

Wi-Fi Connectivity on Connected Appliances

Connected appliances:

- PAC EL112 CST / PAC EL110 / PAC EX130 CST WIFI
- DDSX 220 WFA / DDSX 220 WF-WH
- MDHAA09WIFI-BK / MDHAA12WIFI-BK / MDHAA15WIFI-BK (only Japan)



Wi-Fi Connectivity on Connected Appliances

The dehumidifier DDSX220WF is the only connected appliance that works with **AriaDry De' Longhi App** instead of **De'Longhi Comfort App**.



Prerequisites

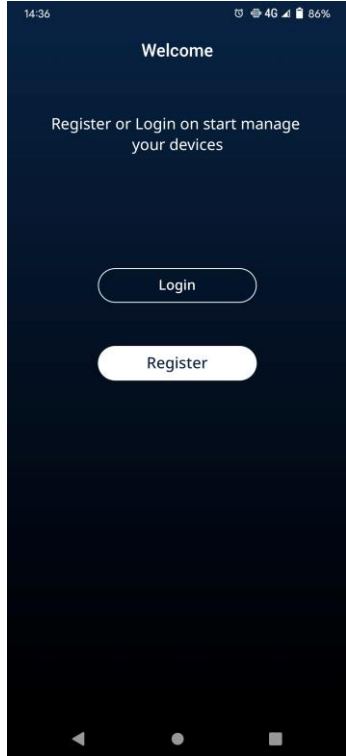
Prerequisites



- Android: 6.0 or greater with Wi-Fi & Bluetooth & Location enabled
- iOS: 14.0 or greater with Wi-Fi & Bluetooth & Location enabled
- iPadOS: 14.0 or greater with Wi-Fi & Bluetooth & Location enabled
- watchOS: 3.0
- De'Longhi Comfort App 4.0
- Wi-Fi connection without firewall restrictions and capable of reaching Google Services (Android)

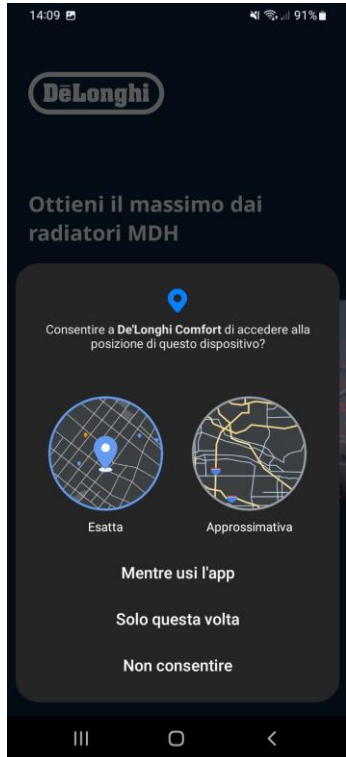
Connection Procedure

Connection Procedure



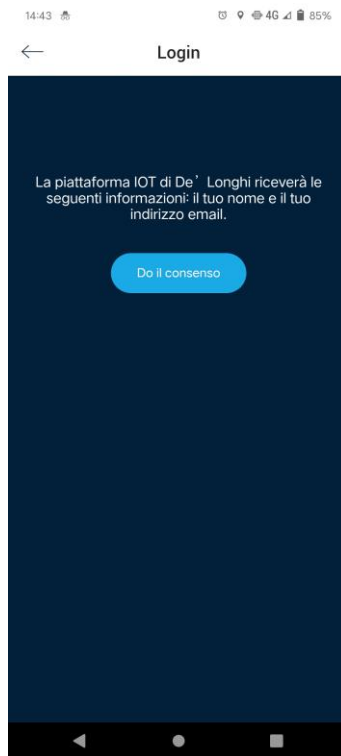
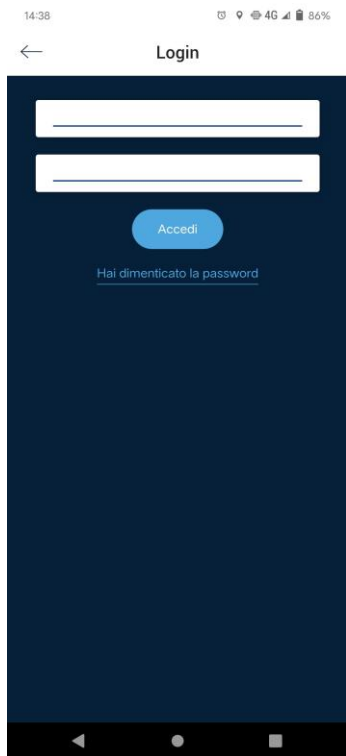
1. Ensure a valid Wi-Fi network connection is available. The Wi-Fi network must be:
 - 802.11 b, g, n network on 2.4GHz frequency range
 - protected with WPA or WPA2
 - able to connect to Google services.
 - in close range (< 10 meters)
2. Start the **De'Longhi Comfort App 4.0.0**.
3. Tap the **Login** button if you are already registered, otherwise, complete the registration process.

