

User Manual (v3.23.5)

App Development > All-in-one Apps Overview

Version: 20210302

Model name: G25y7R4E268YY, A19C7R4E268YY, ST19C7R4E268YY

Manufacture: Anhui Hangke Optoelectronics Co.,Ltd.

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You can also download and refer to the [previous app version](#).

1 Get started

1.1 Download Tuya Smart app

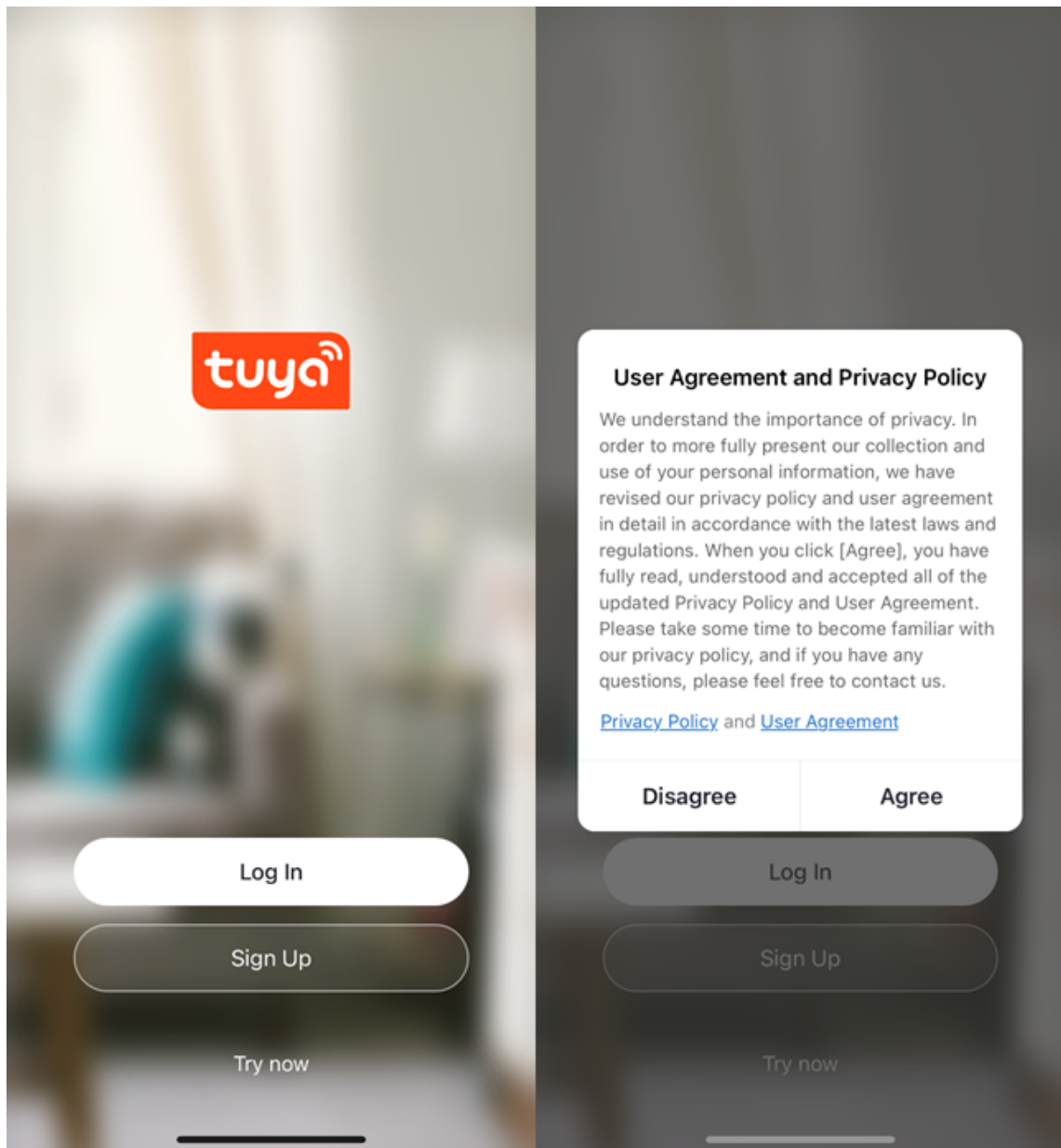
You can download the Tuya Smart app by searching for Tuya Smart in your app store or by scanning the following QR code.



{width=100%}

1.2 Registration, login, and password reset

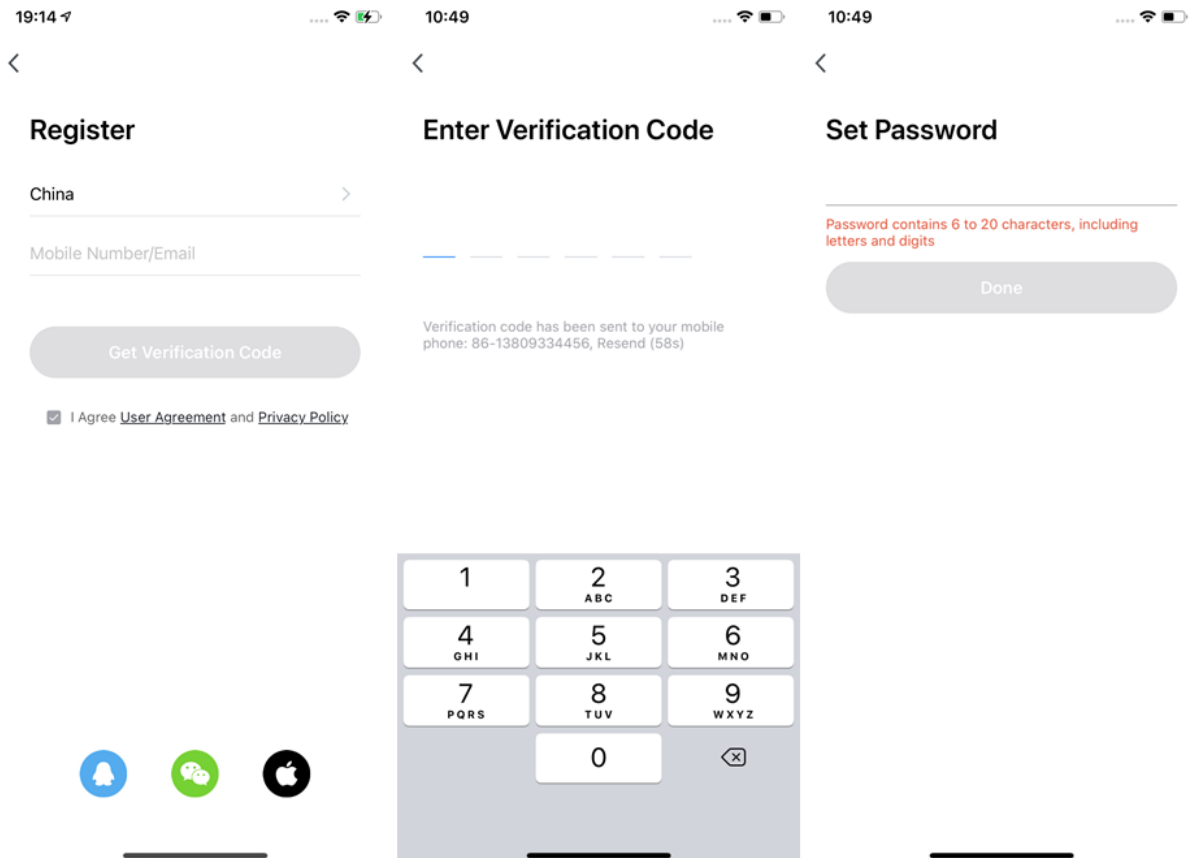
1. Open the Tuya Smart app and tap **Sign Up**. In the **User Agreement and Privacy Policy** dialog box, carefully read the privacy policy and agreement and tap **Agree** to go to the account registration page.



2. Enter your mobile phone number or email address and tap **Get Verification Code**. The country or region on the registration page is the same as that you set in the mobile phone. You can also manually change the country or region

before registration.

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



1.3 Log in with your app account or a third-party account

- Open the Tuya Smart app. If you have registered an account in the Tuya Smart app, tap **Log In**. In the **User Agreement and Privacy Policy** dialog box, carefully read the privacy policy and agreement and tap **Agree** to go to the login page.
- Check the country or region on the login page. The system automatically identifies your current country or region. You can also manually select a country or region.
- Enter your registered mobile phone number or email address, enter the password, and then tap Log In.

4. If you have installed WeChat or Tencent QQ on your mobile phone and have a WeChat or Tencent QQ account, tap the **WeChat** or **Tencent QQ** icon on the login page. On the authorization page that appears, allow authorized login for your WeChat or Tencent QQ account. If you use an iPhone, you can also log in with your Apple ID.

17:06



Log In

China >

Please enter your account

Password

Log In

[Forgot Password](#)

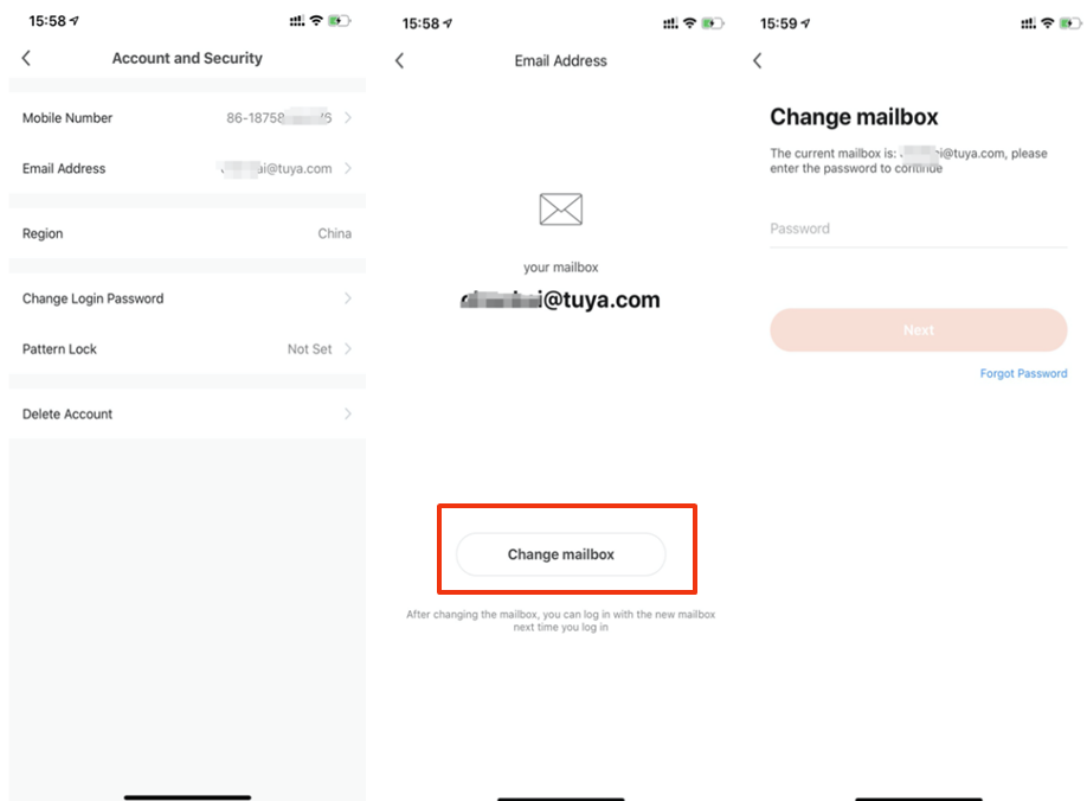


Login means that you agree with [User Agreement](#) and [Privacy Policy](#)



1.4 Change account

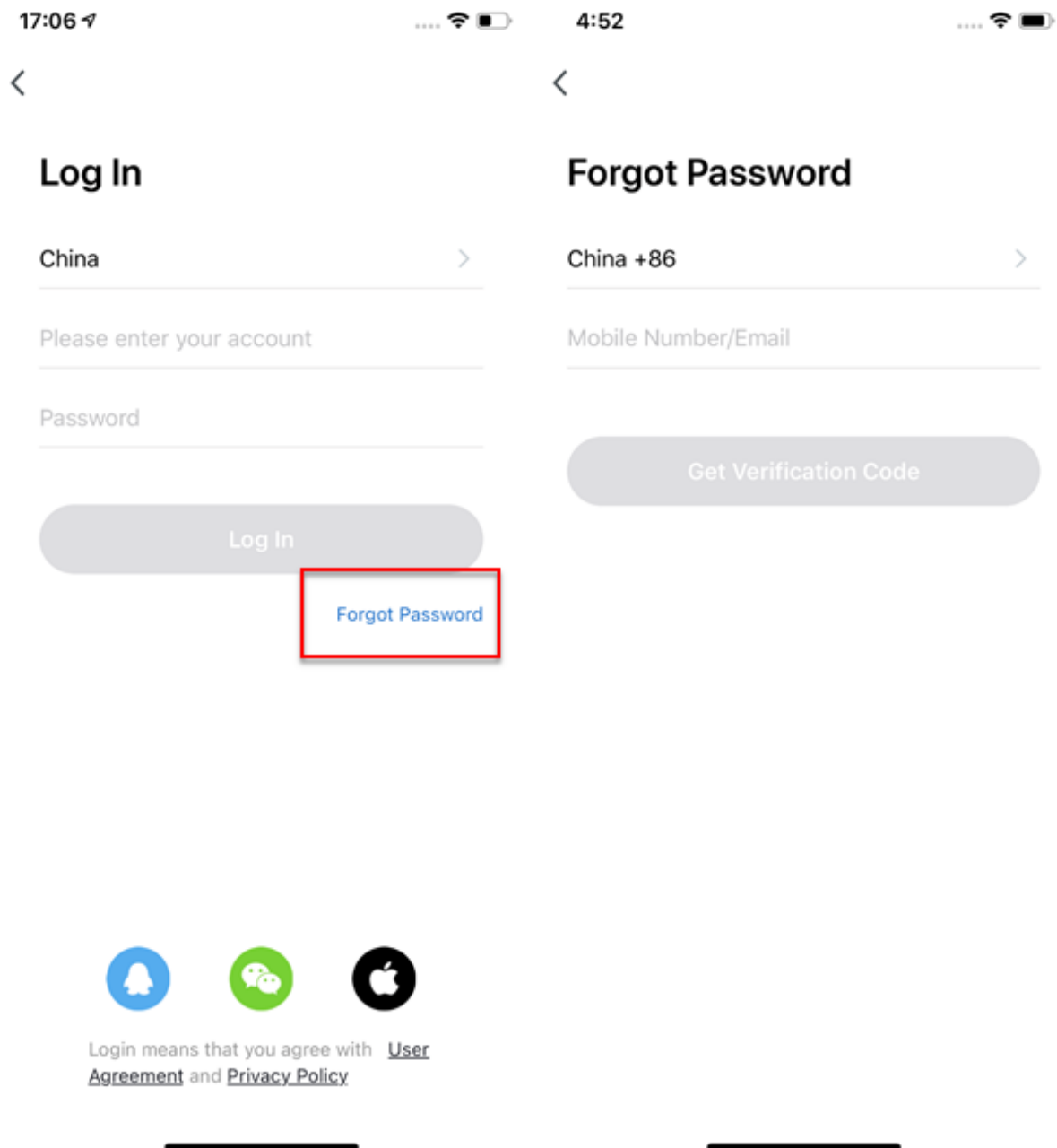
1. After logging in to the app, tap **Me** on the page. On the **Me** page, tap the account section.
2. On the **Account** page, tap **Account and Security**.
3. On the Account and Security page, tap **Mobile Number** or **Email Address** to change your login account.
4. If you want to change the mobile phone number, after you tap **Mobile Number**, tap **Change Phone Number** on the page that appears.
5. On the Change Phone Number page, enter your password and tap **Next**. On the Bind Mobile Number page, enter a new mobile phone number and click **Get Verification Code**. On the Enter Verification Code page, enter the verification code.



