



WI-FI USER MANUAL



This description applies to mini split air conditioners with Wi-Fi functionality.
Please read the manual thoroughly before using the product
and retain it for future reference.

LET'S GET STARTED!

Operation guideline. Please use the following simple guidelines as a 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 devices will remain

Note: If you have previously registered an account and added a device, the device will remain after you reinstall the app and log in again.

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

This device complies with Part 15 of the FCC Rules. Its operation is subject to the following two conditions: (1) the device must not cause harmful interference, and (2) the device must accept any interference received, including interference that may result in undesired operation.

Any changes or modifications not expressly approved by the responsible party for compliance may 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, in accordance with Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential setting. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used as directed, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific 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 attempt one or more of the following solutions:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Plug 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 assistance.

The minimum distance between the user and the device should be no less than 20 cm.

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WI-FI MODULE SPECIFICATION AND BASIC INFORMATION

1. Minimum specifications on a Smart phone:

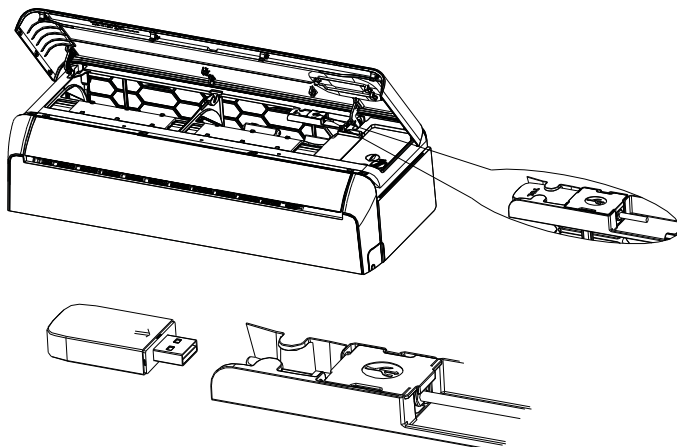
Android 5.0 version or higher

IOS 9.0 version or higher

2. Basic parameters for Wi-Fi module

Parameters	Details
Network frequency	2.400 - 2.500GHz
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

3. Guide d'installation pour la clé WiFi USB uniquement



DOWNLOAD AND INSTALL THE APP



SmartLife-SmarHome

For Android smart phone

Method 1: Please scan the QR code with a browser scanner, download and install the APP.

Method 2: Open the Google "Play Store" on your smart phone and search "SmartLife-SmarHome", ownload and install the APP.




For IOS smart phone

Method 1: Please scan the QR code and follow the tips to get into "AppStore", download and install the APP.

Method 2: Open the Apple "AppStore" on your smart phone and search "SmartLife-SmarHome", download and install the APP.



 **Note:** Please ensure that you enable the Storage, Location, and Camera permissions during installation. Failure to do so may cause issues with the app's functionality.

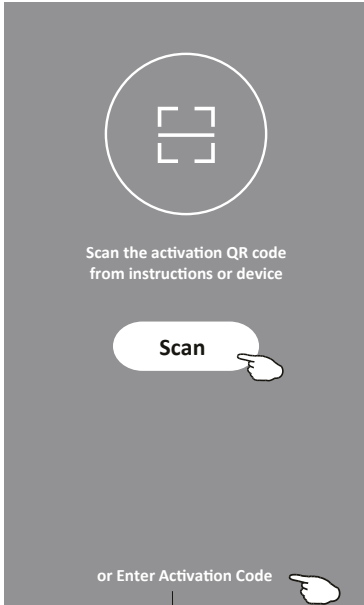
ACTIVATE APP

The app will require activation the first time it is used.

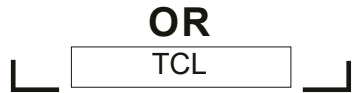
1. Open the "SmartLife-SmartHome" app on your smartphone.
2. Method 1: Tap the "Scan" button and scan the correct activation QR code.
Method 2: Tap "Or Enter Activation Code" at the bottom of the screen, enter the activation code, and tap "CONFIRM".



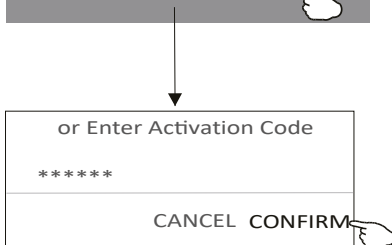
SmartLife-SmartHome



Activate QR code and activation code

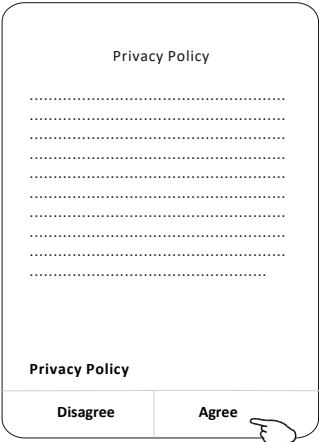
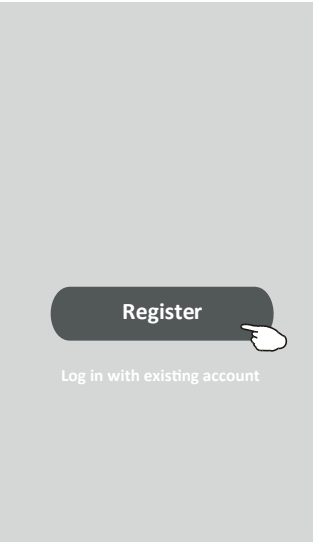


Note: Without the QR code or activation code, you will not be able to activate or use the app. Please keep them safe.

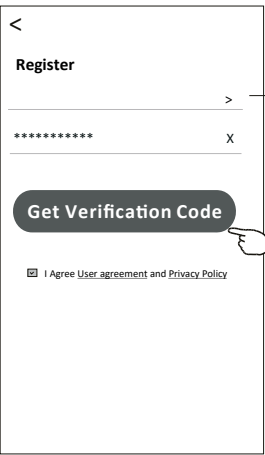


REGISTRATION

- 1. If you don't have any account please tap button "Register".
- 2. Read the Privacy Policy and tap "Agree".

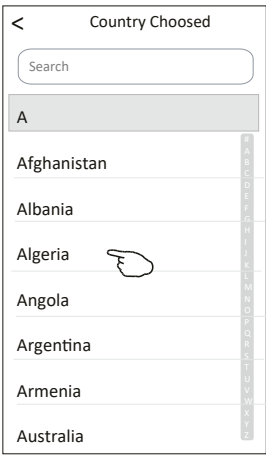


- 3. Tap ">" and select your country.
- 4. Enter your email address.
- 5. Tap the "Get Verification Code" button.



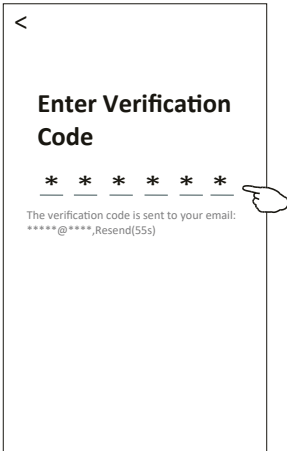
enter your e-mail address here

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



REGISTRATION

6. Enter the verification code you received via email.
7. Create a password with 6 to 20 characters, including letters and numbers.
8. Tap "Done".



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Enter Verification Code

* * * * *

The verification code is sent to your email: *****@****.Resend(55s)

A hand icon points to the asterisks representing the verification code input field.



