How to install and use the IQOS Desktop App **to update the IQOS 3 DUO firmware**
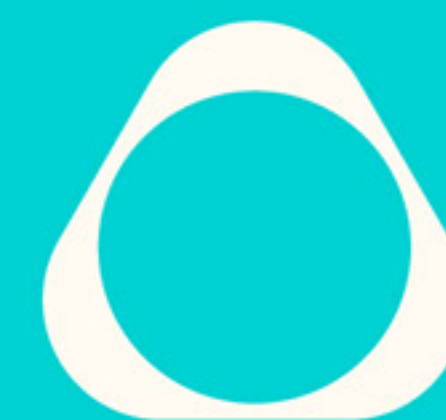
IQOS
TOGETHER. FORWARD.

Before starting

Why is updating the firmware so important?
Updating to the latest firmware version
can help resolve malfunctions and
anomalies.

To update the firmware of your IQOS 3 DUO
with the Desktop App, you will need a **USB cable**
(you can use the one supplied for charging the IQOS).
About **60 MB** of space on your PC folder are required
to install the App.

If you need assistance call us:

800 - 226042

1. **Download the App**
2. **Install the App**
3. **Locate the App**
4. **Start the App**
5. **Update the firmware**
6. **More functions**

*The estimated time may vary depending on the quality of the internet connection.

1. Download th App

Download the App from the link of the dedicated page on **IQOS.com**

Download the Desktop App
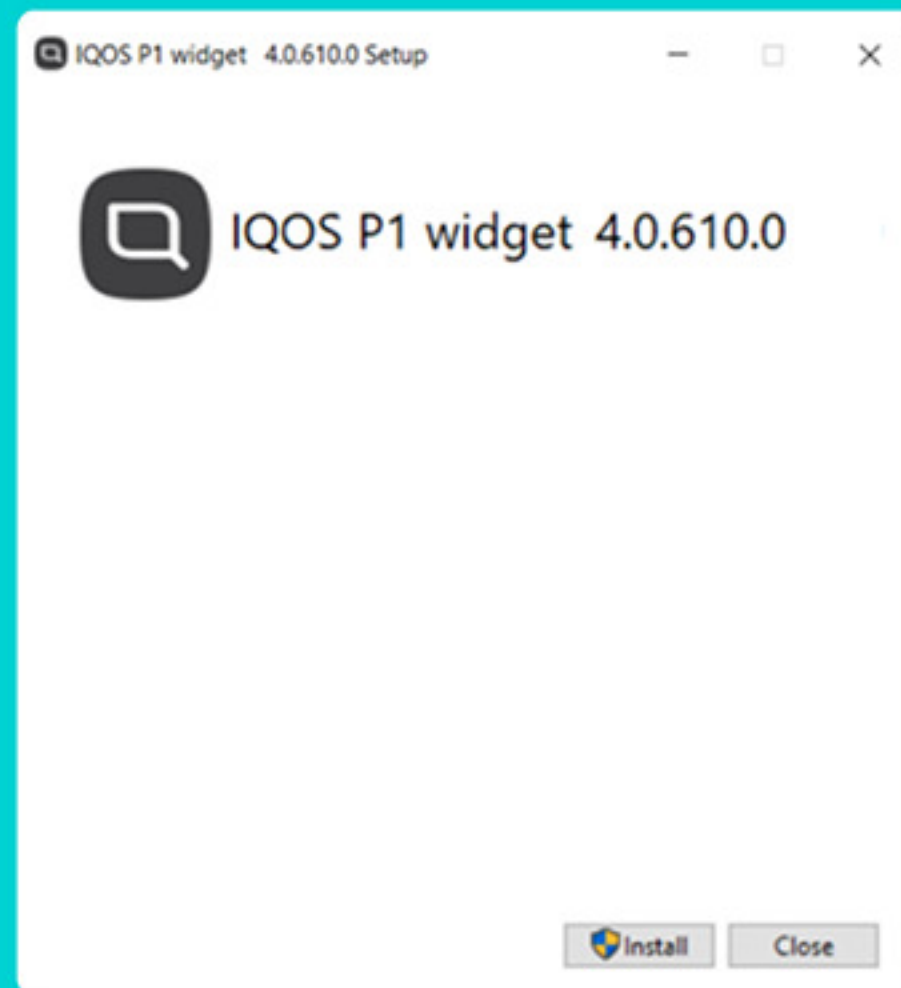

Download on Mac   **Download on windows**

Desktop App IQOS

The application is developed specifically for desktop and laptop computers. Connect your IQOS to the app with a USB cable (you can use the same one you charge IQOS with)
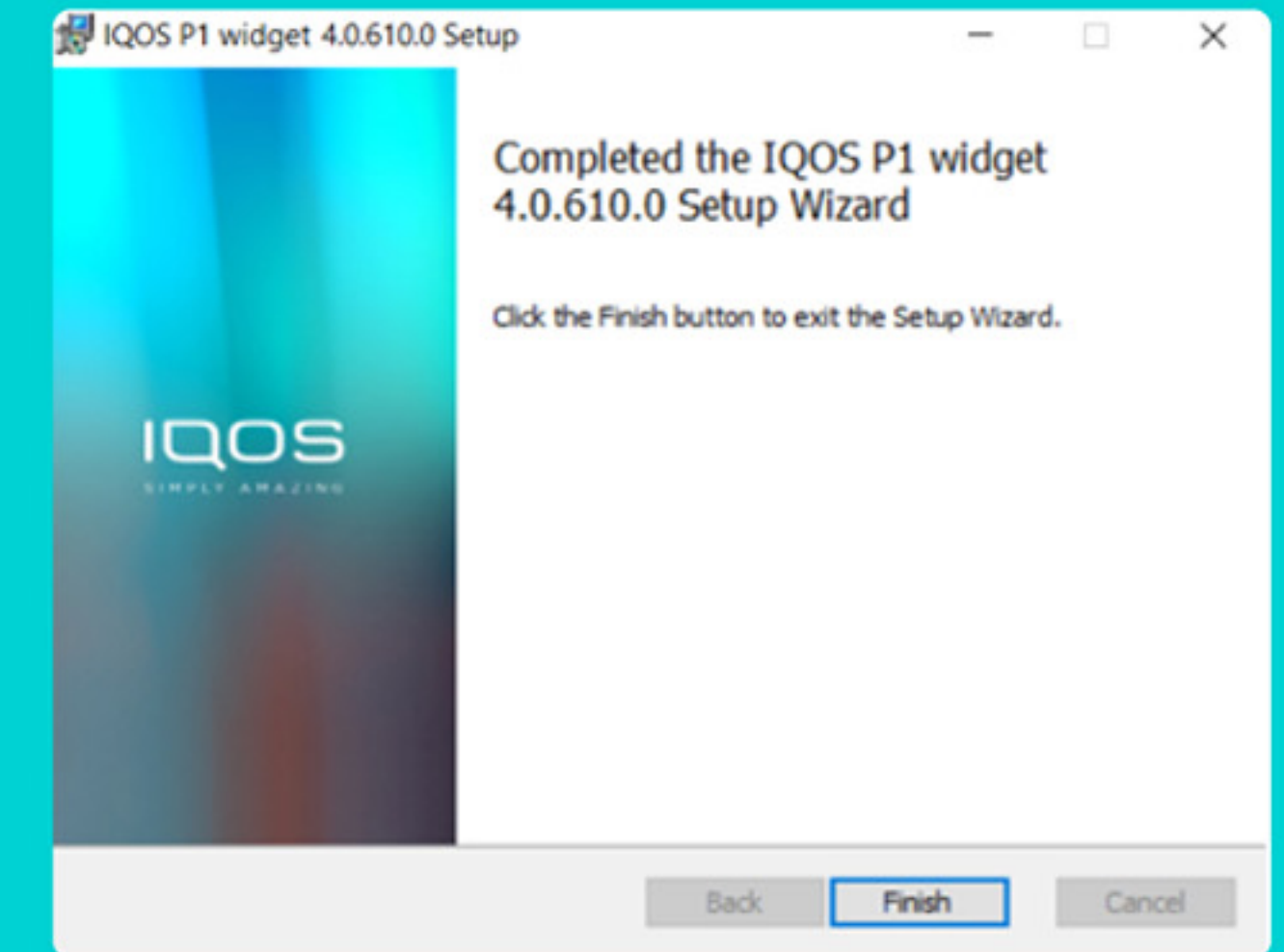
2. Install the App

