

OPERATION MANUAL

CAINE HILL SMART APP

麗業科技開發有限公司

Treasure Business Technology Development Ltd

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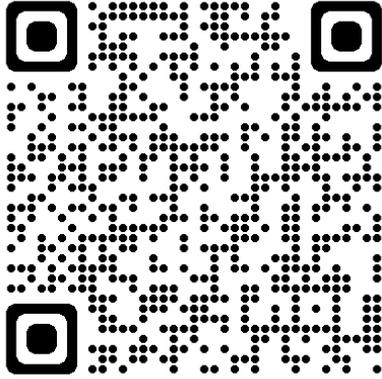


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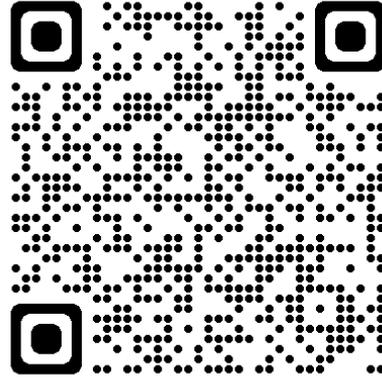


A. Download the APP

All residents can download the App via Apple App Store or Google Play Store. The App compatible with IOS and ANDROID.



Google Play Store



Apple App Store

B. New Register

The Property Services Office will give you account and password upon your information submission. You are advised to change the password immediately.



C. Forgot Password

The only way to reset the password if you forgot the login password is to contact with the Property Services Office.

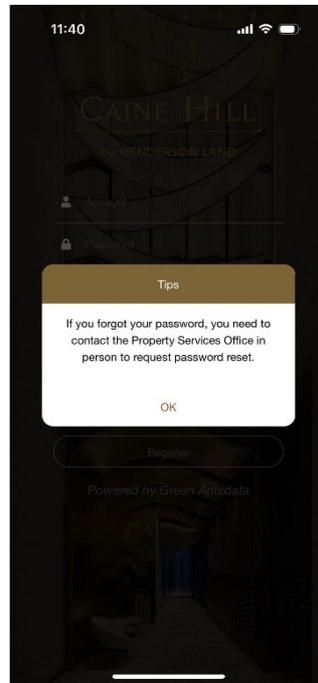


Figure 1: Forgot Password

D. Automatic Login

Auto Login is a convenient feature in Caine Hill Smart that allows you to stay logged in to your account even after you close the app. This means that you don't have to enter your login credentials every time you use the app, saving you time and hassle.

However, if you don't turn on the Auto Login function, the app will automatically log you out after a certain amount of time, typically to free up space in your phone's memory or cache. This is done to ensure that your phone's resources are used efficiently.

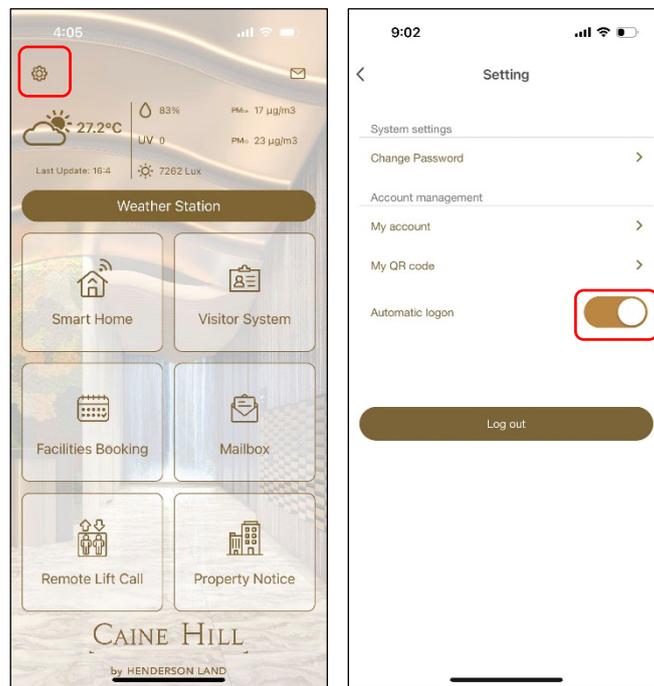


Figure 2: Automatic Login

E. Change Password

Click < **Change Password** > to enter the setting page. Enter your current password in the Current Password field. Enter your new password in the New Password field, then enter it again in the Enter Again field.

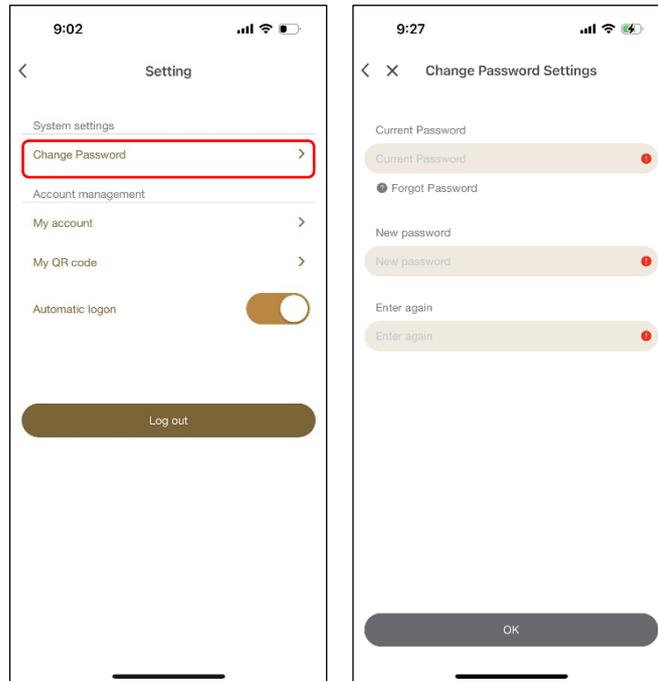


Figure 3: Change Password



F. My Account

1. Edit Personal Information

My Account is used for editing your personal information including Name & email. Any changes in phone number & octopus card numbers shall contact the concierge.

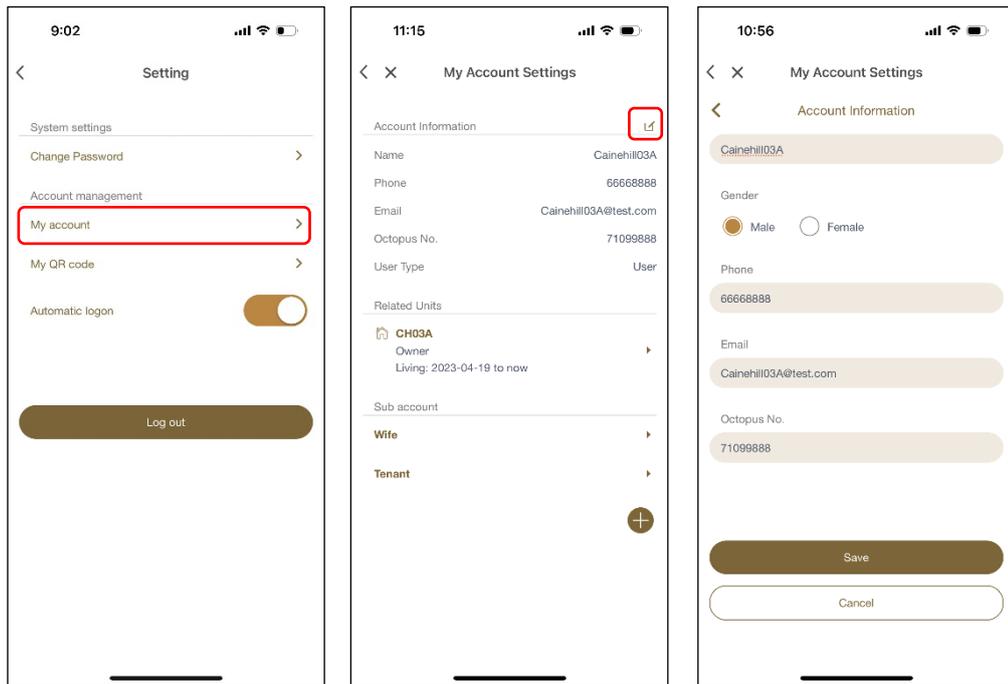


Figure 4: Edit Personal Information

2. Add Sub Account

You can add sub account for your family members & tenants sharing the total smart solution.

Simply click the < + > button at the bottom right and fill in all necessary information. Then the family member or tenant need to seek the concierge for activating the account.

For studio unit, it is limited to open maximum 3 sub account.

For 1-bedroom unit, it is limited to open maximum 5 sub account.

For 2-bedroom unit, it is limited to open maximum 6 sub account.

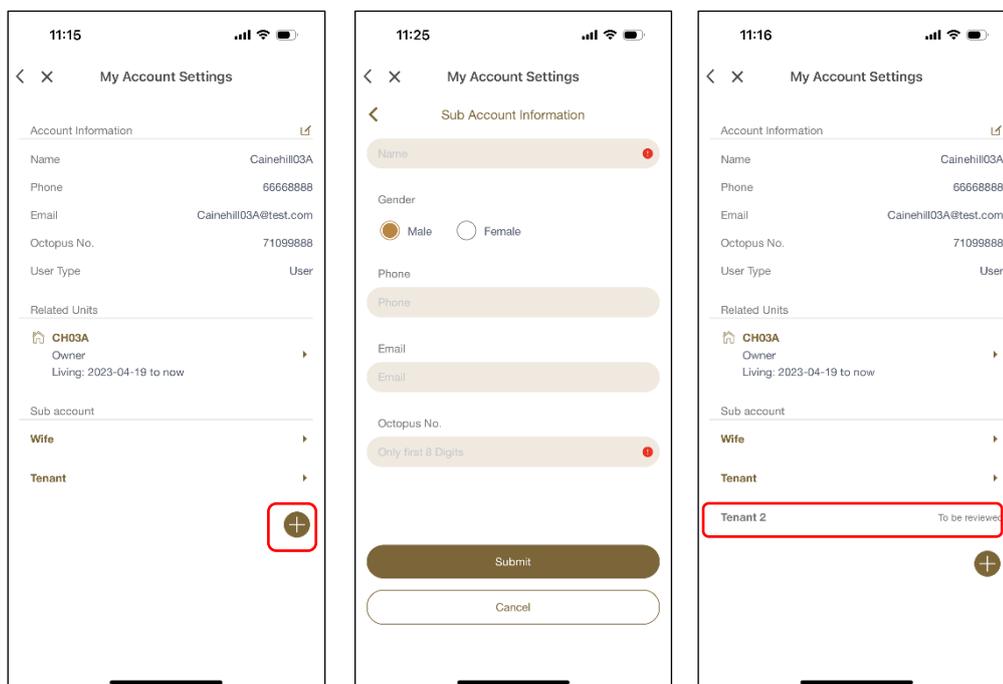


Figure 5: Add Sub Account



G. My QR code

My QR code is used for login in the Facility Booking Kiosk located at the lobby for making payment to complete the residents' booking.

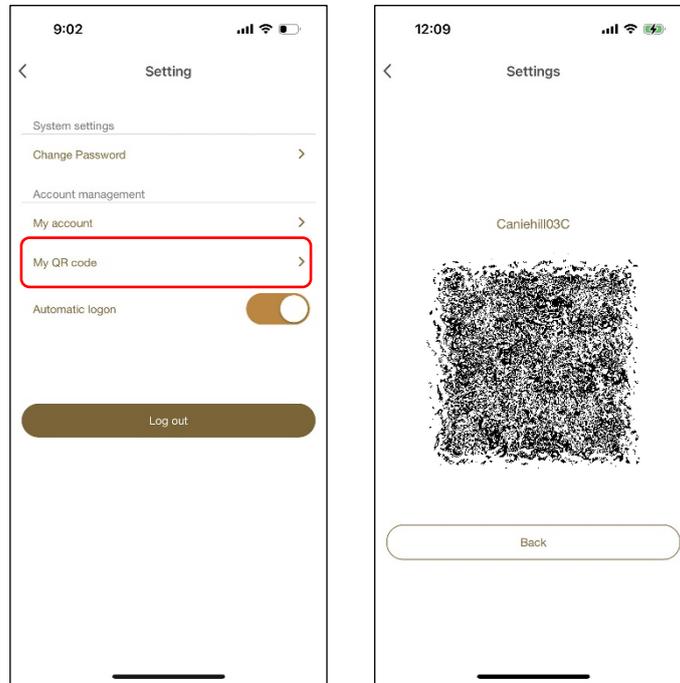


Figure 6: My QR Code

H. APP Notification

APP notification separated into 3 parts, Alert, Device & Account.

Alert displays device alerts, automatic notifications, alert notifications, and scheduled execution failure alerts.

Device displays messages for adding or removing homes and devices

Account displays notifications for mailbox status updates and new device login.

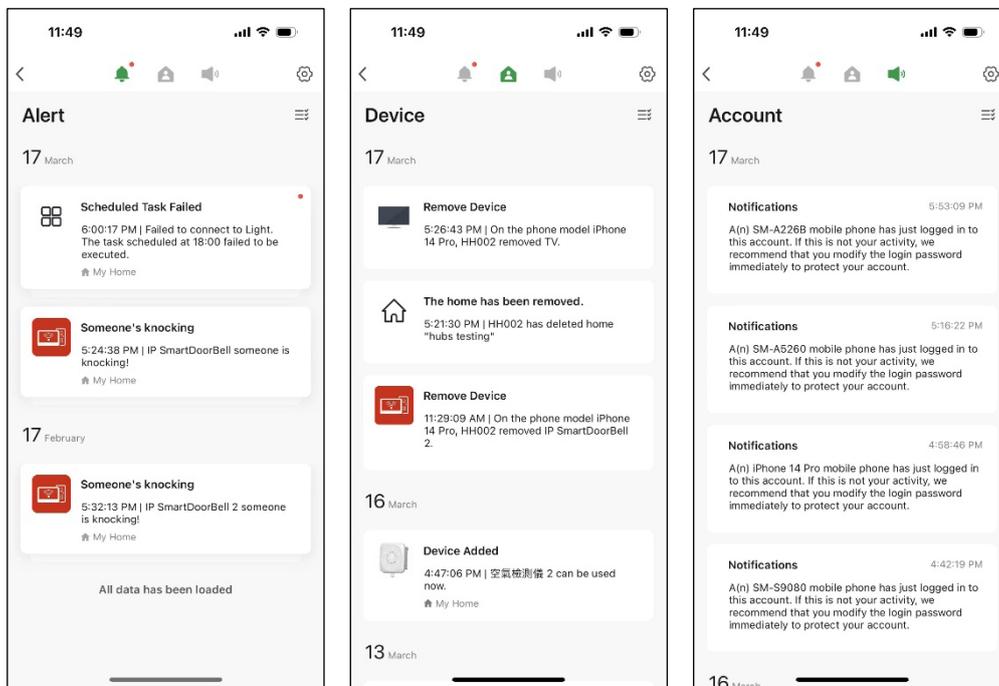


Figure 7: Notification

I. Smart Devices Control

1. Lighting Control

Click in a light you would like to control to enter the lighting control page. Click the light button to switch the light on and off. While the light is on, the light button in your phone shall be in blue color. While the light is off, the light button in your phone shall be no color.

Click < **All On** > or < **All Off** > to turn all light on or off simply by 1 click.

Click < **Timer** > to set time or schedule a period to change the lights status.

< **Setting** > button is for switch the lighting relay and type. Recommend NOT to adjust by yourself.

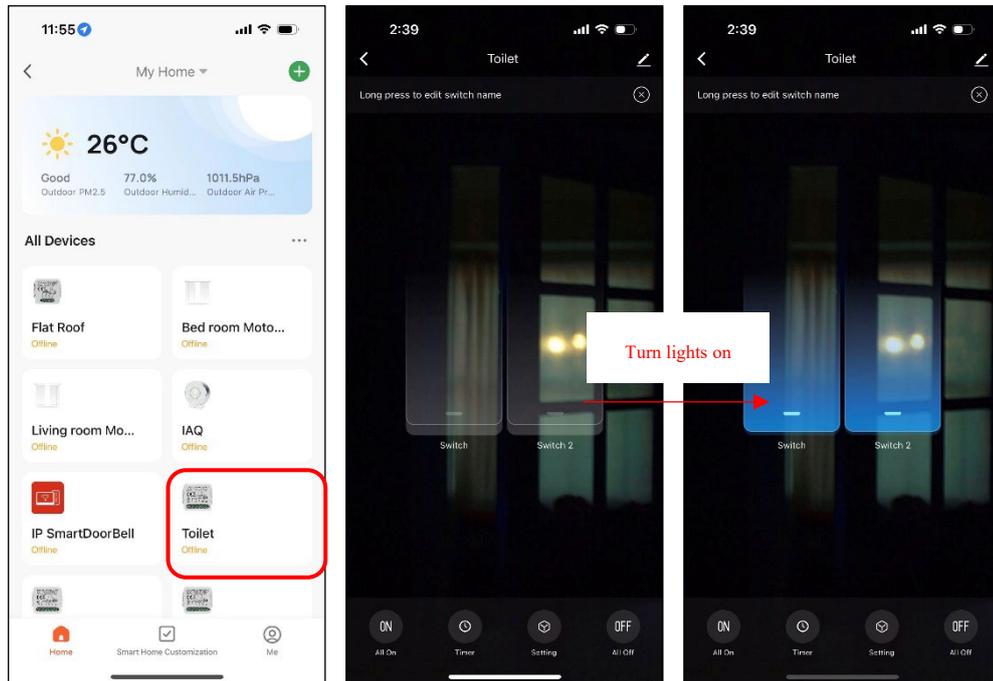


Figure 8: Lighting Control

2. Motor Curtain Control

Click in a motor curtain you would like to control to enter the motor curtain control page.

