



DUCTLESS MINI SPLIT AIR CONDITIONERS

Wireless Network Pairing Instructions Manual

IMPORTANT NOTICE: This description is applied to air conditioners with wireless functions. Read the manual carefully before using the product and keep it for future reference.

Statements

Federal Communication Commission Interference Statement

FCC ID: 2ANDL-TCWBCU1

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

RF Exposure: A distance of 20cm shall be maintained between the antenna and users, and the transmitter module may not be co-located with any other transmitter or antenna.

ISED Statement

Innovation, Science and Economic Development Canada ICES-003 Compliance Label:

CAN ICES-3 (B)/NMB-3(B)

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.

This equipment complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

étiquette de conformité à la NMB-003 d'Innovation, Sciences et Développement économique Canada: CAN ICES-3 (B)/NMB-3 (B)

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.

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Wireless Module Specifications & Operation Guideline

Minimum Specifications for Smart Phones: Android 5.0 version or higher
iOS 9.0 version or higher

Basic Parameters for the Wireless Module:

Parameters	Details
Network Frequency	2.400 - 2.4835 GHz
Standards of WLAN	IEEE 802.11 b/g/n (channels 1-14, channels 1-13 for EU/AU, channels 1-11 for US/CA)
Protocol Stack Support	IPv4/TCP/UDP/HTTPS/TLS/DNS
Security Support	WEP/WPA/WPA2/AES128
Network Type Support	STA/AP/STA+AP
Max. RF Power	18.5 dBm
Bluetooth Frequency	2.402 - 2.480 GHz
Bluetooth RF Power	9 dBm

Operation Guideline (Review the operation guide for reference):

Operation Steps	Operation Items	New Account	Reinstall App (Registered Before)
Step 1	Download and install app	Yes	Yes
Step 2	Activate app	Yes	Yes
Step 3	Register account	Yes	No
Step 4	Log in	Yes	Yes
Step 5	Add device	Yes	Registered device remains

Note: After registering your account and adding the device, if you reinstall the app and login, the device will remain connected.

Download & Install the App

For Android Smart Phones

Method 1: Scan the QR code with a browser scanner, then download and install the app.

Method 2: Open the Google "Play Store" on your smart phone and search "Pioneer Airlink", then download and install the app.



For iOS Smart Phones

Method 1: Scan the QR code and follow the tips to get into "AppStore", then download and install the app.

Method 2: Open the Apple "AppStore" on your smart phone and search "Pioneer Airlink", then download and install the app.



Note: Enable the Storage/Location/Camera permissions for this app when installing. Otherwise it will have some problems when operating.

Activate the App

The first time the app is used, it will need activating.

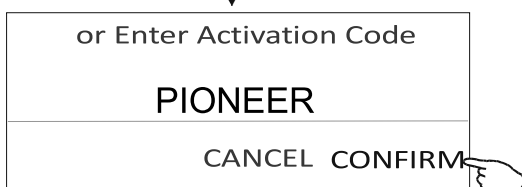
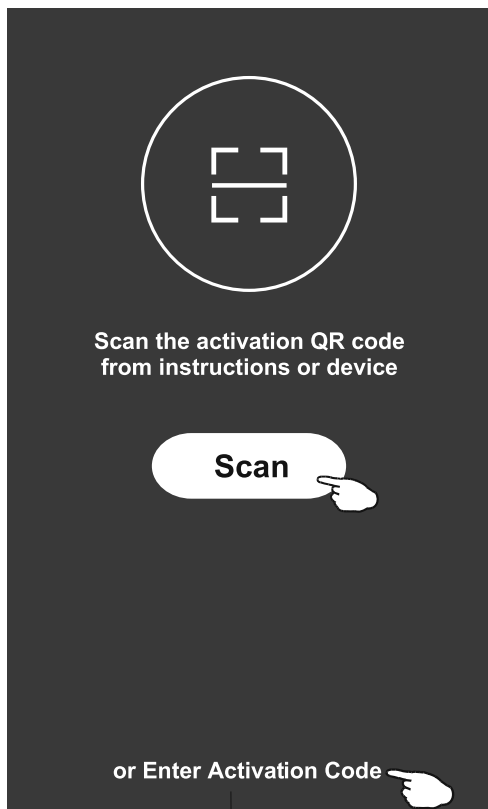
1. Launch the "Pioneer Airlink" app on your smart phone.



Pioneer Airlink

2. Method 1: Tap the "Scan" button and scan the correct Activate QR code.

Method 2: Tap "or Enter Activation Code" in the bottom of the screen. Then enter the activate code and tap "Confirm".



Activate QR code and activation code



For Cassette Series



For Ceiling & Floor Series

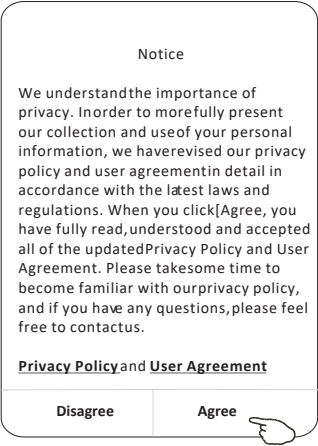
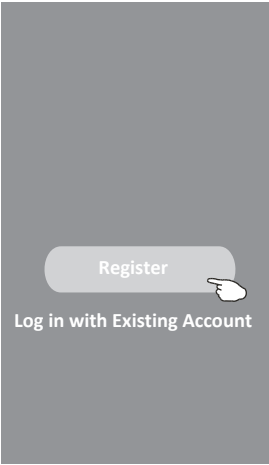


For Duct Series

Note: Without the QR code or activation code, you can't activate the app or use it. Keep the codes safe.

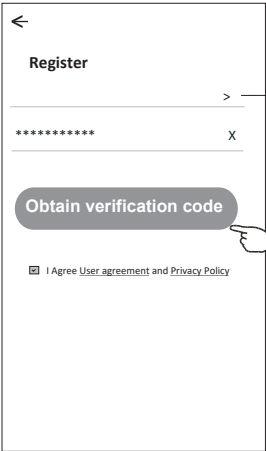
Registration

1. If you don't have an account, tap the "Register" button.
2. Read the Privacy Policy and tap "Agree".

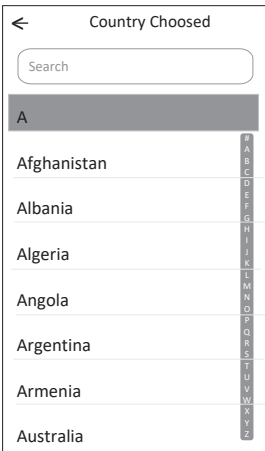


3. Tap ">" and choose the country.
4. Enter your e-mail address.
5. Tap the "Obtain verification code" button.

Use the search bar or slide the screen up/down to find and choose the country.



enter your e-mail address here



Registration

6. Enter the verification code you received from your e-mail.
7. Set your password. The password must be 6-20 characters including letters and numbers.
8. Tap "Done".

