

True-i Wireless smart home system provides home owners personalized Smart and Secure Lifestyle experiences such as home automation, security and energy management, allowing customers to control anything from door access, any electronic devices to lighting and air conditioning.



Before Using true-i

The following steps must be carried out prior to using true-i smart home system

- Step1) Download and install "TrueEye Smart Home" mobile application (Android/iOS)
 - Step2) Create user account and register serial number of your true-i gateway
 - Step3) Wireless connection set-up (true-i gateway must be in AP mode)
 - Step4) Pair devices and sensors
- The details of each step can be found in true-i smart home system user manual
 - Please take note that Wi-Fi should be **2.4 GHz** frequency band



Navigating true-i application

CONTROLS: Main control panel to view and control the associated smart home devices and sensors

COMING HOME or LEAVING HOME: By clicking coming home or leaving home button, a predefined action can be triggered. You can configure coming home or leaving home settings in the "CUSTOMIZE" menu at footer. (e.g., turn off all smart plugs and lightings when clicking Leaving home)

ARM HOME: ARM Home is an enhanced security feature of true-i smart home system for your home. Under ARM mode, you will receive push notifications when any motion is detected by the gateway camera or any sensor is being triggered depending on your predefined setting in "SENSOR" menu. To activate ARM mode, click the "ARM Home" icon; the colour of the icon will turn Pink



* Please refer to true-i smart home system user manual for SETTING menu



Controlling Your Smart Devices and Sensors

True-i smart home system is compatible with Z-Wave wireless smart home connectivity and over two hundred(200) Z-Wave compatible devices and sensors can be paired with true-i smart home system

[Tip] You can organize your favourite and most used devices and sensors in "FAVOURITE" menu at the upper right corner of "MY CONTROLS"

LIGHTS: Switch lights "ON" or "OFF", by clicking "ON" or "OFF" respectively

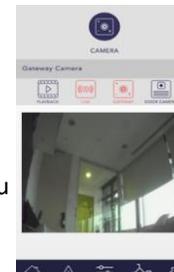
CAMERA: you can view in real-time or playback video captured from the built-in camera of your true-i gateway. The built-in camera can also record when a motion occurrence is detected under ARM mode.

[Tip 1] How to view real-time video from the built-in camera? Press "LIVE" icon

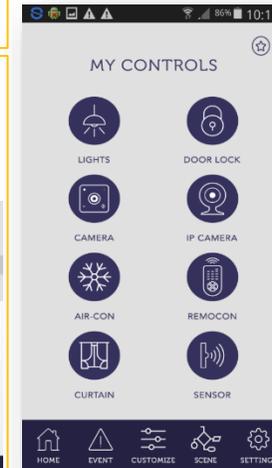


[Tip 2] How to delete video clips in Playback menu? Press and hold on the video clip that you want to delete

[Tip 3] AV intercom can also be integrated with true-i, subject to spec of AV intercom, for visitor alerts to mobile phones and record visitor videos



[Live View]



AC / REMOCON / CURTAIN: Control Aircon, Infrared devices or Curtain

DOOR LOCK: Lock or unlock your digital door locks remotely

IP CAMERA: Lead to "SmartCam" mobile app

SENSOR: The sensors which are set "ON" at SENSOR menu will send push notifications if the sensor is triggered under "ARM HOME" mode

How to Configure My Scenes (IFTTT) in "SCENE" menu

IFTTT is an abbreviation of "If This Then That". It allows you to activate or deactivate smart devices when a conditional device is triggered. True-i smart home system provides "SCENE" menu to allow you to customize your IFTTT settings. For instance, you can create a Scene to automatically turn on a light and aircon in your living room and switch off ARM HOME mode every time your door is unlocked.

If  (door unlocked) **Then**   (Turn on light & AC) and  (Disable ARM mode)

↳ Conditional Device / Sensor

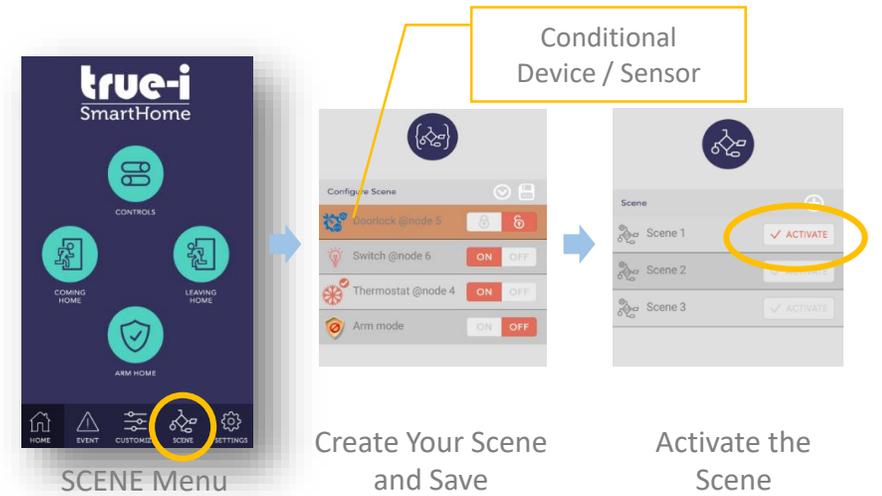
[Tip] Conditional devices in true-i smart home system can be set to be triggered when it is in ARM or UN-ARM mode or regardless how the security mode is set. When the icon of your conditional device is pressed, the colour of the icon will be changed to indicate:-



Blue: Condition will trigger in both "ARM" mode and "UN-ARM" mode

Orange: Condition will trigger only in "ARM" mode

Grey: Condition will trigger only in "UN-ARM" mode.



FAQ

When should I switch true-i gateway to AP mode and how to do it? True-i gateway shall be set as AP (Access Point) mode to configure WI-FI setting such as WI-FI router SSID, and password. Press and hold the "RESET" button of true-i gateway for about 10 seconds until you hear two beeping sounds. Normally, it will be done by installers during installation



What is the recommended distance between true-i gateway and devices when pairing or unpairing? Less than 1m distance is recommended



Less than 1m
When pairing & unpairing devices



Can all Samsung digital door locks be controlled by true-i smart home system?

Not all, but 5 selected Samsung smart locks are compatible with true-i smart home system

- Push-pull type: SHS-P717, SHS-P718, SHP-DP727, SHP-DP728

- Lever handle type: SHS-H505

What is the Z-Wave frequency that is approved in Singapore and is it safe or legal to use true-i smart home system? 868.42MHz. true-i smart home system is approved and licensed by IDA Singapore

Is there any way to do factory reset for IR Extenders? Press and hold "Program" button for 10 seconds on IR extender. The LED will flash twice until reset process is completed. Please unpair the IR extender from true-i gateway before you reset the IR extender



Can I customize device name? Press and hold the device name until a dialog box is shown



How to restart true-i gateway? Press "RESTART" button in SETTINGS menu.

How to search true-i on App Store or Play Store? Search on the app store with "trueeye"

What should I do if I forget my user ID? User ID is required for login, changing of password and deletion of account. If you forget your user ID, please contact Hanman International Pte Ltd at (+65) 6564-4704