

# Franke @Home - User Guide



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Check your hood installation guide to see if it's compatible with the Franke Cloud app. If the hood is compatible, all you need is a WiFi connection with access to the Internet that can reach the location of your range hood. Franke @Home allows you to control your range hood from anywhere using a mobile device, your Amazon Alexa or Google Home smart speaker or your Siri Shortcuts.

The Franke @Home app is available on iOS devices using iOS 11 or later and Android devices using Android version 8 or later. You can download the app from the Google Play Store or the Apple App Store.

If your hood is not connected to the WiFi, the functionality will operate similarly to a typical hood without connectivity.

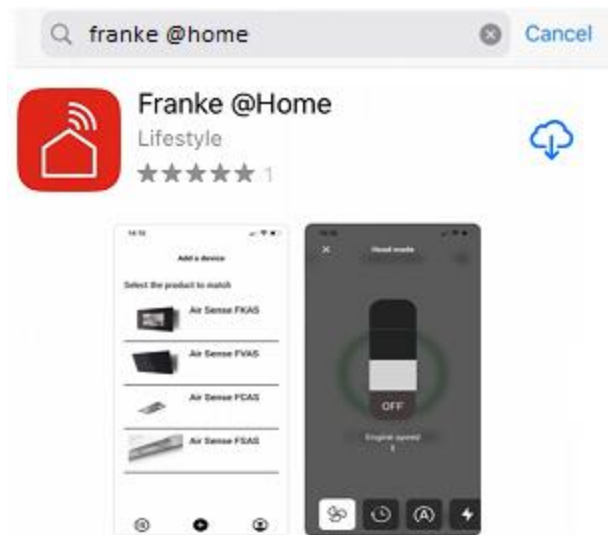
Franke @Home does not work over WiFi networks that require browser registration (i.e. a username and a password entered via a web browser). You should have a stable wireless network with good reception and access to the internet.

The WiFi network should have a frequency of 2.4 GHz (IMPORTANT - 5.0 GHz networks do not work), conform to the standard 802.11b of 802.11g with a bandwidth of 20MHz.

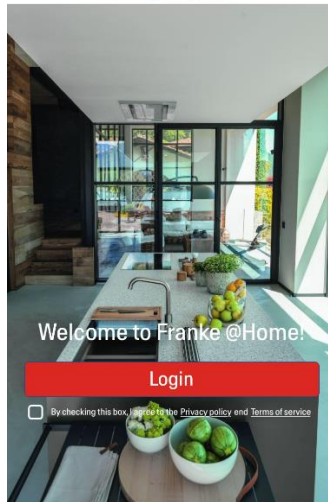
## How to connect your hood to the Franke @Home app

### Step 1: Installing the Franke @Home app

1. On your smartphone or tablet, go to the App Store (Apple devices) or Google Play Store (Android devices)
2. Enter "Franke @Home" in the store's search field




3. Select the "Franke @Home" app published by Faber S.p.A. and install it on your smartphone or tablet.
4. Open the Franke @Home app



5. Accept the privacy policy and the terms of service flagging the checkbox, and then press “Login”
6. Sign up for a new Franke account through the **frankeid** site. The app will guide you through the registration process. Don’t forget to record your email address and password

Step 2: pair your hood with the Franke @Home app

1. Make sure the hood fan and the light buttons must be turned off
2. On the Franke @Home app, press the  button at the bottom center of the app
3. Select the model of your hood

**Add a device**

Select the product to match



Air Sense FKAS



Air Sense FVAS



Air Sense FCAS



Air Sense FSAS



4. Long press (3 seconds) the button of the hood as indicated by the application until the LEDs start flashing (or the animation is launched)
5. Go to the WiFi setting of your phone and connect to the "FFCONNECT-\*\*\*" or "Faber-\*\*\*" network. When the process is completed, return to the app



### 2 step

Go to Settings and connect your phone to the "FFCONNECT-XYXY" Wi-Fi network. When the process is completed, reopen the Franke @Home App

6. Insert the name (SSID) and the password of your home WiFi network (make sure you insert the right password, without any blank space) and press continue. **Note – the SSID must be exact including upper and lower case letters**



### 3 step

Now enter the name (SSID) and password of your home Wi-Fi network

**Wi-fi net name or SSID**

---

**Wi-Fi Password**

---



Connect a hood

7. When the process is completed, go to your WiFi settings and connect the smartphone (or tablet) to your home WiFi network.
8. The pairing is complete! You should see the hood listed in your devices on the Franke @Home app.





