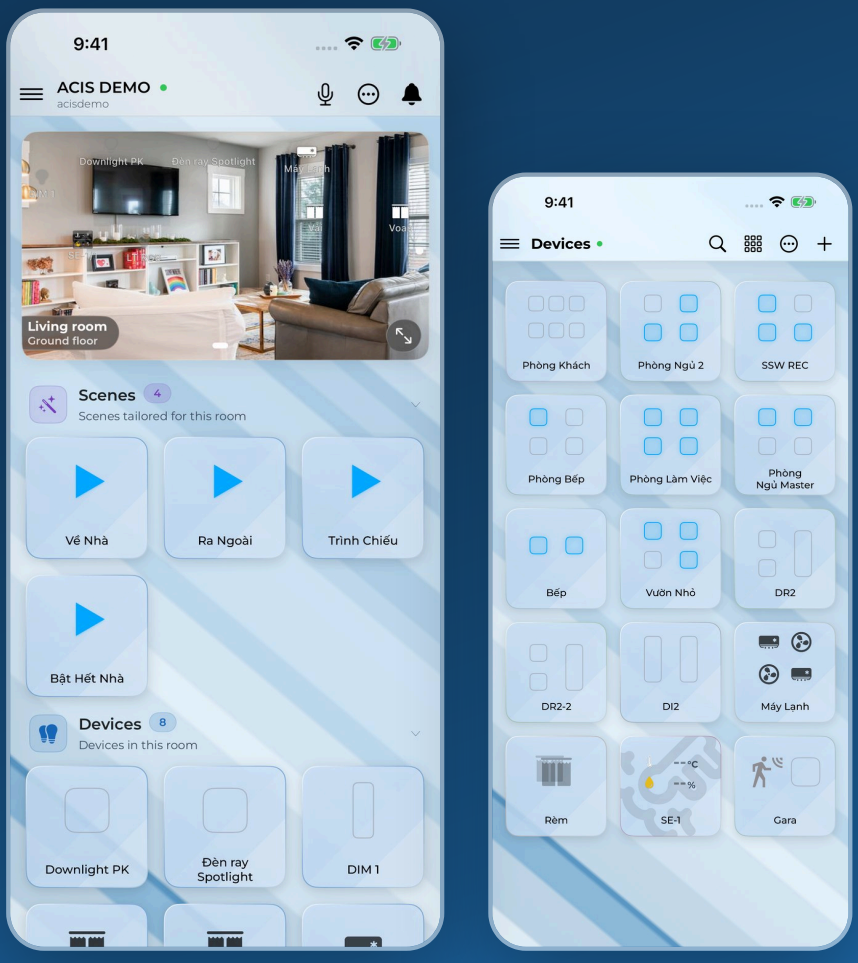
USER GUIDE

THE IHOME 3.1 APP

Control your ACIS smart home from iPhone, iPad and iPhone Duo: real room photos, scenes, automations, voice, Siri and widgets.



iHome - ACIS

Version 3.1 · iOS / iPadOS 17.6 or later · acis.com.vn

INTRODUCTION

WELCOME TO IHOME 3.1

iHome – ACIS is the app for your ACIS smart home system. Version 3.1 is a complete redesign: every room appears as a real photo, each device sits where it really is, and a tap is all it takes to control it. This guide covers the everyday tasks for home owners and family members.

Real room photos

Tap devices right on the room photo; turn the phone sideways for the full view and open the map to jump between floors and rooms.

Voice & Siri

Speak commands in Vietnamese or English; run scenes and switch devices with Siri and the Shortcuts app.

Widgets & Live Activity

Turn on lights and run scenes from the Home Screen, Control Center and the Lock Screen.

iPad & iPhone Duo

A layout of its own for large screens: sidebar, several columns, portrait or landscape.

More reliable

Reconnects by itself and tells you clearly when the network is down or a device has not responded.

Built-in guides

Every page has its own Guide: tap ··· › Guide to read it right on your phone.

Contents

Install and sign in 3
The Home page 4
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Two kinds of account. The **master account** (the home owner) has full access and manages the other accounts. A **control account** is for a family member and can only use the devices and scenes the owner allows. Some parts of this guide apply to the master account only.

GETTING STARTED

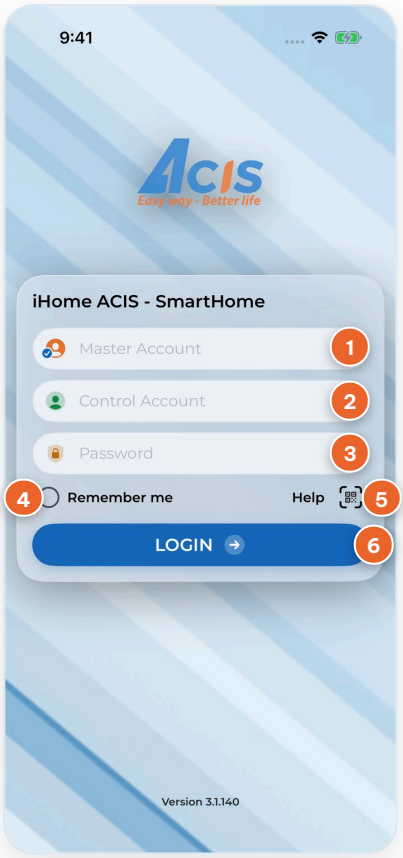
INSTALL AND SIGN IN

Install or update

Step 1 Open the App Store and search for **“iHome - ACIS”**, or scan the QR code on the Support page.

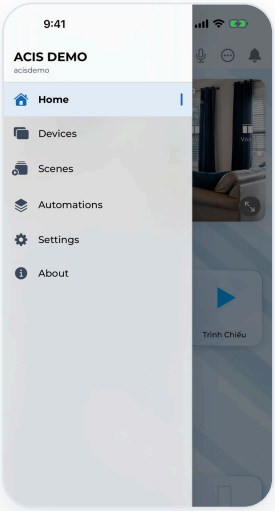
Step 2 Tap **Get** (new phone) or **Update** (if you already use iHome). iHome 3.1 needs iOS / iPadOS 17.6 or later.

