FAQ

1.How to connect your Hisense home appliances with Google Home?

Supported models:
Portable AC :   AP-10CW1SGRS00

Users must have a Hisense Cloud Account through the HiSmart App to use Google Home with a Hisense Air product. To establish an account, please download the HiSmart 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 Google Home 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 Google Home 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 Google Home app
Open the **Google Home app** on your phone. Tap the menu button in the upper left corner and select **Home control** from the list.

Step 4: Tap on "＋" in Home control page

Step 5: Select "**Hisense Smart Air**" with the Hisense icon from the list. On the pop-up page with Hisense icon, login to your HiSmart account and tape "Sign in".

Step 6: Assign devices to rooms
Google Home will search for Hisense HiSmart appliances in your HiSmart account. Assigning devices to rooms will make voice command easier. After that, tap on "DONE" button in the upper right corner.

Step 7: Completion, you're all set!

2. About voice commands

When using the Google Home action, specify by name which appliance to use. There are three ways to define it/them:

1) Use the home appliance names you have set up. They are shown in the HiSmart Air app and can be changed, the change will take effect after you reset the connection between Google Home and your Hisense home appliances;
2) Use room name you have set up.
3) Use the nickname you have set up. Set a nickname for the device in Home control page.

Once the names of devices/appliances are established, you need to start with the wake-word "OK Google", and then tell Google Home what action you want the your devices/appliances to perform.

Current Google 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:

"OK Google, turn on <appliance name>"

"OK Google, turn off <appliance name>"

Temperature setting: (required in cool and heat mode)

"OK Google, set <appliance name> temperature to (75) degrees"

"OK Google, set <appliance name> to (75) degrees"

Mode setting：

"OK Google, set <appliance name> to cool"

"OK Google, set <appliance name> to heat"

Turn Up/Down the temperature a set amount

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

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

Ask the temperature:

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

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

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

1) Open HiSmart Air app;

2) Open Hisense home appliances (Air Conditioner);

3) Find "**Temp Type:**" in "**SETTINGS**", select ON for Fahrenheit, and OFF for Celsius;

4) Reset the connection between Google Home and my Hisense home appliances.

3. How do I delete or reset the connection between Google Home and my Hisense home appliances?

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

1) Open the **Google Home app** on your phone. Tap the menu button in the upper left corner and select **Home control** from the list;

2) **Tap on "＋" in Home control page** ;

3) Select "**Hisense Smart Air**" with the Hisense icon from the list, and click "Unlink acount";

4) If you want to reconnect, please select "**Hisense Smart Air**" from the list. On the pop-up page with Hisense icon, login to your HiSmart account and tape "Sign in".

4. What should I do when Google Home is saying "It looks like <appliance name> isn't available right now."?

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

5. What should I do when Google Home is saying "<appliance name> can't be set to that temperature."?

Google Home 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 Google Home 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 Google Home to decrease temperature by 2 degrees;

3) If the maximum temperature is 90°F (32°C), and you ask Google Home 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 Google Home to increase temperature by 2 degrees.

6. What should I do when Google Home is saying "Sorry, I am not sure how to help with that Yet."?

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

7. What should I do when Google Home is saying "That mode isn't available for the <appliance name>."?

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

8. How can I check if my appliance and my Google Home are connected?

Please go to "**Settings**-**Home control**", in "**Devices**", you will find the appliances list.

9. **Do my Hisense HiSmart appliances and my Google Home need to be on the same Wi-Fi network?**

There is no need for these two to connect in the same Wi-Fi network, they can be on separate Wi-Fi networks.