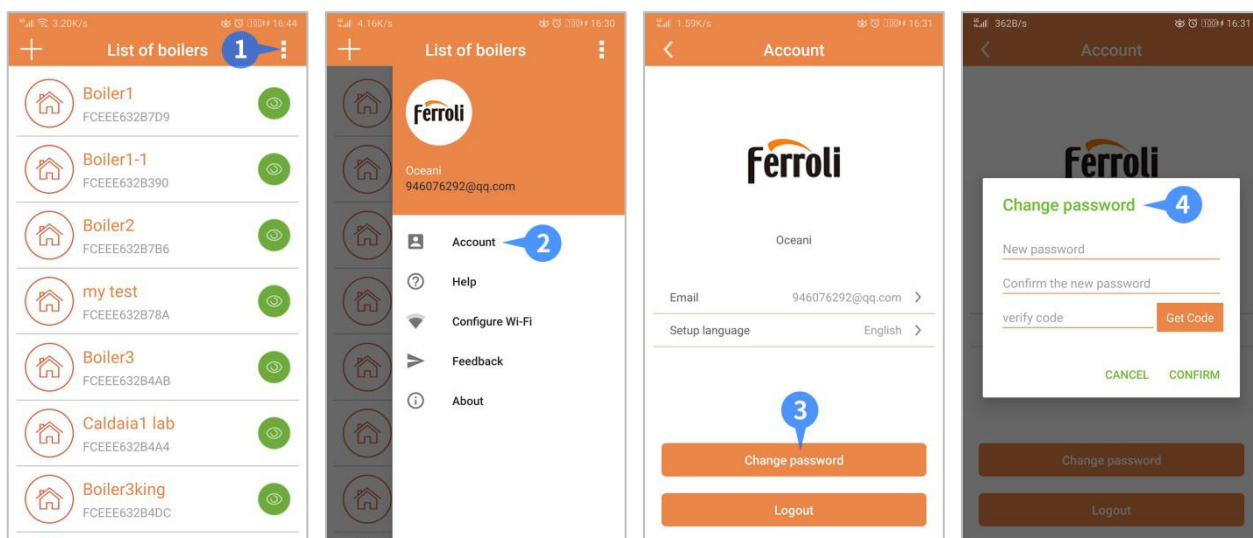


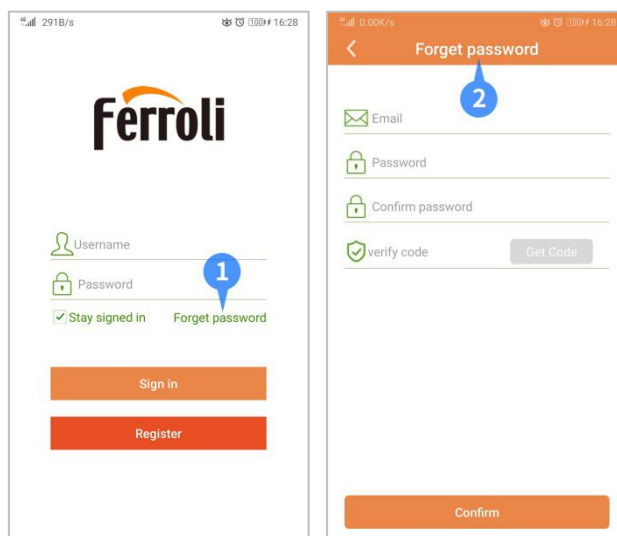
### How can I change my password?

