HAVERLAND APP STEP BY STEP GUIDE

FOR RCTT CONNECT.

OCTOBER 2020

HAVERLAND APP STEP BY STEP GUIDE

FOR RCTT CONNECT.

1. APP FIRST STEPS
2. ACCOUNT SETTINGS
3. CONNECTION TROUBLESHOOTING
4. RADIATOR SETTINGS
5. MULTIPLE RADIATOR SELECTION
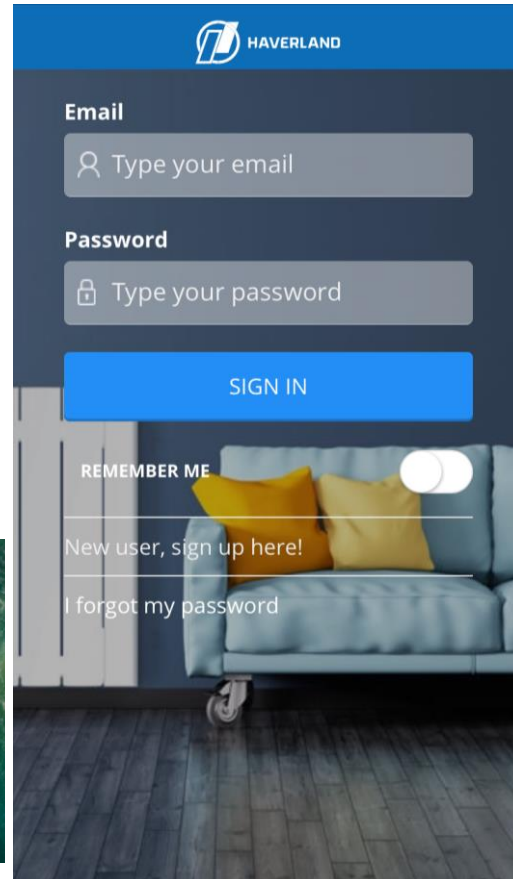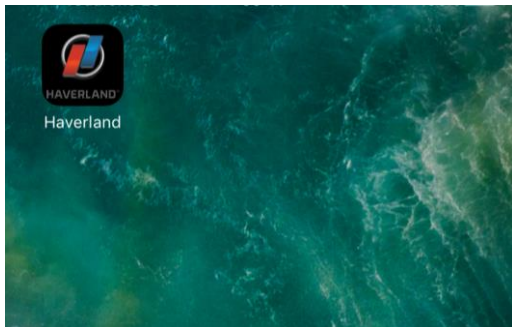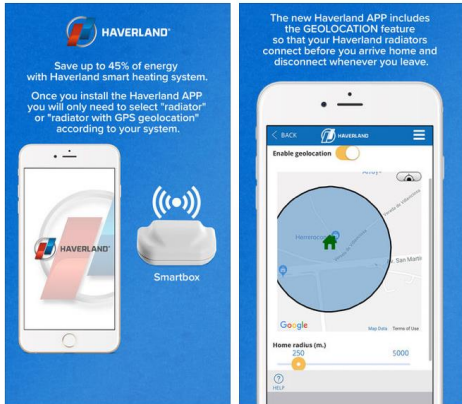
HAVERLAND APP STEP BY STEP GUIDE

FOR RCTT CONNECT.

1. APP FIRST STEPS

HOW TO SET YOUR ACCOUNT

1.1. HOW TO DOWNLOAD THE APP

Please access App Store or Play store and search for "**Haverland APP**" and press Download. Once the App is downloaded please press Open or go the Haverland App Icon on your device's homepage.

The Login page will be displayed.

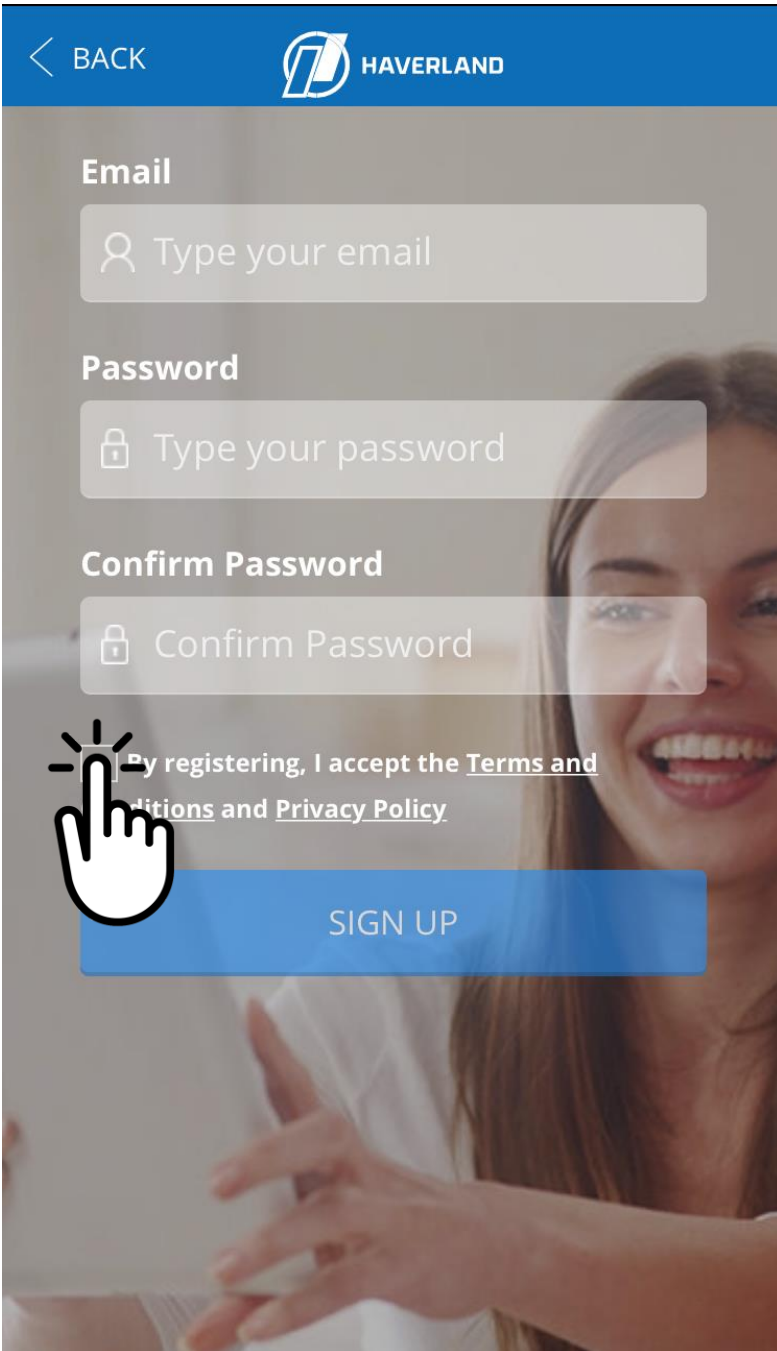## 1.2. HOW TO CREATE A NEW ACCOUNT

If you haven't created your user account yet, please press "New user, sing up here!"

1.2. HOW TO CREATE A NEW ACCOUNT

Fill in with your personal details and do not forget to check the Terms and Conditions checkbox.

1.2. HOW TO CREATE A NEW ACCOUNT

After Signing Up you will receive a confirmation email with a link you will have to access in order to successfully register your account.

1.3. LOGIN

Please type in your personal details to log in to your account.

If you want the APP to remember your details, please press the "Remember Me" slide button.

1.4. FORGOT PASSWORD

If you have forgotten your password, please press on "I forgot my password" and type in your email address.

You will receive an email with a new password to access your account. Once you are logged in you can easily change the password by going to your account details:

My Account > Change Password
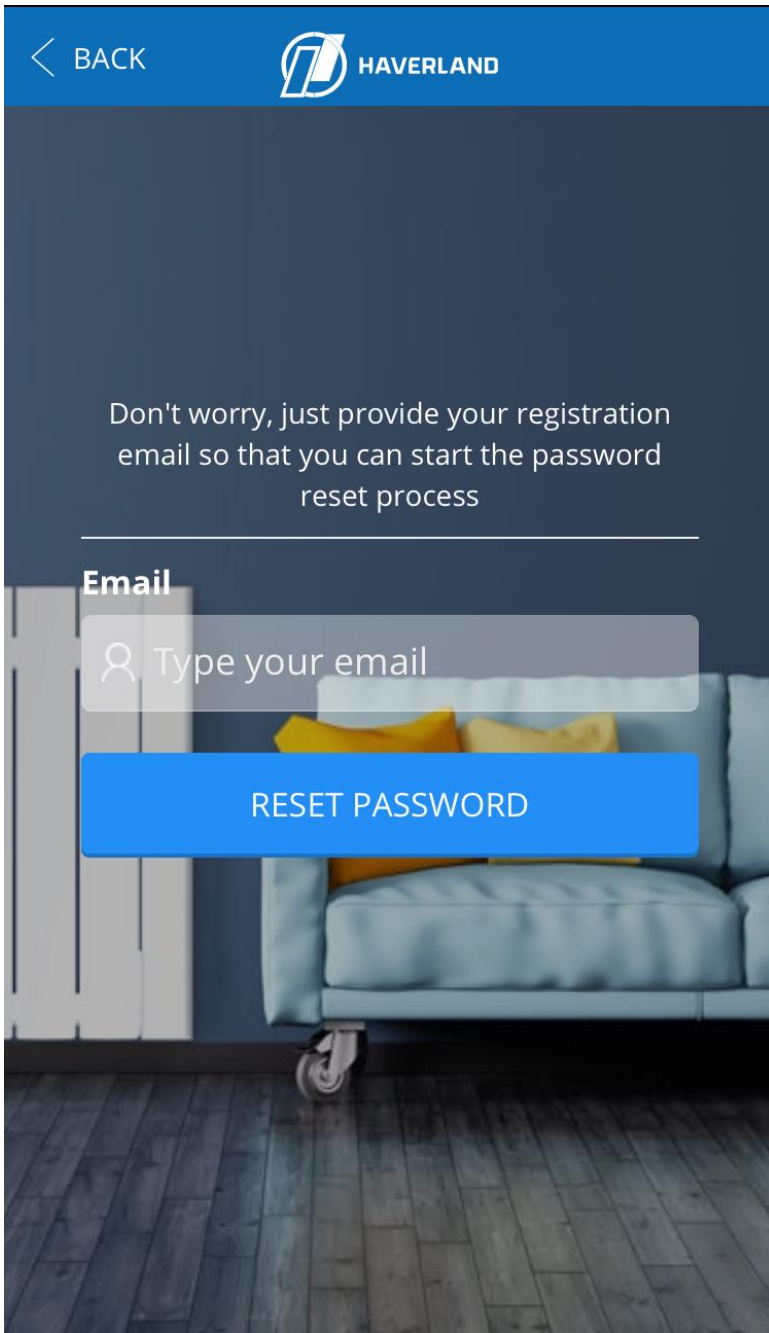
HAVERLAND APP FOR RCTT CONNECT
STEP BY STEP GUIDE

2. ACCOUNT SETTINGS

HOW TO SET YOUR ACCOUNT DETAILS

2.1. NEW USER – FIRST STEPS

If this is the first time you are using the Haverland App, it will automatically guide you to set up your home.

Please follow the steps explained on the App to connect your radiators.

WELCOME TO HAVERLAND

To start off, let's set up your home

CONTINUE

BACK

HAVERLAND

HOME REGISTRATION

NAME OF THE DWELLING >

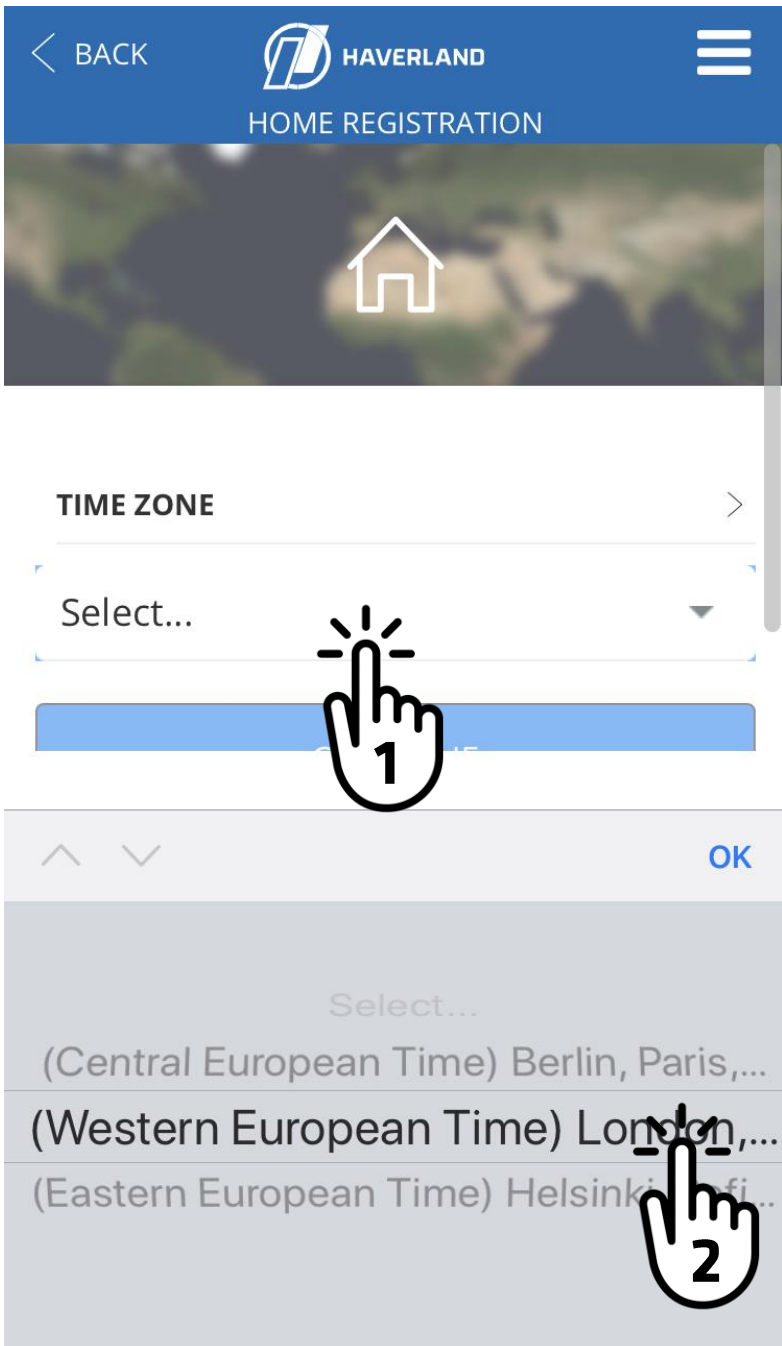Enter the name of your dwelling

2.1. NEW USER – FIRST STEPS

We will start by entering the name of your property or Home.

2.1. NEW USER – FIRST STEPS

Select the time zone accordingly to your area.

