

HVERLAND APP STEP BY STEP GUIDE FOR RCTT CONNECT.

OCTOBER 2020

HVERLAND APP STEP BY STEP GUIDE FOR RCTT CONNECT.

- 1. APP FIRST STEPS**
- 2. ACCOUNT SETTINGS**
- 3. CONNECTION TROUBLESHOOTING**
- 4. RADIATOR SETTINGS**
- 5. MULTIPLE RADIATOR SELECTION**

HVERLAND APP STEP BY STEP GUIDE FOR RCTT CONNECT.

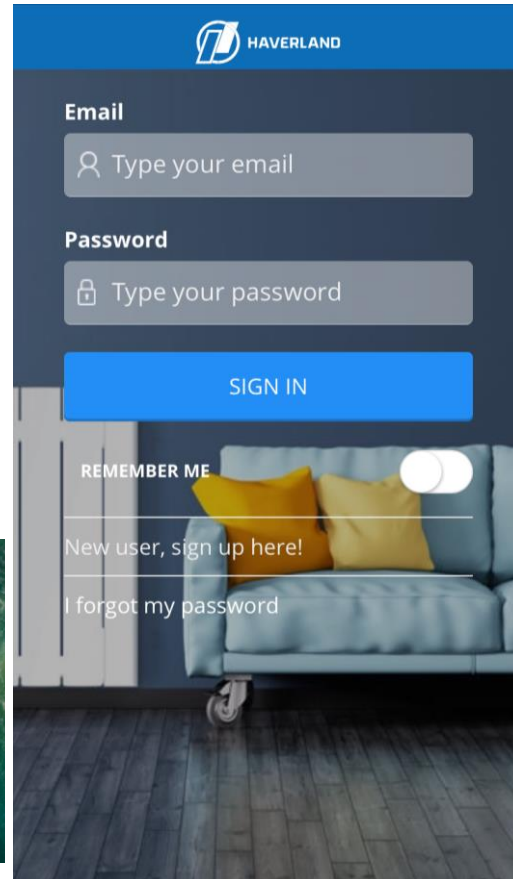
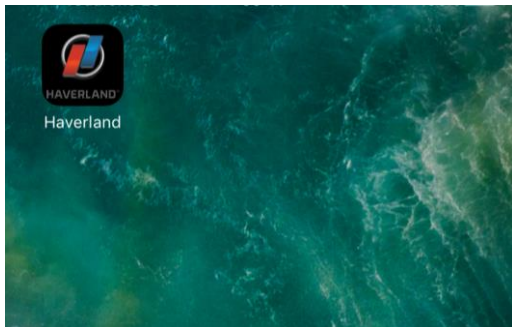
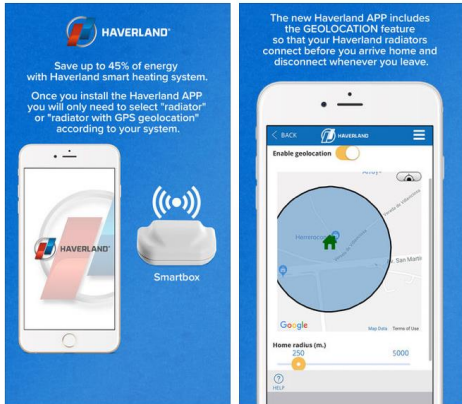
1. APP FIRST STEPS

HOW TO SET YOUR ACCOUNT



Haverland App
Marsan Industrial S.A.

OPEN



1.1. HOW TO DOWNLOAD THE APP

Please access App Store or Play store and search for “**Haverland APP**” and press Download. Once the App is downloaded please press Open or go the Haverland App Icon on your device’s homepage.

The Login page will be displayed.



Email

Type your email

Password

Type your password

SIGN IN

REMEMBER ME



New user, sign up here!

I forgot my password

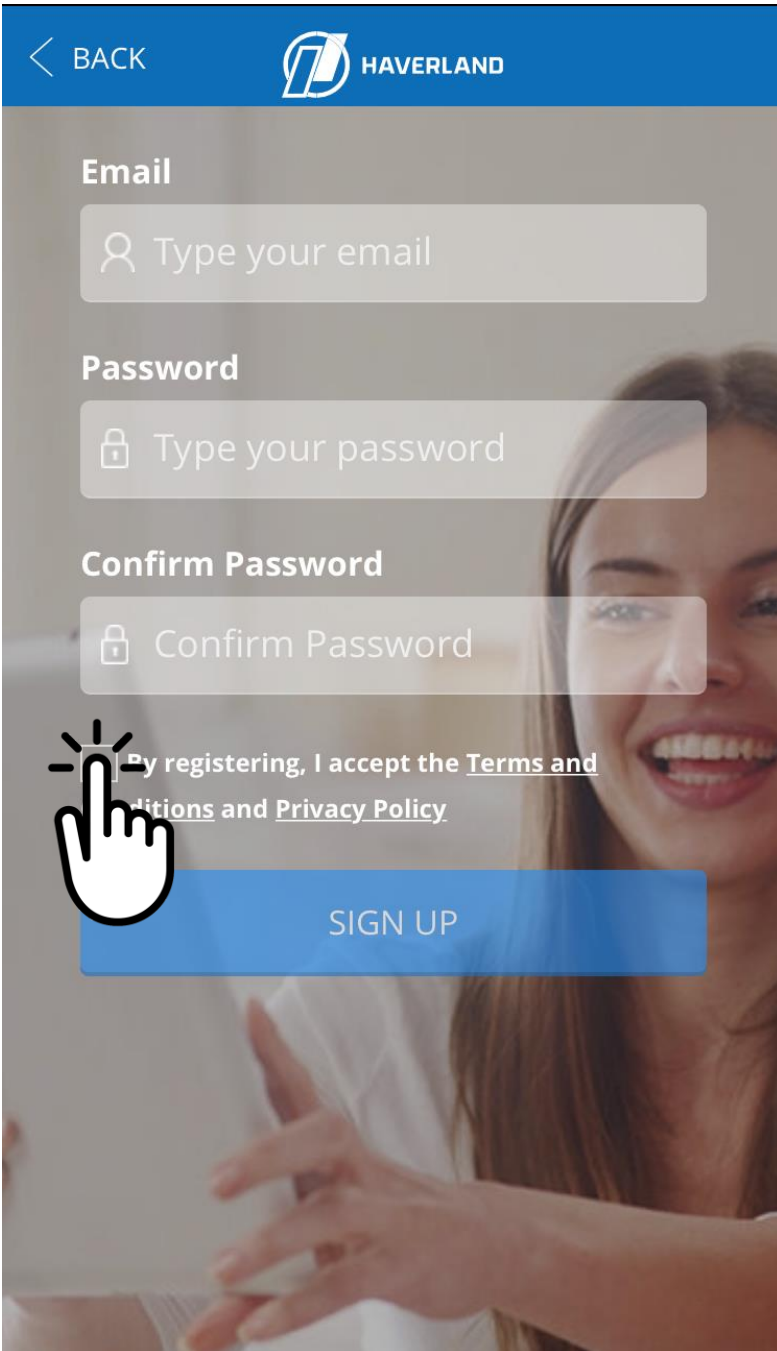
RCTT CONNECT APP FIRST STEPS


1.2. HOW TO CREATE A NEW ACCOUNT

If you haven't created your user account yet, please press "New user, sign up here!"

1.2. HOW TO CREATE A NEW ACCOUNT

Fill in with your personal details and do not forget to check the Terms and Conditions checkbox.



[BACK](#) 

Email
Type your email

Password
Type your password

Confirm Password
Confirm Password

By registering, I accept the [Terms and Conditions](#) and [Privacy Policy](#)

SIGN UP



Dear Sir/Madam,

Welcome to Haverland i2control service.

This system allows you to manage your heating system from a distance.

To confirm your registration on this Web service, please visit the following link:

<https://i2control.haverland.com/#/SignUpVerify?user=support%40haverland.com&code=2b8c4c0b2b4763f0209c880f5932c25fbe419cc3&lang=en>

If this does not work, please copy the URL and paste it in a new window in your browser.

Thank you.

Regards,

Haverland Support Team
Copyright© Haverland
All rights reserved.

If you have any questions, please contact our Assistance Center
help@haverland.com

1.2. HOW TO CREATE A NEW ACCOUNT

After Signing Up you will receive a confirmation email with a link you will have to access in order to successfully register your account.

Email

Type your email

Password

Type your password

SIGN IN

REMEMBER ME

New user, sign up here!

I forgot my password



RCTT CONNECT APP FIRST STEPS

1.3. LOGIN

Please type in your personal details to log in to your account.

