

If you require any assistance, you can speak to our customer service team directly via phone on **1300 552 255 (AU)** or **0800 003 329 (NZ)**, or via email at **customer@mercator.com.au**

You can also visit **ikuu.com.au** to access troubleshooting guides and advice on how to get the most from your Mercator Ikuü products, such as guides on scenes and automation.

## 1 Set Up the App

1. Download the Mercator Ikuü app.
2. Tap 'create new account' or 'log in to account'.
3. Follow the in-app prompts and tap 'OK'.

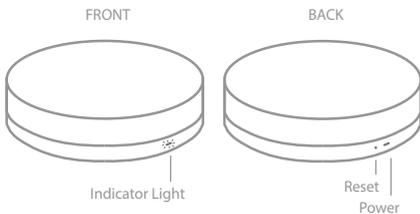
## 2 Connect to the App

To connect your product to the app, you must first enter pairing mode. All Mercator Ikuü Wi-Fi products require a 2.4GHz Wi-Fi network.

### Activate Pairing Mode:

1. Plug your product into a power outlet using the included adaptor and switch the power outlet on.
2. Use a reset pin to press and hold the RESET button for 5 seconds. The indicator will start to blink rapidly (approx. 8 times every 5 seconds).

**Note:** Do not continue with the pairing process if the power indicator is blinking slowly. Instead, press and hold the reset button for another 5 seconds.

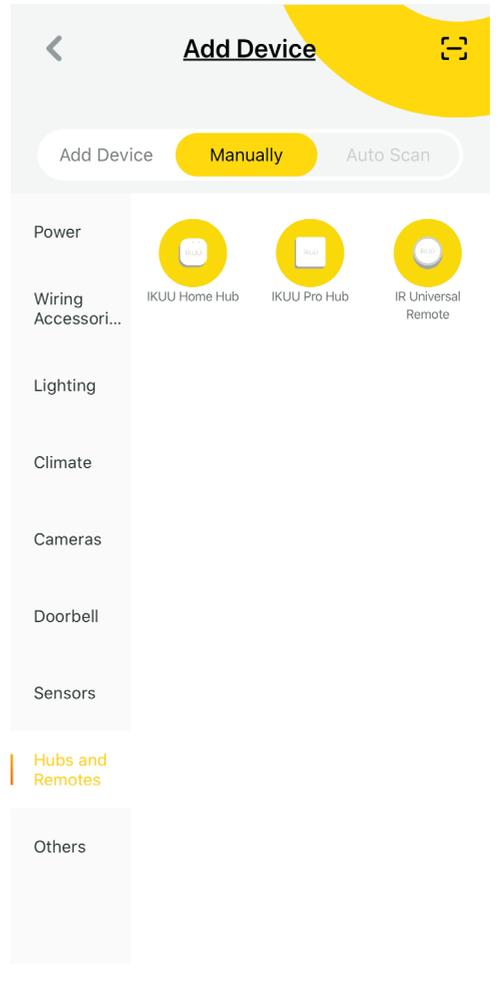


## 2 Connect to the App (Cont.)

### Pairing Your Product:

1. Open the Mercator Ikuü app.
2. Tap + > Add Device > Hubs and Remotes, and then select your product.
3. When the indicator is blinking, tap 'indicator is rapidly blinking' and confirm your Wi-Fi details. The pairing process will start, which will add your product to the app.
4. Once pairing is complete, you can edit your product's name (optional).
5. To finish the pairing process, tap 'done'.

**Note:** If the pairing process doesn't work, and you are certain that the password for your 2.4GHz Wi-Fi network is correct, try pairing in AP mode. Refer to our website for details.



### 3 Setting Up Remotes

1. In the app, tap the universal remote icon, and then tap 'add remote'.
2. Select the type of product you want to use, then search for the brand name of your product. The available remotes for that brand will be listed.
3. Make sure that your IR Blaster is positioned within line of sight of your appliance, and then test some of the buttons in the app. If they perform the correct function for your appliance, tap on the 'yes' icon. If not, tap 'no' and try a different available remote listed in the app.
4. If your device isn't listed, select 'DIY' and then follow the on-screen prompts or visit the website for more details.

### 4 Voice Assistant Setup (Optional)

#### Google Assistant

1. Open the google home app and sign in to your google account.
2. Tap + and select Set Up Device > Have Something Already Set Up?
3. Select Mercator Ikuu from the list or type Mercator Ikuu in the search bar.
4. Type in your Mercator Ikuü login details.
5. Tap Link Now > Authorise.

#### Amazon Alexa

1. Open the Amazon Alexa app and sign in to your Alexa account.
2. Tap More > Skills & Games.
3. Search for Mercator Ikuü and tap 'enable'.
4. Enter your Mercator Ikuü account details and tap 'link now'.

  
explore the range



Want more Mercator Ikuü? Visit [www.ikuu.com.au](http://www.ikuu.com.au) to explore our whole range of smart products!

  
app features

Want more from your products? The Mercator Ikuü app can help you to customise your smart products any way you like. Detailed guides on these features can be found at [www.ikuu.com.au](http://www.ikuu.com.au).

#### Rooms

Separate your products within the app for easy control based on their location.

#### Scenes

Control multiple products from any room at the same time.

#### Automation

Create triggers that allow products to complete actions automatically. These triggers can be based on time, sensors, or even other products.

#### Routines

Use Mercator Ikuü with other household products to create simple voice commands that trigger customised actions based on your daily activities.

#### Timers

Use a range of a scheduling and countdown timers that trigger actions.

#### Alerts

Manage the kinds of alerts you receive from your products (e.g. security products).

#### Sharing

Share access of your products with others.

#### In-App Customer Service

Talk to our customer service team directly through the app if you have any issues.

For guides on using these features in the app and to see our broad range of smart products, visit [www.ikuu.com.au](http://www.ikuu.com.au)

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