

We advise you to read this manual carefully, which contains all the instructions for maintaining the appliance's aesthetic and functional qualities. For further information on the product: www.smeg.com

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Google Play Store and Android are trademarks of Google Inc.

Wi-Fi is a trademark of Wi-Fi Alliance.

PRECAUTIONS

General safety instructions

- The use of the App requires the availability of a WLAN (Wi-Fi) network with dedicated Internet router, for the connection between appliance and mobile device.
- In case of poor signal for the use of the appliance, envisage to install a Wi-Fi repeater nearby.
- Outside the coverage range of the Wi-Fi network, the use of the App involves the availability of a data link for the mobile device.
CAUTION: additional costs might arise depending on the contract with the mobile phone operator.
- The appliance can operate off-line as a "non-connected" household appliance, but it cannot be controlled through the App when the Wi-Fi connection or the data link are deactivated.
- In compliance with the provisions regarding electromagnetic compatibility, the appliance belongs to class B in accordance with (EN55014-1).
- This appliance complies with the current standards and directives regarding safety and electromagnetic compatibility. However, people who wear pacemakers should keep a minimum distance of 20-30 cm between the pacemaker and the appliance when it is in operation. Contact the pacemaker manufacturer for further information.
- In some models only, for safety reasons and in compliance with current legislation, some functions cannot be activated remotely.
- This appliance is designed to operate within a temperature range of +10°C to +43°C.

Declaration of conformity

The manufacturer, SMEG, declares that the types of radio equipment:

SBC4604WNR - SBC4604WNR1 -
SBC4304WX - SBC4104WG -
SBC4104WB3

comply with the directive 2014/53/EU.

- Technology: Wi-Fi IEEE 802.11 b/g/n.
- Frequencies: 2400-2483.5 MHz.
- Max. output power: +18.5 dBm.
- The device operates in the ISM band at 2.4 GHz.
- The maximum stand-by power consumption of the appliance connected to the mains is 2.0 W.

The complete text of the EU declaration of conformity is available at the following internet address:

www.smeg.com/smegconnect/direttiva_red

Declaration art. 10.10 Directive 2014/53/EU

This radio equipment is NOT subject to restrictions on putting into service or to requirements concerning authorisation for use in any of the EU Member States.

Support Period and Vulnerability Reporting (Cybersecurity)

The manufacturer declares that the product has a defined support period. The defined support period represents the minimum period during which security software updates are provided for each product. The expiry of the support period for a given product does not compromise its operation: the product generally remains updatable; however, we cannot guarantee updates for any security vulnerabilities that may be identified. Vulnerabilities can be reported via a dedicated form available on our websites; before submitting a report, please read the vulnerability disclosure policy.

Please note that this statement applies exclusively to products sold in the following

countries. Information relating to the support period and vulnerability reporting is provided at the following links:

- United Kingdom (UK PSTI Act): www.smeguk.com/cybersecurity
- Australia (AU Cybersecurity Act): www.smeg.com/au/cybersecurity

At the links above, it is also possible to download the Statements of Compliance for each connected product by entering the relevant Serial Number - S/N.

This user manual

- This user manual is an integral part of the appliance and must therefore be kept in its entirety and within the user's reach for the whole working life of the appliance.
- Read this user manual carefully before using the appliance.
- The explanations in this manual include images, which describe all that regularly appears on the display. However, it should be kept in mind that the appliance may be equipped with an updated version of the system, and as such, all that appears on the display may differ from those in the manual.

How to read the user manual

This user manual uses the following reading conventions:



Warning/Caution



Information/Advice

USE

SmegConnect+

The appliance is equipped with SmegConnect+ technology that allows the user to control the appliance operation via an App on his/her smartphone or tablet.

For further information, refer to the supplied brochure and/or visit the site

www.smeg.com

Connectivity requirements

- Smartphone or PC tablet with IOS or Android operating system. The minimum versions of the operating systems are available at the following link:

www.smeg.com/smegconnectplus



- Wi-Fi network (2.4 GHz band, WPA2 protected) active and available in the place where the appliance is installed.
- Internet connection.

- Name and password of the home Wi-Fi.



It is recommended to use a network protected by a sufficiently secure password. The appliance does not support unsecured networks.

