



Designer Radiators
and Towel Rails

HOME



HEAT SYSTEM

SUPLA App Configuration Instructions For H+ WiFi and H+h WiFi Heater Controllers



heatpol

Connecting 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.

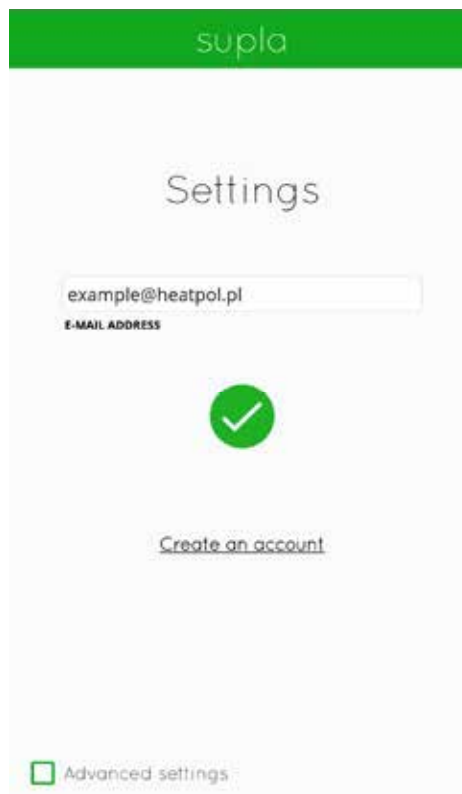
1 Installation of SUPLA app

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



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'.

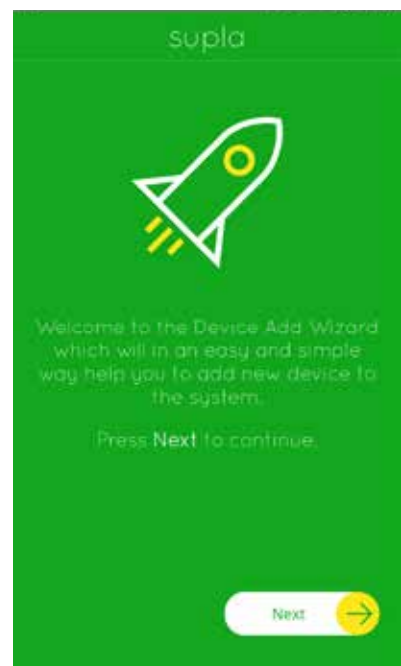
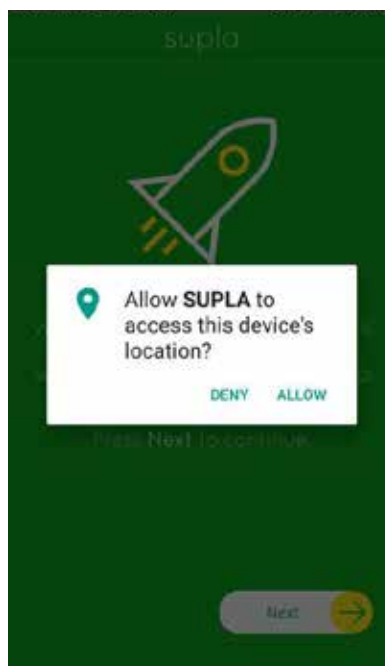
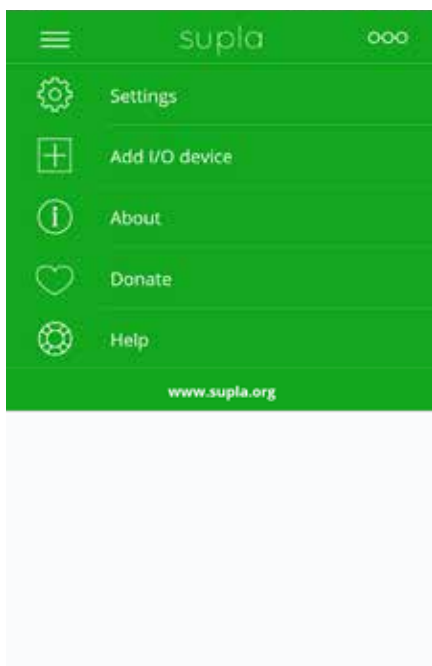
If the heater is not in the pairing mode it should be switched to that mode by performing following steps:

- 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



So that it changes to:



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'.

