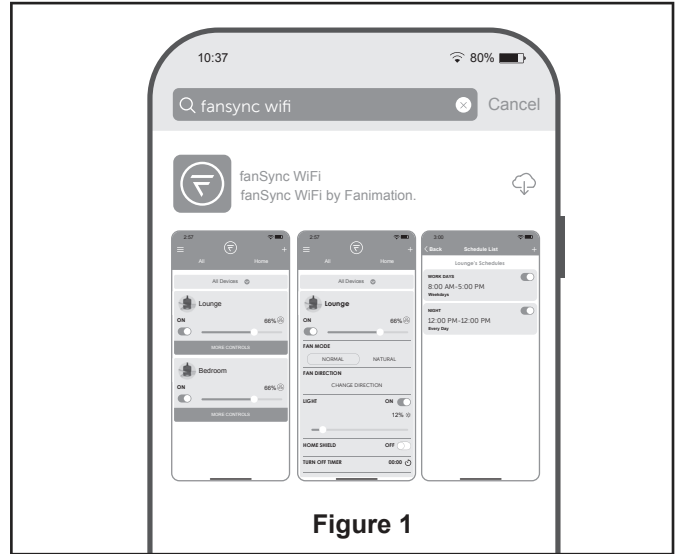
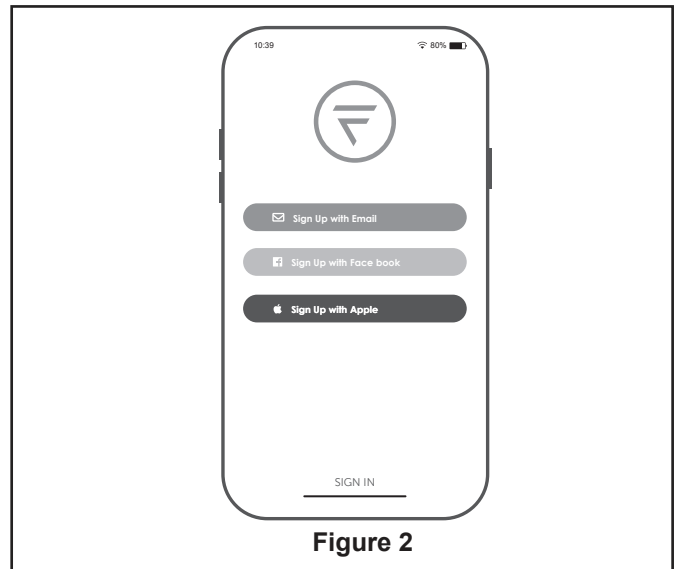


How to Set Up the fanSync WiFi APP

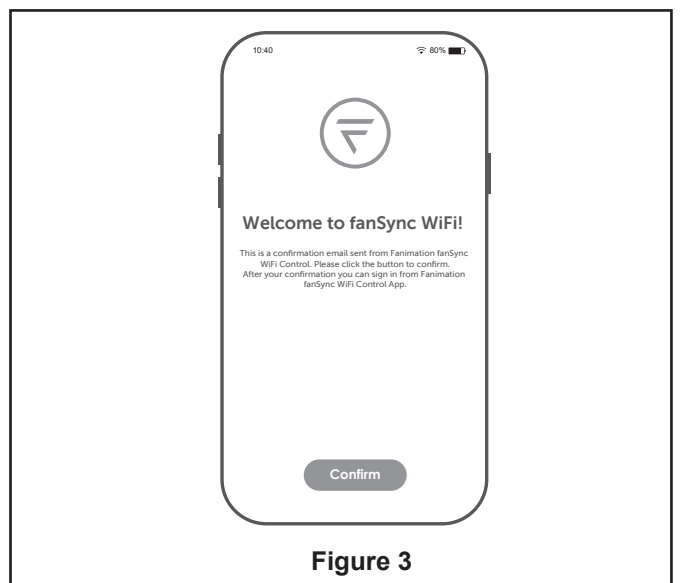
1. Visit the Apple APP Store or the Google Play Store to download the free fanSync WiFi APP. (Figure 1)



