



Getting Connected

Troubleshooting
A step-by-step guide

Connection Requirements

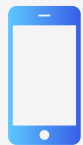
- Home Connect is designed to work with a domestic home Wi-Fi network.

- There are a lot of Wi-Fi requirements in order for Home Connect to work correctly.

There are five components in the Home Connect pairing process.



1: Your appliance(s)



2: Your device
(smartphone or tablet)



3: Your Home Connect Account



4: Your Wi-Fi information



5: The Home Connect server
(HCA)

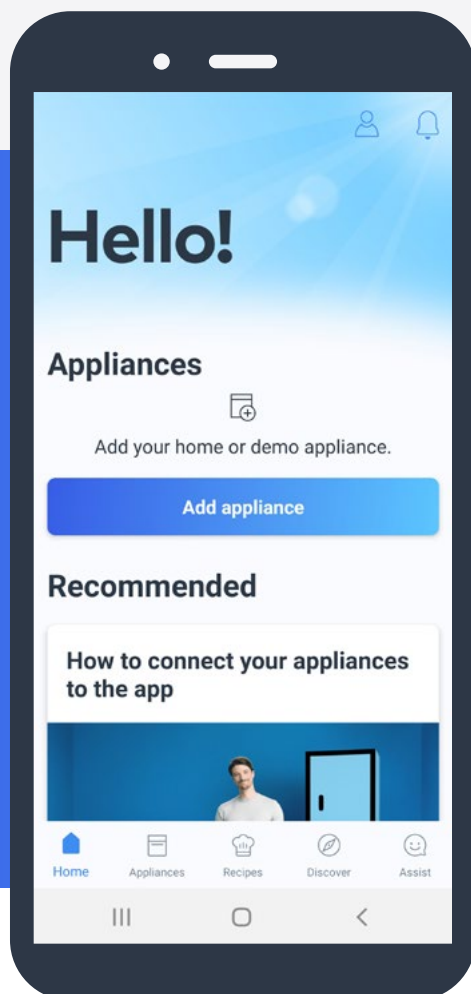
All five of these must be able to 'converse' with one and other.

Manual Connection

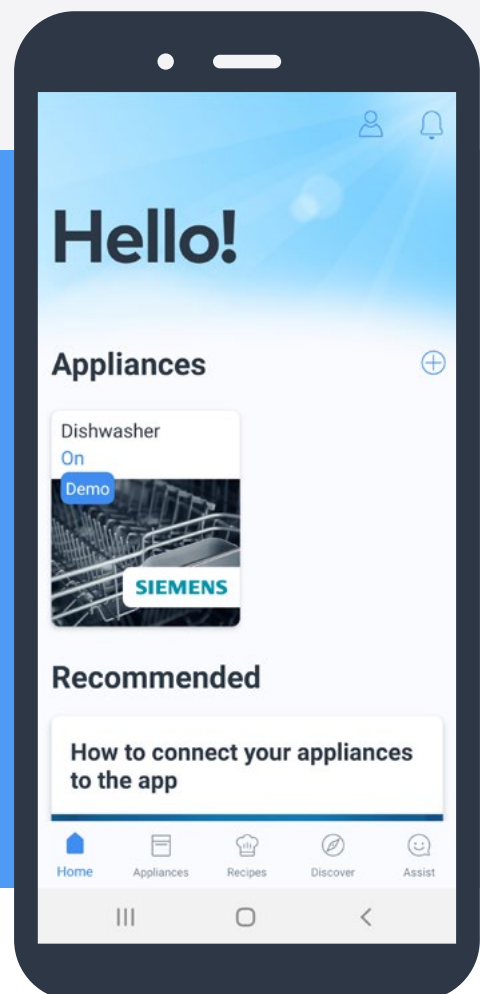
Step 1: Open Home Connect App:

Step 2: Press "Add Appliance" or if you already have an appliance connected press the plus button as shown below.

