



Installing the Voice Command Centre (VCC):

Your FORNO Fan comes with a unique Voice Command Centre (VCC) that allows you to take full control of your fan with only your voice. To install this device you will need to follow the following steps:

- Turn OFF the wall switch that provides power to the box where the fan has been installed.
- Select a wall electricity receptacle that is in the room where the fan is within 16ft (5m) of the fan.
- Using an USB plug, plug in your VCC to the USB plug and plug both to the selected receptacle. For best results do not place your VCC behind large furniture nor appliances.
- Follow the voice instructions that the VCC will give you to set up the room that your fan is in.
- After that is set, you will need to press the button at the bottom of the VCC for 3 seconds to pair the fan and the VCC. Follow the instructions that the VCC will give you that include turning on the wall switch that provide electricity to your fan.
- The voice instructions and actions are also described below.
- Once the pairing is done you will be able to control your fan by using your voice.
- Please go to the next page for a full list of the voice commands available. The list is also available if you install the Forno APP.

VCC voice instructions and actions:

Please make sure that the wall switch where your fan has been installed is Off before you begin.

When you plug in your VCC for the first time it will say:

“Welcome to FORNO Voce. To set me up, press the button 3 seconds and say FORNO Home, FORNO Dining or FORNO Bedroom, depending on the room you want to set me up.”

Action: You need to press the button at the bottom of your VCC for 3 seconds and say out loud: “FORNO Home”, “FORNO Dining” or “FORNO Bedroom” according to the name that fits better the location of your fan. **You can only choose and say ONE location.**

When the VCC recognizes your voice it will say:

“Welcome to FORNO Voce World to wake me up you can call Forno Home”. If **FORNO Home** is the room you selected. **“FORNO Home” will be the wake-up call for this VCC from now on.**

It will say “Welcome to FORNO Voce World to wake me up you can call Forno Dining”. If **FORNO Dining** is the room you selected. **“FORNO Dining” will be the wake-up call for this VCC from now on.**

It will say “Welcome to FORNO Voce World to wake me up you can call Forno Bedroom”. If **FORNO Bedroom** is the room you selected. **“FORNO Bedroom” will be the wake-up call for this VCC from now on.**

This will be the ONLY wake up call for that VCC from now on. You always need to use this call to put your VCC in alert mode so it can take further commands.

To pair your fan to the VCC do a short press (just a pulse) followed by a long press (3 seconds) of the button at the lower part of the VCC and it will say:

“If you are pairing a fan, switch on the power to the fan now”.

Action: Switch on the wall switch that provides power to the fan.

The fan will open a pairing window of 30 seconds. The fan will beep when the pairing is done.

You are ready to give voice instructions to your fan!

You can turn on or off the LED light by short pressing the button at the bottom of the VCC.

Voice Commands:

Your Forno Voice Command Centre (VCC) will respond and take action to the following voice commands:

Item	Voice Command	VCC Reply	Action
1	Forno Home	Hello	VCC is ready and alert, waiting for further commands if this was the "wake-up" call you set
2	Forno Dining	Forno Dining, Yes	VCC is ready and alert, waiting for further commands if this was the "wake-up" call you set
3	Forno Bedroom	Forno Bedroom, Hi	VCC is ready and alert, waiting for further commands if this was the "wake-up" call you set
4	Volume High	Loud	Sets VCC voice Volume at High
5	Volume Medium	Medium	Sets VCC voice Volume at Medium
6	Volume Low	Quiet	Sets VCC voice Volume at Low
7	Fan High Speed	Sure, Fan High	Ceiling Fan turns On at High Speed or goes to High Speed from whatever speed it is at
8	Fan Medium Speed	OK, Fan Medium	Ceiling Fan turns On at Medium Speed or goes to Medium Speed from whatever speed it is at
9	Fan Low Speed	Fan Low	Ceiling Fan turns On at Low Speed or goes to Low Speed from whatever speed it is at
10	Fan Faster	OK, Fan Faster	Fan turns On at very low speed, if already on, starts going 10% faster speed from where it is at
11	Fan Slower	Fan Slower	If off, stays off. If on, fan goes to 10% slower speed from where it is at
12	Fan Switch Off	Sure, Fan Turn Off	Fan turns Off
13	Timer Start	Timer Start	Timer turns On to a count down of 3 hours
14	Eco Mode On	Sure, Eco Mode On	Eco Mode (reverse) turns On
15	Breeze Mode On	OK, Breeze Mode On	Breeze Mode turns On. Your fan goes into a sequential speed change that provides a breeze feeling
16	Wind Mode On	Wind Mode On	Wind Mode turns On. Your fan goes into a random speed change that provides a vigorous feeling
17	Light High	Sure, Light High	Light turns On at Full power or goes to Full power from wherever it is
18	Light Medium	OK, Light Medium	Light turns On at Medium power or goes to Medium power from wherever it is
19	Light Low	Light Low	Light turns On at Low power or goes to Low power from wherever it is
20	Light Brighter	OK, Light Brighter	Light turns On at Low Power. If already on, light goes 10% Brighter
21	Light Dimmer	Light Dimmer	If it is off, it stays off. If on, light goes 10% Dimmer
22	Light Off	OK	Light switches Off
23	Light Switch Off	OK	Light switches Off
24		GOODBYE	System Shuts Down after 15 seconds of not receiving a voice command

