

# APP USER GUIDE

MOVON DuoMate 10.6 (V Series)

Version 2024.07.001

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# 1. Download App



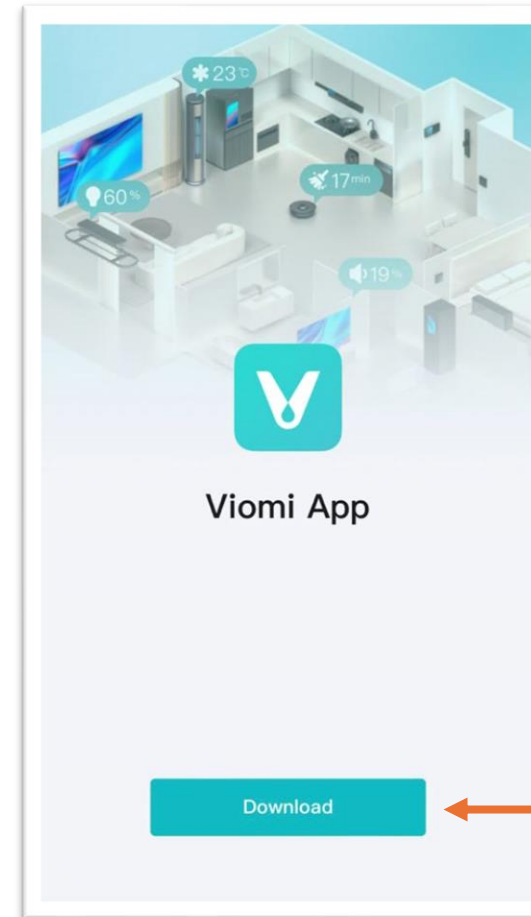
## 1. Scan QR Code



Supported:



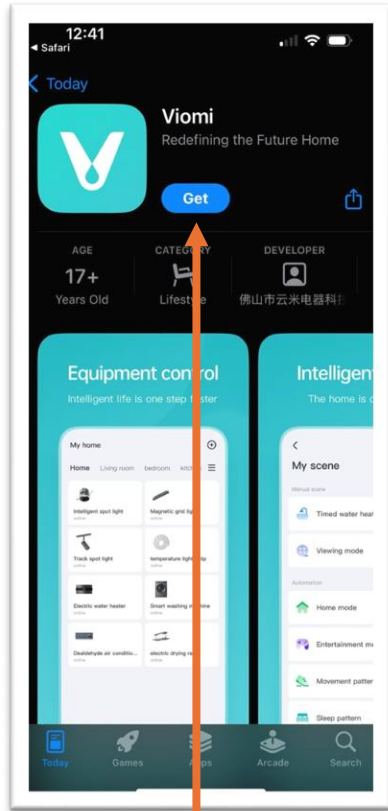
## 2. Download Viomi App



Click to download.

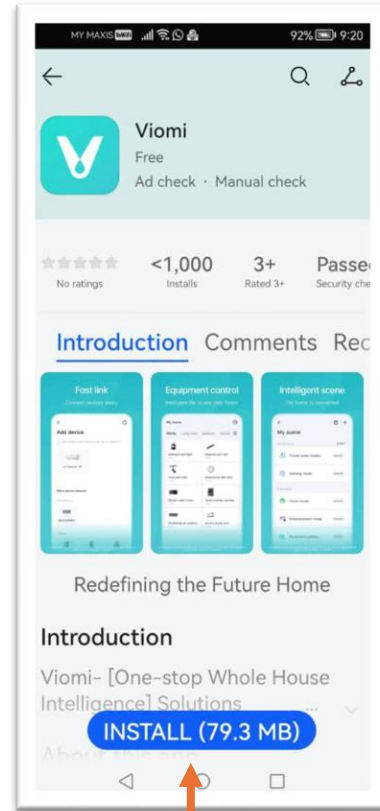
UI may vary or different by phone brands, model, OS version and App marketplace.

### Apple iPhone



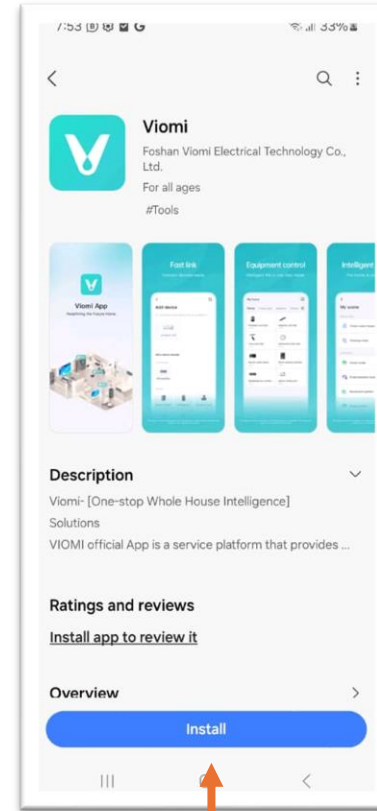
Download & install.

### Huawei Phone



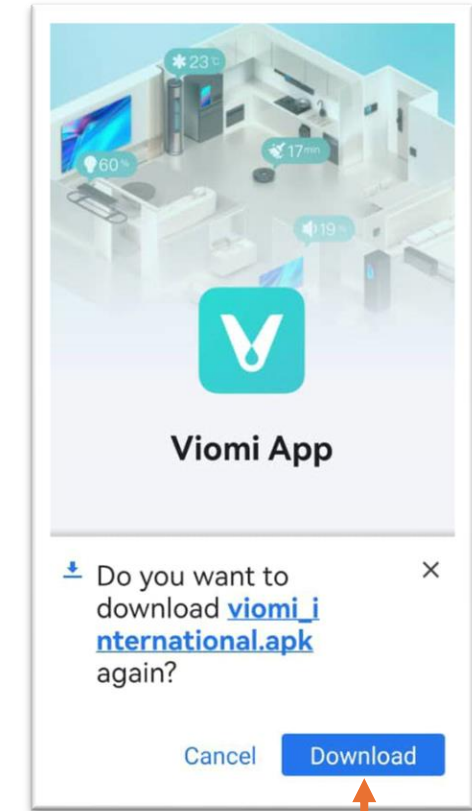
Download & install.

### \* Samsung Phone



Download & install.

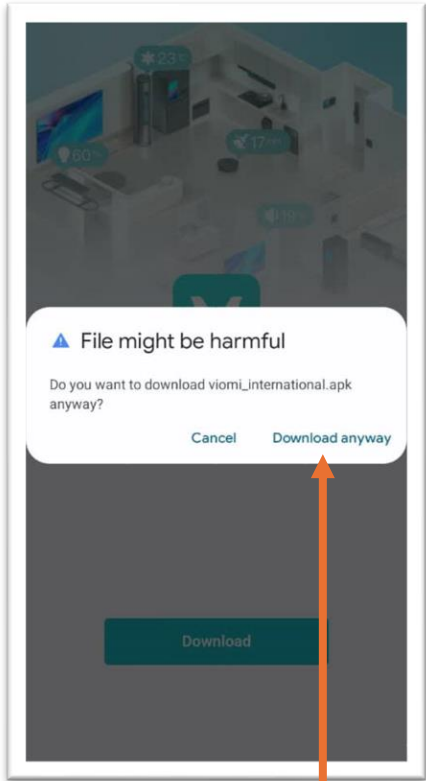
### \* Other Android Phone



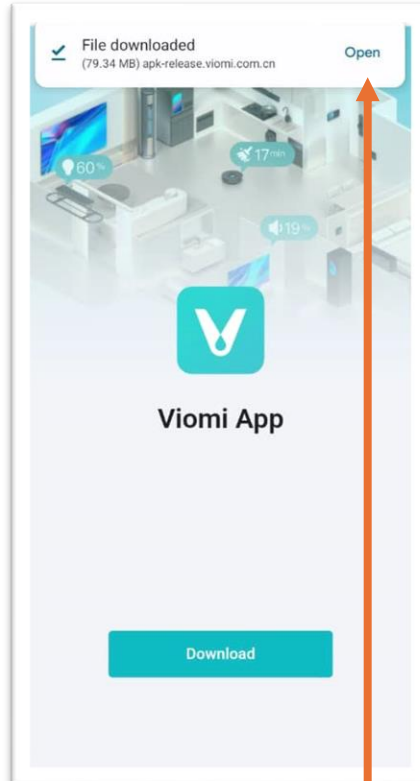
Download APK.

UI may vary or different by phone brands, model, OS version and App marketplace.

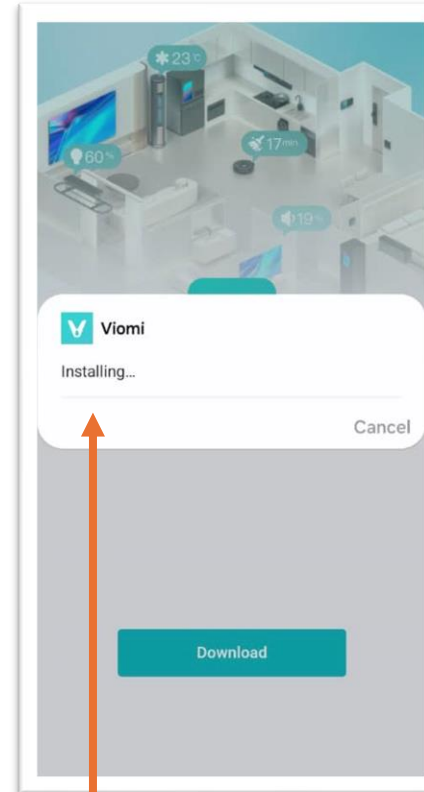
## If you're download APK...



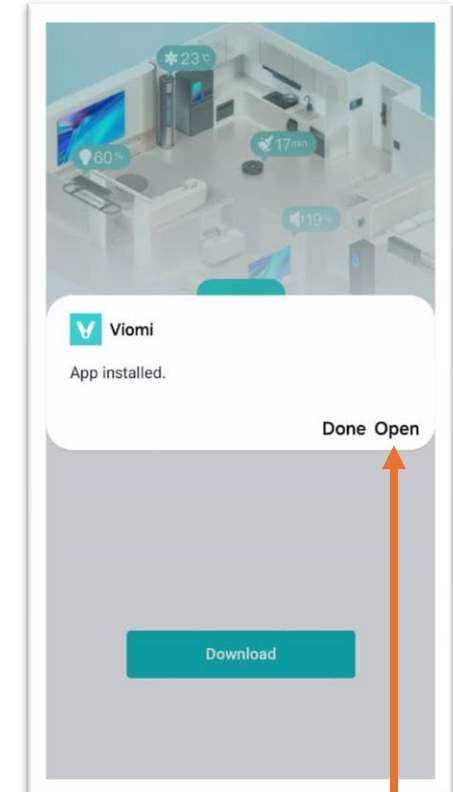
Click to download if your phone prompt alert message.



Open APK after download.



Wait for installing.



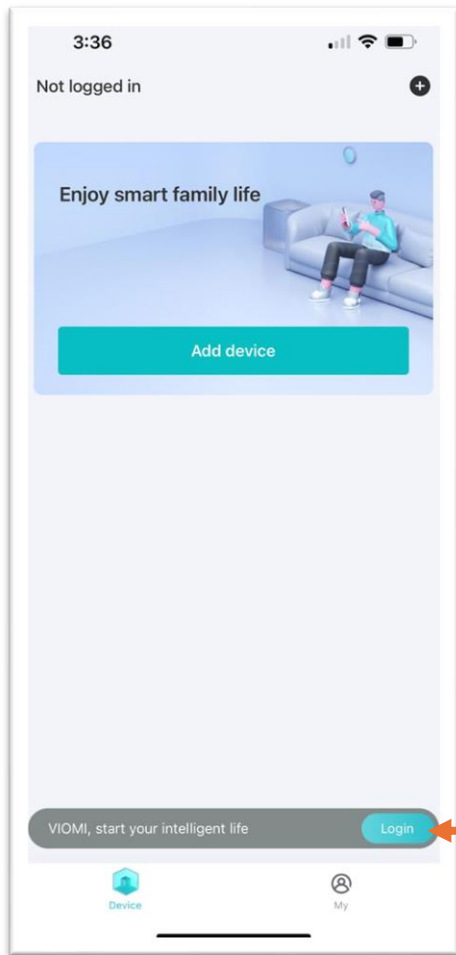
Installed complete & start use.

## 2. Register & Login



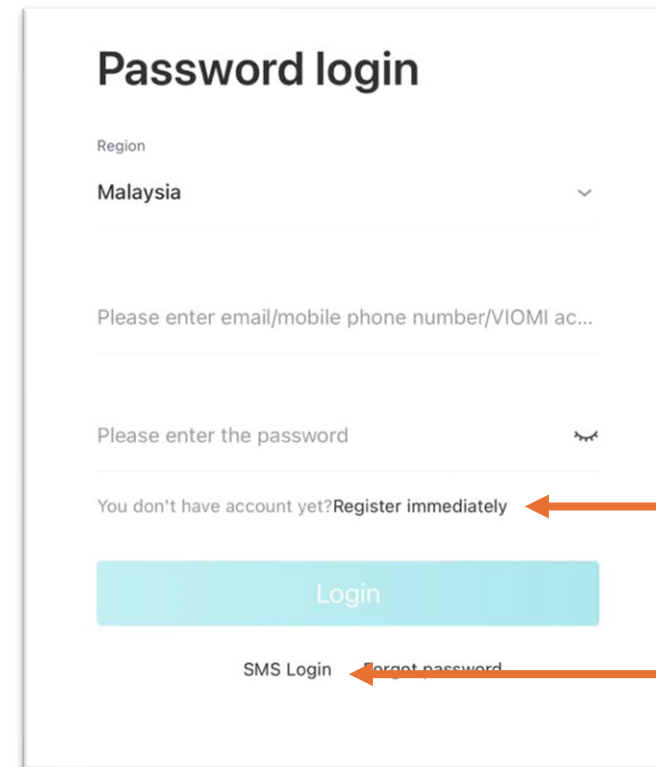


# 1. Register or login



Click to login or register account.

# 2. Register by email or login by phone number



Register by email.

Login by phone number.

# By email

**Register VIOMI account**

Region  
Malaysia

Please enter your email address

Please enter the password

Please enter your password again

6-20characters,combining at least 2 of the following:digits,letters,and special symbols(except space).

Next

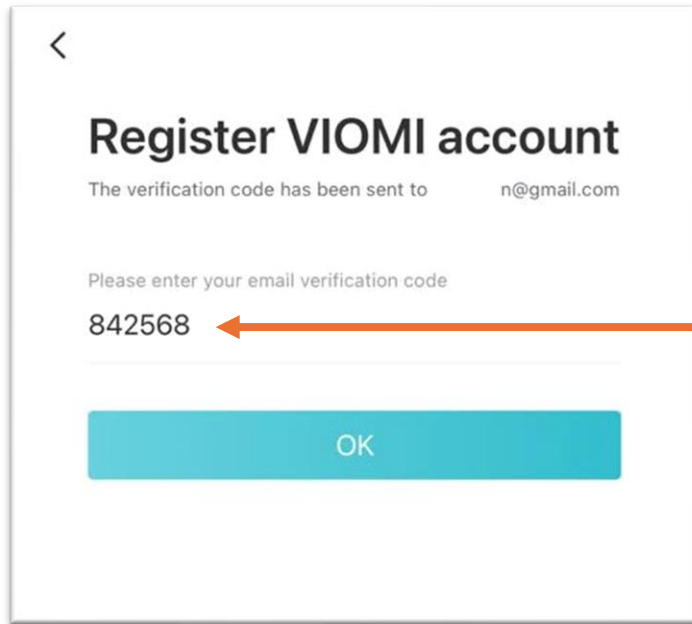
← Key-in your email.

