

BEHA SMARTHEATER APP

PV, LV, PGV, LGV, HR, LR - Gen 1 og 2

USER GUIDE



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Please read the manual carefully before use of the heater and save it for later reference. This user guide is also available at beha.no.

LANGUAGES:

NO	2
UK	11



This user applies to:
PV, LV, PGV, LGV, HR, LR
- Gen 1 and 2

Before you start connecting

This app will work for Gen 1 and Gen 2 heaters.

Supported versions of smartphone

The app is working from iOS 13 and Android 8. Updating of the app is automatic.

Password requirements

The password must be between 8 and 64 characters. Your password must have at least 3 of the following:

- Lowercase letters
- Uppercase letters
- Digit / number
- Symbol (eg. #)

Multiple user

If there are multiple users, everybody needs to log in with the same e-mail address /username and password.

New router

When replacing the router, the heaters must be relinked.

Removing the heater to a new place (house/cabin)

If the heater is moved from one place to another, or to a new user, it must be deleted from the app and reset back to factory settings.

Several places and room

You may set up several places, rooms, and heaters in the app.

By power outage / router defect

If a heater lose contact with the router it will continue to follow the schedule, but it will not be possible to control the heater from the app.

After a power outage the heater returns to the last set program / temperature.

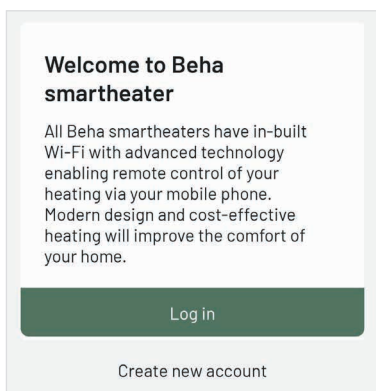
Creating new account

Step 1: Download the app

Download the app «Beha» from App Store (iPhone) or Google Play (Android).

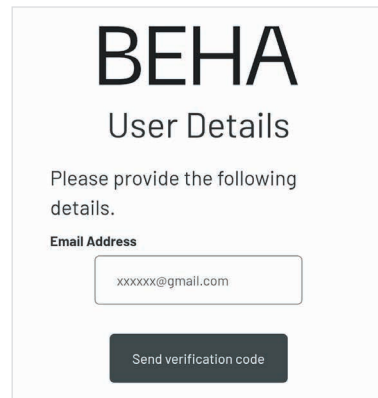


If you are using the app for the first time, please create a new account.



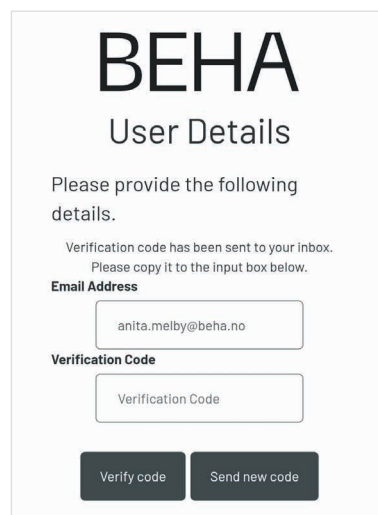
Step 2: Email address

Tap on “Create new account” and provide an email address. Tap “Send verification code” button. The verification code will be sent to your email address and must be copied to the app. Password fields will remain unavailable until the code is verified.



Step 3: Verification code

Copy the code to the field VERIFICATION CODE and tap on Verify code. If the code is not visible in your inbox, check your spam folder. If the code was not received, tap the “Send new code” button.

