# **Genius Hub Support Knowledge Base**

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ce devices-page doc

tor dual-channelreceiver edit-details elect ric-heating electric-relay electric-switch erro

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nstallation-manual inte rnet-connection ip-address linked-mode login manual-override mounting my-house noarchive-single off-mode offset ov erride-mode pluglock po wered-room-thermostat p re-heat radiator-valve ran ge-extender remove-dead-node restart security sense-mode setup-pages single-channel-receiver s

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### Genius User Manual V5

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# Genius Trouble Shooting Wizard V5. 9.1

- Doctor Dual Channel Receiver
  - Adding A New Dual Channel Receiver
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### **Featured Articles**

- Positioning Guidelines (Smart Plugs and Range Extenders)
- How to Remove and refit the Genius Radiator Valve
- Genius App & Hub Changelog
- Adjustments you can make with our Genius Hub Devices to fine tune your setup
- Scheduling Genius Smart Plugs
- Re-adding A Single Channel Receiver
- Re-adding A Dual Channel Receiver

### Recently updated articles

0. Install Contents

2024-01-17 • updated by Simon Turner • view change

Dual Band Smart Plug (PLG-E): Why are there two nodes on my system?

2024-01-03 • created by April Naoman

Genius Hub Support Knowledge Base 2024-01-03 • updated by Matthew Hart • view

change

Positioning Guidelines (Smart Plugs and Range Extenders)

2023-12-21 • updated by Alasdair Woodbridge • view change

How to - Remove and refit the Genius Radiator Valve

2023-12-19 • updated by April Naoman • view change

Positioning Guidelines (Smart Plugs and Range Extenders)

2023-12-18 • updated by April Naoman • view change

Genius App & Hub Changelog

2023-12-14 • updated by Simon Turner • view change

Positioning Guidelines (Smart Plugs and Range Extenders)

2023-12-14 • updated by Matthew Hart • view change

Is my Genius Radiator Valve working correctly?

2023-12-14 • updated by Matthew Hart • view change

The Genius Radiator Valves - General Operation

2023-12-14 • updated by Matthew Hart • view change

Genius Hub R&D Roadmap (2024)

2023-12-12 • updated by Matthew Hart • view change

Genius Hub R&D Roadmap (2024)

2023-12-12 • updated by Simon Turner • view change

Port Forwarding

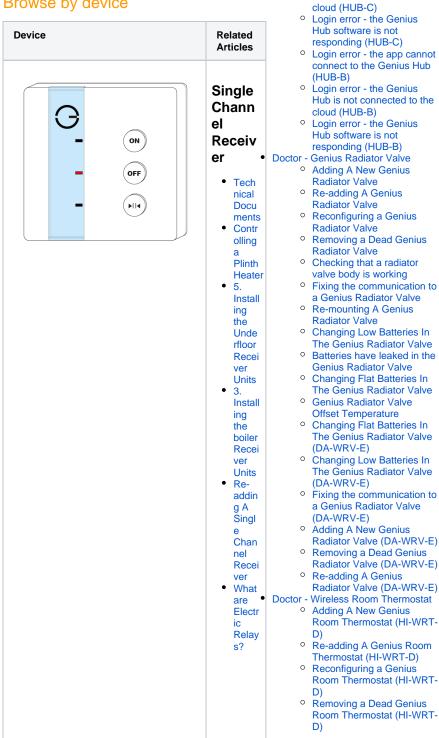
2023-11-28 • updated by April Naoman • view change

Port Forwarding

2023-11-27 • updated by Simon Turner • view change

mart-plug system-setup t emperature-hierarchy tes ting-the-system timermode underfloor-heating unrestored-unknownattachment usermanual weather-data wi ring z-wave zone-valve

### Browse by device



Genius Radiator Valve responding slowly to change in temperature on the app 2023-11-23 • updated by April Naoman • view change

Removing a Dead Electric

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O Re-Adding A Time and

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Temperature addon

Doctor - Genius Hub

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Fixing the communication to

Reconfiguring a Hot Water Time & Temperature addon

Adding A New Time and

 Login error - the app cannot connect to the Genius Hub

Login error - the Genius Hub is not connected to the

- Controlling the Single Channel Receiver with the Genius Hub
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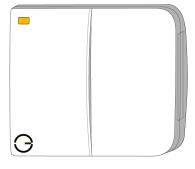
- Fixing the communication to a Genius Room Thermostat (HI-WRT-D)
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- Removing the Genius Motion Sensor from Security Mode
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#### **Doctor- Powered Room Thermostat**

- Adding a new Powered Room Thermostat
- Fixing the communication to a Powered Room Thermostat

