



“Let’s get started” - Onboarding Products

Myko Support Guide

This guide explains how users can connect Myko products to their accounts through the Myko mobile app. There are multiple ways to add products and this guide will explain the different methods and walk through the steps.

- [Add Product by Scanning the QR Code](#)
- [Add Product by Entering Product’s Association ID \(QR\) Code](#)
- [Add Product Using Product Discovery/Set-up Mode](#)

Onboarding Overview

“Onboarding” is the process the user must follow to set up a product on the Myko app . It includes the following steps:

1. Users with a Myko product can download, register or sign into the Myko app.
2. User adds product to Myko account by :

Scanning QR code on product or in Quick Start Guide. If that does not work, then enter the association ID code that appears below the QR Code or enter into the Discover/Setup mode.

3. Users can assign a name and a room to the product.
4. Wi-Fi connection is made between the product and users Wi-Fi network.
5. Onboarding is complete; the product is ready to be used within the Myko app.

Step 1: Set Up Myko Account

The user first must download the Myko mobile app from the Apple Store or Google Play store, then open the app.

On the Welcome screen, tap Let's Get Started. Then, if the customer does not have an existing Myko account to sign into, they should press Register to enter an email address and create a password. After agreeing to the terms, they should press Register again.

The user only needs to create their account once when they 1st sign up.

Step 2: Add a Product to Myko Account

Once a user has a Myko account, they are ready to add Myko products. There are three ways for the users to add a product to their Myko account. Each one is described below, but scanning the QR code is the quickest and easiest.

[Add Product by Scanning the QR Code](#)

[Add Product by Entering Product's Association ID \(QR\) Code](#)

[Add Product Using Product Discovery/Set-up Mode](#)

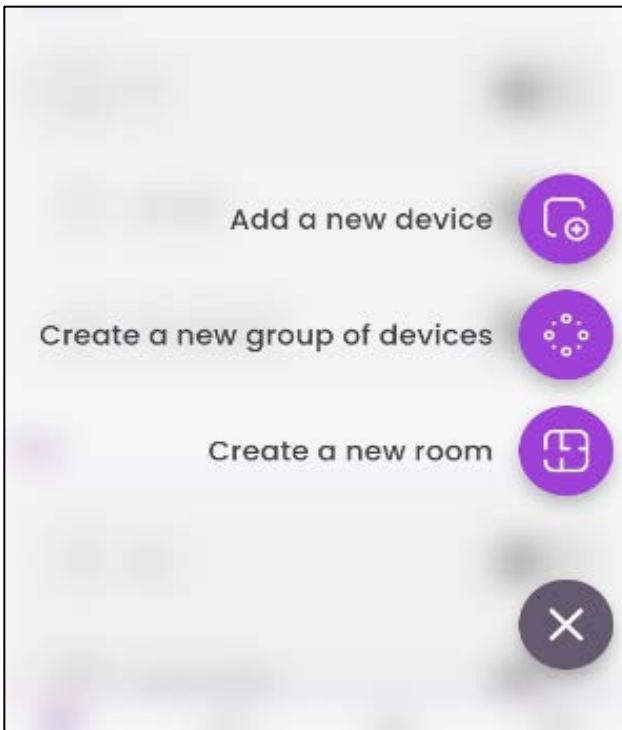
Add Product by Scanning the QR Code

This is by far the fastest and simplest way to connect a Myko product to an account. Each Myko product has a unique square barcode, called a QR code, etched onto the product, as well as printed on a small Quick Start Guide included in the product's packaging.

Users should follow these steps to onboard their product:

Once signed in, press the "+" icon in the lower-right corner of the screen.

Select Add a New Product on the panel that opens:



The app will show a live camera view. Point the camera at the QR code on the product or on the QR code in the Quick Start Guide.



