

Frequently asked questions for mobile app

1.How to connect Iconnect app and art board through my mobile?

Ans.

Turn on bluetooth in your device and check for bluetooth name "HC-05" in available devices.

Click on bluetooth name "HC-05" and provide password (1234 (or) 0000) then click on pair/connect.

2. What if the bluetooth device HC-05 is not found in available devices ?

Ans.

just refresh near the available devices and switch off and on it again. If still not found reach out to our customer support team

3. What to do when the password (1234 (or) 0000) say's wrong?

Ans.

Switch off and on bluetooth again and try it. If still you are not able to connect to board reach out to our customer support team

4. What to do when an app crashes while opening (or) while operating iconnect app?

Ans.

close your app and Clear cache in your mobile and try opening/using the app again.

If it is still not working, uninstall the app, clear the cache and reinstall the app from playstore. If problem exists even after installation reach out to our customer support team

5. How to add room in the iconnect app?

Ans.

After opening the app you see blank space (or) Hub for a new user(If you already added any room you can see the added room name in the space) with the "+" symbol at the bottom right corner.

click on the "+" sign and you see two fields (enter room name & enter static IP). Enter room name of your interest and static IP provided by our technician, click on submit

You can see room added in hub

6. What if the added room name is not found in the hub?

Ans.

If an added room is not found in the hub try adding once again, If still not found close the app, clear the cache and try adding room.
uninstall and reinstall the app. if not solved contact our customer support

7. I am trying to operate the art board through the iconnect app but it is not working?

Ans.

- * Check your bluetooth whether it is connected to your art board device

After clicking on the room you see a toast message connected to room(acc. to name you specified)

- * If it is still not working close app, clear cache and open the app and try to operate appliances

- * uninstall and reinstall the app and check, If still issue persists raise it through app/ call our support team.

8. How to change name and icon for icons (light/fan/any other) in an iconnect app?

Ans. Long press on the icon you want to change, You see two fields (icon name and select your icon). Change icon name and click on "down arrow" symbol to change the icon symbol, click on ok

To confirm changes click on the "reload" arrow at the right corner of the app interface.

9. How to raise an issue with app/board in the iconnect app?

Ans.

Go to navigation bar (=) -----> click on report an issue, fill in the form.

- * Enter your name - (enter the name of person whose name is registered with us)

- * serial number (serial number is provided to you in the warranty card (or) you can dial us for serial number)

- * select an issue (Click on the " select an issue" icon and choose related issue you are facing)

- * More about an issue - (elaborate your problem)

Click on submit and u see a toast message "service request submitted"

10. I want to rate IRONa's work. Where can I do it?

Ans.

You can rate us in playstore go to the navigation bar -----> click on rate us which leads to playstore.

You can even send us message on our rating or work through contact us page go to navigation bar -----> click on contact us

11. Social links of IRONa

Ans

You can follow us on facebook,twitter,instagram, Just go to navigation bar -----> click on reach us and select any social link which will navigate to our page.

12. What is sensitivity value and where can I change it?

Ans.

Sensitivity value is the touch operating value of an art board which you can change by yourself.

click on the room which you want to change sensitivity value, At the bottom of page you see sensitivity option just click on the toggle and enter sensitivity value, click on submit

13. How can i change the room name and MAC address?

Ans. Long press on the room name and you see “ edit” symbol click on it and you see 2 fields (room name and mac address), Just add both and save it

14. How to delete a room ?

Ans.

Long press on the room and you see delete symbol.click on delete you see a message asking for confirmation just click yes the room will be deleted.

15. Do we need the internet to operate the app?

Ans. No you don't need the internet to operate the app. As the app works with bluetooth.

16. How many people can be connected with the artboard at a time through app?

Ans. artboard can be paired with many devices, But connection can be done with one device at a time (i.e., if your mobile is connected with art board others in your home can't operate it. Once you are disconnected, other people can use it).

17. My app is working but taking time to respond?

Ans. close the app and clear cache and open the app and see if it's working fine. If issue still exists reinstall the app and use it.

18. While operating the appliances through the app. I see a message "Broken Pipe" . What should i do?

Ans. Check whether your bluetooth is "on" and check if it is paired and connected with art Board device.

Once you connected with art board. Close the app and open it you see it connected.

If the issue still exists, raise it through app / call our customer support, we will assist you.

19. Do we need the internet to raise request to customer support through app?

Ans. No, You don't need the internet you can directly go to the app and raise .

20. What is the range of art board to operate through app?

Ans. User can operate art board through mobile app within 100 meters range.

21. I have few suggestions related to app/product/service (or) I need a new product (or) I need a demo of product (or) subscription where could i raise?

Ans. You can directly send us your suggestions/ order info through app

Just go to iconnect app -----> click on the contact us form & raise your suggestions/orders/demo/subscription.

(or)

Call our support team. They will help you out.

22. Will I get notified when the app is updated?

Ans. We don't send any notifications through app, But at the time of update we will send you a

text message and mail to your registered phone number and mail id with google playstore link.

23. What if i lost my device which has an iconnect app. What can i do?

Ans. users can install IRONa app in other devices and enter static ip assigned to you by our technician. You can operate art boards.

24. Are there any security options (app lock) available for iconnect app?

Ans. There is no security option available with the iconnect app. User can use third party apps (app lock apps) for security.

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