BACK

HAVERLAND

SETTINGS

SELECT YOUR DEVICE >

SmartBox
(Sold separately)

Connect Series

CONNECT

USB SmartBox
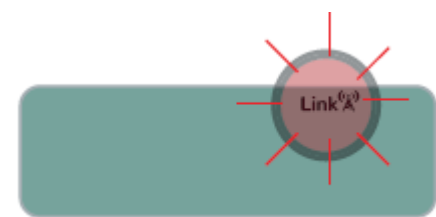(Sold separately)

2.1. NEW USER – CONNECT RADIATOR

Select Connect series.

BACK · HAVERLAND · SETTINGS

Connect your radiator to the socket. Press the OK button on your radiator until the screen flashes
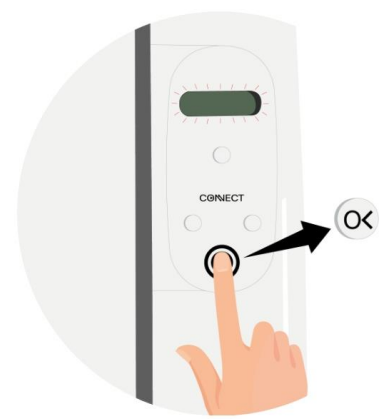
CONTINUE

2.1. NEW USER – CONNECT RADIATOR

Press and hold the OK button on your radiator until the screen flashes and then press CONTINUE.

Please note that you will have to see the Link ICON flashing on the radiator's display.

2.1. NEW USER – CONNECT RADIATOR

Please select or type in your WIFI network's name and enter your WIFI password.

Then please press CONTINUE.

BACK

HAVERLAND

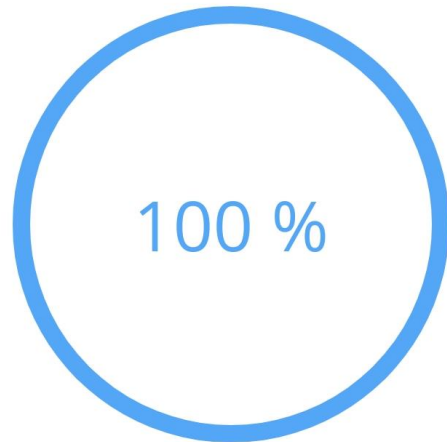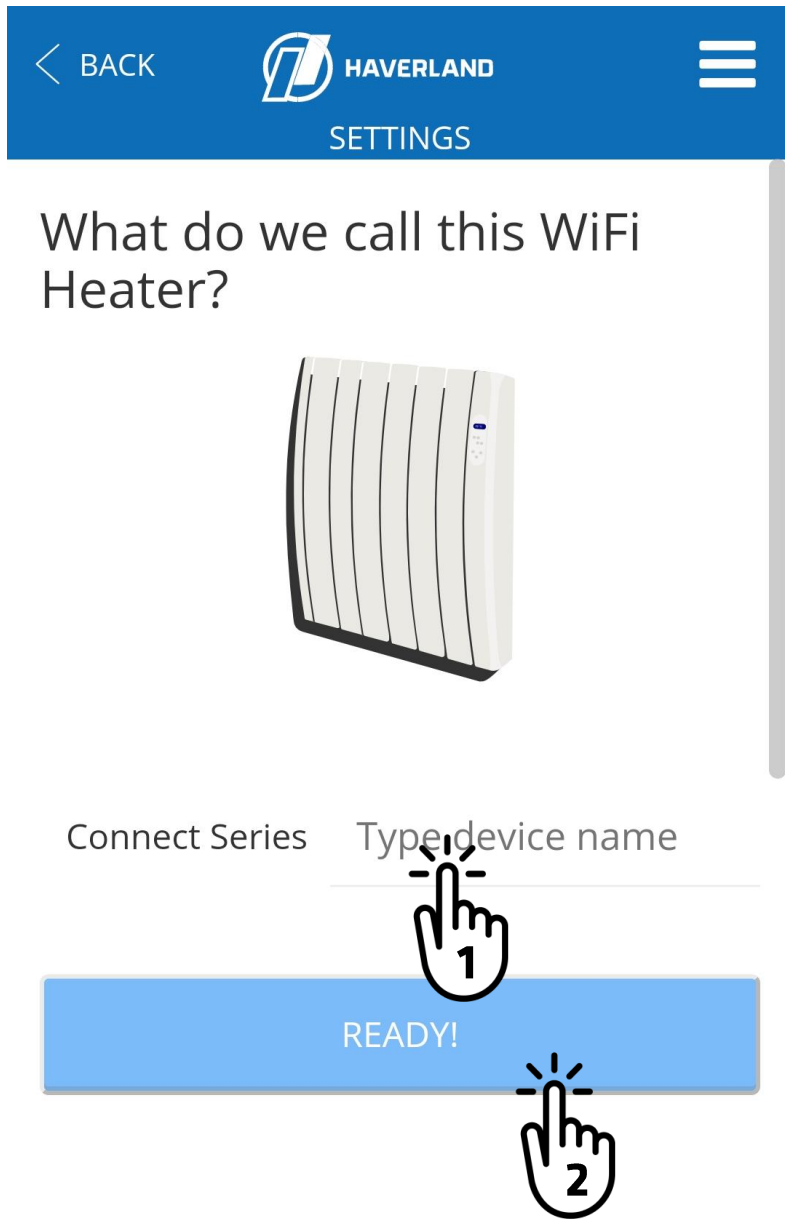SETTINGS

Connecting your radiator

100 %

2.1. NEW USER – CONNECT RADIATOR

Please wait until the App finds your radiator.

2.1. NEW USER – CONNECT RADIATOR
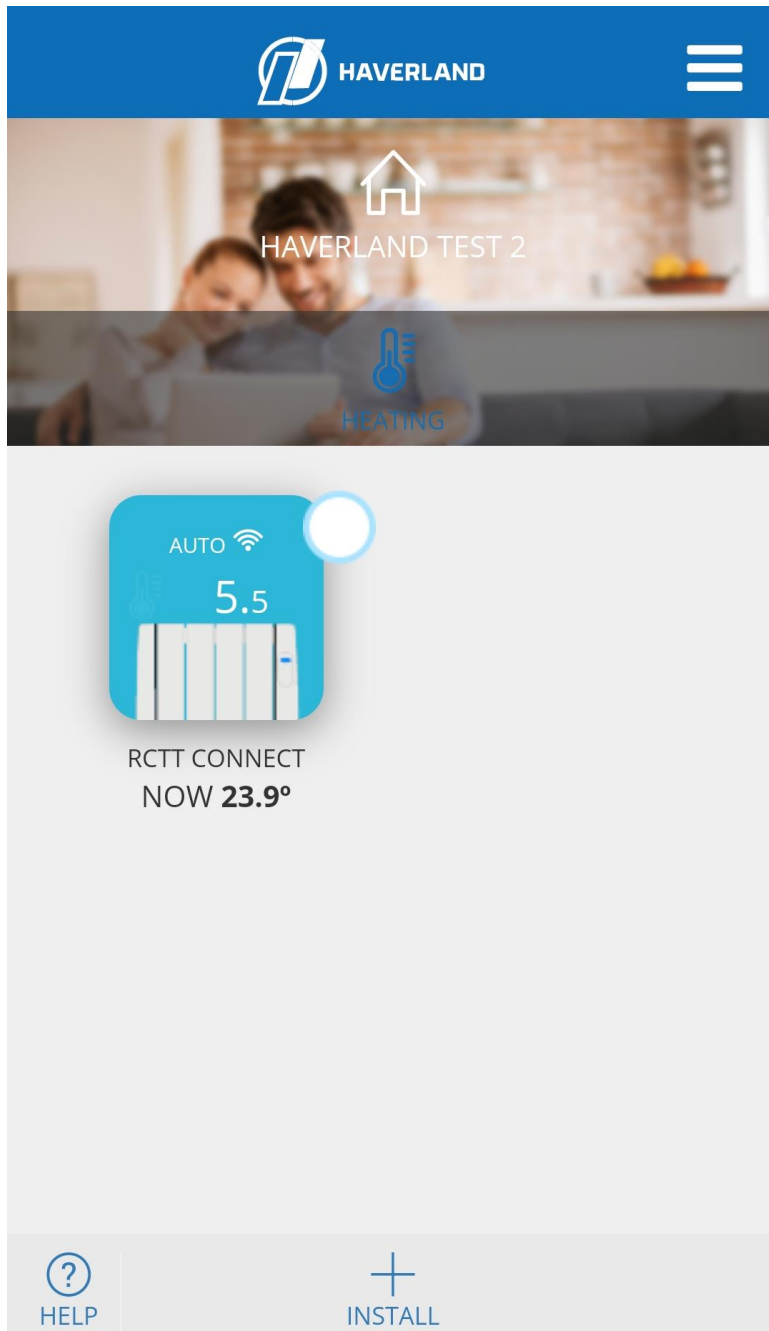
Please name your radiator and press on **READY!**.

Configuration completed

2.1. NEW USER – CONNECT RADIATOR

The radiator will be displayed on the Main Page of the App.
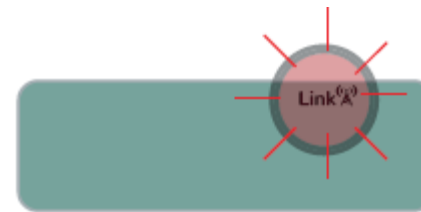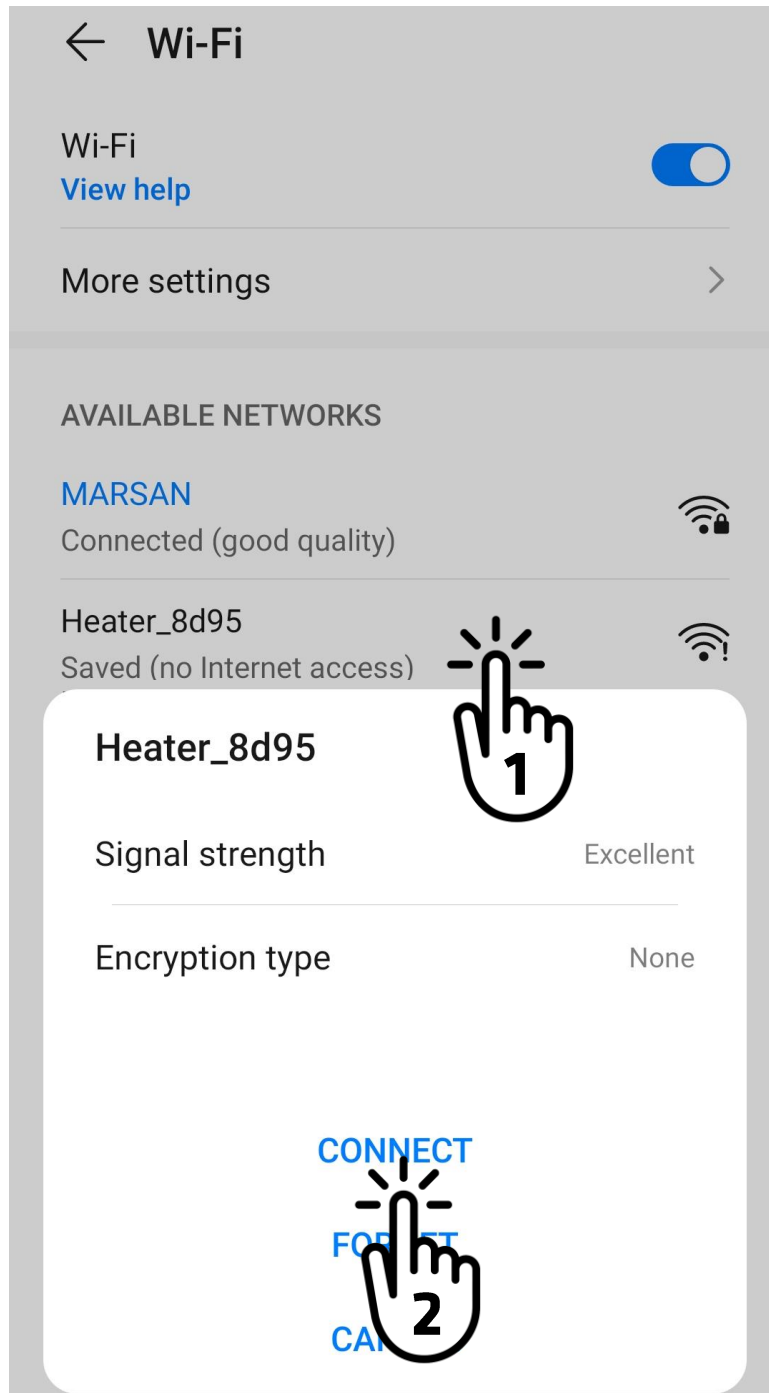
2.2. CONNECTING THE RADIATOR MANUALLY

If the automatic connection to your WIFI it is not successful, the APP will ask you to connect the radiator manually.

Wi-Fi

Wi-Fi
View help

More settings >

AVAILABLE NETWORKS

MARSAN
Connected (good quality)

Heater_8d95
Saved (no Internet access)

Heater_8d95

Signal strength   Excellent

Encryption type   None

CONNECT
1

FORGET
2

CAN

2.2. CONNECTING THE RADIATOR MANUALLY

Go to your WIFI settings and press on the network "Heater_xxx" until it is connected.

