

climote

User Guide

Version 1-0

December 2012

Contents

Contents	i
1 Overview	1
2 Getting Started	2
2.1 Dashboard	2
2.2 Setting your Heating Timers and Temperature	3
2.3 Boost, Hold Off and Holiday	4
3 climote HUB Operations.....	5
3.1 climote HUB.....	5
3.2 Set Up and Manage Your Heating	6
3.3 Boost.....	8
3.4 Temperature.....	8
3.5 Special functions.....	9
4 climote ONLINE	11
4.1 Registration and Login	11
4.2 Dashboard or Homepage.....	12
4.3 Setting the Heating Timers	13
4.4 Boost.....	14
4.5 Manual Override and Set Temperature	14
4.6 My Schedules.....	15
4.7 Settings	16
4.8 Quick Actions	16
4.9 Security	16
5 climote APP	18
5.1 Accessing the App.....	18
5.2 Dashboard or Homepage.....	19
5.3 Boost / Hold Off.....	19
5.4 Edit and Set Temperature.....	20
5.5 Menu.....	21
5.6 Differences Between iOS and Android Versions	22
6 climote TEXT	23
6.1 Overview.....	23
6.2 Sending a Text Command.....	23
7 Manufacturer’s Information	25
7.1 Technical Data	25

7.2	Installation	25
7.3	Contact Information	25
	Appendix 1 – Error Messages	26
	Appendix 2 – Installer Settings	27
	Appendix 3 – Glossary	28
	Figure 1 - climote Remote Heating Control	1
	Figure 2 - climote HUB Dashboard	5
	Figure 3 – Lamps and Indicators	6
	Figure 4 - climote HUB Edit	7
	Figure 5 - climote HUB Copy Options	7
	Figure 6 - climote HUB Edit Menu	7
	Figure 7 - climote HUB Boost	8
	Figure 8 - climote HUB Set Target Temperature	9
	Figure 9 – climote HUB Special Functions	9
	Figure 10 – climote HUB Settings Menu	10
	Figure 11 – climote ONLINE Browser Compatibility	11
	Figure 12 - climote ONLINE Dashboard	12
	Figure 13 - climote ONLINE Editing	13
	Figure 14 - climote ONLINE Boost	14
	Figure 15 - climote ONLINE Manual Override and Set Temperature	15
	Figure 16 - climote ONLINE Schedule Management	15
	Figure 17 - climote ONLINE Settings	16
	Figure 18 - climote APP Compatibility	18
	Figure 19 – climote APP Dashboard	19
	Figure 20 - climote APP Boost/Hold Off	19
	Figure 21 - climote APP Editing and Set Temperature	20
	Figure 22 - climote APP Menu	21
	Figure 23 – climote APP Set Holiday	21
	Figure 24 – climote APP Manual Override	22
	Figure 25 - climote TEXT Overview	23

1 Overview

Welcome to your climote remote heating control system. Using climote you can set your heating time and temperature at any time from a PC, smartphone or mobile phone, depending where you are. Your climote products will help to keep your home warm and comfortable and save energy at the same time.

Your installer will configure your climote HUB. One, two or three zone timers will be displayed depending on your heating configuration.



Figure 1 - climote Remote Heating Control

The climote system comprises:

- climote HUB – the heating control HUB is directly connected to your home heating system. It is compatible with almost all types of domestic heating. Your installer will connect the climote HUB and configure it to suit your system
- climote APP – the smartphone app allows you to control your heating from your iPhone or Android device
- climote ONLINE – the online web gateway that gives you full control and feedback about all your home heating
- climote TEXT - you can text directly to the climote HUB from any mobile for instant heating control

The climote HUB is supplied with one year's text credit. To renew or extend your credit, ask your installer or contact us using the contact details shown on climote ONLINE.

Smart Heating Control

Once the climote remote heating control HUB is installed you can:

- set and manage your heating from any PC connected to the Internet using a highly visual presentation of your heating programme with climote ONLINE;
- control and manage your heating from your Smartphone using the dedicated climote APP;
- simply use climote TEXT send a text message from your mobile phone to turn your heating on/off, or to override the automatic settings on the climote HUB;
- manually switch your heating on and off from the climote HUB.

2 Getting Started

Most modern houses have two (living and water) or three (living, bed and water) separate heating zones. The climote HUB is a direct replacement for your existing heating timer and gives you independent 7 day timing control for up to three heating zones in your home. Your installer will connect your climote HUB to your home heating and configure your climote HUB. One, two or three zone timers may be displayed depending on your heating configuration.

Most functions are available on your HUB, Smartphone and web portal. You can choose what is best for you to set up, manage and control your heating. Here are the top 3 items you should master to get the best from your climote HUB.

- Dashboard
- Setting the Heating Timers
- Boost, Holiday and Hold Off

2.1 Dashboard

Whenever you access climote, whether it's climote HUB, climote ONLINE or climote APP, the first display you see will be the Dashboard. It shows the status and settings of all active zones.



climote HUB
Turn the Scroll Wheel to wake screen and show Dashboard.
The Dashboard shows the current heating status.
If the climote thermostat is enabled, the target and actual temperatures are shown (target is inside the zone dial).
Push the Scroll Wheel to select Edit mode from Dashboard. Turn to scroll, press to action.
Press zone Boost button to apply an immediate heating boost.
Press Menu/Back to access additional menu options.

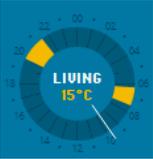
climote ONLINE
Use your mouse to select options from the Dashboard.
Press Get Status to check latest climote HUB status.
If the climote thermostat is enabled, the target and actual temperatures are shown (target is inside the zone dial).
Click on any dial or press Edit to enter Edit mode.
Select zone Boost indicator to open Boost setting panel.
Select other options from the menu bar.

climote APP
Touch the screen to select options from the Dashboard.
Press  to check latest climote HUB status.
If the climote thermostat is enabled, the target and actual temperatures are shown (target is inside the zone dial).
Press any dial to enter Edit mode.
Press zone Boost button for an immediate heating boost.
Press  to access more menu options.