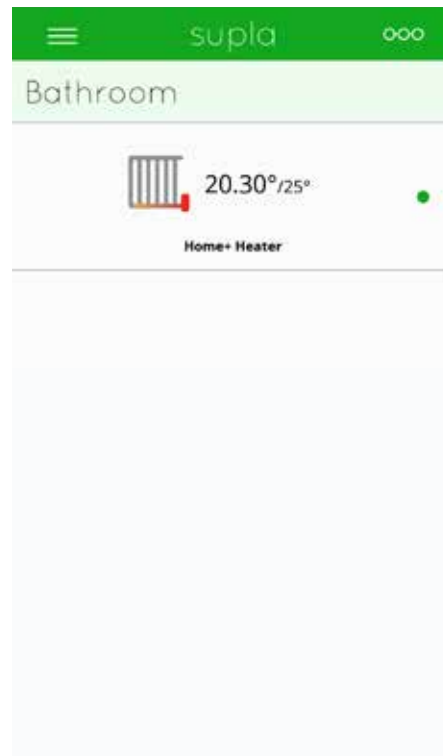
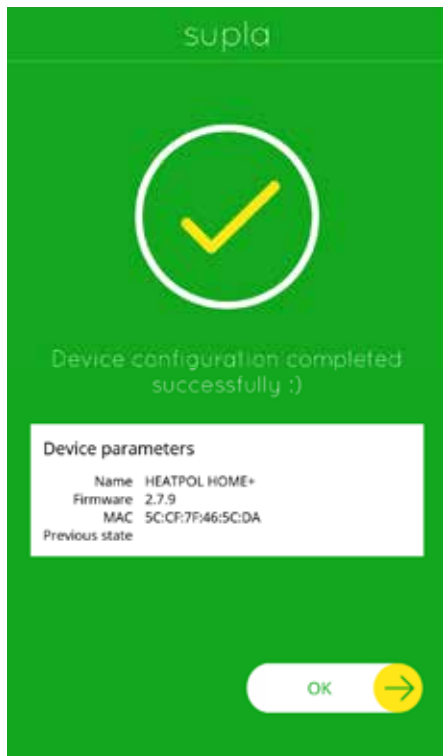


For **iOS**, go to system settings. Then manually connect to the WiFi network beginning with the phrase 'HEATPOL'. After connecting to that network, go back to the SUPLA app and press the Start button.



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).



3

Connecting the heater to additional smartphones / devices

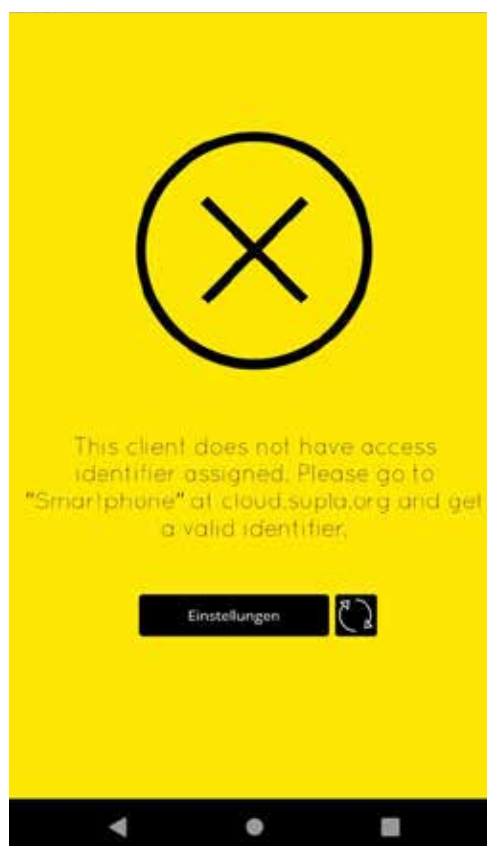
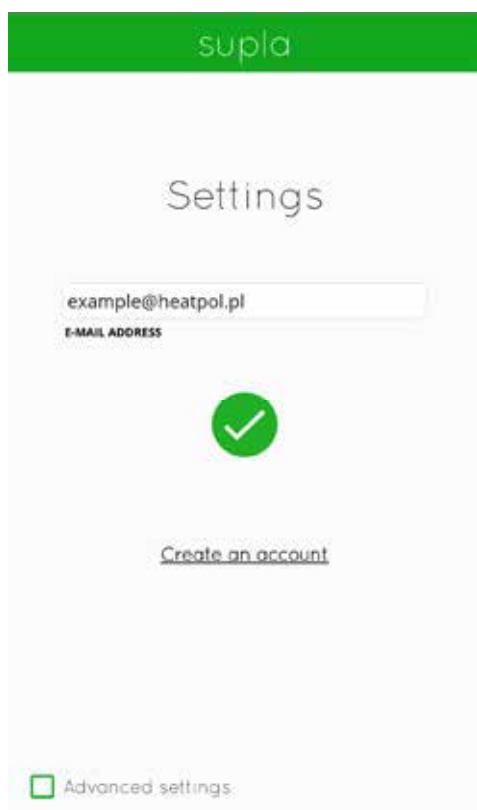
Before you start, make sure you have the option for registering more smartphones enabled. To do so, log in using the cloud.supla.org web browser. Go to 'Smartphones' tab and click on the button:



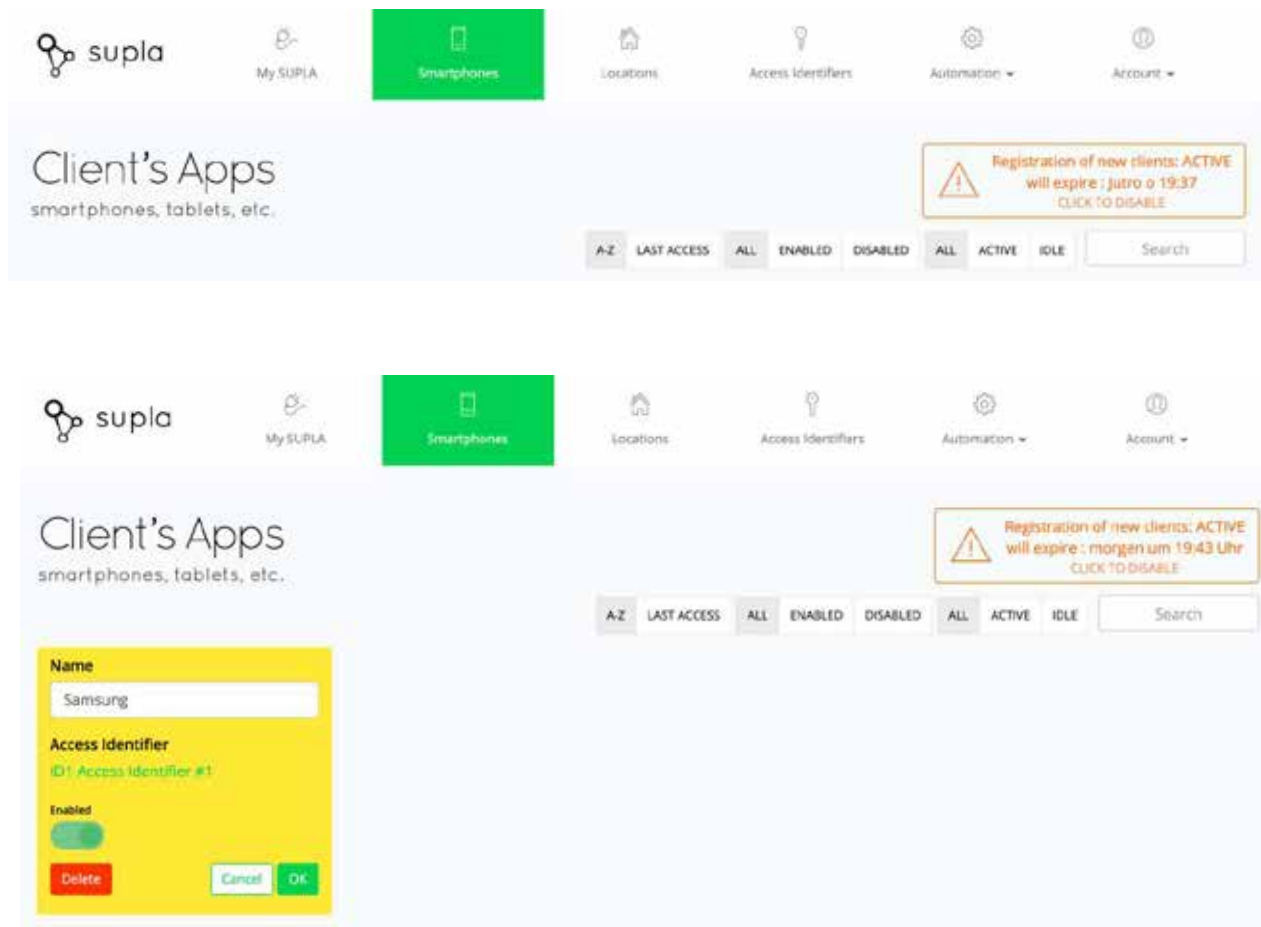
It will change to:



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.



