

HOME  HEAT SYSTEM

**SUPLA APP CONFIGURATION INSTRUCTIONS
FOR H+ WiFi and H+h WiFi HEATER CONTROLLERS**

Pages 1 – 11 Configuring the Supla App.

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March 2021



Connecting your heater 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.

System requirements Android 3.1 / iOS 8.2 or the latest versions. **WiFi network 2,4 GHz.**

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.
- there is a WiFi signal where you plan to install the heater.
- before the next steps prepare (write down) your WiFi router name and password (for the network 2,4 GHz) to avoid mistakes during configuration. The details must be EXACTLY the same.

Step 1. Installation of SUPLA App

For Android go to Google Play. For iOS go to the App Store. Then search for the application named 'SUPLA' and install it.

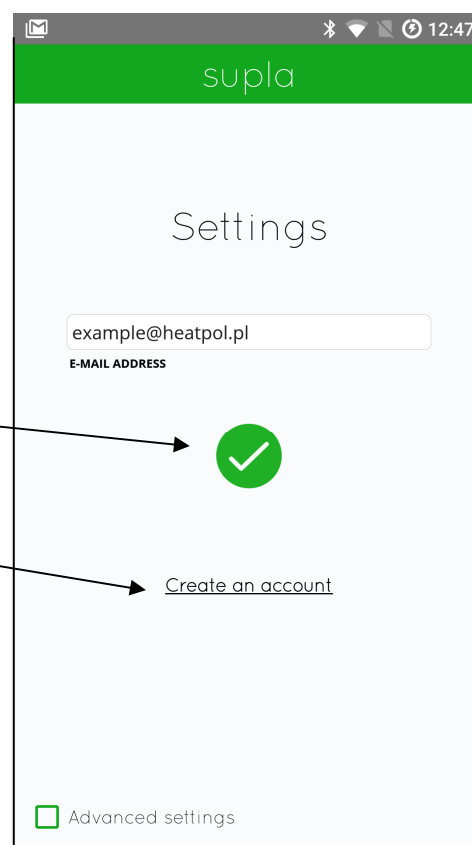


Run the SUPLA app and enter the email of your account set up at cloud.supla.org.

Press the green tick.

If you have not created an account yet , just enter the email and press **'Create an account'** and follow the instructions of the add wizard.

Do not check the 'Advanced settings' option !



You need to click the activation link which will be sent to your email address.

Step 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 fast flashing dot on the display of the heater. In this mode the heater broadcasts a WiFi network beginning with the phrase 'HEATPOL'.

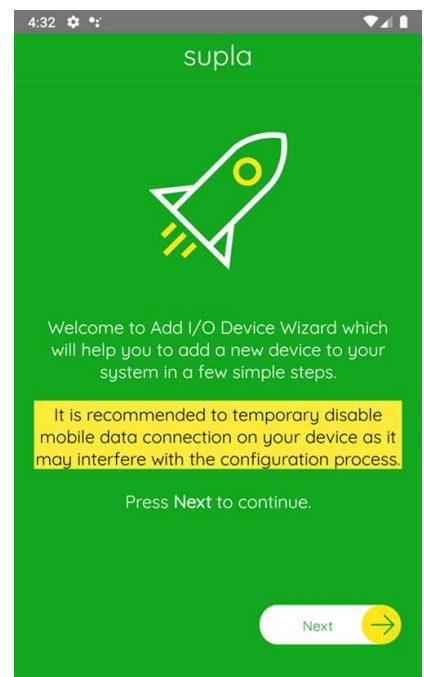
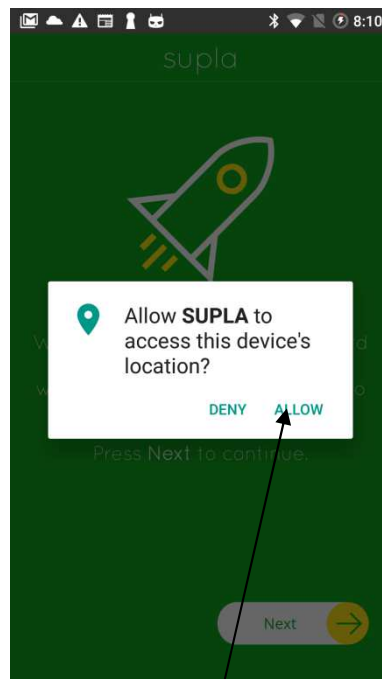


If the heater is not in the pairing mode it should be switched to that mode by performing following steps.

- Turn off the heater by holding the lower/minus button (on the controller or remote control) for approx. **3** seconds, until the display turns off.
- Press and hold the lower/minus button again (on the controller or remote control) for 5 seconds. The dot on the display will be flashing rapidly (access point – pairing mode).

A brand new heater should always start in pairing mode - it is a factory setting.

Expand the SUPLA application menu  and press the 'Add I/O device' button. Then press Next.