<

Enter verification code

* * * * *

Verification code is sent to your email:
*****@****,Resend(55s)

<

Set Password

6-20 characters for password, including character, numbers

Done

Login

1. Tap "Log in with Existing Account".
2. Enter your registered account and password.
3. Tap the "Log in" button.

Register

Log in with Existing Account

<

Login

***** >

Log in

Forgot password

Login means that you agree with [User Agreement](#) and [Privacy Policy](#)

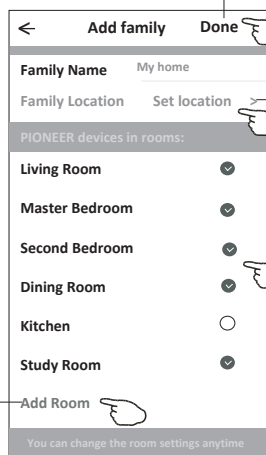
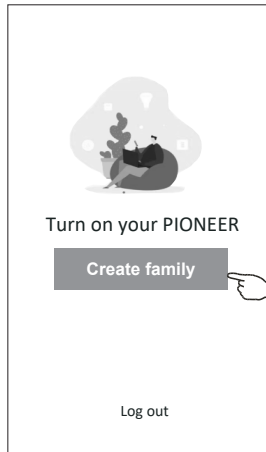
Enter your account here

Enter the password here

Login

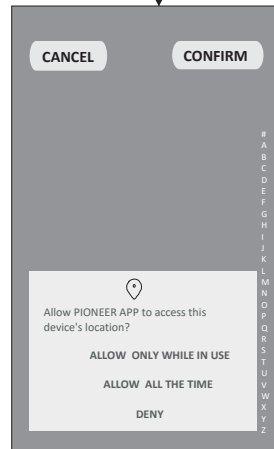
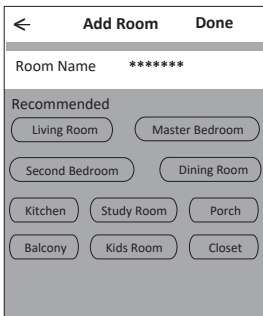
If using the app for the first time, you need to create a Family on the app.

4. Tap "Create family".
5. Create a name for the family.
6. Set the location.
7. Choose default rooms or add new rooms.
8. Tap "Done" and "Completed".



Family created successfully
View family Completed

Choose the recommended rooms or make new rooms, then tap "Done".



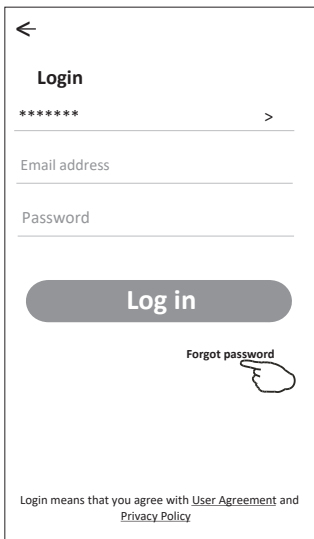
Note: The app can open the map on your phone, allowing you to set your location.

Login

Forgot the Password

If you forgot the password or you want to reset the password, follow these steps:

1. Tap "Forgot password".
2. Enter your account (e-mail address) and tap the "Obtain verification code" button.
3. Enter the verification code received by your e-mail.
4. Set the new password and tap "Done".



←

Login

***** >

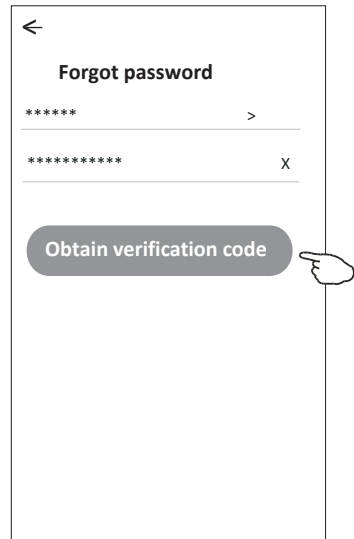
Email address

Password

Log in

Forgot password

Login means that you agree with [User Agreement](#) and [Privacy Policy](#)



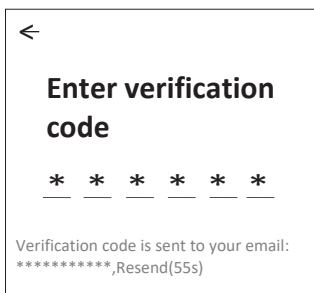
←

Forgot password

***** >

***** X

Obtain verification code

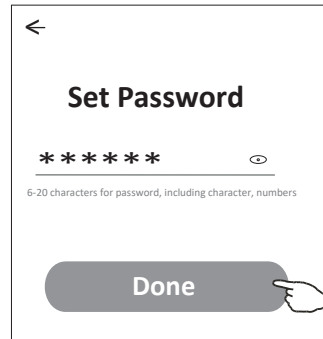


←

Enter verification code

* * * * *

Verification code is sent to your email:
***** ,Resend(55s)



←

Set Password

* * * * *

6-20 characters for password, including character, numbers

Done

Add Device

Add Device by Scanning QR Code

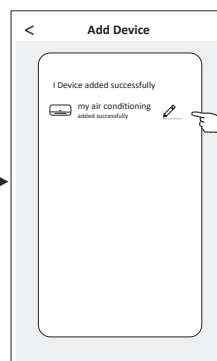
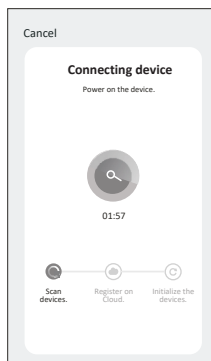
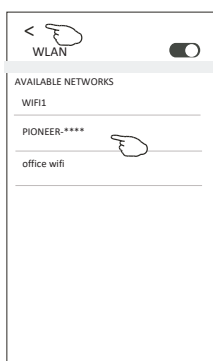
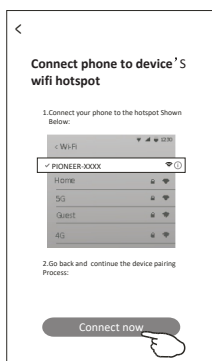
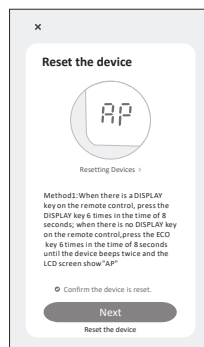
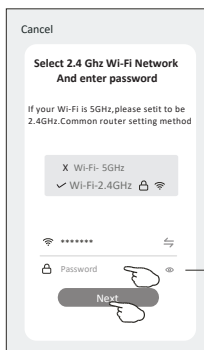
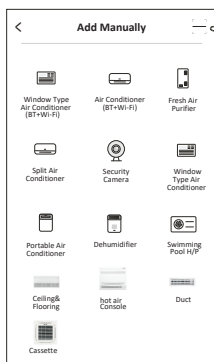
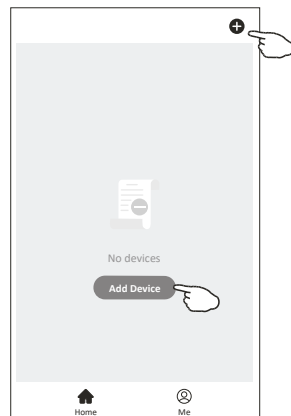
There is 1 method to add the device. Follow these steps:

1. Power on the indoor unit. No need to launch the air conditioner.
2. Click "+" in the upper right corner of the Home screen or tap "Add Device" in a room that has no device.
3. Scan the active QR code on the manual or AC.
4. Input the wireless network password, then tap "Next". Use the same wireless network your smart phone is connected to.
5. Add device.
6. Read the instructions carefully and tap "Connect now".
7. In the Network Setting screen, select "PIONEER-****", then tap "<".
8. You can view the connecting process percentage. At the same time, the codes "PP", "SA", and "AP" will show on the indoor display.

PP: Search the router.

SA: Connected to the router.

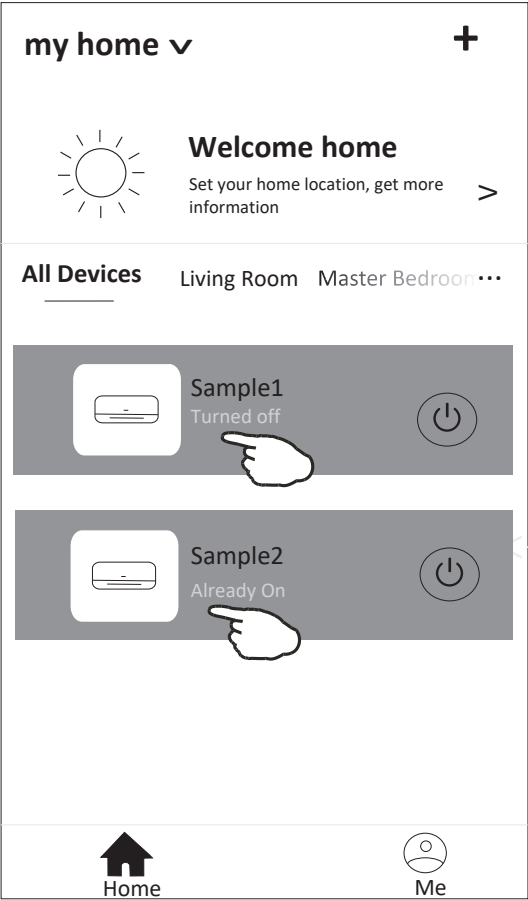
AP: Connected to the server.



Air Conditioner Control

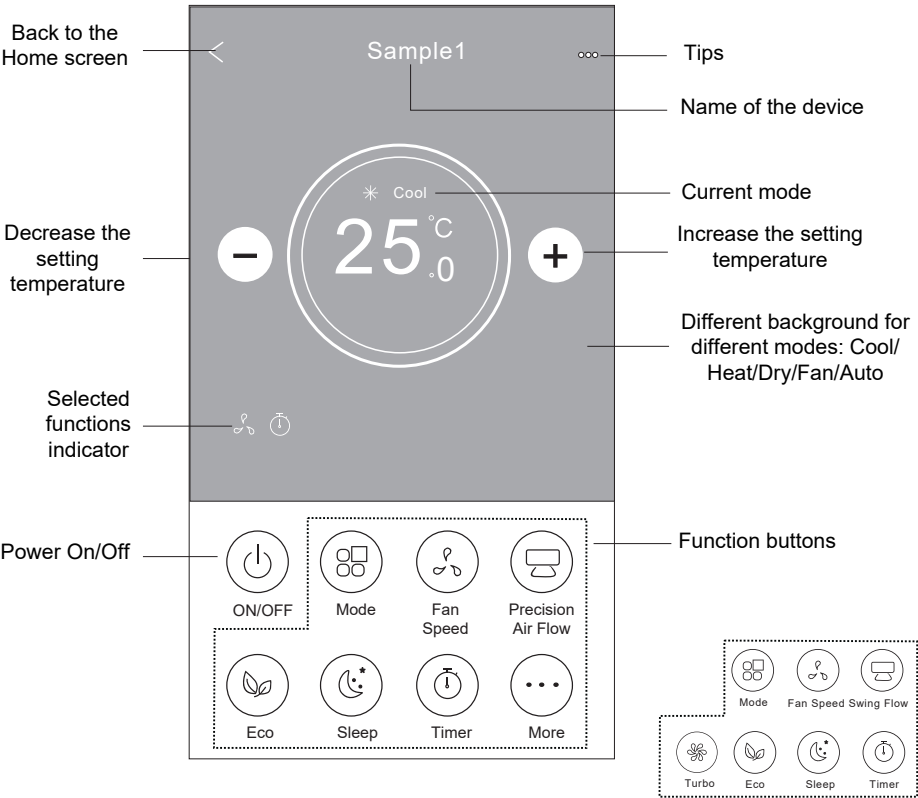
The Device Control screen will pop up automatically after adding the device.

The Device Control screen will pop up manually by tapping the device's name on the Home screen.



