KICHLER®

User Manual

Kichler Connects™ App for Smart Control Devices

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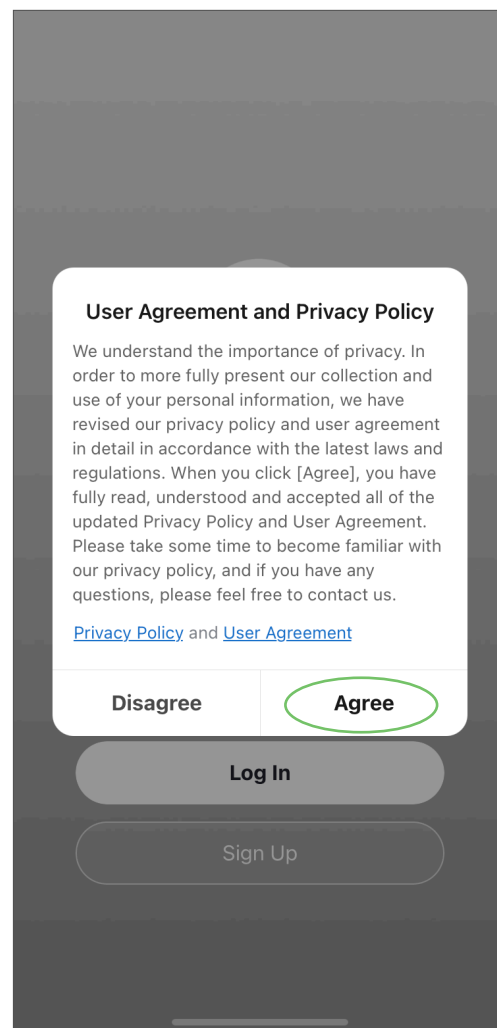
KICHLER®

1. **Get Started**
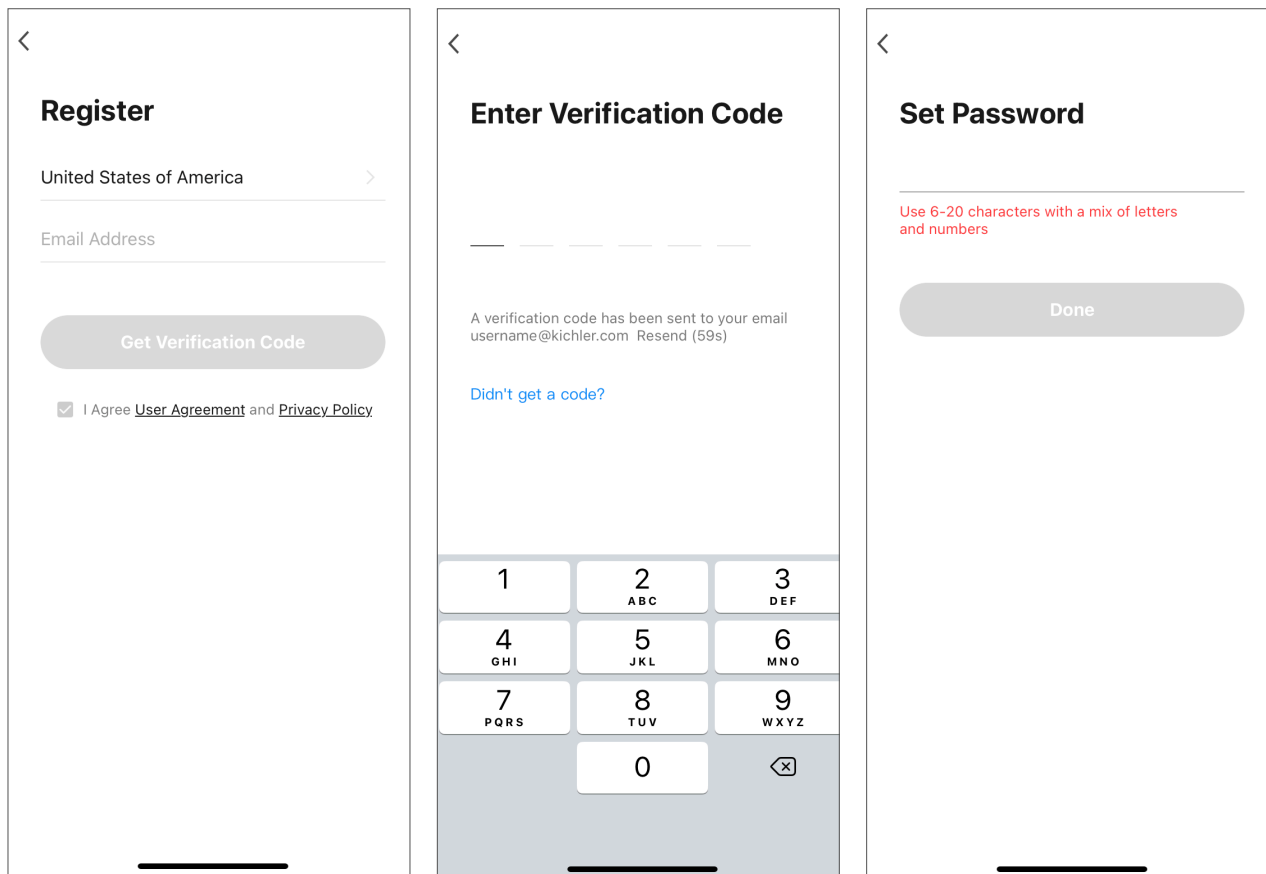
1.1 **Download Kichler Connects™ App**

Download the Kichler Connects app from the Apple® App Store® or Google Play®.
Make sure Wi-Fi® and Bluetooth® are turned on and you are in range of the router.

1.2 **Registration, login, and password reset**

1. Open the **Kichler Connects** app and tap **Sign Up**. In the **User Agreement and Privacy Policy** dialog box, carefully read the privacy policy and agreement and tap **Agree** in order to go to the account registration page.

2. Enter your email address and tap **Get Verification Code**. The country or region on the registration page is the same as the location set in the device. You can also manually change the country or region before registration.

User Agreement and Privacy Policy

We understand the importance of privacy. In order to more fully present our collection and use of your personal information, we have revised our privacy policy and user agreement in detail in accordance with the latest laws and regulations. When you click [Agree], you have fully read, understood and accepted all of the updated Privacy Policy and User Agreement. Please take some time to become familiar with our privacy policy, and if you have any questions, please feel free to contact us.

Privacy Policy and User Agreement

Disagree   Agree

Log In

Sign Up

Log In

Sign Up

3.   On the **Enter Verification Code** page, enter the verification code. On the **Set Password** page, set the password as per instructions and tap **Done**.

Register	Enter Verification Code	Set Password
‹	‹	‹

Register

United States of America   ›

Email Address

Get Verification Code

☑ I Agree User Agreement and Privacy Policy

Enter Verification Code

___ ___ ___ ___ ___ ___

A verification code has been sent to your email username@kichler.com Resend (59s)

Didn't get a code?

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

Set Password

Use 6-20 characters with a mix of letters and numbers

Done

1.3   Log in with your app account

1.   Open the Kichler Connects app. If you have registered an account in the Kichler Connects app, tap **Log In**. In the **User Agreement and Privacy Policy** dialog box, carefully read the privacy policy and agreement and tap **Agree** to go to the login page.

2.   Check the country or region on the login page. The system automatically identifies your current country or region. You can also manually select a country or region.

3.   Enter your registered email address, enter the password, and then tap **Log In**.

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1.4 Change Account

1. After logging in to the app, tap **Me** on the page.

2. On the **Me** page, tap the **Bolt Icon** in the top right and tap **Account and Security**.

3. On the **Account and Security page**, tap **Email Address** to change your login account.

4. First enter your password to securely update your email. On the Bind Email screen, enter the new email you want to be associated with the Application, and then tap **Get Verification Code**.

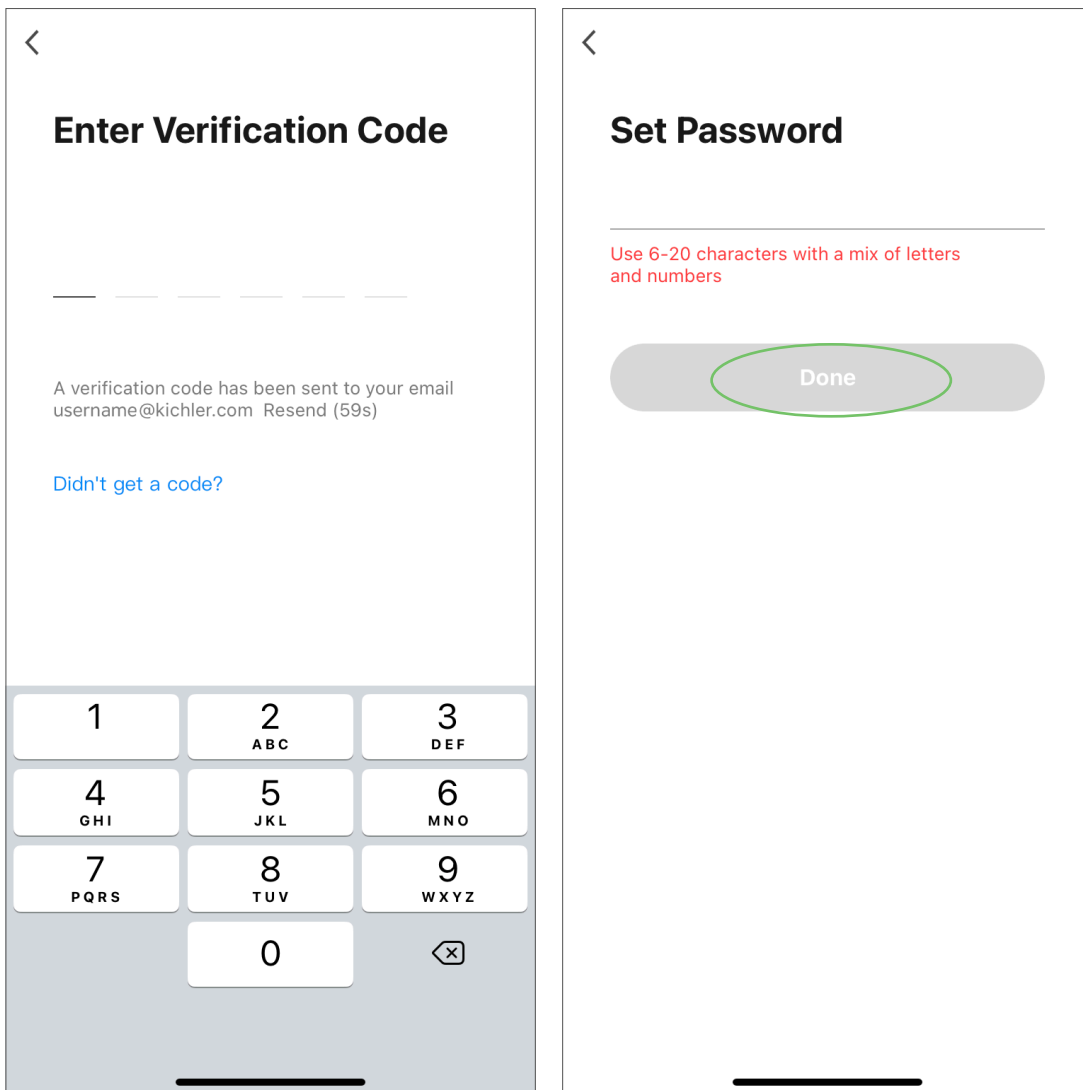5. On the **Verification Code** screen, enter the code you receive to complete the update.
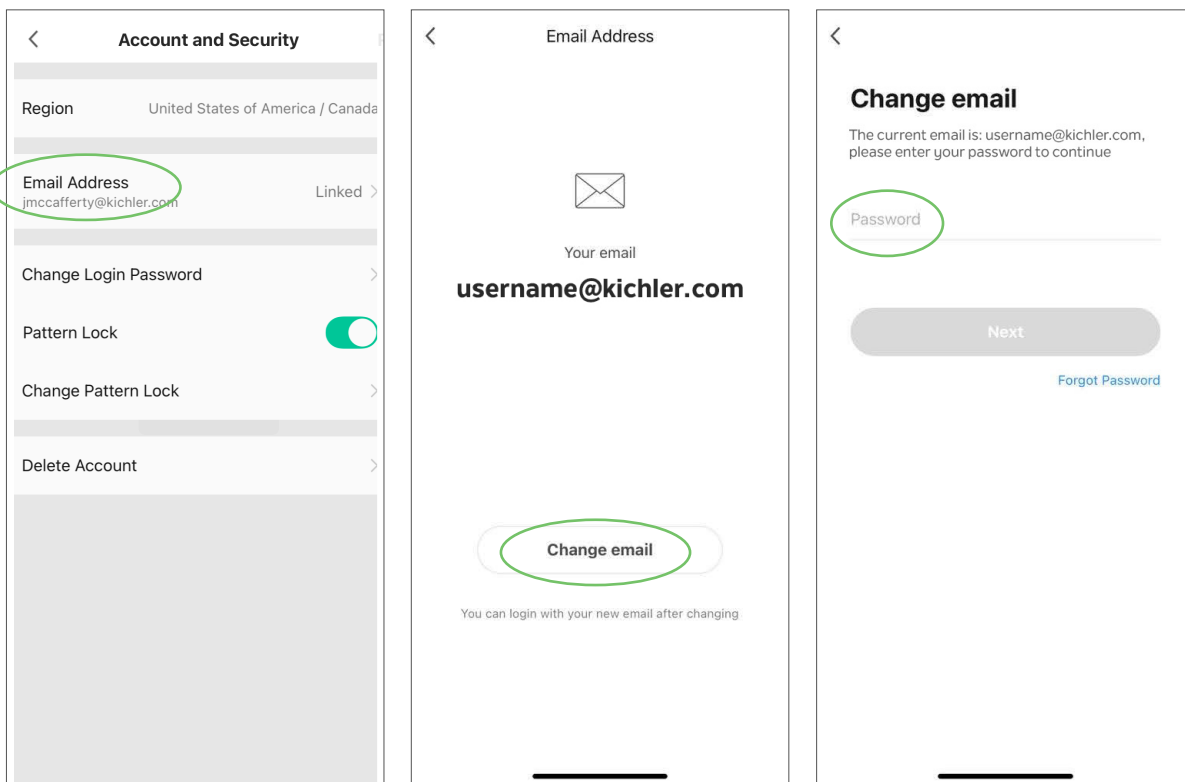
1.5   Reset Password

