BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

# Appliance Apps

LG ThinQ, GE SmartHQ, Samsung SmartThings & Whirlpool — connecting your washer, oven and fridge, explained one step at a time

**A plain-English guide for homeowners and families**

Take your time — your appliances still work without the app

*Written for you by Bill — Bill's Home Tech*

(330) 200-8042 · BillsHomeTech.com

*For LG, GE, Samsung, Whirlpool, Maytag & KitchenAid · facts current November 2026*

# What's Inside

This is your guide to the phone apps that come with today's "smart" washers, dryers, ovens, dishwashers and refrigerators. Read it in any order and at your own pace. It covers the four big appliance apps — **LG ThinQ**, **GE Appliances SmartHQ**, **Samsung SmartThings** and the **Whirlpool** family of apps (with Maytag and KitchenAid) — and walks through getting each kind of appliance onto your Wi-Fi, choosing the alerts that actually help, starting an oven safely from your phone, sharing control with family, and spotting the repair and warranty scams that target appliance owners. Every app changes its screens now and then, so if a button looks a little different on yours, the idea is still the same.

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PART 1

# Getting to Know Appliance Apps

What a "smart" appliance really does, what it doesn't, and which app goes with which brand. Start here.

CHAPTER 1

# A Note from Bill

Hello, and welcome. Maybe you just had a new washer delivered and the installer mentioned an app. Maybe your new range has a little Wi-Fi symbol on the control panel and you've wondered what it's for. Or maybe the family has been telling you that the refrigerator can "text you" when the door is left open. Whichever brought you here, this guide is for **you**.

I'm Bill. Helping folks feel comfortable with their technology is what I do every day, and I wrote this guide the way I'd explain it standing next to you in the laundry room: patiently, in plain English, with no tech jargon. When I do use a new word, I'll stop and explain it.

## First, the most important thing

**Your appliance works perfectly well without the app.** The buttons and knobs on the washer, the oven and the dishwasher do everything they always have. The app is an extra — a remote control and a message service — and you can use as much or as little of it as you like. If you never connect it, nothing breaks and nothing is lost.

## You can't break it by exploring

Connecting an appliance to Wi-Fi doesn't change how it washes, cooks or cools. If a setup attempt fails, you simply try again. And the one feature that deserves real care — turning on an oven from your phone — has safety locks built in by every maker. Chapter 12 explains them.

WHAT THIS DOES FOR YOU

### Why this matters

Set up thoughtfully, an appliance app gives you small, real comforts: a message when the laundry is done so it doesn't sit and wrinkle, a warning if the freezer door didn't close, a reminder when the water filter is due, and the ability to check from your armchair whether you remembered to turn the oven off.

## What this guide covers

- Which app goes with which brand: **LG ThinQ**, **GE Appliances SmartHQ**, **Samsung SmartThings**, and the **Whirlpool**, **Maytag** and **KitchenAid** apps.
- The Wi-Fi your appliances need, and why most of them only use the **2.4 GHz** part of your network.

- Connecting washers, dryers, ovens, dishwashers and refrigerators, step by step.
- Starting an oven from your phone safely — and why you have to say "yes" at the oven first.
- The alerts worth keeping, the ones worth muting, and adding Alexa or Google.
- Sharing control with family, keeping things updated, and what the app knows about you.
- What to do when the app says "offline," and the repair and warranty scams to watch for.

## And I'm only a phone call away

This guide will carry you a long way on your own. But if the app won't find your washer, or you'd simply like someone to sit with you and set it all up, call me at **(330) 200-8042**. No question is too small.

So find your phone and the appliance's model sticker, and let's get started together.

***— Bill***

CHAPTER 2

# What a Connected Appliance Can (and Can't) Do

"Smart," "connected," "Wi-Fi enabled" — the stores use all three words for the same idea: an appliance with a small Wi-Fi radio inside so it can talk to an app on your phone. Here's an honest look at what that gets you.

## What the app can usually do

| Appliance | Handy things the app can do | What it can't do |
|---|---|---|
| Washer & dryer | Tell you when a cycle is done; show time left; let you pick a cycle; on many models, start a cycle you've already loaded and readied at the machine. | Load the clothes, add the detergent or move the wet load to the dryer. |
| Oven & range | Show whether the oven is on; turn it off from anywhere; on most models, preheat remotely after you've allowed it at the oven. | Light a gas burner on the cooktop, or start cooking without your say-so at the oven. |
| Dishwasher | Tell you when it's done; remind you about rinse aid; on some models, start a cycle you readied at the machine. | Load or unload the dishes. |
| Refrigerator | Warn when a door is left open or the temperature climbs; show filter life; change temperatures or ice settings. | Stock the shelves (though some will remind you to reorder a filter). |

Exactly which features you get depends on the brand and the model. A budget washer with Wi-Fi may only send "cycle done" messages, while a top-of-the-line range may let you set the oven temperature from the sofa.

## The two real benefits

- **Peace of mind:** you can check the oven or the freezer from anywhere — the next room or the next state.
- **Fewer trips:** no more walking down to the basement to see if the dryer is finished.

## What changes if you never connect it

Nothing about how the appliance works. You'll miss the alerts and the remote control, and you may not receive the occasional software improvement that some makers send over Wi-Fi (Chapter 20). The warranty is the same either way.

GOOD TO KNOW

### "Smart" doesn't mean it listens

A connected washer or oven has no microphone of its own in most cases. When you talk to it, you're really talking to an Alexa or Google speaker, which then sends the command through the appliance app. Chapter 17 explains how that link works.

FROM BILL

### My honest advice

If you're deciding whether to bother: the "cycle done" alert and the "door left open" alert are the two features most people end up keeping. If those sound useful, it's worth twenty minutes to set up. If not, enjoy the appliance and skip the app — that's a perfectly good choice.

CHAPTER 3

# Which App Goes with Which Appliance

Each appliance maker has its own app, and they don't talk to each other. If your washer is LG and your range is GE, you'll have two apps. Here's the map.

| If your appliance says… | Use this free app | Made by |
|---|---|---|
| LG (and LG Signature) | **LG ThinQ** | LG Electronics |
| GE, GE Profile, Café, Monogram | **SmartHQ** | GE Appliances (a Haier company) |
| Samsung | **SmartThings** | Samsung |
| Whirlpool | **Whirlpool** app | Whirlpool Corporation |
| Maytag | **Maytag** app | Whirlpool Corporation |
| KitchenAid | The **KitchenAid** app | Whirlpool Corporation |

All of these apps are free on the iPhone App Store and Google Play. Search for the name in the middle column and check that the maker in the right-hand column matches before you tap **Get** or **Install**.

