

Questions & Answers

Q: Can I use older Energenie radio controlled adapters with the MiHome network?

Answer: Yes you can, however if they were manufactured before 2014 they will only have one memory and so cannot be controlled by a hand controller as well as the MiHome network. Note if both memory locations have been taken hold the button for 10 seconds and this will clear the memory allowing you to pair with two new devices.

Q. Can I use an internet connection service such as ICS on my computer to connect the Gateway to the internet?

Answer: Yes you can, however we have had variable success with obtaining a connection to the MiHome server. It is much more reliable to use a cabled connection to the back of your router or a direct cabled LAN connection if you are using a Local Area Network.

Q. Can I use a Power Line adapter to connect my MiHome Hub to the internet?

Answer: Yes, your MiHome gateway can establish a connection to the network via power line communication. It is compatible with the BT vision power line adapters Model number: HP200PT64BT2.

Q. How do I activate the Energenie MiHome IFTTT channel?

The Energenie MiHome channel can be activated by selecting the channel and choosing activate channel. You will need to login to your MiHome account through IFTTT and allow permission for IFTTT to gain access to your MiHome account. In order to create recipes for your gateway please note the following:

- You must have an active gateway on your MiHome account
- You have have paired at least on device on your MiHome account

Q. Why can't I pair my device through my smartphone app?

You will need to access your MiHome account from the server-side to see which devices are paired. You access your account on the server at <https://mihome4u.co.uk/> Once there you can log into your account. Select manage devices to observe which devices have been paired. You may find that unpairing a device then repairing the same device will solve the problem.