If you forget your login password, you can reset the password based on the following process:

1. On the Log In page, tap Forgot Password.

2. On the page that appears, check the country or region. You can also manually select a country or region.

3. Enter your registered email address and tap Get Verification Code.
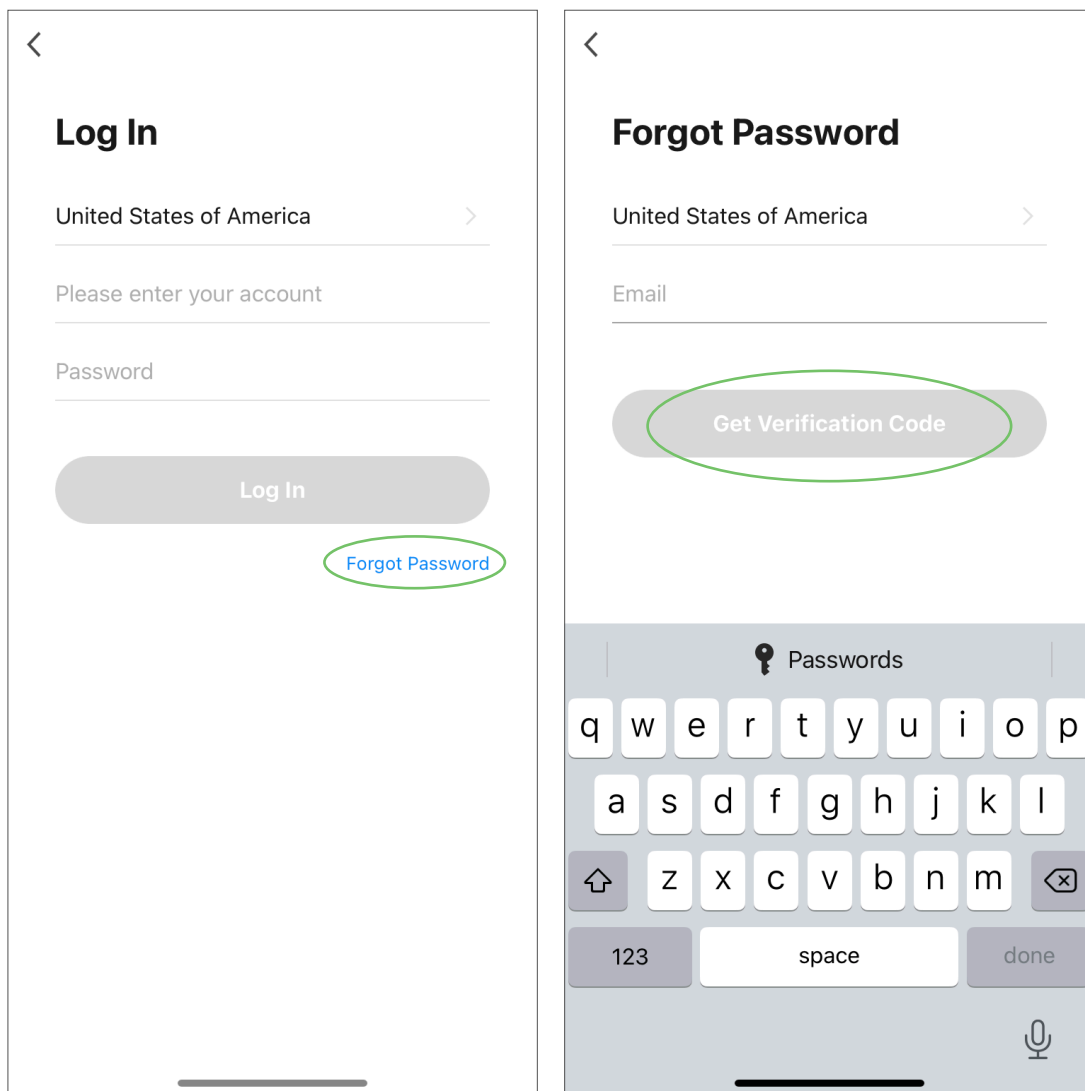
5. On the **Enter Verification Code** page, enter the verification code.

6. On the page that appears, enter a new password and tap **Done**. Then the password is reset, and you automatically log in to the app.

7. For security concerns, the app will detect risks in your phone system during login. If the app detects a risk, a security reminder is displayed. You can determine whether to exit the app or not. If no selection is made, the app will automatically exit.

Enter Verification Code

A verification code has been sent to your email
username@kichler.com Resend (59s)

Didn't get a code?

1	2 A B C	3 D E F
4 G H I	5 J K L	6 M N O
7 P Q R S	8 T U V	9 W X Y Z
	0	⊗

Set Password

Use 6-20 characters with a mix of letters and numbers

Done

2.0   Device Part Locations

2.1   Smart Control Timer

Parts Identification

External Wi-Fi® antenna
works best when installed
on base or left/right sides

Power button

Plugs directly into
the transformer for
easy installation
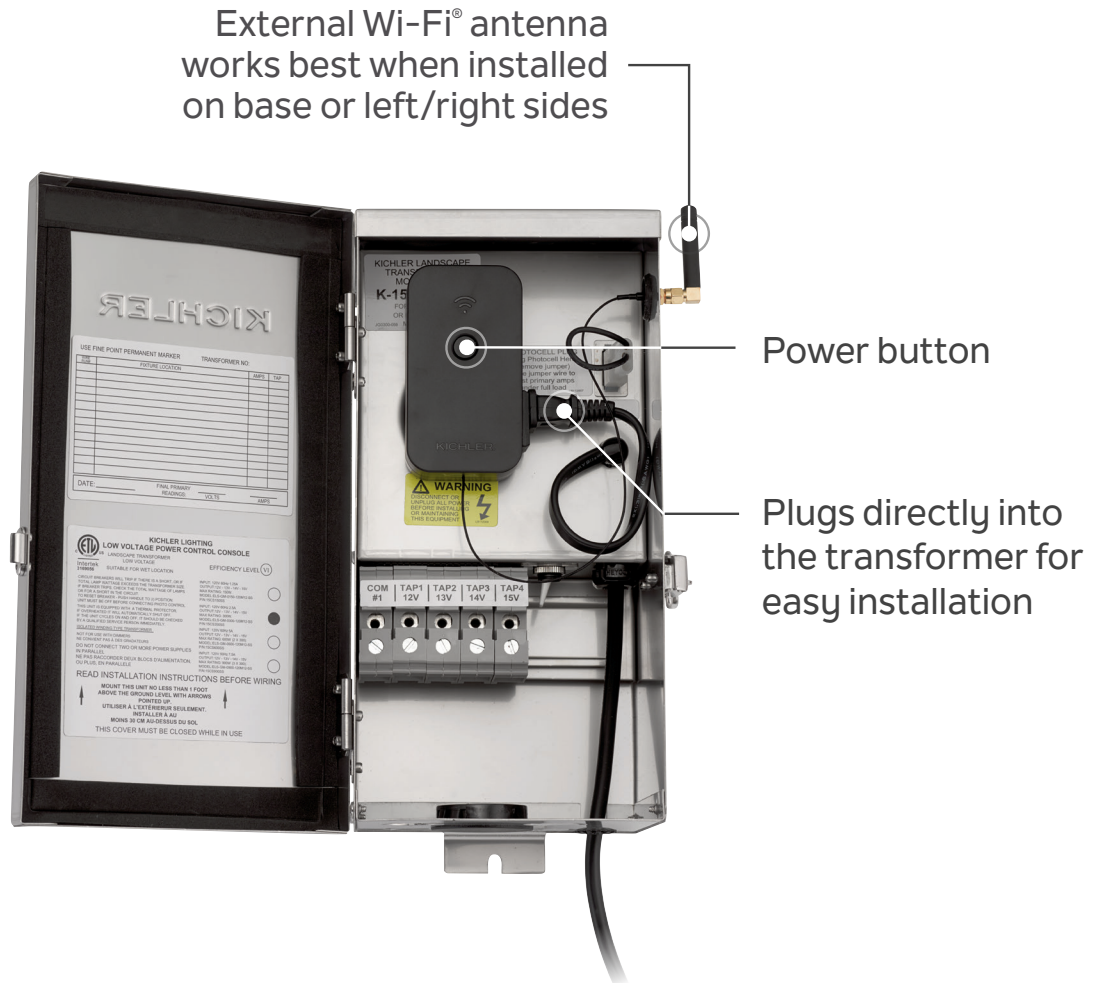
Figure 1
Smart Control Timer

2.2 Smart Control Transformer

Parts Identification

External Wi-Fi® antenna

Transformer Power Switch

Status LED

Setup / Reset Button

Heavy duty, stainless steel construction

Includes three lighting zones for customization

Angled terminal blocks

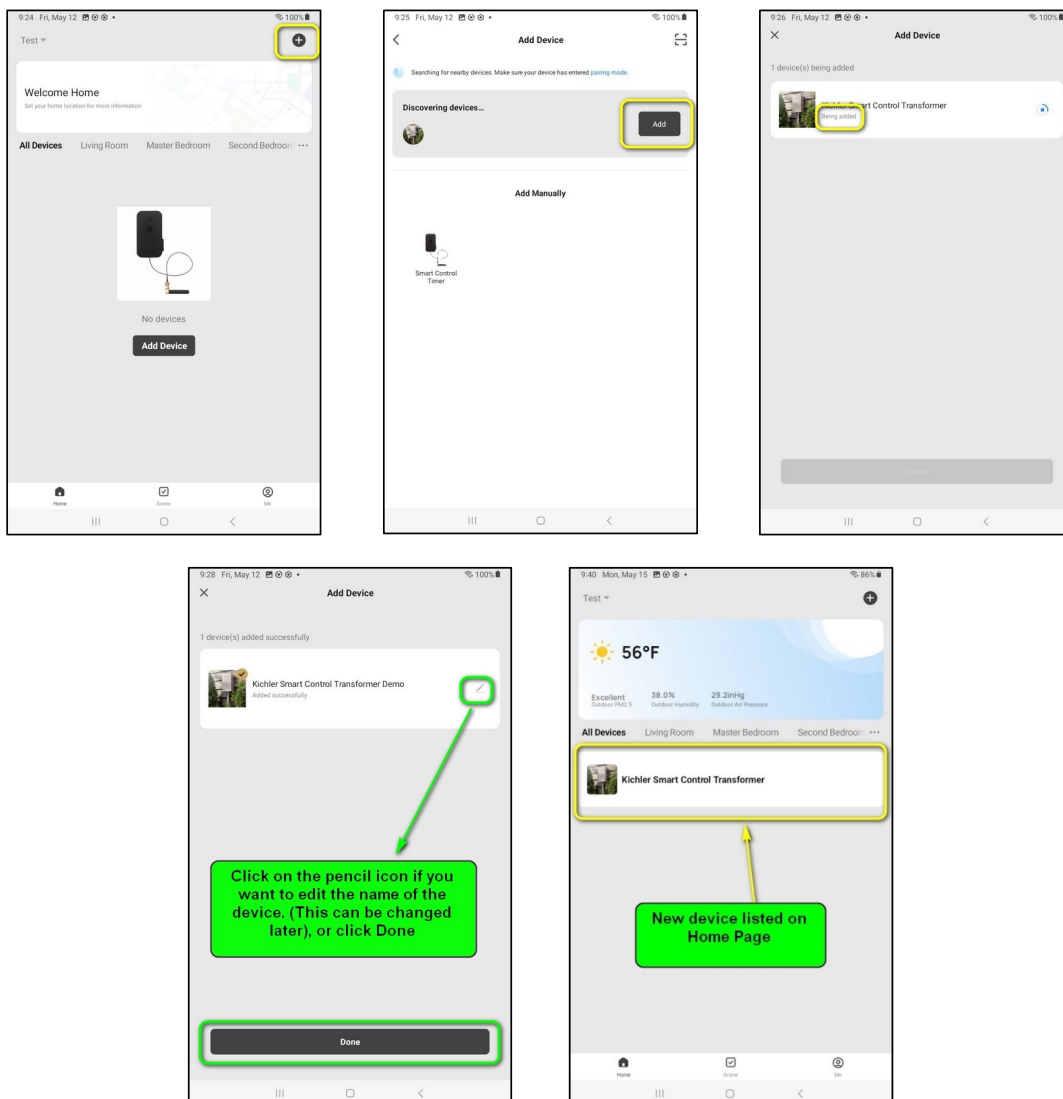ZONE 1 COM 15V   ZONE 2 COM 15V   ZONE 3 COM 15V
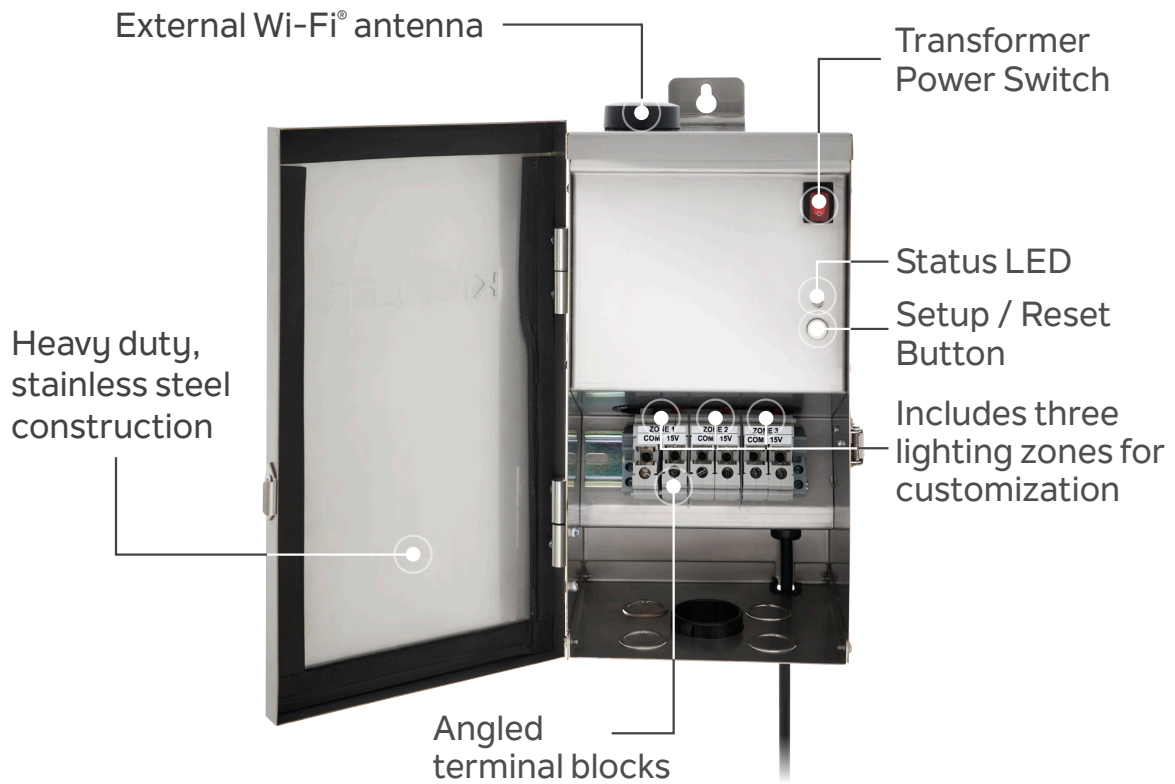
Figure 2
Smart Transformer

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3.0   Setup

3.1   Setting up with Auto Scan

This is the method you will most often use. Once in setup mode, the app will automatically detect the device and add it to the discovered devices in the app. The procedure is the same for the **Smart Control Timer** and the **Smart Control Transformer**.