## A few notes on the names

- **SmartHQ** is still the name of GE Appliances' app as of November 2026. On the App Store, the seller is listed as Haier US Appliance Solutions, the company that owns GE Appliances — that's normal and not a fake.
- **SmartThings** is Samsung's app for everything Samsung in the home — TVs, appliances and smart-home gadgets — not just appliances.
- **Whirlpool, Maytag and KitchenAid** each have their own app, all made by Whirlpool Corporation. Use the one that matches the name on the front of your appliance.

HEADS UP

### Look-alike apps

Search results sometimes show "remote control" or "universal appliance" apps from unknown makers. You don't need any of them, and some are full of ads or ask for payment. Stick to the official app from the maker listed above.

## Find your model number first

Every app will ask for (or scan) your appliance's model number at some point, and you'll need it if you ever call for service. It's printed on a sticker:

| Appliance | Where the sticker usually is |
|---|---|
| **Washer** | Inside the door rim or lid, or on the back of the control panel. |
| **Dryer** | Inside the door opening. |
| **Range or wall oven** | On the frame when you open the oven door or the storage drawer. |
| **Dishwasher** | On the edge of the door or the side of the tub when the door is open. |
| **Refrigerator** | Inside the fresh-food section, usually on a side wall near the top. |

TIP

### Take a picture of each sticker

Snap a photo of each model and serial number sticker with your phone and keep them in an album called "Appliances." It saves crawling behind the dryer later — and Chapter 26 has a spot to write them down.

PART 2

# Wi-Fi & Getting Ready

The one Wi-Fi detail that trips up almost everyone, and the five-minute checklist that makes setup go smoothly.

CHAPTER 4

# The Wi-Fi Your Appliances Need

Most failed appliance setups come down to one thing: the Wi-Fi "band." It sounds technical, but the idea is simple, and once you understand it, setup usually goes smoothly.

## Two lanes on the same road: 2.4 GHz and 5 GHz

Most home routers (the box that makes your Wi-Fi) broadcast on two radio bands at once, called **2.4 GHz** and **5 GHz**. Think of them as two lanes on the same road. The 5 GHz lane is faster but doesn't reach as far through walls and floors. The 2.4 GHz lane is slower but travels farther — which is exactly what a washer in the basement or a refrigerator at the far end of the kitchen needs.

That's why appliance makers build their Wi-Fi radios for the 2.4 GHz lane. LG, Samsung and Whirlpool all say plainly that their appliances connect on **2.4 GHz only** and won't join a 5 GHz network.

| Brand | What the maker says |
|---|---|
| **LG ThinQ appliances** | 2.4 GHz only. LG suggests checking that the network you pick shows "2.4 G" or "2.4 GHz" beside its name. |
| **Samsung (SmartThings)** | 2.4 GHz only. Your phone should be on the same 2.4 GHz network during setup. |
| **Whirlpool, Maytag** | 2.4 GHz for setup; if your router shows two network names, pick the 2.4 GHz one. |
| **GE (SmartHQ)** | GE's own pages don't spell out the band in the setup steps. Following the same 2.4 GHz advice is the safe choice. |

## Why your phone matters too

During setup, the app usually passes your Wi-Fi details from your phone to the appliance. If the phone is on the 5 GHz lane and the appliance can only use 2.4 GHz, the hand-off can fail. Samsung and Whirlpool both advise putting your phone on the same 2.4 GHz network for the few minutes setup takes.

## "Band steering" — when the router picks the lane for you

Many newer routers, mesh systems (like eero or Google Nest Wifi) and internet-company gateways use a single network name for both bands and quietly move each device to whichever lane they think is best. This is called **band steering**. It's great for phones and laptops, but it can confuse an appliance during setup.

If you see only **one** Wi-Fi name at home, you have three choices, easiest first:

1. **Just try it.** Many appliances connect fine on a combined network because they simply use the 2.4 GHz lane they can see.
2. **Use your router app's temporary 2.4 GHz mode**, if it has one. For example, the eero app has a **Connect 2.4 GHz only devices** option (under **Settings** or **Support** > **Troubleshooting**) that hides the faster bands for a short while so a gadget can join. Your other devices stay connected.
3. **Split the bands** into two names (for example "Smith Home" and "Smith Home 2.4") in your router's settings. This works, but it's a change to your whole network, so it's a good job to hand to someone comfortable with routers.

## Guest networks: not for appliances

A **guest network** is a separate Wi-Fi name your router offers to visitors. It deliberately keeps devices apart from each other, which can stop your phone from finding the appliance during setup and can break features later. Put your appliances on your **main** home network, the same one your phone uses.

TIP

### Check the signal where the appliance lives

Stand next to the washer or refrigerator with your phone and look at the Wi-Fi bars. Samsung suggests at least three bars for setup. If you have one bar or none in the basement, the appliance will struggle too — Bill's Wi-Fi Extenders & Dead Zones guide covers the fixes.

GOOD TO KNOW

### What "GHz" means

GHz stands for gigahertz — just a measure of the radio frequency. You don't need to remember it. All that matters is: appliances like the 2.4 one.

HEADS UP

### Simple network names work best

Samsung notes that the network name should use only English letters, numbers and ordinary symbols. Emoji or accented letters in a Wi-Fi name can stop an appliance from joining. Bill's Wi-Fi Passwords guide explains how to find and change your network name and password.

CHAPTER 5

# Before You Start: A Five-Minute Checklist

A little preparation turns a frustrating hour into a calm fifteen minutes. Gather these before you open the app.

## The checklist

1. **Your Wi-Fi name and password**, written down exactly — capital letters matter.
2. **Your phone**, charged, connected to your home Wi-Fi (the 2.4 GHz network if you have two names), and up to date.
3. **The right app** installed from the App Store or Google Play (Chapter 3).
4. **An email address you check** for the account. Each app asks you to create an account or sign in; Samsung uses your Samsung account, LG an LG account, and so on.
5. **The appliance turned on** and installed where it will live — connect it in place, not in the garage before it's moved.
6. **The model number** (Chapter 3), in case the app asks.
7. **Ten quiet minutes.** Most appliances only stay in "pairing" mode for a few minutes, so don't start setup right before you have to leave.

## Allow what the app asks for

During setup your phone will pop up a few permission requests. For appliance setup it's normal to allow these:

| Permission | Why the app wants it |
|---|---|
| **Local network / nearby devices** | Lets the app find the appliance in your home. Setup can't work without it. |
| **Location (Android)** | Android phones require location permission before an app can scan for Wi-Fi networks. It's about finding the appliance, not tracking you. |
| **Bluetooth** | Some newer appliances use a short Bluetooth link to make setup easier. |
| **Notifications** | Needed if you want "cycle done" and "door open" alerts. You can fine-tune them later (Chapter 15). |

TIP

### Write the account email and password down

This is the account you'll need if you get a new phone, or if a family member wants to help. Put it in your password manager or on the cheat-sheet in Chapter 26.