2.2 Setting your Heating Timers and Temperature

When you first set up your heating, it's best to use climote ONLINE. Select the day you wish to edit and enter Edit mode. You can also modify your settings using climote APP or climote HUB.



climote HUB	climote ONLINE	climote APP
<p>You can set up to three timers per day. Click on an empty part of the dial to add a new time. Grab and drag the Start and End Handles to set start and end times.</p>	<p>Click on an empty part of the dial to add a new time. Grab and drag the Start and End Handles to set start and end times.</p>	<p>Touch an empty part of the dial to add a new start time. Hold and drag the Start and End Handles to set timers.</p>
<p>Hover on an existing segment and click "X" to delete.</p>	<p>Hover on an existing segment and click "X" to delete.</p>	<p>Touch an existing segment and then the "X" to delete.</p>
<p>Select further options (e.g. OK) by scrolling through 24:00/00:00 to enter the sub-menu options above.</p>	<p>Select Copy to open the copy sub-menu with copy options.</p>	<p>Select Copy to open the copy sub-menu with copy options.</p>
<p>Press zone Boost button to edit a different zone.</p>	<p>Press Done to show full weekly settings for all zones and choose Apply or Cancel.</p>	<p>Press zone Boost button to edit a different zone.</p>
<p>Scroll to OK and select, or press Menu/Back to access the Exit Edit menu. You can apply, preview, or discard your changes.</p>	<p>Press apply to send the updates to the climote HUB.</p>	<p>Press Done to access the Exit Edit menu. You can apply, preview or discard changes.</p>
<p>Temperature</p>	<p>Temperature</p>	<p>Temperature</p>
		
<p>Press and hold Scroll Wheel, or press menu/back and select Temperature.</p>	<p>Press  and select desired target Temperature.</p>	<p>Press the zone dial, then select the Set button.</p>
<p>Turn Scroll Wheel to select the desired temperature, press to apply.</p>	<p>Press apply to send to climote HUB.</p>	<p>Scroll the menu to highlight the desired temperature and press Done to apply.</p>

2.3 Boost, Hold Off and Holiday

There are times you'll want to override your timer settings. Temporarily apply these changes using the Boost, Hold Off and Holiday functions on climote HUB, APP, TEXT, or ONLINE.



climote HUB	
Boost	
Press any Boost button to apply an immediate heating boost. Boost for one hour is the default and applies automatically after three seconds.	
Turn Scroll Wheel to choose other Boost options.	
Advance Off	
Advance Off suspends zone heating to end of current timer. Press zone Boost button when zone lamp is lit for Advance Off menu.	
Holiday	
Holiday suspends all heating for a defined number of days. Press Menu/Back and select Holiday. Set number of days using Scroll Wheel and push to apply.	

climote APP	
Boost	
Press any Boost button to open Boost menu. Boost the chosen zone for one hour is default. Scroll any zone thumbwheel for other Boost options.	
Press apply to submit chosen Boost settings for all three zones.	
Hold Off	
Hold Off temporarily suspends zone heating for the chosen time. Press Boost button and select the desired Hold Off duration from the menu.	
Holiday	
Press  for Menu and select Holiday. Choose Set Holiday and select the number of days. Press Apply to send to the climote HUB.	

climote TEXT	
Boost	
To Boost by text, send the Boost command, e.g. Boost Living 1	
Refer to climote Pocket Card or text Help for other options.	
Hold Off	
To suspend the zone heating by text, send the Hold command, e.g. Hold Living 1	
Holiday	
To set Holiday mode by text, send the Holiday command, e.g. Holiday 10	

3 climote HUB Operations

3.1 climote HUB

The climote HUB provides:

- An intuitive user interface to manage your home heating setting
- Independent heating timer settings for three zones on seven days
- Boost buttons for immediate heating in each zone for up to 9 hours
- The ability to Edit all heating timer settings directly on the climote HUB
- Holiday mode option, to suspend all heating for a defined period without losing programmed settings
- Access to multiple heating Schedules to support different seasonal heating programmes
- Manual over-ride functions when you want to turn the heating in a zone on or off permanently

The default display, or Dashboard, shows the current heating status.



climote HUB Dashboard
Press any button or turn the Scroll Wheel to wake the screen and show Dashboard.
The Dashboard display shows the operational state of the unit for the day being viewed. Current time is shown when the selected day is today. If the climote thermostat is enabled, the target and actual temperatures are shown (target is inside the zone dial). Error, warning or information messages may also be displayed.
Turn the Scroll Wheel to move days, press to select Edit mode. See Set Up and Manage your heating. Scroll Wheel function depends on the current operating mode.
Push and hold the Scroll Wheel to access the Set Temperature screen. See 3.4.
Press zone Boost button to apply an immediate heating boost. Boost menu is displayed. See 3.3.
Press Menu/Back to access additional menu options. See 3.5.
Zone Indicators are highlighted when that zone is active. Icons above the indicator show additional information. See Figure 3.
Status indicator shows the current status of the climote HUB. Flashing green is normal. In case of any errors or warnings (see Appendix 1) the display shows more details.

Figure 2 - climote HUB Dashboard

Zone indicator	Condition	Icon	Explanation
	Zone off		Timer mode, zone heating clock currently off
			Zone heating suspended by "Advance Off"
			Zone permanently off (manual override)
	Zone on (timers)		Timer mode, zone heating clock currently on
	Zone on (Boost)		Zone boost on for 3 hours
	Zone always on		Zone permanently on (manual override)
Status indicator	Condition		Explanation
No colour	Off		No power to unit
Flashing	Normal		Normal operations – no action
Flashing	Warning		See additional text on display
Flashing	Fault		See additional text on display

Figure 3 – Lamps and Indicators

3.2 Set Up and Manage Your Heating

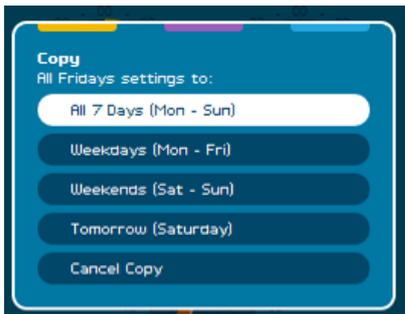
Use Edit Mode to set up and manage your heating. You can set up to three heating on-off times for each zone on each day. Access Edit mode by pressing either the Scroll Wheel or the Menu/Back button.



climote HUB Edit Mode	
Turn Scroll Wheel to move cursor to chosen time or item. Scrolling past midnight takes you to the Secondary navigation area	
Push Scroll Wheel to action an edit.	<ul style="list-style-type: none"> On blank area – create new section On drag handle – to select, turn to move to new time, release to set (up to 3 per day) On section (“X” displayed”) to delete
Press Boost button in Edit mode to change zone being edited	
Secondary navigation area. Push Scroll Wheel to select one of:	<ul style="list-style-type: none"> Previous / Next Day to change days OK✓ to apply Edit. Pressing Menu/Back also provides a short cut to OK✓ Copy to copy settings to other days (see Copy Options menu below)
Select OK✓ for Edit Menu.	<ul style="list-style-type: none"> Options to Preview or Apply changes or return to editing. (see below)

Figure 4 - climote HUB Edit

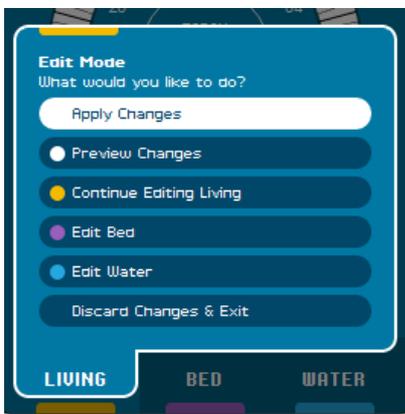
3.2.1 Copy options



Copy Options
Copy provides a quick way to apply the same settings to multiple days
Turn Scroll Wheel to move to chosen option.
Push Scroll Wheel to select