Make sure that the LINK icon on the radiator is still flashing. If not, press the OK button until the screen flashes. Otherwise, your device will not find the radiator WIFI signal.
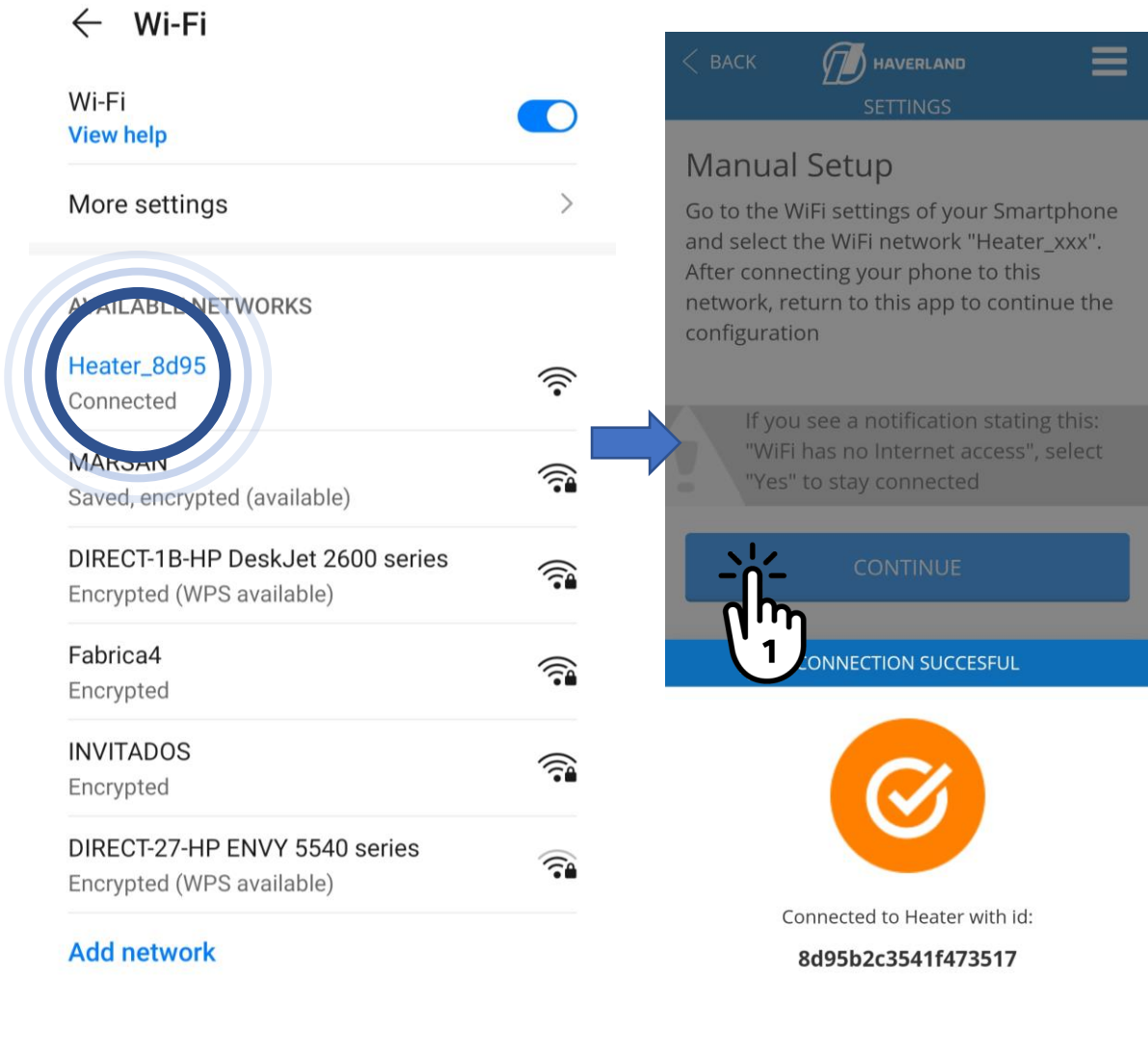
2.2. CONNECTING THE RADIATOR MANUALLY

After you have connected to the radiator's WIFI signal, the APP will show "Connection successful".

Please press CONTINUE to keep setting your radiator.

Make sure to disconnect from your home Wi-fi before trying to connect to the heater signal.
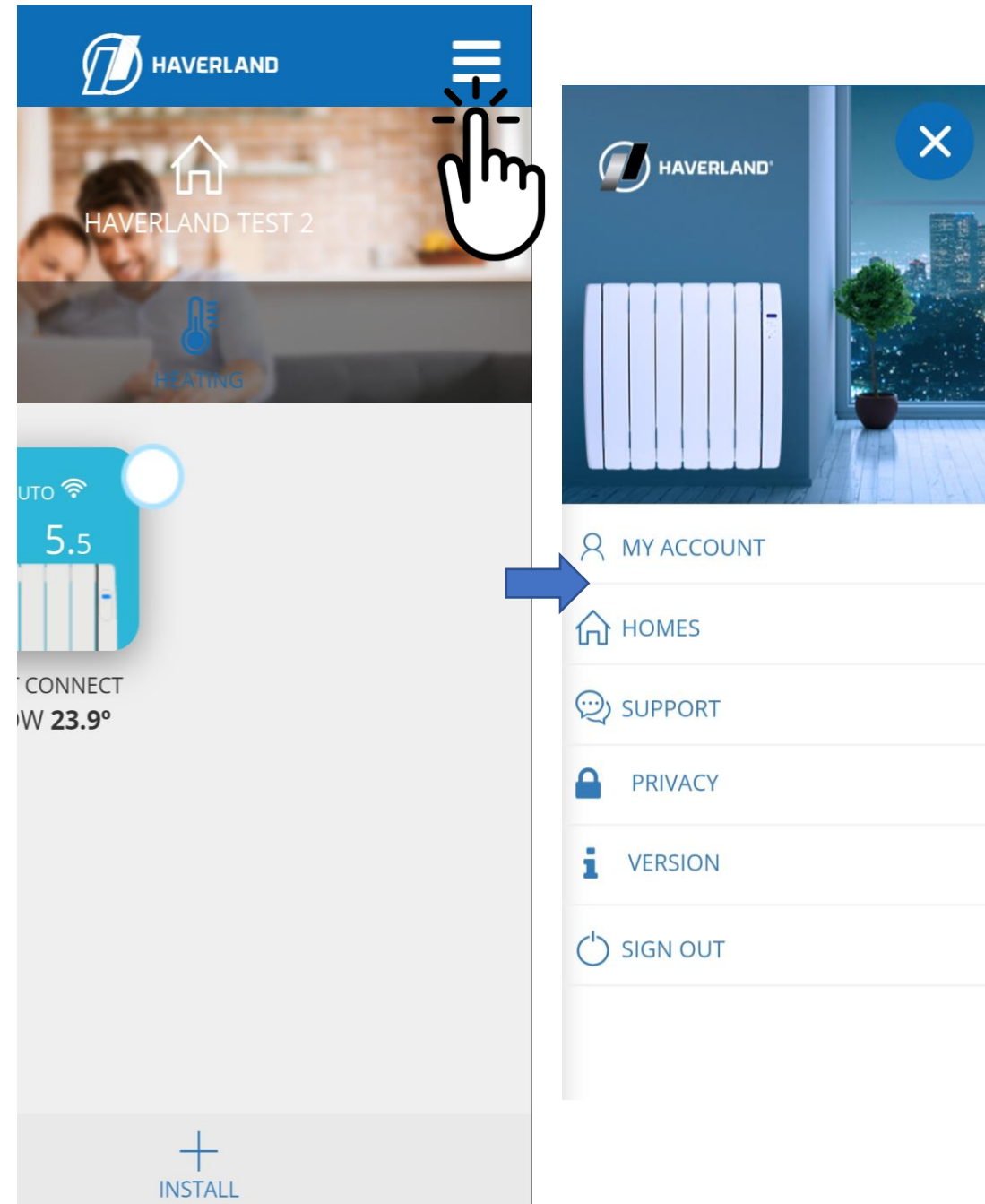
2.2. CONNECTING THE RADIATOR MANUALLY

Please type the name of the radiator and press on READY! to continue and go to the Main Page.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

At the top right hand corner there's Menu Bar, press the button to access the App's Menu.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT

Use this option to:

- Check and modify the account's email address.

- Change the App's language.

- Change account's password.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE APP LANGUAGE

Please press the arrow next to the language shown to open the option list. Press the language you wish to select to change the App's language.

Then please press SAVE to maintain the changes made.

BACK · HAVERLAND

MY INFO

USER

example@haverland.co.uk

LANGUAGE

English

CHANGE EMAIL ADDRESS

NEW EMAIL ADDRESS

Type your new email address

CONFIRM WITH PASSWORD

Type your current password

SAVE

HELP
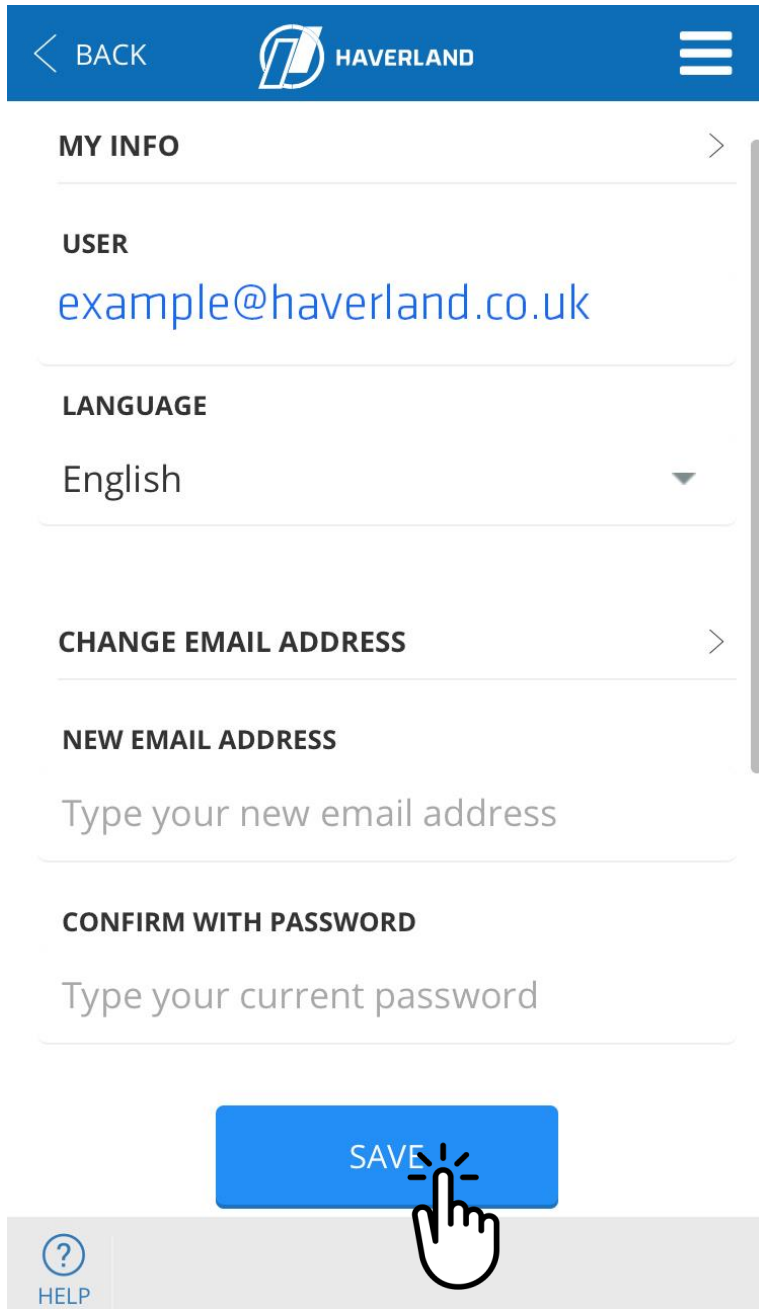
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: MODIFY ACCOUNT'S EMAIL ADDRESS

Please enter the new email address you would like to use for the login and then please type in your CURRENT password. Please click on SAVE.

You will receive a confirmation email on the new login email address, please click on the attached link to confirm the change of email address.

You will be able now to login with the new address and your current password.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE ACCOUNT'S PASSWORD

Please type in your current password and then please type in your new password.

Then please press SAVE to maintain the changes made.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES

You can have multiple Houses registered in the same account.

Use this option to:

- Add and delete radiators.
- Change House name.
- Create a guess account.
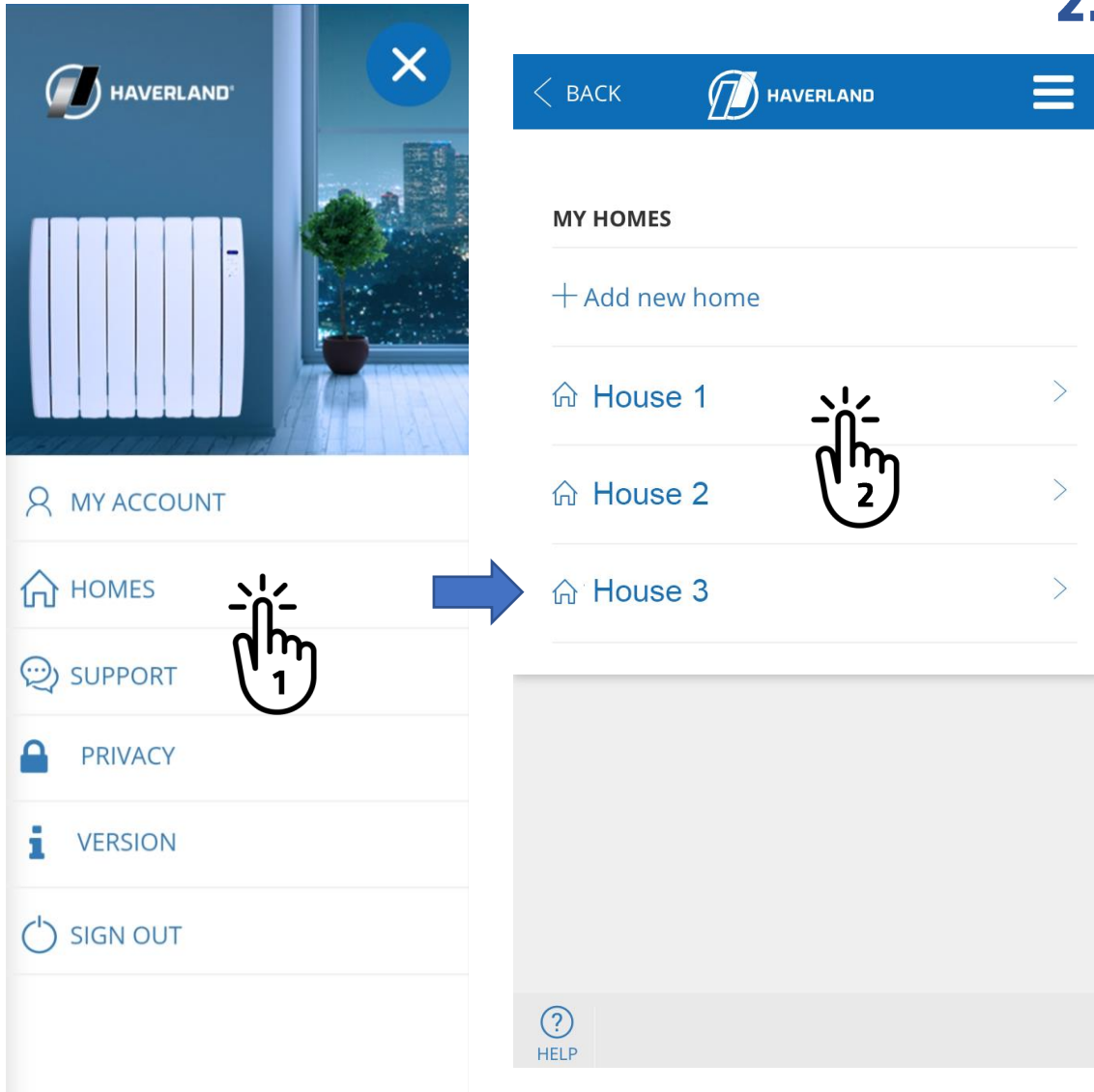
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

You can have multiple radiators registered in the same Home.