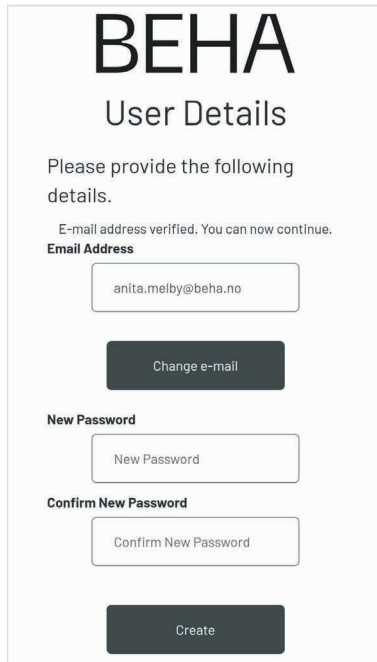


Step 4: Password

When the code is verified successfully, you can set a new password. The password must be between 8 and 64 characters and include:

- Lowercase letters
- Uppercase letters
- Digit / number
- Symbol (eg. #)

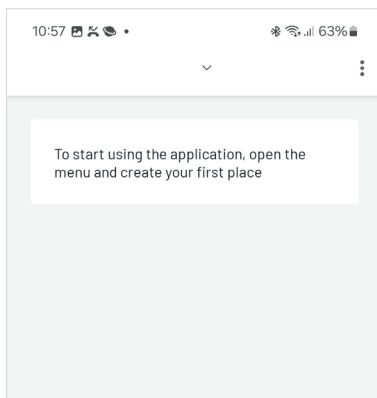
Tap on Create.



Setting up new Home and Connecting heater

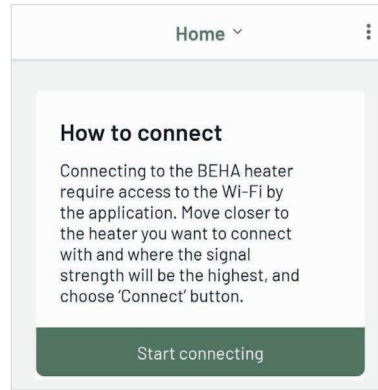
Step 1: Create a new Place

To add your heaters to the app, you need to first create a new home also known as Place. Tap the menu (in the top right corner) and name your place.



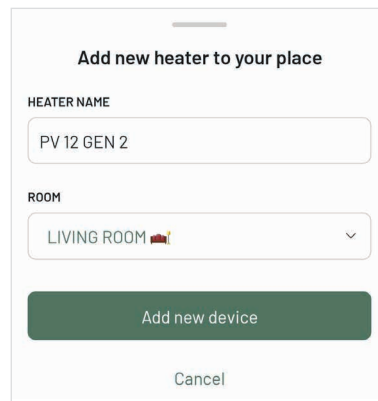
Step 2: Add the heater

To add the heater to your home, tap the “Start connecting” button. Provide the name of the room and start the pairing process. To complete the pairing process, the app needs permission to access your location and Bluetooth (for Gen 2 heaters). Please allow all permissions when the app prompts you, to continue the process.



Step 3: Heater name and room

Provide the name of the room and start the pairing process. Heater name and room name can't be the same. You can add a new room by expanding the Room field and choosing “+ Add new room”.



Step 4: Choose heater generation

To validate the generation of your heater, please check the aluminium (ID) label on the heater.

Gen 1 is marked with e.g. :

Type: PV 12 Wi-Fi.
When you turn on the heater for the first time Gen 1 heaters project a pulsating Wi-Fi icon on the floor.



Gen 2 is marked with e.g. : Type: PV 12 Wi-Fi Gen 2. This generation of heaters will be marked **Wi-Fi Gen 2** on the label. When you turn on the heater for the first time the Bluetooth icon is projected on the floor.



Which device do you want to add?

Please choose the correct generation of the heater you're trying to connect.

Choose Wi-Fi Gen 1 if you see the Wi-Fi icon on the floor.

Choose Wi-Fi Gen 2 heater if you see the Bluetooth icon on the floor.

In both cases, make sure that linkup mode is enabled.

Wi-Fi Gen 1

Wi-Fi Gen 2

Connecting Wi-Fi Gen 1 heaters

Preconditions

The heater must be re-set to the link-up mode (factory settings) if any of the cases occurred:

- The heater was connected to an older app
- The Wi-Fi password was changed
- The Wi-Fi router was replaced
- The heater was acquired as a used device (second-hand)
- You are about to connect the heater at a new place (cottage or second home)

Location of the thermostat wheel

Under the Child safety lid, you will find the switch and thermostat.

