



IOT Appliances Manual



Range Of Smart IOT Enabled Hindware Appliances

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DOWNLOAD THE HINDWARE APPLIANCES APP

Download the Hindware Appliances app using Google Play/ App Store.

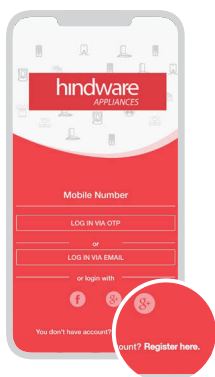


Launch the Hindware Appliances App & accept the Privacy Policy.

Now the power is in your hands



REGISTRATION (NEW CUSTOMER)



Click on 'Register Here' and fill all the details.

A verification link will be sent to registered Email ID & OTP on registered mobile number to complete the process.

Once verification is complete,

login 'Hindware Appliances' app either through 'Email ID & Password' or 'Mobile Number & OTP'.

LOGIN (EXISTING CUSTOMER)



Login through Mobile Number & OTP.

- Click on the message bar on top of My Dashboard page which says 'Your account is not verified. Please update your Email ID' and 'Verify' and input the details.
- A verification link will be sent to Email ID & OTP on registered mobile number to complete the process.
- Once process is complete, you can login 'Hindware Appliances' app either through 'Email ID & Password' or 'Mobile Number & OTP'.

'Email ID & Password' is mandatory for Alexa setup process.

FORGOT PASSWORD

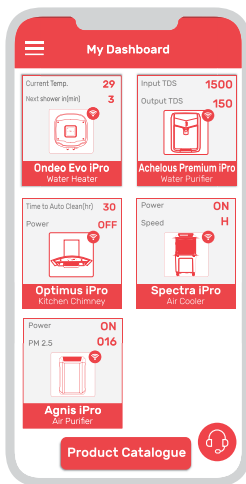


In case you do not remember the login password, then follow below instructions:

- Click on 'Forget Password?' icon.
- Enter your registered Email ID.
- Set new password and try login again.



PRODUCT REGISTRATION



ADD PRODUCT



Click on 'Add Product' on My Dashboard page.

- If your product has QR code, click on icon and scan the QR code. It will fetch all the product details automatically.
- If QR code is not available or details are not fetching then select the correct details from drop down menu for your product along with product serial number*.
- After successful registration, the product will start reflecting at My Dashboard page.

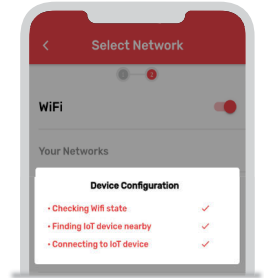
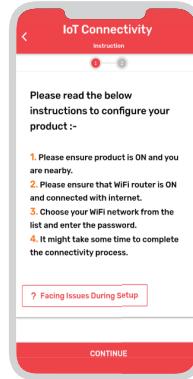
*Serial Number is mandatory for IOT products.

CONNECT YOUR PRODUCT (ANDROID USERS)

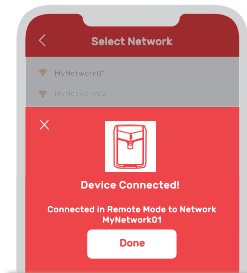
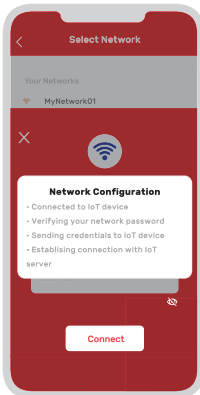
CONNECTING WITH DEVICE



- Ensure that the product is ON and Wi-Fi icon on the product glows Constant Blue.
- Open the App, go to Registered IOT Product and click 'IOT' icon.
- Follow the on screen instructions and continue to start the Device Configuration Process.
- After completion, Wi-Fi Router lists will open to select the relevant Wi-Fi network.



CONNECTING WITH WI-FI ROUTER



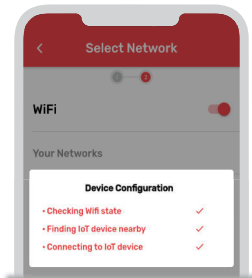
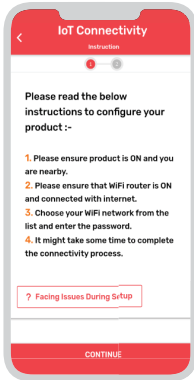
- Select the relevant Wi-Fi network and enter the password to start Network Configuration process.
- It may take up to 2 minutes to connect your product with Wi-Fi network.
- After completion, a success message will show and Wi-Fi icon on the product will glow as constant Green.
- In case of failure, repeat the complete process again.

CONNECT YOUR PRODUCT (iOS USERS)

CONNECT SMARTPHONE WITH WI-FI ROUTER



Connect your Smartphone with home Wi-Fi router at which you would connect your product.



