

hama

**HAMA HOME
APP GUIDE**



1. Introduction	4
2. System requirements	4
3. Setup	4
3.1 Preparation	4
3.2 Dual band routers (2.4 / 5 GHz)	5
3.3 Family management	6
4. Automations and scenes	7
5. Integrate with Amazon Alexa	9
6. Integration into Google Home	9
7. FAQs and support	10

1. Introduction

Control your smart devices easily via app, remote control or voice control. Our Smart products can easily be connected to your wireless home network via WiFi. No additional gateway is required, they work with any WLAN router. They can be controlled via a mobile device (mobile phone/tablet) as well as via the Amazon Alexa / Echo and Google Home Voice services.

2. System requirements

Note - Alexa



To use with Amazon Alexa, you need a device that is integrated into your home network and connected to the Internet and that supports Amazon Alexa (e.g. Amazon Echo/Echo Dot etc.).

Note - Google



To use with Google, you need a Google Home Assistant integrated into your home network and connected to the Internet.

Note - IFTTT



The service to support the IFTTT software by the products listed here has been discontinued. However, it may be possible that printed operating instructions or packaging still refer to this discontinued service.

Note



The following requirements must be met for successful commissioning/operation:

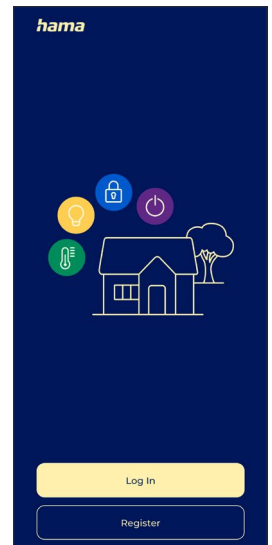
- A functioning and switched-on wireless home network (WiFi/WLAN).
- Please note that currently only 2.4GHz WiFi is supported for the network connection. Check that you are on a 2.4GHz network.
- A WiFi/WLAN-capable mobile device (smartphone/tablet etc.) connected to your home network.
- The **Hama Home** software installed on your mobile device

3. Setup

3.1 Preparation

Installing the Hama Home app

- Download **Hama Home** using your mobile device from the Apple App Store or Google Play.
- Open **Hama Home**.
- The first time you use the app, you need to register and create a new account. If you already have an account, log in with your access details.
- In the next screen you can make your data privacy settings.

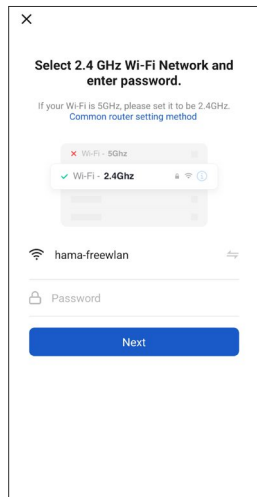


3.2 Dual band routers (2.4 / 5 GHz)

Many of the current routers transmit, sometimes even in parallel, with two so-called frequency bands: 2.4 GHz and 5 GHz. The advantage of the 2.4 GHz frequency is the higher range and compatibility with older devices that do not support 5 GHz. Please note that our Smart products currently only support 2.4 GHz. If you are using a dual-band router and this causes connection problems, there are 3 ways to fix them:

- **Deactivate 5 GHz frequency** Depending on the model, in the router settings (WLAN point), you will find a control for the two frequency bands. Select the 2.4 GHz frequency or deactivate the 5 GHz frequency. If necessary, consult the operating instructions for your router.
- **Change the name of the WLAN wireless network (SSID)** Depending on the model, you will find a control for the two frequency bands in the router settings (WLAN point). There you can change the names (SSID) of the frequencies, e.g. by simply adding the frequency such as "2.4" to the name. This allows the 2.4 GHz frequency to be selected specifically. If necessary, consult the operating instructions for your router.
- **Add AP (Access Point) mode compatibility mode**
If you have no way of ensuring that your smartphone is on a 2.4 GHz network, you can add your smart product via compatibility mode (Access Point Mode).

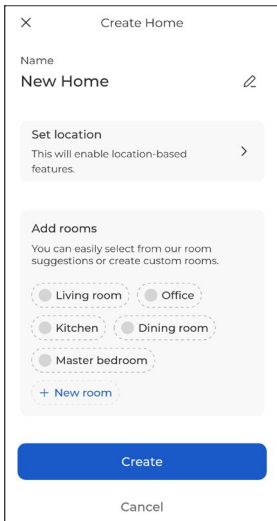
To do this, open **Hama Home** and click on +. Next, select the device you wish to integrate. Next, select your WLAN network and enter the password (Pic 1). Confirm your entry with NEXT. Click EZ Mode at the top and select AP mode.



