



*First, try closing the app and reopening the app. If the problem still persists try uninstalling/reinstalling the app.

*Second, if there are too many Bluetooth devices in your unit's location this may cause connectivity issues.

*Try holding the Wi-Fi button until it beeps and flashes.

If your phone is displaying disconnected or not connected; please try the following below:

1. Disconnected: The Wi-Fi button on your unit may have been accidentally pressed. When this occurs, have the app open on your phone and hold it next to the unit. Then press the Wi-Fi button once (do not hold the Wi-Fi button, press only once) and wait for the app to connect back to the unit. It will take the unit 30 - 60 seconds to re-connect to the app. You will know when it's reconnected by when the app shows "connected" on top of the main screen and when the Wi-Fi light on the unit is lit solid.

2. Not Connected: Your Wi-Fi connection might be lost. Please check your Wi-Fi router and ensure you have a stable connection with other devices around you. If your Wi-Fi router password has changed since connecting, then you will need to go through the re-connecting process from the beginning to set up your unit again.

Additional Troubleshooting tips:

1. Please check the product's Wi-Fi LED status to see if the product is properly connected to the wireless Wi-Fi router. If the light is on then your unit is connected. If the Wi-Fi LED light is flashing or not on at all, then the unit has lost connection. When in sleep mode, the Wi-Fi light will be turned off no matter if it's connected or not.



2. For iOS users, after you press and hold the wi-fi button for 3-5 seconds until it beeps and starts flashing, go into your settings and look for your unit's network: "WINIX SMART" (For the C545, there will be a string of numbers and letters right after).

3. During difficulties connecting to Wi-Fi on Android, go to "Advanced Network" and disable the "Smart Network Switch" or "Switch to Mobile Data" before you try connecting to your product again (once connected, you may re-enable this function).

4. If you can not find the Winix Smart signal please make sure to press the Wi-Fi button until you hear a beep and the unit starts flashing.

5. Check if your Wi-Fi router has a stable connection and is working with other devices. Make sure the router is on a 2.4Ghz bandwidth. The Winix Smart App will not be compatible with 5Ghz routers.

6. Poor internet connections or network errors can occur occasionally due to delays caused by mobile carriers or Internet service providers (ISPs). Please wait a while and then try again.

7. If the Wi-Fi router was relocated during use, the connection might have been lost because of a poor Wi-Fi router signal. Please check the network connection status of the product.

If your issue persists, please contact us again and we will troubleshoot this further. If we determine that there's an issue with your unit, we will provide a shipping label for you to return the unit so we can exchange it with a new one for you.

We apologize for this inconvenience and we thank you for your patience.