FAQ

A general list of frequently asked questions.

Need Some Help?

If you don't find the answer to your question here, please contact us and we will be happy to assist!

HS4 Software

Q: Do you offer a trial of the HomeSeer software?
A: Yes, we offer a 30 day full trial for all software including plugins.

Q: Can I use my HS3 plugins in HS4?
A: Yes! All HS3 plugins will work within HS4, though only plugins which have been upgraded for use with HS4 will be able to take advantage of all the new HS4 features.

Q: Can I transfer my HS3 setup to HS4?
A: Yes, you can install HS4 over HS3 so that all of your devices, plugins and events are still there.

Q: Can I backup and restore my HS4 setup?
A: Yes, HS4 allows for both local backups and the Premium MyHS subscription options allow for creating and restoring cloud backups..

Q: Is there a mobile app for HS4?
A: Yes, the free HomeSeer Mobile app allows you to connect to your HS4 system locally and remotely with a free MyHS account.

Q: Does HS4 work with home assistants like Amazon Alexa, Google Home, or IFTTT?
A: Yes, yes, and yes. More information about these integrations and others can be found here.

Q: Are there any subscription fees for HS4?
A: It is free to create a MyHS remote access account, this will allow you to connect to one system with one login. If you have more than one system, need more usernames, or want cloud backups and more camera recordings, we offer the Premium, Premium Plus, and Premium Pro subscriptions. See here for more details.

Q: Do I need an internet connection to set up HS4?
A: While HS4 is not dependent on the internet for its automation, it will need to be online to register the software and download updates or plugins.

Q: Does HomeSeer work with WiFi products?
A: Yes, we work with a bunch of WiFi products. We have free integrations with Tuya, SmartThings, Wemo, Ecobee, and more! See here for a list

HS3 Software

Q: Where can I download the HS3 software?
A: HS3 can be downloaded from here.

Q: Do you offer a trial of the HomeSeer software?
A: Yes, we offer a 30 day full trial for all software including plugins.

Q: What is the difference between HS3 and HS3PRO?
A: HS3PRO includes a license for HSTouch Designer and all HomeSeer brand plug-ins.

Q: Can I backup and restore my configuration?
A: Yes, these instructions will walk you through creating a full backup of your system. See here for restore instructions.

Q: Does HS3 work with IFTTT?
A: Yes, click here for more information!

Q: Does HS3 work with the Amazon Echo?
A: Yes, click here for more information!

Q: Will my IP Cameras work with HS3?
A: All IP cameras will work with HS3. Foscam and Amcrest cameras are automatically discovered and added. All other brands will require a snapshot URL.

Product Registration

Q: How do I register my HS4 system?
A: To register your system, click on Setup and click Register Online.

Q: I am getting this error: "No more unlocks left" when I register, what should I do?
A: Please contact HomeSeer support at sales@homeseer.com, call us at 603-471-2816, or open a ticket on our Help Desk.

Q: I am getting this error: "Could not register, already registered" when I register, what should I do?
A: Please contact HomeSeer support at sales@homeseer.com, call us at 603-471-2816, or open a ticket on our Help Desk.

Home Controllers

Q: What is the difference between your controllers?
A: The main difference is the plugin availability and hardware specs. For full comparison, click here.

Q: What types of products integrate with your controllers?
A: We integrate many Z-Wave, Insteon, X10, and IP-based devices. For more information, click here.

Q: Do your home controllers have built-in Z-Wave?
A: The Zee S2 has a built-in Z-Wave radio, but the SEL and S6 require a separate Z-Wave interface.

Q: Do your home controllers have built in WiFi?
A: All HomeSeer home controllers have built-in WiFi except for the Zee S2 Lite.

Z-Wave Interfaces

Q: Which Z-Wave interfaces work with HomeSeer systems?
A: HomeSeer systems work with many interfaces, since we support the standard protocol for Z-Wave (Sigma Serial API). We offer the SmartStick+ and Z-Net, which we recommend for ensuring that you are able to back up and restore your Z-Wave networks.

