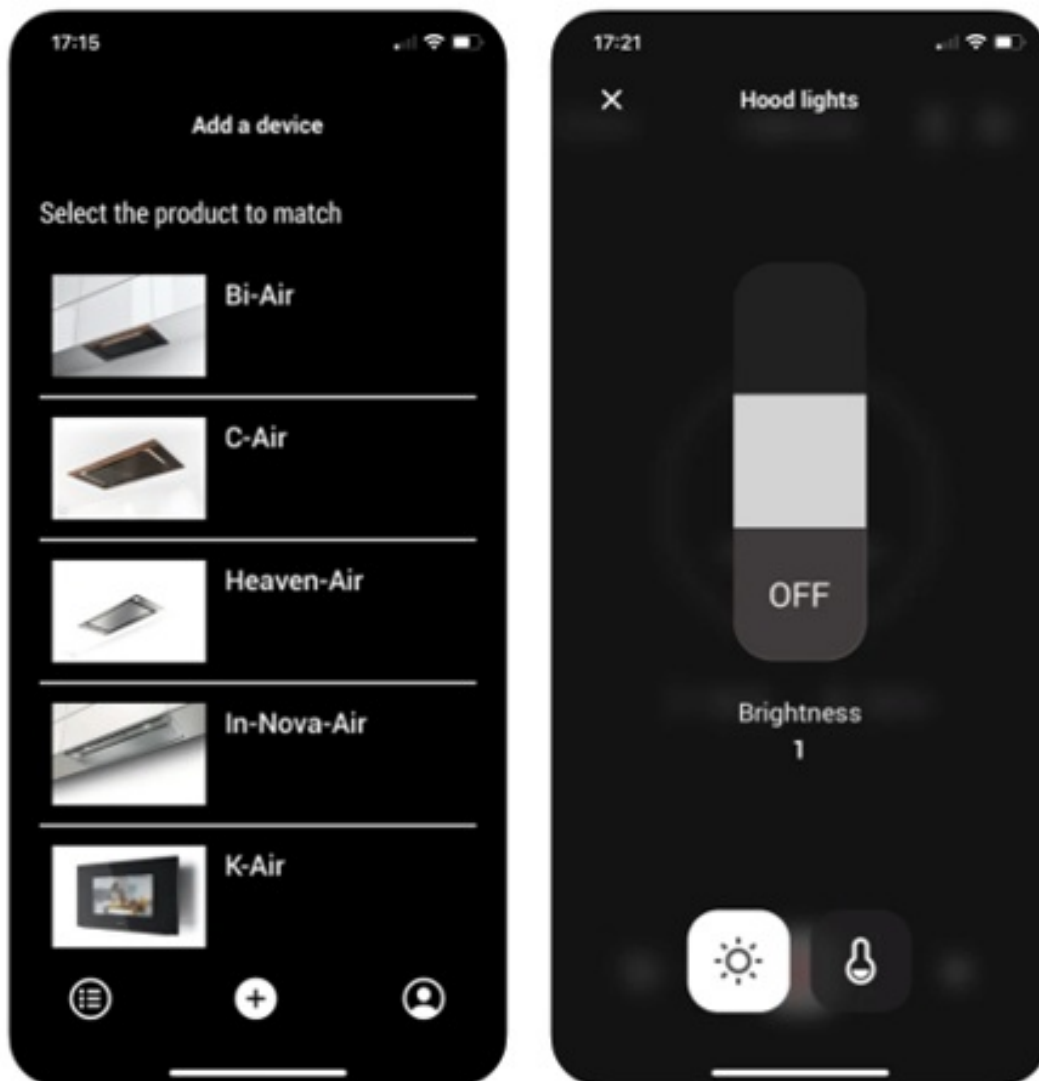


Apps Faber Cloud App User Guide

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App User
Guide



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Faber Cloud App

Check your hood installation guide to see if it's compatible with the Faber Cloud app. If the hood is compatible, all you need is a Wi-Fi connection with access to the Internet that can reach the location of your range hood. Faber Cloud 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 Faber Cloud 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 Wi-Fi, the functionality will operate similarly to a typical hood without connectivity.

Faber Cloud does not work over Wi-Fi 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

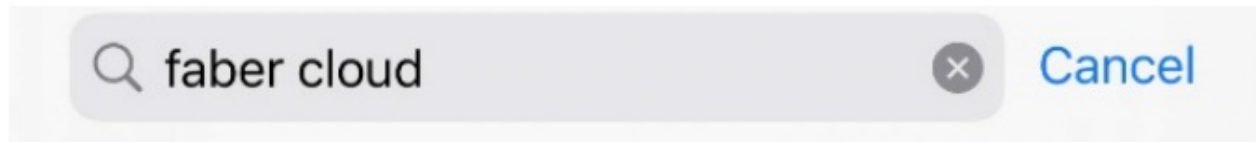
internet.

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

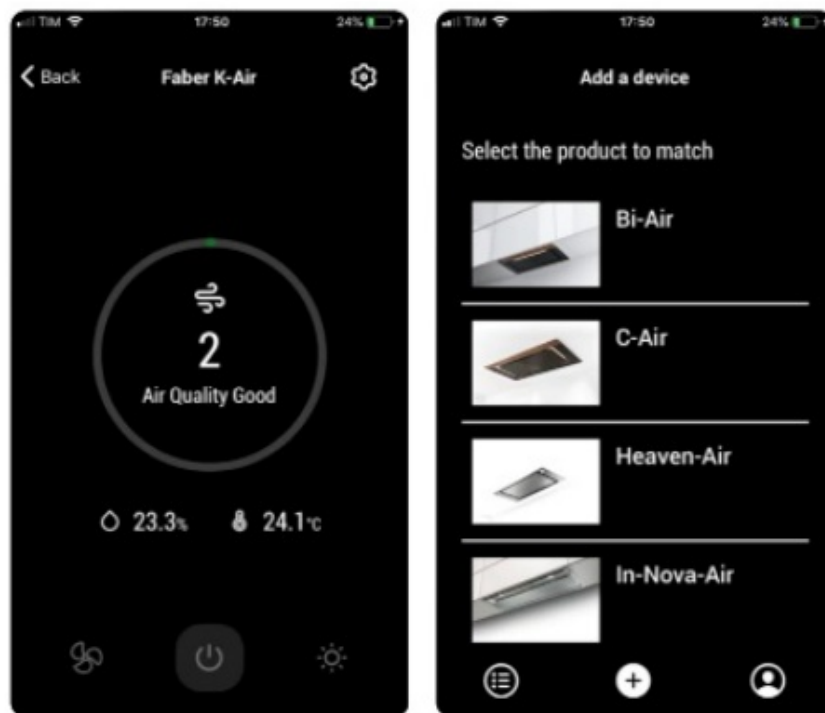
How to connect your hood to the Faber Cloud App