Click <  > button to open the curtain. While the curtain is open, the curtain image in your phone shall be opened.

Click <  > button to close the curtain. While the curtain is close, the curtain image in your phone shall be closed.

Click <  > button to stop the curtain movement immediately.

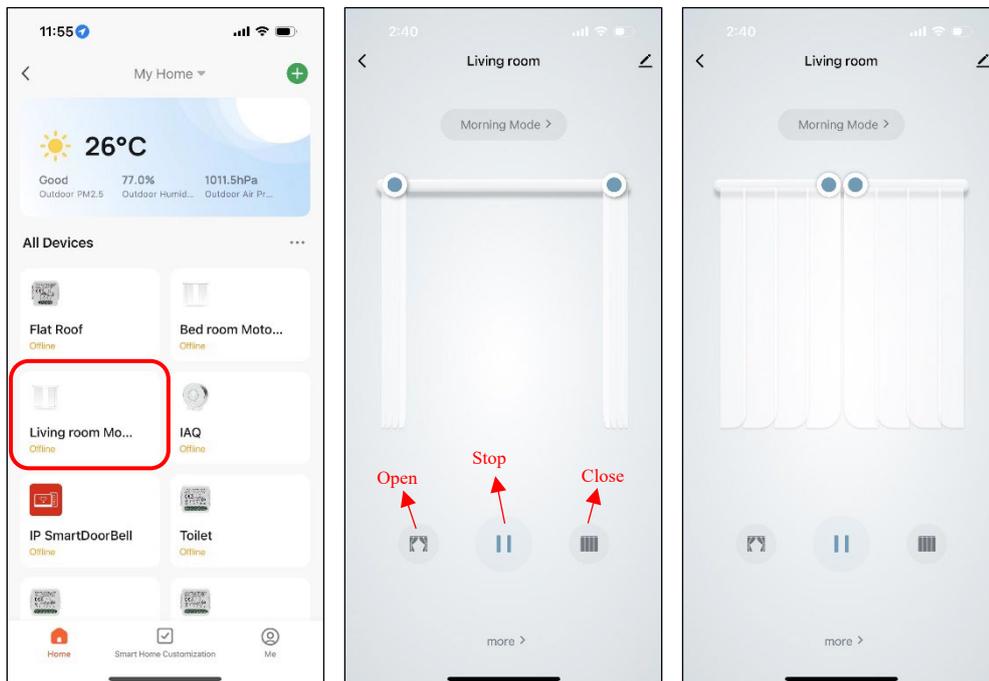


Figure 9: Motor Curtain Control

You can also slide the blue circle above the curtain image to adjust the open range.

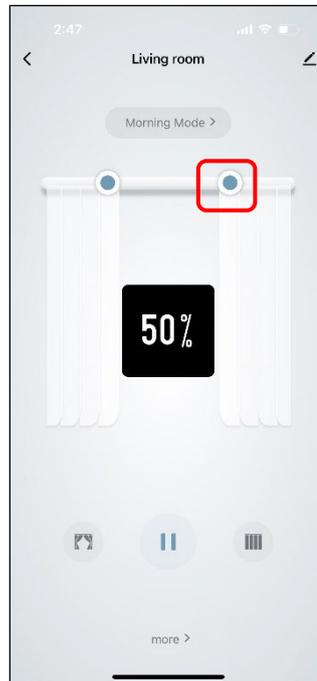


Figure 10: Motor Curtain Control

The < **more** > button is used for changing Curtain movement direction when you open and close the curtain. Recommend Not to adjust.

3. Air-Con Control

Click < **Living Room AC** > or < **Bedroom AC** > to enter the remote control page. You can control on and off, temperature, mode and fan speed of the Air-Con via your smartphone.

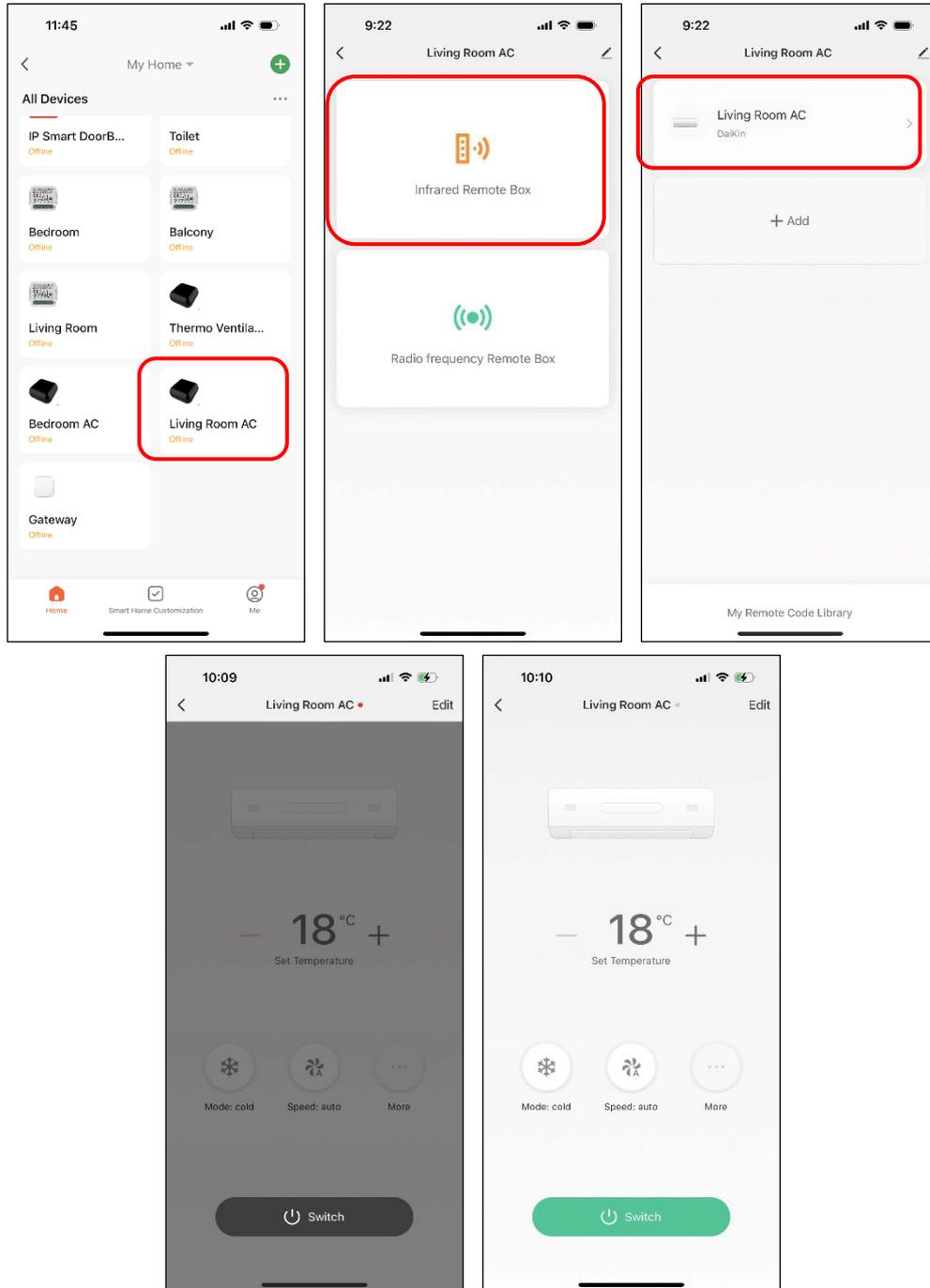


Figure 11: Air-Con Control

4. Themo Ventilator Control

Click in the Infrared Controller to enter the Thermo Ventilator control page.

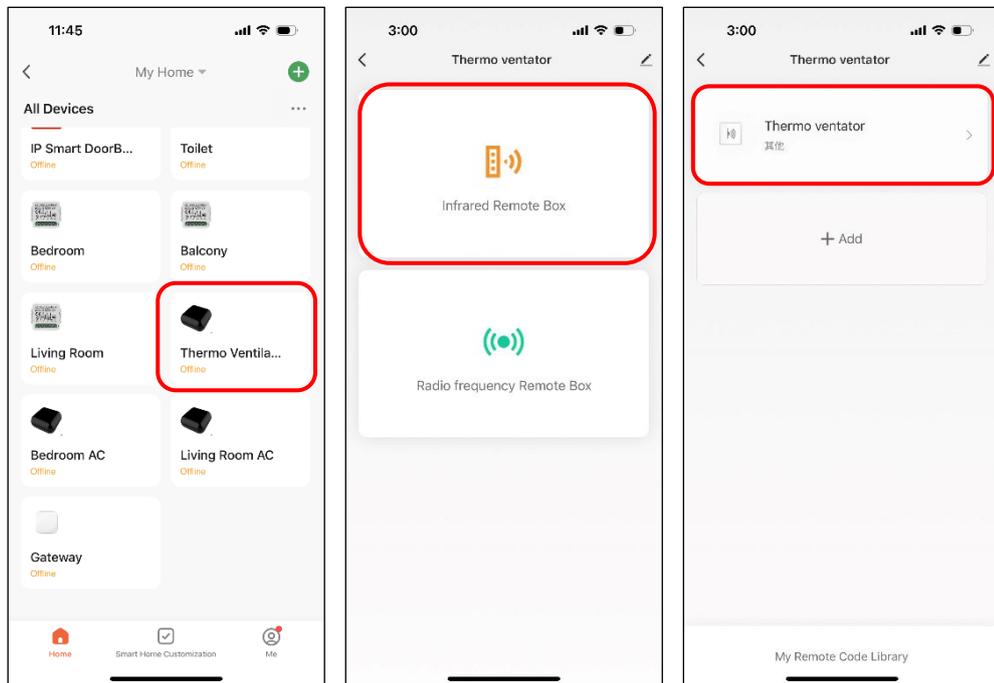


Figure 12: Themo Ventilator Control

< **Standby** >: Set the thermo ventilator in standby status

< **Heat** >: Heating function

< **Vent** >: Air change function

< **Dry** >: Change the dry mode (cool / hot)

< **Air Dir** >: Change the air direction

< **UP** >: Timer function

< **Down** >: Timer function

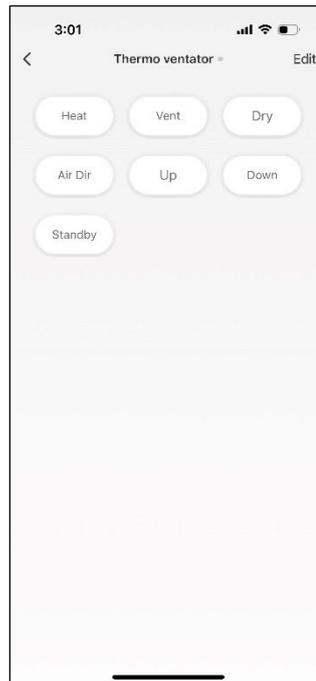


Figure 13: Thermo Ventilator Control

5. Video Door Phone Control

Click in < **IP Smart DoorBell** > to enter the video door phone control page.

< 📷 >: Photo shooting of the doorbel

< 🎤 >: Enable the microphone to communicate with the visitor

< 📹 >: Video recording of the doorbell (automatically save in phone album)

< 🔓 >: Unlock the main entrance door (print QR code for visitor accessing in)

< 🔄 >: Switch the camera channel between the main entrance door and unit
video door phone

< 🏠 >: Not Applicable

< 🕒 >: Vies the TF card recording video or photo.

****The Panel supports max. 32G TF Card. Please be noted that the TF Card is not included.****

< 🔄 >: Not Applicable

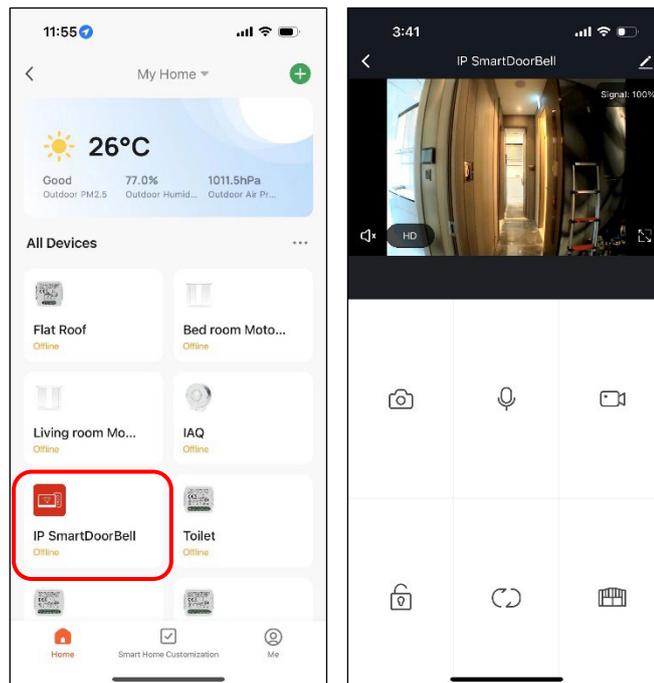


Figure 14: Video Door Phone Control

You can switch in between channel < **Door 1** > and < **Door 4** > to view the unit main gate video phone and video door phone respectively.

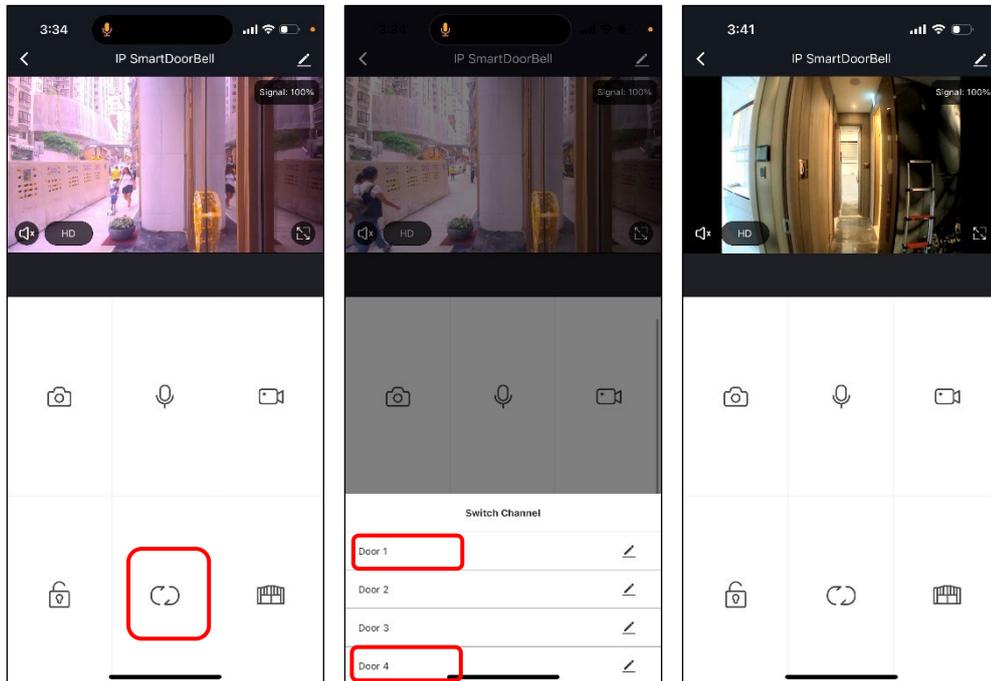


Figure 15: Video Door Phone Switch Channel

6. IAQ

If you turn on and connect the IAQ monitor to internet, you can monitor the indoor air quality in you IAQ device by clicking < **IAQ** >. It shows the indoor air quality, temperature, humidity, PM2.5, HCHO, TVOC and CO2. It also provides 1 year track record for your reference.

