Tuya Smart

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Tuya Smart App V3.8.0
App User Manual

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NO.1 Download App

Search and download “Tuya Smart” in major application markets or scan the QR code below to download the App.

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NO.2 Registration/Login/Password Retrieval

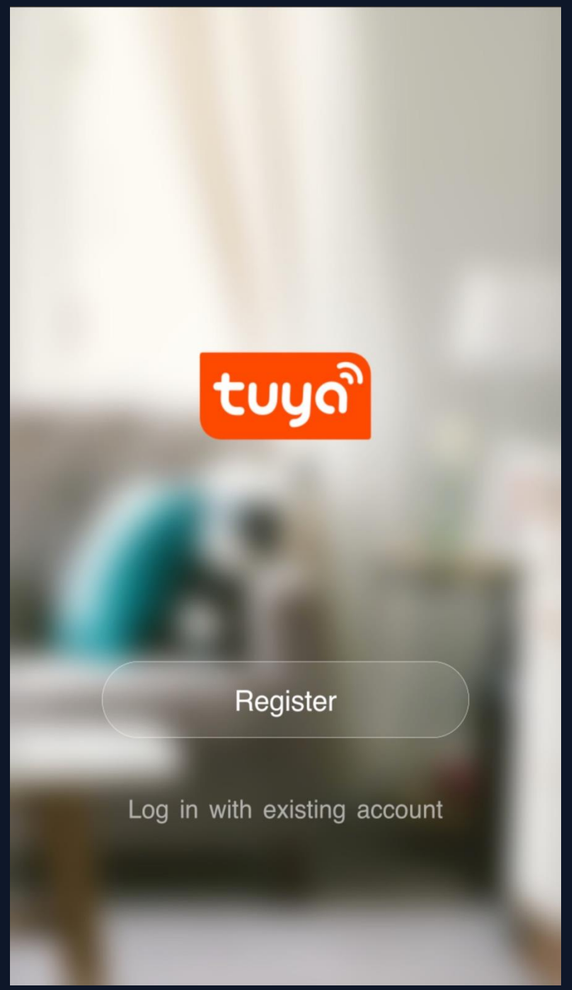


Fig. 1

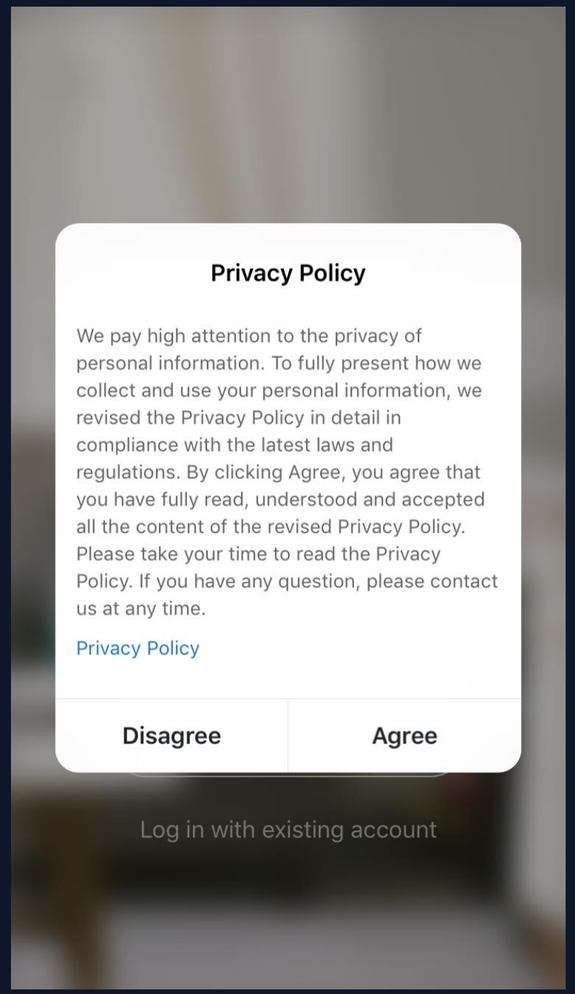


Fig. 2

Registration

If you do not have an app account, you may choose to register or log in by authentication code. The registration process is described on this page and the next.

1. Click “Register” to go to the Smart Life privacy policy page. Click “Agree” to proceed to the registration page.

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NO.2 Registration/Login/Password Retrieval

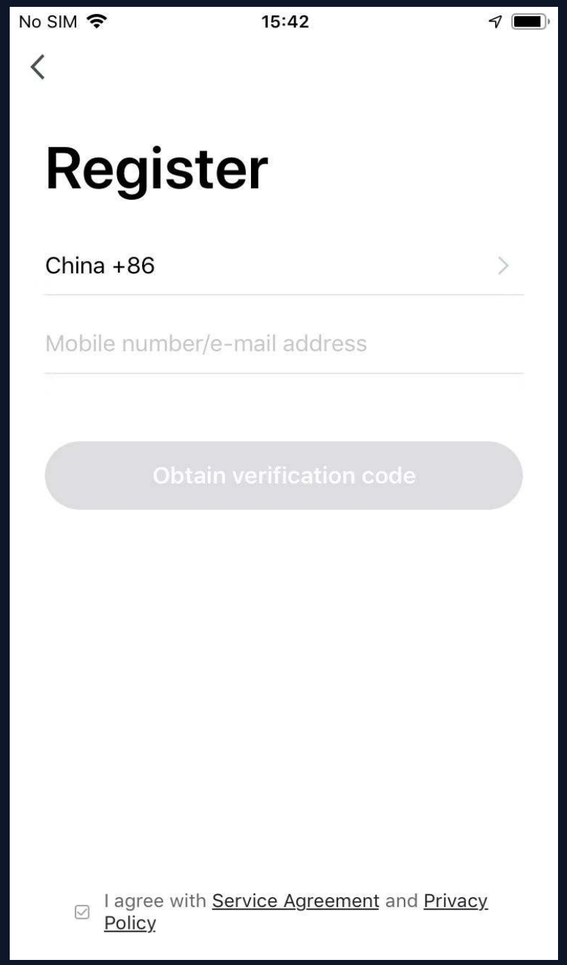


Fig. 1

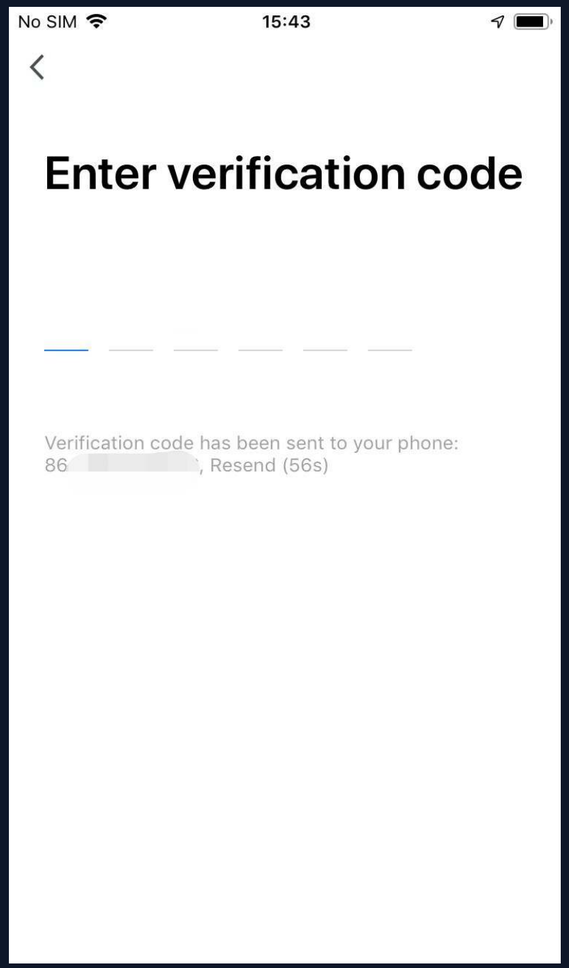


Fig. 2

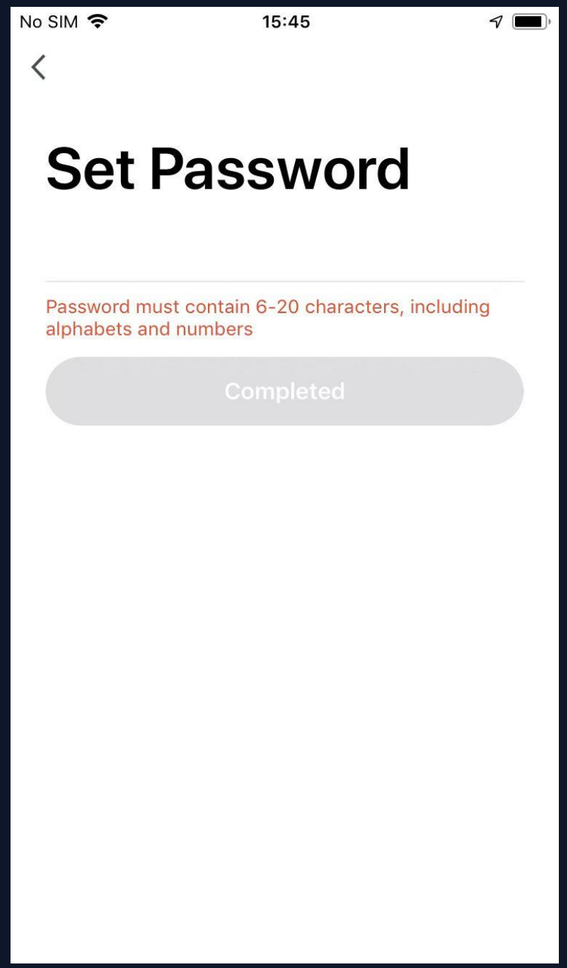


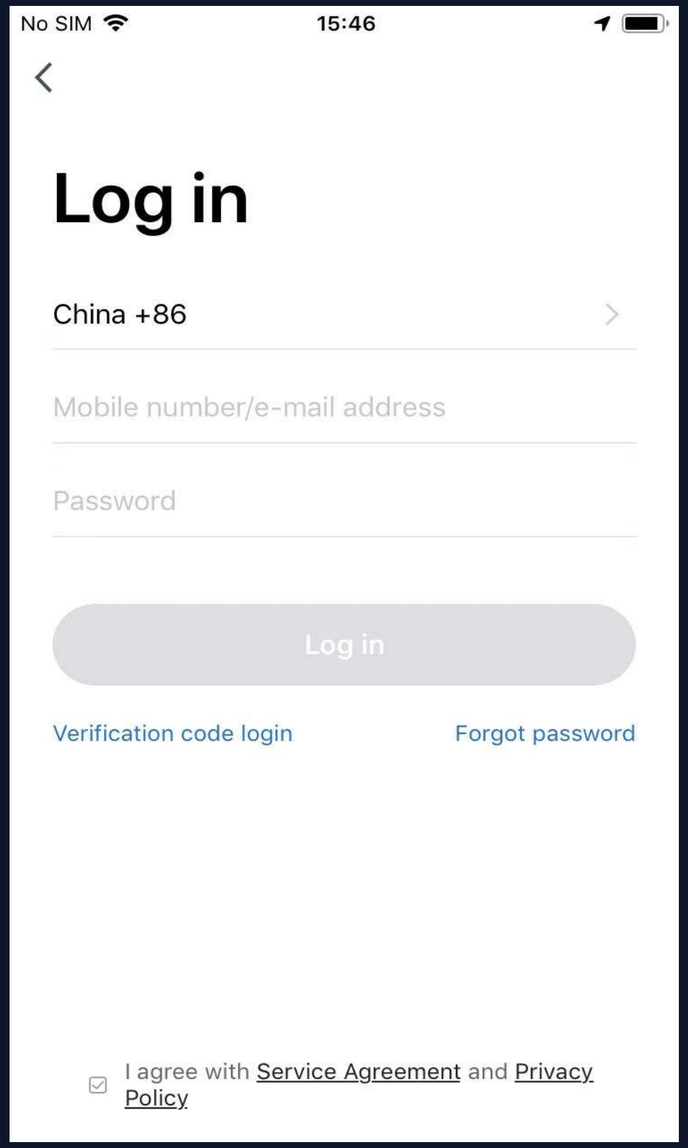
Fig. 3

2. The system will identify automatically the country/region you are in, or you may choose to select manually a country/region. Enter your mobile phone number or email and click "Get authentication code", as shown in Fig. 1.

3. Enter the authentication code you received. Then enter the password and click “Completed" to complete registration.

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NO.2 Registration/Login/Password Retrieval



Account ID + Password Login

If you already have an app account, click "Log in with existing account" to proceed to the login page

1. The system will identify automatically the country/region you are in, or you may also choose to select manually a country/region
2. Enter the mobile phone number or email you have registered and enter the password in to log in

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NO.2 Registration/Login/Password Retrieval

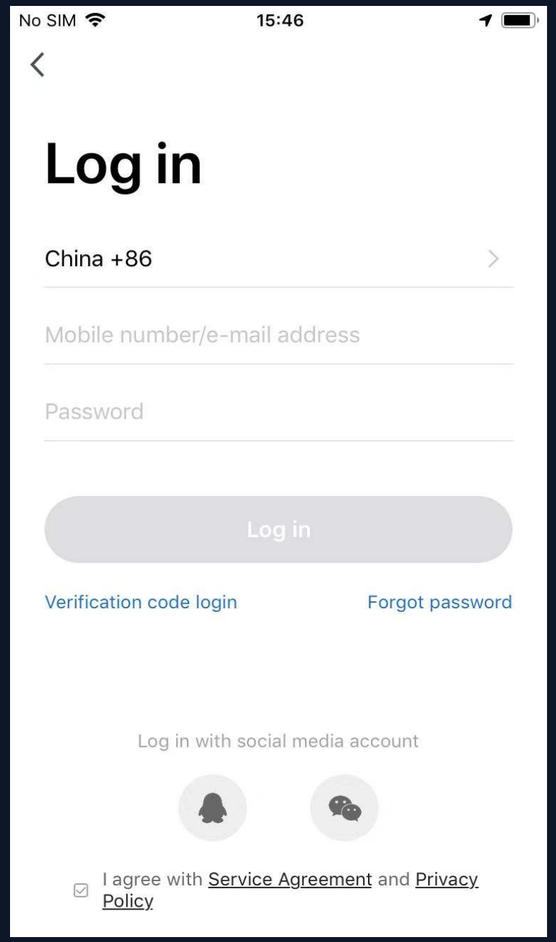


Fig. 1

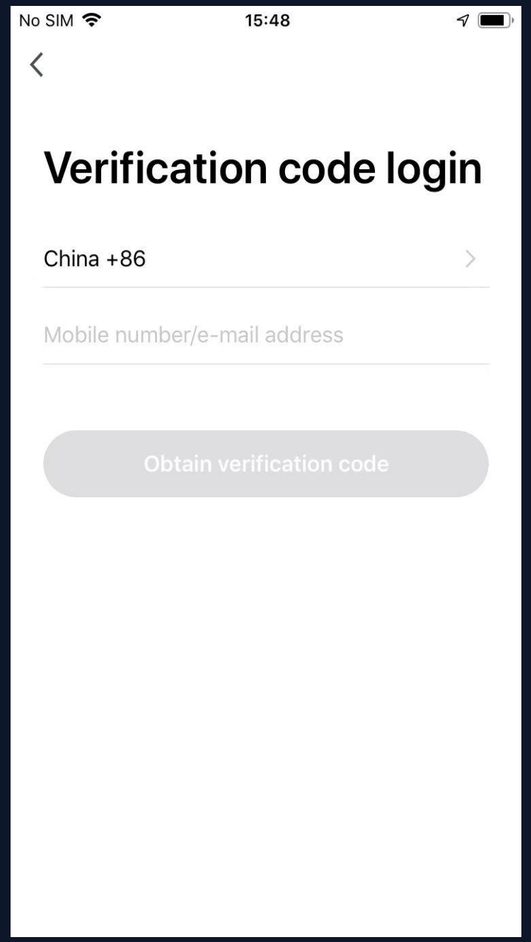


Fig. 2

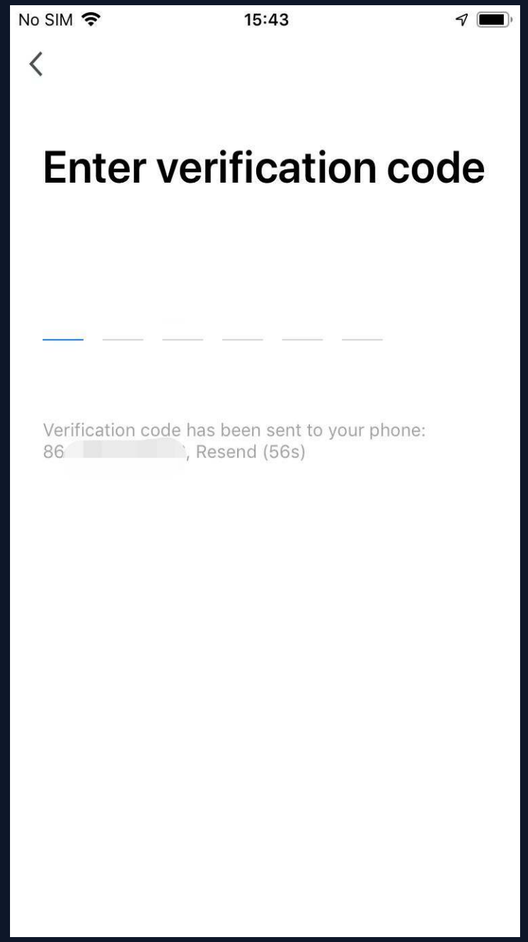


Fig. 3

Verification Code Login

1. Click " Verification code login" in Fig. 1 to go to the next page.
2. The system will identify automatically the country/region you are in, or you may also choose to select manually a country/region
3. Enter your mobile phone number or email and click " Obtain authentication code ", as shown in Fig. 2
4. Enter the authentication code in the text message or email to log in, as shown in Fig. 3

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NO.2 Registration/Login/Password Retrieval

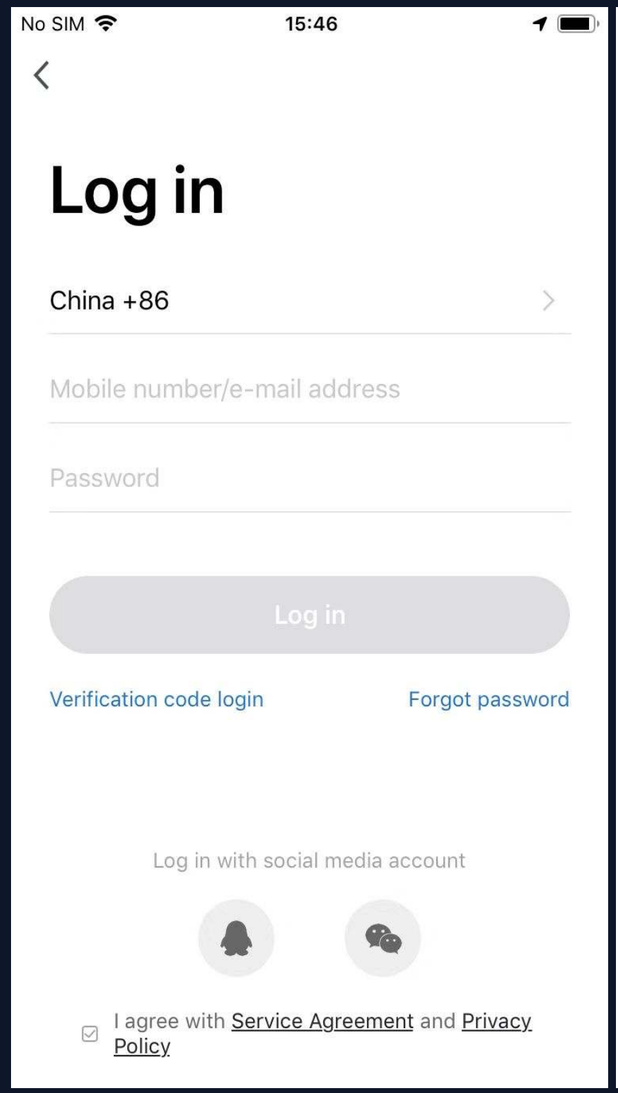


Fig. 1

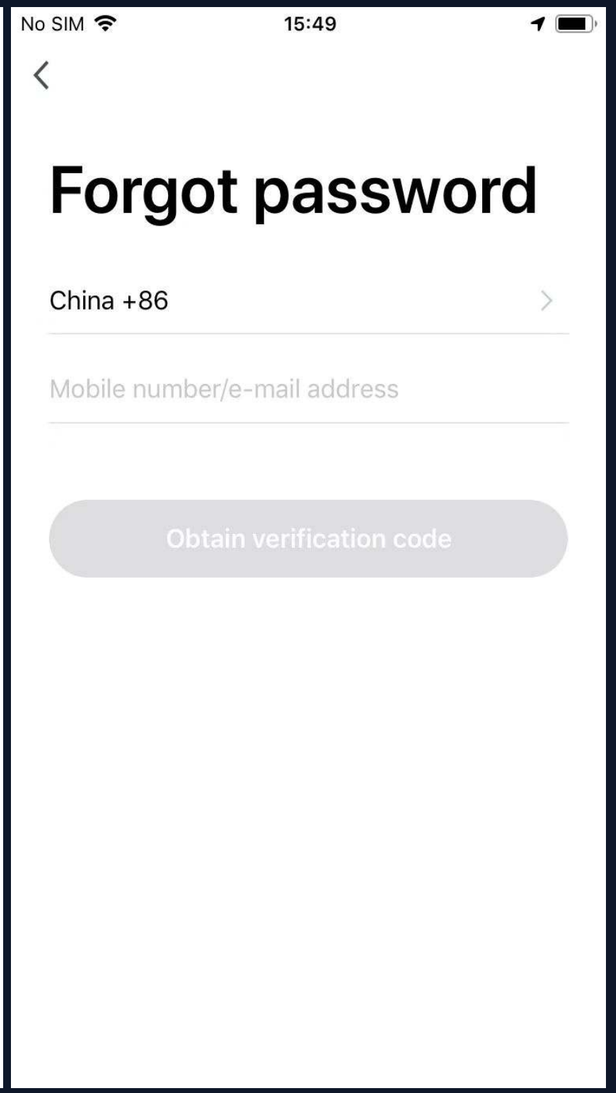


Fig. 2

Forgot password

If you forgot your app password, you can reset your password by following the Password Retrieval procedure

