

Elica Connect Troubleshooting

Rev. 1.3

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1. Affected PRF key family

PRF0164340	HIDDEN 2.0 @ IX / A / 52
PRF0164356	HIDDEN 2.0 @ IX / A / 72
PRF0164361	HIDDEN 2.0 @ BLGL/A/52
PRF0164391	HIDDEN 2.0 @ BLGL/A/72
PRF0162784	GETUP BLGL/A/90
PRF0161680	GETUP IX/A/90
PRF0162866	GETUP CAST IRON/A/90
PRF0162869	GETUP NAKED/A/90
PRF0167047	LULLABY C WOOD/F/120
PRF0167049	LULLABY C WH WOOD/F/120
PRF0167046	LULLABY C WOOD/A/120
PRF0167048	LULLABY C WH WOOD/A/120
PRF0166703	OPEN SUITE K42HE TC3VI FL BL/F/80
PRF0167007	OPEN SUITE K42HE TC3VI FL BL / F / 160
PRF0165965	OPEN SUITE UP K42HE TC3VI FL BL / F / 80
PRF0166771	OPEN SUITE UP K42HE TC3VI FL BL / F / 160
PRF0164980	FLAT 25FIX PLUS S48HE CA3V2I SL BL / A / 80
PRF0165017	FLAT 25FIX PLUS S48HE CA3V2I SL GR / A / 80
SNAP	ALL SNAP

2. Macro thematic

The following paragraphs list the most frequent unforeseen events that may arise during the use of the Elica Connect app and during the use of an Elica connected product (hood or SNAP).

In general, issues related to the infrastructure of one's home network will not be dealt with in depth.

3. Download the APP

To take advantage of the connectivity features on connected products it will be necessary to install the application on the smartphone.

The application is available on both the Android Play Store and the iOS App Store.

To quickly access the store and download the APP, simply scan the QR code on the connected products or you can manually search the Store by searching for the "Elica Connect" app.

An example of a flyer with the indication of the QR code is the following:



Send a report to the SERVICE that takes care of the connected devices in the event that there are countries where it is not possible to download the Elica Connect App.

Oreo) or higher is required for Android devices

* IOS 13 or higher is required for Apple devices.

** The correct and immediate operation of the app is not guaranteed in too recent versions of the operating systems or in those cases in which non-mandatory upgrades of the operating system in use are carried out.

** It will be up to Elica to verify and possibly correct, where possible, any incompatibilities of the app.

4. Creation user

No anomalies were found / reported regarding the creation of the account.

In case of error messages from the app repeat the procedure.

If necessary, write down the error message given by the app with the help of screenshots of the phone in use.

Version 2.0.0 iOS has a problem on the creation of new users (problem solved by version 2.0.0.1).

14:39 [icons]

elica

Crea un nuovo account

Antonio

Rossi

Italy

Email

Campo vuoto

Password

Campo vuoto

Conferma Password

Campo vuoto

La Password deve essere lunga almeno 8 caratteri, contenere almeno un numero, una lettera maiuscola e un carattere speciale.

Leggi i nostri [termini e condizioni](#)

Ho letto, compreso e accetto quanto previsto dai Termini e Condizioni.

Leggi la nostra [privacy policy](#)