1.5 Reset password

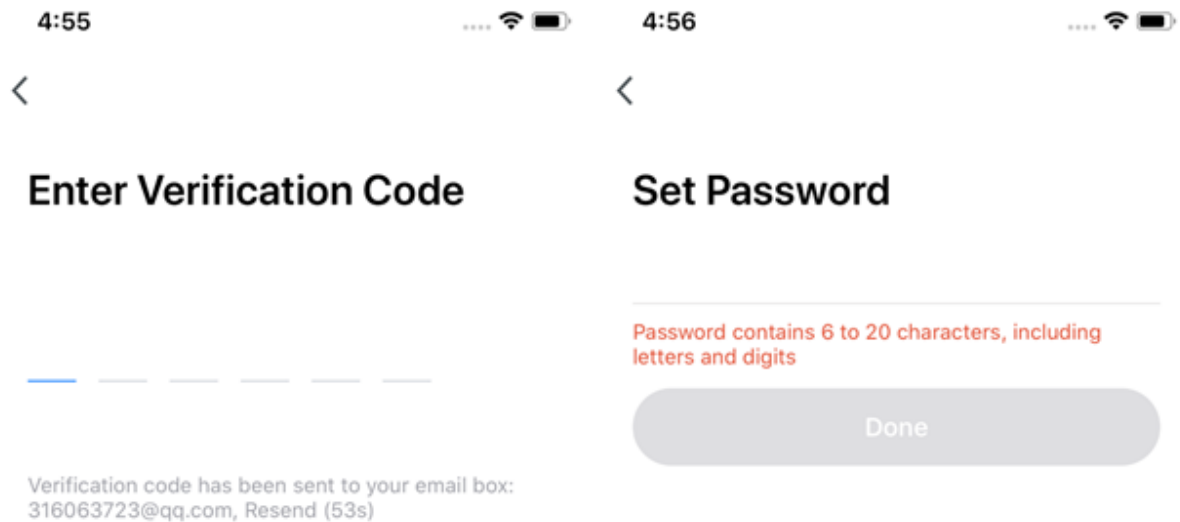
If you forget your login password, you can reset the password based on the following process:

1. On the Log In page, tap **Forgot** Password.
2. On the page that appears, check the country or region. The system automatically identifies the current country or region where you reside. You can also manually select a country or region. If your account is registered with a mobile phone number, the country or region must be the same as the one you selected during registration.
3. Enter your registered mobile phone number or email address and tap **Get Verification Code**.



4. On the Enter Verification Code page, enter the verification code.
5. On the page that appears, enter a new password and tap **Done**. Then the password is reset, and you automatically log in to the app.
6. For security concerns, the app will detect risks in your phone system during login. If the app detects a root or jailbreaking risk, a security reminder is displayed. You can determine whether to exit the app or not. If no selection is

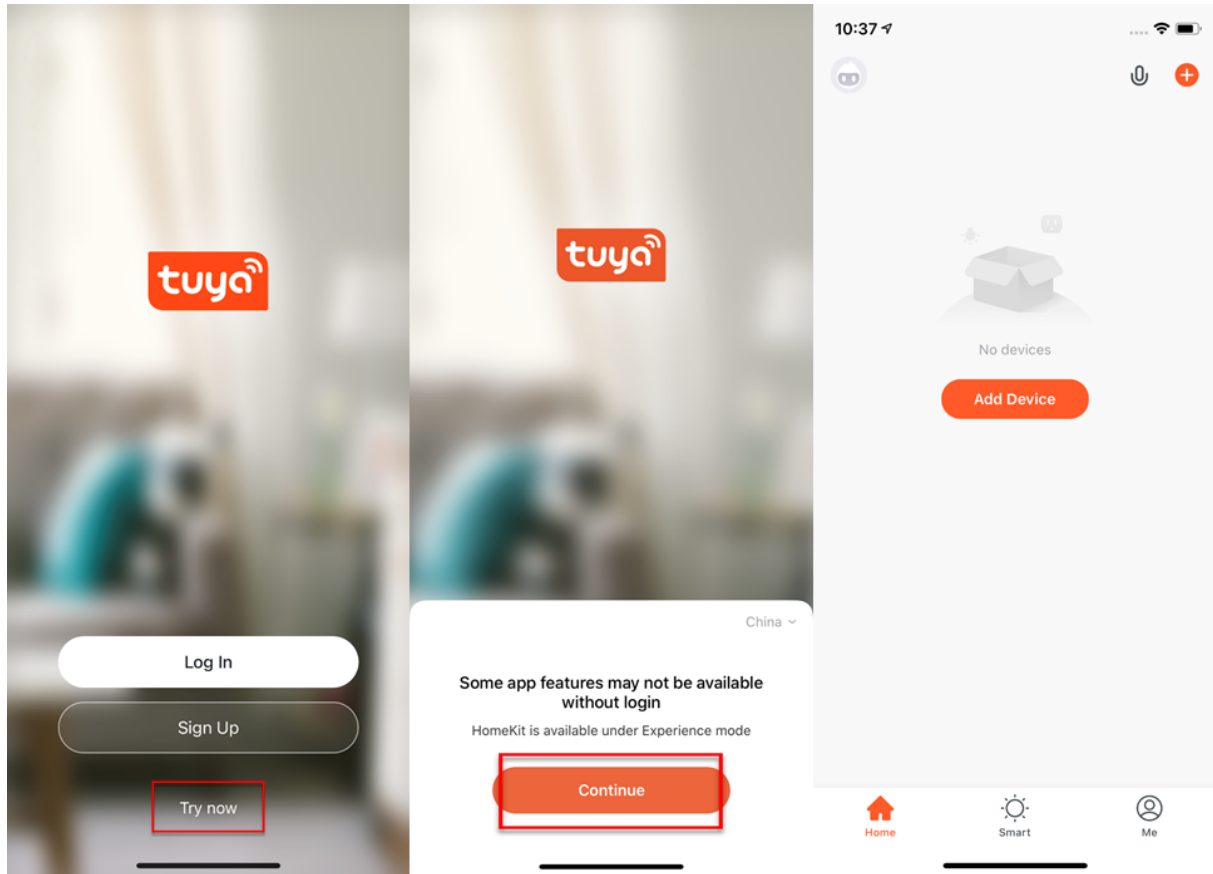
made, the app will automatically exit.



1.6 Enter experience mode

1. Open the Tuya Smart app and tap Try now. A dialog box appears, indicating that cloud storage, third-party voice control, and device sharing are not supported in the experience mode.

2. Tap **Continue**. The Home page appears.

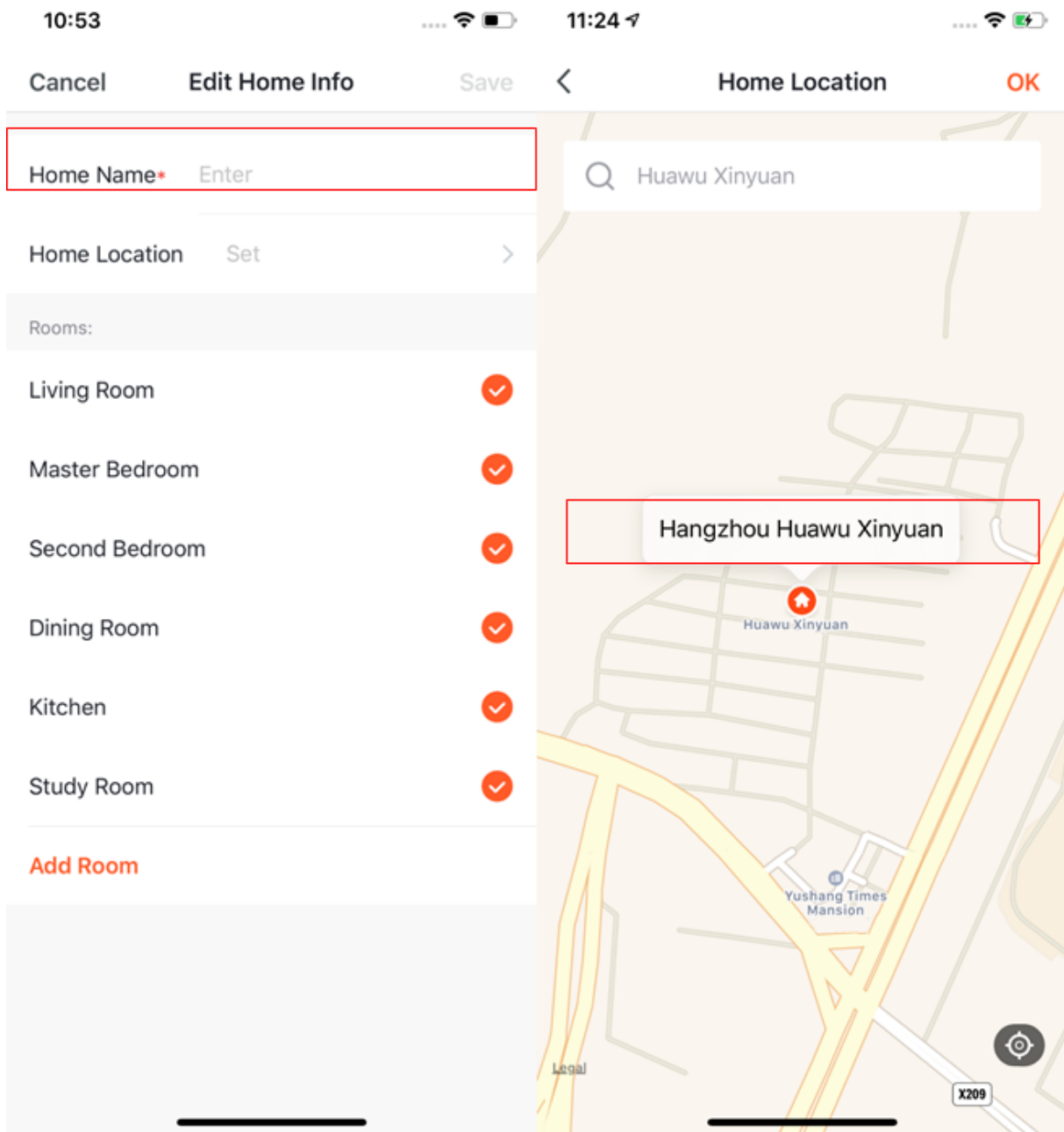


2 Use app

2.1 Manage home and home members

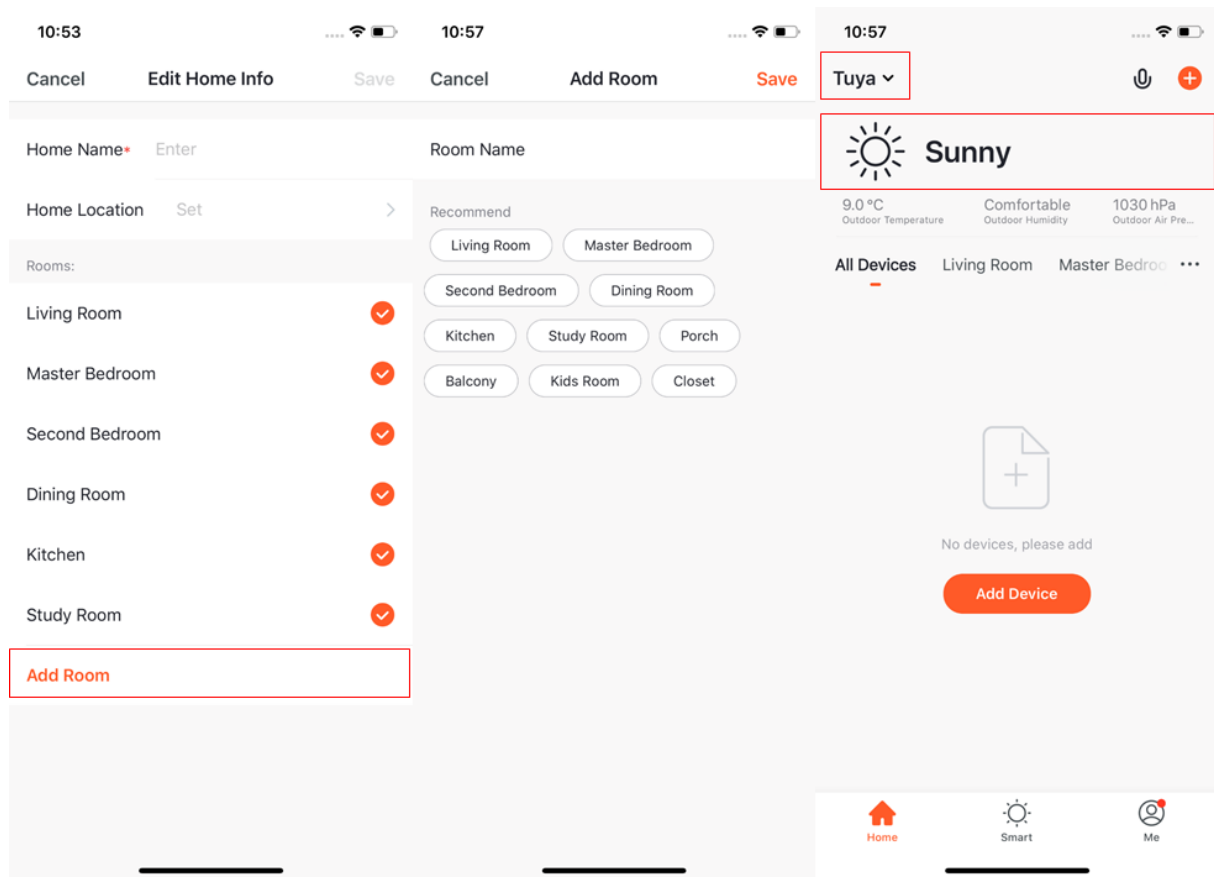
After you log in to the app as a new user, the **Home** page where devices are listed appears. Your profile photo is displayed in the top left corner. Before you complete your home information, the Home page does not display environment or room information.

1. Tap **Me** in the bottom right corner. On the Me page, tap **Home Management**.
2. If you are a new user, after you tap **Home Management**, verify that the Edit Home Info page appears.
3. If you have added a home, tap **Create** a home on the Home Management page to go to the Create a home page.
4. Enter a name for your home in the Home Name field. A maximum of 25 characters is allowed.
5. Tap **Home Location**. On the Home Location page, verify that the location is correct and tap **OK** in the top right corner. The home location is set based on your phone location. You can also change the home location by setting the home coordinate.

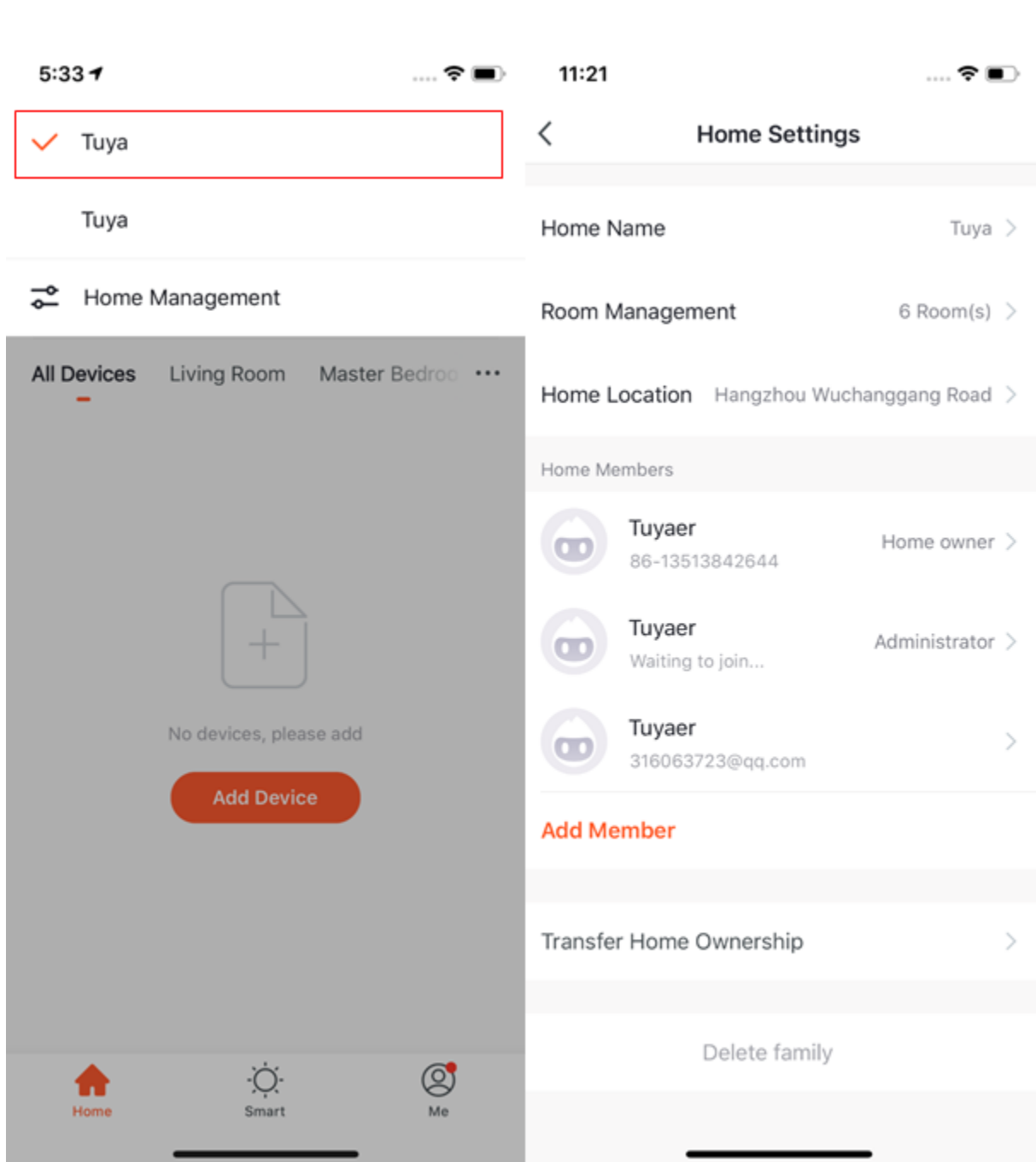


6. Select rooms in the Rooms section. You can use the room names given in the app or tap **Add Room** to customize room names. A maximum of 25 characters is allowed for a room name.
7. After you complete the home information, go back to the Home page. On the Home page, the information, such as the weather, temperature, and room names, is displayed. If you have added more than one home, you can tap the

home name in the top left corner to switch to and manage another home.



