



## Inofia APP Network Connection Instructions

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### APP Network Connection Instructions

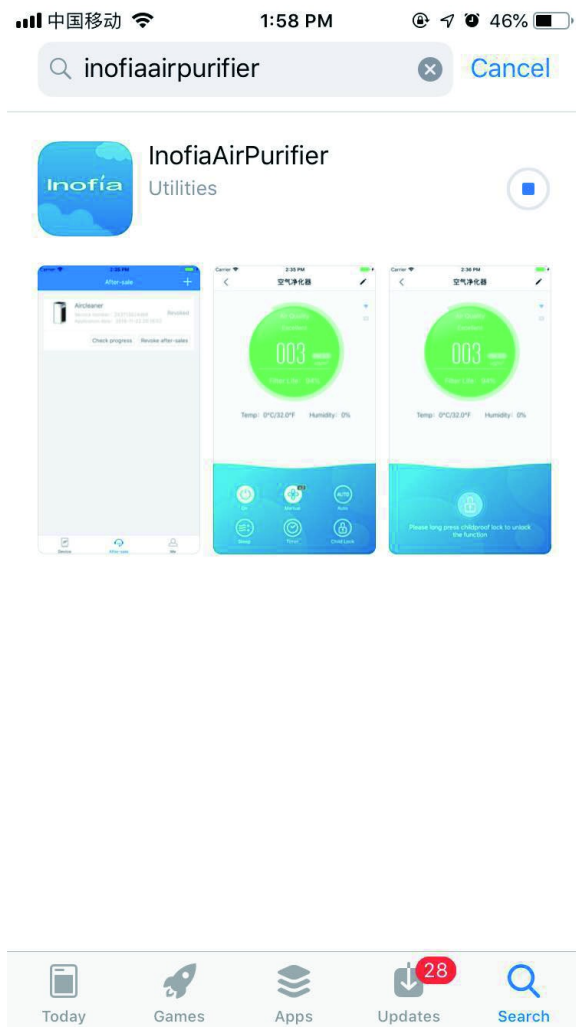
If you are an Android version mobile phone user, please enter the keyword search “inofia Air purifier” in the Google App Store to download the app.

If you are IOS version mobile phone user, please enter the keyword search “inofia Air purifier” in APPLE STORE to download the app.

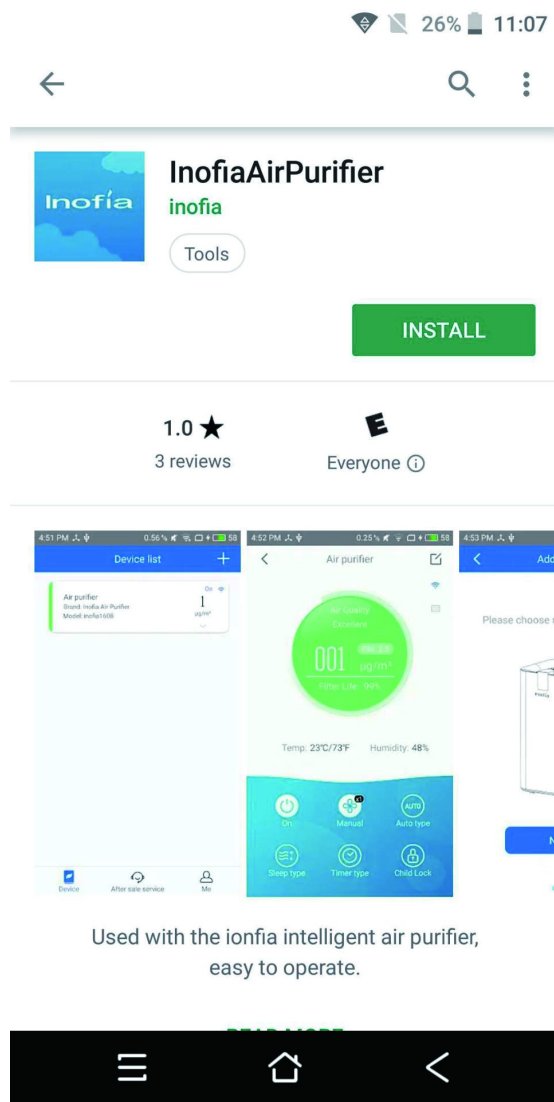
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### IOS version




