



User Guide (APP Version 1.1.5)

Date: 20220421

Official website: <https://wooxhome.com/>

Official mailbox: support@wooxhome.com

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1 Download the app

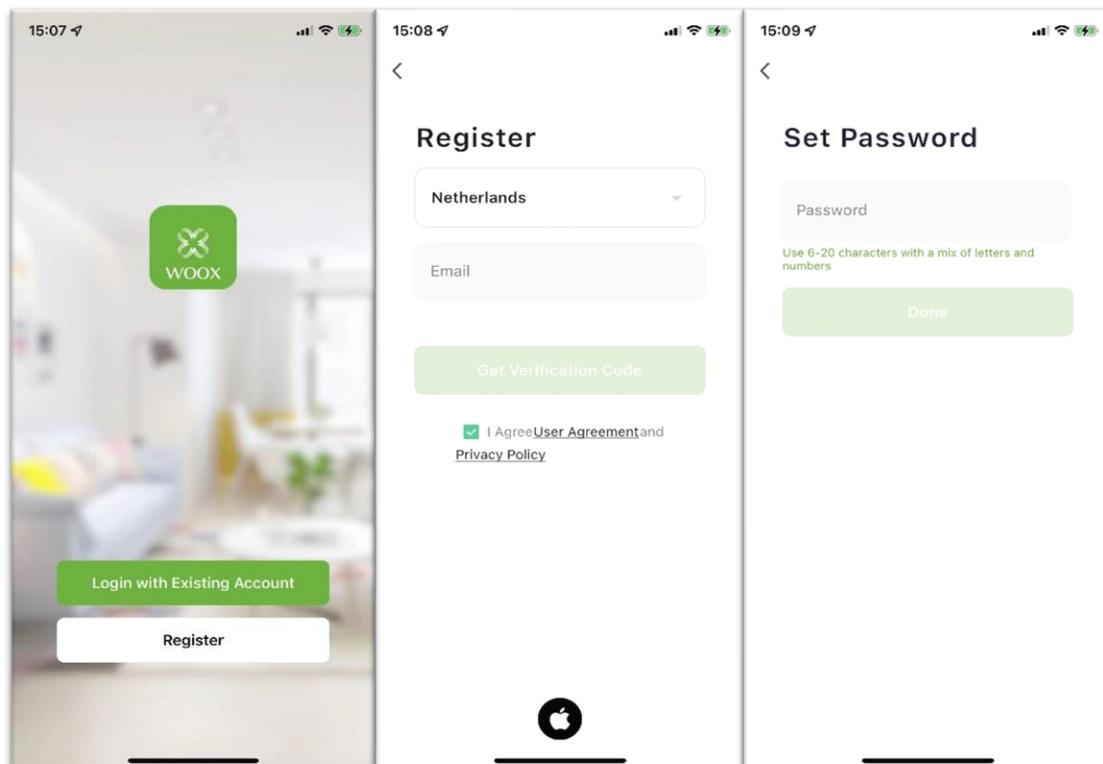
Search for Woon Home in Apple's App Store and Google play store or scan the following QR code to download the Woon Home app.



2 User accounts

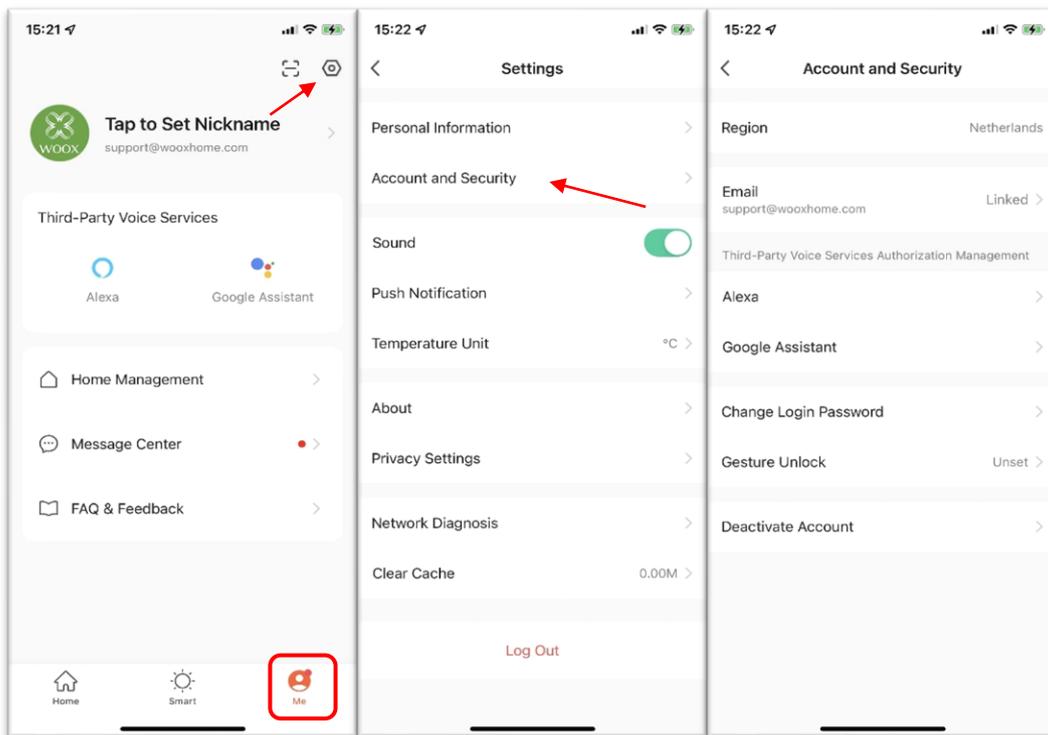
2.1 Register an account

1. Tap **Register** and carefully read and agree on the **User Agreement** and **Privacy Policy** to go to the **Register** page.
2. Register an account with an email address. The **State/Region** field value follows the Email settings by default and can also be manually changed. However, after the account is registered, the field value cannot be changed. Tap **Get Verification Code**.
3. Enter the returned verification code to navigate to the password setting page. Set a password as required and tap **Done**.



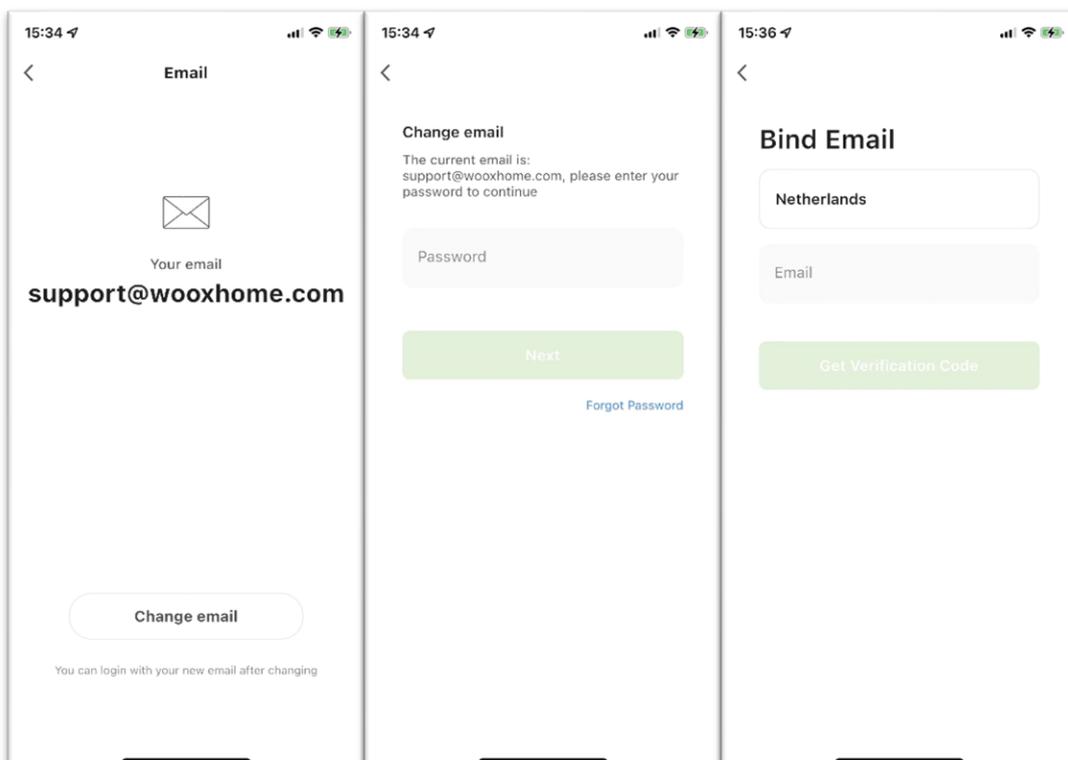
2.2 Change an account

1. After login to the app, tap **Me** and then the settings icon.
2. On the **Settings** page, tap **Account and Security**.



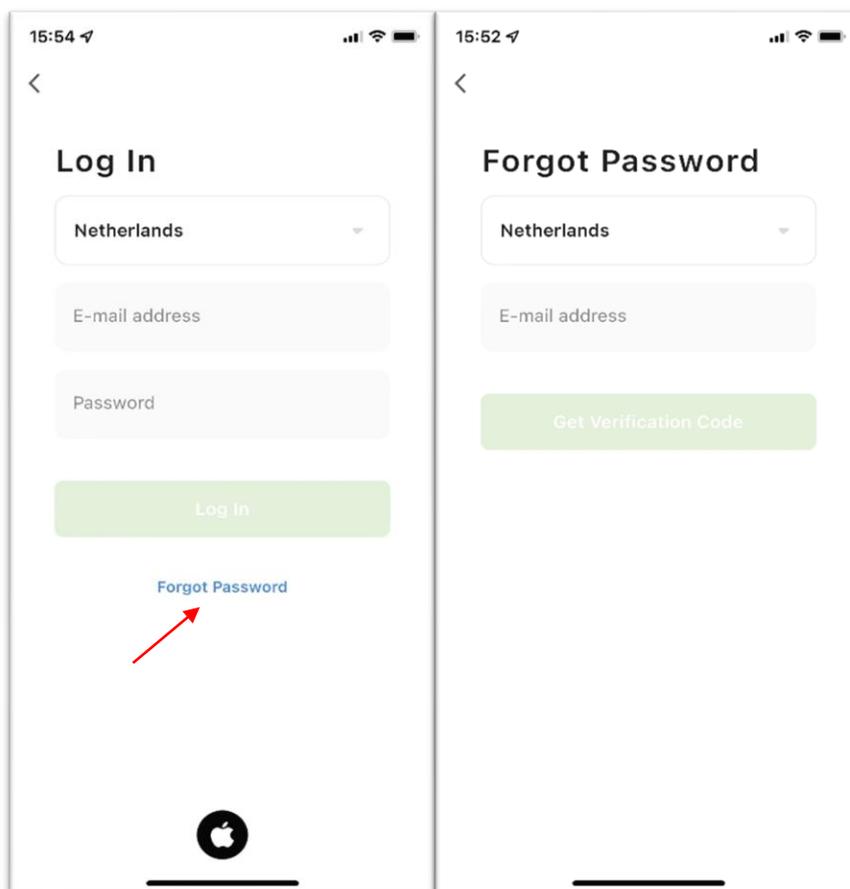
3. To change the Email Address, choose **Email** > **Change email**.

4. On the page that appears, enter the password and tap **Next**. On the **Bind Email** page, enter a new email address and tap **Get Verification Code**. On the **Enter Verification Code** page, enter the returned verification code.



2.3 Reset a password

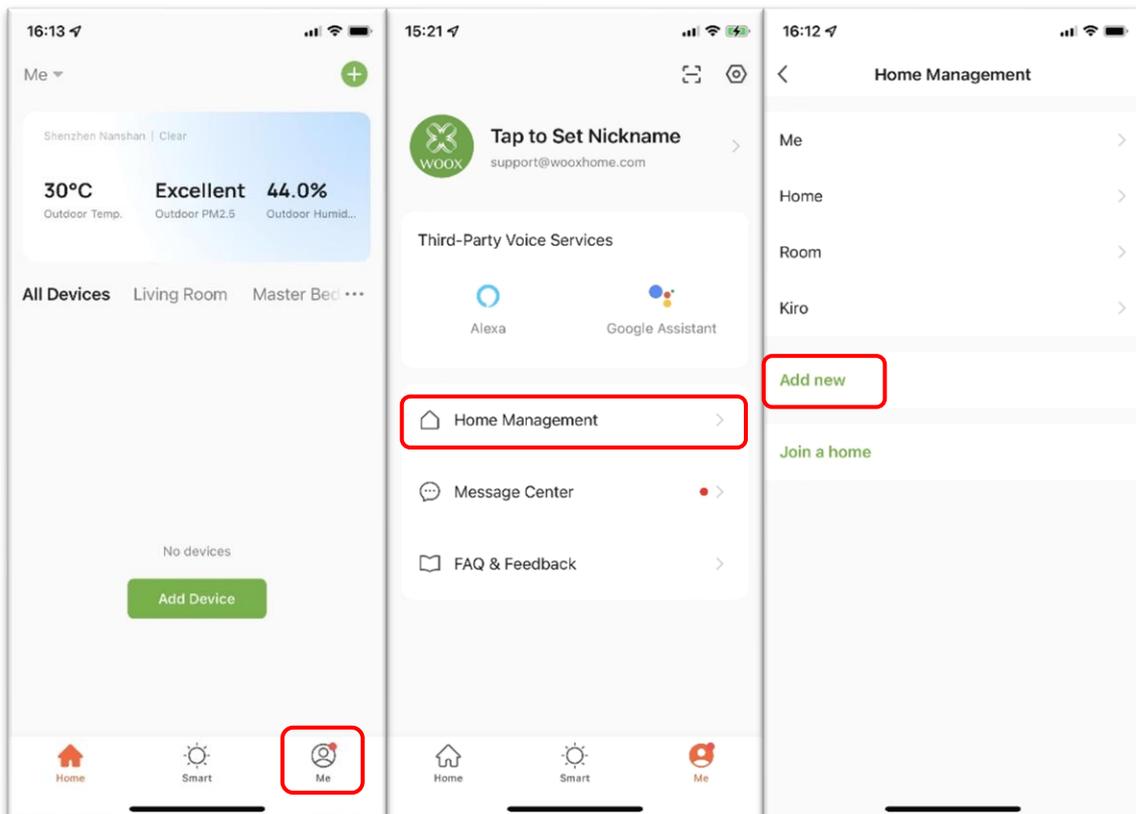
1. If the login password is forgotten, the user can reset the password based on the following steps:
2. On the **Log In** page, tap **Forgot Password**.
3. The **State/Region** field value is automatically specified and can also be manually changed.
4. Enter the registered email address and tap **Get Verification Code**.
5. Enter the code that was sent to email address.
6. On the page that appears, enter a new password and tap **Done**. Then, the password is reset, and the app is automatically logged in.



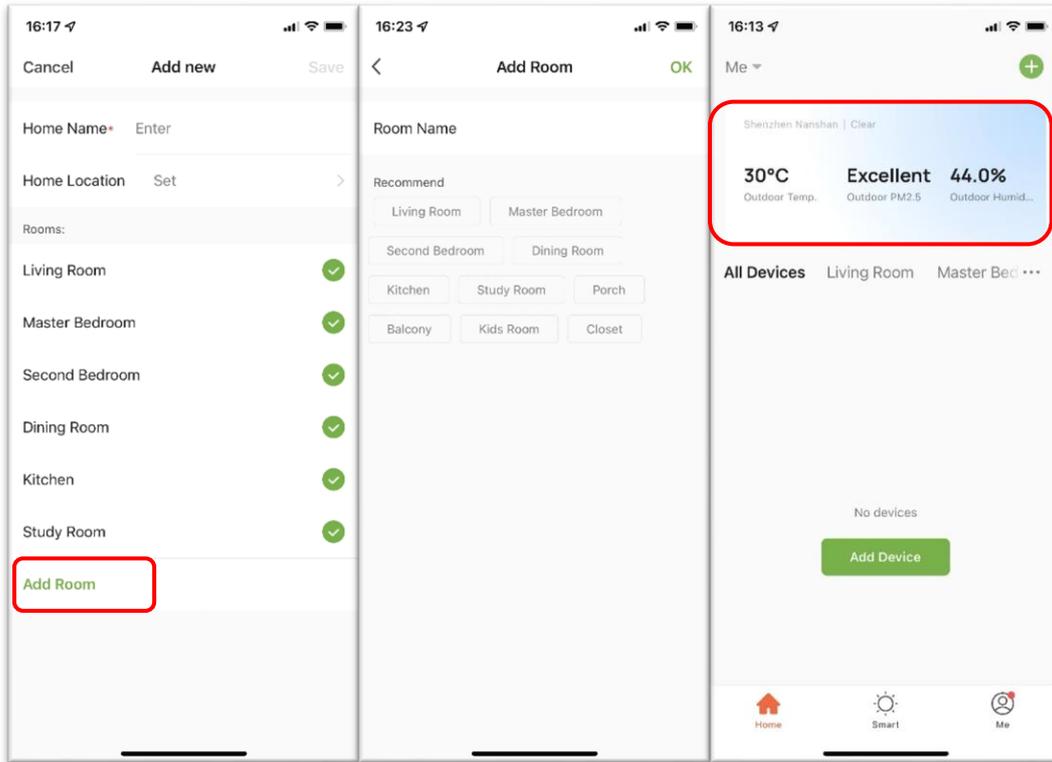
3 Use the app

3.1 Manage homes and home members

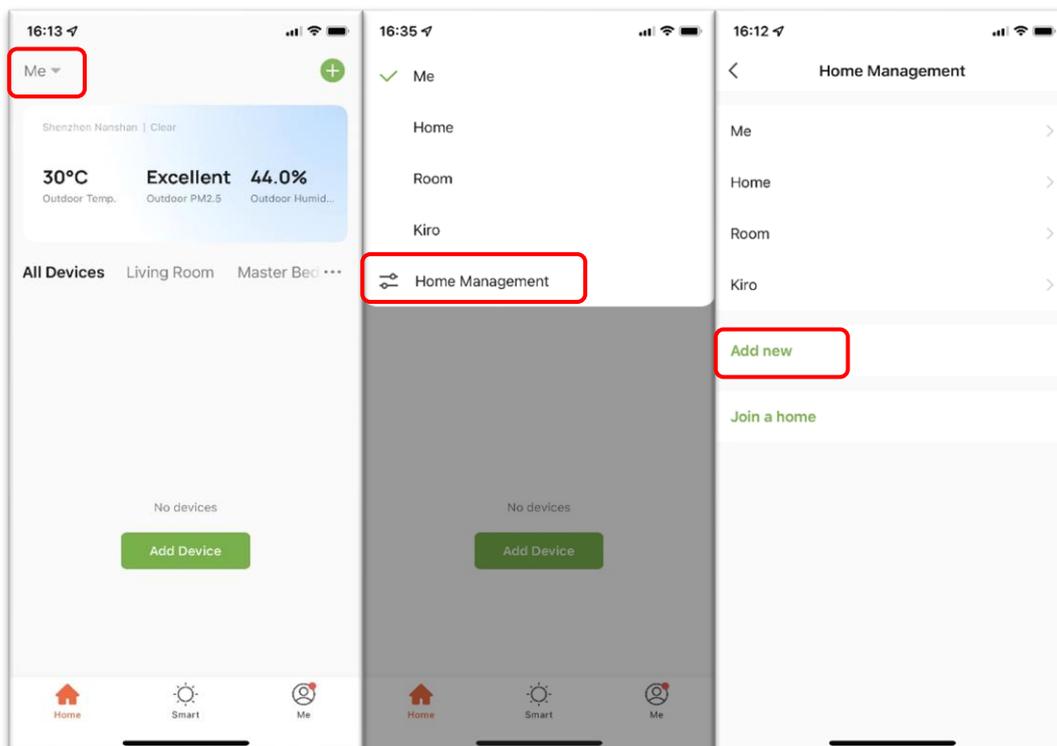
1. After login to the app as a new user, the **Home** page where devices are listed appears. The user's account name is displayed in the top-left corner of the page.
2. In the bottom navigation bar, tap **Me > Home Management** to go to the **Home Management** page.
3. After the new user taps **Home Management**, the user can edit the information about adding a home on the page that appears.
4. If a home has already been added, tap **Add new** on the **Home Management** page to go to the **Add new** page.



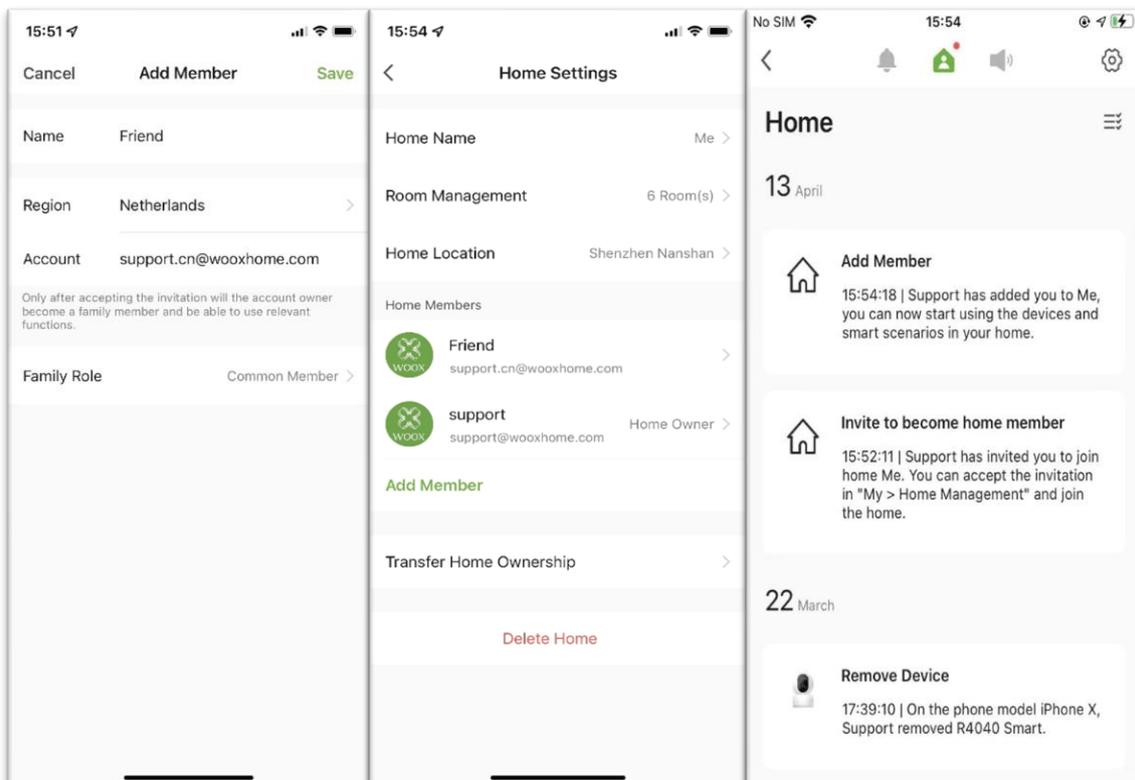
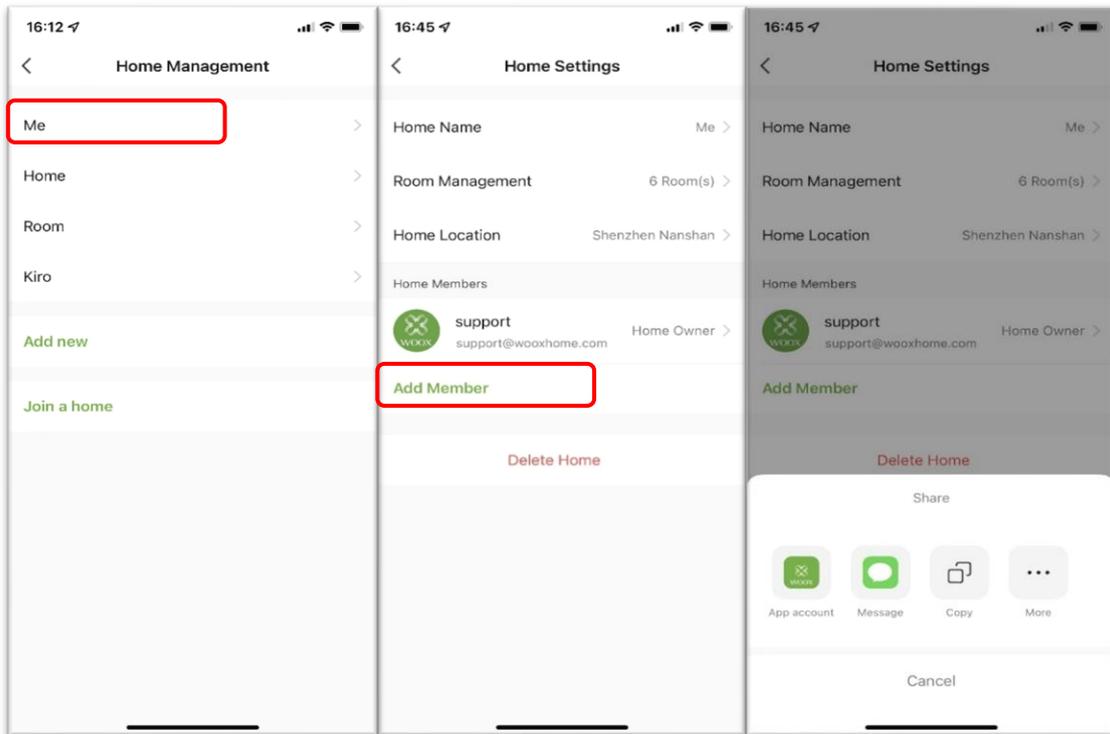
5. Enter a name for the home in the **Home Name** field. And user can use the default room names on the app or tap **Add Room** to customize a room name. A maximum of 25 characters is allowed.
6. Select **Location**. The location is set based on the phone location. The user can also change the location by setting the coordinate