Windows

1. Open the installation file (format.exe) and, on the screen displayed, click on **Install**.

2. On the next screen, click on **Next**.
Note: The operating system may require you to enter the system password.
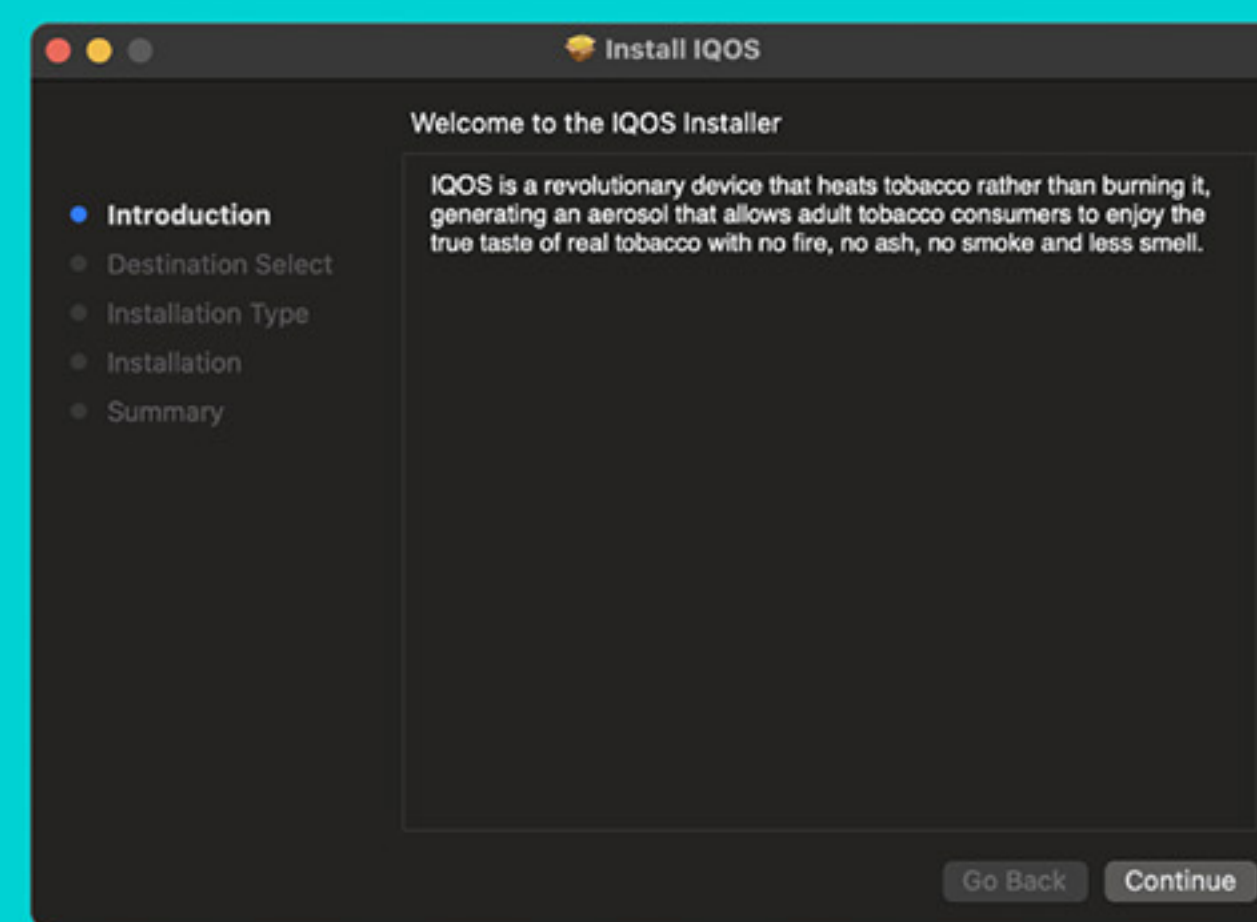

3. Choose where to install the App, complete all the steps and finish the installation by clicking on **Finish**.
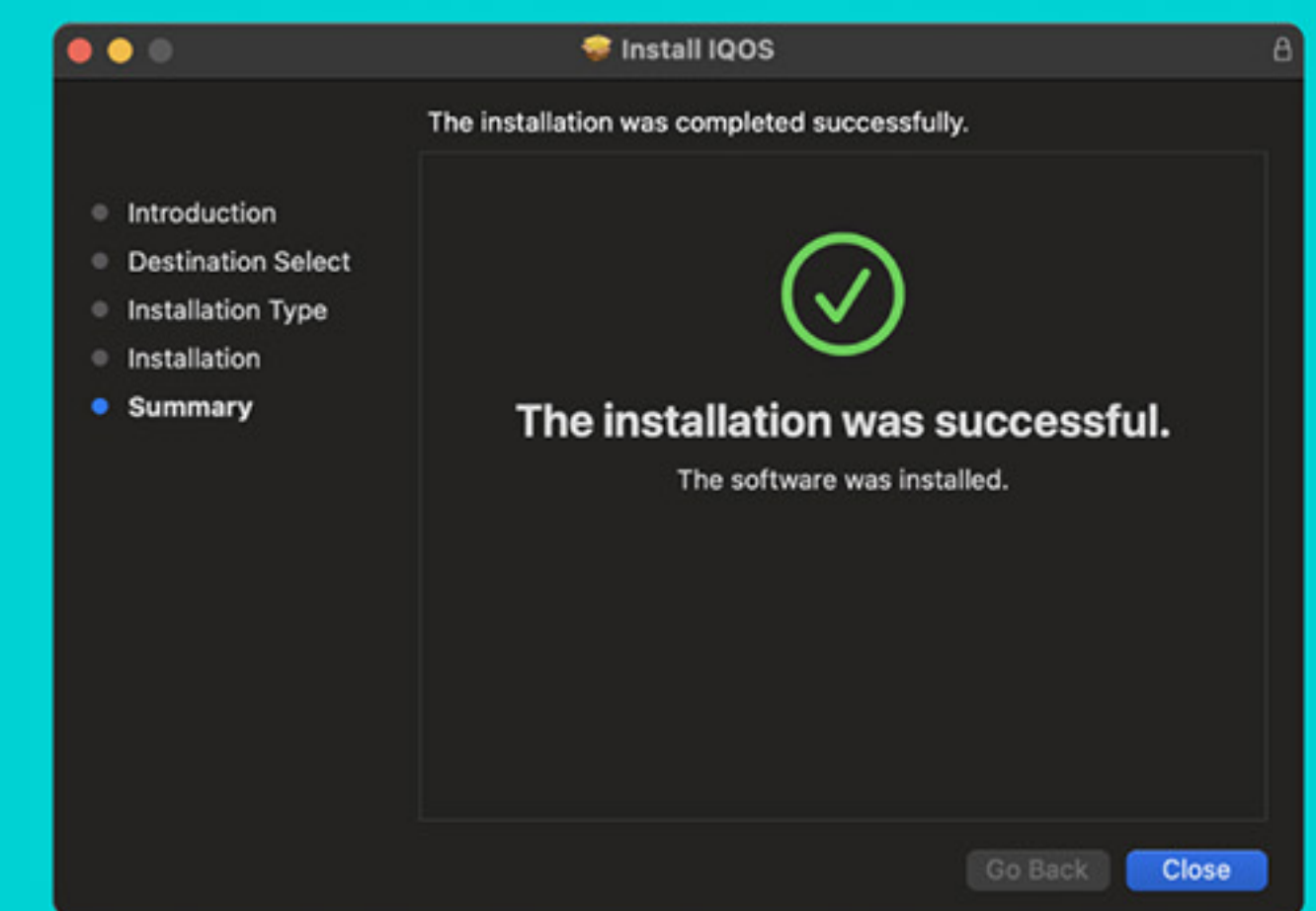
Mac

1. Open the installation file (format.pkg) and, on the screen displayed, click on **Install**.

2. On the next screen, click on **Continue**.
Note: The operating system may require you to enter the system password.

3. Choose where to install the App, complete all the steps and finish the installation by clicking on **Close**.
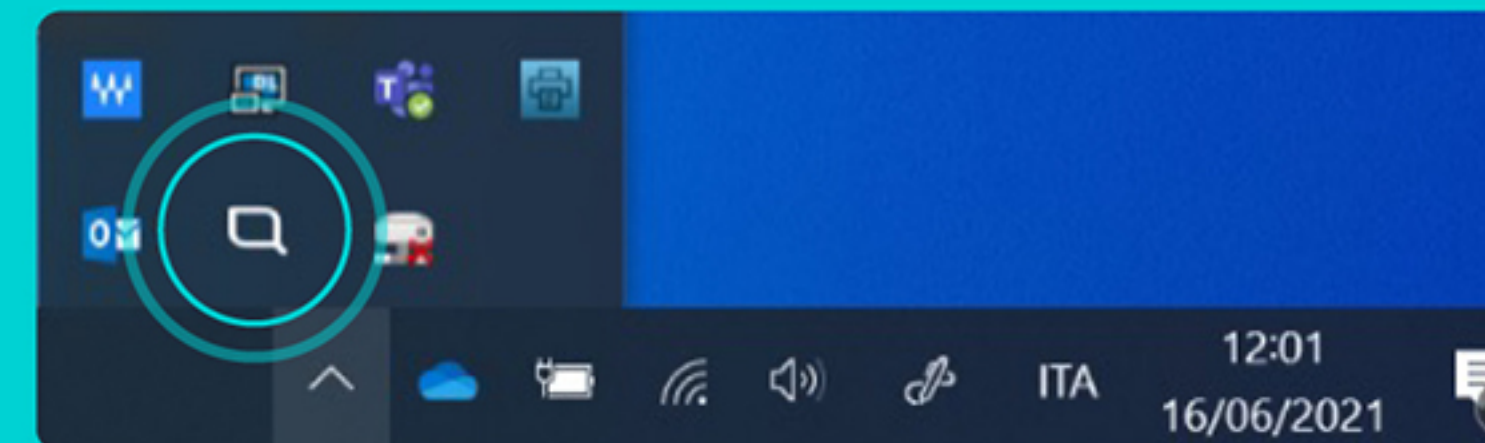
3. Locate the App