Air Conditioner Control

Main Control Interface

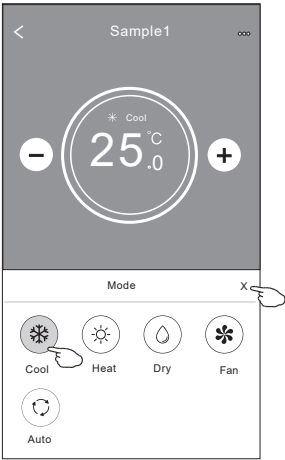
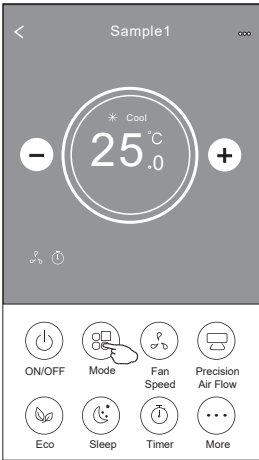


Note: Function buttons may appear slightly different, depending on the air conditioner model. Examples are above:

Air Conditioner Control

Mode Setting

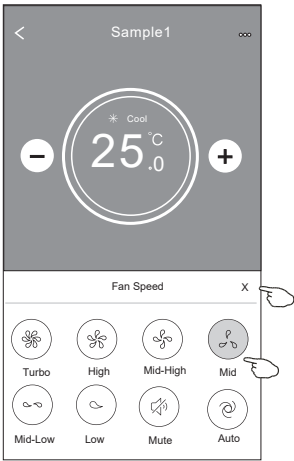
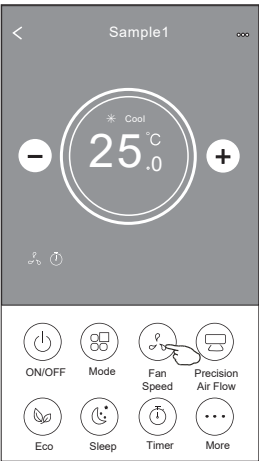
- 1. Tap the "Mode" button.
- 2. Select your desired working mode by tapping one of the options. There are 5 options available on the Mode screen.
- 3. Tap the "X" button to return to the Main Control screen.
- 4. The mode and background will change on the screen.



Note: Read the details of each mode in the user manual to achieve more comfort.

Fan Speed Selection

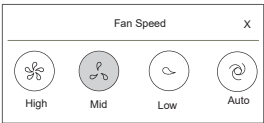
- 1. Tap the "Fan Speed" button.
- 2. Choose your desired fan speed by tapping one of the options.
- 3. Tap the "X" button to return to the Main Control screen.
- 4. The selected fan speed indicator will appear on the screen.



Mode	Fan Speed
Cool	All speeds
Fan	All speeds
Dry	
Heat	All speeds
Auto	All speeds

Note: The fan speed can't be adjusted in Dry mode.

Note: The Fan Speed screen may appear slightly different, depending on the air conditioner model. Example as below:

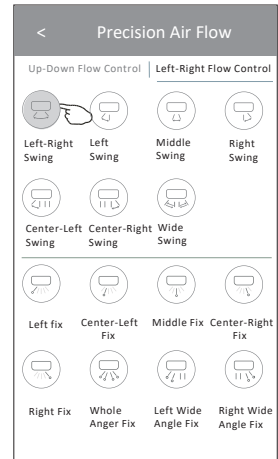
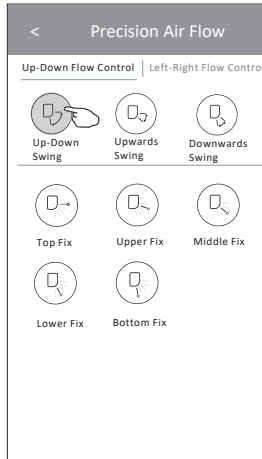
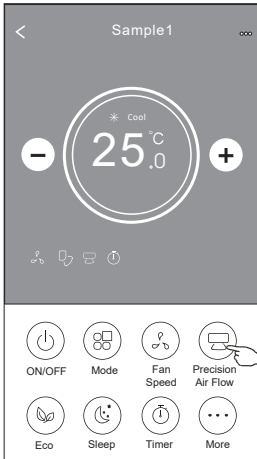


Air Conditioner Control

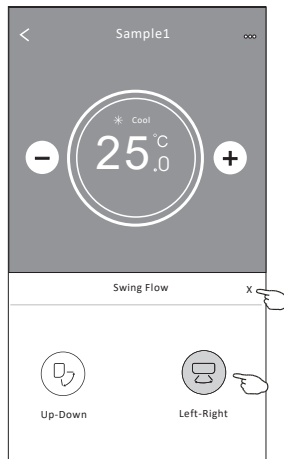
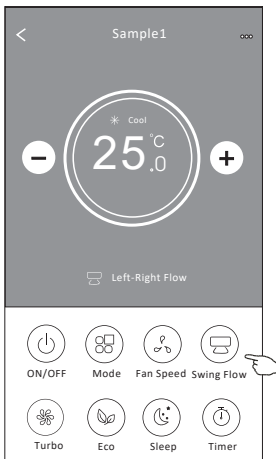
Air Flow Control

1. Tap the "Precision Air Flow" or "Swing Flow" button.
2. Choose your desired air flow by tapping one of the options.
3. Tap the "X" button to return to the Main Control screen.
4. The Selected Air Flow indicator will appear on the screen.

Note: If you activate the Precision Air Flow function with a model without auto left-right wind, you will hear a beep, but no actions will occur.



Note: The Main Control and Air Flow screens may appear slightly different, depending on the air conditioner model. Example as below:

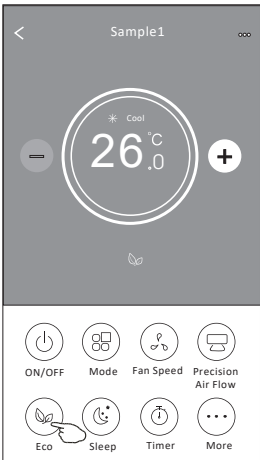
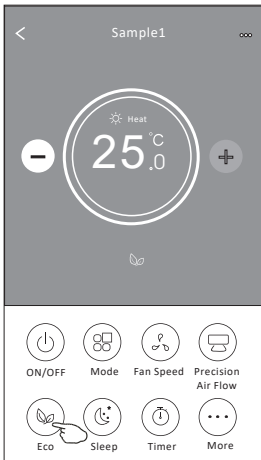


Air Conditioner Control

Eco Function

- 1. Tap the "Eco" button to activate the function. The button will light up and the indicator will appear on the screen.
- 2. Tap the "Eco" button again to disable the function.
- 3. Temperature controlled for some air conditioner model:

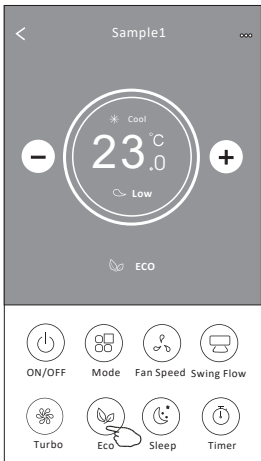
In Cooling mode, the new setting temperature will $\geq 79^{\circ}\text{F}(26.1^{\circ}\text{C})$
In Heating mode, the new setting temperature will $\leq 77^{\circ}\text{F}(25^{\circ}\text{C})$



Mode	Eco Enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Eco is disabled in Fan/Dry/Auto mode.

