Changhong CHiQ

User Guide

CH1603-UC

CHiQ Hub

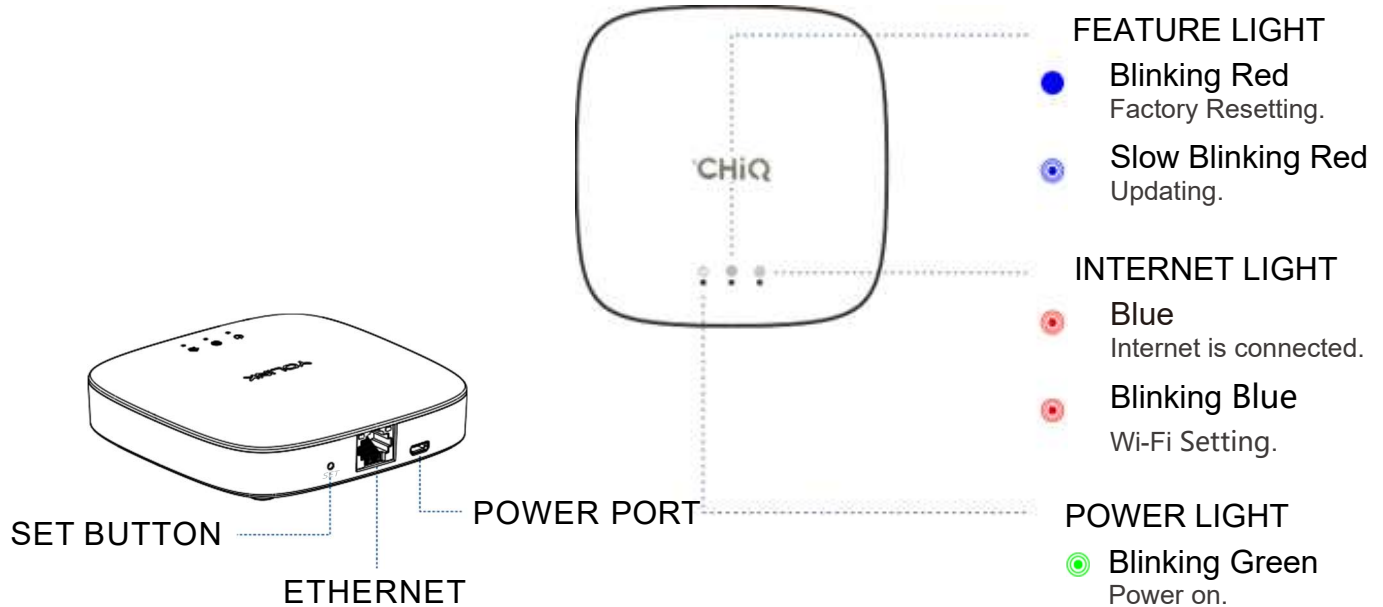# Contents

What's Included

- Qty 1 - CHiQ Hub
- Qty 1 - AC/DC Adapter
- Qty 1 - Ethernet Cable
- Qty 1 - USB Cable
- Quick Start Guide

Product Requirements

- A router which provides wired connection or Wi-Fi.
- A smartphone or tablet running iOS 9 or higher; Android 4.4 or higher.

Introduction

CHiQ Hub is the core device in the CHiQ Smart Home System, which connect CHiQ devices to Cloud and CHiQ App.
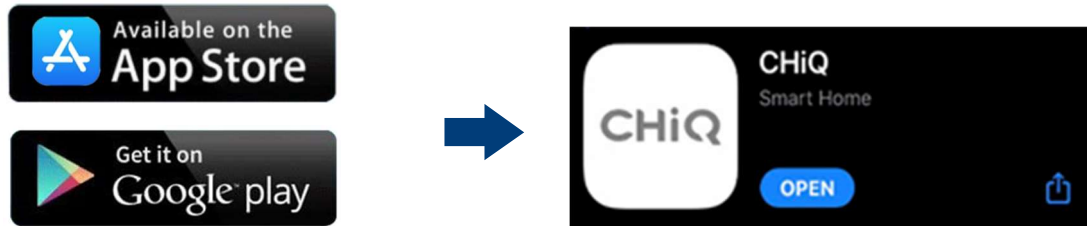
FEATURE LIGHT

Blinking Red
Factory Resetting.