1. Click "Forgot password", as shown in Fig. 1
2. The system will identify automatically the country/region you are in, or you may choose to select manually a country/region. Enter the mobile phone number or email you used to register and click " Obtain authentication code ", as shown in Fig. 2

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NO.2 Registration/Login/Password Retrieval

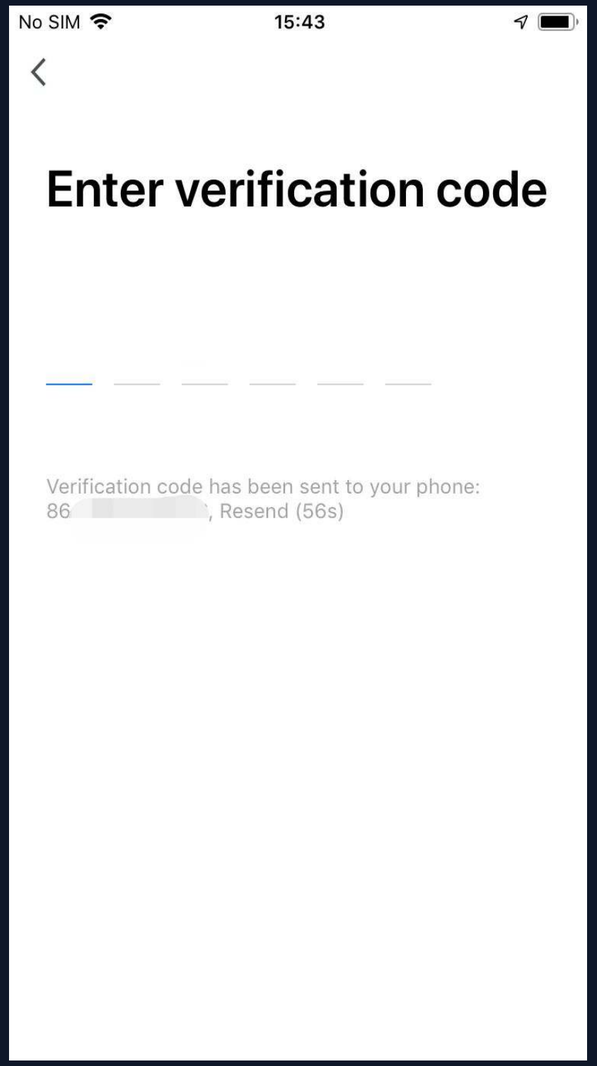


Fig. 3

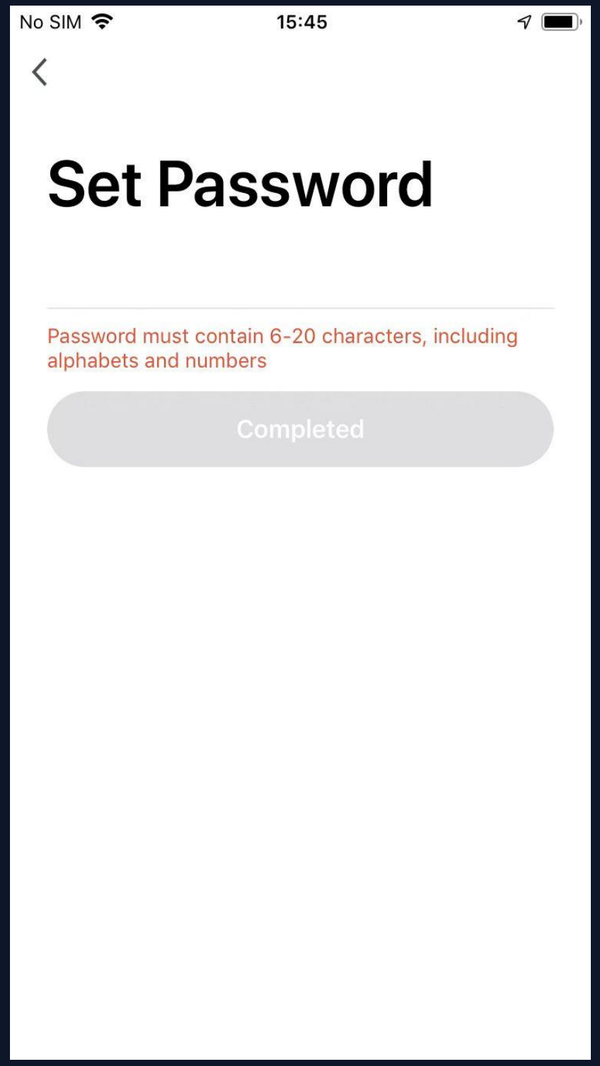


Fig. 4

3. Enter the authentication code sent to your mobile phone number or email, as shown in Fig. 3
4. Enter the new password and click “Completed" to log in, as shown in Fig. 4

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NO.3.1 Family/Member Management

1. When logged in, click “Create family" to go to the "Add family" page, as shown in Fig. 1
2. “Family Name" can be entered manually, as necessary. Click “Set location" to go to the map. Move the icon manually to change the address. Click “OK" to confirm the address, as shown in Fig. 2.
3. Click "Add Room" to add a room, as shown in Fig. 3. Click “Done" at the top right corner to complete room settings. Room settings can be changed anytime by clicking on “... “ as shown in Fig. 4

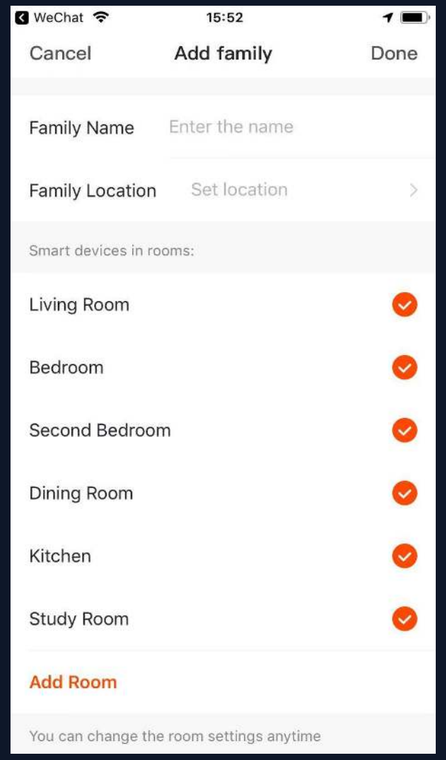


Fig. 1

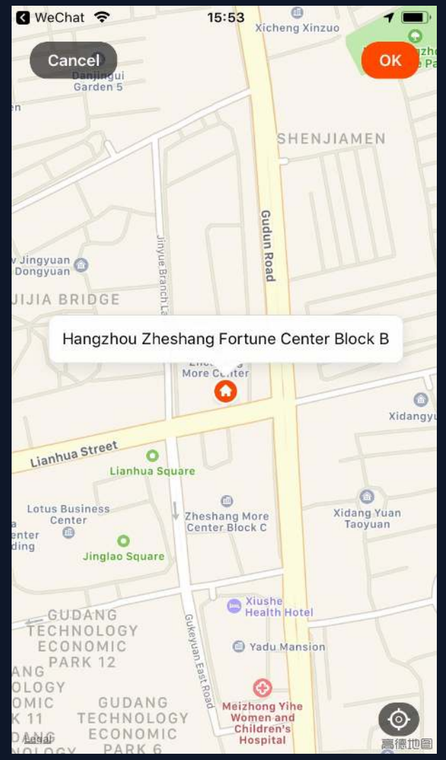


Fig. 2

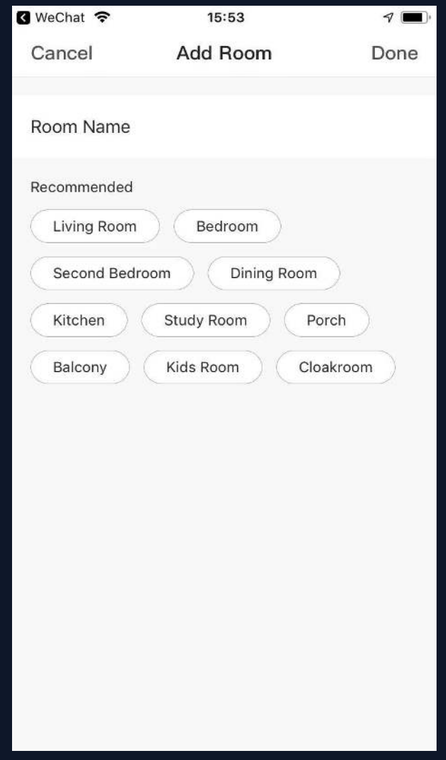


Fig. 3

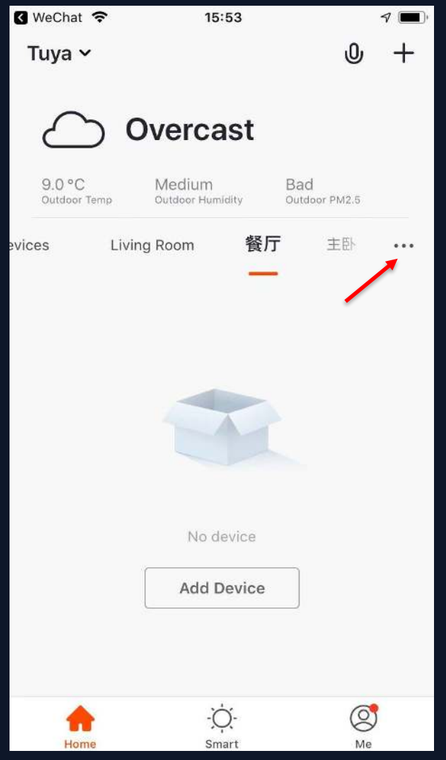


Fig. 4

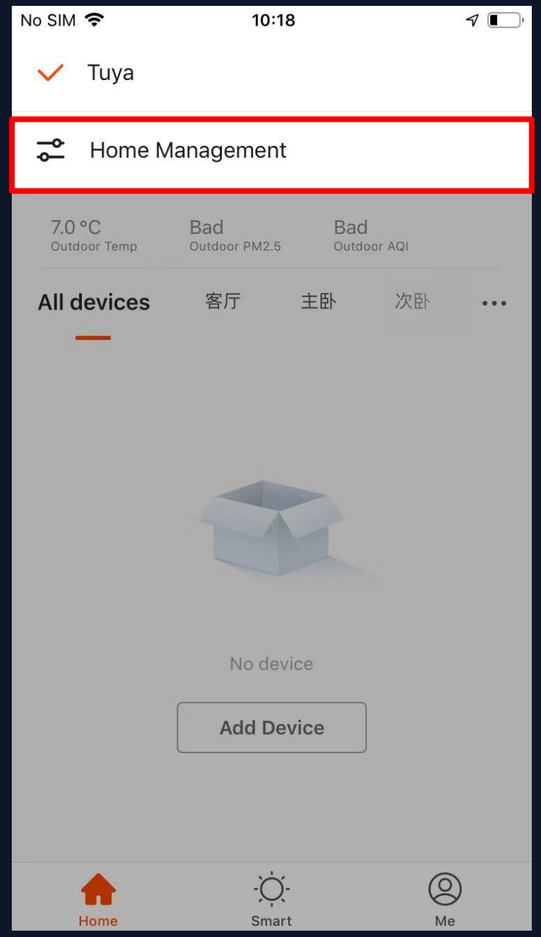
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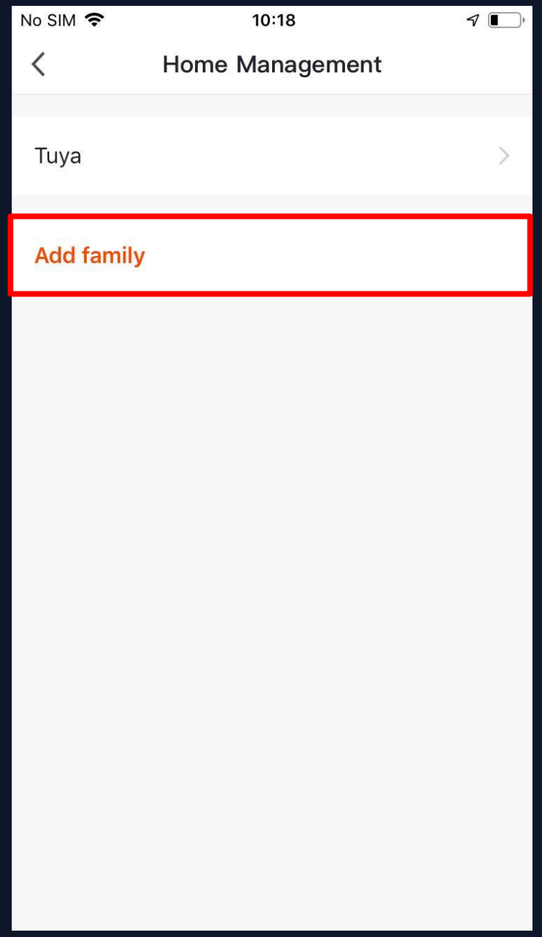
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NO.3.1 Family/Member Management

Click the pull-down arrow at the top left corner to add a family and manage families.
One account can manage multiple families at the same time. The user can operate a device in a family by selecting your family.



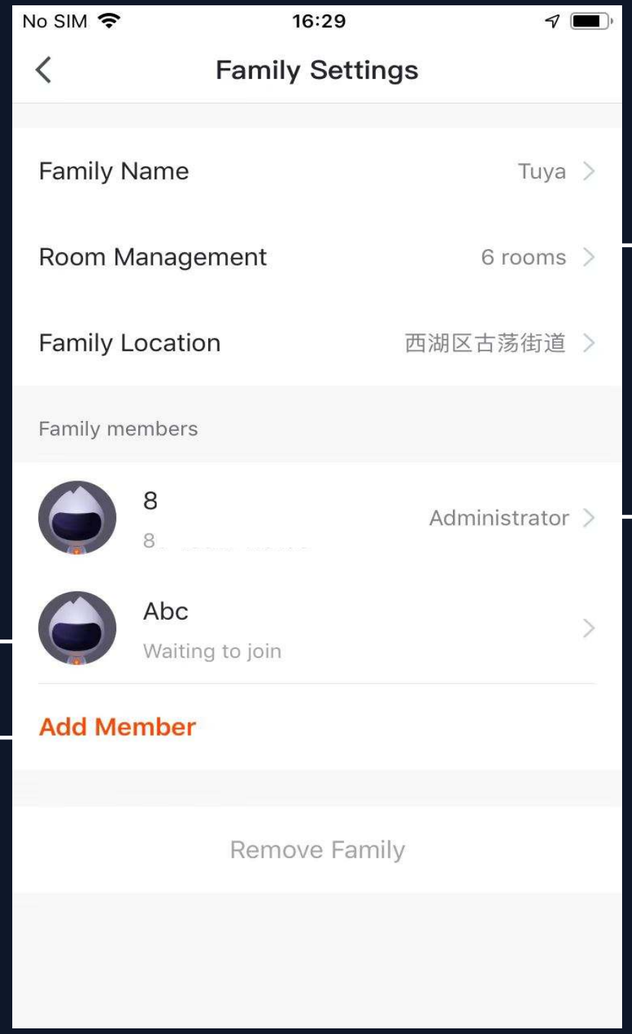




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NO.3.1 Family/Member Management

Click “Tuya” to go to the Family Settings page, as shown in the figure



Add/Delete rooms in a family and manage all room settings in a family in one place

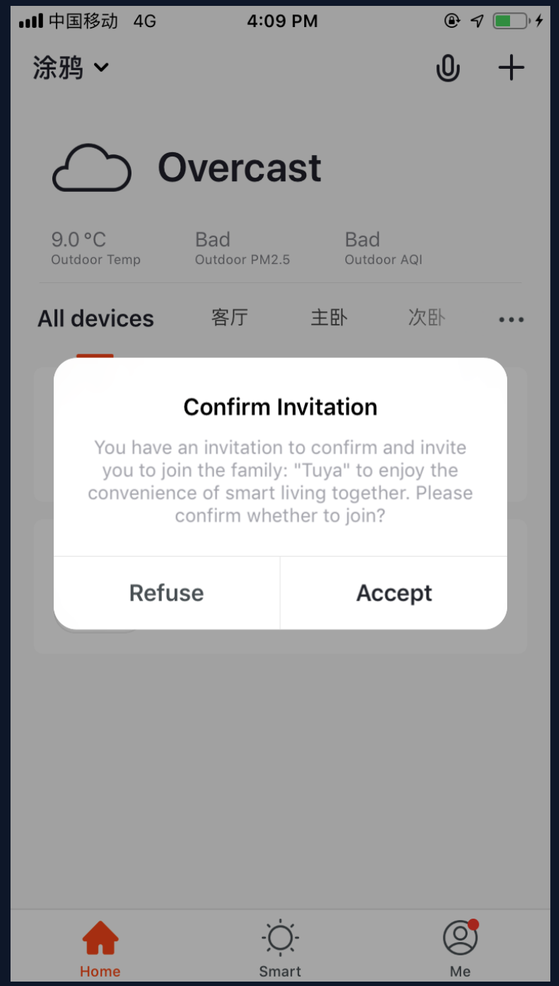
Administrators have the highest level of access, which allows them to manage access to devices or access granted to other family members

After the invitation is sent, “Waiting to join" will be displayed before confirmation.

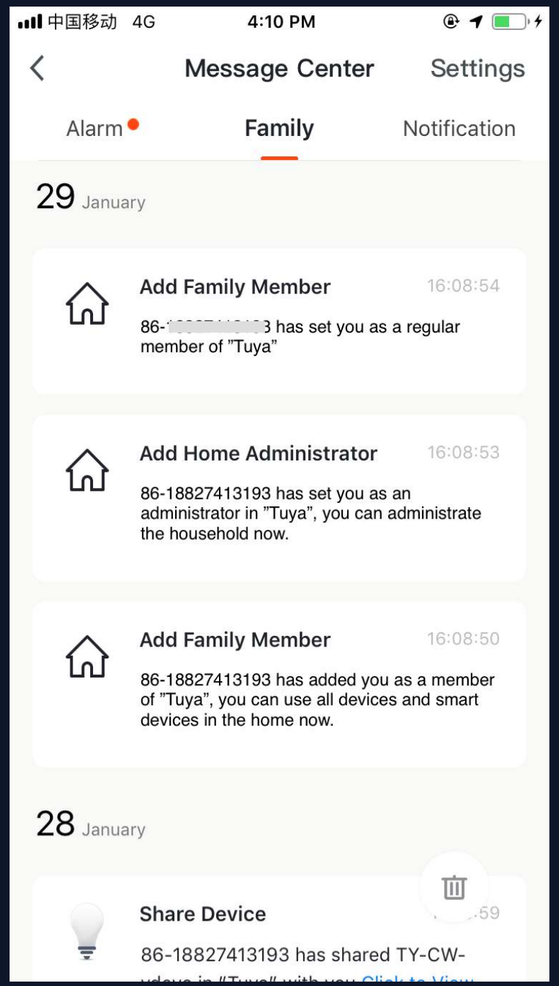
Administrators can click here to invite other family members to join the family

NO.3.1 Family/Member Management

The added member will receive a pop-up reminder in the App, and you can choose to accept or refuse it.



In the meantime, you will receive the reminder in message center.