Note: Your phone or tablet must be connected to the router that will be used to connect the timer or transformer.

1.   Hold down center power button on timer or the white button on the transformer until it rapidly blinks red. (About 10 seconds)

2.   Hit **Add** and the app will prompt you to connect to Wi-Fi.

Click on the pencil icon if you want to edit the name of the device. (This can be changed later), or click Done

New device listed on Home Page

3.2 Manual Setup

Manual setting up device to join via Wi-Fi connection.

1. Select Add Manually.

2. Hold down center power button on timer, or the white button on the transformer, until it rapidly blinks red. Then, select device type in the menu.

3. Device is found and successfully added.
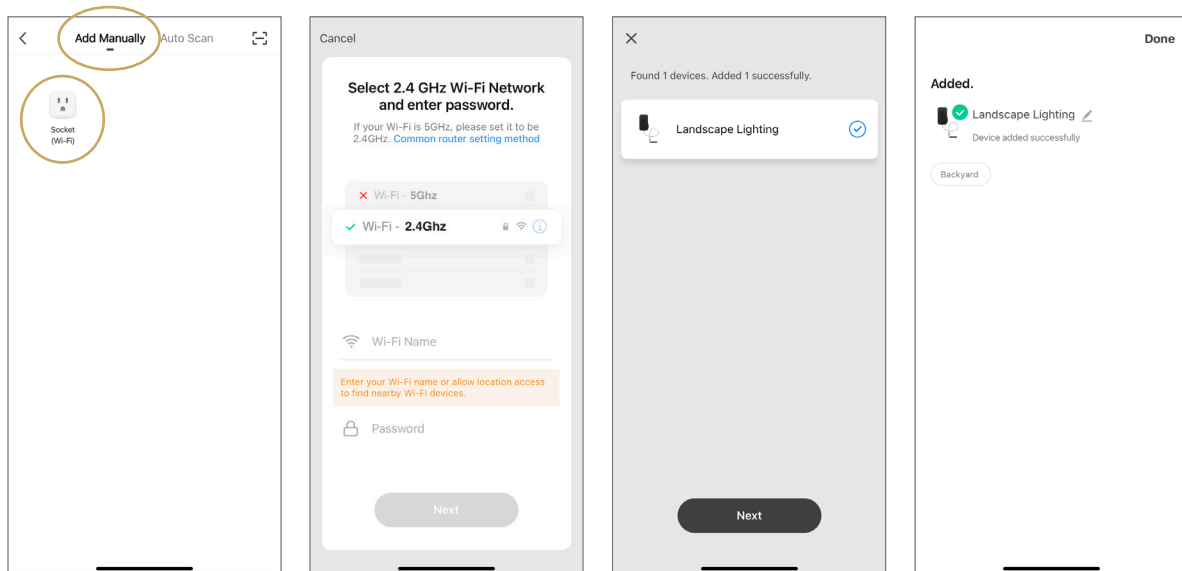
3.3 Setup Notes

1. There is an initial 3-minute window to pair device once it is in pairing mode. If it times out, try again, or try an alternate pairing method.

2. Make sure you are within range of a Wi-Fi router when making initial connection. If the signal is weak, try temporarily plugging the device into an outlet near the router.

3. Once timer or transformer is paired, if power is lost it will automatically find the network once plugged-in again to power.

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4.0   Creating A Schedule

There are three methods available for creating schedules.

1.   Creating a **Preset Schedule** is the fastest and easiest method. It contains the most common scenarios. All you have to do is turn on the Preset you want to use.

2.   **Custom schedules** are for special situations that are not included in the Presets.

3.   Creating a **Scene** is useful when you have multiple devices. It allows you to create a single schedule for multiple devices instead of creating them individually. See **Section 9.0 Automation and Tap-To-Run** for instructions on setting up **Scenes**.

4.1 Preset Schedule

This procedure is the same for the **Smart Control Timer** and the **Smart Control Transformer**.

1.   Select **Device**.

2.   Select **Timer** (see below).

3.   Select **Schedule Presets**.

Smart Control Timer

Smart Control Transformer
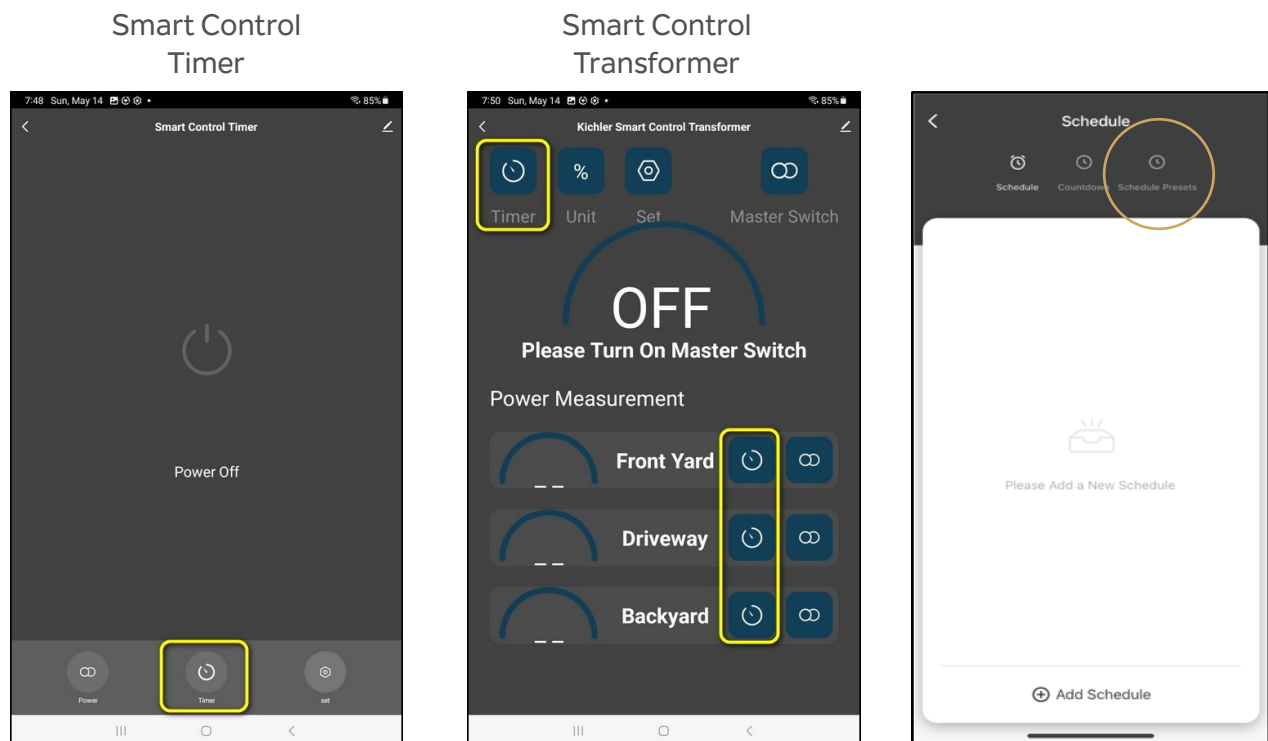
4.   Toggle on desired preset.

5.   Click on selected schedule and select days of the week (all days of the week will be pre-populated).
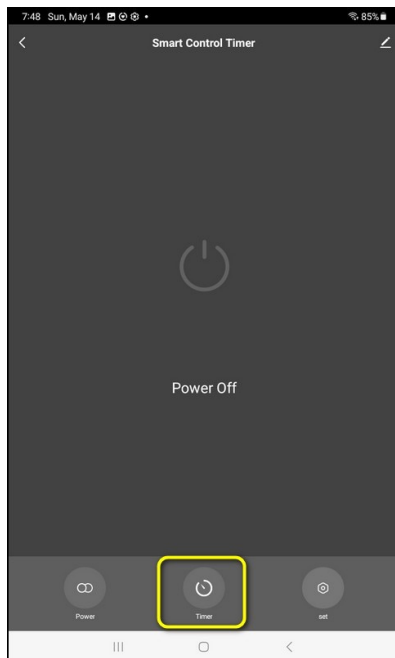
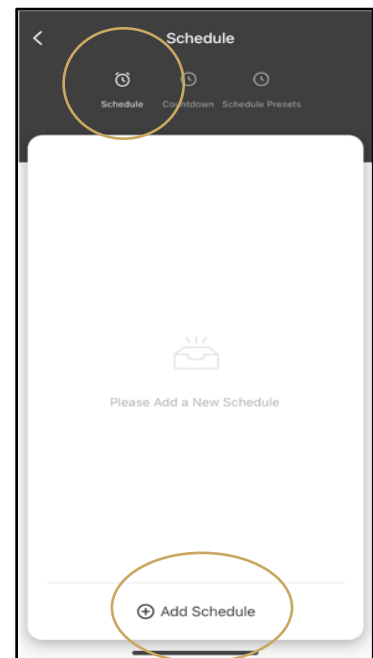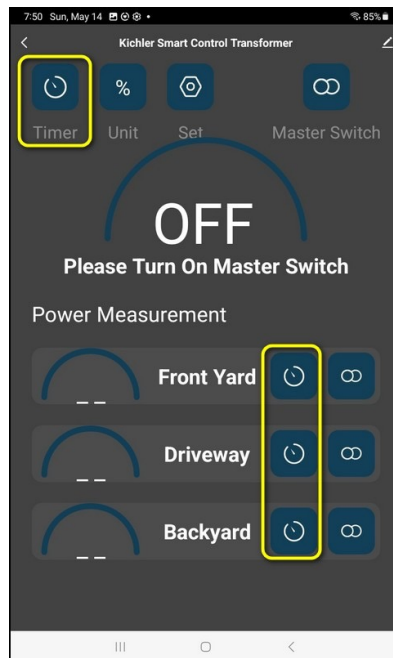6.   Select **Save**.
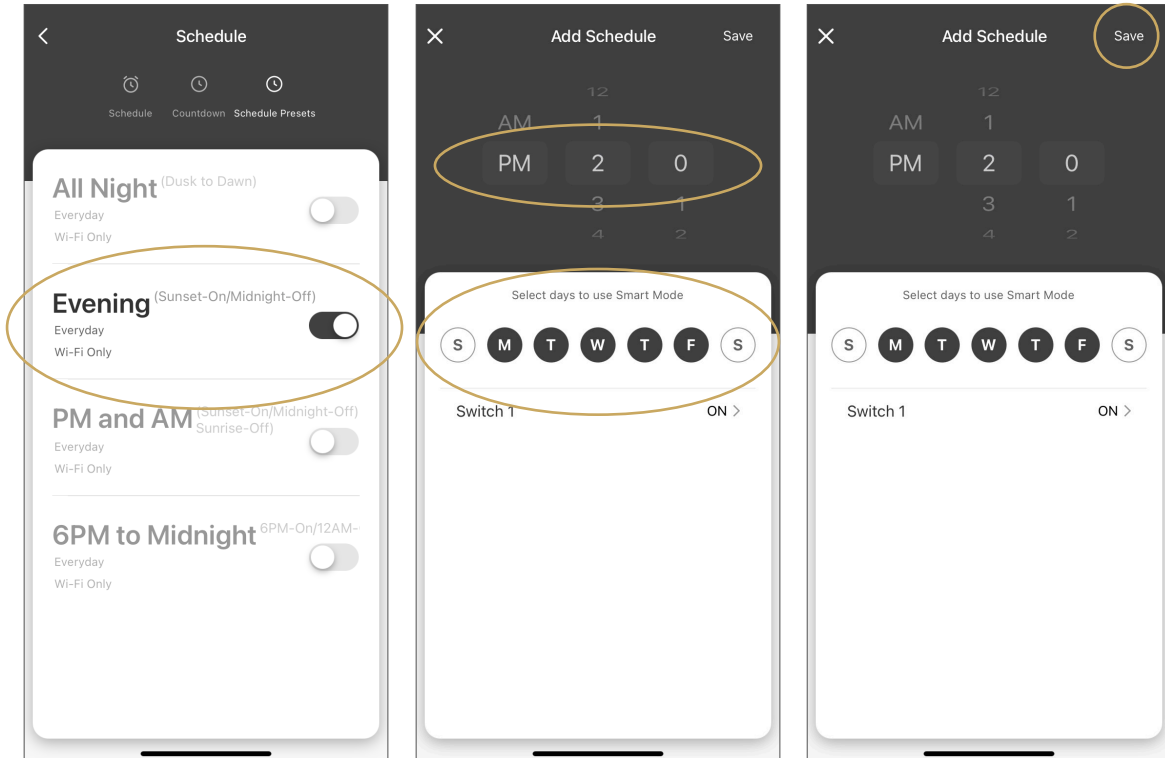
4.2 Custom Schedule

This procedure is the same for the Smart Control Timer and the Smart Control Transformer

1.   Select **Device**.

2.   Select **Timer**.

3.   Select Add Schedule.

Smart Control
Timer

Smart Control
Transformer

4. Select Custom On or Off time; Custom Schedules must be in pairs, one for On and one for Off. Select desired On/Off time in the menu and desired days of the week. Press **Save**.