Step 1: Installing the Faber Cloud app

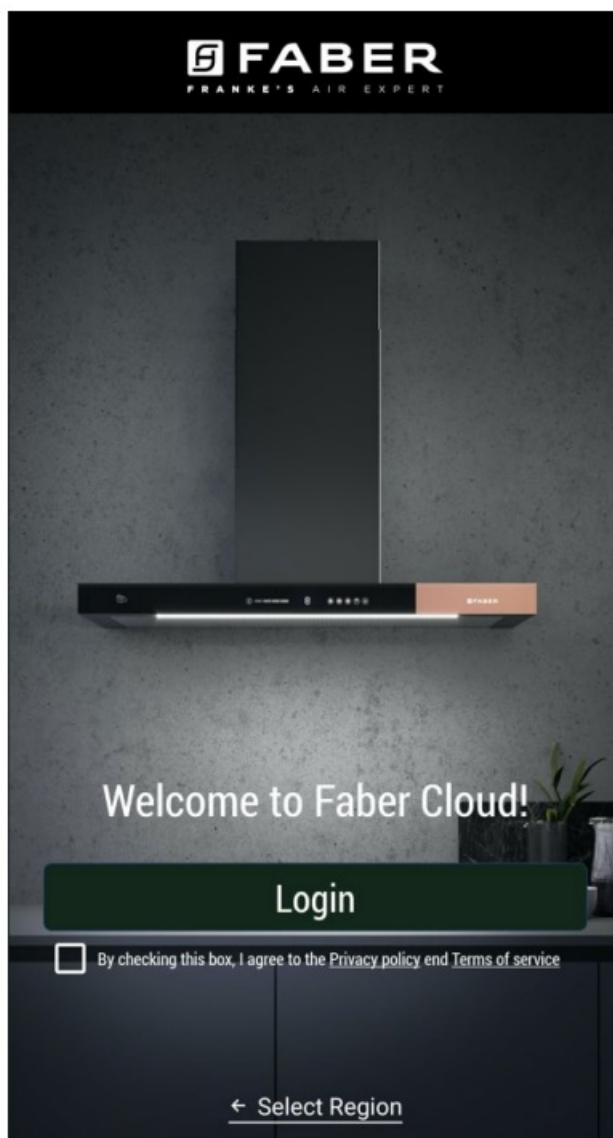
1. On your smartphone or tablet, go to the App Store (Apple devices) or Google Play Store (Android devices)
2. Enter “Faber Cloud” in the store’s search field



Faber Cloud
Lifestyle




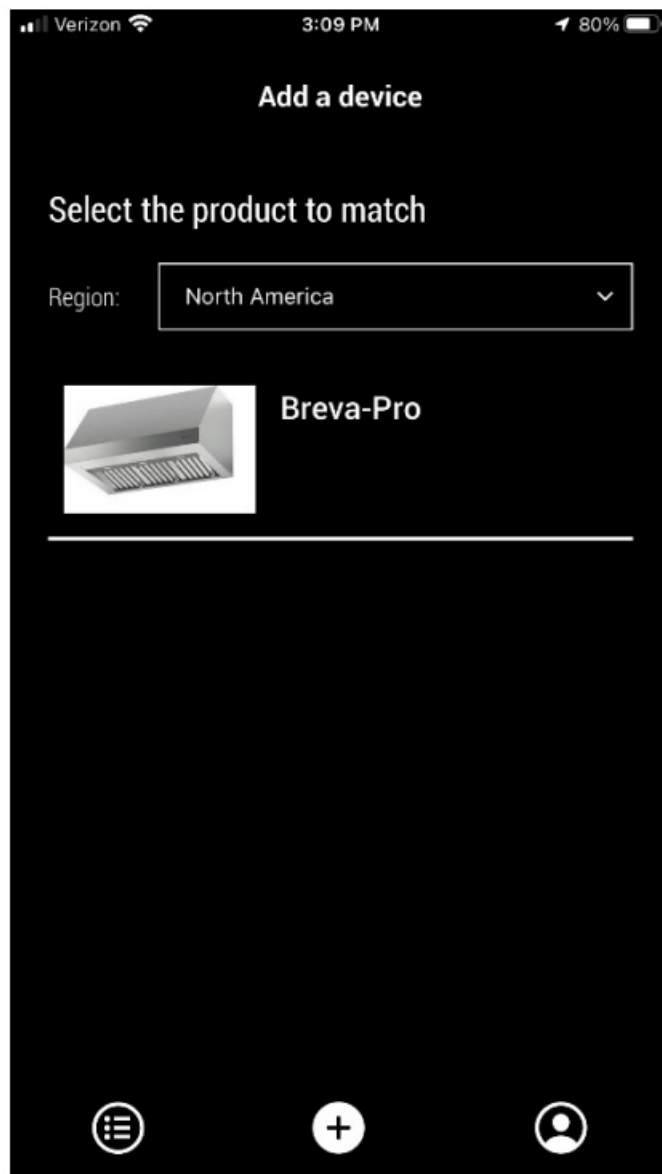
3. Select the “Faber Cloud” app published by Faber S.p.A. and install it on your smartphone or tablet.
4. Open the Faber Cloud app and as first step select your region (North America)



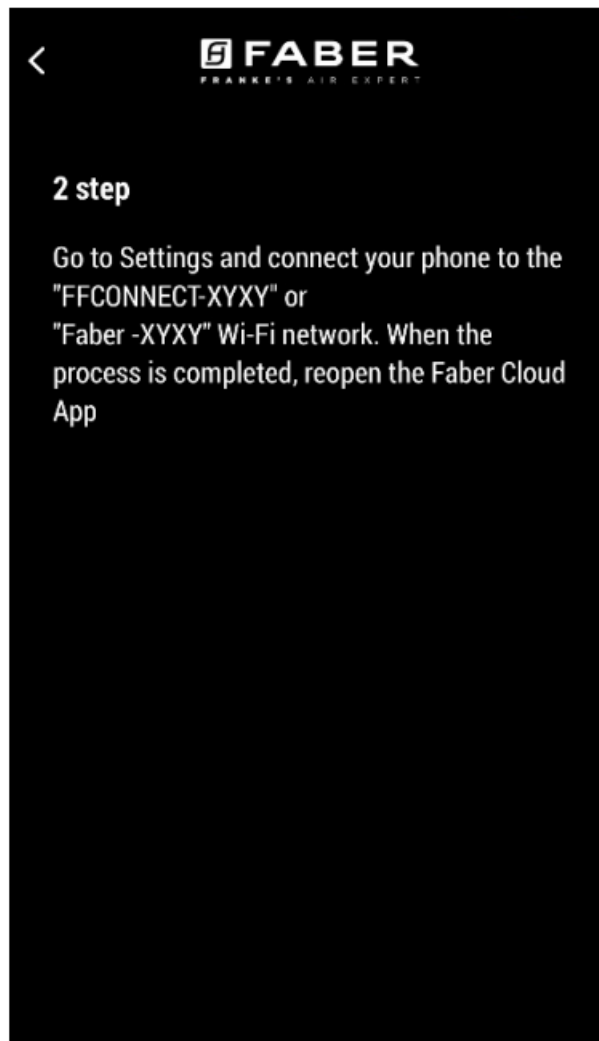
5. Accept the privacy policy and the terms of service flagging the checkbox, and then press “Login”
6. Sign up for a new Faber account through the frankeid site. The app will guide you through the registration process. Don't forget to record your email address and password.

