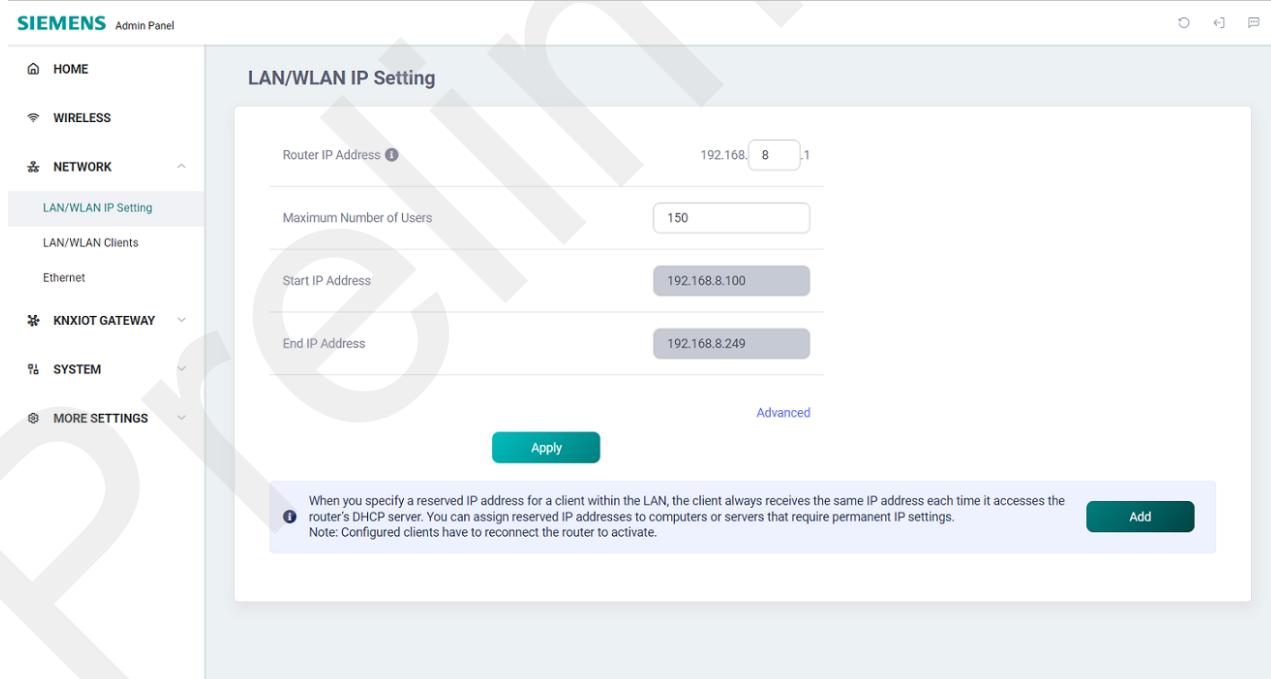
3.3.2 WIRELESS

Configure WLAN parameters

- WLAN is enabled by default. Make sure WLAN is enabled during commissioning.
- Users can change the parameters as desired by clicking **Modify** then click **Apply**. Change WLAN password after first login.

3.3.3 NETWORK

- **LAN/WLAN IP Settings**: Default settings are recommended.



- **LAN/WLAN IP Clients:** Show online and offline clients

Name	IP + MAC	Speed	Traffic	Block WAN	Action
md1wfgc	192.168.8.187 F4:D1:08:55:60:EF	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...

Name	IP + MAC	Speed	Traffic	Block WAN	Action
ELS-AN10	192.168.8.135 B2:D0:71:72:4E:6E	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
nova_7_5G-31fddeca4...	192.168.8.132 D2:98:EB:C2:0CD9	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
nova_8_Pro-c1f392bde...	192.168.8.163 E2:7E:54:2E:5F:14	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
HUAWEI_P30_Pro-c97f6...	192.168.8.242 C2:61:89:93:E2:9B	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
HUAWEI_P30-4a2223e66...	192.168.8.183 62:22:66:01:18:06	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
HUAWEI_P30-4f158a3679...	192.168.8.120 32:07:0E:2A:B7:A6	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
HUAWEI_Mate_30_Pro_5...	192.168.8.239 52:FE:A0:F5:D1:45	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
HUAWEI_Mate_30_Pro_5...	192.168.8.125 12:12:E8:A4:91:84	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
nova_8-743306b12d	192.168.8.214 62:11:08:3E:3E:43	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...
HUAWEI_Mate_40E-a713...	192.168.8.152 22:5B:E4:C0:AA:0F	↑ 0.00 B/s ↓ 0.00 B/s	↑ 0.00 B ↓ 0.00 B	OFF	...

- **Ethernet:** The default connection is DHCP. Default settings are recommended. If users need to use Ethernet cable to connect gateway directly, configure static IP over WLAN.

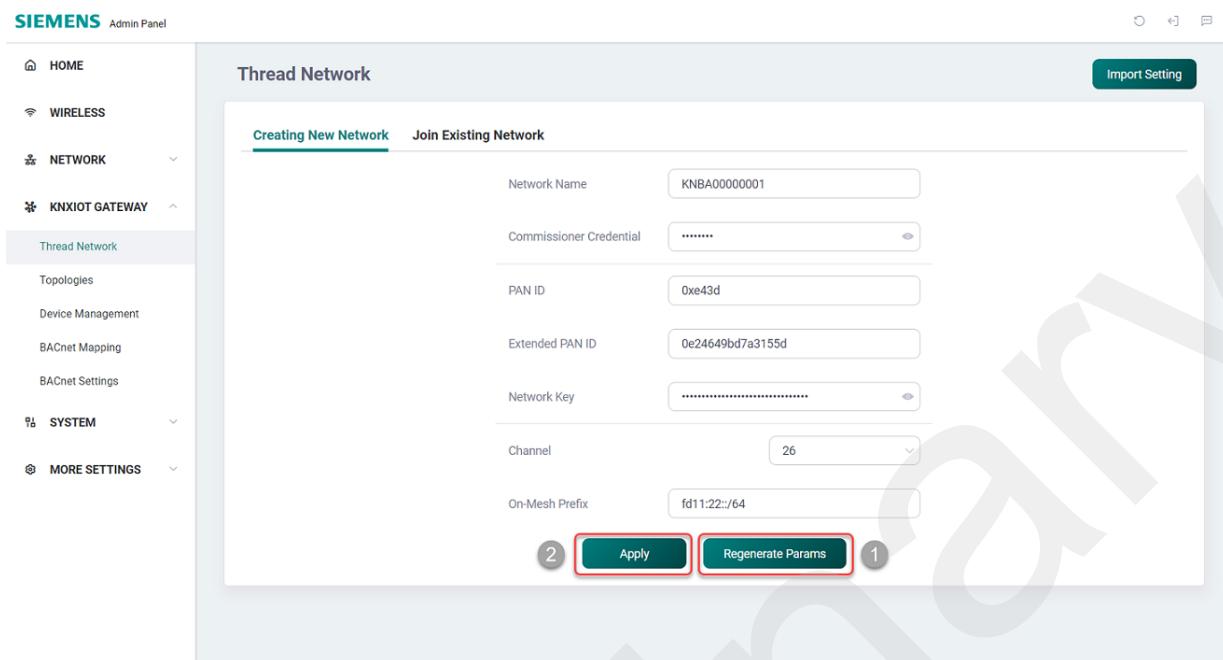
Protocol	Static
IP Address	192.168.1.88
Gateway	192.168.1.1
DNS Server	192.168.1.1

3.3.4 KNXIOT GATEWAY

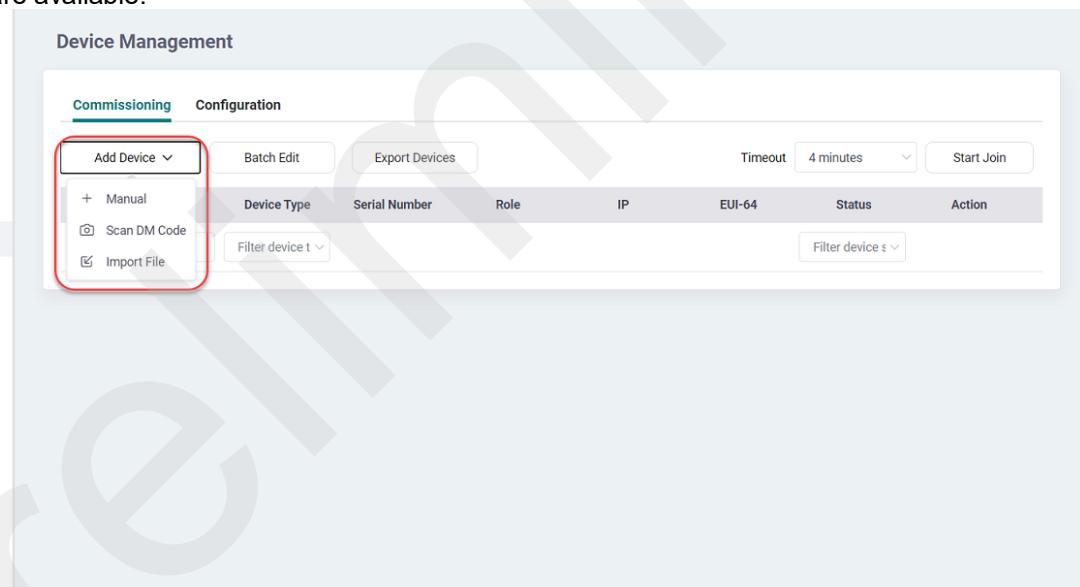
- **Thread Network: Creating New Network** Two options are available:
 - Click **Apply** to create network with default values.