5. Save after selection.

6. On/Off can be toggled. Tap **Confirm** after choice.

7. Schedule will now appear on Custom Schedule screen and can be edited here and turned On/Off.
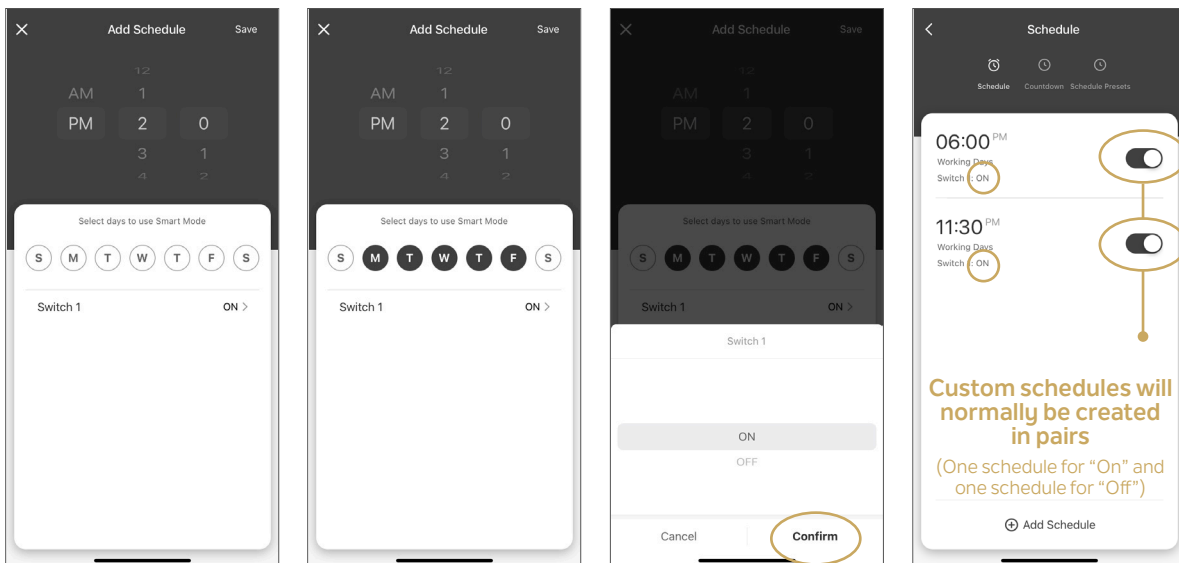
4.3 Note about scheduling priorities

When creating a strategy that will use multiple Scenes, Schedules, or Presets, note that no setting is given priority. All schedules will be executed at the time that has been set regardless of what the current status of the light is. Keep this in mind to avoid having lights turning on and off at unexpected times. If you encounter a situation when lights turn on or off unexpectedly, or if nothing happens at the scheduled time, look at ALL of your settings to see which ones are creating the conflict. As an example, if a scheduled time is set to turn the lights on and they are already on, nothing will happen. They will stay on.

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5.0   Smart Control Timer

5.1   Operating the Timer Manually

The timer can be operated manually by pressing the button on the Smart Control Timer. Each press will toggle the output power on and off with each press. This is convenient during installation and testing because it does not require for the timer to be set up in the app.

The LED on the timer will be red whenever the timer is connected to the router. It will appear purple when the timer is on. (Both red and blue LEDs are on.) If the LED is blue, the timer is on but there is no connection to the router. Refer to Figure 1 in Section 2 for part locations.

6.0   Smart Control Transformer

Once setup, the transformer will appear on the Kichler Connects home page. Click on the transformer tile on the home page to open the control page as seen below.

The control page displays overall status for the transformer and individual zone information. Options for timers and scheduling can be found in the top left corner of the screen.

The **Master Switch** must be turned on before you can operate any zone. To turn on a zone, press the **Master Switch** button. The switch is on when the icon turns green as shown below.

The total power being used is displayed in the middle of the screen. The display of power usage can be changed between power used or percentage of power used by clicking on the '%' or 'VA' signs.

Each zone will display individual power usage. The total power used will be the sum of all three zones.

By default, the three channels are named Zone 1, 2, and 3. You can change these names to describe where the lights are installed. Long press on the Zone name you want to change. A screen will pop up allowing you to type in the new name.
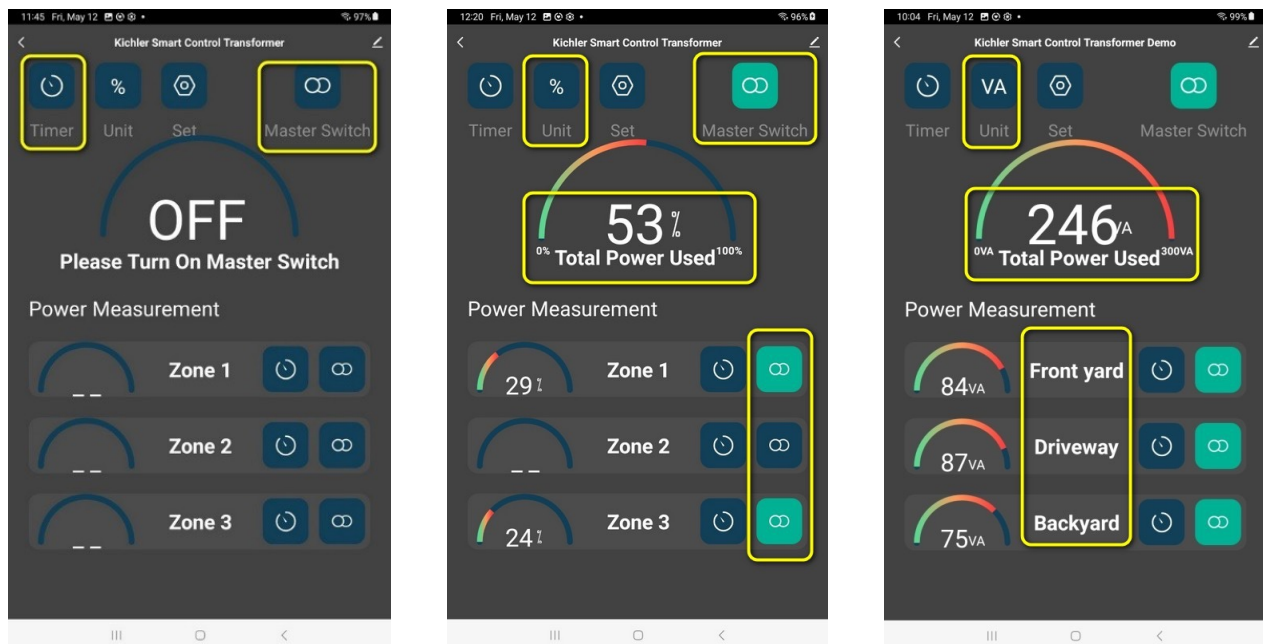
6.1   Overload Protection

The transformer is rated for 300VA which will display as 100% power in the app.

If the power usage is within 90% of total capacity, a message will pop up, indicating that the power usage is close to full capacity.

When the power usage exceeds 100%, the transformer will activate protection mode which turns off the output of the transformer. Protection mode displays a message, saying that the power usage exceeds the capacity of the transformer.

 After the protection mode has turned off power, the user must turn the master switch on before trying to turn on the zone switches. The zone switches will not turn on without the master switch powered on.

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Note about power ratings

Watts and VA are both values that indicate power. They are similar but not exactly the same. Lighting is usually measured in watts. Transformers are usually rated in VA.

For incandescent lighting, watts and VA are the same. For LED lighting, the advertised wattage will be slightly less than the VA. (There are valid reasons for the apparent discrepancies.) When calculating the loads that will be placed on the transformer for LED lighting before installation, a good general rule is to figure that the wattage will be 10% to 20% less than the VA. Multiply the rated wattage of the LED fixture by 1.2 to get an approximate VA of the fixture as a starting point. The VA meter in the app will tell you the actual VA. If you know you will be well below the rating of the transformer, you can skip this step.
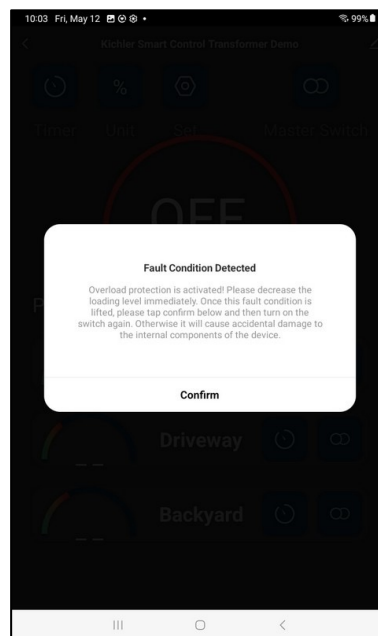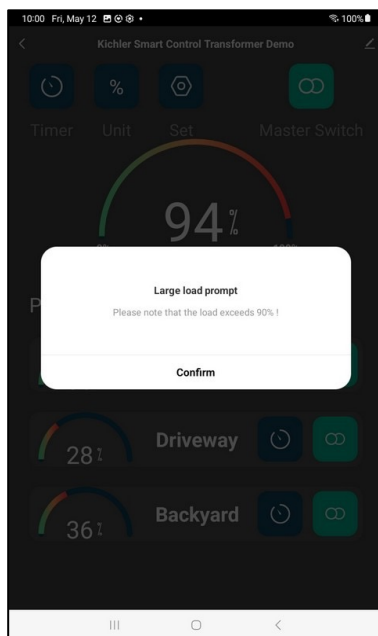
6.2   Manual Operation/Contractor Mode

To assist installation and/or testing of the system, a convenient contractor mode feature has been added to the transformer. This mode is independent of the app and does not require the transformer to be set up in the app.

To active contractor mode, rapidly press the white reset button on the inside panel of the transformer 3 times. (Approximately one half second intervals or less.) you will hear a click to indicate that all three zones are turned on.

To disable contractor mode, turn off the master power switch on the transformer's inside panel momentarily and turn back on.

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7.0   Using The App

7.1   Manage home and home members

After you log in to the app as a new user, the **Home** page where devices are listed appears. The Home Page does not display environment or room information until you add your home location information:

1.   Tap **Me** in the bottom right corner. On the **Me** page, tap **Home Management**.

2.   If you are a new user, tap **Create a home** on the **Home Management** page to go to the **Create a home** page.

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

4.   Tap **Home Location**. On the **Home Location** page, verify that the location is correct and tap OK in the top right corner. The home location is set based on your phone location. You can also change the home location by setting the home coordinate.
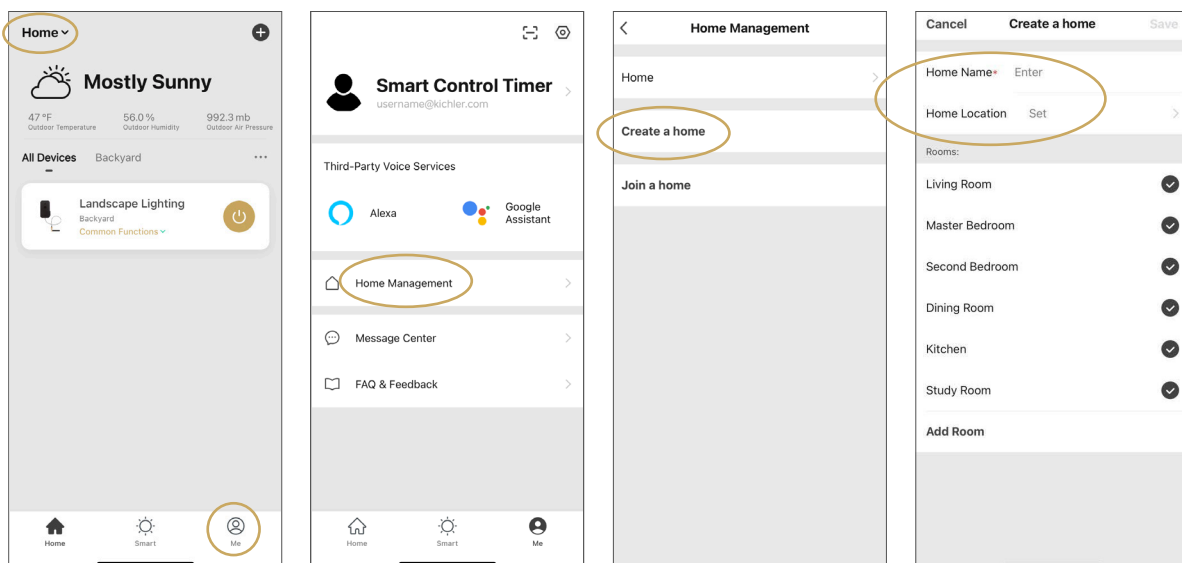
1. Select rooms in the Rooms section. You can use the room names given in the app or tap **Add Room** to customize room names. A maximum of 25 characters is allowed for a room name.