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Set Password

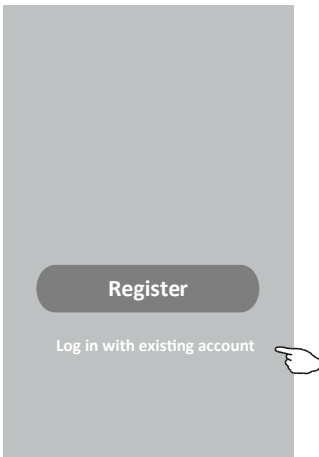
6-20 characters for password, including character, numbers

Done

A hand icon points to the "Done" button.

LOGIN

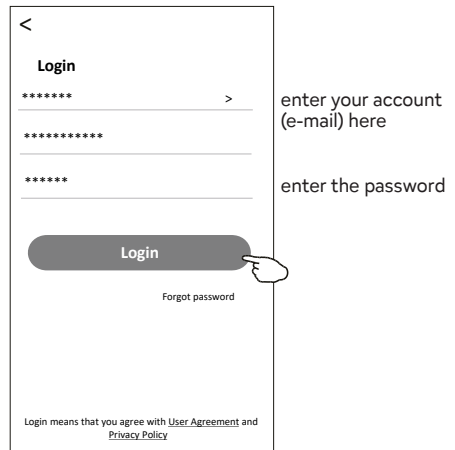
1. Tap "Log in with existing account".
2. Enter your registered account and password.
3. Tap "Log in" button.



Register

Log in with existing account

A hand icon points to the "Log in with existing account" text.



<

Login

***** >

Login

Forgot password

enter your account (e-mail) here

enter the password

A hand icon points to the "Login" button.

Login means that you agree with [User Agreement](#) and [Privacy Policy](#)

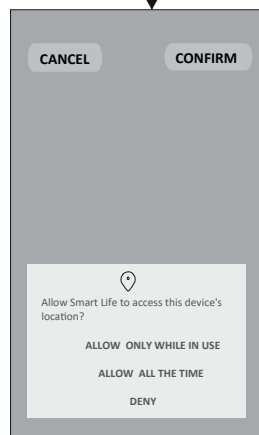
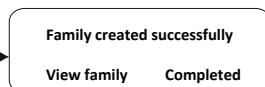
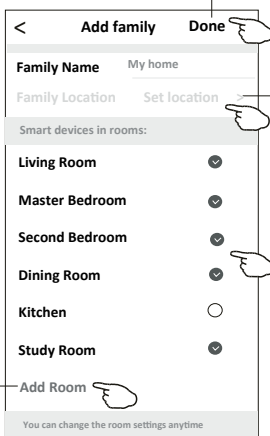
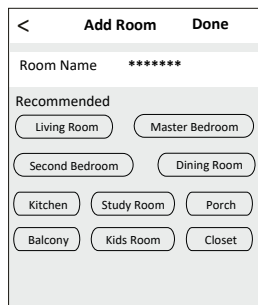
LOGIN

The first time you use the app, creating a family is required:

4. Tap "Create family".
5. Enter a name for the family
6. Set the location.
7. Choose default rooms or add new rooms.
8. Tap "Done" and "Completed".



Choose the recommended room or create a new room, then tap Done.



Note: The app can open the map on your phone, allowing you to set your current location.

ADD DEVICE

FORGOT THE PASSWORD

If you have forgotten your password or wish to reset it, follow these steps:

1. Tap "Forgot Password."
2. Enter your account (email address) and tap "Obtain Verification Code."
3. Enter the verification code sent to your email.
4. Set your new password and tap "Done."

The login screen features a back arrow at the top left. Below the title "Login", there is a masked input field for the password. Underneath are input fields for "Email address" and "Password". A grey "Log in" button is positioned below these fields. A link labeled "Forgot password" is located at the bottom right of the main content area, with a hand icon pointing to it. At the very bottom, a small line of text states: "Login means that you agree with [User Agreement](#) and [Privacy Policy](#)".

The "Forgot password" screen has a back arrow at the top left. It contains a masked input field for the email address. Below this is a grey button labeled "Obtain verification code", which is being pointed to by a hand icon. The screen is otherwise empty.

The "Enter verification code" screen features a back arrow at the top left. The title "Enter verification code" is centered. Below it is a row of six asterisks, each in its own input field. At the bottom, a message reads: "Verification code is sent to your email: ***** ,Resend(55s)".

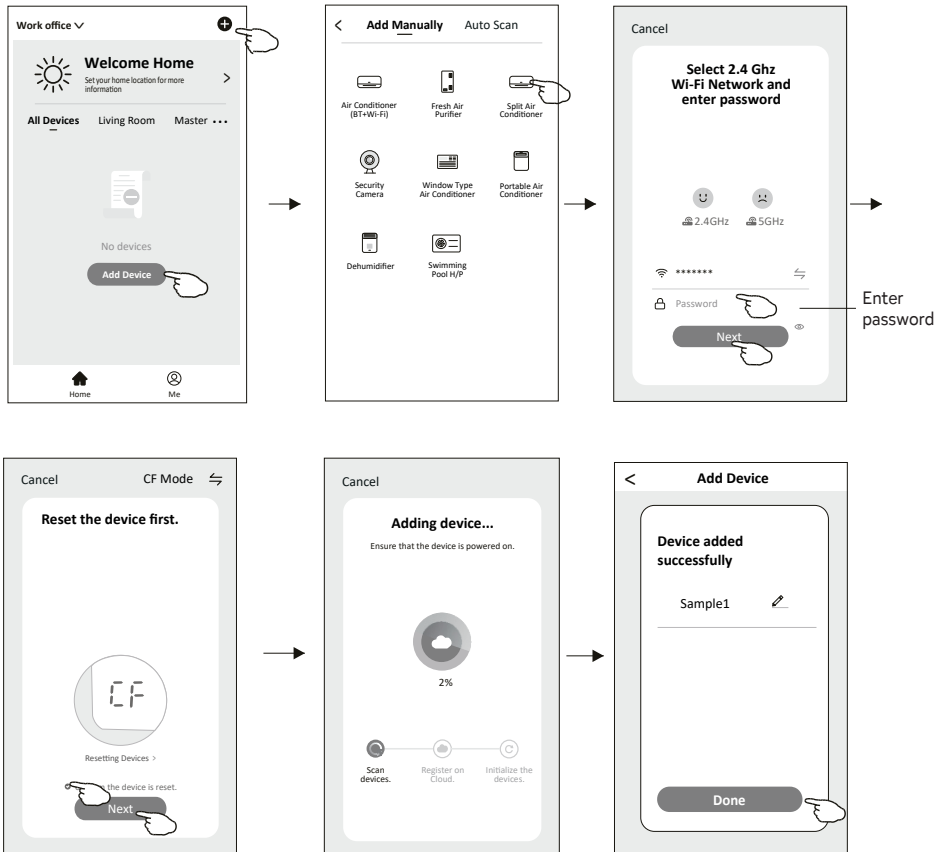
The "Set Password" screen has a back arrow at the top left. It shows a masked input field for the new password, with a small eye icon to its right. Below the input field, a note specifies: "6-20 characters for password, including character, numbers". A black "Done" button is at the bottom, with a hand icon pointing to it.

ADD DEVICE

There are two modes for adding a device: CF (Quick Connection) and AP (Access Point).

CF MODE

1. Power on the indoor unit; there is no need to turn on the air conditioner.
2. Tap the "+" icon in the upper right corner of the "Home" screen or select "Add Device" in a room with no device.
3. Tap the "Split Air Conditioner" icon.
4. Enter the Wi-Fi password for the network your smartphone is connected to, then tap "Next."
5. Select "CF Mode" in the bottom-right corner, then follow the on-screen instructions to reset the Wi-Fi module and tap "Next."
6. You will see the connection progress as a percentage. Meanwhile, "PP," "SA," and "AP" will light up in sequence on the indoor display.
 - a. "PP" indicates "Searching for the router."
 - b. "SA" means "Connected to the router."
 - c. "AP" means "Connected to the server."

