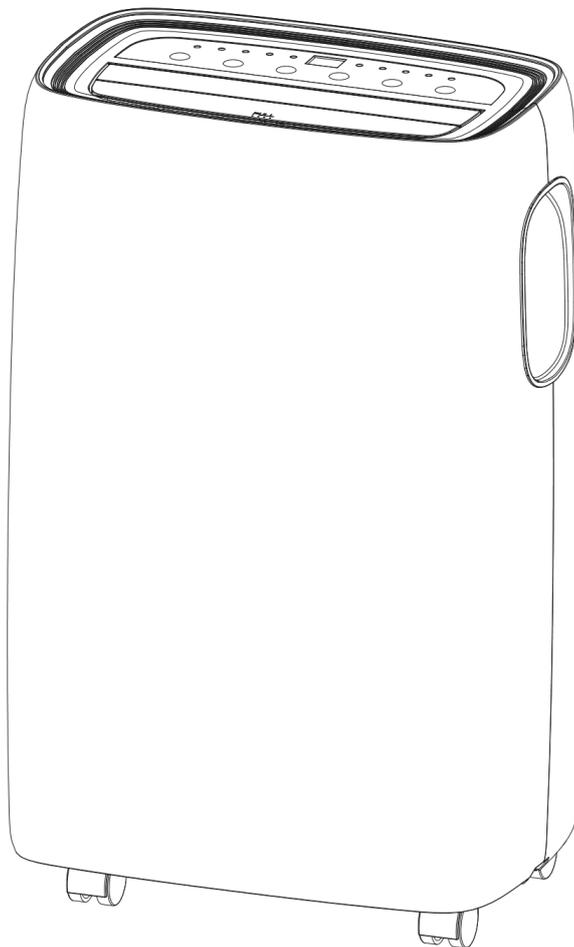




# WIFI MANUAL



**AC12000E**  
**12,000 BTU PORTABLE AIR CONDITIONER**  
*With WIFI Smart App*

Thank you for choosing TCL.  
Please read this user manual before using this innovative Air Conditioner and  
keep it safe for future reference.

## BEFORE YOU START

- Ensure your router provides a standard 2.4ghz connection.
- If your router is dual band ensure that both networks have different network names (SSID). The provider of your router / ISP will be able to provide advice specific to your router.
- Place the dehumidifier as close as possible to the router during setup.
- Once the app has been installed on your phone, turn off the data connection, and ensure your phone is connected to your router via wifi.

## DOWNLOAD THE APP TO YOUR PHONE

Ensure whilst setting up the WIFI on your air conditioner, that it is close to your router, as the unit requires a good signal during the setup process. Your air conditioner is designed to be connected to a 2.4ghz network, and the connection is set up using the TCL “SMART LIFE” app. We would advise on using the QR codes below to ensure the correct app is downloaded.



Android



IOS

The unit can also be controlled using the “Smart Life” app by TUYA which is also available in the app stores. We would advise on using the version above which is optimised for use with your air conditioner as we cannot guarantee the correct functionality of all features with the TUYA app. If you would prefer to use the TUYA app, please use the QR codes below



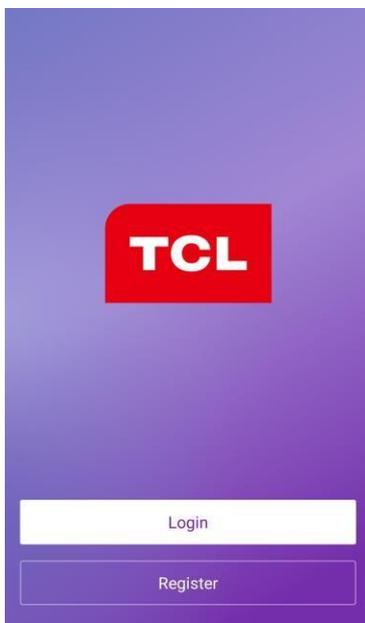
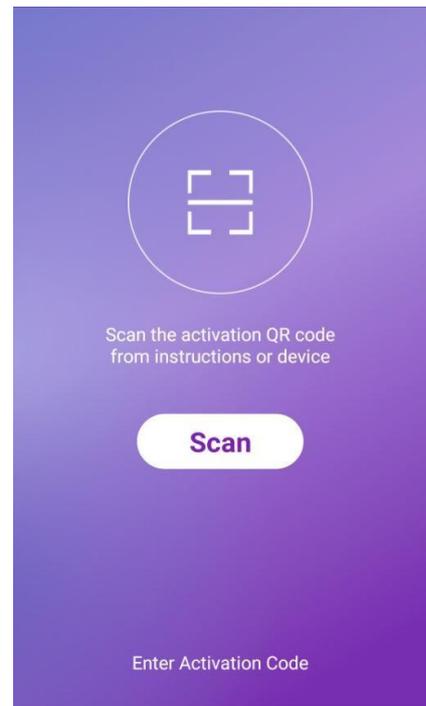
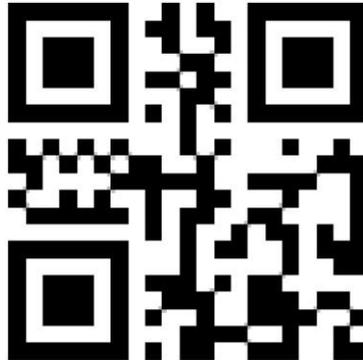
Android