2. After you complete the **Home** information, go back to the **Home** page. On the Home page, the information, such as the weather, temperature, and room names, is displayed. If you have added more than one home, you can tap the **home name** in the top left corner to switch to and manage another home.
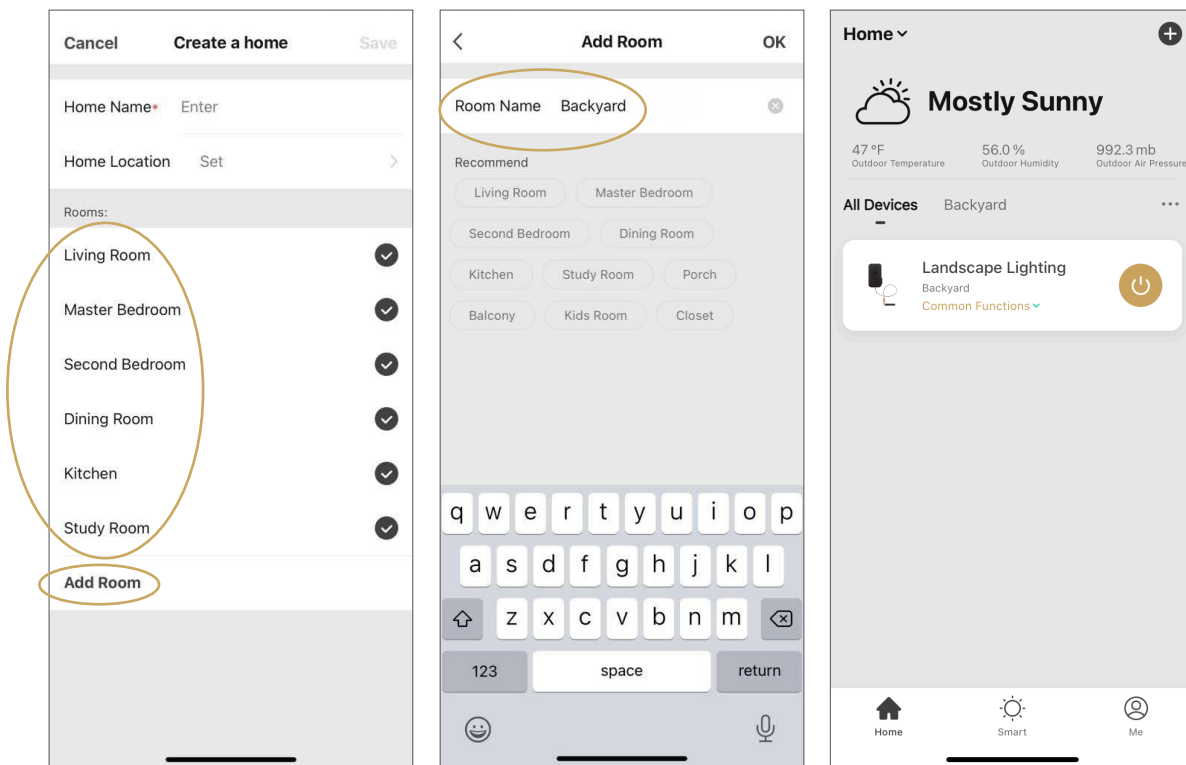
3. In the drop-down list, you can tap **Home Management** to manage your homes and add new homes. An account can control multiple homes. The smart devices in different homes are independent of each other.

4. Tap a home name, such as **Home**, and choose **Home Management**. On the Home Management page, tap the **Home** name, such as **Home**, to go to **Home Settings**.
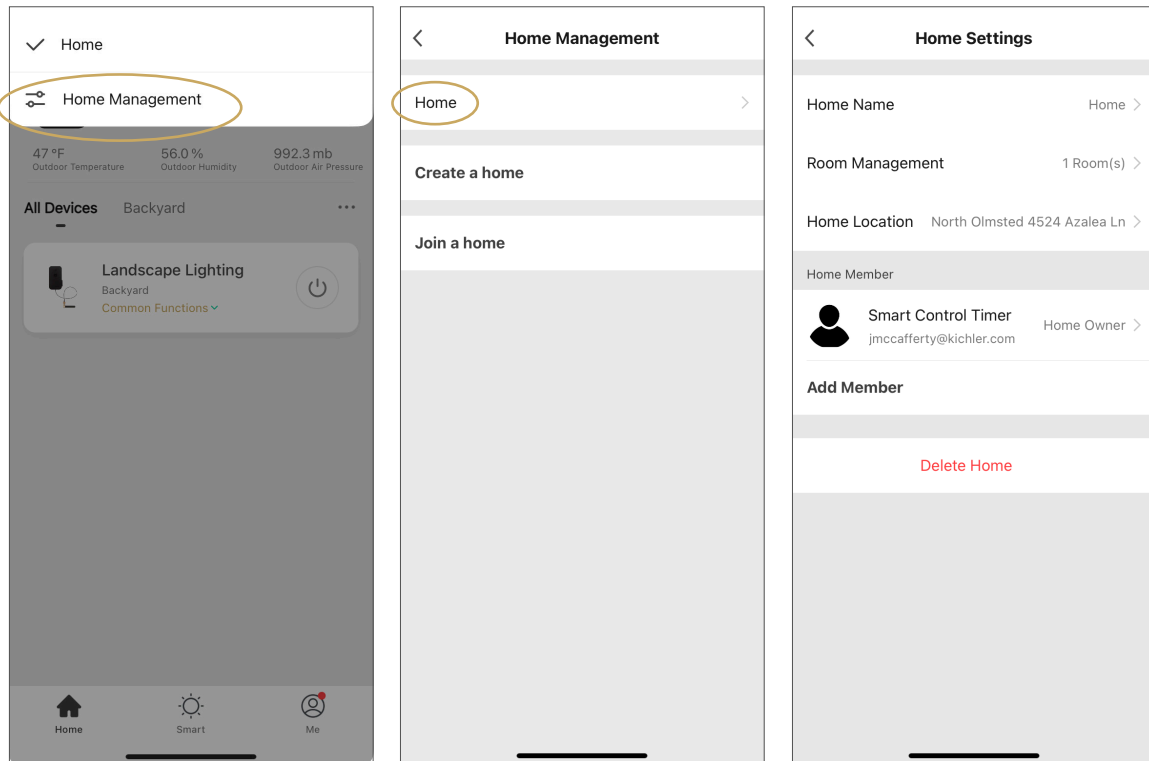
5.   If you are invited to join a home, you will receive a notification in the app. You can choose to accept or decline the invitation. You will also receive a notification in the message center.
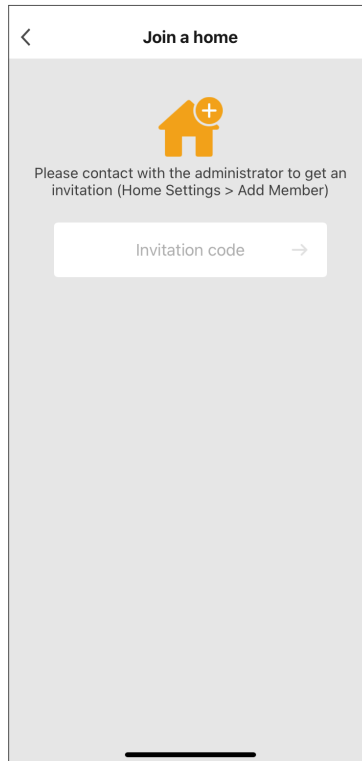
7.2   Voice assistant and third-party integration

1.   On the Home page, tap on the **Me** icon on the bottom right.

2.   Under the **Third-Party Voice Services** tap on the service you want to set up.

3.   Once on the services page, tap **Link with Account Password** to get instructions on how to set up your voice controlled device.
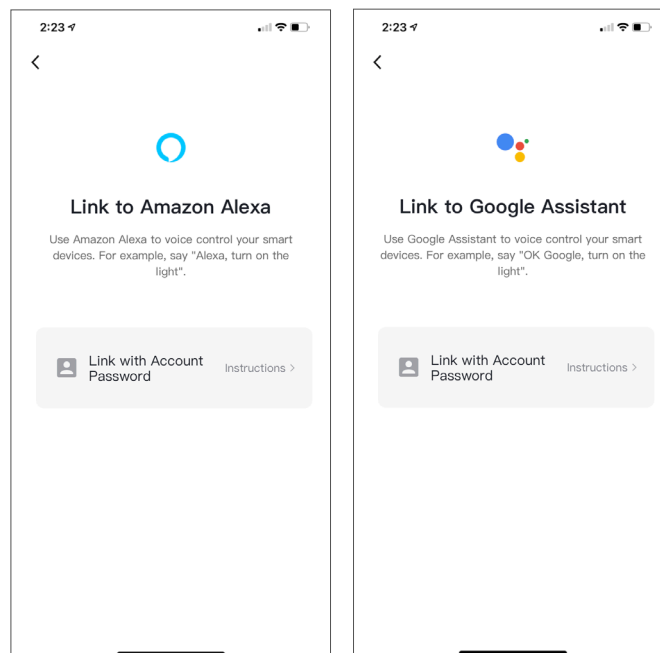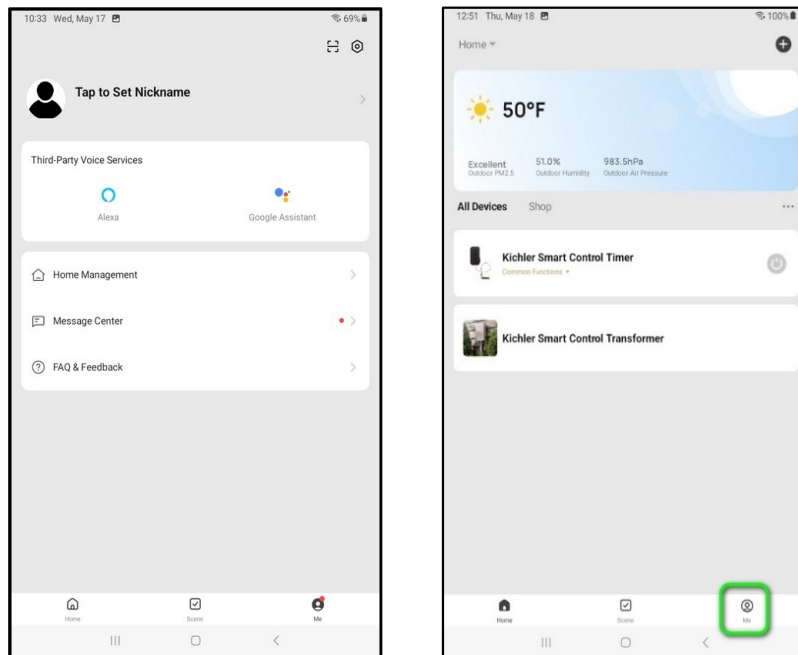
8.0   Control Devices

8.1 Use control panels

1.   When a smart device is added, a device tile that contains the device icon appears in the device section on the Home page. You can tap the module to enter the control panel of the smart device. The control panel might vary from device to device.

2.   When the device is offline, the offline status is shown in the device tile. In this case, you cannot control the device on the control panel.

3.   Functions available on the control panel also depend on the device status. You can tap the **edit icon** in the top right corner of the control panel to manage the device.
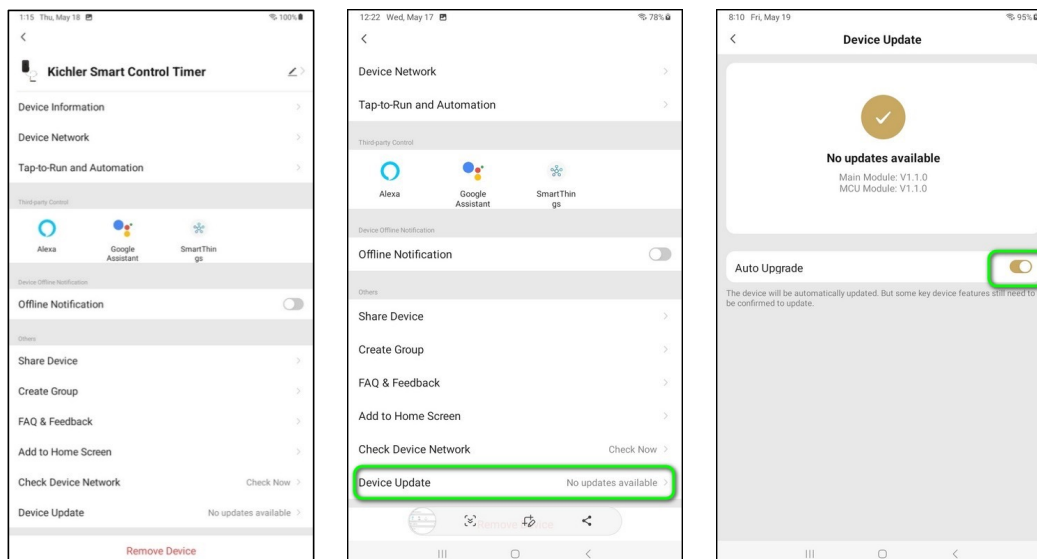
8.2 Manage devices

On the device management page, you can manage the device settings and information.

1.   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/offline status, tap **Device Information**.

3.   To enable or disable the automation function or modify the automation settings, tap Tap-to-Run and Automation.
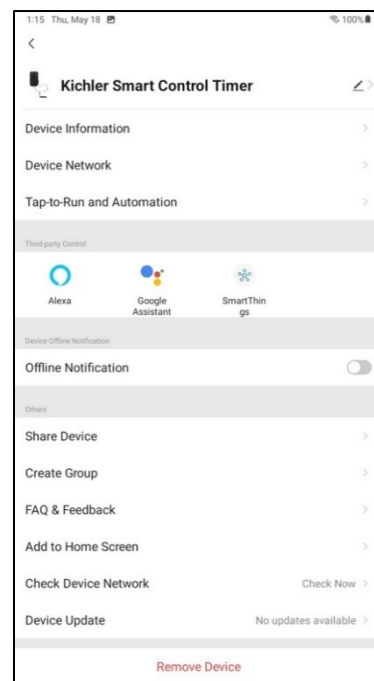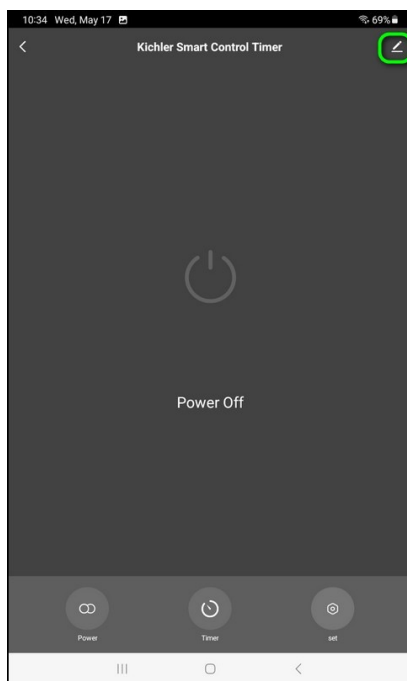
4. To share the device with a home member, tap **Share Device**. On the page that appears, enter the email address or mobile phone number that is bound with the Kichler Connects app account of the home owner.