Slow Blinking Red
Updating.

INTERNET LIGHT

Blue
Internet is connected.

Blinking Blue
Wi-Fi Setting.

POWER LIGHT

Blinking Green
Power on.

SET BUTTON

ETHERNET

POWER PORT

Set Up CHiQ Hub

Follow the steps below to set up your CHiQ Hub via CHiQ App.

Step 1: Set up CHiQ App

- Get the CHiQ App from the Apple App Store or Google Play.

Step 2: Log in or sign up with CHiQ account

- Open the CHiQ App. Use your CHiQ account to log in.

- If you don't have CHiQ account, tap **Sign up for an account** and follow the register steps to sign up an account.

Step 3: Add device to CHiQ App

- Tap the " ⊟ " in CHiQ App. Scan the **QR Code** on the device.
- You can customize the name, set the room, add to/remove from favourite.

    a. Name - Name CHiQ Hub.

    b. Room - Choose a room for CHiQ Hub.

    c. Favourite - Click " ♡ " icon to add/remove the device from Favourite.

- Then, tap the "Bind Device" icon to add the device to your CHiQ account.
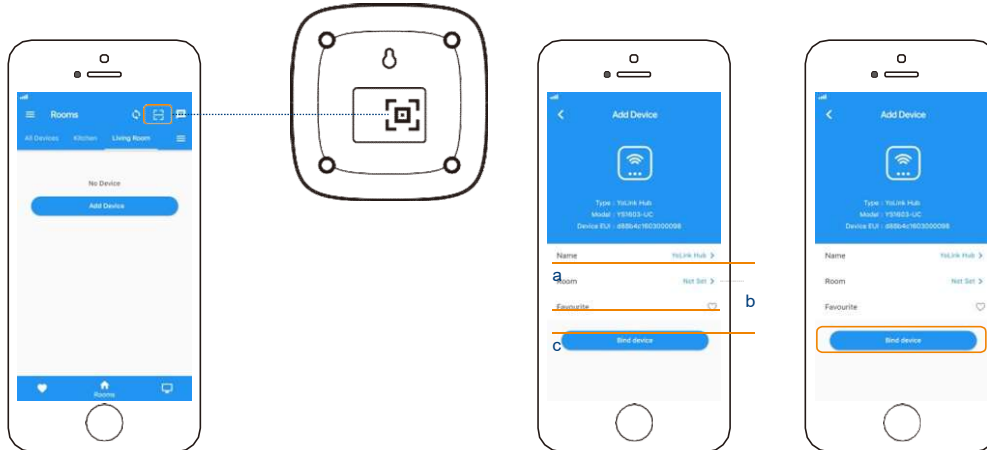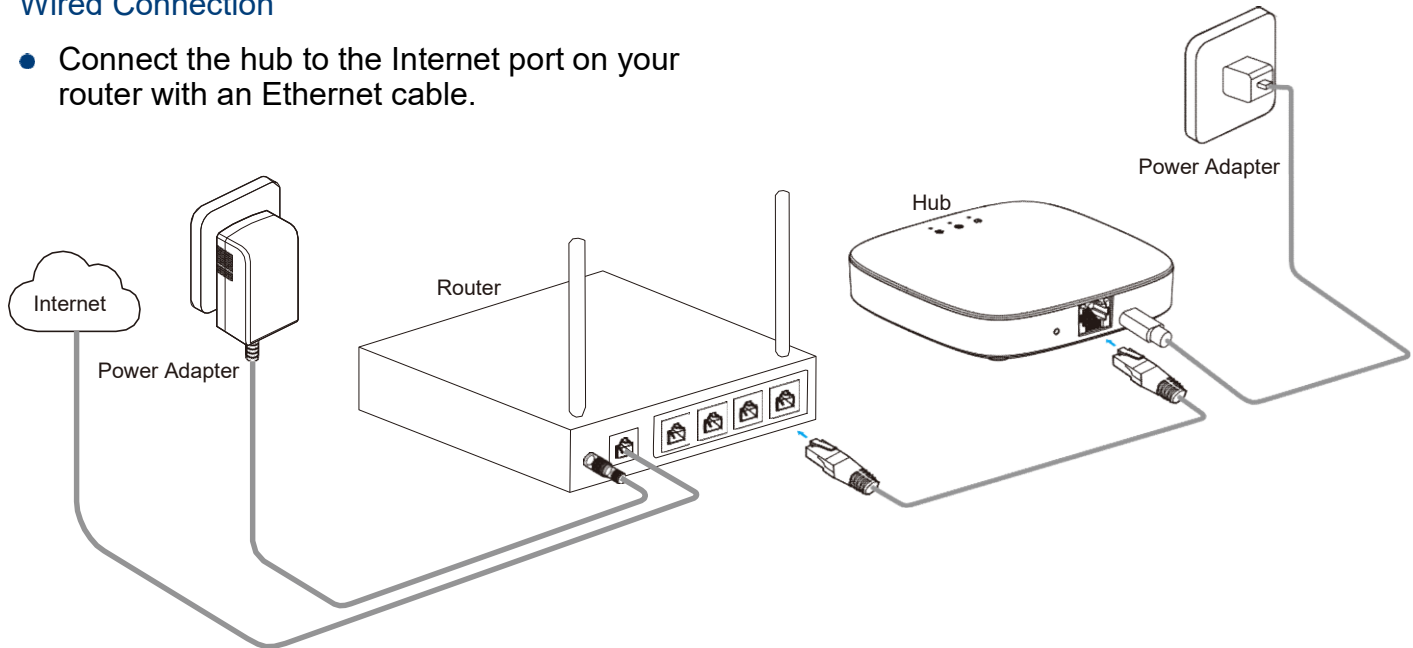
Step 4: Power on and setup network

