SHARP

電冰箱

雲端服務指南

型號 SJ-MW46AT-H
SJ-MW46AT-W

SHARP COCORO HOME

感謝您購買SHARP電冰箱。在使用前請詳閱本雲端服務指南，以確保正確使用。

使用前請務必詳閱產品所附使用說明書中的「安全注意事項」。

請將本雲端服務指南保存妥善以隨時參考。

目錄

頁次

前言

使用雲端服務前 2
安全注意事項 3

各部位名稱 4
・操作面板

初始設定

事前準備 5
於應用程式註冊設備 6
不使用智慧型手機連線時 8
僅於應用程式註冊設備時 8
使用留言服務 9
使用安心守護服務 10

必要時

各種設定 12
・調整 / 關閉語音音量
・關閉冰箱的藍牙
・停止無線網路連接（停止無線模組）
・更新無線模組
・刪除設定（初始化）
・變更路由器
疑難排解 14
本產品使用的智慧財產權等 16
無線模組規格 20

生產管理用代碼

使用雲端服務前

使用雲端服務時，請先理解並同意以下的利用規約及注意事項。
開始使用本服務時，即視為您已经同意所有內容。

- AIoT※1冰箱夏普雲端服務利用規約

  https://tw.sharp/aiot/terms/app-agreement/refrigerator.html

- SHARP COCORO HOME應用程式之用戶協議
- SHARP COCORO HOME隱私權政策
- 操作情報取得政策

  https://tw.sharp/aiot/terms/cocorohome-privacy/index.html

- 夏普安心守護利用規約

  https://tw.sharp/aiot/terms/app-agreement/refrigerator-care.html

※1 "AIoT" 人工智慧物聯網, 是人工智慧（AI）與物聯網（IoT）的結合。

通知 ● **上述利用規約或注意事項可能會更新或變更。**

可如此使用

連接無線網路並於「SHARP COCORO HOME」應用程式註冊設備，即可活用以下的夏普雲端服務。
「SHARP COCORO HOME」應用程式結合以下服務。

夏普雲端服務	所需準備		結合的服務
	連接無線網路	於應用程式註冊設備	
留言 於外出時傳送訊息告知家人。可傳送語音訊息。	○	○	**夏普留言機**
安心守護 將冰箱門的開關狀況通知不住在一起的家人。住家的冰箱也可設定。	○	—※2	**夏普安心守護**

可從「SHARP COCORO HOME」應用程式服務清單中點選所結合的服務。

※2 安心守護方需要使用智慧型手機註冊與設定。詳情請參閱第**10**頁～**11**頁。

通知 ● **夏普雲端服務或應用程式可能會因版本升級而變更內容或更新畫面。此外，也有可能不事先通知即停止服務。**

安全注意事項

用於說明防止危害人體及造成財物損失之應遵守事項。

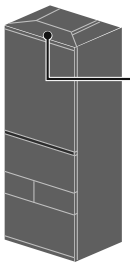
■ 將錯誤用法會產生的內容分類如下，以進行說明。

■ 使用以下圖標說明希望遵守的內容種類。

⚠ 警告	「可能導致死亡或重傷」的內容。
禁止事項。	應做事項。

警告

- **勿於醫院內或有醫療用電子設備處使用無線連網功能**
  （可能會因設備的錯誤動作而導致事故）
- **勿於自動門、火災檢知器等自動控制設備附近使用無線連網功能**
  （可能會因設備的錯誤動作而導致事故）
- **裝戴醫療用心律調節器時，使用時裝戴部位應與本產品的無線模組距離15cm以上或停止本產品無線模組的電波**
  此可能會影響心律調節器的運作。



使用無線連網・藍牙®的注意事項

內含發射器模組
CCAJ19LP67D0T4

根據NCC低功率射頻器材技術規範3.8.2規定：

· 取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

· 低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前述合法通信，指依電信管理法規定作業之無線電通信。

