

Thinknx FAQ

- [Getting Started](#)
- [Purchasing and licensing a Thinknx product](#)
- [Managing my server's web page](#)
- [Integration](#)
- [Thinknx UP Configurator](#)
- [Visualization](#)
- [Installation](#)
- [Products Troubleshooting](#)

Getting Started

[What is a Thinknx server and how does it work?](#)

Thinknx server is a universal supervisor for building automation that can communicate with multiple protocols such as KNX, Modbus, Lutron, etc, and allows you to control them from a single customizable and user-friendly application available on all platforms.

[What is the range of products offered by Thinknx?](#)

We offer a wide selection of servers divided into Pro Line and Trend Line. In addition, we sell different sizes of Touch Screens, as well as the multiroom audio system Audiofy, controllable from KNX.

[What is the difference between Pro Line and Trend Line?](#)

Pro Line is a professional range of servers (Micro, Compact, Rack, Envision) able to interact with complex systems and communicate with multiple protocols, while Trend Line is a more affordable solution tailored for simpler plants purely based on KNX, and has limited functionalities in terms of integration with other systems.

[What is the difference between Brickbox and Micro?](#)

Micro offers a visualization tool. It means that a project can be configured with pages and buttons for the client to use through Thinknx application. Brickbox does not offer a UI. It is a bridge to connect and ensure communication between 2 systems. For example, a Brickbox can be used as a gateway to control an alarm system from KNX, or to provide a 2-way communication between Modbus and KNX.

[Is there a limitation on the number of clients connected or the number of KNX datapoints used?](#)

No, all our servers (Pro and Trend Line) have unlimited number of clients and unlimited KNX objects.

How do I choose the most suitable server for my installation?

After studying the different systems to be integrated inside your server, you can consult our licensing table and select the server that allows you to have this type of integration.

Do I need extra tools after purchasing my server to start my configuration?

All that is required is to download our free GUI editor called Thinknx UP Configurator from our website.

What are the system requirements to install Thinknx UP Configurator?

A PC running Windows 7 or above, with a 64-bit system and an updated graphic card supporting DirectX 10.

How can I view the project once it's done?

You can download the Thinknx UP application available on all platforms (iOS, Android, Windows, Mac) or view it on your Envision.

Purchasing and licensing a Thinknx product

Where can I buy a Thinknx product?

You can search for one of our partners available in your country on this link <https://www.thinknx.com/v4/en/contacts.html> or contact our Sales department at "info@pulsareng.it".

Do I have to pay extra for additional clients?

No, all our servers have unlimited number of clients available.

What are the free services available once I make a purchase of a Thinknx product?

For any Pro Line server (Micro, Compact, Envision, Rack), the below services are included:

- Access to Thinknx Cloud (remote programming, remote access, free DynDNS service, 20MB storage)
- Possibility to use the server as KNXnet-IP router/interface
- Integration with IoT (IFTTT, MQTT, etc)
- Voice Control

For Any Trend Line server (King, Quick), the below services are included:

- Access to Thinknx Cloud
- Voice control

What is the shipping process?

To receive information about the shipping process you can write an email to thinknx@thinknx.com, and one of our operators will answer you as soon as possible.

What is your return policy?

To receive information about our return policy, you can write an email to thinknx@thinknx.com, and one of our operators will answer you as soon as possible.

What is the warranty period given for any Thinknx server?

The warranty is valid for 2 years.

Do licenses have a validity period?

No, any license purchased serves for lifetime.

I purchased a license and I received a code. How do I activate it?

- Sign in to the server's web page
- click on "Server"->"Licenses and codes".
- Copy the license code sent by Thinknx team and paste it into the section "Licenses codes".
- Click on "Add license code".
- To check that your license has been activated, Go to "Server"-> "Status", and make sure that the license is now enabled under "Enabled Licenses".

Managing my server's web page

How can I know the IP address of my server?

You can use the Configurator to scan for your server by clicking on "Click here to search for Thinknx devices" at the bottom right side of the window.

How do I access my server's web page?

Type into your browser the following "http://server_ip_address:5051 and login using the default credentials "service" and "password".

[I don't have a DHCP service on my router, how can I open the server's web page?](#)

You can always connect your server directly to your PC via an Ethernet cable and reach it on its default IP address 192.168.0.200 (255.255.255.0).

[I configured a fixed IP address on my server but forgot it. How can I reach my server again?](#)

In case the server had been configured with a fixed IP address, you can still reach it by connecting it directly to your PC and using the IP address 192.168.24.254 (255.255.255.252) on your browser. Make sure that your computer's IP address has been changed to fit the same network.

[I forgot my password to login to the server's webpage. How do I recover it?](#)

It is not possible for the user to recover the password. If you forgot your password, please open a support ticket on [Thinknx.com/support](https://www.thinknx.com/support) and a member of our team will immediately help you with your request.

