

SCENTAIR WHISPER PRO

USER MANUAL





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CONGRATULATIONS ON YOUR NEW SCENTAIR WHISPER PRO!

This product guide walks you through setting up your device, changing the fragrance cartridge, and controlling your ScentAir Whisper PRO through Wi-Fi, AI and more.

We're thrilled you've chosen the ScentAir Whisper PRO for your business and hope it'll help you create a memorable experience for your team and visitors.



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WHAT'S IN THE BOX?

ScentAir Whisper PRO System



12V Power Supply



Product Guide



Optional Horizontal Orientation Feet (2)



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 Technical Services at 866.723.6824.
- 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 down into the cartridge opening as the fan may cause injury.

PLACING YOUR SCENTAIR WHISPER PRO

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 the fragrance is dispersed evenly.
Remember, the fragrance can reach an area of up to 1,000 square feet.

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 PRO

1. Remove the device from the box.
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. Carefully lower your fragrance cartridge into the ScentAir Whisper PRO.
6. Place the lid back on the device. Magnetic closures will secure the lid.
7. Plug in the device to turn it on.
8. Decide how you plan to control your ScentAir Whisper PRO:
 - Manually
 - Wi-Fi
 - Bluetooth

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



MANAGING YOUR SCENTAIR WHISPER PRO SETTINGS MANUALLY

Buttons located on the bottom of your ScentAir Whisper PRO allow you to change your device settings manually. Use the ScentAir app or ScentConnect.com for advanced scheduling.

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

- **Low** = 40 seconds every 4 minutes (pause blinks once)
- **Medium** = 1 minute 20 seconds every 4 minutes (pause blinks twice)
- **High** = 2 minutes every 4 minutes (pause will blink three times)

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%, 40%, 70%, and 100% through the fan button on the bottom of your Whisper PRO. When not connected to Wi-Fi or the ScentAir App, from the factory the fan is set to a low-1 setting (1= low, 10=max).

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.

UNDERSTANDING THE LED INDICATORS

The lighted LED indicators on the back of the ScentAir Whisper PRO signal the status of your device: Power, Schedule, and Wi-Fi connectivity. Following is a guide to the meaning of each light.

Power: GREEN LED Light

- Off - No power is flowing to the device.
- Pulsing – The device has received the latest update from ScentConnect.
- Solid – Power is flowing to the device.
- Blinks – Several blink sequences are described in the button section of this guide

Schedule: ORANGE LED Light

- Off – No events are scheduled for the device.
- Slow Pulsing – The device is paused (in standby/pause mode).
- Fast Pulsing – The device is in a resting cycle of a schedule.
- Solid – A scheduled Event is currently running.

Wi-Fi: BLUE LED Light

- Off – The device is not connected to Wi-Fi.
- Slow Pulsing – The device has a saved network but is not connected.
- Fast Pulsing – The device is connected to Wi-Fi.
- Solid – The device is online and connected to a Wi-Fi network.

Identify: GREEN LED Light | ORANGE LED Light | BLUE LED Light

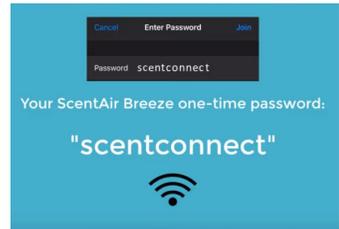
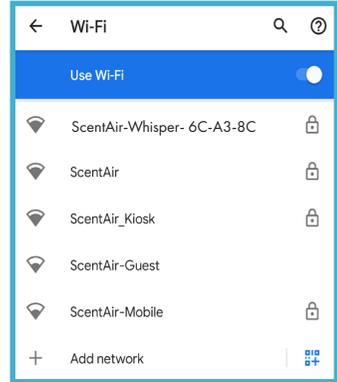
When Connected to Bluetooth the "IDENTIFY" feature will cause all LEDs to blink for approximately 5 seconds.