Ho letto la privacy policy

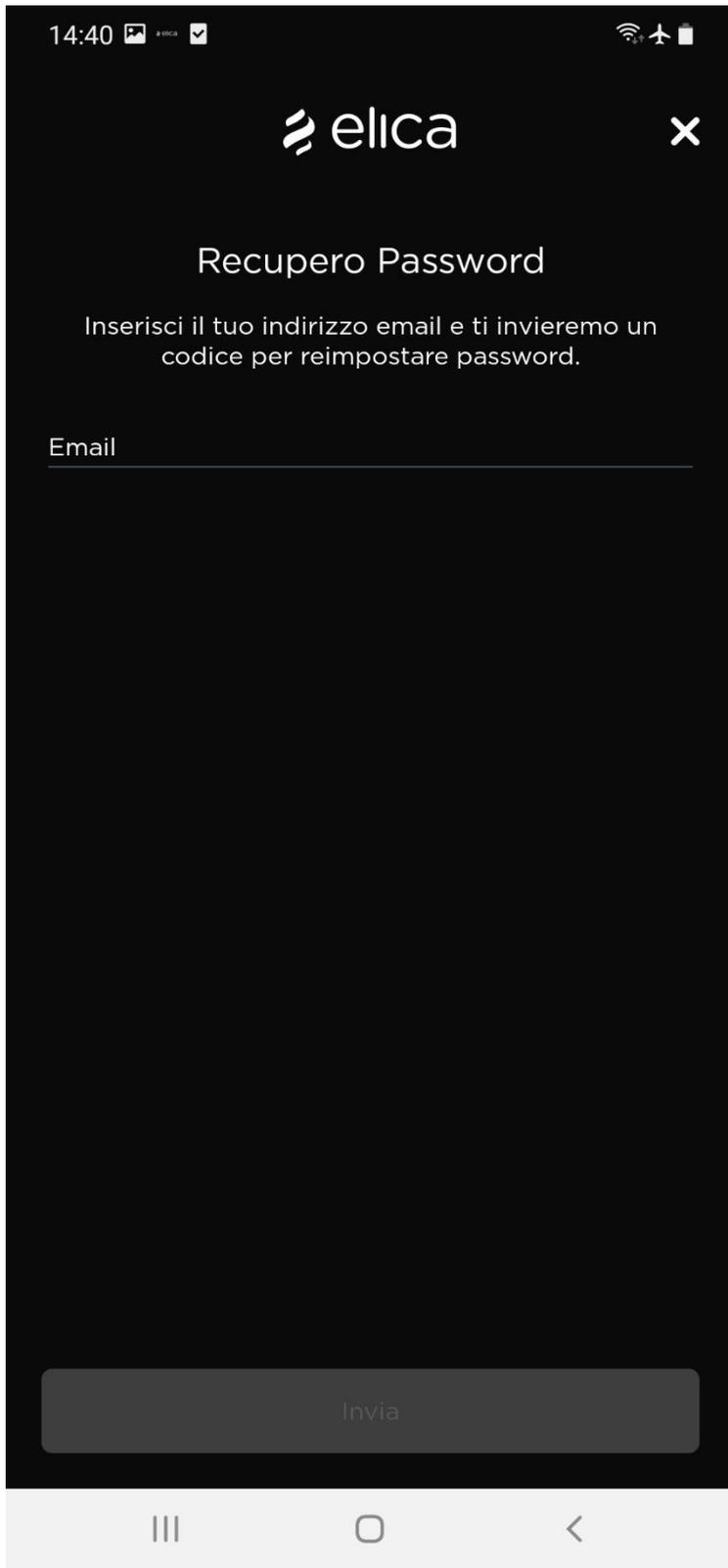
[Home] [Back] [Forward]

5. Recovery credentials

No anomalies were found / reported regarding the recovery of one's credentials.

In case of error messages from the app repeat the procedure.

If necessary, write down the error message given by the app with the help of screenshots of the phone in use.



6. Login

No anomalies were found / reported regarding the Login operation with your account.

In case of error messages from the app, repeat the procedure or check that the phone is actually connected to the internet (error messages on Android such as "Ops, something went wrong" or "Wrong username or password" for IOS).

Send a report to Elica in the event of a persistent problem, if necessary write down the error message given by the app with screenshots.

LOGIN old SNAP users

Only in the iOS version the app may indicate "Wrong password" even if the password has been written correctly. The login is done anyway if the password is incorrect. The anomaly is reported because the password does not meet all the minimum requirements "The password must be at least eight characters long, contain at least one number, one capital letter and one special character". It is recommended that you change your password if you are having difficulty logging in.

7. Affiliation of the hood to the Elica Connect app

During the procedure of affiliation of the product to the app, anomalies may occur depending on the type of telephone or hood in use.

7.1. WIFI icon flashing on first installation

This anomaly may occur after mounting the product.