Network Name	KNBASF00005F
Commissioner Credential	*****
PAN ID	0xffff
Extended PAN ID	dead00bee00cafe
Network Key	*****
Channel	26
On-Mesh Prefix	fd11:22:00:00::/64

- Click **Regenerate Params** to generate a new network with new parameters (PAN ID, Extended PAN ID and Network Key) automatically. Then click **Apply**.



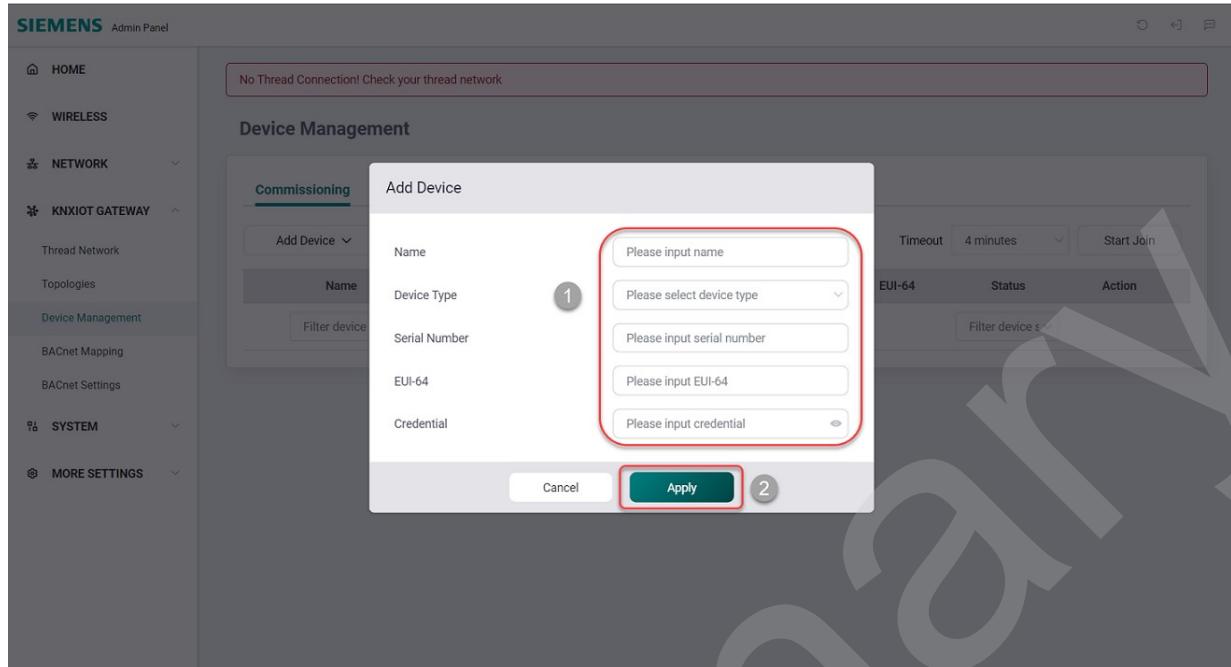
- Device Management - Commissioning:** Add devices to allow-list
Three options are available:



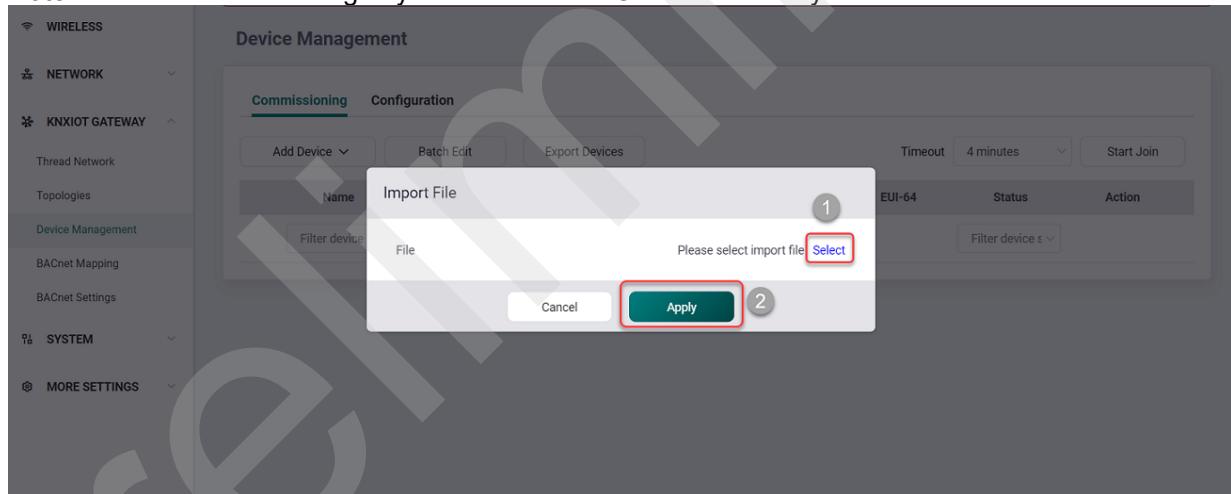
- Scan DM Code**
 - Make sure smart phone connect to gateway wireless network.
 - Click **Scan DM code** to scan DM code on the rear of sensor or on the front of extender.
 - Add device window pops up and enter device Name and click **Apply** to add device to the allow-list. All device status is **Disconnected**.

Note: Do not add same device repeatedly and the allowed maximum device number is 100. If one same device is added twice, the .CSV file of allow-list import fails.
- Manual** - Add devices (sensor and extender) to Thread network by entering parameters: Name, Device Type, Serial number, EUI64 and Credential (Sensor: PXXXXXXXXX; Extender: P:XXXXXX). Related info

can be found on the rear of device. Users can define Name.



- **Import File** - When smartphone cannot connect Thread network or users are not on site, they can scan all needed devices using smart phone to generate .csv file and save to desired path.
Click **Select** to import the completed .csv file then click **Apply**.
Note: Not recommend editing any attributes in the .CSV file manually.



- **Commissioning:**
 - 1) Set timeout to max. value and click **Start Join**. Then all device status is **Wait for Join**.
 - 2) Power on extenders one by one. Extenders join Thread network automatically. (LED A & C green is constant on if join successfully.)
 - 3) Install battery to power sensors. Sensors join Thread network automatically (Per device takes max. 2 minutes). Then LED green on for 8 s if join successfully.
 - 4) Check if all devices join successfully. Status changes **Disconnected** -> **Wait for Join** -> **Connected**.

SIEMENS Admin Panel

HOME

WIRELESS

NETWORK

KNXIOT GATEWAY

Thread Network

Device Management

BACnet Mapping

Topologies

BACnet Settings

SYSTEM

MORE SETTINGS

Device Management

Commissioning Configuration

Add Device Batch Edit Export Devices Timeout 24 hours Stop Join

Name	Device Type	Serial Number	Role	IP	EUI-64	Status	Action
QPA2892	QPA2892/WI	00FD10F19919	Child	FD11:0022:0000:0000:F1EE:D3C5:33AB:CC16	4a8e670105e18000	Connected	...
QFA2890-2	QFA2890/WI	00FD10F18844	Disabled	-	d16c670105e18000	Disconnected	...
QFA2890-1	QFA2890/WI	00FD10F1914E	Disabled	-	d05a670105e18000	Wait for Join	...
A5C9	QFA2890/WI	00FD10F18748	Disabled	-	e86c670105e18000	Disconnected	...
TME	OCT100 R	015C0000B0	Disabled	-	8cf681ffe7947e7	Wait for Join	...

