



# HiSmart Life Home Appliance

**WiFi Instruction**



**Note:**

Please read this instruction thoroughly before operating the appliance

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## Welcome

Welcome to the Hisense family and thank you for trusting Hisense with your purchase! We're happy that you chose Hisense, and we are confident that you'll be completely satisfied with your new Hisense Air Home Appliance for many years to come.

Hisense proudly stands behind our products and welcome your suggestions and feedback that will help us to continue meeting your expectations. To contact us directly, please refer the local contact information in the HiSmart Life App.

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

We welcome product reviews and hope you will share your Hisense experience at your retailer's website, or on Facebook or Twitter.

## SAFETY Precautions

The Hisense HiSmart Life App is compatible with Hisense specific Home Appliance models (Air Conditioner and Dehumidifier). The APP is not compatible with other Hisense home appliances, or products of other brands. Please confirm the appliances are installed correctly before use.

**Notice: The App may not operate correctly if not used according to the directions given in this instruction.**

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

### RADIATION EXPOSURE STATEMENT

This equipment complies with Canada radiation exposure limits set forth for uncontrolled environments. This transmitter must not be co-located or operating in

conjunction with any other antenna or transmitter.

Cet appareil comprend un ou des émetteur(s) et récepteur(s) exempts(s) de licence qui respecte(nt) les normes CNR applicables émises par Innovation, Sciences et Développement économique Canada.

Son utilisation est soumise aux deux conditions suivantes :

- (1) L'appareil ne doit pas causer d'interférence.
- (2) L'appareil doit accepter toute interférence, incluant celles qui peuvent altérer son fonctionnement.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

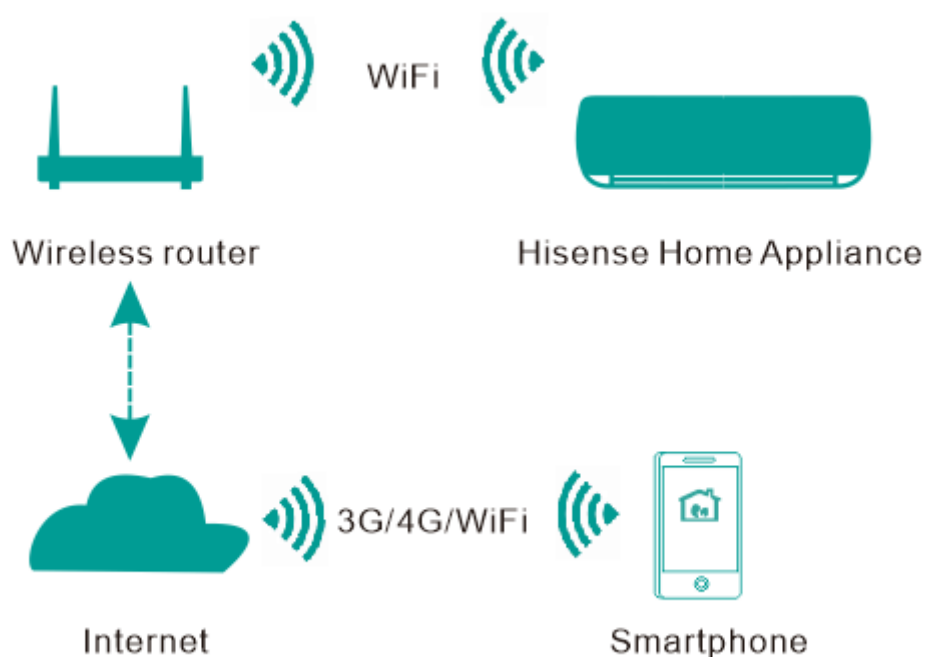
#### DÉCLARATION D'IC SUR L'EXPOSITION AUX RADIATIONS:

Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés.

Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.

## HiSmart Life Home Appliance System

The manual instructs users on the use of Hisense HiSmart Life home appliances, including the smart WiFi module and smartphone application. A smartphone is required to install the HiSmart Life App. Currently, tablet devices are not supported.



HiSmart System Communication Pathway

Users first install the HiSmart Life App on their smartphones, and the App sends control instructions to the internal WiFi module inside the home appliance, via the communication pathway shown in the above diagram. The smart appliance is then controlled and managed via smartphone.

