

Cat. Nos. 003-BWBC4-NPS
010-BWBC4-000
015-BWBC4-ONT
410-BWBC4-PSH

BWBC4 QUICK-START GUIDE



ENGLISH

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DI-000-BWBC4-00D

FCC COMPLIANCE: 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. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC STATEMENT: This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

FOR CANADA ONLY: For warranty information and/or product returns, residents of Canada should contact Leviton in writing at **Leviton Manufacturing of Canada Ltd to the attention of the Quality Assurance Department, 165 Hymus Blvd, Pointe-Claire (Quebec), Canada H9R 1E9** or by telephone at 1 800 405-5320.

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LEVITON LIMITED WARRANTY

Leviton warrants to the original consumer purchaser and not for the benefit of anyone else that products manufactured by Leviton under the Leviton brand name ("Product") will be free from defects in material and workmanship for the time periods indicated below, whichever is shorter: • **OmniPro II and Lumina Pro:** three (3) years from installation or 42 months from manufacture date. • **Omni LTe, Omni Ile, and Lumina:** two (2) years from installation or 30 months from manufacture date. • **BitWise Controllers, Accessories:** two (2) years from installation or 30 months from manufacture date. • **Lumina Gateway Controllers:** two (2) years from installation or 30 months from manufacture date. • **Batteries:** Rechargeable batteries in products are warranted for ninety (90) days from date of purchase. **Note:** Primary (non-rechargeable) batteries shipped in products are not warranted. **Products with Windows® Operating Systems:** During the warranty period, Leviton will restore corrupted operating systems to factory default at no charge, provided that the product has been used as originally intended. Installation of non-Leviton software or modification of the operating system voids this warranty. Leviton's obligation under this Limited Warranty is limited to the repair or replacement, at Leviton's option, of Product that fails due to defect in material or workmanship. Leviton reserves the right to replace product under this Limited Warranty with new or remanufactured product. **Leviton will not be responsible for labor costs of removal or reinstallation of Product.** The repaired or replaced product is then warranted under the terms of this Limited Warranty for the remainder of the Limited Warranty time period or ninety (90) days, whichever is longer. This Limited Warranty does not cover PC-based software products. **Leviton is not responsible for conditions or applications beyond Leviton's control. Leviton is not responsible for issues related to improper installation, including failure to follow written installation and operation instructions, normal wear and tear, catastrophe, fault or negligence of the user or other problems external to the Product.** To view complete warranty and instructions for returning product, please visit us at www.leviton.com. For Technical Assistance Call: 800-824-3005 - www.leviton.com

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WARNINGS & CAUTIONS

- **WARNING: TO AVOID DEATH OR SERIOUS PERSONAL INJURY** never push objects of any kind into this product through openings, as they may touch dangerous voltages.
- **WARNING: TO AVOID DEATH OR SERIOUS PERSONAL INJURY** never touch uninsulated wires or terminals unless the wiring has been disconnected at the network interface.
- Read and understand all instructions. Follow all warnings and instructions marked on the product.
- **Do not use this product near water** - e.g., near a tub, wash basin, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Never install communications wiring or components during a lightning storm.
- Never install communications components in wet locations unless the components are designed specifically for use in wet locations.
- Use caution when installing or modifying communications wiring or components.
- SAVE THESE INSTRUCTIONS.

THIS IS A SECOND GENERATION BWBC4 AND CONTAINS THE NEW LEVITON® BITWISE™ IR ENGINE!

Please be aware of the following differences:

- To program this BWBC4 you MUST use Project Editor Version 1.9.32 or higher
- This BWBC4 now uses the same robust IR database as the BWBC2
- The new IR Engine moves IR Learning to our stand-alone USB IR Learner for improved performance. If you do not have a Leviton® bitwise™ USB learner, we suggest ordering one today.
- Using the new IR chip and database, you should easily be able to control 8-12 IR devices depending on the size of the IR device
- IR device files from Gen 1/legacy BWBC4s and BWBC1s will not import to the Gen 2 BWBC4s or BWBC2s
- Any time an IR device is changed, you MUST upload the BWBC4 to update the IR Tables(upload the IR data)

PATENTS: Licensed under one or more of the following U.S. Patent Numbers: 7,457,250; 8,155,012; 8,902,760; 8,942,107; and 9,049,019.