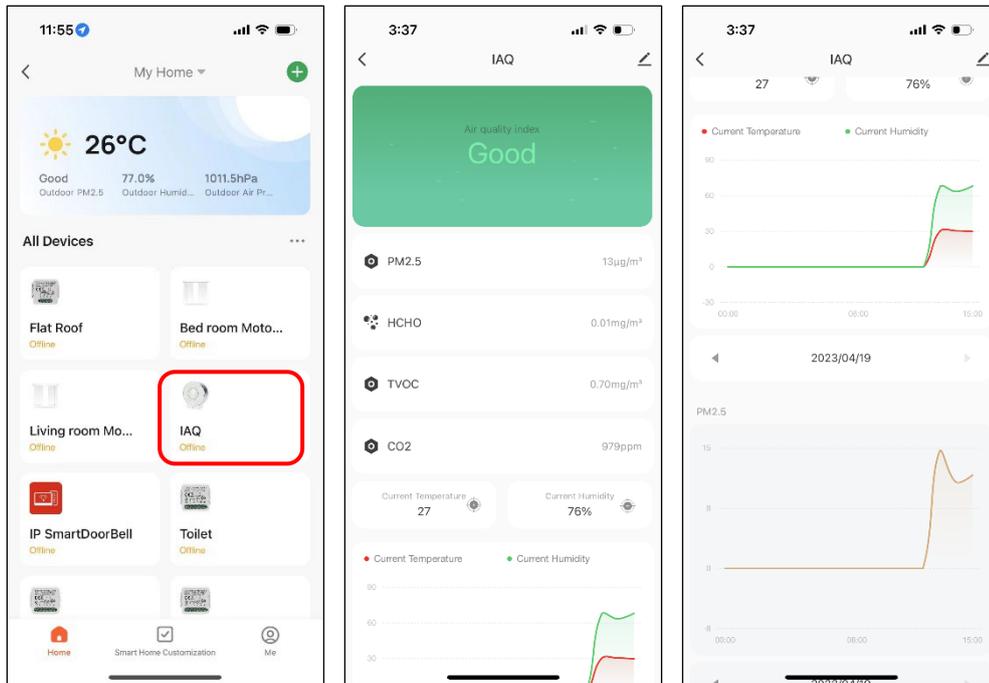


Figure 16: IAQ

J. Add New Devices

On the **Device Home** page, click the < **Add Device** > button in the center or click the < + > button at the upper right corner to enter the **Add Device** page. There are two ways to add a new device: **automatically found** and **manually add**. **Auto-add** mode must be granted Wi-Fi and Bluetooth permissions.

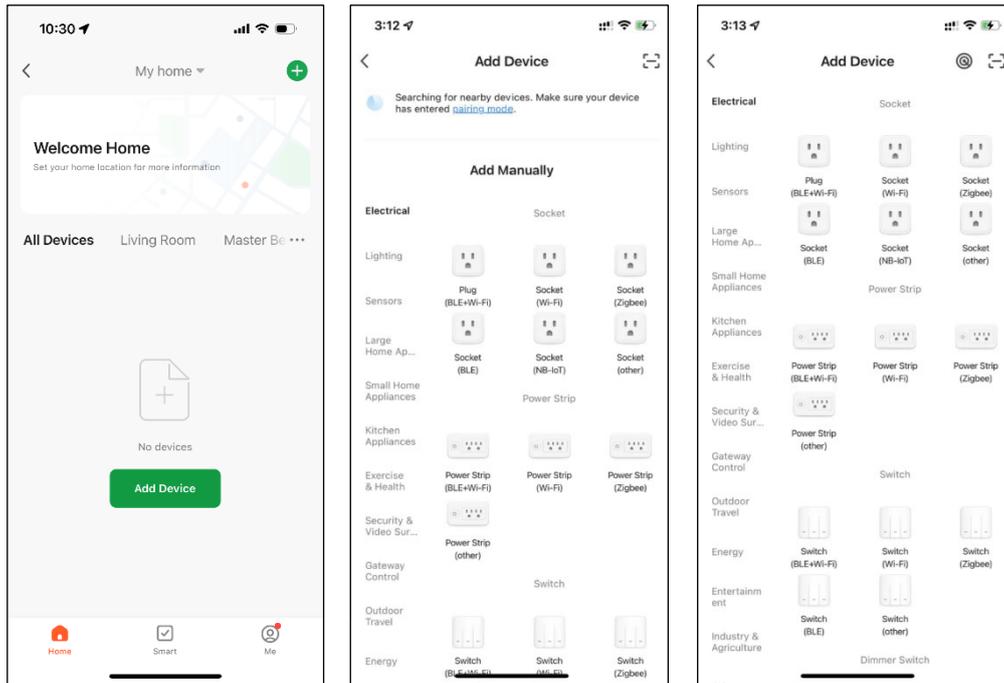


Figure 17: Add New Devices

1. Add Devices Automatically

- i. Auto-add supports **simultaneously searching** for multiple devices, including Wi-Fi devices, Bluetooth gateways, Bluetooth mesh devices, Zigbee gateway, and Zigbee devices connected to the gateway. All devices found can be added with one click.

- ii. If the search times out and no devices are found, follow the instructions to troubleshoot the issue and try again, or try to manually add devices.

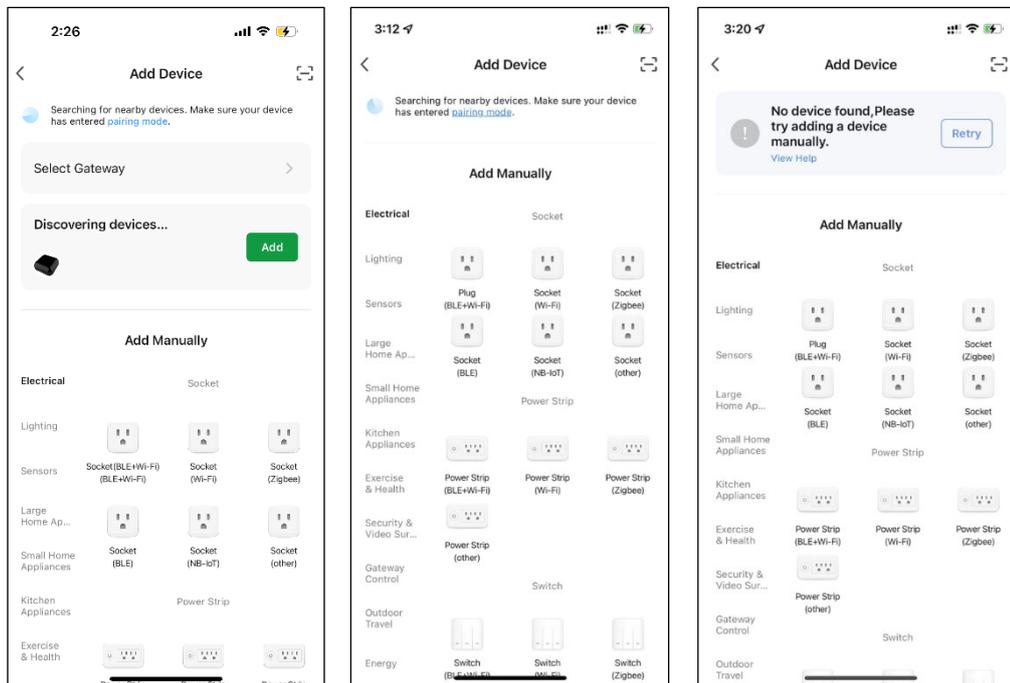


Figure 18: Add Device Automatically



- iii. When you use auto-add mode, you need to allow your app to connect to Wi-Fi and Bluetooth.

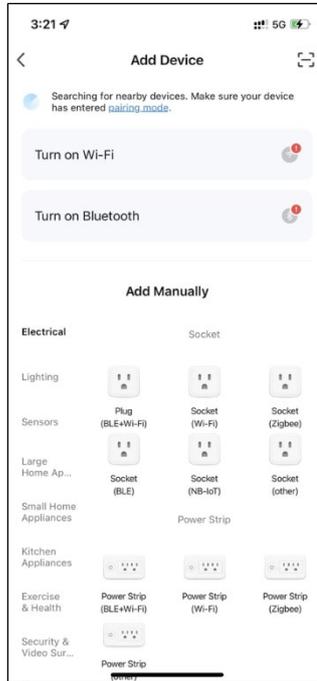


Figure 19: Add Device Automatically

- iv. Click **Turn on Wi-Fi** or **Turn on Bluetooth** to enable Wi-Fi or Bluetooth as instructed.

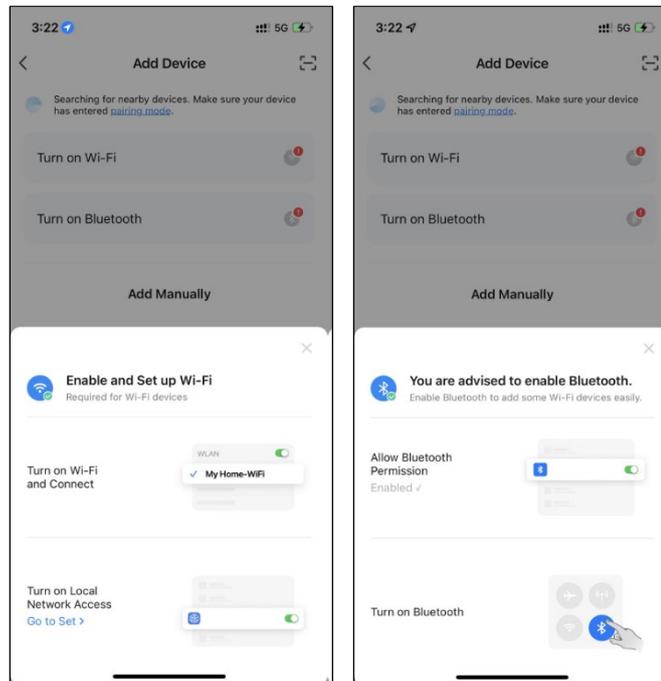


Figure 20: Add Device Automatically



- v. If you already have a gateway added to the app, it can be automatically identified to pair associated sub-devices. If multiple gateways exists, it will pop up for user selection.

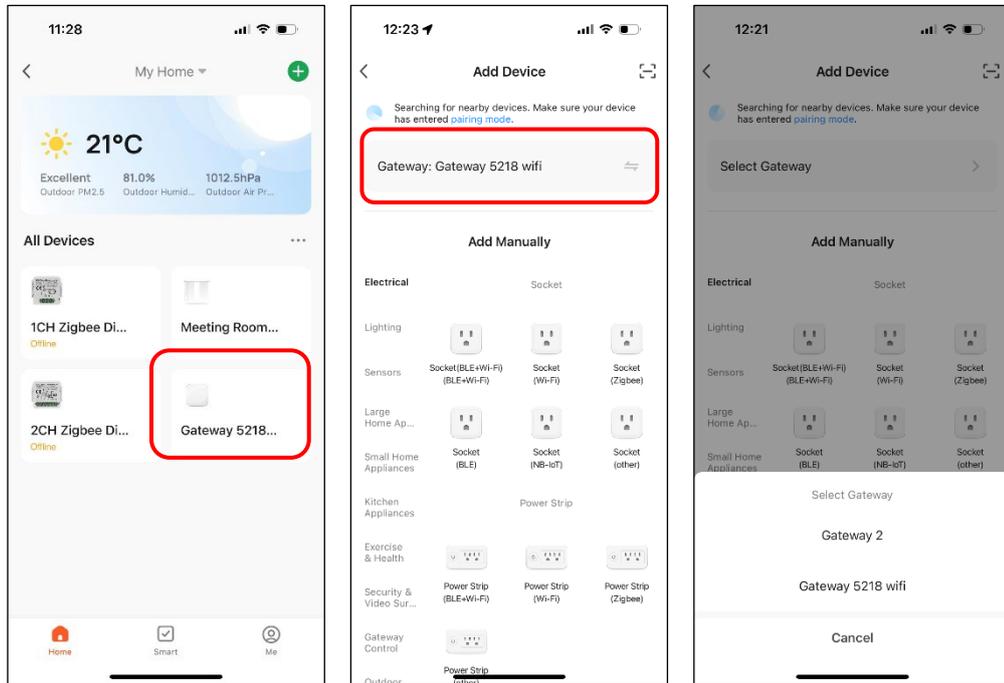


Figure 21: Add Device Automatically

- vi. To accelerate pairing with Bluetooth devices, the app supports the automatic discovery of nearby Bluetooth devices. Once the Home page is opened, the app automatically searches for Bluetooth devices pending pairing and shows discovered Bluetooth devices in a dialog box.

- vii. You can choose < **Do not add** > or < **Go to add** > button to choose whether to add a Bluetooth device. The app needs to obtain Bluetooth permission and the Bluetooth device must be in the ready to deploy state when scanning.

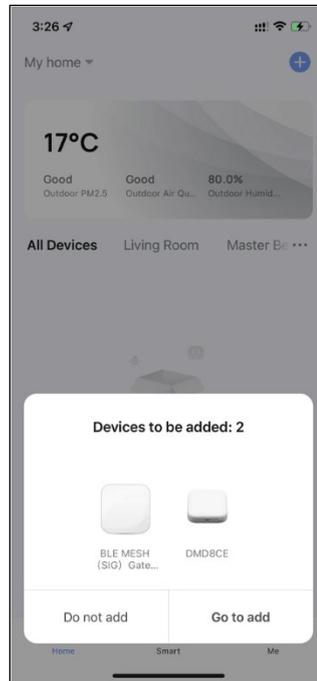


Figure 22: Add Device Automatically

- viii. When the indicators on NB-IoT, Wi-Fi, and Bluetooth devices are blinking quickly, these devices can be added in the auto scan method. You need to set up a Wi-Fi account and password first, and the Wi-Fi connection must be in the 2.4GHz band.

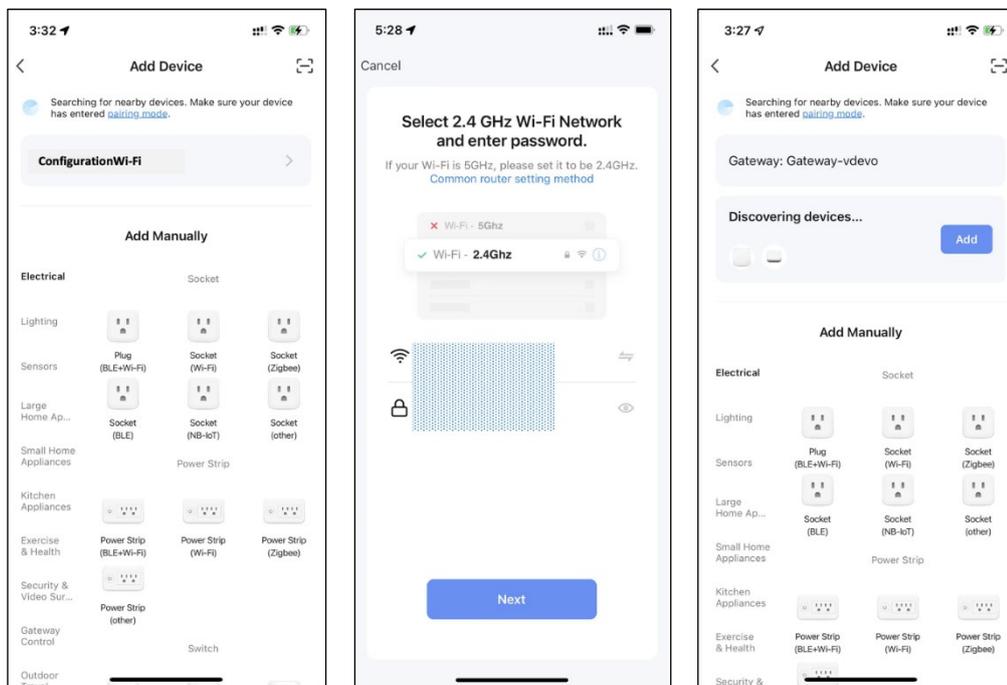


Figure 23: Add Device Automatically

2. Add Devices manually

Please read the manual of the newly purchased device carefully



K. Add Smart Infrared Remote

1. Quick Matching

Select your existing equipment and add remote control such as Air Conditioner, TV, Set-Top Box, TV Box, Fan (more than 4000 major brands supported).

- i. Choose IR Controller you've added.

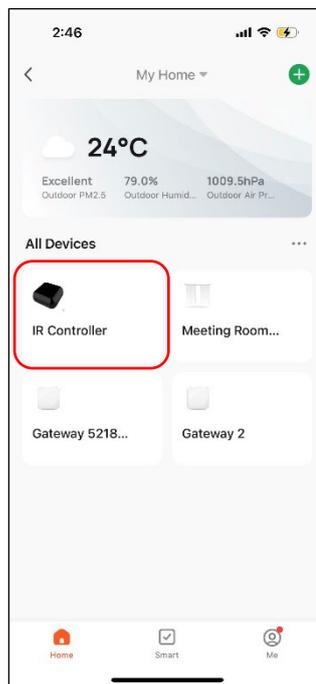


Figure 24: Quick matching

- ii. Click the < **Infrared Remote Box** > and then click < **Add** > to add the remote.