Windows

To start the App, click on the icon "▯" that will appear on the desktop.
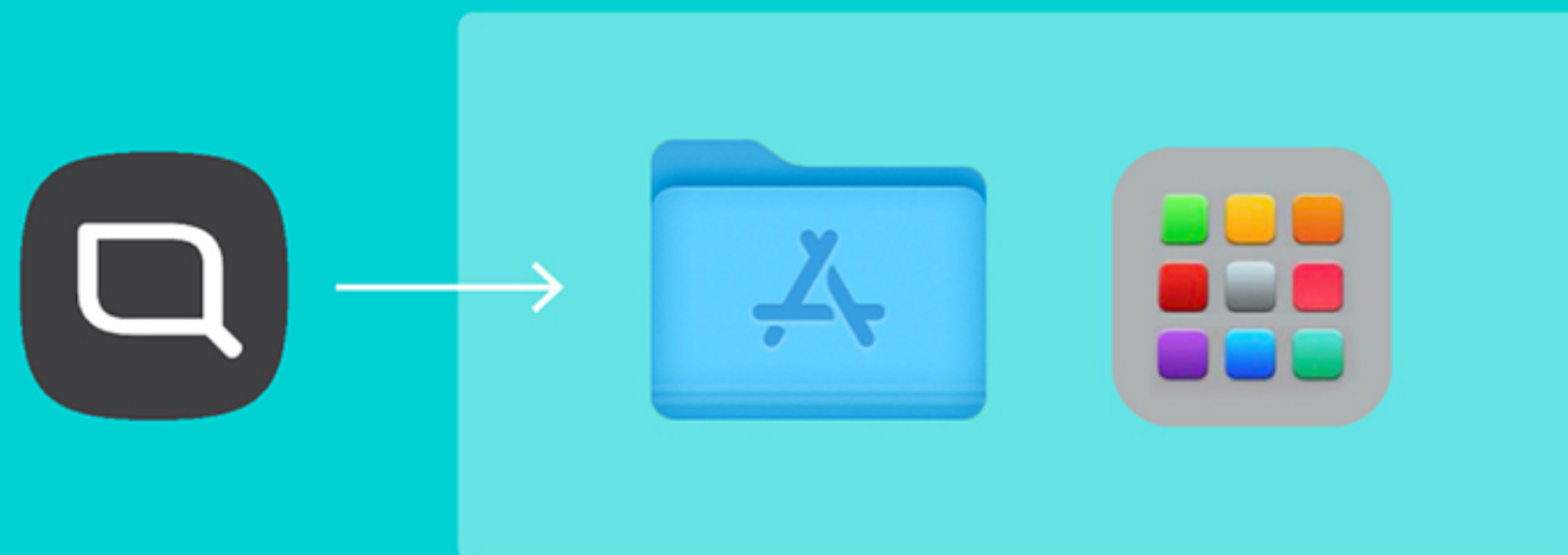
IQOS widget

You can then start the App via the toolbar **bottom right**.