You are ready to give voice instructions to your fan!

Before you begin Setting Up The App:

The first phone which registers and pairs with the VCC will become the Main User of the FORNO World App.

Please find below a level of authority chart between the users.

Function	Device					Room				Management		
	Device Control (Fan speed, light, lock)	Delete Device	Add Device	Edit Device Name	Edit / Set Timer	Edit Room name	Delete Room	Add Room	Change Room Picture	User Management	Language	My Favourite
Main User	√	√	√	√	√	√	√	√	√	√	√	√
Sub User	√	X	√	X	√	X	X	X	√	X	√	√
Data Update between Main and Sub-Users	Auto	Auto	Auto	Auto	Auto	Auto	Auto	Auto	Specific to each User	NIL	Specific to each User	Specific to each User

Setting Up The App :

Go to the Apple or Google App store. Search for “FORNO World”. A free App that will allow you to fully control your fan and other future FORNO devices that you may purchase will show up.

- Download the App and register your product following the App instructions. This is important for Warranty purposes.
- After the App is downloaded and you are registered, you will need to press the button at the bottom of the VCC for 3 seconds to pair the App to the VCC.
- The VCC will say: “If you are pairing a device, switch the power to the device now. If you are pairing the APP, switch on the Bluetooth in your phone now”.
- Switch on the Bluetooth on your phone.
- The VCC will say “Pairing Successful” when your phone pairs with your VCC.
- Once the pairing is done you will be able to navigate this user friendly App that will allow you to Fully control your fan by using your phone. You will have access to many more speeds and light intensities, you can set your timer and do your scheduling in a much more flexible way plus many more features.

You are ready to control your fan using your phone!

Sharing the App:

Once you have set-up the App you have become the Main User. If you want to integrate other phones to be able to use the flexibility of the App you will need to:

1. Have the other phone owners download the App from the Apple or Google App store.
2. On the top right hand corner of the Main User phone you will have a Share icon 
3. On the top right hand corner of the Sub User phones you will have a Scan icon 
4. Press the Share icon  on the Main User phone.
5. The following message will appear:


Press Confirm.
6. A QR code will show up 
7. Please be sure the your VCC is plugged to the USB plug on the wall.
8. Press the Scan icon  in the other Sub User phones and scan the QR code.

Your Sub Users are ready to control the fan using their phone!

They can also do many other things like personalize their favourites, change the pictures for the rooms, set the timers, lock the VCC so it cannot be voice activated, add other devices even change the language they want to have in their App!

Please note that only one User can be on the App interacting with the Fan at a time. The User needs to close the App by pressing the button at the bottom of their phone, swipe the App off their phone or let the phone screen time out and go dark before another User can get on the App to control the fan.

Communication Device Cautions:

The FCC and the IC require for us to place the following warnings in the manuals of every communication device that is tested to meet their standards:

FCC Compliance

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- * Reorient or relocate the receiving antenna.
- * Increase the separation between the equipment and receiver.
- * Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- * Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: To maintain compliance with the FCC's RF exposure guidelines, place the product at least 20cm. from nearby persons.

IC Compliance

This device has been tested to meet Industry Canada technical specifications. This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1. L'appareil ne doit pas produire de brouillage;
- 2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

To maintain compliance with the RF exposure guidelines, place the product at least 20cm from nearby persons.

Antennae and other Communications Information:

The VCC has 2 Antennas: 433Mhz and Bluetooth.

Complies with: **CAN ICES-3 (B) / NMB-3 (B)**.

