scentair®

ScentAir Whisper™ HOME
USER MANUAL

U.S. Patent Pending & Patent 7,651,077

Rev 02.21

CONGRATULATIONS ON YOUR NEW SCENTAIR WHISPER HOME!

This product guide walks you through setting up your device, changing the fragrance cartridge, and controlling your ScentAir Whisper HOME.

We are thrilled you've chosen the ScentAir Whisper HOME and hope it'll help you create a memorable experience for your family and guests.

USER GUIDE INDEX

WHAT'S IN THE BOX?

ScentAir Whisper HOME diffuser (Black or White)

12V Power Supply

User Manual

Optional Horizontal Feet
(See pg. 17 for instructions)

SAFETY TIPS AND PRECAUTIONS

Please follow these important guidelines to prevent product damage or injury.

ALWAYS
- Use both hands while handling the device.
- Place on a stable, level surface like a shelf, table or desk.
- Keep out of reach of small children and pets.

NEVER
- Take the device apart or attempt to repair the device yourself. If your device needs service, please contact ScentAir.
- Tilt, move or change your fragrance cartridge while the device is in operation.
- Cover the device with an object or material while the device is in use.
- Insert hands or objects into the cartridge opening as the fan may cause injury.

Fragrance Cartridge Handling Precautions
- Use only as directed.
- Do not ingest.
- Store in a cool place.
- Avoid contact with eyes or skin. If skin contact occurs, rinse well with soap and water. If eye contact occurs, rinse well with water. If irritation persists, seek medical attention.
- Keep out of the reach of children and pets.

PLACING YOUR SCENTAIR WHISPER HOME

Follow these DOs and DON'Ts when placing your device:

DO set the device:

- On a stable, level surface like a table or desk.
- In a location with good airflow to ensure your fragrance is dispersed evenly throughout your space.

DON'T set the device:

- On an uneven surface.
- Where it can be easily knocked over.
- Within the reach of small children or pets.

SETTING UP YOUR SCENTAIR WHISPER HOME

1. Remove the device from the box.

- *Note: the plug may be located on the bottom, under the device packaging.*

- *Note: set the rubber feet aside for future use, if horizontal placement is desired.*

2. Set the device on a level surface.

3. Remove the lid and set it aside.

4. Remove your fragrance cartridge from its packaging.

5. Lower your fragrance cartridge into the ScentAir Whisper HOME.

6. Place the lid back on the device. The magnetic closure points will secure the lid.

7. Insert the provided plug into the bottom of the Whisper HOME. Then plug in a standard wall outlet.

8. Finally, you will want to decide how you plan to control your new ScentAir Whisper HOME:

> • Manually
> • Bluetooth, with the ScentAir App
> • Wi-Fi, with the ScentAir App

NOTE: Manual operations will begin automatically. Connecting to Bluetooth or Wi-Fi via the ScentAir smartphone app is recommended to leverage the full scheduling features.

UNDERSTANDING THE LED INDICATORS

The lighted LED indicators on the bottom of the ScentAir Whisper HOME signal the status of your device: **Power, Schedule, and Wi-Fi connectivity**.

Power: O *GREEN LED Light*

- Off - No power is flowing to the device.
- Pulsing – The device is currently downloading a firmware update.
- Solid – Power is flowing to the device. **Default from Factory.**

Schedule: O *ORANGE LED Light*

- Off – No events are scheduled for the device.
- Slow Pulsing – The device has been paused.
- Fast Pulsing – The device is in a resting cycle of a schedule. **Default from Factory.**
- Solid – A scheduled Event is running.

Wi-Fi: O *BLUE LED Light*

- Off – The device is not connected to Wi-Fi. **Default from Factory.**
- Slow Pulsing – The device has a saved network but is not currently connected.
- Fast Pulsing – The device is connected to your local Wi-Fi, but not online.
- Solid – The device is online and connected to a Wi-Fi network

MANAGING YOUR SCENTAIR WHISPER HOME SETTINGS MANUALLY

Buttons located on the bottom of your ScentAir Whisper HOME allow you to change your device settings manually.

PAUSE FAN

Holding down the Pause button for **5-SECONDS** pauses your device for 60 minutes. After 60 minutes, the device will resume its previously set schedule or settings. To un-pause manually, hold down the pause button for another 5-seconds.