Step 2: Pair your hood with the Faber Cloud app

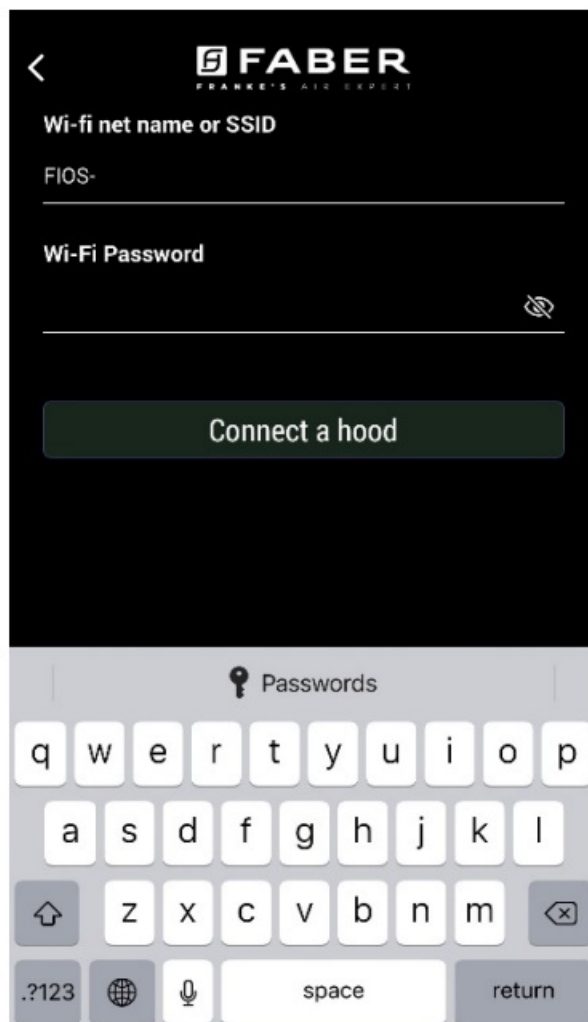
1. Make sure the hood fan and the light buttons must be turned off
2. On the Faber Cloud app, press the button at the  bottom center of the app
3. Select the model of your hood (if you cannot find your model, please make sure you have selected the correct region in the dropdown at the top)



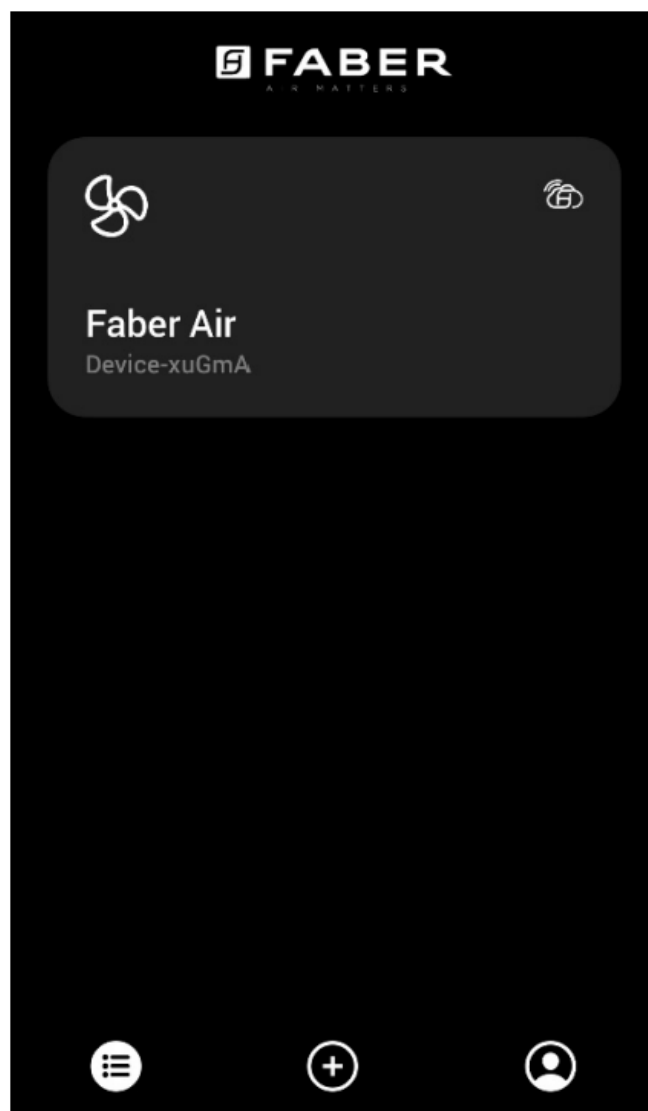
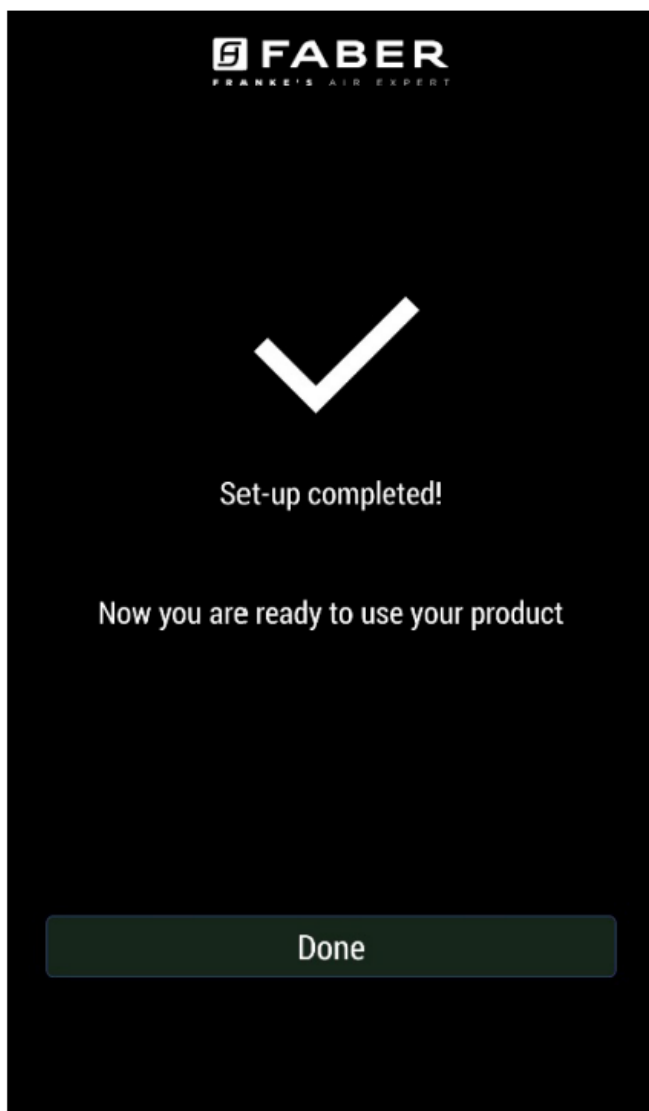
4. Long press (3 seconds) the button of the hood as indicated by the application until the LEDs start flashing
5. Go to the Wi-Fi setting of your phone and connect to the “FFCONNECT-***” or “Faber-***” network. When the process is completed, return to the app