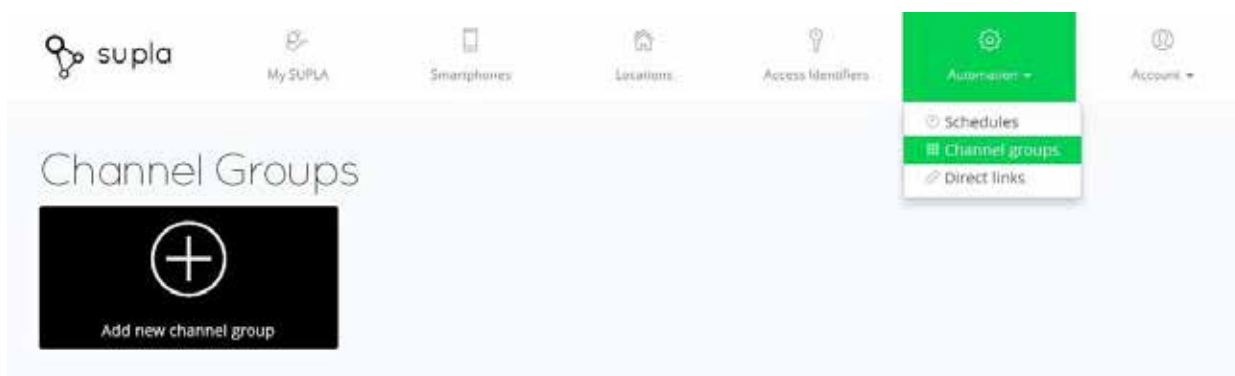
Go to cloud.supla.org to the 'Smartphones' tab. Find the new smartphone and assign the access identifier to it.



After pressing OK, go to SUPLA app on your smartphone and press the 'Refresh' button.

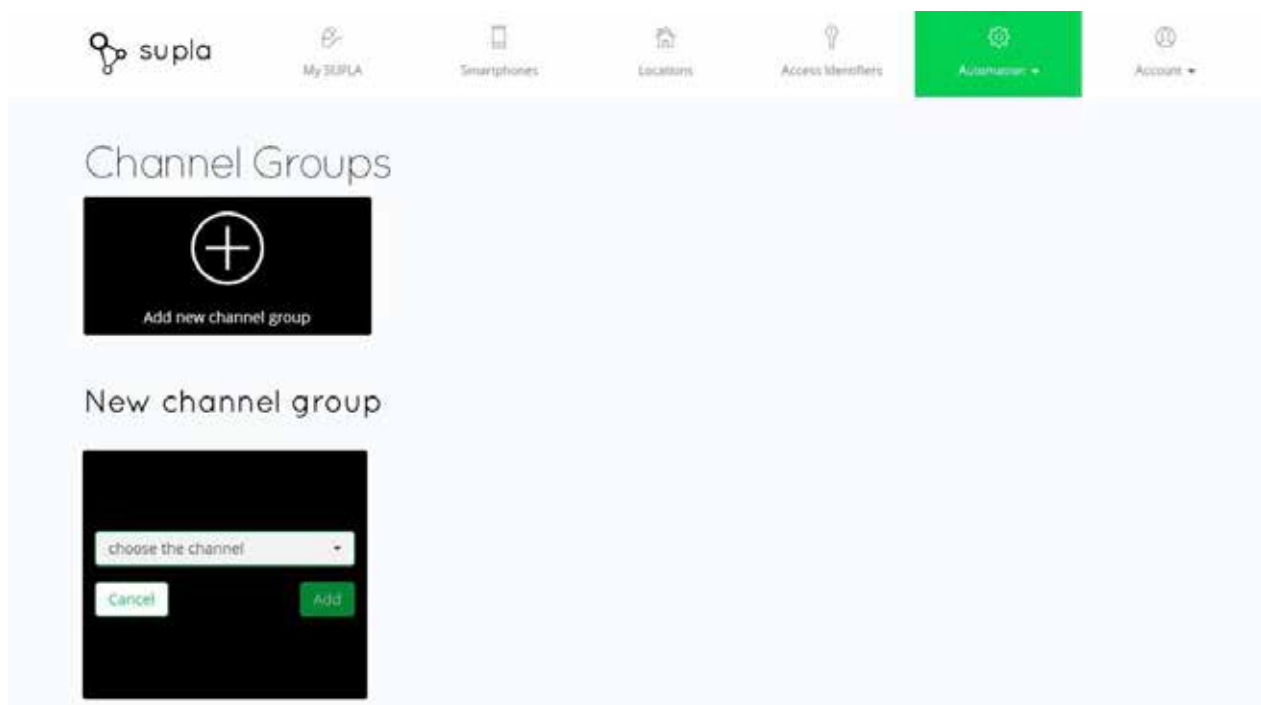
Creating Zones

- Access your Supla account at www.cloud.supla.org
- Click on the "Automation" tab at the top of the page, then click "Channel Groups".