Go to the menu on the right top of screen, and tap “Account”, then set the “Change password” as instruction like below photo:



### I forgot my password, how can I reset it?

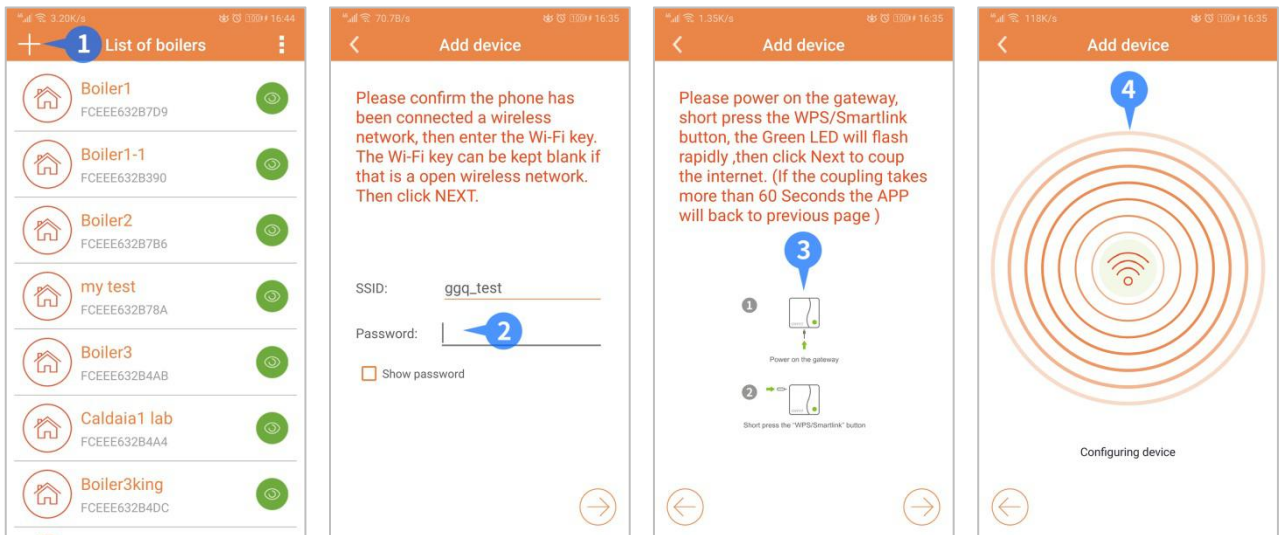
Tap “Forgot password” at the login page, and input your email address which you registered before, then you will receive on email from Connect App to reset a password.



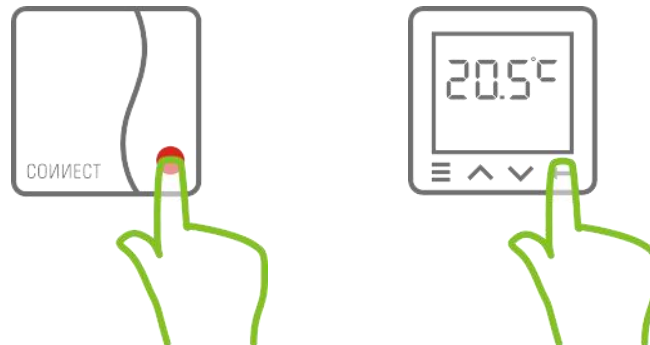
### How can I bind a new wifi-box with my account?

If there's no **wifi-box** bound with your account yet, once you create an account and sign in, you will need to enter device ID to proceed;

When you want to add more **wifi-box** with your account, you can go to top right menu and add device.



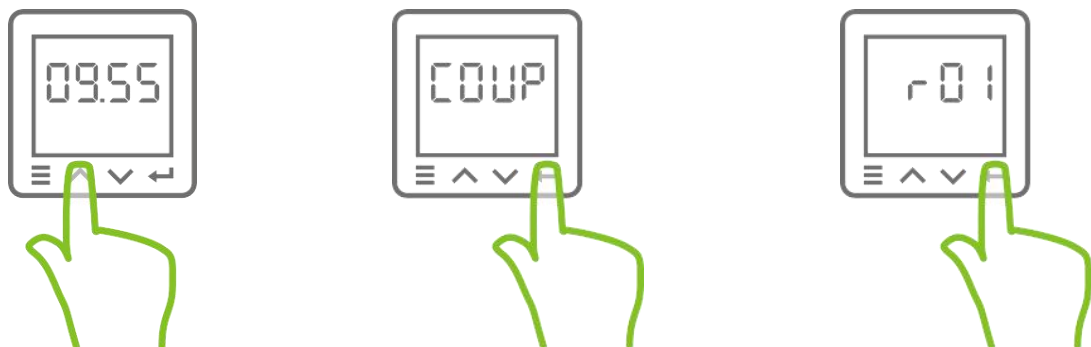
### How to add the thermostats?



