

## FAQ

### 1. How to connect your Hisense home appliances with Amazon Echo?

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#### Supported models:

Portable AC : AP-10CW1SGRS00



Users must have a Hisense Cloud Account through the HiSmart App to use Amazon Echo with a Hisense Air product. To establish an account, please download the Hi-Smart Air APP in the Play Store (Android) or App Store (IOS), and create a Cloud Account for your Hisense home appliance.

#### Step 1: Sign-in to the HiSmart Air app

Sign in to HiSmart Air using your Hismart account. Make sure the account is verified and appliances which need to be controlled through Echo should be saved to your account.

#### Step 2: Set good device names

It's important to use unique, distinctive names which are easy to remember and discern from your other connected home products, such as "Bedroom portable" or "cooler". If product names are too generic or similar, you may have a difficult time controlling specific devices using your voice.

Try to avoid using similar sounding names or appending numbers to your appliance names. The name like "dehumidifier 1"," dehumidifier 2", etc. may prove challenging to control. Since Alexa uses trigger words to activate devices, stay away from command verbs in your Hisense home appliance names.

#### Step 3: Go to "Smart Home" in your Alexa app

Open the **Alexa app** on your phone. Tap the menu button in the upper left corner and select **Smart Home** from the list.

Step 4: Tap on "**GET MORE SMART HOME SKILLS**" in Smart Home page

Step 5: Enter "**Hisense Smart Air**" in the search box and tap the first result with the Hisense icon. Tap "Enable Skill". Login to your Hisense account and tape "Sign in", then tape "Authorize".

#### Step 6: Discover your HiSmart Appliances

Tap "Discover Devices" on the Smart Home page. Alexa will search for Hisense HiSmart appliances.

#### Step 7: Completion!

Alexa will take a few seconds to discover your Hisense HiSmart appliances. Once complete, you can find all your Hisense HiSmart appliances in Smart Home page.

## 2. About voice commands

When using the Alexa skill, specify by name which appliance to use. There are two ways to define it/them:

- 1) Use the home appliance names you have set up. They are shown in the Hi-Smart Air app and can be changed;
- 2) Create a group on the **Smart Home page**, such as Bedroom or Living room, and add different devices/appliances to the group. To create a group, the appliances need to be added one at a time. For more information, please visit [Amazon.ca](https://www.amazon.ca)

Once the names of devices/appliances are established, you need to start with the wake-word "Alexa", and then tell Amazon Echo what skill you want your devices/appliances to perform.

Current Alexa Voice Commands for Hisense Home Appliances are as bellow (Stay tuned as we continue to add more voice commands):

For portable air conditioner:

ON/OFF control:

"Alexa, turn on <appliance name>"

"Alexa, power on <appliance name>"

"Alexa, turn off <appliance name>"

"Alexa, power off <appliance name>"

Temperature setting: (required in cool and heat mode)

"Alexa, set <appliance name> temperature to (23) degrees"

"Alexa, set <appliance name> to (23) degrees"

Mode setting:

"Alexa, set <appliance name> to cool"

Turn Up/Down the temperature a set amount

"Alexa, increase < appliance name > by (2~4) degrees"

"Alexa, decrease < appliance name > by (2~4) degrees"

Ask the temperature:

- "Alexa, what's the temperature of < appliance name > ?"

- "Alexa, what's the < appliance name > set to? "

For dehumidifier:

ON/OFF control:

"Alexa, turn on <appliance name>"

"Alexa, power on <appliance name>"

"Alexa, turn off <appliance name>"

“Alexa, power off <appliance name>”

Humidity setting: (required in manual set mode)

“Alexa, set <appliance name> to (30,35,40,45,50,55,60,65,70,75,80) percent”

#### FREQUENTLY ASKED QUESTIONS (FAQ)

1. What’s the range of temperature setting?

For Fahrenheit, the temperature is 61°F~90°F; For Celsius, the temperature is 16°C~32°C.

2. What’s the range of humidity setting?

The humidity range is from 30% RH to 80% RH, and it must be an integer multiple of 5, such as 30,35,40,45,50,55,60,65,70,75,80.