7. If more than one home is added, tap the home name in the top-left corner of the page to switch between and manage homes.
8. In the drop-down list, tap **Home Management** to manage homes, create a home, or join a home. An account can be used to control multiple homes. The smart devices in different homes are independent of each other

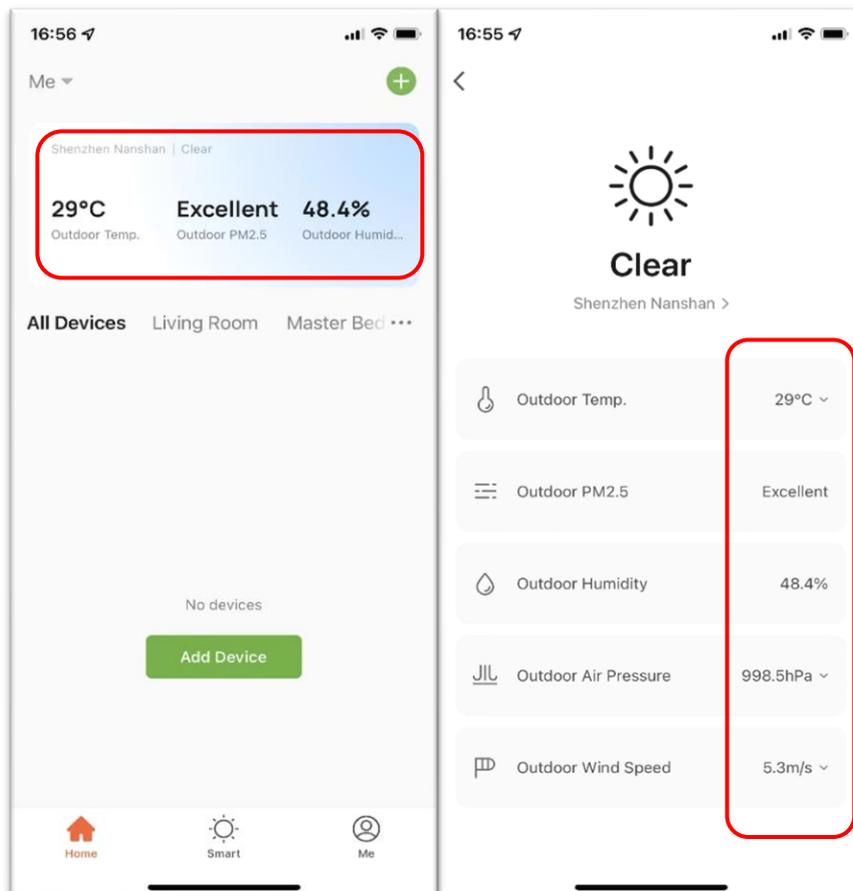


9. Tap a home name, such as Me, and select **Home Management** from the drop-down list. On the **Home Management** page, tap the home name to go to the **Home Settings** page.
10. Enter the invitee's account and region, and select his operational permissions
11. If a user is invited to join a home, he will receive a notification on the app



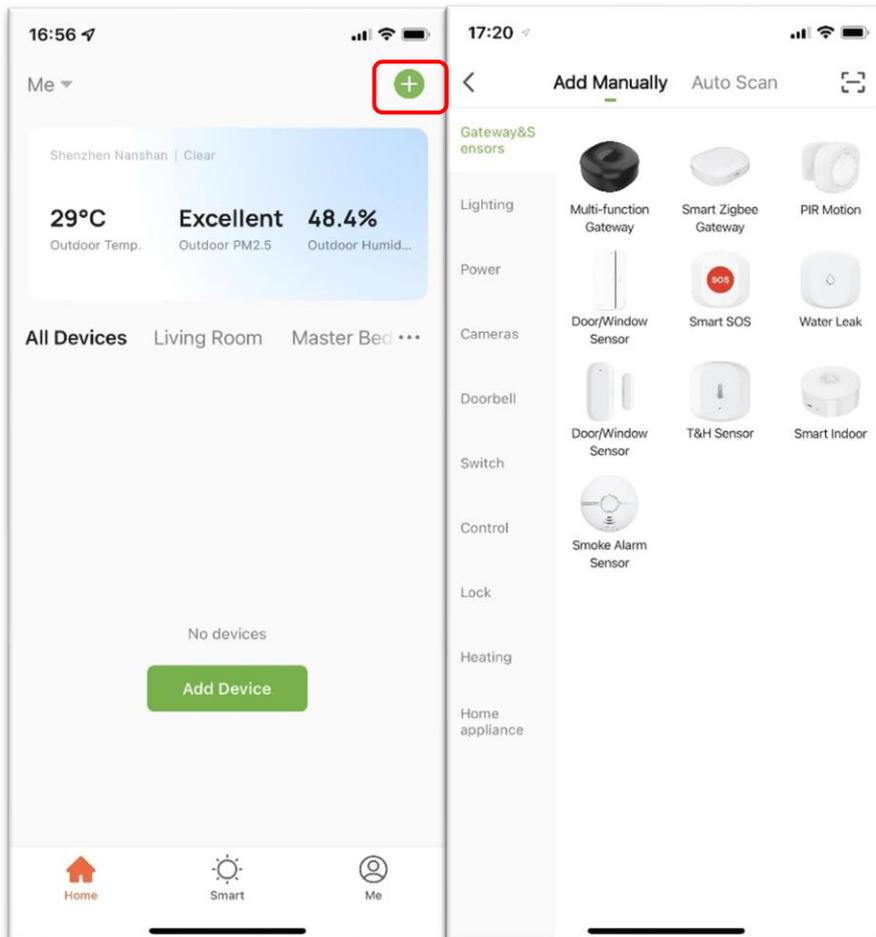
3.2 View environment information

1. After the home information and location are completed, the weather and environment information appears on the **Home** page. Tap the weather and environment information section to view more details.
2. If environmental sensors have been added, such as the air purifier, hygrometer, and thermometer, to the app, the app displays the environmental information provided by these devices.
3. On the detail page, the homeowner or administrator can drag and sort the displayed items.



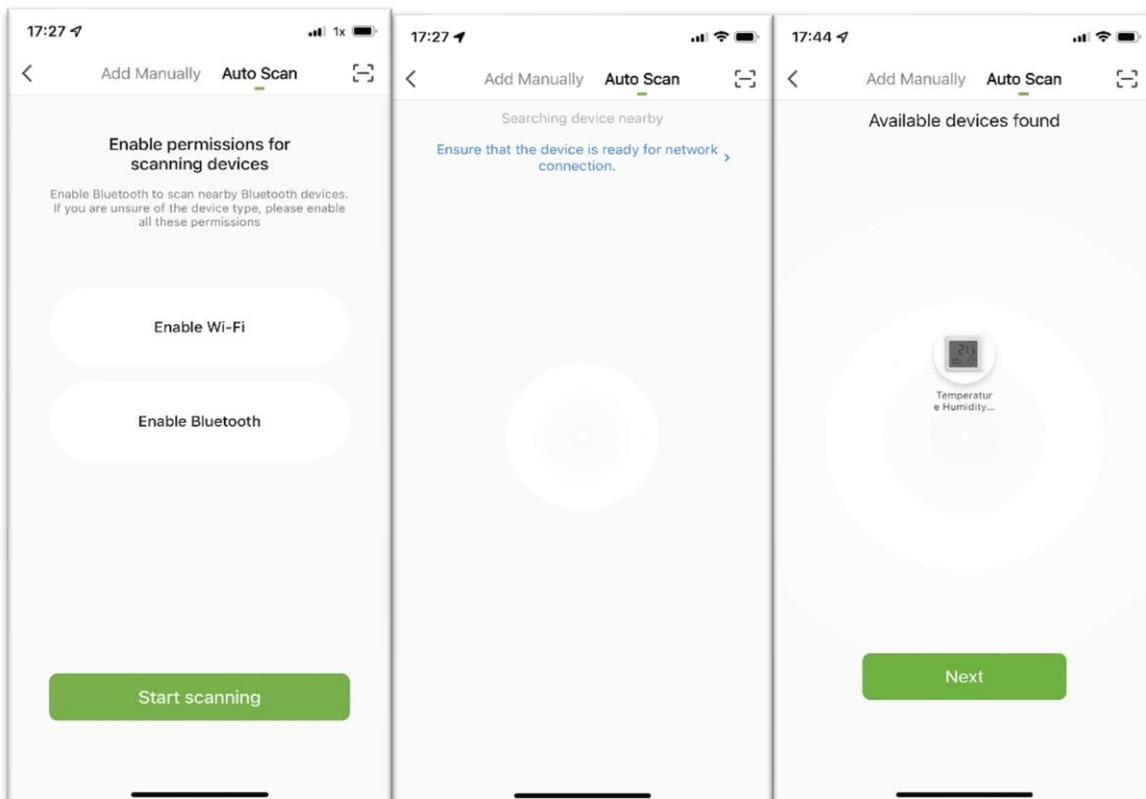
3.3 Add a device

Tap **Add Device** or the plus icon (+) in the top-right corner on the **Home** page to go to the device adding page. On the **Add Device** tab that appears, devices can be automatically found or manually added. To automatically add devices, the app must be granted Wi-Fi and Bluetooth permissions.

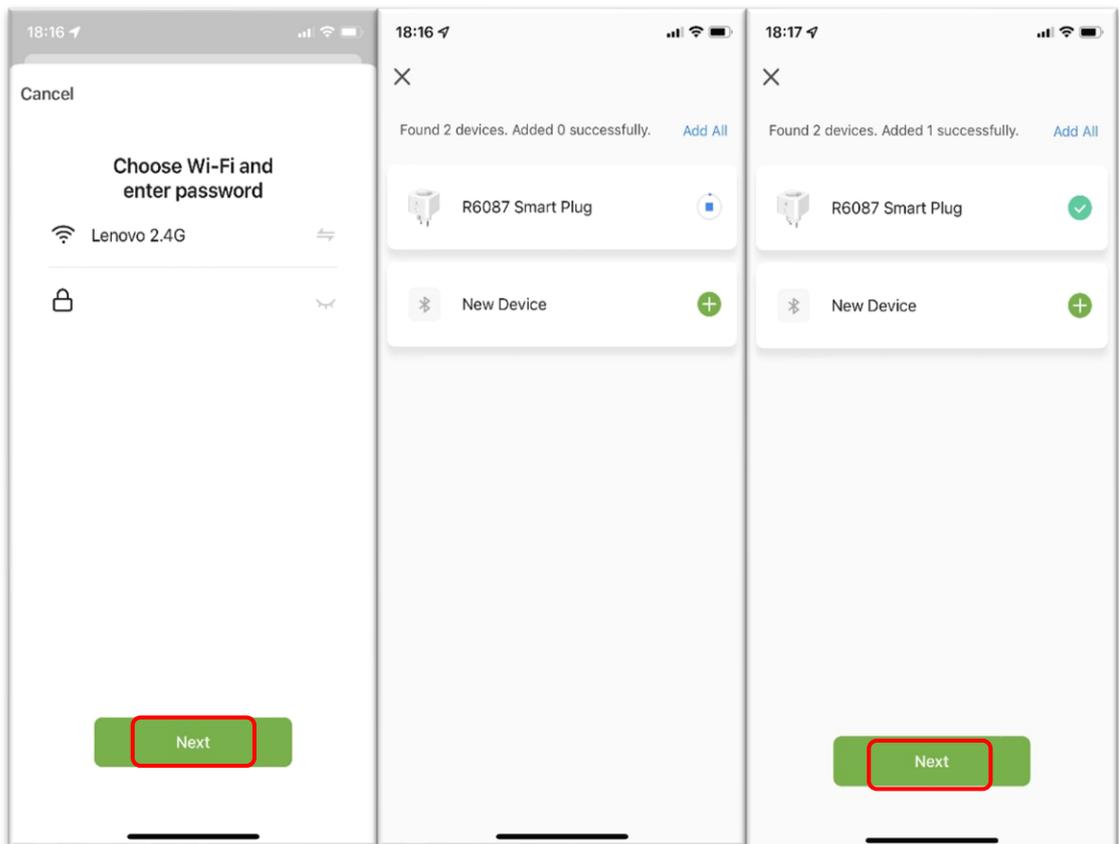
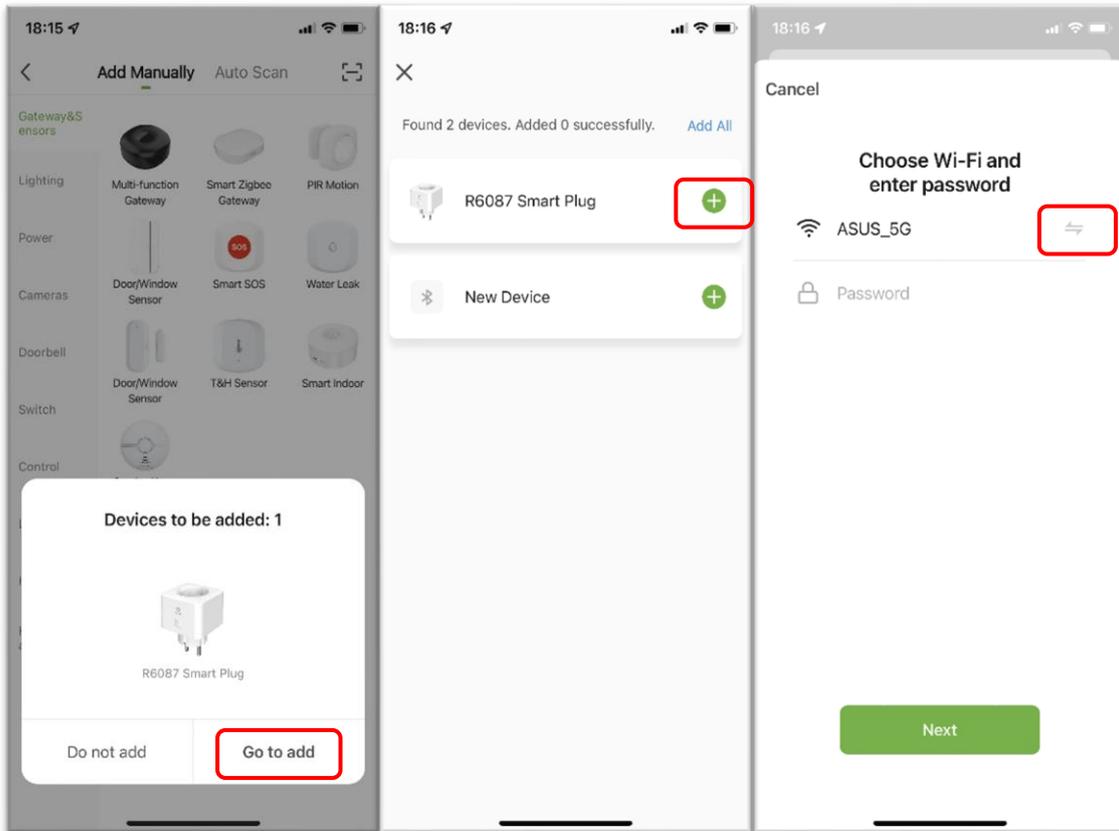


3.3.1 Automatically add devices

1. This method enables simultaneously searching for multiple devices, including Wi-Fi devices, Bluetooth gateways, Bluetooth mesh devices, Zigbee gateways, and Zigbee devices connected to the gateway. All devices found can be added with one tap.
2. If the search times out and no devices are found, follow the instructions to troubleshoot the issue and try again, or try to manually add devices.
3. In this mode, enable Wi-Fi and Bluetooth for searching for devices. Wi-Fi devices can be found only when Wi-Fi is enabled. Nearby Bluetooth devices can be found only when Bluetooth is enabled.

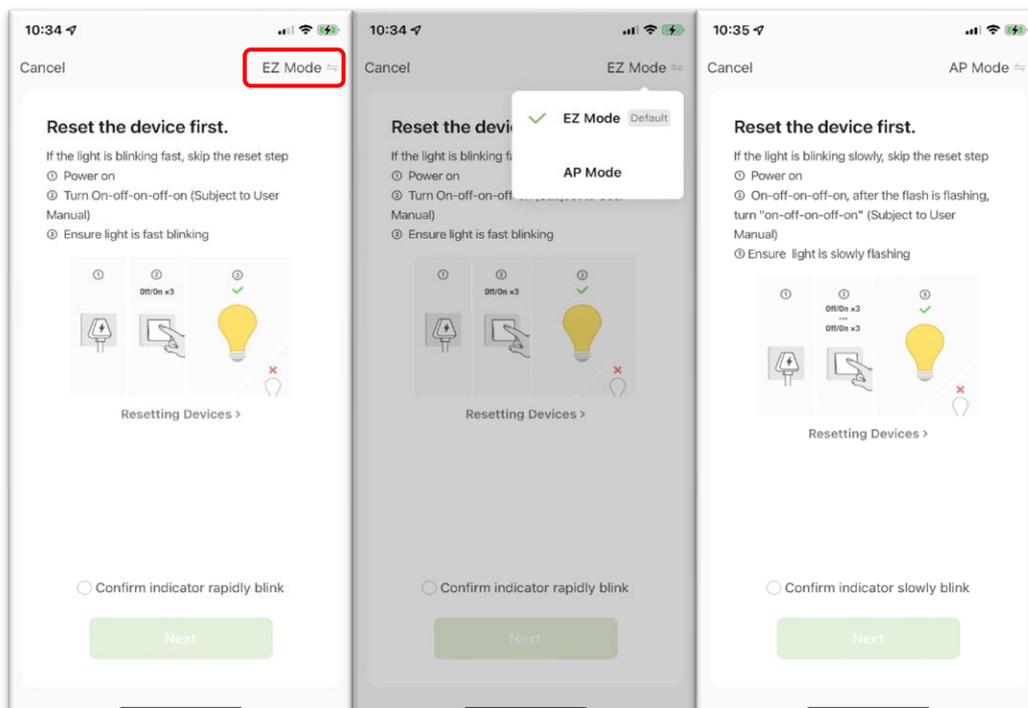
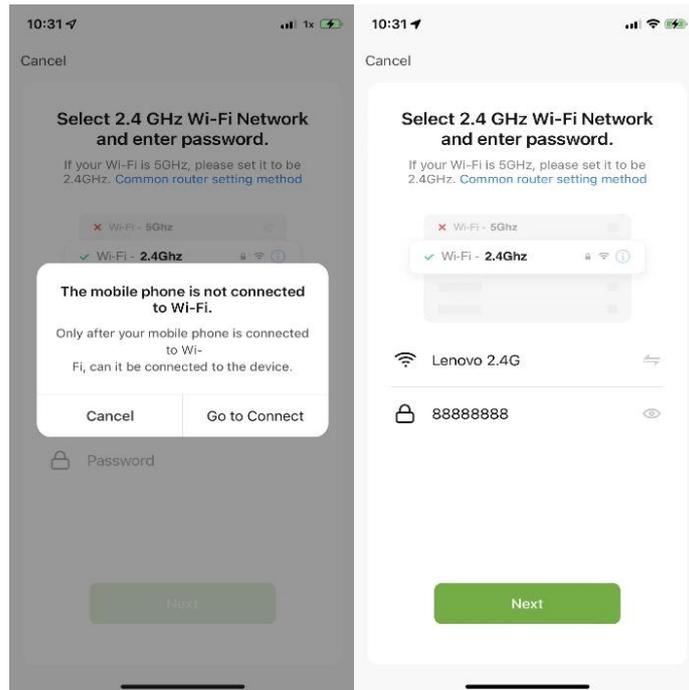


4. To accelerate pairing with Bluetooth devices, the app supports the automatic discovery of nearby Bluetooth devices. Once the Add device page is opened, the app automatically searches for Bluetooth devices pending pairing and shows discovered Bluetooth devices in a dialog box.
5. The user can choose **Do not add** or **Go to add** to determine whether to add these Bluetooth devices. Make sure that Bluetooth is enabled and the Bluetooth devices are pending pairing during searching



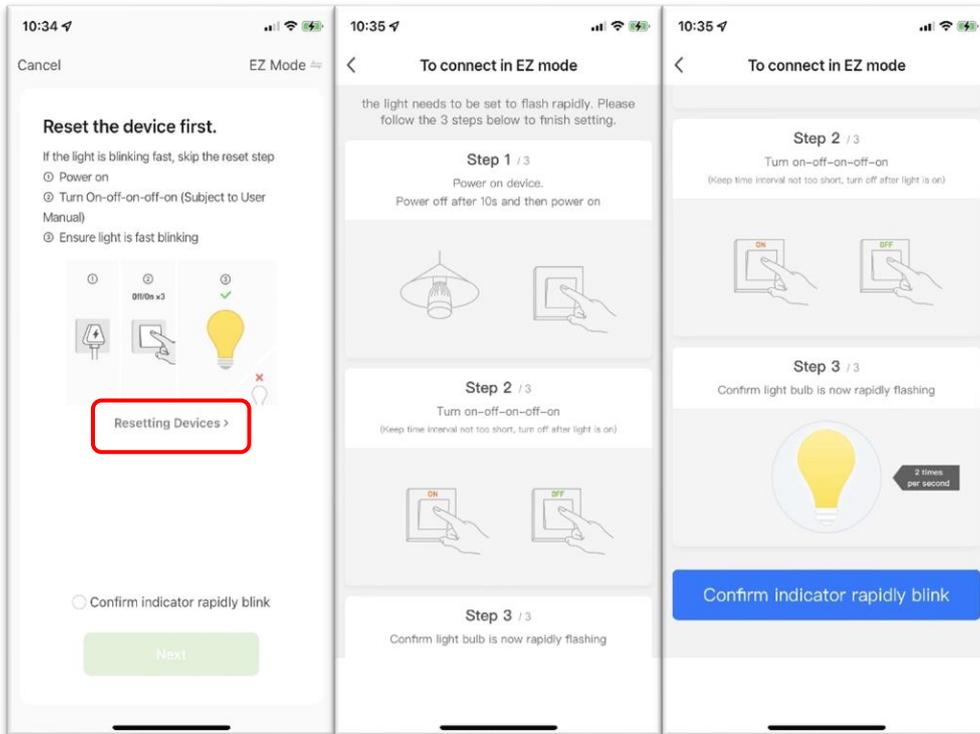
3.3.2 Manually add Wi-Fi devices

1. Select a device type. On the page that appears, enter the password for connecting to the 2.4 GHz Wi-Fi network. The location permission must be granted to automatically find Wi-Fi networks.
2. Two pairing modes are provided in the app. The Wi-Fi Easy Connect (EZ) mode is the default mode, and the access point (AP) mode is the compatible mode. The user can tap the pairing mode drop-down list in the top-right corner of the page to switch between the pairing modes.