CONNECTING TO YOUR LOCAL WI-FI NETWORK

1. Ensure your device is plugged into a power source
2. Locate an available Wi-Fi connection using a desktop or mobile device
3. Select the Wi-Fi network that matches the last 6 digits of the MAC address found on the bottom of your device

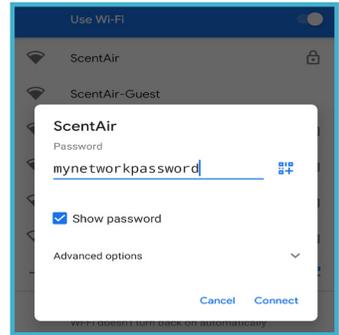
EXAMPLE: *If your device label read like the below image, the network would display to you as "ScentAir-Whisper- 6C-A3-8C"*

4. Enter the pre-programmed ScentAir master device password: **scentconnect** — be sure to use lowercase letters — this password cannot be reset or changed



5. Select your company Wi-Fi network when prompted on the popup screen
6. Enter your company Wi-Fi network password to connect
7. Congratulations! You are now connected to your local Wi-Fi network

NOTE: Holding the **PAUSE** button on the bottom of the machine for 15 seconds will reset all WiFi credentials to factory settings.



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
- If you are experiencing any problems connecting to the ScentConnect platform during setup, please try another device running MAC OS, OSX, Android, or Windows machine with Wi-Fi capabilities
- If the popup screen does not appear, enter this URL into your browser to continue to the next step: 192.168.1.1
- ScentAir devices use Wi-Fi specifications 802.11b/g/n. and operates using the frequency range: 2.4 GHz. The device will not function on a 5 GHz frequency range.

USING THE SCENTAIR APP

The ScentAir App can be used via your local Wi-Fi network or directly to your smartphone using Bluetooth. If you have full access to your local Wi-Fi network, this is the recommended connection type, as this allows you to control your device(s) from anywhere in the world. Using Bluetooth is best for applications where you can't access your local Wi-Fi and want quick one-to-one device controls. With Bluetooth you will only have device controls when you are in close proximity to your device.

CONNECTING VIA WI-FI

- From the home screen a user will select “Cloud Control ”
- Create an account using your email, sign in with an existing email account, or utilize one of the social media connections to access the app's authenticated screens
- Once authenticated, you will be on the App Home screen

Setting Location Details & Alerts

- There is an overflow menu on the left side you can edit your Location details:
 - » Your location Name
 - » Timezone
 - » Opt in to 24/7 status alerts



Adding A New Device

- To add a device simply select the large + button in the middle of your screen
- By selecting the add button, a user will be shown a form to submit:
 - » Device mac address & pin (an example sticker is displayed)
 - » Name for your device
- Congratulations! Now your device has been added to your ScentAir account and can be controlled through the ScentAir app

NOTE: *Wi-Fi can handle up to 14 different scent schedule events*

CONNECTING VIA BLUETOOTH

- From the home screen select “Bluetooth Control.”
- If the device is on and your mobile Bluetooth is enabled, your ScentAir Whisper PRO will show up under Devices Found.
 - » To identify a device, select “Identify” on your mobile device. The front-facing ScentAir logo and three LED lights along the bottom of your ScentAir Whisper PRO will blink together for approximately 5 seconds.
- Select the device and select next
- Congratulations! You are now connected via Bluetooth
- Once connected, you can create schedules, adjust your fan speed, and play with the LED lighting feature

NOTE: Bluetooth can handle up to 6 different scent schedule events. Events scheduled via Bluetooth are separate from events scheduled via Wi-Fi and will not run if the device is connected to Wi-Fi.

CONNECTING TO GOOGLE ASSISTANT & AMAZON ALEXA



GOOGLE ASSISTANT

- You must have the Google Home app on your mobile device
- From the Google Home “Home Page” Select the + symbol in the upper left corner
- 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 their 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 should show up automatically
- Congratulations! You can now control the device via Google Home

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
- Click done

Note: Within the Google Home app, your ScentAir device is shown as a default “Fragrance Diffuser” icon. This icon/description is set by Google and can not be changed.