← Key-in your password.

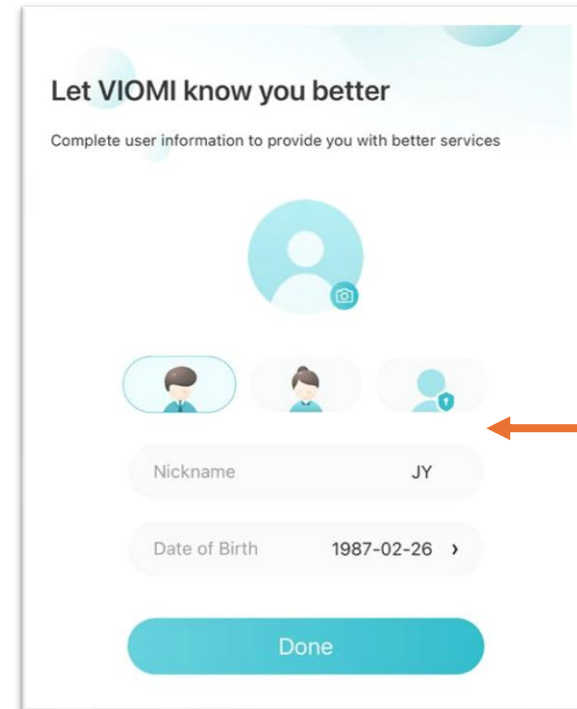
Read and agree "VIOMI User Agreement" and "Privacy agreement"  
Your personal information will be stored according to laws and regulations your chosen country/region

↑ Tick to agreement T&C at bottom of page.

# By email



Key-in verification code received in email.



Done & complete your information. (Can skip)

# By phone number

<

## SMS Login

Mobile phone number

+60  | ← Key-in your phone number.

Please enter the verification code  Send ← Click to get verification code.

Login

Password login

## SMS Login

Mobile phone number

+60  12698

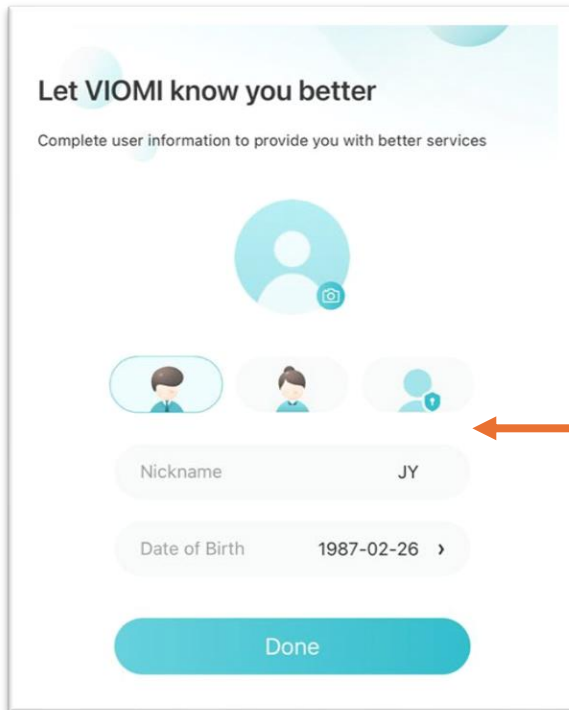
Verification code

837955  ← Key-in verification code received from SMS.

Login

Password login

# By phone number

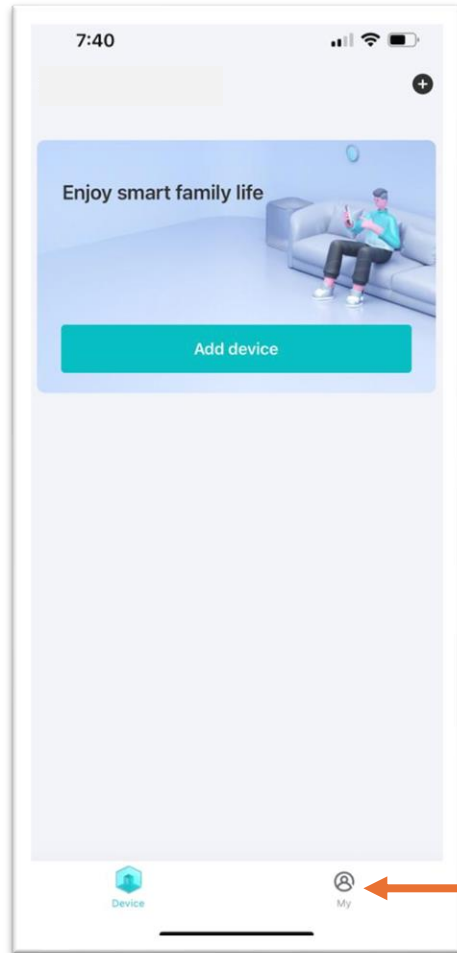


Done & complete your information. (Can skip)

# 3. My Profile

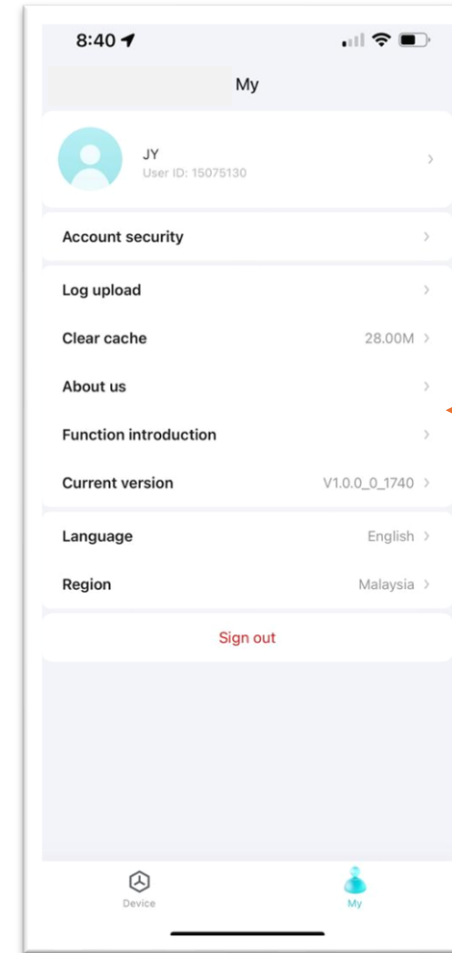


# 1. Go to profile.



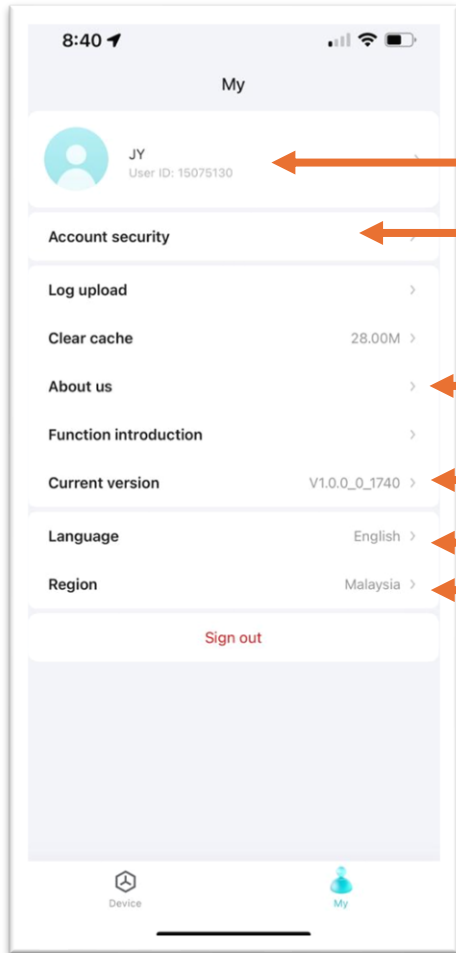
Click to profile.

# 2. Choose your action.



Choose the action you want to do or the information you want to see.

Change region is not recommended. It may affect the function and feature in your app.



Your nickname and user ID.

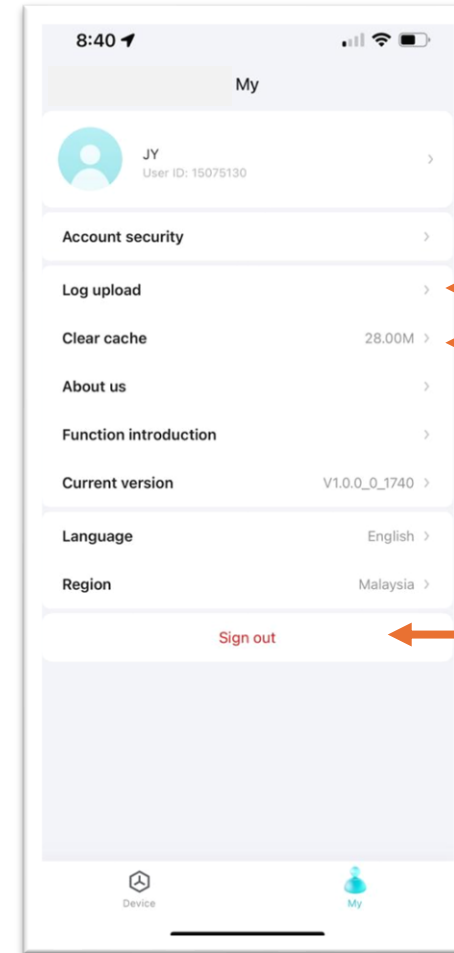
To bind your email/mobile number or change login password.

View the T&C.

App current version.

Change language.

Change region.



(Not necessary to do)  
Upload your log of use of app to VIOMI cloud server.

Clear cache.

To sign out.



# 4. Add Device



# 1. Power-on your device.



Touch to power on.

## 2. Ensure the device wifi is on.



Wifi icon is blinking when device wifi is on and ready for connect.

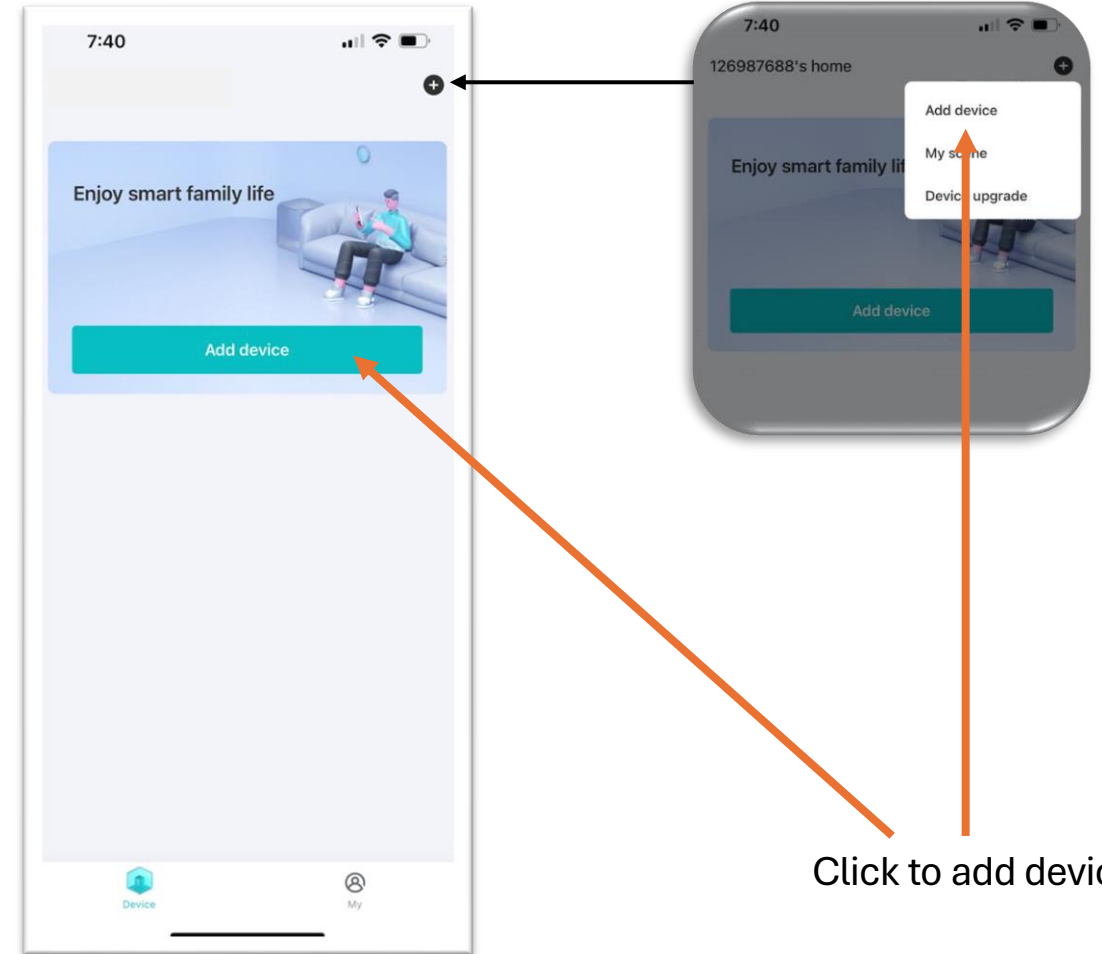
\* If the wifi icon not blinking:

- i. Hold this wifi setup touch-button for 3 – 5 seconds until beep sound ringing.
- ii. Wait for a while and you will see the wifi icon is blinking.

3. Connect your phone to your internet wifi.

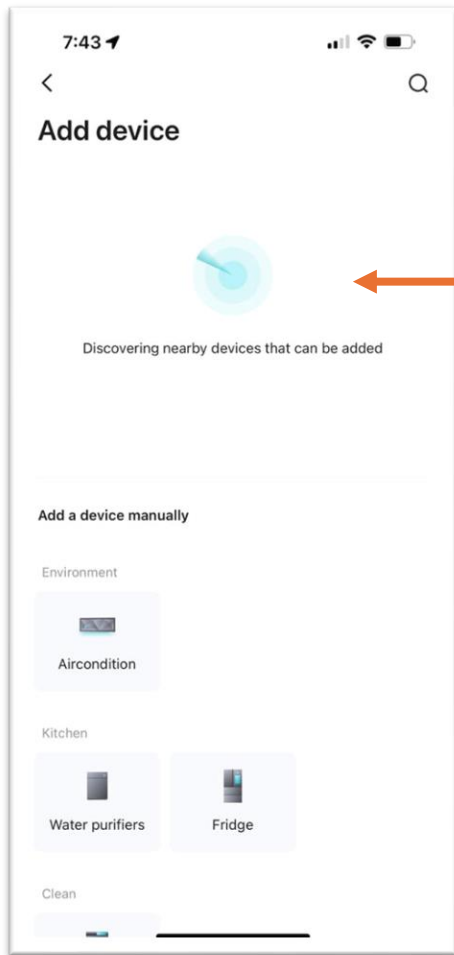


4. Open app & add device



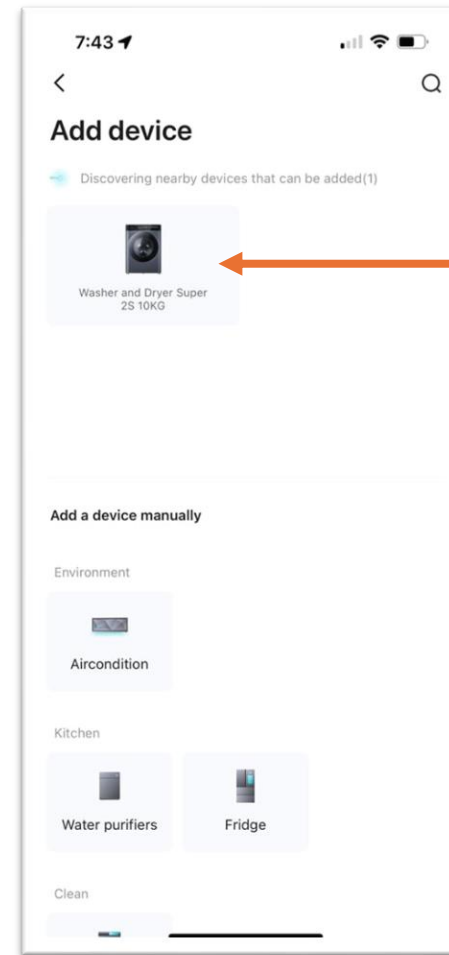
Click to add device.