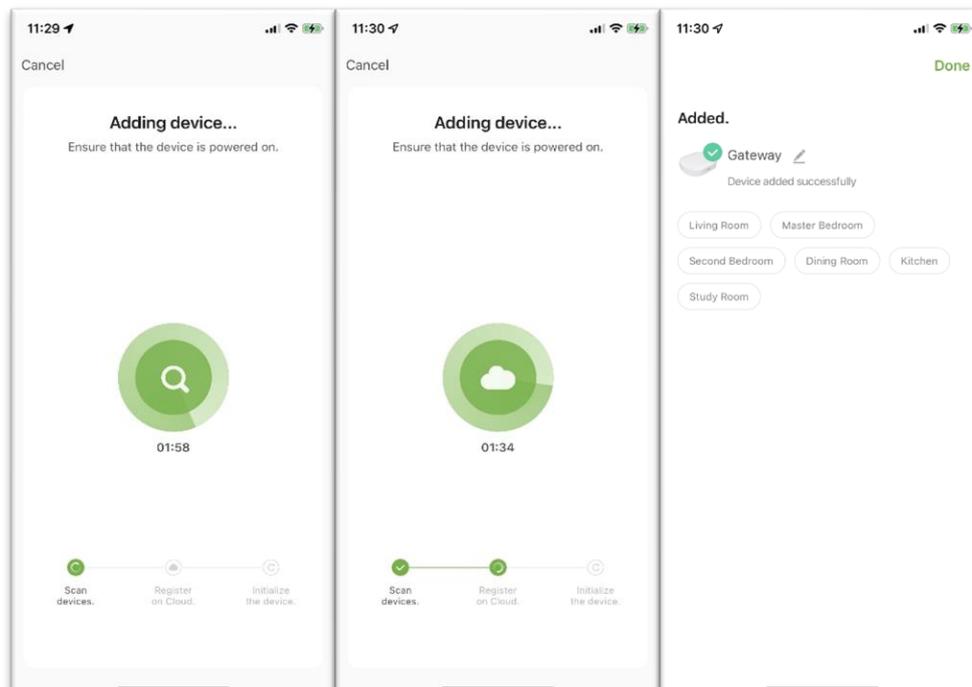


3.3.3 Manually add Wi-Fi devices in EZ mode

1. In EZ mode, follow the instructions to enable the indicator to blink quickly.

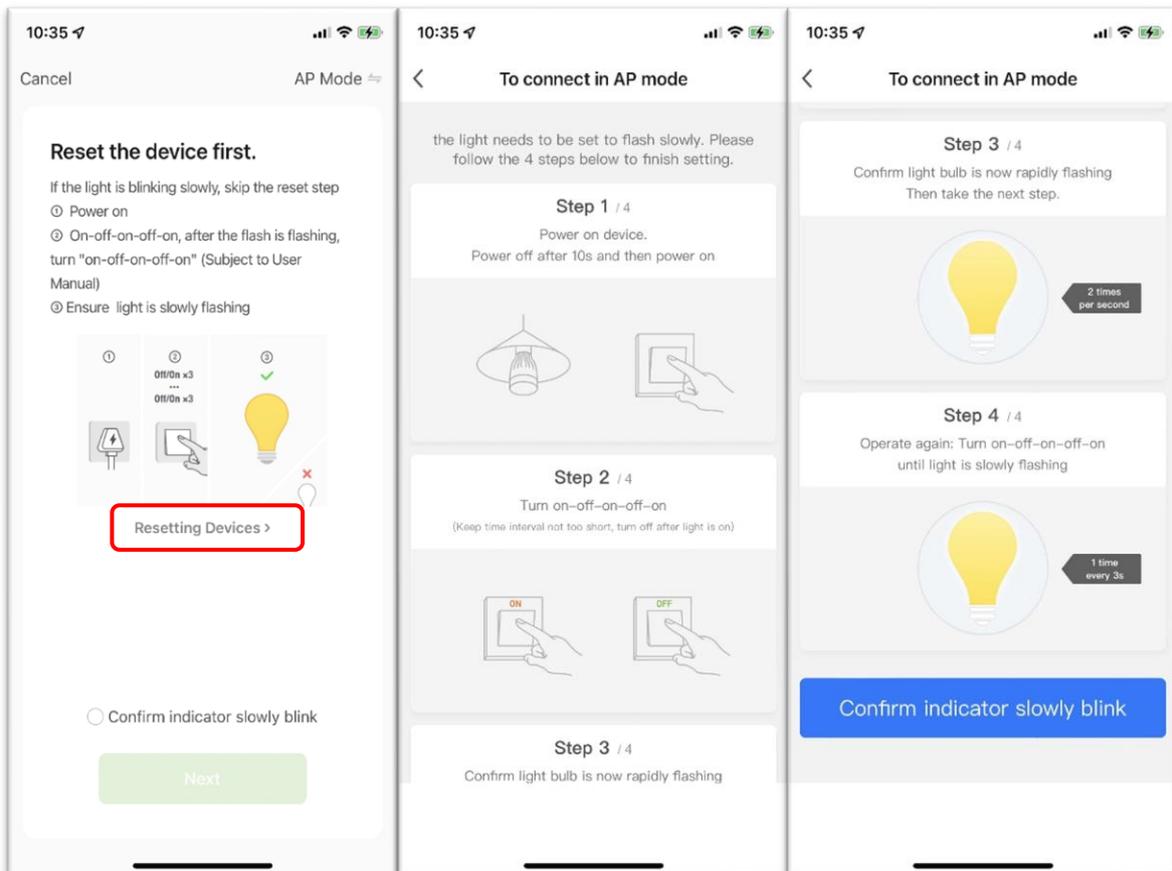


2. Select **Confirm indicator rapidly blink** and tap **Next**. The following first two figures from the left show the pairing process. The user can customize the names of added devices and specify the room where the devices are located. A device name can contain a maximum of 64 characters.

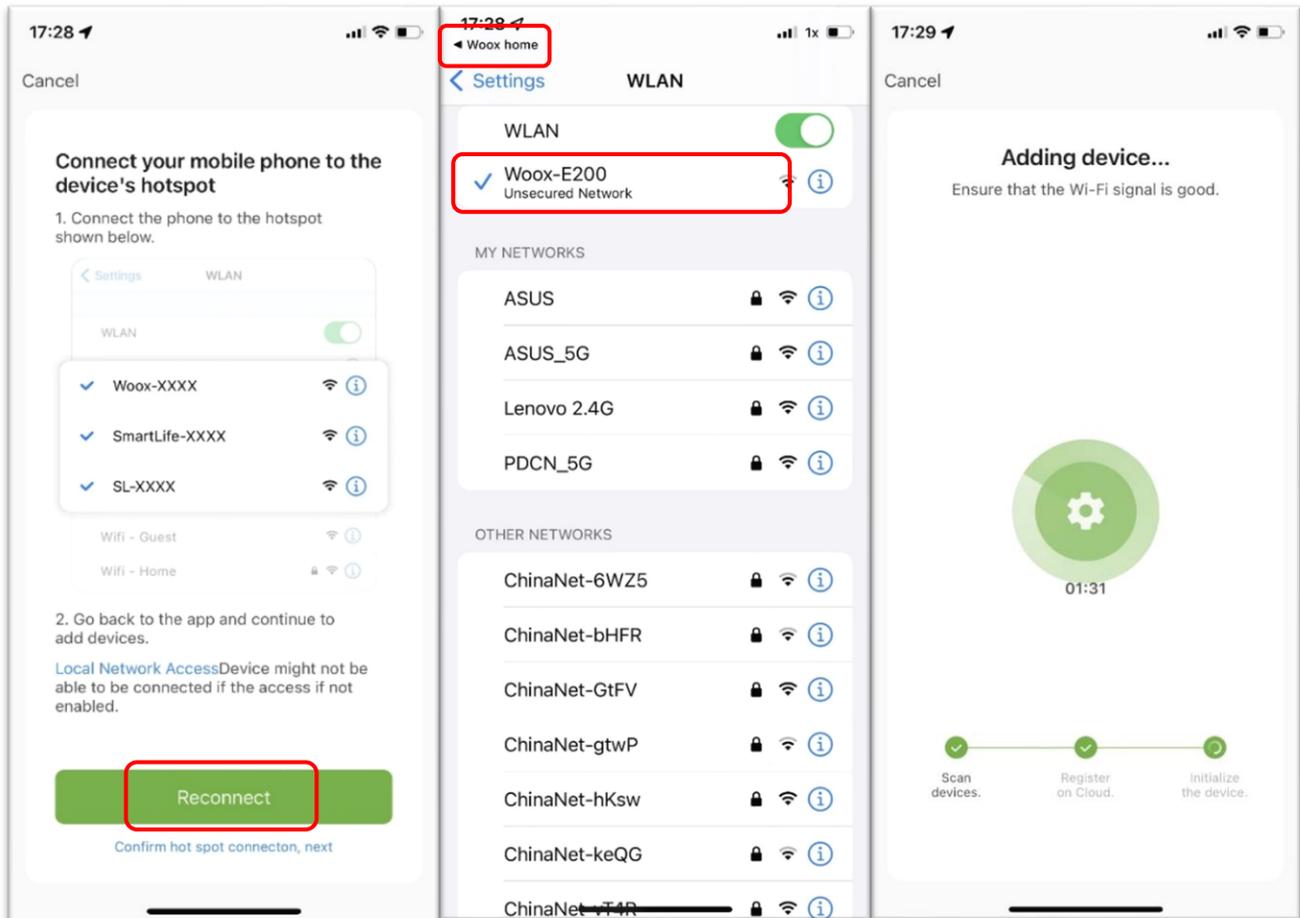


3.3.4 Manually add Wi-Fi devices in AP mode

1. If a dual-band network that supports both 2.4 GHz and 5 GHz bands is used, the AP mode can be used to add devices. This mode needs to turn off the Bluetooth of the mobile phone. It is only applicable to **some** products. Please refer to the specific product manual.
2. In AP mode, follow the instructions to enable the indicator to blink slowly, select **Confirm indicator slowly blink**, and then tap **Next**.

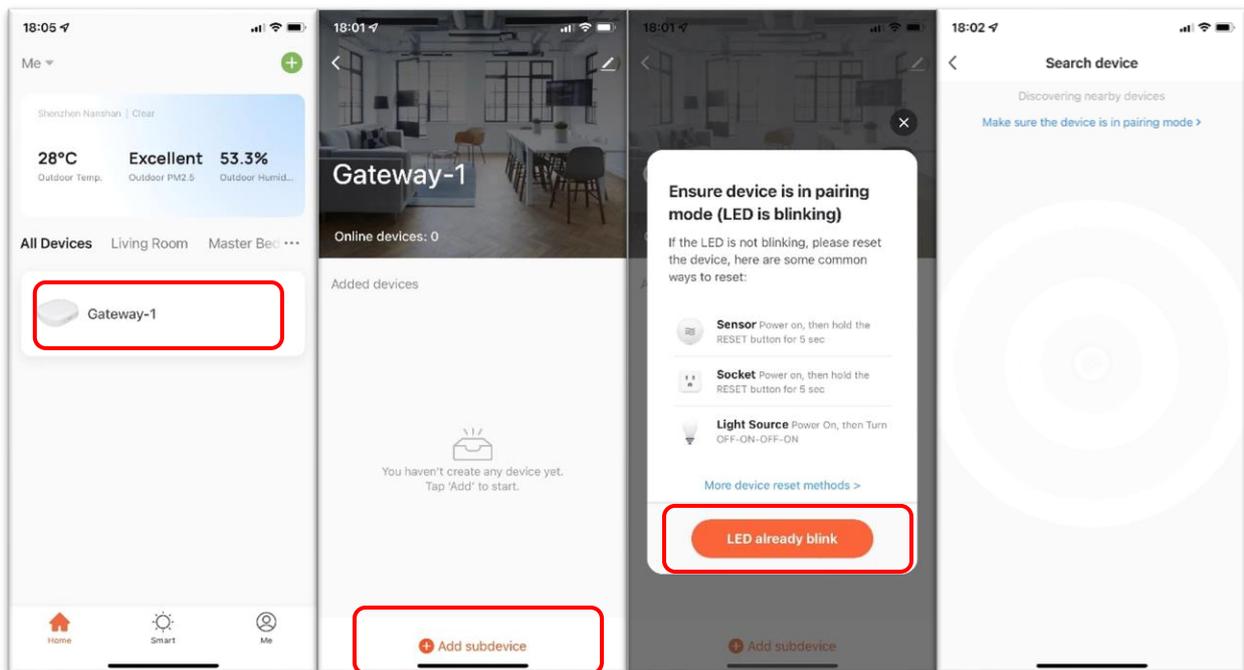


3. In AP mode, on the Wi-Fi setting page of the mobile phone, find the Wi-Fi hotspot starting with **Woox-** or **Smartlife-**.
4. Tap the Wi-Fi hotspot to connect the mobile phone to it.
5. After a successful connection, go back to the app to start pairing. The Wi-Fi hotspots of certain devices might use a custom name. The mobile phone must be connected to a 2.4 GHz Wi-Fi network



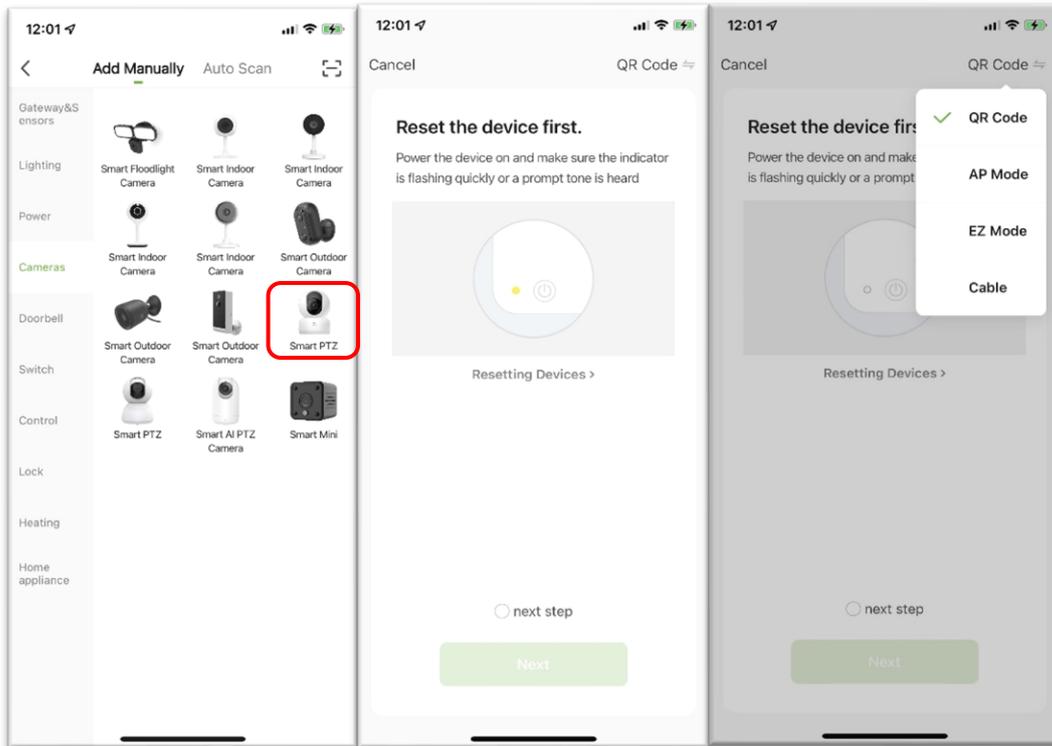
3.3.5 Manually add Zigbee devices

1. A gateway must be added before Zigbee devices are added.
2. Power on the gateway. Make sure that the mobile phone and the gateway run over the same local area network (LAN). The mobile phone must be connected to a 2.4 GHz Wi-Fi network.
3. To add a Zigbee device that is connected to the gateway, go to the gateway page and tap **Add subdevice**. The remaining steps to add the Zigbee device are the same as adding Wi-Fi devices and Bluetooth devices.

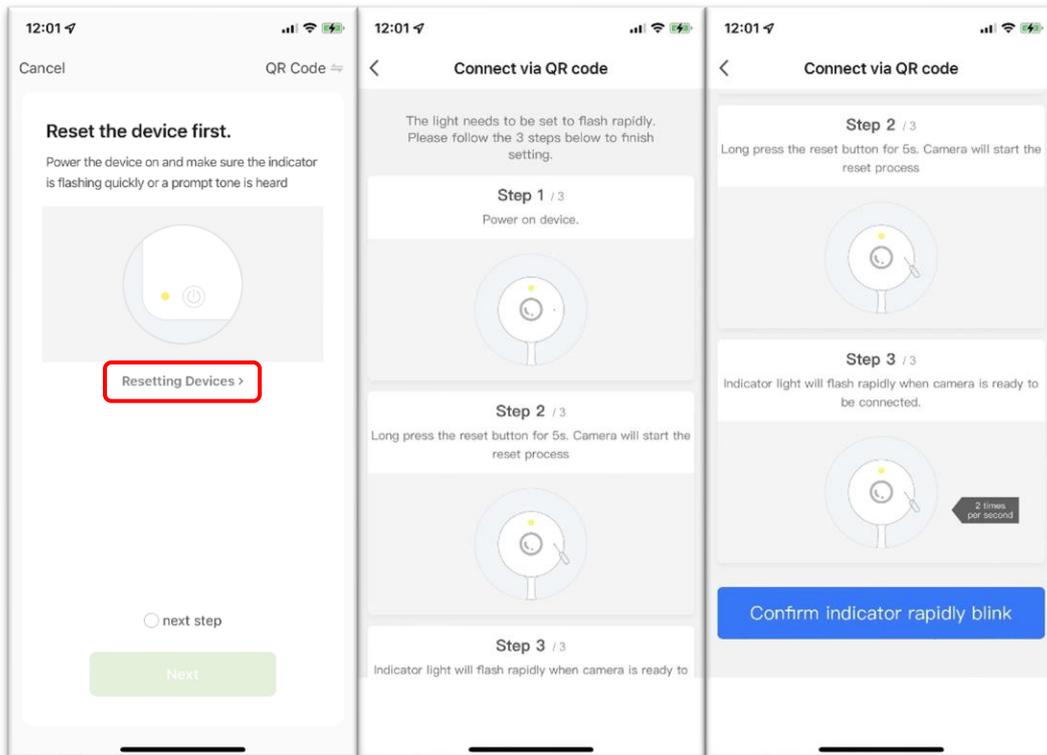


3.3.6 Manually add cameras in QR code mode

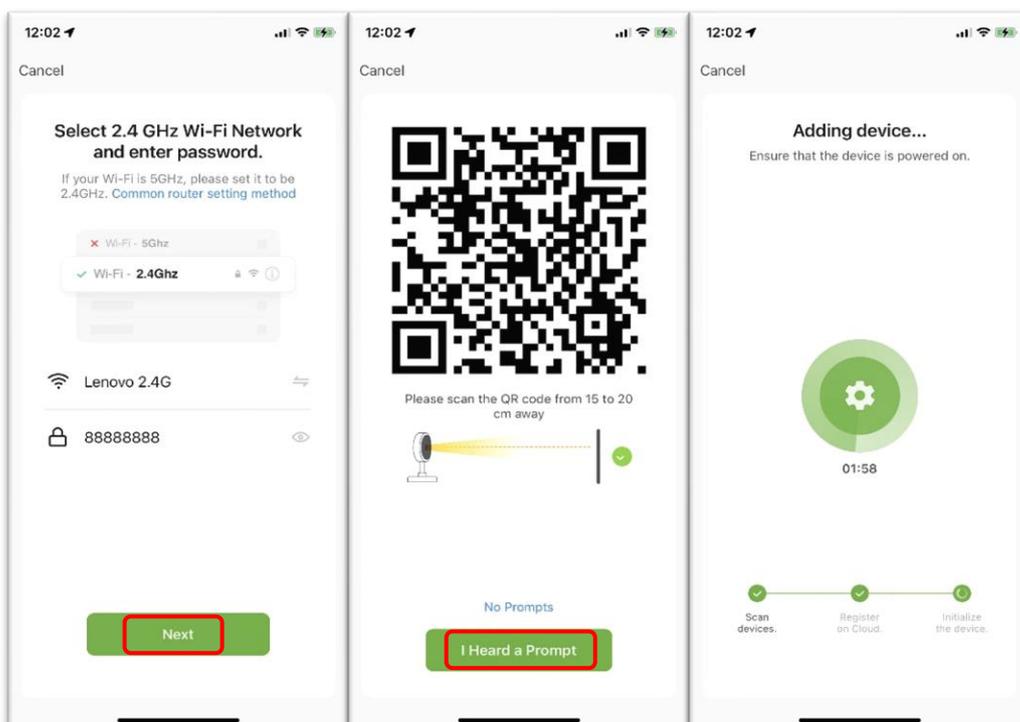
1. In addition to the EZ mode (default) and the AP mode, certain devices, such as IP cameras (IPCs) and gateways, can also be manually added in QR code mode. To add an IPC to the network by using a QR code, perform the following steps:



2. Reset the IPC. For more information about how to reset the IPC, tap the **Perform net pairing as prompted** button on the page. When the camera is reset, it flashes quickly or emits a prompt tone.
3. After the camera is reset, select Make sure the indicator is flashing quickly or a prompt tone is heard and tap Next on the page.

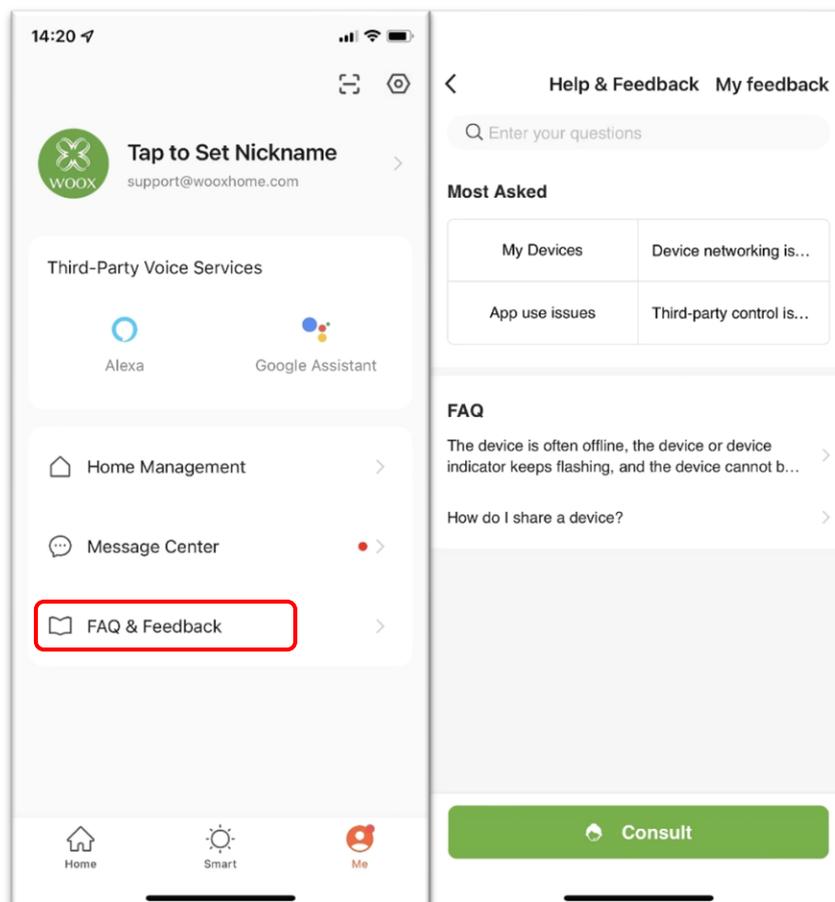


4. The user will be directed to the page to enter the Wi-Fi password.
5. After the Wi-Fi password is entered, tap **Next**. Point the QR code on the screen at the IPC within a distance of 15 cm to 20 cm, until the camera emits a prompt tone.
6. Tap **I Heard a Prompt**. Then, the app initiates the device pairing process.
7. If the device fails to be added, follow the tips to troubleshoot the problem.