Step 3 Open the app and sign in with the ACIS account you received at installation. Existing users just update and sign in as before.



The sign-in screen

1. **Master Account**
   The home owner's account name (the home's main account).
2. **Control Account**
   Your own account name. The owner enters the master account name again.
3. **Password**
   The password of the account in box 2.
4. **Remember me**
   Next time the app opens straight to your home.
5. **Help and QR code**
   Sign-in help, or scan the QR code your installer gave you to fill in the account.
6. **LOGIN**
   Tap to enter the app. The app version is shown at the bottom.



The app menu

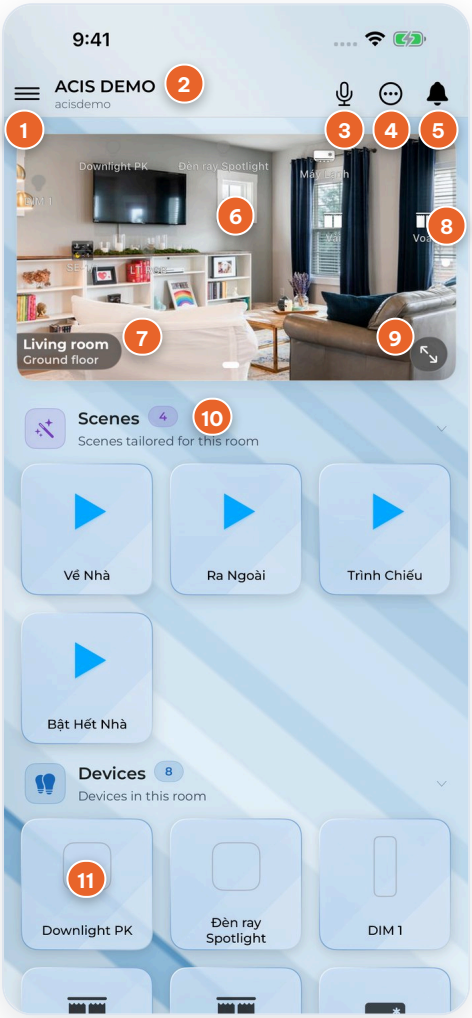
Tap ≡ at the top left, or swipe in from the left edge, to open the menu and move between pages: **Home** **Devices** **Scenes** **Automations** **Settings** **About**

If your account has several homes, **Change home** is at the top of the menu. **Logout** and the version number are at the bottom.

> **Tip:** every page has its own **Guide**. Tap ⋯ in the top bar and choose **Guide** to learn that page right in the app.

USING
THE HOME PAGE

Home is the main screen. Each room appears as a real photo, with every device placed where it really is. Under the photo are the scenes and devices of the room on screen.



1. **Menu**
   Go to Devices, Scenes, Automations, Settings.
2. **Home name and status dot**
   Green: connected. Blinking grey: connecting. Grey: not connected.
3. **Microphone**
   Control by voice (page 13).
4. **More (···)**
   History of the room on screen, and the Guide.
5. **Notifications**
   Your home's notifications, day by day.
6. **Room photo**
   Tap a device icon on the photo to control it.
7. **Room on screen**
   Room and floor name. The scenes and devices below always belong to this room.
8. **Floor and room dots**
   The column of dots on the right is the floors; the row under the photo is the rooms.
9. **Full screen**
   Turn sideways for the full view (page 6).
10. **The room's scenes / devices**
    Tap a heading to collapse or expand it; the number is how many the room has.
11. **Device card**
    Glowing blue outline: on; grey: off. Press and hold for its menu and history.

EVERYDAY ACTIONS ON THE HOME PAGE

Change room

Swipe the room photo left or right. The long dot under the photo shows the room you are on.

Change floor

Swipe the room photo up or down. The top floor is at the top of the column of dots on the right.

Lights and switches

Tap the icon to switch it on or off. The icon changes once the device confirms: a light that is on is in colour; off, it is dim grey.

Other devices

Dimmable lights, curtains, doors, air conditioners, TVs, fans, sensors…: tap to open that device's controls (page 8).

Doors with a password

Some doors ask for Face ID or the device password before their controls open.

Cameras

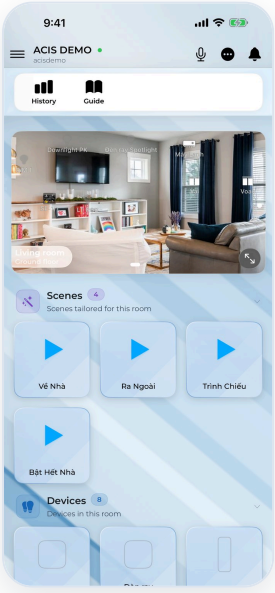
A camera in the room plays live right on the photo. Open full screen to pause, mute or view it large.

Run a room scene

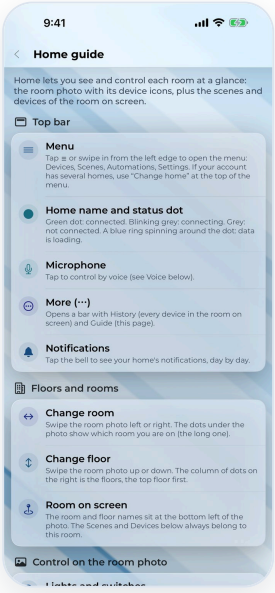
Tap a scene card to run it. “Controlling scene” shows for a moment.

