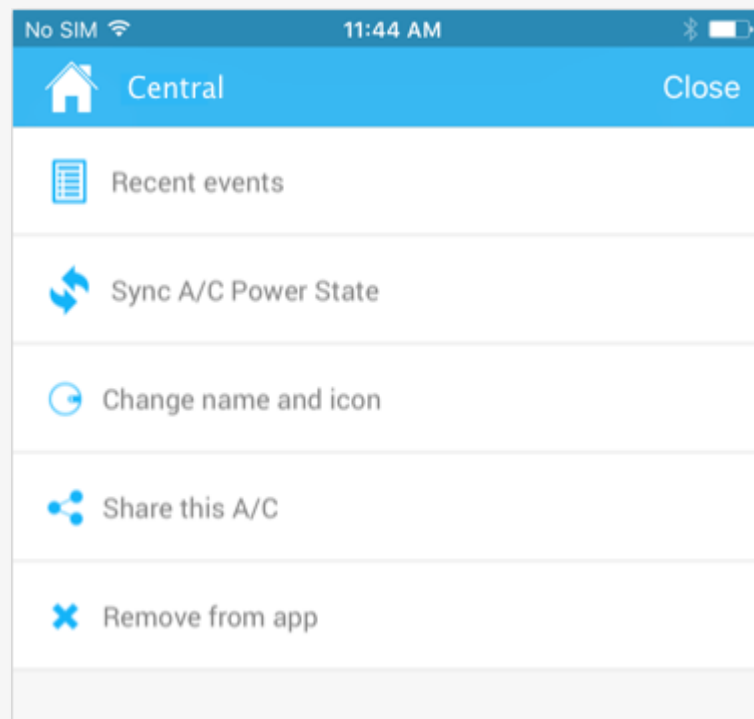
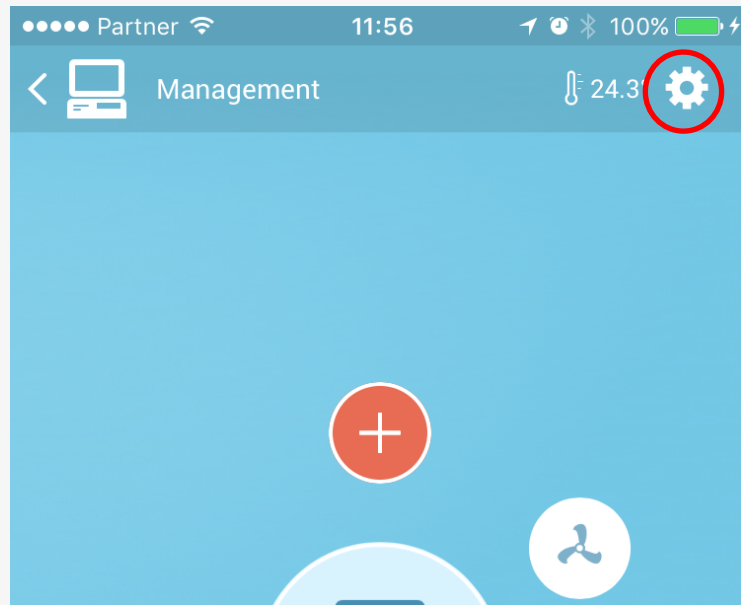
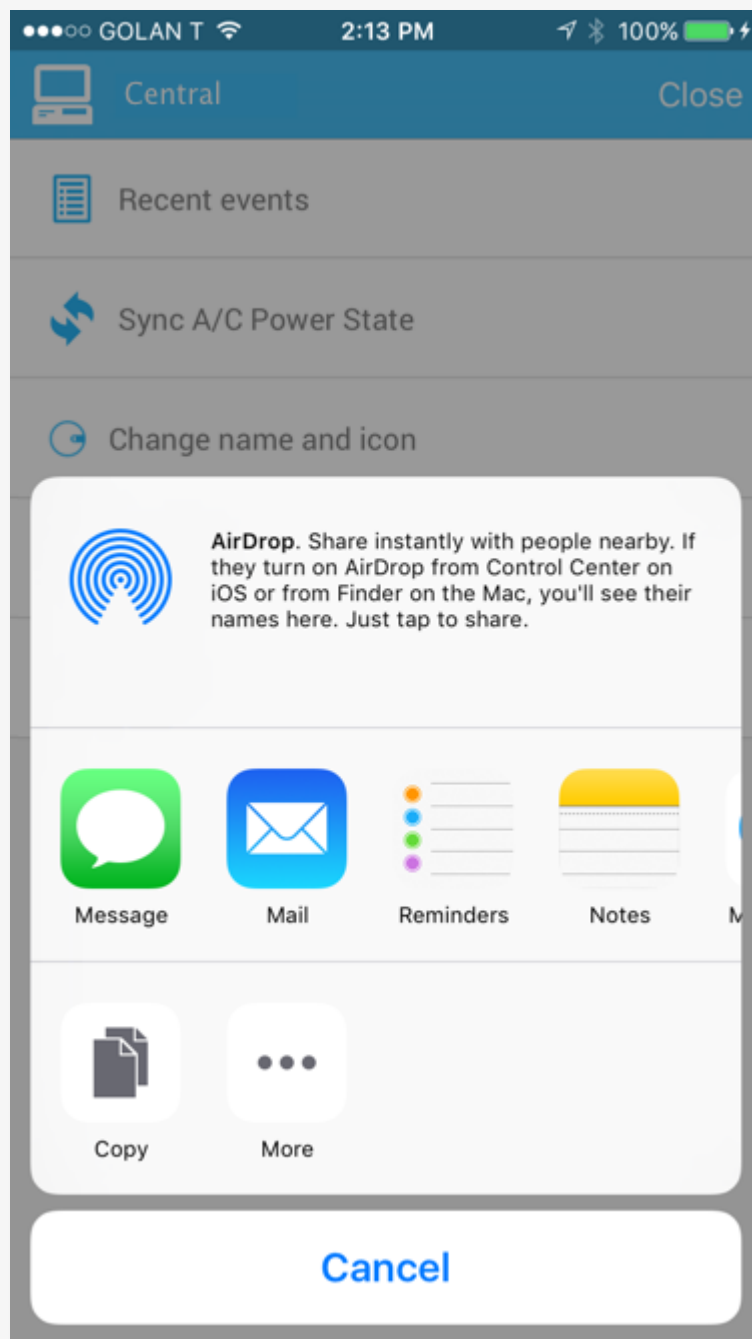