2. Create your account using one of the three options listed. (Figure 2)

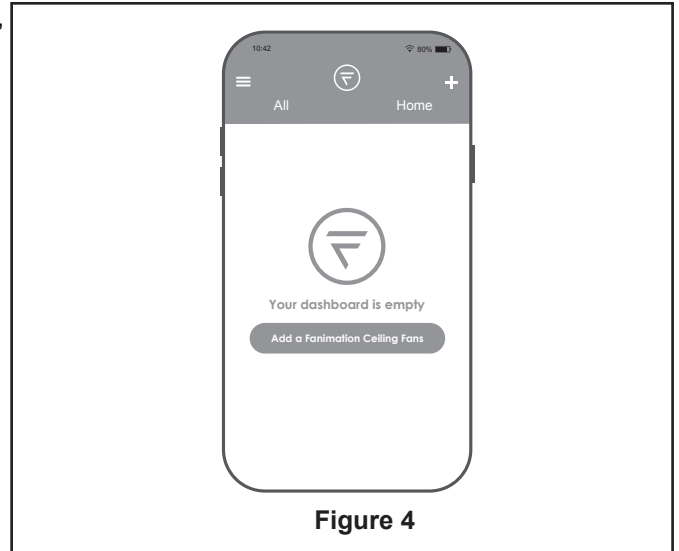


3. If you signed up using the email option, please check your email inbox to find the first time account set up email. Open the email and click the "Confirm" button. Please check your spam/junk folder is you cannot find the email. The email will come from "fansync@fanimation.com". (Figure 3)

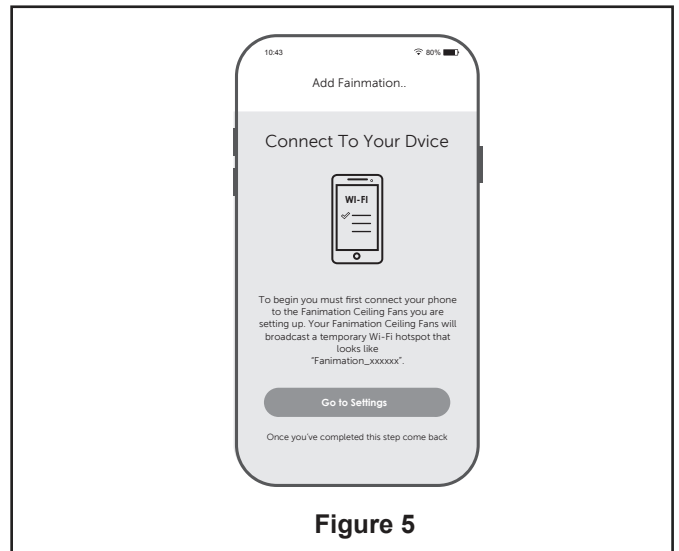


How to Set Up the fanSync WiFi APP (Continued)

