



HKBN Home

App User Guide

(iOS & Android)



v.20200602v2

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About HKBN Home App

HKBN Home is a one-stop smart home platform to make your home a better place to live through the benefits of convenience, home security and energy efficiency by smart home living. With HKBN Home App, you can manage and control your smart home devices at anytime and anywhere. For examples, you can watch the live view and get alert messages from your IP camera, control the power of smart plug or use your phone as a smart remote control. No more frustration and effort to manage and learn different App because all above can be done by one App. Besides, HKBN Home will be compatible with different brands of smart home platform to meet the diverse needs of your daily life such as home security, lighting, power management, sensors and home appliances.

Main features:

- Control smart home devices anytime, anywhere with one single App
- Support Cantonese voice control with Siri (iOS only)
- One tap for scene execution to control multiple devices at one go
- Connect and make devices react to conditions automatically by setting rules
- Compatible with different brands of smart home platforms to meet the diverse needs of home living

Download HKBN Home App



Search and download “HKBN Home”
App in Apple App Store OR Google
Play Store

OR

Scan the QR code below

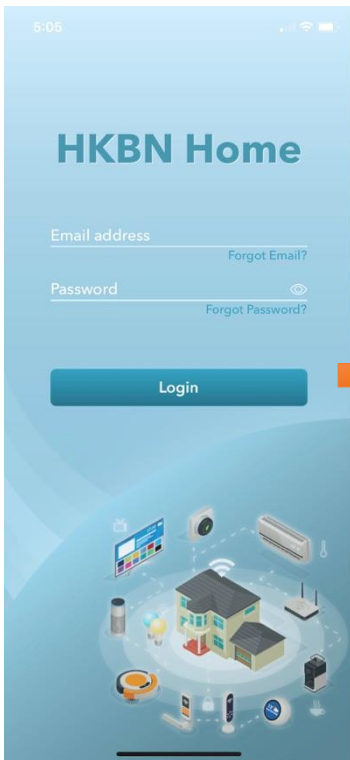


Account Login

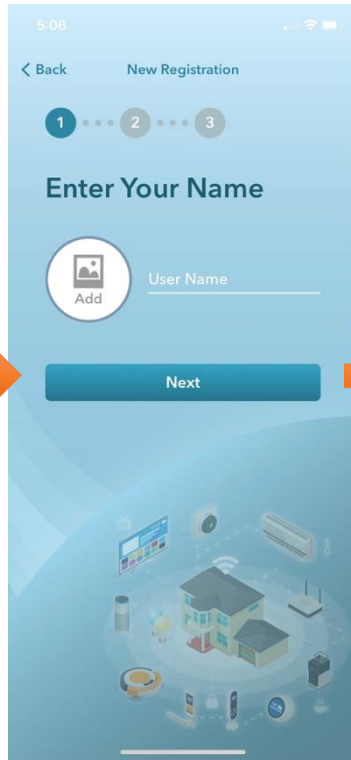
First-time login

1. Enter your Email address and Password. (image 1)
(You can find your first-time login information in the activation email.)
2. Enter your user name and select profile picture. (image 2)
3. Select or skip your home location*. (image 3)
(*Provide home location to get accurate weather information for the conditions in Automation smart action.)
4. Enter new password. (image 4)

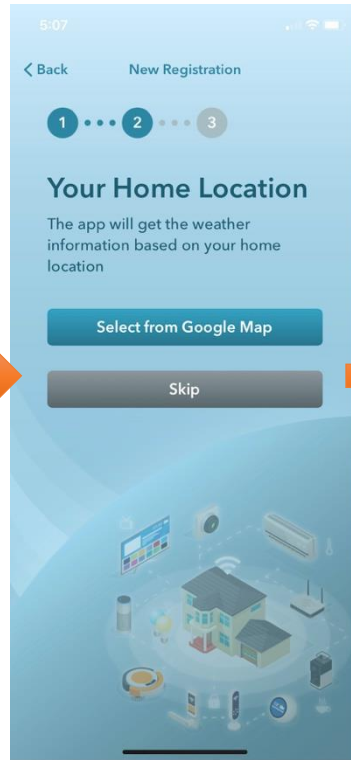
(image 1)



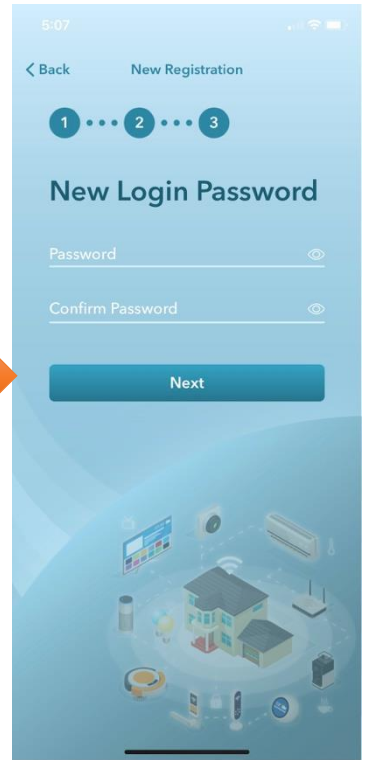
(image 2)



(image 3)



(image 4)



Share a HKBN Home account among users

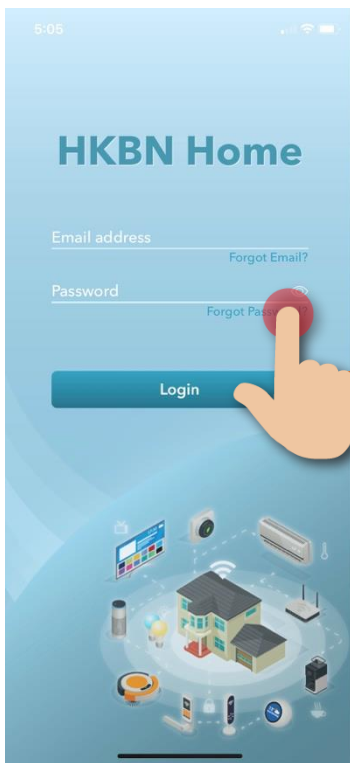
- User can login to the same HKBN Home account on multiple mobile phones to manage the same smart device.
- User will receive a push notification from their login mobile device when there is a new mobile device login to the same account.
- User can check what mobile devices already login to the account: in "Settings" >> "User Account Settings" >> "Device Management".

Forget Password

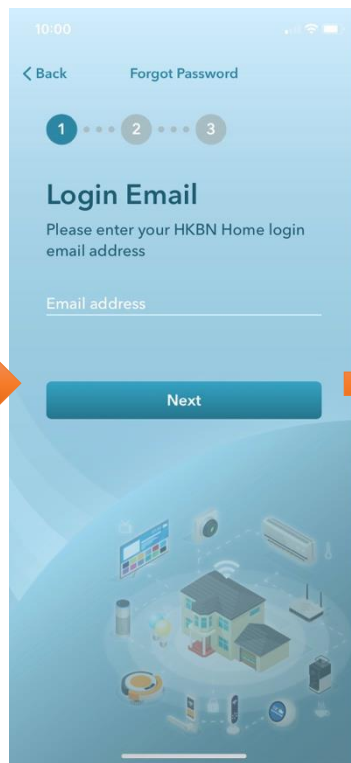
If you forget your password, you can create new password through the “Forget Password” function in the login page:

1. Tap “Forgot Password”. (image 1)
2. Enter your login email address and tap “Next”. (image 2)
3. Enter the verification code sent to your email. (image 3)
4. Reset new password. (image 4)

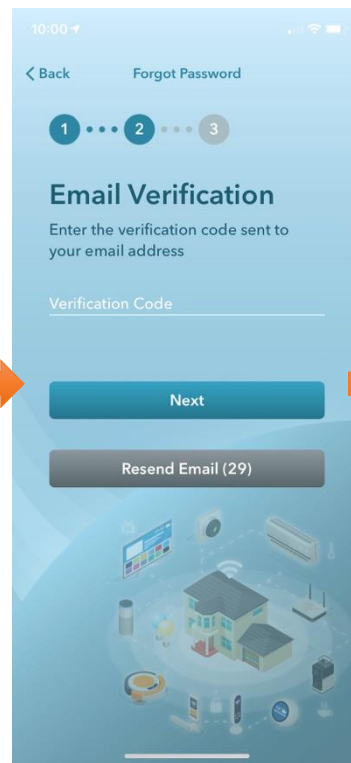
(image 1)



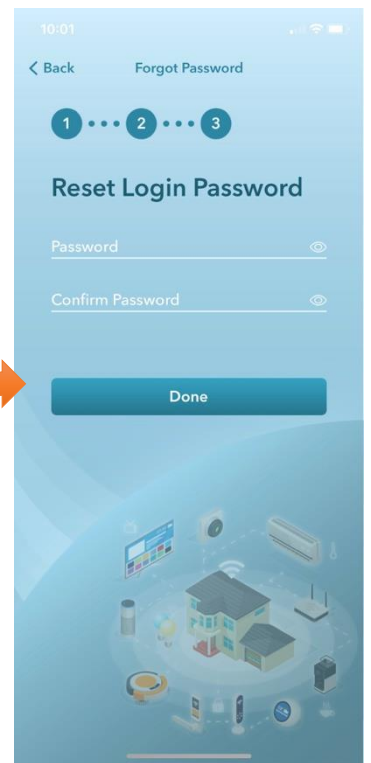
(image 2)



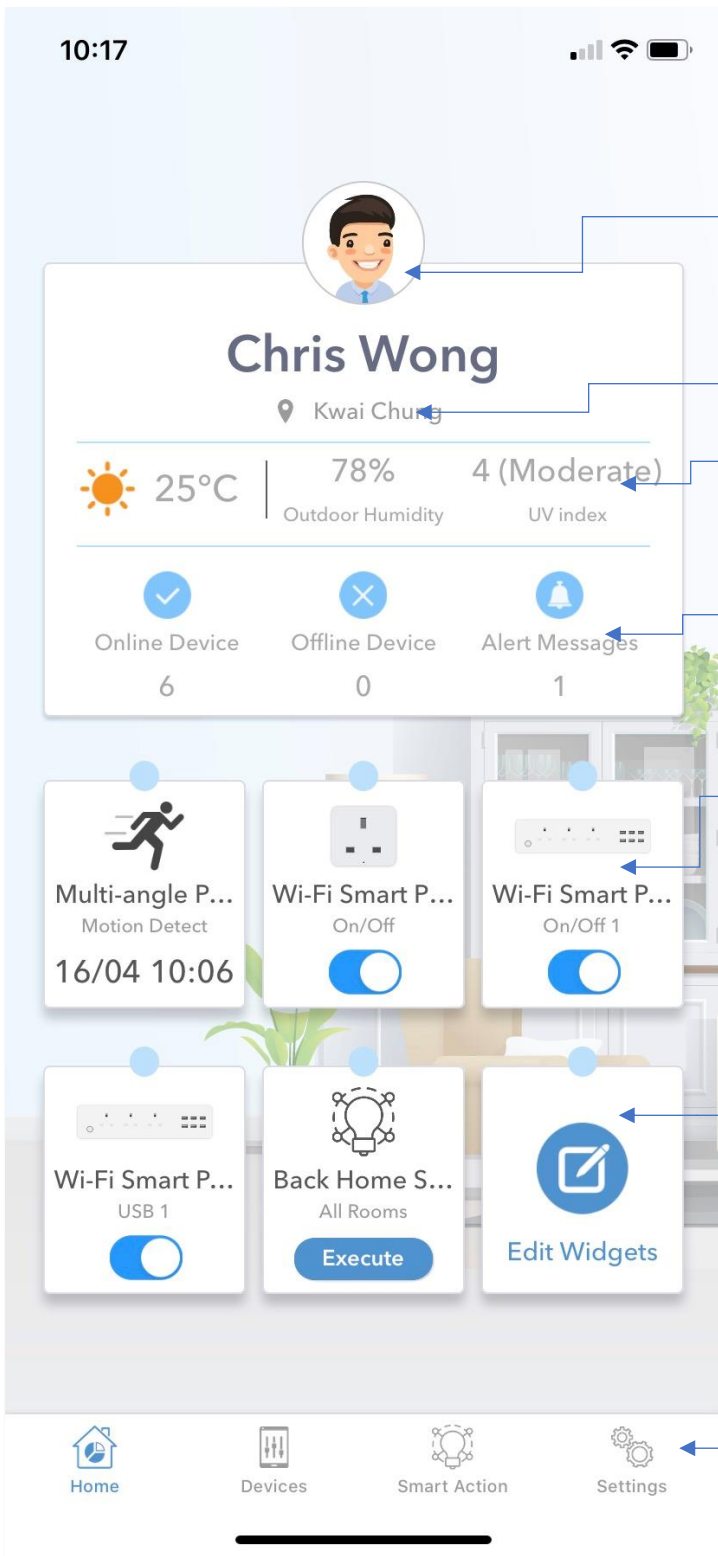
(image 3)



(image 4)



Homepage introduction



Profile picture and user name
(you can change in “settings”)

Home location (Tap to change)

Weather information
(Including temperature, humidity and UV index)

Device information
(Including numbers of online and offline device, alert message)

Widgets
You can add widgets to homepage. (including device on/off, battery level, motion detection information, scene execution etc.) *
*Available widgets depend on paired devices.

Edit widgets
(Please read “Edit Widgets” page for detail)

Main Menu

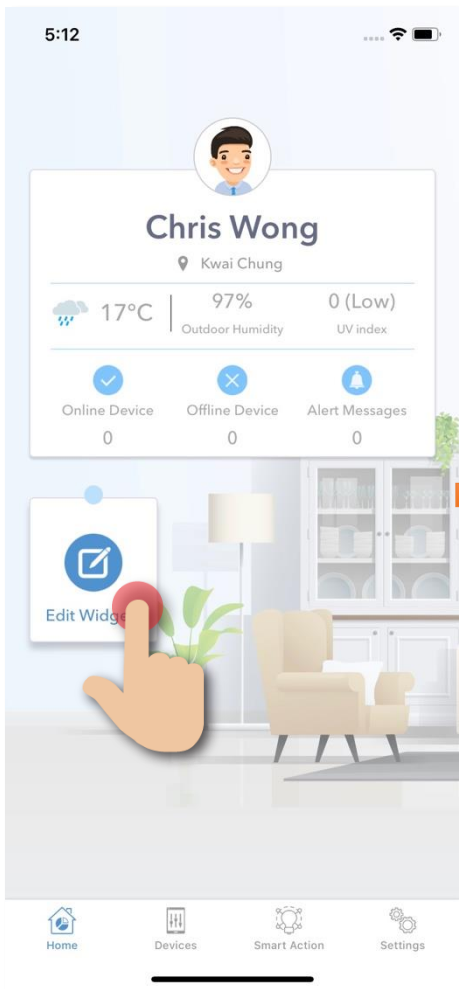
Edit Widgets

Widgets are small apps in homepage that launch specific functions to provide information and convenient access on your Home screen. For examples, device on/off, battery level, last motion detection information.

