



Your life Connected, Your life Smarter

To help you get the most out of your BG Smart Sockets and Adaptors, we have provided answers to some frequently asked questions below.

The Basics

- Q: Do sockets need to be set up by a qualified electrician?**
A: No, you can carry out non notifiable work such as changing a socket yourself.
- Q: Can these retrofit replace an existing socket?**
A: Yes, these fit a standard 25mm back box.
- Q: Do I need a Hub?**
A: No, BG Smart devices connect via WiFi directly to your home network.
- Q: Is there a subscription fee?**
A: No, there are no subscription fees.
- Q: What is the standby power consumption?**
A: 0.5W in the OFF state.
- Q: Is there a limit to the power load that can be supported by these sockets?**
A: The sockets are rated for loads up to 13A (3120W / 3.12kW) resistive each.
- Q: Do these monitor the energy the connected device consumes?**
A: No, these have no ability to monitor power consumption.
- Q: Will the BG Home App work on an iPad or Tablet?**
A: Yes, the BG Home app should run on any Android or iOS device without any issues.
- Q: Can you control the sockets independently?**
A: Yes, these can be individually controlled just like with any regular socket.
- Q: Do I need Broadband?**
A: Yes, these need to be connected to a WiFi network to enjoy the full benefits of these, including remote operation when away from home.
- Q: What happens if my WiFi goes down?**
A: you will not be able to operate the socket using the App or voice controls without a WiFi connection. The sockets will continue to deliver power if turned on and you can continue to use the physical buttons on the socket to turn these on and off.
- Q: When you turn these off via the App, does it disable the buttons?**
A: No, the faceplate buttons would not be disabled. You can disable faceplate buttons with the Parental Lock feature in the BG Home App V1.3.0 and later. To use the parental lock please ensure your socket or adaptor is running the latest firmware. You can check this in the device power screen, press on the ... menu at the top right of the screen and select general. You will see an option for 'Firmware update' - this should be v57053 or later. The parental lock can then be toggled on and off by going to the device power screen, press on the ... menu and select 'functional set'.

Set up & App

- Q: What do the different light colours and flashing light states mean?**
A: To operate and pair devices, you will need to make sure the LED's are in the right state in order to setup your device:
- | | |
|---|---------------------------|
| • No light | Socket OFF |
| • Blue light | Socket ON |
| • Light flashing OFF -> Red | Pairing mode (socket OFF) |
| • Light flashing Blue -> Purple | Pairing mode (socket ON) |
| • Regardless of colours, rapid flash | Smart Config pairing mode |
| • Regardless of colours, intermittent flash | AP Config pairing mode |
- Q: How do I set up timers?**
A: Select the device you want to add a timer to on the App home screen and press the timer button on the next screen.
- Q: How does the Random function work?**
A: You can select start and end times for the randomised power output and choose whether this is a 1-time, daily, weekly etc. occurrence. When running the random function will switch power on and off with no obvious pattern.
- Q: Is there a limit to the number of smart sockets / adaptors I can add?**
A: There is no limit on the number of devices you can add to your home network. You may however need to use a combination of master & sub-devices depending on your routers virtual port limit. The best set up configuration uses a mixture of master / sub-devices for optimal performance. For more information on master / sub-device set up, please see page 2 of these FAQ's.
- Q: How do I add family members?**
A: Click on the + icon in the top right corner of the BG Home App and select 'invite members', and follow the on-screen instructions.
- Q: Can you remove members from your Home?**
A: Yes - select your home name on the top left corner of the BG Home App. Select 'manage homes', choose your home and then 'manage members'. Select the user you want to remove and select 'delete'.
- Q: How do I reset my device?**
A: Hold down the power button for 5 seconds until the LED is flashing quickly.
- Q: How do I view devices from another home that I have joined from the Home screen?**
A: Select the home name at the top left of your BG Home App screen - you can then select the home that you want to view and access all devices in that home.
- Q: Do these sockets and adaptors work with 5GHz networks?**
A: No, these use 2.4 GHz WiFi.
Most routers in the UK that run 5GHz will also run 2.4GHz so you can connect your socket or adaptor by connecting to the 2.4GHz WiFi. Many dual band routers work intelligently and will connect your devices to the most appropriate available frequency. You need to ensure that your phone is also connected to the 2.4GHz network when installing your device. If you have any issues connecting your device, please check the troubleshooting section of this document for further advice.
- Q: Why doesn't this work on 5GHz?**
A: 5GHz frequency has a wider bandwidth and is recommended for video and high data usage products. 2.4GHz has a longer reach and is more appropriate for these products.

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Third Party Integrations

Q: How do I connect with Alexa or Google Home?