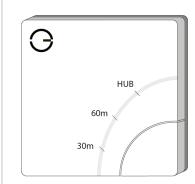


### Dual Chann el Receiv er

- Is my Geniu s Radia tor Valve worki ng corre ctly?
- Tech nical Docu ments

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	Install		Room Thermostat
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	the		Room Thermostat
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	to a		Adding A New Generic Z- Wave Device
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• Why isn't	<ul> <li>Zone using the external temperature</li> </ul>
my Gener Water	al - Information
heati ng up? • Why isn't •	Adjusting the offset of the Powered Room Thermostat Adjusting the responsiveness of the Genius Radiator Valve Adjustments you can make with our
my radiat or heati ng	Genius Hub Devices to fine tune you setup Alexa Genius Hub Smart Home Skill App changes not saving and app flicking back to what it was set on
up? • Why • isn't • my wet • under floor • heati	before Balancing a Genius Hub system Battery level hasn't updated since th batteries were changed Boiler is firing when the heating is turned off Bringing on the boiler with an Underfloor zone
ng • up? •	Can I control my wet Underfloor Heating?
Electri :	Cannot logon after Genius Hub app update Cannot logon to the Genius Hub Can the Genius Hub control Heat Pumps?
Switch •	Can the system be used in mainland Europe?
• Tech nical Documents • Controlling a Plinth Heater • 14. Addin g new devic	Can two people use the app? Commercial Documents Connecting the Genius Hub to the Internet through a power line adapte Controlling an open plan area Controlling a Plinth Heater Controlling Electric Underfloor Heating (or Wet Underfloor with a sensitive floor covering) Controlling lights to mimic occupancy using Genius Room Sensors and Smart Plugs Controlling lights with Genius Room Sensors and Genius Smart Plugs
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	Switch	off when a window is opened
•	Contr •	Genius Smart Plug switched on
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	Electr •	Get a blank screen when loading the
	ic	app
	Unde •	Hard Wired Actuators for
	rfloor	Thermostatic Radiator Valve Bodies
	Heati	(TRV bodies)
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	(or	Radiator Valve stops working
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	rfloor •	How does the system communicate?
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		Channel Receiver when it is disconnected from the Genius Hub
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	10	How to - Remove and refit the
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	rails •	JK Floorheating - Underfloor heating
	/radia	not coming on when Electric Switch
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•	Fixing	Lockable Manual TRV
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	Time •	Remove old & redundant devices off
	&	the Genius Hub
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	eratur•	Rooms feel like different temperatures
	e •	Scheduling Genius Smart Plugs
	addon•	Sockets Compatible with the
	addon	PlugLock
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Addin • Technical Documents g A • Temperature close to the target New temperature but the boiler does not Time come on or the boiler stays on and • The Beta app has expired Temp • The charts are slow to load eratur• The difference between remote, zoned and smart control The Genius Radiator Valves -**General Operation** The Single or Dual Channel Receiver (boiler controller) has stopped communicating Genius Communicating
The two Genius Valves Adaptors Radiat • Tips for using the Powered Room Thermostat

# or Valve

- Transferring Devices over to a new Genius Hub
- Turning The Genius Hub Off In The
- How Summer to - • Updating your Genius Hub
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  - and Using other heating controls with refit Genius Hub
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  - When to apply an offset
  - Radia Why do I have to enter the username and password each time I use the Valve app?
  - respo Why is my Hot Water not getting up nding to the temperature? slowl

## ©Enius App Development Info

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  left Genius App & Hub Changelog
- temp Genius Hub R&D Roadmap (2024) eratur

## e on Festing Procedures

- app Adjus Checking that the boiler controller is working
- tment working Identifying whether the Genius Radiator Valve or the Radiator itself can has a fault
- make has a fault ls my Genius Radiator Valve working correctly?
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  Why can't I logon to my Genius Hub?

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- Hub Why isn't my radiator heating up?
- Devic Why isn't my wet underfloor heating up? es to

## How-to articles

Frombleshooting articles

Contr olling Plinth Heater

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- Hot Water contr ol using a Geniu s Radia tor Valve stops working
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- y Addin g A New Geniu s Radia tor Valve (DA-WRV-E)

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• 9.
Install ing the Radia tor Valves Geniu s Radia tor Valve error codes • Chan ging Low Batter ies In The Geniu s Radia tor

Valve (DA-WRV-E)

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## Genius Room Therm ostat

- Adjus tment s you can make with our Geniu s Hub Devic es to fine tune your setup.
- 4.
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  The differ ence betwe en remot e, zone d and smart contr
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## Genius Smart Plug

- Dual Band Smart Plug (PLG-E): Why are there two node s on my syste m?
   Positi
- Plugs and Rang e Exten ders)

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- Adjus tment s you can make with our Geniu s Hub Devic es to fine tune your setup

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Facto ry resett ing a Geniu s Smart Plug Geniu S Smart Plug switc hed on unex pecte dly • Sche duling Geniu Smart Plugs Multip le devic es not com munic ating • Readdin g A Smart Plug

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