PRZEWODNIK PO APLIKACJI HAMA SMART HOME

1. Wstęp

Kontroluj swoje inteligentne urządzenia w prosty sposób za pomocą aplikacji, pilota lub sterowania głosem. Nasze produkty Smart można łatwo podłączyć do bezprzewodowej sieci domowej poprzez WiFi. Nie jest wymagana żadna dodatkowa bramka, działają z każdym routerem WLAN. Można je kontrolować za pomocą urządzenia mobilnego (telefon komórkowy/tablet), jak również za pomocą usług głosowych Amazon Alexa / Echo i Google Home (nie dotyczy czujników ruchu 176554).

2. Wymagania systemowe

Uwaga - Alexa*

Do korzystania z Amazon Alexa potrzebne jest urządzenie zintegrowane z siecią domową i podłączone do Internetu, które obsługuje Amazon Alexa (np. Amazon Echo/Echo Dot itp.).

Uwaga - Google*

Do korzystania z Google potrzebny jest Asystent Domowy Google zintegrowany z siecią domową i podłączony do Internetu.

Uwaga - IFTTT

Usługa obsługi oprogramowania IFTTT przez wymienione tu produkty została przerwana. Może się jednak zdarzyć, że drukowane instrukcje obsługi lub opakowania nadal odnoszą się do tej przerwanej usługi.

Uwaga

Aby uruchomienie przebiegło pomyślnie, muszą być spełnione następujące wymagania:

• Działająca i włączona bezprzewodowa sieć domowa (WiFi/WLAN).
• Proszę zauważyć, że obecnie tylko 2.4GHz WiFi jest obsługiwane dla połączenia sieciowego. Sprawdź, czy jesteś w sieci 2.4GHz.
• Mobilne urządzenie końcowe obsługujące WiFi/WLAN (smartfon/tablet itp.) podłączone do sieci domowej.
• Hama Smart Home jest zainstalowane na Twoim mobilnym urządzeniu końcowym.

*nie dotyczy czujnika ruchu 00176554

3. Konfiguracja

3.1 Przygotowanie

Instalacja aplikacji Hama Smart Home

• Pobierz aplikację Hama Smart Home (Solution) za pomocą urządzenia mobilnego z Apple App Store lub Google Play.
• Otwórz aplikację Hama Smart Home (Solution).
• Przy pierwszym użyciu aplikacji należy się zarejestrować i utworzyć nowe konto. Jeśli masz już konto, zaloguj się przy użyciu danych dostępowych.
• W następnym ekranie możesz dokonać ustawień prywatności danych.
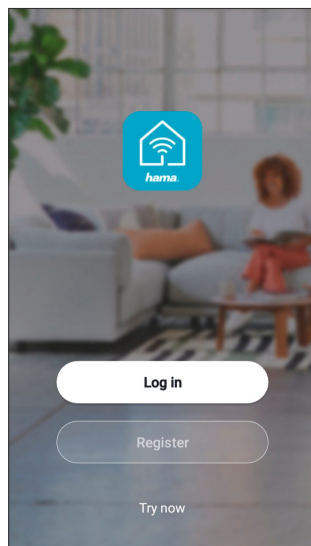
3.2 Routery dwuzakresowe (2,4 / 5 GHz)

Wiele z obecnych routerów nadaje, czasem nawet równolegle, z dwóch tzw. pasm częstotliwości: 2,4 GHz i 5 GHz. Zaletą częstotliwości 2,4 GHz jest większy zasięg i kompatybilność ze starszymi terminalami, które nie obsługują 5 GHz. Należy pamiętać, że nasze produkty Smart obsługują obecnie tylko częstotliwość 2,4 GHz. Jeśli używasz routera dwupasmowego i powoduje to problemy z połączeniem, istnieją 3 sposoby na ich naprawienie:

• **Wyłączenie częstotliwości 5 GHz**
  W ustawieniach routera (pozycja WLAN) znajdziesz, w zależności od modelu, sterowanie dwoma pasmami częstotliwości. Wybierz częstotliwość 2,4 GHz lub wyłącz częstotliwość 5 GHz. W razie potrzeby zapoznaj się z instrukcją obsługi routera.
• **Zmiana nazwy sieci radiowej WLAN (SSID)**
  W ustawieniach routera (pozycja WLAN) znajdziesz, w zależności od modelu, kontrolkę dla dwóch pasm częstotliwości. Można tam zmienić nazwy (SSID) częstotliwości, np. poprzez proste dodanie do nazwy częstotliwości np. "2.4". Dzięki temu można wybrać konkretnie częstotliwość 2,4 GHz. W razie potrzeby należy zapoznać się z instrukcją obsługi routera.
• **Dodaj tryb zgodności AP (Access Point) Mode**
  Jeśli nie masz możliwości upewnienia się, że smartfon jest w sieci 2,4 GHz, możesz dodać swój inteligentny produkt poprzez tryb zgodności (Access Point Mode).