AMAZON ALEXA

- You must have the Alexa app on their mobile device
- From 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

USING THE SCENTCONNECT.COM PLATFORM

ScentConnect is the most streamlined way to control your ScentAir Whisper PRO. The cloud-based device management platform allows you to monitor and adjust your device remotely.

If you plan to connect and use more than 5 ScentAir devices, we strongly recommend using ScentConnect.

Below are the steps to create an account:

1. Go to scentconnect.com.
2. Select “Signup” above the login box.
3. Enter your email address and click “Signup.”
4. Check your inbox. ScentConnect send you a verification email.
5. Verify your email and follow the on-screen prompts to complete your account.

NAVIGATING THE SCENTCONNECT PLATFORM

ScentConnect has three dashboard views: Organization, Location, and Asset. Here’s a summary of each dashboard view and what you can do from each one.

ORGANIZATION DASHBOARD

The Organization Dashboard displays the name of your organization and gives you an overview of all your ScentAir devices, called assets. You will be able to see asset locations, the number of assets at each location, and their status. To view detailed information about an asset at a specific location, simply click the location name to access the Location Dashboard.

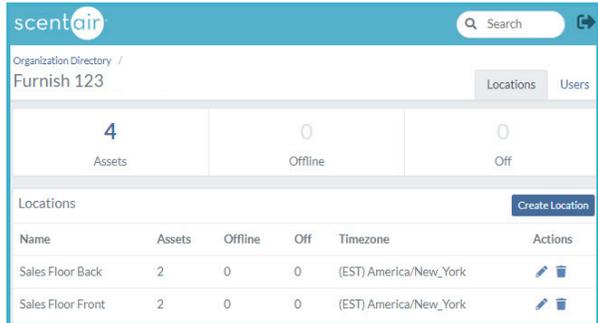
What You Can Do

There are three access levels on ScentConnect: Manager, Operator, and Viewer.

Manager - Users with manager access can edit device settings and create, modify, or delete locations and users.

Operator - Users with operator access can edit device settings.

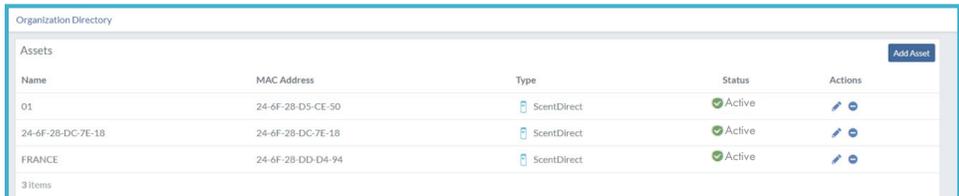
Viewer - Users with viewer access can view device settings, but they can't make changes.



The screenshot shows the ScentConnect interface for the 'Furnish 123' location. At the top, there is a search bar and a navigation menu with 'Locations' and 'Users'. Below the header, there are three summary cards: '4 Assets', '0 Offline', and '0 Off'. A 'Create Location' button is visible in the top right of the main content area. The main content is a table with the following data:

Name	Assets	Offline	Off	Timezone	Actions
Sales Floor Back	2	0	0	(EST) America/New_York	[Edit] [Delete]
Sales Floor Front	2	0	0	(EST) America/New_York	[Edit] [Delete]

LOCATION DASHBOARD



The screenshot shows the ScentConnect interface for the 'Furnish 123' location, specifically the 'Assets' section. It features an 'Add Asset' button in the top right. The main content is a table with the following data:

Name	MAC Address	Type	Status	Actions
01	24-6F-28-D5-CE-50	ScentDirect	Active	[Edit] [Delete]
24-6F-28-DC-7E-18	24-6F-28-DC-7E-18	ScentDirect	Active	[Edit] [Delete]
FRANCE	24-6F-28-DD-D4-94	ScentDirect	Active	[Edit] [Delete]

