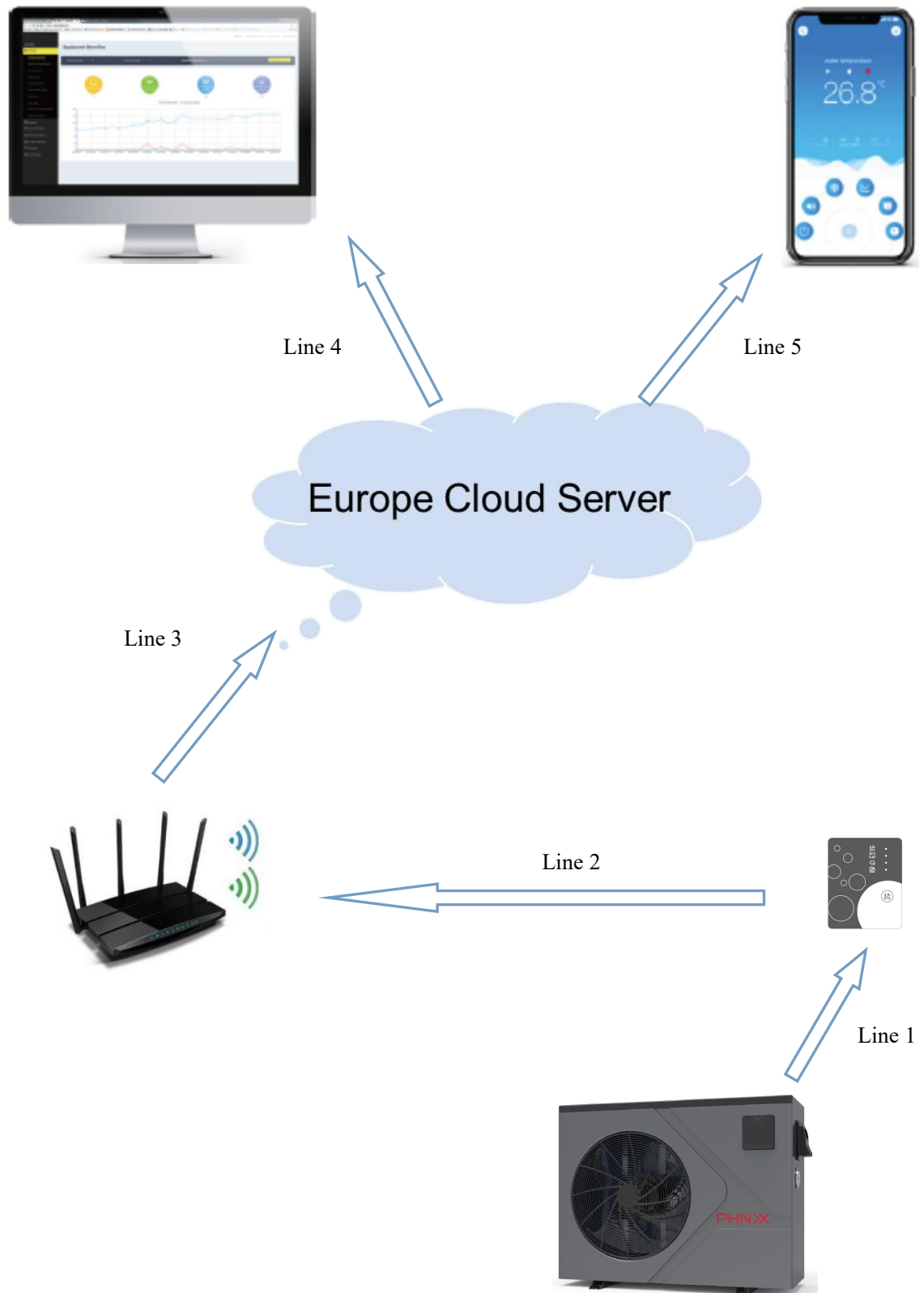
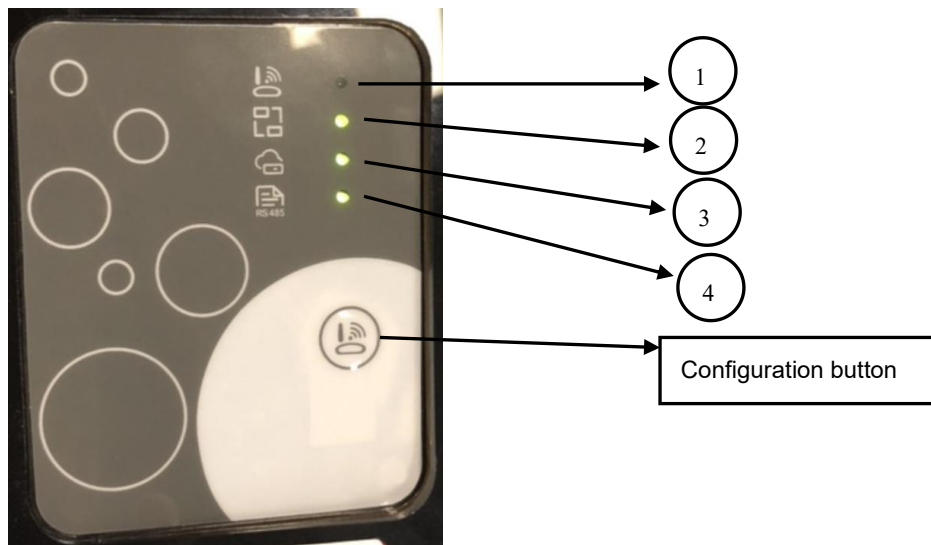