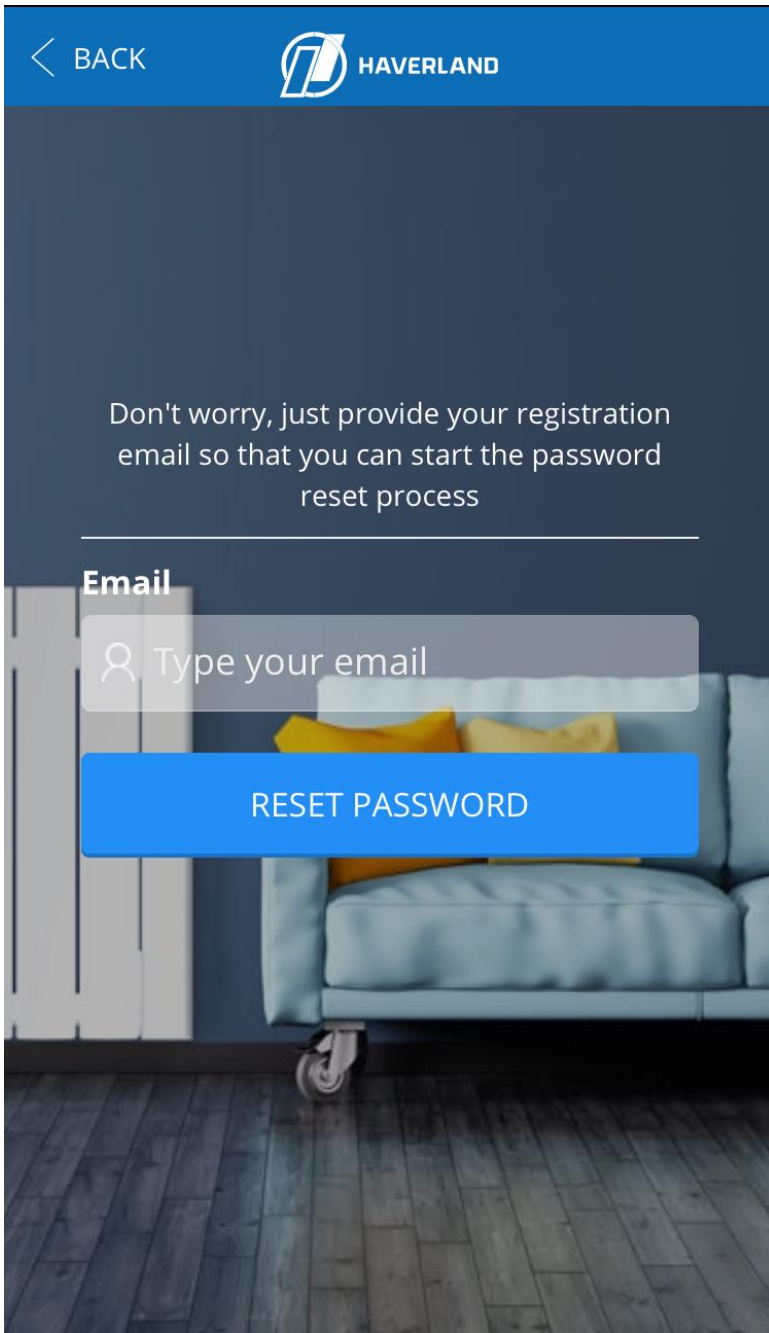
If you want the APP to remember your details, please press the "Remember Me" slide button.

1.4. FORGOT PASSWORD

If you have forgotten your password, please press on “I forgot my password” and type in your email address.

You will receive an email with a new password to access your account. Once you are logged in you can easily change the password by going to your account details:

My Account > Change Password



HAVERLAND APP FOR RCTT CONNECT STEP BY STEP GUIDE

2. ACCOUNT SETTINGS

HOW TO SET YOUR ACCOUNT DETAILS



WELCOME TO HAVERLAND >

To start off, let's set up your home

CONTINUE



2.1. NEW USER – FIRST STEPS

If this is the first time you are using the Haverland App, it will automatically guide you to set up your home.

Please follow the steps explained on the App to connect your radiators.



NAME OF THE DWELLING >

Enter the name of your dwelling

CONFIRM



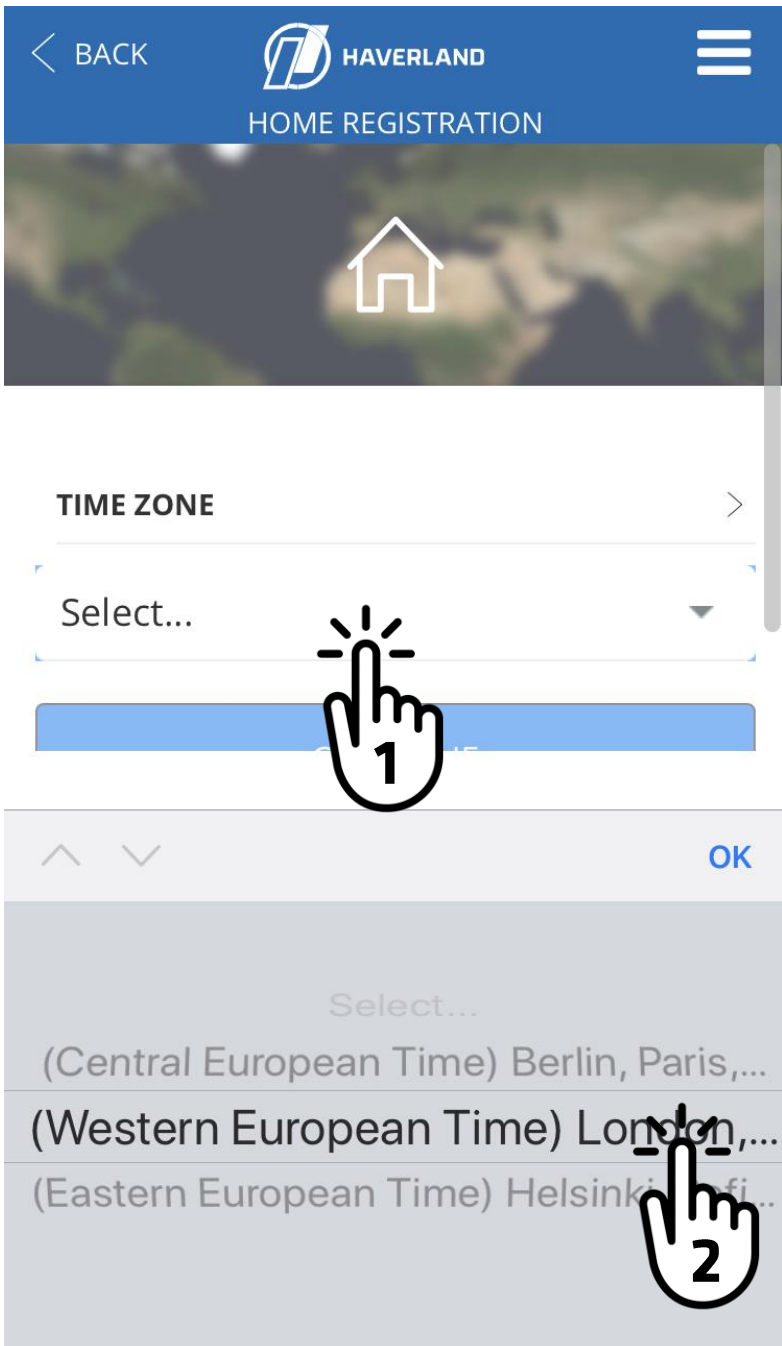
RCTT CONNECT ACCOUNT SETTINGS

2.1. NEW USER – FIRST STEPS

We will start by entering the name of your property or Home.

2.1. NEW USER – FIRST STEPS

Select the time zone accordingly to your area.



SELECT YOUR DEVICE >



SmartBox
(Sold separately)



Connect Series
CONNECT

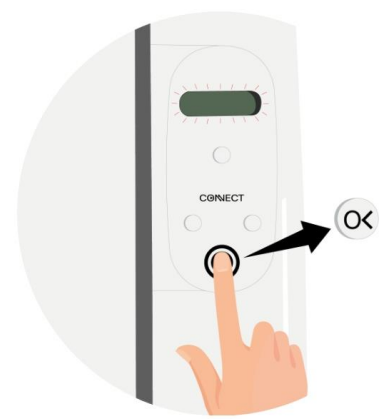


USB SmartBox
(Sold separately)

2.1. NEW USER – CONNECT RADIATOR

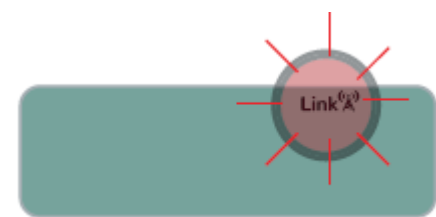
Select Connect series.

Connect your radiator to the socket. Press the OK button on your radiator until the screen flashes



2.1. NEW USER – CONNECT RADIATOR

Press and hold the OK button on your radiator until the screen flashes and then press CONTINUE.



