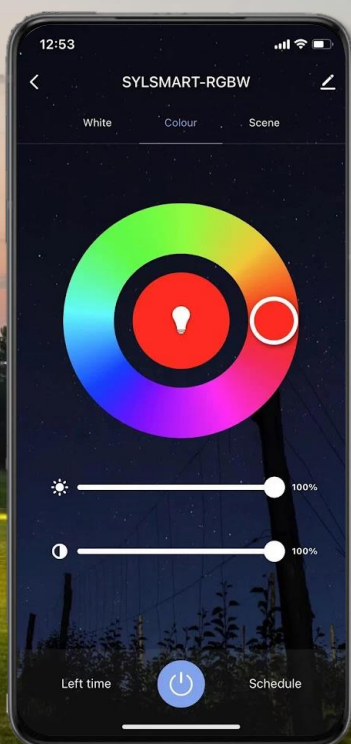


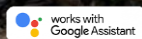
# SYLVANIA

## SylSmart Home

Making life smarter



User Manual  
July 2022 v4.1.0



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## Download the app

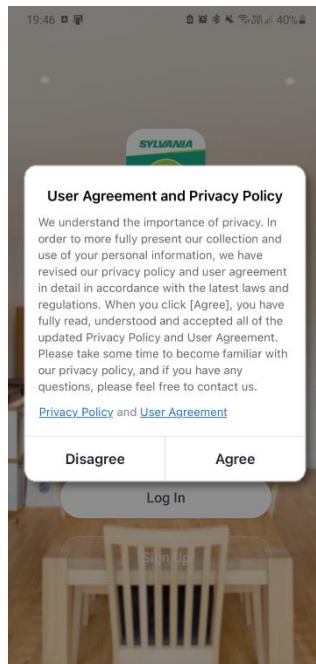
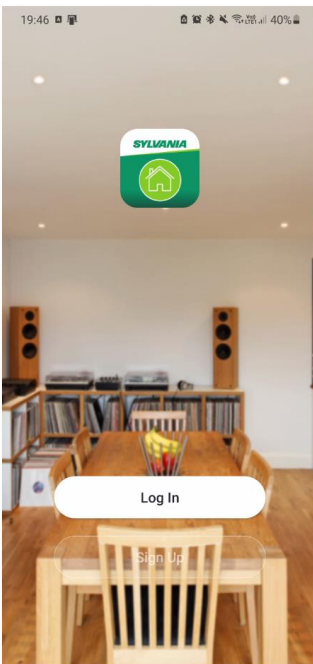
Search for SylSmart Home in Apple's App Store or Google Play Store or scan the following QR code to download the SylSmart Home app.



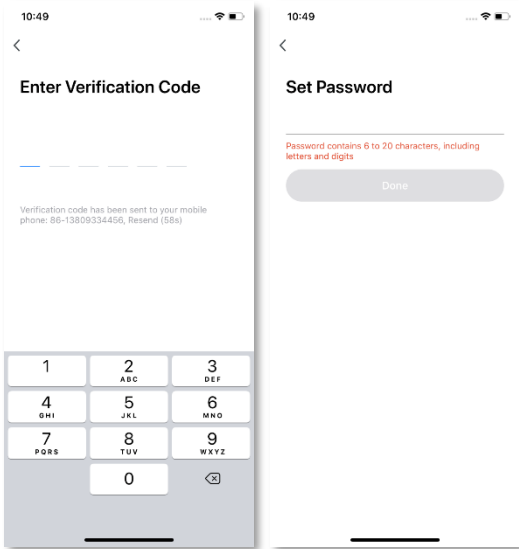
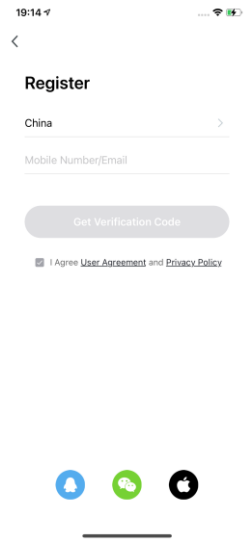
## 1 User accounts

### 1.1 Register an account

1. Tap **Sign Up** 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 mobile phone 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**.



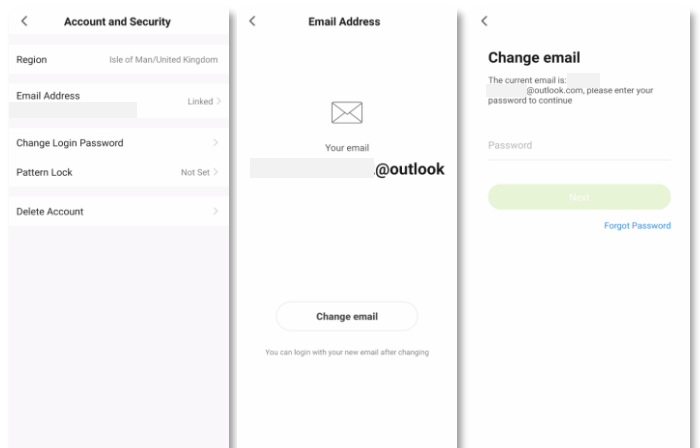
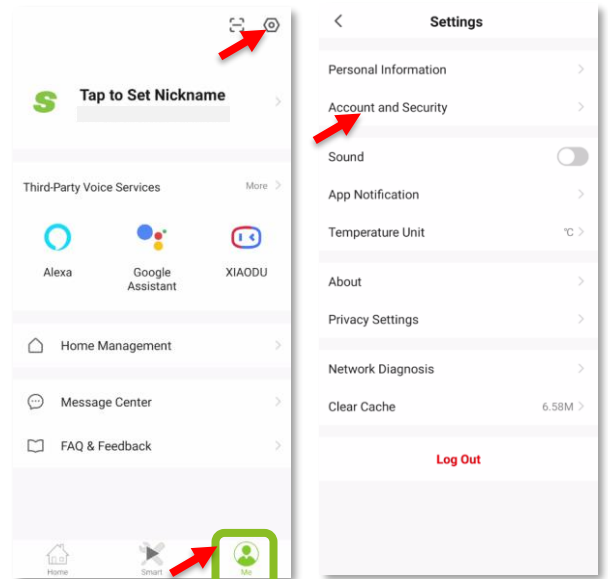
3. Enter the returned verification code to navigate to the password setting page. Set a password as required and tap Done

4. After login to the app, tap **Me** and then the settings icon.

5. On the **Settings** page, tap **Account and Security**.

6. Tap **Email Address** to change the email address.

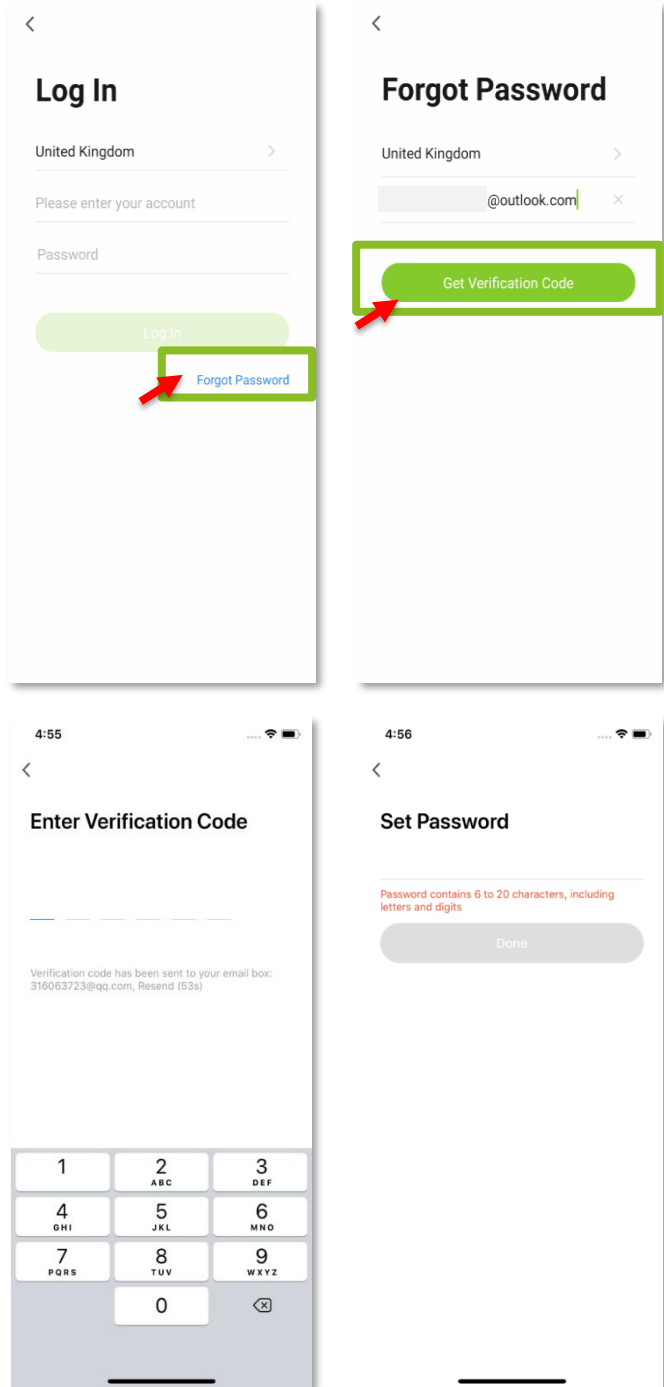
7. On the page that appears, enter the password and tap **Next**. On the **Enter Verification Code** page, enter the returned verification code.



## 1.2 Reset a password

If the login password is forgotten, the user can reset the password based on the following steps:

1. On the **Log In** page, tap **Forgot Password**.
  2. The **State/Region** field value is automatically specified and can also be manually changed
- Enter the registered email address and tap **Get Verification Code**.
3. Enter the code that was sent to the mobile phone number or email address.
  4. On the page that appears, enter a new password and tap **Done**. Then, the password is reset, and the app is automatically logged in.



## 2 Use the app

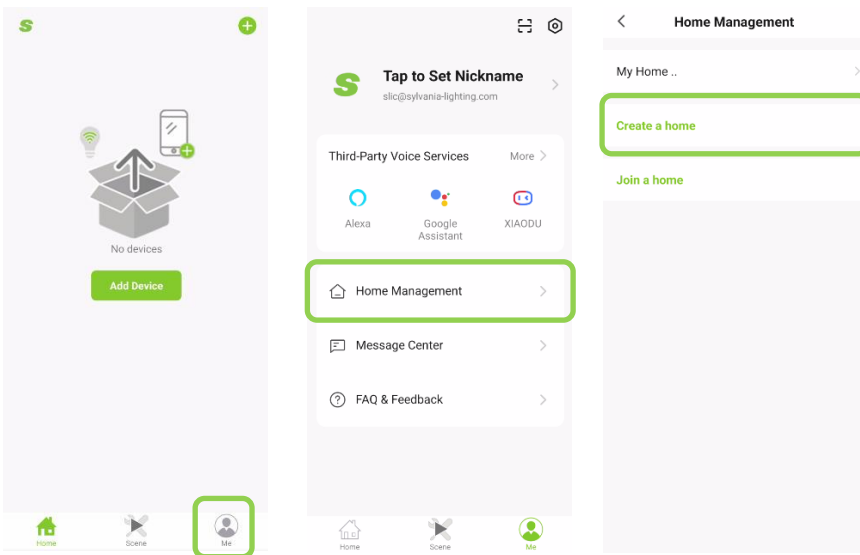
### 2.1 Manage home

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. Before information about your home is completed, the Home page does not display environment or room information.

2. In the bottom navigation bar, tap **Me > Home Management** to go to the Home Management page.

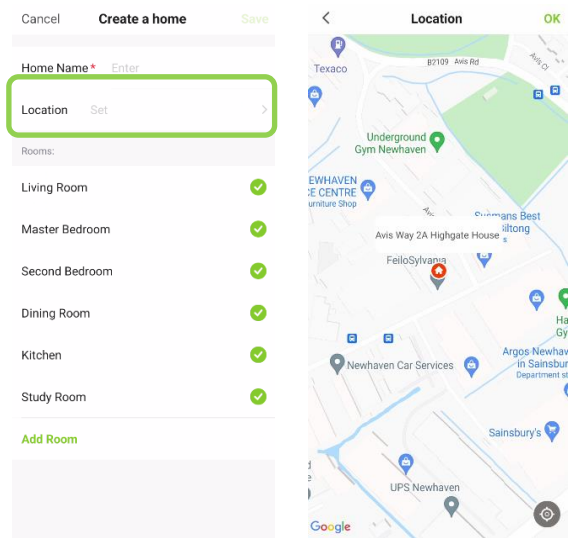
3. After the new user taps **Home Management**, the user can edit the information about adding a home on the page that appears.

4. If a home has already been added, tap **Create a home** on the Home Management page to go to the Create a home page.

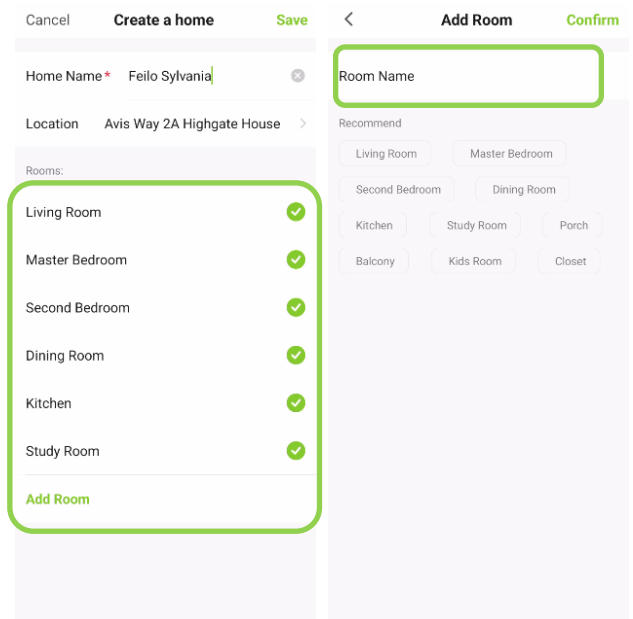


5. Enter a name for the home in the **Home Name** field. A maximum of 25 characters is allowed.

6. Tap **Location**. On the **Location** page, verify that the location is correct and tap **OK** in the top-right corner of the page. The location is set based on the phone location. The user can also change the location by setting the coordinate.

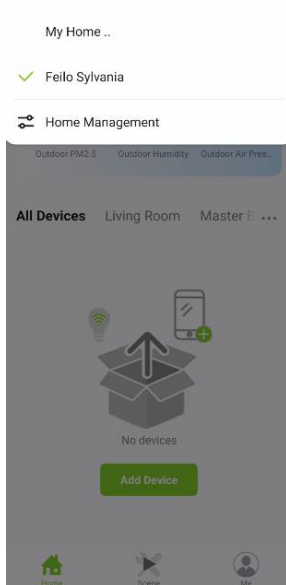
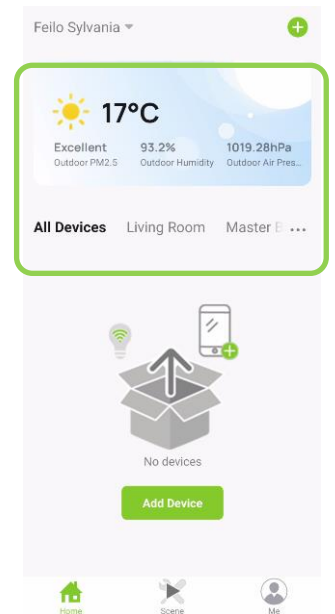


7. Select rooms in the **Rooms** section. The user can use the default room names on the app or tap **Add Room** to customize a room name. A maximum of 25 characters is allowed for a room name.



8. After the home information is completed, you will see a message “Home successfully created”. Go back to the **Home** page.

Information, such as the weather, temperature, and room names, is displayed.



9. 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.

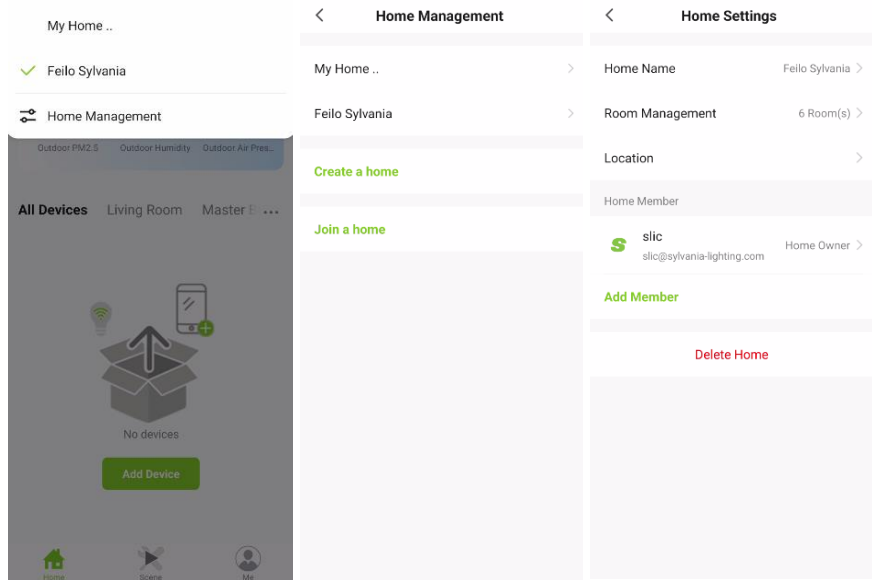
10. In the drop-down list, tap **Home Management** to manage homes, create a home, or join a home.