## 5. Search nearby device.



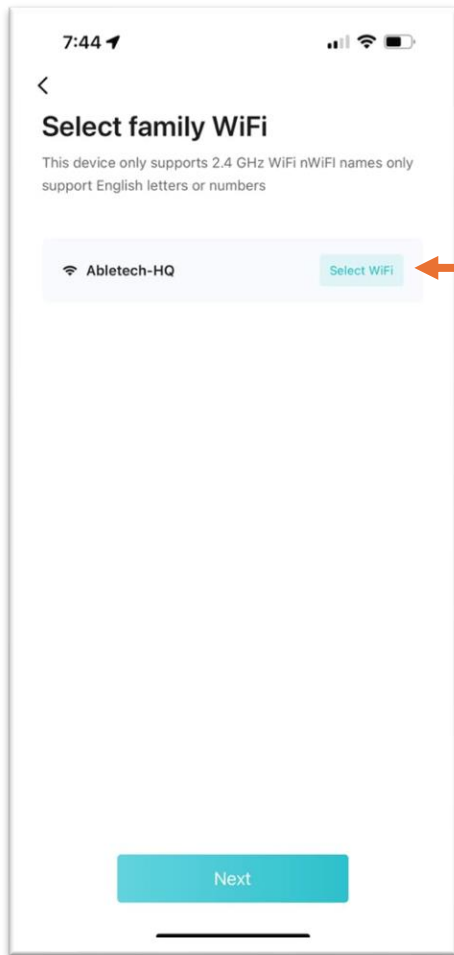
← Wait for device detection.

## 6. Select device.



← Click to select the device you want to connect.

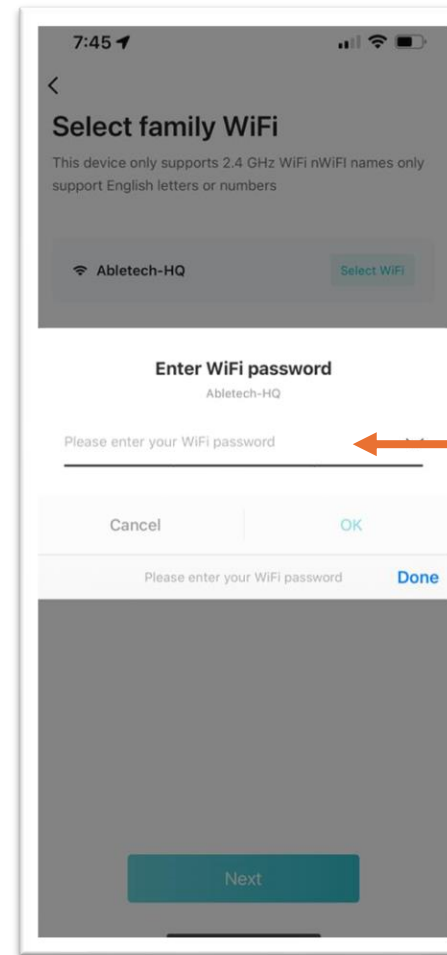
## 7. Select your wifi.



Select & confirm the wifi you want the device to connect to.

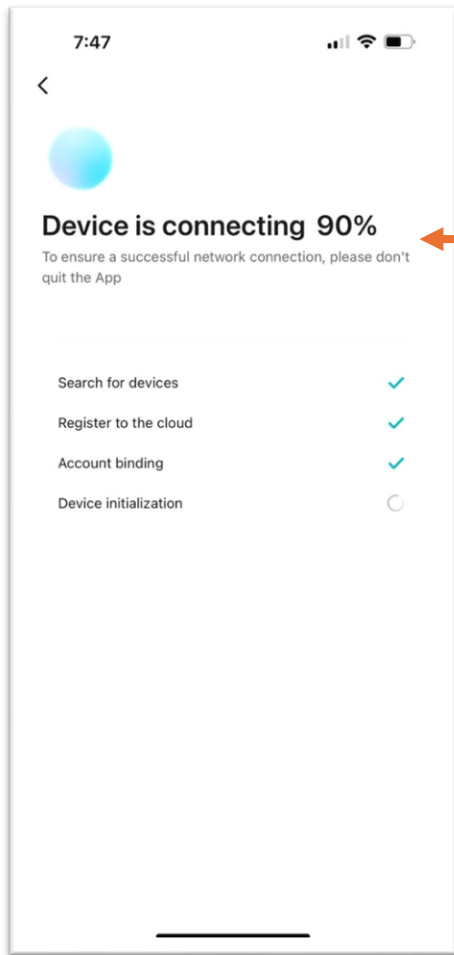
(Same to your mobile phone connected wifi)

## 8. Key-in wifi password.



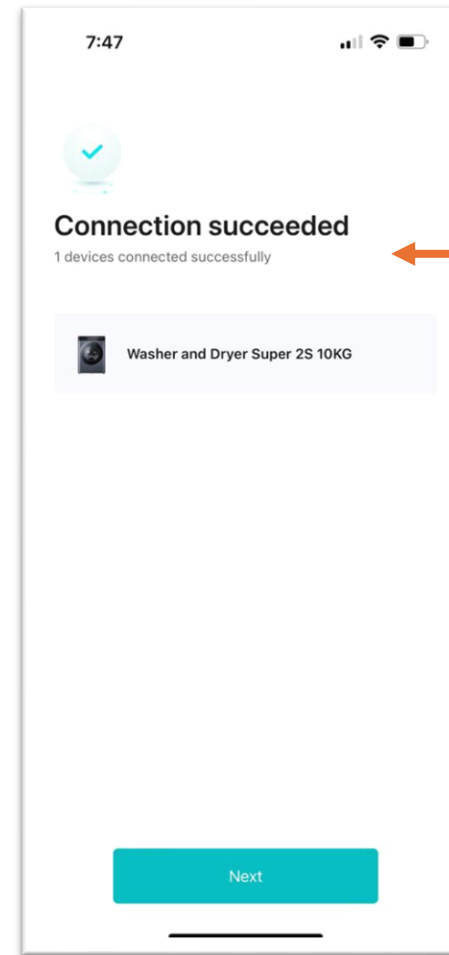
Key-in your wifi password.

## 9. Device connecting.



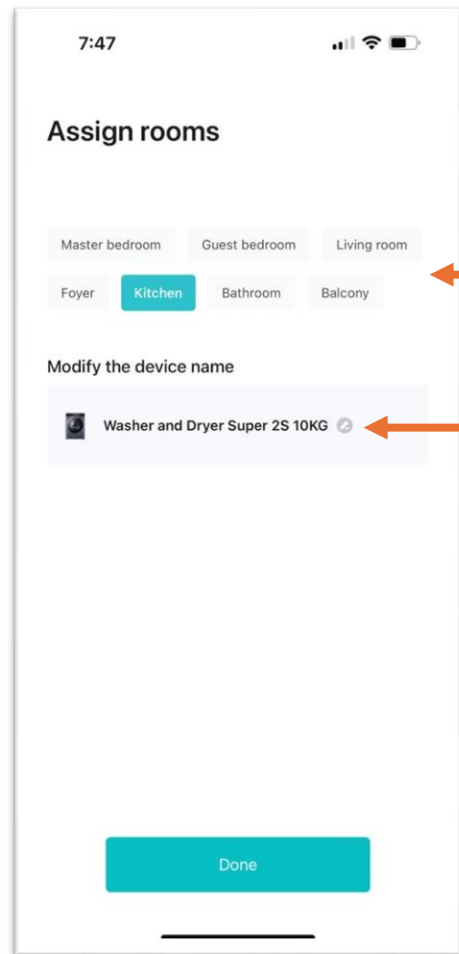
Wait for device connecting completely.

## 10. Device connected.



Show you the device is successfully connected.

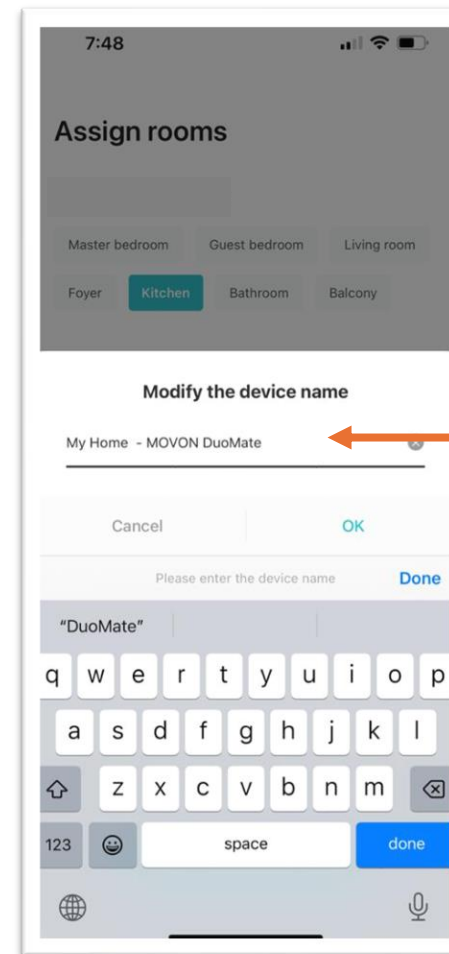
## 11. Assign room & device name.



You may assign where your device located.

Click to rename your device if you want.

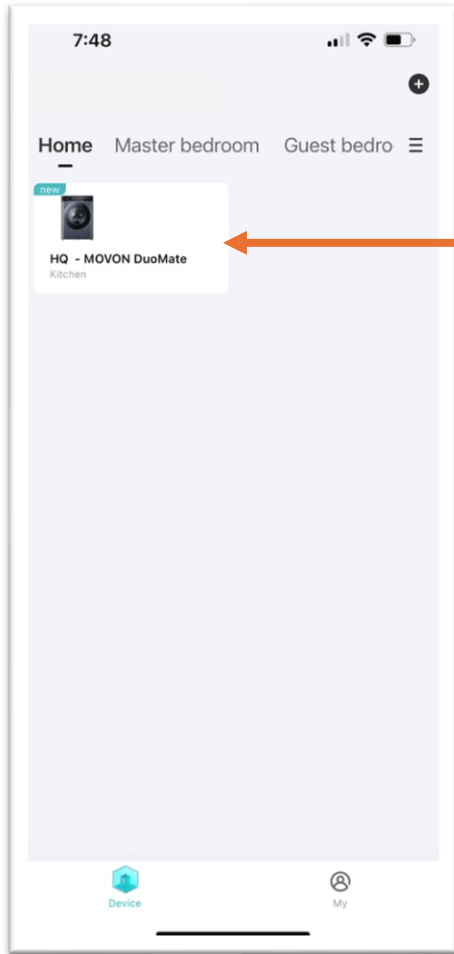
## 12. Rename device.



Rename your device if you want.



# 13. Done!



Device successfully added into your app & you can start to use.

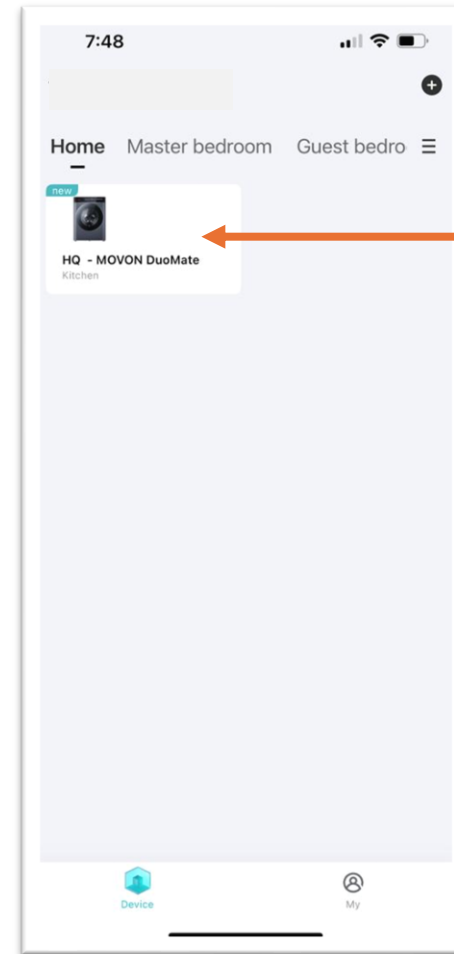
# 5. Turn on & Off



1. Ensure your device is connected to internet wifi.

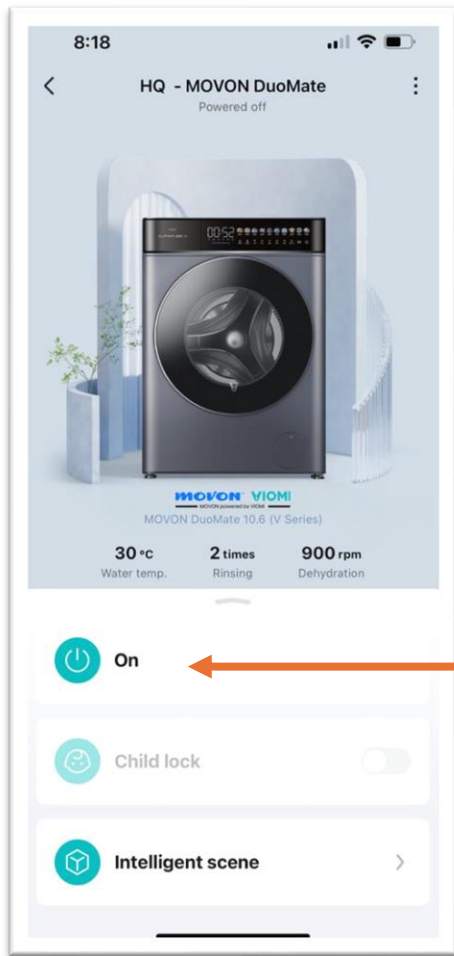


2. Choose the device.



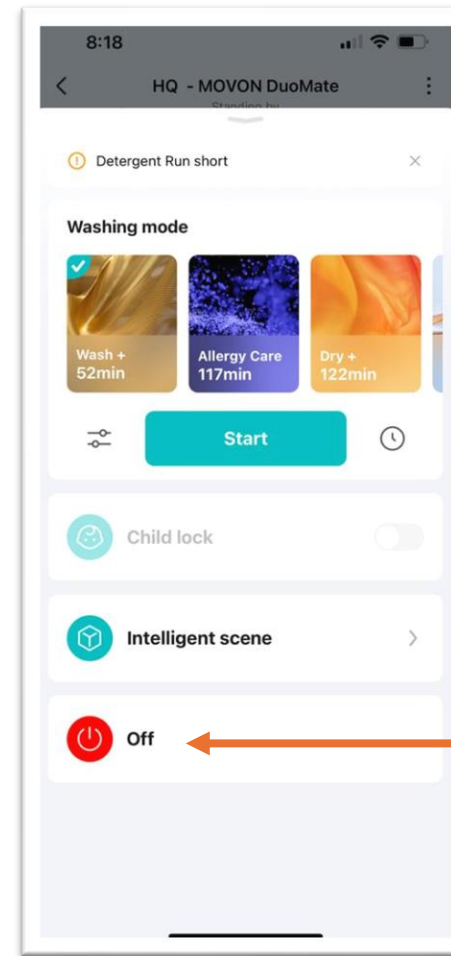
Click & choose the device.

