



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 started!

Operation Guidelines: Please take the simple guideline below as reference.

Operation Steps	Operation Items	New Account	Re-install app (Previously Registered)
Step 1	Download and Install app	Yes	Yes
Step 2	Activate app	Yes	Yes
Step 3	Account Registration	Yes	No
Step 4	Login	Yes	Yes
Step 5	Add a device for control	Yes	Registered devices will be retained

Note: If you've already signed up for an account and added devices, your devices will stay in the app after you reinstall it and sign in again.

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.
- 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; if not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception (determinable by turning the equipment off and on), the user is encouraged to correct the interference by one or more of the following measures:

- 1) Reorient or relocate the receiving antenna.
- 2) Increase the separation between the equipment and receiver.
- 3) Connect the equipment to an outlet on a circuit different from that of the receiver.
- 4) Consult the dealer or an experienced radio/TV technician for assistance.

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

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Wi-Fi Module Specifications and Basic Information

1. Minimum Specifications for a Smart phone:

Android 6.0 or higher.

IOS 11.0 or higher.

2. Basic Parameters for Wi-Fi&BT Modules

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 Smartphones:

Method 1: Scan the QR code using your browser's scanner, then download and install the app.

Method 2: Open Google Play Store on your smartphone, search for "SmartLife-SmartHome", and download and install the app.



For iOS Smartphones:

Method 1: Scan the QR code and follow the prompts to be redirected to the app Store, then download and install the app.

Method 2: Open the App Store on your smartphone, search for "SmartLife-SmartHome", and download and install the app.



Note:

Please enable the Storage, Location, and Camera permissions for this app during installation. Otherwise, you may encounter issues while using it.

Activate App

The first time you use the app, it will need to be activated.

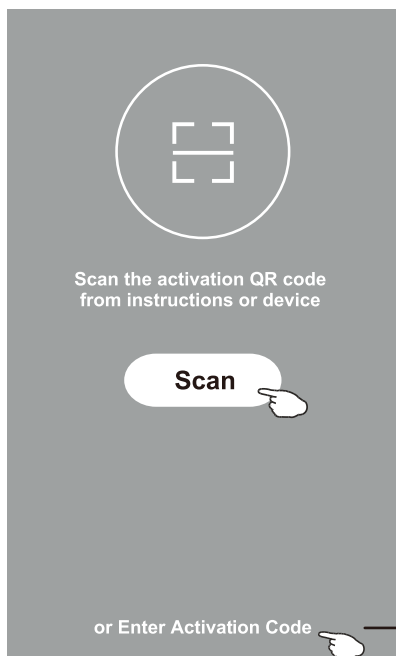
1. Launch the "SmartLife-SmartHome" app on your smartphone.



SmartLife-SmartHome

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, then enter the activation code and tap "CONFIRM".

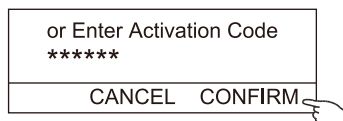


Method 1

Activate QR code and activation code



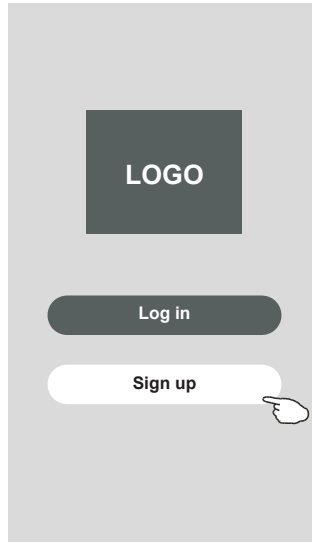
Method 2



Note: Without the QR code or activation code, you cannot activate the app and use it. Please keep them safe.

Registration

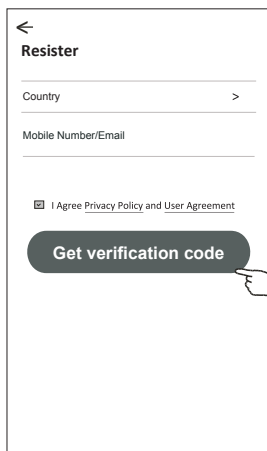
1. If you don't have an account, please tap the "Sign up" button.



2. Tap ">" to select your country.

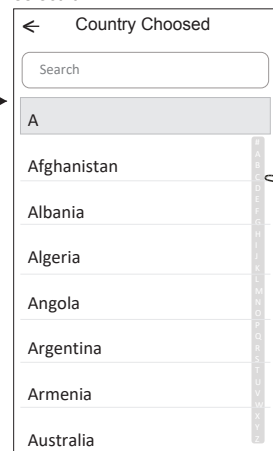
3. Enter your email address.

4. Tap the "Get Verification Code" button.

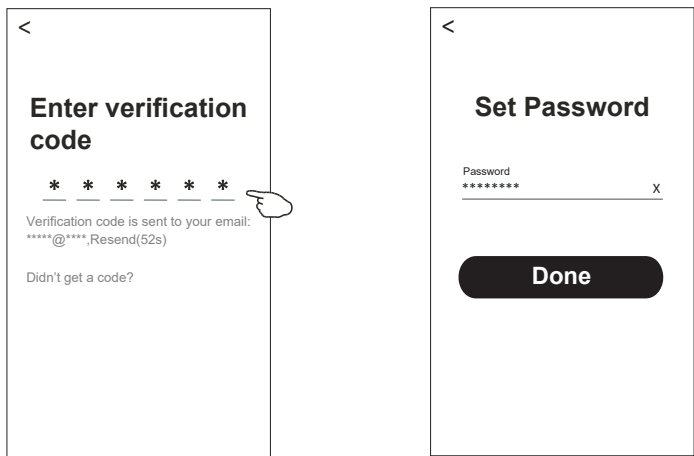
A white rectangular screen titled "Resister" with a back arrow at the top left. It contains a "Country" field with a right-pointing chevron, a "Mobile Number/Email" field, a checkbox labeled "I Agree Privacy Policy and User Agreement", and a dark gray button labeled "Get verification code". A hand icon is pointing at the "Get verification code" button.

Enter your email address here

Search for the country, or slide the screen up/down to find and select it.

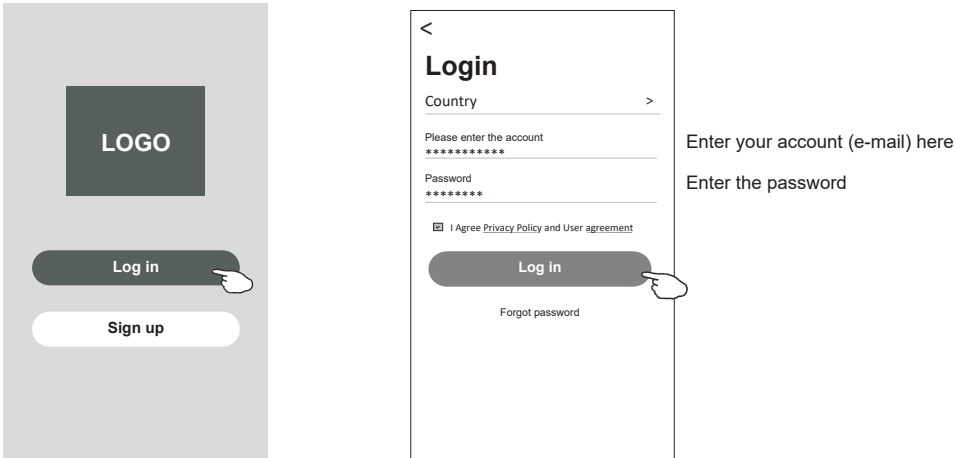
A white rectangular screen titled "Country Choosed" with a back arrow at the top left. It features a search bar, a list of countries starting with "A" (Afghanistan, Albania, Algeria, Angola, Argentina, Armenia, Australia), and a vertical alphabetical index on the right side. A hand icon is pointing at the index.

- 5. Enter the verification code sent to your email.
- 6. Set a password (6-20 characters, including letters and numbers).
- 7. Tap "Done" to confirm your account setup.