8. In the drop-down list, you can tap **Home Management** to manage your homes and add new homes. An account can control multiple homes. The smart devices in different homes are independent of each other.
9. Tap a home name, such as Tuya, and choose **Home Management**. On the Home Management page, tap the home name, such as Tuya, to go to **Home Settings**.

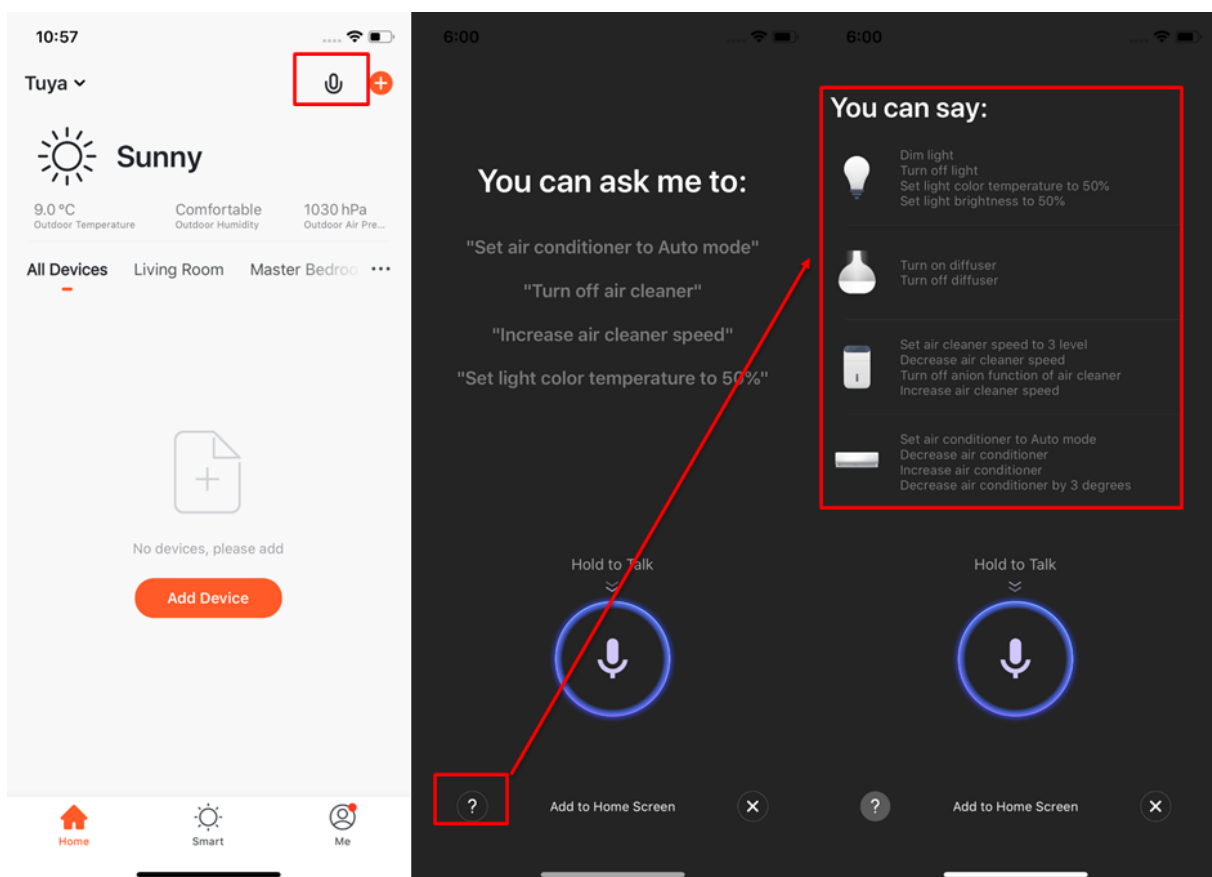


10. If you are invited to join a home, you will receive a notification in the app. You can choose to accept or decline the invitation. You will also receive a notification in the message center.

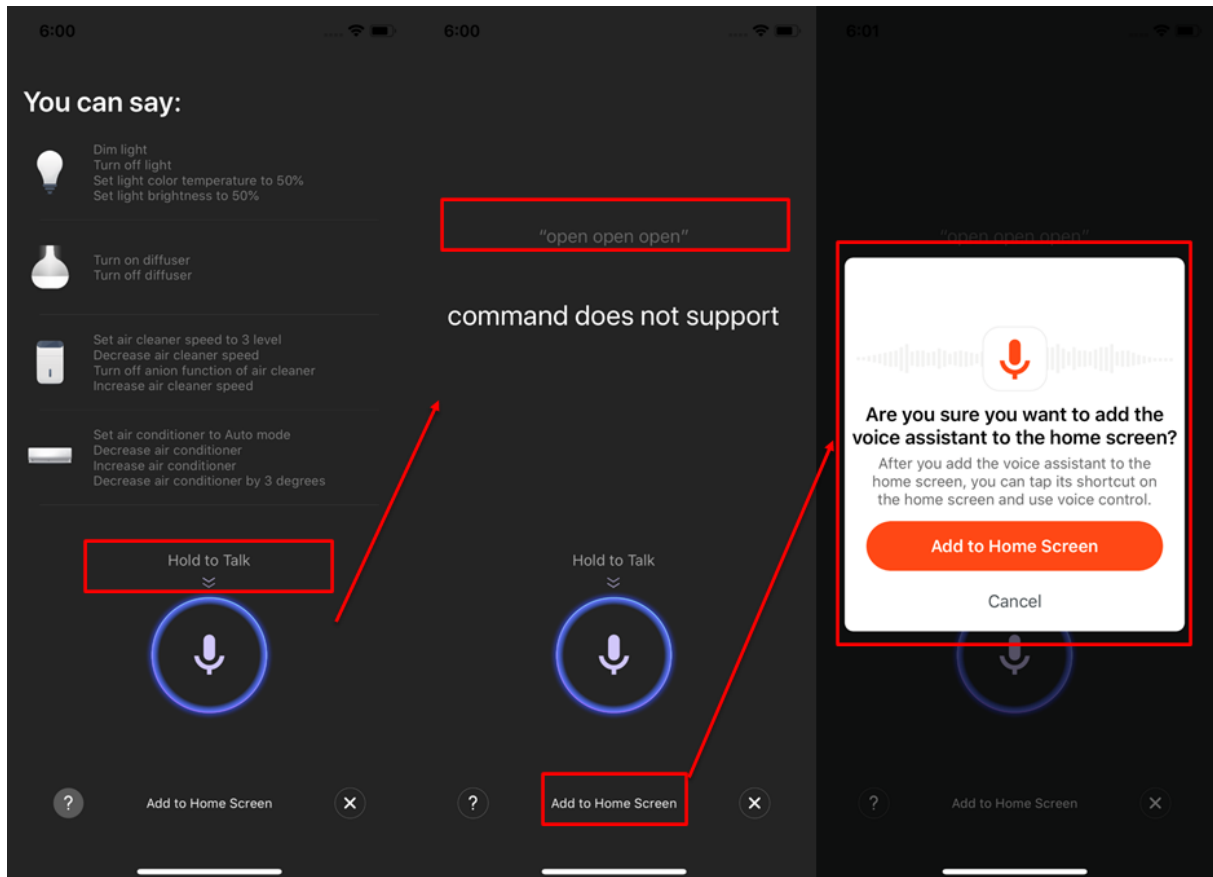
- 1 ! [image.png] (<https://airtake-public-data-1254153901.cos.ap-shanghai.myqcloud.com/goat/20210120/92cd462eb03d4b929b04a12c8ebc8719.png>)
- 2 myqcloud.com/goat/20210120/92cd462eb03d4b929b04a12c8ebc8719.png)

2.2 Use voice assistant

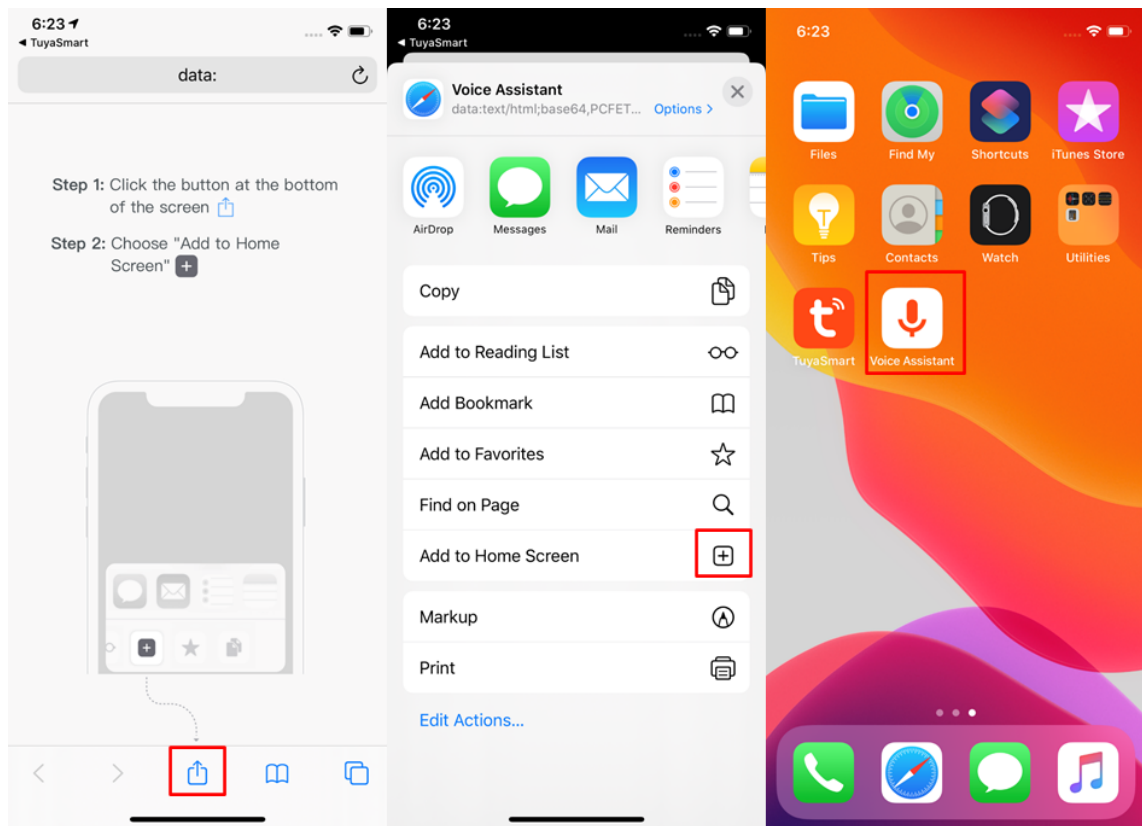
1. On the Home page, tap the microphone icon in the top right corner to activate the voice assistant.
2. If you have trouble using the voice assistant, tap the question mark (?) in the bottom left corner and check for instructions.



3. Follow the instructions, tap and hold the microphone icon to deliver a voice command to the voice assistant.
4. To use the voice assistant in a more convenient manner, tap **Add to Home Screen** at the bottom of the page.

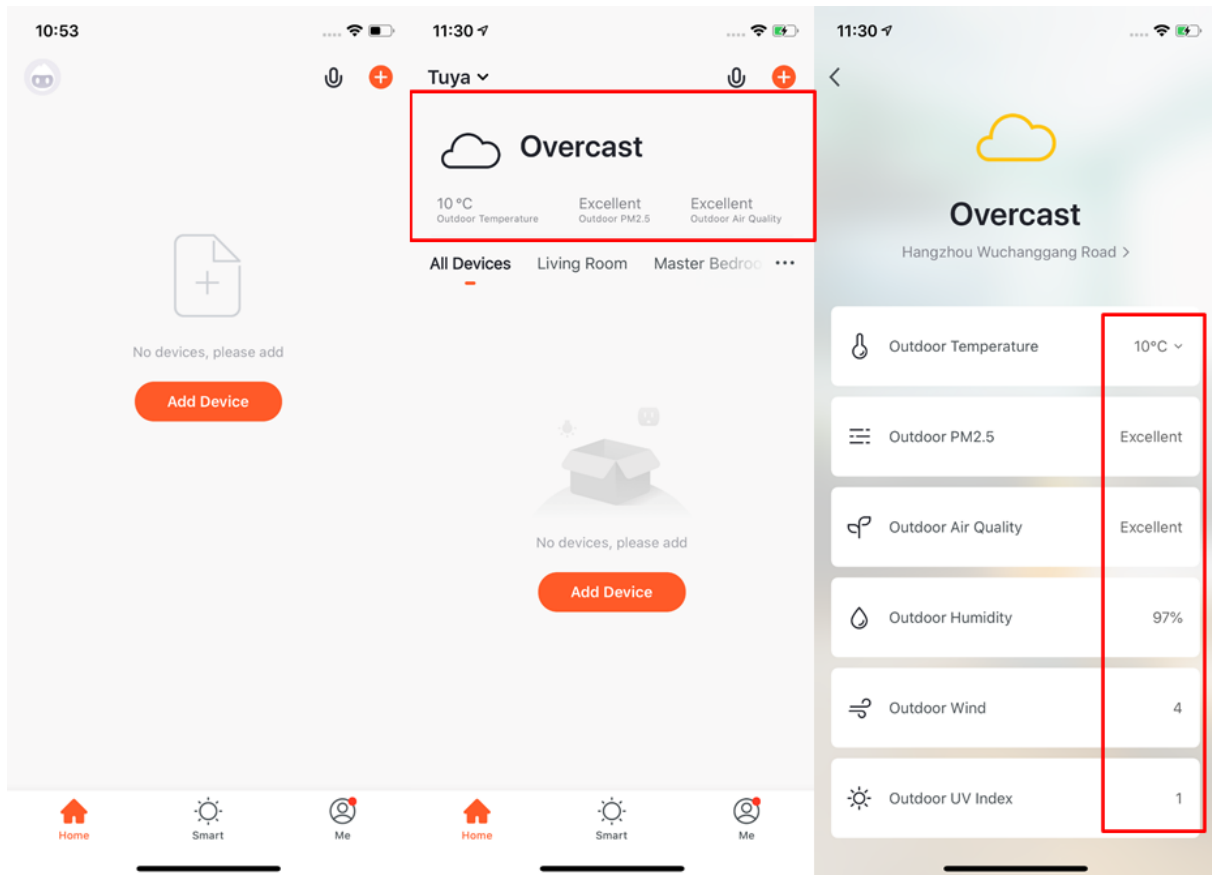


5. If you use an iPhone, tap **Add to Home Screen** in the dialog box that appears. Then follow the instructions to add the voice assistant shortcut to the home page. If your mobile phone runs the Android operating system, grant the shortcut adding permission to Tuya.