An account can be used to control multiple homes. The SylSmart devices in different homes are independent of each other.

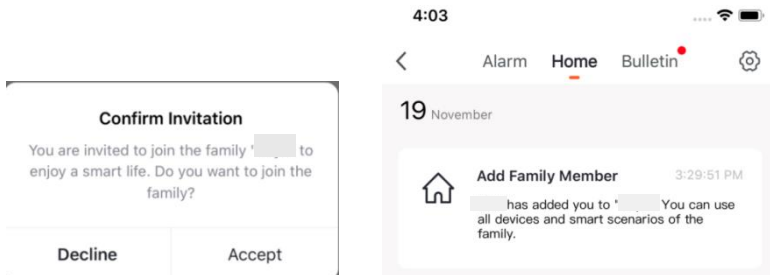


**2.2 Manage Users**

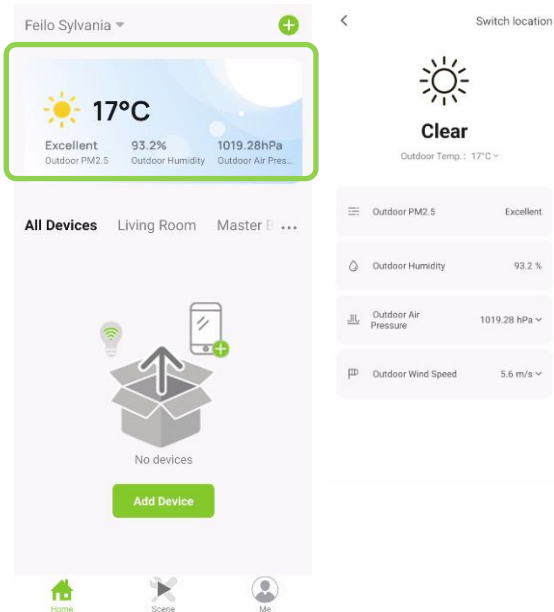
Tap a home name, such as “Feilo Sylvania”, and select **Home Management** from the drop-down list. On the **Home Management** page, tap the home name to go to the **Home Settings** page.



If a user is invited to join a home, the user will receive a notification on the app. The user will also receive a notification in the message center.



**2.3 View environment information**



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.

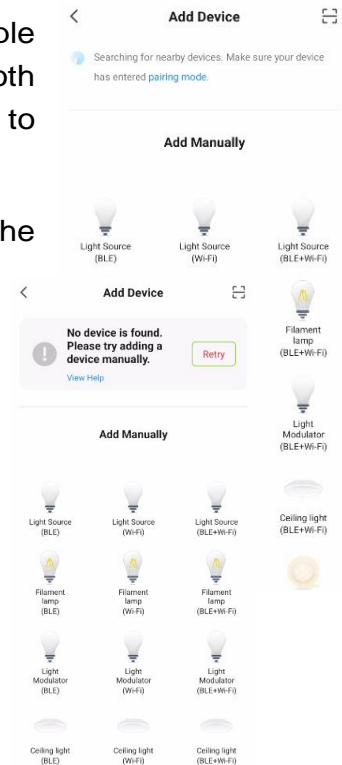
If environmental sensors have been added, such as the air purifier, hygrometer, and thermometer, to the app, the app displays the environmental information provided by these devices. On the detail page, the homeowner or administrator can drag and sort the displayed items.

### 3 Add a device

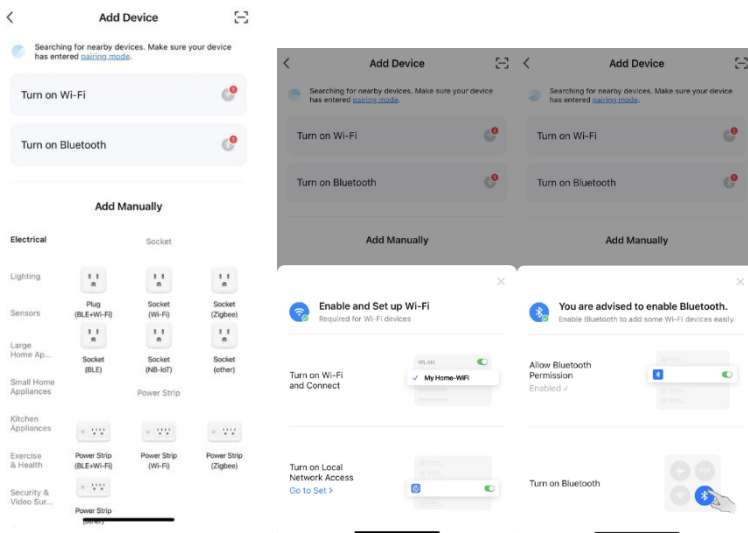
Tap **Add Device** or the plus icon (+) in the top-right corner on the **Home** page to go to the device adding page. On the **Add Device** tab that appears, devices can be automatically found or manually added. To automatically add devices, the app must be granted Wi-Fi and Bluetooth permissions.

#### a. Automatically add devices

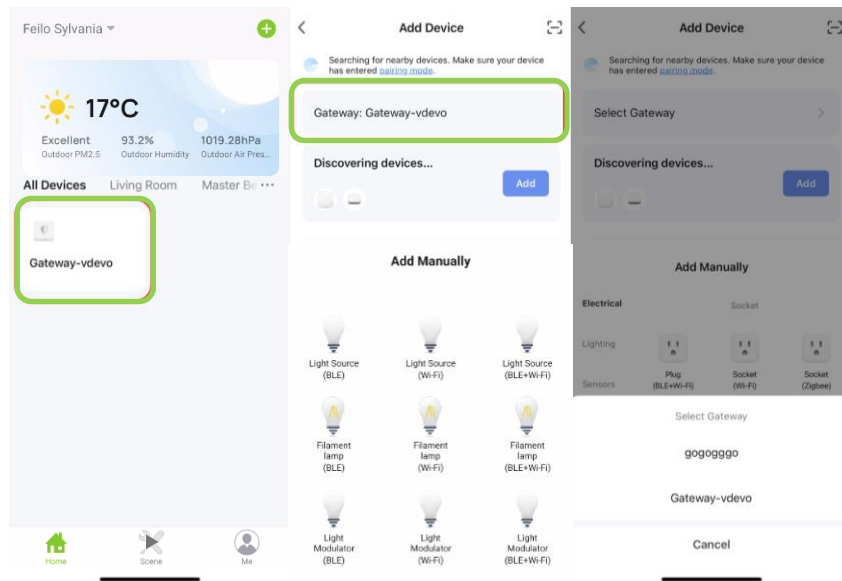
- i. This method enables simultaneously searching for multiple devices, including Wi-Fi devices, Bluetooth gateways, Bluetooth mesh devices, Zigbee gateways and Zigbee devices connected to the gateway. All devices found can be added with one tap.
- ii. If the search times out and no devices are found, follow the instructions to troubleshoot the issue and try again, or try to manually add devices.
- iii. 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.



iv. Tap **Turn on Wi-Fi** or **Turn on Bluetooth** to enable Wi-Fi or Bluetooth as instructed.

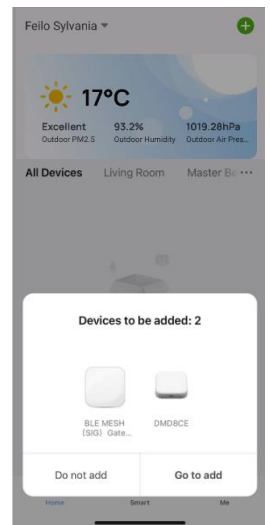


v. If a gateway has been added to the app, it can be automatically recognized to pair associated sub-devices. If multiple gateways exist, a dialog box appears for the user to choose among these gateways.

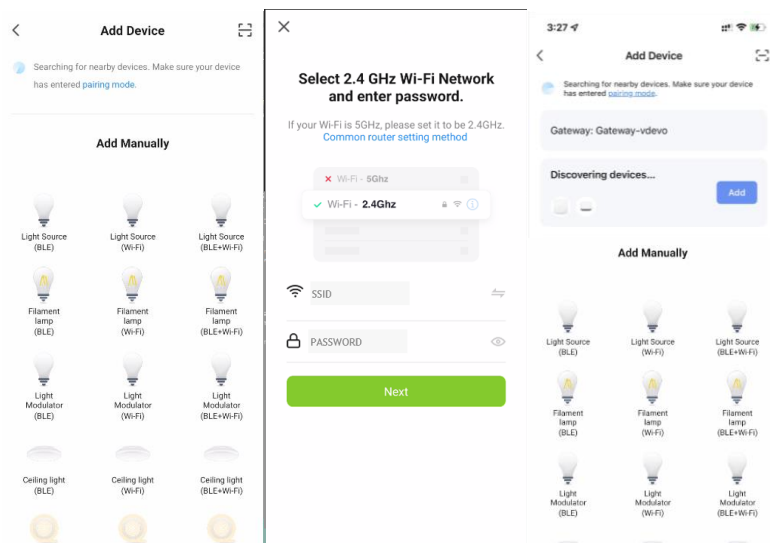


vi. To accelerate pairing with Bluetooth devices, the app supports the automatic discovery of nearby Bluetooth devices. Once the home management page is opened, the app automatically searches for Bluetooth devices pending pairing and shows discovered Bluetooth devices in a dialog box.

vii. 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.

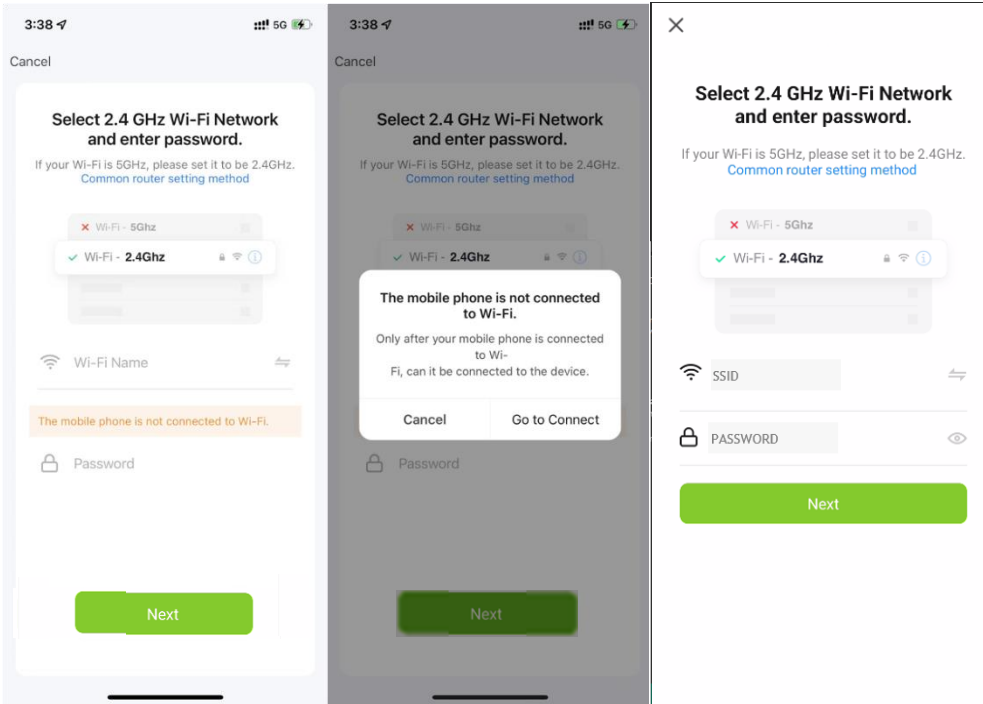


viii. When the indicators on Wi-Fi, and Bluetooth devices are blinking quickly, these devices can be added in the automatic searching method. To use this method, prepare a Wi-Fi network. Only 2.4 GHz Wi-Fi networks are supported.



**b. Manually add Wi-Fi devices using EZ Mode**

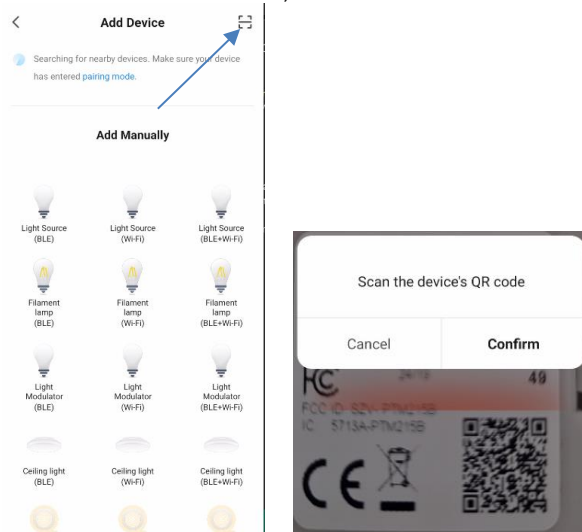
i. Select a device type. On the page that appears, enter the password for connecting to the 2.4 GHz Wi-Fi network. The location permission must be granted to automatically find Wi-Fi networks.



If the Automatic pairing fails, the app will offer the option for AP Pairing on WIFI enabled devices. You can also manually choose AP mode when adding a WIFI device.

ii. QR Code scanning – For certain devices there is the option to scan a QR code.

Click the Scan code Icon, scan the QR code of the device and press **Confirm**

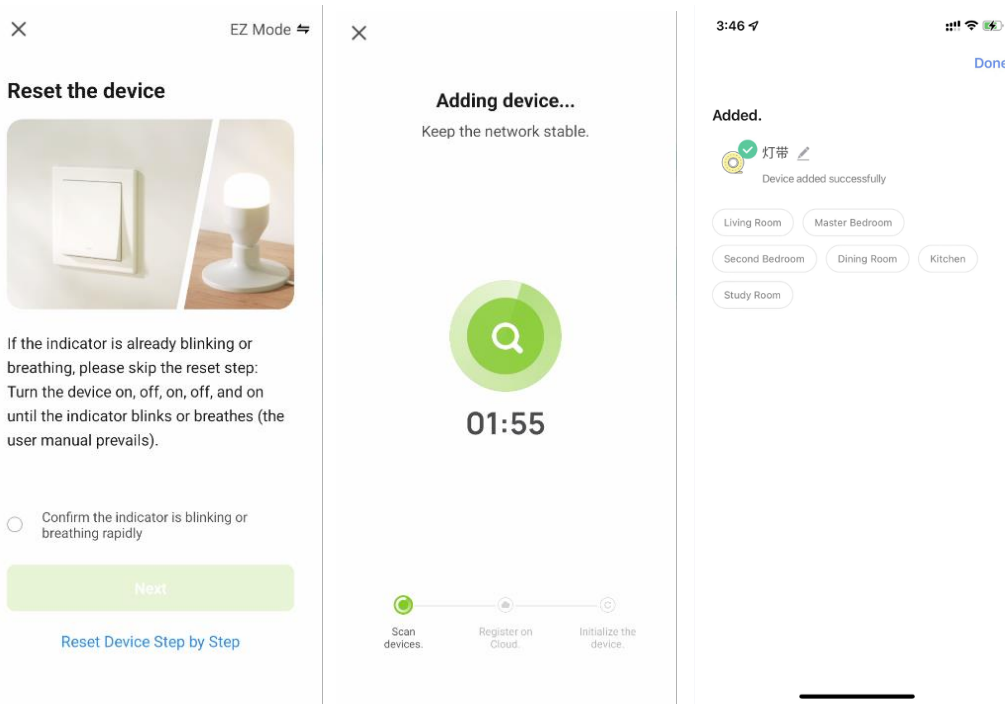


**c. Manually add Wi-Fi devices in EZ mode**

i. In EZ mode, follow the instructions which shipped with the device or follow the on-screen prompts to enable the device to enter “Pairing Mode” which is shown when the device indicator

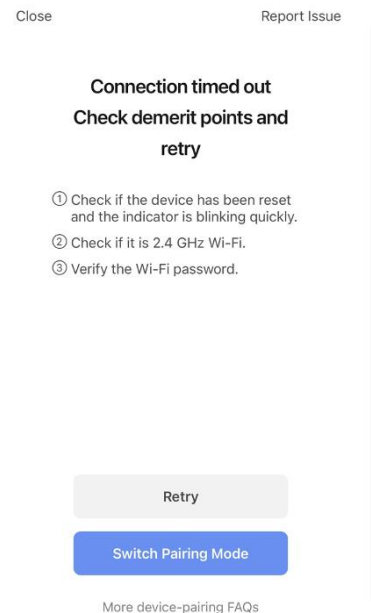
begins to blink quickly.

