

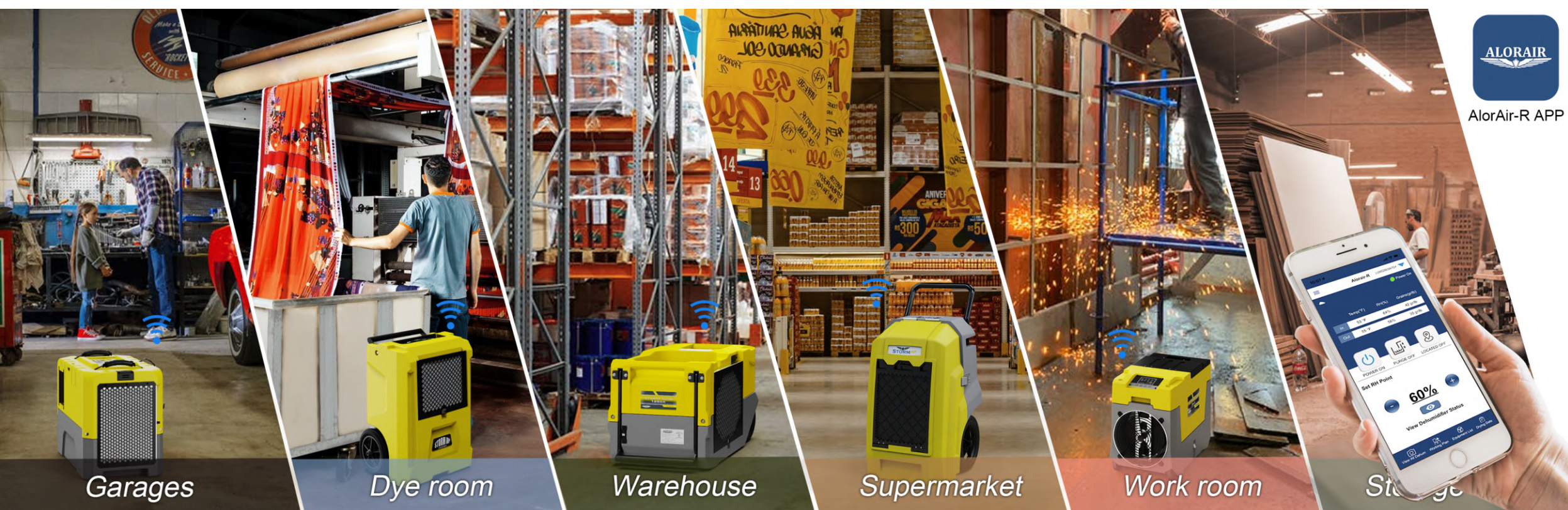


Get it on

iOS / Google

# AlorAir -R APP

## QUICK START GUIDE



<https://www.alorair.com/>

Tel: 1-888-990-7469 | [sales@alorair.com](mailto:sales@alorair.com)

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## Troubleshooting



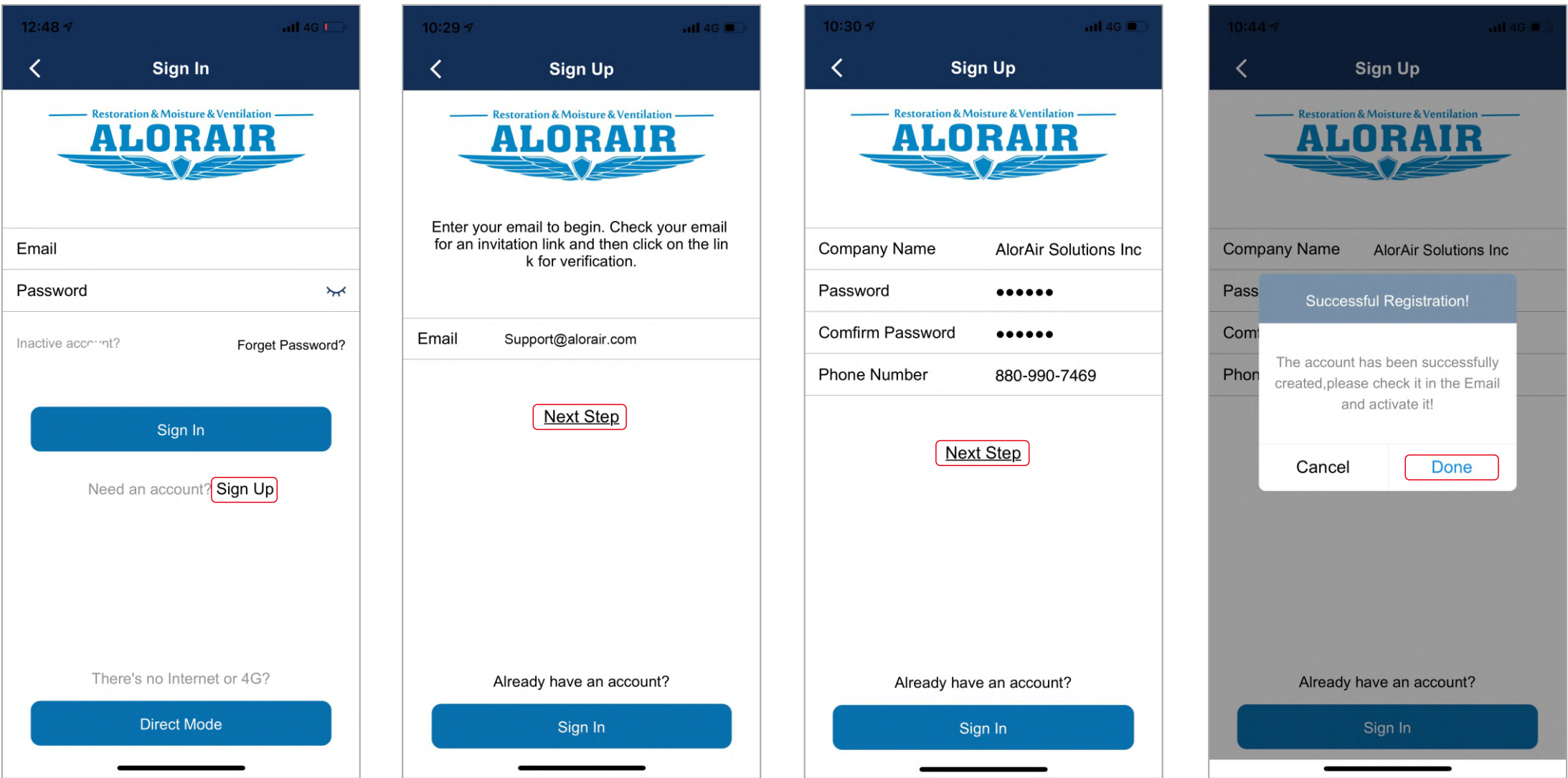
# Chapter 1. Getting Started

## a. Set Up Account Using Your Smartphone

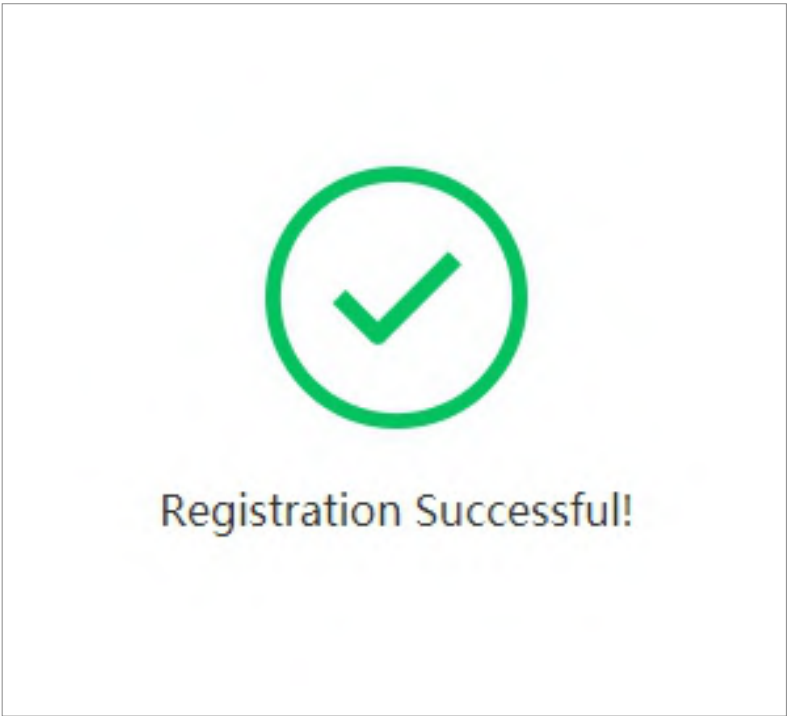
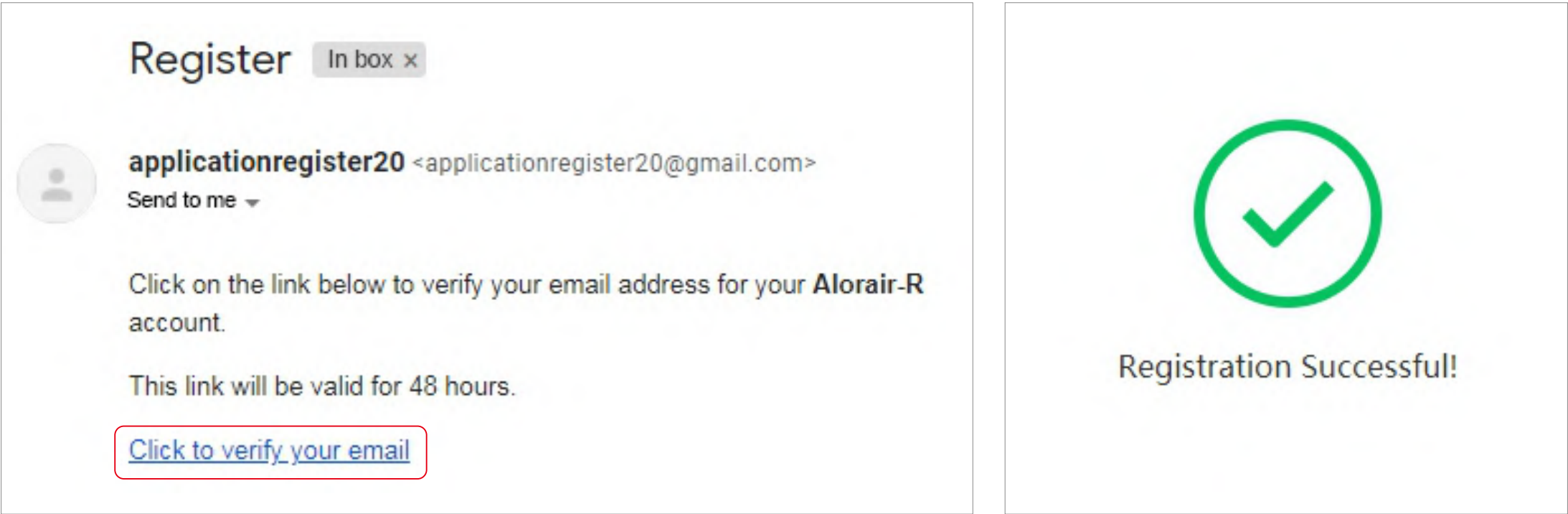
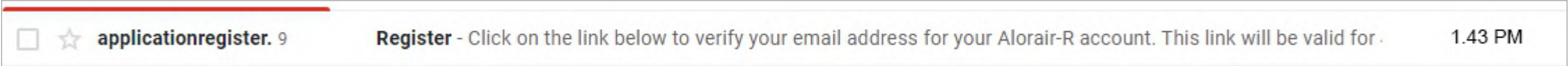
- 1) Download AlorAir-R App from iPhone's App Store, Android's Google Play Store.
- 2) Click on AlorAir-R App icon , Click Sign Up and go through the Email Verification process (see below).

## b. Set New Password and Email Verification

- 1) At the email Verification page, input your Email and tap on the "Next Step" button. then Enter the details about your personal, The server will send a register link to your email. Check your mailbox, you will find an email from appapplicationregister 20, please click the blue link in the email to activate it.



- 2) For example: Google Email, you will find a activate email from the applicationregister20. You can click to verify your email, After the activation is successful, you can log in by entering your account and password on the Sign-in interface.



d. Forget password?

- 1) My email account used to log in to the app, but now I forgot my password, what should I do?  
Tap on "Forget password?". You will be redirected to a page where you enter the Email in the provided field and press the "Reset Password" button to initiate the new password process.

12:48

4G

Sign In

Restoration & Moisture & Ventilation

ALORAIR

Emailsupport@alorair.com

Password

Inactive account?Forget Password?

Sign In

Need an account? Sign Up

There's no Internet or 4G?

Direct Mode

3:29

4G

Forget Password

Enter the email address of you account and password reset inforation will be send to you.

EmailSupport@cadpxs.com

Reset Password

3:39

4G

Forget Password

Enter the email address of you account and password reset inforation will be send to you.

Emailsupport@alorair.com

Password Reset

Please check you email forfurthar instructions

OK

- 2) Check your mailbox , the applicationregister20 email will be sent to you. Upon entering the password and pressing "Submit", your password will be reset success !

For example: Google Email

☆

applicationregister.

Forgot your password? - Your Restoration Dehumidifier password has been reset! click here to rese

1.43 PM

Forgot your password?

In box x

applicationregister20 <applicationregister20@gmail.com>

Send to me

Your Restoration Dehumidifier password has been reset!

click here to reset password

Thank you. The Restoration Dehumidifier Team

password

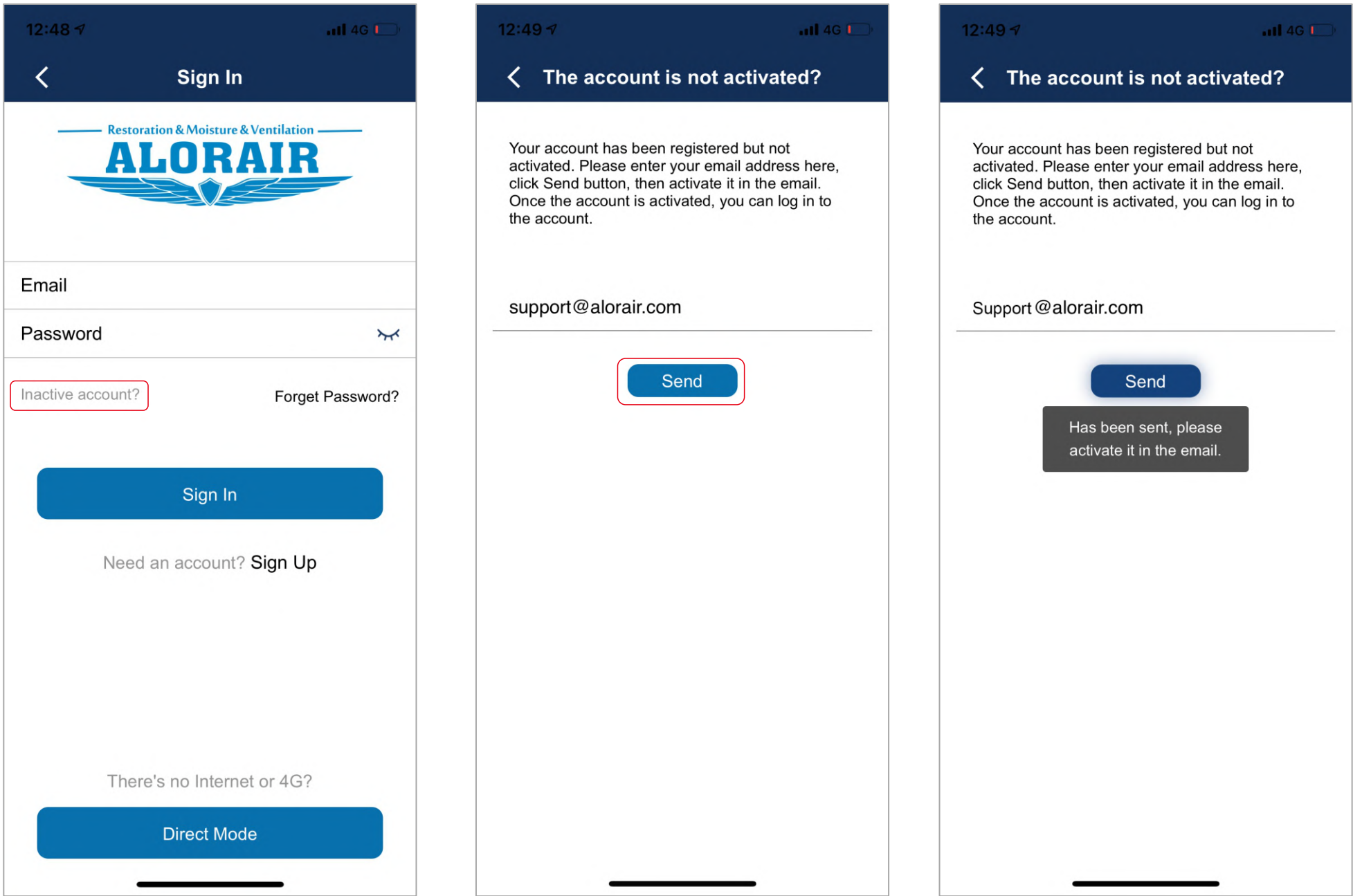
submit

Congratulations! Password reset successful!

C. Inactive account?

Q1: The registration is successful, but the activation email has not been received

- 1) If you do not receive the email or email has been deleted by yourself mistake.  
One day when you log into the account, the app prompts your account has been registered but not activated.  
Don't Worry you can tap on the "Inactive account" button to Reacquire register link to activate . (see below).