[I cannot update my server's firmware to Thinknx UP from the webpage](#)

Updating the server to Thinknx UP (firmware version 1.1.10.xx) can only be done from the UP Configurator. More information on [this guide](#).

[I cannot find the Integration Kit on the menu list](#)

Integration Kit is only available for Thinknx UP (firmware 1.1.10.xx).

[How can I reach my server's web page remotely?](#)

You need to have an external IP address or a domain name, and configure your router to forward external requests on port 5051 to your server's IP address.

Integration

[Do I have to use an additional interface to communicate with the KNX bus?](#)

No, all Thinknx servers have a TP port to directly communicate with KNX.

[Can I control Z-wave nodes from a KNX keypad?](#)

Yes, once the Z-wave license has been activated on your server, you can insert your dongle, and start

your nodes inclusion. Each node will have dedicated fields to assign KNX group addresses and control them from the KNX bus.

[Is Thinknx compatible with intercoms?](#)

Thinknx servers can communicate with any SIP-based intercom units. You can use your server as your own PBX to handle all users, or install an external PBX. More information on how to integrate with intercoms on [this guide](#).

[Can I view cameras on my Thinknx application?](#)

Yes, you can add any IP camera to your project, as long as you have a direct link to the stream video in the MJPG or H.264 formats.

[Is it possible to integrate with my alarm system?](#)

Many alarm systems have been already included in our integration such as Bentel, Paradox, Inim, Urmet, etc. For more information on the integration, visit [this guide](#).

[What are the different ways to communicate with an A/V device?](#)

- Many devices are already integrated within our software such as Sonos, Denon, Marantz, Onkyo, etc, and a lot of audio/video matrices such as Atlona, Blustream, Tutondo, etc.
- Devices which are not integrated can still be controlled via Infrared, since Thinknx is compatible with IR Trans and Global Cache.
- Other devices can also be controlled by sending GET/POST requests on the network from the server.

[Can I control Sonos players from a KNX keypad?](#)

Yes, Thinknx offers full control of Sonos from KNX bus.

[Can I integrate with IFTTT?](#)

Yes, Thinknx uses the Webhooks service on IFTTT to communicate with the server. See [our guide](#) for more information.

[Can I use SIRI to control my home automation?](#)

Definitely. More information on how to integration is available on [this guide](#).

[Do you support sending push notifications?](#)

Yes, Thinknx can send push notifications free of charge, but an Internet connection is required.

Thinknx UP Configurator

[What is the difference between the classic Thinknx Configurator and Thinknx UP Configurator?](#)

The classic Configurator is an older version of the new UP Configurator. Projects created with the classic Configurator (.erg) can only be viewed with the classic Thinknx application, while projects created with the UP Configurator (.tup) need to be viewed with the Thinknx UP application on the client devices. The server's firmware version should also match the project type (1.1.9.xx or previous versions means classic, while firmware version 1.1.10.xx or above means Thinknx UP).

[Can I restrict specific users from viewing certain elements inside the project?](#)

Definitely. Different user profiles can be uploaded to different devices, and restrictions can be made on functions, pages, or elements inside the page.

[Is there a way to protect a switch on my page?](#)

You can have a PIN protection on functions, pages or elements inside the page such as switches.

[What languages does the Configurator support?](#)

Thinknx UP configurator is available in English, Italian, German, French, Russian and Dutch, but texts inserted inside the project can be written in any language such as Chinese and Arabic.

[How can I change the order of the icons in Portrait View?](#)

- At the bottom bar of the Configurator, click on Landscape and change it to Portrait.
- Click on Arrange at the menu bar at the top, and use the small action bar to change the order of the icons.

[Do I have to configure multiple versions of the same project to fit the screen resolution of my client devices?](#)

No, you can choose one main resolution for your project from the bottom bar, and once you upload the project to your devices, the project will be scaled to fit each one of them.

[Other than the normal switch button, can I configure a short/long press button?](#)

Yes, by using the Extended Command, you can configure a short/long press button. Also, the Extended Command allows you to have an enumeration button.

[It is possible to create popup windows with Thinknx or edit the existing ones?](#)

No, the popup windows used with certain elements are fixed and cannot be edited. The user cannot create popup windows either.

[When I'm configuring a System object that uses the serial port, how do I know the correct value of the port number?](#)

The serial port number changes depending on the server's model. Click on this link [here](#) to check the entire list of port numbers.

[Can I configure one of the pages to be the default page when the application goes to sleep mode?](#)

Yes, each user can have its own page.

[I lost my configuration file, is there any way to retrieve it from the server?](#)

We always recommend to Export the project and save it in a safe place. In case the file was lost, we are able to retrieve a backup from the server only if Thinknx Cloud has been enabled. Contact info@pulsareng.it to request the project restore.