NOTE: For WIFI Devices please ensure your mobile device is connected to the WIFI you wish to use and ensure that only 2.4Ghz WIFI is used.



ii. Select **Confirm the indicator is blinking rapidly** 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.

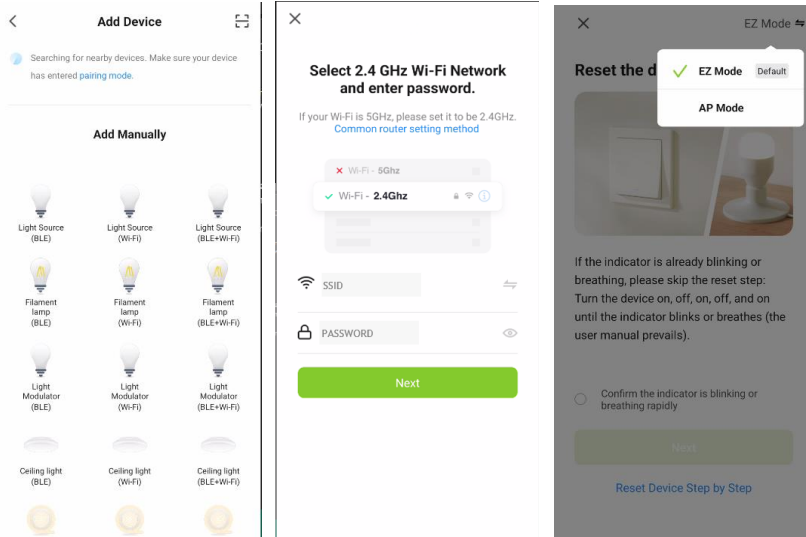
iii. If pairing fails, apply the tips in the following third figure from the left to troubleshoot the issues. Online customer services are available to support troubleshooting.



**d. Manually add Wi-Fi devices in AP mode**

i. 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.

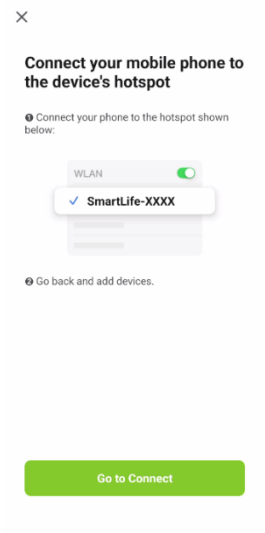
ii. In AP mode, follow the instructions to enable the indicator to blink slowly, select **Confirm the indicator is blinking slowly**, and then tap **Next**.



iii. In AP mode, on the Wi-Fi setting page of the mobile phone, find the Wi-Fi hotspot starting with **Smart Life**.

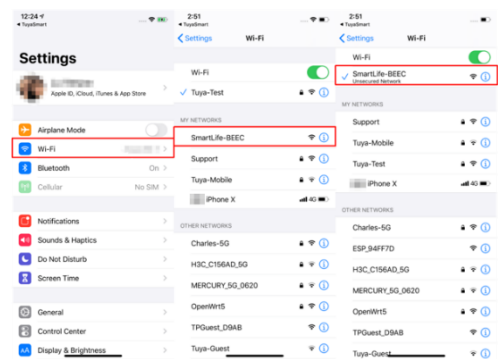
iv. Tap the Wi-Fi hotspot to connect the mobile phone to it.

v. 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.



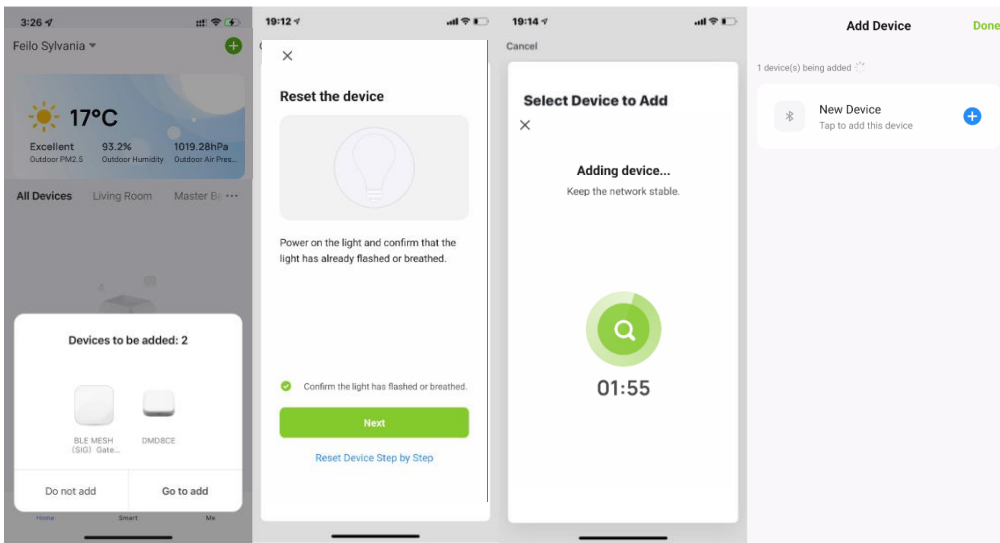
vi. The device pairing page on the app appears again and the pairing process continues. After the device is added, the user can customize the device name and specify the room where the device is located. A device name can contain a maximum of 64 characters.

vii. If pairing fails, apply the tips in the following third figure from the left to troubleshoot the issues.

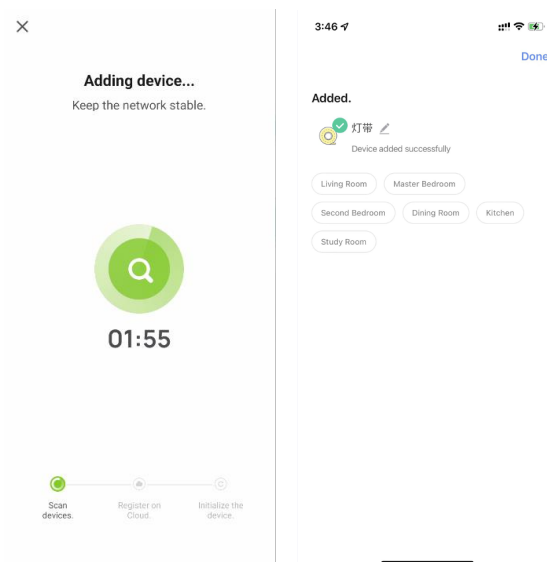


**e. Manually add Bluetooth devices or devices over Wi-Fi and Bluetooth**

i. For Bluetooth devices or devices over Wi-Fi and Bluetooth Low Energy (LE) combo, power on the device first. Then, enable Bluetooth on the mobile phone and open the app. The devices that are ready for pairing will be displayed on the app.



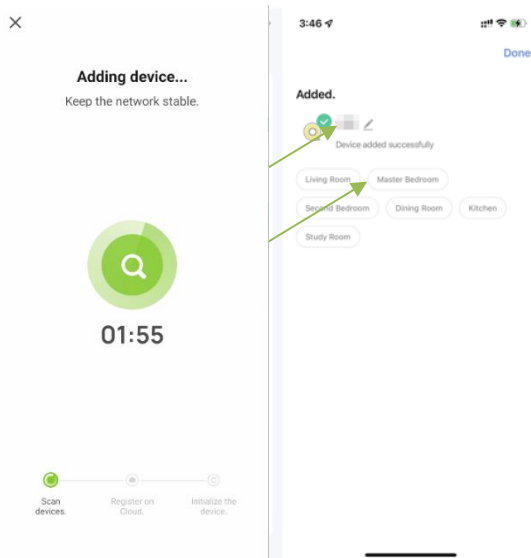
ii. Select the device to be added. On the Wi-Fi setting page, enter the password for connecting to the 2.4 GHz Wi-Fi network. Wait for the device to automatically complete pairing.



iii. To skip the Bluetooth feature on the mobile phone, go to the **Add Device** page and pair devices over Wi-Fi. Select a device type that supports Wi-Fi pairing. In EZ mode, follow the instructions in the figures to enable the indicator to blink quickly, select **Confirm the indicator is blinking quickly, and then tap Next**.

iv. If the Wi-Fi network is unavailable or Wi-Fi pairing failed, the device that supports Wi-Fi and Bluetooth LE combo can be paired over Bluetooth.

v. Wait for the device to complete pairing. After the device is added, the user can customize the device name and specify the room where the device is used.

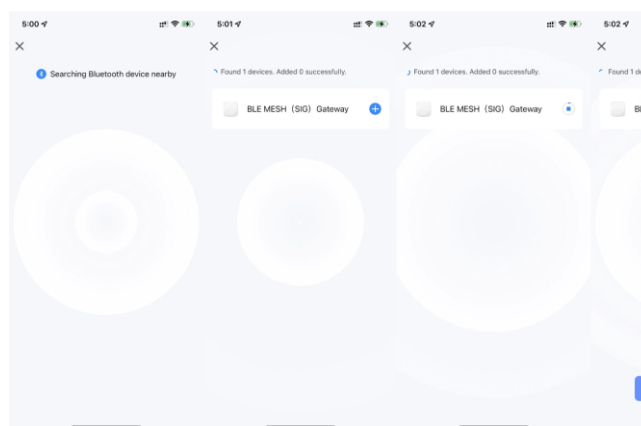


vi. Compared with ordinary single-mode devices, the devices that support Wi-Fi and Bluetooth LE can be connected to the mobile phone over Bluetooth.

**f. Pairing via Gateway**

If you have a Bluetooth device and a Bluetooth Gateway, it is possible to pair the device to a gateway.

- i. On the **Add Device** tab, select a device type that supports Bluetooth pairing. On the page that appears, follow the guide to enable the indicator to blink quickly, select **Confirm the light has flashed**, and then tap **Next**.
- ii. After the app detects the device, tap **Add**. After the device is added, tap **Done**.

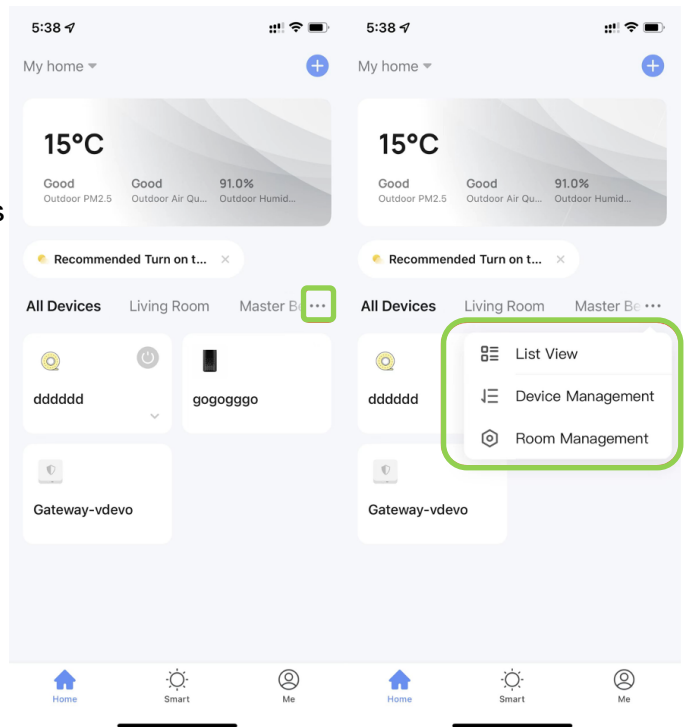




## 4. Manage lists of devices and rooms

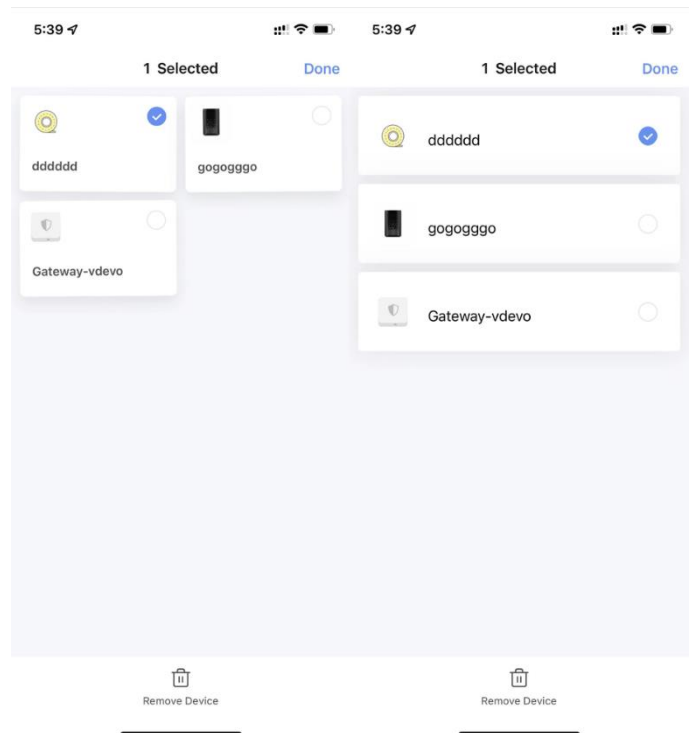
### a. View devices

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.



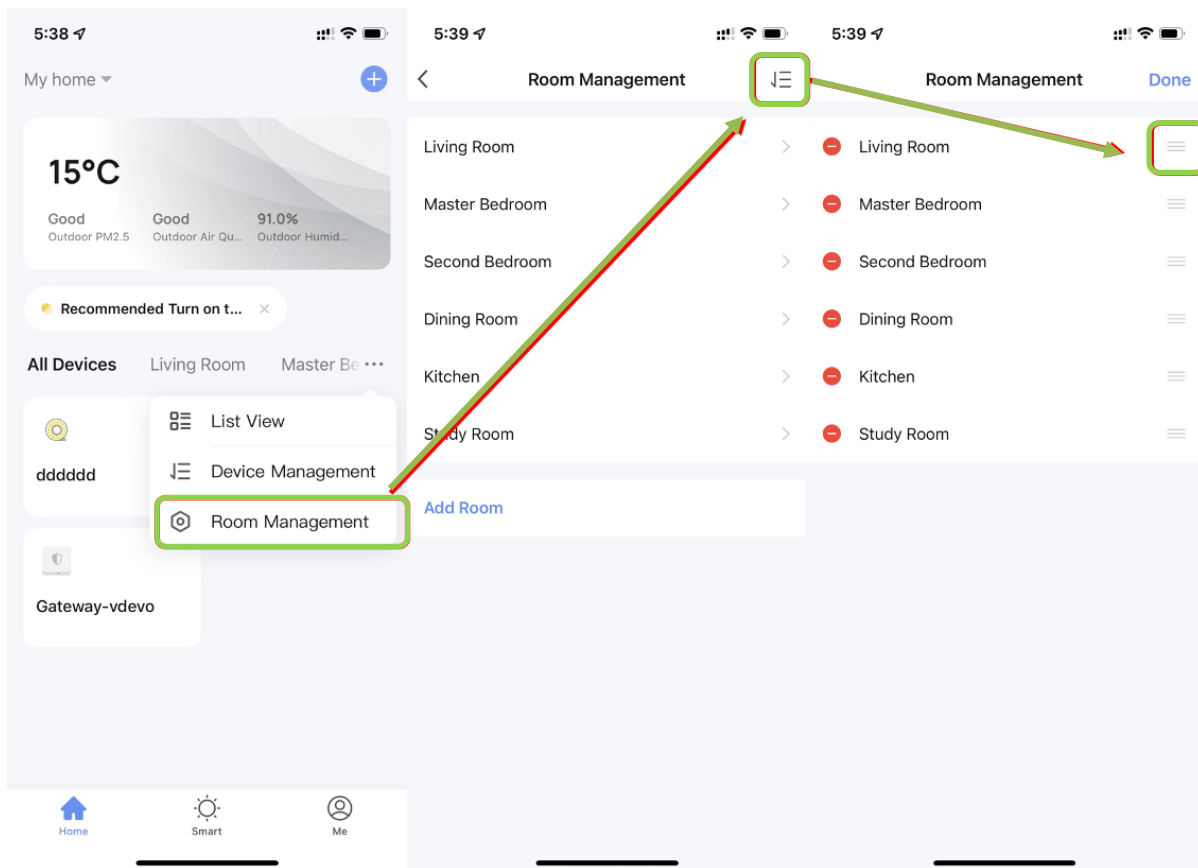
### b. Manage devices

To manage rooms, tap the More icon (...) next to the room names on the **Homepage**. 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.