MANUAL SCHEDULES

By pressing the Pause bottom **quickly 1, 2, or 3 times** you can cycle through the Whisper HOME default manual schedule settings. When not connected to Bluetooth or Wi-Fi the Whisper HOME will run on **one of three default 24/7 schedules:**

- **Low** = device will run in 40 second increments, a total of 10 minutes per hour *(pause LED will blink once)*

- **Medium** = device will run in 1 minute 20 seconds increments, a total of 20 minutes per hour *(pause LED will blink twice)*

- **High** = device will run in 2 minutes increments, at total of 30 minutes per hour *(pause LED will blink three times)*

The factory default schedule is Low.

FAN SPEED

The Fan Speed button controls the speed of the fan, which determines how far your fragrance will diffuse. The fan speed can be set to 10%, 60%, and 100% through the fan button on the bottom of your Whisper HOME.

The factory default fan speed Is Medium (60%).

Note: There is no LED indicator for which setting your fan is on. You can easily "hear" the difference as the fan speed changes.

LED CONTROL

The LED Control button allows you to choose the color of the LED lighting on your device. This button also turns the LED lighting feature on and off.

USING THE SCENTAIR APP

The ScentAir smartphone app can be used to connect via Bluetooth or Wi-Fi.

- **Bluetooth** is the easiest connection option, best for quick one-to-one device controls when you are near your device (~15 feet or closer). Bluetooth allows for up to 6 different schedules.

- **Wi-Fi** connectivity allows you to control your device(s) from anywhere, even when you are away. Wi-Fi connection is also required to enable the more advanced Google & Alexa voice features. Wi-Fi allows for up to 14 different schedules.

The ScentAir smartphone app is free and easy to download from the Google Play store and the Apple App Store. **Simply search ScentAir.**

CONNECTING VIA BLUETOOTH

1. Ensure your device is plugged in and powered on.

2. Download the ScentAir app from the Google Play or Apple App store

   - Select the Bluetooth option within the app.

   - The app will instantly start scanning for available ScentAir Bluetooth devices

   - Select your ScentAir Whisper HOME

3. **Congratulations!** You are now connected to your ScentAir Whisper HOME.

BLUETOOTH CONNECTION TIPS

- If you have more than one device, you can know which device you are wanting to connect to by matching the MAC address listed within the app to the MAC address printed on the bottom of your device. Once you pair the App and your device you can customize the name for easy identification in the future.

- Bluetooth is a close proximity technology. It is recommended you be no further than 15 feet away from your device when trying to operate it using Bluetooth controls.

CONNECTING TO YOUR WI-FI NETWORK

4. Ensure your device is plugged in and powered on.

5. Download the ScentAir app from the Google Play or Apple App store

   - Follow the Wi-Fi account creation option within the app.

   - You will be prompted to "Add Device". If you are not, select the "+" icon.

   - Enter your local Network Name & Password.

   - Name your device anything you want (ex: lobby, sales floor)

6. **Congratulations!** You are now connected to your local Wi-Fi network.

WI-FI CONNECTION TIPS

- For optimal security, we recommend connecting your ScentAir device on a secure, **password- protected Wi-Fi network** that does not change frequently – not on an open network connection.

- ScentAir devices use Wi-Fi specifications 802.11b/g/n and operate using the frequency range: **2.4 GHz.**

- ScentAir devices will not function on a 5 GHz frequency range.

- You can erase a saved Wi-Fi network by holding down the PAUSE button for 15 seconds.

CONNECTING TO GOOGLE ASSISTANT & AMAZON ALEXA

GOOGLE ASSISTANT

- **Reminder:** Your ScentAir Whisper Home must be connected to Wi-Fi to activate this feature

- You must have the Google Home app on your mobile device

- From the Google Home "Home Page" Select the + symbol

- From the menu select "Set Up Device"

- On the next screen select "Works with Google"

- Once on the Home control screen, search for ScentAir

- Selecting ScentAir will open a portal to input your login credentials

- You will see a screen to return to the Google Home app after the credentials have been authenticated

- Any devices currently set up with ScentAir will show up automatically

- **Congratulations!** You can now control the device via Google Home

Note: Within the Google Home app, your ScentAir device is shown as a default "Fragrance Diffuser" icon.

