BG Smart! Frequently Asked Questions

Your life Connected, Your life Smarter

To help you get the most out of your BG Smart Sockets, we have provided answers to some frequently asked questions below.

The Basics

Q: Do sockets need to be set up by a qualified electrician?
A: No, you can carry out non notifiable work such as changing a socket yourself.

Q: Can these retrofit replace an existing socket?
A: Yes, these fit a standard 25mm back box.

Q: Do I need a Hub?
A: No, BG Smart devices connect via Wi-Fi directly to your home network.

Q: Is there a subscription fee?
A: No, there are no subscription fees

Q: What is the standby power consumption?
A: 0.5W in the OFF state.

Q: Is there a limit to the power load that can be supported by these sockets?
A: The sockets are rated for loads up to 13A (3120W / 3.12kW) resistive each.

Q: Do these monitor the energy the connected device consumes?
A: No, these have no ability to monitor power consumption.

Q: Will the BG Home App work on an iPad or Tablet?
A: Yes, the BG Home app should run on any Android or iOS device without any issues.

Q: Can you control the sockets independently?
A: Yes, these can be individually controlled just like with any regular socket.

Q: Do I need Broadband?
A: Yes, these need to be connected to a Wi-Fi network to enjoy the full benefits of these, including remote operation when away from home.

Q: What happens if my Wi-Fi goes down?
A: you will not be able to operate the socket using the App or voice controls without a Wi-Fi connection. The sockets will continue to deliver power if turned on and you can continue to use the physical buttons on the socket to turn these on and off.

Q: When you turn these off via the App, does it disable the buttons?
A: No, the faceplate buttons would not be disabled. You can disable faceplate buttons with the Parental Lock feature in the BG Home App V1.3.0 and later.

Set up & App

Q: What do the different light colours and flashing light states mean?
A: To operate and pair devices, you will need to make sure the LED's are in the right state in order to setup your device:

• No light	Socket OFF
• Blue light	Socket ON
• Light flashing OFF -> Red	Pairing mode (socket OFF)
• Light flashing Blue -> Purple	Pairing mode (socket ON)
• Regardless of colours, rapid flash	Smart Config pairing mode
• Regardless of colours, intermittent flash	AP Config pairing mode

Q: How do I set up timers?
A: Select the device you want to add a timer to on the App home screen and press the timer button on the next screen.

Q: How does the Random function work?
A: You can select start and end times for the randomised power output and choose whether this is a 1-time, daily, weekly etc. occurrence.
When running the random function will switch power on and off with no obvious pattern.

Q: Is there a limit to the number of smart sockets / adaptors I can add?
A: There is no limit on the number of devices you can add to your home network.

Q: How do I add family members?
A: Click on the + icon in the top right corner of the BG Home App and select 'invite members'.
You may however need to use a combination of master & slave devices depending on your routers virtual port limit.

Q: Can you remove members from your Home?
A: Yes - Select your Home name on the top left corner of the BG Home App. Select 'manage homes', choose your home and then 'manage members'.
Select the user you want to remove and select 'delete'.

Q: How do I reset my device?
A: Hold down the power button for 5 seconds until the LED is flashing quickly.

Q: How do I view devices from another home that I have joined from the Home screen?
A: Select the home name at the top left of your BG Home App screen - you can then select the home that you want to view and access all devices in that home.

Q: Do these sockets and adaptors work with 5GHz networks?
A: No, these use 2.4 GHz WiFi.
Most routers in the UK that run 5GHz will also run 2.4GHz so you can connect your socket or adaptor by connecting to the 2.4GHz WiFi.
Many dual band routers work intelligently and will connect your devices to the most appropriate available frequency.
If your router does not do this, you can manually split the bands on your router settings and choose to connect these to the 2.4GHz frequency.
You will then need to give your 5GHz and 2.4GHz bands different names to differentiate them.
Please contact your WiFi provider if you need help with your router configuration settings.
You need to ensure that your phone is also connected to the 2.4GHz network when installing your device.

Q: Why doesn't this work on 5GHz?
A: 5GHz frequency has a wider bandwidth and is recommended for video and high data usage products. 2.4GHz has a longer reach and is recommended for universal compatibility, so is more appropriate for these products

BG Smart! Frequently Asked Questions

Your life Connected, Your life Smarter

Third Party Integrations

Q: How do I connect with Alexa or Google Home?