Connection Procedure



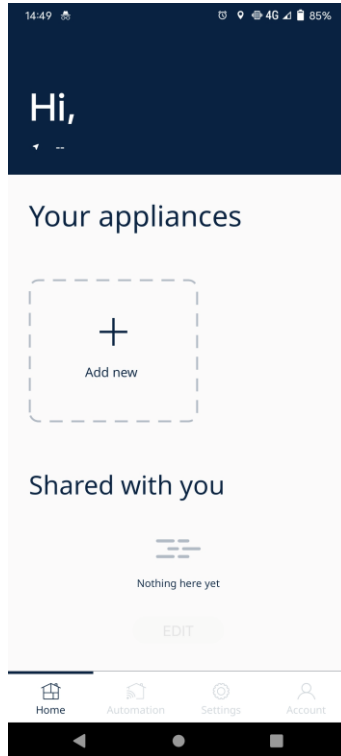
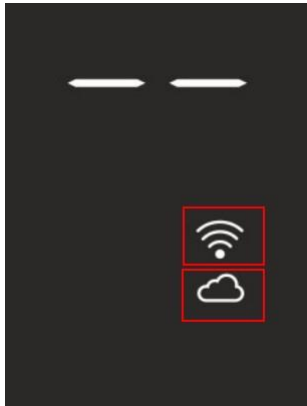
4. Accept to allow location data.
5. Select a country.
6. Tap on **Submit**.

Connection Procedure



7. Insert the credentials.
8. Read the disclaimer.
9. Tap on **Grant Consent**.
10. Connect the appliance to the electric power.

Connection Procedure



For PACs

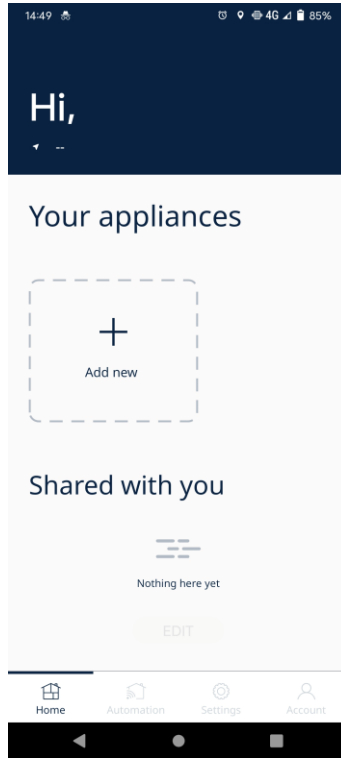
11. On the appliance, press the **Mode/Wi-Fi** button for 20 seconds until a long beep is emitted.

The **Wi-Fi** and **Cloud** icons on the display will start blinking slowly and the discovering phase starts.

To ensure that the search phase starts properly, it is necessary that the Wi-Fi function is enabled (flashing Wi-Fi symbol).

