

EN Quick installation guide

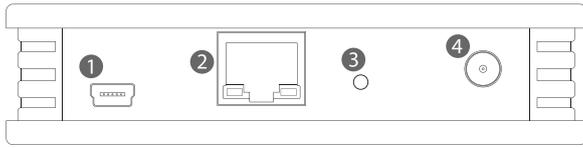
Technical data - Internet module

Consumption: 40mA

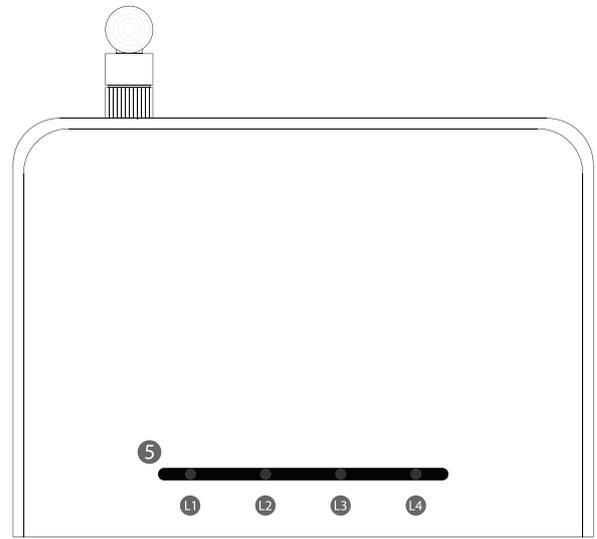
RF Band: 433MHz ISM Band

Power Supply: 5V DC 1A

Dimensions: (Height x Width x Depth): 25mm x 83mm x 110mm



- | | |
|----------------------------------|-------------------------------------|
| 1. Mini-USB port (5V DC 1A) | 5. Info bar |
| 2. Network port (RJ45) | L1 green - power supply |
| 3. Install button / Reset button | L2 orange - tasks in progress |
| 4. RF antenna connector | L3 red - no link with server |
| | L4 blue - network tasks in progress |



Please read this guide carefully and keep it for future reference.
This installation must comply with local regulations.

Important information

Thank you for purchasing the Internet module. This item has been manufactured following a quality advanced production process complying with UNE-EN 60950, UNE-EN 301 489, UNE-EN 61000-6 and UNE-EN 300 220 regulations.

Please read carefully this guide and keep it for future reference.

The internet module along with its device application allows you to control your electric heating(s) from your mobile device. The application is available for download on the main app stores.



Do not expose this device to rain, moisture, dripping or splashing.
The installation must comply with local regulations.
The device shall not be used for critical applications, or that endanger the safety of people, object or animals.

1. Device installation

- Thread the antenna in its connector (4) and turn the antenna slightly to the end of the plug.
- To turn on the device, simply connect the power adapter to the mini-USB port (1) using the supplied mini-USB cable.
- Connect the Internet module to your router with the supplied Ethernet cable.
- When switched on, a green indicator (L1) appears on the status bar (5). If the device has Internet access, the red indicator (L3) goes off after a few seconds. The red indicator (L3) indicates that there is no connection to the server and therefore it is not possible to control it outside of your local network.

2. Pairing the internet module with the app

- Download the app AeroFlow on your mobile device (Android or iOS).
- Run the app on your mobile device. **Make sure your mobile device and internet module are both connected to the same router.**
- The app displays a message indicating that this is the initial installation. Accept the dialog (press "accept").
- On the back of the internet module slightly press the installation button (3) for max. one second with a paperclip or another thin object.

The synchronization is started.

If the synchronization process does not start after a few seconds, press the installation button (3) again. **Never hold down the installation button for more than one second.** If that does not work, make sure your mobile device is connected to the same network as the Internet module. Simply repeat the process with any mobile device. There is no limit in the number of apps paired with the same Internet module. Just repeat the process in every control device.

3. Adding electric heating to the system

To operate the electric heating with your device, you have to install it in a zone. All electric heaters installed in the same zone will apply the instructions at the same time. To operate the electric heating independently, install each of them in a different zone. Group only those heaters in the same zone that you want to operate together.

- Open the app and tap on "Heating"
- Touch "Set" (bottom right)
- Enter the default password "aeroflow". (without quotation marks)
- Tap on "Add zone" and name the zone (eg "Living room")
- Tap on "Add heater" and go to the heater to be paired.
- Press the "OK" button on the corresponding heater and use the arrow keys to navigate to "Install" in the „configuration“ menu. Press the "OK" button again.

3. Adding electric heating to the system (continuation)

In the currently selected zone in the app, "Installed Modules" will be incremented by one. Repeat the steps until all zones have been created and the heaters are assigned. If you want to add the electric heater to an existing zone, you must select the zone in which you want to install the electric heater: In step d), select the "Edit zone" button to assign a new heater to an existing zone. This allows you to group already installed heaters in one zone.

Share heating plans in different apps

You have the option to control heaters with multiple mobile devices. **To perform this action, source device and target device must be connected to the same router.** To add more mobile devices to control your heaters, do the following:

- For the new mobile device, repeat the steps of "Pair Internet Module with App".
- In the **target device**, tap the wrench icon (top left) and enter the password (default password is "aeroflow" without quotes).
- In the **target device**, tap on "Communication".
- Open the app on the **source device**, which has zones and programming, and tap on the wrench icon (top left) and enter the password (default password is "aeroflow" without quotation marks).
- In the **source device**, tap on "Communication".
- On the **source device**, tap "Send data" and on the **target device** tap "Receive data".