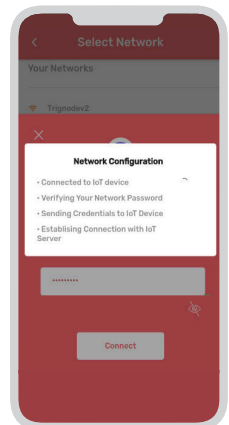
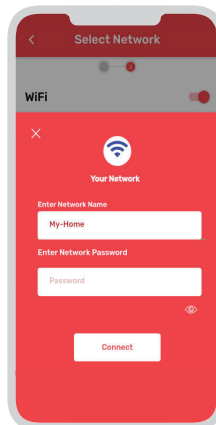
CONNECTING WITH DEVICE

- Ensure your product is ON and Wi-Fi icon on the product is Constant Blue.
- Open the App, go to Registered IOT Product and click on the 'IOT' icon.
- Follow the on screen instructions and continue to start the Device Configuration Process.
- After completion, Wi-Fi network list will not open. It will take the Smartphone network as default network to connect.

CONNECTING WITH WI-FI ROUTER



- Enter the password and click on connect to start Network Configuration process.
- It may take up to 2 minutes to connect your product with your selected Wi-Fi network.
- After completion, a success message will show and Wi-Fi icon on the product will glow as constant Green.
- In case of failure, repeat the complete process again.



RESET OR RECONFIGURE YOUR DEVICE

RESET YOUR DEVICE

- You can Reset your device only if it is connected with some Wi-Fi network. Otherwise, you can directly reconfigure to any other Wi-Fi network.
- For Reset, Click on the Wi-Fi icon on the app and click on continue.
- Follow the on screen instructions and once completed, Wi-Fi icon on the product will glow as constant Blue.

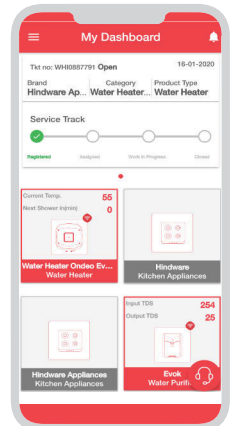
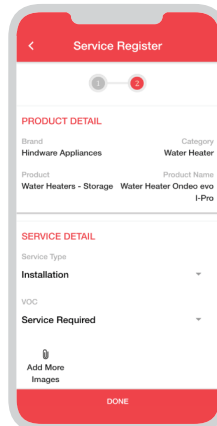


RECONFIGURE YOUR DEVICE

- If your device is not able to connect with last router credentials due to any reason like Router change, credentials change, etc. then you can reconfigure your device with new Wi-Fi router.
- If Wi-Fi icon on your product is constant Blue, then follow 'CONNECT YOUR PRODUCT' process for connectivity.

PLACING A SERVICE REQUEST

- Click on the 'Service' icon at 'My Dashboard' page.
- Select the product from the list and select the correct details from the drop down menu and complete.
- After completion, registered ticket will show at the top of 'My Dashboard' page.
- In case of 'Invalid Request', contact customer care.





Pure water at your command.

India's 1st voice controlled,
fully-loaded water purifier makes your life even more easier.

 amazon alexa
Achelous Premium i-Pro

"Alexa, set the temperature
of my purifier to 80."



CONNECT WITH ALEXA

Hindware IOT appliances are Voice controlled with Amazon Alexa feature. This means you can control your appliances using Voice commands.

PRODUCT CONNECTIVITY WITH INTERNET

- Ensure your IOT Appliance is connected with Internet and Wi-Fi icon on your product is of Constant Green colour.
- If Connectivity of product is not done yet then please do it before Alexa Setup.



CONFIGURATION FOR SKILL (COMMANDS & ENQUIRY)



- If Alexa is not configured, then please follow the Amazon guide for setting up the Alexa device with your Wi-Fi internet.
- If setup is already done, then open the Alexa App in your smartphone.
- Go to menu and select Skills & Games. Now search 'Hindware Appliances' and select 'Hindware Appliances Smart Home Skill'.



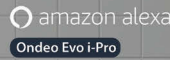
Hindware Appliances Smart Home

- Click on [Enable] in the next screen and enter the login credentials (Email ID & Password) which you use in 'Hindware Appliances' app login page and proceed.
- Configuration process is completed with Alexa.
- Click on [Discover Devices] or just ask Alexa, "Discover My Devices".



Your voice is our command.

India's 1st voice controlled water heater that gives you a complete hands-free experience. So sit back and just say the word!



"Alexa, set mode to Comfort Mode of my water heater."