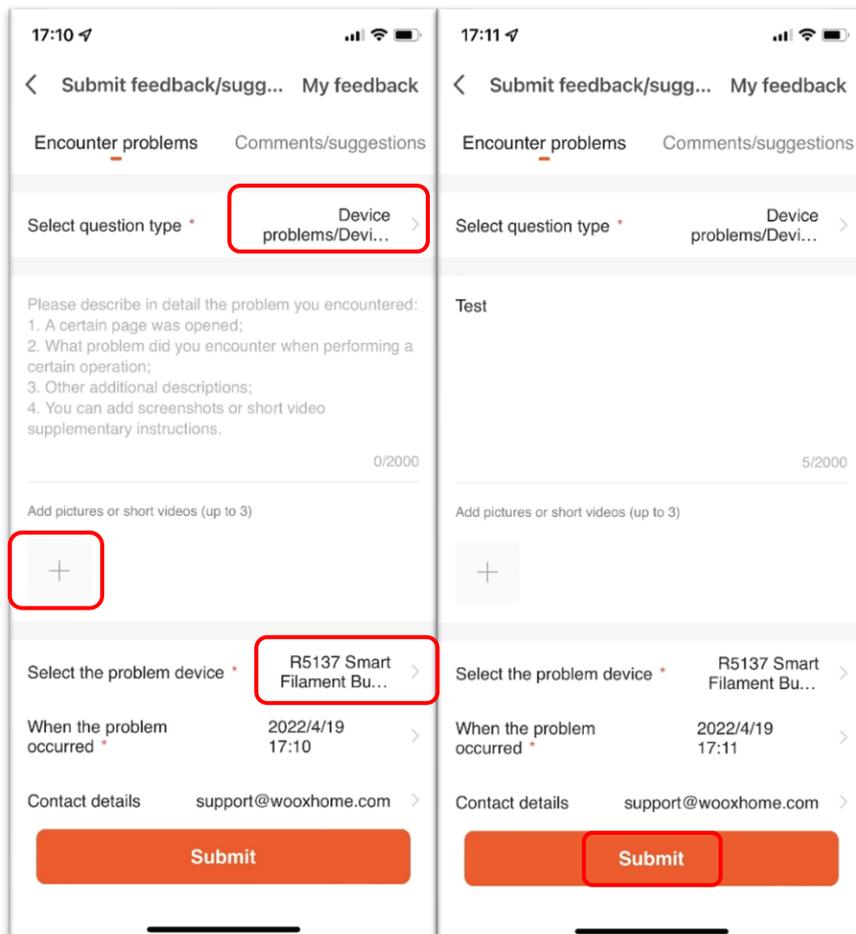
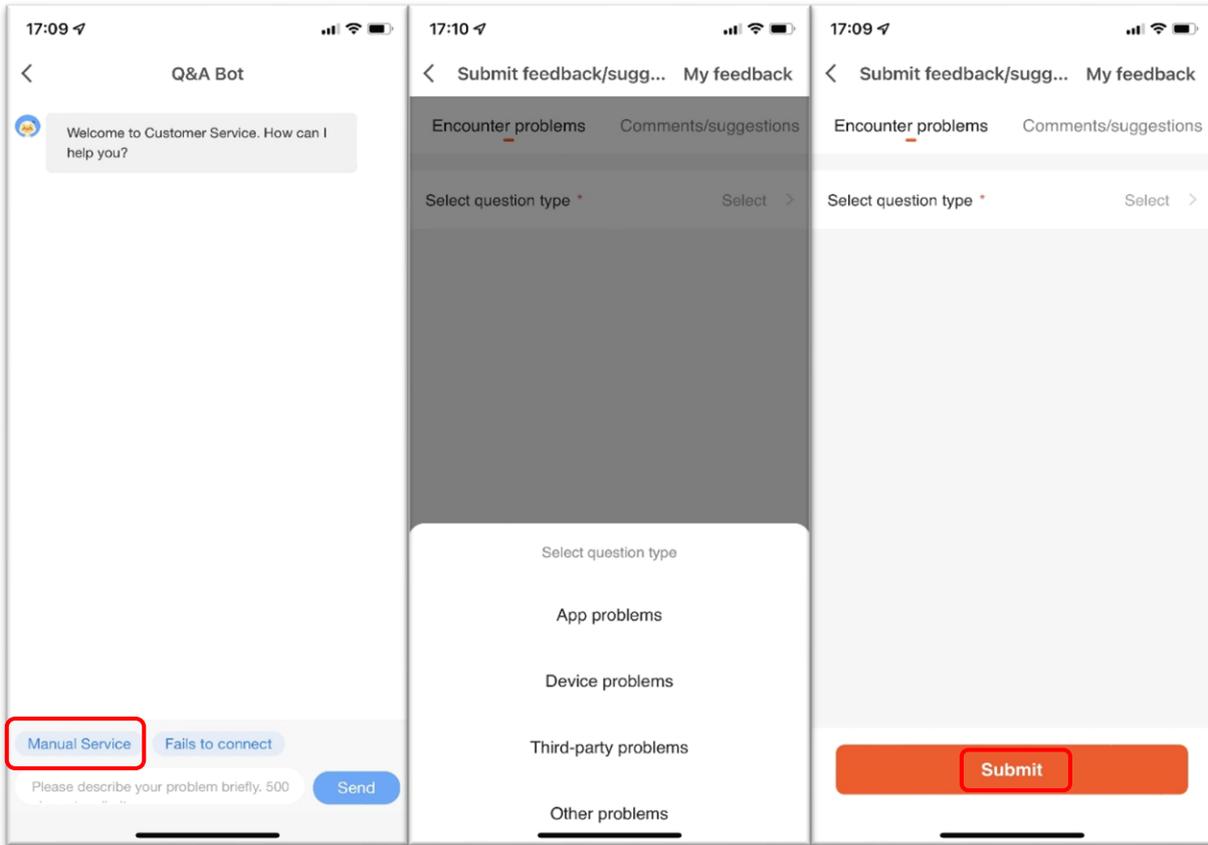


3.4 FAQ & feedback

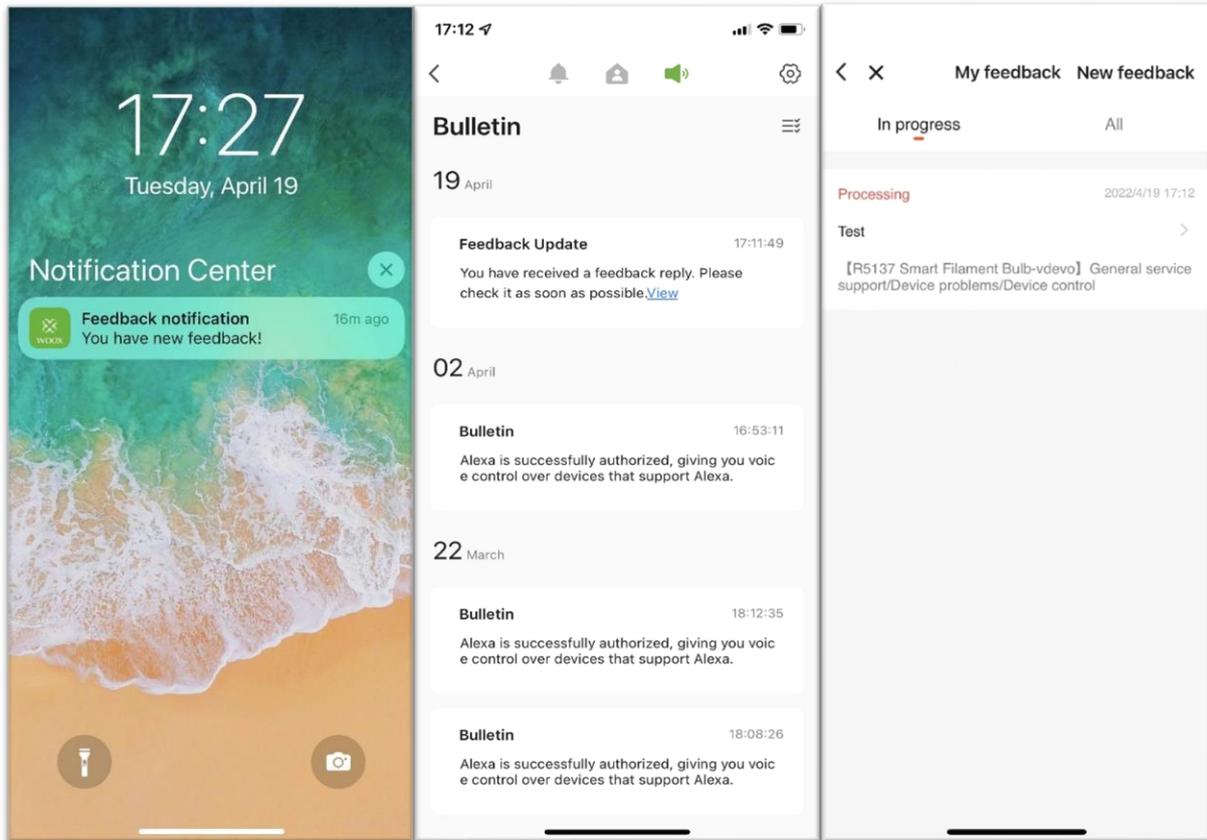
1. To view FAQs or send feedback to the app, choose **Me** > **FAQ & Feedback** to go to the **Help & Feedback** page.
2. To view responses to the feedback, tap **My feedback** in the top-right corner of the page.
3. In the **FAQ** section, FAQs that might help the use of the app are available.
4. In the **Most Asked** section, filter FAQs by device, device networking issue, app use issue, and third-party control issue.



5. To report an issue, tap **Consult** at the bottom of the **Help & Feedback** page. To report an issue, enter the issue and contact information, specify the issue type and the time when the issue occurred, and then upload related images..



- When a new reply is received, the APP will push a notification, and there will also be a reminder in the message center

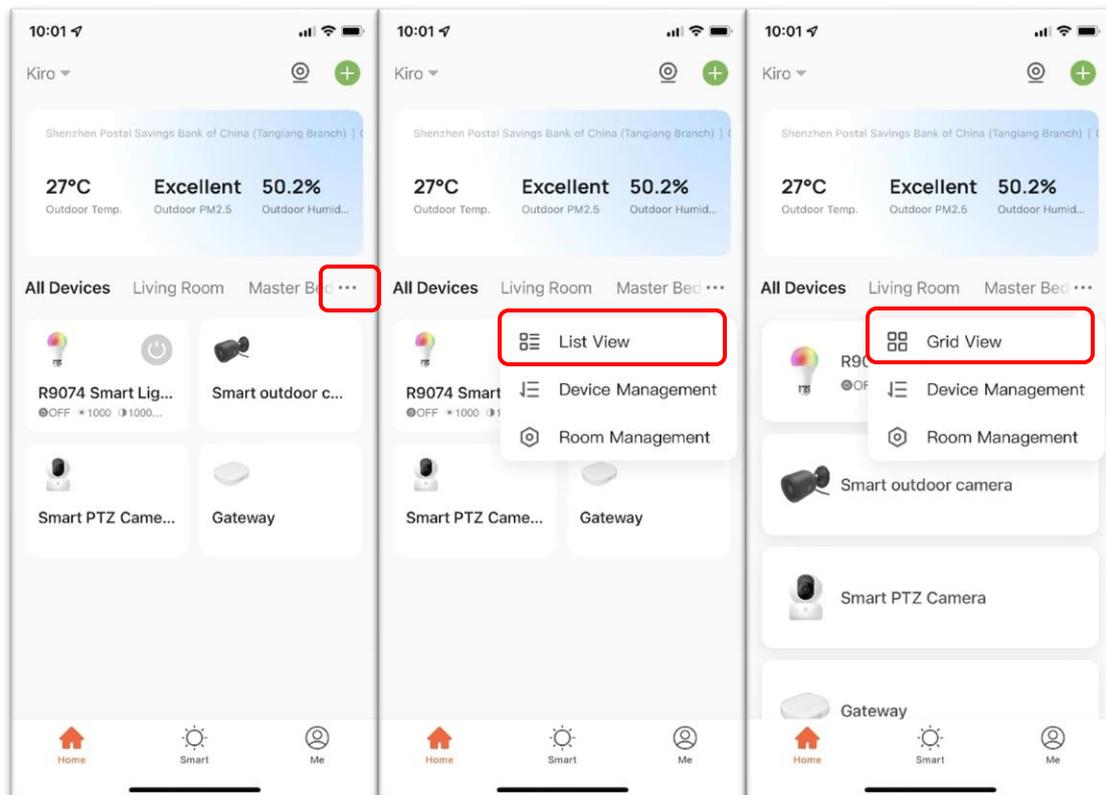


4 Manage lists of devices and rooms

4.1 View devices

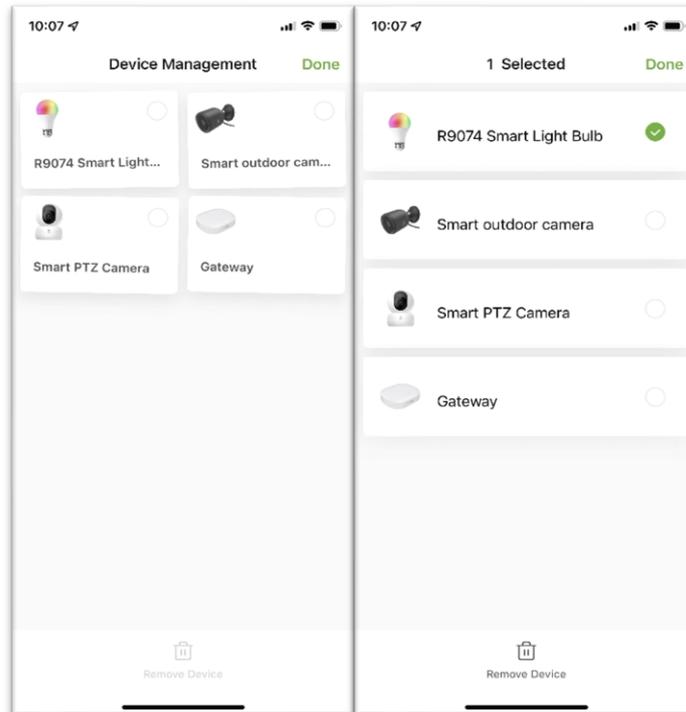
On the **Home** page, the user can view all devices or view devices by room.

Tap the More icon (...) on the right side of the page. On the menu that appears, view devices in a list view or a grid view.

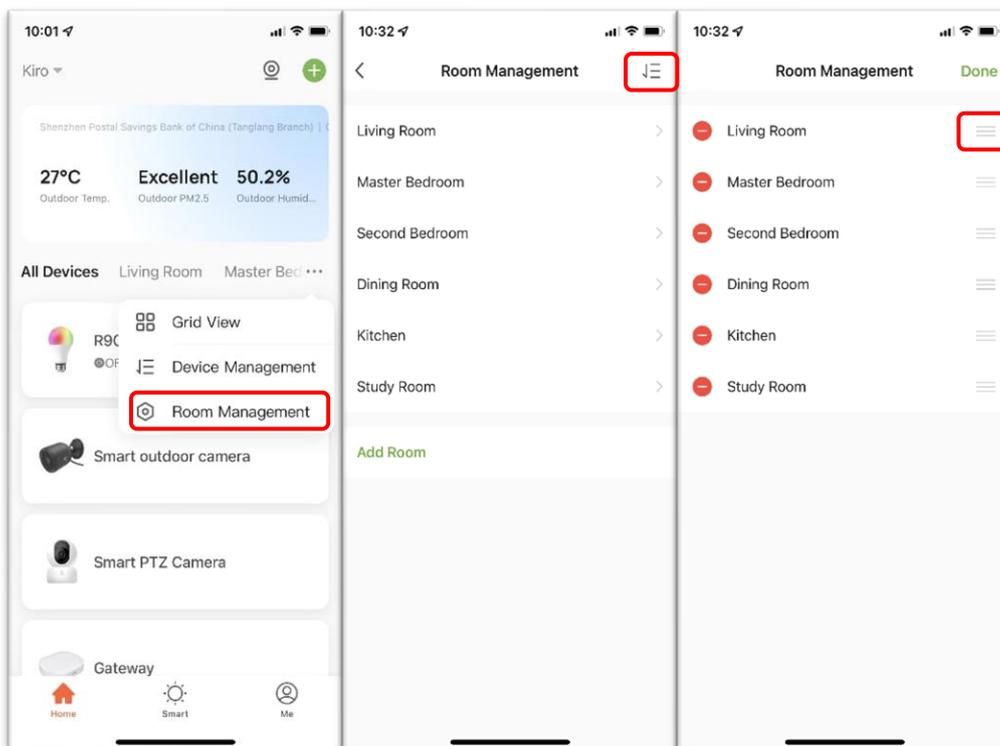


4.2 Manage devices and rooms

1. To manage rooms, tap the More icon (...) next to the room names on the **Home** page. Tap **Device Management**. On the page that appears, a device icon can be dragged to sort the display order of the devices. The user can also long press a device on the **Home** page to navigate to the page for device management. Multiple devices can be selected and deleted in the same operation.

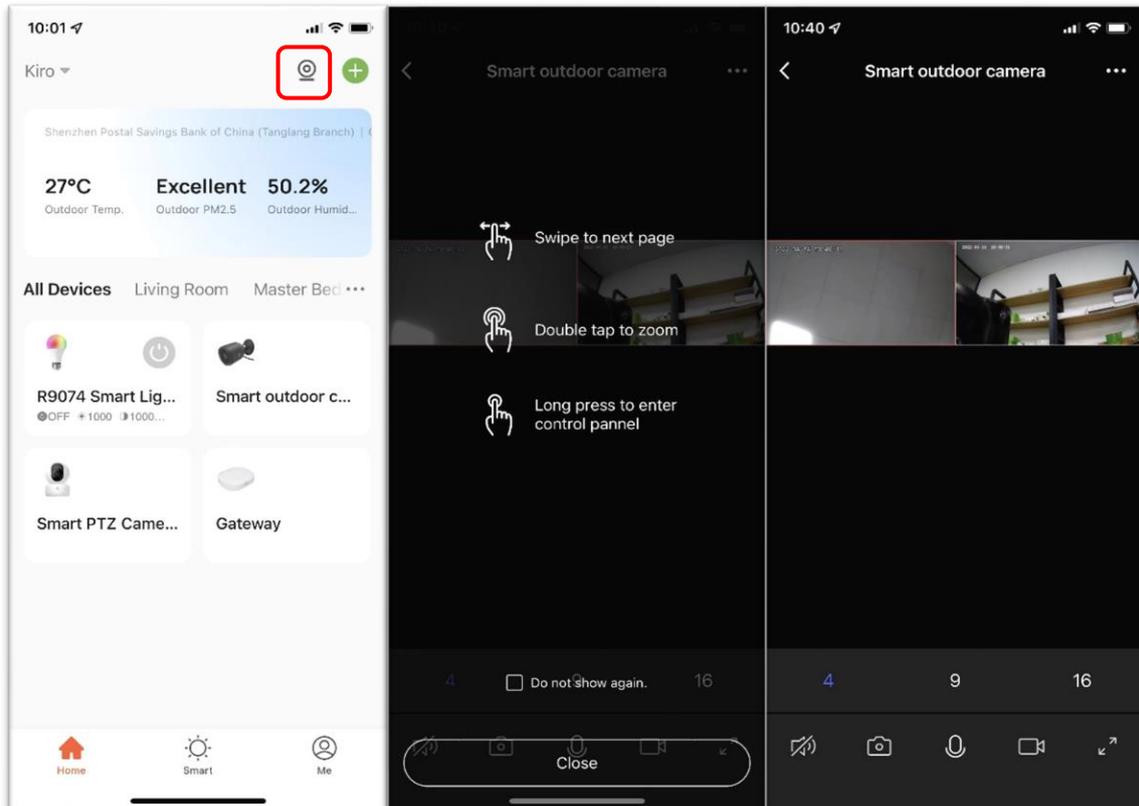


- To manage rooms, tap the More icon (...) next to the room names on the **Home** page, Tap **Room Management**. On the page that appears, tap the management icon in the top-right corner of the page. To sort the display order of a room, drag the three-line icon (≡) on the right side of the room name. To remove a room, tap the minus icon (-) before the room.
- In the device list, if a device is grayed out, the device is offline.



4.3 Quickly use common features

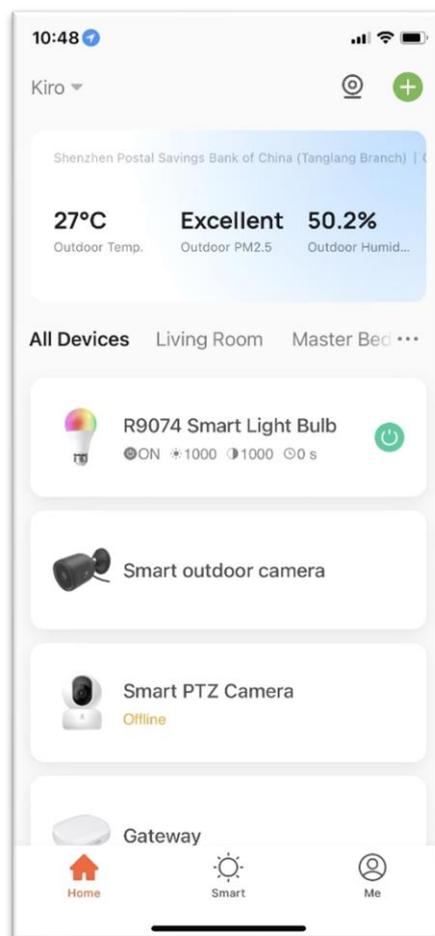
After more than two smart cameras are added, tap the camera icon in the top-right corner of the **Home** page to view multiple camera videos. The APP supports simultaneous preview of 4-channel, 9-channel and 16-channel video



5 Control devices

5.1 Use control panels

1. After a smart device is added, a device tile that contains the device icon appears in the device section on the **Home** page. Tap the module to enter the control panel of the smart device. The control panel might vary from device to device.
2. If the device gets offline, the **Offline** state is shown in the device tile. In this case, the device cannot be controlled on the control panel.

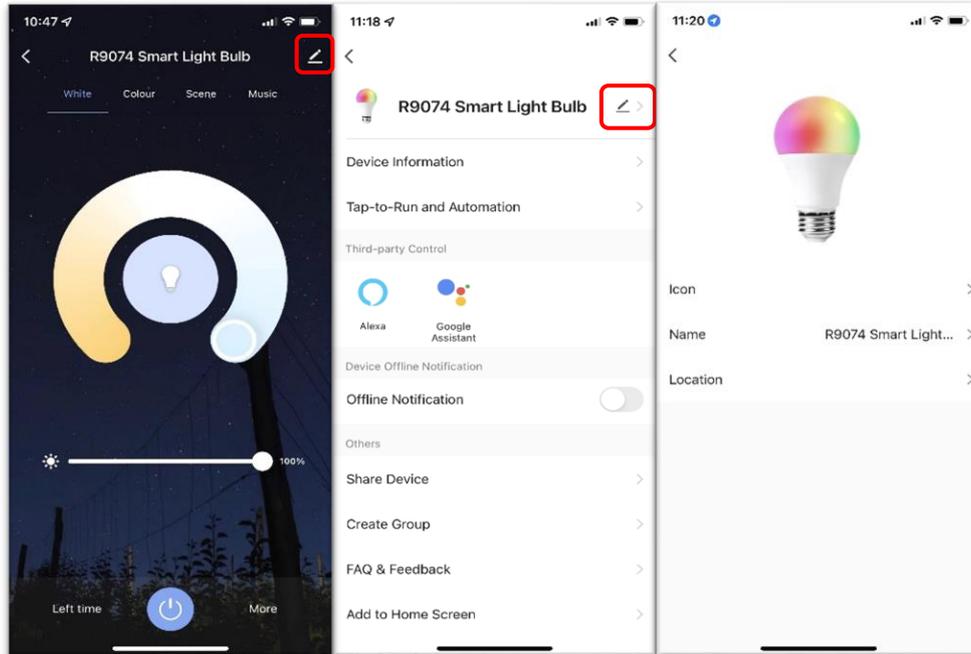


3. Features available on the control panel also depend on the device status. For example, only the countdown and scheduling features are available when a light is turned off. Features such as scene setting, color adjustment, and brightness adjustment are also available when the light is turned on. Tap the edit icon in the top-right corner of the control panel to manage the device.