Note: User can click **Batch Edit** to remove devices in batches.

Device Management								
Commissioning		Configuration						
Add Device Batch Edit		Export Devices						
Name	Device Type	Serial Number	Role	IP	EUI-64	Status	Action	
TME	OCT100.R	015C00000B	Router	FD11:0022:0000:0000:8746:F7C1D961200	8cf681fffe79447d	Connected	...	
59-QFA--19150	QFA2890/WI	00FD10F19150	Child	FD11:0022:0000:0000:914D:F25B:27F5:2D2	9e82670105e18000	Connected	...	
57-QPA-restart-19929	QPA2892/WI	00FD10F19929	Child	FD11:0022:0000:0000:D3D9:3512:1B18:A5ED	8f0e670105e18000	Connected	...	
58-QPA-AEB	QPA2892/WI	00FD10F18AEB	Child	FD11:0022:0000:0000:A5DF:58E4:BAE8:CF4F	1a6d670105e18000	Connected	...	
58-QPA-1994F	QPA2892/WI	00FD10F1994F	Child	FD11:0022:0000:0000:12A3:BDCB:DSF8:CD9E	e98d670105e18000	Connected	...	
58-QPA-1993A	QPA2892/WI	00FD10F1993A	Child	FD11:0022:0000:0000:C49C:9045:46D8:CD63D	eb8d670105e18000	Connected	...	

- Configuration

Configuration
Click **Save & Apply**.

Sensor enters programming mode next wake-up cycle and LED red on for 4 minutes. Some of the following tags displayed near the device name, depending on data transmission:

- Outdated: Synchronization timeout.
- Updating: Information is syncing.

- Updated: Information synchronization is finished.
- ProgMode: Sensor is in programming mode.

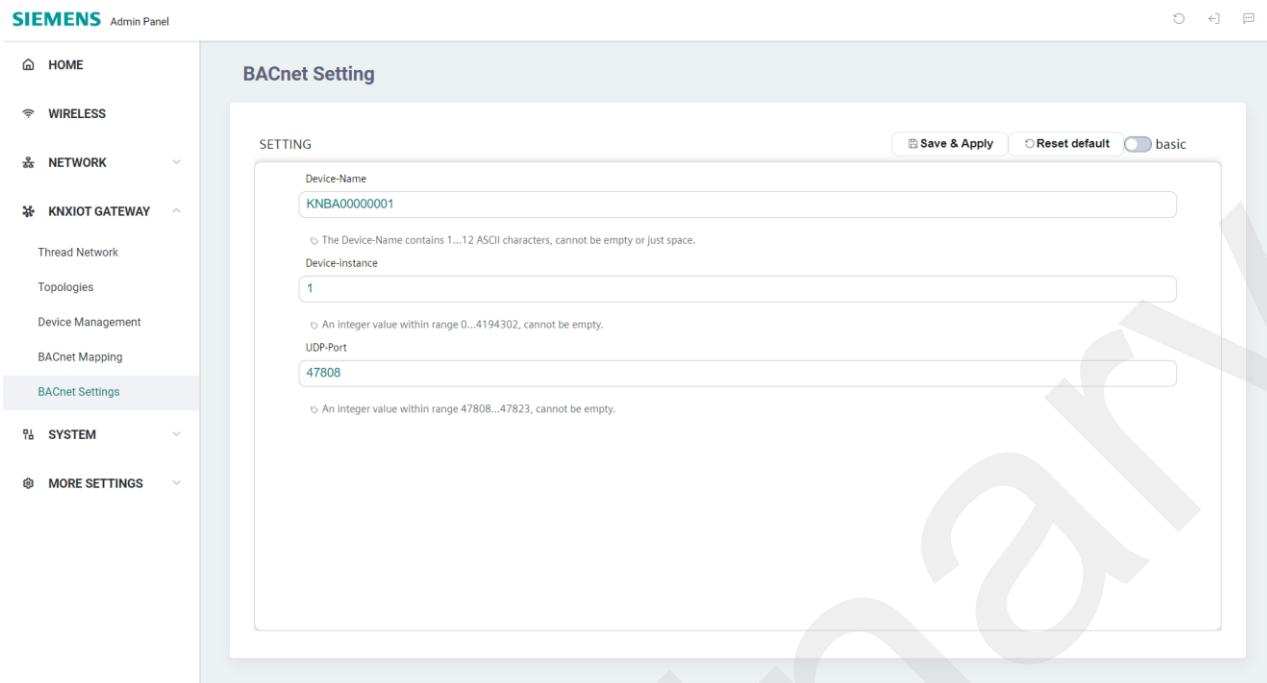
- **Configuration:** Configure connected devices settings

- **BACNet Mapping:** Two options are available:

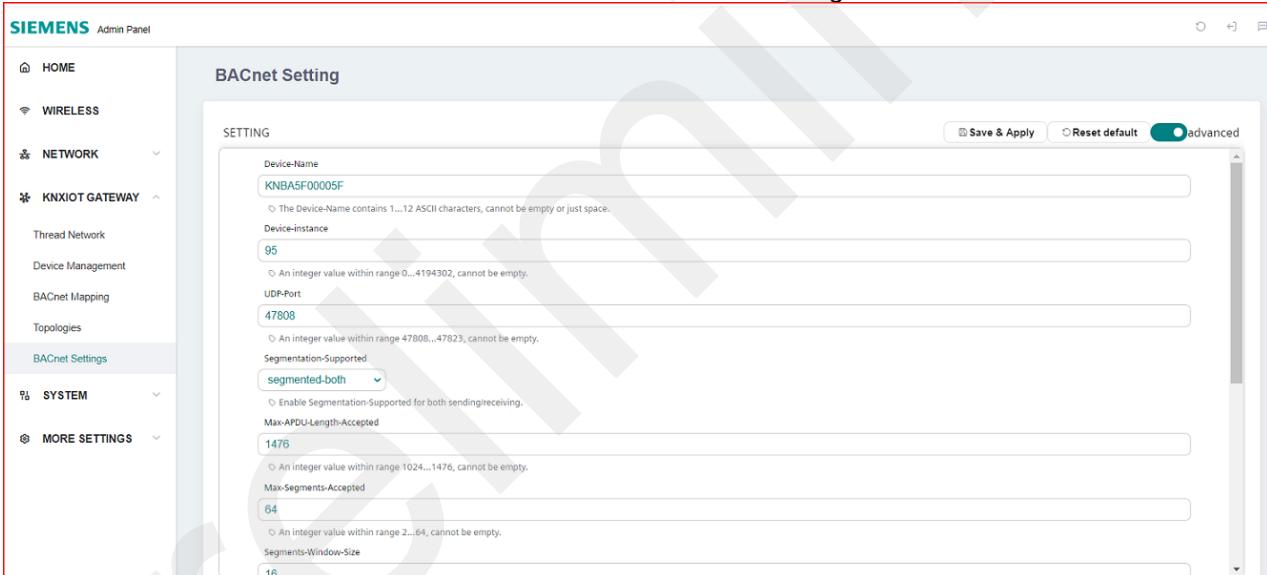
- Click **Map All** to map all parameters to BACnet network and click **Save & Apply**.

- Map desired parameters from KNX IoT to BACnet and click **Save & Apply**. Select definite parameter on left side and drag it to related position on right side.