IOS

## ACTIVATING THE APP

The first time the app is used, it will need activating. To do this, either press the scan button, and scan the QR code below, or press “Enter Activation Code” and enter the activation code: TCL

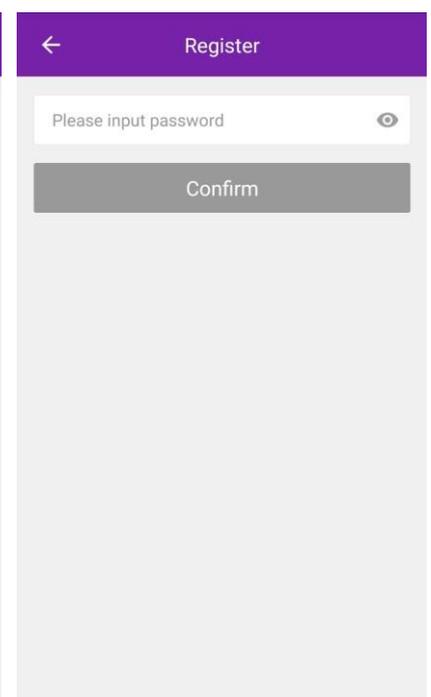
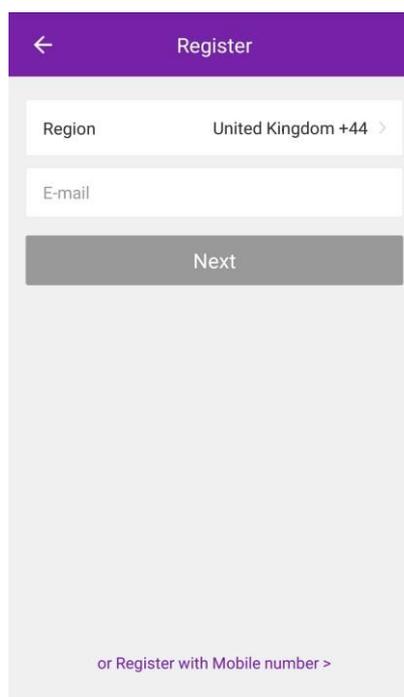


## REGISTER THE APP

Upon the first use of the app, an account will need to be registered. Click on the “Register” button to enter the registration screen. The account can be created by using either the default option of an email address, or alternatively by SMS message using the “Register with mobile number” option.

## EMAIL REGISTRATION

Enter your email address, and Press next. In the password box create a new password for your account, before pressing confirm. This should be at least 6 characters and include letters and numbers.



## SMS REGISTRATION

Press on the option at the bottom of the screen to choose the option for registering with a mobile number. You will receive an activation code via SMS. Enter the activation code into the verification code box, before entering your new password in the box below.

Please note the password should be at least 6 characters and include letters and numbers. Then press the confirm button to log in.

The first screenshot shows the 'Register' screen with a purple header. It has a 'Region' dropdown set to 'United Kingdom +44', an 'E-mail' input field, and a 'Next' button. A red box highlights a link at the bottom: 'or Register with Mobile number >'. The second screenshot shows the 'Register' screen with the 'Region' dropdown still set to 'United Kingdom +44', but the 'E-mail' field is replaced by a 'Mobile number' input field. The 'Next' button is still present. The third screenshot shows the 'Register' screen with a purple header. It displays 'Verification code is sent to your phone:' above a 'Verification Code' input field and a '(56 s)' timer. Below that is a 'Please input password' field with an eye icon, and a 'Confirm' button.

## FORGOTTEN PASSWORD

Should the password for your account be forgotten, it is possible to use the “Forgot Password” option which will allow you to enter the email address or telephone number used to register the account, and a verification code will be sent to you via the method chosen.