## WiFi Module Performance Parameters

Table 1: Internal WiFi module Performance Parameters

WiFi Model	AEH-W4E1
Transmission frequency	2.4GHz
Transmission power	≤19dBm
Power supply	5V/500mA
Operating temperature	-20°C-80°C
Operating humidity	10%-95%RH

# System Operation Requirements

## A. Smartphone System Requirements

The following are the minimum specifications needed to successfully run the Hi-Smart AC app on a smartphone:

Table 2: Smartphone requirements

Terminal device	Android	IOS
OS	Android 4.4 or higher	IOS 8 or higher
Resolution	800*480 or higher	960*640 or higher

## B. Wireless Router requirements

Table 3: 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
Number of Channels	2.4GHz:Ch1~Ch13
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:80/443/53/55055/55056(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 HiSmart Life home appliance as close to the wireless router as possible.

\*If the Wi-Fi signal strength is weak, the HiSmart App and WiFi module may be disconnected depending on the Wi-Fi signal strength. \*Check that no metal objects are attached to the HiSmart 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 when it is paired to the HiSmart Life home appliances for the first time;

\* When using the HiSmart Life Application, cellular data use may generate expenses if the mobile phone is connected with 3G/4G 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.

## **Downloading HiSmart Life App**



1. Please make sure that smartphone has been connected to the Internet before downloading the App.
2. For Android smartphone users, open PLAY Store and enter HiSmart Life in the Search bar to find the latest version. Download and install it.
3. For IOS smartphone users, open the APP Store and enter HiSmart Life in the Search bar to find the latest version. Download and install it.
4. Or you can use your smartphone to scan the below QR code to download the App.



QR Code for Android



QR Code for iOS

## Method for registration and login

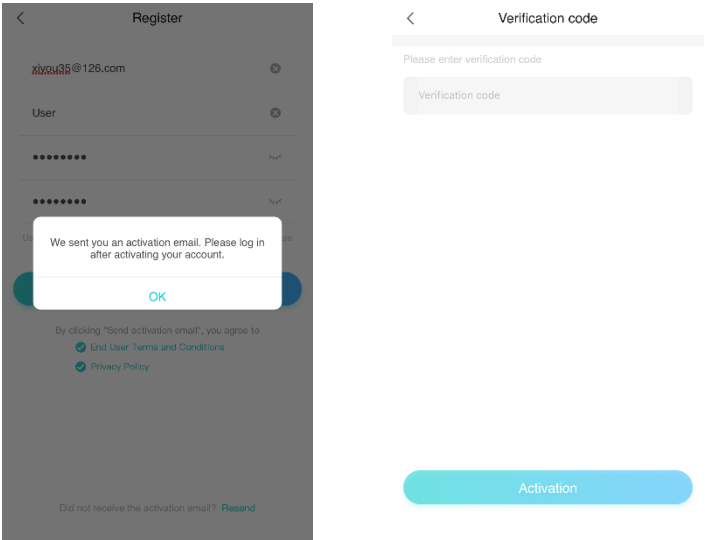
(Please make sure that the smartphone has an active connection to the Internet)

After downloading the HiSmart Life App as directed, application by clicking the shown in picture, the users must register an account by and the users with an account clicking the “Log in”;

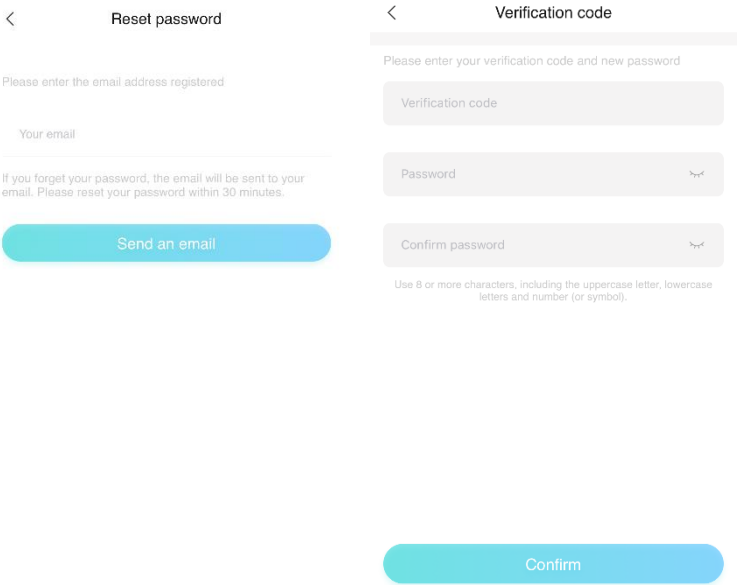
The image displays two screenshots of the HiSmart Life App interface. The left screenshot shows the 'Log in' screen with fields for 'User name' and 'Password', a 'Log in' button, and links for 'Forgot password?' and 'Demo mode'. A hand icon points to the 'Register' link. The right screenshot shows the 'Register' screen with fields for 'Email', 'User name', 'Password', and 'Confirm password', a 'Send activation email' button, and checkboxes for 'End User Terms and Conditions' and 'Privacy Policy'. A hand icon points to the 'Privacy Policy' checkbox. At the bottom, there is a link for 'Resend' if the activation email was not received.

