



HydroHome Trial


Sinope connection trouble shooting guide

- Removing devices
- Resetting devices

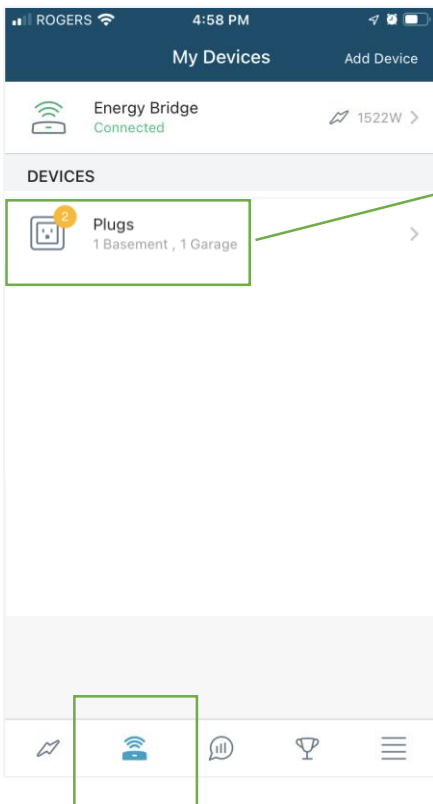
Sometimes devices do not fully connect and configure when being set up.

or

They become disconnected/fail and need to be removed from the system before they can be added back into the HydroHome system.

Select this icon  at the bottom of your app to go to the “My Devices” page.

Removing Smart Plugs and Load Controllers

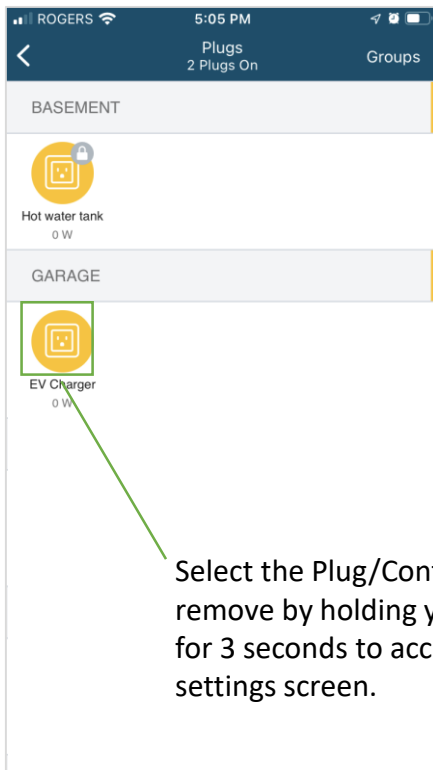


On the "My Devices" page your plugs should appear here.

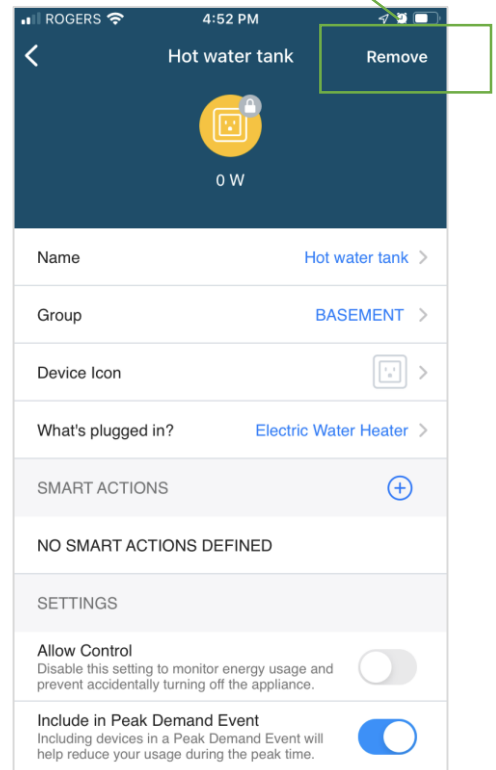
Select "Plugs"

