

## Frequently Asked Questions

### Frequently Asked Question on Switches.

1. What do the different coloured dots and numbers on a room icon signify?

The number alongside the yellow dot represents the total number of switches in a room. The number near the red dot represents the number of switches not in use, while the number in big cases identified by the green dot shows the number of switches currently in use in the room.

2. What is the purpose of the lock symbol on the room icon?

The lock feature can be used to lock a given room in the app from anywhere in the world. This means that anytime someone turns on a switch in the room, the user is notified with an intrusion alert.

3. What does the red power button on the room I can do?

The power button can be used to turn off all the switches in a room at once without entering the room.

4. How many switches can I install in a room?

You can install any number of switches in a room depending upon your requirement.

5. How many sensors can I attach to a switch?

The Prime 4S comes with an inbuilt temperature sensor. Additionally, you can attach 2 more sensors to it. Different sensors such as a gas sensor, light sensor, occupancy sensor etc.

6. How do I set schedules on a switch?

To schedule a switch, tap on the settings icon on the top right corner of the switch. Click on Schedule > Tap on the + button to add a new schedule. Fill in the schedule details. Click on 'Create schedule'.

7. What is an auto-turnoff timer and how does it work?

By setting an auto-turnoff timer on a switch, you can determine the time after which it will automatically turn off. To set this timer, tap on the settings icon on the top right corner of the switch. Click on 'Set Auto turn-off timer' > Enter the time in minutes and save.

8. How do I rename a switch?

To change the name, tap on the settings icon on the top right corner of the switch. Click on 'Appliance Name' and give a new name. Click on 'Update switch'.

9. What is the small coloured dot at the bottom of a switch?

It indicates the colour coding of that switch. Every SMART HOME device is assigned a colour to uniquely identify it. You can find the colour coding of all devices under the Device section in Settings.

10. What if I don't want to install / use regulator provision in SMART 3 Switch, 4 Switch or 5 Switch? (This is relevant only for SMART Switch Variants that come with sensor strip).

The regulator must be attached to its concerned port on the switch in either case, whether it is being used or not. In case you choose not to operate your fan with our smartphone app, the fan regulator wiring must be closed in the manner specified below. Take the black jumper in the product kit, and attach it firmly on the regulator port, such

that the right pin and the middle pin are covered by it. The same procedure should be followed when SMART regulator doesn't fit to the existing board.

### Frequently Asked Question on Smart Plug-16 Amps.

1. What categories of appliances does Smart Plug 16A support?

Smart Plug 16A is designed to support all heavy-duty appliances with 6A and 16A rating.

2. What Brands of Appliances does Smart Plug 16A Support?

Smart Plug 16A can support all heavy-duty appliances irrespective of their brands.

3. Can I reuse Smart Plug 16A for another appliance?

Yes, you can. You can plug the Smart Plug 16A to another appliance and configure its switch in the mobile app.

4. Does my smart phone need to have an IR blaster to use Smart Plug 16A

No. It does not.

5. Does my Smart Plug 16A automatically connect to the pre-configured locations/networks when I plug out from one network/location and plug in my SMART plug in another location/network?

SMART plug saves 1 network at a time. So, to configure the plug in another location, you must first factory reset it by pressing the reset button for 10 seconds, then configuring it in the app for the new location. Steps remain the same.

6. Can we turn on/off appliances manually after we install Smart Plug 16A

Yes, you can. The normal switch can be operated manually just like before. Additionally, you can control the appliance using SMART HOME App also.

7. Can Smart Plug 16A safeguard the connected appliance from any usual power surge?

Yes. It has an inbuilt surge protector and ceramic housing that adds an extra layer of protection from any unusual power surges.

8. Can Smart Plug 16A be connected to power sockets that does not have a switch provision?

Yes. It can be connected. The user can then manually operate the appliance using the reset/power button on the side or using the SMART HOME app.

9. Are there any safety concerns when using Smart Plug 16A

No, there are no extra protective measures to be taken while setting up or using Smart Plug 16A apart from the standard electrical precautions.

10. How can I reset Smart Plug 16A

Press continuously on the reset/power button on the side for 10 seconds. You can see a blue light on the device. This means the plug has entered into set-up mode. Now you can go to the app and configure the device from the beginning.

## Frequently Asked Question on Scenes.

What are scenes and how do I set them?