Push down the lid, to remove it.



Reset the heater (Wi-Fi Gen 1) to pairing mode

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 continuously. Turn the switch off and on, without any longer break than 1 second between turning off and on.

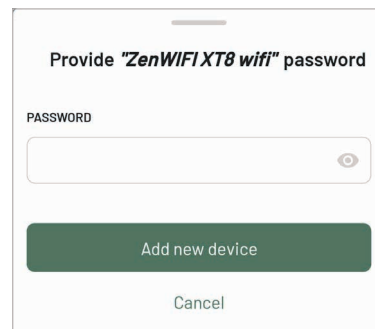
If the Wi-Fi light pulsate on the floor, and the temperature is 22 degree the heater is reset. If the Wi-Fi symbol does not pulsate, repeat the same procedure again.

When the heater is reset turn the switch off, on the heater. If it is possible, remove the plug from the socket. Switch on the power when the router's password has been entered, in the app.

Pairing steps – Wi-Fi Gen 1

Connect your smartphone to the 2,4GHz Wi-Fi. When the heater name and room are made, choose the correct generation of the heater. When Wi-Fi Gen 1 is selected:

- Tap on Add new device
- Give the app access to Location while using the app
- Provide the password to the router
- Connect the plug on the heater ,to the socket and turn the switch ON
- Tap on Add new device.



Wait for the pairing process to complete.

Open the room to configure the Schedule or set the temperature. Remember that Manual temperature only is valid for 24 hours. After that the heater will return to the Schedule temperature.

Note: the name of your Wi-Fi network cannot be more than 32 characters.

More hints for generation 1 heater at page 18.

Connecting Wi-Fi Gen 2 heaters

Preconditions

The heater must be in link-up mode. Bluetooth and Wi-Fi must be ON in the phone. When connecting, the app will see all heaters that are in pairing mode. We therefore recommend that only the heater that you connect, is in pairing mode.

Reset the heater (Wi-Fi Gen 2) to pairing mode

Turn the switch OFF/ON. If the heater is in link-up mode, the Bluetooth symbol and 22 degrees are projected on the floor. If not, reset the heater. Turn the thermostat wheel down to <<rES>> flashes on the floor. The electronics are now starting with resetting. When finished, 22 degrees and the Bluetooth symbol will appear on the floor.

Pairing steps – Wi-Fi Gen 2

When a Room and Name of heater is made, select the generation for your heater.

When Wi-Fi Gen 2 is chosen:

- Tap on Add new device (the app will be searching for Bluetooth heaters)
- In the next picture the heater name appears (like this: BEHA_5AD21C). Tap on Connect.
- Choose your Wi-Fi network and tap on Connect
- Provide the password to your Wi-Fi network and tap on Add new device

Note: The name of your Wi-Fi network cannot be more than 32 characters.

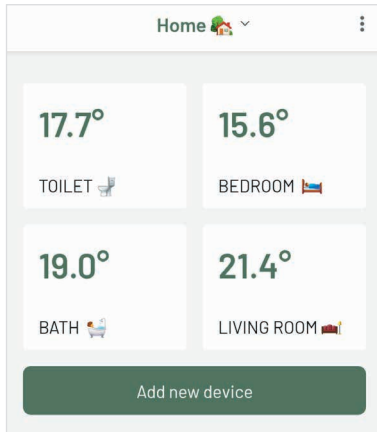
When the pairing process is completed open the room to configure the SCHEDULE or set a temperature in MANUEL.

See more hints at page 18.

Managing Your Home

The Home Screen

The Home Screen lets you manage all rooms and heaters located in your household. The room tiles display the average measured temperature by all heaters in that location.



If you wish to add heaters in the new place (second home, cabin, cottage, etc.), use a three-dot menu in the top right corner of the screen.

