

VENTAGEN[®]

Wi-Fi Function User Manual



This description is applied to Air Conditioners with Wi-Fi function. Please read the manual carefully before using the product and keep it for future reference.

Let's get start!

Operation guideline. Please take below simple guideline instruction as reference.

Operation Steps	Operation Items	New Account	Re-install APP (registered before)
Step 1	Download and Install APP	YES	YES
Step 2	Activate APP	YES	YES
Step 3	Registration Account	YES	NO
Step 4	Login	YES	YES
Step 5	Add Device to control	YES	Registered Device will remain.

Note: If you registered the account and added device before, when you re-install the APP again and login, the added device will remain .

FCC Caution (FCC ID: 2ANDL-WBR3/2ANDL-TCWBRCU1/2ANDL-WBR1/2ANDL-TYWE1S)

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.

Any Changes or modifications 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.
- The distance between user and device should be no less than 20cm.

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Wi-Fi Module specification and basic information

1. Minimum specifications on a Smart phone:

Android 6.0 version or higher

IOS 11.0 version or higher

2. Basic parameters for Wi-Fi&BT module

Parameters	Details
Network frequency	FCC:2.412-2.462GHz,CE:2.412-2.472GHz
Standards of WLAN	IEEE 802.11 b/g/n(channels 1-14)
Protocol stack support	IPv4/IPv6/TCP/UDP/HTTPS/TLS/MulticastDNS
Security support	WEP/WPA/WPA2/AES128
Network type support	STA/AP/STA+AP
Bluetooth Frequency Range(Optional)	2.402-2.480GHz
Bluetooth RF Conducted Power(Optional)	6.5dBm

Download and Install the App



SmartLife-SmartHome

For Android smart phone

Method1: Please scan the QR code with a browser scanner, download and install the APP.

Method2: Open the Google "Play Store" on your smart phone and search "SmartLife-SmartHome" , ownload and install the APP.



For IOS smart phone

Method1: Please scan the QR code and follow the tips to get into "App Store", download and install the APP.

Method2: Open the Apple "App Store" on your smart phone and search "SmartLife-SmartHome" , download and install the APP.



Note:

Please enable the permissions of Storage/Location/Camera for this APP when installing. Otherwise it will have some problems when operating.

Activate APP

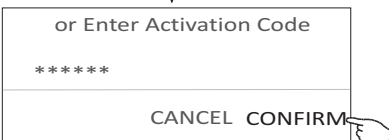
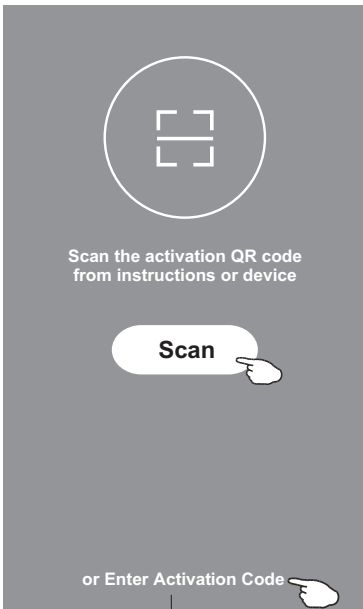
The first time the app is used, it will need activating.

1. Launch the APP "SmartLife-SmartHome" on your smart phone.



SmartLife-SmartHome

2. Method1: Tap button "Scan" and scan the right Activate QR code
Method2: Tap "or Enter Activation Code" in bottom of the screen, then enter the activate code and tap "CONFIRM".



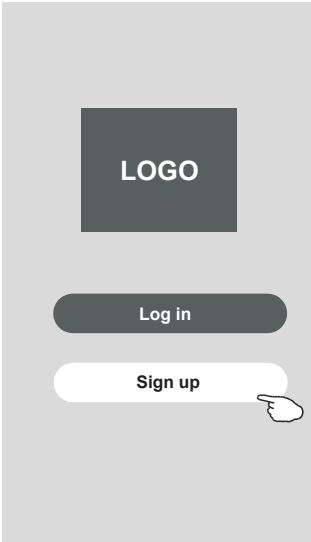
Activate QR code and activation code



Note: Without the QR code or activation code, you can't activate the APP and use it, please keep them safe.

Registration

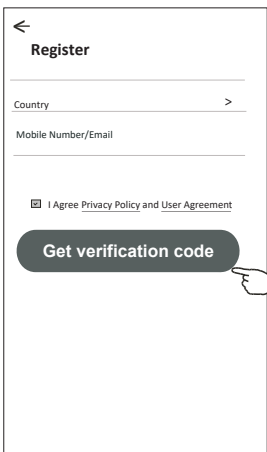
1.If you don't have any account please tap button "Sign up".



2.Tap ">" and choose the country.

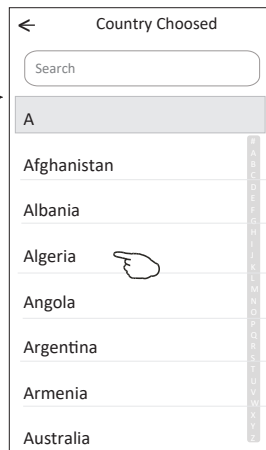
3.Enter your e-mail address.

4.Tap the button "Get verification code".



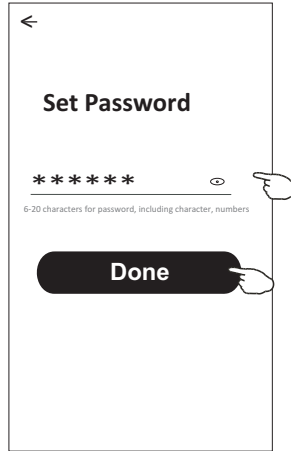
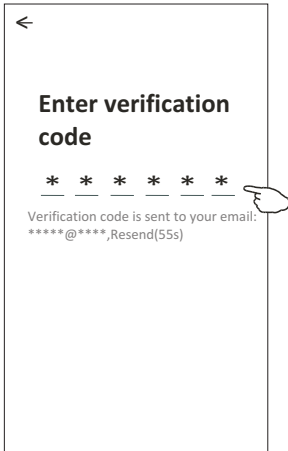
enter your e-mail address here

Search the country or slide the screen up/down to find and choose the Country.



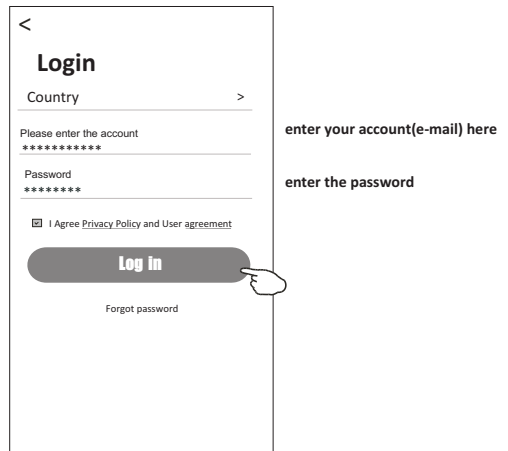
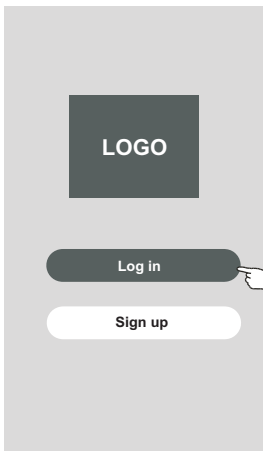
Registration

5. Enter the verification code you received from e-mail.
6. Set the Password with 6-20 characters including characters and numbers.
7. Tap "Done".



Login

1. Tap "Log in".
2. Enter your registered account and password.
3. Tap and read "Privacy Policy" and "User Agreement" carefully then choose "I Agree" .



Login

If you forgot the password or you want to reset the password, operate as below:

1. Tap "Forgot password".
2. Enter your account(e-mail address) and tap button "Get verification code".
3. Enter the verification code received by your e-mail.
4. Set the new password and tap button "Done".

<

Login

Country >

Please enter the account

Password

I Agree Privacy Policy and User agreement

Forgot password

<

Forgot password

Country

Please enter the account ***** X

Get verification code

<

Enter verification code

* * * * *

Verification code is sent to your email:
***** ,Resend(52s)

didn't get a code?

<

Set Password

Password ***** X

Done

Add device

Before adding the device, please ensure that the phone's Bluetooth is turned on and that the phone's WiFi is connected to the router. You can then turn on the air conditioner and reset the WiFi module using the remote control by following one of these steps:

Method 1: Press **DISPLAY** button 6 times in 8 seconds , then you will hear 2 beeps and CF or AP will be showed on the indoor display.

Method 2: Press **ECO** button 6 times in 8 seconds , then you will hear 2 beeps and CF or AP will be showed on the indoor display.

Method 3: Long press **Mode** and **^** together over 3 seconds , then you will hear 2 beeps and CF or AP will be showed on the indoor display.