In “Register” interface, please fill in the relevant information, agree to 《End User

Terms and Conditions》 and 《Privacy Policy》 ,then click Send activation email. The system will send a registration code to the user's registered e-mailbox, the user then submits the code and activates the account thru the interface shown.



If the password is forgotten, click “Forgot password”, then input your Email address and click “Send an email”, in the next interface , input your “Verification code”, “new password”, “Confirm your new password”, at last click “Confirm”.



## Method for Pairing

Before pairing your device, please make sure your device is connected to the Internet through a wireless router. The smartphone and the appliance can be paired through 3G/4G cellular data service.

For a Dehumidifier: press "mode" and "fan" button at the same time and the buzzer will sound 3 times, wait until the display shows "P2";

For a Portable AC: click "SWING" button 6 times on the remote and the buzzer will sound 5 times, wait until the display shows "77";

For an Air conditioner, press Horizon Airflow button 6 times on the remote and the buzzer will sound 5 times, wait until the display shows "77". Or press the "Sleep" button 8 times in the wire remote controller, you can pair after hearing the air conditioning distribution network tone.

### Notice:

1. The three smart home appliances mentioned above only support one user to carry out Pairing. If other users want to check or control the state of these HiSmart home appliances, they need to get authorization of the first pairing user. Please check the section “share” for specific operation methods.
2. The initial paired user will lose connection if another user conducts the above operation forcibly and carries out the pairing successfully.

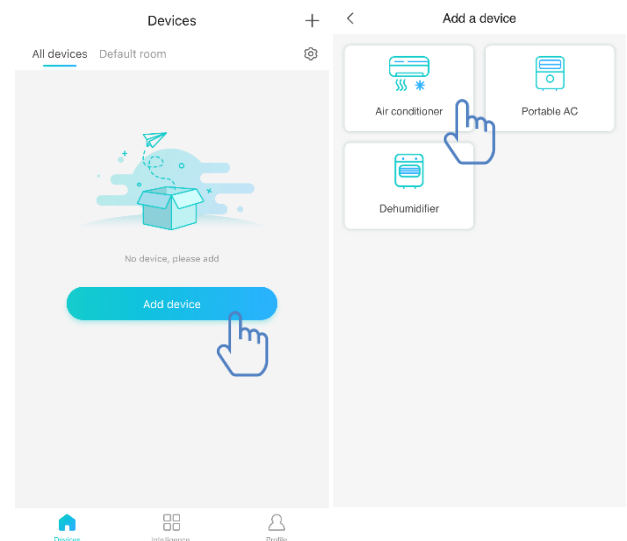
## IOS Pairing

**(Please make sure that the smartphone has connected to the Internet by wireless**

After logging in the account, users can click or click the upper right corner “+” to add appliances. Then select the appliance type you

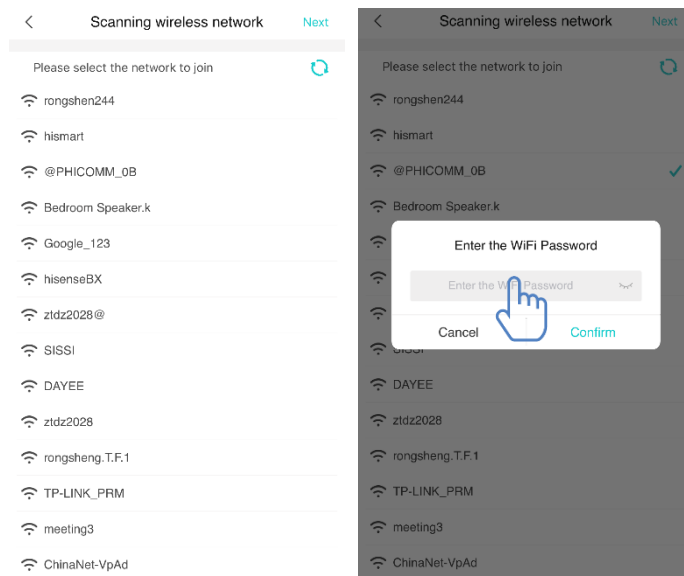
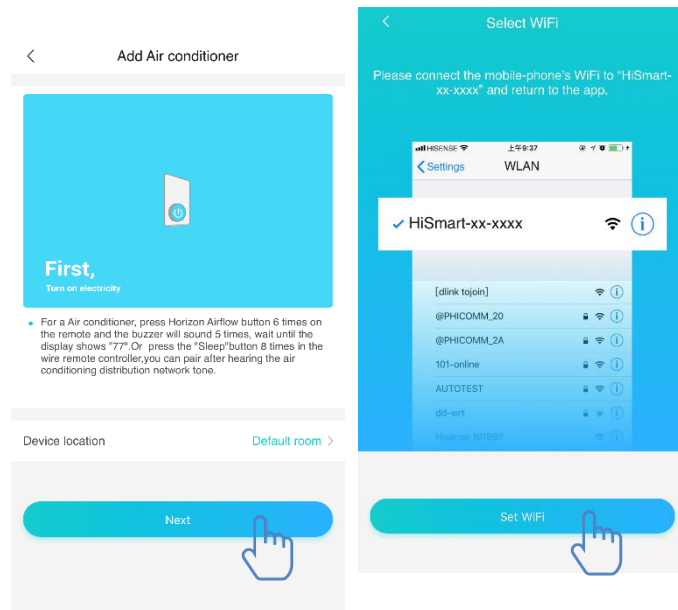
### Tips:

**The app will ask you “Allow HiSmart Life to location?” Please select “Always Allow”.**



The left picture is preparation interface, user follow the tips to make settings. Then select “Next”. The right picture instructs users how to connect device.

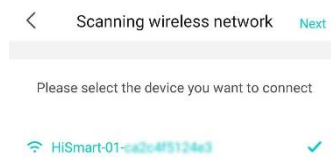
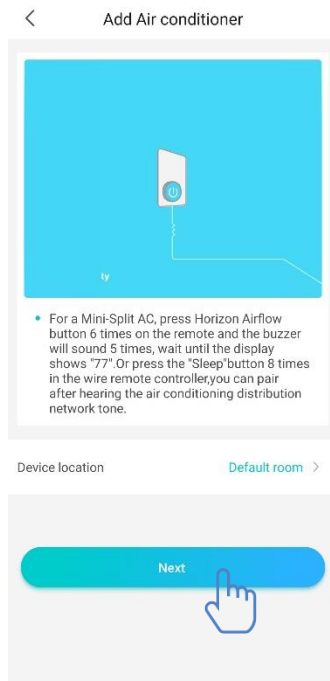
Step 1: After click “Set WiFi”, user should open the WiFi settings on your iphone or tablet and select the network which contain "HiSmart-xx-xxxx" in the name.



After successfully connecting to the device, please return to HiSmart app manually. Step 2: please select the wireless network to join and enter the password of your wireless router, please wait until the pairing is complete.

## Android Pairing

(Please make sure that the smartphone has been connected to the Internet through a wireless router)



After logging in the account, the user can click “Add device” or click the upper right corner “+” to add smart home appliances. Then select the appliance type you want to pair.

The left picture is preparation interface, user follow the tips to make settings. Then select “Next”. Step 1 : in the right picture select the network which contain "HiSmart-xx-xxxx" in the name, then click Next in the upper right corner.

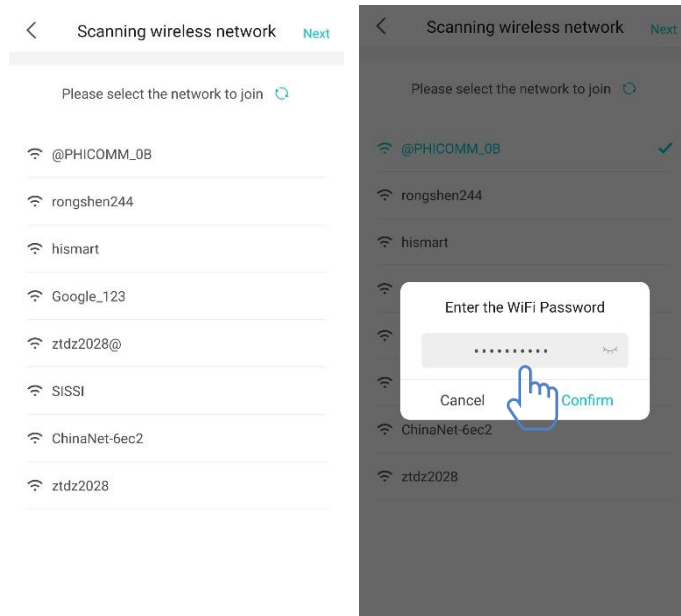


### Tips:

The app will ask you “Apply for permission HiSmart Life?” Please select “OK”. And also ask you “Allow HiSmart Life to access this device’s location? ” Please select “Allow”.