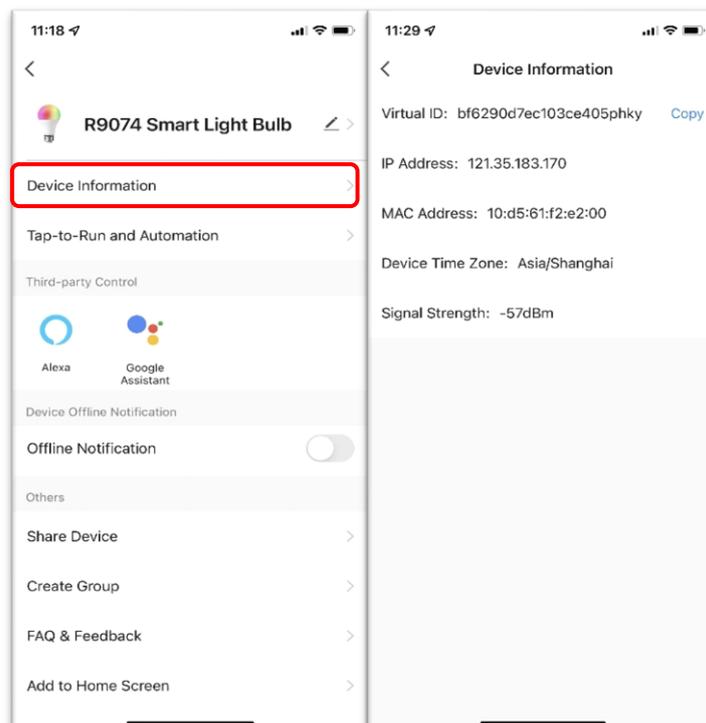


5.2 Manage devices

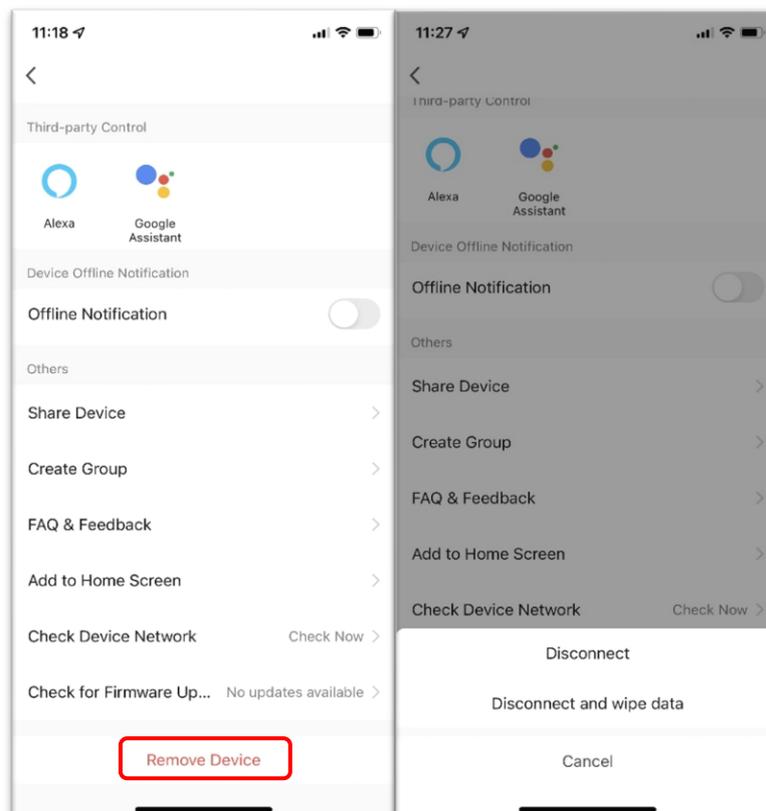
1. On the device management page, the device settings and information can be managed: To change the device icon, device name, and location information, tap the edit icon next to the device icon.



2. To view the device ID, IP address, MAC address, time zone, and online/offline status, tap **Device Information**.



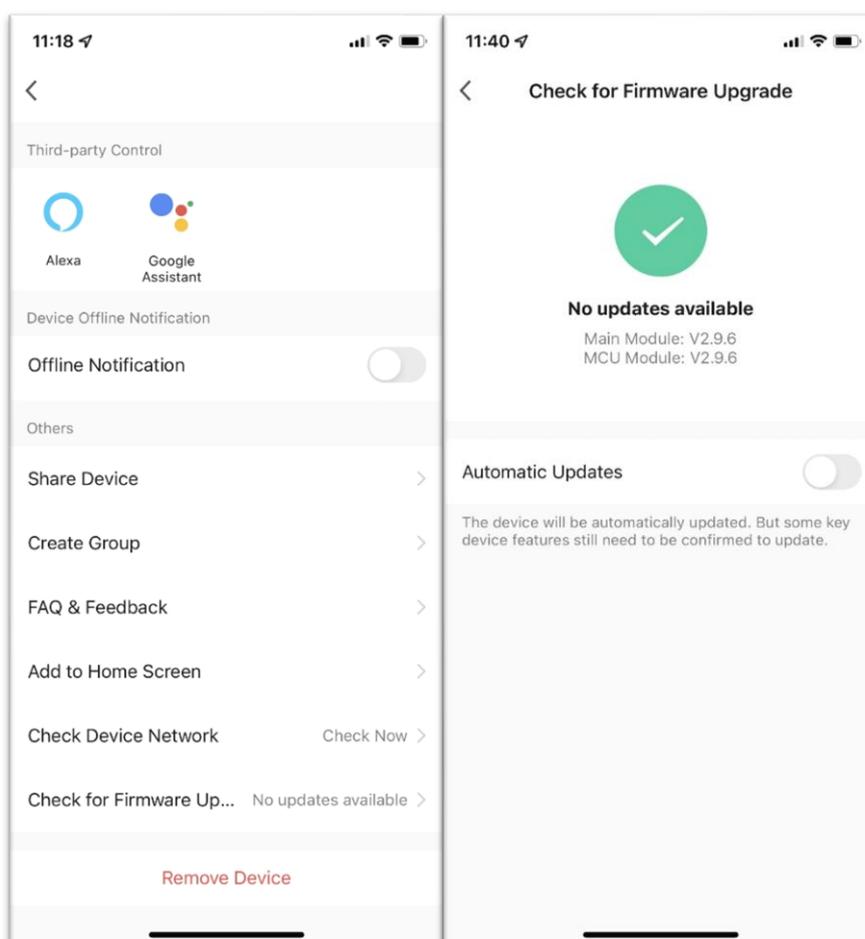
3. To enable or disable the automation feature or modify the automation settings, tap **Tap-to-Run** and **Automation**.
4. To share the device with a home member, tap **Share Device**. On the page that appears, enter the email address or mobile phone number that is bound with the app account of a home member.
5. To create a device group for easy group control, tap **Create Group**. On the page that appears, all devices that have the same model as the current device under the current account are displayed. The devices to be added to the group must have the same firmware version.
6. To view FAQs related to the device or send feedback, tap **FAQ & Feedback**.
7. To add a shortcut of the device control panel to the home screen of the mobile phone, tap **Add to Home Screen**. Then, the user can tap this shortcut to enter the control panel of the device.
8. To check the device connection status, tap **Check Device Network**.
9. To check whether any firmware updates are available, tap **Device Update**.
10. To remove the device, tap **Remove Device**. Two options appear: **Disconnect** and **Disconnect and wipe data**. If **Disconnect** is tapped, the device is removed from the device list and automation scenes and tap-to-run scenes that are related to the device become unavailable.
11. If **Disconnect and wipe data** is tapped, the device is removed from the device list and all data related to the device is erased.



5.3 Automatically update firmware

1. Tap **Device Update** on the device management page.
2. Enable **Automatic updates**.
3. Then, the device will be automatically updated when it remains idle or when no operations are performed on the device.

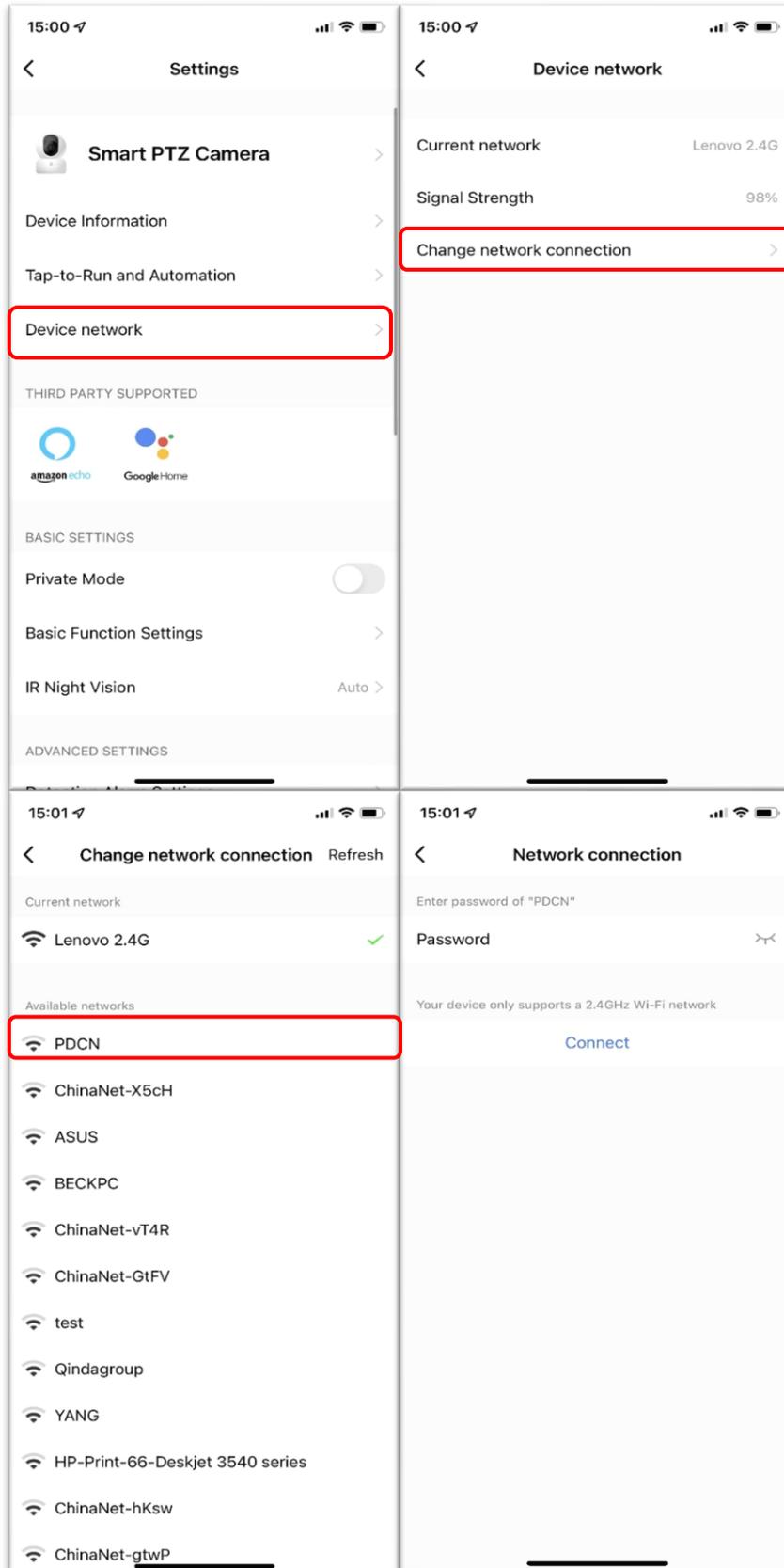
Note: Only available on some devices.



5.4 Change networks

1. Tap **Device Network** on the device management page. On the **Device Network Information** page, tap **Change network connection**.
2. Select the other 2.4G network to be used, enter the Wi-Fi password, and tap **Confirm**.

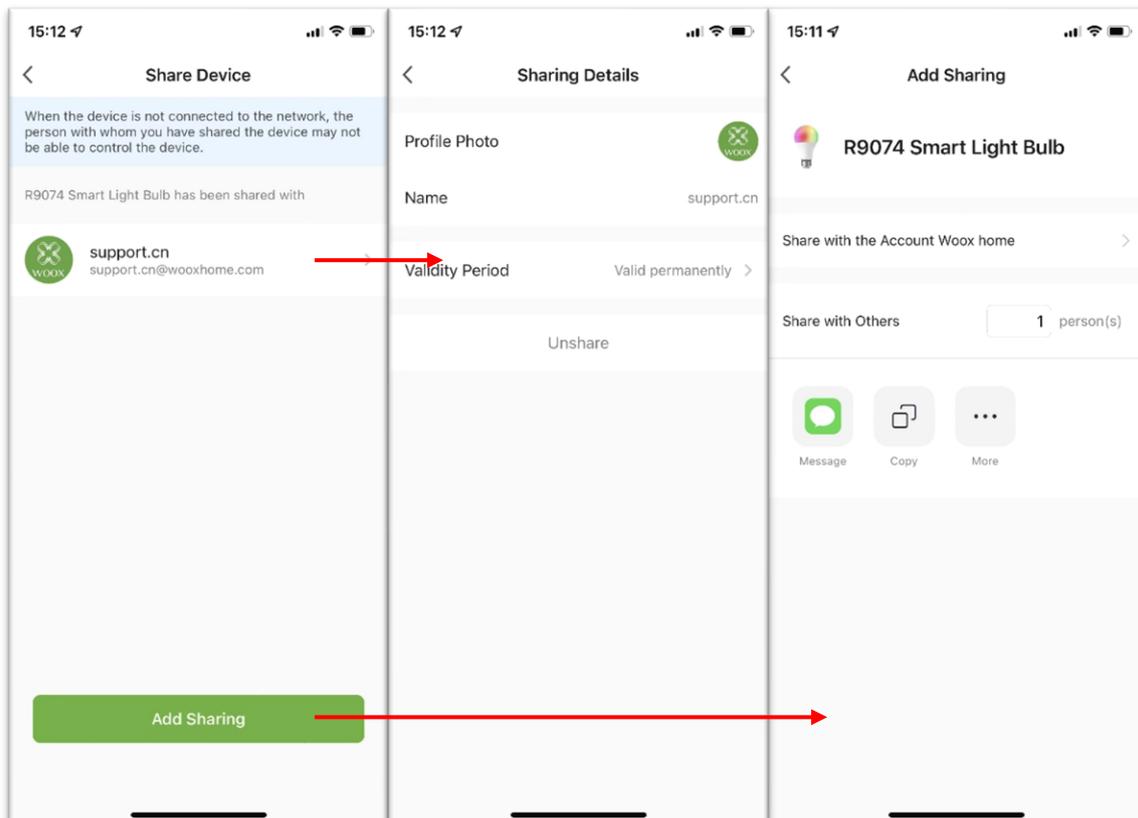
Note: This feature is only available for **some** Wi-Fi devices.



5.5 Share devices

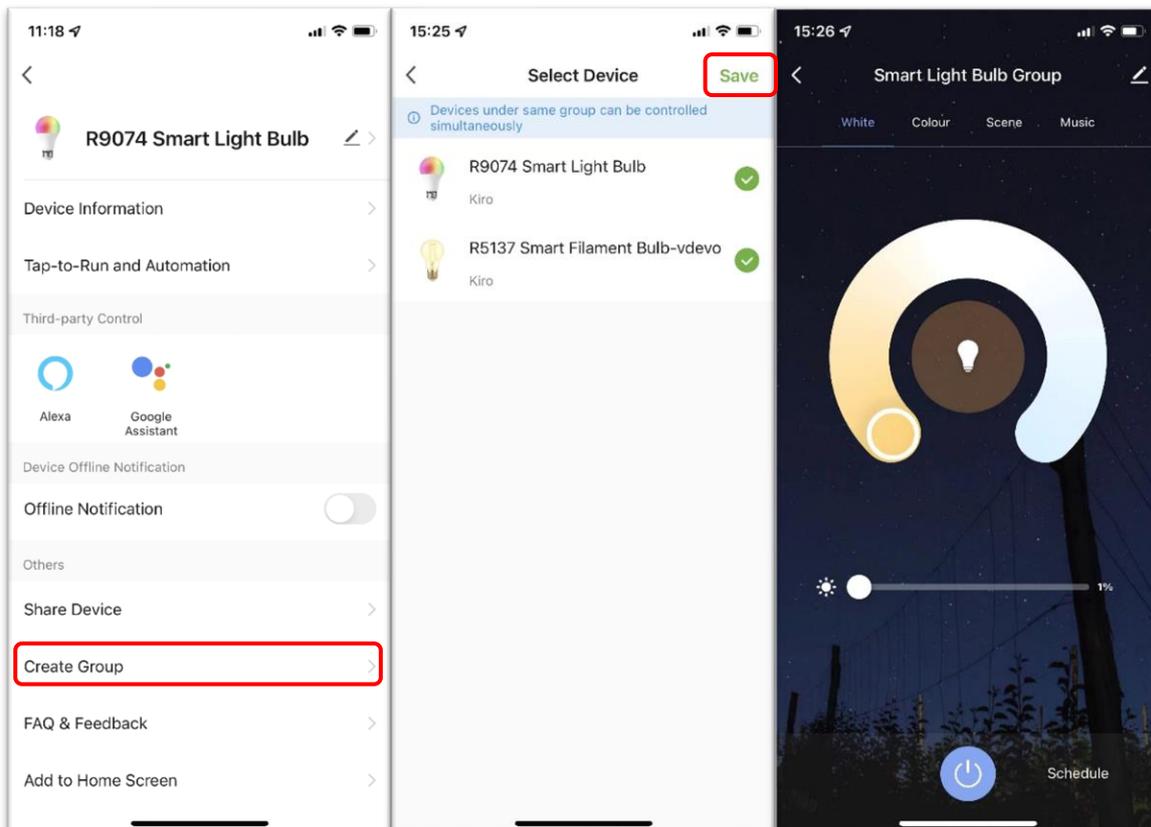
1. Tap **Share Device** on the device management page to enter the **Device Sharing** page.
2. Tap **Add Sharing**. On the page that appears, enter the account with which the devices will be shared, and tap **Done**. Devices can be shared only once or multiple times, or shared within a period of validity or permanently. This enables device sharing for various categories in different scenarios.
3. To stop sharing devices with an account, perform the following steps to delete the account: On Android, press and hold the account name and tap **Delete**. On iOS, press and hold the account name, swipe left, and then tap **Delete**.

Note: Security products do not support direct sharing, such as gateways, door sensors.

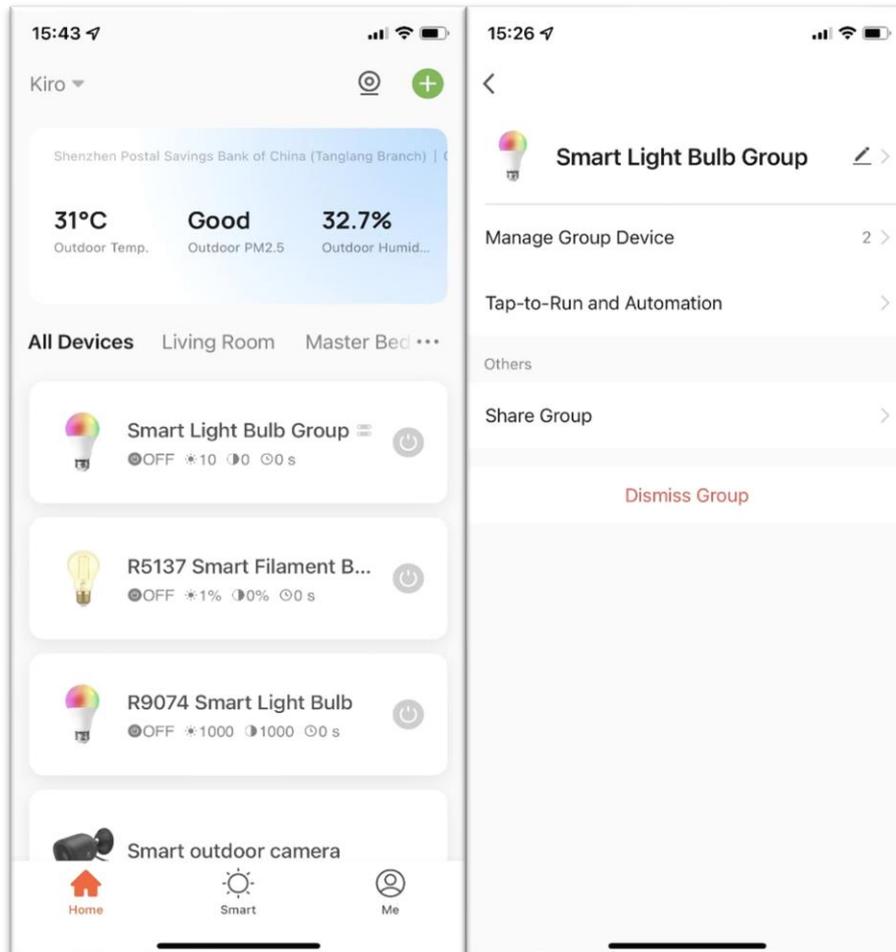


5.6 Control groups

1. Tap **Create Group** on the management page of a selected device.
2. On the **Select Device** page, select devices to be added to the control group and tap **Save**. Enter a group name, and tap **Confirm**. The **Select Device** page shows all devices of the same model as the selected device.
3. After the group is created, the app automatically displays the group control panel, where the devices can be controlled in groups.



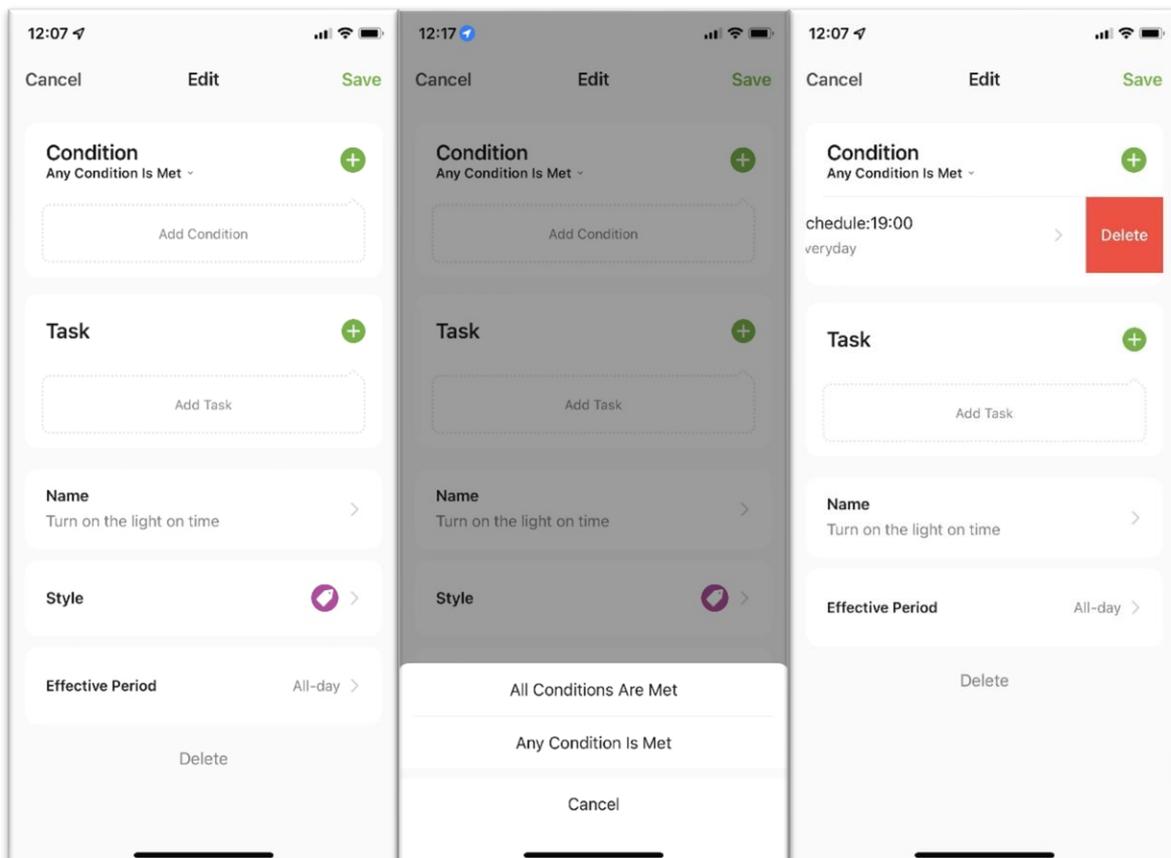
4. On the **Home** page, the created group can be viewed and the devices in the group can be controlled.
5. On the group control page, tap the edit icon in the top-right corner of the page to manage the group, or tap **Dismiss Group** to dismiss the group.