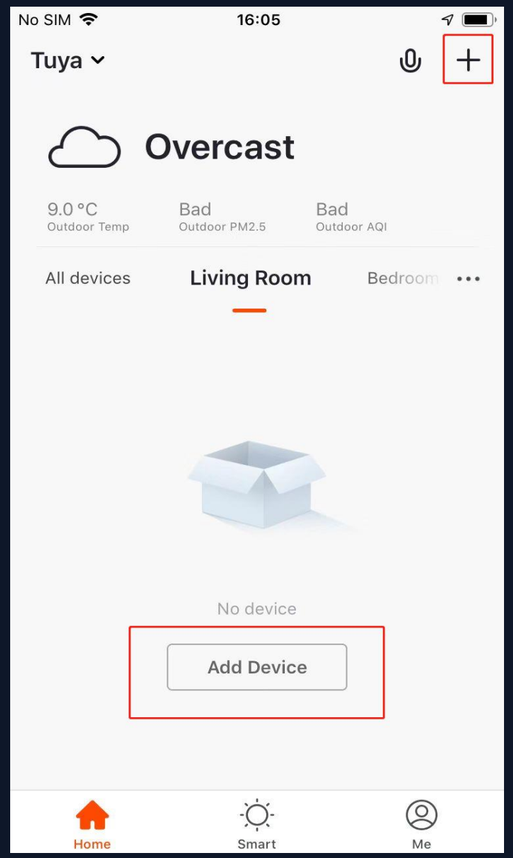
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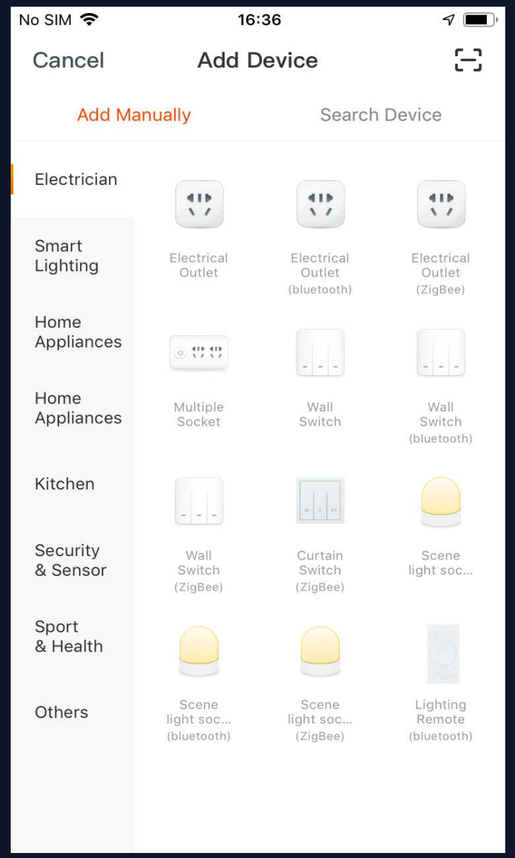
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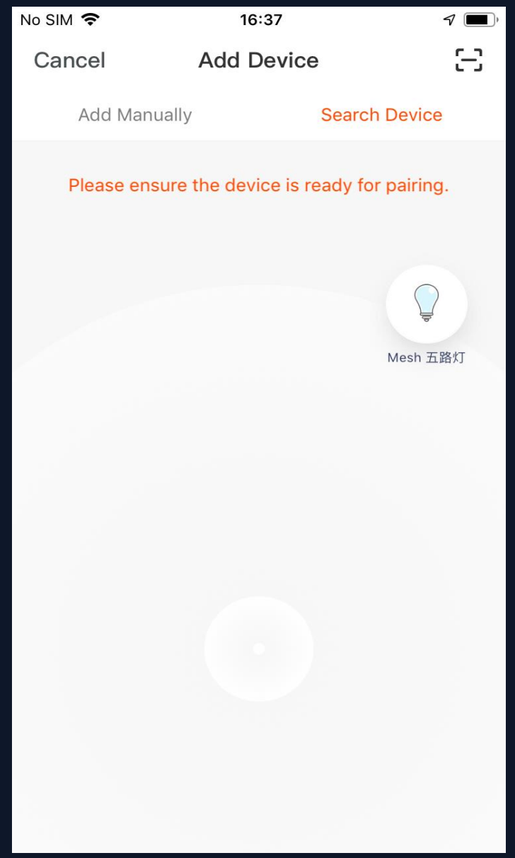
NO.3.2 Add Devices

Click “Add Device" or "+" at the top right corner of the App homepage to enter the “Add Device" page.

There are two ways to add device： Add Manually and Search Device.

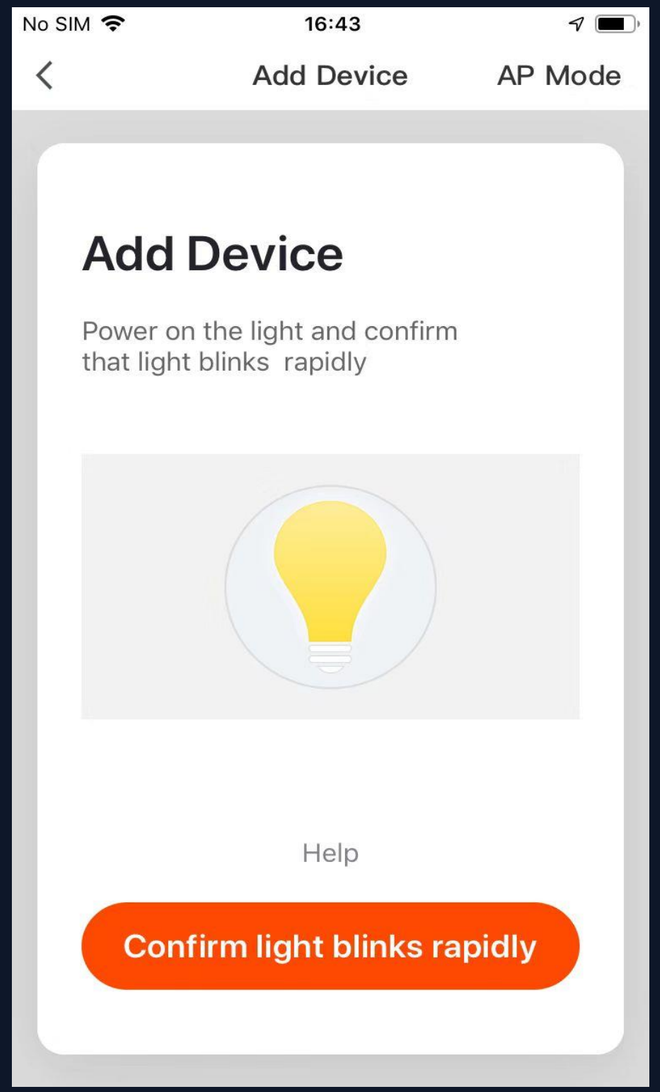






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NO.3.2.1 Add Manually -wifi device - default mode



1. The app supports two configurations: Default mode and AP mode. Click “AP Mode" at the top right corner of the "Default mode” page to switch between modes

2. To select "Default mode", please make sure the indicator light on the smart device is flashing rapidly (blinking twice per second) and then click the button to proceed to the next step

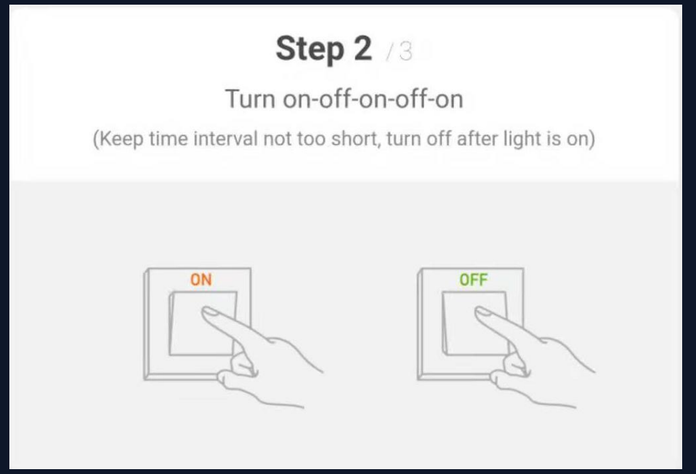
3. If the indicator light is not flashing rapidly, click “Help" to view the instructions

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NO.3.2.1 Add Manually -wifi device - default mode

Notes: How to set indicator light to rapid flashing:

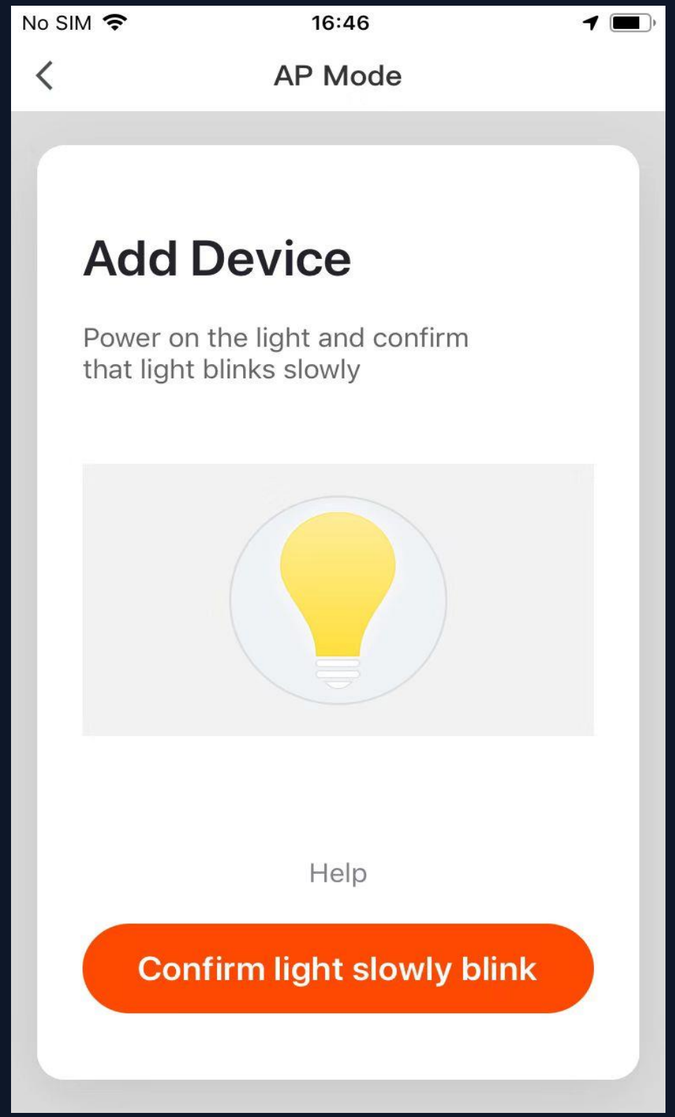






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NO.3.2.1 Add Manually -wifi device - AP Mode



1. To select “AP Mode", please make sure the indicator light on the smart device is flashing slowly (blinking once every three seconds) and then click the button to proceed to the next step.

2. If the indicator light is not flashing slowly, click "Help" to view the instructions.

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NO.3.2.1 Add Manually -wifi device - AP mode

Notes: How to set indicator light to slow flashing:

Step 1 / 4

Power on device.
Power off after 10s and then power on



Step 2 / 4

Turn on-off-on-off-on
(Keep time interval not too short, turn off after light is on)



Step 3 / 3

Confirm light bulb is now rapidly flashing



Step 4 / 4

Operate again: Turn on-off-on-off-on
until light is slowly flashing



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NO.3.2.1 Add Manually -wifi device - Enter wifi password

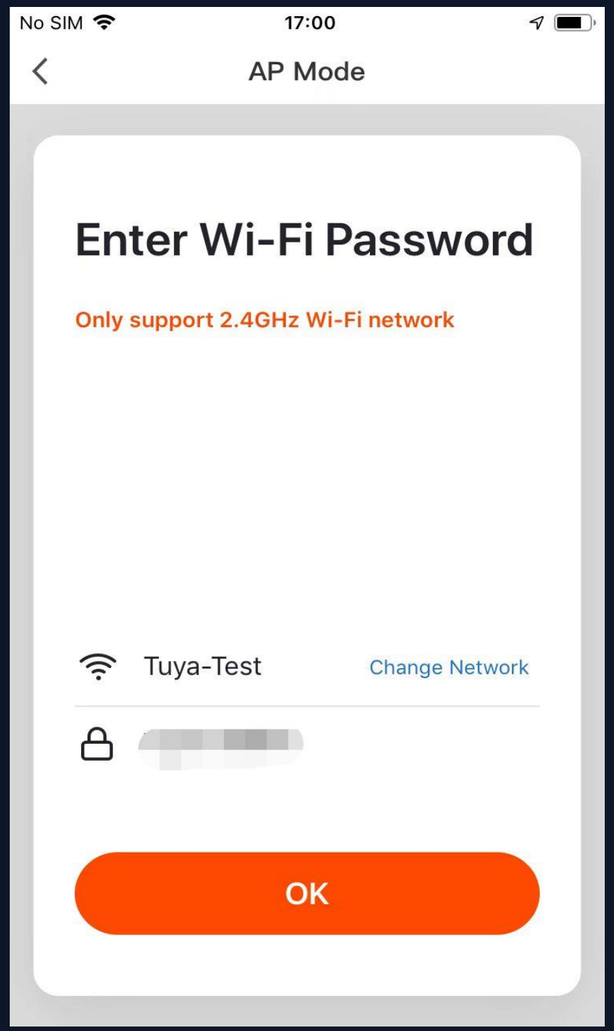


Fig. 1

In a selected mode, clicking confirm button on the page when the indicator light flashes rapidly/slowly will bring up the page shown in Fig. 1.

Select the Wi-Fi in the work area of a device that can enable successful Internet connection, enter the Wi-Fi password, and click "OK" to proceed to configuration.

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NO.3.2 Add Manually– wifi device-Configuration

If default mode is selected, app configuration will be completed as shown in Fig. 1. Successful configuration will appear as shown in Fig. 2. Names of devices that have been configured successfully can be changed, and the locations of the rooms where the corresponding devices are can be selected.

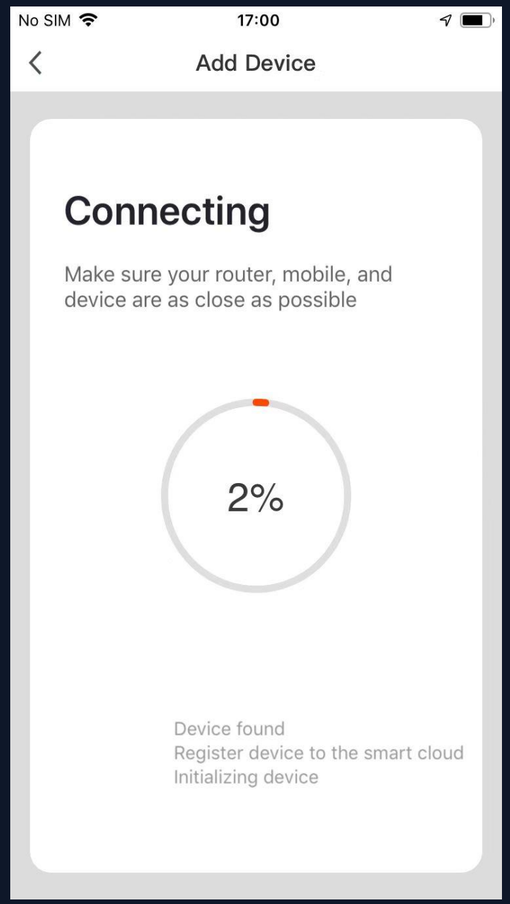


Fig. 1

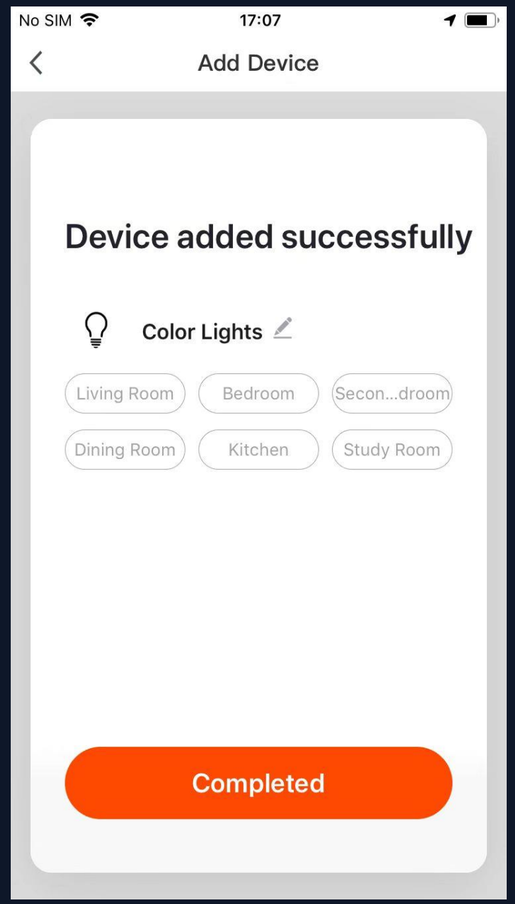
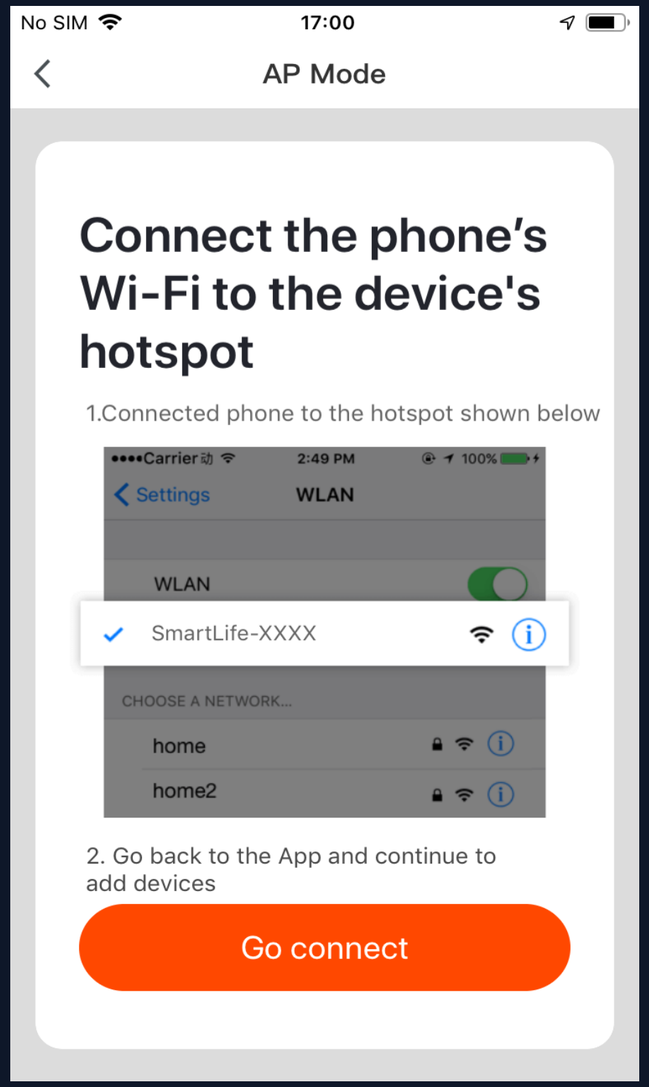


Fig. 2

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NO.3.2.1 Add Manually -wifi device - Configuration



When in AP (slow flashing) Mode, you can select hotspot configuration, and connection must be made with the Wi-Fi hotspot whose name begins with "SmartLife", as shown in the figure

Note: Some hotspot names may be user-defined

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NO.3.2.1 Add Manually -wifi device - Configuration

Connect to the specified hotspot and then return to the configuration menu to proceed with configuration. The process in the app will be completed, as shown in Fig. 1. Successful configuration will appear as shown in Fig. 2