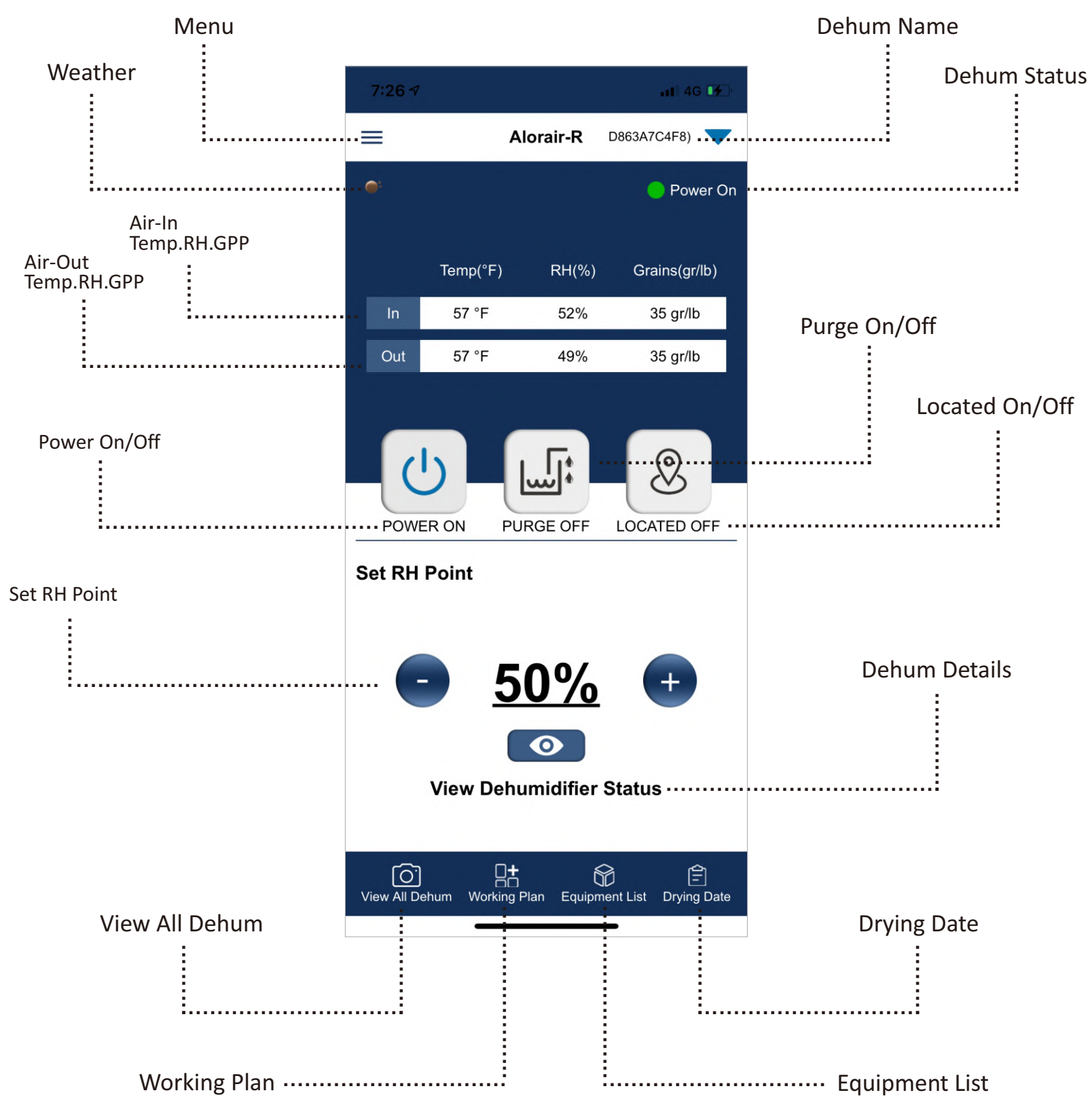


Q2: Still don't see the register email?

- 1) If the mailbox has not received an activation email! The email system may mistake it for spam, please check the trash can.  
Please select "Looks like no problem", otherwise the blue hyperlink will be invalid. (Refer to page 8)



# Chapter 2. Home Screen



**Menu**—— You can find more sub-menus under the menu bar, such as Chamber list, account settings.

**Weather** —— Get the GPS location of the current mobile phone to read the weather conditions where the user is located

**Dehum Name** —— “Tap On" the triangle arrow, you can pull down to view all devices in the current account. The current default device name is the mac address. After clicking, you can quickly switch to different devices to control.  
(Reminder: Too many devices? The mac address is too long to be easy to remember, so the user can modify the dehum name by himself)

**Air- In/ Out Temp.RH.GPP** —— Temperature, humidity, Gpp values of the air In/outlet of the dehumidifier. Consistent with the digital value on the LCD display.

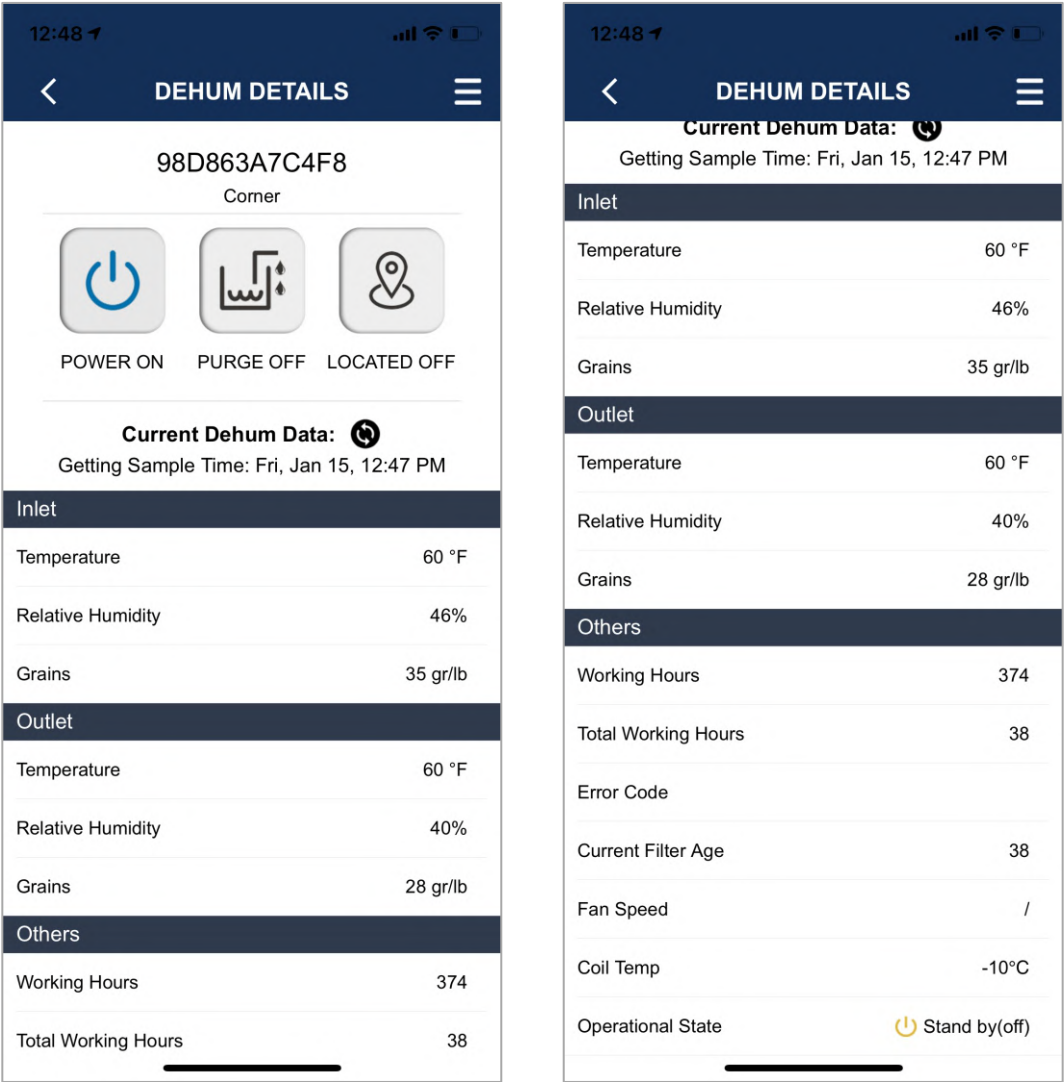
**Power On/Off** —— First plug in the dehum power, then " tap on " the App power button. the dehum will from shutting down status switch to the Power on status; when " tap on " the power again. the dehum will enters a three-minute countdown, Power on status will switch to the shutdown status  
(Note: Shutdown means that the dehumidifier enters the standby state)

**Purge On/Off** —— When you" tap on" the Purge button, the dehumidifier will drain for 27 seconds, and it will stop automatically when the time is up.  
(Note: You can “ tap on ” the purge button to let the dehumidifier drainage whether the current dehum status is on or off.)

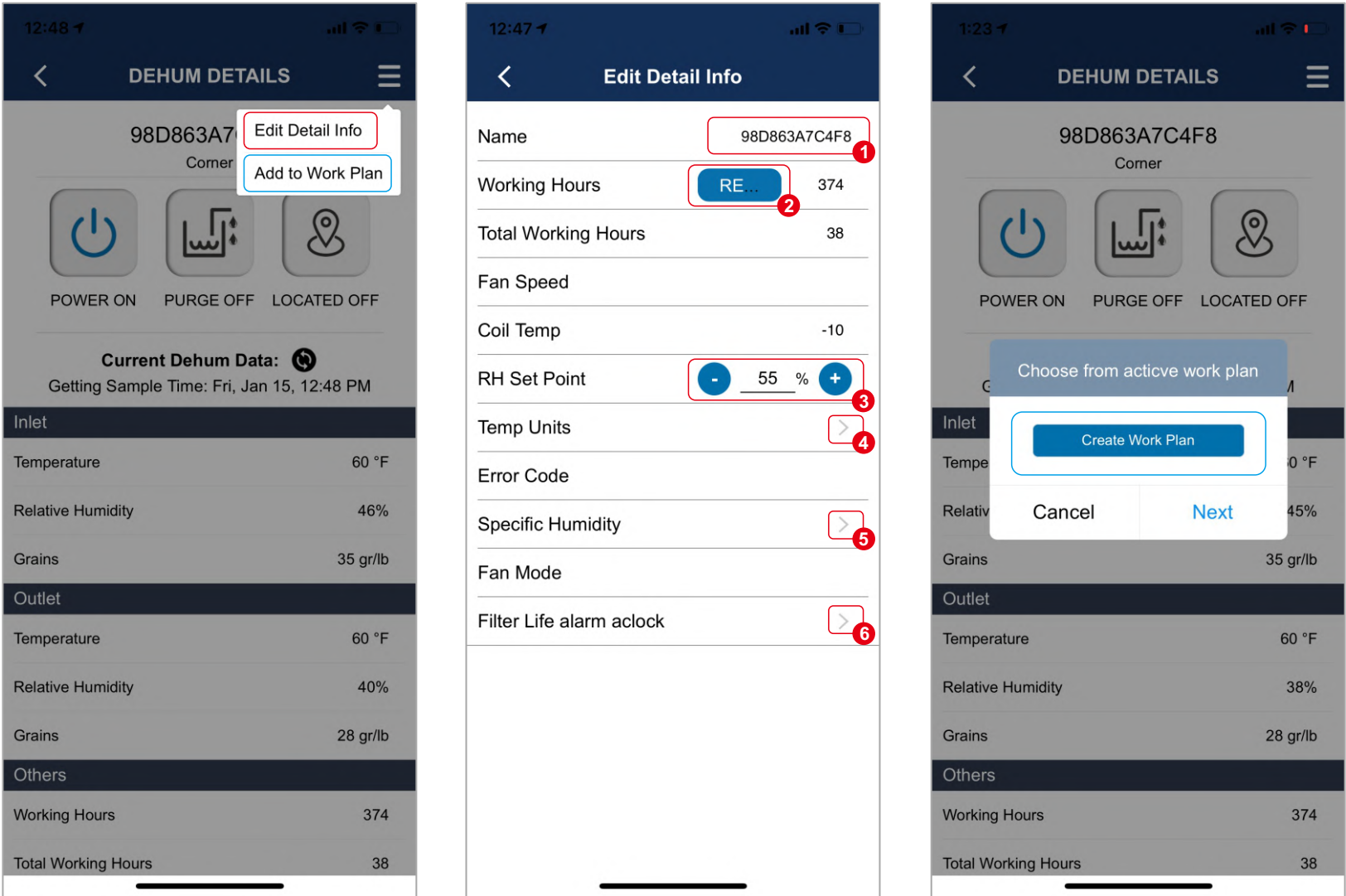
**Located On/Off**—— When you "tap on" the “located” button, the dehumidifier will make a "di di" sound, which is convenient for you to find the dehumidifier. It will automatically stop after about 43 seconds. You can also press the “located” button again to turn it off.  
(Note: You can “ tap on ” the “Located” button will make a "di di" sound whether the current dehum power status is on or off.)

**Set RH Point** —— The default setting of the dehumidifier RH is 50%. Each time you press it, it will increase or decrease by 5%.  
When the humidity of the air inlet is lower than the set humidity, the dehum stops working, and the dehumidifier status bar shows that RH reached.

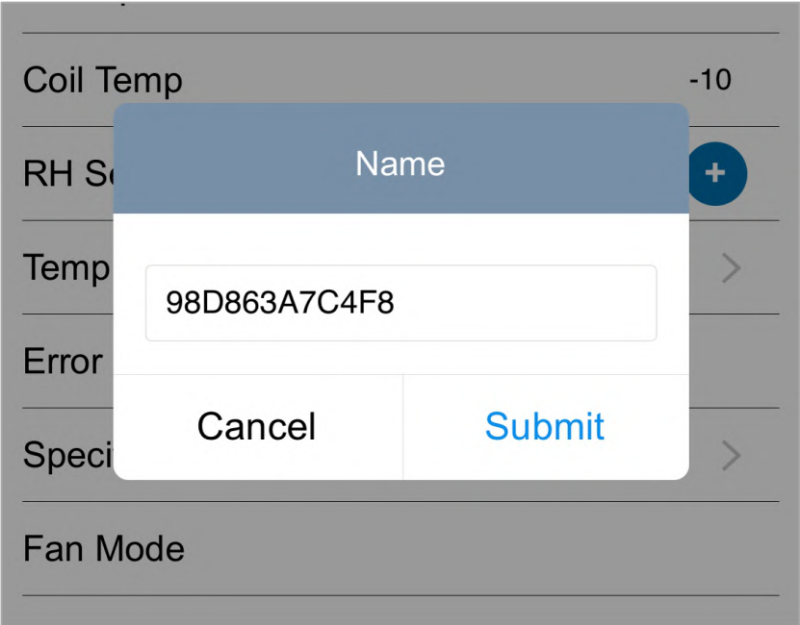
**Dehum Details** — While controlling the dehumidifier, you can view the current dehum more detailed information, such as air inlet /outlet temperature, humidity, GPP value, working time, total working time, error code, current filter life, fan speed, coil temperature, Operation status.



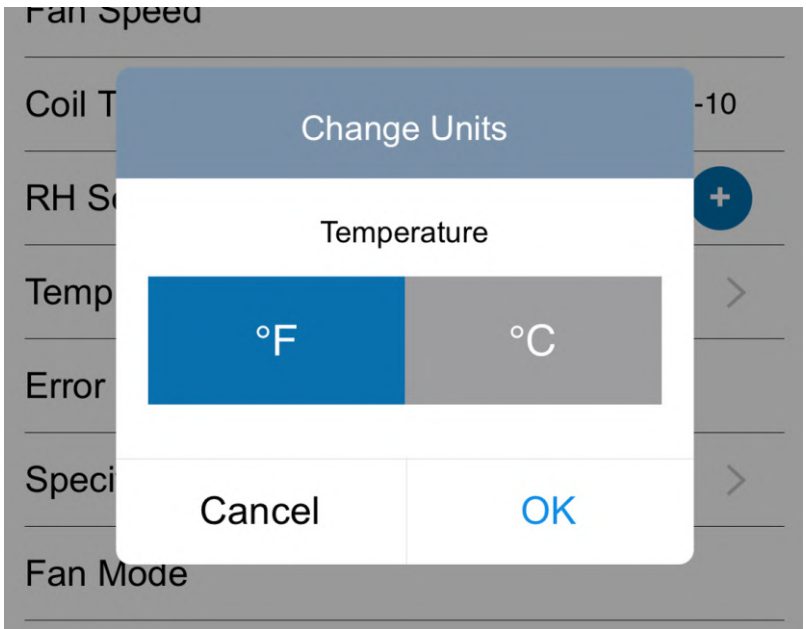
“tap on” the menu in the upper right corner to edit other information about the device or add the dehum to the work plan.