How can I change the name or icon of my A/C?



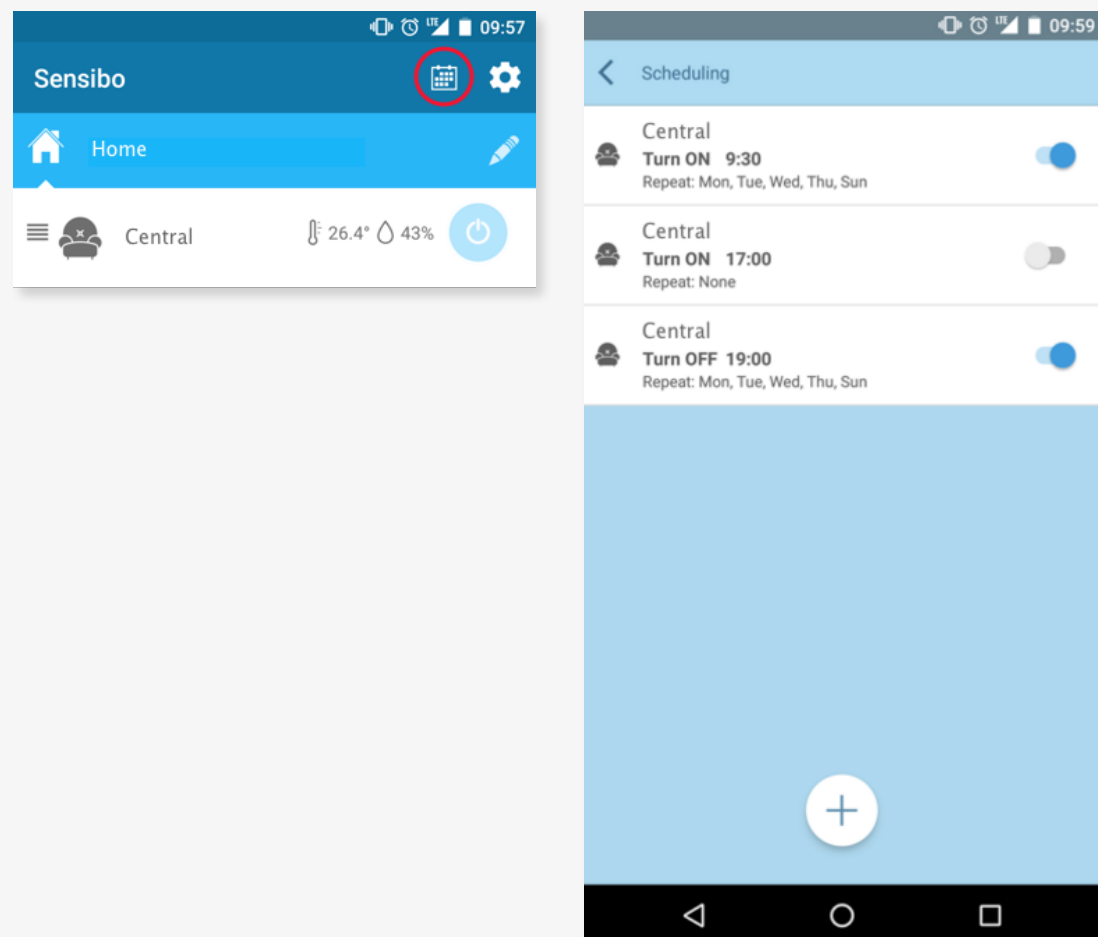
Click the specific A/C's settings and hit "Change name and icon".

How can I invite other people to use my A/C?



If you want to grant access to your A/C to other people (family members, friends, colleagues, etc.) you can send a unique link via multiple channels - go to the A/C settings, choose "Share this A/C", select an app to send the invitation from and hit send.

