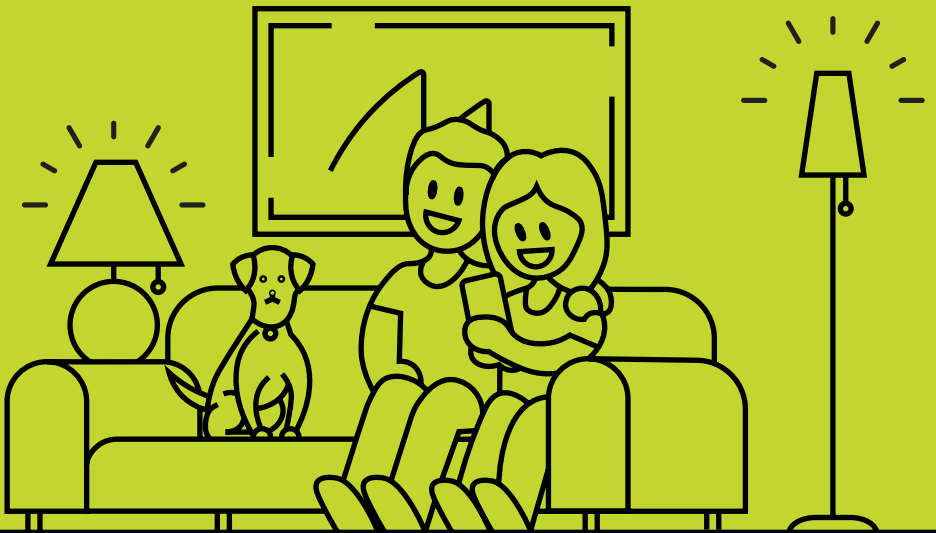


hey!

I'm your smart home welcome guide



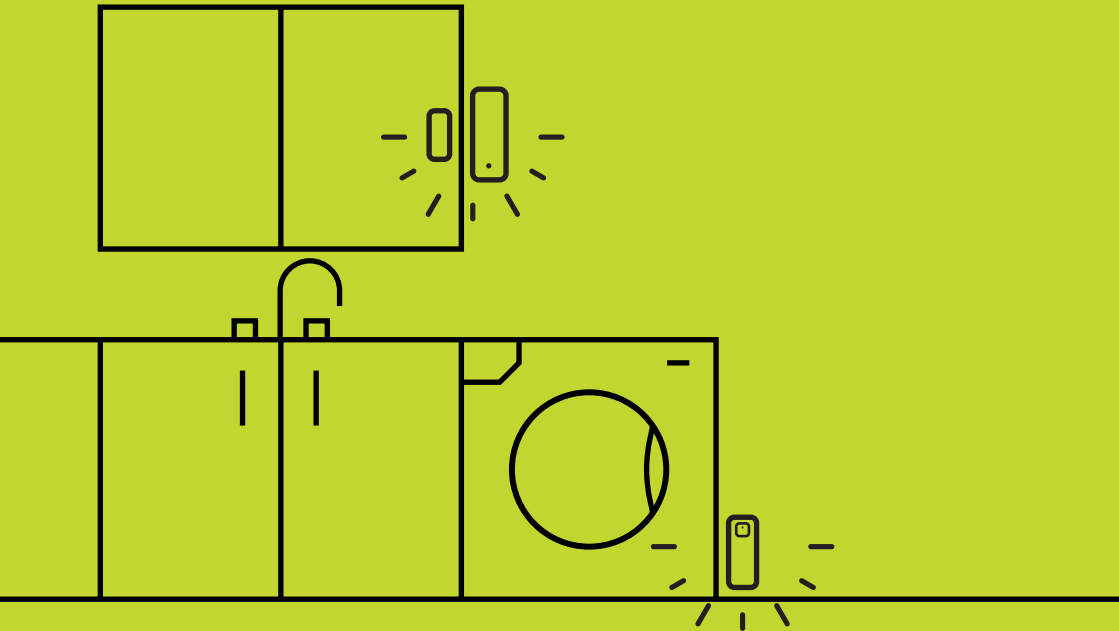


hey!

I'm the user guide to setting up your smart home

Welcome to Hey! Smart home made simple.

In this short guide, you'll find all of our tips and tricks for getting the most out of your smart home kit! But first, let's help you get your app set up and give you a few starter tips.





hey!



It's time to get you started



TIP NUMBER 1:

If you are struggling to find anything at all, we always place handy QR codes around our products to help. Simply open the camera on your phone and hold it over the QR codes. This will take you straight to where you want to go.