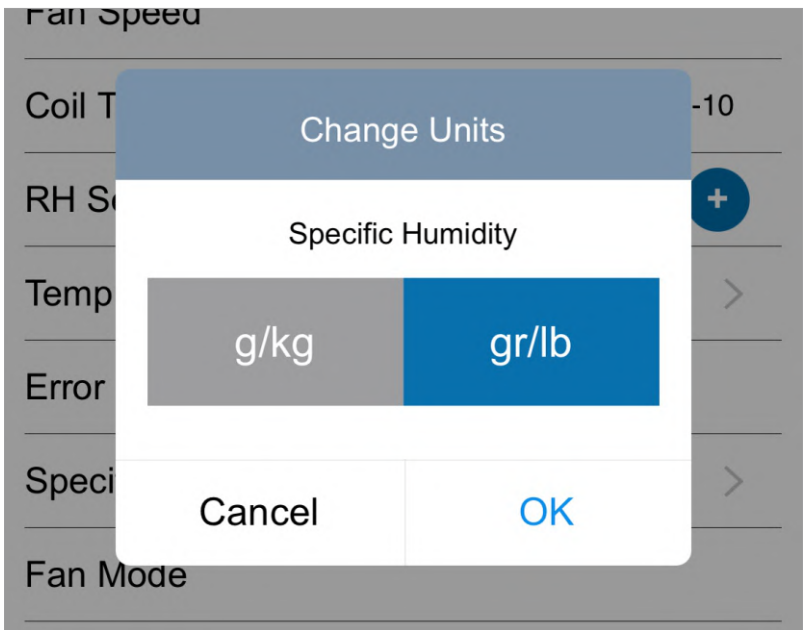
1) “Tap on” the 1 to modify the device name.



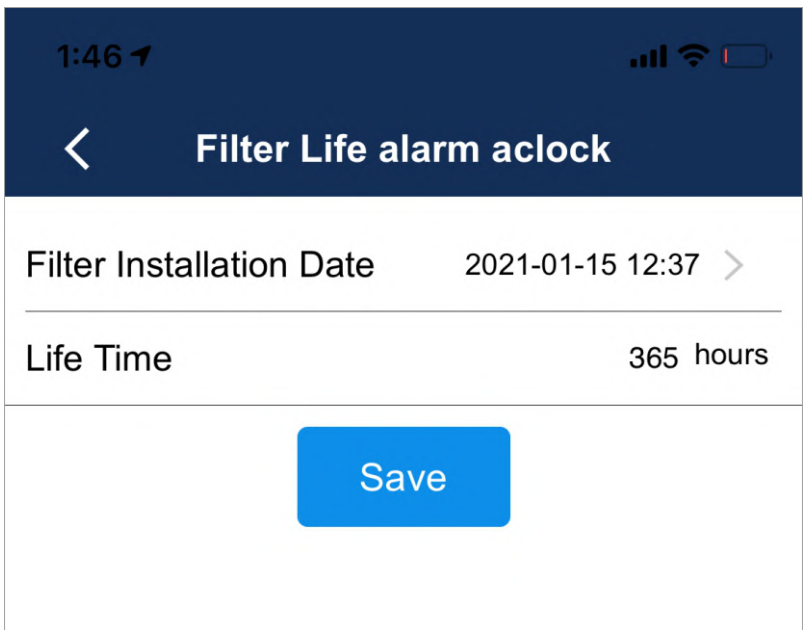
- 2) “Tap on” the 2 to reset the device working hours.
- 3) “Tap on” the 3 to set RH Point.
- 4) “Tap on” the 4 to modify the Temperature Unit. (°F/°C)



- 5) “Tap on” the 5 to modify the Specific humidity Unit. (g/kg / gr/lb)



- 6) “Tap on” 6 The installation time of the filter can be set by yourself, the default filter life cycle is 365 hours, after the filter reaches its life, the system will remind the user to replace the filter



- View All Dehum** — Quickly view important information on all current devices. In addition, the data can be shared as pdf and sent to social media.
- Working Plan** — Fill in basic information quickly and create a dehumidification plan for yourself. After the work plan creation is successful, you need to return to the homepage and then “tap on” again enter the working plan, you can see the work plan just created.
- Equipment List** — Enter the Equipment list. On the nearby tab, you can configure + bind new dehums. On the company Units tab, you can see all the devices of the current account.
- Drying Date** — You can see all the work plans created. In the "Dry Date" menu, you need to add the bound equipment to the "Work Plan" first, and then create a dry log for every dehumidifier separately to pay attention to its work history and status.



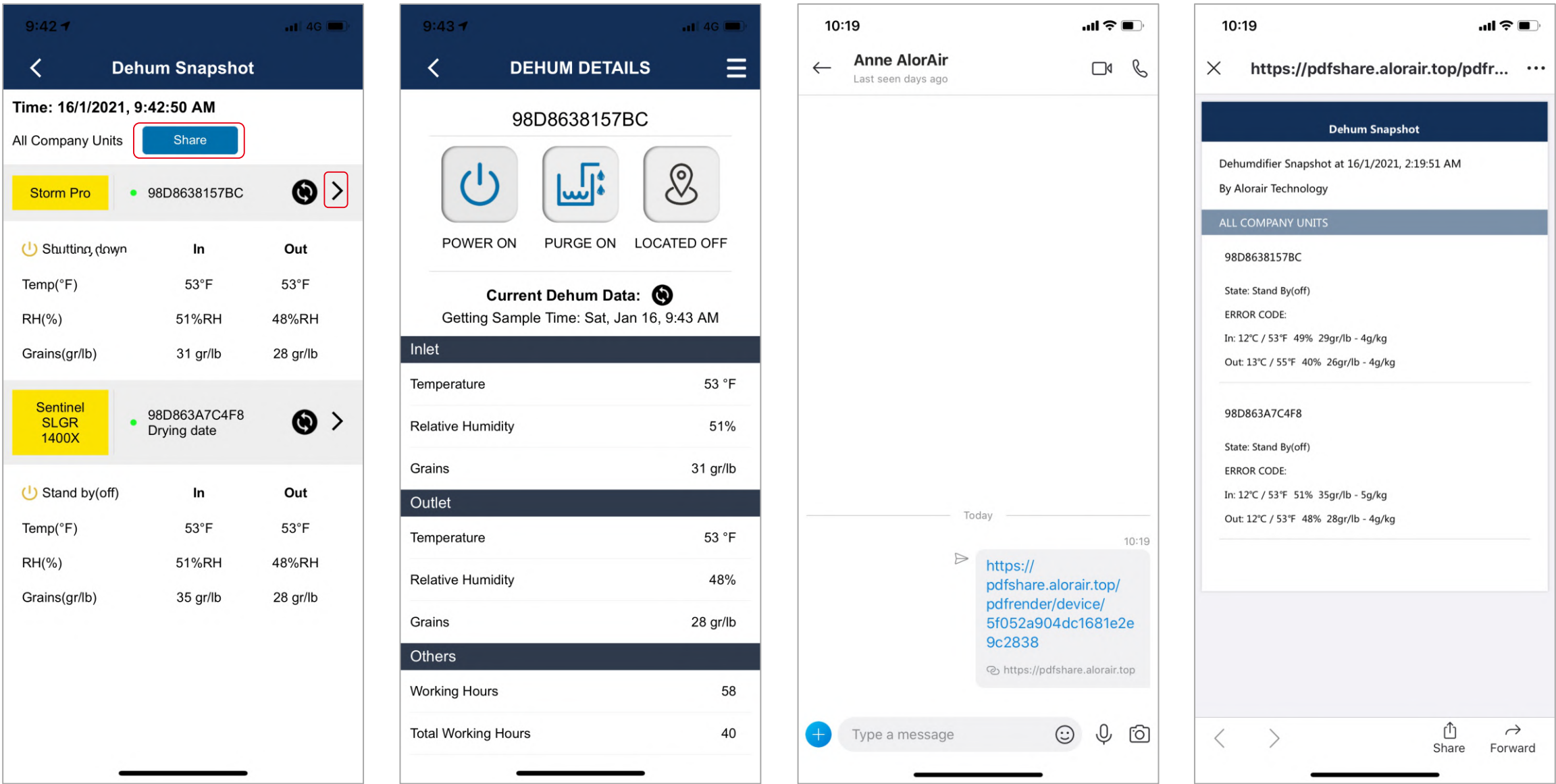
# Chapter 3. How to connect to AlorAir-R App ?

Check AlorAir website: <https://www.alorair.com/alorair-app>. According to your mobile phone system and device LCD type, view the relevant flyers and video. According to it content description, 1 to 1 operation.

## Chapter 4: Sidebar Menu

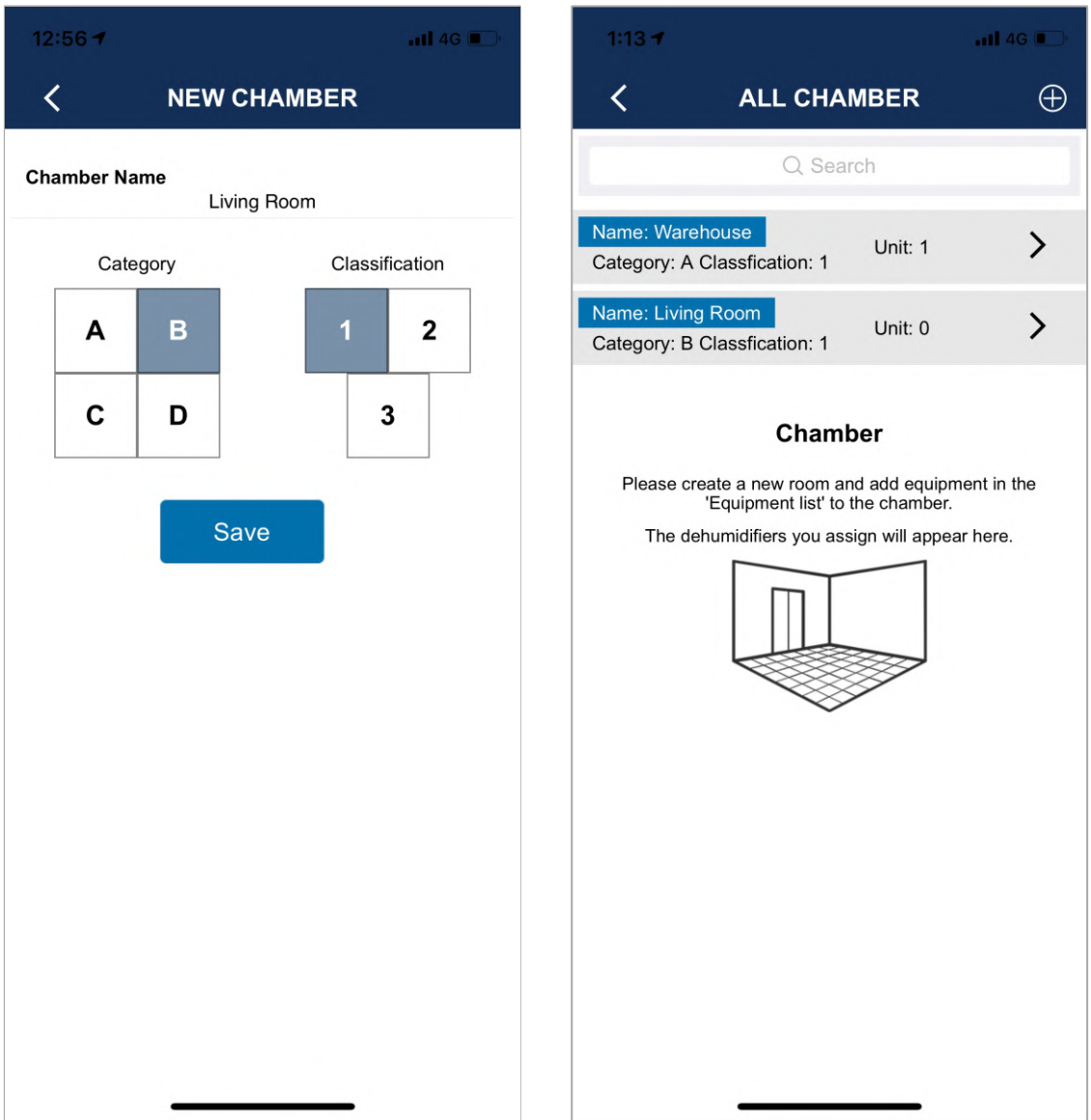
### a. View All dehum

Quickly view important information on all current devices. In addition, the data can be shared as pdf and sent to social media.



### b. Chamber List

First Create a chamber and add your bound device in the chamber in “Drying Date”. Name: enter the name of your chamber, Category: default represents the relationship between the first floor and the second floor, classification: default represents the relationship between chamber 1; chamber 2.



c. Working Plan

Fill in basic information quickly and create a dehumidification plan for yourself. After the work plan creation is successful, you need to return to the homepage and then “tap on” again enter the working plan, you can see the work plan just created. “tap on” the equipment and drying log button of the work plan to enter the drying date menu

11:03

NEW WORK PLAN

Basic Info

Work Name

AlorAir Drying

Description

found out there is water everywh

Address

2048 E. Francis ST Ontario CA

City

City

State

State

Longitude

121.763121

Latitude

29.895475

Zip Code

Zip Code

Start Date

2021-01-16

Insurance

Insurance

Insurance Claim #

Insurance Claim

10:47

ALL WORK PLAN

Q Search

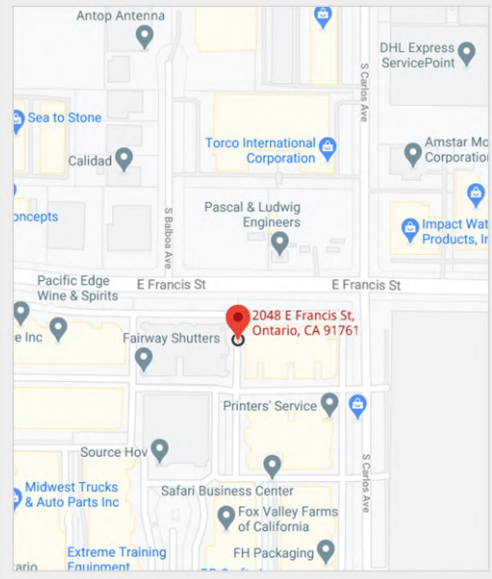
+ Add New Work Plan

AlorAir Drying

2048 E. Francis St Ontario CA 91761

Ontario, CA 91761

Active



Equipment

Drying Log

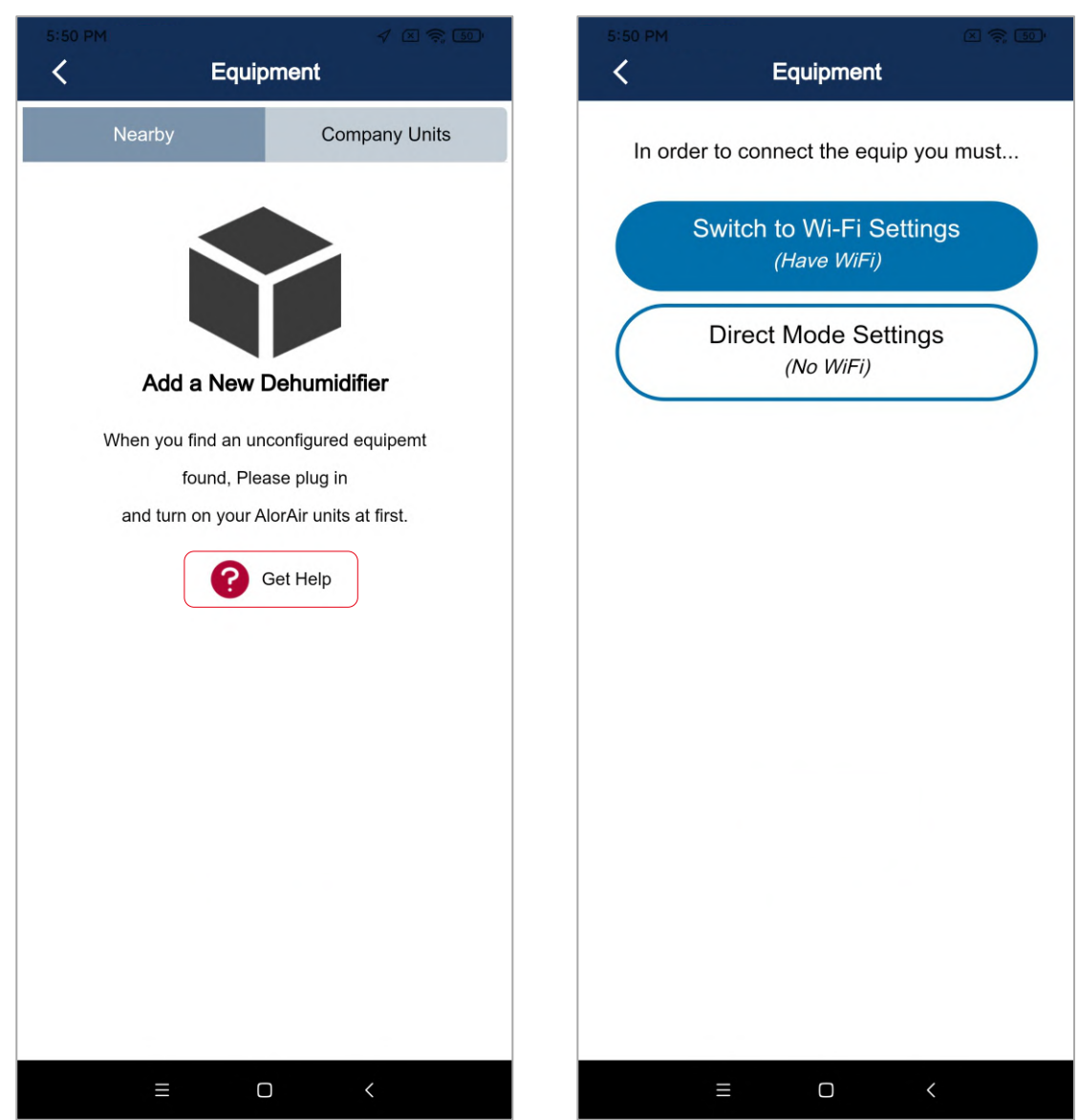
Work Plan run status

(Note: The longitude and latitude are auto obtained by the app through the mobile phone's own GPS positioning, which is mainly used to obtain the map of the work plan and the weather conditions of the homepage. )