In the contrary, e.g. the user could have disabled the function for mistake, it is necessary to enable it by holding the Mode/Wi-Fi button for 3 seconds.

Connection Procedure



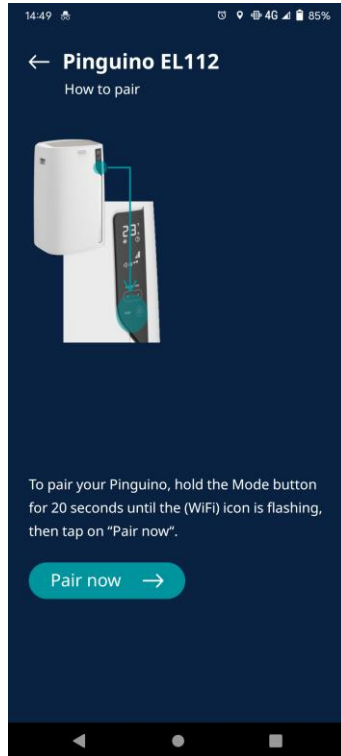
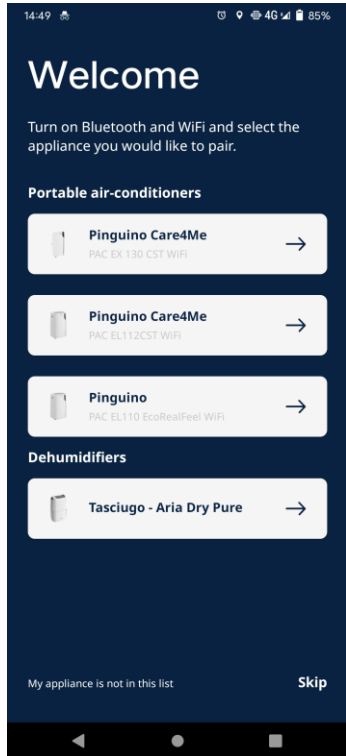
For dehumidifiers and radiators

The appliances come out from the factory already in the search phase and, for this reason, it is not necessary to press the **Mode/Wi-Fi** button for 20 seconds.

The search phase is notified by the flashing of the only **Wi-Fi** symbol.

12. From the App overview page, tap **Add new** and follow the onscreen indications.

Connection Procedure



13. Select the appliance model among the ones available in the list (in this example: Pinguino EL112).

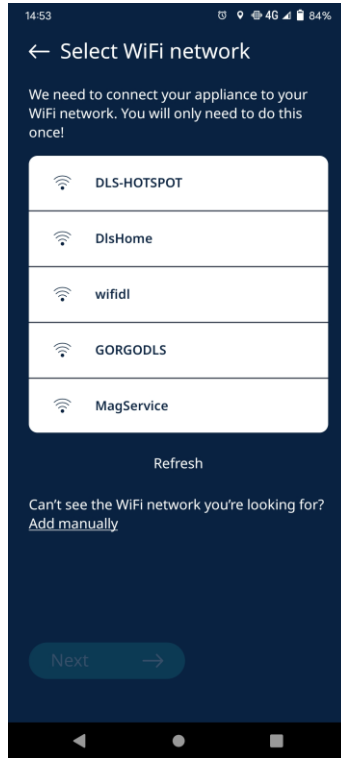
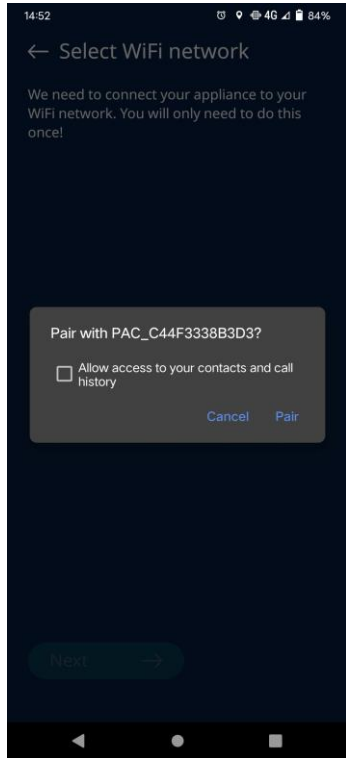
14. Consent Bluetooth turning ON in case of request.

