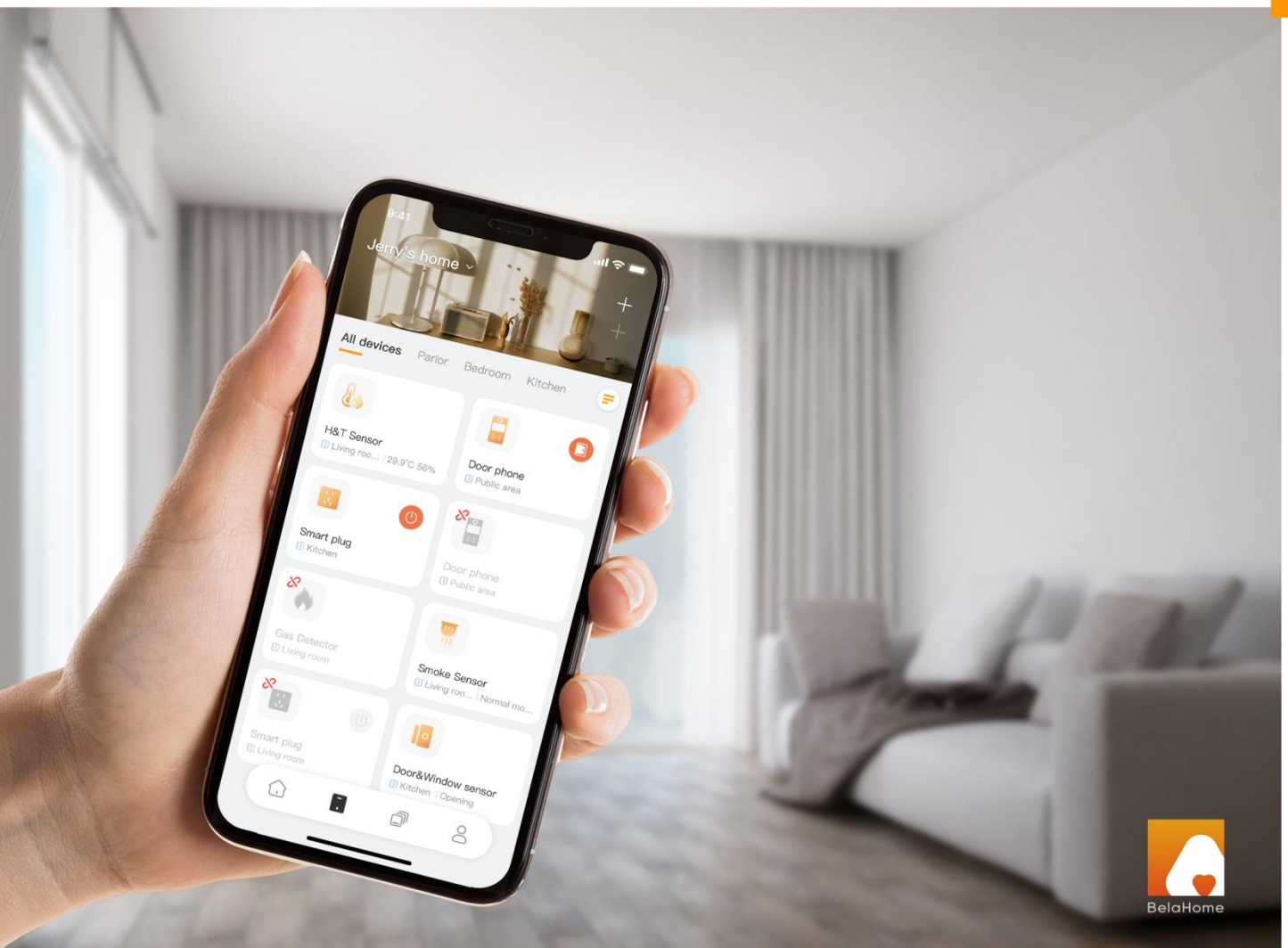


# Akubela BelaHome User Guide



This guide is applied to Version 2.0.9 for Android, and 2.0.1 for iOS.

The guide gives you quick information on the features and functions of BelaHome App. In this guide, you'll learn about:

- User accounts creation and management,
- Managing and controlling devices in your home,
- Communication functions including making calls and sending voice and text messages,
- Customizing the Photo Wall to display your favorite photos; and more.

For more information about the products and operations, see the appropriate guides at <https://ticket.akubela.com>.

# Contents

<b>Getting Started</b> .....	<b>1</b>
Before you start .....	1
Logging In .....	1
<b>Your Account</b> .....	<b>3</b>
Edit your profile .....	3
Manage your password .....	4
Find your forgot password .....	4
Change a weak or compromised password .....	5
Unbind your account with the family .....	5
Delete your account .....	5
Log out .....	6
<b>Family Management</b> .....	<b>7</b>
See family info .....	7
Create family member accounts .....	7
Upgrade off-Cloud accounts .....	9
Change family member account permissions .....	10
Unbind a family member with the family .....	11
Transfer administrator role .....	11
<b>Rooms</b> .....	<b>12</b>
Go to Room Management screen .....	12
Add a new room .....	13
Edit the rooms .....	14
Change a room name .....	14
Customize room display order .....	14
Delete a room .....	15
<b>Devices</b> .....	<b>16</b>
See device info .....	16
Check Zigbee device battery status .....	17
Filter devices by rooms .....	17
Add devices .....	17
Auto-add Zigbee device .....	17
Add Zigbee devices manually .....	19
Add third-party devices .....	20
Change device name and location .....	21
Remove a device .....	21
Add devices to Favorites .....	22
Control Devices .....	23
Turn on/off relays or smart plugs .....	23
Unlock Yale smart locks .....	23
Turn Lutron Caseta switches on or off .....	23
Control Philips Hue lights .....	24

Control TP-Link Kasa lights .....	25
Adjust Ecobee modes .....	26
Control Sonos speakers .....	26
<b>Scenes .....</b>	<b>27</b>
Automation scene types .....	27
Activate a scene .....	27
Manage automation scene logs .....	28
See scene activities logs .....	28
Delete automation scene logs .....	29
Add scenes to Favorites .....	29
<b>Communication in Family .....</b>	<b>31</b>
Send and receive messages .....	31
Send text messages .....	31
Send audio messages .....	32
Make one-to-one calls .....	32
Make a voice call .....	32
Make a video call .....	33
Create your own photo wall .....	34
Add new photos .....	34
Share uploaded photos with other Panels .....	35
Save photos to your phone .....	36
Delete photos .....	36
<b>Security .....</b>	<b>37</b>
Arm or disarm your system .....	37
See security logs .....	38
<b>Intercom .....</b>	<b>39</b>
Open door remotely .....	39
Open door during a call .....	39
Open the door when answering a call .....	39
View monitor cameras .....	40
Open door on the monitoring screen .....	40
<b>Notifications .....</b>	<b>41</b>
See device online or offline notifications .....	41
Delete notifications .....	41
<b>Support .....</b>	<b>42</b>
Set up and upload logs .....	42
Updates .....	43
BelaHome App version .....	43
Device version .....	43
Get help .....	44
<b>Privacy Policy .....</b>	<b>45</b>

# 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 an Off-Cloud one, ensure your mobile phone is connected to the same local network as the Akubela home center device.

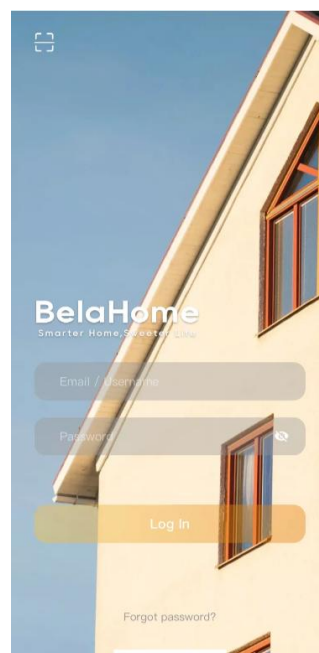
*To know about Off-Cloud accounts?*

See sections **Create family member accounts** and **Upgrade off-Cloud accounts** in the *Family Management* chapter.

- BelaHome App. You can download the App on Google Play Store or App Store.
- Your BelaHome account. You can find your account and password in the Welcome to Akubela email.

## Logging In

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



### **Login with username**

- On the login screen, enter your username and password, and tap **Login**.
- The App will open on the Home screen.

### **Login with QR code**

- Open the Welcome email with your PC or other devices, and you will see a QR code attached below. Or open the Email with your phone, and don't forget to save the QR code to your photo album.
- Open BelaHome App, tap **scan** icon at the upper left, and the QR code scanner will be opened.
- Center the QR code in the camera view until you hear a Ding sound. Or select the saved code picture from your album.
- The App will open to the Home screen automatically.

# Your Account

In Akubela, there are various account types with different permissions.


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

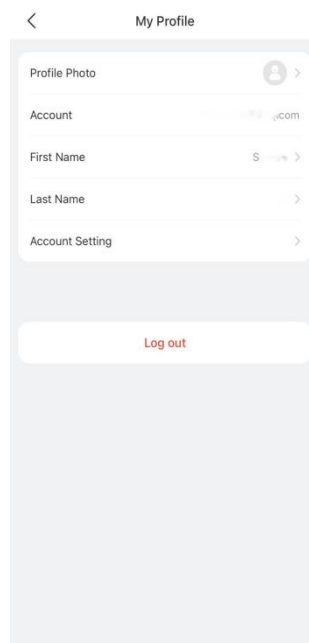
- **Administrator.** One and only. Having permissions to log in to Home Center web interface, access all features and functions, manage family data, and manage family member accounts.
- **Manager.** Having permissions to access all available functions, and to manage family data.
- **General member.** Only having permission to access all available functions.

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 associated name, photo, and password, do the following:

1. Tap  at the bottom right and tap **[your name]**.
2. On the My Profile screen, do any of the following:
  - Tap Profile Photo to add or change your profile image. You can select an image from your mobile phone album, or take a picture using the phone camera.
  - Tap First Name or Last Name to edit the displayed user name.

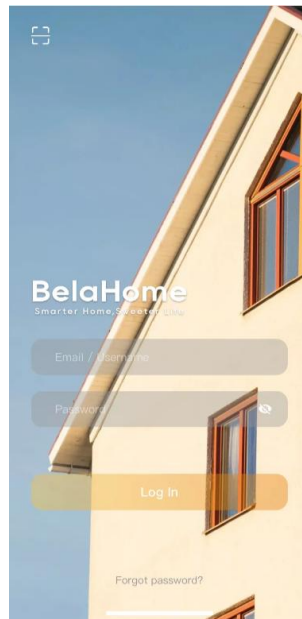



# Manage your password

## Find your forgot password

If you do not remember the password, you can reset it by

- Tapping **Forgot password** at the bottom of the login screen; or




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

You will receive a reset email containing a new password.



## 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  at the bottom right and tap **[your name]**.
2. On the My Profile screen, Tap **Account Settings > Change Password**.

## Unbind your account with the family

You can unbind your account with the family. In this case, you will lose all permissions associated with this family. If you are the administrator, you have to [transfer the administrator role](#) to another family member before you can unbind the account.

To unbind your account, do as the following:


1. Tap  at the bottom right and tap **[your name]**.
2. On the My Profile screen, tap **Account Settings > Unbind Family**, and follow the onscreen instructions.

## Delete your account

You can cancel your account at any time.

After you delete your account, you will not be able to sign in to BelaHome, and will lose all associated permissions.

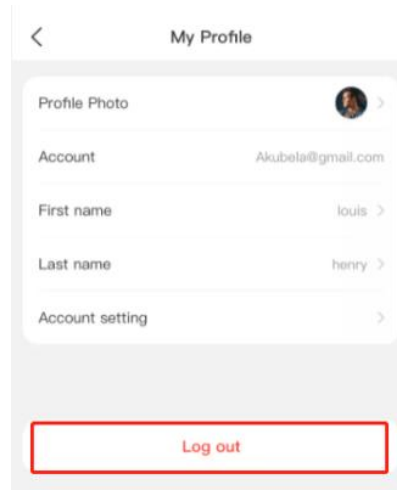
If you do want to delete the account, following these steps:

1. Tap  at the bottom right and tap **[your name]**.
2. On the My Profile screen, tap **Account Settings > Delete Account**, and follow the onscreen instructions.