Step 2: Please wait until the wireless router list appears, please select the wireless network to join and enter the password of your wireless router, please wait until the pairing is complete.



**Tips:**

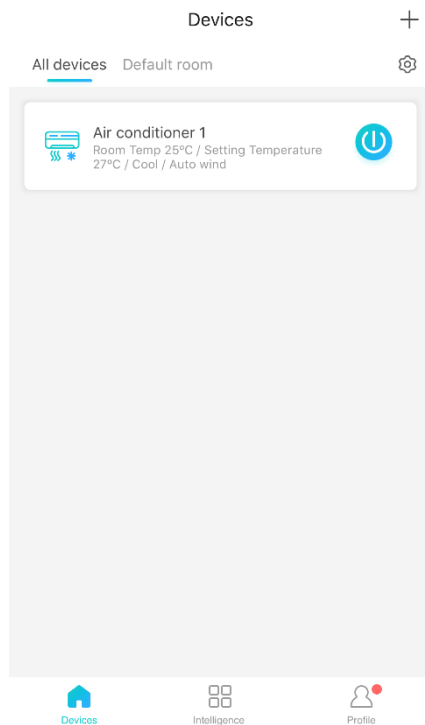
**During the pairing process, if the following popup window appears, please select “CONNECT”**

This WLAN network has no Internet access.  
Connect anyway?

CANCEL

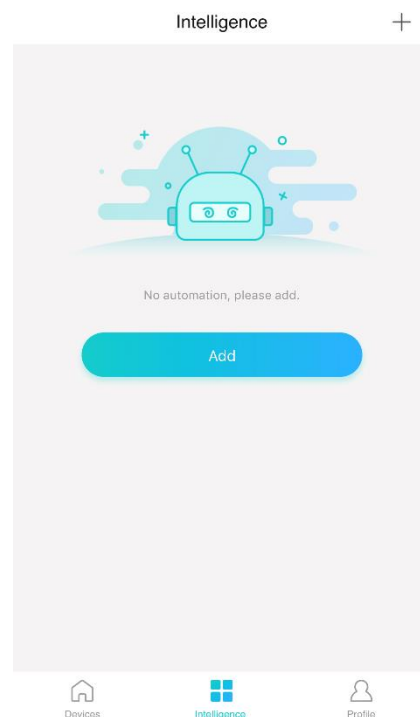
CONNECT

# Instructions for General Functions



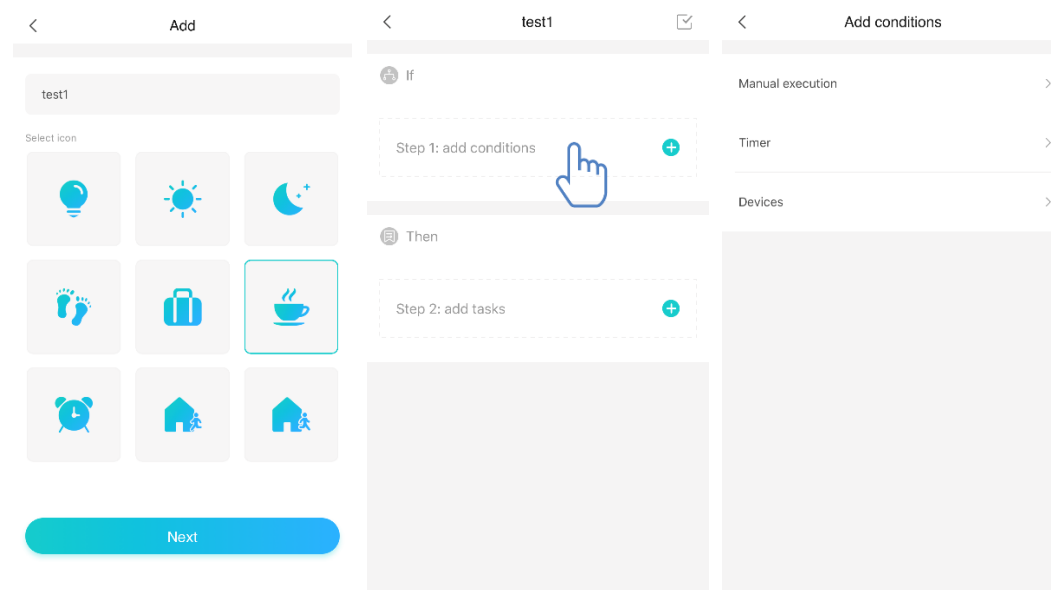
There are three parts in the bottom of main interface. The first one is “Device”, in this part, it shows all devices and the device is in which room. User can click the device into the device control interface. Users can also manage rooms, including creating rooms and managing rooms.