### 3. To turn ON.



Click to turn ON the device.

### 4. To turn OFF.

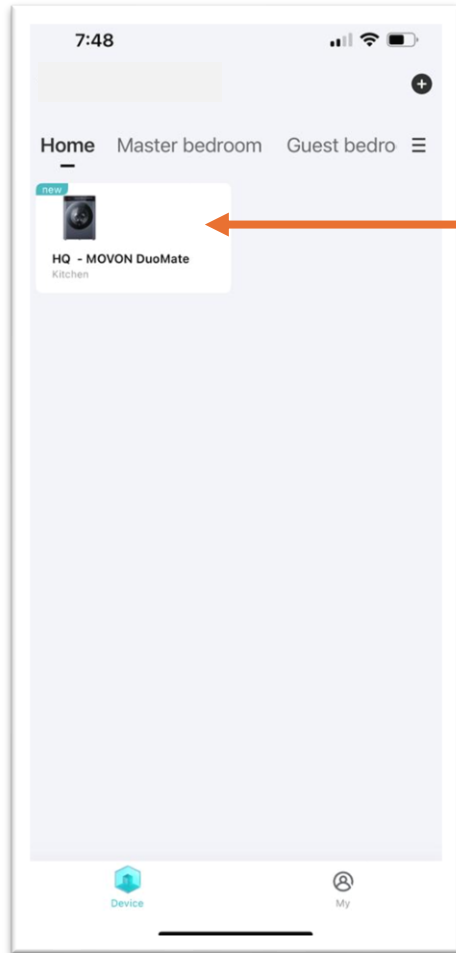


Click to turn OFF the device.

# 6. Select Mode & Start

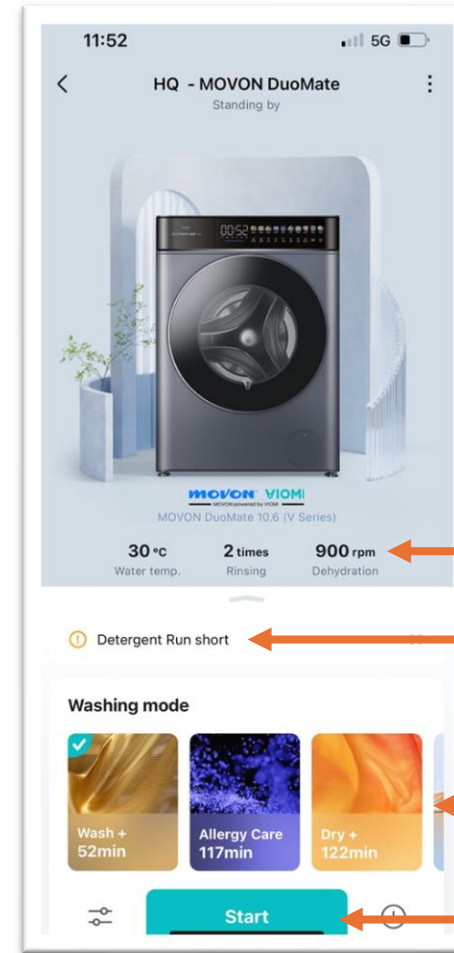


# 1. Choose the device.



Click & choose the device.

# 2. Choose the mode.



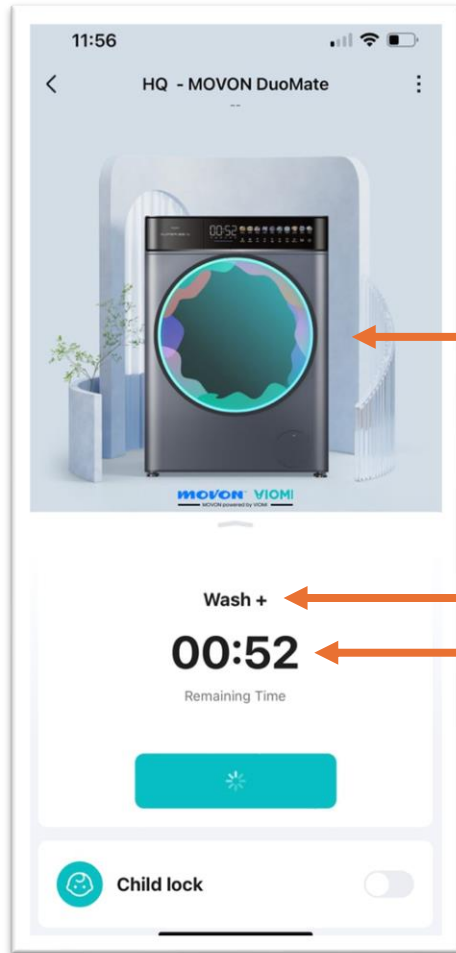
Current mode default setting.

Detergent run short alert.

Scroll & choose the mode.

Click to start.

### 3. Wash/dry in-progress.

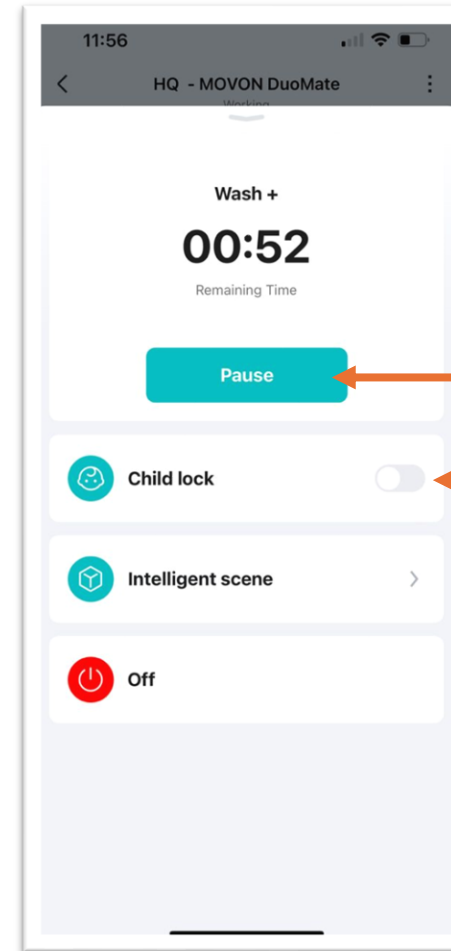


Showing the device is working.

Selected mode.

Showing the remaining time.

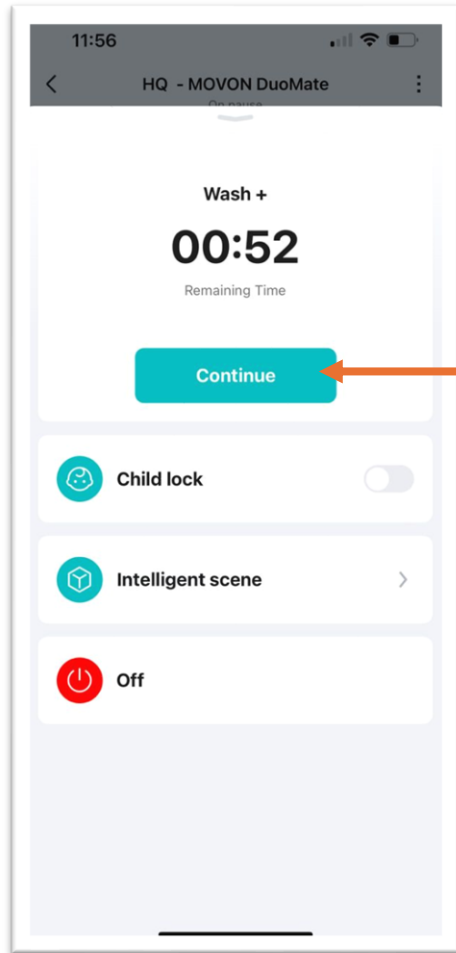
### 4. To pause the works.



Click to pause.

Click to enable child lock.

## 5. To continue the works.



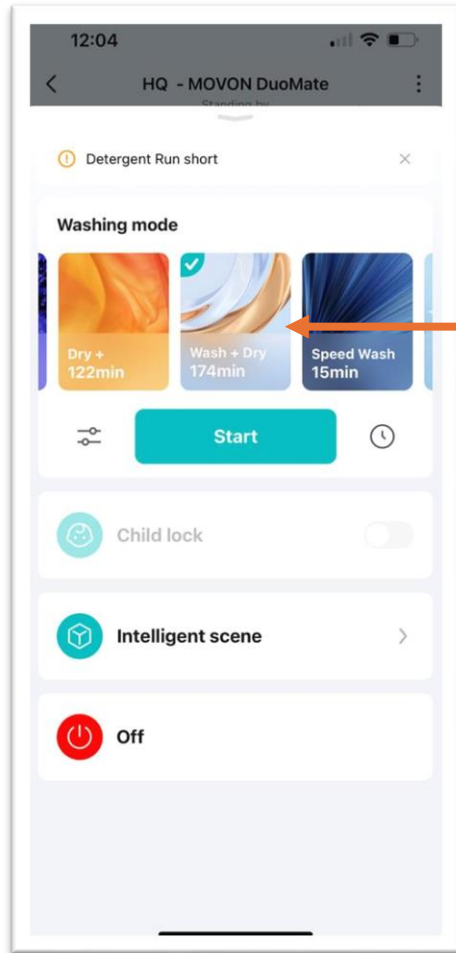
Click to continue.



# 7. Manual Setting

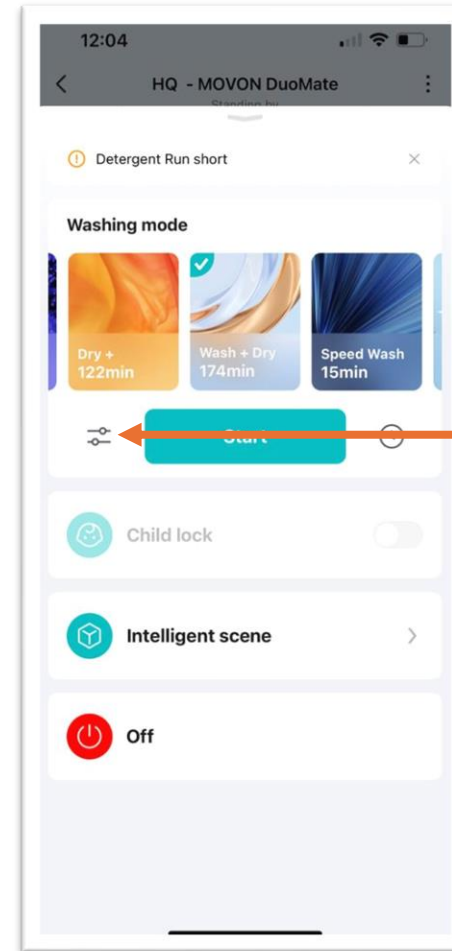


# 1. Choose the mode.



Choose the mode.

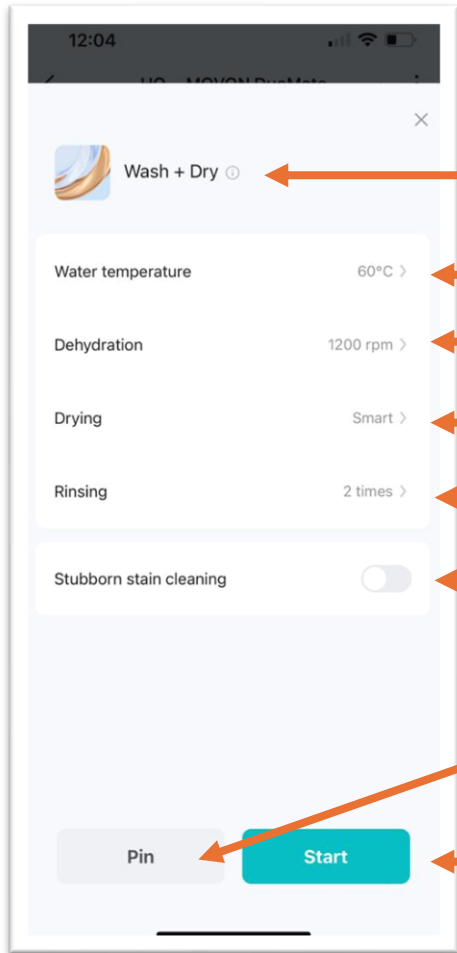
# 2. Enter to manual setting page.



Click to go manual setting for the mode you chose.

The setting selection may vary or different by selected mode.

### 3. Adjust your setting as per your preferences.



Show the selected mode and you can see the mode description.

Adjust water temperature.

Adjust dehydration spin speed.

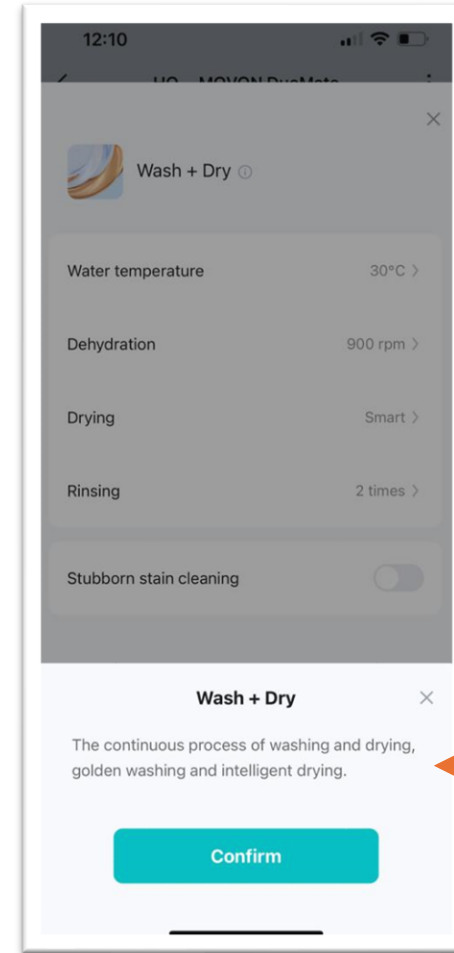
Adjust drying duration.

Adjust number of rinsing time.

To turn-on stubborn stain cleaning.

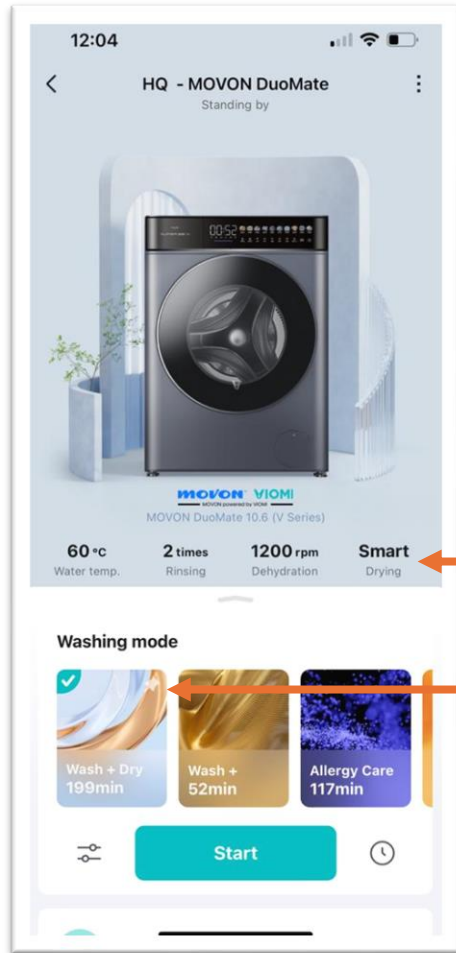
To pin the mode.

