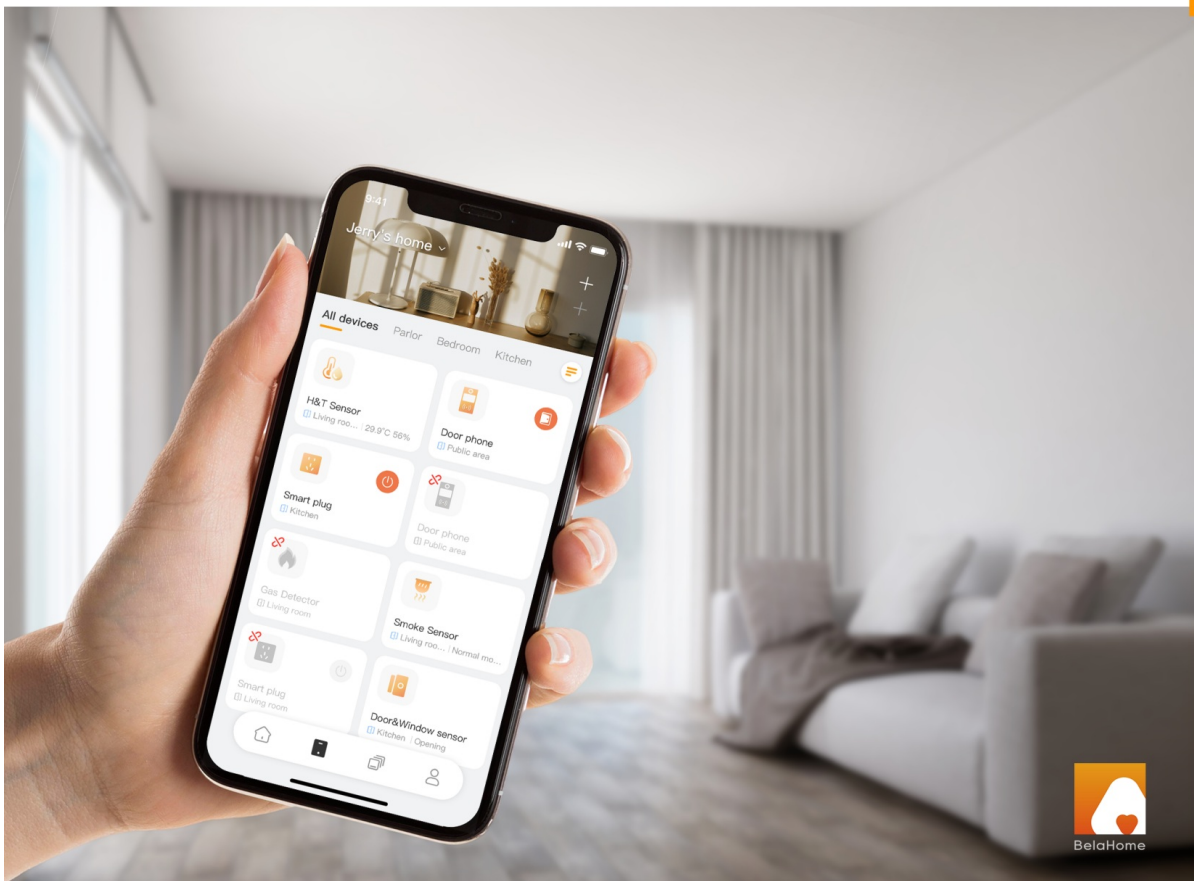**Akuvox**
Open A Smart World

# BelaHome App User Guide V3.1.1

# Akubela BelaHome
# User Guide

Smarter Home
Sweeter Life

This guide is applied to Version 3.11.3 for Android and iOS.

In this guide, you'll learn about

- User accounts creation and management,
- Managing and controlling devices in your home,
- Making calls, and sending voice and text messages to devices or family members,
- Customizing the photo wall to display your favorite photos;
- Creating automation scenes to control your devices;
- Arming your home in different security modes, and more.

The attached *Appendix* gives you information about how to add third-party devices, e,g., Somfy shade, SONOS, Phillips Hue lights, etc.

# Getting Started

## Before you start

To make login and setup as smooth as possible, have the following items available:

- An internet connection through a Wi-Fi network or cellular data service through a carrier.

If your account is created in the Auto Discovery mode, ensure your mobile phone is connected to the same local network as the Akubela home center device.

- BelaHome App. You can download it from Google Play Store or App Store.
- Your BelaHome account.

  - If your devices are connected to the cloud, you can register an account by following any of the methods below:

❖ Tap **Account Registration** on any HyPanel device's screen to self-register an administrator account.

❖ Tap **Sign Up** on the BelaHome app's login screen to self-register an account.

❖ Contact your service provider and provide email address(es) and required information. Upon completion, you'll receive your account credentials in the Welcome to Akubela email.

  - If your devices are not connected to the cloud, use the default credentials: username and password both set as **Admin888**.
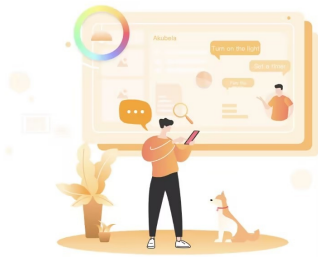
- Your home center device. Make sure the home center device in your family is powered on and connected to a network.

## Logging In

To sign in to the App, do one of the following:

09:59

BelaHome
Smarter Home,Sweeter Life

Email / Username

Password

Log In

Sign Up                    Forgot Password?

Server ID

**Login with username**

On the login screen, enter your login credentials, and tap **Login**.

**Login with QR code**

- Tap scan icon ⬚ at the upper left.

- Find the QR code.

◆ If your devices are connected to the cloud, the QR code is included in the Welcome email.

◆ If your devices are running without cloud connection, ensure your app and home center device are on the same local network. Swipe down from the screen, and tap ⚙ > **System Settings > About > Family Account** screen.

- Center the QR code in the camera view. Or select the saved code picture from your album.

The App will open to the Home screen automatically.

# Your Account

The following are the three default types of accounts and their associated permissions:

- **Administrator.** One and only. Having permissions to login to user web portal, access all features and functions, manage family data, and manage family member accounts.
- **Manager.** Having permissions to access all available functions, and manage general member accounts.
- **General member**. Only having permission to access available functions, such as devices and scenes control, but cannot add them or modify their settings.

No matter what type of account you have, you are able to edit your profile, manage your login password, unbind your account with the family, and delete your account.

# Edit your profile
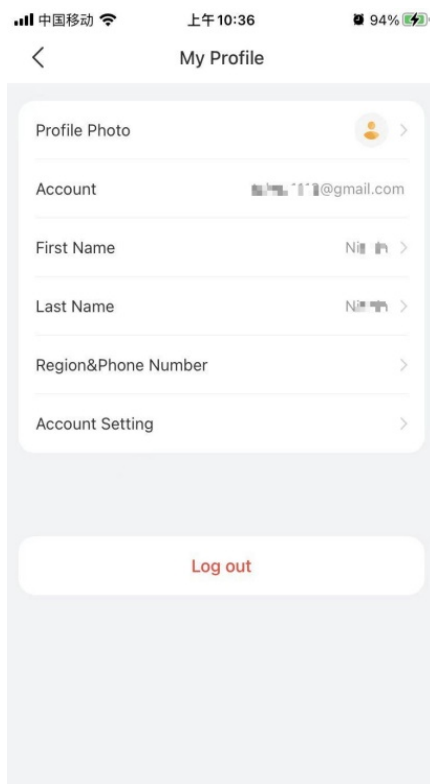


To change information for your profile, including the name, photo, and phone number, tap 👤 > **Me**

**[your photo]**.

> **NOTE:**
>
> You cannot change your photo and name in these situations:
>
> - You join a family that operates without the cloud connection, and you log into the app using a different network than the home center device.
> - The home center device is offline.

# Manage your password

## BelaHome
Smarter Home,Sweeter Life

Email / Username

Password 👁

Log In

Sign Up          Forgot Password?

Server ID
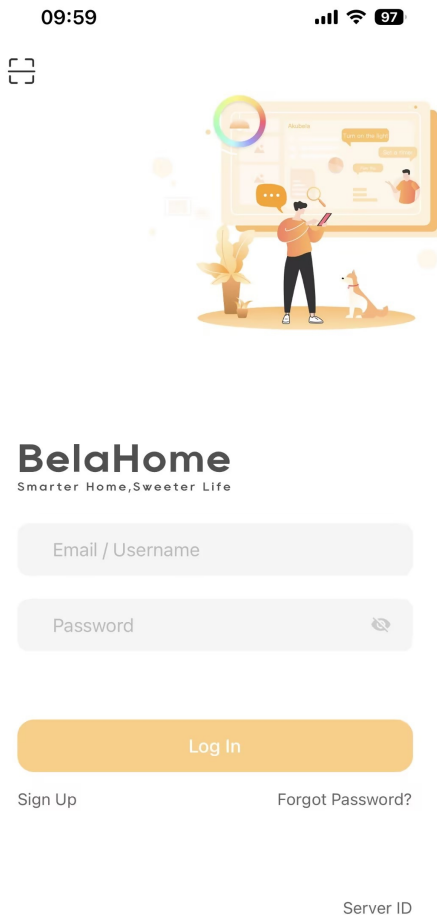
## Reset password

To reset your password, you can either:

- Tap **Forgot Password** at the bottom right of the login button.

- Go to   👤 **Me**   > **[your photo]** > **Account Settings** > **Change Password**, and tap **Forgot password** at the bottom right.

You will receive a reset email, then follow the instructions included to reset your password.

> **NOTE**:
>
> If any of the families you join runs without the cloud connection, the password reset feature CANNOT work until all the families have connected to the cloud.

## Change a weak or compromised password

If your login password is easily guessed, or has been used for a long time, you can change such a weak and compromised password to a stronger one to secure your account.

1. Tap 👤 Me > **[your photo]**.

2. On the My Profile screen, tap **Account Settings > Change Password**.

# Join other families

You are able to join more than one family and have all the permissions they grant you.

To join a new family, do any of the following:

- If you already sign in, tap 👤 Me > ⬚ to scan the family's QR code, and then follow the onscreen instructions.
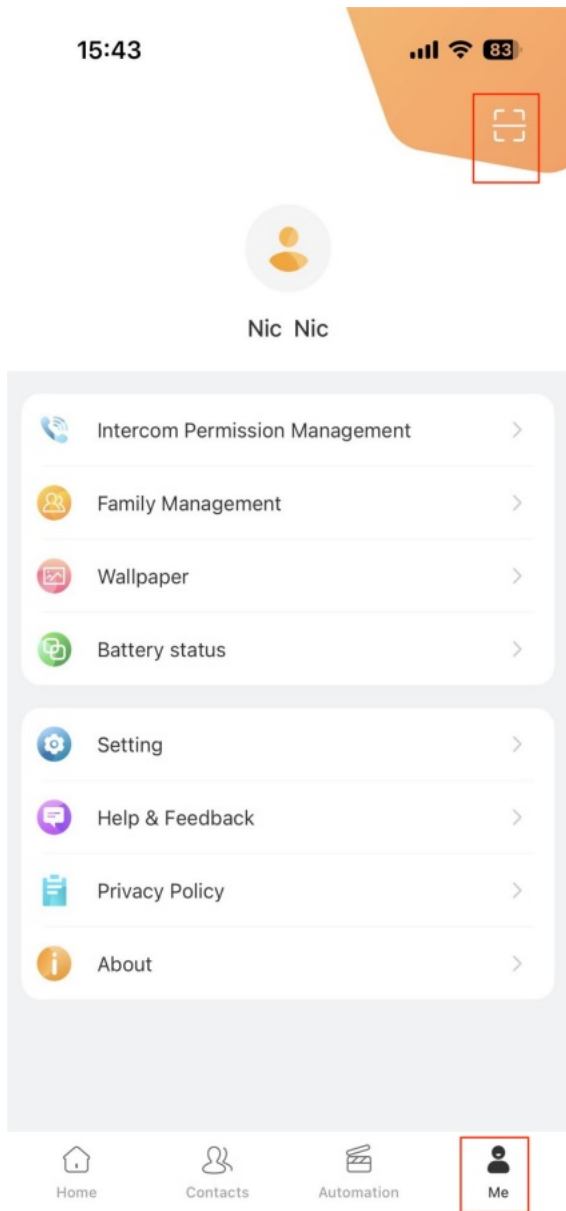
- If you do not sign in, you can easily tap ⬚ on the login screen, scan the desired family's QR code, and follow the onscreen instructions to join the family.

15:42

BelaHome
Smarter Home,Sweeter Life

Email / Username

Password

Log In

Sign Up                    Forgot Password?

Server ID

Once joined, you can switch families by tapping the current family name on the Home screen or search them directly.
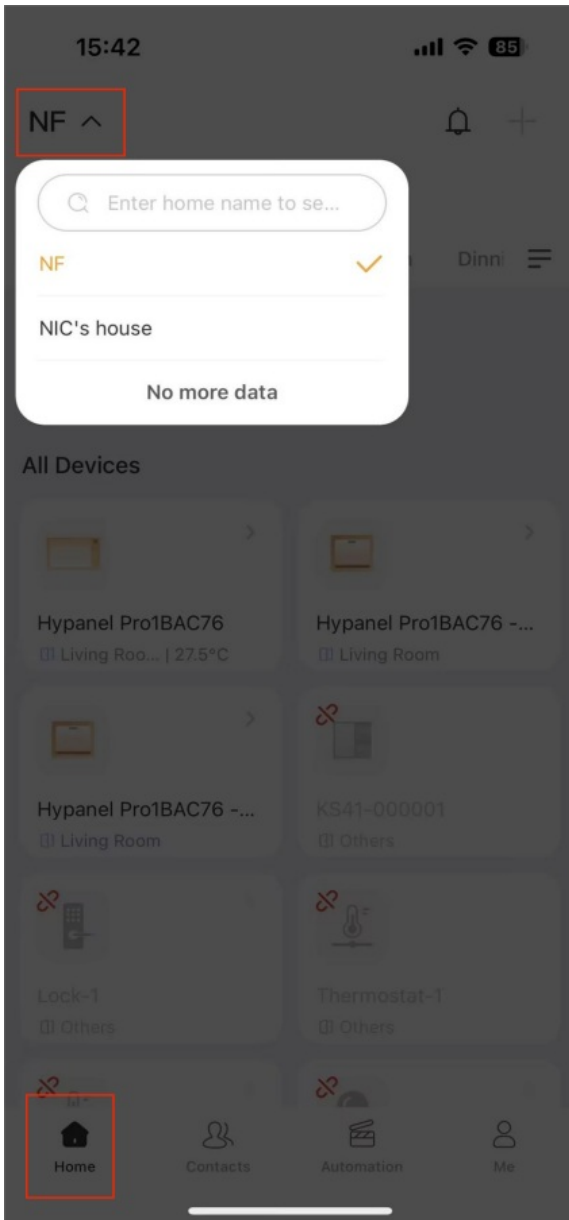
## Unbind your account with a family

You can unbind your account with any families you joined.

> **NOTE:**
>
> If any of the families you join runs without the cloud connection, then the unbinding account feature CANNOT work until all the families have connected to the cloud.

Once your account is unbound, you:

- can log into the BelaHome app,
- cannot access the family you unbind with,
- cannot preserve permissions and chat data associated with this family.

To unbind your account, do as the following:

1. Tap ![Me] > **Family Management**.

2. Select your account from the family member list, and tap **Unbind Family**. Follow the onscreen instructions.
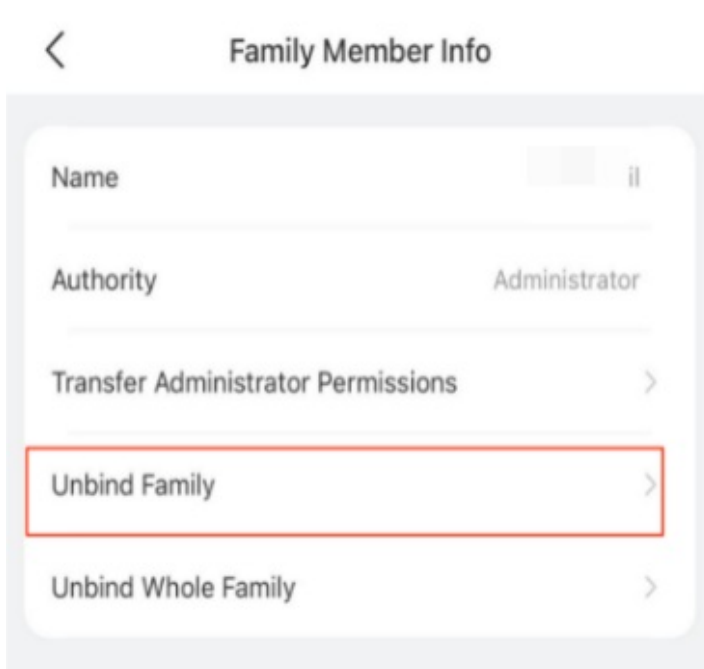


If you are the family administrator and there are other family members, you need to follow the onscreen instructions to *transfer the administrator role* to another family member before you can unbind the account.

# Delete your account

You can cancel your account at any time by going to ![Me] > *[your photo]* > **Account Settings >**

**Delete Account**.

Once your account is deleted, you will not be able to sign in to BelaHome anymore, and will lose permissions in all families you join.
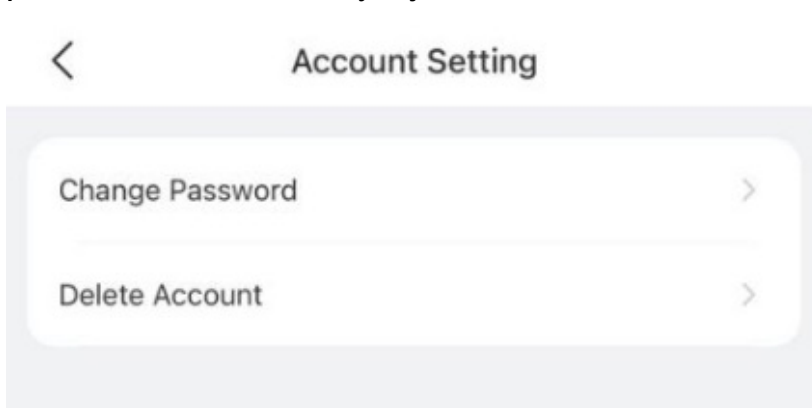


If you are the family administrator and there are other family members, you need to follow the onscreen instructions to *transfer the administrator role* to another member account first.

# Family Member Management

**Administrator** has the authority to manage both manager and general members within the family, while managers are allowed to manage general members.

## See family info

To see or change the family information, go to 👤 **Me** > **Family Management.** On the Family

Management , do any of the following:

- See or modify family name.
- See family address.
- Check family QR code. You can send it to the one you want to invite to your family.
- Manage rooms.
- Manage family members.
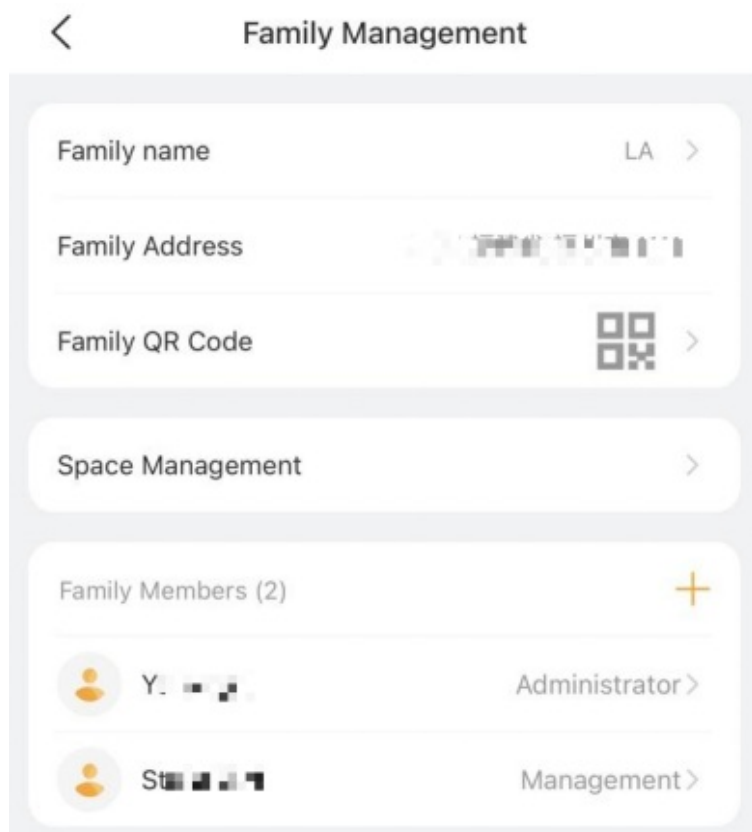


## Create family member accounts

The administrator and managers can add new family members and grant them different permissions to access the Akubela system.

The specific steps differ by system's cloud connection modes. Please note that functions including remote control and intercom are excluded when using the account without the cloud connection.

- **System connected to the cloud**

1. Go to  ![Me icon]  > **Family Management**. All associated family members are listed on the Family Management screen. Tap to check member's information and permissions if you are the administrator or managers.

2. Tap  ➕  to go to the Add Family Member screen.
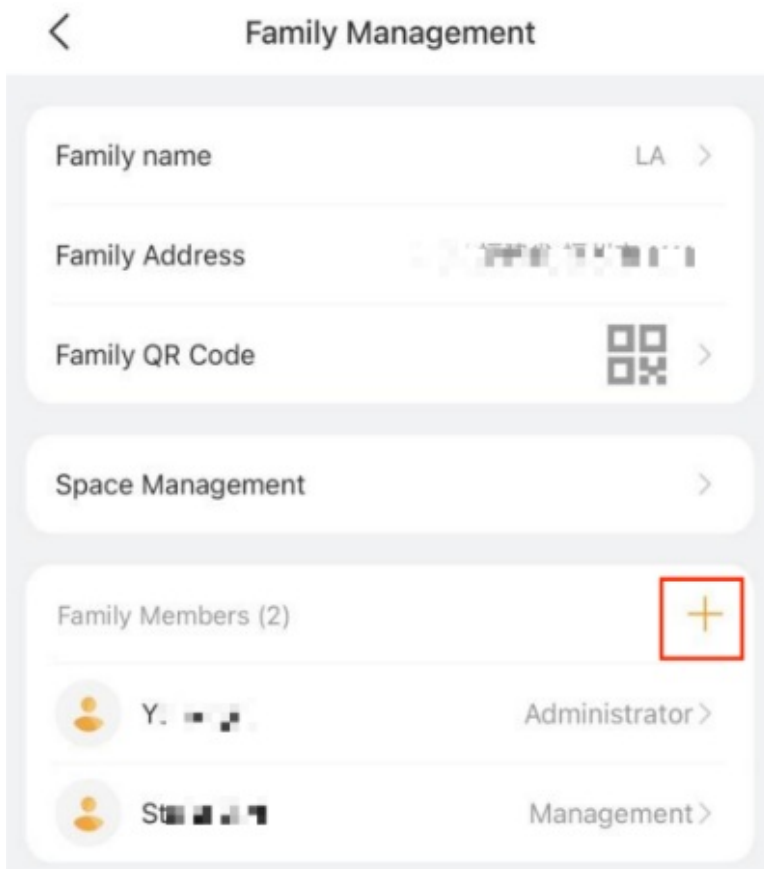


3.Type in the member's information and valid email address to receive login username and password, and choose whether to grant her/him the manager's permissions.

- **System running without the cloud**

Accounts created when devices are not connected to the cloud must be used in the same local network as the home center device.

1. Go to 👤 > **Family Management**.
   Me

2. Tap ➕ to go to the Add Family Member screen.

3. Type in the member's name, and grant him/her the permissions. The login username and the default password Aa123456 displays once you finish the filling.
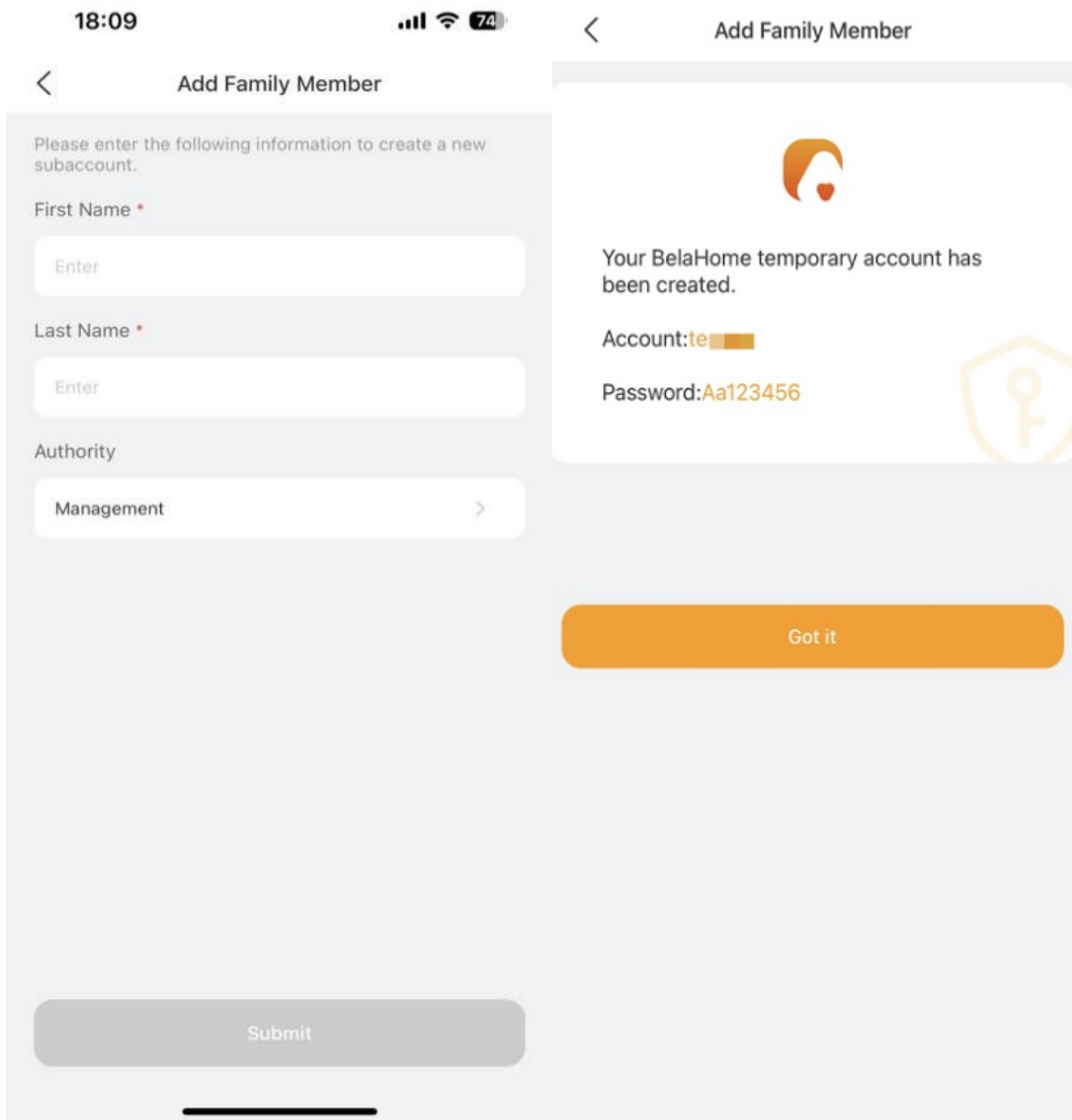


# Invite a member to the family

You can invite a new member to a family by sending that member a QR code.