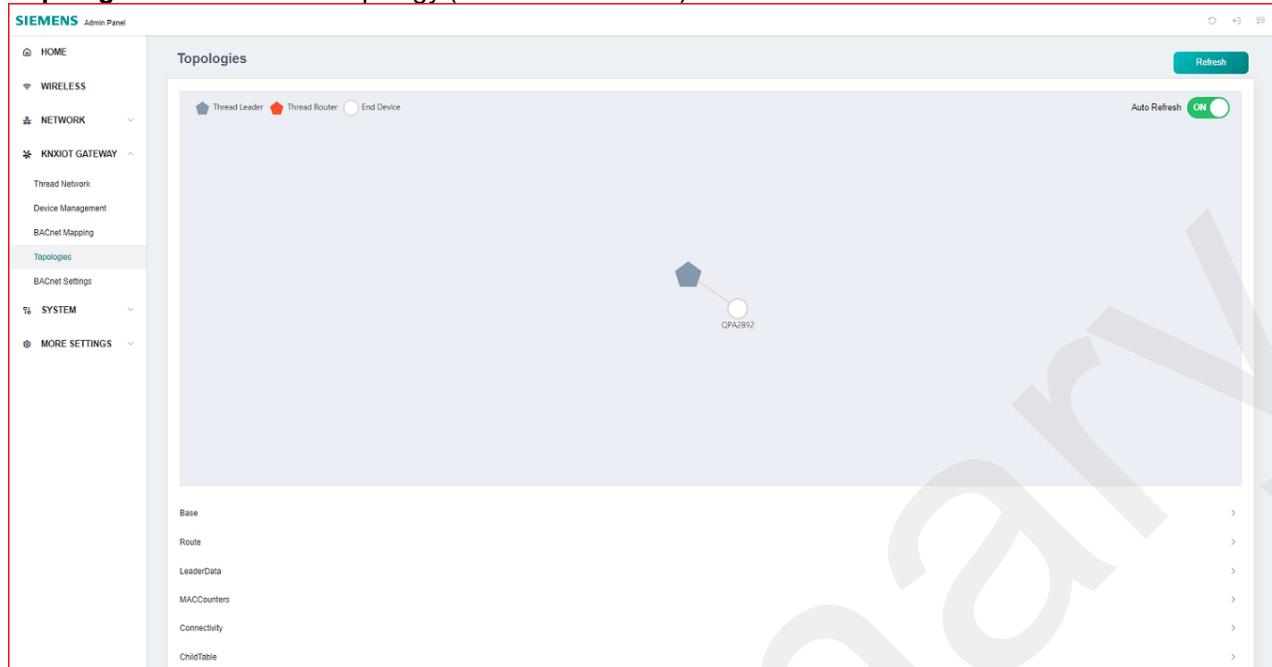
- **BACNet Settings:** Check BACnet setting and click **Save & Apply**



Advanced user can click slider besides **basic** to enter advanced setting interface.

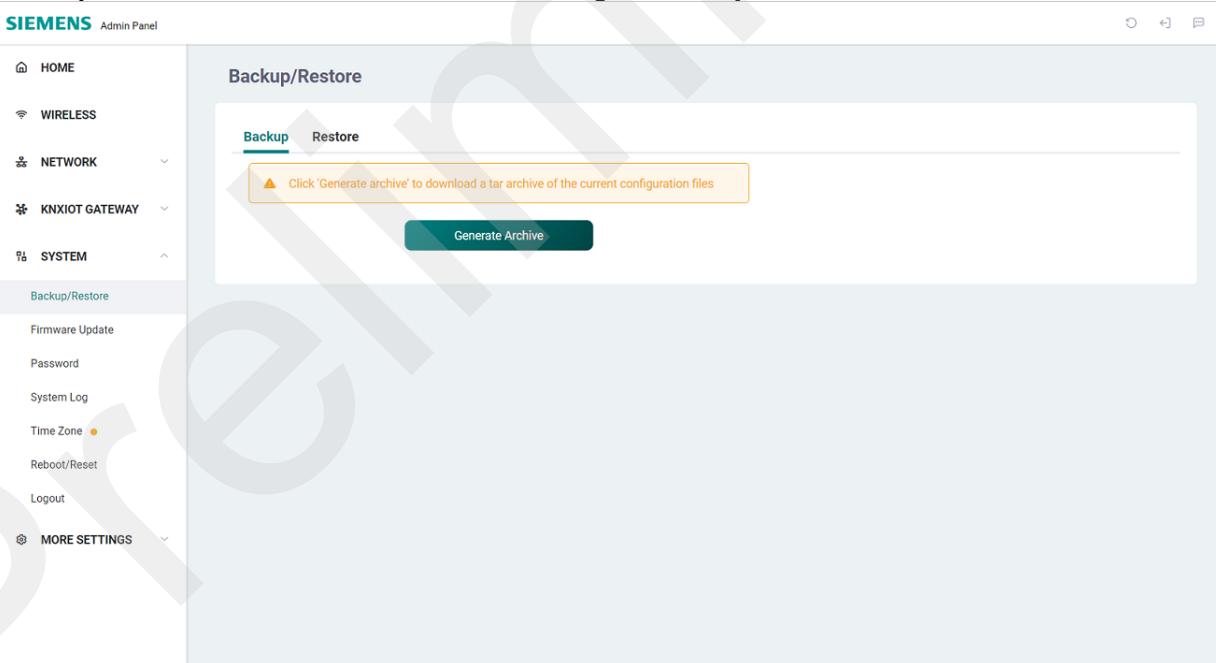


- **Topologies:** Check Thread topology (connected devices)



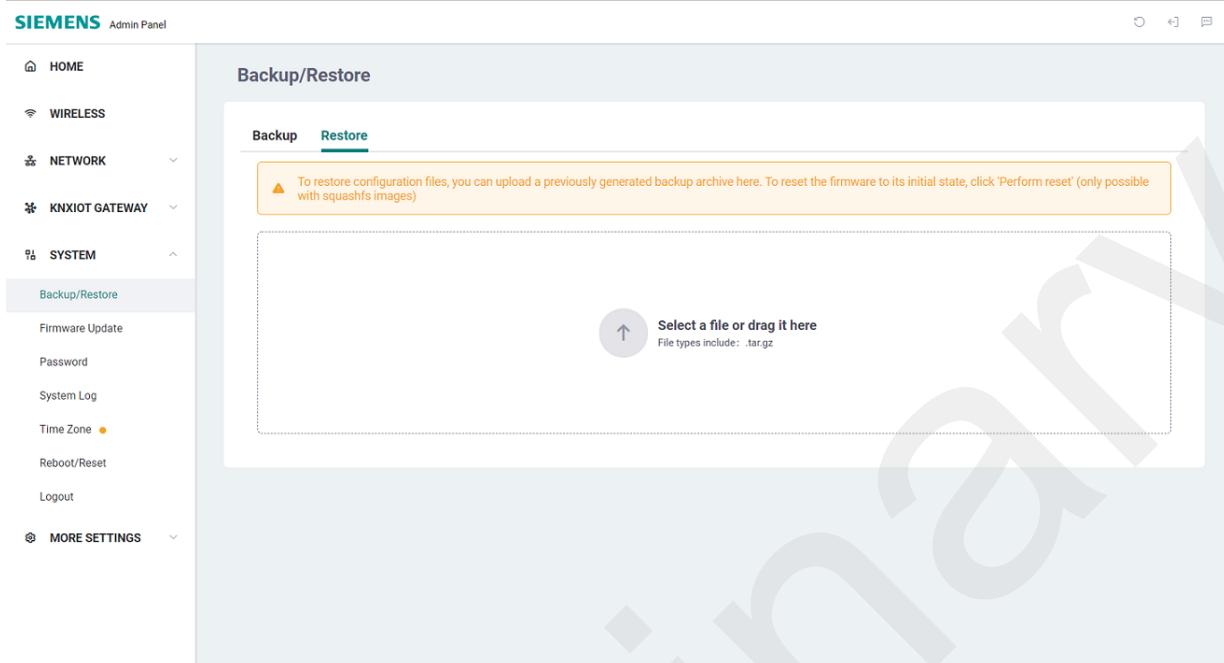
3.3.5 SYSTEM

- **Backup/Restore:** After system is set up successfully, backup entire system settings.
 - **Backup:** Click **Generate Archive** to back all settings in case system down.