Consider that the Wi-Fi discovering phase enabled in step 11 lasts for 45 second on the appliance.

Perform these actions within 30 seconds.

15. Tap on **Pair now**.

Connection Procedure



The app will search for Wi-Fi networks.

During this operation, the Bluetooth Pairing request will pop up.

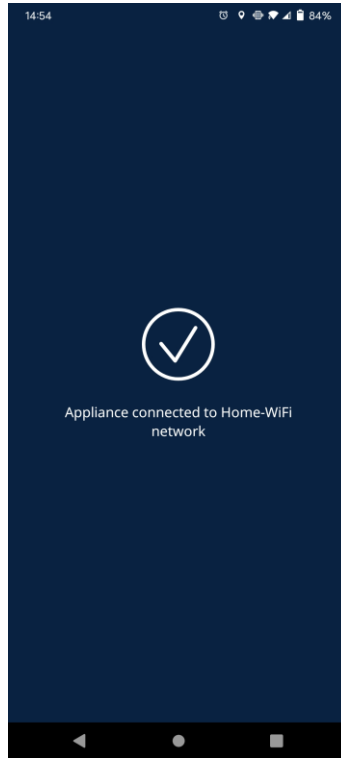
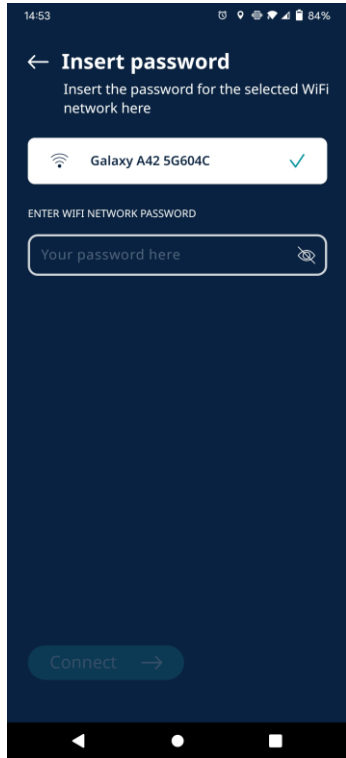
16. Tap on **Pair**.

The app could resume the Wi-Fi scanning.

17. At the end of the scan, select the Wi-Fi network.

18. Tap on **Next**.

Connection Procedure

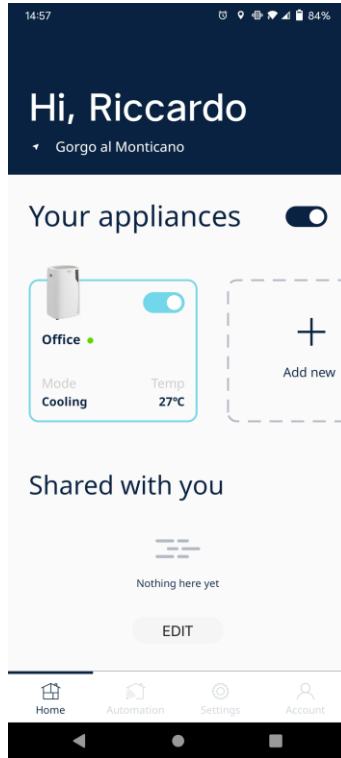


19. Insert the password.

20. Tap on **Connect**.

The app will share the credentials with the appliance and finally, the app will confirm the connection with the Wi-Fi network.

Connection Procedure



19. On the home placement screen, pick one of the proposed rooms or create your own one.

20. Tap on **Choose**.

At the end, the appliance will appear in the overview page.

22. Tap on the device name tile to enter the management screen for the appliance where the user can control all the basic functions.