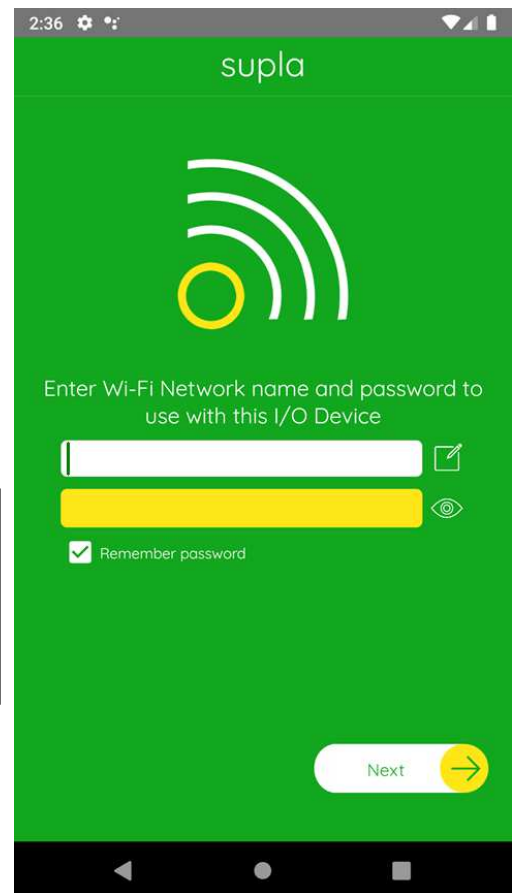


If prompted, click **Allow**

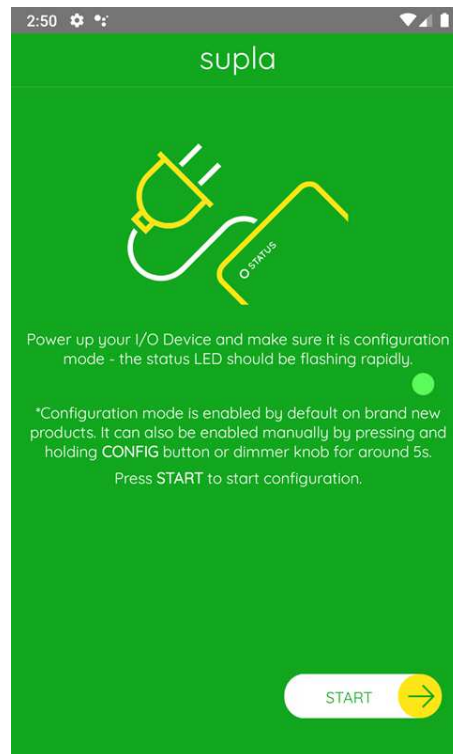
Choose WiFi network (for Android), or enter your WiFi name (for iOS). The heater will use this to access the Internet. Then enter your WiFi password and press 'Next'.

Both the password and the network name are case sensitive. The details must be EXACTLY the same.

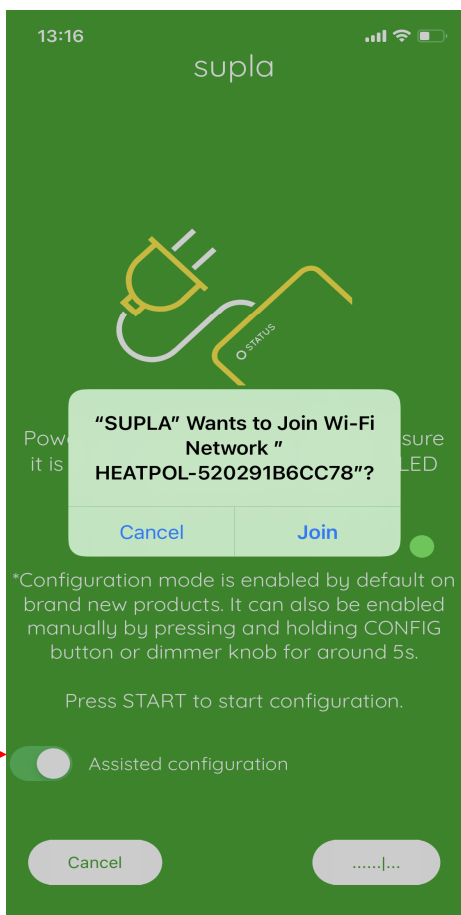
It is good idea to have them written down for your reference.



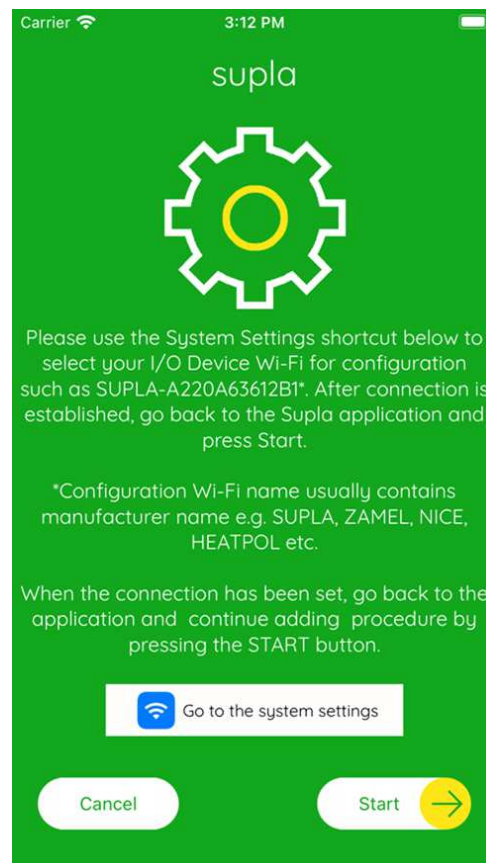
For **Android**, in the next step, just press 'Start'.