WHAT THIS DOES FOR YOU

### What this does for you

With the password, the right Wi-Fi and the app ready before you touch the appliance, the actual connection usually takes just a few taps. Most "it won't connect" frustration is a missing item from this list.

GOOD TO KNOW

### One account per brand

If you have appliances from two brands, you'll make two accounts — one in each app. It's fine to use the same email for both, but give each its own password.

PART 3

# Connecting, Brand by Brand

How each of the four big appliance apps adds a new appliance — the same idea four ways.

CHAPTER 6

# LG ThinQ: Adding an LG Appliance

**LG ThinQ** (say "thin-queue") is the app for LG washers, dryers, ranges, dishwashers and refrigerators, as well as LG air conditioners and some TVs. One app holds them all.

## Getting the app ready

1. Install **LG ThinQ** from the App Store or Google Play (the maker is LG Electronics).
2. Open it and sign in, or create an LG account with your email.
3. When asked, create your **home** — give it a name ("Our House" is fine). The app groups your appliances and family members under this home.

## Adding the appliance

1. Make sure your phone is on your home Wi-Fi — the network that shows "2.4 G" or "2.4 GHz" if you have two names.
2. On the ThinQ home screen, tap **+ Add a device**, then **Select Device**.
3. Choose the kind of appliance (for example, **Washer**), or let the app scan the QR code on the appliance if it offers to.
4. The app will tell you how to put the appliance in pairing mode. On many LG washers and dryers you press and hold the **Wi-Fi** button (sometimes marked with a Wi-Fi symbol or shared with another button) until the Wi-Fi light blinks. The exact button differs by model, so follow the app's picture.
5. Choose your home network and type the Wi-Fi password exactly.
6. Wait while the app and the appliance talk. When it's done, the appliance appears as a card on the home screen.

TIP

### If it fails, LG's own suggestions

LG's troubleshooting pages suggest: confirm the network shows 2.4 GHz; update the ThinQ app; turn the appliance off and on and restart your phone; then try again. For washers, LG even suggests using your phone's personal hotspot as a temporary network just to finish registering the washer if your router keeps refusing — then switch it to your home Wi-Fi afterward. That last trick is fiddly; it's fine to call for help instead.

GOOD TO KNOW

### What the ThinQ cards show

Each appliance gets its own card on the home screen. Tap it to see the status (running, time left, door open), to change settings, and — on ranges — to reach **Remote Start** (Chapter 12).

CHAPTER 7

# GE SmartHQ: Adding a GE Appliance

**SmartHQ** is GE Appliances' app for GE, GE Profile, Café and Monogram appliances. Most current GE smart appliances have Wi-Fi built in; a few older models needed a separate plug-in Wi-Fi module.

## Adding the appliance

1. Install **SmartHQ** from the App Store or Google Play and sign in or create an account.
2. On the app's Home screen, tap the **plus sign (+)** to reach **Add An Appliance**.
3. Choose your appliance type (for example, **Dishwasher** or **Range**). You'll see a Welcome screen with directions for your model.
4. Follow the app's instructions to put the appliance in connection mode. The steps differ by model — often you hold a **Settings** or **Wi-Fi** pad for a few seconds until the Wi-Fi symbol on the appliance starts flashing.
5. Choose your home network and enter the password when asked.
6. When the Wi-Fi symbol on the appliance stops flashing and stays **solid**, press **OK** in the app. A **Congratulations!** screen means you're connected.

TIP

### Work steadily once the light is flashing

Connection mode doesn't last forever. If the Wi-Fi symbol stops flashing before you finish, just start that step again — nothing is harmed.

GOOD TO KNOW

### GE has a phone line just for connected appliances

GE Appliances runs a Connected Home Support line at **1-800-220-6899** (Monday–Friday 9 a.m. to 9 p.m., Saturday 9 a.m. to 3 p.m., Eastern time). Look the number up on geappliances.com yourself before calling, as Chapter 23 explains.

CHAPTER 8

# Samsung SmartThings: Adding a Samsung Appliance

Samsung appliances connect through **SmartThings**, the same app Samsung uses for its TVs and smart-home gadgets. If you already use it for a Samsung TV, your appliance goes into the same app.

## Adding a washer, dryer or other appliance

1. Turn on the appliance and make sure your router is on. Put your phone on the same **2.4 GHz** network the appliance will use.
2. Open **SmartThings** and sign in with your Samsung account.
3. Tap the **plus (+)** button, then **Add device**.
4. Pick the type of appliance (for example, **Washer** or **Dryer**), then choose the location (your home) and the room.
5. When the app asks, put the appliance in connection mode. On many Samsung washers and dryers, press and hold **Smart Control** until **AP** appears on the display. On models with a touch screen, go to **Settings** > **Easy Connection** instead.
6. **On an iPhone**, the app may ask you to open the iPhone's **Settings** > **Wi-Fi**, join the appliance's own temporary network for a moment, and then come back to SmartThings. Follow the app's directions; it tells you which network to pick.
7. Enter your home Wi-Fi password and wait for the appliance to register.

HEADS UP

### Samsung's setup requirements

Samsung lists these: a 2.4 GHz network (5 GHz isn't supported), your phone on that same network, a network name made of English letters, numbers or ordinary symbols, and at least three Wi-Fi bars where the appliance sits.

GOOD TO KNOW

### "Smart Control" means two things on Samsung

On washers and dryers, holding **Smart Control** starts setup. Once connected, pressing it turns on remote control on many models, so the app is allowed to start a cycle you've loaded. On ranges, **Smart Control** is the safety switch that allows remote operation (Chapter 12).

CHAPTER 9

# Whirlpool, Maytag & KitchenAid Apps

Whirlpool Corporation makes three brand apps that work the same way: the **Whirlpool** app, the **Maytag** app and the **KitchenAid** app. Use the one that matches the name on the front of your appliance. If you own, say, a Whirlpool washer and a KitchenAid dishwasher, you'll use two apps.

## Adding the appliance

1. Put your phone on your home Wi-Fi. If your router shows two network names, choose the **2.4 GHz** one — Whirlpool says 5 GHz won't work for setup.
2. Install and open the app for your brand, and sign in or create an account.
3. Add your appliance and follow the app's guided steps. You may be asked to scan the QR code or enter the code from the appliance's connection sticker.
4. When the app asks, press the **Remote Enable** button (or follow the on-screen setup prompt) on the appliance. Many models then show a message on their display pointing you back to the app.
5. Choose your network, enter the password, and wait for the app to confirm.

## Remote Enable: the button you'll press often

Whirlpool, Maytag and KitchenAid appliances use a **Remote Enable** button as a permission slip. The app can watch the appliance any time, but it can only *start* or *change* something after you've pressed Remote Enable at the machine. Whirlpool's guidance is to press Remote Enable before using remote features and to press it again after the door has been opened and closed.