1. Go to  👤  > **Family Management**.
   Me

2. Tap **Family QR code**. The followed screen displays the code.

> **NOTE**:
>
> The QR code expires after 5 minutes.
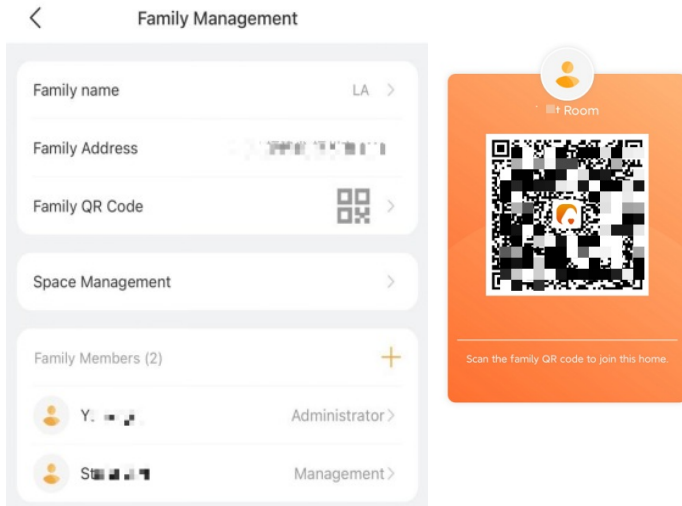
# Change family member account type

To change family member's account types, follow these steps:

1. Go to  👤 **Me** > **Family Management**.

2. Select the desired member account.

3. The administrator can tap **Authority** to change the general account to manager account, or vice versa.
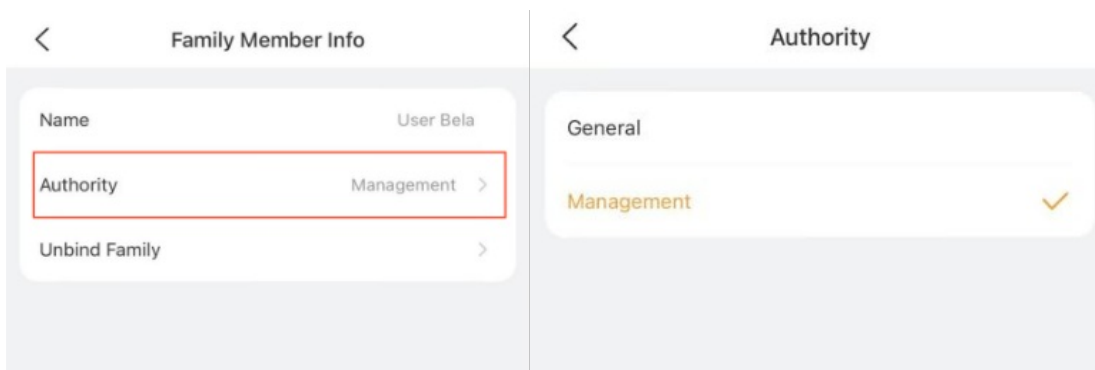


# Change member's notification permissions

> **NOTE:**
>
> These functions are currently available when the home center device is one of the following models with their specific firmware version:
>
> - HyPanel Pro: 71.1.35.30 and later
> - HyPanel Ultra: 281.1.35.8 and later
> - HyPanel Supreme: 1001.1.35.8 and later

# Arrival notification

When family members use their face ID, PIN code, or other credentials to access the door, the system sends arrival notifications to other members by default.

The administrator can manage notifications for all family members, while others can only manage their own permissions.

1. Go to 👤 **Me** > **Family Management** > **Arrival notification**.
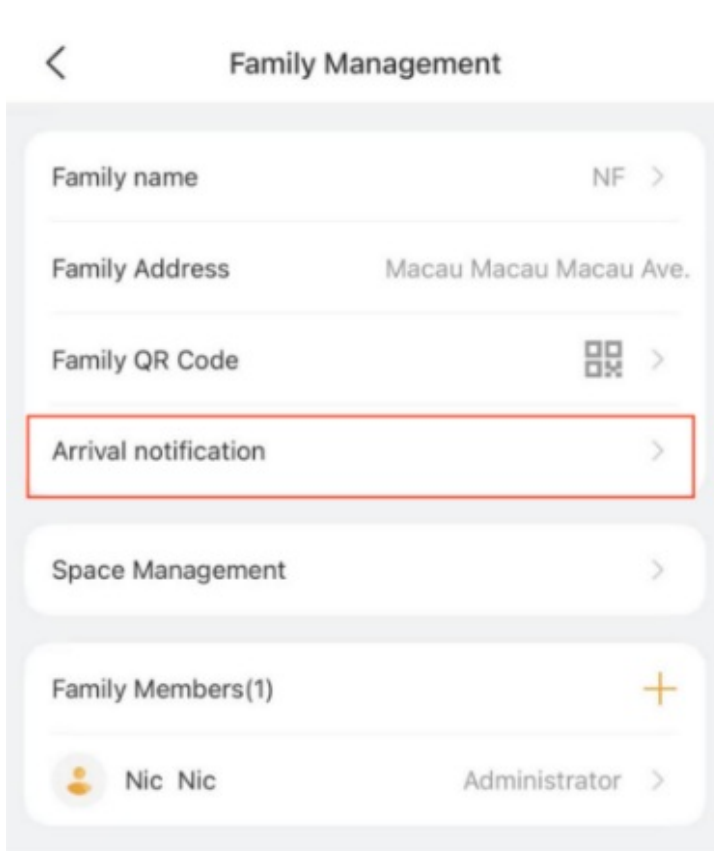


2.Disable/enable the specific member's permission.

# Intercom activity notification

This function allows each member to decide whether to receive offline push notifications from door phones. It is enabled by default.

To disable it, go to 👤 **Me** > **Family Management** > **Intercom notification.**
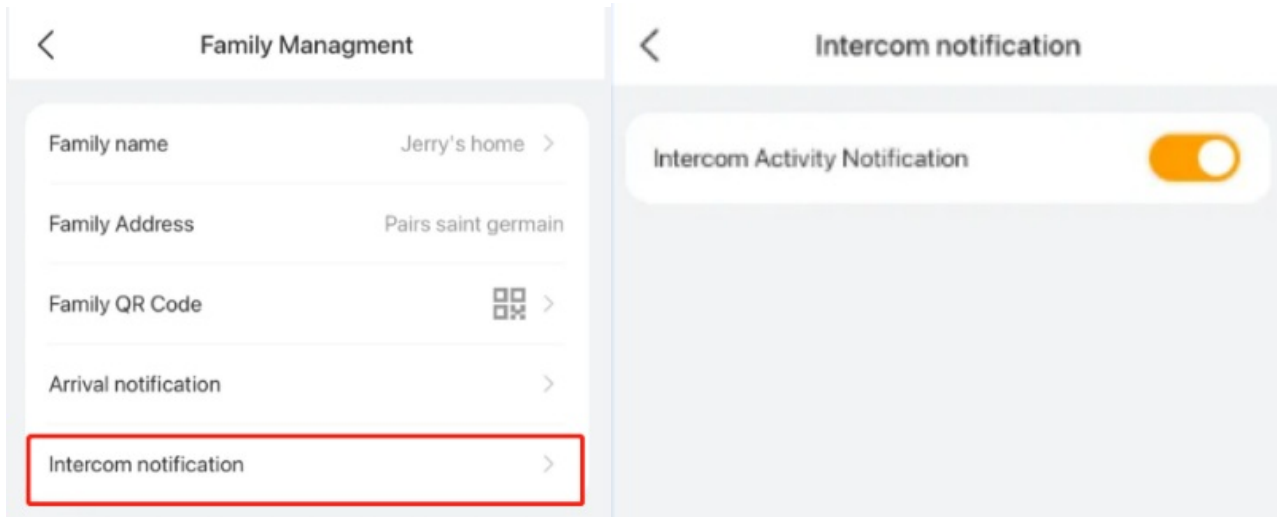
# Unbind member accounts with the family

Administrator and managers can unbind themselves or member accounts with a family.

> **NOTE:**
> If the family runs without the cloud connection, the unbinding account feature is unavailable.

Once the account is unbound, you or the member can log into the BelaHome app, but

- cannot access the family you unbind with.
- cannot preserve permissions and chat data associated with this family.

## Unbind member accounts

To unbind a specific family member account, do as the following:

1. Go to ![Me icon] > **Family Management**.
2. Select the desired member account.
3. Tap **Unbind Family**, and follow the onscreen instructions.
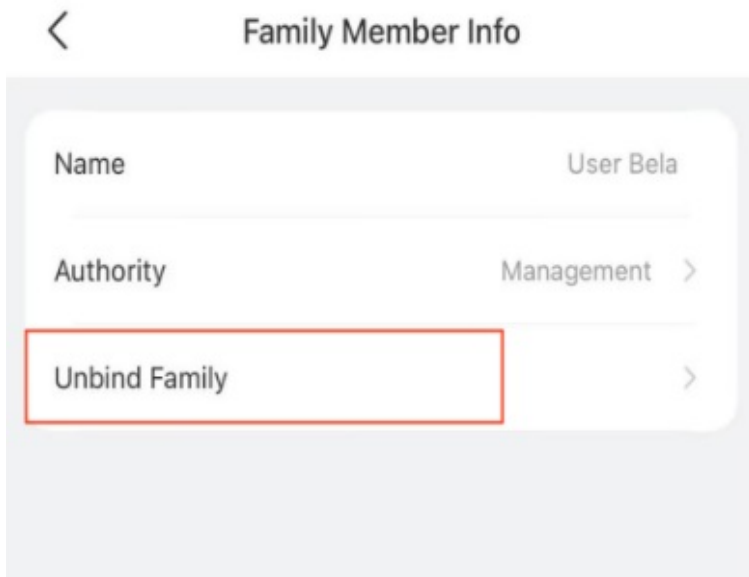
## Unbind all accounts

Only the administrator can unbind all accounts in a family including administrator and family member accounts.

1. Go to 👤 Me > **Family Management**.
2. Select the administrator account.
3. Tap **Unbind Whole Family**.

> **NOTE:**
> Once you select this option, you'll need to contact your service provider to rebind the accounts with the family when you need.
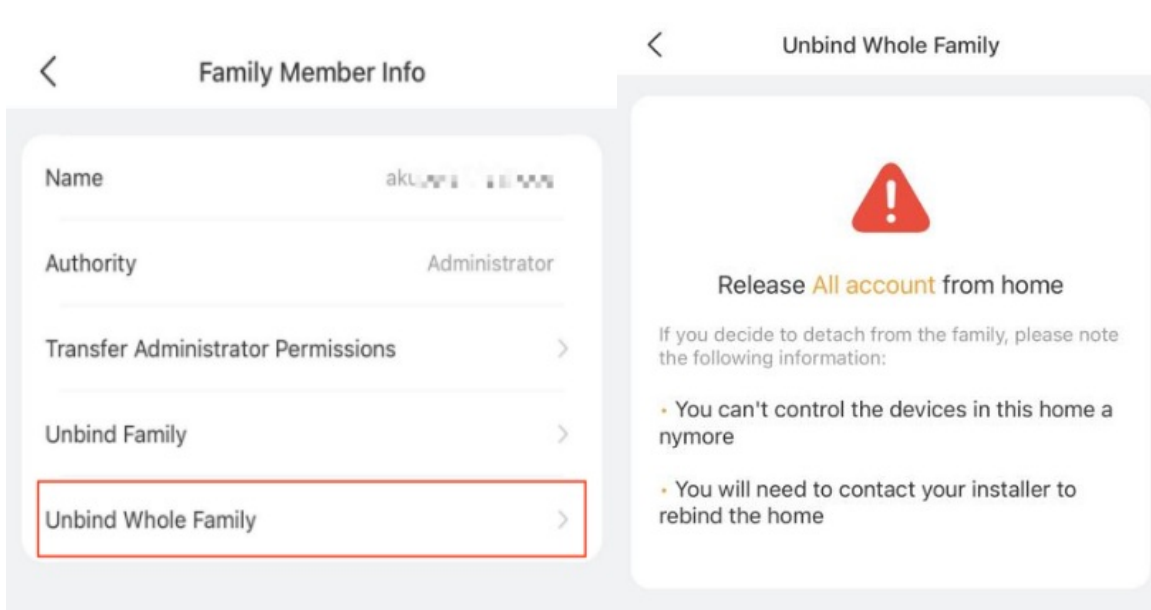


## Transfer administrator role

The administrator role is able to be transferred to another family member.

1. Go to ![Me icon] **Me** > **Family Management**, and tap your family.

2. Select the administrator.

3. Tap **Transfer Administrator Permissions**, and select the member you want to transfer the role. Follow the onscreen instructions to complete the process.

Once completed, your account is changed to be a general one.
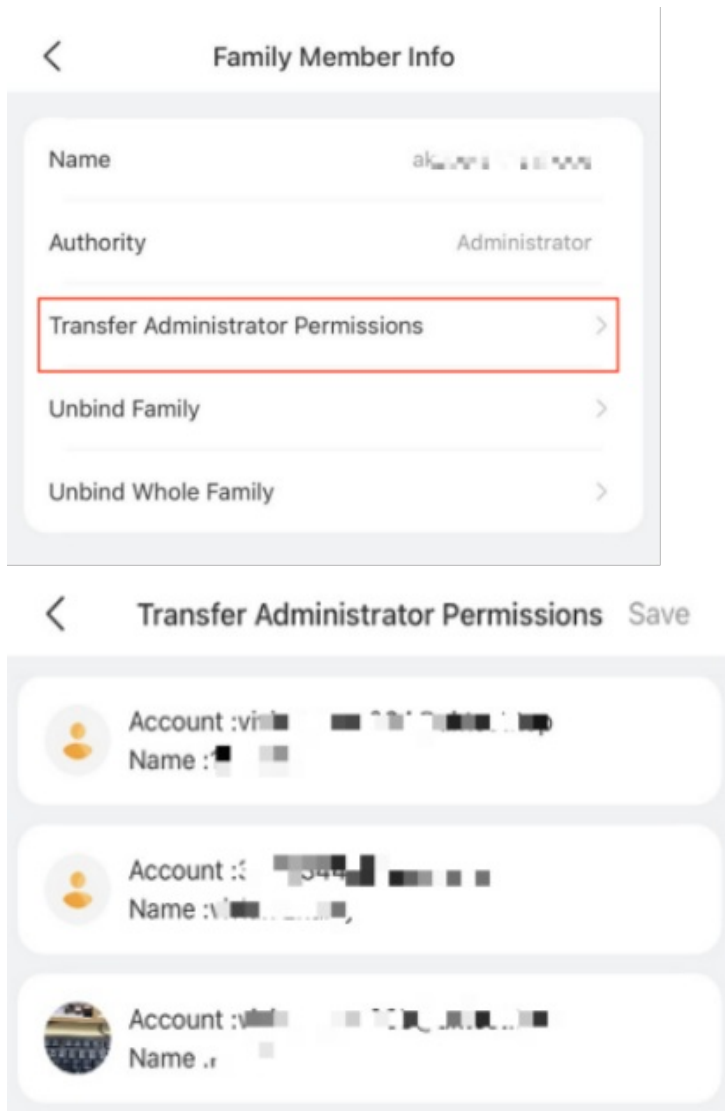




# Spaces and Rooms

The administrator and managers in the family are able to manage all spaces and rooms.

The rooms that are accessible for families are displayed on the Home screen. You can swipe left or right to scroll through the room list.

## Go to Space Management screen

In the Space Management view, you can see all the rooms within the family, along with the number of devices in each room. To access this screen, do any of the following:

- Tap 🏠 in the bottom tab bar, click ≡ on the upper right side, and select **Space Management** from the drop-down list.
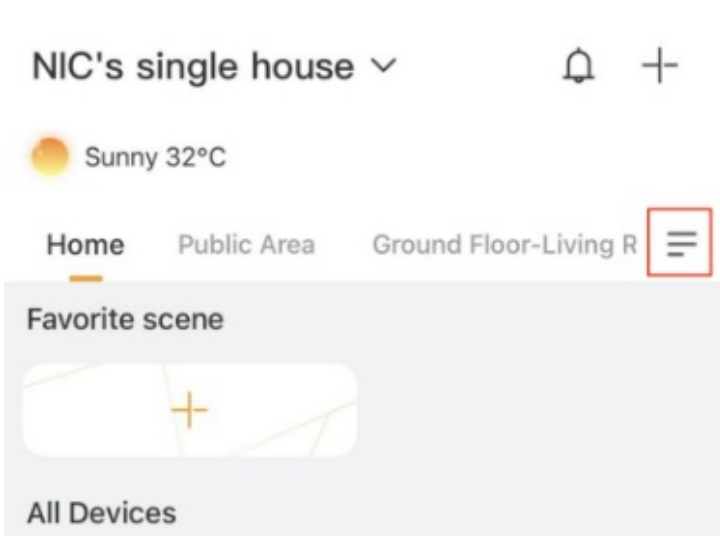


- Tap 👤 > **Family Management** > **Space Management**.
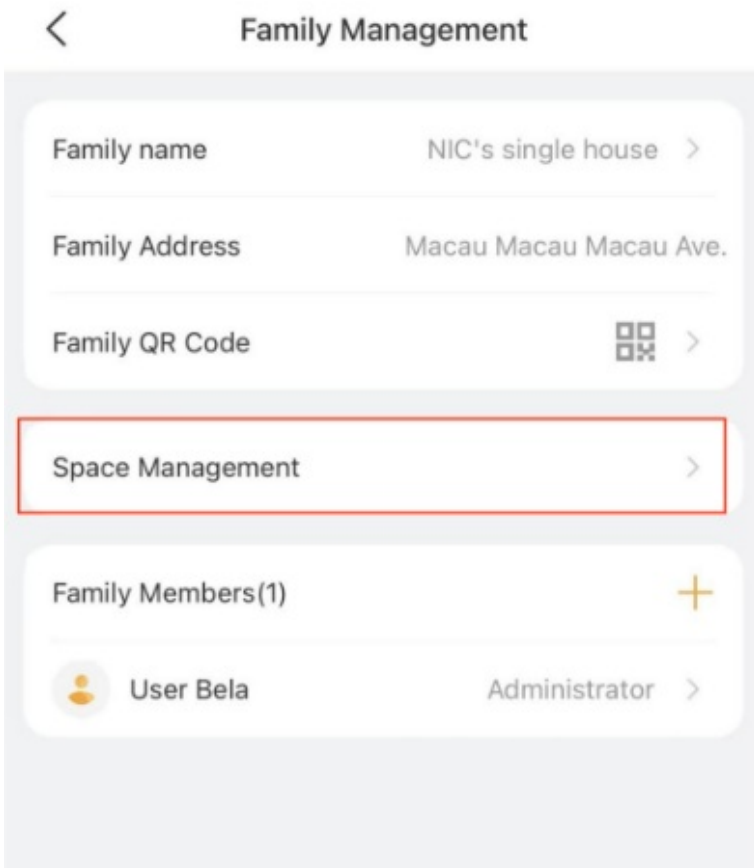


# Add rooms within the space

A space contains multiple rooms. You can designate each floor of your home as a space and add multiple rooms beneath. This flexible structure enables you to organize and manage your home's layout effectively.

To efficiently manage your home, you can add multiple rooms or zones into the space.



1.  Go to  👤 **Me** > **Family Management** > **Space Management**.

2.  Tap  ⊕ **Add Room**  at the bottom.

3.  Name the room, and select the desired space where you want it to belong to.

4.  Tap **Done**.

If you want to move existing devices to the new room, please see Change device's location.

# Devices

## See device info

From the Home screen, you can see devices' information including:

- Connection status:
  - **Offline**. The device's image is gray with the icon 🔗 at its upper left corner. Disconnected devices cannot be controlled via BelaHome.
  - **Online**. The device's image is orange without the icon 🔗. Connected devices can be controlled via BelaHome app.

09:48

NIC's single house ⌄               🔔   ＋

☀️ Sunny 30°C

**Home**        Public Area        Ground Floor-Living R   ☰

**Favorite scene**

＋

**All Devices**

| | |
|---|---|
| 🔲 ＞ **HyPanel** 🔲 Living Roo... \| 24.5°C | 🔲 ＞ **HyPanel Switch2** 🔲 Living Room |
| 🔲 ＞ **HyPanel Switch1** 🔲 Living Room | 🔲 ＞ HyPanel Plus-23666F 🔲 Others |
| 🔲 ＞ KS41-000001 🔲 Others | 🔲 ＞ Lock-1 🔲 Others |
| 🔲 ＞ | 🔲 ＞ |

🏠 Home    👥 Contacts    🎬 Automation    👤 Me
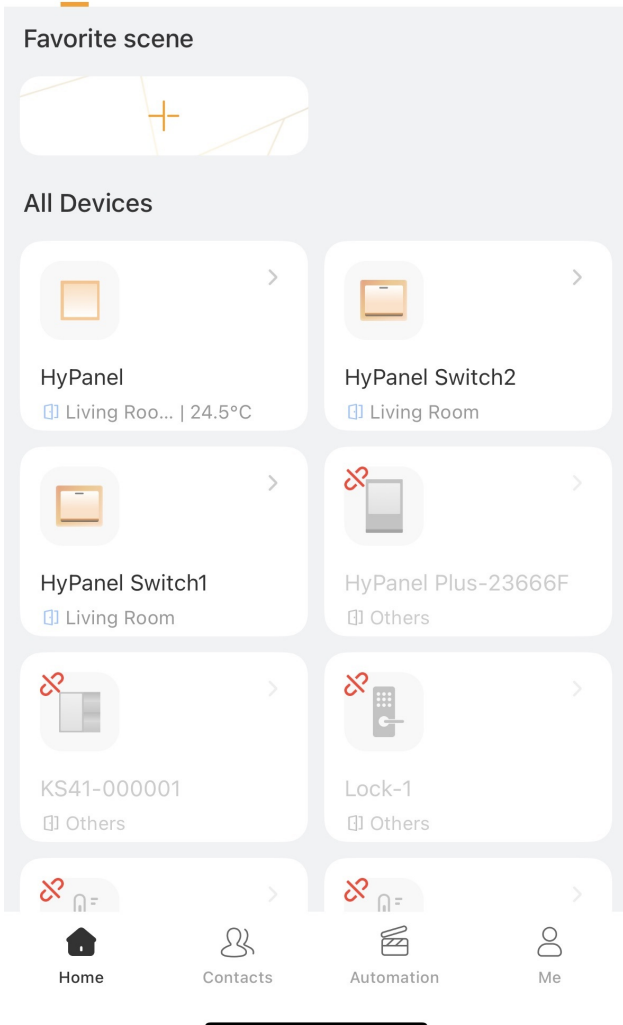
- Setting details: Select the desired device, and tap  ...  in the upper right corner to see its current settings. Here you can change the device's name and location.
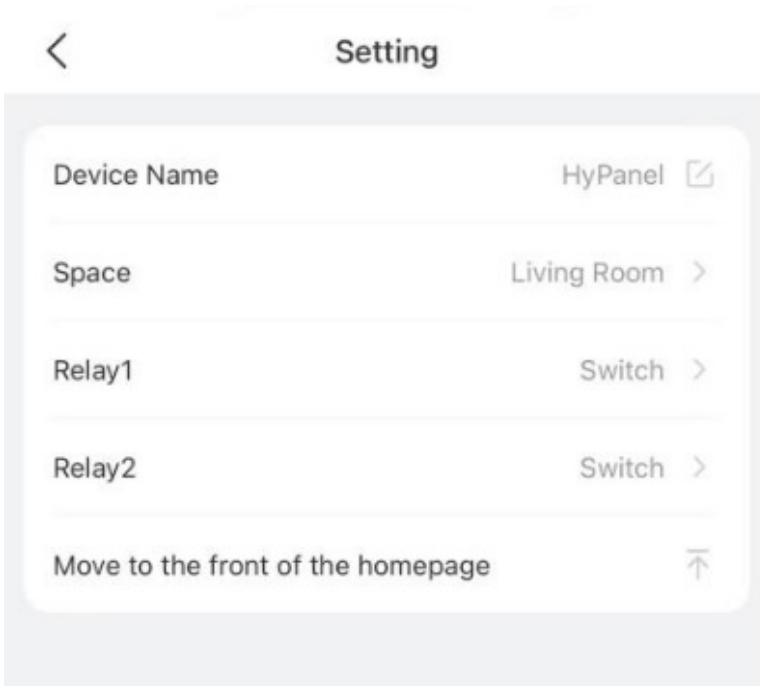
# Check device notifications and logs

- **Online/offline notifications**

When a device connection status changes, you will receive a online/offline notification. To see these notifications, tap 🏠 > 🔔 > **Notification.**
Home
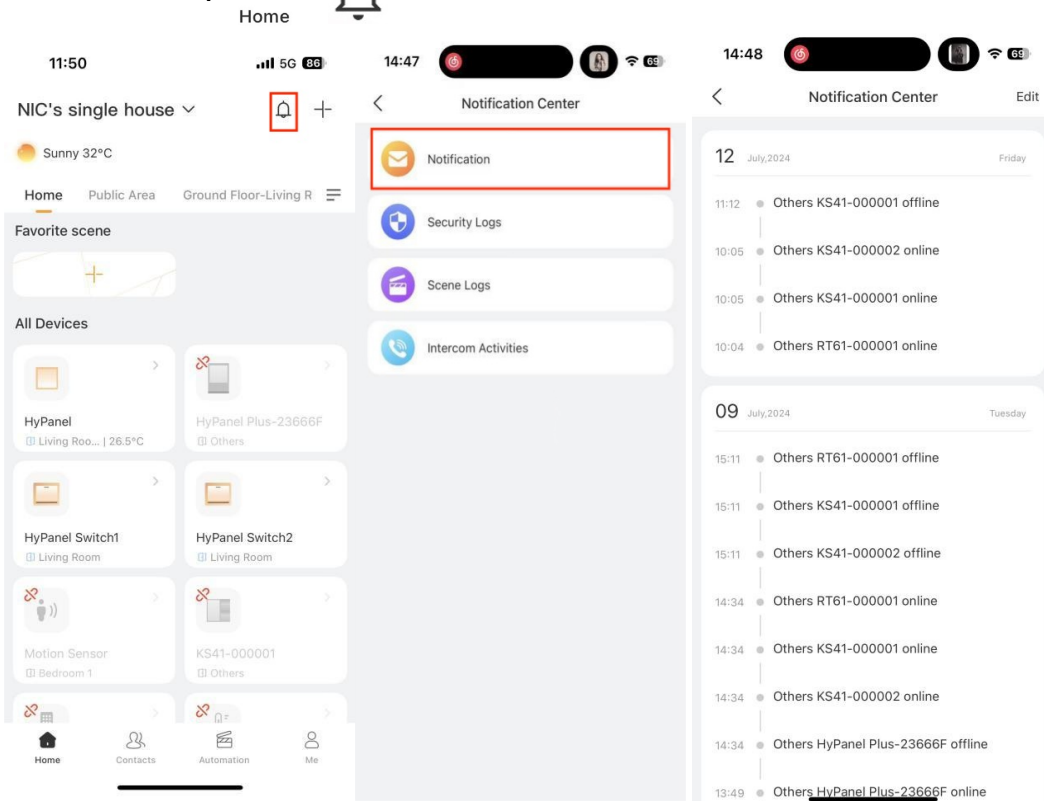


- **Device log**

For ZigBee devices, including locks, sensors, switches, and more, you can check their activities log by tapping their ❯ > **Device Log**.
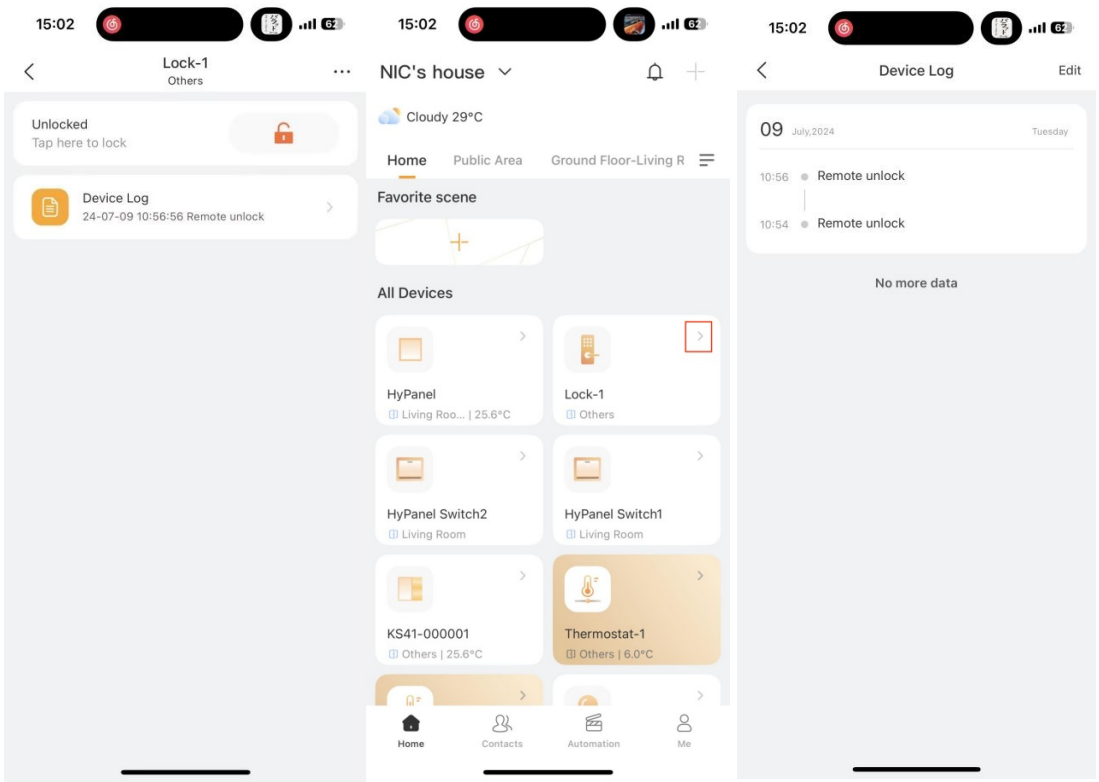


## Check ZigBee device battery status

You can check the battery status of your added devices by going to 👤 Me > **Battery status,** after HyPanel devices get their battery data.
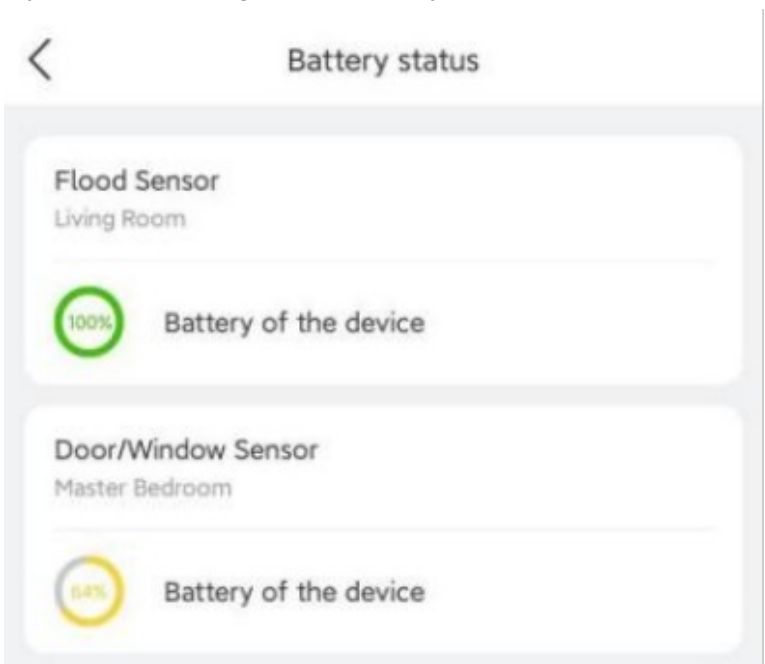
# Add devices

BelaHome enables you to add ZigBee devices like sensors, smart locks, emergency buttons, as well as third-party smart home devices.