Mac

You can find the App in the **applications folder**, or from the Dock, inside the **Launchpad**.
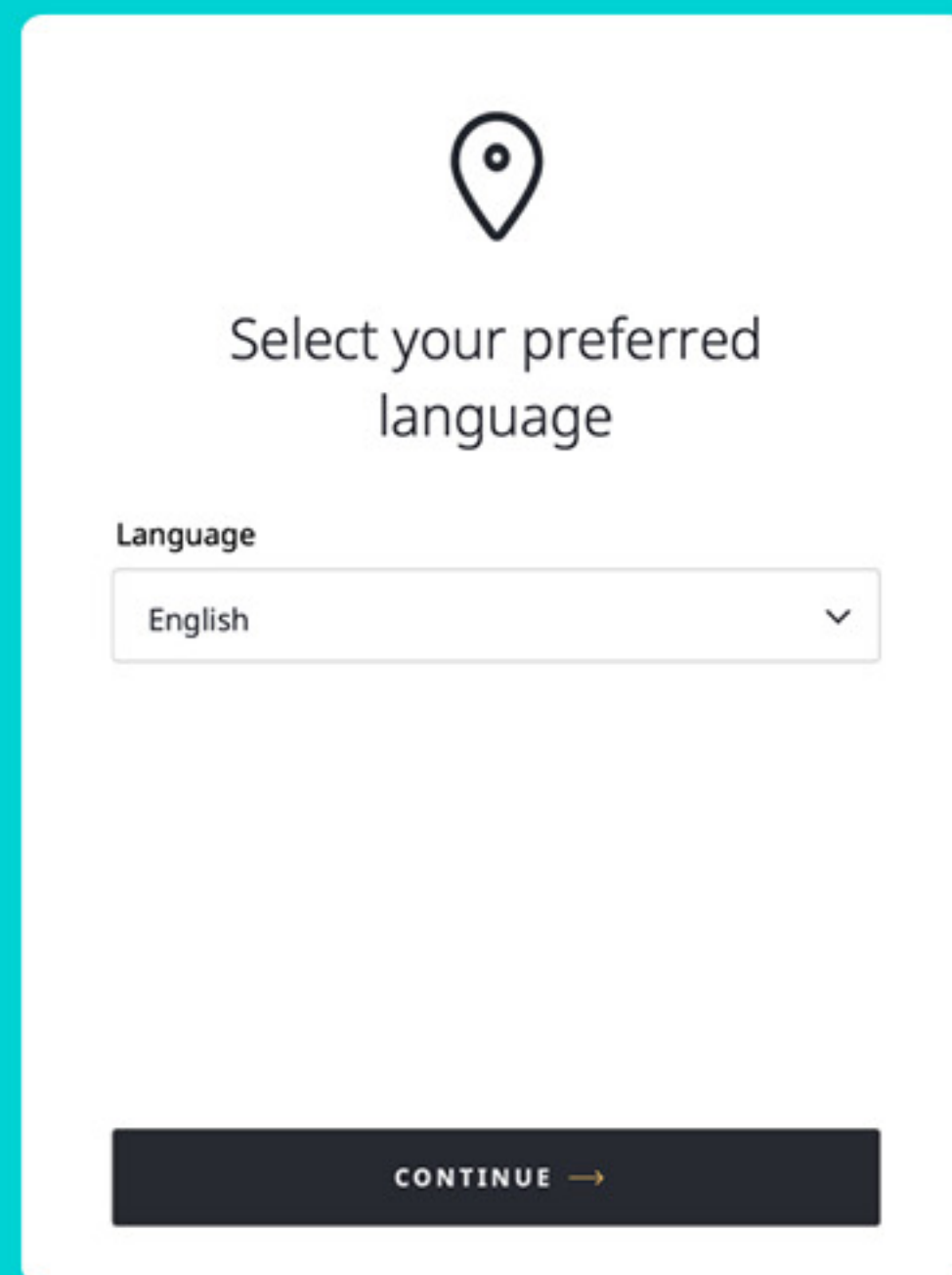
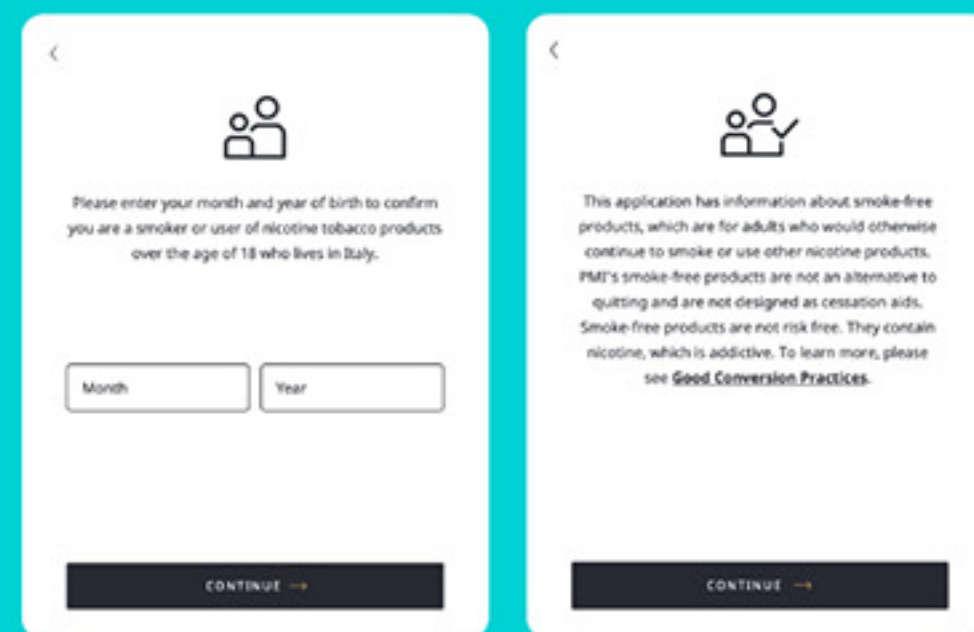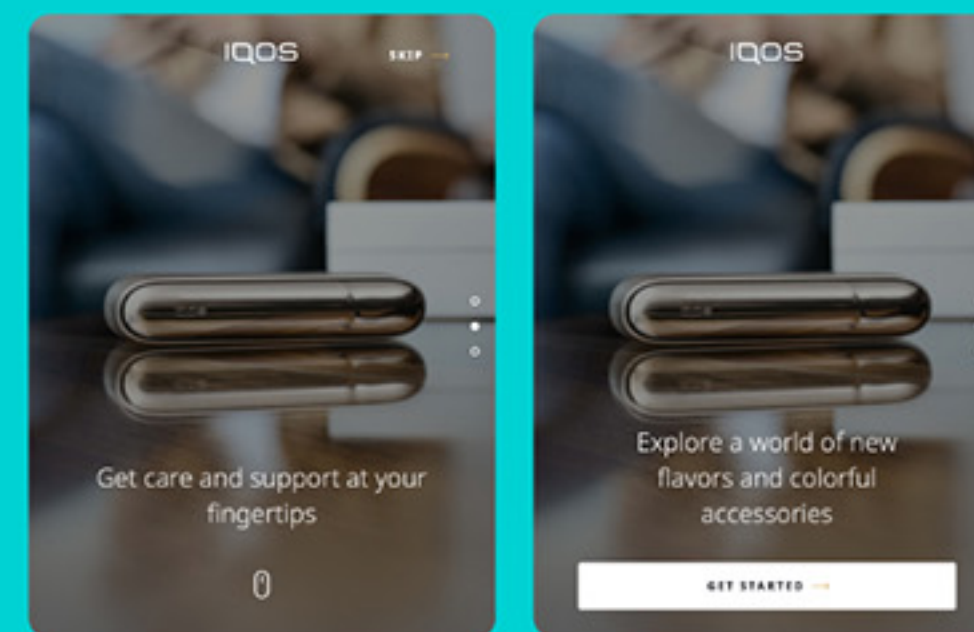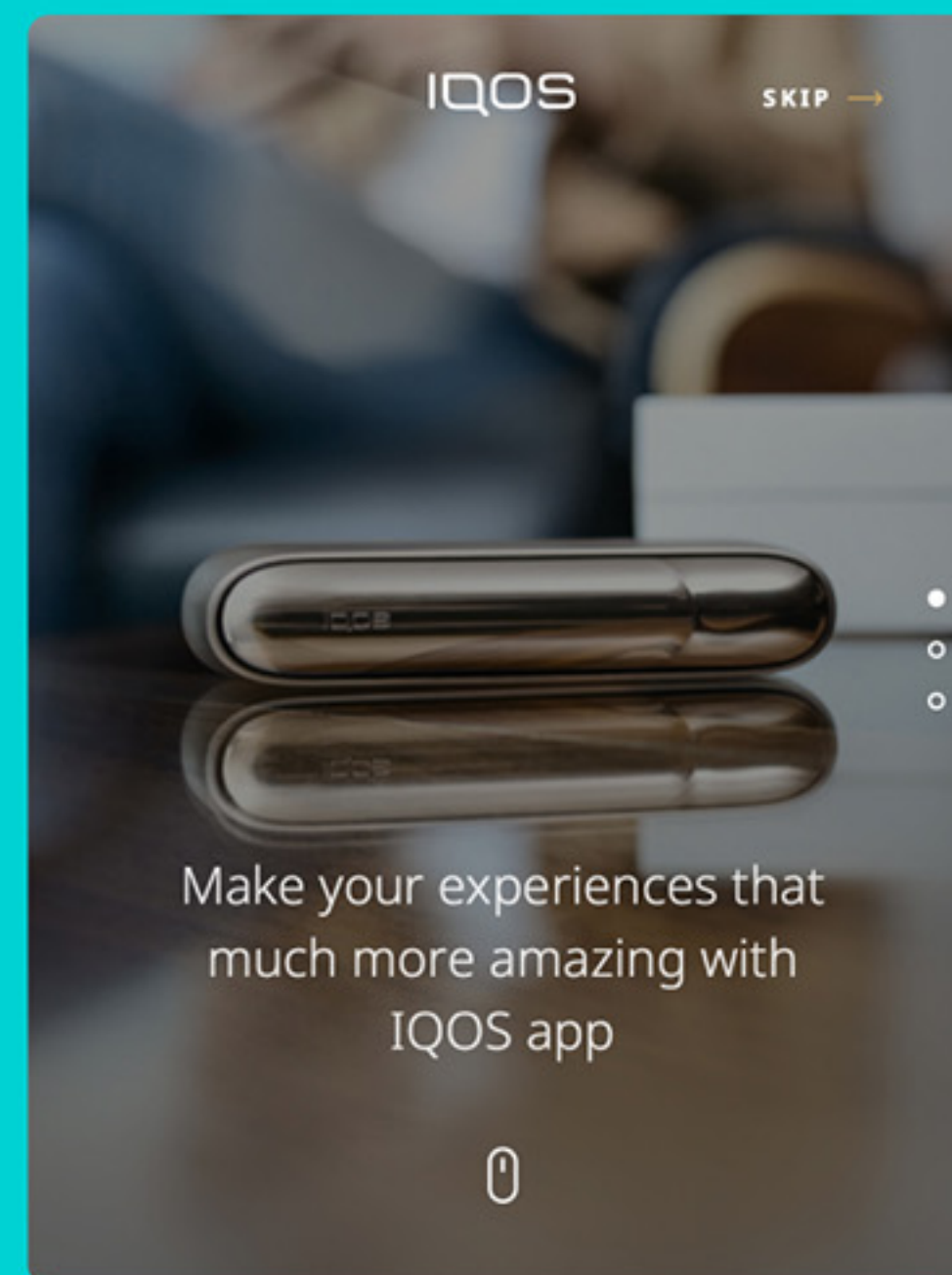Once the App is launched, it will appear in the **menu bar**.

4. Start the App

1

Select your preferred language

Language

English ▾

CONTINUE →

Please enter your month and year of birth to confirm you are a smoker or user of nicotine tobacco products over the age of 18 who lives in Italy.

Month   Year

CONTINUE →

This application has information about smoke-free products, which are for adults who would otherwise continue to smoke or use other nicotine products. PMI's smoke-free products are not an alternative to quitting and are not designed as cessation aids. Smoke-free products are not risk free. They contain nicotine, which is addictive. To learn more, please see **Good Conversion Practices.**