Check to do:

- Power the hood and make sure that all the loads are off (lights and suction);
- Check if the led or the wifi icon starts flashing
- If the icon or the LED flashes, check for the presence of a network called "ELICA_TEST" (check to be done by monitoring the list of wifi networks available on your phone)
- If you find the network called "ELICA_TEST" in the list of networks, we are in the presence of an untested **product**
- If the "ELICA_TEST" network is not found in the list of networks, we are in the presence of a product that has been correctly tested but with a first wifi configuration already made previously (hood configured for a check in the factory, in the shop or showroom). In this case it will be necessary to **reset the wifi configuration** in order to perform a new configuration. In some cases it will be necessary to provide the CUID code to Elica for a detailed check.
- If the "ELICA_XXXX" network is detected, the product is ready to be configured and this case should not be considered as an anomaly (this feature was introduced to facilitate the first configuration)

Product not tested

In this case, contact the Elica service. The technician **will initially try to carry out the testing operation using the ESDA app** ; if the product is not tested (errors in the testing phase) or even if tested it does not expose the “ Elica_XXXX ” network, replace the module.

wifi configuration

wifi button for 6 seconds (10 seconds in the case of an Open Suite hood) or the associated sequence in the case of a hood with remote control (read the manual of the specific hood for details).

If the reset is successful, the wifi led on the hood will remain off, at this point it will be necessary to reactivate the wifi with a long press of the button and follow the instructions in the app for affiliation. The correct activation of the wifi will have the effect of creating a network called " Elica_XXXX ", a network that can be easily verified from the list of networks on your phone

7.2. Screen on APP “Connection to Cloud failed” but Wi-Fi LED flashing orange / white steady

The screen in question is the following (same for iOS and Android)



CASE LED WI-FI ORANGE FLASHING

If this situation occurs, do not interact with the APP and **wait 10 minutes** after the screen appears. If within this time the Wi-Fi LED does not turn solid white , **disconnect the hood power supply and reconnect it** .

ATTENTION When disconnecting the power supply, if you use the main switch of the house, be careful not to disconnect the Router to which the hood must connect, otherwise the time that the Router takes to turn on again.

After reconnecting the hood to the power supply, without carrying out any operation, wait for **5 minutes** . If within this time the Wi-Fi LED turns solid white, it means that the product has successfully connected to the internet and to the Cloud.

At this point, use the buttons on the hood or the sequence indicated in the remote control booklet to **reset the Wi-Fi** , so that the Wi-Fi LED turns off. **Close and reopen the APP** and **repeat the affiliation procedure** . The device should now connect successfully.

If not, contact the service and communicate the CUID code of the hood.

CASE LED WI-FI FIXED BINCO

Use the buttons on the hood or the sequence indicated in the remote control booklet to **reset the Wi-Fi** so that the Wi-Fi LED turns off. **Close and reopen the APP** and **repeat the affiliation procedure** . The device should now connect successfully.

7.3. APP screen stuck on "Wi-Fi connection established" and Wi-Fi LED flashing orange / solid white (**iOS USERS**)

The screen in question is the following



CASE LED WI-FI ORANGE FLASHING

If this situation occurs, do not interact with the APP and **wait 10 minutes** after the screen appears. If within this time the Wi-Fi LED does not turn solid white , **disconnect the hood power supply and reconnect it** .

ATTENTION When disconnecting the power supply, if you use the main switch of the house, be careful not to disconnect the Router to which the hood must connect, otherwise the time that the Router takes to turn on again.

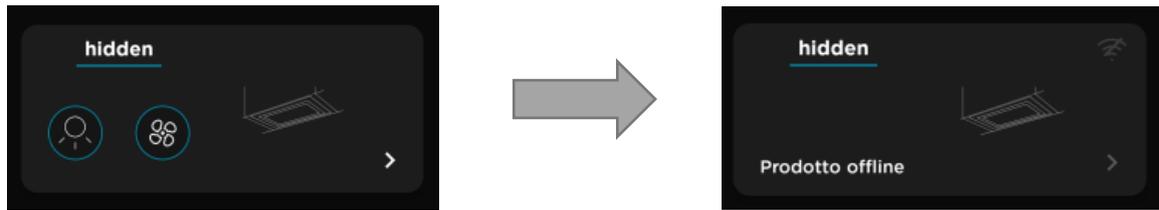
After reconnecting the hood to the power supply, without carrying out any operation, wait for **5 minutes** . If within this time the Wi-Fi LED turns solid white, it means that the product has successfully connected to the internet and to the Cloud.