If you are the administrator, you have to [transfer the administrator role](#) to another family member first.

## Log out


To sign out of BelaHome, tap  > **[your name]** > **Log Out**.



# Family Management

Only an **Administrator account** is allowed to create and manage family member accounts.

## See family info

To access the family information, go to  > **Family Management**, and choose the associated family from the My Family list. On the Family Management screen, do any of the following:

- See or modify family name.
- See family address.
- Check total number of devices within the family.
- Manage rooms.
- Manage family members.



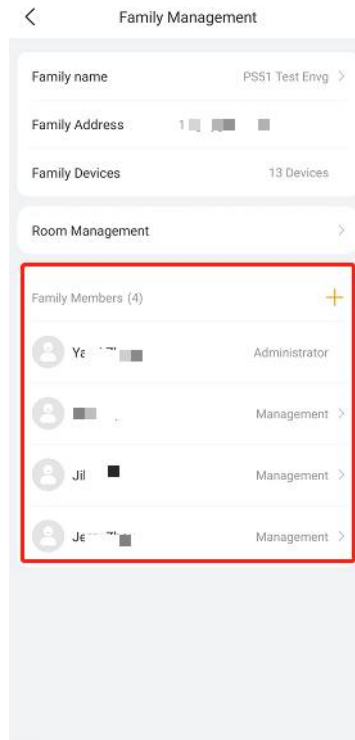
## Create family member accounts

BelaHome allows the administrator to add new family members and grant them different permissions to access the Akubela system.

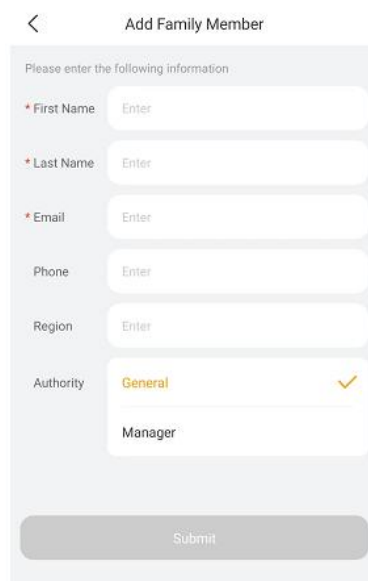
The specific steps differ by system's Cloud connection modes. To create the off-cloud accounts needs less information than to create a cloud one, however, functions including remote control and intercom are excluded when using an off-cloud account.

- **System running in Cloud mode**



1. Go to > **Family Management**, and tap your family. from the My Family list. All associated family members are listed on the Family Management screen for the administrator. You can tap to check their information and permissions.

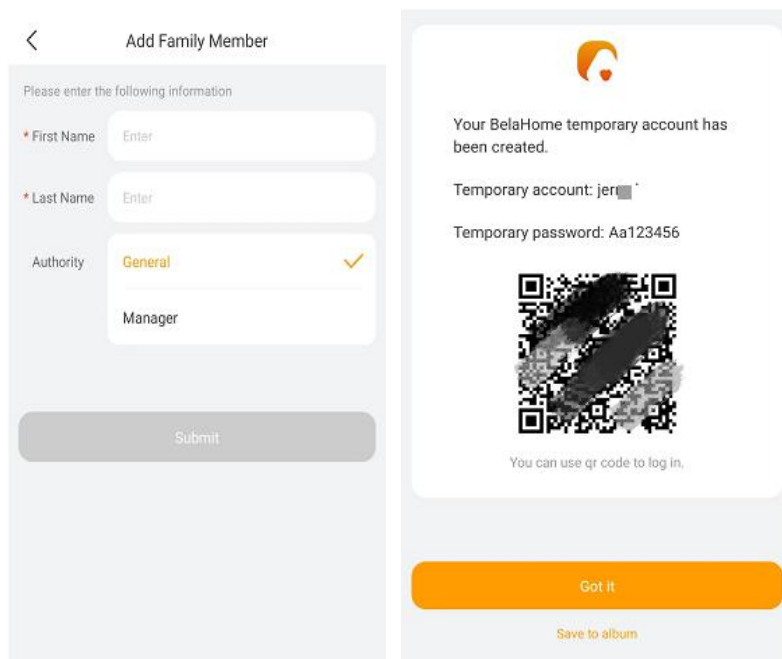


2. Tap to go to the Add Family Member screen.  
 3. Type in the member's information and valid email address to receive login username and password, and choose whether to grant her/him the manager's permissions.



- **System running in Off-Cloud mode**

1. Go to  > **Family Management**, and tap your family. All associated family members are listed on the Family Management screen for the administrator. You can tap to check their information and permissions.
2. Tap  next to the Family Members to go to the Add Family Member screen.
3. Type in the member's name, and grant him/her the permissions. The login username, password, and a QR code displays once you finish the filling. You can save the QR code to your phone album by tapping **Save to album**.




**NOTE:**

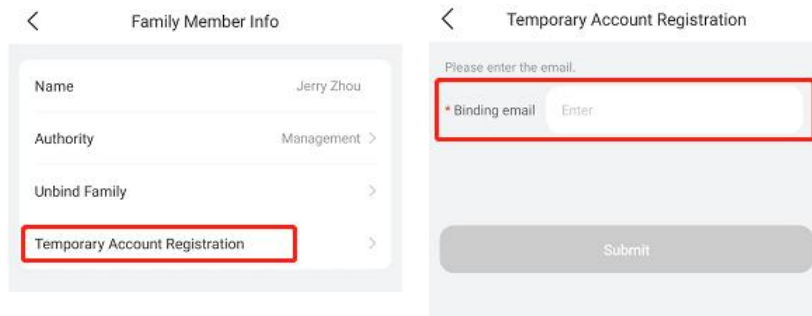
If your system turns off the Off-Cloud mode, then the accounts created in this mode must be upgraded to the full-function Cloud ones so that they can be used.

## Upgrade off-Cloud accounts

When the system is changed from the off-Cloud mode to the Cloud mode, the administrator has to upgrade the off-Cloud accounts to enable them to access remote control, intercom, and more features and functions of BelaHome.

1. Go to  > **Family Management**, and tap your family.
2. Choose the account from the Family Member list. The detailed Family Member Info screen opens.


3. Tap **Temporary Account Registration**, and enter a valid email address for this member.



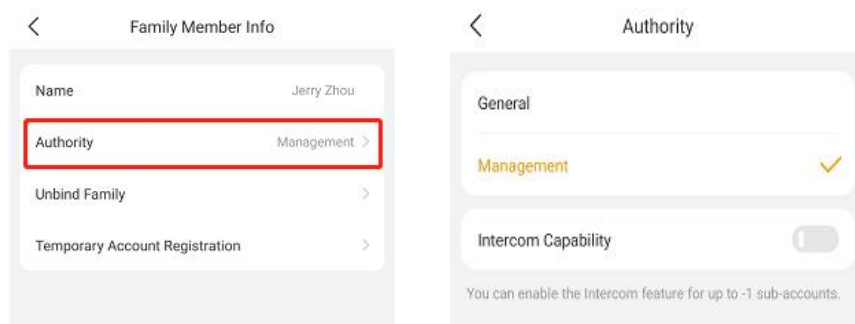
4. Tap **Submit**.

## Change family member account permissions

The administrator is able to change family member's account types, and decide whether to give them permission to access the intercom function. Intercom option is only available in intercom projects.


1. Go to  > **Family Management**, and tap your family.
2. Choose the member account you want in its settings.
3. Tap **Authority**. On the following screen, do any of the following:
  - Change the general account to manager account, or vice versa.
  - Toggle on or off the Intercom Capability.

If enabled, the account is allowed to intercom with door phones via SIP protocol. Note that this option is unavailable for projects without intercom functions.




## Unbind a family member with the family

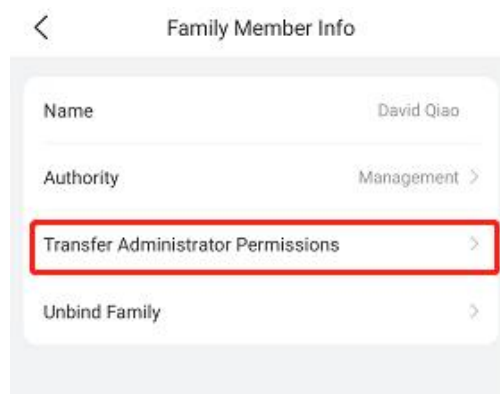
The administrator can unbind a member account with the family. In this case, the member will lose all permissions associated with this family.

1. Go to  > **Family Management**, and tap your family..
2. Choose the member account you want to its settings.
3. Tap **Unbind Family**.

## Transfer administrator role


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

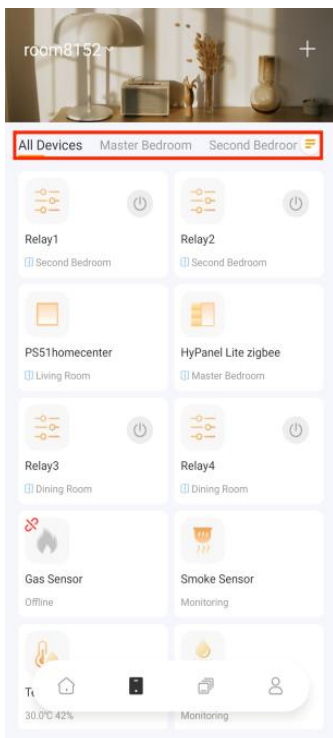
1. Go to  > **Family Management**, and tap your family.
2. Select the family member you want in make the administrator.
3. On the Family Member Info screen, tap **Transfer Administrator Permissions**, and follow the onscreen instructions.



# Rooms

The administrator and managers in the family are able to manage all rooms, including adding or removing rooms, editing room names, and changing the room order.



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

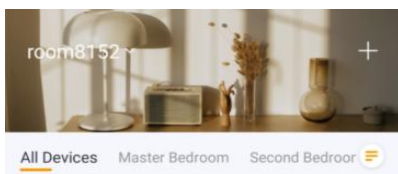


## Go to Room Management screen

From the Room Management view, you can see all the rooms within the family, along with the number of devices in each room.

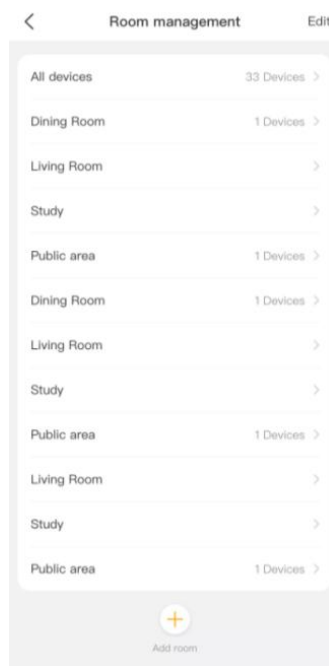
To go to the Room Management screen, do any of the following:

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






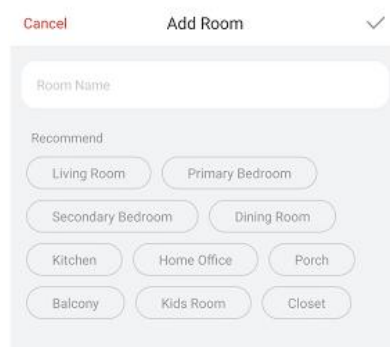
- Tap  > Family Management > Room Management.





## Add a new room

To add a room from the Room Management screen, do as the following:


1. Tap  at the bottom, and the Add Room screen opens.
2. Select from the recommended rooms, or personalize the room name by entering your desired name in the input box.