CONTINUE →

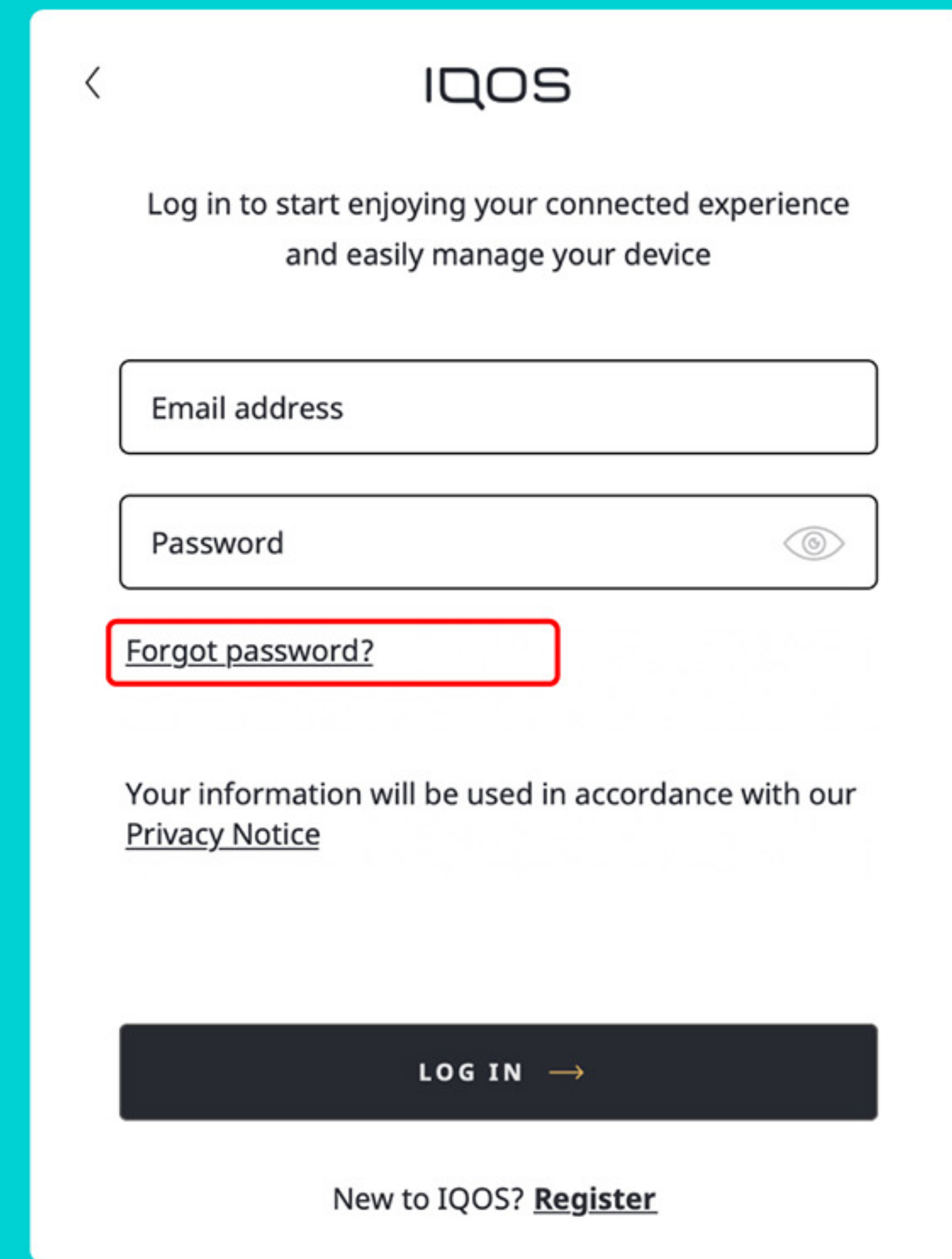Select the language, enter the month and year of birth, read the information on the **PMI's smoke-free products**.

2

IQOS   SKIP →

Make your experiences that much more amazing with IQOS app

IQOS   SKIP →

Get care and support at your fingertips

IQOS

Explore a world of new flavors and colorful accessories

GET STARTED →

Scroll with the mouse to read the 3 illustrating screens and the **tutorial** of the App.

3

‹   IQOS

Log in to start enjoying your connected experience and easily manage your device

Email address

Password   👁

Forgot password?

Your information will be used in accordance with our **Privacy Notice**

LOG IN →

New to IQOS? **Register**

Log in with your account credentials or create a new account by clicking on **Register**. Read and accept the terms of use and the information on data processing to continue. If you don't remember your password, click on **Forgot your password?**