Login

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



If you've forgotten your password or need to reset it, follow these steps:

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

<

Login

Country

>

Please enter the account

Password

☒ I Agree [Privacy Policy](#) and [User agreement](#)

Log in

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

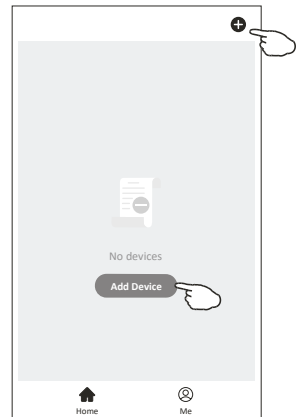
Before adding the device, please ensure that the phone's Bluetooth is turned on and that the phone's WiFi is connected to the router. You can then turn on the air conditioner and use the remote control to reset the WiFi module by following one of these steps:

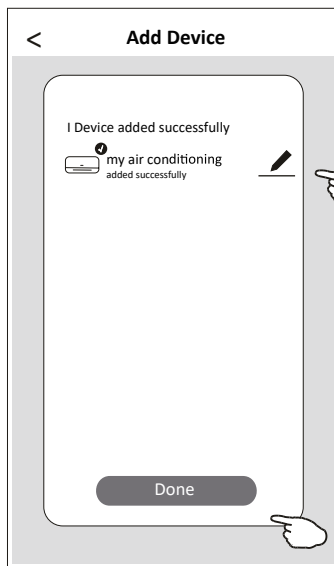
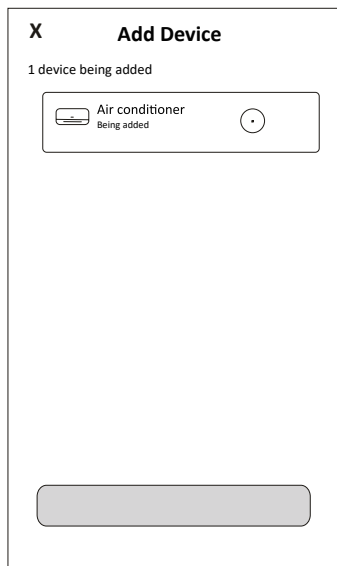
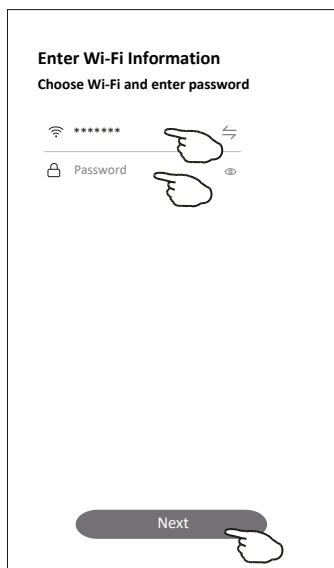
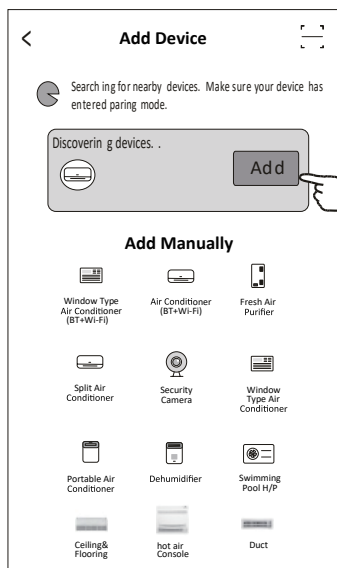
- **Method 1:** Press the **DISPLAY** button 6 times within 8 seconds, then you will hear 2 beeps and CF or AP will be shown on the indoor display.
- **Method 2:** Press the **ECO** button 6 times within 8 seconds, then you will hear 2 beeps and CF or AP will be shown on the indoor display.
- **Method 3:** Long-press **Mode** and **^** for more than 3 seconds, then you will hear 2 beeps and CF or AP will be shown on the indoor display.
- **Method 4:** Press the **GEN** button 9 times within 8 seconds, then you will hear 2 beeps and CF or AP will be shown on the indoor display.

Add the device via the autodiscovery method.

Note: Make sure the Bluetooth on your smart phone is on.

1. Power on the indoor unit, and there is no need to turn on the air conditioner.
2. Click "+" in the upper right corner of the "Home" screen or tap "Add Device" in the room with no devices.
3. Tap the "Add" button.
4. Enter the password of the Wi-Fi that your smart phone is connected to, then tap "Next".
5. You can see the progress percentage of the connection process, and at the same time "PP", "SA", "AP" will shine in turn on the indoor display.
 - "PP" means "Searching for the router";
 - "SA" means "Connecting to the router";
 - "AP" means "Connecting to the server".
6. Tap "Done".



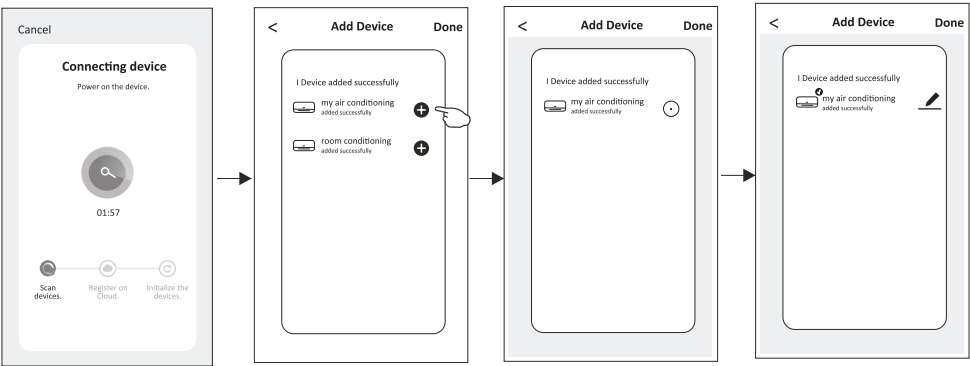
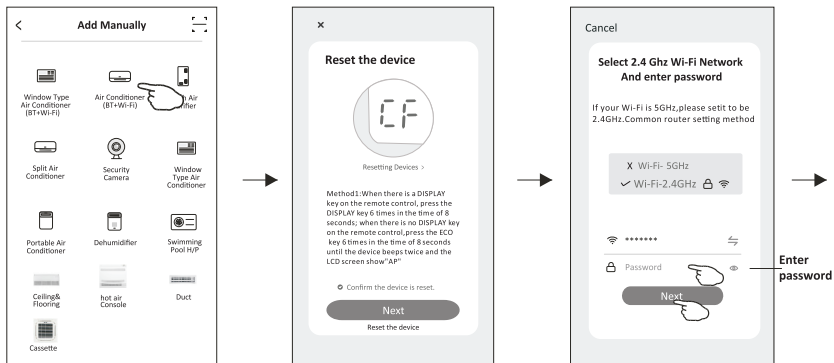
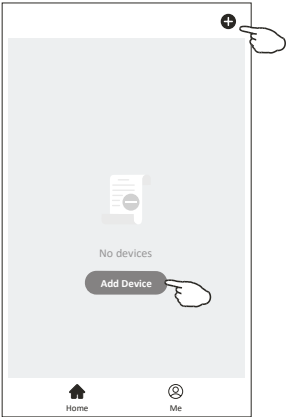


There are three manual methods for adding the device.

1-CF mode

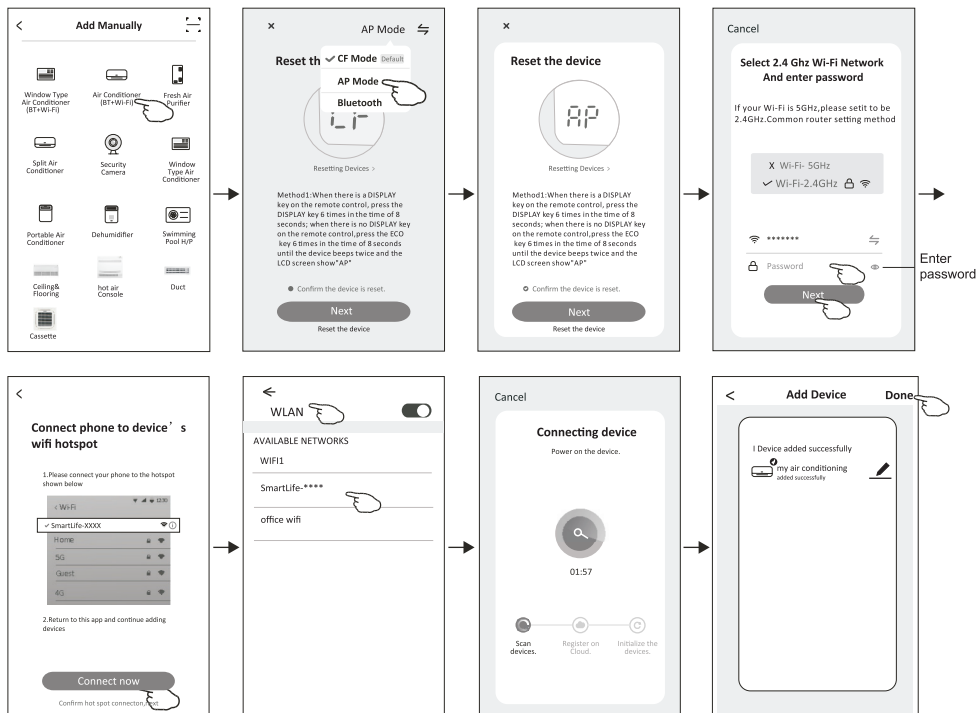
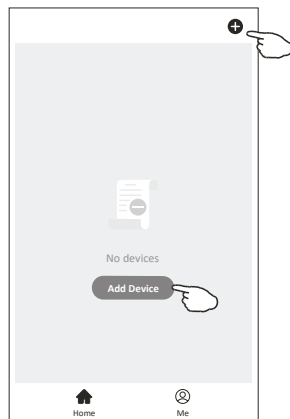
- 1. Power on the indoor unit; there is no need to turn on the air conditioner.
- 2. Click "+" in the upper right corner of the "Home" screen, or tap "Add device" on a room without any devices.
- 3. Tap the icon. 
- 4. Follow the on-screen instructions to reset the Wi-Fi module, then check "Confirm the device has been reset" and tap "Next".
- 5. Enter the password for the same Wi-Fi network that your smartphone is connected to, then tap "Next".
- 6. You can view the connection progress percentage. Meanwhile, "PP", "SA", and "AP" will flash in sequence on the indoor unit's display:
- "PP" means "Searching for the router";
- "SA" means "Connecting to the router";
- "AP" means "Connecting to the server".