If you wish to see the radiator's details or erase it, please press on the radiator's name.
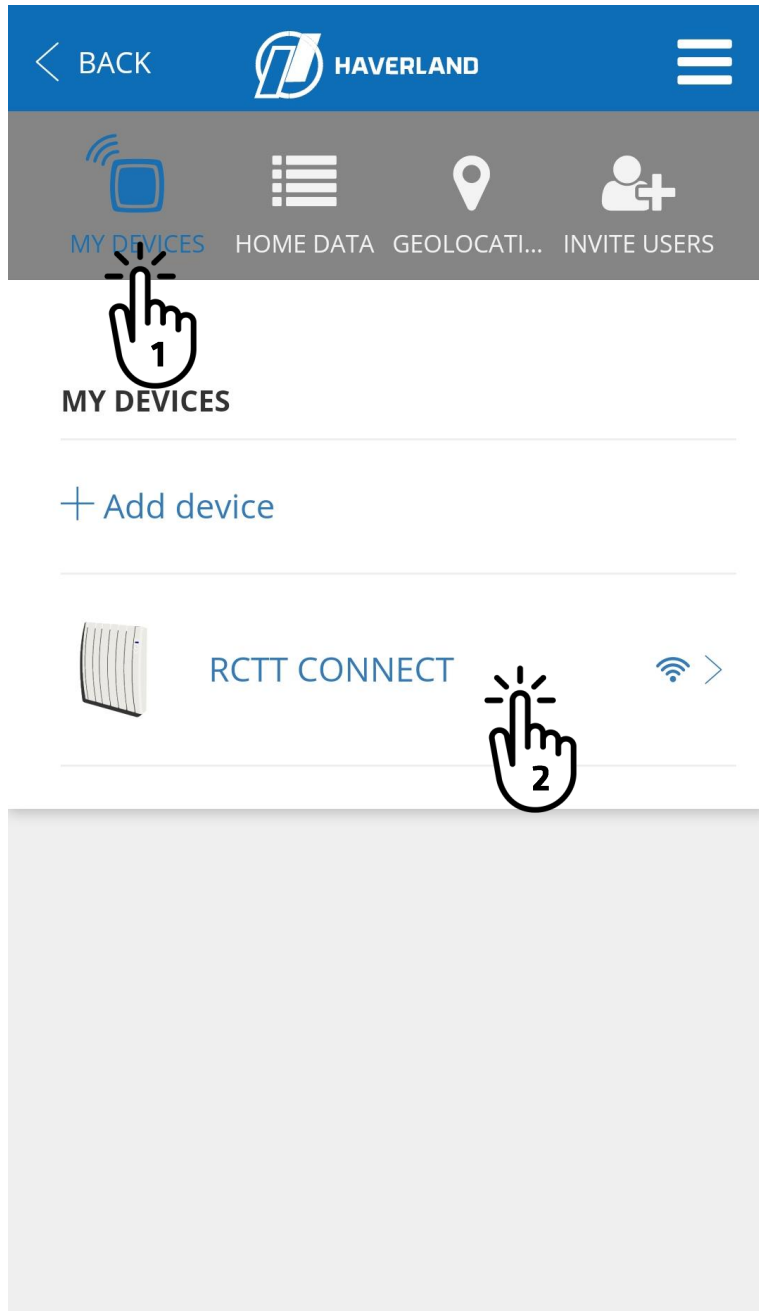
> Please note that the more radiators you install in the same property, the greater WIFI consumption you will have.
> You might experience slow Internet connection.

BACK | HAVERLAND

RCTT CONNECT

Connection state

⚡ CONFIGURE WIFI

DELETE DEVICE

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

You are able to change the radiator name, remove the device or re-configure your radiator if it losses the WIFI connection.

If you wish to remove the radiator from the account please press on DELETE DEVICE.

DELETE DEVICE

⚠️

Are you sure you want to delete this device?

REMOVE | CANCEL

< BACK   HAVERLAND   ☰

RCTT CONNECT

Connection state

✓

📶 CONFIGURE WIFI
👆
1

DELETE DEVICE

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

If the radiator loses connection to the Wi-Fi signal please press CONFIGURE WIFI and you will re-connect the radiator (see page 15 for further information).

Connect your radiator to the socket. Press the OK button on your radiator until the screen flashes

CONECT   OK
👆

CONTINUE
👆
2
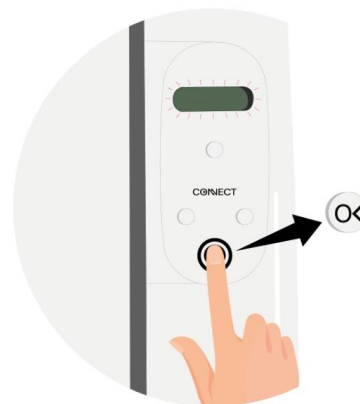
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: HOME DATA

You can change the name of your House and time zone.
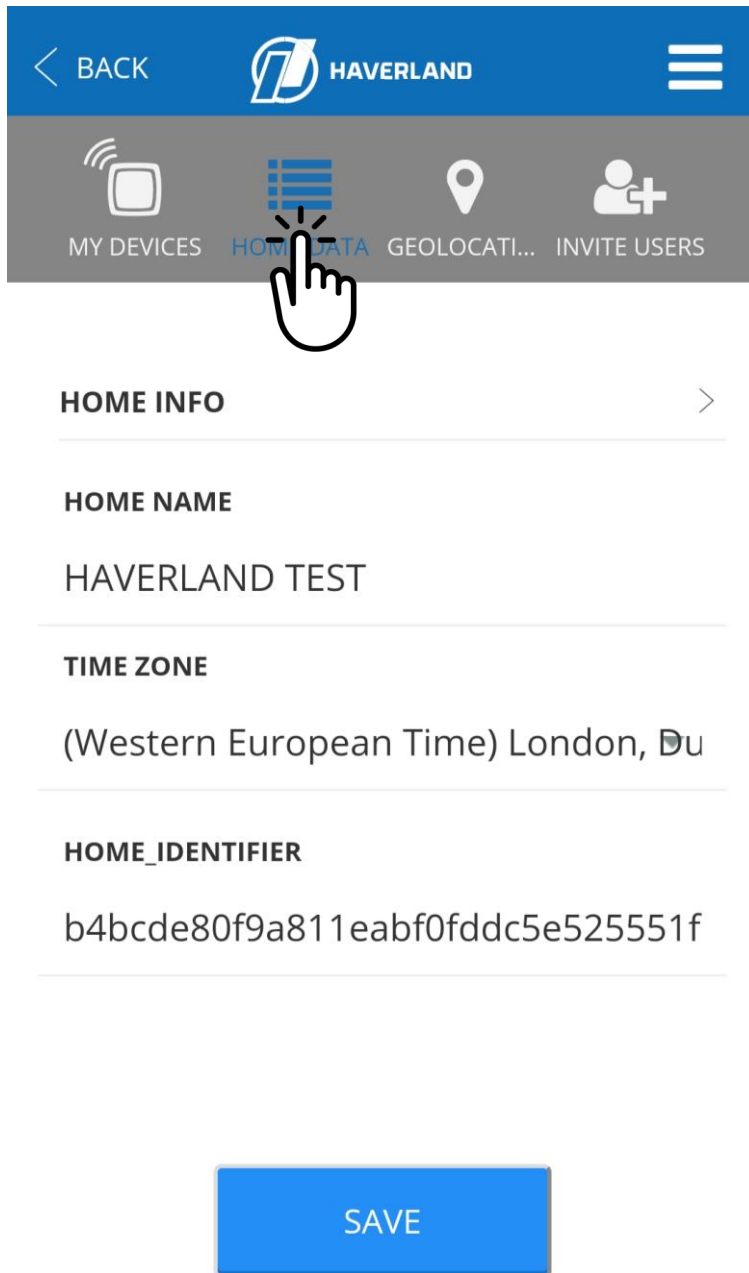
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: GEOLOCATION
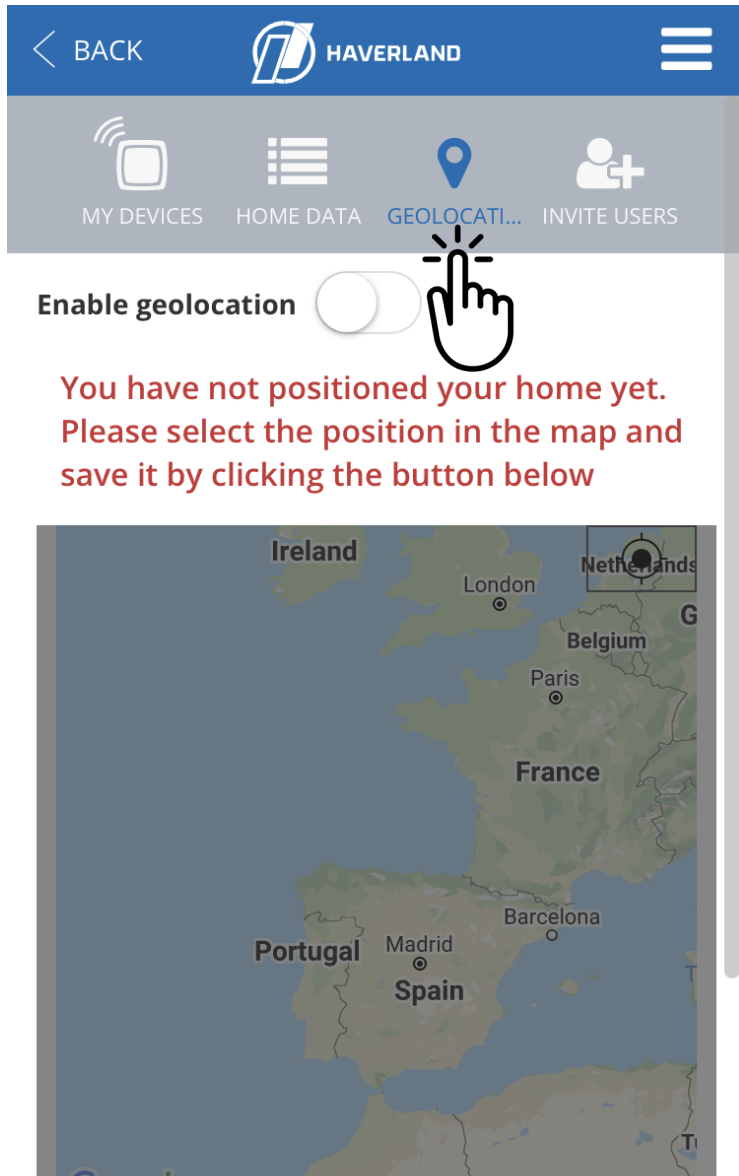
Setting not available for RCTT Connect

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

You can allow 10 different users to be able to remotely control the radiators in your house from the App.

Please press "+ Invite User", enter their email address you would like to invite to the account and press ACCEPT.
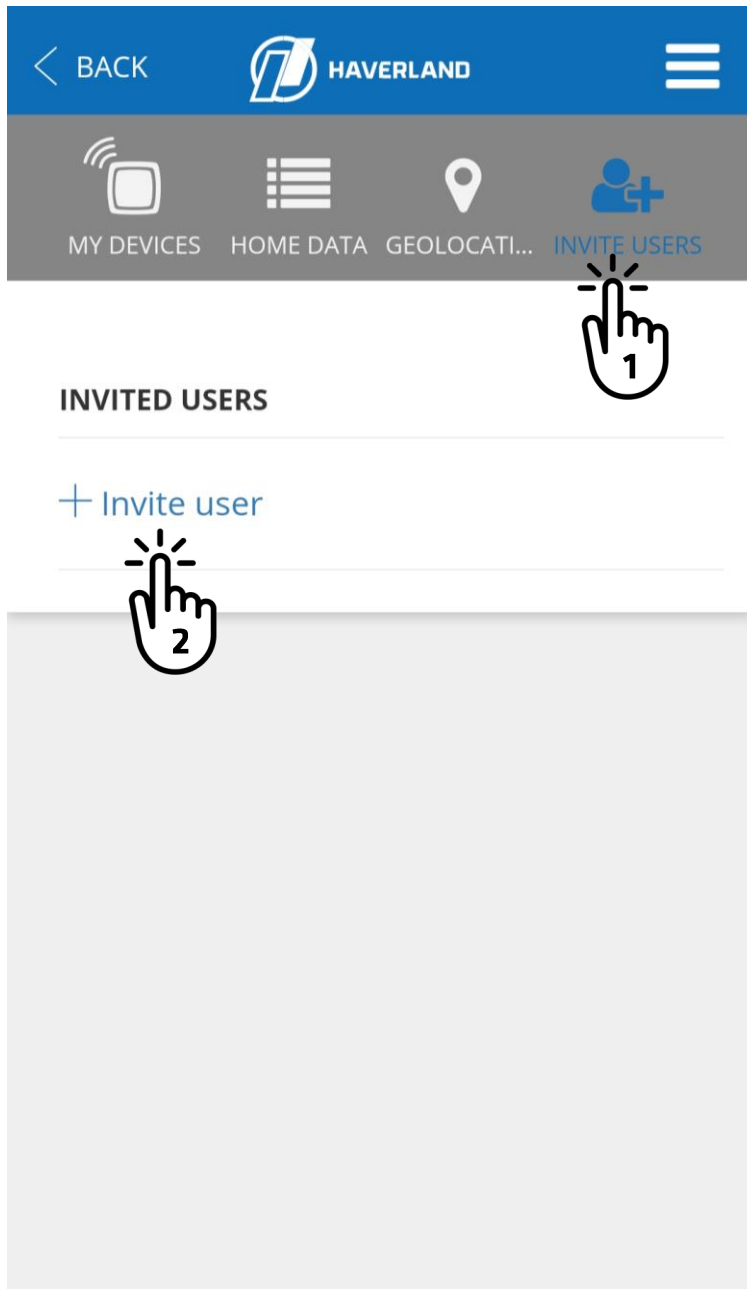
2.4. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

The guest user will receive an email informing that they have been invited to the account.

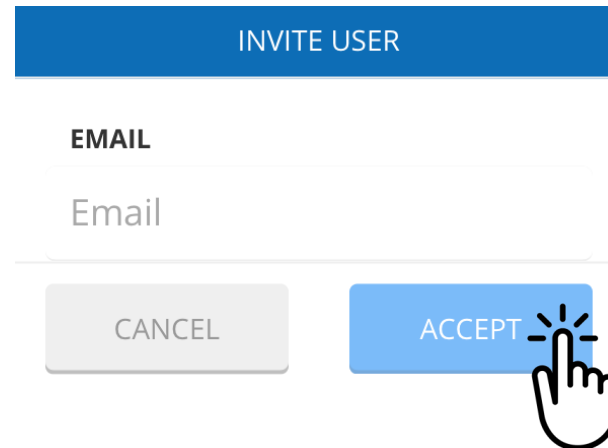Now the user will need to create an account with their email address and password as per *1. APP FIRST STEPS*, once they login they will have access to most of your account settings and radiator settings.