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 version.

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 page of your mobile phone, tap **Add to Home Screen**. You can directly enter the control panel of the device by tapping the device shortcut on the home page of your mobile phone.

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: (1) Disconnect and (2) Disconnect and Wipe Data. If you tap **Disconnect**, 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 you tap **Disconnect and Wipe Data**, the device is removed from the device list and all data stored on the device is erased.

12. To set device to Automatically update firmware, click **Device Update**, and on the Device Update screen, toggle **Automatic Updates**. The device will be automatically updated when it remains idle or when you are not performing any operations on the device. We recommend turning this feature on. It will not interfere with the execution of schedules.

8.3 Share Devices

1. Tap **Share Device** on the device management page to enter the **Device Sharing** page.

2. Tap **Add Sharing** on the **Device Sharing** page. On the **Add Member** page, enter the account that you want to share the devices, and tap **Done**. Note: You can only share devices with users that have Kichler Connects app accounts in the same country as your account.

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 tap **Delete**.
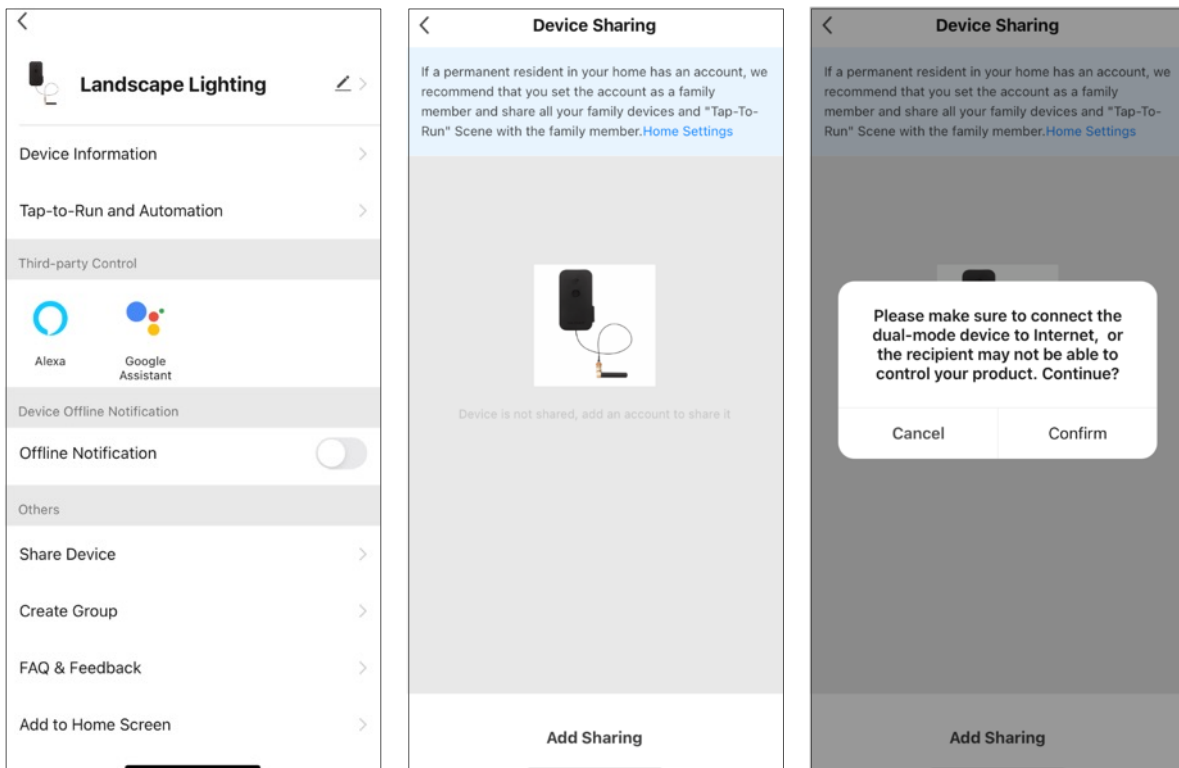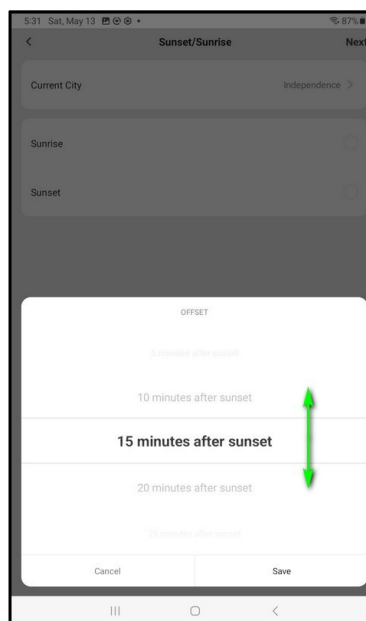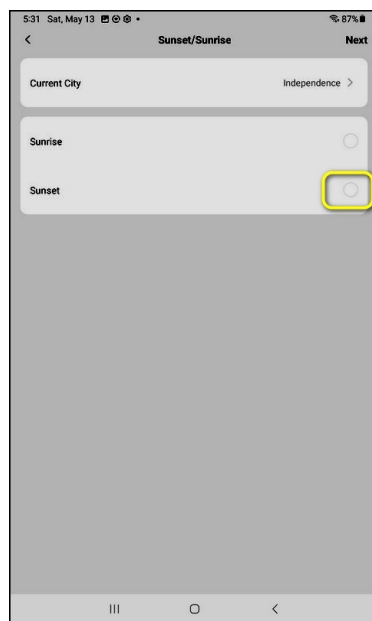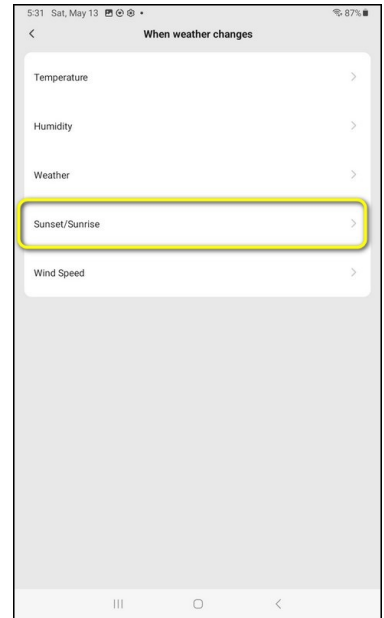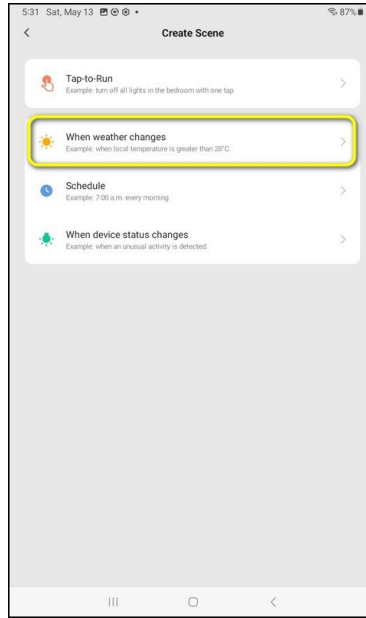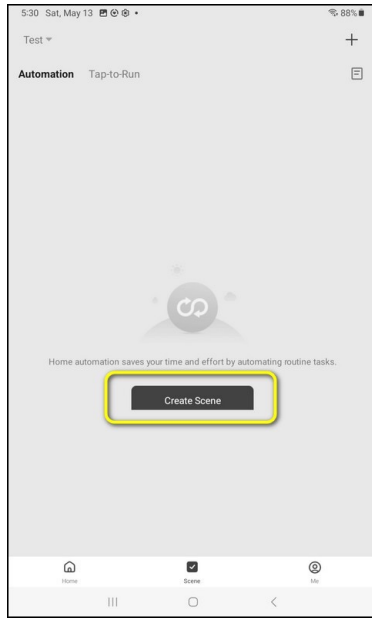
8.4 Group control

1. Tap **Create Group** on the management page of a selected device.

2. On the Select Device page, select devices that you want to add 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. When the group is created, the app automatically displays the group control panel, where you can control devices in groups.

4. You can see the created group and control the devices in the group on the Home page.

5. On the group control page, you can tap the **edit icon** in the top right corner to manage the group or tap **Dismiss Group** to delete the group. Note that dismissing a group will not delete the individual devices in the group from the app.
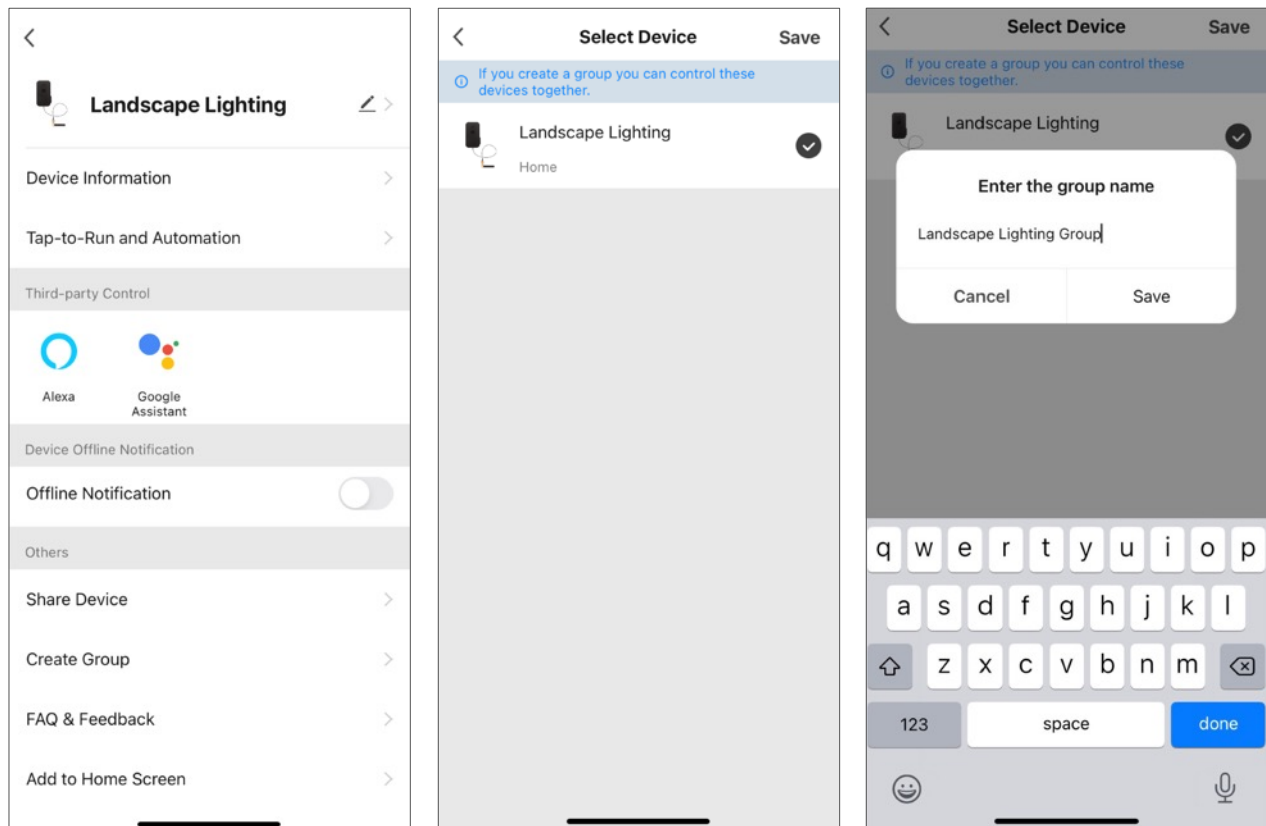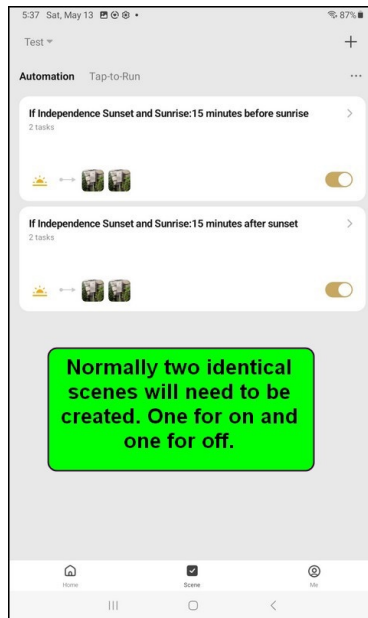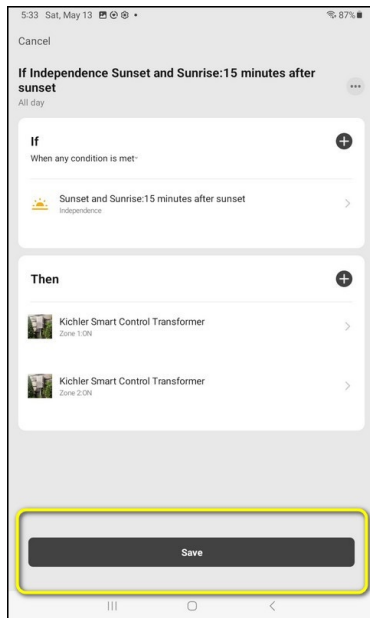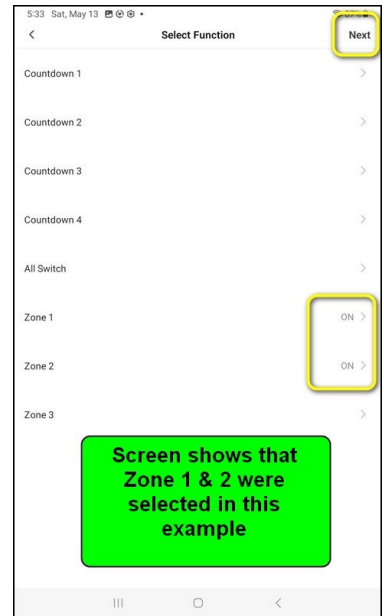
9.0   Automation and Tap-to-Run

9.1   Creating Automation Scenes

Many different types of scenes can be created. This example will walk through creating a sunset to sunrise scene on a **Smart Control Transformer**. The process is the same for the **Smart Control Timer**.