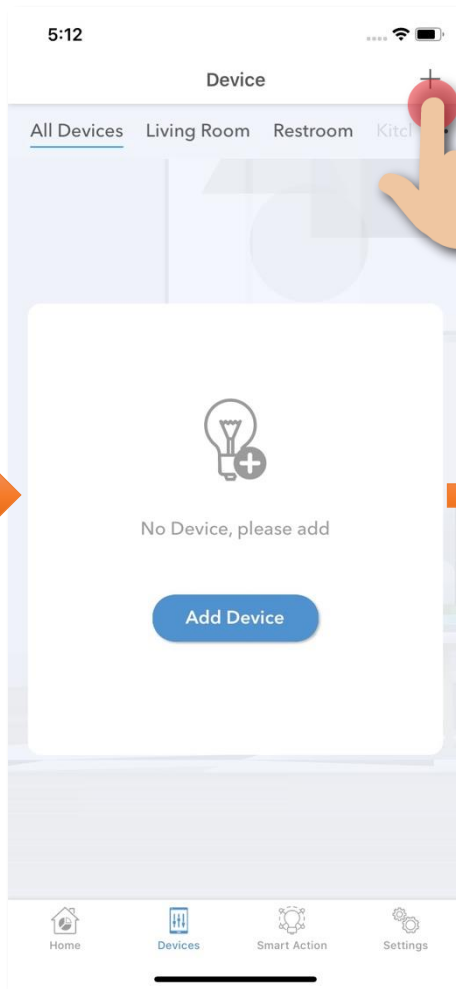
Add / Remove Widgets

1. Tap “Edit Widgets” in the homepage. (image 1)
2. Tap “Edit” button in the top right corner. (image 2)
3. In Add Widgets page, you can find all available widgets here.
App Widget: Tap the circle next to the device to add a tick.
Remove Widget: Tap the tick next to the device to remove the tick.
Tap “Save” when you complete your editing. (image 3)

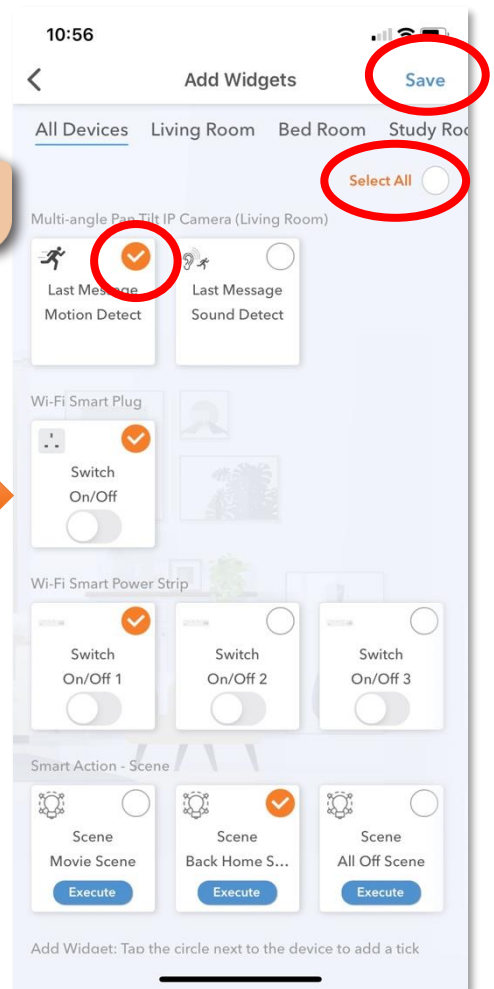
(image 1)



(image 2)



(image 3)

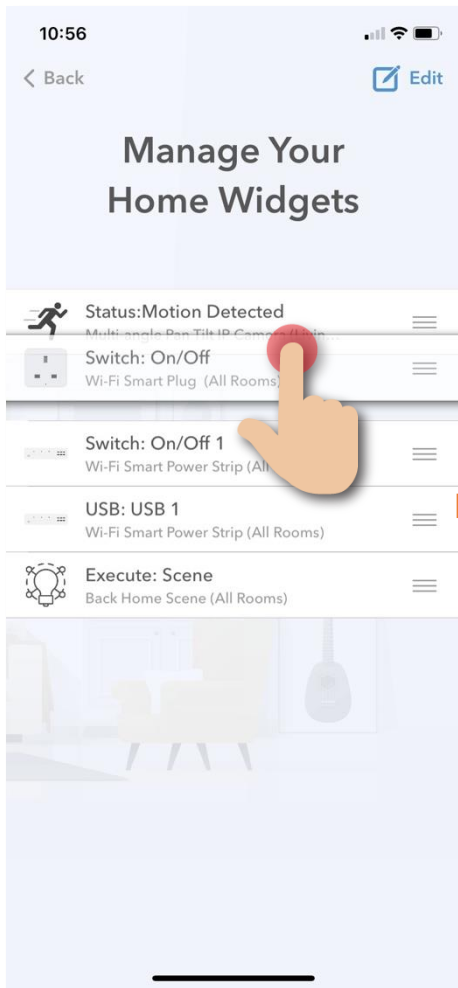


Edit Widgets

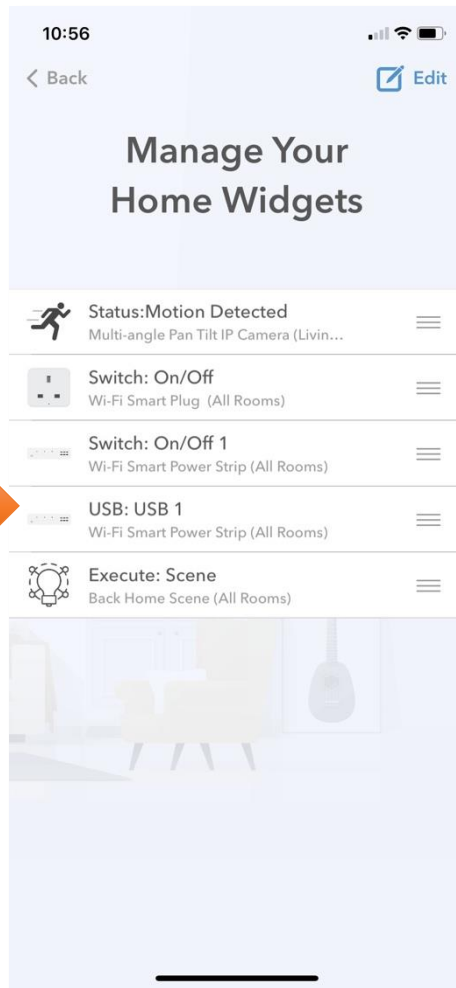
Manage widgets order in homepage

4. You can manage the order of widgets by dragging up or down the widgets (the top one will put in the home page top left corner.) (image 1 and 2)
5. Back to homepage, the new order will be applied. (image 3)

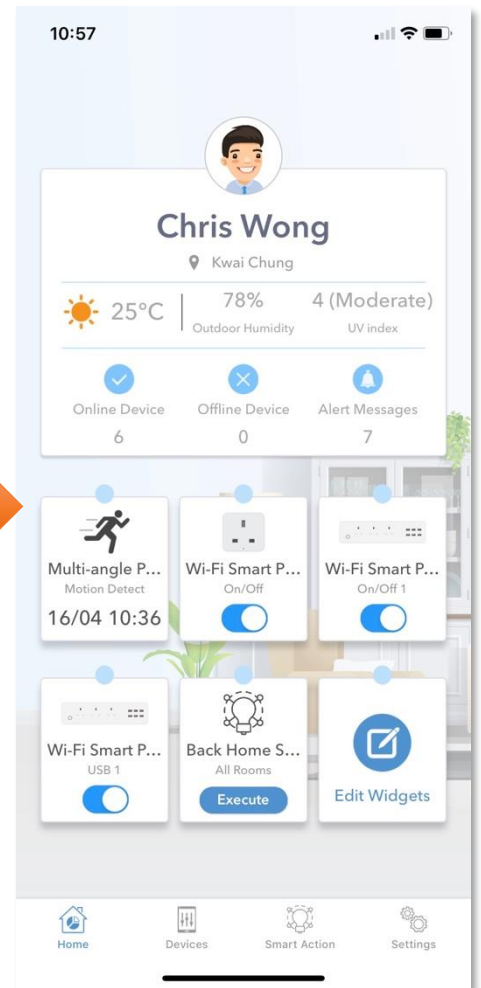
(image 1)



(image 2)



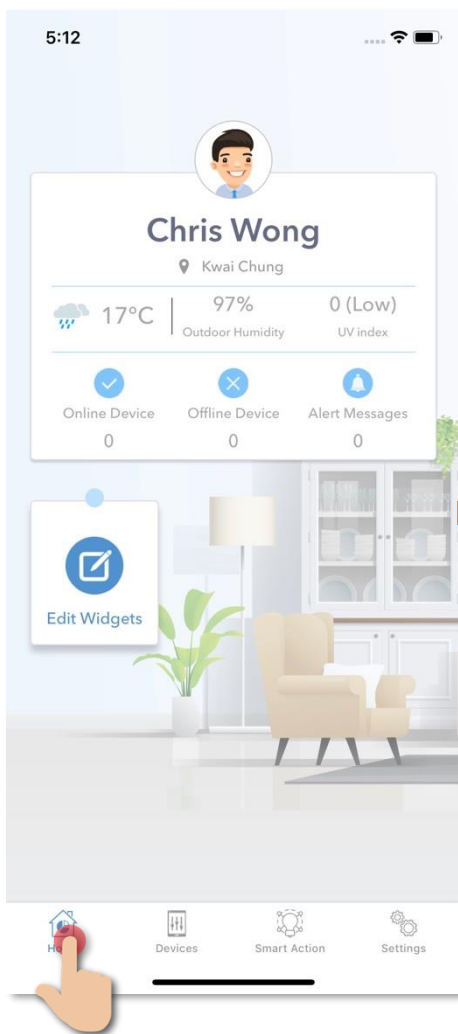
(image 3)



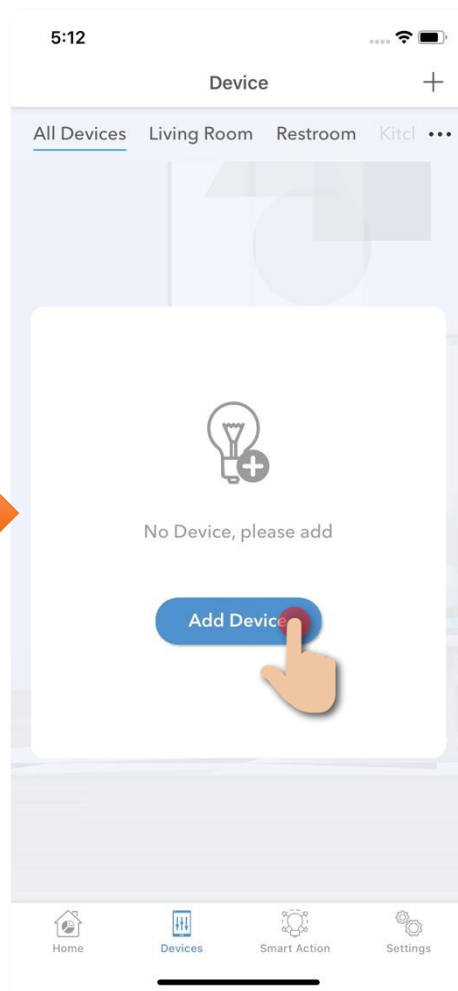
Add Device

1. Tap “Devices” on the bottom menu. (image 1)
2. Tap “Add Device” button OR “+” icon at top right corner if you already have paired device. (image 2)
3. Select the category from the left menu and tap the device icon. (image 3)

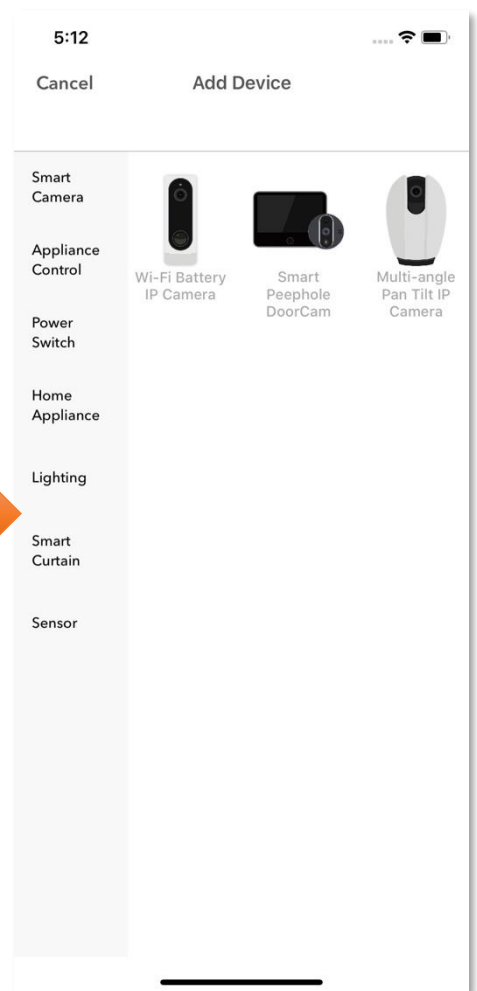
(image 1)



(image 2)



(image 3)



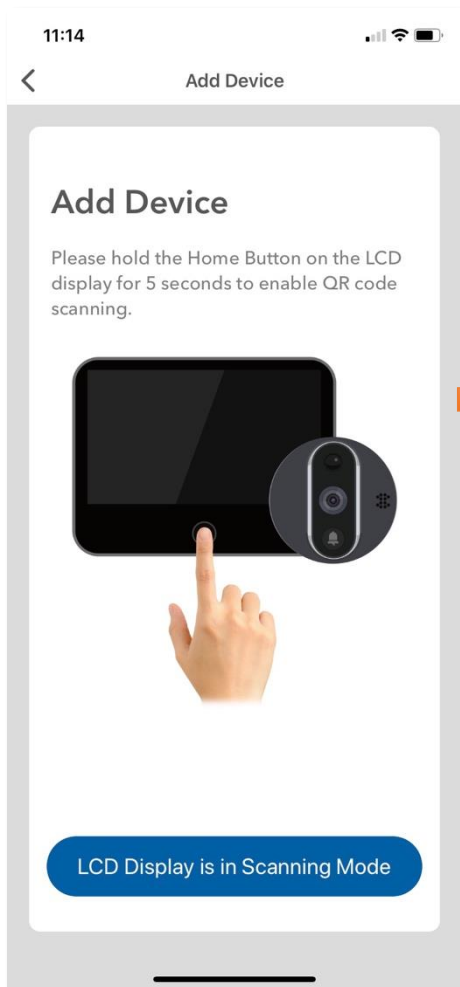
Add Device

4. Follow the pairing instructions on screen ° (image1) (Pairing method is varied from different smart device, please read the related product user guide for detail pairing procedure.)
5. Select **2.4GHz Wi-Fi Network** and enter Wi-Fi password. (image 2)