Figure 5 - climote HUB Copy Options

3.2.2 Edit Menu

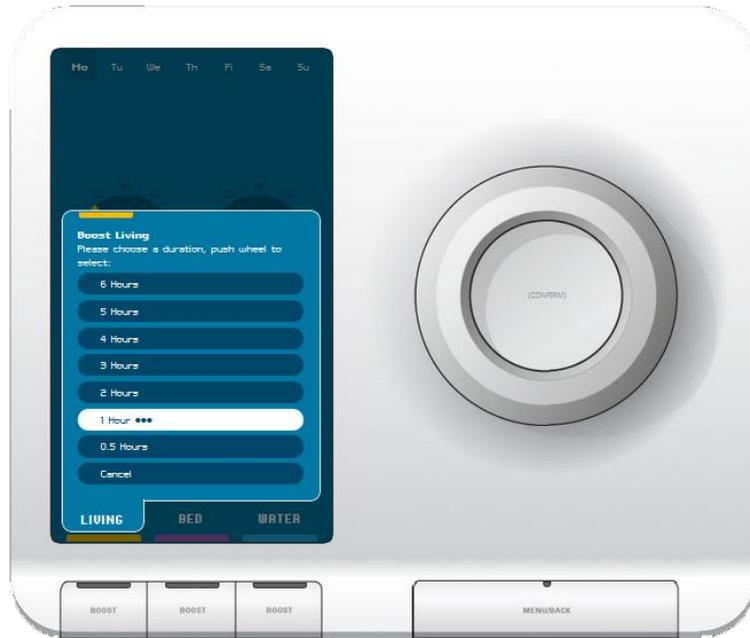


Edit Menu
Use Edit Menu to exit Edit Mode or preview changes and apply them.
Turn Scroll Wheel to move to chosen option.
Push Scroll Wheel to select
Applies changes immediately. Changes are automatically applied and shared with climote ONLINE
Preview changes before applying them to confirm they are OK
Discard changes without making any change to current settings

Figure 6 - climote HUB Edit Menu

3.3 Boost

Boost provides a powerful means to turn your heating on immediately. Press any Boost button when the display is illuminated and heating for that zone is not currently on.



climote HUB Boost	
Boost menu opens with Boost 1 hour as default. Use Scroll Wheel to choose other options	
Turn Scroll Wheel to choose Boost time.	<ul style="list-style-type: none"> • Three second countdown commences, following which chosen Boost option is activated • Or Push Scroll Wheel to apply chosen Boost immediately
Boost lamp shows Orange when Boost is active for that zone.	<ul style="list-style-type: none"> • Boost icon displays remaining Boost time
Press Boost for Advance Off option when heating is already on using timers	<ul style="list-style-type: none"> • Select Advance Off to disable heating for the remainder of that timed session • Additional options to select Boost options or Cancel
Press Menu/Back to exit Boost menu at any time	<ul style="list-style-type: none"> • Press Boost when Boost is already on, to disable the current Boost

Figure 7 - climote HUB Boost

3.4 Temperature

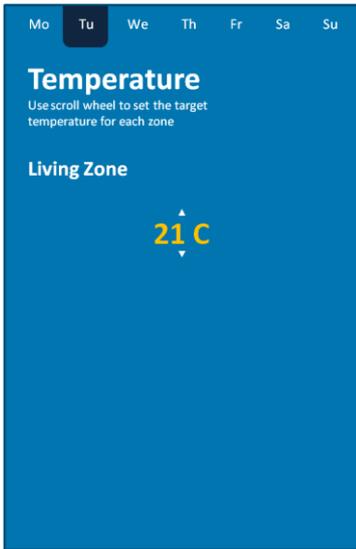
You can use the climote HUB’s in-built thermostat to add temperature control to your heating. The climote HUB measures the temperature at the climote HUB location. Set a target temperature for the thermostat and the climote HUB will automatically switch the heating on whenever the measured temperature is below target – and off when the target is reached.

You can set the target temperature from the Dashboard by:

- Pressing and holding the Scroll Wheel or
- Selecting Temperature from the Edit menu
- Selecting Temperature from the Menu after pressing the Menu/Back button

When its thermostat is enabled, the climote HUB continuously compares the measured temperature against the target temperature and switches the heating on or off accordingly. By default climote Temperature control

is enabled for Zone 1. Your installer can disable it if you require. Temperature control is not currently available for Zones 2 or 3.

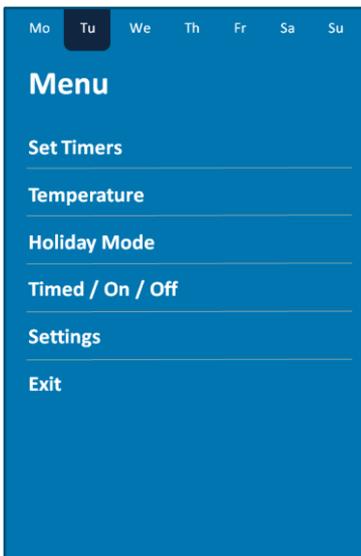


Set Target Temperature	
Turn Scroll Wheel	to desired temperature
Push Scroll Wheel	to select

Figure 8 - climote HUB Set Target Temperature

3.5 Special functions

Press the Menu/Back button to access additional functions. Turn the Scroll Wheel to choose an option and push to select.



climote HUB Special Functions	
Set Timers	<ul style="list-style-type: none"> Enter Edit mode. See 3.2.
Temperature	<ul style="list-style-type: none"> Press to change target temperature See 3.4. Scroll to the new temperature and push the Scroll Wheel to select.
Holiday Mode	<ul style="list-style-type: none"> Select Holiday to turn all heating off for a defined number of days. Select number of days and activate to set holiday mode
Timed / On / Off	<ul style="list-style-type: none"> Select Timed / On / Off to disable timer control and set heating to always on or always off. Choose a zone to change, or all zones, press the Scroll Wheel and select the new mode you require. Scroll to Apply and push wheel again to activate.
Settings	<ul style="list-style-type: none"> Access climote HUB settings menu. See 3.5.3.
Exit	<ul style="list-style-type: none"> Return to Dashboard If you are in a sub-menu, select Exit multiple times until you reach the Dashboard

Figure 9 – climote HUB Special Functions

3.5.1 Holiday Mode

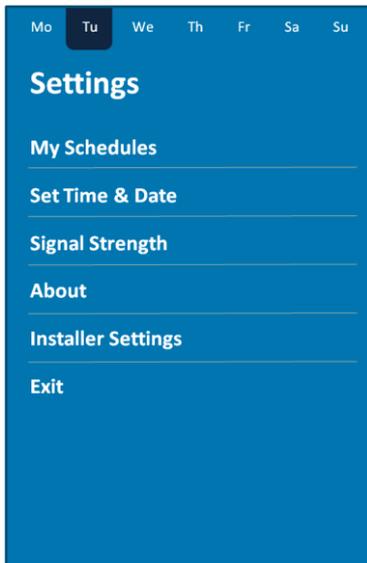
Use Holiday Mode to turn your heating completely off for a defined number of days. The day it is set counts as one day, so the total number of days needs to include “today”.