HEADS UP

### Some smart features may need a subscription

Whirlpool's terms of use say that some of its smart appliances require a paid subscription to use certain smart features. Before you pay for anything, read what the app is offering and decide whether the basic free features are enough. The appliance itself works either way.

TIP

### One account for the household

Have one person — usually whoever handles the household paperwork — be the main account holder. They can invite others as household members later (Chapter 18) instead of everyone sharing one password.

PART 4

# Appliance by Appliance

Washers and dryers, ovens and ranges, dishwashers and refrigerators — what to expect from each, and how to start an oven from your phone safely.

CHAPTER 10

# Connect My Washer & Dryer

Laundry is where appliance apps earn their keep. A "cycle done" message means no more forgotten wet loads, and no more trips down the stairs to check the timer.

## Connecting a washer or dryer, any brand

1. Get the checklist from Chapter 5 ready, and stand near the machine with your phone.
2. Open your brand's app and choose to add a new appliance: **+ Add a device** in LG ThinQ, the **+** sign and **Add An Appliance** in SmartHQ, **+** and **Add device** in SmartThings, or add an appliance in the Whirlpool, Maytag or KitchenAid app.
3. Pick **Washer** (or **Dryer**).
4. Put the machine in connection mode the way the app shows: hold the **Wi-Fi** button on many LG models; hold **Smart Control** until **AP** appears on many Samsung models; press **Remote Enable** or follow the display prompt on Whirlpool-family models; follow the app's model steps on GE.
5. Pick your 2.4 GHz home network, type the password, and wait for the confirmation.
6. Do the second machine the same way. A matched pair still connects one machine at a time.

## Starting a load from your phone

Most smart washers and dryers will only start remotely if you've first loaded them, closed the door and given permission at the machine — **Remote Enable** on Whirlpool-family models, **Smart Control** on Samsung, and a remote-start setting on others. That's on purpose: it prevents anyone from running an empty machine, or a machine with a child's toy inside, from somewhere else.

WHAT THIS DOES FOR YOU

### What this does for you

Load the washer in the morning, enable remote start, and start it from the app when you're ready — so the load finishes just as you get home, instead of sitting damp for hours.

STAY SAFE

### Dryers and remote starts

Clean the lint screen before every load, and don't start the dryer remotely when nobody will be home for hours. A dryer is a heat appliance; it's sensible to be in the house while it runs.

## Handy laundry features to look for

- **Time remaining** on the app's appliance card, so you can plan around it.
- **Wrinkle care** or extended tumble on dryers — the drum turns now and then after the cycle ends. Many apps tell you when the clothes are done so you can catch them before they wrinkle.
- **Favorite cycles** you can save and reuse.
- **Detergent reminders** on washers with automatic dispensers.

CHAPTER 11

# Connecting an Oven or Range

A connected range or wall oven is connected the same way as anything else in the app. What's different is what it's allowed to do afterward — and that's a good thing.

## Connecting it

1. Open your brand's app and choose to add an appliance, then pick **Range**, **Oven** or **Wall Oven**.
2. Follow the app's directions for your model to put the oven in connection mode. On GE ranges, for example, the Wi-Fi symbol on the control flashes during setup and turns solid once connected.
3. Pick your 2.4 GHz home network, enter the password and wait for confirmation.
4. Look at the appliance's card in the app. You should see whether the oven is on or off.

## What you can do right away

- **Check whether the oven is on** — handy when you're out and can't remember.
- **Turn it off** from the app on most models.
- **Watch the preheat** and get a message when the oven reaches temperature, or when a timer ends.
- **Preheat remotely** — but only after you've allowed it at the oven. That's the next chapter.

GOOD TO KNOW

### Cooktop burners stay hands-on

The app controls the **oven**. The burners on top of a range are lit or switched on at the range itself. That's how it should be.

TIP

### Name it plainly

Give the appliance a clear name in the app, like "Kitchen Range" or "Wall Oven." If you add a voice assistant later (Chapter 17), that's the name you'll say.

CHAPTER 12

# Start the Oven from My Phone (Safely)

Turning on an oven when you aren't standing in front of it sounds risky, and appliance makers agree — so they build in a safety handshake. In nearly every case, **you must give permission at the oven first**, with the door closed and the oven empty. Here's how each brand does it.

| Brand | The permission step at the oven | When the permission ends |
|---|---|---|
| **GE** (SmartHQ) | Press the **Remote Enable** pad, or turn the knob to Remote Enable on some wall ovens. Smart ovens from late 2021 onward don't have this step. | When the cook cycle ends, when you cancel it, if you open the door while the oven is off, or if you press Remote Enable again. |
| **LG** (ThinQ) | Turn on **Remote Start** at the oven — on many models **Settings** > **Remote Start** > **On**, or turn the mode knob to Remote Start. The door must be closed and the oven empty. | Varies by model; check the oven's display. |
| **Samsung** (SmartThings) | Close the door, then press **Smart Control** on the range. | When the door is opened, or cooking finishes or is canceled. |
| **Whirlpool family** | Press **Remote Enable**. | Press it again after the door has been opened and closed. |

## Preheating on your way home — the safe routine

1. Before you leave, look inside the oven. Take out pans, sheets, pizza stones and anything stored there. GE specifically warns to check that nothing is stored in the oven before enabling remote use.
2. Close the door firmly.
3. Give permission at the oven (the table above).
4. When you're on your way, open the app, choose the oven, set the mode and temperature, and start the preheat.
5. When you get home, put the food in. Don't put food in ahead of time and leave it sitting in a cold oven — LG notes Remote Start is meant for an empty oven, and leaving food out is a food-safety risk.

STAY SAFE

### Gas ovens: Samsung keeps you at the range

On Samsung **gas** ranges, Samsung says you can set the mode, time and temperature in the app, but you must press **Start** on the range itself. Electric Samsung ovens can be started from the app once Smart Control is on.

GOOD TO KNOW

### How long will a remote preheat run?

It depends on the brand and model. One LG support page says Remote Start preheats and then holds the set temperature for up to 12 hours, including preheat time. Don't count on any automatic shut-off — plan to be home soon after a remote preheat finishes, and turn it off from the app if plans change.

STAY SAFE

### Grandchildren, pets and remote starts

If small children or pets are in the house, don't leave remote start enabled "just in case." Enable it only on the days you plan to use it. And make sure everyone who shares the app (Chapter 18) knows the rule: nobody starts the oven remotely unless they've confirmed it's empty.

TIP

### Turning it off from afar is always fine

Even when remote *start* isn't enabled, most apps let you see that the oven is on and turn it **off**. If you're ever unsure whether you left it on, open the app and look.