Note: For some models, Bluetooth on your smartphone must be enabled to ensure a successful connection.



2-AP mode

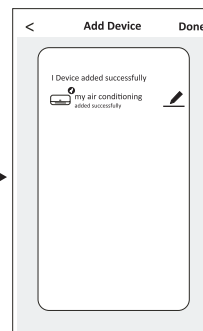
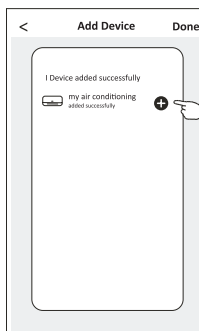
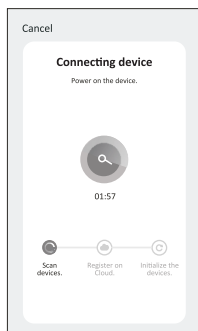
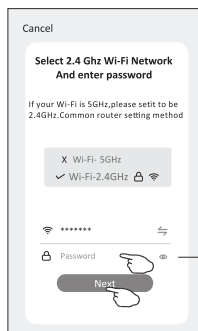
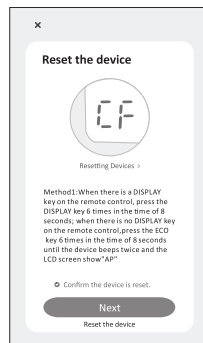
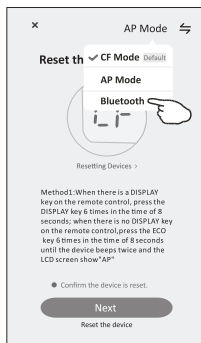
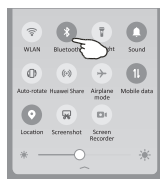
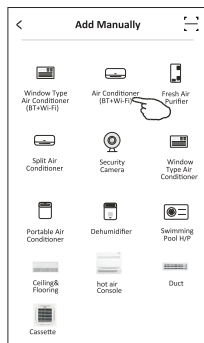
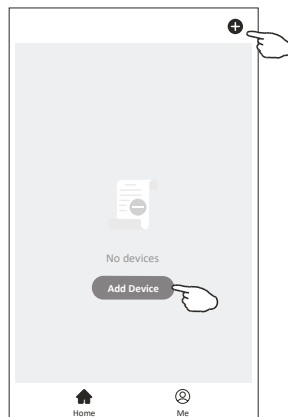
1. Power on the indoor unit; there is no need to turn on the air conditioner.
2. Click "+" in the upper right corner of the "Home" screen, or tap "Add device" on a room without any devices.
3. Tap the icon. 
4. Add a device.
5. Enter the password for the same Wi-Fi network that your smartphone is connected to, then tap "Next".
6. Tap  in the upper right corner, select "AP Mode", then follow the on-screen prompts to reset the Wi-Fi module. Check "Confirm the device has been reset" and tap "Next".
7. Read the instructions carefully and tap "Connect Now".
8. On the network settings screen, select "SmartLife-****" and tap "".
9. You can view the connection progress percentage. Meanwhile, "PP", "SA", and "AP" will flash in sequence on the indoor unit's display:
 - "PP" means "Searching for the router";
 - "SA" means "Connecting to the router";
 - "AP" means "Connecting to the server".



3-Bluetooth Mode

1. Power on the indoor unit; there is no need to turn on the air conditioner.
2. Click "+" in the upper right corner of the "Home" screen, or tap "Add device" on a room without any devices.
3. Tap the icon. 
4. Ensure Bluetooth on your smartphone is enabled.
5. Tap the icon in the upper right corner, select "Bluetooth", then follow the on-screen prompts to reset the Wi-Fi module. Check "Confirm the device has been reset" and tap "Next".
6. Enter the password for the Wi-Fi network that your smartphone is connected to, then tap "Next".
7. You can view the connection progress percentage. Meanwhile, "PP", "SA", and "AP" will flash in sequence on the indoor unit's display:

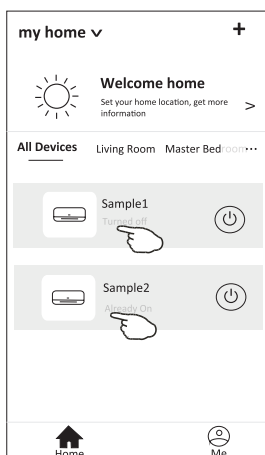
- "PP" means "Searching for the router";
- "SA" means "Connecting to the router";
- "AP" means "Connecting to the server".



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.

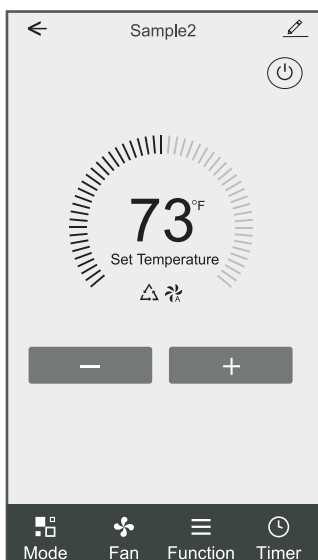


Note:

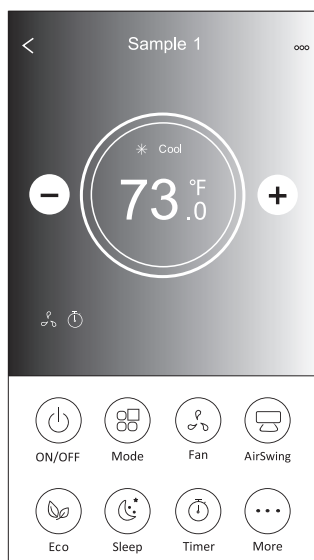
There are different control methods based on different software or Wi-Fi function firmware versions.

Please read the user manual carefully according to the actual control interface.

Control form 1

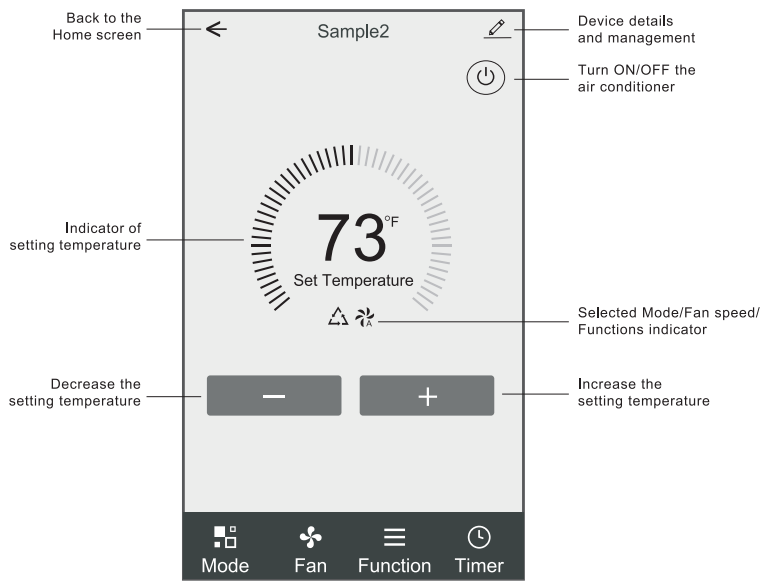


Control form 2



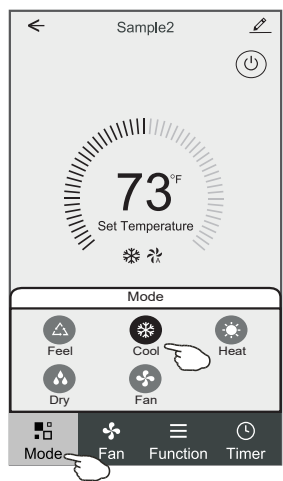
Control form 1

The main control interface



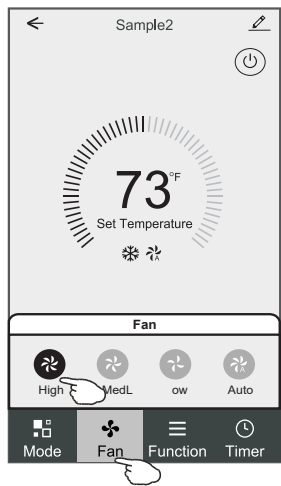
Control form 1- Mode setting

1. Tap "Mode" to open the Mode screen.
2. Select one of the modes: Feel, Cool, Heat, Dry, or Fan.
3. Tap anywhere around the set temperature to cancel the Mode setting.