Scenes are combinations of different appliances that can set to turn on in a present manner. For ex: You can set a combination of lights in your house to create a movie scene or set another combination of appliances to turn on to create a party scene.

### To set scenes:

Go to scenes > scenes > tap on + button. Select the scene. In the New scene: name the scene>select the room to play the scene> select the respective appliance to form the scene and also choose on/off button for each of them. Once done, click on create.

## Frequently Asked Question on Routines.

What are routines and how do I set one?

Preferably, routines are to be set to run tasks that are required daily, like a morning routine. It can be anything from turning off all porch lights at once to switching on the water pump at 7am every day.

### To set a routine:

- In home dashboard, go to scenes >scenes>tap on+button.
- Select routine.
- Name your routine>select trigger time and days>select the room>select the switches to include in routine.
- Also, choose the on/off option.To repeat the same action,tap on the +button.
- After setting the routine, select ok and create.

## Frequently Asked Question on Networking.

1. What to do when my Retrofit module is not connecting to Wi-Fi after configuration?

While configuring the Retrofit module with your home WIFI, make sure to provide the correct Wi-Fi name and password to the automation app. Both the Wi-Fi name and password are case sensitive, hence, if the configuration fails, you need to factory reset the device and reconfigure it. To factory reset the device, you need to toggle the first switch of the Retrofit module seven times within 7 seconds and reconfigure it according to the steps mentioned in the automation app.

2. Do i need a hub for to control my devices

No, you don't need any hub to control our smart devices. Home Wi-Fi or any wi-fi router will help you control our smart devices.

3. Why I am seeing "unable to get" in Current Network of the device field?

"Unable to get" means the device might not be connected to any Wi-Fi, i.e. the device might not be configured. Make sure that the Wi-Fi signal is strong and is turned

on, and make sure that the Retrofit module is plugged in/powerd on. If this did not work, try resetting the device by toggling the first switch On and Off, seven times within 7 seconds; then reconfigure the device on the mobile app.

4. What to do when my Retrofit module is connected to Wi-Fi once and but after sometime it is disconnecting and not able to reconnect automatically?

Sometimes it happens due to channel interference, poor WIFI signal to device or due to some RF Shielding materials in your building's construction. In this case you can reset the device by toggling the first switch of the device 'On & Off' seven times within 7 seconds. Then reconfigure the device while ensuring that the Wi-Fi signal is strong near the device.

5. If the router is switched off. Is it possible to control the appliances connected to our smart device?

No, it is not possible to control smart devices when the wi-fi router is switched off. But you can control the smart devices if your wi-fi router is switched on and is working, but there is no internet connectivity. Your smartphone should also be connected to the same wi-fi router to control the devices.

6. The internet at my home or office is down will my devices work?

If you are connected to the same Wi-Fi router, even when the internet is not available or is down, you will be able to control devices with your mobile app and manually. If you are not connected to the same Wi-Fi router, and the Wi-Fi connection to the smart devices is down, you won't be able to control the devices with your smartphone.

7. What to do when Retrofit module is connected to Wi-Fi but still seeing a loader in my application and it throws alert that is unable to communicate to device?

To make sure that the Retrofit module is connected loads correctly and the app is connected to the Wi-Fi, close the app and open it again. If this process doesn't work then make sure that you have the latest version of the app along with a stable Wi-Fi connection to the device and is not too far away from the Wi-Fi router.

8. How to distinguish whether I am using 2.4G or 5G Wi-Fi network?

The steps of the PC side are as follows: Click the network icon in the bottom right corner on the system desktop. Click [Network and Internet settings] in the pop-up box. Click WLAN on the left hand side. Click [Hardware Properties] under [WLAN]. Then you will see the information of network band. The steps for viewing on the mobile side are as follows: Android : Different brands of Android phones are different. Take Huawei mobile phone as an example. You can click on the connected Wi-Fi name in the Wi-Fi list, and the corresponding information will be displayed, including the frequency. iOS : Download

AirPort tool in the App Store Turn on the Wi-Fi Scanner in "Settings - Airport Tools "Open the app and click on "Wi-Fi Scan" in the upper right corner. Channel 1-13 band is 2.4G, and larger than 13 is 5G.

9. The device is failed to connect on a 5G network

Dear user, we are sorry for your inconvenience. Our device only support 2.4G network, you can change your network to 2.4G and try again. Thanks for your support and understanding.