- Power on the hub using the supplied power adapter, set up network and your device is ready to go.

- Set up network with two ways: wired connection or Wi-Fi connection.

Wired Connection

- Connect the hub to the Internet port on your router with an Ethernet cable.
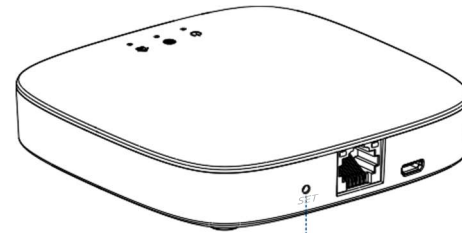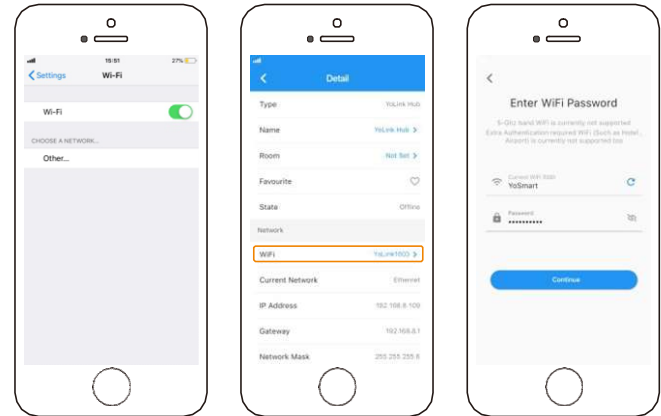
Wi-Fi Connection

- Connect your smart phone to Wi-Fi.
- Tap the "Hub" in App to go to its controls.
- Tap the " : " icon at the top-right corner to go to details.
- Tap the Wi-Fi in App to set Wi-Fi.
- Follow the steps to finish setting.

Note

- Press the SET button on the hub for 5-10 seconds if the hub is not connected to cloud.
- Only support 2. 4GHz Wi-Fi.