WHAT THIS DOES FOR YOU

### What this does for you

Walking into a kitchen with the oven already hot means dinner can go straight in instead of waiting on the preheat. And the ability to check — and switch off — the oven from anywhere quiets one of the most common "did I leave it on?" worries.

CHAPTER 13

# Connecting a Dishwasher

A connected dishwasher mostly keeps you informed: when the cycle is done, how much time is left, and when the rinse aid or a filter needs attention. Some models can also start a cycle you've loaded and readied at the machine.

## Connecting it

1. Open the dishwasher door to find the control panel (on many models the buttons are on the top edge of the door).
2. In your brand's app, add an appliance and pick **Dishwasher**.
3. Follow the app's model-specific steps to start connection mode — on GE models, the app's Welcome screen shows which pad to hold; on Whirlpool-family models, press **Remote Enable** or follow the prompt.
4. Pick your 2.4 GHz network and enter the password.
5. Close the door and check that the dishwasher appears in the app.

## Remote start for dishwashers

As with laundry, a dishwasher will only start from the app after you've added the detergent, closed the door and given permission at the machine. Run it while you're home and awake when you can — a small leak is far easier to catch when someone is in the kitchen.

TIP

### Pair it with a leak sensor

A dishwasher app tells you when the dishes are clean, but it can't always see a slow drip under the cabinet. A small water-leak sensor on the floor beside it can. Bill's Leak Sensors & Water Shutoff guide explains how they work.

WHAT THIS DOES FOR YOU

### What this does for you

Knowing the moment the dishwasher finishes means you can unload it while the dishes are still warm and dry quickly, and the rinse-aid reminder keeps glasses spot-free without you having to remember.

CHAPTER 14

# Connecting a Refrigerator

A refrigerator runs around the clock, so its app is mostly a watchdog: it lets you know if something is wrong. That alone can save a freezer full of food.

## Connecting it

1. Find the refrigerator's Wi-Fi or connection button. It's often on the control panel inside the fresh-food section or on the front display; your app's add-appliance screen shows where.
2. In your brand's app, add an appliance and pick **Refrigerator**.
3. Follow the app's steps to start connection mode, choose your 2.4 GHz network and enter the password.
4. When the app confirms, open the refrigerator's card and check that it shows the current temperatures.

## What a connected refrigerator can tell you

| Feature | What it does |
|---|---|
| **Door left open** | A message if a door stays open — the most useful alert most families keep. |
| **Temperature** | The current fresh-food and freezer settings, and on many models a warning if the temperature rises. |
| **Water filter** | How much filter life is left, so you know when to replace it. |
| **Ice maker** | Turn ice making on or off, or switch on a faster ice mode before a party. |
| **Vacation or Sabbath modes** | Some models offer special modes you can switch on from the app. |

HEADS UP

### Power outages and the app

If the power goes out, the refrigerator *and* your Wi-Fi router go dark together, so the app can't send a warning. After an outage, open the app to check the temperatures — and if the appliance shows offline, see Chapter 19.

TIP

### Buy filters from the maker or a store you know

When the app says the water filter is due, buy the replacement through the app, the maker's website or a store you trust, and match the filter's part number to your model. Very cheap look-alike filters sold online may not filter the same way.

WHAT THIS DOES FOR YOU

### What this does for you

A door-open alert on your phone can save a freezer of food and keep the compressor from working overtime — especially helpful if someone in the house has trouble closing a heavy door all the way.

PART 5

# Alerts, Voice & Family

Choosing the messages that actually help, quieting the rest, adding Alexa or Google, and sharing control with the people you live with.

CHAPTER 15

# Alerts Worth Keeping

The first week with an appliance app can feel like a lot of buzzing. The secret is to keep the few alerts that protect your home and save you steps, and turn off the rest. Here are the keepers.

| Alert | Why it's worth keeping |
|---|---|
| **Cycle done** (washer, dryer, dishwasher) | Move the wet laundry before it sours, and catch dry clothes before they wrinkle. |
| **Door left open** (refrigerator, freezer) | Saves food and stops the compressor running nonstop. |
| **Temperature warning** (refrigerator, freezer) | Your early warning of a failing appliance or a power problem. |
| **Oven on** / **preheat reached** / **timer done** | Peace of mind, and a reminder if the oven was left on. |
| **Leak or water error** (washer, dishwasher) | Some models report a water problem as an error code. Act on it right away. |
| **Water filter due** | A once-in-a-while reminder you'd otherwise forget. |
| **Wrinkle care** / **clothes ready** (dryer) | On dryers that keep tumbling after the cycle, this tells you the clothes are ready to fold. |

## Where to find the alert settings

Every app keeps these in a slightly different place, and the menus change with updates. Look in two spots:

1. **Inside the app:** open the appliance's card and look for a gear or **Settings** icon, then **Notifications** or **Alerts**. Each alert usually has its own on/off switch. Some apps also have an overall notification setting under the menu or your profile.
2. **On your phone:** iPhone **Settings** > **Notifications** > the app's name; Android **Settings** > **Notifications** > **App notifications** > the app. Make sure notifications are allowed and, if you like, turn on sounds for the important ones.

STAY SAFE

### An alert is a helper, not a guard

Wi-Fi drops, phones go on silent, and batteries die. Don't rely on an app alert as your only protection against a leak, a fire or a thawing freezer. Smoke alarms, leak sensors and your own eyes still come first.

WHAT THIS DOES FOR YOU

### What this does for you

Five or six well-chosen alerts mean every buzz is worth looking at — so you'll actually notice the one that says the freezer door is open.

CHAPTER 16

# Alerts to Mute (and How)

Some alerts are marketing, some are noise, and some just aren't useful in your household. Turning them off is not only allowed, it's smart.

## Good candidates to turn off

- **Promotions, recipes and "tips"** — offers, sales and recipe ideas. Many apps send them by default.
- **Cycle started** — you already know; you just started it.
- **Every stage of a cycle** (rinse, spin, drying) — the "done" message is the one that matters.
- **Daily usage summaries** if you never read them.
- **Alerts for appliances you don't use often**, like a second freezer's routine updates — but keep its temperature and door alerts.

## How to quiet them

1. Open the app and tap the appliance's card.
2. Find **Settings** (often a gear) and then **Notifications** or **Alerts**.
3. Turn off the ones you don't want, one by one.
4. For marketing messages, also look under the app's main menu or your account or profile for **Marketing**, **Promotions** or **Communication preferences**, and turn them off.
5. Check your email: if the brand is sending sales emails, use the **Unsubscribe** link at the bottom of a genuine message.

> TIP
> **Use your phone's quiet hours**
> Your phone's **Do Not Disturb** or **Focus** mode can silence everything overnight while still letting calls from family through. That way the dishwasher can finish at 1 a.m. without waking you.