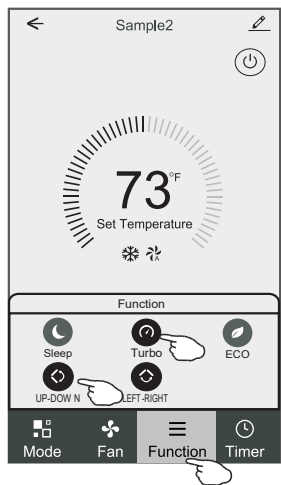
Control form 1- Select fan speed

- 1. Tap "Fan" to open the Fan screen.
- 2. Select one of the fan speeds: High, Medium, Low, or Auto.
- 3. Tap anywhere around the set temperature to cancel the selection.



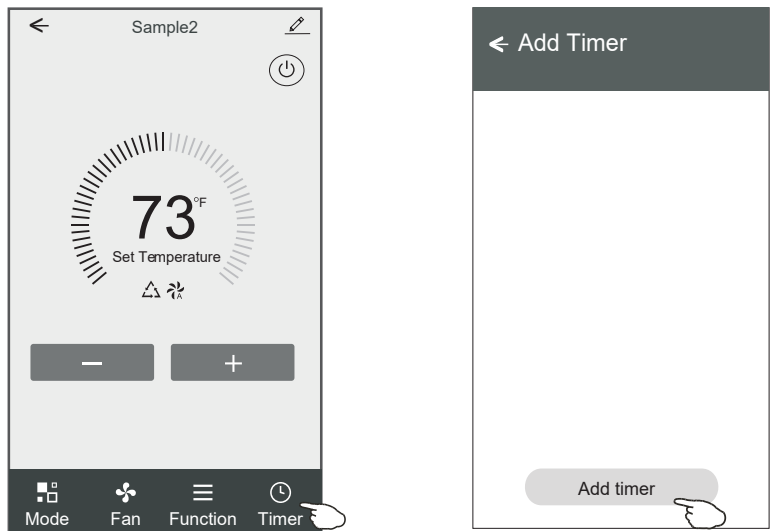
Control form 1- Function setting

- 1. Tap "Function" to open the Function screen.
- 2. Select one of the functions: Sleep, Turbo, or ECO.
- 3. Select UP-DOWN or LEFT-RIGHT for auto swing in the respective direction.
- 4. Tap anywhere around the set temperature to cancel the Function setting.

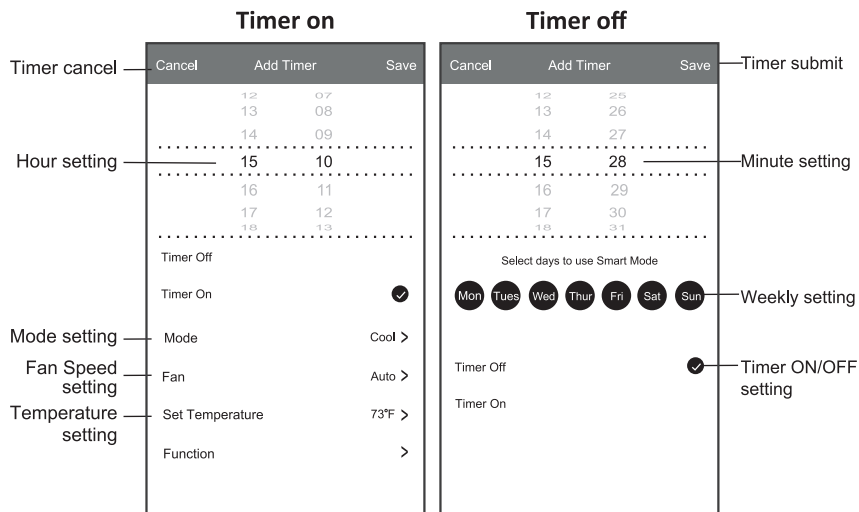


Control form 1- Timer adding

- 1. Tap "Timer" to open the Add Timer screen.
- 2. Tap "Add Timer".

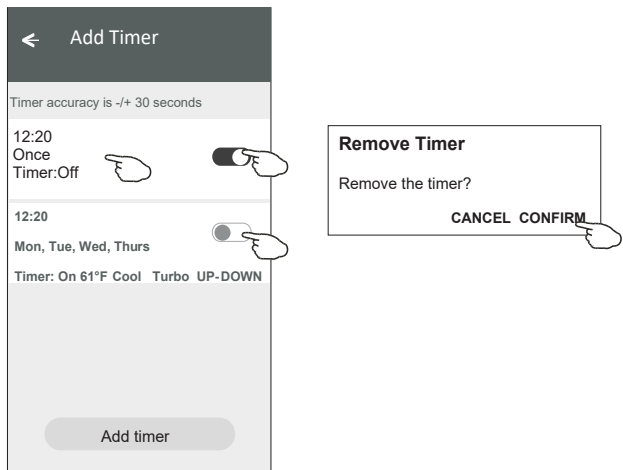


- 3. Select the time, choose the repeat days, and set the Timer to On or Off.
- 4. Select the Mode, Fan Speed, and Function, and set the desired temperature for when the Timer is on.
- 5. Tap "Save" to add the timer.

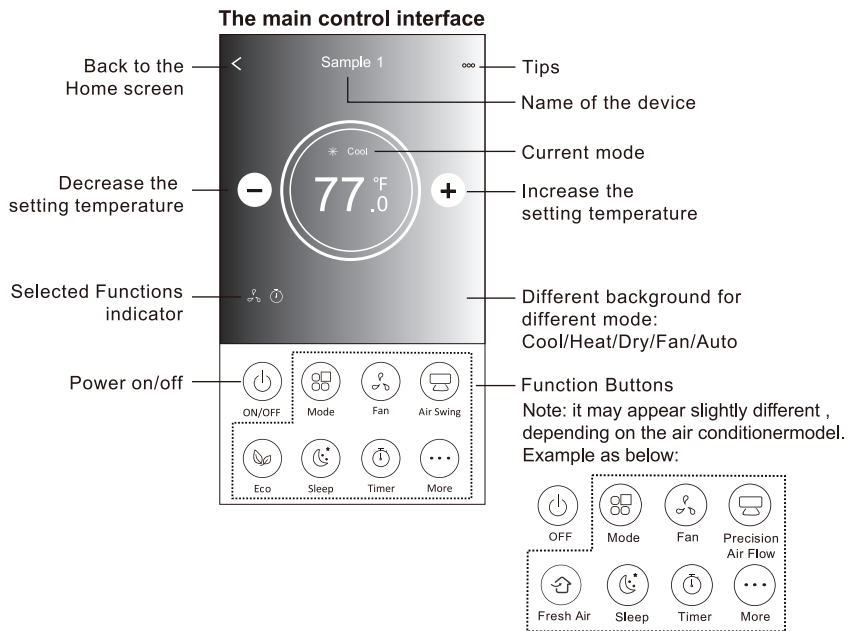


Control form1-Timer Management

1. Tap the timer bar to edit the timer, just like the timer adding process.
2. Tap the switch to enable or disable the timer.
3. Hold the timer bar for about 3 seconds to pop up the Remove Timer screen, then tap "CONFIRM" to remove the timer.



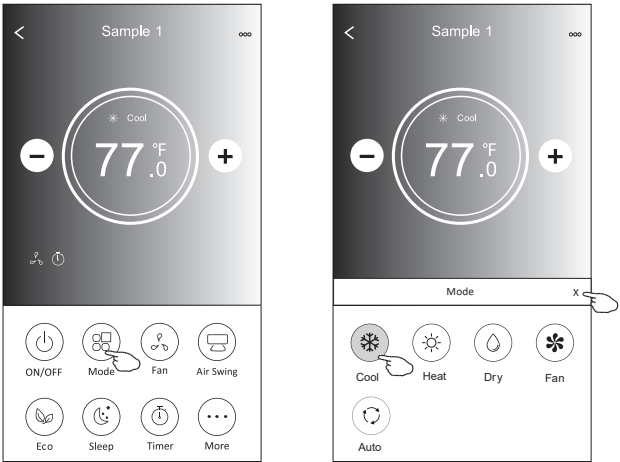
Control form 2



Note: It may appear slightly different, depending on the air conditioner model.

Control form 2 - Mode setting

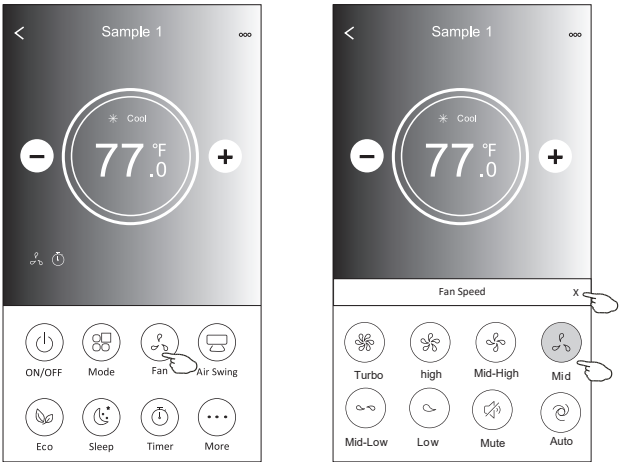
1. Tap the Mode button.
2. There are 5 modes on the Mode screen. Tap the corresponding button to set the air conditioner's working mode.
3. Tap the X button to return to the main control screen.
4. The mode and background on the screen will change accordingly.