The second one is “Intelligence”, in this part, users can make some advanced settings, such as favorite settings, timer and scene linkage.



Users can click “Add” or the upper right corner “+” to create Intelligence settings. In the below, firstly, users need to give the intelligence setting a name and select an icon for it. Secondly, set conditions and results separately. There are three conditions:

## Manual Execution, Timer and Device



**Manual Execution:** favorite function, for air conditioner, users can set power on/off, mode, temp and fan speed at once; for dehumidifier, users can set power on/off, mode, humidity and fan speed at once.

**Timer:** weekly timer function, users can set 7\*24 timer for their devices.

**Device:** Linkage function, users can set the room temp conditions or room humidity condition from devices, when the condition is reached, control the device switch. For example, when the temp/humidity is higher or lower than a specified value, then make the device on or off.

The last one is “Profile”, in this part, users can make some general settings and management.

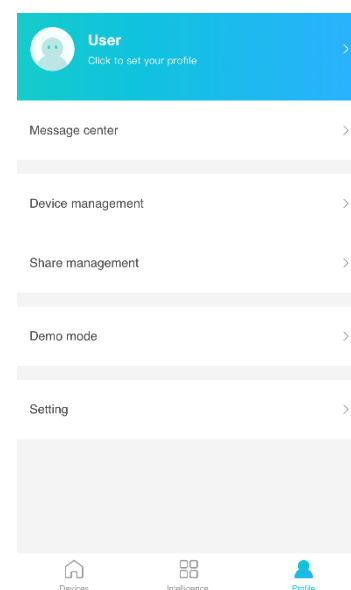
--Message center: Device fault information.

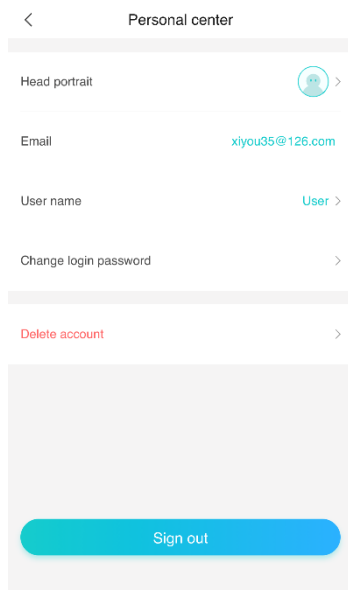
--Device management: Check or change device settings.

Share management: Check the sharing status.

--Demo mode: Experience device operation.

--Setting: General settings.





### Personal center :

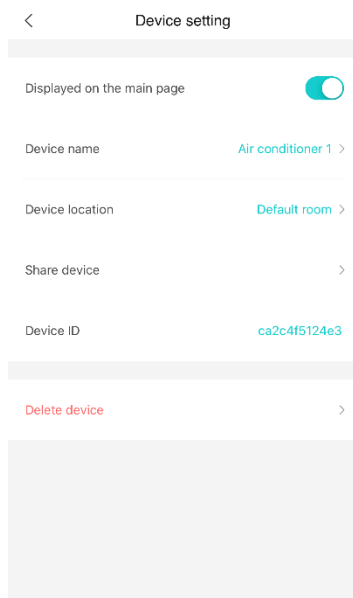
--Head portrait: Add or change user's head portrait.

--Email: Check register email.

--User name: Check or change user name.

--Change login password: Change a new password.

--Delete account: Users can delete their account, at the same time, all the information about users will be deleted.



### Device setting:

--Displayed on the main page: Select whether the device is visible on the main interface.


--Device name: Check or change device name.

--Device location: Check or change device location.

--Share device: Share the device to other account.

--Device ID: Mac address of device.

--Delete device: Unpairing the device.