Please note that you will have to see the Link ICON flashing on the radiator's display.

← BACK  HAVERLAND 
SETTINGS

Connect Radiator Connection

We will connect your radiator to your home Wi-Fi

⚠ Warning: only 2.4GHz networks supported

SELECT WIFI NETWORK

PASSWORD

Type your password

CONTINUE



2.1. NEW USER – CONNECT RADIATOR

Please select or type in your WIFI network's name and enter your WIFI password.

Then please press CONTINUE.

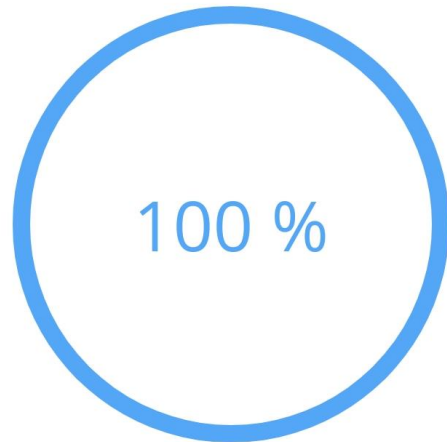
< BACK



SETTINGS



Connecting your radiator

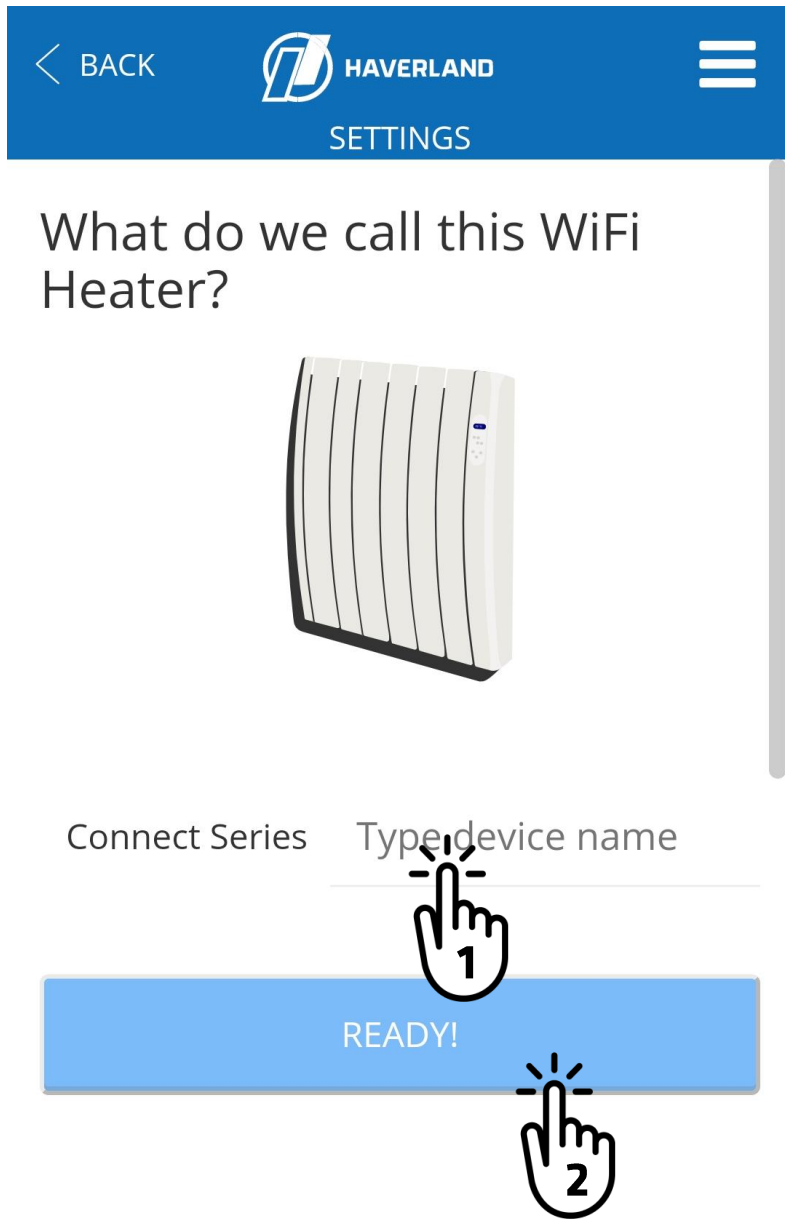


2.1. NEW USER – CONNECT RADIATOR

Please wait until the App finds your radiator.

2.1. NEW USER – CONNECT RADIATOR

Please name your radiator and press on **READY!**.

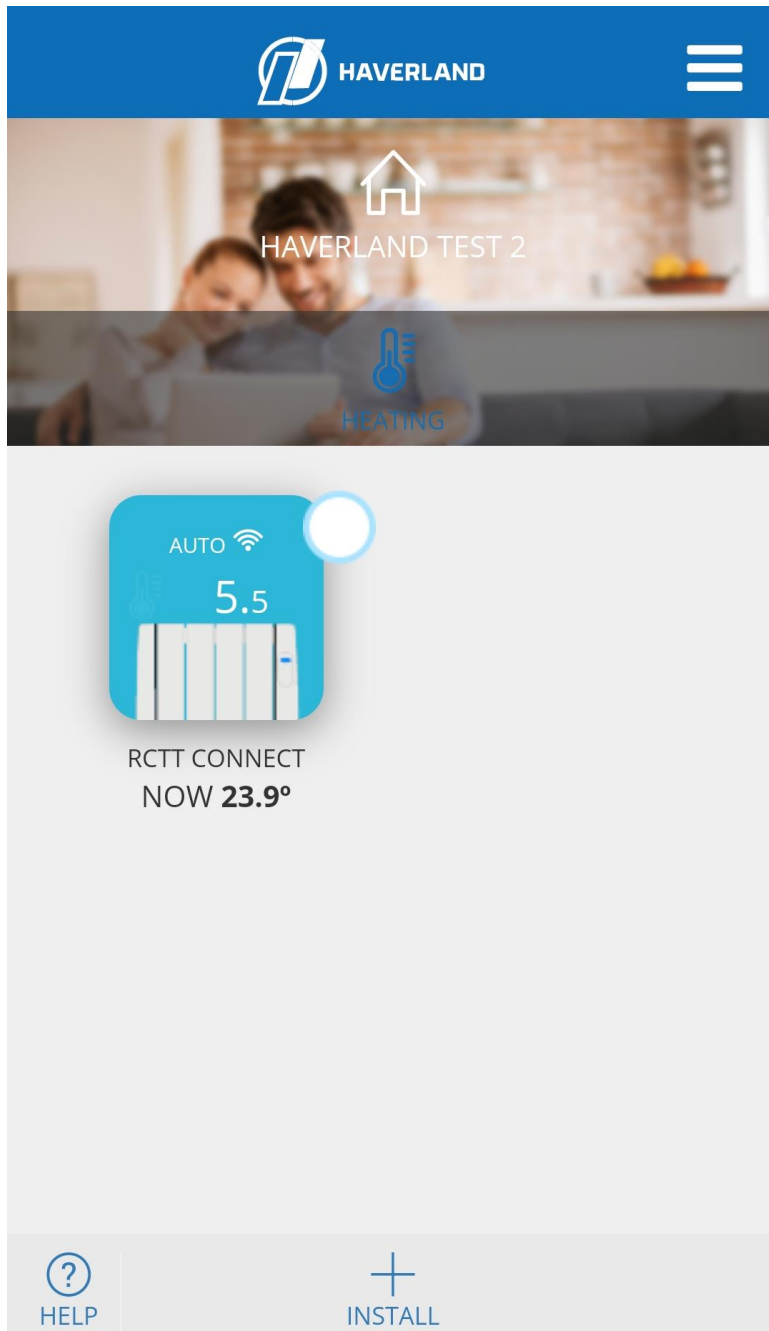


Configuration completed



2.1. NEW USER – CONNECT RADIATOR

The radiator will be displayed on the Main Page of the App.