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

Control form 2 - 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.

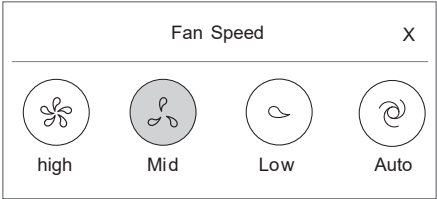


Mode	Fan Speed
Cool	All speeds
Fan	All speeds
Dry	
Heat	All speeds
Auto	All speeds

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

Note: The fan speed screen may appear slightly different depending on the air conditioner model.

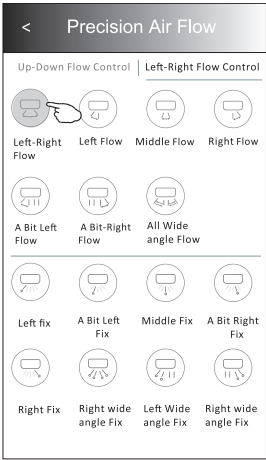
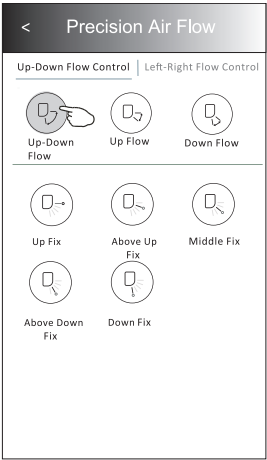
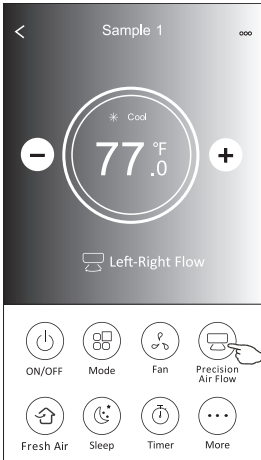
Examples are as follows:



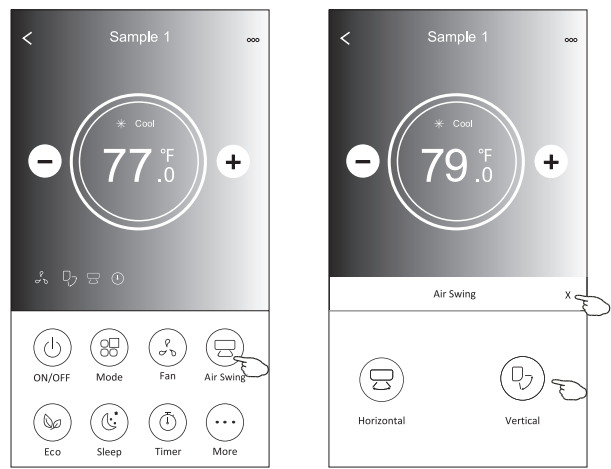
Control form 2 - Air Flow control

1. Tap the Precision Air Flow button or Air Swing button.
2. Select your preferred air flow mode and tap to confirm.
3. Tap the X button to return to the main control screen.
4. The indicator for the selected air flow will appear on the screen.

Note: For some models without the auto left-right swing function, if you activate it, you will hear a beep but no corresponding action.



Note: The main control screen and air flow screen may appear slightly different depending on the air conditioner model. Examples are as follows:



Control form 2 - ECO function

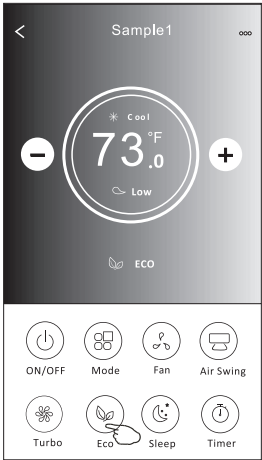
- 1. For the Eco function, just tap the button to activate it. The button will light up and the indicator will appear on the screen.
- 2. Tap again to disable it.
- 3. Temperature control for some air conditioner models:
In Cooling mode, the new setting temperature will be $\geq 79^{\circ}\text{F}$.
In heating mode, the new setting temperature will be $\leq 77^{\circ}\text{F}$.



Mode	ECO enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Note: ECO is disabled on Fan / Dry / Auto mode.

Note: The main control screen and ECO control method may appear slightly different depending on the air conditioner model. Examples are as follows:



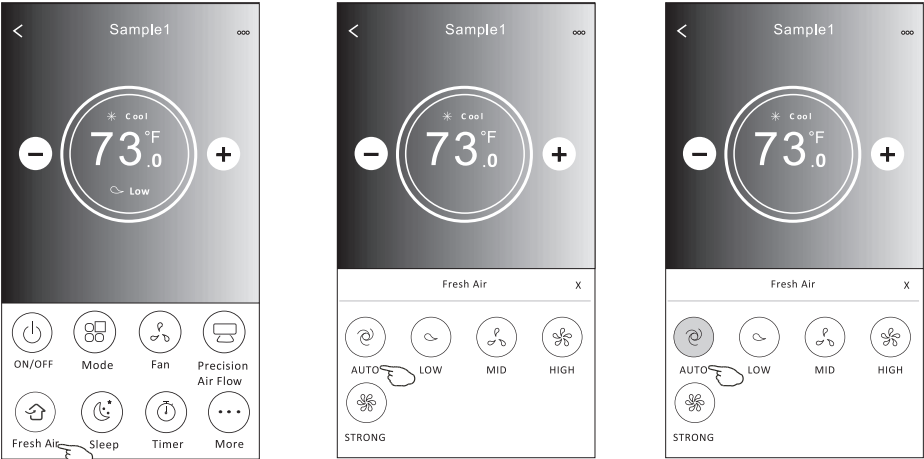
Note: ECO is disabled in Turbo/Sleep modes for some air conditioner models.

Control form 2 - Fresh air function

Some air conditioners support the fresh air function.

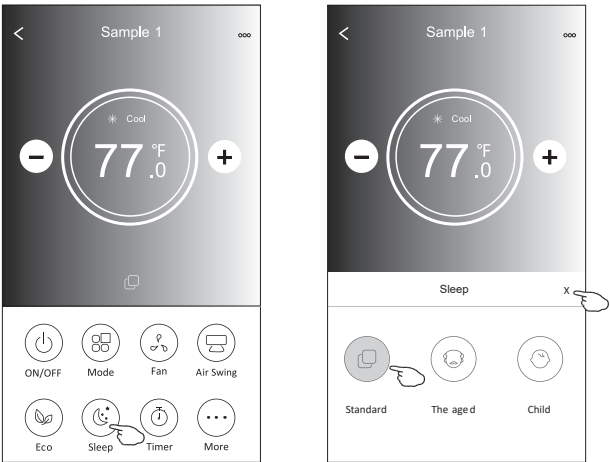
1. Tap the "Fresh Air" button and select your preferred airflow level to turn it on.
2. When you select the same airflow level button again, the fresh air function will turn off.

Note: Some models support the "HIGH" level.



Control form 2 - Sleep function

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

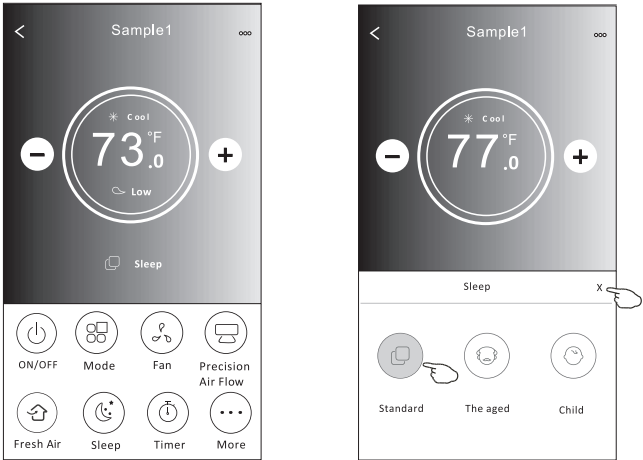


Mode	Sleep enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Note: Sleep is disabled on Fan / Dry / Auto mode .

Note: The main control screen may appear slightly different depending on the air conditioner model.

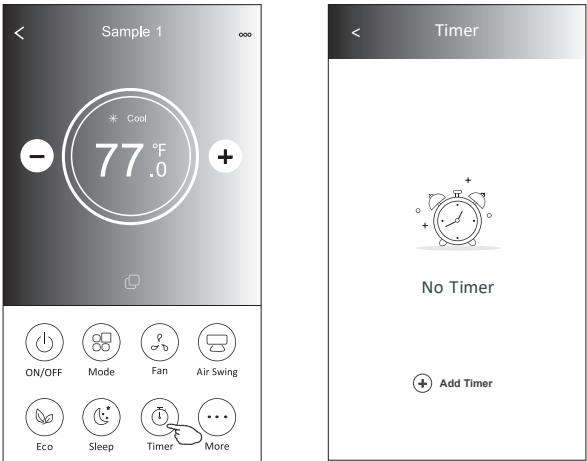
Examples are as follows:



Note: Sleep is disabled in Turbo / ECO modes for some air conditioner models.