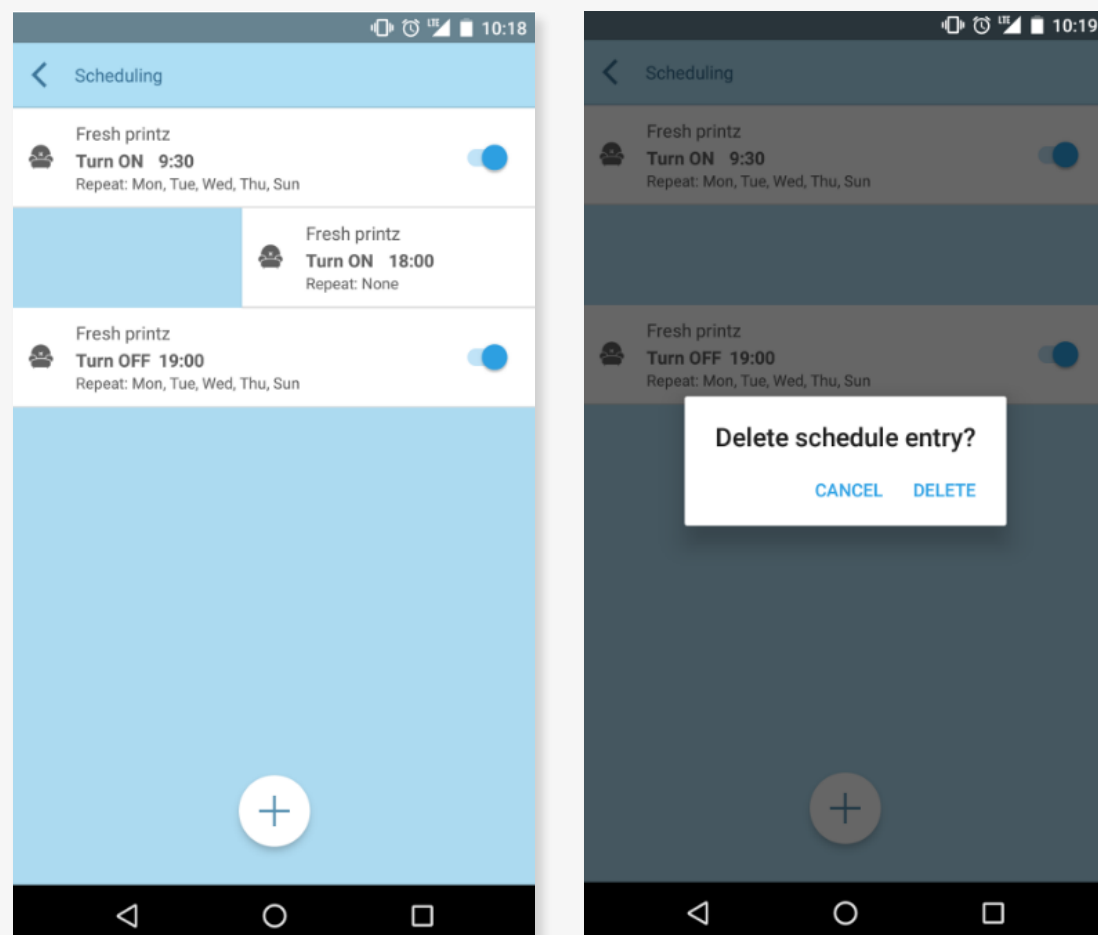
How can I set and edit schedules for my A/Cs?



You can access your devices' schedules and create new ones via the locations/devices screen

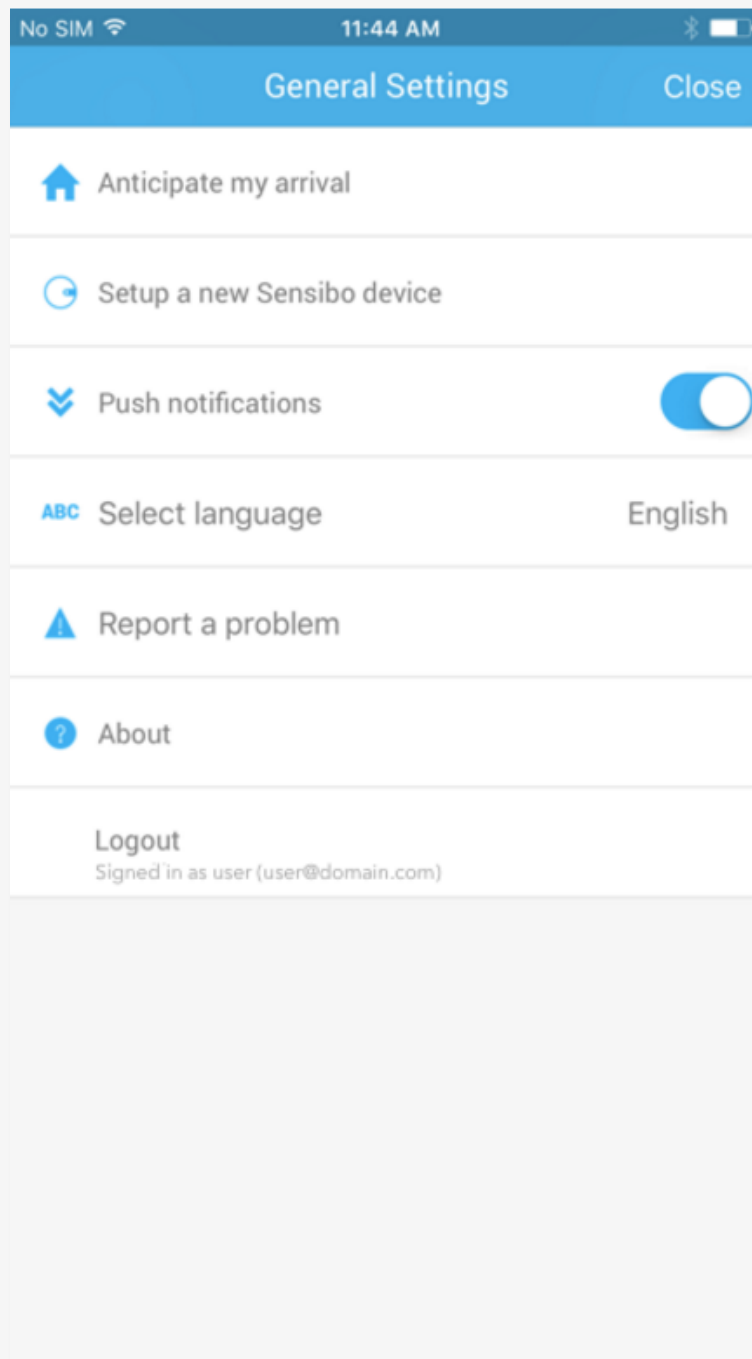
To edit an existing schedule, click on it in the list of schedules.