## c. Manage Rooms

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 re- move a room, tap the minus icon (-) before the room.



vii. In the device list, if a device is grayed out, the device is offline. Otherwise, the device is online.

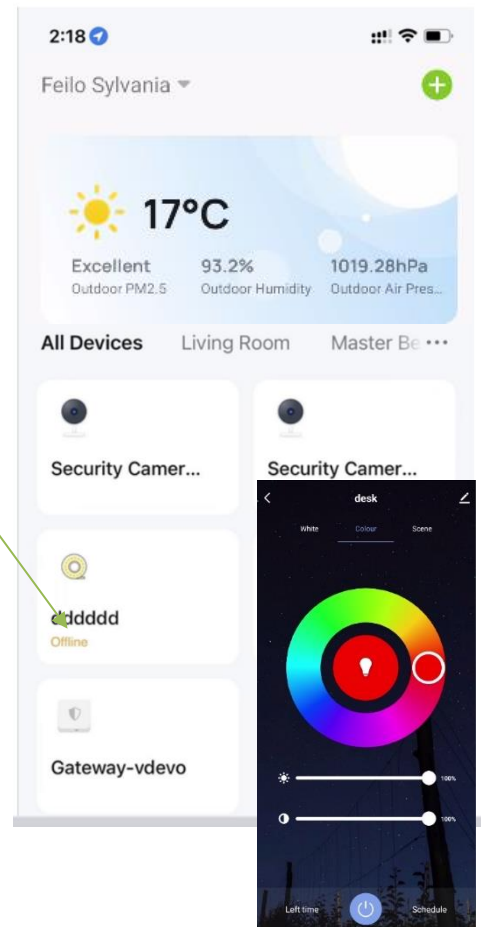
## 5 Control devices

### 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 Timer 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

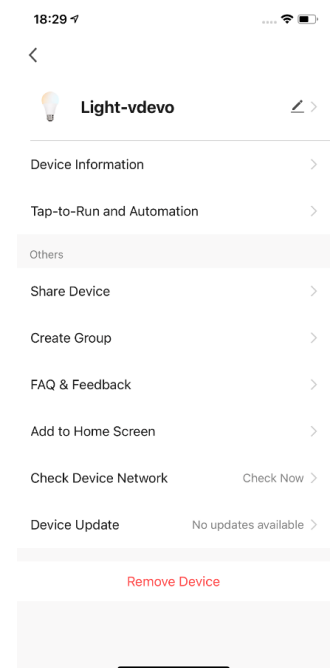
1. On the device management page, the device settings and information can be managed: To change the device icon, device name, and location information, tap the edit icon next to the device icon.

2. To view the device ID, IP address, MAC address, time zone, and online/offlinestatus, 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.

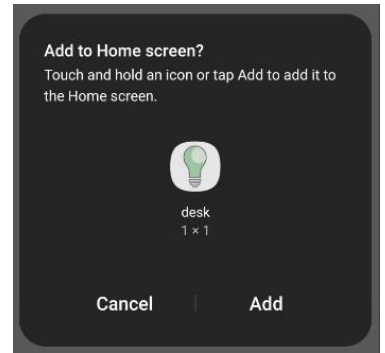


6. To view FAQs related to the device or send feedback, tap **FAQ & Feedback**.

7. To add a shortcut of the device control panel to the home screen of the mobilephone, 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**.

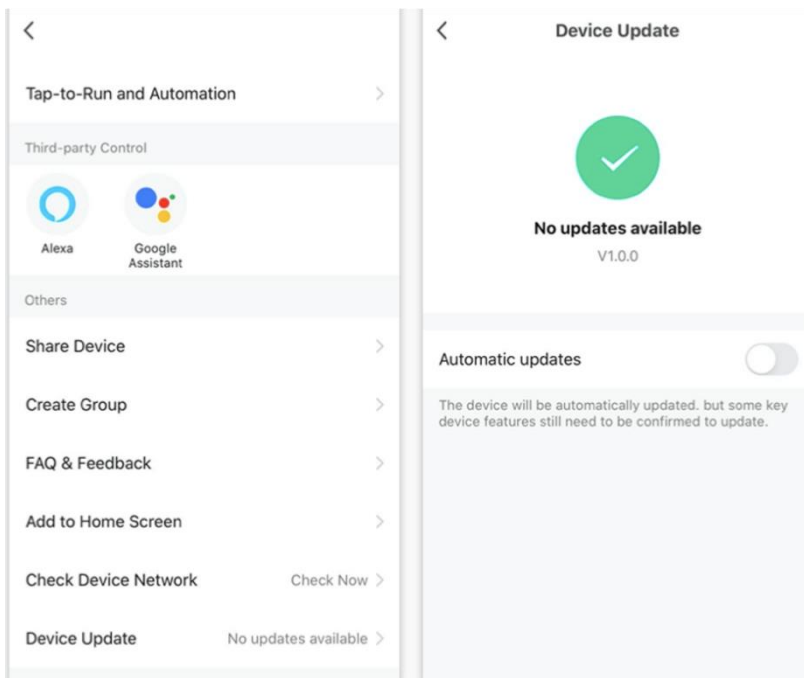


10. To remove the device, tap **Remove Device**. Two options appear: **Disconnect** and **Disconnect and wipe data**. If **Disconnect** is tapped, the device is removed from the device list and automation scenes and tap-to-run scenes that are related to the device become unavailable.

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 from the Cloud and mobile device.

**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.



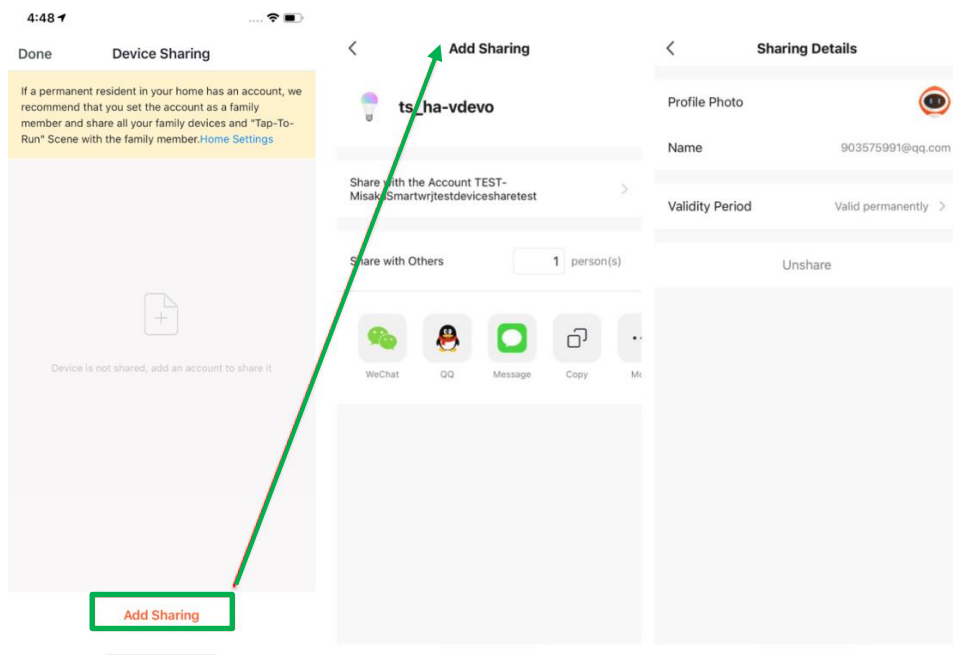
**5.4 Change networks**

1. Tap **Device Network** on the device management page. On the **Device Network Information** page, tap **Alternate Network**.
2. Select the alternate network to be used, enter the Wi-Fi password, and tap **Confirm**.
3. If the current network is unavailable, the device will be automatically connected to the alternate network.

This feature only applies to Wi-Fi devices. The firmware must be updated to the latest version before this option is available on the device management page. The firmware is being developed and will be supported in the near future.

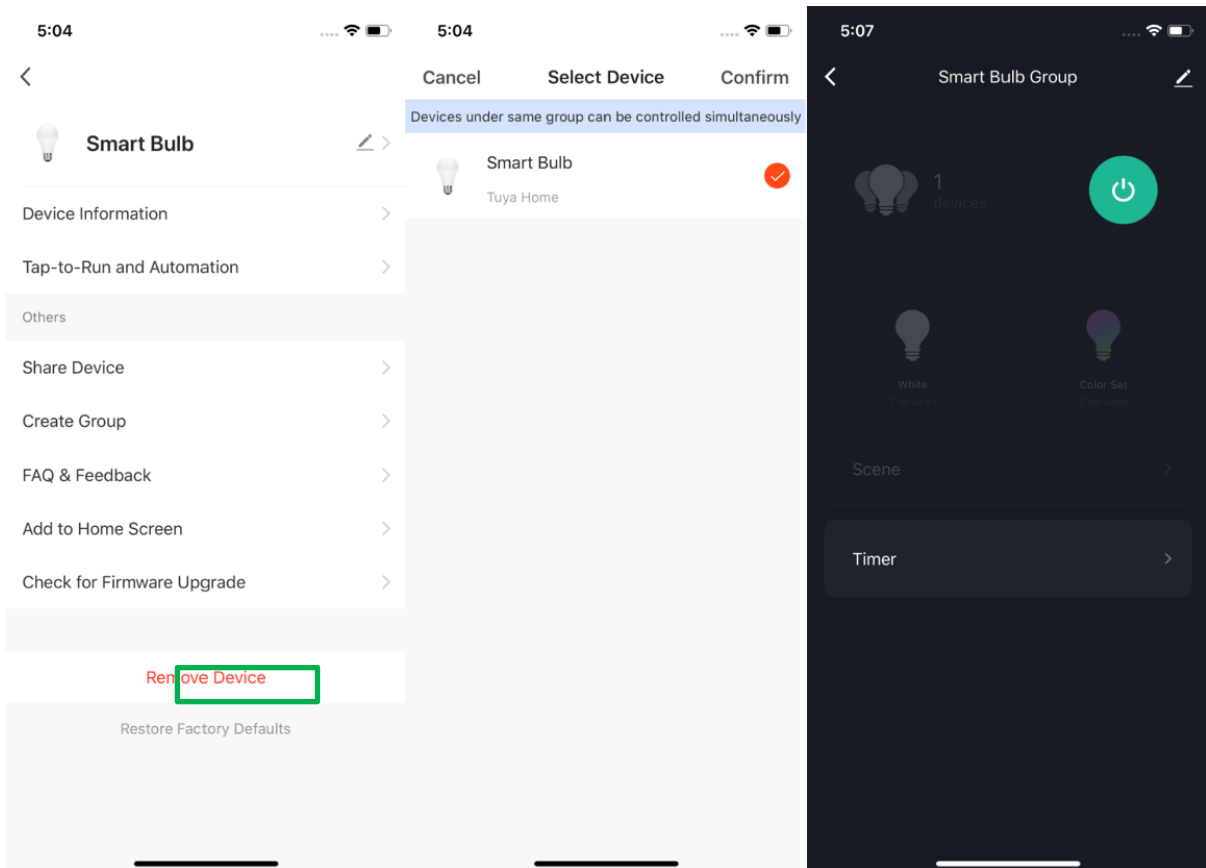
## 5.5 Share devices

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 through multiple channels, such as WhatsApp, SMS, E-mail and can be shared only once or multiple times. Additionally it can be shared within a limited 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**.

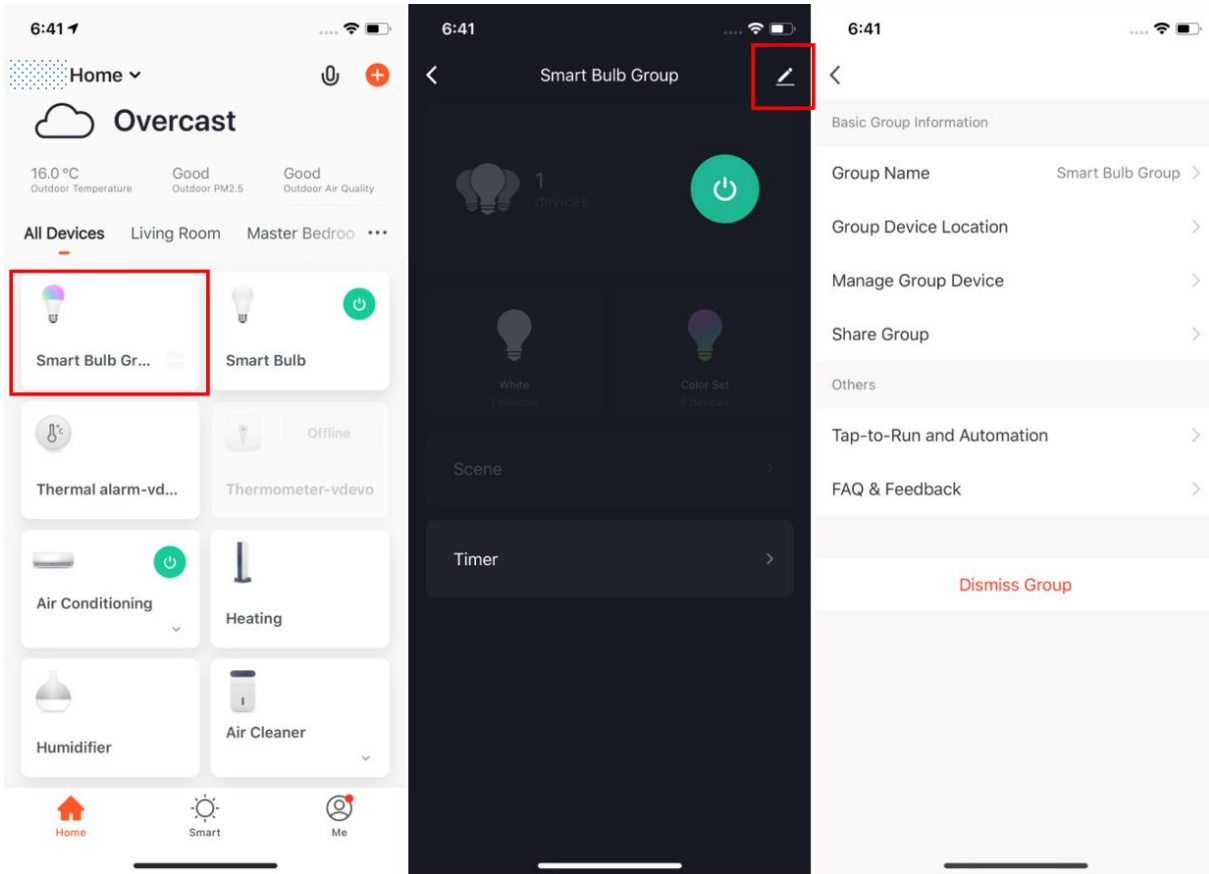


## 5.6 Control groups

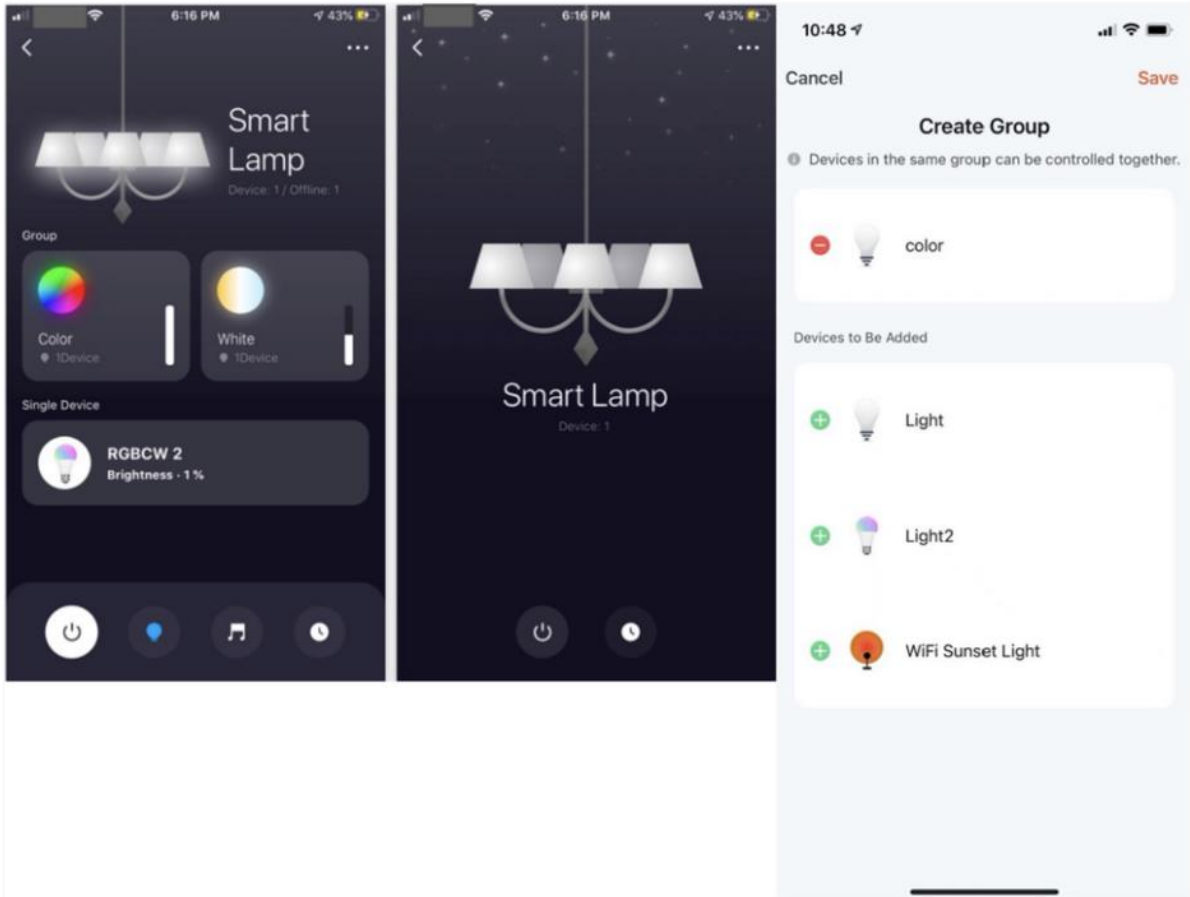
1. Tap **Create Group** on the management page of a selected device.
2. On the **Select Device** page, select devices to be added to the control group and tap **Save**. Enter a group name, and tap **Confirm**. The **Select Device** page shows all devices of the same model as the selected device.
3. After 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. Standard groups of Bluetooth mesh devices are supported to achieve centralized control of Bluetooth mesh groups.