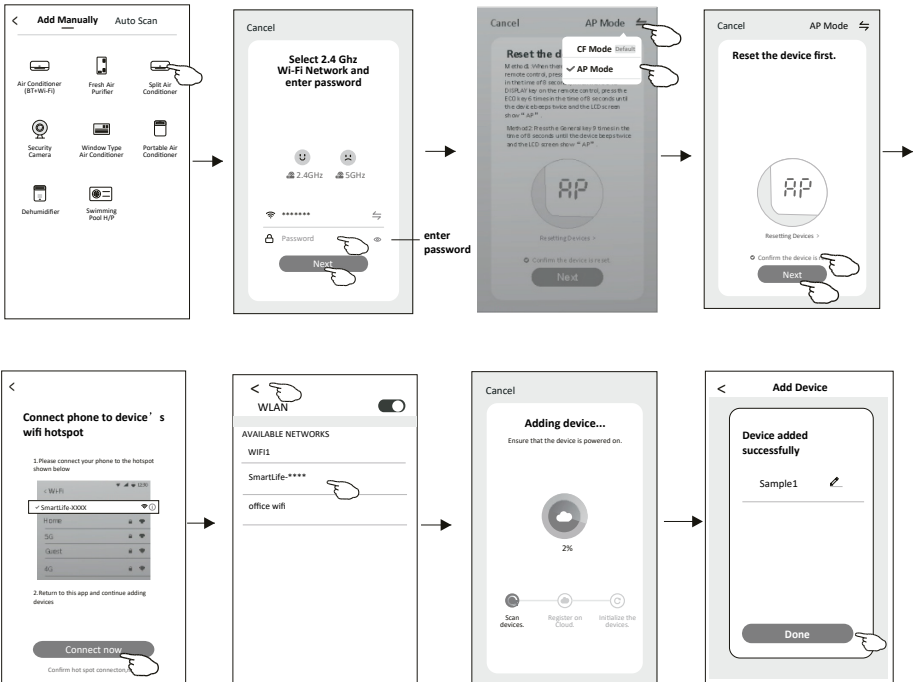
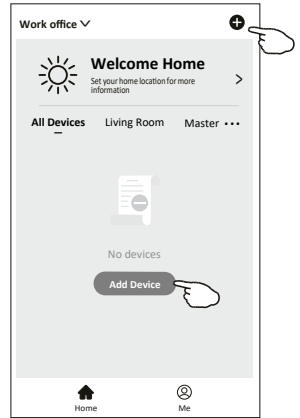


ADD DEVICE

There are 2 methods to add the device.

AP MODE

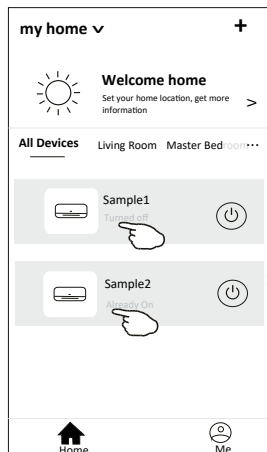
1. Power on the indoor unit; there is no need to turn on the air conditioner.
2. On the "Home" screen, tap the "+" icon in the upper right corner, or select "Add device" in a room with no device.
3. Tap the "Split Air Conditioner" icon.
4. Enter the Wi-Fi password for the network your smartphone is connected to, then tap "Next."
5. Select "AP Mode" in the top right corner, then follow the instructions on the previous page or screen to reset the Wi-Fi module. Afterward, tap "Next."
6. Read the instructions carefully and tap "Connect Now."
7. In the network settings screen, select "SmartLife-****" and tap it.
8. You will see the connection progress displayed as a percentage. Meanwhile, the "PP," "SA," and "AP" indicators will flash in sequence on the indoor unit display.
 - a. "PP" indicates "Searching for the router."
 - b. "SA" means "Connected to the router."
 - c. "AP" means "Connected to the server."



DEVICE CONTROL

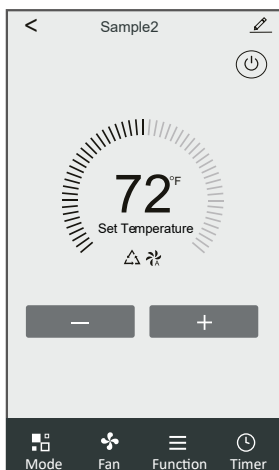
The device control screen will pop up automatically after adding the device.

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

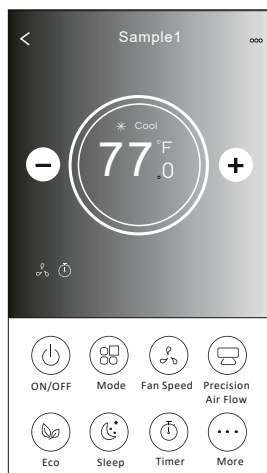


Note: There are two distinct control methods, each based on different software or Wi-Fi module firmware. Please refer to the manual carefully according to the actual control interface you are using.