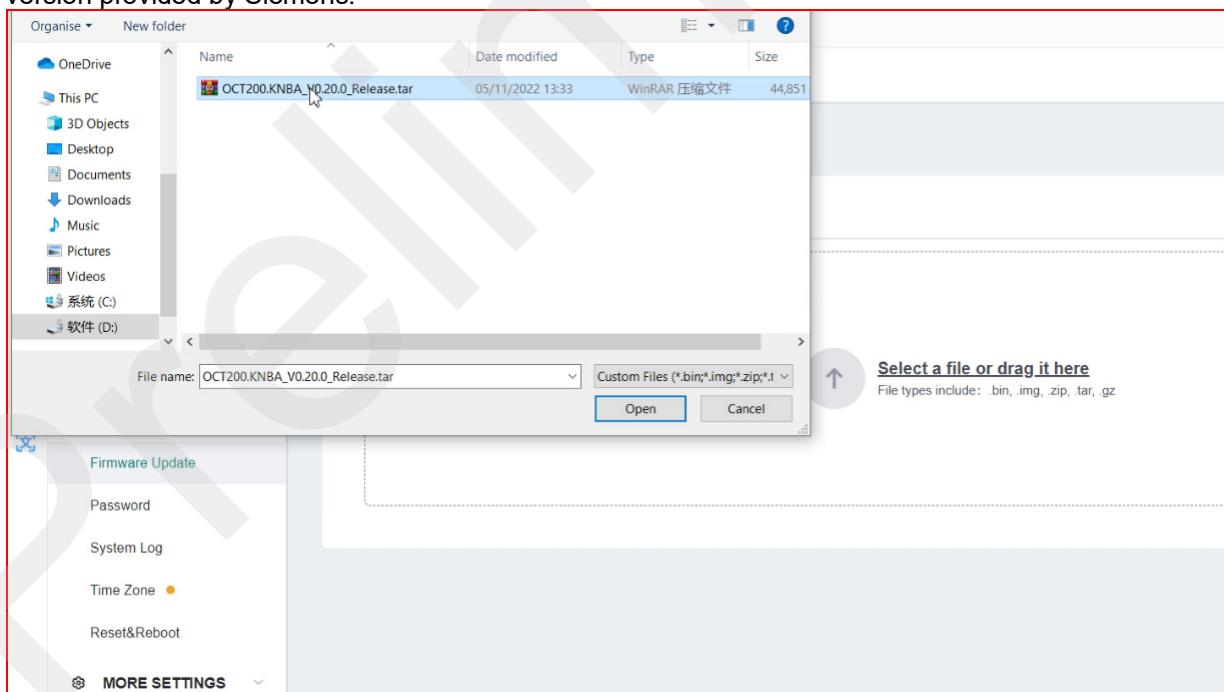
- **Backup/Restore:** Restore settings

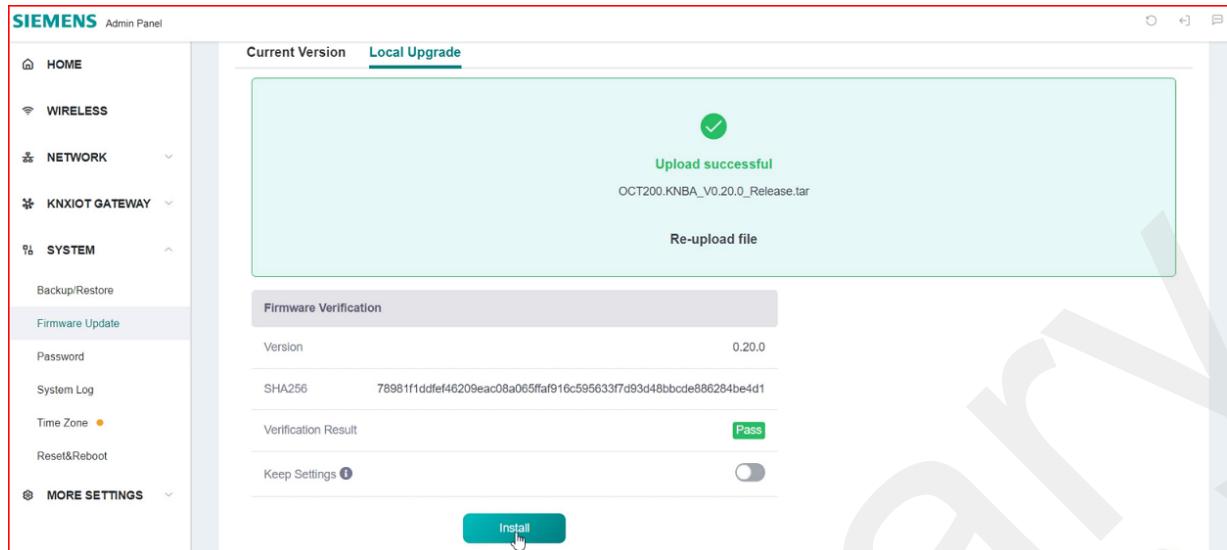
- **Restore:** Click **Select a file or drag it here** to select a file (backup.tar.gz) or drag the file to restore original settings.



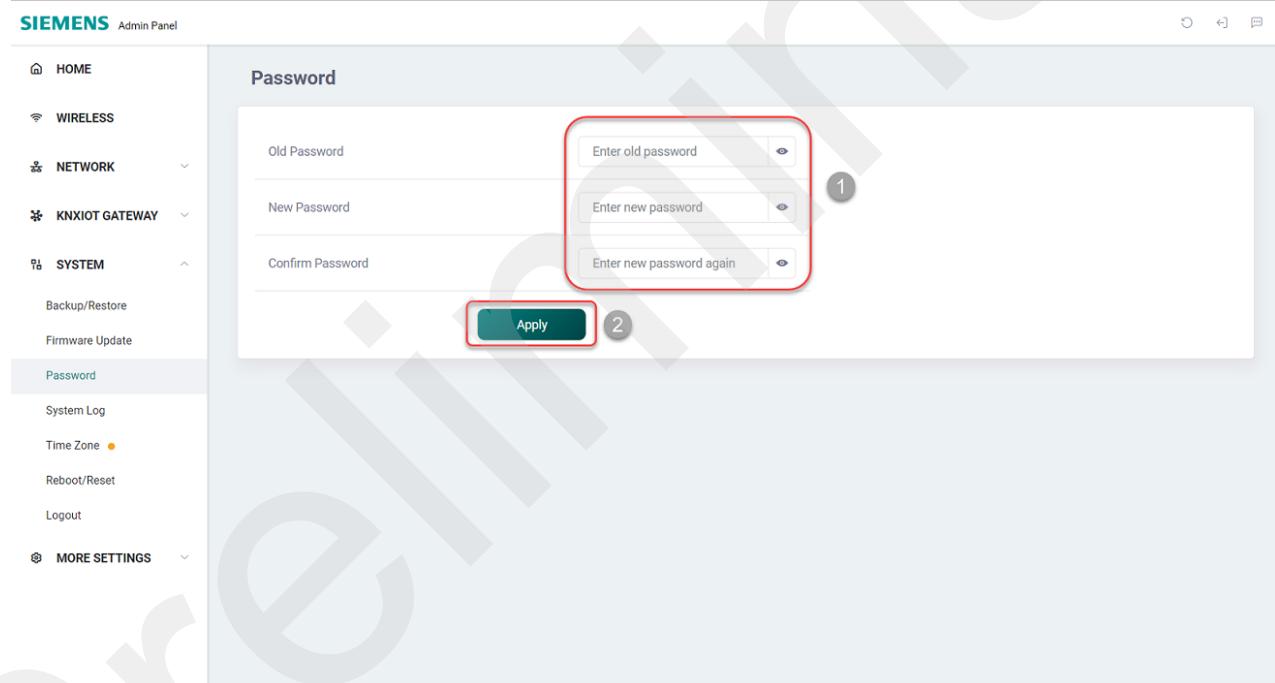
- **Firmware Update**

- **Current Version:** Check current gateway firmware and Thread suite version and make sure use latest version.
- **Local Upgrade:** Click **Select a file or drag it here** to select a file or drag a file to upload new firmware version provided by Siemens.





- **Password:** Change password: At least 8 characters including upper case letters, lower case letters, special characters and numbers
Enter old password and then enter and confirm new password and click **Apply**.



- **System Log:** Display system log, Kernel Log and Uboot Log and users can click **Export Log** to save logs to local.

- **Time Zone:** Sync gateway time. Select time zone in the drop-down list.

SIEMENS Admin Panel

HOME

WIRELESS

NETWORK

KNXIOT GATEWAY

SYSTEM

Backup/Restore

Firmware Update

Password

System Log

Time Zone

Reboot/Reset

Logout

MORE SETTINGS

Time Zone

⚠ Router time differs from your browser

Sync

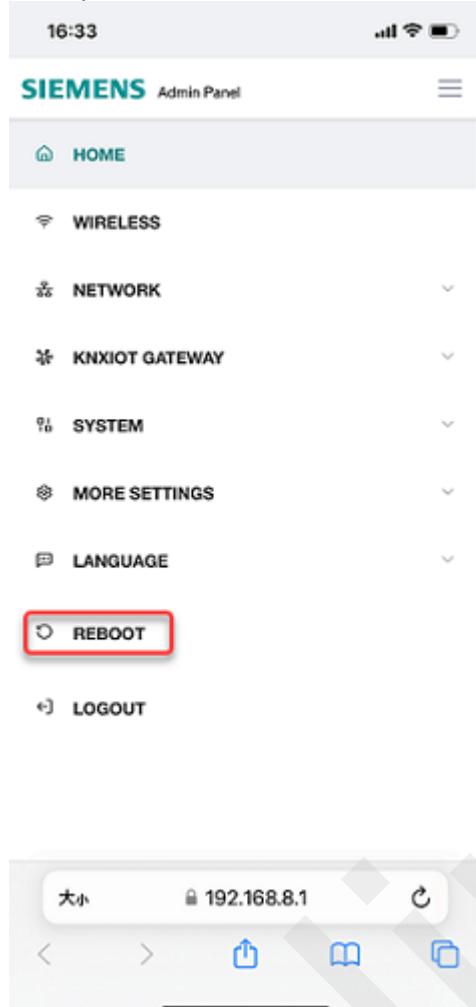
Router Time: Sat, Mar 12, 2022 1:37 AM (UTC+00:00)