6. Insert the name (SSID) and the password of your home Wi-Fi 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




7. When the process is completed, go to your Wi-Fi settings and connect the smartphone (or tablet) to your home Wi-Fi network.
8. The pairing is complete! You should see the hood listed in your devices on the Faber Cloud 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

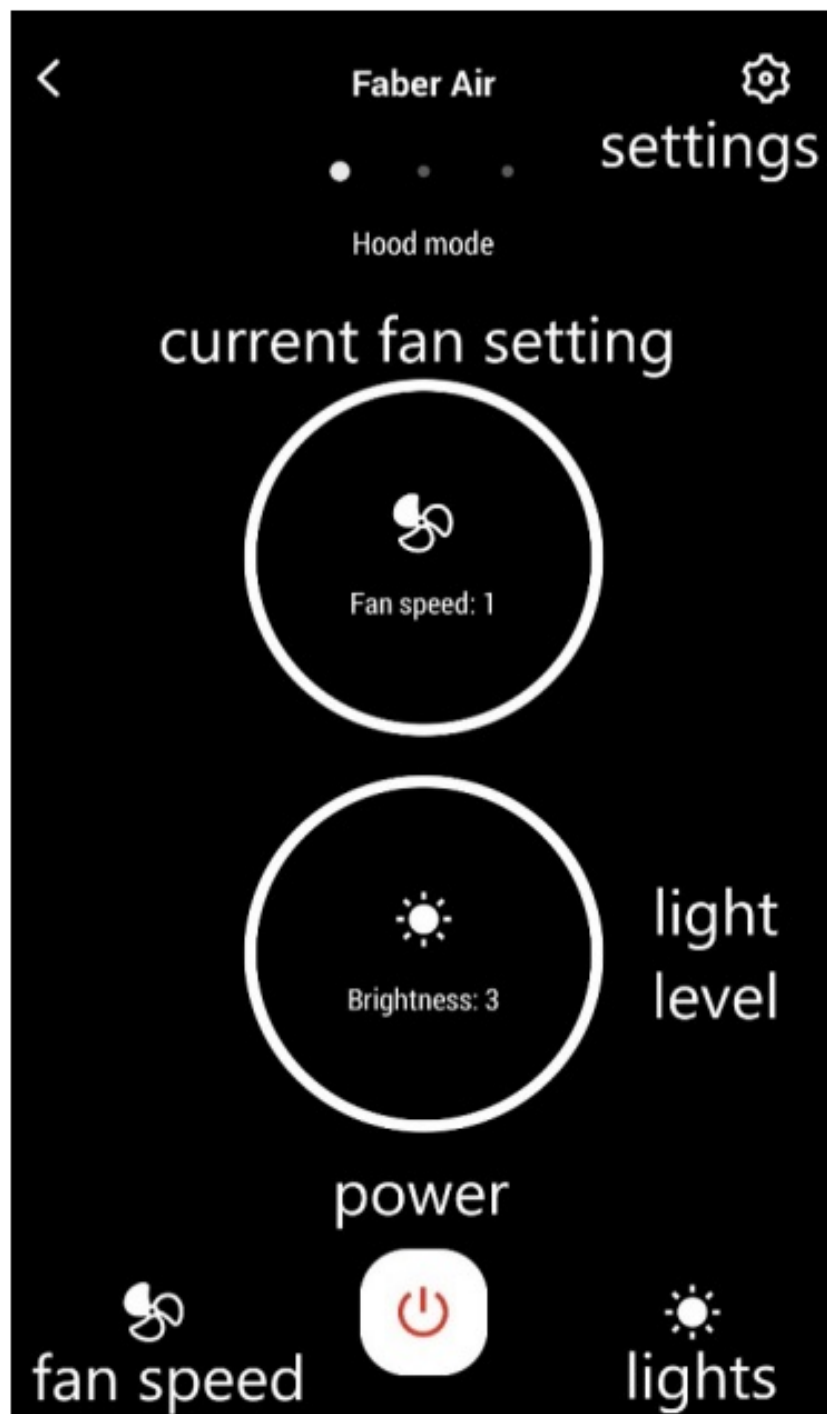
If you need to remove all paired users from the hood, follow these steps:

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 or router.

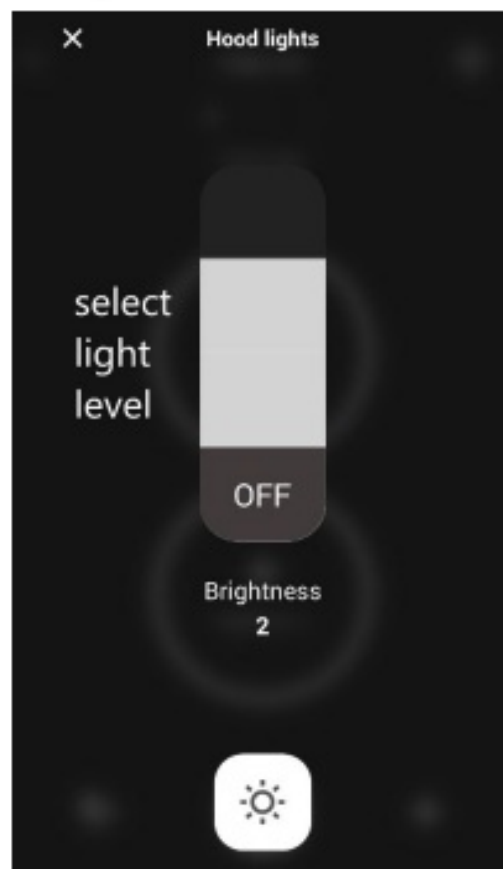
Faber Cloud App tour (note – features may vary by model)

