



www.ephcontrols.com/ember

emberapp.ephcontrols.com

GW03 GATEWAY INSTRUCTIONS

Welcome

Thank you for choosing EMBER by EPH Controls. We hope you enjoy using it as much as we did developing it!

Controlling your heating anywhere, anytime is only a few simple steps away.

In this booklet, we will provide a step by step guide to setting up the EMBER heating control app and its associated hardware.

Again, thank you for choosing EMBER.

Index

- Page 4 Getting started (WiFi requirements / Device software etc)
- Page 5 LCD / LED / Button legend
- Page 6 Pairing your receiver to your gateway
- Page 7 System architecture
- Page 8 Downloading the EMBER App
- Page 12 Pairing your gateway to your wireless internet
- Page 15 Home setup
- Page 19 Zone control diagram

Getting started

WiFi Requirement

The SSID of your Wi-Fi should not be hidden when you are pairing the gateway to your router.

Please install the gateway in a place with a good Wi-Fi signal.

The gateway can only support 2.4GHz wireless routers. It does not support 5GHz wireless routers.

The gateway should not be in the blacklist of the router.

Please restart your wireless router periodically or restart it before you are going on holiday to ensure that the connection is kept after long periods of inactivity.

Pay attention to the number of devices connected to your wireless router. Some routers may not work properly if too many devices are connected.

Device Operating System

- 1) Minimum iOS is 9.
- 2) Minimum Android OS is 5.1 (Lollipop)

Positioning of the gateway


The gateway should be located near the receiver in an area with good WiFi signal. It should not be installed close to appliances such as microwaves, televisions etc.

The above will ensure a stable connection for remotely controlling your heating system.

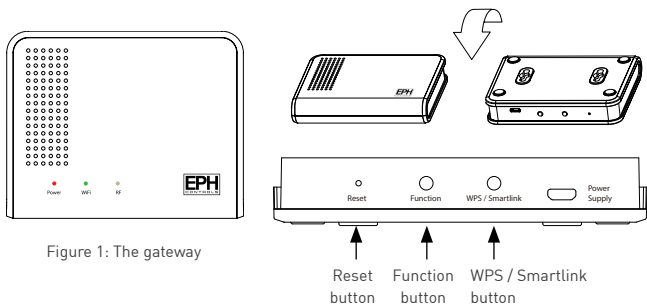
■ Useful Information:

Visit EMBER YouTube channel for the TS Set up Guide.



On the Initial Setup screen, click on the Setting icon  to access Tutorials, FAQs and Videos.

LCD / LED / Button legend



LED	Status
Red LED on	Gateway has power
Green LED on	Gateway connected to WiFi
White LED on	Gateway connected to receiver

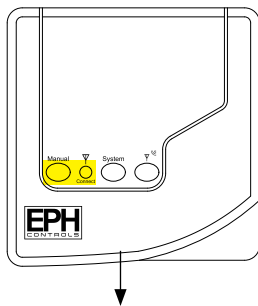


Figure 2: The RF receiver

Pairing your receiver to your gateway

Complete this step before pairing your receiver to your gateway

* Please note: If you are installing a CombiPack4, the RFRP-OT thermostat and the RF1A-OT receiver will have a pre-established RF connection so it is not necessary to carry out Step 2 in the RF connection process below.

** Please note: If you are installing a CP4i, the thermostat, receiver and gateway will have pre-established RF connections so there is no need to carry out Step 3 in the RF connection process below.

1. Reset your router by switching it on and off.
2. Ensure that your thermostat(s) are paired to your receiver(s). This can be tested by turning the thermostat on or off and ensuring the receiver is switching on and off accordingly. If a thermostat is not paired to the receiver please follow the instructions in Section 17 of the thermostat Operating Instructions.
3. Ensure that the receiver you're connecting to the boiler is set up as a hub receiver. For instructions on your to do this, please refer to Section 2 of the thermostat OpenTherm® Instructions.
4. Press the 'Connect' button on the receiver. The Red and Green LEDs will begin to flash.
5. On the Gateway, press and hold the 'Function' button for 3 seconds.
6. The White LED on the gateway will begin to flash at 1 second intervals.
7. When the White LED stop flashing and is solid On, the gateway has been connected to the hub receiver.