d. Equipment List

>> Nearby : Add a new dehumidifier

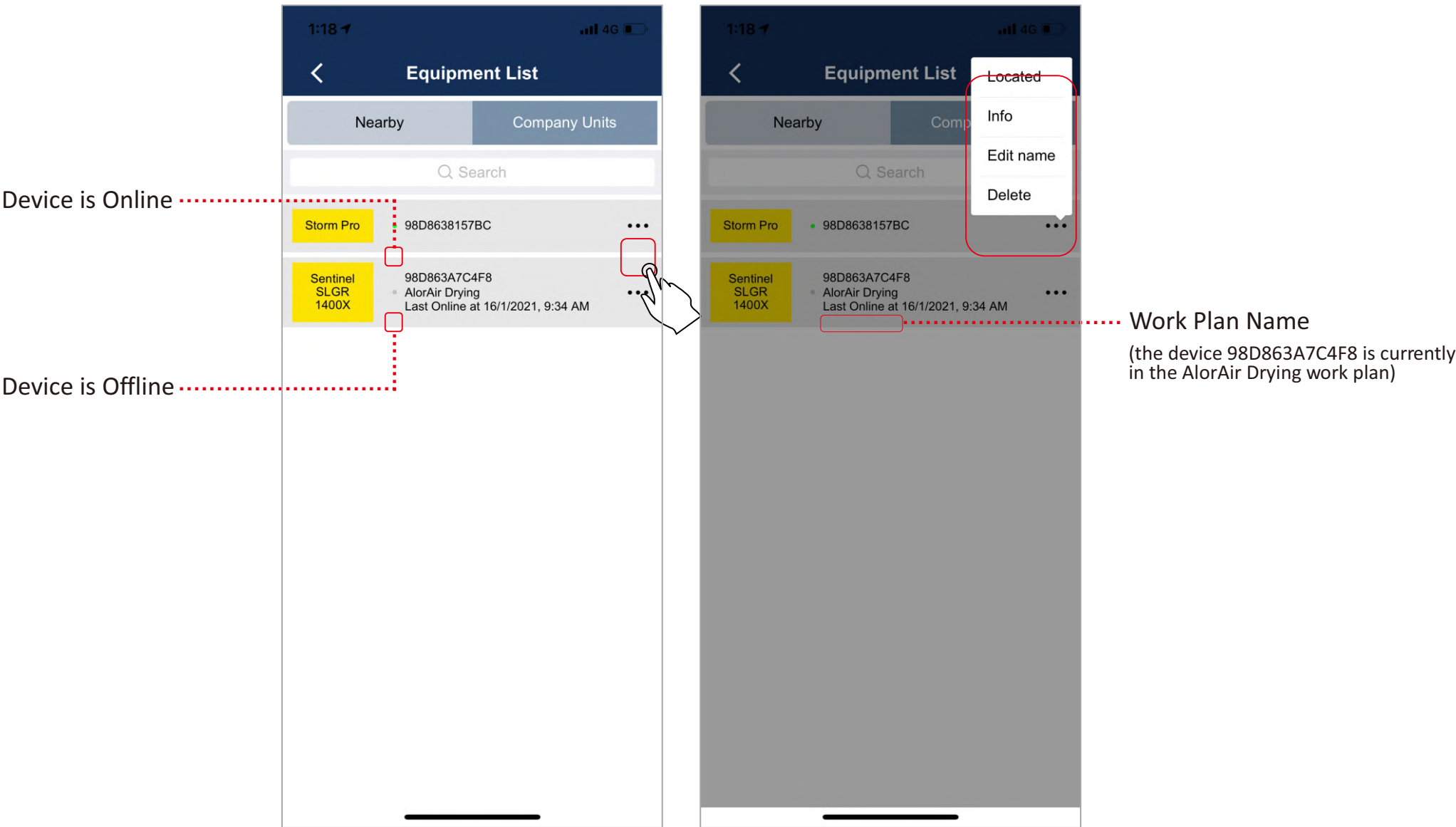
When you find an unconfigured equipemt found, Please plug in and turn on your AlorAir units at first.  
You can “tap on” to get help and choose one of the connection methods (WiFi or Direct Conneciton Mode).  
About how to connection dehumidifier, Please see the corresponding catalog description for specific operations.



>> Company Unit

In your account all bound devices will be displayed here. The three-point button on the right can directly locate each device, modify its name and delete the device. If you want to view more devices details, click info button.

Note: Devices in the work plan cannot be deleted. but Other devices can be deleted normally (this function is consistent with the unbind function in the account settings, the deleted or unbound device can be searched for mac again, no need to configure the network again).

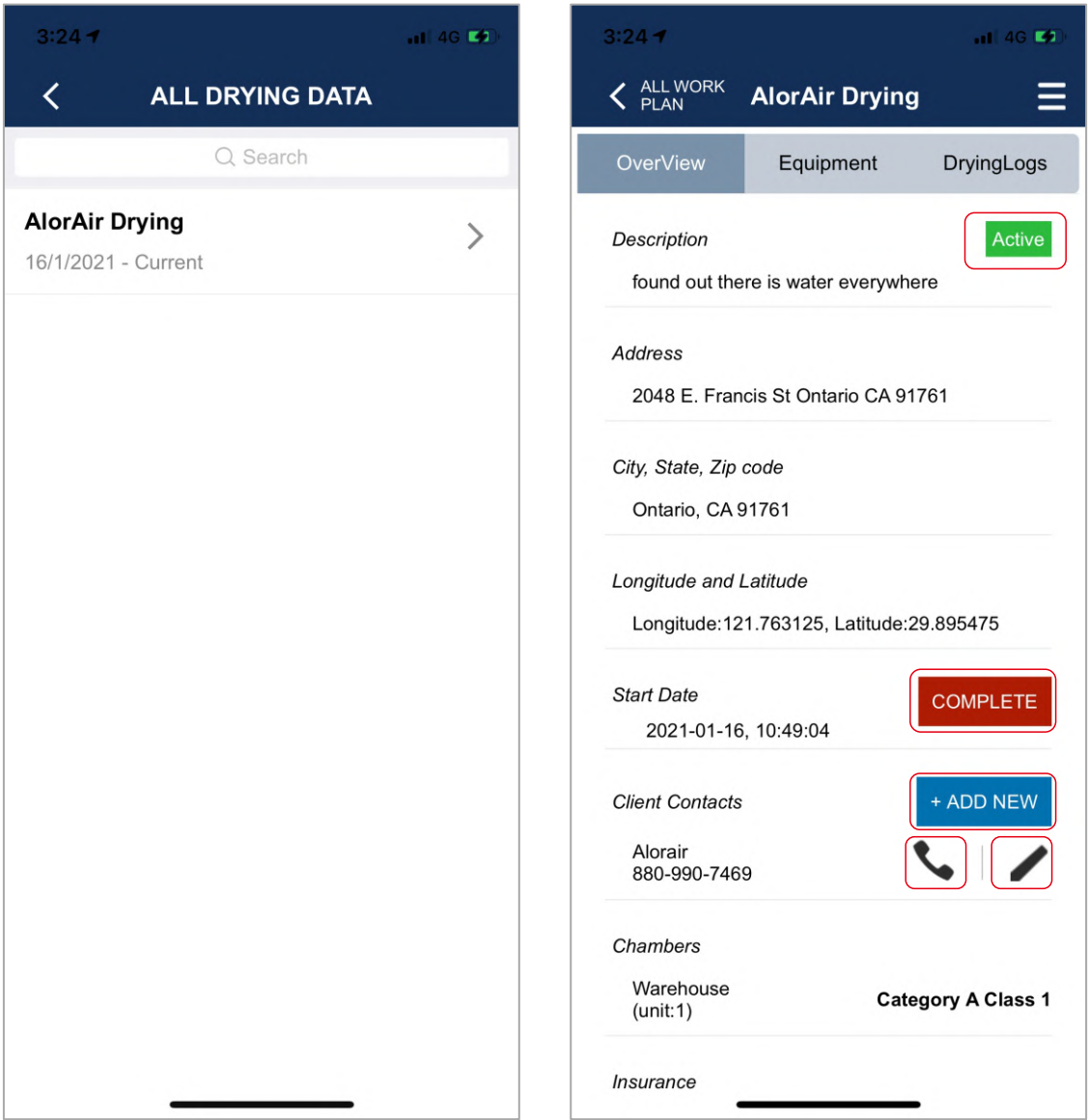




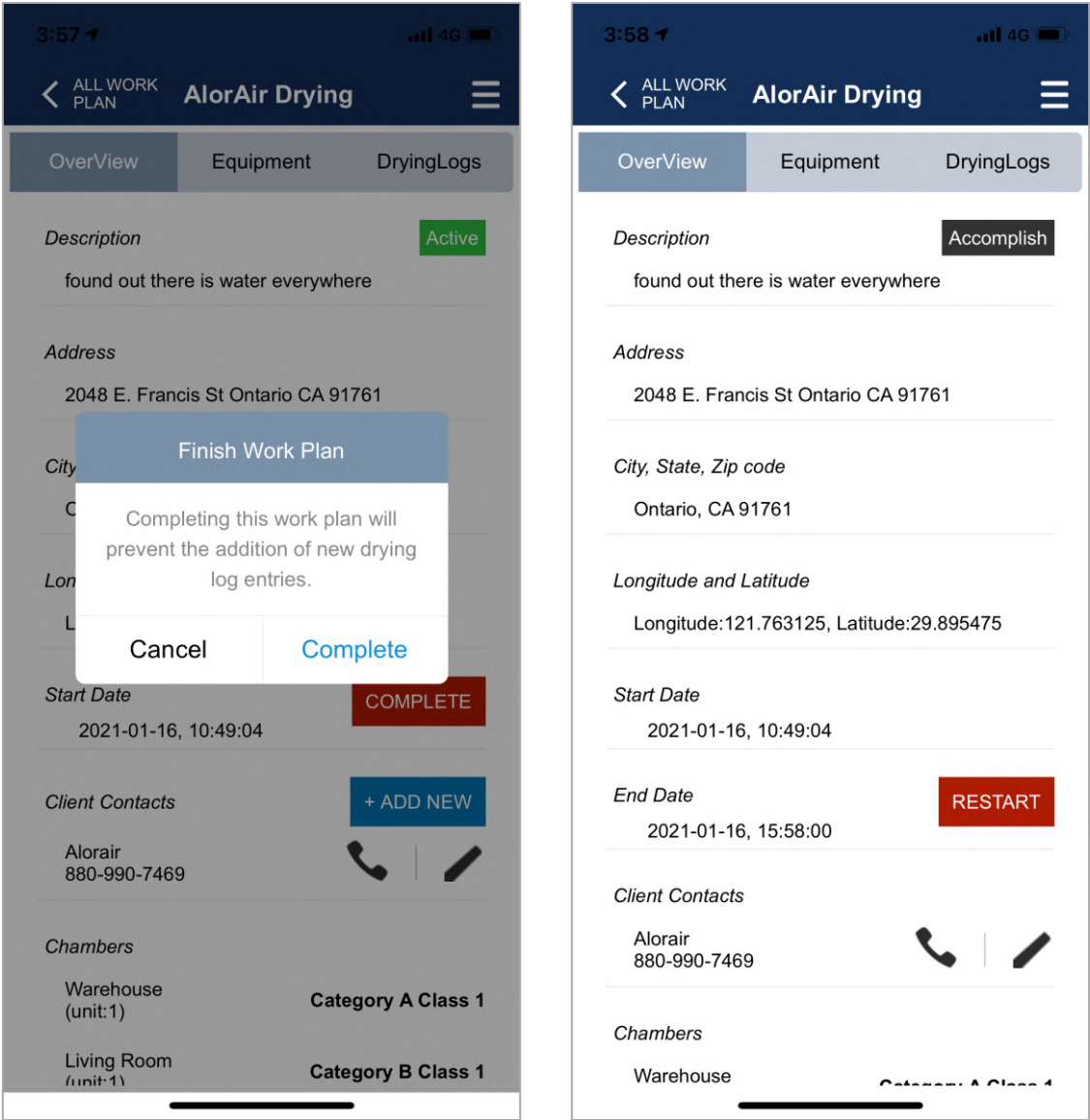
e. Drying Date

You can see all the work plans created. In the "Dry Date" menu, you need to add the bound equipment to the "Work Plan" first, and then create a dry log for every dehumidifier separately to pay attention to its work history and status. Now “Tap on” AlorAir drying date, you will see three tabs, they are overview; equipment; drying log. (see below)

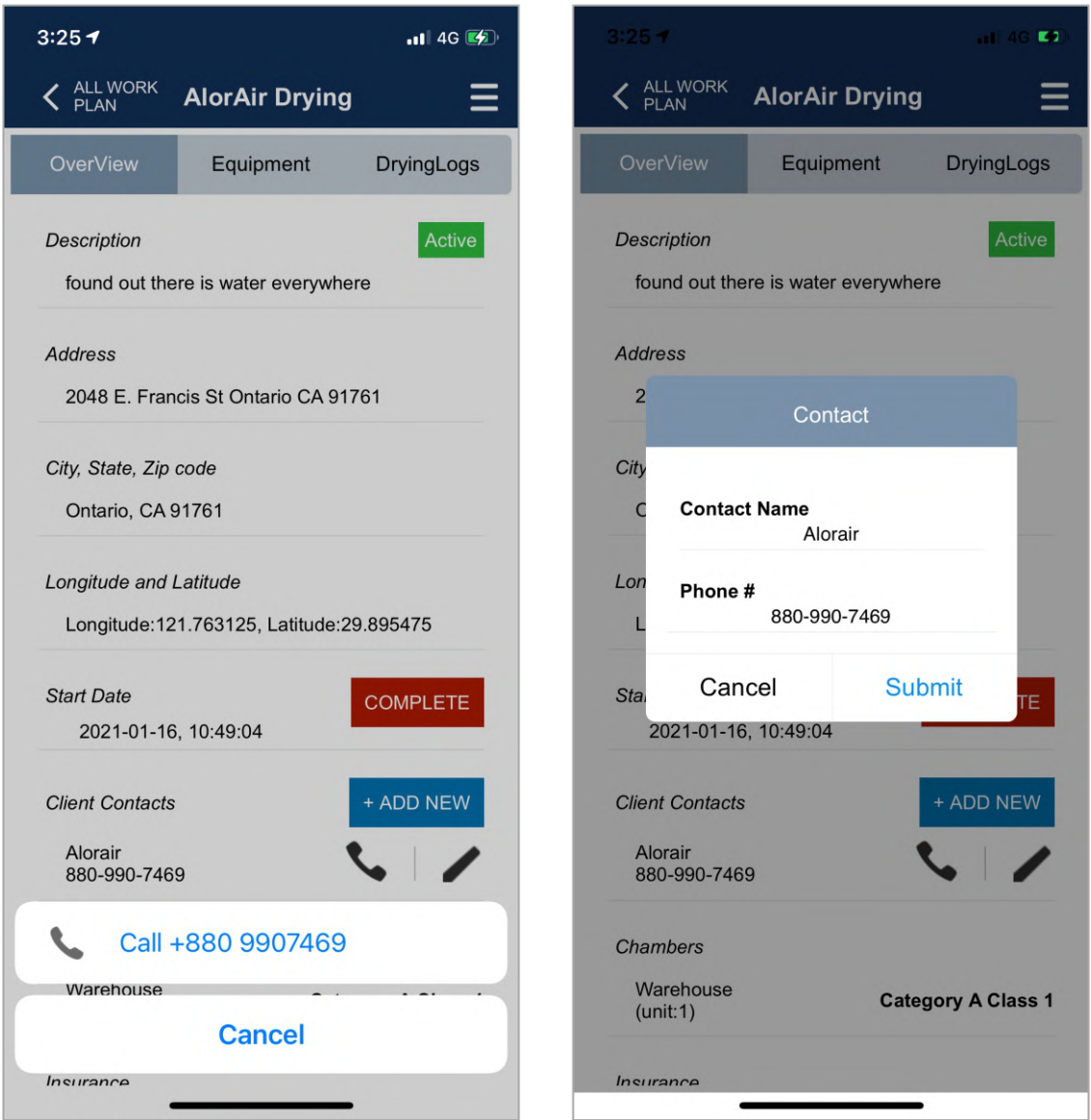
>> OverView



- 1.) Active / Accomplish means work plan run status, when you “tap on” complete, the work plan will show the end, In other words, it should be noted that the drying log in operation will not generate new history records. Of course, you can choose to restart your plan.