> **NOTE**:
>
> You cannot add third-party devices with HyPanel Lite.

## Add ZigBee devices by scanning

To add ZigBee devices by scanning feature, do as the following:

1. Tap 🏠 (Home) in the bottom tab bar, and tap ┼ at the upper right.

2. The home center will automatically search the nearby devices. Tap the gateway name in the upper left to switch to the desired panel where you can add the device.

<

## Add Device

Gateway  [HyPanel] ⇌

Please make sure the device is connected to the network.

3.Follow the device manual to put it in pairing mode.

> **NOTE**:
>
> If you are adding ZigBee devices, make sure the devices and the gateway are as close as possible. We strongly recommend that ZigBee devices and the gateway device should be in the same room, or their distance should be within 10 meters if there is a wall between them.

4.Wait for the search result. Select the device from the search result. Add one device at one time.

‹

## Add Device

Gateway: HyPanel ⇌

Please make sure the device is connected to the network.

👤)) 

Motion Sensor

5.Select the location, name the device, and tap **Finish**.

‹       Add Devices

Device Name

Door/Window Sensor

Device Location

Ground Floor-First Bedroom     ›

## Add third-party devices manually

You can add devices by selecting their types from a list.

> **NOTE**:
>
> Before adding a third-party device, you should check its integration instruction to have the required preparation steps done.

1. Tap 🏠 **Home** in the bottom tab bar, and tap ╪ at the upper right.
2. You can tap the gateway name in the upper left to switch to the desired panel where you wan to add the device.

**Add Device**

Gateway HyPanel ⇌

Please make sure the device is connected to the network.

3.Select the device type from the list below.

10:04

&lt;

# Add Device

Gateway: HyPanel ⇌

Please make sure the device is connected to the network.

## Lights

| | |
|---|---|
| 💡 Yeelight | 💡 TP-Link |
| 💡 Philips Hue (with Hub) | 💡 Lutron Caseta (with Hub) |
| 💡 Shelly | |

## Climate

| | |
|---|---|
| 🌡️ Ecobee 4 | 🌡️ Thermostat |
| Somfy | Somfy-Curtain |
| IKEA-Curtain | Zigbee Shade |
| Air Conditioner | Automate |
| 🌡️ Intesis | |

4.Follow the onscreen instructions and wait for the device to be added successfully.

5.Select the room where the device is located, name the device, and tap **Finish**.

You can refer to Appendix - Add third-party devices via BelaHome to get more detailed instructions.

## Change relay type for HyPanel devices
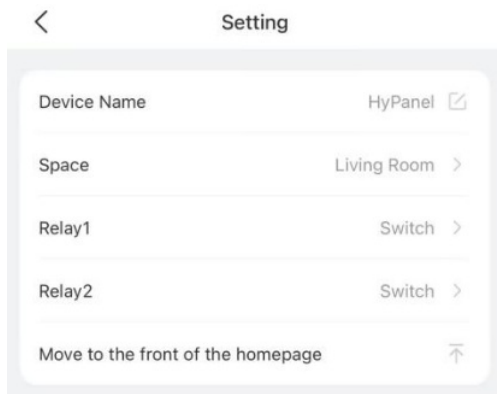


You can change among the six relay types from BelaHome, including switch, light, shade, fan, heating, and cooling.

1. On the Home screen, tap the desired panel.
2. Tap ··· at the top right to go to its settings screen.
3. Tap **Relay 1/2** to and change the relay type.

> **NOTE**:
> 1. If you set or change the relay type to Shade, relay 1 will open the shade by default, and relay 2 will close it. If you wired the shade in reverse, you can easily fix this by enabling the **Shade Reverse** feature on the panels.
> 2. If the two relays are used for heating and cooling separately, they will be merged into a single thermostat on the Device screen.

## Change device's location

You can now move desired devices to the new room to easily find and manage them.

> **Note:**
> Wired sensors cannot be relocated.

1. Tap 🏠 in the bottom tab bar.
   Home
2. Tap the desired device to go to its details screen.
3. Tap ··· in the upper right corner.
4. Select **Space**, and tick on the room.
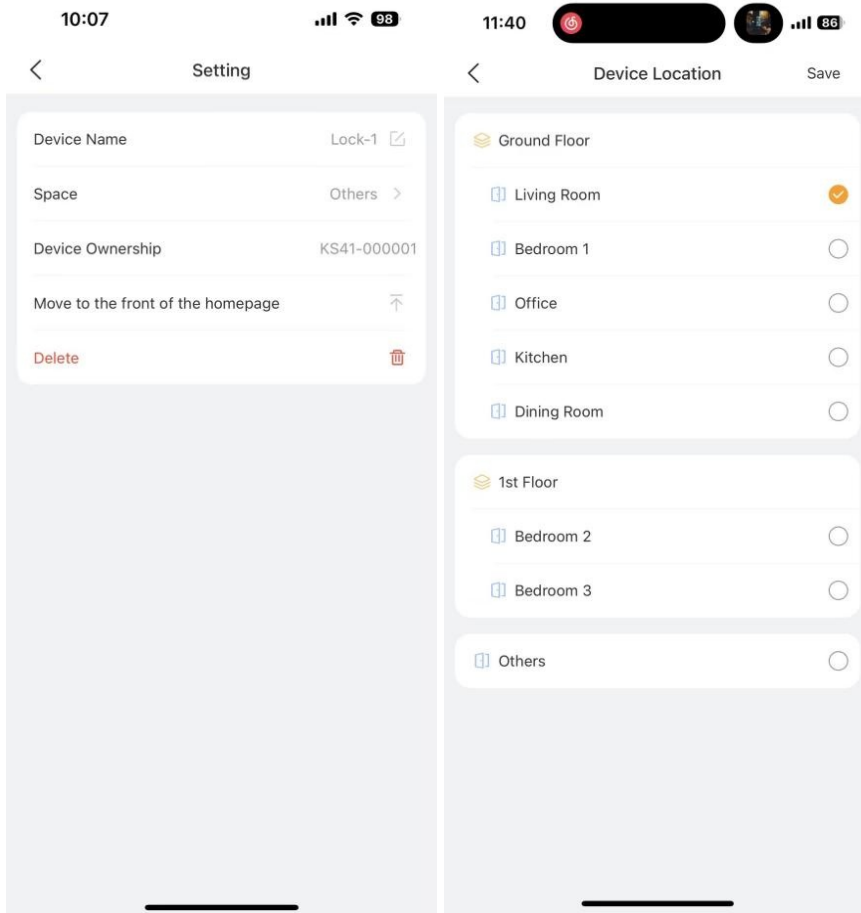
5.Tap **Save**.

# Remove a device

You can remove malfunctioned, damaged, or offline ZigBee and third-party devices from the system, just note that all the data and configurations associated with the device will be deleted. To remove a device from your family, do as the following:

1. Tap 🏠 in the bottom tab bar.
   Home
2. Select the desired device. Its details screen opens.
3. Tap ⋯ in the upper right corner, and tap **Delete**.
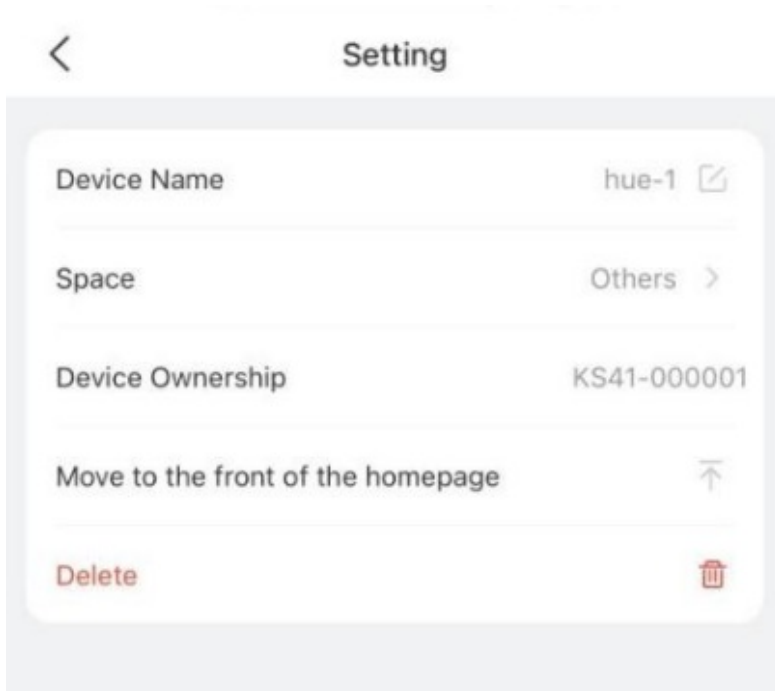
## Control Devices

BelaHome allows you to control devices, such as relays, smart plugs, and third-party smart home devices

### Control all devices within the same space

You can control all devices within the same space with a single tap.

1. On the 🏠 screen, select your desired space or room from the upper list.
   Home
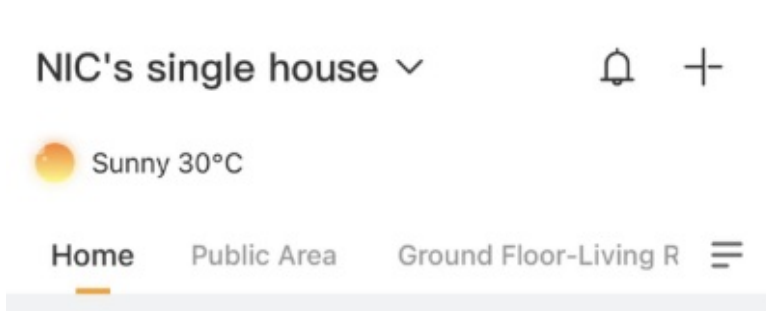


2.Tap **Control All Devices** at the screen's bottom.

Akuvox
Open A Smart World

st Floor-Bedroom 2     1st Floor-Bedroom 3     Oth

Air Quality Monitor-00...
25.6°C

hue-1

hue-000001 light3

ecobee-000002

ecobee-000002 sensor

Thermostat

Roam

◀◀   ▶   ▶▶

RGB Light-000002

E16C-175400

hue-000001

🖑 Control All Devices
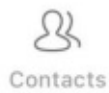
Home       Contacts       Automation       Me

3.To turn on the devices, tap ⏻. To turn them off, tap ⏼ .
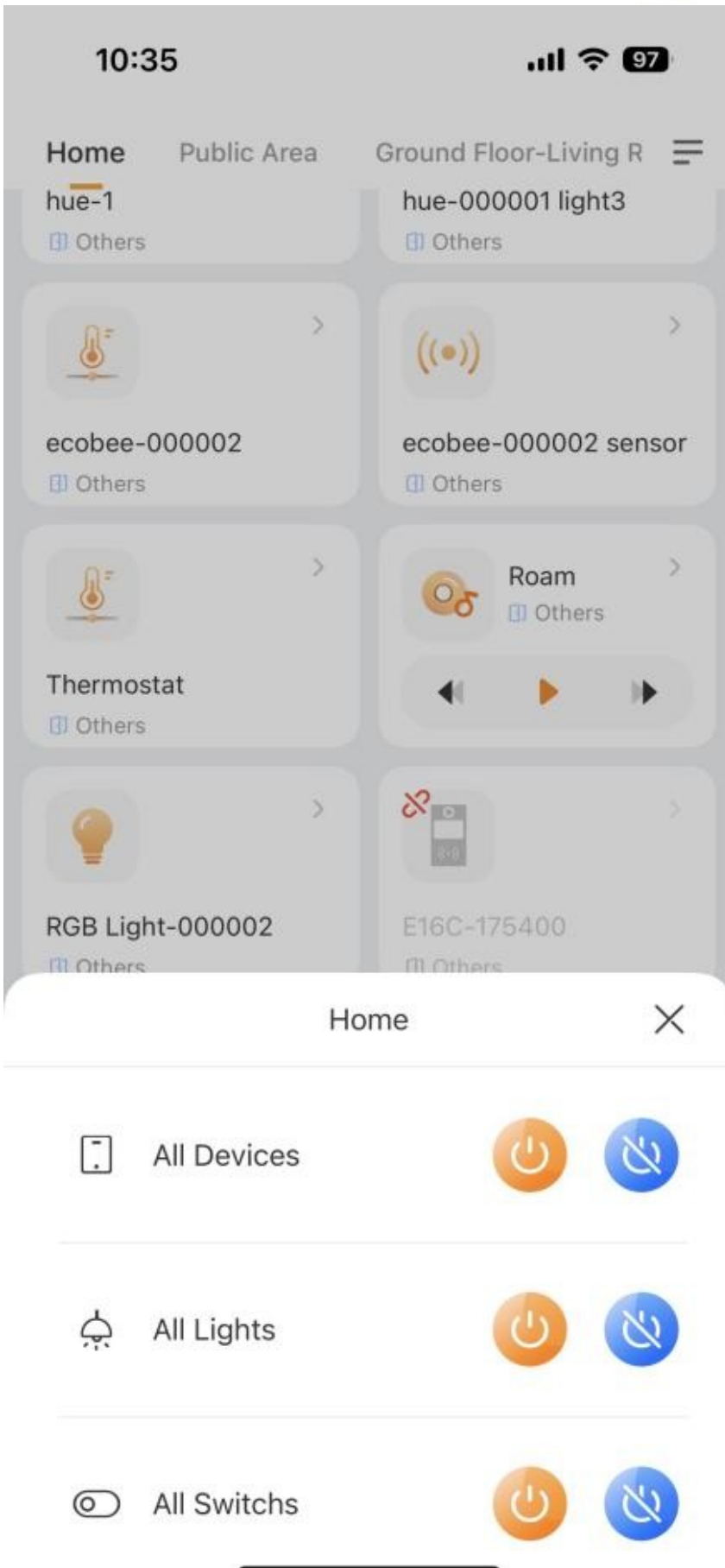
# Control a group of devices

You can organize devices of the same type, lights or switches, into a group, allowing you to adjust their brightness, color, and on/off status all at once.

**NOTE**:

- This function is currently available when the home center device is one of the following models with their specific firmware version:
- HyPanel Pro: 71.1.35.30 and later
- HyPanel Ultra: 281.1.35.8 and later
- HyPanel Supreme: 1001.1.35.8 and later
- Group capabilities
- Devices with the same capabilities (e.g., RGB lights) will display those capabilities for the entire group.
- Devices with different capabilities will only display the common capabilities in the group. For example, if a switch light and a dimmable light are grouped, only the switch capability will be shown.

To customize a group and manage it, do as the following:

1. On the Home screen, find one desired device, and tap     .

2. Tap   ...   in the upper right corner, and select **Devcie Group**.
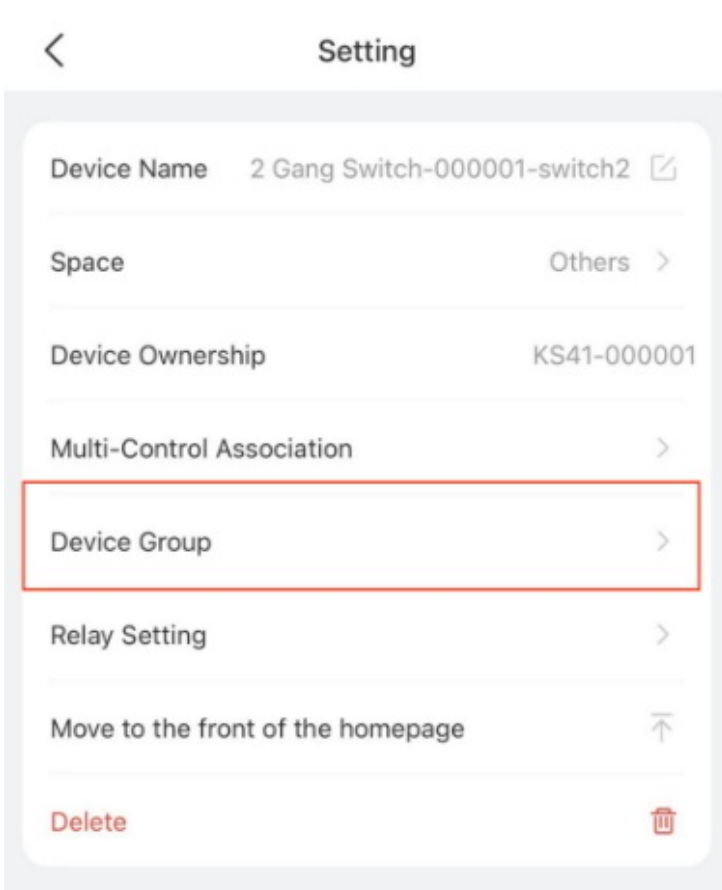
3.Tap **Add New Group** to create a new group.
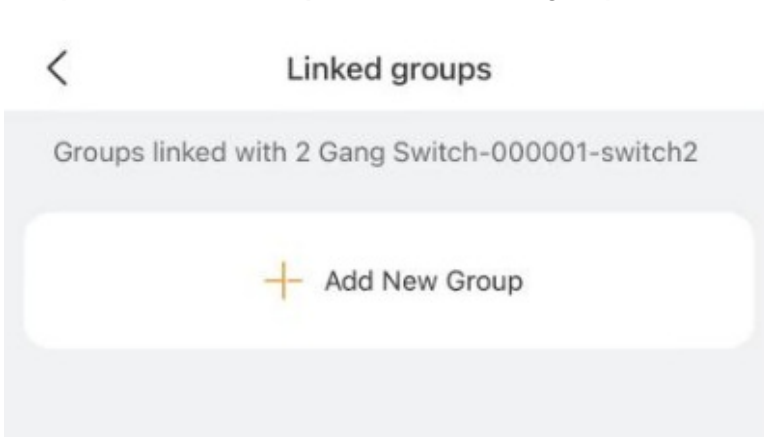


4.Tap **Add device** to add devices into this group.

13:51      .ııl 🛜 83

<      **Edit Group**

Group Name      Group 1 ✎

Grouped devices

🗂   2 Gang Switch-000001-switch2    🗑

╋   Add Device

🗑 **Delete Group**

13:52      .ııl 🛜 83

<      **Add device to group**

All Devices

🗂   Hypanel Pro1BAC76 - relay    ◯

🗂   Hypanel Pro1BAC76 - relay2    ◯

💡   yeelight blue Color-000001    ◯

🗂   switch1    ◯

💡   hue-1    ◯

💡   hue-000001 light3    ◯

💡   RGB Light-000002    ✅

🗂   switch1    ✅

🗂   switch2    ✅

🗂   switch3    ✅

🗂   Shelly Pro 2-000002    ◯
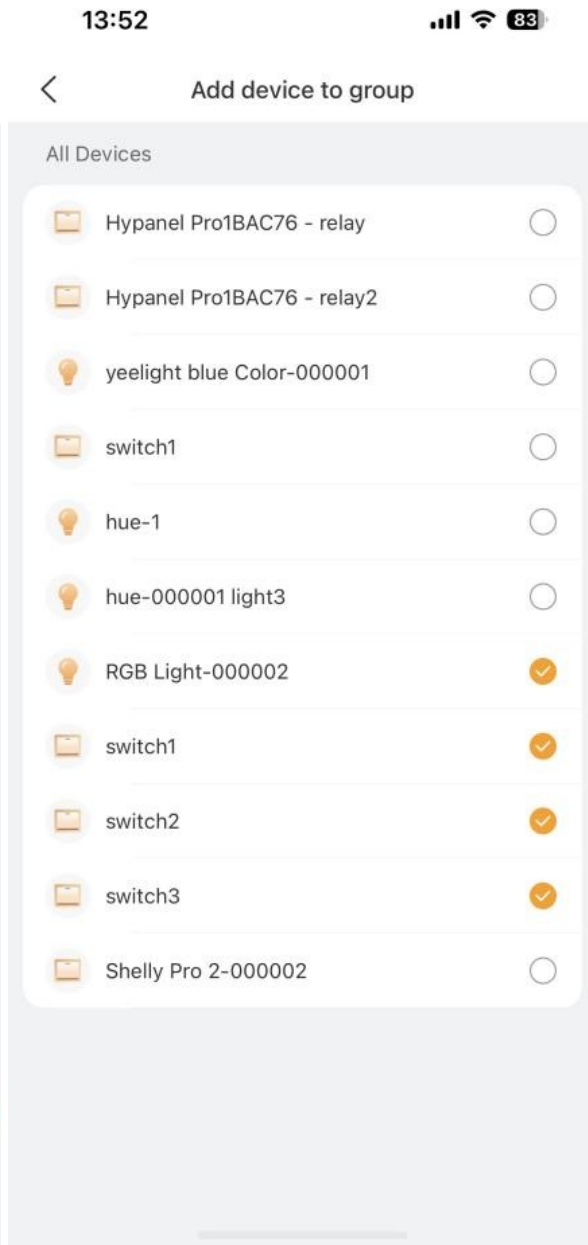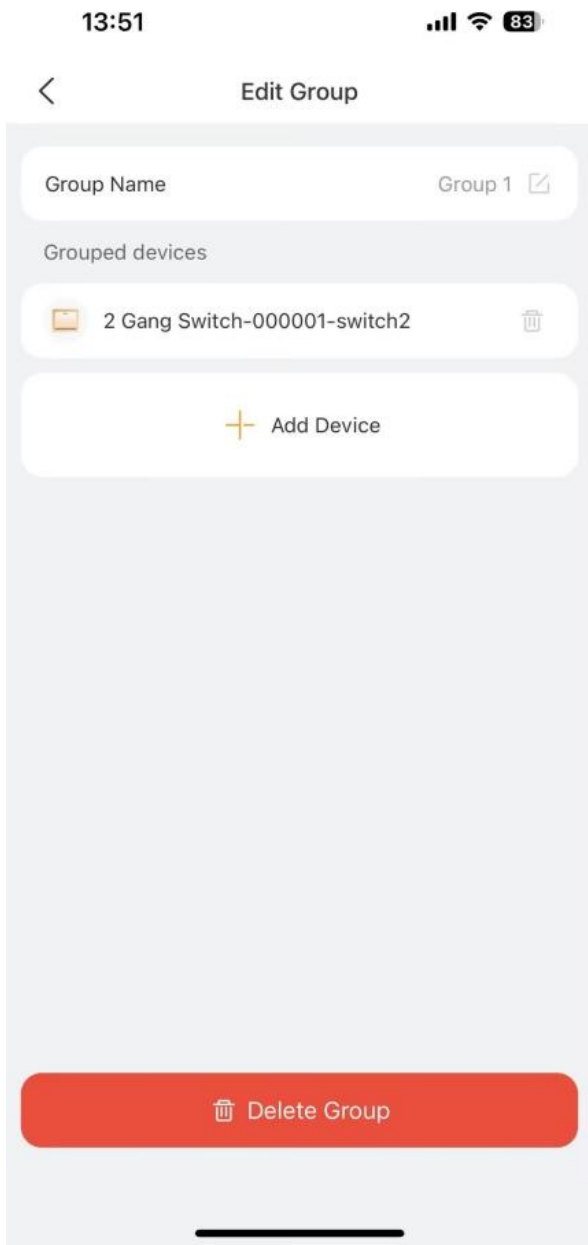
5.Name this group.
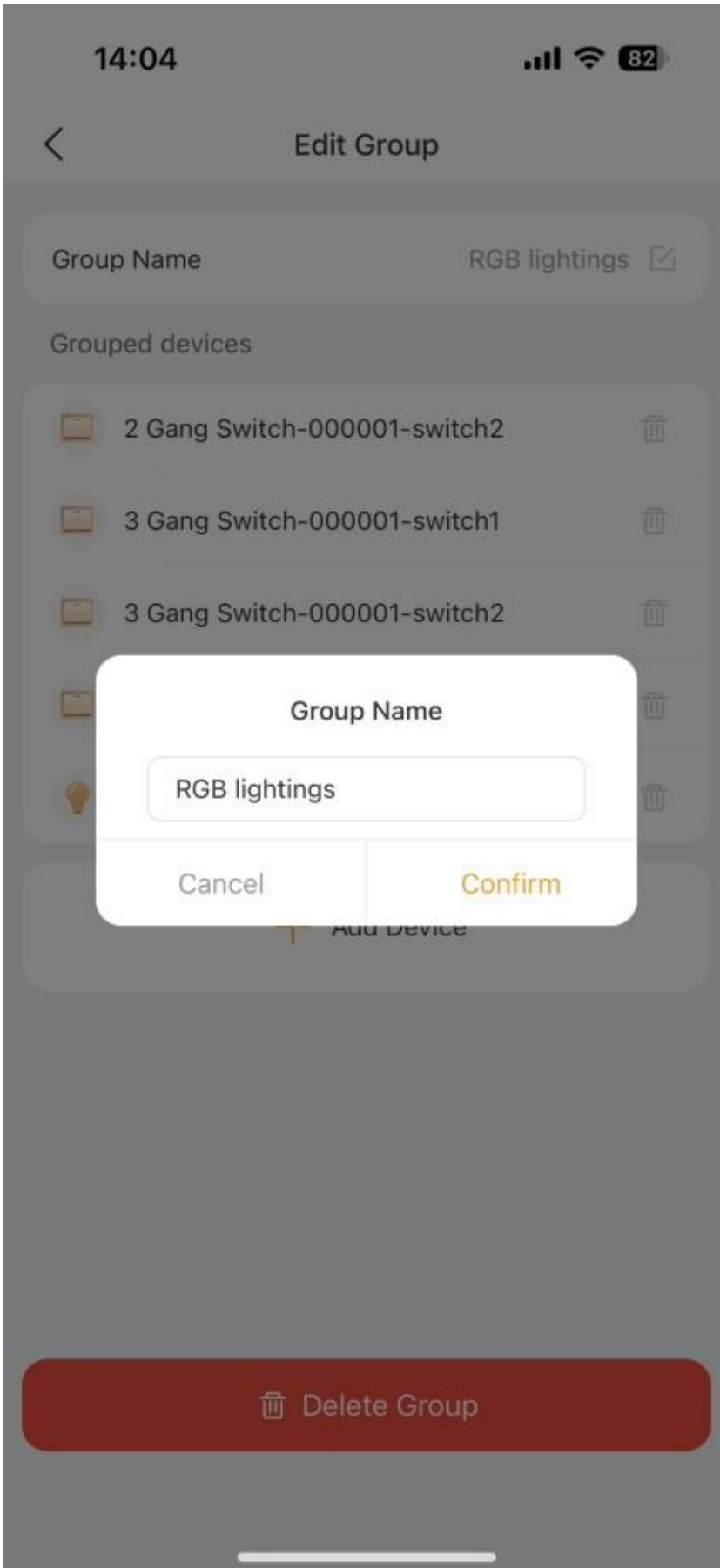
Once completed, the group will be displayed on the Home screen.
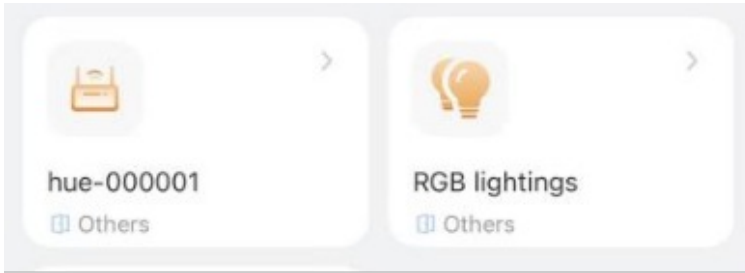
# Multi-control association

The multi-control association function links switches and lights to keep their on/off states synchronized. When one device's state changes, the associated devices will follow. For example, if multiple switches control the same light in a room, you can associate them so that their on/off states remain the same.