Control form 2 - Timer(off) setting

- 1. Tap the Timer button.
- 2. Tap the "+" icon in the upper right corner of the Timer main screen.
- 3. Choose Time/Repeat/Switch-Off, then tap Save.
- 4. The Timer (Off) indicator will appear on the Timer main screen.



Slide up or down to select time

Tap Repeat → Tap your desired repeat days or Once, then tap Confirm

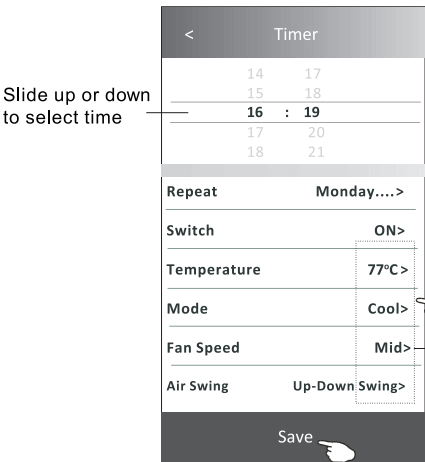
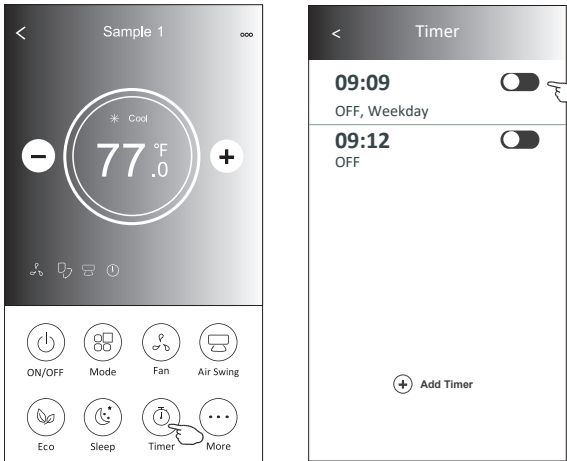
Cancel	Repeat	Confirm
Once		
Monday		✓
Tuesday		✓
Wednesday		✓
Thursday		✓
Friday		✓
Saturday		
Sunday		

Tap Switch → Swipe the screen to choose ON, then tap "Confirm".

Cancel	Switch	Confirm
	ON	
	OFF	

Control form 2 - Timer(on) setting

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



Tap Repeat → Tap your desired repeat days or Once, then tap Confirm

Cancel	Repeat	Confirm
	Once	
	Monday	✓
	Tuesday	✓
	Wednesday	✓
	Thursday	✓
	Friday	✓
	Saturday	
	Sunday	

Tap Switch → Swipe the screen to choose ON, then tap "Confirm".

Cancel	Switch	Confirm
	ON	
	OFF	

Tap Temperature/Mode/Fan Speed/ Air Swing → one by one then setas your desired as mentioned on the previous chapter and tap "Confirm" the setting.

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 setting screen, adjust the settings, then tap Save.

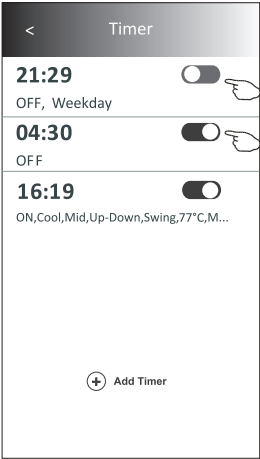
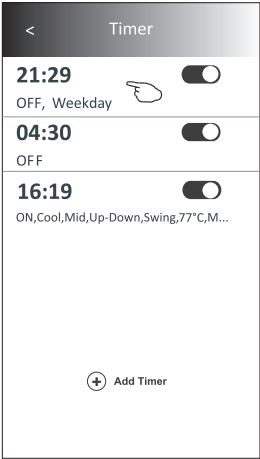
2. Enable or Disable the Timer:

Tap the right side of the switch to enable it.

Tap the left side of the switch to disable it.

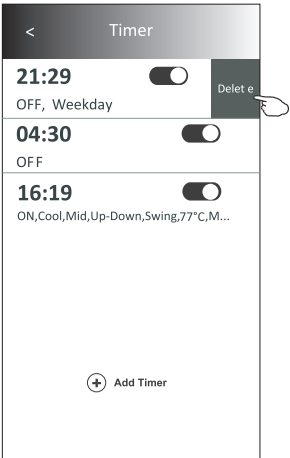
3. Delete the Timer:

Swipe the Timer list bar from right to left until the Delete buttons appear, then tap Delete.



Swipe the switch left to disable it.

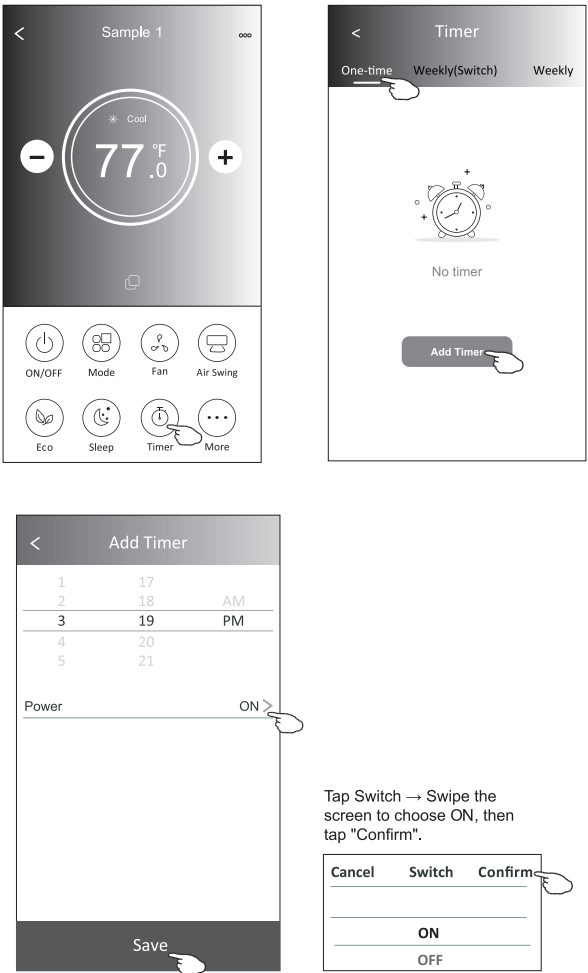
Swipe the switch right to enable it



Control form 2 - One-time

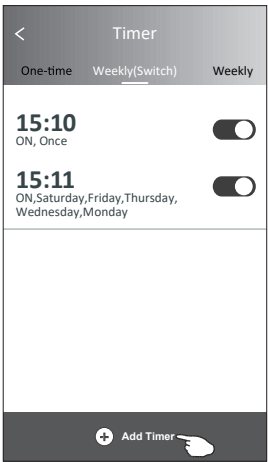
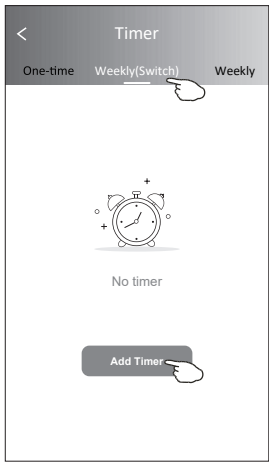
Some air conditioners support weekly scheduling after connecting to the online controller.

1. Tap the "Timer" button to enter.
2. One-time scheduling allows you to set the air conditioner to turn on or off at a specific time, executing once and then turning off. A maximum of 2 timers can be set.

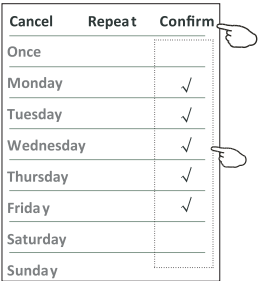
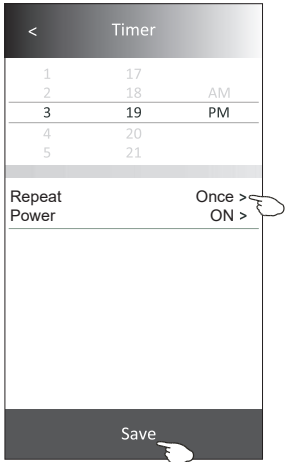


Control form 2 - Weekly(Switch)

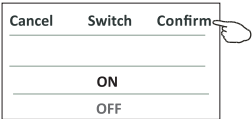
3. Weekly (Switch) scheduling supports setting the air conditioner to turn on and off in a weekly cycle or in a one-time form. A maximum of 8 timers can be set.



Tap Repeat → Tap your desired repeat days or Once, then tap Confirm.