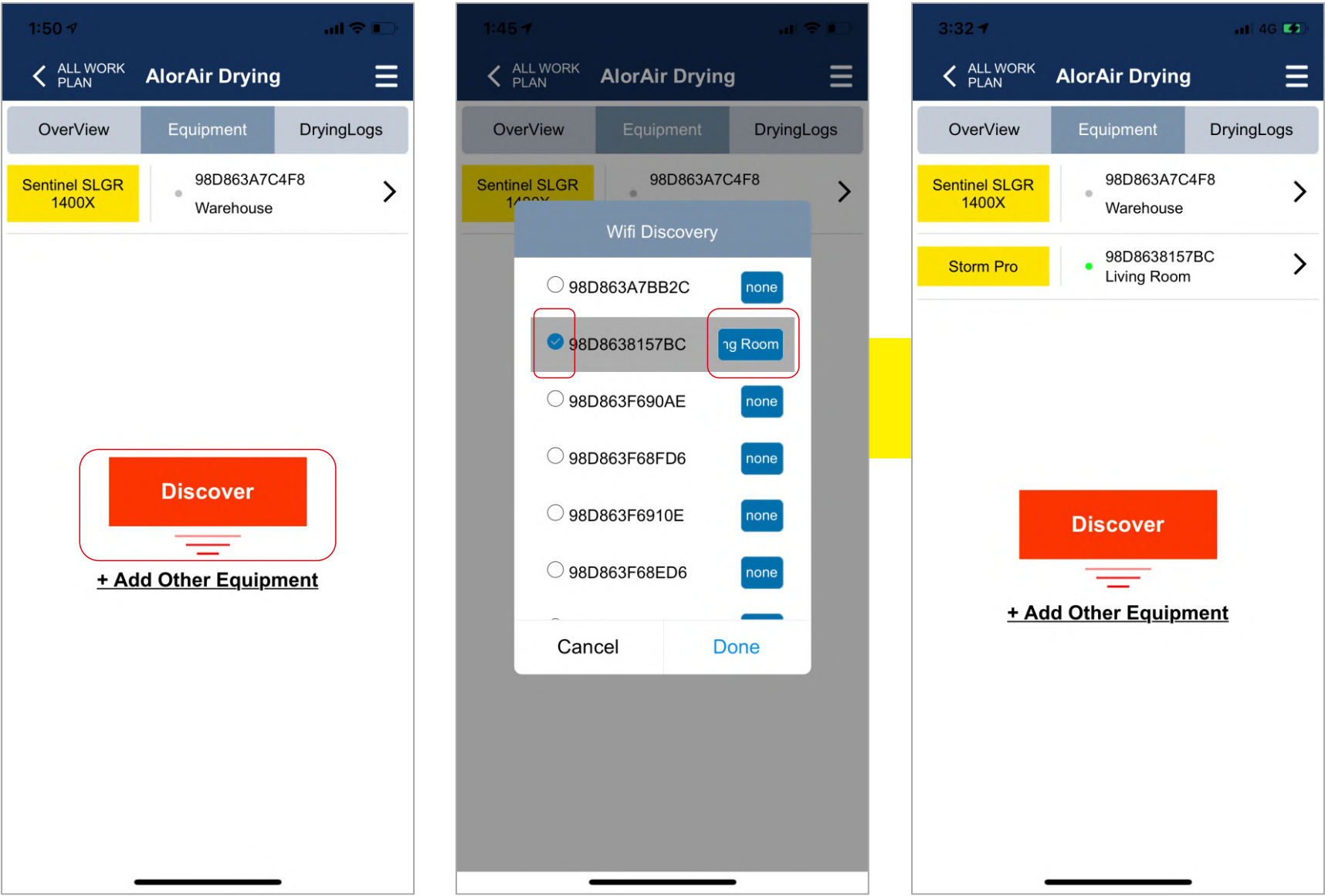


2.) You can edit contact information and quickly make calls.



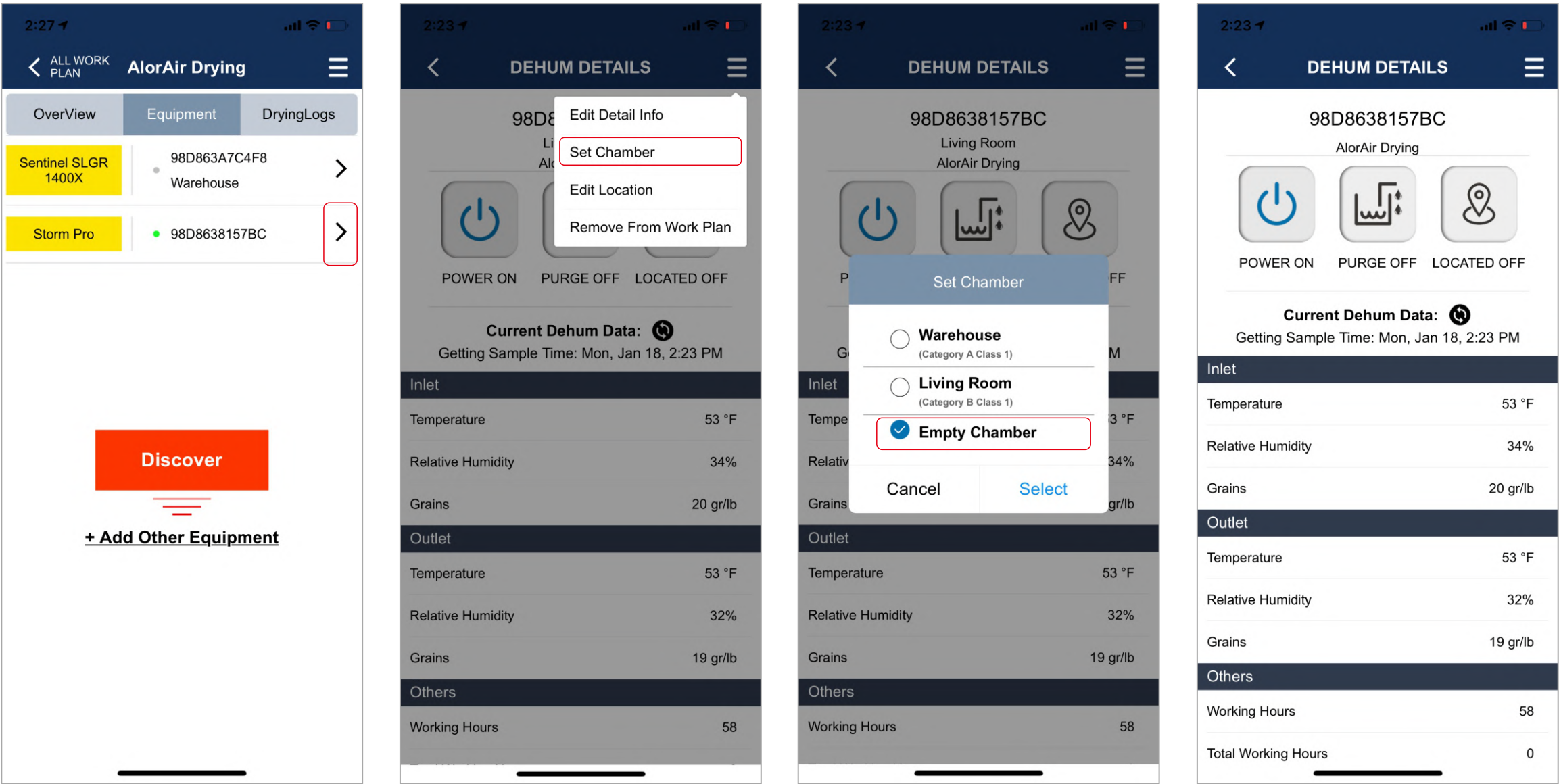
>> Equipment

1.) “Tap on” Discover, first, If you have created a chamber you can select assign the device to the created chamber, then “Tap on” the mac address of the device, and finally select done to add it to the work plan. If you want to add a new device, you can “Tap on” + Add another equipment.

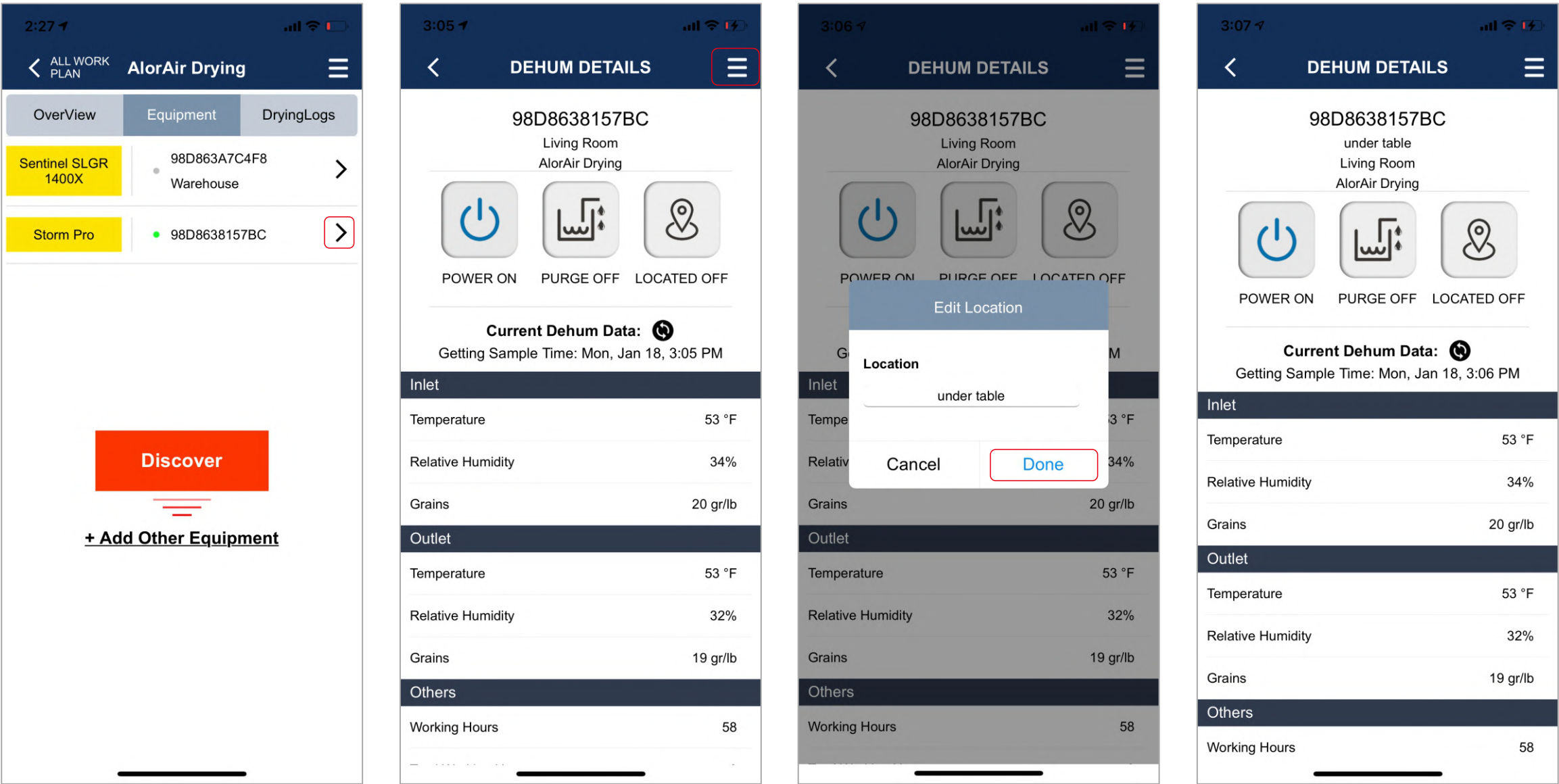




2.) Of course, you can also “tap on” the arrow to enter the device details page, click the menu in the upper right corner, and set a chamber for it. If you don’t want to set up a chamber for it next time, you can choose an empty chamber



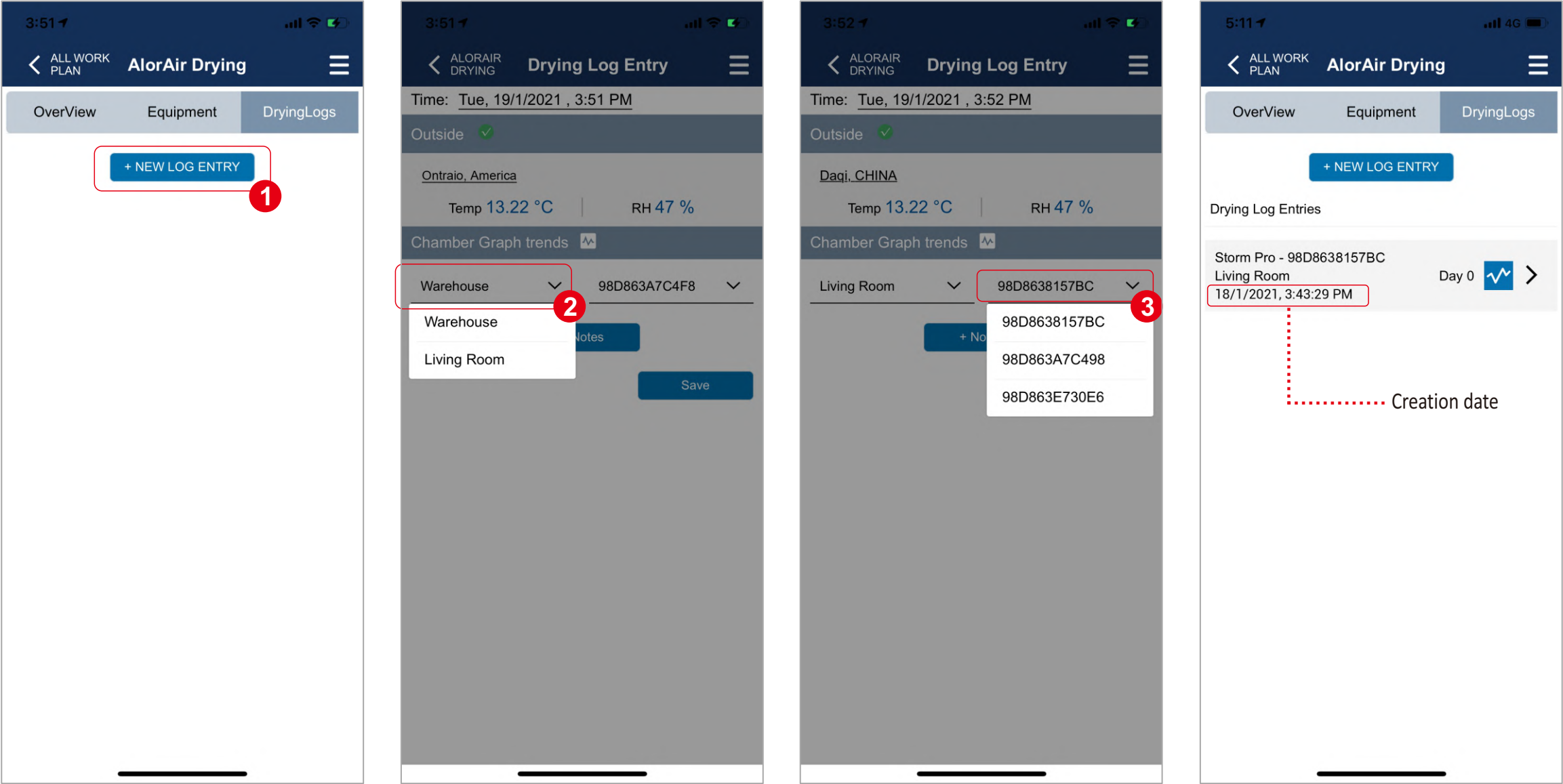
- 3.) In the "dehum details" page (which has been added to the work plan), “tap on” the button in the upper right corner, you will see four options.
1. Edit Details info (please refer to page 8);
  2. set the chamber, (please refer to page 20);
  3. Edit location (see below);





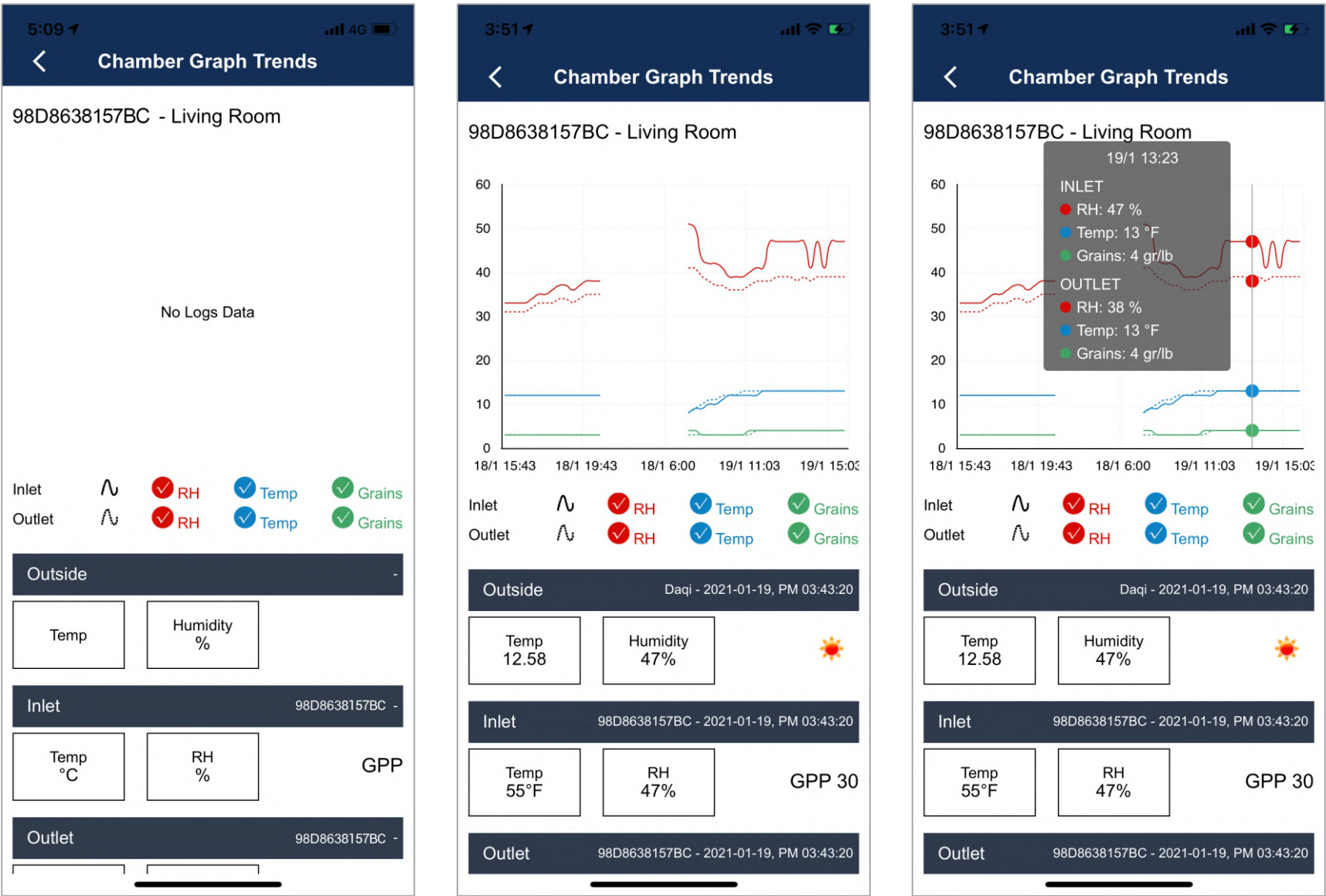
e. Drying Logs

- 1) “Tap On” the “+ NEW LOG ENTRY” button to enter the Drying Log Entry. The external weather value will be obtained according to the mobile phone GPS location address. First, a user selects the room, then select the equipment under the room, and finally, “Tap On” Save to create a dry log.



