

HOFTRONIC™

SMART GUIDE



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CHAPTER 1

THE APP

Thanks!

You must have bought a product from us that uses the app! Now here's a step-by-step guide to help you get everything connected. It also tells you what to do if you don't succeed.

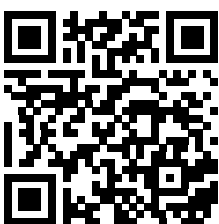
1.1 INSTALLING THE APP

The following steps must be completed before you can connect and control our products.

- Download the Hoftronic Smart app from the store and install it. You need this app to link and operate the lamps. Our products will not work without this app.
- Open the Hoftronic Smart app, read the terms & conditions and press "Agree" to continue.
- Register, you can do this with an e-mail address or with your telephone number. Enter your details to finalise your account. You will then be sent an e-mail or a text message with a verification code. The last step in the registration process is then to create a password. The password must contain 6 to 20 characters and can only contain letters and numbers.
- The app is now accessible. First create a new home. To do this, tap "Me" in the bottom right-hand corner -> Home Management - Create a Home. Name your home and tap on Save in the top right-hand corner.

You will now find your newly created home in the bottom left-hand corner under "My home"

- You're done with the setup and can start adding products to the app. Have fun!



**SCAN THE QR-CODE
TO DOWNLOAD THE
HOFTRONIC SMART APP**

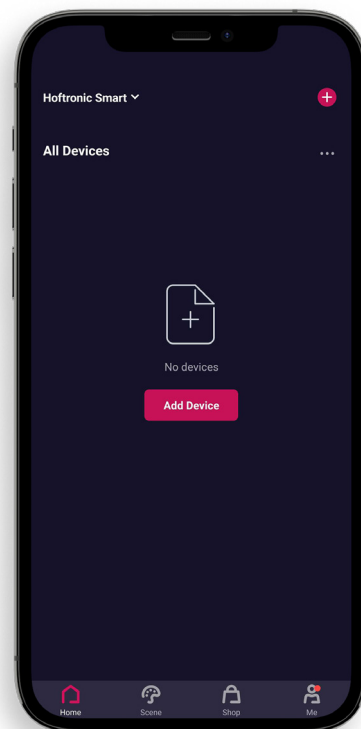


1.2 HOW TO CONNECT MY HOFTRONIC SMART PRODUCTS

- Pair the products as close to the router as possible. This way you can ensure that the pairing is not hindered by the range of your Wifi.
- Download the Hoftronic Smart app, open the app and check that you are connected to the Wifi (not your mobile network or hotspots). The products can only be connected with Wifi.

This is the Home screen. The first time, it says "Add Device" in the middle of the screen.

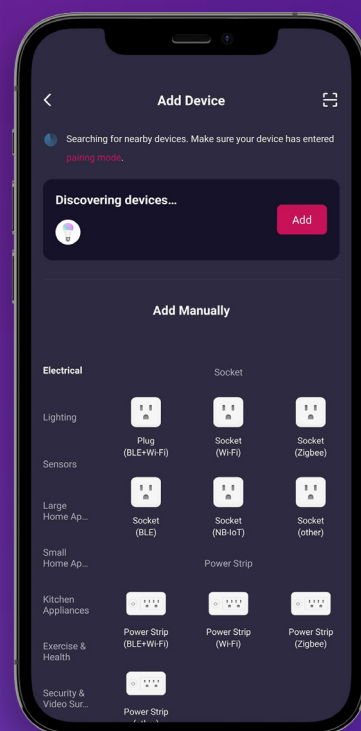
On all subsequent occasions, you will need to click on the "+" sign in the top right-hand corner.



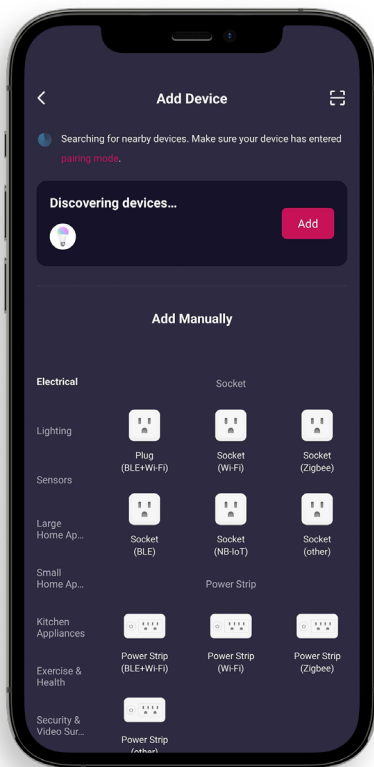
You will now see the selection screen.

With the auto-scan function, the app independently searches for devices in the same network. We also recommend this function for first-time use. Switch all options mentioned by the app to make it as easy as possible. (see 1.3 Auto Scan)

If the app does not find your product, you can also add it manually below the auto scan function.

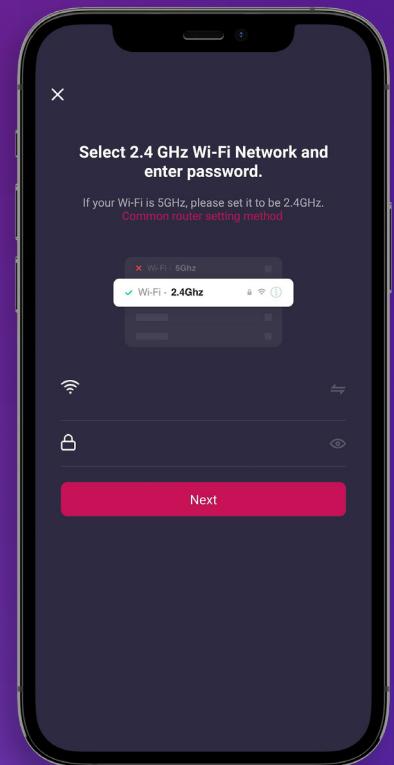


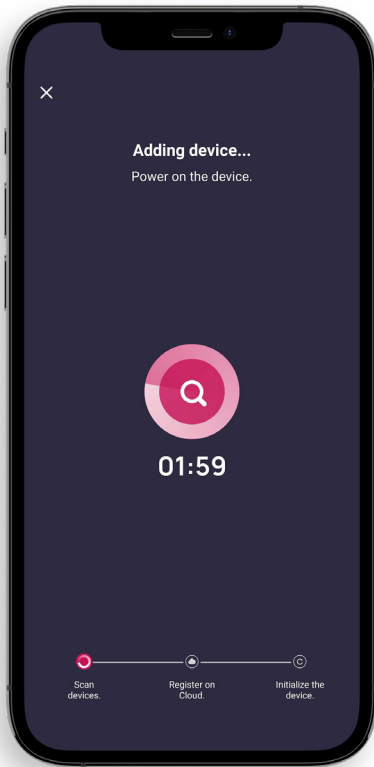
1.3 AUTO SCAN



1. For automatic mode, you are always asked to enable everything, bluetooth, wifi, location. This allows the app to use everything in the app to connect to the Smart product.
2. Make sure that your product is in pairing mode. Check the manual of your product.
3. Scanning starts automatically once you click "add device".