In the advanced settings screen that appears

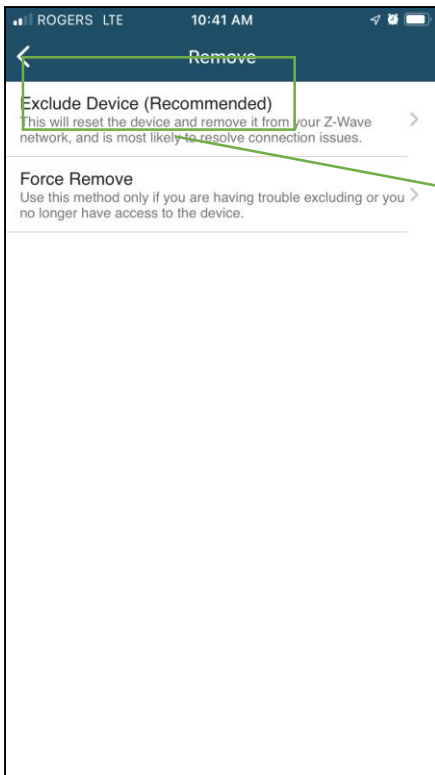
select "Remove"



Select the Plug/Controller you want to remove by holding your finger on the icon for 3 seconds to access the advanced settings screen.

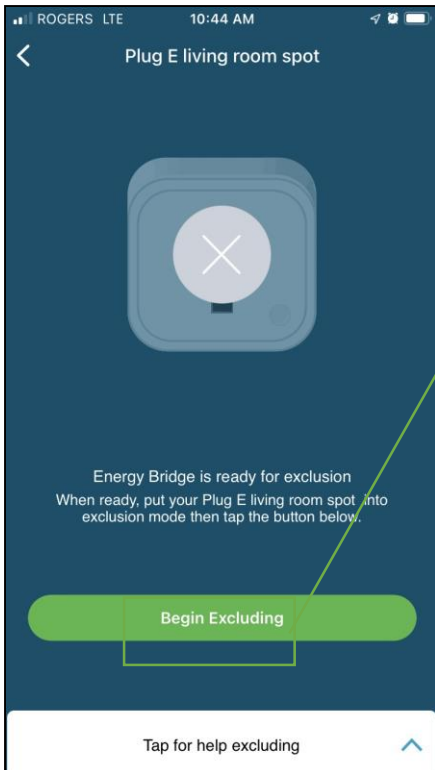


For All Devices



There are 2 options to remove.

Always try exclude device recommended as the first choice/attempt

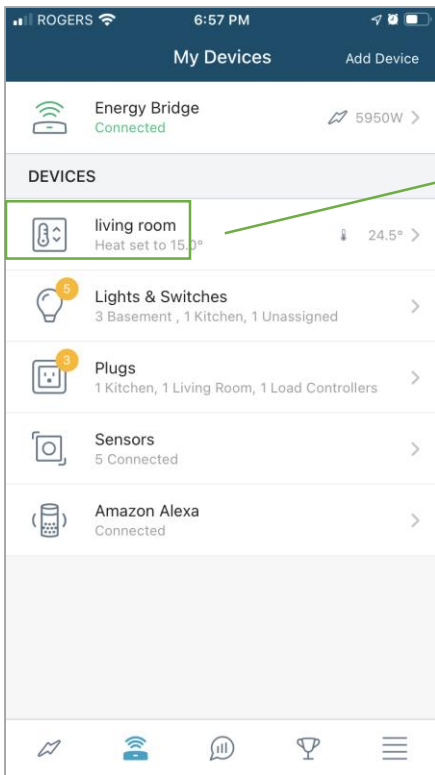


Ensure the device you want to remove is plugged in / has power.

