

## VELUX KIG 300 EU

# VELUX App Control (KIG 300) User Manual

Model: KIG 300 EU | Brand: VELUX

## INTRODUCTION

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The VELUX App Control (KIG 300) is a gateway device designed to provide seamless smartphone control for your VELUX electric and solar-powered roof windows, blinds, and shutters. This system allows you to manage your VELUX products remotely, offering convenience and enhanced control over your indoor climate and light conditions. With the VELUX App Control, you can open and close windows, blinds, and shutters with a single touch, group multiple products for synchronized operation, and even schedule automated actions.



Image: The VELUX App Control product box, displaying the gateway device and a smartphone screen illustrating the app's control interface.

## SETUP AND INSTALLATION

Setting up your VELUX App Control gateway is a straightforward process. Only one gateway is required per household to manage all compatible VELUX electric and solar products.

### What's Included

- VELUX App Control Gateway (KIG 300)
- Power Adapter
- Quick Start Guide

### Installation Steps

1. **Power On the Gateway:** Connect the VELUX App Control gateway to a power outlet using the provided power adapter. Ensure it is placed in a central location within your home for optimal Wi-Fi signal coverage.



Image: The VELUX App Control gateway and an icon representing power connection.

2. **Download the App:** Download the official VELUX App Control application from your smartphone's app store (available for iOS and Android).



Image: Icon indicating smartphone app download.

3. **Connect to Wi-Fi:** Open the VELUX App Control app and follow the on-screen instructions to connect the gateway to your home Wi-Fi network. The system is compatible with 2.4 GHz Wi-Fi networks.



Image: Icon representing Wi-Fi connectivity.

4. **Pair VELUX Products:** Once the gateway is connected to Wi-Fi, use the app to pair your VELUX electric or solar roof windows, blinds, and shutters. The app will guide you through the pairing process for each product.

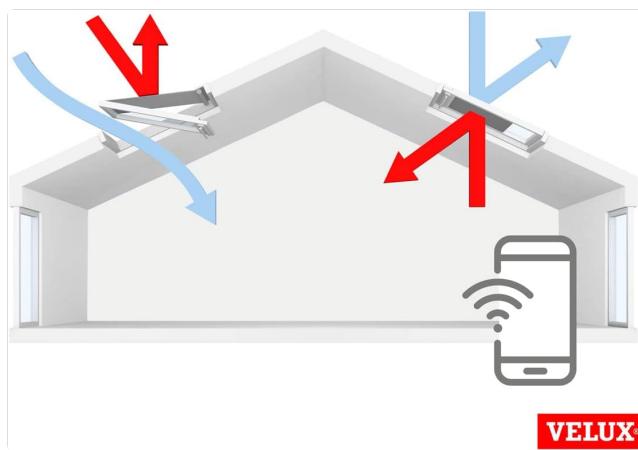


Image: A smartphone displaying the VELUX App Control interface, showing controls for roof windows, blinds, and roller shutters.

## OPERATING INSTRUCTIONS

The VELUX App Control provides comprehensive control over your VELUX products, allowing for both individual and grouped operations, as well as scheduling.

### Smartphone Control

- **Individual Control:** From the app's main screen, select the specific roof window, blind, or shutter you wish to control. Use the intuitive sliders or buttons to open, close, or adjust its position.

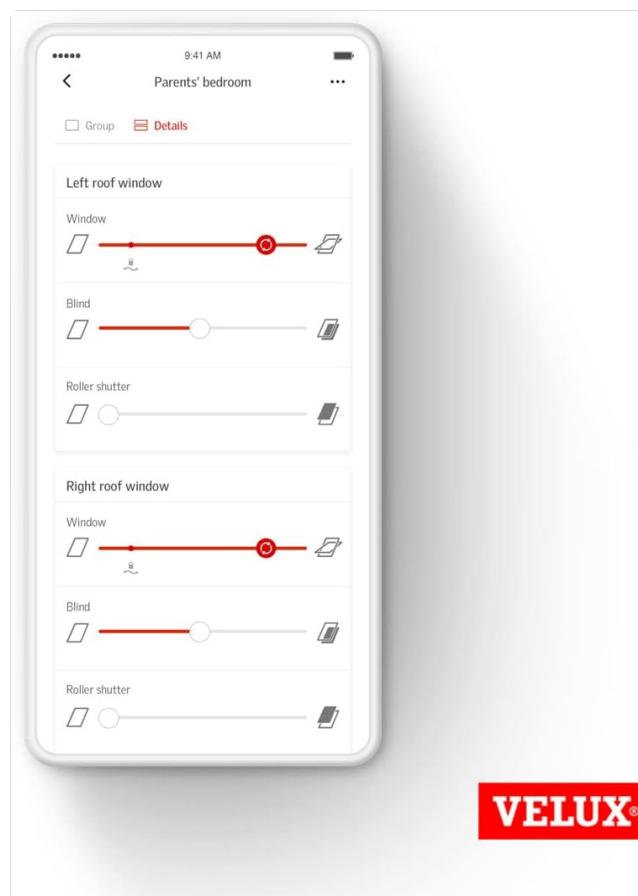


Image: The VELUX App Control interface on a smartphone, demonstrating individual control options for windows and blinds.