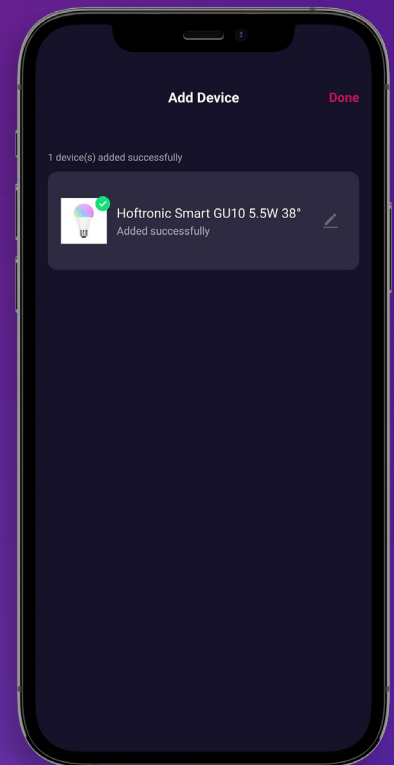
4. Please check that your Wifi information is filled in correctly, that way the products can connect to the network. That's all you need to do here, just wait until all your products appear.





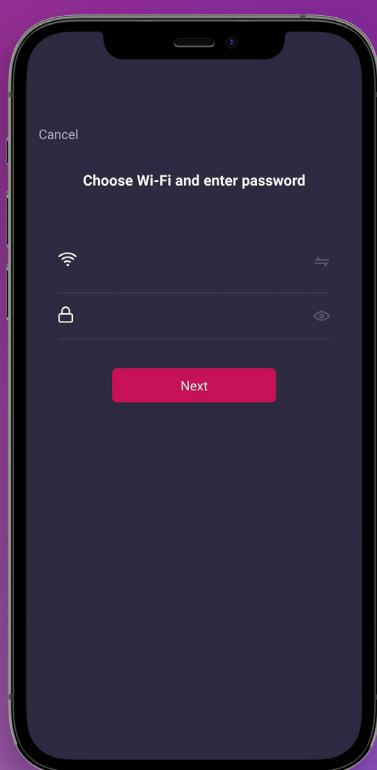
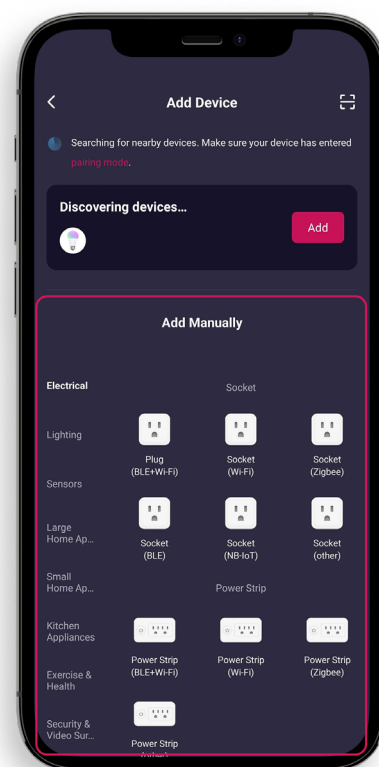
5. When the app has found everything you want to connect, you will see a "+" icon with which you can add the found products. Once added you can press "Next" in the top right corner.

6. Now you will see a list with each device that has been detected and you can add it via the "+".
7. Once you have added all the devices you would like to use, you can tap "Finish" at the top right."

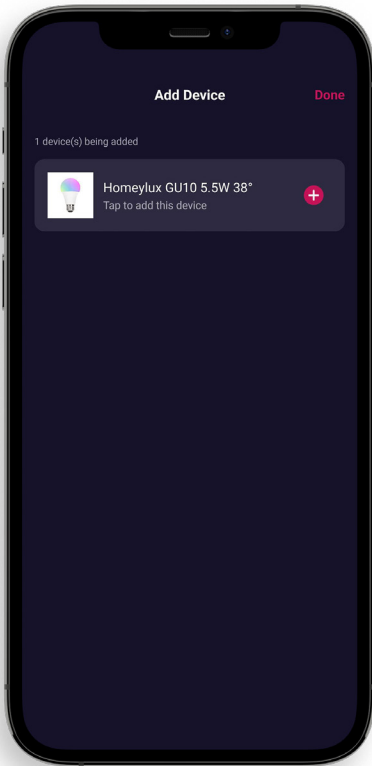


1.4 ADD MANUALLY

1. Once you have chosen which product you want to pair, you come to this screen. Make sure your product has power and is in pairing mode. Check the specific product manual.
2. For example: The lights should start flashing rapidly. If the lamp is not paired yet, it will start to blink automatically. If it has been paired before or if it needs an extra push? Then briefly switch the product on 3 times. If the lamp blinks slowly, repeat this so that it blinks quickly. *PLEASE NOTE: The pairing mode must be set to "EZ Mode" on the top right.*
3. Confirm at the bottom of the box that the lamp/light on the product blinks quickly.
4. "Next" and then we are about to start pairing!



5. Here we check again that you are connected to the Wi-Fi. If you have a separate 2,4Ghz and 5Ghz network. Please use the 2,4Ghz network.
6. Enter your password and press "next". This is where the app will pair with the lights that are flashing.

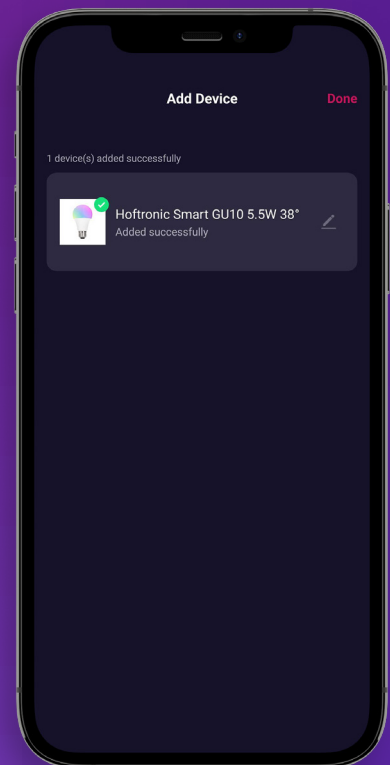


7. This is the patient step, where we wait for the app to complete all its steps to pair.

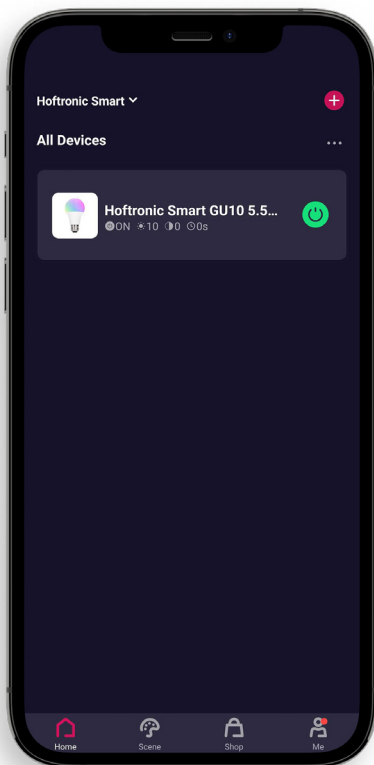
8. Successful! Your product is linked.