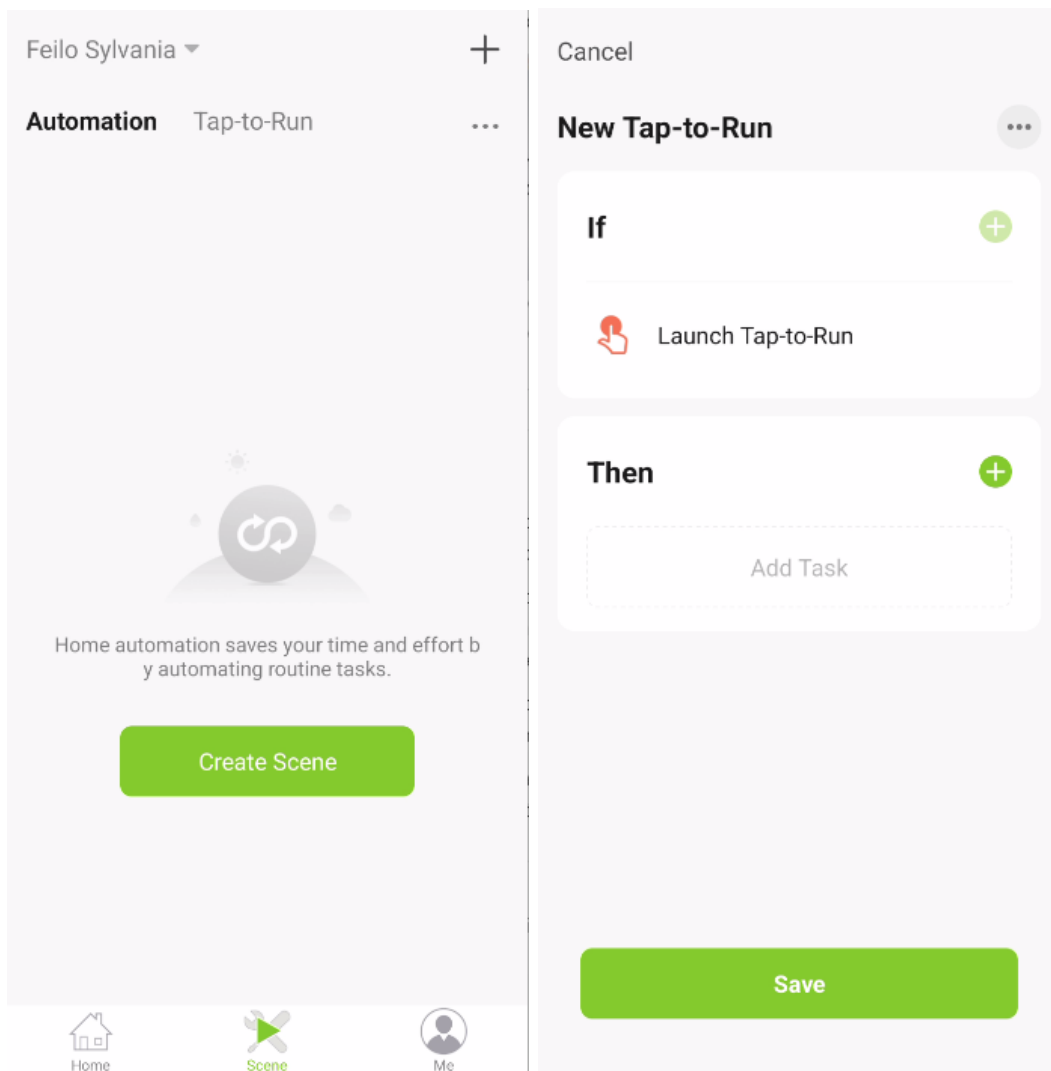




## 6 Manage automation and tap-to-run scenes

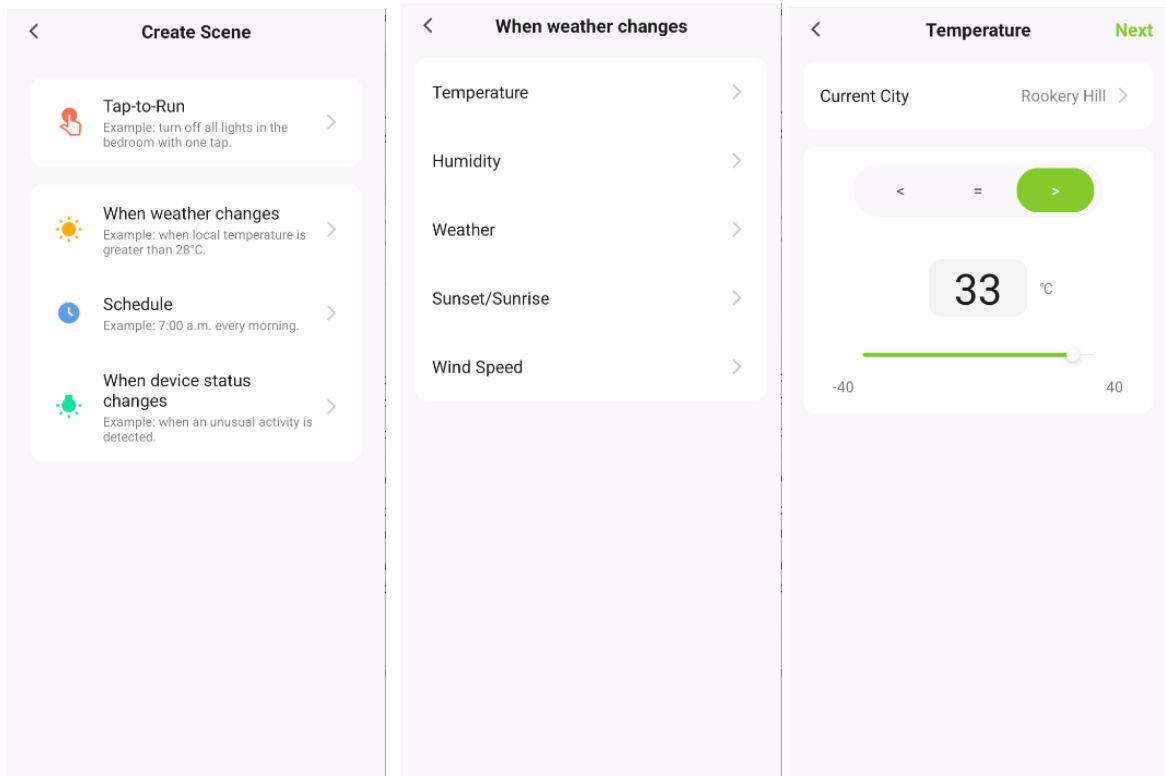
### 6.1 Automation

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. 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. Tap **Name** to specify the name of the automation. Tap **Effective Period** to set a time during which the created automation scenes are effective.

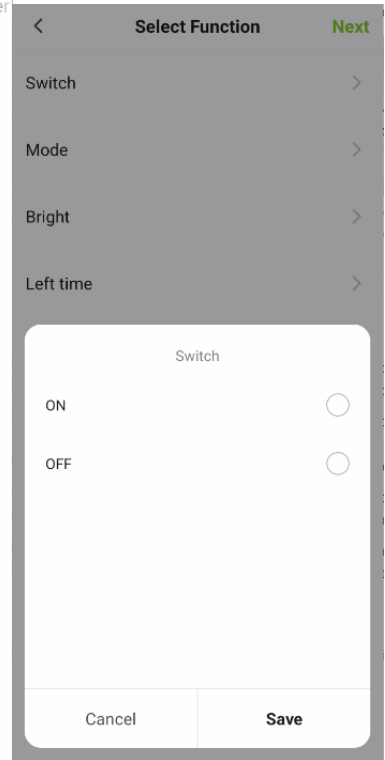
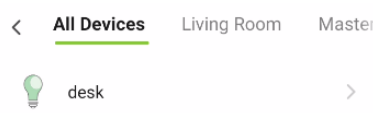
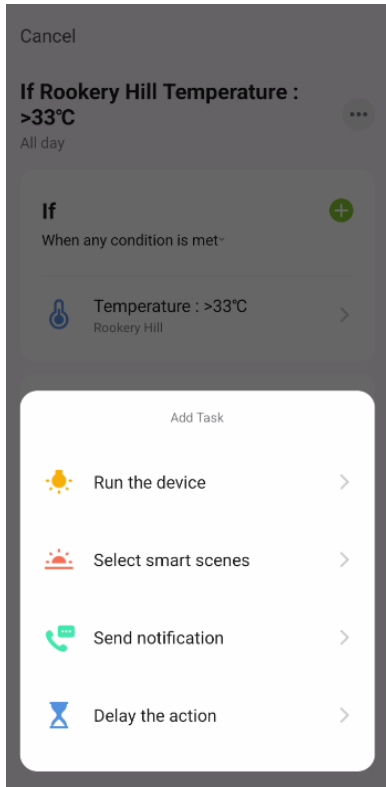


**6.2 Add automation scenes**

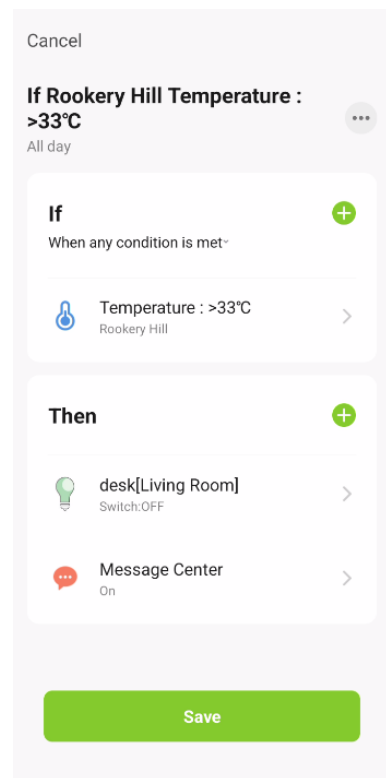
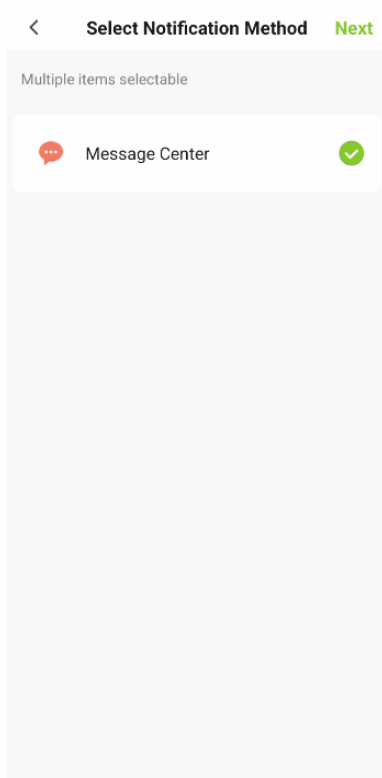
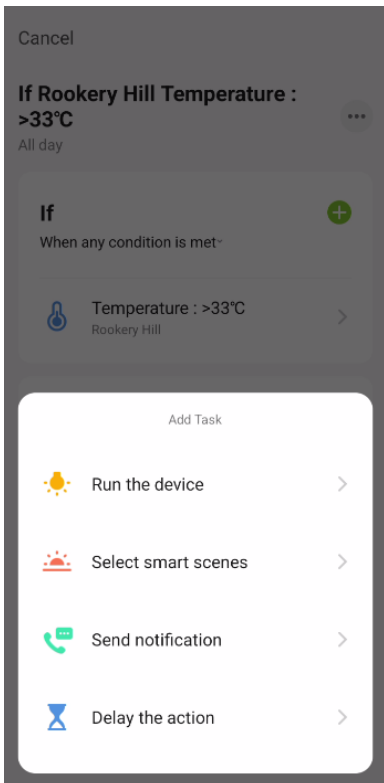
1. On the **Automation** tab, tap **Create Scene** to open the **Create Smart** wizard.
2. In the **Set a condition** step, select a trigger condition. In this example, **When weather changes** is selected.
3. Select a specific condition such as **Temperature** on the **Weather change** page.
4. On the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



5. Select a task, such as **Run the device**.
6. Select a device, such as Lights.
7. Set one or more functions on the **Select Function** page. In this example, the condition is set to “When weather changes > Temperature > Greater than 33 then we turn the light off AND send a Notification to Message Centre oin our App.

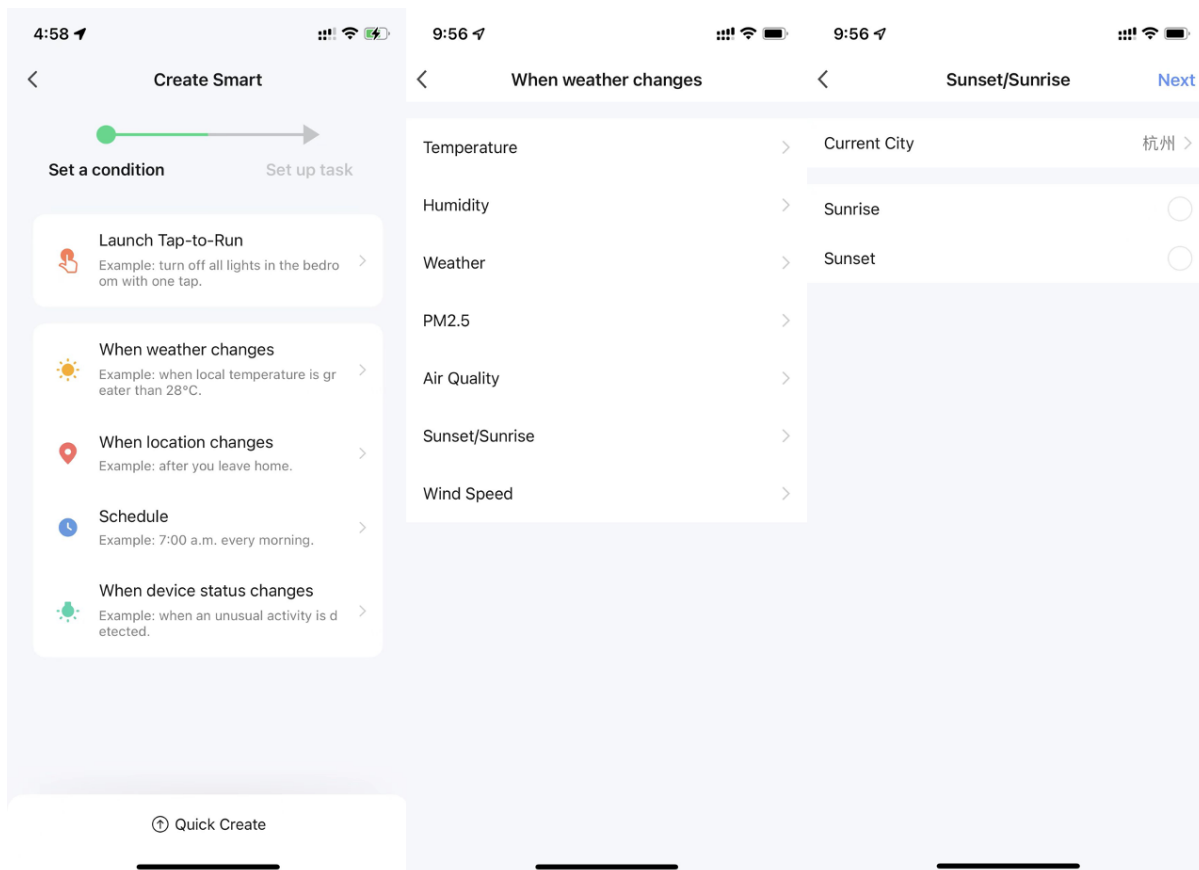


8. On the page that appears, tap **Save** to save the condition and task settings.
9. To add more conditions, tap the plus icon (+) in the top-right corner of the page.
10. These options are supported by **Add Condition**: Launch Tap-to-Run, When weather changes, Schedule, **and** When device status changes\*\*.