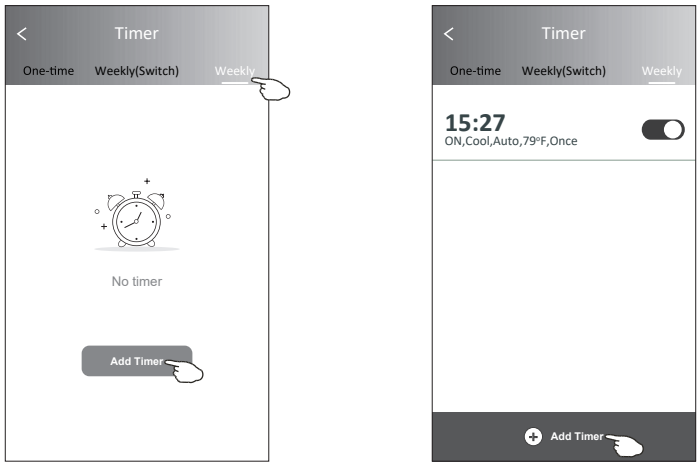


Tap Switch → Swipe the screen to choose ON, then tap "Confirm".

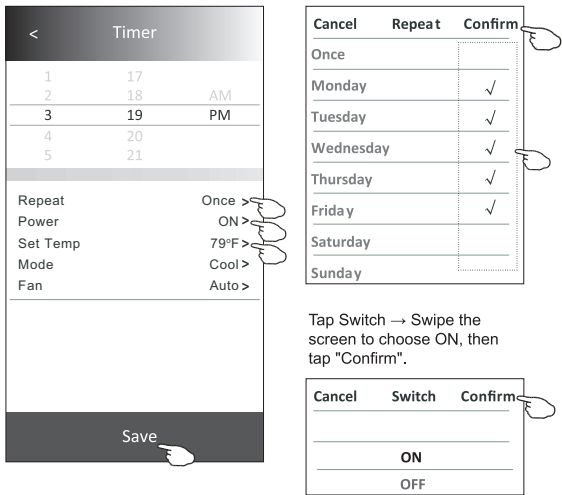


Control form 2 - Weekly

4. Weekly scheduling 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.



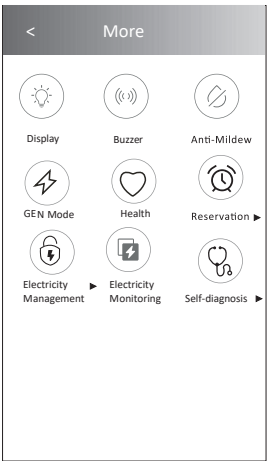
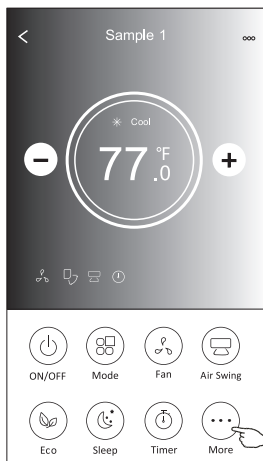
Tap Repeat → Tap your desired repeat days or Once, then tap Confirm.



Tap "Temperature/Mode/Fan Speed/Air Flow" one by one, set them to your desired values as mentioned in the previous chapter, and then tap "Confirm" to save the settings.

Control form 2 - More functions

1. Tap the More Button to access additional functions if the More Button appears on the screen.



Note: Some air conditioner models do not have the More button.

Note: The appearance of the control panel may be different. Some icons will be hidden if the air conditioner does not have certain functions or if the function is not enabled in the current mode.

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

3. Tap the  Buzzer button to switch on/off the buzzer if it is available on the screen.

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

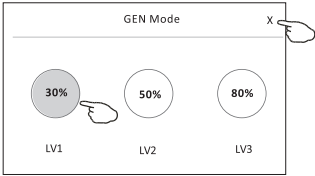
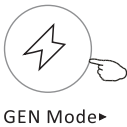
After the AC is turned off, it will start drying, reduce residual moisture and prevent mould. After the function finishes, it will automatically turn off.

5. Tap the  Health button to switch on/off the healthy function, if it is available on the screen. This will activate the antibacterial ionizer function. This function is only available for models with an ionizer generator.

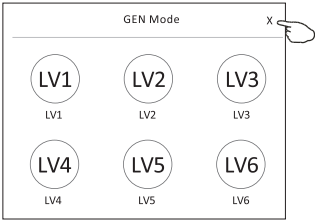
6. Tap the  button, if it is available on the screen.

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 the proper current to save energy.

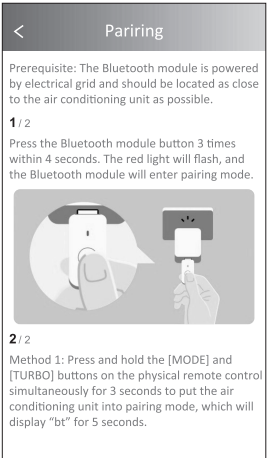
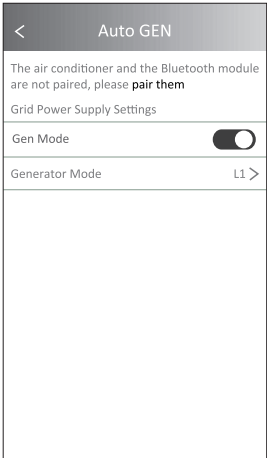


Three images



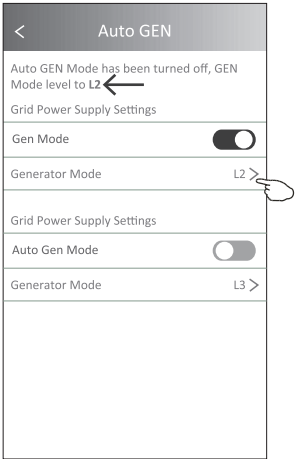
Six images

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.

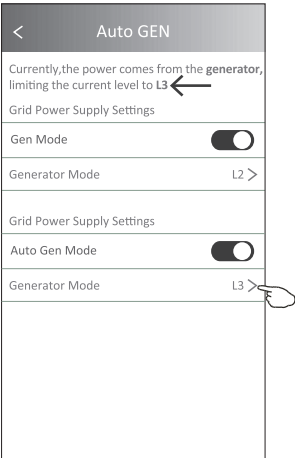


When the Bluetooth module is paired, display two generator methods:

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

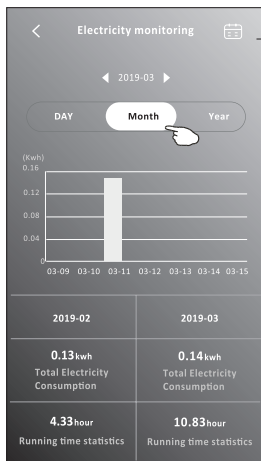
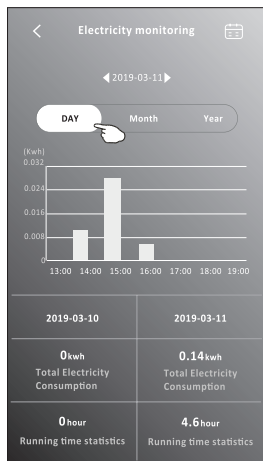


Automatic Generator Function: Activate the automatic generator function. If the Bluetooth module detects that the current power source is the generator, it will execute according to the automatic generator gear. Display the currently executing gear.



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

In this function, you can monitor the air conditioner's power consumption.



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

9. Tap the "46°F Heat" button, if it is available on the screen. This function helps keep the room temperature over 46°F. Check the details of the 46°F Heat function in the User Manual.

10. Tap the "Reservation" button if it is 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 air conditioner will automatically adjust to your settings at the scheduled time.



Turn on ☐

Repeat Monday... >

Set Temp 77°F >

Mode Cool >

Fan Mid >

Air Swing Up-Down >

Save

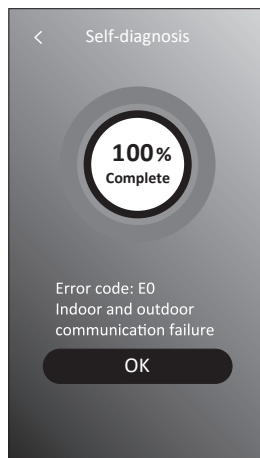
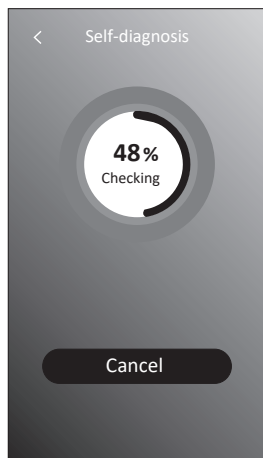
Turn on ☐

16:19:00

ON,Cool,Mid,Up-Down,Swing,77°F,M...

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

The air conditioner will automatically diagnose itself and indicate the error code and problem descriptions if possible.



12. Tap the " " button if it is available on the screen. This function allows the air conditioner to turn the display on/off automatically according to the light intensity.

