


Winix Smart QUICK GUIDE

Follow these steps to connect your Air Purifier to Wi-Fi

Requirements Before You Begin:

- A Wi-Fi wireless router must be installed within range of the air purifier to use Winix Smart.
- Ensure Wi-Fi router matches the following specifications; 802.11b/g/n 2.4GHz or for a dual-band wireless router (2.4GHz/5GHz), be sure to select 2.4GHz.
- Be sure to have the Wi-Fi password handy.
- During registration, please keep the air purifier, wireless router, and smart device within a 32 ft. radius.
- Obstacles between the air purifier, wireless router, and smart device may cause weak reception.
- Make sure to disable any VPN networks before connecting your unit.

Required Smartphone Operating Systems:

 **iOS** Ver. 10.0 and above

 **ANDROID** Ver. 5.0 and above



The Winix Smart service is optimized for the above specifications. Some functions might not be supported depending on your smartphone.

1. Download the Winix Smart App

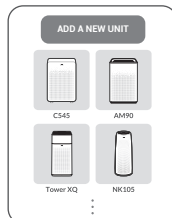
Please search "**Winix Smart**" in the App Store or Google Play Store and download the app.

2. Login or Register



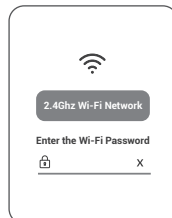
If you have an existing Winix Smart account, please login. If you do not have an account, please register and then login.

3. Add Your Unit



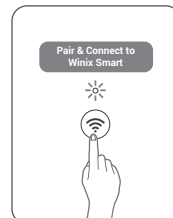
Add the Air Purifier as the unit you want to pair. Then follow the steps for connecting your unit.

4. Connect to Wi-Fi



Connect your smartphone to the 2.4Ghz wireless network you want to use.
*a secured 2.4Ghz Wi-Fi network is required.

5. Pair to Winix Smart



Hold the Wi-Fi Button for 3-5 seconds until it beeps and starts flashing. Then connect to the Winix Smart Wi-Fi network.

Trouble Shooting

- Q** The product fails to connect to the wireless Wi-Fi router and continues to flash.
- A1** Please check the Wi-Fi router password. Check if there are any changes to the router configurations. (make sure the router is on a 2.4Ghz bandwidth)
- A2** Please press the Wi-Fi button for 3-5 seconds to confirm whether the product is in pairing mode (upon entering pairing mode, it might take some time for the Wi-Fi SSID to be displayed, depending on your radio wave environment).
- A3** Please check if you have chosen the correct product during the product selection process. Different products may share the same design. Model names can be found on product labels and in product manuals.
- A4** The product supports the configuration of a common personal wireless Wi-Fi router. Advanced configurations are not supported.
(for example: requires static IP allocation of products, Disable DHCP router setting, Enterprise security access, Other security, etc.)
- Q** The remote control on the APP does not work during use of the product.
- A1** Please check with the product's Wi-Fi LED status to see if the product is properly connected to the wireless Wi-Fi router. If the Wi-Fi LED light is flashing or not on, then the unit has lost connection.
- A2** Check if your Wi-Fi router has a stable connection and is working with other devices.
- A3** Poor internet connections or network errors can occur occasionally due to delays caused by mobile carriers or Internet service providers (ISPs). Please wait and then try again.
- A4** If the Wi-Fi router was relocated during use, the connection might have been lost because of a poor Wi-Fi router signal. Please check the network connection status of the product.

Other Guidelines

- 1 Only 2.4Ghz connections are supported between the product and wired/wireless Wi-Fi router (5Ghz connections are not supported).
 - 2 If experiencing difficulties connecting to Wi-Fi on Android, go to **"Advanced Network"** and disable the **"Smart Network Switch"** or **"Switch to Mobile Data"** before you try connecting your product again (once connected, you may re-enable this function).
 - 3 Certain models may limit some APP functions.
 - 4 Winix Smart APP's design and specifications, along with its features, are subject to change without notice as part of WINIX's quality improvement efforts.
- Please contact WINIX Customer Service if you still encounter problems in registering your product at +31-20-3632107.
 - The Winix Smart APP may have permission requests to access your phone location and media when it is first launched. Depending on whether you provide permission, services may be unavailable or limited.
 - Depending on your product model, the firmware of the APP and product may be updated as part of WINIX's quality improvement efforts.
 - The Winix Smart Service performs regular/temporary server checks as part of WINIX's quality improvement efforts.
 - Google Home and Amazon Alexa setup guides are available in the Winix Smart App.

Need Customer Support?

Get in Touch with Winix

WINIX Europe B.V. Hoogoorddreef 125 1101BB, Amsterdam The Netherlands

Phone : +31-20-3632107 Email : www.winixeurope.eu

2500-0118-07 Rev.00