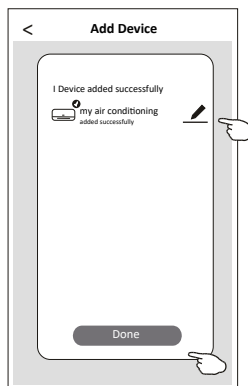
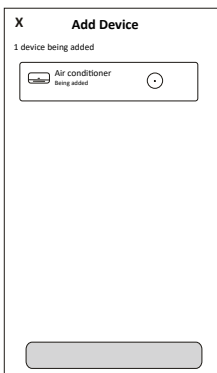
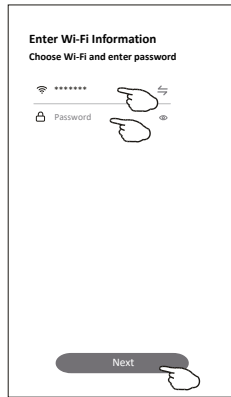
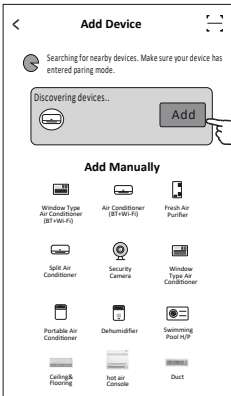
Method 4: Press **GEN** button 9 times in 8 seconds , then you will hear 2 beeps and CF or AP will be showed on the indoor display.

Add device

Add the device through auto discovering method.

Note: Make sure bluetooth of your smart phone is on.


- 1.Power on the indoor unit, no need to launch the air conditioner.
- 2.Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.
- 3.Tap "Add" button.
- 4.Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".
- 5.You can see the percent rate of connecting process, at the same time "PP", "SA", "AP" shining in turn on the indoor display.
"PP" means "Searching the router"
"SA" means "connected to the router"
"AP" means "connected to the server"
- 6.Tap "Done".



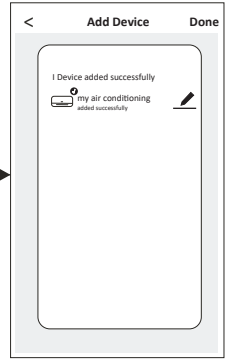
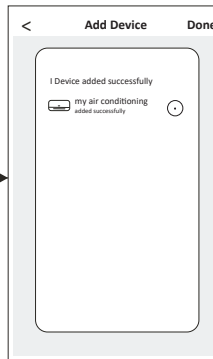
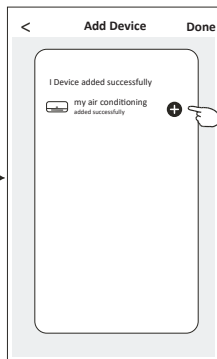
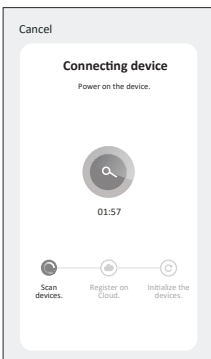
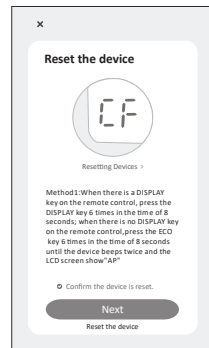
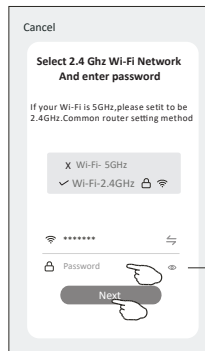
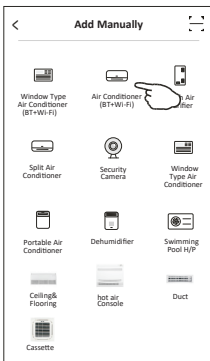
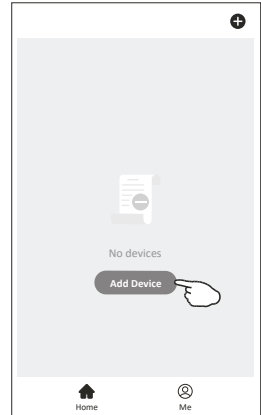
Add device

There are 3 modes to add the device manually.

1-CF mode


- 1.Power on the indoor unit, no need to launch the air conditioner.
- 2.Click "+" in the upper right corner of the "Home" screen or tap "Add Device" on the room which has no device.
- 3.Tap the icon. 
- 4.follow the comments on the screen to reset the Wi-Fi module then check "Confirm the device is reset" and tap"Next".
- 5.Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".
- 6.You can see the percent rate of connecting process, at the same time "PP","SA","AP" shining in turn on the indoor display.
"PP" means "Searching the router"
"SA" means "connected to the router"
"AP" means "connected to the server"

Note: Certain models require the phone's Bluetooth to be turned on for proper connection.



Add device

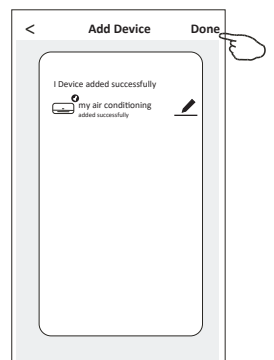
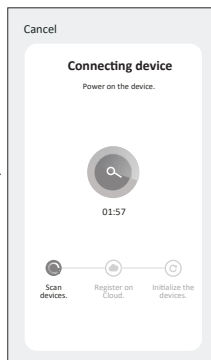
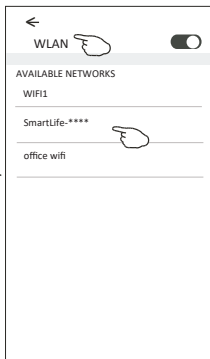
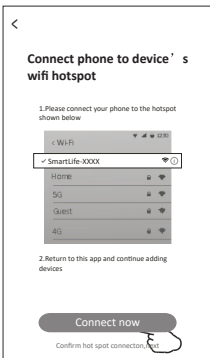
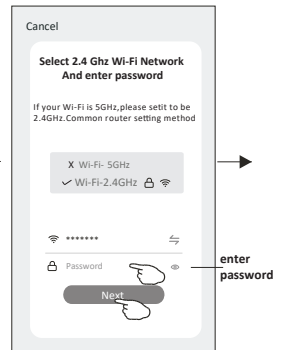
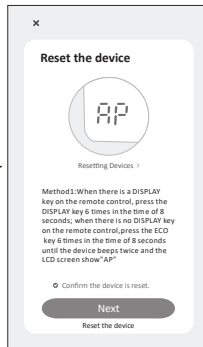
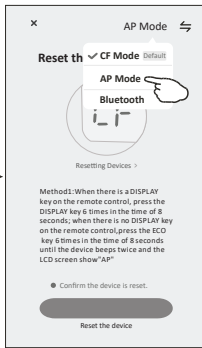
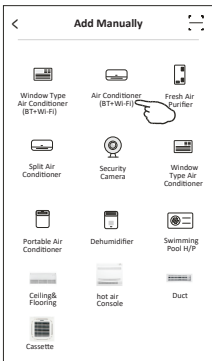
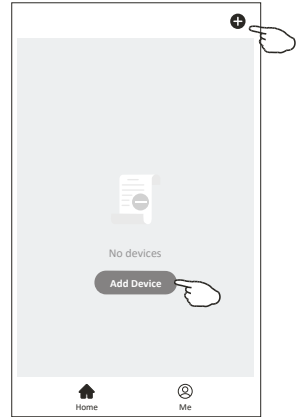
2-AP mode

1. Power on the indoor unit, no need to launch the air conditioner.
2. Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.
3. Tap the icon. 
4. Add device.
5. Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".
6. Tap ⇌ in the upper right corner and choose "AP Mode" then follow the comments on the screen to reset the Wi-Fi module then check "Confirm the device is reset" and tap "Next".
7. Read the instruction carefully and tap "Connect now".
8. In the network setting screen, select "SmartLife-****", and tap "<".
9. You can see the percent rate of connecting process, at the same time "PP", "SA", "AP" shining in turn on the indoor display.

"PP" means "Searching the router"



"SA" means "connected to the router"

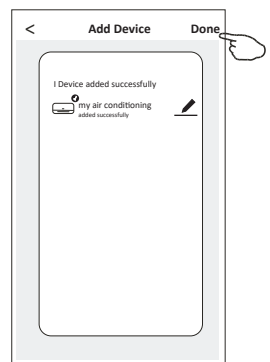
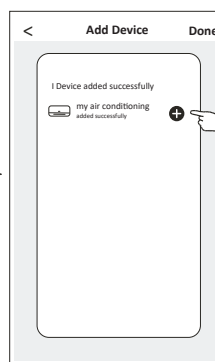
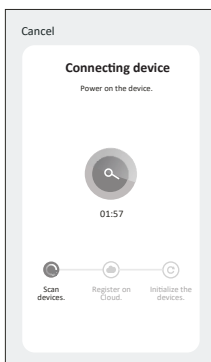
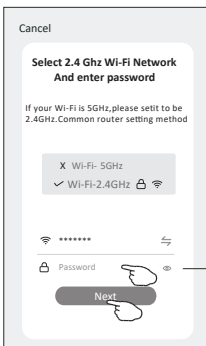
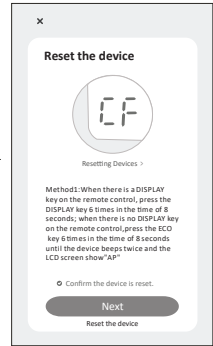
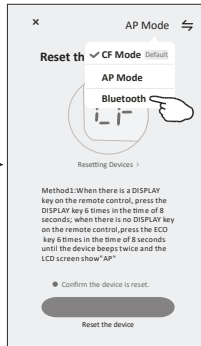
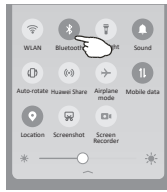
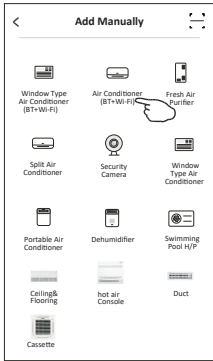
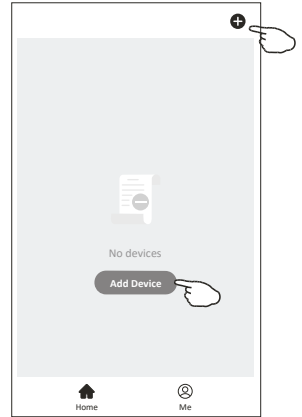
"AP" means "connected to the server"