- 2) The newly created dry log has no data, as long as the device is in normal operation, the application captures device data every 20 minutes. Through the dry log, users can clearly see the historical work records of the device. That is, you can observe the temperature and humidity of the room every day

(Note: The interruption of the curve means that your device has turned off the power within a certain period of time)



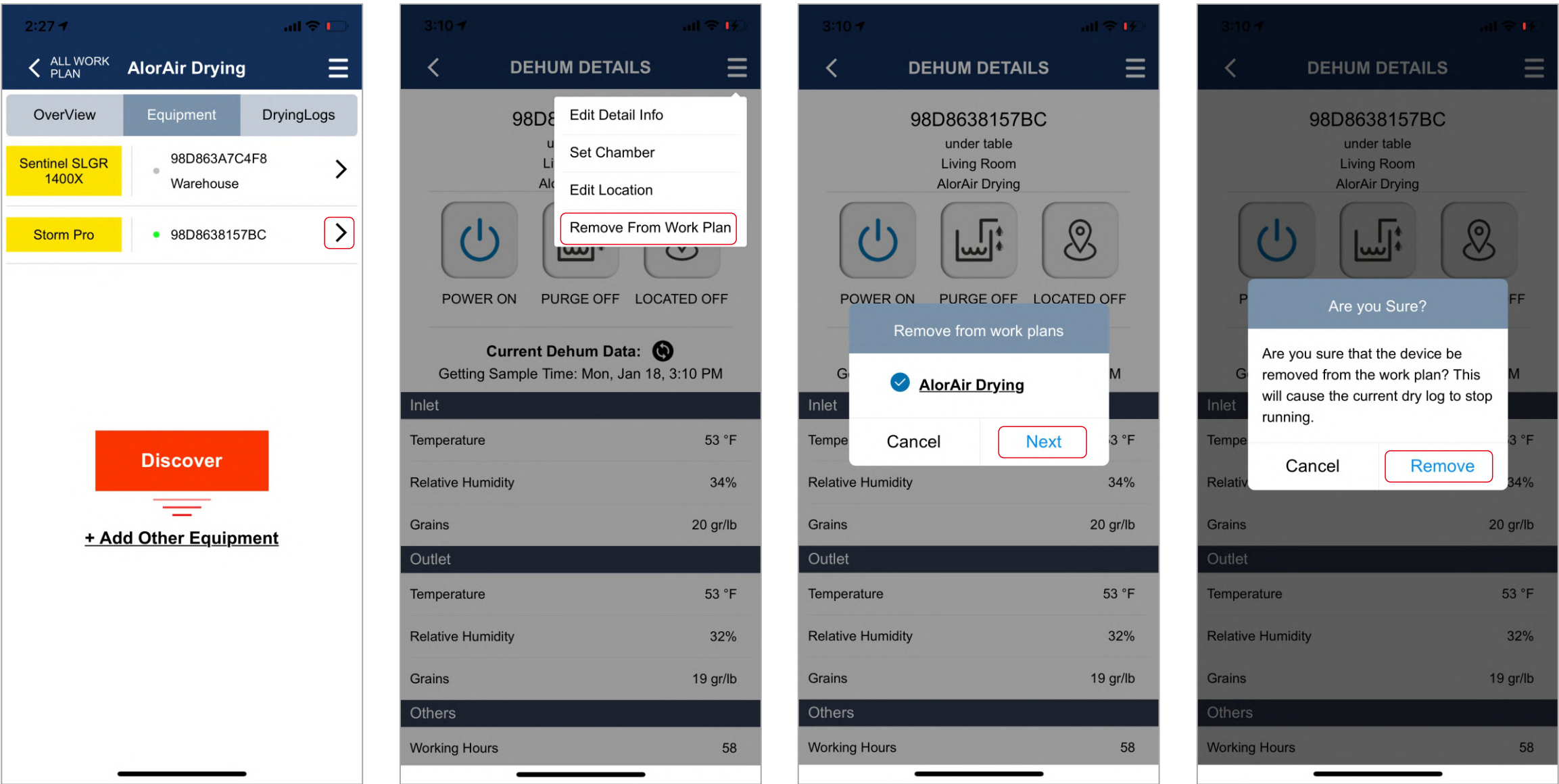
(The new log no data temporarily)

(Log running for a day)

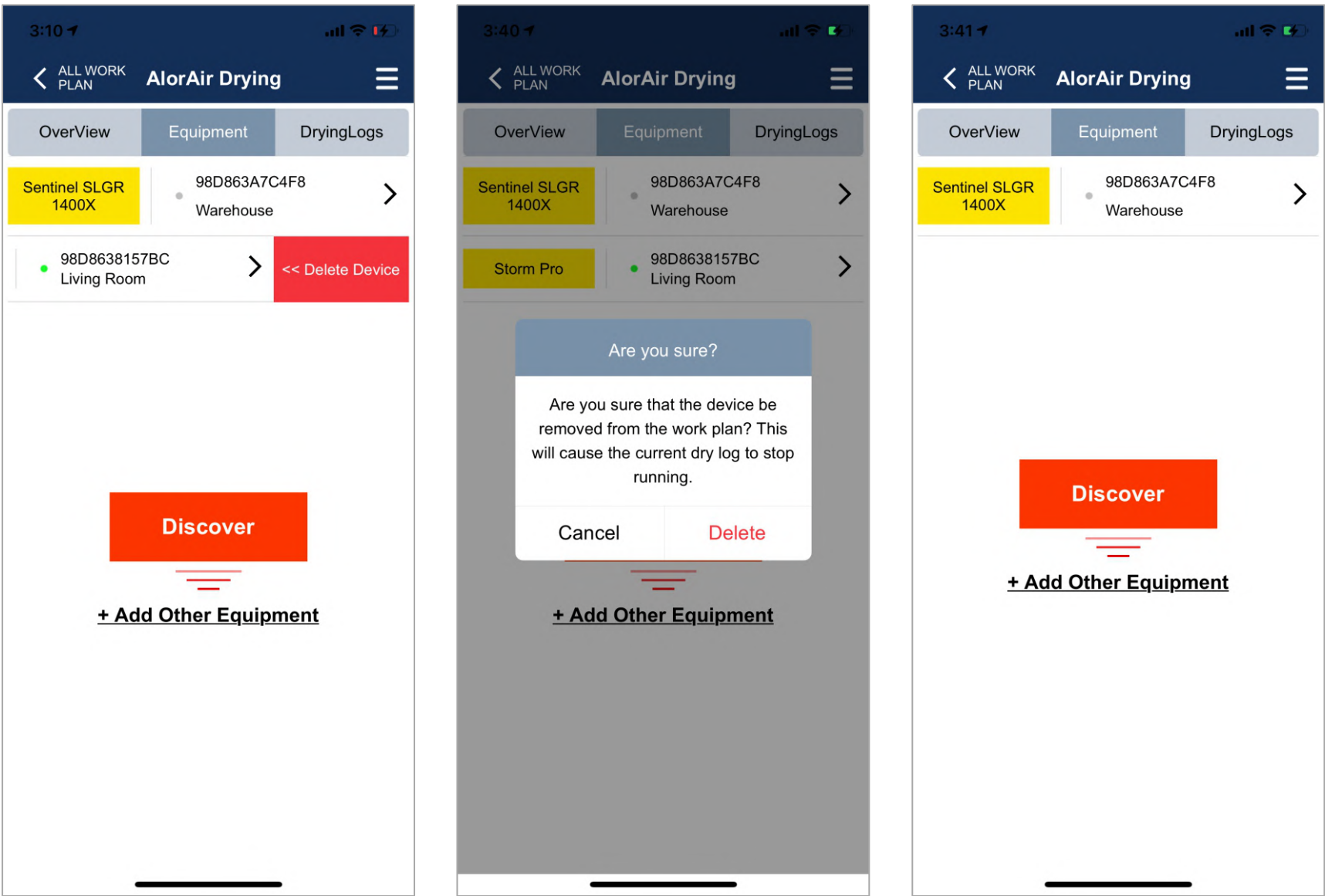
(You can click and stay at a certain point to view detailed data.)

>> Remove Work Plan :

1. If you delete your dehum from the work plan, it should be noted that the dehum drying log in operation will not generate new history records. (see below)

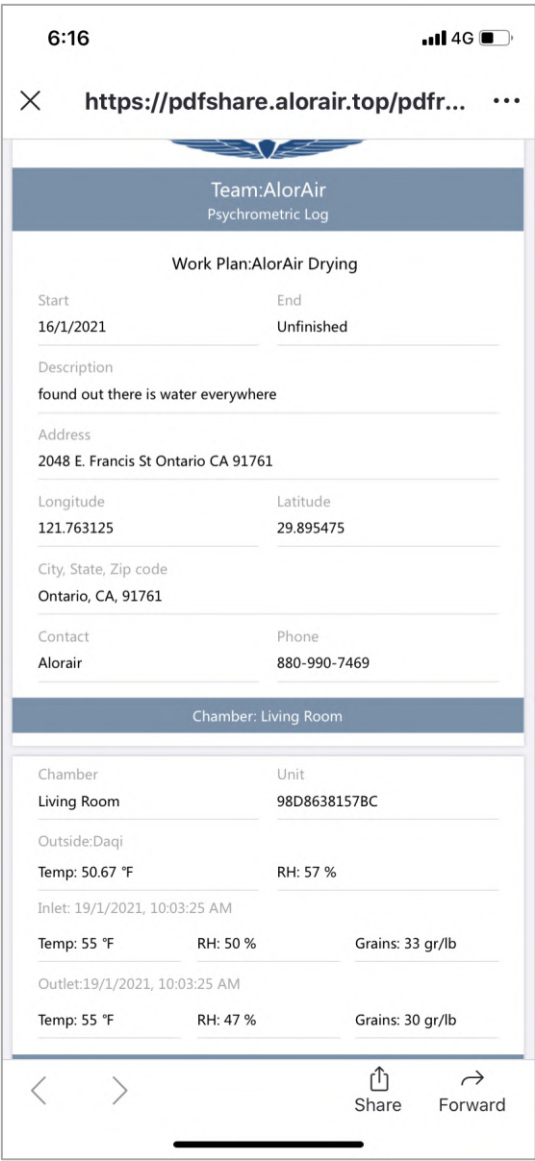
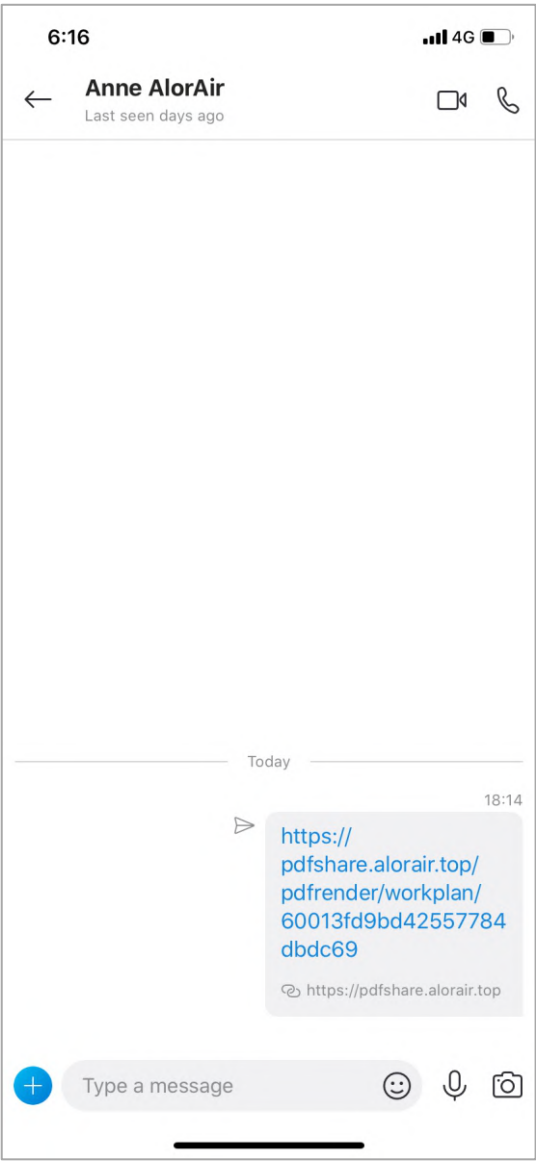
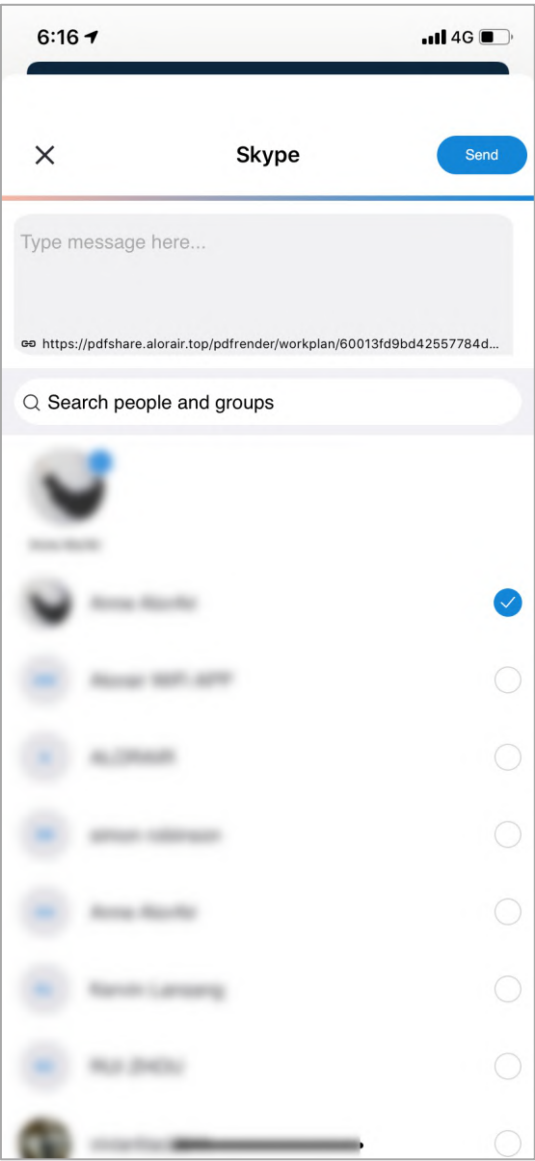
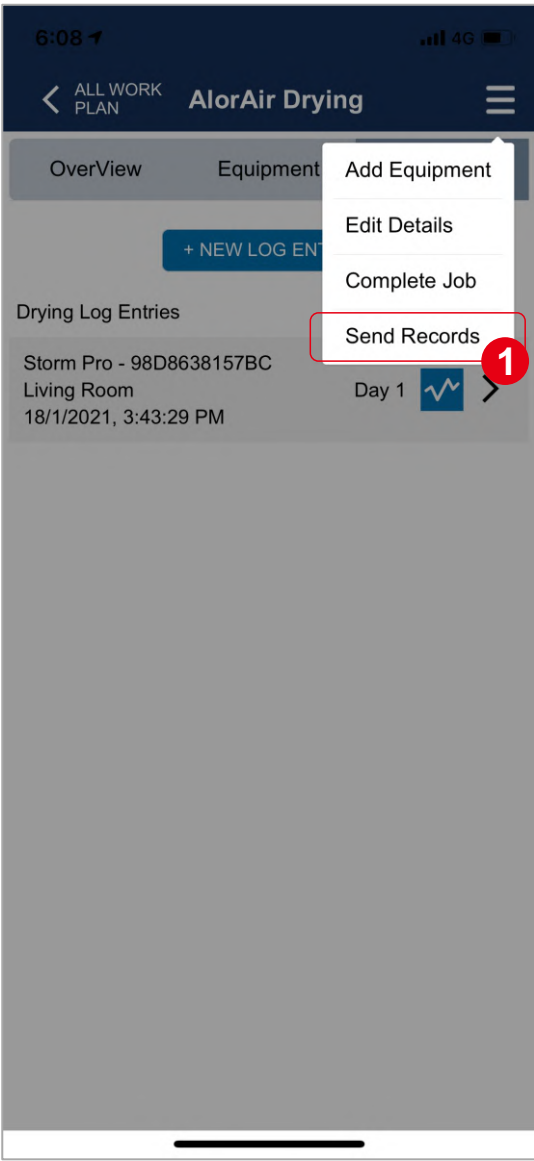


2. You can also swipe your finger from right to left under the equipment option of Drying date to remove the device from the work plan.