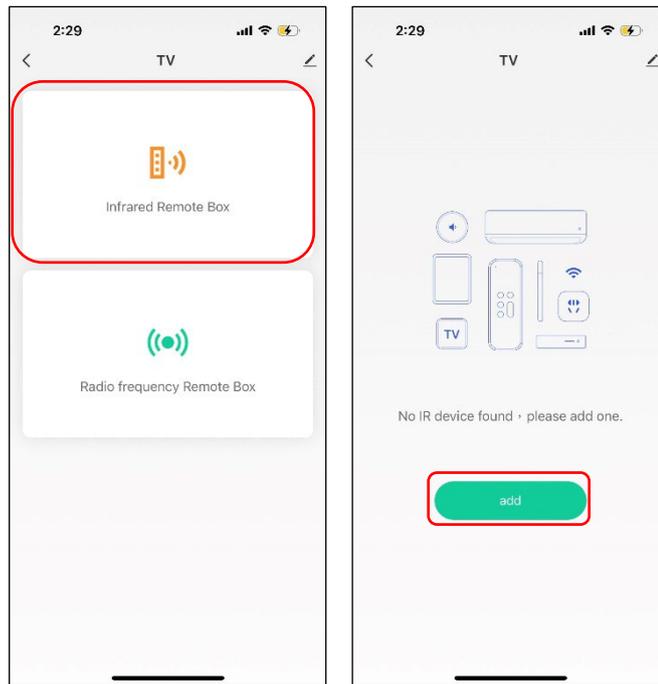


Figure 25: Quick matching

- iii. Choose which remote control you want to add (e.g., < **TV** >) and choose < **Quick Match** > or < **Learn Match** > according to your needs.

****Subject to supported device, brand, and model to be added****

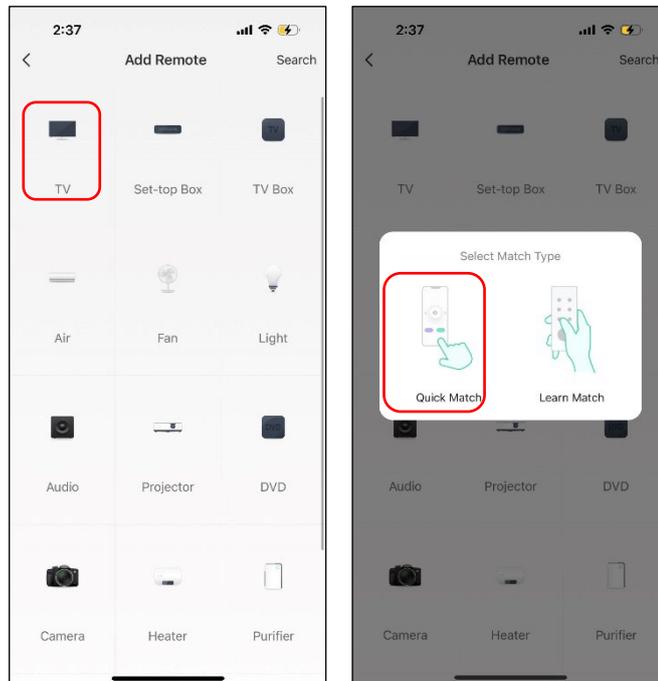


Figure 26: Quick matching



iv. Search and select an existing brand of home appliances to pair (e.g., < LG >).

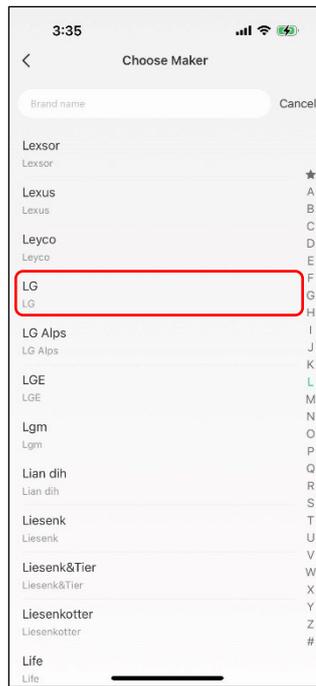


Figure 27: Quick matching



- v. Follow the instructions on the page to pair the device with the remote control and click the relevant buttons on the page to check if it is working properly. If you can control it, you can click < **Can Control** >, and it will automatically jump to the next button, and you need to repeat the pairing several times. If the button doesn't respond properly, click < **Another One** > will redirect to the next one.

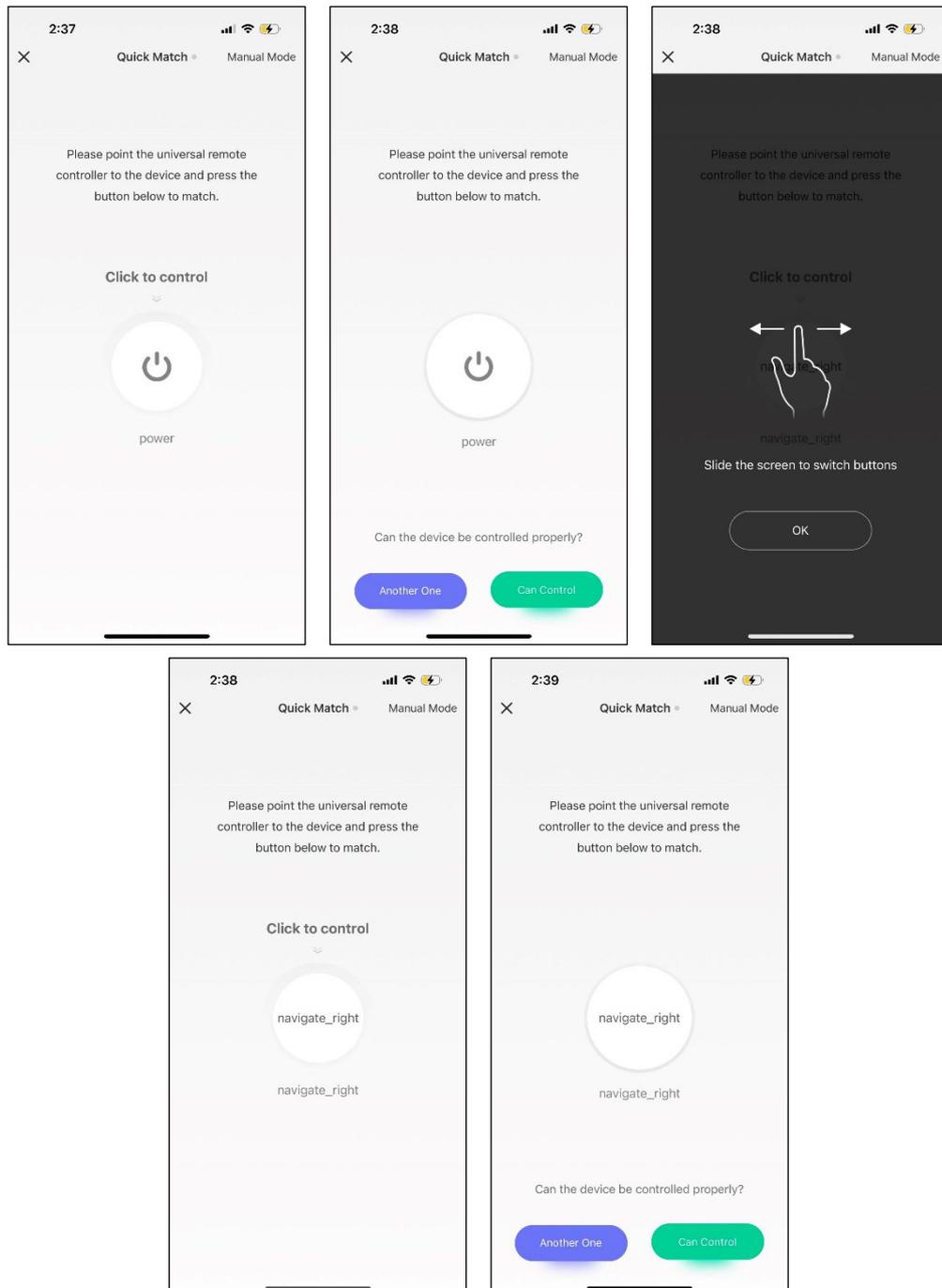


Figure 28: Quick matching



- vi. Then check at least 3 buttons to ensure that the remote-control device responds properly.

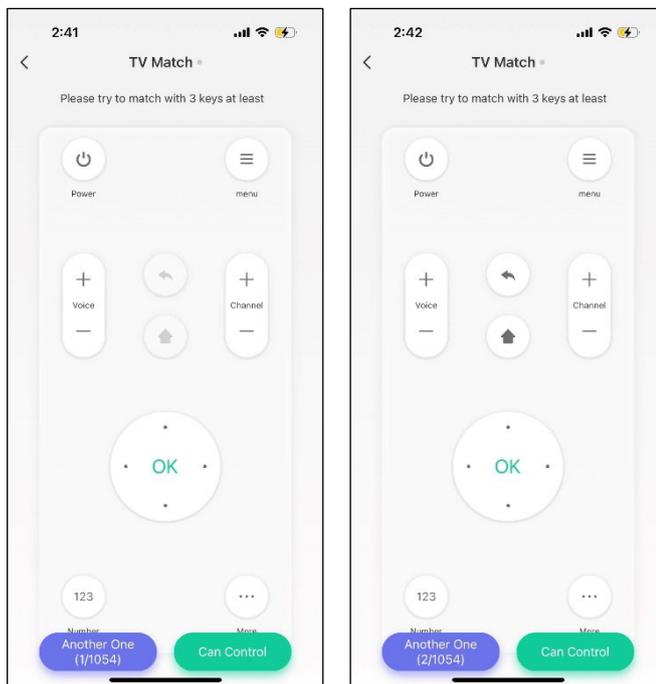


Figure 29: Quick matching

- vii. If both can control the device normally, matching is complete and you can control the device.

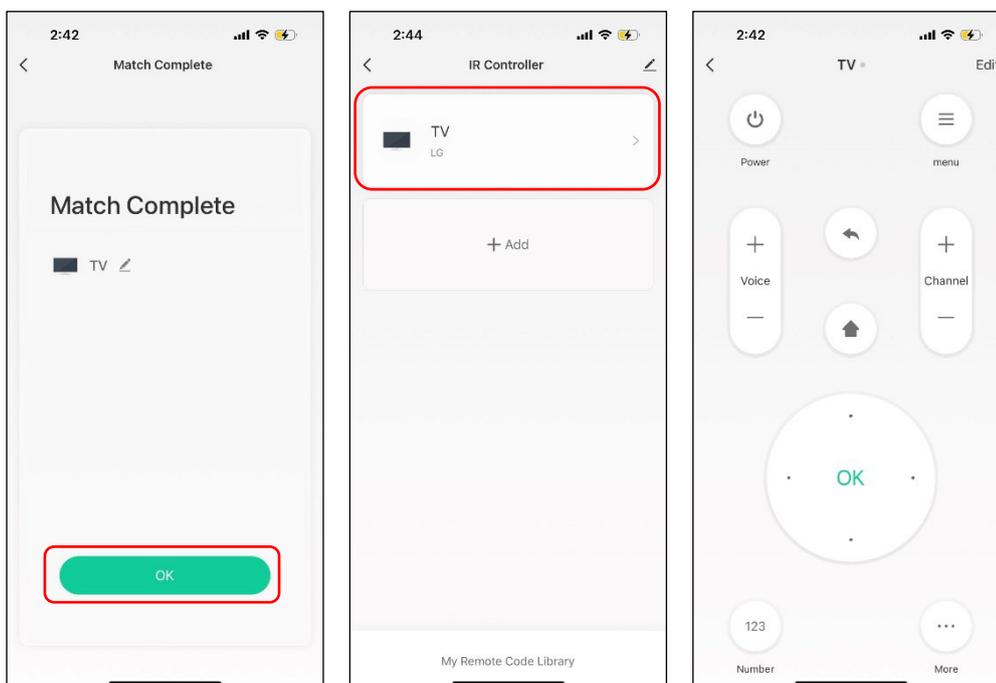


Figure 30: Quick matching



- viii. After adding the device, if you want to edit the device name, for Android, long press the box, < **Rename** > will pop up, click to edit. For iOS, slide the box to the left and select < **Rename** > to edit.

ANDROID:

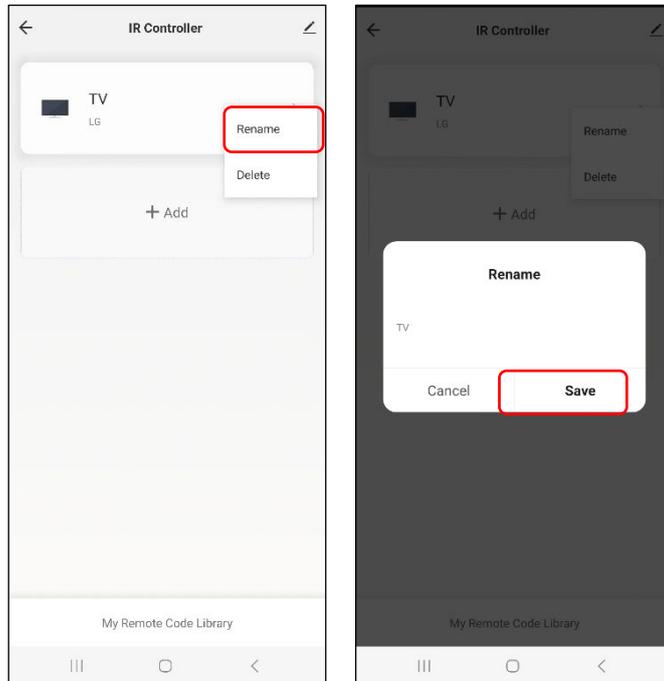


Figure 31: Quick matching

IOS:

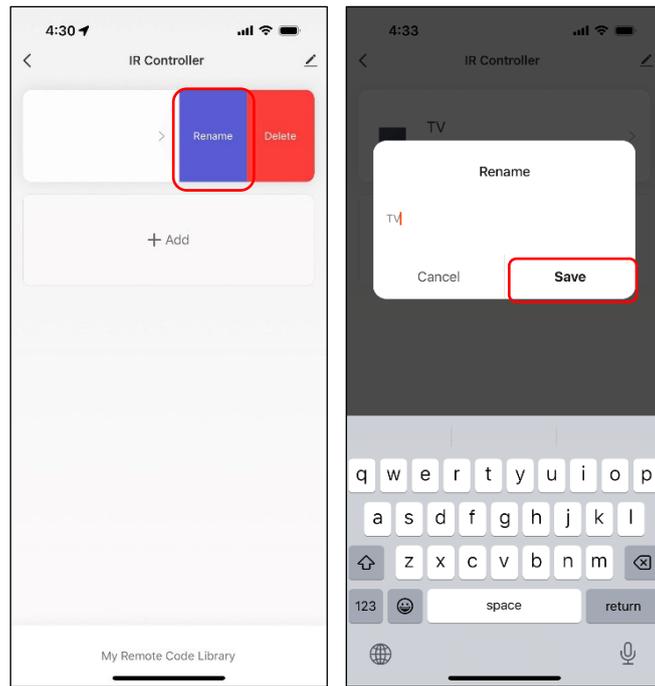


Figure 32: Quick matching



2. DIY Operations

- i. If you can't find the brand of your device in the brand list, you can also control the device by selecting <DIY> to learn the keys of the remote.

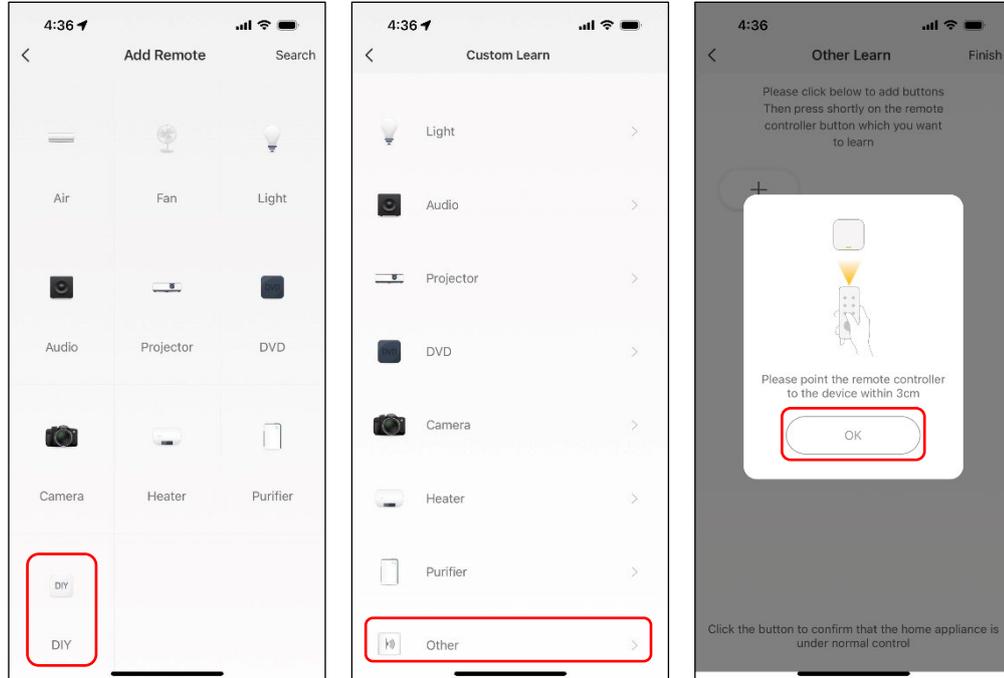


Figure 33: DIY Operations

- ii. Click the < + > button on the page, place the remote control of the appliance aligned with the infrared controller within 0.5 m, and press any button on the remote control you want to be paired to let the infrared controller learn.