Holiday mode can be cancelled or amended at any time. Press any button on the climote HUB when Holiday Mode is active (a suitcase is displayed) and choose cancel from the menu options displayed.

3.5.2 Timed / On / Off

Your climote HUB is factory set to use its automatic timer control for all zones. In certain cases you may wish to override the timers to force a particular zone to be always on or always off. Select Timed / On / Off to be presented with the option to change the control state of each zone or all zones.

3.5.3 Settings



climote HUB Settings Menu	
My Schedules	<ul style="list-style-type: none"> choose from the list of pre-programmed schedules on climote ONLINE The current active schedule is highlighted)
Set Time & Date	<ul style="list-style-type: none"> The climote HUB gets its time automatically from the network and checks it each week. In case it can't do so, this option allows you to set the time and date manually Select and adjust the time in the next window. The new time and date is set on completion
Signal Strength	<ul style="list-style-type: none"> Shows the current signal strength and network cell
About	<ul style="list-style-type: none"> Shows the current software and hardware version
Installer Settings	<ul style="list-style-type: none"> Additional settings for installer use.
Exit	<ul style="list-style-type: none"> Return to previous level. Press again for Dashboard

Figure 10 – climote HUB Settings Menu

4 climote ONLINE

climote ONLINE provides comprehensive control of your climote remote heating control system heating from any PC connected to the internet. Using your browser, register and log-on to your account to:

- Program your daily heating requirements across all heating zones using the intuitive user interface
- Boost your heating for up to 9 hours in each zone
- Set Holiday mode to suspend all heating for a defined period without losing programmed settings
- Set up multiple heating Schedules to support different seasonal heating programmes
- Access usage reports for historic data on heating and text usage
- Set up specific user accounts for the people in your household

climote ONLINE runs on most standard browsers and requires Adobe Flash software to be installed. The following browser / Flash versions are supported:

Browser	Browser Version	Flash version
Internet Explorer	7+	10
Firefox	3.0.12+	10
Safari	4.0.5+	10
Chrome	n/a	10

Figure 11 – climote ONLINE Browser Compatibility

4.1 Registration and Login

4.1.1 Registration

You may register with climote as soon as your installer has completed the installation advised you of your device mobile number.

On your browser, navigate to <https://climote.climote.ie/manager>

Add this link to your browser favourites.

Select Register

Enter:

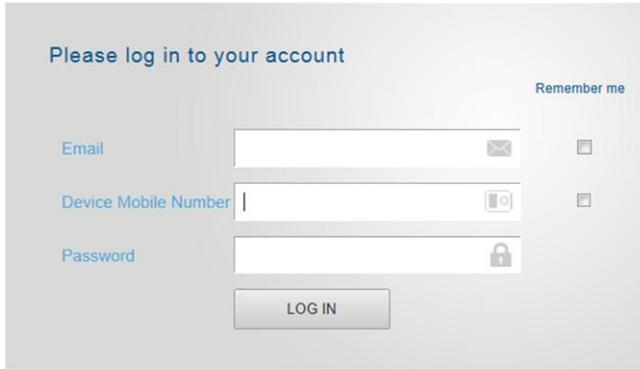
- The email address you wish to use
- The device mobile number of the time-switch
- A telephone contact number
- Your first name (or alias)
- Optionally enter and confirm a password

When finished, press the “Register” button

4.1.2 User Login

On your browser, navigate to <https://climote.climote.ie/manager> and select login.

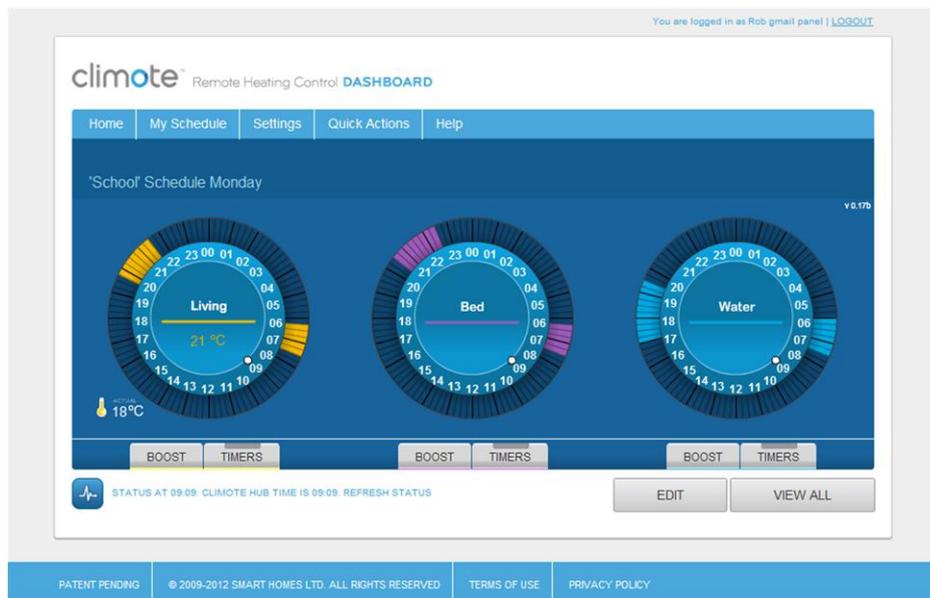
Each time you log-in to the Heating Controller website you need to enter your email address and the device mobile number, and optionally a password. The password panel is only displayed if you have chosen a password at registration.



Check the boxes indicated to allow the PC to remember your email for subsequent log-ins. You can log out at any time and climote ONLINE forces a log-out if there has been no activity for 10 minutes. You can also reach this page from the climote website www.climote.com under My Climote

4.2 Dashboard or Homepage

The Dashboard is always displayed immediately after log-in. It shows your currently active heating schedule with the heating timer settings for “today” and the current heating status for your three heating zones.