Add device

3-Bluetooth Mode

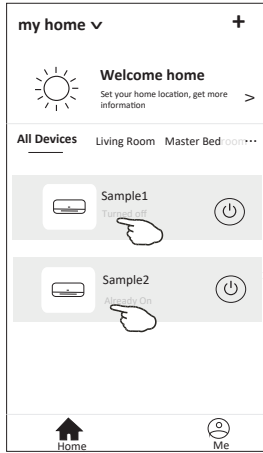
- 1.Power on the indoor unit, no need to launch the air conditioner.
- 2.Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.
- 3.Tap the icon. 
- 4.Make sure Blue tooth of your smart phone is available.
- 5.Tap  in the upper right corner and choose "Bluetooth" then follow the comments on the screen to reset the Wi-Fi module then check "Confirm the device is reset" and tap "Next".
- 6.Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".
- 7.You can see the percent rate of connecting process,at the same time "PP" ,"SA" ,"AP" shining in turn on the indoor display. "PP" means "Searching the router" "SA" means "connected to the router" "AP" means "connected to the server"



Air conditioner control

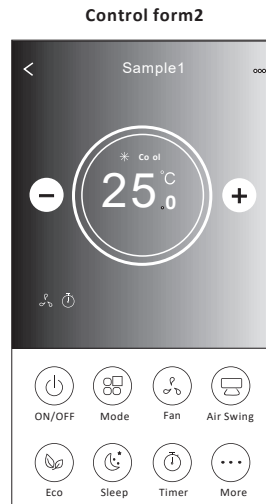
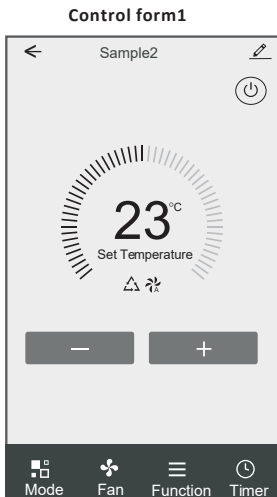
The device control screen will pop up automatically after adding the device.

The device control screen will pop up manually by tapping the device name on the home screen.



Note:

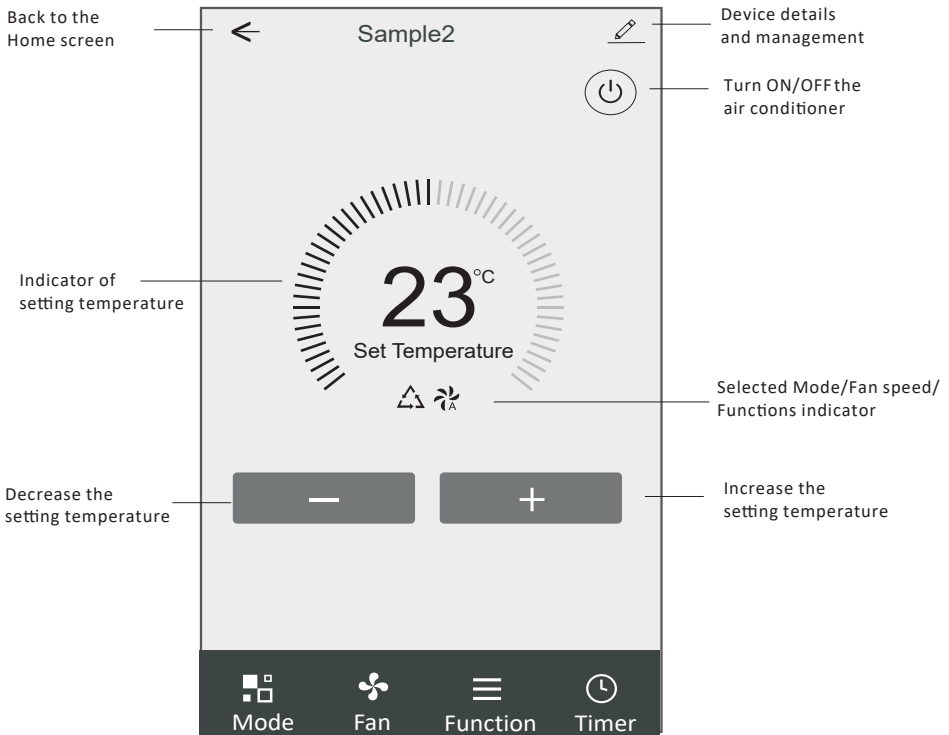
There are two different control forms base on different software or Wi-Fi module firmware. Please read the manual carefully base on the real control interface.



Air conditioner control

Control form1

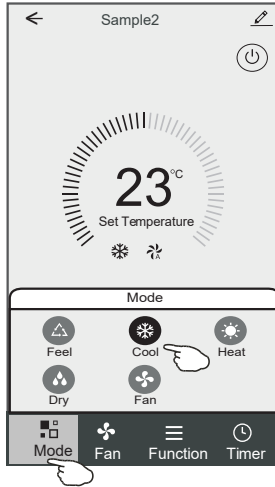
The main control interface



Air conditioner control

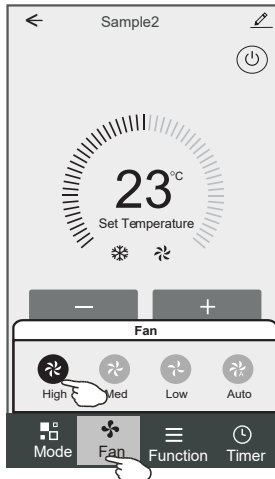
Control form1-Mode setting

1. Tap Mode to pop up the Mode screen.
2. Select one of the mode Feel/Cool/Heat/Dry/Fan.
3. Tap anywhere around the setting temperature to cancel the Mode setting.



Control form1-Select fan speed

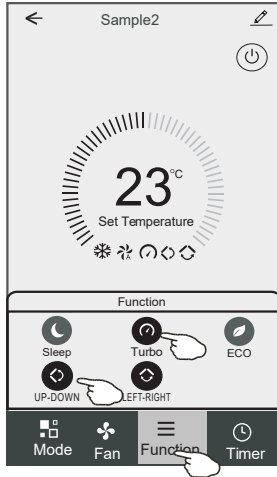
1. Tap Fan to pop up the Fan screen.
2. Select one of the fan speed High/med/Low/Auto.
3. Tap anywhere around the setting temperature to cancel the selection.



Air conditioner control

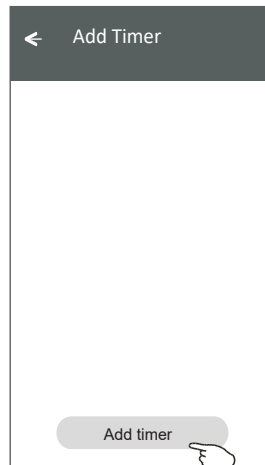
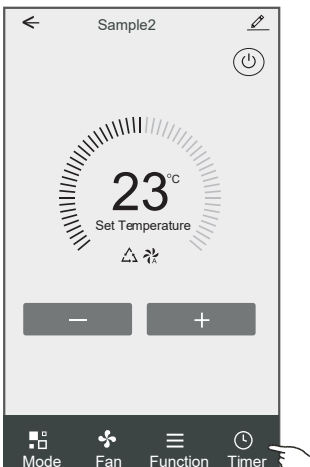
Control form1-Function setting

1. Tap Function to pop up the Function screen.
2. Select one of the functions Sleep/Turbo/ECO.
3. Select UP-DOWN/LEFT-RIGHT for auto swing with direction of UP-DOWN/LEFT-RIGHT.
4. Tap anywhere around the setting temperature to cancel the Function setting.



Control form1-Timer adding

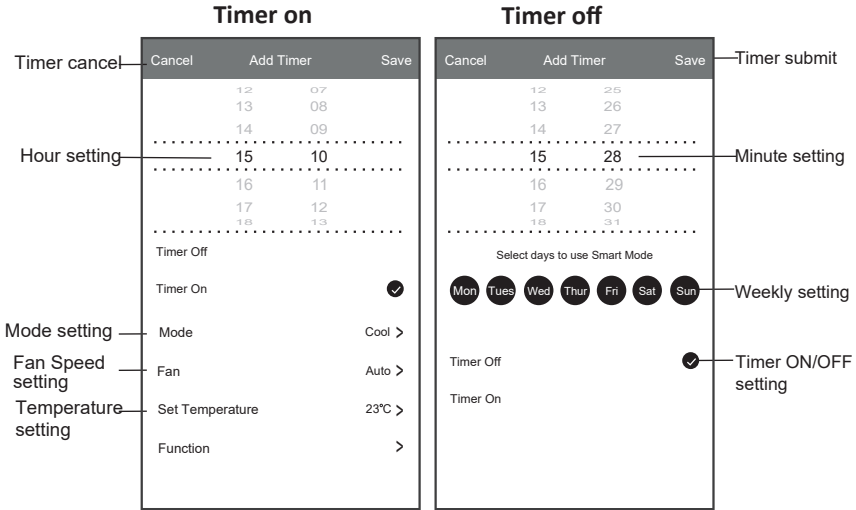
1. Tap Timer to pop up the Add Timer screen.
2. Tap Add Timer.