Setting the time

The internet module automatically connects to the Internet and fetches the date and time there. Immediately thereafter, the date and time are sent to all **paired** heaters. To manually send the date and time to all paired heaters, proceed as follows:

- In the app, tap on the wrench icon (top left) and enter the password (default password is "aeroflow" without quotation marks).
- Tap "Communication".
- Tap "Send time".
- The app will gather the current time from your smartphone / tablet and send it to the internet module and all other electric heaters.

Reset internet module to factory settings

WARNING: All installed electric heaters will have to be paired again!

To reset the Internet module to factory settings, press and keep pressed the installation button (3) until the blue light (L4) turns on. Still keep pressed the button until the blue light (L4) turns off and the red light (L3) starts to blink.

After that release the installation button (3) and wait until the red light (L3) stops blinking.

DO NOT TURN OFF the device until the red light stops blinking.



Made in EU

FAQ EN

LEDs at the top of the Gateway:

No lights at the top of the Gateway

If the Gateway shows no lights at the top, the device is not receiving power from the Power Supply.

Only red light at the top of the Gateway

If the Gateway shows only a solid red light, the device has no properly connection with the Internet Router.

Green solid light + orange solid light + red solid light + occasional flashing blue light

The Gateway has power and connection with the Internet Router, but the Gateway is still trying to get a local IP from the internet router. The blue light is flashing, when any data transmission is flowing through the network cable to the router

Green solid light + red solid light + occasional flashing blue light.

The Gateway is correctly communicating with the Internet Router (it has local IP), but it is still trying to communicate with the external Servers through internet connection. The system can work locally, but not outside of the local network (not 4G or 3G connectivity with the smartphones, or through a different WIFI network).

An orange light can sometimes flash when a radio command is transmitted (request information from the App, a command sent from the App, setting the time at the receivers,...). The orange LED is never glowing solid.

Green solid light + occasional blue light.

The light status is correct, and the device is ready to work with all existing features. An orange light can sometimes flash when a radio 433MHz command is transmitted (request information from the App, a command sent from the App, setting the time at the receivers,...). The orange LED is never glowing solid.

Solving a problem

1. The Gateway Device has no lights at all (not on the top AND no lights at the back).

Reason: The Gateway has no power.

- The power cable is not properly connected to the Power Supply or the Gateway.
- The Power Supply is not plugged to a power socket.
- The socket has no power.
- The Power Supply is broken. Try a different Power Supply (5V = 1A).
- The Power cable is broken. Try a different USB-mini wire.

2. The Gateway has not lights at the top, but the LEDs at the network socket port on the back of the Gateway are glowing.

Reason: The Gateway is faulty and needs to be replaced (Faulty red LED or faulty Gateway).

3. The Gateway has a solid red light at the top, but the LEDs at the network socket on the back of the Gateway are off.

Reason: The Gateway has no connectivity with the Internet Router.

- The network cable is not properly connected to the Internet router. Check the connections at the socket
- The internet router is disconnected from power supply. Check that the internet router is connected and working properly.
- The network cable is faulty. Check with another RJ45 wire.

4. The Gateway has a solid green light, a solid orange light, a solid red light, and an occasional flashing blue light at the top; the LEDs at the network socket are showing a solid green light and a flashing orange light. But the orange LED is never turned off.

Reason: The Gateway is not getting a local IP from the internet router.

- The process to get an IP from the router uses to take only a few seconds. It is possible with some internet router to have to wait for more time. Wait for some minutes, and if the orange light is not off, go the step below.
- Try to connect network cable to other exit ports from the internet router and go again to the step above.
- The internet router has activated some firewall or MAC restrictions. Check the internet router's configuration.
- The internet router is not compatible. Although this is an extremely strange situation, perhaps the internet router can't be used with the Gateway. Please contact the technical service to look for a personalized technical support.

5. The Gateway has a solid green light, a solid red light, and an occasional flashing blue light at the top. But the red LED is never turned off.

Reason: The Gateway has no connection with the external Servers.

- The process to communicate with the external internet uses to take only a few seconds after the red light is off. It is possible with some internet router to have to wait for more time. Wait for some minutes, and if the red light is not off, go the step below.
- The internet router has no connectivity with internet. Check that the network has internet access.
- The internet servers is down. Due to maintenance reasons or servers disconnections, the communication with the servers is not possible. If the Gateway had connection with the server in the past, this explanation could be the reason. Server reactivation can take some minutes or some hours. If the problem persists further, contact with the technical support.
- The internet router has activated some firewall or connectivity restrictions. Check the internet router's configuration.

6. The Gateway has a solid green light, and an occasional flashing blue light at the top. But the Smartphone/tablet device can't be paired. The synchronization process bar starts to advance but during the process, it stops and the App shows an error message.

Reason 1: The Smartphone/tablet device is an iOS device, and the WiFi assist is activated.

- Access the Apple device settings, and select Mobile Data menú. Scroll down until the option "WiFi Assist" appears and deactivate it during the synchronization process.

Reason 2: The WiFi signal from the router is not good. It suffers microcuts and the process can't be finished.

- Get closer to the router or amplify the WiFi signal from the router.

7. The Gateway has a solid green light, and an occasional flashing blue light at the top. But the Smartphone / Tablet device can't be paired. The synchronization process bar doesn't start, and after some seconds the App shows an error message.

Reason 1: The Smartphone/tablet device is not connected to the appropriate WiFi network.

- Check the WiFi settings at the Smartphone device and connect it to the WiFi network provided by the internet router where the Gateway is connected.

Reason 2: The Smartphone/tablet device is an iOS device, and the WiFi assist is activated.

- Access the Apple device settings, and select Mobile Data menú. Scroll down until the option "WiFi Assist" appears and deactivate it during the synchronization process.

Reason 3: The WiFi network has a different configuration than the LAN network.

- Check the internet router's configuration and set both networks with the same network parameters.