How can I control the lights when I’m away from home?

The first thing you need to do is register on the www.meethue.com website. Then link your bridge to your hue account (My Hue). The next time you start the Philips Hue app, go to 'Hue account' > 'Hue account' and follow onscreen instructions. Log into your My hue account and you’re good to go. Please know that you will need to be connected to your home network when setting up out-of-home functionality for the first time. Also be advised that you need to have a 3G/4G connection to control your lights when you are not within reach of your Wi-Fi network.

How can I delete a smart device to prevent it from controlling my Philips Hue lights?

You can delete a smart device via your Hue account. To revoke, log in to your Hue account; Go to www.meethue.com > 'My Hue', go to settings (upper right corner) then 'My apps'. The page will display all the devices that are connected and allow you to remove their access.

When I open the Philips Hue app on my device I cannot identify or connect with my lights, what should I do?

First, go in the Philips Hue app to Settings > Light setup > tap on "+" and search for your lights automatically. When the light can’t be found you can select the manual search option and follow the onscreen instructions, for this you need the serial number of the bulb. The serial number can be found on the lamp base, which is a 6 digit code.

When you are experiencing issues with unreachable lights in your App, we recommend to check if they have electricity or they may be turned off with the wall switch accidentally. The lights have a maximum range of 10 meters to the bridge from the first light point, when you have more lights it is important that you extend the range with lights in between for example to ensure the signal can go to every light point in your house (this called ZigBee mesh network). You can always try to do a ZigBee Channel change in case above is not working for you via: https://www2.meethue.com/en-us/support/bridge/connectivity/what-is-a-zigbee-channel-change-in-the-philips-hue-app