Air conditioner control

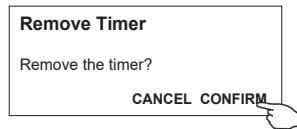
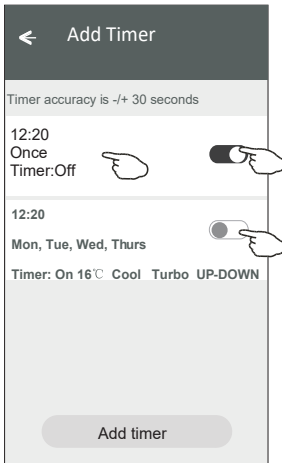
Control form1-Timer adding

3. Select the time, select the repeat days and Timer on/off.
4. Select the Mode/Fan speed/Function and select the setting temperature for Timer on.
5. Tap Save to add the timer.



Control form1-Timer Management

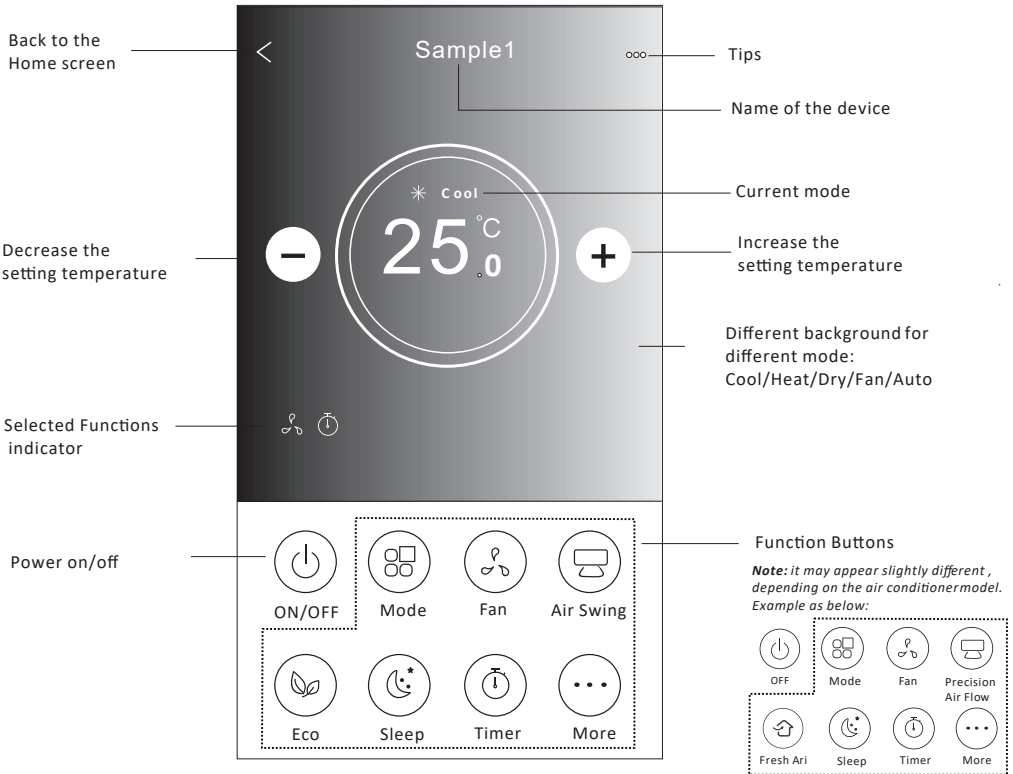
1. Tap the bar of timer to edit the Timer like the Timer adding process.
2. Click the switch to enable or disable the Timer.
3. Holdind the bar of Timer about 3seconds and pop up the Remove Timer screen, tap CONFIRM and remove the Timer.



Air conditioner control

Control form2

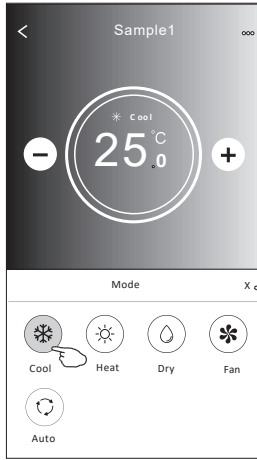
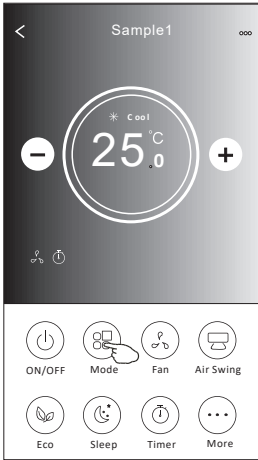
The main control interface



Air conditioner control

Control form2-Mode setting

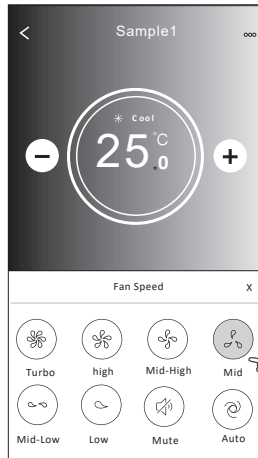
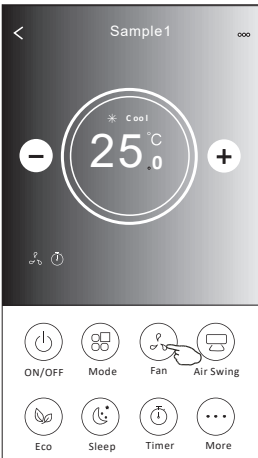
1. Tap the Mode button.
2. There are 5 modes on the Mode screen, tap one button to set the Air conditioner working mode.
3. Tap the X button to back the main control screen.
4. The mode and background will change on the screen.



Note: please read the details of each mode in the user manual to control more comfortable.

Control form2-Fan speed selection

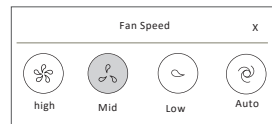
1. Tap the Fan speed button.
2. Choose your desired fan speed and tap it.
3. Tap the X button to back the main control screen.
4. The selected fan speed indicator will appear on the screen.



Mode	Fan Speed
Cool	All speeds
Fan	All speeds
Dry	
Heat	All speeds
Auto	All speeds

Note:
Fan Speed can't be adjusted on Dry mode .

Note: Fan Speed screen may appear slightly different, depending on the air conditioner model.
Example as below:

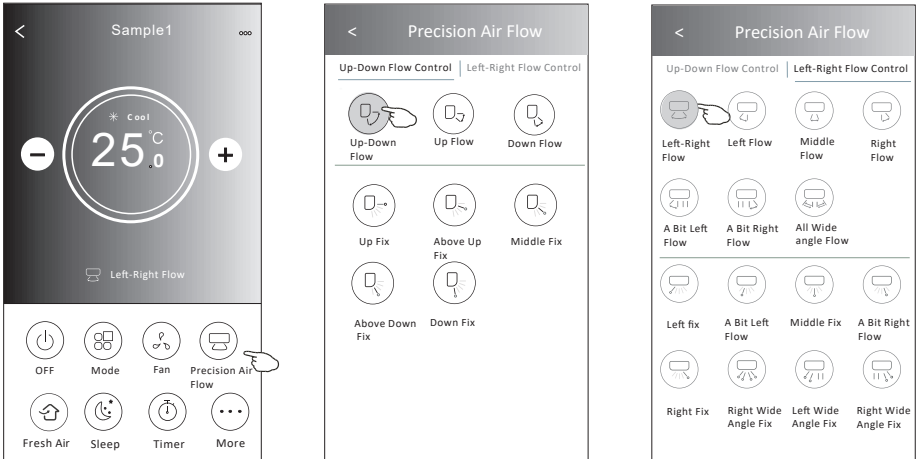


Air conditioner control

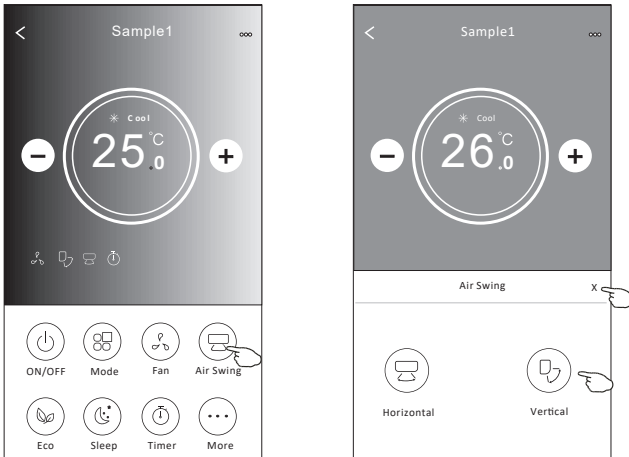
Control form2-Air Flow control

1. Tap the Precision Air Flow button or Air Swing button.
2. Choose your desired air flow and tap it.
3. Tap the X button to back to the main control screen.
4. The selected air flow indicator will appear on the screen.

Note: For some models without auto Left-Right wind, If you active it, you will hear a beep, but no any actions.