UTC

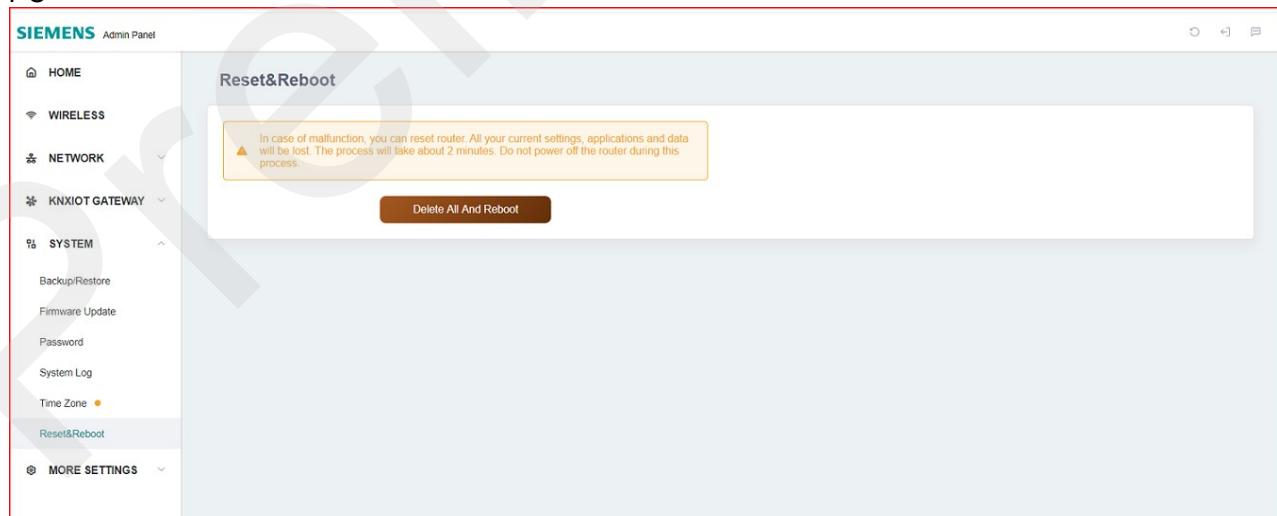
Apply

- **Reboot/Reset:** Users can click **Delete All And Reboot** on PC or **REBOOT** on smartphone to reboot gateway.

Note: Not recommend power off the device during reboot.
Smartphone



PC

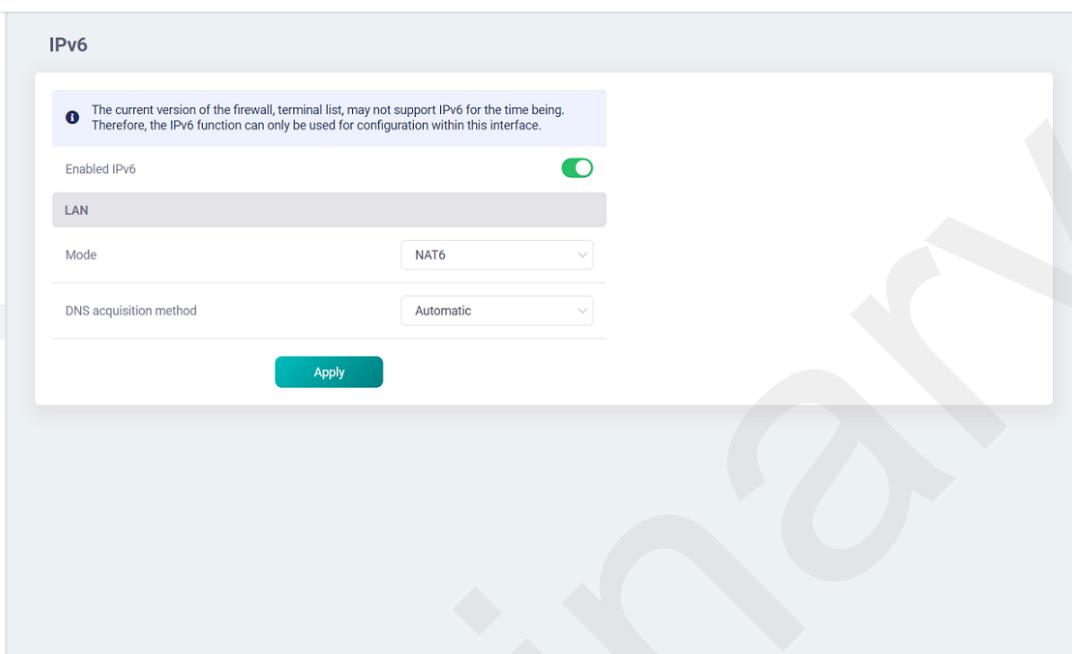


Note: Icons on right corner

⟳ : Reboot, ⟲ : Logout, 🗃 : Language

3.3.6 MORE SETTINGS

- **IPv6:** Show IPv6 settings.



SIEMENS Admin Panel

IPv6

The current version of the firewall, terminal list, may not support IPv6 for the time being. Therefore, the IPv6 function can only be used for configuration within this interface.

Enabled IPv6

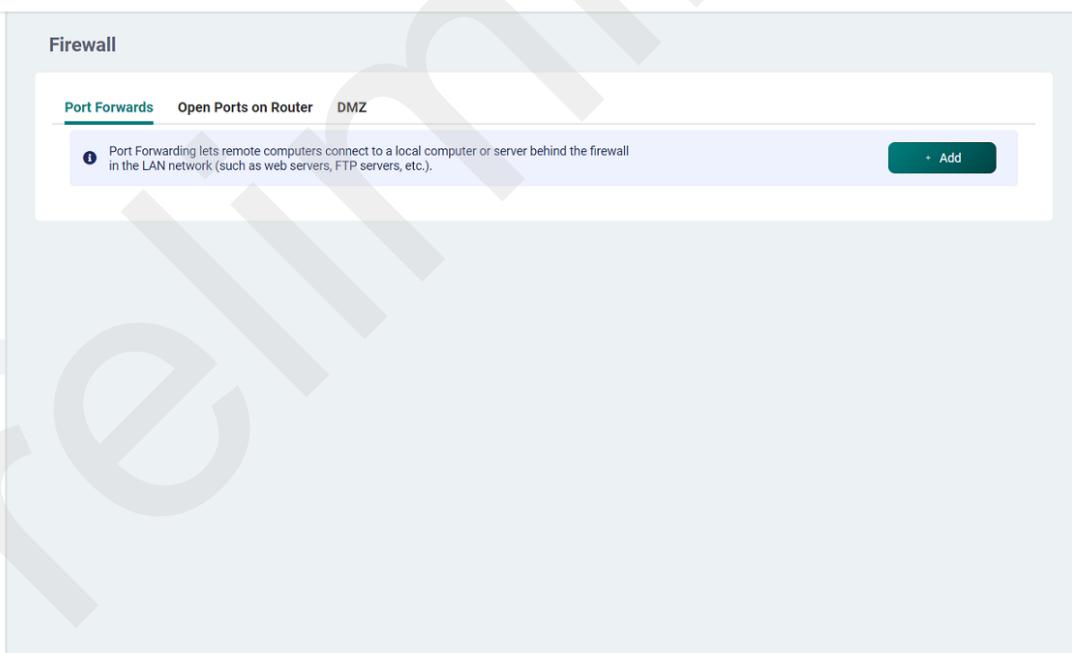
LAN

Mode: NAT6

DNS acquisition method: Automatic

Apply

- **Firewall:** Show Port forwards, Open ports on Router and DMZ.



SIEMENS Admin Panel

Firewall

Port Forwards Open Ports on Router DMZ

Port Forwarding lets remote computers connect to a local computer or server behind the firewall in the LAN network (such as web servers, FTP servers, etc.).

+ Add

- **Advanced Settings:** For advanced users only

SIEMENS Admin Panel

Advanced Settings

You can modify advanced settings with LuCI, the default web user interface of OpenWrt. LuCI is an open and independent project maintained by OpenWrt.

It is provided as is. Siemens is not responsible for LuCI maintenance.

