

# TROUBLESHOOTING

## The Status LED (green) is not lit and the device is shown as disconnected on the app

*This means that the device is not connected to the Cloud*

- Make sure that the device gets power
- Check your **Internet connection**. If you cannot access the Internet with a different device on the same Wi-Fi network check your router or with your ISP
- Check that the server is accessible at <https://hamsystems.eu> with your browser. If it is not, check again in 5 minutes or refresh the app / webpage
- Try restarting the device by **disconnecting and reconnecting power**. Wait for a few minutes
- Check if the device **is connected to your Wi-Fi router / Access Point**. If the device does not appear to be connected, then repeat the setup procedure and make sure that the Wi-Fi name and password are correct. The device may also need to be whitelisted depending on your network configuration. Note that the device and the app use the ports 9001 and 9002

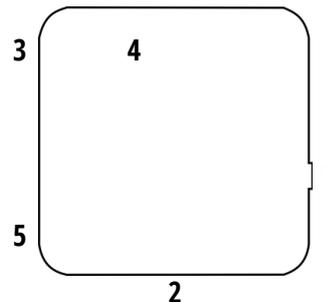
## The Air-Conditioner does not respond to commands

- Make sure that the device is powered
- Make sure that your AC is in range of the device's infrared signals
- Make sure that the device is connected to the cloud. The Status LED should be fully on.
- Make sure you have setup the correct codeset from the device settings
- Check that your air-conditioner has power, by using the original remote control.

More information about the installation of our devices, their capabilities and the use of our platform can be found at <https://hamsystems.tawk.help/>

This product is in compliance with the **Radio Equipment Directive (RED) 2014/53/EU** and the **Restriction of Hazardous Substances (RoHS) Directive 2011/65/EU** and carries the **CE Mark**. The complete EU declaration of conformity can be found at [https://hamsystems.eu/res/doc/remote\\_ac\\_ce.pdf](https://hamsystems.eu/res/doc/remote_ac_ce.pdf)

Manufacturer: Home Automation and More P.C.  
76, 28th October, 54642, Thessaloniki, Greece



# RemoteAC

1. **Setup Button**
2. **microUSB** power
3. **Status LED** (green)
4. **Disconnected LED** (blue)
5. **Temperature and Humidity** sensor

- **Internet** connection via **Wi-Fi 2.4Ghz**
- Control your Air-Conditioner via the Internet
- Android, iOS, Voice control with popular assistants
- **Temperature and Humidity** real-time and historical readings
- Time schedules

2 years warranty



# SETUP

*In order to connect the device to your Wi-Fi network, you need to use the HAM Systems app.  
All the other features are also available on the Web on <https://hamsystems.eu>*

1. **Connect the device to power via microUSB.**
2. **Open the HAM Systems app.** If you don't have an account create one
3. **Click on (+) button** on the devices list view on the app
4. **Follow the instructions** on the app
5. If the Status LED is fully on and the device does not appear on the app, then you may also need **claim the device** to your account. Click on (+) and select the Claim Device option
6. Click on the device on the list and select **More**
7. Scroll down to **device settings** and select your **AC brand**. If you can't find your brand, you can try the "**Others**" option at the bottom.
8. Find a **codeset** that works for your AC and click **OK**
9. You should now be able to **control your AC on the app**

In case you are having difficulties, you can **try restarting the device by disconnecting and re-connecting power** and repeating the steps.

**If you want to change the Wi-Fi network of your device**, you can do so by doing the steps 3-5. You don't have to re-claim your device in this case

## SAFETY WARNINGS

- Do not disassemble the device. Doing so, voids the warranty.
- In case of loss of network, you will not be able to control the device remotely.
- You should not rely on the device in such a way that puts human or animal lives at risk.

# USAGE

To use the device, visit our webapp at <https://hamsystems.eu>  
or search **HAM Systems** at the App Store / Play Store

Some features of the app:

- Control your Air-Conditioner from anywhere in the world via the Internet
- Set up time based schedules and timers
- View real time and historical output state
- Create interactions between other HAM Systems devices by using IF this THEN that style rules
- Secured communications with TLS
- Organize your devices with groups and floorplans

## TECHNICAL SPECIFICATIONS

<b>Environmental conditions</b>	<b>-10°C to 55°C, 0-90% RH</b>
<b>Input</b>	<b>5VDC, 1.5A from microUSB</b>
<b>Output</b>	<b>IR</b>
<b>Measurements</b>	<b>Temperature / Relative Humidity</b>
<b>Accuracy</b>	<b>±1 °C, ±5% RH</b>
<b>Dimensions</b>	<b>50.9mm x 50.9mm x 16.5mm</b>
<b>Connectivity</b>	<b>Wi-Fi IEEE 802.11 b/g/n 2.4Ghz</b>