Control form1



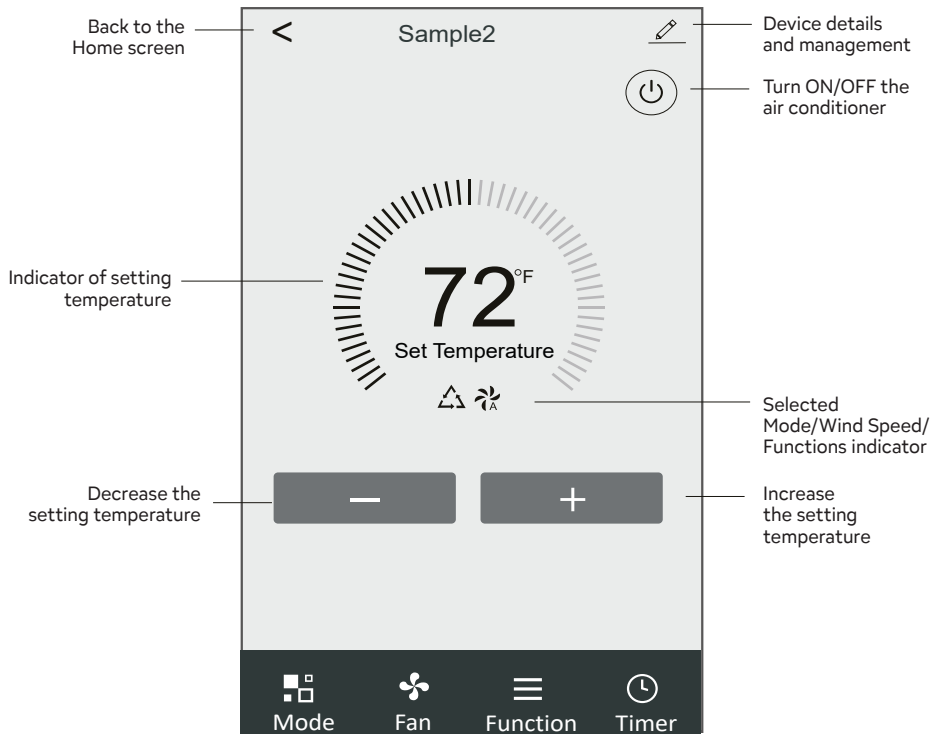
Control form2



DEVICE CONTROL

CONTROL FORM 1

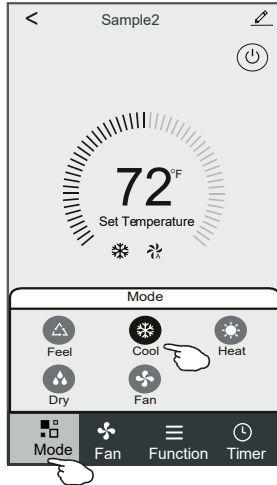
The main control interface



DEVICE CONTROL

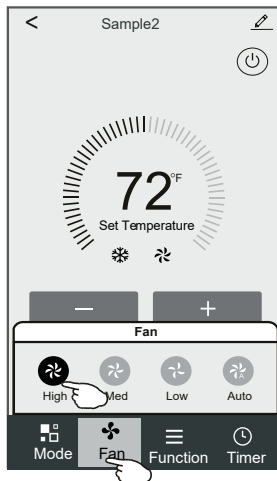
CONTROL FORM 1 - MODE SETTING

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 FORM 1 - SELECT WIND SPEED

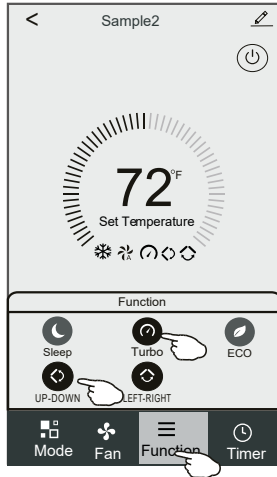
1. Tap Fan to pop up the Fan screen.
2. Select one of the fan speed High/med/Low/Auto.
3. Tap anywhere around the setting temperature to cancel the selection.



DEVICE CONTROL

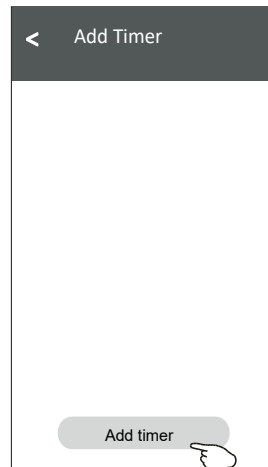
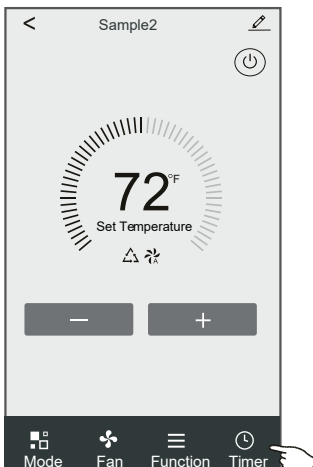
CONTROL FORM 1 - FUNCTION SETTING

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 FORM 1 - ADDING TIMER

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



DEVICE CONTROL

CONTROL FORM 1 - ADDING TIMER

3. Select the time, choose the repeat days, and set the Timer on/off.
4. Select the Mode, Fan Speed, and Function, then set the desired temperature for the Timer on.
5. Tap "Save" to add the timer.

	Timer on			Timer off			
Timer cancel	Cancel	Add Timer	Save	Cancel	Add Timer	Save	Timer submit
	12	07		12	25		
	13	08		13	26		
	14	09		14	27		
Hour setting	15	10		15	28		Minute setting
	16	11		16	29		
	17	12		17	30		
	18	13		18	31		
	Timer Off			Select days to use Smart Mode			
	Timer On		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun			Weekly setting
Mode setting	Mode		Cool >	Timer Off		<input checked="" type="checkbox"/>	Timer ON/OFF setting
Fan Speed setting	Fan		Auto >	Timer On			
Temperature setting	Set Temperature		72°F >				
	Function		>				

CONTROL FORM 1 - TIMER MANAGEMENT

1. Tap the timer bar to edit the timer, following the same process as when adding a timer.
2. Click the switch to enable or disable the timer.
3. Hold the timer bar for about 3 seconds to open the "Remove Timer" screen, then tap "CONFIRM" to remove the timer.

<

Add Timer

Timer accuracy is +/- 30 seconds

12:20

Once

Timer:Off

☒

12:20

Mon, Tue, Wed, Thurs

Timer: On 61°F

Cool

Turbo

UP-DOWN

Add timer

Remove Timer

Remove the timer?

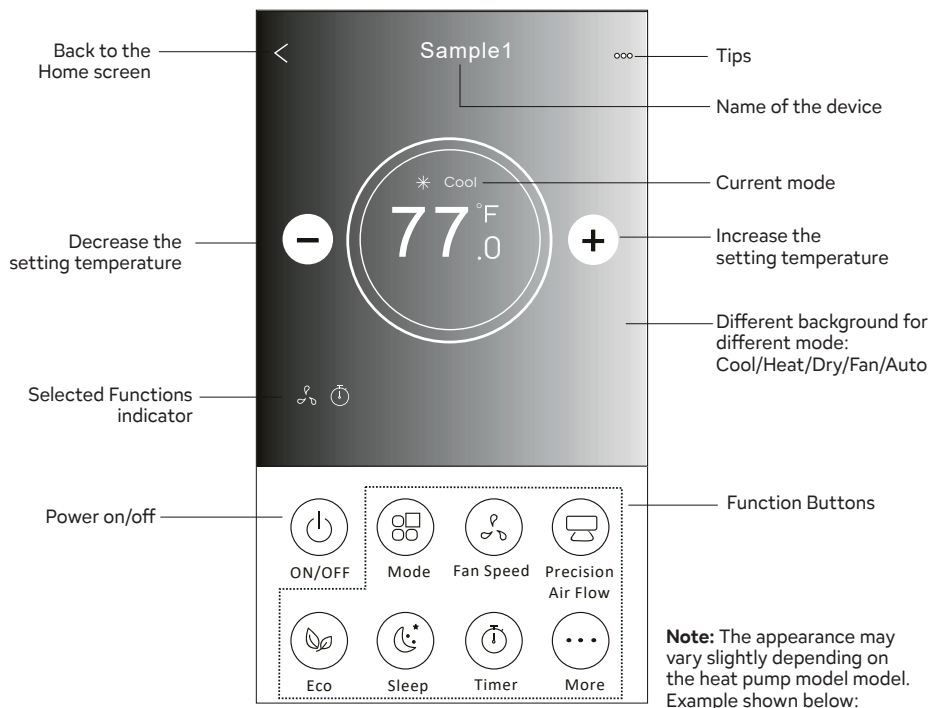
CANCEL

CONFIRM

DEVICE CONTROL

CONTROL FORM 2

The main control interface



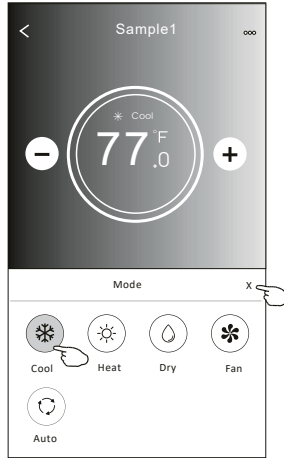
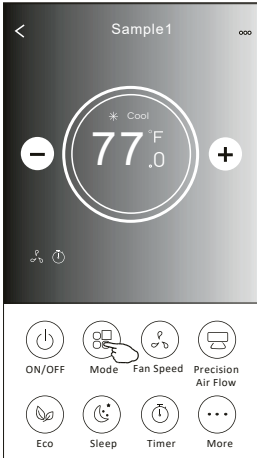
Note: The appearance may vary slightly depending on the heat pump model model. Example shown below:



DEVICE CONTROL

CONTROL FORM 2 - MODE SETTING

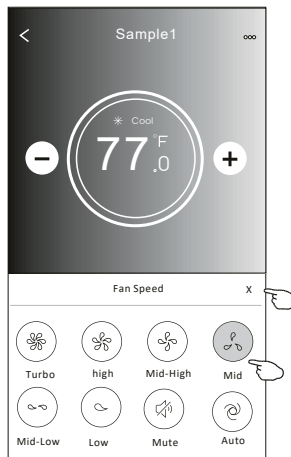
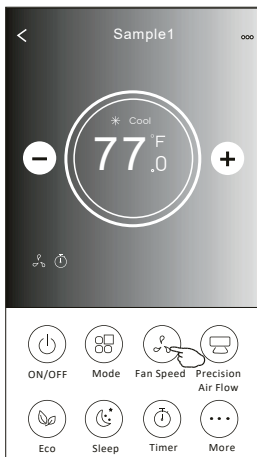
1. Press the Mode button.
2. On the Mode screen, there are five modes available; tap a button to select the desired air conditioner mode.
3. Tap the X button to return to the main control screen.
4. The mode and background will change on the screen.



