TOSHIBA

Toshiba Symbio Manual

Smart home solution

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Troubleshooting

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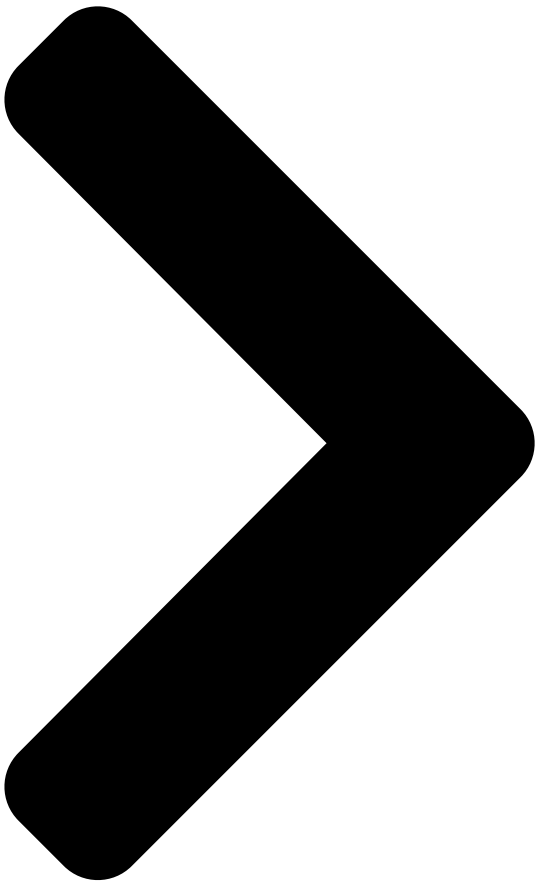
Download this manual See also: User Manual



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Related Manuals for Toshiba Symbio

Security System Toshiba Symbio User Manual

Smart home solution speaker with camera (59 pages)

Speakers Toshiba Symbio Quick Start Manual

Smart home solution speaker with camera (5 pages)

Summary of Contents for Toshiba Symbio

Page 2 Table of Contents Cautions and Disclaimers Preparation Part Names Symbio Setup...

Page 3 Icon Glossary Using Symbio Troubleshooting Specifications...

Page 4: Cautions And Disclaimers

Cautions and Disclaimers Safety Precautions Disclaimers, Trademarks, etc.

Page 5: Safety Precautions

Safety Precautions The rating plate is on the bottom of the product. WARNING: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT OF AC POWER OUTLET, THEN FULLY INSERT.

Page 6: Critical Applications

ACCORDINGLY, TOSHIBA VISUAL SOLUTIONS CORPORATION (hereinafter "TVS"), ITS AFFILIATES AND SUPPLIERS DISCLAIM ANY AND ALL LIABILITY ARISING OUT OF THE USE OF THE PRODUCT IN ANY CRITICAL APPLICATIONS. IF YOU USE THE PRODUCT IN A CRITICAL APPLICATION, YOU, AND NOT TVS, ASSUME FULL RESPONSIBILITY FOR SUCH USE.

Page 7 Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation Interference This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

Page 8 must not be co-located or operating in conjunction with any other antenna or transmitter. FCC Notice "Declaration of Conformity Information" This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

Page 9 In some situations or environments, the use of Wireless LAN may be restricted by the proprietor of the building or responsible representatives of the organization if the risk of interference to other devices or services is perceived or identified as harmful. If you are uncertain of the policy that applies on the use of wireless devices in a specific organization or environment, you are encouraged to ask for authorization to use the Wireless LAN device prior to turning on the equipment.

Page 10 The product may become warm after a long period of use. This is not a malfunction. When the product is not in use for a long period, disconnect the power. If you do not use the product for a long period, the product may not function properly. Turn on and use the product occasionally.

Page 11 We recommend removing personal information by initializing all settings when disposing or transferring this product. Press and hold the Reset button to initialize all settings. ⇒ Part Names On Recycling This product's packaging materials are recyclable and can be reused.

Please dispose of any materials in accordance with your local recycling regulations.