Set-up completed!

Now you are ready to use your product

Done



Step 2: pair your hood with the Franke @Home app (AQ-Sense)


1. Make sure the hood fan and the light buttons must be turned off
2. On the Franke @Home app, press the  button at the bottom center of the app
3. Select the model AQ-Sense (if you cannot find your model, please make sure you have selected the correct region in the dropdown at the top)
4. On the AQ-Sense hood, go to settings menu (  icon), then select “Association”
5. Scan the QR shown on the hood screen
6. Wait the process to finish
7. The pairing is complete! You should see the hood listed between your devices in the Franke @Home app.

If you want to change the wireless home network the is connected to the hood, reset the connection to your hood repeating the **Step 2 – pair your hood with the Franke @Home app**.

[Unpair the hood from your account](#)

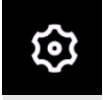
If you need to remove the hood from your account, you must follow these steps:

1. Select the hood you want to remove from the list of your paired devices

2. Tap on the  icon on the top right corner of the app
3. Select "Reset device"
4. Tap on "Delete the pairing"

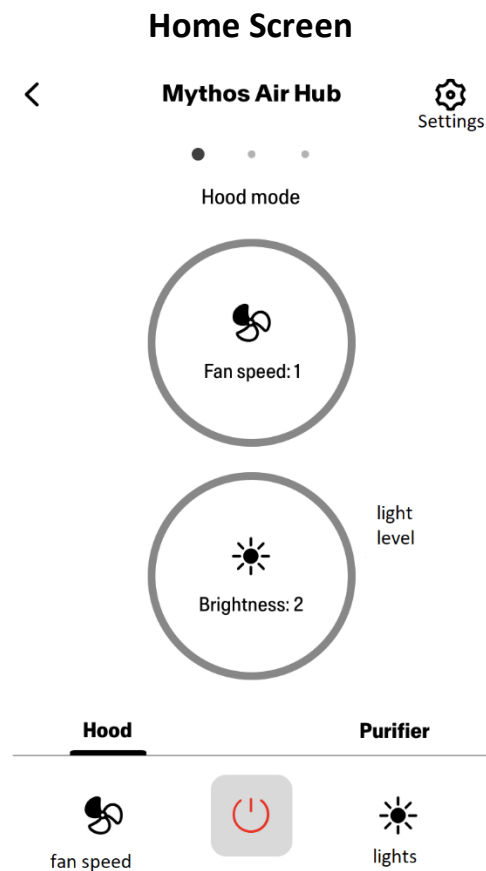
### Remove all paired users from the hood

If you need to remove all paired users from the hood, follow these steps:

1. Select the hood you want to remove from the list of your paired devices
2. Tap on the  icon on the top right corner of the app
3. Select "Reset device" in the app
4. Put the hood in "configuration mode" long pressing the same button on the range hood you used when you paired the app
5. Tap on "Reset default settings"

This step may be required if you change your modem/router.