Note: The Main Control screen and Eco control method may appear slightly different, depending on the air conditioner model. Examples are below:

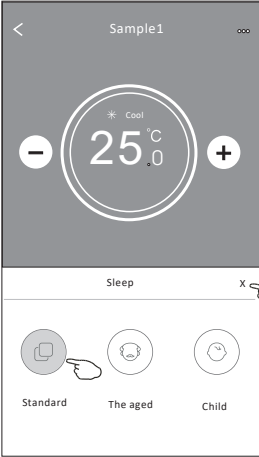
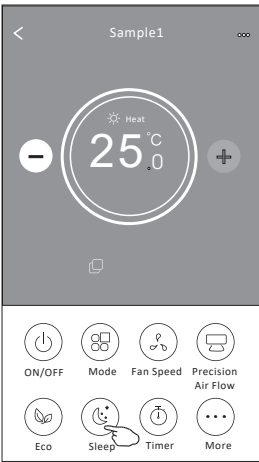


Note: Eco is disabled in Turbo/Sleep mode too for some air conditioner models.

Air Conditioner Control

Sleep Function

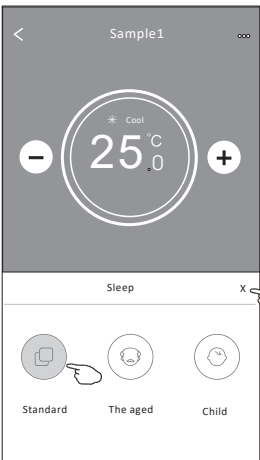
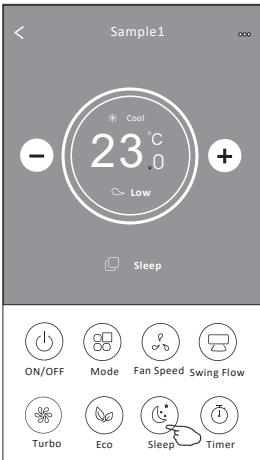
- 1. Tap the "Sleep" button.
- 2. Choose your desired sleep mode by tapping one of the options.
- 3. Tap the "X" button to return to the Main Control screen.
- 4. The Selected Sleep Mode indicator will appear on the screen.



Mode	Sleep Enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Sleep is disabled in Fan/ Dry/Auto mode .

Note: The Main Control screen may appear slightly different, depending on the air conditioner model. Example as below:

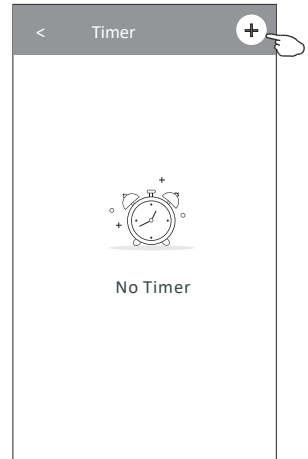
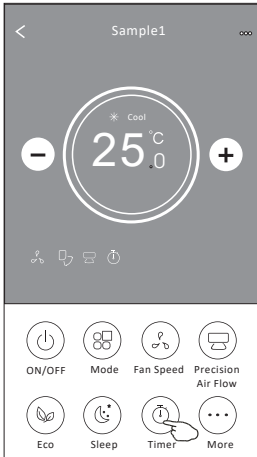


Note: Sleep is disabled in Turbo mode for some air conditioner models.

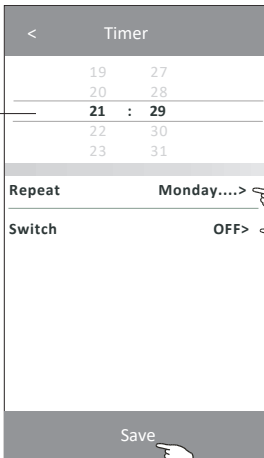
Air Conditioner Control

Timer (on) Setting

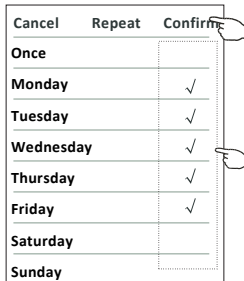
1. Tap the "Timer" button.
2. Tap "+" in the upper right corner of the Timer main screen.
3. Choose your desired Time/Repeat/Switch Off options, then tap "Save".
4. The timer (off) will appear on the Timer main screen.



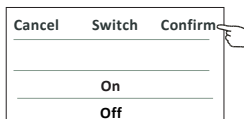
Slide up/down
to select time



Tap "Repeat", then select
your desired repeat days
by tapping the selection.



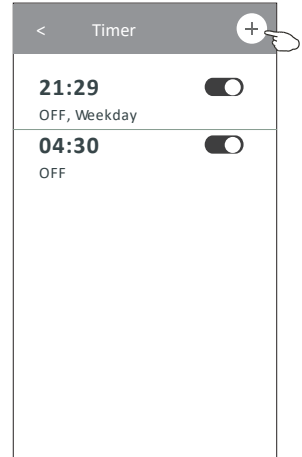
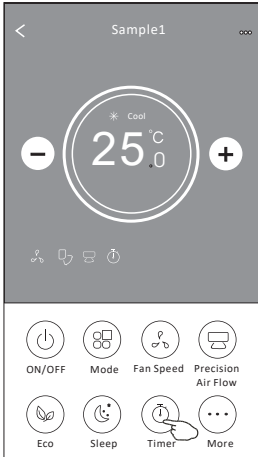
Tap "Switch", then slide
the screen to choose
"On" and "Confirm".



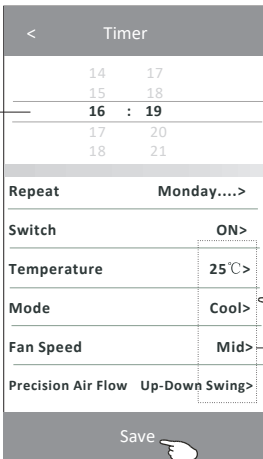
Air Conditioner Control

Timer (off) Setting

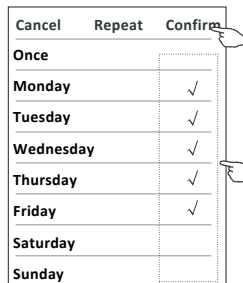
1. Tap the "Timer" button.
2. Tap "+" in the upper right corner of the Timer main screen.
3. Choose your desired Time/Repeat Date/Switch(On)/Temperature/Mode/Fan Speed/Air Flow options, then tap "Save".
4. The timer will appear on the Timer main screen.



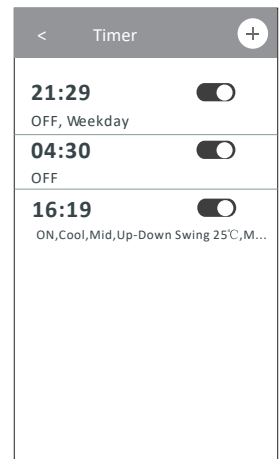
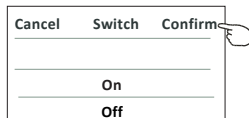
Tap "Repeat", then select your desired repeat days by tapping the selection.