Note: If you are connecting multiple receivers to a gateway, please ensure that all branch receivers are connected to the hub receiver. There can only be 1 hub receiver in a system. Allow 5 minutes for all receivers to synchronise with the hub receiver before connecting the gateway to the EMBER App.

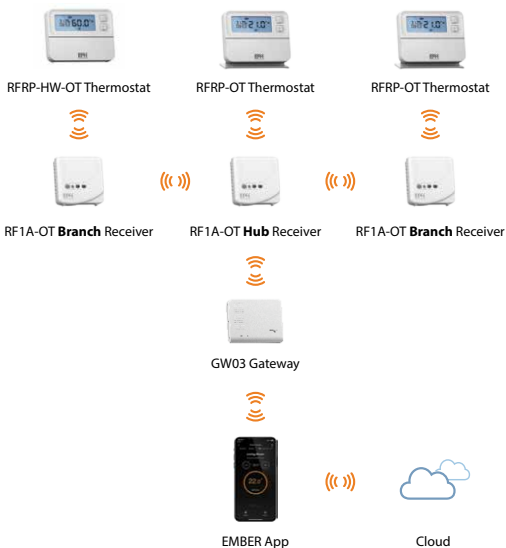
System architecture

To optimise battery life, the end to end communication can take up to 3 minutes .

Example A Single Zone System



Example B Multi Zone System

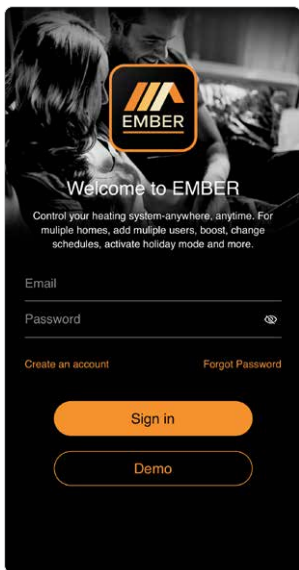
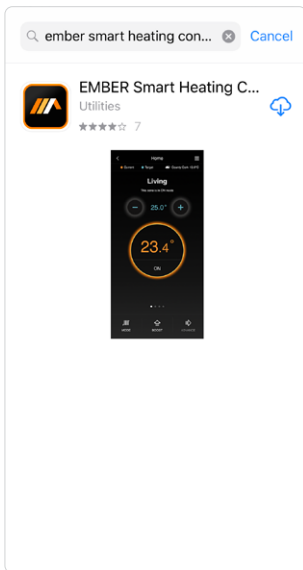


Note: A maximum of 6 thermostats can be used in the system.

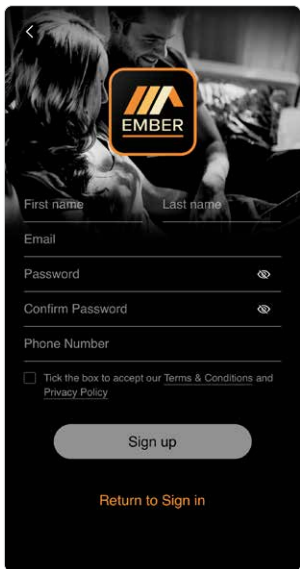
Downloading the EMBER App

1. Go to the Apple App Store on your iPhone or the Google Play Store on your Android device and download the EPH EMBER App.
2. Once the app has been installed, open it.
3. Select 'Create an account' to Sign up with your email address.