To customize a group and manage it, do as the following:

1. On the Home screen, find one desired device, and tap ❯ .

2. Tap ... in the upper right corner, and select **Multi-Control Association**.
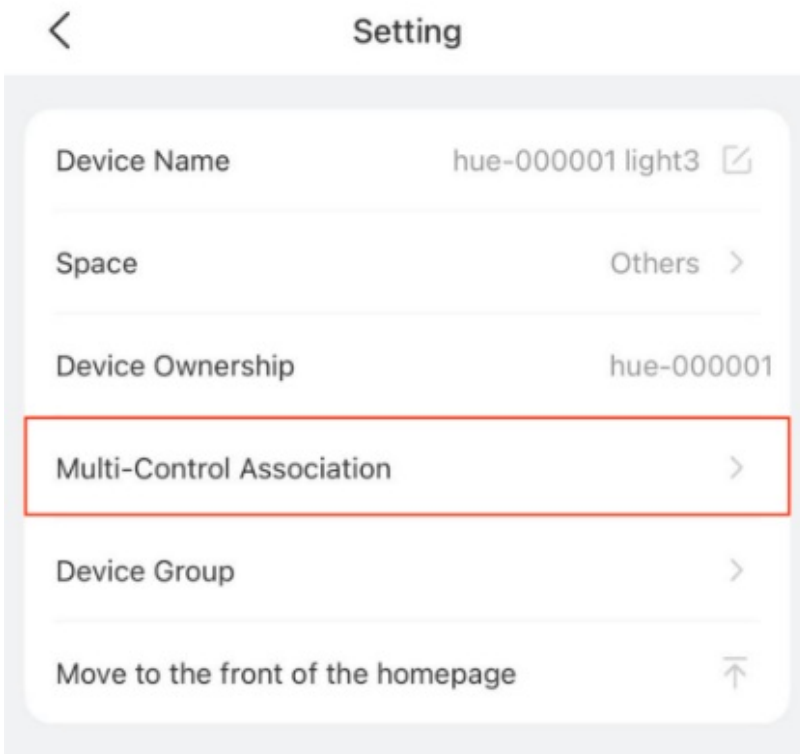


3.Tap **Link with devices** to link devices.
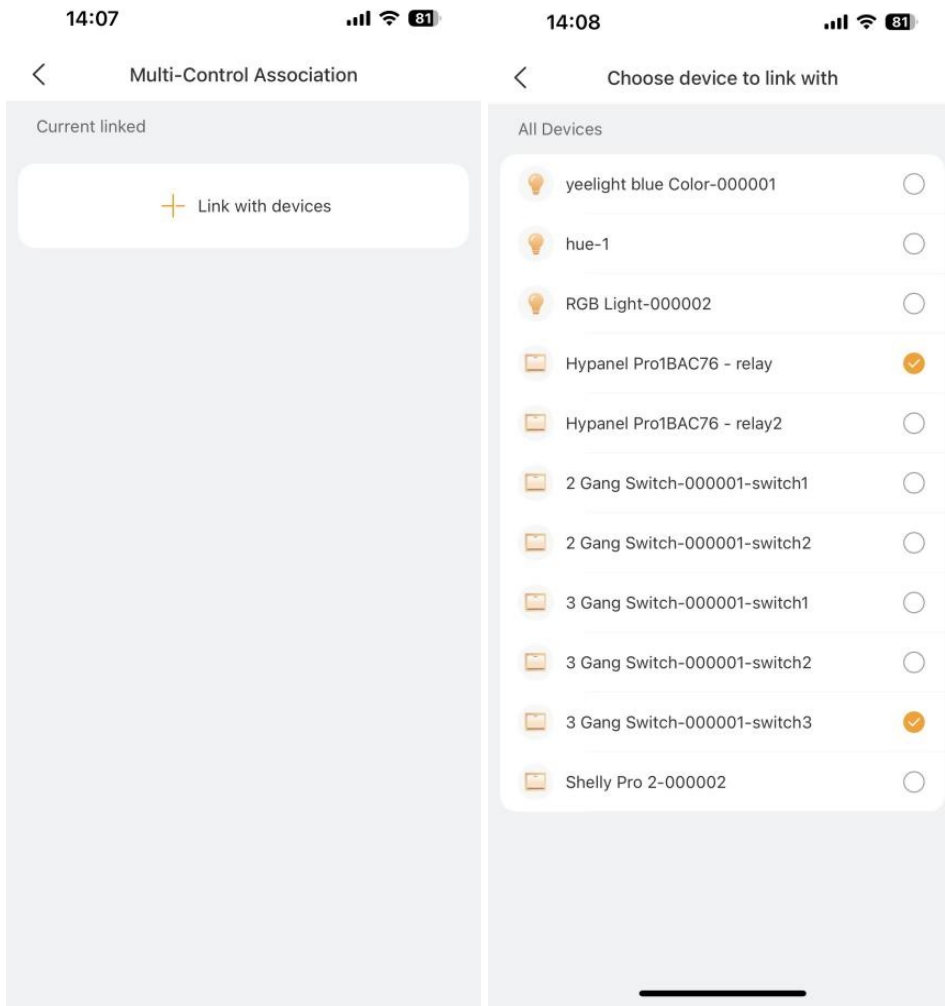
# Control a single device

- **Switches and smart plugs**

To turn such a device on or off, simply tap it on the 🏠 Home screen. The card's background turns to be orange, indicating that the device is on.
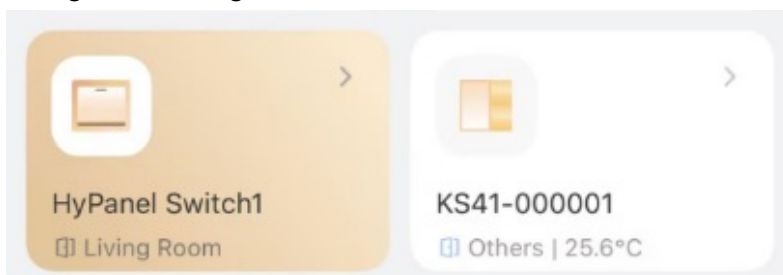


To turn it off, tap the card again, and the background becomes gray.

- **Lighting**

Some lights can only be turned on or off with a single tap, while others like RGB lights, offer more features such as color adjustment, brightness control, and so on.
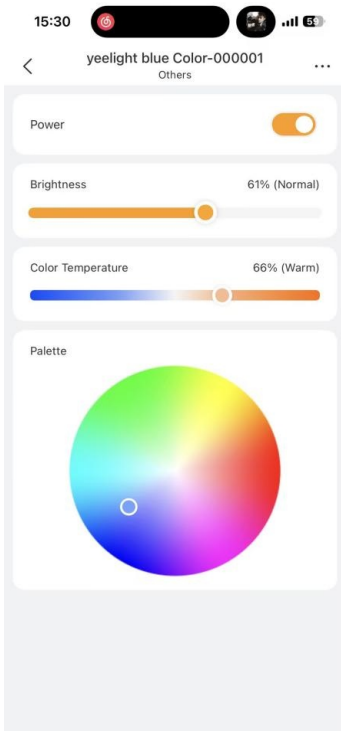
To control a RGB light, do the following:

1. On the 🏠 screen, tap ❯ to go to the device's details setting screen.
   Home

2. To turn the light on or off, tap 🔘 .

3. To adjust its brightness, drag the corresponding slider.

4. To change the color temperature, drag the corresponding slider.

5. To set the light color, pick the desired color from the palette.

- **Smart locks**

To control compatible smart locks, find the desired lock, and tap to enter its details screen. You can do any of the following:
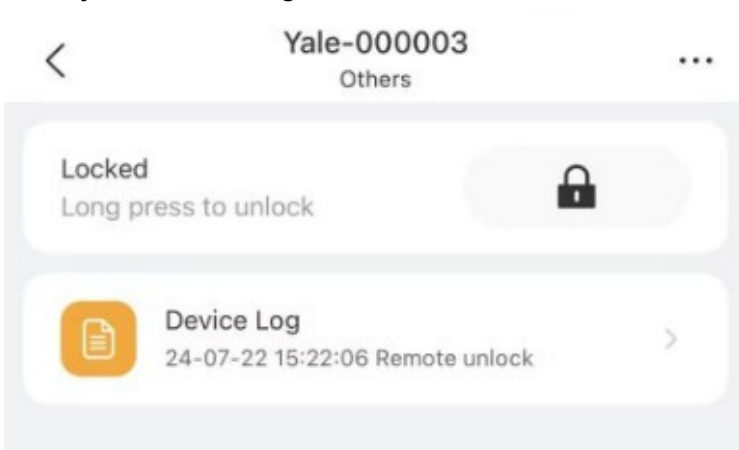


- Long press 🔒 to unlock the door remotely.

- Tap 🔓 to lock the door after unlocking.
- Tap **Device Log** to access doorbell ringing logs, check the lock's online/offline status, and view unlock histories, including the use of temporary passwords, fingerprints, PIN codes, and cards.

> **TIP:**
>
> For locks that support deadlocking, a corresponding button will appear on the lock's details screen, allowing you to activate the deadlock with a single tap and check its current status.

- **Akubela panels, door phones, cameras, and third-party devices**

To control such a device, tap it to access its detailed screen. You can then turn the panel's relays on or off, see monitor stream from the camera or door phone, open the door, play music using SONOS speakers, and more.
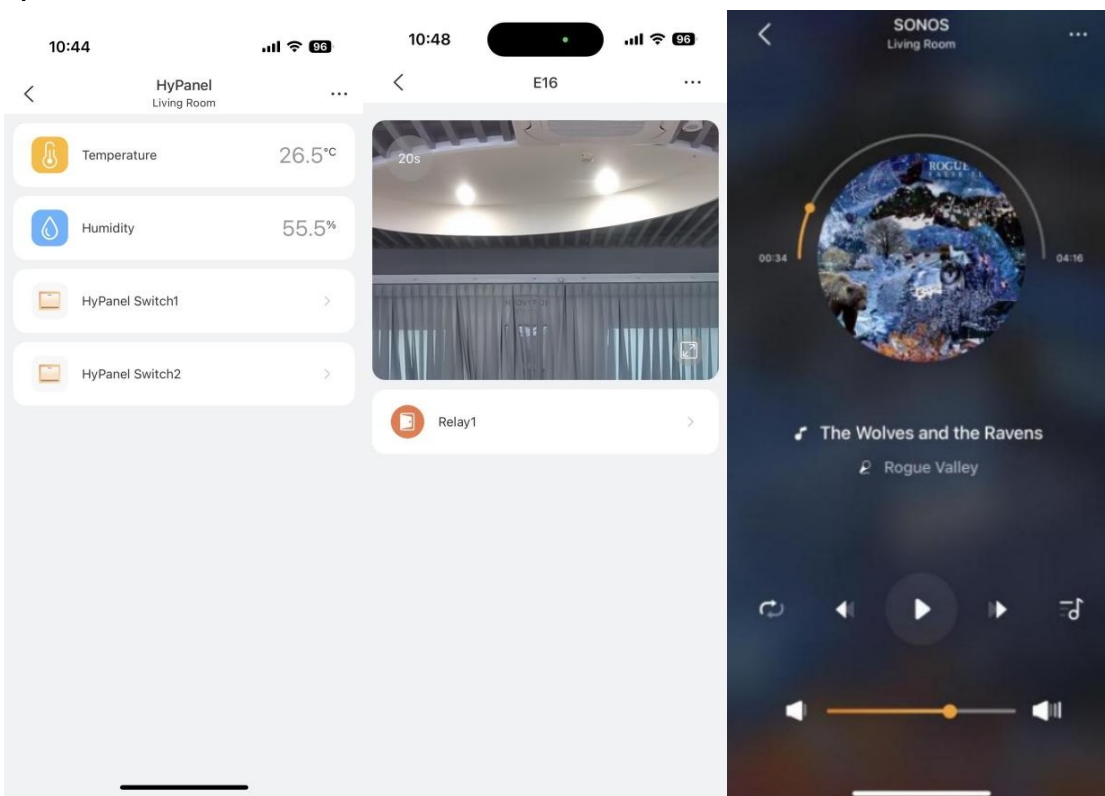


- **Akubela IR controller**
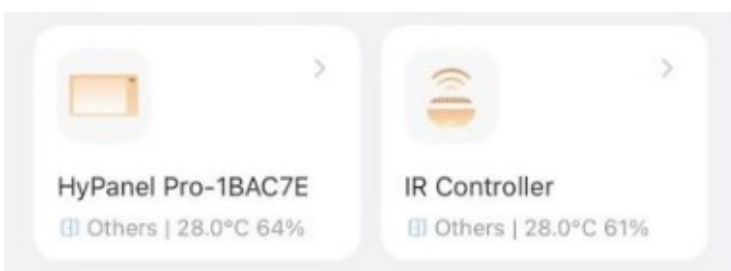
**Add TV and AC directly**

You can add up to 30 TVs and ACs with IR controllers, allowing you to control them through the app and panels.

1. Tap the IR controller to enter its detail screen.

2. Tap ➕ Add remote control .

3. Select the device types between Air Conditioner and TV.

4. Choose the device's brand.

5. Ensure the status of the device you wish to control matches what indicated in the prompt, then tap Yes to confirm or No to proceed to the next potential device.

> **NOTE:**
> If the device you want to control did not respond, tap ↻ to try again.
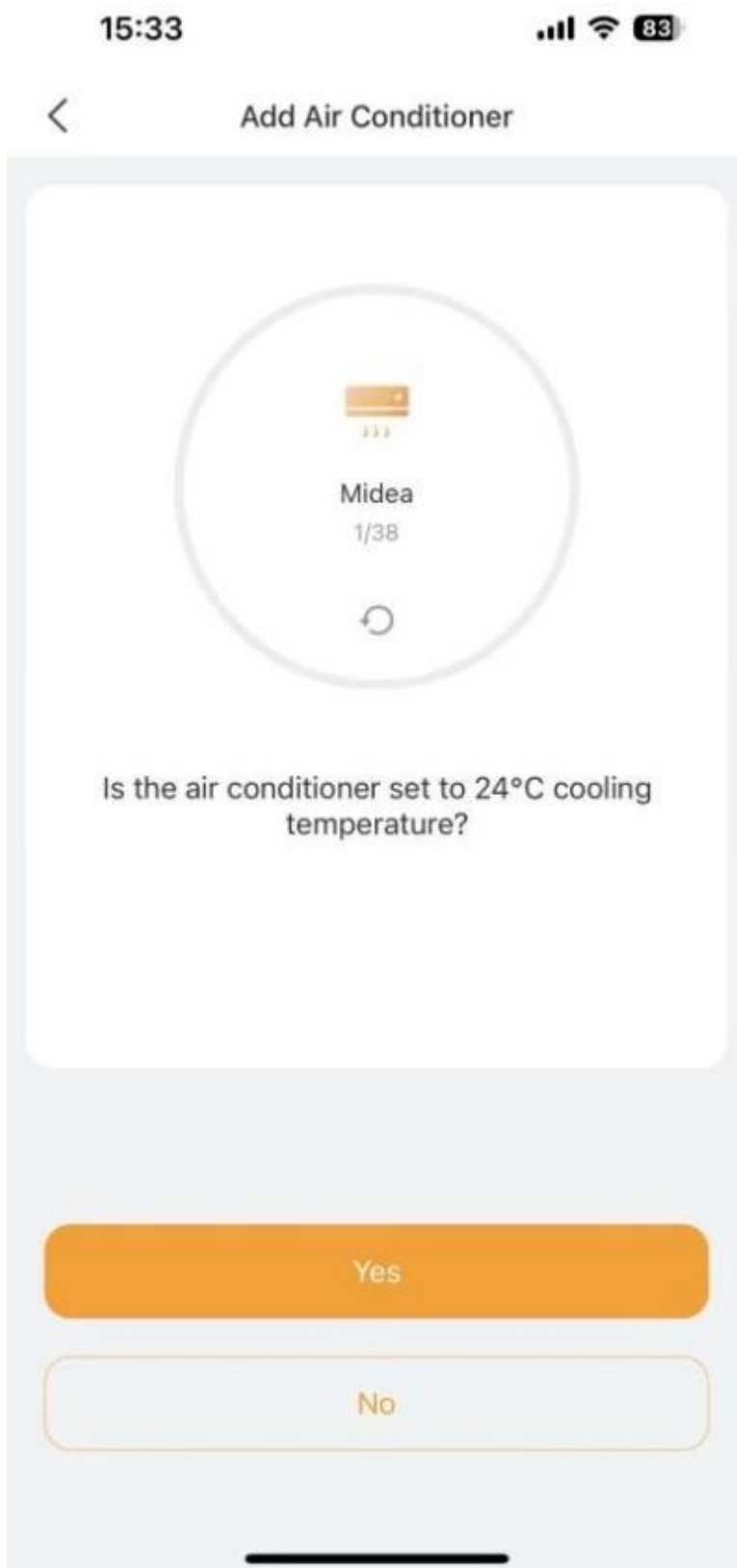
6.Name the device and choose its location.

You can see the device listed on both the IR controller's screen and the Home screen.
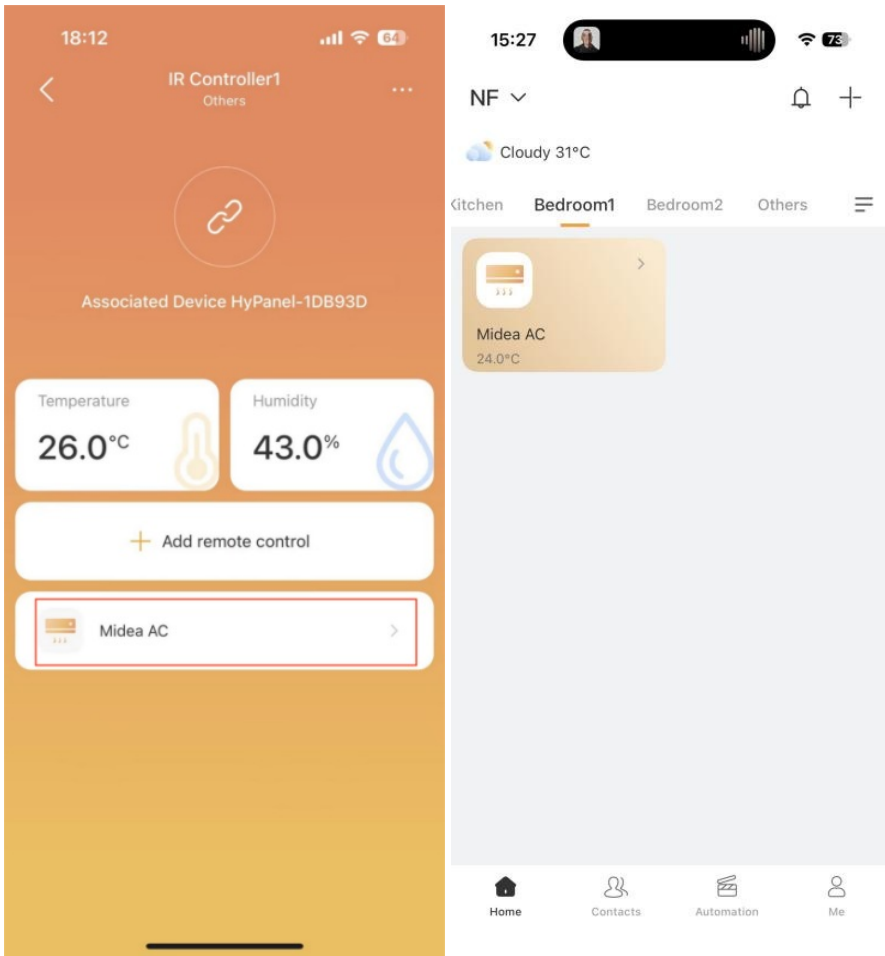
To access the control screen of the added IR device, for example, an AC, tap the device on the Device screen. This allows you to turn it on or off, change its mode, fan speed, and more.

## Learn functions from other remotes

If adding AC or TV fails, use the IR Controller to add and learn their remote functions. Note that each remote supports up to 100 keys.

1. On the IR controller's detail screen, tap + Add remote control .

2. Select **Custom Remote Control** from the list.

3. Name the remote and set its location to distinguish it from others.



4. Tap **Done**. The added remote will be listed on the details screen.
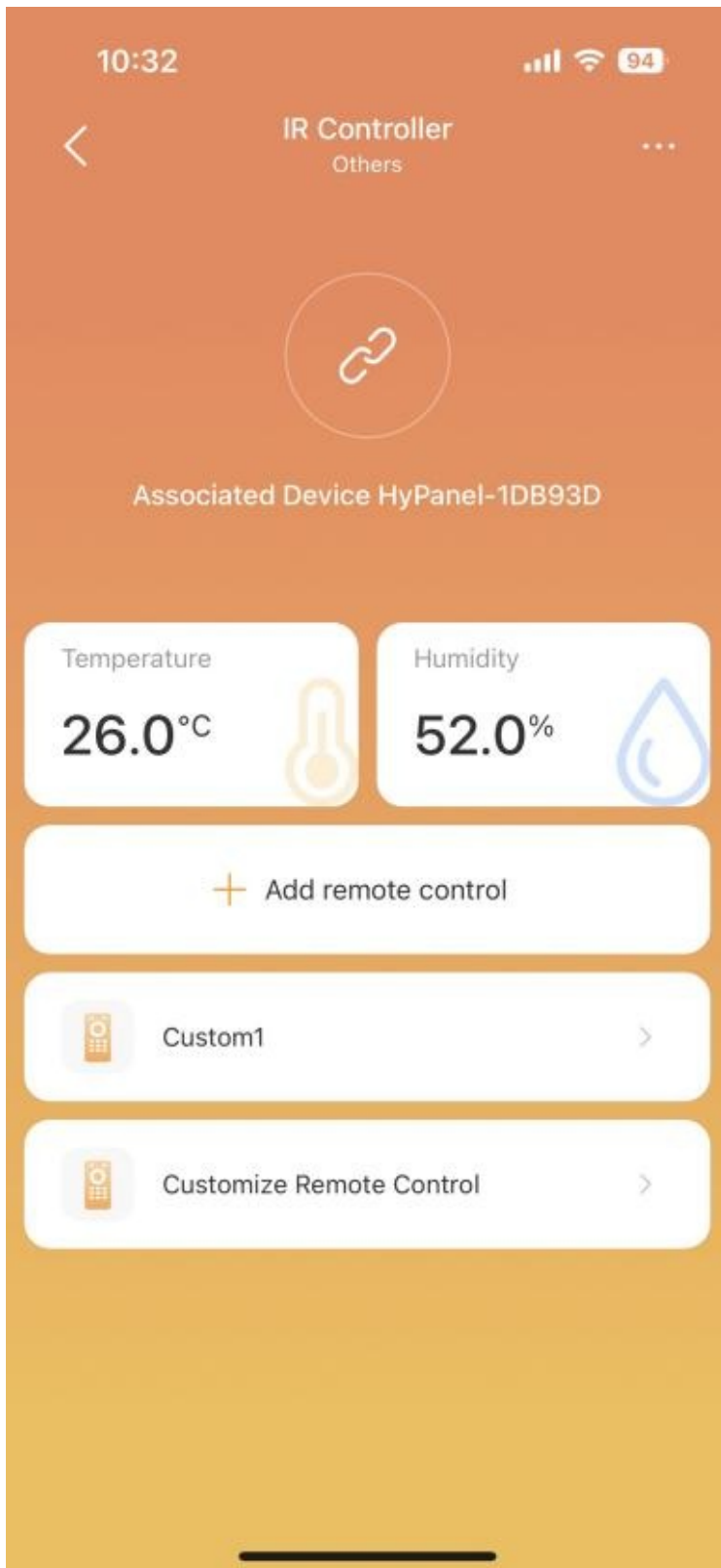
5.Select the desired remote, and tap ➕ Add Button .

**Custom1** Others screen:

You haven't added any button yet.

+ Add Button

**Add Button** screen:

1.Ensure that the yellow indicator is on in IR Controller. If the yellow indicator is not on, exit the page and enter again.

2.As close as possible to the remote control and aim at the IR Controller, press the button on remote control you want to learn.

3.If the IR Controller receives the infrared signal, the yellow light will flash once and the buzzer will sound once.

4.Only one button can be learned at a time.

6.Make sure the indicator light of the IR Controller is yellow.

7.Place the head of the original remote to IR controller as close as possible.

8.Press the key you want to learn on your original remote and IR controller's indicator light will flash once.