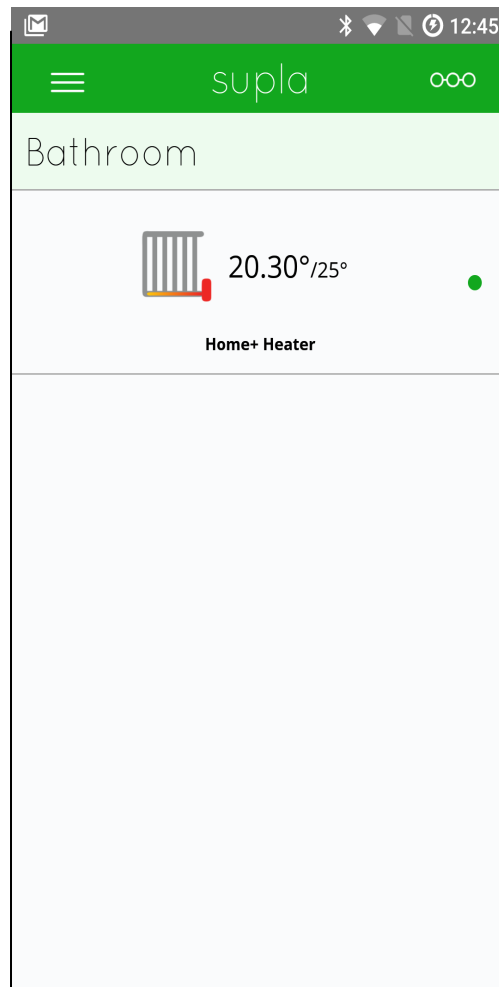
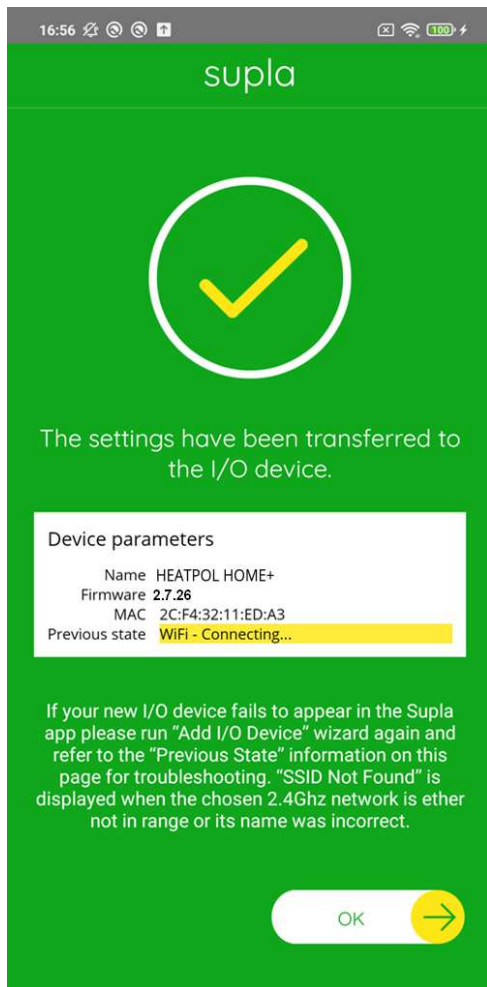
For **iOS**, turn on the "Assisted configuration", press Next and if it prompted - allow to join HEATPOL WiFi network.



If not prompted, turn off the "Assisted configuration" and go to your phone's 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 state' information, which is displayed in the add wizard summary. It may contain error information to indicate that the heater could not establish a connection to the server (e.g. wrong password for WiFi network).

WiFi pairing status (LED) :

Fast flashing – configuration mode

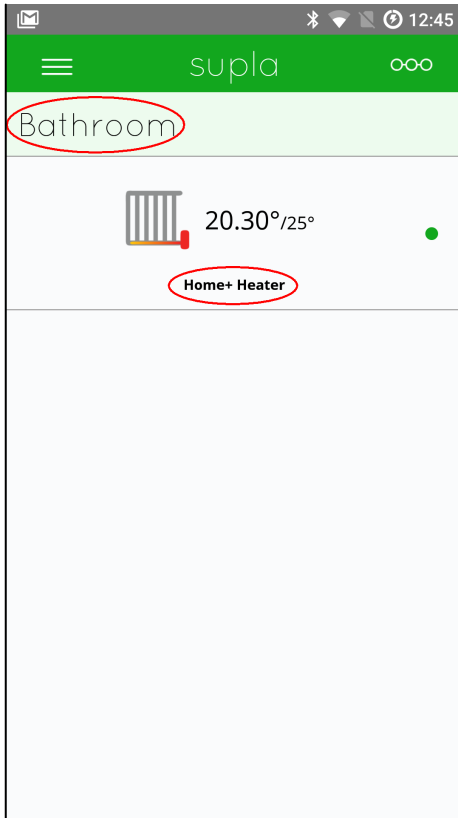
Slowly flashing (every 2 seconds) – connecting to a WiFi router