· 低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

無線區域網路的注意事項

關於電波使用的注意事項

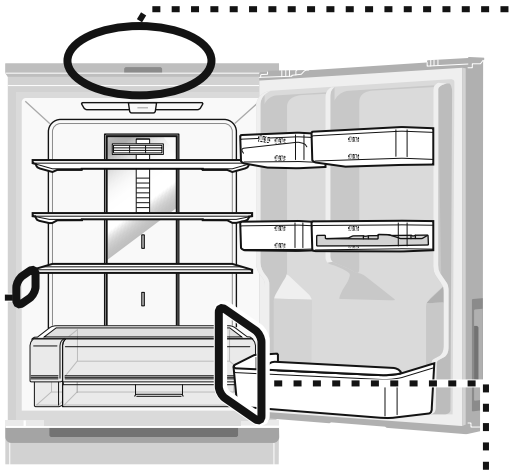
- 如果在以下地方使用， 則無法保證該操作： 使用與本產品相同的頻率（2.4GHz / 5GHz）或指定的低功耗無線設備靠近藍牙®（ Bluetooth®）無線通信設備。此外， 在諸如微波爐等設備的磁場之類的地方， 或者發生靜電或地方無線電干擾的地方， 由於電波較弱， 可能暫時無法使用。
- 不能保證所有路由器或居家環境均能實現無線連接和性能。在以下場地， 電波可能無法到達或無法連接： 在混凝土、鋼筋或金屬建造的建築物內/ 靠近障礙物/ 靠近使用相同頻率的無線通訊裝置。
- 本產品的無線區域網路的對應頻道為1~13。本產品無法與設置到其他頻道的路由器進行通信。

注意個人訊息安全

- 不管密碼設定如何， 只要使用電波， 使用無線區域網路設備有可能被攔截。
- 由於該產品與路由器間應用電波通信， 在服務區內， 無線區域網路可享用免費區域網路連接。另一方面， 電波通過障礙物（如牆）到達某一區域的任何地方， 因此可能發生通信攔截或不正當侵入。
- 在沒有應用程式權限的情況下， 請不要進行設備或網路連接。
- 本產品的無線區域網路功能應在產品廢棄或轉讓給第三人時進行初始化。
- 當從第三人處轉讓獲得本產品時， 請將無線區域網路功能進行初始化， 以避免他人非法訪問。

藍牙® 、Bluetooth ® 是Bluetooth SIG, Inc.的註冊商標。

各部位名稱



信息燈

連線無線連網後便可使用雲端服務。

信息燈	狀　態
粉紅色（閃爍）	收到留言。
橘色（閃爍）	音量為「0」，為無法發出語音的狀態。

調整語音音量...第**12**頁

不包含設定時的語音說明。

冰箱內標籤

記載註冊 MAC 位址與守護碼時所需的認證編號。

MAC : XX-XX-XX-XX-XX-XX
守護碼 : 12345678

操作面板

連線指示燈

於連線無線連網時會亮燈。

無線連網按鍵、無線連網指示燈

開 / 關無線模組。

可進行「連網功能設定」與「語音音量設定」。

（僅於無線連網指示燈亮時）

■ 連網功能設定時的基本步驟

1 以「▼」或「▲」選擇「連網功能設定」後按「確定」。
（指示燈閃爍→亮燈）

2 以「▼」或「▲」選擇編號（參閱右表）後按「確定」。
（編號閃爍→亮燈）

- 操作途中按「取消」會返回上一個狀態。停止操作1分鐘，或是關閉箱門時會中止操作。

編號	設　定　內　容	參　閱
1	使用按鍵進行連接時（不使用智慧型手機連線）	第**8**頁
2	簡單連線，於應用程式註冊設備時	第**7,8**頁
3	確認通訊狀態時	第**15**頁
4	註冊安心守護時	第**10**頁
5	關閉冰箱的藍牙時	第**12**頁
6	更新無線模組時	第**13**頁
7	初始化無線模組時	第**13**頁