Setting A Room (optional)

- You can also add your ScentAir device to a specific room

- Select the device and click "add to room"

- Then select a room from the predefined defaults, or create a custom room

AMAZON ALEXA

- **Reminder:** Your ScentAir Whisper Home must be connected to Wi-Fi to activate this feature

- You must have the Alexa app on your mobile device

- From the Alexa App home page, select "Browse Skills"

- Once on the Skills and Games page, search for ScentAir and select it

- On the ScentAir page, select Enable to Use.

- This will open a portal to allow you to connect your ScentAir app

- Once you input your login credentials, you will be navigated back to the Alexa app, where you will be given the option to add a device

- Clicking on Add Device will search for their new ScentAir device

- Once the device is displayed, you can select it and add it as a device

- **Congratulations!** You can now control the device via Alexa

REPLACING A FRAGRANCE CARTRIDGE

Follow these instructions to replace the fragrance cartridge safely.

1. Unplug the device from the power source.

2. Remove the device lid and set aside.

3. Remove your old cartridge and set it aside for disposal.

4. Find your new fragrance cartridge and remove it from its packaging.

5. Carefully lower your fragrance cartridge into the ScentAir Whisper HOME.

6. Place the lid back on the device. Magnetic closures will secure the lid.

7. Plug in your device. Scheduled Events will be saved, and your system will resume its normal function.

APPLYING THE OPTIONAL HORIZONTAL RUBBER FEET

With your ScentAir Whisper HOME you are provided two optional rubber feet. These are only needed if you choose to orient your device on its side. The rubber feet are not required for operations but are provided to help reduce the risk of scuffs or dirt getting on your device body when horizontal.

The rubber feet can be applied to any side of your device.

QUICK-HELP

TOPIC	QUESTION	ANSWER
Buttons	Why aren't the manual buttons working?	First, perform a soft reset by unplugging your device. Wait 30 seconds, then plugging the device back in. Second, you can perform a hard software reset **by pressing and holding the PAUSE button down for 30 seconds.** This will force the device to restart.
Bottom Panel LED Lights	Why do I see a blue LED on the bottom of my device?	The blue LED indicates that the system is connected to Wi-Fi. You will only see this light if your device has been connected to a Wi-Fi network. To erase the Wi-Fi network (for example, if you need to connect it to a new network) **hold down the Pause button for 12 seconds.**
Fragrance	Why don't I smell any fragrance?	Confirm that air is coming out of the top of the device when the fan is running. If not, make sure the device is on. Make sure the device is not paused or within the off status of a scheduled Event.

TOPIC	QUESTION	ANSWER
Wi-Fi	Why can't I connect to the company Wi-Fi network?	Confirm that your Wi-Fi network is secure, and password protected. Confirm the correct password is being used, including capitalization or special characters. Finally, check that the Wi-Fi signal strength is good. If the Wi-Fi signal is weak, consider moving the device to another location.
	My Wi-Fi credentials changed. How do I change them on my ScentAir device?	Hold the PAUSE button for 12 seconds while the device is powered on. Then, reconnect to Wi-Fi by following the instructions in this user manual.
	Can I use my ScentAir Whisper HOME without being connected to a Wi-Fi network?	Wi-Fi connectivity is required for advanced scheduling and control features. If never connected to Wi-Fi, the ScentAir Whisper does allow for basic manual controls on the bottom of the device.

SCENTAIR CONTACT INFORMATION

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ABOUT SCENTAIR

For more than 20 years ScentAir has been helping industry leaders across the globe create powerful customer experiences using fragrance. When we started out, we never imagined that our goal of bringing fragrance technology to businesses would lead us to where we are today. From our home office in Charlotte, NC we have spread the power of scent across 119 countries with corporate offices on 3 continents!

Over the years, we've had the privilege of growing into the world's largest scent marketing firm. Our expertise has led us to work with some exciting brands including Under Armour, BMW, Dave & Busters, Harry Winston, Paul Mitchell, Hugo Boss, and more.

And now, we're bringing our scenting expertise to your home.

scentair®

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Do not discard.

FC

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