The first screenshot shows the 'Login' screen with a black header. It has a 'Region' dropdown set to 'United States +1', a 'Mobile number/E-mail' input field, a 'Password' input field with an eye icon, and a 'Login' button. At the bottom, there are links for 'Sign in with SMS' and 'Forgot password'. The second screenshot shows the 'Request password' screen with a black header. It has a 'Region' dropdown set to 'USA +01', a 'Mobile number/E-mail' input field, and a 'Next' button. The third screenshot shows the 'Request password' screen with a black header. It displays 'Verification code is sent to your phone:' above a 'Verification Code' input field and a 'resend(58)' button. Below that is an 'Enter new password' field with an eye icon, and a 'Confirm' button.

## CONNECTION METHODS AVAILABLE FOR SETUP

The smart devices have two different setup modes, CF (Quick Connection) and AP (Access Point). The CF mode is a quick and simple way to set the unit up. The AP connection uses a direct local wifi connection between your phone and the air conditioner to upload the network details.

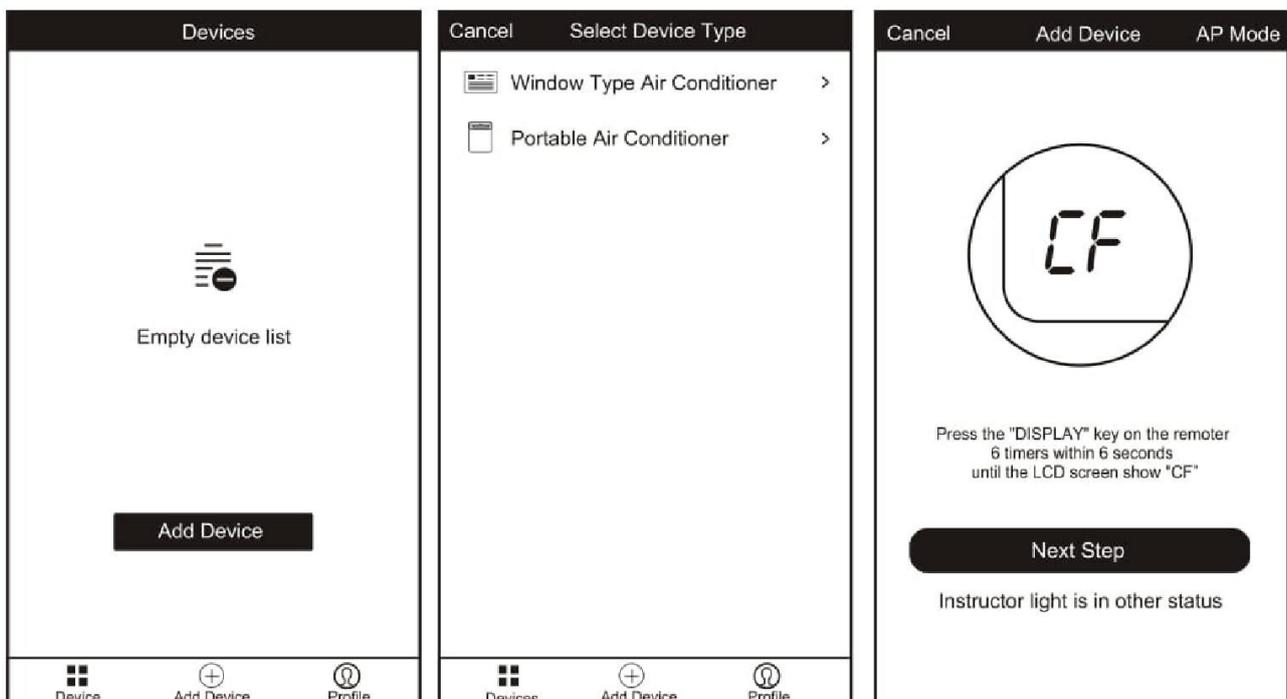
Before starting the setup, please ensure that your air conditioner is in the correct standby mode for the connection type you are attempting, the display on the air conditioner will confirm the current connection mode during setup.

## CHANGING BETWEEN CONNECTION TYPES

To change the unit between the two connection types, quickly press the fan button on the air conditioner 6 times, and wait approx. 10 seconds until the new connection mode is displayed on the screen.