Otwórz aplikację Hama Smart Home (Solution) i kliknij na +. Następnie wybierz urządzenie, które chcesz zintegrować. Następnie wybierz swoją sieć WLAN i wprowadź hasło (Rys. 1). Potwierdź wpisane hasło przyciskiem NEXT. Kliknij EZ Mode na górze i wybierz tryb AP. (Rys. 2)
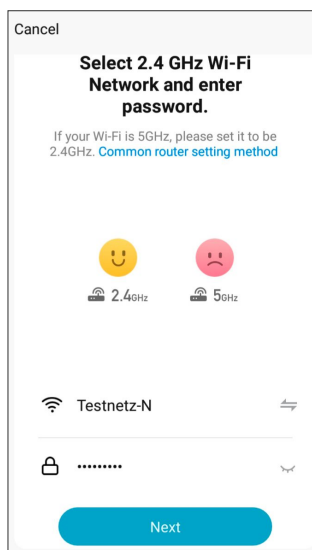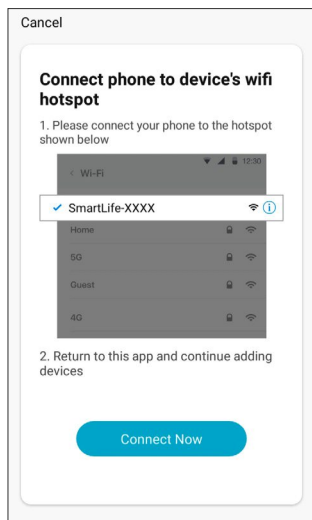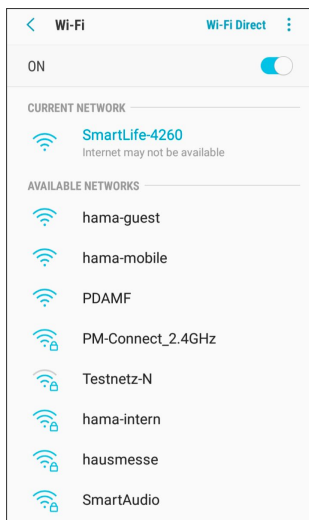

Rys.1
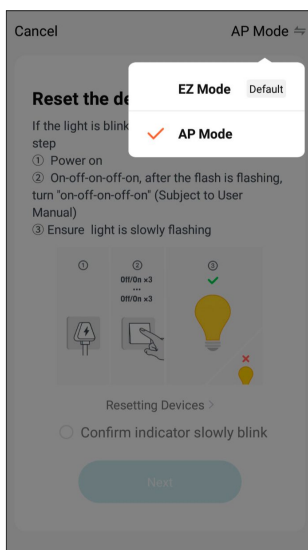
Rys. 2

W kolejnym kroku zaznacz pole, kliknij Next i na następnym ekranie wybierz Connect now. (rys. 3). W przeglądzie sieci WLAN (rys. 4) wybierz sieć o nazwie SmartLife_XXXX .

Rys. 3

Rys. 4

Możesz zignorować każdy komunikat o błędzie, że nie jesteś obecnie połączony z Internetem, a następnie powrócić do programu Hama Smart Home (Solution) . Twoje urządzenie jest teraz podłączone.

3.3 Family management

You can add and remove family members and manage rooms via the family management function. To access the family management function, select the profile icon by clicking on Family Management. The families you have already created are now displayed.

Cancel	**Add Home**	Save
Name *	Enter your home name	
Location	Set geographic location	>
Smart devices in:		
Living Room		✓
Bedroom		✓
Second Bedroom		✓
Dining Room		✓
Kitchen		✓
Study Room		✓
Add another room		

- **Add family**
  Click on Add Family. Assign a family name. After that, you can deactivate rooms that are not in use by clicking on the ticks. You can add or remove rooms at any time by ticking or unticking the corresponding rooms. Alternatively, you can also add rooms manually under "Add other rooms". After making a change in this screen, always click on Save in the top right-hand corner.