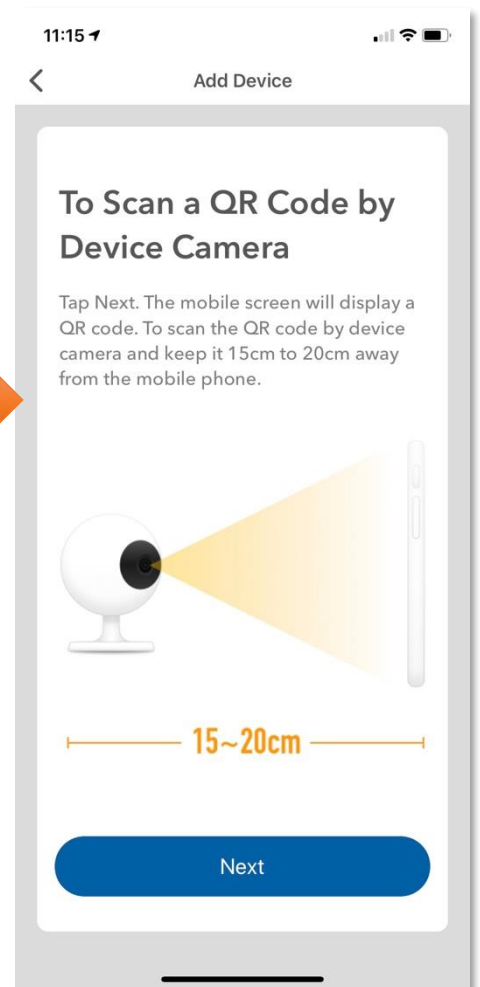
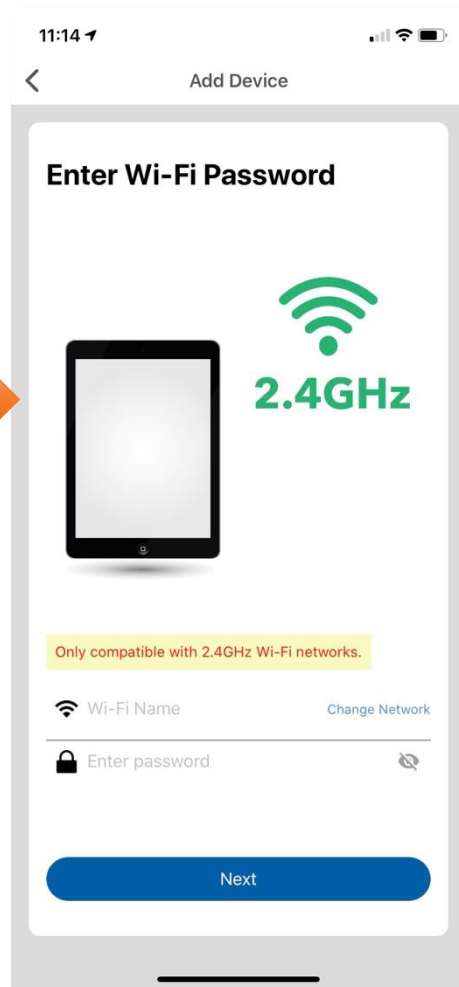
Important tips: Wi-Fi requirement

- Currently all smart devices are compatible to 2.4GHz network only. Please make sure your **device and mobile are connected to 2.4GHz but not 5GHz Wi-Fi network.**
- If you have 5GHz network and it is using the same network name (SSID) as the 2.4GHz network, please turn off the 5GHz network first before adding device.

(image 1)

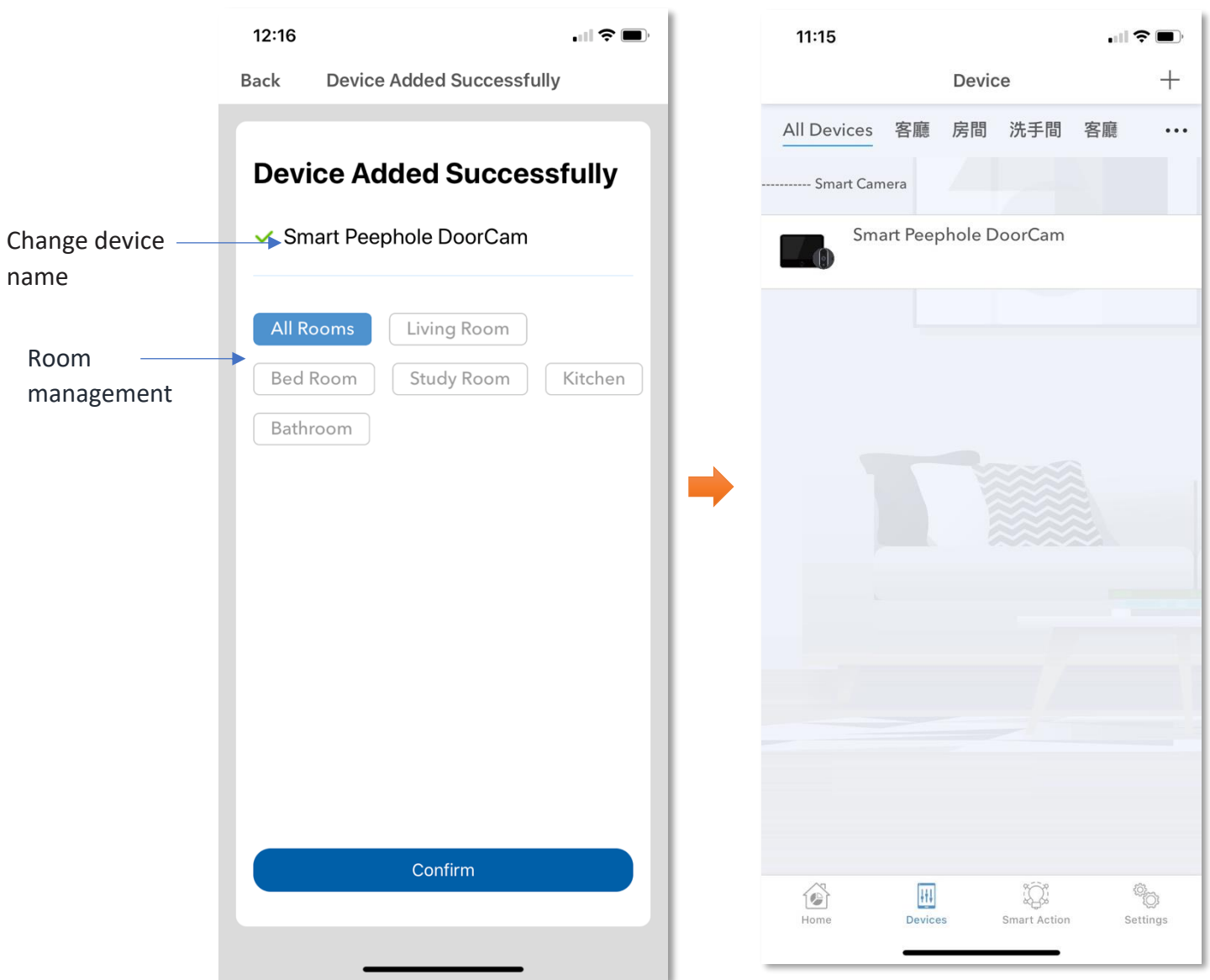


(image 2)



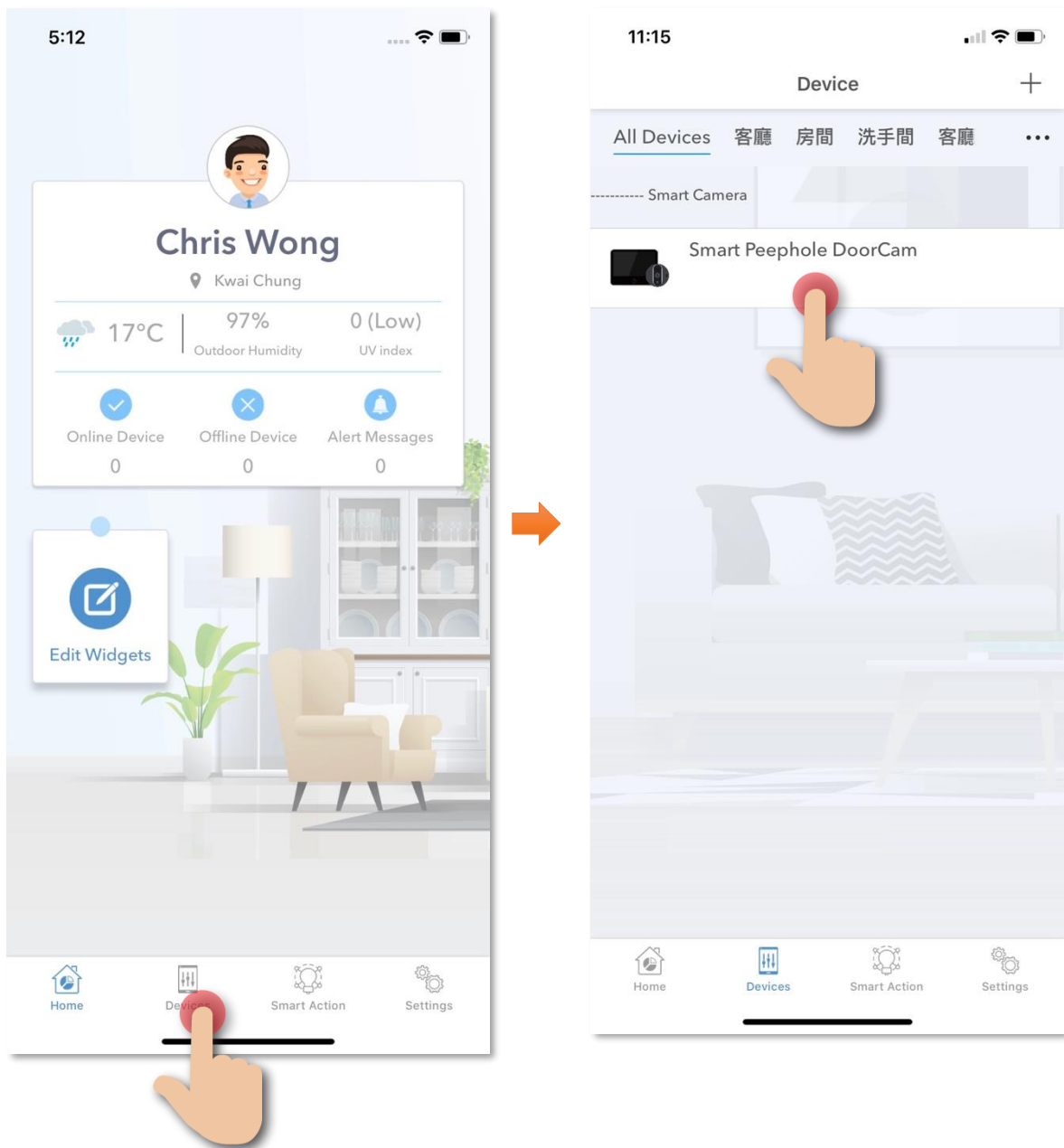
Add Device

6. After device added successfully, you can change the device name and assign it to the located room. (You can also change the device name and room location later in device setting page and room management page.)



Control Device

1. After successfully added device, you can find the added device in the “Device” page. Tap on the name of the device, you can enter to the control panel of the device.



Control Device

About the Control Panel, Device Settings and Remove Device are varied from individual smart device, please read the related product user guide for details.

Please visit (URL) for product user guide.

<https://www.hkbn.net/personal/support/en/broadband/#hkbn-home-userguide>

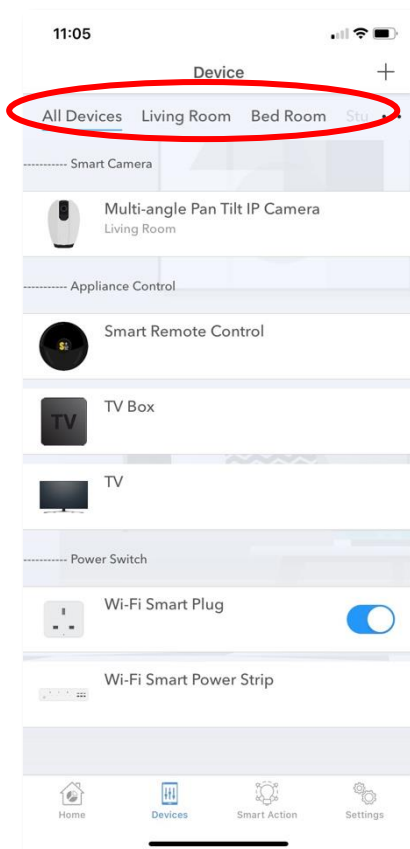
Room Management

You can assign your device to different room by Room Management function. For example, if you have a Smart Remote Control in your living room, you can assign this device into “Living room”. And you can find this device under this room. About room management:

- Each device can only be assigned to one room.
- You can move your device anytime to another room, a pop message will ask for your confirmation about removing it from the original room.
- You can rename room and its’ language will not be changed even if App language is changed.

1. Room Menu

In “Device” page, you can find the room selection menu on the top of screen. Tap the room name will show all the devices which are already assigned to this room. “All Device” will show all your added devices.




2. Add Device to Room

Method 1 :

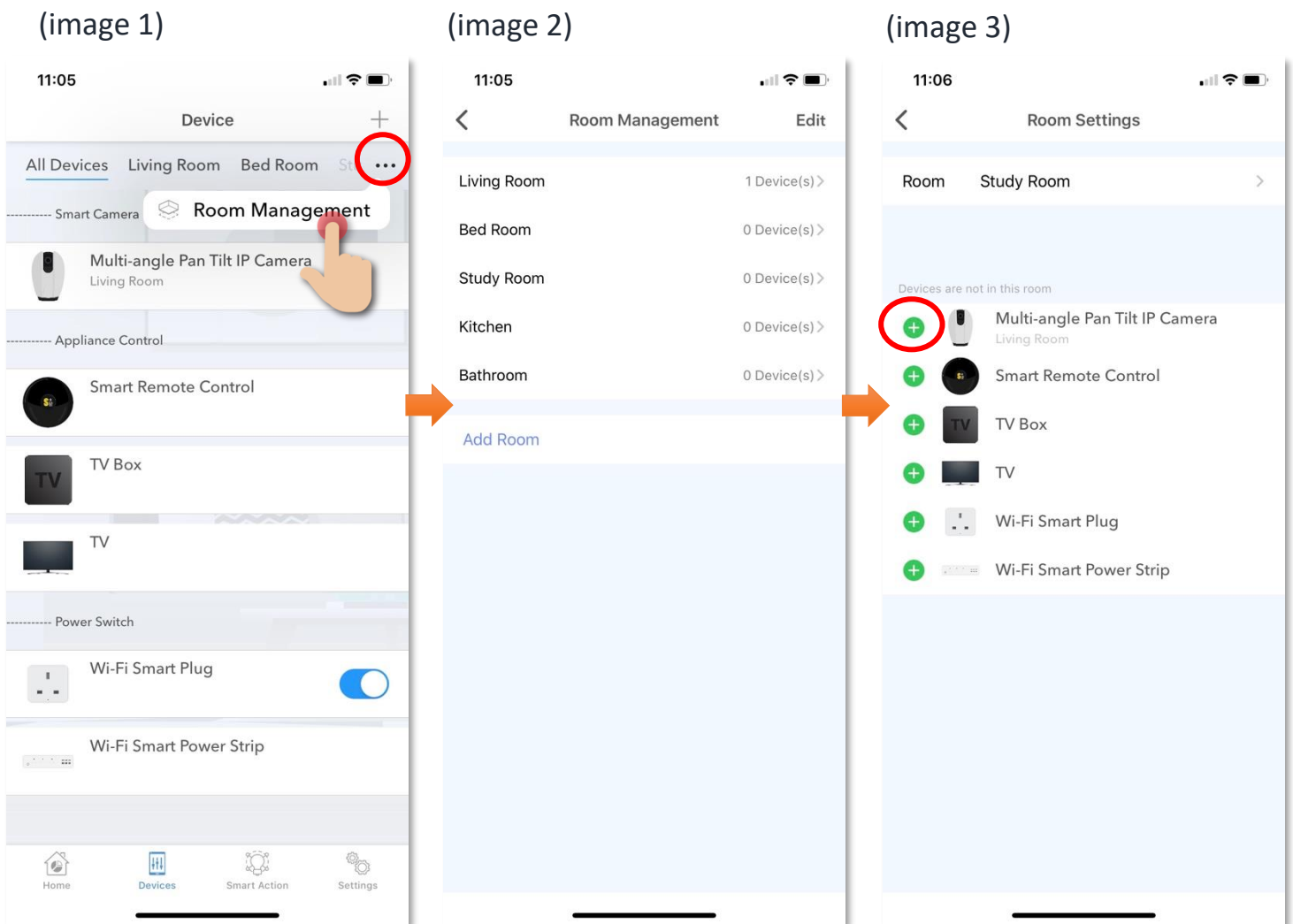
Assign device to room at the end of “Device Added Successfully” screen.