Step 1: Connect to power

Step 2: Long press till red light flash

Step 3: Long press "enter" to menu page



Step 4: Press "Up"

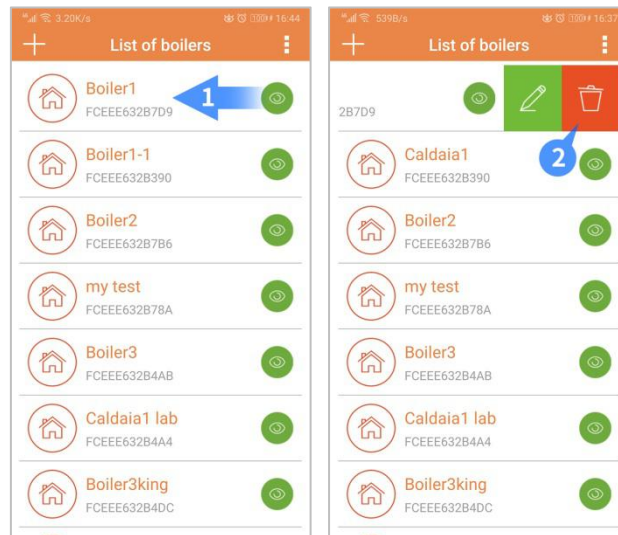
Step 5: when it is COUP, press "enter" button

Step 6: r01 means the coup is succeed, press "enter"

If not succeed it will back to previous page, then please retry this process

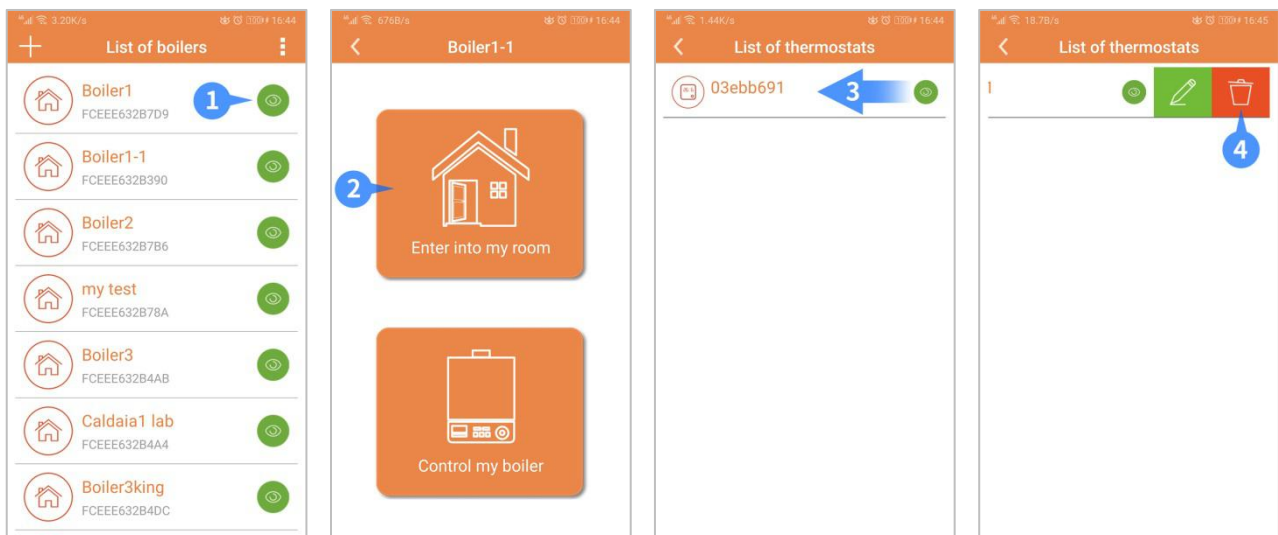
### How to delete a WiFi-box?