5. Update the firmware

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1

IQOS 3 DUO
Device connected
100% 🔋

DEVICE SETTINGS →

Home · Devices · Account · More
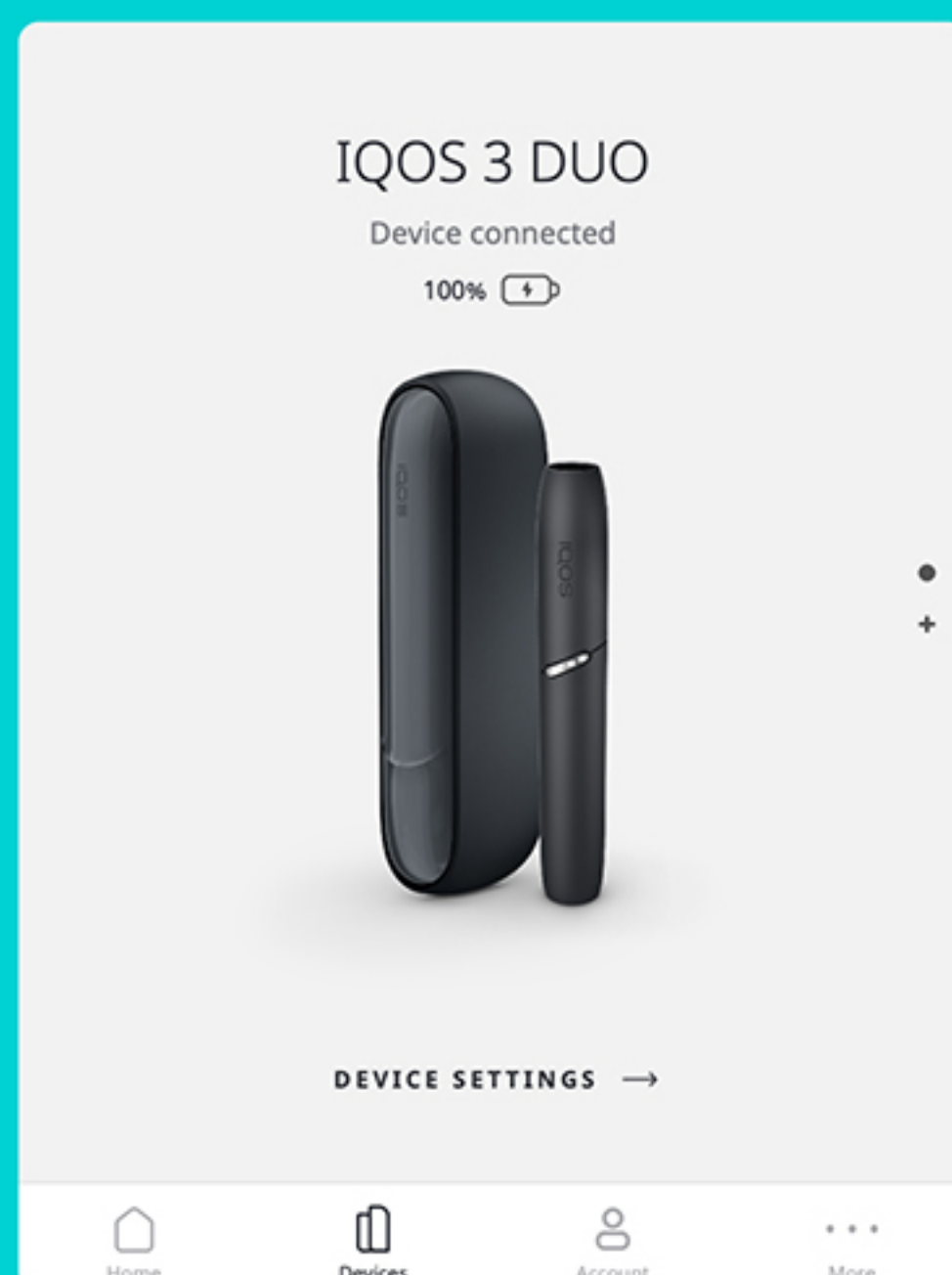
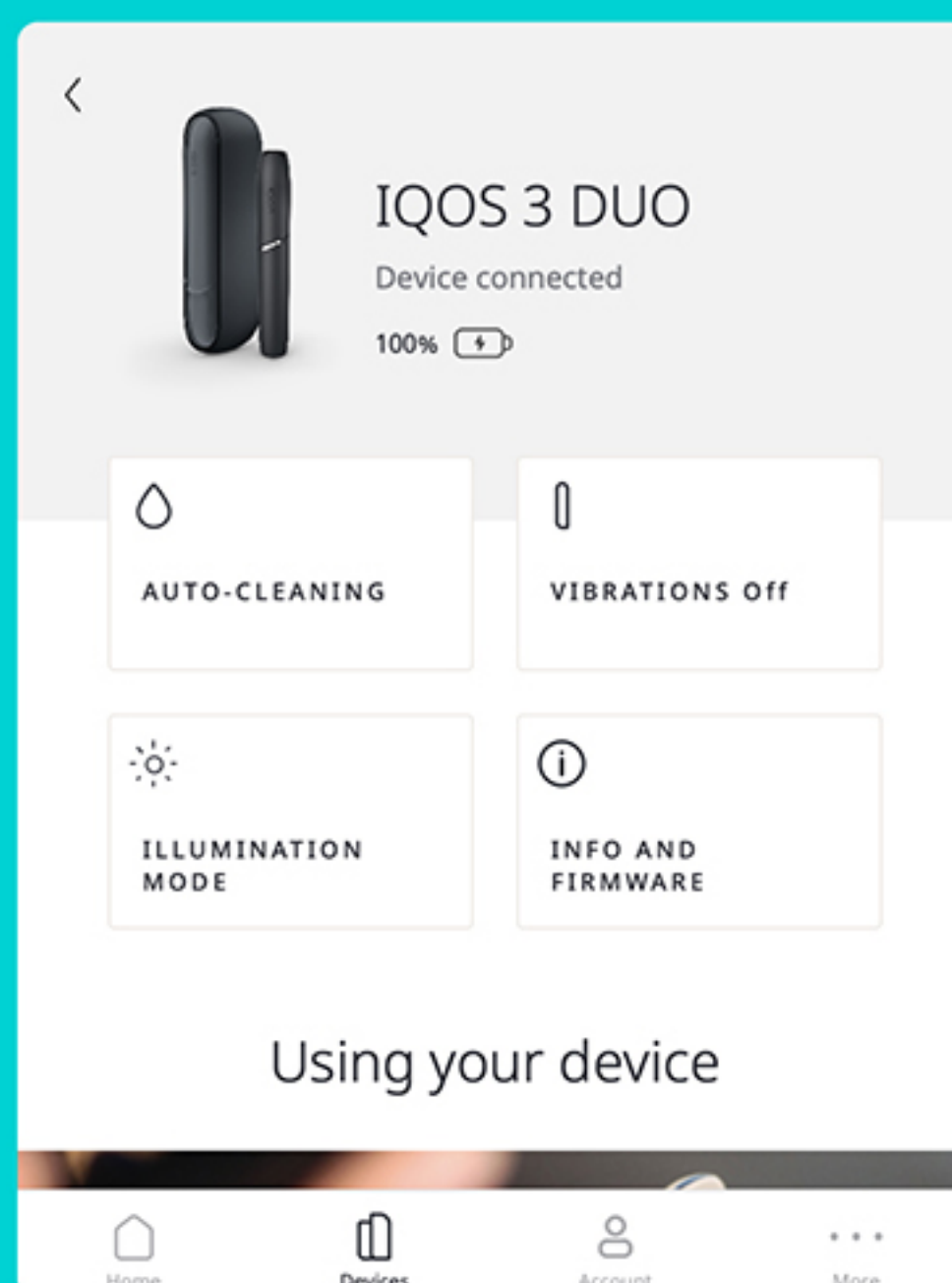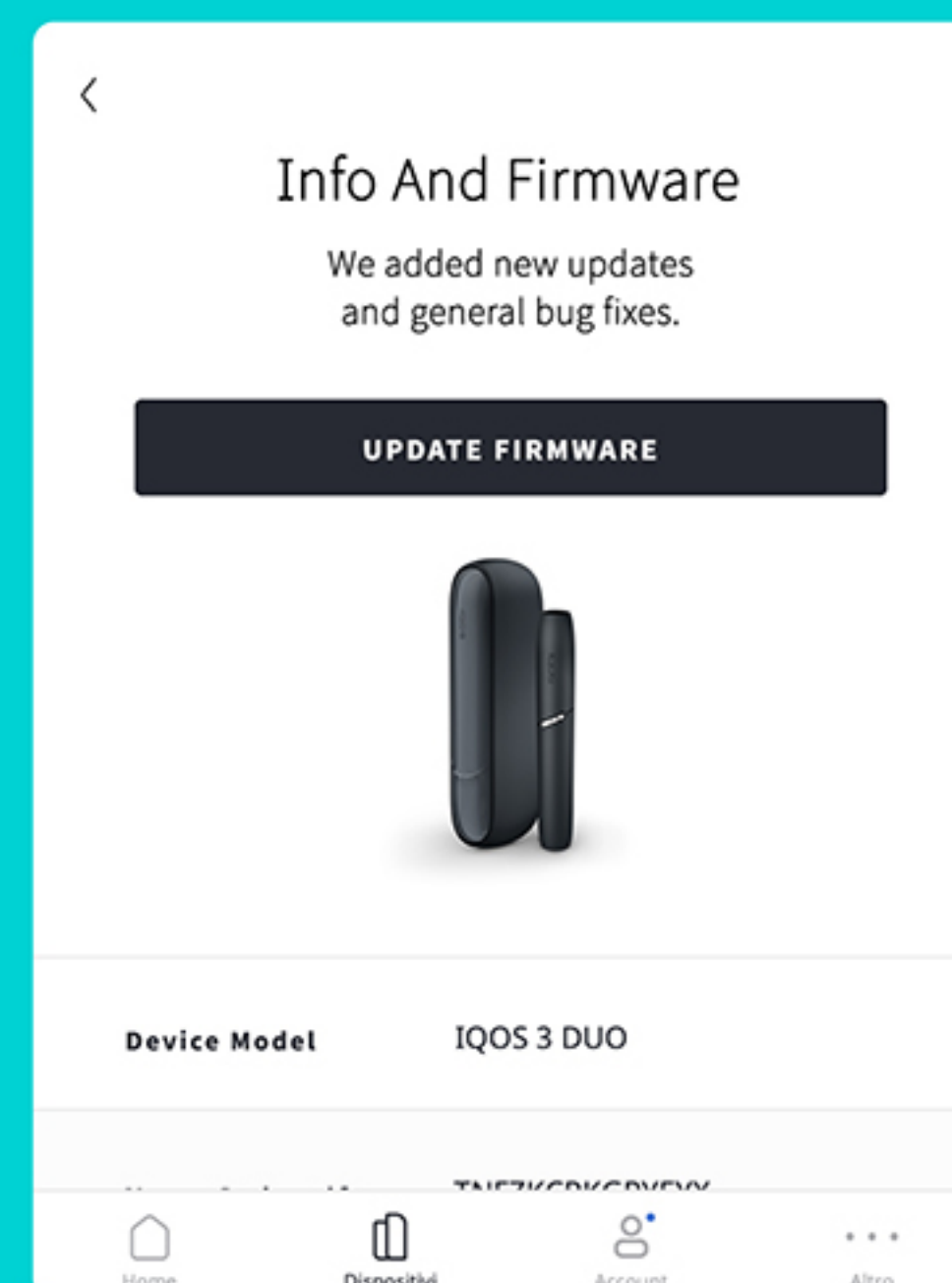**Connect your IQOS** to the computer with the USB charging cable. The device will vibrate and you will be able to access the device settings.

2

IQOS 3 DUO
Device connected
100% 🔋

AUTO-CLEANING | VIBRATIONS Off

ILLUMINATION MODE | INFO AND FIRMWARE

Using your device

Home · Devices · Account · More

Select **INFO AND FIRMWARE** in the area **Device**.

3

Info And Firmware
We added new updates and general bug fixes.