Q: Does the Z-Net have built in WiFi?
A: Always use a wired Ethernet connection with the Z-Net if possible as this will yield the highest level of reliability. If that is not possible, WiFi is built-in to your Z-Net (Z-Net Lite models do not have WiFi).

HS3Touch

Q: Should I use HS3Touch?
A: If you have HSTouch Designer and created a custom interface for the app, then yes! If you have not made a custom interface or do not want to make one, you will want to use HS Mobile

Q: Where can I download HS3Touch?
A: HS3Touch can be downloaded from the Google Play Store or the Apple App Store.

Q: What is required to create custom screens on my smartphone or tablet?
A: HSTouch Designer is required. This is included with HS3 PRO or can be purchased separately for $199.95.

Q: Where can I download the HSTouch Designer?
A: HSTouch Designer can be downloaded from here.

Lighting

Q: Does HomeSeer have its own line of lighting products?
A: Yes we do! Click here to learn more!

Q: Do your switches and dimmers require a neutral?
A: Yes, the HS-WD200+ and HS-WS200+ both require a neutral.

Q: I have one lighting fixture and two locations to control it. What do I need? (3-way setup)
A: You will need one HS-WS200+ or one HS-WD200+ and for each additional location you will need one HS-WA100+. You may also create a virtual 3-way setup with two HS-WS200+'s or two HS-WD200's.

Q: What makes your wall switches different from other wall switches?
A: HomeSeer wall switches and dimmers utilize the 500 series Z-Wave chip, also known as Z-Wave Plus. Our switches and dimmers also support the central scene class which allows for Instant Status and added features for HomeSeer users such as double, triple, and up to quintuple-tap event activation as well as press & hold operation to trigger up to 12 HomeSeer events!

Q: Does the HS-WD100/200 or HS-WS100/200 support the configuration parameter that would let the user control what state the dimmer /switch is in after a power failure so the unit either returns to the power state before the outage or can have them default to always restore to Off state when power is restored?

A: Currently, there's no specific parameter setting for this. The dimmer and switch will power on to their previous state when power is restored.

Z-Wave

Q: Can I add my existing Z-Wave devices into HS4?
A: Yes you can! HS4 can clear out old network network data from a device and then add it to the new network in HS4.

Q: How many Z-Wave devices can HS4 control?
A: Each Z-Wave network can include up to 232 devices. This is the limit for most systems. However, since HS4 can manage multiple Z-Wave networks, there is no limit to the number or Z-Wave devices a single HS4 system can control!

Q: Can I backup and restore my Z-Wave network in HS4?
A: Yes, you will need to use our SmartStick+ or Z-Net.

Z-Tool+

Q: Where can I download Z-Tool+?
A: Z-Tool+ can be downloaded from the Google Play Store and the Apple App Store.

Q: Can I control my devices from Z-Tool+?
A: No, Z-Tool+ is only for Z-Wave Management.

Q: Is Z-Tool+ a replacement for my Z-Wave interface (antenna)?
A: No, Z-Tool+ is simply a mobile app to use as an alternative to the HS4 web interface for setting up Z-Wave networks.

Q: I have Z-Wave devices that don't support network wide inclusion (NWI). Does Z-Tool+ overcome this limitation?
A: No, you'll still need to position your Z-Wave interface (antenna) close to older devices or secure devices that don't support NWI to add them to your network.

Q: My system includes multiple Z-Wave interfaces. Will Z-Tool+ work with each?
A: Yes

Q: Will Z-Tool+ work without a HomeSeer system?
A: No, you'll need a HomeSeer HomeTroller or HS3 Software and a Z-Wave interface to use Z-Tool+.

MyHS

Q: Do I have to register for MyHS?
A: It is not required, but is recommended. Go here and click Register to create an account! Your HS4 license ID and password are needed.

Q: How many systems can I connect to my MyHS account?
A: With the free account you can connect one HS4 system. For $24.00 annually you can connect up to (5) systems.

Q: I purchased MyHS Premium, now what?
A: Once you have purchased MyHS Premium within 1 business hour you will be able to make use of the options under Manage Account on the MyHS webpage.