At this point, use the buttons on the hood or the sequence indicated in the remote control booklet to **reset the Wi-Fi** , so that the Wi-Fi LED turns off. **Close and reopen the APP** and **repeat the affiliation procedure** . The device should now connect successfully

CASE LED WI-FI WHITE ALSO FIXED

Use the buttons on the hood or the sequence indicated in the remote control booklet to **reset the Wi-Fi** so that the Wi-Fi LED turns off. **Close and reopen the APP** and **repeat the affiliation procedure** . The device should now connect successfully.

7.4. Hood disconnected on the app and flashing Wifi icon on the product



Check to do:

- While the LED on the hood is flashing, turn off the wifi by pressing and holding for 2 seconds (however, follow the instructions in the product manual)
- Once turned off, reactivate the wifi by pressing and holding the wifi configuration button
- Check if the led or the wifi icon starts flashing
- If the icon or the LED flashes, check the presence of a network called " Elica_XXXX " (check to be done by monitoring the list of wifi networks available on your phone)
- If you find the network called " Elica_XXXX " in the list of networks, we are in the presence of an unconfigured **product, it will therefore be necessary to configure the product again through the affiliation to the app following the instructions in the app given by the add product menu** . In this case, the affiliation of a product that is offline on the app, has the effect of replacing that product.
- If the " Elica_XXXX " network is not found in the list of networks and the icon continues to flash for more than 5 minutes, without stabilizing, it will be necessary to **check the quality of the connection of your wifi** . Try restarting the home router and check if the hood returns to be connected, giving the signal with a fixed white LED.
If the problem is not solved, reset the wifi configuration on the hood and repeat the affiliation procedure to the app from the add product menu (it will be necessary to do it with the same starting account).

7.5. Wifi that is not enabled after activation sequence

Problem detected related to wifi : The product emits a single beep after the wifi activation sequence but the wifi led on the product does not light up.

Problem detected related to the wifi button: The product does not enable the wifi LED after pressing the wifi button for 2/3 seconds and does not even emit an acoustic signal (the other buttons work regularly)

Check to do:

- Feed product, wait ten seconds
- Check that the single beep is emitted after prolonged pressing of the wifi button for 2/3 seconds.
- If the product does not emit any beeps, it will be necessary to **replace the User Interface** . (detected this problem in particular on the FLAT 25 product).
- If the product emits the acoustic signal (single beep) without activating the wifi , it will be necessary to insist with the activation procedure or, if not , **force the activation procedure**.

The previous point can occur on all hood models and the resolving action is valid in general.

Forced activation procedure of the wifi :

- Disconnect the hood from the power supply and then power it up again for at least 3 consecutive times (wait 10 seconds before re-powering the product)
- Prolonged pressure of 2/3 seconds of the wifi button (activation sequence on the remote control where provided, however, follow the product manual)
- Repeat the two-second press immediately after emitting a single beep
- Repeat the sequence several times if necessary

wifi activation sequence is highlighted by the fact that the wifi LED is activated on the product and then the network called " Elica_XXXX " is available (instead of "XXXX" there will be the first four digits of the CUID of the characteristic label of your product). An example of a label is the following:



Note. Depending on the hood model, you can have different feedback on the wifi button . Detailed reports are available in the user manuals of your product.