Method 2 :


(1) In “Device” page, tap  on the top right corner, and then tap “Room Management”. (image 1)

(2) Tap to select room. (image 2)

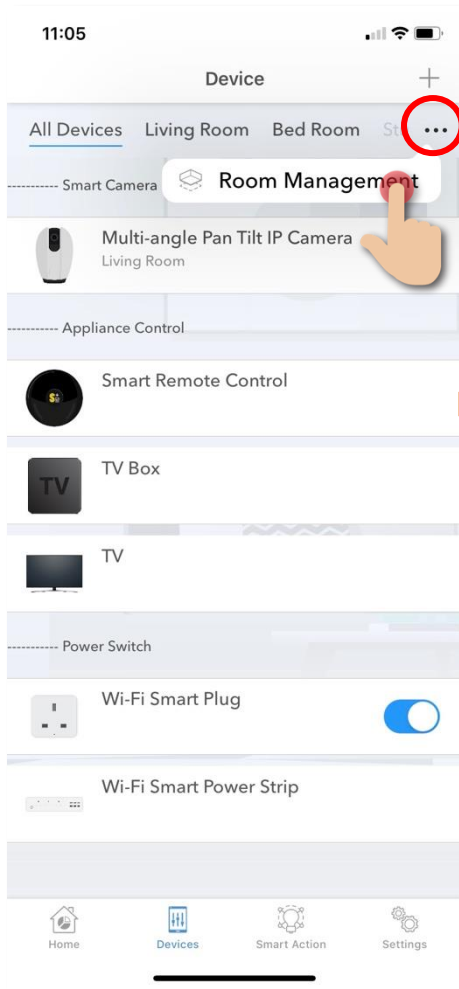
(3) Tap the green icon to add device to this room. (image 3)



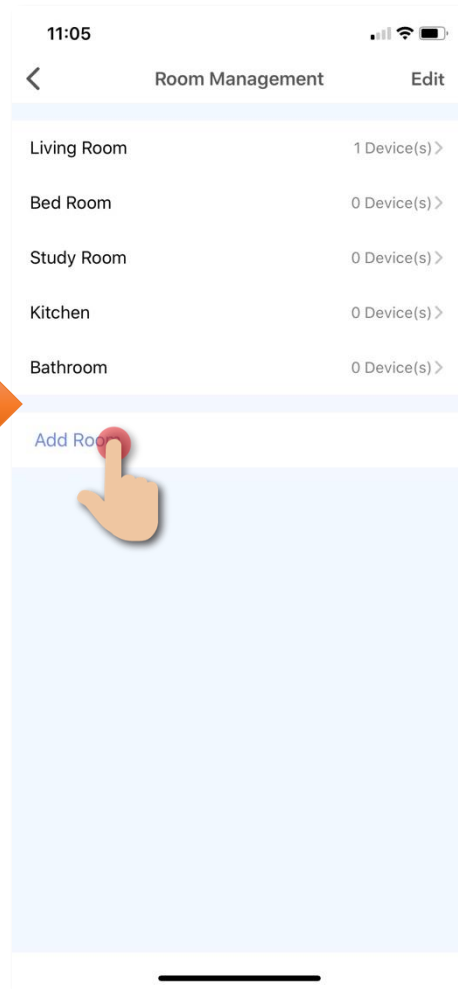
3. Add Room

1. In “Device” page, tap  on the top right corner, and then tap “Room Management”. (image 1)
2. Tap “Add Room”. (image 2)
3. Enter room name or select from recommendations. (image 3)

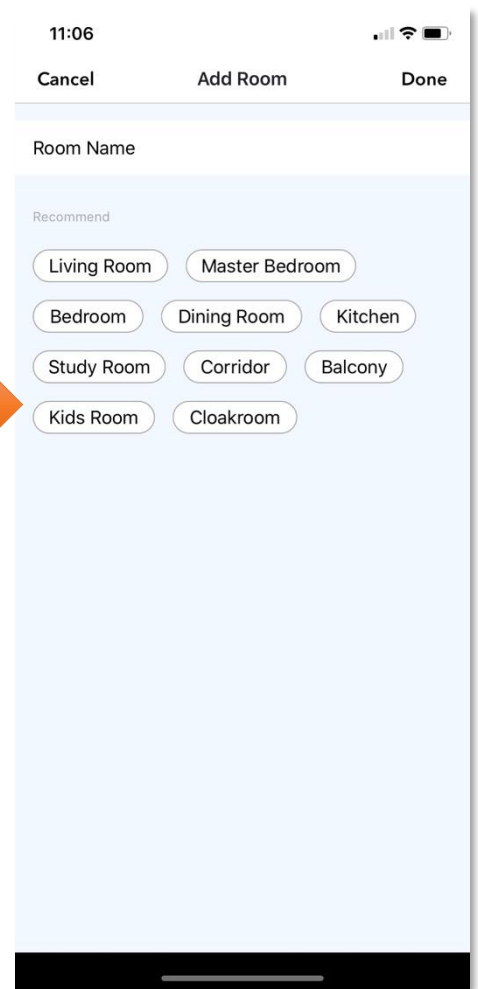
(image 1)




(image 2)



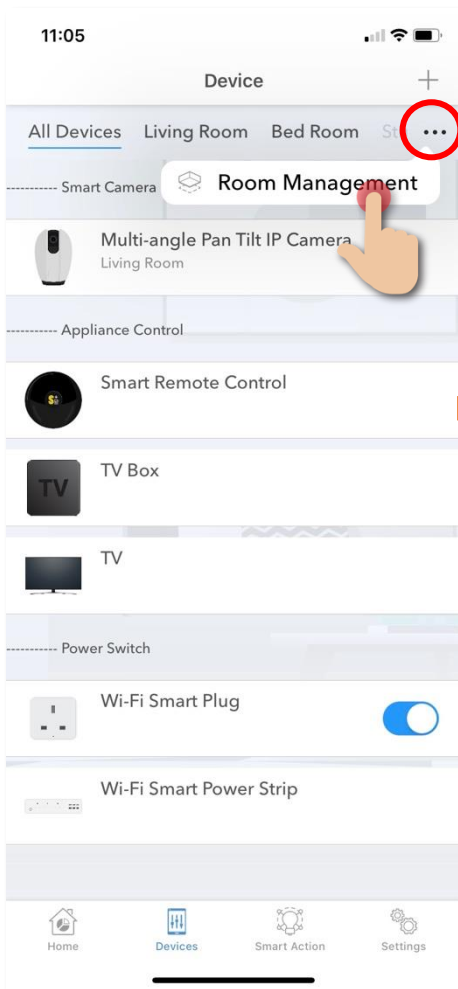
(image 3)



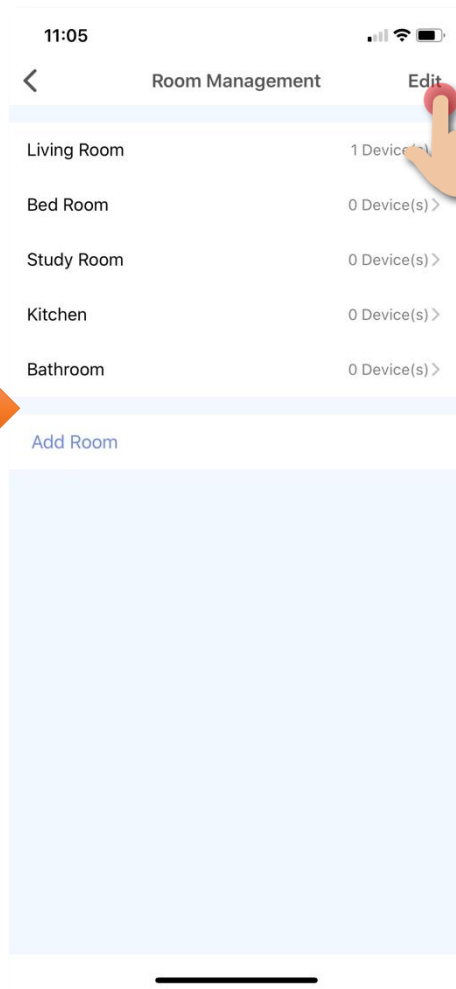
4. Delete Room

1. In “Device” page, tap  on the top right corner, and then tap “Room Management”. (image 1)
2. Tap “Edit”. (image 2)
3. Tap the red icon to delete room. (image 3)

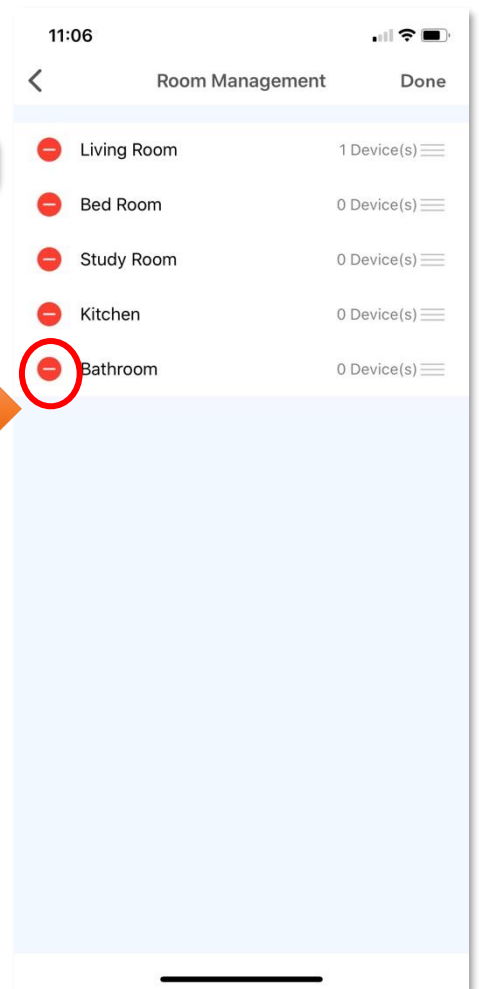
(image 1)




(image 2)



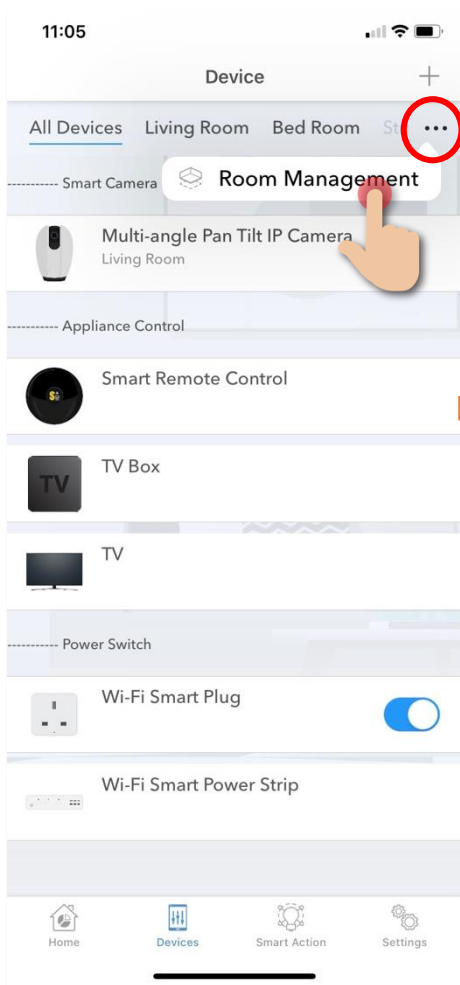
(image 3)



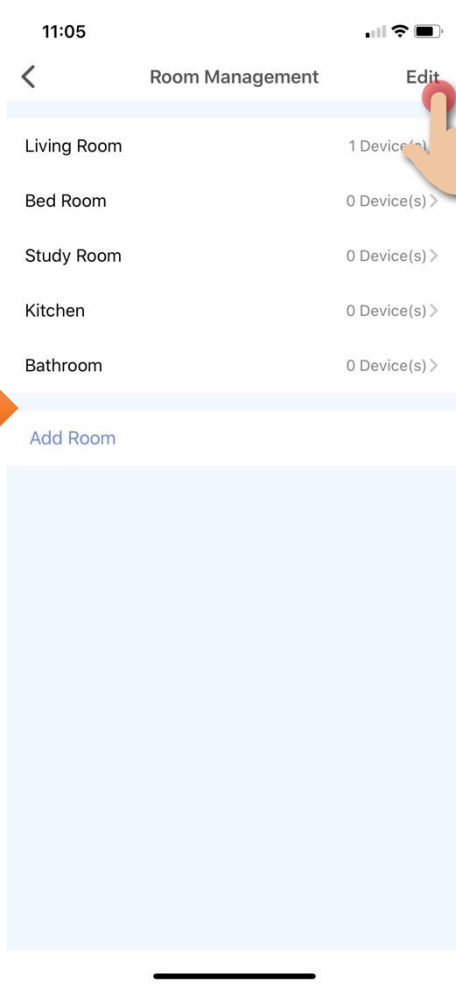
5. Manage the Room Menu order

1. In “Device” page, tap  on the top right corner, and then tap “Room Management”. (image 1)
2. Tap “Edit” in the top right corner. (image 2)
3. Drag the room up or down to relocate room location in menu. (image 3)