To start the works.



Mode description.

## 4. Choose the mode.



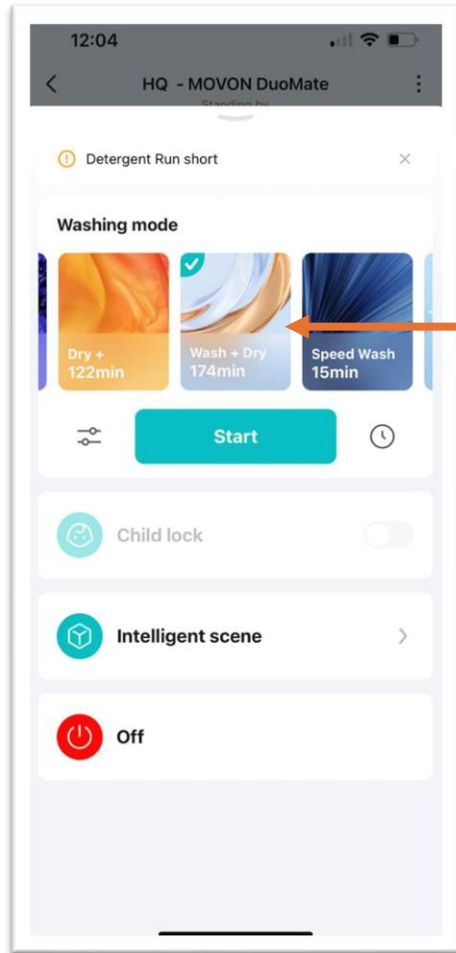
Device setting status will show the setting you set.

The mode will sort to the front if you pin the mode.

# 8. Wash & Dry Appointment

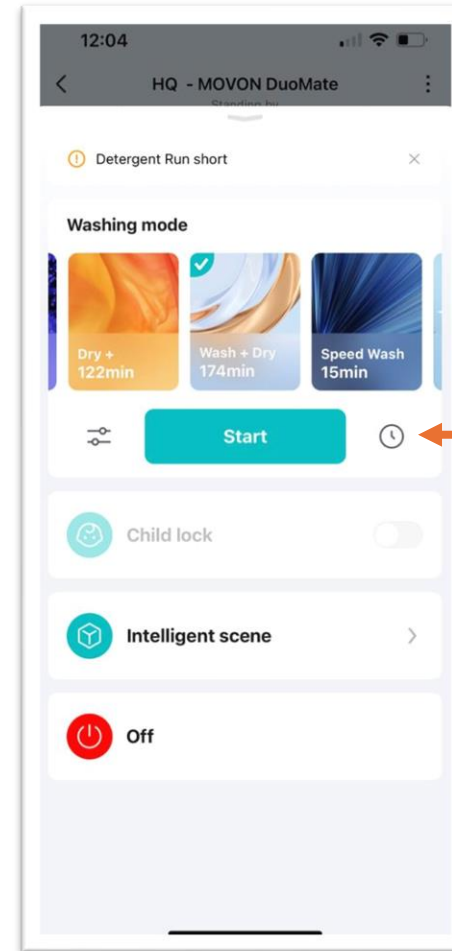


# 1. Choose the mode.



Choose the mode.

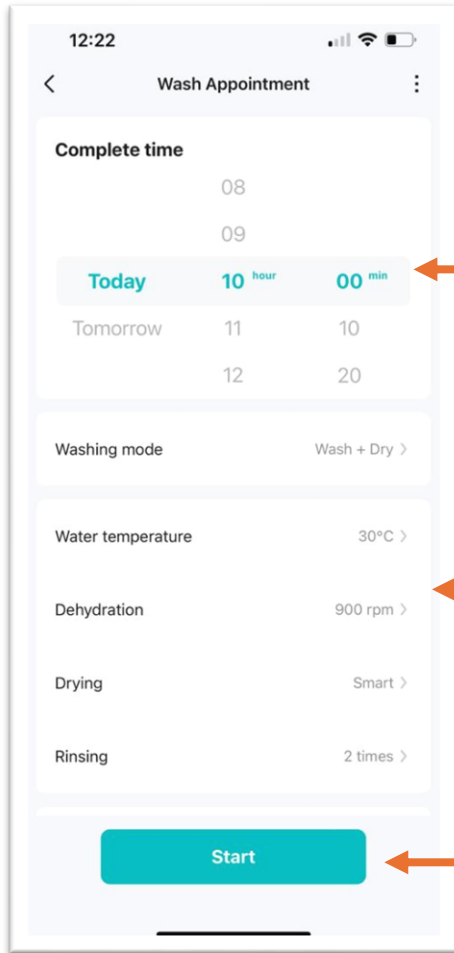
# 2. Enter to appointment page.



Click to go appointment page.

The setting selection may vary or different by selected mode.

### 3. Set your schedule & setting.

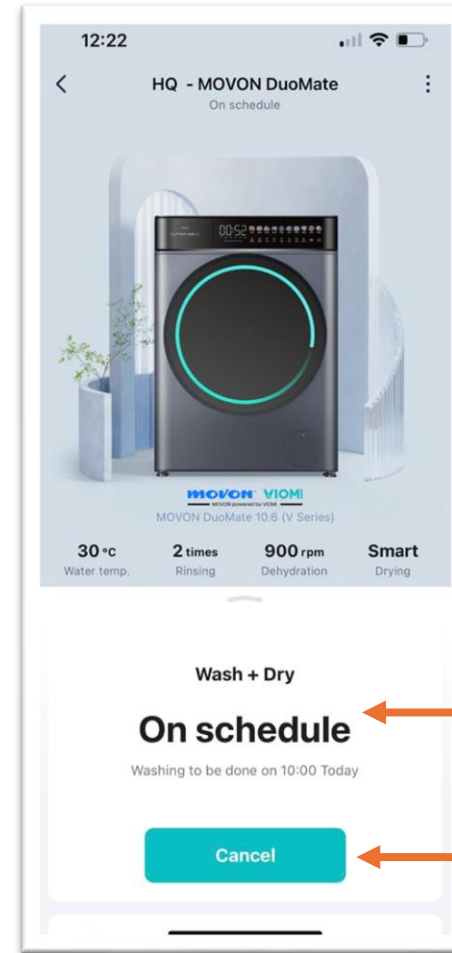


Set the complete time.  
Device will auto calculate when need to start in order to achieve the complete time.

Adjust your setting if you want.

Click to start appointment.

### 4. Done appointment.

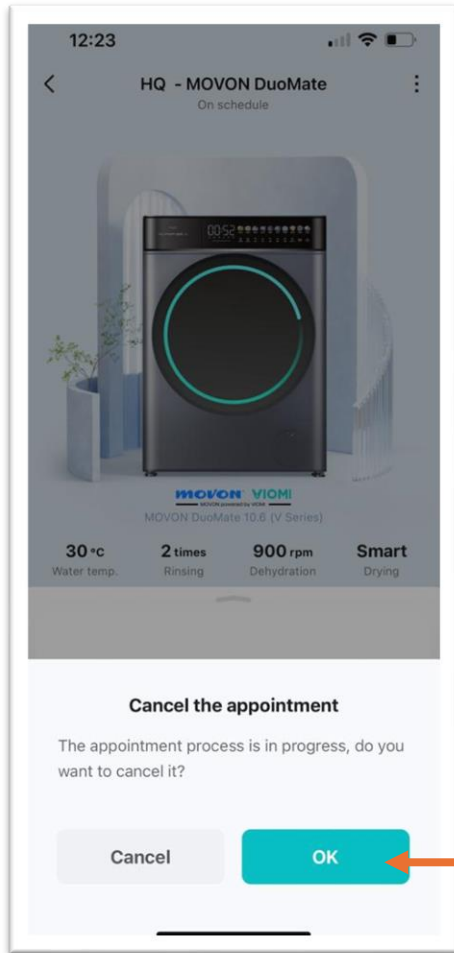


Appointment schedule is on.  
Ensure the device is under switch **ON** status until the scheduled work done.

Click to cancel appointment.

The setting selection may vary or different by selected mode.

## 5. Cancel your appointment.



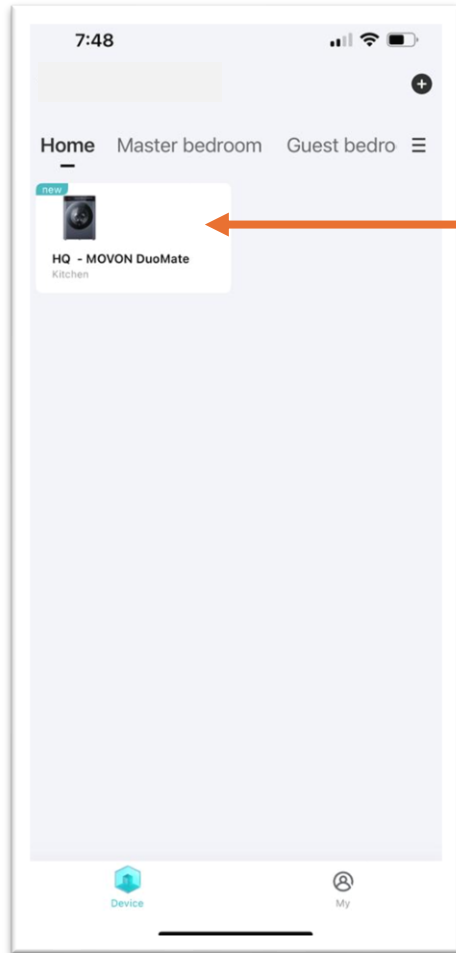
Click to confirm cancel your appointment.



# 9. Childlock

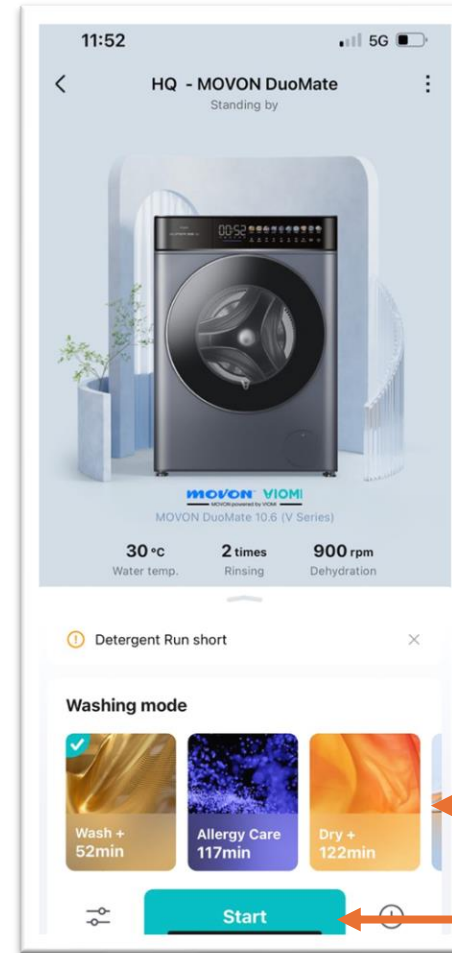


# 1. Choose the device.



Click & choose the device.

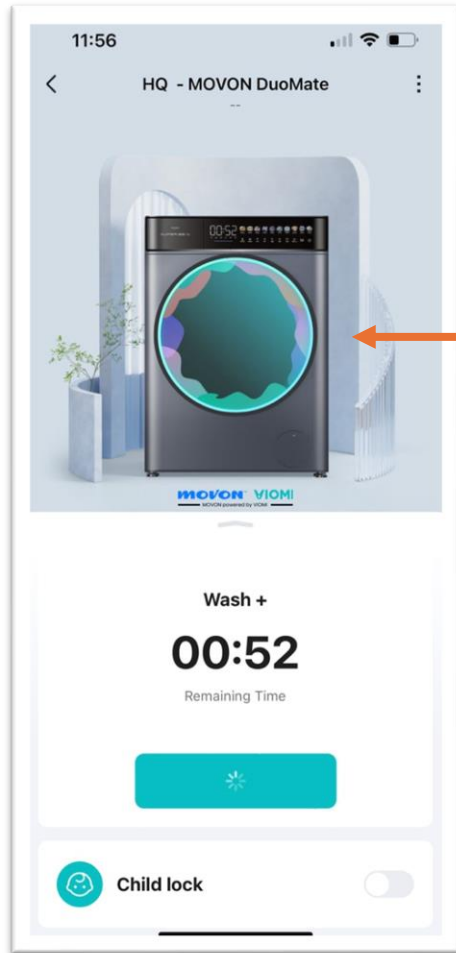
# 2. Choose the mode & start.



Scroll & choose the mode.

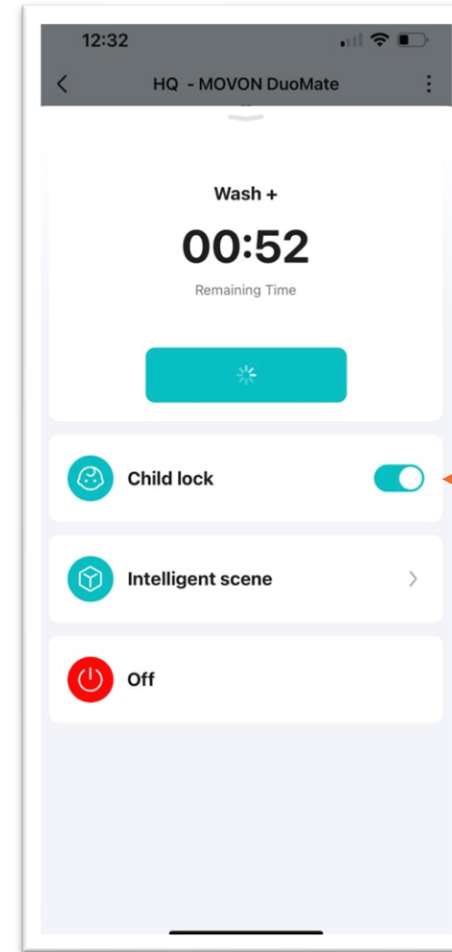
Click to start.

### 3. Wash/dry or appointment in-progress.



Showing the device is working.

### 4. Enable child lock.



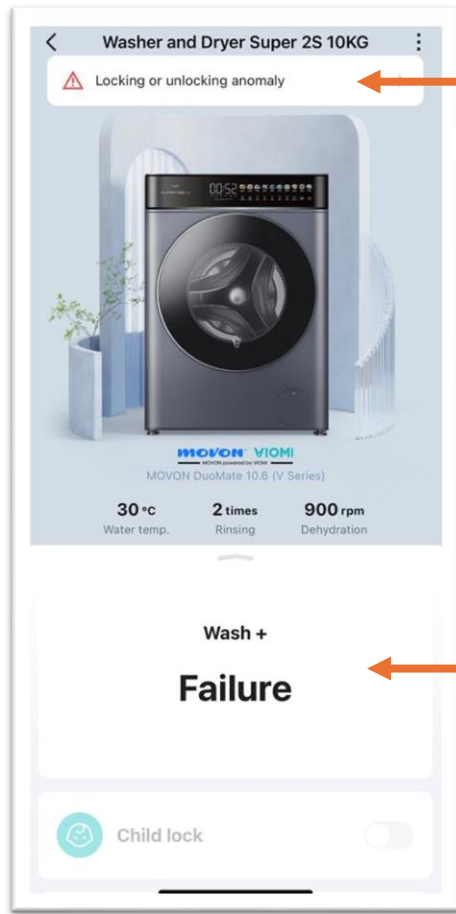
Click to enable child lock.

Device panel will turn-on child lock mode to avoid children accidentally press/touch from the panel.