[Can I modify a project and upload the modifications remotely to the server ?](#)

Yes, you can by enabling Thinknx Cloud on your server and allow the "automatic server update" inside your project. After you are finished with your modifications, click on Deploy → Upload to Cloud.

[My passwords are all showing as black dots. How do I get to see and verify them in the software?](#)

Simply right click on the password parameter, and click "Show password". You can toggle the option between hide and show.

Visualization

[What is the difference between Thinknx and Thinknx UP application?](#)

Thinknx application supports projects created with the Classic Configurator, while Thinknx UP application supports projects created with the latest version of the editor called UP Configurator.

What type of background should I use for my projects?

You can import any picture and use it as a background to your project. The picture can be a 3D rendering of the house, an exported map from Autocad, or a real picture of the room taken with a camera.

Can I view the project locally without Internet connectivity?

Yes, definitely.

Can I open the project remotely and control my home?

Yes, there are multiple ways to provide the user with a remote access:

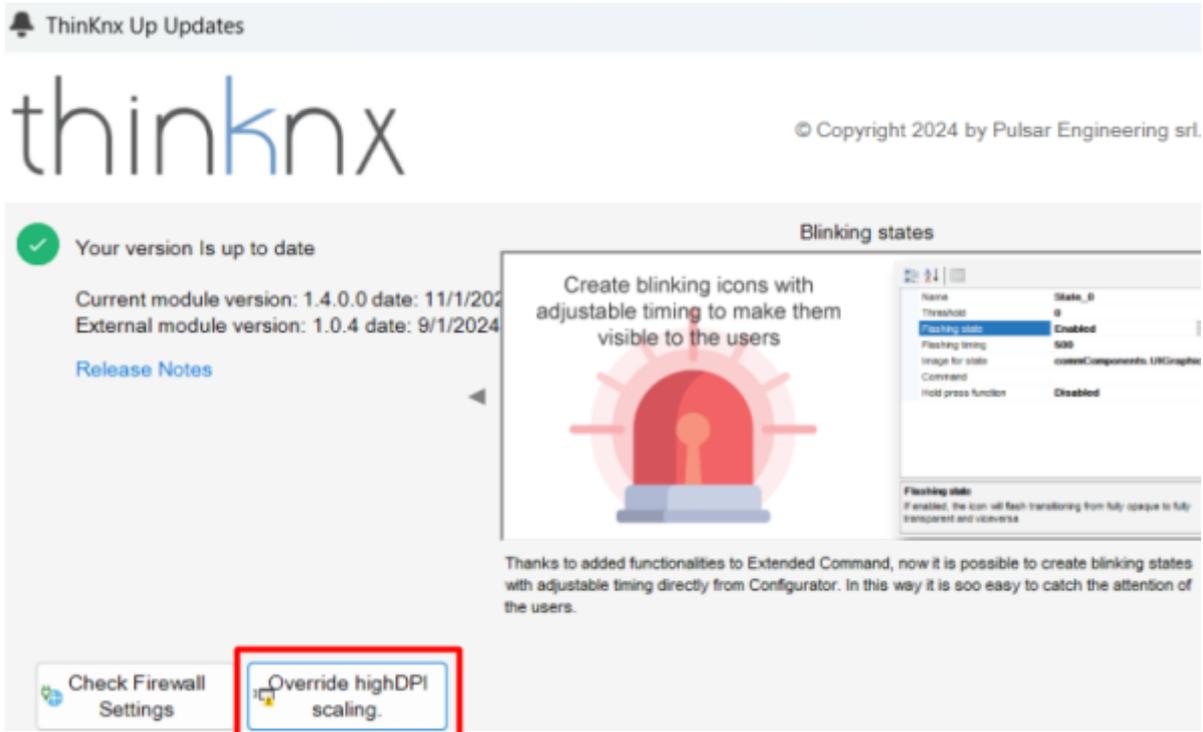
- Using Thinknx Cloud (at no additional cost)
- Using a static external IP address (usually purchased by the Internet Provider)
- Using a domain name only when the external IP address is dynamic. Service can also be provided by Thinknx Cloud at no additional cost.

Can I add multiple projects on the same device?

Yes, the user can have different projects on their Thinknx application and switch between them manually or based on their GPS location.

