



## Beha Smartheater 2.0 app

### HELPFUL HINTS

1. Delete the old app "Beha Smartheater".
2. Install the new app, Beha Smartheater 2.0, and select "Create new account".
3. Reset the heater to link-up modus. Then turn the switch off, on the heater. If it is possible, remove the plug from the socket. When the router's password has been entered in the app, connect the plug to the socket and turn on the switch.
4. Turn the router off and on before you begin to link-up heaters.
5. If you have several apps open, and running in the background on your phone, they need to be closed during the link-up process.

The Beha Smartheater 2.0 app only works with mobile phones, until further notice.

Data from the old app is not transferred to the new app.

### HOW TO PUT THE HEATERS IN LINK-UP MODUS

1. Turn the thermostat wheel down until the text "rES" lights up continuously, then make a fast turn Off/On with the switch, without any longer break than 1 sec between turning off and on. If the wifi light pulsate on the floor, and the temperature is 22 degree the heater is reset.
2. Switch the heater OFF and ON. If the Wi-Fi symbol is pulsating the heater is in link-up modus.

If the wifi symbol does not pulsate it is still connected to the router.

### THE APP DONT FIND THE HEATER

1. **Turn the router off and on.** Reset the heater (link-up modus) even if the wifi symbol is pulsating. Remove the plug from the socket. When the router's password has been entered, power is connected to the heater, then tap on **Connect the heater**.
2. It may be due to a weak wifi signal where the heater is installed. A solution is to take the heater off the wall bracket and move it temporarily, to a distance of ½ to 5 meters from the router.
3. Keep the heater more than ½ meter from any other devices when linking up.

If you do not get the heater connected to the app and try again, you must remember to turn the switch OFF / ON, after the password for the router has been entered.

### ROUTER

Requirements for the router

Supports WEB, WPA/WPA2 and open network.

It supports 2.4GHz but not 40Mhz configuration.

Does not support 5 GHz. Standard: IEEE 802.11 b/g/n Wi-Fi.

To ensure best possible signal, the router should be 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 wifi extender. The password on the extender must be the same as for the router. To get this information, look in the router manual, contact the manufacturer or the network provider.

If the router has dual band, it is necessary to split the signal in the phone settings to 2,4GHz during the link-up of the heaters. If your router does not give you the possibility to split the signal frequency you may link up via an extender or contact your network provider for splitting up 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 2.0. 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 on your phone, they need to be closed during the link-up process.

### **NAME USED IN THE APP**

Create three different names for PLACE – ROOM – HEATER.

When you are asked to write the password, it is the password to the router you must use.

When connecting the heater to the app the wifi symbol must pulsate on the floor.

### **ROUTER FIREWALL**

If you don't get contact with the heaters after connection to the app, it can be a firewall in your router. Contact your network provider for help and ask if gate 8883 and 443 is open in the router.

### **VPN MUST BE TURNED OFF**

The VPN on the phone must be turned off when you connect the heater.