GETTING STARTED

Thank you for your purchase! If you are new to *Leviton bitwise*, there are a few steps you will want to take to get familiar with the product line and programming process. Following these steps will make your first install go more smoothly saving you time and money.

1. Get set-up on the *Leviton* Support Center. This will get you access to the programming software, training videos, documentation and the dealer community.
2. Watch the Tutorial Training Videos and download Project Editor Software. Before going any further, watch the first video in the tutorial training series "Video 1 - Getting Started". This video will give you a good perspective on how to proceed with installing the software and overall project workflow. All videos, tech notes, downloads and dealer discussions are located under the Knowledge Base tab in the Support Center, which can be accessed by going to <http://www.bitwisecontrols.com/support/>. You will need your credentials to log in.
3. Program a test system. Get familiar with the programming process in your showroom or home using equipment you are familiar with.
4. Start selling jobs!

Now that you have a good idea of the programming environment and the time it will take to program a system, you can more accurately bid jobs with *Leviton bitwise* products.

RESOURCES

Should you have questions or run into issues, below are some resources that may be of assistance. Please be sure to ALWAYS leave a message so that we can return your call in a timely manner.

CONTACT

Technical Support: 1-800-824-3005

Email: sabw@leviton.com
support@bitwisecontrols.com

Web: www.leviton.com/automation

Please see reverse side of this sheet for general troubleshooting tips.

TROUBLESHOOTING/FAQ

1. I cannot discover the *Leviton bitwise* controller on the network.

- Verify Project Editor has all options checked in the Windows® Firewall Allowed Programs.
- Make certain the PC and the *Leviton bitwise* Controller are on the same network and subnet.
- When using the *Leviton* 91A00 PoE Switch, connect the *Leviton bitwise* Controller via “crossover” cable.
- If running *Windows* on a Mac®, make sure the virtualization software is set to “Bridged Mode”.
- Are both network status lights on the controller’s network adapter lit? Check the patch cable.
- Has the controller been on another network and taken out of DHCP mode? Return the controller to DHCP: For a BWBC4, press the reset button for approximately 10 seconds. The red status light will go out, come back on and then go out a second time. For a BWBC1, first remove the power from the controller. Second, replace the power connector while holding the reset button and wait for the red status LED to come on and go back out before releasing the button.
- Try resetting the network equipment.

2. I can discover the *Leviton bitwise* Controller but cannot alter the properties.

- Check all items in #1 above.
- How are you connected to the network? (Wired is better).
- Are you running Anti-Virus Software?
- Can you Ping the *Leviton bitwise* Controller? If so, you are on the same network but something is blocking the traffic.
- Are you on the proper firmware version for your version of PE?
- Did you re-apply the web pages after the firmware update? (BWBC4 only).

3. I cannot upload the GUI to *bitwise* touch.

- Upload Server Error: Make sure you are using Project Editor and *Leviton bitwise* Touch 1.6 or higher.
- Are you using the “Compress GUI’s Before Transferring” feature with an older App?
- Are the iDevice and the programming computer on the same network and sub-net?
- Does the wireless network have a guest network?
- Is the device on 3G rather than Wi-Fi?
- Are you running Anti-Virus Software?
- Is the device running the most current version of the App?

4. Can I use Dual-Head Emitters with the BWBC4?

- Yes. However, we are aware of an incompatibility with the Snap AV Episode brand of emitters. We do stock and sell our own brand of dual-head emitters that are compatible.

5. The IR flashers are constantly flashing.

- You probably have IR commands in the looping macro. On the BWBC4, Macro #2 (the Looping Macro) runs whenever the controller is not doing something else. This is where you would check GPIO status etc... Move your IR commands to macro #3 or higher and re-upload the BWBC4.

6. Can’t Upload Macros. BWBC4 with MAC Address XX-XX-XX-XX is not proper OEM ID error.

- This error is usually received when upgrading to firmware 1.093 or higher from an earlier version and the BWBC4 Web pages are not reapplied.
 - i. Update Firmware to 1.093 or higher (Don’t power cycle yet).
 - ii. Update Internal Web Page with WebPages_BC4_1_068.bin.
 - iii. Power Cycle BWBC4.