1

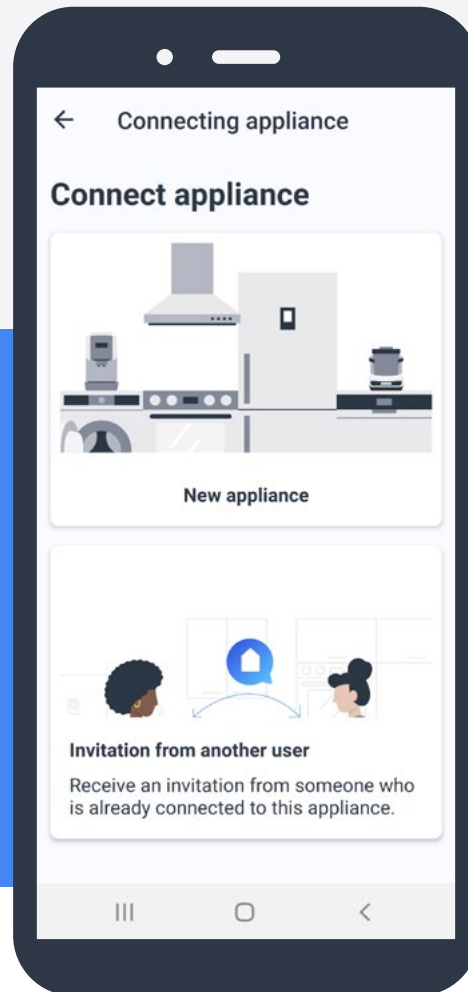


2

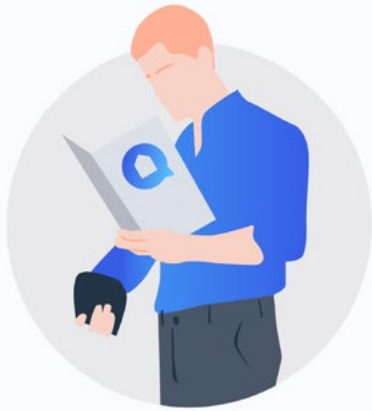


Step 3: Press "New Appliance".

3



Step 4: Press "Continue 3 times".

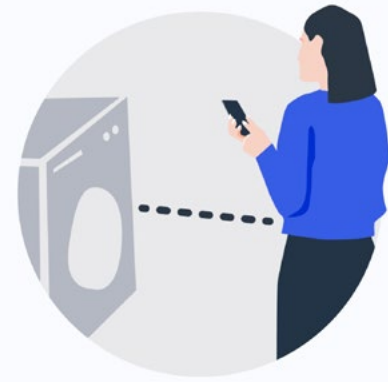


Grab your Home Connect printed guide

This guide came with your appliance.



Have your Wi-Fi name and password ready.



Stay close to the appliance.