■語音音量的設定...　第**12**頁

事前準備

所需環境

1 閱讀AIoT冰箱夏普雲端服務利用規約（第2頁）

2 確認所需環境

■ **網際網路線路**
- 需與供應商（網際網路連線業者）簽訂隨時連線的寬頻線路合約。
- 每次連線網際網路都需要認證ID時無法使用。
- 建議使用光纖線路。
- 撥號方式無法使用。
- 以智慧型手機的網路分享或無線基地台使用時，無法保證運作狀態。
- 無法保證可連線至所有的路由器。

■ **路由器（無線區域網點）**
- 可支援「WPA」、「WPA2」、「WPA3」加密方式。
- 建議使用「WPA2(AES)」或「WPA3」。
- 不支援安全性低的「WEP」。

通知

根據加密方式的設定，有可能無法以無線連線按鍵來連線。以「WPA3」連線時，請輸入無線存取點的SSID與密碼後連線。

■ **智慧型手機等攜帶式終端設備**（本書以智慧型手機為例說明攜帶式終端設備。）
- 支援OS（截至2022年2月為止）…Android™8.0以上 / iOS14以上
- 不支援藍牙功能的智慧型手機無法使用連線設定。
- 不支援電腦。

安裝應用程式

1 取得COCORO會員帳號（免費註冊）

https://tw.sharp/member/login

2 準備「SHARP COCORO HOME」應用程式

・**於智慧型手機或平板電腦安裝「SHARP COCORO HOME」應用程式**

https://tw.sharp/aiot/download/cocoro-home/index.html

SHARP COCORO HOME

通知

當顯示要求下列權限的訊息時，請選擇「允許」或「OK」。
（依智慧型手機的作業系統或版本而有不同）

- 允許利用位置資訊
- 允許使用藍牙
- 於網際網路上搜尋裝置

3 同意利用規約後登入

- 連線網際網路、下載應用程式或操作等所需之通訊費用由客戶自行負擔。
- 「Android」是Google LLC的商標。
- 語音功能僅能支援國語。
- 本產品的語音合成軟體使用HOYA CORPORATION的技術。

於應用程式註冊設備

將冰箱連接無線網路，並同時於「SHARP COCORO HOME」應用程式註冊設備。

連線前

是否有確認以下關於路由器的事項？

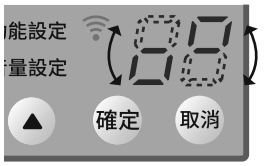
- 有無線連接按鍵的類型…按鍵位置與操作方法
- 沒有無線連接按鍵的類型…SSID 與密碼