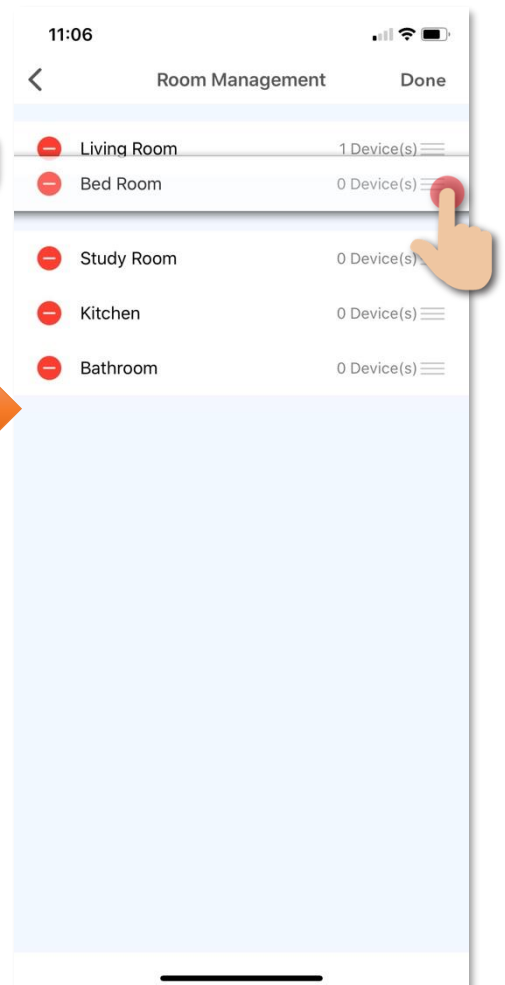
(image 1)



(image 2)



(image 3)



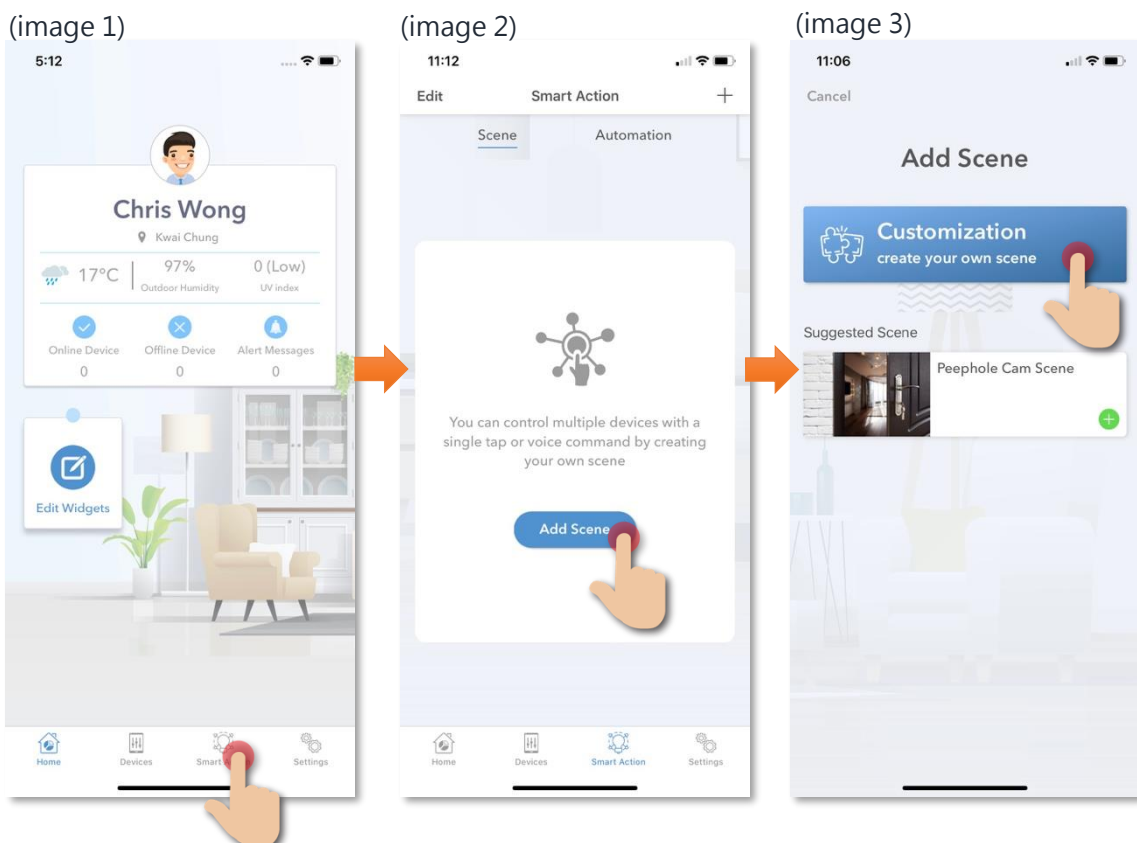
Scene (Smart Action)

What is Scene?

The integration of different smart devices is the beauty of smart home living which provides convenience and many possibilities of creating your preferred control settings. By setting SCENE, you can execute different smart devices at the same time by only one single tap. You can tailor make your unique scene such as movie time scene, welcome/back home scene, reading scene etc.

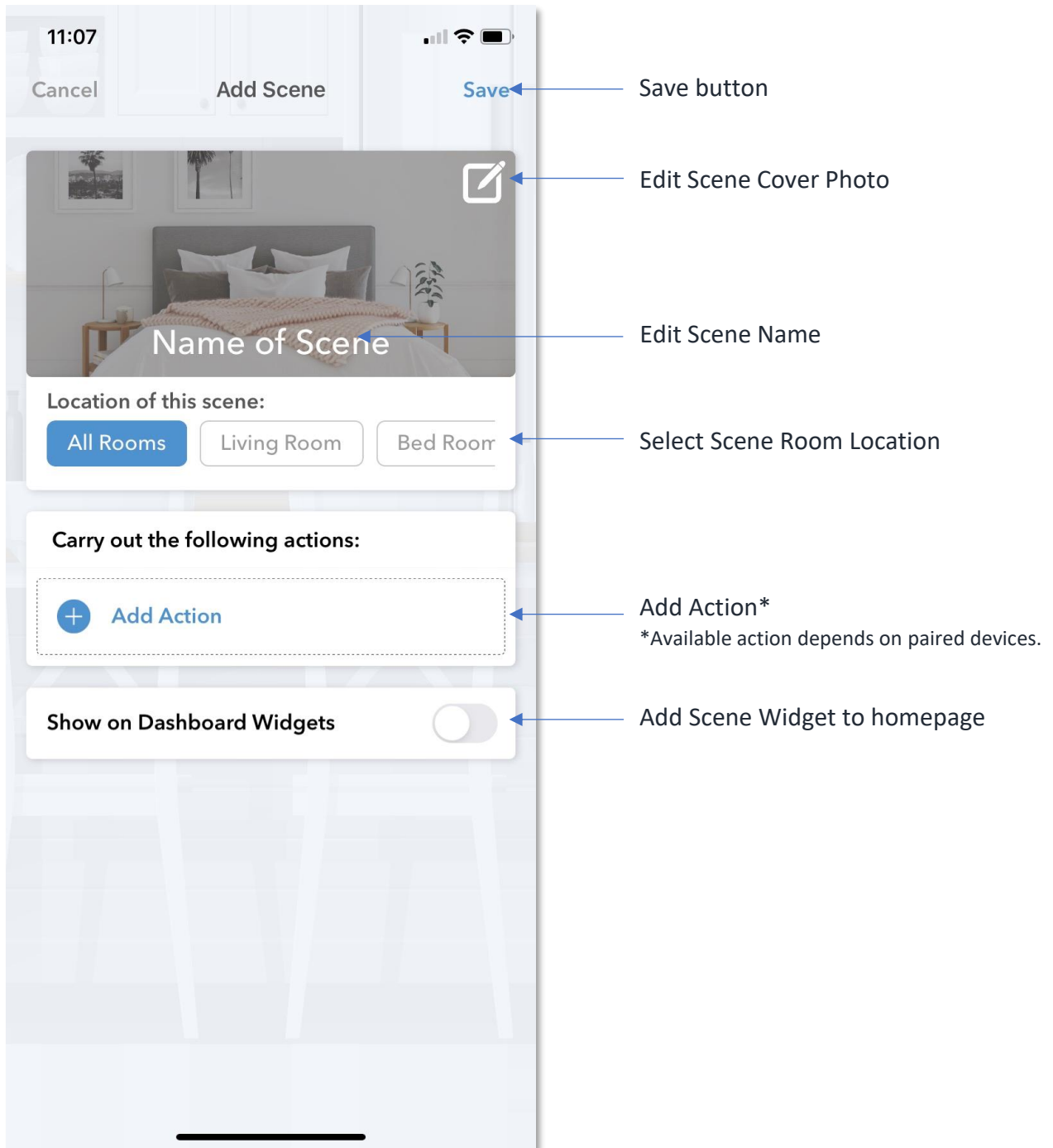
Add Scene

1. Tap "Smart Action" in the bottom menu.
2. Tap "Add Scene" or "+" in the top right corner.
3. Tap "Customization" to create your own scene.



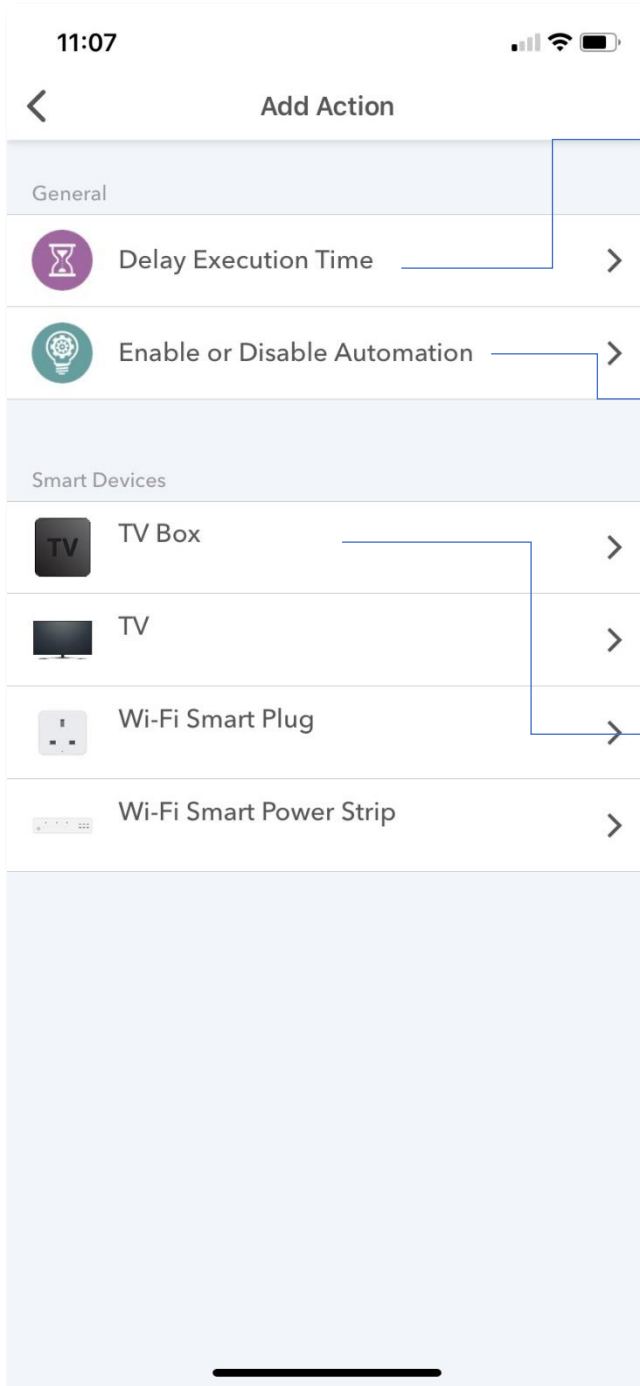
Scene

Layout Introduction of Add Scene



Scene

Add Scene Actions



Delay Execution Time

If you would like to delay execution, you can set delay execution time here before adding smart action.

Enable or Disable Automation

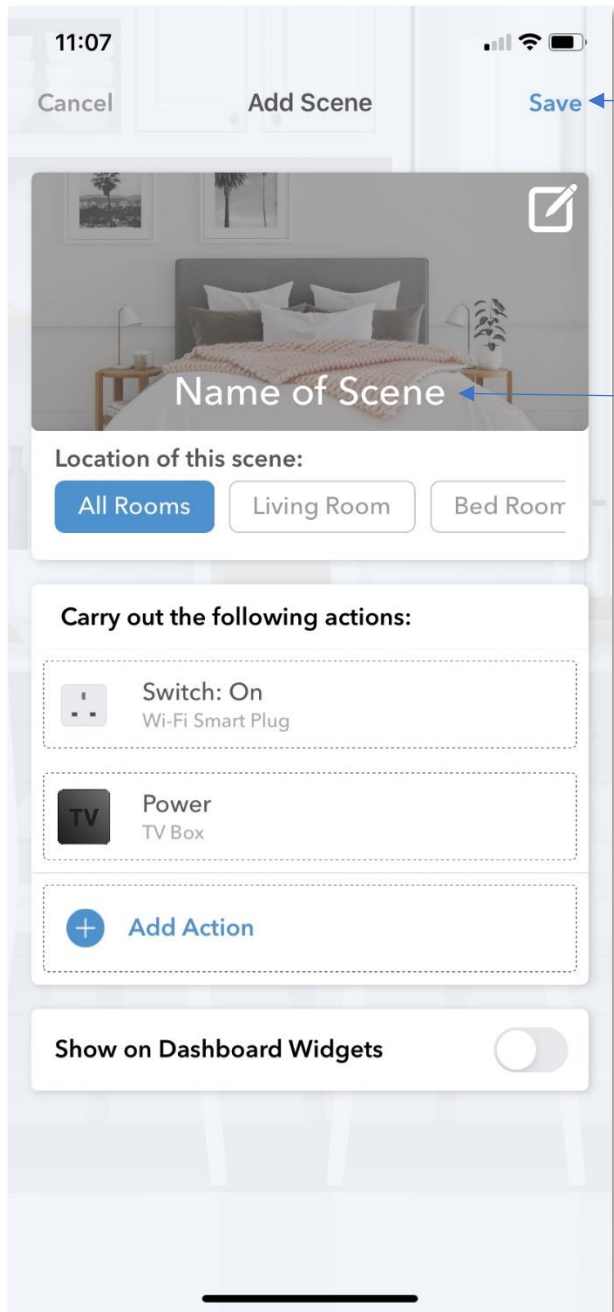
Tap to select an automation you would like to enable or disable as scene action.

Add Action from Smart Devices

Tap on the device name and select the action you want to execute in scene. (Available actions are different from individual device.)

Scene

Save Scene Setup



Tap "Save" on the top right corner to save your customized scene setup.

User must enter Scene name before save.