7.6. Smartphone that cannot find the "ELICA_XXXX" hood network

- wifi activation procedure correctly ;
- Check that the WIFI LED on the hood has turned on (detailed indications are available in the user manuals of your product)
- Check the presence of the "ELICA_XXXX" wifi network in the phone's wifi network list;
- Make sure you are in front of the product or in the immediate vicinity (within 5 meters, the presence of doors or walls can negatively affect the wifi signal).
- If not, repeat the procedure by disconnecting and re-supplying the product
- If not, try a different phone (e.g. Android if you are using an iPhone)

7.7. Error in the app after scanning the QR code containing the CUID or manually entering the CUID

- Make a note of the type of error given by the app and share it with the Elica technicians;
- If the error is "Oops! lot Id: invalid value "the wrong code may have been entered manually. It is recommended, if possible, to scan the code rather than entering it manually.

NONE OF THE CODES WRITTEN IN THE METALLIC GRAY LABEL STICKED ON THE APPLIANCE IS THE CUID REQUIRED DURING THE PROCEDURE GUIDED BY THE APP.

The **CUID** to be used can be found on a label on the flyer supplied with the product. The label shows a QR code with two codes below it: CUID and MAC. The CUID is the code to be entered . **The label on the flyer is in this position:**

The image shows a flyer for the Elica Connect app. At the top is the Elica logo with the tagline 'aria nuova'. Below the logo, there are two numbered steps:

- 1** SCARICA LA APP ELICA CONNECT PER SCOPRIRE TUTTI I VANTAGGI DEL TUO PRODOTTO CONNESSO.
DOWNLOAD THE ELICA CONNECT APP TO DISCOVER ALL THE ADVANTAGES OF YOUR CONNECTED PRODUCT.
To the right of this text are two buttons: 'Download on the App Store' and 'GET IT ON Google Play'. Above these buttons is a QR code with the text 'QR PER SCARICARE L'APP' overlaid on it.
- 2** Apri l'app Elica e segui le istruzioni utilizzando il QR CODE di configurazione.
Open the Elica app and follow the instructions using the configuration QR CODE.
To the right of this text is a QR code labeled 'ETICHETTA' (Label). Below the QR code is a red box containing the text 'CUID = XXXX00000000' and 'MAC = XXXXXXXXXX'. To the right of this box is the text 'CODICE DA INSERIRE' (Code to enter). Below the QR code is the text 'QR CODE di configurazione Configuration QR CODE'.

At the bottom of the flyer, there are two red exclamation marks in circles, with the text 'NON BUTTARE DON'T DISCARD' in the center.

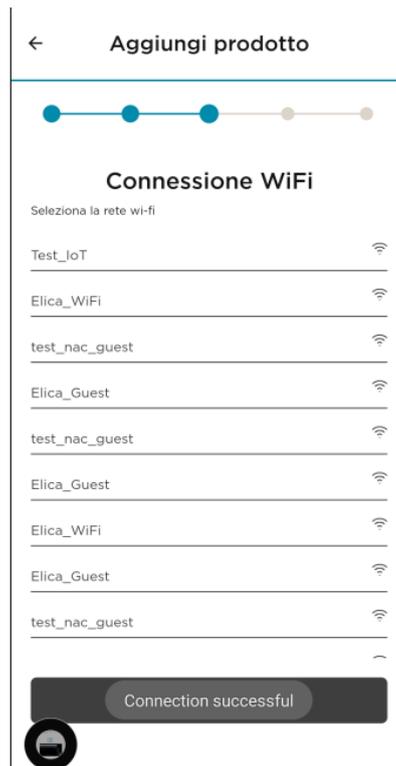
If the product is not equipped with the flyer in question, it is most likely not a hood with connectivity, therefore it is not compatible with Elica Connect .

If the user scans the code or is sure to enter the code correctly, it is necessary to contact Elica and communicate the CUID CODE.

- If the error is "Oops! lot Id: invalid value , already registered "may have been an attempt to affiliate a previously affiliated product from a different account. **In this case, contact Elica to force a possible reset of the product.**
This case is DEPRECATED .

7.8. Smartphone that cannot communicate with the product during the affiliation process

- Make sure you are connected to the hood network from the list of networks menu of your Android / iOS device;
- The Elica Connect app screen must display the list of networks visible from the hood in the room where the product is installed;
Ex.



(you select your network, and continue by entering the password of your home wifi)

- Repeat the procedure from the beginning if you encounter problems otherwise follow the instructions in the next paragraph.

