

# Casambi App FAQ

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**CASAMBI**

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## GENERAL

### **Q: What is Casambi app used for?**

A: Casambi app is used to control Casambi enabled lamps and Philips HUE gateways and associated light bulbs with a mobile device.

### **Q: Which mobile devices are supported?**

#### **A: Supported devices Casambi App for iOS:**

Requires iOS 8.2 or later. iPhone 4S, iPhone 5, iPhone 5S, iPhone 5C, iPhone 6, iPhone 6+, iPhone 6S, iPhone 6S+, 3rd generation iPad, 4th generation iPad, iPad Air, iPad Air 2, iPad mini, iPad mini 2, iPad mini 3, iPad mini 4 5th generation iPod touch and 6th generation iPod touch.

#### **Supported devices Casambi App for Android:**

Minimum Requirements: Devices with Android 4.4 KitKat and BLE (Bluetooth Low Energy, BT 4.0)

Recommended Requirements: Devices with Android 5.0 Lollipop or Later and BLE (Bluetooth Low Energy, BT 4.0)

### **Q: Where can I get the Casambi app?**

A: Casambi app can be downloaded and installed from the Apple App Store for iOS devices or from the Google Play Store for Android devices

## FIRST TIME USE

### **Q: Why Casambi app doesn't find any lamps?**

A: Make sure that Casambi enabled lamps are switched on and your mobile device's Bluetooth is on. To be able to access previously created networks that are stored in Casambi cloud server please make sure your mobile device has access to internet.

If no lamps are found they might be paired to some other network. Please open Nearby Devices screen and see if the lamps are listed in there. In Nearby Devices screen you can see if the lamps are paired or unpaired. If they are paired and you want to use them in some other network then you need to unpair the units first.

If you have a Philips HUE gateway please make sure your mobile device is connected to Wi-Fi.

### **Q: How do I take Casambi enabled lamps into use?**

A: When Casambi app finds new lamps it automatically opens a screen where the lamps can be taken into use. Just tap on the "Take all lamps into use" button. After taking all lamps into use it is possible to easily control them from the Casambi app 'Lamps' tab. When taking lamps into use Casambi app will automatically create a network for the lamps.

### **Q: What does paired and unpaired mean?**

A: When a lamp is unpaired it means that it has not been added to a network and cannot be controlled with Casambi app. When using a Casambi enabled lamp for a first time it will appear as unpaired in the app. To be able to control the lamp from the app you need to add it to a network first. If the lamp is in paired mode it means that it has been added to a network. If you want to add a paired lamp to a different network you need to unpair it first.

**Q: What is a network and why do I need to add lamps to a network?**

A: A network is used to control Casambi enabled lamps and share settings between them. Even if you have only one lamp you need to add it to a network before you can control it with Casambi app. Later you can add new lamps to the same network to control all your Casambi enabled lamps easily from the 'Lamps' tab in the Casambi app. The lamps that are in a network form a mesh network which means that it is possible to control all of the lamps in that network if you are in the range of even one of them.

**Q: How do I pair a lamp?**

A: Switch your lamp on and Casambi app will find it automatically. If you haven't used the app before, and there are no networks, the app will automatically create a new network when taking a lamp into use. If there are available networks it is possible to select which network you want to add the lamp to. It is also possible to pair a lamp from the 'Nearby devices' screen. 'Nearby devices' screen is found under the 'More' tab in the app or by selecting Nearby devices from the main page.

**Q: Is it possible to pair/add one lamp in more than one network?**

A: Casambi enabled lamps can be added / paired to one network at a time. If you would like to add a luminaire into a different network you need to unpair it first.

**Q: Why would I need to unpair a lamp?**

A: You may need to unpair a lamp from a network if you want to add it to other network. Casambi enabled lamps can only be added to one network at a time.