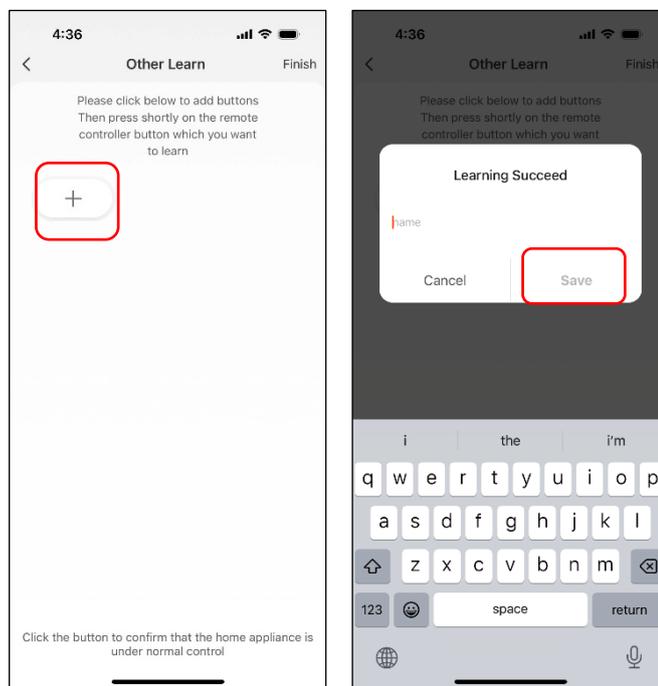


Figure 34: DIY Operations



- iii. If the infrared controller successfully learnt the remote control button, the APP can operate and control the appliance, replacing the remote control of the appliance.

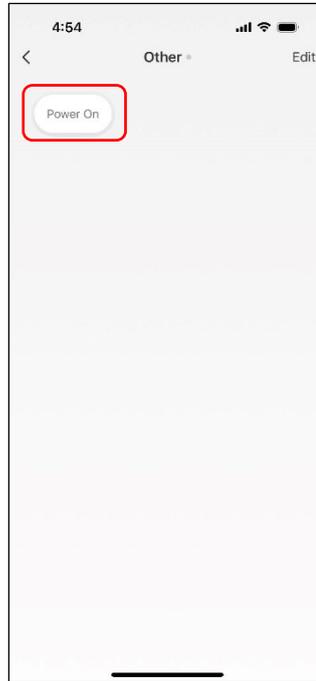


Figure 35: DIY Operations

3. Add Remote Control to Home Screen

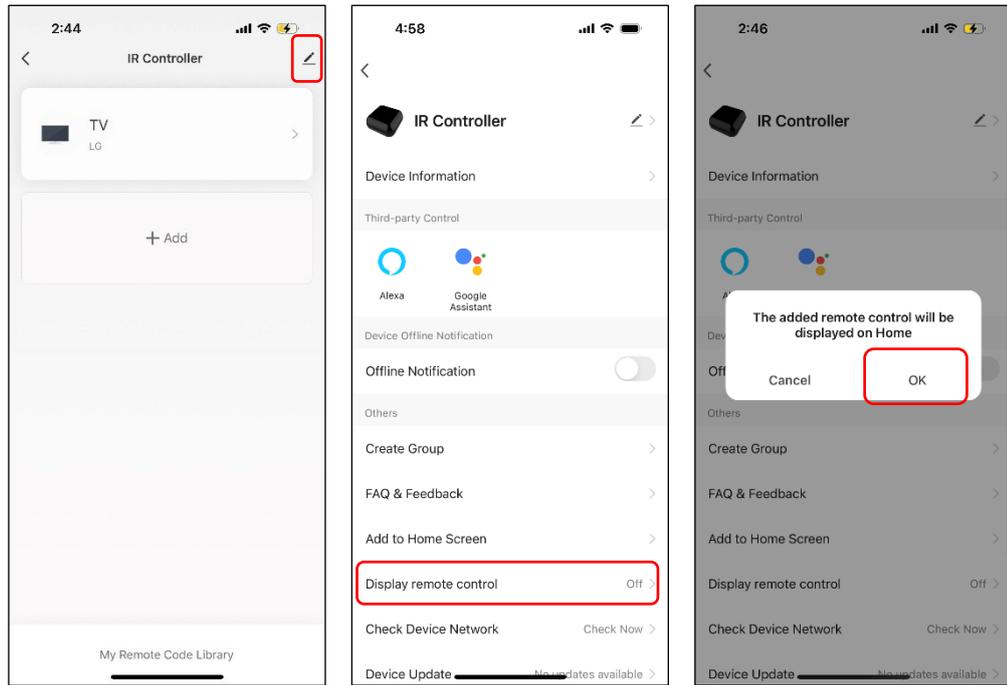


Figure 36: Add the remote control to the home screen

Devices can now be quickly controlled on the home screen.

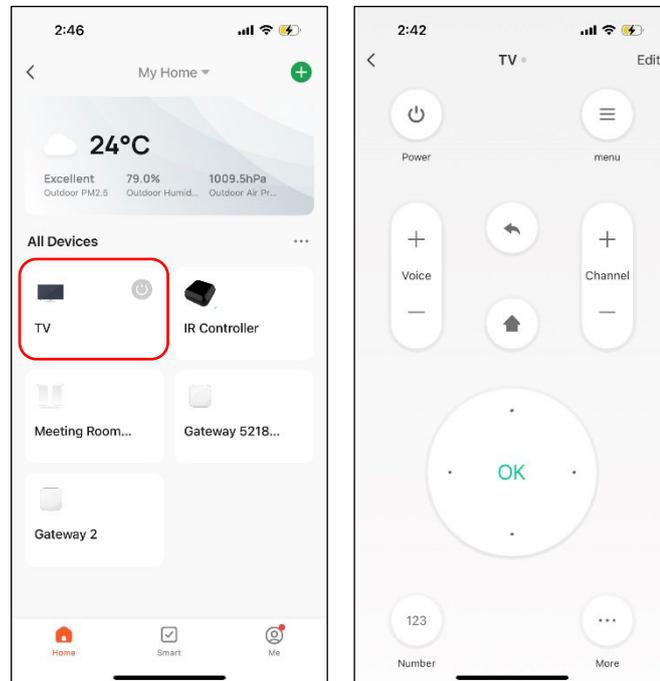


Figure 37: Add the remote control to the home screen



L. Smart Scene Mode Settings

i. Customize smart scene

To create a smart scene, click the < **Smart** > page, and then click < + > in the upper right corner to enter smart scene settings.

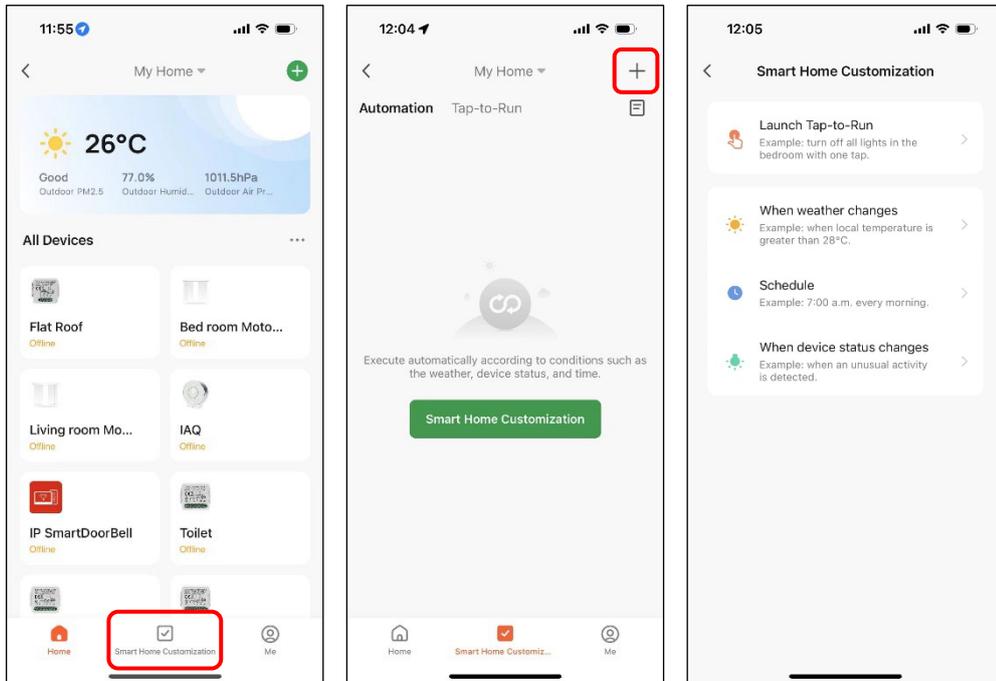


Figure 38: Customize smart scene

ii. Automation

When the surrounding **environment/weather/time/device status** changes, automation can be performed, including turning on the device and sending notifications.

For example: at 6 o'clock every night, the lights will be turned on automatically.

- ① First set the trigger condition of smart scene, here select < **Schedule** >, select **time** and **date** you would like to set up, click < **Next** > to save.

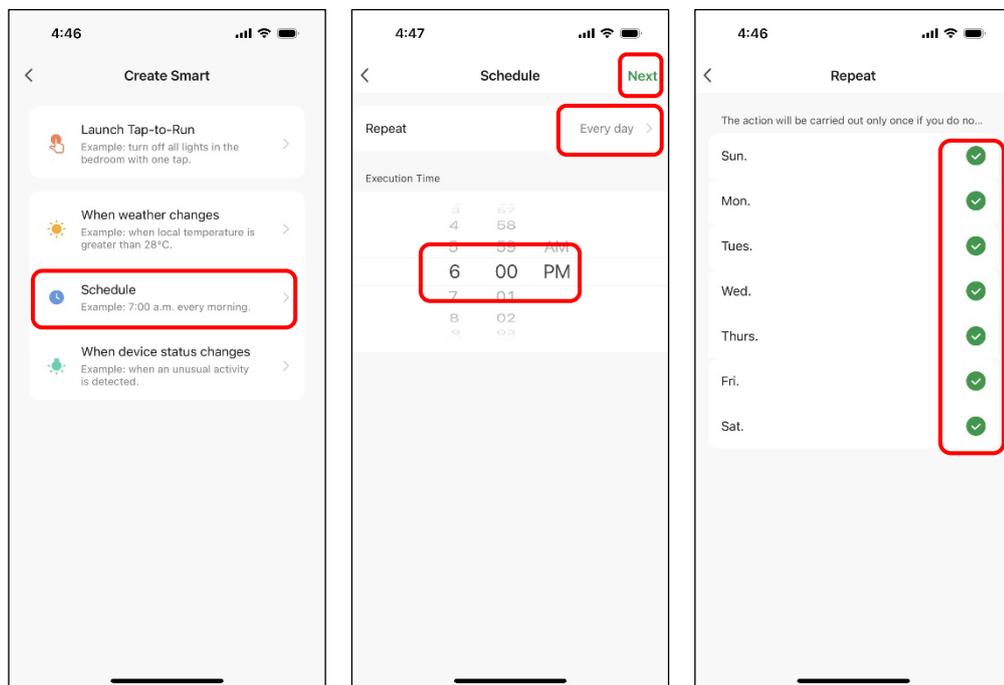


Figure 39: Automation

- ② After you set the conditions, you will be automatically redirected to the page where you set the task. Click < **Add task** > or < + > next to Then to select the trigger task. Here we select < **Run the device** >.

Then you will be directed to the device list page, you can select the device you want to turn on, here select is < **Light** >.

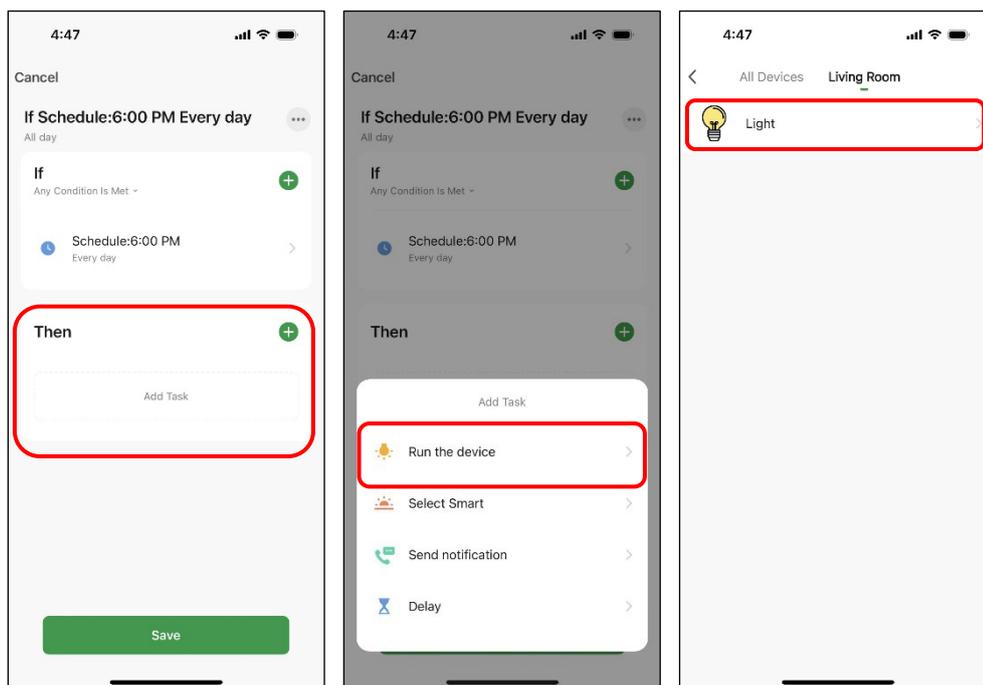


Figure 40: Automation

- ③ After selecting the device, you must select the device functions, such as switch on/off, dimming, changing temperature, etc., and click < Save > to save. Here we select turn on the lights.

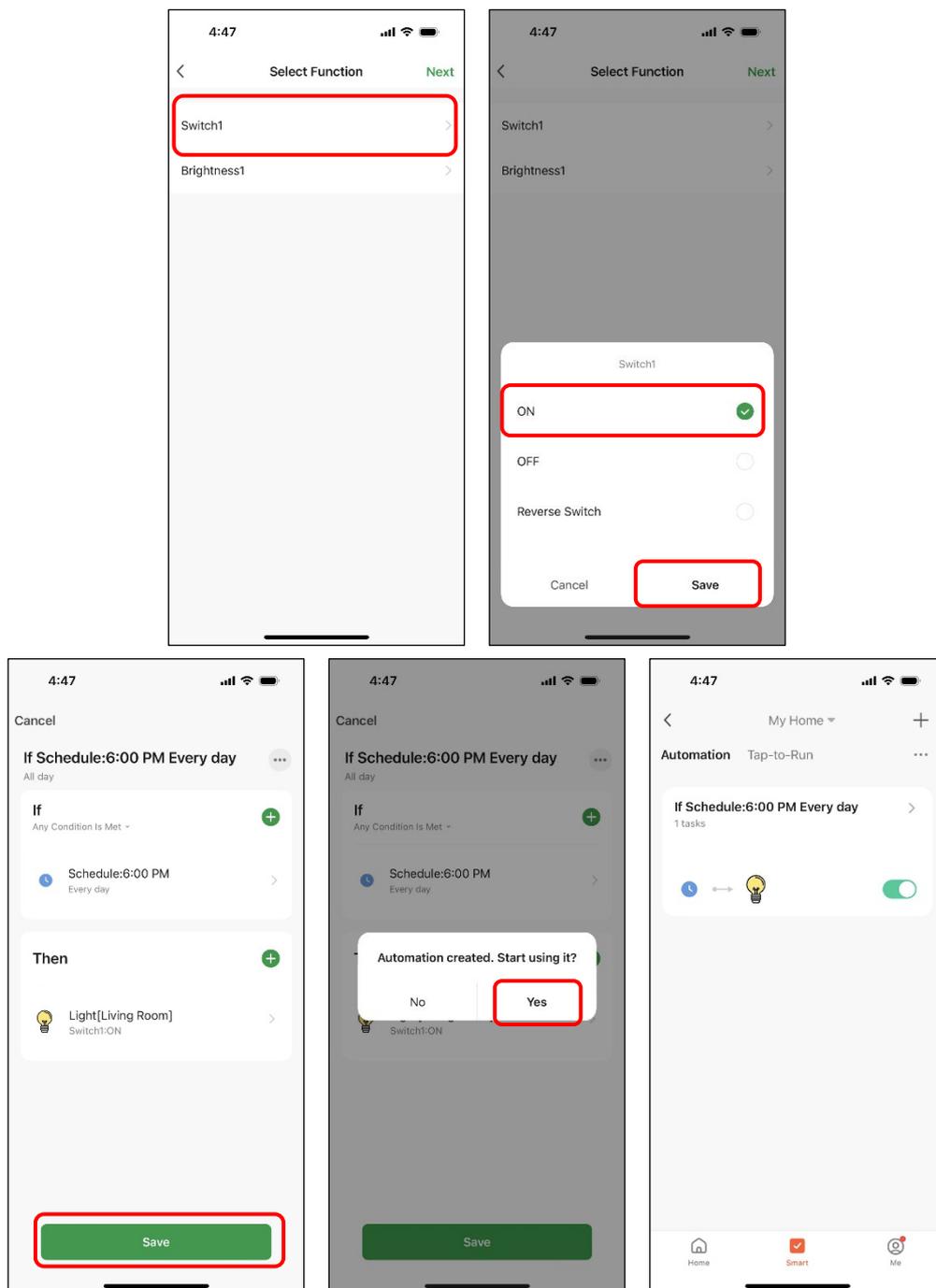


Figure 41: Automation

M. Edit Smart Devices Name and Picture

- i. Click on the device whose name or picture you want to change, and here select is the < **Light** >. Then click the edit button at the upper right corner in the device page to enter the device setting page.