Please note that they will need to register with the same email address you sent them the invitation to.
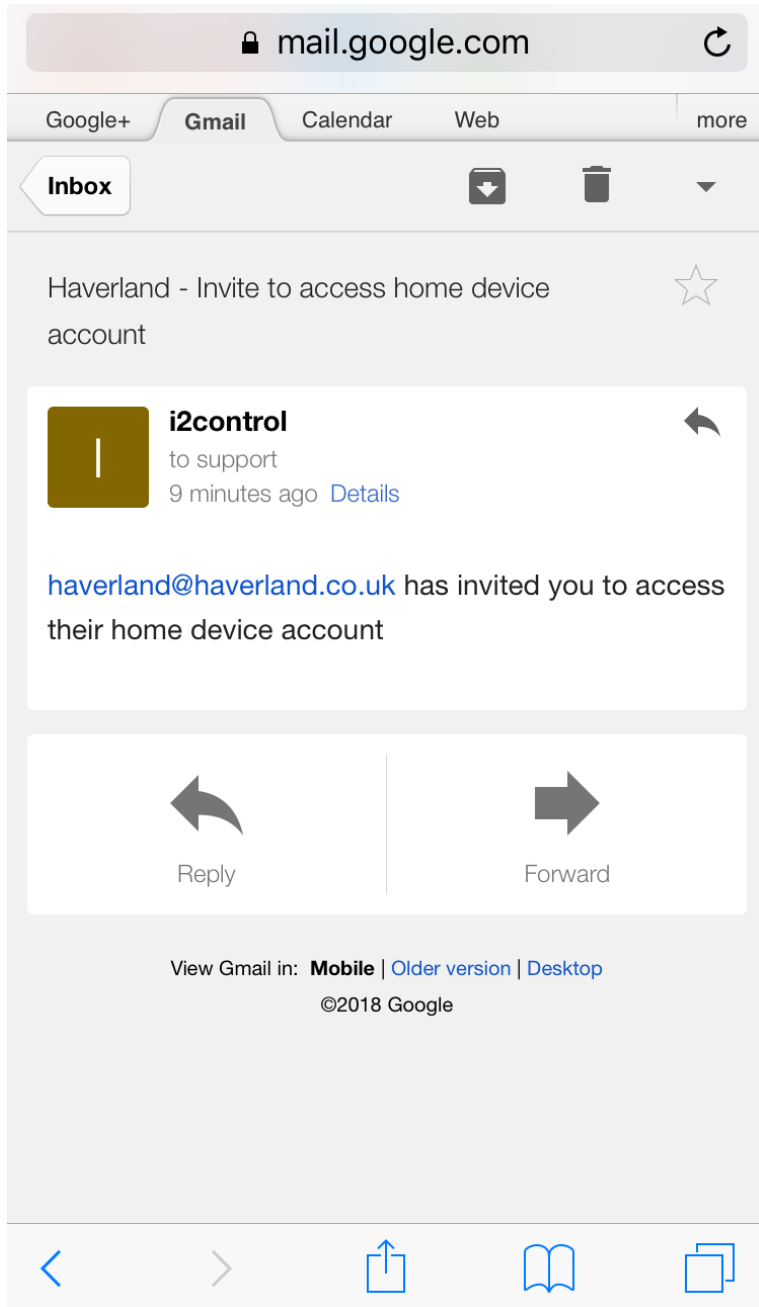
2.4. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

This is how they will see the account once they are Invited. Next to the house name they will have the "GUEST" note.

Guests will be able to change the settings on the radiators (schedule, temperature, …) but you will still be the owner of the account. Guest users will not be able to change account details or invite other users.

Please note that some of the App settings will be disabled on a Guest account.
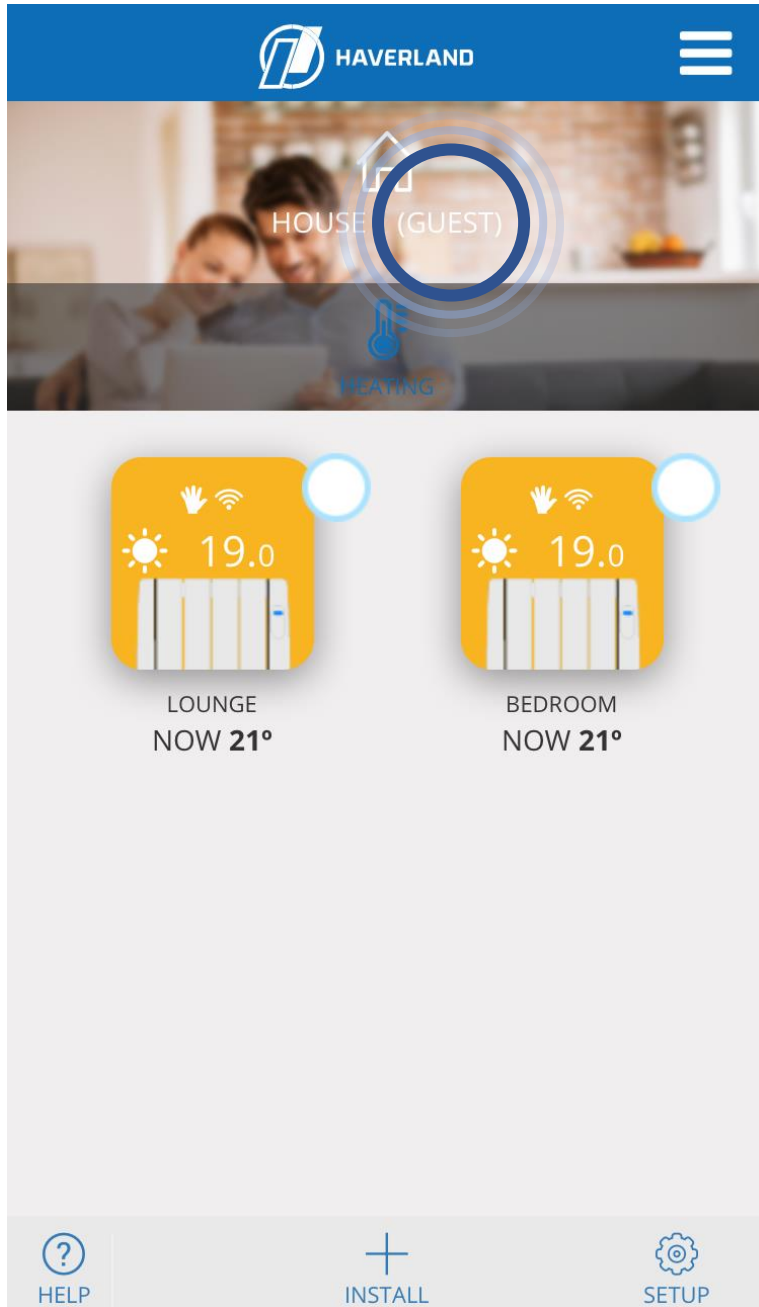
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

SUPPORT

If you need help with the App, please contact us at: i2control@haverland.com

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

PRIVACY

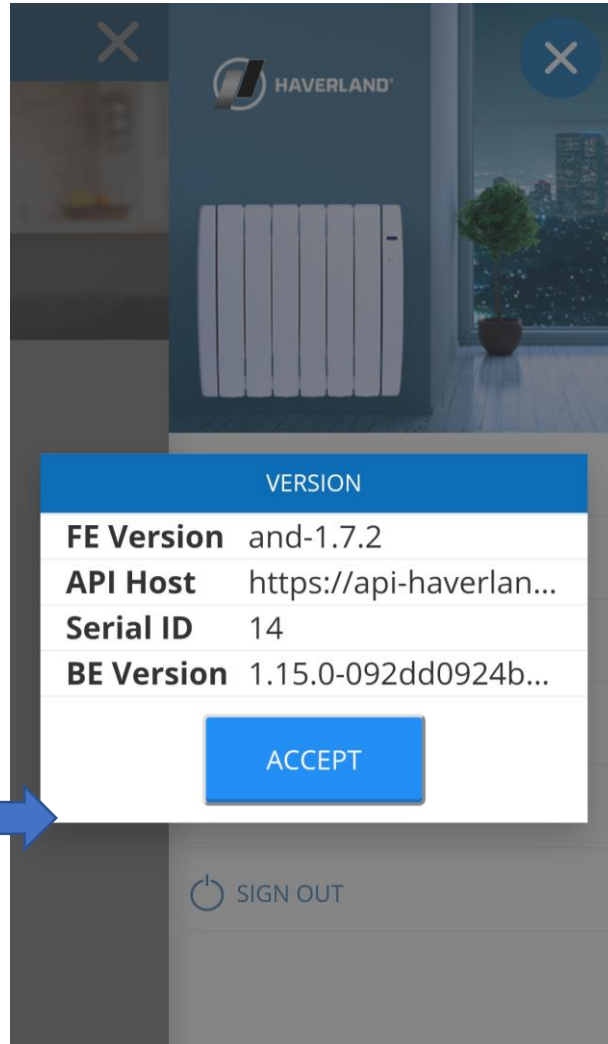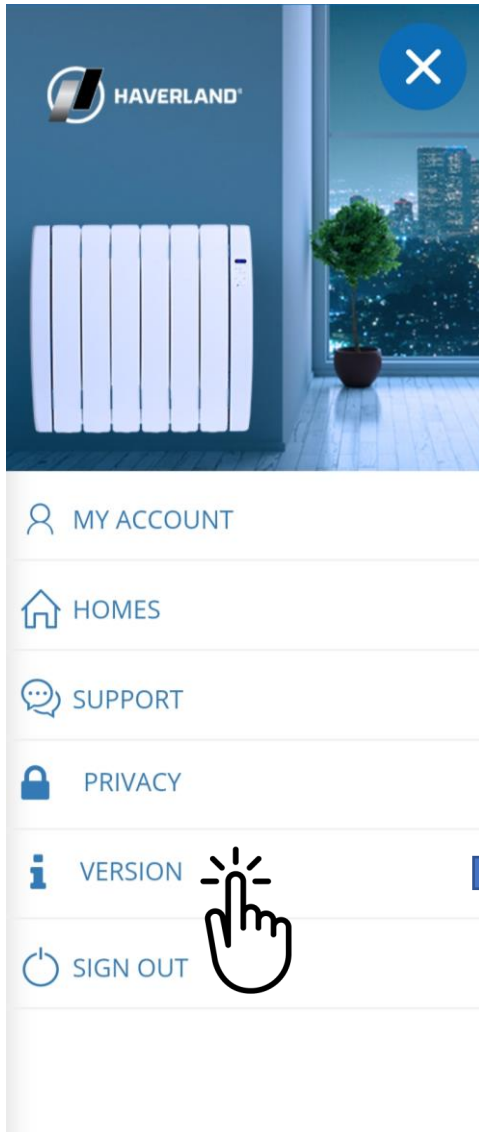Please make sure the Terms and Conditions box is checked.

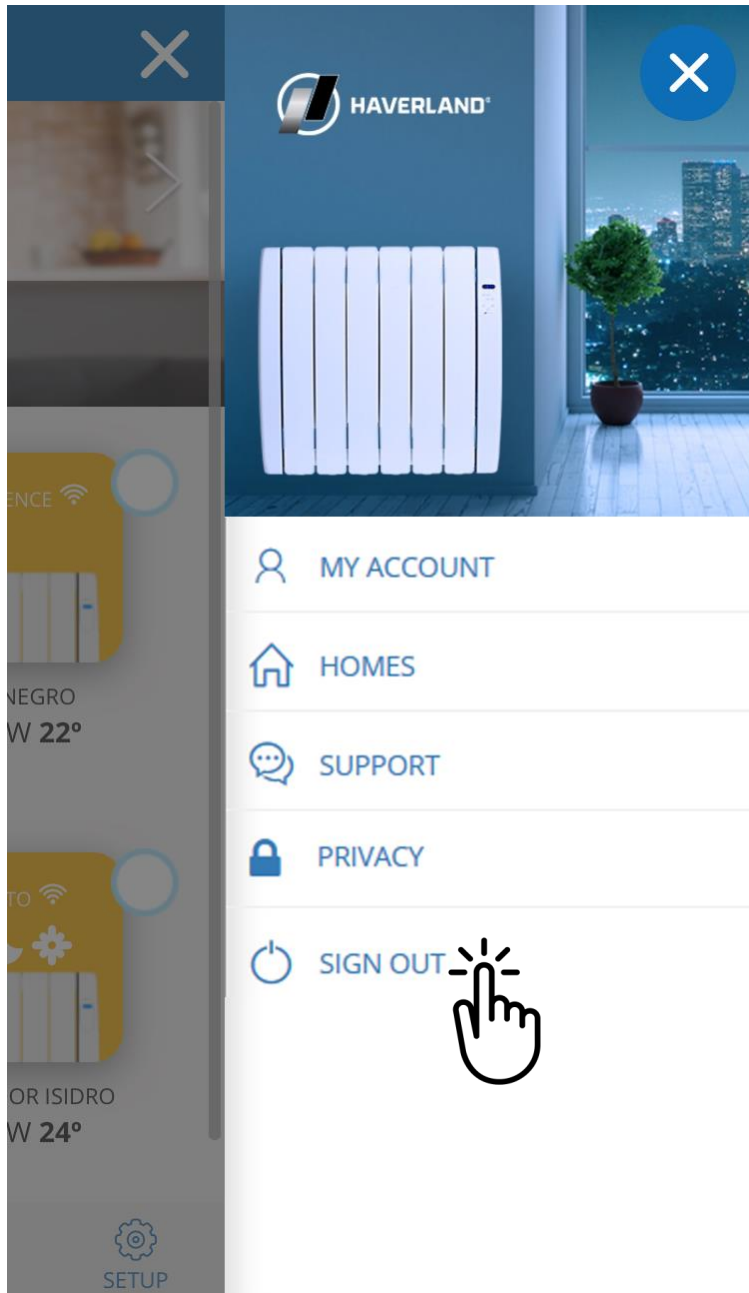## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

VERSION

App information.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

SIGN OUT

If you wish to sign out from the App, please press on Sign out.

HAVERLAND APP FOR RCTT CONNECT
STEP BY STEP GUIDE

3. CONNECTION TROUBLESHOOTING

WHAT SHOULD I DO IF I CAN'T CONNECT THE RADIATOR TO THE APP?

BACK | HAVERLAND
SETTINGS ☰

Manual Setup

Go to the WiFi settings of your Smartphone and select the WiFi network "Heater_xxx". After connecting your phone to this network, return to this app to continue the configuration

⚠ If you see a notification stating this: "WiFi has no Internet access", select "Yes" to stay connected

CONTINUE

3. CONNECTION TROUBLESHOOTING

If the automatic connection and manual connection fail, please check the following:

1. Make sure you have downloaded the latest version of the App.

2. When the heater does not connect automatically and you need to search its network, you need to disconnect from the Wi-Fi, then connect to the "heater_XXX" signal and connect again to the Wi-Fi. You can not connect to 2 Wi-Fi signals at the same time, so you need to disconnect from one to be able to connect to the other.

3. Do not connect the heater to a Wi-Fi extender, it will only work if it's connected directly to the router signal.

4. Make sure you are entering the correct Wi-Fi password.

5. The radiators work with a Wi-Fi signal of 2.4 GHz, they will not work with 5GHz signals.

6. Make sure the phone does not have the "Smart Wi-Fi" or "Intelligent Wi-Fi" activated. This feature on the phone decides automatically when and to which Wi-Fi signal it connects and must be disabled.