Scene

Execution of Scene

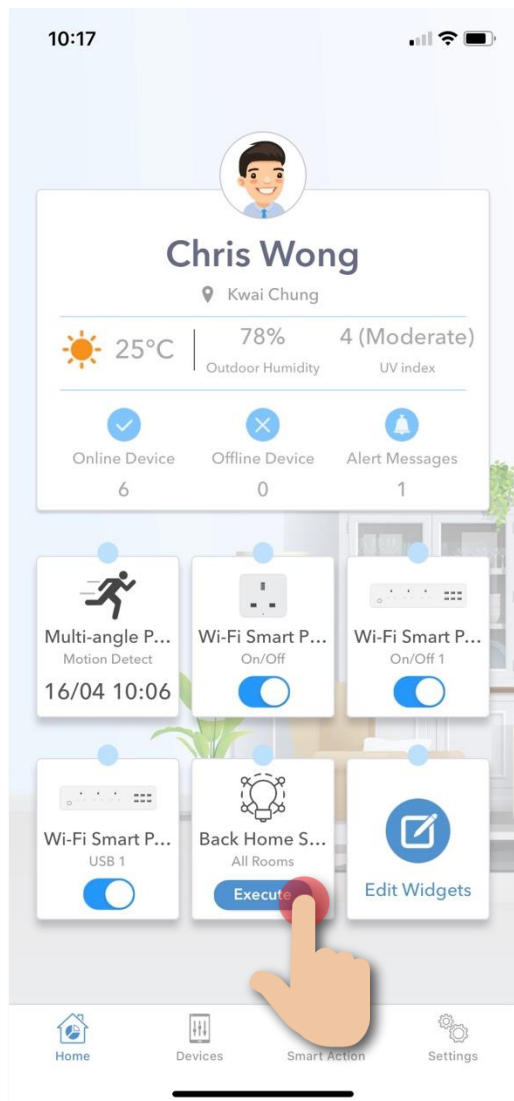
Method 1:

- Add Scene Widget and tap “Execute”. (image 1)

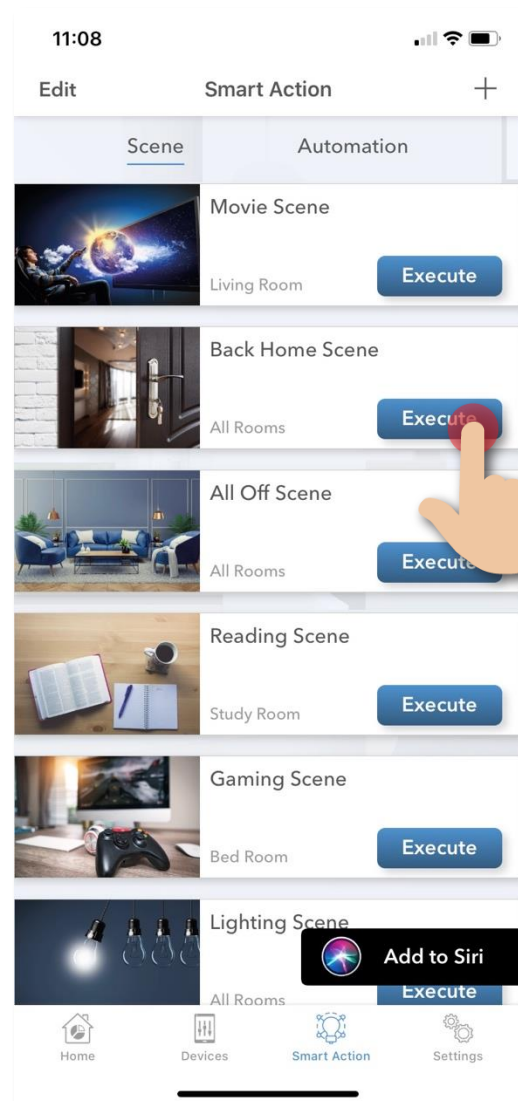
Method 2 :

- In the page of Smart Action under Scene category, tap “Execute” button. (image 2)

(image 1)



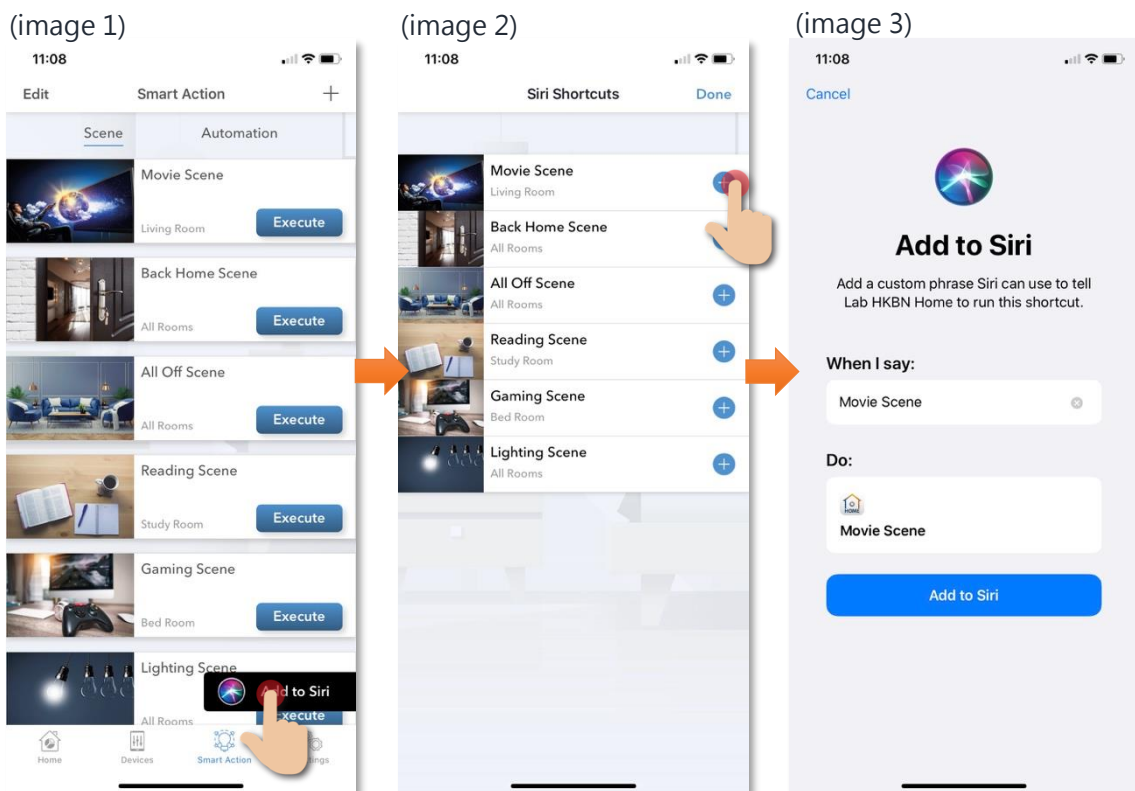
(image 2)



Scene

Add Voice Command to Siri (**only for iOS**)

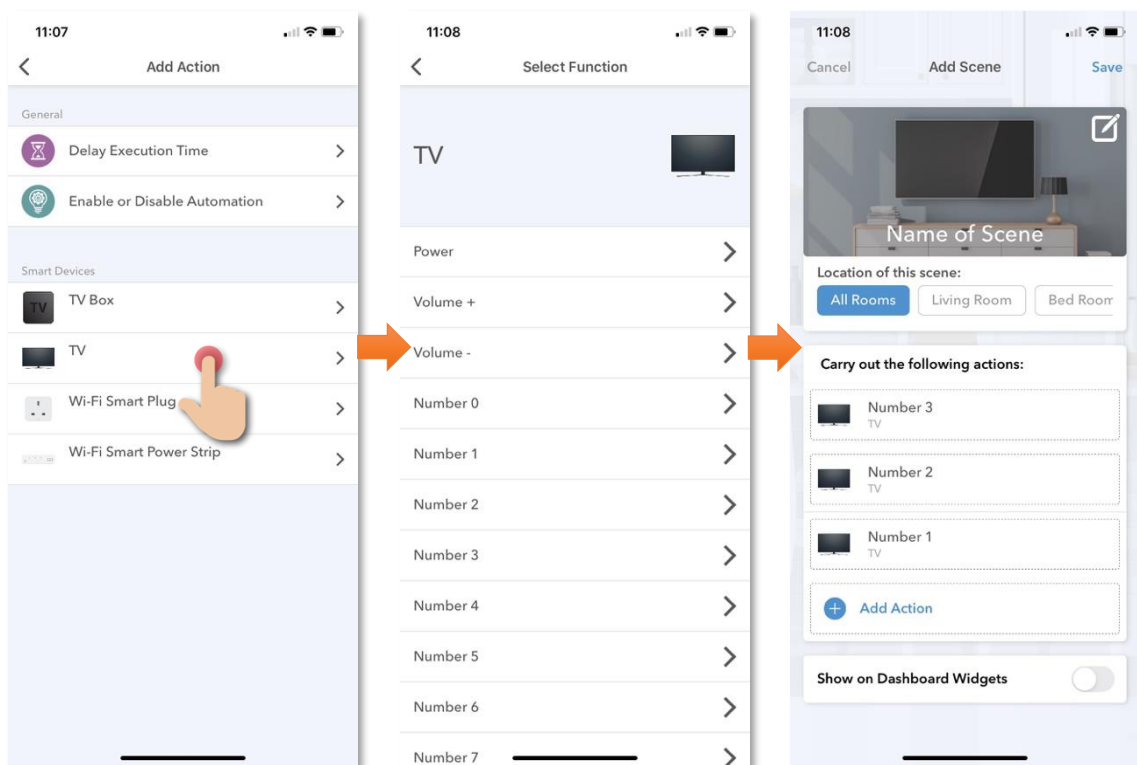
1. You can add voice command to Siri to execute scene.
2. In the page of Smart Action, under the Scene category, tap “Add to Siri”. (image 1)
3. Select the Scene you would like to add voice command. (image 2)
4. Enter the voice command you want and tap “Save Shortcut” to complete the setup. (image 3)



Scene (Example)

One tap/ Voice control to change TV channel

1. First, you need to have Smart Remote Control and already paired the remote control of your TV/TV Box.
 2. Tap “Smart Action” and create a customization scene.
 3. Tap “Add Action”, and then select the TV/TV box, enter the channel number by correct order. For example, if you would like to setup channel number 321, you need to enter “Number 3” as first action, and then “Number 2” and finally “Number 1”.
- *“Delay Execution Time”**: The operation time need for TV to input channel number may be varied. We can add “Delay Execution Time” to ensure TV has enough operation time to input remote command one by one. For example, after the scene action of TV power on, add 5 seconds of Delay Execution Time and then input the channel number as next action.
4. Once saved the scene, you can add voice control by Siri to change your TV channel.



Automation (Smart Action)

What is Automation?

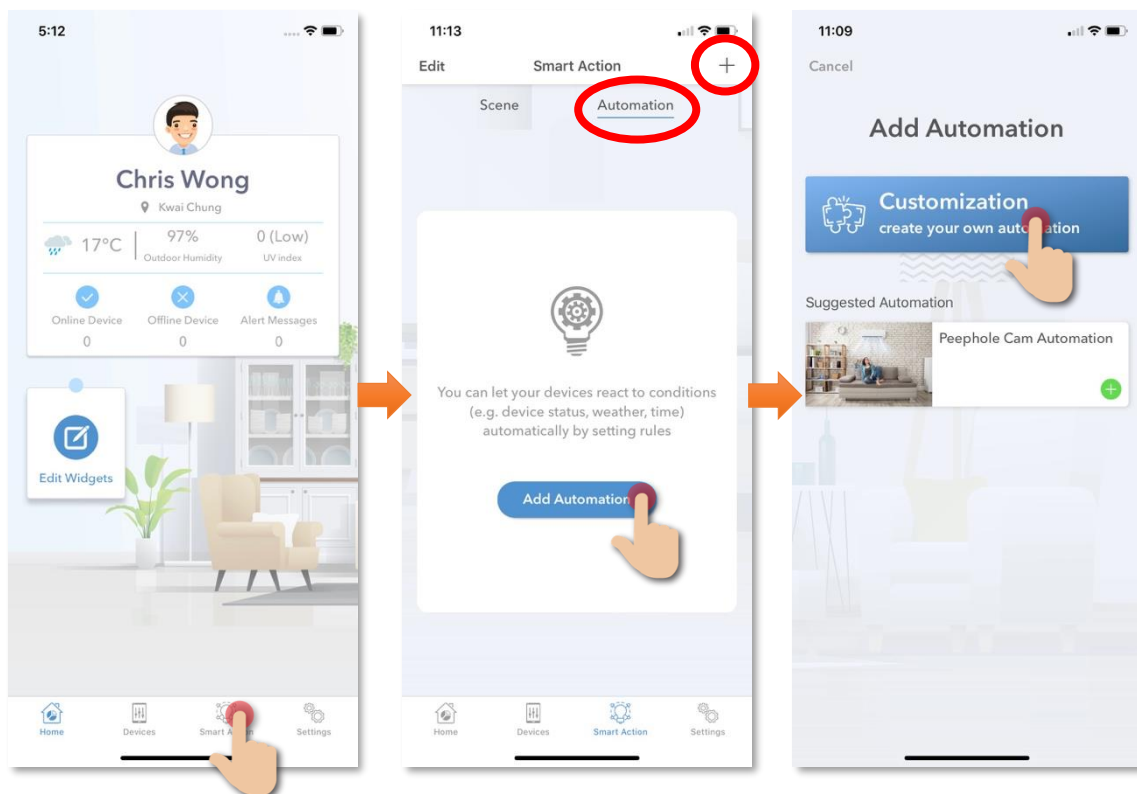
AUTOMATION can carry out device actions automatically by pre-conditions like environment factors or smart device status. You can handover this complex and important daily works to HKBN Home for a convenient and simple living.

Example of Automation :

1. If temperature is higher than 25 degree, then turn on the Fan*.
 2. If humidity is higher than 90%, then turn on the dehumidifier*.
 3. If detected motion, then turn on smart plug (connected to lighting).
- *Device need to support infrared Remote Control.

Add Automation

1. Tap “Smart Action” in the bottom menu.
2. Tap “Add Automation” or “+” in the top right corner.
3. Tap “Customization” to create your own automation.



