Q: How to make sure the iOS app runs smooth.

A: Please make sure you are running the latest version of the iOS app. The latest version of the iOS app requires you have a least iOS 11.1 running on your iPhone or iPad. When you have an older version of iOS you will not be able to run our latest APP.

The iOS app version of Airlive SmartLife Plus which will run on iOS 11.1 and higher starts at version 2.03.03

When running this iOS app version or higher please also make sure you also have Firmware 1.90 or higher installed on your Gateway. To update your Gateway please follow the instruction on the second page.

Q: How to Automatically Update the Firmware of the Gateway.

A: In the Airlive SmartLife Plus app there is an update button which will allow you to update the firmware automatically. Before doing this please make sure you have a stable network connection.

DO NOT POWER OF THE GATEWAY WHILE THE UPDATE IS IN PROGESS. THIS CAN DAMAGE THE GATEWAY.

1. To go to the Automatic Update page in the Airlive SmartLife Plus app please first go to the "Settings" menu in the bottom right corner.

2. In the "Settings" menu click on the ">>" Behind the "Gateway Information" wording.

3. Click on the ⬆ button and a pop up will appear and ask you to update. Click "OK" to update.

When there is an update available but you do not get the update choice then please press the ⬆ a second time.

The update process will take around 3 to 5 mins. When the update process is complete please re-login again.