6 Manage smart scens

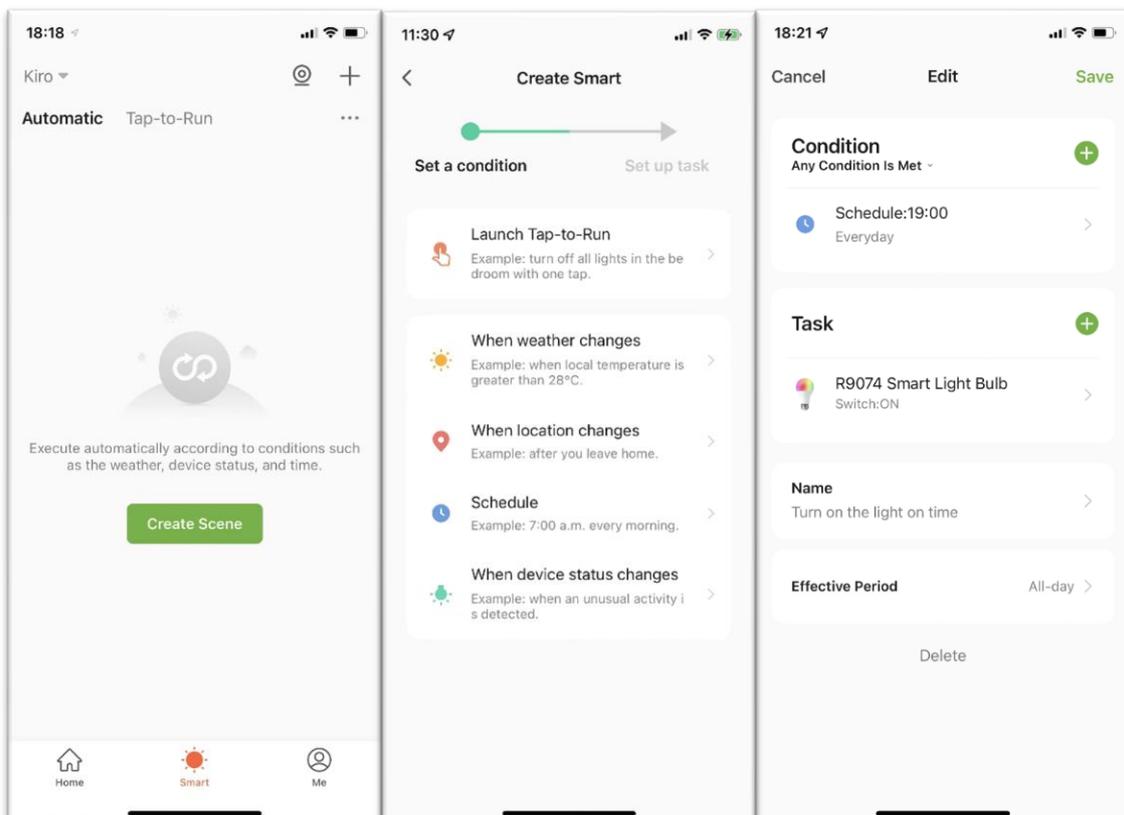
6.1 Automation

1. Create an automation scene to implement automated device control.
2. All condition are met: The result will only be executed when all the conditions set are met; Any condition is met: The result will be executed when any of the conditions set is met
3. Tap **Add Condition** to add one or more conditions. If **Launch Tap-to-Run** is selected, only the current condition can be added. Tap **Add Task** to add one or more tasks. Multiple **Tap-to-Run** and **Enable or Disable Automation** tasks can be added.
4. To delete the condition or task, swipe the condition to the left and tap **Delete**.



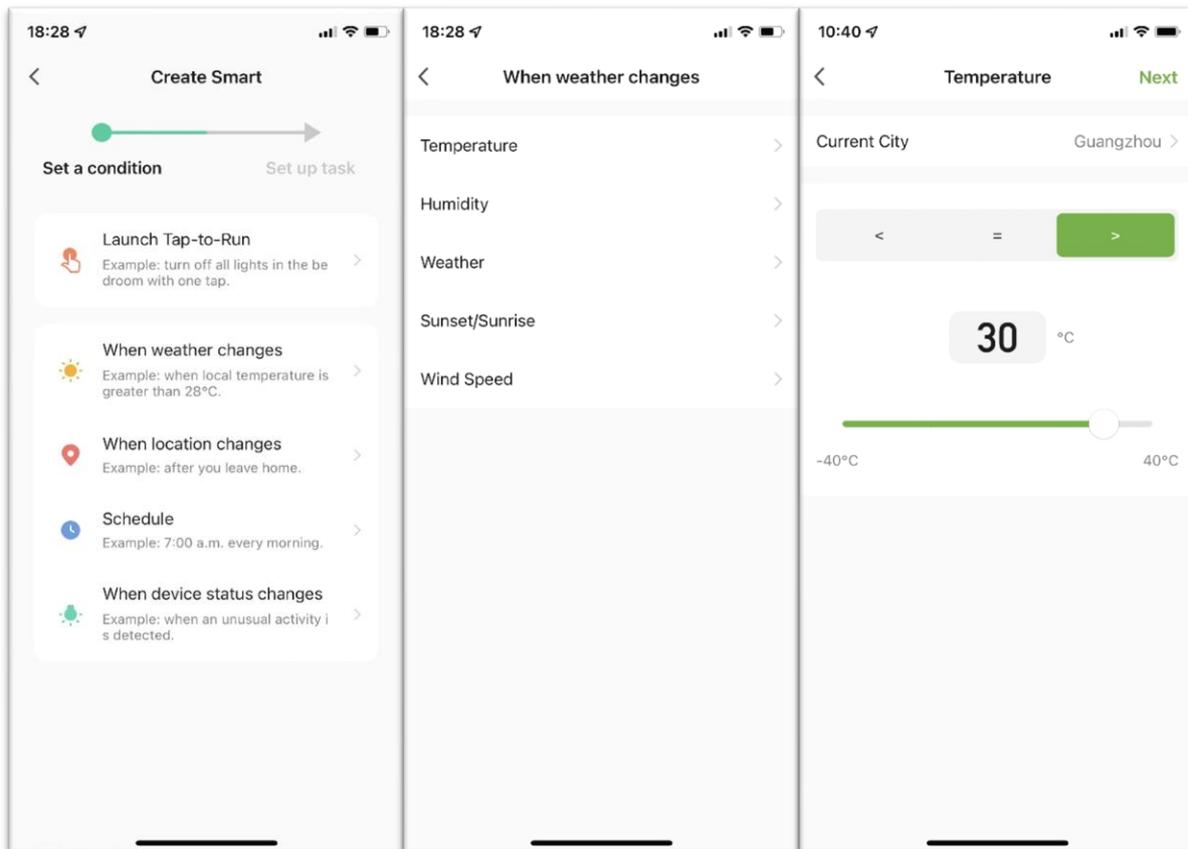
6.2 Create automation scenes

1. In the bottom navigation bar, tap **Smart** > **Automation** > **Create Scene**, or tap the plus icon (+) in the top-right corner of the **Automation** tab to enter the page for smart scene settings.
2. The app supports four automation types:
 - Linkage among devices: For example, when the air conditioner is switched on, the diffuser and air purifier are automatically switched on.
 - Linkage between external environmental conditions and devices: For example, when the ambient temperature is higher than 29°C, the air conditioner is automatically switched on.
 - Scheduled tasks: For example, the curtains are opened automatically at 8:00 every morning.
 - Geofencing: Specific tasks are triggered when the user arrives at or leaves a place. For example, the air conditioner and water heater are automatically turned on when the user arrives home.
3. Tap **Name** to specify the name of the automation. Tap **Effective Period** to set a time during which the created automation scenes are effective.

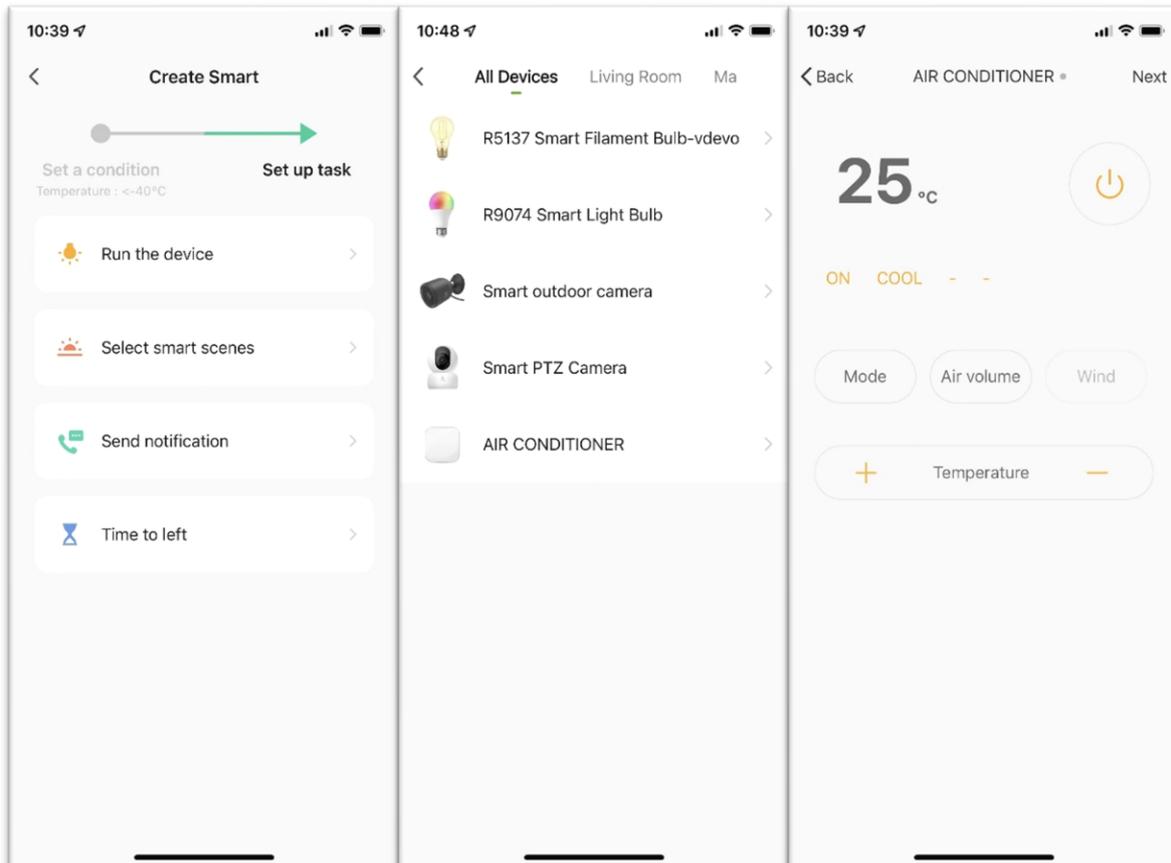


6.3 Add automation scenes

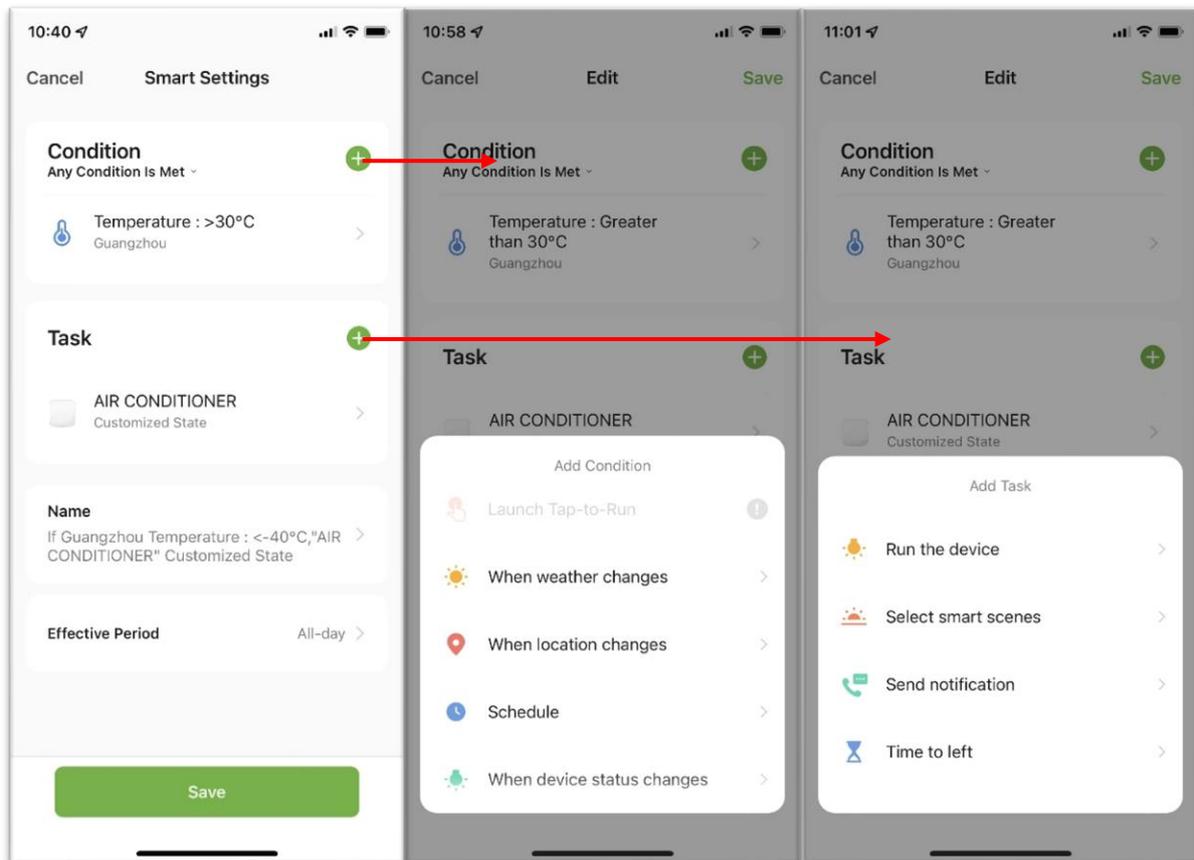
1. On the **Automation** tab, tap **Create Scene** to open the **Create Smart** wizard.
2. In the **Set a condition** step, select a trigger condition. In this example, **When weather changes** is selected.
3. Select a specific condition such as **Temperature** on the **Weather change** page.
4. On the **Temperature** page, set a temperature value and tap **Next**. The **Set up task** step appears.



1. Select a task, such as **Run the device**.
2. Select a device, such as an air conditioner.
3. Set one or more functions on the **Select Function** page. In this example, the device is set to **on**, the temperature is set to **25°C**, the working mode is set to **Cool**. Tap **Next**.

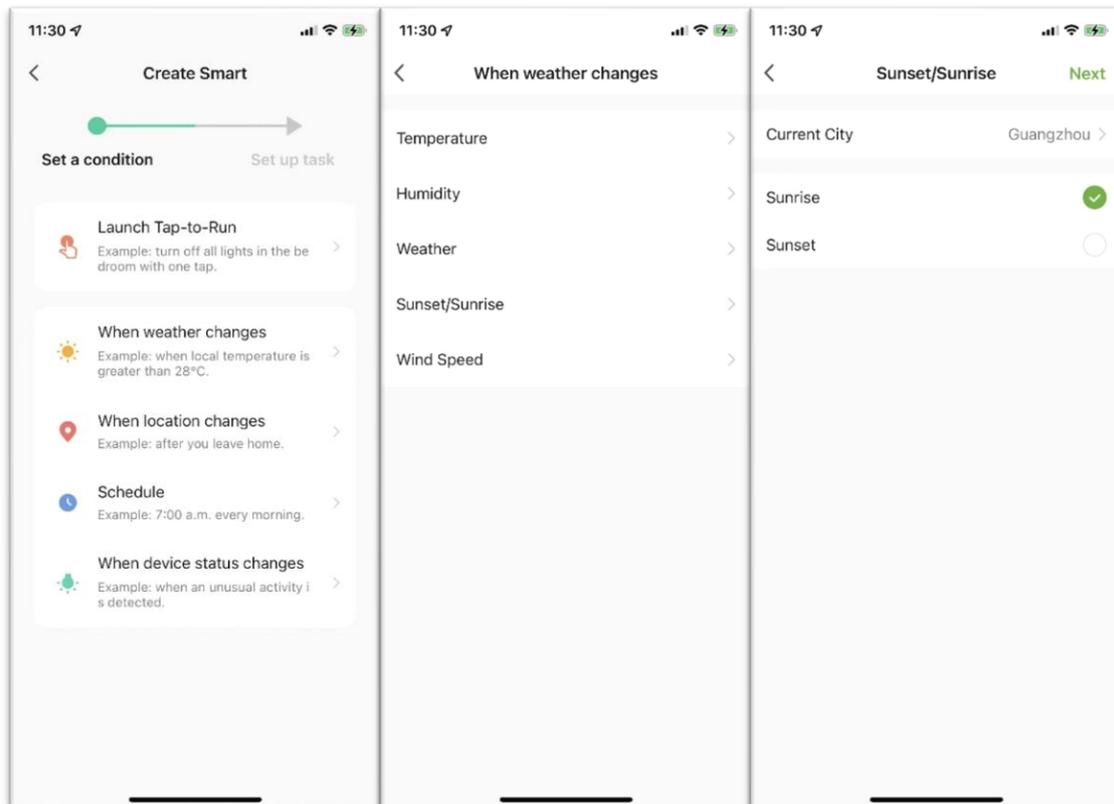


4. On the page that appears, tap **Save** to save the condition and task settings.
5. To add more conditions or more task, tap the plus icon (+) in the top-right corner of the page.



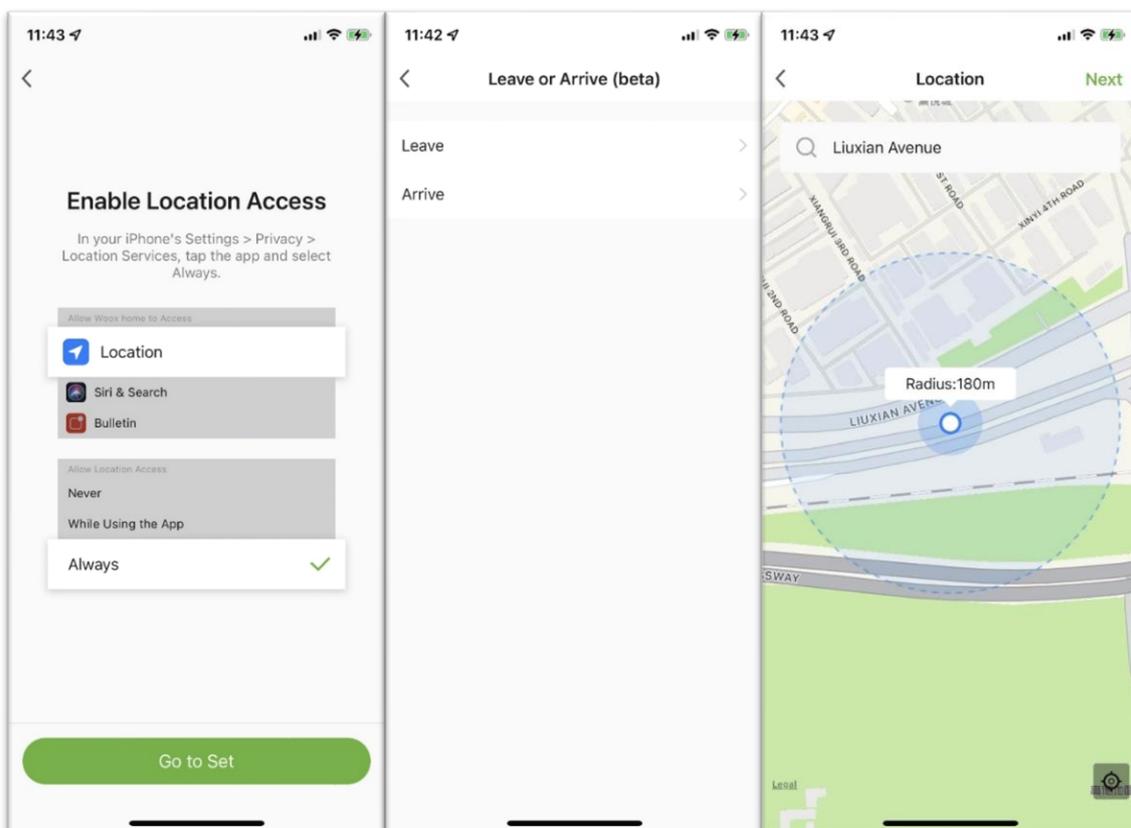
6.4 Set sunrise and sunset conditions

1. On the **Automation** tab, tap **Create Scene** to open the **Create Smart** wizard.
2. In the **Set a condition** step, select a trigger condition. In this example, **When weather changes** is selected.
3. Select a specific condition such as **Sunset/Sunrise** on the **Weather change** page.
4. On the **Sunset/Sunrise** page, select **Sunset** or **Sunrise**, and set a time offset to the sunset or sunrise. Tap **Next** to **Set up task**.



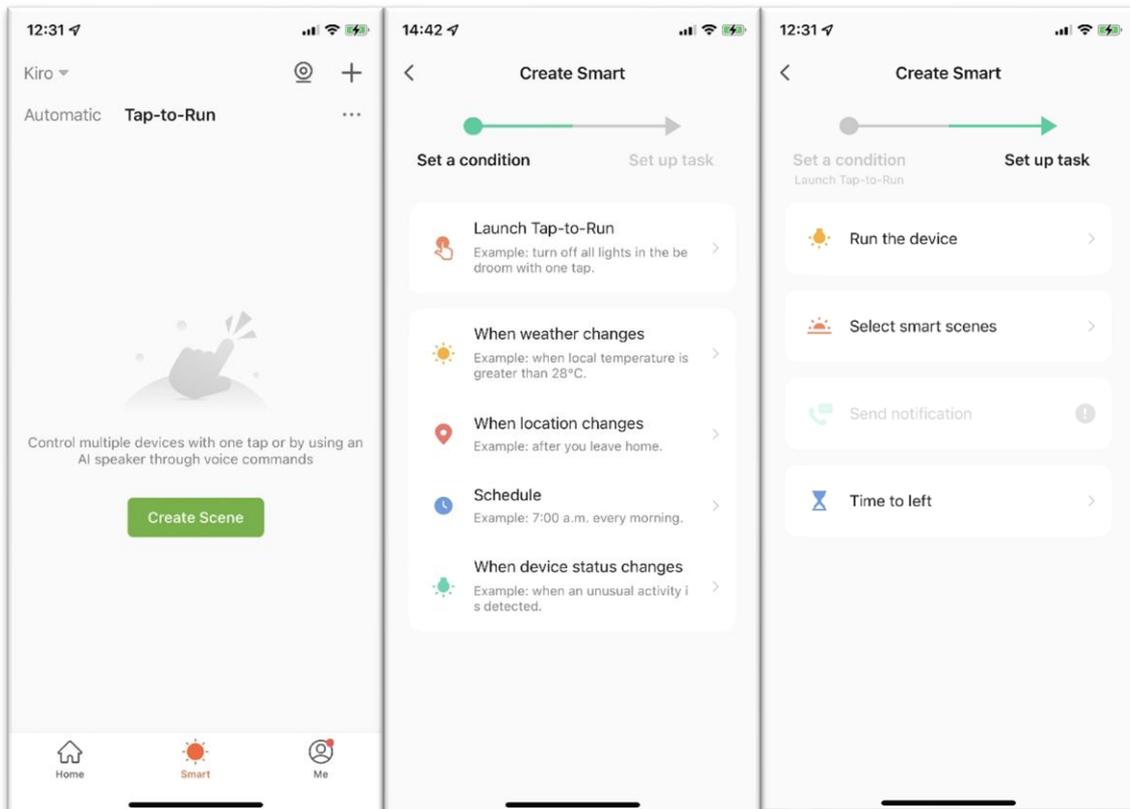
6.5 Set location conditions

1. Select a task: When location changes.
2. On the Leave or **Arrive (beta)** page, set the Leave or Arrive condition to trigger specified actions when the user arrives at or leaves a place. To set the condition, the app must be authorized to always use the geographic location. Currently, this feature is not available on Android mobile phones.
3. Set a location and tap **Next**. This feature can be used to control devices 110 meters to 1,023 meters away from the location to run preset tasks.