< BACK



SETTINGS



Manual Setup

Go to the WiFi settings of your Smartphone and select the WiFi network "Heater_xxx". After connecting your phone to this network, return to this app to continue the configuration



If you see a notification stating this: "WiFi has no Internet access", select "Yes" to stay connected

[CONTINUE](#)

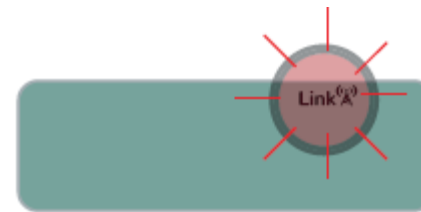
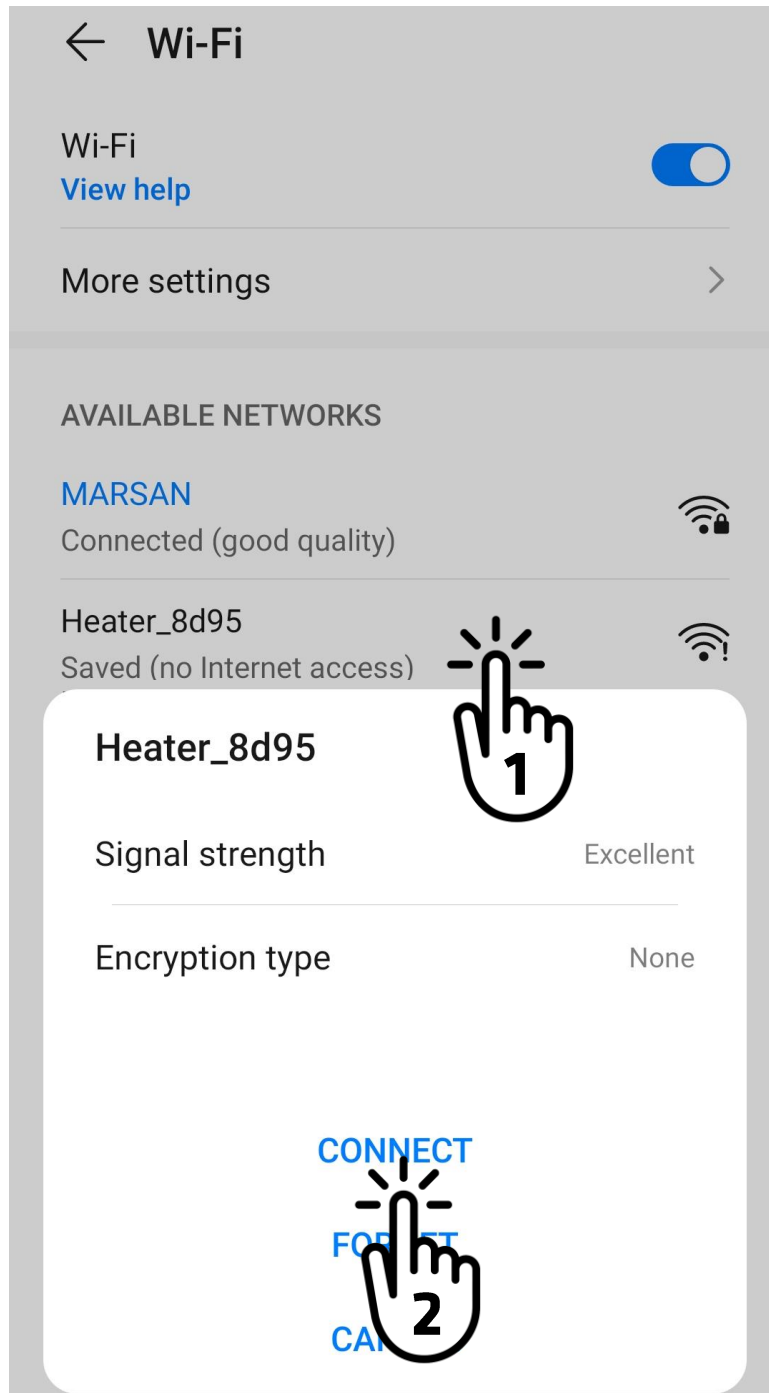
2.2. CONNECTING THE RADIATOR MANUALLY

If the automatic connection to your WIFI it is not successful, the APP will ask you to connect the radiator manually.

2.2. CONNECTING THE RADIATOR MANUALLY

Go to your WIFI settings and press on the network “Heater_xxx” until it is connected.

Make sure that the LINK icon on the radiator is still flashing. If not, press the OK button until the screen flashes. Otherwise, your device will not find the radiator WIFI signal.

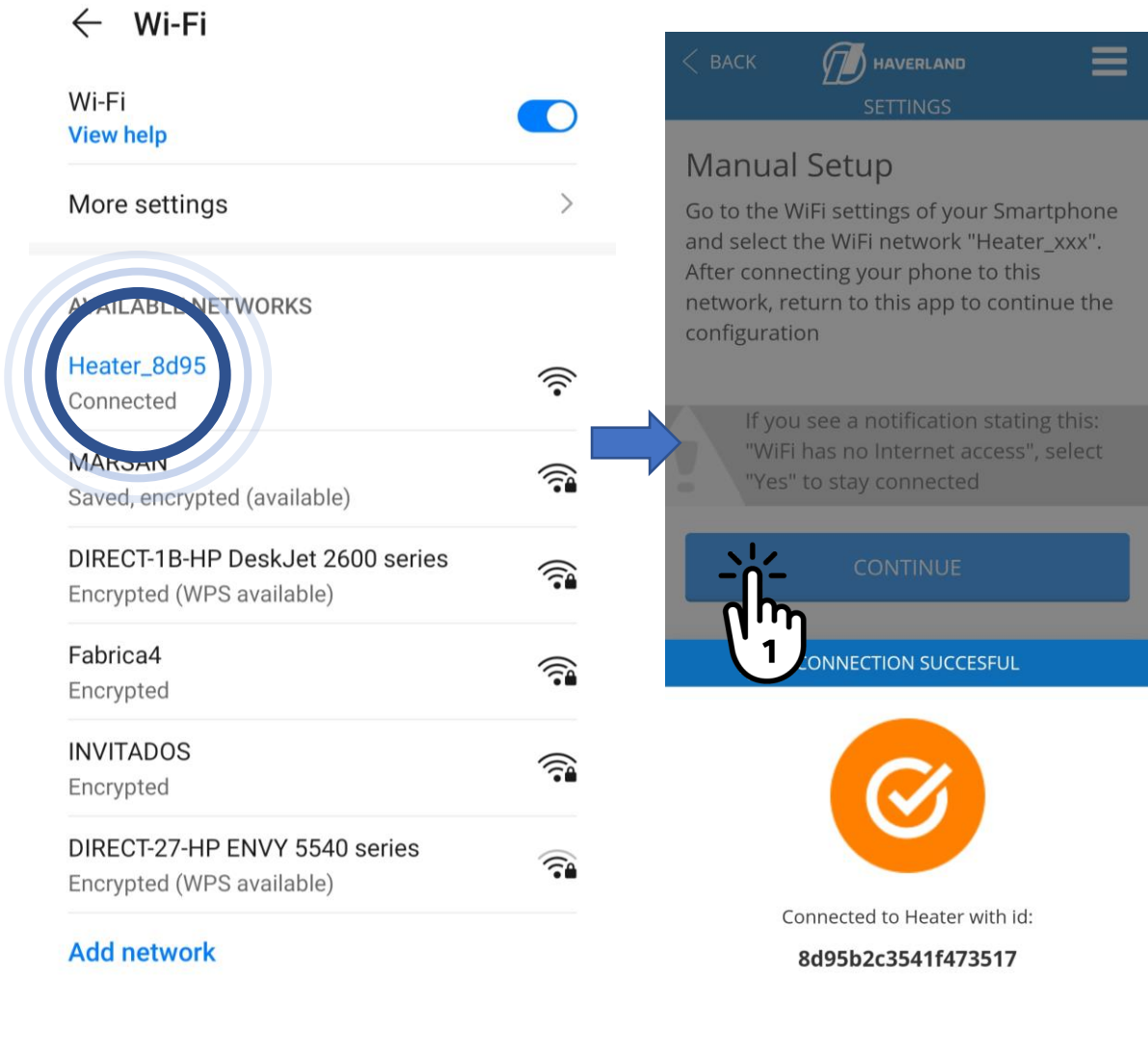


2.2. CONNECTING THE RADIATOR MANUALLY

After you have connected to the radiator's WiFi signal, the APP will show "Connection successful".

Please press CONTINUE to keep setting your radiator.

Make sure to disconnect from your home Wi-fi before trying to connect to the heater signal.



What do we call this WiFi Heater?



Connect Series Type device name



READY!