- **Group Control:** Group multiple VELUX products together within the app to control them simultaneously. This is ideal for managing all windows in a room or on a specific side of the house with a single command.



Image: Icon illustrating the grouping feature for multiple VELUX products.

- **Voice Control:** The VELUX App Control supports voice commands through compatible smart home assistants, allowing for hands-free operation of your windows and accessories.



Image: A woman interacting with her smartphone, demonstrating the voice control capability for VELUX products.

## Automated Operation and Scheduling

Program your VELUX products to operate automatically based on time schedules or specific conditions. This feature enhances energy efficiency and comfort.

- **Scheduling:** Set daily or weekly schedules for opening and closing windows or blinds. For example, open windows for ventilation in the morning and close blinds in the evening.
- **Climate Control (with VELUX ACTIVE):** For advanced automated climate control, consider upgrading to VELUX ACTIVE with Netatmo (KIX 300). This system integrates sensors to automatically adjust windows and blinds based on temperature, humidity, and CO<sub>2</sub> levels.



Image: An illustrative diagram depicting air circulation through VELUX roof windows, controlled by a smartphone for optimal indoor climate.

## MAINTENANCE

The VELUX App Control gateway requires minimal maintenance. Keep the device clean and ensure it has adequate ventilation.

- Regularly check for firmware updates through the VELUX App Control app to ensure optimal performance and access to new features.
- Keep the gateway in a dry environment, away from direct sunlight and extreme temperatures.
- Clean the exterior of the gateway with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.

## TROUBLESHOOTING

If you encounter issues with your VELUX App Control, refer to the following common troubleshooting steps:

Problem	Possible Cause / Solution
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Problem	Possible Cause / Solution
Gateway not connecting to Wi-Fi	<ul style="list-style-type: none"> <li>Ensure your Wi-Fi network is 2.4 GHz.</li> <li>Check Wi-Fi signal strength at the gateway's location.</li> <li>Restart your Wi-Fi router and the VELUX gateway.</li> <li>Verify Wi-Fi password entered correctly in the app.</li> </ul>
VELUX products not responding to app commands	<ul style="list-style-type: none"> <li>Ensure the gateway is powered on and connected to Wi-Fi.</li> <li>Verify that the VELUX products are properly paired with the gateway. Refer to the pairing steps in the Setup section.</li> <li>Check if the products are receiving power (for electric models).</li> <li>Try restarting the VELUX App Control app on your smartphone.</li> </ul>
App not displaying correct status	<ul style="list-style-type: none"> <li>Ensure your smartphone has an active internet connection.</li> <li>Close and reopen the VELUX App Control app.</li> <li>Check for app updates in your smartphone's app store.</li> </ul>

For more detailed troubleshooting or persistent issues, please refer to the official VELUX support resources or contact customer service.

## SPECIFICATIONS

Feature	Detail
Brand	VELUX
Model	KIG 300 EU
Product Dimensions	21.3 x 18.3 x 5 cm
Item Weight	390 grams
Material	Plastic
Compatible Devices	Original VELUX roof windows, electric and solar blinds/shutters
Wireless Connectivity	Wi-Fi (2.4 GHz)
ASIN	B093LTPZ9N
First Available Date	April 27, 2021

## WARRANTY INFORMATION

Specific warranty details for the VELUX App Control (KIG 300) are typically provided with your purchase documentation or can be found on the official VELUX website. Please retain your proof of purchase for warranty claims. VELUX products are designed for durability and performance. For information regarding the warranty period and terms, please visit [www.velux.com](http://www.velux.com) or consult the warranty card included in the product packaging.

## CUSTOMER SUPPORT

If you require further assistance, have questions about installation, operation, or troubleshooting, please contact VELUX customer support.

- Visit the official VELUX website for FAQs, support articles, and contact information: [www.velux.com/support](http://www.velux.com/support)
- Refer to the contact details provided in your product packaging.

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### Documents - VELUX – KIG 300 EU



#### [VELUX App Control KIG 300: Installation and User Guide](#)

Comprehensive installation and user guide for the VELUX App Control KIG 300, detailing safety precautions, product specifications, maintenance, interface compatibility with iOS and Android, and declaration of conformity. Enables smart control of VELUX products.

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#### [VELUX App Control KIG 300: Smart Home Gateway Installation Guide](#)

Get started with your VELUX App Control KIG 300. This comprehensive guide covers installation, setup, safety, product features, and compatibility with smart home systems like Apple HomeKit and Android devices for enhanced indoor climate control.

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