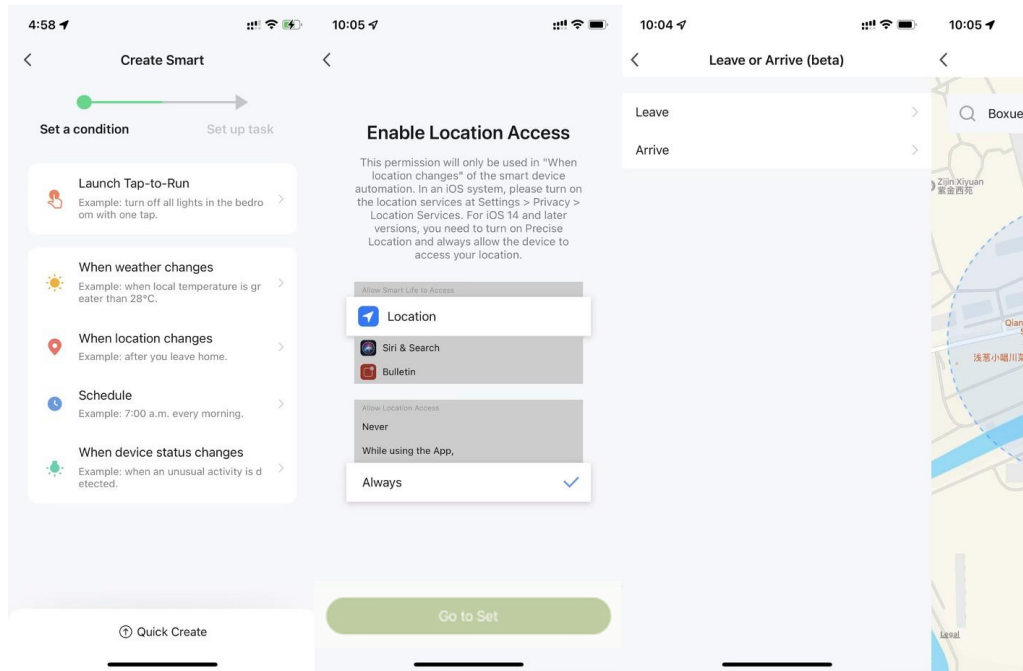


**6.3 Set sunrise and sunset conditions**

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, **Whenweather 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**. The **Set up task** step appears.

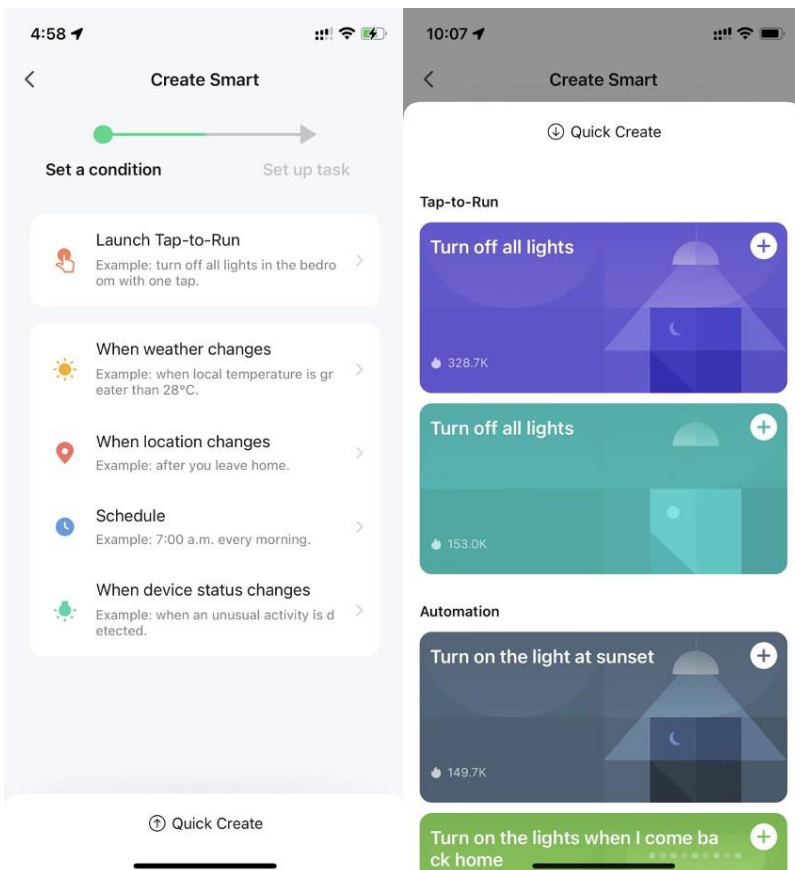


5. Select a task, such as **When location changes**.
6. On the **Leave or Arrive (beta)** page, set the **Leave** or **Arrive** condition to trigger specified actions when the user arrives at or leaves a place. To set the condition, the app must be authorized to always use the geographic location. Currently, this feature is not available on Android mobile phones.
7. 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.



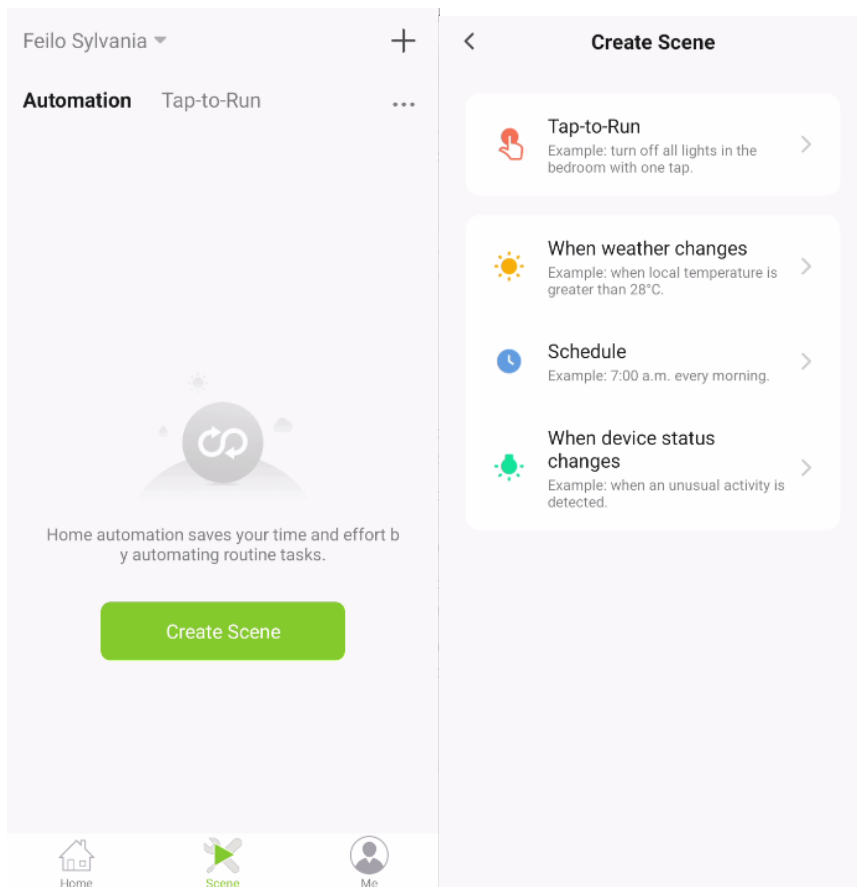
**6.4 Quickly create smart scenes (Coming Soon)**

1. The app recommends out-of-box automation and tap-to-run scenes based on the paired devices. This simplifies device control.
2. To quickly create a scene, tap **Quick Create** on the **Create Smart** page. Set recommended smart scenes.



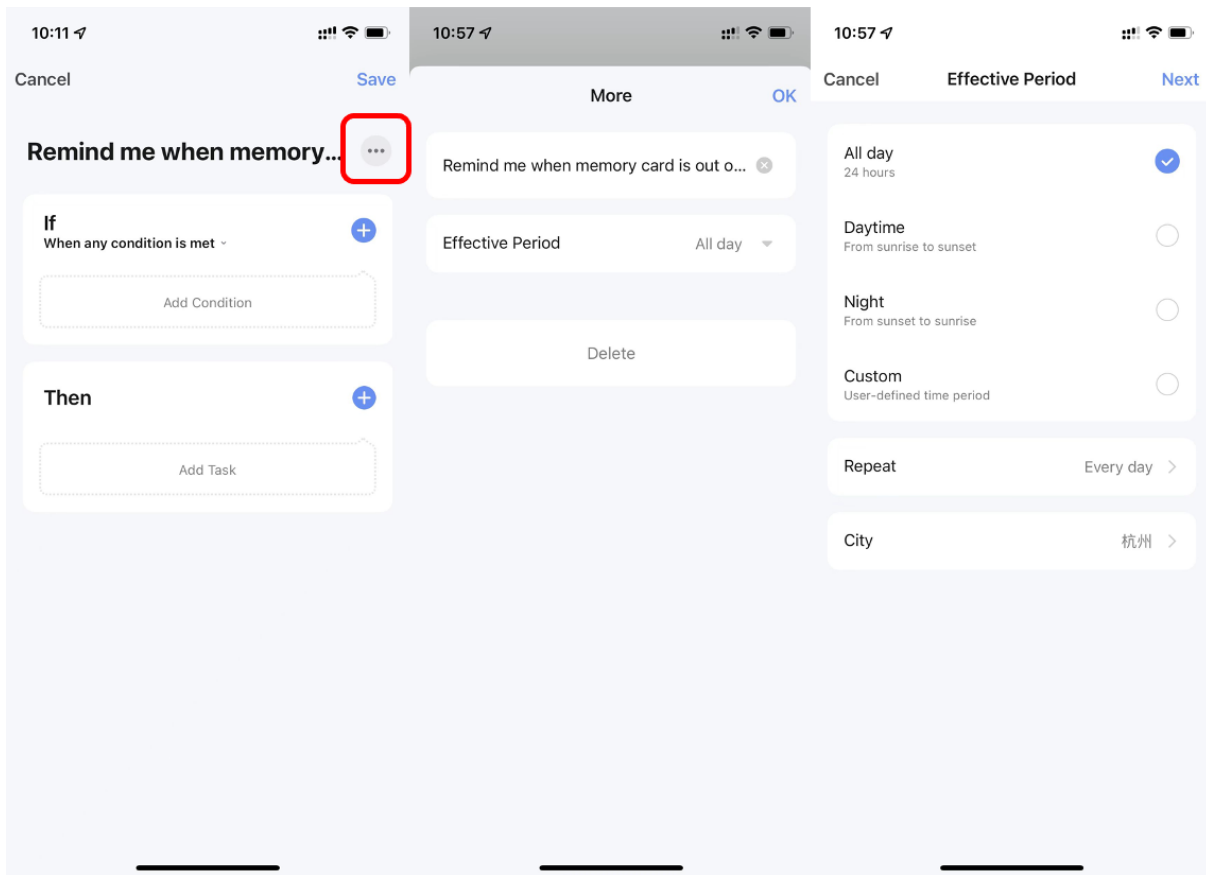
**6.5 Add tasks**

1. To add a task, on the smart Scene settings page, tap **Add Task or Create Scene** or the plus icon(+) in the **Task** section.
2. A task can be set to a switch of a device in certain conditions or to running an automation scene.
3. These task options are supported: **Run the device**, **Select smart scenes**, **Send notification**, and **delay the action**.



**6.6 Set effective periods – Only valid if the device supports this feature**

1. Set a period during which specific smart scenes are effective.
2. For example, if a scene is defined that the nightlight is automatically turned on when the human motion sensor detects the presence of humans, **Night** can be specified as the effective period. In this case, the nightlight will not be automatically turned on in the daytime.



**6.7 Create automation scenes – Only valid if the device supports this feature**

Create an automation scene to implement automated device control. The following figure shows an example automation scene with conditions and tasks set.

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.

**6.8 Select notification methods – Only valid if the device supports this feature**

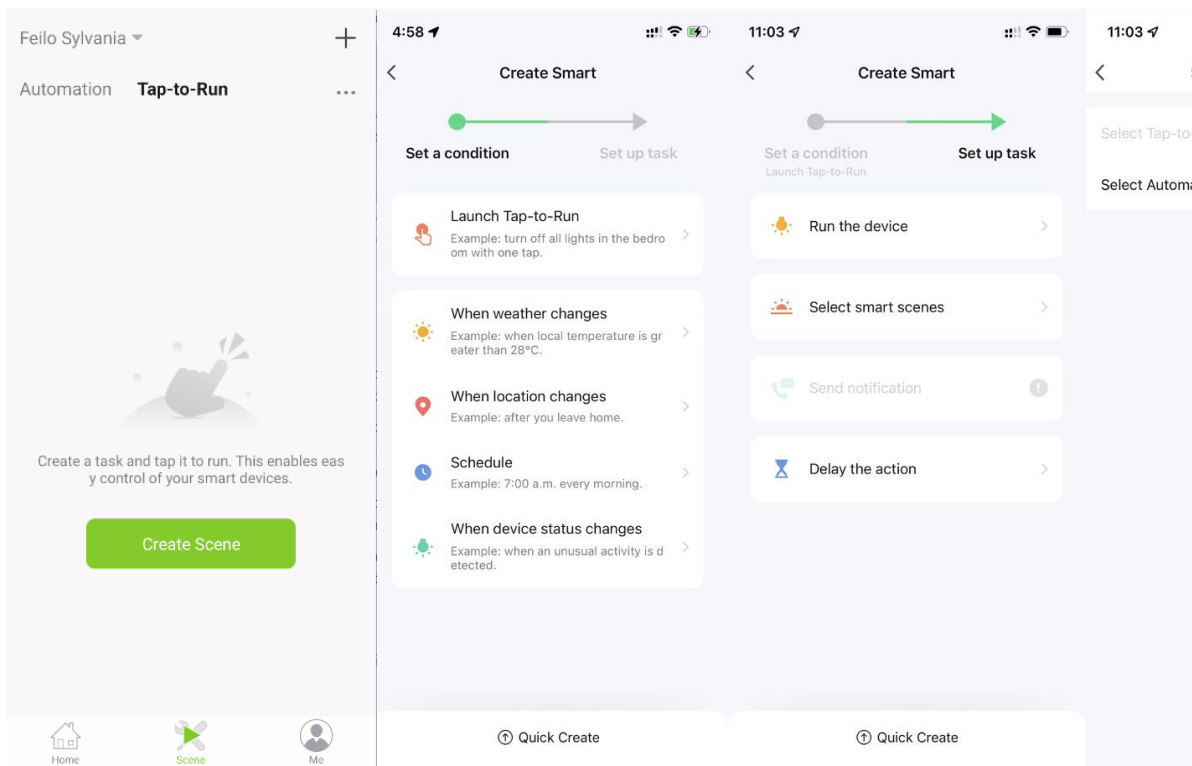
To select notification methods, perform the following steps:

1. On the **Smart** page, tap the plus (+) icon in the top-right corner of the page. In the **Set up task** step, tap **Send notification**. The **Select Notification Method** page appears. Select one or more available notification methods: **Message Center**, **Message Notification**, and **Phone Notification**. If the **Message Notification** and **Phone Notification** services are not subscribed to, only **Message Center** can be selected.