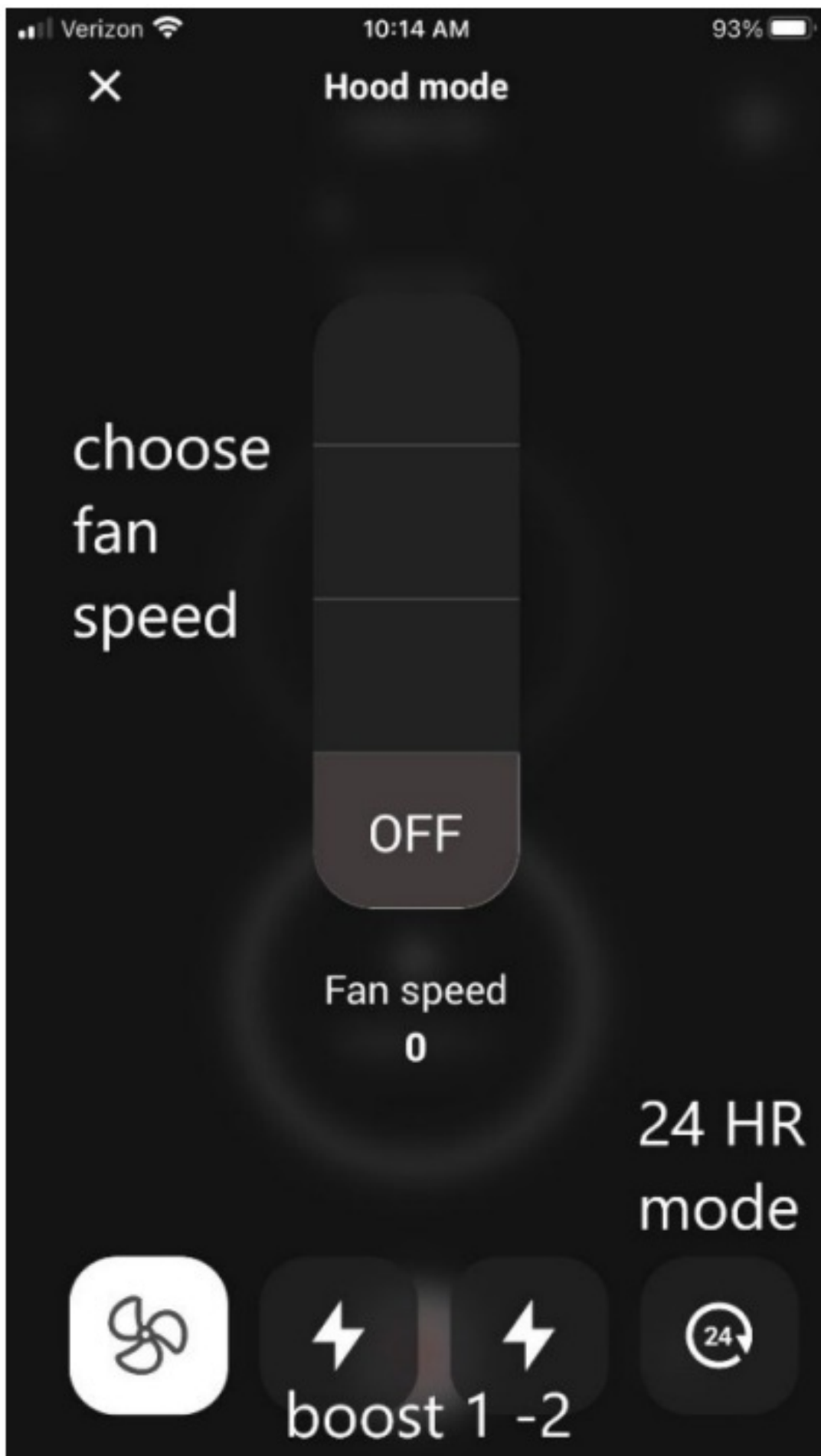
Home Screen





Light Command Screen



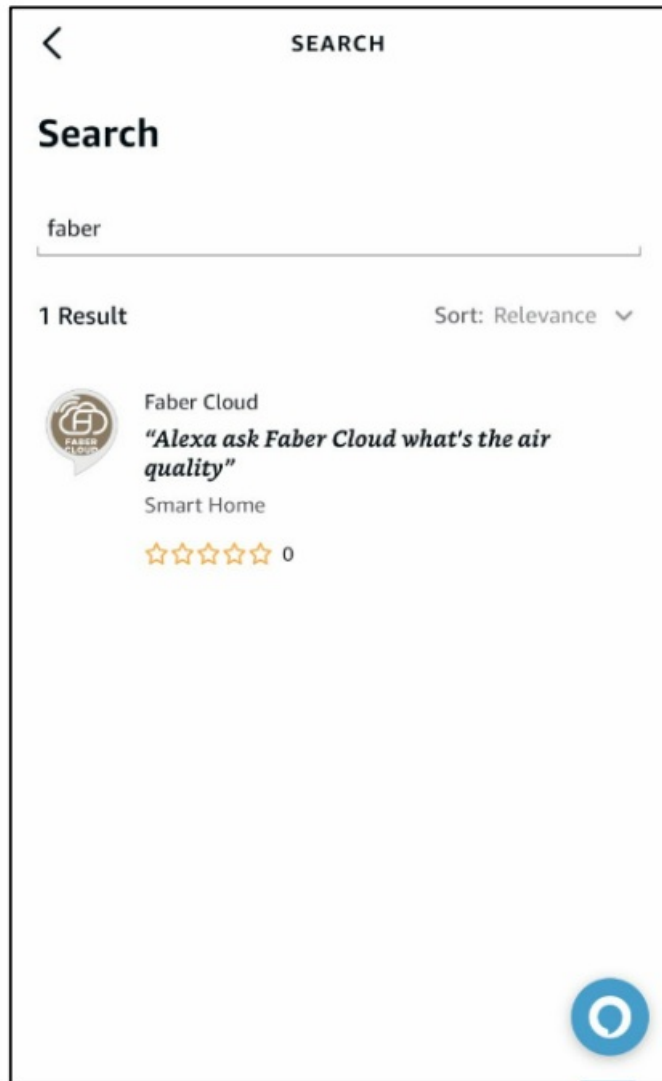


Note: "Delay off" mode can only be run when the fan is ON.
"24 – hour" mode can only operate with the fan OFF

Vocal assistant set up

Amazon Alexa Installation

1. Follow the Step 2– pair your hood with the Faber Cloud app. Alexa will work with the latest paired device on the Faber Cloud 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 “Faber Cloud” skill



4. Click on “Enable”
5. When prompted, login with the same account used in the Faber Cloud application
6. You should see a message saying that the Faber Cloud 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 Faber Cloud skill saying "Alexa, open Faber Cloud". After the welcome message, you can say your command.

	COMMAND "Alexa, open Faber Cloud"
Device name	Hood
Command list	List commands What can I do
Speed	Set hood speed to 1 Set hood speed to 2 Set hood speed to 3 Increase hood speed Decrease hood speed
Lights	Turn the lights on Turn the lights off
Motor	Turn the motor on Turn the motor off
On / Off	Turn on the hood Turn off the hood
Mode	Enable boost mode Enable 24 hour mode
Grease Filter Status	How are the hood filters
Carbon Filter Status	How are the hood filters