Flashing every 0.5 seconds – WiFi connected, connecting to the server

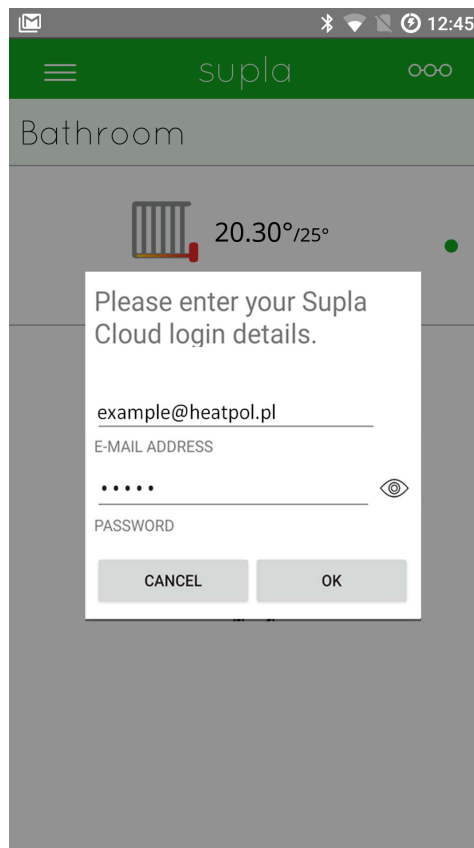
Steady lit – connected to the server – the heater is correctly paired.

Quick and easy way to name, or rename a location or a heater

On the application list touch and hold (gently) over the location name , or the heater name, you want to change.



Enter your Supla-Cloud password and press OK.

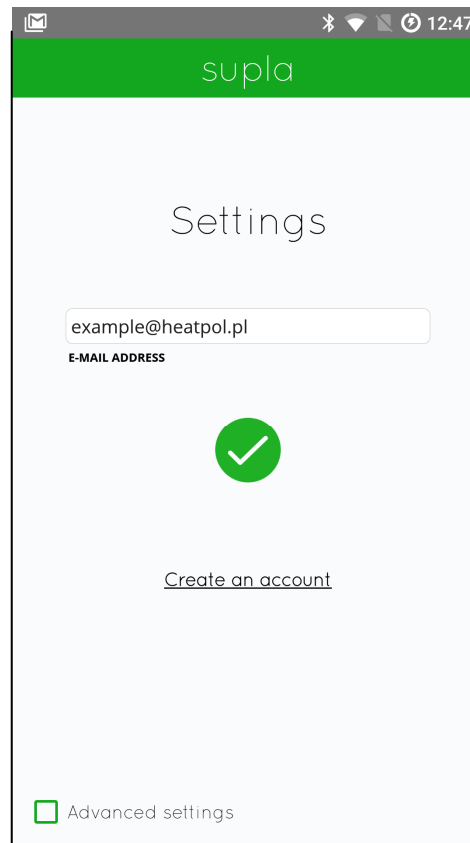


Next you can enter a new name for the location eg. upstairs bathroom, or heater eg. towel rail, and confirm with the OK button.

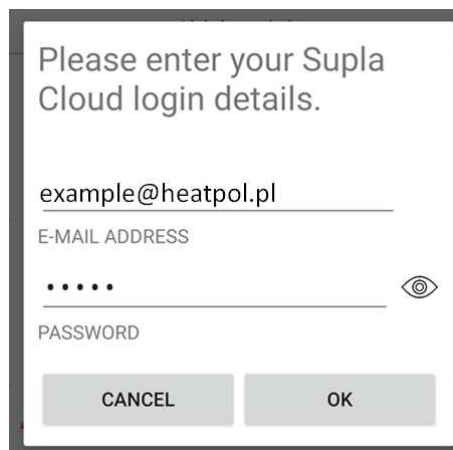
Available starting from the App version 2.3.67 (Android) and 2.3.35 (iOS)

Step 3. Connecting the heater to additional Smartphones / devices

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 green tick button.