The app will scan the code and add the product to the account:

Notes:

- The QR code does not need to “fill” the purple guide square on the screen. In some cases, the QR code will be too close to the camera to scan properly if it fills the guide. If the QR code is visible in the camera, it should scan properly.
- If the user has difficulty scanning the code, ensure that there is ample ambient light for the camera to get a good contrast. Or, alternatively, they can scan the QR code on the Quick Start Guide
- If the camera view “blinks” every few seconds while the QR code is in view, then hold the phone in camera view over the QR code until it scans (it should not take long, maybe five seconds or so) If this does not work then please use the [“Add Product by Entering Product’s Association ID \(QR Code\)”](#) or the [“Add Product Using Product Discovery/Set-up mode”](#) method to onboard their product.
- If the product has already been added to the account, they will receive a message “This product is already linked to your account”, instead of the “[Product Name] Added!” message.

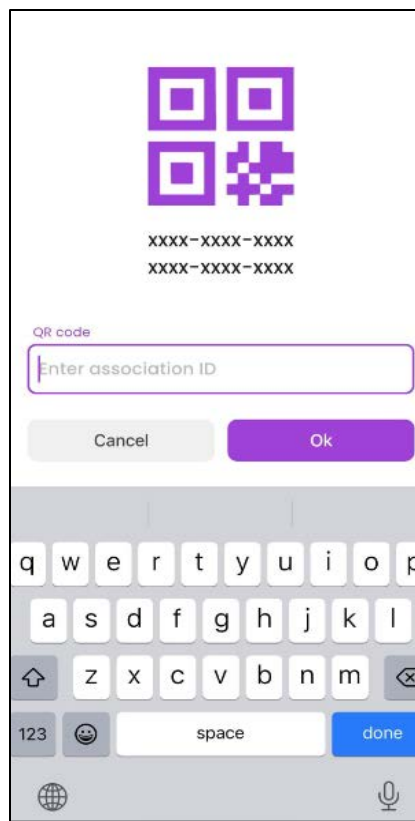
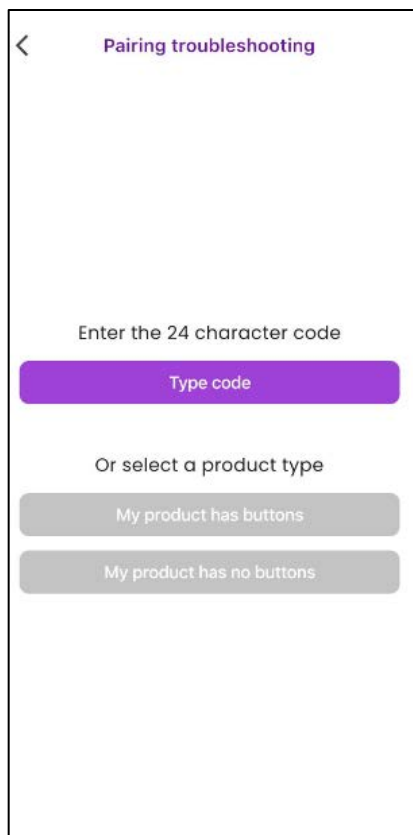
- If the product is already on another user’s account, after scanning the product’s QR code, the user transferring the product to their account will be asked to confirm they want the product transferred. It will then be added to their account and removed from the original account.

Add Product by manually Entering Product’s Association ID (QR Code)

If the QR code cannot be scanned by the camera, the user can add the product to an account by manually entering the product’s Association ID (QR code):

On the Scan Products Camera screen, tap the words “**Cannot scan the QR code?**”

This will open a screen where the user should tap **Type Code**. This opens a dialog box in which the Association ID code that appears below the QR code can be entered. This code is made up of 24 characters, and it should only contain the digits 0-9 and the letters a-f:



Add Product Using Product Discovery/Set-up Mode


Sometimes the user will not have access to the QR code because the QR code has been lost or the product is beyond reach or not easily accessible.

In these cases, the product will be switched into the “discovering mode.”