3. Tap  in the upper right corner.

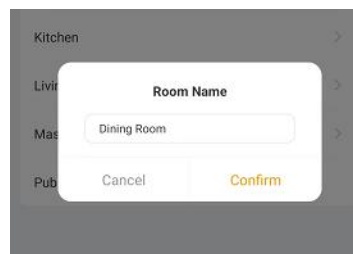
Once the room is added, you can see it appear on the Room Management view, or you can go to the  screen, and swipe left or right to find it in the room list on the upper tab bar.

## Edit the rooms

You can modify the room name, or change the room display order anytime you want. Any changes you make to the room name or the display order are automatically displayed on the Room Management screen, and applied to the room list on the upper side of the  screen.

### Change a room name


On the Room Management screen, select the room you want to change its name, and enter a new name for it in the pop-up input box.

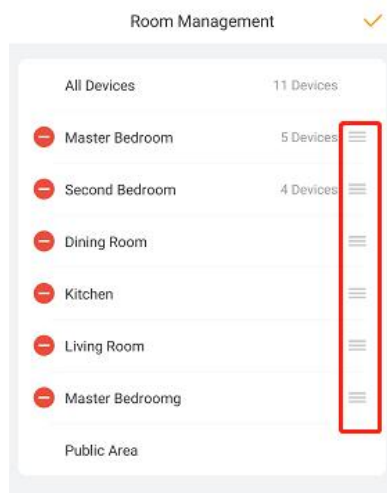


### Customize room display order

1. Tap **Edit** in the upper right corner of the Room Management screen.




2. Press and hold the  of the desired room, and drag it to the place you want it to.

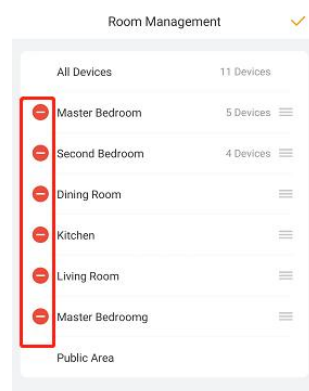


3. Tap  to validate the changes.


## Delete a room

You can remove any rooms as you want. Just note that you have to relocate all devices installed in the room to other locations before you can delete it.


1. Tap **Edit** in the upper right corner of the Room management screen.
2. Tap  in front of the room you want to remove, and follow the onscreen instructions.






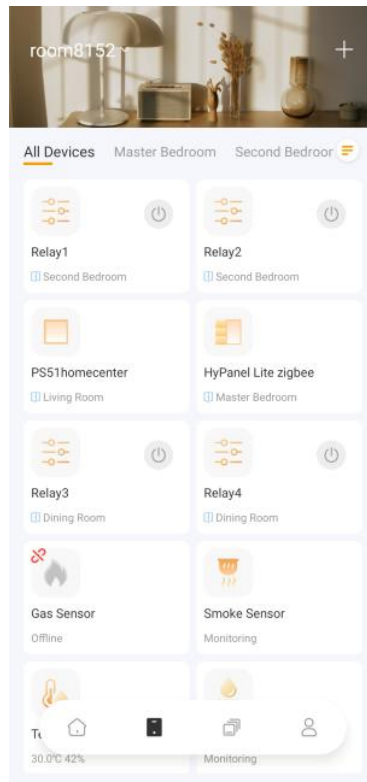
# Devices

Tap  to access the device screen. The screen displays all devices, connected and disconnected, within the family. It also allows you to see devices installed in each room, to add or remove devices, and to control the connected devices.


## See device info

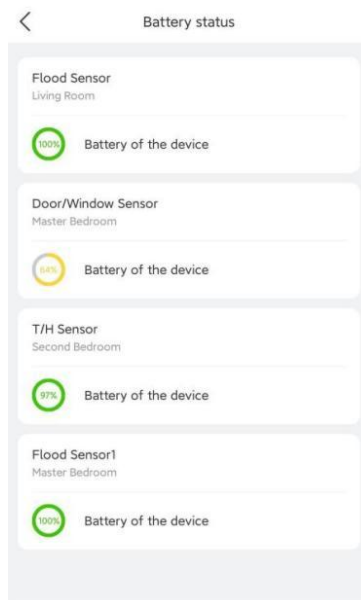
From the  screen, you can see devices' information including:

- Connection status:
  - **Disconnected:** The device's image is gray with the icon  at its upper left corner. Disconnected devices cannot be controlled via BelaHome.
  - **Connected:** The device's image is orange without the icon . Connected devices can be controlled via BelaHome.
- Details: Tap the device image, and tap  in the upper right corner to see its current settings.




## Check Zigbee device battery status

You can check your Zigbee devices' battery status by navigating to  > **Battery status**.



## Filter devices by rooms

The device  screen shows all devices within the family by default. You can see the list of devices installed in each room easily by swiping left or right.

## Add devices




BelaHome allows you to add Zigbee devices, such as sensors, emergency buttons, and more, and third-party smart home devices.

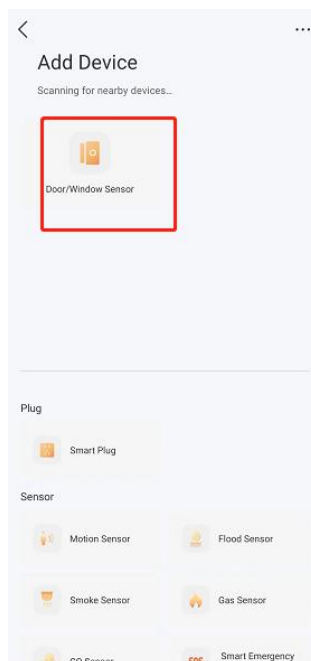
### Auto-add Zigbee device

#### NOTE:

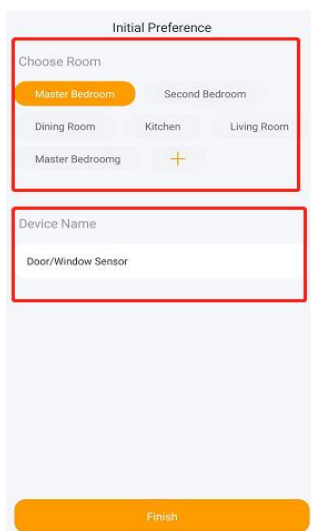
The transmission distances of Zigbee signal may vary by environmental characteristics and more. We recommend using Zigbee sensors, buttons, and switches, which send their commands to HyPanel, mainly in the same room HyPanel is in.

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

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices. You can also add the device to any gateway device by tapping  at the upper right.
3. Follow the device manual to put it in pairing mode. Note that in an open area, the distance between the Zigbee device to be added and the home center or gateway device should be less than 100 meters.
4. Wait until the search result appears. Select the device from the search result. One device to add at one time.






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

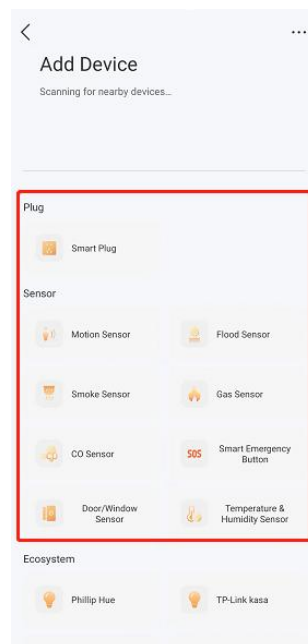


If it failed to scan and find the device, you can add it manually.

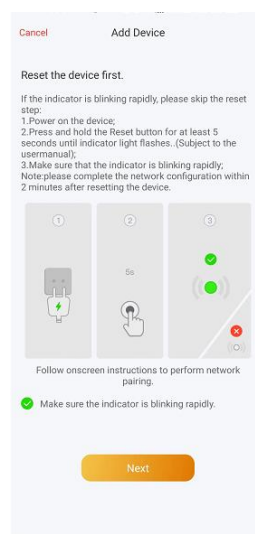
## Add Zigbee devices manually

To add Zigbee devices manually, do as the following:

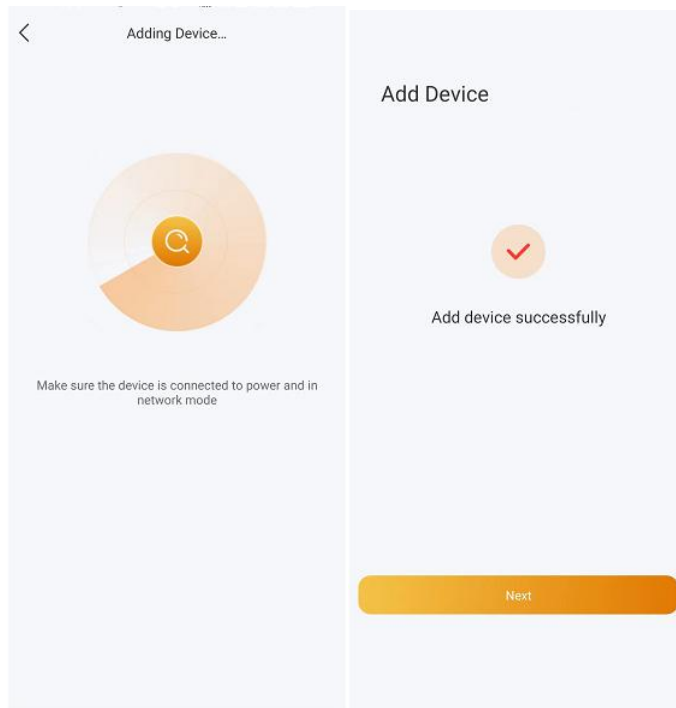
1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices. You can also add the device to any gateway device by tapping  at the upper right.
3. Select the device type from the sensor list below.



4. Follow the onscreen instructions or the manual to put the device in pairing mode. Tap **Next**.



5. Wait for the device searching and adding result.





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

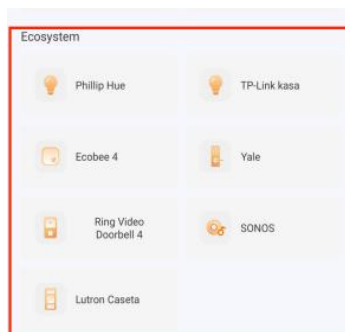
## Add third-party devices

Akubela can connect many popular smart home devices. Here are the third-party devices we currently support: Sonos, Ring, Lutron Caseta, TP-Link Kasa, Shelly Switch, Philips Hue, Ecobee, and Yale locks.

Before adding a third-party device, you should see its integration instruction to have the required preparation steps done. For example, you need to add your Sonos speaker through the Sonos App, and get Ecobee API key by logging in to the Ecobee App.

After you have the required items available, do as the following:

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select the device type from the Ecosystem list below.





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 - How to add third-party devices via BelaHome](#) to get more detailed instructions.



## Change device name and location

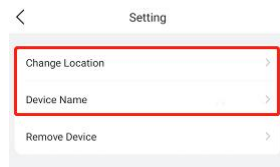
BelaHome allows you to modify the name and room where a device is located.

### Note:

You CANNOT edit the locations of HyPanel devices and wired sensors.

To edit a device's information, follow the below steps:

1. Tap  on the bottom tab bar, and select the desired device. Its details screen opens.
2. Tap  in the upper right corner to go to the device settings view. Here you can do any of the following:
  - Change the room where the device is located.
  - Modify the device's name.




## Remove a device


You can remove a malfunctioned, damaged, or disliked device from the system, just note that all the data and configurations associated with the device will be deleted.

### Note:

You CANNOT remove the home center device, all panels, and wired sensors.

To remove a device from your family, do as the following:

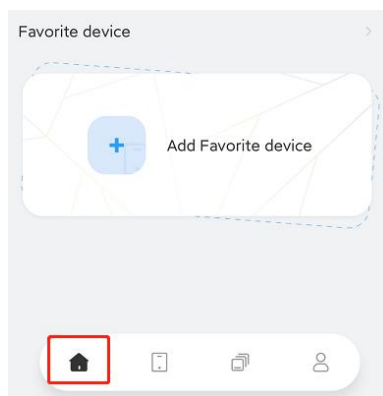
1. Tap  on the bottom tab bar, and select the desired device. Its details screen opens.