3. How can the temperature be changed between Fahrenheit and Celsius?

- 1) Open Alexa app;
- 2) Tap on “**Settings**” in the upper left corner ;
- 3) Select your Amazon Echo;
- 4) Find “Temperature Units” in “**Measurement Units**”, select OFF for Fahrenheit, and ON for Celsius.

4. How do I delete or reset the connection between Amazon Echo and my Hisense home appliances?

On the Smart Home page, you can delete the connection. Please follow the below steps to delete the connection:

- 1) Select “**Settings**” in the upper left corner ;
- 2) Click “**Smart Home**”;
- 3) Tap “**Smart Home Skills**”, click “**Disable**” next to the skill you want to delete. In the confirmation box, confirm “**DISABLE SKILL**” or you don’t want to reset the connection, select “**CANCEL**” ;
- 4) Tap “**Devices**”, click “**Forget**” next the device you would like to delete. To delete all, select “**Forget all**”. In the confirmation box, confirm “**Forget**” or if you don’t want to reset the connection, select “**CANCEL**”.

5. What should I do when Alexa is saying “Sorry, <appliance name> is not responding”?

The most likely reason is your Hisense HiSmart appliance is offline. Please check your network and appliance power supply. Login to the Hi-Smart Air app and ensure your appliance is online.

6. What should I do when Alexa is saying “Sorry, I can only set the temperature between (X) and (X) degrees”?

Alexa will follow the minimum and maximum temperatures according to the appliance’s built-in logic. You will receive an error message in the below cases:

- 1) If the minimum temperature is 61°F (16°C), and you ask Alexa to set the temperature to 60°F (15°C) or lower;
- 2) If the minimum temperature is 61°F (16°C) and current temperature is 62°F (17°C), and you

ask to decrease temperature by 2 degrees;

- 3) If the maximum temperature is 90°F (32°C), and you ask Alexa to set the temperature to 91°F (33°C) or higher;
- 4) If the maximum temperature is 90°F (32°C), and current temperature is 89°F (31°C) , and you ask increase temperature by 2 degrees.

7. What should I do when Alexa is saying “Sorry, I did not understand the request”?

Please speak slowly and clearly and also make sure the background noise as small as possible. You can also go “**Settings-History**” and check if the content Alexa has recorded is what you want to say, if not, you can send more detailed feedback, this called “**Voice Training**”.

8. What should I do when Alexa is saying “XX is in a mode that doesn’t accept requests. Please change its mode in the App or on the device”?

For Portable AC, the temperature setting and query must be in cool or heat mode. For dehumidifier, the humidity setting must in manual set mode.

9. What should I do when Alexa is saying “Please try again, using percent for brightness, or degrees for temperature”?

For the temperature setting, the “degrees” needs to follow the value. For the humidity setting, the “percent” needs to follow the value.

10. In humidity control for dehumidifier, what should I do when Alexa is saying “XX doesn’t support that”?

Make sure the setting humidity is must be an integer multiple of 5, such as 30,35,40,45,50,55,60,65,70,75,80.

11. What should I do when Alexa is saying “Sorry, I could not find any devices or groups named <appliance name> in your account”?

This reply means Alexa might not understand the name of your appliance. Please make sure you are using the correct appliance name and your appliance name is easy to understand (follow the content of “**Set good device names**”).

12. What should I do when Alexa is saying “Discovery is complete. I couldn’t find any devices”?

If Alexa can’t discover your appliances. Follow below steps:

- 1) Make sure that Amazon Echo and your appliance are connected to a WiFi network. Make sure the appliance is in your Hi-Smart Air account and it’s online;
- 2) Make sure your “**Hi-Smart Air**” skill is in “**Your Smart Home Skills**”, and “**Enable**” the skill, input the Email and Password, and tap “**Authorize**”.

13. How can I check if my appliance and my Amazon Echo are connected?

Please go to “**Settings-Smart Home**”, in “**Devices**”, you will find the appliances list.

14. Do my Hisense HiSmart appliances and my Amazon Echo need to be on the same WiFi network? There is no need for these two to connect in the same WiFi network, they can be

on separate WiFi networks.