## Franke @Home App Tour





## Air Quality, Humidity, Temperature



Franke AQ Sense



Air Quality

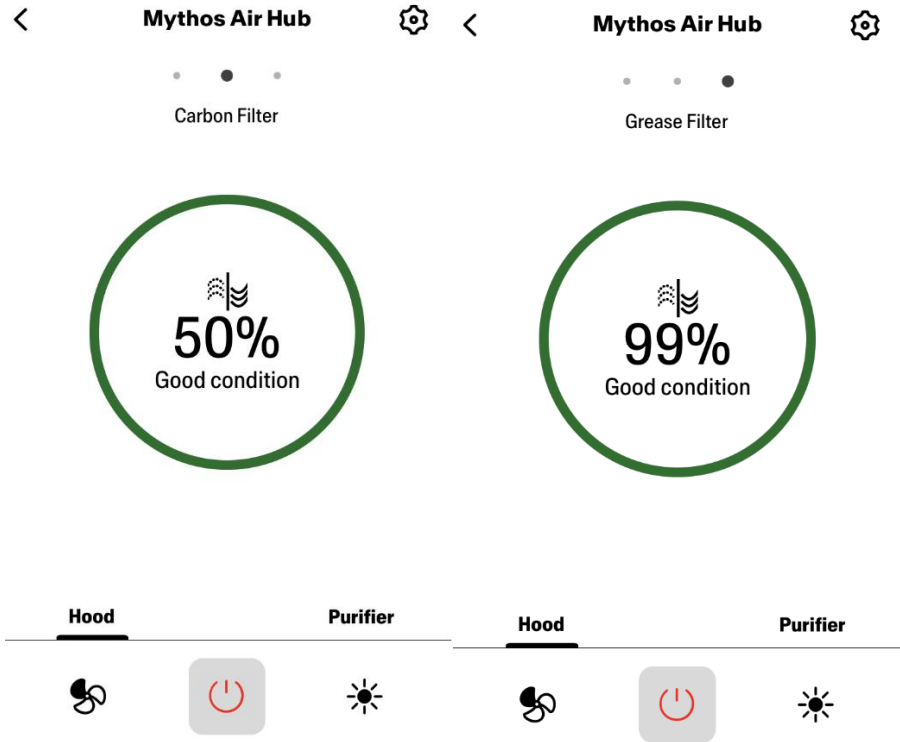


28.3%

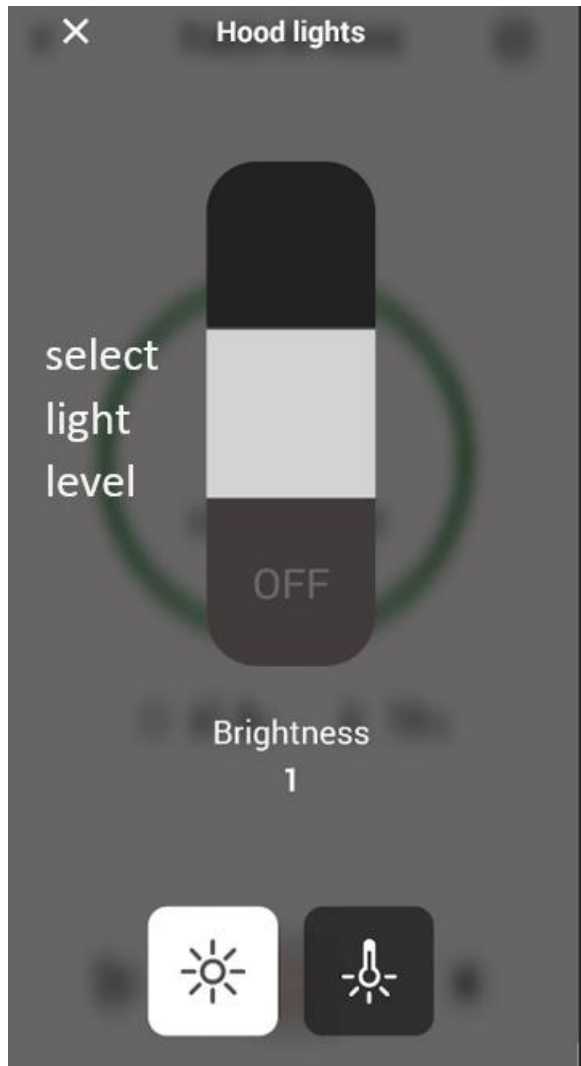
28.8°C



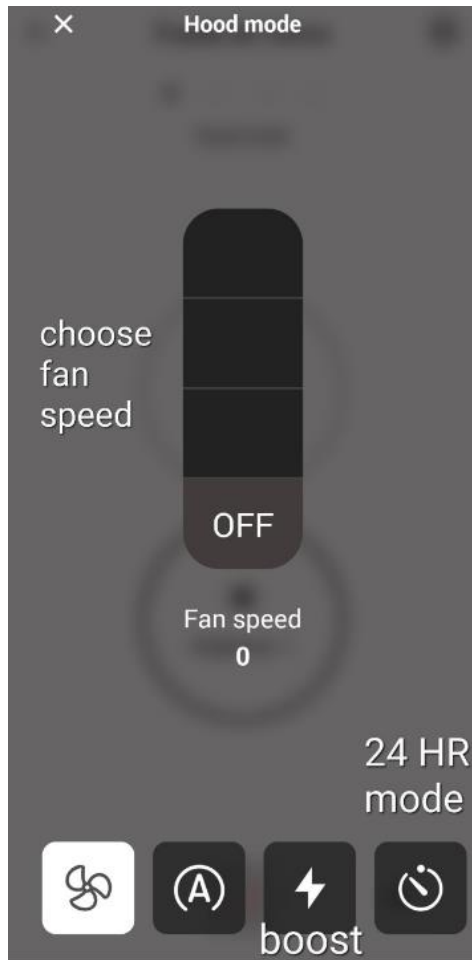
## Charcoal and Grease Filter Conditions