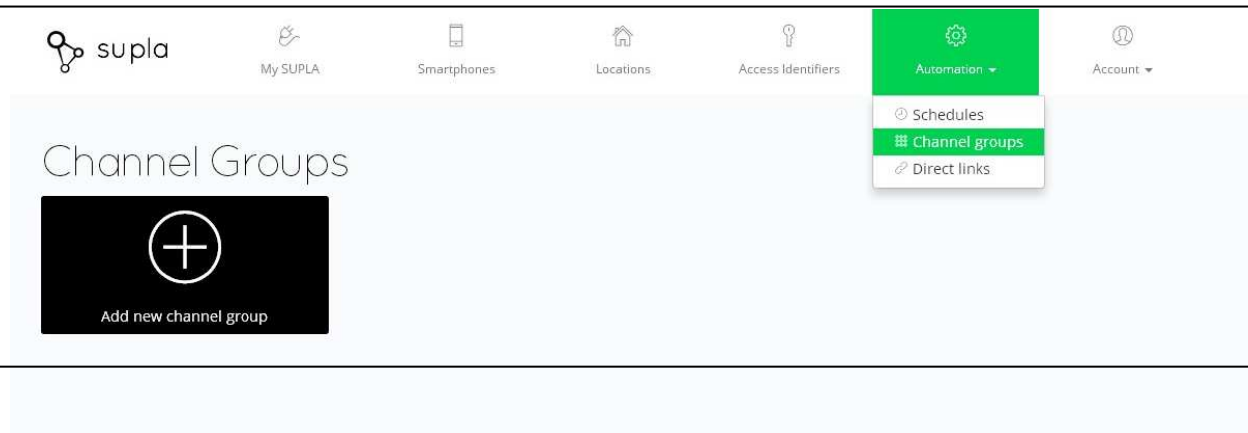
In the next step enter the password to your account. Then click OK.



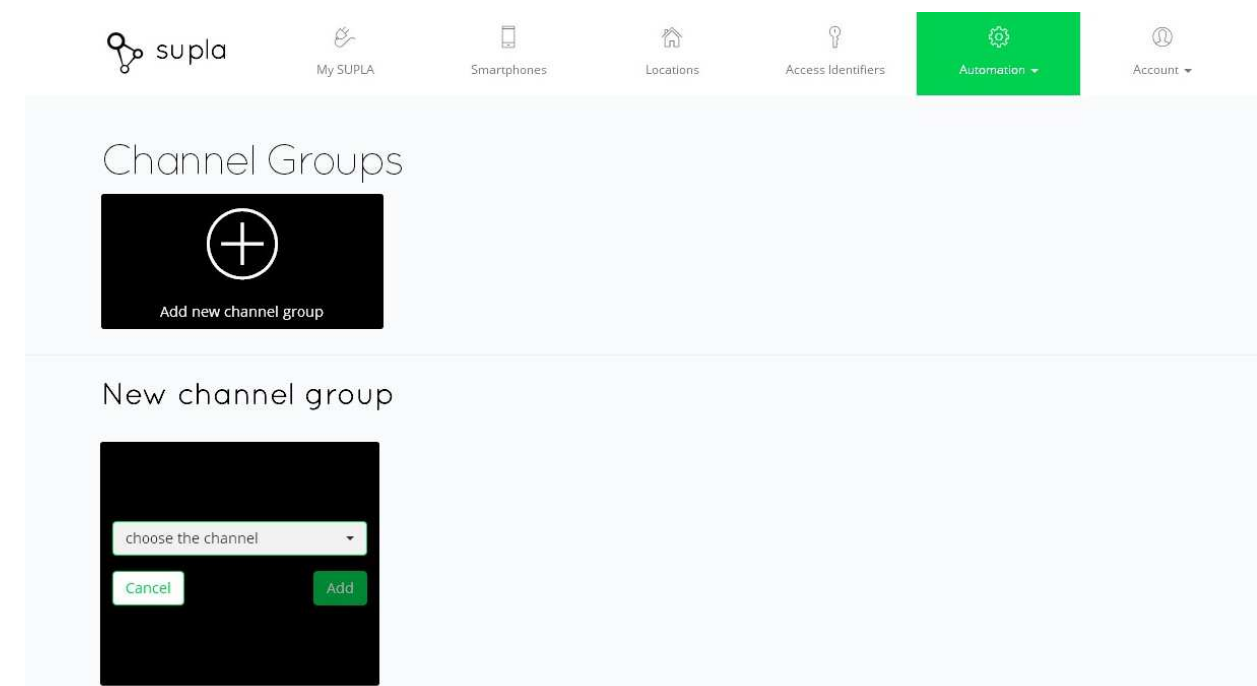
The new device (Smartphone or tablet) was added to your Supla-Cloud account.

Creating heater Groups (Zones)