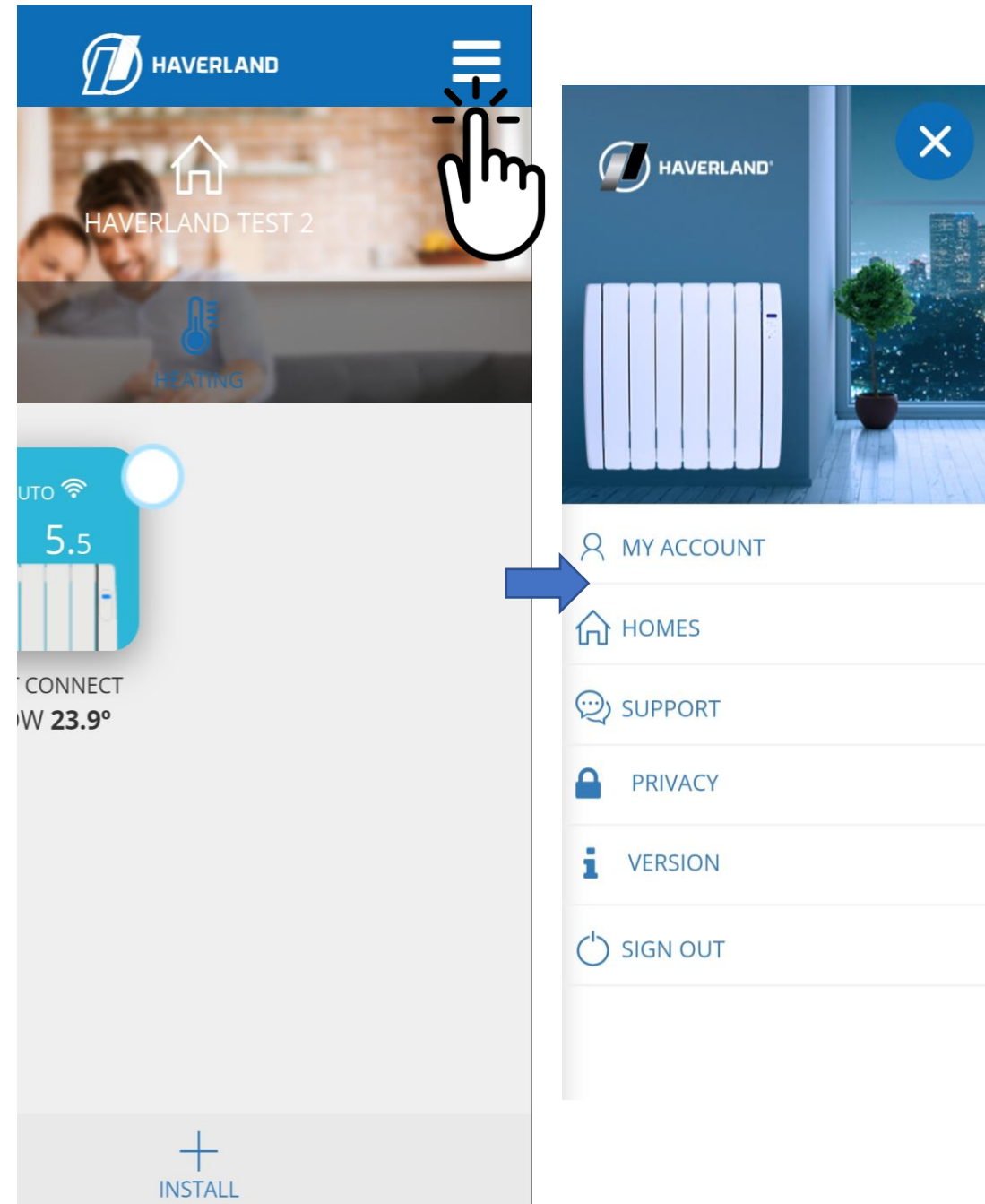


2.2. CONNECTING THE RADIATOR MANUALLY

Please type the name of the radiator and press on READY! to continue and go to the Main Page.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

At the top right hand corner there's Menu Bar, press the button to access the App's Menu.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT

Use this option to:

- Check and modify the account's email address.
- Change the App's language.
- Change account's password.



The image shows a two-part screenshot of the Haverland app. On the left, the main menu is visible with options: MY ACCOUNT, HOMES, SUPPORT, PRIVACY, VERSION, and SIGN OUT. A hand icon with a lightning bolt is pointing to the 'MY ACCOUNT' option. A blue arrow points from this option to the right-hand screenshot. The right-hand screenshot shows the 'MY ACCOUNT' settings page. At the top, there is a 'BACK' button and the Haverland logo. Below this, there are sections for 'MY INFO', 'USER' (with email 'example@haverland.co.uk'), 'LANGUAGE' (set to 'English'), and 'CHANGE EMAIL ADDRESS'. The 'CHANGE EMAIL ADDRESS' section includes a 'NEW EMAIL ADDRESS' input field and a 'CONFIRM WITH PASSWORD' input field. A blue 'SAVE' button is at the bottom of the form. A 'HELP' button is located at the bottom left of the page.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE APP LANGUAGE


Please press the arrow next to the language shown to open the option list. Press the language you wish to select to change the App's language.

Then please press SAVE to maintain the changes made.

← BACK  HAVERLAND 

MY INFO >


USER
example@haverland.co.uk


LANGUAGE
English 

CHANGE EMAIL ADDRESS >

NEW EMAIL ADDRESS
Type your new email address

CONFIRM WITH PASSWORD
Type your current password

 SAVE

 HELP

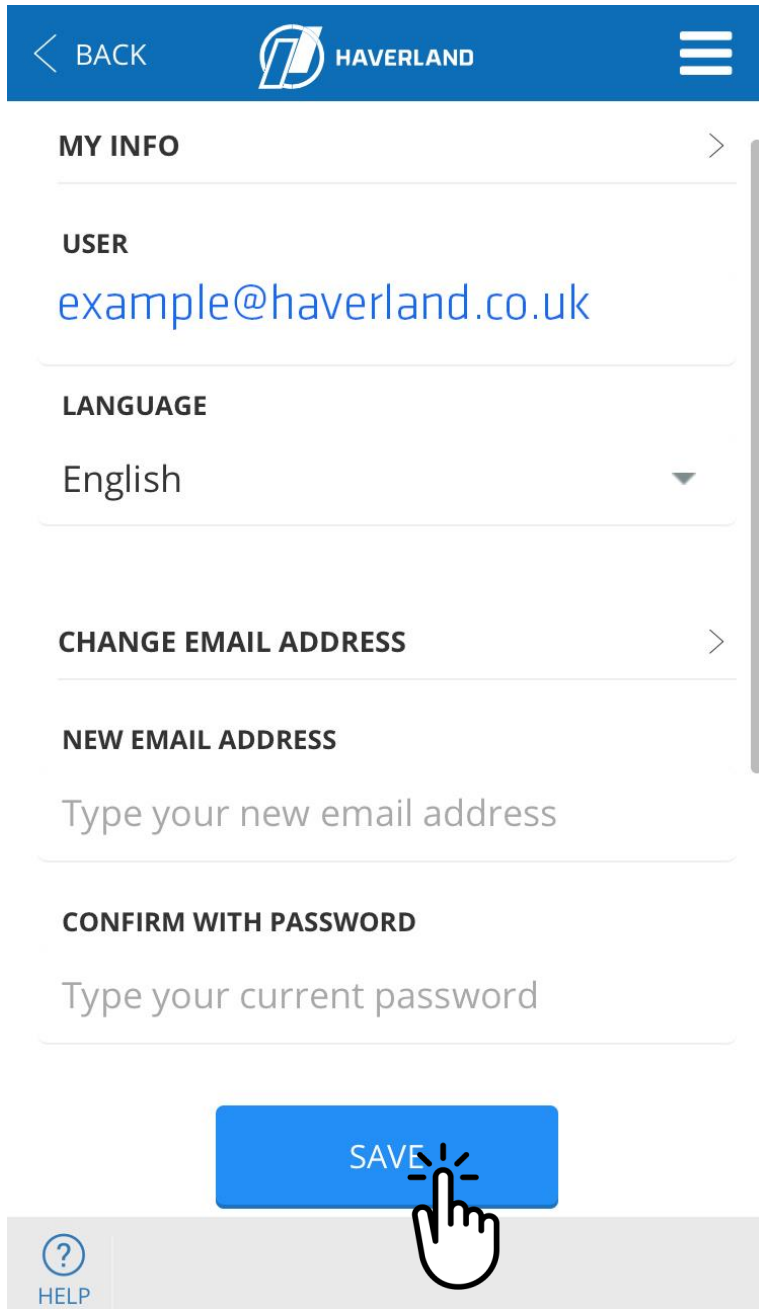
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: MODIFY ACCOUNT'S EMAIL ADDRESS

Please enter the new email address you would like to use for the login and then please type in your CURRENT password. Please click on SAVE.

You will receive a confirmation email on the new login email address, please click on the attached link to confirm the change of email address.

You will be able now to login with the new address and your current password.





The screenshot shows a mobile application interface for account settings. At the top, there is a blue header with a back arrow, the text 'BACK', the Haverland logo, and a menu icon. Below the header, there are several sections: 'MY INFO' with a right arrow, 'USER' with the email 'example@haverland.co.uk', 'LANGUAGE' with a dropdown menu set to 'English', 'CHANGE EMAIL ADDRESS' with a right arrow, 'NEW EMAIL ADDRESS' with a text input field containing the placeholder 'Type your new email address', and 'CONFIRM WITH PASSWORD' with a text input field containing the placeholder 'Type your current password'. At the bottom, there is a blue 'SAVE' button with a hand icon pointing to it, and a 'HELP' button with a question mark icon.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE ACCOUNT'S PASSWORD

Please type in your current password and then please type in your new password.