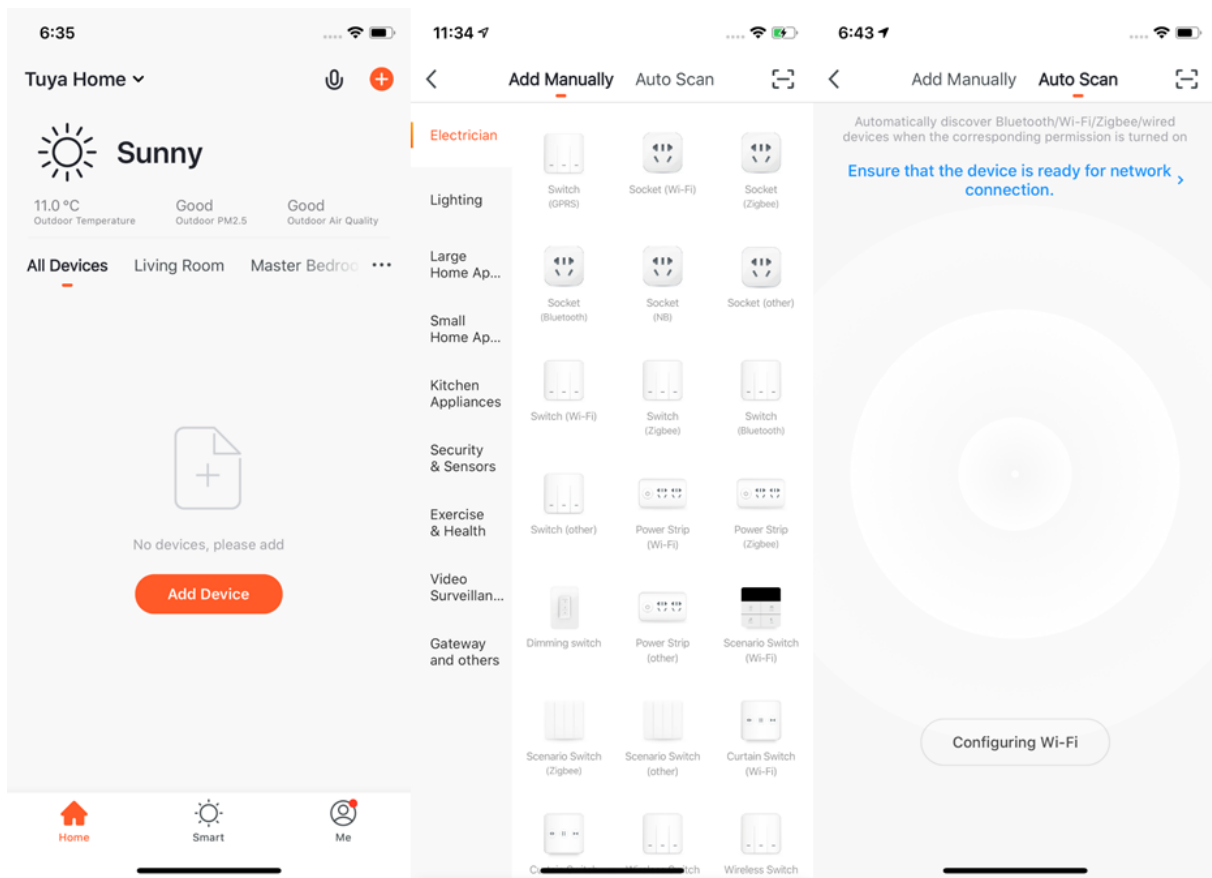
2.3 View environment information

1. After you complete the home information and location, you can view the weather and environment information on the Home page. You can also tap the weather and environment information section to view more details.
2. If you have bound environmental sensors, such as the air purifier, hygrometer, and thermometer, to the app, the app will display the environmental information provided by these devices.
3. On the detailed page, the family owner and administrator can drag and sort the display items.



3 Add devices

Tap **Add Device** or the **plus (+)** icon in the top right corner on the Home page to go to the device adding page. You can manually add devices on the **Add Manually** tab or tap **Auto Scan** to enable the app to automatically detect devices. To add devices on the Auto Scan tab, you need to grant the app related Wi-Fi and Bluetooth permissions.



3.1 Manually add Wi-Fi devices

1. Select a device type. On the page that appears, enter the password for connecting to the 2.4 GHz Wi-Fi network. If you know how to perform pairing, select the correct device pairing mode based on the status of the indicator. If you are not sure how to perform pairing, tap **Perform net pairing as prompted** to view the guide.

11:35

Cancel

Select a 2.4GHz Wi-Fi network
and enter your password

If your Wi-Fi is 5GHz, please set it to 2.4GHz
first. [Common router setting method](#)


 2.4GHz


 5GHz

 Asus_5G-1 

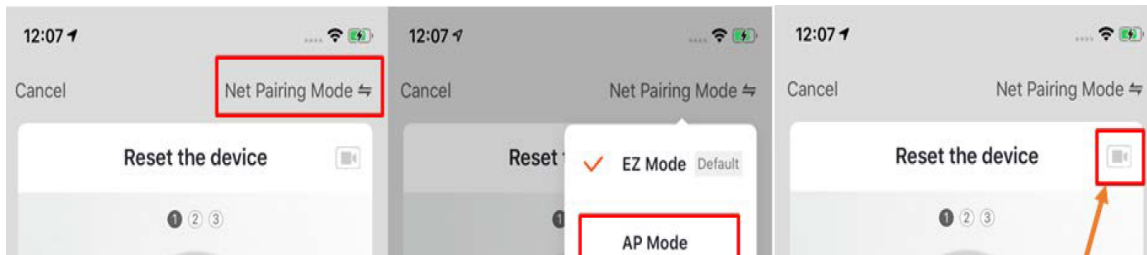
 Password 

Next

21 / 110

3 ADD DEVICES

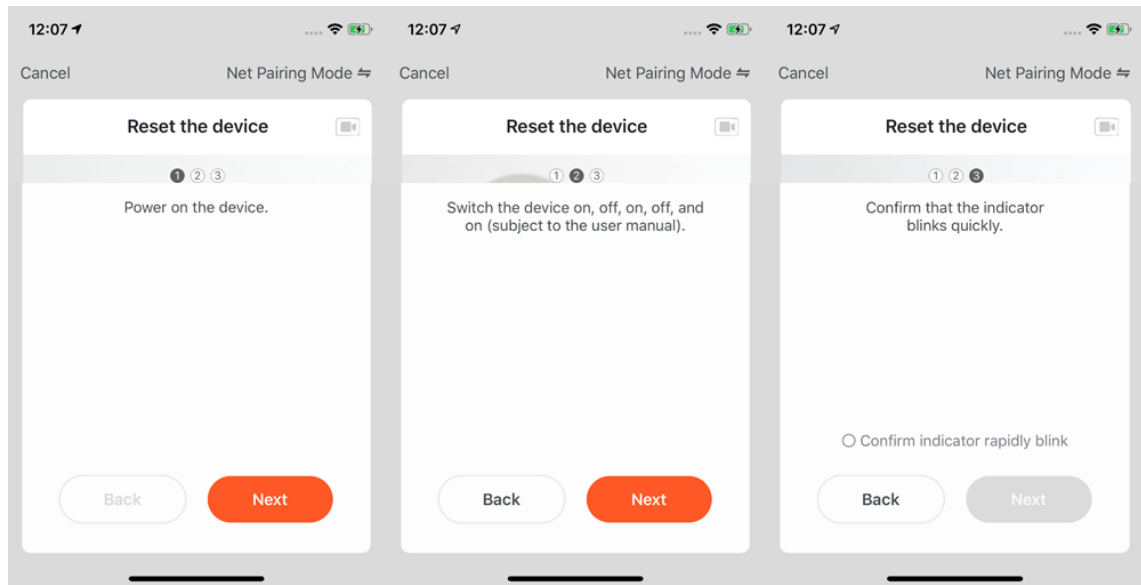
2. Two pairing modes are provided in the app. The EZ mode is the default mode, and the AP mode is the compatible mode. You can tap **Net Pairing Mode** in the top right corner to switch between the two modes. You can also tap the camera icon in the top right corner of the **Reset the device** dialog box to view the video tutorial.



3.2 Manually add Wi-Fi devices in EZ mode

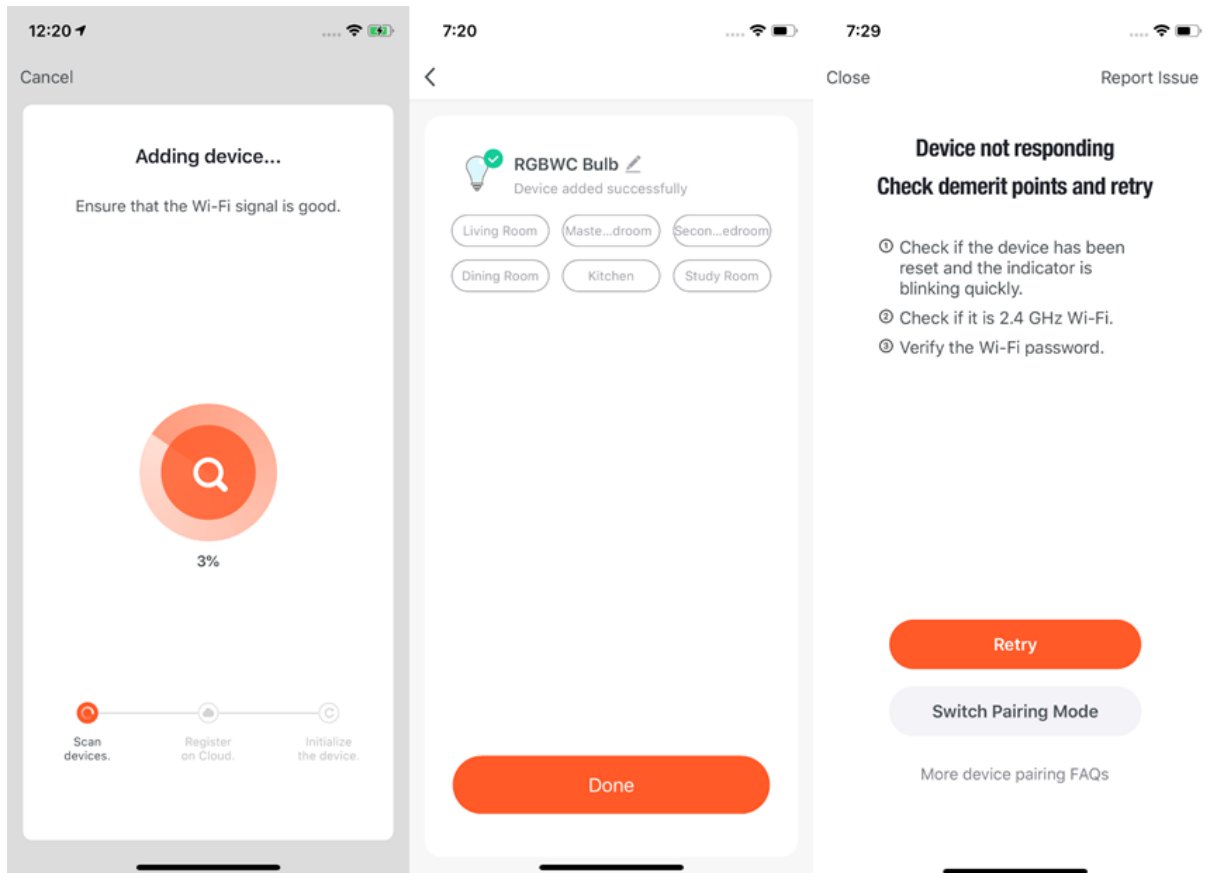
1. In EZ mode, follow the instructions to enable the indicator to blink quickly.

3 ADD DEVICES



2. Select **Confirm indicator rapidly blink** and tap **Next**. The following first two screenshots from the left show the pairing process. You can customize the names of added devices and specify the room where the devices are used. A device name can contain a maximum of 64 characters.
3. If pairing fails, follow the instructions in the following third screenshot from the left to resolve the issues.

3 ADD DEVICES

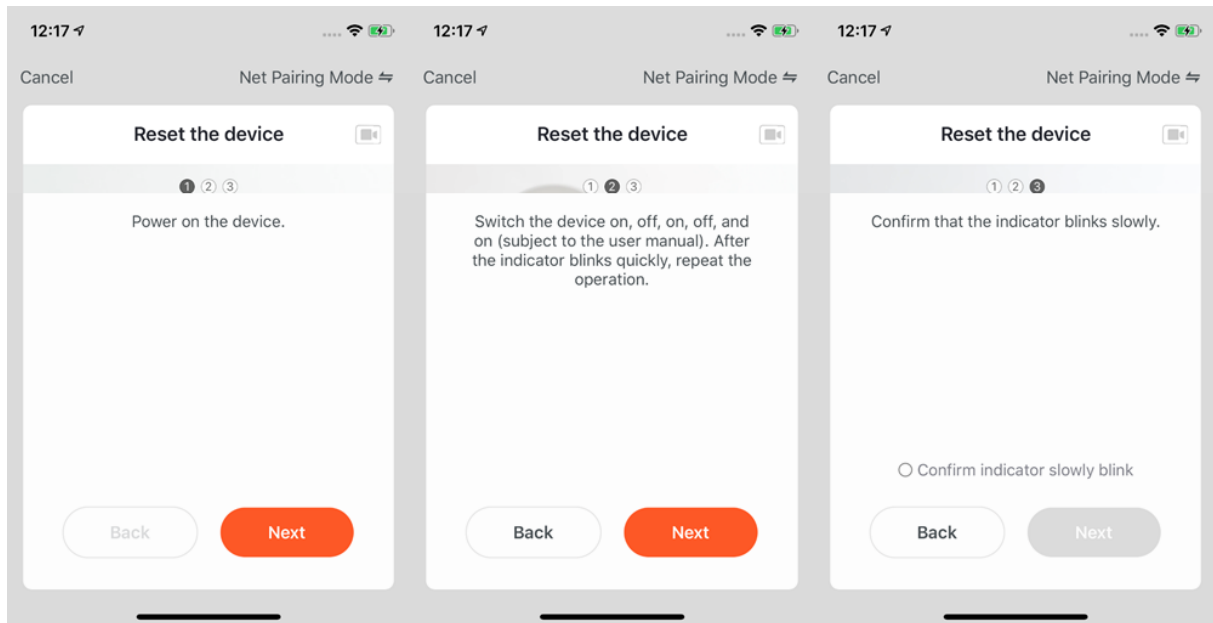


3.3 Manually add Wi-Fi devices in AP mode

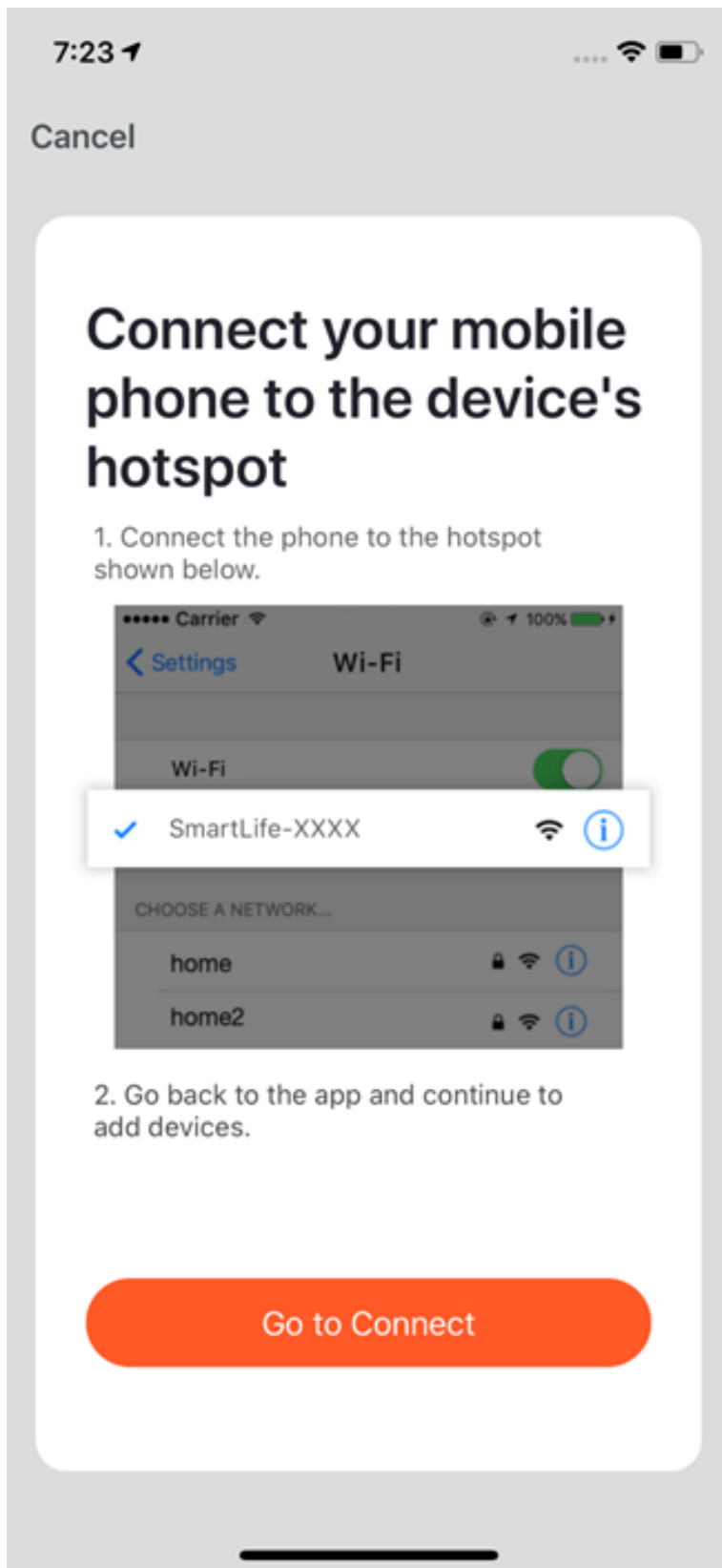
If you use a dual-band network that supports both 2.4 GHz and 5 GHz bands, you can use the AP mode to add devices.

1. In AP mode, follow the instructions to enable the indicator to blink slowly, select **Confirm indicator slowly blink**, and tap **Next**.