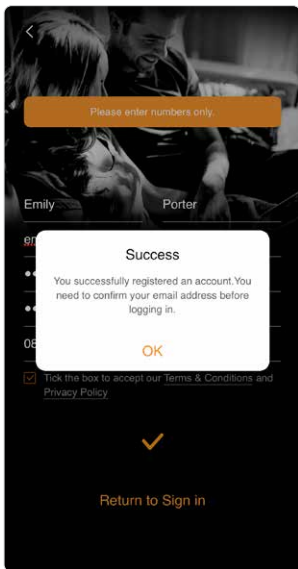
QR codes to the download links are available on the back cover.



4. Enter your First name.
5. Enter your Last name.
6. Enter your Email address.
7. Enter your Password (Minimum 6 characters – including lowercase, uppercase and number)
8. Confirm your Password.
9. Enter your telephone number. (optional)
10. Tick the box to accept our Terms & Conditions and Privacy Policy.
11. Press 'Sign up'.



The screenshot shows the registration form for Ember. At the top left is a back arrow. The Ember logo is centered. Below it are input fields for 'First name' and 'Last name', followed by 'Email', 'Password' (with an eye icon), 'Confirm Password' (with an eye icon), and 'Phone Number'. A checkbox is present for 'Tick the box to accept our Terms & Conditions and Privacy Policy'. At the bottom is a grey 'Sign up' button and a 'Return to Sign in' link.



The screenshot shows the success message after registration. At the top left is a back arrow. An orange banner reads 'Please enter numbers only.' Below it are input fields for 'Emily' and 'Porter'. A white success dialog box is centered, containing the text 'Success' and 'You successfully registered an account. You need to confirm your email address before logging in.' Below the dialog is an orange 'OK' button. At the bottom is a yellow checkmark icon and a 'Return to Sign in' link.

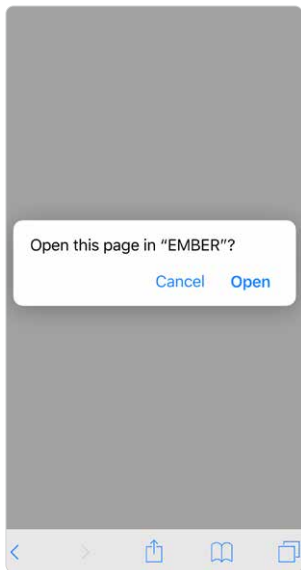
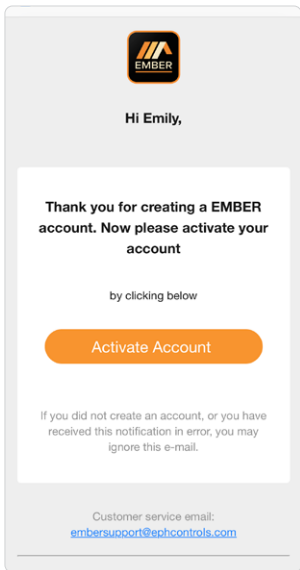
Downloading the EMBER App (Continued)

12. A confirmation email should arrive in your inbox from EMBER.

This should take up to 2 minutes. If you do not receive the email, please search your Junk / Spam email folder.

13. Open the email and press the embedded button 'Activate Account'.

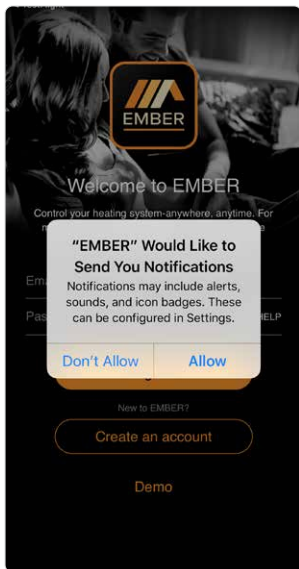
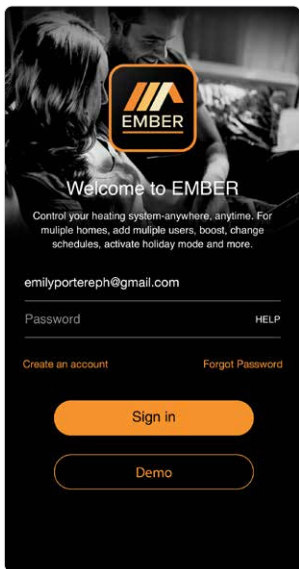
14. You will be directed to the EMBER App. Select 'Open' in EMBER. If you are not automatically directed to the App, manually open it and complete step 15.