Page 12 Warranty Toshiba Visual Solutions Corporation ("TVS") does not give any additional warranties beyond those contained in TVS ’ s description of the individual product or as provided by law. TVS PROVIDES NO WARRANTY WITH REGARD TO THIS MANUAL OR ANY OTHER...

Page 13 Trademarks The Wi-Fi CERTIFIED Logo is a certification mark of the Wi-Fi Alliance. Bluetooth is owned by the trademark holder, and Toshiba Visual Solutions Corporation uses it under license. Z-Wave and Z-Wave Plus are registered trademarks of Sigma Designs and its subsidiaries in the United States and other countries.

Page 14: Need Help

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Page 15: Part Names

Part Names Front Back Bottom Accessories...

Page 16 Press to turn off the microphones. The icon will turn red when the microphones are off. Press again to turn them back on. Press and hold this button for 2 seconds to wake up Alexa, then talk directly to your Symbio.

Page 17 Camera Used for monitoring. Night vision LED Infrared LED for night vision. Light ring Lights up in different colors to let you know what Symbio is doing. ⇒ Light Ring Status Camera indicator Lights up when the camera is on.

Page 18 Back Network/Pairing button ® Press briefly to activate Bluetooth pairing mode. Press and hold for about 10 seconds to activate Wi-Fi pairing mode. Note Bluetooth pairing mode is activated for 60 seconds. Wi-Fi access point pairing mode is activated for 30 minutes. USB terminal Used in the manufacturing process and after-sales service.

Page 19 Reset button Important This process will reset Symbio to the factory default settings. This means all rules will be deleted, all sensors will be orphaned and any device settings will be lost. This is not reversible. Press and hold the button using a paper clip or something similar.

Page 20 Accessories AC adapter This is used to power Symbio.

Page 21 Light Ring Status Symbio’s light ring lights up/flashes in different colors to indicate its status. Ring LED color and status Status of Symbio Lights up white. Symbio is connected to Wi-Fi. Symbio has been turned on. Ready for initial setup.

Page 23 On a shelf or on the kitchen counter are great options. Plug in your Symbio. Plug the included AC adapter into your Symbio and connect to an AC outlet. When you first plug in, the light ring will be white.

Page 24 Symbio Setup Setting Up a New Symbio Adding a Second Symbio Adding a Second Phone Re-pair a Symbio to a New Phone Removing a Phone from a Symbio Removing a Symbio from a Phone...

Page 25 10.0 or later Android: 5.0 or later 1. Plug in Symbio. Plug the included AC adapter into Symbio and connect it to an AC outlet. After pluging in the Symbio, the led ring will turn white. 2. Open Toshiba Smart Home app.

Page 26 Connect Device 4. Tap on the displayed screen. 5. You now need to connect your phone to the Symbio's internal wifi. If you are using iOS In iOS settings, navigate to Wi-Fi settings Select "THINGS_XXXXXX" from the list of networks.

Page 27 The app will automatically connect to the Symbio if it is the only one avaliable. If the app finds multiple Symbio units, you will need to select yours from the list. (Info on how to

determine which one is yours) 6.

Page 28 9. At this point you will use your Amazon account to register your Symbio with the Toshiba Cloud. Tap on the Amazon icon and enter your Amazon account login information. Note If you plan on using Amazon Alexa, check "Keep Me Signed In" to prevent having to entering your Amazon login again 10.

Page 29 Keep Me Signed In in the previous step, press Continue, otherwise you will need to enter your Amazon login information. 11. Select a zone where Symbio will operate. This will determine the zone where the Symbio's internal sensors are listed in the app...

Page 30 Important When you select a zone where water is present (e.g. kitchen), avoid placing Symbio where it may be subject to water exposure. 12. Tap Done on the Zone Select screen. Initial setup is now complete. Note Your device may require a software update after setup. This typically takes a few minutes to...

Page 31 Live view is also specific to each device, when you go into Live View you will see the view from the Symbio you have currently selected. Follow the steps below to add another Symbio to a smartphone.

