SUPLA APP CONFIGURATION INSTRUCTIONS

FOR H+ WiFi and H+h WiFi HEATER CONTROLLERS

A short guide for using the SUPLA App. p. 12

October 2020

Connecting your heater to a smartphone.

Follow the instructions below to connect your heater to a smartphone. Adding the heater to one Smartphone will make it automatically available on all other smartphones / devices which are connected to your SUPLA account.

Before you start, make sure you have an Android or iOS smartphone and your heater is correctly installed, connected to the power supply and switched on.

Step 1. Installation of SUPLA app

For Android system, go to Google Play. For iOS, go to the App Store. Then search for the application named 'SUPLA' and install it.

Run the SUPLA app and enter the email of your account set up at cloud.supla.org. If you have not created an account yet press
'Create an account' and follow the instructions of the add wizard.

Do not check the 'Advanced settings' option
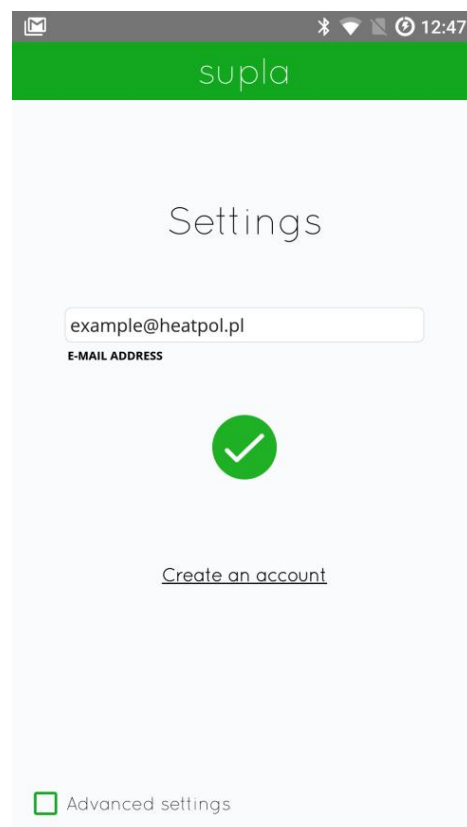
Step 2. Connecting the heater to the SUPLA app

Before you start connecting the heater to the app make sure that it is in 'pairing' mode. The 'Pairing' mode is indicated by a flashing dot on the display of the heater driver. In this mode, the heater broadcasts a WiFi network beginning with the phrase 'HEATPOL'.

If the heater is not in the pairing mode it should be switched to that mode by performing following steps.

- Turn off the heater by holding the minus button (on the controller or remote control) for 5 seconds.
- Press and hold the minus button again (on the controller or remote control) for 5 seconds.
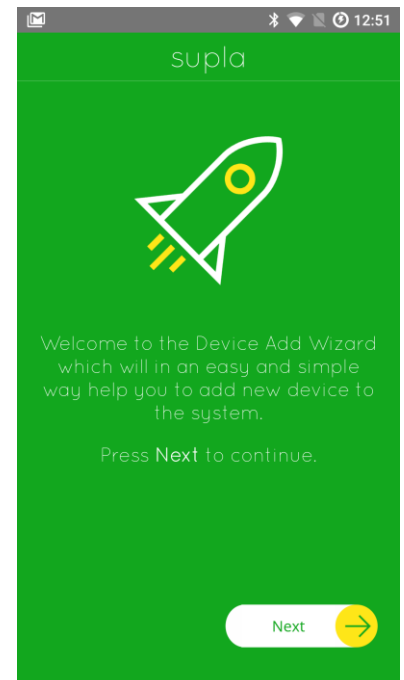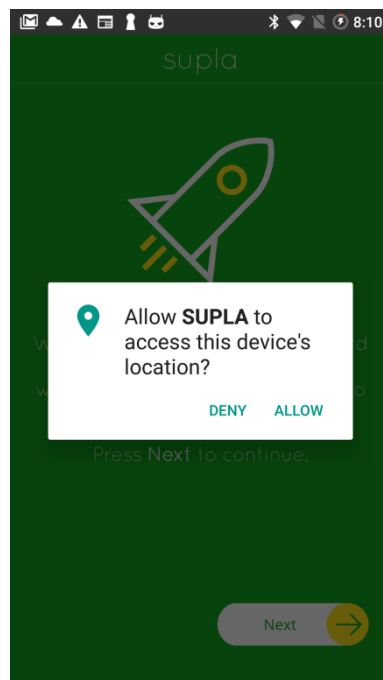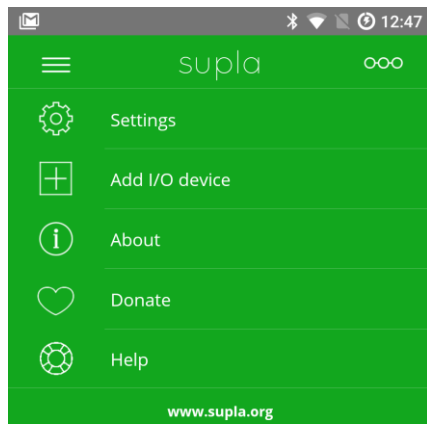
Status indication for making a connection: Flashing

every 0.1 seconds – configuration mode

Flashing every 2 seconds – connecting to WiFi

Flashing every 0.5 seconds – WiFi connected, connecting to the server

Steady – connected to the server

Expand the SUPLA application menu and press the 'Add I/O device' button. Then press Next.

If the add wizard displays a message that reads 'The add wizard is available only when a connection to the server has been made based on the address entered in the settings for the email!' this means that the 'Advanced settings' option has been selected in the settings and it should be deselected.

If a message stating that the application requires access to the location of the device or GPS is displayed you have to give permission for that. SUPLA app requires access to these functions only for the purpose of searching for devices to be paired while the wizard is running.

If the add wizard displays a message saying 'Registration of the I/O devices is currently disabled. To continue go to the cloud.supla.org website and in [My SUPLA] enable adding the devices.', go to cloud.supla.org. Then go to [My Supla] tab and press the button

Registration of new clients: INACTIVE
CLICK TO ENABLE

So that it changes to:

Registration of new clients: ACTIVE
will expire : Jutro o 19:37
CLICK TO DISABLE

Choose WiFi network (for Android), or enter its name (for iOS), that the heater will use to access the Internet. Then enter the password to access the selected network and press 'Next'.

The password is case sensitive. Make sure there are no special characters in the network name.

For **Android**, in the next step, just press 'Start'.
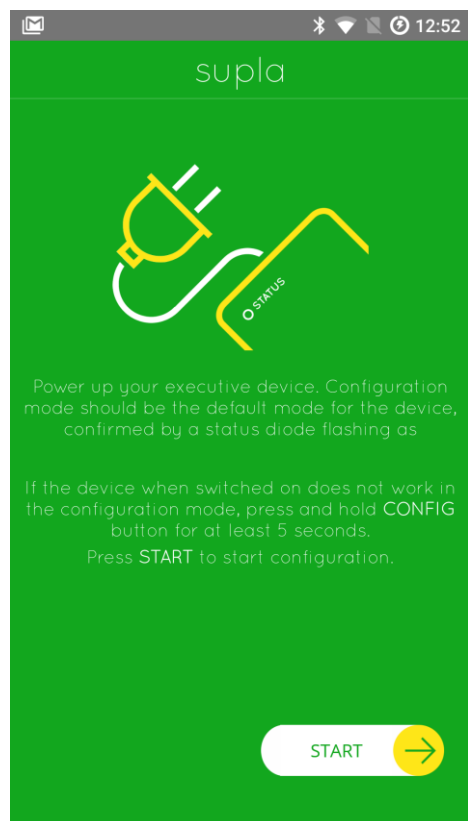
For **iOS**, go to system settings. Then manually connect to the WiFi network beginning with the phrase 'HEATPOL'. After connecting to that network, go back to the SUPLA app and press the Start button.
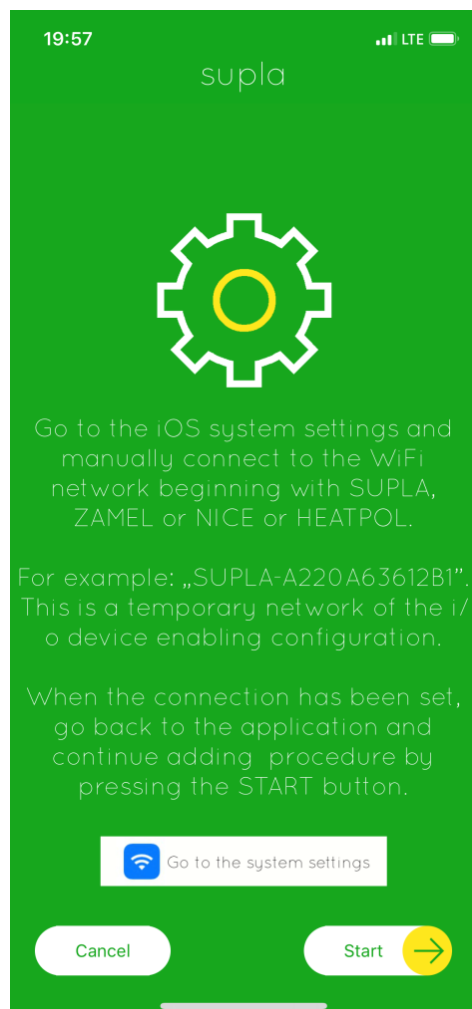
If all operations have been successful, the summary shown below will be displayed and, after pressing OK, your heater will appear in the application list.

> If your heater does not appear on the list of devices, repeat step 2 with particular attention to the 'Previous status' information, which is displayed in the add wizard summary. It may contain error information to indicate that the heater could not establish connection to the server (e.g. wrong password for WiFi network).
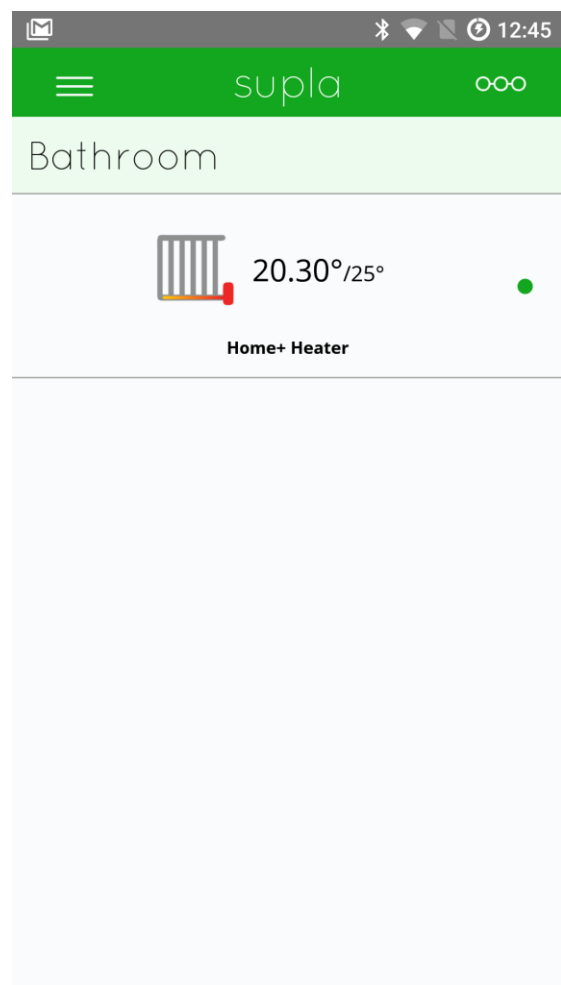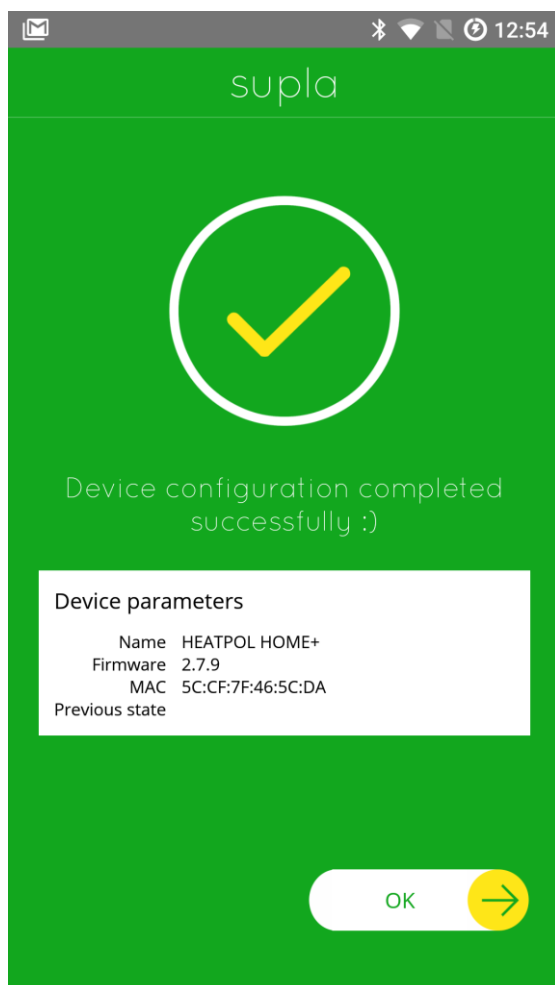
**Step 3. Connecting the heater to additional smartphones / devices**

Before you start, make sure you have the option for registering more smartphones enabled. To do so, log in using the cloud.supla.org web browser. Go to 'Smartphones' tab and click on the button:


It will change to:

Install and run the SUPLA app on the new device (Smartphone/Tablet). Then, in the settings, enter the same email you used for the first smartphone and press the OK button. A message will appear stating that the smartphone has not an access identifier assigned.
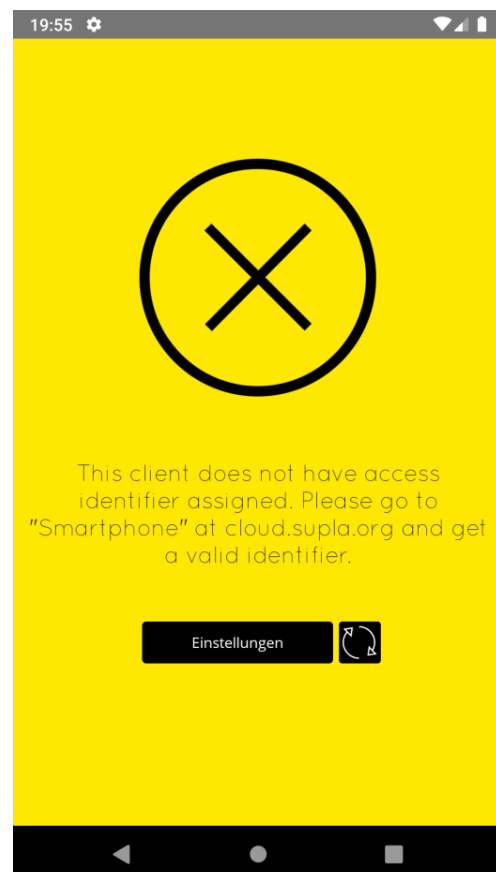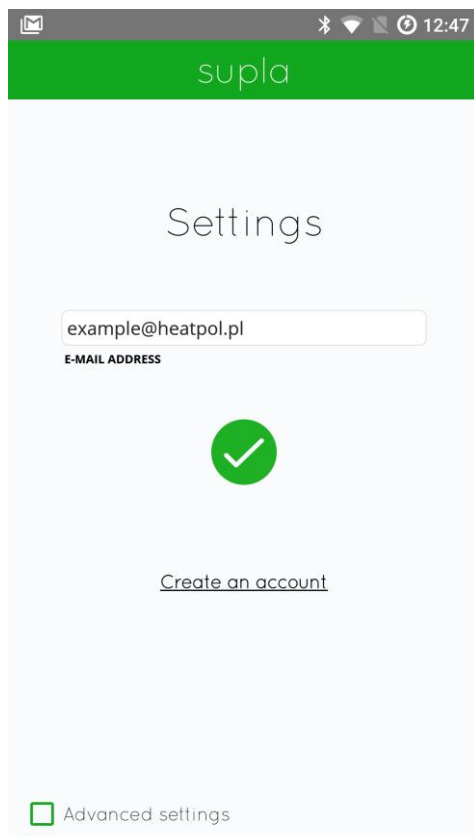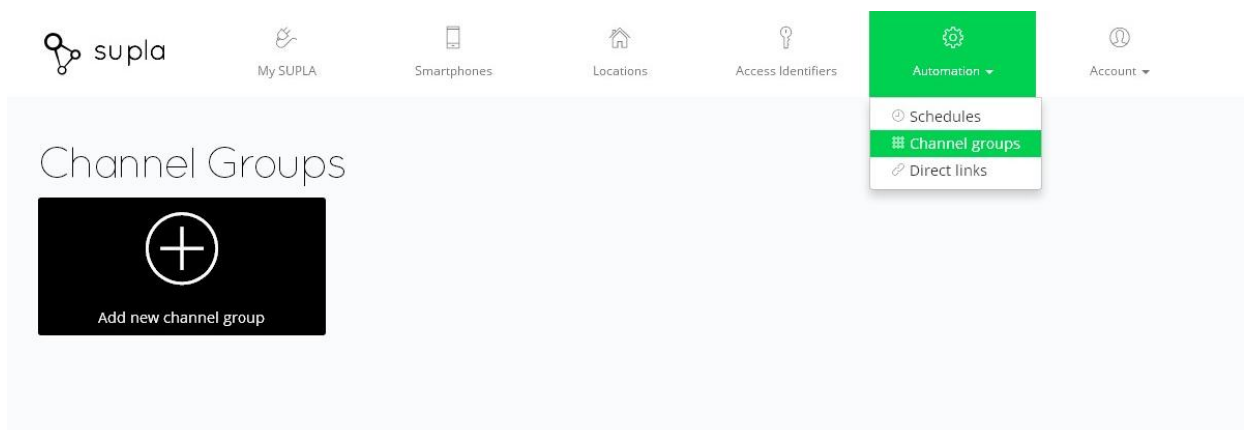
Go to cloud.supla.org to the 'Smartphones' tab. Find the new smartphone and assign the access identifier to it.
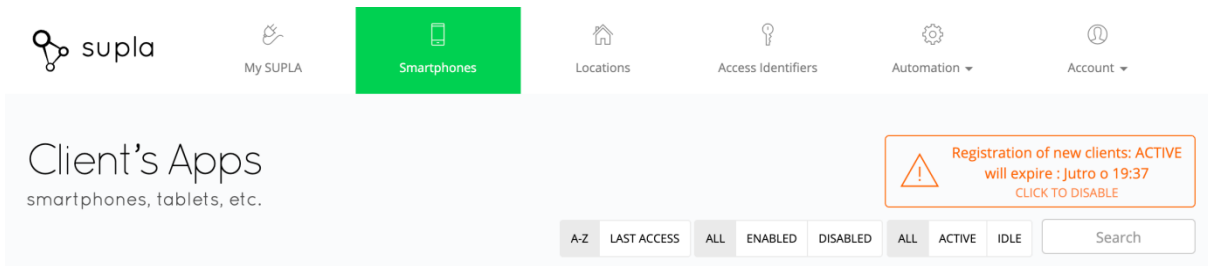
After pressing OK, go to SUPLA app on your smartphone and press the 'Refresh' button.
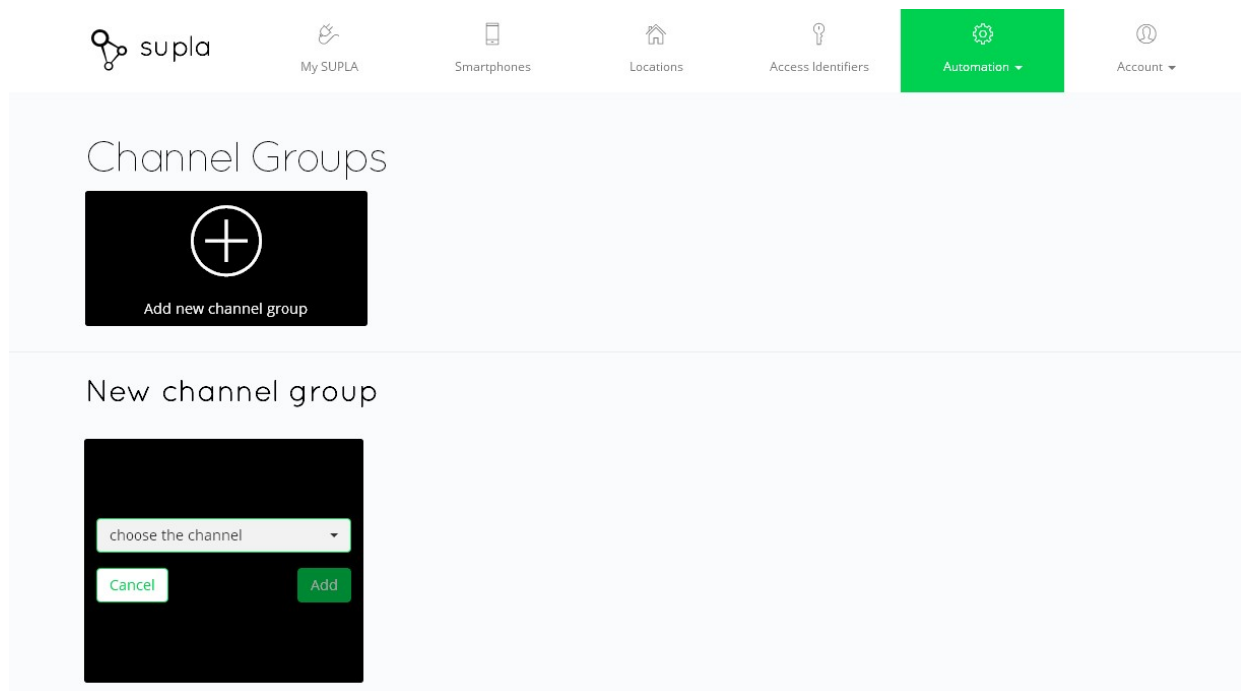
Creating Zones
- Access your Supla account at www.cloud.supla.org
- Click on the "Automation" tab at the top of the page, then click "Channel Groups".

- Click the + (plus) in "Add new channel group"

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- Click "choose the channel" and select the heater you want to add to a Zone, then click "Add"

- To change the name of the Zone click "Automation" tab, then "Channel Groups", then select the Group, then move the cursor down to "Caption" and add the desired name, then click "Save".
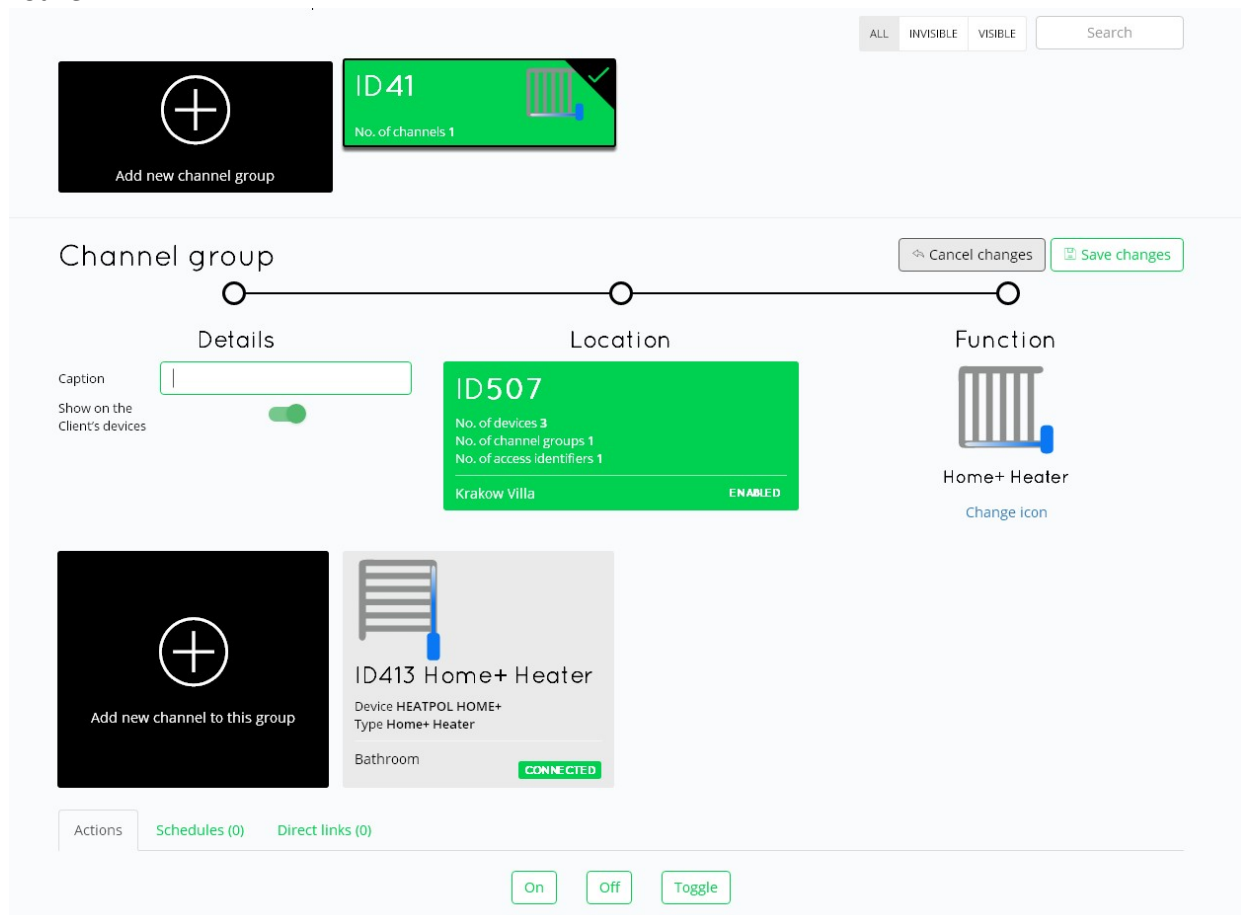
If you would like to add a new location, eg. A holiday home, click the "Locations" tab , then click + "create new location".
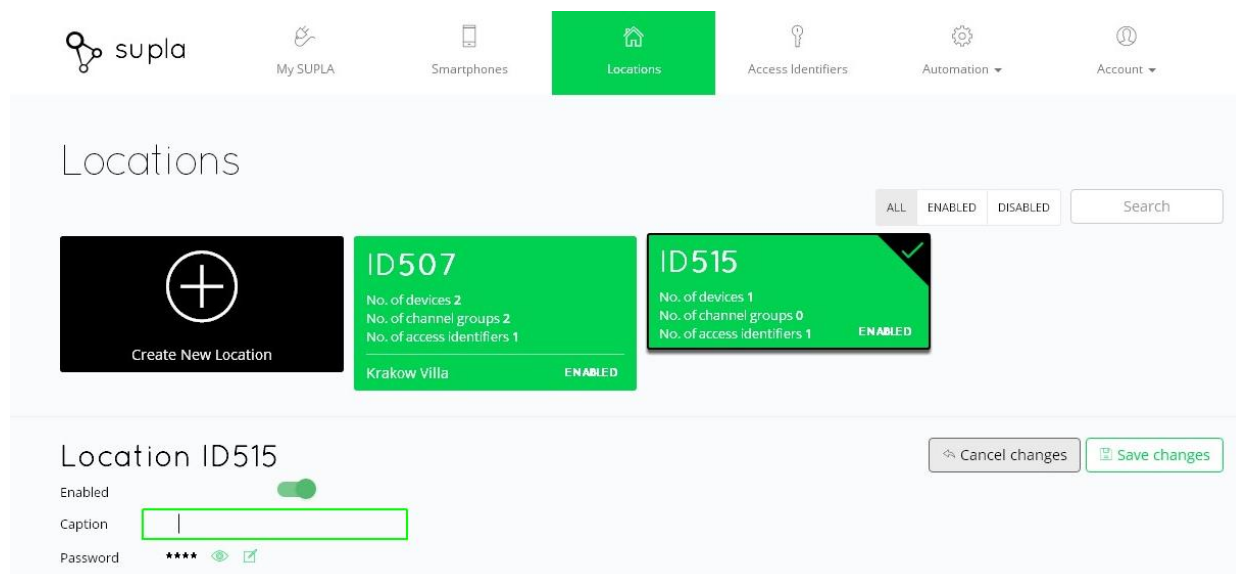

Move the cursor down to "Caption" and enter the name of the new location, then Save changes.

Any heaters newly added will automatically be included in your original location. To move a heater's location go to "My Supla" tab, click on the newly added heater (on the left), then click on the Grey box on the lower left, then click on the "Location" box, next choose the desired location.
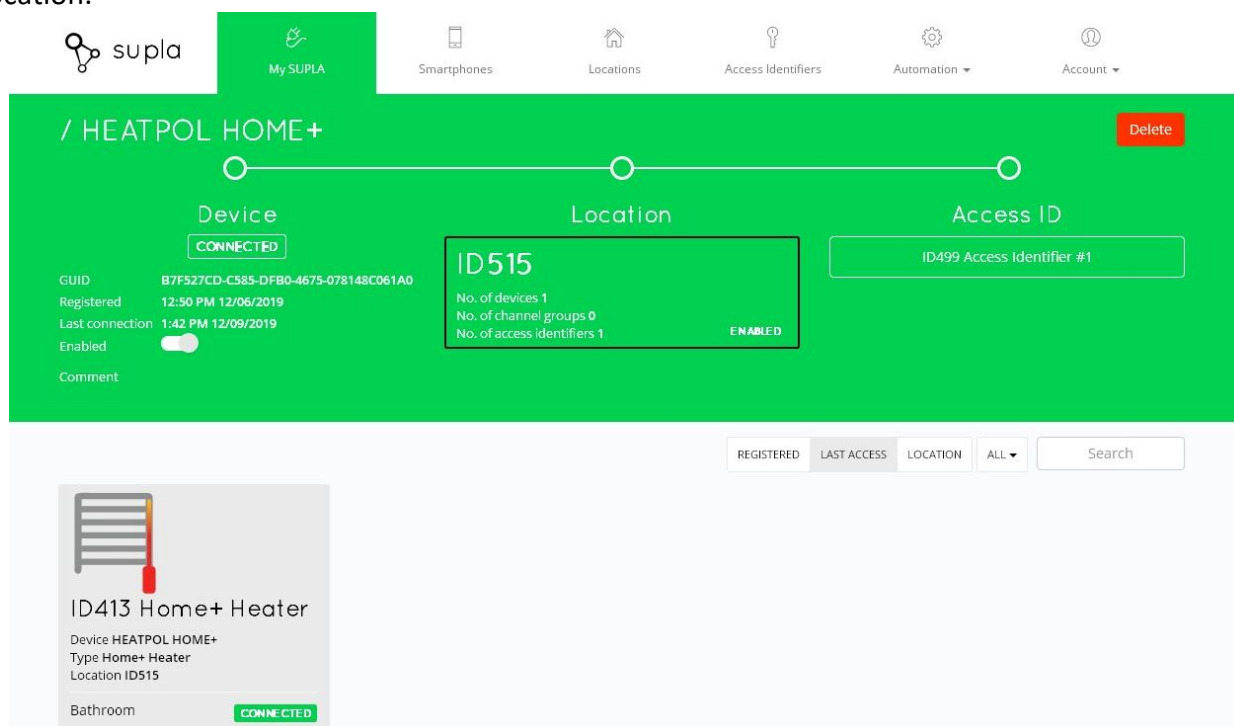
A short guide for using the SUPLA App.

Once the device has been successfully configured the added heater will appear on the **main screen** of the Application.
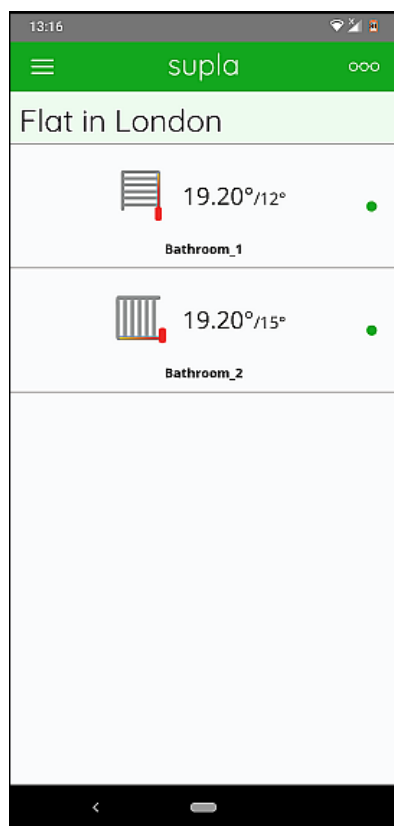
The green dot on the right side shows that the App. can control the heater.

With your finger, slide the selected heater to the left and the main settings screen will open.

The main settings

The first temperature (19.20^O) - is measured with the remote / temp. sensor (H+R). This is the actual room temperature.
The second (12°) is the temperature set for the room.

Touching the buttons listed below it makes possible to change :

+ button - increase the temperature setting for the room

- button - decrease the temperature setting for the room

ON / OFF button - Operating or standby mode of the heater

MANUAL - standard operating with + / - buttons on the right side of the screen

ECO - decreasing the temperature preset in MANUAL mode by up to 5 deg.

TURBO - sets the heater to the max. heating temperature. Selection for 1 / 2 / 3 hours

AUTO - operating under **weekly/daily** program – the schedule is opened by the "clock" button on the upper bar. (described in the next pages) In the AUTO mode "**Pd**" is displayed on the heater controller .
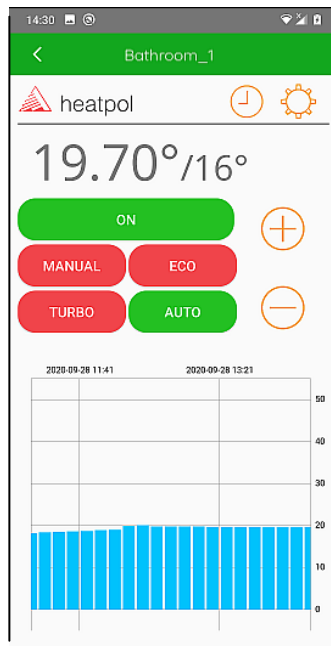
- opens the schedule for AUTO mode (to view or change the settings)
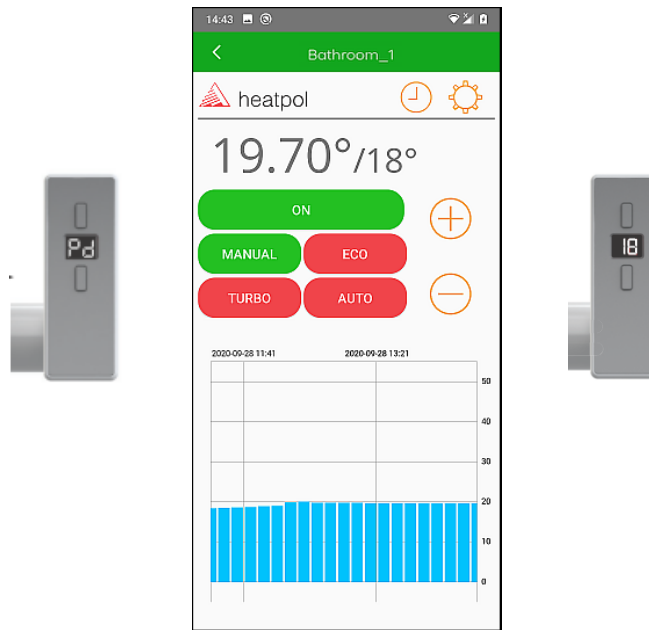
- opens the menu of temperature settings

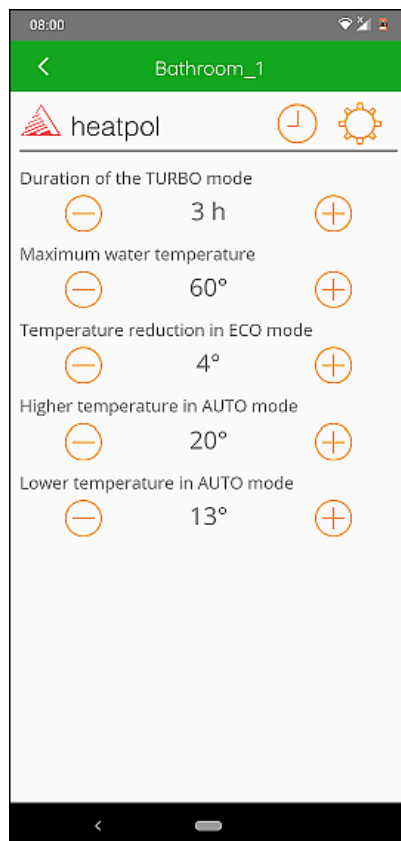Touching icon on the upper bar switches over from any screen to the main screen.

AUTO mode   MANUAL mode

Touching **opens the menu of temperature settings, which allows to set :**

Change the duration of TURBO mode (1 / 2 / 3 hours)

The max. water temperature of the radiator
        (from 30 to 70 deg. C)
Temperature reduction in ECO mode (from 1 to 5 deg.)
(Concerns the temperatures preset for MANUAL operating)
The "Higher" temperature preset for AUTO mode
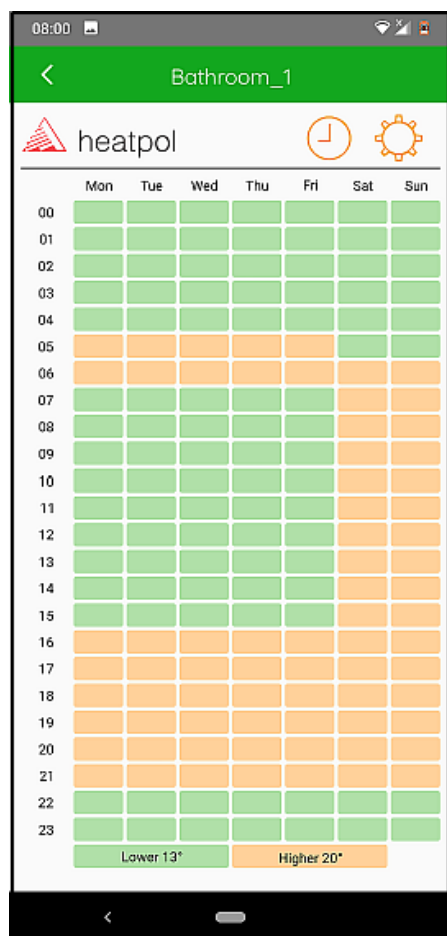   (from 10 to 30 deg. C)
The "Lower" temperature preset for AUTO mode
        (from 10 to 30 deg. C)

NOTICE: the "Lower" temperature must be at least 1 degree below the "Higher" one.

Touching again switches over to the main settings screen.

Touching ⏲ **opens the schedule of AUTO mode.**

An example of the schedule of AUTO mode (factory settings)

The schedule can be changed by shifting with ones finger over the screen.
The values of the temperatures are shown on the bottom of the screen. (preset in the temperature settings menu – the previous page)

Touching ⏲ again switches over to the main settings screen.

Troubleshooting :

If a heater in the App. is shown as disconnected – the red dot by the heater on the main screen (please look at the first page) - restart the corresponding WiFi router. It happens sometimes whilst using popular (usually low quality) routers.
Please assure that the router has enough numbers of channels for new WiFi devices.

If so, please switch OFF the router for a few minutes and then switch it ON again.

The lost heater should appear as connected again.
The lost communication has no influence on heater's operating. The heater itself will work all the time under previously set program.