Then please press SAVE to maintain the changes made.

[← BACK](#)  

CONFIRM WITH PASSWORD

Type your current password

SAVE

CHANGE PASSWORD [>](#)


CURRENT PASSWORD


Type your current password

NEW PASSWORD

Type your new password

SAVE



 [HELP](#)

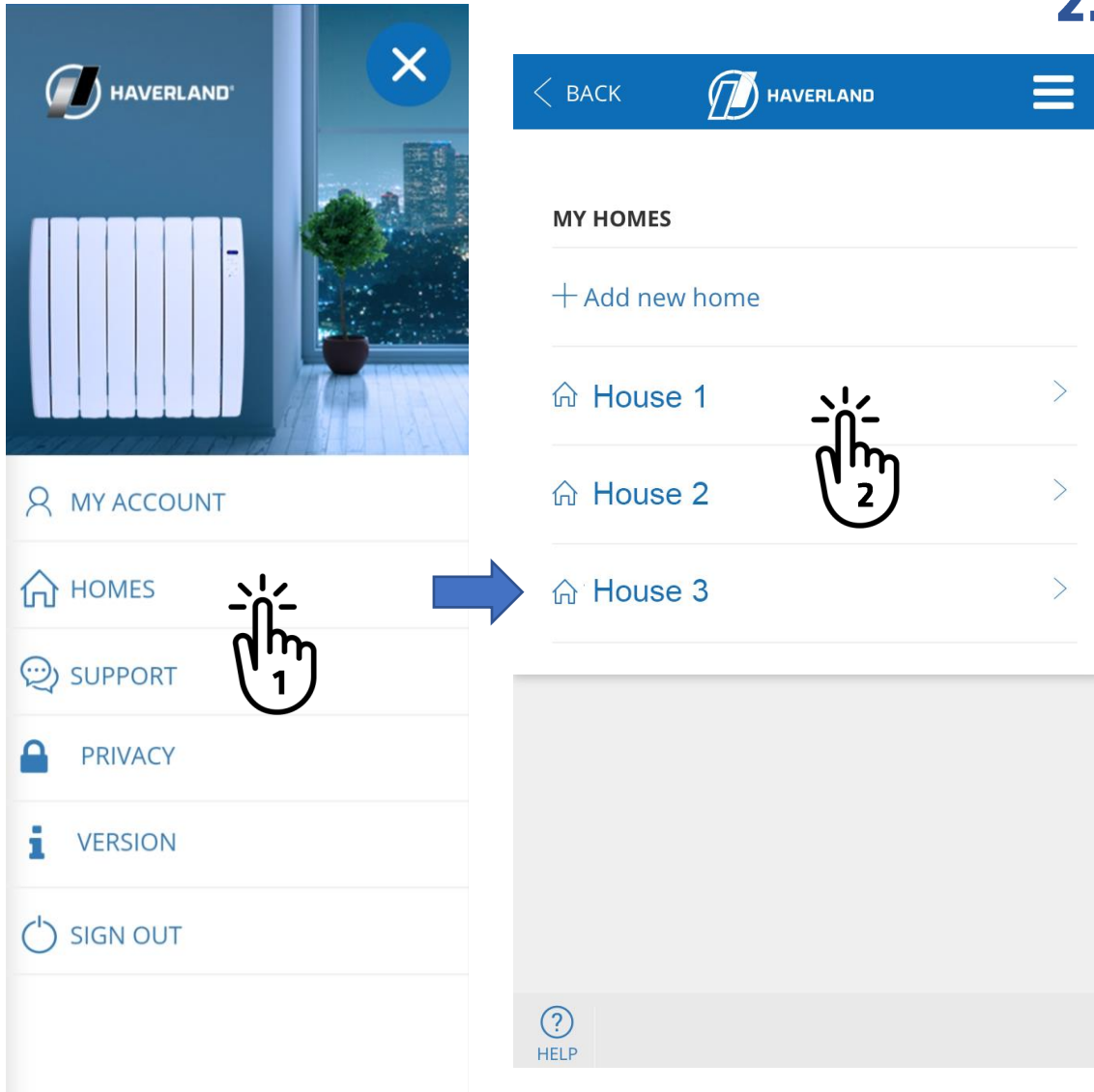
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES

You can have multiple Houses registered in the same account.

Use this option to:

- Add and delete radiators.
- Change House name.
- Create a guess account.

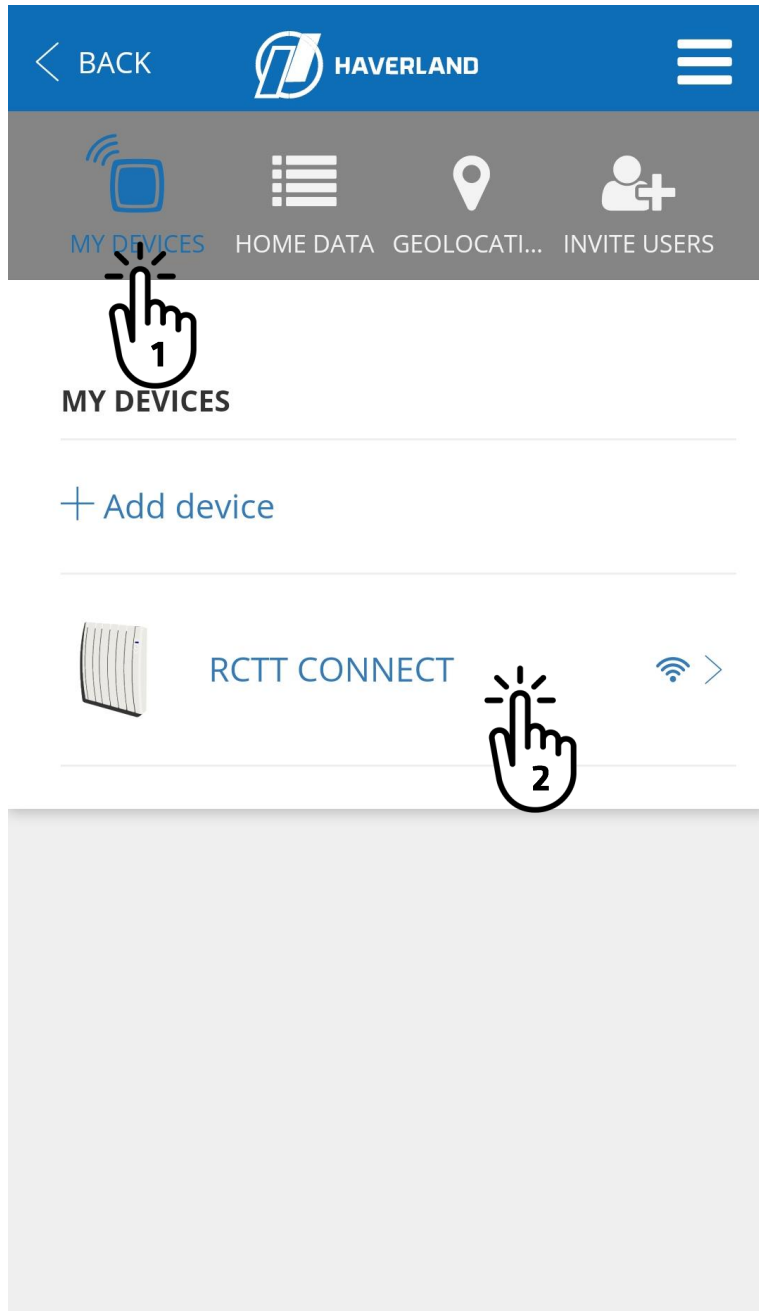


2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

You can have multiple radiators registered in the same Home.

If you wish to see the radiator's details or erase it, please press on the radiator's name.



Please note that the more radiators you install in the same property, the greater WIFI consumption you will have. You might experience slow Internet connection.

RCTT CONNECT



Connection state



 CONFIGURE WIFI

DELETE DEVICE 



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

You are able to change the radiator name, remove the device or re-configure your radiator if it loses the WIFI connection.

If you wish to remove the radiator from the account please press on DELETE DEVICE.

DELETE DEVICE



Are you sure you want to delete this device?

REMOVE 

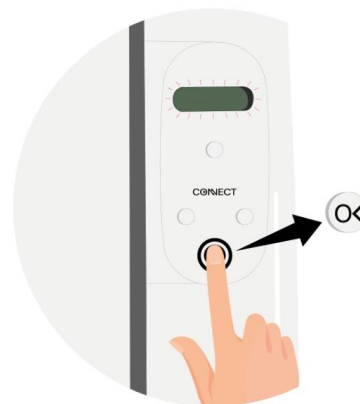
CANCEL

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

If the radiator loses connection to the Wi-Fi signal please press CONFIGURE WIFI and you will re-connect the radiator (see page 15 for further information).