2. Tap  in the upper right corner, and tap **Remove Device**.

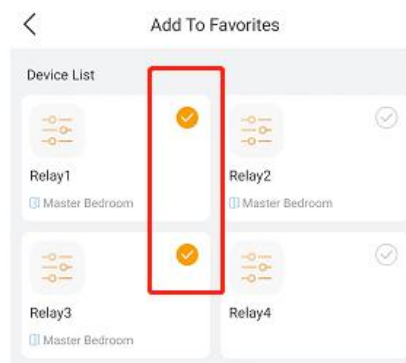
## Add devices to Favorites


Favorite Device feature enables you to easily add or remove the devices you use most. Follow the steps below to access, view, or modify your Favorites for devices:

1. Tap  > **Favorite device**.




2. Tick on the desired devices.



3. Tap  at the upper left corner. The favorite devices are automatically shown on the Home screen.

### NOTE:



The adding screen only displays controllable devices, e.g., relays, smart plugs and third-party smart home devices. Only such devices can be added to the Favorites.


To remove a device from your Favorites, tap  > **Favorite device**, and deselect the device.

## Control Devices

BelaHome allows you to control devices including relays, smart plugs and third-party smart home devices. For example, you can open the relay, and adjust the brightness of your Philips Hue light.

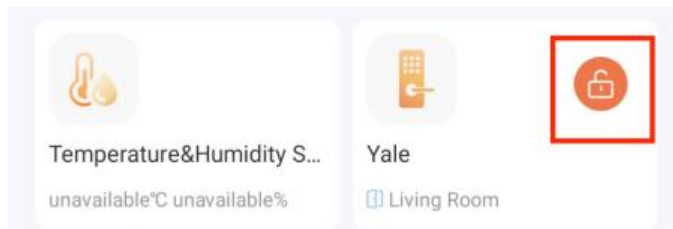
### Turn on/off relays or smart plugs

On the  screen, tap the switch icon  of the Relay or Smart Plug you want to control.

The icon turns to be  indicates that the Relay is open. Tap the icon once again to turn it off, and the icon will be grayed.

### Unlock Yale smart locks



You are able to directly unlock the connected Yale smart lock by tapping the unlock icon.



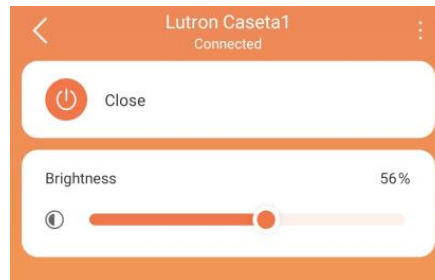
### Turn Lutron Caseta switches on or off

When your Lutron Caseta switch is connected to a light or bulb, you can turn on the switch can adjust the bulb's brightness via BelaHome.


Go to  screen, find the Lutron Caseta switch, and do any of the following:



- Tap the  of the Lutron Caseta switch to turn it on or off. The icon turns orange  means the switch is turned on. Tap the icon once again to turn the switch off.

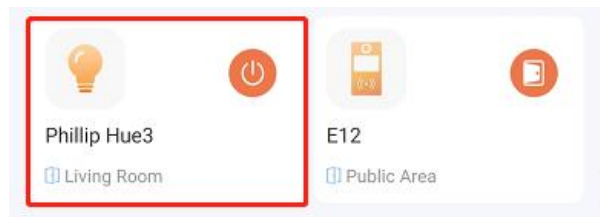
- Tap the device image, and adjust the light brightness by dragging the slider.



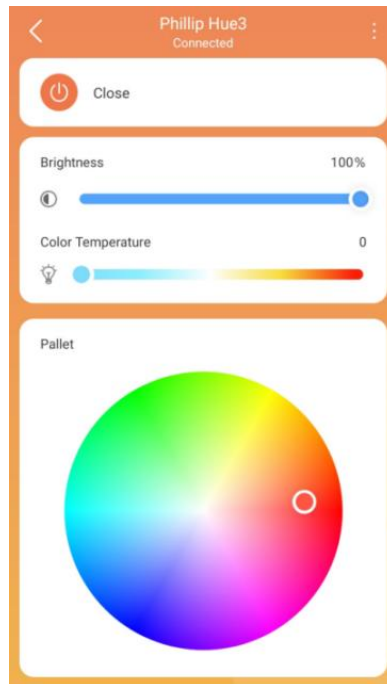
## Control Philips Hue lights

Go to  screen, find the Philips Hue light, and do any of the following:

- Tap the switch icon  of the Philips Hue light to turn it on or off. The icon turns orange  means the light is turned on. Tap the icon once again to turn the light off.





- Tap the light image to access more functions, including:
  - Making the light brighter or dimmer by dragging the slider.
  - Adjusting the light to be cooler or warmer by dragging the color temperature slider.
  - Change the light color by picking from the color palette.



## Control TP-Link Kasa lights


Go to  screen, find the TP-Link Kasa light, and do any of the following:

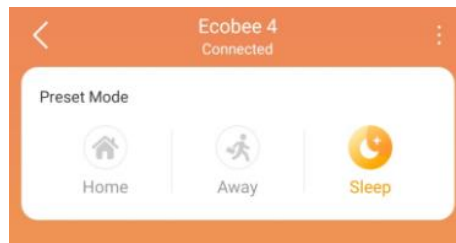
- Tap the switch icon  of the TP-Link Kasa light to turn it on or off. The icon turns orange  means the light is turned on. Tap the icon again to turn the light off.
- Tap the light image to access its details screen, you can then make the light brighter or dimmer by dragging the slider.




## Adjust Ecobee modes






After you configured the modes' settings on Ecobee thermostat, you can switch its mode via BelaHome.

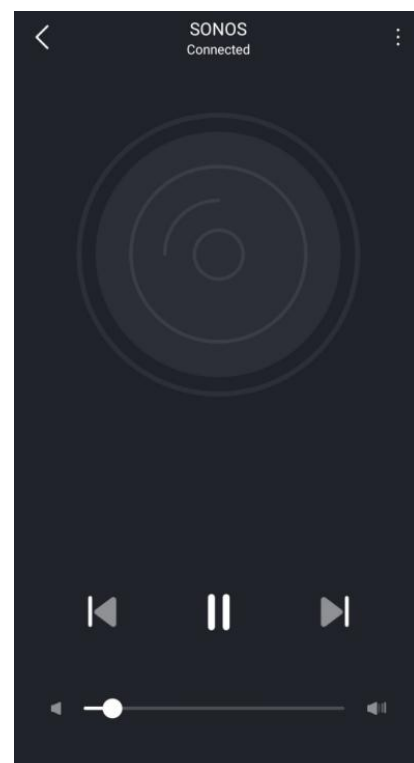
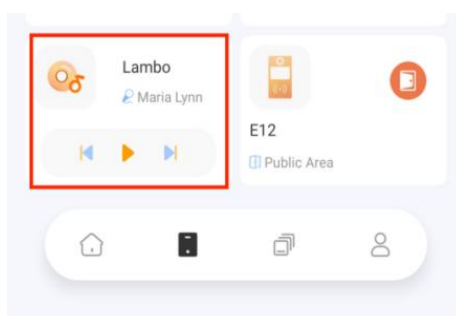
Go to  screen, find your Ecobee thermostat, and choose the mode you need.



## Control Sonos speakers

Go to  screen, find your Sonos device, and do any of the following:


- To play and pause audio, tap  of the image. Or tap the Sonos image to access the control screen, and tap the play or pause button.
- To skip forward, tap  of the image. Or tap the Sonos image to access the control screen, and tap .
- To skip back, tap  of the image. Or tap the Sonos image to access the control screen, and tap .
- To adjust the volume, tap the Sonos image to access the control screen, and drag the slider at the bottom.








# Scenes

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


## Automation scene types

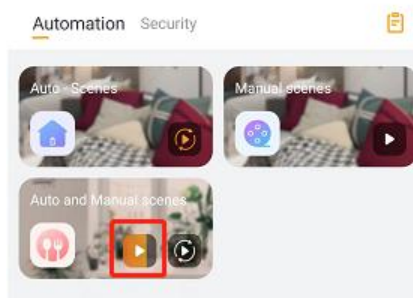
To access Scenes screen, tap the  on the bottom tab bar. The screen displays all scenes within the family.

The following are three types of automation scene and their icon meanings:

- Auto scene : is a scene set to be activated based on a schedule or an event.
  - If the scene icon is orange , it means the scene is enabled. As long as its preset conditions are met, the task will be triggered.
  - If the icon is white , it means the scene is disabled, so the task will not be triggered automatically. Tap it to enable the scene.
- Manual scene : is a scene set to be activated based on a tap or click on the scene image.
- Auto and manual scene : a scene based on a schedule, an event, and a tap or click. When any of the conditions are met, the scene will be activated.

## Activate a scene

On  screen, to activate a scene with manual operation, just tap its image. You will receive a notification shown on the Home screen once the scene is activated.





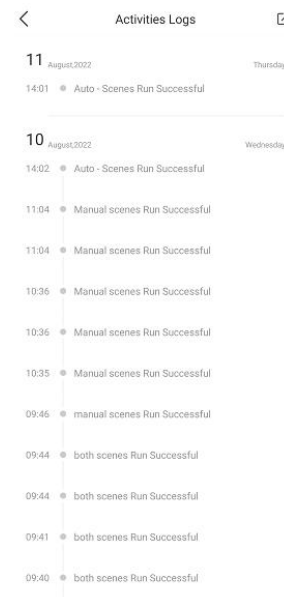
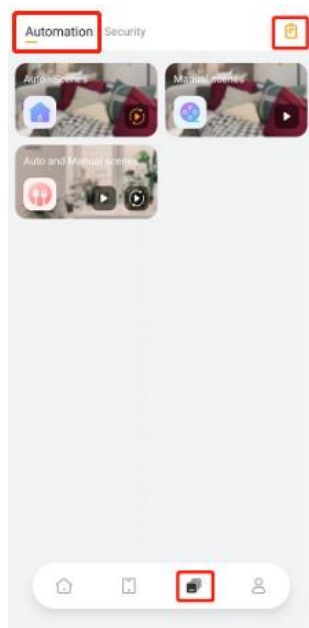


You do not have to do anything to run an auto scene. Once the preset conditions are met, the scene is activated automatically.

## Manage automation scene logs

### See scene activities logs




You can see all automation scene activities logs by tapping  > **Automation** > , and the activities logs screen opens.

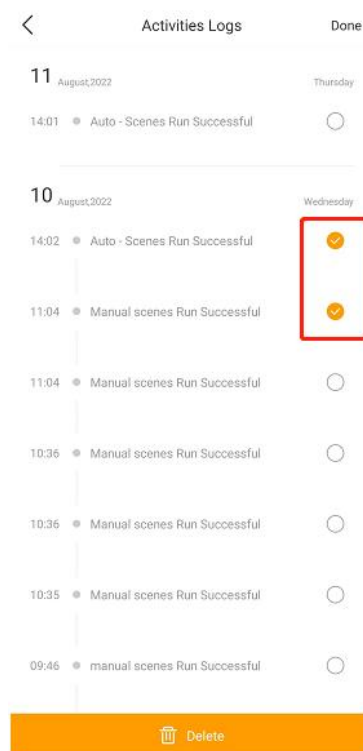




## Delete automation scene logs

To delete the automation scene logs, do as the following:

1. Tap  > **Automation** >  . The activities logs screen opens.
2. Tap  in the upper right corner.
3. Select the logs you want to delete, and tap **Delete**.