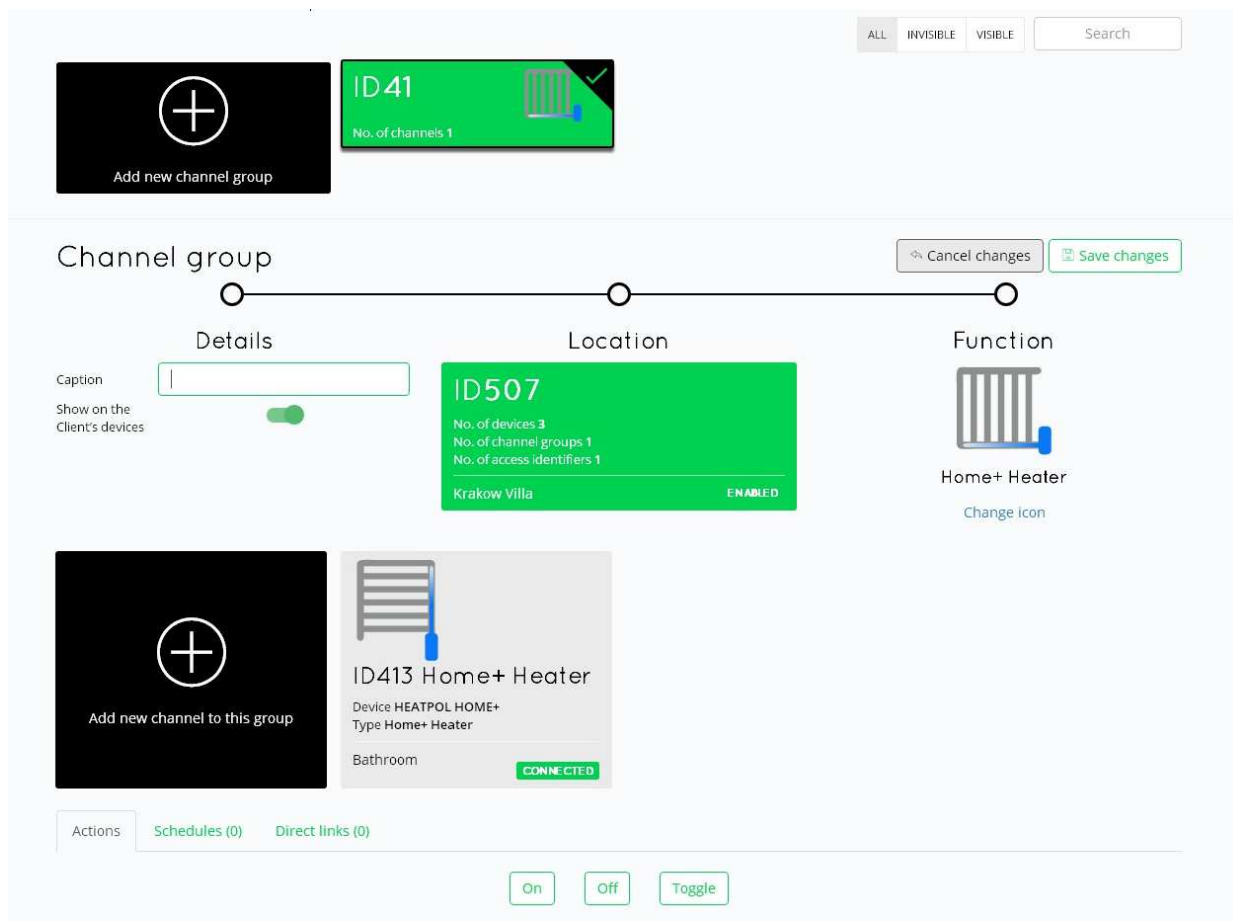
- Access your Supla account at www.cloud.supla.org using a web browser. This function is not available through the App.
- Click on the “Automation” tab at the top of the page, then click “Channel Groups”.



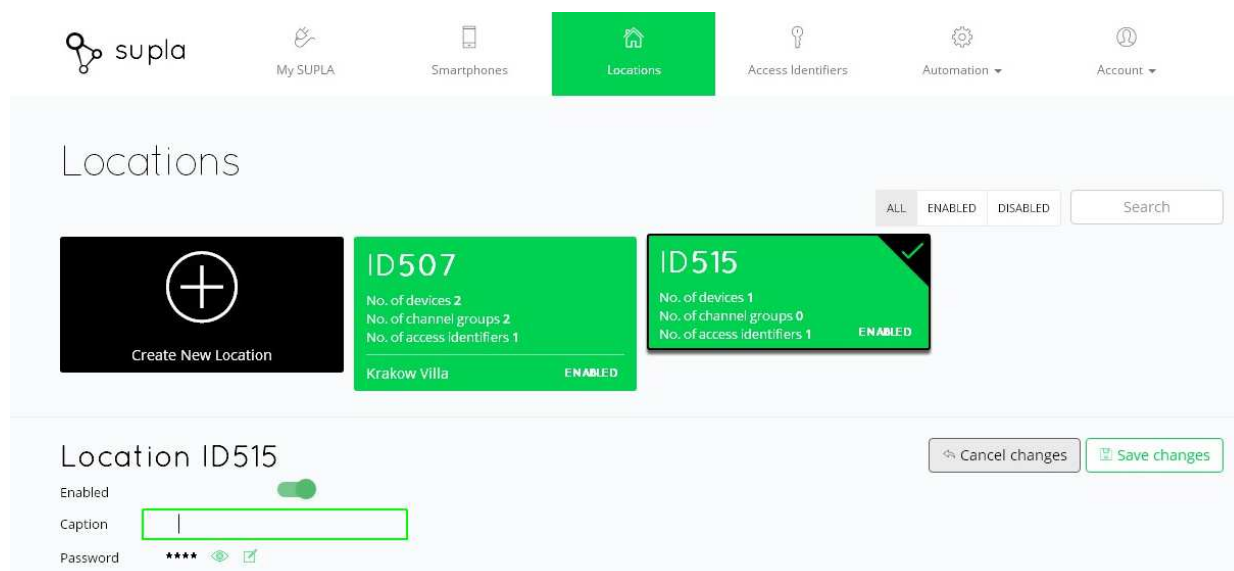
- Click the + (plus) in “Add new channel group”
- Click the + (plus) in “New Channel Group”



- Click “choose the channel” and select the heater you want to add to a Group / 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 changes”.