UPDATE FIRMWARE

Device Model   IQOS 3 DUO
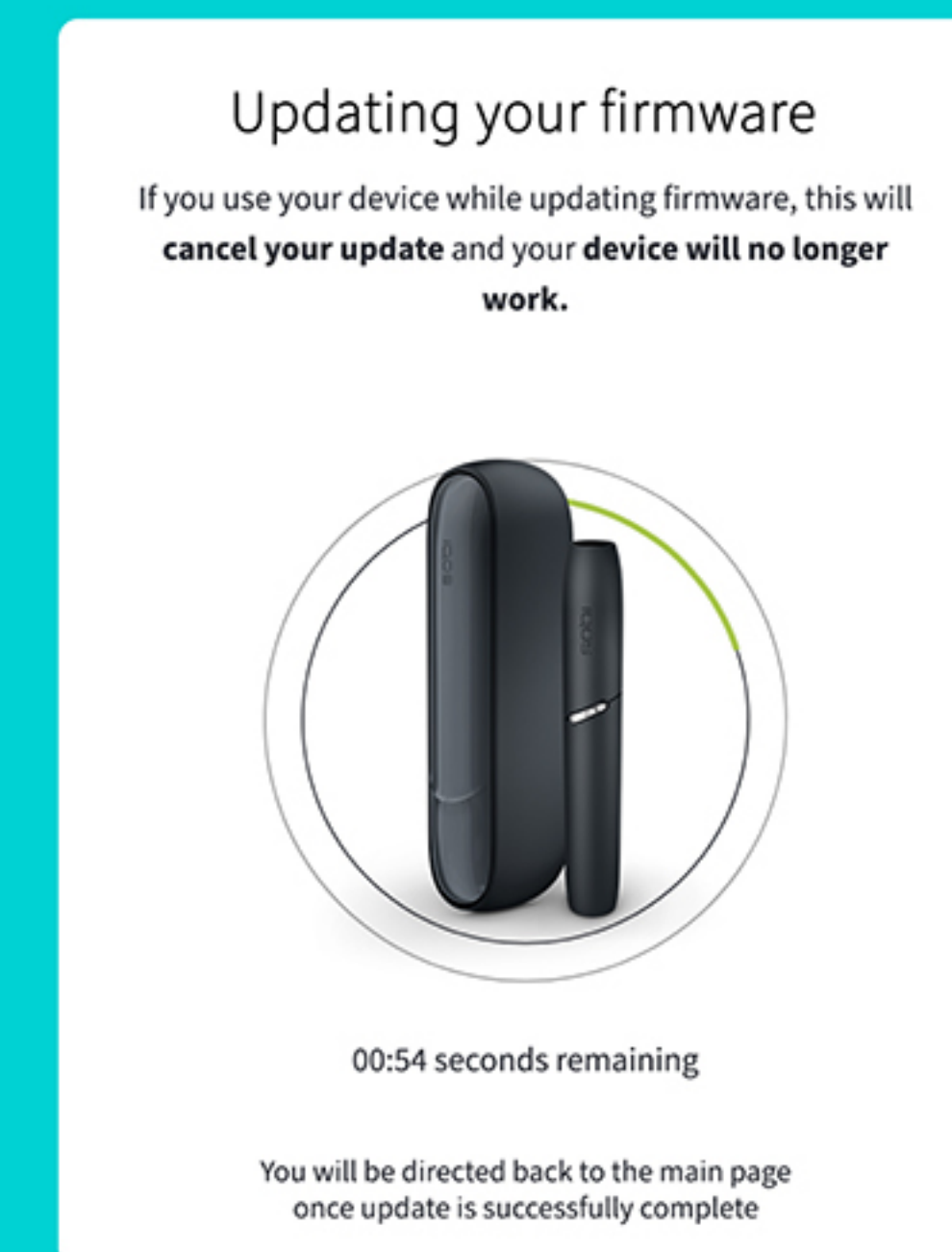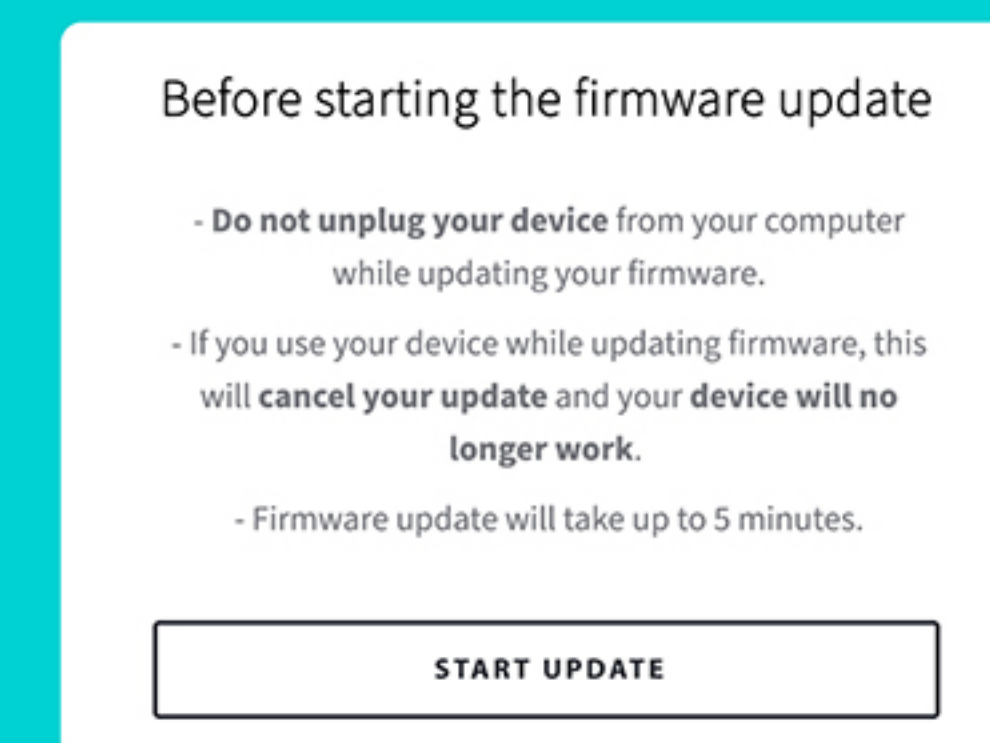
Home · Dispositivi · Account · Altro

The App will notify you if the firmware needs to be updated to the latest version; in this case, click on **UPDATE FIRMWARE** and go to step 4. If the screen **UPDATE FIRMWARE** does not appear, it means that your device's firmware is already at the latest version. In case of problems with the operation of the device, contact the IQOS Customer Service or go to the nearest store.

📞 **800 - 226042**

4

Before starting the firmware update

- **Do not unplug your device** from your computer while updating your firmware.
- If you use your device while updating firmware, this will **cancel your update** and your **device will no longer work.**
- Firmware update will take up to 5 minutes.

START UPDATE

Updating your firmware

If you use your device while updating firmware, this will **cancel your update** and your **device will no longer work.**

00:54 seconds remaining

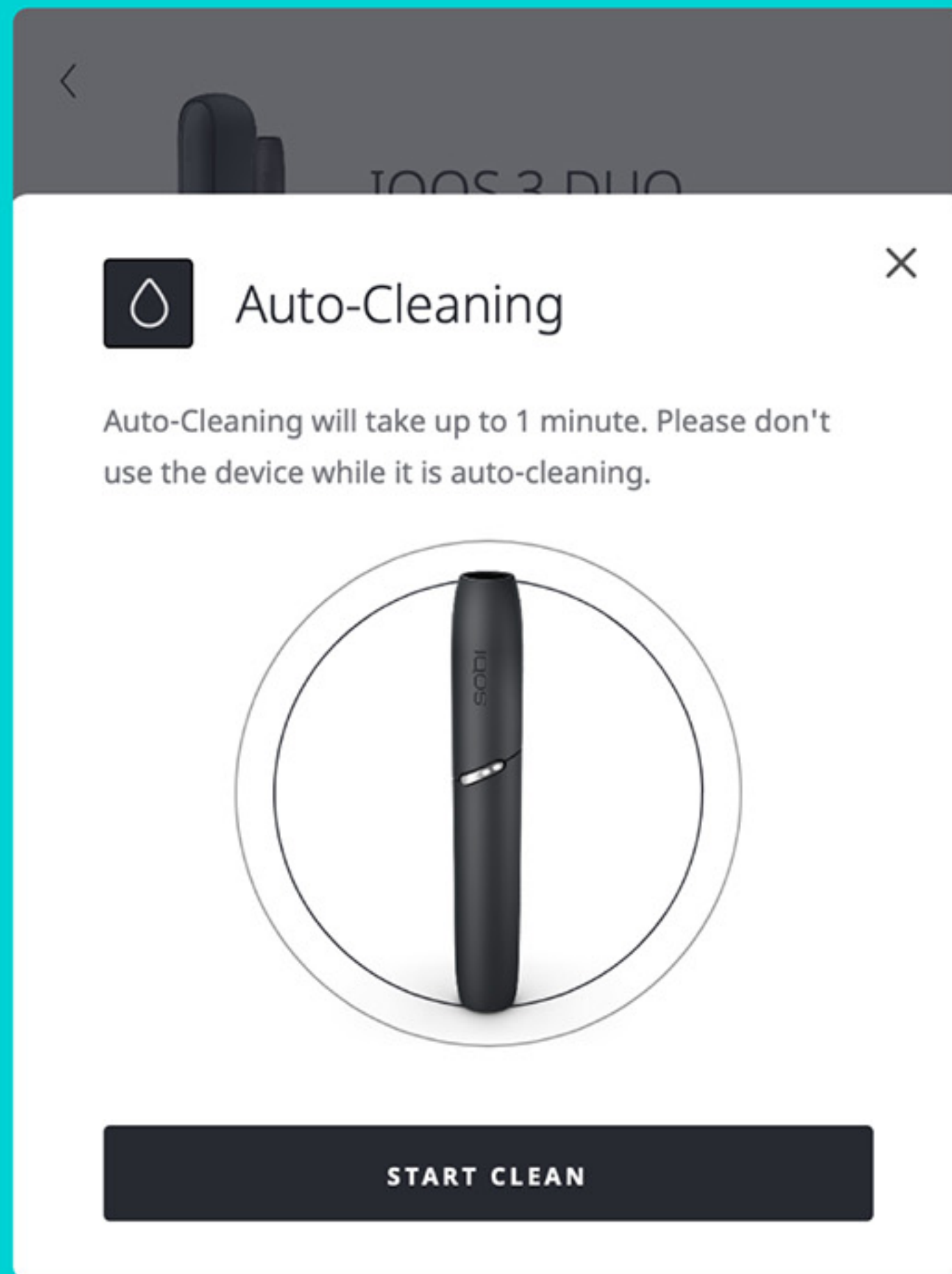You will be directed back to the main page once update is successfully complete

✅ Firmware was successfully updated. Restarting the device. Please don't use your device while restarting. ✕

Click on **Start Update** and wait for the operation to be completed.