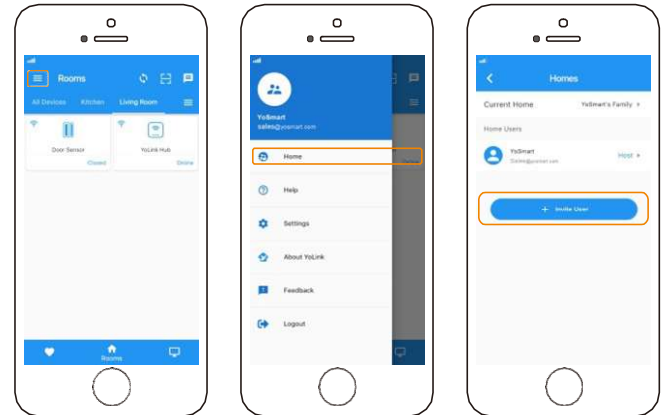SET BUTTON

Using CHiQ App with CHiQ Hub

Share with families

You can share your CHiQ devices with your family members by setting home member in CHiQ App.

- Tap the " $\equiv$ " icon at the top- left corner to go to your CHiQ profile.

- Tap the "Home" icon.

- Tap "Invite User" to add your family members.

Note

- Only the signed up account can be invited.

Details

You can customize the name, set the room, add to/ remove from favourite, and set the Wi-Fi.

a. Name - Name CHiQ Hub.
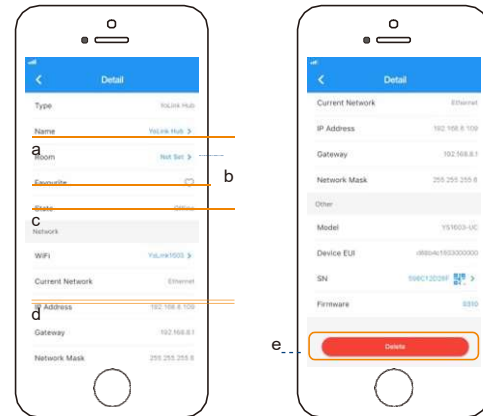
b. Room - Choose a room for CHiQ Hub.

c. Favourite - Click " ♡ " icon to add/remove the device from Favourite.

d. Wi-Fi - Set the Wi-Fi for CHiQ Hub.

e. Delete - The device will be removed from your CHiQ account.

- Tap the "Hub" in App to go to its controls.
- Tap the " ⋮ " icon at the top-right corner to go to details.
- Tap the icon for each of the settings you want to personalize.

# Works with CHiQ IoT Devices

CHiQ Hub as a bridge between CHiQ devices that you have, which build your own smart home system.

- Monitor, control, and help secure your home.

- Automate your lights and help save money.

Add CHiQ IoT devices to your CHiQ account, such as plugs, switches, locks, gas/water Valves, sensors, and more, to start your smart life.

Visit **Changhong.us** for more information.
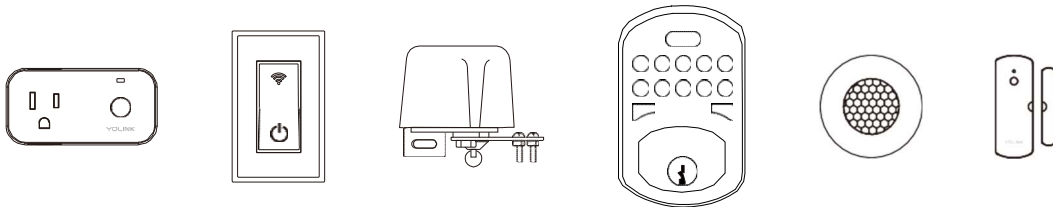
Maintaining the CHiQ Hub

Firmware Update

To ensure our customer have the best user experience, we highly recommend you could update our newest version firmware.

- Tap the "Hub" in App to go to its controls.

- Tap the " : " icon at the top-right corner to go to details.

- Tap "Firmware".

- The Feature light will be slowly blinking red during update and stop blinking when update is done.

