



GB 2

MANUAL

Beha Smartheater 2.0 app



Contents

CONTROL THE HEATERS FROM YOUR PHONE WITH THE BEHA SMARHEATER 2.0 APP	3
REQUIREMENTS FOR YOUR WIRELESS NETWORK	3
CONNECTING HEATERS TO THE APP	4
THE FIRST PAGE IN THE APP	4
HOW TO SET A PROGRAM FOR ROOM.....	4
OPTIONS UNDER THE THREE DOTS	6
SETTINGS IN PLACE.....	6
SETTINGS IN SCHEDULE	6
SETTINGS IN MANUAL	6
SETTINGS FOR THE ROOM HEATERS	6
HELPFUL HINTS	7
SUPPORTET THELEPHONES FOR THE APP	7
REQUIREMENTS FOR THE ROUTER.....	7
HOW TO PUT THE HEATERS IN LINK-UP MODUS	7
SETTINGS IN THE ROUTER	7
ASUS Wi-Fi ROUTER.....	7
THE APP DONT FIND THE HEATER	8
LOCATION ON YOUR PHONE	8
APPS RUNNING IN THE BACKGROUND.....	8
NAME USED IN THE APP	8
ROUTER FIREWALL.....	8
OFFLINE HEATERS IN THE APP.....	8
VPN MUST BE TURNED OFF.....	8

CONTROL THE HEATERS FROM YOUR PHONE WITH THE BEHA SMARHEATER 2.0 APP

To create a user account, follow the instructions in the app. When the heaters are connected to the app, all the heater's functions are controlled with it.

How to proceed:

1. Delete the old app "Beha Smartheater", if it has been used.
2. Install the new app, Beha Smartheater 2.0, and select "**Create new account**". Download the app where you usually download your apps. It's called Beha Smartheater 2.0.
3. Turn the router off and on before you begin to link-up heaters. We recommend creating a separate guest network in the router with settings as described on page 14.
4. If you have several apps open, and running in the background on your phone, they need to be closed during the link-up process.
5. Reset the heater to link-up modus * (factory settings), if it has been connected to the old app. Then turn the switch off, on the heater. If it is possible, remove the plug from the socket. The power is switch on when the router's password has been entered, in the app.

* Setting the heater in link-up modus:

Turn the thermostat wheel down until it lights up 5.0 °C --> 0 --> <<rES>> flashes on the floor --> keep turning until the text <<rES>> **lights up continuously**. Turn the switch off and on, without any longer break than 1 second between turning off and on. If the wifi light pulsate on the floor, and the temperature is 22 degree the heater is reset, and in link-up mode for 3 minutes.

Under the childproof cover
you will find the switch and thermostat.
Push down the cover for removing it.



REQUIREMENTS FOR YOUR WIRELESS NETWORK

If the heaters are to be controlled with the app, you must have a wireless network (router) installed. When connecting for the first time, the smartphone, which will be used to control the heaters, must be connected to the wireless network where the heaters are located. When connecting, 2.4 GHz must be used (not 5 GHz). The heaters cannot be connected to 5GHz or higher. See settings for the router on page 14.

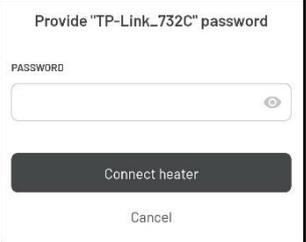
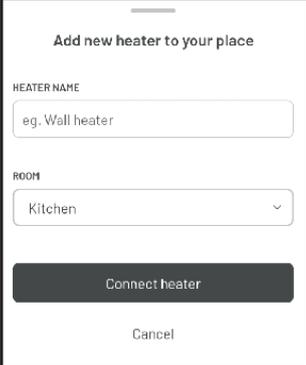
CONNECTING HEATERS TO THE APP

The room and heater must have different name.

Wait with turning on the power to you have this step:

- Create a place with tapping on the three settings-dots '•••' at the top of the screen.
- Tap on Connect heater.
- Create a name for the heater different that place and room.
- Choose which room the heater is mounted in. New rooms can be created beneath ROOM.
- Tap on Connect heater.
- Write in the route's password.
- Turn the power on, to the heater.
- Tap on connect heater, the app now searches for the heater.

The app return to your place when the heater is connected.

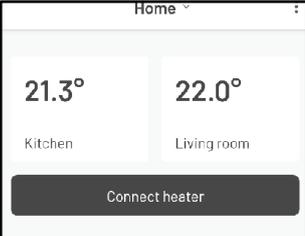


THE FIRST PAGE IN THE APP

The first page you see in the app, when it is open, are all rooms established, on a place, with measured temperature on each room.

If you want to create a place (e.g. cabin) tap on the three dots in upper right corner.

If you tap on Connect heater, heaters can be connected to existing rooms, or new room can be made for the heater.



HOW TO SET A PROGRAM FOR ROOM

There are two choices;

1. MANUAL
2. SCHEDULE

MANUAL

The manual program is used when there is a need to change the temperature for a shorter time. After 24 hours, the heater returns to the program temperature.