4. After you have created Fanimation fanSync account, you can add your fans in the app. (Figure 4)

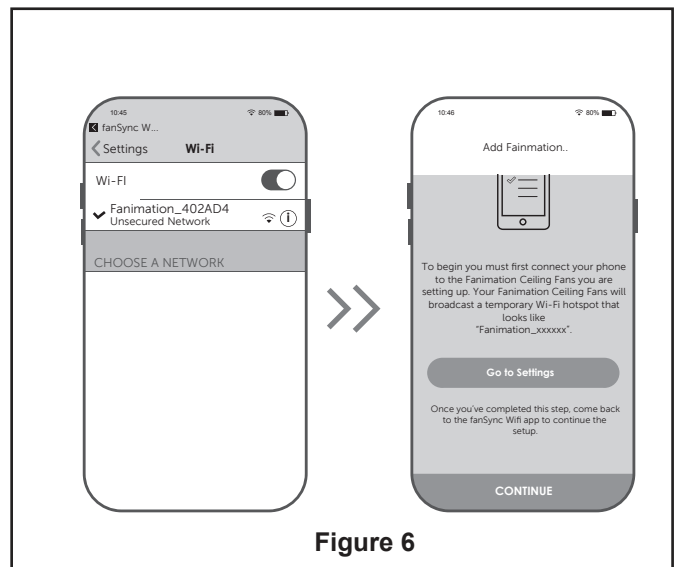


5. At this stage, your ceiling fan WiFi receiver should be installed and within range of your WiFi router. With the APP open, select "add device". (Figure 5)



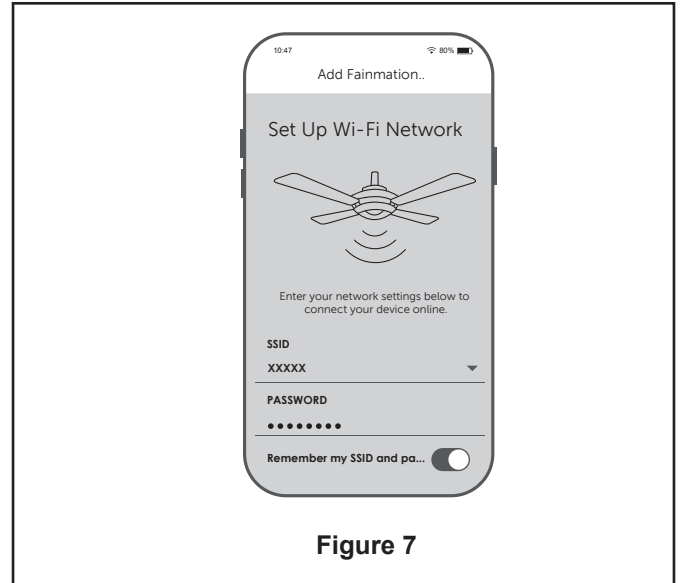
NOTE: The device default WiFi SSID : Fanimation_XXXXXX (ex: Fanimation_402AD4).

6. In the WiFi settings on your smart device, select the Fanimation_XXXXXX device and return to the fanSync WiFi app and press "CONTINUE". (Figure 6)

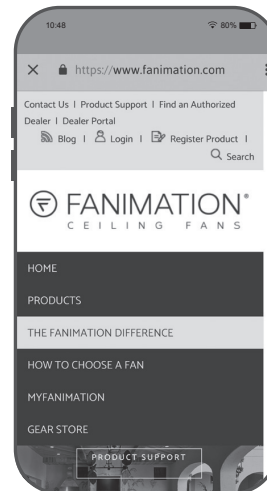
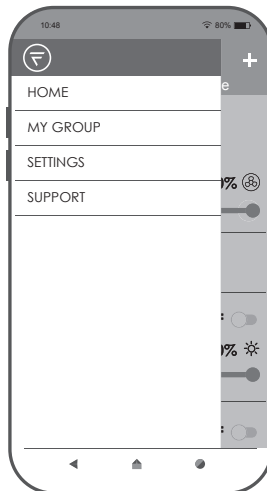
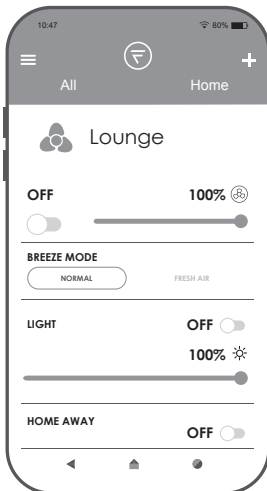


How to Set Up the fanSync WiFi APP (Continued)