At the WiFi-box list, choose the WiFi-box which you want to delete, then slide to left side, it will come out with 2 options "edit" and "delete", just click "delete" and it's removed.



### How do I remove a thermostat from my account?

Press “Enter my room” then you can see the thermostats list, slide to left to remove the thermostats.



### What do I have to do if I change my old smart phone with a new one?

You need to download App to your new phone and sign in your account. Please download App for Android phone from Google Play, and App for iPhone from Apple Store. No need to create a new account. We suggest you log out of your account and delete the App on your old phone.

### Which heating system does Ferroli Connect support?

Combi system and heat-only boilers  
Conventional and condensing boilers

### Does Ferroli Connect working with Open Therm heating systems?

Yes. Supported OpenTherm protocol version 2.1.

### Do I need to have Wifi connection if I use Connect for heating system?

CONNECT can work like a regular thermostat even without Wi-Fi.

### What happens if the internet missing temporally? Can I still control my heating system using Connect?

Connect can still work per your previous setting, and you can still control your heating via the user interface on the device just as you are used to from a regular thermostat. No Internet connection just means that controlling your heating remotely via App is not possible during this time.

Changes to the settings on App will not take effect until internet connection is re-established.

When changes are made on the device while the connection to the Internet is not available, the latest changes made on the device are applied in the apps as manual control when the Internet connection is reestablished.

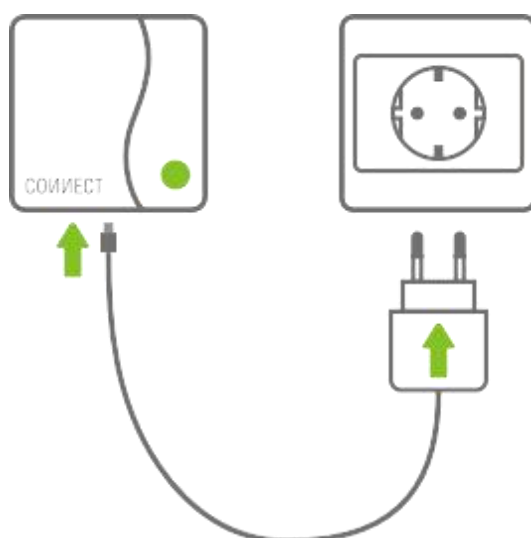
### Why does the LED flash on thermostat screen?

Wi-Fi box LED Status	Explanation
Off	Connection to router failed
Red led Flashing slow	Communication to server break down
Red led Flashing fast	Thermostats coup
Red led off	Wi-Fi connection is normal
Green led flash a while	Data communication
Green led flash fast	Wi-Fi coup

### What do I have to do if I change a router or using another internet?

If the router is changed, need to re-configure Wi-Fi with new router's SSID and password via App. As above.

### How to install Connect wired?



Install the WiFi-box on the wall ( better to be at the middle of the wall, more easier for communication of data) , and put the power source connect the thermostats.

I have connected my devices as ON/OFF model but later I found my boiler has OT protocol also? What should I do then?

Yes, you need to connect the correct wires to your boiler. There are 4 wires from the receiver: wires from receiver labeled "OT" should be connected with thermostat connections of the Open Therm protocol supported boiler; Wires labeled "ON/OFF" to be connected with On/OFF connections of a Non-Open Therm boiler.

I have decided not to use this device anymore and sell it, what should I do?

Before you sell a device, you need to unbind WiFi-box from your account and delete App. New user will need to download the App, register it and bind the device with new user's account.