Note: Please refer to the user manual for detailed information on each mode to ensure more comfortable control.

CONTROL FORM 2 - FAN SPEED SELECTION

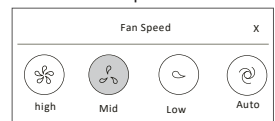
1. Press the Fan Speed button.
2. Select your desired fan speed and tap it.
3. Tap the X button to return to the main control screen.
4. The selected fan speed will be displayed on the screen.



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

Note: Fan Speed cannot be adjusted on Dry mode.

Note: The Fan Speed screen may vary slightly depending on the air conditioner model. See the example below.

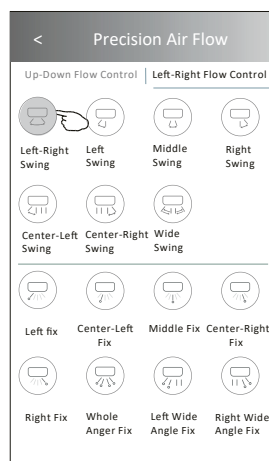
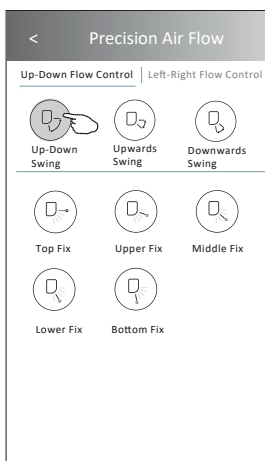
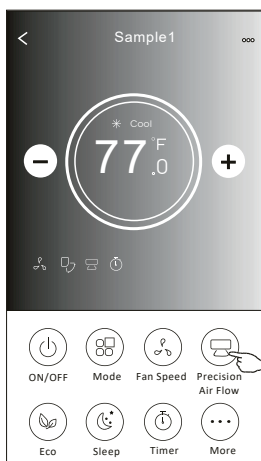


DEVICE CONTROL

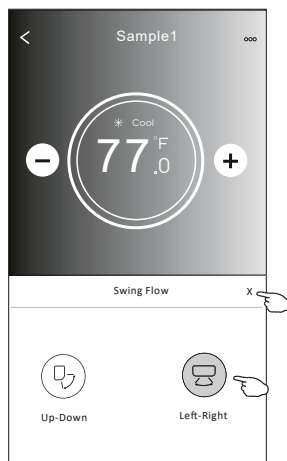
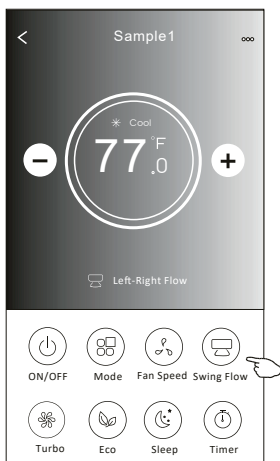
CONTROL FORM 2 - AIR FLOW CONTROL

1. Press the Precision Air Flow or Swing Flow button.
2. Select your preferred air flow and press it.
3. Tap the X button to return 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.



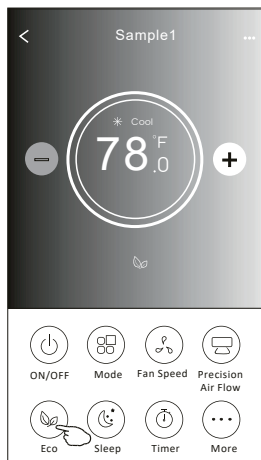
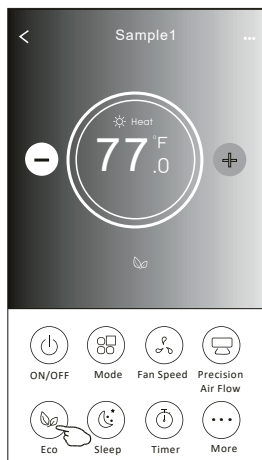
Note: The Main Control screen and Air Flow screen may appear slightly different depending on the heat pump model. An example is shown below:



DEVICE CONTROL

CONTROL FORM 2 - ECO FUNCTION

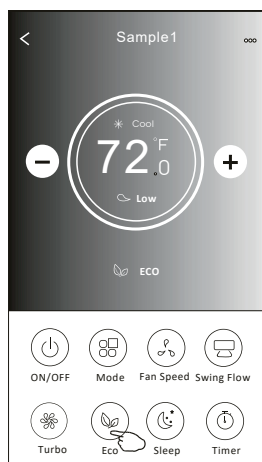
1. To activate the Eco function, simply tap the button. The button will light up, and the indicator will appear on the screen.
2. Tap again to disable the function.
3. Temperature control for some air conditioner models:
In Cooling mode, the new set temperature will be 78°F.
In Heating mode, the new set temperature will be 77°F.



Mode	ECO enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

ECO is disabled on Fan/Dry/Auto mode.

Note: The Main Control screen and ECO control method may appear slightly different depending on the mini split air conditioner model. An example is shown below:

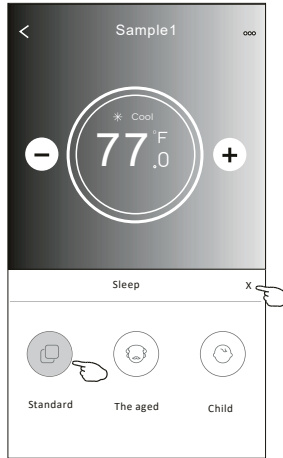


Note: ECO is disabled on Turbo/Sleep mode too for some air conditioner model.

DEVICE CONTROL

CONTROL FORM 2 - SLEEP FUNCTION

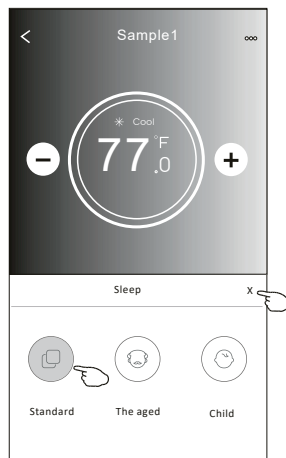
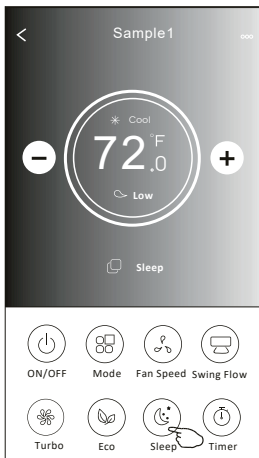
1. Press the Sleep button.
2. Select your preferred sleep mode and press it.
3. Tap the X button to return to the main control screen.
4. The selected sleep mode indicator will appear on the screen.



Mode	Sleep enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Sleep is disabled on Fan/ Dry/Auto mode.