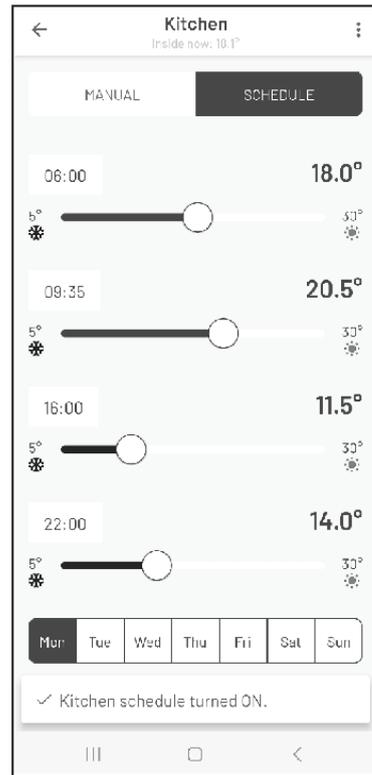
SCHEDULE

Program different temperature for a day. A program created for one day can easily be copied to one or more days. You then adjust each day individually if you wish.

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Figur 1. MANUAL

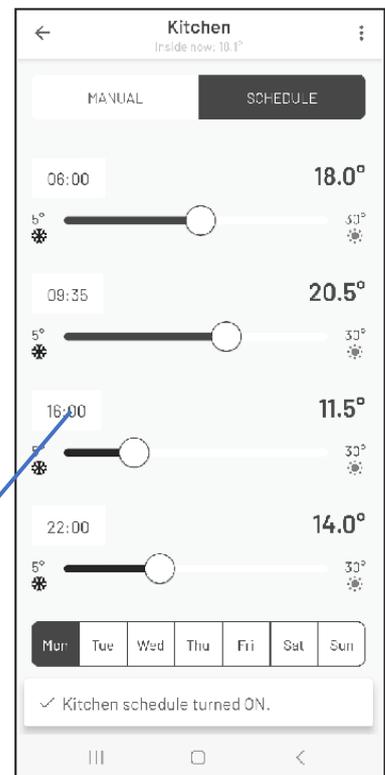
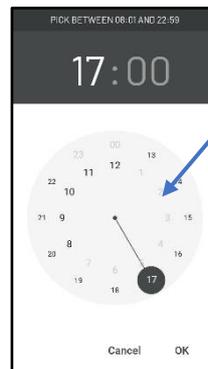


Figur 2. SCHEDULE

How to set time intervals

If you set the time to e.g. 06:00 and the temperature to 18°C, the heater will hold this temperature until the next time that is set, e.g. 09:35. Starting at. From 09:35 to 16:00 the heater maintains 20,5°C and from 16:00 to 22:00 it stays at 11,5°C.

The time can be changed by pressing the time. Then a clock will appear.



OPTIONS UNDER THE THREE DOTS

The three dots '•••' in the app gives access to several menus.

SETTINGS IN PLACE

- Delete place.
- Rename place.
- Add new place.
- Connect heater.
- **Settings.**

SETTINGS

Menu under settings:

- Change password.
- Terms of use.
- Privacy policy.
- Log out.

SETTINGS IN SCHEDULE



The menu gives access to:

- Delete room.
- Rename room.
- Room heaters.
- Copy schedule.
- Connect heater.

SETTINGS IN MANUAL



The menu gives access to:

- Delete room.
- Rename room.
- Room heaters.
- Connect heater.

SETTINGS FOR THE ROOM HEATERS



The menu beside the heater name gives access to:

- Delete heater.
- Move to another room.
- Rename.
- Child protection.
- Turn OFF/ON.

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HELPFUL HINTS

Below are some tips and advice if troubleshooting is necessary.

SUPPORT THE TELEPHONES FOR THE APP

The Beha 2.0 is working with iOS 13-16 and Android 8-13.

REQUIREMENTS FOR THE ROUTER

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 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.

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, repeat the same procedure again.

SETTINGS IN THE ROUTER

Supports WEB, WPA/WPA2 and open network.

It supports 2.4GHz and 20Mhz configuration. NOT 40Mhz configuration.

Wireless network: IEEE 802.11 b/g/n Wi-Fi with automatic channel selection.

DHCP on the router must be activated.

Channel 1 to 13.

Ports 8883 and 443 in the router must be open.

ASUS Wi-Fi ROUTER

On some ASUS routers there is a feature called "Smart Connect" that forces Wi-Fi devices over to 5 GHz if the signal quality is better than the required 2.4 GHz signal. This can cause problems for heaters because 5 GHz is not currently supported. We therefore recommend that this "Smart Connect" function is deactivated when you connect heaters and activated it again after the heater has been connected successfully.

Do the following:

Wireless menu --> Professional Tab --> Airtime Fairness --> Deactivate Airtime Fairness

THE APP DONT FIND THE HEATER

It may be due to a weak wifi signal where the heater is installed. A solution may be to take the heater off the wall bracket and move it temporarily closer to the router for link-up.

1. Check the setting on the router.
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 0,5 to 5 meters from the router. Keep the heater more than 0,5 meter from any other devices when linking up.
3. Turn the router and phone off and on.
4. Reset the heater (link-up modus) even if the wifi symbol is pulsating.
If the wifi light pulsate on the floor, and the temperature is 22 degree the heater is reset.
5. 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** in the app.

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. Ports 8883 and 443 in the router must be open. Contact your network provider for help.

OFFLINE HEATERS IN THE APP

The heaters don't have contact with the cloud. Close the Beha Smartheater 2.0 app. Turn the router off and on. When the router is connected to internet again turn switches on the heater off and on.

If all heaters are offline, it can be a firewall in the router.

VPN MUST BE TURNED OFF

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