3 Items

The Location Dashboard displays the name, MAC address, device type, and status of each asset (device) in the selected location. Customers with manager or operator access can edit an asset. To view detailed information about an asset, click the asset name to access the Asset Dashboard

ASSET DASHBOARD

The screenshot displays the Asset Dashboard interface. It is divided into four main sections:

- Organization Directory:** Located at the top left, it contains the text "Organization Directory".
- Asset Details:** A panel on the left showing a "ScentDirect" device icon and a table of information:

MAC Address	24-6F-28-DD-D4-94
Status	Active
Config Changes	Synced
Telemetry Interval	5 min
Last Reported Time	Sep 28, 2019 4:29:58 PM EDT
- Configuration:** A central panel with two sliders: "Pump Speed" (set to 2) and "Fan Speed" (set to 4). It includes "Cancel" and "Save" buttons.
- Schedule:** A panel on the right showing a schedule for "Mon, Tue, Wed, Thu, Fri, Sat 8:00 AM - 10:00 PM", a "Scent Level: 95%", and a "Scent Time: 5 min". It has "Pause" and "Create Scent Event" buttons.

The Asset Dashboard displays asset (device) details, configuration, and schedule. From the Asset Dashboard, users with manager or operator access can view asset details, modify configurations, and create, modify, or delete an scent event schedule.

ASSET DETAILS

The Asset Details section displays the MAC address, status, configuration changes, and last synced time of the selected asset.

The screenshot shows the "Asset Details" section of the dashboard. It features a "ScentDirect" device icon and a table with the following data:

MAC Address	24-6F-28-DD-D4-94
Status	Active
Config Changes	Synced
Telemetry Interval	5 min
Last Reported Time	Sep 28, 2019 4:29:58 PM EDT

ASSET CONFIGURATION

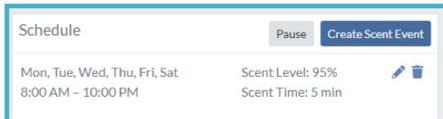
The Configuration section lets you view and control your device Fan Speed.

Fan Speed controls the distance the fragrance travels from the device. Settings range from low (1) to max (10) with higher levels pushing fragrance further from the device and into the natural airflow of your environment. The higher the speed, the further your fragrance will travel, resulting in wider coverage.



ASSET SCHEDULE

The Asset Schedule section lets you schedule and manage Events. You may program up to 14 events for each asset. Events can be set to occur on multiple days of the week.



CREATING A NEW SCENT EVENT

Users with manager or operator access can schedule unique Events with different intensities and scent levels and modify scheduled Events.

An Event refers to the moment(s) when fragrance is diffused by the device. You can set an Event by specifying three attributes for that event: Day(s) of the Week, On Time, and Off Time.

Scent Time - The combined length of the active and resting cycle as measured in minutes.

Scent Level - The percentage of Scent Time that will be active in the Event cycle. A higher scent level means greater fragrance intensity.

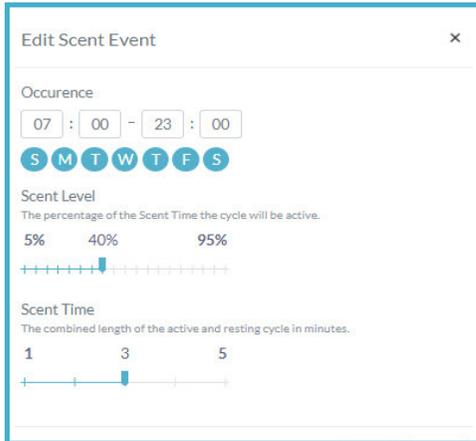
You can program up to 14 Events, set each Event to occur on multiple days of the week, and combine, add, delete, review, or change Events.

Create a New Scent Event

1. Starting at the Location Dashboard, select a location and then the asset (device) you would like to manage.
2. On the Asset Dashboard, select Create Scent Event.
3. Select the Occurrence (start and end time and days of the week), Scent Level, and Scent Time for the event.
4. Select Create.