Select one or more options

Screen shows that Zone 1 & 2 were selected in this example

Normally two identical scenes will need to be created. One for on and one for off.
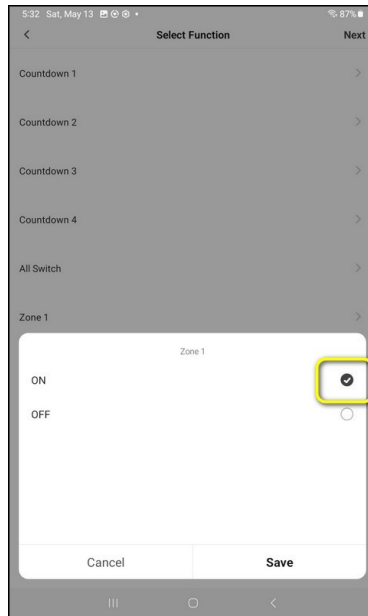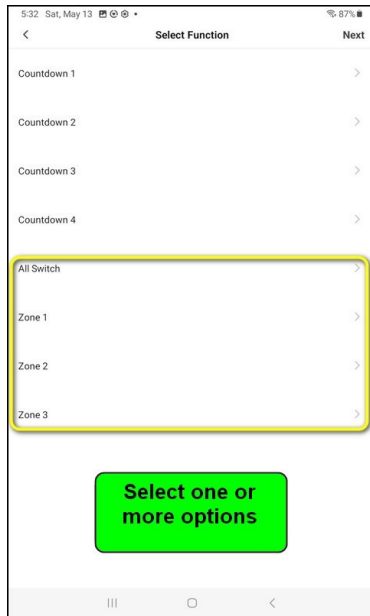
9.2 Tap-to-Run

1. On the **Tap-to-Run** tab, tap Add Tap-to-Run or the **plus (+)** icon in the top right corner to enter the Create Smart wizard.

2. In the Set a condition step, tap Launch **Tap-to-Run**. Preset automation is required if you select **Enable or Disable Automation** as the task when you set the scene.

3. If you tap **Enable or Disable Automation**, a list of available automation scenes appears. You can enable or disable a scene by tapping it. Tap **Next**, enter the scene name, and tap **Save**. The Effective Period function is not available for tap-to-run scenes.

9.3 Add, modify, and delete scenes

1. On the **Smart page**, tap the more (•••) icon in the top right corner and tap **Manage** to edit and sort the tap-to-run or automation scenes. Created tap-to-run and automation scenes are displayed on the Tap-to-Run tab and the Automation tab respectively.

2. On the page that appears, sort tap-to-run or automation scenes. To delete a tap-to-run or automation scene, swipe the scene to the left and tap **Delete**. On the Kichler Connects app for iOS®, tap the minus (−) icon next to a scene name to delete a scene.

3. On the Tap-to-Run or Automation tab, tap the more (•••) icon in the top right corner of an existing scene module to enter the Edit page.

4. Tap and hold a condition or task and then swipe left to delete a condition or task.

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 pop-up window.

9.4 View scene logs

1. On the **Smart page**, choose **•••** > **Logs** in the top right corner. The Logs page appears, displaying the scene-related logs in the recent seven days in reverse time order.

2. Tap a log to go to the Edit page, where you can modify the scene settings.

Logs help you monitor the status of your devices. 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.

You can view the failure log to check devices that fail to be automated based on the scene settings.

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10.0   Home

On the Home page, you can perform the following operations:

1. Tap the **Home** name in the top left corner 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 you can sort the weather and environment indicators. Press and hold the weather information and drag it to sort. The Home page only displays the first three weather and environment indicators.

3. Tap the **plus (+)** icon to add devices.

4. Tap available devices and rooms where you can turn power on or off.

5. Tap a room name to view the status of smart devices in the room.
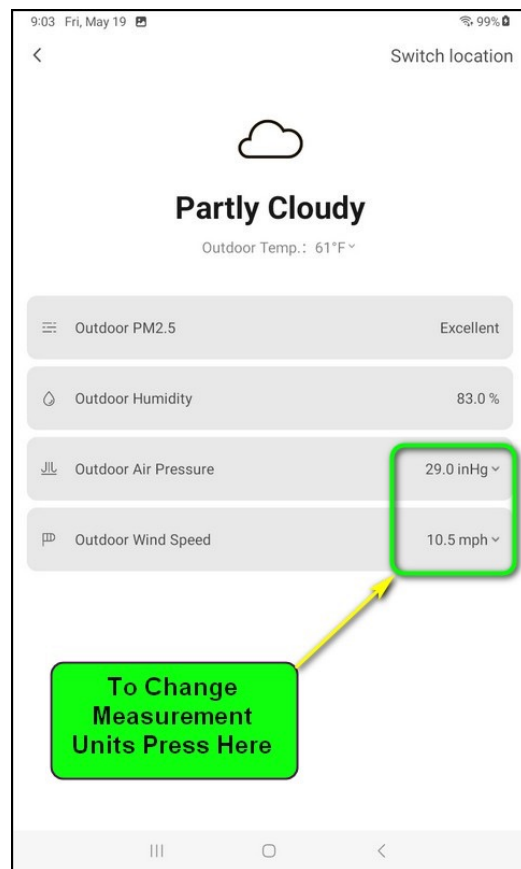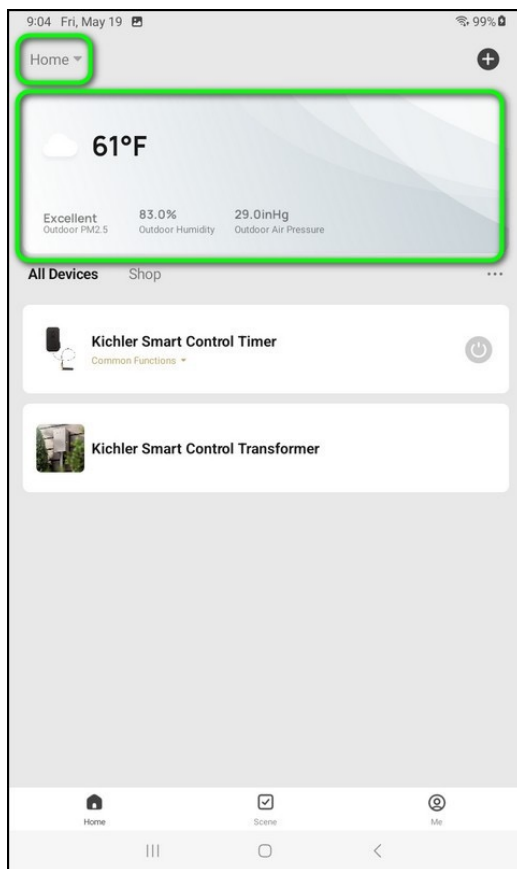
11.0   Using The "Me" Tab

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

1.   Third-Party Integration: The Kichler Connects app supports seven third-party voice assistants.

2.   Home Management: You can tap Home Management to manage your homes and home members.

3.   Message Center: Three types of messages are displayed in Message Center: Alarm, Home, and Bulletin. You can specify a do-not-disturb period for these messages.

4.   FAQ & Feedback: After you tap FAQ & Feedback, the FAQs & Feedback page appears. On this page, you can tap My feedback in the top right corner to view your feedback records, view FAQs and FAQ categories, report your issues, and enter keywords to search for FAQs.

5.   Featured: The featured services include Cloud Storage for Cameras, Phone Notification, and Message Notification.

6.   HomeKit Information: Your HomeKit compatible devices can also be controlled by using the Kichler Connects app.

7.   Watch: You can tap Watch to check available devices and tap-to-run scenes. The Watch section appears in the Kichler Connects app only when your Apple Watch® is bound to your iPhone®.

8.   Settings: Tap the Settings icon to go to the Settings page. The Settings page displays the following sections and buttons: Sound, App Notification, About, Network Diagnosis, Upload Log, Clear Cache, and Log Out. The Upload Log section is displayed only in the Kichler Connects app for iOS®.

11.1 Message center

Three types of messages are displayed in Message Center: Alarm, Home, and Bulletin:

1. **Alarm** includes device alarms, automation related notifications, and alarms of scheduled execution failures.

2. **Home** includes messages about adding or removing home members, removing a home, setting a home member as the administrator, adding devices, and sharing devices.

3. **Bulletin** includes messages about status updates of user feedback and other push notifications from Kichler Connects.

   Note: If you turn off the **Enable Notifications** switch, you will not receive messages in the Alarm, Home, and Bulletin categories. If you turn on the **Enable Notifications** switch, you can separately specify whether to receive Alarm, Home, and Bulletin messages.
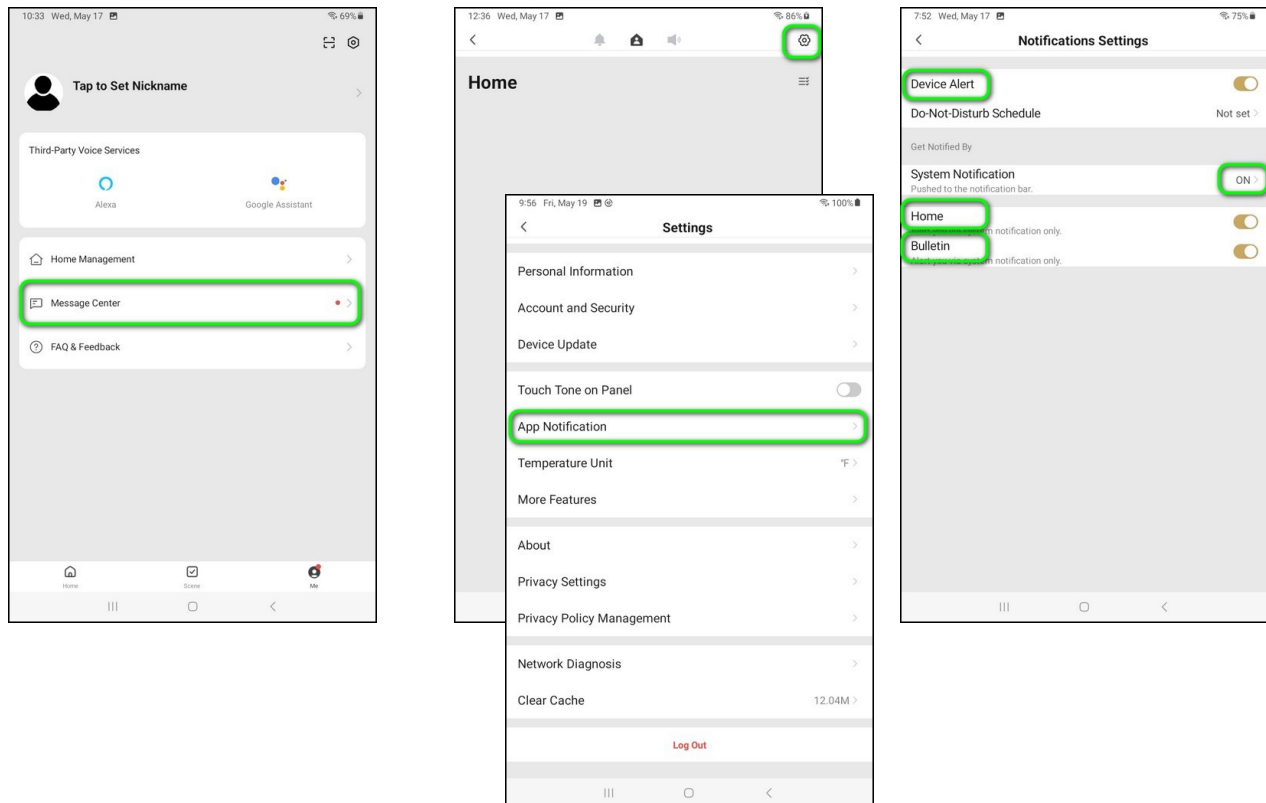
You can enable the do-not-disturb function for a specified period by performing the following steps:

4. Tap **Do-Not-Disturb Schedule** on the Notification Settings page to go to the Add Schedule page. If you enable this function for the first time, tap **Do-Not-Disturb Device** and select the devices for which you want to disable the notification function.

