

Sensy SH-001

Sensy Smart Remote SH-001 User Manual

Model: SH-001

1. INTRODUCTION

The Sensy Smart Remote (Model SH-001) transforms your Android or iOS smartphone into a universal smart remote for your Cable/DTH set-top box and television. This device allows you to browse show listings, switch channels, and control your entertainment system through an intuitive mobile application, including voice control capabilities. Designed for ease of use, the Sensy Smart Remote aims to simplify your TV viewing experience.

2. PRODUCT OVERVIEW

The Sensy Smart Remote is a compact, wireless device that communicates with your smartphone via Bluetooth Smart and controls your TV and set-top box using infrared (IR) signals. It is designed to be placed anywhere in your living room and emits IR signals in four directions for broad coverage.

- **Bluetooth Remote:** Connects wirelessly to your Android or iOS device.
- **Voice Control:** Allows channel switching and content search using voice commands through the Sensy app.
- **Wide Compatibility:** Supports over 300 channels and 100+ operators across India, including various TV brands.
- **Easy Setup:** Simple installation and configuration via the Sensy mobile application.
- **Long Battery Life:** Operates for up to one year on two AA alkaline batteries.



Figure 2.1: The Sensy Smart Remote device, shown held in a hand, highlighting its compact and ergonomic design. The top surface features the 'SENSY' logo.

3. SETUP INSTRUCTIONS

1. Insert Batteries:

Locate the battery compartment on the underside of the Sensy Smart Remote. Insert two AA alkaline batteries, ensuring correct polarity. The device comes with included batteries.



Figure 3.1: The underside of the Sensy Smart Remote, displaying the battery compartment cover and the ON/OFF switch. A small triangular hole for wall mounting is also visible.

2. Power On:

Flip the ON/OFF switch located on the underside of the device to the 'ON' position.

3. Download the Sensy App:

Download the official Sensy app from the Google Play Store (for Android devices) or the Apple App Store (for iOS devices). Search for "Sensy" to find the application.



Smart Remote
Redefining your TV lifestyle



Download the free Sensy App today!

**It's the best TV Guide & Remote App in India,
covering hundreds of channels and operators
in all Indian major languages.**

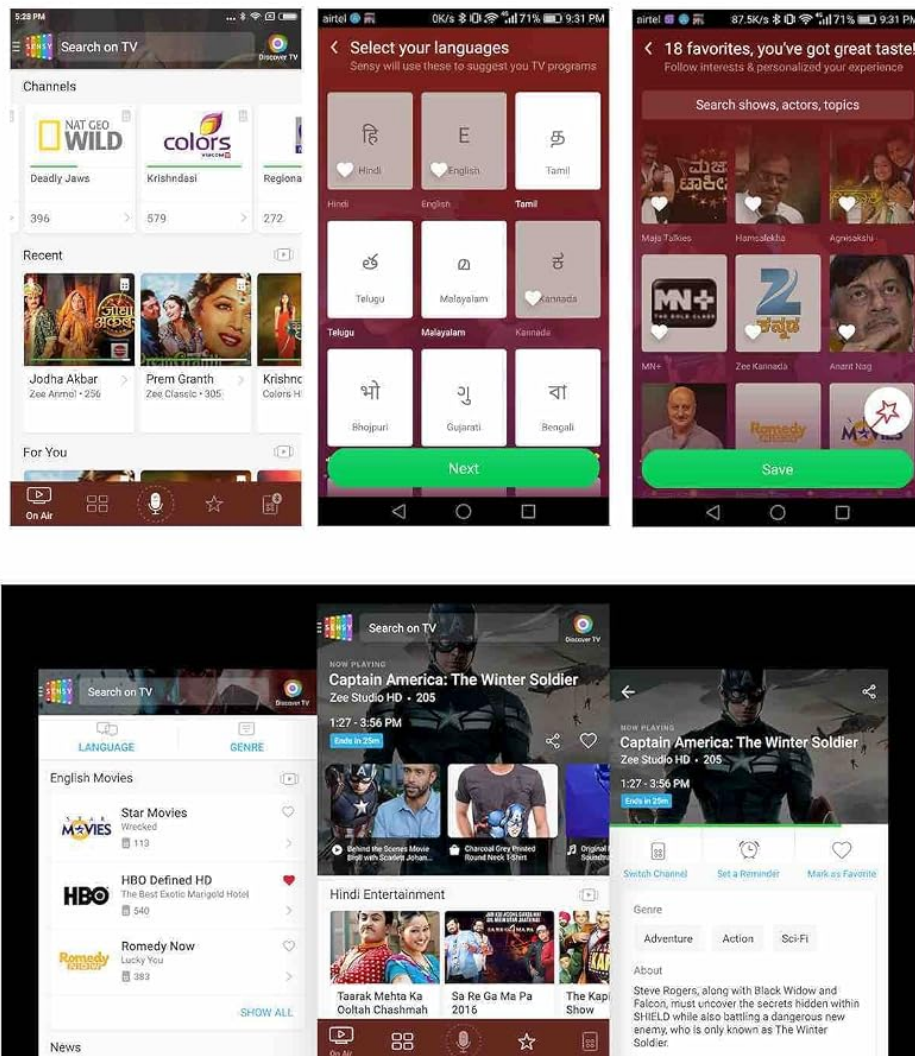


Figure 3.2: Screenshots of the Sensy mobile application interface, demonstrating channel browsing, language selection, favorite show management, and detailed program information.