FROM BILL

### My rule of thumb

If you've ignored the same alert three times, turn it off. If an alert has ever saved you a mess, keep it — and give it a sound you'll notice.

CHAPTER 17

# Adding Alexa or Google Assistant

If you already talk to an Amazon Echo or a Google speaker, you can link most appliance apps to it and ask things like "How much time is left on the dryer?" It's entirely optional.

## How the link works

The voice assistant doesn't talk to the appliance directly. You link your appliance account (LG, GE, Samsung or Whirlpool) to Alexa or Google Home once. After that, the speaker passes your request to the appliance company, which passes it to the appliance.

## Linking, in general terms

1. Make sure the appliance already works in its own app.
2. In the **Alexa** app, look for **Skills** (or add a device by brand) and search for your appliance brand. In the **Google Home** app, tap to add a device and choose **Works with Google**, then search for the brand.
3. Choose the official skill or service from the appliance maker.
4. Sign in with your appliance account (the same email and password as the appliance app) and allow access.
5. Your appliances appear in the Alexa or Google Home app. Give them simple names.

GOOD TO KNOW

### Some brands link from their own app

Several appliance apps also have a "voice assistant" or "works with" section in their settings that walks you through linking. Either route ends in the same place.

STAY SAFE

### Voice and the oven

Voice commands for ovens follow the same safety rules as the app: remote start still needs your permission at the oven first (Chapter 12). Asking whether the oven is on, or to turn it off, is the most useful oven command.

GOOD TO KNOW

### Alexa+ is Amazon's current assistant

In 2026 Amazon made its newer **Alexa+** assistant available to all U.S. customers, free with Prime. Appliance skills work with it the same way.

TIP

### Shared users and voice

On Whirlpool-family apps, an invited household member can't set up voice control for a shared appliance — the main account holder does that part.

CHAPTER 18

# Sharing Control with Family

When two people live in the house — or a grown son or daughter helps from across town — it's better for each person to have their **own** sign-in that's been invited in, rather than everyone sharing one password. Each person gets the alerts on their own phone, and you can remove someone later without changing anything for anyone else.

## Samsung SmartThings: invite a member

1. The person you're inviting installs **SmartThings** and signs in with their own Samsung account.
2. In your SmartThings app, open the **Home** menu and choose **Manage locations**, then pick your home.
3. Choose to invite a member, and either enter their Samsung account email or show them a QR code to scan.
4. They accept the invitation. They can now see and use the devices in that home, including your appliances.

Members can't add or remove other members or delete the home; only the owner can remove a member. Menu names vary a little between app versions — look for "Manage locations" or "Members."

## LG ThinQ: invite someone to your home

LG ThinQ groups appliances in a **home**, and you can invite family members to it so everyone can see and control the products. LG also offers a QR-code way to add someone. Look in the app's home management screen (often reached by tapping your home's name) for the option to invite a member, and have the other person sign in to ThinQ with their own LG account.

## Whirlpool, Maytag & KitchenAid: household members

1. In the app, go to **Settings** and open **Household Members**.
2. Invite the person by email. You can invite up to **10** household members.
3. Each invite shows as **Pending**, **Accepted** or **Expired**. Resend an expired one if needed.
4. Invited members can run cycles, get notifications and use shared favorite cycles.
5. To remove someone, open the same list and remove them.

GOOD TO KNOW

### "Feature Unavailable" for a shared user

Some things are kept for the main account holder: setting up voice control, changing an automatic reorder service, or deleting the appliance. A household member who tries them sees a "Feature Unavailable" message. That's normal.

## GE SmartHQ

SmartHQ's menus change from time to time, so look in the app's menu or settings for a sharing or users option. If there isn't one, the household can sign in on a second phone with the same SmartHQ account — just keep that password private to the household.

FROM BILL

### Helping a parent from a distance

Being invited into a parent's appliance home lets an adult child see a "freezer door open" or "oven left on" alert too, and turn the oven off from afar. Talk about it together first, so everyone is comfortable with who sees what. Bill's Helping a Parent from Afar guide has more ideas.

HEADS UP

### Remote start and shared users

Anyone you invite may be able to start appliances that have remote start enabled. Agree on the house rules — especially for the oven (Chapter 12).

PART 6

# Keeping It Running

When the app says "offline," software updates, what the app knows about you, and using the app for service, warranty and energy.

CHAPTER 19

# When the App Says Offline

Sooner or later the app will show your washer or refrigerator as **offline** or **disconnected**. Don't worry: the appliance still works normally from its own buttons. "Offline" only means the app can't reach it right now.

## The usual reasons

- The power blinked or went out, and the router took longer to come back than the appliance did.
- You got a new router or internet company, or changed the Wi-Fi name or password.
- The router switched the appliance to a band it can't use, or a setting changed after a router update.
- The Wi-Fi signal is weak where the appliance sits.
- The app needs an update, or you were signed out.

## Fix it in this order

1. **Check other devices.** Is the internet working on your phone over Wi-Fi? If not, the problem is the internet, not the appliance — restart the router first.
2. **Update and reopen the app.** Close it fully, check the App Store or Google Play for an update, and open it again. Make sure you're still signed in.
3. **Restart the appliance.** Turn it off at its power button. For a stubborn case, switch it off at the circuit breaker (or unplug it if the plug is easy to reach) for about a minute, then back on. Give it a few minutes to reconnect.
4. **Restart the router**: unplug it for about 30 seconds, plug it back in, and wait until its lights settle before checking the app again.
5. **If you changed the Wi-Fi name or password**, the appliance needs to be connected again. Use the app's reconnect or change-network option if it has one, or remove the appliance and add it again (Chapters 6 to 9).
6. **Check the band.** If you have a new mesh system or gateway with one network name, see Chapter 4.

HEADS UP

### Unplugging big appliances

Refrigerators and ranges are heavy and often wired in tightly. Never pull one out from the wall just to unplug it. Use the circuit breaker, or ask for help. A gas range's gas line should not be disturbed.

TIP

### New router? Use the same name and password

If you replace your router, give the new one **exactly** the same Wi-Fi name and password as the old one. Many smart gadgets, appliances included, will then reconnect on their own. Bill's Smart Device Offline guide covers this for every kind of gadget in the house.

GOOD TO KNOW

### Offline doesn't mean broken

An offline appliance still washes, cooks and keeps food cold. If the appliance itself is showing an error code on its display, that's a different matter — look it up in the owner's manual or the maker's support site, or book service (Chapter 22).