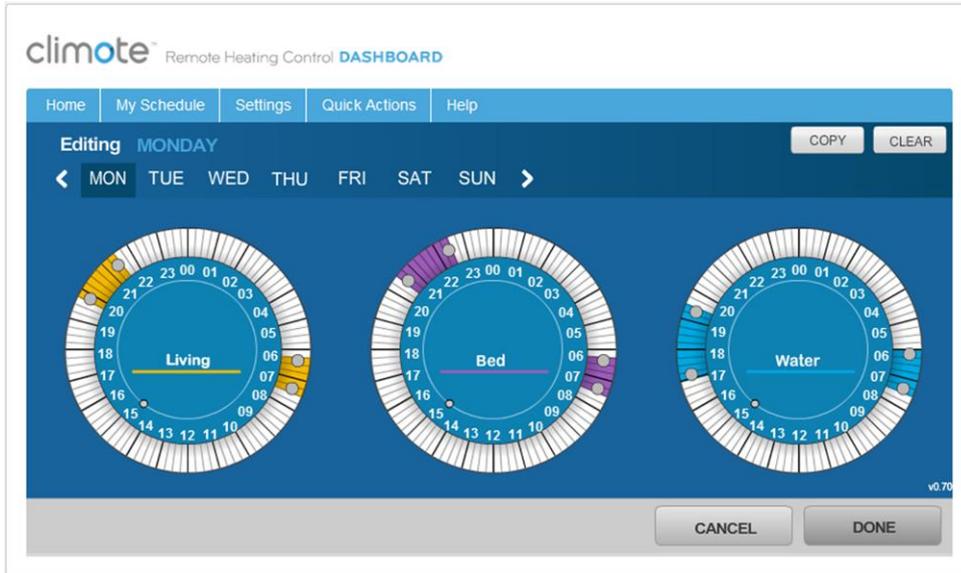
climote ONLINE Dashboard
climote ONLINE always opens on the Dashboard. Press Home at any time to return to the Dashboard.
The Dashboard display shows the current programmed state of the unit. If the unit status is available Temperature settings and zone states will also be displayed. Press View All to see all seven days timer settings.
Press Get Status (alongside  to check latest climote HUB status.
Click on any dial or select Edit to enter Edit mode and change timer settings.
Select Boost button to apply an immediate heating boost. Boost panel opens. Select Boost times for one or more zones. See 4.4.
Use menu bar for Help and to manage My Schedules and other time-switch Settings. See 4.6 and 4.7.
Zone Indicators are highlighted when that zone is active. Click on the indicator to override the zone settings.
Press to Log out. You will automatically be logged out after 10 minutes if there is no activity.

Figure 12 - climote ONLINE Dashboard

4.3 Setting the Heating Timers

The best place to set up your home heating timers is via climote ONLINE, but you can also set your timers via smartphone and on the climote HUB.

1. Log on to climote ONLINE
2. Select Edit on the dashboard (see 4.2). The edit screen is displayed.



climote ONLINE Edit Mode	
For each day you can select up to three heating on times for each zone.	
Click on the clock to action an edit. Click and drag the drag handles at the start and end of a range to set the times.	<ul style="list-style-type: none"> • On blank area – create new section. • On drag handle – to drag to new time, release to set. • On active section (“X” displayed”) to delete.
Navigate to different days – day being edited is highlighted.	<ul style="list-style-type: none"> • Select Copy to copy a completed selection to other days of the week. • Select Clear for clear timer options.
Press Done to finish the current Edit session and preview or apply changes.	<ul style="list-style-type: none"> • Pending changes are displayed. • Options to Apply changes or return to editing. If you select apply, you will be asked to confirm, following which the changes are sent to the climote HUB.
Select Cancel to exit Edit without changing any of the time-switch control settings.	<ul style="list-style-type: none"> • You can also use the menu bar to navigate away from Edit. Your changes will be discarded and lost.

Figure 13 - climote ONLINE Editing

See also the sections on Editing via the App in section 5 and the climote HUB in section 3.

4.4 Boost

You can also Boost from climote ONLINE.



climote ONLINE Boost
Press any Boost button to open the Boost panel and boost your chosen zone(s).
Choose boost time for each zone you want to boost from the drop down.
Press apply to apply an immediate Boost.
Press cancel at any time to exit without Boosting.

Figure 14 - climote ONLINE Boost

4.5 Manual Override and Set Temperature

Your climote HUB is factory set to use its automatic timer control for all zones. In certain cases you may wish to override the timers to force a particular zone to be always on or always off. Select the Zone Indicator button  to be presented with the option to change the control state of each zone or all zones and/or set temperature.

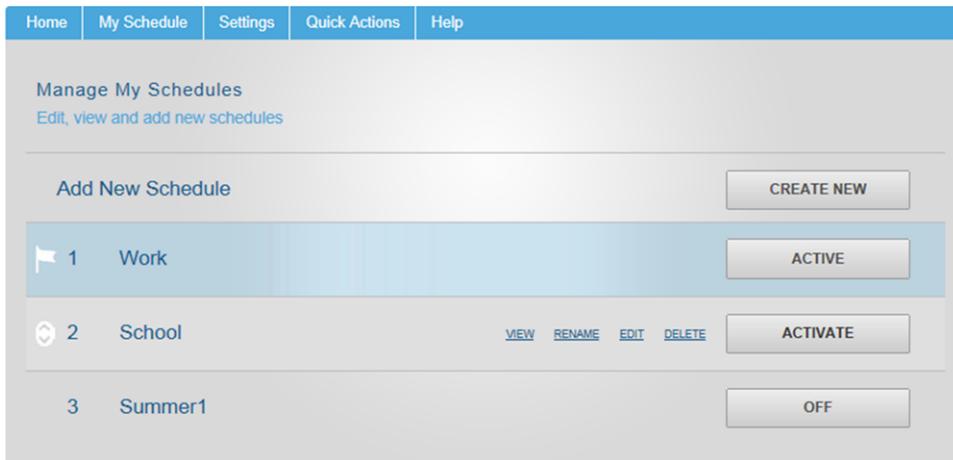


climote ONLINE Manual Override and Set Temperature	
Select the Zone Indicator button  to be presented with the option to change the control state of each zone or all zones and/or set temperature.	
Manual Override	<ul style="list-style-type: none"> Select the required type of Zone Control . The default control is Timers. The climote HUB uses its timed settings to control the heating. Choose ON or OFF to manually override the timer settings for a given zone. The new settings will remain until changed on the unit, website or app.
Temperature	<ul style="list-style-type: none"> If the climote Thermostat is enabled, the current target temperature is shown inside the zone dial. Use the drop down to change the target temperature. The current Shows the current signal strength and network cell
Apply Now	<ul style="list-style-type: none"> Select apply and confirm, when asked, following which the changes are sent to the climote HUB Press cancel to exit without changng

Figure 15 - climote ONLINE Manual Override and Set Temperature

4.6 My Schedules

My schedules provide a powerful way to manage your heating throughout the year. Create different heating schedules for different seasons and household activities (eg school holidays). Select my schedules on climote ONLINE climote and build up to 9 different schedules to suit your needs. Activate them from climote App, HB or ONLINE at the push of a button.



climote ONLINE My Schedules
Three default schedules are provided, with the current active schedule indicated.
Work is the Active Schedule. Its timer settings will be active on the climote HUB.
Press Create New to add a schedule or hover over an existing schedule for options.
You can Edit a non-active schedule and either save it to apply later, or apply it immediately .
Press cancel at any time to exit without change.

Figure 16 - climote ONLINE Schedule Management

4.7 Settings

Use the Settings option to personalise your climote environment.



climote ONLINE Settings Menu	
Edit My Details	<ul style="list-style-type: none"> Add or change details for your user account including preferences and password if required.
Reports	<ul style="list-style-type: none"> Review your heating usage and history. Report data is automatically collected weekly at midnight each Sunday. Choose from a range of reports.
Account Activity	<ul style="list-style-type: none"> View all messages sent to the climote HUB from the website and app.
Rename Zones	<ul style="list-style-type: none"> Enter an alphanumeric name for each of your heating zones to match the zone set-up in your home (no spaces or special characters). A zone must be active to rename it.
Manage Users	<ul style="list-style-type: none"> Disable unused zones to make them inactive.
Manage Whitelist	<ul style="list-style-type: none"> Set up whitelist for added security. See 4.9.
Temperature	<ul style="list-style-type: none"> Set or change the Target Temperature. See 4.5.