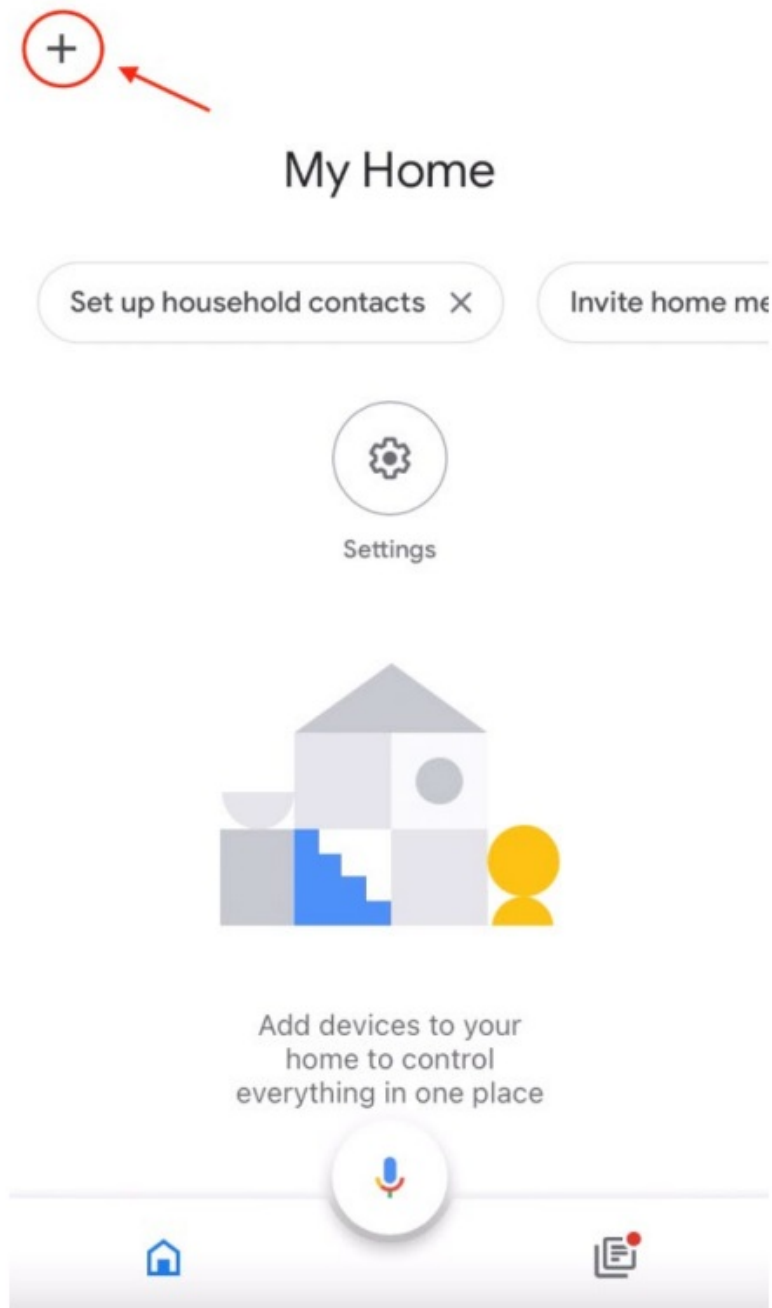
Installation

1. Follow the Step 2 – pair your hood with the Faber Cloud app.

Google Home will work with the latest paired device on the Faber Cloud 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”:



Add and manage



Add to home



Set up device



Add person to home



Create speaker group



Create new home

Add services



Videos



Music



Rebates & Incentives



Pro services

5. Then tap on "Works with Google":



Set up a device

Set up a new device or add an existing device or service to your home



New devices

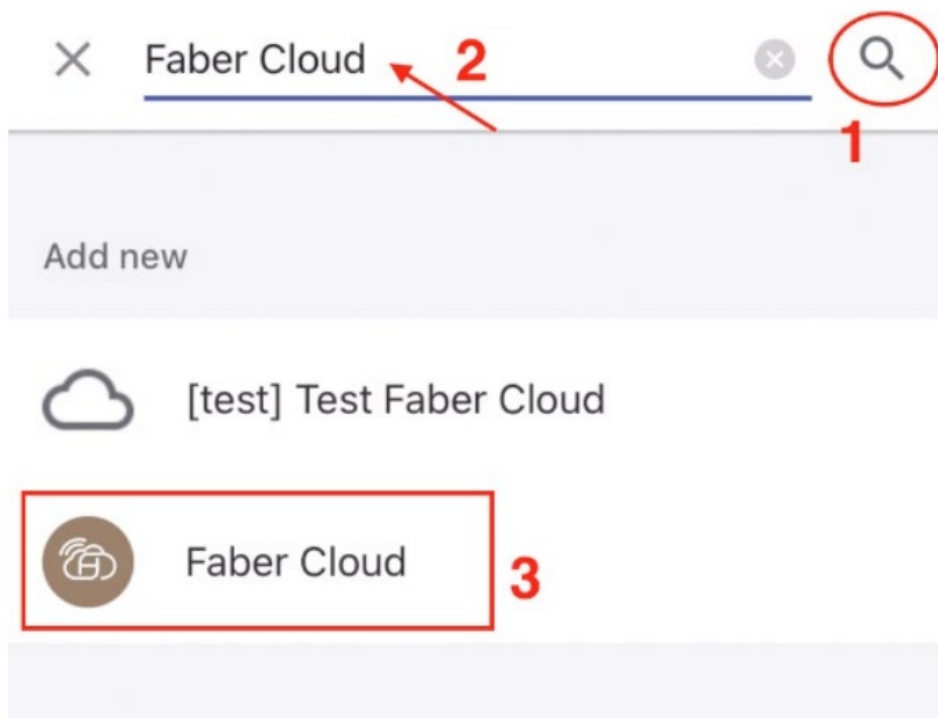
Add something new, like a Chromecast, Google Nest speaker or display or a partner device, including those labelled 'Seamless Setup with the Google Home app'.



Works with Google

Link one of your existing devices or services, such as connected light bulbs or plugs.

6. Look for "Faber Cloud" and tap on the entry with the Faber Cloud logo:

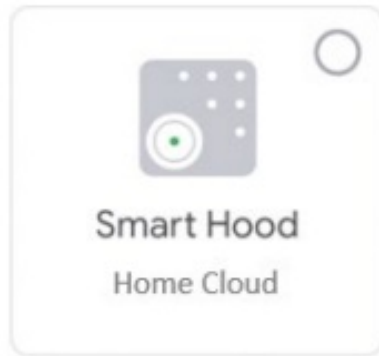


7. When prompted, login with the same account used in the Faber Cloud app. At the end of the process, "Faber Cloud linked" message should appear

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":



Choose a home

You'll be able to control the devices and services in this home.