4. Place the Device:

Position the Sensy Smart Remote in your living room, ensuring it has a clear line of sight to your television and set-top box. The device emits IR signals in four directions, offering flexibility in placement.

5. Connect via App:

Open the Sensy app on your smartphone. Ensure Bluetooth is enabled on your phone. The app will automatically detect and connect to the Sensy Smart Remote via Bluetooth Smart. No manual pairing is typically required.

6. Configure Devices:

Follow the in-app instructions to configure your specific TV and set-top box models. The app will guide you through selecting your operator, TV brand, and other settings to ensure proper control.

4. OPERATING INSTRUCTIONS

Once set up, the Sensy Smart Remote provides several ways to control your entertainment system:

- **App Control:** Use the Sensy app's on-screen interface to change channels, adjust volume, navigate menus, and access program guides.
- **Voice Control:** Utilize the voice command feature within the Sensy app. Simply speak commands such as "Star Plus," "cricket," "mute," "channel up/down," or specific channel numbers (e.g., "843"). The app processes your command and sends the appropriate signal.
- **Personalization:** The app allows you to set favorite languages, channels, shows, actors, movies, and genres. It can also recommend new shows based on your preferences.
- **Multi-User Access:** Multiple family members can connect their smartphones to the Sensy Smart Remote simultaneously, allowing everyone to control the TV from their own device.

5. MAINTENANCE

The Sensy Smart Remote requires minimal maintenance. The primary maintenance task is battery replacement.

- **Battery Replacement:** The device operates on two AA alkaline batteries, which typically last up to one year. When the batteries are low, you may notice reduced responsiveness or connectivity issues. Replace both batteries with new AA alkaline batteries, ensuring correct polarity.
- **Cleaning:** Wipe the device with a soft, dry cloth to remove dust. Do not use liquid cleaners or abrasive materials.

6. TROUBLESHOOTING

If you encounter issues with your Sensy Smart Remote, refer to the following common solutions:

- **Device Not Responding:**
 - Ensure the Sensy Smart Remote is powered on and its batteries are not depleted. Replace batteries if necessary.
 - Verify that Bluetooth is enabled on your smartphone and the Sensy app is open.
 - Check if the device has a clear line of sight to your TV and set-top box. Obstructions can block IR signals.
 - Restart the Sensy app and your smartphone's Bluetooth.
- **Incorrect Channel Switching or Commands:**
 - Re-verify your TV and set-top box configuration within the Sensy app. Ensure the correct models and operators are selected.
 - Ensure your set-top box uses an IR remote. **Note:** RF-remote controlled set-top boxes (e.g., Videocon DTH) are not supported.

- **Connectivity Issues with Xiaomi Redmi Note 4:**

Some known connectivity and reliability issues exist with Xiaomi Redmi Note 4 devices. If you are using this

phone model, ensure your app and phone's operating system are updated to the latest versions. If issues persist, try using a different compatible device.

- **Voice Control Not Working:**

- Ensure your smartphone's microphone is functioning correctly and has permission for the Sensy app.
- Speak clearly and directly into your phone's microphone.

7. SPECIFICATIONS

Feature	Detail
Brand	Sensy
Model Number	SH-001
Color	Black
Connectivity Technology	Bluetooth Smart (for phone), Infrared (for TV/STB)
Controller Type	Android App, iOS App, Voice Control
Power Source	2 x AA Alkaline Batteries (included)
Battery Life	Up to 1 year
IR Emission	4-directional
Max Supported Devices	1 (TV + STB controlled as a unit)
Compatible Android OS	Android 4.4 and above (Note: Connectivity issues with Xiaomi Redmi Note 4)
Compatible iOS	iOS 10 on iPhone, iPod Touch, and iPad
Supported STBs	Popular Indian Cable & DTH Set Top Boxes (e.g., TATA Sky, Dish TV, Airtel, Reliance BIG TV, Sun DTH, Videocon (IR only), DEN, Hathway, In Cable, GTPL, Fastway, Asianet, etc.)
Weight	200 Grams
Manufacturer	Mr. Butler

8. WARRANTY AND SUPPORT

For warranty information, technical support, or further assistance, please refer to the official Sensy website or contact Sensy customer service directly. Details for contacting support are typically available within the Sensy mobile application or on the product packaging.