4

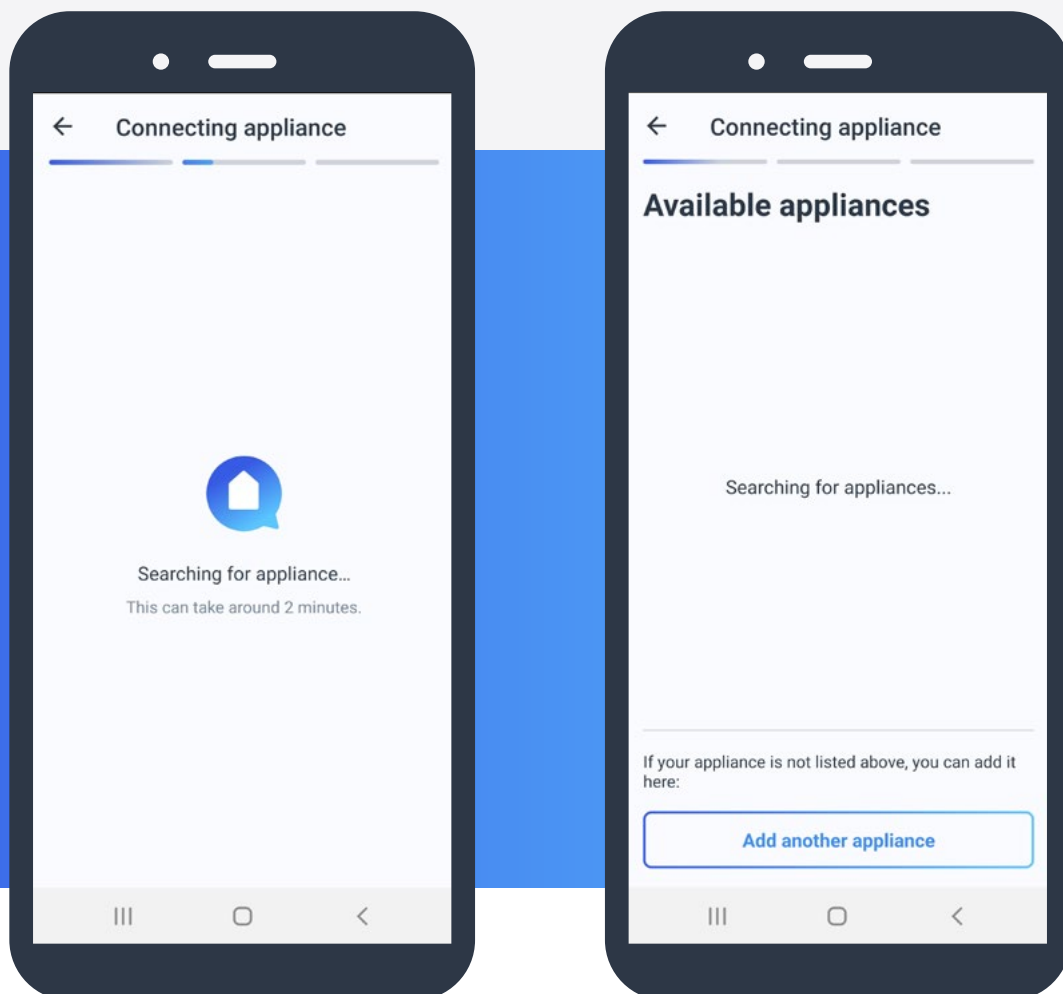
Continue

Continue

Continue

Step 5

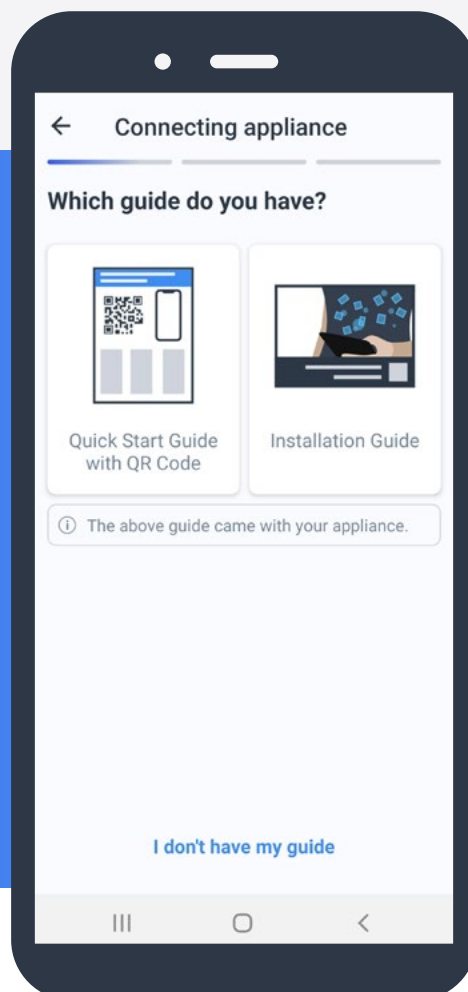
The app will start searching, wait a few seconds and "Add another appliance" will appear, click on this.