Press and hold

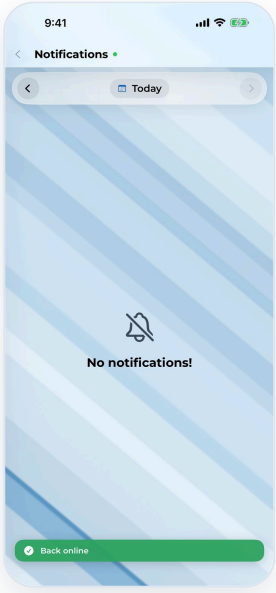
Press and hold a scene or a device to open its menu, including its History.



··· opens History and Guide



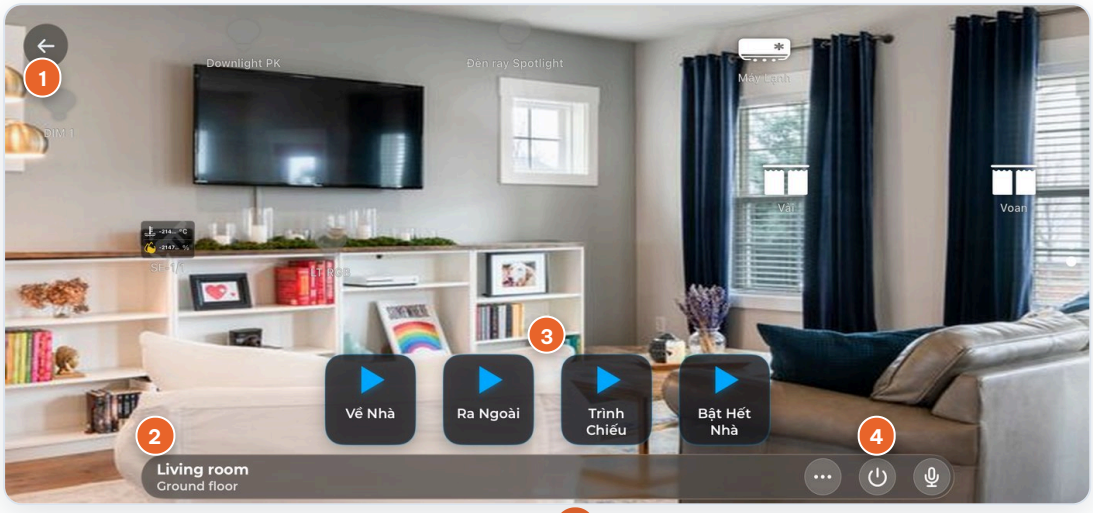
A guide built into the app



Notifications, day by day

FULL SCREEN AND THE ROOM MAP

Tap the arrows at the bottom right of the room photo to go full screen: the photo turns sideways (on iPad it zooms in). Swipe and tap as usual; tap ← to go back.



1 Back
Return to the portrait Home page.

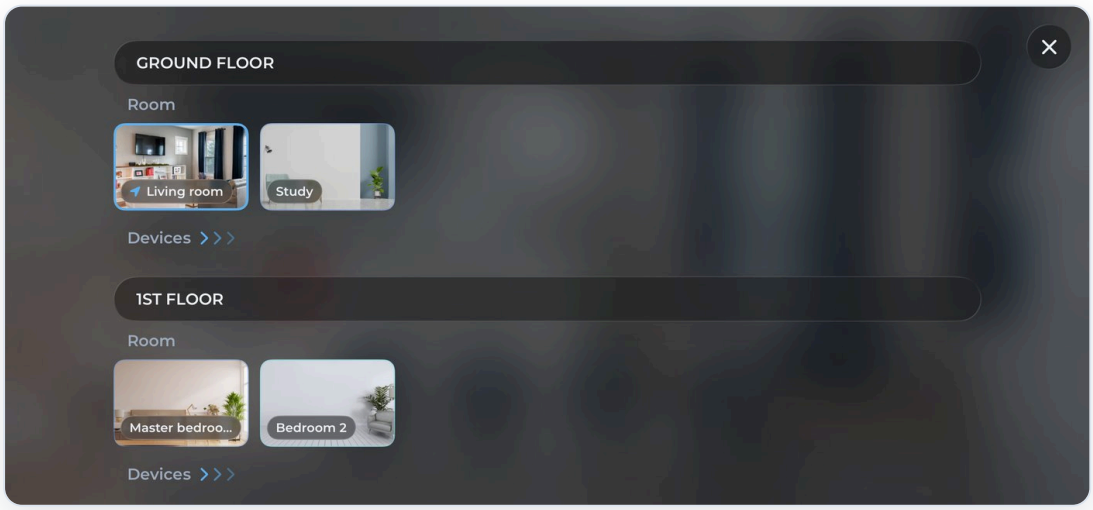
2 Room on screen
Swipe sideways to change room, up or down to change floor.

3 The room's scenes
A row of scenes at the bottom; tap one to run it.

4 Turn off the room (⏻)
Straight away turns off every light, closes the curtains and turns off the air conditioners and fans of the room, without asking. Doors and sensors are left alone.

Room map

In full screen, **double-tap the photo** to open the map: floors and rooms appear as small photos. Tap a room to jump to it, or tap a device on the floor to control it.



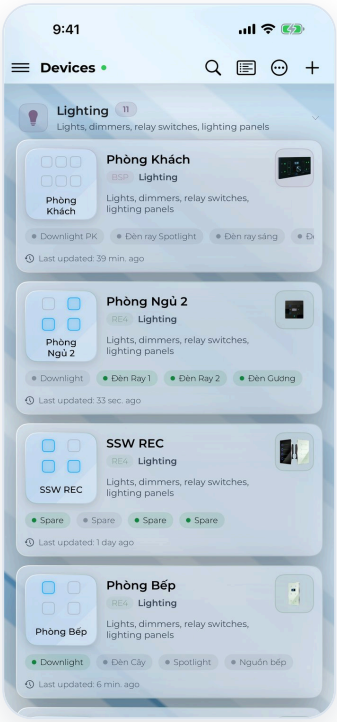
DEVICES

USING
THE DEVICES PAGE

Devices lists every device in your home. Tap a device to control it; press and hold for its history and options.