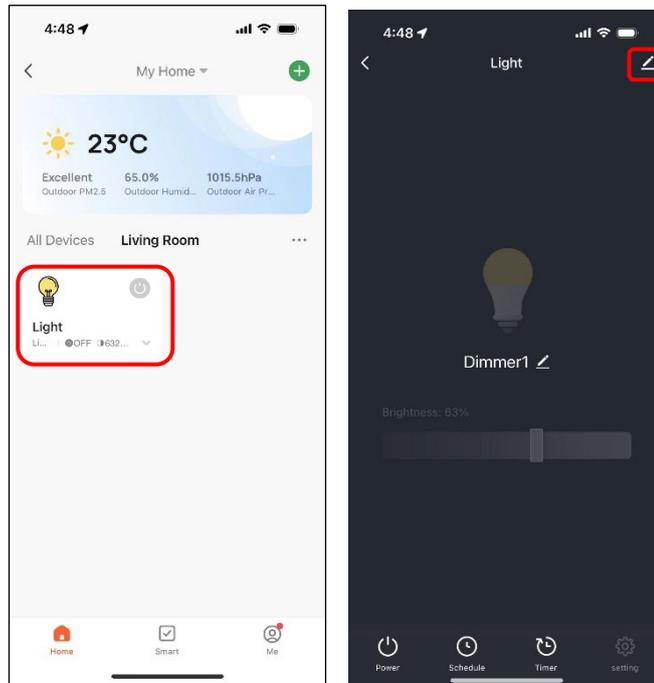


Figure 42: Edit Smart Devices Name and Picture

- ii. On the device modification interface, click the device icon to modify the icon and name of the device.

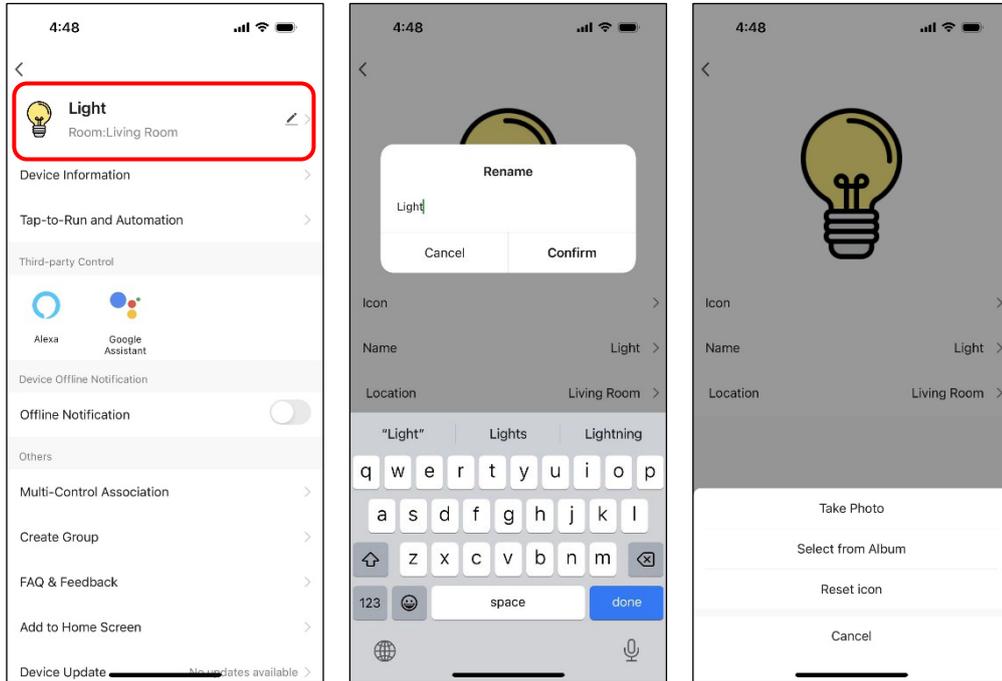


Figure 43: Edit Smart Devices Name and Picture

N. Enable Dark Mode

On the **Me** page, click the < **Settings** > button at the upper right corner to enter the **Settings** page. Click < **Dark Mode** > to enter the Dark Mode Setting Page. You can set the dark mode according to the system setting. Also you can set always light mode (click < **Normal Mode** >) or always dark mode (click < **Dark Mode** >).

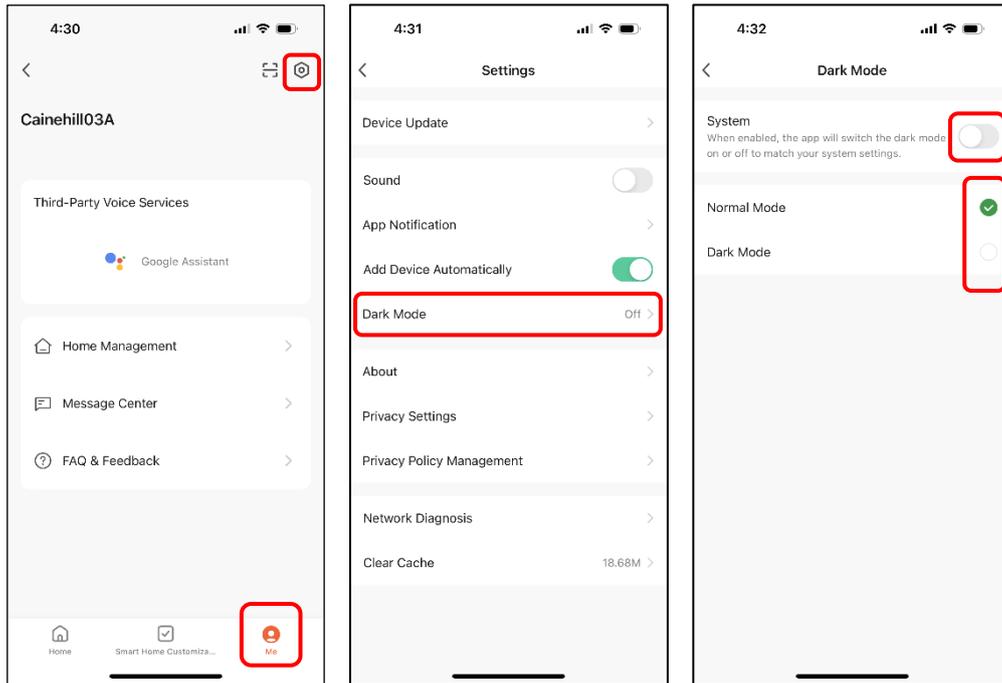


Figure 44: Enable Dark Mode

O. Visitor System

Visitor Management System in Caine Hill Smart consists of four parts: Access Pass, Invited Visitor, Invitation List, Visitor Records.

Open the APP, log in, and enter the main interface.

Click < Visitor System > to enter the main interface of the Visitor System.

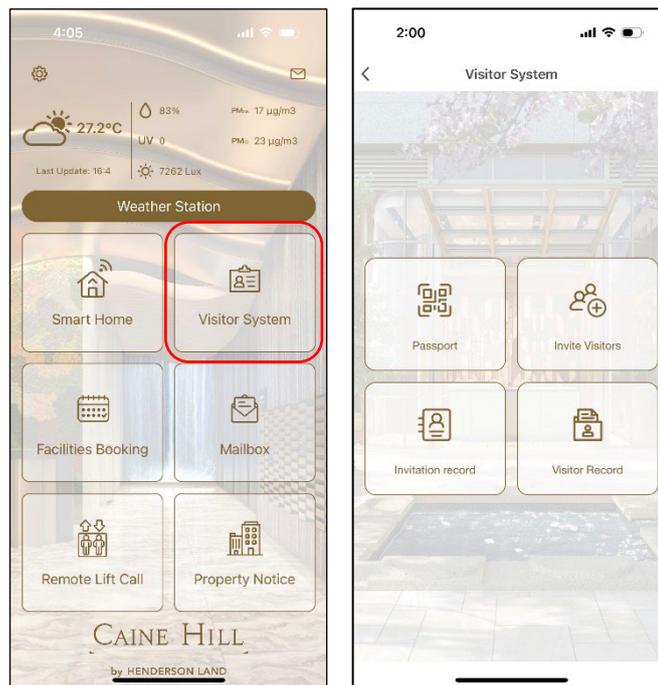


Figure 45: Visitor System

1. Access Pass

For residents' own use ONLY, the QR code generated according to the residents' authority. It uses for entering main entrance, taking the elevator, and entering the clubhouse facilities.

Click < **Passport** > to get the QR code.

The QR code Pass automatically refreshes every 5 minutes.

Click < **Bluetooth** > to open the main entrance door via Bluetooth. To use this function, make sure you need to grant the Bluetooth and Location access for the App.

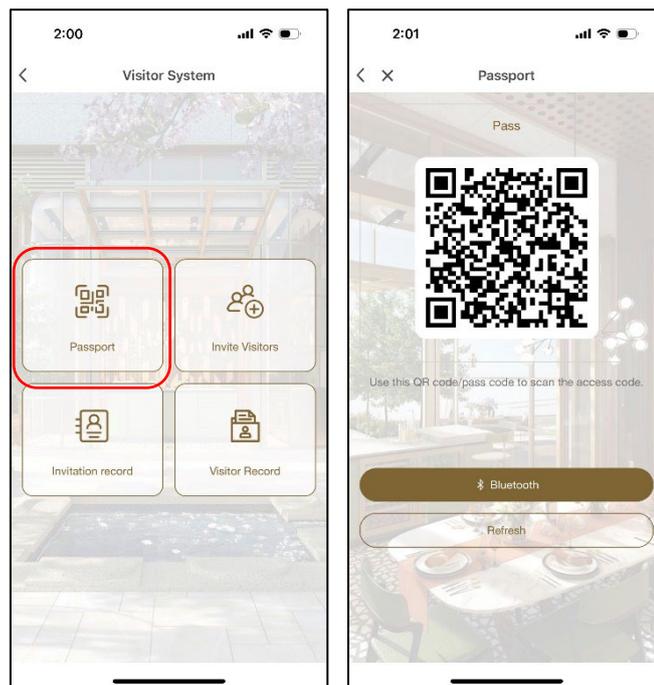


Figure 46: Access pass

When the QR code fails to load or the QR code expires after timeout, click the < **Refresh** > to send a request to the server to update the QR code.



Figure 47: Refresh QR code

2. Invite Visitors

By filling simple information of the visitor, residents can simply send Access Pass to their invited visitors, allowing them to obtain temporary access privileges.



Figure 48: Invite Visitor

The process is as follows:

- i. The resident fills in the visitor information and clicks the < **Send Code** >.

Visitor's name: Visitor salutation, required.

Visitor's phone: Visitor mobile phone number, required.

Date of visit: The specific date when the temporary passcode takes effect, and the default value is the current date.

Expire date: The date the temporary passcode expires, the default date is today (cannot be a date in the past).

Purpose of visiting: Business Visit / Friends and family visiting / others

Access authority: Door Access and Floor Access. The allowed access permissions that visitors have are limited by the residents' own permissions, and visitors cannot have more permissions than the resident himself.

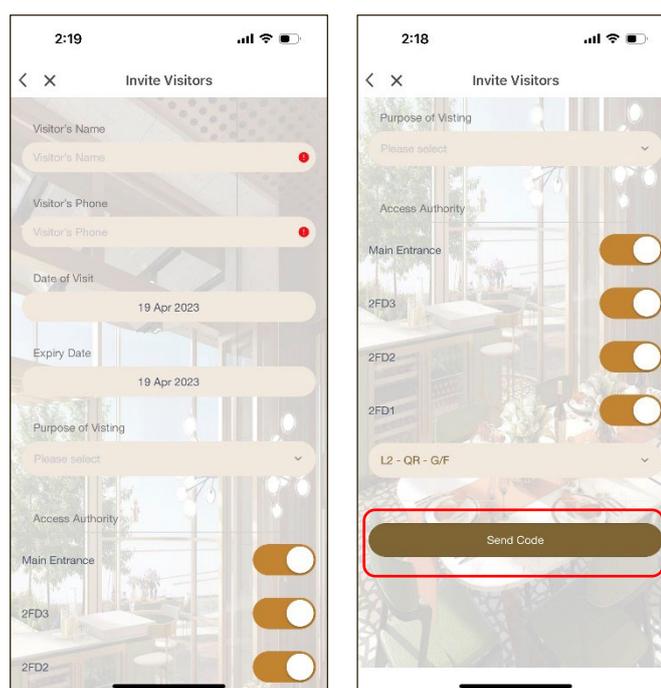


Figure 49: Step 1 - Fill in the visitor information.

- ii. Confirm the visitor information and click < **OK** >.



Figure 50: Step 2 - Confirm visitor information.

- iii. The system generates a temporary pass QR code.

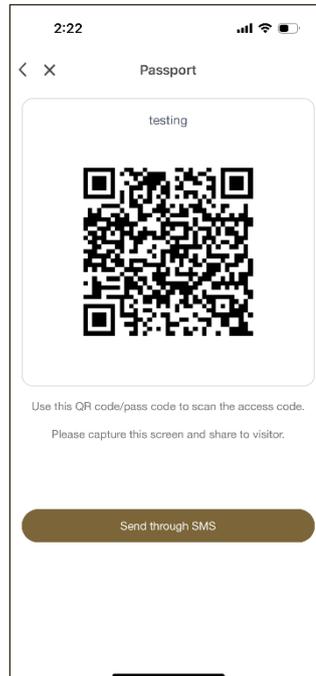


Figure 51: Step 3 - Generate QR code.

- iv. Resident can take a screenshot and send the QR code to the visitor. The default sending method is via SMS.

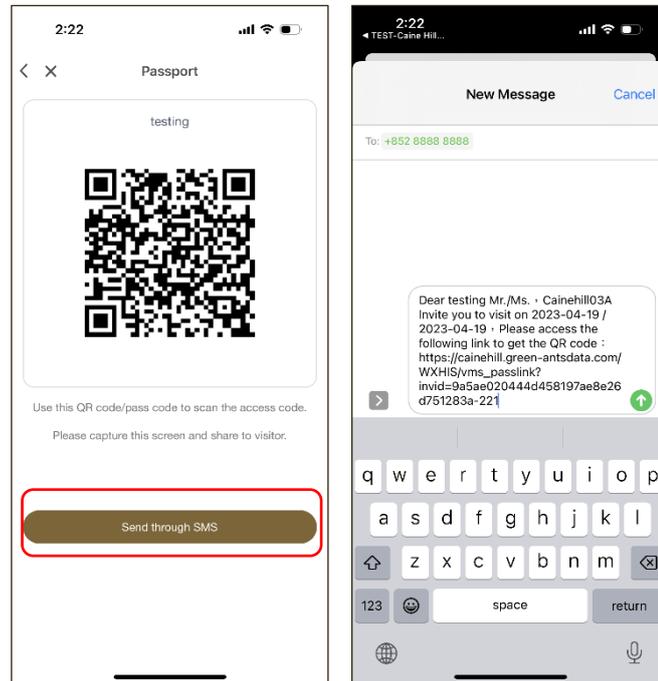


Figure 52: Step 4 - Send the QR code link to the visitor and the process ends.