My Home



Create another home

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



My Home

Set up household contacts ✕

Invite home me



Routines



Settings

Kitchen

1 device



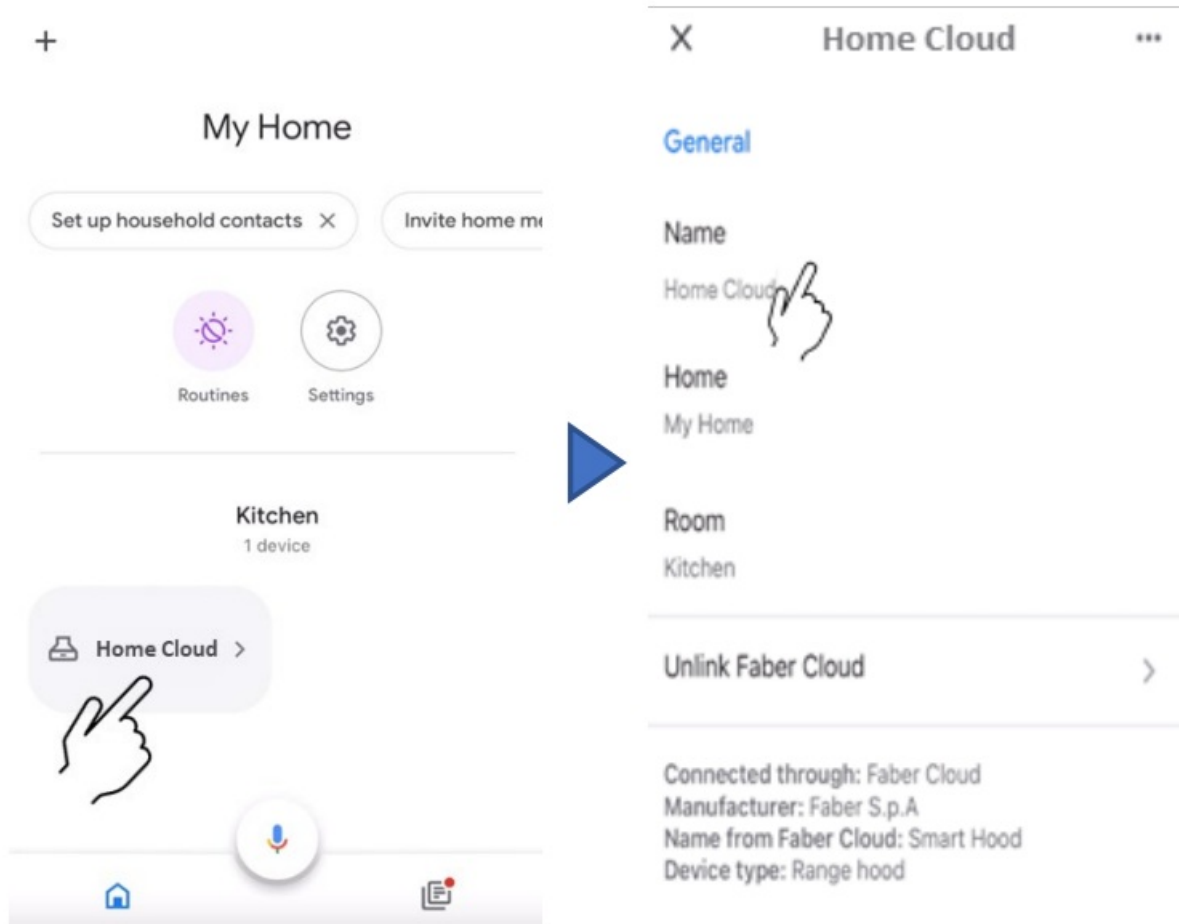
Home Cloud >



Available commands

To command your hood with Google Home, 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.

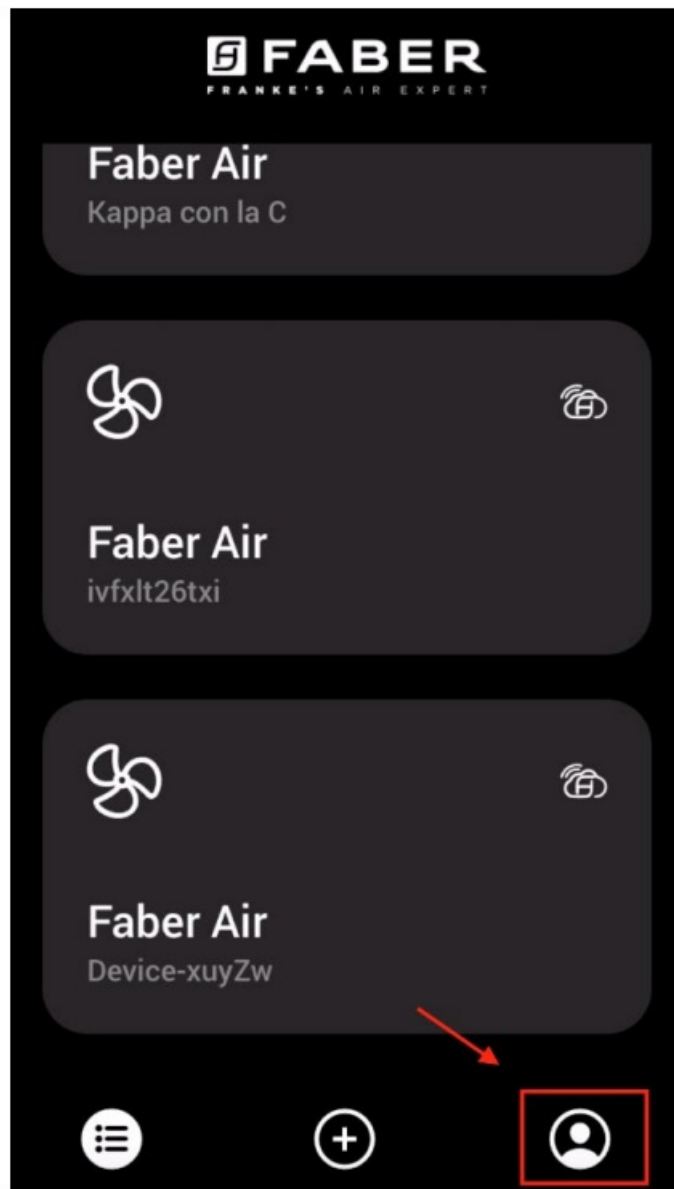


	COMMAND
Device name	Home Cloud (or the one you set into the app)
Speed	Set the speed of <device name> to 1 Set the speed of <device name> to 2 Set the speed of <device name> to 3
Lights	Turn on the lights of <device name> Turn off the lights of the <device name>
Motor	Turn on the motor Turn off the motor Turn on <device name> motor Turn off <device name> motor
On / Off	Turn on the <device name> Turn off the <device name>
Mode	Set the mode of the <device name> to intensive Set the mode of the <device name> to 24 hours

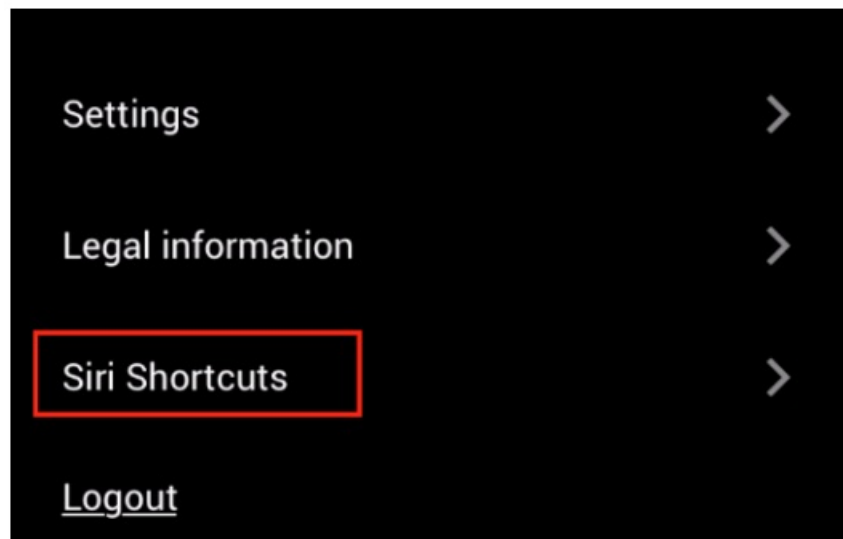
Siri Shortcuts (only for iOS devices)