Grid layout



List layout: every channel and its state

1. **Search**
   Type a device name, a channel name or a code (e.g. RE4/1). Tap the microphone to speak instead.
2. **Layout**
   Switch between Grid, Group (by kind of device) and List. The app remembers your choice.
3. **More (···)**
   History of every device, and the Guide.
4. **Add device (+)**
   For your installer, during installation.
5. **Device card**
   Tap for its controls; press and hold for its menu. Clock: a channel has a timer; shield: a door with a password.

Device history

Tap ··· › **History** to see everything that happened to your devices that day, hour by hour. Filter by source (app, wall switch, server…) and search by name. Tap ‹ › to change the day; the **last three months** are available.

Reload

Pull the list down to refresh the devices. In the Group layout, tap a group heading (Lighting, Curtains, Sensors…) to collapse or expand it.

DEVICES

CONTROLS
FOR EACH KIND OF DEVICE

Tap a device card (on the room photo or on the Devices page) to open its controls. Tap outside them to close. “Last updated” shows when the device last reported its state.



Switches, sockets

Tap a channel's button to turn it on or off. A channel that is on lights up.



Dimmable lights

Drag the bar up or down; the brightness is applied when you let go.



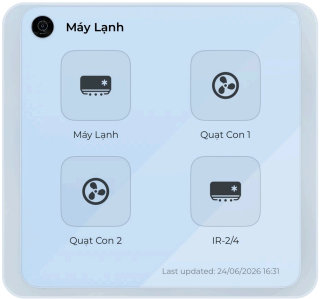
Curtains, roller doors

Use Open / Stop / Close. For a double curtain (sheer and blackout), tap “Dual” or “Single” to move both together or one at a time.



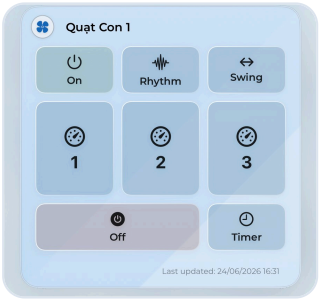
Air conditioner

Turn it on or off, set the temperature with – and +, choose the mode and fan speed, then tap Apply.



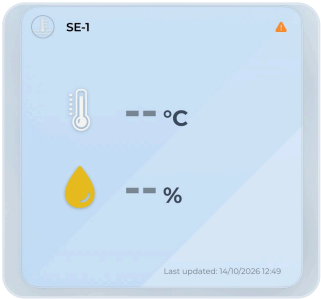
Infrared hub

Shows the appliances it has learned (air conditioner, fan, TV, projector, speaker…). Tap one to open its remote.



Fan (infrared)

On/off, natural breeze, swing, speed 1–2–3 and timer, like the original remote.



Temperature, humidity

Sensors are read-only: temperature, humidity, door open/closed, water leaks, smoke…

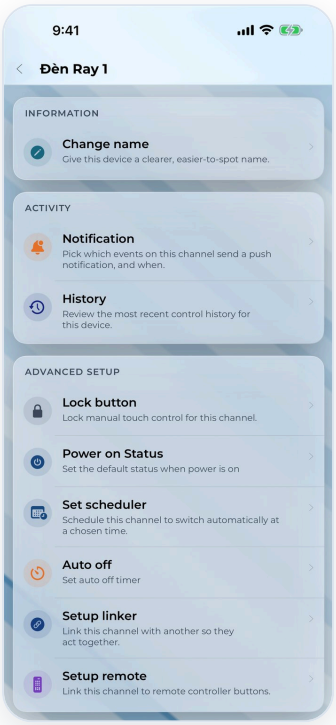


Motion sensor

Pulses red when it detects someone. “Auto” means the sensor is driving the lights by its preset rule.

RGB lights: drag on the colour wheel and the brightness ring, or pick a ready-made effect. **Door locks:** tap the lock icon to lock or unlock; some doors ask for Face ID or the device password. **Music:** play/pause, skip and set the volume.

TIMERS AND CHANNEL OPTIONS

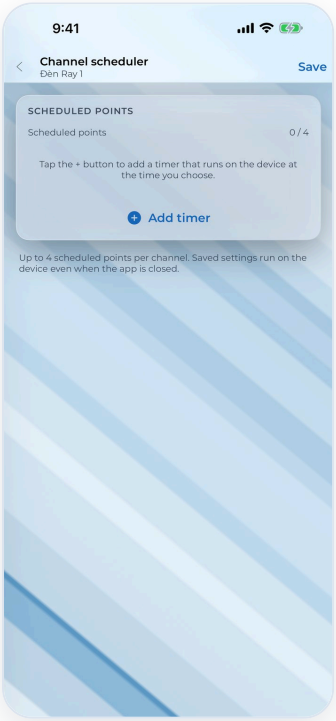


A channel's menu

A channel's menu

In a device's controls, **press and hold a channel's button** (for example one light) to open that channel's menu:

Set scheduler	The channel turns on or off by itself at the times and on the days you choose. Up to 4 times per channel; the schedule runs on the device itself, even with the app closed.
Auto off	The channel turns itself off a while after it was turned on.
Lock button	Locks the touch button on the wall switch for this channel; the app can still control it.
Notification	Choose which of the channel's changes are sent to your phone, and when.
Change name, History	Give the channel a name that is easy to recognise; see its recent controls.