In the app, you can set up a SCHEDULE program for the room or use MANUEL temperature. Read more about using the MANUAL program on the next page.

The rooms are displayed as white boxes with names of rooms and measured temperature. If the room is offline or switched OFF, an ON/OFF button will appear, and the room does not have a grey background.

Set Up A Schedule For A Room

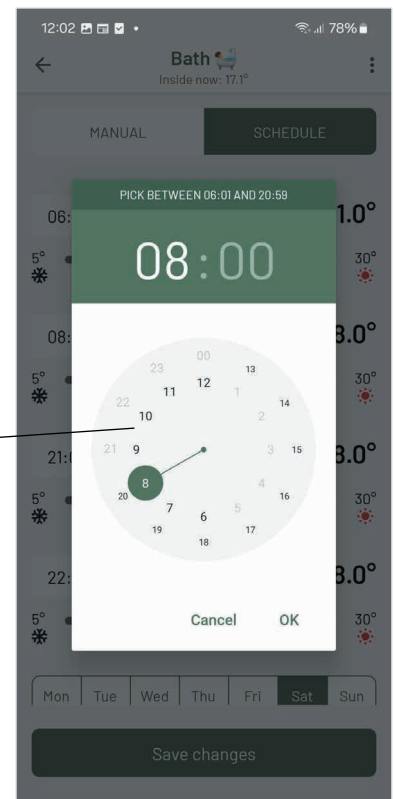
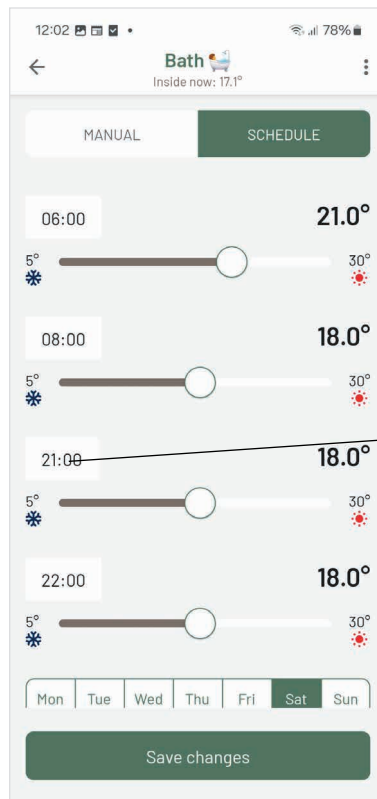
Program different temperature for a day. A program created for one day can easily be copied to one or more days. You then adjust each day individually if you wish.

How to set time intervals

If you set the time to e.g. 06:00 and the temperature to 21 °C, the heater will hold this temperature until the next time that is set, e.g. 08:00. Starting at. From 08:00 to 21:00 the heater maintains 18 °C and from 22:00 to 06:00 it stays at 18 °C.

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

(The visuals / graphics will vary between phones different operating systems.)

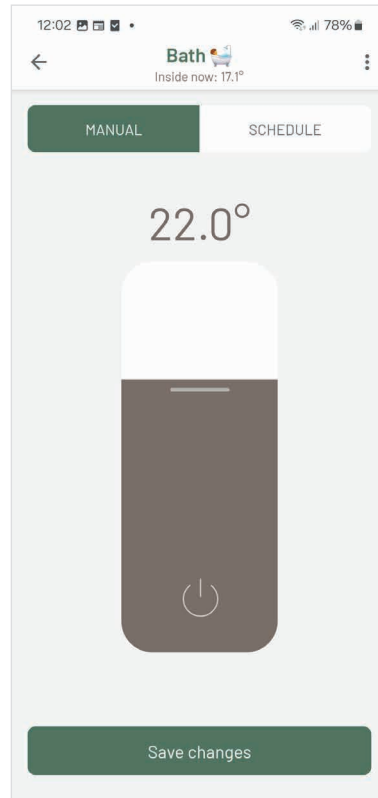


Using the program MANUAL

The Manual program is used when there is a need to change the temperature for a shorter time.