<div> <div>&lt;</div> <div>Setting</div> </div>	<div>Setting:</div>
<div> <div>Push Message</div> <div></div> </div>	<div>--Push Message: The switch of fault push.</div>
<div> <div>Disclaimer</div> <div>&gt;</div> </div>	<div>--Disclaimer: Privacy Policy.</div>
<div> <div>Language selection</div> <div>English &gt;</div> </div>	<div>--Language selection: Language setting.</div>
<div> <div>Share app</div> <div>&gt;</div> </div>	<div>--Share app: Share the download link of app.</div>
<div> <div>About WIFI module</div> <div>&gt;</div> </div>	<div>--About WIFI module: Brief introduction of wifi module.</div>
<div> <div>Version information</div> <div>&gt;</div> </div>	<div>--Version information : Application version.</div>
<div> <div>Clear cache</div> <div>1.8M &gt;</div> </div>	<div>--Clear cache: Clear cache information.</div>

## Troubleshooting the Hisense HiSmart Life App

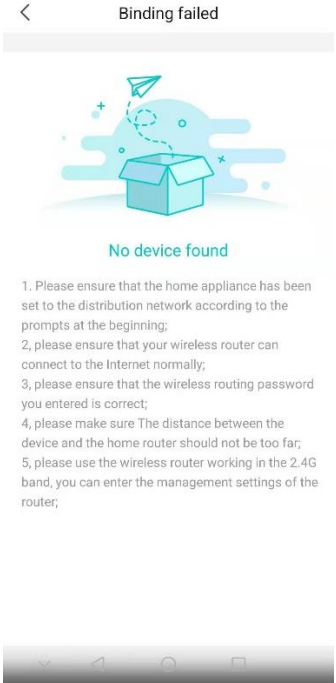

**Check possible causes and solutions:**


<b>Issue</b>	<b>Possible Cause</b>	<b>Solution</b>
<b>Cannot log into the account</b>	<b>Mobile phone WiFi is disabled</b>	<b>Enable WiFi</b>
	<b>Wireless router cannot be connected to the Internet</b>	<b>Contact your local Internet Service Provider (ISP)</b>
	<b>Account password is wrong</b>	<b>re-enter password</b>
	<b>The account isn't active</b>	<b>Check whether the code in registered mailbox has been used</b>
<b>Password cannot be reset through the "Forgot password?" function in login interface</b>	<b>The account will be frozen for 30 minutes if the user fails to login to the account after 5 attempts</b>	<b>Reset the password after 30 minutes</b>
<b>Cannot register to become a member</b>	<b>The account name or password is wrong</b>	<b>Please follow the prompt</b>
	<b>Incorrect e-mail format</b>	<b>Register by correct e-mail format</b>
	<b>Can't receive a code from hisense to active account</b>	<b>1) Please find hisense email in your Mail garbage box or other box;</b> <b>2) Contact local service for help</b>
<b>Home appliance cannot be paired with the App</b>	<b>Home appliance is not powered on</b>	<b>Power "On" the home appliance</b>
	<b>Wireless communication signals are weak because the wireless router is out of range</b>	<b>Adjust location of wireless router or the appliance</b>
	<b>Wireless network cannot be connected to the Internet</b>	<b>Contact your local Internet Service Provider (ISP)</b>
		<b>For Dehumidifier: press "mode" and "fan" button</b>

	<b>The appliance is not in “Pair” mode.</b>	<p>at the same time and the buzzer will sound 3 times, wait until the display shows "P2";</p> <p>For Portable AC: click the Vertical Airflow button 6 times on the remote and the buzzer will sound 5 times , wait until the display shows "77";</p> <p>For an Air conditioner, press Horizon Airflow button 6 times on the remote and the buzzer will sound 5 times, wait until the display shows "77". Or press the "Sleep" button 8 times in the wire remote controller, you can pair after hearing the air conditioning distribution network tone.</p>
	<b>APP works abnormally</b>	Close WiFi of smartphone and then re-open it
		Restart the smartphone
	<b>Incorrect password</b>	Input correct password of wireless router
	<b>Home appliance operates abnormally</b>	Power “Off” home appliance for 10 seconds and then restart it
	<b>Wrong location selection</b>	The app will ask you “Allow HiSmart Life to access your location?” Please select “Always Allow”.
<b>The home appliance is offline all the time</b>	<b>The home appliance is not powered on</b>	Power “On” the home appliance
	<b>The wireless router cannot be connected to the Internet normally</b>	Contact your local Internet Service Provider (ISP)
	<b>The wireless router is out of range, or the</b>	Adjust the location of wireless router or of the