A: For Alexa, search for and enable the BG Home skill in your Alexa App, then follow the instructions to link your Amazon account to BG Home. Please note the Alexa skill is only available in the Amazon Alexa UK store. For Google Home, select 'settings' in your Google Home, then 'works with Google' and search 'BG Home'.

Q: Can I control sockets individually with Alexa and Google Home?

A: Yes, you can individually name each socket and operate these independently.

Q: Will this work with Siri?

A: Yes, this works with Siri, so you can operate via voice with any iOS device. To control a device with Siri, select the device from the home screen in the BG Home App, press on the ... menu and select General. You can then select 'Add to Siri' and create your shortcut. You can also Add scenes that you have created to Siri.

Q: Can these integrate with other third parties?

A: You can integrate with other Smart functions and Smart devices from other brands using IFTTT. Please check the BG Home online installation guide for further information on IFTTT.

AP Config, Master & Sub-devices

Q: What is AP config?

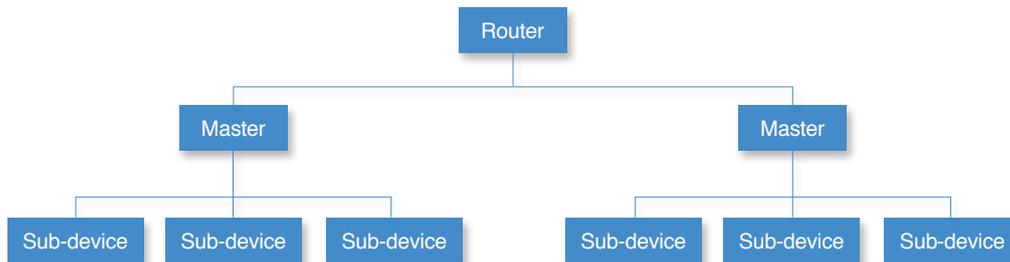
A: AP config offers an alternative way to connect your device to your WiFi network. To set up with AP Config, press + on the home page, select 'add device', select 'WiFi equipment' and then select your device type and follow the on-screen prompts.

Adding more devices

When you already have one or more devices set up, Smart Config within the App can automatically discover new devices for faster set up. When you select 'Add Device', a pop up will appear at the bottom of your screen showing a new device has been found with the option to 'set up'. You can then select the device you want to set up. If you follow the onscreen prompts this device will automatically set up as a sub-device which attaches to the original 'master' device in your system. If you do not want this to be set up as a sub-device, select the device and then 'go back' instead of 'Add to a room' and then follow the prompts from this page forward.

Q: What is the difference between Master and Sub-devices?

A: A master device connects and talks directly to your router. A sub-device latches on to the connection of the master device so does not need to establish its own direct connection with the router. It is recommended that a master device is one which constantly receives power even when the active buttons are turned off, such as a smart wall socket. A smart adaptor can also work as a master, but will need to remain plugged in at all times for any of its sub-devices to connect.



Troubleshooting

Connection problems

Please try the following if you are having trouble connecting or discovering devices.

1. Un-install and re-download the App, and make sure the WiFi signal is strong enough during set up and that the device you are installing is within range.
2. Make sure your phone is connected to a 2.4GHz network.
3. If you have a dual band router, the router will usually search for both 2.4GHz and 5GHz signals and connect to the most appropriate one for the device.
4. If you have split the bands of your router, make sure your phone is connected to the 2.4GHz band.
5. If your dual band router cannot find the device, you may need to temporarily turn off the 5GHz signal on your router whilst setting up the device in your router settings. Once the device is connected, you can turn on the 5GHz signal again.
6. Your routers security settings could be stopping communication between the cloud server and the device. To resolve this issue, you can temporarily disable features such as the router firewall or whitelist mode until the device is installed, and you can then add this to the safe list on your router and restore the prior security level.

App says 'device is offline'

1. Check that the device is connected to power (adaptors may have been unplugged).
2. If the device is a sub-device, check that its' master device is online and connected to power.
3. Try cutting the power for 30-60 seconds to re-boot the socket.
4. If you see a pattern of devices going offline after a set period of time (usually a number of days), your router may not have a static IP address. Some routers can generate a new IP address after a few days, which can cause some connected devices to disconnect. You can make a change in your router settings to ensure that your IP address remains static.

Voice assistant issues

1. If you can not find the BG Home skill in your Alexa App, please check that you are using Amazon UK and not Amazon.com. The BG Home Skill is only available in the UK Alexa store.
2. If the name you have chosen for your device is not being recognised, try changing the name of your device.

Timer Issues

1. The App will not work with a 12 hour clock – please check the time on your phone is set to use the 24 hour clock.
2. Check if the Random function for your device is on - timers cannot work or be set if the Random function is on.

Stuck? Confused?

Contact our Technical Support team on:

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Lines are open Mon - Fri (08:30 - 17:00)