Note: The Main Control screen and ECO control method may appear slightly different depending on the mini split air conditioner model. An example is shown below:

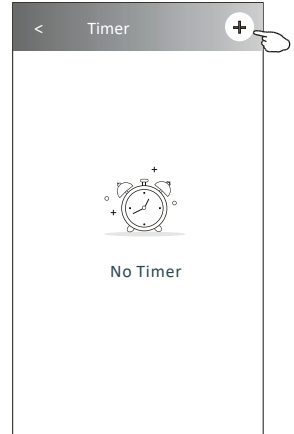
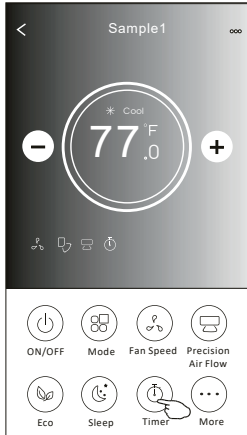


Note: Sleep is disabled on Turbo/Sleep mode too for some appliance model.

DEVICE CONTROL

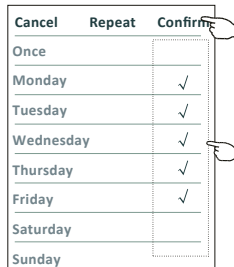
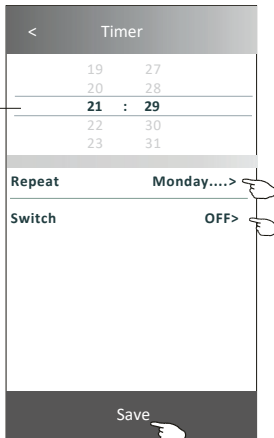
CONTROL FORM 2 - TIMER (ON) SETTING

1. Tap the Timer button.
2. Tap the "+" icon in the upper right corner of the main Timer screen.
3. Select the Time, Repeat, or Switch OFF option, then tap Save.
4. The timer (OFF) will appear on the main Timer screen.

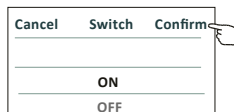


Tap "Repeat," then select your desired repeat days or choose "Once." Finally, tap "Confirm" to save your selection.

Slide up or down to select time



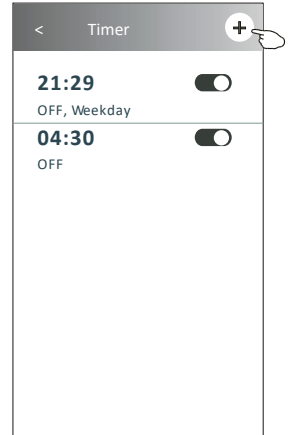
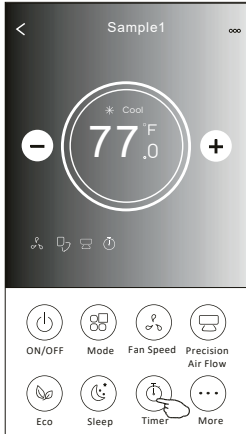
Tap Switch > then slide the screen to choose ON and Confirm.



DEVICE CONTROL

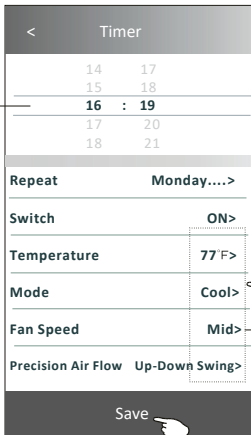
CONTROL FORM 2 - TIMER (OFF) SETTING

1. Tap the Timer button.
2. Tap the "+" icon in the upper right corner of the main Timer screen.
3. Set your desired Time, Repeat Date, Switch (ON), Temperature, Mode, Fan Speed, and Air Flow, then tap Save.
4. The timer will appear on the main Timer screen.

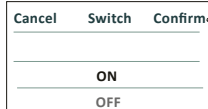


Tap "Repeat," then select your desired repeat days or choose "Once." Finally, tap "Confirm" to save your selection.

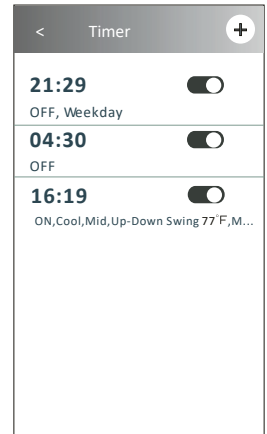
Slide up or down to select time



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



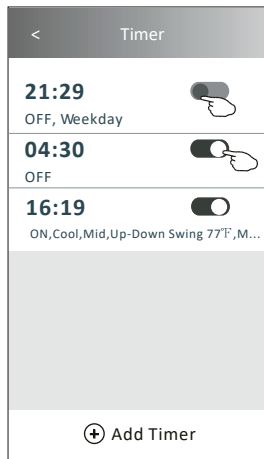
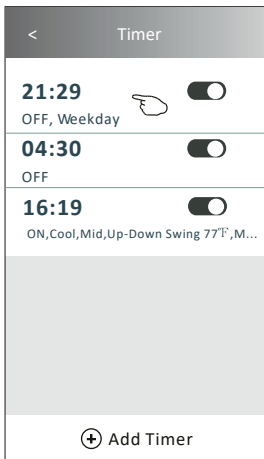
Tap Temperature, Mode, Fan Speed, and Air Flow one by one, then adjust each setting as desired, as outlined in the previous chapter. Finally, tap "Confirm" to save your settings.



DEVICE CONTROL

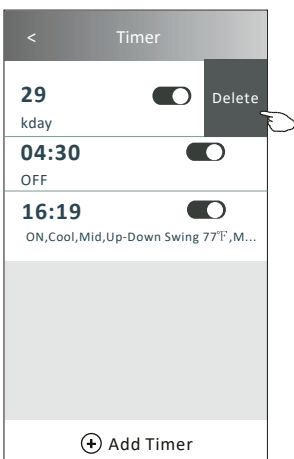
CONTROL FORM 2 - TIMER MANAGEMENT

1. Change the Timer setting:
Tap anywhere on the timer list bar, except the switch bar, to access the Timer settings screen. Make the desired changes and then tap Save.
2. Enable or Disable the Timer:
Tap the left side of the switch to disable the Timer.
Tap the right side of the switch to enable the Timer.
3. Delete the Timer:
Swipe the timer list bar from right to left until the Delete button appears, then tap Delete.



Slid left to disable the Timer.

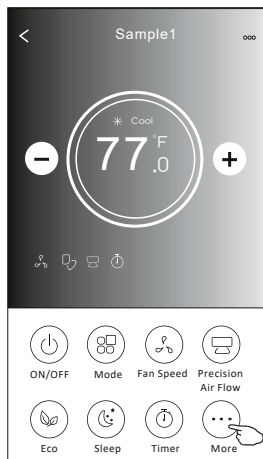
Slid right to enable the Timer.



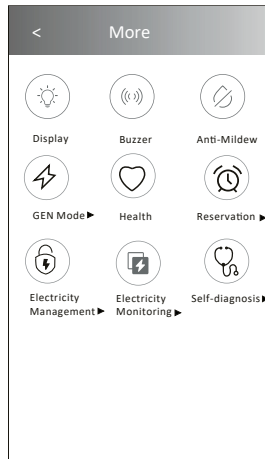
APPLIANCE CONTROL

CONTROL FORM 2 - MORE FUNCTIONS



1. Tap the "More" button to access 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  button to turn the indoor LED display on or off, if available.
Display
 3. Tap the  button to enable or disable the buzzer, if shown on the screen.
Buzzer
- Note:** Some air conditioner models may not have the "More" button.

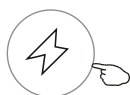
4. Tap the  button to activate the Anti-Mildew function, if available.
Anti-Mildew

Once the AC turns off, it will begin drying to reduce residual moisture and prevent mold. The function will automatically turn off once completed.