9.Name the key. To continue to add keys, tap **Next > Add Button.**
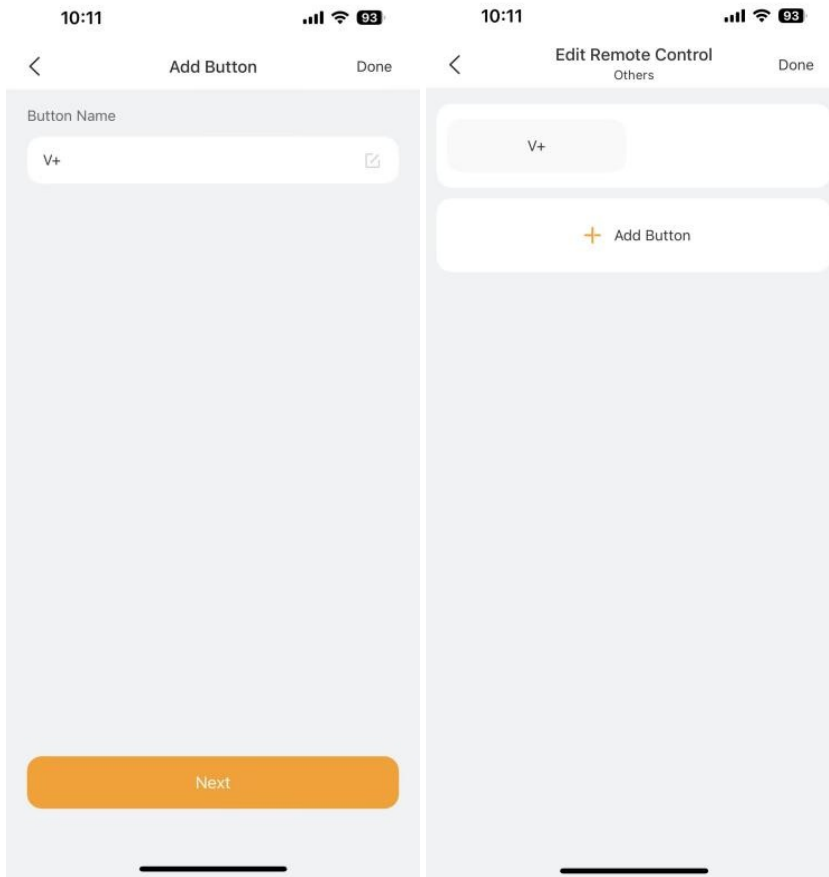
10.Repeat steps 8 & 9 for other keys you want to learn. Tap **Done** to finish the adding process.
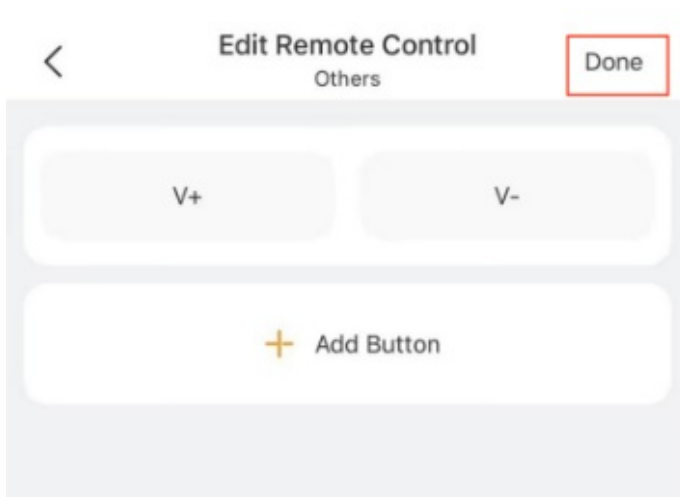


To add additional keys or delete the remote, tap ⋯ at the upper right, and select the desired option.
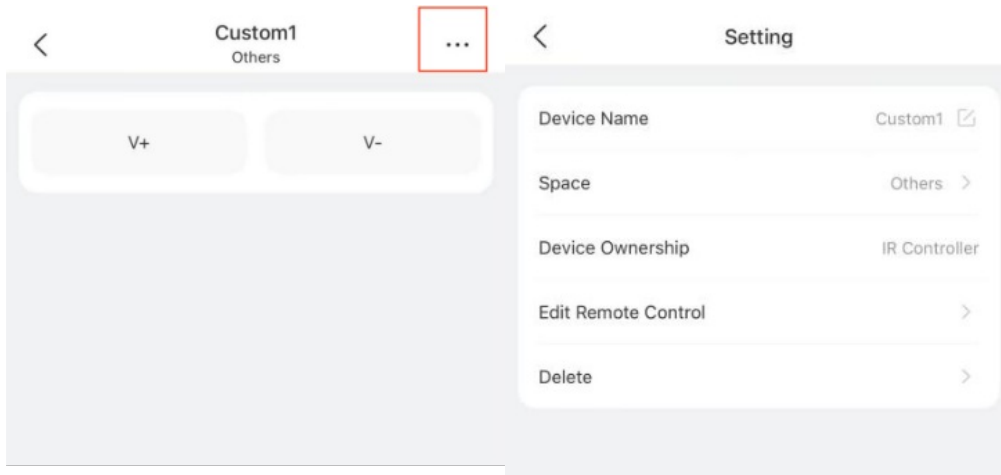
# Re-order devices on the Home screen

On the Home screen, tap and hold any device until the devices start jiggling. Then, press and drag the device to your desired location. Once completed, tap **Done**.
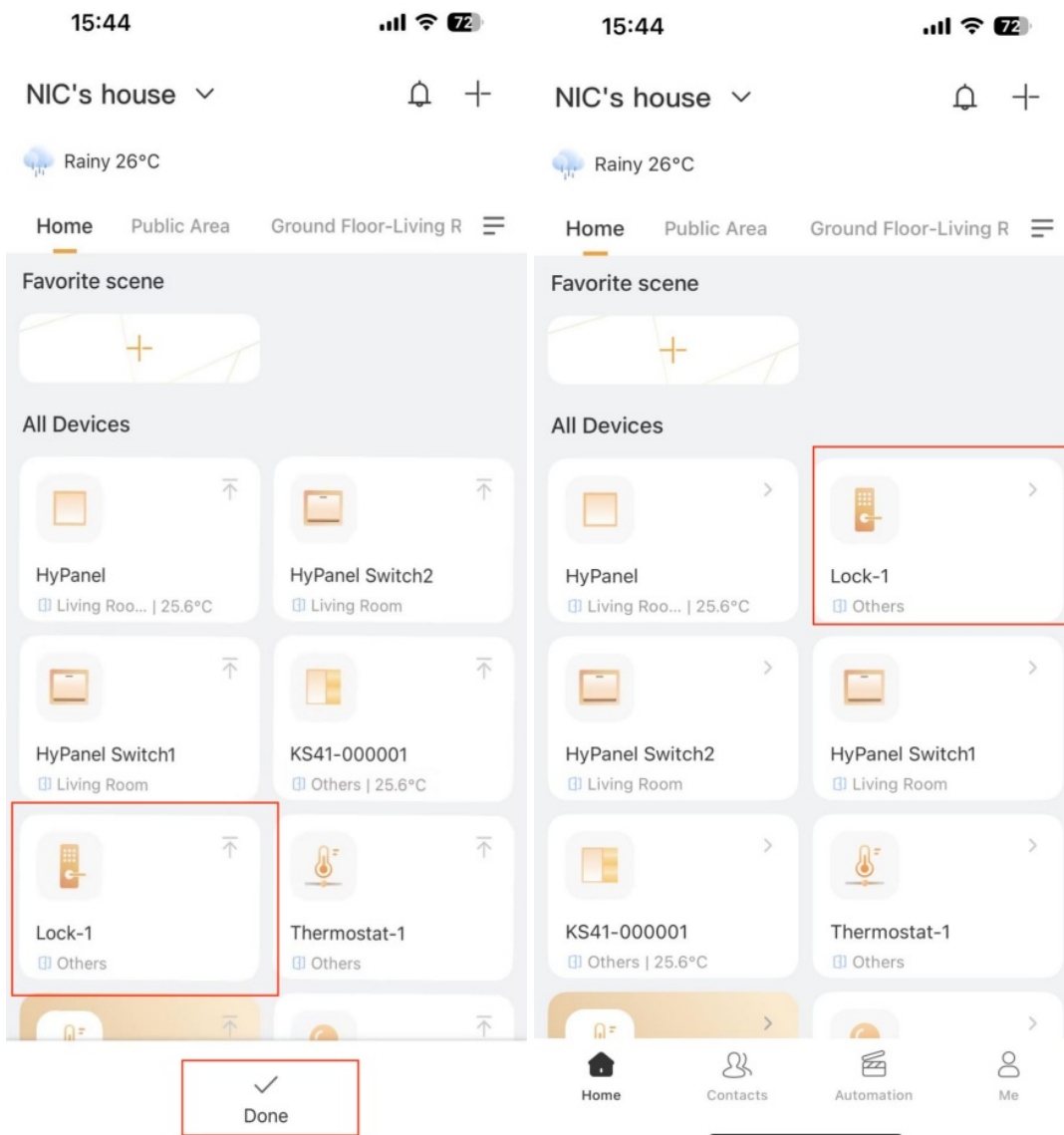
Additionally, you can move any device to the top of the device list by performing any of the following actions:

- On the Home screen, tap and hold any device until the devices start jiggling. Tap ⬆ of the desired device.
- Select the desired device, tap ... in the upper right corner, and tap Move to the front of the homepage.
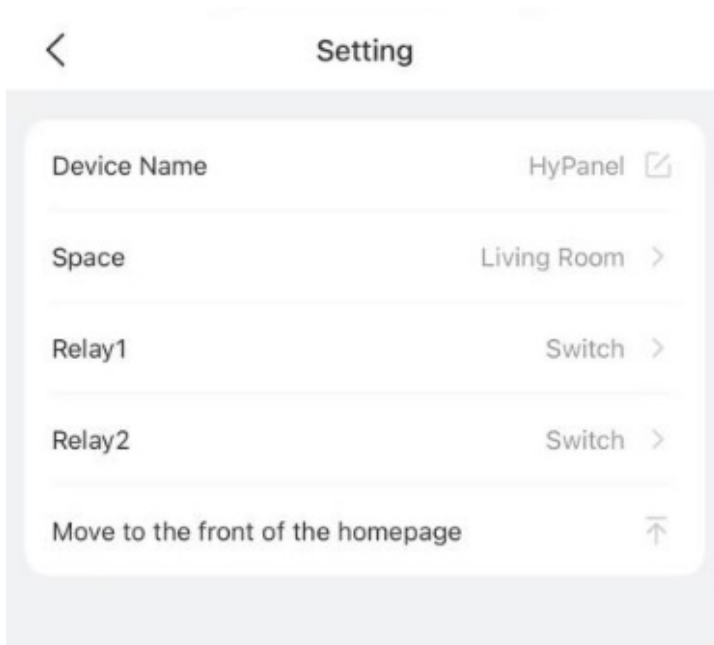


# Scenes

Scenes lets you control your smart devices based on an action, an event, a schedule, or sometimes with a simple tap.

# Scene types

To access Scenes screen, tap 🎬 Automation at the bottom tab bar. The screen displays all scenes within the family.

The following are three types of automation scene and their icon meanings:
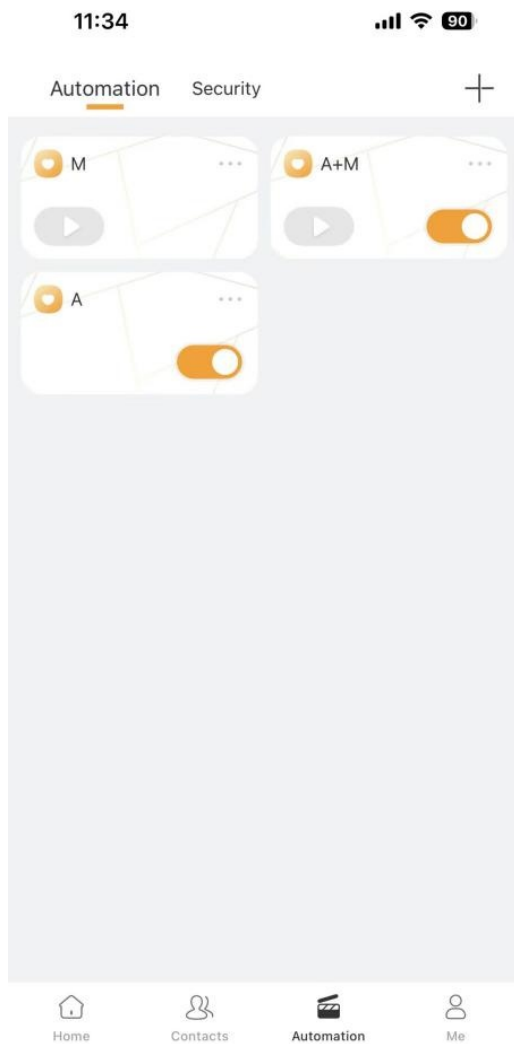
- Auto scene ⬤▬ : A scene that is set to be activated based on a schedule or an event.

  - If the scene icon is orange ⬤▬ , it means as long as the preset conditions are met, the task will be triggered.

  - If the icon is white ▬▭ , it means the task will not be triggered automatically. You can tap it to allow it to auto-run.

> **NOTE：**
>
> This type of scenes are not displayed on HyPanel devices.

- Manual scene ▭▷ : A scene that is set to be activated based on a tap or click on the scene image.
- Auto and manual scene ⬤▬ ▭▷ : A scene that is based on a schedule, an event, and a tap or click. When any of the conditions are met, the scene will be activated.

**Create a scene**

A scene consists of condition(s) and task(s). When the conditions are met, the preset tasks or actions could be triggered.

To create a scene, go to ⬛ **Automation** > ➕ > **Add scene**, and do the following.

1. Name the scene. You can also chose an image for it.
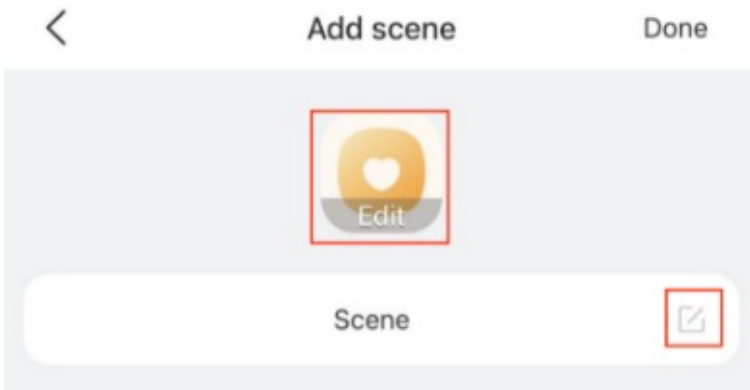


2.In the **When** field, tap ➕ to select trigger condition(s). If you set multiple trigger conditions, the scene can be triggered when ANY of them are met.
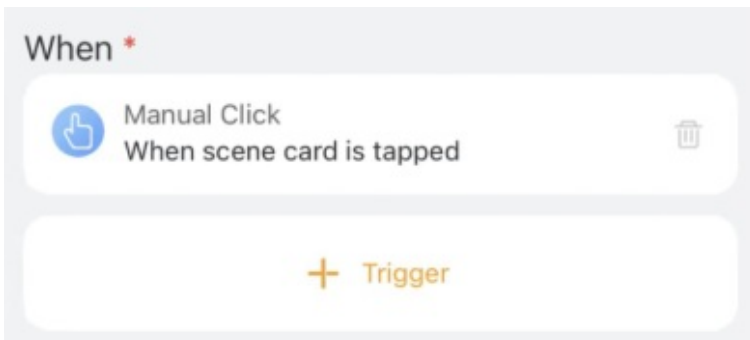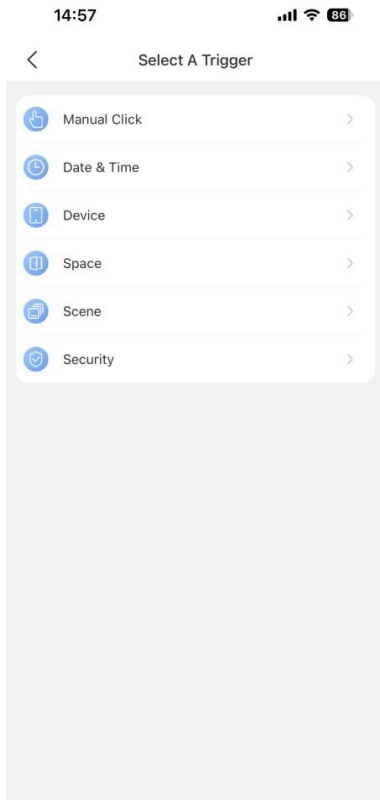
**Manual Click**. To trigger task(s) by tapping the scene icon on panels, BelaHome app, or the user web portal.

- **Date&Time**. To trigger task(s) at a specific time and on certain days.
- **Device**. To trigger task(s) based on certain device's action. For example, when a motion detector detects something, or a door lock unlocks.
- **Space**. To trigger task(s) based on a specific condition or action performed by all devices of the same type within a designated space.
- **Scene**. To trigger task(s) when a scene's auto-run feature is enabled or disabled, or when the scene runs.
- **Security**. To trigger task(s) when the system is armed or disarmed in a certain security mode or an alert is activated.

3.(Optional) In the **And** filed, select the precondition(s).
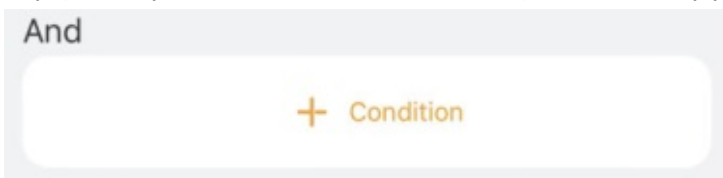
**NOTE:**

If you add conditions in both **When** and **And** fields, the scene will be activated when:

a) preconditions in **And** field were already met; and

b) any of the trigger condition in **When** field are satisfied.

For example, when your system is armed in the away mode, and if the motion sensor detects a suspicious, the preset tasks will be activated. Please refer to the image for the configuration.

4. In the **Then** field, set the tasks to be activated when the conditions are satisfied.
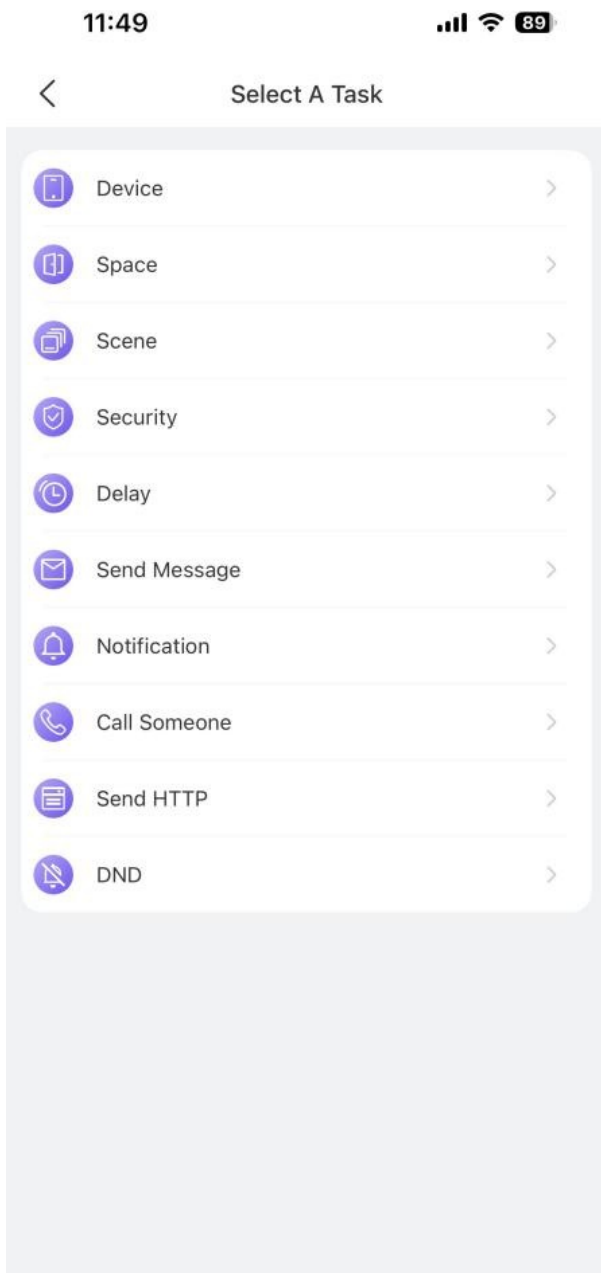
## Activate a scene

When auto scenes are enabled (switch is on as the below figure shown), the scene will activate automatically once the preset conditions are met. No further action is needed to run an enabled auto scene.
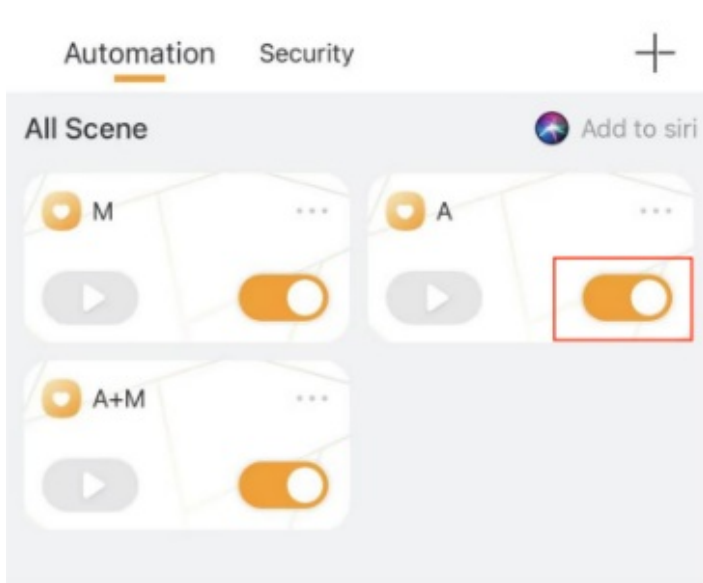
When the switch is off  , the scene will not activate automatically.

To run a scene with the manual condition, there are two methods :

- ## By tapping the scene

On  screen, simply tap the scene card.
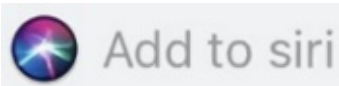
- ## Using Siri

> **NOTE**:
> - This function is only available on iPhones.
> - This function is currently available when the home center device is one of the following models with their specific firmware version:
>
> ❖ HyPanel Pro: 71.1.35.30 and later
> ❖ HyPanel Ultra: 281.1.35.8 and later
> ❖ HyPanel Supreme: 1001.1.35.8 and later

To use Siri, do as the following:

1. Go to  > Automation, and tap  at the upper right corner.
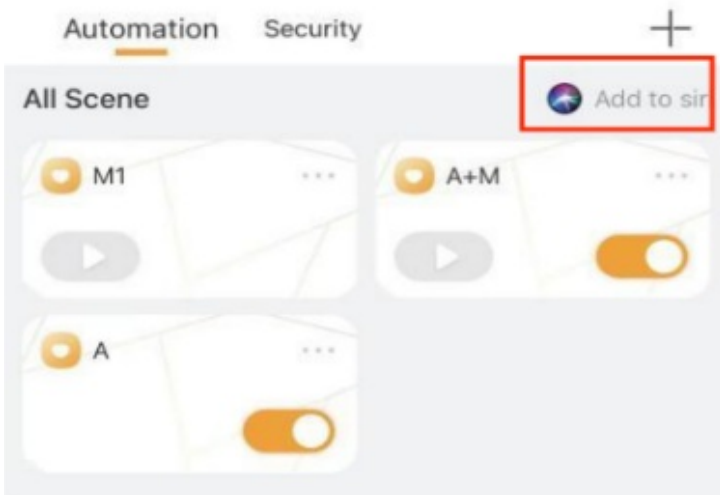
2.Find the scene you want to activate using Siri, and tap its  button.
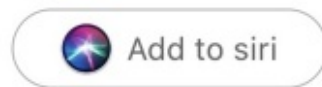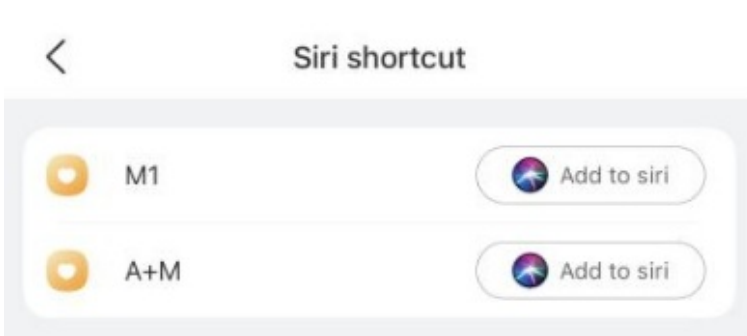


3.Follow the onscreen instructions to record the command.

Cancel

"Hey Siri,

Execution scene"M1...

Choose a phrase to "Execution scene"M1""
with BelaHome.

🎤 Record Phrase

## Check Scene logs

To see or manage automation scene activities logs, go to 🏠 Home > 🔔 > **Scene Logs**.
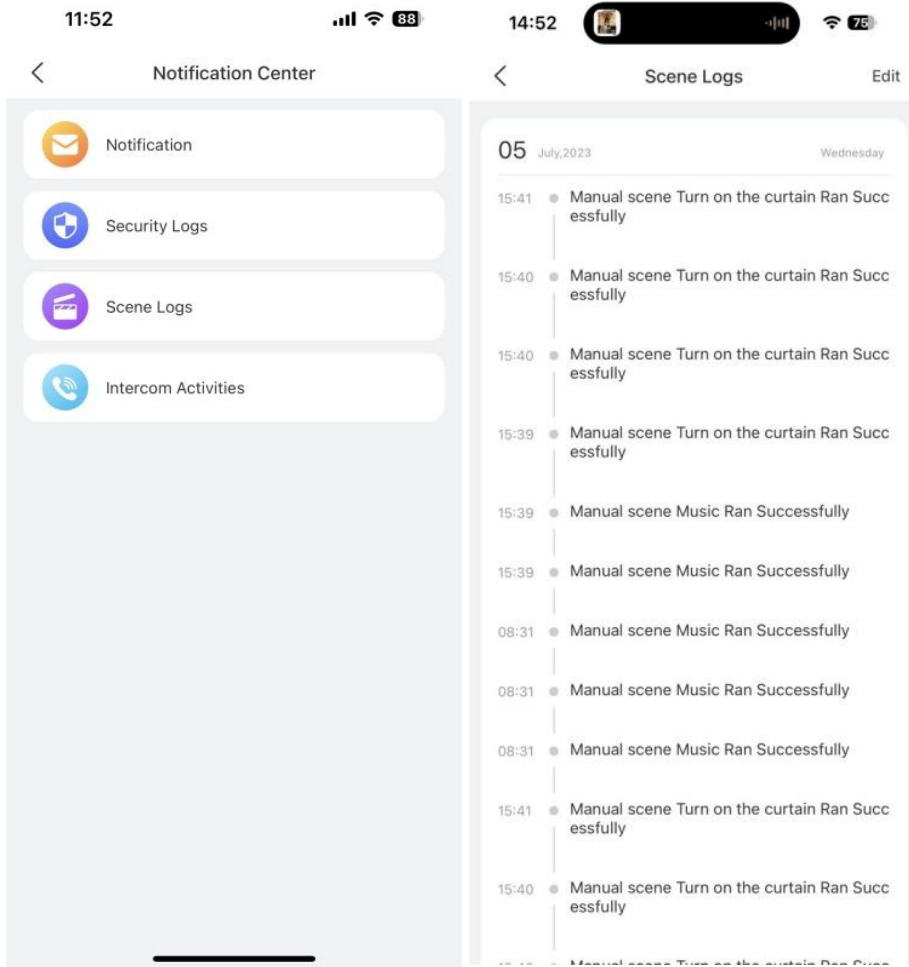
# Add scenes to Favorites

You can add the scenes you use most to the Favorite Scene on Home screen.

> **NOTE:**
>
> Scenes that can be added to the Favorites vary by home center type.
>
> - When the home center is HyPanel series, e.g., HyPanel, only scenes with a **manual condition** are allowed to be added.
> - When the home center device is SmartPanel series, only **security modes** are allowed to be favorited.

Do as the following:

1. Tap 🏠 , and tap ✦ in the **Favorite scene** filed.
   Home

NIC's single house ⌄          🔔  ＋

🌧 Rainy 29°C

**Home**      Public Area      Ground Floor-Living R  ☰

Favorite scene

＋

2.Select the scenes you like.

<       Add To Favorites

Scene List

M                              A+M

✓                              ✓

3.Tap  <  at the upper left corner. The scenes are displayed on the Home screen.
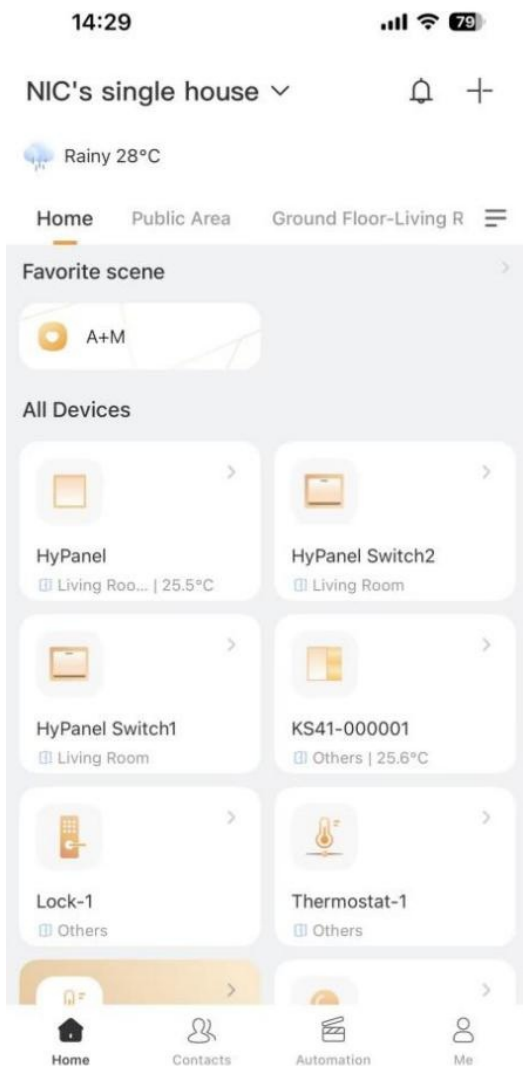
To remove a scene from Favorites, tap Favorite scene on the Home screen, and deselect it.