A: In the BG Home App select 'Me' at the bottom right part of the Home screen, select 'Third Party Platform' and click on the platform you want to connect to. Follow the instructions on screen.

Q: Can I control sockets individually with Alexa and Google Home?

A: Yes, you can individually name each socket and operate these independently.
Please note the Alexa skill is only available in the Amazon Alexa UK store.

Q: Will this work with Siri?

A: Yes, this works with Siri, so you can operate via voice with any iOS and press 'Add to Siri' and follow the on-screen instructions.
Siri commands can also be added via the 'General' menu in the device menu.

Q: Can these integrate with other third parties?

A: You can integrate your sockets with Amazon Alexa, Google Assistant and IFTTT.

AP Config, Master & Slave Devices

Q: What is AP config?

A: AP config offers an alternative way to connect your device to your W-Fi network.

To set up with AP Config, press + on the home page, select 'add device', choose your device type and select 'AP Config' on the top left corner of the App. Follow the on-screen prompts.

This is also recommended if you want to set up a second device in your network as a 'master' and not a 'slave' device. If you already have a device in your network and the second device is detected by the App, an in-app prompt will ask if you want to add this to your network.
If you select yes this will be added as a slave to the first master device.

Q: What is the difference between Master and Slave devices?

A: A master device connects and talks directly to your router. A slave device latches on to the connection of the master device so does not need to establish its own direct connection with the router.
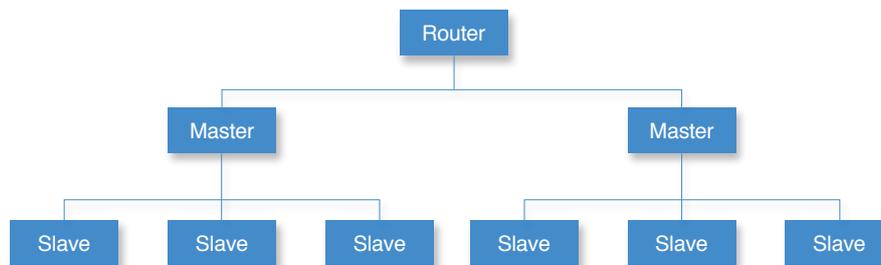
Q: Why would I want a device to be a Slave?

A: Having slave devices reduces the load on your router as you only have one direct connection with the master device. This works on a mesh network which then allows you to add devices which are further away from the router, where the Wi-Fi signal may be weaker and therefore the device could struggle to establish a reliable connection.

Q: What are the disadvantages of slave devices?

A: If the master device loses connection with the router, slave devices will also lose connection with the router.

Q: Why would I want a device to be a Master?

A: Having a master device that talks directly to the router means that it has its own independent connection, so it is not dependant on another device's connection.

Q: What are the disadvantages of master devices?

A: If you add too many master devices this can increase the load on your router and could therefore affect the speed of your broadband. You may also have trouble connecting new master devices where the Wi-Fi signal is weak.

To set up with AP Config, press + on the home page, select 'add device', choose your device type and select 'AP Config' on the top left corner of the App. Follow the on-screen prompts.

Troubleshooting

Q: I am having trouble getting my device to connect.

A: Un-install & re-download the App and make sure Wi-Fi signal is strong during set-up. Make sure you are trying to connect to 2.4GHz, not 5GHz.

If you are still experiencing problems, try setting up using AP Config.

Q: My device has gone offline

A: Try cutting power for 30-60 seconds to reboot the socket.

Q: My BG Smart socket can't find Wi-Fi on my phone but can on someone else's phone.

A: Check that you have allowed location services on your phone and that mobile data is disabled.

Q: My socket keeps disconnecting and reconnecting (online/offline)

A: This only occurs when there isn't a strong enough signal being received by the socket to maintain a steady connection.

Q: I get an unknown error when trying to set a timer

A: The app won't work with a 12 hour clock, change the time on your phone to use 24 hour clock

Stuck? Confused?

Contact our Technical Support team on:

T: +44 (0)3300 249 279 or +44 (0)1952 238 128

E: technical.support@bgelectrical.co.uk

Lines are open Mon - Fri (08:30 - 17:00)