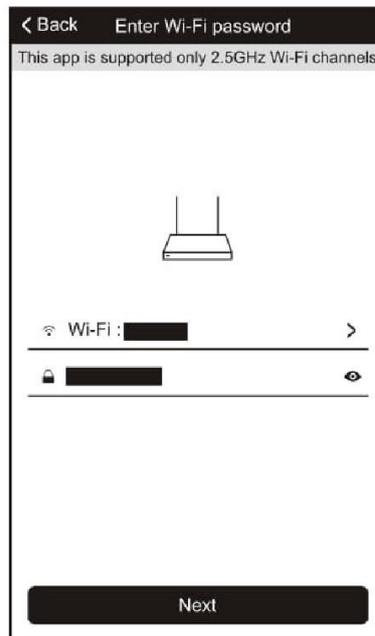
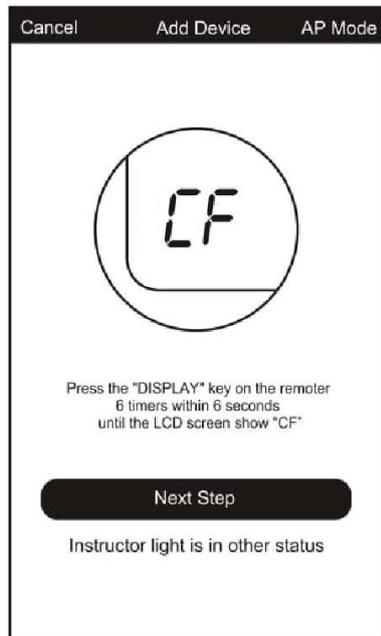
## ADDING A DEVICE

1. Press the “Add device” button, which will bring up a screen to choose the device type.
2. Select “Portable Air Conditioner” from the Device Type List.
3. The app will default to quick connection mode, and this can be changed by pressing the button labelled AP Mode in the top right of the screen.
4. After ensuring that the air conditioner is also in the correct connection mode, follow the relevant connection guide on the following pages.

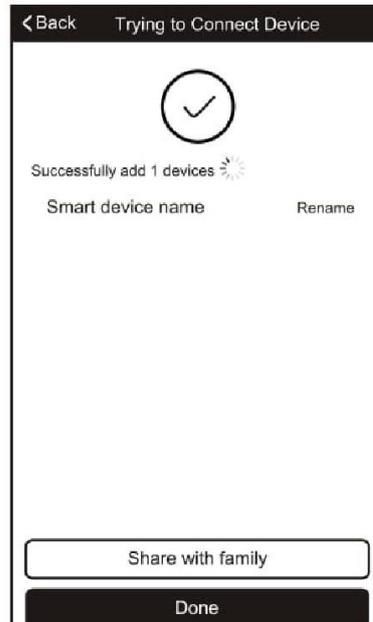


## CONNECTING USING CF MODE (QUICK CONNECTION)

1. Ensure that the display on the air conditioner is displaying CF before pressing “Next Step” (otherwise to change the connection mode: Quickly press the fan button on the air conditioner 6 times and wait 10 seconds until CF is displayed)
2. Select your Wifi router from the drop down list and enter the password (Please note the password is case sensitive) before pressing next.



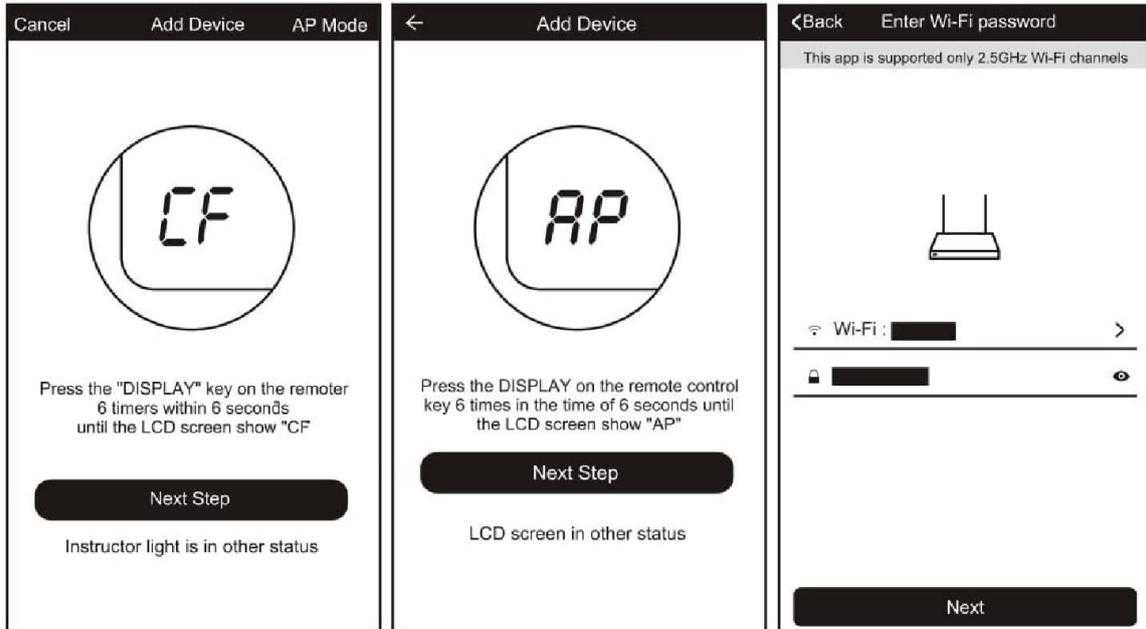
The app will automatically upload the connection information to the air conditioner, once the connection is completed, a message will be displayed to confirm. On this page there is the option to rename the air conditioner to something more relevant.



