

ConnectLife Home Appliance

WiFi Instruction



Note:

Read this owner's manual thoroughly before operating the appliance

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Welcome

Thank you for your purchase! We're happy that you chose ConnectLife product, and we are confident that you'll be completely satisfied with your new Water Home Appliance for many years to come. ConnectLife proudly stands behind our products and welcome your suggestions and feedback that will help us to continue meeting your expectations.

We look forward to you sharing the positive experience you've had with our product and our service!

System Operation Requirements

A. Smartphone System Requirements

The following are the minimum specifications needed to successfully run the app on a smartphone:

Table 1 Smartphone requirements

Terminal device	Android	IOS
OS	Android 8 or higher	IOS 12 or higher
Resolution	1920*1080 or higher	960*640 or higher

B. Wireless Router requirements

Table 2: Wireless Router requirements

Standard	IEEE 802.11b/g/n
Frequency Range	2.402-2.483.5GHz
Security	128 bits WPA-PSK/WPA2-PSK
Output Power	802.11b: 11dBm(11Mbps) 802.11g: 15dBm(54Mbps) 802.11n: 11dBm(72.2Mbps)
Data Rate	802.11b: 11Mbps 802.11g: 54Mbps 802.11n: 72.2Mbps
Sensitivity	802.11b: 11Mbps 802.11g: 54Mbps 802.11n: 72.2Mbps
Modulation	QPSK+OFDM

Notice:

- *Please try to use a certified 2.4G wireless router.
- *The wireless router requirements are a general specification.
- *Depending on the environment, there might be multiple WiFi access points available. It is important to ensure that the correct one is being used.
- *A router firewall may have high security or parental controls configured, and these settings may block some required network ports for the device.
- *The following network ports should be opened/whitelisted on your router:80/443/55020/55030(Check the router's user manual for instructions on configuring firewalls.)
- * The WiFi module does not support a new Wi-Fi certified specification and non-standard Wi-Fi certification type.

C. In-Home WiFi Network Connectivity Tips

- *Locate the home appliance as close to the wireless router as possible.
- *If the WiFi signal strength is weak, the App and WiFi module may be disconnected depending on the Wi-Fi signal strength.Purchase a Wi-Fi repeater(range extender) to improve the Wi-Fi signal strength.
- *Check that no metal objects are attached to the appliance, or otherwise interfering with the WiFi signal.
- *Due to dynamic network connectivity request may time out. In this event, re-run the network.
- *Due to dynamic network connectivity control processes may time out, App and product may display conflicting setting information. Reconnect to sync information.

D. Other Requirements and Precautions

- * The smartphone must be connected with WiFi instead of 3G/4G/5G when it is paired to the home appliances for the first time;
- * When using the Application, cellular data use may generate expenses if the mobile phone is connected with 3G/4G/5G data service;
- * The internet connection may fail due to presence of any firewalls. If this is the case, it's recommended to contact your internet service provider;
- * If your internet service provider requires an ID or a password to connect to the internet, you must enter your ID or password when connecting to the internet.

WiFi Module Performance Parameters

Table 3: Internal WiFi module Performance Parameters

WiFi Model	AEH-W4G2(RB)
Transmission frequency	2.4GHz
Transmission power	≤19dBm
Power supply	5V/450mA
Operating temperature	-10°C~70°C
Operating humidity	20%~85%

How to install ConnectLife

Search for the **ConnectLife** application from the Google Play Store or Apple App Store on a smart phone. Follow instructions to download and install the application. Or scan the below QR code.



Android QR code



iOS QR code

How to add appliances and delete appliances

Add appliances

Add appliances

- 1) Open the ConnectLife app.
- 2) Click ‘ + ’ in the lower right corner → **ADD Device** → select your appliance.
- 3) Follow the instructions of **STEPS** → **NEXT** → go to **Settings** of smartphone, connect smartphone to the device(start with ‘HIS-’) →back to app and click **SETTING** → select wireless router in the list and input the password, then waiting for pairing.

* One appliance can only be paired by one account. If another account wants to pair the appliance, the appliance must be unbound by the first account.

Notice:

Before pairing your device, please make sure your device is connected to the Internet through a wireless router. The smartphone and the appliance can not be paired through 3G/4G/5G cellular data service.