192.168.8.1/cgi-bin/luci

HOME

WIRELESS

NETWORK

KNXIOT GATEWAY

SYSTEM

MORE SETTINGS

IPv6

Firewall

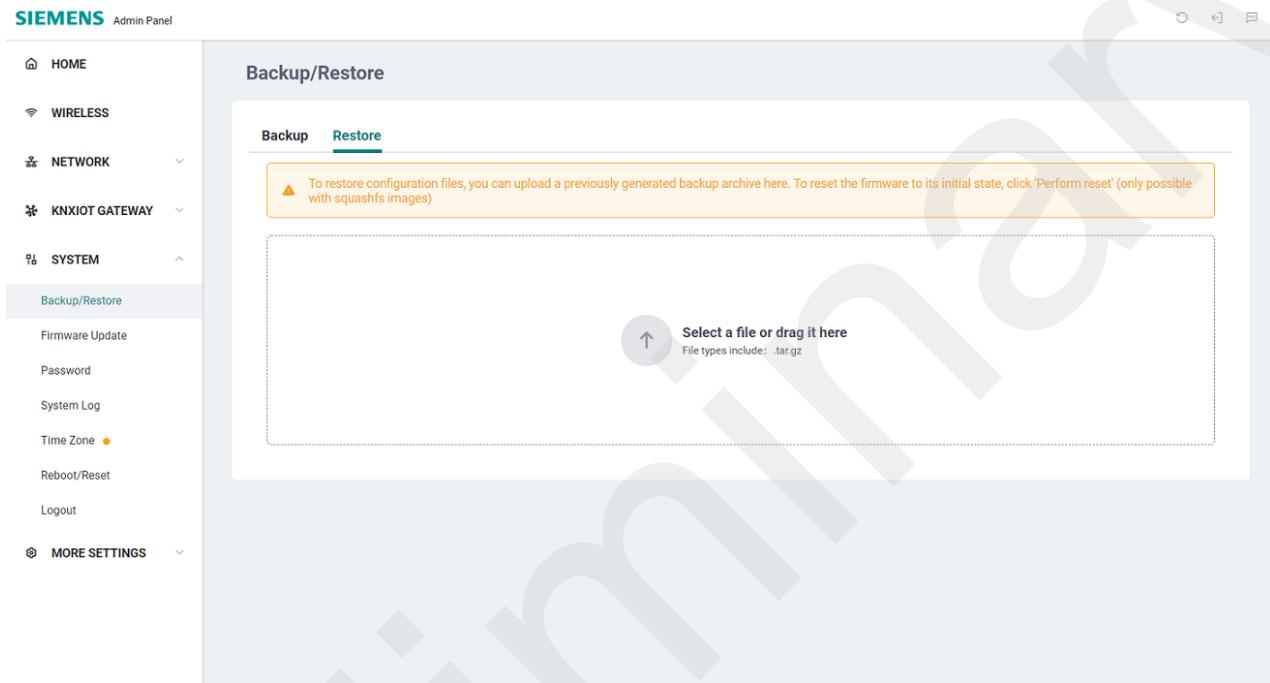
Advanced Settings

4 Maintenance

4.1 Replacing gateway

Proceed as follows:

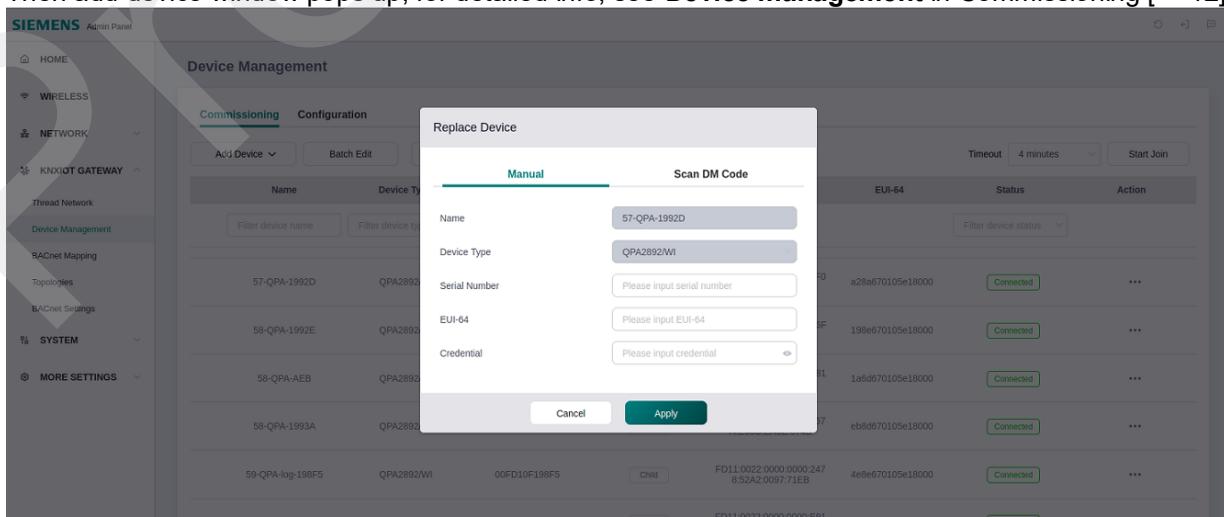
- Backup all settings before replacing gateway.
- Log into web UI of the new gateway, for login procedure, see **Login gateway web UI** [→ 9].
- Under **SYSTEM** ⇒ **Backup/Restore** ⇒ **Restore**: Click **Select a file or drag it here** to select a file (backup.tar.gz) or drag the file to restore original settings.



4.2 Replacing sensor or extender

Proceed as follows:

- Log into web UI, see **Login gateway web UI** [→ 9].
- Under **Device Management**, locate the device to be placed. Click **Replace** next to the device.
 - Then add device window pops up, for detailed info, see **Device management** in **Commissioning** [→ 12].



Note: If newly added device are added to allow-list before, it can join Thread network automatically once powered on.

5 Frequently asked questions

5.1 What should users do if connection issue occurs?

BACnet IP gateway, Thread mesh extender and Thread room sensor are for system solution. Before checking detailed setting for each device, do the following:

- Check if there is any damage to devices.
- Check if each device connected with qualified power supply.
- Check if each device is installed in suitable environment mentioned in Mounting and installation [→ 8].
- Check if actual distance among 3 devices is within allowed limitation. If not, try to move them closer in the network topology.
- Check if devices number is enough in network topology to cover expected network area. For details, see System overview [→ 3].

5.2 Why cannot sensor join Thread network?

If LED flashing red (1/4 s on, 7/4 s off) for 8 s after short pressing sensor push button once, it indicates network connection is lost.

To fix the issue, do the following:

- Check basic status as described in 6.1 [→ 27].
- Check if information about the target sensor matches that in allow-list, such as credential (pskd) and EUI64. If not, make sure the connected sensor is the correct one.
- If the issue persists, rejoin Thread network by clicking **Rejoin** in commissioning tab of gateway web UI. Make sure sensor status is displayed as **Wait for join** on web UI. Otherwise, rejoining fails. Afterwards, long pressing sensor push button for 20 s to reset the device within timeout period.

If LED fast flashing red (100 ms on / 100 ms off) for 8 s with device status of **Disconnected** after short pressing sensor push button once, it indicates the battery is very low. Replace batteries as soon as possible.

If LED green on for 8 s after short pressing sensor push button once, wait for 10 minutes to check if sensor can connect to gateway thread network. If not, click **Rejoin** in commissioning tab of gateway web UI. Make sure sensor status is displayed as **Wait for join** on web UI. Otherwise, rejoining fails. Afterwards, long pressing sensor push button for 20 s to reset the device within timeout period

5.3 Why cannot extender join Thread network?

If there is network connection issue and LED C  turns to yellow.

To fix the issue, do the following:

- Check basic status as described in 6.1 [→ 27].
- Check if information about the target extender matches that in allow-list, such as credential (pskd) and EUI64. If not, make sure the connected extender is the correct one.
- If the issue persists, rejoin Thread network by clicking **Rejoin** in commissioning tab of gateway web UI. Afterwards, rejoining Thread network by pressing push button b .

If there is network connection issue and LED C  turns to green.

To fix the issue, do the following:

- Check basic status as described in 6.1 [→ 27].
- Check if extender and gateway are within same mesh network in topology.
- Check if information about the target extender matches that in allow-list, such as credential (pskd) and EUI64. If not, make sure the extender is your target extender to connect and correct the information; If yes, recommend waiting for 1...2 minutes.
- If the issue persists, try the following:
 - Clean cache.

Why cannot sensor indicate data in real-time?

- Refresh browser.
- Power off extender and power on again.
- Factory reset extender and then rejoin Thread network.