Figure 17 - climote ONLINE Settings

4.8 Quick Actions

4.8.1 Holiday

Allows you to switch the heating off for a defined number of days (starting with today) without clearing the saved schedule settings.

Select the number of days the heating is to be turned off including the current day and press Apply

4.8.2 Hold Off

Allows you to temporarily suspend heating in one or more zones for a selected number of hours without clearing any timer settings.

Set the number of hours the heating is to be suspended for each zone and press Apply

4.9 Security

climote allows multiple users to access a single heating system. You are strongly advised to adopt the climote user management features when you have more than one climote user. The default setting is for a single user, with access control by email and device mobile number and “whitelist” (see below) off.

4.9.1 User Hierarchy

climote ONLINE supports multiple user accounts for each controller. There is one master user, who must perform the initial registration. The master user is responsible for setting up and managing all other users on the account.

Following registration, the master user determines:

1. Whether it is a multi-user account
2. Whether to apply additional password based security access control, or just use email / device mobile number (as now)
3. Whether whitelist security is to be enabled

Once the account rules have been set up, the master user becomes the account administrator. In this role, the master user:

- Adds users to the account, adding their phone numbers to the whitelist
- Removes users or changes their credentials if necessary

Each time a user logs in they are greeted with their user alias (or email address if none supplied) which remains on screen for the duration of their session.

Simultaneous multi-user access to an individual account is not supported.

4.9.2 Whitelist Management

The climote HUB maintains a list of allowed numbers that can call the unit, or a Whitelist. Whitelist is set to off as default. As soon as Whitelist is turned on with at least one valid number, Whitelist control is enforced by the climote HUB.

Once Whitelist is enabled, the master user is given the option to add whitelist numbers and to assign users to those numbers. The default service numbers are automatically included in the unit whitelist.

5 climote APP

You can also control your climote HUB from your Smartphone. The following Smartphones are supported. You can download the Smartphone application from www.climote.com or the relevant appstore

Smartphone App	Operating System Version	Phone type
iPhone	iOS 3+	Any iPhone 3, 3G, 3GS, 4 running iOS3+
Android	Version 2.0+	Any Android device running Android 2.0+ May run on some version 1 phones

Figure 18 - climote APP Compatibility

climote APP provides comprehensive control of your heating for iPhone and Android smartphones. Once you have registered on climote ONLINE, you can log-on to your APP to:

- Program / adjust your daily heating settings across all zones using the APP interface
- Boost your heating for up to 9 hours in each zone
- Set Holiday mode to suspend all heating for a defined period without losing programmed settings
- Call up a different heating Schedule to apply a different heating program

5.1 Accessing the App

Select the app and wait while the login page displays.



Please Login

Email

Unit Number

Password

climote
Remote Heating Control APP

Enter your email address, mobile device number and optionally password to log in to the app.

The app loads to the home page or “Dashboard”

If you close the App without logging out, you do not need to log in again when you re-open the app – the app automatically re-connects unless the connection has time-expired. You can log-on to the website and the App at the same time, but you will be asked if you are sure you want to log-on while someone else may also be logged on to the website.

5.2 Dashboard or Homepage

The smartphone dashboard or homepage shows today’s current time-clock settings. When the App is opened, it requests the operational status of the climote HUB and this is displayed once it is received.



climote APP	
Touch or swipe the screen to show different days on the Dashboard.	
Press  to check latest climote HUB status.	
If the climote thermostat is enabled, the target and actual temperatures are shown (target is inside the zone dial).	
Press any zone dial to enter Edit mode for that zone.	
Press zone Boost button for an immediate heating boost of up to nine hours or suspend (Hold Off) for up to 24 hours.	
Press  to Log-out and to access additional menu options including Holiday Manual Over-ride, and Schedules. You will stay logged on to the APP even when it is closed until you select Logout.	

Figure 19 – climote APP Dashboard

5.3 Boost / Hold Off

Following a Boost the Boost dialogue appears with the boosted zone (Living in this example) defaulted to 1hr. Boost and Hold Off functions are accessed through the same Thumbwheel – scroll up for more boost options, down for Hold Off. Boost and Hold Off are applied in exactly the same way and may be applied at the same time.



climote APP Boost	
Press any zone Boost button to open the Boost panel and boost your chosen zone(s).	
Choose boost (or Hold Off) time for each zone you want to boost from the thumbwheels.	
Press apply to apply an immediate Boost. An information panel opens to advise progress of Boost instruction.	
Press cancel at any time to exit without Boosting.	

Figure 20 - climote APP Boost/Hold Off

5.4 Edit and Set Temperature

Press the Living dial to display the Edit screen for Living.

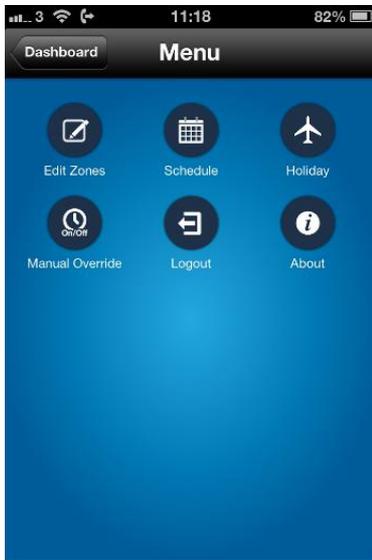


climote APP Editing and Set Temperature	
	Touch an empty part of the dial to add a new section. Hold and drag the Start and End Handles to set timers.
	Touch an existing section and then the "X" to delete.
	Select Copy to open the copy sub-menu with copy options.
	Select Day buttons to navigate to a different day
	Press zone Boost button to edit a different zone.
	Press Done to access the Exit Edit menu. You can apply, preview or discard changes.
	You can also use Secondary navigation to navigate to Next, Previous day, select Done to access edit menu or Copy for options to copy current settings
	Press Cancel to exit Edit at any time and return to the Dashboard. You will be asked to confirm if changes are pending.
Temperature	
	
	Press the zone dial, then select the Set button.
	Scroll the menu to highlight the desired temperature and press Done to apply.

Figure 21 - climote APP Editing and Set Temperature

5.5 Menu

Menu provides access to less commonly used functions. Press  to access the App Menu on iOS or the Menu button on Android.



climote APP Menu Options	
Edit Zones	<ul style="list-style-type: none"> Enter Edit mode. See 5.4.
Schedule	<ul style="list-style-type: none"> choose from the list of pre-programmed schedules on climote ONLINE. The current active schedule is highlighted.
Holiday	<ul style="list-style-type: none"> Set or cancel Holiday Mode. See 0.
Manual Over-ride	<ul style="list-style-type: none"> Manual over-ride menu is displayed. See 5.5.2.
Logout	<ul style="list-style-type: none"> Press to log-out of the climote App if you want to exit your account completely. You can also close the App by pressing the home button, in which case you will be re-connected automatically when you re-open the app.
About	<ul style="list-style-type: none"> climote App version information.
Return to Dashboard	<ul style="list-style-type: none"> Press "Dashboard" to leave Menu and return to the dashboard or home screen. Press the back button on Android.