15. When the App opens, enter your email address and password.

16. Press 'Sign in'.

17. Choose 'Allow' so EMBER App can send you notifications.

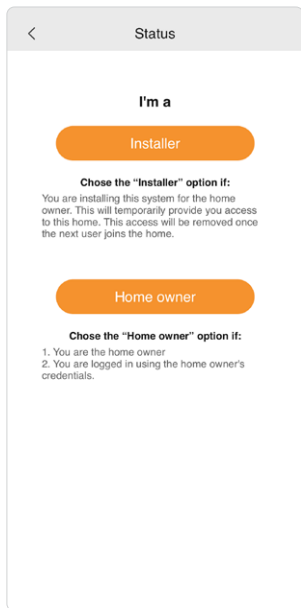
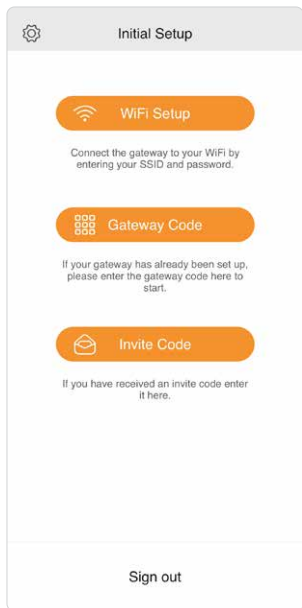


Pairing your gateway to your wireless internet

1. Press 'WiFi Setup' and you will be directed to the WiFi Setup screen.

If the WiFi light on the gateway is green you can choose the Gateway Code.

If you have been given an invite code, press 'Invite Code' and you may then enter the code to access the home you have been invited to.



2. On the 'Your System' screen, you must choose the 'TS' (Thermostat System) option.

GW03 will not operate with the 'PS' (Programmer System).



Pairing your gateway to your wireless internet (Continued)

3. Ensure your mobile device is connected to the same network that the gateway will be connected to. This will ensure that the SSID will be automatically populated with the correct information.

-- NOTE --

After entering the WiFi router password in Step 4, do not press the continue button. Complete step 5 and then press continue button as per step 6.

4. Enter WiFi router password –
5. **On the gateway:**
Hold the WPS / Smartlink button for 5 seconds.
The green light will begin to flash on the gateway.
6. **On your mobile device:**
Immediately press 'Continue'.
When successful the lights on the gateway will be solid green and you will progress to the Gateway Code screen.
Synchronising can take up to 30 seconds.
7. If pairing is unsuccessful, please repeat steps 5 & 6.
8. The Gateway now needs to be associated with your mobile device.

Note: It is recommended to allow location permission on devices running IOS 13 / Android 9 or above. This will allow EMBER to automatically populate the WiFi (SSID) information during Setup. Without giving this permission, you will have to enter your WiFi (SSID) details manually.

< WiFi Setup

If you are currently connected to your WiFi then the SSID should be pre-populated. You will need to enter the correct password for the network.

SSID

Password

Important: Do not press the "Continue" button below until the gateway is in pairing mode. Please make sure you are connecting to 2.4GHz WiFi.

1. Enter your WiFi password.
2. Put the gateway into pairing mode: Press the WPS / Smartlink button for 5 seconds, the green WiFi LED will begin to flash on the gateway.
3. Press the "Continue" button below within 2 seconds.
4. Synchronising can take up to 1 minute.

For detailed instructions please refer to gateway instructions.

Continue

Home Setup

9. Enter the gateway code located on the gateway housing.

Do not press "Continue" on the Gateway Code screen until all 3 LEDs are On constantly.

10. Press 'Continue' once only.

Home Setup appears on the the screen.