## Add scenes to Favorites

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

### NOTE:

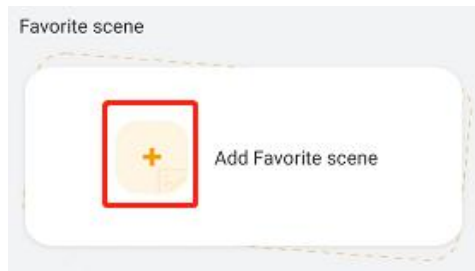
Scenes that can be added to the Favorites vary by home center type.

If your home center is from HyPanel series, e.g., HyPanel, you are only allowed to add **manual automation scenes** to the Favorites;

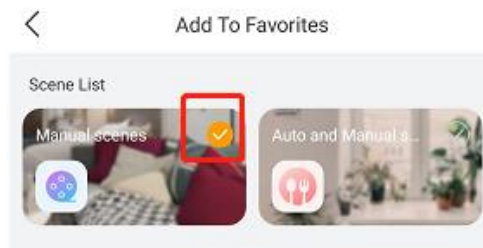
If the home center device is from SmartPanel series, only **security modes** are allowed to be favorited.

Do as the following:

1. Tap  > **Add Favorite Scene**.



2. The followed screen automatically displays the scenes that can be added to the Favorites. Select the scenes you like.

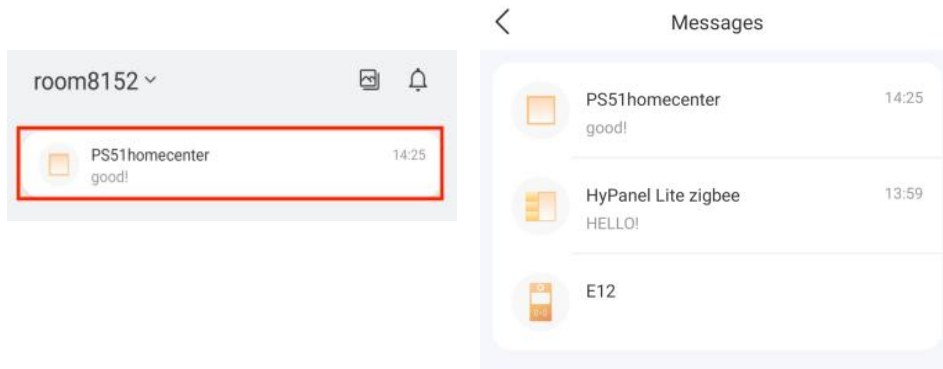


3. Tap < at the upper left corner. The favorite scenes are shown on the Home screen.

# Communication in Family

You and your family members can make calls, and send messages with each other at any time via BelaHome. You are also able to create your own photo wall to share your memories with family.

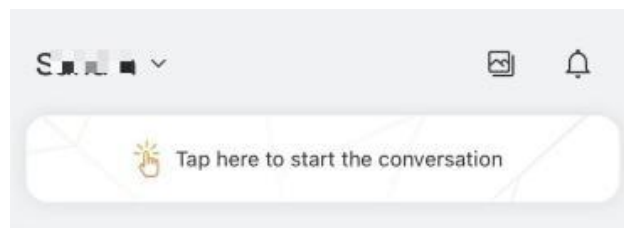
## Send and receive messages



### Send text messages

1. Tap , and the Messages box is at the top.



If the message box is empty, then it is displayed as the picture shown below.



2. On the Messages screen, select the member or device you want to send texts to.
3. Tap the text field at the bottom, type your message, and tap **Send**.



## Send audio messages



1. Tap , and the Message box at the top.
2. On the Messages screen, select the member or device you want to send texts to.
3. In the conversation, tap and hold  next to the text box to record an audio message. Each message should be within 30 seconds.
4. Lift your finger to send the message. To cancel before sending, slide your finger to the left while you are recording.

All your received messages are listed in the Messages screen. To reply to a message, in the Messages list, tap the conversation that you want to reply to.




## Make one-to-one calls

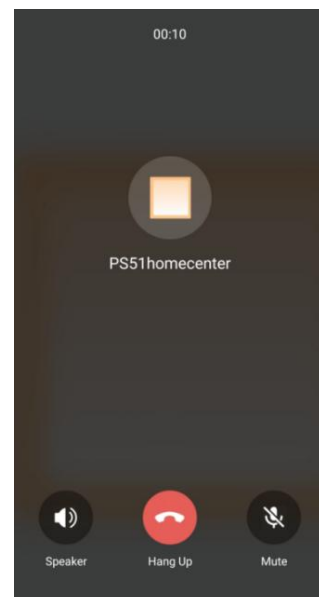
### Make a voice call

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

1. Tap , and the Messages box at the top.
2. On the Messages screen, select the member or device you want to make a call with.
3. In the conversation, tap  at the upper right to start a call.


What else you can do on the voice call screen:

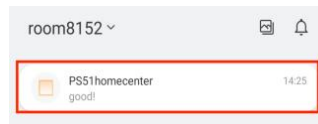
- Tap  to turn on your phone's speaker.
- Tap  to silence your microphone. Doing so, the call will not hear your voice.
- Tap  to end the call.



## Make a video call

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





1. Tap , and the Message box at the top.

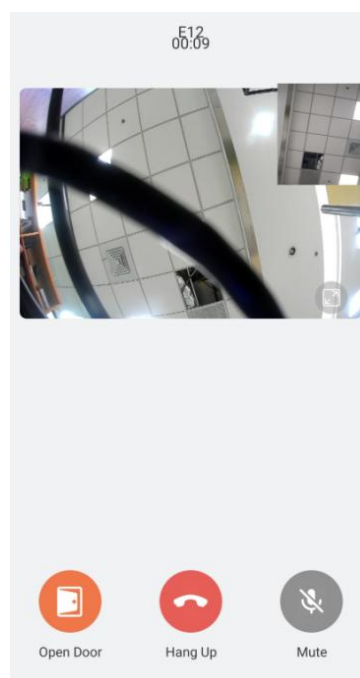


2. On the Message screen, select the door phone.
3. Tap **Video Call** at the bottom.



What else you can do on the talking screen:

- Tap Open Door  to unlock the door
- Tap  to enlarge the monitor video.
- Tap Hang Up  to end the call.
- Tap Mute  to silence your microphone while on the call.






## Create your own photo wall

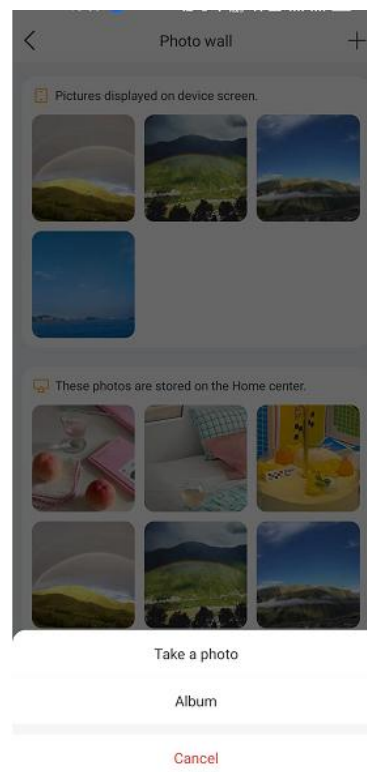
The photo wall is displayed as the screen saver of SmartPanel or HyPanel series devices. Each Panel can show up to 9 photos as its screen savers. The default or preset screen savers can be replaced with personalized photos uploaded from BelaHome.

### Add new photos

Use BelaHome to upload your images to the Home Center. These photos will be automatically sent to and displayed on the Panel you select.

To add photos, do as the following:

1. Tap , and tap  in the top-right corner. The Photo Wall screen opens.
2. Select the Panel that you want to display the personalized photos.
3. Tap  at the upper right.
4. In the menu opens, select either **Take a photo** or choose existing photos from your **Album**.





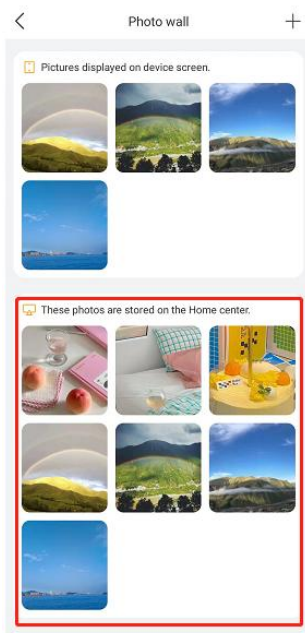


## Share uploaded photos with other Panels

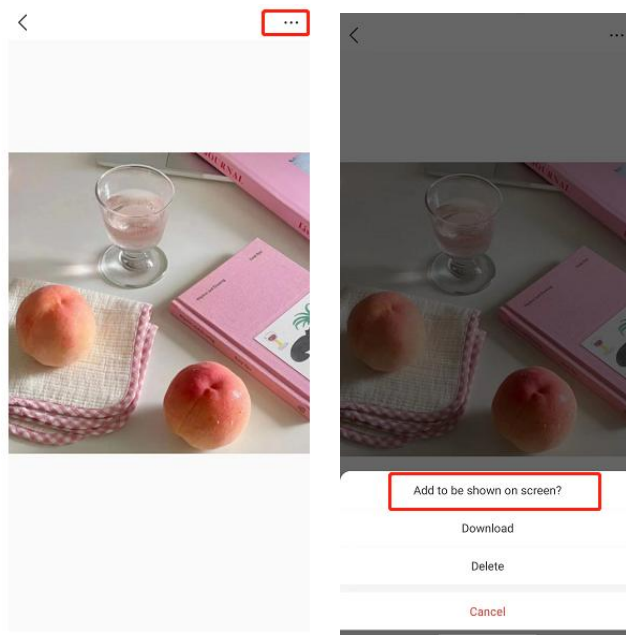
Images that uploaded to the Home center can be sent to other Panels as well.

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

1. Tap , and tap  in the top-right corner. The Photo Wall screen opens.
2. Select the panel that you want to set the photo wall.
3. The second field shows the available photos that can be sent to the selected panels. Select the images you like.



4. On the followed screen, tap  > **Add** to be shown on screen.






**NOTE:**

As the photo sizes differ, the second field only displays size-fitted photos available for your selected Panel.



## Save photos to your phone

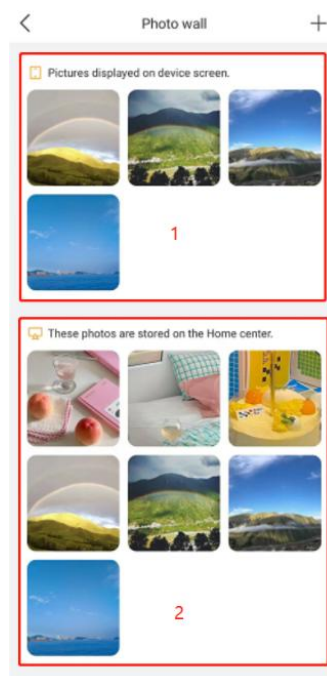
You can save the collections of photos to your mobile phone.


1. Tap  >  .
2. Select the panel.
3. Select the photo you want to save to your phone.
4. On the followed screen, tap  > **Download**.

## Delete photos

You are allowed to delete the photos stored in Home Center or panels. Removing a photo from Home Center has nothing effect on photos in panels, and vice versa.

1. Tap  >  .
2. Select the Panel that you want to delete its photos.
3. Select the photo you want to remove either from the device or the Home Center.



4. On the followed screen, tap  > **Delete**.




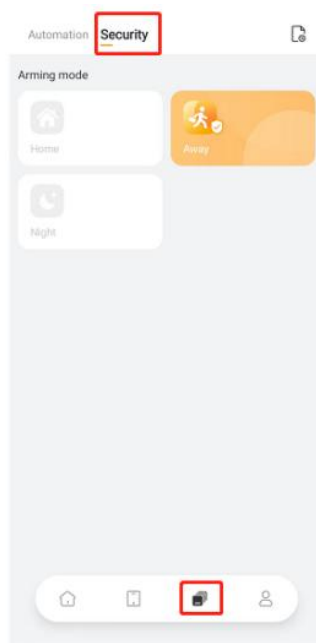
# Security

The Security section tells you how to arm and disarm your system, and how to control door phones to view security cameras, and to open doors.