Don't use your light immediately, let it update itself for 5 minutes. The app will make sure the lamps get the update automatically.

9. Now that you have paired it, you can move it to the right place, if you paired it near the router.

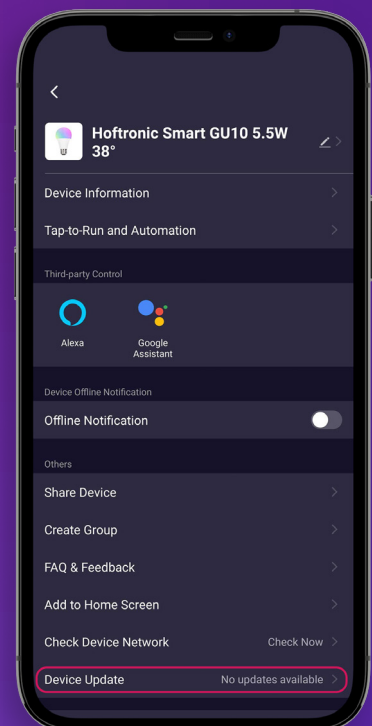
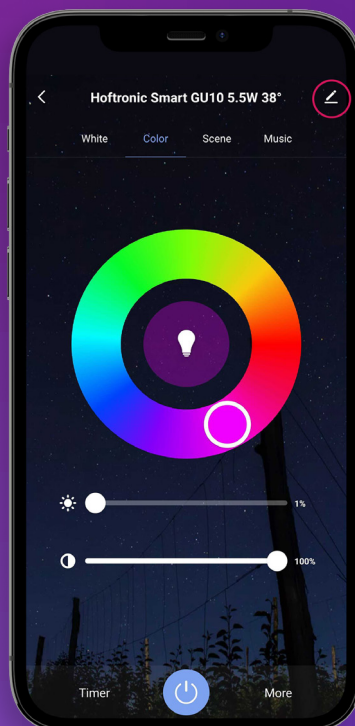


1.5 PRODUCT FIRMWARE UPDATE



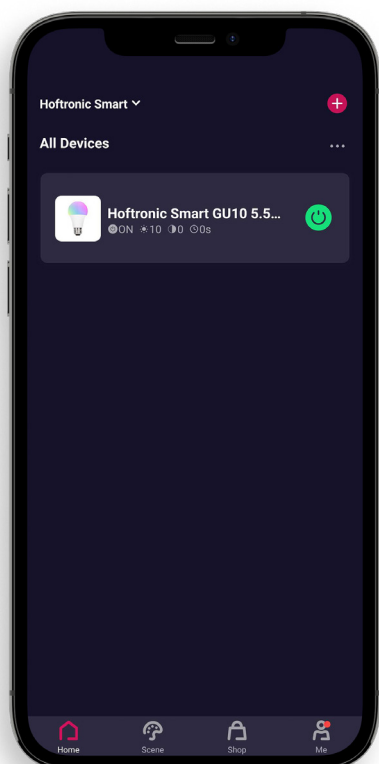
1. On the Home page, choose the product you want to update. Or want to check if it's up-to-date.
2. Click on the product to open its settings.

3. Click on the in the top right corner to go to further settings.
4. Click on "Check for Firmware Update" and you will see if there is an update, or if everything is up to date.



1.6 GROUPING

To make it easier to serve several similar products, it is possible to group them.

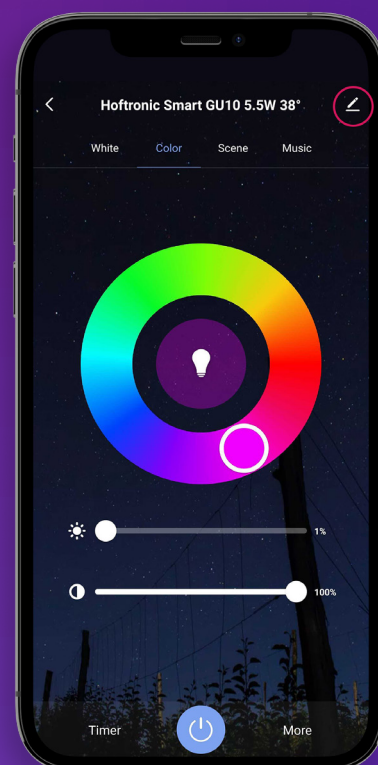


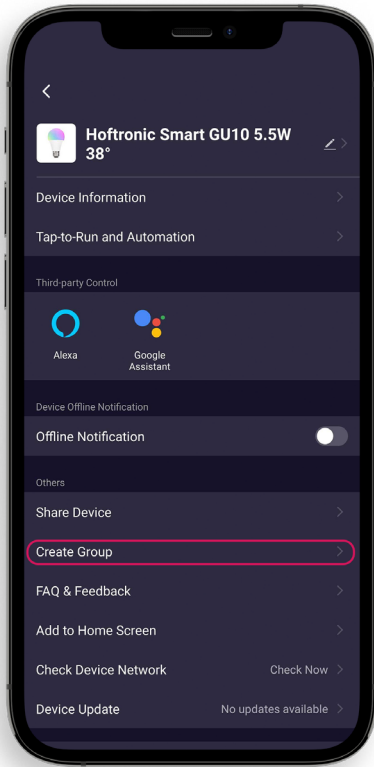
1. To group, you need at least 1 product online to link it to a group.

Grouping here does not necessarily mean several products under 1 group. But can also mean that you want to separate products or one product to a certain area. Later, you can also add more products to this group.

For example, if you are going to expand.

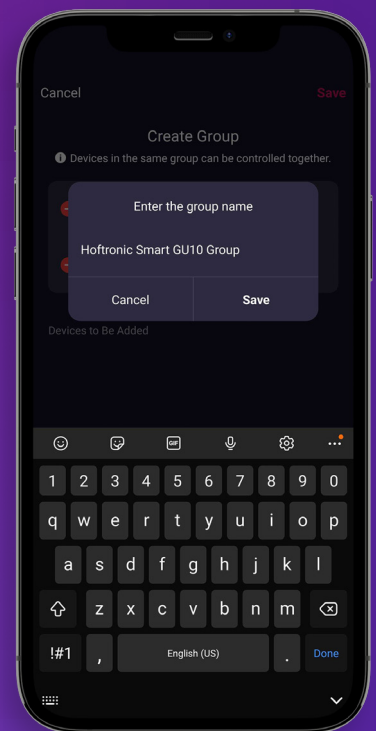
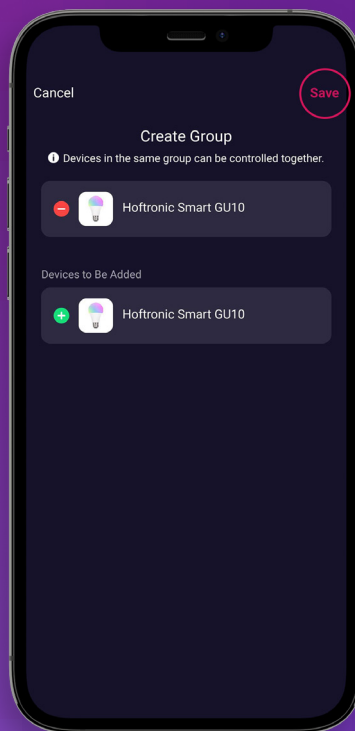
2. After selecting a product to be included in the group, open its settings.
3. Then click on the pen at the top right.
4. To group, you only need to select one product to start with. The rest will be added to the group later.