To get started with our app, follow the below steps:

1. Download the Hey! smart home app from the App Store or Google Play store. Our app QR code will take you there now:



2. Open up the Hey! app and sign in if you are an existing customer, or sign up if you don't already have a log in
3. It's as simple as that, now you are ready to start installing and setting up your smart home products



TOP TIP:

To add any kind of Hey! product to your app, the first step will always be to hit the small + icon in the top corner.

We include every single product in this guide, so if you see something you haven't ordered, don't panic... just skip to the next section.

So, let's get started.

As you move through your home, we'll install your devices in a set order:

1. **Lighting** – always start with the lighting
2. **Power** – this should always come next for each room... just trust us on this one
3. **Security & Sensors** – add sensors first, then cameras

Sticking to the same order will make it a lot easier to get everything working.

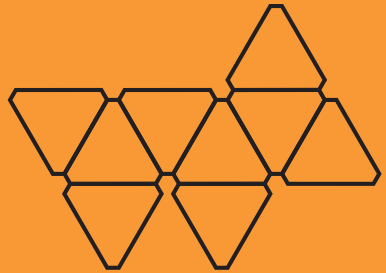
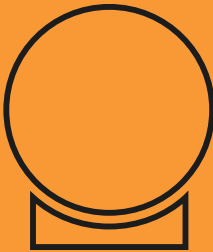


TIP TIME AGAIN:

We also recommend completing one room before you move onto the next. This will help to keep track of which products are where, which is handy when creating groups and keeping things organised.

Phew! Now's a good time to grab your WiFi password. You might need this when you install your first item. After that, our app will remember your password, so you won't need to keep typing it in! Don't worry about your network frequency unless you have problems adding a product. If you do, we'll help you out. Just get in touch using the contact details at the end of the guide.

Now for the fun part...





Lighting

The instructions below apply to all of your products in the lighting category.

If you would prefer to watch our short instructional videos rather than read these instructions simply scan this QR code and you will be taken to our lighting set up page:



Smart Bulbs & Lamps

Here's how to get your new bulb/lamp(s) set up and installed:

1. Turn off your light at the switch and wait for the existing bulb(s) to cool down
2. Remove your existing regular bulb(s) from their fittings. You may wish to keep your old bulbs in case you move home so you can replace them and take your smart bulbs with you
3. Install your brand new Hey! smart bulb(s).
4. Turn the light on and ensure the light is flashing, this indicates it is ready to be paired
5. If your bulb/lamp is not flashing please refer to the reset procedure below
6. Head over to the Hey! app & tap the '+' icon in the top right corner of the homepage
7. Select the product you are trying to pair and confirm the light is flashing rapidly
8. Finally, enter your Wi-Fi password & follow the in-app instructions to complete the pairing



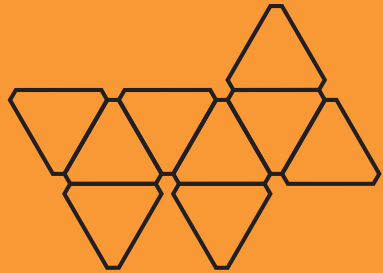
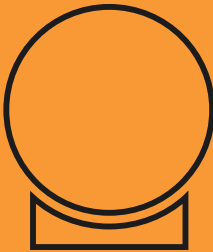
TOP TIP :

Our app can detect multiple bulbs at once. If you're installing more than one in a fitting, you should see a list of all of the individual bulbs once the app has detected them all. We recommend naming them **Light name - bulb 1**, **Light name - bulb 2**, etc. This makes voice control much easier.

Reset procedure

If you are struggling to get your device to flash in pairing mode please follow the below steps:

1. Turn off your light at the switch and wait for a couple of seconds
2. Next, turn your device on and off 3 times with a short pause (1s) in between each action
3. On (short pause) – Off (short pause) – On – (short pause) – Off (short pause) – On
4. Your device should now be flashing and ready to pair with the app
5. If not, repeat the above steps or contact our friendly customer service team for further assistance





Lighting

Smart LED Light Strips

Here's how to get your new LED Light Strip(s) set up and installed:

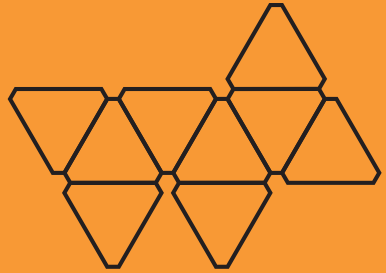
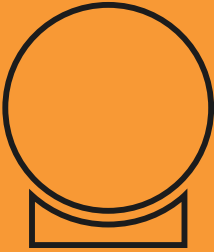
1. Firstly, take everything out of the box and attach the LED strip to the transformer unit using the 5-pin connection, please look out for the arrow which indicates the correct way to insert the connection
2. Plug your LED Light Strip into a socket and turn on the power to the device
3. Your LED Light Strip should now be flashing to indicate it is ready to be paired. If your strip is not flashing, please refer to the reset procedure on the previous page and carry this out
4. Head over to the Hey! app & tap the '+' icon in the top right corner of the homepage
5. Select Smart LED Strip from the app homepage and confirm the strip is flashing rapidly
6. Enter your Wi-Fi password & follow the in-app instructions to complete the pairing
7. Now your Light Strip is paired with the app be sure to give the surface a wipe down before trying to install
8. Carefully peel the brown adhesive tape off the back of the Strip to reveal the clear sticky tape, make sure not to remove this as the clear tape is what provides the grip between the light strip and the surface
9. Finally, apply the LED light strip to your desired surface by pressing down firmly along the strip

Smart Panel Lighting Kit

Here's how to get your new Panel Lighting Kit set up and installed:

1. Remove all the components from the box
2. Take your first panel and place it face down on a flat surface
3. From here, insert a connector into your chosen slot and ensure the word 'next' is visible when looking at the panel from the front
4. Next, take 3 adhesive pads and apply one to each corner of the panel
5. Remove the red cover on the adhesive pads and stick the first panel to your desired location
6. Repeat the procedure for each of the 9 panels, ensuring each time a new panel is added it joins the 'next' connector from the previous piece
7. Once all the panels are connected and safely applied to your wall you will need to enter the controller unit and power cable into the same panel and turn on the power to your device
8. Finally, after turning on the panel lights hold down the power button on the controller unit for 5-10 seconds until the panels turn red. This indicates the device is ready to be paired
9. Head over to the Hey! app and hit the '+' icon, select Smart Panel Light & follow the in-app instructions

That's it! Your lighting is set up.

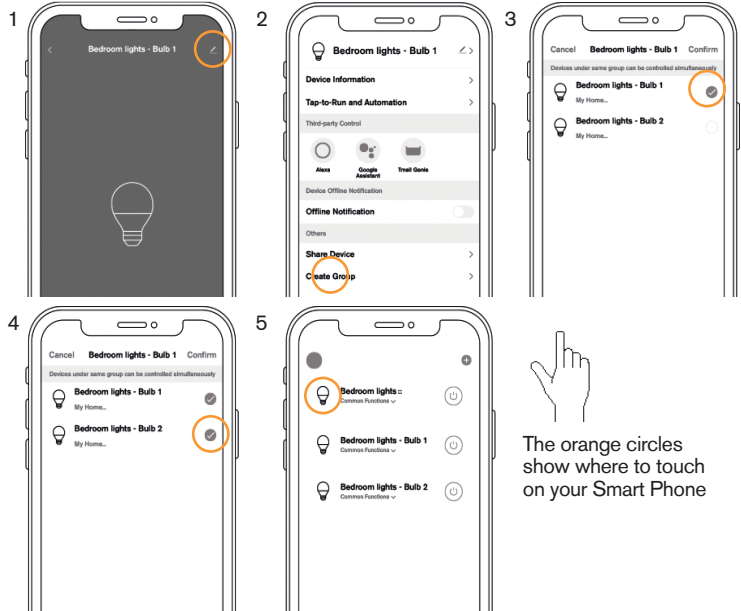




Lighting

Grouping your lights:

If your fitting has more than one bulb, we recommend that you group them in the app. That way, you'll see one light fitting in the app instead of all the individual bulbs.

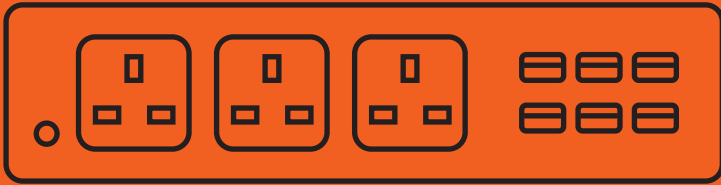


To start, tap any bulb on the app homepage and follow these steps:

1. Click the pencil icon in the top right corner of the app
2. Scroll down until you see Create Group and tap that
3. Select all the individual bulbs for the light fitting you're setting up
4. Give the group a name to reflect where in your home it is
5. Tap Save

That's it! Your lighting is set up.

If you have any further questions, contact us and we'll give you a hand. All of our contact details are on the back page of this guide!



hey!

Smart Plug & Power Bar

This section contains general instructions that apply to all products in the Power category.