Slide up/down to select time



Tap "Switch", then slide the screen to choose "On" and "Confirm".

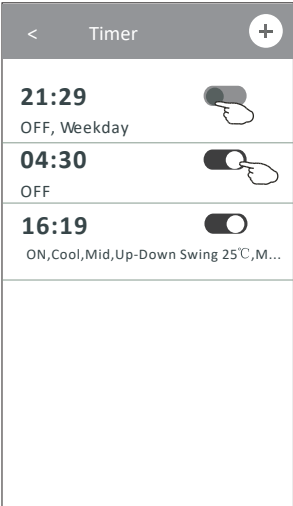
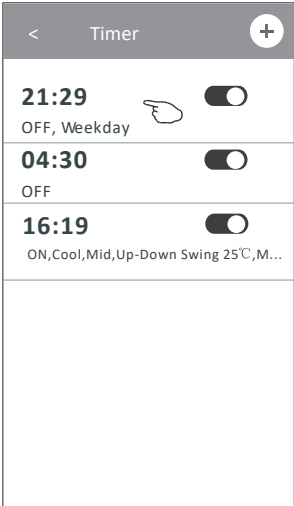


Tap Temperature/Mode/Fan Speed/Air Flow one by one, then choose your desired options by tapping the selections. Tap "Confirm" to save the selections.

Air Conditioner Control

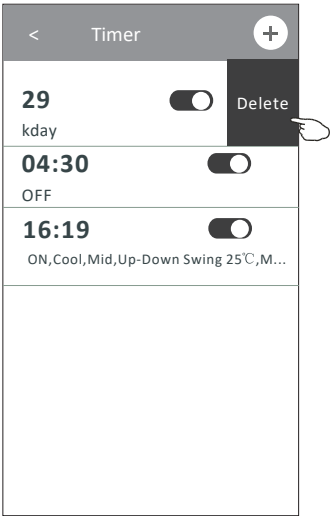
Timer Management

- 1. Change the Time Setting:
Tap anywhere on the timer list bar except the switch bar to reach the Time Setting screen.
Change the settings, then tap "Save".
- 2. Enable or Disable the Timer:
Tap the right of the switch to enable the timer. Tap the left of the switch to disable the timer.
- 3. Delete the Timer:
Slide the timer list bar from right to left until the "Delete" button appears, then tap "Delete".



Slide left to disable the timer.

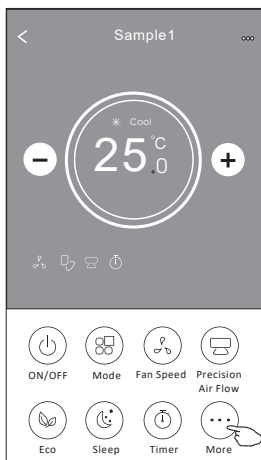
Slide right to enable the timer.



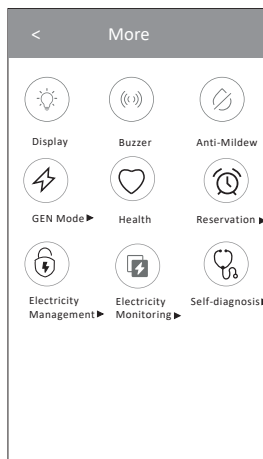
Air Conditioner Control

More Functions

1. Tap the "More" button to operate additional functions.



Note: Some air conditioner models don't have the "More" button.



Note: The appearance may be different. Some icons won't appear if the air conditioner model does not have the function.

2. Tap the "Display" button to switch On/Off the indoor LED display.

3. Tap the "Buzzer" button to switch On/Off the buzzing.

4. Tap the "Anti-Mildew" button to activate the Anti-Mildew function.

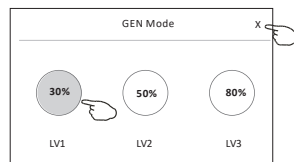
After turning Off the AC, it will start to dry, reducing residual moisture and preventing mold. After the function finishes, it will automatically turn Off.

5. Tap the "Buzzer" button to switch On/Off the healthy function.

It activates the antibacterial ioniser function. This function is only for models with the ioniser generator.

6. Tap the "GEN Mode" button.

In this mode, you can choose one of the three levels of current. The air conditioner will maintain proper current to save energy.

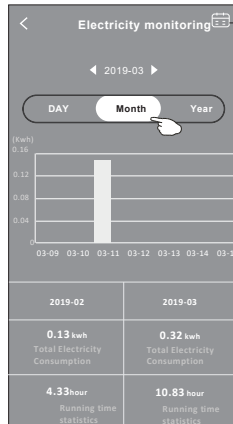
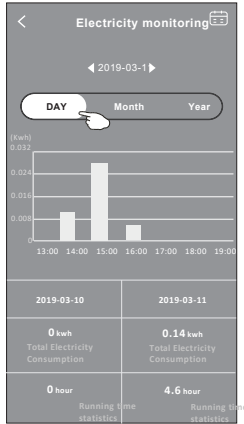


Air Conditioner Control

More Functions

7. Tap the "Electricity Monitoring" button.

In this function, you can monitor the air conditioner's electricity consumption.



Tap this button to open the calendar, then select the date.

8. Tap the "Self-Cleaning" button.

Self-Cleaning

Check the details of the Self-Cleaning function in the user manual.

9. Tap the "46°F Heat" button.

46°F Heat

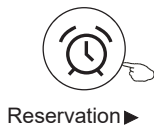
This function helps keep the room temperature over 46°F(7.8°C).

Check the details of the 46°F Heat function in the user manual.

10. Tap the "Reservation" button.

Choose your desired Time/Repeat Date/Temperature/Mode/Fan speed/Air Flow options, then tap "Save" to activate the function.

11. The air conditioner will automatically reach your settings at the appointment time.



Reservation

14	17
15	18
16	19
17	20
18	21

Repeat setting Monday.... >

Temperature 25°C>

Mode Cool>

Fan Speed Mid>

Precision Air Flow Up-Down Swing>

Save

Reservation

16:19:00

ON, Cool, Mid, Up-Down Swing 25°C, M...