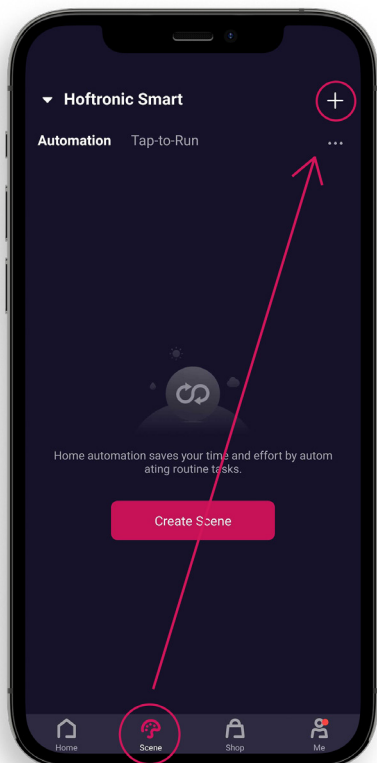
5. On this page you can find more information about your product. You can also find the possibility of grouping here. Click on “Create Group” to create a group.

1. Then select which products you want to add to the group and press save.
2. Almost done, give the group a name so that you can easily distinguish what the group is intended for.
3. That's it, you've created a group!



1.7 AUTOMATION/TAP-TO-RUN

The app is what gives our products the ability to do everything. Here are a few things to get you started.



1. Press "Smart" at the bottom of the screen.

On this page you can make all the settings you want. In this way, they can also be easily added to new products later, without having to re-create the automation/Tap-to-Run.

2. Press the "+" at the top right of the screen to continue.

Tap-to-Run, can be operated by voice control or a button press.

Automation, occurs without having to do an extra operation yourself. Provided it is set up correctly, of course.

3. On this screen we choose what to create.

Tap-to-Run:

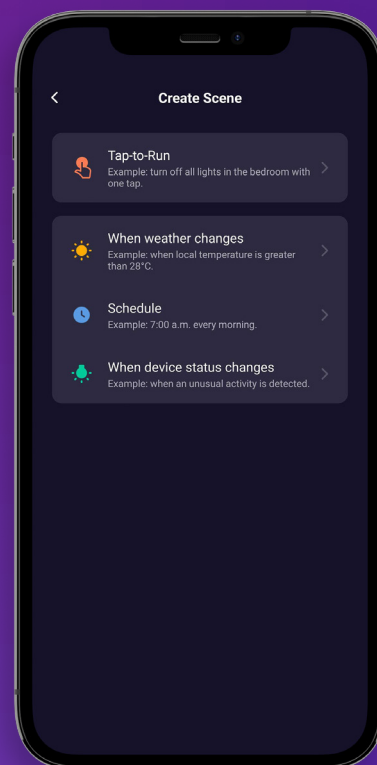
Click on "Tap-to-Run" to continue with the creation of a Tap-to-Run.

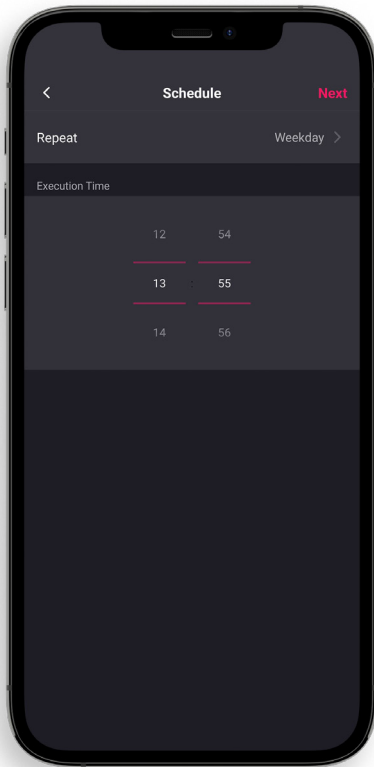
Automation:

Weather Changes, This allows you to set what your product does when the weather changes. The app reads this from the built-in weather app, which updates it via the internet. PLEASE NOTE, you must have a location for this.

Schedule, to create a timetable for the products. When device status changes, to make settings on certain criteria.

When device status changes, to make settings on certain criteria.

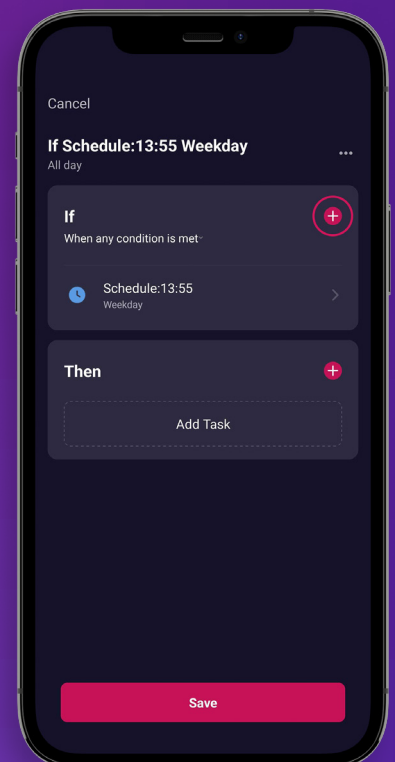




4. Now you start with the setup. For example, in this case we choose the automation "schedule". So we pick the day(s) and time.

5. After setting the first trigger it is possible to set another trigger. You can do this by pressing the plus in the "If-box".

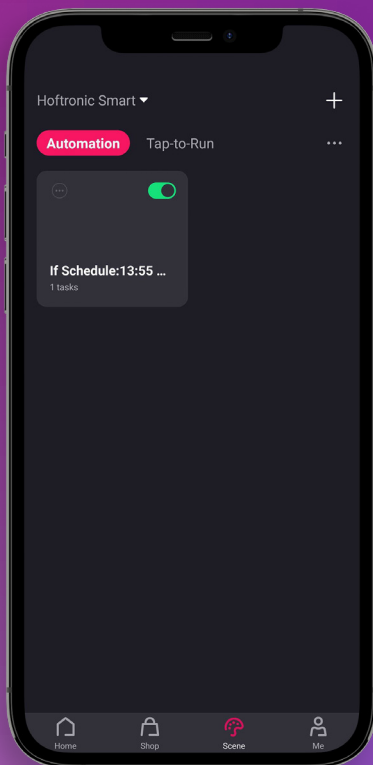
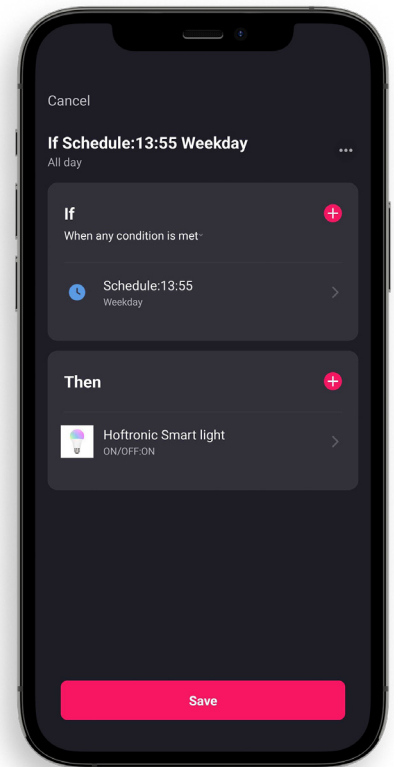
Do you have everything the way you want it? Then press "Next".