Page 32 These can be guest users with limited access or administrators with full access. When a new phone is paired with a Symbio it is by default a guest account with no privileges. An administrator can give the new user access to Sensors, Live View and/or Recordings. To become a Admin all that is needed is for the user to login using the owners Amazon login info.

Page 33 5. Enable the permissions you want to give this user. Perform the operations below to make the guest account an administrator 1. Tap on the Home screen. 2. Tap Account. 3. Tap Login. 4. Enter the Amazon ID and password used for your smartphone already connected to Symbio.

Page 34 Re-pair a Symbio to a New Mobile Device If you have lost or replaced the phone that was initially paired to the Symbio, you can pair a new phone to it without having to do a factory reset. Follow these steps to pair a new phone to the Symbio.

Page 35 4. Hold the Pairing Button on the back of the Symbio for approximately 10 seconds until the Front LED starts to pulse white. 5. You now need to connect your phone to the Symbio's internal wifi.

Page 36 The app will automatically connect to the Symbio if it is the only one avaliable. If the app finds multiple Symbio units, you will need to select yours from the list. (Info on how to determine which one is yours) 6.

Page 37 9. You will now use your Amazon account to log into the Symbio as an administrator. Tap on the Amazon icon and enter your Amazon account login information. Note You must use the Amazon account used during initial setup. If you do not know what that account is, you will have to factory reset the Symbio 10.

Page 39 Removing a Mobile Device from a Symbio Occasionally it will be neccessary to remove a smart device from Symbio's list of paired devices. This can only be done from an admin account. 1. Tap on the Home screen. 2. Tap Account.

Page 40 Symbios associated to this instanceo of the Toshiba Smart Home app. 4. On the Symbio you wish to remove, tap and swipe it left so the trash icon appears on the right. Tap the trash icon to delete the device.

Page 41: Icon Glossary

Icon Glossary Home Manager Settings Manager Live Video Sensors Manager Rules Manager History...

Page 42 Home Manager Screen * The screen appearance is subject to change without notice. Settings button Tap to display the Setting Manager screen. This is where you can change the device and app settings. ⇒ Setting Manager Screen Current mode and device name Alexa button Tap to open Live Video, turn on Talkback and activate Amazon Alexa's voice services to

allow you to access Alexa's voice services from anywhere with an Internet connection.

Page 43 You can register up to three additional, custom modes. Zone view Displays registered zones and all sensor icons currently connected to Symbio. Tap a sensor's icon to display its pop-up menu and change its settings. Swipe left and right to switch the zone.

Page 44 ⇒ History Manager Screen...

Page 45 Choose the behavior of the LED dim feature. You can have the front LED always lit, never lit or base it on the brightness of the room. Display information on the Wi-Fi network to which Symbio is connected. You can also change the...

Page 46 Tap to select the account service screen. Important When you are buying a service, your personal information will be transferred to a website of the service supplier. Please note that Toshiba Visual Solutions Corporation bears no responsibility for issues regarding your personal information. Modes Tap to perform the following operations.

Page 47 Change the sensitivity and area for motion detection. Symbio detects motion by calculating the percentage of pixels changed in a designated window. You can change the window in which Symbio will look for motion and how sensitive it should be to trigger a motion detection. Audio Tap to select the volume adjustment screen.

Page 48 Tap to log in to/log out from Amazon Alexa. Alexa Skills Setup Tap to receive pairing code to enable to the Toshiba skills. See Setting up Toshiba Custom Skills more information. Loud Noise Detection Tap to adjust the noise detection level. The farther left the slider, the less sound will be neccessary to trigger a loud noise detection.

Page 49: Live Video Screen

Live Video Screen Important Be sure to open the lens cover of Symbio fully when you use the Live Video function. If the lens cover is closed, you will be unable to view the image. 1. Tap to return to previous screen.

Page 50 Setting Manager screen. ⇒ Setting Manager Screen Talkback button Tap to activate/deactivate voice intercom from the app to Symbio. History button Tap to display the History screen. This is where you can watch past recordings and view internal sensor data.