Channel scheduler

Set a timer for a channel

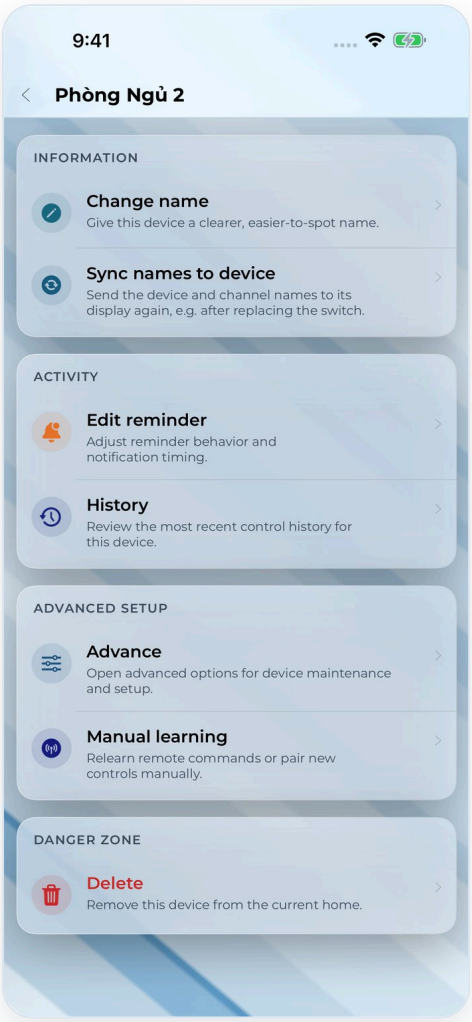
Step 1 Open the device's controls and press and hold the channel's button.

Step 2 Choose **Set scheduler** and tap **+ Add timer**.

Step 3 Pick the time, On or Off, and the days of the week.

Step 4 Tap **Save** at the top right. The device card shows a clock while a channel has a timer.

THE DEVICE MENU



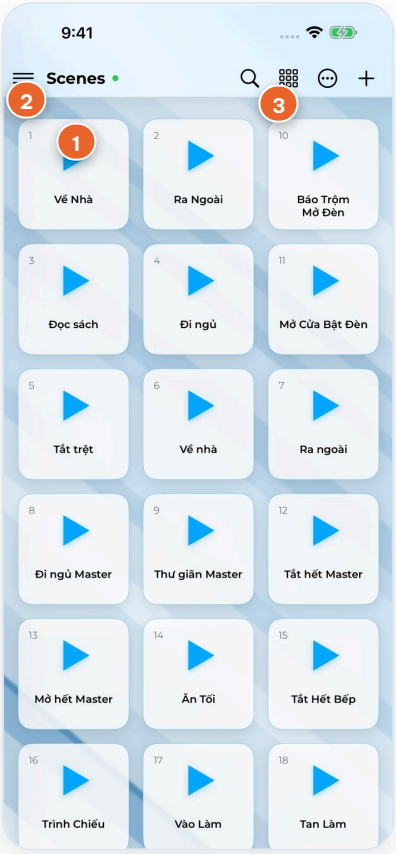
Device menu (press and hold the card)

Press and hold a device card to open its menu: **Change name**, **Edit reminder**, control **History**, and Notifications (sensors, door locks, AI cameras).

Note: Advance, Manual learning, Sync names to device and Delete are installation tools. Leave them to your ACIS installer to avoid breaking the setup.

USING SCENES

A scene does several things with one tap: “Coming home” turns on the lights, opens the curtains and starts the air conditioner together; “Good night” turns off the ground floor lights and sets the bedroom air conditioner to 26 degrees.



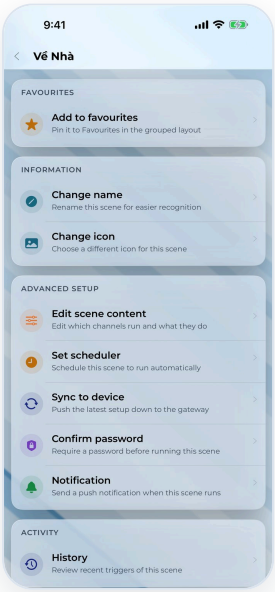
1. **Tap to run**
   The scene runs at once; “Controlling scene” shows for a moment and the other cards wait.
2. **Number in the corner**
   The scene's slot on the home hub. Blue icon: stored on the hub, runs right at home; grey: runs through the server.
3. **Layout**
   Grid, Group (Favourites, Most used, Everything else) or List.

Small icons on a card

Lock: you don't have access · Clock: it has a timer · Shield: needs Face ID or the manager password first · Bell: sends a notification when it runs.

Favourites

Press and hold a scene and choose **Add to favourites**. In the Group layout favourites stay on top; “Most used” holds the five scenes you tap most. Tap **Arrange** to drag them into order.



Scene menu (master account)

The scene menu

Press and hold a scene card to open its menu: **Favourites** and the **History** of its runs.

The **master account** also gets:

Set scheduler	Runs the scene by itself at set times on chosen days.
Notification	Sends a notification to your phone when the scene runs.
Confirm password	Asks for a password (or Face ID) before the scene runs.
Change name, Change icon	A name and icon that are easy to recognise.

Note: editing a scene's content, syncing it to the hub and deleting it are best left to your ACIS installer.

USING AUTOMATIONS

Automations are “if… then…” rules that run by themselves, without a tap. For example: if someone enters the room after 6 pm, turn on the light; if the front door opens while everyone is out, send a notification.

If (conditions)

The state of a device, a sensor (door open, someone present, water leak…) or another automation. It can need every condition to match, or just one of them.

Then (actions)

Control devices, run scenes or send a notification to your phone; optionally wait a while first. You can also set actions for when the conditions stop matching.

Time windows

An automation can run only at certain times and on certain days; without a window it runs at any time.

Runs on the home hub

A synced automation runs on the hub at home, even when your phone is off or offline.

Reading an automation card

Blue icon	Synced to the home hub and watched at home.
Grey icon	Not synced yet; the hub does not run this rule.
Tick	The conditions match right now.
Clock	Has a time window.
Orange warning	Needs checking.
Lock	You don't have access.