3) Quickly view the DryingLog information created in the work plan. (Displayed with the latest crawled data, and the PDF data will be updated in real-time). In addition, the data can be shared in pdf format and sent to social media.

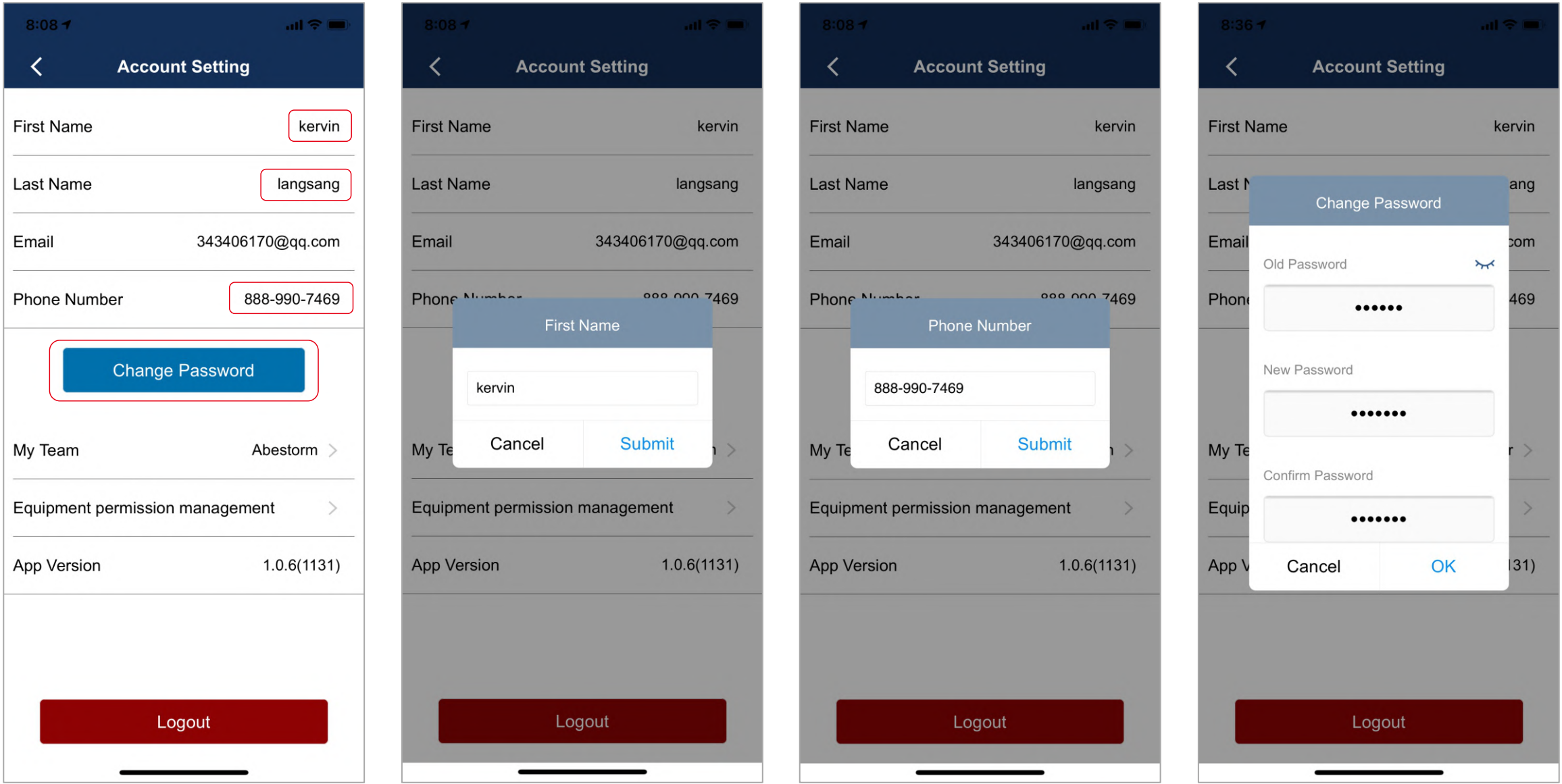




e. Accounting Setting

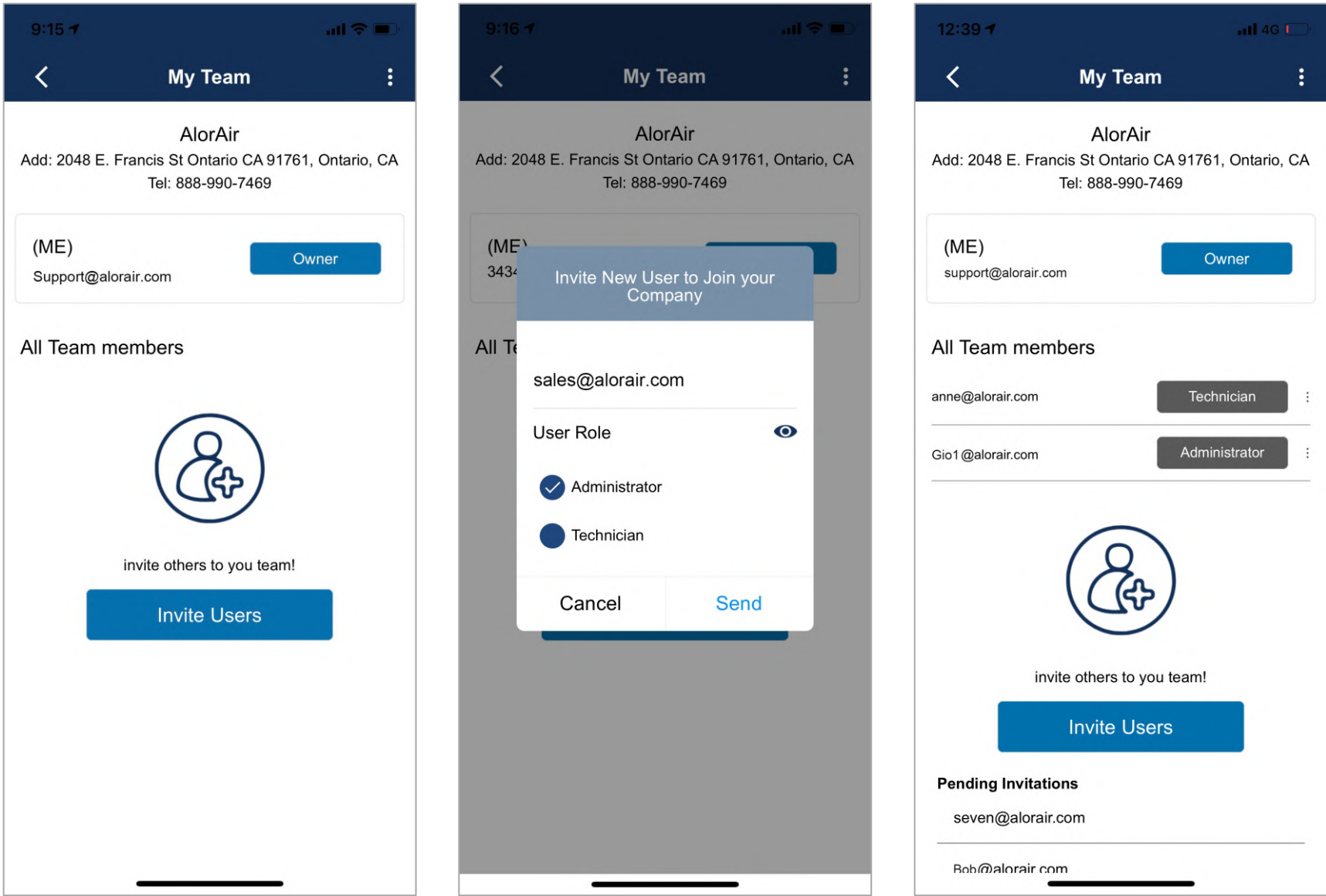
>> Basic Setting

- 1.) On the account settings page, tap the red box to quickly modify your first name, last name, phone number and account password.



>> My team

Invite your team members/family to join your team, and share the work plan and dehumidifier under your account. In our main account, we can view the information of all members, view the records of the members waiting to be invited, and re-invite every 20 minutes. (see below)

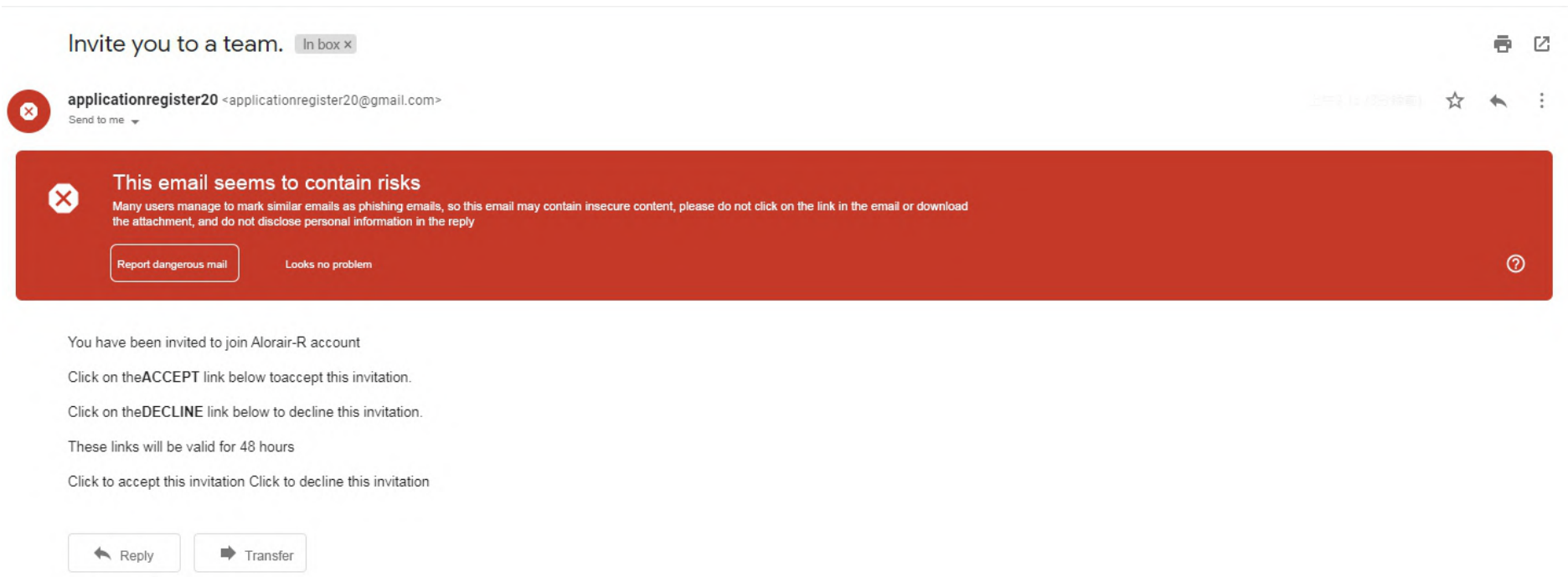


- 1.) Enter the other email account, "tap on" send, and the system will prompt The invitation email has been sent to anne@alorair.com. please remind the team number to check his email. You will see the invitation email comes from applicationregister 20.

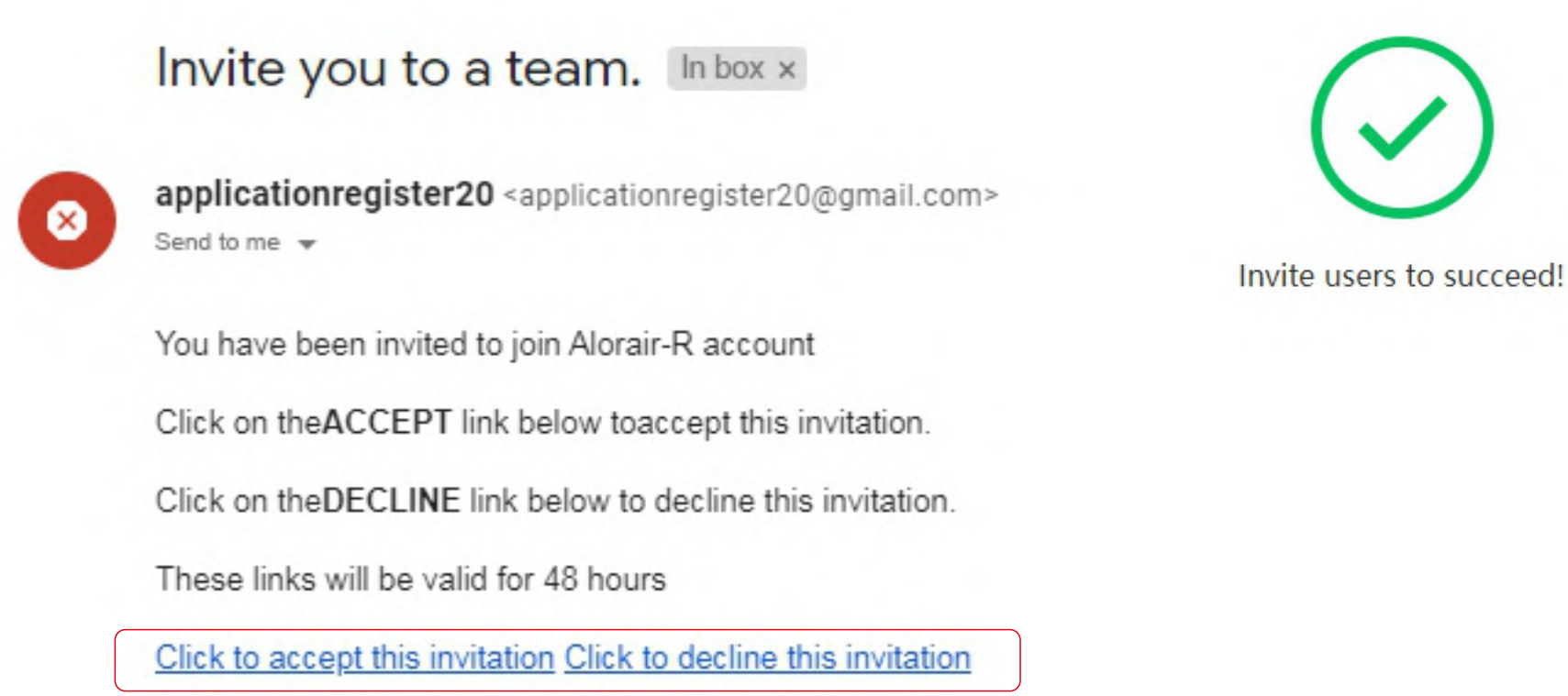
☐ ☆ applicationregister. Invite you to a team. - You have been invited to join Alorair-R account Click on theACCEPT link below toaccept this in

(Reminder: If the mailbox is not received, it may be mistaken for spam by the system, please check it in the trash box.)

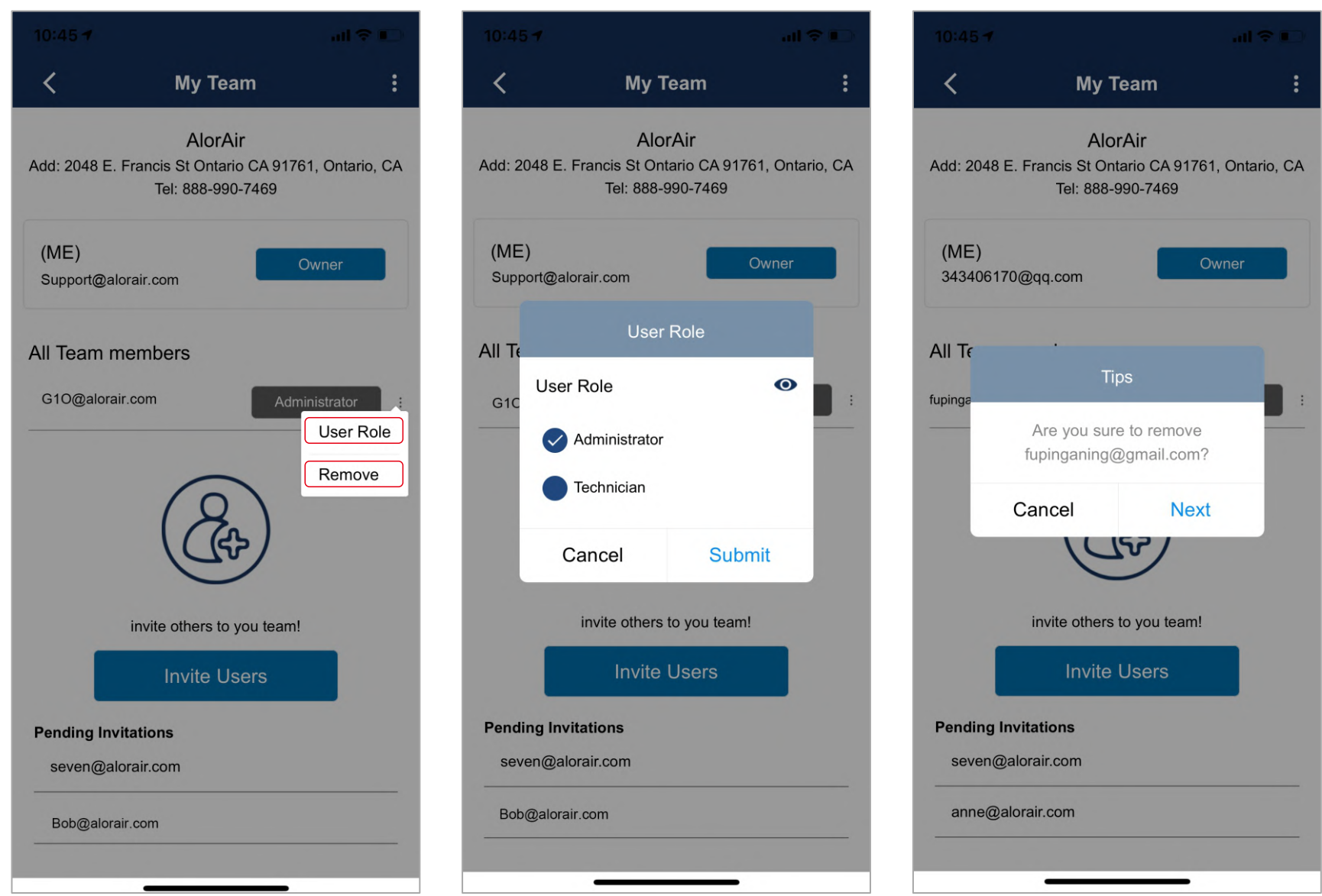
2.) Sometimes you will see that the system will misjudge the email. In fact, there is no problem with the email, so you can rest assured to click the look no problem button. When you click Finish, the blue hyperlink will appear. Please choose again to accept this invitation.



