SWYAM APP FAQ

Q1. How to add a new device to the application?
   a. Click on the room where you want to add your device. (e.g. LIVING ROOM)
   b. Click on the scan option at top right corner and scan the barcode provided with your device.
   c. The device will get added to your desired room.

Q2. How to configure Router?
   Make sure your mobile is connected to a wifi router. You will be prompted to configure the device automatically while adding a new device.
   i.   WiFi Router Config Page will be open. Follow the instructions given on the page.
   ii. Press the button on your device for 5 seconds till the LED blinks faster.
   iii. Router name will be displayed on the screen. Enter the Password and your device will get successfully configured.

Q3. How to rename a device?
   a. Go to the room where the device is added.
   b. Click on the settings button on the top right corner of the device. Click on the edit icon beside the default name of the device.
   c. Click on Name and Change it as per your wish. Then Click the right tick to confirm.
   d. Your device name will be changed successfully.

Q4. How to share a device with a family member?
   a. Go to the room where the device is added.
   b. Click on the settings button on the top right corner of the device. Click on the Share option.
   c. A barcode will be displayed on the screen which you can share with other members.

Q5. What to do when a registered device fails to connect?
   a. Please confirm whether the device is switch/power ON
   b. Confirm whether you are connected to the internet.
   c. Refresh the application by using the refresh button at the top of the room and you will get connected.

Q6. How to use the scheduler?
   a. Go to the room where the device is added.
   b. Click on the settings button on the top right corner of the device. Click on the Scheduler option.
   c. Name your Timer. Set the timer ON or OFF as required.
   d. Click the 'Time' button to set the time for the alarm, then click on Set.
   e. Note that timer is only available when Swyam App has network access.

Q7. What happens if there is no internet connection?
      a. It is strongly recommended that users must have a stable internet connection. In case of poor internet connection users can access the device using a physical 2 way switch.

Q8. How to update a device version?
      a. Go to the room where the device is added.
      b. Click on the settings button on the top right corner of the device.
      c. Click on the Auto Update option.

Q9. Can a user add multiple devices in one room? Or How many devices can be added in a single room?
      a. Yes, multiple devices can be added in one room.
      b. There is no limit theoretically to the number of devices to be added.

Q10. How to delete a device from the app?
      a. Go to the room where the device is added.
      b. Click on the settings button on the top right corner of the device. Click on the Delete Device option.
      c. You will be asked for confirmation. Click on the 'right' tick.
      d. Your device will be deleted successfully.

Q11. Does SWYAM App ensure security of user personal information?
Yes, in order to ensure the security of your personal information, our company has strict information security regulations and procedures. For further information please refer to our privacy policy.