# 10. Failure Alert

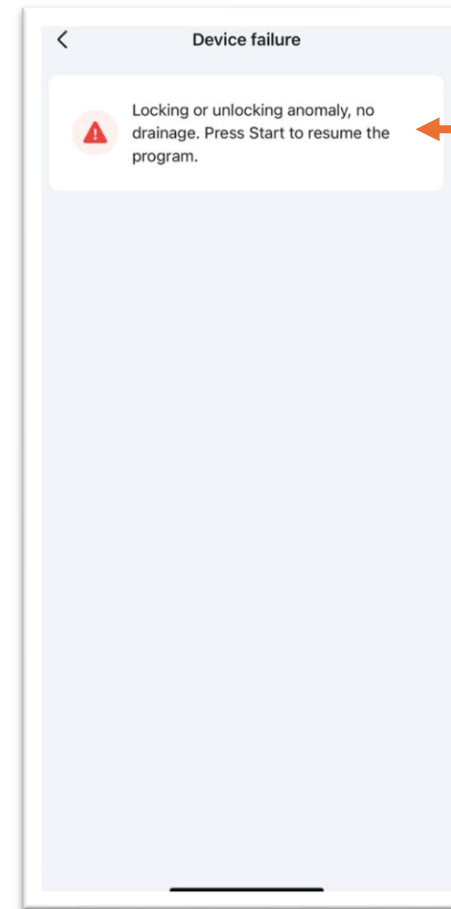


Alert message will be prompt if any failure occurred.



Click to view details.

Showing failure in status.



1. Read the message and follow instruction to fix the issue.
2. Restart (turn off & on) the device to resume the program after fix.

# 11. Intelligent Scene



# What is Intelligent Scene ?

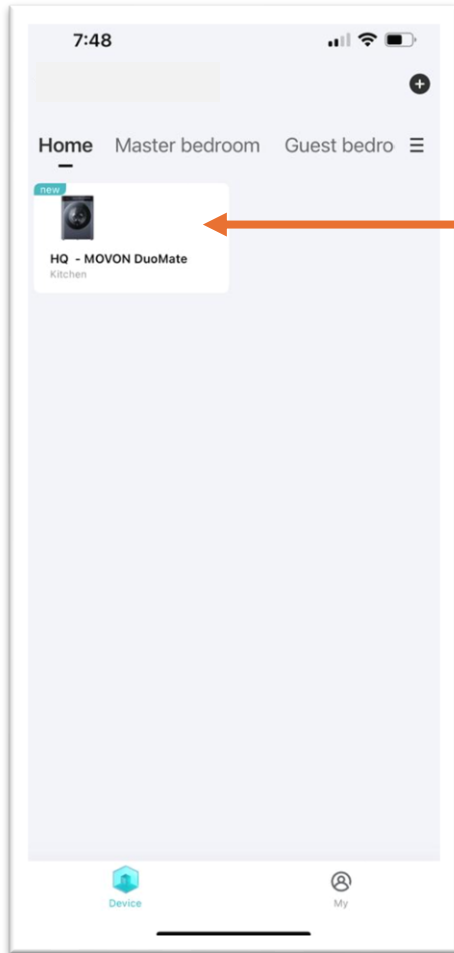


Intelligent Scene is allowed you to create the scene follow by your instructions to make one/more IoT device(s) communicate with other IoT device(s) which you can achieve your smart life.

\* For selected MOVON devices only.

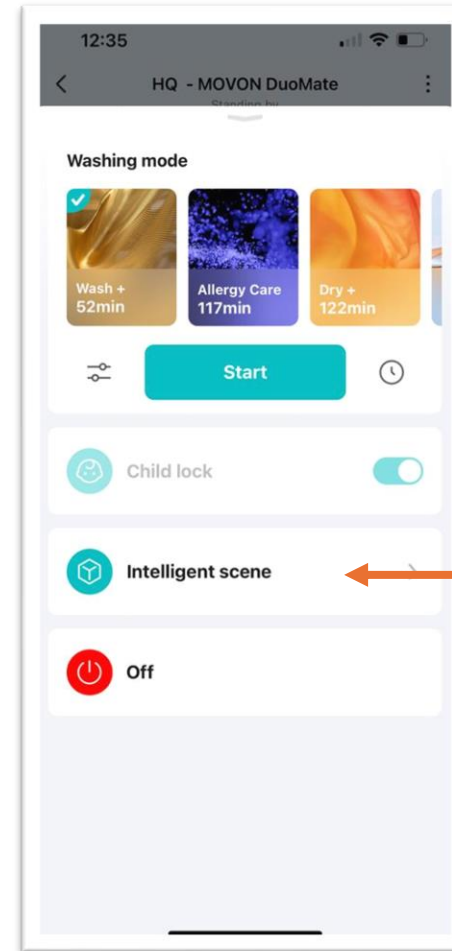
The intelligent scene selection/setting may vary or different by selected device.

## 1. Choose the device.



Click & choose the device.

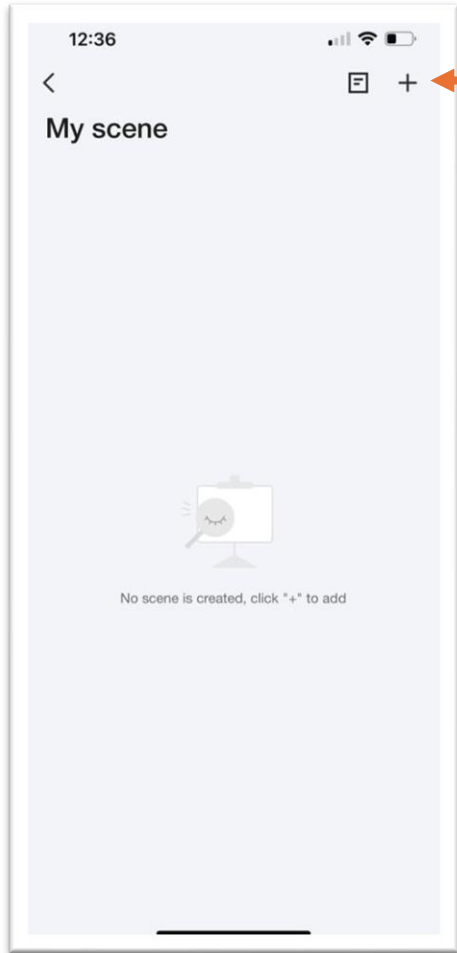
## 2. Enter to Intelligent Scene page.



Click to go to Intelligent Scene page.

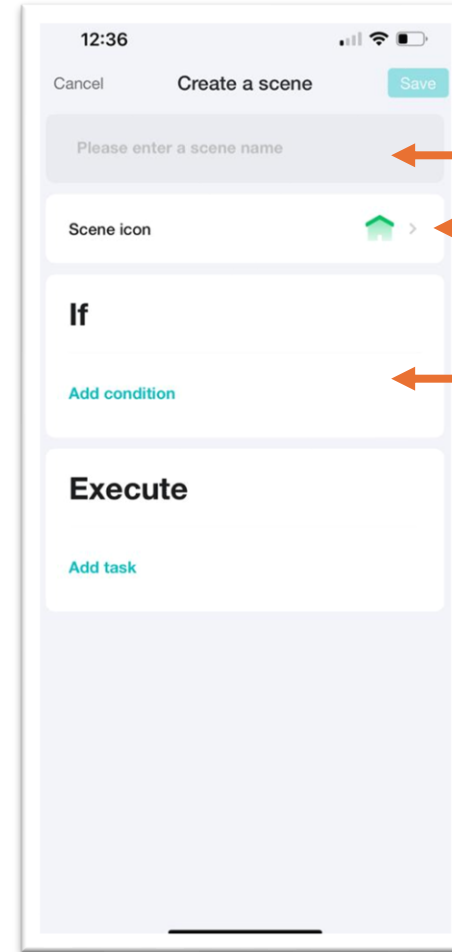


### 3. Create your scene.



Click to create your scene.

### 4. Naming your scene.

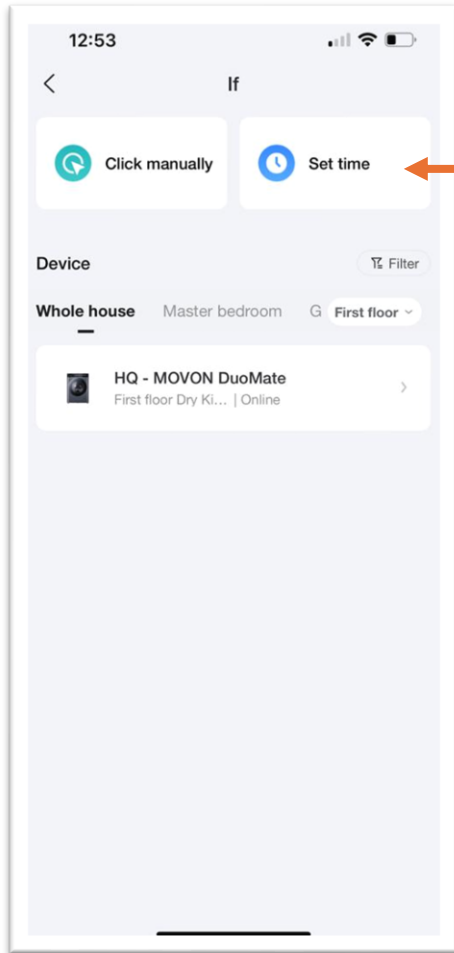


Give a name to your scene.

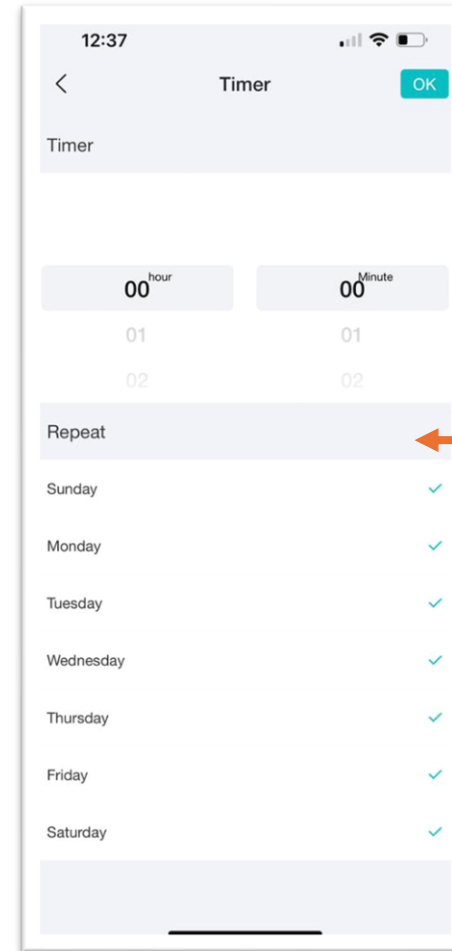
Select your favorite icon for your scene.

Click to set your condition.

## 5. Set your scene condition.

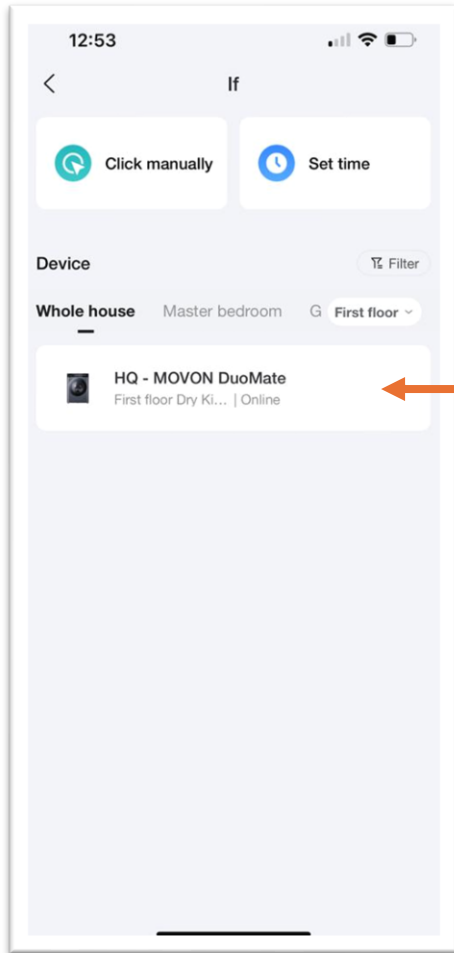


Set the time if you want.



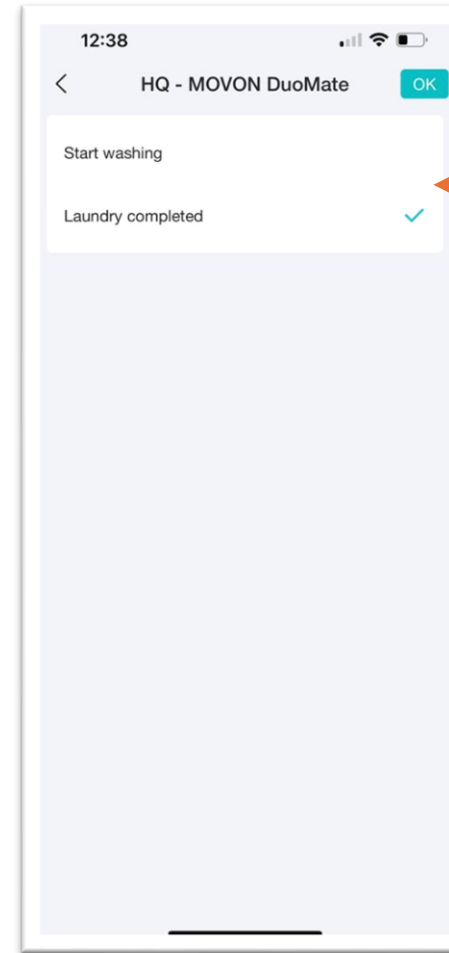
Set the day of week you want to repeat the scene.

## 6. Select device to set condition.



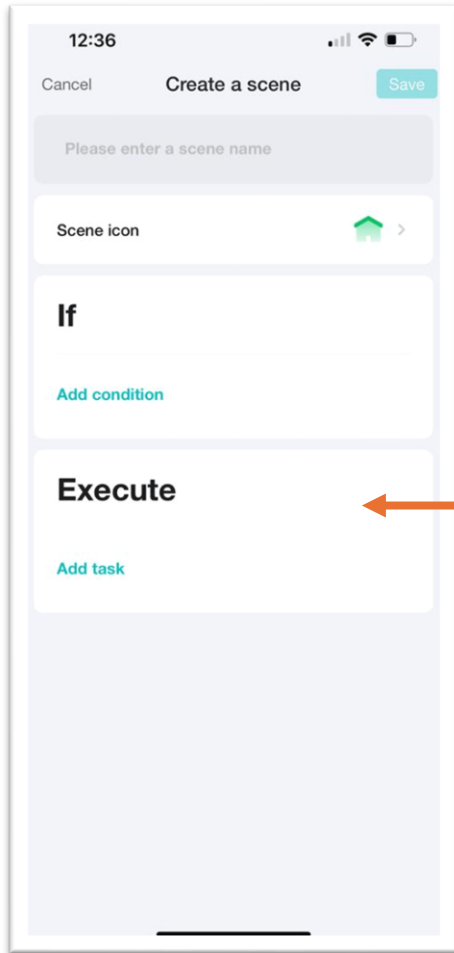
Choose the device you want to set condition of scene.

