



Home Automation by Reliant

FAQs and Troubleshooting

Smart Plug

Frequently asked questions

Can I have someone install my system for me?

If you are concerned about any aspect of the installation of your **Reliant Home Automation Package** or just want someone else to install it, professional installation is available. Call 1.855.457.5700 for more information.

Smart Plug

What's the difference between the Lamp Module and the Appliance Module?

The Appliance Module turns connected devices on or off. The Lamp Module can also dim connected lamps.

Can a power strip be connected to the smart plug?

Yes, but there are some limitations. When using a power strip with the smart plug, the devices plugged into the power strip must not exceed 600 watts. Total load capacity for both outlets is 1800W.

What's the plug without the Z-Wave label for?

The unmarked plug is a pass-through plug that is not controlled by the smart plug or the network. It simply provides an extra electrical outlet.

What happens if power is interrupted? Will the lights come back on?

Your smart plug will return to the most recent settings when power is restored. If the light was on, it will come back on when the power is restored.

Is there a way to have my lights come on automatically?

Yes. Log in to to the **Reliant Connect** portal, select More, then Automate > Rules tab and click +Add a Schedule under Scheduled Automation. Select the lights or groups of lights to

automatically operate, then select the schedule parameters. Be sure to click Save to send the schedule through the network to the smart plugs. For more information, please review the section on setting up schedules.

Where can I purchase additional smart plugs?

shop.nrg.com

App and Mobile Devices

Is there an app for a Windows phone? How about a BlackBerry?

The **Reliant Connect** app supports iOS and Android devices. However, our partner Alarm.com also supports BlackBerry and Windows Phones. Apps for BlackBerry and Windows Phones can be downloaded from Alarm.com. To download and install the **Reliant Connect** app, visit the App StoreSM or Google PlayTM.

Can the app be used on a tablet?

Yes. An app is available for iPads and Android tablets.

Does the app allow me to control everything I can control from the website on my mobile device too?

A majority of the home automation features can be controlled using the mobile app. However, some advanced scheduling and settings must be configured through the **Reliant Connect** web portal.

Troubleshooting

Reliant Smart Plugs

Devices aren't turning on or off on network command.

Ensure the smart plug is plugged into an outlet that is not switched. If in a switched outlet, verify the switch is on. Also ensure the device is connected to the outlet on the side of the smart plug with the Z-Wave logo adjacent to it (usually on the left). The outlet on the opposite side is a pass-through from the wall outlet and is not controlled by the smart plug. Also, make sure devices attached to the smart plug are turned on.

Smart plugs not connecting to the gateway.

During the pairing process, make sure you are only pressing the Add/Remove button once. Also, make sure you press the device's Add/Remove button while the yellow light on the gateway is still blinking (it blinks for two minutes).



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