	signal is weak.	appliance.
	The home appliance operates abnormally	Power “Off” the home appliance for 10 seconds and then restart it
	App communication is abnormal	Restart the App, or disable and re-enable WiFi on the smartphone
	Pairing the device again	Follow the instruction to pair the device again
<b>The appliance doesn't respond to remote control</b>	The home appliance is not powered on	Power “On” the home appliance
	The wireless router is not powered on	Power “On” the wireless router
	The Wireless router supporting the home appliance cannot connect to Internet normally	Contact your local Internet Service Provider (ISP)
	Wireless router is out of range, or the signal is weak	Adjust location of wireless router or the appliance
	The home appliance operates abnormally	Power "Off" the home appliance for 10 seconds and then restart it
	App communication is abnormal	Restart the App, or disable and re-enable the WiFi on the smartphone
	Pairing the device again	Follow the instruction to pair the device again
<b>Cannot un-pair the appliance from the smart phone</b>	Application operates abnormally	Restart the Application or smartphone and try again
	The communication is timeout	Please try to unpair the appliance another time
<b>The App closes unexpectedly</b>	The smartphone app suddenly shuts down due to memory limitations of the smartphone.	Close any unnecessary apps that may be running in the background before using HiSmart Life app
	Due to a network error or server load, the connection is unstable.	Try to log in again at a later time.

	<b>Network error.</b>	<ul style="list-style-type: none"> <li>·Server connection may take time(slow).</li> <li>·Try to log in again</li> <li>·Check wireless network。</li> </ul>
<b>Session timed out due to inactivity.</b>	<b>Network environment not stable.</b>	<ul style="list-style-type: none"> <li>·Try to log in again at a later time.</li> <li>·Turn home appliance off, and then powering back up.</li> </ul>
	<b>Command Fail due to network error</b>	<ul style="list-style-type: none"> <li>*Check wireless network connection.</li> <li>·Turn home appliance off, and then powering back up.</li> </ul>
<b>App or Certain functions cannot be used</b>	<b>App needs to be updated.</b>	After upgrading the phone operation system, if the App cannot be used, please upgrade App to the latest version
<b>Timer functions are abnormal</b>	<b>App was not enabled to read the smartphone's time</b>	<p>Settings shall be made by following routes in case of Android system: “Settings - Apps (Device) - HiSmart Life - Permissions - Location”, enable the switch of Location;</p> <p>For IOS, go to the bottom of “Setting”, find HiSmart Life, enter it and choose “While Using” from “Location”;</p>
<b>Timer functions not working</b>	<b>The Timer functions weren't triggered.</b>	Timer is based on triggering, and only work under the conditions set by the user.
<b>Can not use data to</b>	<b>Data control is closed</b>	For IOs , in “Settings” ,find your app

control appliance		and select it, select “Wireless Data”, make sure “WLAN & Cellular Data” is selected.
 <p>Binding failed</p> <p>No device found</p> <ol style="list-style-type: none"> <li>1. Please ensure that the home appliance has been set to the distribution network according to the prompts at the beginning;</li> <li>2. please ensure that your wireless router can connect to the Internet normally;</li> <li>3. please ensure that the wireless routing password you entered is correct;</li> <li>4. please make sure The distance between the device and the home router should not be too far;</li> <li>5. please use the wireless router working in the 2.4G band, you can enter the management settings of the router;</li> </ol>	No device found	<ol style="list-style-type: none"> <li>1. Home appliance is not powered on;</li> <li>2. The appliance is not in “Pair” mode;</li> <li>3. Pairing again;</li> <li>4. Power “Off” home appliance for 10 seconds and then restart it</li> </ol>
 <p>Scanning wireless network Next</p> <p>Please select the network to join</p> <p>Phone cannot connect to device</p>	Phone cannot connect to device	Please click “ ” and wait for refreshing the wireless network list
	Wireless communication signals are weak because the wireless router is out of range	Adjust location of wireless router or the appliance

	<b>Wireless network cannot be connected to the Internet</b>	<b>Contact your local Internet Service Provider (ISP)</b>
		<b>Restart the smartphone</b>
		<b>Try again in a different time period</b>
	<b>Incorrect password</b>	<b>Input correct password of wireless router</b>
	<b>Home appliance operates abnormally</b>	<b>Power “Off” home appliance for 10 seconds and then restart it</b>
	<b>Wrong location selection</b>	<b>The app will ask you “Allow HiSmart Life to access your location?” Please select “Always Allow”.</b>

## Declaration of Conformity

### Manufacturer

Hisense (Guangdong) Air Conditioning Co., Ltd.

### Product details

Product Type:: WIFI Module

Model Number(s): AEH-W4E1

Software Version: V.1.0

**The object of the declaration described above is in conformity with the essential requirements of the relevant Union harmonization legislation:**  
Radio Equipment Directive 2014/53/EU

**The following harmonized standards and technical specifications have been applied:**

Health and Safety (Article 3.1a): *EN 62311:2008;*

Radio Spectrum (Article 3.2): *EN 300328 V2.1.1;*

**Hisense**