## 7. Choose the condition.



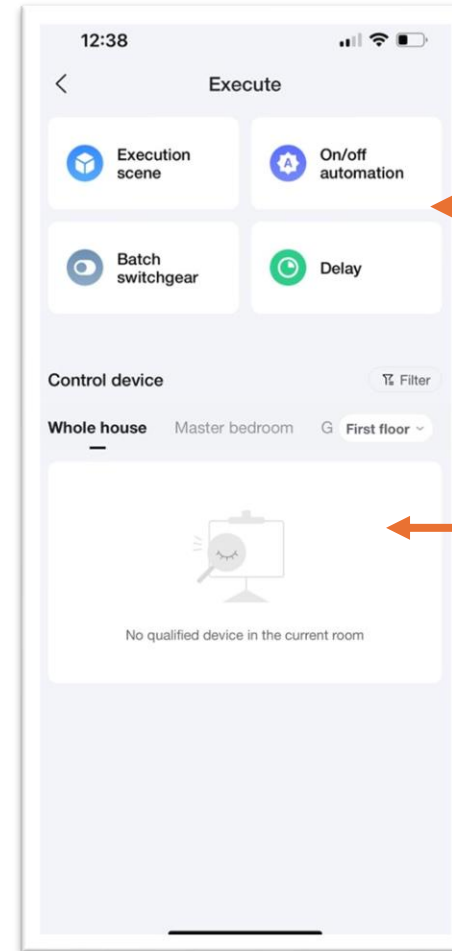
Choose the condition.

## 8. Set execute target & task.



Click to set execute target & task.

## 9. Assign & setting up the task.



Action & setting for the task.

Select the target device and set the task.

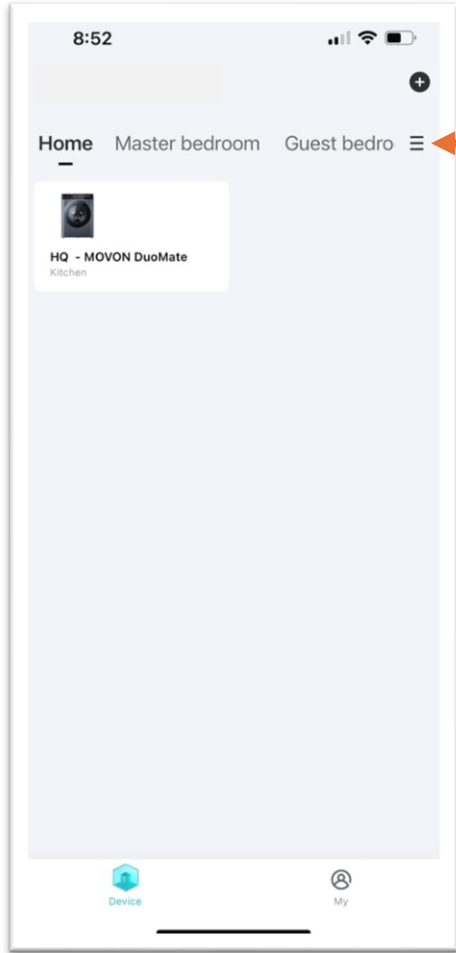
# 12. Room Management



Manage room is only allowed after you connected the device.



## 1. Go to manage room.



Click to manage room.

## 2. Choose your action.

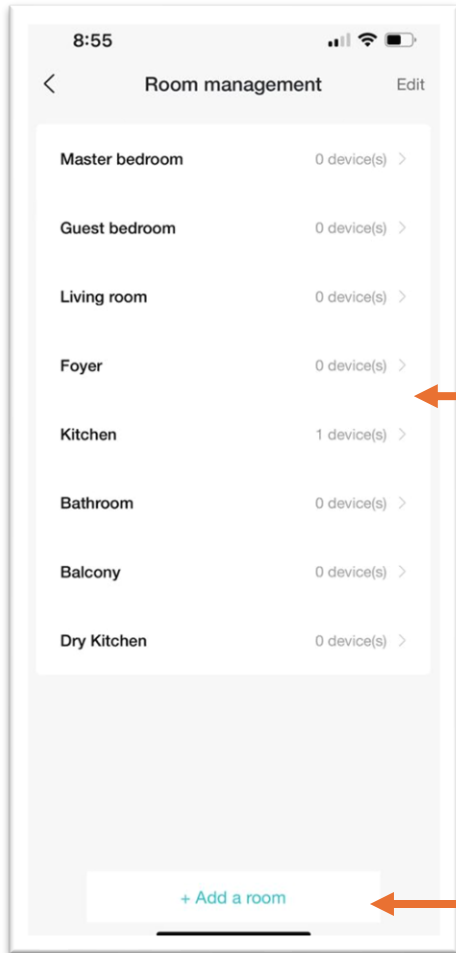


Add new room or move device.

Click to quick go to the selected room.

Manage room is only allowed after you connected the device.

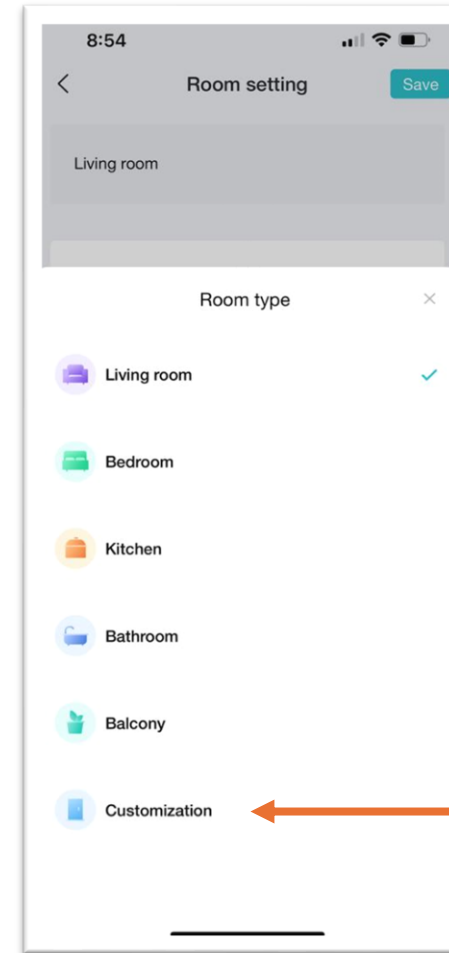
### 3. Select or add new room.



Select the room you want to manage or move device.

Click to add new room.

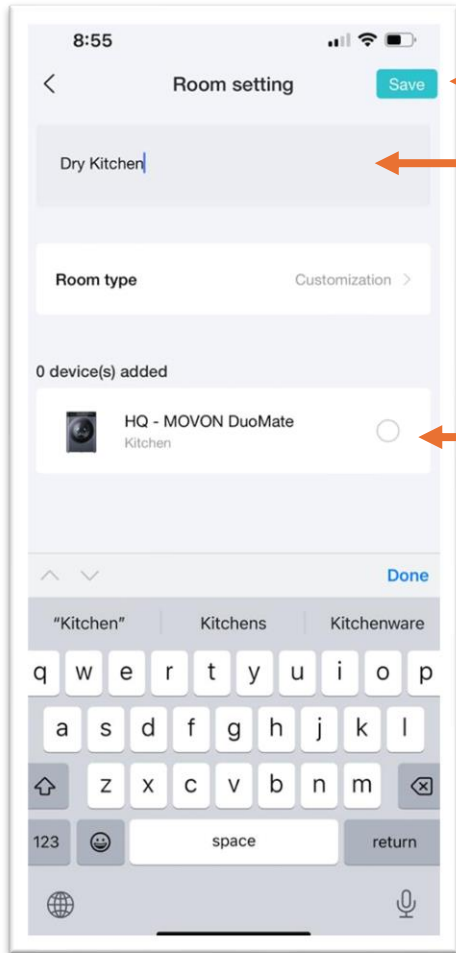
### 4. To add new room.



Click customization.

Manage room is only allowed after you connected the device.

## 5. Add new room.

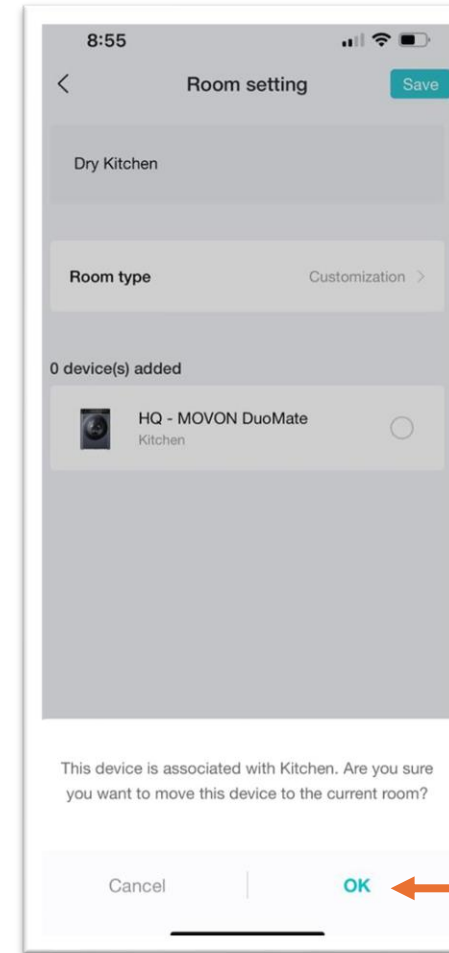


Click to save.

Key-in your room name.

Tick if you want to move the device to your new room.

## 6. Move device to another room.

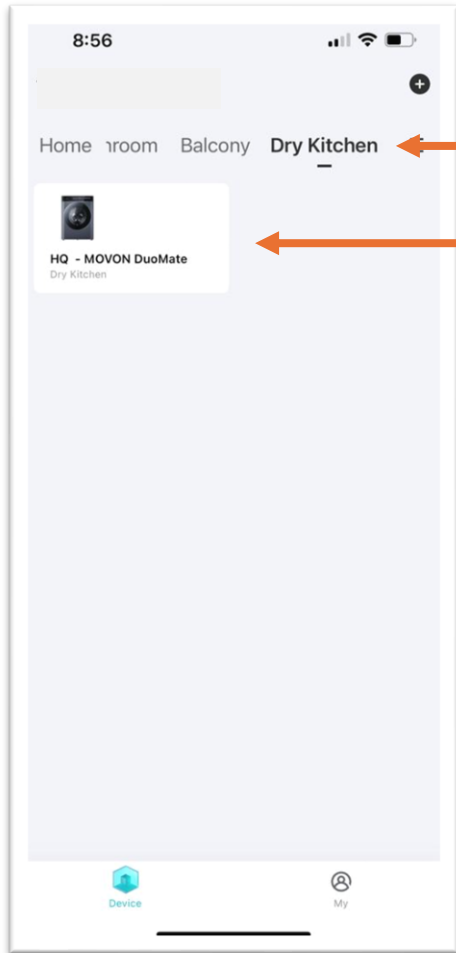


Click to confirm to move your device from one room to another room.



Manage room is only allowed after you connected the device.

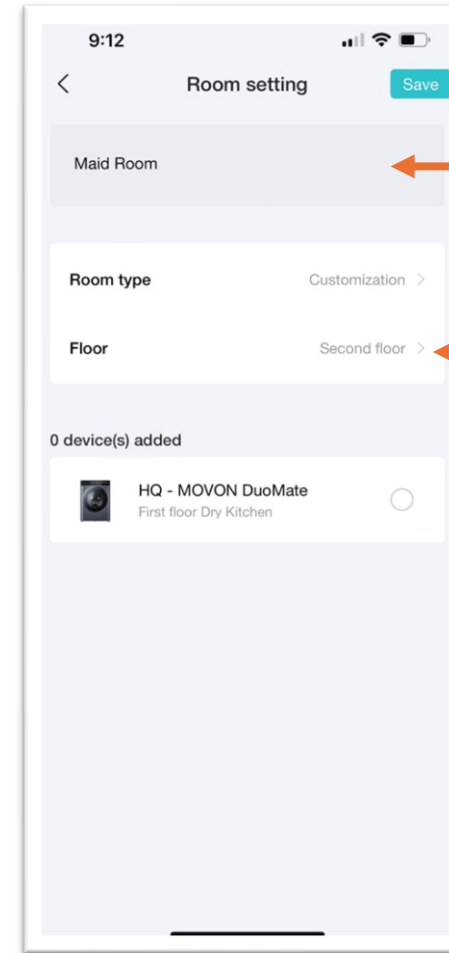
## 7. New room created & device moved.



New room created.

Device has been moved to the room.

## 8. To add floor.

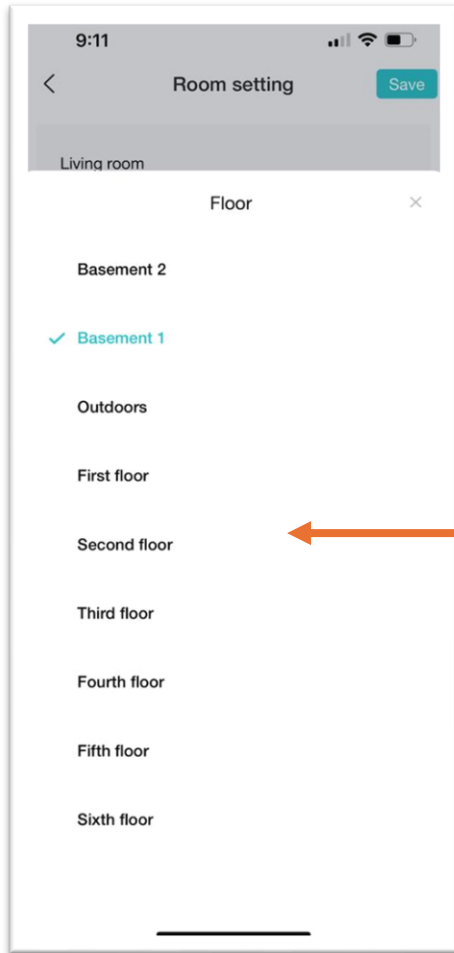


Key-In your room name.

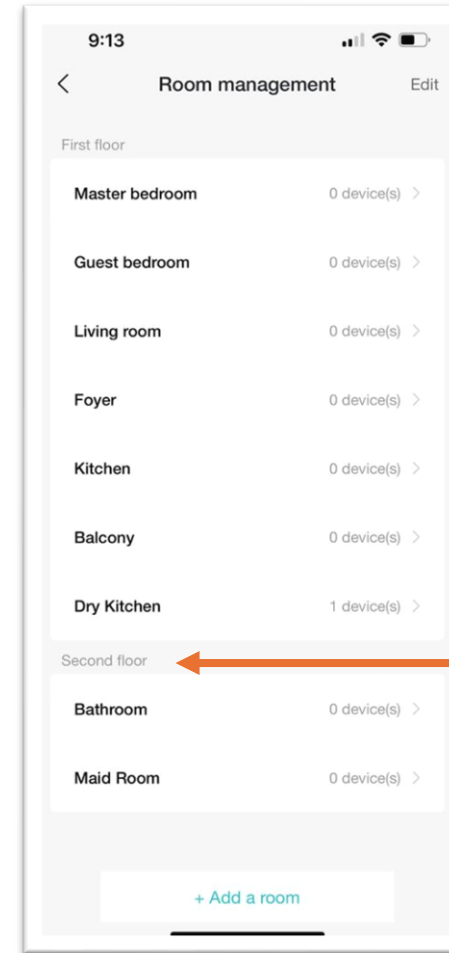
Select the floor of the room.

Manage room is only allowed after you connected the device.