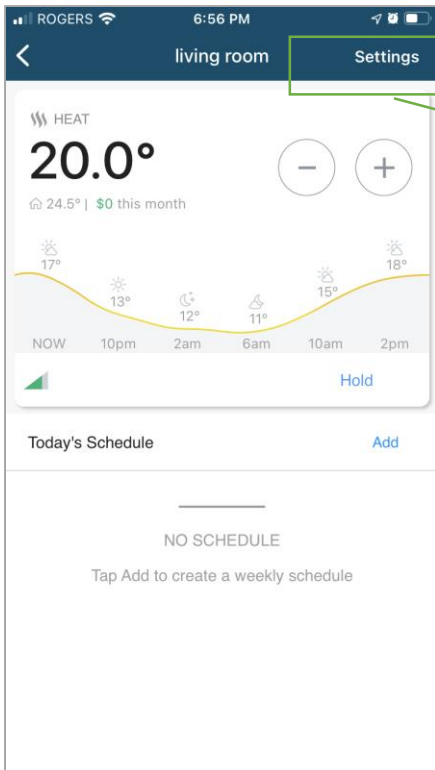
Select "Begin excluding"

This should remove the device from the system

Removing Thermostats

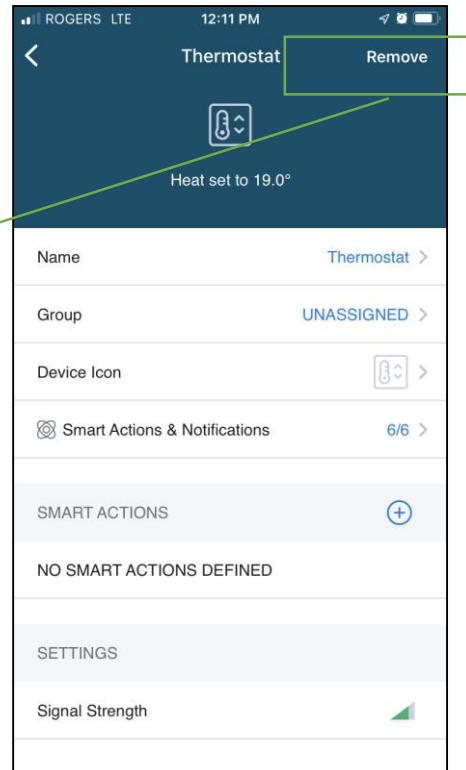


Select the Thermostat you want to remove

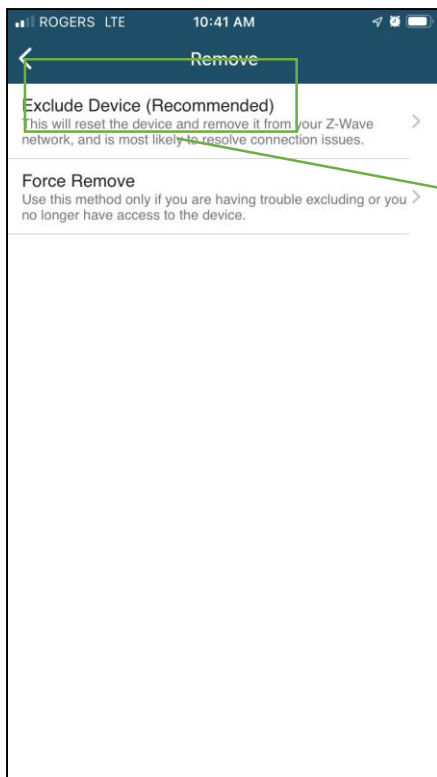


Select "settings"

Then select "Remove"