7.9. wifi not in the list of suggested networks in the app

- wifi signal is strong enough to be recognized by the hood;
- To check it, the number of wifi notches on your phone must be greater than or equal to one notch (see image below);



8. SNAP affiliation with the E lica Connect app

8.1. SNAP does not enable the "SNAP_XXXX" network

SNAP-related problem detected: After pressing the SNAP reset button for five seconds (located under the glass), the proprietary SNAP network used for configuration is not found.

Possible solution:

A)

- bring the SNAP to STANDBY by making three consecutive single presses of the ON / OFF button (each time the button on the remote control is pressed, the SNAP will emit a single " beep ")
- at the end of the procedure the SNAP will emit a longer " beep " (the SNAP will enter the standby state)
- wait ten seconds and then press the ON / OFF button again (the SNAP will turn on again, carrying out the colored animation)
- bring the SNAP into Access Point mode using the remote control or the reset button under the glass (press for five seconds), a first single " beep " will be emitted when the Access Point is requested, then a second " beep " will be emitted when it is created the "SNAP_XXXX" network
NOTE. It takes on average about 20 seconds for the creation of the Access Point (so it is not immediate)
- at this point check the presence of the "SNAP_XXXX" network in the network list
- if not, follow procedure **B)**

B)

- carry out a complete reset of the SNAP by pressing the reset button under the glass for longer than 15 seconds
- at the end of the procedure, the SNAP will emit a long " beep " while carrying out the colored animation
- pair up the remote control again
- reactivate Access Point mode

8.2. SNAP disconnected on APP

Problem detected: The SNAP is disconnected from the network and therefore from the app.

Possible solution:

A)

- bring the SNAP to STANDBY by making three consecutive single presses of the ON / OFF button (each time the button on the remote control is pressed, the SNAP will emit a single " beep ")
- at the end of the procedure the SNAP will emit a longer " beep " (the SNAP will enter the standby state)
- wait ten seconds and then press the ON / OFF button again (the SNAP will turn on again, carrying out the colored animation)
- bring the SNAP into Access Point mode using the remote control or the reset button under the glass (press for five seconds), a first single " beep " will be emitted when the Access Point is requested, then a second " beep " will be emitted when it is created the "SNAP_XXXX" network
NOTE. It takes on average about 20 seconds for the creation of the Access Point (so it is not immediate)
- at this point check the presence of the "SNAP_XXXX" network in the network list