3. Invitation List

The invitation list records that residents' invitation that are currently in progress.

Click < **Invitation List** > in the visitor system to enter the interface.

Residents can lick the record to view details.

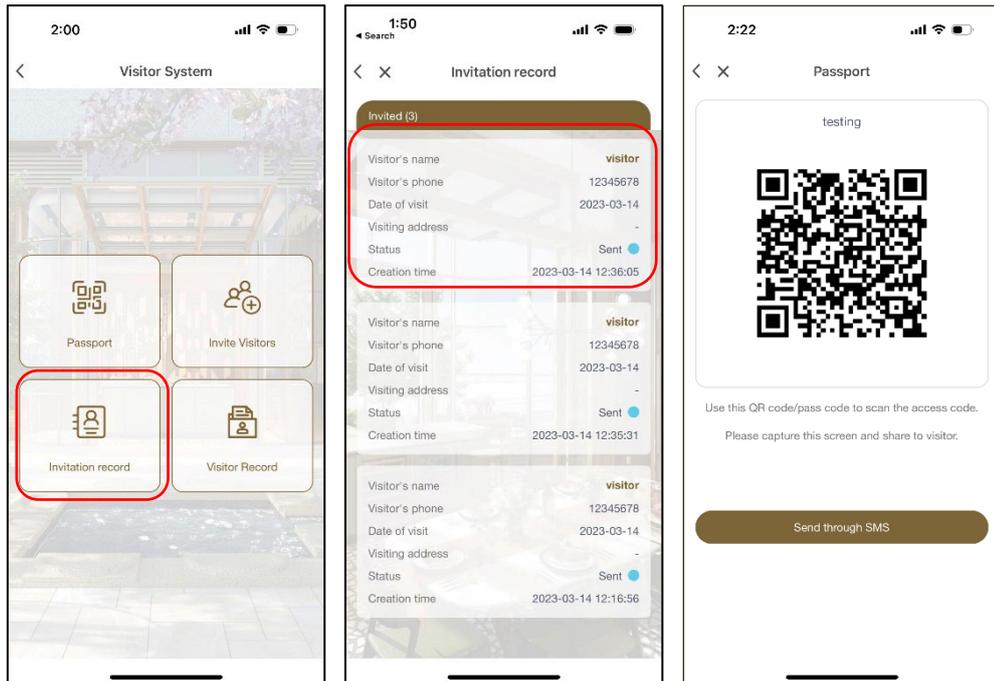


Figure 53: Invitation list

4. Visitor Record

After the invitation expired, the invitation record will be changed to visitor record and saved in the database.

Residents can search their own visitor records by searching for visitor name, mobile phone, date of visit, and default search for all visitor records if they do not enter search criteria.

Search results are in reverse order by date, prioritize search for recent visitor records, display ten pieces of data at a time, and click "click to load" to load more data.

Click < **Visitor Record** > in the main menu to enter the interface.

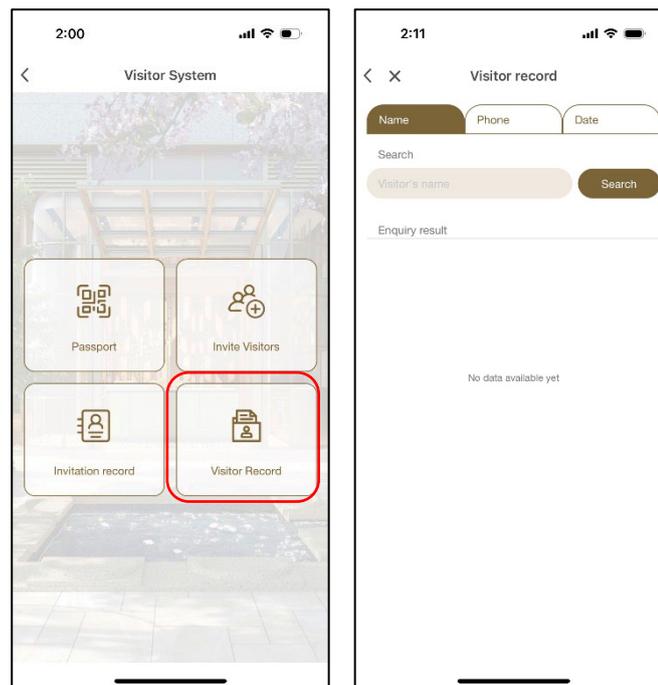


Figure 54: Visitor record

Switch search criteria, enter search content, and click the < **Search** > button.

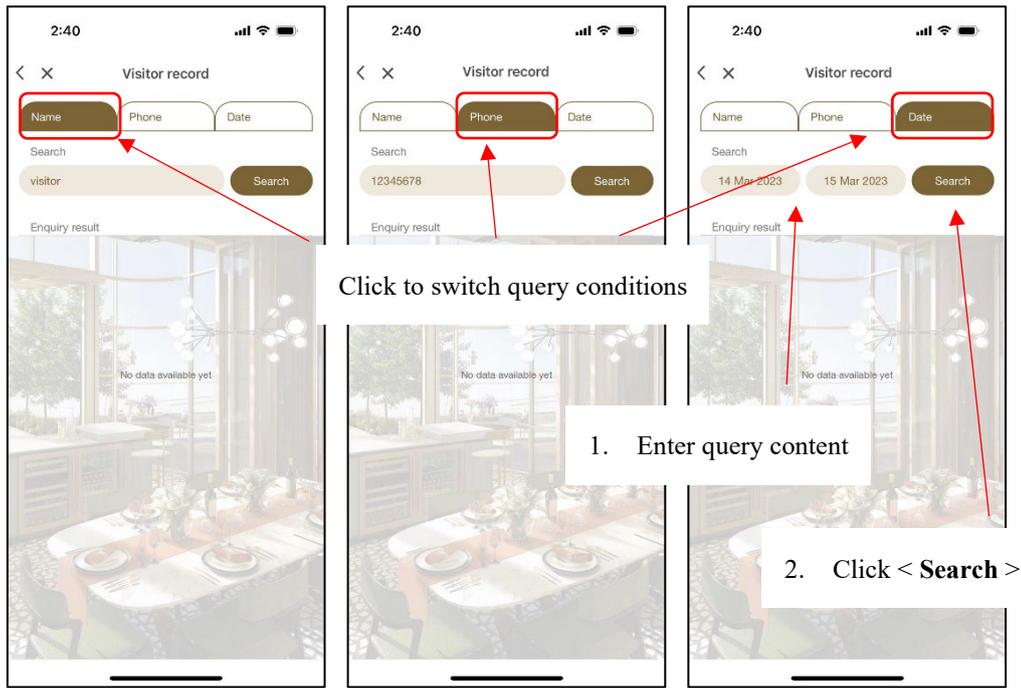


Figure 55: Search visitor records

Search results:

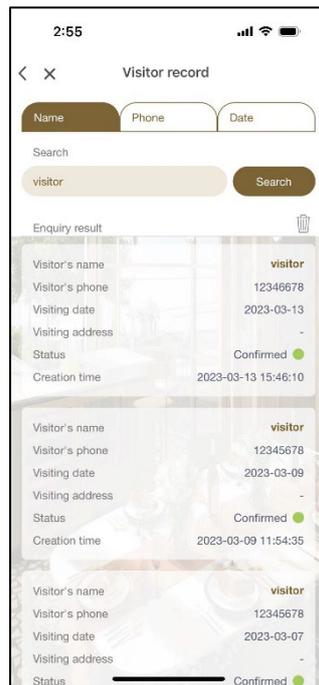


Figure 56: Search results



5. Delete Visitor Record

Residents can delete their visitor records.

On the Visitor Records list page, click the Delete icon, a selector appears on the left side of the list, and resident can delete multiple records at once by selecting the records you want to delete.

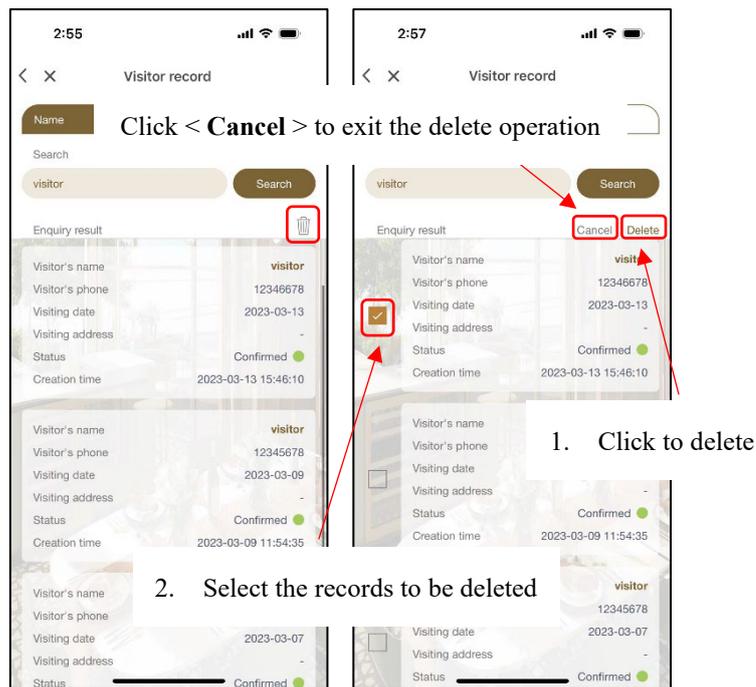


Figure 57: Delete multiple visitors' records.

On the record details page, click the Delete icon to delete the current record.

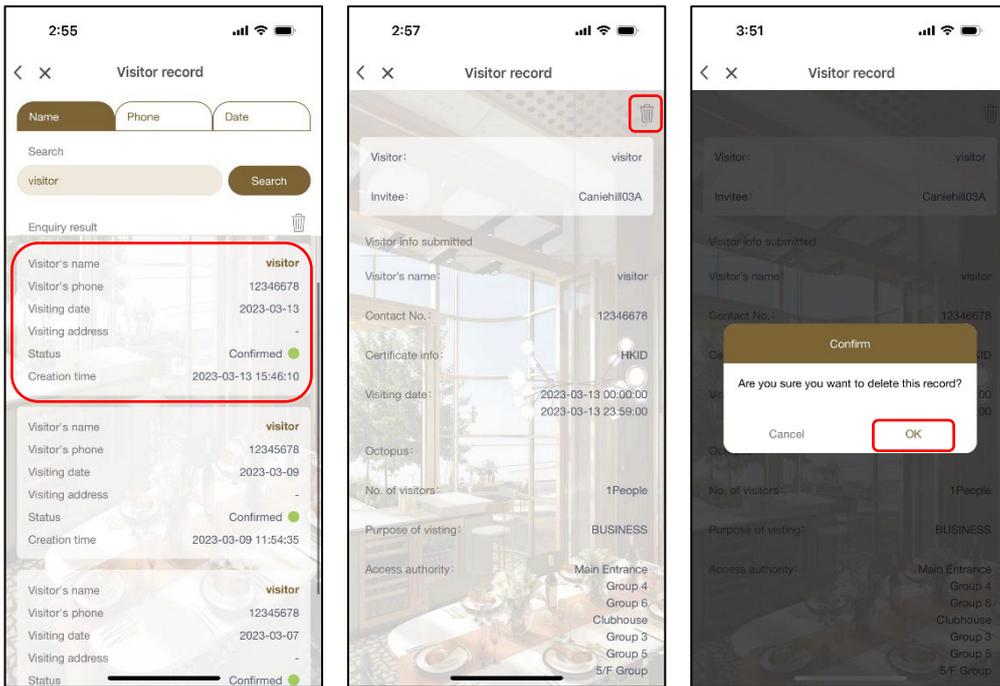


Figure 58: Delete the current visitor record

P. Facilities Booking

CAINEE HILL SMART APP provides customers with the function of convenient booking of building clubhouse facilities.

Click < **Facilities Booking** > to enter the Clubhouse interface.

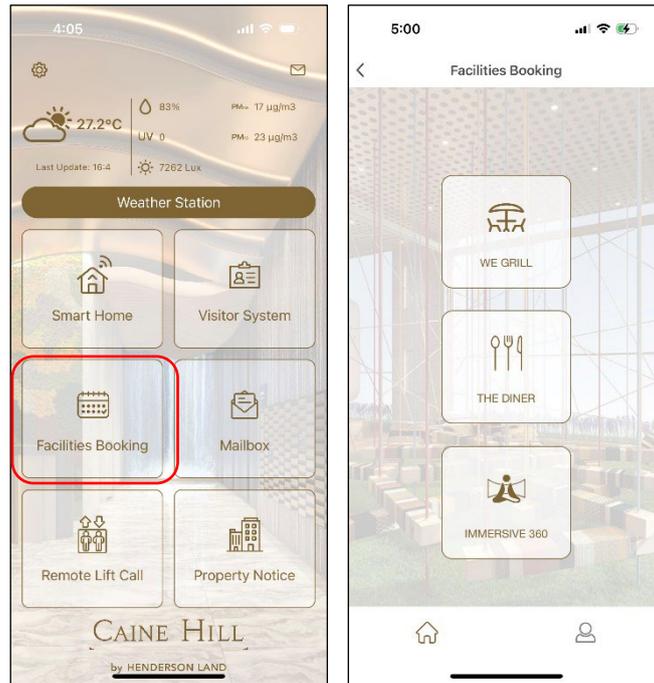


Figure 59: Facilities Booking

1. Make Reservation

Step 1 - Select facility to reserve the timeslot

Step 2 - Select the booking date and timeslot.

Step 3 - Confirm and submit your booking.

Step 4 – View your reservation details and make the payment at the Payment Kiosk located on G/F.

****After the reservation submitted successfully, you need to pay before the booking time, and the reserved facility can be used after the payment is completed.****

****For payment method, please refer to FACILITIES BOOKING AT KIOSK****

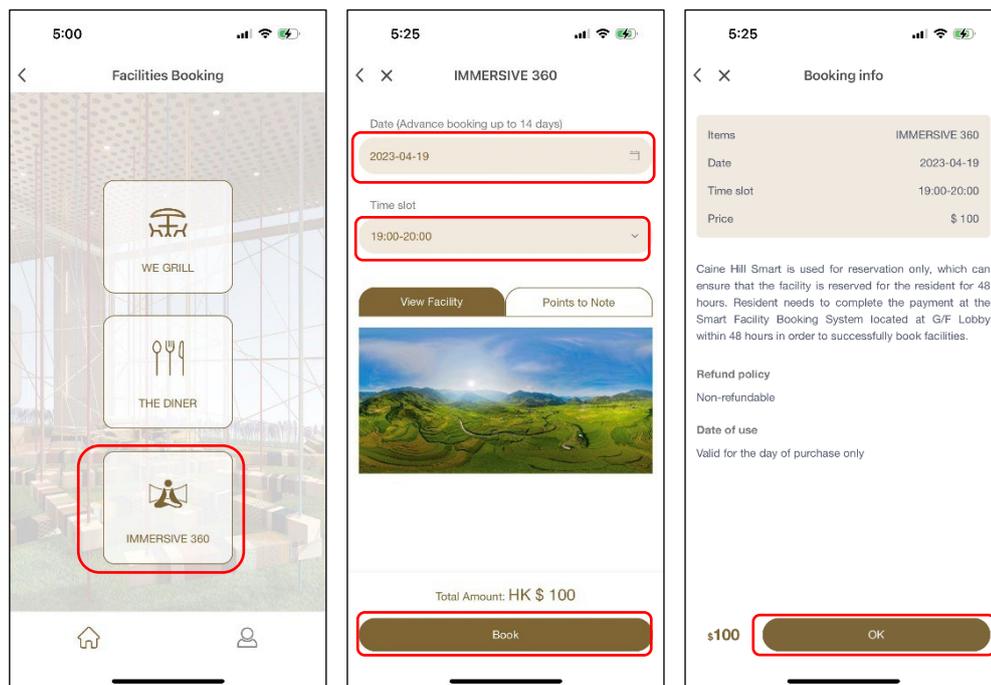


Figure 60: Make Reservation

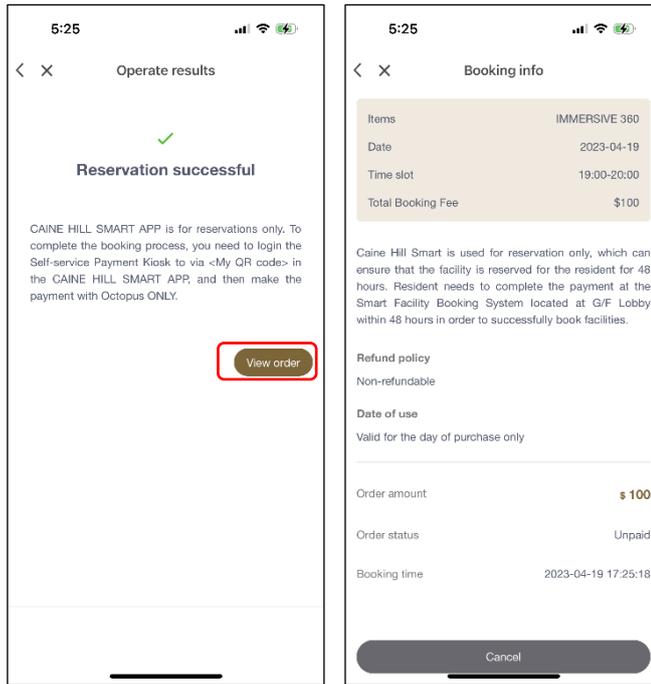


Figure 61: Make Reservation



2. View Reservations

Click < 👤 > at the bottom on the home page of the facilities booking to open the order list.