CHAPTER 20

# Software Updates

Connected appliances have a small computer inside, and makers sometimes send improvements over Wi-Fi. There are two kinds of updates to know about.

| Type | What to do |
|---|---|
| **App updates** | Updates to the app on your phone. Let your phone update apps automatically, or check the App Store or Google Play every month or so. |
| **Appliance updates** | Updates to the appliance's own software (sometimes called firmware). Depending on the brand, they install automatically or the app asks you to approve them. |

## Approving an appliance update

1. When the app shows an update message, read it. Updates usually fix problems or add small features.
2. Install it when the appliance is **idle** — not in the middle of a wash or while the oven is on.
3. Leave the appliance powered and connected until the app says the update is complete.
4. If an update fails, restart the appliance and try again later.

HEADS UP

### Updates arrive in the app, never by phone call

No appliance maker will call, text or email you asking for payment or remote access to "update your appliance." Real updates appear inside the official app, and they're free.

WHAT THIS DOES FOR YOU

### What this does for you

Keeping both the app and the appliance up to date fixes connection glitches and closes security holes, so the alerts you rely on keep arriving.

CHAPTER 21

# Privacy & Your Data

A connected appliance sends some information back to its maker so the app can work. It's reasonable to want to know what — and to keep control of it.

## What these apps typically collect

- Your account details: name, email, and often your address and phone.
- The appliance's model and serial number, and its status (on, off, cycle running, door open).
- How you use it: which cycles, how often, error codes.
- Your phone's approximate location during setup, if you allowed it.

Each maker explains the details in its privacy policy, linked from the app's settings or account screen. Look there for choices about marketing, sharing data with partners, and deleting your account.

## Sensible privacy steps

1. Turn off marketing messages (Chapter 16).
2. Look in the app's privacy or account settings for any option to limit data sharing for advertising, and turn it off if you prefer.
3. Use a strong, unique password for each appliance account, and turn on two-step sign-in if the app offers it.
4. Only invite people you trust into your appliance home (Chapter 18), and remove anyone who no longer lives with you.
5. Keep the app and appliance updated (Chapter 20).

GOOD TO KNOW

### What the appliance can't do

A washer, dishwasher or oven with Wi-Fi doesn't have a camera or microphone unless the store listing says so — some high-end refrigerators and wall ovens do have cameras. If yours has one, its settings let you turn it off.

FROM BILL

### My honest take

For most people, the information a washer sends — "cycle done at 3:42" — isn't very personal. The bigger privacy step is a strong account password, so nobody else can sign in and control your appliances.

CHAPTER 22

# Service, Warranty & Energy Reports

Beyond alerts, the apps can help when something goes wrong and show you how the appliance is being used. How much each app offers here varies a lot by brand and model.

## Registering your appliance

Adding an appliance to the app often registers it with the maker at the same time, or offers to. Registration ties the appliance to you, so you can be contacted about a safety recall and so warranty service goes smoothly. If the app doesn't do it, register on the maker's website using the model and serial number.

## Booking service through the app

1. Open the appliance's card and look for **Support**, **Service**, **Help** or **Troubleshoot**.
2. Many apps show the error code from the appliance and a short explanation — try any simple fix it suggests first.
3. If you need a technician, use the app's service option or the support page linked from it. That keeps you with the real maker or its authorized repair network.
4. Have your model number, serial number, purchase date and receipt handy.

> **TIP**
> **Keep the receipt with the model photo**
> Take a picture of the purchase receipt and keep it in the same phone album as the model sticker (Chapter 3). Warranty service usually needs proof of the purchase date.

## Energy and usage reports

Some connected appliances show how often they run, and a few show estimated energy use. If yours has an energy or usage section on its card, it can help you spot an appliance that's working harder than it should — a refrigerator that runs constantly, for example. Not every model or app offers this.

GOOD TO KNOW

### ENERGY STAR and the app

The blue **ENERGY STAR** label means an appliance meets the U.S. government's efficiency guidelines. It's about how the appliance is built, not whether it's connected — you'll save the same energy whether you use the app or not.

WHAT THIS DOES FOR YOU

### What this does for you

The app puts the model number, error code and the maker's genuine support in one place. When something goes wrong, you start with the right information and the right phone number — not a stranger's ad.

SCAM ALERT

### Get support numbers from the app or the maker's own website

When you need appliance repair, the safest phone number is the one inside the official app or on the maker's own website — not the first result in a search engine. Chapter 23 explains why.

PART 7

# Scams & Big Changes

Fake repair numbers, extended-warranty calls, and what to do with your appliance accounts when you move, sell or replace an appliance.

CHAPTER 23

# Appliance Scams: Fake Repair Numbers & Warranty Calls

Appliance owners are a favorite target for two kinds of scams: fake repair or support numbers that show up in search results, and calls about "extending your appliance warranty." Both are easy to avoid once you know the pattern.

## Scam 1: The fake repair number in search results

You search "GE dryer repair" or "Samsung refrigerator support number" and call the first number you see. The top results are often **ads**, and some are paid for by companies that only pretend to be the maker. The FTC warns that tech-support scammers advertise in search results, and the FBI's Internet Crime Complaint Center advises caution with support numbers found by searching, especially sponsored results.

### Warning signs on the call

- They want a payment or a "diagnostic fee" up front by gift card, wire transfer, payment app or cryptocurrency.
- They ask to connect to your phone or computer "to fix the appliance's software."
- They can't give you a business address, or they rush and pressure you.
- The "technician" who shows up has no company name on the vehicle or paperwork.

### How to get the real number

1. Use the **Support** or **Service** option inside the official appliance app (Chapter 22).
2. Or type the maker's website address yourself — **lg.com**, **geappliances.com**, **samsung.com**, **whirlpool.com** — and find the support page from there.
3. Or use the phone number printed in the owner's manual.
4. If you do search, scroll past anything labeled **Sponsored** or **Ad**.

SCAM ALERT

**No appliance repair is paid with gift cards**

A real repair company takes a credit card or check and gives you a written estimate. Anyone asking for gift cards, a wire transfer, a payment app or cryptocurrency is a scammer. Hang up.

## Scam 2: "Your appliance warranty is about to expire"

After you buy a major appliance, you may get calls, letters or postcards saying your warranty is "expiring" and urging you to buy an extended one today. Some come from real but pushy sellers; many are scams. The FTC says unwanted calls selling warranties are probably illegal robocalls.

### If you're thinking about an extended warranty

- Check what the **maker's own warranty** already covers and for how long. It's in the owner's manual and on the maker's website.
- Ask who actually backs the plan — the maker, the store or a third party — and what it costs, including any deductible or service fee.
- Read what's covered and how claims are handled before you pay.
- Many people simply set aside the money they'd have spent and use it for a repair if one is needed.

SCAM ALERT

**Hang up on warranty robocalls**

If a recorded voice says "press 1" about your appliance or home warranty, hang up. Don't press any number and don't give your name, address or card number. If you want a plan, contact the maker or the store where you bought the appliance, using a number you look up yourself.