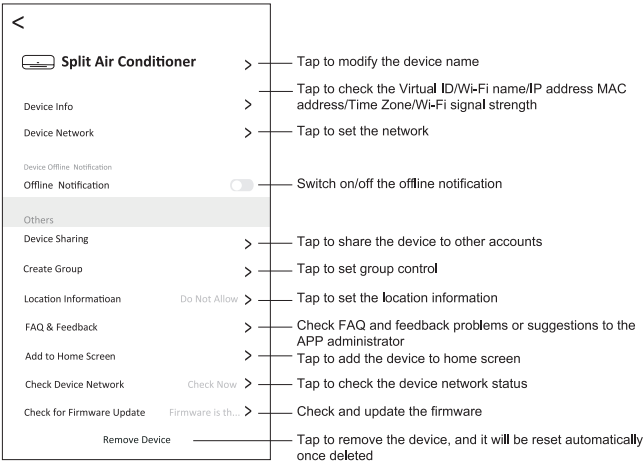
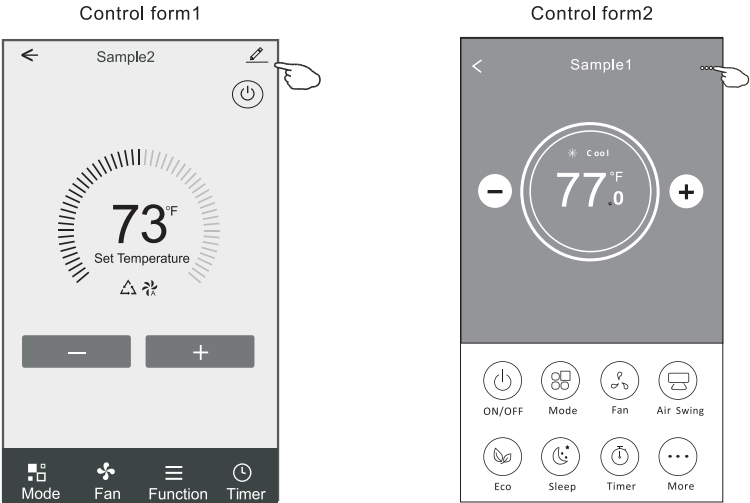
13. Tap the " " button if it is available on the screen. In this function, the air conditioner will blow soft airflow through the micro holes on the deflector.

Device details and management

Tap  or  on the control panel to access the device details screen.

Here you can get some useful information and share the device with other accounts.

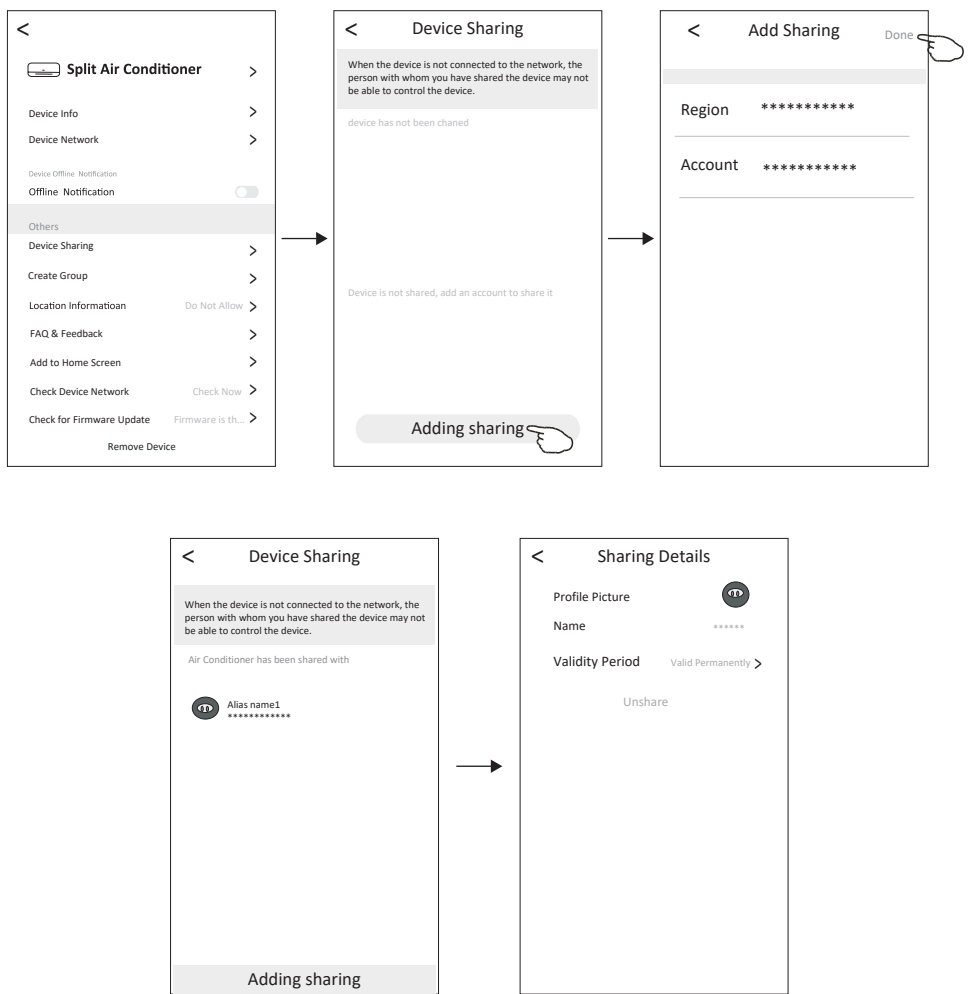
Check the following pictures and instructions carefully. The main control screen may appear slightly different, depending on the air conditioner model.



Device details and management

How to share the devices to other accounts?

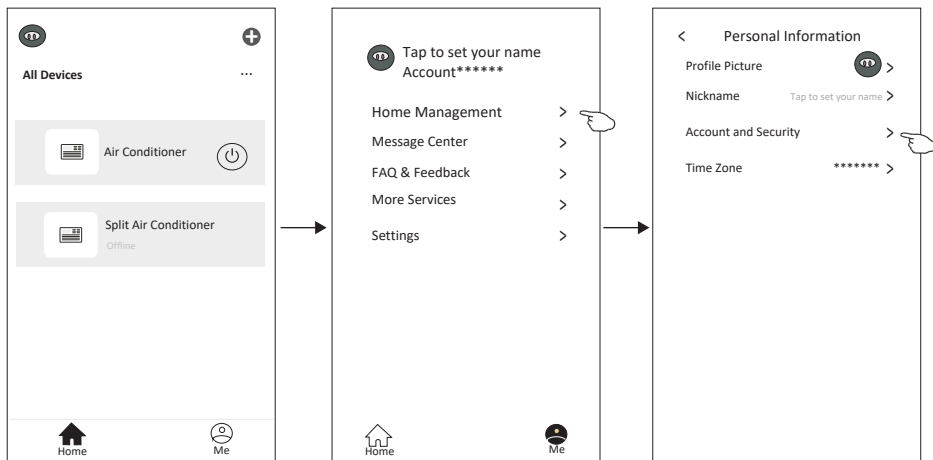
- 1. Tap "Device Sharing" to pop up the Device Sharing screen.
- 2. Tap "Add Sharing".
- 3. Select the region and enter the account you want to share.
- 4. Tap "Done", and the account will appear on your sharing list.
- 5. Members who received the sharing should press and hold the home screen, then slide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



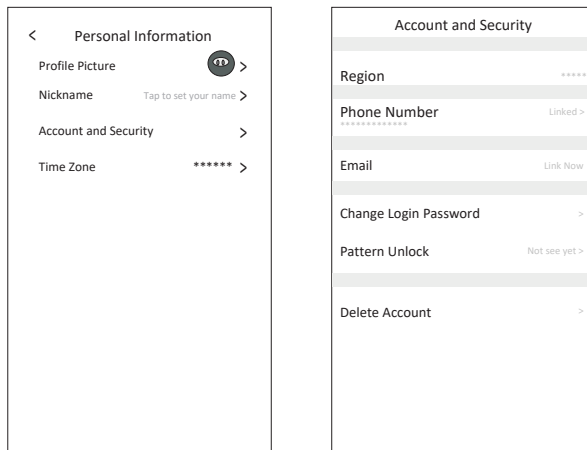
Account management

Account Profile setting

1. Account setting



2. Account and security



Notice

1. For technical updates, there may be deviations between the actual items and what is described 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 without notice for quality improvement and may also be discontinued depending on the manufacturer's circumstances.
3. If the Wi-Fi signal strength is weakened, the smart app may disconnect. So make sure the indoor unit is near the wireless router.
4. The DHCP server function of the wireless router should be activated.
5. The internet connection may fail because of a firewall problem. In this case, contact your internet service provider.
6. For smartphone system security and network settings, make sure the Smart Air Conditioner App is trusted.

Trouble Shooting

Description	Analysis of cause
Air conditioner can't be configured successfully	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. 1) Firewall by router itself or by PC 2) MAC address filtering 3) Hidden SSID 4) DHCP server 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.
Mobile can't control air conditioner	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	1. App display Air conditioner Device offline. Please check the following conditions. 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.