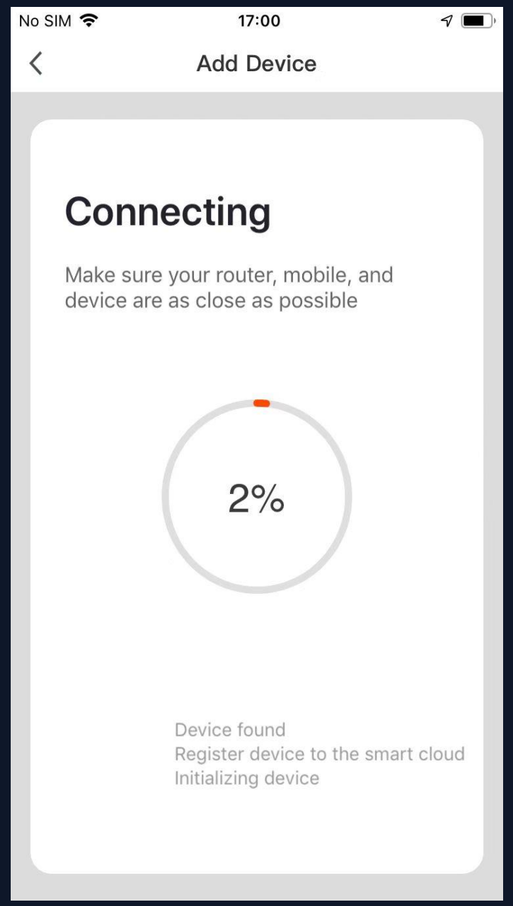


Fig. 1

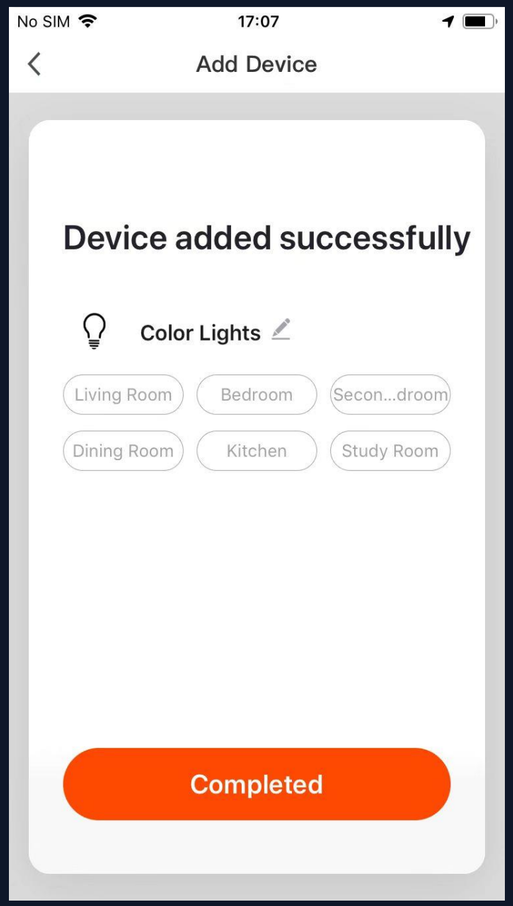
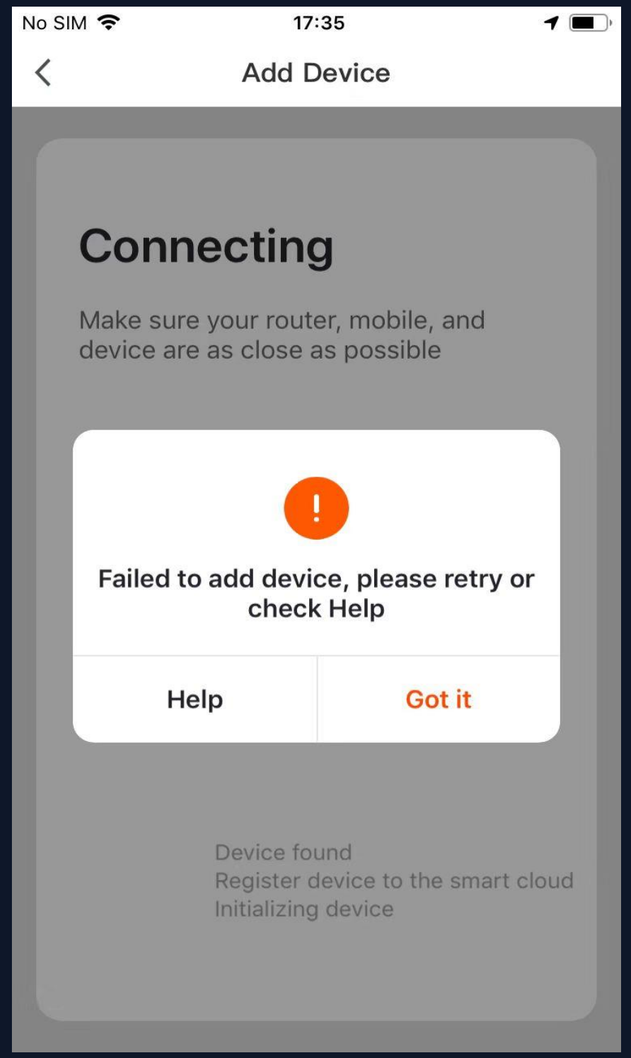


Fig. 2

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NO.3.2 Add Manually– wifi device-Failure



If configuration fails, it will appear as shown in the figure. You can choose to click “Got it” to add again or go to “Help” for troubleshooting assistance.

NO.3.2.2 Add Manually --ZigBee Device

When adding zigbee devices, gateway should be added first

1. Plug in a gateway and use a networking cable to connect to the router.
2. Make mobile phone and gateways under the same network environment.
3. Click the button of “Add Device” on the home page, as shown in figure 1. Click the “Gateway（ZigBee）” under the category of “Others”. Confirm that the indicator for distribution turns green and click "Bind" to enter the adding process, as shown in figure 5

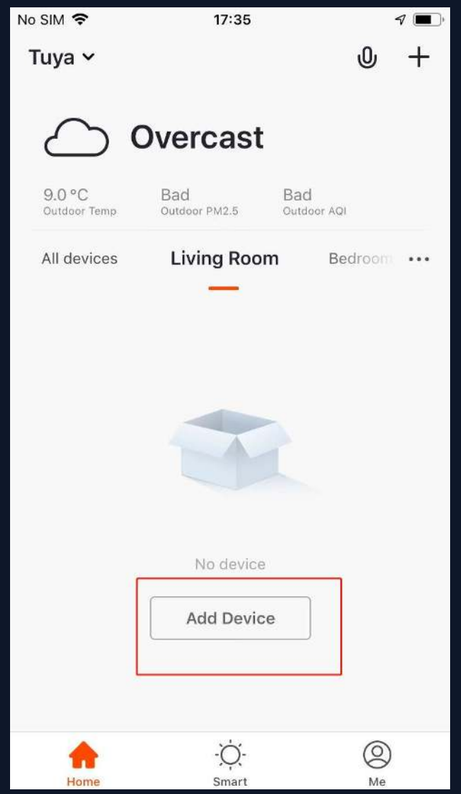


Fig. 1

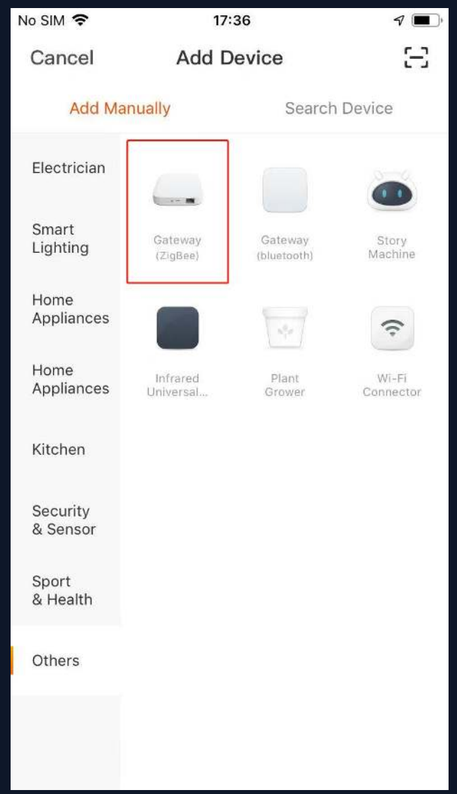


Fig. 2

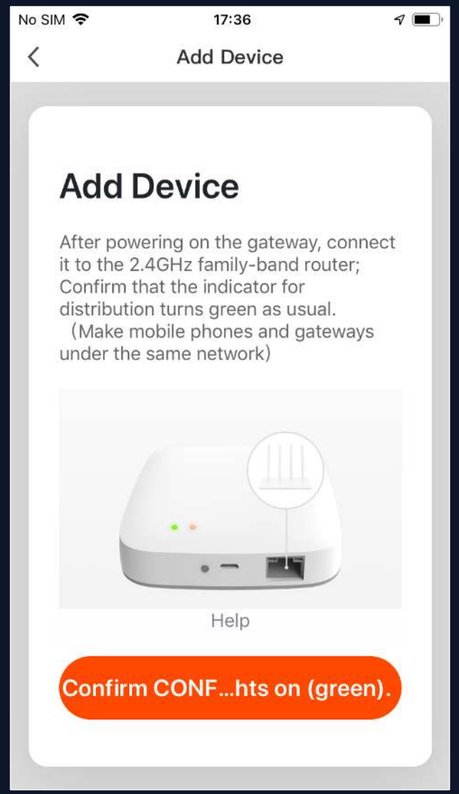


Fig. 3

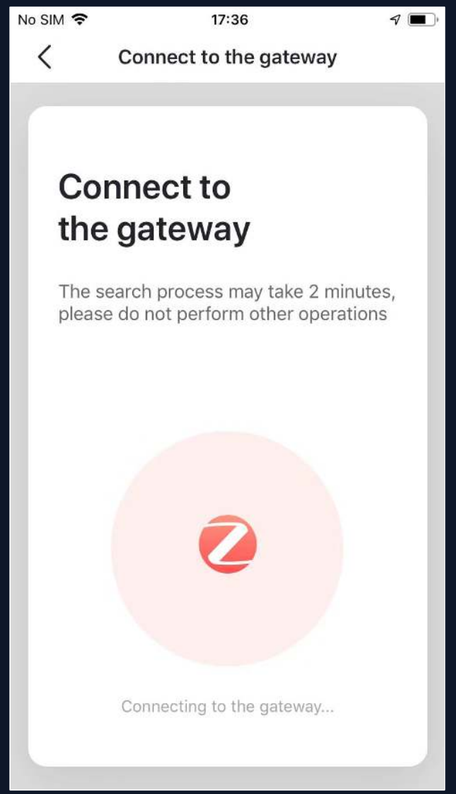


Fig. 4

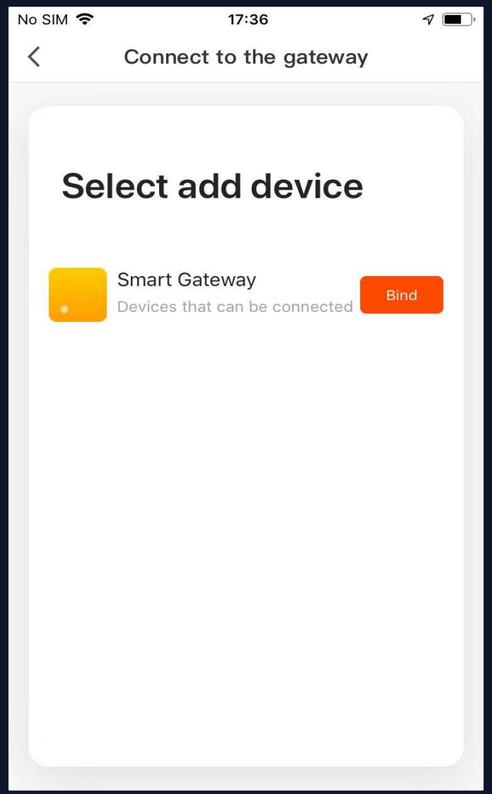
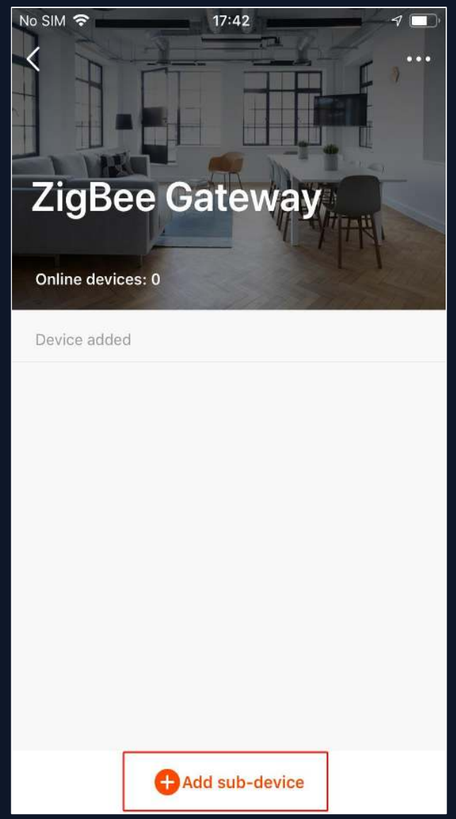
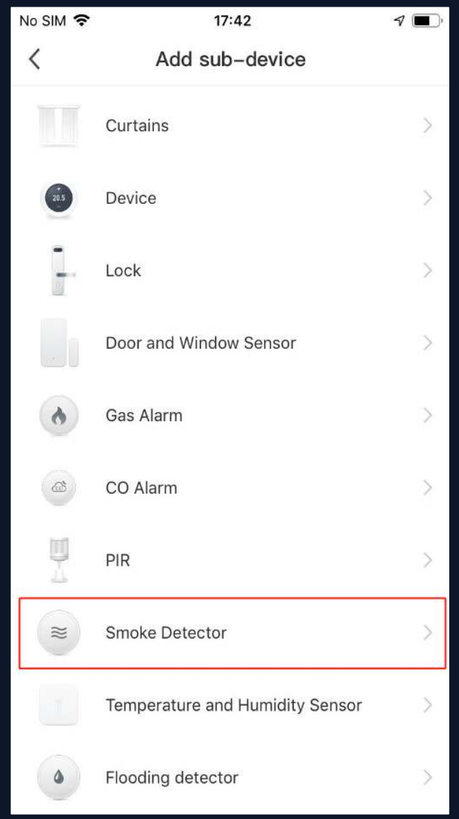


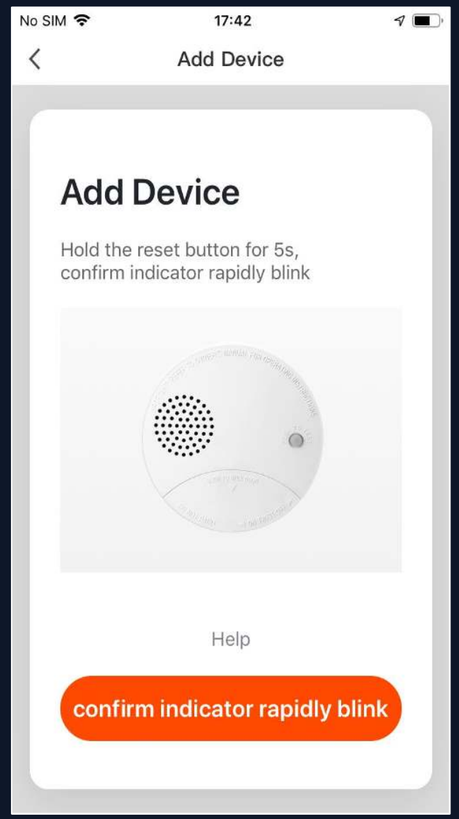
Fig. 5

NO.3.2.2 Add Manually --ZigBee Device

After a gateway has been added successfully, go to the gateway page, click "Add sub-device" and select the matching device to add other devices under the same gateway, in the same way as in 3.2.

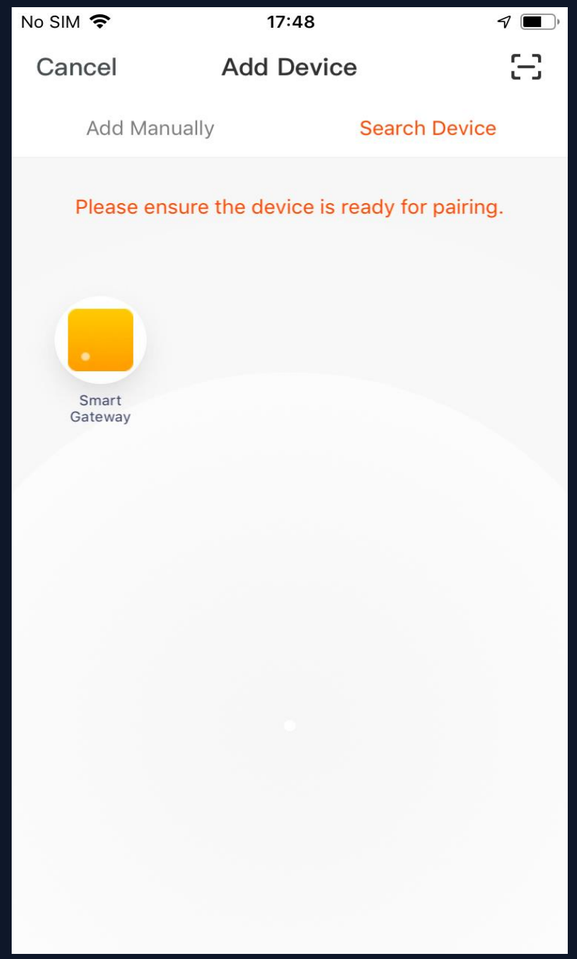






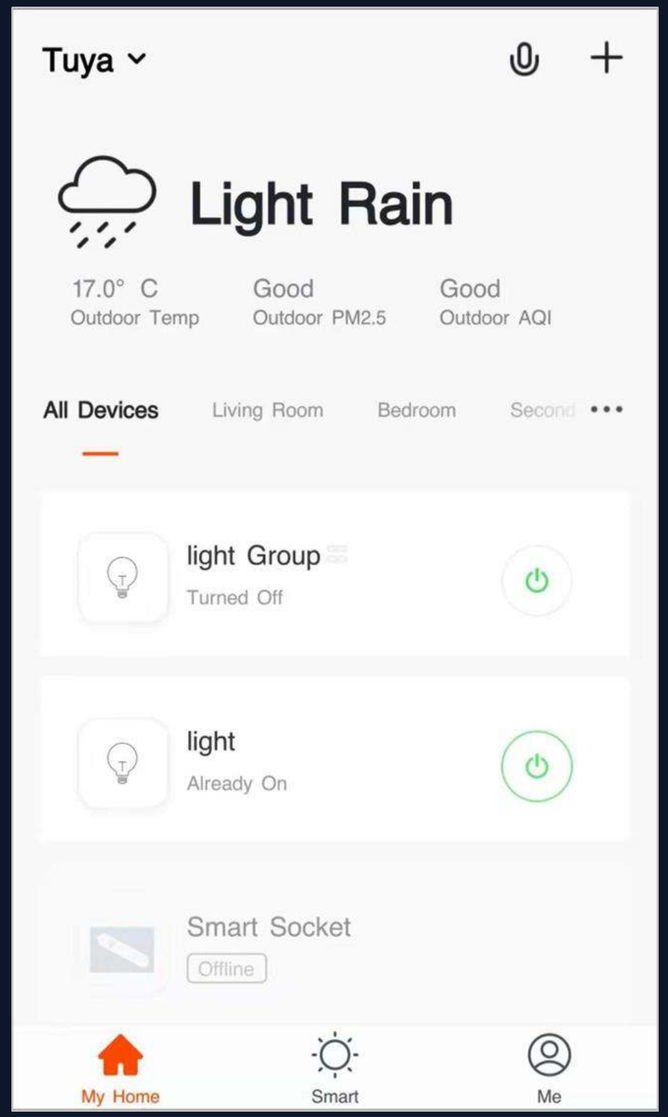
NO.3.2.3 Search Device

Search devices: multiple search modes are triggered at the same time, including searching wifi devices found in the network free of distribution, bluetooth gateway, bluetooth devices, zigbee gateway and zigbee devices under the existing gateway.



Tuya Smart

NO.4 Control Devices - Individual Control



When devices have been configured successfully, the smart devices will appear on the home page. Click to open the control panel for smart devices.

Note:

1. When devices are online, some will support use of hotkeys. Click “Common Functions" to use them
2. When devices are offline, they will appear as "Offline" and will not be available for use

Tuya Smart

NO.4.1 Control Devices - Individual Control

Open the control panel for devices. For example, Fig. 1 shows the light is off, and only the timer can be accessed in the off mode. Fig. 2 shows the light is on, and scene, color, brightness, and schedule can be configured in the on mode. Click "..." at the top right corner of the control panel to manage individual devices.