**Q: How do I unpair a lamp?**

A: There are two places where you can unpair a lamp from a network if you have modification rights to the network that the lamp is paired to

1. Go to 'Lamps' tab and tap 'edit'. Now you can unpair a lamp from the delete icon on the corner of the lamp control. You can also tap a lamp control to open the 'edit lamp' screen and then tapping the 'Unpair lamp' button on the bottom of the screen.

2. Go to the 'Nearby devices' screen found under 'More' tab in the Casambi app. Tap on the lamp you want to unpair and select 'Unpair lamp'. This will unpair the lamp.

If you don't have modification rights to the network that the lamp is paired to then you need to have access to the lamp's power switch for the unpairing. Go to 'More' tab and select 'Nearby Devices'. Tap on the lamp you want to unpair and select 'Unpair lamp' and the app will open an 'Unpair' screen. Tap on the 'Start' button and the time bar appears. After the time bar appears flick the power switch off and back on to unpair the lamp. If unpairing succeeded there is a message that lamp has been unpaired.

**Q: How can I use multiple mobile devices to control Casambi enabled lamps?**

A: You need to change the sharing settings to be able to use same network with multiple mobile devices. Go to the 'More' tab and choose 'Networks settings'. In the settings screen it is possible to change the network name and sharing options.

If the network sharing is set to 'Not shared' it is only stored in the current device. To be able to share the network choose one of the other sharing options. Then the network is saved to the Casambi cloud service and it can be shared with other devices. To be able to

use shared networks all your mobile devices need to have connection to the internet. When creating a new network, as a standard setting, the sharing is set to 'Not shared'.

## LAMPS TAB

### Q: How do I control my lamps with Casambi app?

A: After taking your lamps into use open the 'Lamps' tab in the Casambi app. In that screen you can use basic gestures to control your lamps.

- Tap a lamp control to switch the associated lamp on or off.
- Pan a lamp control left or right to dim the lamp.
- Pan a lamp control up or down to change the colour temperature.
- Hold on top of a lamp to change the colour of the light.

### Q: How can I change the order of my lamp controls in the 'Lamps' tab?

A: Tap 'Edit' on top of the screen in 'Lamps' tab. In the edit mode it is possible to drag and drop the lamp controls to the order you want.

### Q: How to edit a lamp control?

A: You can double tap on the lamp control you want to edit or tap 'edit' on the top of the screen in 'Lamps' tab and then tap the lamp control you want to edit. In the 'Edit' screen you can change the name and the icon of the lamp control. You can also assign different Modes (see question below for the explanation of a mode) for the lamp.

Under 'Lamp Settings' It is also possible to change settings for Smart Switching/Push Button and Startup State.

### Q: What is Smart Switching and what it is used for?

A: With Smart Switching feature it is possible to use ordinary wall switches as dimmers or control scenes with them. To set the Smart Switching mode double tap the lamp control select 'Lamp Settings' and under Smart Switch tap the current mode to open the Smart Switching selection. There are six options that can be used: Dim and Save, Cycle through modes, Control scenes and Cycle scenes.

- **Dim and Save:** With Dim and Save you can use the lamp's power switch to set a new default light level. Quickly flick the power switch first off and right away on again and the dimming process will start. When the light has reached the desired light level just quickly flick the power switch off and on again. Now the light level has been saved as a new default. The next time you switch on the lamp it will automatically go to the new default light level.
- **Cycle through modes:** If you have set modes to the lamp from Casambi app you can assign the power switch to control the different modes. Modes can be different preset dimming levels, colours or colour temperatures. Flicking the power switch quickly off and on will cycle between the different modes and off.
- **Control scenes:** If you have created scenes with Casambi app you can control them from a single lamp power switch. Just select which scene you want to control with the power switch and then using the power switch will control all the lamps in that scene. So switching on one lamp will switch on also all the other lamps in that scene.