Pic 1

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. Your previously created home is now displayed.



- **Add home**

Click on the three dots in the top right-hand corner. Then click on "Create home". Give your home a name. You can then activate used rooms by clicking on the individual tiles. You can add or remove rooms at any time by briefly pressing and holding the room and selecting "Remove" above the rooms.

- **Add a member to the family**

Click on your created home and under "Home members" you can create an invitation via "Invite new member". Now enter the email address of the person to be added.

The invited person now receives an invitation code. The invitation code is then displayed under "Join a home in the Hama Home App". The new member has now been added successfully. (Note: The sent invitation code expires after 3 days.)

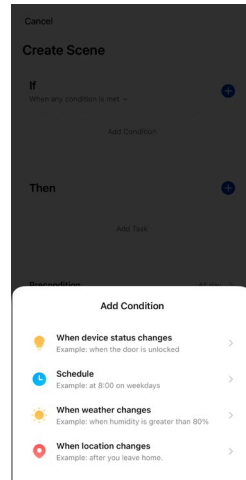
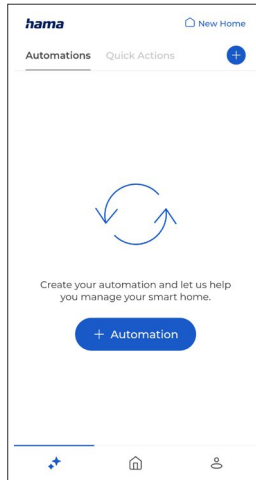
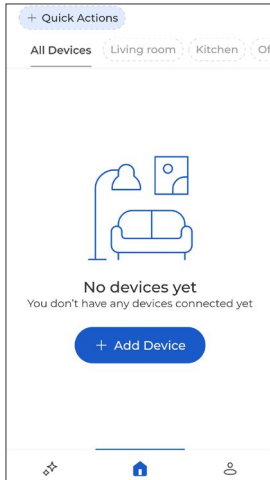
Note - Location



- To finalise the home setup, it is not necessary to set the location manually. Due to the IP address and the time zone set in the smartphone, the app also works without further information. If you need a more precise location determination at a later date, you can do this under Profile/ Family Administration.
- Please note that location-dependent conditions cannot be used for automations such as weather data without a location. This data is not used by Hama for statistical purposes.

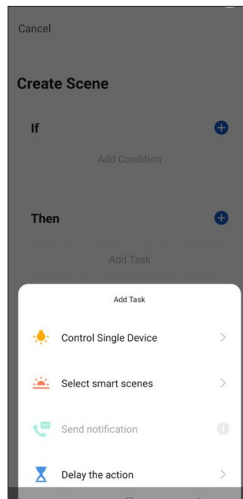
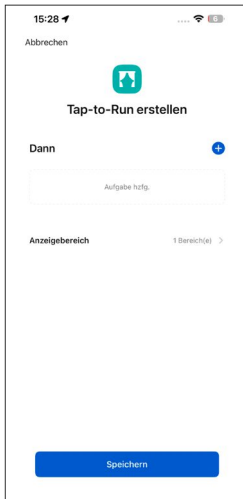
4. Automations and scenes

- To create an automation or scene, select the bottom left icon.



- To set up an automation, you need a trigger that will activate it, such as a sensor, a time or a change in the weather. This can be selected after pressing the "+ Automation" button using the plus to the right of "If" and can consist of one or more conditions
- **When a device status changes**
Select this to create an automation linked to a device status.
- **Schedule**
Select this to create an automation linked to a specific time.
- **When weather changes**
Select this to create an automation linked to a weather condition.
- **When location changes**
Select this to create an automation linked to a weather condition.

- If you only want to create a scene that implements a personalised sequence or a setting for one or more devices at the touch of a button, you can do so via "+ Scenes" at the top left of the start screen, as well as, after selecting the bottom left symbol, via the top right tab "Scenes" by clicking "+ Scene".
- As soon as one or more conditions have been selected for an automation or a scene is to be created, you can use the plus button to the right of "Then" to add the tasks you want to be completed.



Now you have the following options:

- **Control single device**
Control devices integrated into the app.
- **Run scenes or activate automation**
- **Send push notification**
Have a push notification sent to the mobile phone when the set condition is met.
- **Delay** Select a time that must elapse before a further action.
- 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.
- By clicking on "Store", you will be asked to name the scene. After naming, press "Confirm" to finalise the scene/automation.

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 Home 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 bottom 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.

Under "Profile" on the right, click on Settings and select the desired unit under "Application settings" > "Temperature Unit". After the change, the selected temperature unit is used according to the following setting scene.

What to do if "SmartLife-xxxx" 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 control elements 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.