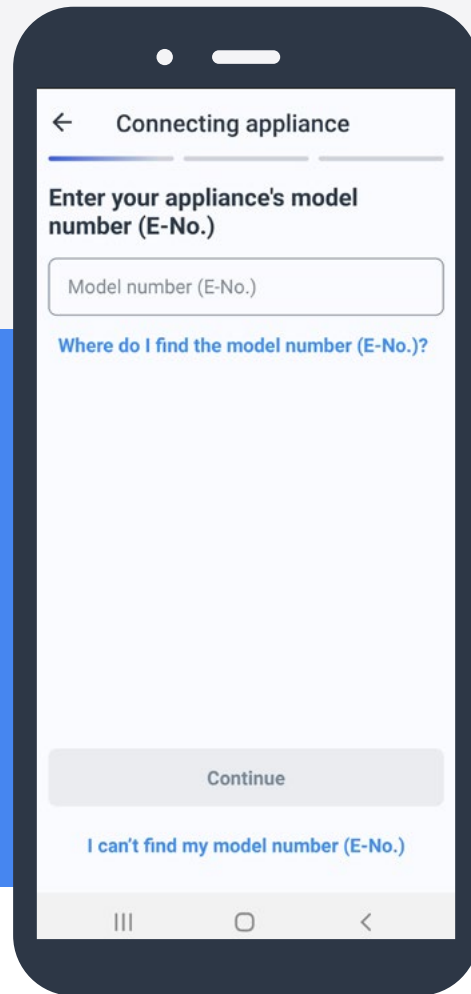
Step 6

The easiest way to continue is to click "I don't have my guide" at the bottom.

Alternatively, you can press "Quick start guide with QR code" if you have the QR code to hand.



Step 7: Please enter the model number.



The image shows a smartphone screen with a dark blue border. The screen displays a setup interface for connecting an appliance. At the top, there is a back arrow and the text 'Connecting appliance'. Below this is a progress bar with three segments, the second of which is highlighted in blue. The main heading is 'Enter your appliance's model number (E-No.)'. Underneath is a text input field with the placeholder text 'Model number (E-No.)'. Below the input field is a link that says 'Where do I find the model number (E-No.)?'. At the bottom of the screen is a grey 'Continue' button. Below the button is another link that says 'I can't find my model number (E-No.)'. The bottom of the screen shows the standard Android navigation bar with three icons: a square, a circle, and a triangle.

← Connecting appliance

Enter your appliance's model number (E-No.)

Model number (E-No.)

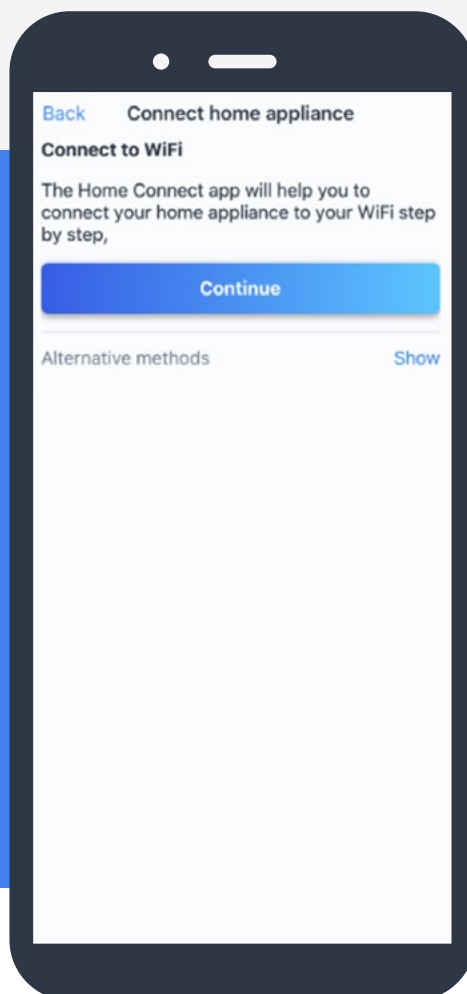
[Where do I find the model number \(E-No.\)?](#)

Continue

[I can't find my model number \(E-No.\)](#)