- **Cycle scenes:** If you have created different scenes with Casambi app you can cycle through them with one power switch. Select the scenes you would like to cycle through and flick the power switch off and on to cycle through the selected scenes and off.
- **Active/Standby:** With Active/Standby Smart Switching mode you can control two scenes that have same luminaires in them. Create two scenes, one active scene that should turn on when the controlling luminaire is turned on and one Standby scene that is turned on when the controlling luminaire is turned off. This mode can be used for example with motion sensors.
- **Not in use:** Sometimes it is necessary that the power switch doesn't do anything special when used. Not in use option will disable our Smart Switching feature.

### Q: What are the settings for Push Button?

A: If your lamp supports Push Button you can configure the push button to control your Casambi enabled lamps in multiple ways. To set the Push Button mode double tap the lamp control select 'Lamp Settings' and under Push Button tap the current mode to open the selection. There are four options that can be used: Controls this lamp, Cycle through modes, Control scene and Cycle scenes.

- **Controls this lamp:** This is the default setting. You can turn on and off the light with a normal click and dim the light by pressing down and holding the push-button. If you want to get the light brighter again just press and hold again and the light will become brighter.
- **Cycle through modes:** If you have set modes to the lamp from Casambi app you can assign the push button to control the different modes. Modes can be different preset dimming levels, colours or colour temperatures. Clicking the push button will cycle between the different modes and off. Pressing and holding the push button will adjust the lamp brightness.
- **Control scenes:** If you have created scenes with Casambi app you can control them from a single push button. Just select which scene you want to control with the push button and then using the push button will control all the lamps in that scene. So turning on one lamp will turn on also all the other lamps in that scene. Pressing and holding will adjust the scene brightness.
- **Cycle scenes:** If you have created different scenes with Casambi app you can cycle through them with one push button. Select the scenes you would like to cycle through and click the push button to cycle through the selected scenes and off. Pressing and holding will adjust the current scene brightness.
- **Active/Standby:** With Active/Standby mode you can control two scenes that have same luminaires in them. Create two scenes, one active scene that should turn on with first press and one Standby scene that is turned on with second press. Pressing and holding will adjust the current scene brightness.

### Q: How can I change the Smart Switching or Push Button settings?

A: Both of these settings can be changed in the 'Lamp settings' screen. Go to 'Lamps' tab in Casambi app and double tap the lamp you want to change the setting to. Then select 'Lamp Settings' and the settings screen will open.

**Q: When editing a lamp control, what are different modes?**

A: It is possible to assign up to four different modes to Casambi enabled lamps. Modes can be different dimming levels, colours or colour temperatures. The modes can be changed and modified in the edit lamp screen. It is also possible to use 'Smart Switching' feature to control the different modes.

**Q: What does the Startup State mean when editing the lamp control?**

A: With the startup state setting you can control the state of your lamp when it is turned on. As a default the Startup state is set to Default mode and that means that the lamp will go to default mode after it has been turned on. With the Last state mode the lamp will remember the state it was in when the lamp was turned off and it will go to the same state when turned on again. You can also set a minimum level for the Last state. This means that if the lamp was at 0% when turned off it would still go to some minimum level after it is turned on again.

**Q: How can I create a group from my lamps?**

A: To create a group tap 'Group' on the top left corner in 'Lamps' tab. Then select the lamps for the group. When you have selected all lamps you want tap on the folder icon on top right corner. You can rename the group by double tapping the group icon. You can also tap 'Edit' on top of the screen in 'Lamps' tab. In the edit mode drag and drop a lamp control on top of another lamp control.

It is possible to add more lamps to the group by dragging and dropping them on top of the group in edit mode or selecting the lamp in group screen and then double tapping the group you want to add the lamp to.

You can control the lamps in the group together with normal gestures. If you would like to control the lamps individually double tap on the group and a screen will open where you can control your lamps individually.