Wi-Fi Gen 1 - After 24 hours, the heater returns to the programmed schedule.

Wi-Fi Gen 2 - The temperature set manually will persist. The heater will return to the programmed schedule only when you activate it yourself.



The Three Dots Context Menu

The three dots menu in the top right corner of the screen give you access to various sub-menus:

HOME SCREEN

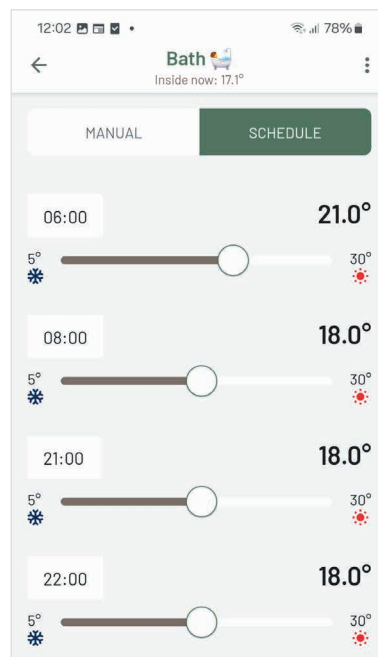
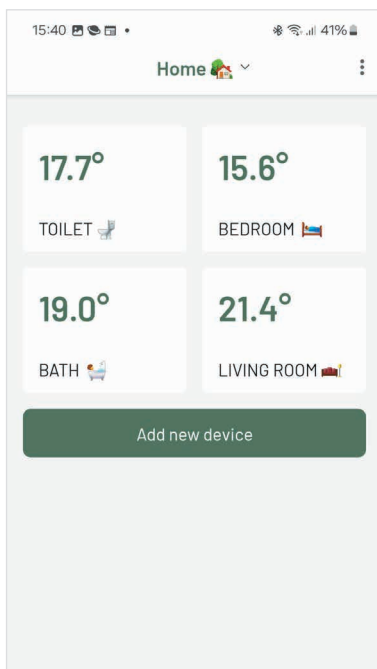
The menu enables access to:

- Delete place
- Rename place
- Add a new place
- Add new device
- Settings

SCHEDULE SCREEN

The menu enables access to:

- Delete room
- Rename room
- Heaters in the room
- Copy schedule
- Add new device



MANUAL SCREEN

The menu enables access to:

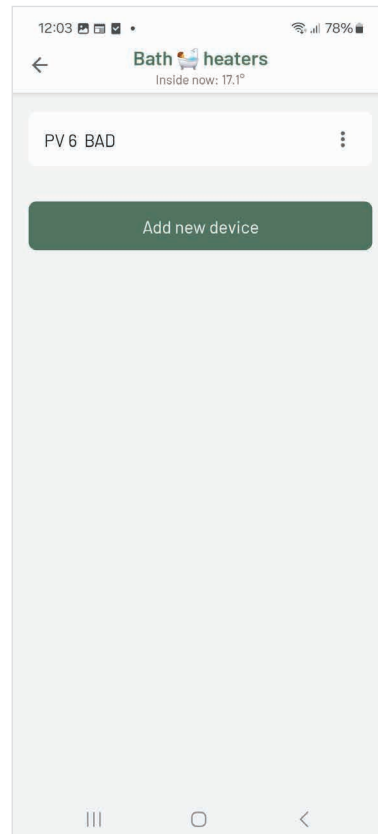
- Delete room
- Rename room
- Heaters in the room
- Add new device



Heaters in the room

The menu next to the heater name enables access to:

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



Wi-Fi Gen 1 Troubleshooting

If you get the “No devices found” screen, please try the following solutions:

- Reset the heater Wi-Fi Gen 1 to pairing mode / factory settings
- Make sure that your phone is connected to the 2,4Ghz band of your Wi-Fi network
- Check the requirements settings for 2,4GHz band. See next page.
- Make sure that your phone has Wi-Fi enabled
- Make sure that your phone has Location services enabled
- Try to terminate the Beha app on your smartphone and start the process again
- Try to input your Wi-Fi network password again and make sure that there was no typo
- Update the Beha app to the latest version