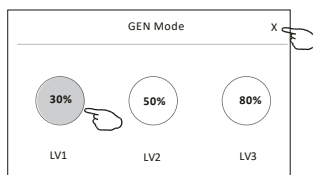
5. Tap the  button to enable or disable the Health function, if available.
Health

This activates the antibacterial ionizer function, which is only available on models with an ionizer generator.

6. Tap the "GEN Mode" button, if available on the screen.
In this mode, you can select one of three current levels. The air conditioner will maintain the optimal current to save energy.



GEN Mode▶



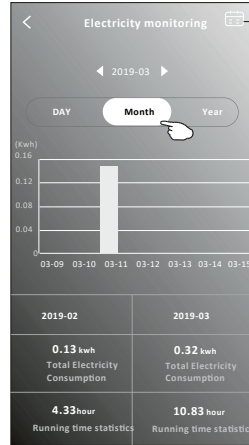
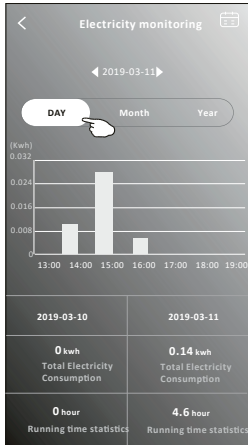
DEVICE CONTROL

CONTROL FORM 2 - MORE FUNCTIONS

- Tap the "Electricity Monitoring" button, if available on the screen.
This function allows you to monitor the air conditioner's electricity consumption.



Electricity Monitoring ►



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

- Tap the  button, if available on the screen.

Self-Cleaning

Refer to the User Manual for details about the Self-Cleaning function.

- Tap the "8 Heat" button, if available on the screen.
This function helps maintain the room temperature above 8°C.
Refer to the User Manual for details about the 8 Heat function.



8°C Heat

- Tap the "Reservation" button, if available on the screen.
You can set the time, repeat days, temperature, mode, fan speed, and air flow as desired, then tap Save to activate the function.
The appliance will automatically adjust to your settings at the scheduled time.



Reservation ►

Repeat setting Monday... >

Temperature 77°F >

Mode Cool >

Fan Speed Mid >

Precision Air Flow Up-Down Swing >

Save

16:19:00

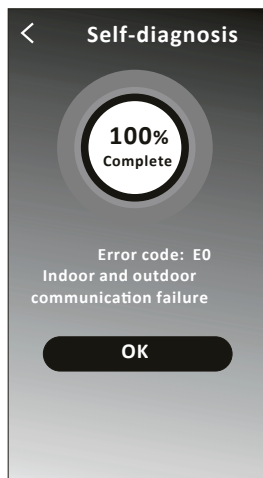
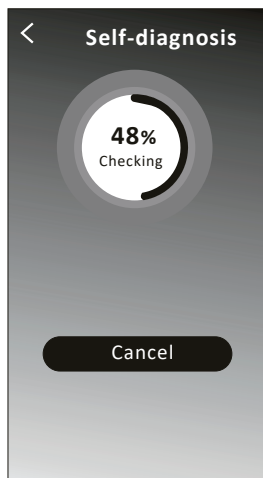
ON, Cool, Mid, Up-Down Swing 77°F, M...


After the reservation is set up, the air conditioner will automatically reach your set requirement at your appointment time.

DEVICE CONTROL

CONTROL FORM 2 - MORE FUNCTIONS

11. Tap the “Self-Diagnosis” button if it appears on the screen. The air conditioner will automatically diagnose itself and display the error code along with possible problem details.



12. Tap the  button if it is displayed on the screen.

Photosensitive

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 displayed on the screen.

Soft Wind

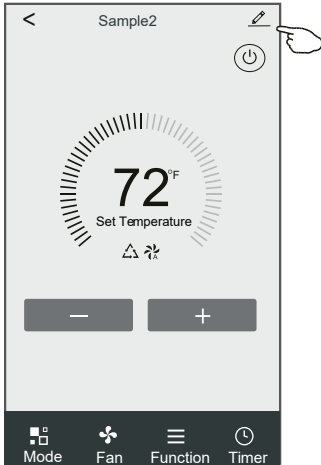
This function causes the air conditioner to blow a gentle airflow through the small holes on the deflector.

DEVICE CONTROL

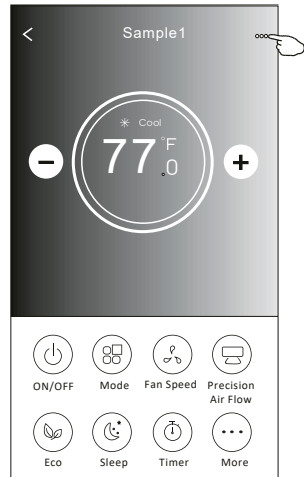
DEVICE INFORMATION AND MANAGEMENT

Tap  on "Control Form 1" or tap "..." on "Control Form 2" to access the device details screen. Here, you can view useful information and share the device with other accounts. Please review the following images and instructions carefully.

Control form 1

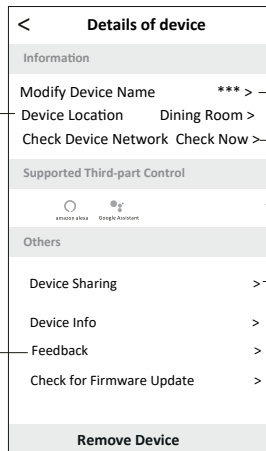


Control form 2



Tap to change the device's location to a different room.

Provide feedback on any issues or suggestions to the app administrator



Tap to check the network status

Tap to check the network status

Tap to view instructions for connecting to Amazon Alexa or Google Assistant voice control

Tap to share the device with another account

Tap to view the Virtual ID, Wi-Fi name, IP address, MAC address, time zone, and Wi-Fi signal strength

Tap to change the device's location to a different room.

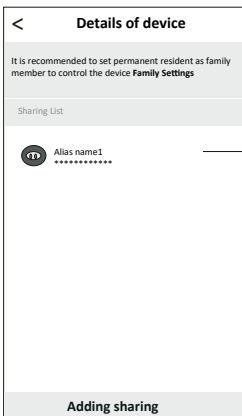
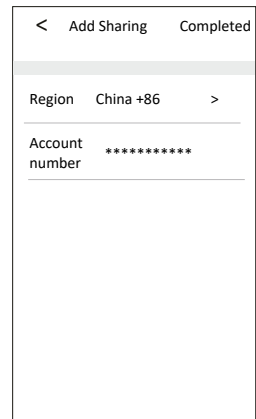
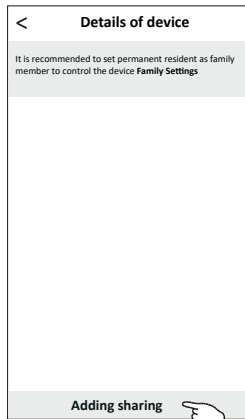
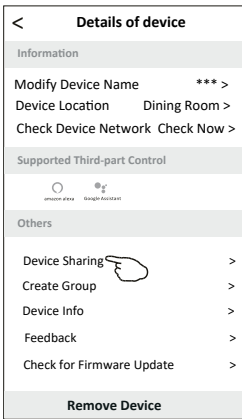
Tap to remove the device, and it will be automatically reset once deleted

DEVICE CONTROL

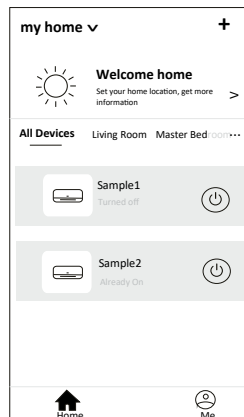
DEVICE INFORMATION AND MANAGEMENT

How to Share Devices with Other Accounts:

1. Tap "Device Sharing" to open the Device Sharing screen.
2. Tap "Add Sharing."
3. Select the region and enter the account you want to share with.
4. Tap "Completed," and the account will appear on your sharing list.
5. The recipient should long-press the home screen and swipe down to refresh the device list. The device will then appear on the list.