Automation

Layout Introduction of Add Automation

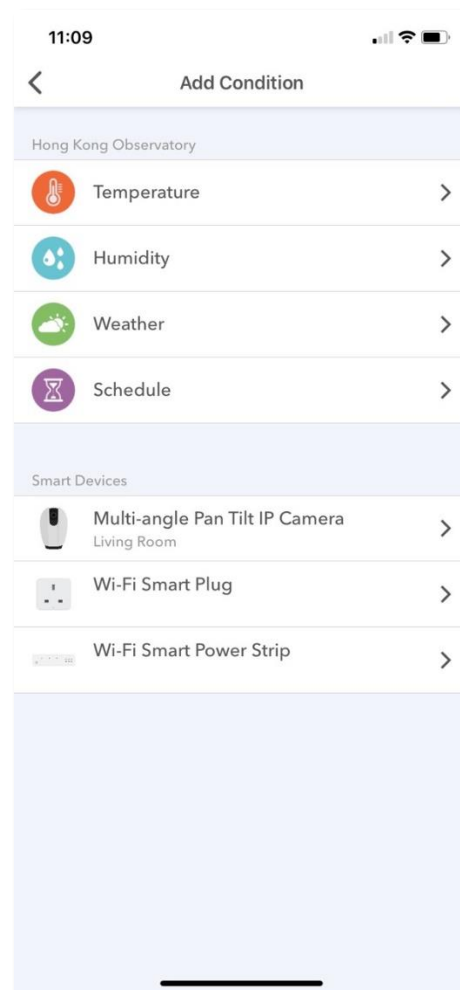
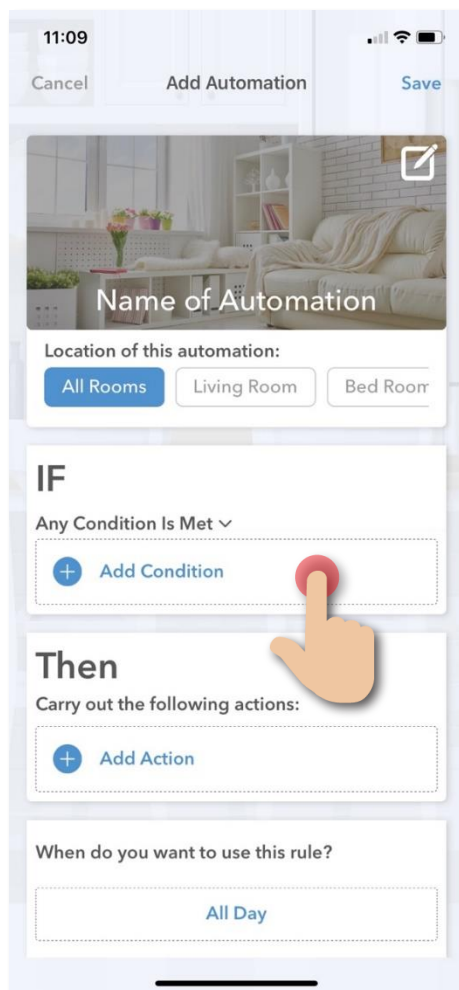
The screenshot shows the 'Add Automation' screen with the following components and callouts:

- Save Button**: A blue 'Save' button at the top right.
- Edit Automation Cover Photo**: A photo of a desk with a book and a pen, with a small edit icon in the top right corner.
- Edit Automation Name**: The text 'Name of Automation' overlaid on the cover photo.
- Select Automation Room Location**: A section titled 'Location of this automation:' with three buttons: 'All Rooms', 'Living Room', and 'Bed Room'.
- Add Conditions***: A section titled 'IF' with a dropdown menu 'Any Condition Is Met' and a dashed box containing a '+ Add Condition' button. A note below states: '*Available conditions depend on the paired devices.'
- Add Actions***: A section titled 'Then' with the text 'Carry out the following actions:' and a dashed box containing a '+ Add Action' button. A note below states: '*Available actions depend on the paired devices.'
- Setup Effective Period**: A section titled 'When do you want to use this rule?' with a dashed box containing 'All Day'. A callout box shows the 'Effective Time' options: 'All Day 24 hours' (selected with a checkmark) and 'Custom 00:00 - 23:59' (unselected). Below this is the 'Effective Date' section with a row of seven day selection buttons: M, T, W, T, F, S, S.
- Enable/disable Execution notification**: A section titled 'Receive Notification?' with a toggle switch that is currently turned on.

Automation

Add Condition

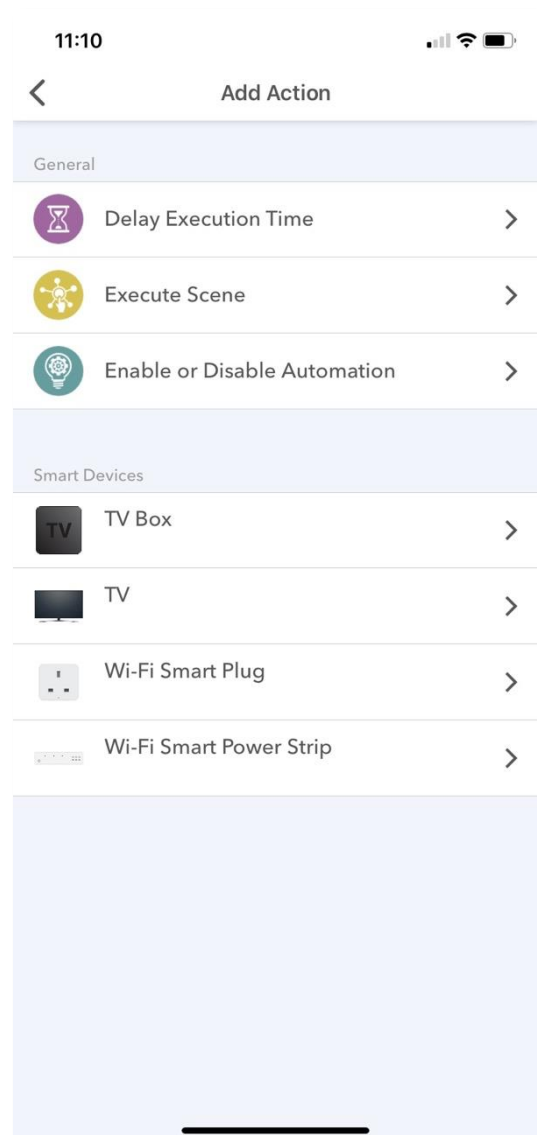
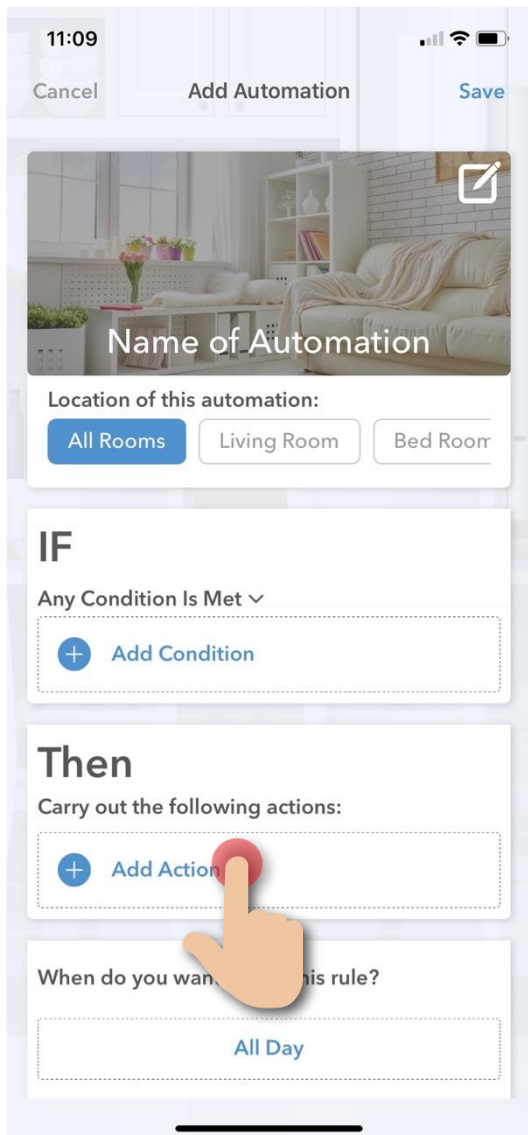
1. Tap “Add Condition”.
2. Enter add condition page, available conditions include:
 - Temperature, Humidity, Weather from Hong Kong Observatory and Schedule*. For example, you can set a temperature or time as the automation trigger condition. (*At least 1-minute duration between schedule time and the time of automation saved.)
 - Paired device support condition. (Available conditions are varied from individual device)



Automation

Add Action

1. Tap “Add Action”.
2. In add action page, you can add:
 - Delay Execution Time
 - Execute Scene
 - Enable or Disable Automation
 - Paired device available actions (Available actions are varied from individual device)

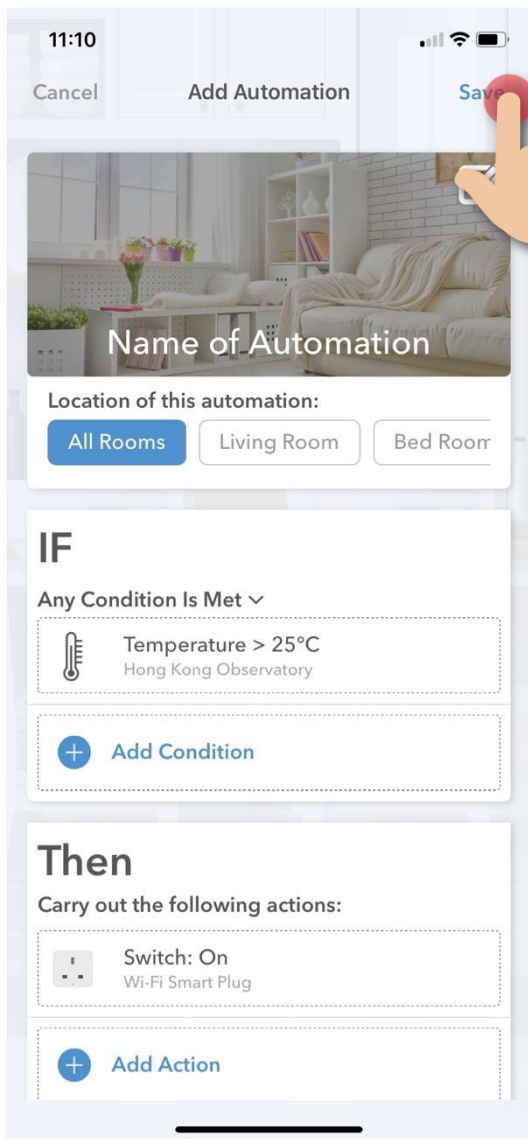


Automation

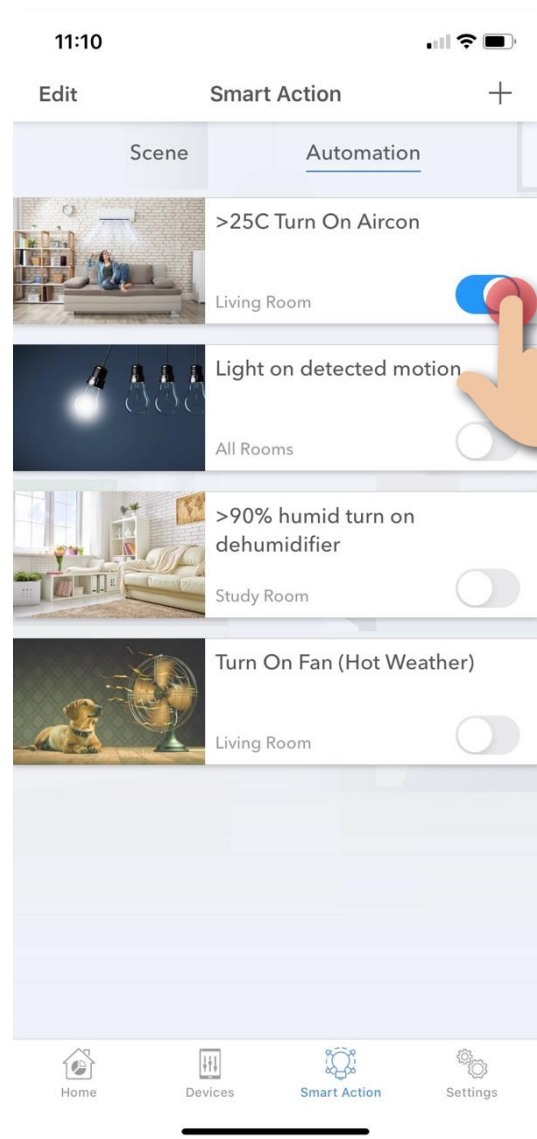
Save and Enable Automation

1. Tap “Save” in the top right corner to save automation setup. (image 1)
2. In Smart Action, under the page of Automation, you can tap on the button to enable or disable the automation. (image 2)

(image 1)



(image 2)

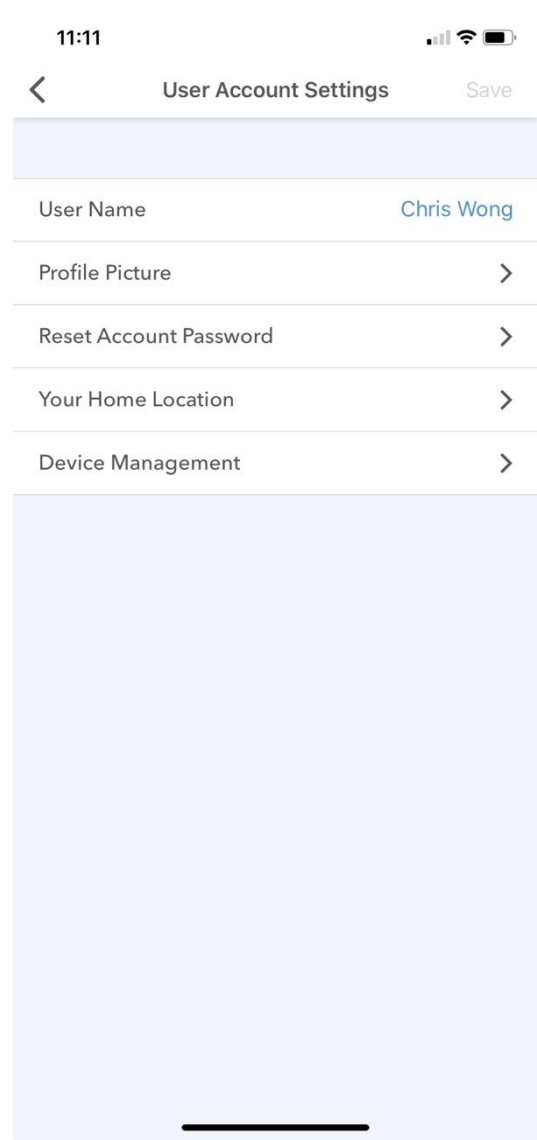
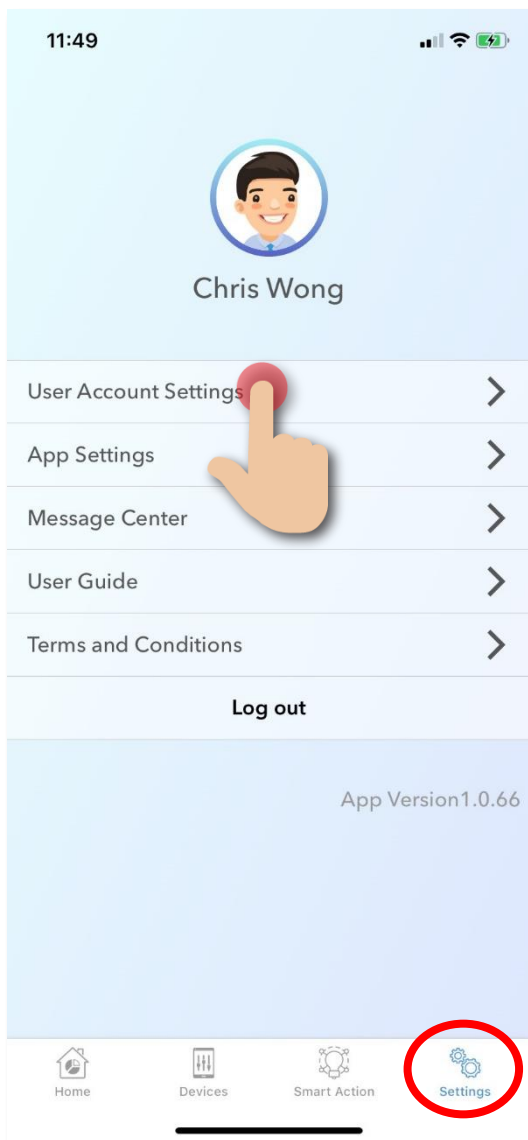


Settings

User Account Settings

Under setting page you can find below items:

- User Name
- Profile Picture
- Reset Account Password (After reset new password, all login mobile device will be logout automatically)
- Your Home Location
- Device Management: display all logged in device information. (Include user authorized technical support by HKBN on-site or remote customer service.)