使用藍牙功能

- 請將冰箱與智慧型手機的藍牙功能設為「ON」。
  （購買冰箱時已設定為「ON」）
- 請於冰箱附近操作智慧型手機。
  （離冰箱太遠可能會連線失敗。）

1 按下冰箱操作面板的「無線連網」

長音「嗶」
（指示燈亮燈）



進行初始動作。請待閃爍停止。

2 啟動應用程式並登入

3 當應用程式搜尋到冰箱後（畫面①），點擊前往畫面②。

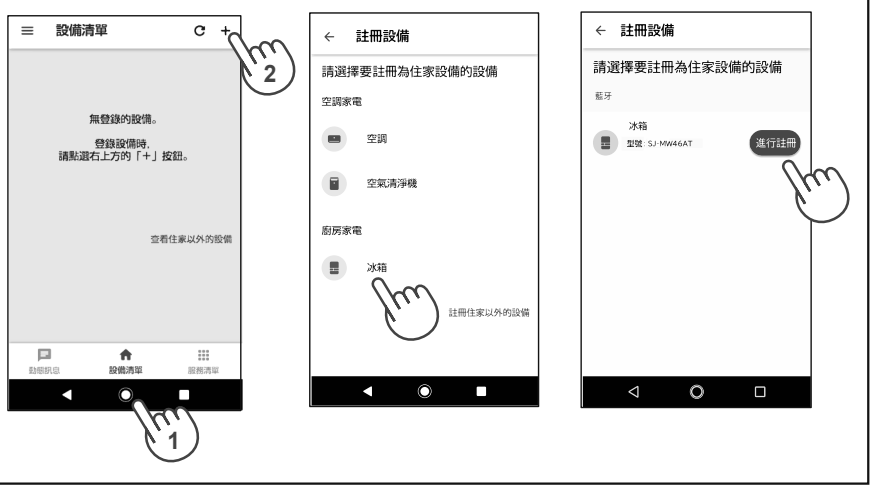
如未出現畫面①時，以③的步驟選擇冰箱，前往畫面②。

（第二台智慧型手機進行連接設定時，不會出現畫面①）

①

②

③



通知

無法連線時

再一次執行**2**，並嘗試**4**的其他連線方法。
如還是無法連線，請見第**14**頁。

■ **不使用智慧型手機也可將冰箱連接無線網路。**（第**8**頁）

4 **選擇連線方法**

5 **以冰箱的操作面板進行①、②的操作**

① 以「▼」、「▲」選擇「連網功能設定」後按「確定」。（指示燈閃爍→亮燈）

② 以「▼」、「▲」選擇「2」後按「確定」。（「2」閃爍→亮燈）

6 **配合所使用的路由器進行操作**

路由器有無線連接按鍵時
操作無線連線按鍵

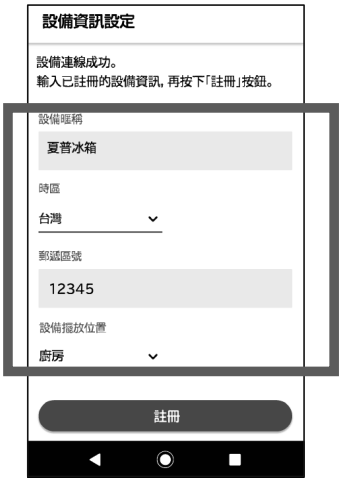
路由器沒有無線連接按鍵時
於應用程式輸入
SSID（路由器名稱）與密碼

7 **稍待一段時間**

連線指示燈亮起（或是閃爍※）即為完成。

※當暫時通訊不良時。請先觀察一段時間。

8 **於應用程式輸入設備資訊後註冊。**



■ **於設定完成後要變更設備資訊時**，點選設備清單畫面的「⚙」選擇「設備資訊設定」。

不使用智慧型手機連線時

僅連接無線網路（作為安心守護冰箱使用等時）

連線前

使用路由器的無線連線按鍵來連線。請確認按鍵的位置與操作方法。

1 **按下冰箱操作面板的「無線連網」**

2 **以冰箱的操作面板進行①、②的操作**

① 以「▼」、「▲」選擇「連網功能設定」後按「確定」。
（指示燈閃爍→亮燈

② 以「▼」、「▲」選擇「1」後按「確定」。（「1」閃爍→亮燈）