7. Select your WiFi router and enter the WiFi password to connect your fanSync WiFi receiver. It will take 1-2 minutes to connect. After your WiFi receiver is connected, you can now name your ceiling fan in the APP and customize your settings. (Figure 7)

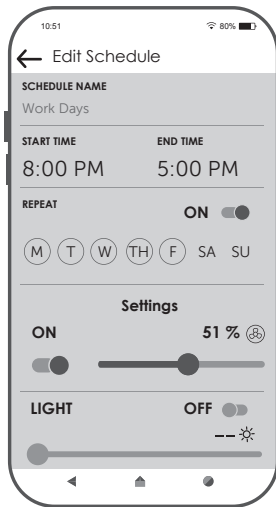


• fanSync WiFi APP Overview



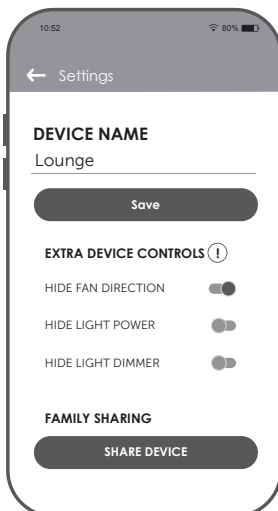
How to Set Up the fanSync WiFi APP (Continued)

- Set up Real Time Schedules



- Share Device

After one smart device is connected to a fan, you can share the device with up to 10 users. Additional users must have the fanSync WiFi app installed and their account created.



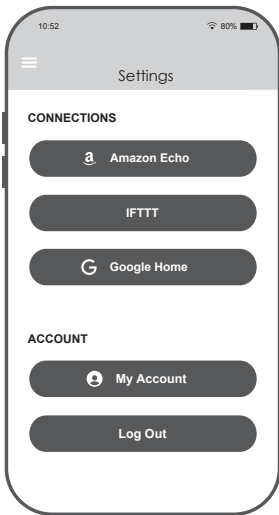
fanSync WiFi FAQs & Troubleshooting Tips

What is the range between the router and ceiling fan?

Depending on the strength of your WiFi signal and type of WiFi service fanSync WiFi controls have a range of up to 100 feet based on the version of the fanSync WiFi control you have. The original version has an external antenna that can be mounted outside of the ceiling fan canopy which will maximize the range up to 100 feet. The newest version has the antenna built inside of the control's case giving you a range of 50 feet.

How do I link my fanSync WiFi control with Amazon Echo, Google Home and IFTTT?

Open the fanSync WiFi app, in the upper left hand corner, click "Settings", under "Connections", choose the platform that you would like to connect your ceiling fan to.



Amazon Alexa Help:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=G3RKPNRKF33ECTW7>



Google Help:

<https://support.google.com/googlenest/answer/7073578?hl=en>

In order to connect with NEST, ECOBEE, Samsung Smart things, wink, etc. you must connect via IFTTT.



IFTTT Help:

<https://help.ifttt.com/hc/en-us/articles/115010325748-What-is-IFTTT->

What if I sell my home ?

Simply go in to the fanSync WiFi app, select the ceiling fan that you will no longer be using, go to "settings", click on "Delete Device". You do not need to be with the fan to delete the device—as long as you have a WiFi or cellular signal, you can delete from anywhere. The new owner can now add the device in the fanSync WiFi app following the initial set up instructions.

** Please note that by deleting a device, this will also delete it from all other users the device was shared with as well any previous settings and connections to voice assistants.*

How do I reset my fanSync WiFi control?

In the fanSync WiFi app, select the ceiling fan/device that you would like to reset, go to "settings", click on "Delete Device".

- DC motor fans with a light - the light will flash twice and you will hear two beeps confirming the device that has been deleted. If you do not have a light on your ceiling fan and you previously disabled the beep function on your handheld remote, you can verify in the fanSync WiFi app that the device has been deleted from your home page.
- AC motor fans with a light – the light will flash twice confirming the device has been deleted. If you do not have a light on your ceiling fan, you can verify in the fanSync WiFi app that the device has been deleted from your home page.

