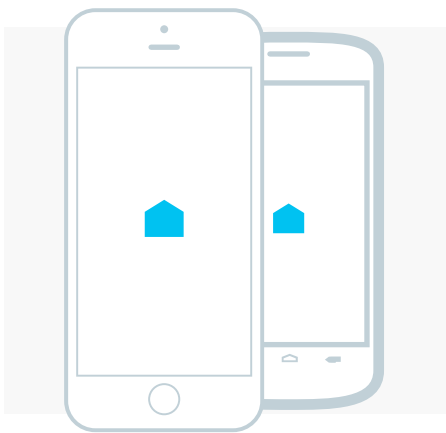**wink**HUB

winkHUB

The perfect complement to the Wink app to control and monitor all your connected devices.

Getting Started

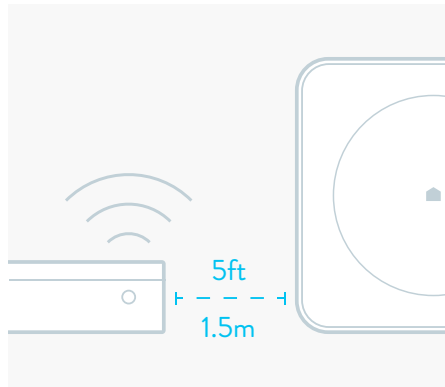**STEP 1**

Download

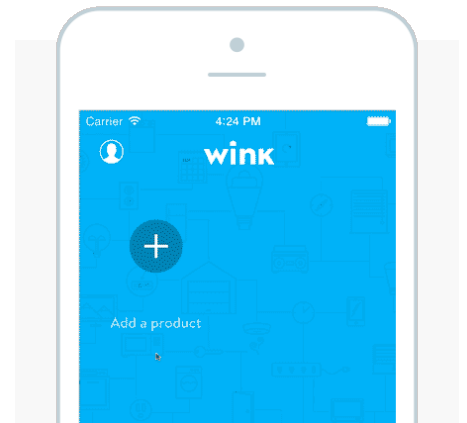It's free and available for iOS and Android. Once you've got it, create a Wink account.

IOS >   ANDROID >

STEP 2

Place

To avoid interference, make sure to plug in your Wink HUB at least 5 feet from any other WiFi device, including your router.

STEP 3

Connect

Open the app and select Add a product. Then choose the Wink HUB and follow the instructions in the app.

STEP 4

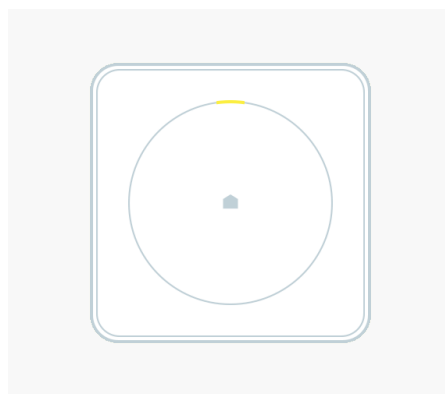## WiFi

When prompted, enter the wifi credentials for the network you're on. Wink HUB only works with 2.4ghz routers and you may need to configure your router's security.
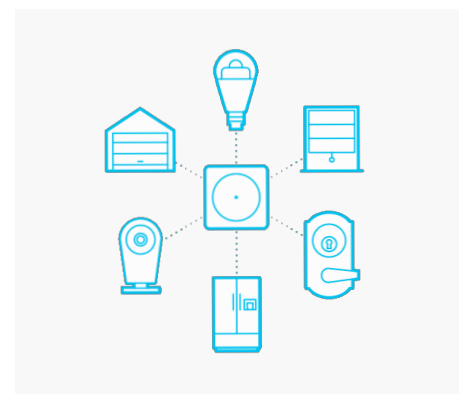
LEARN MORE >

STEP 5

Lights

Both during its initial set up and when connecting to your WiFi network, your Wink HUB light will blink amber. Once it is connected, the light will be solid blue. See the light status table below for more info.

STEP 6

Ready!

Now that the hub's connected you're ready to connect other products!

BROWSE PRODUCTS >

Installing Updates

Occasionally, you'll receive a notification that there are new updates to be installed. These updates include new features, security improvements, and general bug fixes. To ensure that your Wink HUB and app continue working like they're supposed to, it's important that you run these updates as soon as they become available. If the app needs updating, you can use it again the moment the update has completed. HUB updates should take roughly 15 minutes, depending on your internet connection or how long it's been since you last updated. The app will indicate when the HUB has completed the upgrade and is back online.

Troubleshooting

If at any point during the set up process you'd like to start over, simple unplug your Wink HUB and plug it in again. Or, later on, if you'd like to redo the set up of your entire system, you can return to square one by deleting every product that's connected to your Wink HUB before deleting the Wink HUB itself from your account. From there, you can build it up again from scratch.

If your Wink HUB is offline, there are a few things you can do. First, check that you have an internet connection. If you do, and the Wink HUB is still offline, you may need to restart your router, and make sure that it's between 5 to 15 feet away from your Wink HUB. If that doesn't work, power cycle your Wink HUB, and try again.

HUB Status Lights

The Wink HUB uses lights to let you know what's going on. Below is a table for you to better understand what each light means as well as how to correct the problem and how long until you can begin using your Wink Hub again.

COLOR	MEANING	DURATION
Solid Green	Starting up	Under 10 seconds
Flashing Violet	Disconnected from the Wi-Fi network	Until you've connected to a Wink account using the Wink App
Fast Flashing Yellow	Connecting to the network	Under 1 minute
Slow Flashing Yellow	Obtaining IP address	Under 1 minute
Solid Blue	Connected to Wifi/Internet	Until device changes state or until WiFi environment changes

Having Trouble?

Call our customer support team at 1-844-WINKAPP or send an email to questions@wink.com.

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COLOR	MEANING	DURATION
Flashing Blue	Pairing Mode	Under 2 minutes
Persistent Solid White	Corrupt Wink HUB memory	Please contact customer service.
Flashing Red	Downloading update	5 - 30 minutes, depending on the speed of your internet connection
Solid Red	Installing update	Under 5 minutes
Brief Flash Green	Connected device is changing state (example: a light is dimmed)	.25 seconds
Long red flash after flashing blue	Device failed to pair or be removed	4 seconds
Long green flash after flashing blue	Device was successfully paired or removed	4 seconds

Error Messages

The Wink HUB uses lights to let you know what's going on. Below is a table for you to better understand what each light means as well as how to correct the problem and how long until you can begin using your Wink Hub again.

MESSAGE	EXPLANATION
Error creating token	There's a problem with your account information. Check to see if you've entered your password and account name correctly, including capitals and spaces and so on. Once you've re-submitted your information correctly, that message should go away.
There was an issue setting your [product name]	This means the product is showing up as offline. To correct this, check and make sure the product in question has power or fresh batteries, is in range of your network, and that your Wink HUB is online. If you are still having issues after that, delete the device from your Wink App and pair it again.

Z-Wave Controls

Within the Wink HUB interface, there are advanced controls for Z-wave networks, meant specifically for Z-Wave products. These are designed to make it easier for you to move Z-wave devices from one controller to another.