How can I delete a schedule?



Just swipe the schedule you want to delete to the right in the schedules main screen and confirm.

How can I setup another Smart A/C?



In the general settings (accessible via locations/devices screen) tap “Setup a new Sensibo device” to start the installation process again with another device.

How can I reset my Sensibo app user and password?

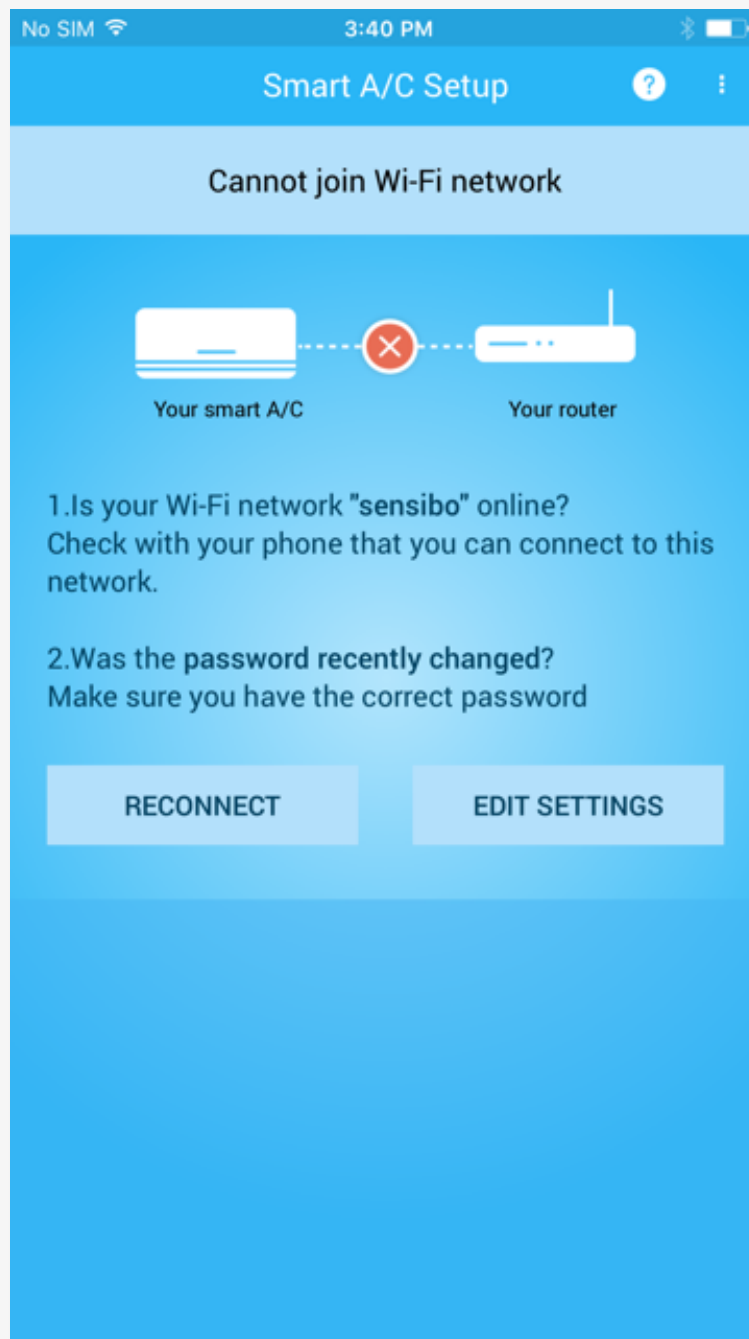
Via this page: <https://home.sensibo.com/password-reset/>

I get a “device is disconnected” notification in the app, what does it mean?