Light Command Screen



**Fan Command Screen**



**Note:** "Delay off" mode can only be run when the fan is ON.  
"24 – hour" mode can only operate with the fan OFF

### Purifier Home Screen

No SIM

11:25



## Mythos Air Hub



Purifier mode



UV C Lamp and ventilation at minimum speed. After 24 hours the lamp and ventilation are turned off automatically

Hood

Purifier



## Day and Night Mode

No SIM

11:26

No SIM

11:25

Battery icon



### Mythos Air Hub



### Mythos Air Hub



Purifier mode



Purifier mode



UV C Lamp and ventilation at maximum speed. After 2 hours the lamp and ventilation are turned off automatically

UV C Lamp and ventilation at minimum speed. The devices will remain on for 5 hours and off for the next 19 hours, in a cycle of 24 hours. After seven days the night mode will be switched off

**Hood**

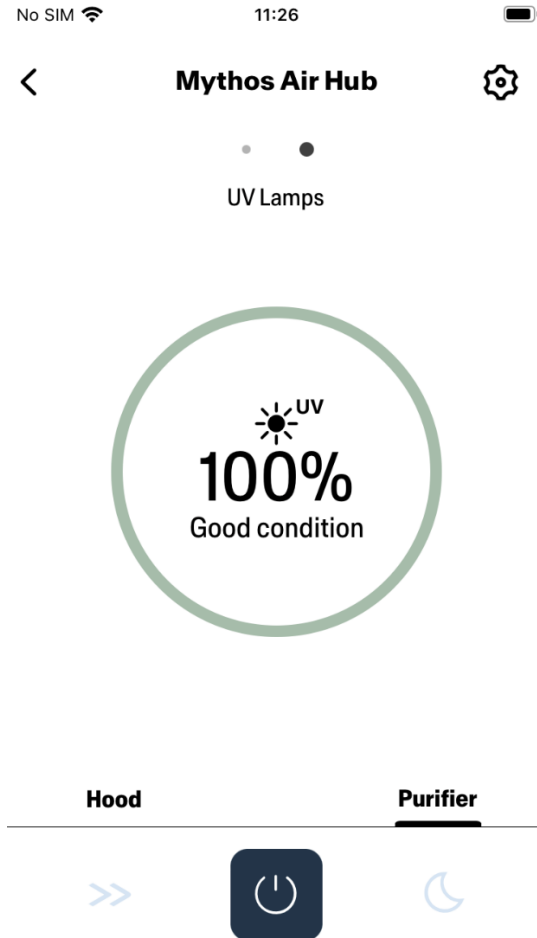
**Purifier**

**Hood**

**Purifier**



## UV Lamps Conditions



## Vocal assistants set up

### Amazon Alexa

#### Installation

1. Follow the **Step 2 – pair your hood with the Franke @Home app.**  
**Alexa will work with the latest paired device on the Franke @Home app.**  
**This is a mandatory step if you want to use Amazon Alexa.**
2. Download the Alexa application from the Google Play Store (Android) or the Apple App Store (iOS) and create an Amazon Account (if you already do not have one)
3. Open Alexa app, go to "Skills & Games" section and search for "Franke @Home" skill. Then click on it:



SEARCH



franke @home



Franke@Home

***“Alexa open Home Cloud”***

4. Click on “Enable”
5. When prompted, login with the same account used in the Franke @Home application
6. You should see a message saying that the Franke @Home skill has been successfully linked.
7. Alexa will look for devices to connect:



**Alexa is looking for devices to connect...**

This may take up to 45 seconds.

8. The skill is correctly configured

#### Available commands

To control your hood with Alexa, you have to activate the Franke @Home skill saying “Alexa, open Home Cloud”.

After the welcome message, you can say your command.

