

# SCENTAIR WHISPER™ PRO / MAX

## USER MANUAL



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& Patent 7,651,077  
Rev 07.23



## CONGRATULATIONS ON YOUR NEW SCENTAIR WHISPER

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

We are thrilled you've selected ScentAir and are confident we can help you create a memorable experience for your space.



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## WHAT'S IN THE BOX

### ScentAir Whisper System



### 12V Power Supply



### User Manual



### Optional Horizontal Feet (See pg. 21 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

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

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.
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. Then plug in a standard wall outlet.





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

- Manually
- Bluetooth, with the ScentAir App
- Wi-Fi, with the ScentAir App
- ScentConnect.com



***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.*



***NOTE:** Whisper fragrance cartridges are designed to provide up to 300 hours of fragrance coverage per month. Your run time schedule + fan speed settings may directly impact fragrance cartridge performance.*

## UNDERSTANDING THE LED INDICATORS

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

### **Power:** **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:** **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:** **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 SETTINGS MANUALLY

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

### *FAN PAUSE*

Holding down the Fan Pause button for **5-SECONDS** pauses your device indefinitely. To un-pause, holding down the Fan Pause button for 5-seconds again will resume is previously set schedule or settings. Note: The Fan Pause button is for manual operations only.

### *MANUAL SCHEDULE*

Directly out of the box, when not yet connected to Bluetooth or Wi-Fi, the Whisper diffuser will run a **factory default Medium 24/7 schedule**: 1 minute 12 seconds 'on' then 2 minutes 48 seconds 'off', totaling 18 minutes per hour, 216 hours per month of run time.

### *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 20%, 60%, and 100% through the fan button on the bottom of your Whisper.

**The factory default fan speed is Medium (60%)**

### *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, Wi-Fi, or Enterprise cloud control.

- **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.
- **Enterprise** connectivity is an option for customers to connect their cloud devices to their local network, but plan on using ScentConnect.com. This is also used by ScentAir Technicians for professional installations. ScentConnect.com allows for up to 14 different schedules.

### *BLUETOOTH / WI-FI APP SCHEDULES*

When using the ScentAir app for Bluetooth or Wi-Fi control, the built-in app schedules run on the following schedule:

- **Low** = 24 sec. *On*, 3 min. 36 sec. *Off* (6 min. per hr., 72 hrs. per mo.)
- **Medium** = 1 min. 12 sec. *On*, 2 min. 48 sec. *Off* (18 min per hr., 216 hrs. per mo.)
- **High** = 2 min. *On*, 2 min. *Off* (30 min. per hr., 360 hrs. per mo.)

**NOTE:** Whisper fragrance cartridges are designed to provide up to 300 hours of fragrance coverage per month. Your run time schedule + fan speed settings may directly impact fragrance cartridge performance.

## 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 Bluetooth devices
  - Select your ScentAir Whisper
3. **Congratulations!** You are now connected to your ScentAir Whisper.

### *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

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 Sign Up option at the bottom of the app home screen.
  - 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)
3. **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 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 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



## USING THE SCENTCONNECT.COM PLATFORM

ScentConnect.com is the most advanced way to control your ScentAir Whisper, along with other ScentAir connected devices. Our cloud-based device management platform allows you to monitor and adjust your device remotely from anywhere. If you plan to connect and use more than 5 ScentAir devices, we recommend using ScentConnect.com.

### ***Steps to create an account:***

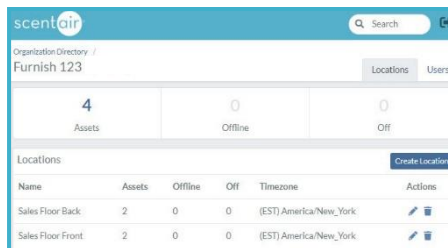
1. Go to [scentconnect.com](https://scentconnect.com).
2. Select "Signup" above the login box.
3. Enter your email address and click "Signup."
4. Check your inbox. ScentConnect send you a verification email.
5. Verify your email and follow the on-screen prompts to complete setup.

### *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.

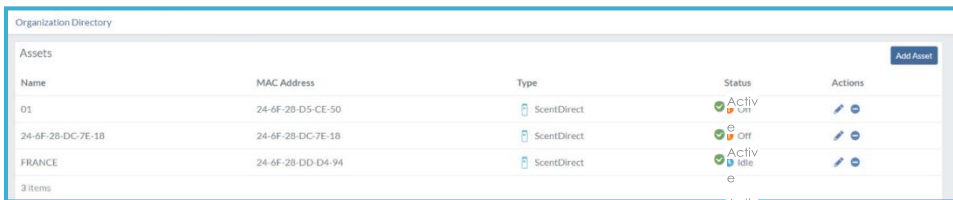


The screenshot shows the Organization Dashboard for 'Furnish 123'. It features a search bar, a 'Locations' tab, and a summary section with three cards: '4 Assets', '0 Offline', and '0 Off'. Below this is a table of locations with columns for Name, Assets, Offline, Off, Timezone, and Actions.