**Communication in Family**

With BelaHome, you and your family members can easily make calls and send messages to each other anytime. Plus, create your personalized photo wall to share precious memories with your family.

> **NOTE**:
> You cannot send text messages to or audio/video call with offline devices.

# Send and receive messages

## Send text messages

1. Tap 👥 at the bottom tab bar.
   Contacts

2. Select the member or device you want to send texts to. Or you can select Family Group to send messages to all family members and devices.b
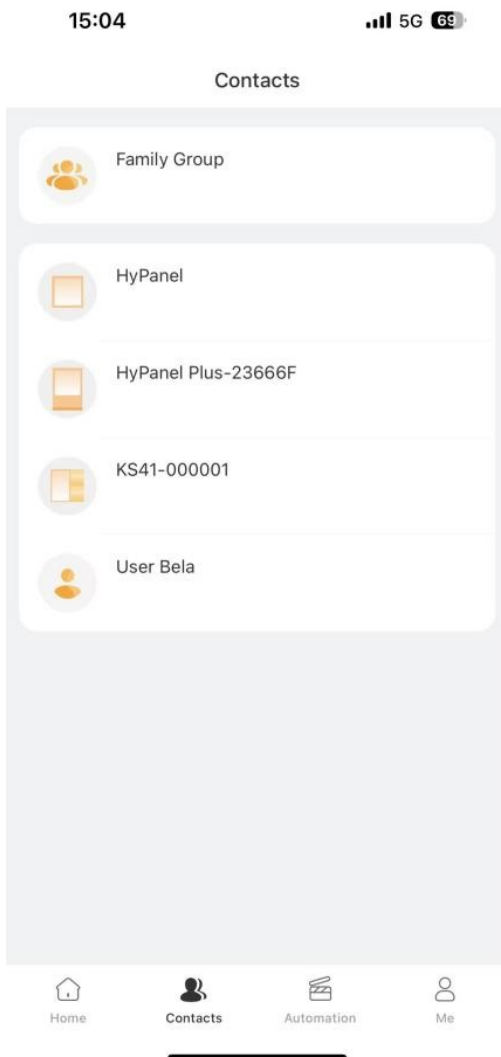
3.Tap the text field at the bottom, type the message, and tap **Send**.



## Send audio messages

1. Tap ![contacts icon] at the bottom tab bar.

2. Select the member or device you want to send audio messages to.

3. Tap ![audio icon] and hold `Hold to talk` to record your audio message. Each message should be within 30 seconds.

4. Lift your finger to send the message. To cancel before sending, slide your finger up while you are recording.

## Make one-to-one calls
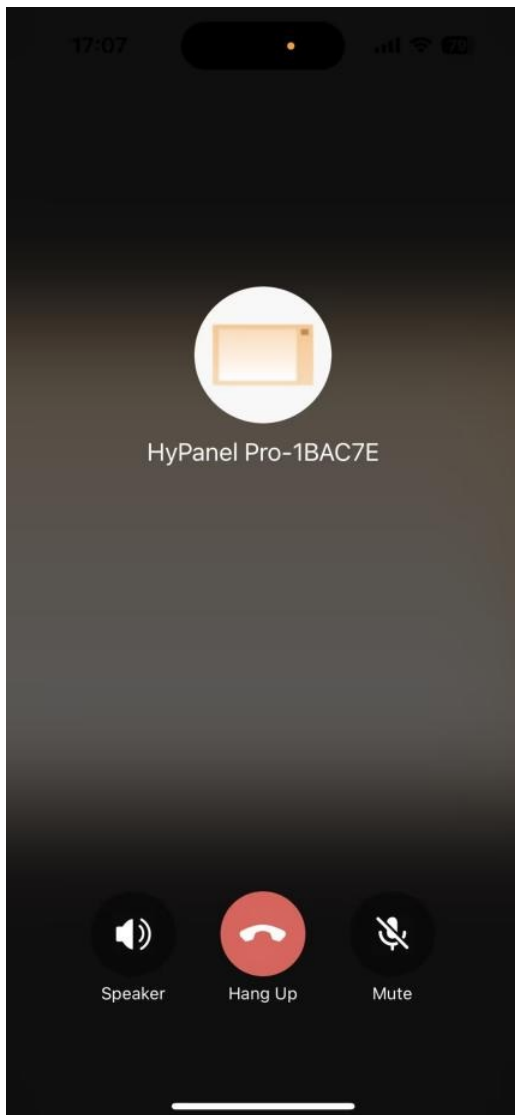
# Make a voice call

Use BelaHome to make voice calls with your family or HyPanel series devices..

1. Tap ![Contacts icon] Contacts at the bottom tab bar.

2. Select the member or device you want to make a call with.

3. In the conversation, tap ![call icon] at the upper right to start a call.

What else you can do on the voice call screen:

- Tap ![speaker icon] to turn on your phone's speaker.

- Tap ![mute icon] to silence your microphone. Doing so, the call will not hear your voice.

- Tap ![hang up icon] to end the call.
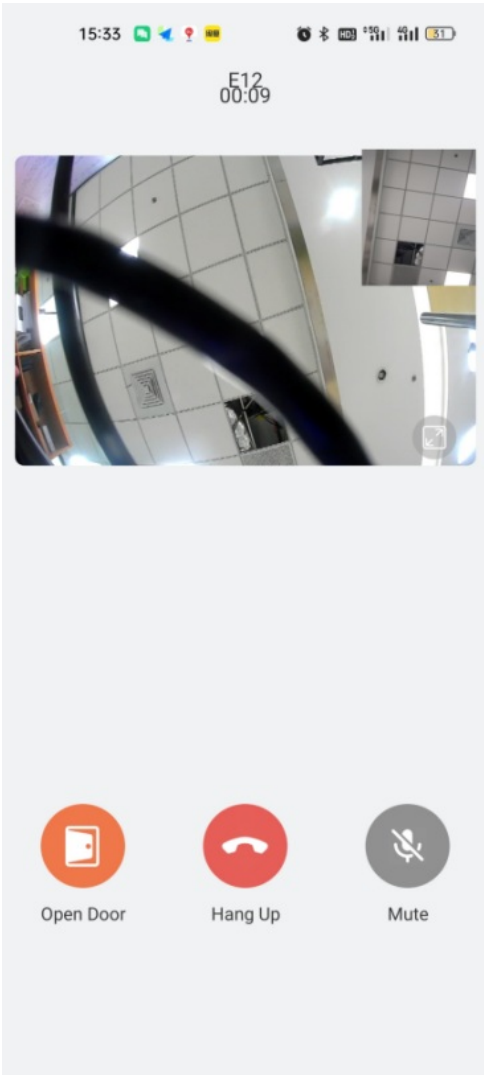
## Make a video call

You can make a video call with the door phone to hear and see who the visitor is.

1. Tap ![Contacts icon] at the bottom tab bar.

2. On the Contacts screen, select the door phone.

3. Tap ![video call icon] at the upper right corner.

What else you can do on the talking screen:

- Tap Open Door ![Open Door icon] to unlock the door

- Tap ![enlarge icon] to enlarge the monitor video.

- Tap Hang Up ![Hang Up icon] to end the call.

- Tap Mute ![Mute icon] to silence your microphone while on the call.

# Create your own photo wall

The photo wall is displayed as the screen saver of SmartPanel or HyPanel series devices. Each Panel can show up to 9 photos as its screen savers. The default or preset screen savers can be replaced with uploaded photos.

> **NOTE**:
>
> If you only have HyPanel Lite devices in your family, the photo wall function is unavailable, and the entrance ![icon] is hidden .

## Add new photos

Use BelaHome to upload your images to the Home Center. These photos will be automatically sent to the selected panels.

1. Tap ![Me icon] > **Wallpaper**.
2. Select the desired panel to display your photos.
3. Tap ![plus icon] at the upper right.
4. Select either **Take a photo** or choose existing photos from your **Album.**
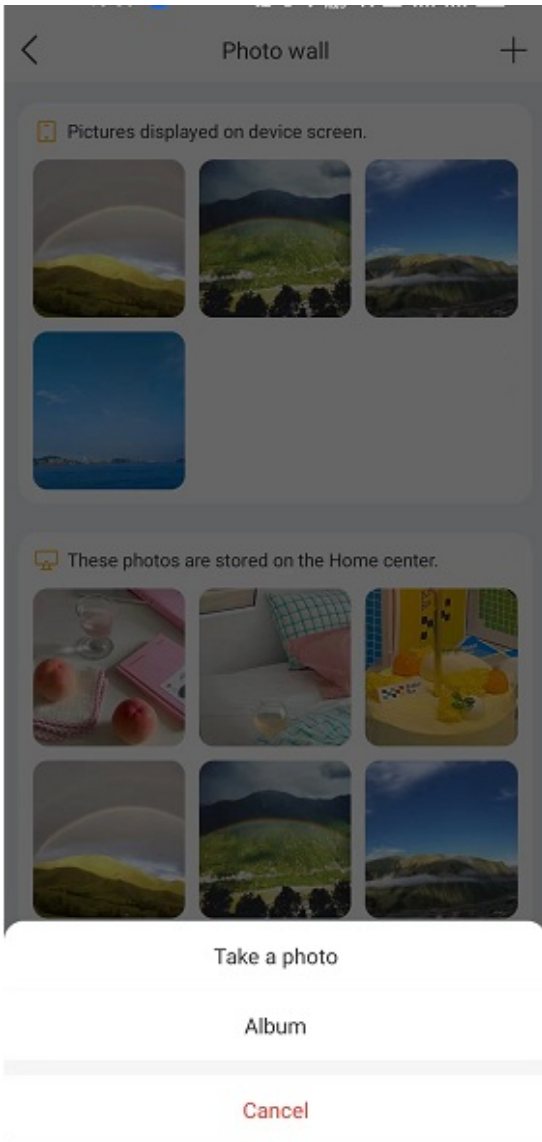
To display images on the selected panel, refer to the user guide of the specific panel to enable the screen saver feature and set the style to Photo Wall.
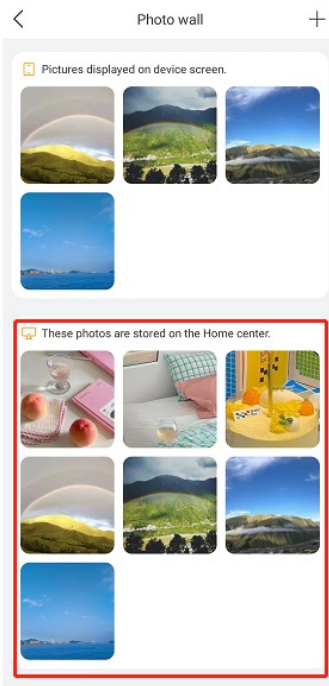
# Share uploaded photos with other panels

Images that uploaded to the Home center can be sent to other panels.

> **NOTE**:
> This function is unavailable when the family is running without the cloud connection.

To use the images stored in the Home Center, do as the following:

1. Tap ![person icon] **Me** > **Wallpaper**.

2. Select the desired panel.

3. Choose images from the available photos stored on the home center device that you want to send to the desired panel.

4. On the followed screen, tap **...** > **Do you want to add it to the screen**.

> **NOTES:**
> - The second field only displays size-fitted photos for the selected panel.
> - To display images on the selected panel, refer to the user guide of the specific panel to enable the screen saver feature and set the style to Photo Wall.

## Delete photos

Deleting a photo from the Home Center or panels does not affect the photos in the other.

1. Tap 👤 **Me** > **Wallpaper**.
2. Select the desired panel.
3. Select the photo you want to remove from the panel or Home Center.
4. On the followed screen, tap **...** > **Delete**.

# Security

Akubela enables you to easily arm and disarm your home whenever you need.

> **NOTE**:
>
> If you only have HyPanel Lite devices in your family, the security feature is not available, and its tab is hidden.

# Configure security mode

Akubela has 3 default security modes, Home, Away, and Night. Also, you can create your own modes to meet your needs.

To configure a mode's conditions and tasks, do as the following.
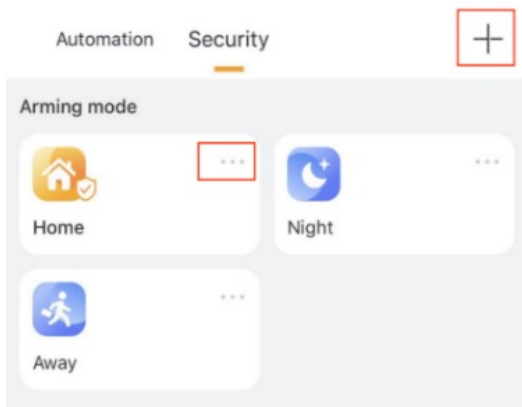


1. Tap  📋 **Automation** > **Security**.

2. To enter the details screen, do any of the following:

   - To configure the default security modes, tap  ··· of the desired mode.
   - To create a new mode, tap  ╋ > **Add security**.

3.On the followed screen, complete the below settings:
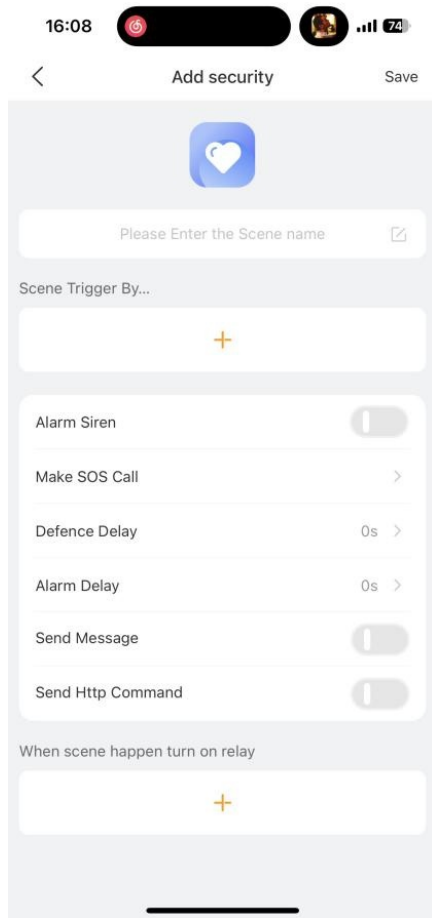
- Tap ➕ to select one or more devices to start a task when any of them turns on or off, or any of them detects something.
- Select one or more tasks the system performs when the conditions are met.

  - Enable the **Alarm Siren** toggle to activate a siren sound when the scene is triggered.
  - **Make SOS Call** to the designated service provider. SOS numbers should be preset on the user web portal or the cloud.
  - **Defence Delay**. Introduce a delay before the changes take effect when switching to a different mode.
  - Set the **Alarm Delay** to let the alarm sound after a specific time period.
  - **Send Message** to all panels and family members.
  - **Send HTTP command** to perform specific actions.

4.Configure the connected relays to activate when security mode is triggered.

# Arm your system

To arm your system, tap ⬜ **Automation** > **Security**, and tap the desired arming mode. The mode image becomes orange when your system is armed.
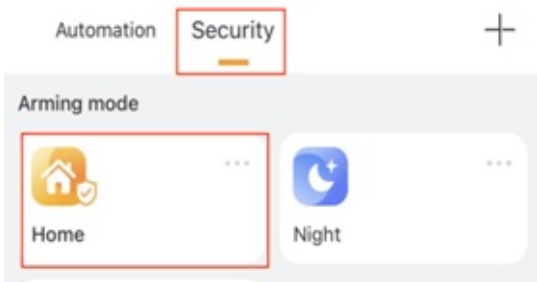


To disarm the system, simply tap the highlighted mode image again. This image will be blue.
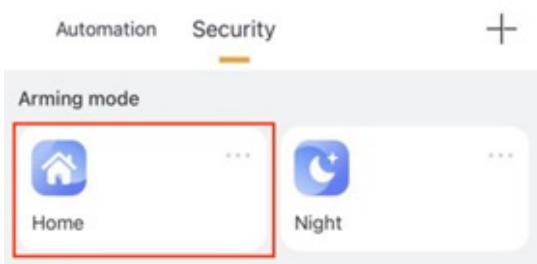


## Alarm pop-ups

When a sensor in any security mode is triggered, the system will push a message to your phone.

Tap the pop-up and a full-screen detailed notification will open.

To disarm the system, tap the `Disarm` button.
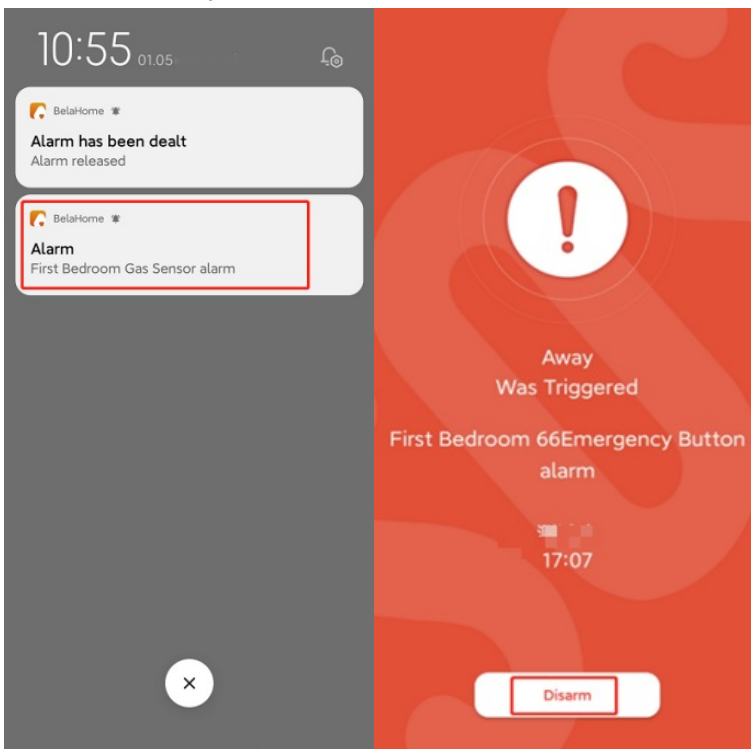


## See security logs

To see security logs including alarms, arm/disarm, bypass, and alert logs, go to 🏠 Home > 🔔 > **Security Logs**.
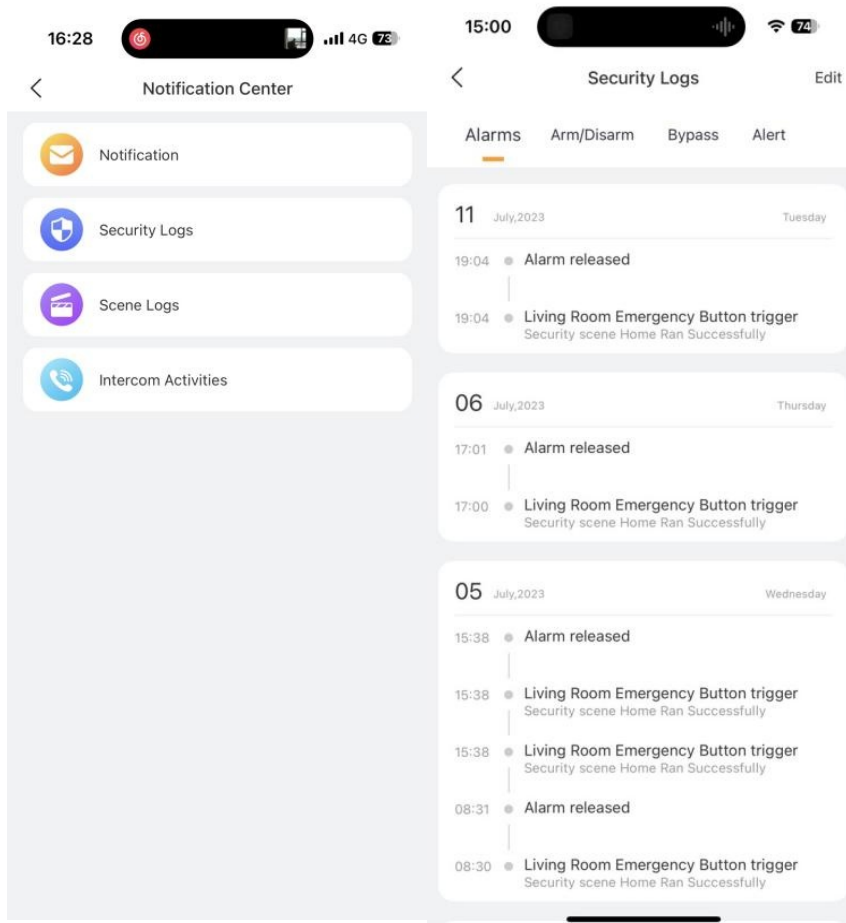


On the screen logs screen, you can see the following types of histories:

- **Alarms**: Display sensor alarm and alarm-cleared histories triggered in any security mode, including Away, Home, Night, and custom modes.
- **Arm/Disarm**: Display the system's arming and disarming histories.
- **Bypass**: Display histories of sensors being ignored and restored to function.
- **Alert**: Display all triggered histories associated with sensors, whether they are triggered in security mode or not.

> **NOTE**:
>
> If your home center device is offline, you will not be able to see any security logs.

# Intercom

When granted intercom permissions, your account can control connected door phones to unlock doors, view monitoring streams, and access doors using temporary keys, PIN codes, QR codes, facial recognition, and more.

> **NOTE**:

> If your account does not have intercom capability activated, all intercom functions will be unavailable. In this case, please contact your service provider for assistance.

# Unlock door with app

## Open door remotely

You can open the door directly for your visitors just by tapping the specified button.

1. Tap 🏠 .
   Home

2. Tap the desired door phone to access its details screen.



3.Tap 🔲 .



Relay1
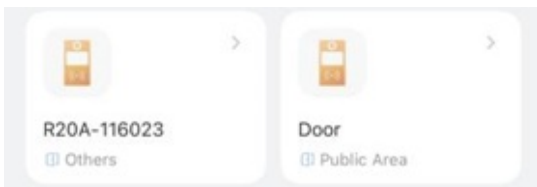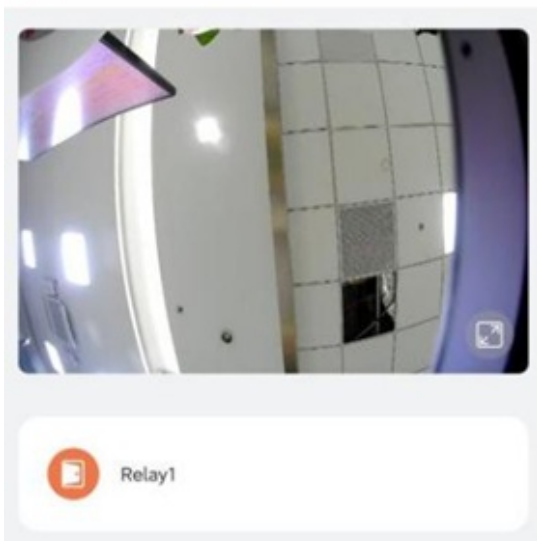
## Open door during a call

You can open the door for your visitors either when answering their calls or initiating calls with them.
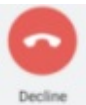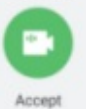
**Open the door when answering a call**

1. Tap Open Door 🔲 on the talking page.
   Open Door
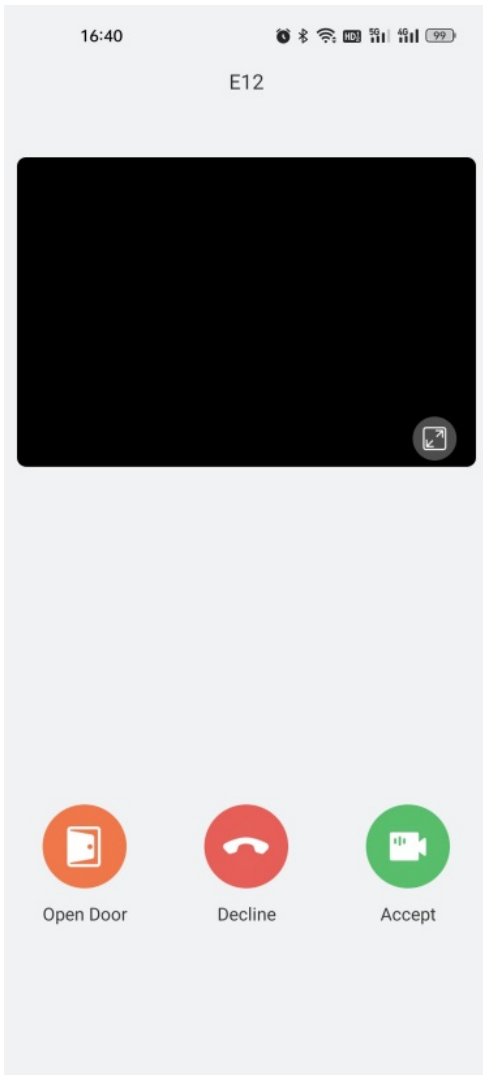
2.Tap **Yes** when you are asked.

What else you can do on the talking screen:

- Tap Decline  to end the call.

- Tap Accept  to receive a video call.

If you want to make a call with the door phone to hear and see who the visitor is, tap  at Contacts

the bottom tab bar, select the desired door phone, and tap **Video Call**. You can refer to _Make a video call_ section in this guide for more instructions.

## Open door when monitoring

If your door phone has a camera, you can access its live video at any time to see what's happening in front of your door. You can also open the door while viewing monitor streams.

1. Tap ⌂ .
   Home

2. Select the door phone. The live video streaming from the device displays here.
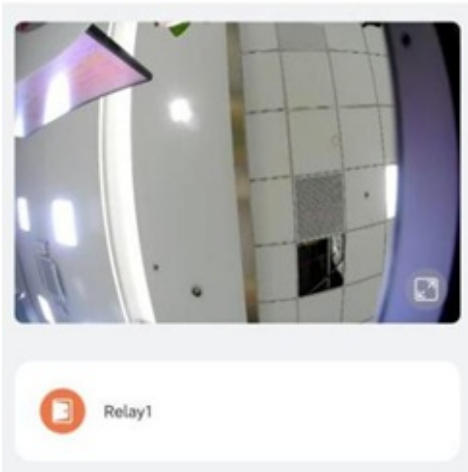


3.To open the door, tap 🔳 .
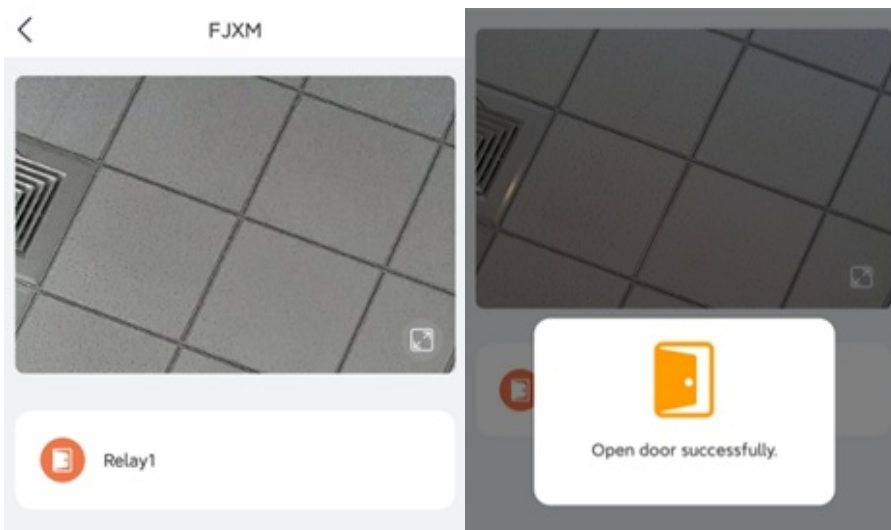


# Open door with Temp Keys

A Temp Key consists of a QR code and an 8-bit PIN. You can customize its validity period and time limits, and the key immediately becomes valid upon creation. This feature allows you to issue temporary keys to visitors, housekeepers, delivery person, and more.

> NOTE:
> The Temp Key feature can only be used on door phones with screens.

## Create Temp Keys

### Create a Temp Key for your visitor

1.

Go to 👤 > **Intercom Permission Management > Temp Keys.**
Me

2. Tap ➕ at the upper right.

3. Enter the key user's name, and set up Repeat Mode, Doors and Time for use. ID number are optional. According to the Repeat Mode you choose, you may be asked to set up Each Door Counts.

> **NOTE**:
>
> When the **Repeat Mode** is Never, there is a limit to total times for use. The total times equals each Door Counts * the number of selected doors.

4.Tap **Submit**. The key will be displayed on the key list.