Connect your radiator to the socket. Press the OK button on your radiator until the screen flashes



RCTT CONNECT



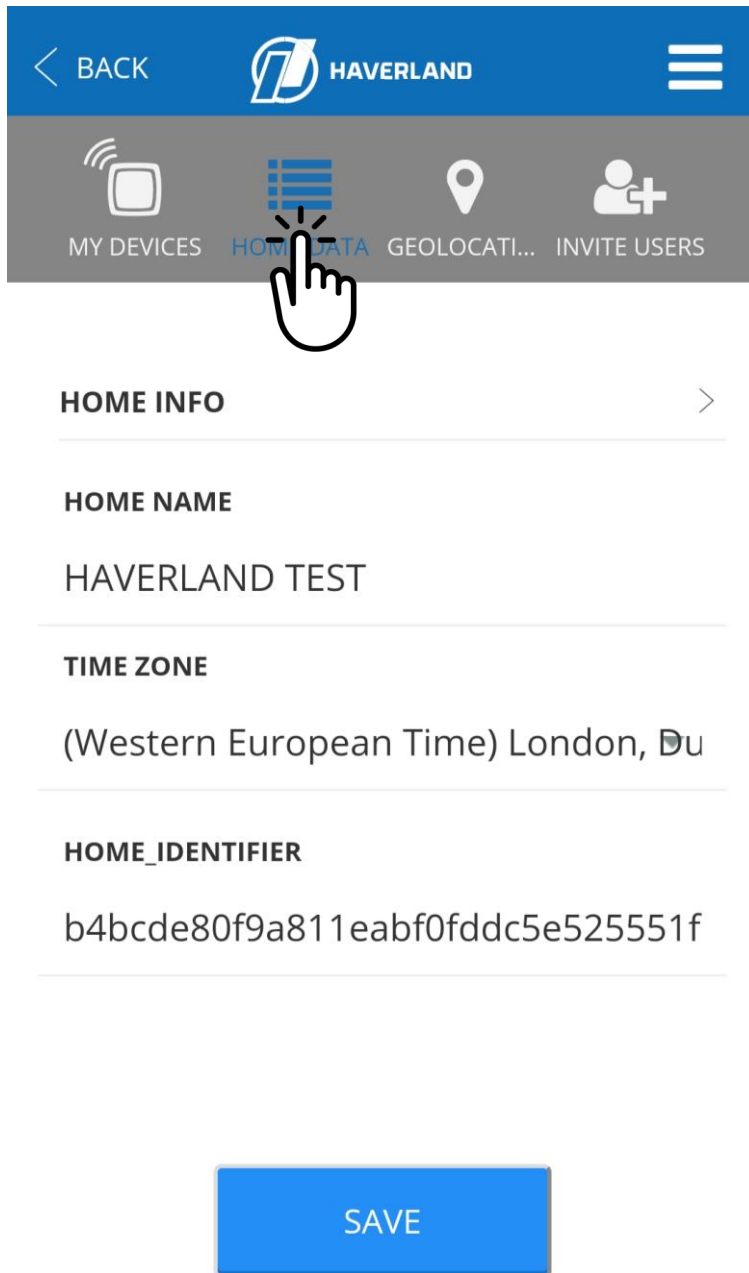
Connection state



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

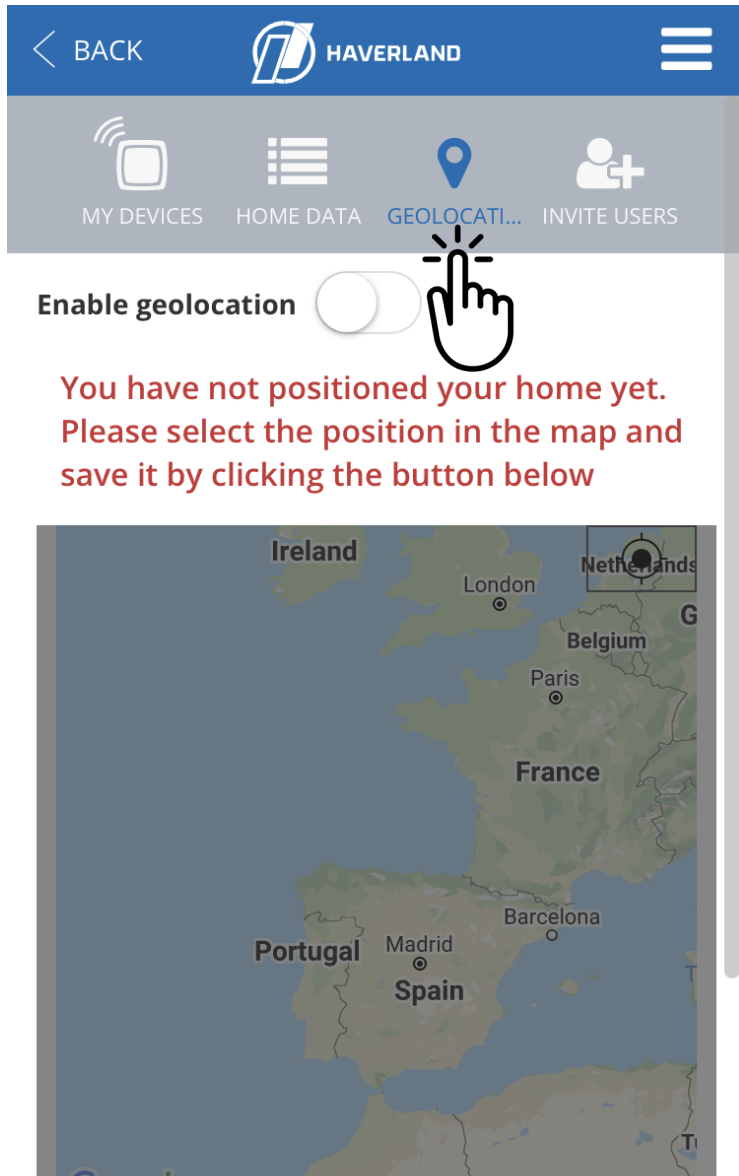
HOMES: HOME DATA

You can change the name of your House and time zone.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: GEOLOCATION



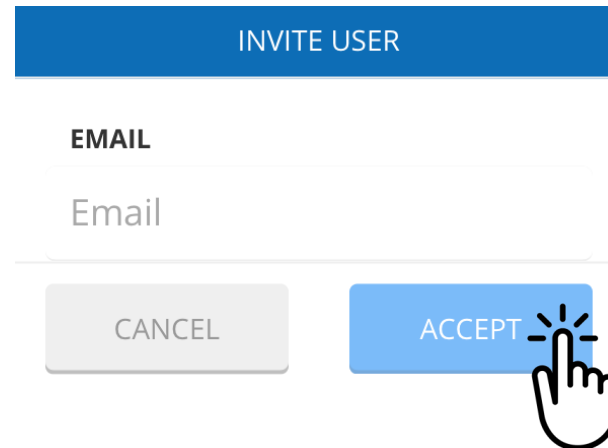
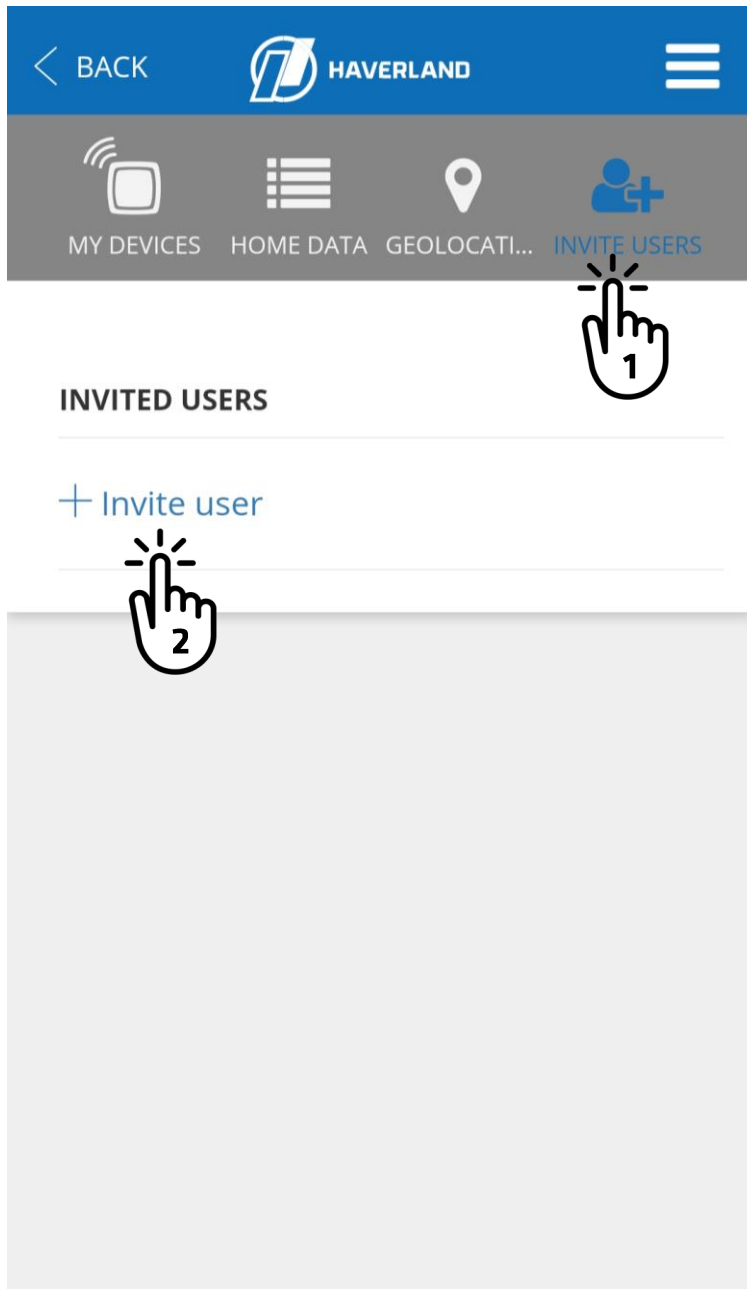
Setting not available for RCTT Connect