Note: The Main controlscreen and Air Flowscreen may appear slightly different , depending on the airconditioner model.Example as below:

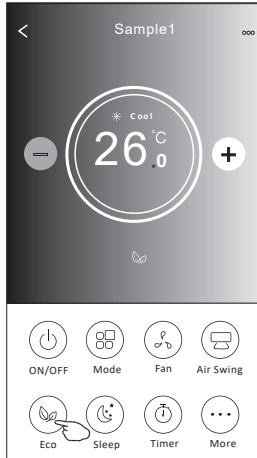
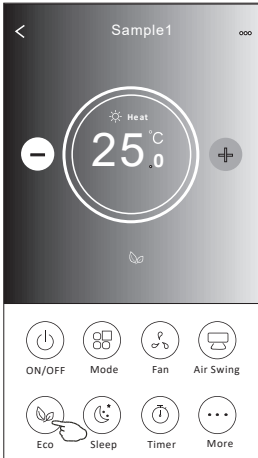


Air conditioner control

Control form2-ECO function

1. For Eco function, just tap the button to activate the function, the button will be lighting and the indicator will appear on the screen.
2. Tap again to disable the function.
3. Temperature controlled for some air conditioner model:

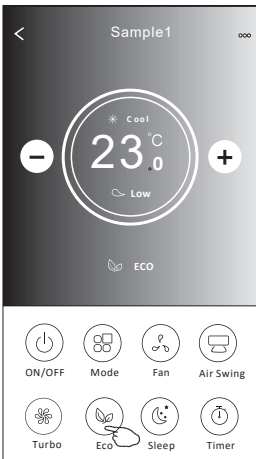
In Cooling mode, the new setting temperature will $\geq 26^{\circ}\text{C}$.
 In heating mode, the new setting temperature will $\leq 25^{\circ}\text{C}$.



Mode	ECO enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

ECO is disabled on Fan/ Dry/Auto mode .

Note: The Main controlscreen and ECOcontrol method may appear slightly different, depending on the air conditioner model. Example as below:



Note:
 ECO is disabled on Turbo/Sleep mode for some air conditioner model.

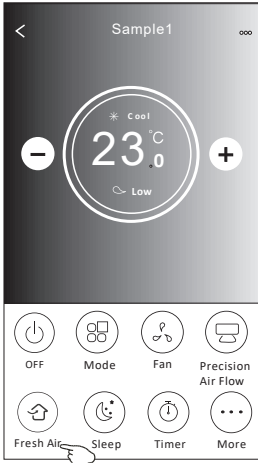
Air conditioner control

Control form2-Fresh air function

Some air conditioners support the fresh air function.

1. Click the Fresh air button and select your preferred airflow level to turn it on.
2. When you select the same airflow level button again, the fresh air function turns off.

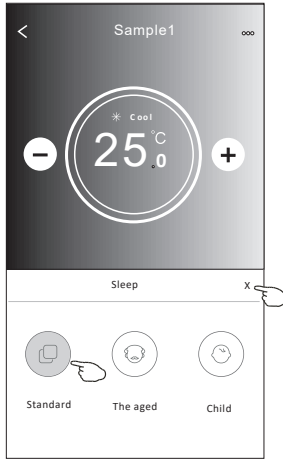
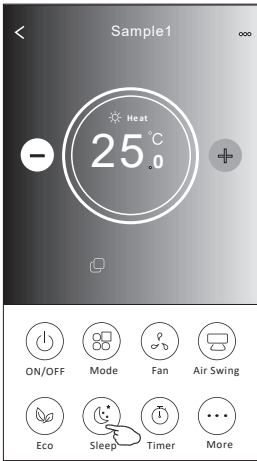
Note: Some models support the HIGH level.



Air conditioner control

Control form2-Sleep function

1. Tap the Sleep button.
2. Choose your desired sleep mode and tap it.
3. Tap the X button to back to the main control screen.
4. The selected sleep mode indicator will appear on the screen.

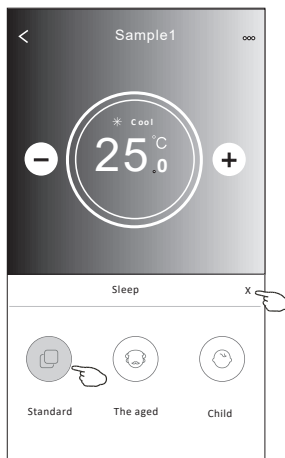


Mode	Sleep enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Sleep is disabled on Fan/ Dry/Auto mode .

Note:

The Main control screen may appear slightly different ,depending on the air conditioner model.
Example as below:



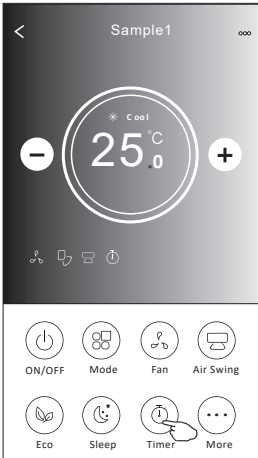
Note:

Sleep is disabled on Turbo/ECO mode for some air conditioner model..

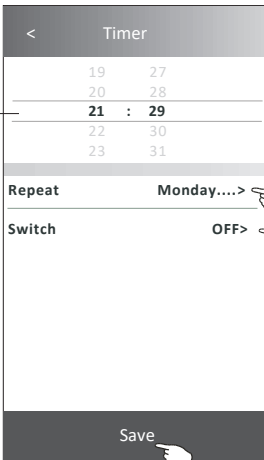
Air conditioner control

Control form2-Timer(off) setting

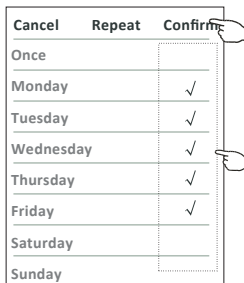
1. Tap the Timer button.
2. Tap + in the upper right corner of the Timer main screen.
3. Choose the Time/Repeat/Switch OFF then tap Save.
4. The timer(off) will appear on the Timer main screen.



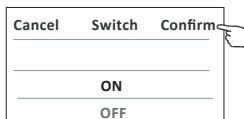
Slide up or down to select time



Tap repeat> then tap your desired repeat days or Once, then tap Confirm your selection.



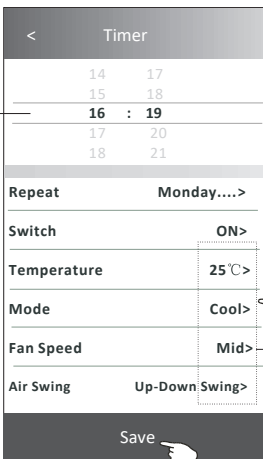
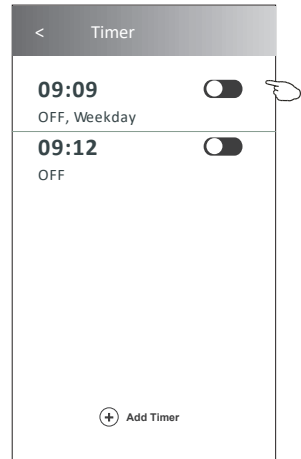
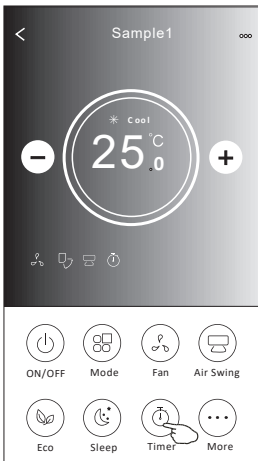
Tap Switch> then slide the screen to choose ON and Confirm.



Air conditioner control

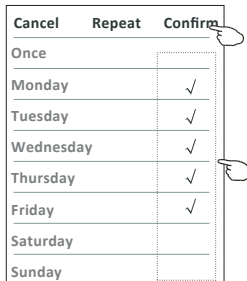
Control form2-Timer(on) setting

1. Tap the Timer button.
2. Tap + in the upper right corner of the Timer main screen.
3. Set the Time/Repeat Date/Power(ON)/Set Temp/Mode/
Fan speed/Precision Air Swing as your desired and then tap Save.
4. The timer will appear on the Timer main screen.

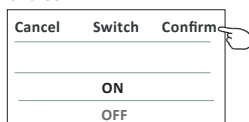


Slide up or down to select time

Tap repeat> then tap your desired repeat days or Once, then tap Confirm your selection.



Tap Switch> then slide the screen to choose ON and Confirm.



Tap Temperature/Mode/Fan Speed/Air Flow > one by one then set as your desired as mentioned in the previous chapter and tap Confirm the setting.

Air conditioner control

Control form2-Timer management

1.Change the Timer setting:

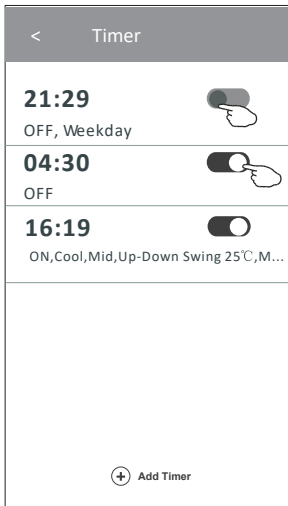
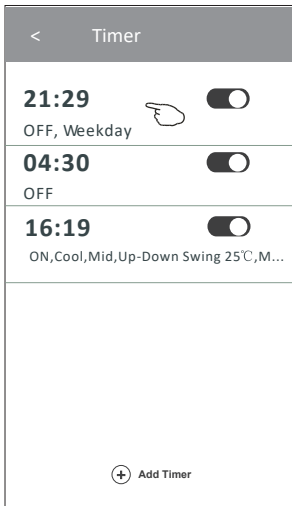
Tap anywhere of the timer list bar except the switch bar to get into the Timer setting screen, change the setting and then tap save.

2.Enable or Disable the Timer:

Tap the left of the switch to disable the Timer.
Tap the right of the switch to enable the Timer.