**Android version**




## 1. Select email registration

# Inofia


Smart Air Purifier



Email address



Password



Confirm password

Register


《User registration agreement》

Login


2.log in account

# Inofia

Smart Air Purifier



Email address



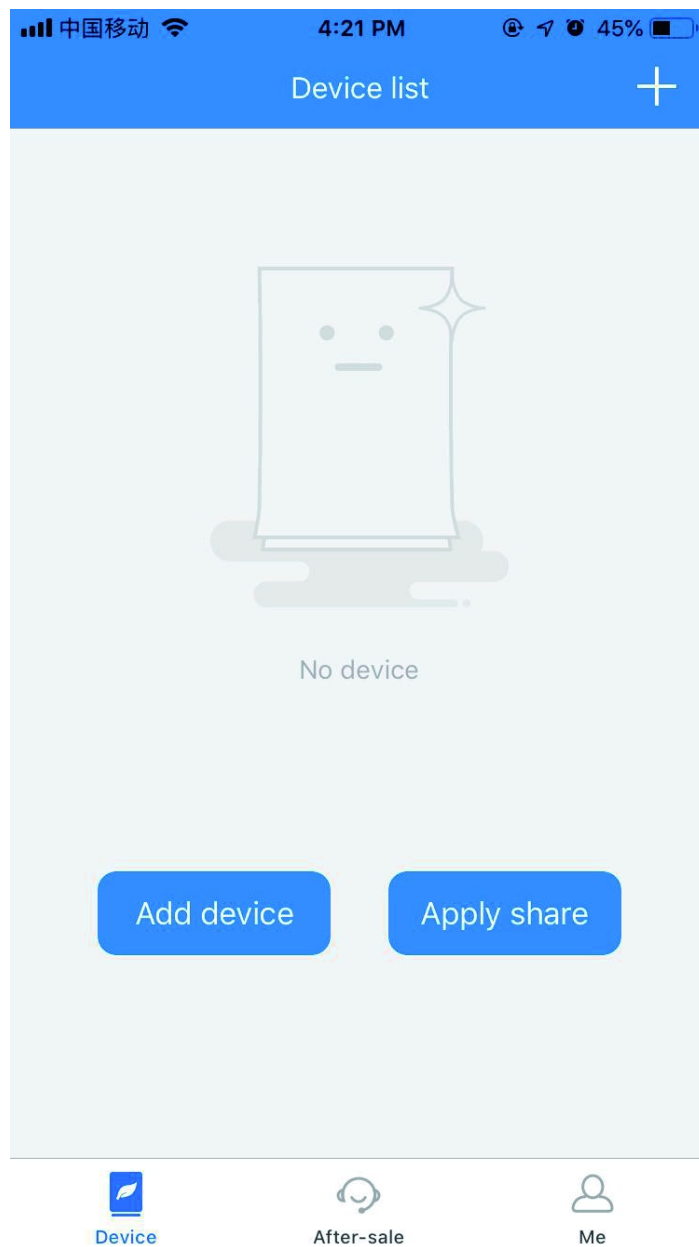
Password

Log in

[Retrieve password](#)

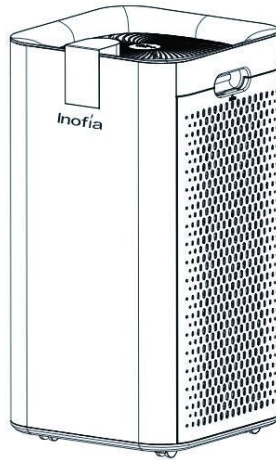
[Registered account](#)

### 3. add device



#### 4. Select your device

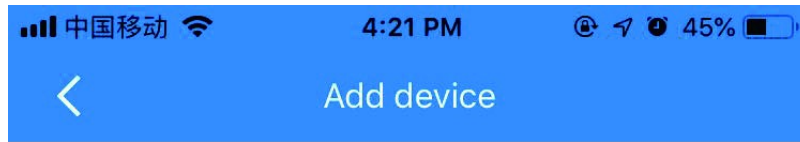
Please choose model of the device



Next



5. Touch your air purifier's WiFi button to search the network (see the detail on the left side)



Wi-Fi connecting progress:

Press the Wi-Fi button on the device more than 3 seconds in the working condition enter the Wi-Fi connecting progress



**Step 5 details:**

In the machine operating status, long-press the “Wi-Fi ”button it will ring 3 times and enter to Wi-Fi distribution network, the Wi-Fi indicator light flashing during network connection, the Wi-Fi indicator light will keep on after the success of the distribution network, if Wi-Fi connection one minute is unsuccessful, the light will turn off.