6. More functions

Auto-Cleaning

Auto-Cleaning will take up to 1 minute. Please don't use the device while it is auto-cleaning.

START CLEAN

Vibrations

Set vibrations alerts for your device.

Holder

Battery charged
Off

During Usage

Start heating
Off

Ready to use
Off

Almost finished
Off

IQOS 3 DUO
Device connected
100%

AUTO-CLEANING   VIBRATIONS Off

Illumination Mode

Lower the brightness of your LED while your device is charging at night.

50%   100%

The **automatic cleaning** allows some problems to be resolved by heating the holder.
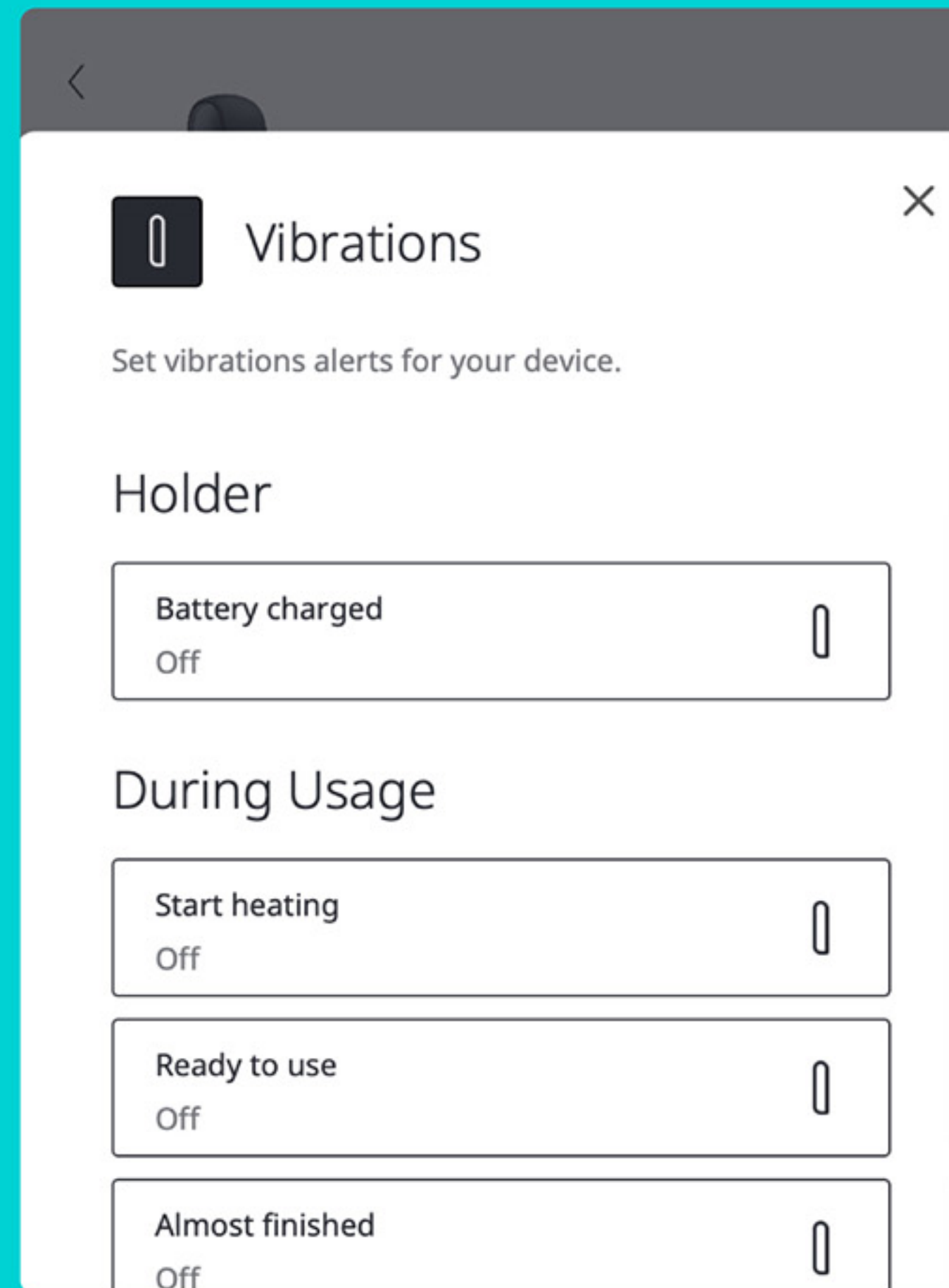
The section dedicated to the **vibrations** allows you to adjust the functionality to your liking.
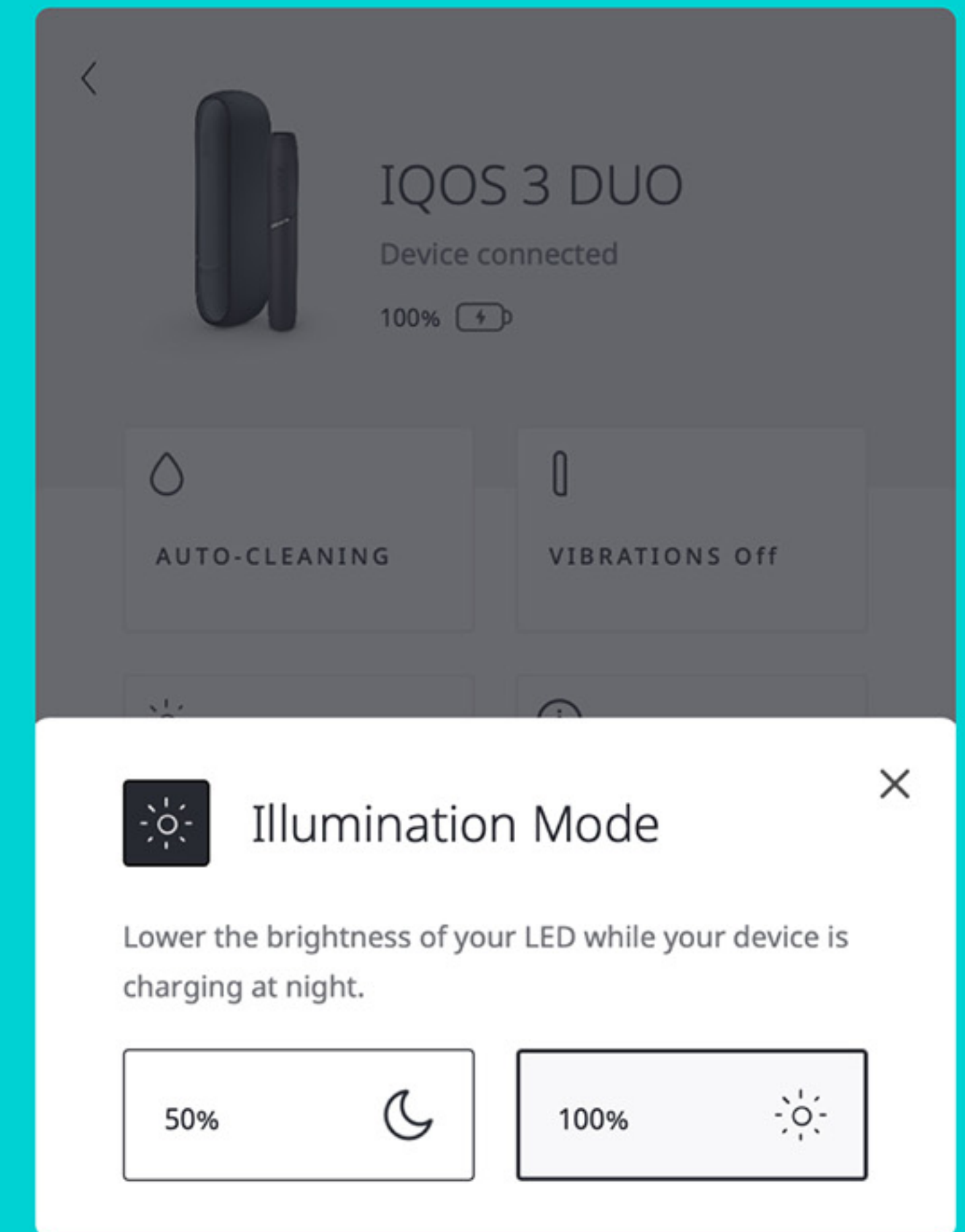
The **lightning** can be changed via App.

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Find IQOS

Find your nearest
point of sale.

Phone

Call us at 800226042

Email

Send us your questions
and we will respond as soon as possible

Facebook

Visit our page and chat
with an IQOS Expert,
available daily from 9 am to 9 pm.