Trouble Shooting:

	Problem	#	Solution
A	Fan does not start	1	Check circuit breakers or fuses that supply power to the area
		2	Check that the wall switch that provides power to the fan is on
		3	Ensure that your remote is under 33' (10m) away from your fan or closer if objects in the way
		4	Check batteries in your remote control
		5	If you have done all of the above disconnect the circuit breakers or fuses that provide power to the area and check your wiring according to the Electrical Installation diagram
B	Fan Wobbles	1	Check the yoke set screw and tighten
		2	Check the set screw between the hanging ball and down rod and tighten
		3	Check that all blade related screws are tight and secure
		4	Call our customer service if the wobbling continues to get a blade balancing kit
C	Fan Is noisy	1	Ensure all fan screws are tight
		2	Ensure that the glass shade is positioned properly in the housing and that the clamps are tight
		3	Ensure that the canopy is not hitting the ceiling, adjust if necessary
		4	Ensure that the outlet box is secure and that the rubber isolating pads that come attached to the Mounting Bracket are in place between it and the electrical outlet box
		5	Allow for a 24 hour break in period, most noises in a new fan disappear within this time
D	Remote Does not Work	1	Check that batteries are installed properly in the battery compartment
		2	Check that batteries are fresh and that there has been no fluid leakage or rust
		3	Ensure that your remote is under 33' (10m) away from your fan or closer if objects in the way
E	VCC does not work Properly	1	Check that VCC is connected properly to a working USB transformer
		2	Ensure that there is power in the receptacle where you connected the USB transformer
		3	Check in your App that your device is not locked
		4	Ensure that your VCC is under 33' (10m) away from your fan or closer if objects in the way
		5	Ensure that you are under 16' (5m) away from your VCC when you are giving it commands
		6	Try changing the cadence (speed) when you are saying the wake-up call or a command
		7	Ensure that your set-up was done properly and that you are using the correct wake-up call
		8	If you have forgotten the wake-up call, unplug your VCC, wait for 10s and then re-plug it. Your VCC will tell you the wake-up call for it
		9	If everything above has failed, you can do 3 quick short presses of the button at the lower part of the VCC, then one long press (3 sec). Your VCC will say "Decoupled" and it will be RESET. You will need to install again your VCC. Please go to the appropriate section
F	Your App does not work Properly	1	Check that VCC is connected properly to a working USB transformer
		2	Ensure that there is power in the receptacle where you connected the USB transformer
		3	Ensure that your Phone is under 33' (10m) away from your VCC or closer if objects in the way
		4	Ensure that no other User is engaged at this moment with the App
		5	If everything above has failed, you can do 3 quick short presses of the button at the lower part of the VCC, then one long press (3 sec). Your VCC will say "Decoupled" and it will be re-set back to factory specifications. You will need to install again your VCC. Please go to the appropriate section

Service Contact for your FORNO Voce:

CTM Maison Elite Inc. (800) xxx xxxx

11420 Albert Hudon (514) 324 4200

Montreal, Quebec H1G 3J6 Email: xxxxxx@ctm-inter.com

Canada Website: www.forno.ca

Customer Care

Thank you for purchasing a FORNO product. Please read the entire instruction manual before operating your new appliance for the first time. Whether you are an occasional user or an expert, it will be beneficial to familiarize yourself with the safety practices, features, operation and care recommendations of your appliance.

Both the model number and serial number are listed on the product. For warranty purposes, you will also need the date of purchase. Record this information below for future reference.

SERVICE INFORMATION

Model Number

Use these numbers in any correspondence or service calls concerning your appliance.

Serial Number

If you received a damaged appliance, immediately contact the dealer (or builder) that sold you the appliance

Date of Purchase

Purchase Address & Phone

Save time and money. Before you call for service, check the Troubleshooting Guide. It lists the causes of minor operating problems that you can correct yourself.

SERVICE IN CANADA:

Keep the instruction manual handy to answer your questions. If you don't understand something or you need more assistance, please call our Customer Service: 1-800-561-7265

Or email: service@distinctive-online.com

Our contact : CTM Household Appliances Inc.

11 420 Albert Hudon, Montréal, Québec H1G 3J6, Canada

SERVICE IN THE UNITED STATES:

Keep the instruction manual handy to answer your questions. If you don't understand something or you need more assistance, please call our Customer Service: 1-866-231-8893

Or email: info@forno.ca

The instruction manual can be downloaded from www.forno.ca

If your appliance ever requires servicing, be sure to use a **FORNO** Factory Certified Service provider recommended by our customer care center. All Factory Certified Service providers are carefully selected and thoroughly trained by us.