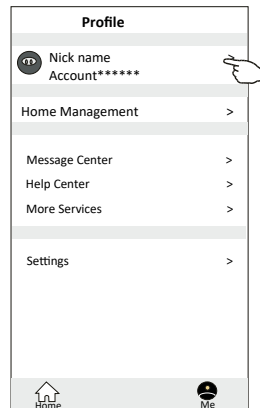
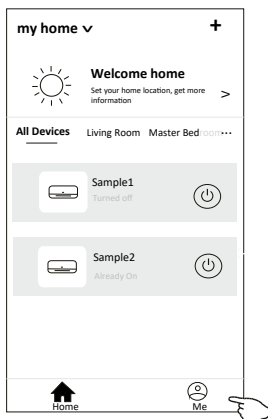
Hold the bar for about 3 seconds to delete the shared account.



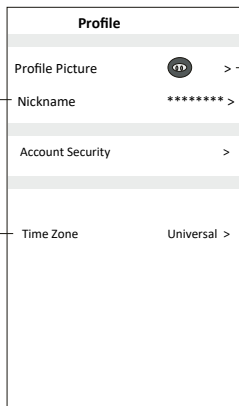
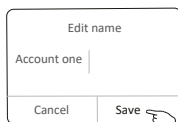
Hold on and slide down to refresh the device list

ACCOUNT MANAGEMENT

ACCOUNT PROFILE SETTING

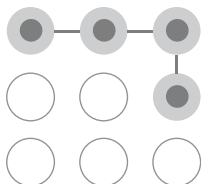


Change the nick name of your account

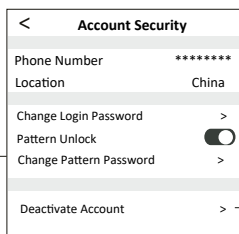


Choose a picture for the account from your local album

Select the time zone



Set a pattern password for accessing the app



Change the password, similar to the password reset process on page 10

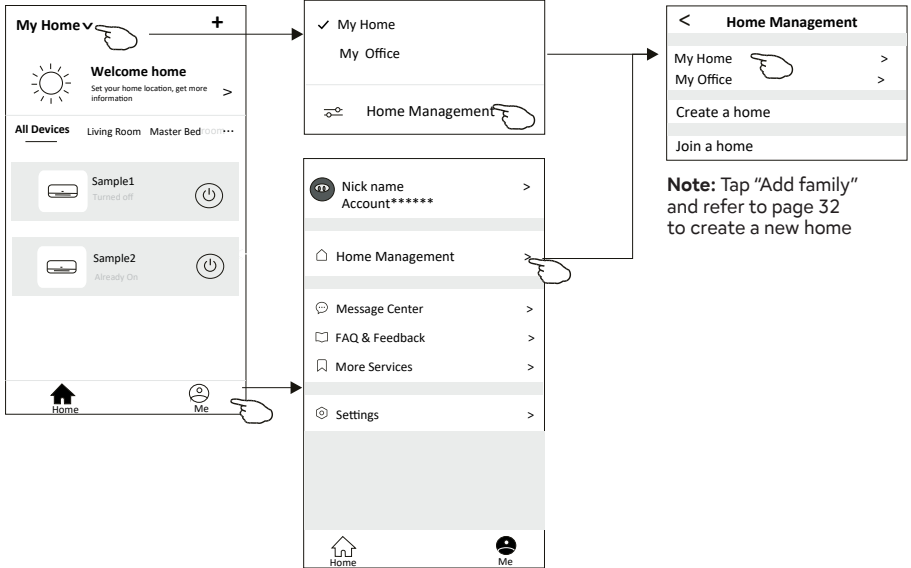
Tap the switch to enable or disable the pattern password

Please be cautious when deactivating the account, as all data will be deleted

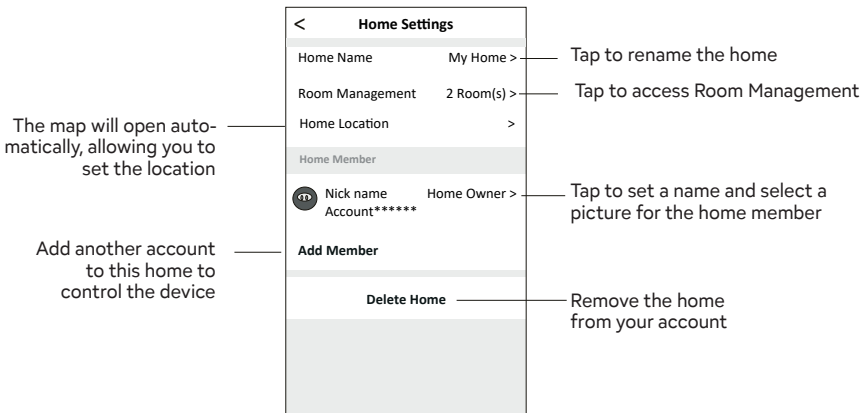
ACCOUNT MANAGEMENT

HOME (FAMILY) MANAGEMENT

1. Tap the home name in the top left corner of the Home Screen and select “Home Management,” or tap “Me” and then tap “Home Management.”
2. Tap one of the homes in the list to access the Home Settings screen.



3. Set the home according to the following indicators.



NOTICE

1. Due to technical updates, there may be discrepancies between the actual product and what is shown in the manual. We apologize for any inconvenience. Please refer to your actual product and app.
2. The Smart Air Conditioner app may be updated or discontinued without notice for quality improvements, depending on the manufacturer's circumstances.
3. If the Wi-Fi signal strength is weak, the Smart App may disconnect. Ensure that the indoor unit is positioned near the wireless router.
4. The DHCP server function must be enabled on the wireless router.
5. Internet connection issues may occur due to firewall settings. In such cases, please contact your internet service provider.
6. To ensure the security of your smartphone system and network settings, make sure the Smart Air Conditioner app is marked as trusted.

TROUBLESHOOTING

Description	Analysis of cause
The device cannot be configured successfully	<ol style="list-style-type: none"> 1. Verify that the mobile device is connected to the correct WLAN router SSID and password. 2. Check for any additional settings on the WLAN router, as listed below: <ol style="list-style-type: none"> a) Firewall settings on the router or PC b) MAC address filtering c) Hidden SSID d) DHCP server settings <p>Reboot the WLAN router, mobile device, and air conditioner (WLAN module), then attempt to connect to the air conditioner again using CF mode. Before rebooting, ensure that no other devices are already connected to the same air conditioner.</p>
The mobile device cannot control the air conditioner	<ol style="list-style-type: none"> 1. When the air conditioner (WLAN module) is rebooted and the app displays "Device removed," ignoring this notification will result in the mobile device losing control of the air conditioner. You will need to reconnect the air conditioner in CF mode. 2. In the event of a power failure, the mobile device will lose control of the air conditioner for up to 3 minutes after the power is restored. (A notification will appear on the mobile device.) If you are unable to control the air conditioner even after power is restored, you will need to reconnect the air conditioner in CF mode.
The mobile device cannot find the air conditioner.	<ol style="list-style-type: none"> 1. The app displays "Air conditioner device offline." Please check the following conditions: <ol style="list-style-type: none"> 1. The air conditioner has been reconfigured. 2. The air conditioner is out of power. 3. The router is out of power. 4. The air conditioner cannot connect to the router. 5. The air conditioner cannot connect to the network through the router. 6. The mobile device cannot connect to the network. 2. After adding the device, it disappears from the device list. Swipe down to refresh the device list. If there is no change, close the app and reopen it.