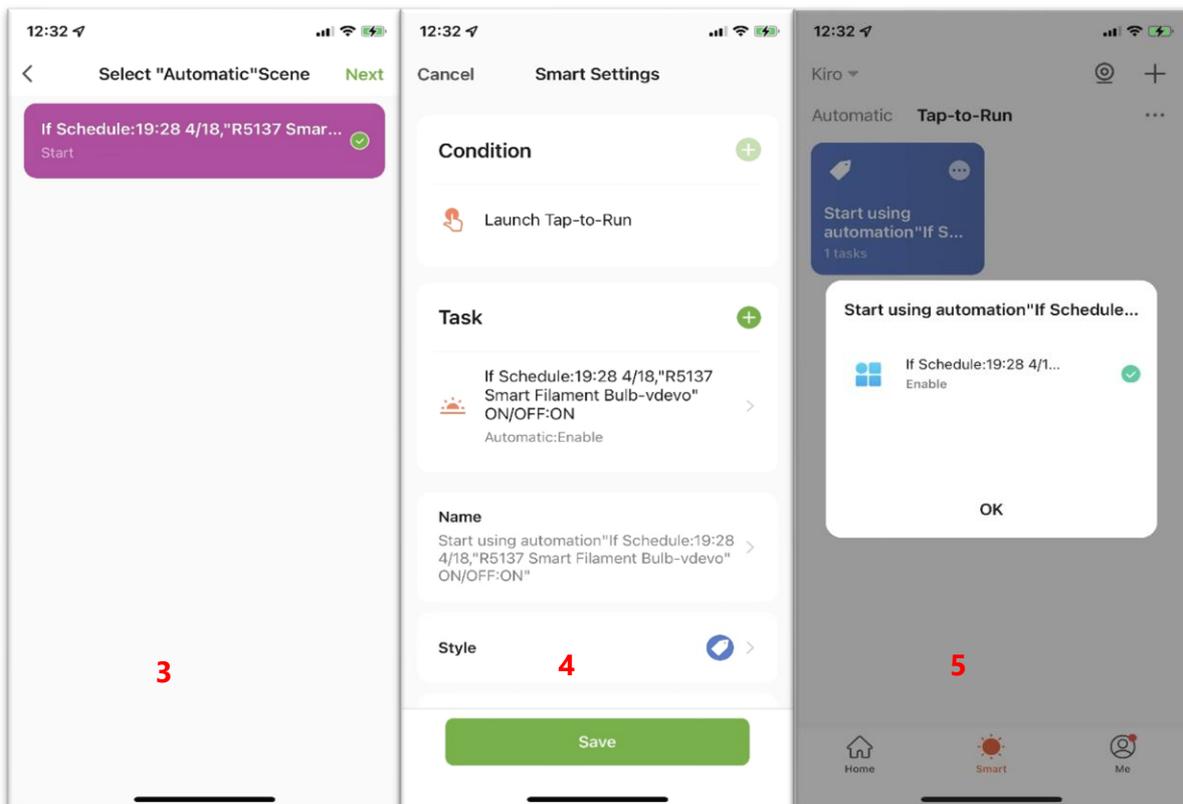
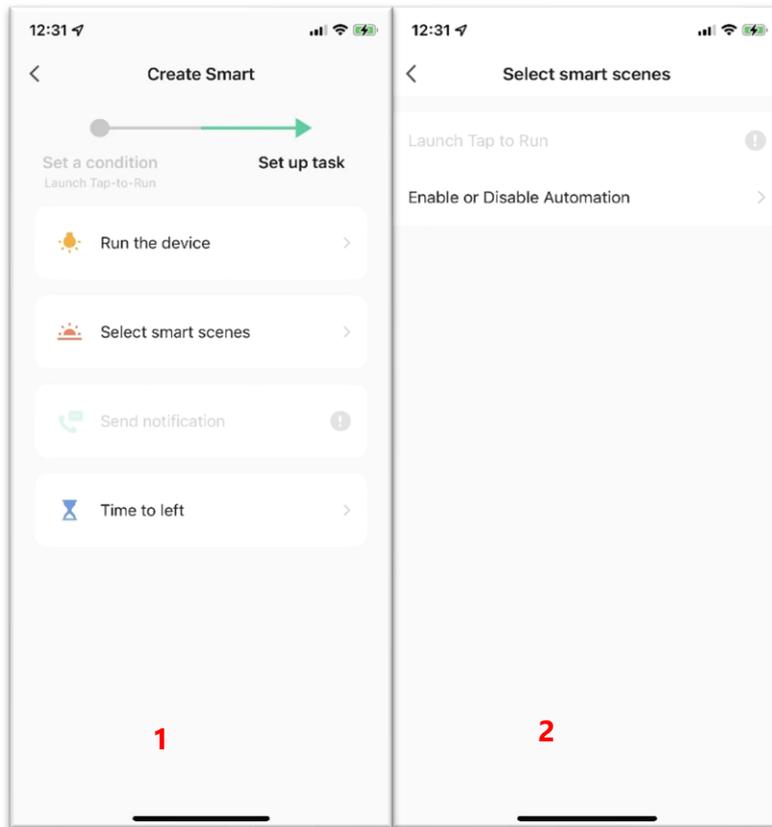


6.6 Manage tap-to-run scenes

1. On the **Tap-to-Run** tab, tap **Add Tap-to-Run** or the plus icon (+) in the top-right corner of the page to open the **Create Smart** wizard.
2. In the **Set a condition** step, tap **Launch Tap-to-Run**.
3. In the **Set up task** step, **Send notification** is unavailable.

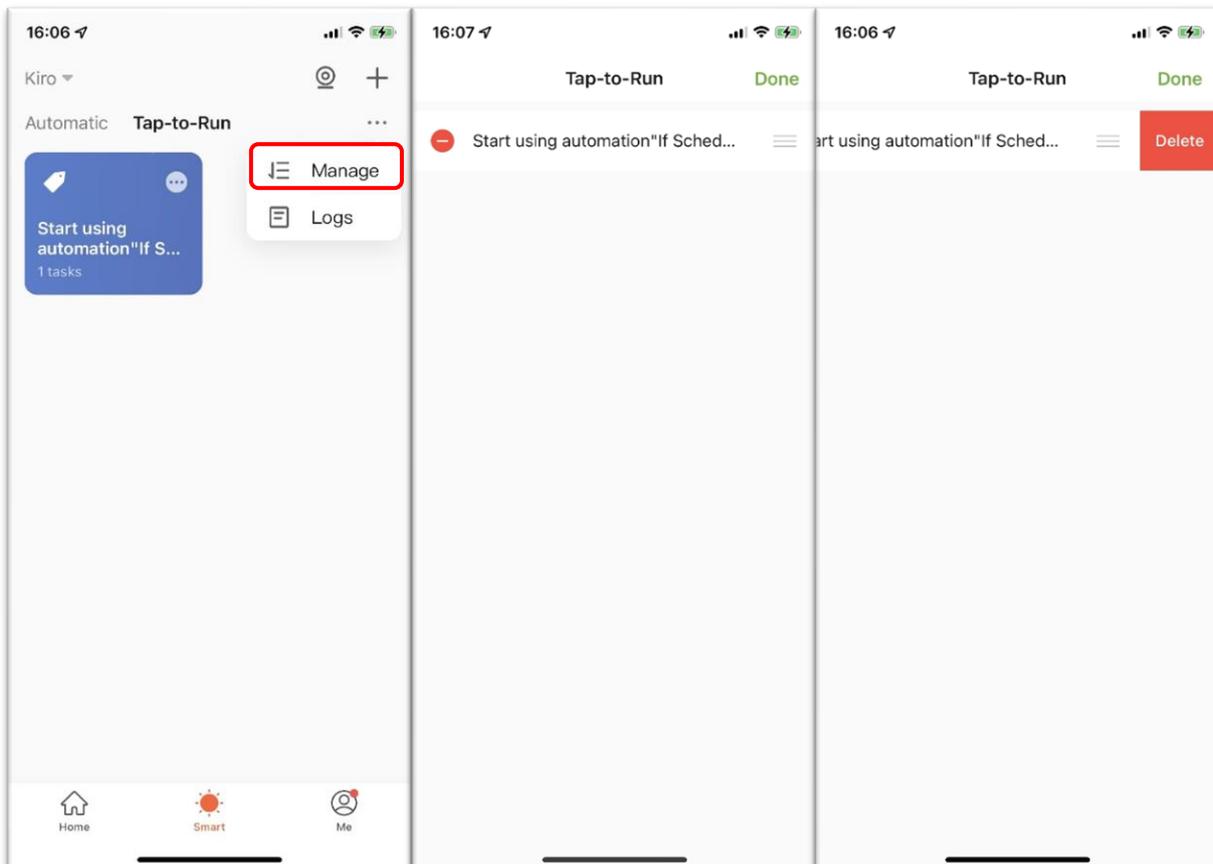


4. Preset automation is required if **Select smart scenes** is selected as the task during the scene setting.
5. If Select Automation is tapped, a list of available automation scenes appears. Enable or disable a scene by tapping it. Tap **Next**, enter the scene name, and tap Save. The Effective Period field is unavailable for tap-to-run scenes.

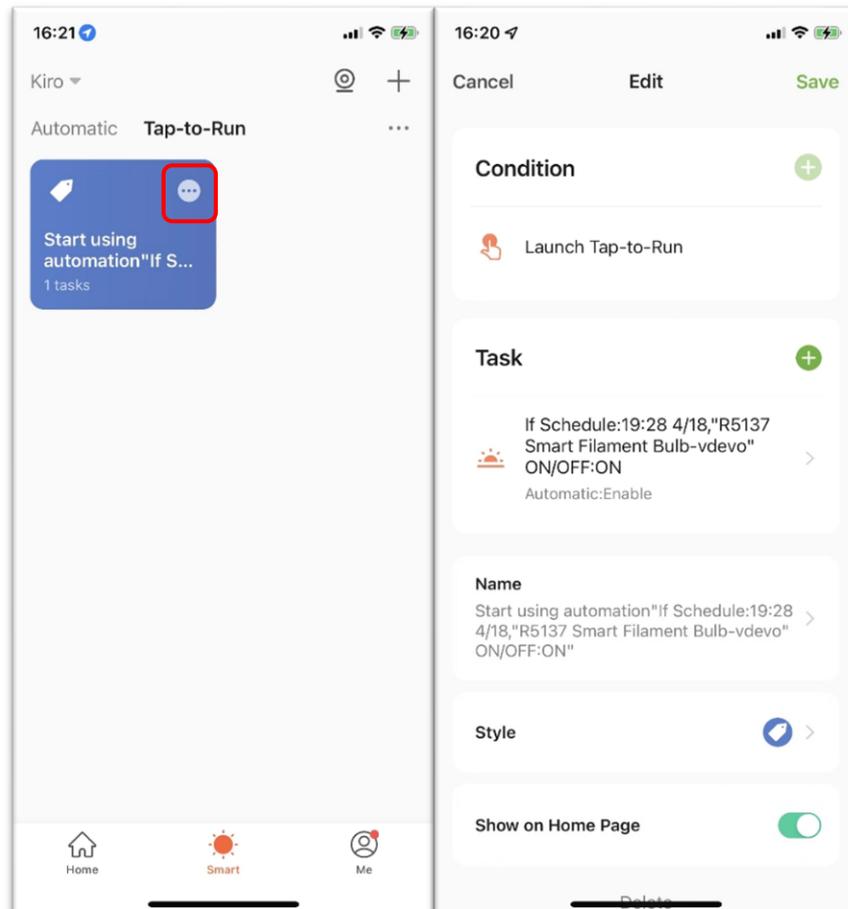


6.7 Add, modify, and delete scenes

1. On the **Smart** page, select the **Automation** or **Tap-to-Run** tab. In the top-right corner of the tab, tap More (...) > **Manage** to edit and sort the automation or tap-to-run scenes.
2. On the page that appears, sort automation or tap-to-run scenes. To delete a scene, swipe the scene to the left and tap **Delete**. On the Woon Home app for iOS, tap the minus icon (-) next to a scene name to delete the scene.

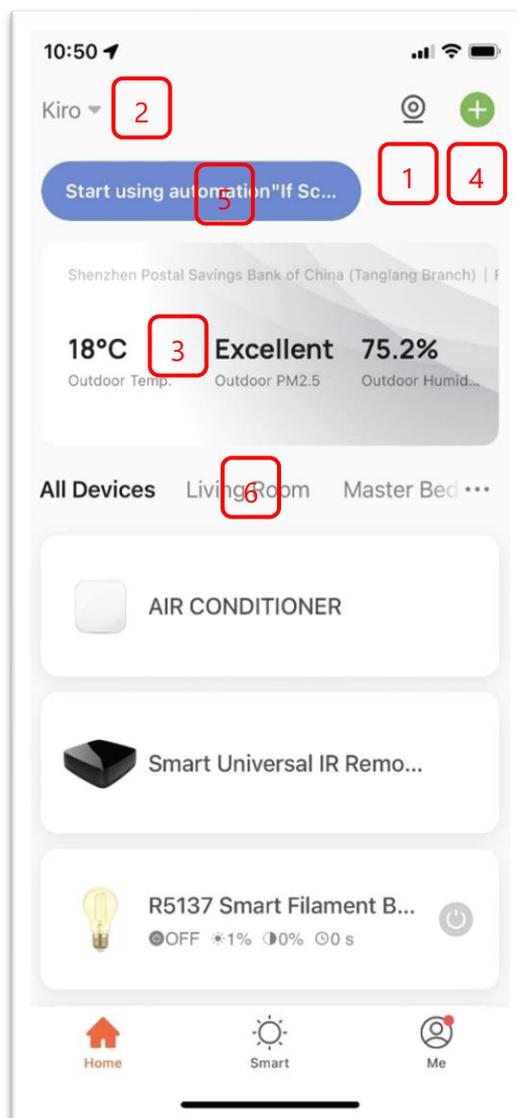


3. On the **Automation** or **Tap-to-Run** tab, tap the More icon (...) in the top-right corner of an existing scene module to enter the Edit page.
4. Tap and hold a condition or task and swipe left to delete it.
5. Tap the plus icon (+) behind Condition or Task to add a condition or task.
6. To delete the scene, tap **Delete** at the bottom of the Edit page.
7. Tap an automation scene module to edit or delete the scene in the dialog box.



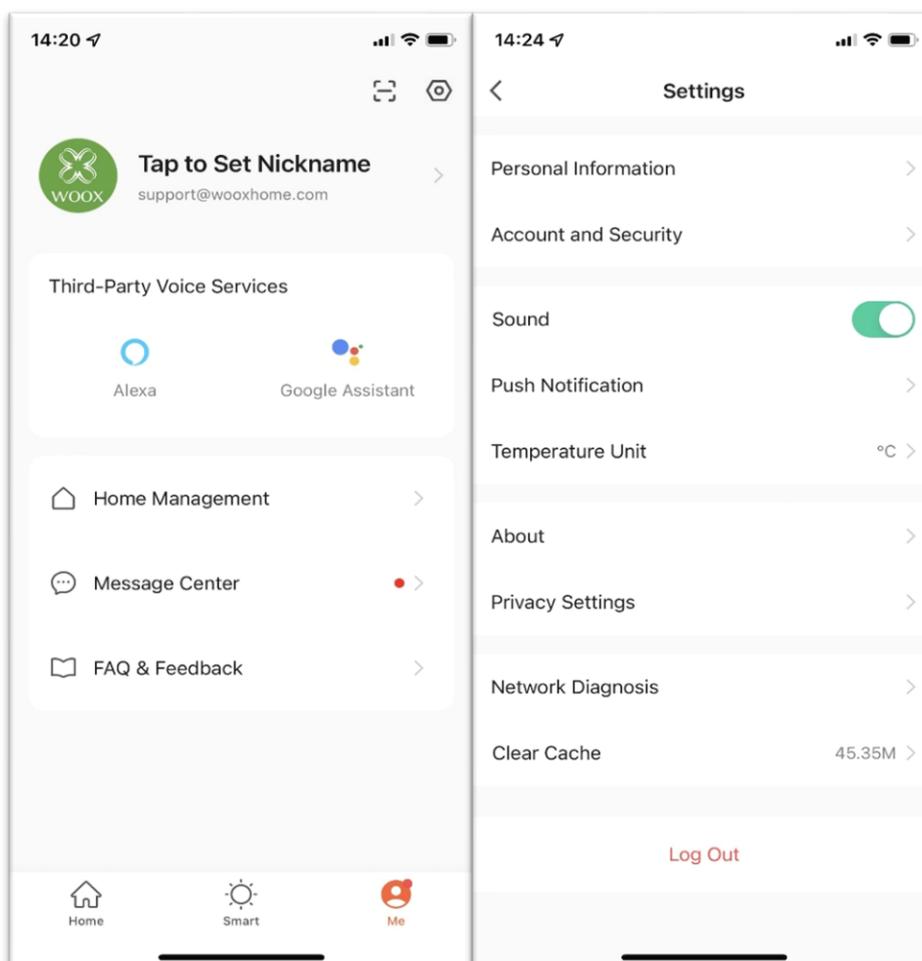
7 Home

1. On the **Home** page, the user can perform the following operations: Tap the microphone icon and use voice commands to control devices.
2. Tap the home name in the top-left corner of the page to switch between homes or add a home.
3. Tap the weather and environment information section to go to the detailed weather and environment information page, where the weather and environment indicators can be sorted.
The **Home** page only displays the first three weather and environment indicators.
4. Tap the plus icon (+) to add devices.
5. Tap a tap-to-run scene to trigger a scene.
6. Tap a room name to view the status of smart devices in the room.



8 Me

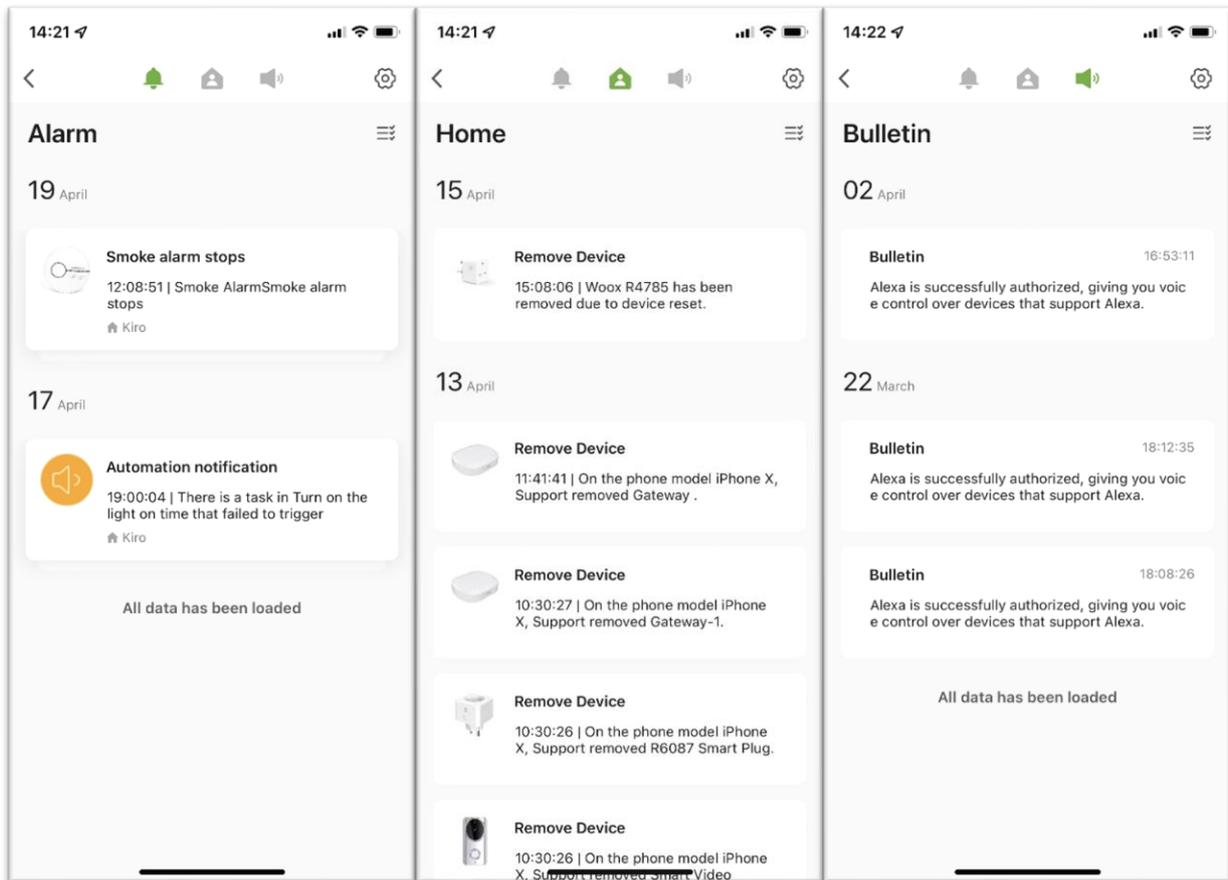
1. The following sections and icon are displayed on the **Me** page: **Third-Party Integration:** The app supports two third-party voice assistants.
2. **Home Management:** Tap **Home Management** to manage homes and home members.
3. **Message Center:** Three types of messages are displayed in **Message Center: Alarm, Home,** and **Bulletin.** Specify a do-not-disturb period for these messages.
4. **FAQ & Feedback:** Tap **FAQ & Feedback** to show the **FAQs & Feedback** page. On this page, tap **My feedback** in the top-right corner of the page to view feedback records, view FAQs and FAQ categories, report issues, and enter keywords to search for FAQs.
5. On the **Me** page, tap the Settings icon to go to the **Settings** page. The following options are available: **Personal Information, Account and Security, Sound, Push Notification, Temperature Unit, About, Temperature Unit, Privacy Settings, Network Diagnosis, Clear Cache,** and **Log Out.**



8.1 Message center

8.1.1 Message types

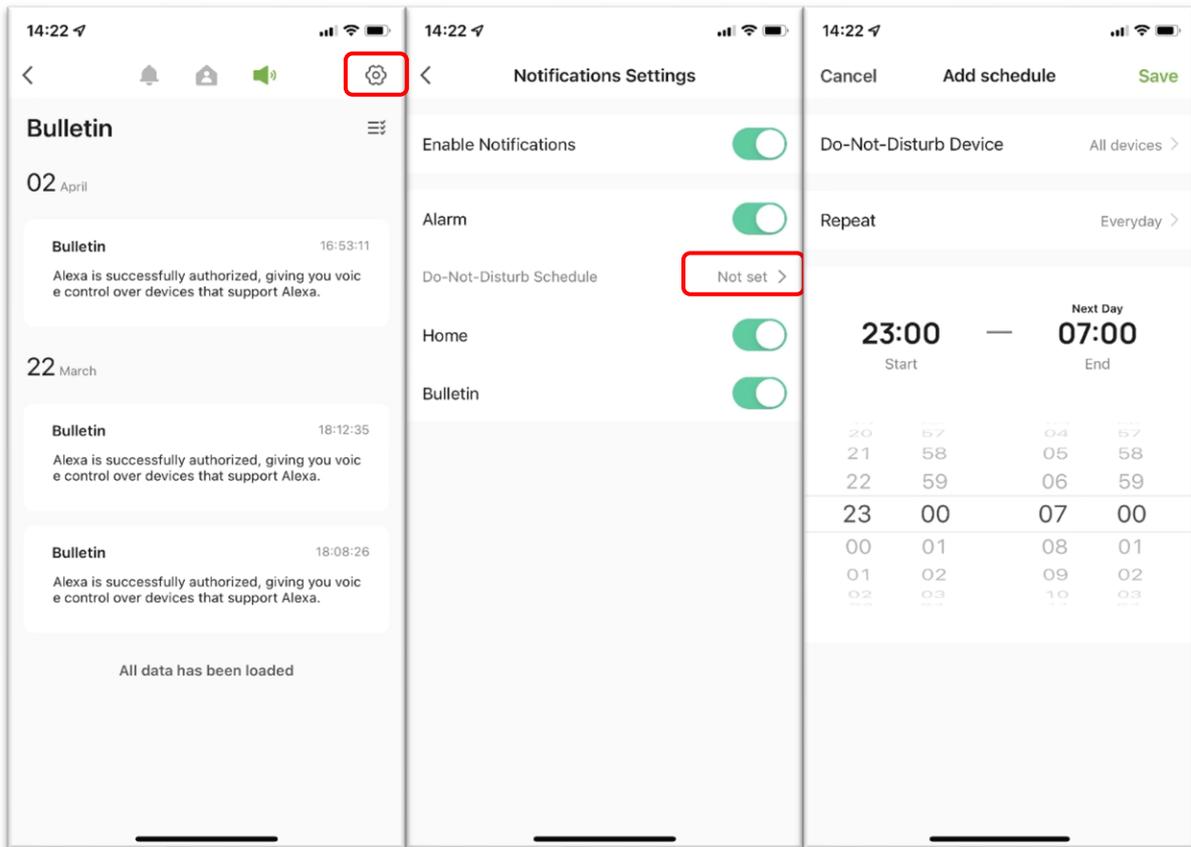
1. Three types of messages are displayed in **Message Center: Alarm, Home, and Bulletin.**
2. **Alarm** include device alarms, automation-related notifications, and alarms of scheduled execution failures.
3. **Home** include messages about adding or removing home members, removing a home, setting a home member as the administrator, adding devices, and sharing devices.
4. **Bulletin** include messages about status updates of user feedback and other push notifications from the app.