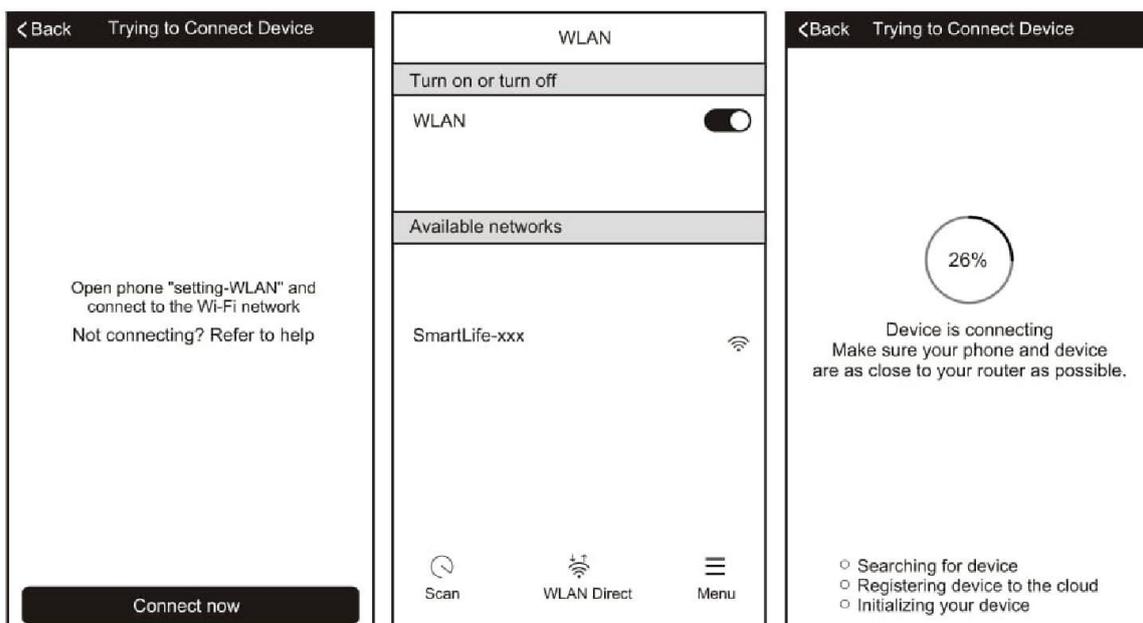
If the connection fails, please retry the connection, failing this try connecting using the AP mode connection.

## CONNECTING USING AP MODE (ALTERNATIVE METHOD)

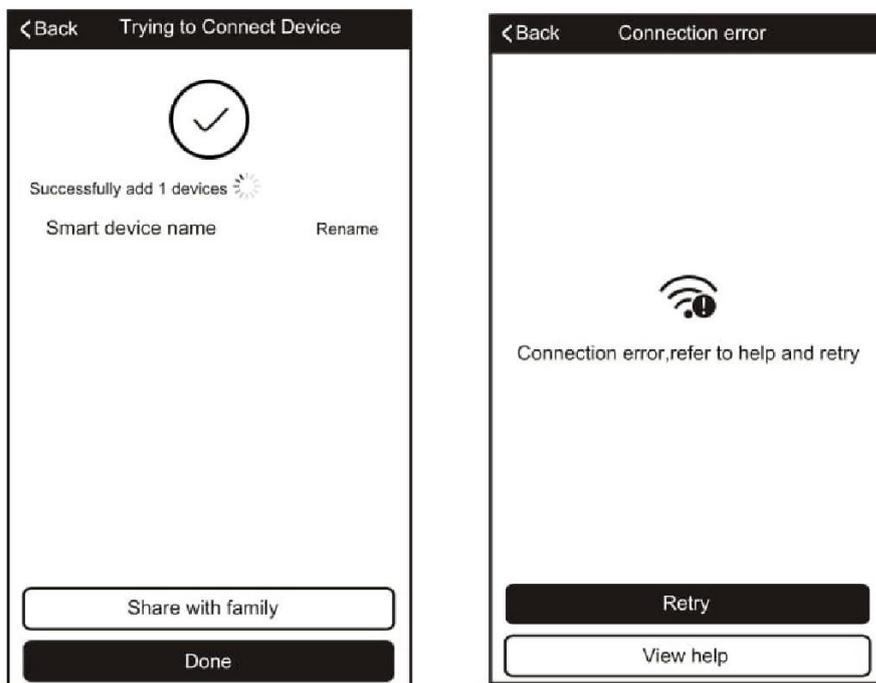
1. Ensure that the screen on the air conditioner is displaying AP (otherwise to change the connection mode: Quickly press the fan button on the air conditioner 6 times and wait 10 seconds until AP is displayed)
2. Press on the AP Mode button in the top right of the screen to change the app to AP mode connection.
3. Select your Wifi router from the drop down list and enter the password (Please note the password is case sensitive) before pressing next.