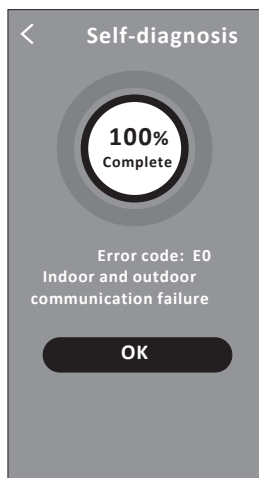
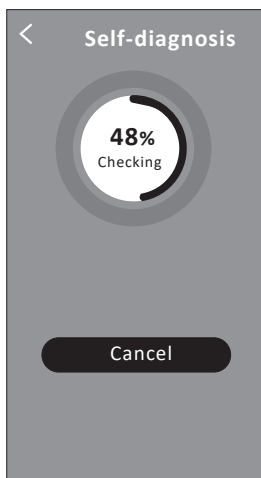
After the reservation is set up, the air conditioner will automatically reach your set requirement at your appointment time.

Air Conditioner Control

More Functions

11. Tap the "Self-diagnosis" button.

The air conditioner will automatically diagnosis itself, then indicate the error code and the problem instructions, if possible.



12. Tap the "  " button.

Photosensitive

This function allows the air conditioner to automatically turn On/Off the display, according to the light intensity.

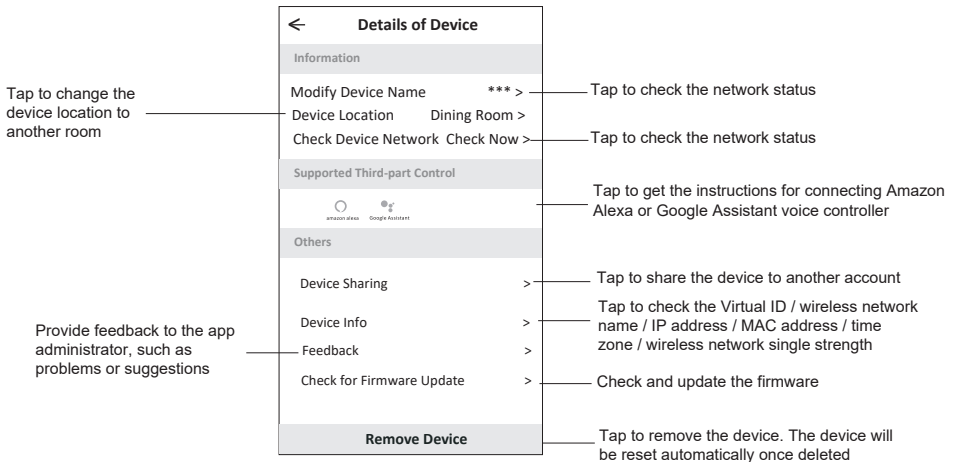
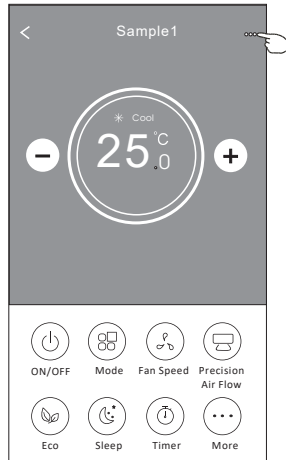
13. Tap the "  " button.

In this function, the air conditioner will blow soft airflow through the micro holes on the deflector.

Air Conditioner Control

Device Details and Management

Tap "✎" in control form 1 or tap "..." in control form 2 to reach the Device Details screen. Here you can get some useful information, such as sharing the device to other accounts. Check the following pictures and instructions carefully.

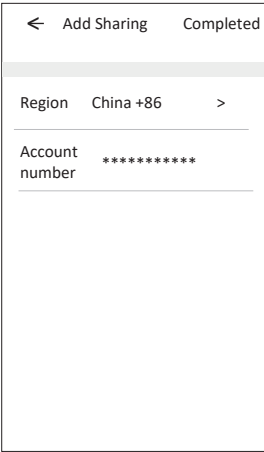
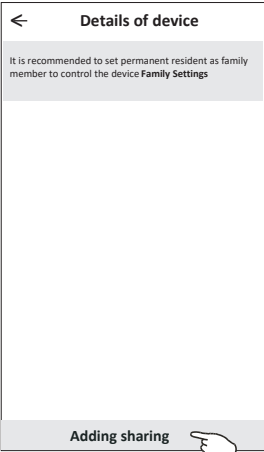
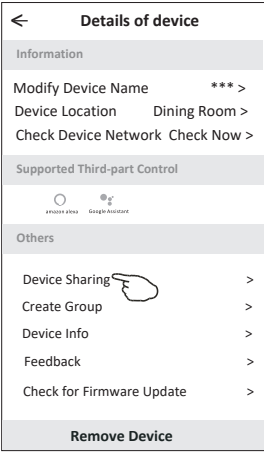


Air Conditioner Control

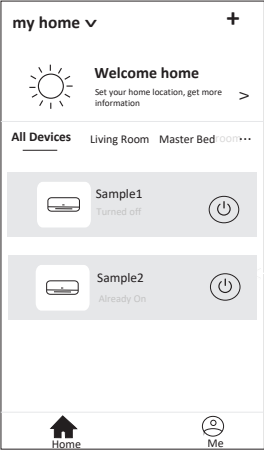
Device Details and Management

How to share the devices to other accounts? Follow these steps:

- 1. Tap "Device Sharing" to open the Device Sharing screen.
- 2. Tap "Add Sharing".
- 3. Select the region, then enter the desired account you want to share the device with.
- 4. Tap "Completed" and the account will appear on your sharing list.
- 5. The individuals you shared the device with should press the Home button and slide down to refresh the device list. After refreshing the device list, the new device will appear.



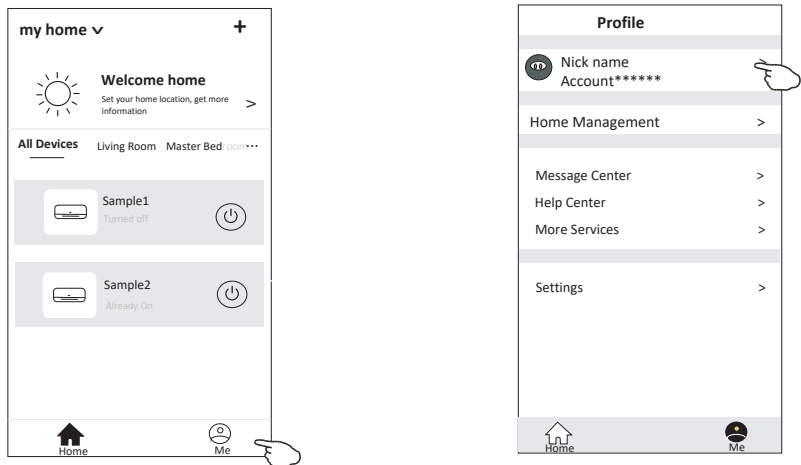
Hold the bar for 3s, then you can delete the account in the Sharing list