A few reasons can cause your smart A/C to appear as disconnected. Please click on the notification to learn the reason (in iOS devices you'll need to reconnect to the Smart A/C's network again).

Troubleshooting

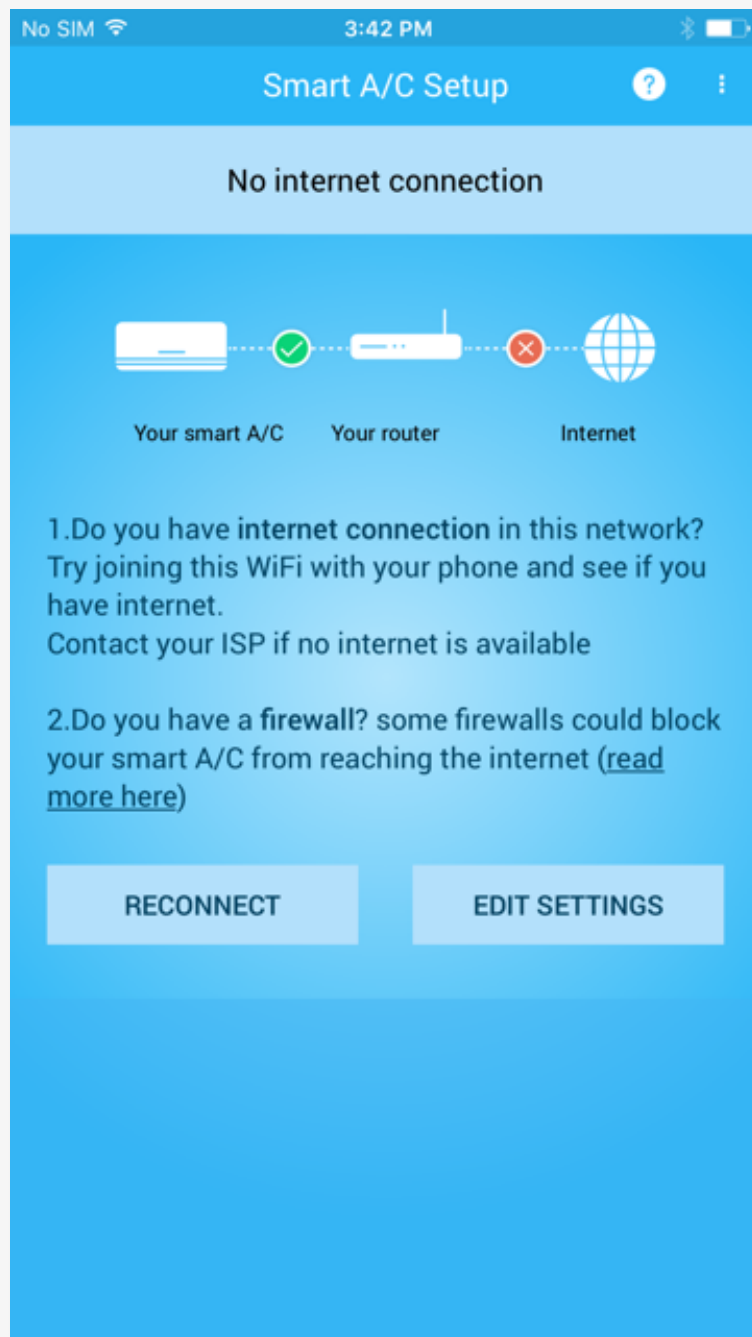
Cannot join Wi-Fi network



This screen will appear when one of 3 scenarios happens:

1. The network is offline and the Smart A/C cannot join it
2. The password or name of the network were changed recently and the Smart A/C cannot join it with its existing data that is outdated
3. The Smart A/C was reset on purpose to connect to another network