3 ADD DEVICES

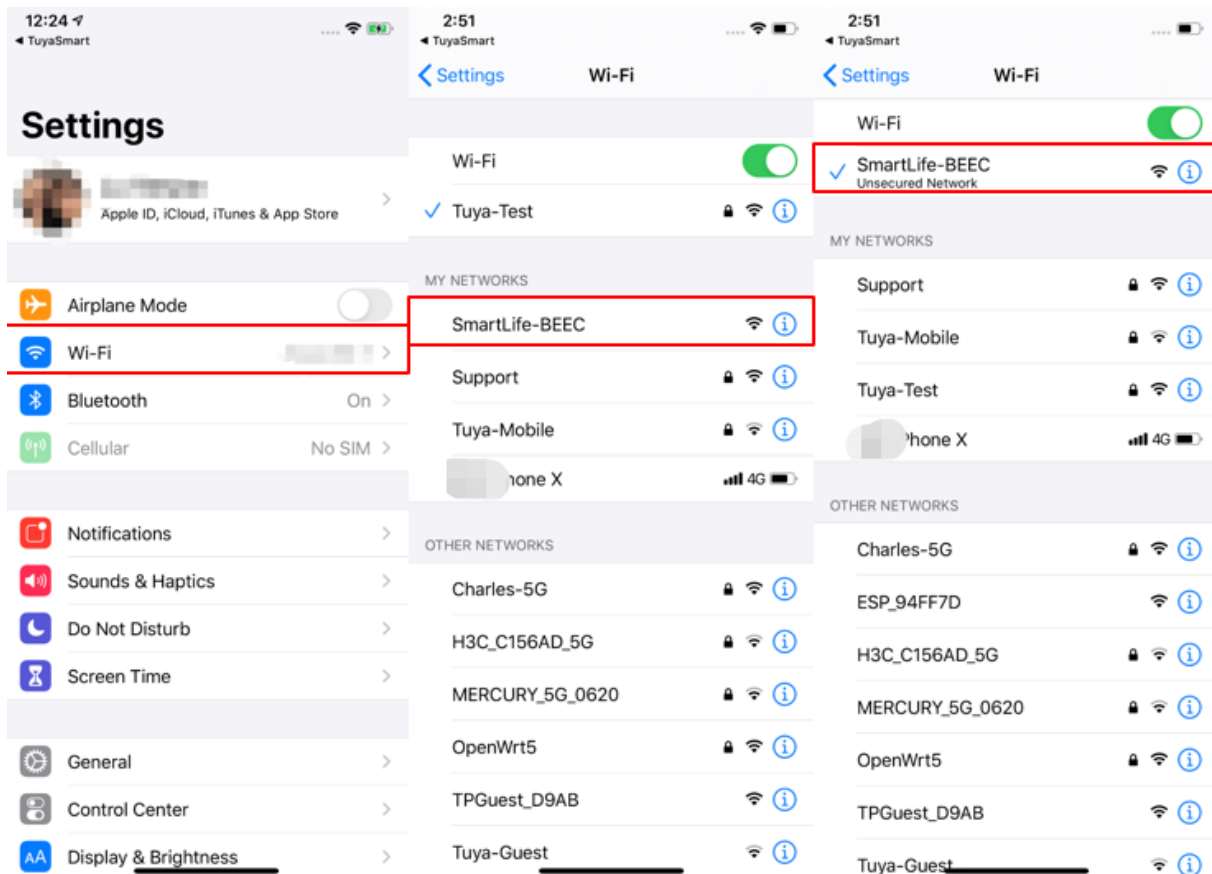


2. In AP mode, you need to connect your mobile phone to the Wi-Fi hotspot that starts with SmartLife.



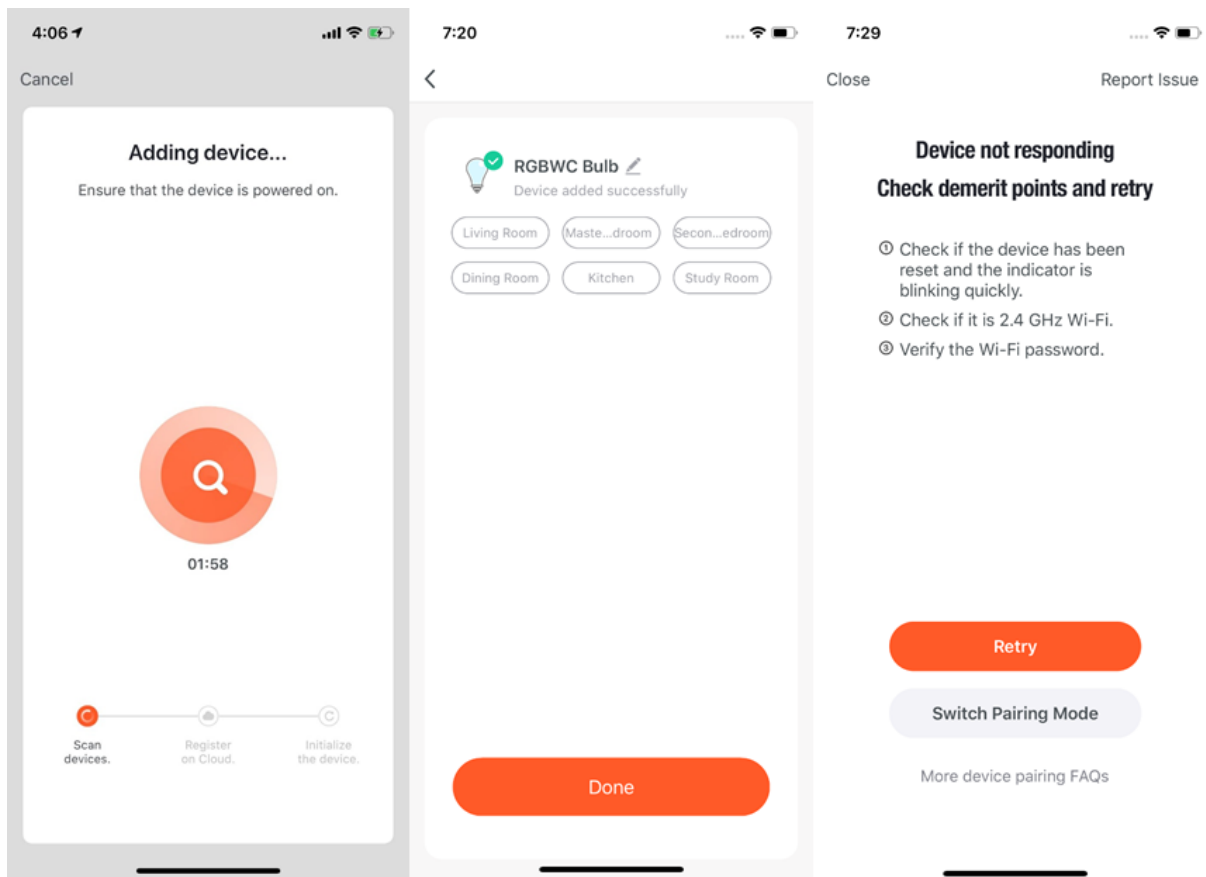
3 ADD DEVICES

3. On the Wi-Fi setting page of your mobile phone, find the Wi-Fi hotspot starting with SmartLife and tap the Wi-Fi hotspot to connect your mobile phone to it.
4. After a successful connection, go back to the app to start pairing. The Wi-Fi hotspots of some devices might use a custom name. You must connect your mobile phone to a 2.4 GHz Wi-Fi network.



5. After you go back to the device pairing page in the app, the pairing process continues. After the device is added, you can customize the device name and specify the room where the device is used. A device name can contain a maximum of 64 characters.
6. If pairing fails, follow the instructions in the following third screenshot from the left to resolve the issues.

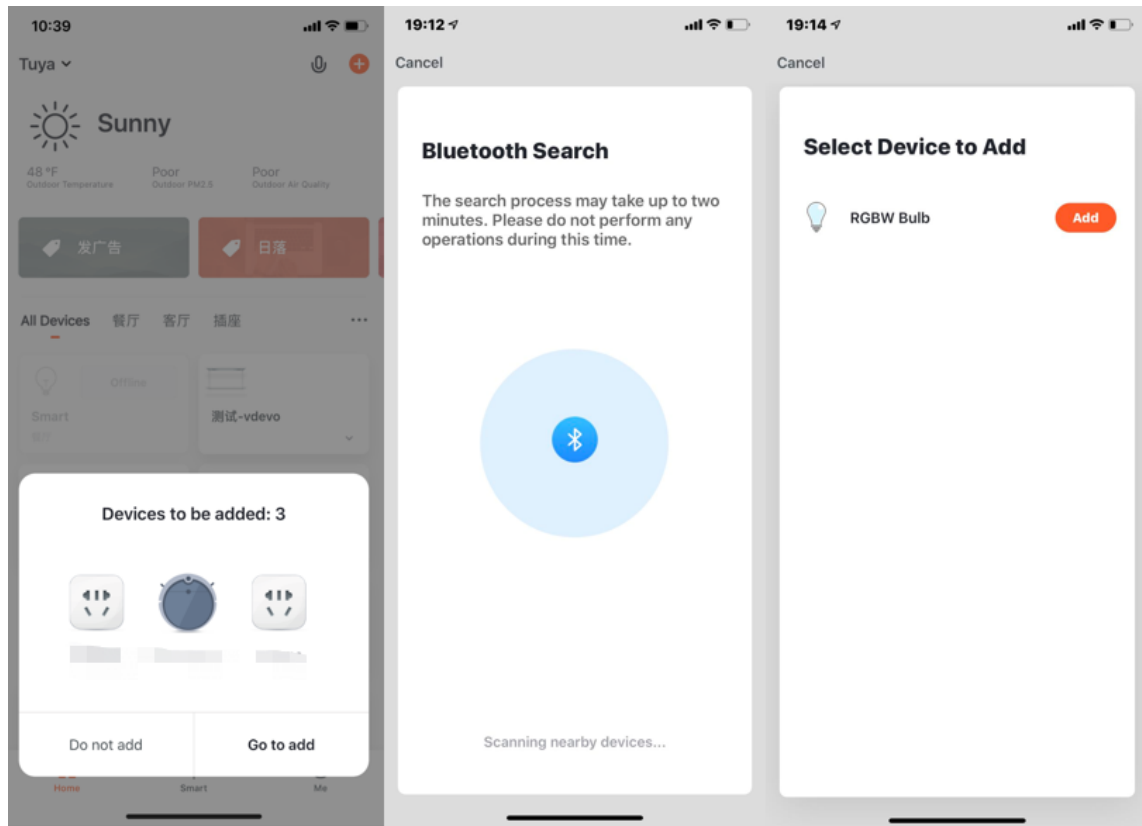
3 ADD DEVICES



3.4 Manually add Wi-Fi+Bluetooth dual-mode devices

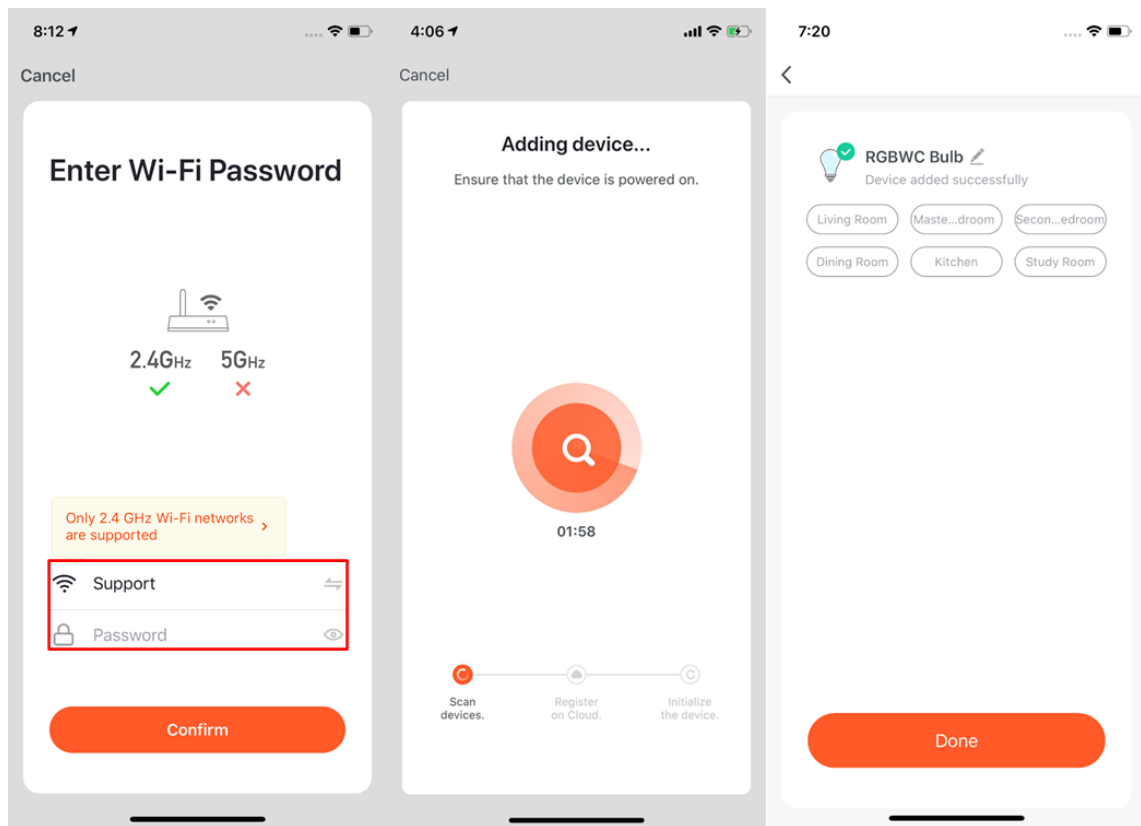
1. If you use a Wi-Fi+Bluetooth dual-mode product, power on the device first. Then, enable Bluetooth on your mobile phone and open the app. Bluetooth and Wi-Fi+Bluetooth dual-mode devices that are ready for pairing will be displayed.

3 ADD DEVICES



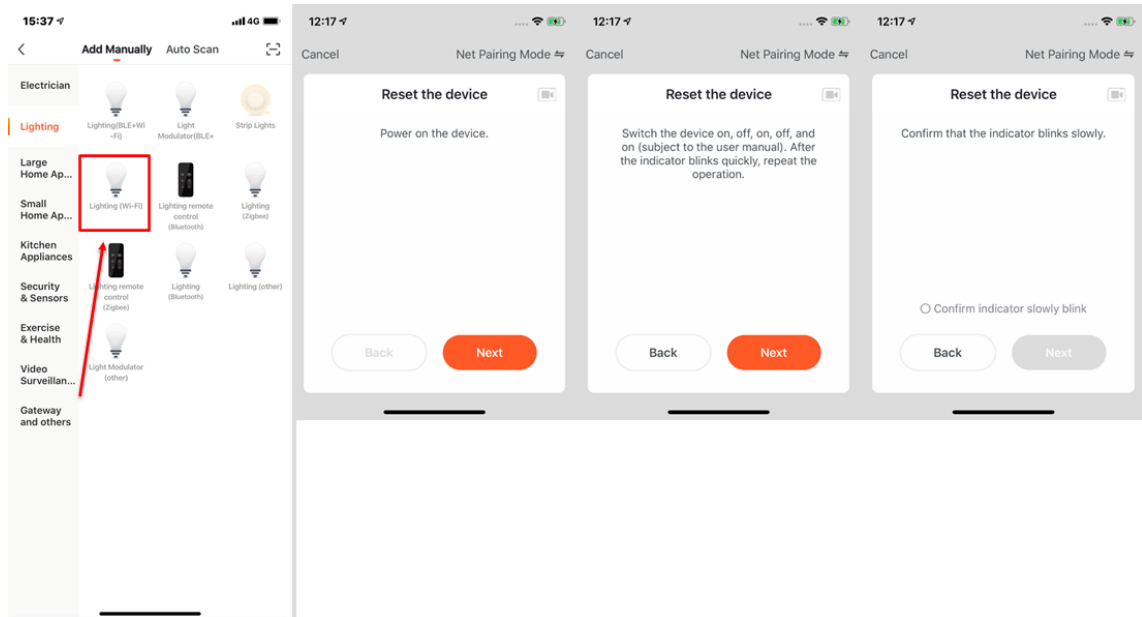
2. Select the device to be added. On the Wi-Fi setting page, enter the password for connecting to the 2.4 GHz Wi-Fi network. Wait for the device to automatically complete pairing.