HAVERLAND APP FOR RCTT CONNECT
STEP BY STEP GUIDE

4. RADIATOR SETTINGS

HOW TO CONTROL YOUR RADIATORS FROM THE APP
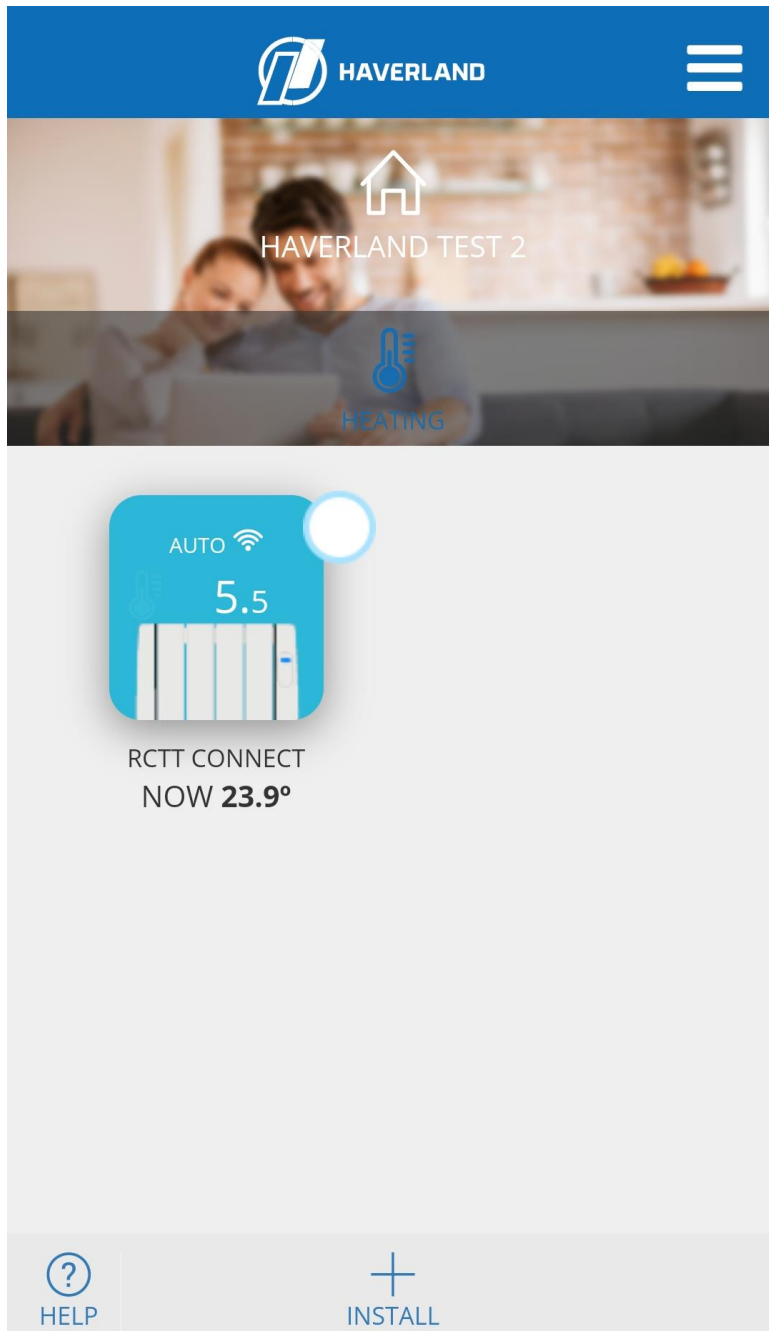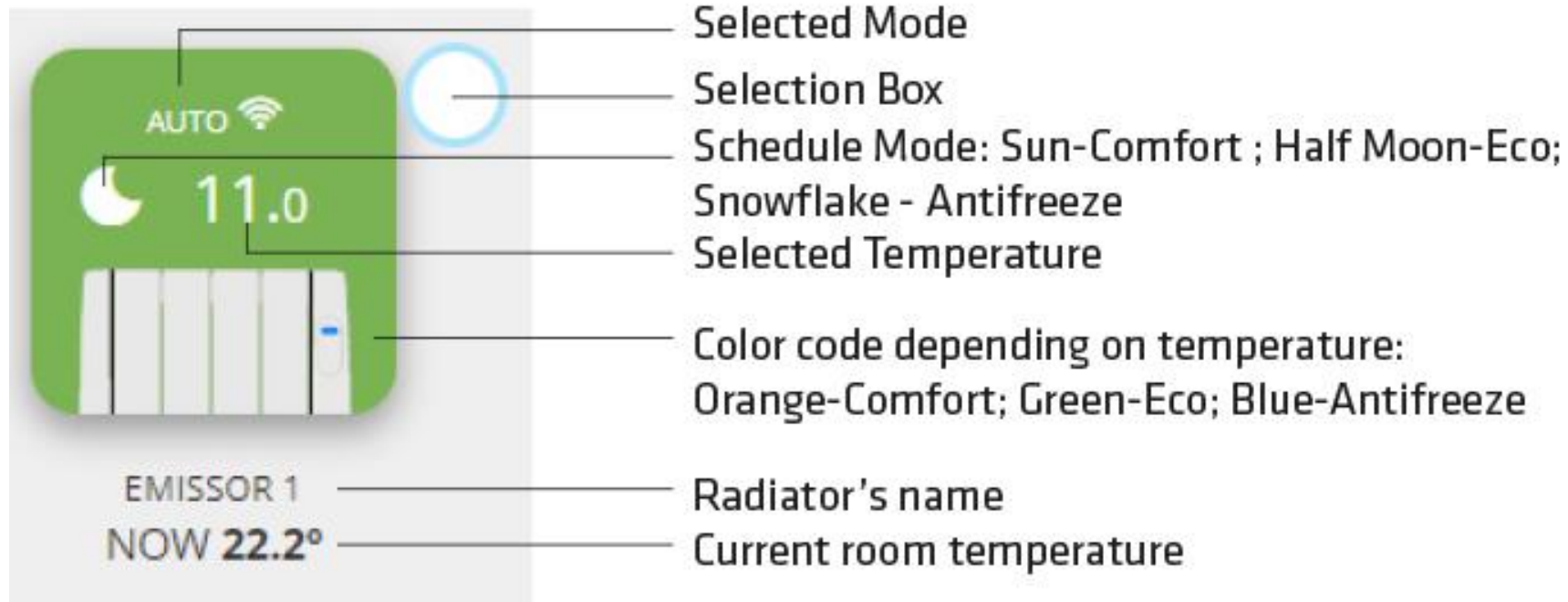
4. 1. APP MAINPAGE

This is how your APP will look like once your radiators are set.

You will see the status of the radiators at a glance:

- If they are turned on or off

- If they are heating up

- The actual room temperature

- The desired temperature you've set for each radiator.

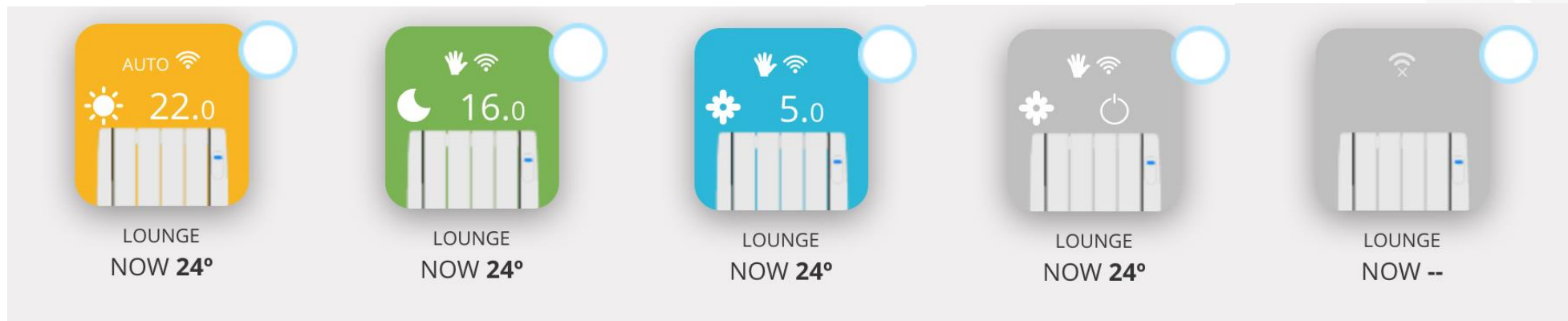- The selected mode they are on (Manual or Auto - Programming)

4. 1. APP MAINPAGE

Visual representation of the settings on your radiator:

Selected Mode

Selection Box

Schedule Mode: Sun-Comfort ; Half Moon-Eco;
Snowflake - Antifreeze

Selected Temperature

Color code depending on temperature:
Orange-Comfort; Green-Eco; Blue-Antifreeze

Radiator's name

Current room temperature

AUTO

11.0

EMISSOR 1

NOW **22.2°**

4. 1. APP MAINPAGE

Visual representation of the settings on your radiator:

ORANGE	GREEN	BLUE	GREY	GREY
Comfort Temperature	Economy Temperature	Antifreeze Temperature	Stand-by Icon Radiator turned off	Wireless Icon with the X mark. Radiator disconnected from the mains or lost connection.

4. 1. APP MAINPAGE

Visual representation of the settings on your radiator:
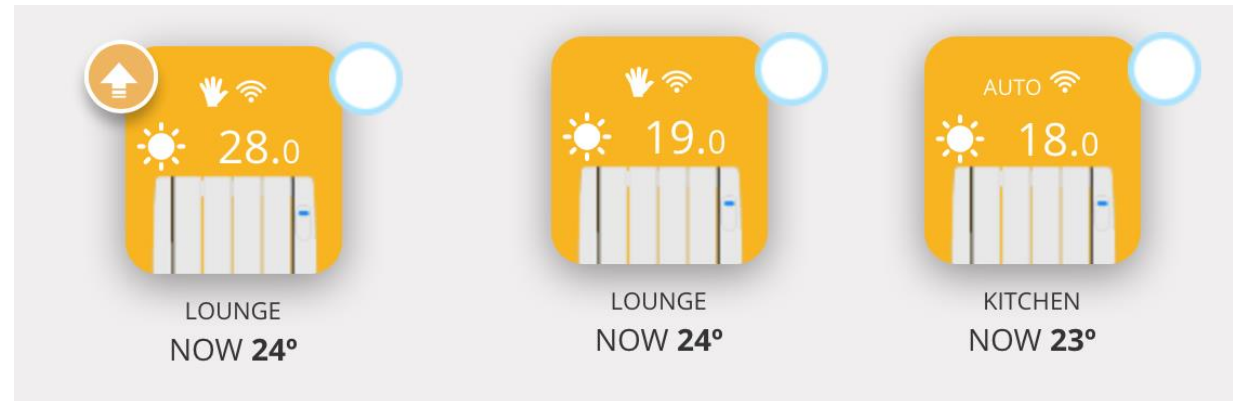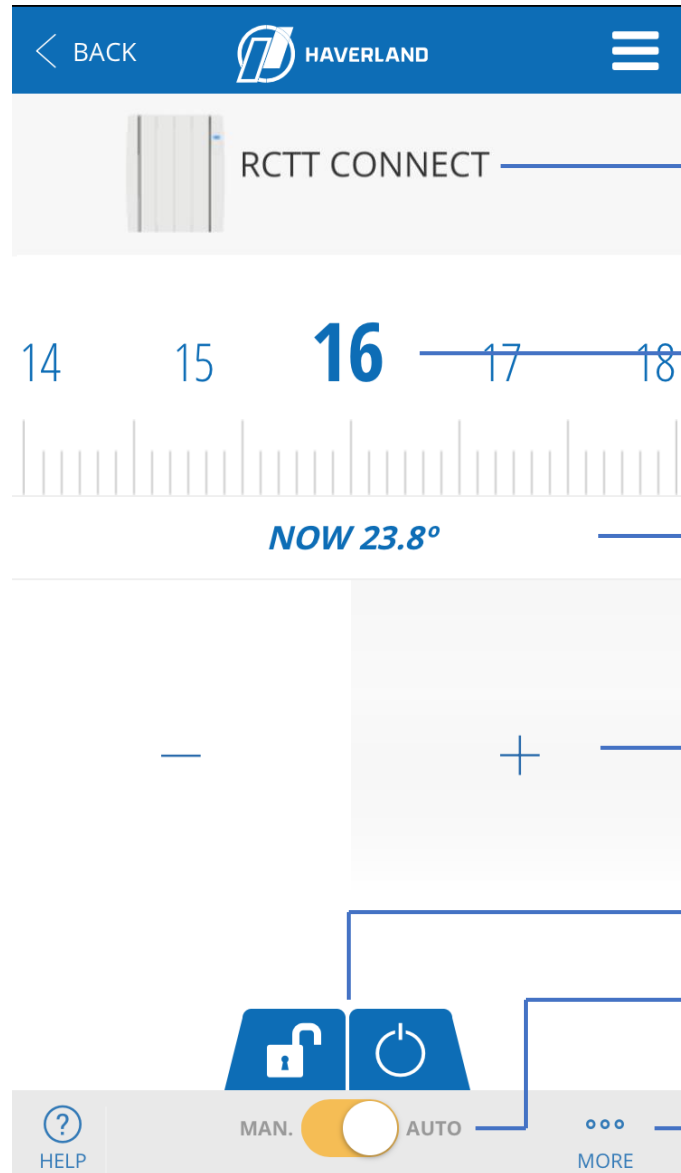

FLASHING ARROW	HAND ICON	AUTO
Radiator heating up	Manual mode selected	Programming mode selected

4. 2. RADIATOR SETTINGS

BACK | HAVERLAND

RCTT CONNECT — Name of radiator
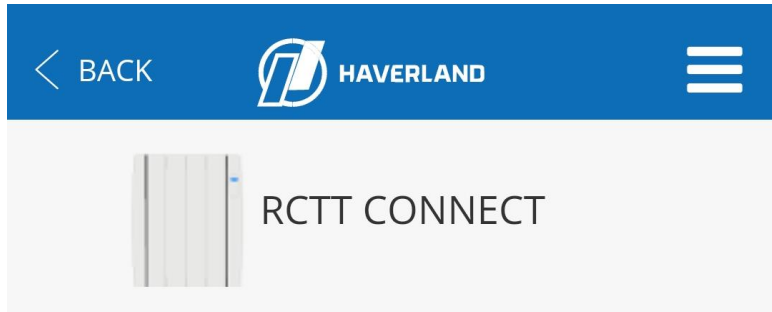
14 15 **16** 17 18 — Temperature selected