**6 . Enter the router password and distribution network.**





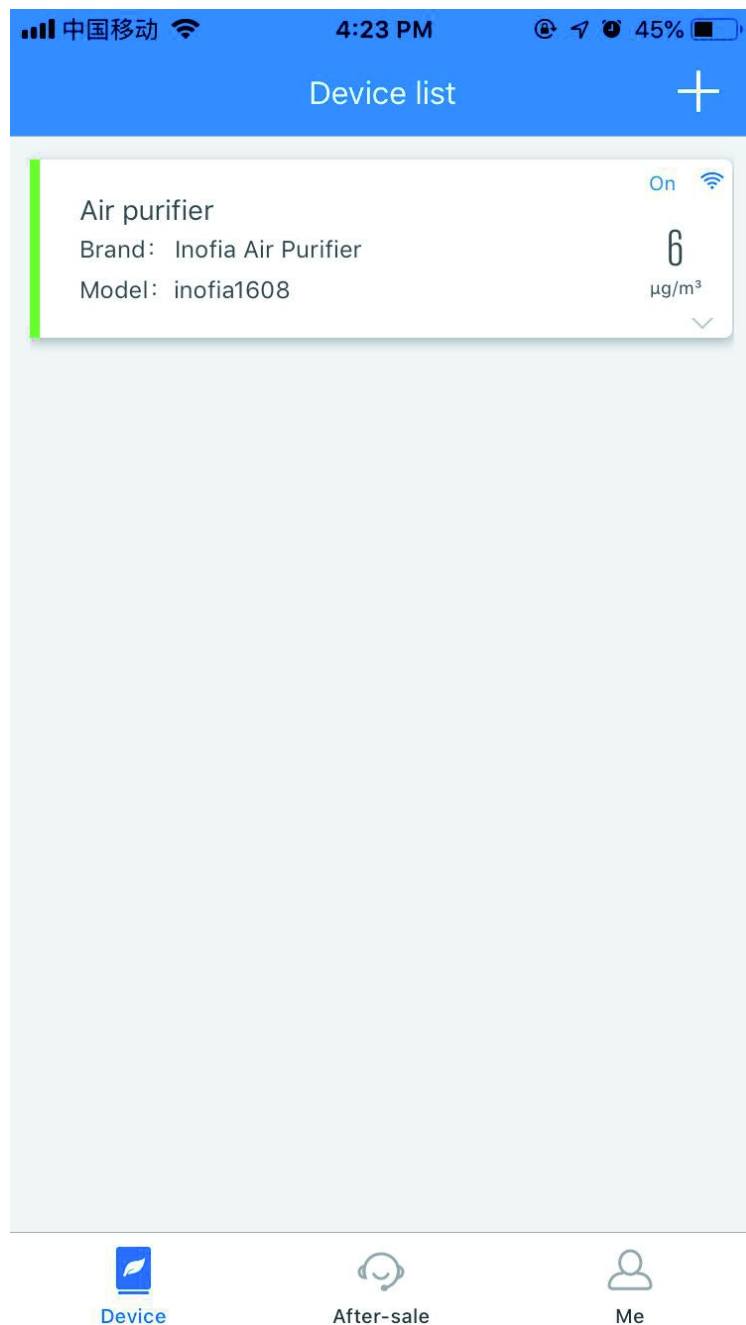
MXCHIP



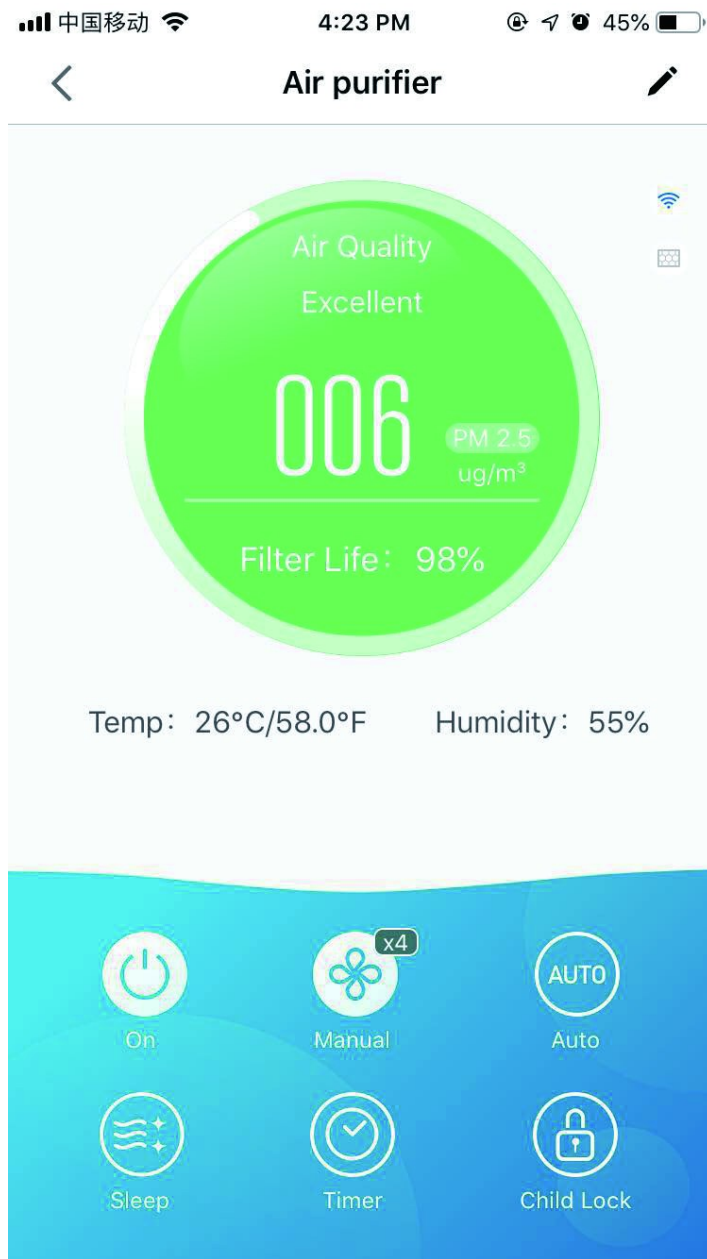
Wifi password

Sure

7. Air purifier is successfully connecting the network and device list.



## 8. The interface of control.



## Common problems and solutions

### A. Air purifier APP or mobile version problem.

1. Please check if your router is normal, ensure that the device is powered on, and follow the correct steps to connect to the network.
2. Check if the app is the latest version and it is recommended to update to the latest version.
3. Please change another mobile to reconnect to the network.
4. Please check your mobile version. This app stipulates that the Android version is no lower than 4.4 and the IOS version is not lower than 7.0. If the mobile version is lower than the requirement, please replace another mobile phone and reconnect to the network.

Note: Before connecting to the network, make sure the device network (2.4G) is properly turned on and connected.

B. Router configuration problem (check the user's network configuration, the following configuration is not 100% failure, but there is a risk of failure.)

1. It is recommended to change the SSID of the router to English, the password length is less than 20 characters, and then reconnect the device to the network.
2. If your router supports 5G, it is recommended that you hang one of the following operations.
  - a. On the router's settings page, set the router to only 2.4G, and then reconnect the purifier to the network.
  - b. Ensure that the router is compatible with 5G mode and 2.4G mode, and indicate the 5G SSID as a hot spot to distinguish 2.4G and prevent the purifier from connecting to the 5G hotspot. For example, set the SSID of 5G to "TPlink-5G" and then Reconnect to the network.
3. If your router has "AP" isolation or a similar switch, turn it off.
4. Check your router network access type, set to "static IP, please change it to dynamic IP. Then reconnect to the network.
5. If your WiFi router is passwordless, set a password for your router. Then reconnect to the network.
  - C. Does the router access too many devices?
    1. Please check the number of devices connected to the router. You can use the computer to enter the router login interface — device management to view. We recommend that the router connects to fewer than eight devices. (The number of devices is determined by the performance of the router.)
    2. Disconnect some devices from your home that are connecting to WiFi.

## Documents / Resources



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