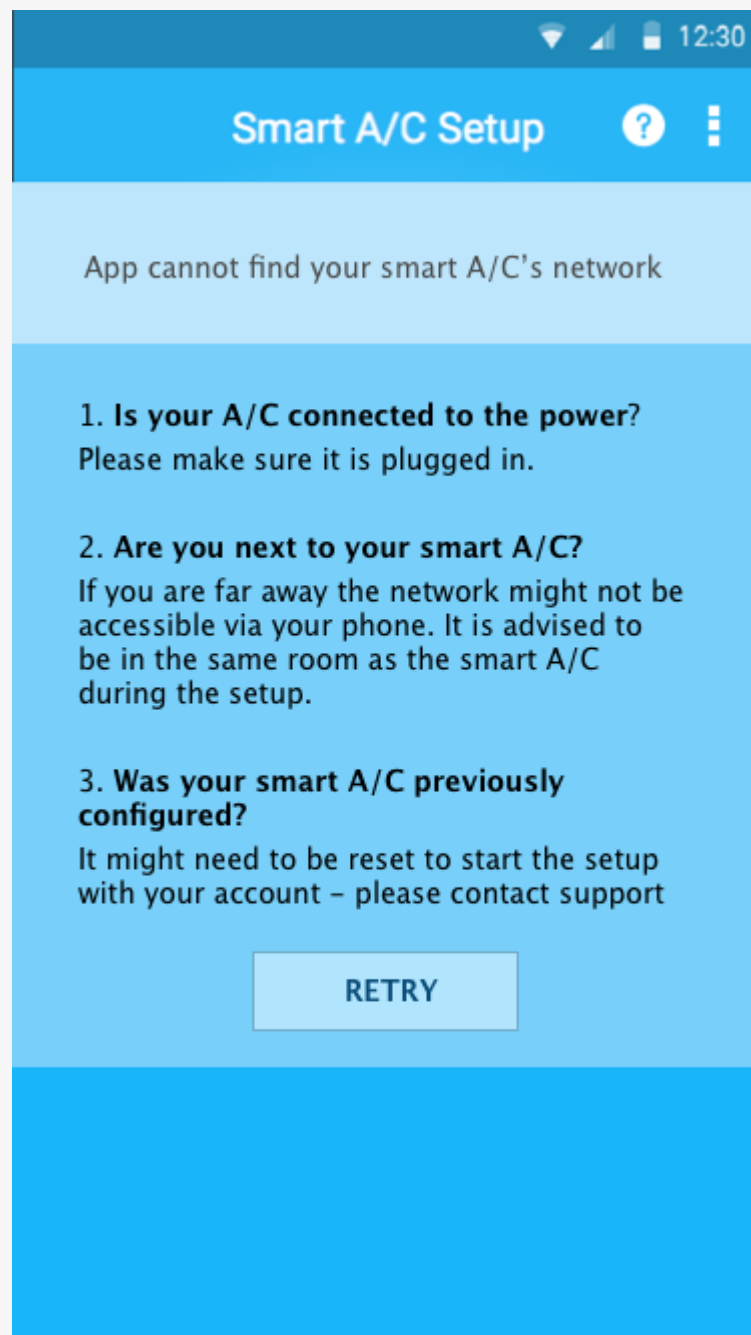
Network has no internet connection



This screen will appear when one of 2 scenarios happen, while the Smart A/C managed to connect to the network (correct name and password) but:

1. The network has no internet - might be an issue with the Internet Service Provider
2. Some firewall or other security measures were changed and block your A/C from connecting

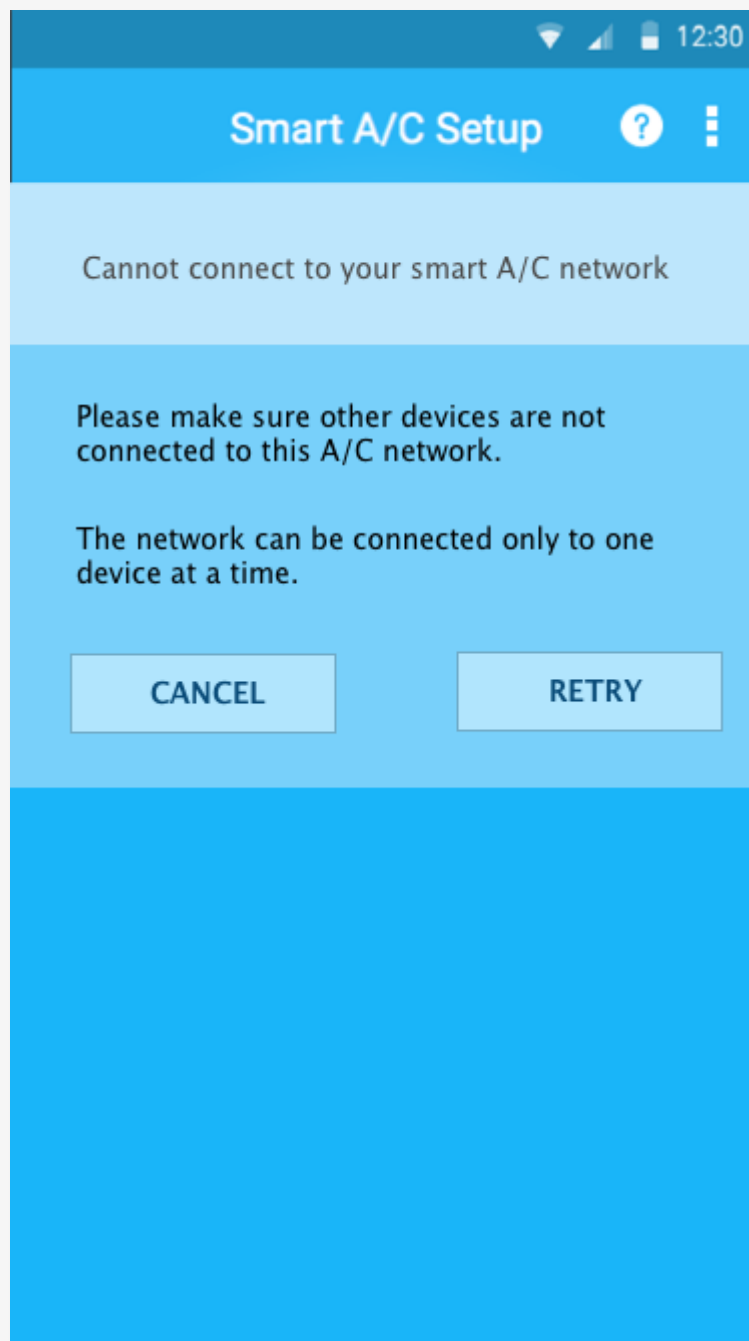
Android only - App cannot find your smart A/C's network