5. Tap the < icon in the top left corner to go back to the Add Schedule page. On the Add Schedule page, set the repetition mode, specify a period of time, and tap **Save** in the top right corner. Then, the Do-Not-Disturb Schedule page appears. Enable the Do-Not-Disturb Schedule 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 of time, and tap **Save** in the top right corner.
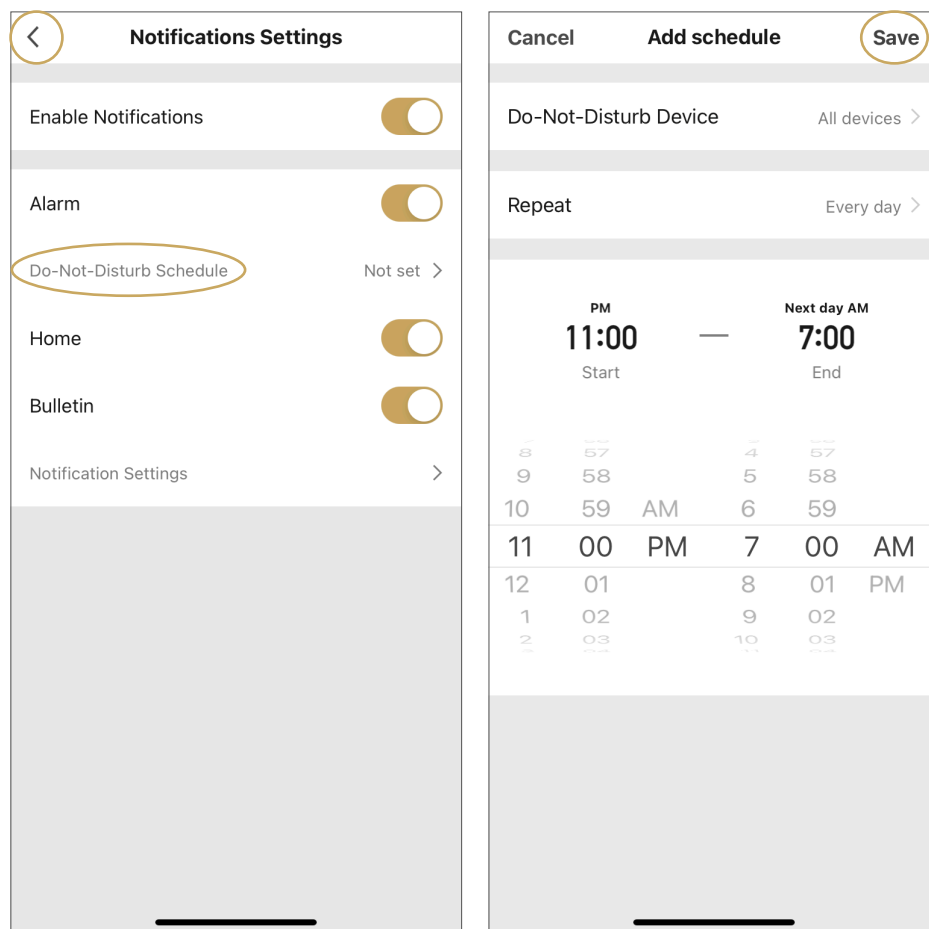
11.2　FAQ & feedback

1.　To view FAQs or send feedback to Kichler Connects, go to the Me page and tap **FAQ & Feedback** to go to the FAQs & Feedback page.

2.　To view Kichler's responses to your feedback, tap **My feedback** in the top right corner.

3.　In the FAQ section, you can view the FAQ that you may encounter during your use of the app.

4.　In the Most Asked section, you can filter FAQ by device, device networking issue, app use issue, and third-party control issue.

5.　To report an issue, tap **Report Issue** at the bottom of the FAQs & Feedback page. When you report an issue, you need to enter your issue and your contact information, specify the issue type and the time when the issue occurred, and upload related images.

6.　You can also enter keywords in the search box to search for solutions to your problem.
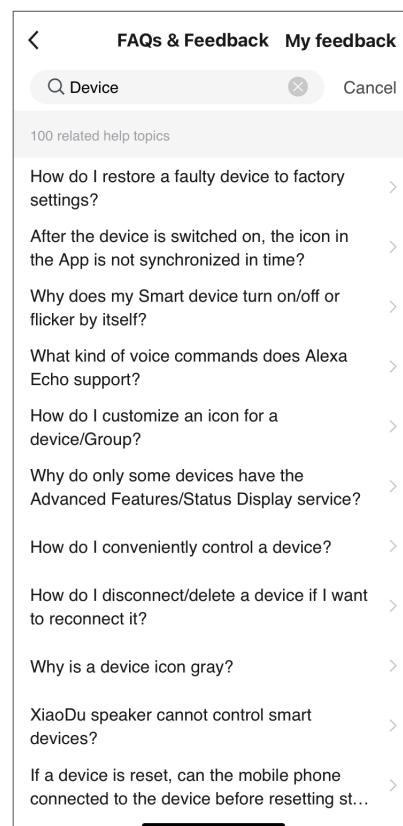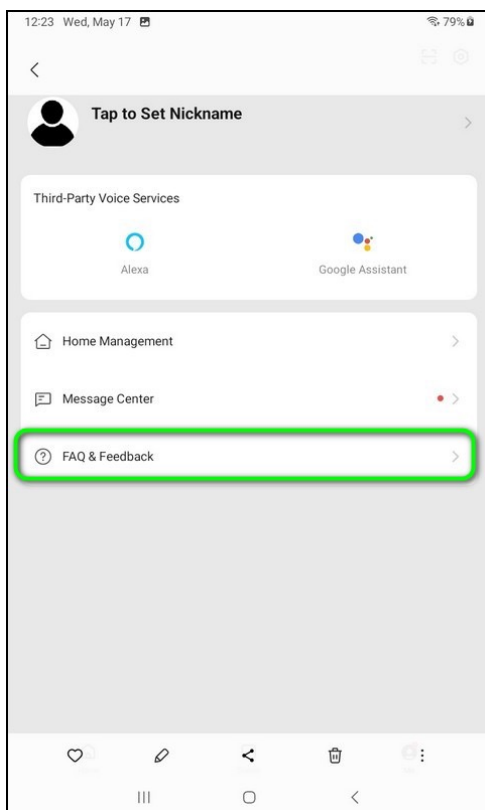
11.3   About

For more information about the Kichler Connects app, tap the settings icon in the top right corner of the Me page. Then, tap **About** on the Settings page.

1.   To rate the app in the app store, tap **Rate Us**.

2.   To learn more about Kichler, tap **About Kichler** to visit the Kichler official website.

3.   To learn about the privacy policies of Kichler, tap **Privacy Policy**.

4.   To learn about the user agreement, tap **User Agreement**.

5.   To check the licenses of open source components, tap **Open Source Component License**.

6.   To check the current version of the app, view version No. in the **Current Version** section.
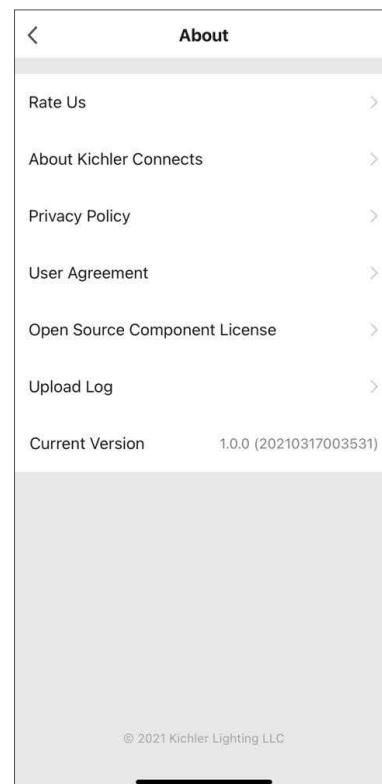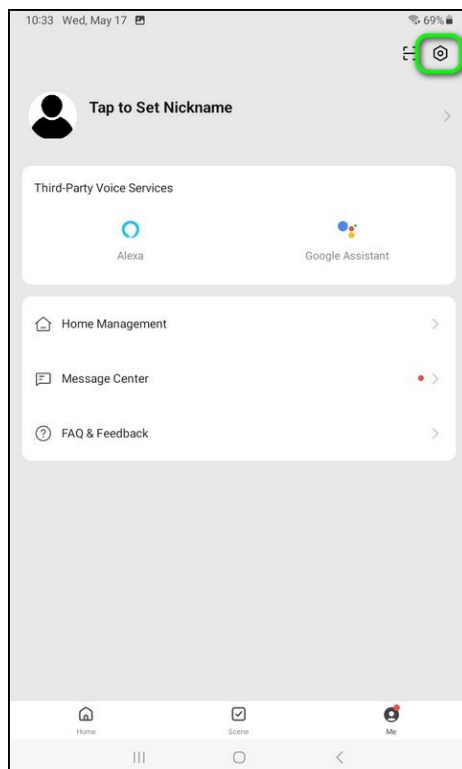
11.4   Account

You can view your account information and change the profile photo, nickname, temperature scale, and time zone on the **Account** page. To go to the Account page, tap your profile photo on the Me page.

You can tap **Account and Security** on the **Account** page to go to the **Account and Security** page, where you can change your login password, set a pattern lock, or delete your account.
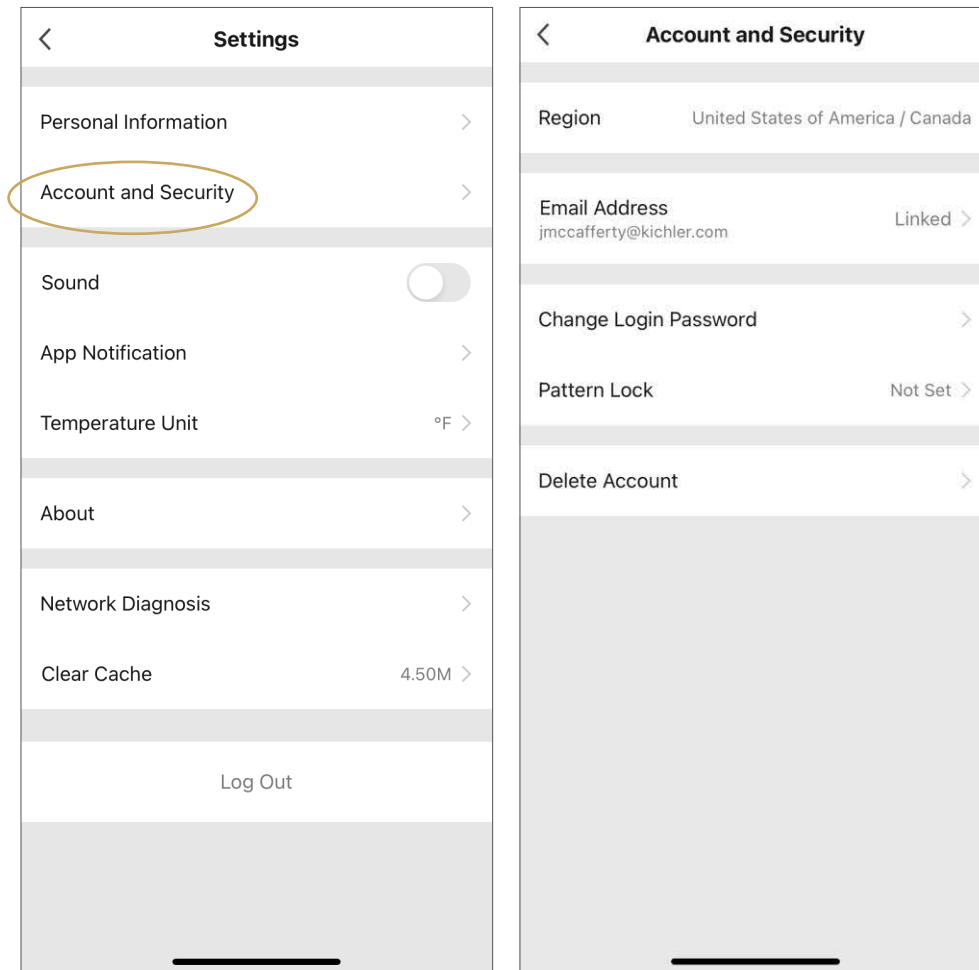
11.5   Delete account

To delete your account, perform the following steps:

1.   Tap your profile photo on the Me page. On the Account page, tap **Account and Security**.

2.   On the Account and Security page, tap **Delete Account**. On the confirmation page that appears, tap Confirm. On the page that appears, tap **Get Verification Code** to obtain a verification code. Enter the verification code that you receive. On the page that appears, tap **Delete.**

Note:

1.   Your account will be deleted after seven days, and any data related to your account is also deleted.

2.   If you log in to the app with your account within seven days after you complete the preceding steps, account deletion is terminated.
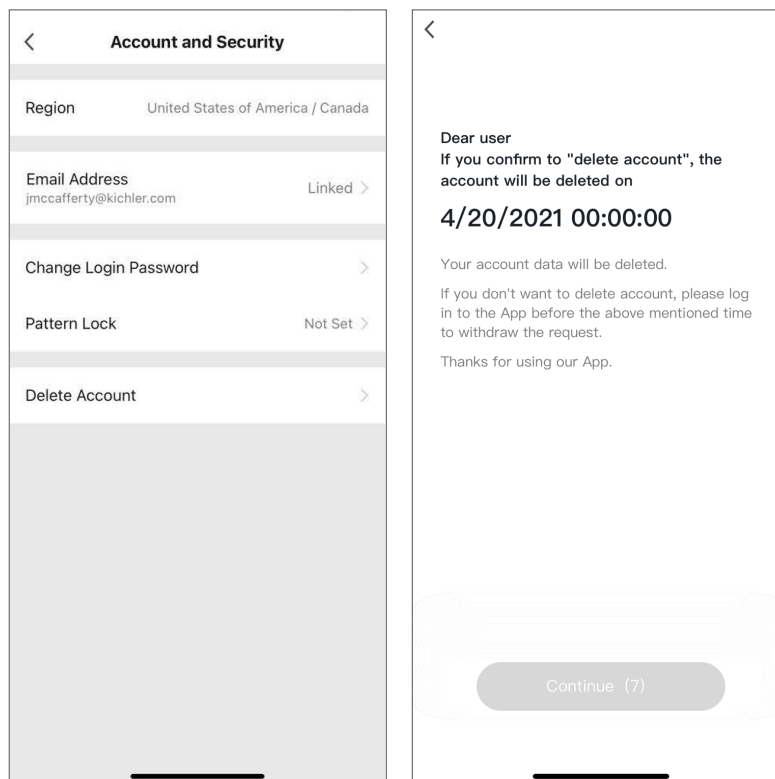
11.6   Pattern lock

To use the Pattern Lock function, tap **Pattern Lock** on the Account and Security page and create a gesture password. After you enable the Pattern Lock function, you must use the gesture password to open the app.

If you forget your gesture password, you can tap **Forgot Pattern Lock** at the bottom of the unlocking page. In the dialog box that appears, tap **Re-login** to go to the login page. Log in to the app again and create a gesture password again.