6. On this screen we will check if everything is correct.

Name: For when you want to give the automations their own name.

Check your IFTTT, that way you ensure everything happens as you'd prefer. Got everything set up the way you want it to be? Press "Save"!

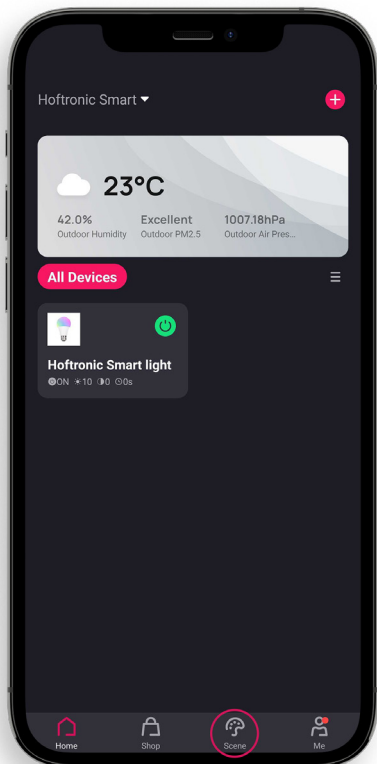


8. Congratulations you have created an automation/ Tap-to-Run!

The green slider switches the automation ON or OFF. It is automatically ON if you have created an automation/ Tap-to-Run.

1.8 ADD FAMILY MEMBERS

To add family members they must have the Hoftronic Smart app and an account. (See 1.1)



1. You open the app, which takes you to the home page.
2. Click on “Me” at the bottom right, this will take you to your page.

3. Here you click on “Home Management” to proceed to inviting members.

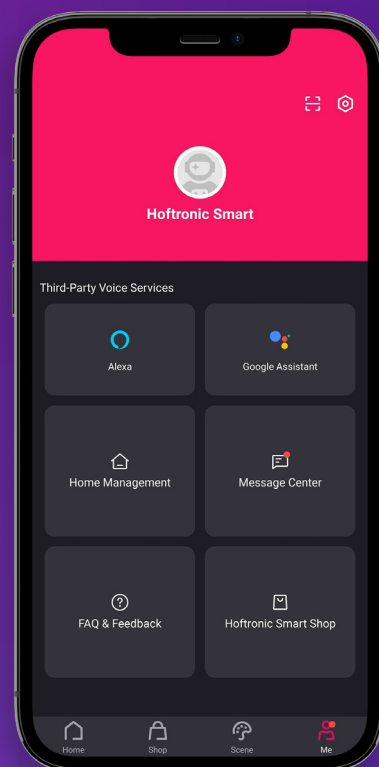
Extra:

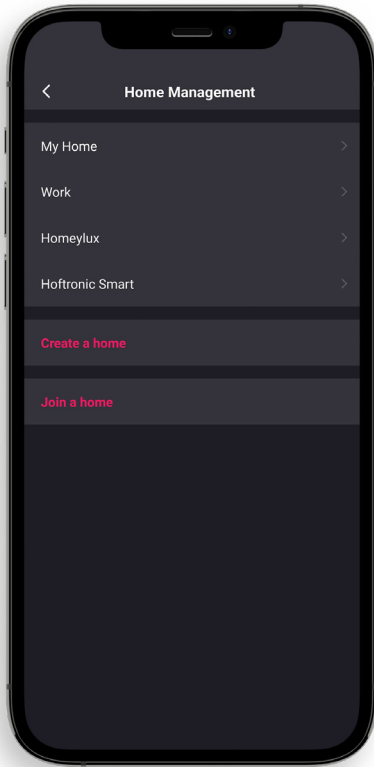
Message Center: Here you can see all the notifications that the app provides. Such as set alarms, or that products have been disconnected.

FAQ & Feedback: Here you will find frequently asked questions about the app or certain products.

More Services: This is if you want to connect your Google Assistant or Alexa to the app.

Settings: In the settings you will find everything about making changes to your account, additional settings for the app, the “Network Diagnosis” and the “Clear Cache”.





4. In "Home Management", choose the Home you want to use. This can be an existing one or you can create a new one.

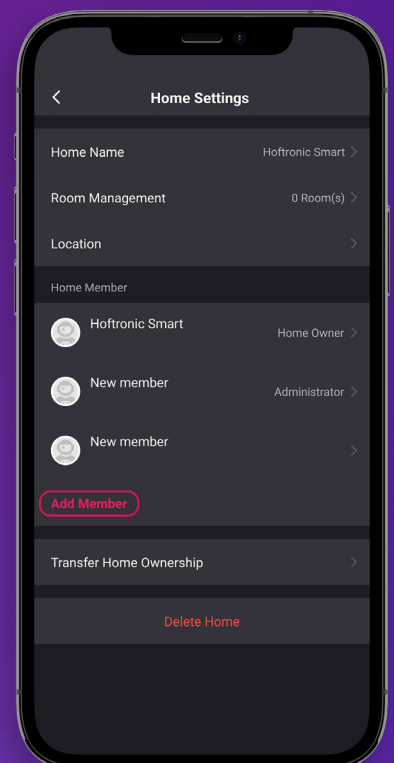
5. Then select the desired Home and continue.

6. To add a member to your Home, press "Add Member".

Then choose how you want to share the link with the person you want to add.

NOTE: You can only send one code at a time. This is for security reasons.

7. Once the person has accepted, it's done! A member of the family has been added to your desired home.



1.9 FLOW Color LED STRIPS



1. After successfully connecting your Flow Color product to the app open up the product settings.
2. Go to the "color setting page" by pressing the color palette. Here you can setup the Flow Color options.

EFFECT BAR

Here you choose what kind of effect you want to give to the lighting.

SEGMENTED LIGHT STRIP

All: This will select all the LEDs to change color. Resulting in one color for the entire product.

Single: Now you can select single segments in the diagram below. This allows to make custom scenes or effects. (A single segment is 3 LEDs)

COLOR TRANSITION

This will let the app decide which colors to fill in for a smooth transition in colors. Do not enable this if you want only your own selected colors.