Page 51 Sensors Manager Screen Sort By Type Tap to sort sensors by their sensor type. Sort By Zone Tap to sort sensors by their Zone. Sensor Grouping Sensors are sorted by each Type or Zone.

Page 52 All Sensors in Type Depending on the sensor type, the entire group of sensors may be controlled at once. Individual Sensor Tap to control an individual sensor. Add Sensor Tap to add a new sensor.

Page 53 Rules Manager Screen Standard Rules Tap to show the list of pre-configured rules. My Rules Tap to show the list of custom created rules. Edit Rule Tap to edit a rule.

Page 54: History Screen

History Screen Recording history on the cloud is displayed on the History screen. Up to 64 Notification Events will be stored. In addition, you can change order of the list according to the cause of recording. * The screen appearance is subject to change without notice.

Page 55 Using Symbio Modes Rules Zones Symbio's Internal Sensors External Sensors and Smart Devices Enjoying Audio on Symbio Amazon Alexa...

Page 56 Modes Utilizing modes is the first step in making your Symibo smarter. You can automate you motion detector, turn off your lights or change your thermostat by the tap of a button. By default there are three standard modes, Home, Sleep and Away, and you can add an additional three custom modes.

Page 57 Enable 4. Tap the switch on. Name 5. Your custom mode is now enabled, feel free to change the name by tapping the button or the icon by its corresponding button. 6. From here

you can easily activiate any desired rules. For more information see Rules.

Page 58 There are a number of Standard Rules that Symbio suggests or you can create you own custom rules using Symbio's internal sensors or even external ZigBee or Z-Wave smart devices.

Page 59 2. Tap any of the options: Record Video - If the camera detects a motion, Symbio will start recording. Notify Motion Detected - If the camera detects a motion, Symbio will send you a push notification. Notify Noise Detected - If the microphone detects a noise, Symbio will send you a push notification.

Page 60: Adding Rules

Notify Temp. Change - If Symbio's internal sensor registers a temperature higher than the desired temperature, it will send you a push notification. Notify Change in Humidity - If Symbio's internal sensor registers a humidity value higher than the desired humidity, it will send you a push notification.

Page 61: Editing Rules

all must trigger before the Rule will occur. Editing Rules 1. Tap an item to edit on the Rules Manager screen. Edit Rule screen appears. 2. Tap an item to edit on the Edit Rule screen. 1. Tap to edit the name of the rule. 2.

Page 62 My Rules Rules Manager 1. Tap on the screen. The screen below appears. 2. Press and hold the rule you wish to delete. 3. Swipe the rule left and press the red trash can button.

Page 63 Zones Utilizing zones helps organize any sensors you have paired to your Symbio. The three internal sensors of Temperature, Humidity and Brightness, will be placed in the zone that the device is placed in by default. Creating a New Zone 1.

Page 64 hiding your sensor. Show a Sensor 1. Tap on the Home screen. 2. Tap Zones. 3. Tap on the zone where the hidden sensor is. 4. Scroll down to find your hidden sensor and flip the switch on. Done 5. Tap to finalize showing your sensor.

Page 65 Brightness sensor You can monitor the room brightness using the Toshiba Smart Home app. Motion sensor The camera on Symbio detects motion within the camera’s view. This detection window is adjustable through the Settings Manager. Sound sensor Symbio will detect loud sounds. This detection level is adjustable throught the Settings Manager.

Page 66 Sensors The Symbio acts as a smart home hub and is compatible with standard ZigBee and Z-Wave products for the US market. > Sensor Settings Manager Tapping on the screen or on the Home Screen displays the Sensors screen below.

Page 67 You can dim or brighten a room lamp, for example. Binary sensor You can see whether the door is open or closed, whether something moves within the camera range of Symbio, or whether there has been water leakage. In addition, this sensor...

Page 68: Adding A Sensor

You can change the room temperature. Adding a Sensor Follow the steps below to add a sensor. Pairing a sensor allows Symbio absolute control of the device and its functionality. To see the values of a sensor or control a smart device one must first pair it to Symbio.