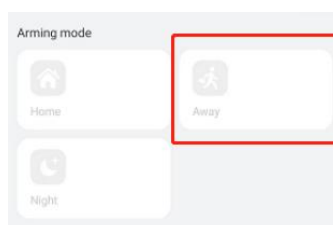
## Arm or disarm your system

There are three security modes that suit different arming scenarios. For example, you can arm your system by selecting Away mode when you go to work, and switch to Home mode when you are back home.

To arm your system, tap  > **Security**, and select the arming mode you need. The mode image will be highlighted when your system is armed.



To disarm the system, just tap the highlighted mode image again. This image will turn back to be gray when your system is disarmed.

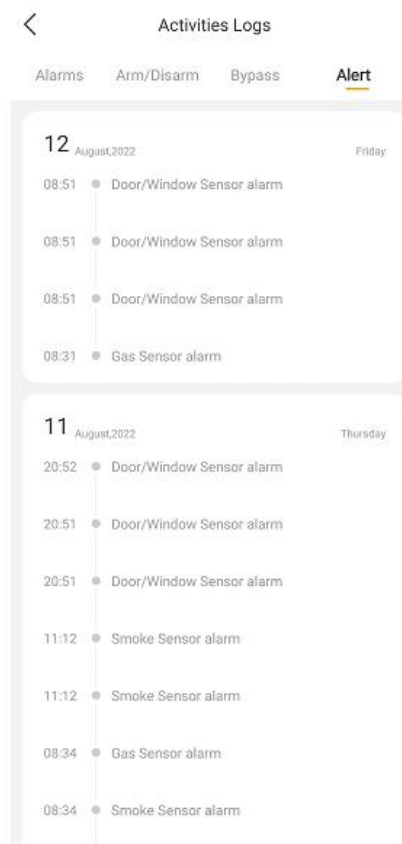


To add the security modes to the Favorite Scenes, see **Add scenes to Favorites** section in this guide.

## See security logs

To access detailed logs screen, tap > **Security** > , and you can see the following types of histories:

- **Alarms:** All activating logs of security scenes.
- **Arm/Disarm:** All arming and disarming histories.
- **Bypass:** All logs about bypassed devices.
- **Alert:** All alarming logs generated by sensors, including motion sensor, flood sensor, smoke sensor, gas sensor, CO sensor, door/window sensor, and more.







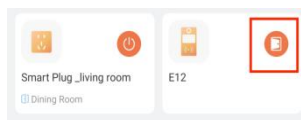
# Intercom

You can control any connected door phones to unlock doors, as well as have a clear idea of who is standing in front of your door (if supported by the door phone).

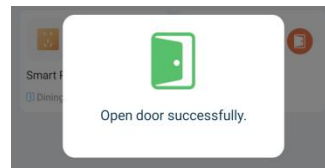
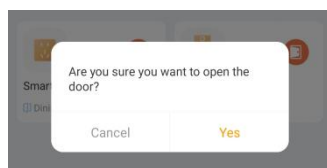
## Open door remotely

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

1. Tap .
2. Find the door phone, and tap .




3. Tap **Yes** to confirm.





## Open door during a call

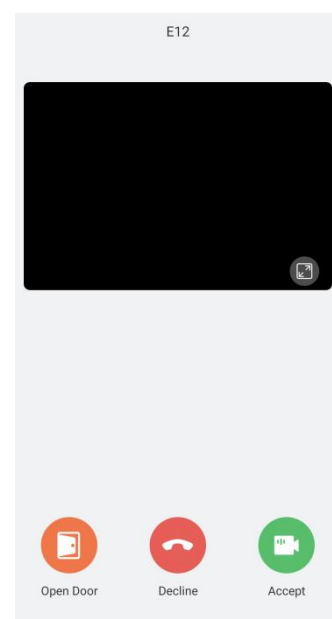
You can open the door for your visitors either when answering their calls or initiating calls with them.

### Open the door when answering a call


1. Tap Open Door  on the talking page.
2. Tap **Yes** to confirm.

What else you can do on the talking screen:

- Tap Decline  to end the call.
- Tap Accept  to receive a video call.




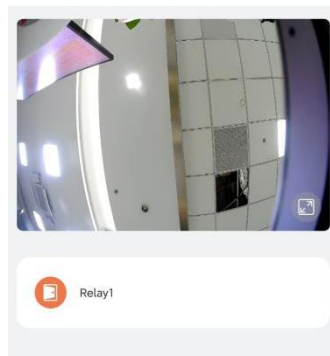


If you want to make a call with the door phone to hear and see who the visitor is, go to  > **Message box**, select the door phone, and tap **Video Call** at the bottom. Or you can refer to **Make a video call** section in this guide for more instructions.



## View monitor cameras

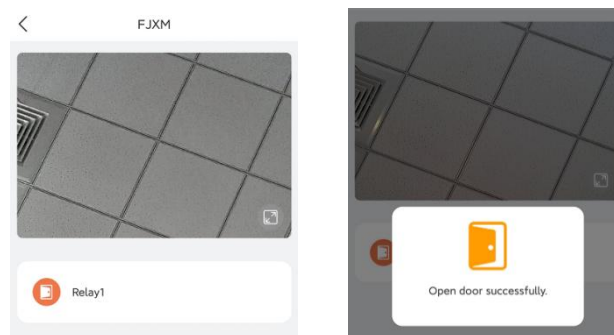
If your door phone has a camera, you are able to access its live video at any time via BelaHome to check what's happening in front of your door.

1. Tap .
2. Select the door phone. A monitoring screen opens. The screen shows the live video streaming from the device.





## Open door on the monitoring screen

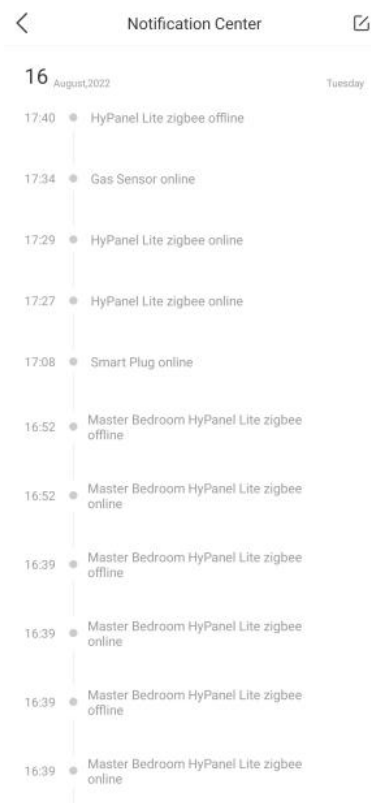
On the  screen, select the door phone to go to its monitoring screen, and tap  to open the door.



# Notifications




## See device online or offline notifications

When a device connection status changes, you will receive a notification. To see to the time at which what device goes offline or online, tap  >  to go to Notification Center.



## Delete notifications

To delete a notification, do as the following:


1. Tap  >  to go to Notification Center.
2. Tap  in the top-right corner.
3. Select the notifications that you want to delete.
4. Tap **Delete**.

# Support

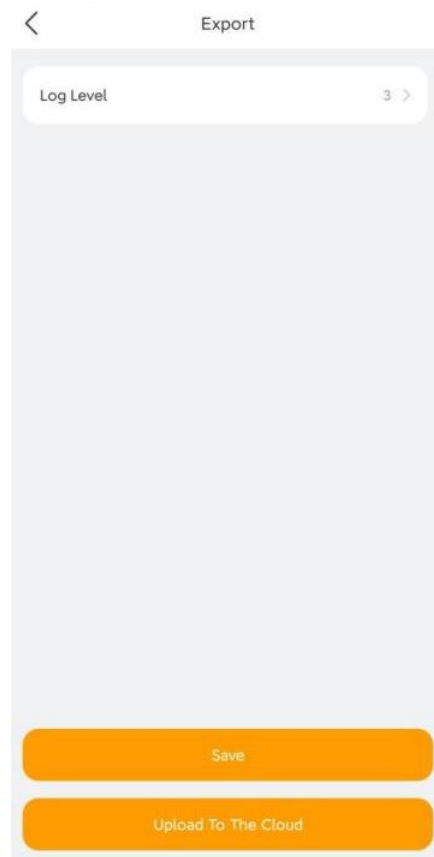
## Set up and upload logs

The log has 7 levels. The higher the level, the more detailed the log content. The level is 3 by default. You can upload detailed logs to Akubela Cloud for our technical engineers to analyze problems if your device malfunctions.

To change the log level, do as the following:


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

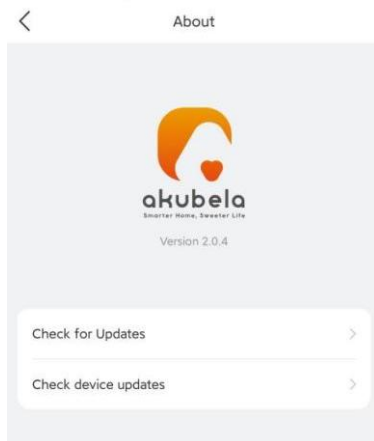
If you want to send the current logs to the Akubela support team for troubleshooting or other purposes, tap **Upload to the Cloud**.



## Updates


### BelaHome App version

You can go to  > **About** to see the current version of BelaHome App in use.



Tap **Check for Updates**, and follow onscreen instructions to perform the update process. Your settings and data will remain unchanged when you update the App to the latest version.

### Device version

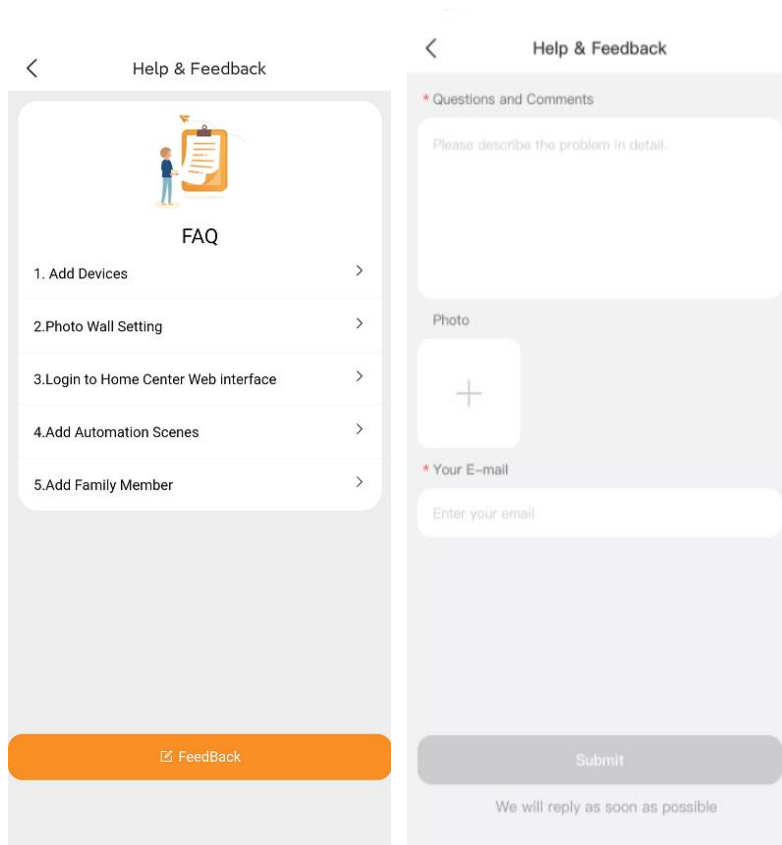
Go to  > **About** > **Check device updates**, you can view the currently installed versions of all your SmartPanel and HyPanel devices.



## Get help

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


- 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  > **Privacy Policy**.