See its status

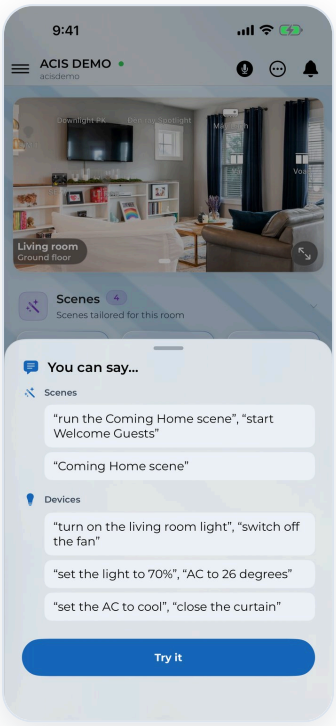
Step 1 Open the menu ≡ › **Automations**.

Step 2 Tap a card to open its status: whether the conditions **Match** or **Don't match**, and what the rule uses (time windows, devices, sensors, scenes, notifications).

Step 3 The blue wand runs the “Then” part now, as if the conditions matched; the orange one runs the part for when they don't. Real devices are controlled.

Note: creating automations, editing their conditions and actions, syncing and deleting them is for the master account only, and best left to your ACIS installer. Every user can add them to Favourites and see their History (press and hold a card).

VOICE CONTROL, SIRI AND SHORTCUTS



Say "help" to see sample commands

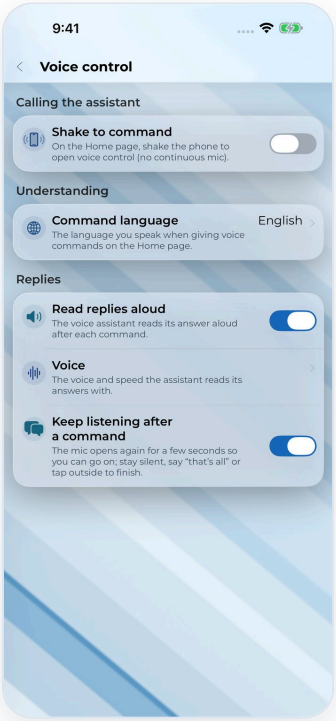
Speak a command

Step 1 Tap the **microphone** on the Home page (the first time, tap **Allow** so iHome can use the microphone and speech recognition).

Step 2 Speak naturally in English or Vietnamese, for example:

"turn on the living room light" · "set the light to 70%" · "AC 26 degrees" · "close the curtains" · "run the Coming Home scene" · "open the bedroom" · "turn off all lights"

No room name	The command applies to the room on screen. Add a room name at the end to control another room.
Confirm, undo	A clear command runs at once, with an Undo button. When the app is unsure or the command affects many devices, it asks first: say "yes" or "cancel", or tap a button.
Sample commands	Say "help" while it is listening to see the list.



Voice settings

Settings › **Voice control**:

Shake to command	On the Home page, shake the phone to start listening, no need to tap the microphone.
Command language	English or Vietnamese: the language you speak your commands in.
Read replies aloud	The assistant reads the result aloud after each command; choose the voice and speed.
Keep listening	The microphone reopens for a few seconds so you can go on; say "that's all" to stop.

Siri and the Shortcuts app

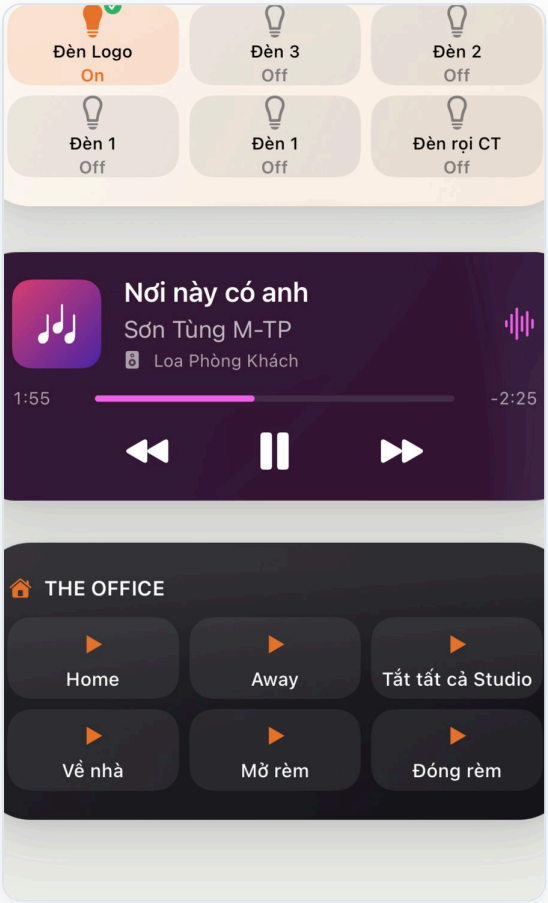
In the **Shortcuts** app, search for **iHome** to use its actions: **Turn on device** · **Turn off device** · **Set brightness** · **Set AC temperature** · **Change AC mode** · **Open / Close / Stop curtain** · **Run scene** · **Turn off room**

Add a shortcut to the Home Screen to run it with one tap, or ask Siri, for example "Run Coming Home in iHome-ACIS".

OUTSIDE THE APP

WIDGETS, CONTROL CENTER AND LIVE ACTIVITY

Turn on lights, run scenes and see what is playing without opening iHome.



Add a widget to the Home Screen

Step 1 Touch and hold an empty spot on the Home Screen until the icons jiggle, then tap **Edit** › **Add Widget**.