3 ADD DEVICES

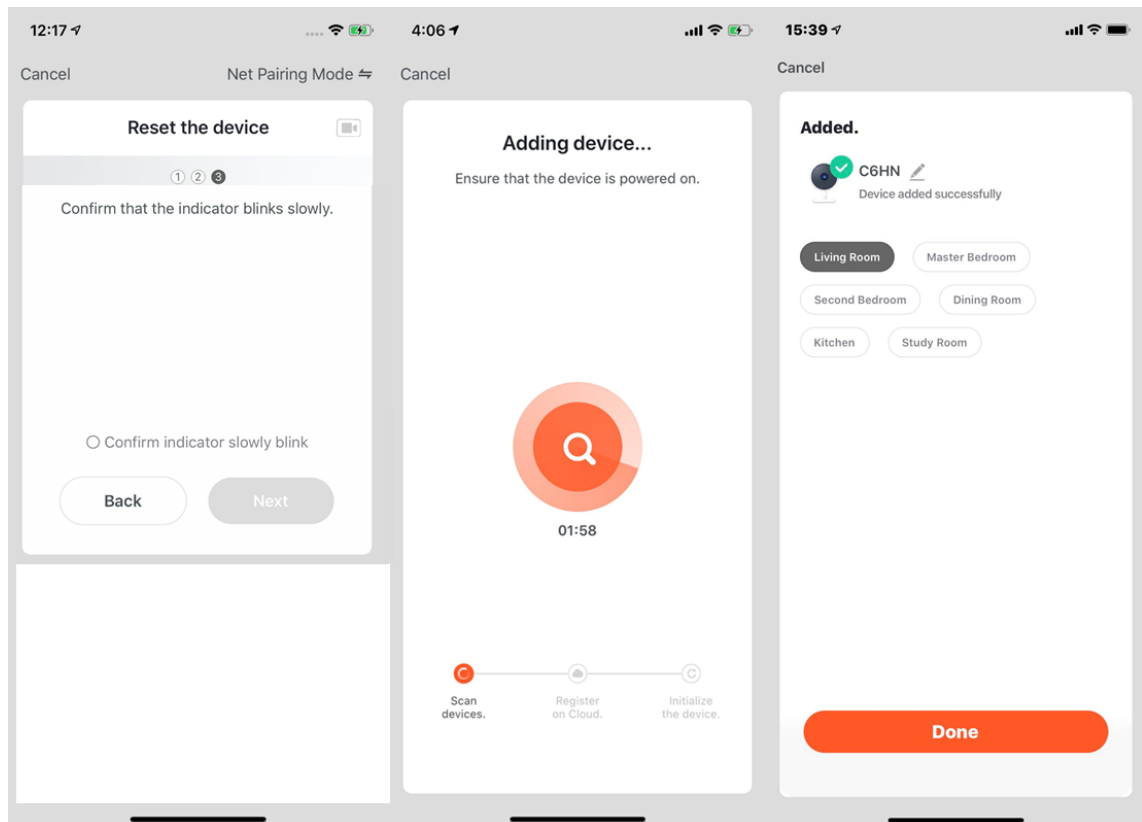


3. If you do not want to enable Bluetooth on your mobile phone, go to the **Add Manually** tab. Select a device type that supports Wi-Fi pairing. If you use the EZ Mode, follow the instructions in the screenshots to enable the indicator to blink quickly, select **Confirm indicator rapidly blink**, and tap **Next**.

3 ADD DEVICES



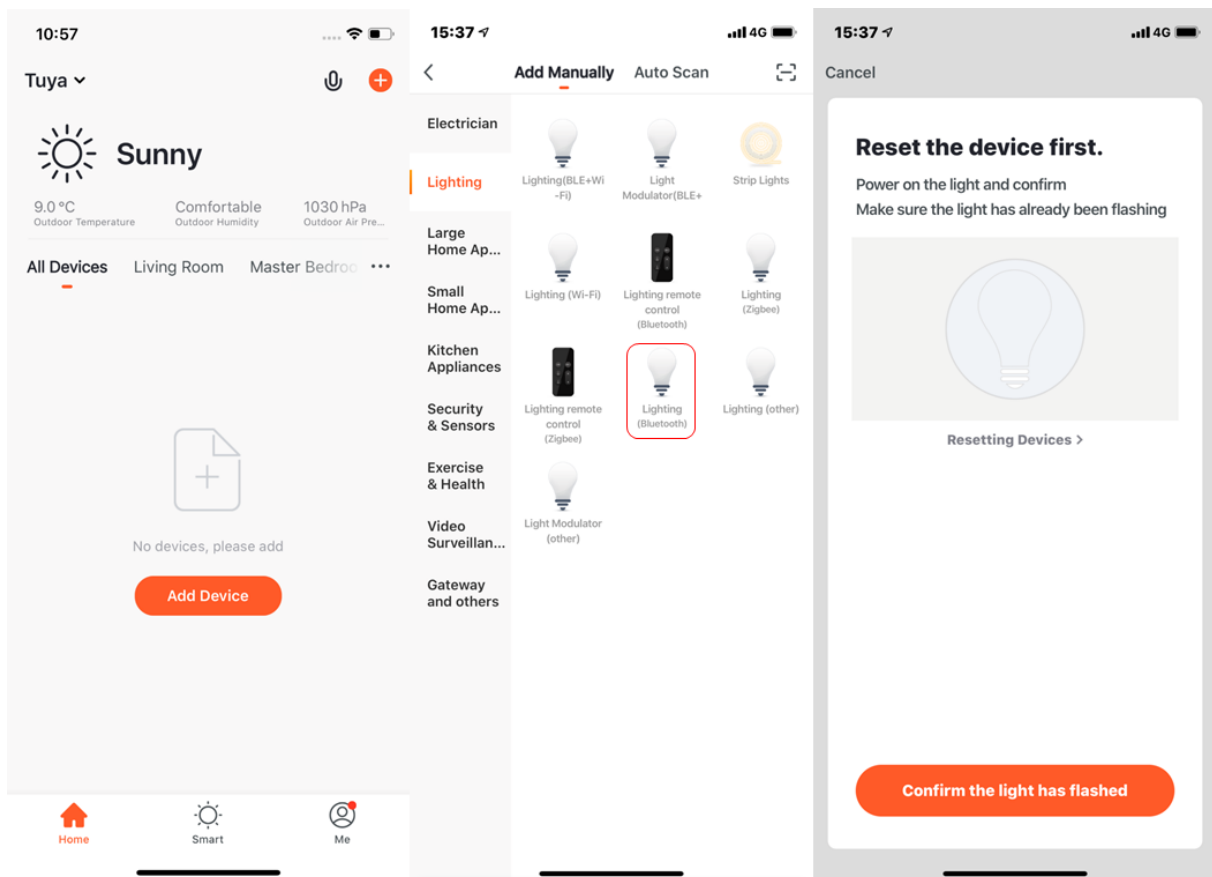
4. Wait for the device to complete pairing. After the device is added, you can customize the device name and specify the room where the device is used.



For a Wi-Fi+Bluetooth dual-mode device, you can also perform the following

steps to add the device by using Bluetooth.

- On the Add Manually tab, select a device type that supports Bluetooth pairing. On the page that appears, follow the detailed tutorial in the app to enable the indicator to blink quickly, select **Confirm the light has flashed or breathed**, and tap **Next**.

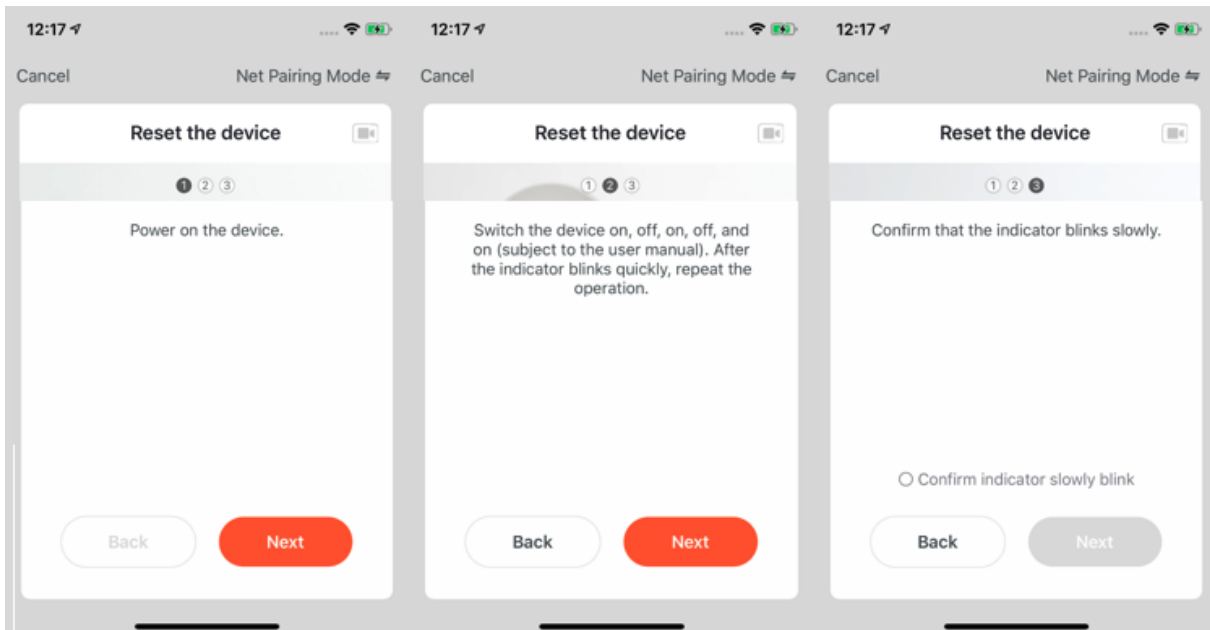


- After the app detects the device, tap **Add**. After the device is added, tap **Done**.

If you use a dual-band network that supports both 2.4 GHz and 5 GHz bands, you can use the AP mode to add devices.

To add a device in AP mode, you need to follow the instructions to enable the indicator to blink slowly, select **Confirm indicator slowly blink**, and tap **Next**. Then follow the instructions on subsequent pages to add the device.

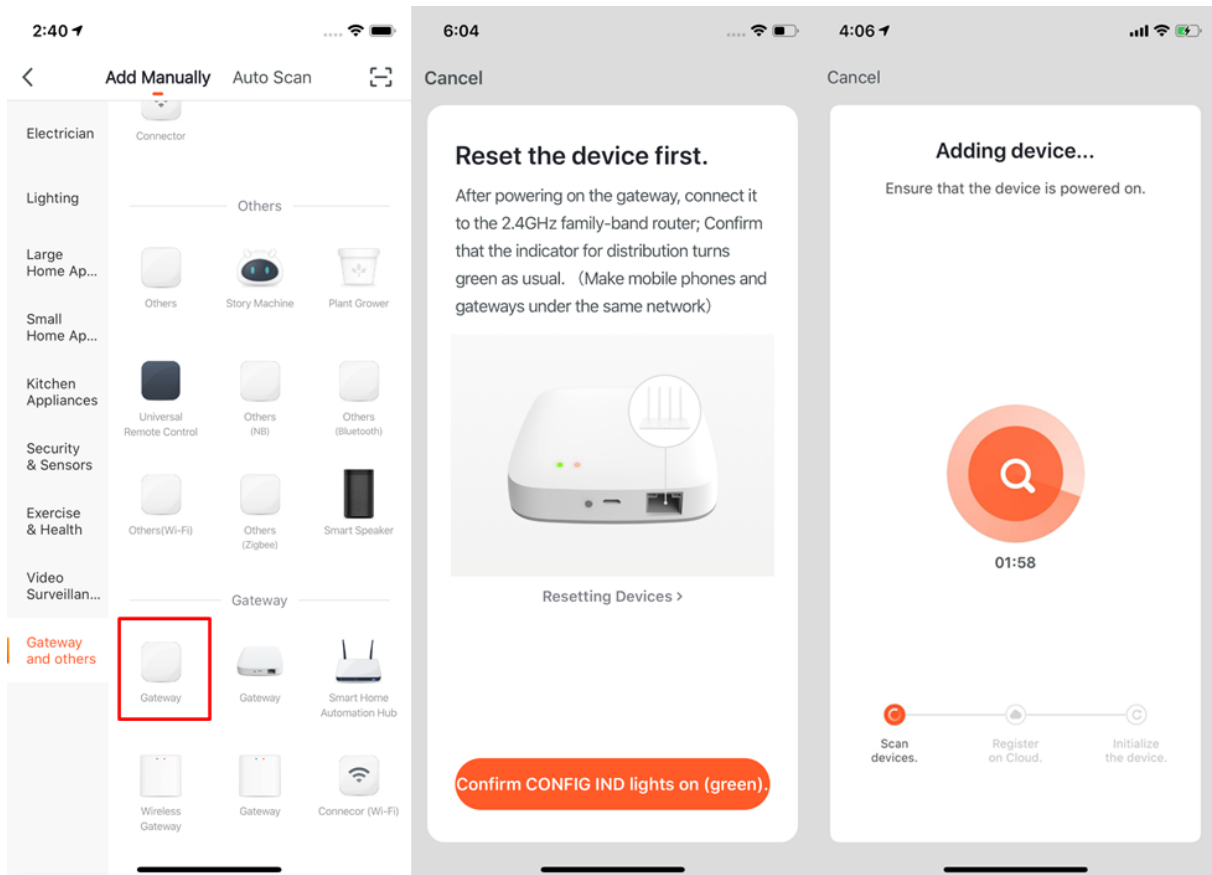
3 ADD DEVICES



3.5 Manually add Zigbee devices

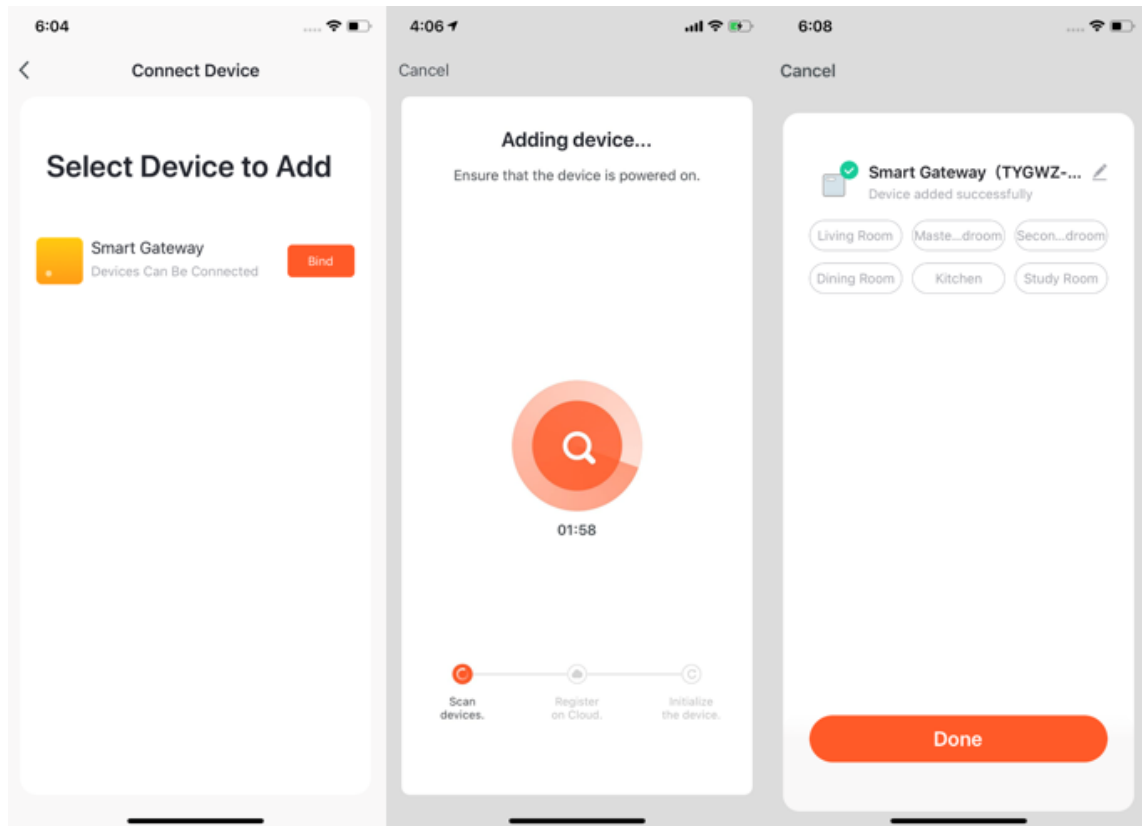
1. You must add a gateway before adding Zigbee devices. To add a gateway, tap **Add Device** on the Home page. On the page that appears, tap **Gateway Control** in the left-side navigation pane and select a gateway.
2. Power on the gateway and use a network cable to connect it to a router.
3. Make sure that your mobile phone and the gateway are under the same LAN. The mobile phone must be connected to a 2.4 GHz Wi-Fi network.