- **Add a member to the family**
  Click on your created family and then on "Add members". Now enter the mobile phone number or e-mail address of the person to be added.

  The invited person now receives an invitation code. The invitation code is then entered under "Join a family". The new family member has now been added successfully. (Note: The sent invitation code expires after 3 days.)

In addition, as a family owner, you can assign a family role (permissions) to each family member. To do this, click on the individual family member.

- **General member**
  Control of the integrated devices only

- **Administrator**
  Adding and removing devices and controlling the devices

- **Family owner**
  See Administrator (creator of the family)

4. Smart scenes and automations

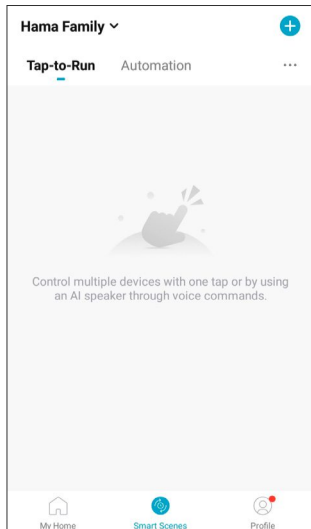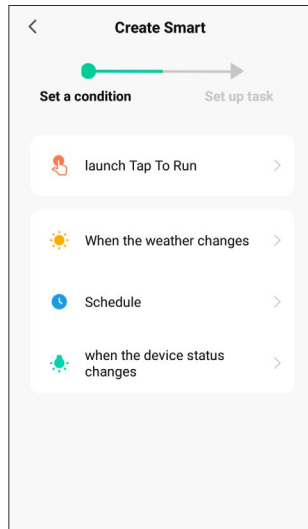### 4.1 Scenes

Scenes can be used to control multiple devices at the click of a button or by voice assistant.
To create a scene, click the Smart Scenes button at the bottom. Then select "+". (Pic 4)
- In the following menu, select "Continue without condition". (Pic 5)
- Now select the scenario that you want to control with one click and find it under Scenes when finished. (Pic 6)

Pic 4

Pic 5
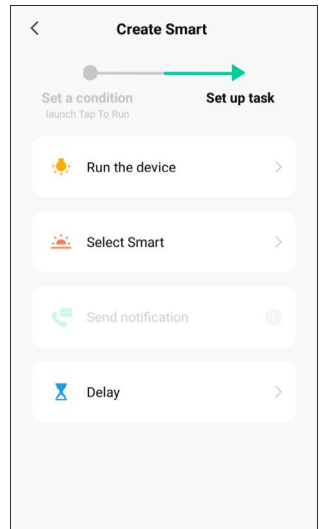
Pic 6

4.2 Automations

- Under Automations, devices can be programmed and linked to conditions that are then automatically executed. Conditions could be, for example, times, weather changes or sensors.
- To create an automation, click on "Smart scenes" at the bottom and then on "+" at the top right.
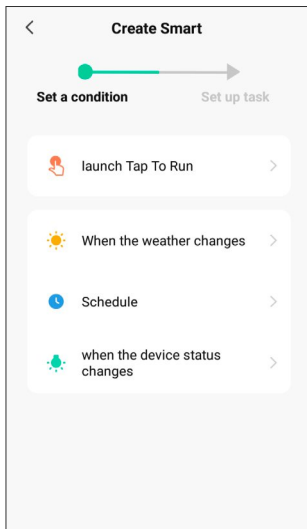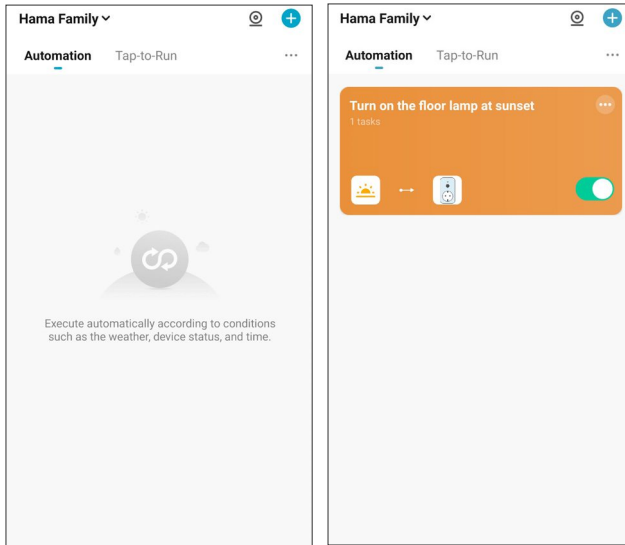
Decide on one or more conditions:

- **Weather change**
  Select this to create an automation linked to a weather condition.
- **Time control**
  Select this to create an automation linked to a specific time.
- **When a device's status changes**
  Select this to create an automation linked to a device status.
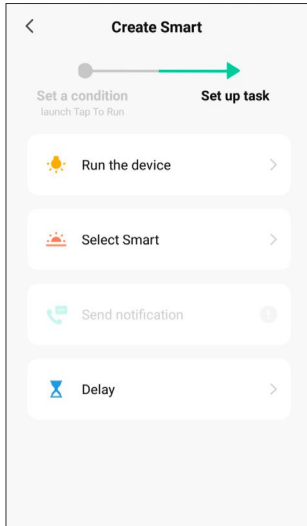
Now you have the following options:

- **Operate the device**
  Control your devices integrated into the app.
- **Run scenes or activate automation**
- **Send notification**
  Have a push notification sent to the mobile phone when the set condition is met.
- **Delay**
  Select a time that should elapse before another action.

Cancel Smart Setting	**Cancel** Smart Setting
Condition ➕ When any condition is satisfied ˅	**Task** ➕
☀ Sunset/Sunrise:Sunrise Monheim ›	🔲 floor lamp Switch:On ›
Task ➕	**Name** If Monheim Sunset/Sunrise:Sunrise,"floor lamp"Switch:On ›
🔲 floor lamp Switch:On ›	**Style** 🟢 ›
When all conditions are met	**Effective Period** All-day ›
When any condition is satisfied	
Cancel	**Save**
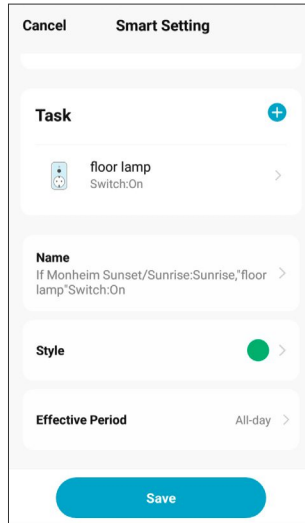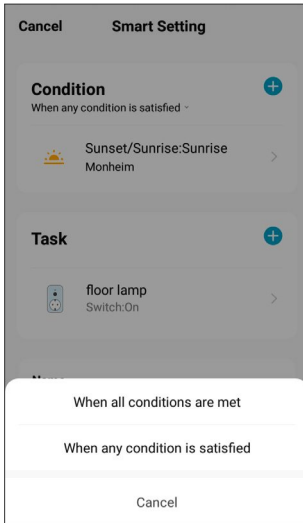
- After setting up the task, press "Next" in the top right-hand corner. This will take you to a "Smart Setting" screen where you will see your selected conditions and tasks listed in an orderly fashion. Now you can select further conditions / states and whether the automation should be executed if only one or all of the conditions are fulfilled. If you scroll down, you can also add new tasks or move them by holding down a task. If you move a task to the left, you can delete it.
- You can give your scene or automation its own name via "Name".
- Via "Style" you can assign a colour and an image to your scene or automation, which are to be displayed in the app.
- Via "Application period" you can select at which times and on which days your automation should be executed.

4.3 Group function

To control several units simultaneously with one click, a group function can be set up for this purpose.
However, only units of the same type can be grouped (e.g. only 3 lamps or 2 sockets).

The group function described using the example of lamps:

• To set this up, select the lamp in the app and click on the pencil icon at the top right.