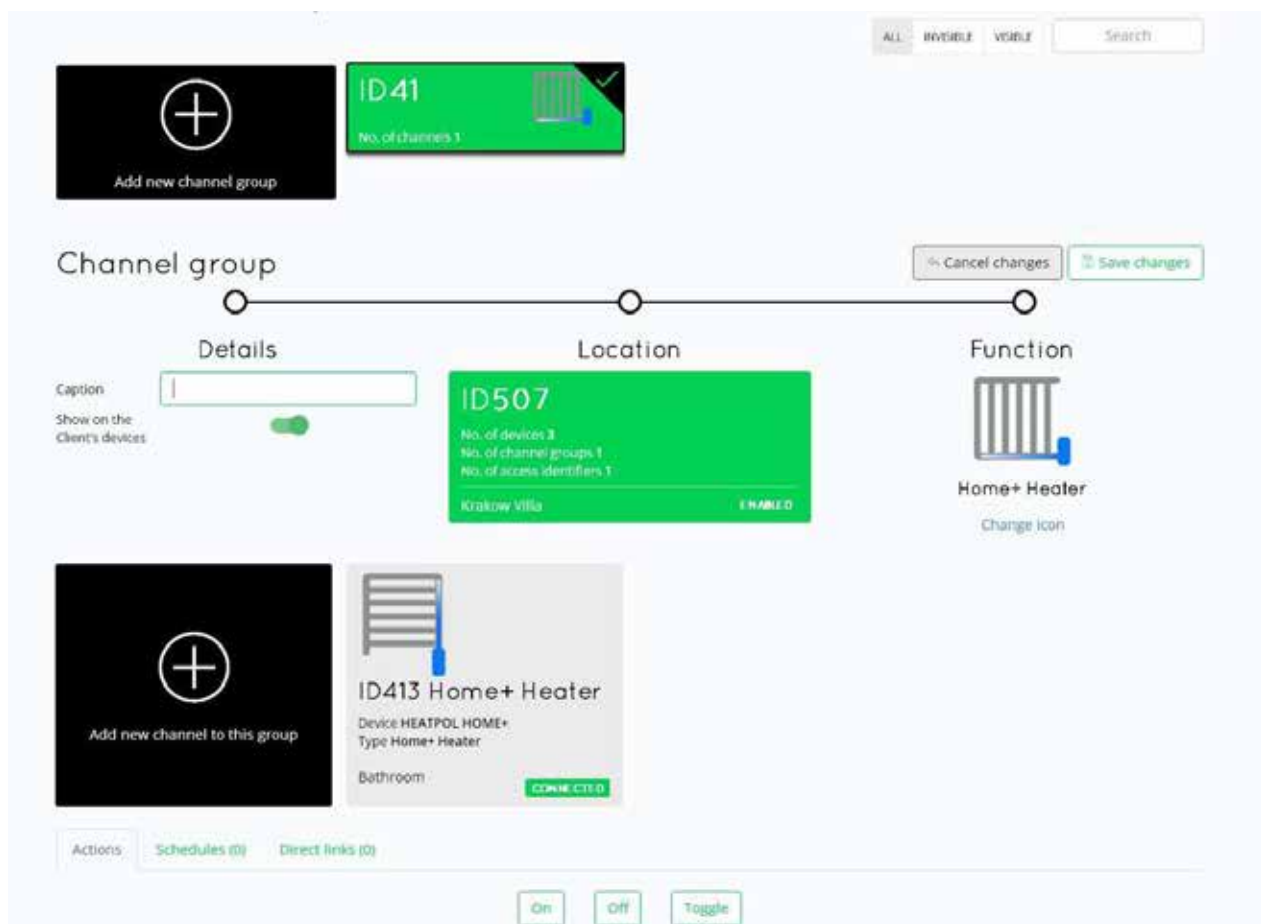


- Click the + (plus) in "Add new channel group"

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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.