Connection Procedure

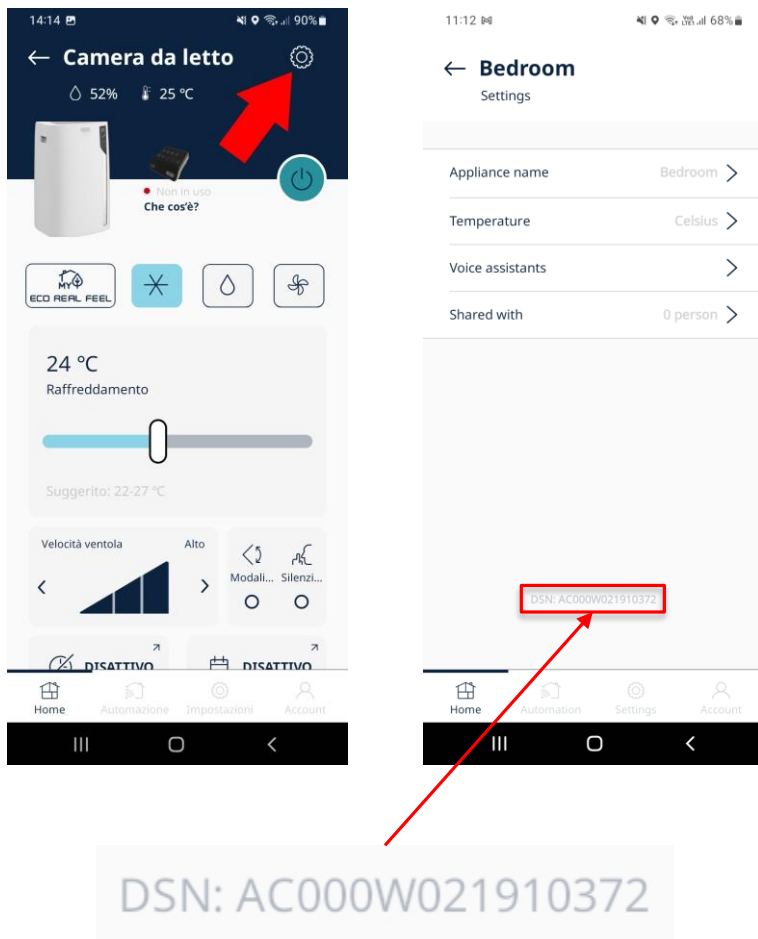


The active functions are highlighted in different colors.

If a new configuration is needed, the Wi-Fi function must be reset in the PAC by holding the **Mode / Wi-Fi** button pressed for 20 seconds as explained in step 11.

Troubleshooting

Troubleshooting



Before to start

A vital information for diagnosing problems related to app-device communication is the DSN (Data Source Name), a unique alphanumeric code that identifies the appliance.

To access the DSN, it is necessary to:

1. Access the appliance management page
2. Press on the Settings button in the upper right part of the page

At the bottom of the Settings page is the DSN.

IMPORTANT: The DSN is created when the appliance is registered in the Cloud so it is available if the communication procedure has worked at least once.

Troubleshooting

Error Message:

Error B001: No device found.

Possible Cause:

The appliance is not found during the initial Bluetooth configuration.

Troubleshooting

Solutions:

1. Make sure the appliance is properly powered ON.
2. Make sure the Wi-Fi function is ON in the appliance. If not (i.e. the Wi-Fi symbol is not illuminated on the display), hold the **Mode / Wi-Fi** button pressed for 3 seconds and the Wi-Fi symbol will start flashing slowly on the display. Then, try again the configuration.
3. Make sure the smartphone / tablet will be within 10 meters from the appliance, then try again the configuration.
4. Proceed with the reset of the Wi-Fi function by keeping the **Mode / Wi-Fi** button pressed for 20 seconds: the appliance will emit a long beep and the **Wi-Fi** and **Cloud** symbols will start flashing slowly on the display. Then, try again the configuration.

Troubleshooting

Error Message:

Error B002: Unable to connect.

Possible Cause:

The appliance is found but it is not possible to connect to it.