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 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

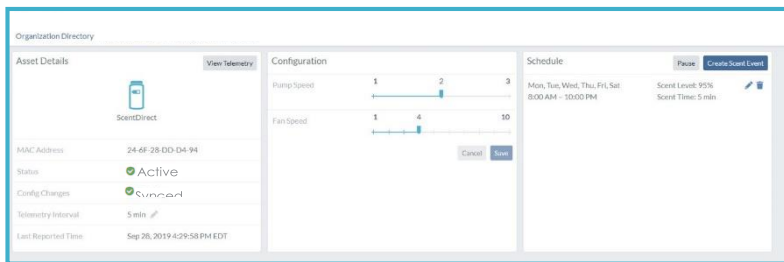


The screenshot shows the Location Dashboard for 'Organization Directory'. It displays a table of assets with columns for Name, MAC Address, Type, Status, and Actions. There are three assets listed, all of type 'ScentDirect'.

Name	MAC Address	Type	Status	Actions
01	24-6F-2B-D5-CE-50	ScentDirect	Active	[Edit] [Delete]
24-6F-2B-DC-7E-1B	24-6F-2B-DC-7E-1B	ScentDirect	Offline	[Edit] [Delete]
FRANCE	24-6F-2B-DD-D4-94	ScentDirect	Active	[Edit] [Delete]

## ASSET DASHBOARD

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 a scent event schedule.



The screenshot displays the Asset Dashboard interface, which is organized into three main sections: Asset Details, Configuration, and Schedule.

- Asset Details:** This section provides information about the device, including its name (ScentDirect), MAC Address (24-6F-28-DD-04-91), Status (Active), Config Changes (Success), Telemetry Interval (5 min), and Last Reported Time (Sep 26, 2019 4:29:58 PM EDT). A "View Telemetry" button is also present.
- Configuration:** This section allows users to adjust device settings. It features two sliders: "Pump Speed" (ranging from 1 to 3) and "Fan Speed" (ranging from 1 to 10). Both sliders are currently set to 2. "Cancel" and "Save" buttons are located at the bottom of this section.
- Schedule:** This section manages the device's event schedule. It includes a "Pause" button and a "Create Scent Event" button. The current schedule is set for "Mon, Tue, Wed, Thu, Fri, Sat" from "8:00 AM - 10:00 PM". The "Scent Level" is 95% and the "Scent Time" is 5 min. There are edit and delete icons for the schedule.

## 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.
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 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
<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 <b>by pressing and holding the PAUSE button down for 30 seconds</b>. This will force the device to restart.</p>
<i>Bottom Panel LED Lights</i>	Why do I see a blue LED on the bottom of my device?	<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) <b>hold down the Pause button for 15 seconds</b>.</p>
<i>Fragrance</i>	Why don't I smell any fragrance?	<p>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.</p> <p>Make sure the device is not paused or within the off status of a scheduled Event.</p>

TOPIC	QUESTION	ANSWER
Wi-Fi	Why can't I connect to the company Wi-Fi network?	<p>Confirm that your company Wi-Fi network is secure, and password protected.</p> <p>Confirm the correct password is being used, including capitalization or special characters.</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>
	My Wi-Fi credentials changed. How do I change them on my ScentAir 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 as not connected in ScentConnect?	<p>Make sure your local network is working properly. Try re-establishing your Wi-Fi connection.</p>
	Can I use my ScentAir Whisper without being connected to a 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>

## SCENTAIR CONTACT INFORMATION

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## ABOUT SCENTAIR

ScentAir Technologies, LLC., privately held and founded in 1994, provides best-in-class ambient scent solutions to many of the world's most recognized brands. As the global leader in olfactory marketing, ScentAir creates memorable impressions for home consumers, small businesses, and global enterprises by elevating environments 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 500+ global team members service customers in 119 countries through its dedicated global supply chain and manufacturing operations in North America, Europe, and Asia.

At ScentAir, our mission is to enhance environments, brands, and experiences through improved air quality and the power of scent.

To learn more, go to **ScentAir.com**

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CE



FC

Do not discard.

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