🔆 **lamp**		✎ ›
Device Info		›
Tap-to-Run and Automation		›
Supported Third-party Control		
Alexa	Google Assistant	
Device Offline Notification		
Offline Notification		⬭
Other		
Share devices		›
Create Group		›
FAQ & Feedback		›
Add to home screen		›
Check The Network		Check Now ›
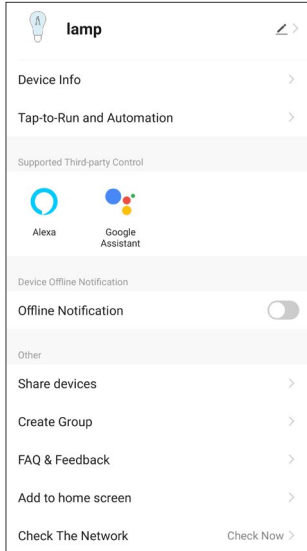
• Now click on Create Group

‹	**Select Device**	**Save**
ⓘ Group and control devices simultaneously		
🔆 lamp 2	Hama Family	✓
🔆 lamp	Hama Family	✓
🔆 lamp 3	Hama Family	✓
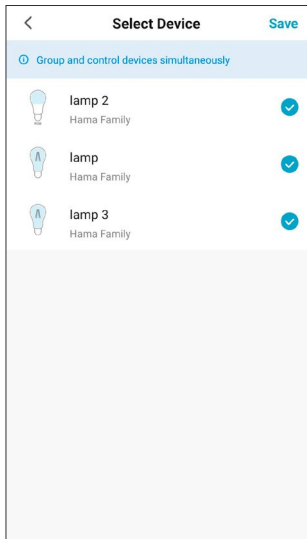
• Now select all the lamps you want to group. To do this, tick the corresponding lamps. Click on "Save", then enter a name for the group and confirm again with "Save".
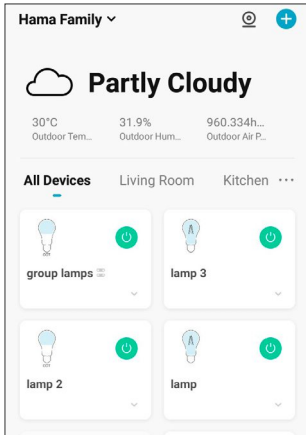
• The group is now listed separately in the device overview. You can now switch all selected lamps on and off simultaneously via the group.

5. Integrate with Amazon Alexa

For detailed instructions on how to connect your smart products to Alexa, click on Profile and select Alexa. Follow the instructions there.

Note - Groups and scenes (Alexa App)

• If you have already created groups and/or scenes in the Hama Smart Home (Solution) app, it is possible that the Alexa app cannot transfer these.

• With the Alexa app, lamps can only be grouped. Scenes are not possible.

6. Integration into Google Home

For detailed instructions on how to connect your smart products to Google Home, click on "Profile", select Google Assistant and then click on instructions. Then follow the instruction.

7. FAQs and support

How devices are networked

1. Make sure that the device is connected to the mains and switched on.
2. Once you have opened the app, click on "+" at the top right of the home page to add the device and select the appropriate product category.
3. Enter the WiFi password:
   Select the WiFi network to which the device is to connect. Enter the WiFi password and then click on "NEXT". Currently, only 2.4GHz WiFi is supported for network integration. Check that you are on a 2.4GHz network.
4. Set the device to network status:
   the Wi-Fi indicator flashes quickly (2 times per second).

   For help, click on "How to reset devices".

   For products that have a switch, such as the power socket, but do not have a reset button, the switch is normally pressed for 5 seconds.

   For lamps that do not have their own switch, turn them into the corresponding socket and press the light switch "On-Off-On-Off-On" 3 times. Leave the device switched on. As soon as the lamp flashes quickly, the process is completed.

   If it is a product with a reset button, it is usually sufficient to press it.

   It may be helpful to consult the instruction manual of the product itself to find out the network binding settings.

How to correct connection errors (failure of device integration)
1. Make sure that the device is powered and switched on.
2. Make sure that the device is in the network state.
3. Make sure that the device, the smartphone and the router are close to each other.
4. Make sure that the router and the smartphone have a network connection.
5. Make sure you have entered the correct router password.
6. Make sure that the device you want to integrate into the network uses the 2.4GHz WiFi band. WiFi must be activated and must not be set to hidden.
7. Make sure that the encryption mode of the router's WiFi setting is WPA2-PSK type, the authentication type is AES or both are set to automatic. The WiFi mode must not be set to "11n only".