WiFi module service manual

WIFI module communication principle



1. WIFI module trouble shooting



(Indicators status when wifi module on normal running)


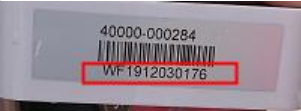
No	Indicators	Running status	Trouble shooting
1	Network configuration indicators	1) During the configuration process, this indicator will be long light on. 2) After the successful configuration, this indicator will be light off.	When push the configuration button, if the indicator cannot be light on, please replace the wifi module.
2	Router connection indicators	1) This indicator should be light on if the router in the normal connection status, 2) If it is light off or flashing, please check the router network is well or not	1. Please check the "line 2" that to make sure the router run normal (the other device can connect to internet by this router); 2. Restart the wifi module again.
3	Cloud server connection indicators	1) This indicator should be light on if the cloud in the normal status, 2) If it is light off / flashing, please check the network is well or not	1. Please check the "line 3" that to make sure the router run normal (the other device can connect to internet by the router); 2. Restart the wifi module again.
4	RS485 Communication indicators	1) This indicator should be light on if the wifi module and the mainboard have a good connection; 2) If the indicators is light off / flashing, please check the connection between wifi module and mainboard.	Please check the "line 1" connection that to check connection between the wifi module and heat pump mainboard.

Remark: If the app get connection failure, please check the LED light at first and then configure again

2.APP trouble shooting

No	Question	Solution	Remarks
1	APP cannot connect the device	1.Check the phone network is in good condition or not, if not, try to switch the network. 2.Check the WIFI module indicators status	
2	APP failed to add device	1.Check the phone network connection; 2.Disconnect the wifi module power, wait for 1 min and restart wifi module, 3.Configuration wifi module again	
3	The device goes offline	1.Check the phone network is in good condition or not, if not, try to switch the network. 2. Check the WIFI module indicators status	
4	WIFI network configuration prompt to join the network failure	1,Check the router network is stable or not. 2,If the WIFI connection is a personal hotspot, the name of the hotspot cannot exist in Chinese and cannot be 'iPhone'.	

3. The necessary information when submit feedback to your dealer **by Video**:

No	Content	Example	Remarks
1*	Phone brand and system version	Such as:Samsung A70 Android 10 or IPHONE 11.IOS13.4.1	
2*	APP version	Such as:Aqua Temp 1.3.6.	
3*	Offer the heat pump WF number(On the heat pump) or MAC number (shown on the device list from the App)	 	
4*	Which kind of problem	Described the failure phenomenon 1.Account on register or log in; 2.Configure on WIFI module; 3.Connect your device;	
5	Other information	Take a video with the wifi module light status and app page reminder	