Fig. 1

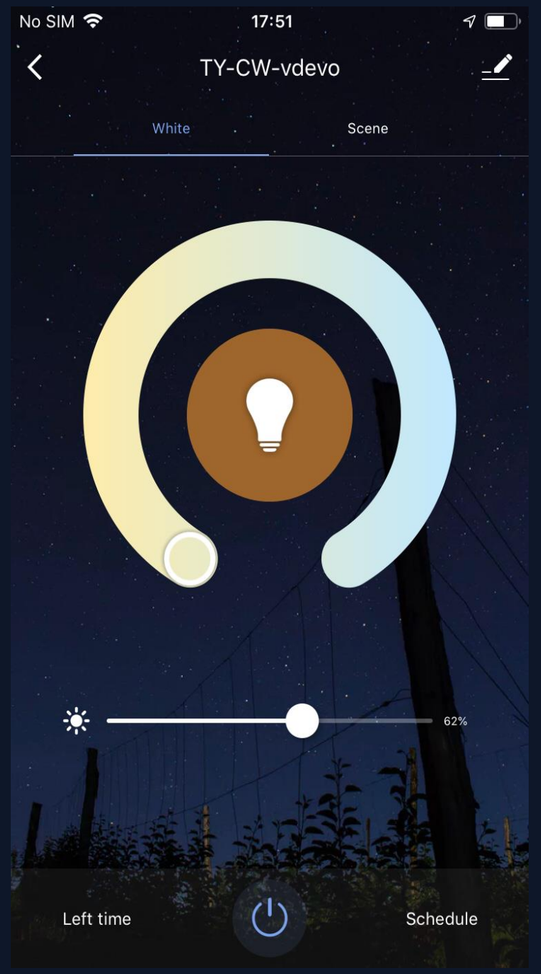
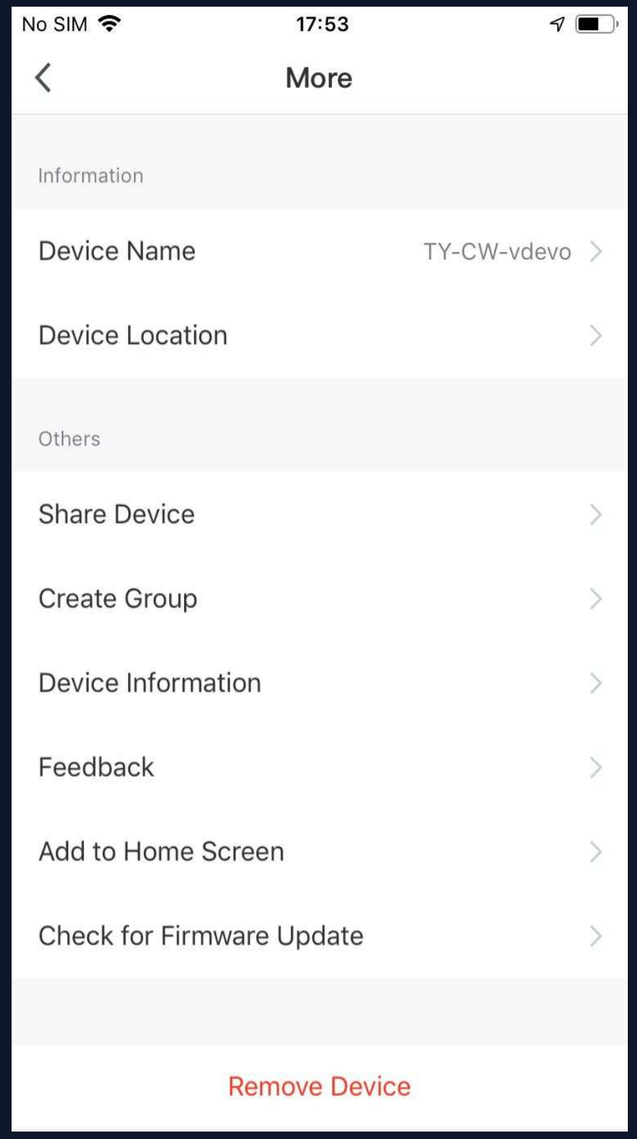


Fig. 2

Tuya Smart

NO.4.1 Control Devices - Individual Control



The device modification menu is shown in the figure:

1. Device Name: You can change the name and location of a device.
2. Device Location： You can choose where the device is located, such as the living room or bedroom.
3. Share Device: You can share any individual device with others by entering their mobile phone numbers. (Note: Their mobile phone numbers must be registered with Tuya app accounts.)
4. Create Group: Click and the page will automatically show all devices that have been added and have the same model number. A group cannot be created for devices with different model numbers.
5. Device Information: Check here for: device ID, Wi-Fi signal strength, IP address, Mac address, and device time zone.
6. Feedback: You can submit feedback here on problems encountered during usage.
7. Add to Home Screen: You can add devices to your phone's desktop for easier control of your device.
8. Check for Firmware Update: You can check here for firmware updates.
9. Remove Device: Delete a previously added device from the list of devices.
10. Restore factory defaults: Remove devices and clear all data.

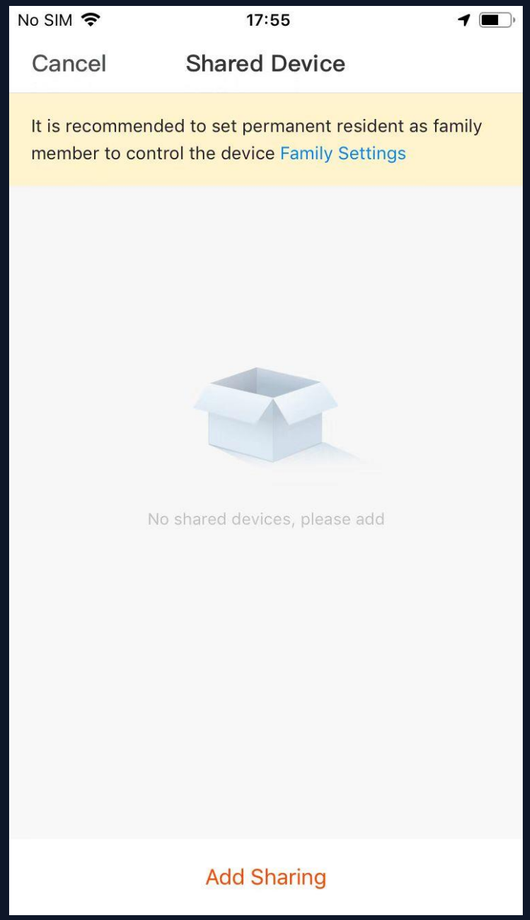
Tuya Smart

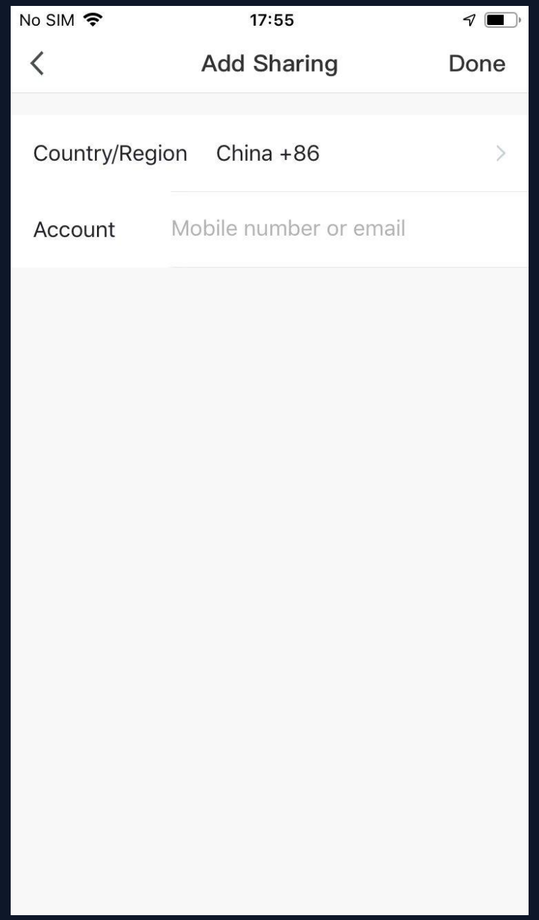
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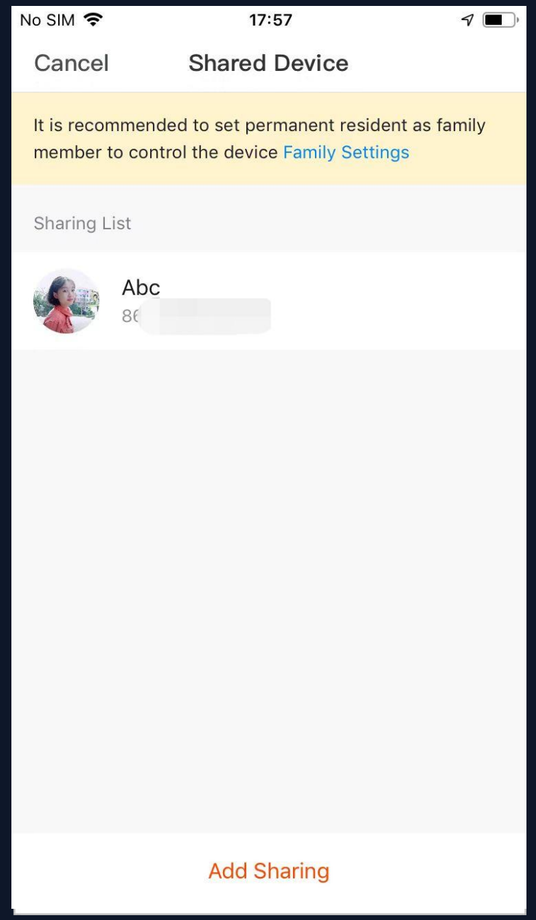
NO.4.1 Control Devices - Share Devices

Click “Add Sharing", enter the account to share devices with, and click “Done” to finish. To stop sharing with an account previously added, press and hold to delete in Android, or slide to the left to delete in iOS.

Note: You can only share devices with whom has the account of the app and registered in the same country/region.







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NO.4.2 Control Devices - Group Control

1. Click "Create Group" under "More" on a selected device page, as shown in Fig. 1.
2. The page displays all devices with the same model number and available to be added as a group. Select a device and click “Save”, then enter group name and click “Confirm” to finish, as shown in Fig. 2.
3. When a group has been created successfully, the page will be automatically redirected to the group control panel in Fig. 3, where grouped devices can be managed.

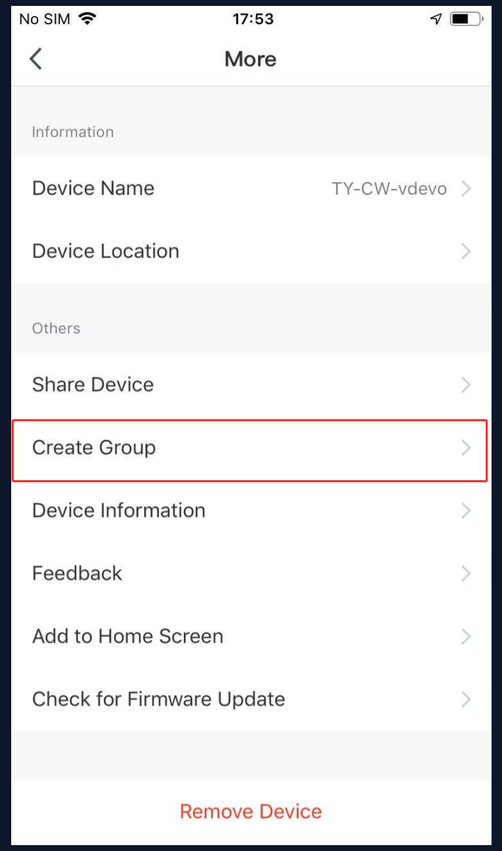


Fig. 1

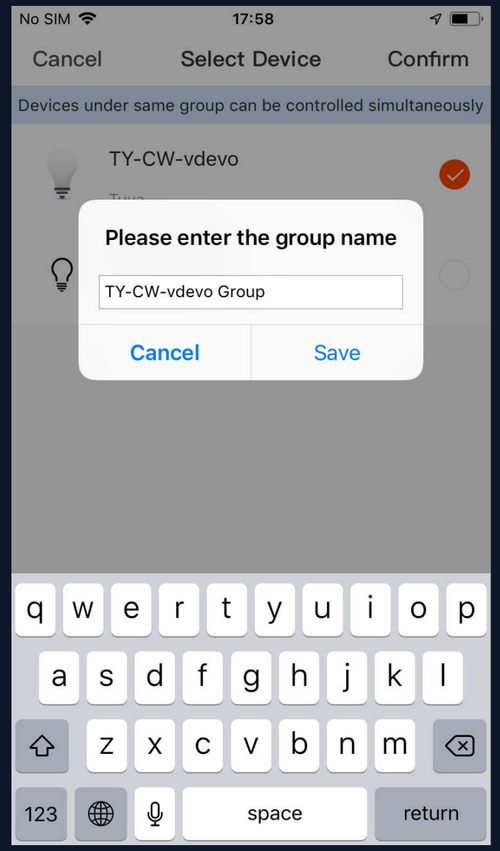


Fig. 2



Fig. 3

Tuya Smart

NO.4.2 Control Devices - Group Control

1. Groups that have been created can be viewed on the "Home" page, and managed with hotkeys.
2. Open the group control panel as shown in Fig. 2.
3. Click "..." at the top right corner to configure or dismiss groups, as shown in Fig. 3.

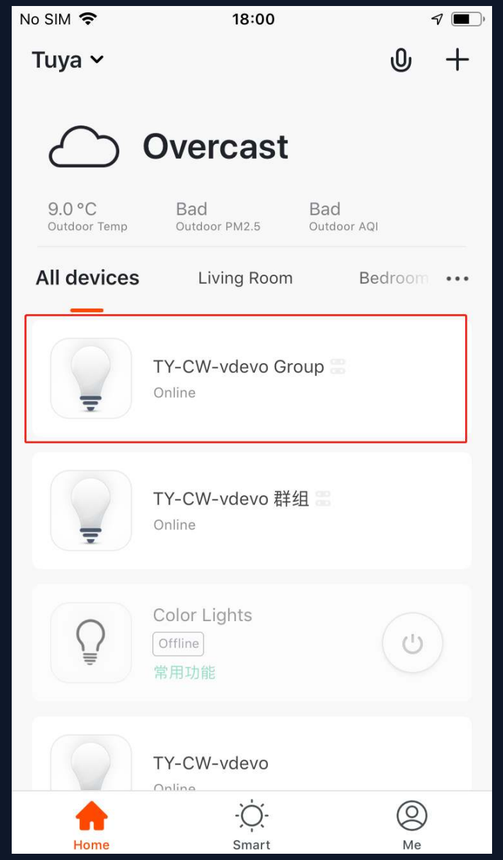


Fig. 1



Fig. 2

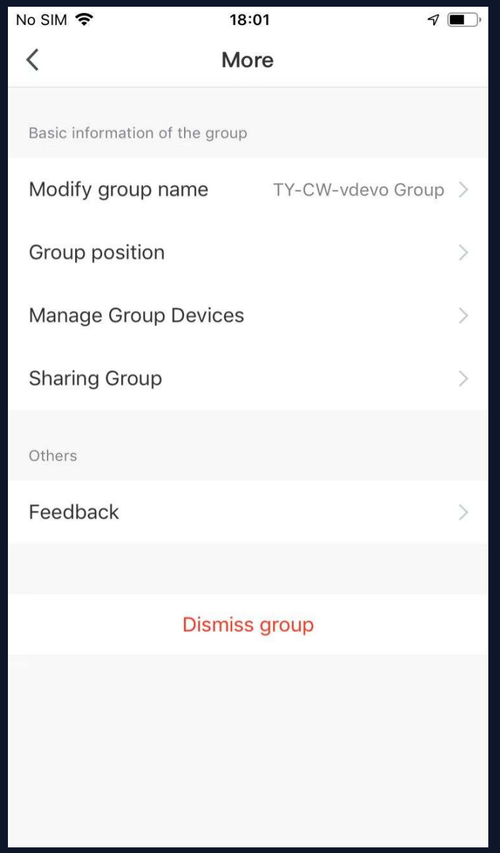


Fig. 3

Tuya Smart

NO.5.1 Smart Features - Automation

Click “Add Smart“ on the "Smart" page or "+" at the top right corner and select "Automation" to go to the smart configuration page, as shown in Fig. 3

Click "+" as shown in Fig. 3 to add multiple conditions or multiple actions.

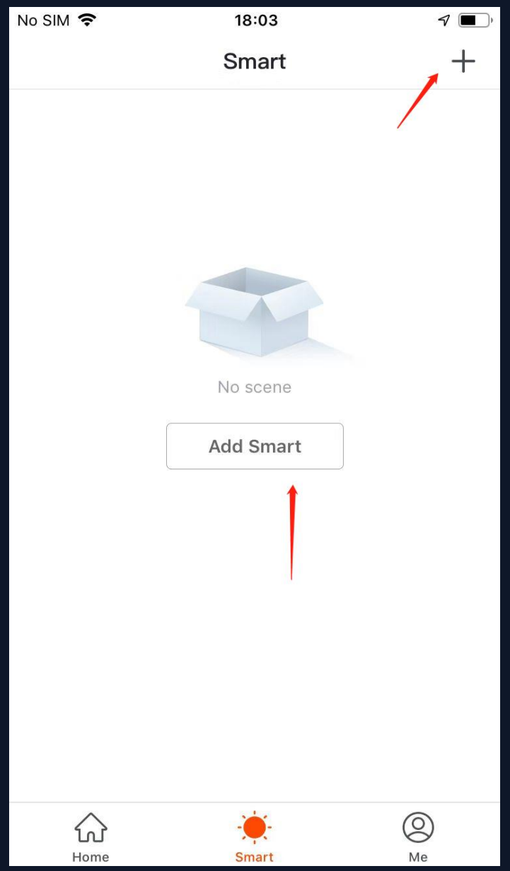


Fig. 1

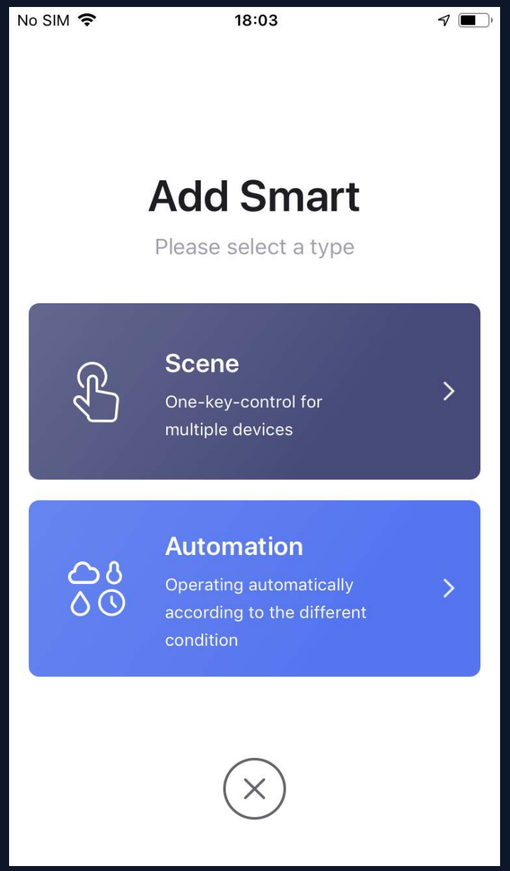


Fig. 2

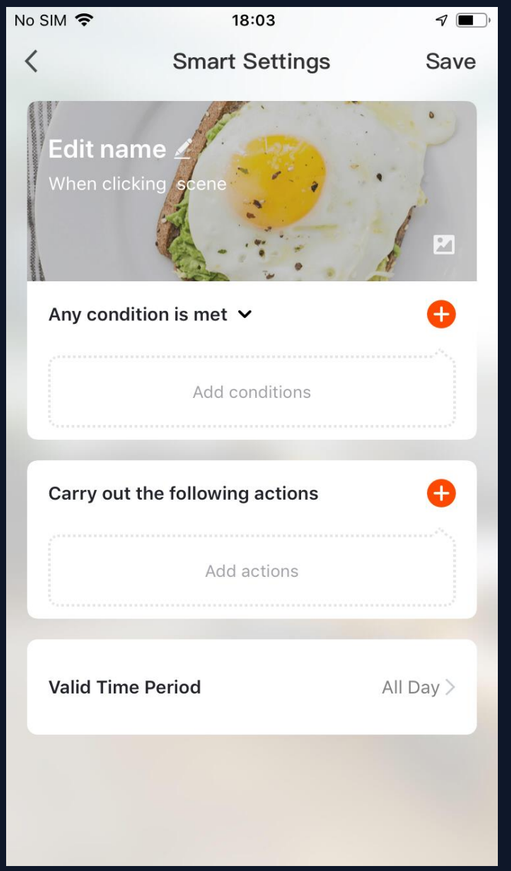


Fig. 3

NO.5.1 Smart Features - Automation

Add condition:

In the case of “Left or arrived”, you can set certain actions to be triggered upon left or arrival. Select “Left or arrived(beta)” in figure 1, and then set the conditions of leaving a place as shown in figure 3. Click “Next" and add conditions to complete as shown in figure 4. This feature helps you control your device within 110-1024 meters of the location.

Note: to use this function, you need to set the phone to allow the App to get the geographical location. Android version do not have this function.