3 ADD DEVICES



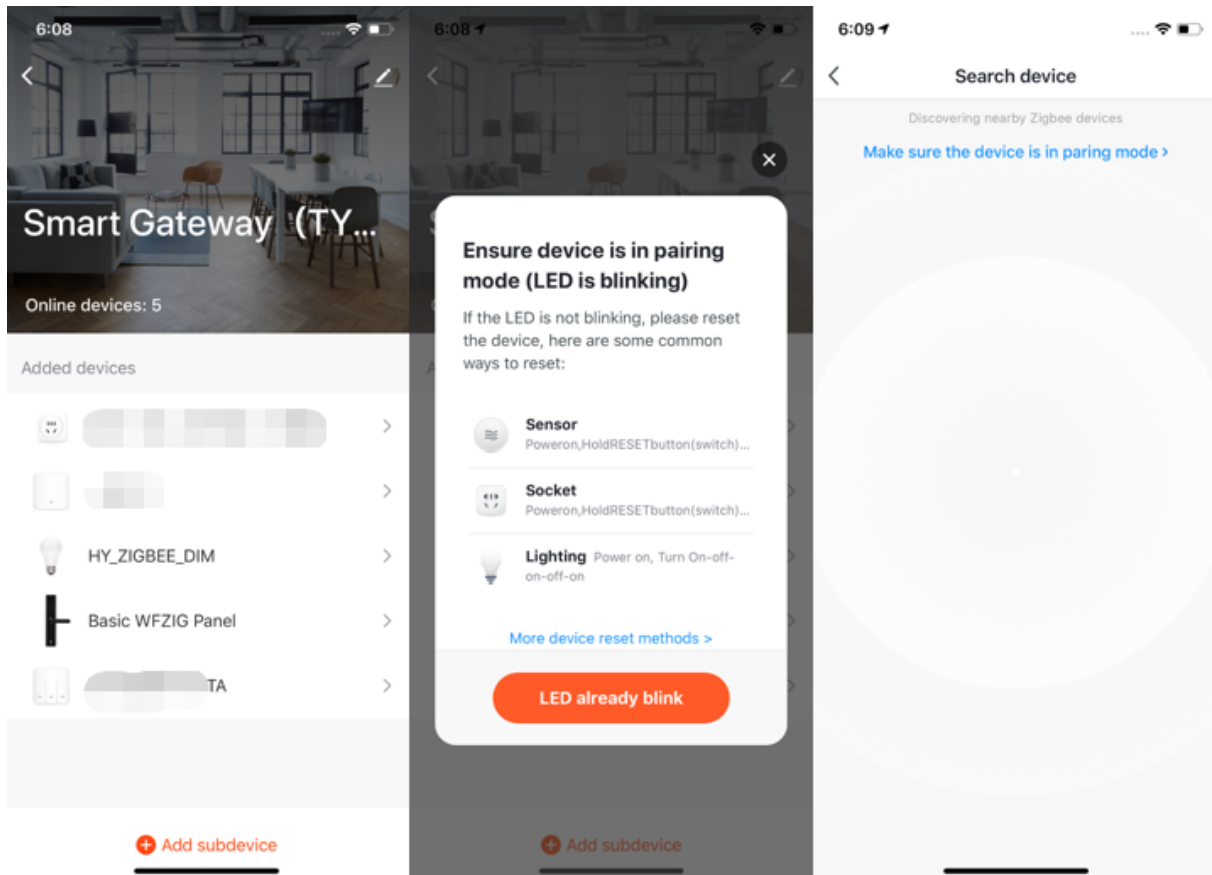
4. After the gateway is added, you can add a Zigbee device that is connected to the gateway.

3 ADD DEVICES



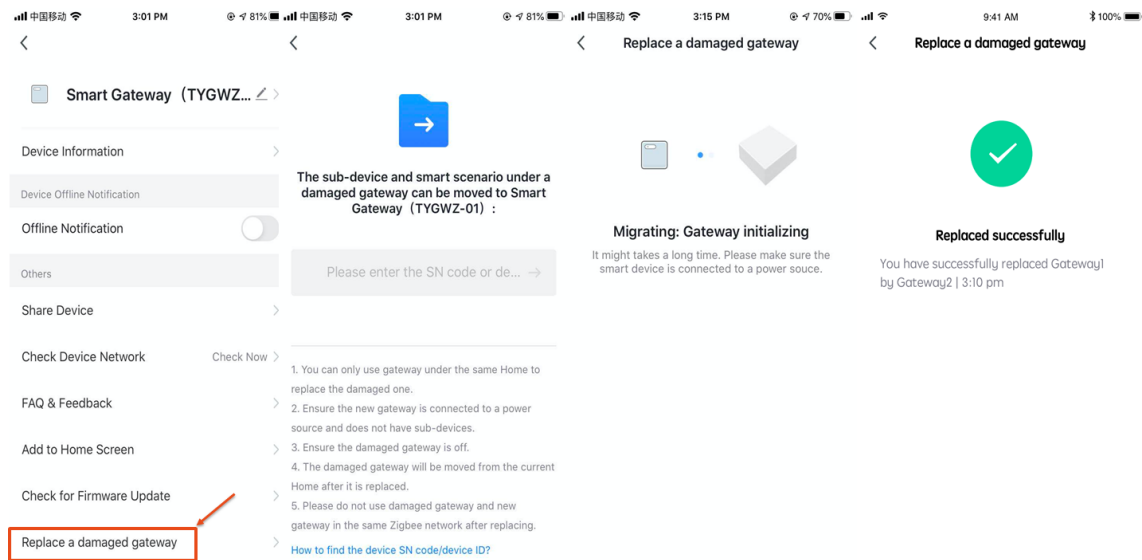
5. To add a Zigbee device that is connected to the gateway, go to the gateway page and tap **Add subdevice**. The remaining steps to add the Zigbee device are the same as adding Wi-Fi devices and Bluetooth devices.
6. The latest version of the app supports automatic discovery of nearby Zigbee devices, allowing you to add multiple devices to the gateway at once.

3 ADD DEVICES



7. If your gateway is damaged or does not work properly, you can replace it with a new gateway, with all devices and scenes configured for the damaged gateway synchronized to the new gateway. To replace a damaged gateway, tap **Replace a damaged gateway** on the management page for the damaged gateway. On the page that appears, enter the **SN code** or **device ID** of the new gateway.

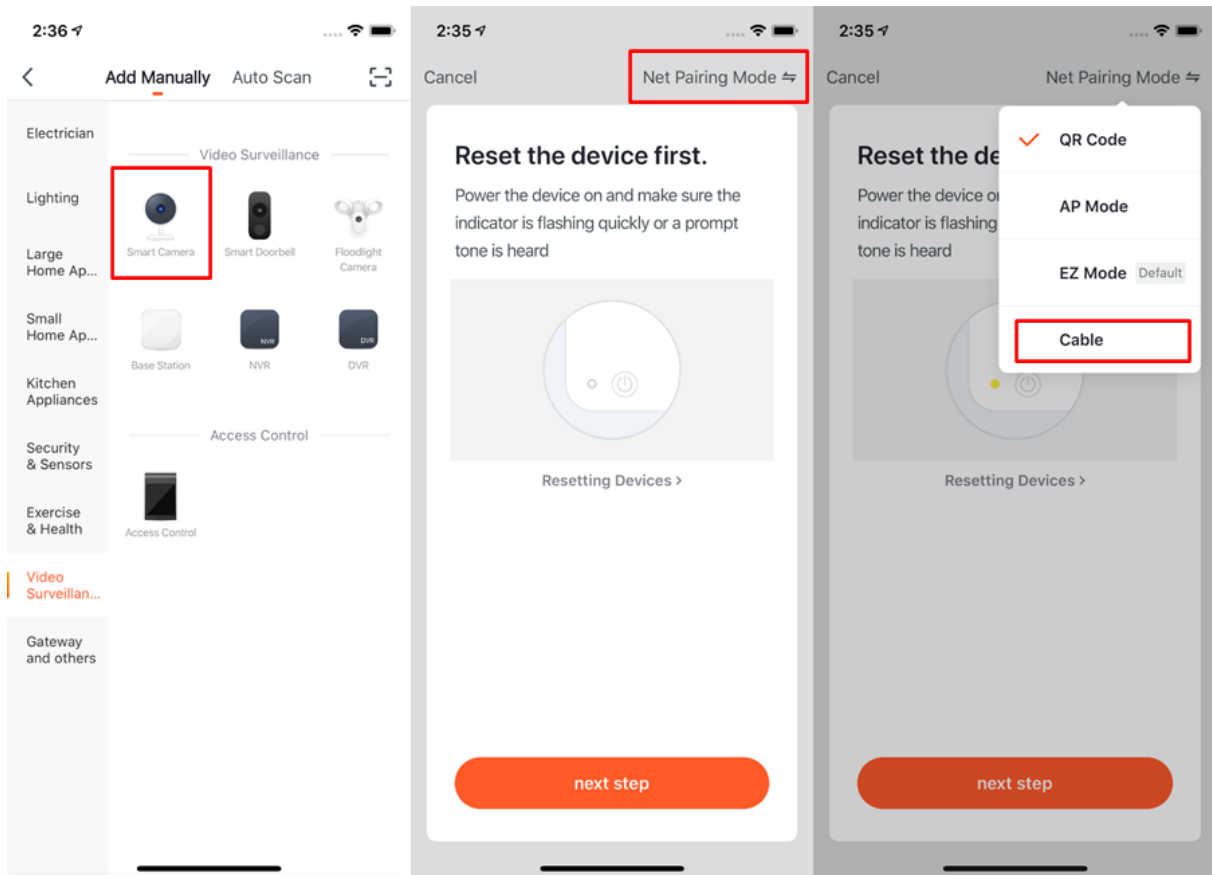
3 ADD DEVICES



3.6 Manually add IP cameras (IPCs) in QR code pairing mode

In addition to the EZ mode (default) and the AP mode, some devices, such as IPCs and gateways, can also be manually added in Cable mode.

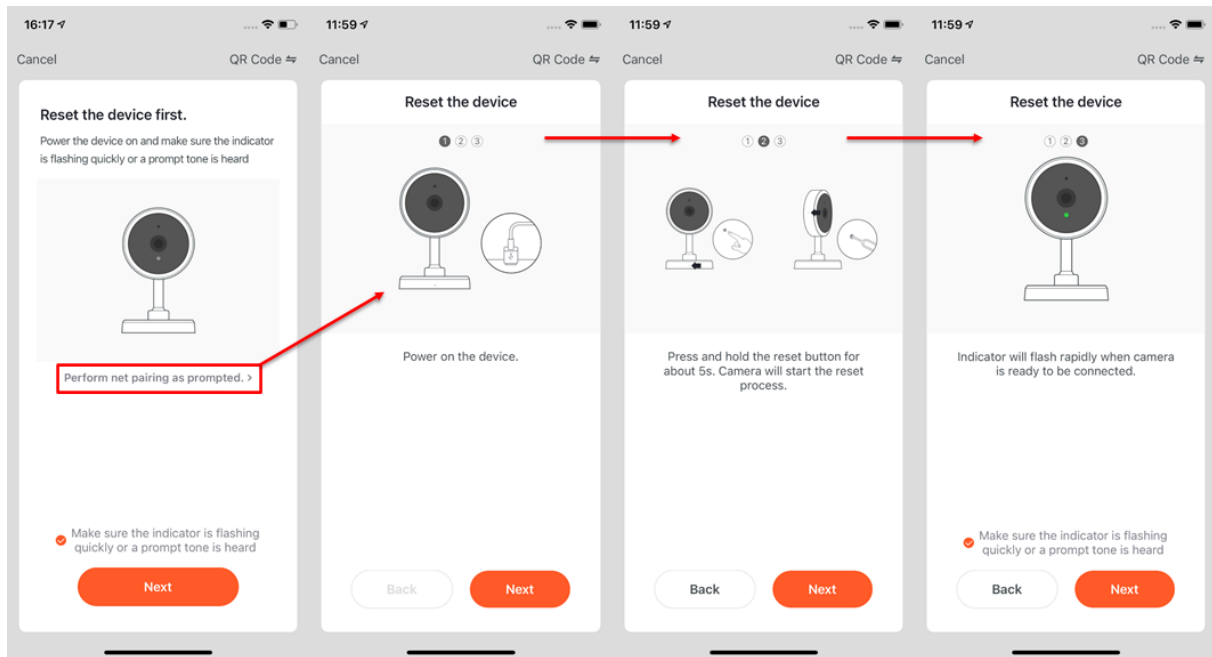
3 ADD DEVICES



To add an IPC to the network by using a QR code, perform the following steps:

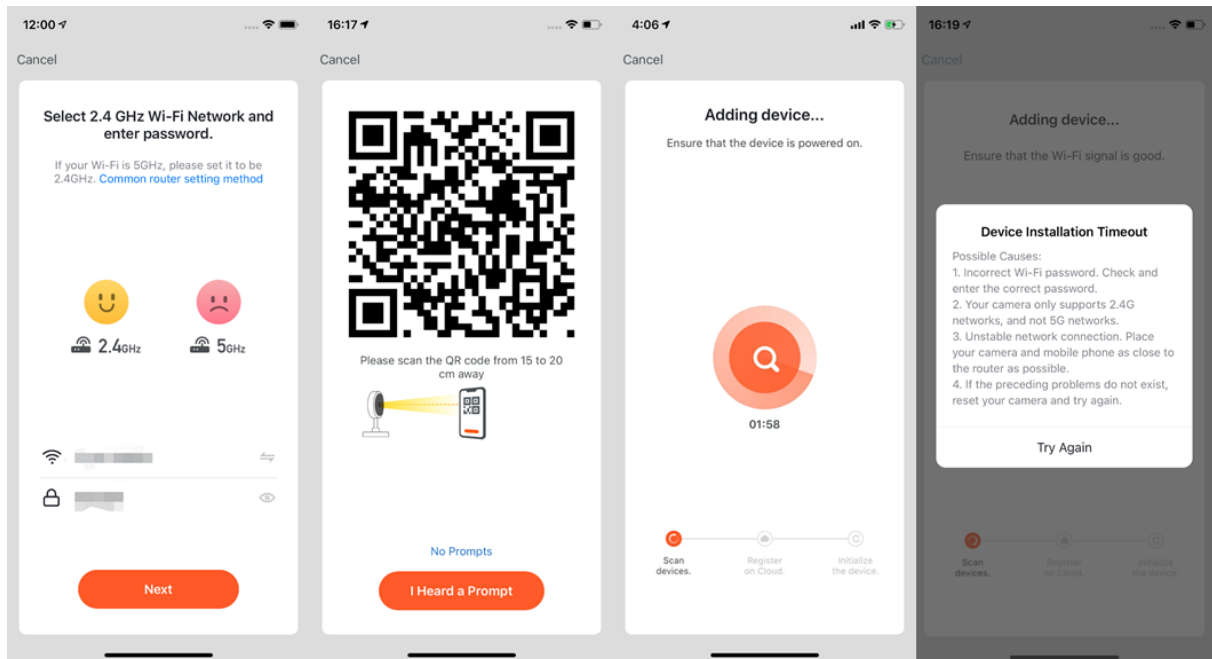
1. Reset the IPC. For information about how to reset the IPC, tap the **Perform net pairing as prompted** button on the page. When the camera is reset, it flashes quickly.

3 ADD DEVICES



2. After you reset the camera, select **Make sure the indicator is flashing quickly or a prompt tone is heard** and tap **Next** on the page. You will be directed to the page where you need to enter your Wi-Fi password.
3. After entering the Wi-Fi password, tap **Next**. Point the QR code on the screen at the IPC within a distance of 15 cm to 20 cm, until you hear a prompt tone from the camera.
4. Tap **I Heard a Prompt**. Then, the app initiates the device pairing process.
5. If the device fails to be added, you can follow the tips to troubleshoot the problem.

