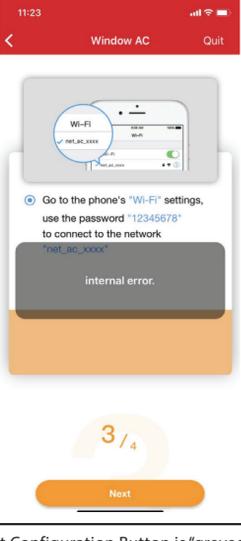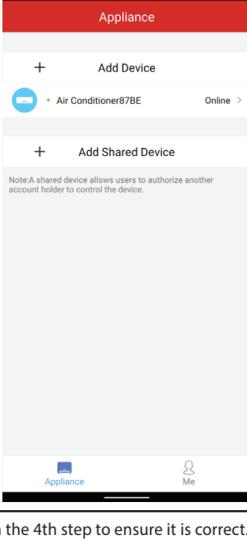# TOSHIBA — Smart App & Wi-Fi FAQs

Before calling customer service, review this list. It may save you some time. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

GENERAL QUESTIONS

Problem	Solution
The app asks the user to accept the "terms and conditions" agreement each time they login.	If you have access to another device that can download the app, sign into your account and accept the "terms and conditions" agreement on that device. After this, it is likely that you will be able to sign in on your original device without it asking you to agree again.

CONNECTION PROCESS QUESTIONS

Problem	Solution
Cannot find home Wi-Fi network when connecting air conditioner.	Ensure that your phone is connected to a 2.4 GHz Wi-Fi network when starting the connection process. 5 GHz networks are currently not supported.
	Ensure that your router/modem is configured correctly and powered on.
	Restart your router/modem and try the connection process again.
The app says "device is not in AP mode" when it actually is.	Ensure you wait 5 to 10 seconds before scanning the QR code. This gives the Wi-Fi module time to get into a state for successful connection.
	Without restarting the connection process, rescan the QR code until it successfully moves on to the next step.
	Make sure the MAC number on the left side of the unit matches the MAC number on the Wi-Fi module (located behind the intake grille by the filter). If the MAC numbers do not match, then scan the QR code on the Wi-Fi module itself during the connection process.
	Try connecting to the unit manually instead of using the QR code.
The app gives either message below: - There was an error connecting to the wireless network. Please restart your phone and try again. - Internal Error.	Restart your phone by powering it off for 15-20 seconds, then turn it back on. Ensure your Wi-Fi connection is not disabled (ex. make sure "Airplane Mode" is off). Retry the connection process.
Start Configuration Button is "greyed out."	Please follow the steps below to resolve this issue: 1. Restart the connection process and make sure to select a 2.4 GHz Wi-Fi network on the 4th step of the connection process. We currently do not support 5 GHz Wi-Fi networks. 2. Make sure your phone is connected to a 2.4 GHz Wi-Fi network before starting the connection process. 3. In your phone's settings, forget all other Wi-Fi networks except for the 2.4 GHz network you plan to connect your AC to. Now retry the connection process.
The app freezes at 99% on the "Connecting phone to appliance" step.	Please follow the steps below to resolve this issue: 1. Hit the back arrow and restart the final step of the connection process. 2. Once the app is on the "Connecting phone to appliance" step, go to your phone's Wi-Fi settings and connect to the AC's Wi-Fi network (looks like net_ac_XXXX with a password of 12345678). 3. After you have connected to the AC's Wi-Fi network, return to the app and the connection process should resume normally.
The app freezes or fails at 99% on the "Connecting appliance" step.	Please follow the steps below to resolve this issue, note that steps 2 and 3 must be completed before the "connecting appliance" step reaches 99%. 1. Restart the final step of the connection process. 2. Once the app gets to the "Connecting appliance" step, go to your phones Wi-Fi settings and connect to the Wi-Fi network you are trying to set your AC up on. 3. After you have connected to this Wi-Fi network successfully, connect to the AC's Wi-Fi network again (looks like net_ac_XXXX with a password of 12345678). 4. Once you have connected to the AC's Wi-Fi network, return to the app and the connection process should resume normally. Here is a demonstration video for this method: https://youtu.be/18iEn4MfJPE
The app freezes on the "Reconnecting phone to Wi-Fi" step at 99%.	It is possible that the app still successfully connected to the appliance when it pauses at 99% on the "Reconnecting phone to Wi-Fi" step. Hit the "Quit" button and check if your appliance appears like the screenshot. If it does, your appliance has successfully connected.
	Restart the connection process and double check your Wi-Fi password in the 4th step to ensure it is correct.
	Try reinstalling the app and reconnecting the air conditioner to the app.
The error I am having is not described above.	Trying turning off the following Wi-Fi settings on your phone before attempting the connection process. Please note that you may return these settings to their original state after the AC connection process. - IOS: Wi-Fi Assist, Auto-Join, Auto-Join Hotspot (Never), Ask to Join Networks (Off). - Android: Switch to mobile data, Turn on WLAN automatically, WLAN power saving mode, Ask to use WLAN, Scan for free WLANs, Check WLAN security, Turn on Wi-Fi automatically, Connect to open networks, Open network notification.
	Try turning off your phone's cellular data before starting the connection process.

AMAZON ALEXA QUESTIONS

Problem	Solution
Amazon Alexa Commands:	Here are some example commands to try: 1. "Alexa, turn on (given name of AC)." 2. "Alexa, set (given name of AC) mode to auto/cool." 3. "Alexa, set (given name of AC) temperature to 70." 4. The ability to change the fan speed using an Amazon Alexa is currently not compatible with our app.
You do not know the name of your AC for Amazon Alexa Commands	Follow these steps: 1. On the home screen, select the devices tab 2. Select the category "Thermostats" 3. All the device names should be listed here

GOOGLE HOME QUESTIONS

Problem	Solution
Google Home Commands:	Here are some example commands for you to try: 1. "Ok Google, turn on/off (given name of AC unit)." 2. "Ok Google, change (given name of AC unit) mode to Auto/Cool/Dry/Fan." 3. "Ok Google, change (given name of AC unit) temperature setting to …." 4. "Ok Google, set (given name of AC unit) to high/medium/low." 5. All commands work for multiple units if you say "all air conditioners" instead of the name of the individual AC units. 6. You can say AC/air conditioner instead of (given name of AC unit).
Cannot locate device in Google Home application.	Please check the following items to help resolve this issue: 1. Ensure device is powered on. 2. Ensure the Google Home application is configured properly. 3. Ensure that the air conditioner is connected through the air conditioner's app. If it is not connected, follow the steps to connect the AC unit through that application. 4. Ensure that you have linked the correct application to the Google Home application, and authorized Google Home to access that application by entering your login credentials.
The AC is "Not Responding" in the Google Home app and it can't be deleted.	1. Rename your appliance in the "Google Home" app to anything you want. This will refresh the AC allowing you to control and delete it again.