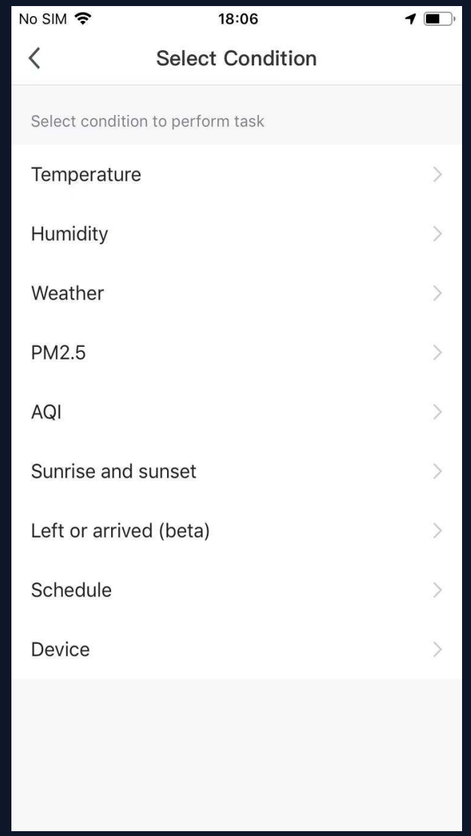


Fig.1

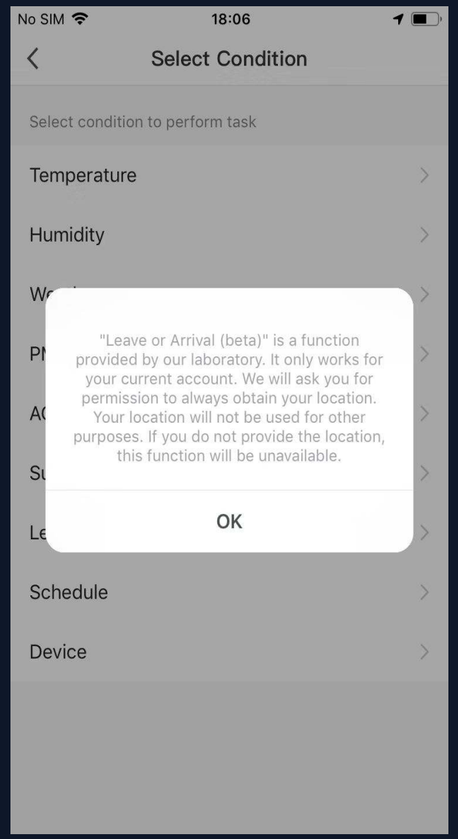


Fig.2

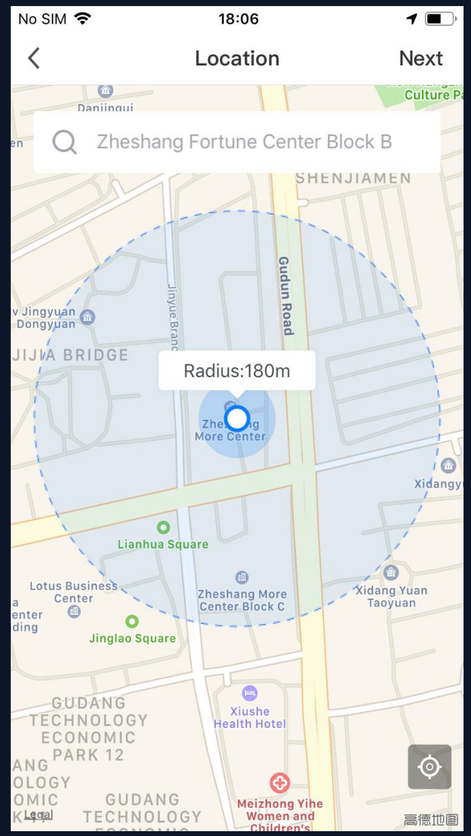


Fig.3

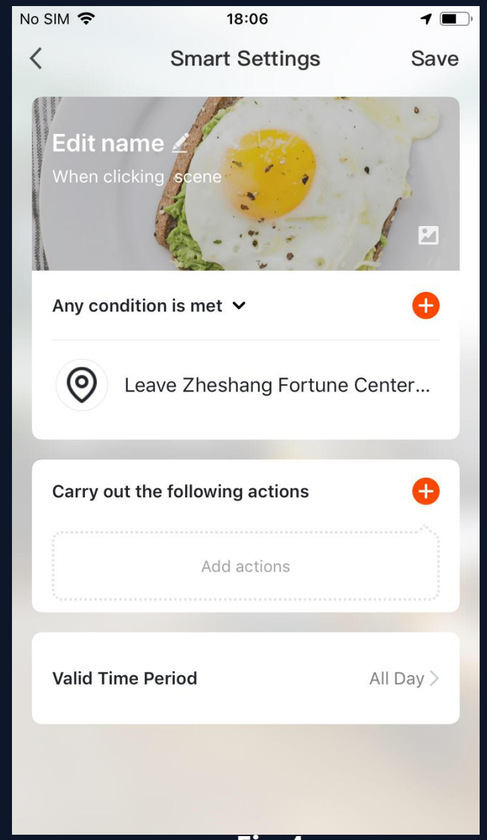
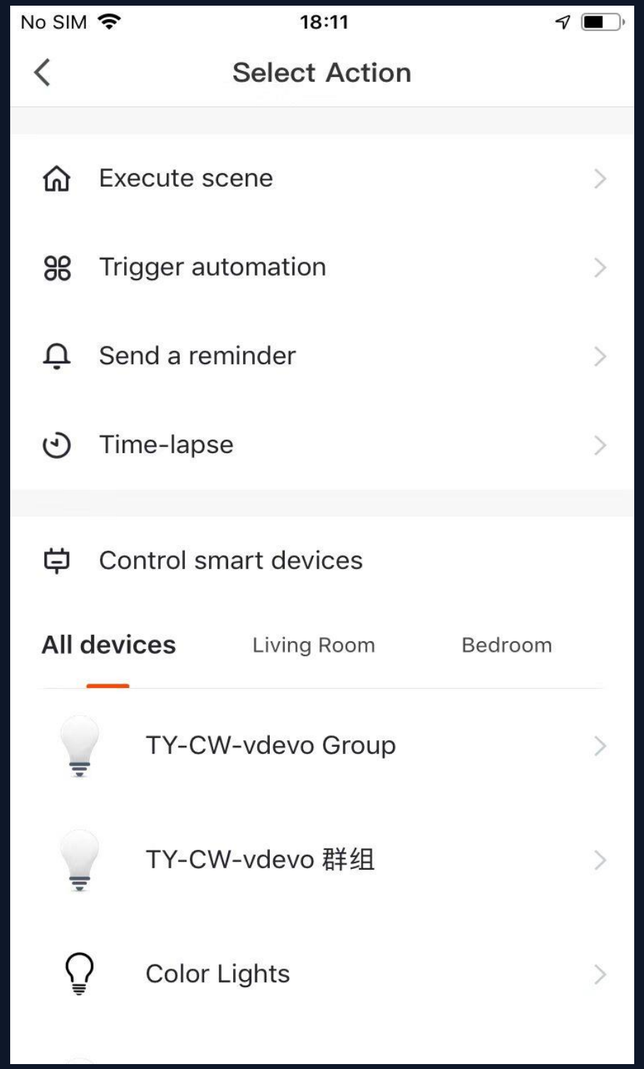


Fig.4

Tuya Smart

NO.5.1 Smart Features - Automation



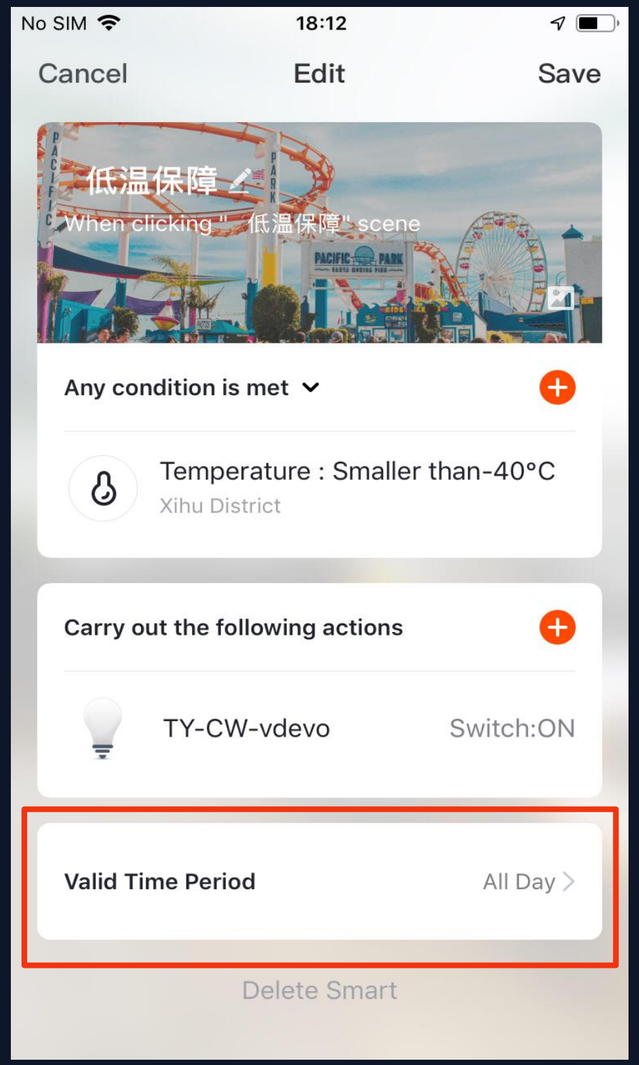
Add action:

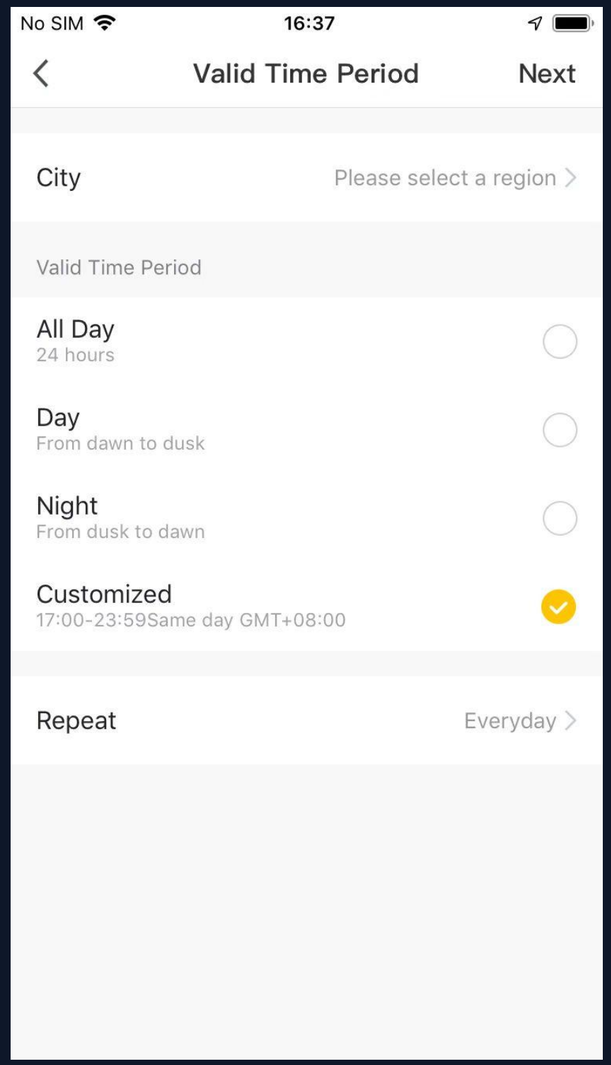
Click "Add action" or "+" at the top right corner to open the menu, as shown in Fig. 1.

There are four types of actions: execute scene, trigger automation, send a reminder and time-lapse.

Tuya Smart

NO.5.1 Smart Features - Automation

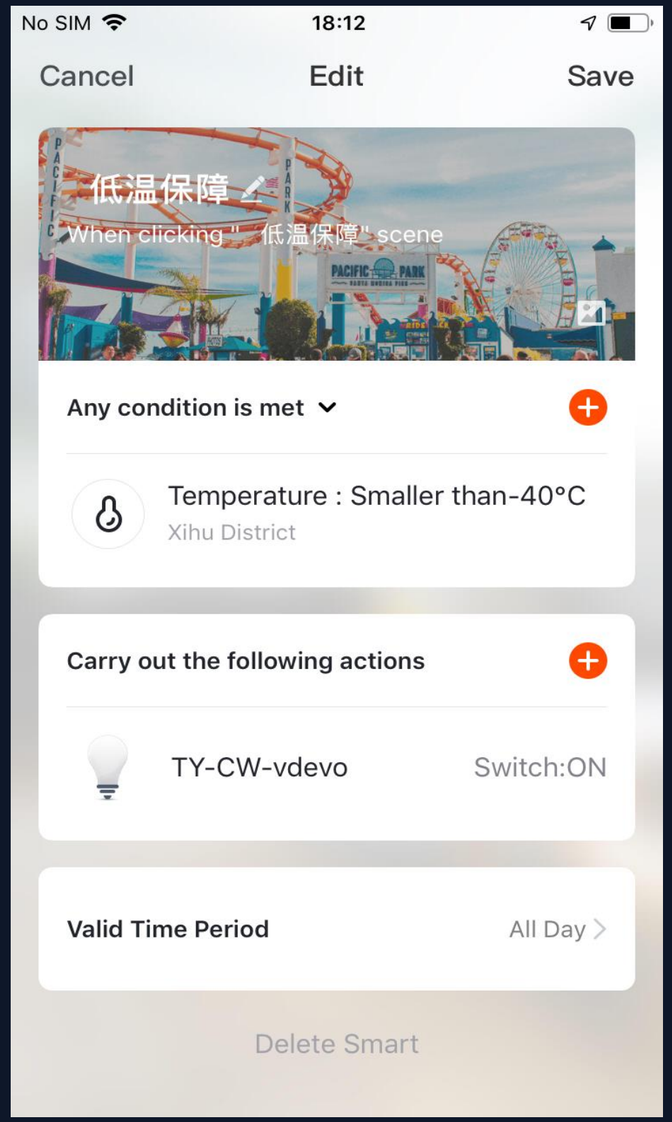




Valid Time Period:
you can set a valid time period for automation. For example, if you define a scene where the nightlight automatically lights up when the human motion sensor detects human presence, you can select “Night” as the valid time period. In this case, the nightlight will not automatically turn on in the daytime.

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NO.5.1 Smart Features - Automation



Conditions and actions of automation can all be set up as shown in Fig. 1.

The system primarily supports three types of automation:

1. **Inter-device synchronization:** such as turning on the aroma diffuser and air purifier automatically at the same time the A/C unit is turned on.
2. **External environment and device synchronization:** such as turning on the A/C unit automatically when the temperature falls below 0°C.
3. Timed actions: such as drawing back the curtains drawn automatically at 8:00 am every morning.
4. Geo-fencing: You can set arrive or leave a certain place as a condition to perform specific actions.

NO.5.2 Smart Features - Scene

In figure 1, select the scene and enter the Settings page. As shown in figure 2, you can edit the scene name. Click "Add actions" or "+" in the top right corner to add the execution action. The action menu is shown in Fig. 3. Configuration is similar to that of automated devices. In addition, you can use siri to trigger the scene.

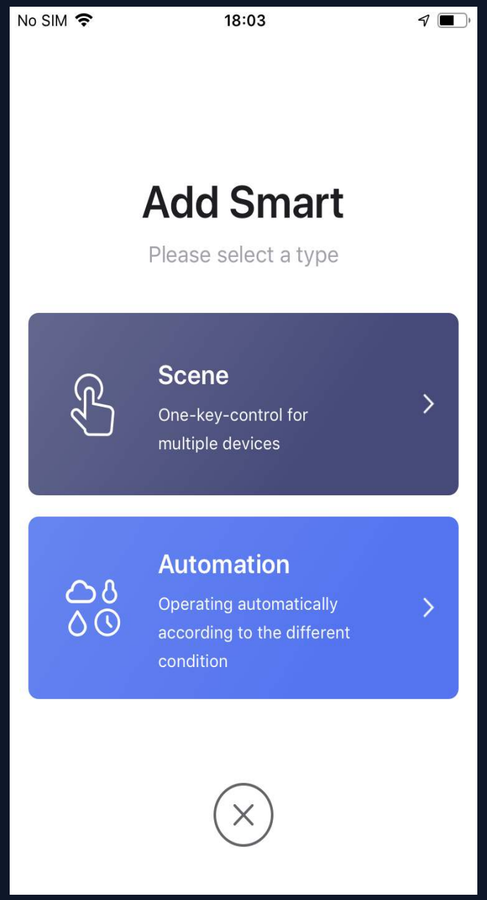


Fig.1

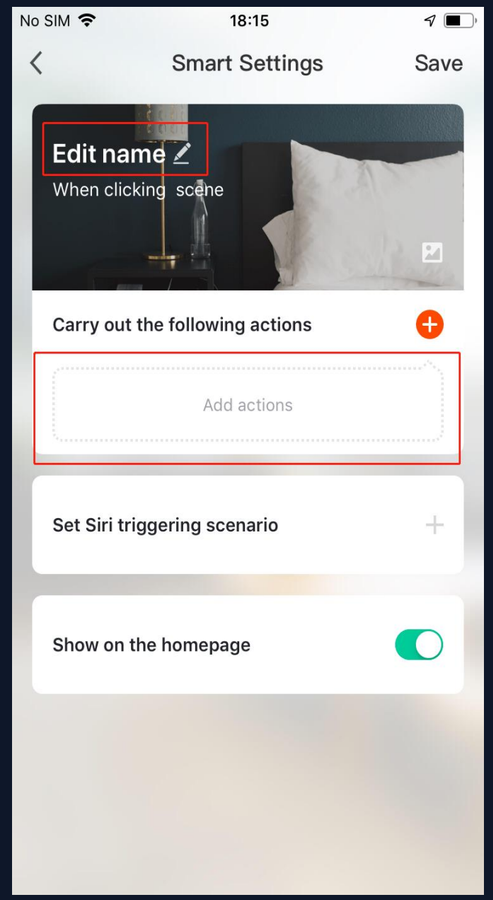


Fig.2

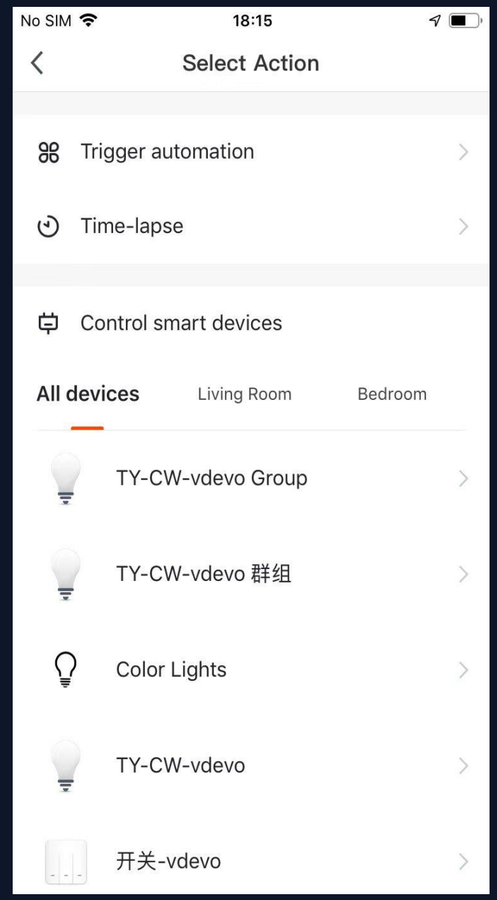


Fig.3

NO.5.2 Smart Features - Scene

To configure a scene with "Trigger automation", you must set up an automated scene in advance. If existing automation options are available as shown in Fig. 1, select "Enabled after triggering" or "Disable after triggering". Then, click "Next" and enter scene name, and click "Save" at the top right corner to finish configuration.

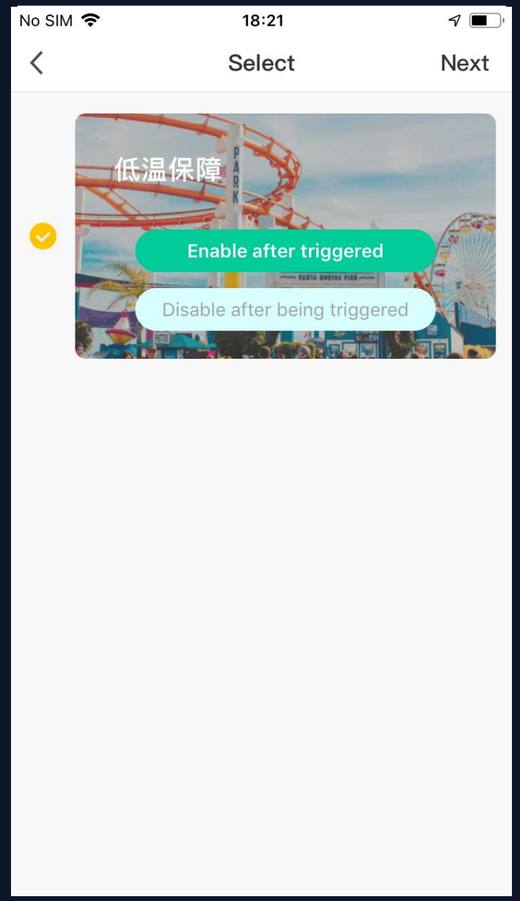


Fig.1

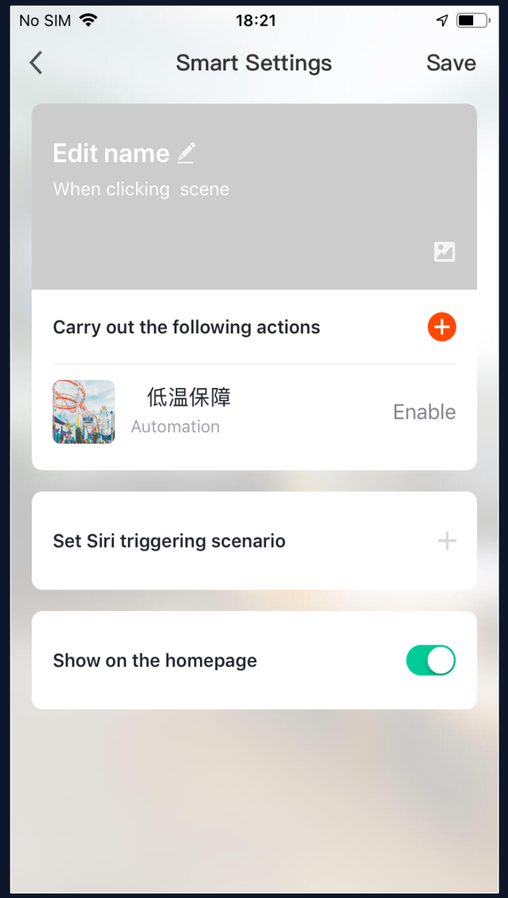


Fig.2

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NO.5.3 Smart - add/modify/delete

Previously configured automation and scenes are displayed in the "Intelligent" page. Click "Edit Automation" at the top left corner to modify existing scenarios and automated devices. For example, click "Update Scene" to go to the page shown in Fig. 2, where the order of scenes can be changed and can be deleted by sliding left. (In iOS, click "-" on the left of scenario name to delete.)