- On the Scan Product Camera screen, press the words “**Cannot scan the QR code?**”
- On the screen that opens, select the appropriate product type: product with buttons or product with no buttons.
- Setup mode will begin with a prompt with instructions for putting the product into Discovering mode. The instructions vary depending on whether the product has buttons or no buttons.

“!” **Tip: When setting up a smart light** be sure to start with the lights ON, then turn them OFF and ON five times, and leave them ON after the fifth time.

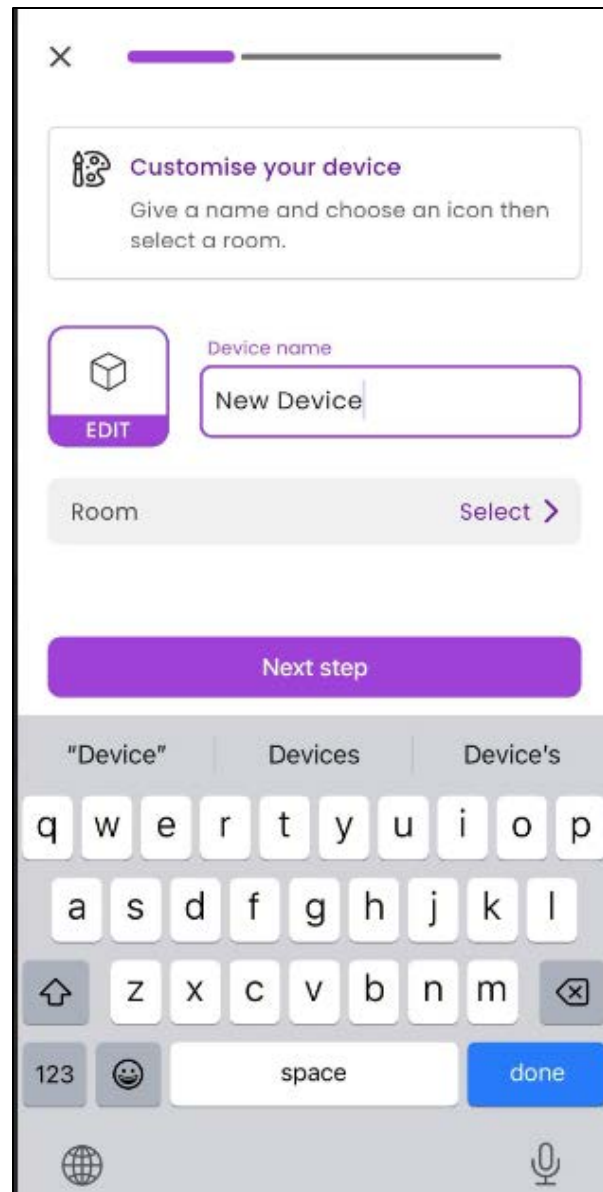
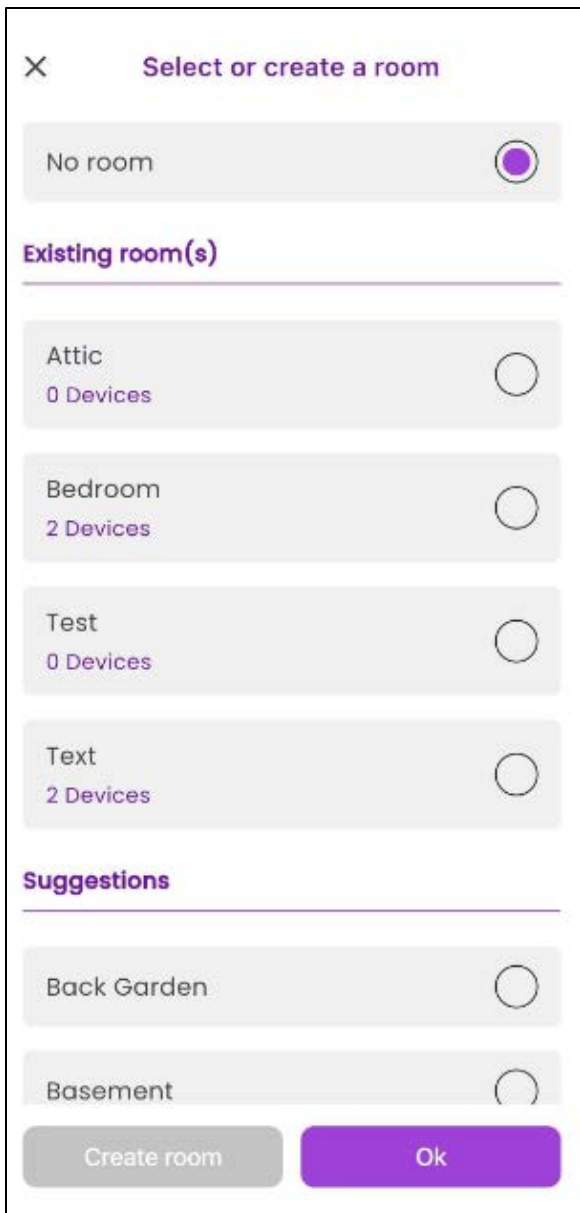
The lights will dim and brighten to indicate they are in set-up mode.