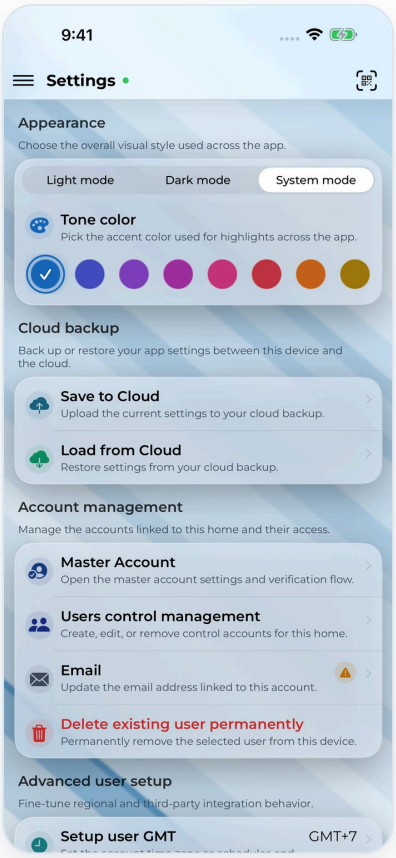
Step 2 Search for **iHome**, choose the **Devices**, **Scenes** or **Home status** widget and a size, then tap **Add Widget**.

Step 3 Touch and hold the widget › **Edit Widget** to pick the home and the devices or scenes to show.

Devices widget	Tap a tile to turn it on or off; On/Off updates right on the widget.
Scenes widget	Tap to run a scene of the chosen home.
Control Center	From iOS 18: open Control Center › tap + › add an iHome control.
Live Activity	On iPhone, the song that is playing shows on the Lock Screen and in the Dynamic Island, with play/pause and skip.

Tip: widgets use the app's sign-in. If a widget asks you to sign in, open iHome once and try again.

APP SETTINGS



Appearance

Choose **Light mode**, **Dark mode** or **System mode** (follows your iPhone's setting). **Tone color** sets the accent colour used for highlights across the app.

Cloud backup

Save to Cloud	Uploads your room layout, room photos and device positions.
Load from Cloud	Restores them from the backup: use it on a new phone or a new iPad.

New phone? Install iHome, sign in, then Settings › **Load from Cloud** brings back all your rooms.

Account management

Master Account	Change the password and verification of the owner's account (page 16).
Users control management	Create, edit or remove accounts for your family and set their permissions (page 17).
Email	Update the email address linked to the account.
Delete existing user permanently	Removes the account you are using from the home for good. This cannot be undone.

Advanced user setup

Time zone and integrations with third-party apps.

ACCOUNT

CHANGE YOUR PASSWORD

Change the password of the master account (the home owner). Control-account users ask the owner to change theirs under permissions (page 17).

Step 1 Open the menu ≡ › **Settings**.

Step 2 Under Account management, tap **Master Account**.

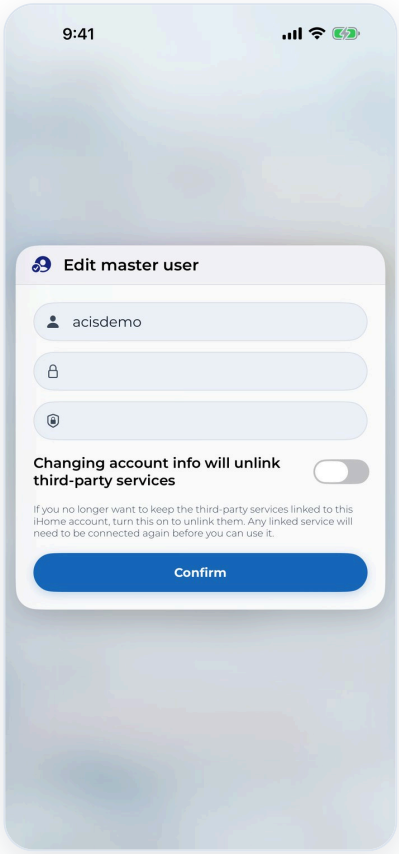
Step 3 Enter the current **master account password** and tap **Confirm**.

Step 4 Enter the **new password** and type it again to confirm.

Step 5 Tap **Confirm**. Use the new password next time you sign in.

Third-party apps: turn on "Changing account info will unlink third-party services" if you want to cancel the links between your account and other apps. Those apps will then have to be linked again.

Forgot your password? Call the ACIS technical hotline (+84) 902 673 389 or send a request at support.acis.com.vn.

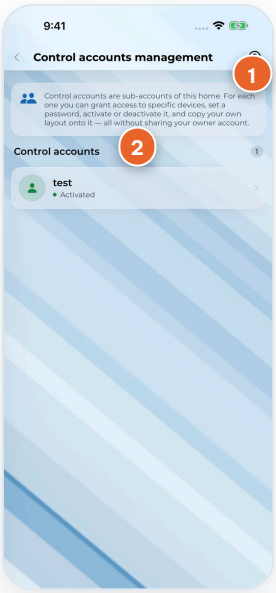


Step 4: enter the new password

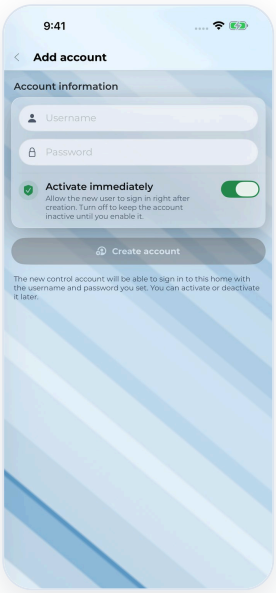
ACCOUNT

CONTROL ACCOUNTS AND PERMISSIONS

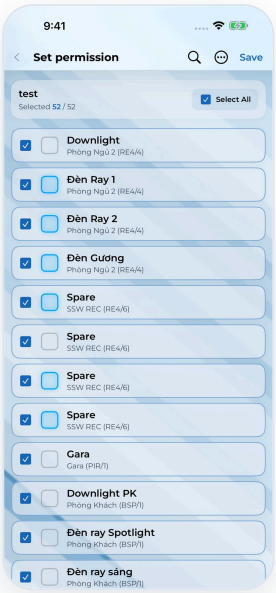
Control accounts are sub-accounts of your home. The owner creates one for each person and chooses which devices and scenes they may use. For example: a child's account that controls only the child's room; a housekeeper's account that controls only the shared areas.