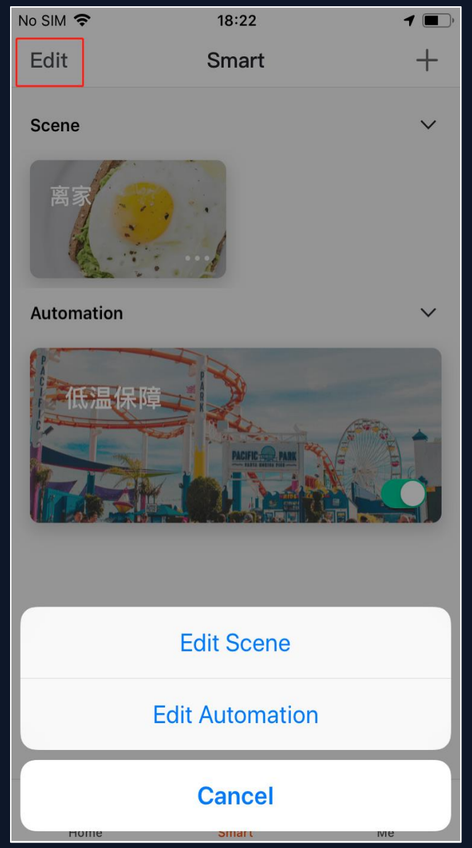


Fig.1

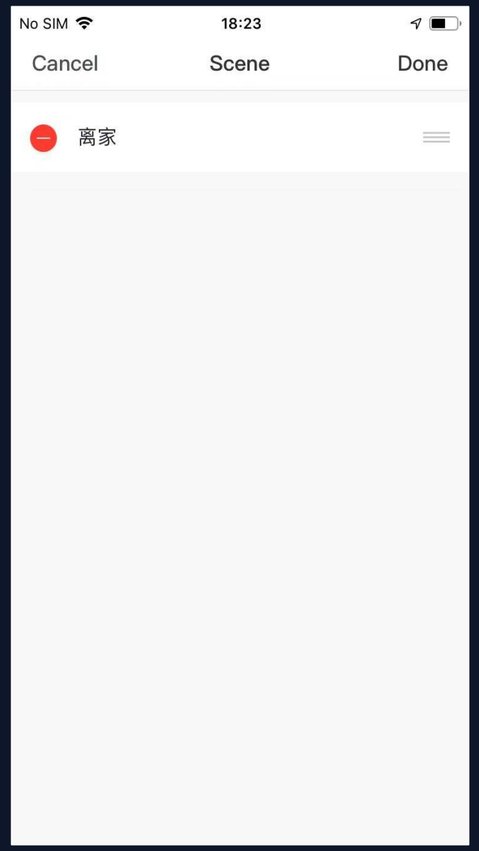


Fig.2

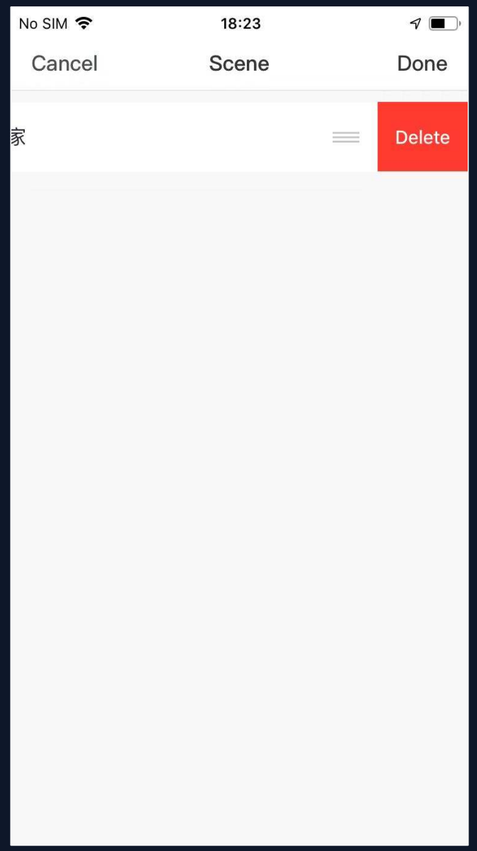


Fig.3

NO.5.3 Smart - add/modify/delete

Edit a scene: Click "..." as shown in Fig. 1 to go to the Edit page.

Edit automation: Click anywhere on the background of automation, as shown in Fig. 1, to go to the Edit page.

Go to the automation edit page shown in Fig. 2. Slide left to delete previously added conditions or actions, add new conditions or actions, or delete the smart feature entirely.

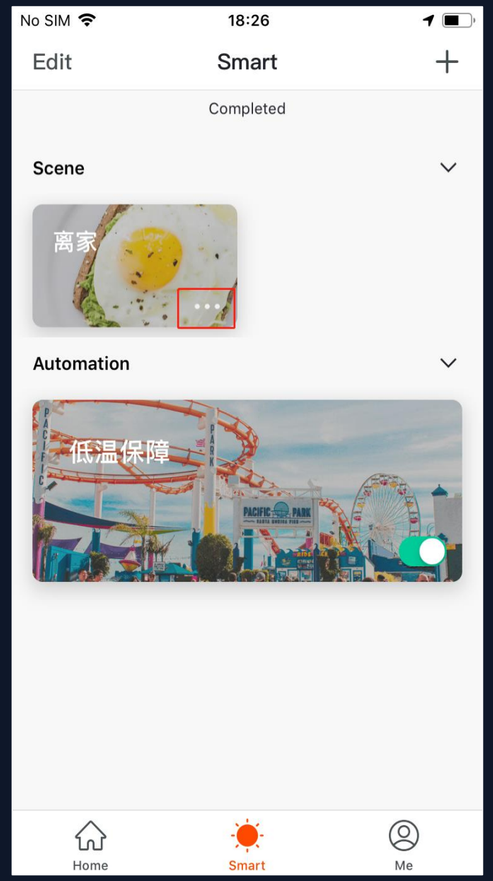


Fig.1

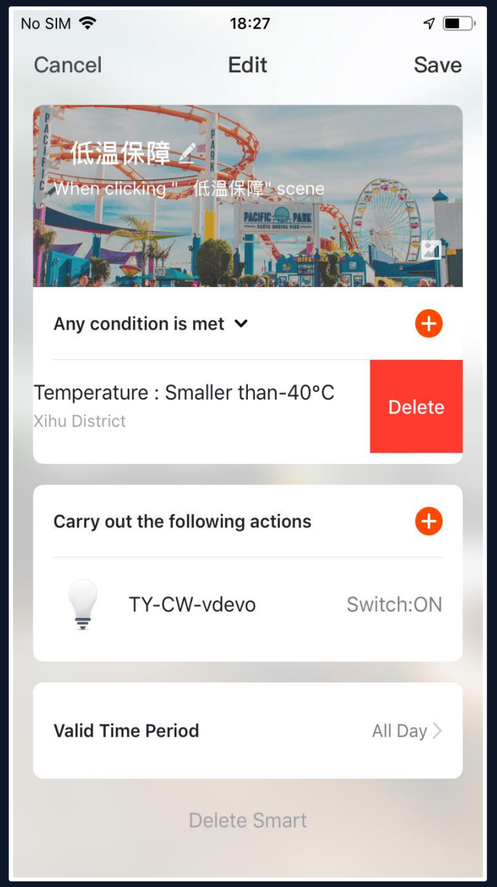


Fig.2

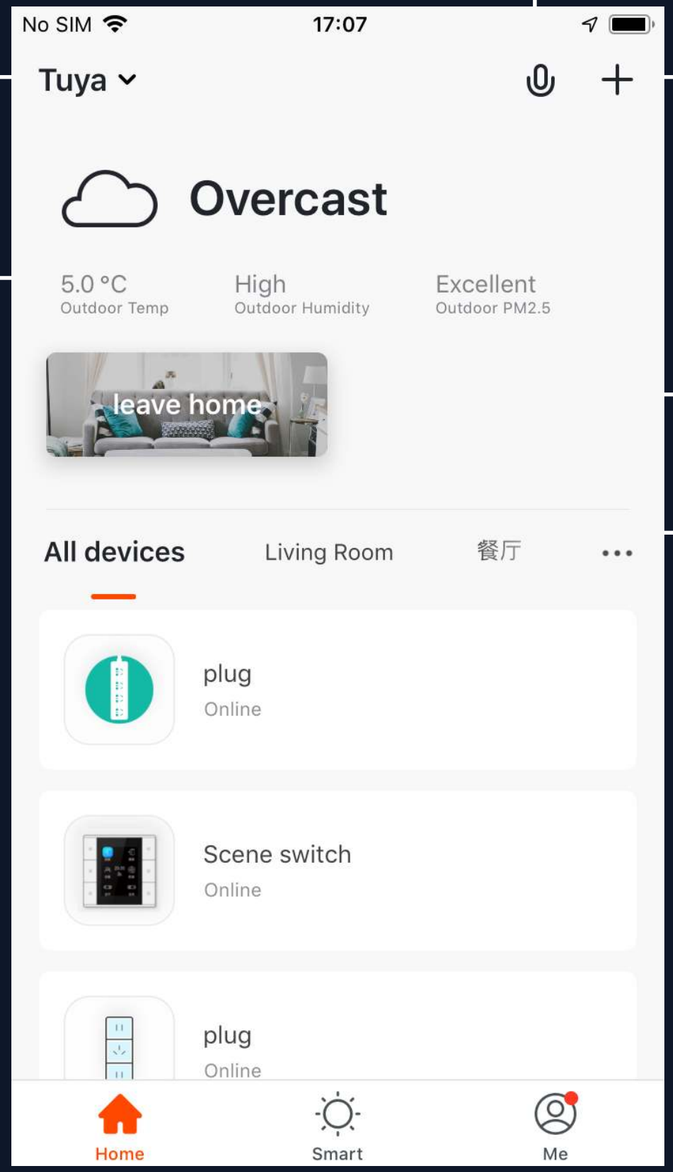
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NO.6 My Home

Supports voice command

For users with multiple families able to switch between/add families

Click to enter the weather factor page, you can drag to adjust the order, the first three factors will be displayed on the home page



Add various types of devices

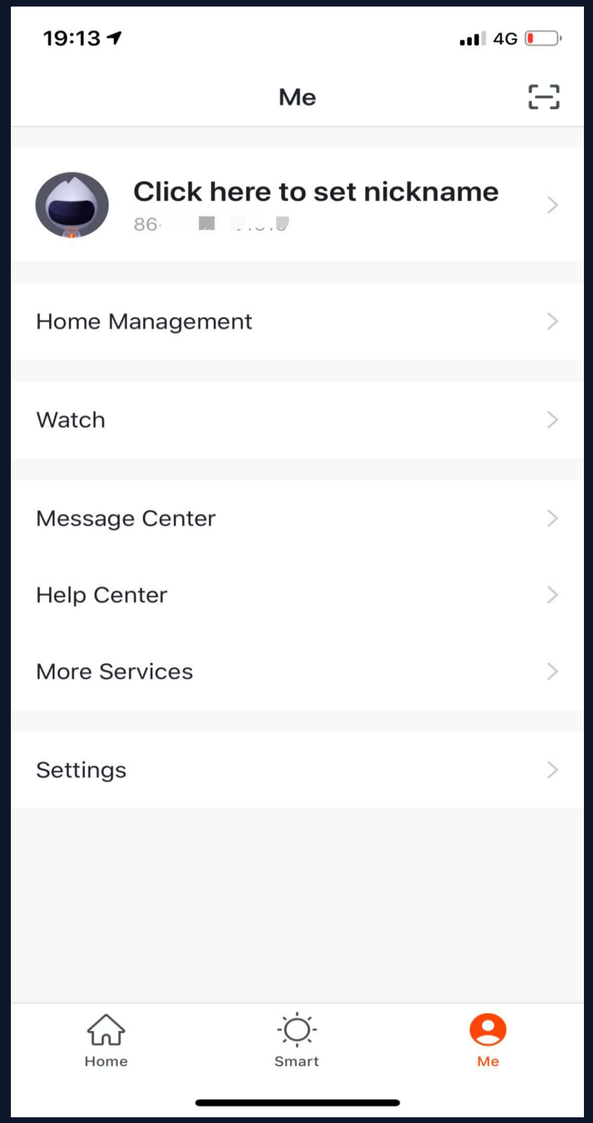
One-key activation for smart scenes
Easy switch between everyday scenes

Switch between rooms in a household
View status of smart devices in each room

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NO.7 "Me" Page



1. Home Management: you can manage your family and members;
2.Watch: if the phone is bound with Apple Watch, this entry will be displayed; if not, it will not be displayed. When you enter Watch, you can see the available devices and scenes;
3. Message Center: the message is divided into three categories: alarm, family, and notification, and can set the do not disturb time segment for the notification of the message.
4. Help Center: it includes four parts: fault submission, network diagnostics, suggestion and FAQs ;
5. More Services: include voice services and other services;
6. Settings

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NO.7 “Me” —Watch

Click “Watch” in Figure 1, then click the “+” in Figure 2 to add available devices and scenes so that you can control your smart devices and scenes through your Watch. Besides, you can also receive push on the Watch.

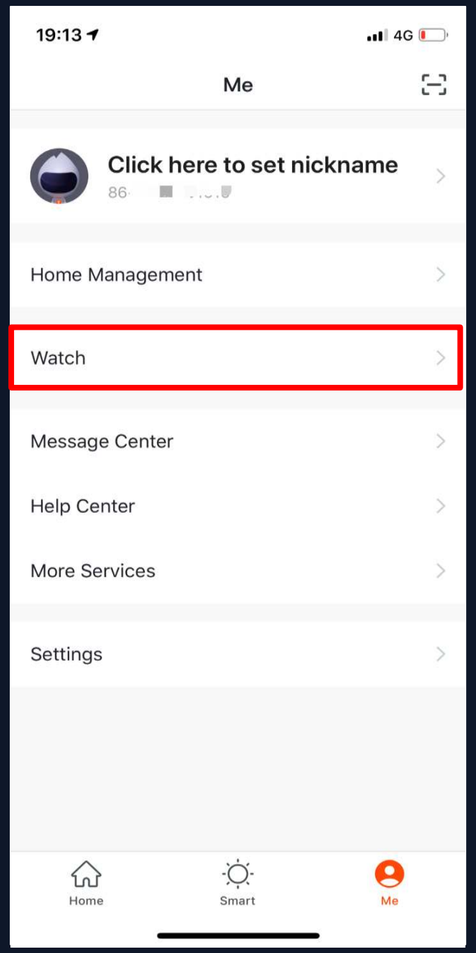


Fig.1

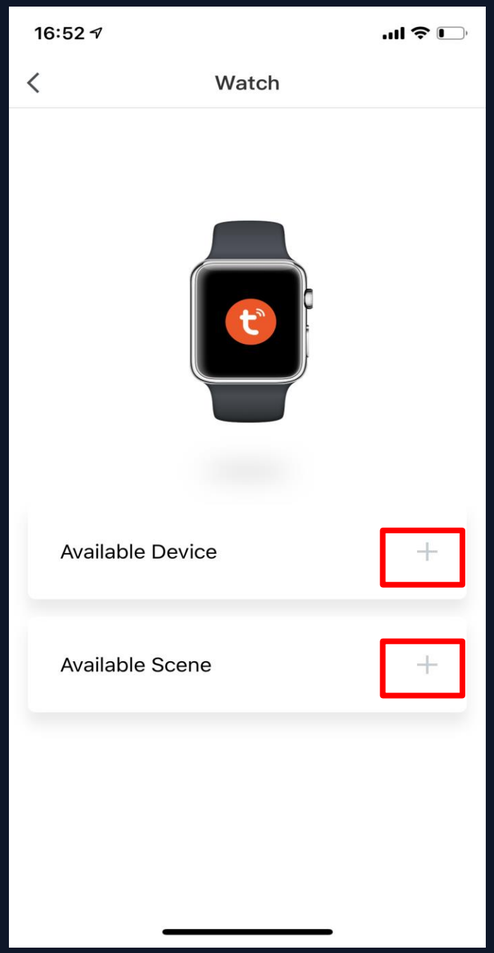


Fig.2

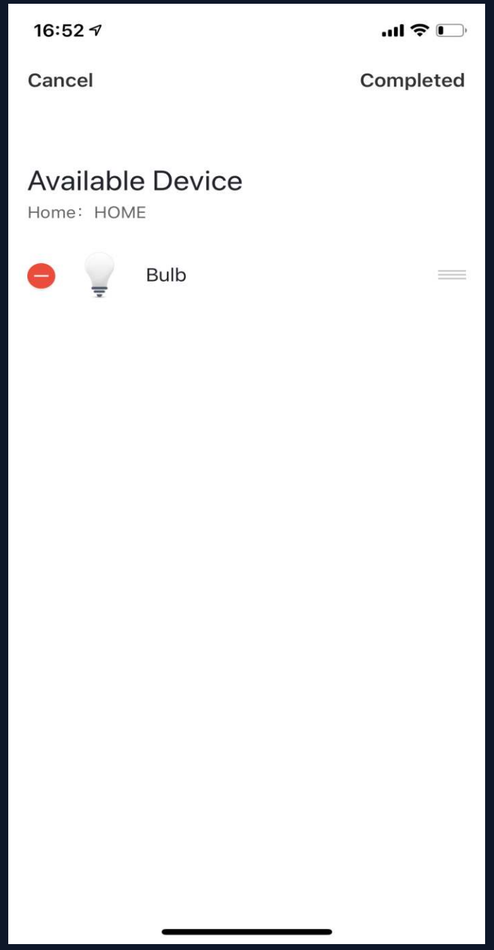


Fig.3

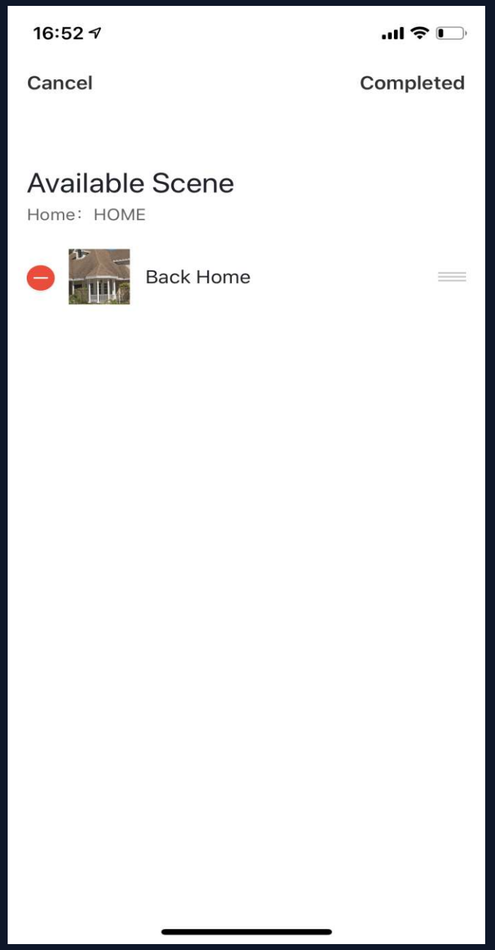
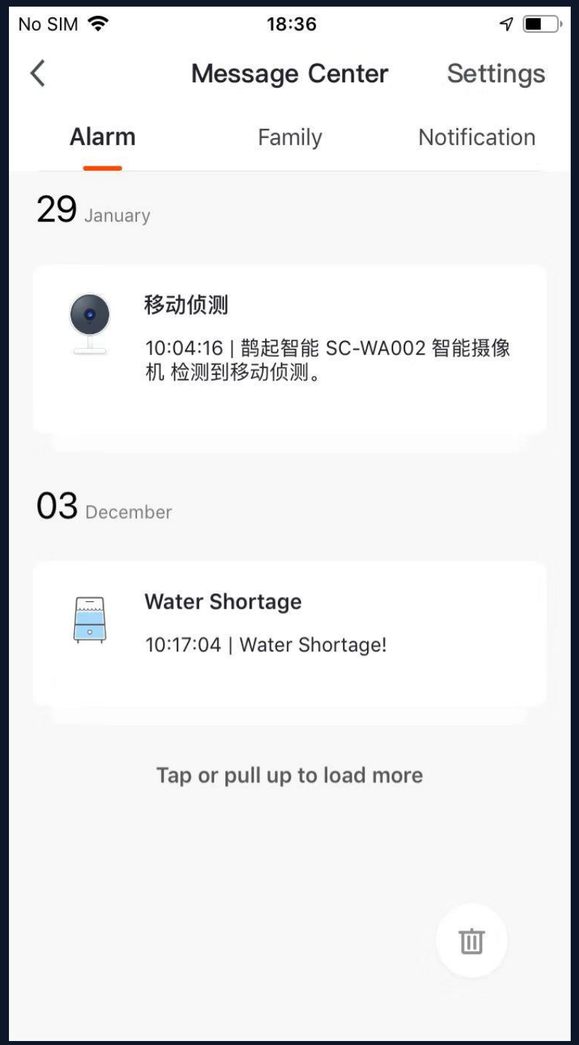
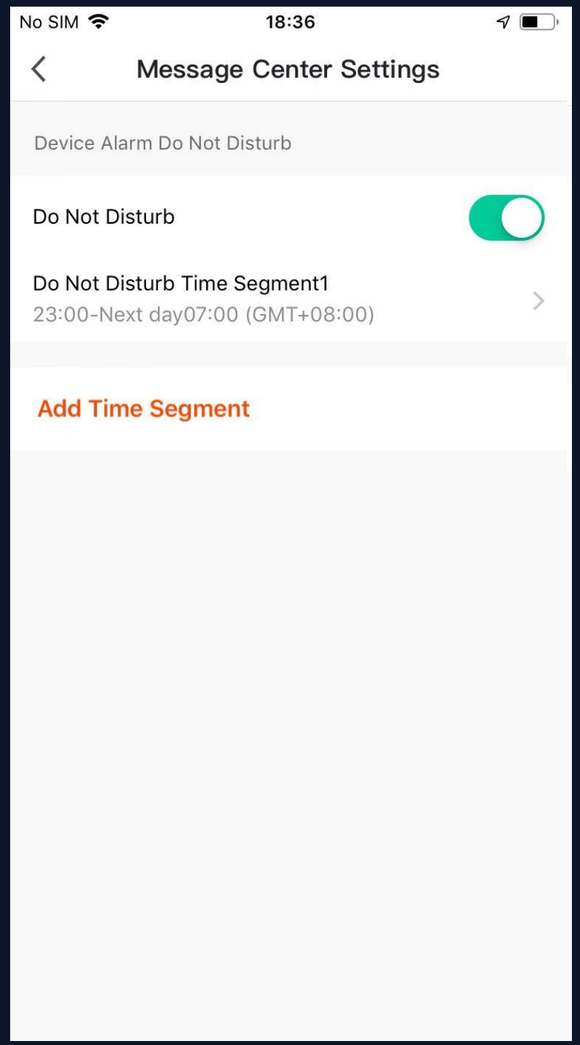