	<b>COMMAND</b> <i>“Alexa, open Home Cloud”</i>
<b>Device name</b>	Hood
<b>Command list</b>	List commands What can I do
<b>Temperature</b>	What is the temperature? How is the temperature?
<b>Humidity</b>	What is the humidity? How is the humidity?
<b>Air Quality</b>	What is the quality of the air? What is my air quality? What is the air quality?
<b>Speed</b>	Set hood speed to 1 Set hood speed to 2

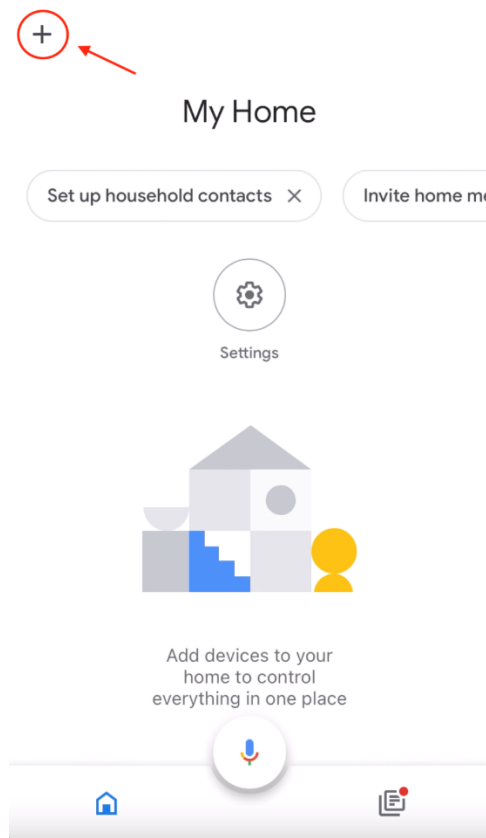


	Set hood speed to 3 Increase hood speed Decrease hood speed
<b>Lights</b>	Turn the lights on Turn the lights off
<b>Motor</b>	Turn the motor on Turn the motor off
<b>On / Off</b>	Turn on the hood Turn off the hood
<b>Mode</b>	Set auto mode Enable auto mode Set boost speed Enable boost mode Set 24 hours Enable 24 hours mode I'm cooking
<b>Grease Filter Status</b>	How are the hood filters Hood filters status
<b>Carbon Filter Status</b>	How are the hood filters Hood filters status

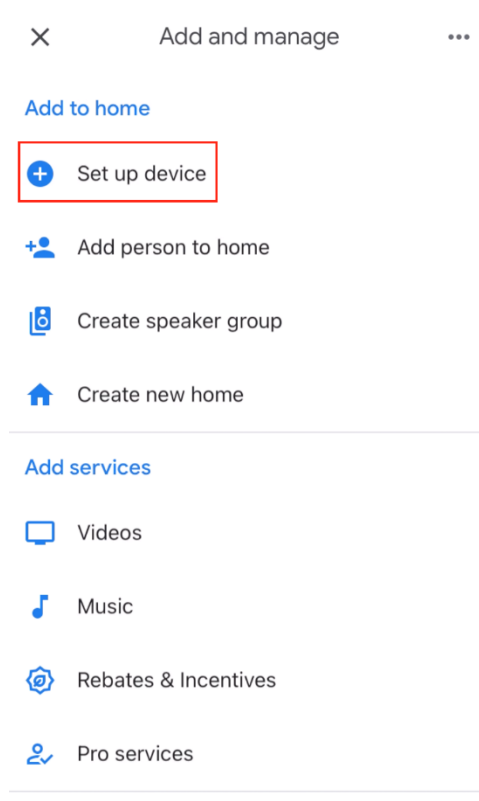
Google Home

Installation

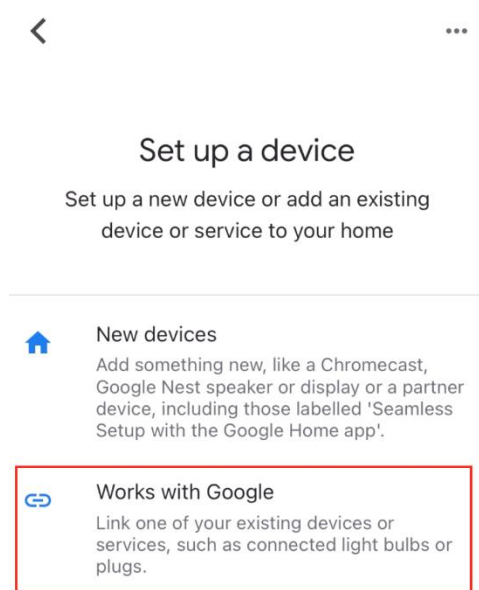
1. Follow the **Step 2 – pair your hood with the Franke @Home app.**  
**Google Home will work with the latest paired device on the Franke @Home app.**  
**This is a mandatory step if you want to use Google Home.**
2. Download the Google Home application from the Google Play Store (Android) or the Apple App Store (iOS) and create a Google Account (if you already do not have one)
3. From the “Google Home” app, select the “+” button on the top left corner:



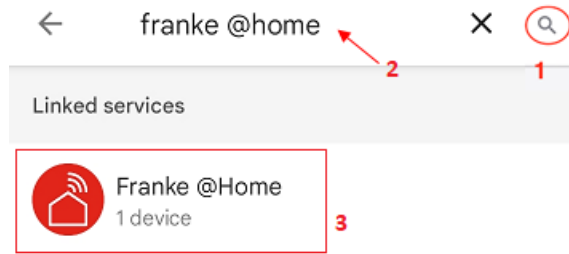
4. Tap on "Setup device":



5. Then tap on “Works with Google”:



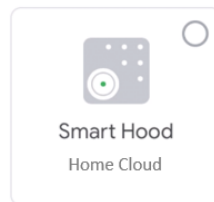
6. Look for “Franke @Home” and tap on the entry with the Franke @Home logo:



7. When prompted, login with the same account used in the Franke @Home app. At the end of the process, “Franke @Home linked” message should appear
8. In the “Choose device” menu, tap on “Smart Hood” and then on “Next”:

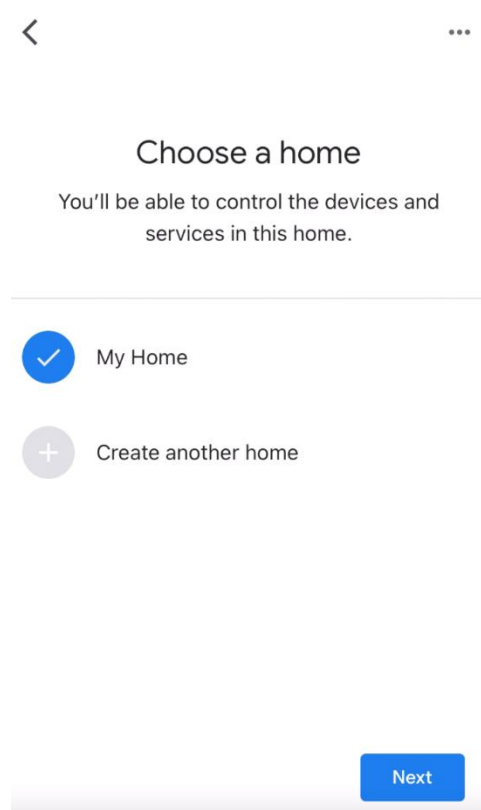


### Choose device



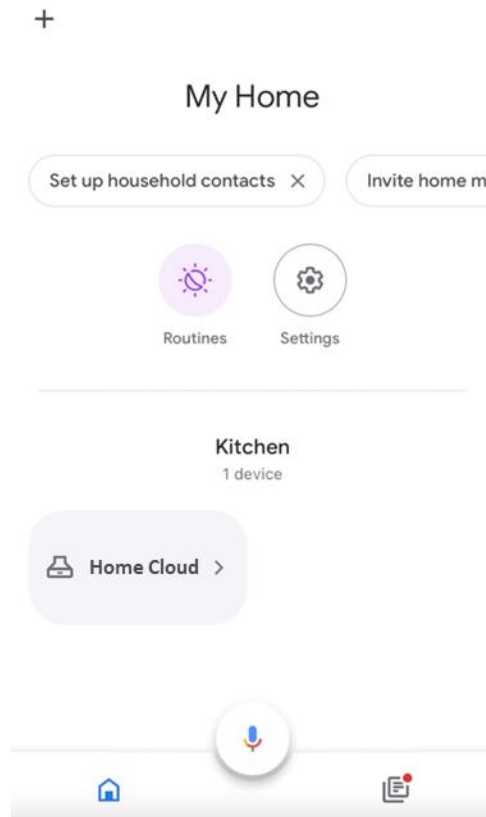
Next

9. Choose the home for the device and tap on “Next”:



10. Select the location of your device

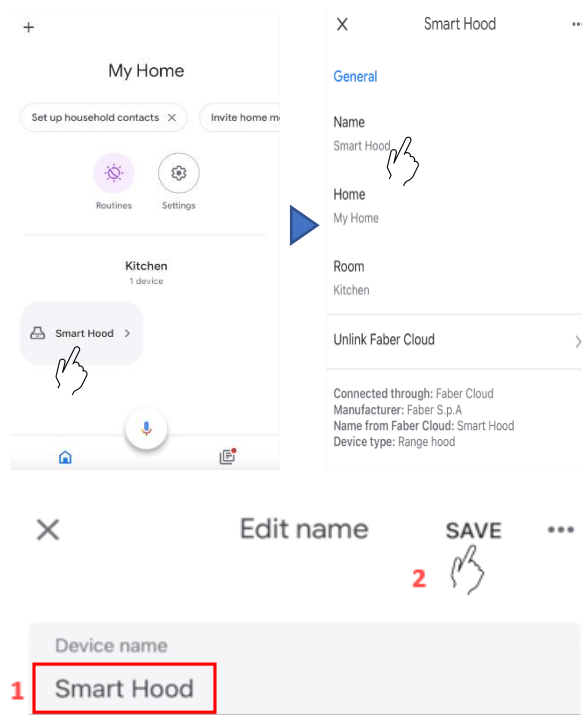
11. At the end of the process, you should see your device in the screen relative to the selected home



### Available commands

To command your hood with Google Home, you must activate Google Assistant saying “Hey Google” and then say the desired command.

**Recommended tip: the default name of the device is “Home Cloud”. You can change the name from the Google Home app clicking on the device, then clicking on its name: a prompt will open when you can change the device’s name. Set this to a name you can pronounce correctly and is easily understood by Google.**

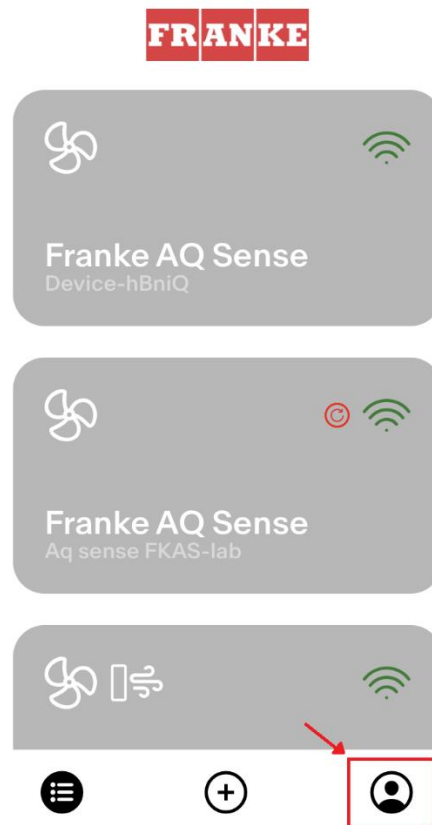