## Appendix - How to add third-party devices via BelaHome



Philips Hue lights integration .....	1
TP-Link Kasa integration .....	4
Lutron Caseta integration .....	6
Sonos integration .....	7
Yale locks integration .....	10
Ring Video Doorbell integration .....	11
Ecobee integration .....	13

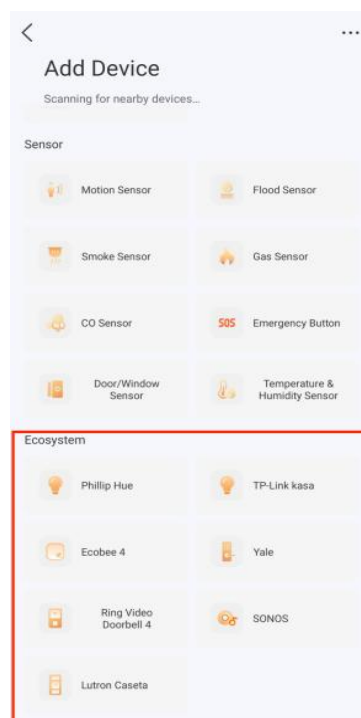
## Philips Hue lights integration

### 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.

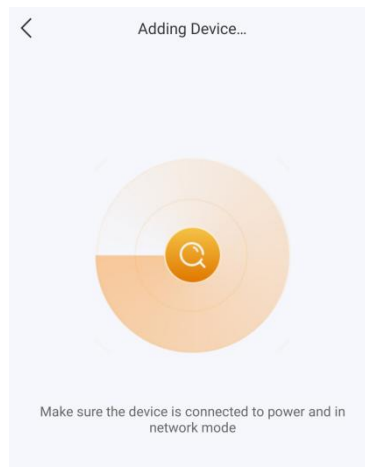
### Add a Philips Hue light

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select Philips Hue from the Ecosystem list below.

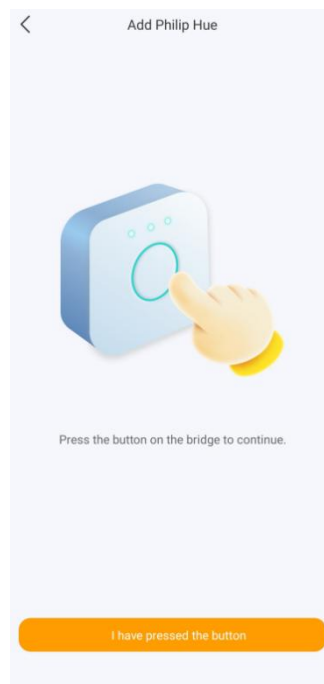




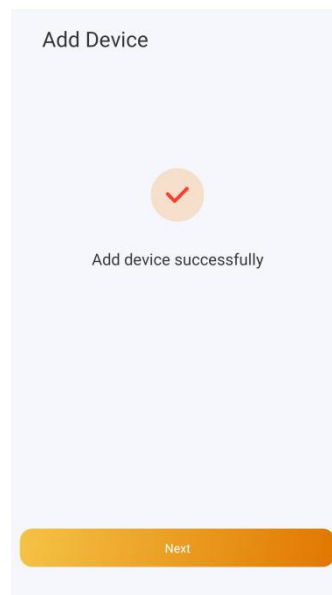
4. Confirm the light and bridge are powered on.



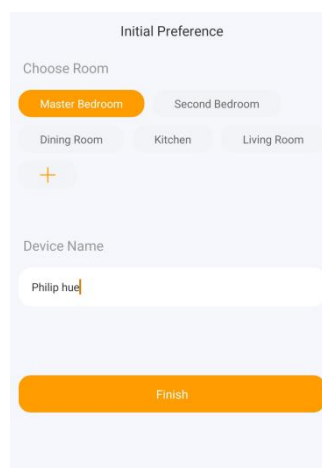
5. Press the button on the bridge, and then tap **I have pressed the button**.



6. On the add device successfully screen, tap **Next**.



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





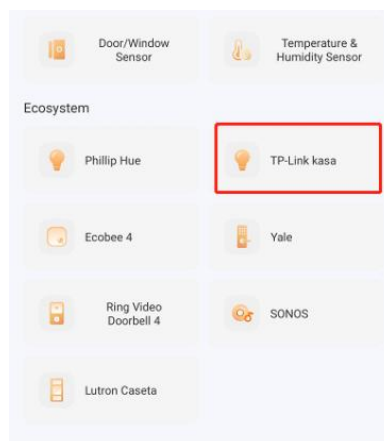
## TP-Link Kasa integration

### Before you start

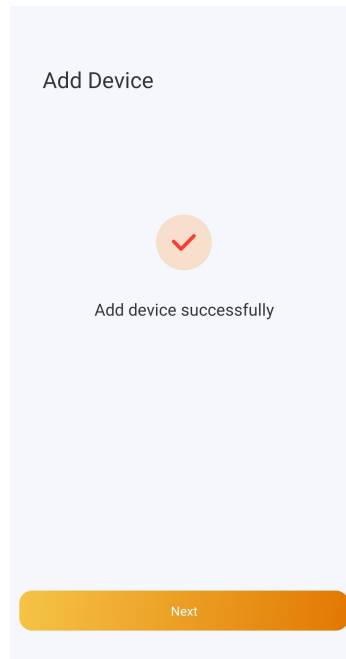
1. Power your TP-Link Kasa device.
2. Set up your TP-Link Kasa device in Kasa Smart app.
3. Connect your TP-Link Kasa device to the same local network as your home center device.

### Add a TP-Link Kasa

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select TP-Link kasa from the Ecosystem list.



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





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

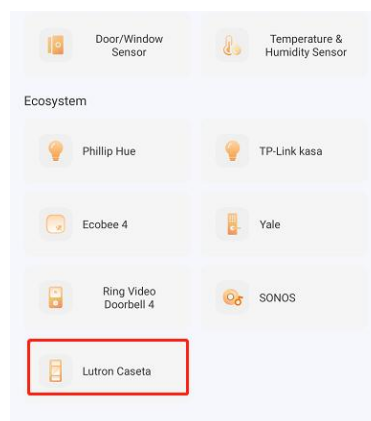
## Lutron Caseta integration

### Before you start

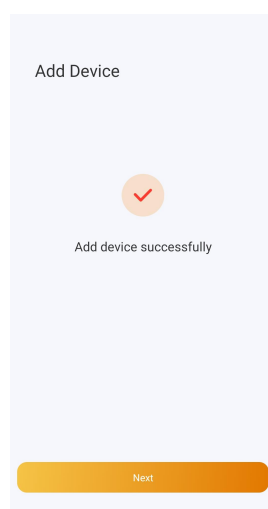
1. Make sure your Lutron Caseta switch is installed for the lights you want to control. Power the switch on.
2. Use an Ethernet cable connect your Lutron Smart Bridge to an open LAN port on your router. The bridge should be in the same local network as your home center device.
3. Add and set up your 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.
2. The home center will automatically search the nearby devices.
3. Select Lutron Caseta from the Ecosystem list.



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



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





## Sonos integration

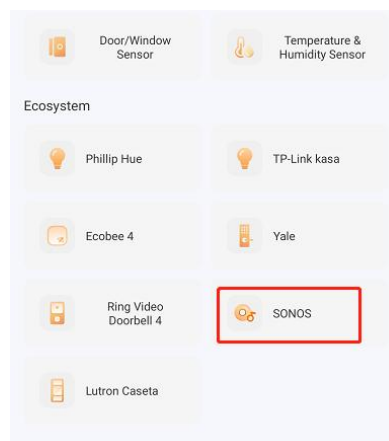
### Sonos Roam SL

#### Before you start

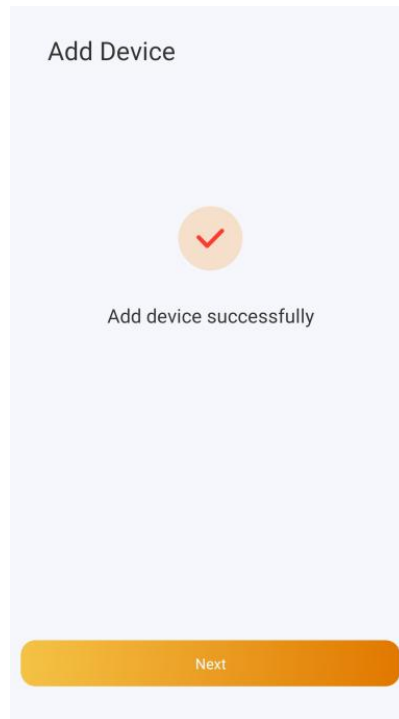
1. Turn on your Sonos Roam SL. Roam SL will show a blinking green light when it's ready to be set up.
2. Add and set up Roam SL in Sonos app.
3. Connect Roam SL to the same local network as your home center device.

#### Add a Sonos Roam SL

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select SONOS from the Ecosystem list.



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





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

## Sonos Beam Gen 2

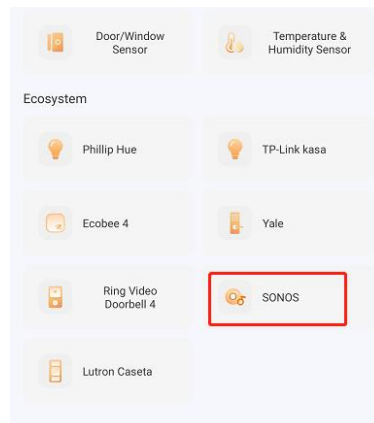
### Before you start

1. Connect your Beam Gen 2 to power.
2. Add and set up Beam Gen 2 in Sonos app.
3. Connect Beam Gen 2 to the same local network as your home center device.

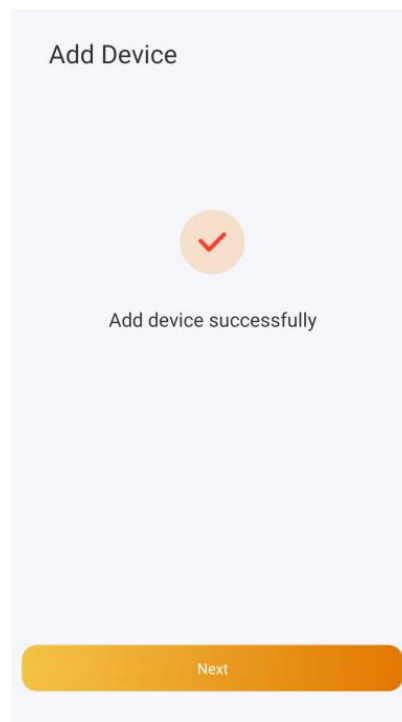
### Add a Sonos Beam Gen 2

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.

3. Select SONOS from the Ecosystem list.



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





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

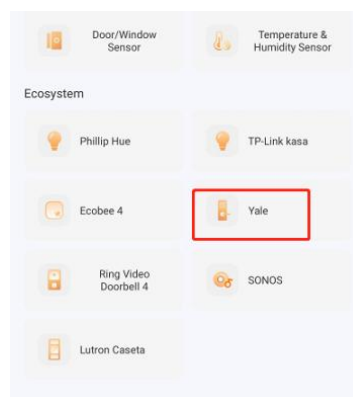
## Yale locks integration

### Before you start

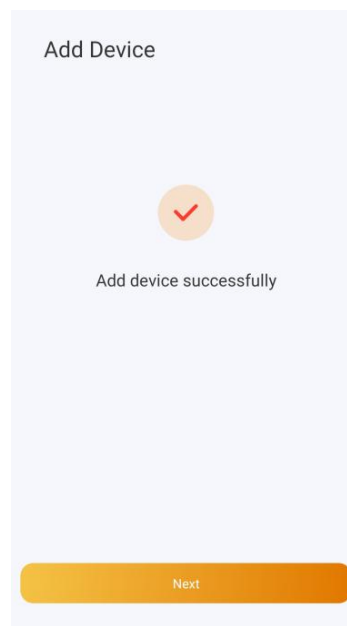
1. Connect your Yale lock to power.
2. Put the lock to pairing mode.