For Heat Pump Water Heater:

- 1) Power off the heat pump, long press On/Off button and Down button at the same time for 3 seconds, then the WiFi light will flash.
- 2) Connect to Wi-Fi according to tips displayed on the APP. When connection is successful, the WiFi light will be on.

Delete appliances

- 3) Open the ConnectLife app.
- 4) Go to **menu** in the bottom column → **Settings** → **APPLIANCE SETTINGS**, select appliance and click **Unpair**.

Timer and Holiday Function Introduction

User can set them in ConnectLife app as below.

- 1) Open the ConnectLife app.
- 2) Click **Timing** or **Holiday** icon to set by follow the instructions.

Timing: User can use this function to turn on/off the unit at special periods, such as time of cheapest electricity. Also days of week, mode, target temperature can be set.

Holiday: User can set a period in which user is not at home with this function. By doing this, the timer will be invalid during the setting period and when user come back to home after the setting period timer will be valid automatically.

* The priority of Holiday Function should be higher than Timer. When the Holiday Function is executed, the timer function becomes invalid. When the Holiday Function ends, the timer function will be re executed according to the settings.

Troubleshooting

1. Cannot register to become a member

The reason:

- 1) The account name or password is wrong;
- 2) Incorrect e-mail format ;
- 3) Can't receive a code from email to active account

Solution:

- 1) Please follow the prompt;
- 2) Register by correct e-mail format;
- 3) Please find email in your Mail garbage box or other box Or Contact local service for help;

2. Cannot log into the account**Reason:**

- 1) Network anomaly;
- 2) Account password is wrong;
- 3) The account isn't active;

Solution:

- 1) Make sure connection is ok;
- 2) Input correct password;
- 3) Check whether the code in registered mailbox has been used;

3. Home appliance cannot be paired with the App**Reason:**

- 1) Home appliance is not powered on;
- 2) Wireless communication signals are weak because the wireless router is out of range;
- 3) Wireless network cannot be connected to the Internet;
- 4) The appliance is not in "Pair" mode;
- 5) APP works abnormally;
- 6) Incorrect password of wireless router;

Solution:

- 1) Ensure that the device is powered;
- 2) Adjust location of wireless router or the appliance;
- 3) Contact your local Internet Service Provider (ISP);
- 4) Please refer to 'Add appliances'
- 5) Close WiFi of smartphone and then re-open it Or Restart the smartphone ;
- 6) Input correct password of wireless router;

4. The home appliance is offline all the time**Reason:**

- 1) The home appliance is not powered on;
- 2) Network anomaly;
- 3) The home appliance operates abnormally;
- 4) App communication is abnormal;

Solution:

- 1) Ensure that the device is powered;
- 2) Adjust the location of wireless router or of the appliance or Contact your local Internet Service Provider (ISP);
- 3) Please unplug the unit for 10 seconds and power on again;
- 4) Restart the App, or dis-able and re-enable WiFi on the smartphone;

5. The appliance doesn't respond to remote control

Reason:

- 1) The home appliance is not powered on;
- 2) The wireless router is not powered on;
- 3) Network anomaly;
- 4) App communication is abnormal;

Solution:

- 1) Ensure that the device is powered;
- 2) Ensure that the wireless router is powered;
- 3) Adjust location of wireless router or the appliance or Contact your local Internet Service Provider (ISP);
- 4) Restart the App, or dis-able and re-enable the WiFi on the smartphone;

6. The App closes unexpectedly

Reason:

- 1) The smartphone app suddenly shuts down due to memory limitations of the smartphone;
- 2) Due to a network error or server load, the connection is unstable;
- 3) Android or iOS system update;

Solution:

- 1) Close any unnecessary apps that may be running in the background before using app;
- 2) Try to log in again at a later time;
- 3) Please contact the service;

7. Power consumption statistic function has no data

Make sure there is a power quantity module in your heat pump, or **Power consumption statistic** will not show data.

About Software Services

The Software services include app software update service and wireless communication module software update service. The software service period is 5 years from the product production date. The service period is not static,we will extend it according to the actual situation and update it in this user manual.

Connectlife's introduction, privacy, vulnerabilities, etc. can be accessed <https://en.connectlife.io/>.

Other instruction

For air conditioning products, ambient temperature sensor and ambient humidity sensor can detect the temperature and the humidity of the space where the home appliance is located. The temperature and humidity values are used for home appliance control to create a comfortable environment for users.