1. Enter the Hom name.
2. Enter the Zone names. (It is not possible to rename the Hot Water zone.)
3. Press 'Save' to continue.

Note: It is recommended to use unique zone names if you are planning to use the Alexa or Google Assistant voice control function.

< Gateway Code

Enter your Gateway code to add a home. The Gateway code is on label located on the side of the gateway.

dc4f224f6119

Continue

< Home Setup

We have detected (1) different Zones in your home. Set up your home now by entering information below.

Home Home

Zone 1 Living

Save

Set up later

Home Setup (Continued)

4. Enter the postcode or your address to set the location of your home.
5. Press 'Save'.
6. The Invite Users screen will appear.
7. Invite other users if needed or press 'Skip to continue'.

< **Location**

Please enter your postcode or address below so we can provide you with accurate local weather information.

Save

Set up later

< **Invite Users**

Here is invite code for this home:
759E9

You can email it to new user by filling out below:

Name

Email

Invite

Add more user

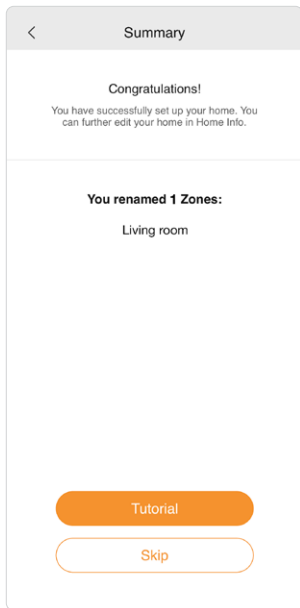
Skip to continue

- You will receive a summary confirming the changes that you have made.
- Press 'Tutorial' to view the tutorials.*
- Press 'Skip' to complete Home Setup.

- The Home screen will appear.

If you have multiple zones, you will see a zone list with the relevant number of zones.

Note: You can access the tutorials from the setting menu and burger menu in the EMBER App.

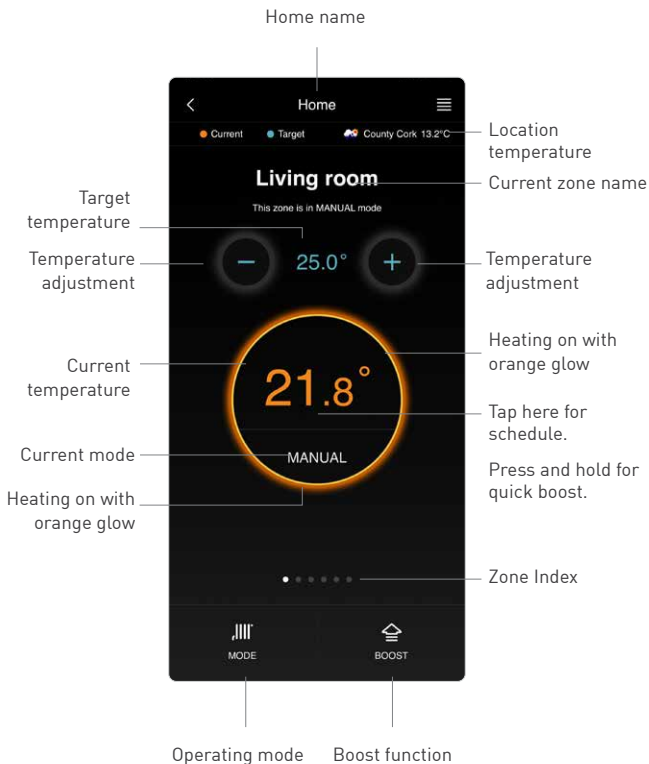


Home setup (Continued)



12. Select one of the zones on the Home screen to access zone control.

Zone control diagram





EPH Controls IE

T +353 21 434 6238

F +353 21 454 5890

sales@ephcontrols.com

www.ephcontrols.com

EPH Controls UK

T +44 1933 626 396

F +44 1933 626 218

sales@ephcontrols.co.uk

www.ephcontrols.co.uk