### Add a Yale lock

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select Yale from the Ecosystem list.



4. Make sure the lock is in pairing mode. Wait for the adding result, and tap **Next**.





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

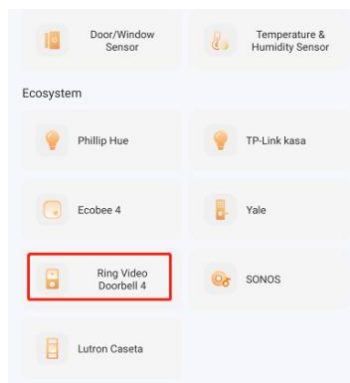
## Ring Video Doorbell integration

### Before you start

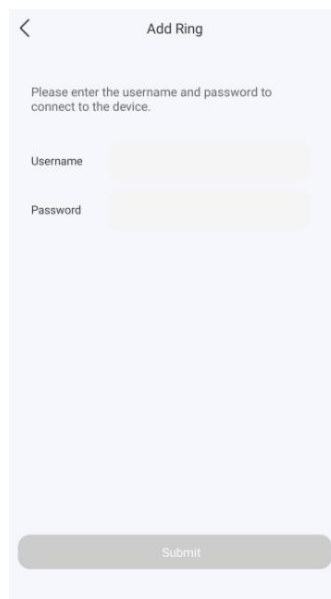
1. Connect your Ring video doorbell to power.
2. Add and set up the Ring doorbell in Ring app.
3. Connect the doorbell to the same local network as your home center device.

### Add a Ring Video Doorbell

1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select Ring Video Doorbell 4 from the Ecosystem list.

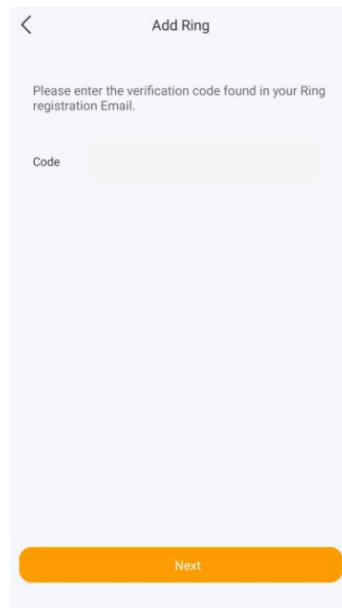


4. On the followed screen, enter the username and password of your Ring app. Tap **Submit**. The system will send a verification email to the associated email address.

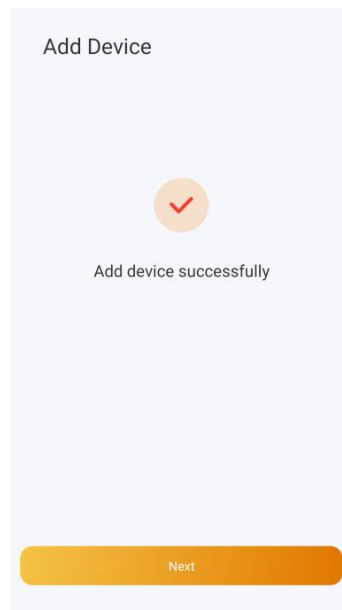


The screenshot shows the 'Add Ring' screen with a back arrow and the title 'Add Ring'. Below the title is the instruction: 'Please enter the username and password to connect to the device.' There are two input fields: 'Username' and 'Password'. At the bottom is a 'Submit' button.

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**.

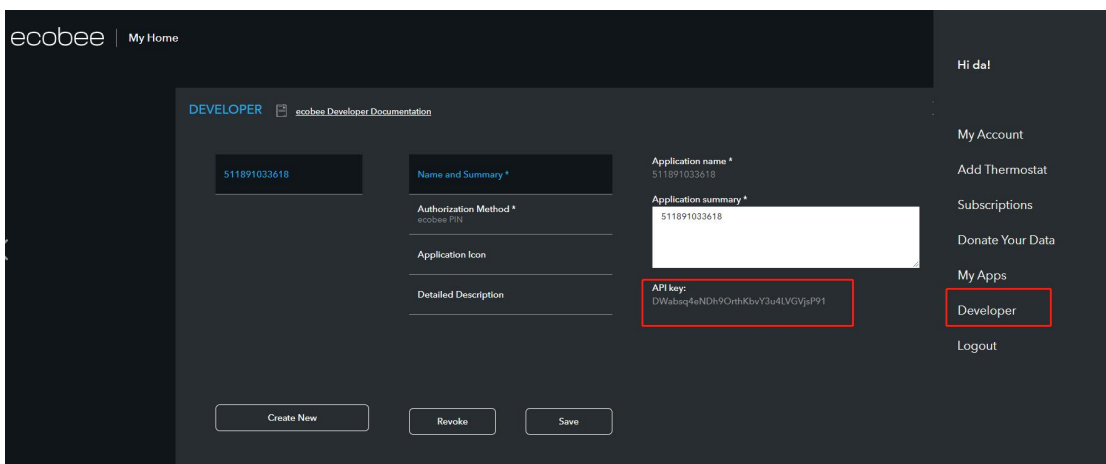
## Ecobee integration

### Before you start



1. Power 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](https://ecobee.com), and click  at the upper right.
  - Select **Developer**. On the followed page, you can see the API key. Copy the key.

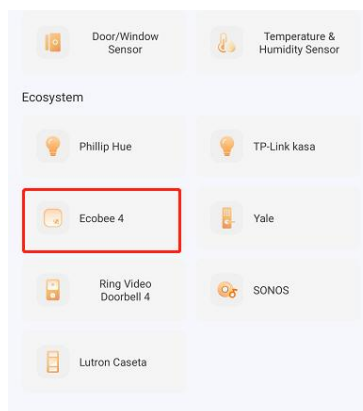
### NOTE:

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

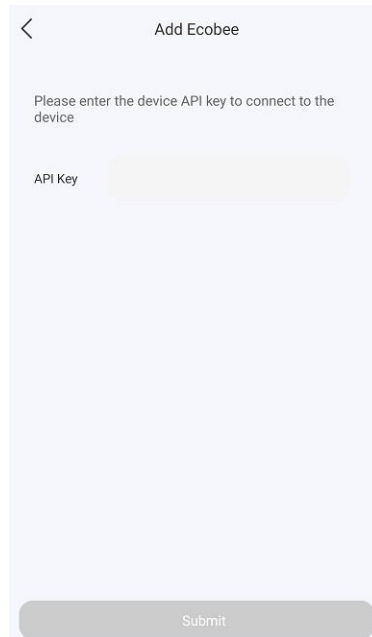


### Add a Ecobee4

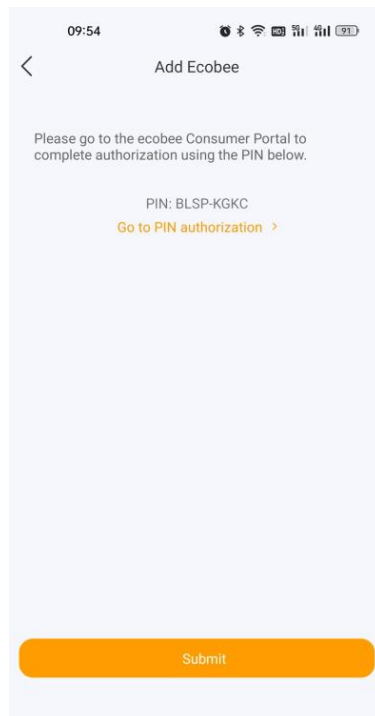
1. Tap  on the bottom tab bar, and tap  at the upper right.
2. The home center will automatically search the nearby devices.
3. Select Ecobee 4 from the Ecosystem list.



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

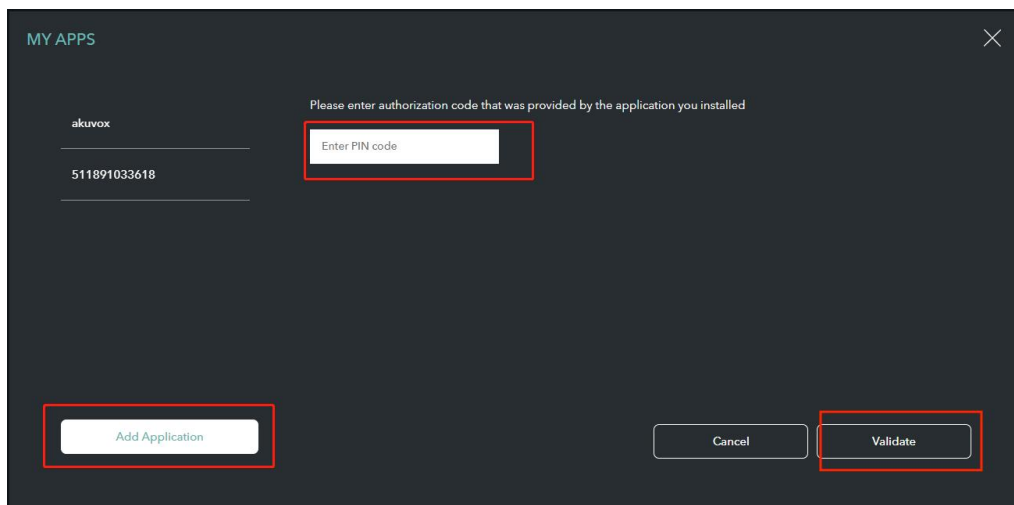


5. The followed screen displays a PIN code. Copy the PIN, tap **Go to PIN authorization**, and login with your Ecobee username and password.

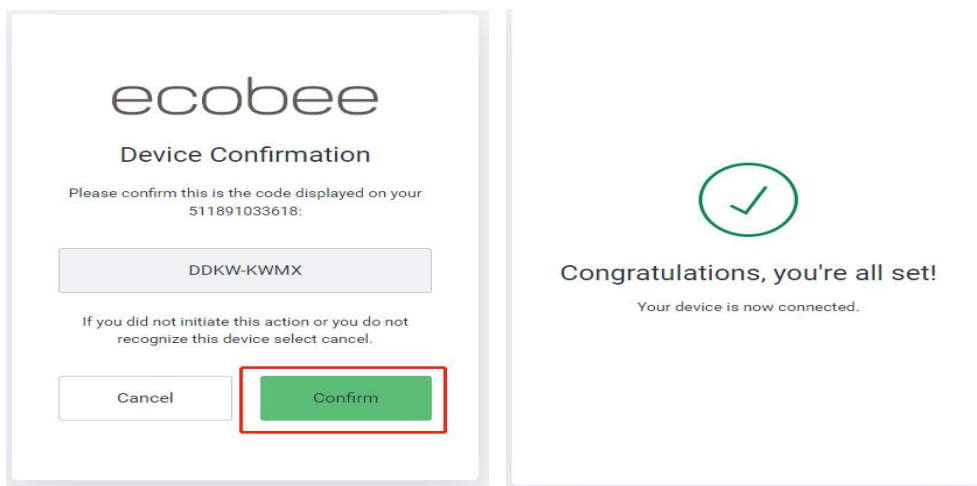




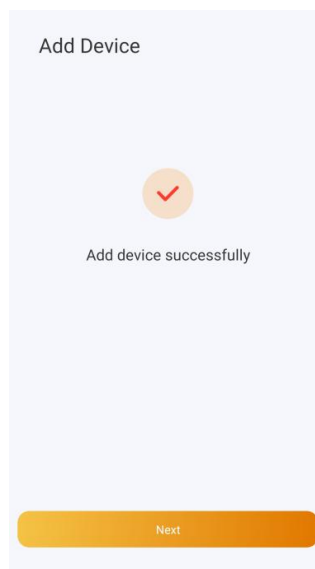
6. Turn to Ecobee web portal, navigate to  > **My Apps** > **Add Application**. Paste the PIN code into the box, and click **Validate**.



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**.