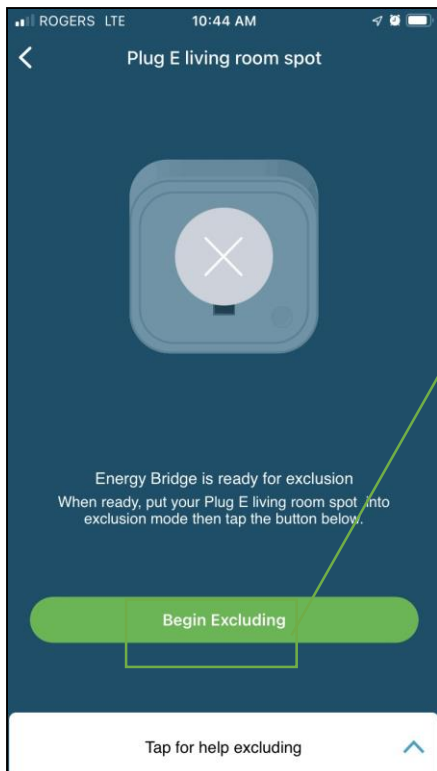


For All Devices



There are 2 options to remove.

Always try exclude device recommended as the first choice/attempt



Ensure the device you want to remove is plugged in / has power.

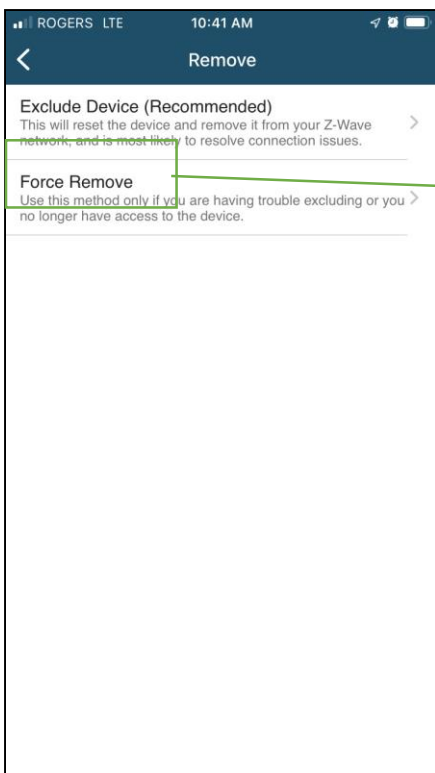
Select "Begin excluding"

This should remove the device from the system

There are situations where this process may not work.

- If your device is out of range (too far away from the hub)
- If your device is not available/broken or not connected to the power.
- Or potentially a system issue has occurred

In these situations the “Force Remove” option can be used, **followed by a device reset.**



Select “Force Remove” and then follow the on screen instructions.

Remember if you want to rejoin the device, you must perform a device reset on the plug or device.

Device Resets

Sometimes a device reset is required to allow it to rejoin the HydroHome system.

This applies to Plugs, Sensors, Load Controllers and Baseboard Thermostats.

The reset process is specific to each device and the instructions for the reset are provided by the device manufacturer.

Generally, it is best to try to avoid Device Resets if at all possible.

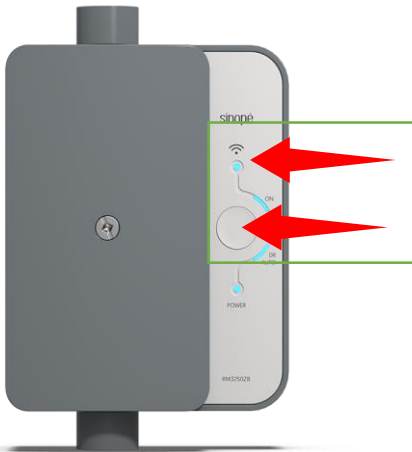
Sinope Device Resets



To reset the connection of a thermostat: **press both buttons simultaneously for 10 seconds.**

Then release the buttons.

The wireless connection symbol should disappear from the screen.



Press both the connection button and the On/Off button together for 10 seconds.

Until the LEDs flash (orange and blue).

Then release the buttons.

The connection light should go out.



Press the On/Off button for 10 seconds

Then release the button.



For more support

Use the In-App support on the main menu page of the app.