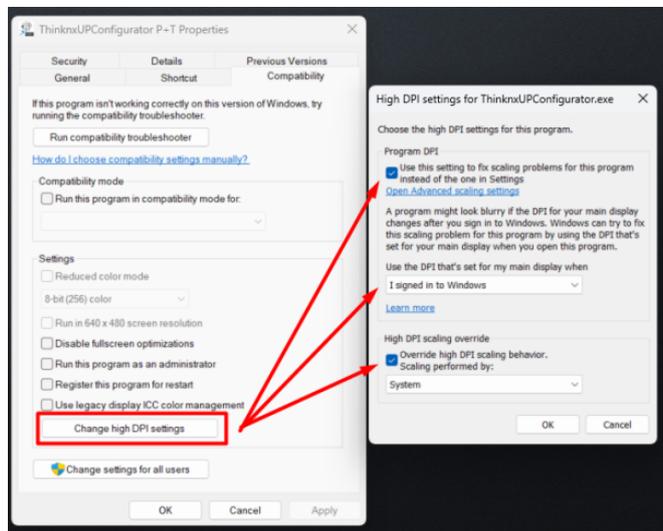
High DPI Scale Problem - Solution 1

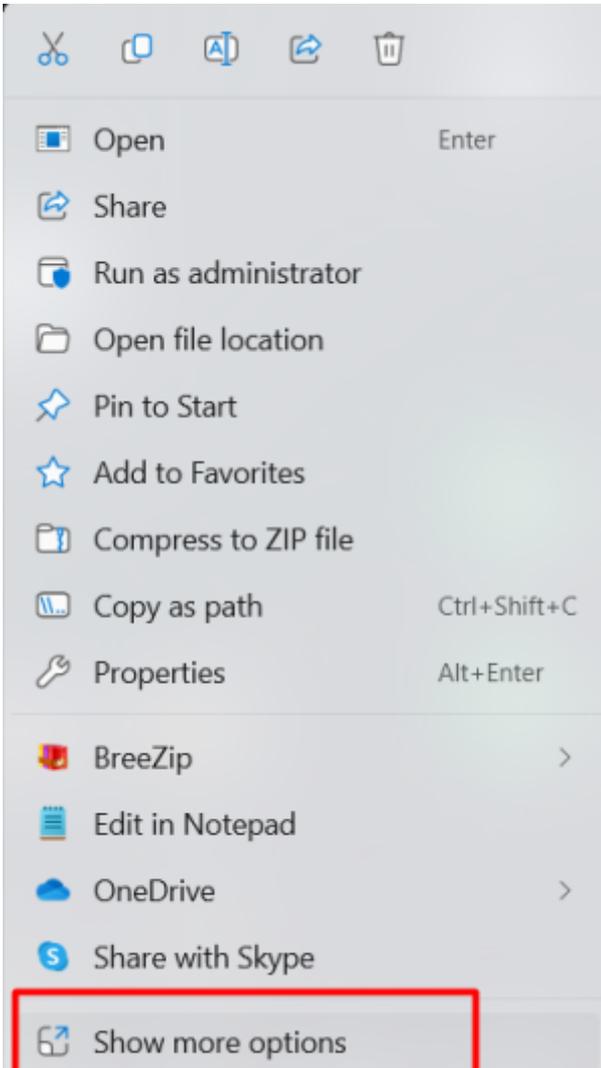
In the pop-up window that opens, click on the Override HighDPI button (there may be two buttons - one is "Check Firewall settings", and the other concerns the screen resolution).



High DPI Scale Problem - Solution 2

Try opening the properties on the ThinknxUp Configurator shortcut. Go to the Compatibility tab, click on the Change high DPI settings button, and make the changes shown in the picture below





Installation

[Can I upgrade my old automation screen to an Envision without changing the wall box?](#)

Of course, Envision7R_20 (Retrofit) is made especially to fit old wallmount boxes such as Kaiser or Agro 9926.90.

[What is the best power supply to be used with my Thinknx server?](#)

We do not recommend a specific brand as most of them will do. However, we always recommend to mount the power supply behind the screen to keep the cable as short as possible. If you want to install DIN rail power supplies with your Thinknx servers, we recommend to avoid routing the cables together with other noisy cables, and to tune the power supply's output by raising the voltage at maximum, to compensate the voltage drops over the cables.

Products Troubleshooting

[My Envision_20 is not getting an IP address, is there a way to reset the network settings?](#)

On the new screens, you can proceed as follows to reset the network settings:

- Take a USB dongle (memory stick)
- Insert it into a PC and rename it "RESET_NET". You can do that by right clicking on the device and changing the label inside.
- Safely remove the USB from the PC and put into the Envision when it is already up and running.
- After some seconds, the device will reset all the network settings and revert back to DHCP with default IP address 192.168.0.200.

[I am able to view my project in the Client device but the buttons are not sending any command to the KNX bus](#)

Make sure that the project is not set to "open as DEMO" in your Settings page. This option allows you to open the project without any connection to the server.

[Cloud connection cannot be established](#)

Make sure that you have Internet connectivity on the cable plugged into the server, and use 8.8.8.8 as primary DNS on your server's network configuration.

From:
<https://www.thinknx.com/wiki/> - **Learning Thinknx**

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Last update: **2024/10/24 09:04**