3 **操作路由器的無線連接按鍵**

4 **稍待一段時間**

連線指示燈亮起（或是閃爍※）即為完成。

※當暫時通訊不良時。請先觀察一段時間。

- 根據路由器的加密方式設定，有可能會無法連線。請變更加密方式。

僅於應用程式註冊設備時

將已連接無線網路的冰箱於應用程式註冊時。
（連線時不使用智慧型手機，或使用第二台智慧型手機等）

如於第二台智慧型手機使用相同的COCORO帳號，則無需註冊機器。

操作前

請將冰箱與智慧型手機的藍牙功能設為「ON」。（購買冰箱時已設定為「ON」）

1 **啟動應用程式**

（準備應用程式：第**5**頁）

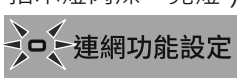
2 **依以下步驟點選，選擇要註冊的冰箱**

「設備清單」⇒「+」⇒「冰箱」⇒「進行註冊」

3 **同意利用規約後前往下一步**

4 **以冰箱的操作面板進行①、②的操作**

① 以「▼」、「▲」選擇「連網功能設定」後按「確定」。
（指示燈閃爍→亮燈）



② 以「▼」、「▲」選擇「2」後按「確定」。（「2」閃爍→亮燈）

5 **於應用程式輸入設備資訊**

（已註冊完設備資訊時則不需要）

使用留言服務

使用時請先理解並同意各利用規約及注意事項。（第**2**頁）

於外出時傳送訊息告知家人。可傳送語音訊息。
收到訊息時信息燈（粉紅色）會閃爍。

事前準備

安裝應用程式 · · · 參閱第**5**頁

於應用程式註冊設備 · · · 參閱第**6**頁～第**7**頁

於住家以外的冰箱也可使用留言服務。

（將住家以外的冰箱註冊設備參閱第 **10**頁**步驟 *1* ～ *6* ）**

1 從應用程式傳送留言

- 請於應用程式選擇「服務清單」→「夏普留言機」後依顯示之步驟操作。
- 最多可登記5條留言。

2 當信息燈（粉紅色）閃爍時，從冰箱聽取留言。

開啟箱門即會播放。

- 連續播放所有留言。
- 達到應用程式所設定的播放次數後，留言會自動刪除。
- 播放途中按下取消按鍵便不會計入播放次數。
- 留言於24小時後，即使未播放也會自動刪除。