**Q: How can I set a default light level for my lamp with Casambi app?**

A: In the 'Lamps' tab double tap the lamp that you want to change the default setting to. Set the light level, colour and colour temperature for the lamp. After setting the levels long press the 'Default' text under the 'Modes' and the 'Save' option will appear. After tapping 'Save' the current light settings are saved as default and the next time you turn on your lamp it will automatically light up to the default light level and colour setting.

**Q: What is the 'Nearby lamps' control?**

A: The 'Nearby lamps' control detects the lamps that are close to you and you can control the nearby lamps together. There is a number in the control that indicates how many lamps there are nearby. You can use all the same gestures to control the lamps as with a normal lamp control.

**GALLERY TAB****Q: What is 'Gallery' used for?**

A: Gallery is used to control your lamps in the most intuitive way. Take a picture of your room and place lamp controls where your lamps are in the picture. After this the picture of your room is the user interface for controlling your lamps.

**Q: How do I use the 'Gallery'?**

A: The first step is to add a picture of your room where the lamps are. You can take a new picture by tapping 'Take photo' or add existing picture from the photos in your device by tapping 'Choose existing'.

After adding the picture to Casambi gallery you need to add lamp controls to it by tapping the '+' sign. Select a lamp control of a lamp that is in the picture and tap 'Done'. Now you have a lamp control in the picture. You can move it to the right spot by dragging and dropping and you can change the size of the control by pinching it with two fingers.

If you have more than one lamp in the picture you can add more lamp controls by tapping the '+' sign. After you have placed controls over all the lamps that are in the picture tap 'Done' and you can control the lamps visually from the photo.

**Q: Why some of my scenes are shown next to a picture in 'Gallery'?**

A: After opening a picture in 'Gallery' tab the related scenes are shown next to it. The scene icon is shown if even one lamp in that picture is part of the scene. With the scene icons you can control the scenes also from this view with same gestures as in 'Scenes' tab. Tap a scene to turn it on or off, pan a scene left or right to adjust the light level of the lamps in that scene. Colour temperature can be changed by panning up or down and if you want to change the colour of the lamps in that scene just hold the scene icon and colour selection will appear.

**Q: How do I control lamps in Casambi Gallery?**

A: You can control your lamps from Gallery with the basic gestures. Just tap, pan or hold the control circles. You can also pan or hold anywhere outside the control circles to control all lamps in the picture.

**SCENES TAB****Q: What is a scene?**

A: Scene is a set of preset light levels, colours and colour temperatures assigned to multiple lamps to create different lightings and ambiances. For example you can create a scene with the relevant lighting for watching a movie or for dining. It is possible to add desired lamps into one scene and assign preset light levels, colours or colour temperatures for them. Then it is possible to activate the scene with one tap from the Casambi app.

You can also use same gestures for scenes as you use for lamp controls. Tap a scene to turn it on or off, pan a scene left or right to adjust the light level of the lamps in that scene. Colour temperature can be changed by panning up or down and if you want to change the colour of the lamps in that scene just hold on the scene icon and colour selection will appear. You can also use Timers to turn on scenes.

**Q: How do I create a scene?**

A: Go to the 'Scenes' tab and tap 'Add a scene'. Give the scene a name and the scene will open for modification. Select the lamps for the scene and adjust the light level, colour and colour temperature for each lamp. If you want to set the same setting to all lamps in the scene use the 'Lamps in scene' control. Tap the 'Settings' icon to change the name of the scene and select colour and picture for the scene icon. Tap on the <Back text to return to 'Scenes' tab. If you want to create multiple scenes tap on 'Edit' in 'Scenes' tab and the '+' sign will appear. Now you can create a new scene by tapping the '+' sign. To copy a scene tap and hold on top of it.

**Q: What are animations?**

A: In the 'Scenes' tab it is also possible to create animations. Animations or dynamic scenes are special scene type that fade from scene to scene. They can be used like normal scenes and it is also possible to set animations to repeat.

Tap on an animation control to turn it on or off. You can also use timers to turn on animations.