If you'd prefer to watch our short instructional videos rather than read these instructions, simply scan this QR code to jump to our power set-up page:



OK, here's what you'll need to do:

1. Turn off your socket. This is very important
2. Plug your Hey! smart power device into the desired power outlet
3. Switch on the plug socket to turn the device on
4. The light around the power button should now be flashing to indicate the device is ready for pairing. If not, please follow the reset procedure below
5. Head over to the Hey! app & press the '+' icon in the top right corner
6. Select the device you are trying to pair & confirm the indicator is flashing rapidly
7. Enter your Wi-Fi password & follow the in-app instructions to complete the pairing

TOP TIP:

Give your smart power sockets a descriptive name so you can easily find and control the one you want.



TOP TIP PART 2:

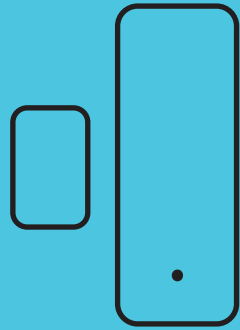
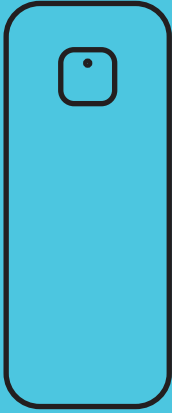
You can also group smart power products together to control multiple sockets. This can be useful for controlling lamps, appliances, etc. To do this, tap one of the devices, then the pencil icon. Then follow the same process that we described in the Lighting section (previous page) to create a group.

This should be all you need to get your Hey! power products set up!

If you have any further questions, contact us and we'll give you a hand. All of our contact details are on the back page of this guide!

Reset procedure

1. Ensure the device is powered on
2. Hold down the power button for 5 seconds
3. Release the button and the indicator should now be flashing rapidly





Smart Sensors

These instructions will work for all of your products in the Sensor category.

If you'd prefer to watch our short instructional videos rather than read these instructions, scan this QR code and you'll be taken to our Sensor set-up page:



TOP TIP:

We recommend setting up your sensors before you install them. This will make pairing the sensor easier, and you can try out different locations before permanently attaching the sensor.

Let's get set up.

1. Start by removing your sensor from the box
2. Power it on by removing the small plastic tab, or insert the batteries provided with the sensor
3. The light should now be flashing to indicate the sensor is ready to be paired. If not, please carry out the reset procedure shown below
4. To reset a smart sensor, you simply need to use the needle provided to hold down the reset button for 5-10 seconds
5. Head over to the Hey! app & press the '+' icon in the top right corner
6. Select the sensor you are trying to pair & confirm the indicator is flashing rapidly
7. Enter your Wi-Fi password & follow the in-app instructions to complete the pairing

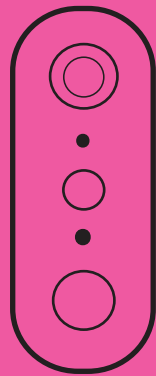
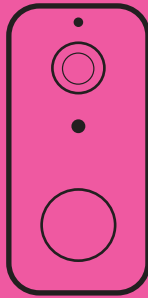
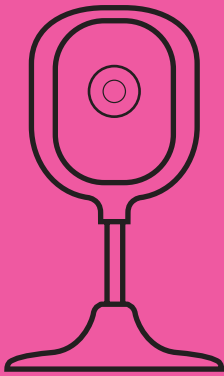


TOP TIP:

Our sensors don't weigh much. Before fitting them permanently, stick them in place with some sticky tack or double-sided tape to test that they work as you want them to.

Here's how to find the best location for your sensor:

- a. **Motion Sensors:** Place your sensor in a spot where it can 'see' as much of the room as possible. Install it at head height on a flat surface, making sure it can detect movement around the doors and windows.
- b. **Contact Sensors:** Install contact sensors on a flat surface in a discreet place. On a door, place the sensor high up towards the top of the opening side of the door. For windows, placing it on any corner of the opening side or surface of the window will work great.
- c. **Flood Sensors:** Install the water detection section of the sensor near your appliances, like your washing machine and dishwasher. Put it as near to the corner of the room as you can get it. Before attaching to the wall or skirting board, make sure the metal prongs are touching the floor. Mount the body of the sensor under the work surface and run the cable. If there is no work surface, put the sensor body as high up the wall as possible in a discreet location. Keep the sensor body out of the reach of small children and pets.





Smart Cameras

Below is a list of general instructions that will apply to your surveillance products, including cameras and doorbells.

If you would prefer to watch our short instructional videos rather than read these instructions, scan this QR code and you will be taken to our camera set-up page:



TOP TIP:

Place your camera close to the location where you plan to install it, but don't install it until it's paired to the app. Once the camera is paired, use the camera view within the app to fine-tune the position before fixing it permanently into place.