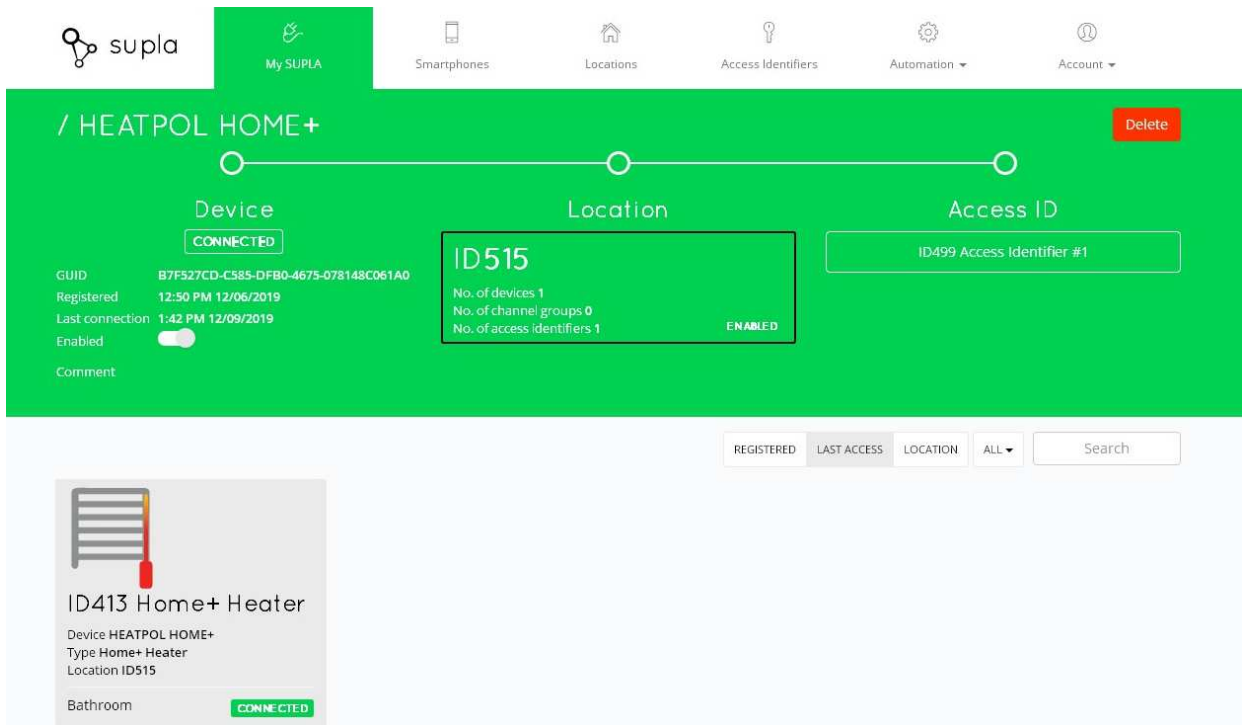


If you would like to add a new location, eg. A holiday home, click the “Locations” tab , then click + “create new location”.



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. Then save changes.



A short guide for using the SUPLA App. (supplement)

Once the device has been successfully configured the added heater will appear on the **main screen** of the Application.



Entering a Group (zone) of heaters.

The green dot on the right side shows that the heater is switched on and can be controlled by the App (A red dot shows that the heater is either switched off or not connected to the Internet)

With your finger, slide the selected heater to the left and the main settings screen will open.

The main settings



The first temperature (19.20°C) - is measured with the remote / temp. sensor (H+R). This is the actual room temperature.
The second (12°C) is the temperature set for the room.

By touching the buttons you can make the following adjustments :


- +** button - increase the temperature setting for the room
- button - decrease the temperature setting for the room
- ON / OFF** button - switches the heater on or off
- MANUAL** - standard operating with + / - buttons on the right side of the screen
- ECO** - decreases the preset temperature in MANUAL mode by up to 5 deg.
- TURBO** - sets the heater to the max. heating temperature. Selection for 1 / 2 / 3 hours
- AUTO** - operating with **daily/weekly** program – the schedule is opened by the “clock” button on the upper bar. (described in the next pages) In the AUTO mode “Pd” is displayed on the heater controller .



- opens the schedule for AUTO mode (to view or change the timings)



- opens the menu of temperature settings

Touching  icon on the upper bar switches over from any screen to the main screen.