Figure 22 - climote APP Menu

5.5.1 Set holiday



climote APP Holiday
Select Set / Cancel Holiday.
Select the number of days you wish to turn off your heating for (including the current day).
Or select Cancel Holiday to stop Holiday Mode immediately.
Press Apply to send this setting to the climote HUB.
Press Cancel at any time to exit without change.

Figure 23 – climote APP Set Holiday

5.5.2 Manual Override

Click on desired zone for options to change zone control state.



climote APP Manual Override
Thumbwheels display current settings.
Adjust the wheels to show the new required state for each zone.
Press Apply to send this setting to the climote HUB.
Press Cancel at any time to exit without change.

Figure 24 – climote APP Manual Override

5.6 Differences Between iOS and Android Versions

The screenshots used to illustrate the climote APP are based on the iOS version for the iPhone and iPad. Where possible, the Android app takes advantage of standard Android features to maximize familiarity for users. In particular:

- **Navigation:** In addition to the Home button, the Android Back and Menu buttons are enabled for ease of navigation between features. In particular, this affects:
 - All Menu operations are accessed via the Menu button.
 - Backwards navigation uses the Back button, rather than a specific screen button (eg Cancel in Edit).
- **Options:** Standard Android menu tables are used throughout the app. Select the required option from the menu to action.

6 climote TEXT

6.1 Overview

If you don't have a smartphone, or the data signal is not strong enough you can send a text from your mobile phone to turn your heating on/off, or to override the automatic settings on the climote HUB. Your device is installed with a SIM card with its own mobile number. Make a note of this number and store it in your mobile for ease of texting. climote TEXT allows you to over-ride your heating settings from any mobile phone. Use climote TEXT for fast boost setting, or if you are out of network cover for your smartphone:

- Boost your heating for up to 9 hours in each zone
- Suspend your heating for up to 24 hours in each zone
- Set, check or cancel Holiday mode
- Request a Report to see the current status of your heating on all zones.



climote TEXT Commands	
Useful Text Message Commands	
Boost Living 2	• Boost living zone for 2 hours
Cancel All Boost	• Stop all boosts immediately
Hold Water 2	• Suspend water zone for next 2 hours
Cancel Living Hold	• Reinstate living zone to normal heating schedule
Living Temp 20	• Set living zone target temperature to 20 degrees
Holiday 8	• Turn all zones off for today and next 7 days
Cancel Holiday	• Return to normal operations
Master Text Message Commands	
Living Always On	• Over-ride living zone to be permanently on
All Always Off	• Over-ride all zones to be permanently off
All Timers On	• Reinstate all zones to timer control
Other Text Commands	
Help	• Unit replies with some sample text messages
Report	• Unit replies with a report on current heating status

Figure 25 - climote TEXT Overview

6.2 Sending a Text Command

All commonly text commands use plain English and a numeric value where appropriate, eg **Boost Living 2**. No punctuation is required. Commands must use the correct syntax otherwise they will be rejected, usually without any feedback to the user. They are **not** case sensitive.

There are 4 command groups.

6.2.1 Boost and Hold Off Commands

All Boost and Hold commands operate using either the Zone number, eg **Zone1** or the zone name as displayed on the Website, eg **Living**. To control all zones type **all**.

climote TEXT Boost and Hold Commands	
Boost all 1	<ul style="list-style-type: none"> Boosts all three zones for 1 hour
Boost All 9	<ul style="list-style-type: none"> Boosts all three zones for 9 hours
Boost Zone3 2	<ul style="list-style-type: none"> Boosts zone three for 2 hours
Boost Bed 1	<ul style="list-style-type: none"> Boosts Bed zone (zone 2) for 1 hour
Hold Water 2	<ul style="list-style-type: none"> Suspends Water (Zone3) for two hours, other zones unaffected
Hold All 3	<ul style="list-style-type: none"> Suspends all heating for three hours
Cancel All Boost	<ul style="list-style-type: none"> Cancels all boosts currently active on the climote HUB
Cancel living hold	<ul style="list-style-type: none"> Cancels a previously applied Hold on the living zone. Other zones unchanged

6.2.2 Heating Management

Use the following commands to manually override heating control. Normally you will use the timer and/or boost control and will not need to text these changes.

climote TEXT Heating Management Commands	
Zone1 always on	<ul style="list-style-type: none"> Manually over-ride zone1 to be permanently on
Water always off	<ul style="list-style-type: none"> Turns water zone (zone three) permanently off
All always off	<ul style="list-style-type: none"> Turns all zones permanently off
Bed Timer on	<ul style="list-style-type: none"> Turns Bed (zone2) to timers on
All timers on	<ul style="list-style-type: none"> Reinstates all three zones to timer control

6.2.3 Holiday Commands

Use the following commands to enable or disable holiday mode. Holiday immediately disables all heating activity for the number of days set; the current day (or part day) counts as one day.

climote TEXT Heating Management Commands	
Holiday 1	<ul style="list-style-type: none"> Turns all zones off for the current day or what's left of it
Holiday 9	<ul style="list-style-type: none"> Turns all zones off for today and 8 more days
Holiday off	<ul style="list-style-type: none"> Cancels holiday shut down

6.2.4 Information Commands

The following commands allow information to be collected from the unit.

climote TEXT Heating Management Commands	
Report	<ul style="list-style-type: none"> Returns a report of the current unit status to the user
Help	<ul style="list-style-type: none"> Returns a list of common text commands to the user
Info	<ul style="list-style-type: none"> Returns additional pre-programmed information to the user

7 Manufacturer's Information

7.1 Technical Data

Item	Specification
Power Supply	<ul style="list-style-type: none"> 230V AC +/- 10%, 50Hz
Power Consumption	<ul style="list-style-type: none"> 5W / 40mA operational 0.7W / 6mA standby
Model	<ul style="list-style-type: none"> climote HUB, TEK648
Dimensions	<ul style="list-style-type: none"> 147 x 128 x 40mm
Weight	<ul style="list-style-type: none"> approx 400g
Operating Temperature	<ul style="list-style-type: none"> 0 to 40 degrees C
Temperature Rating	<ul style="list-style-type: none"> T40
Zone 1 Relay out	<ul style="list-style-type: none"> 5(2)A
Zone 2 Relay out	<ul style="list-style-type: none"> 5(2)A
Zone 3 Relay out	<ul style="list-style-type: none"> 5(2)A
Unit conforms to	<ul style="list-style-type: none"> EN 60730-1:2000/A2:2008 & EN 60730-2-9 Low Voltage Directive (LVD) 2006/95/EC Software Class A
Mobile Phone conforms to	<ul style="list-style-type: none"> R&TTE Directive 1999/5/EC
Environmental	<ul style="list-style-type: none"> Waste from Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC Restriction of Hazardous Substances (RoHS) Directive 2002/95/EC Battery Directive 2006/66/EC Energy using Products directive 2005/32/EC
Electric Shock Protection	<ul style="list-style-type: none"> Class II. The climote HUB is completely protected by its enclosure.