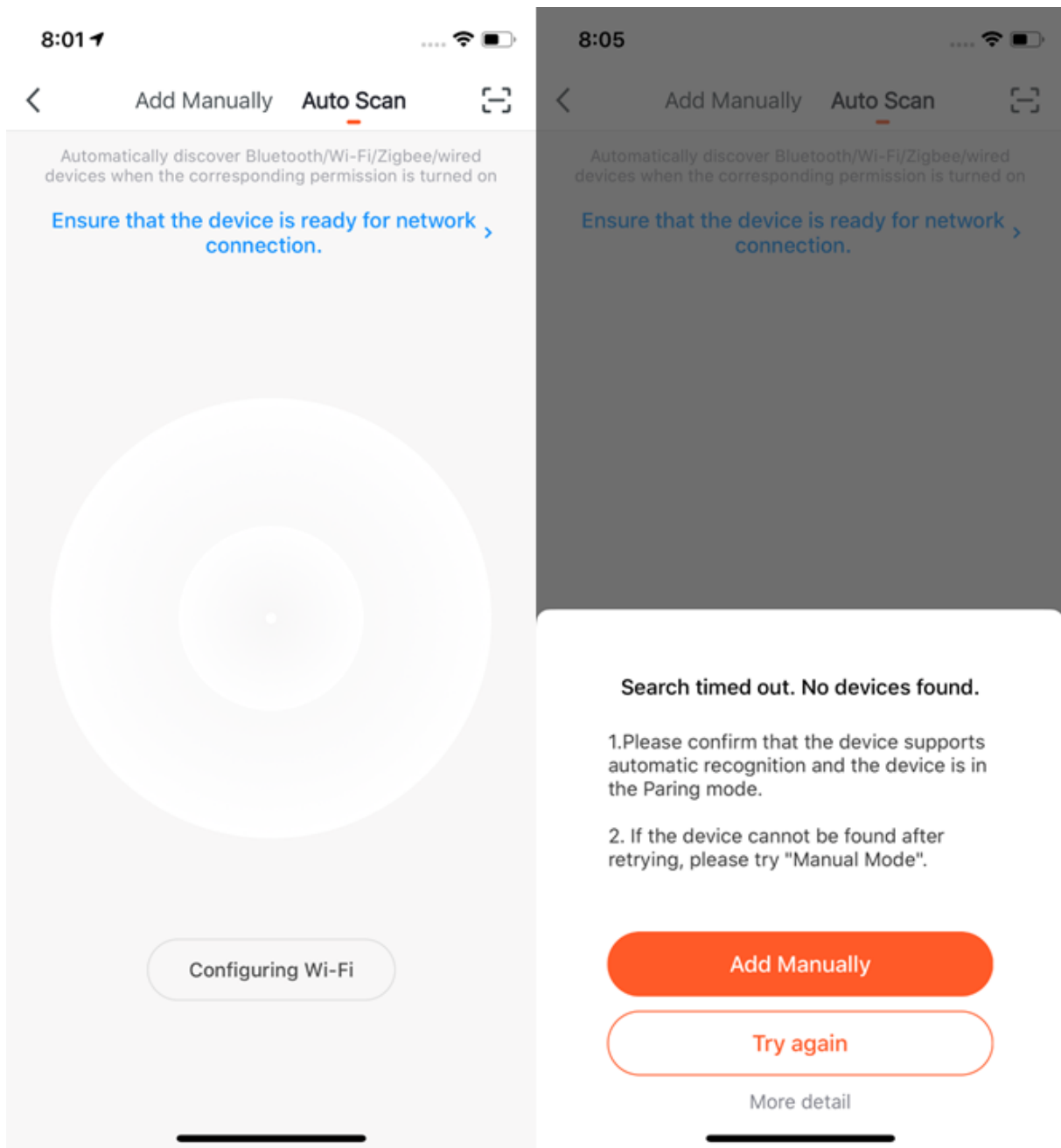
3 ADD DEVICES



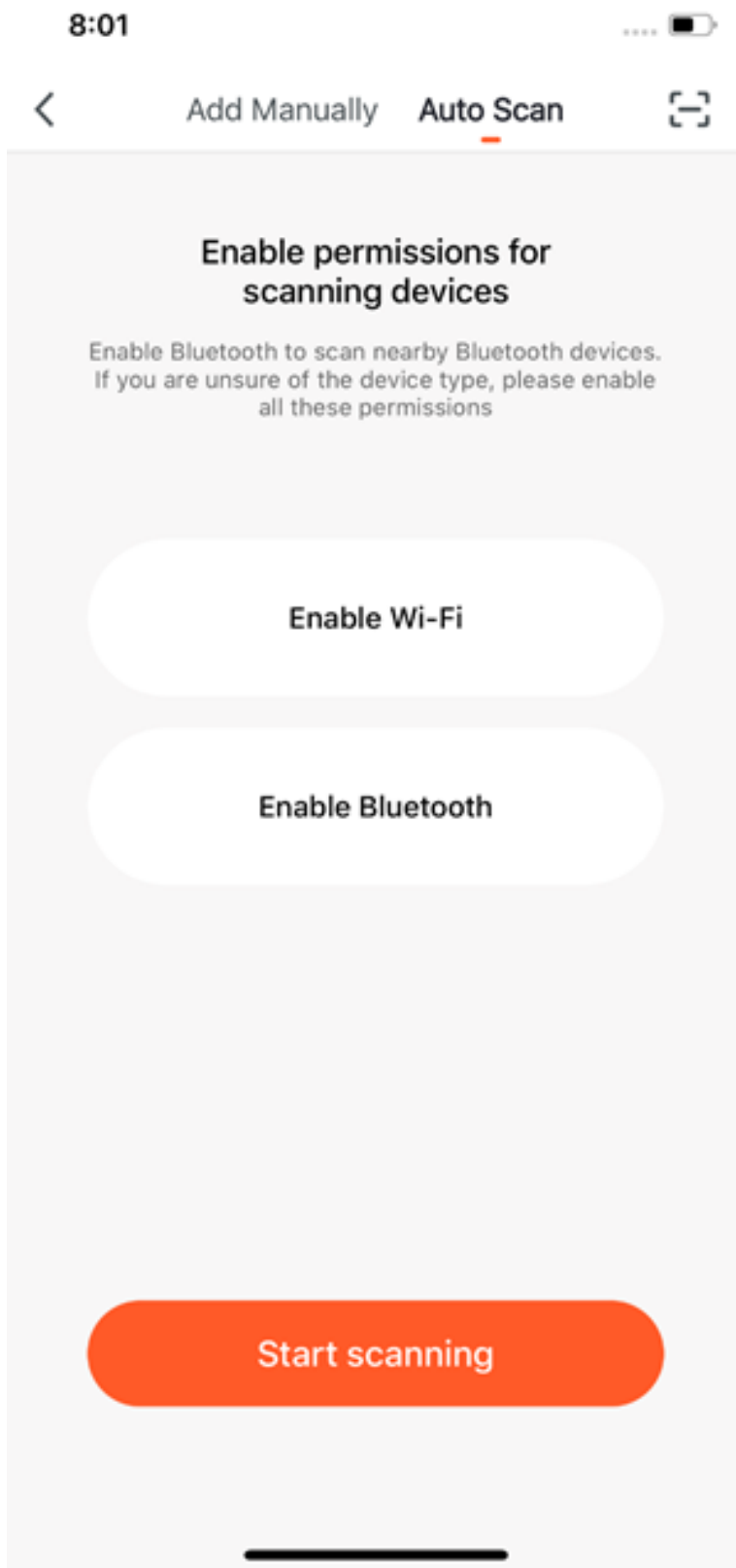
3.7 Add devices in auto scan mode

1. The **Auto Scan** enables you to search for multiple devices, including Wi-Fi devices, Bluetooth gateways, Bluetooth mesh devices, Zigbee gateways, and Zigbee devices connected to your gateway. All devices found can be added with one tap. 2. If the search times out and no devices are found, follow the instructions to troubleshoot and try again, or try to add the devices manually.

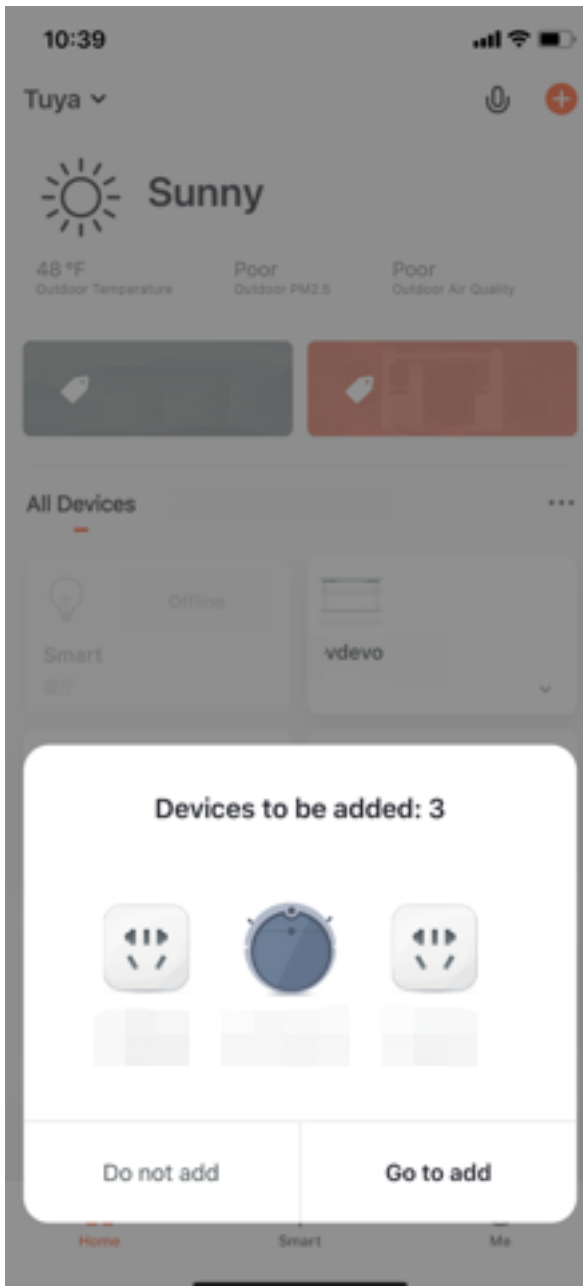
3 ADD DEVICES



3. If you use Auto Scan mode to add devices, you need to turn on Wi-Fi and Bluetooth for scanning devices. Wi-Fi devices can be found only when Wi-Fi is turned on. Nearby Bluetooth devices can be found only when Bluetooth is turned on.

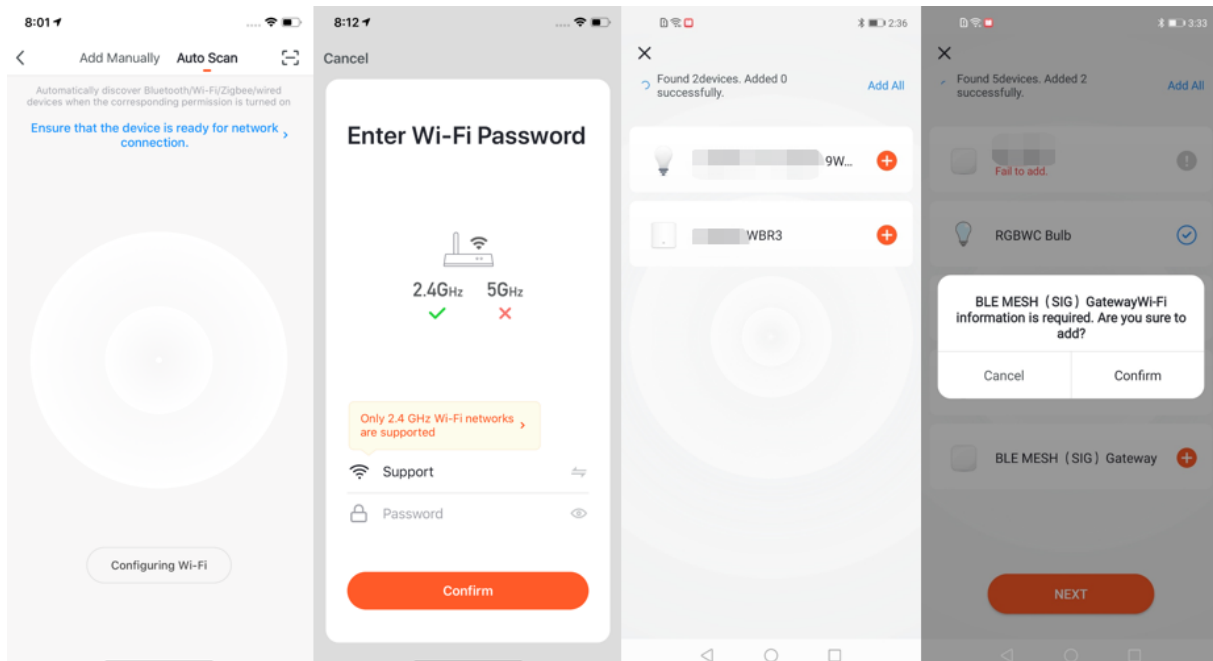


4. The latest version of the app supports automatic discovery of nearby Bluetooth devices to improve user experience.
5. Once you enter the home management page, the app automatically searches for Bluetooth devices that are in pairing mode and shows found Bluetooth devices in the pop-up window.
6. You can choose **Do not add** or **Go to add** to determine whether to add these Bluetooth devices. Make sure that Bluetooth is turned on and the Bluetooth devices are in pairing mode during scanning.



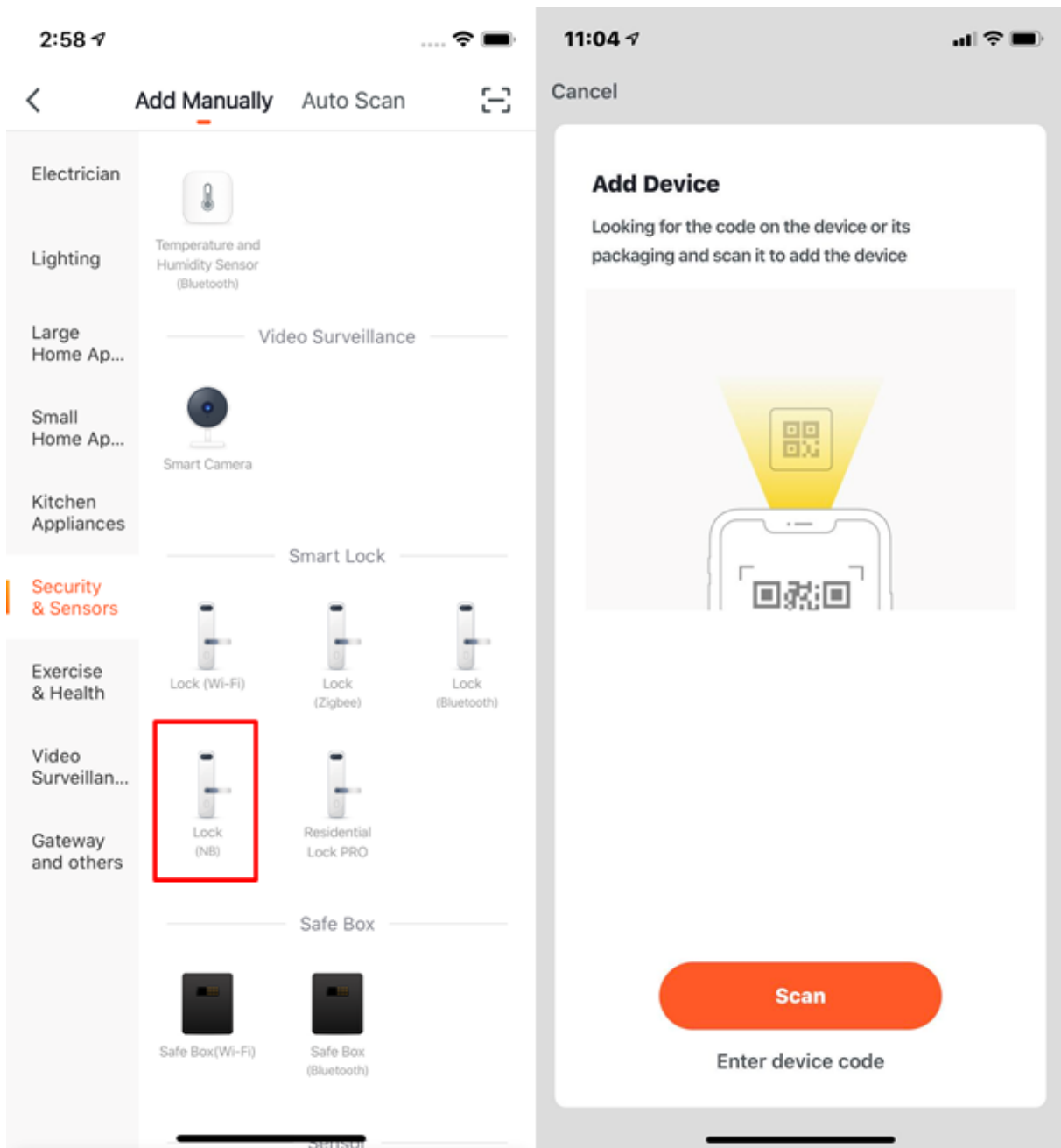
7. When the indicators on Narrowband Internet of Things (NB-IoT), Wi-Fi, and Bluetooth devices are blinking quickly, you can add these devices by using the Auto Scan function. To use the Auto Scan function to add a device through Wi-Fi, you need to prepare a Wi-Fi network. Only 2.4 GHz Wi-Fi networks are supported for the Auto Scan function.

3 ADD DEVICES



3.8 Scan QR codes or enter device IDs to add NB-IoT products

You can add an NB-IoT product by scanning the device's QR code or entering the International Mobile Equipment Identity (IMEI) number on the device label. You need to grant the app access to the camera on your phone to scan the QR code.



3.9 Add devices by scanning QR codes

You can add the QR code-based pairing mode on the product management page of the Tuya IoT Platform. To pair the Tuya Smart app with a device that supports QR code-based pairing, you can use the Tuya Smart app to scan the QR code on the device or the outer packaging.