You will now need to add the device again following the initial set up instructions. * Please note that by deleting a device in the app, this will also delete it from all other users the device was previously shared with as well as any previous settings and connections to voice assistants.

How many ceiling fans can be on the fanSync WiFi app?

There is no limit to the number of ceiling fans that can be visible in the fanSync WiFi app. You do not have to be on the same WiFi signal, they can be controlled from anywhere as long as your smart device is connected to WiFi or has a cellular signal. The wall switch to each fan must be in the on position and if there is a separate switch for the ceiling fan light kit, that must be in the on position as well. Each ceiling fan you wish to control must have a fanSync WiFi receiver installed.

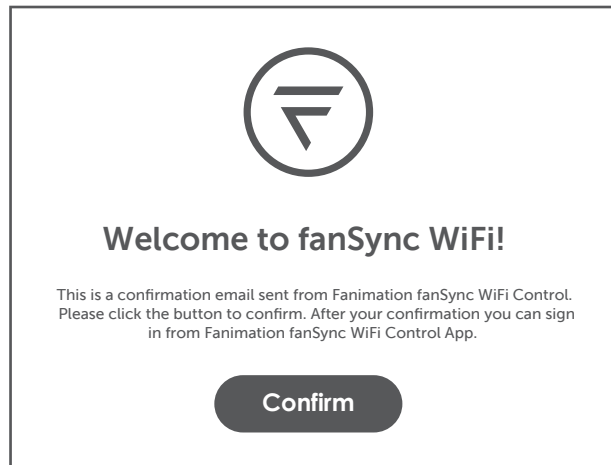
fanSync WiFi FAQs & Troubleshooting Tips (Continued)

How many users can I share control of a ceiling fan with?

If you would like others to be able to control a fan, they must have the fanSync WiFi app downloaded. You can share each individual device with up to 10 users. In the app, select the fan you would like to share, select settings, share device..

Quick Troubleshooting Steps:

1. Verify that the WiFi Router that your ceiling fan is connected to is functioning/not weak.
2. Initial set up can sometimes timeout or fail due to the WiFi signal being weak. If this is the case, please contact your service provider and then try to pair your control again.
3. The wall switch that controls the power to the ceiling fan **MUST ALWAYS** be in the ON position. If you have a separate wall switch for your ceiling fan light, this **MUST ALWAYS** be in the ON position as well.
4. The wall switch used to control the power to your ceiling fan and ceiling fan light must be a true on/off rocker or toggle switch. It cannot have a dimming function of any kind.
5. Make sure that your smart device is connected to WiFi or has a cellular signal.
6. Make sure your smart device's operating software is the most current version.
7. Check for any updates available in the app, if they are available, please update your app.
8. If you chose to set up your fanSync WiFi account using the "email" option, please find the email confirmation you received and hit the "confirm" button within that email. *Please check your spam/junk folder if you cannot locate this email in your inbox.*



Need further assistance?

Call Fanimation Customer Care at 1-888-567-2055 or email techsupport@fanimation.com

Please have the following information ready for your call or included in your email:

- WiFi service provider name
- Router Make and Model number
- Router configuration access web address or IP address
- Your current WiFi network name
- Date Code from your fanSync WiFi control
- Model #/Name of ceiling fan that you are using fanSync WiFi on
- Please go to the fanSync WiFi app, in the upper left-hand corner, click "Settings", select "Send Feedback". This will send a usage and issue log to our app developer for your devices. This can be used to identify your specific issues.

fanSync Wireless Router Guide

Fanimation fanSync WiFi Controls must pair to a 2.4GHz WiFi network. Most smart home devices like smart bulbs, video door bells, etc. use 2.4GHz, this is because the signal distance is much stronger than 5G. Once paired, you can control your ceiling fan on any WiFi network or via your cellular signal on your smart phone. For most users, pairing will be quick and simple but, depending on the type of wireless router you have, you may need a little more information to get started.