NOW 23.8° — Temperature in the room

− + — Decrease / Increase temperature

Lock keyboard / Turn on-off

Mode selection (Manual or Auto)
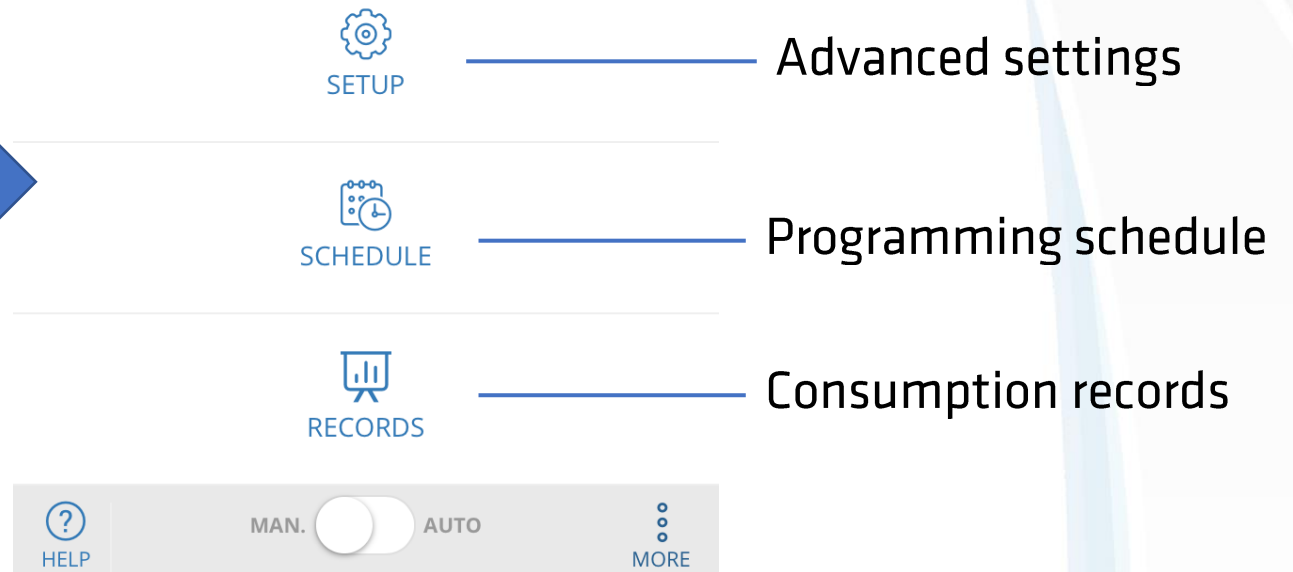
MAN. AUTO — Other Settings

HELP   MORE
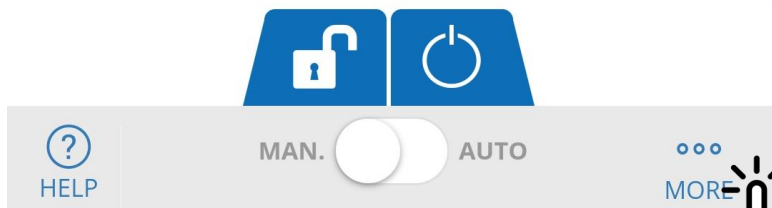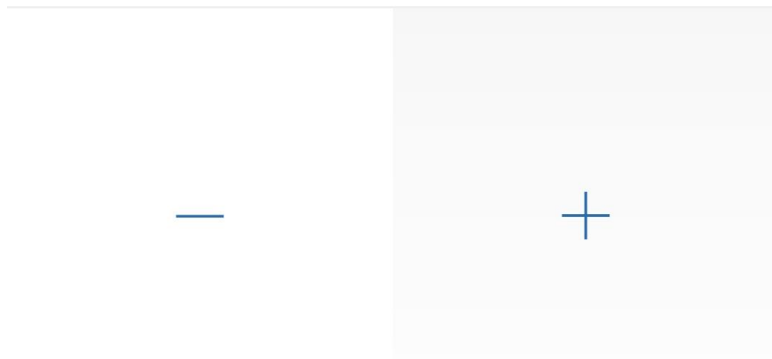
4. 2. RADIATOR SETTINGS

MORE

If you press on MORE you will access the submenu:

SETUP ——————— Advanced settings

SCHEDULE ——————— Programming schedule

RECORDS ——————— Consumption records

BACK   HAVERLAND

NAME

RCTT CONNECT

AWAY OFFSET (°C)

0.0

TRUE RADIANT

WINDOW MODE

POWER

600

SETUP

RECORDS

MAN.   AUTO

4. 2. RADIATOR SETTINGS

MORE: SETUP

—— Name of radiator
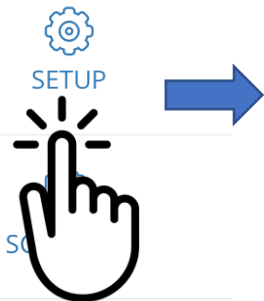
——Not in use at the moment

——Not in use at the moment

—— Open windows function enabled or disabled.

—— Output of the radiator in WATTS.

4. 2. RADIATOR SETTINGS

MORE: SCHEDULE

- You can set a daily programming for your radiator.

- To set the programming for a specific day please press on the day of the week (Su: Sunday; Mo: Monday, ...)
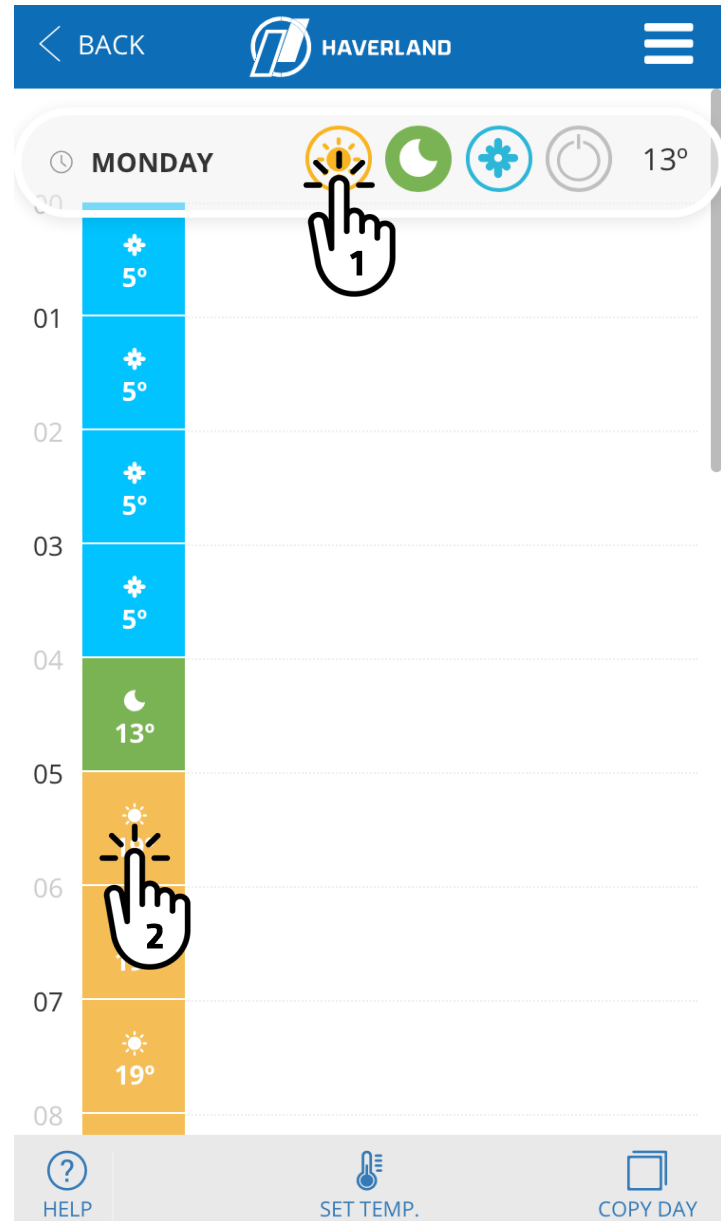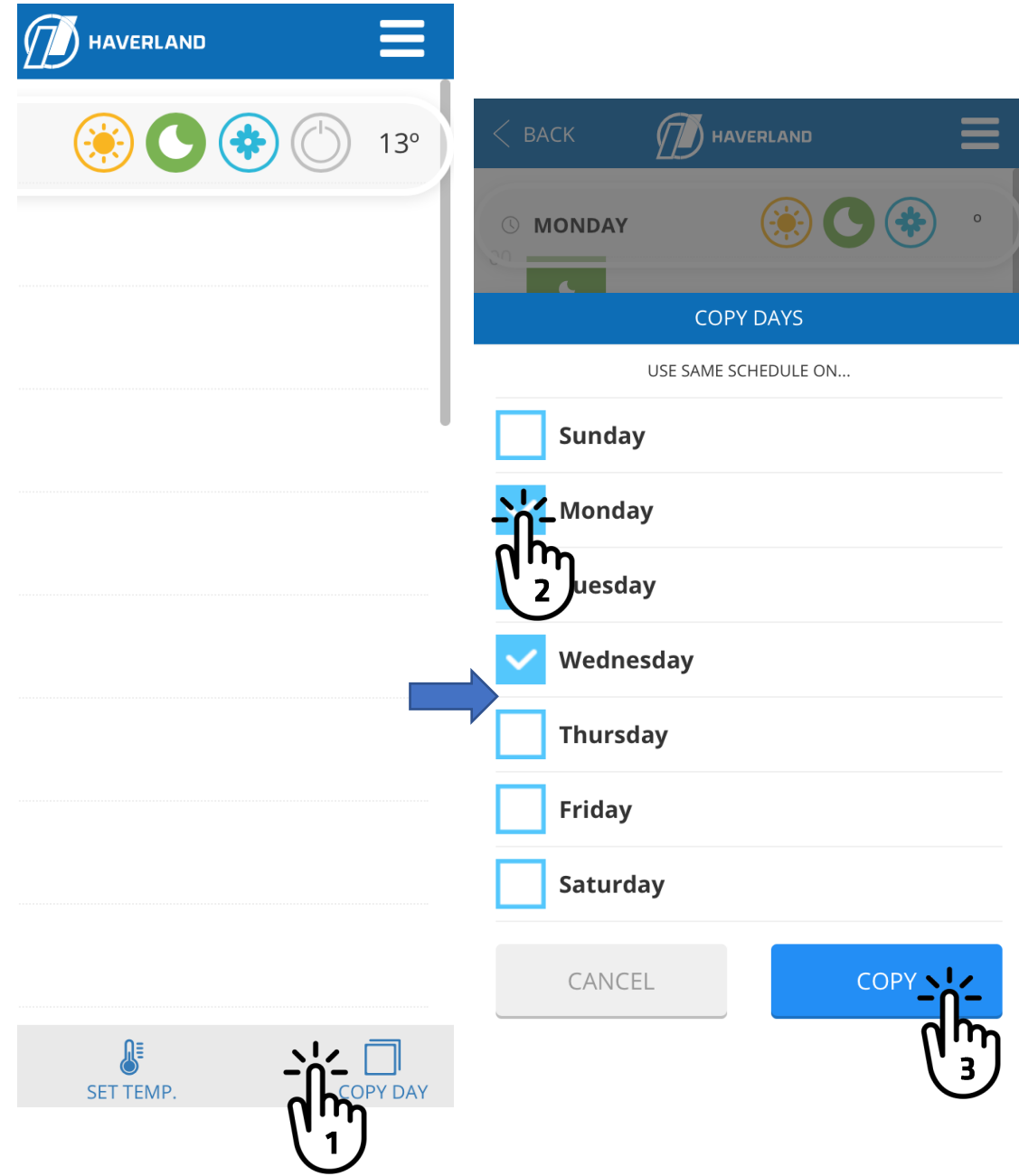
4. 2. RADIATOR SETTINGS

MORE: SCHEDULE

- Please choose the temperature mode (Sun: Comfort; Moon: Economy; Snowflake: Antifreeze; Stand-by: turn off) by pressing on the correspondent icon at the top of the screen.

- Then please press on the time period you wish to change.

- The time periods will allow to select a Mode on a hourly basis.
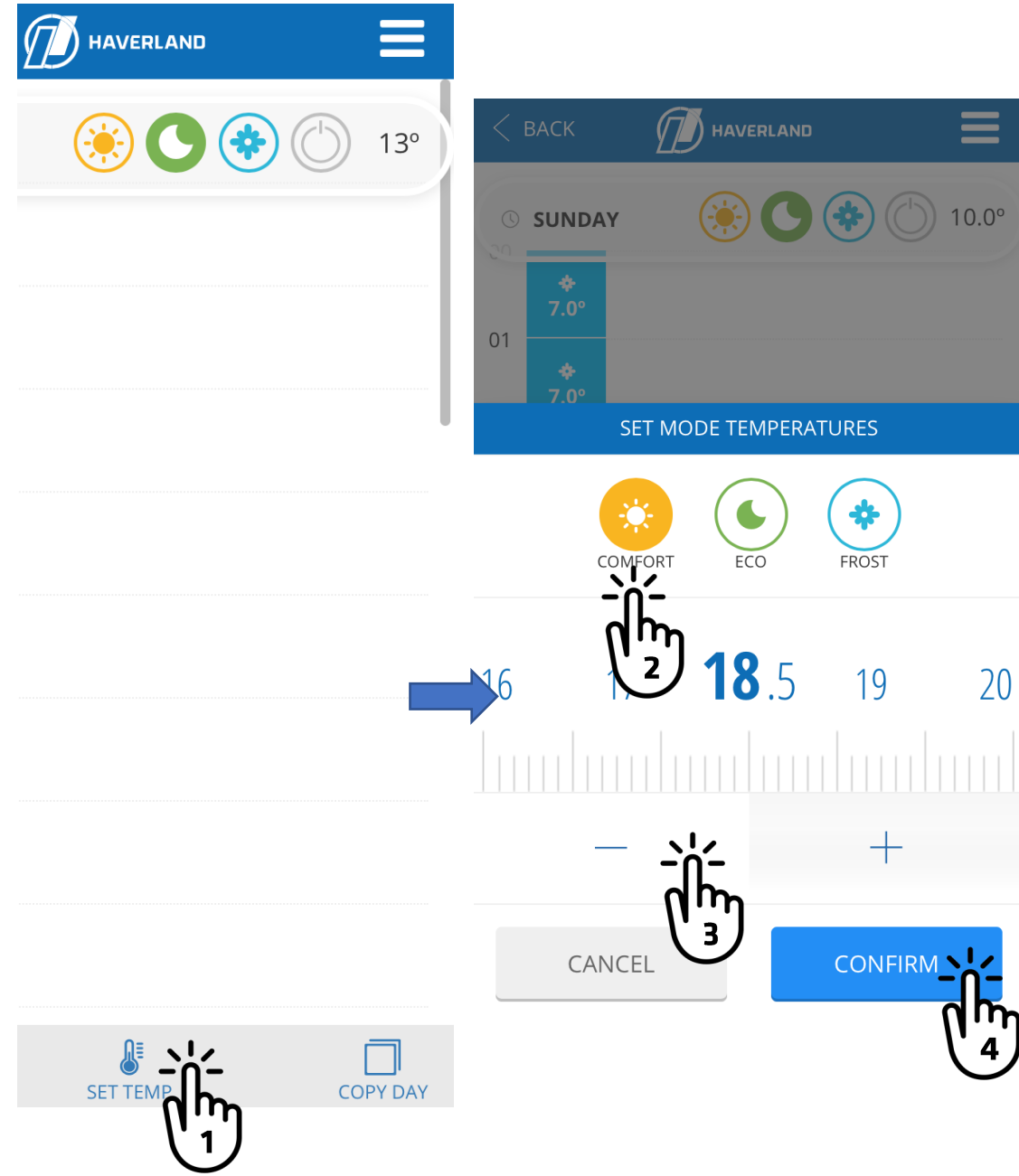
4. 2. RADIATOR SETTINGS