Hold on and slide down to refresh the device list

Account Management

Account Profile Setting



Change the nickname of your account

Edit name

Account one |

Cancel Save

Profile

Profile Picture

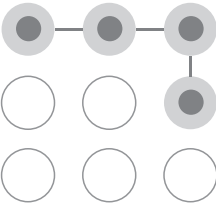
Nickname

Account Security

Time Zone

Select a picture for the account from your phone's local album

Select the time zone



Set a pattern password for launching the app

Account Security

Phone Number

Location

Change Login Password

Pattern Unlock

Change Pattern Password

Deactivate Account

Change the password like resetting the password on page 7

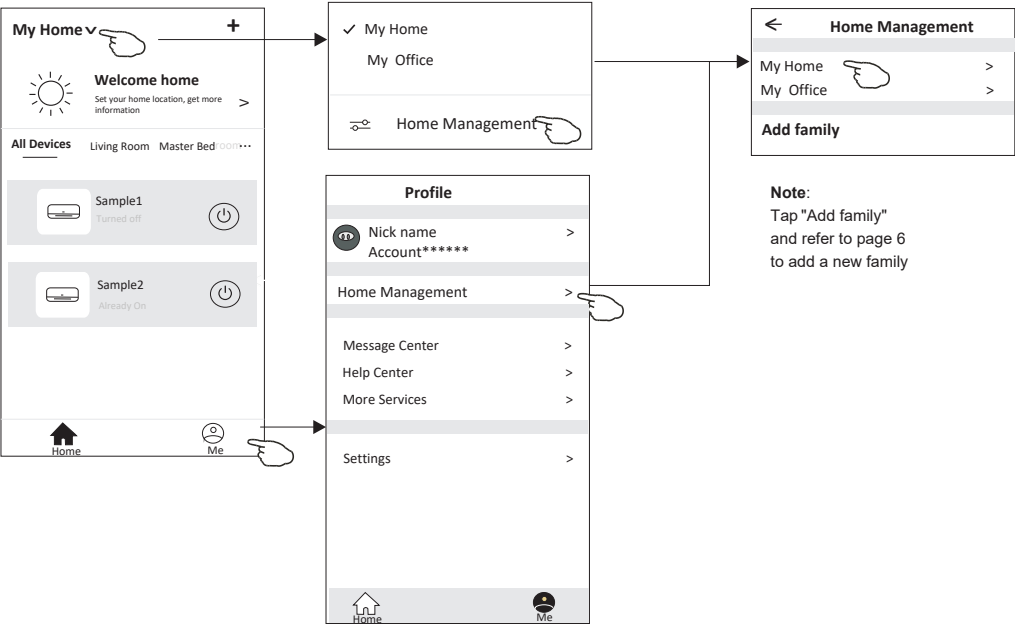
Tap the switch to enable or disable the pattern password

Deactivating the account will cause all data to be deleted

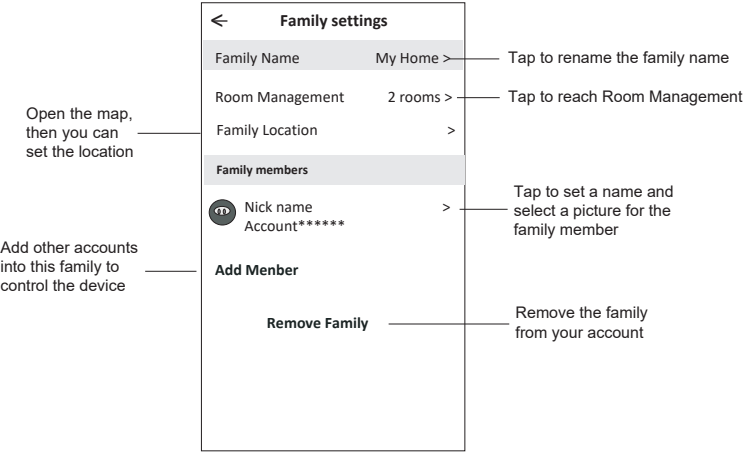
Account Management

Home (Family) Management

1. Tap the home's name at the left upper corner of the Home screen and tap "Home Management". Or tap "Me", then tap "Home Management".
2. Tap one of the families in the family list to reach the Family Settings screen.



3. Set the family as the following indicators.



Notice

1. There maybe some deviation from the actual items to what is in the manual. Refer to your actual product and app.
2. The Pioneer Air Conditioner App can be altered without notice for quality improvements and also be deleted depending on the circumstances of manufacturing firms.
3. If the wireless network signal strength is weak, the app may be disconnected. Ensure the indoor unit is near the wireless router.
4. The DHCP server function should be activated for the wireless router.
5. The Internet connection may fail because of a firewall problem. In this case, contact your Internet service provider.
6. For smart phone system security and network settings, make sure the Pioneer Air Conditioner App is trusted.

Troubleshooting

Description	Analysis of Cause
Air conditioner can't be configured successfully	1. Confirm the mobile connected WLAN router SSID and password is correct; 2. Check whether there are additional settings of the WLAN router as shown below: 1) Firewall by router itself or by PC 2) MAC address filtering 3) Hidden SSID 4) DHCP server Reboot the WLAN router, mobile device, and air conditioner (WLAN module), then connect the air conditioner by CF mode again. Before rebooting, confirm nobody has already connected to the same air conditioner.
Mobile can't control air conditioner	1. When the air conditioner (WLAN module) is rebooted and the app displays "Device remove", ignoring this confirmation will lead to the mobile device to lose control permission of the air conditioner. You will need to connect the air conditioner by CF mode again. 2. The mobile device will lose control permission of air conditioner for 3 min after power failure. (The notification will show up on the mobile device.) If you cannot control the app (air conditioner) even after the power is restored, you will need to connect the air conditioner by CF mode again.
Mobile can't find air conditioner	1. Software display air conditioner device offline. Check the following conditions: 1) The air conditioner has been reconfigured. 2) Air conditioner out of power. 3) Router out of power. 4) Air conditioner can't connect to the router. 5) Air conditioner can't connect to the network through the router. 6) Mobile device can't connect to the network. 2. After adding the device, it disappears in the device list. Hold and slide down to refresh the device list. If it has not changed, shut down the app and start again.

The design and specifications of this product are subject to change without prior notice as development continues. Consult with the sales agency or manufacturer for details. Refer to the equipment nameplate for all other applicable specifications.

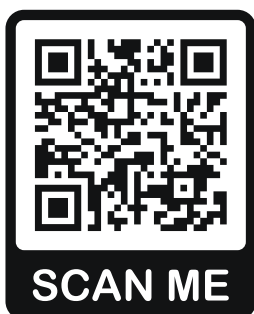


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