## Scam 3: Fake messages about your appliance account

Emails or texts that look like they're from LG, GE, Samsung or Whirlpool may say your account is locked or a payment failed and ask you to click a link and sign in. Don't use the link. Open the official app yourself — if there's really a problem, you'll see it there.

SCAM ALERT

**Never let a caller onto your phone or computer**

No appliance maker needs remote access to your phone or computer to fix a washer or oven. If someone asks you to install an app so they can "help," hang up. Bill's Remote Support & Fake Tech Support guide explains more.

TIP

### If you've already paid or shared information

Call your bank or card company right away using the number on the back of your card, change your appliance account password, and report it at **ReportFraud.ftc.gov**. Bill's I Think I've Been Scammed guide walks through the next steps.

CHAPTER 24

# Moving, Selling or Replacing an Appliance

Appliances often stay with the house, and old ones get hauled away. Either way, take a few minutes to tidy up the app, so the next owner — or a stranger — can't see or control anything in your name.

## When you sell the house or give away an appliance

1. In the app, open the appliance's card and look for **Remove**, **Delete** or **Remove appliance** (usually in its settings).
2. Remove each appliance that's staying behind or leaving with someone else.
3. If the appliance has a **factory reset** or **Wi-Fi reset** option in its settings or owner's manual, use it, so it forgets your Wi-Fi password.
4. Remove any household members you no longer need (Chapter 18).
5. Leave the owner's manuals behind for the new owners; they'll set up their own accounts.

> GOOD TO KNOW
> **Whirlpool has a transfer option**
> Whirlpool's product help covers **transferring ownership** or **deleting** an appliance from its app, which is useful when selling a home with Whirlpool, Maytag or KitchenAid appliances. Search "transfer ownership" in the app's help section.

## When you buy a house with connected appliances

1. Ask the sellers to remove the appliances from their accounts before closing.
2. If an appliance still seems tied to someone else's account when you try to add it, follow the app's prompts or contact the maker's support — they deal with this regularly.
3. Connect each appliance to **your** Wi-Fi and account (Chapters 6 to 9).

## When a new appliance replaces an old one

- Remove the old appliance from the app so you don't get confusing alerts.
- Add the new one and give it the same simple name if you use voice commands.
- Register the new appliance and file the receipt photo (Chapter 22).

WHAT THIS DOES FOR YOU

### What this does for you

A clean appliance list means every alert you get is real and about *your* home — and nobody else can see when your oven is on or your house is empty.

PART 8

# When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep handy.

CHAPTER 25

# When to Call Bill

I've written this guide so you can handle most appliance apps on your own. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

## Times it's well worth a call

- **The app can't find the appliance** after you've tried the 2.4 GHz steps in Chapter 4 — often a router setting needs changing, and I can do that safely.
- **You have a mesh system or internet-company gateway** with one network name and the appliance won't join.
- **Several appliances to connect at once** — a new kitchen, or a move into a new house.
- **Everything went offline** after a new router or internet company, and you'd like it all reconnected in one visit.
- **Setting up sharing** so a son or daughter can see alerts from afar.
- **A suspicious call, text or charge** about an appliance repair or warranty.
- **You'd simply rather have a patient person set it up** and show you the ropes. That's always reason enough.

## What working with me is like

I work at your pace — no rushing, no talking down, and no jargon. I explain what I'm doing in plain words, and I'll always tell you honestly when an app feature or a subscription isn't worth your money. I bring 30+ years of professional experience to every visit, and Bill's Home Tech serves Portage County, Ohio. Wi-Fi and app problems can often be handled over a remote session; connecting appliances usually goes best in person.

FROM BILL

### How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is free to keep and share.

GOOD TO KNOW

### You may meet Sophie first

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time with me. A real person — me — does the actual help.

HEADS UP

### I don't repair appliances

I help with the app, the Wi-Fi and the accounts. If the appliance itself is leaking, heating wrong or showing an error code, call the maker's authorized service (Chapter 22) or a local appliance repair company you trust.

Thank you for taking the time to understand your appliance apps. Set up the few alerts that matter, and let the rest of the gadgetry stay in the background where it belongs.

***— Bill***

CHAPTER 26

# Your Appliance Apps Cheat-Sheet

Keep this summary handy. The whole guide, boiled down.

## The essentials

| To do this | Do this |
|---|---|
| **Which app** | LG = **LG ThinQ** · GE, Profile, Café, Monogram = **SmartHQ** · Samsung = **SmartThings** · Whirlpool, Maytag, KitchenAid = each brand's own app. |
| **Wi-Fi** | Appliances use the **2.4 GHz** network. Put your phone on it during setup. No guest networks. |
| **Add an appliance** | ThinQ: **+ Add a device** · SmartHQ: **+** > **Add An Appliance** · SmartThings: **+** > **Add device** · Whirlpool family: add an appliance, then **Remote Enable**. |
| **Samsung connection mode** | Hold **Smart Control** until **AP** shows, or **Settings** > **Easy Connection**. |
| **Start the oven remotely** | Empty oven, door closed, then permission at the oven: GE **Remote Enable** (older models) · LG **Remote Start** · Samsung **Smart Control** · Whirlpool **Remote Enable**. |
| **Samsung gas oven** | Set it in the app, but press **Start** at the range. |
| **App says offline** | Check internet > update app > restart appliance > restart router > reconnect. |
| **Repair or support number** | From the official app or the maker's website — never a search ad. |

## Write it down once

| Keep handy | |
|---|---|
| **Wi-Fi name (2.4 GHz) and password** | _____ |
| **Appliance app(s) and account email** | _____ |
| **Washer model / serial** | _____ |
| **Dryer model / serial** | _____ |
| **Range or oven model / serial** | _____ |
| **Dishwasher model / serial** | _____ |
| **Refrigerator model / serial and filter part number** | _____ |
| **Purchase dates and where bought** | _____ |
| **Maker's service phone (from its website)** | _____ |

## When something's wrong, in order

1. Remember: the appliance still works from its own buttons.
2. Check that the internet works on your phone over Wi-Fi.
3. Update and reopen the app; make sure you're signed in.
4. Restart the appliance (power button, or circuit breaker for a minute).
5. Restart the router and wait a few minutes.
6. Reconnect the appliance if the Wi-Fi name or password changed.
7. Call Bill at (330) 200-8042 — that's what I'm here for.

## Safe and sensible habits

- Keep the alerts that protect your home: cycle done, door open, temperature, oven on.
- Enable oven remote start only on days you'll use it, and only with an empty oven.
- Invite family members with their own sign-ins rather than sharing one password.
- Never pay a repair or warranty caller with gift cards, wire transfers or payment apps.
- Remove appliances from your account before you sell the house or give them away.