**Q: How do I create an animation?**

A: Go to the 'Scenes' tab and tap on the 'Edit' on top right corner and then tap on the '+' sign. Tap on the 'Add an animation' option Next add animation steps. You can add scenes and wait times to animation.

Example:

- Add Scene Red, fade time 10 sec
- Add wait 1 min
- Add Scene Blue, fade time 10 sec

This animation setting will fade in to scene Red in 10 seconds and Red will be active for 1 minute. Then the scene Red will fade into scene Blue in 10 seconds. Under General settings you can set the animation to repeat. When you are done editing the animation tap on 'Done'.

**MORE TAB****Q: What can I find in 'More' tab?**

A: Under 'More' tab you can find Timer, Switches, Network setup, Nearby Devices, Change Network, App Settings and FAQ.

- Under Timer you can create timers to control your lamps
- In Switches screen you can change the settings for Xpress and other Casambi enabled switches.
- In 'Nearby devices' screen you can see all the casambi enabled lamps and HUE gateways that are found.
- Under 'Network setup' you can change the name and sharing settings of your network and add a gateway for the Casambi network.
- Under Change network you can find the 'Networks' screen. In this screen it is possible to select which network you want to view and also create new networks.
- In 'App settings' it is possible to change app theme and select if you want to enable both Casambi and HUE lamps. You can also hide question marks, send feedback to Casambi and reset the app to default settings.
- Under 'Help' you can find FAQ (frequently asked questions).

**Q: What are Timers?**

A: With timer function you can create a list of timers that will turn scenes or animations on and off based on time. You can create a wake up light or set the living room lights to automatically turn on in the evening.

**Q: How to create a Timer?**

A: Go to 'More' tab and select 'Timer'. Create a new timer by tapping the 'Add a timer'. Tap on the 'Controlled scenes' and select a scene or animation that this timer will control.

Tap on the 'Switches ON' button to set the time when the scene should turn on and tap on the 'Switches OFF' button to set the time when the scene should turn off. It is also possible to set a fade time for the timer so that the scene will come on and turn off smoothly.

When you are done editing the timer tap on 'Done'.

**Q: What are Switches?**

A: If you have Casambi enabled switch or push button it will appear under Switches. From this screen you can configure what the button or buttons on the switch control. Casambi Xpress also appears under Switches when paired to a Casambi network.

**Q: How to use Xpress?**

A: Press any button on the Xpress and Casambi app will automatically detect it. If you have an existing network Casambi will automatically suggest to add Xpress to that network. Tap on the 'Add to My Network' button. If there is no network then tap on the 'Take into use' button.

**Q: How to change settings for Xpress?**

A: Go to 'More' tab and tap on the 'Switches' to configure the preset buttons. Tap on the Xpress and the configuration page opens. You can assign a scene, a group, a lamp or all lamps to each of the buttons. You can also rename the Xpress to make identification more easy.

**Q: How can I change settings for my Casambi network?**

A: Go to More tab and tap on Network Setup. From Setup screen you can access Network Settings, Sharing settings, Gateway configuration or configure all lamps in the network. From this screen you can also see the used lamp storage.

**Q: What can I change in Network settings?**

A: In network settings you can change the name for your network, set the time zone and location. These are needed if you want to use sunset or sunrise as triggers for timers. You can also select if the nearby devices icon is visible in the app user interface.

**Q: What do the different network sharing modes mean?**

A: There are four different sharing modes: Not Shared, Administrator only, Password protected and Open.

- **Not shared:** The network is stored only locally in the device. It is not visible to any other devices.
- **Administrator only:** The network is not visible to other devices but it is possible to log in with administrator email and password. Go to the 'More' tab and choose 'Change network' or if you are in the 'Main' screen tap on 'My Networks'. In the 'Networks' screen tap the 'Login to network' button and then provide the email address and password for the administrator only network.
- **Password protected:** The network is visible to other devices but other users need a password to access it. The name of the network will appear with a key icon in the

'Networks' screen. The 'Networks' screen can be found in 'More' tab by selecting 'Change network' or if you are in the 'Main' screen tap on 'My Networks'. Tap the network name the app will ask for a visitor or an administrator password. With a visitor password it is possible to control the lamps in the network but it is not possible to change any of the settings. With administrator password it is also possible to change all the settings.