- Once the product has been located, a message on the top of the screen will display the result. **Press to View** the details and to open the **Products Found** screen. Press the **Add** button.
- Press the “i” icon  will help the user identify the product if more than one product is in setup mode:
- - For lighting – When pressing, the light will blink on and off.
 - For other products – LED on the product (such as a plug) will blink green.

User taps **add** to go to the next step, “[Assign a Product Name and Room](#)”.

Step 3: Assign a Product Name and Room

Once the product has been added to the user 's Myko's account, the **Product Added** screen appears. This is where a product name and room can be assigned. If a name is not given, the default name (shown in the small purple font) is used. If the user has not set up any rooms, they can opt to create a new room from the dropdown menu shown below :



Step 4: Connect Product to Phone Over Bluetooth

- The user should next tap the **Connect** button to connect to Bluetooth. If they run into the prompt “No Bluetooth Detected”, ask them to please turn on Bluetooth/Nearby Devices in their phone Settings, then proceed.
- If there is still a problem connecting the product to Bluetooth, the user will be asked to make sure they are close to their product and that it is plugged in. If the product has a power switch, it should be turned on.

This problem could be caused by the following:

- Product is too far from the phone: user could try moving the phone and product closer together.
- Product is not powered on: user should check the power situation of the product and make sure it is on. If the product is a light, the light must be turned on. Any product with a physical on/off switch must be switched ON.
- If the user does not have access to the QR code then in this case, the “Make sure you are close to your product...” screen will appear. The user should try adding their product using the Discovery/Setup Mode

If the problem is not resolved, after 30 seconds a troubleshooting message on the left will appear.

Step 5: Connect Product to Wi-Fi Network

- Once a Bluetooth connection has been established, the product will be connected to Wi-Fi. The user will be prompted to select a Wi-Fi network from the dropdown menu, if this is the first product being added to the account the user must enter the password.
- If this is not the first product and if the user has previously saved the password in the **Wi-Fi Setup** screen, the product will connect automatically.
- The user then presses **Connect**. The product is connected and the user is notified.
- Pressing **Done** will return the user to the Home screen where they can use their new product.
- **Note:** If a Wi-Fi connection cannot be established, a “Could not Connect” screen will appear. The user can press the Cancel button on that screen to stop the connection attempt. The product will maintain its connection over Bluetooth and open the Myko Home screen.

Step 6: Onboarding Is Complete

Individual product support guides and FAQ's are available to help with Myko product-specific and operational questions. Please visit www.mykoapp.com