**Philips Hue FAQs**

**Getting Started**

1. **Which devices are supported by Hue?**

Hue is compatible with any Apple device running on iOS 4.3 or later, as well as any device running on Android 2.3 or later.

1. **Where can I download the app.?**

Go to [www.meethue.com/app](http://www.meethue.com/app), go to the app store or Google Play and search for “Philips hue” or scan the QR code on the packaging and follow the get app links".

**Connectivity**

1. **What connection do I need to have?**

We recommend you use Wi-Fi when at home to control the lights. You can also use mobile internet to control the lights, but it will be slower and you won’t be able to create new scenes. You need to be online with your phone or tablet to control the lights. In order to use the system out of home, make sure you’ve authorized both the bridge and app to the meethue portal.

1. **Will Hue work without any internet or WiFi?**

Internet access through an internet service provider is not required, though a home network of some kind is required. You control the lights using a phone or tablet over the phone wifi connection, which a home router then sends to the Hue bridge which needs to be directly plugged in (to the router) via an ethernet cable. The Hue bridge then relays the lighting control to the lightbulbs over their own proprietary wireless network that does not rely on your normal home wifi.

1. **How many lamps can I connect to one bridge?**

You can connect up to 50 lamps to one bridge.

1. **There is no wi-fi signal in my basement.**

Can I still control my Hue bulbs? The system has out of home functionality, so your phone can still operate the system even when you don't get your wi-fi signal. The lamps normally work wherever you have Wi-Fi signal of the network to which your bridge is connected. However, if you have a big house and are using Wi-Fi repeaters (range extenders), you might encounter issues. In this case, put an extra hue bulb in-between the bridge and the bulb you are having difficulties controlling – this extra bulb will function as a “repeater” while giving beautiful light, too!

1. **Can Hue connect to my favorite music?**

Hue developers have already been busy creating "disco" apps to make your hue bulbs respond to your favorite music. Just search for "hue music" in the app store or Google Play Store and download.

1. **Can the Hue app. settings be linked to local weather to turn lights on at sunset and off at sunrise.**

Yes. The Philips Hue bulbs are compatible with IFTTT (http://www.ifttt.com). IFTTT allows you to integrate time of day, weather events, music, and social media interaction with a number of internet enabled devices.

1. **What is IFTTT?**

This super useful service enables you to connect your hue lights to over 60 different products and services with IFTTT Recipes. Try Recipes that do all kinds of neat things like:

◦Change your light's color to let you know when it's raining outside

◦Blink your lights when your favorite sports team starts a new game

◦Randomly change your light's color with a text message

◦And much, much more.

1. **I purchased two starter kits. How can I make them work together?**

**It is not possible** to control two hue kits simultaneously from one app. You can however have multiple independent kits with their own apps plugged into your home router.

**Control**

1. **How close do I need to be to control the Hue bulbs?**

If you’re within Wi-Fi range at home then you can control your lights. It doesn’t get more complex than that. And actually, you can still control your lights if you’re on the other side of the planet. In order to use the system out of home, make sure you’ve authorized both the bridge and app to the meethue portal.

1. **How do I control the Hue bulbs when I’m away from home?**

First, register on the hue website. Then link your bridge to your hue account. The next time you start the hue app, go to the settings and choose "log in to portal. Log into your account, and you’re good to go. Please know that you will need to be connected to your home network when setting up out-of-home functionality for the first time. Also be advised that you need to have a 3G/4G connection to control your lights when you are not within reach of your Wi-Fi network.

1. **Can I turn on the Hue bulbs without using an app. on a smart device?**

You can always just turn your lights on or off via the wall switch. Or if you’re using freestanding lights, just plug them in to switch them on.

1. **Can I control Hue from Multiple devices?**

Maybe you want to control your lights through your phone and your tablet? Or via more than one phone? No problem. Just download the hue app to each device and you’re good to go. You can control your hue system via up to 10 devices.

1. **With one starter kit can the three bulbs me managed in different rooms with different iPads/iPhone devices?**

In other words, two people, two devices and one starter kit. Yes. You can control the lights as you describe.

1. **Can each room be controlled individually, or do all bulbs need to be controlled together and set exactly the same?**

You can create different light 'recipes' (as they call it) on your phone app where you can group different lights on the same bridge, in effect controlling your different rooms with the specific light groups.

1. **I have a vacation home and one Hue system in my main home and one in my vacation home. Will my iPhone app. be able to separate the systems?**

You would have to log out of the system and then log back in with a different username (created for the vacation home) to access the other system.

1. **What is location/geofencing?**

Geofencing makes it possible to turn on or off your light automatically when you are approaching or leaving your house, even without removing the smart phone out of your pocket.

* 1. **What do I need to enable the location/geofencing feature on my device?** 
     + You need to have a compatible smart phone with a cellular data connection and GPS
     + You need to have an account on the portal (meethue.com)
     + You need to install the latest hue app

1. **My lights turn on when I’m already in the house. How do I make them turn on before I get in? Where can I change the geofencing zone?**

You need to change your geofencing zone (from small/ medium to large/maximum). To change your geofencing zone, go to your device setting/hue/geofencing zone (for iOS).

**General/Other**

1. **Are the Hue bulbs only colored bulbs, or can they produce normal white light?**

They can create various "white" light color - simulating several color temperatures. The hue bulbs can actually create over 16 million colors.

1. **Can I use Hue with light fixtures that are plugged into a wall outlet?**

Yes, they can be used in any socket. They don’t need to be attached to a dimmer switch either.

1. **Are the Hue bulbs compatible with dimmers?**

The bulbs are not suitable for use with (all) dimmers. Please note that hue will work with some dimmers when set to full brightness. In case it doesn't work, we advise you to place the bulbs in different luminaires otherwise return the kit.

1. **Is Hue compatible with 120V-220V?**

Only compatible with 120V. For use in a 220 environment you’d have to purchase a step-down transformer. Although, doing this will void the warranty.

1. **Can the Hue bulbs be used outside?**

The Hue bulbs are not wet rated so they can’t be used in an environment that comes in direct contact with water. They also can’t be used in fully enclosed fixtures.

1. **I have followed the installation instructions downloaded the app. and I get a message that the bridge can’t be found?**

Usually this is because you are not on the same network as the bridge. Sometimes phones are set to their phone carriers network and not the WiFi the bridge is on. Go into your phones settings and make sure you are on the same network. The only way to not be on the same network and use your phone or another computer is to link the www.meethue.com website to your bridge.

1. **Why are the Hue bulbs more expensive than Philips 11W, (60W equiv.) A19 that Bulbs.com has been selling?**

The Hue bulbs have a special semiconductor that enables the bridge to talk to it, and the Hue bulbs also simulate several color temperatures over a much wider color spectrum. Philips regular 11W LED bulb doesn’t have these features.

1. **Are the Hue bulbs Energy Star rated?**

No they are not.