This screen will appear if your mobile phone cannot “see” the Smart A/C network when it scans the nearby networks - this can be caused by a few reasons:

1. The A/C is not connected to the power so the device cannot transmit any signals
2. The mobile phone is too far away from the Smart A/C so it cannot see it
3. The Smart A/C was previously configured and need to be reset remotely by the support staff

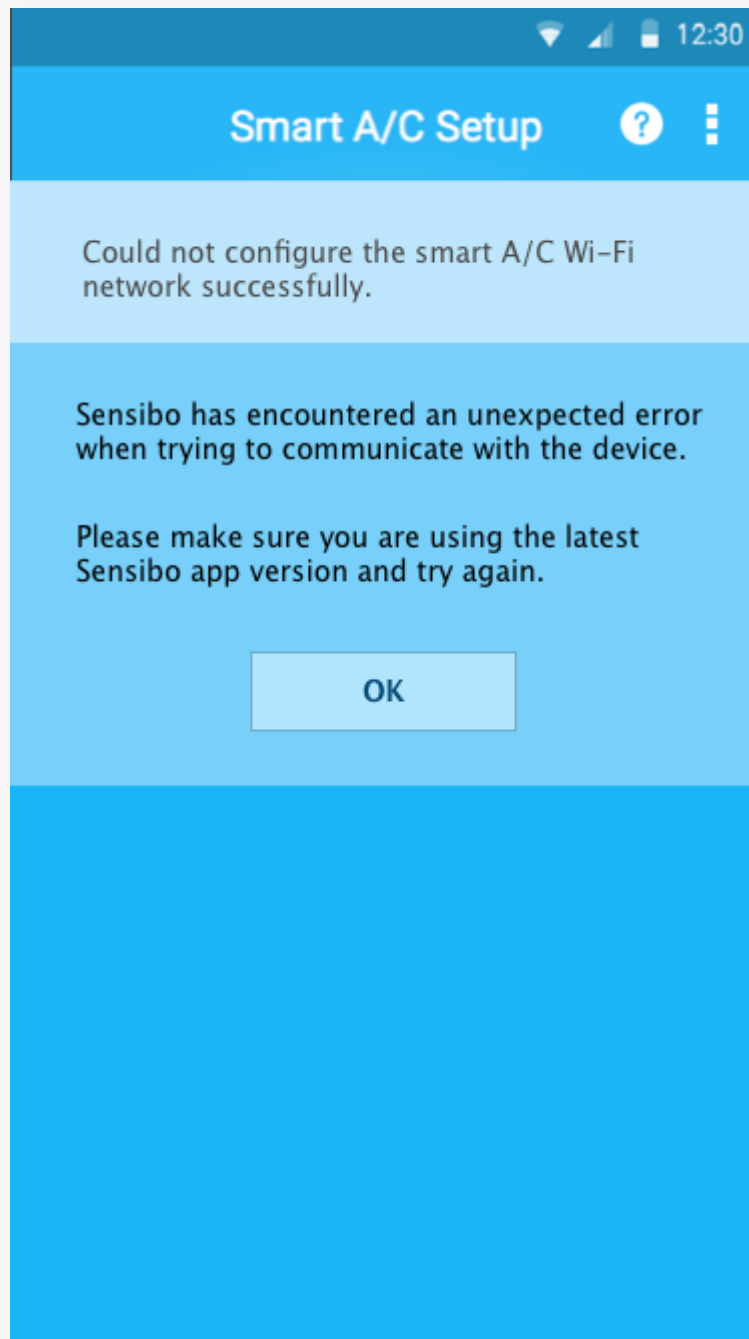
Android only - Cannot connect to your Smart A/C network



This screen will appear when your mobile phone tried to connect to the Smart A/C network (it appeared properly in the networks scan your mobile phone performed) but then couldn't complete the connection process.