- if not, follow procedure **B)**

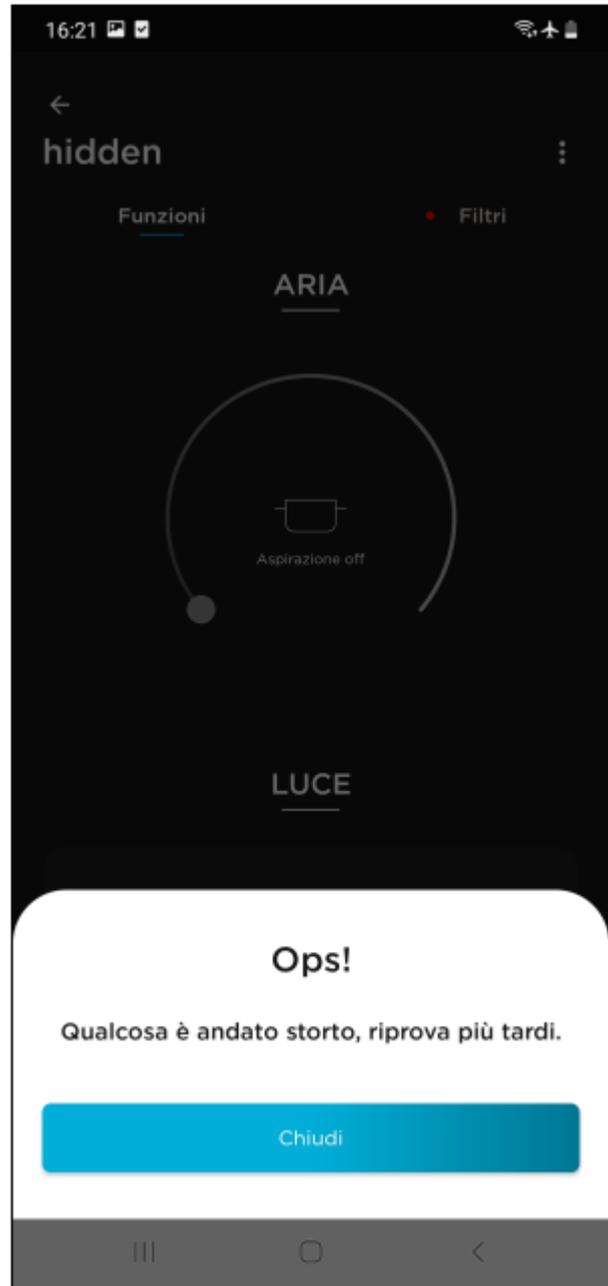
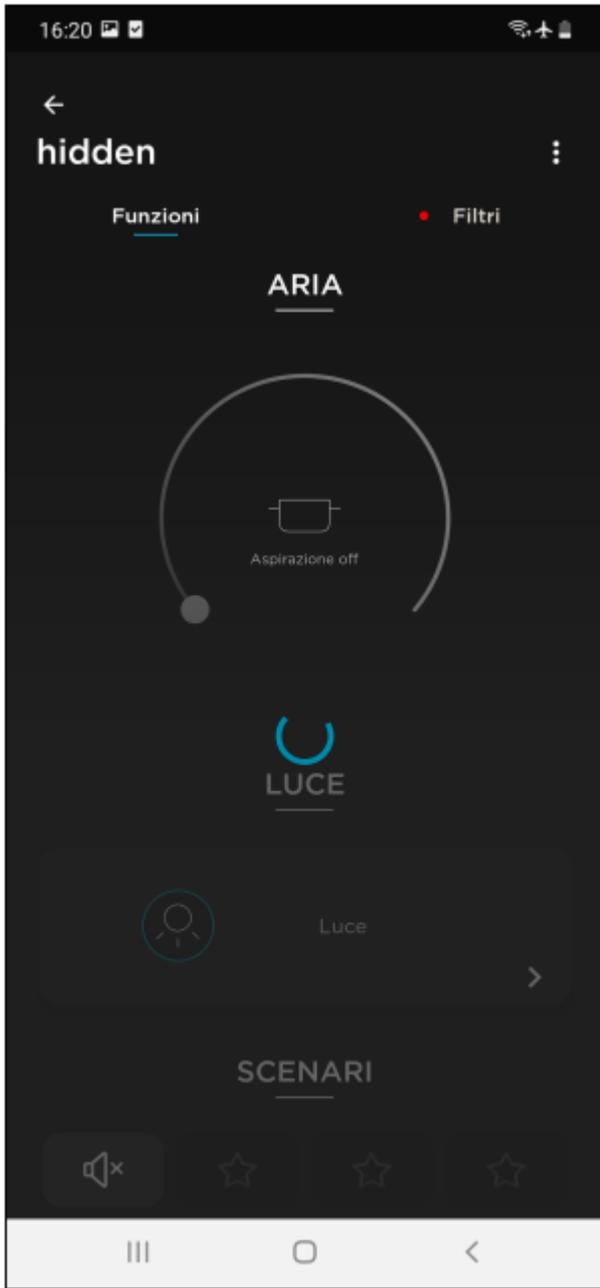
B)

- disconnect and reconnect the SNAP from the mains

9. Monitoring and control product

During the monitoring and control of a connected product, minor anomalies may occur, anomalies highlighted by the appearance of an error POPUP message directly in the app.

Ex.



The first image on the left indicates a delay in communication with the cloud, while the one on the right indicates a timeout with relative error message.

The appearance of these error messages is due to delays in communication with the Cloud or temporary maintenance of the Elica infrastructure. Typically, communication delays that do not arise from maintenance are strictly linked to the type of service on your home network.