Instructions

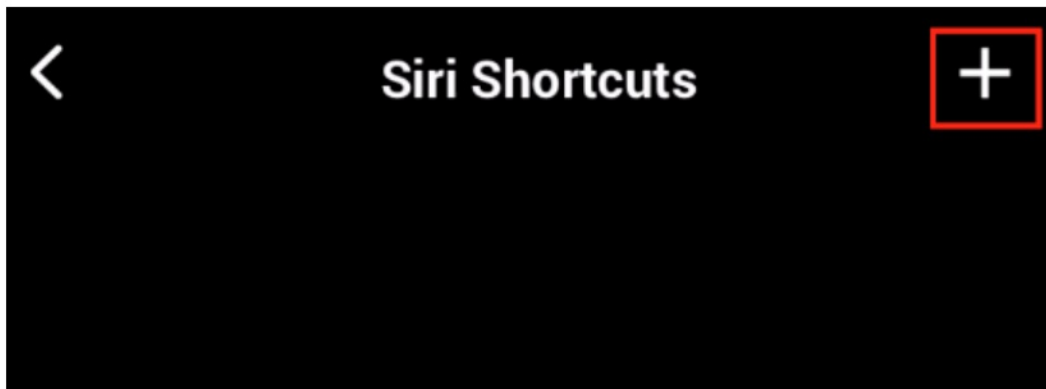
1. Follow the Step 2 – pair your hood with the Faber Cloud app.
Siri will work with the latest paired device on the Faber Cloud app. This is a mandatory step if you want to use Siri.
2. In the Faber Cloud app, click on the “Profile Settings” icon at the bottom right corner of the screen:



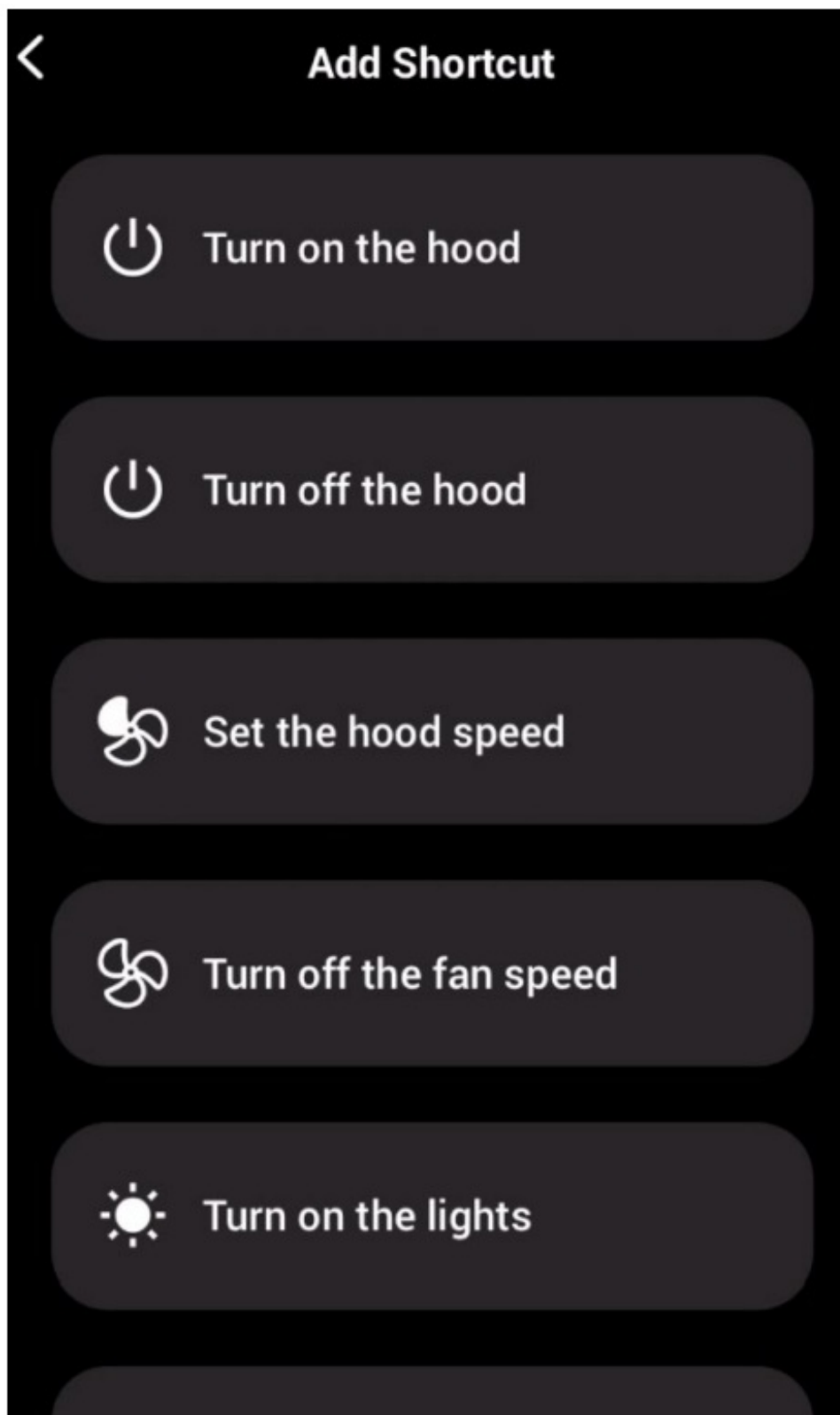
3. Then select “Siri Shortcuts” menu item:



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



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



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
	(on iOS) The phone is not properly connected to hood's Wi-Fi network	Into iOS settings, go to "Faber Cloud" menu and allow "Local network" access for the app.
Faber Cloud 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 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.

Vocal assistants

Possible problem	Possible cause	Solutions
The assistant commands the wrong device	The desired device is not the last paired into the Faber Cloud app	Repeat the pairing process (Step 2 – pair your hood with the Faber Cloud app) 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 Faber Cloud”
	(Google) The name of the device is not correct	Make sure you are saying the correct device name (default is “Home cloud”). Tip: change the name of the device to one you can easily spell.
	(Sid) 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 Sid shortcut you want to activate
	The command is mis-spelled	Please refer to the table reported in this manual for the supported commands.



Documents / Resources

	Apps Faber Cloud App [pdf] User Guide Faber Cloud, App, Faber Cloud App
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