OK, let's get started.

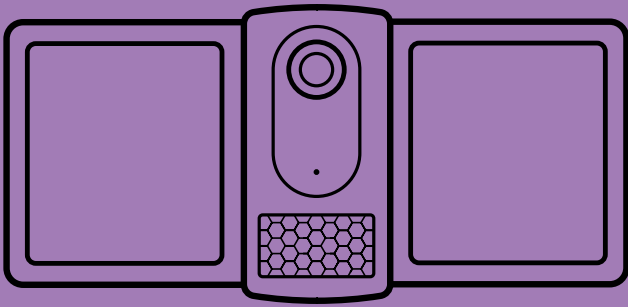
1. Remove the camera and accessories from the box
2. Connect the camera to the nearest power source, or insert the batteries provided
3. Next, power on the camera. You should see the indicator on the front flashing, and you'll also hear an audio prompt
4. If you don't see the light flashing or hear an audio prompt you need to reset the device, please follow the reset procedure below
5. Head over to the Hey! app & tap the + icon in the top corner of the app
6. Next, select the camera you are trying to pair and confirm the device is in pairing mode
7. Finally, enter your Wi-Fi password and follow the in-app instructions to complete the pairing

Once it's paired, read through these tips to find the best placement for your camera:

- a. **External Camera:** It's vital that your camera is out of the reach of intruders. You may need to use a step ladder to install it above head height.
- b. **Internal Camera:** Install internal cameras in a discreet location. Use the sticky pad on the bottom to attach to a wall out of the way, or stand it on a flat surface. Don't forget to check the video in the Hey! smart home app to help get the positioning correct before installing it, because it'll be tough to move it later.
- c. **Doorbell:** Install at head height at the front of your property next to the door or gate you want to monitor. Use the app to check the video and make sure you have a good view before you fix the camera to the wall permanently.

Reset procedure

1. Ensure the device is powered on and has enough battery life
2. Using the reset needle provided, gently press, and hold the reset button for 5-10 seconds until you hear an audio prompt
3. For the external camera, the reset button can be pressed by hand and is in the back compartment



hey!

Floodlight Camera

Below is a step-by-step instructional guide that get your new smart floodlight camera set up in no time!

If you would prefer to watch our short instructional videos rather than read these instructions, scan this QR code and you will be taken to our instructional video for the floodlight camera:



TOP TIP:

The smart floodlight camera is our only hard-wired device so we would recommend consulting a qualified professional if you need any assistance with installation.

OK, let's get started.

1. Remove the camera and accessories from the box
2. First, carefully thread the cable through the centre of the wall mount and attach this mount securely to the back of the floodlight camera using the Allen key provided
3. Carefully drill a 10mm hole through the external wall of your property, we recommend this part is carried out by a qualified professional
4. Next, place the bracket around the hole you have drilled and using a marker pen draw three small dots to highlight the drill holes for the bracket
5. Using the three dots as guidance, drill three holes for the Rawl plugs to be inserted snugly
6. Place the bracket over the three holes and use the long screws provided to tighten the bracket to the wall
7. Feed the floodlight camera wire through the hole to the inside of your property, you will need another person on the other side of the wall to pull it through
8. Once the floodlight camera is tight to the bracket use the three smaller screws to tighten the camera in place
9. Now you will need to attach a plug to the end of the wire inside your property, again we recommend this part is completed by a qualified electrician
10. Your floodlight camera is now installed and ready to be paired with our app
11. Head over to the Hey! app & hit the '+' icon in the top right corner of the homepage and select the floodlight camera
12. Enter your Wi-Fi password and follow the in-app instructions
13. If your camera is not blinking rapidly, then it needs to be reset into the pairing mode. This can be done using the plastic reset needle provided, simply hold down the reset button on the camera for 5-10 seconds until you hear an audio prompt and the light is flashing rapidly



It's as simple as that! Your Hey! devices are set up and ready to transform your home

We hope you love them as much as we do

If you're having an issue with any aspect of the set-up, please feel free to contact our friendly customer service team on **01925 358 072** and we'll guide you every step of the way. Alternatively, you can email us at **help@heyimhome.co.uk**.

Scan the below for our different contact methods:



Call Us



Whatsapp



Contact Form

Every smart home is different, and we love to see fun, unique shots of our products in action.

Don't forget to share your best images using **#Heyimhome** and tag us **@Hey_SmartHome** for the chance to feature on our channel.

If you can't wait to add more of our products to your home, simply scan the code below and use coupon **HEY10** at the checkout for **10% off your next order!**



Shop

Welcome to the Hey! family