MORE: SCHEDULE

- COPY DAY: You can copy the schedule you have set to a specific day and apply the same programming to as many days of the week you wish.
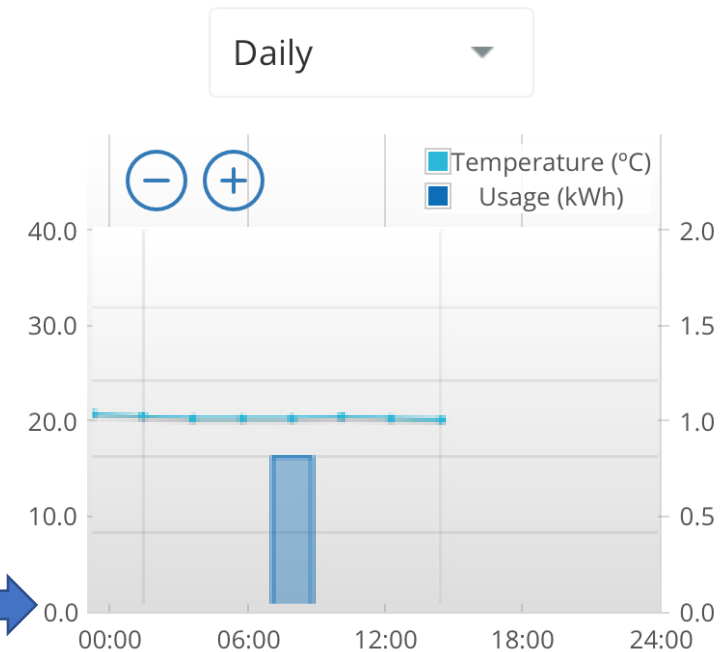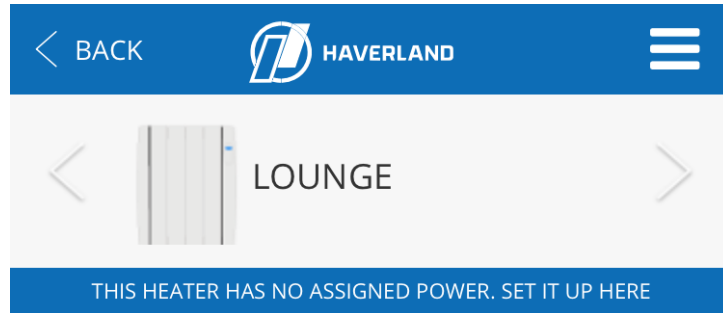
4. 2. RADIATOR SETTINGS

MORE: SET TEMPERATURE

- To set the temperature for the programming mode, please press on the temperature (Comfort, Economy or Frost) you wish to change and press + or – to select your desired temperature.

- Please note that this change will also alter the COMFORT and ECO temperatures on the Manual Mode.

4. 2. RADIATOR SETTINGS

MORE: RECORDS

- This feature will allow you to consult your Daily/Monthly/Yearly consumption.

- The top dotted line shows you the selected temperature at a specific time and the bottom blue bar shows the consumption in kW at a specific period.

- **You will need to input the power information of the radiator as per page 49 in order to be able to consult your consumption records.**

- If you press on the bottom date, you will be able to select a specific day from the calendar. By pressing the left/right arrow you will change the date according to the calendar.
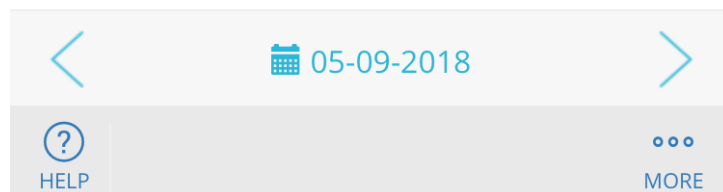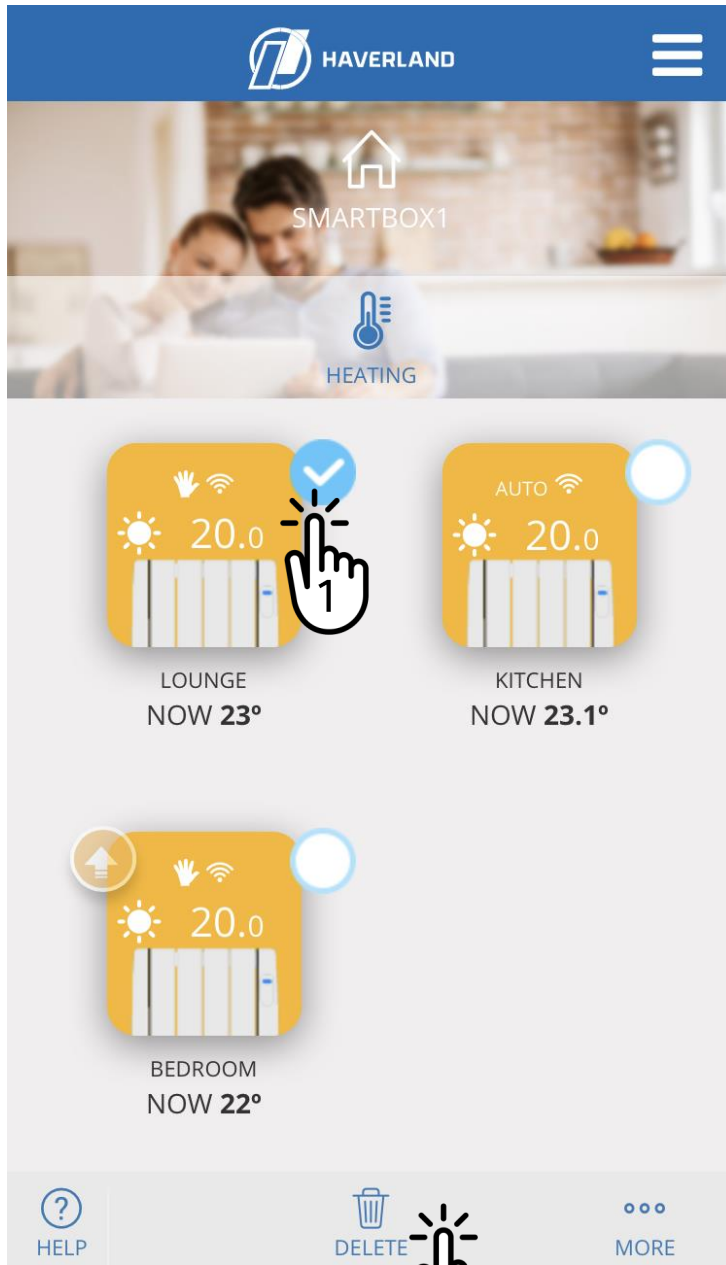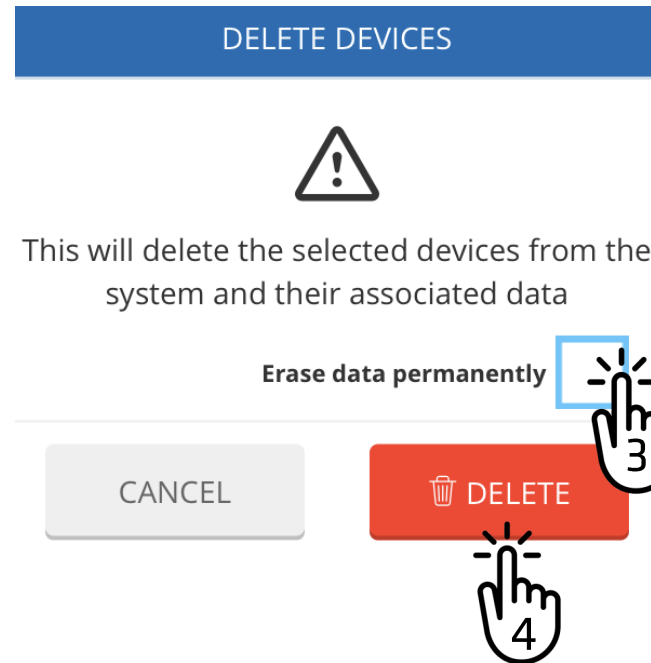
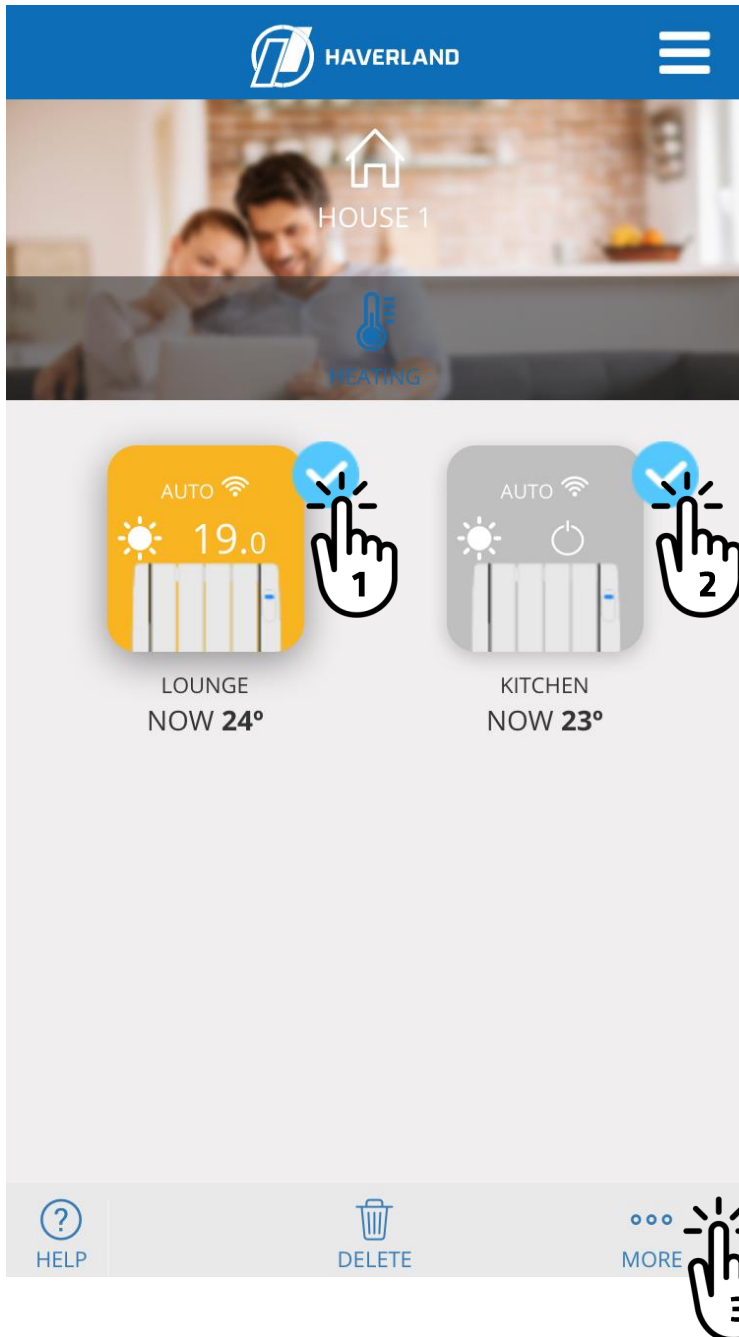## 4. 3. DELETE RADIATORS FROM THE APP

If you wish to delete a radiator from your house and consequently from the App, please select the radiator you wish to delete.

Then please press on DELETE located at the bottom.

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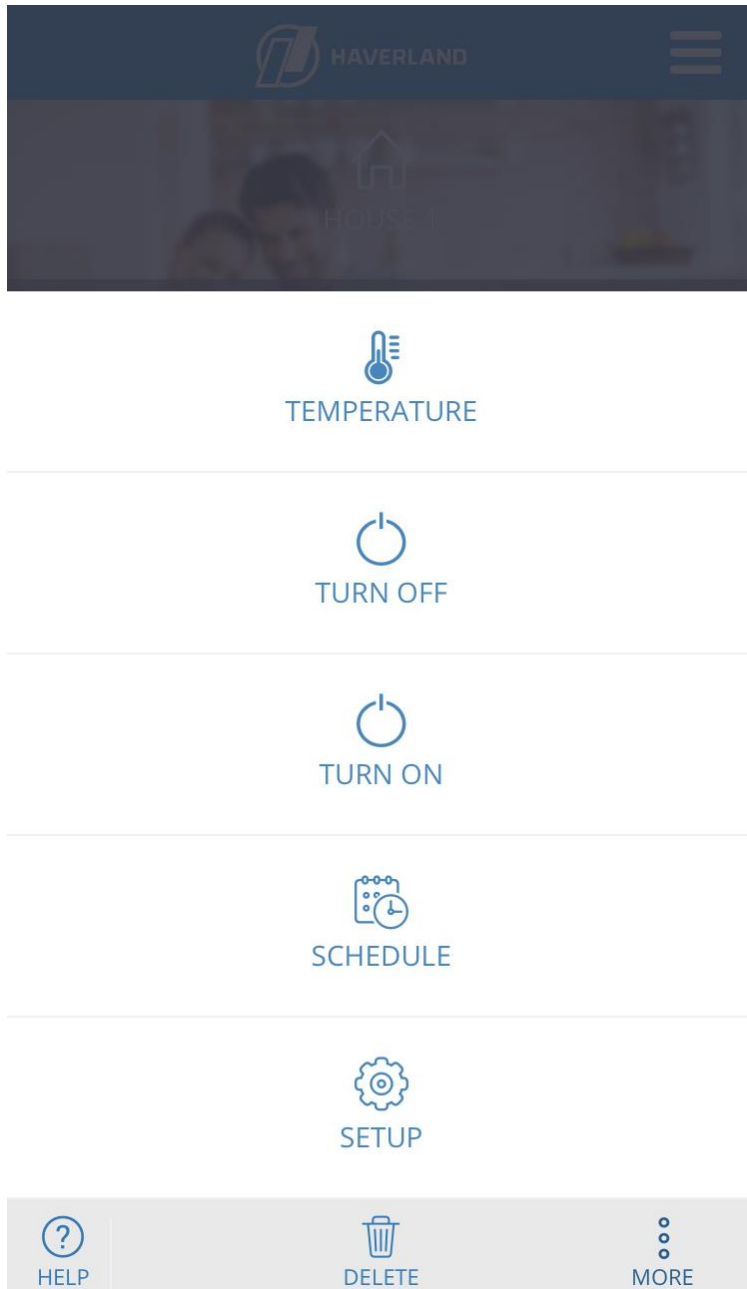
5. MULTIPLE RADIATOR SELECTION

5. CHANGING SETTINGS AT THE SAME TIME

If you want to alter the settings on a group of radiators, once you are on the Main page, please press on the top-right circle on each radiator to select it.

Once selected, please press on "More" to access the settings.

If you wish to Delete them from the App, please press on Delete.

5. MULTIPLE RADIATORS SELECTION

- You can change the Comfort temperature of all the radiators at the same time.

- You can turn them Off / On

- Set and apply the same schedule for all the radiators