Installation of the App

Download the App SmegConnect on your mobile smartphone or tablet from App Store (Apple devices) or Google Play Store (Android devices) and install it.

Creation of the account



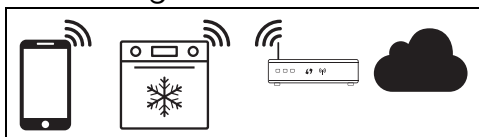
1. Launch the SmegConnect App.
2. Enter the information required in order to register.



The fields marked with an asterisk "*" are mandatory.

3. A confirmation e-mail is sent to the address that has been entered when the registration procedure has been completed.

Product registration



The registration step is formed by alternated operations to be made in the App **A** and on the display of the appliance **D**.

- D**. Make sure you are close to the appliance.



If the "REGISTRATION FAILED" message is displayed during the registration process, it means that some steps of the procedure were not performed properly or that the procedure was stopped.



The registration procedure can be interrupted by pressing the RETURN  button (available on some screens only).

Connection to the device



1. Tap **Log in**.
2. In the following screen (Home page), tap **Add now**.
3. Scan the product QR code to continue with automatic activation:



If automatic activation is not possible, select the type of product you want to connect (in this case, "blast chiller").



There is no need to activate the "Connectivity" setting on the appliance beforehand. The procedure starts automatically.

4. Tap the **Settings**  button (at the bottom right) on the main menu display on the device.

- (on some models only) Select

Connection



5. Select  **SmegConnect**.

6. Tap the **Registration**  button.

7. Select the registration procedure for the required product (**Manual** or **Automatic**).

Mode Selection

Manual mode



Scroll through the various pages until the two modes are selected.

1. Select **Manual mode**.
2. Go to the Wi-Fi settings on the mobile device and select the "smegconnect" network.
3. Enter the password "smeg0001" and wait for the connection to be established.
4. Go back to the **SmegConnect** App and tap **Next**.



5. Tap the **Confirm**  button within one minute.



6. Enter the Access Point data:
 - Name of the home Wi-Fi network.
 - Wi-Fi password.



The device supports network names (SSID) up to 32 digits (including spaces) and WPA2 security settings (not WEP or WPA).

7. Tap **Next** and wait for the confirmation page.



During this step, the mobile device automatically reconnects to the initial Wi-Fi network or data network. No user operation is required.



8. Wait for the welcome page.
The "**REGISTRATION SUCCESSFUL!**" displays on the device.

The **Connectivity**  icon (in the information area at the top right) remains on solid. The product registration procedure has been completed.

Now the display of the appliance shows the

Settings  menu to activate the

Remote control (on some models only:



within the Connection menu ).



Make sure that you activate the **Remote Control** in order to control the device via the App. 

Automatic mode (WPS)



Make sure that the WPS option is activated on your router.



Make sure that the mobile device and the product connect to the same Wi-Fi network during the procedure.



1. Select Automatic mode (WPS) on the appliance.



2. Select **Automatic mode (WPS)**.



3. Within two minutes, press the WPS button on your router.

4. Tap the **Confirm**  button.



5. Wait for the welcome page.



During this step, the mobile device automatically reconnects to the initial Wi-Fi network or data network. No user operation is required.



The "**REGISTRATION SUCCESSFUL!**" displays on the device.

The **Connectivity**  icon (in the information area at the top right) remains on solid. The product registration procedure has been completed.

Now the display of the appliance shows the

Settings  menu to activate the

Remote control (on some models only:

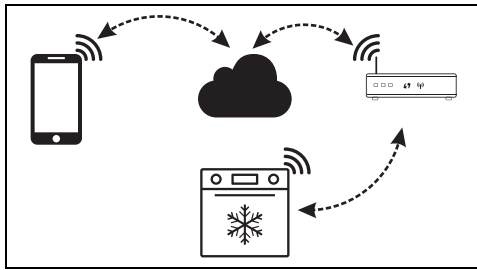


within the Connection menu ).



Make sure that you activate the **Remote Control** in order to control the device via the App. 

Remote connection



Once the device is registered, it can be connected or disconnected from the Internet at any time.

The remote connection is only available if the device has been registered.

