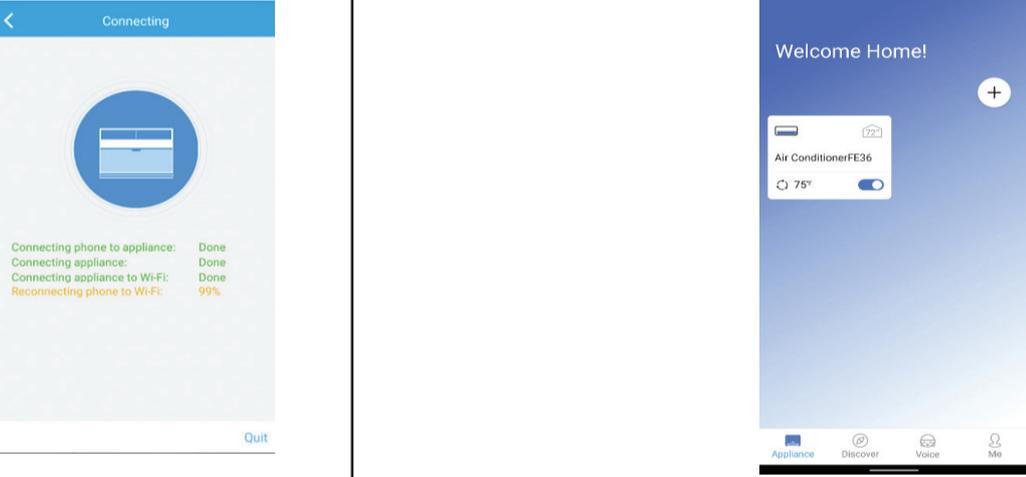




## Smart App & WiFi FAQs

Before calling service, review this list. It may save you some time. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Problem	Solution
Cannot find where to download the app	Download from the Google Play for Android users or the App Store for iOS users.
Cannot find the correct app to download	Look for the Midea Air app  <b>Midea Air</b> GD Midea Air-Conditioning Equipment Co., Ltd.
Cannot find home network when configuring air conditioner	Ensure that you are connected to a 2.4GHz network. 5GHz networks are currently not supported.
	Ensure that your router/modem is configured correctly and powered on.
	Restart your router/modem, and try the configuration process again. Power down the air conditioner, and allow the AP light to stop blinking before restarting the process.
Start Configuration Button "Greyed" Out & Not Able To Be Selected	Restart the connection process and make sure to select a 2.4 GHz network as the home WiFi, not a 5 GHz network. The units can only connect to a 2.4 GHz.
	Log out of the app and go into the mobile device's WiFi settings. Make sure the desired 2.4 GHz network is selected before logging into the app. Then try connecting to the unit.
	Log out of the app and go into the mobile device's WiFi settings. Forget all the networks one by one except for the desired 2.4 GHz network. Then try connecting to the unit again.
Device Not in AP Mode When Using QR Code Scanner	 <p>Make sure the user is following the directions on the screen which say to wait 5 to 10 seconds before scanning the QR code. This gives the WiFi module time to get into a state for successful connection.</p>
	Try connecting to the unit manually instead of using the QR code.
	Make sure the MAC number on the left side of the unit matches the MAC number on the WiFi module (located behind the intake grille by the filter). If the MAC numbers do not match, then scan the QR code on the WiFi module itself during the connection process.
App freezes on "Reconnecting phone to WiFi" step at 99%	<p>Even though it seems to pause, there is a good chance that the connection was still successful. Select "Quit" in the bottom right of the screen, and it should appear as a controllable device. Refresh the page if the device does not appear as a controllable device. It should look like this if it connected:</p> 
App freezes on either "Connecting phone to appliance" step or "Connecting appliance" step	<p>Try reinstalling the app and reconnecting the air conditioner to the app.</p> <p>Try going through the setup process again with either the QR code method or the manual method to see if the issue is consistent.</p> <p>Log out of the app and go into the mobile device's WiFi settings and forget all the networks except for the desired 2.4 GHz network. Then try reconnecting the unit to the app.</p> <p>Try reinstalling the app and reconnecting the air conditioner to the app.</p>
Amazon Alexa Commands Not Working	<p>Here are some example commands to check:</p> <ol style="list-style-type: none"> <li>1. "Alexa, turn on (given name of AC)."</li> <li>2. "Alexa, set (given name of AC) mode to Auto/cool/dry/fan."</li> <li>3. "Alexa, set (given name of AC) temperature to 70."</li> <li>4. "Alexa, change (given name of AC) temperature to ...."</li> </ol>
You do not know the name of your AC for Amazon Alexa Commands	<p>Follow these steps:</p> <ol style="list-style-type: none"> <li>1. On the home screen, select the devices tab.</li> <li>2. Select the category "Thermostats."</li> <li>3. All the device names should be listed here.</li> </ol>
Cannot Locate device in Google Home application	Ensure device is powered on.
	Ensure the Google Home application is configured properly.
	Ensure that the air conditioner is connected through the Midea Air App. If it is not connected, follow the steps to connect AC unit through the application.
	Ensure that you have linked the correct application to the Google Home application, and authorized Google Home to access that application by entering your login credentials.
Google Home Commands Not Working	<p>Here are some example commands to check:</p> <ol style="list-style-type: none"> <li>1. "Ok Google, turn on/off (given name of AC unit)."</li> <li>2. "Ok Google, change (given name of AC unit) mode to Auto/Cool/Dry/Fan."</li> <li>3. "Ok Google, change (given name of AC unit) temperature setting to ...."</li> <li>4. "Ok Google, set (given name of AC unit) to high/medium/low."</li> <li>5. All commands work for multiple units if you say "all air conditioners" instead of the name of the individual AC units.</li> </ol>