

## Operating Your Pellet Heater Over Your Wi-Fi Connection

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Your pellet heater may be controlled by your mobile smart phone using your in-home 2.4Ghz WiFi network. The following procedure requires the Optional Wi-Fi Module to be installed and the Wi-Fi option enabled in the heater configuration settings by a qualified person. The installer can configure your heater to enable the WiFi feature or disable it so that the program functions can be entered on the heater control panel instead.

### **To use this feature, you must have:**

- The WiFi module fitted to the heater.
- A smart phone either Android or iPhone.
- An Internet service (NBN).
- A home WiFi router with 2.4Ghz enabled.
- The WiFi router password supplied by your internet service provider.

### **1) Setting up your Phone to operate your pellet heater**

#### **Android Phones**

Download the Smart Stove NS App from the Play Store, search for **Smart Stove** and download the App.

#### **Iphone**

Download the Smart Stove NS App from the Istore, search for **Smart Stove** and download the App.

### **2) Register an account**

Using your phone, open the App  into the register/login interface. You can register by email or mobile phone number. Input the phone number or Email address and receive a verification code to register. Enter the code, once registered, login to your account.

### **3) Add a new device (EZ Mode)**

- Log into the NS App and select the **+ Icon** on the top right of the App to add a device.
- Select the Pellet Stove Icon.
- While the heater is NOT burning, turn the pellet heater OFF at the power point wait 10 seconds then turn the power back on.
- Press and hold the button on the back of the heater Display Module for about 2 seconds until the yellow/red led on the back of the display starts blinking.
- Ensure the indicator light is flashing which indicates that the heater is in config mode and press the Confirm button on the phone App.
- Enter your Wi-Fi password when prompted to by the app and wait for the heater and the app to be connected.

You are now ready to control your heater from the NS App. For further help, select the Me option at the bottom right and go to the Help Centre.

## **FAQ - Issues with WiFi**

### WiFi Network 2.4Ghz

For WiFi to work between the Internet and the Pellet Heater, the inhouse WiFi network needs to be running on 2.4Ghz on the router. Appliances like Pellets Heaters use the stronger 2.4Ghz network NOT the 5Ghz network. Modern WiFi routers support both 2.4 and 5, older routers maybe 2.4 only.

The customer is responsible to ensure that the 2.4Ghz is enabled on their router and know what the name of their network is and the password. If this is not known contact your NBN service provide for assistance.

### Pairing the Heater to the Internet Cloud

The mobile phone NS Application needs to firstly set up a pair between the heater and Internet and must also be able to access the inhouse WiFi 2.4Ghz network. Ensure that the mobile phone is connected to the inhouse WiFi 2.4Ghz network. After the heater has been paired, you can change back to the 5Ghz WiFi network if you wish.

### Sharing the NS App

Once the Heater is paired to the network the App can be shared so that other mobile phones can access the heater in addition to the phone used to create the pair.

### Mobile Phone compatibility

Mobile phones manufactures will from time to time make changes to your phones operating system which could cause an issue. Recent experience has shown that an iPhone update has left iPhones that were set up and working correctly to stop working. The problem is the mobile operating system. The work around for iPhones is to Pair the heater with an Android phone or Tablet, share the App and then connect the iPhone as a shared secondary phone.

We have not experienced any problems with Android phones as at June 2020.