Page 69 The app starts searching for a sensor and the screen below appears. 4. Put the sensor in discovery mode (sometimes called "inclusion" mode). Refer to the sensor's instruction manual for details. When the app finds a sensor, the screen below appears. 5.

Page 70 This will unpair the device and any rules or settings associated with it. Sensors 1. Tap on the Home screen. Sensor. 2. Tap Remove Sensor 3. Tap on the displayed screen. The screen below appears and the app starts removing the sensor. Put sensor in exclusion mode.

Page 71 The sensor has been removed. Removing a Zigbee Sensor Follow the steps below to delete a remove a ZigBee sensor. You can tell whether the device is a Z-Wave or ZigBee device

from the manual it provides you. This will also work with Z-Wave devices.

Page 72 6. Tap on the displayed screen. The sensor has been removed. Editing a Sensor On the Edit Sensor screen, you can edit following items. Product name of the sensor Zone where the sensor is placed Name of each sensor class to control Design of icon to display on the Home screen Edit Sensor To display the...

Page 73 Enjoying Audio on Symbio Symbio can act as a Bluetooth speaker. You can easily connect your mobile device or computer and wirelessly play your music or podcast through Symbio. Follow the steps below to begin listening through Symbio. 1. Press the Network/Pairing button once to activate Bluetooth pairing mode on your Symbio. You can also activate the Bluetooth pairing mode remotely through the Audio section in the Settings Manager.

Page 74: Amazon Alexa

To voice control 3rd party devices connected to Symbio’s hub you will also need to perform "Alexa Device Discovery". Setup for both of these steps will require use of the “Alexa” app in addition to the Symbio app. If you have not already installed the “Alexa” app, do so before proceeding. Toshiba has...

Page 75 Once you have linked skills and had Alexa discover devices, there are other useful things you can do on the Alexa app to improve your Symbio voice control experience. You can do things like change the names that you call devices and combine multiple devices into one group.

Page 76 With Toshiba Custom Skills, the command structure is a bit different. With the Toshiba Custom Home Skills linked, you can now use your voice to do things like: Change modes - "Alexa, tell Toshiba to set 'Away' mode"...

Page 77: Troubleshooting

Troubleshooting Problems with Pairing No Sound Cannot View Image from Live Video Amazon Alexa Does Not Function Properly More Help...

Page 78 Problems with Pairing Check1 Make sure Symbio is plugged in. Check2 Make sure Symbio is in pairing mode. Check3 Place Symbio near your wireless router or wireless bridge. Check4 Make sure your smartphone’s battery is sufficiently charged.

Page 79 Make sure Symbio is plugged in. Check2 Make sure Bluetooth or Wi-Fi is activated on your smartphone. Check3 Check the pairing status between Symbio and your smartphone. Check4 Check the volume level of Symbio and the application on your smartphone.

Page 80 Cannot View Image from Live Video Check1 Make sure Symbio is plugged in. Check2 Make sure Symbio’s lens cover is fully open. Check3 Make sure Wi-Fi is activated on your smartphone. Check4 Check the connection between Symbio and the app.

Page 81 Check4 Make sure Alexa Voice Service (AVS) is activated. Check5 Try talking to Symbio or the app more slowly or clearly, or press and hold the Mute button on Symbio and then talk. Check6 Make sure the Microphone mute button is not enabled.

Page 82: General Specifications

Built-in camera Maximum resolution: 1080 p Imaging range: 114° (horizontal), 78° (vertical), 135° (diagonal) Motion sensor: Available when used with Toshiba Smart Home app. Compatible with automatic night vision. Equipped with infrared LED and rotating camera cover. Built-in sensor Temperature sensor (Range: 32 to 104 °F (0 to 40 °C))

Page 83: Network Interface

Terminals DC input jack x 1 USB 2.0 terminal (Type-A) x 1 Power consumption 8.5 W (on standby) 30 W (when Wi-Fi, Live video, IR, USB connection, and Siren functions are enabled) Operating environment Temperature: 32 to 104 °F (0 to 40 °C) Humidity: 10 to 90 % External dimensions Approx.