2. Selected notification methods and trigger conditions are displayed together on the **Automation** tab.

**6.9 Manage tap-to-run scenes**

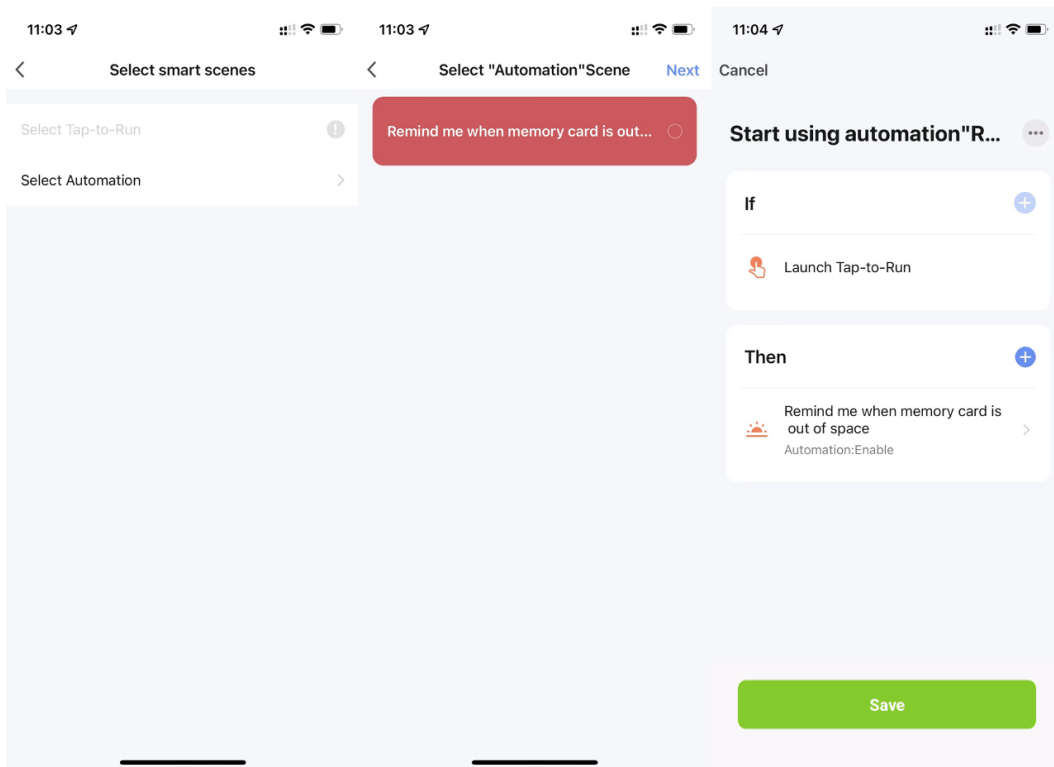
1. On the **Tap-to-Run** tab, tap **Add Tap-to-Run** or the plus icon (+) in the top-right corner of the page to open the **Create Smart** wizard.
2. In the **Set a condition** step, tap **Launch Tap-to-Run**.
3. In the **Set up task** step, **Send notification** and **Select Tap-to-Run** are unavailable.



4. Preset automation is required if **Select Automation** is selected as the task during the scene setting.

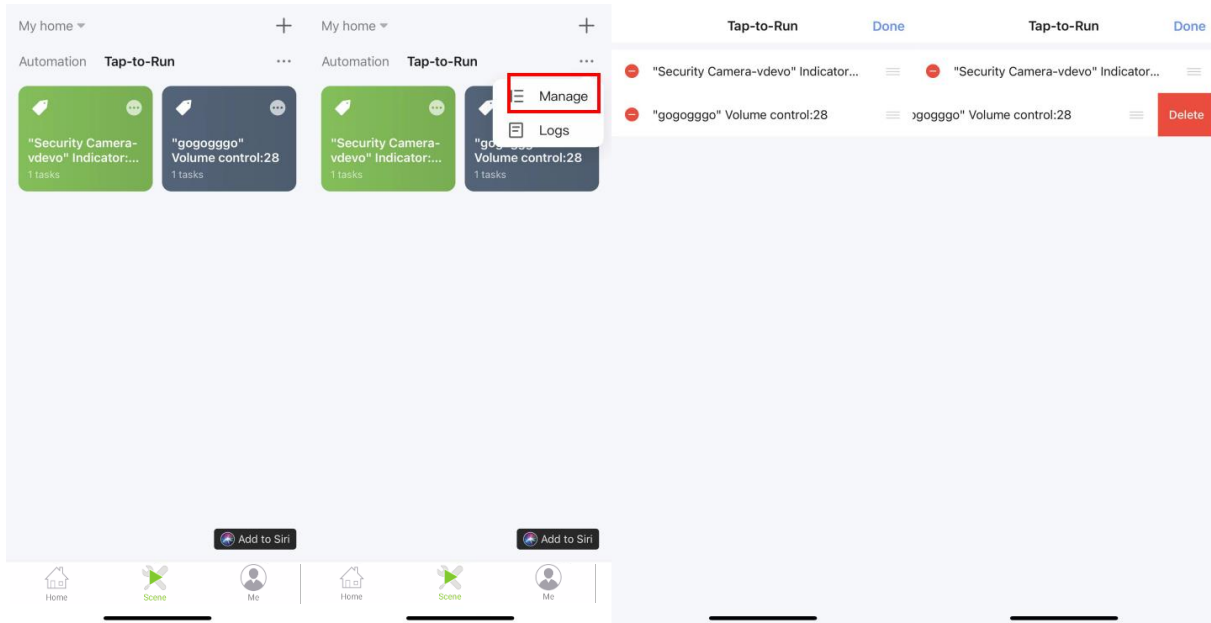
5. If **Select Automation** is tapped, a list of available automation scenes appears. Enable or disable a scene by tapping it. Tap **Next**, enter the scene name, and tap **Save**. The **Effective Period** field is unavailable for tap-to-run scenes. For more information, see [Help Center](#).





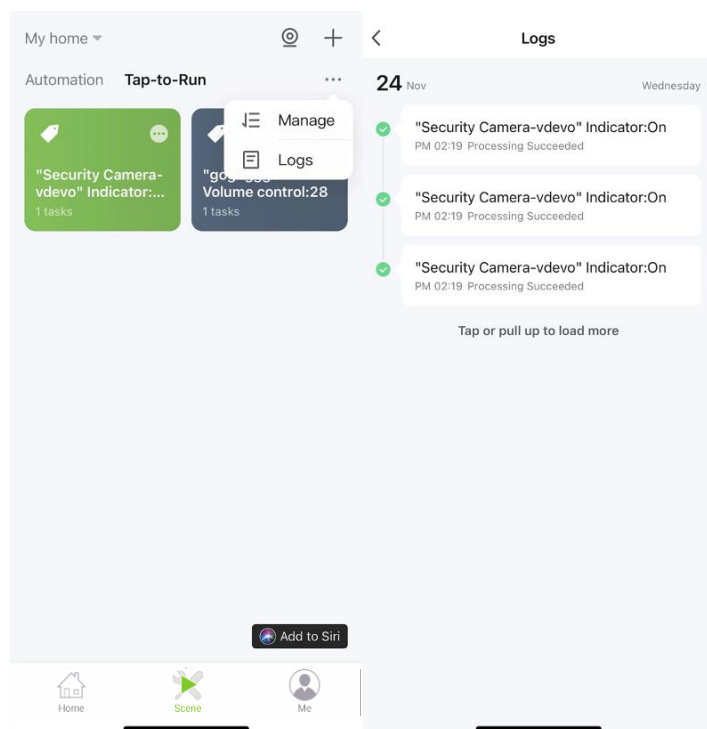
## 6.10 Add, modify, and delete scenes

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 **SylSmart 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-rightcorner 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.



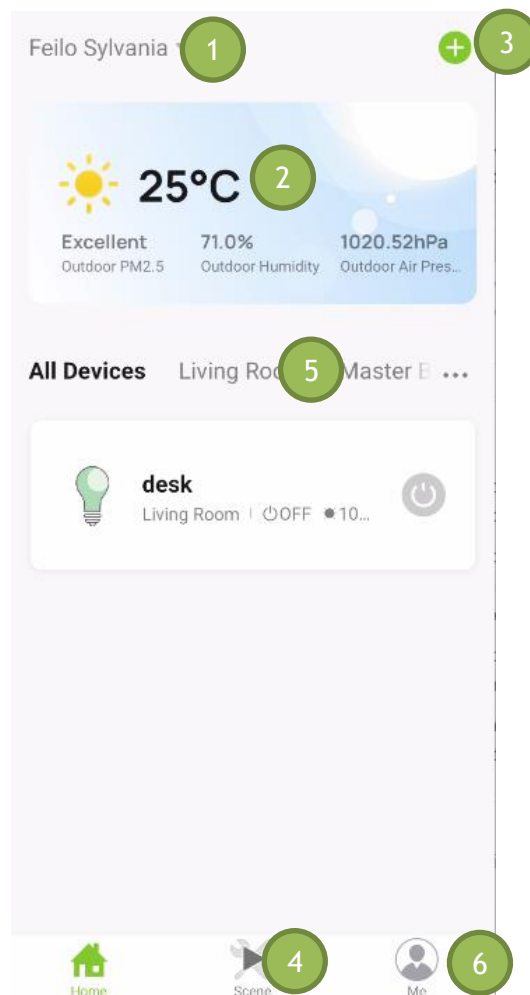
**6.11 View scene logs**

1. On the **Smart** page, select the **Automation** or **Tap-to-Run** tab. In the top-right corner of the tab, tap More (...) > **Logs** in the top-right corner of the page.
2. The **Logs** page appears, displaying the scene-related logs in the recent seven days in reverse time order.
3. Tap a log to go to the **Edit** page, where the scene settings can be modified.
4. Logs help to monitor device status. If a device fails to function based on the scene automation settings, an alarm message is sent to the notification center and the failure log is stored. The failure log can be viewed to check devices that fail to be automated based on the scene settings.



## 7 Home

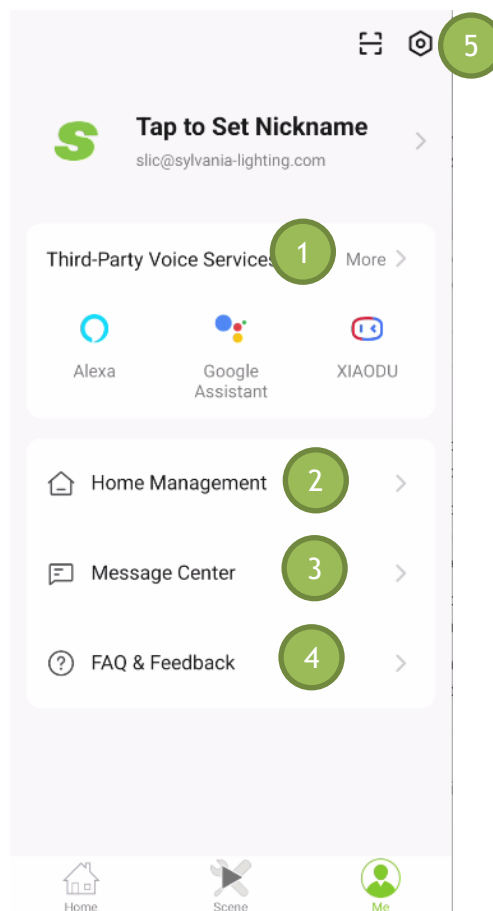
1. Tap the home name in the top-left corner of the page to switch between homes or add a home.
2. Tap the weather and environment information section to go to the detailed weather and environment information page, where the weather and environment indicators can be sorted. The **Home** page only displays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



## 8 Me

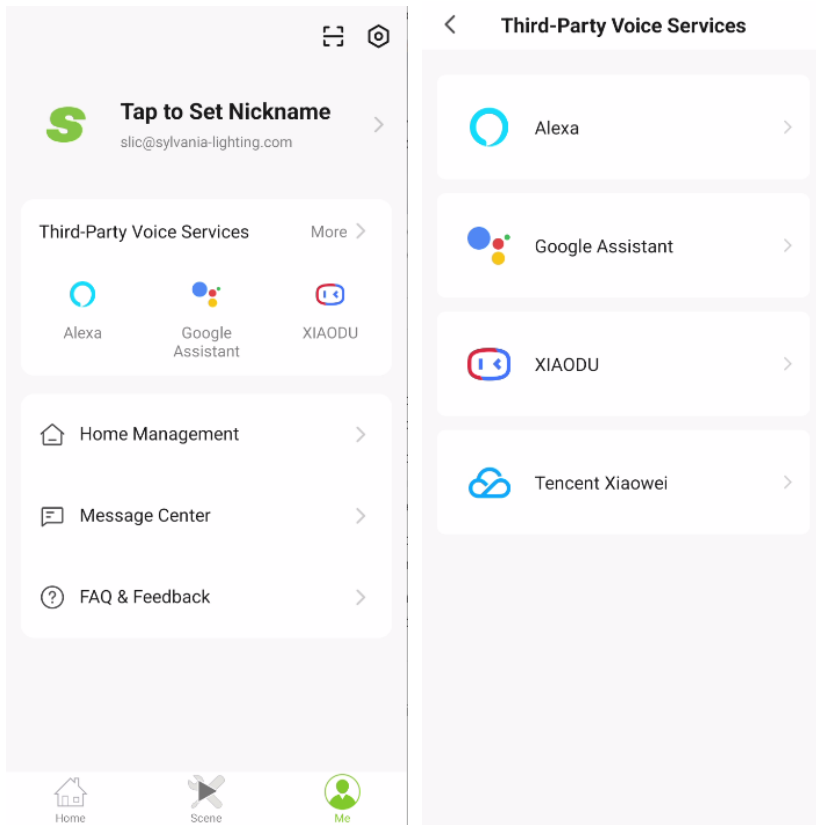
The following sections and icon are displayed on the **Me** page:

1. **Third-Party Integration:** The app supports seven 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 in the upper right corner to go to the **Settings** page. The following options are available: **Personal Information, Account and Security, Sound, App Notification, Temperature Unit, About, Privacy Settings, Network Diagnosis, Clear Cache, and Log Out.**



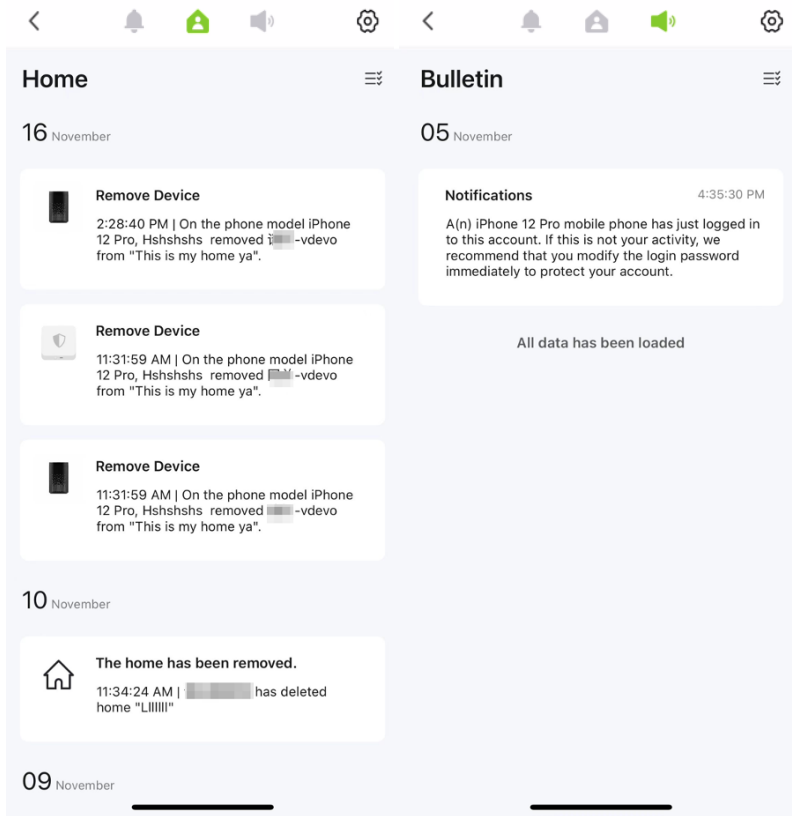
**8.1 Third-party voice services**

Choose **Me > Third-Party Voice Services > More**. On the page that appears, bind the app with a third-party voice assistant.



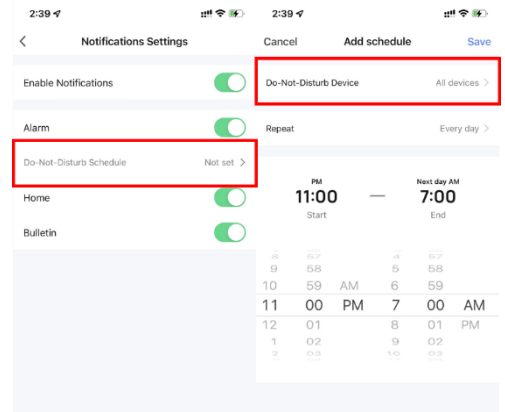
**8.2 Message center**

1. Three types of messages are displayed in **Message Center**: **Alarm**, **Home**, and **Bulletin**. Alarms include device alarms, automation-related notifications, and alarms of scheduled execution failures.
2. Home-related messages include messages about adding or removing home members, removing a home, setting a home member as the administrator, adding devices, and sharing devices.
3. Bulletins include messages about status updates of user feedback and other push notifications from the app. The app messages of the IoT backend operation section newly support H5 links. The messages will be highlighted in the message center of the app. The user can tap on the link to view more content.