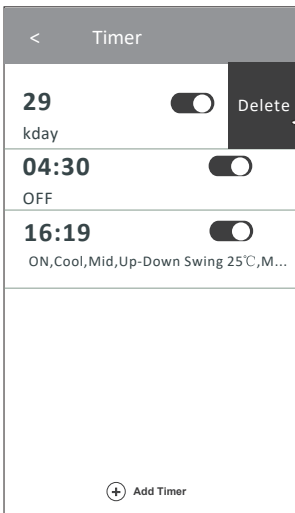
3.Delete the Timer:

Slide the list bar of the Timer from right to left until Delete button appear, then tap delete.



Slid left to disable the Timer.

Slid right to enable the Timer.

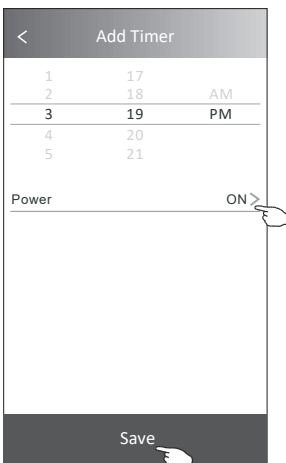
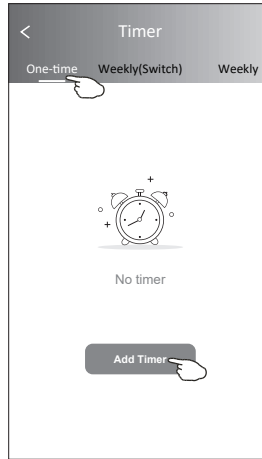
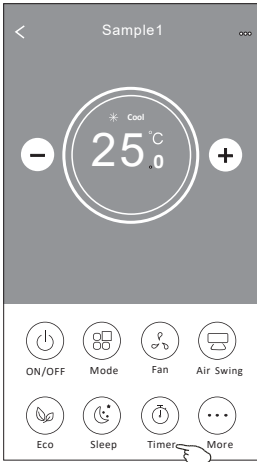


Air conditioner control

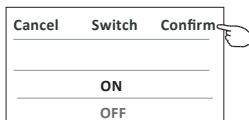
Control form2-One-Time

Some air conditioners support weekly scheduling features after connecting to the online controller.

1. Click the timer button to enter.
2. One-time supports setting the air conditioner to turn on or off, executing once at the set time and then turning off. A maximum of 2 timers can be set.



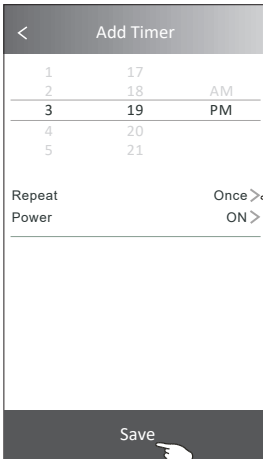
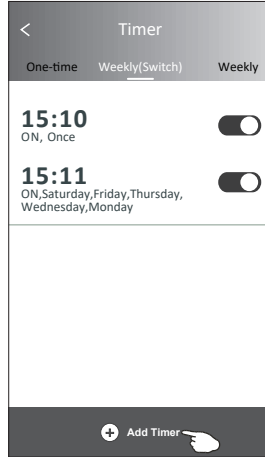
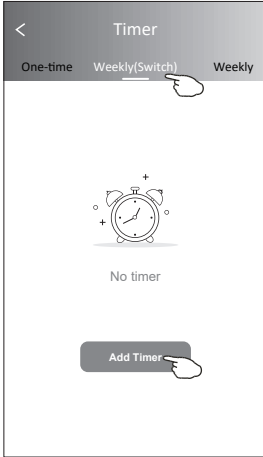
Tap Switch> then slide the screen to choose ON and Confirm.



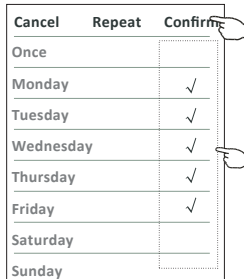
Air conditioner control

Control form2-Weekly(Switch)

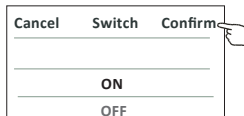
3. Weekly (Switch) supports setting the air conditioner to turn on and off in a weekly cycle or one-time form. A maximum of 8 timers can be set.



Tap repeat> then tap your desired repeat days or Once, then tap Confirm your selection.



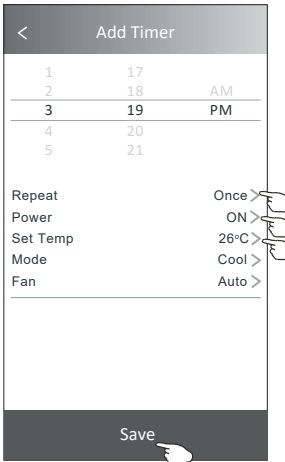
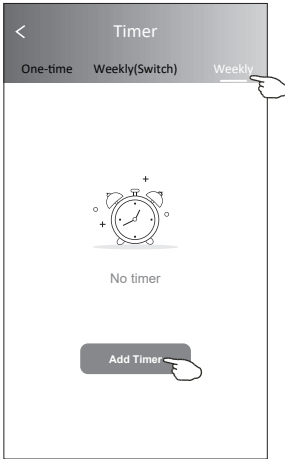
Tap Switch> then slide the screen to choose ON and Confirm.



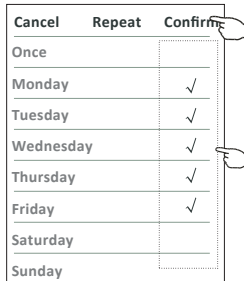
Air conditioner control

Control form2-Weekly

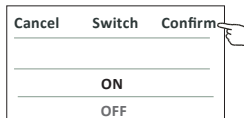
4. Weekly supports setting the air conditioner's switch, temperature, mode, and fan speed in a weekly cycle or one-time form. A maximum of 8 timers can be set.



Tap repeat> then tap your desired repeat days or Once, then tap Confirm your selection.



Tap Switch> then slide the screen to choose ON and Confirm.

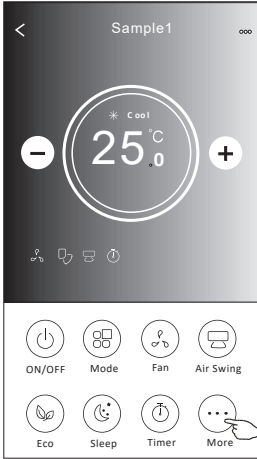


Tap Temperature/Mode/Fan Speed/ Air Flow > oneby one then setas your desired as mentioned on the previous chapter and tap Confirm the setting.

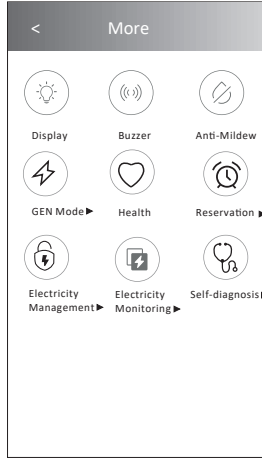
Air conditioner control

Control form2-More functions


1. Tap the More button to operate additional functions if it appears on the screen.




Note:
Some air conditioner model don't have the more button.




Note: The appearance maybe different , some icons will be hidden if the air conditional do no have this function or do not enable on the current mode.

2. Tap the " " to switch on/off the indoor LED display.
Display

3. Tap the " " to switch on/off the buzzing when operating through Wi-Fi APP.
Buzzer

4. Tap the " " button to activate the Anti-Mildew function, if it is available on the screen.
Anti-Mildew

After AC turning off , it will start drying , reduce residual moisture and prevent mould, after function finish, it will automatically turn off.

5. Tap the " " button to switch on/off the healthy function, if it is available on the screen.
Health

It activate the antibacterial ioniser function.This function only for models with the ioniser generator.

Air conditioner control

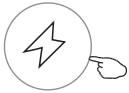
Control form2-More functions

6. Tap the "⚡" button, if it is available on the screen.

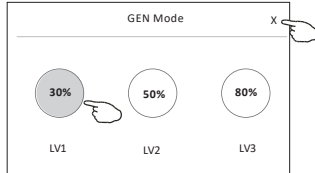
GEN Mode▶

Certain models offer a choice of three settings, some models offer a choice of six settings, and some models can also be equipped with an additional Bluetooth module to enable automatic generator start-up.

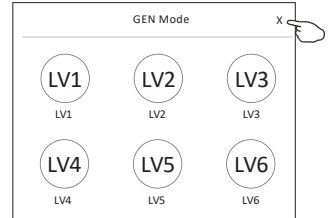
The air conditioner will maintain proper current to save energy.



GEN Mode▶

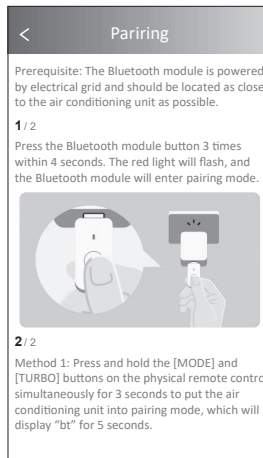
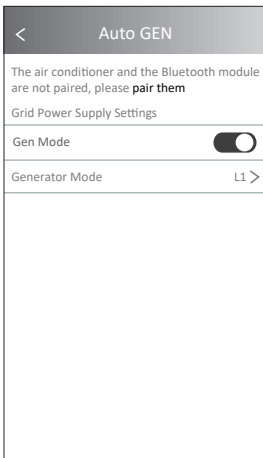


Three images



Six images

Auto Generator Function (AUTO GEN): When the Bluetooth module is not paired, only the Grid Power Supply Settings can be used. Follow the guide link to “pair them” with the Bluetooth module.