**Share a Temp Key with the visitor**

You can share a temp key with the designated user.

1. Go to 👤 > **Intercom Permission Management** > **Temp Keys**, and select the desired

   Me

   key.

2. Tap **Share Key**. Share the key to a contact in your messages, email or WhatsApp.

## Delete Temp Keys

Keys become invalid immediately after you deleted them. To delete expired or unwanted keys, do as the following:

1. Go to 👤 > **Intercom Permission Management** > **Temp Keys.**

   Me

2. Find the desired key, and do any of the following:

- Swipe left directly on the current screen, and tap 🗑️ .
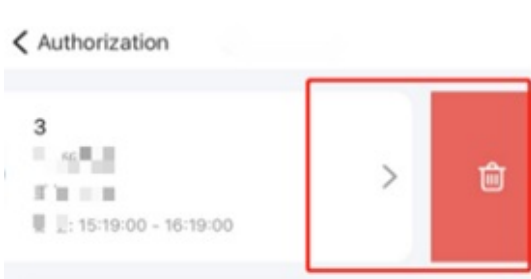
- Tap the desired key to go to its details screen, and tap 🗑️ at the top right.

< Authorization   Temp Key Info        🗑

# Open door with the door release PIN
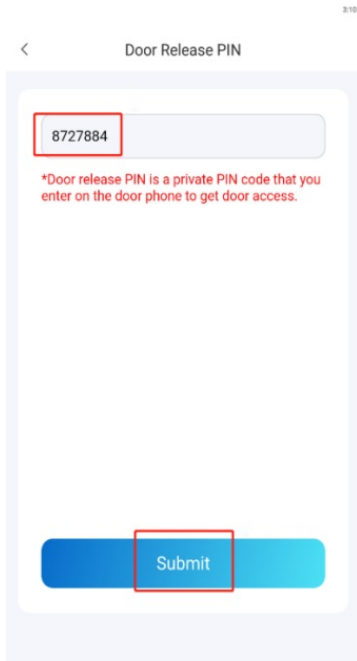


You can set a PIN code to access doors by entering a password.

> **NOTE**:
> - One account is allowed to create only one door release PIN.
> - To use the PIN, your door phone has to support password access.

To create a PIN, do as the following:

1. Go to 👤 Me > **Intercom Permission Management** > **Door Release PIN**.
2. Enter a numeric password. It must be 4-8 digit, non-sequential, and non-repeated.
3. Tap **Submit**.

# Open door with Face ID

Facial recognition may help you open the door fast.

> **NOTE**:
> - One account is allowed to enrolled only one face data.
> - To use Face ID, your door phone has to support facial recognition access.

1. Go to 👤 Me > **Intercom Permission Management** > **Face Recognition**.
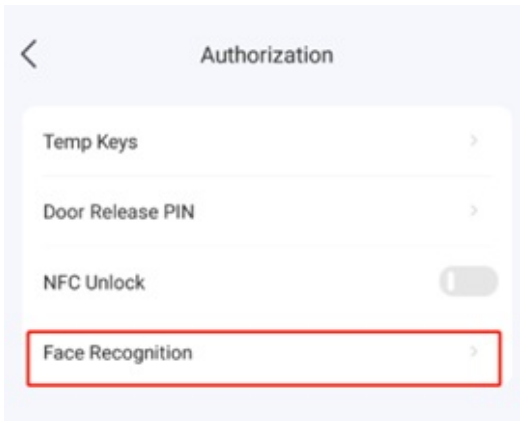
2.Tap **Get Started** or **Choose from Album**, then follow onscreen instructions to enroll your face data.
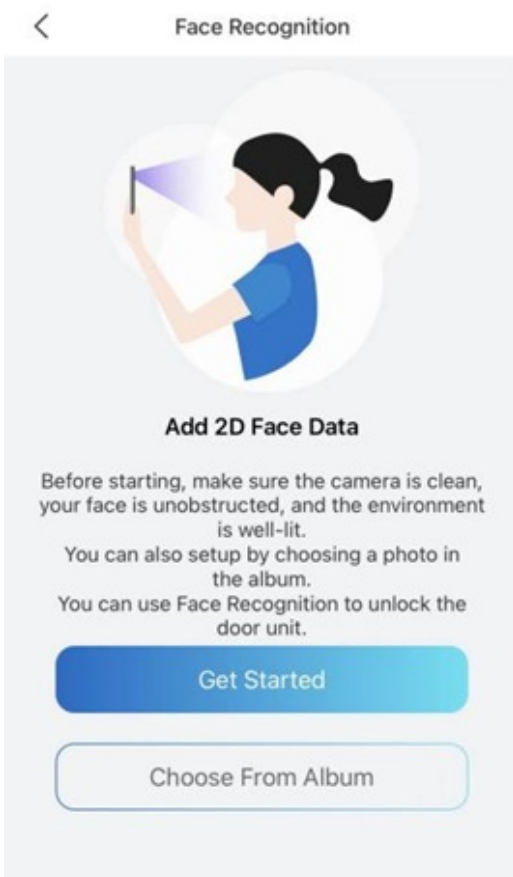


To delete your face data, go to 👤 > **Intercom Permission Management** > **Face**
Me

**Recognition** > **Delete Face Data**. Once deleted, you cannot open doors using this your face ID.

# Open door with NFC

Use your phone's NFC feature to easily open the door by holding it near the card reader.
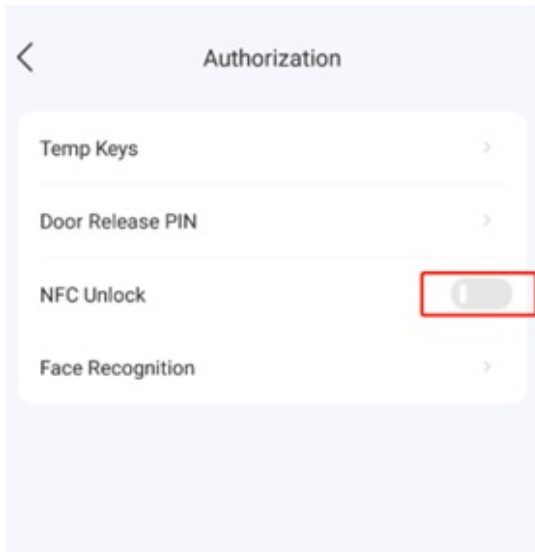
**NOTE**:

- This method is NOT available on iPhone and Android phones without the NFC feature.
- This method does NOT work if you install both SmartPlus and BelaHome app.

To enable NFC feature, go to **Me** > **Intercom Permission Management** > **NFC Unlock**. You can turn off this feature at anytime.

# Support

# Upload logs for debugging

In case of device malfunctions, you can upload detailed logs to Akubela Cloud for our technical engineers to analyze and address the issues.

The log has 7 levels. The higher the level, the more detailed the log content. The level is 3 by default. To change the log level, do as the following:

1. Go to **Me** > **Setting** > **Export Log**.
2. Select a level, and tap **Save**. You can ask our support team for detailed information on each level.

To send the current logs to the Akubela support team for troubleshooting or other purposes, tap **Upload to The Cloud**.
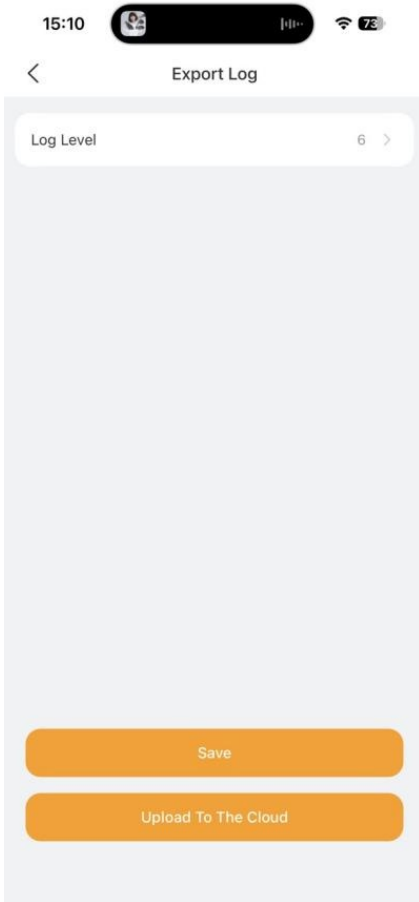
# Updates

## BelaHome App version

To see the current version of BelaHome App in use, go to  👤 > **About** .
Me
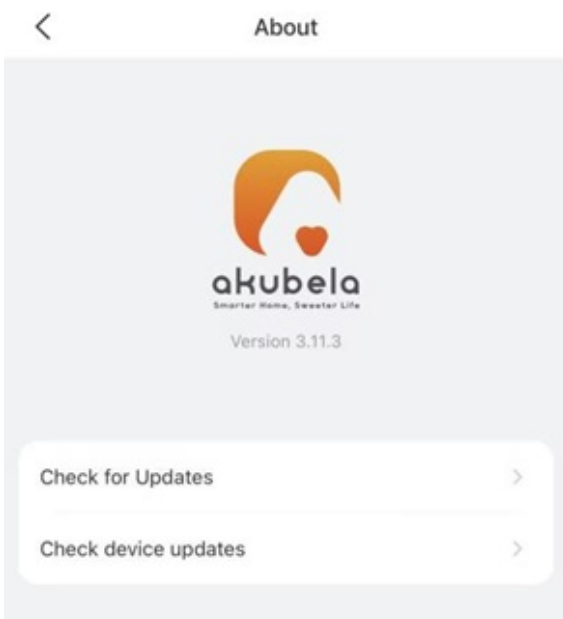
To update the app to the latest version, tap **Check for Updates**, and follow onscreen instructions.
Your settings and data will remain unchanged when you update the app to the latest version.

## Device version

To see the current versions of all the devices within your family, go to ![Me icon] > **About** > **Check device updates**.

# Get Help

If you need help, go to 👤 > **Help & Feedback**, and do any of the followings:
Me

- Get answers to some frequently-asked questions.

- Tap **Feedback** to describe and submit your issues.
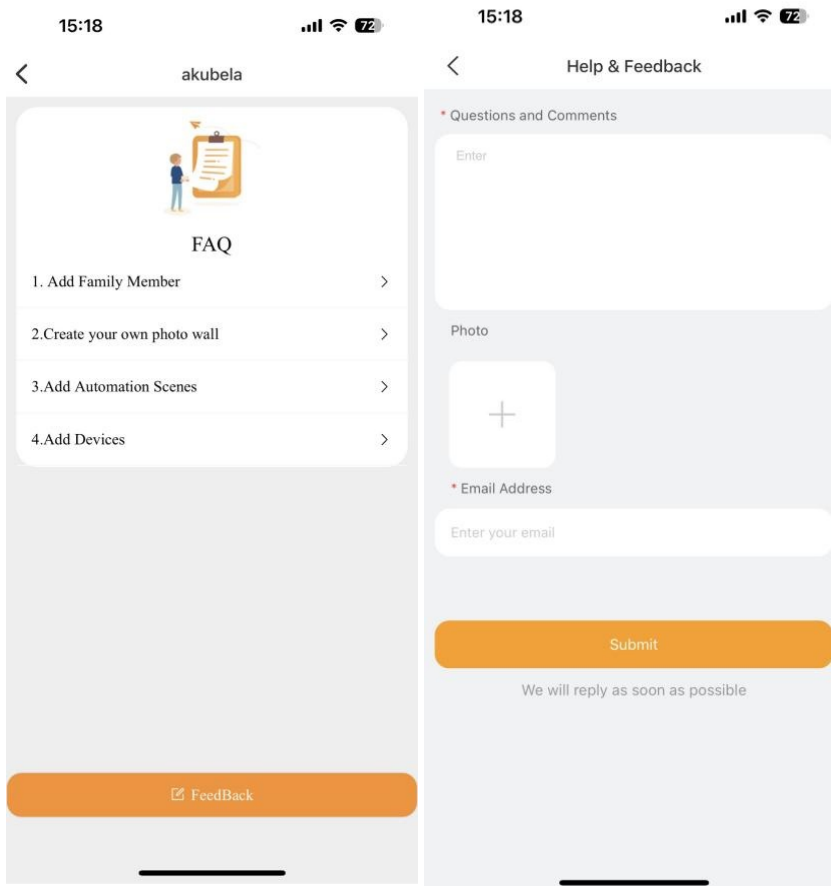


# Privacy Policy

As you use our services, you trust us with your information. We keep working hard to protect your data. The Privacy Policy is meant to help you be clear about what information we collect, why we collect it, and how you can protect your privacy.

For detailed Privacy Policy, go to 👤 Me > **Privacy Policy**.

# Appendix – Add third-party devices via BelaHome

## Philips Hue lights

**Before you start**

1. Power your light.
2. Plug your bridge in and power it up.
3. Connect the bridge to the same local network as your home center device.

**Add a Philips Hue light**

1. Tap 🏠 on the bottom tab bar, and tap ⊣⊢ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select Philips Hue from the device list.

15:35

‹

## Add Device

Gateway: Hypanel Pro1BAC76 ⇌

Please make sure the device is connected to the network.

**Lights**

| 💡 Yeelight | 💡 TP-Link |
|---|---|
| 💡 Philips Hue (with Hub) | 💡 Lutron Caseta (with Hub) |
| 💡 Shelly | |

**Climate**

| 🌡 Ecobee 4 | 🌡 Thermostat |
|---|---|
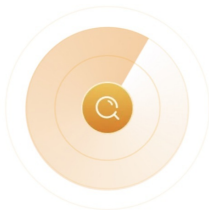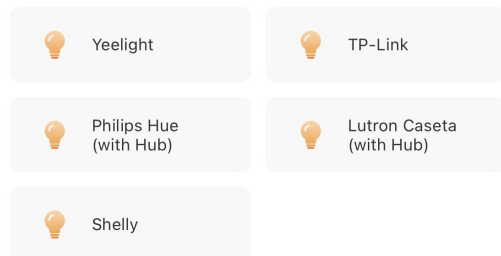
4.Confirm the device is connected to the same network as the panel, then tap **Next**.

15:38

Connect device to local network

To pair with the Philips Hue(with Hub) device,do as
the following:

Ensure the device is connected to the same local
network as the panel.

Next

5.Follow the onscreen instructions to complete the settings.

# TP-Link Kasa

**Before you start**

1. Power your TP-Link Kasa device.

2. Set up your TP-Link Kasa device in Kasa Smart app.

3. Connect your TP-Link Kasa device to the same local network as your home center device.

**Add a TP-Link Kasa**

1. Tap 🏠 on the bottom tab bar, and tap ╾╀╴ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select TP-Link kasa from the device list.

‹

# Add Device

Gateway: Hypanel Pro1BAC76 ⇌

Please make sure the device is connected to the network.

**Lights**

| | | | |
|---|---|---|---|
| 💡 Yeelight | | 💡 TP-Link | |
| 💡 Philips Hue (with Hub) | | 💡 Lutron Caseta (with Hub) | |
| 💡 Shelly | | | |

**Climate**

| | | | |
|---|---|---|---|
| 🌡 Ecobee 4 | | 🌡 Thermostat | |
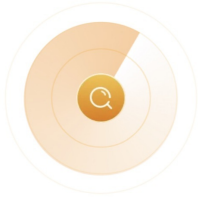
4.Confirm the device is connected to the same network as the panel, then tap **Next**.

15:41

<

Connect device to local network

To pair with the TP-Link device,do as the following:

1.Follow the device instructions to add it to the Kasa Smart app.

2.Ensure the device is connected to the same local network as the panel.

Next

5.Follow the onscreen instructions to complete the settings.

# Lutron Caseta
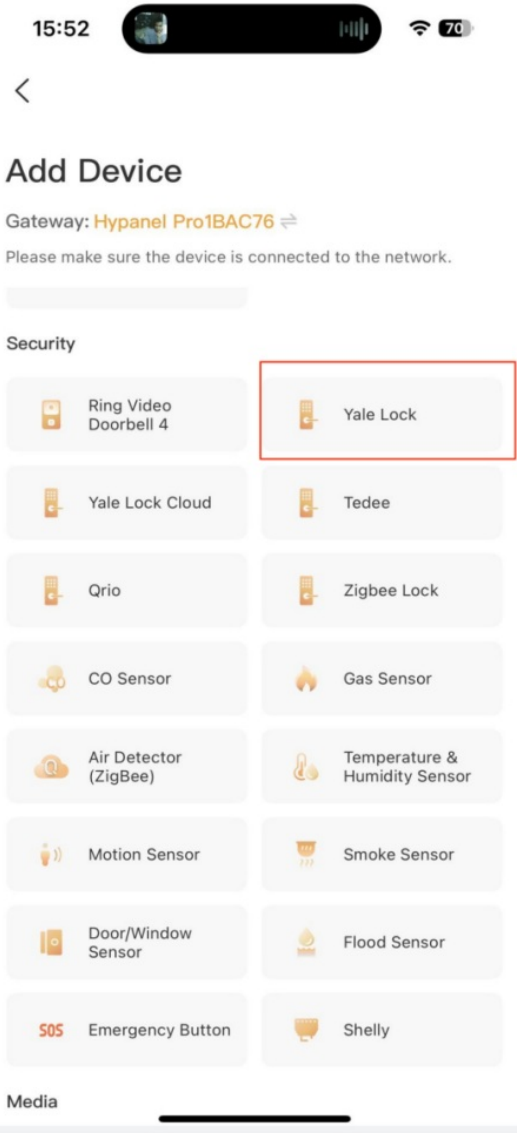
**Before you start**

1. Make sure your Lutron Caseta switch is installed for the lights you want to control. Power the switch on.

2. Use an Ethernet cable connect your Lutron Smart Bridge to an open LAN port on your router. The bridge should be in the same local network as your home center device.

3. Add and set up your Lutron Smart Bridge and Lutron Caseta switch in Lutron app.

**Add a Lutron Caseta switch**

1. Tap 🏠 on the bottom tab bar, and tap ┼ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select Lutron Caseta from the device list.

15:35

# Add Device

Gateway: Hypanel Pro1BAC76 ⇌

Please make sure the device is connected to the network.
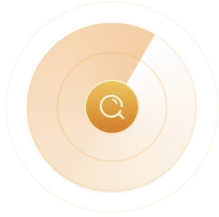
### Lights

| 💡 Yeelight | 💡 TP-Link |
| 💡 Philips Hue (with Hub) | 💡 Lutron Caseta (with Hub) |
| 💡 Shelly | |

### Climate

| 🌡 Ecobee 4 | 🌡 Thermostat |

4.Confirm the device is connected to the same network as the panel, then tap **Next**.

15:48

<

Connect device to local network

To pair with the Lutron Caseta(with Hub) device,do as the following:

1.Follow the device instructions to add it to the Lutron app.

2.Ensure the device is connected to the same local network as the panel.

Next

5.Follow the onscreen instructions to complete the settings.

# Sonos

**Before you start**

1. Power up your Sonos speaker.

2. Add and set up the speaker in Sonos app.

3. Connect the speaker to the same local network as your home center device.

**Add a Sonos speaker**

1. Tap ![Home icon] Home on the bottom tab bar, and tap ┼ at the upper right.

2. The selected panel will automatically search the nearby devices.

3. Select SONOS from the device list.
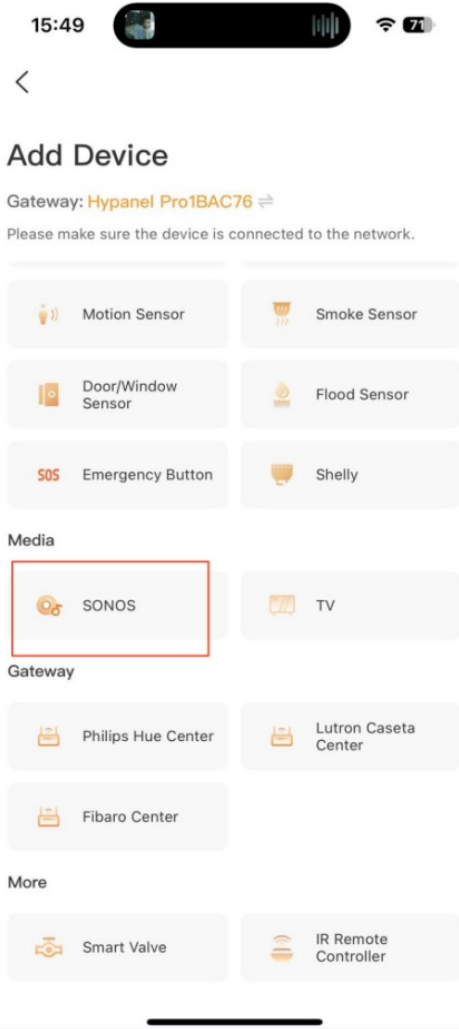
4.Confirm the device is connected to the same network as the panel, then tap **Next**.

5.Follow the onscreen instructions to complete the settings.

# Yale locks

**Before you start**

1. Connect your Yale lock to power.
2. Put the lock to pairing mode.

**Add a Yale lock**

1. Tap 🏠 on the bottom tab bar, and tap ╋ at the upper right.
   Home
2. The selected panel will automatically search the nearby devices.
3. Select Yale from the device list.

4.Follow the onscreen instructions to complete the settings.

# Ring Video Doorbell

**Before you start**

1. Connect your Ring video doorbell to power.
2. Add and set up the Ring doorbell in Ring app.
3. Connect the doorbell to the same local network as your home center device.

**Add a Ring Video Doorbell**

1. Tap 🏠 on the bottom tab bar, and tap — at the upper right.
   Home
2. The selected panel will automatically search the nearby devices.
3. Select Ring Video Doorbell 4 from the device list.

4.On the followed screen, enter the username and password of your Ring app. Tap **Next**. The system will send a verification email to the associated email address.

10:45

< Add Ring

Please enter the username and password to connect to the device.

Username

Password

Next

5.Enter the verification code you received. Tap **Next**.
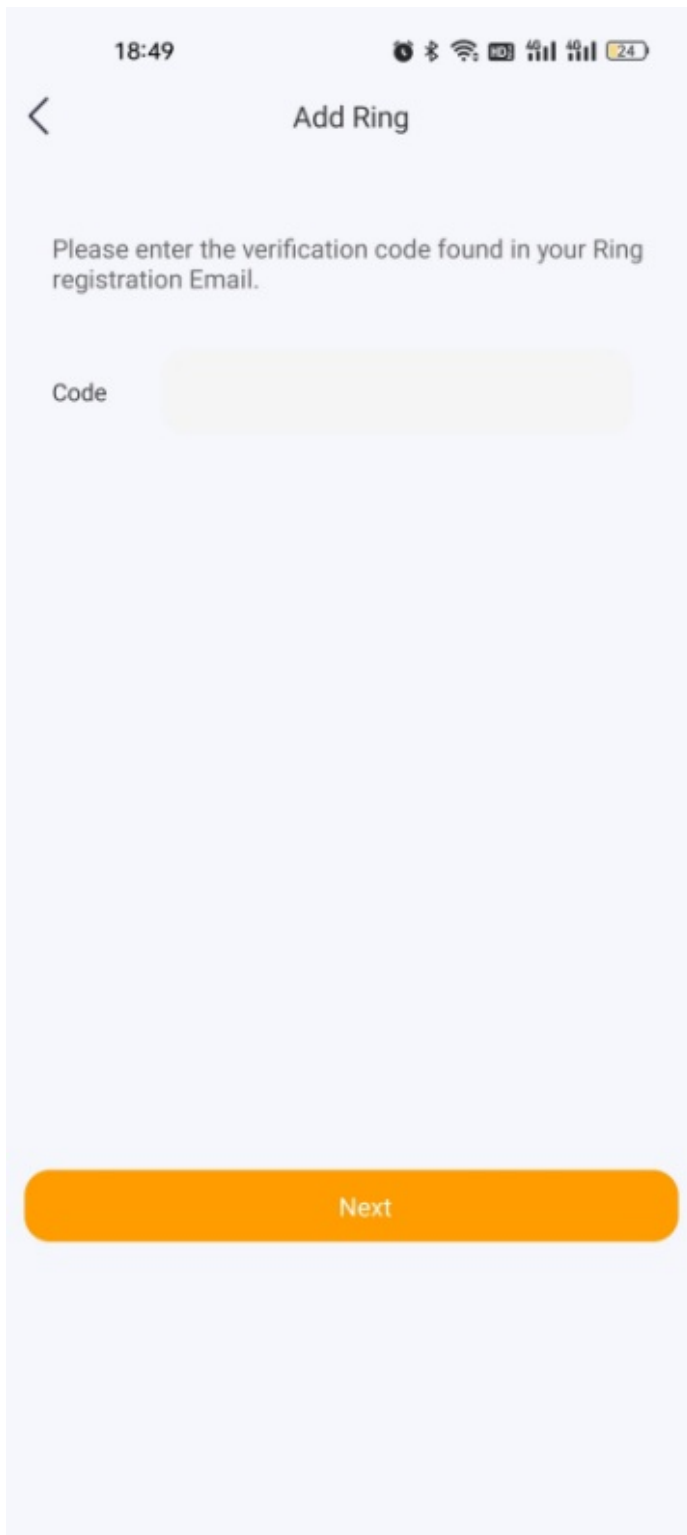
6.Wait for the adding result, and tap **Next**.

7.Specify the device's location, name it, and tap **Finish**.

# Ecobee

**Before you start**

1. Power up your Ecobee4.

2. Add and set up Ecobee4 in Ecobee app.

3. Obtain an API key from ecobee's developer site:

- Log at ecobee.com, and click ![icon] at the upper right.

- Select **Developer**. On the followed page, you can see the API key. Copy the key.

**NOTE:**

Do NOT leave or close the website. You will need it in the adding process.
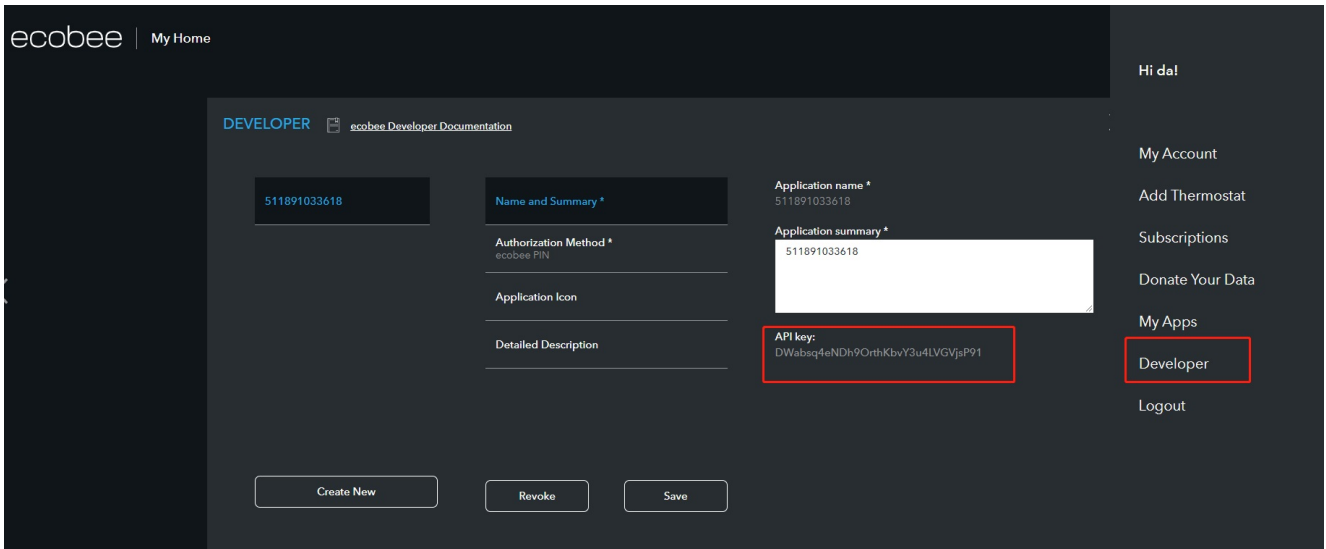


**Add a Ecobee4**

1. Tap 🏠 on the bottom tab bar, and tap ┼ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select Ecobee 4 from the device list.

# Add Device

Gateway: Hypanel Pro1BAC76 ⇌

Please make sure the device is connected to the network.