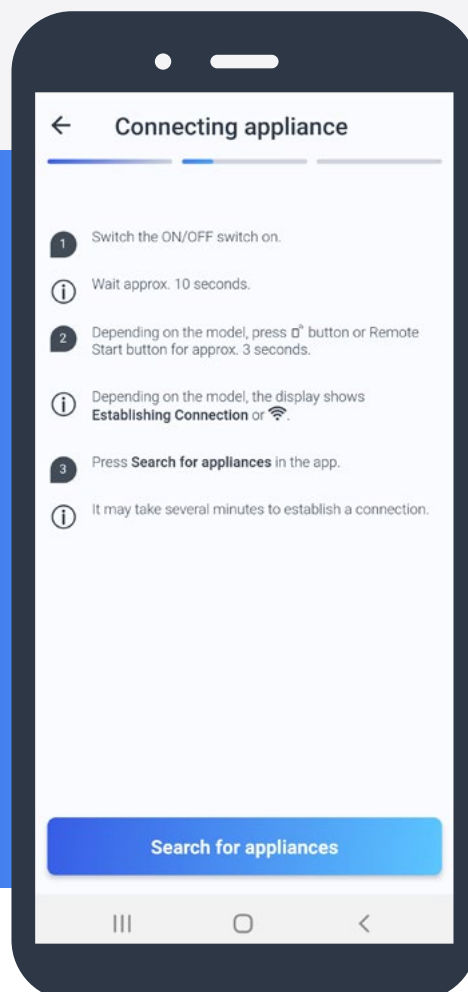
Step 8

You always want to connect the appliance via a manual connection, this is automatically selected. Please press continue.



Step 9

The step by step guide for the specific model of appliance will come up, please follow these instructions on the appliance. Once this is complete, press continue on the app.



Step 10



For Apple:

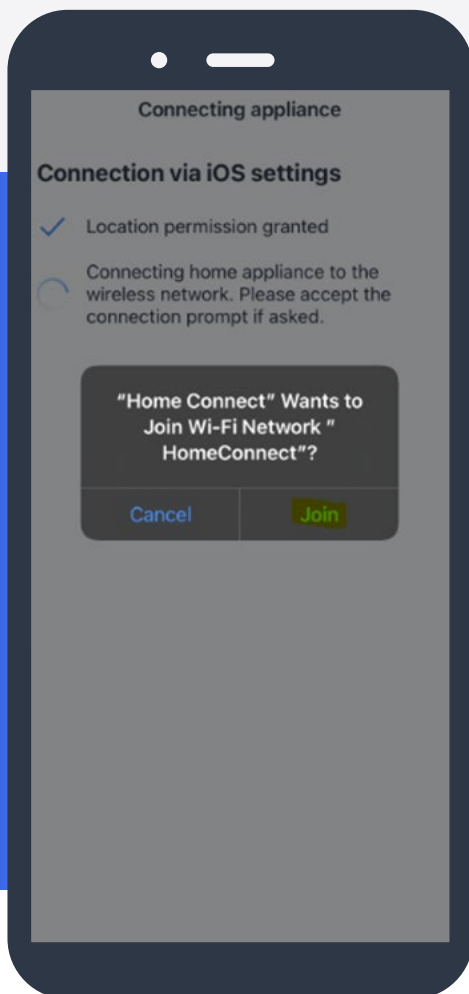
This page will appear and it will ask you to connect to the Home Connect Network. Press Join, and it will automatically connect.



For Android:

A page will come up asking you to back out of the app and go to your Wi-Fi settings within the phone itself, you will need to search for available networks, Home Connect will appear, please join this network, Password: HomeConnect.

Once connected,
go back into the app.



Steps 11, 12 & 13

Step 11: The app will go through a series of connection points and then will find your Wi-Fi and ask for your password. Please type in the password making sure it's correct. It will then go through a series of connection points again.

Step 12: If successfully connected to the Wi-Fi, the step by step guide will come back up asking you to now connect the appliance to the app, (on the oven for this model it would say "press Connect to App on the oven").

Step 13: On the app it will automatically start connecting to the oven and go through a series of connection points and will say finalisation complete if successfully connected. Press continue and the appliance will be visible on the home screen of the app.

Please note: Some dishwashers skip the pairing stage (connect to app).

Wi-Fi Requirements

- Encrypt your Wi-Fi network, preferably using security level WPA2 or at least WPA. Open networks are not suitable for use with Home Connect.

- Home Connect works with the following network modes: IEEE 802.11 b, g and n. Please ensure that your router is set up accordingly. Home appliances are only compatible with a 2.4GHz band. When you connect an appliance, please change the settings for your network accordingly.

- Home Connect does not work with Wi-Fi networks which require browser registration, e.g. where the user name and password must be entered via the web browser.

- You should have a stable Wi-Fi network with a good signal and access to the internet.

- Turn off the "MAC Filter" on the router to prevent MAC addresses for your home appliances and communication-enabled appliances from being saved.

- The use of proxies is not recommended.

- Ports 443, 8080 and 123 must be open.

- The multicast-routing option must be enabled on the router in order to establish a connection to Home Connect appliances.