The remote connection is already active when the registration procedure has been completed. Remote Control on the other hand is not enabled.

To connect the appliance:

1. Touch the **Settings**  button (at the bottom right) on the main menu display on the appliance.
2. Select **Connectivity**  (on some models only: in the **Connection**  menu).
3. Select **On**.
4. Touch the **Confirm**  button to enable the Connectivity.

To control the appliance through App:

5. Select **Remote control**  (on some models only: in the **Connection**  menu).
6. Select **On**.

Remote control is only available if the **Connectivity** is set to **On**.

7. Touch the **Confirm**  button to activate the **Remote control** .

Remote control can also be enabled by pressing the  symbol (at the top right). The symbol changes colour when the remote control is enabled .

In some screens (e.g. in the **Settings**  menu and in the pages used to modify the values of a cooking functions) it is **NOT** possible to change the status of the **Remote control** by pressing the .

The remote control is disabled in some cases when the door is opened.

The remote control is disabled in case of temporary current cut-out.

The Remote control is always on in the **Show Room mode** and **Demo Mode (for exhibitors only)**.

Depending on the status of the appliance, it is not always possible to start a new function from the App (for example, if cleaning is in progress, it is not possible to start a blast chilling function from the App).

Even some configuration settings of the appliance can be changed via the App. Activation of Remote control is always required.

Only one part of the settings will be available in the App. Some of these settings can be changed only if no other functions are activated on the appliance.

Change Access Point credentials



The procedure for changing the Access Point credentials can be interrupted by pressing the **Return**  button (only available on some screens).

To change your Access Point credentials (network name or password):

A

1. Log in the App, tapping **Log in**.
2. In the **Settings** menu of the product pages select **Change Access Point**.

D

3. Tap the **Settings**  button on the main menu display on the device.
4. (on some models only) Select

Connection .

5. Select  **SmegConnect**.

6. Tap the **Change Access Point**  button.

Mode Selection

Manual mode

A



Scroll through the various pages until the two modes are selected.

1. Select **Manual mode**.
2. Go to the Wi-Fi settings on the mobile device and select the "smegconnect" network.
3. Enter the password "smeg0001" and wait for the connection to be established.
4. Go back to the **SmegConnect** App and tap **Next**.

D

5. Press the **Confirm**  button within one minute.

A

6. Enter the Access Point data:
 - Name of the home Wi-Fi network.

- Wi-Fi password.



The device supports network names (SSID) up to 32 digits (including spaces) and WPA2 security settings (not WEP or WPA).

7. Tap **Next** and wait for the confirmation page.



During this step, the mobile device automatically reconnects to the initial Wi-Fi network or data network. No user operation is required.

D

The display of the device shows the screen "ACCESS POINT CHANGE COMPLETED SUCCESSFULLY!".

The **Connectivity**  icon (in the information area at the top right) remains on solid. The product Access Point Change procedure has been completed.

Now the display of the appliance shows the **Settings**  menu. To activate the **Remote control** (on some models only:

within the **Connection** menu .



Make sure that you activate the **Remote Control** in order to control the device via the App. 

Automatic mode (WPS)

A

1. Select **Automatic mode (WPS)**.

D

2. Within two minutes, press the WPS button on your router modem.
3. **Confirm** .

A

4. Wait for the welcome page.



During this step, the mobile device automatically reconnects to the initial Wi-Fi network or data network. No user operation is required.

D

The display of the device shows the screen

"ACCESS POINT CHANGE COMPLETED SUCCESSFULLY!".

The **Connectivity**  icon (in the information area at the top right) remains on solid. The product Access Point Change procedure has been completed.

Now the display of the appliance shows the

Settings  menu. To activate the **Remote control** (on some models only:

within the Connection menu ).



Make sure that you activate the **Remote Control** in order to control the device via the App.

SmegConnect Menu

D

This menu allows you to display some technical information about the connection:

- **Cloud:** Cloud connection status (**Not connected/Connected**).
- **Wi-Fi:** Access Point connection status (**not connected or the strength of the signal when connected**).
- **Access Point SSID:** name of the Wi-Fi network.
- **IPv4 network address:** IPv4 address of the Connectivity card.
- **IPv6 network address:** IPv6 address of the Connectivity card.
- **MAC address:** MAC address of the Connectivity card.
- **Wi-Fi FW release:** FirmWare version of the Connectivity card.
- **SW Compliance ID:** identification of compliance with the essential requirements of the RED directive.