途中要結束播放時

按下取消按鍵。

僅於播放中有效。

播放結束時的注意事項

- 一旦結束播放，便無法再接著播放。想要再次播放時，請先關閉箱門，稍待信息燈（粉紅色）再度閃爍時再開啟箱門。

通知

- 當音量為「0」時，即使收到留言，信息燈仍會是「橘色燈閃爍」。請設定音量以聽取留言。（第**12**頁）

使用安心守護服務

使用時請先理解並同意各利用規約及注意事項。（第2頁）

將冰箱門的開關狀況通知不住在一起的家人。住家的冰箱也可設定。

事前準備

被安心守護者

將冰箱連接無線網路（不使用智慧型手機連線時）

・・・參閱第8頁

安心守護者

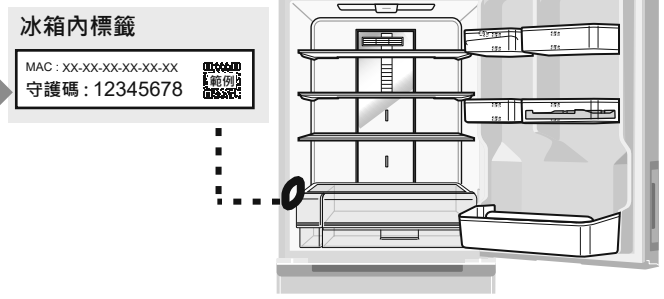
安裝應用程式 ・・・參閱第5頁

安心守護設定<安心守護住家以外的冰箱>

被安心守護者

1 將安心守護編號告知安心守護者

2 以「▼」、「▲」選擇「連網功能設定」後按「確定」
以「▼」、「▲」選擇「4」後按「確定」。



● 安心守護者請在上述 1 ～ 2 後，於30分鐘內進行以下操作。

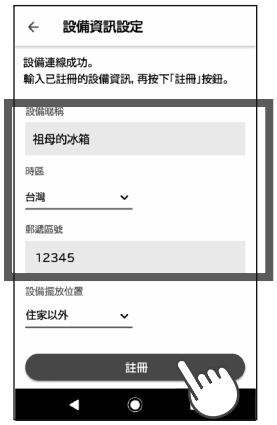
安心守護者

3 啟動應用程式，
點選「設備清單」

4 「+」⇒ 點選「註冊住家以外的設備」
後選擇冰箱

5 輸入守護碼編號後選擇要安心守護的冰箱

6 輸入設備資訊⇒「註冊」
⇒「確認可使用的服務」



7 點選「夏普安心守護」前往下一步

8 選擇安心守護的冰箱，同意利用規約後前往下一步

9 選擇通知設定⇒「註冊」⇒「OK」

通知

於第6、7頁所註冊的設備，無法註冊為住家以外的設備。

安心守護設定 <安心守護住家的冰箱>

1 於應用程式註冊設備
（第**6**頁）

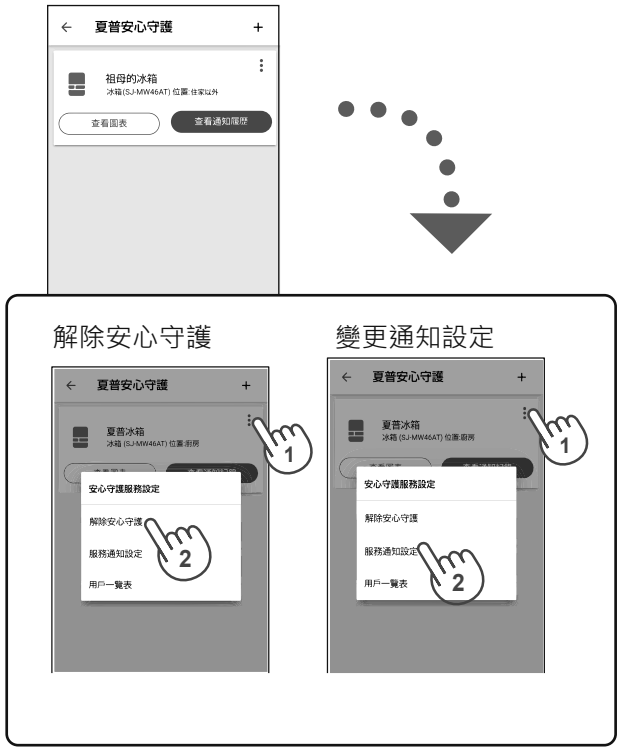
2 點選設備清單的「相關服務」

3 與第**10**頁的 ***7*** ~ ***9*** 相同

解除安心守護 / 變更安心守護通知設定

1 從設備清單的「相關服務」點選夏普安心守護。

2 解除安心守護 / 變更安心守護的通知設定。



通知

解除安心守護並不會解除設備註冊。
要再次設定安心守護時請執行第**10**頁的**7 ~ 9**。

各種設定

請將無線模組的狀態設定為「開啟」（無線連網指示燈亮起）。

調整 / 關閉語音音量（有客人時等）

購買時為「4」

1 以「▼」、「▲」選擇「語音音量設定」後「確定」。

- 顯示目前的設定。
- 若留言播放中則會停止播放。

2 以「▼」、「▲」選擇音量後「確定」。

- 從1、2、3、4、5做選擇。
- 要關閉時選擇「0」。
- 想要再次播放留言時，請先關閉將箱門，稍待信息燈（粉紅色）再度閃爍時再開啟箱門。

通知

- 防止箱門忘關的警示音或操作面板的操作聲無法調整或停止。
- 當設定為「0」時，信息燈的粉紅色閃燈會變為橘色閃燈，即使開啟箱門也不會播放留言。
- 即使設定為「0」，各種設定時的語音說明也不會停止。