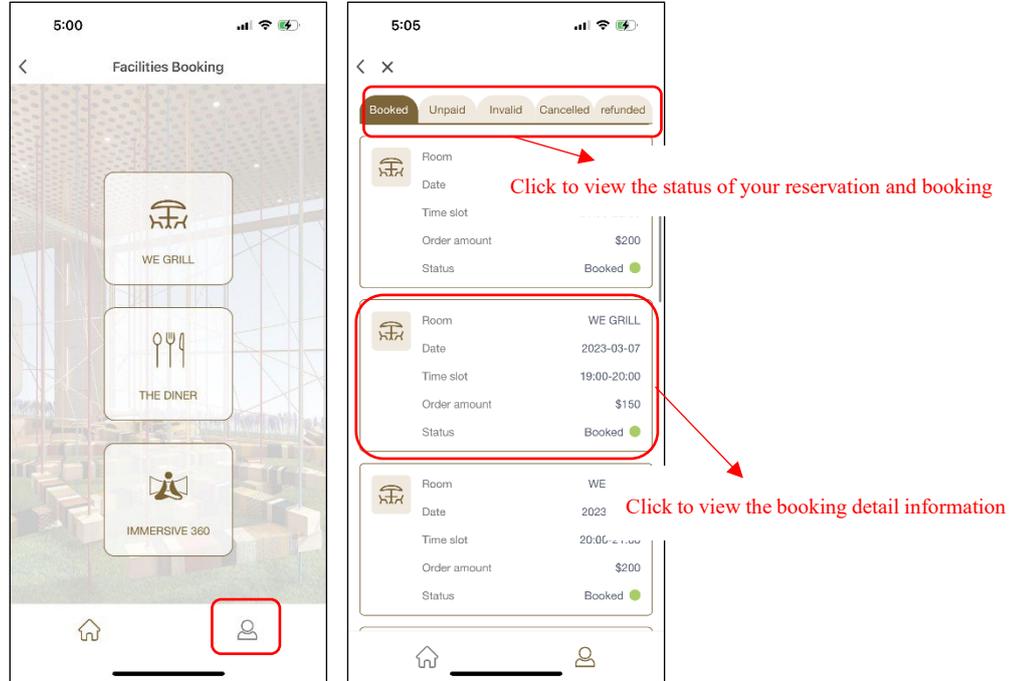


Figure 62: View Reservations

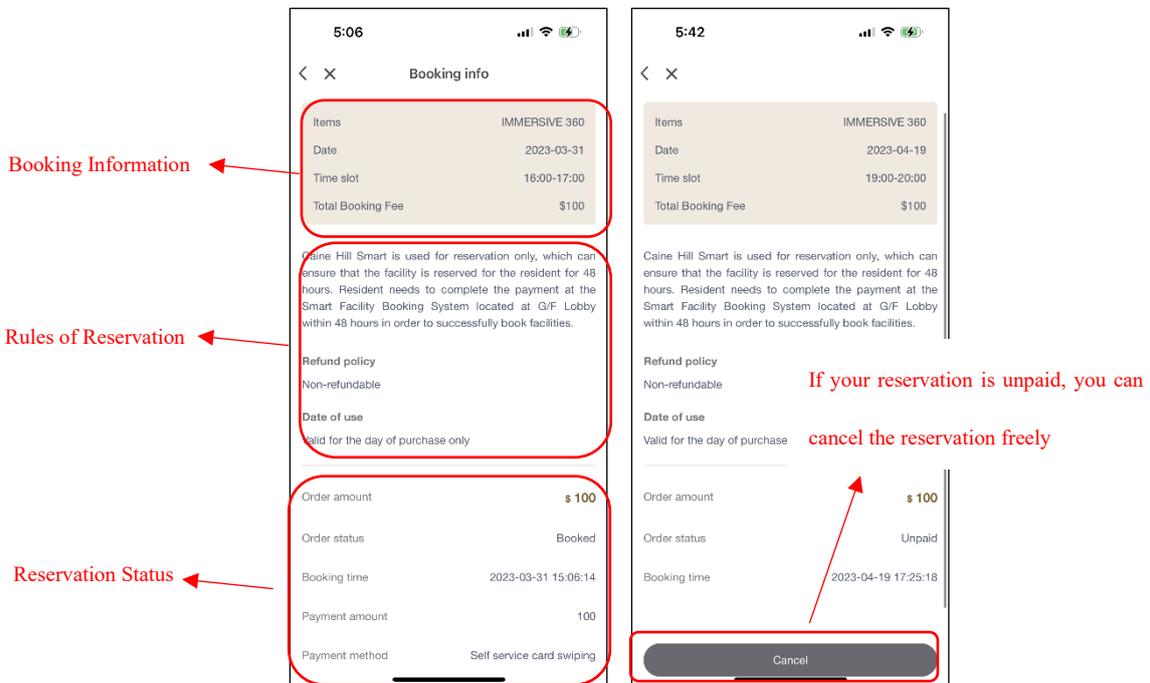


Figure 63: View Reservations



Q. Mailbox

Smart Mailbox features mail-detection-sensors that can detect mail inside the mailbox. Notifications will be automatically sent to the mailbox your smartphone. Click < **Mailbox** > to check the mail receiving history. You can also click < **Bluetooth** > to open the mailbox door without your card. To use this function, make sure you need to grant the Bluetooth and Location access for the App.

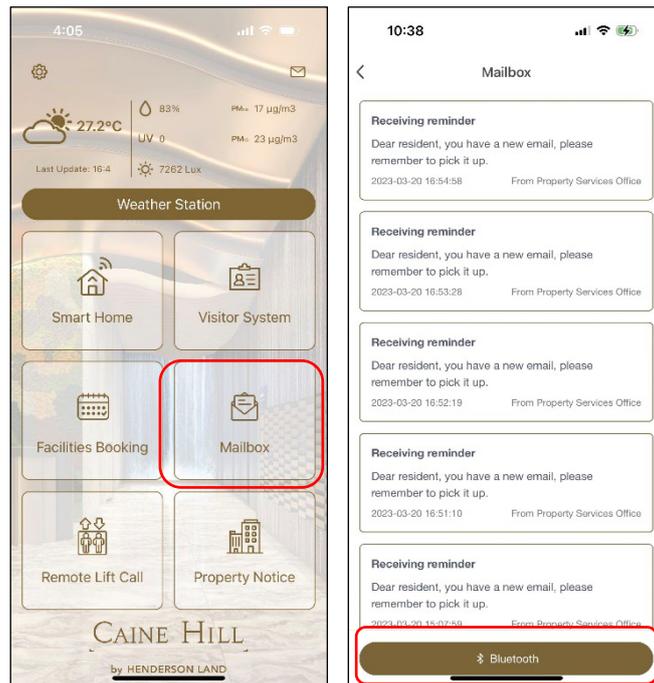


Figure 64: Mailbox

R. Remote Lift Call

Click < **Remote Lift Call** > to enter the page. Click on the floor you would like to access. Please note that you can access the public floors and your unit floor only.

You can call the lift at the corridor via < **Bluetooth** >. To use this function, make sure you need to grant the Bluetooth and Location access for the App.

You can scan the QR code at the lift cabinet to go to the floor you chose without touch the lift panel. Click < **Bluetooth** > at the lift cabinet can share the same function. To use this function, make sure you need to grant the Bluetooth and Location access for the App.

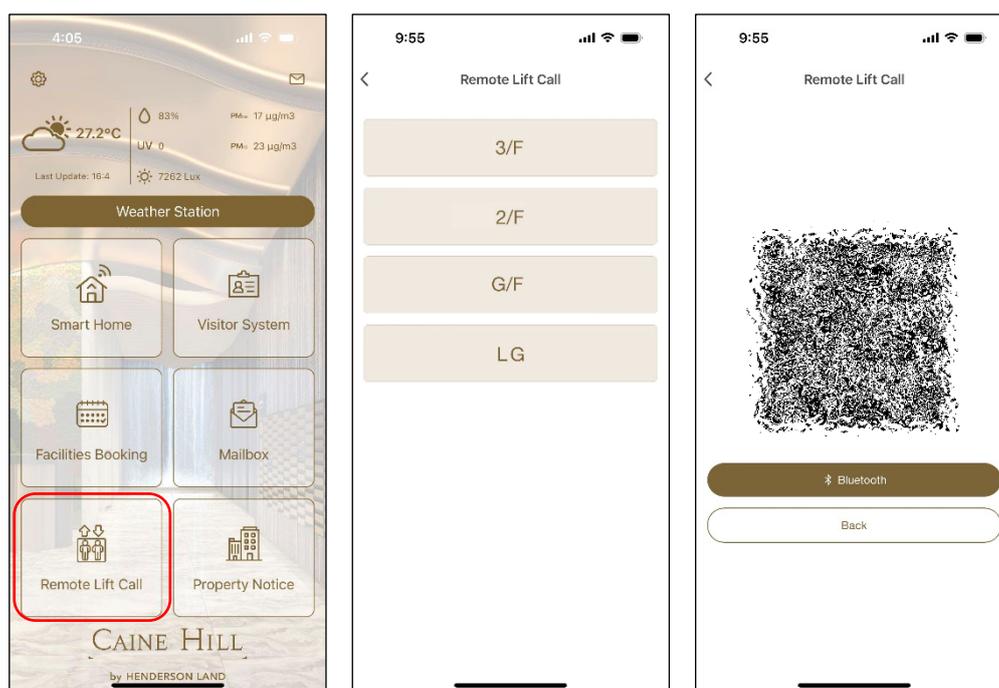


Figure 65: Remote Lift Call

S. Property Notice

Click < **Property Notice** > to view the property notice published by the property management office. You can see the detailed notice by click in the notice preview.

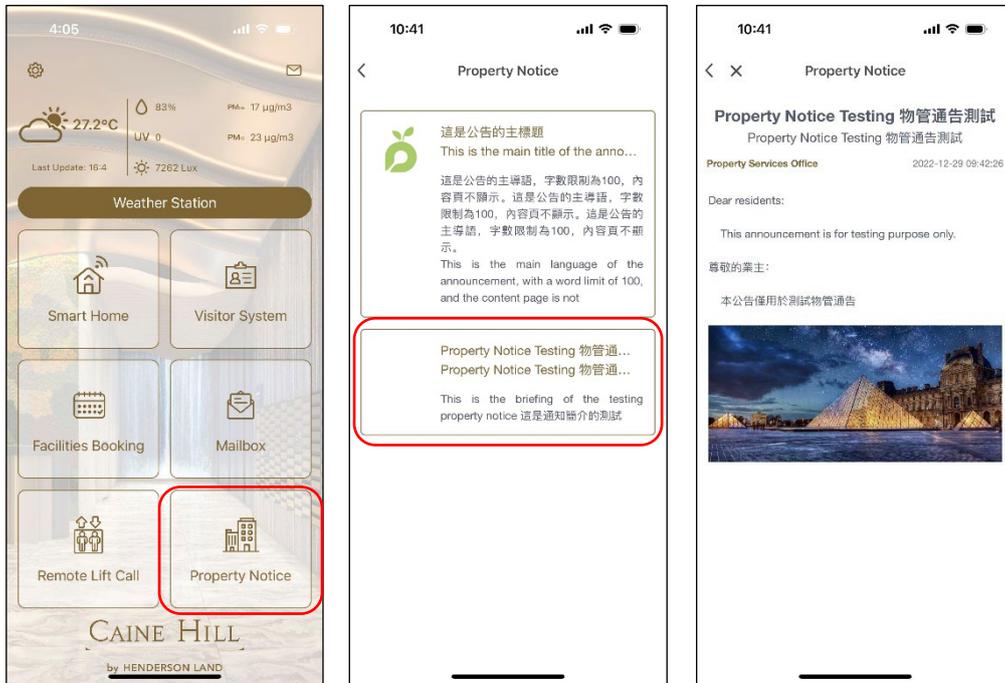


Figure 66: Property Notice

T. Weather Station

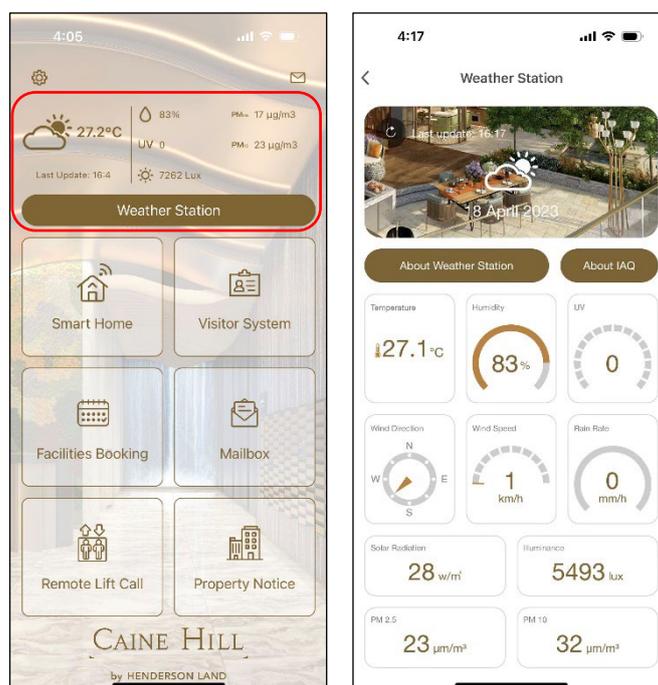
Caine Hill podium landscape area has installed weather station equipped with a variety of measuring devices and sensors that can detect and provide real-time outdoor weather information in the proximity of Caine Hill, including weather forecast, temperature, humidity, rainfall, wind speed, wind direction, UV, solar radiation, illuminance, PM2.5 and PM10.

Click < **Weather Station** > to enter the detailed weather information page.

Click < **About Weather Station** > to view the weather station introduction.

Click < **About IAQ** > to view the indoor IAQ introduction.

You can click on every weather elements to view the short explanation.



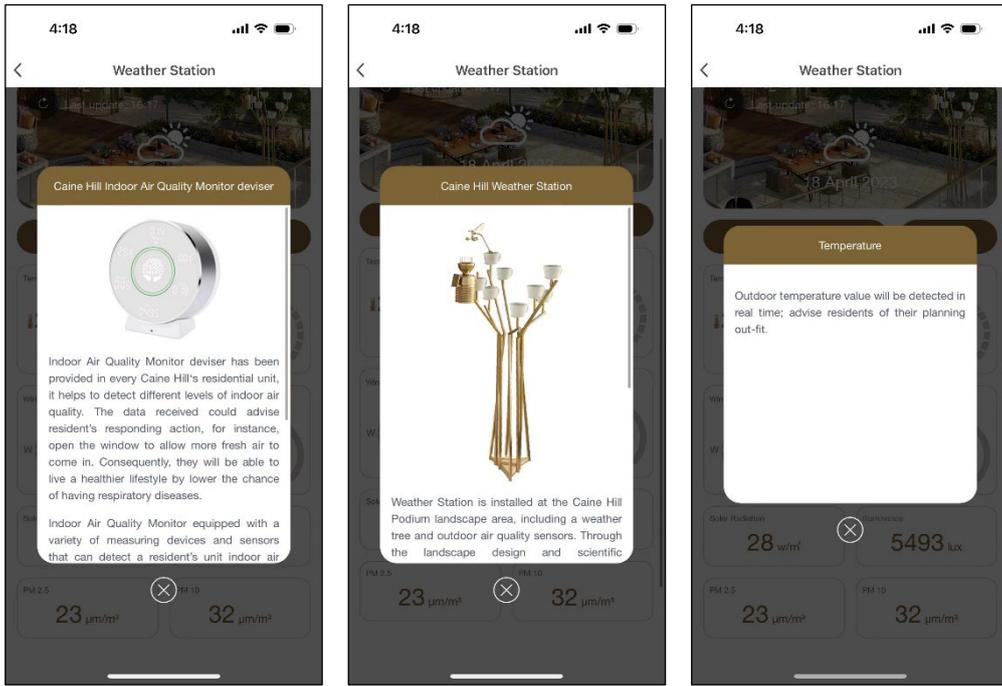


Figure 67: Weather Station