- **Open:** An open network is visible to all other devices. No password is needed to adjust the lamps in the network. The administrator password is needed to change any of the configurations

### **Q: What is the gateway feature?**

A: A network can have a (single) iOS or Android device working as a gateway. Other devices that have access privileges to the same network can connect via the cloud service to the network when not on the physical location of the network.

### **Q: How to enable a gateway for a network?**

A: To be able to use gateway feature the network needs to be shared first. Go to More tab, Network Setup and select Sharing settings. Then select, administrator only, password protected or open mode. To enable gateway go to More, Network Setup and select Gateway. Tap on the gateway button to enable gateway on the device.

The device working as a gateway needs to have a WiFi or a mobile data connection as well as a Bluetooth connection enabled. The second device can now get a connection to the gateway device via the cloud as long as it has a WiFi connection or a mobile data connection.

Notice!

Casambi gateway feature relies on third party devices and connections. Because of this a continuous flawless operation cannot be guaranteed.

After enabling gateway please make sure that:

- Casambi app is always open in the gateway device, at least in the background.
- Gateway device has a reliable internet connection at all times.
- Gateway device has a reliable Bluetooth connection to at least one Casambi unit in the network.
- Disable all automatic updates from gateway device.
- Gateway device is always plugged in to a power source.
- Disable all power save options from the device that might cause the Bluetooth or internet connection to shut down.

### **Q: Where can I find the latest firmware version?**

A: Go to More and select Nearby Devices. From the bottom of the screen you can see the latest firmware version. By tapping on the row you can see the release notes.

### **Q: How to delete a network in Casambi app?**

A: To delete a network go to 'Networks' screen found under the 'More' tab by selecting 'Change Network'.

If you are using Casambi app for iOS then swipe the network name, that you want to delete, to the left and then you can see the delete option. If you are using Casambi app for Android then hold on top of the network name that you want to delete and the delete button will appear.

Note that if you have modification rights to the network the network will be also deleted from our cloud server and it cannot be used any more with any other devices. If you don't want to totally delete the network you need to logout first. Go to 'More' tab and select 'Network Setup'. Then select 'Sharing settings' and tap the 'Logout' button. After logout it is possible to delete the network from the mobile device without deleting it from our cloud server.

**Q: Can other people i.e. neighbours use my lamps with their mobile devices?**

A: This depends on the sharing level of your network. If you have set the sharing to 'Open', then all other mobile devices within the range can control your lamps. If you have any other sharing option selected for your network other mobile devices need at least a password to control your lamps. See the question below about different sharing modes for detailed information. When creating a new network the default setting is 'Not Shared'

**Q: How do I reset the app to factory default settings?**

A: If you want to reset the app and clear all saved data go to 'App settings' screen found under the 'More' tab or tap the settings icon at left bottom of 'Main' screen. In the 'App settings' screen tap on 'Reset application' option and answer OK to the prompt to clear all data and settings. This will also remove all the saved network information in you device.

**Q: How do I update the firmware of my lamp?**

A: If there is a new firmware available for your lamp Casambi app will inform about it with a pop-up screen. You can also check if there are updates available in Nearby Devices screen. Nearby Devices screen can be accessed from More tab. In Nearby Devices screen tap the 'Check for updates' button. If there are updates available you can see an arrow in the corner of the lamp icon. Tap on the lamp you want to update and select 'Update firmware'. Tap on the 'Start Update' text. Once the update is done there will be 'Update succeeded' text in the screen.

In case your question is not covered above, please be so kind to contact [support@casambi.com](mailto:support@casambi.com)