關閉冰箱的藍牙

購買時為「ON」

若認為冰箱的藍牙會影響其他機器或應用程式時，可將其關閉。
（即使關閉藍牙，無線連網仍會持續連線）

1 以「▼」、「▲」選擇「連網功能設定」後「確定」。
以「▼」、「▲」選擇「5」後「確定」。

2 以「▼」、「▲」選擇「－－」後「確定」。（「－－」：OFF）

■ 再度開啟時
步驟相同。請設定為「ON」。

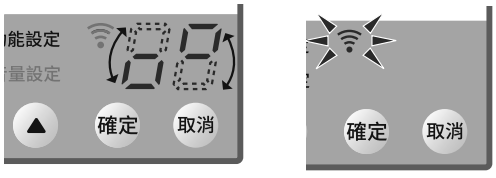
停止連接無線網路（停止無線模組）

無法使用雲端服務。（於應用程式的設備註冊會保留）

1 「無線連網」

■ 再度連線時
再次按下「無線連網」

- 自動連線至連線紀錄中的無線網路存取點。（顯示會先閃爍，稍待一段時間後連線指示燈便會亮起）



更新無線模組

應用程式會通知更新資訊。
請於無線連網連線的狀態下進行下列操作。

1 以「▼」、「▲」選擇「連網功能設定」後「確定」。
以「▼」、「▲」選擇「6」後「確定」。

2 **聽到語音後按「確定」**
（不想更新時按「取消」）

語音會通知
是否有更新。

有新版本。
是否要進行更新？

3 **聽到語音後即完成**

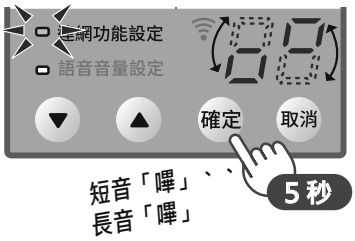
無線模組已更新
完成。

刪除設定（初始化）

在冰箱要丟棄、轉讓給第三者或是接收第三者的轉讓時進行。（安全性保護用）刪除使用者的註冊資料。

1 以「▼」、「▲」選擇「連網功能設定」後「確定」。
以「▼」、「▲」選擇「7」後「確定」。

2 **按住「確定」5秒以上**
（不想刪除時按「取消」）



短音「嗶」、、
長音「嗶」

3 **顯示消失時即完成**

通知

- 於應用程式的設備註冊也會刪除。
- 若誤刪，請再一次進行初始設定。（第**6**頁）

變更路由器

請將冰箱與智慧型手機的藍牙功能設為「ON」。

1 **啟動應用程式，點選「設備清單」畫面的「⚙」**

2 **選擇「變更無線區域網路設定」**

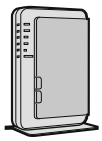
3 與第**7**頁的 **5** ~ **8** **相同**

- 不使用智慧型手機時，請依第**8**頁的「不使用智慧型手機連線」步驟連線路由器。

這個時候

無法連接無線區域網路時

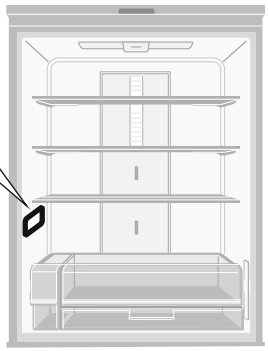
請參閱路由器的使用說明書確認規格或設定。



- **是否可支援「IEEE802.11a/b/g/n」規格？**
  請準備可支援的路由器。
- **安全性的加密方式是否合適？**
  請變更為「WEP」以外。建議使用「WPA2(AES)」或「WPA3」。（第**5**頁）
  （使用「WPA3」時，請於路由器的使用說明書確認於「WPA3」的設定下，路由器是否支援以無線連線按鍵來連線。）
- **路由器是否設定將SSID隱藏（隱形設定）？**
  請解除隱形設定。
- **路由器是否設定會篩選MAC位址？**
  請以冰箱的MAC位址註冊。
- **隱私區分的設定是否為有效？**請設定為無效。

冰箱的MAC位址寫在冰箱內的標籤上。

MAC : XX-XX-XX-XX-XX-XX
守護碼 : 12345678
範例

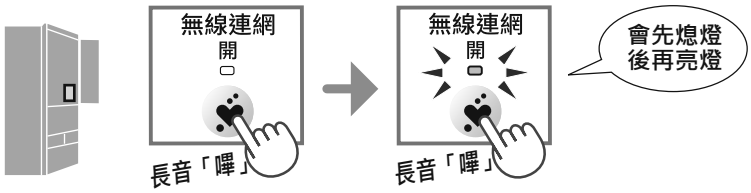


冰箱是否為接收第三者的轉讓？
請進行「刪除設定（初始化）」（第**13**頁）。

確認結束後，請再次進行初始設定（第**6**或第**8**頁）。

如還是無法連線...