COLORS

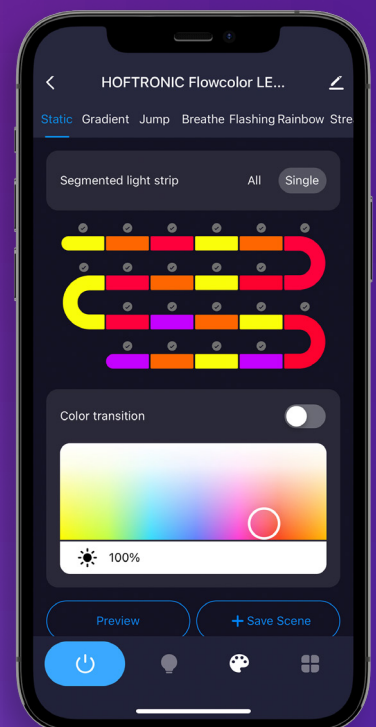
Here you select your desired colors to make your own creation. This is also where you can set the desired brightness.

PREVIEW

The preview button, to check your own creation. Use the preview option to tweak your creation to perfection. As nothing is final yet!

SAVE SCENE

The final step, here you save your own creation. This will let you save it as a scene. Meaning you can make multiple scenes and find them in the "Custom Scene" section, you can find it by pressing the Light Bulb in the navigation bar in the bottom.





CHAPTER 2

MODEM

2.1 THE RIGHT CONNECTION

Smart products only work on a 2.4Ghz connection. By default, your modem/router that you received from your provider uses this connection. Nowadays, every router also has a 5Ghz connection and this is also automatically switched ON under the same name.

However, these are 2 different connections. Your phone can be connected to either 2.4Ghz or 5Ghz, your phone or other smart device will choose the stronger one.

For all the steps you can't solve here, you can ask your provider for help. They can advise you on this, or set it up for you remotely. Please make it clear what you want.

2.2 INTERNET SPEED AND DHCP ADDRESSES

DHCP addresses; In a household, more and more devices are connected to the Wi-Fi. These devices all get their own address within your network, a DHCP address. Some modems/routers have a limit on this, for example 32 addresses. It is therefore possible that you cannot connect a product because there are no addresses left, these have all been given to televisions, telephones, tablets, you name it.

But, this is easy to solve. You can set this yourself on your modem, when you log in you can increase the number of DHCP addresses. For example to 200, then you don't have to increase it in small steps in the future.

Internet speed, can be a problem. If you have a 50Mbit/s subscription, it is possible that if all products together reach this limit, you will not be able to operate certain products. This is of course only the case with large numbers or high internet usage. You may consider to increase your subscription.

2.3 WHAT CAN GO WRONG WITH THE ROUTER

Your smart device may be on the wrong connection. If it is on the 5Ghz network, it is not the same network as the 2.4Ghz network to which the lamps are connected. This can cause them to be “offline” and not controllable.

- You can turn the Wifi on your smart device OFF and ON again, this way it can switch to the “right” connection to control the lamps.
- It is also possible to separate the 2.4Ghz and the 5Ghz connection on the router into separate names. For example, “Home 2.4Ghz, Home 5Ghz”. Then you can always see for yourself whether you’re using the right connection.
- If you don’t use the 5Ghz at all, or if you want to see if it causes problems with pairing? Then you can also turn it off via your modem.

It is also possible that your modem/router is placed in a location that disturbs the connection. For example, behind the fuse box, behind the TV, behind a thick wall, etc... There can be various reasons why the connection is poor. So always take a good look at your house and the position where the signal is coming from. One product may work and another may not.

It is also important to note that your smart device (e.g. phone, tablet) has a very strong receiver. So if your smart device has a connection in one place, your product might not.

2.4 AMPLIFIERS/REPEATERS

Amplifiers/Repeaters can help with weak connections, not only for our products, but also for existing products in your home. They make sure you don’t have to move your fixed modem/router if you don’t want to. They can also help to strengthen the connection in hard-to-reach places.

A good addition to your existing network, but they can also cause problems.

Pay close attention to the installation of the repeater. It does not increase the number of DHCP addresses and does not increase your internet speed or your subscription. So always take a good look at the settings of your modem/router. It is also important not to install it in a hidden corner where the connection is blocked. It is also possible that your lights are linked to the amplifier, if it has a different name than the connection of your modem/router. In this case, your smart device must be connected to the repeater in order to control the products.

2.5 CONNECTING YOUR ASSISTANTS (GOOGLE HOME, ALEXA)

ALEXA

Connecting Hoftronic Smart to Alexa

1. Download de Alexa app.



You will also need the Hoftronic Smart App for this.

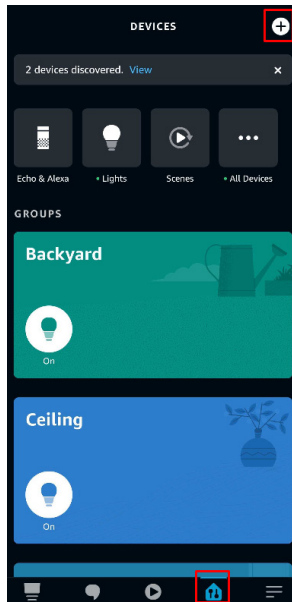


2. Make sure you have an account for both and that you are logged in. It is important that both apps are ready to use, and your Alexa is all set up.
3. Open your Hoftronic Smart app and go to "Profile" at the bottom right.
4. Here you will have a choice between "Alexa" and "Google", choose "Alexa".
5. You will now start linking the apps. Choose "Sign In With Amazon" here. After which, if you were already logged in to your Alexa app, you will get the option "Link". Press "Link" and you will be taken back to the Hoftronic Smart app.
6. Done! You've linked the apps. Alexa will now indicate every time you link a product that she has added it as well.

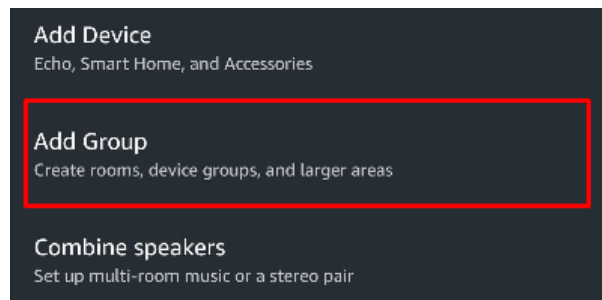


1. **Grouping within Alexa**

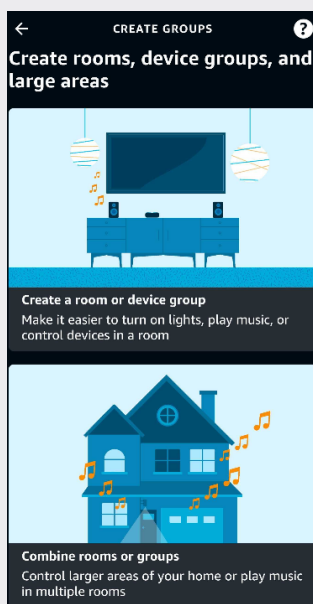
Open the Alexa app. At the bottom of the screen go to Devices, when you are here press the “+” on the top right to create a group.