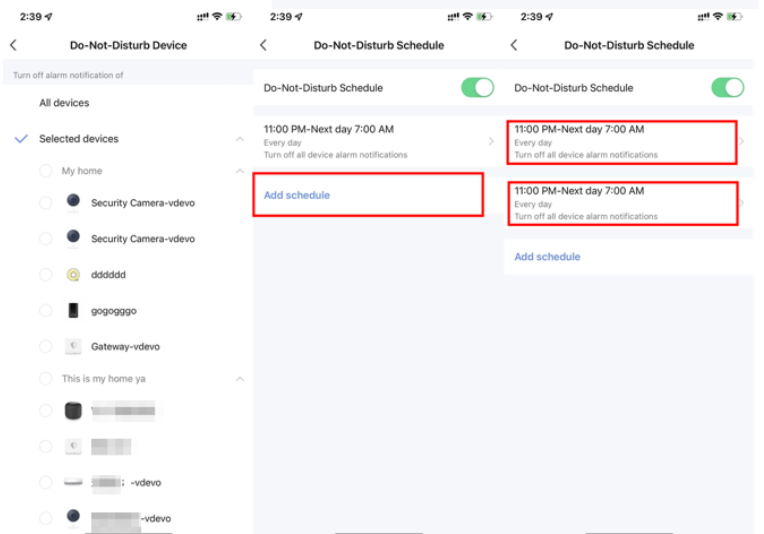
4. The do-not-disturb feature can be enabled for a specified period. Perform the following steps:

- 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 disabled.



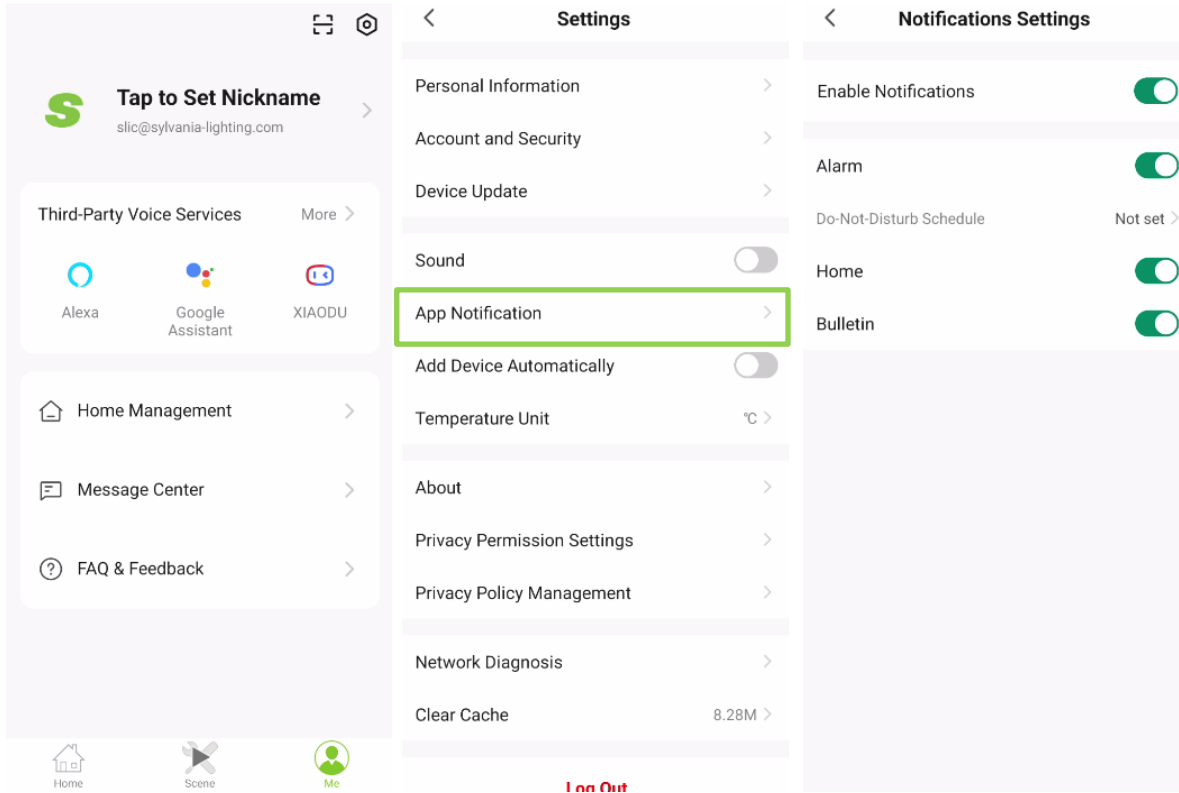
5. Tap the left arrow icon (←) in the top-left corner of the page to go back to the **Add schedule** page. Set the repetition mode, specify a period, and then tap **Save** in the top-right corner of the page. Then, the **Do-Not-Disturb Schedule** page appears. Enable the **Do-Not-Disturb Schedule** feature on this page.

6. 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**.

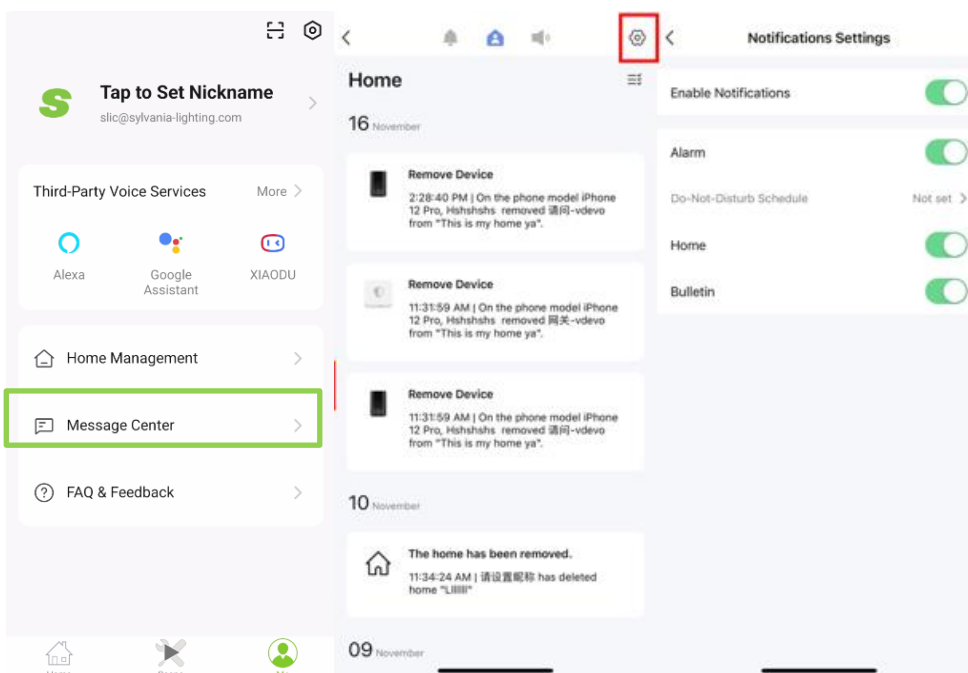


## 8.3 Push notification settings

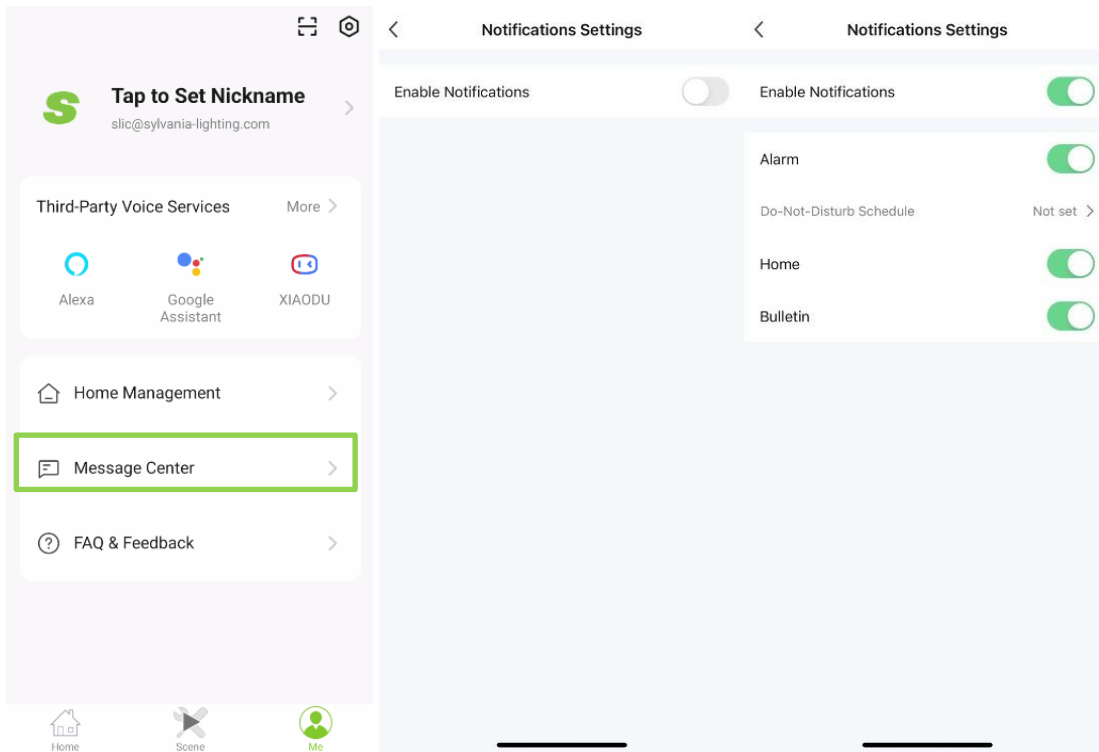
1. The following two methods can be used to go to the **Notification Settings** page: On the **Me** page, tap the Settings icon in the top-right corner. Then, tap **App Notification**.



2. 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.

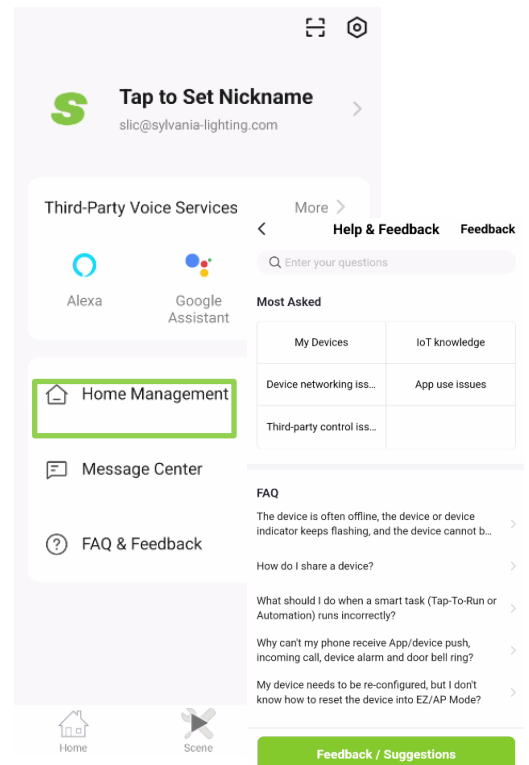


3. If **Enable Notifications** is disabled, the messages in the **Alarm**, **Home**, and **Bulletin** categories will not be received. If **Enable Notifications** is enabled, the user can separately specify whether to receive **Alarm**, **Home**, and **Bulletin** messages.



**8.4 FAQ & feedback**

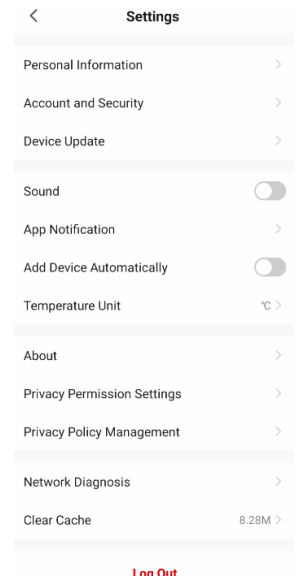
1. To view FAQs or send feedback to the app, choose **Me > FAQ & Feedback** to go to the **Help & Feedback** page.
2. To view Sylvania’s responses to your feedback, tap **My feedback** in the top-right corner of the page.
3. In the **FAQ** section, FAQs that might help the use of the app are available.
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.
6. Enter keywords in the search box to search for solutions to a specific problem.





### 8.5 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**, **App Notification**, **Scan device in homepage**, **Dark Mode**, **Temperature Unit**, **About**, **Privacy Settings**, **Network Diagnosis**, **Clear Cache**, and **Log Out**. The **Upload Log** module is only available for iOS.



### 8.6 Personal information

User can view the account information, and change the profile photo, nickname, and time zone.

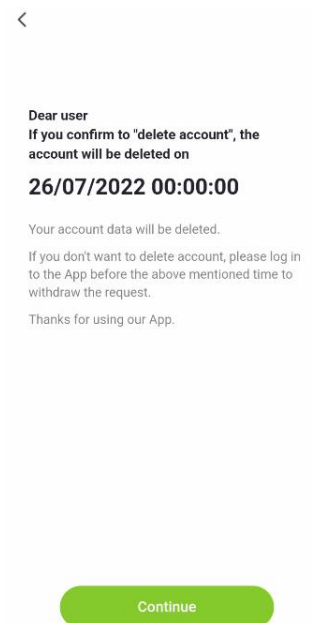
### 8.7 Account and security

User can view and change the mobile number, email address and check the Service Status for the system. The user can also change the login password, set a gesture password, or delete the account.

### 8.8 Account deletion

To delete the current account, perform the following steps:

1. On the **Me** page, tap the Settings icon and select **Account and Security** to go to the **Account and Security** page.
2. Tap **Delete 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.
3. If the app is logged in with the account within seven days after the preceding steps, account deletion is terminated.

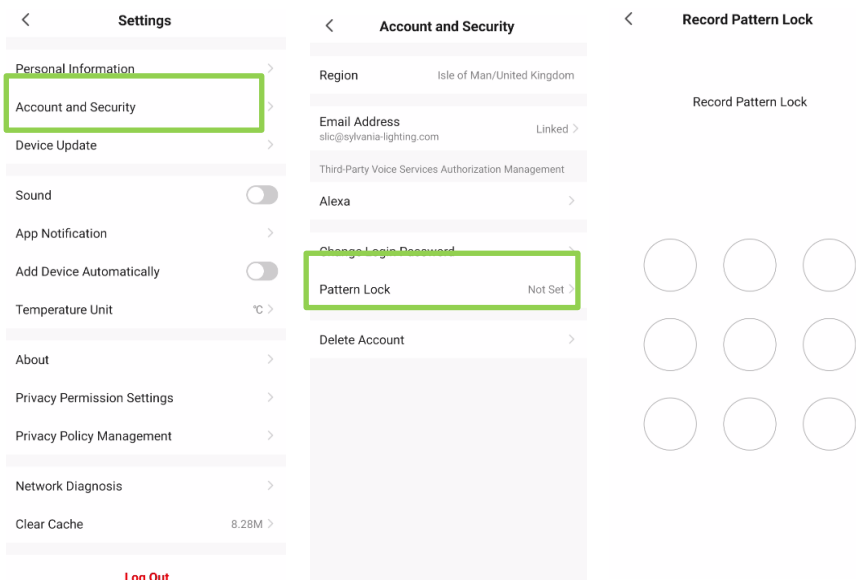


### 8.9 Pattern lock

1. Tap **Pattern Lock** on the **Account and Security** page and create a gesture password to enable the **Pattern Lock** feature. Then, the gesture password must be used to open the app.

2. If the gesture password is forgotten, tap **Forgot Pattern Lock** at the bottom of the unlocking page. In the dialog box that appears, tap **Re-login**, log in to the app again, and then create a gesture password again.

3. If the gesture password is entered incorrectly five times in a row, the current account will be logged out. Then, the account password must be used to verify the identity and reset the gesture password.



**8.10 About**

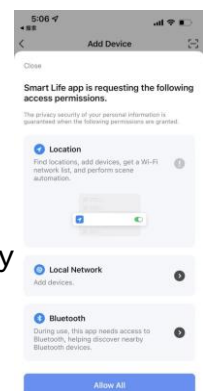
1. Tap the Settings icon in the top-right corner of the **Me** page and tap **About** to show information about the app.
2. To rate the app in the app store, tap **Rate Us**.
3. To check the licenses of open source components
4. To check the current version of the app, view the version number in the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

**8.11 Privacy settings**

On the **Me** page, tap the avatar to go to the **Personal Information** page. The profile photo, nickname, and time zone can be changed.

**Authorization page** is added to manage authorizations and check the privacy policy and user agreement.

The permission requests are only requested when a function is required to access these.



## 8.12 Network Diagnosis

If you are encountering any issues with your devices or network, run the Diagnosis tool first to assess basic issues. If the issues persists, contact support.

## 8.13 Clear Cache

Clear the Cache memory for this app on your phone.

## 8.14 Log Out

At the bottom of the page you are able to Log out of your account

## Document Revisions

Rev	Date	Editor	Changes
4.1.0	18/07/2022	EL	Initial Release version

## Contact Information

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