Fig.4

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NO.7 “Me” —Message Center



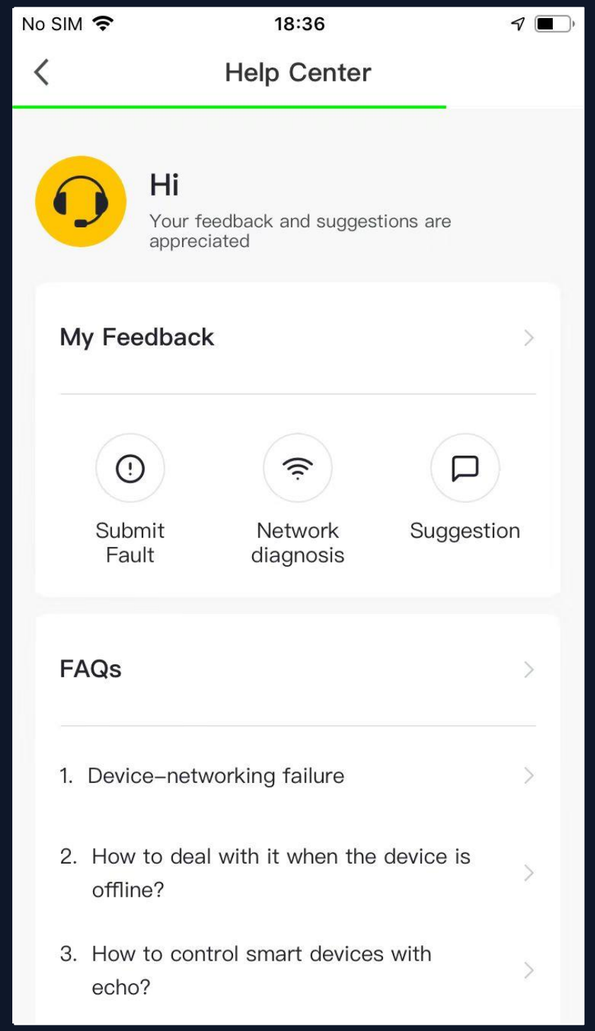


1. Alarm messages include: device alarm, automatic message notification, alarm alarm, device timing failure, etc.;
2. Family messages include: add family member, remove family member, dismiss family, set family member as administrator, add device, share device, etc.
3. Notification messages include: status update of feedback, official message push, etc.

At the same time, the message center can also set up an uninterrupted period. Click “Settings” in the top right corner to enter the Settings page. First turn on the button of “Do Not Disturb", and then set the do not disturb time segment and device. After successful setup, you will not receive messages during the do not disturb period.

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NO.7 “Me” —Help Center



My Feedback: check the processing results of feedback

Submit Fault: submit your feedback here on problems encountered during usage

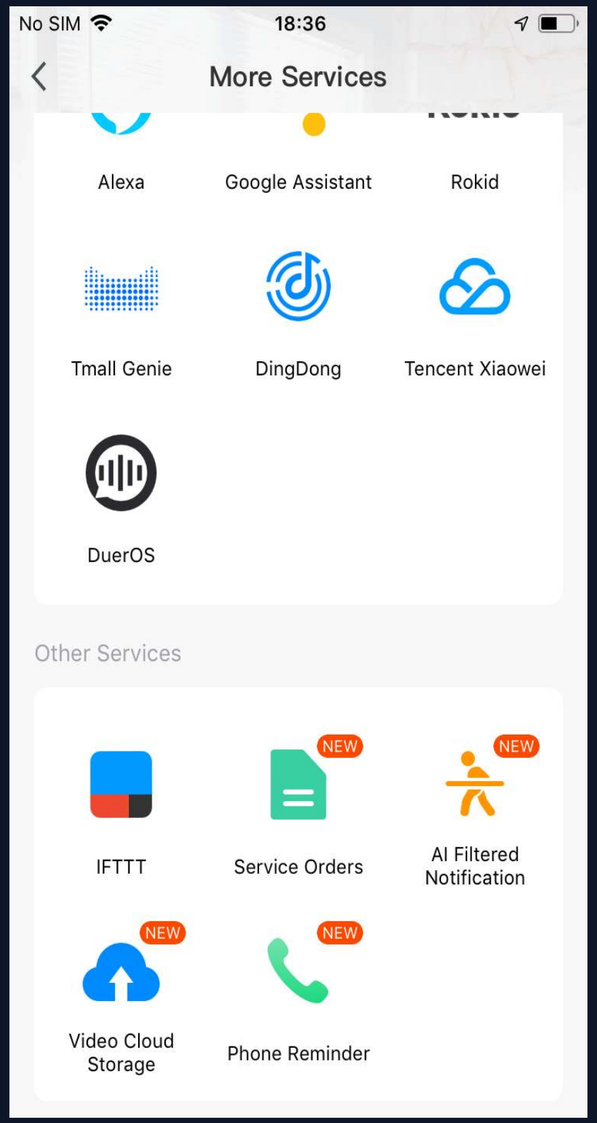
Network diagnosis: network diagnosis helps us solve the problem for you faster. The diagnosis time is about 2 minutes

Suggestion: you can submit your optimization suggestions for the App here

FAQs: contains three types of frequently asked questions :device networking, App use and third-party control

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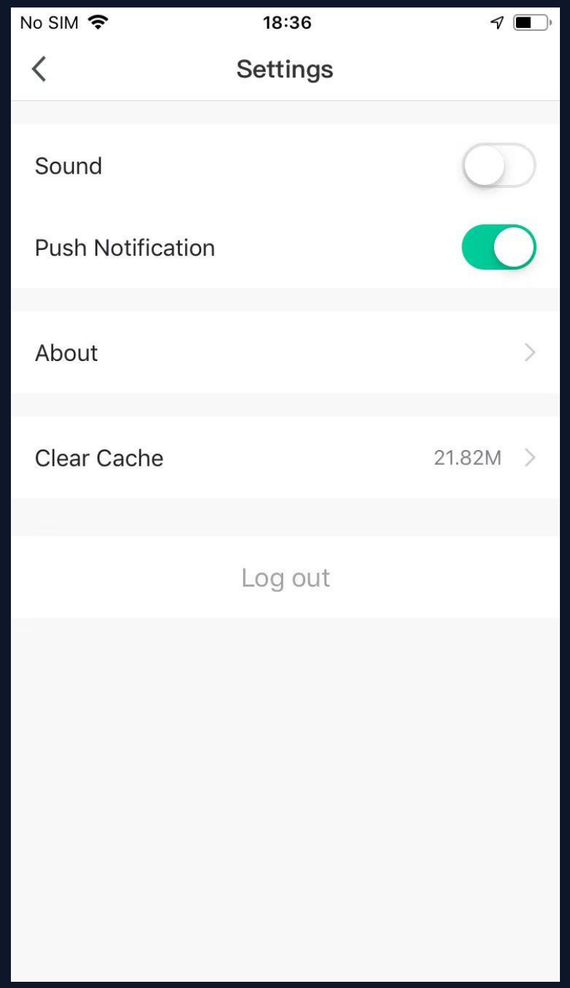
NO.7 “Me” —More Services

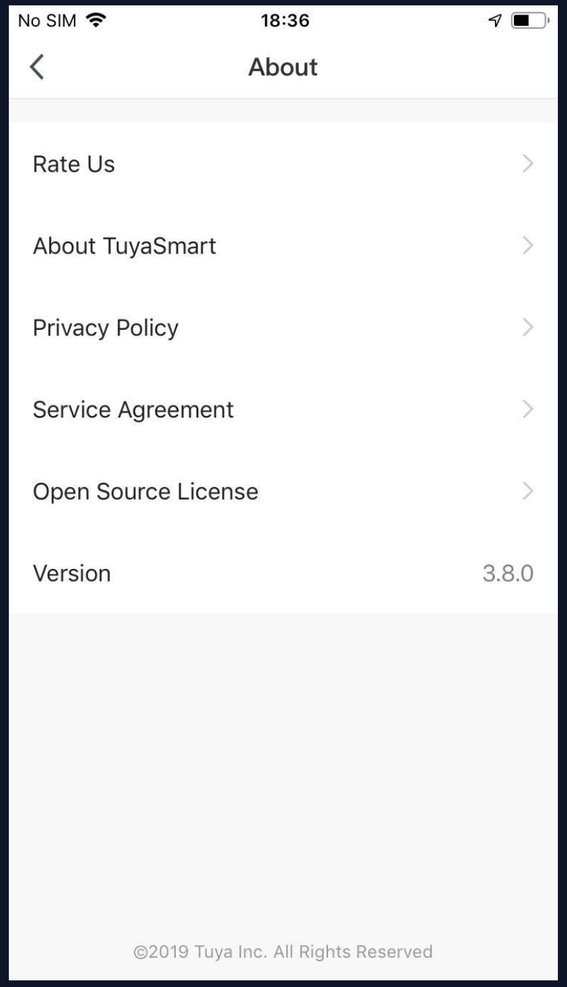


1. Voice Services:
you can click on the corresponding speaker icon to see how to connect to it.

2. Other Services:
(1) IFTTT: how to connect with IFTTT;
(2) Service Orders: you can check the services you have purchased here.;
(3) AI Filtered Notification: Once the service is activated, notifications will be filtered by cloud based algorithm before you ever receive them.
(4) Video Cloud Storage: Once the service is activated, the device can encrypt and upload the video data to the server, and the user can view the historical video in the App.
(5) Phone Reminder: Once the service is activated, when the user-defined scene is triggered, the system will automatically notify the phone numbers on the file(more than one number can be called each time) to better protect you and your family.

NO.7 “Me” —Settings

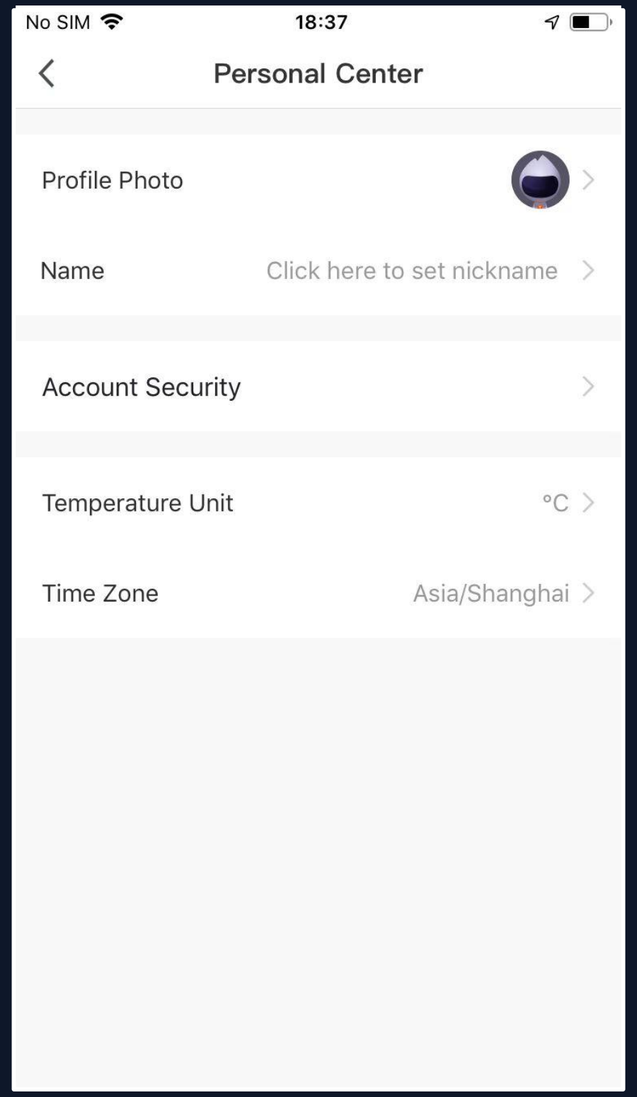


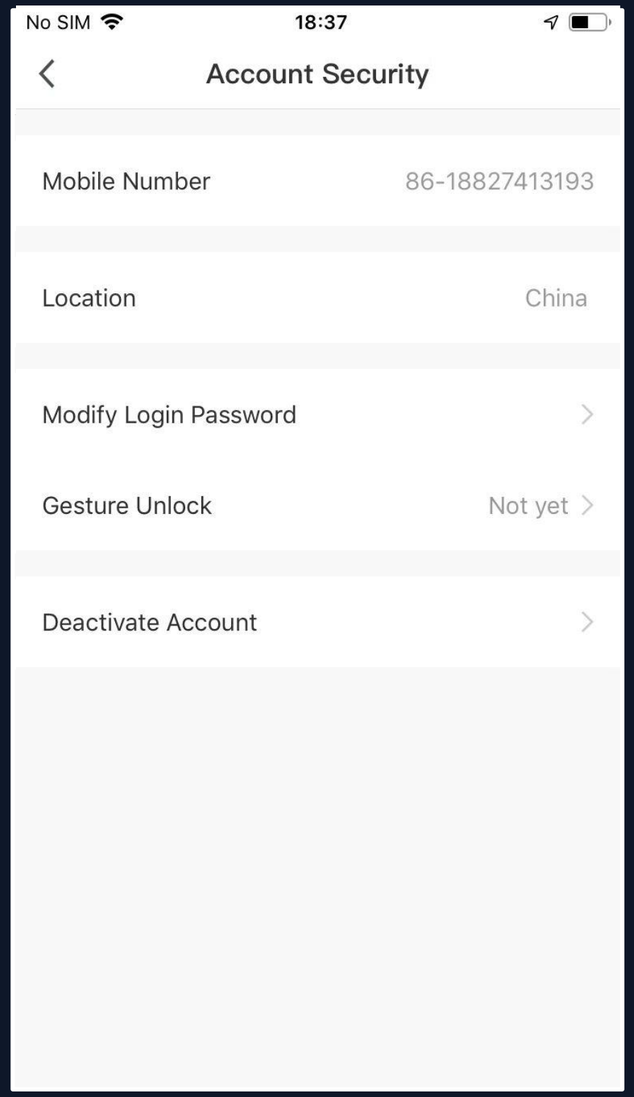


1. Click “Rate Us", jump to the app market to make a score of the app
2. About TuyaSmart
3. Privacy Policy
4. Service Agreement
5. Open Source License
6. Version

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NO.7 Personal Center



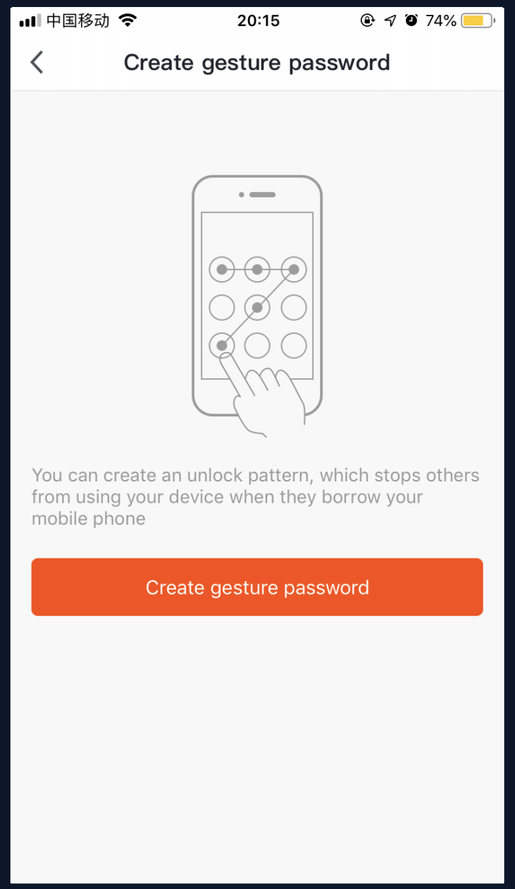


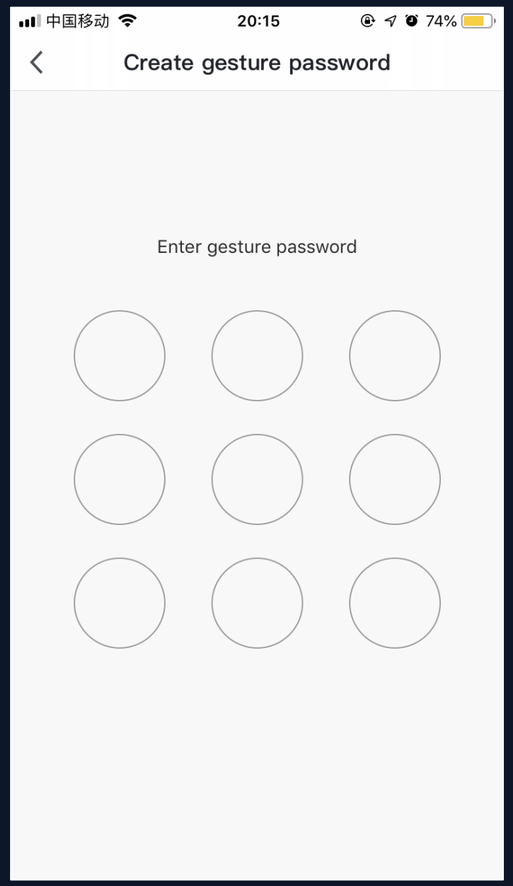
You can modify the profile photo, nickname, temperature unit and time zone here.

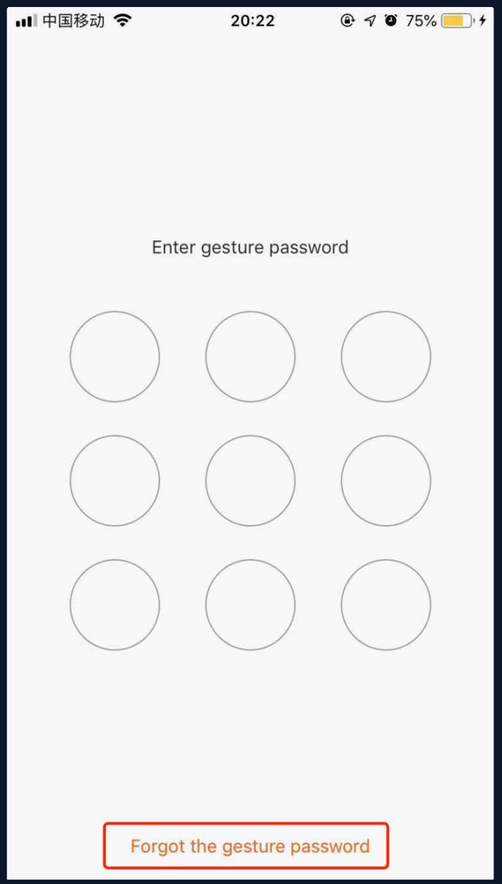
Go to the "Accounts Security" page, you can modify login password, set the gesture password, and deactivate the account.

NO.7 Personal-Modify Login Password

Click "Gesture unlock" to set up a gesture password. Once a gesture password is activated, you will have to use the gesture to access the app. If you forgot your gesture password, click "Forgot the gesture password" to have an authentication code sent to your registered mobile phone number or your email. Enter the code and set up a new gesture password to continue.







Thank You

Notes:

1) All figures display IOS interfaces. Android versions may vary slightly.

2) Products and software are constantly being updated. Data and software interfaces shown here are for reference purposes only. Further changes made will not be separately disclosed