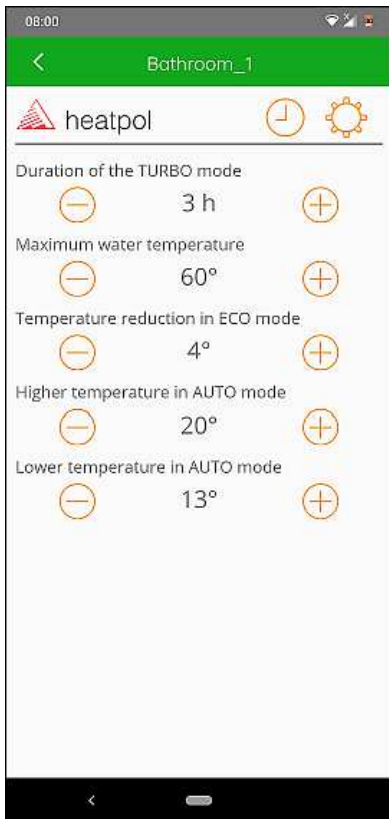
AUTO mode



MANUAL mode



Touching  opens the temperature settings menu where you can set :



Change the duration of TURBO mode (1 / 2 / 3 hours)


The max. water temperature of the radiator
(from 30 to 70 deg. C)


Temperature reduction in ECO mode (from 1 to 5 deg.)
(Concerns the temperatures preset for MANUAL operating)

The "Higher" temperature preset for AUTO mode
(from 10 to 30 deg. C)

The "Lower" temperature preset for AUTO mode
(from 10 to 30 deg. C)

NOTICE: the "Lower" temperature must be at least 1 degree below the "Higher" one.


Touching  again switches back to the main settings screen.


Touching  opens the schedule of AUTO mode.

An example of the schedule of AUTO mode (factory settings)



The schedule can be changed by touching the boxes.

The values of the temperatures are shown on the bottom of the screen. (preset in the temperature settings menu )

Touching  again switches back to the main settings screen.

Troubleshooting :

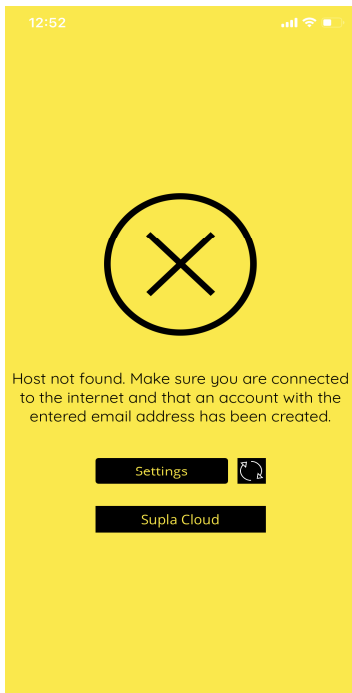
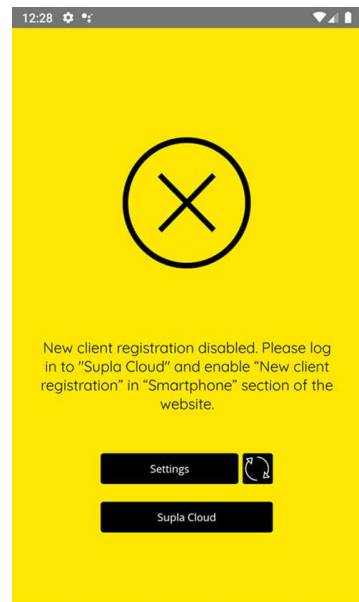
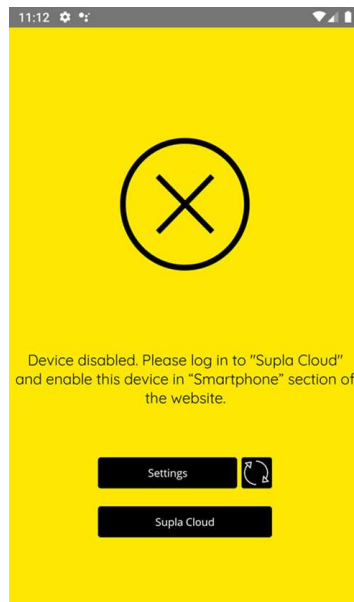
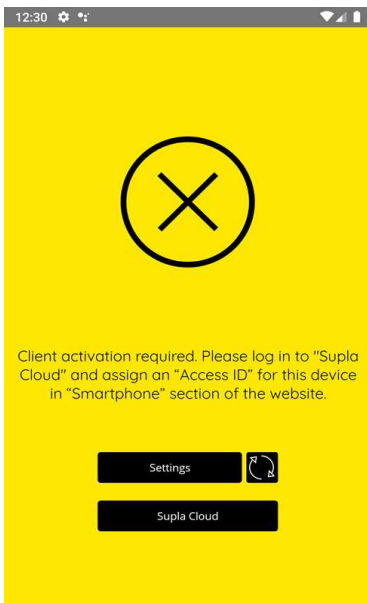


If a heater in the App has a red dot to the right, make sure that it is powered and switched on, and that it has an internet connection. Try restarting both the heater and the modem.

Please ensure that the router has enough available channels for new WiFi devices.

If a previously programmed heater loses connection to the internet, it will continue to work under the previous settings

If a yellow screen appears, please follow these suggestions.



The screen on the left can also signal an incorrect user name or password used in a previous step. Check both and try again.