3.) if members accepting the invitation, he/she will see success! means you have successfully joined the team. Equipment and work plans have been shared.



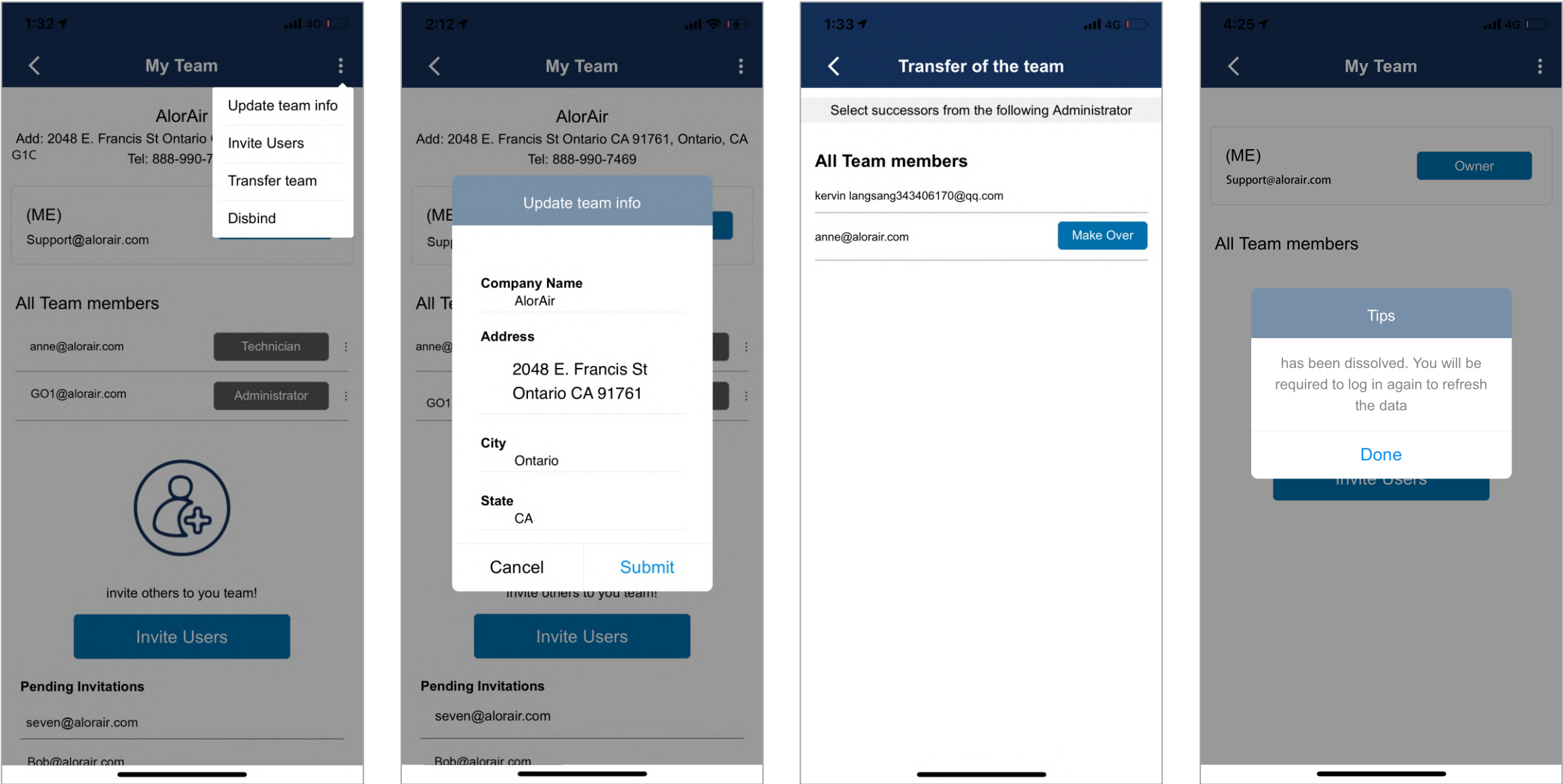
- 4.) In our team interface, you need to understand the permissions rules.
- 1. The account owner can control the permissions of all members or delete members.
  - 2. The Administrators cannot modify the permissions of the master account/manager, nor can they delete the master account/manager.
  - 3. The technician does not have any permissions.





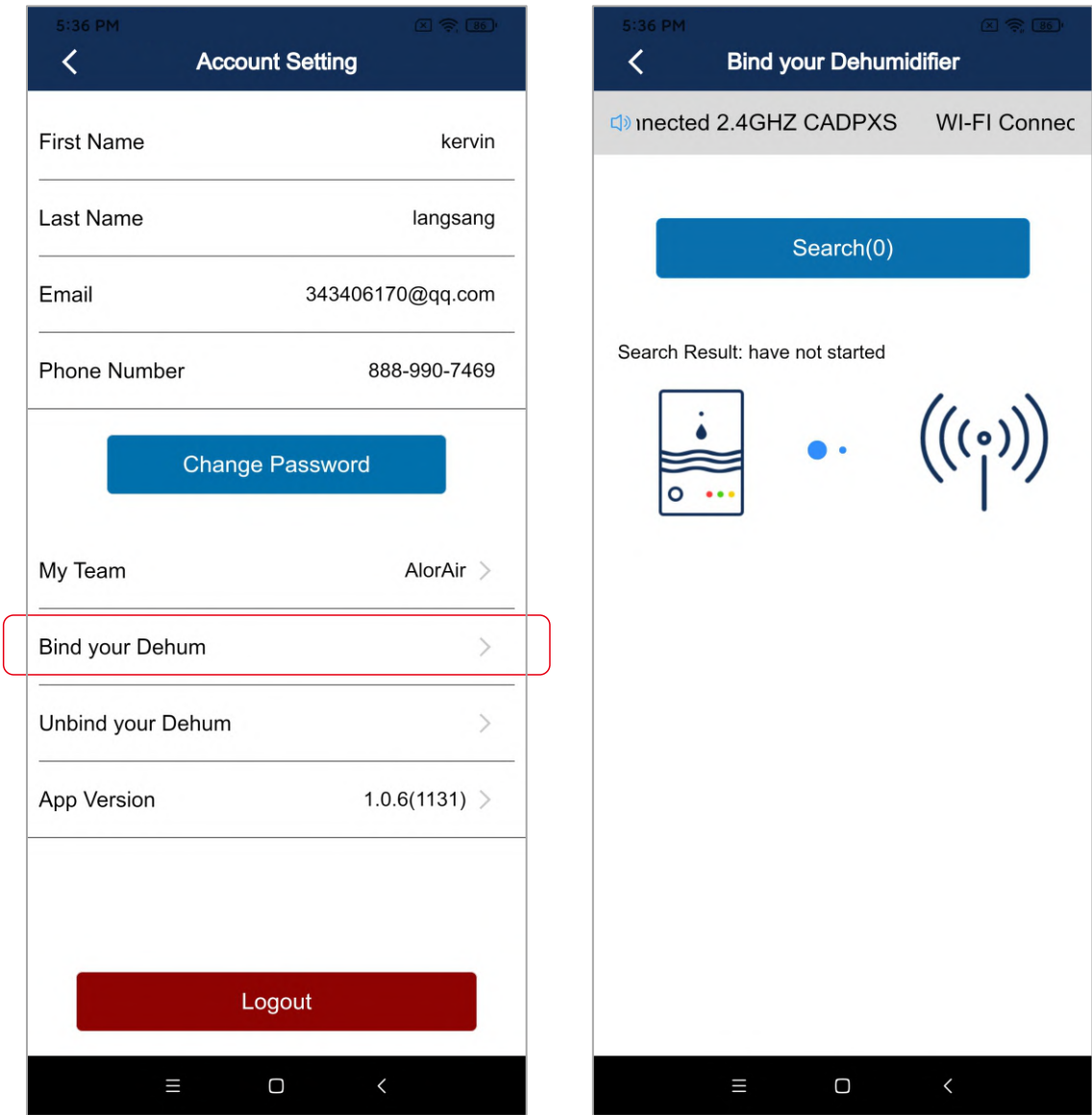
4.) On the team page, press the menu in the upper right corner, you can update the team information; invite users; transfer the team; disbind the team.

- 1. Update team info: quickly fill in your team details.
- 2. To invite your family/friends/partners, just enter the email number, tap send, and then after he/she received the email and accept the invitation to join your team and share the dehumidifier.
- 3. Transfer team: transfer all equipment and work plan information under the team to another account.
- 4. Disbanding the team will clear all equipment and plan information under the current account, and disband all team members. It is to reset the account. This operation is irreversible, so be careful before the operation.



>> Bind your Dehum

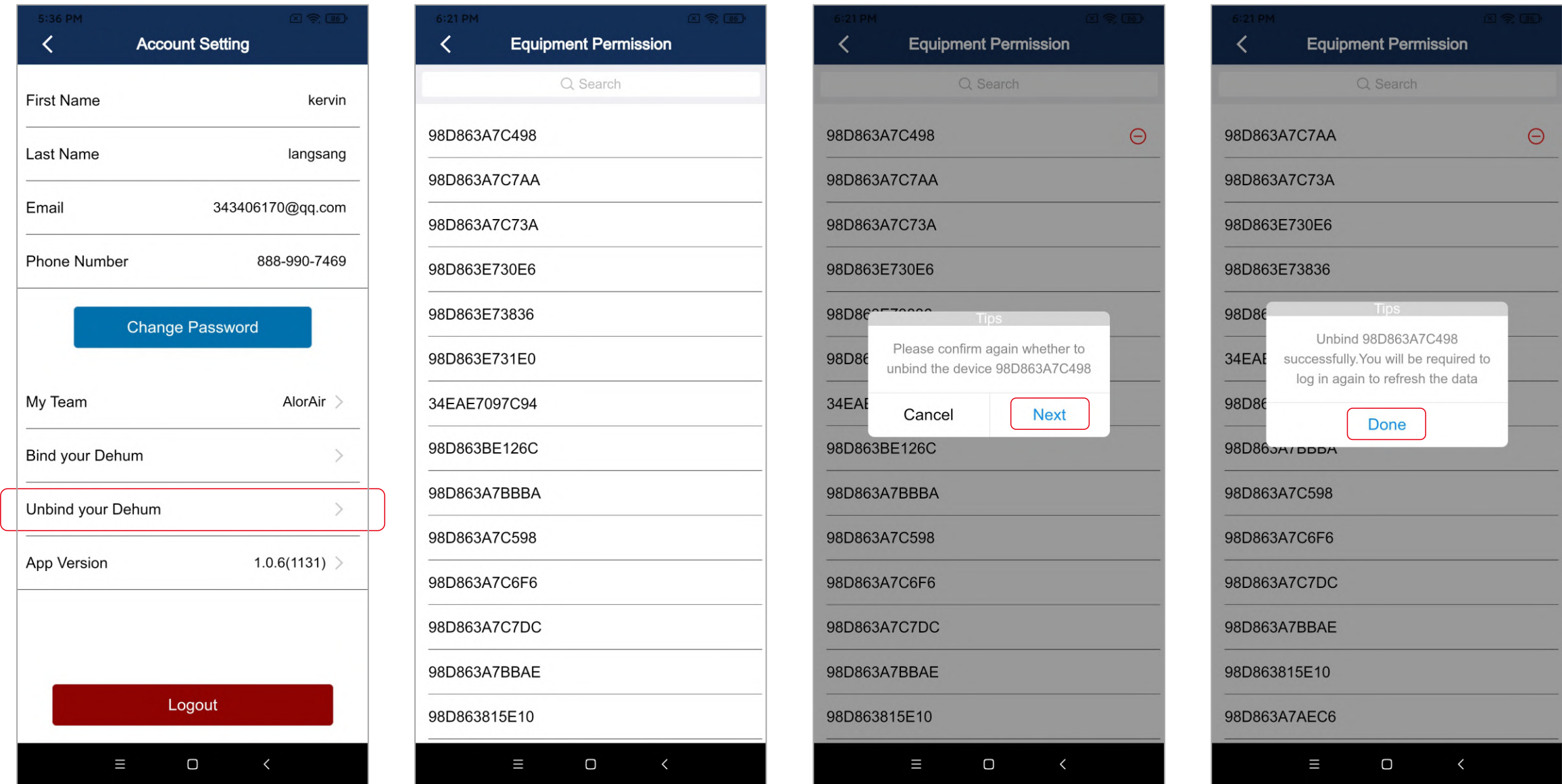
If your dehum has been configured successfully, but it has not been bound or you have forgotten to bind it, you can directly “tap on” on the-Bind your dehum page of the account settings to bind your dehumidifier (For more information, please view Wi-Fi connect flyers)





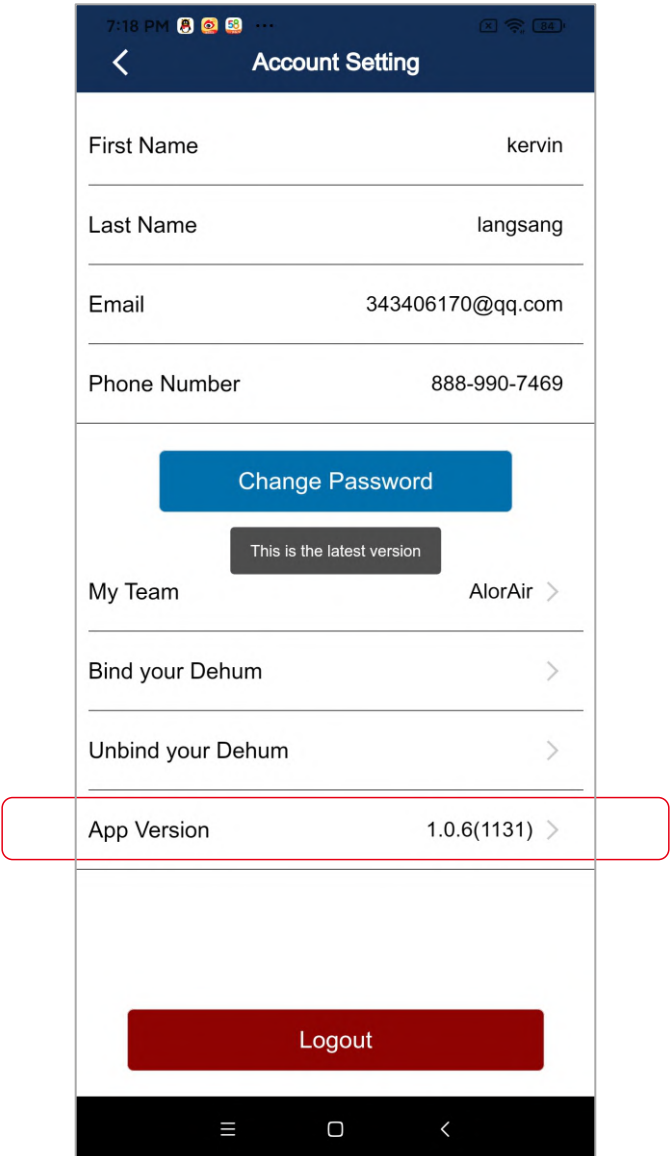
>> Unbind your Dehum

Account Settings-Unbind the dehumidifier, through this function, we can unbind the device from our account, and the device can be added to another account again. (Non-team members can configure the bound device, but cannot control it and can only view the device information. After the account is logged out, all viewing records will be cleared)



>> App Version

“Tap On” the App version and the system will prompt you whether it is the latest version. If there is an update, you can go to google play to update and install.



# Troubleshooting

Symptom	Possible cause	Solution
App suddenly can't log in.	The memory of the application server is full in a short time.	Please contact customer service staff for help.
After bound my dehum is successful, I enter the home page of the app, but why there is no data displayed and can't control my dehum.	a. The wifi icon shows an exclamation mark.	a. On the wifi hotspot sub-page of the LCD display, click the set button switch off to on , and then switch on to off , then wait for 3-5s to make the wifi icon reappear.
	b. The device is under another account.	1. The other party sends you an invitation via email, inviting you to join his team and get the management rights of the device.  2. Unbind devices from accounts