Troubleshooting

Solutions:

1. Make sure the smartphone / tablet will be within 10 meters from the appliance, then try again the configuration.
2. Proceed with the reset of the Wi-Fi function by keeping the **Mode / Wi-Fi** button pressed for 20 seconds: the appliance will emit a long beep and the **Wi-Fi** and **Cloud** symbols will start flashing slowly on the display. Then, try again the configuration.

Troubleshooting

Error Message:

Error B003: No Wi-Fi network in range.

Possible Cause:

The appliance is not able to detect the Wi-Fi network.

Troubleshooting

Solutions:

1. Make sure the appliance is within the operating range of the wireless network of the router / access point.
2. Make sure the wireless network has the minimum requirements for the connection, then try again the configuration.
3. Proceed with the reset of the Wi-Fi function by keeping the **Mode / Wi-Fi** button pressed for 20 seconds: the appliance will emit a long beep and the **Wi-Fi** and **Cloud** symbols will start flashing slowly on the display. Then, try again the configuration.

Troubleshooting

Error Message:

Error B004: Unable to connect.

Possible Cause:

The appliance is not able to connect to the Wi-Fi network.

Solutions:

Same of Error B003: No Wi-Fi network in range.

Troubleshooting

Error Message:

Error B005: Wrong password.

Possible Cause:

The wireless password entered during the configuration is incorrect.

Solution:

Check the password for the wireless network connection and enter it again to complete the configuration.

Troubleshooting

Error Message:

Error B006: Unable to connect.

Possible Cause:

The appliance configuration with the cloud services failed.

Solution:

Proceed with the reset of the Wi-Fi function by keeping the Mode / Wi-Fi button pressed for 20 seconds: the appliance will emit a long beep and the Wi-Fi and Cloud symbols will start flashing slowly on the display. Then, try again the configuration.

Troubleshooting

Error Message:

Error B007: Unable to connect.

Possible Cause:

The appliance failed to connect to the network.

Solution:

Same of Error B006: Unable to connect.

Troubleshooting

Error Message:

Error G001: Pending account registration.

Possible Cause:

The De'Longhi Comfort App account activation has not been completed.

Solution:

Check the mailbox and click on the link received by email to complete the account activation.

Troubleshooting

Error Message:

Error G003: Unable to complete request.

Possible Cause:

The De'Longhi Comfort App is not capable to access the cloud services.

Solution:

Make sure the smartphone / tablet is properly connected to the Internet via mobile or Wi-Fi network, then try again.

Troubleshooting

Error Message:

Error G004: Registration error.

Possible Cause:

The De'Longhi Comfort App is not capable to register to the cloud services.

Solution:

Same of Error G003: Unable to complete request.

Troubleshooting

Error Message:

Error G006: Unable to complete request.

Possible Cause:

The De'Longhi Comfort App is not capable to send a request to the cloud services.

Solution:

Same of Error G003: Unable to complete request.

Troubleshooting

Error Message:

Error G007: Account already registered.

Possible Cause:

The user tries to register to the De'Longhi Comfort App by using an e-mail address which is already registered.

Solution:

Login with the current email address or create an account by using another email address.

Troubleshooting

Error Message:

Error E1, E2, CF.

The error above are the same error but shown in different appliances:

- PAC: E1
- Dehumidifiers: E2
- Radiators: CF

Possible Cause:

This error message identifies an operation anomaly of the Wi-Fi interface installed inside the appliance.

Troubleshooting

Solutions:

1. Turn the appliance OFF and disconnect the plug from the power supply socket. Wait a few minutes, then insert the plug and try again the configuration.
2. Proceed with the reset of the Wi-Fi function by keeping the **Mode / Wi-Fi** button pressed for 20 seconds: the appliance will emit a long beep and the **Wi-Fi** and **Cloud** symbols will start flashing slowly on the display. Then, try again the configuration.
3. Proceed with the replacement of the Wi-Fi PCB installed inside the appliance, together with cable connecting it to the control PCB.