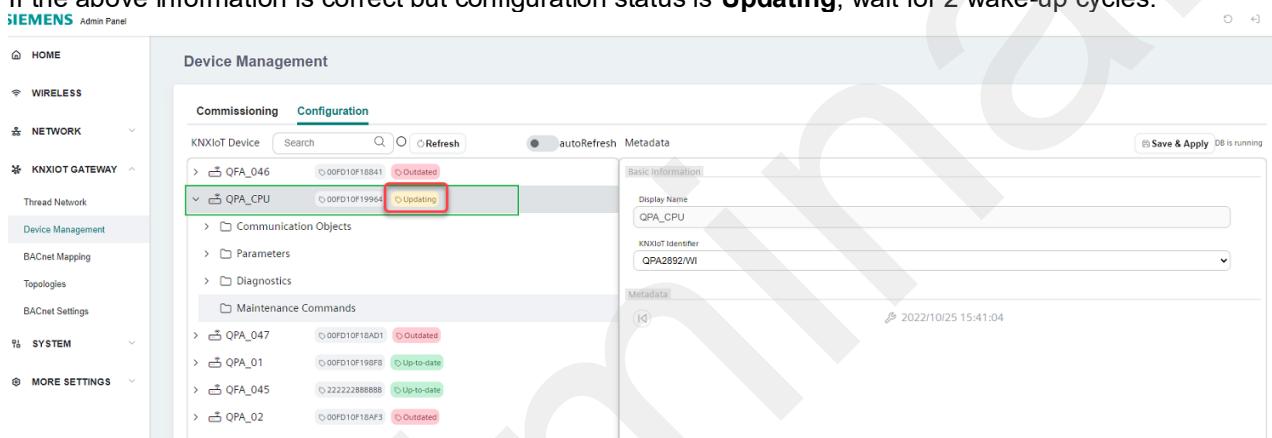
5.4 Why cannot sensor indicate data in real-time?

Sensors are sleepy device. They transmit data only when awoken and normally connected to network.

5.5 Why cannot sensor parameters be transmitted successfully?

To fix the issue, do the following:

- Check if sensor is connected with gateway and sensor status is **Connected** on gateway web UI.
- Check if device type of sensor is correct on the commissioning tab of gateway web UI.
- If the above information is correct but configuration status is **Updating**, wait for 2 wake-up cycles.



- If issue persists, long press sensor push button for 20 s to rejoin Thread network.

5.6 Why cannot present values be displayed after clicking refresh below diagnostics?

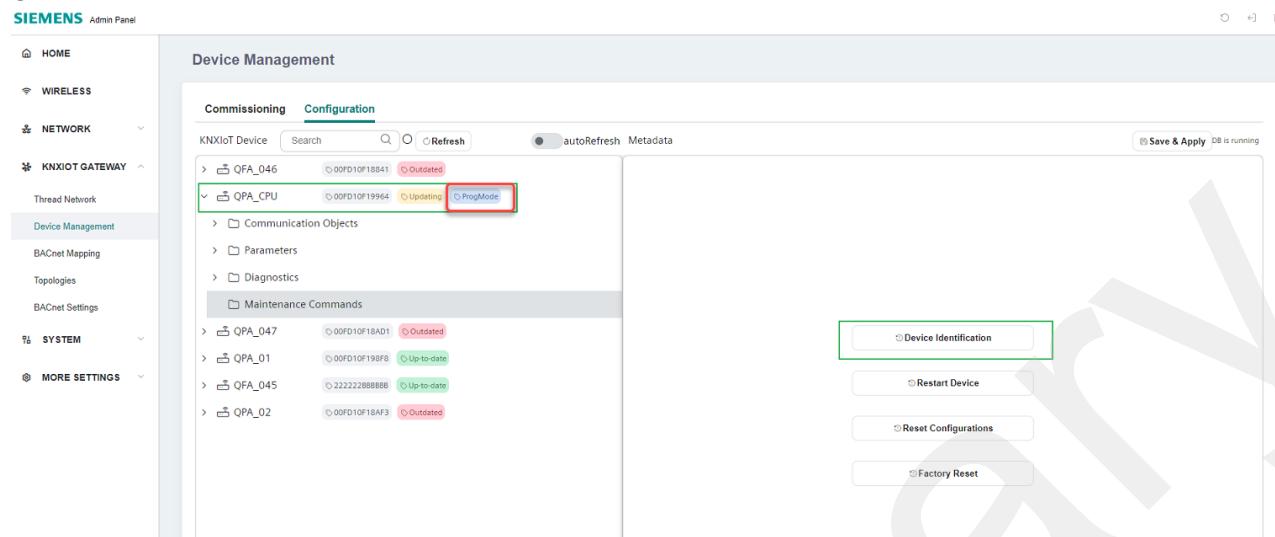
Sensor is sleepy device; the value can only be displayed when sensor awakes after wake-up cycle. To wake up sensor, press push button twice or click identification to enter programming mode (LED turns red for 4 minutes).

Note: In programming mode, the sensor keeps awake, consumes more power than in sleeping mode.

5.7 Why cannot programming mode be entered after sensor joins Thread network?

If programming mode cannot be entered after clicking **Device identification** on gateway web UI:

- Make sure sensor is connected. After one wake-up cycle, check if **ProgMode** is displayed on gateway web UI.



- If not, power off sensor and power on again. LED green fast flashes and then constant on, it indicates sensor joins Thread network automatically. Click **Device identification** on gateway web UI and wait for one wake-up cycle.
- If the issue persists, long press sensor push button for 20 s to reset sensor.

If programming mode cannot be entered after double press sensor push button:

- Make sure sensor is connected and short press sensor push button once (LED green constant on) and press again within 8 s. Then LED red constant on and sensor enters programming mode.
- If entering programming mode still cannot be entered, power off sensor and power on again.
- If the issue persists, long press sensor push button for 20 s to reset sensor.

5.8 What is Gateway web UI refresh rates?

10 seconds in gateway web UI

5.9 Why cannot offset of temperature, humidity and CO2 be applied after users change in programming mode?

Offset takes effect after the next wake-up cycle.

5.10 Why does LED C flash red on gateway?

This means all devices are disconnected. Check device status and initiate the rejoicing process for all devices.

5.11 Why does it fail after clicking "Start join"?

Check if Thread network is created and applied.

5.12 Do users need reconfigure parameters after sensor factory reset if sensor joins Thread network before?

No, gateway reassigns configuration automatically after sensor factory reset.

5.13 What should users do, if device is added/removed/modified in allow-list?

In BACnet mapping, a pop-up window appears after any operation.

Click **OK** on configuration tab, then click **OK** and **Save** on mapping tab.

5.14 What should users do, if device is replaced in allow-list?

In BACnet mapping, a pop-up window appears after operation on configuration tab. Click **OK** to confirm the operation.

On commissioning tab, no need of any user operation.

5.15 In the same BACnet network, should device instance be unique?

Yes, in BACnet setting, the device instance needs to be unique.

5.16 What BACnet services are supported?

The supported services for BACnet are Read property-B, Read propertyMultiple-B, Write property-B, Write propertyMultiple-B, Who-is, Who-has, subscribe COV-B, subscribe COVP-B, etc.

For details, see BTL official website.

5.17 Not recommended operations

- Do not disable and apply thread network repeatedly during network connection.
- Do not power off sensor during parameters mapping, backup, restore, firmware upgrade.
- Do not press sensor push button aimlessly. For push button operations, see Thread room sensor [→ 6].
- Do not remove batteries frequently as it may cause configuration error or network parameters missing.
 - If configuration error occurs, reconfigure sensor.
 - If network parameters are missing, rejoin Thread network.

6 Appendix

6.1 Cyber security disclaimer

Siemens provides a portfolio of products, solutions, systems and services that includes security functions that support the secure operation of plants, systems, machines and networks. In the field of Building Technologies, this includes building automation and control, fire safety, security management as well as physical security systems. In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art security concept. Siemens' portfolio only forms one element of such a concept.

You are responsible for preventing unauthorized access to your plants, systems, machines and networks which should only be connected to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (e.g. firewalls and/or network segmentation) are in place. Additionally, Siemens' guidance on appropriate security measures should be taken into account. For additional information, please contact your Siemens sales representative or visit:

<https://www.siemens.com/global/en/home/company/topic-areas/future-of-manufacturing/industrial-security.html>

Siemens' portfolio undergoes continuous development to make it more secure. Siemens strongly recommends that updates are applied as soon as they are available and that the latest versions are used. Use of versions that are no longer supported, and failure to apply the latest updates may increase your exposure to cyber threats. Siemens strongly recommends to comply with security advisories on the latest security threats, patches and other related measures, published, among others, here:

<https://www.siemens.com/cert/> => 'Siemens Security Advisories'

preliminary

Issued by
Siemens Switzerland Ltd
Smart Infrastructure
Global Headquarters
Theilerstrasse 1a
CH-6300 Zug
+41 58 724 2424
www.siemens.com/buildingtechnologies