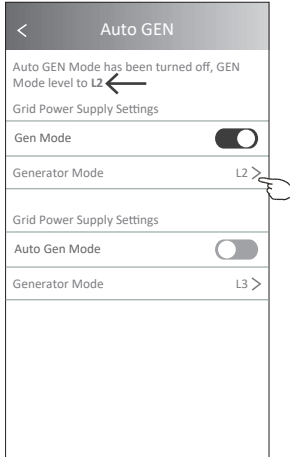


Air conditioner control

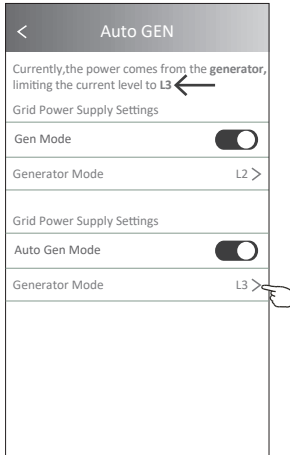
Control form2-More functions

When the Bluetooth module is paired, display two generator methods:

Automatic Generator Function, turn off the automatic generator function, turn on the power grid generator mode, execute according to the normal generator gear. Display the currently executing gear.



Automatic Generator Function: Activate the automatic generator function. If the Bluetooth module detects that the current power source is the generator, it will execute according to the automatic generator gear. Display the currently executing gear.



Air conditioner control

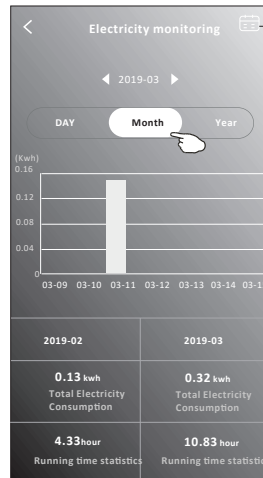
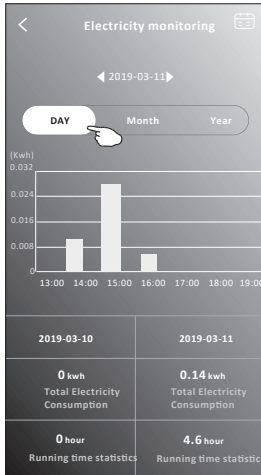
Control form2-More functions

7. Tap the "Electricity Monitoring" button if it is available on the screen.

In this function, you can monitor the air conditioner electricity consumption.



Electricity Monitoring ▶



You can tap this button to pop up the calendar then select the date.

8. Tap the "Self-Cleaning" button, if it is available on the screen.

Self-Cleaning

Check the details of the Self-Cleaning function on User Manual.

9. Tap the "8°C Heat" button, if it is available on the screen.

This function help keep the room temperature over 8°C.

Check the details of the 8°C Heat function on User Manual.



8°C Heat

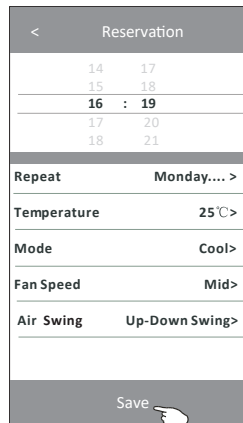
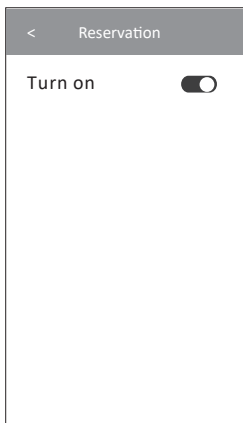
10. Tap the "Reservation" button, if it is available on the screen.

You can set the time, repeat day, temperature, mode, fan speed, air flow as you desired and then tap Save to activate the function.

The air conditioner will automatically reach your settings at the appointment time.



Reservation ▶

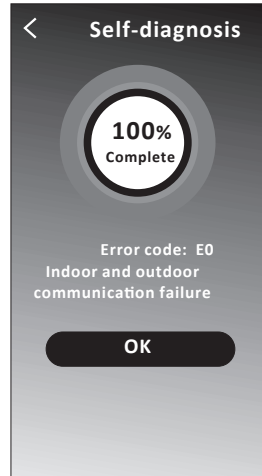
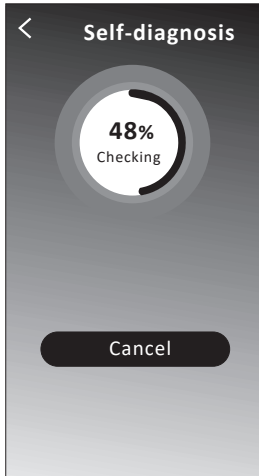



Air conditioner control

Control form2-More functions


11. Tap the "Self-diagnosis" button, if it is available on the screen.

The air conditioner will automatically diagnosis itself and indicate the Error code and the problem instructions if possible.



12. Tap the "  " button if it is available on the screen.


This function allow the air conditioner to turn on/off the display automatically according to the light intensity.

13. Tap the "  " button if it is available on the screen.

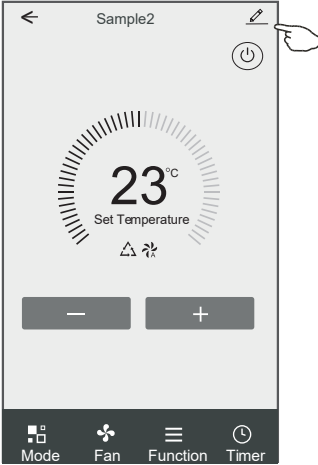
In this function, the air conditioner will blow soft airflow through the micro holes on the deflector.

Air conditioner control

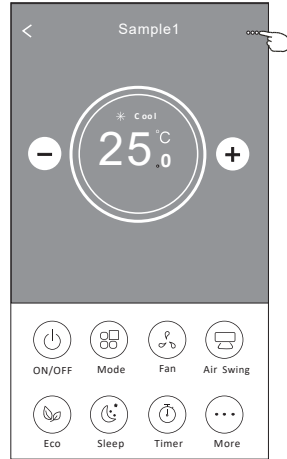
Device details and management

Tap  on control form1 or tap ... on control form2 , get into the device details screen. Here you can get some useful information and sharing the device to other accounts. Check the following pictures and instructions carefully. The Main controlscreen may appear slightly different ,depending on the air conditioner model.

Control form1



Control form2



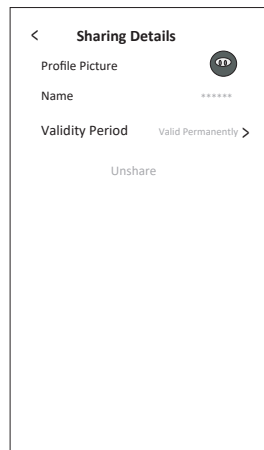
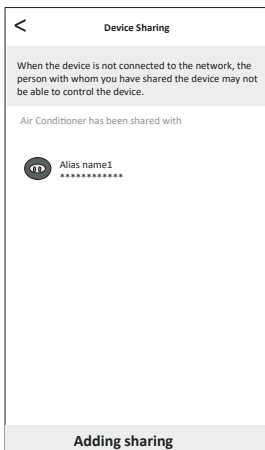
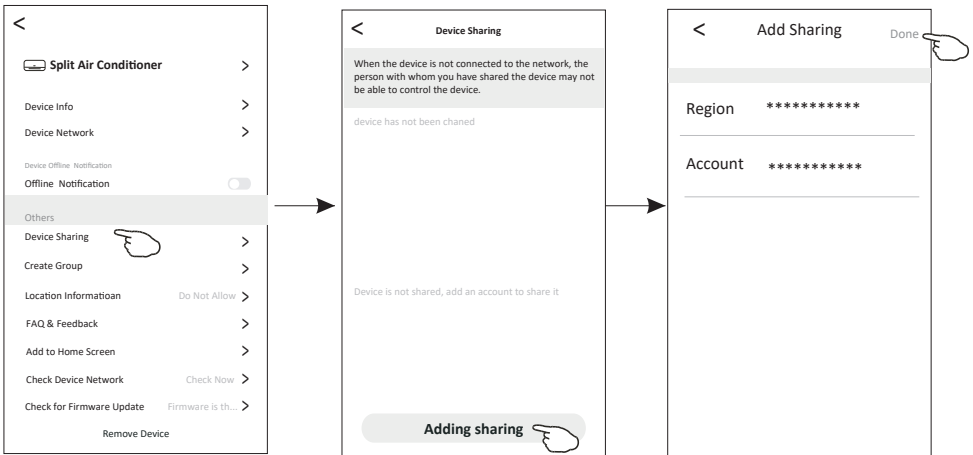
Split Air Conditioner > Tap to modify the device name
 Device Info > Tap to check the Virtual ID/Wi-Fi name/IP address MAC address/Time Zone/Wi-fi single strength
 Device Network > Tap to set the network
 Device Offline Notification
 Offline Notification Switch on/off the office notification
 Others
 Device Sharing > Tap to sharing the device to other account
 Create Group > Tap to set group control
 Location Information Do Not Allow > Tap to set the location information
 FAQ & Feedback > FAQ and Feedback the problem or suggestions to the APP administrator
 Add to Home Screen > Tap to add the device to home screen
 Check Device Network Check Now > Tap to check the device network status
 Check for Firmware Update Firmware is th... > Check and update the firmware
 Remove Device > Tap to remove the device and the device will be reset automatically once be deleted

Air conditioner control

Device details and management

How to share the devices to other accounts?