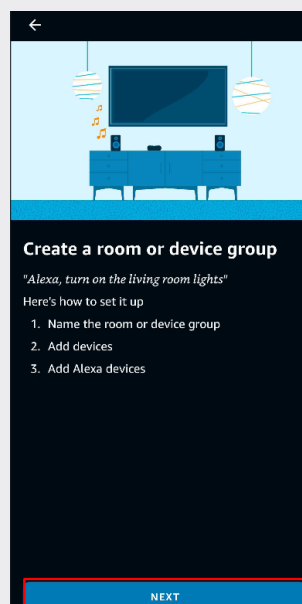
2. Here you get 3 options, pick “Add group”.



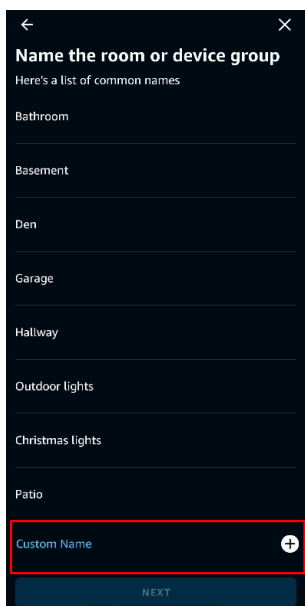
3. Then press “Create a room or device group”.



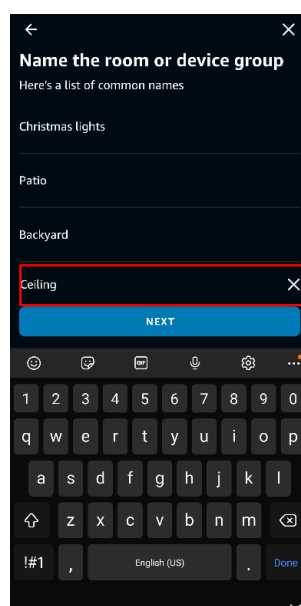
4. Now the app will tell you what you can do with it. Press “Next” at the bottom of the page.



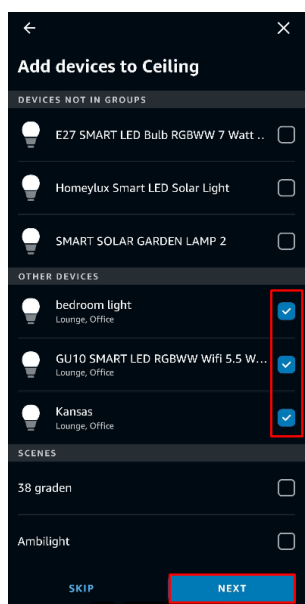
5. Here you get the choice to choose a common name for the group, or to invent and create your own name. Press “Custom Name” if you want to create your own name.



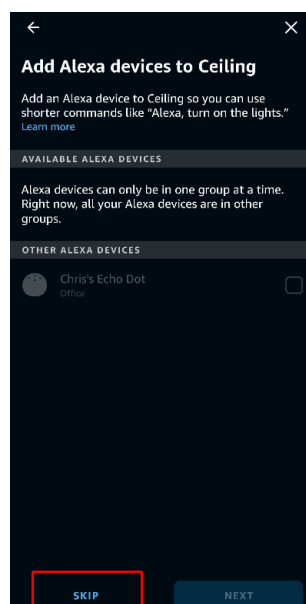
6. Advice: It is easier for Alexa to use English names. In the example I use “Ceiling”. So if you are reading this and your language is not supported than use English.



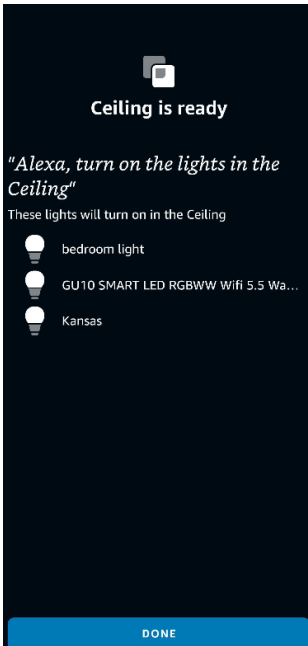
7. After you have done this, you will see a list of products that you have added in your Hoftronic Smart app. Choose which of the products you want to group.



8. If this is your first group, press the “Echo Dot” you want to use here. In case you have several per room in your house, select the desired Echo Dot and then press “Next”.



If you want to use one Echo dot for several groups, this is also possible. If you have already added it to a group it will be greyed out. This does not matter, just press “skip”. One Echo dot can still control multiple groups.



9. Finally, you will see on the screen that the group has been created. Here you can see which products it contains (in this example, lighting). The app also gives you an example of a voicecommand you can give to control it.

GOOGLE

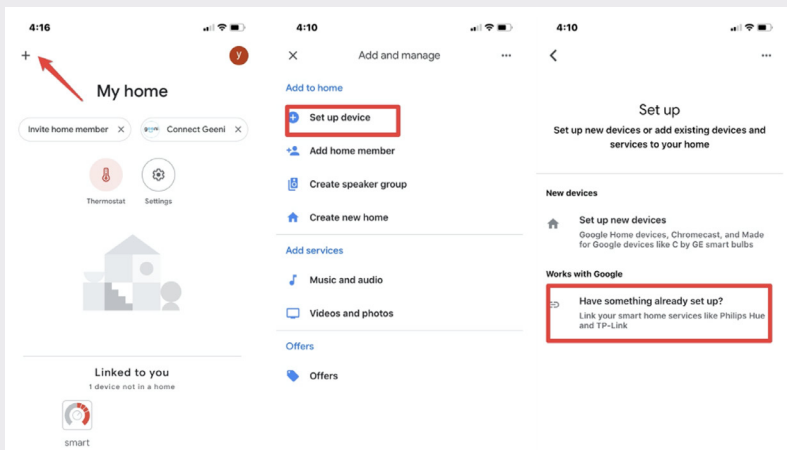
Preparing and setting up Google Home

Linking Google to Hoftronic Smart.

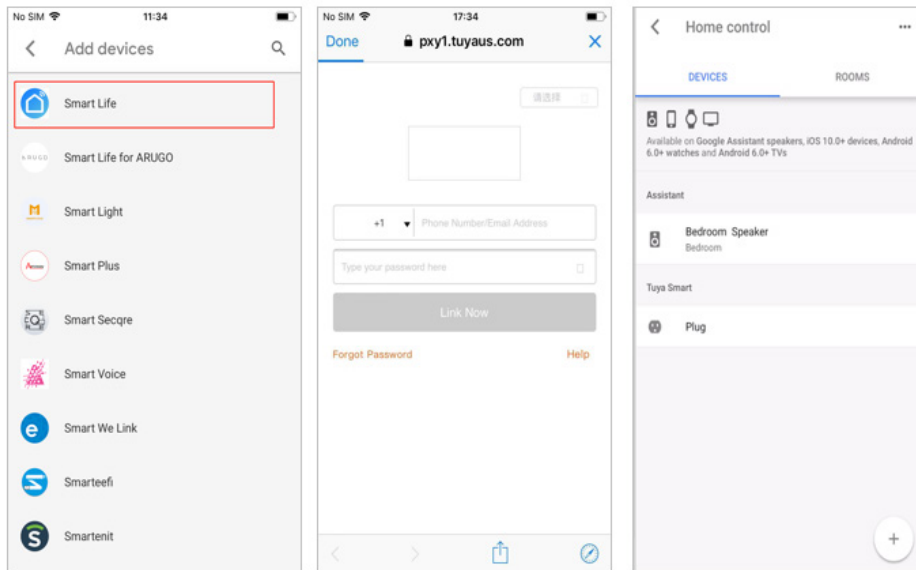
1. It is important to note that you have already setup your Google home before starting the linking process.