4. Connect your phone to the wifi network by leaving the app, and connecting to the Wifi network created by the air conditioner "Smartlife-XXX"
5. Reopen the app and click on the "Connect now" button,



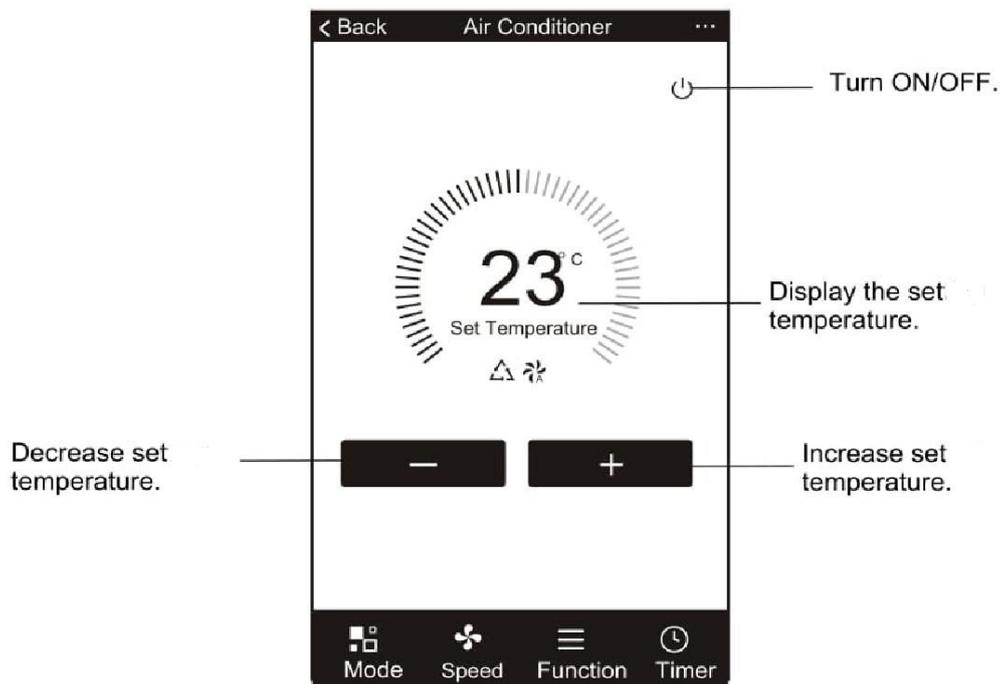
The app will automatically upload the connection information to the air conditioner, once the connection is completed, a message will be displayed to confirm. On this page there is the option to rename the air conditioner to something more relevant.



If the connection fails, please retry the connection, failing this try connecting using the CF mode connection.

## CONTROLLING YOUR DEVICE THROUGH THE APP

Now that your air conditioner is linked up to your network, you can control it from your phone. Select your device in the device list to gain access to the controls for the device.