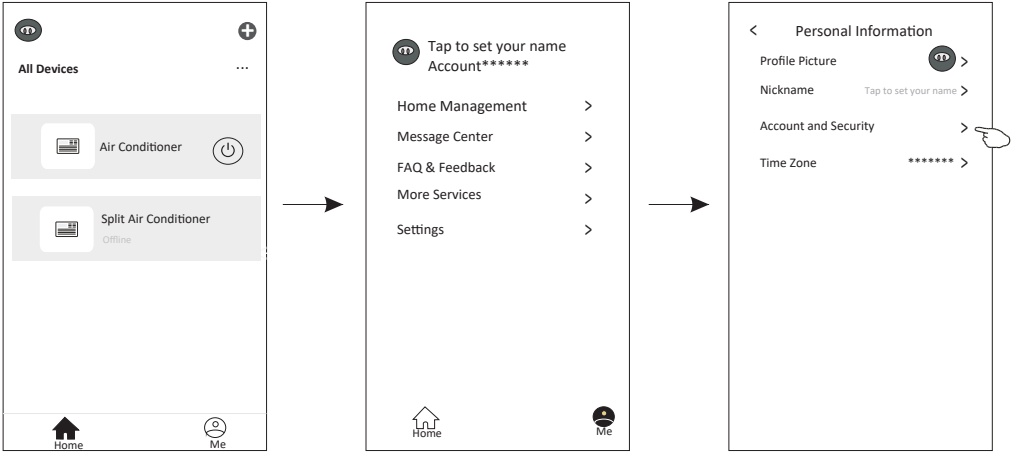
1. Tap "Device Sharing" and pop up Device Sharing screen.
2. Tap "Add Sharing".
3. Select the region and enter the account which you want to sharing.
4. Tap "Done", the account will appear on your sharing list.
5. The received sharing members should hold pressing the home screen and slide down to refresh the device list, the device will appear on the device list.



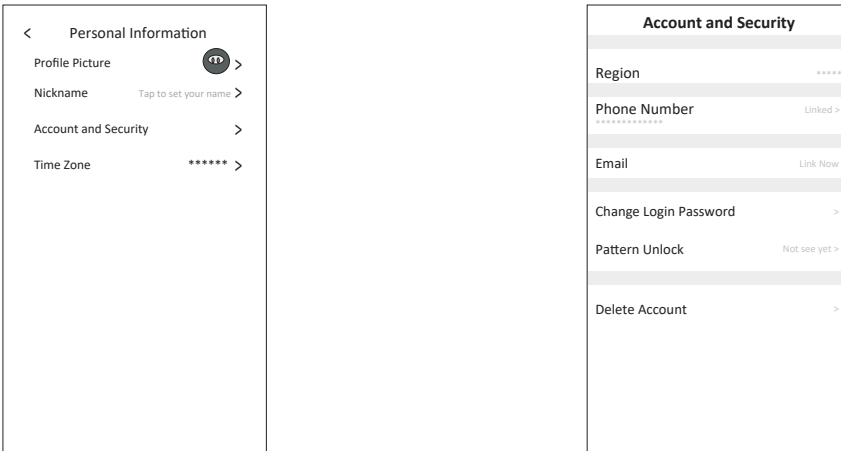
Account management

Account Profile setting

1.Account setting



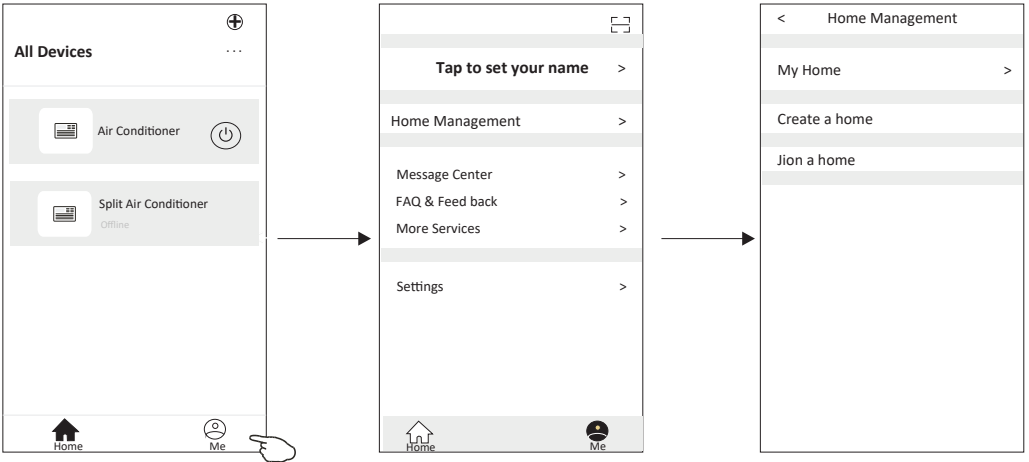
2.Account and security



Account management

Home(Family) management

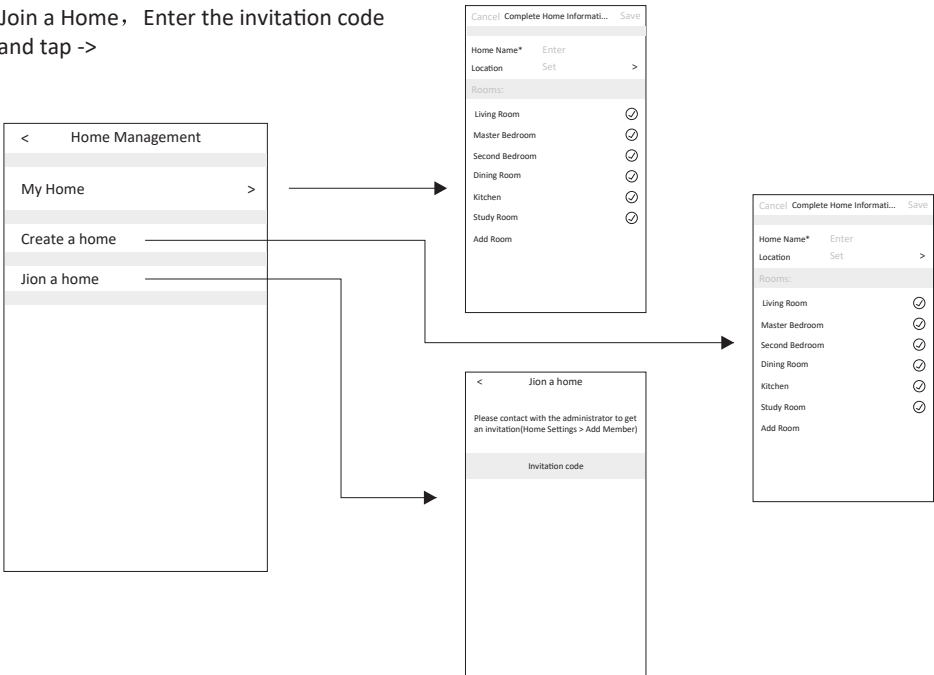
1. Tap “ Home Management ”



2. Enter the Home Name, set your location and specify the rooms by choosing the recommended room like “Living Room” or tapping “Add Room”

3. Create a Home

4. Join a Home. Enter the invitation code and tap ->



Notice

1. For technical update, there is maybe deviation of the actual items from what is on the manual. We express our apologies. Please refer to your actual product and APP.
2. Smart air conditioner APP can be altered without notice for quality improvement and also be deleted depending on the circumstances of manufacturing firms .
3. In case Wi-Fi signal strength is weakened, smart App may be disconnected. So make sure the indoor unit near to wireless router.
4. DHCP server function should be activated for wireless router.
5. The internet connection may fail because of a firewall problem. In this case, contact your internet service provider.
6. For smart phone system security and network setting, make sure Smart air conditioner APP is trusted.

Trouble Shooting

Description	Analysis of cause
Air conditioner can't be configured successfully	<ol style="list-style-type: none"> 1. Check the mobile connected WLAN router SSID and password is correct; 2. Check whether there are additional settings of WLAN router as shown below. <ol style="list-style-type: none"> 1) Firewall by router itself or by PC 2) MAC address filtering 3) Hidden SSID 4)DHCP server <p>Reboot WLAN router, mobile device and air conditioner (WLAN module) and connect air conditioner by CF mode again. Before rebooting, check nobody has already connected to same air conditioner.</p>
Mobile can't control air conditioner	<ol style="list-style-type: none"> 1. When air conditioner (WLAN module) is rebooted and app displays Device remove, ignoring this confirmation will lead to mobile device losing control permission of the air conditioner. You will need to connect the air conditioner by CF mode again. 2. In case of power failure, mobile device will lose control permission of air conditioner for 3 minutes after power failure. (Notification will now show up on the mobile device.) If you cannot control the app (air conditioner) even after power restored, you will need to connect the air conditioner by CF mode again.
Mobile can't find air conditioner	<ol style="list-style-type: none"> 1. App display Air conditioner Device offline. Please check the following conditions. <ol style="list-style-type: none"> 1)The air conditioner has been reconfigured. 2)Air conditioner out of power. 3)Router out of power. 4)Air conditioner can't connect to router. 5)Air conditioner can't connect to network through the router. 6)Mobile device can't connect to network. 2. After adding the device, it disappears in device list . Hold and slide down to refresh the device list. If it has no change, shut down the app and start again.