Wi-Fi Gen 2 Troubleshooting

If you get the “No devices found” screen, please try the following solutions:

- Reset the heater to the factory settings. When the heater is reset turn the switch OFF, on the heater. If it is possible, remove the plug from the socket. The power is switch on when you start the pairing process again.
- Terminate the Beha app on your smartphone and start the process again
- Make sure that your phone has Bluetooth and Wi-Fi enabled
- Make sure that the Beha app has permission to use Bluetooth and Location services
- Update the Beha app to the latest version
- Make sure that your heater and your phone are within range of your Wi-Fi Network
- Make sure that your Wi-Fi router is working properly
- Try to input your Wi-Fi network password again and make sure that there was no typo

Hints Gen 1 and 2 Heaters

Turn OFF Heater from the app

To turn OFF the heater go to settings, under the heater. The heater can also be turned off with tapping on the symbol for ON/OFF when you are in MANUAL program. To turn the heater ON just scroll the thermostat wheel on the heater or turn it ON from the app.



Child Protection

The child protection can be turned ON beneath settings for the heaters.

Gen 1: To remove it turn the switch OFF/ON or turn it off in the app.

Gen 2: The only way to turn it OFF is from the app or resetting the heater back to factory settings.

Refresh / update the Home screen

The app view can be refreshed from the Home screen. Swipe-down to refresh (from top to bottom of) the screen.

Offline Heaters In The App

In most of the cases our heaters appear offline in the app when:

- Wi-Fi network is down
- There is no internet connection
- During the power outage
- Firewall in the router blocking the heater

If you are sure that none of the cases above take place and heaters still persist offline, please try the following steps:

- Close the app.
- Turn the switch on the heater OFF
- Turn the router OFF and ON.
- When the router is connected to the internet again turn the switches on the heater ON.

Network name

The Wi-Fi network name cannot exceed 32 characters as this will prevent the heater from connecting.

Supported versions of smartphone OS

The Beha smartheater app is working from iOS 13 and Android 8.

Requirements for the Wi-Fi Router

To ensure the best possible signal, the router should be in the central part of your living area. The wireless signal is getting weaker when the distance is long. Walls and other objects may influence the reception.

If you have weak Wi-Fi reception at your home, try using a Wi-Fi extender. For seamless connection, the Wi-Fi extender must be configured with the same password and SSID as your main router.

For more information, please check your router settings and manual or contact the router manufacturer or the network provider.

Router Firewall

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

The firewall set up on your Wi-Fi router may block the linkup with our heaters. Make sure in your router settings that ports 8883 and 443 are open. Contact your router manufacturer or network provider for help.

Hints Wi-Fi Gen 1 heaters

Wi-Fi Router Configuration for Gen 1 heaters

Most modern Wi-Fi routers operate simultaneously in the 2,4GHz and 5,0GHz frequency bands. The Wi-Fi Gen 1 heaters operate only in the 2,4GHz band. Therefore, the pairing process of the Wi-Fi Gen 1 heaters is possible solely and exclusively when your smartphone is connected to the 2,4GHz band Wi-Fi.

Important settings for the router:

- Supports WEP, WPA/WPA2 and open network.
- It supports 2.4GHz and 20Mhz configurations. 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.

The easiest way to make sure that you are in the correct Wi-Fi network is to log in to your router's settings and temporarily disable the 5,0GHz band for the time of pairing the heater to the router.

If you are unsure how to conduct such a change on your router, please check your router manual or contact your internet provider or router manufacturer directly. When the pairing process is completed, you can reverse your router to the previous settings.

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 the "Smart Connect" function is deactivated when you connect heaters and activated again after the heater has been connected successfully.

The setting can be found on your router under:
Wireless menu → Professional Tab → Airtime Fairness → Deactivate Airtime Fairness

VPN Must Be Turned Off

The VPN on the smartphone must be turned off during the heater linkup process.

BEHA

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