PRODUCT COMMANDS & ENQUIRIES

• You can give command or ask any question about your IOT appliances from Alexa, Like-



Alexa, "Set Temperature of <Purifier> to 45"



Alexa, "What is <Chimney*> Auto Clean Status"



Alexa, "What is <Purifier*> Total Water Purified"



Alexa, "Set <Geyser*> to Comfort Mode"



Alexa, "Power On <Chimney*>"



Alexa, "What is <Geyser*> Total Power Consumption"

GENERAL INSTRUCTIONS



- It is advisable to have different device names for all the products to get better customer experience from Alexa. Product names can be changed from 'Hindware Appliances App' product detail page.
- Forgot Password can only be done from 'Hindware Appliances App' not from the Alexa configuration page.
- If any new product is added on the 'Hindware Appliances App' then same will get added automatically by doing the device discovery again without doing the configuration process again.
- For complete list of utterances, please visit : <https://www.hindwareappliances.com/alexa-utterances/>

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APPLIANCES

Sign in with your username and password

Username Email ID

Password Password

[Forgot your password?](#)

[Sign in](#)

Can not reset password from here. Use 'Hindware Appliances App' for change or reset password.


* This is device name of your product

Wi-Fi DIRECT

Wi-Fi Direct enables you to communicate with your appliance even without an active internet connection.



CHECK COMPATIBILITY



- Check if 'Wi-Fi Direct' icon  reflect on the IOT Product page or not. If yes, you can establish direct communication with your device.
- Ensure the Product is ON and Wi-Fi icon on the product is either constant Blue or constant Green.
- During Wi-Fi Direct connection the product will disconnect from server and will connect automatically once Wi-Fi Direct connection is terminated.



CONNECTING WITH YOUR DEVICE

- By default, the 'Wi-Fi Direct' icon colour will be Red. 
- Click on 'Wi-Fi Direct' to start Direct Connectivity process.
- Once the Wi-Fi Direct Connection is established, a success message will come & 'Wi-Fi Direct' becomes Green. 
- You can terminate the connection by clicking again on the icon.



- Now the product is connected with mobile without internet connection. You can send the Alexa commands to control your product without active internet connection. The respective data will update accordingly.

USING MOBILE PHONE INTERNET



FOR ANDROID USERS :

- To use internet on your mobile while maintaining the Wi-Fi Direct Connection with the product depends on the mobile brand & manufacturer.
- Explore '**Advance Wi-Fi Settings**' in your handset and Enable 'Smart Wi-Fi Switching' option. This option helps to automatically switch to 4G network if internet is not available in your Wi-Fi network. This option could be different in different handsets.
- If this option is available then even if you come out of '**Hindware Appliances**' app after establishing the '**Wi-Fi Direct**' Connection and start using some other apps with internet, it will retain the 'Wi-Fi Direct' Connection. You can come back to app page to change your product setting.

FOR iOS USERS:

- iOS doesn't allow to use both connection together.
- You can establish the 'Wi-Fi Direct' connectivity with your product and give commands but as you come out of the app or screen gets OFF, the 'Wi-Fi Direct' connection will be terminated.
- iOS doesn't allow to run the apps in the background.

GEO-FENCE

With Geo fence technology, our appliances create a virtual zone of approximately 5 Kms. Whenever the user enters or exits this periphery, our technology automatically recognizes and executes the set command for the appliances. Like, when you are travelling from work to home, your Hindware water heater will automatically turn ON and be ready to give you a nice warm shower.

PERMISSION SETTINGS

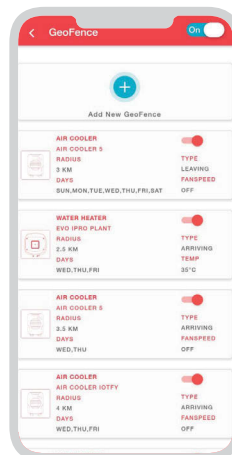
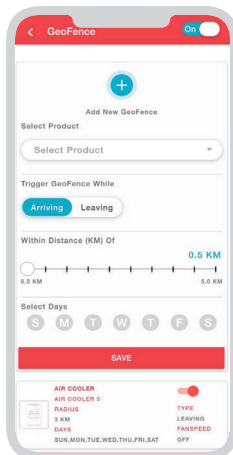


- Allow following permissions for effective working of Geo-fence. It could vary for different mobile handsets.
 - **Autostart mode must be ON.**
 - **'Battery Saver' must be on 'No Restrictions'.**
- Open **'Hindware Appliances'** app and go to **Menu -> Geo-Fence** - Click on GPS location to capture your current location.
- Go to **Menu -> Setting -> Manual Trigger Geo Fence (ON – Ask before executing command, OFF – Automatically Execute Command)**

SETTING GEO-FENCES ON YOUR PRODUCTS



- Geo-fences are applicable only for IOT enabled products.
- Go to **Menu -> Geo-Fence -> Add New Geo-Fence.**
- Maximum 2 geo-fences are allowed for each product. One while **'Arriving'** & another while **'Leaving'**.
- Choose the right parameters as per each type product.



hindware
APPLIANCES

hindware CARE

HELPLINE <small>(TOLL FREE)</small>	1800-103-3300 1800-3010-2273
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Open : 8 am to 9 pm, all 7 days

✉ : wecare@hindware.co.in

DOWNLOAD
our mobile app

 **Hindware Appliances**

AVAILABLE AT  



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