## 9. Select the floor.

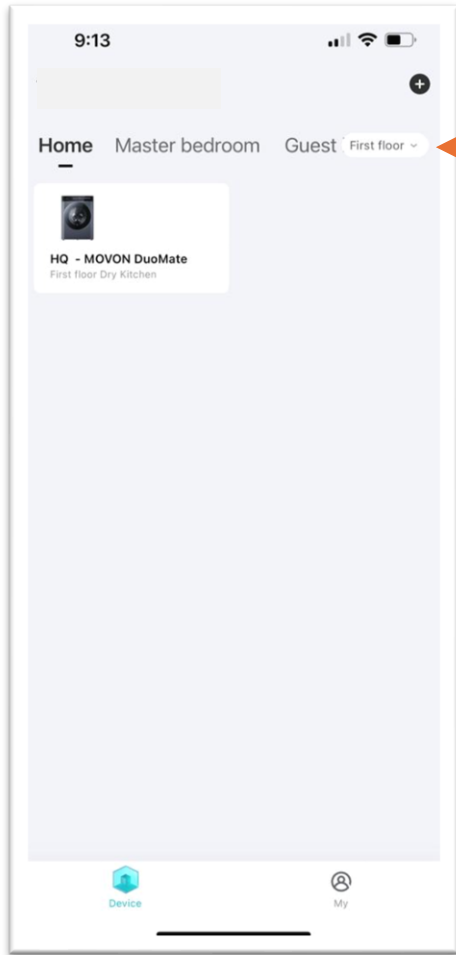


## 10. New floor added.



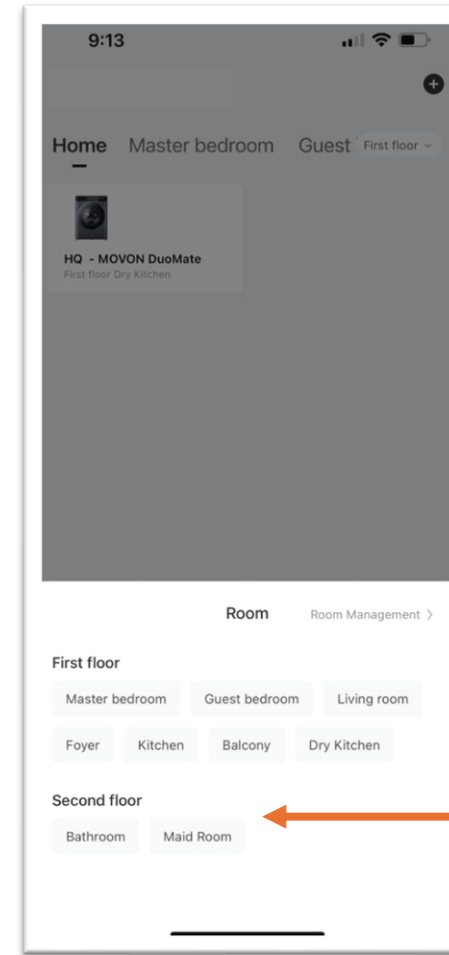
Manage room is only allowed after you connected the device.

## 11. Floor selection.



Floor selection at homepage.

## 12. Room by floor.

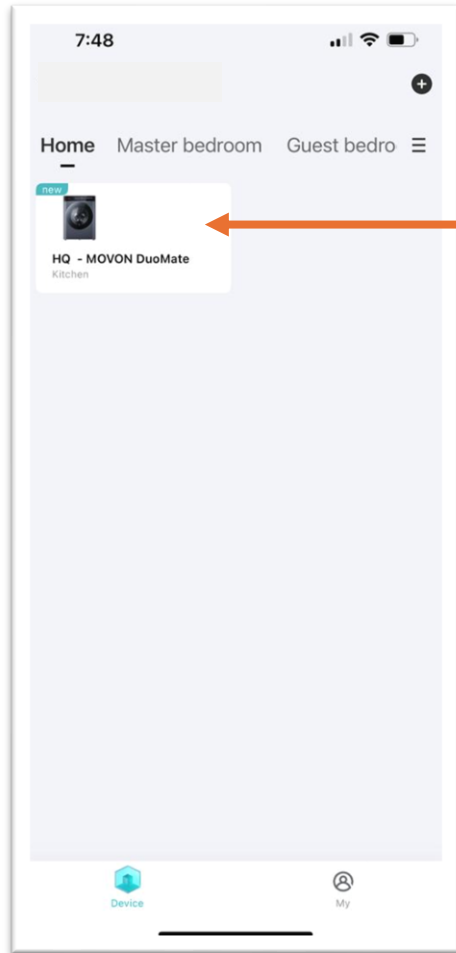


Room group in different floor.

# 13. Firmware Updates

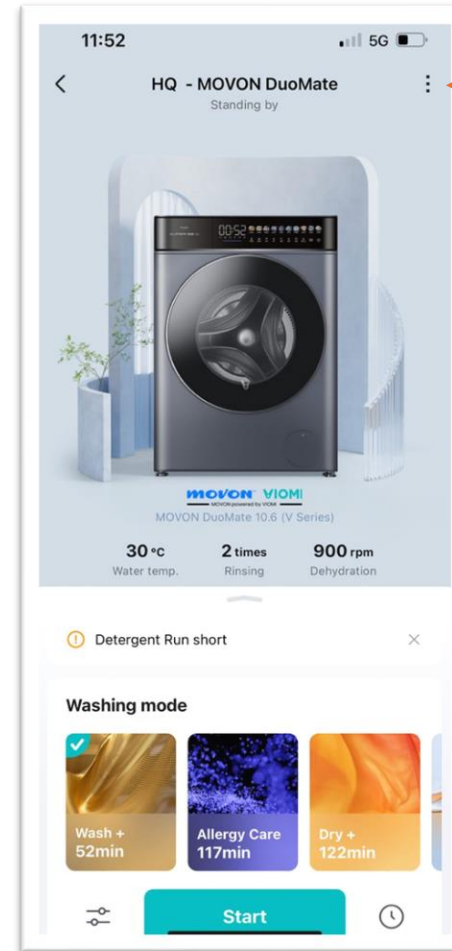


# 1. Choose the device.



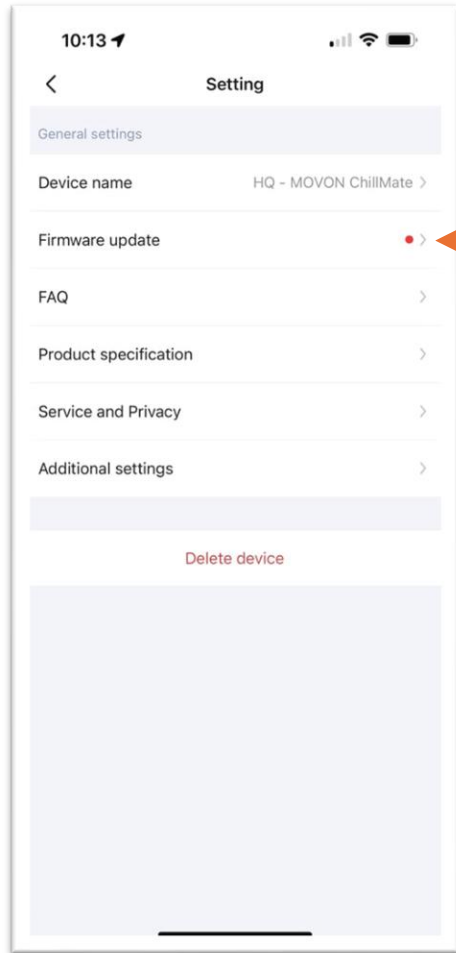
Click & choose the device.

# 2. Click more menu.



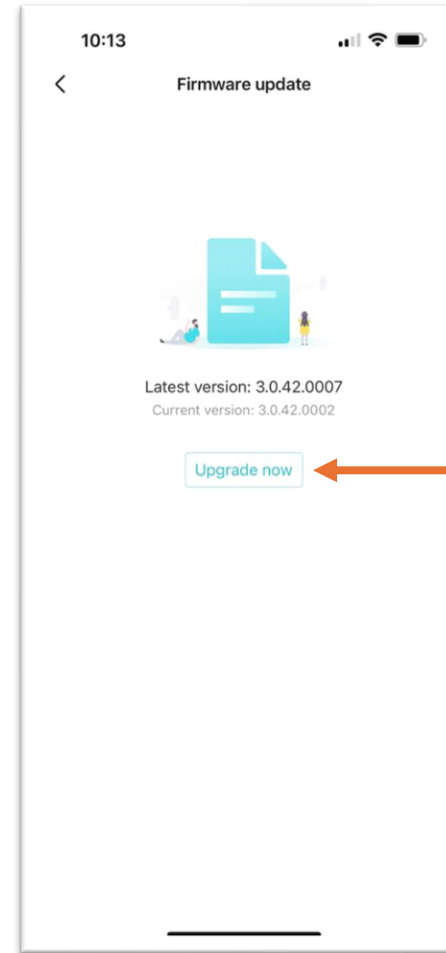
Click for more menu.

### 3. Check firmware update availability.



Check if firmware updates is available.

### 4. Update firmware.

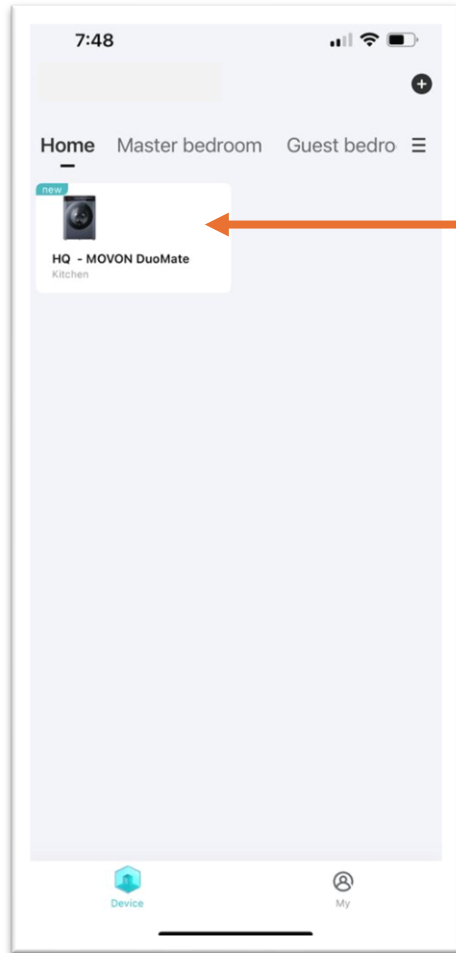


Click to update & upgrade firmware.

# 14. Others

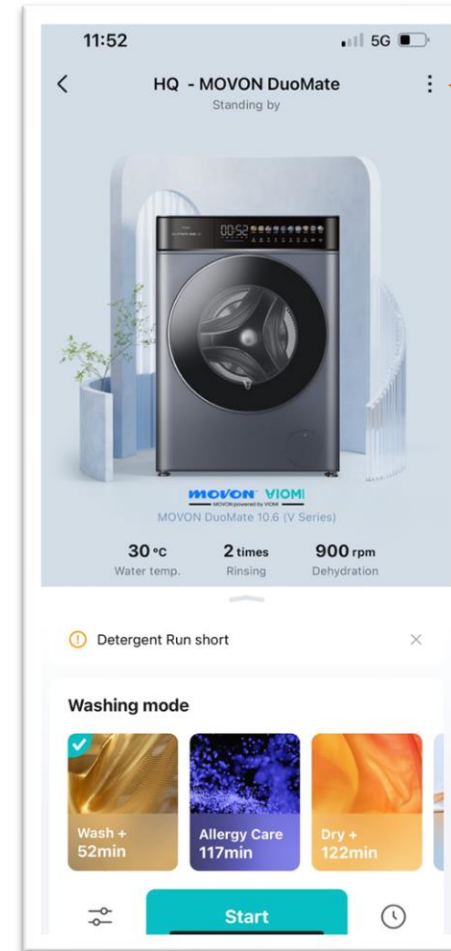


# 1. Choose the device.



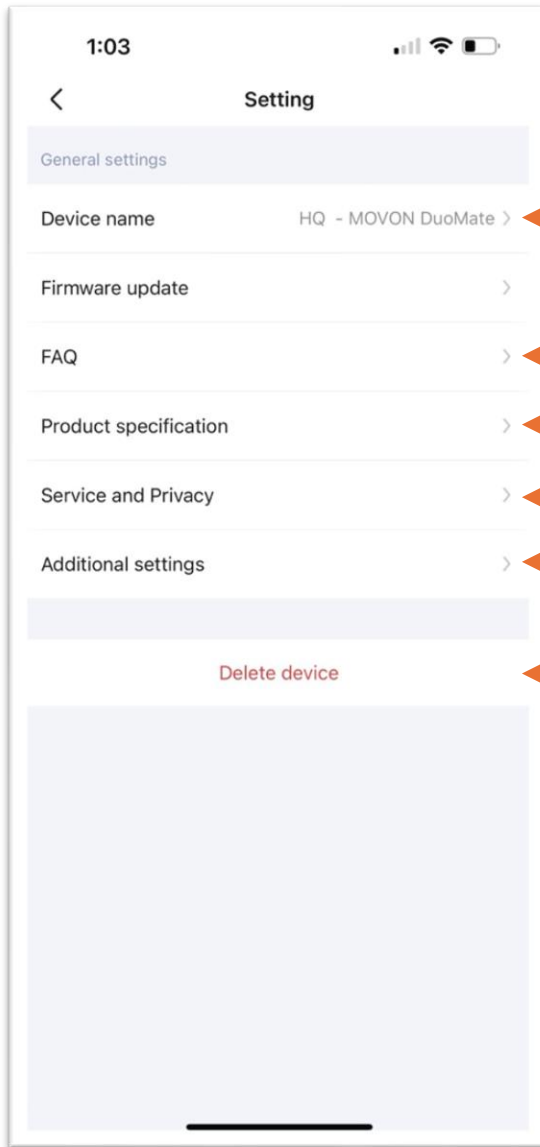
Click & choose the device.

# 2. Click more menu.



Click for more menu.





Click to rename your device.

Click to read FAQ.

Click to read product specification.

Click to read service & privacy related info.

Click to see your app plugin version.

To delete the device from your app.

# 15. Reset Wifi & Reconnect



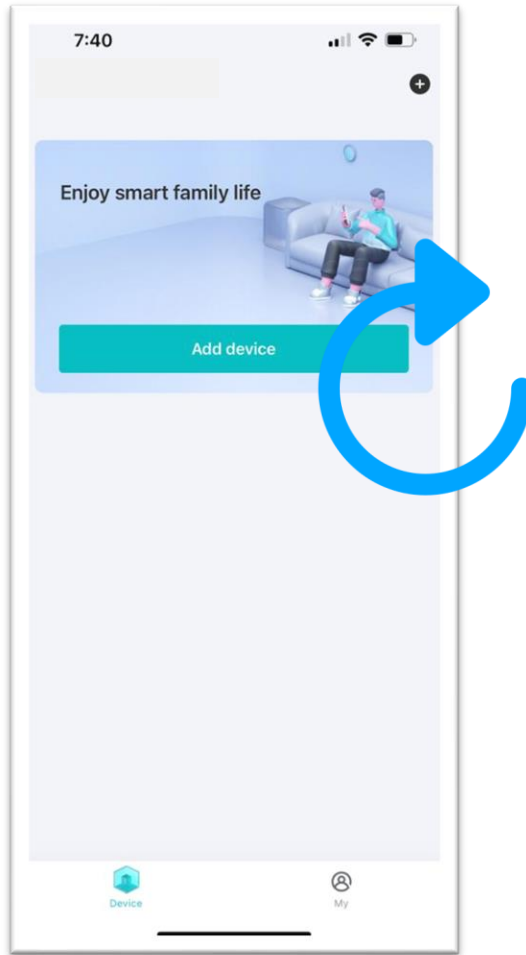
# 1. Hold wifi setup touch-button.



Wifi icon is blinking when device wifi is on and ready for reconnect.

- i. Hold this wifi setup touch-button for 3 – 5 seconds until beep sound ringing.
- ii. Wait for a while and you will see the wifi icon is blinking.

## 2. Re-do the add device steps.



# -END- APP USER GUIDE

MOVON DuoMate 10.6 (V Series)