This information may be useful when requesting assistance.

Information on the connection

A

Within the App, in the **Settings** menu of the product pages you will find information about the connection, such as:

- device registration date;
- name of the network;
- level of Wi-Fi signal;

- MAC address of the Connectivity board;
- Firmware version of the Connectivity board;
- IPv4 and IPv6 network addresses;
- SW Compliance ID (identification of compliance with the essential requirements of the RED directive).

Deleting product

To delete the registration of the device from the App:

A

- Go to the **Settings** menu on the App and follow the instructions.



The product can be registered again following the procedure described above.

To cancel the registration of the appliance on the product:

D

1. Tap the **Settings**  button on the main menu display on the device.
2. (on some models only) Select

Connection .

3. Select **SmegConnect** .
4. Tap the **Registration**  button.
5. Tap the **Basket**  button.
6. Tap the **Confirm**  button to confirm that you wish to cancel the registration.



This procedure only deletes the registration and restores the factory settings for the **SmegConnect** menu.



The deletion made on the appliance does not require any connection to the cloud.



This type of deletion only affects the product, please delete the device also from the App.



The product can be registered again following the procedure described above.

Deleting the account

To delete the registration of the account:

A

1. Log into the App, select **Other**.
2. Select **Modify Account** and tap the **Delete User** button.

Software updates



This stage does not require any activity of the user.

D

Software (firmware) updates are occasionally released concerning the device connectivity.

Download

If the device is connected to the home Wi-Fi network, updates are automatically detected and downloaded.

During downloading, a flashing **Download**



icon displays instead of the

Connectivity  icon.



During downloading, the connectivity service is temporarily suspended (this phase lasts a few minutes, depending also on the connection speed).



During downloading, it is not possible to change the settings for **Connectivity**  and **Remote control**  or access the **SmegConnect**  menu and related procedures.

Installation

Updates can be installed automatically or require confirmation from the user.

Automatic update: during this phase, the

Update

 icon displays, indicating that an update is in progress and does not require any action by the user.

Update with confirmation: the display shows that a new update is available.

- Touch the **Cancel**

the update procedure.



You can start the installation of the update later by pressing the **Update** icon in **SmegConnect** (only available if the **Connectivity**  setting is On).

or

- Touch the **Confirm**
- button to confirm the update procedure.



During the update procedure with confirmation by the user, it is not possible to use the device as usual.

At the end of the update procedure, the display shows: **"UPDATE COMPLETED!"**:

The appliance can now be used as usual.



The new software version can be seen in the **SmegConnect** menu under **Wi-Fi FW release**.



If the update fails, it is still possible to continue using the device and the connectivity service. The software version remains the previous one.



During installation, the connectivity service is suspended temporarily (this lasts for approximately 2 minutes).

What to do if...

D

During connection, the **Connectivity**  icon continues to flash (trying to connect...). If this condition continues for more than one minute, there might be problems in the remote connection:

- Check if the Wi-Fi router is switched on.
- Ensure that the Wi-Fi router is not too far.
- Check the status of the Wi-Fi network (2.4 GHz band).
- Check the status of the Internet connection.
- Unplug the appliance and try to connect again later.
- Disconnect the device from the socket and switch it on again after having ascertained that it switched off.

The Access Point registration or change

procedures do not work:

- Check if the Wi-Fi router is switched on.
- Ensure that the Wi-Fi router is not too far.
- Check the status of the Wi-Fi network (2.4 GHz band).
- Make sure that the WAP2 security setting is available.
- Ensure that the name of the network is shorter than 32 digits (including spaces).
- Check the status of the Internet connection.
- Check the status of the data connection, if the mobile device uses the latter for Internet.
- Retry later on.
- Disconnect the device from the socket and switch it on again after having ascertained that it switched off.



The display shows **ErrE: appliance failure**.

- Contact technical support.

For further information see:

- the **Support ➡ FAQ ➡ SmegConnect APP** section in the App;
- the web page www.smeg.com/faq/smegconnectplus.html