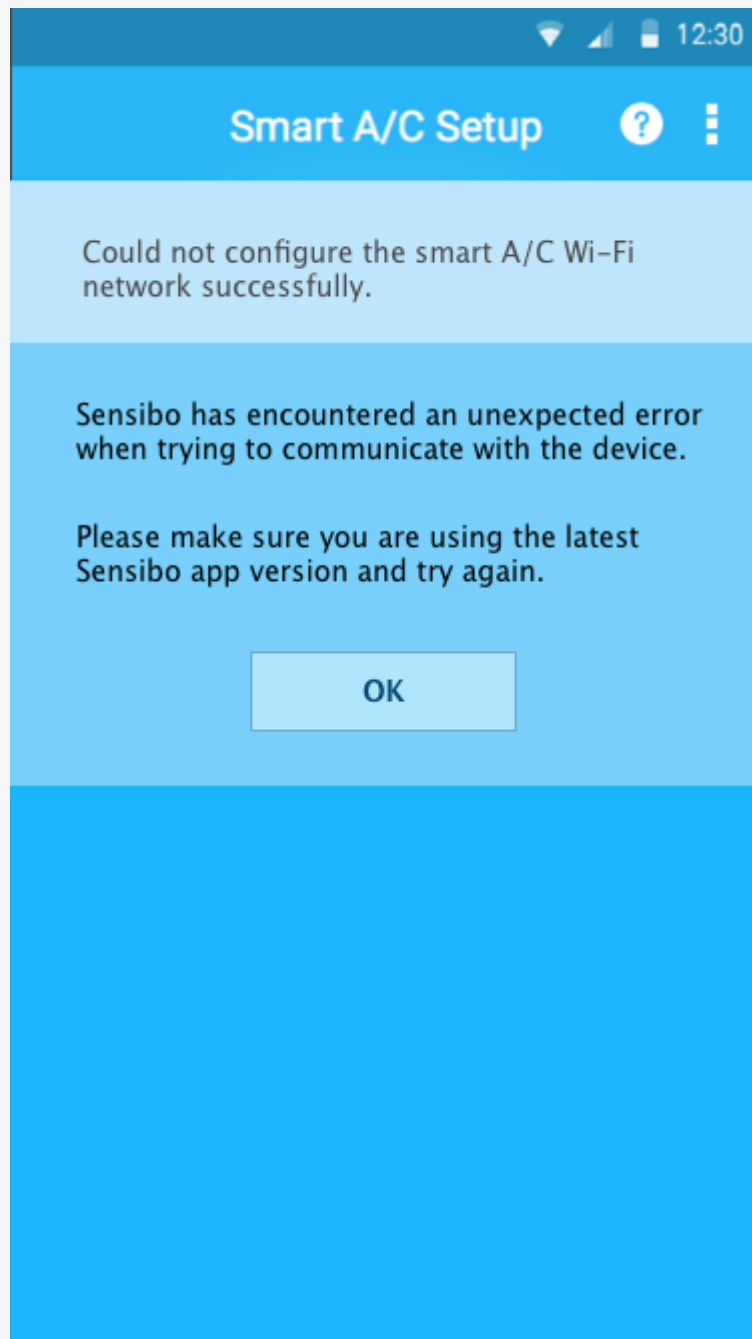
This is usually caused by another device that connected to the device before your mobile phone managed to connect.

Android only - Could not configure the smart A/C Wi-Fi network successfully



An unexpected error occurred - might be due to an outdated firmware or app version.

Your phone has no Wi-Fi connectivity



This is a pretty rare scenario in which the mobile phone could not continue the setup and a phone with Wi-Fi capabilities is required.

Smart A/C Installation issues

My Smart A/C cannot connect to my local network

1. **Make sure that you connected Sensibo Inside to your network and that it the network is working properly (on your mobile phone, etc.).** Sensibo Inside should have a steady blue light when it's connected to the internet properly. If it blinks it means there is a problem with the connection:
 - a) 2 blinks repeatedly: Sensibo Inside cannot connect to the network. This might be due to a password/name change, proxy/security changes in the network or just no signal from the network.
 - b) 3 blinks repeatedly: Sensibo Inside is connected to the network but receives no connection.
 - c) LED is off = Wi-Fi chip issue, restart installation process.
 - d) LED is on but no connection in app- server issue
2. **Make sure that the A/C is connected to the power.** If the A/C is not connected to the power, Sensibo Inside cannot connect to the internet and control the A/C.

A few reasons can cause your smart A/C to not be able to connect in the installation process.

Please click on the notification to learn the reason (in iOS devices you'll need to reconnect to the Smart A/C's network again).

Miscellaneous

Open API and integrations

Sensibo is open and can be integrated into other services. You can view our current integrations and read more about the API here: bit.ly/sensiboAPI

- Current integrations:
- Amazon Echo
- SmartThings
- OpenHab
- Homebridge (for HomeKit)
- .net wrapper for our API and a Homeseer plugin
- Ruby
- iRidium module

Sensibo also has an IFTTT channel with existing automations (you can add your own) - <https://ifttt.com/sensibo>

It's also possible to use IFTTT's for geofencing - [geofence rules](#)

Compliance

FCC

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.

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

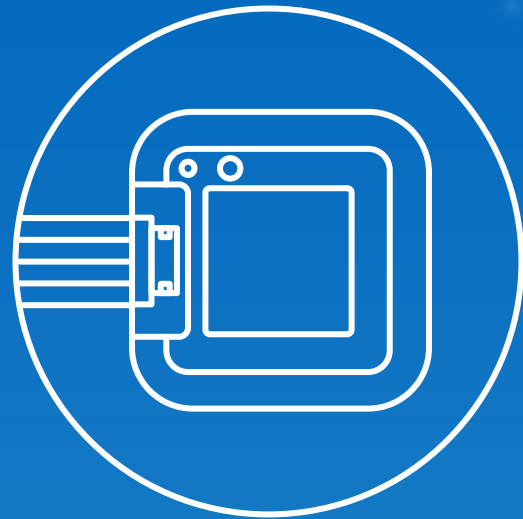
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate 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.

- The operation temperature range of the device: 5°C- 50°C
- The minimum separation distance between user and the device shall be 20cm



The device is not intended to be installed, maintained, repaired, reset or clean (or accessed) by user, they shall be performed by qualified service person or electricians.



Thank you!