Note

- Only the CHiQ Hub that is currently reachable and has an available update will be shown on the Details screen.
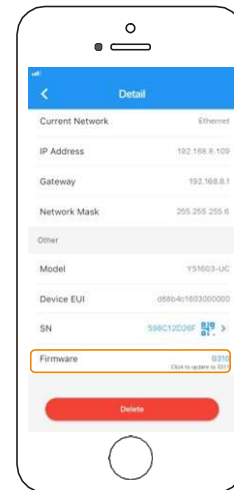
Factory Reset

Factory reset will erase the Wi-Fi setting.

- Hold the Set Button for 20-25 seconds until the Feature Light blinks red.
- Factory reset will be done when the light stops flashing.
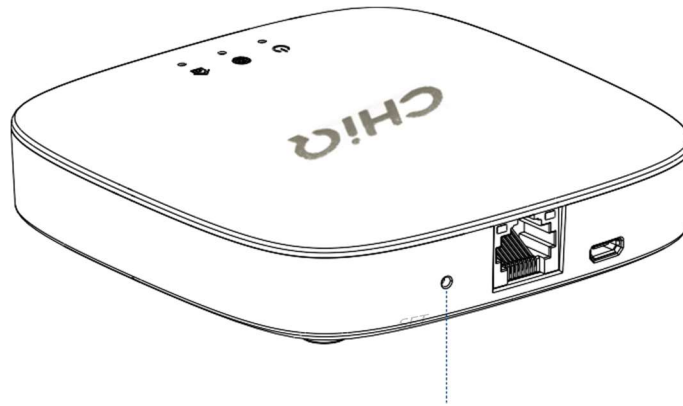
SET BUTTON

Specifications

Input:	5V DC
Maximum Current:	1A
Frequency:	LoRa: 923.3MHz Wi-Fi:2412- 2462MHz
Environment:	Operating temperature: -20°C~50°C (-4°F~104°F) Operating humidity: 0~90% non-condensing

Troubleshooting

Problem	Possible Reason	Solution
Internet light is off after the hub is powered on	No internet connection.	Please check the wired connection or Wi-Fi setting.
	Product is defective.	Please contact customer service.
Scan the QR code with CHiQ App and it shows "This device has been set up with another account".	Hub has been linked to another account.	Check with you family members or contact our customer service.
It shows that the hub is offline in your CHiQ account.	Hub is powered off.	Please power on the hub again.
	No internet connection.	Please check the wired connection or Wi-Fi setting.
	Product is defective.	Please contact customer service.
Fail to set the Wi-Fi.	Your Wi-Fi may not be a 2.4GHz network.	Change your Wi-Fi to a 2.4GHz network.
Other problems.	Product is defective.	Please contact customer service.

If you are unable to get your product working,
please contact our customer service during business hours.

US Live Tech Support: 1-408-9700349 M-F 9am - 5pm PST
Email: crl@Changhong.us
Changhong Research Labs Inc. 3945 Freedom Circle, Suite 320, Santa Clara, CA 95054

WARRANTY 2 Years Limited Electrical Warranty

Changhong warrants to the original residential user of this product that it will be free from defects in materials and workmanship, under normal use, for 2 years from the date of purchase. User must provide a copy of original purchase receipt. This warranty Does Not Cover abuse or misused products, or products used in commercial applications. This warranty does not apply to hubs that have been improperly installed, modified, put to a use other than designed, or subjected to acts of God (such as floods, lightning, earthquakes, etc.). This warranty is limited to repairing or replacing of this hub only at Changhong's sole discretion. Changhong will NOT be liable for the cost of installing, removing, nor reinstalling this product, nor direct, indirect, or consequential damages to persons or property resulting from the use of this product. This warranty only covers the cost of replacement parts or replacement units, it does not cover shipping & handling fees.

To implement this warranty please give us a call during business hours at 1-408-9700349, or visit www.Changhong.com.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1) This device may not cause harmful interference.

2) This device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

"To comply with FCC RF exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter."