BEHA

USER MANUAL

SmartHeater App-control

Modern design and cost effective heating
will improve the comfort of your home

BEHA – Heating Norwegian homes for over 100 years

Made in Norway

DO NOT CONNECT THE HEATER TO THE POWER OUTLET UNTIL THE APP INFORMS YOU TO DO SO.

Using the heater with mobile app control
If you want to connect the heater to the Beha SmartHeater App you download the App from App Store (iPhone), Google Play (Android) or use QR code.

IPHONE:

ANDROID:

You need to create an account so that your phone can communicate with your heaters. There are two ways to create an account:

1: FACEBOOK
Use the same username (E-mail address or phone number) and password as when you log on to facebook.

2: WITH E-MAIL AND PASSWORD

Verification code
Create your account by typing in your e-mail address. Tap on **Send verify code.** A code will be sent to your e-mail address.

> **Email Address**
> Email Address
>
> **Verification code**
> Send verification code

> **Verify your email address**
> Thanks for verifying your
> xxxxxxxxxx @gmail.com
> account!
> **Your code is:** xxxxx

This code you key in to the field **Verification code**. Tap on **Verify code**.

> **Verification code**
> Verification code
> Verify code
> Send new code

Password

Then create your personal password in the field **New Password.** The password must include 8 or more characters.

> **New Password**
> New Password
>
> **Confirm New Password**
> Confirm New Password
>
> **Display Name**
> Display Name
>
> Create
>
> Cancel

If you are multiple users, you need to log in with the same E-mail address and password.
Display Name: Every single user enter his name.

DO NOT CONNECT THE HEATER TO THE POWER OUTLET UNTIL THE APP INFORMS YOU TO DO SO.

GET STARTED

CREATING MORE PLACES
If you have a cottage with Wi-Fi heaters you can also control it from the Beha Smarheater app. Provided there is a wireless network available. Tap on **ADD PLACE** and give your cottage a name. Add room and connect heaters the same way as in **HOME**.

APP CONTROL
When connecting the heater to your phone/tablet it is important that your device and router are connected to the same network. The Wi-Fi setting of your smartphone MUST be switched on.

When connecting the heater to the wireless network, router frequency has to be 2,4 GHz on the phone.
If your router is using both 5GHz and 2,4GHz signal you should go to Settings on your smartphone under Wi-Fi and select the network that is NOT designated as 5 GHz. Turn on 5 GHz after all heaters are linked-up.

Please have your internet router password ready.

Do not switch on the heater before the app is installed on your smartphone/tablet. The reason is that the heater is set to link-up mode for 3 minutes at first time use. The Wi-Fi symbol will pulsate onto the floor for 3 minutes searching for router connection. Switching off/on the heater will restart the search for another three minutes.
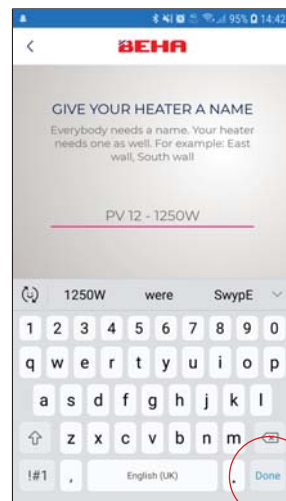
CONNECTING THE FIRST SMARHEATER
The first time you use the app it will start with ADD HEATER, YOUR PLACES (e.g. HOME) and ROOM (e.g. LIVING ROOM).
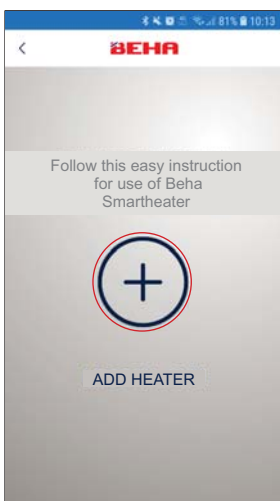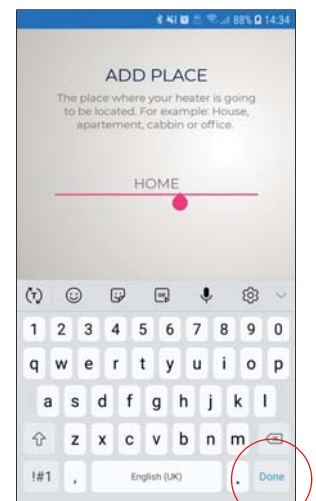

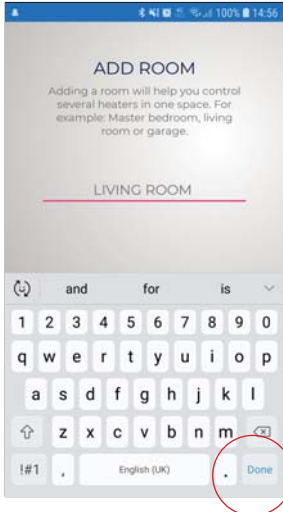Connecting the heater to the internet router. Tap on plus +.

The Wi-Fi on the phone must be switched on and connected to 2,4 GHz. Then tap **NEXT.**

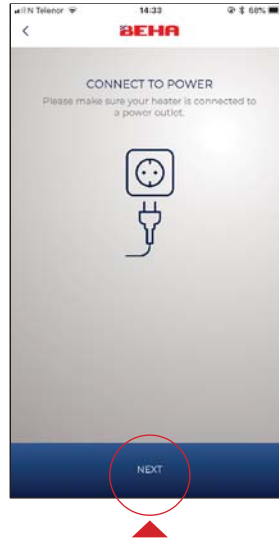Name the heater. e.g. PV 12 – 1250W. Tap on **Done.** Tap on **SAVE**.

ADD PLACE e.g. HOME. Tap on **DONE.** Tap on **SAVE.**

ADD ROOM where the heater is installed, e.g. **LIVING ROOM**. Tap on **Done.** Tap on **SAVE.**

Write in your router password. Tap on **NEXT**.

Make sure power is connected and power switch is in " ON " position. Tap on **NEXT.** Wi-Fi symbol must pulsate on the floor. The heater is now searching for the router. See page 8 for link-up modus.

The heater is now searching for the router.

This picture shows that the heater is successfully connected to the App. Tap on **GO TO DASHBOARD.** If this screen is not shown something is wrong, please see page 8.

If there are more heaters to connect in LIVING ROOM tap on **ADD HEATER. NB!** Each heater must have different name. When all heaters are connected tap on the arrow in upper left corner to get back to **YOUR PLACES.**

MY PROGRAMS

When all heaters in the room are connected you make the temperature program for all the heaters in the room. See page 6.
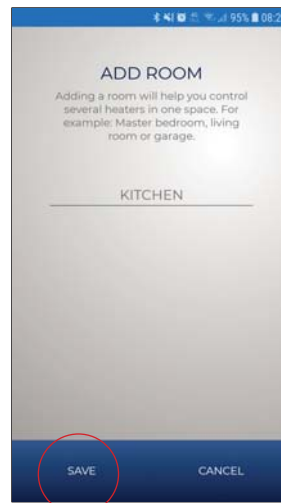
> EDIT:
> It is possible to change name and delete selections
> when three dots are shown in the upper right corner.

ADD MORE ROOMS IN HOME AND CONNECT HEATERS

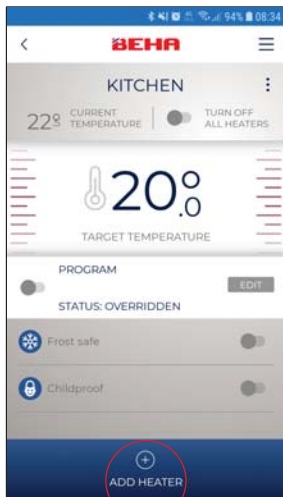**YOUR PLACES** will show number of rooms, number of heaters and average temperature in each place. Tap on **HOME.**

Creating more rooms. Tap on **ADD ROOM** where the heater is installed**.**
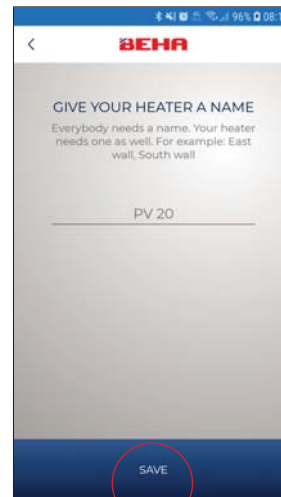
ADD ROOM e.g. KITCHEN. Tap on **SAVE.**

Tap on **KITCHEN.**

Tap on **ADD HEATER**.

The Wi-Fi on the phone must be turned on and set to 2,4GHz. **Tap NEXT.**
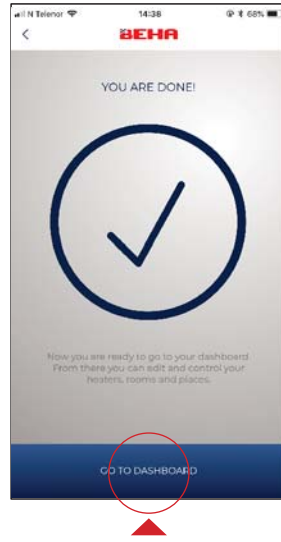
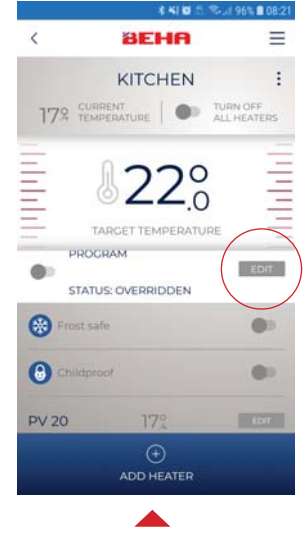Name the heater. e.g. PV 20. Tap on **SAVE**.

Write in your router password. Tap on **NEXT.**

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Make sure power is connected and power switch is in " ON " position. Tap on **NEXT.** Wi-Fi symbol must pulsate on the floor. The heater is now searching for the router. See page 8 for link-up modus.

This picture shows that the heater is successfully connected to the App. Tap on **GO TO DASHBOARD.**

The app is now returning to the room level. Next step is to make program for Work, Home and Away. Tap on **EDIT.**

CREATE PROGRAM FOR E.G. LIVING ROOM

The app has three programs: **Work**, **Home** and **Away.** The temperature in each room must be set for this program.

LIVING ROOM

LIVING ROOM

LIVING ROOM

LIVING ROOM
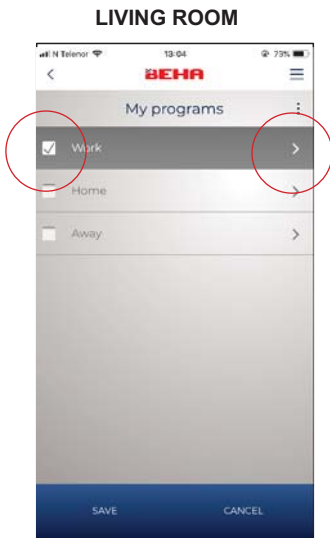
Define weekly program: Make separate programs for Work, Home and Away.
Mark **Work** and tap on the arrow.
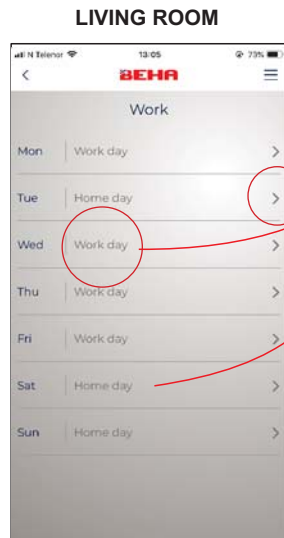
If you want to change the app suggestions tap on e.g. the text **Work day**. Choose e.g. **Home day** and tap **SAVE.**
Make dayprograms: Tap on arrow for Home day.
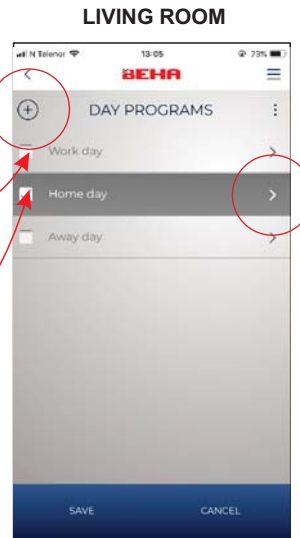
All Home day will have the same program. You may create alternative **DAY PROGRAMS** by tapping on " ⊕ ".
Tap on the arrow for Home day.

Setting hour and temperature for Home day. Adding times tapping on " ⊕ " . Deleting and changing times by tapping on " ⋮ " in upper right corner. Tap on **SAVE**. Repeat for Work day and Away day.
In this picture you change set temperature permanently.

DAY PROGRAMS made here for LIVING ROOM is only avalilable for LIVING ROOM.
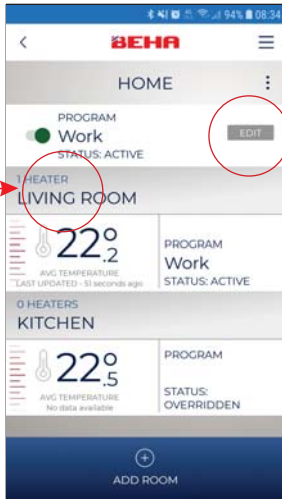
Picture 1

Picture shows which program is activated, rooms created with numbers of heaters installed and average temperature.

Change program for all rooms in HOME at the same time:

When tap on " **EDIT** " you can change between three modes in **HOME**.

- **Work**
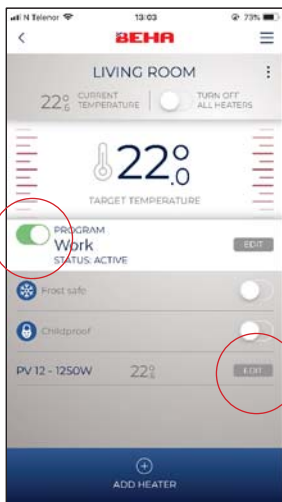- **Home**
- **Away**

The mode you select will be valid for all rooms in **HOME**.

Picture 1

Picture 2

Tap on **LIVING ROOM** in *Picture 1.*

ROOM LEVEL

If you want to change the set temperature for a short period of time drag the **TARGET TEMPERATUR**E up or down. Status will automatically be updated from **ACTIVE** to **MANUAL**. The new set temperature will be valid for 24 hours for all heaters in the room.

If you want to go back to original setting use the program button.

Child Proof and Frost Guard functions can be activated for all heaters at room level, all heaters can be switched off.

Picture 2

Picture 3

Tap on **EDIT** in *Picture* 2:

HEATER

In this picture the temperature settings of this heater can be changed and will be valid for 24 hours. The heater can also bee turned OFF and ON.
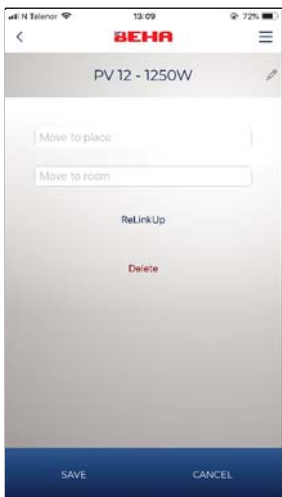
Picture 3

Picture 4

If you tap on " ⋮ " (upper right corner) in *Picture 3* the following options will appear:

- Reconnecting the heater when changing the router (Tap on " **ReLinkUp** ").

- Change name of heater (Tap on Pencil symbol (upper right)).

Picture 4

- Moving the heater to another room without re-linking the heater (Tap on " **Move to place** " and " **Move to room** ". Tap on **SAVE).**

- Deleting the heater (Tap on " **Delete** ").

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DO NOT CONNECT THE HEATER TO THE POWER OUTLET UNTIL THE APP INFORMS YOU TO DO SO.
When connecting the heater to your phone/tablet it is important that your device and router are connected to the same network. The Wi-Fi setting of your smartphone MUST be switched on.

IF THE APP DOES NOT FIND THE HEATER

CONNECTING THE SMARTHEATER TO YOUR PHONE / TABLET:

Wi-Fi setting on the phone

1: Go to **"Settings"** on your phone. Select **"Wi-Fi"**. If the router has two networks - select the network that is NOT designated as 5 GHz.

2: Download the app BEHA SmartHeater from the App Store (iPhone) or Google Play (Android).

Heater - Place - Room

The first time you use the app it will start with ADD HEATER, YOUR PLACES and ROOM.

3: ADD HEATER: If there are more heaters in the same room, they must have different names. You can name the heaters what you want - e.g. HEATER SOUTH WALL. Remember to **save**. You can only connect one heater at the time.

4: ADD PLACE: Enter where to use the heater, e.g. Home or Cabin. Remember to **save**.

5: ADD ROOM: Add the room where the heater is installed, e.g. Kitchen, Living Room, John`s room. Remember to **save.**

Connect the heater to the router

6: Write in your router password. Make sure that you enter the correct numbers uppercase and lowercase letters and signs.

7: Connect power to the heater and check that the Wi-Fi symbol is pulsating on the floor. *

8: Press "Next" (press the top of the screen first to make the image of the keyboard disappear). Now the app will search for the heater through the router. Wait for the message: **"YOU ARE DONE"**. The app is not attached to the heater until you receive this message. If you do not get the message **"YOU ARE DONE»** turn off the heater and start over from point 6.

Weak Wi-Fi signal

In case the phone does not communicate with the heater, the Wi-Fi signal may be too weak. Optional solution: Connect the heater to the phone in the same room where the router is located. Then move the heater back to the original location. Change the temperature in the app at the room level. Adjust the TARGET- TEMPERATURE up and down. If there is contact, the temperature change will appear on the floor.
If the signal is still too week a router repeater unit may be necessary.

* How to put the heater in link-up modus

Switch the heater ON and then OFF. If the Wi-Fi symbol is pulsating the heater is in link-up modus. If the Wi-Fi symbol is continuously lit, the heater is connected to the router.

To set the heater electronics in link-up modus: Turn the thermostat wheel down to 5,0 °C, then **" rES "** is blinking on the floor. Turn the thermostat wheel further down until the text **" rES " is steady.** The steady light will be on for 10 sec. During the period of steady light you turn the ON/OFF switch to "OFF" and then back to "ON" again **immediately.** The Wi-Fi symbol will start pulsating for 3 minutes searching for router connection.

(If connection is not achieved, repeat the same procedure again.)

The User's Guide for the SmartHeater App can be found at:
https://www.beha.no/brukermanualer/

Push down

Detachable cover

- The heater can be operated manually without using the app. The ON/OFF switch and thermostat wheel is located in the lower right corner of the heater.

- When replacing the router, the heaters have to be relinked.

- If the heater is moved to a new user it has to be deleted from the App.

- Factory setting is 22 ^{0}C.