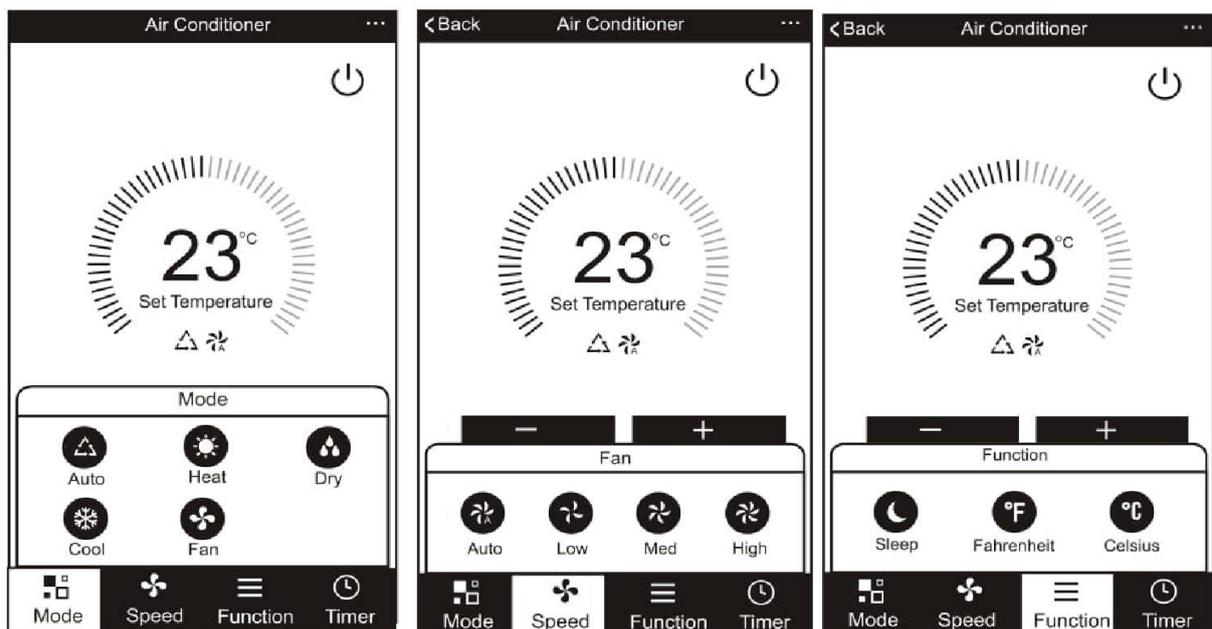


Use the + and – buttons to increase and decrease the desired temperature. The tabs on the bottom of the screen should be used to change other settings.

**Mode:** Allows the operating mode to be changed between Auto, Heat, Dry, Cool and Fan.

**Speed:** Allows the fan speed to be changed between Auto, Low, Medium and High.

**Function:** Allows the Sleep function to be activated (See main manual for description of the operation) and for the temperature measurement unit to be changed between Fahrenheit and Celsius.



## USING THE TIMER FUNCTION

The timer can be used to either set a time for the air conditioner to turn on (and specify the settings it will run with), or a time for the unit to turn off. Multiple timers can be used together to build a schedule with on and off times.

1. Press the Timer button at the bottom right of the screen.
2. To set a new timer, press the "Add Timer" button at the bottom of the screen. If there is a timer already programmed that you would like to amend, press and hold the timer which requires amendment.