### Climate

| | | | |
|---|---|---|---|
| Ecobee 4 | Thermostat |
| Somfy | Somfy-Curtain |
| Somfy-TaHoma | IKEA-Curtain |
| Zigbee Shade | Air Conditioner |
| Automate | Intesis |

### Electrics

| | |
|---|---|
| Shelly | Smart Plug |
| Switch Module | |

### Security

| | |
|---|---|
| Ring Video Doorbell 4 | Yale Lock |

4.Click the discovered Ecobee device. On the followed screen paste its API key to the box, and tap **Next.**
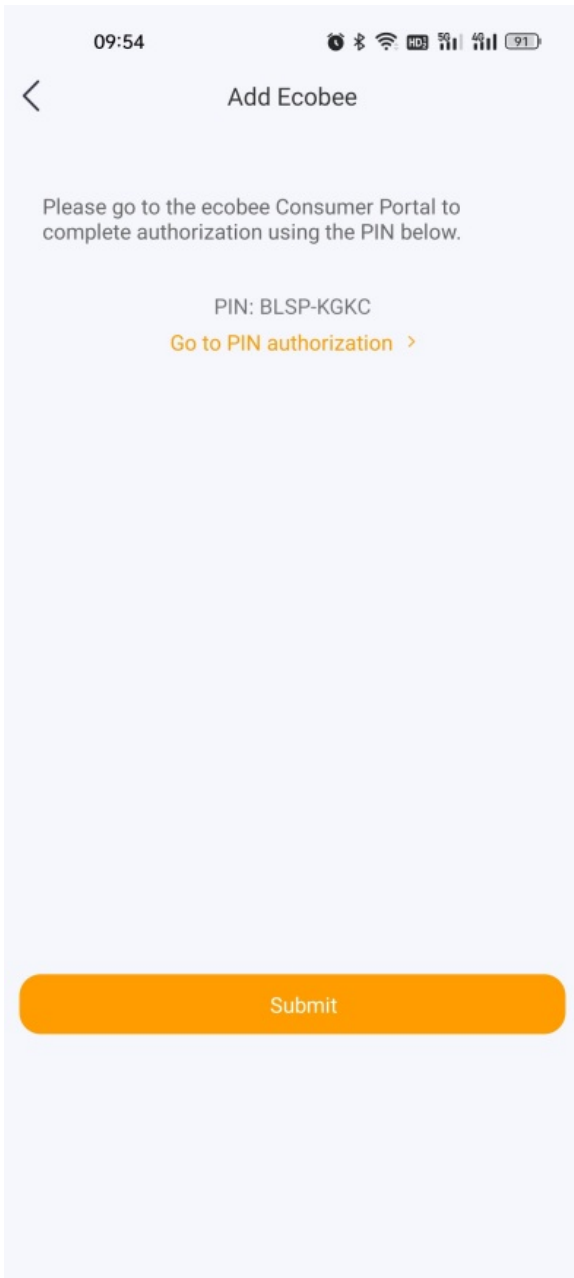
15:56

< Add Ecobee
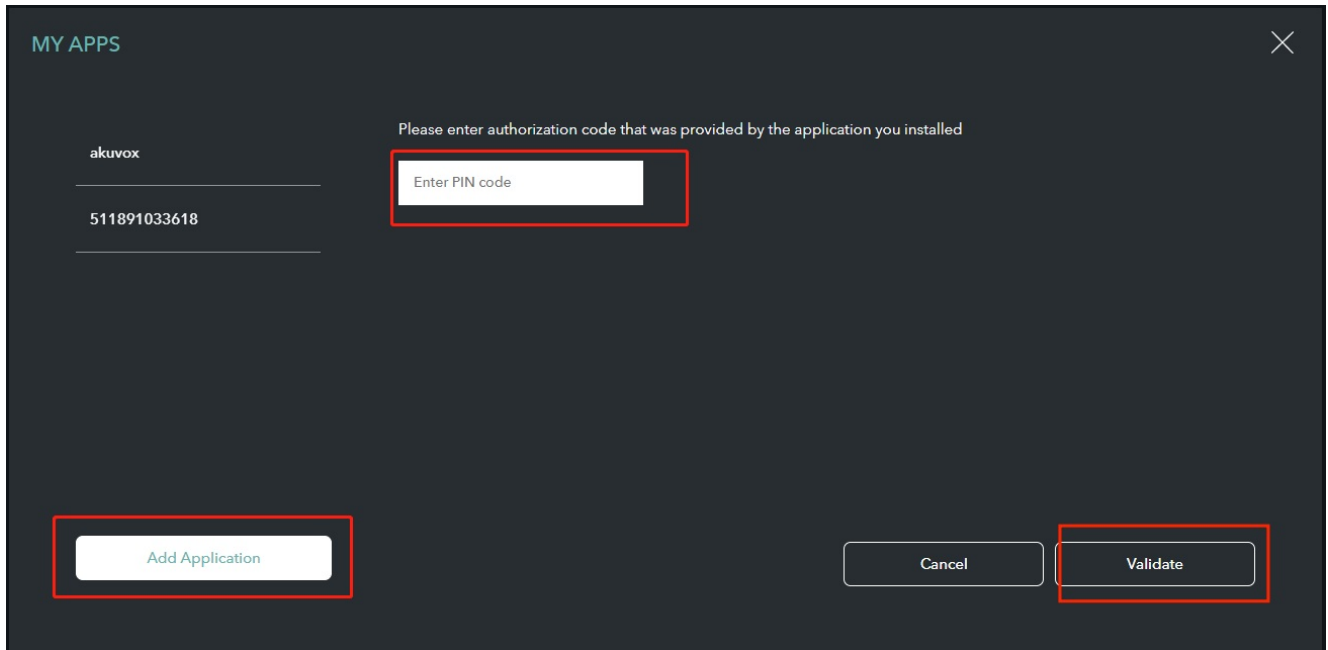
Please enter the device's API key to establish connection.
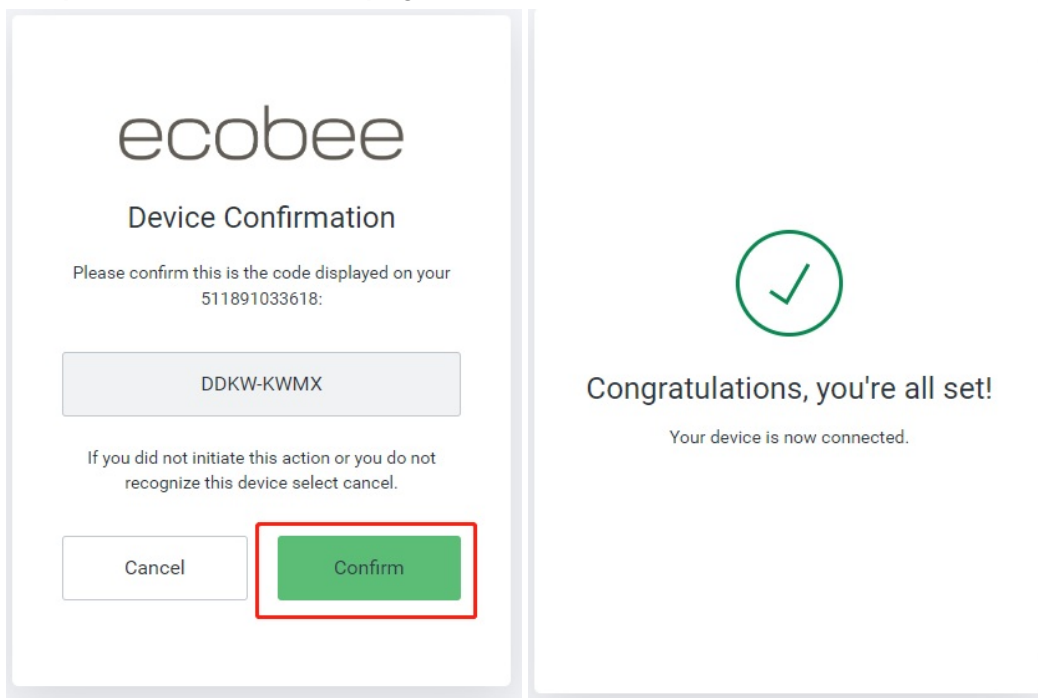
API Key [                    ]

Next

5.The followed screen displays a PIN code. Copy the PIN, tap **Go to PIN authorization,** and login with your Ecobee username and password.

6. Turn to Ecobee web portal, navigate to  > **My Apps** > **Add Application**. Paste the PIN code into the box, and click **Validate**.

7.Tap **Confirm** on the next page.



8.Go back to BelaHome, and tap **Next** on the adding result screen.

9.Specify the device's location, name it, and tap **Finish**.
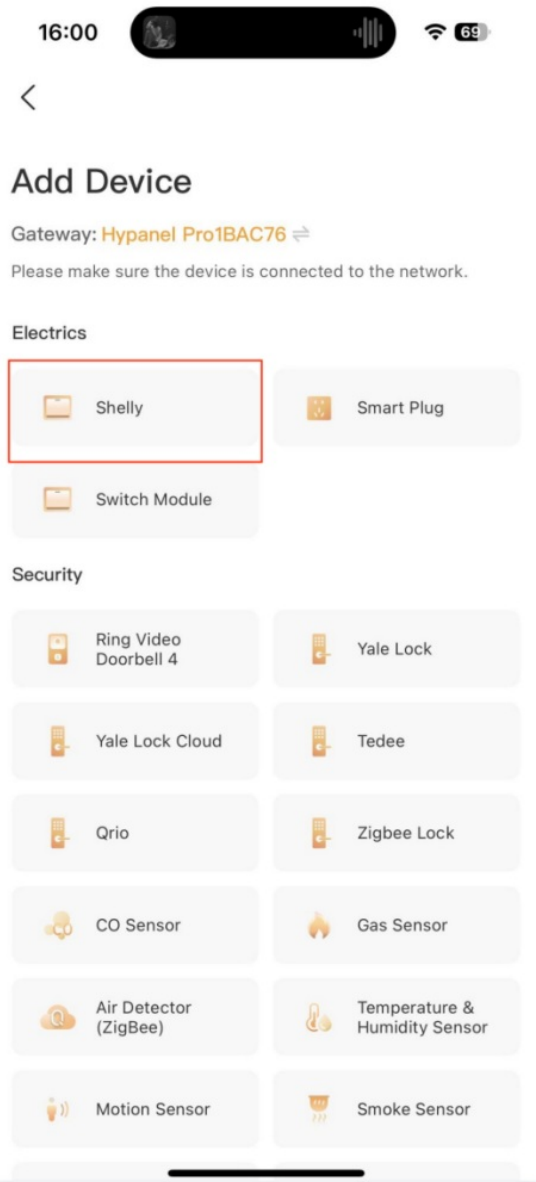
# Shelly switch

**Before you start**

1. Connect your Shelly device to power.

2. Add the Shelly device in Shelly app.

3. Connect Shelly to the same local network as your home center device.

**Add a Shelly switch**

1. Tap 🏠 on the bottom tab bar, and tap ╪ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select Shelly from the device list.



4.Confirm the device is connected to the same network as the panel, then tap Next.

5.Follow the onscreen instructions to complete the settings.

# Yeelight

**Before you start**

1. Connect your Yeelight to power.

2. Add the Yeelight device in Yeelight app.

3. Connect Yeelight to the same local network as your home center device.

**Add a Yeelight device**

1. Tap 🏠 on the bottom tab bar, and tap ─┼─ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select Yeelight from the device list.

15:35

‹

## Add Device

Gateway: Hypanel Pro1BAC76 ⇌

Please make sure the device is connected to the network.

**Lights**

| 💡 Yeelight | 💡 TP-Link |
| 💡 Philips Hue (with Hub) | 💡 Lutron Caseta (with Hub) |
| 💡 Shelly | |

**Climate**

| 🌡 Ecobee 4 | 🌡 Thermostat |

4.Confirm the device is connected to the same network as the panel, then tap Next.

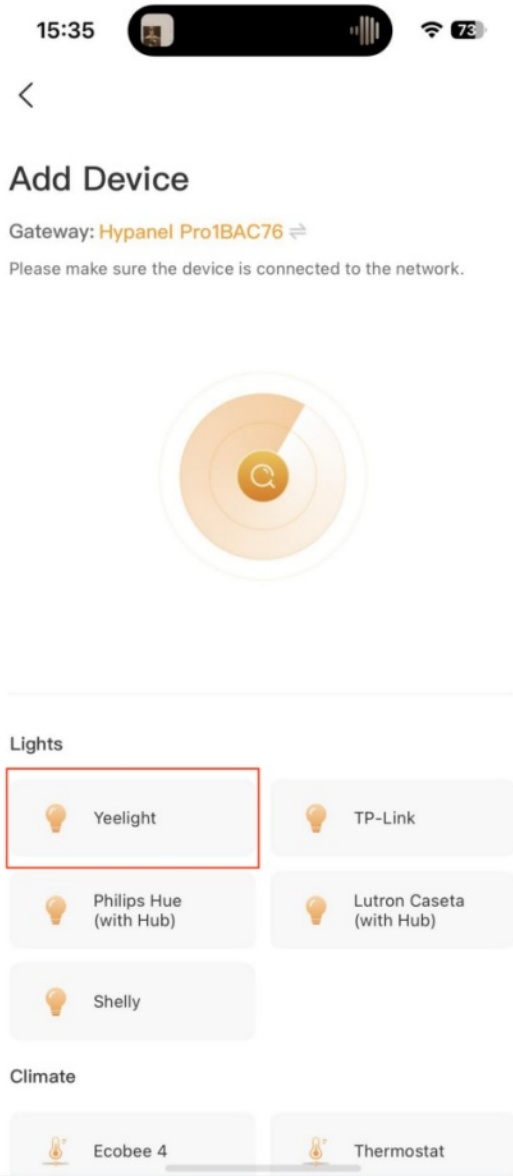5.Follow the onscreen instructions to complete the settings.

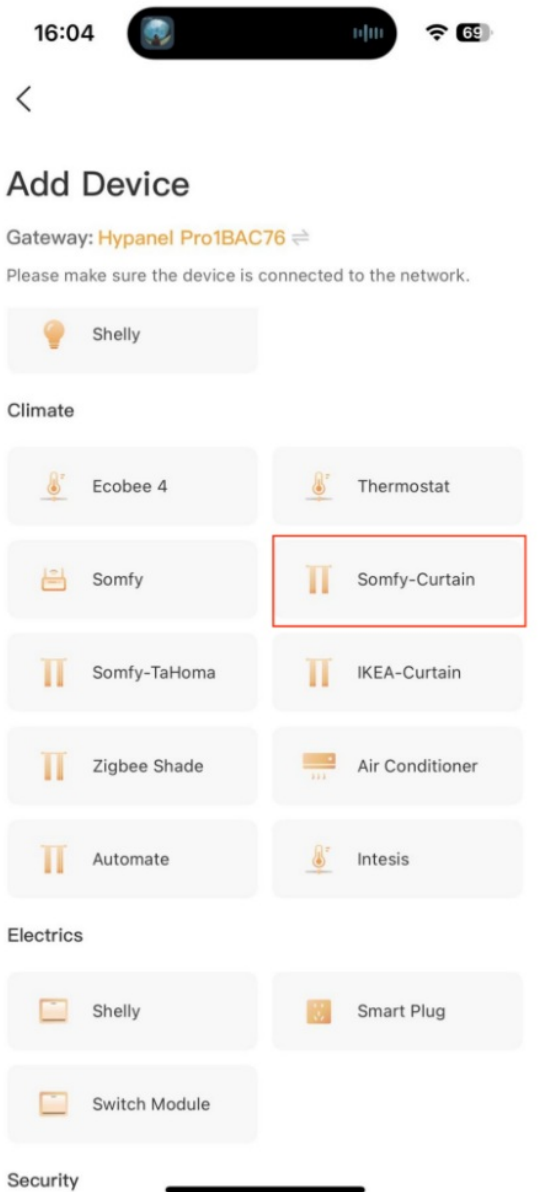# Somfy shade

**Before you start**

1. Connect your Somfy hub to power.

2. Add the Somfy shade motor to its hub.

3. Connect Somfy hub to the same local network as your home center device.

4. Have the Somfy's system ID and IP address available. To get the required information, do as the following.
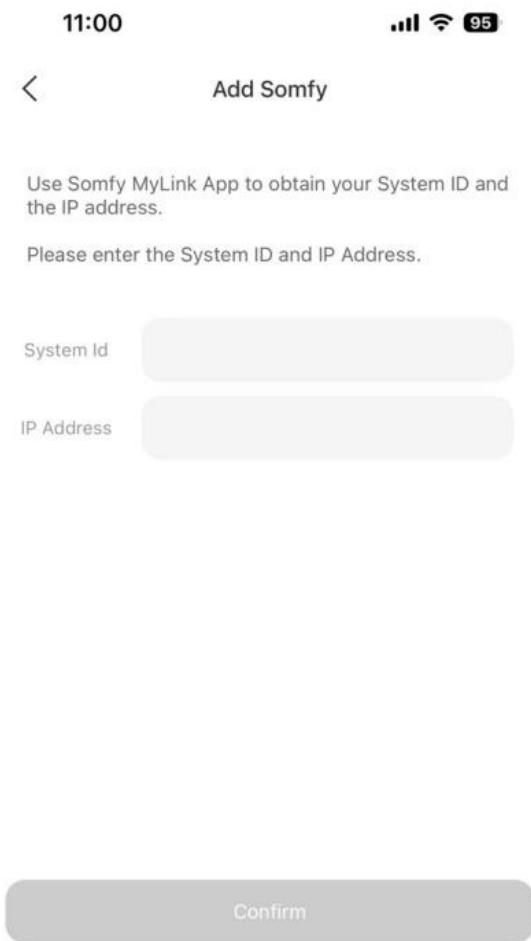
- In Somfy App, tap the menu at the top left, select **Integration**, tap any ecosystems' icon, and find the **Current System ID**.
- In Somfy App, tap the menu at the top left, and go to **Info > IP Address** ;

## Add a Somfy shade

1. Tap 🏠 on the bottom tab bar, and tap ─┤─ at the upper right.
   Home
2. The selected panel will automatically search the nearby devices.
3. Select Somfy-Curtain from the device list.



4.Enter the system ID and IP address you get in the Somfy app, and tap **Next**.

11:00      .ull 🥐 95

‹     Add Somfy

Use Somfy MyLink App to obtain your System ID and
the IP address.

Please enter the System ID and IP Address.

System Id

IP Address

Confirm

5.Wait for the adding result, and tap **Next**.

6.Specify the device's location, name it, and tap **Finish**.

# IKEA shade

**Before you start**

1. Make sure the battery of IKEA shade is fully charged.

2. Put the shade into paring mode. You can refer to its guide for detailed instructions.

**Add a IKEA shade**

1. Tap 🏠 on the bottom tab bar, and tap ┼ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

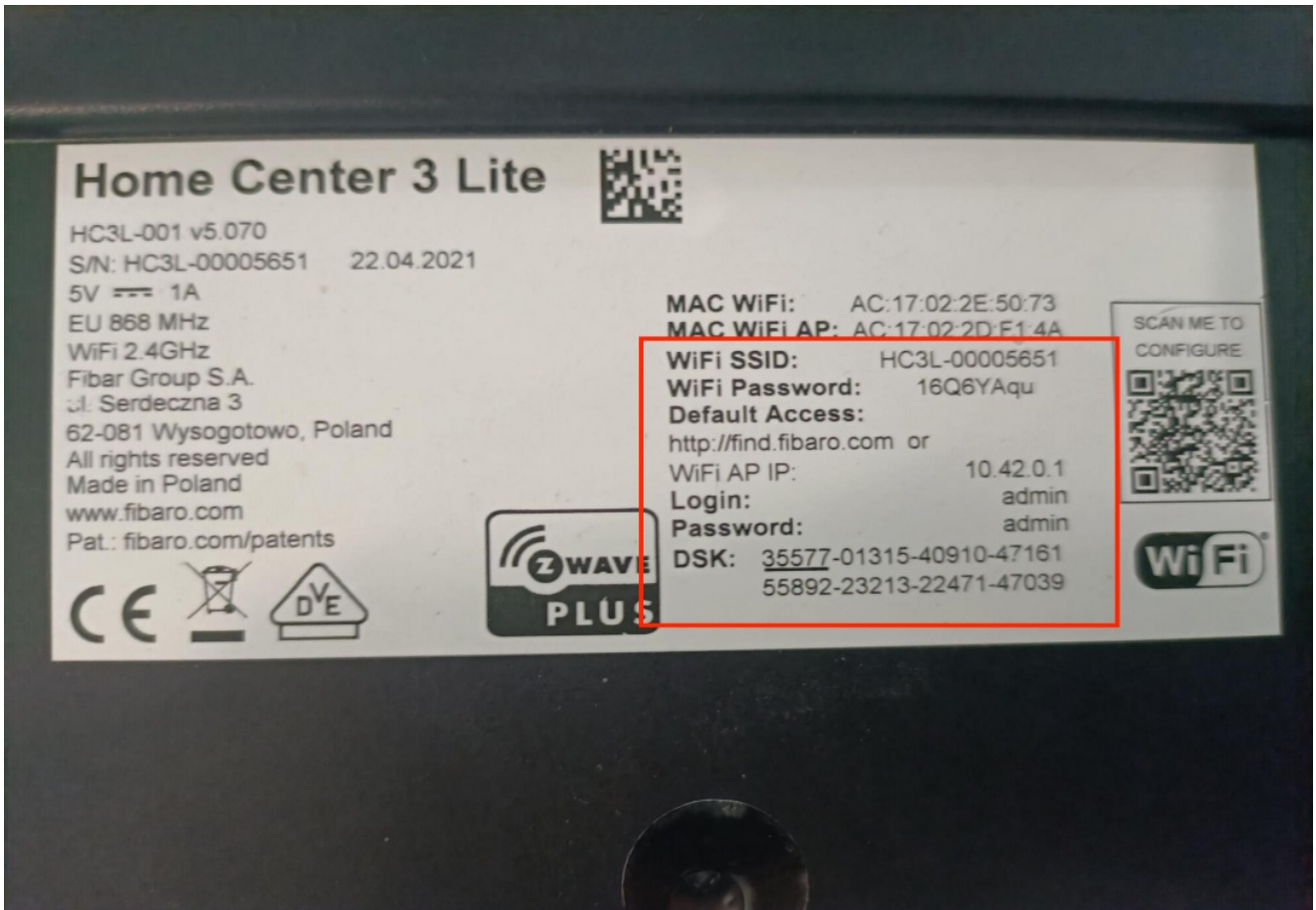3. Select IKEA-Curtain from the device list.

4.Wait for the adding result, and tap **Next**.

5.Specify the device's location, name it, and tap **Finish**.
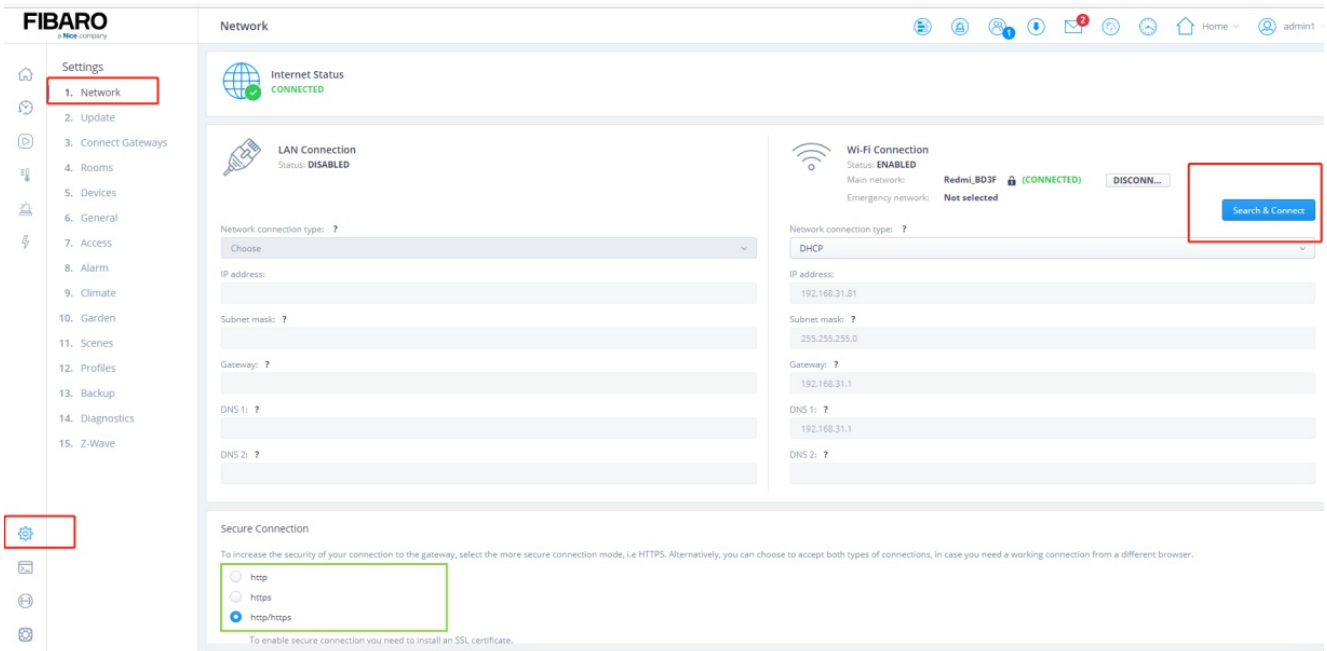
# Fibaro Hub

**Before you start**

1. Connect your Fibaro hub to power.

2. Check the login credentials for Fibaro hub web interface. The default account and password can be found on the back of the hub.

3.Connect Fibaro hub to the same local network as your home center device. You can go to ⚙ >

**Network** on the Fibaro hub web interface to check and change the connected network.
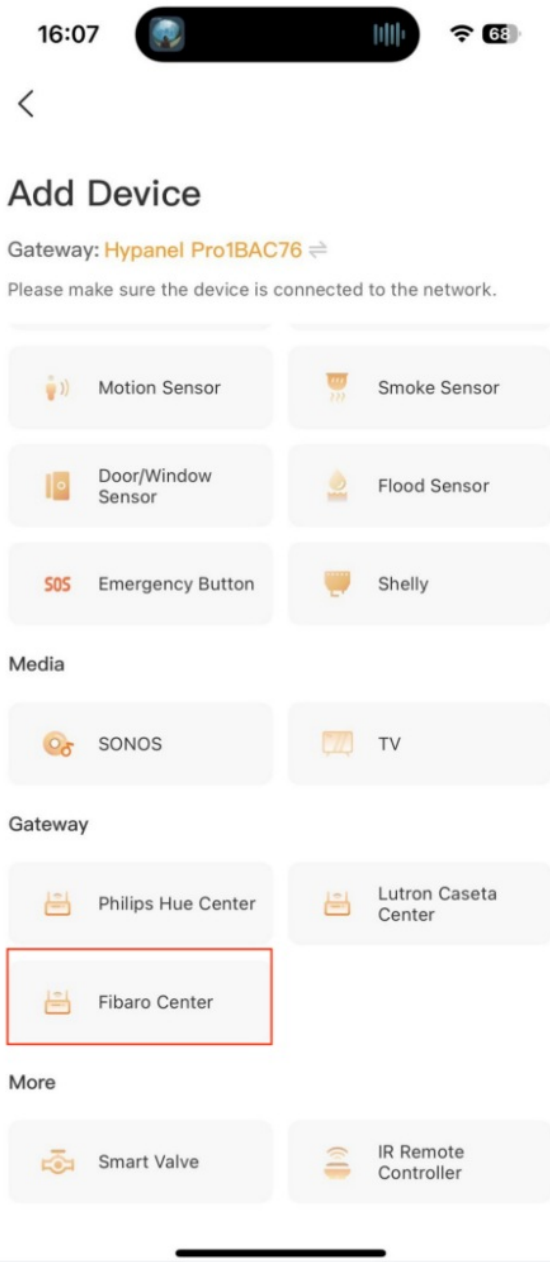
4.On the Fibaro hub web interface's Network screen, select http or http/https.



**Add a Fibaro hub**

1. Tap 🏠 on the bottom tab bar, and tap ┼ at the upper right.
   Home

2. The selected panel will automatically search the nearby devices.

3. Select Fibaro Center from the device list.



4.Confirm the device is connected to the same network as the panel, then tap **Next**.

5.Enter the required information on the followed screen.

> **NOTE**:
> - The URL format is http://IP/api/, e.g., http://192.168.1.102/api/. The IP is Fibaro hub's current IP address.
> - The username and password are the login credentials for Fibaro hub web interface.

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< Add Fibaro Hub

Please enter the URL, Username and Password to connect to the device.

URL

Username

Password

Confirm

6.Wait for the adding result.

7.Specify the device's location, name it, and tap **Finish**.