Account list



Add account



Choose allowed devices

Create a control account

Step 1 Settings › **Users control management**.

Step 2 Tap the add-account icon at the top right (1).

Step 3 Enter a **Username** and **Password**; leave **Activate immediately** on to use it right away. Tap **Create account**.

Set device permissions

Step 1 In the list, tap the account name (2) to open its menu.

Step 2 Choose **Set permission**. Tick the devices and channels the account may use; **Select All** ticks everything.

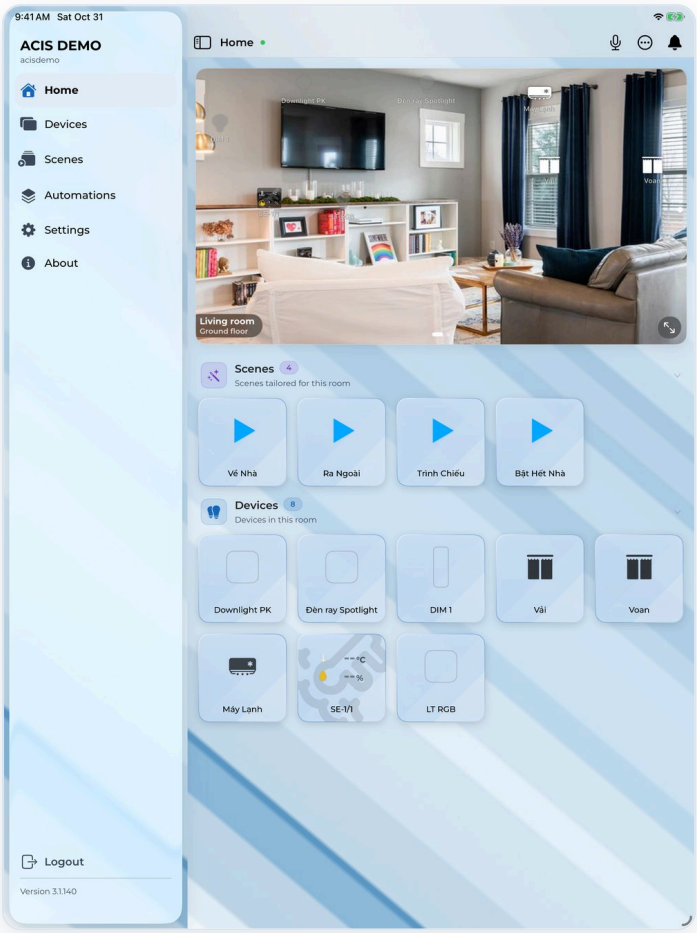
Step 3 Tap **Save**. The user signs in again to get the new permissions.

Other actions in the account menu

Copy setting	Copies the look and the room layout of the master account to this account, so the user sees the same rooms as the owner.
Set password	Resets the password of the control account.
Inactivate	Locks the account for now; activate it again when needed.
Delete user	Removes the control account from the home for good.

LARGE SCREENS

IHOME ON IPAD AND IPHONE DUO



iPad: sidebar, room photo, scenes and devices on one screen

iPad

On iPad, iHome makes full use of the large screen: a **sidebar** to switch pages quickly, several columns, portrait or landscape as you like, and the room photo next to its devices.

An iPad on the wall or on a table can become the control panel for the whole home.

iPhone Duo

iHome has its own layouts for the inner display, the outer display and half-folded use: open the phone and the whole room is there, with its devices alongside.

Keyboard and mouse

On iPad you can use a keyboard and a mouse or trackpad to pick rooms and switch devices, just as with touch.

Same layout everywhere: use Settings › **Save to Cloud** on the device where you arranged the rooms, then **Load from Cloud** on the iPad.

TROUBLESHOOTING

WHEN THE CONNECTION DROPS AND COMMON QUESTIONS

The banner at the bottom of the screen

Red
The phone has no network.

Orange
Can't reach the iHome server; the app keeps retrying, with a Retry button.

Yellow
Slow network.

Green
Back online.

Still readable	While offline the app shows the saved data but sends no commands, and tells you so. Switches stay as they were.
Device not responding	The app says the device has not responded: the device or the home hub may be offline or without power.
Home hub offline	The app shows a separate notice, with a button to see when the hub lost its connection.
Automations	Synced rules keep running on the home hub while your phone is offline.

Common questions

Can't see the update?	Open the App Store, tap your profile picture at the top, and pull down to refresh the update list. iHome 3.1 needs iOS / iPadOS 17.6 or later; older devices keep using iHome 2.33.
A light doesn't respond?	Check the status dot next to the home name (green means connected). Pull down to reload, and see ⋯ › History to check whether the command reached the device. The wall switch still works.
Changed your home Wi-Fi?	The home hub has to be connected to the new network. Contact your ACIS installer for help.
A room says it is empty?	No devices have been placed on that photo yet. Use Settings › Load from Cloud to restore your saved layout, or ask your installer to arrange it.
New phone?	Install iHome, sign in, then choose Settings › Load from Cloud.

More guides, device manuals and answers at **support.acis.com.vn**.

SUPPORT

GETTING SUPPORT

ACIS support portal

support.acis.com.vn
Product manuals, Q&A, send and track support requests.

Get iHome on the App Store

Search for “iHome - ACIS”
iPhone and iPad · iOS / iPadOS 17.6+

Technical hotline	**(+84) 902 673 389 · Monday – Saturday, 8:00 – 17:30**
Email	**biz@acis.com.vn**
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Easy way - Better Life!

Thank you

for choosing ACIS products and services