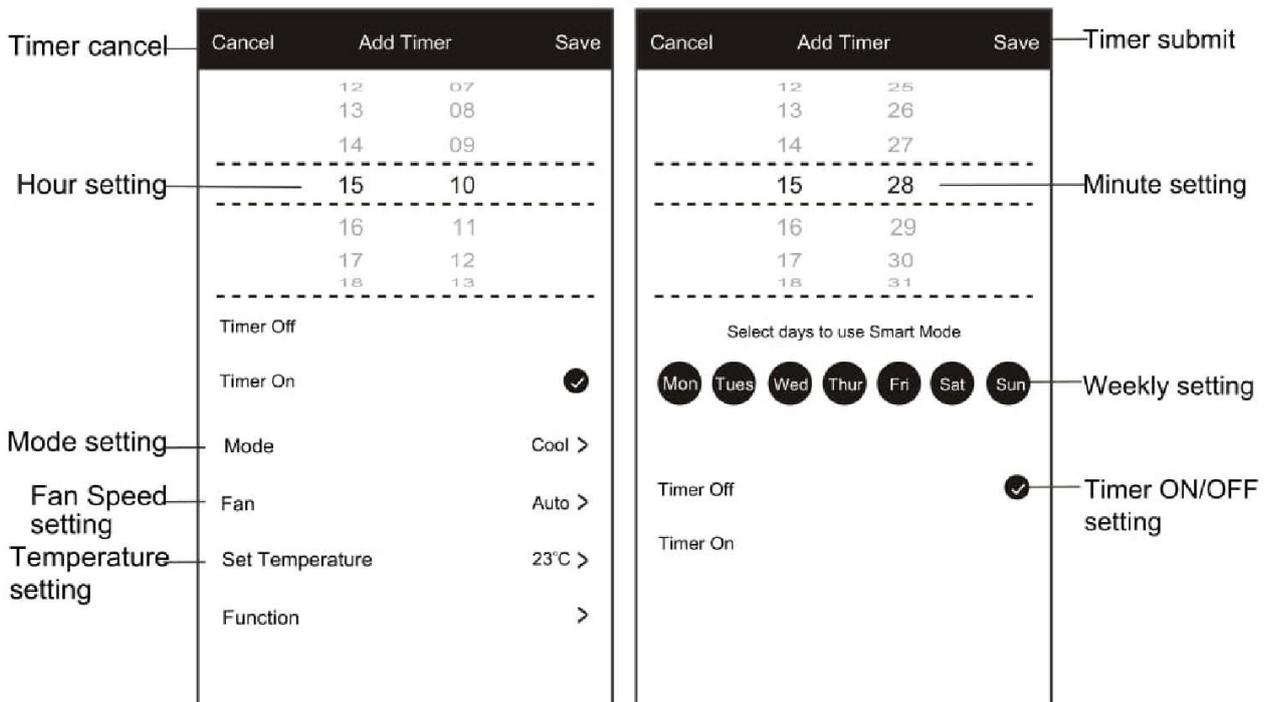


### OFF TIMER:

1. Select Timer Off
2. Set the time the air conditioner should turn off
3. Select which days the timer should operate
4. Press Save in the top right corner.

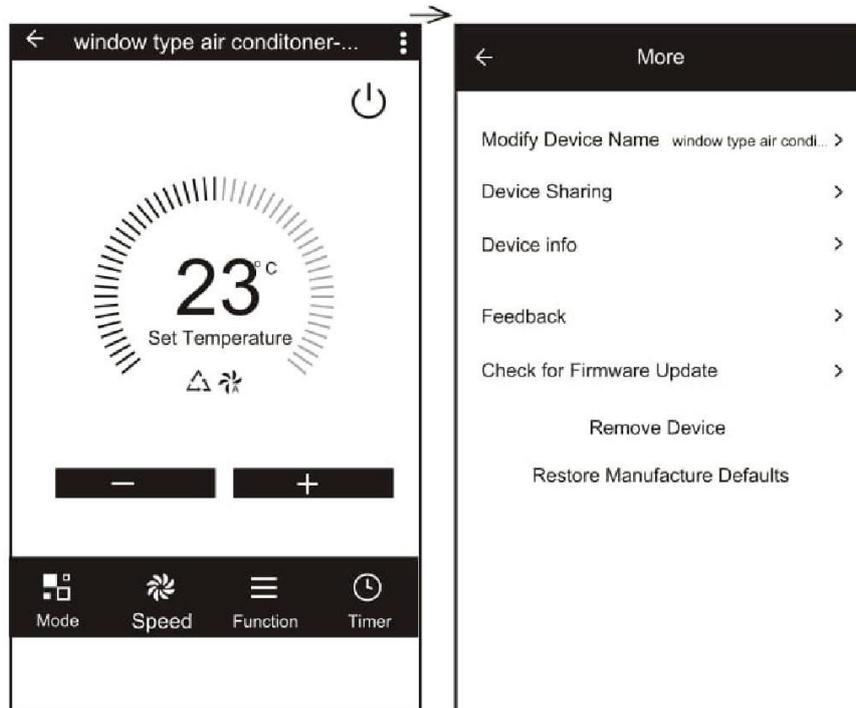
### ON TIMER:

1. Select Timer On
2. Set the time the air conditioner should turn on
3. Select which days the unit should run on the auto timer.
4. Set the Mode, fan speed, desired temperature and function that the air conditioner should run with.
5. Press Save in the top right corner.



## MORE SETTINGS

When on the main screen the three dots in the top right hand corner give you access to the settings options for the app. This a number of extra options for modifying the name of the air conditioner, and removing a device from the app.



## TROUBLESHOOTING

1. Check whether the device is powered on and is in the correct standby mode, if not please refer to the Changing between connection types section.
2. Ensure the wifi password has been entered into the app correctly (Case sensitive)
3. Check that the phone is connected to the wifi network you are connecting the device to.
4. Ensure the network you are connecting it to is 2.4Ghz (5Ghz wifi networks are not supported), and that there is a strong wifi signal to the item.
5. Check the settings on the router. Encryption should be WPA2-PSK and authorisation type should be set to AES
6. If you are unable to connect through the quick connection method, please try following the guide for connecting using the AP Mode.

## TCL UK SUPPORT

Please, for your own convenience, make these simple checks before calling the service line.

If the unit still fails to operate call: 0871 620 1057 or complete the online form

1. Has the unit been standing upright for at least 2 hours?
2. Is the unit plugged into the mains?
3. Is the fuse OK?
4. Switch the unit off and wait three minutes to see if the issue is resolved. Restart the unit.
5. Check if the water tank is full.

Office hours: 9AM - 5PM Monday to Friday

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