

# Frequently Asked Questions

## Sensonic Voice™ Controlled Smart Fan

### Why is the LED ring still flashing yellow after pairing to a Google Account?

This is an Alexa product, and you must sign into an Amazon account to complete the pairing process.

### Why won't the wall control pair?

- Hold down the mute button for 5 seconds to pair the wall control. Ensure that you are pressing on the mute icon itself and watch for the fan light to flash before releasing.
- If you don't pair within 3 minutes of the product being powered on, you may have to repower the unit.

### Sensonic Voice™ Controlled Fan cannot be found within the VoiceControl App.

- Ensure the fan is in pairing mode. The LED ring should be flashing yellow. If not, hold down the action button for 5 seconds, then release it to go into pairing mode.
- Your phone must be connected to your 2.4GHz WiFi network during initial fan setup, 5GHz networks are not supported by the fan.

### Alexa is not responding to your commands.

- It's possible the microphone is muted. You will see a red light on the grille if the microphone is muted.
- Ensure you are saying the correct name for your fan that can be set in the VoiceControl app.
- Ensure the product has been linked with your Amazon Account.
- Refer to the Best Practices Guide for common utterances.



## Google is not responding to your commands.

- Ensure Google device is setup and operating correctly.
- Ensure you are saying the correct name for your fan that can be set in the VoiceControl app.
- Ensure the product has been linked with your Google Account.
- Refer to the Best Practices Guide for common utterances.

## The voice controlled fan will not show up in my phone's Bluetooth.

- Make sure your phone's Bluetooth is on.
- Ask Alexa/Google to open Bluetooth.
- Go into Bluetooth settings and find Broan fan. You may need to refresh the Bluetooth search scan within Bluetooth settings.

## What does the color of the spinning light mean?

- Because this is an Alexa product, the fan will display status messages using the color LEDs that are consistent with Amazon Alexa requirements.
- Please see this link for more information:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=GKLDRT7FP4FZE56>

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800-558-1711 | Broan-NuTone.com

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