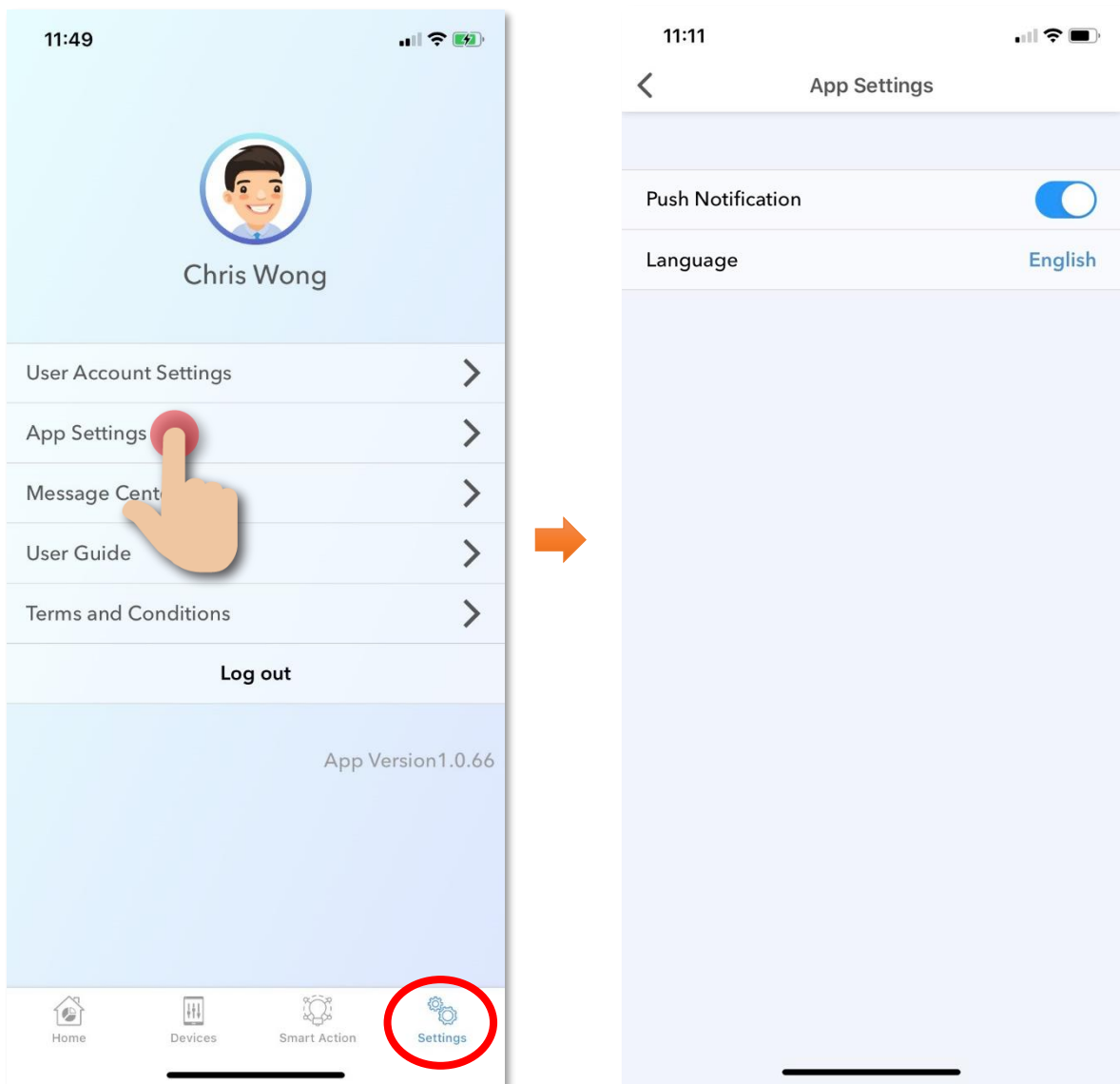


Settings

App Settings

In app settings you can find below items:

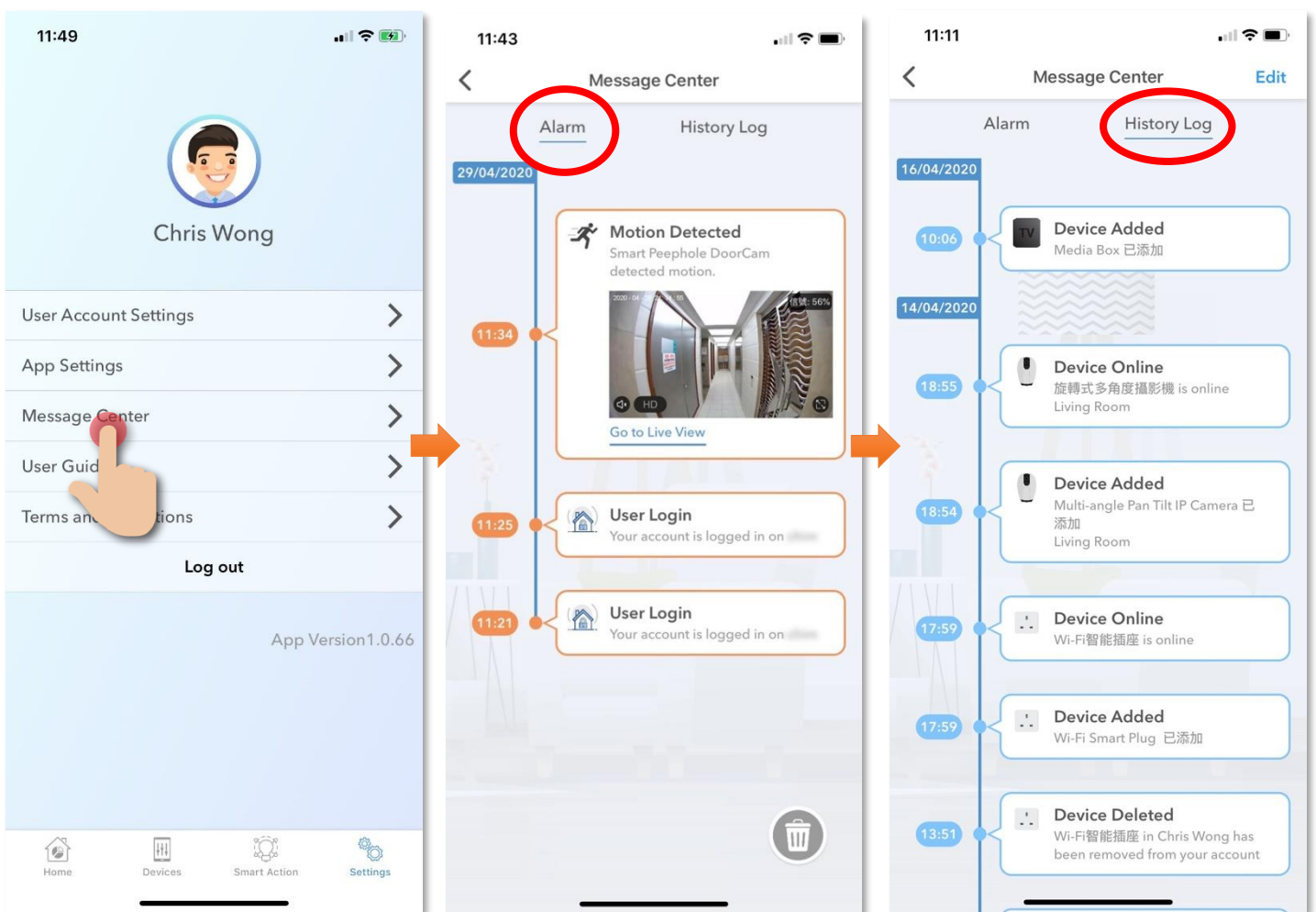
- Push Notification*: when enabled you can receive notification such as motion detection, execution of automation, low battery alert. (*To enable this function, user need to enable the push notification function for HKBN Home App in mobile level first.)
- Language (Chinese or English)



Settings

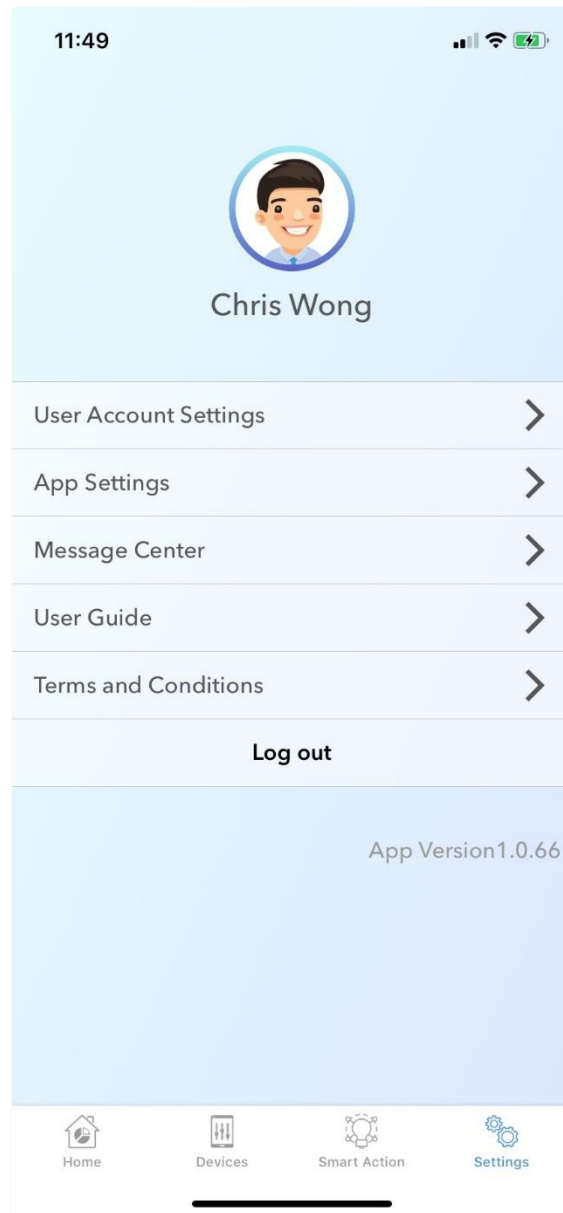
Message Center

- Alarm: included motion detection alert*, execution of automation*, device login information, device removed message. (User need to enable it manually)
- History log: included device online and offline records, device paired and removed records, scene execution record.



Settings

- User Guide: User can find HKBN Home App and smart device user guide.
- Terms & Conditions
- Logout: tap to log out



FAQ

1. **What should I do when a device firmware update fails?**

Check whether the network is stable. We recommend that you move your device to a more stable network environment.

2. **What should I do when my device fails to connect to the network or add device?**

Step 1: Check Device Power

Check whether your device is powered on and turned on.

Step 2: Check Wi-Fi Signal

Ensure that the network environment has strong and stable signals. Troubleshooting and Suggestion: Place your mobile phone, smart device and router close to each other, and connect mobile phone and smart device to the same network. Open a web page to check whether the browsing is smooth and stable.

Step 3: Check Router Usage

If the network is normal, but the device network connection still fails, check whether the router is overloaded. You can disable other device's Wi-Fi feature to reserve the channel for resource reallocation.

Step 4: Check Wi-Fi Password

Check whether the router password you entered is correct. Check for spaces before and after the Wi-Fi account or password and case sensitivity issues.

Step 5: Check Wi-Fi Channel

Ensure that your device was added to a Wi-Fi band of 2.4GHz. (1. Check whether the 2.4GHz band and 5GHz band share the same Wi-Fi account. If so, we recommend that you configure the two accounts and switch to the 2.4GHz band during network connection. 2. Mobile and Device must connect to same 2.4GHz Wi-Fi network in pairing.)

(Remarks: (i) Ensure that the encryption method and authentication type are set to WPA2-PSK and AES, respectively, for the router's wireless settings, or both set to Auto. (ii) If wireless MAC address filtering is enabled for the router, remove your device from the router's MAC address filtering list, to ensure that it can connect to the network. You can also disable MAC address filtering. (iii) Ensure that the DHCP service is enabled for the router. If not, the IP address will be occupied. If your

device still fails to connect to the network after the preceding steps, provide us with your app account. We will arrange for technical support engineers to troubleshoot this issue.)

3. **What should I do when my device goes offline?**

Step 1: Check whether the router is powered off or disconnected from the network. If so, the router will take some time to recover. Wait for two minutes and then check whether your device is online.

Step 2: Check whether the router has been replaced, or the Wi-Fi name or password has been changed. If so, remove your device and then add it to the network again.

Step 3: Check whether the firmware is the latest version. To check this on the app, choose “Devices” >> “Select Device” >> “Settings” >> “Check for Firmware Upgrade”.

If your device still fails to connect to the network after the preceding steps, place your device in a network environment with strong and stable signals and connect it to the network again. If your device is still offline, provide us with your app account and device ID. We will arrange for technical support engineers to troubleshoot this issue.

4. **What should I do when Automation runs incorrectly?**

Step 1: Ensure that your device is powered on and turned on.

Step 2: Ensure that your device is online in a stable and smooth network environment during task execution.

Step 3: If your device is online and started, but the task runs incorrectly, delete that task and add a new one.

Step 4: If the issue persists, remove your device, add it again, and set a new smart task.

Step 5: Check whether your device is online. If the issue persists, provide us with your device ID and the specific time when the task failed (the configured validity period, the time when the task failed to run, or time when the task ran but at an unexpected time). Please contact our customer service hotline for help.

5. **What should I do when a timed task did not perform correctly?**

Step 1: Ensure that your device is powered on and turned on.

Step 2: Ensure that your device has strong and stable Wi-Fi signals and is in the online state in the app.

Step 3: Ensure that the validity period of the scheduled task is correct. Tap “Timing” and check whether “Repeat” covers the required validity period (Monday to Sunday available) of the task.

Step 4: If the validity period is correct, delete the timed task and add a new one.

Step 5: If the issue persists, remove your device, add it again, and then set a new timed task.

If the issue persists, provide us with your device ID and the specific time when the task failed (the configured validity period, the time when the task failed to run, or time when the task ran but at an unexpected time). Please contact our customer service hotline for help.

6. **What should I do when my device fails to enter the network pairing mode?**

Step 1: Read the product manual or the instructions on the network connection page and strictly follow the steps.

Step 2: If your device still fails to enter the network connection state, check whether your device is powered on and turned on and whether the indicator is on steady.

If the issue persists, you may need guidance on troubleshooting hardware products. Please contact product supplier for assistance.

Should you have any query, please email to HKBNBroadband@hkbn.net .