請按兩次（冰箱）操作面板的「無線連網」。



〈路由器〉請依以下①～③的步驟進行確認。

① 調整本體或天線的方向。
② 靠近冰箱。
③ 先關閉電源後再開啟。
路由器再啟動通常需要約5分鐘左右。
詳情請確認所使用路由器的使用說明書。

無法於應用程式註冊設備

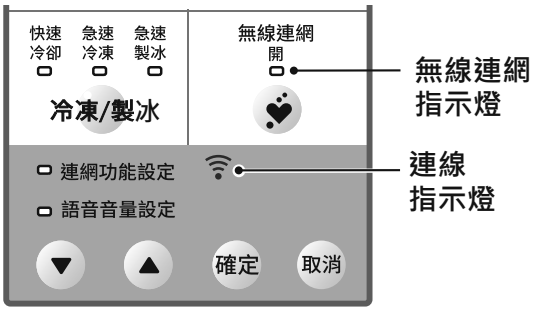
- **是否可支援OS（語意確認）？**（第**5**頁） 請準備可支援的智慧型手機。
- **智慧型手機的網路瀏覽器是否可顯示網際網路頁面？**
  請確認有正確連線網際網路。
- **智慧型手機的藍牙功能是否有設定為「ON」？**
  請設定為「ON」。（請確認iOS的「設定」⇒「SHARP COCORO HOME」皆為藍牙功能「ON」）
- **冰箱的藍牙是否關閉？**（第**12**頁）請設定為「ON」。
- **應用程式的權限設定是否正確？**（依智慧型手機的OS或版本而有不同）
  請將位置資訊設為「允許」，於網際網路上搜尋裝置、藍牙的使用設為「OK」。（語意確認）

確認結束後，請再次於應用程式註冊設備（第8頁）。

無線連網指示燈或連線指示燈閃爍或熄燈

其中一個閃爍
兩者皆閃爍
連線指示燈熄燈

這是暫時的通訊錯誤。稍待一段時間便會再亮燈。（正常連線時兩者皆會亮燈）可依下列步驟確認通訊狀態的詳情。

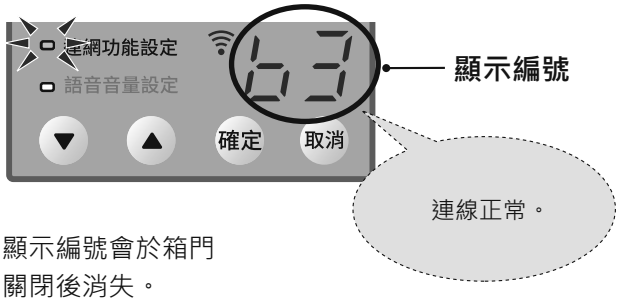


（確認通訊狀態的方法）

1 **於連網功能設定選擇「3」**

以「▼」「▲」選擇「連網功能設定」後「確定」。
以「▼」「▲」選擇「3」後「確定」。

由顯示編號與語音確認內容



顯示編號會於箱門關閉後消失。

顯示編號	語　　音	處理方法
b3	已正常連接。	–
b2	與無線區域網點的通訊狀態不穩定。	請先觀察一段時間。 如長時間持續，請改變路由器的位置，或調整天線的方向。
b1		
b0		
bE	與無線區域網點連接失敗。	請先觀察一段時間。 如長時間持續，請確認路由器的電源或位置等。
bU	尚未設定與無線區域網點的連接。	請再次進行連線設定（第**6**頁或第**8**頁）。
CE	與夏普雲端服務連接失敗。	有可能是夏普雲端服務正在進行維護。 詳情請至SHARP COCORO + 服務支援網頁確認（第**15**頁）。

於此狀態下也會暫時通訊不良，稍待一段時間即會恢復。
- 於附近使用微波爐時。
- 於附近使用其他利用相同頻段的無線通訊設備時。

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https://tw.sharp/aiot/support

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This file is part of the lwIP TCP/IP stack.

Author: Adam Dunkels <adam@sics.se>

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●wpa supplicant

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