How do I find my WiFi network?

To identify your connected WiFi network(s), open the “Settings” application on your smartphone and look under “WiFi.”

What type of router do I have & how do I pair it to my fanSync WiFi receiver?

If you are unsure of what type of router you have, you can enter the make and model number into an internet search engine for more information. Here are the most common router types:

Single-band Routers *Most common setup*

Many routers support only a single 2.4GHz band with a single WiFi name displayed on the WiFi screen of your smartphone. **If this is your setup, you should be able to pair on this WiFi network and the fanSync Control will automatically join your network.**

Dual-band/Tri-band/Mesh Routers

Many newer routers support both 2.4GHz and 5GHz bands. You can easily use Fanimation fanSync WiFi Controls on these new routers by connecting to the 2.4GHz band. There are two main types of dual-band routers—selectable dual-band and simultaneous, as well as Mesh routers.

Here is how to identify which setup you have:

Selectable Dual-band Routers

These routers let you switch between the 2.4GHz and 5GHz bands. This is likely your setup if there are two different WiFi names displayed on your smartphone’s WiFi search screen (likely one ending in -2.4G and one ending in -5G). **If this is your setup, you must connect to the WiFi network that ends in -2.4G to be able to pair.**

Simultaneous Dual-band Routers

These routers allow use of both bands at the same time, all under a single WiFi name displayed on the WiFi search screen of your smartphone. **If this is your setup, you should be able to pair on a 2.4GHz WiFi network. Reference your router’s user manual to find out how to set up on a 2.4G network.**

Mesh WiFi Routers

These new routers such as Eero, Nest WiFi and Orbi operate with a simultaneous dual-band, with a single WiFi name displayed on the WiFi search screen of your smart phone. **If you have Eero for example: You can temporarily disable the 5GHz band by tapping on Eero App->Settings >Troubleshooting > ‘My device won’t connect’, then tap on “Temporarily pause 5GHz” button. This will disable 5GHz for 10 minutes, which can help pair 2.4GHz only devices.**

Fanimation fanSync WiFi Controls must pair to a 2.4GHz WiFi network.

fanSync Wireless Router Guide (Continued)

What if I see only one WiFi network name but I still can't pair?

You likely have a multi-band router that supports both 2.4GHz and 5GHz bands, but the band that is setup is not 2.4GHz. You likely need to configure the two selectable bands on your router so they you can select and use the 2.4GHz band.

To configure your network you will need:

- The web configuration address for your router (usually found on the label attached to the back of the router.)

This may appear as an IP Address, a series of numbers separated by periods.

(Example: <http://123.123.1.123>)

You may also need:

- A photo of all the information on the back of your router (make/model, serial number, device access code, etc.) Your router manufacturer's website may require this information to guide you to the correct set up instructions and complete the set-up.
- Your current WiFi password

Step 1

Enter the web configuration address found on the back of your router into a web browser on a device that is connected to that WiFi network (can be a phone, tablet or computer) to get to the wireless page of the router's website. Follow the manufacturer's instructions on how to configure a 2.4GHz band.

Step 2

Select the 2.4GHz setting page and set the WiFi Name (SSID) to XXX-2.4G, where XXX indicates the WiFi name you'd like. Save settings.

Step 3

Navigate to the 5GHz setting page and set the WiFi Name (SSID) to XXX-5G, where XXX indicates the WiFi name you'd like. Save settings.

By adding the -2.4/5G suffixes to your WiFi names you will be able to easily tell the two bands apart. When the settings are complete, the two new WiFi network names will appear in the WiFi settings screen of your smartphone and you can pair by joining the network that ends in "-2.4G".

NOTE: After the WiFi names are changed, you need to reconnect all of the devices that use this wireless router. The password(s) remains the same if it has not been changed.