Modify an Existing Scent Event

1. On the Asset Dashboard, select the pencil icon to the right of the event you'd like to modify.
2. Choose the Occurrence (start and end time and days of the week), Scent Level, and Scent Time for the event.
3. Select Update.



The screenshot shows a dialog box titled "Edit Scent Event" with a close button (X) in the top right corner. The dialog is divided into three sections:

- Occurrence:** Features a time range selector showing "07 : 00 - 23 : 00" and a day-of-the-week selector with buttons for S, M, T, W, T, F, S. The "T" (Tuesday) button is highlighted.
- Scent Level:** Includes the text "The percentage of the Scent Time the cycle will be active." and a slider ranging from 5% to 95%. The slider is currently set to 40%.
- Scent Time:** Includes the text "The combined length of the active and resting cycle in minutes." and a slider ranging from 1 to 5 minutes. The slider is currently set to 3 minutes.

REPLACING THE 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 PRO.
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.



QUICK-HELP

TOPIC	QUESTION	ANSWER
<i>Buttons</i>	Why aren't the manual buttons working?	<p>First, perform a soft reset by unplugging your device. Wait 30 seconds, then plugging the device back in.</p> <p>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.</p>
<i>LED Lights</i>	Why do I see a blue light?	<p>The blue light 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.</p> <p>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.</p>
<i>Fragrance</i>	Why don't I smell any fragrance?	<ol style="list-style-type: none">1. 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.2. Make sure the device is not paused or within the off status of a scheduled Event.3. If you still are not able to smell any fragrance, please call ScentAir Technical Services.

TOPIC	QUESTION	ANSWER
Wi-Fi	Why can't I connect to the company Wi-Fi network?	<p>First, confirm that your company Wi-Fi network is secure and password protected.</p> <p>Then, confirm that the correct password is being used.</p> <p>Finally, check that the Wi-Fi signal strength is good. If the Wi-Fi signal is weak, consider moving the device to another location.</p>
	The company Wi-Fi credentials changed after I set up the device. How do I change them on the device?	<p>Hold the PAUSE button for 12 seconds while the device is powered on.</p> <p>Then, reconnect to Wi-Fi by following the instructions in this user manual.</p>
	The device is displaying Not Connected status in ScentConnect.com. What do I do?	<p>Make sure your local network is working properly.</p> <p>Try re-establishing your Wi-Fi connection.</p>
	Can I use my ScentAir Whisper PRO without being connected to my company Wi-Fi network?	<p>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.</p>

TOPIC	QUESTION	ANSWER
<i>Device Status</i>	The device is displaying an OFF status and no green light is showing. What do I do?	Try reconnecting the device to a power source. If that does not work, please call Technical Services.
	Why is my device displaying an IDLE status?	When no event is scheduled for a specific time in ScentConnect, the device will display as IDLE. Try scheduling an event. See Asset Schedule under Navigating the ScentConnect Platform within this manual.

Need additional help? Visit ScentAir.com



CONTACT US

 866.723.6824

 scentair.com

 customercare@scentair.com



ABOUT SCENTAIR

ScentAir Technologies, LLC., privately held and founded in 1994, provides best-in-class ambient scent marketing solutions to many of the world's most recognized brands. As the global leader in olfactory marketing, the Company creates memorable impressions for both small businesses and global enterprises, elevating their customer experience through the power of scent. Based in Charlotte, NC, USA, and corporate offices in the United Kingdom, France, Netherlands, China, Hong Kong, and Australia. The Company's 425+ global team members service customers in 119 countries through its dedicated global supply chain and manufacturing operations in North America, Europe, and Asia. ScentAir is committed to the creation of customized scent strategies that boost clients' brand sentiments, customer loyalty, and sales. To learn more, go to [ScentAir.com](https://www.ScentAir.com).

scentair®



Do not discard