10. How do I choose between 2.4 GHz or 5 GHz networks for my device?

Log in to the management page of your router through your computer or mobile phone, and then change the SSID of the 2.4 GHz and 5 GHz networks. This helps you easily differentiate the two networks.

11. What should I do when my device goes offline after I change the router or network?

Network configurations change if you replace the router or use a new network. To use a device that has been connected to a different network, first remove that device, reconnect it to the new network, and then add it again.

12. Can I use the device without the Internet?

Dear user, sorry for your inconvenience. If you cannot use the Internet, you need two smartphones that can provide a network hotspot. One phone turns on the hotspot as the network provider and the other can connect to the device. Otherwise, the device may not work properly. Thanks for your support and understanding.

13. Can I change network without a device reset ?

Dear User, sorry for the inconvenience. The network configurations change if you replace the router or use a new network. To use a device that has been connected to a different network, first remove that device from the app, reconnect it to the new network, and then add it again.

## Frequently Asked Question on Home and Access Control.

1. How do I share access to my SMART home account with other people?

Anyone can join your home once the join request is accepted by the Prime User.  
(Prime User is the user who created the home in the SMART HOME Mobile application)

**To give devices access to other people, there are two ways, they are**

1. Ask the user (who wants to get access) to, go to Settings > Homes > Join Home > search with email/phone of home users > Request > Done (once prime user accepts request from notification)

2. Prime user can add any other users by doing, Settings > Homes > (Select Home) > Users > Add User > Provide email/phone of registered User > Done

2. Can I revoke access to someone in my home / remove someone from my home in SMART HOME App?

Only Prime User can revoke access to anyone in home.  
(Prime User is the user who created the home in the SMART HOME application)  
Go to Settings > Homes > (Select Home) > Users > (Select User to remove) > Delete User.

3. Who is the Prime User in a home? What can he/she do?

Prime User of a home is the user who created the home in the SMART HOME Mobile application.  
Prime User can add/remove users from home and also can accept/reject join requests from other users.

4. Is there a limit to the number of homes that a user can create?

No, there is no limit to the number of homes that can be linked to a user account. But at a time, a user can enter and operate devices in one home only.

## Frequently Asked Question on Sensors.

1. How many types of sensors are available in the SMART HOME catalog?

SMART HOME Sensor catalog includes commonly used sensors such as sensors for detecting motion, temperature, gas, light, and air quality.

2. How do I connect sensors to smart switch?

You can connect 2 sensors to a Prime 4S switch. One on the left port and one on the right. If you have purchased a motion sensor, you must connect it to the right port. All other sensors are compatible with the left port.

3. How do I configure a sensor?

First, plug in the sensor into SMART switch. Then, in the mobile app, go to settings > Devices. Select the appropriate SMART Switch. Go to 'Configure Sensors' to configure it.

4. How does SMART dust sensor work?

It detects dust in the air and produces an electrical signal proportional to the dust concentration detected. The detected values are shown on the sensor display in the given room in SMART HOME app

5. How can I use SMART sensors to work with my other SMART devices in the home?

You can use sensors along with SMART switch to create workflows. For ex: Create a workflow with light sensor such that, when it becomes dark outside the house, the porch lights turn on automatically. Or in another case, create a workflow with the temperature sensor to turn on the AC when the room temperature rises above 27 degree Celsius.

6. How does SMART Gas sensor work?

The Gas sensor detects any gas leakage if kept in the vicinity of an LPG source, and alerts the user via the mobile app. Also, the user can create workflows that will be triggered in case a leakage occurs. For ex: If a gas leakage is detected, turn off all appliances in the kitchen.

### Frequently Asked Question on Miscellaneous.

1. Can I Suggest a New Feature?

Yes you can! Go to: Settings>Support>Feedback, to provide feedback.

2. If I have other questions who should I contact?

Go to: Settings > Support > Raise a complaint, to raise a ticket.

3. What kind of data does You collect from me?

We collect basic details such as name, mobile number and email-id of the user.

4. How do I interpret User/Device Operation Log/History, Running Hours shown in the app?

User/Device Operation, Log/History is recorded only when the Device is connected to the Internet, all actions that occur/happen when the device is disconnected from the internet shall not be reported to the user app. Calculation of appliance running hours and power tracking is based on device/user Operation log/history, device reporting to user app and device internet connectivity. Kindly use these details for information purposes only.

5. Will you provide after sales service?

Yes, We do provide after sales services, you can contact us via the automation app for any feedback, issue or complaint.