



## Product Bulletin

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### Vireo Gen3 High Wall On-Board Wi-Fi

**Document #:** PB-CON-03092022

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**Author:** Justin Sylsberry

**Reference:** Vireo Gen3 High Wall Wi-Fi

**Product Group:** Ductless

**Models Affected:** 3VIR09HP115V1AH, 3VIR12HP115V1AH, 3VIR09HP230V1AH, 3VIR12HP230V1AH, 3VIR18HP230V1AH, 3VIR24HP230V1AH

**Serial Number Range:** All

#### Summary:

Vireo Gen3 high wall air handlers utilize an integrated Wi-Fi receiver not currently used on other ductless product lines. The Vireo Gen3 high walls do not need an additional Wi-Fi kit to connect to the Gree+ app.

#### Solution:

To set up a Wi-Fi connection with the Vireo Gen3 high wall, please follow these steps:

1. Download and install the Gree+ app from the Apple App Store or the Google Play Store.



GREE+

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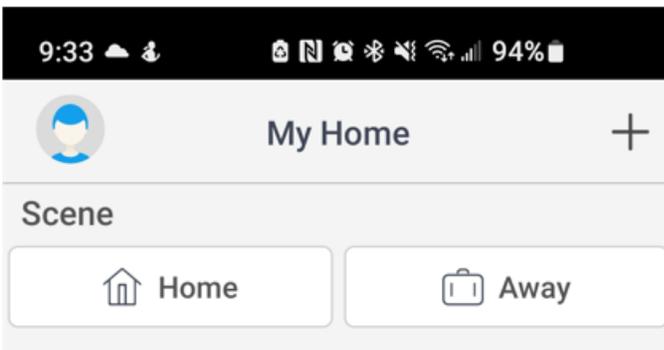
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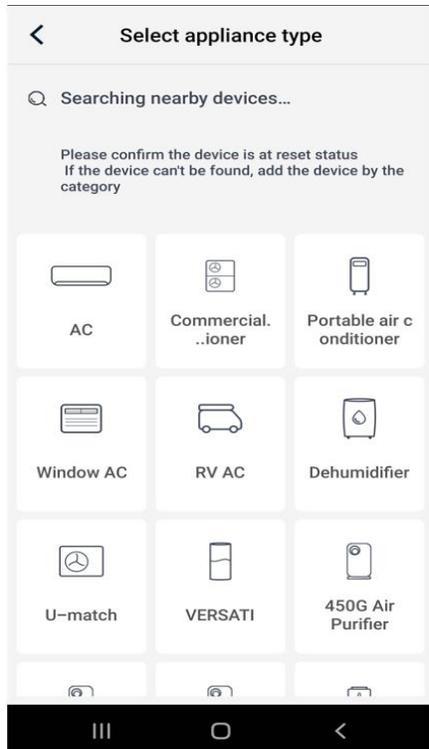
2. Launch the Gree+ app by clicking on the Gree+ app icon on your phone.
3. Log into the Gree+ app using your login ID and password. First-time users will need to click the “Sign Up” button and follow the on-screen instructions to create an account.
4. Activate Wi-Fi pairing mode by using the remote control. Press and hold the Wi-Fi button until the Wi-Fi icon appears on the screen of the remote control. This should be accompanied by an audible beep. The unit will remain in Wi-Fi pairing mode for 2 minutes. If pairing is not completed within two minutes, use the remote to turn the unit off, then press and hold the Mode and Wi-Fi buttons at the same time until an audible beep is heard. This will reset the Wi-Fi module.
5. Once Wi-Fi pairing mode is active, click on the “+” sign located at the top right-hand corner of the Gree+ app home screen.



6. The app will automatically search for the active Wi-Fi signal from the high wall unit. If the app does not automatically detect the unit, select the AC icon from the list of product boxes and follow the on-screen prompts to manually add the unit.

## Product Bulletin

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7. Follow the on-screen prompts to connect the unit. After pairing the unit with the app, you will be prompted for the Wi-Fi network to be used with the unit. Select the proper Wi-Fi network ID and enter the network password. Please note the unit is not compatible with 5 GHz networks.