- The thermostat can be set at min. 5 ^{0}C (Frost guard).

- When the thermostat is connected (power on) a small red dot will show on the floor.

- You may connect virtually an unlimited number of places, rooms and heaters to the App.

- Updating of the App is automatic.
  The app is updating the measured temperature every 5 minutes.

- If a heater should lose contact with the router it will continue to follow the program but it will not be possible to control the heater from the App.

- If the Wi-Fi symbol is continuously lit, the heater is connected to the app.

- BEHA heaters PV Wi-Fi and LV Wi-Fi are IP24 tested and approved for installation in bathrooms and utility rooms. They can be installed according to current regulations.
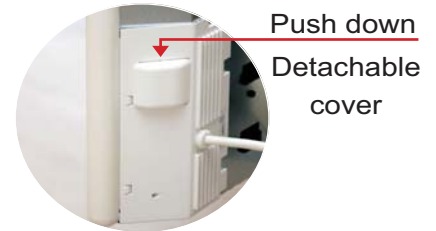
After power outage:
Without app: The heater returns to chosen temperature.
With app: The heater continues with selected program and temperature.

Cold draft/Open window function:
When opening a window and the temperature drops more than 5°C within 40 sec the cold draft function is activated. The heater changes between chosen temperature for 10 seconds, and 5 degrees for 30 seconds. The function is active for max. 15 minutes.

Wi-Fi symbol
The number of lines in the Wi-Fi light indicates the signal strength. In case of poor signal, repeaters can be used to achieve a stronger signal. The repeater must have the same password as the router.

Multiple users:
One user account. One login. Common username and password. Everyone has full rights.
Each user must create a weekly program. See page 6.

Which user's program the heater is running on is shown by this user's program button being green.
Other users have gray program button at **Room level**.

To activate **your** program press the change button EDIT, select program and save.
Under YOUR PLACES: All rooms change.
At room level: Only room is changed.

Helpful hints

Do not connect the heater to the power outlet until the app informs you to do so.

ROUTER
In order to ensure best possible signal the router should be located in the central part of your living area. Wireless signal is getting weaker when the distance is long. Walls and other objects may influence on the signal.

The alternative is to install a Wi-Fi extender. The password on the extender must be exactly the same as for the router.

If the router is of the dual band type it is necessary to split the signal in the phone settings to 2,4GHz during link-up of the heaters. The app will not accept 5GHz. If your router does not give you the possibility to split the signal frequency you may link up via the extender or contact your network provider for splitting the bands.

Location on your phone:
When the app installed in your phone makes sure it has access to your location, go to Settings / Apps / BEHA SmartHeater. If you have an iOS phone it will be necessary to activate Location and Accurate Location.

Apps running in the background:
If you have several apps open and running in the background they need to be closed during the link up process.

Connecting the heater:
Create three different names for PLACE – ROOM – HEATER.
When you are requested to enter password, it is the password of the router you have to enter.
When the heater is being linked up the Wi-Fi symbol is pulsating on the floor.
Please see page 53, section 7 in the manual, "How to put the heater in link-up modus".

UPg displayed on the floor:
If UPg is displayed on the floor after the heater is connected to the app DO NOT SWITCH OFF THE POWER SUPPLY. UPg means the heater is being upgraded.

Your account in the Cloud:
You will find your account at: **https://privacy.devicedrive.com**
Here you will find all heaters connected to your User.
Here you can change your password.
Here you can delete your account and heaters. Afterwords you need to reset the heater to factory setting.

Router firewall:
If you get the message «YOU ARE DONE» but do not get in contact with your heaters, most likely it is a firewall in your router stopping you. Contact your network provider and ask to open gates 8883 and 443.

When the app does not find the heater:
It may be due to a weak Wi-Fi signal where the heater is installed. A solution may be to hook the heater off the wall bracket and move it temporarily closer to the router for link-up.

08.03.2021