7.2 Installation

The climote HUB must be fitted by a registered electrical contractor in accordance with the Installation Guide and all applicable local standards. It has no user serviceable parts.

The climote HUB is designed to be fitted in an indoor location that is not subject to moisture or condensation. It must not be fitted:

- Where it may interfere with other electronic devices in environments such as hospitals, airports, aircraft, etc.
- Where there is risk of explosion such as gasoline stations, oil refineries, etc.

7.3 Contact Information

climote limited
 Smart Building
 Finnabair Industrial Park
 Dundalk, Co. Louth
 Ireland

Telephone: 00353 42 939 5020
 Fax: 00353 42 939 4059
 Email: info@climote.ie
 Website: www.climote.com

Appendix 1 – Error Messages

climote HUB

Errors on the HUB are indicated by the status light (in the menu/back button) flashing Yellow (warning) or Red (error) supported by an error status message on the display.

climote Error Messages		
Warning	System functional or partly functional, normally user recoverable	 Flashing
Out of credit	Contact service provider or installer	 Flashing
Signal Strength	Contact installer – the climote HUB has an external aerial option	 Flashing
Fault	System needs technical support, call helpdesk	 Flashing
Self Test failure	Contact helpdesk - self test failed	 Flashing
Network Message	Contact helpdesk - no GSM communications	 Flashing

In case of any warning or error on the climote HUB, please visit the support section on our website www.climote.com and take the action recommended in our FAQs.

climote ONLINE

In case of any warning or error with the climote ONLINE service, please visit the support section on our website www.climote.com and take the action recommended in our FAQs.

climote APP

In case of any warning or error with the climote APP, please visit the support section on our website www.climote.com and take the action recommended in our FAQs.

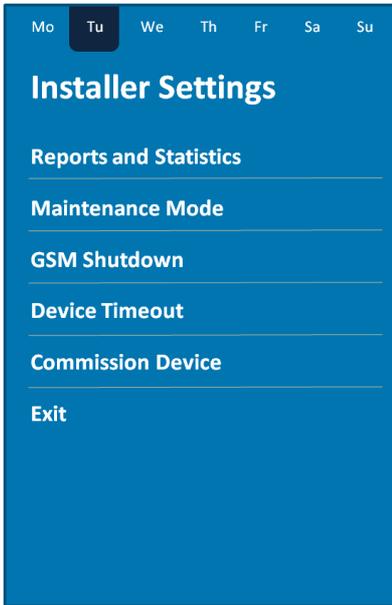
Text Errors

Text errors usually arise from errors in text formatting. To protect against misuse, the climote HUB gives only limited feedback from text formatting errors, particularly if the texting number is not recognised.

While texts are not case sensitive, they do need to follow basic formatting rules. Please first check the format of any text against the details in this document.

Appendix 2 – Installer Settings

The installer settings will be used by your installer to set up your climote HUB. You should not normally need to access these.



climote HUB Installer Settings	
Reports and Statistics	<ul style="list-style-type: none"> Information on Heating Use, Test Use
Maintenance Mode	<ul style="list-style-type: none"> Sets unit into safe mode to allow work on heating and plumbing. Disables all SMS traffic. Disables all zone relay switching
GSM Shutdown	<ul style="list-style-type: none"> Shuts down all GSM network connection. Used for network testing and unit commissioning
Device Timeout	<ul style="list-style-type: none"> Sets the display inactivity timer – scroll wheel to select how many minutes the display remains active after the last user action on the unit
Commission Device	<ul style="list-style-type: none"> Change zone and thermostat status. Used by installers at commissioning time.
Exit	<ul style="list-style-type: none"> Return to previous level. Press twice more for Dashboard

Appendix 3 – Glossary

Advance Off

Advance off is equivalent to the function “ADV” on traditional timers. Advance Off disables the heating in a given zone for the remainder of that timed heating on session. At the end of the period, normal heating control resumes automatically.

Boost

The boost button on the climote hub will switch the heating load on for a limited time only. The climote hub will allow for a boost of 6 hours each time. Once the time period of the boost has lapsed the home heating will return to the active heating schedule.

Dashboard

Home screen or system overview screen providing a visual image of your heating settings and status (if available). climote HUB, ONLINE and APP all open on their Dashboard page.

GPRS

General Packet Radio Service (GPRS) is used to transfer data over the GSM network.

GSM

GSM or Global System for Mobile communications is the standard for 1G and 2G mobile communications. At its peak GSM accounted for more than 75% of the worldwide cellular network market, serving 1.5 billion subscribers. GSM communications are used to communicate with the climote HUB.

Hold Off

Hold Off suspends heating in a given zone for the selected time. At the end of the Hold Off period, normal heating control resumes automatically.

Holiday Mode

Holiday Mode turns all heating zones off completely for a defined number of days. It is used when you wish to keep your programmed settings, yet wish to disable your heating for a period, typically when going on holiday.

Hub

A hub is the effective centre of an activity, region, or network. The climote HUB is the effective heating control centre for the home. Whether it is being accessed locally or remotely, it provides full control of the home heating in up to three zones.

Manual Override or Timed / On / Off

Your climote HUB is factory set to use its automatic timer control for all zones. In certain cases you may wish to override the timers to force a particular zone to be always on or always off. Timed / On / Off allows you to manually override your climote settings.

SIM Card

A Subscriber Identity Module (SIM) card is a removable integrated circuit card which holds identity and other information for use by a mobile device. SIM cards store data on identity, location, phone number and other mobile network parameters that are used by the mobile device when communicating over the mobile network. Your climote HUB has its own SIM and phone number – its Device Mobile Number.

SMS

SMS or Short Messaging Service is a text messaging service component of a mobile phone, using standardised communications protocols that allow the exchange of short text messages (140 Characters) between fixed line or mobile phone devices. SMS text messaging is the most widely used data application in the world, with 2.4

billion active users, or 74% of all mobile phone subscribers. The term SMS is used as a synonym for all types of short text messaging as well as the user activity itself in many parts of the world.

Thermostat

A thermostat senses the temperature of your home and controls the heating so that the temperature is maintained at or near the desired target temperature. You can use the climote HUB's in-built thermostat to add temperature control to your heating. The climote HUB measures the temperature at the climote HUB location. Set a target temperature for the thermostat and the climote HUB will automatically switch the heating on whenever the measured temperature is below target – and off when the target is reached.

Web Portal

A web portal is defined as an online site which functions as an access point to additional information. climote ONLINE is often referred to as the climote Web Portal – it acts as an online point of access to your home heating system.

Zone

A heating system which allows the heating system to maintain different temperatures in two or more areas of a building at the same time, is said to be zoned heating. Most modern houses have two (living and water) or three (living, bed and water) separate heating zones. The climote hub supports up to three heating zones.