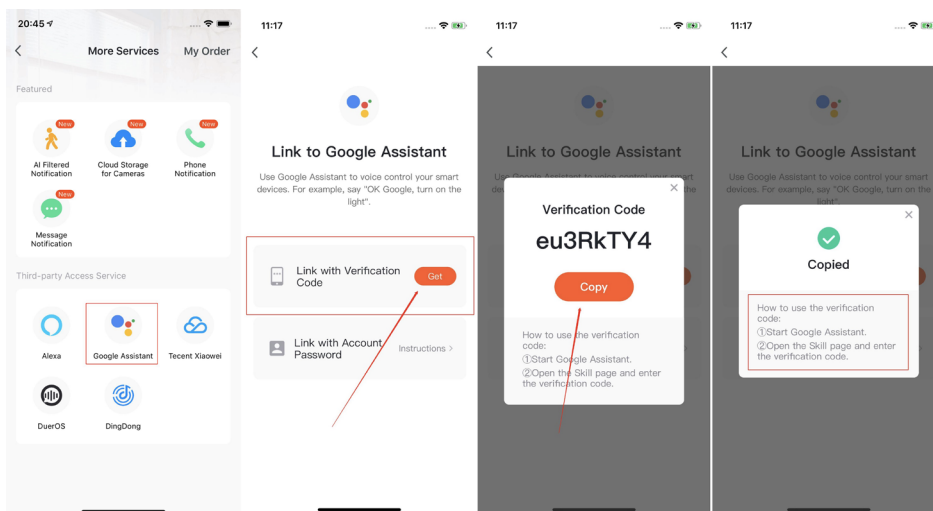
On the homepage of the Google Home App, click the button in the higher left corner, select "+", select "Set up device" under the list of "Add and manage", and then click "Have something already set up".



2. Find “Hoftronic Smart” in the list. In the new window, select your Hoftronic Smart account’s region, type in your Hoftronic Smart account and password, then tap “Link Now”. After you assign rooms for devices, your devices will be listed in the Home Control page.



3. Link with Verification Code, open Hoftronic Smart App, got the “Me” in the bottom right corner. Once there, click “Google Assistant” and follow the steps.



A hand is shown from the top, holding a stack of wooden blocks. The top block features a glowing yellow lightbulb icon. The block below it has a large black question mark. The two blocks below that also have question marks. The bottom row consists of three blocks, each with a question mark. The background is a dark, textured blue.

CHAPTER 3

TROUBLESHOOT

3.1 CONNECTING

If connecting does not work or if you have problems with the products, please check here. If it still doesn't work afterwards, please contact our customer service.

Also don't forget to check out our YouTube channel. Hoftronic Smart and IntoLED is where you can find us. Here we have many different tutorials about our products.

3.1a Product does not enter pairing mode.

Take a look at the product manual and find out how to start pairing mode. Different products have different methods. For example, with the lamps you need to turn them on and off 3 times, after which they go into pairing mode. They do this automatically if they are not paired.

You can also look back at "Section 1.3 & 1.4 Auto and Manual Scan".

3.1b My product is offline.

This can have several causes. Here I refer back to chapter 2 to look at the cause. If the product has already been linked, it means there is a connection error when it is offline.

It is also important that you are on the same network as the product. Also, the smart device you connect the product to has a stronger receiver than the lamps. So if your smart device has a connection, the product might not.

Try pairing the device again. First check whether the lamp also receives power. Perhaps someone flipped a switch or the power supply is down.

3.2 CONNECTIONS

3.2a Dimmers

Our products operate on a constant voltage, not on dimmers. To dim products with a dimmer function, use the app. This can damage your product and shorten its lifespan. Or even make them flicker.

3.2b My products won't turn on

First check whether the selected power point actually has voltage. This can be done with a voltmeter or by plugging in another product. If the power point does not work, we recommend calling in an electrician.

FREQUENTLY ASKED QUESTIONS

3.3a How do I improve my connection?

This one can be just as simple as it is tricky. This depends a bit on the design of your house. The best advice we can give you is: do NOT use the standard modem you get from your provider if you have connection problems more often.

The advice we can give you is to buy a separate router. This does not have to be the most expensive one, most routers will work better than your standard modem. It is also wise to place it centrally in the house. This ensures that the connection can go in all directions.

As technology and wireless connections are becoming more and more of a reality, it is certainly wise to prepare for this by placing your connection centrally in the house.

3.3c LED strip does not connect to remote control

Connecting this remote control to the smart LED strip must be tried several times. This is because often the correct order is not followed.

Follow the steps of the video from 1:37
(Klik hier voor het filmpje)

- Disconnect everything from the mains
- Press the button of the desired group. (Keep pressing it repeatedly, do not hold it down)
- Then plug everything into the mains and wait for the strip to connect to your remote, before you stop pressing the button. This will be noticeable when you see the light change on the strip.

3.3b Light doesn't connect within the fixture

This can have several causes.

It may be due to the environment; if the connection has to go through and around walls, this weakens the signal. If a product is built in, the connection problem can also be caused by the material around it.

- If you have several lights, try to see if they all have this problem. Or if it's only occurring with the same light.
- Always check that the lamp outside the fixture does connect. Try to install the source of your connection closer to the lamp or use an amplifier/repeater (2.4). The best would be a router (3.3a).

It is also important to note that your smart device (e.g. phone, tablet) has a very strong receiver. So if your smart device has a connection in a certain place, your other products might not.

3.3d Pardoo, seems offline in the app

This error often occurs because it seems that the Pardoo is not online or not charged. But in reality it is simply switched off. Because a Solar lamp does not switch on by itself during the day. Therefore, first try to cover the solar panel, and/or check if the power button is pressed properly.

If you have any further questions or if the product still does not work properly. Please contact Customer Service.

3.3e Smart Remote (SKU: 4406707)

It is important that the lamps that can be connected to this are first connected to the app. Without being in the app, the lamps will not work. The Remote itself does not need to be connected in the app. Of course, the connection has to be in order as well. Then, when all the previous criteria are met, you can connect the Remote in the following order.

- Disconnect the bulbs from the mains. Then reapply the voltage to the lamps. This will allow the pairing to take place again.
- Then press the desired group on the Remote. By default this is group "A" (choice of A, B, C or D). Then you hold down the "I" (on button), until the blue led in the middle starts blinking. (Do this with a maximum of 6 lights at a time, this also helps to keep it organised for yourself)
- Release the button and wait. Now the Remote will search for the lamps and try to connect them. The lamps will blink 2 times. You've successfully connected the lamps with the Remote!

3.3f My lamp reacts differently

This can happen because of an update that has not been done. Always check if this has been done (Check 1.5)