	COMMAND
<b>Device name</b>	Home Cloud (or the one you set into the app)
<b>Temperature</b>	What is the temperature of the <device name>? Temperature <device name>
<b>Humidity</b>	What is the humidity of the <device name>?
<b>Air Quality</b>	What is the air quality of the <device name>
<b>Speed</b>	Set the speed of <device name> to 1 Set the speed of <device name> to 2 Set the speed of <device name> to 3
<b>Lights</b>	Turn on the lights of <device name> Turn off the lights of the <device name>
<b>Motor</b>	Turn on the motor Turn off the motor Turn on <device name> motor Turn off <device name> motor
<b>On / Off</b>	Turn on the <device name> Turn off the <device name>
<b>Mode</b>	Set the mode of the <device name> to auto Set the mode of the <device name> to intensive Set the mode of the <device name> to 24 hours

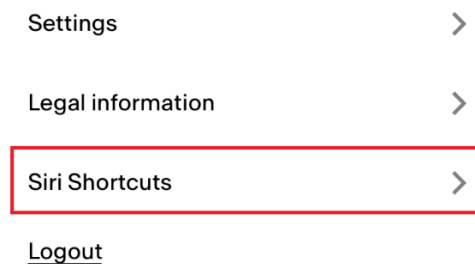
## Siri Shortcuts (only for iOS devices)

### Instructions

1. Follow the **Step 2 – pair your hood with the Franke @Home app.**  
**Siri will work with the latest paired device on the Franke @Home app.**  
**This is a mandatory step if you want to use Siri.**
2. In the Franke @Home app, click on the “Profile Settings” icon at the bottom right corner of the screen:



3. Then select “Siri Shortcuts” menu item:



4. Click on the “+” icon at the top right corner to add a shortcut





## Siri Shortcuts



5. Select the action to which you want to associate a vocal command:



### Add Shortcut



Turn on the hood



Turn off the hood



Set the hood speed



Turn off the fan speed



Turn on the lights

6. Type in or record the vocal command for the selected action, then tap on “Done”:

[Edit in Shortcuts](#)



**"Hey Siri,  
Turn the hood lights  
off"**

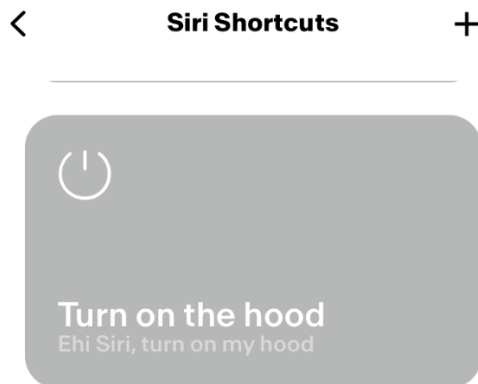
Shortcut added. To use it, say this phrase  
to Siri.

[Change Voice Phrase](#)

Done

[Remove Shortcut](#)

7. And you're done! You'll see the created shortcut into the "Siri Shortcuts" section of the app. Repeat this process for every action you want to perform with a vocal command.



8. To run the shortcuts, simply say "Hey Siri" followed by the vocal command you registered in the app.

Troubleshooting

Connectivity

Possible problem	Possible cause	Solutions
The pairing process is not successful	The user's router or modem is turned off.	Turn on the router or the modem.
	The user's router is connected to a 5 GHz wireless frequency.	Connect to the 2.4 GHz band and attempt to reconnect. Supported channels are b,g with a bandwidth of 20 MHz.
	The Wi-Fi on the user's phone is disabled.	Enable Wi-Fi on the phone
	User is connecting to the wrong Wi-Fi network	Verify that the correct Wi-Fi network is being connected to. The default Wi-Fi network name/SSID can be found on the router. During the pairing process connect to the Wi-Fi network indicated by the app.
	User is prompting the wrong password for his Wi-Fi network	Make sure that the right password of the Wi-Fi network is prompted during the pairing process.
	The hood is not in range of the Wi-Fi connection	Move the router and modem closer to the hood to increase the connection strength.
	There are obstacles obstructing the Wi-Fi signal strength.	Move the router and modem closer to the hood or move objects that are directly blocking the pathway to the hood. Walls may reduce signal strength.
	The hood has not entered into "Wi-Fi setup" mode	Make sure the button indicated by the app has been long-pressed (with the motor and lights off). Two LEDs should be blinking (or an animation should be launched)
	(on iOS) The phone is not properly connected to hood's Wi-Fi network	Into iOS settings, go to "Franke @Home" menu and allow "Local network" access for the app.
Franke @Home app won't register user inputs	Wi-Fi is unstable and the hood may have disconnected.	Ensure the router and modem are both turned on. Allow the hood to reconnect.
The hood is turned on but into the app results as "disconnected"	Wi-Fi is unstable and the hood may have disconnected.	Ensure the router and modem are both turned on. Allow the hood to reconnect.

(AQ-Sense) The monitor is turned off	The hood is not connected to the power supply	Plug the hood into the power supply
	The monitor is into "standby" mode (the monitor is off, the touch button is off but the red light is on)	Touch quickly the of/off button on the hood.
	The AQ-Sense is into "screensaver" status	Touch any point of the monitor
	The AQ-Sense is off	Long touch for 3 seconds the on/off button. The red light should turn on. If not, press the "A" physical button on the side command board.

## Vocal assistants

Possible problem	Possible cause	Solutions
The assistant commands the wrong device	The desired device is not the last paired into the Franke @Home app	Repeat the pairing process ( <b>Step 2 – pair your hood with the Franke @Home app</b> ) with the hood you want to command with the vocal assistants
The command is not understood	(Alexa) The skill has not been activated	Before saying the command you have to activate the skill saying "Alexa, open Home Cloud"
	(Google) The name of the device is not correct	Make sure you are saying the correct device name (default is "Home cloud"). <b>Tip:</b> change the name of the device to one you can easily spell.
	(Siri) The command is not the same as the one set into the shortcut	Make sure you are saying the same phrase you set into the Siri shortcut you want to activate

	The command is mis-spelled	Please refer to the table reported in this manual for the supported commands.
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