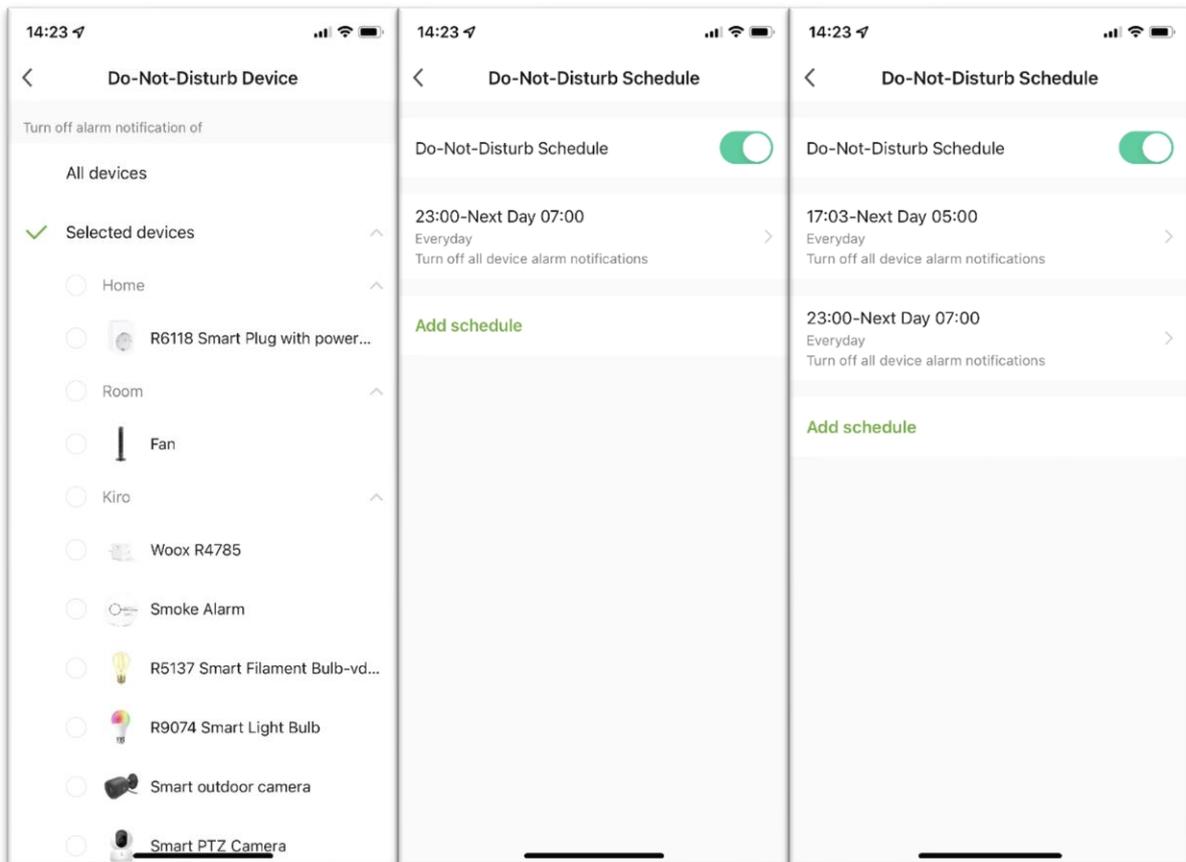
8.1.2 Notification message settings

Click the settings icon in the upper right corner to adjust the time period for receiving messages. The do-not-disturb feature can be enabled for a specified period. Perform the following steps:

1. Tap **Do-Not-Disturb Schedule** on the **Notification Settings** page to go to the **Add schedule** page. If this feature is enabled for the first time, tap **Do-Not-Disturb Device** and select the devices for which the notification feature is disable.

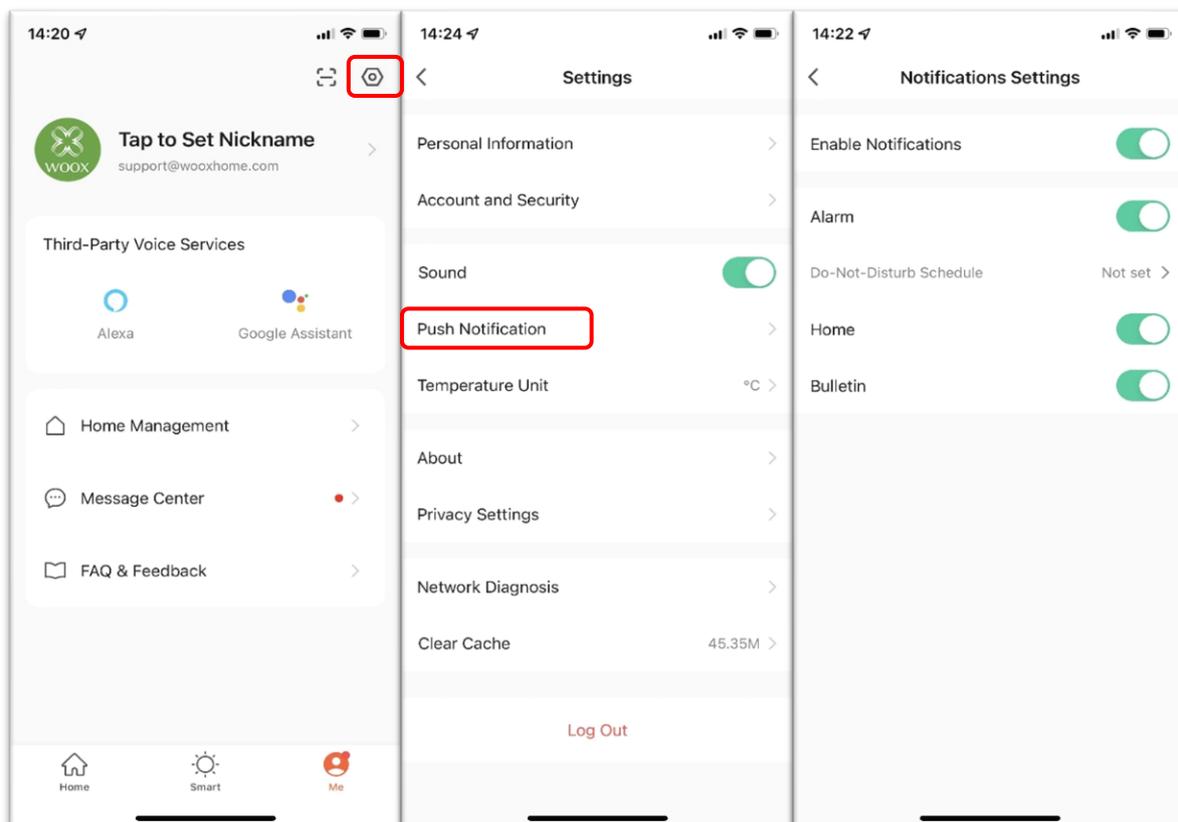


2. Tap the left arrow icon (<) in the top-left corner of the page to go back to the **Add schedule** page. Set the repetition mode, specify a period, and then tap **Save** in the top-right corner of the page. Then, the **Do-Not-Disturb Schedule** page appears. Enable the **Do-Not-Disturb Schedule** feature on this page.
3. To add another do-not-disturb schedule, tap **Add schedule** on the **Do-Not-Disturb Schedule** page. Set the repetition mode, specify desired devices and a period, and then tap **Save**.
4. You can Press and hold the schedule you don't need and swipe left to delete.



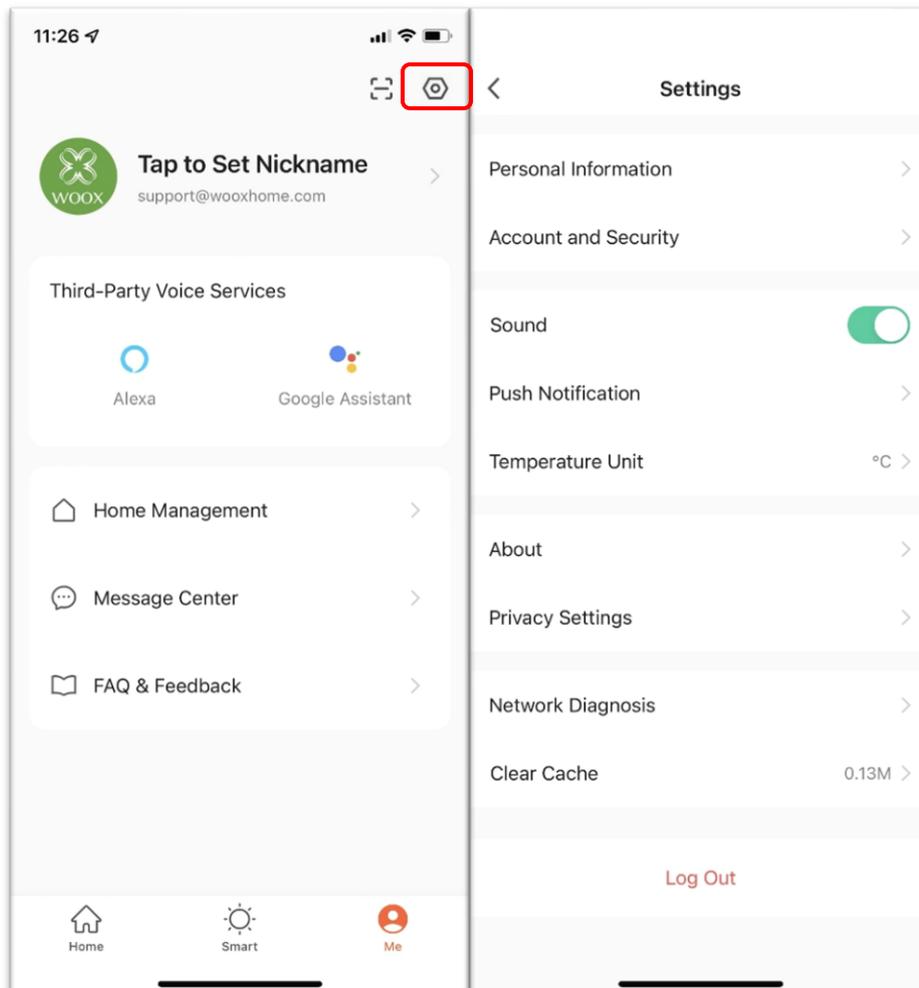
8.2 Push notification settings

6. The following two methods can be used to go to the **Notification Settings** page: On the **Me** page, tap the Settings icon in the top-right corner. Then, tap **Push Notification**.
7. On the **Me** page, tap **Message Center** to go to the message center. Tap the Settings icon in the top-right corner of the page.
8. If **Enable Notifications** is disabled, the messages in the **Alarm**, **Home**, and **Bulletin** categories will not be received. If **Enable Notifications** is enabled, the user can separately specify whether to receive **Alarm**, **Home**, and **Bulletin** messages.



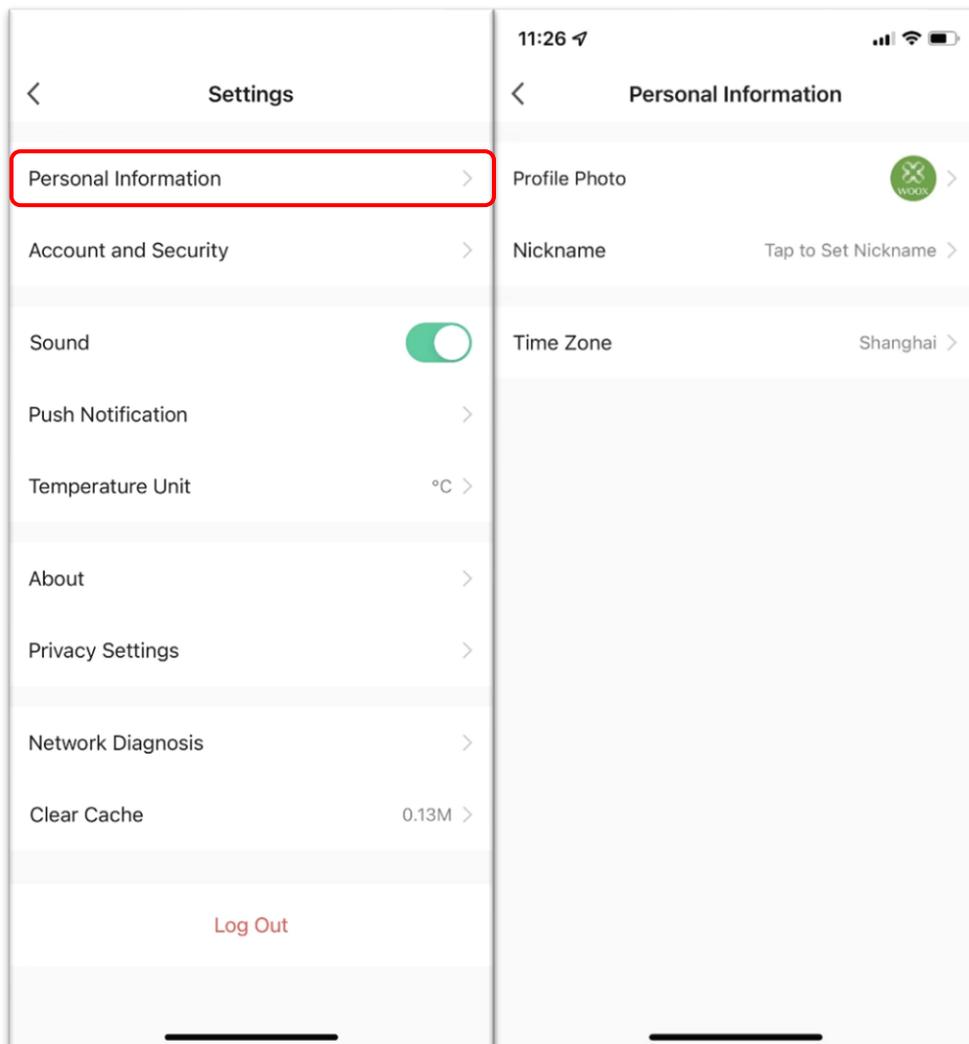
9 Settings

On the **Me** page, tap the Settings icon to go to the **Settings** page. The following options are available: **Personal Information**, **Account and Security**, **Sound**, **Push Notification**, **Temperature Unit**, **About**, **Privacy Settings**, **Network Diagnosis**, **Clear Cache**, and **Log Out**.



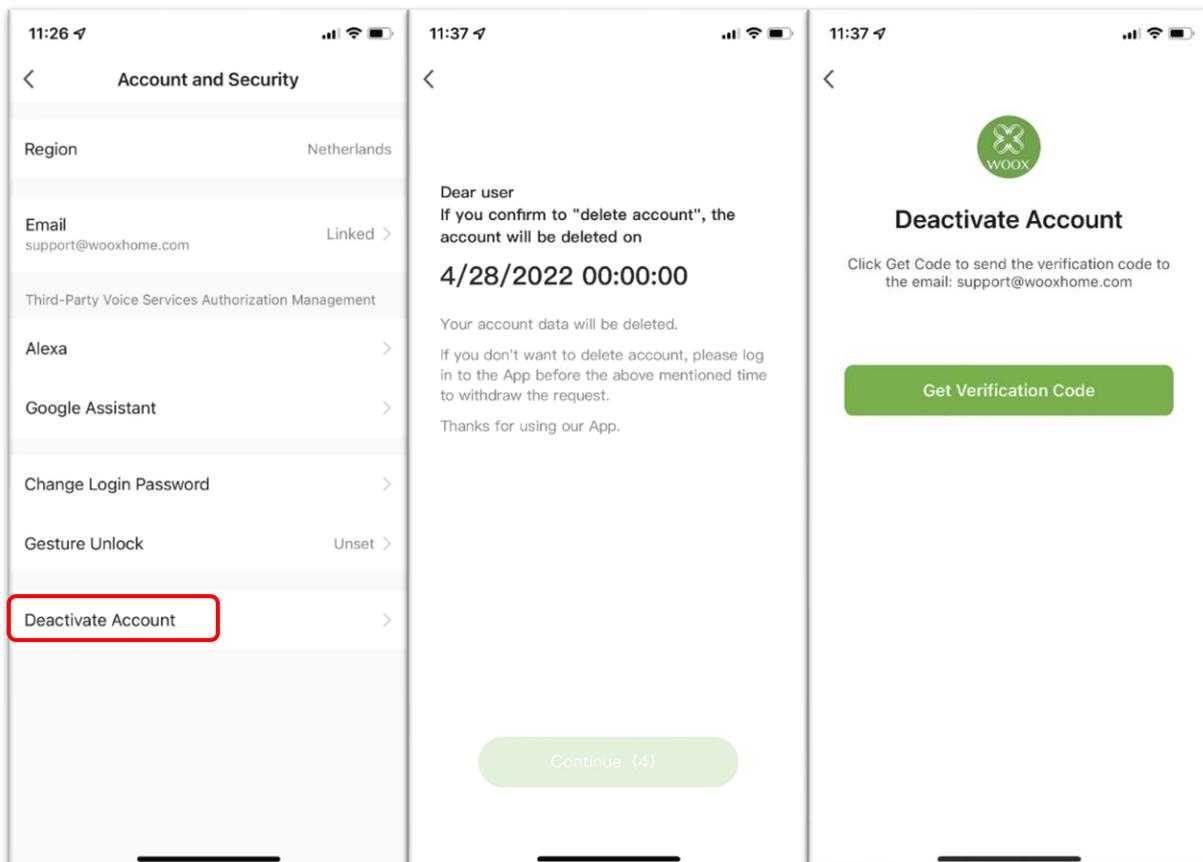
9.1 Personal information

1. On the **Me** page, tap the Settings icon and select **Personal Information** to go to the **Personal Information** page.
2. On this page, the user can view the account information, and change the profile photo, nickname, and time zone.



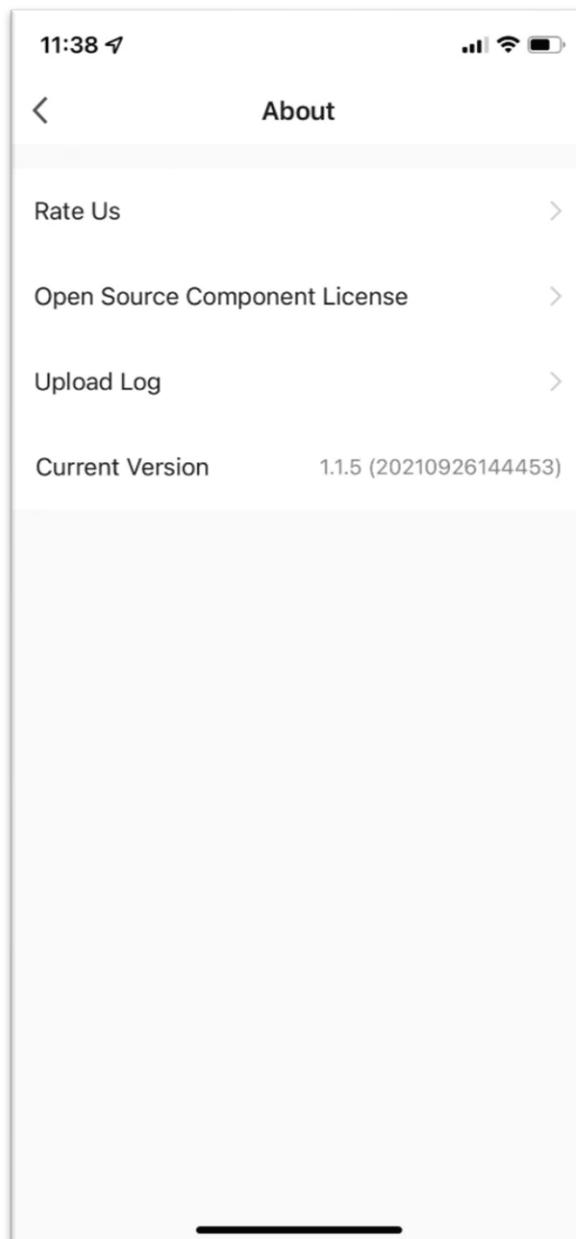
9.2 Account and security

1. On the **Me** page, tap the Settings icon and select **Account and Security** to go to the **Account and Security** page.
2. On this page, the user can view and change the mobile number, email address, or third-party account. The user can also change the login password, set a gesture password, or delete the account.
3. To delete the current account, perform the following steps:
4. Tap **Deactivate Account** > **Continue**. On the page that appears, tap **Get Verification Code** to get a verification code. Enter the returned verification code and tap **Delete**. The account will be deleted after seven days, and all data related to the account is also deleted.
5. If the app is logged in with the account within seven days after the preceding steps, account deletion is terminated.



9.3 About

1. Tap the Settings icon in the top-right corner of the **Me** page and tap **About** to show information about the app.
2. To rate the app in the app store, tap **Rate Us**.
3. To check the licenses of open source components, tap **Open Source Component License**.
4. To check the current version of the app, view the version number in the **Current Version** section.



9.4 Privacy settings

On the **Me** page, tap the Settings icon and select **Privacy Settings** to go to the **Privacy Settings** page. The authorization page is added to manage authorizations and check the privacy policy and user agreement.