8. If the number of router access devices has already reached the maximum number, you can try deactivating the WiFi function of a device to reconfigure the channel.
9. If WiFi MAC address filtering is enabled in the router, try removing the device from the router's MAC filter list to ensure that the router does not block the device from the network.
10. Alternatively, try to integrate the device via AP mode (access point mode), see 2.2 Dual Band Router.

What to do if the device is shown as offline?

1. Make sure that the device is powered.
2. Make sure that the network where the device is located is stable. To check the status: Connect the smartphone or tablet to the same network and place it next to the device. Try to open the web page.
3. Make sure the home Wi-Fi network is working properly and check if the Wi-Fi name, password, etc. have been changed. If this is the case, please reset the device and add it again. Removal of a device: Open the app and click on the "My home" icon. Press and hold the device to be removed, click on "Remove device" and then confirm the removal with "OK".
4. After restarting the router, wait 3 minutes to see the device status.
5. If the network status has not changed after troubleshooting, go to the device's control page and click the pencil icon "..." in the upper right corner to view more pages. Click on "FAQ & Feedback" and on "More". Now click on "My feedback" to specify the problem you encountered and your router model.
6. Please note that the two items 176553 Door/window contact and 176554 Motion detector may be shown as offline in the app depending on the time of the last actuation. This serves to extend the battery life, but does not limit the function in any way.

About the app

The app cannot control the device remotely. After the remote control attempt, the settings are not applied.

If the app control does not work, it may be due to the network or the device may not be connected to the network.

1. Make sure that the device is powered.
2. Leave the app open for approx. 3 minutes to check whether the device status is still online.
3. If you are still online, place the smartphone next to the device, connect it to the same WiFi network the device is on and try opening the website to see if the network is working properly.
4. If the device is on the network and the network reception is good, but control is still not possible, go to the device's control page and click on the pencil icon "..." in the upper right corner to display more pages. Click on "FAQ & Feedback" and on "More". Now click on "My feedback" to specify the problem you encountered and your router model.

After the device is connected to the network, the control works in the same place, but as soon as the smartphone changes its network address or another network is used, the control no longer works.

Under these circumstances, it is possible that the device and the smartphone are connected via the same LAN network but are not connected to the Internet.

1. Place the smartphone next to the device, connect it to the same WiFi network the device is on and see if you can open a web page to see if there is an Internet connection.
2. If you cannot access the Internet, try restarting the router.
3. If the device is connected to the Internet but the problem described above still occurs, go to the device's control page and click on the pencil icon "..." in the upper right corner to display more pages. Click on "FAQ & Feedback" and on "More". Now click on "My feedback" to specify the problem you encountered and your router model.

The actual device status does not match the status displayed in the app
If the device is controlled by a physical switch, opening the app may not synchronise the device status immediately.

Open the app again. Now the device status should update during operation.

After the power supply to the lamp has failed and then been restored, the light that was originally switched off suddenly switches on.

In this case, it is a lamp that does not have a switch itself (and where the house switch is not intelligently network controlled and the scene settings are not activated). When such a device is connected to the network, the physical switch of the lamp must be switched on and only then can the app control the lamp.
However, if the power supply is interrupted, the connection between the lamp and the app is also interrupted. This turns the lamp back into an ordinary lamp. If the power supply is now restored, the physical switching state "On" applies, so that the light is switched on.

How can I deactivate a countdown again after setting it?
Set the countdown to 0 hours 0 minutes, this will deactivate it.

Switch the temperature display between Celsius and Fahrenheit.

Click on the settings icon under "Profile" in the top right-hand corner and select the desired unit under "Temperature unit". After the change, the selected temperature unit is used according to the following setting scene.

What to do if "SmartLife-xxxxx" cannot be found in the network in AP (Access Point) mode?
Search for "undefined-xxxx" or other similar hotspot types in the WiFi list to connect.

Third-party control elements
How do I check which third-party controls are supported by my device?

First register the device in the app, go to the device control page. Click on the pencil icon in the upper right corner to view more pages. In "Supported third party" you can view the third party control supported by the device. Here, click on the Third Party Control icon and then on Instruction to view the User Guide.

What should I do if the voice control does not work with third-party products despite an existing connection?

Please check in the third-party app whether the command was recognised correctly. For more information, please refer to the operating instructions of the third-party supplier.

Note on the app
Subject to change in the course of further technical development.