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

You can allow 10 different users to be able to remotely control the radiators in your house from the App.

Please press “+ Invite User”, enter their email address you would like to invite to the account and press ACCEPT.



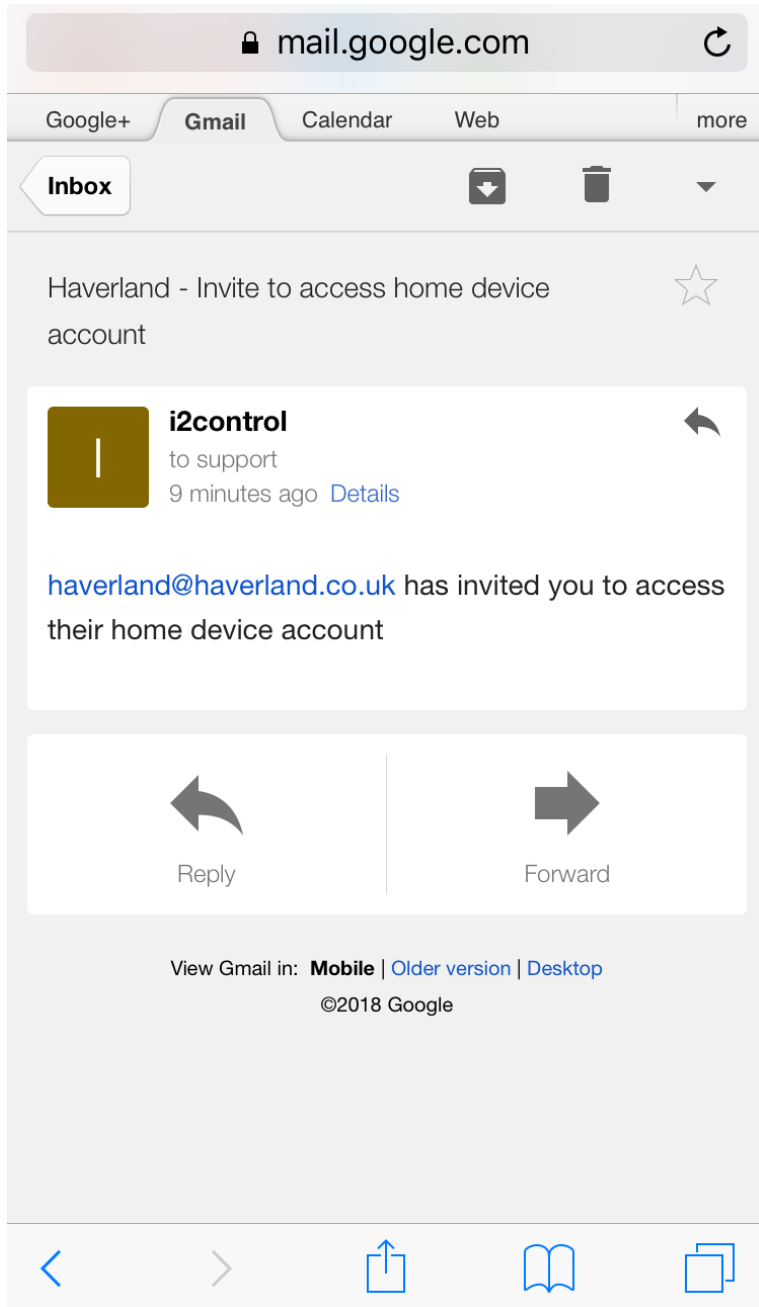
2.4. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

The guest user will receive an email informing that they have been invited to the account.

Now the user will need to create an account with their email address and password as per *1. APP FIRST STEPS*, once they login they will have access to most of your account settings and radiator settings.

Please note that they will need to register with the same email address you sent them the invitation to.



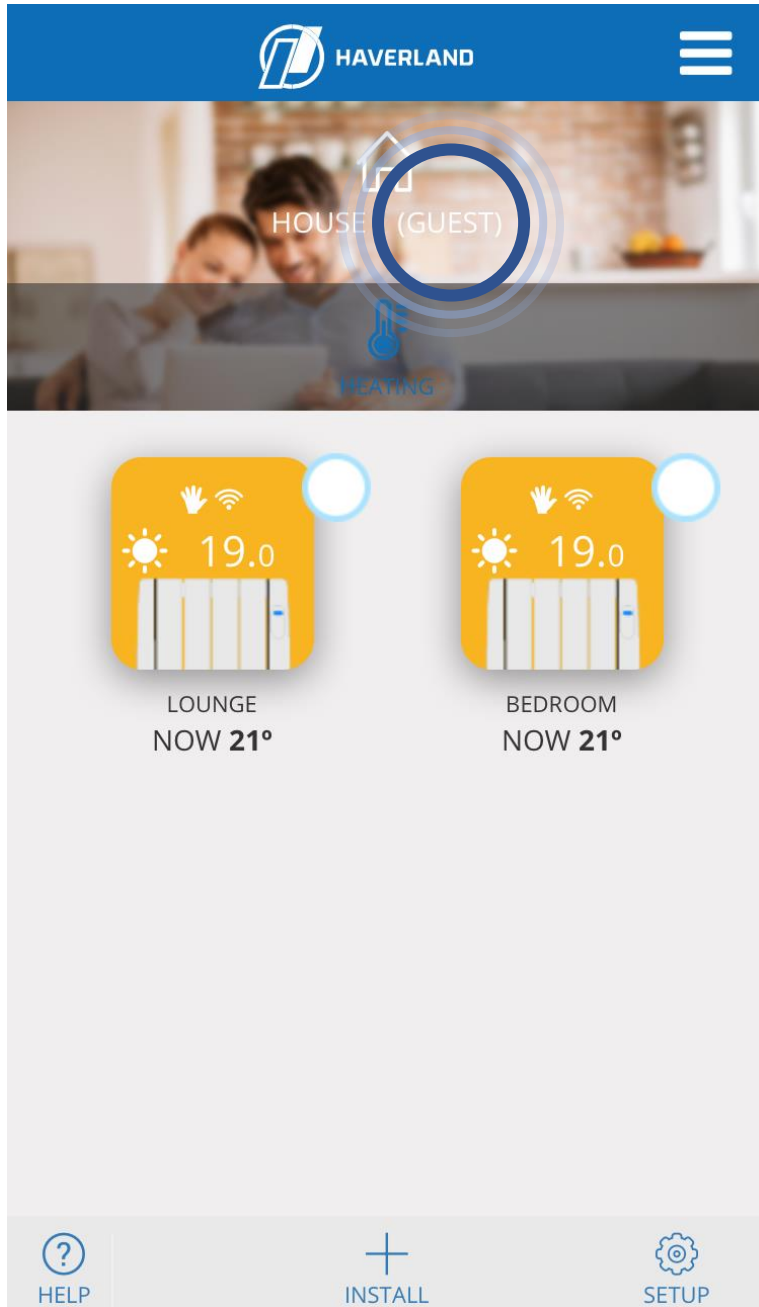
2.4. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

This is how they will see the account once they are Invited. Next to the house name they will have the “GUEST” note.

Guests will be able to change the settings on the radiators (schedule, temperature, ...) but you will still be the owner of the account. Guest users will not be able to change account details or invite other users.

Please note that some of the App settings will be disabled on a Guest account.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS



MY ACCOUNT

HOMES

SUPPORT

PRIVACY

VERSION

SIGN OUT



< BACK



SUPPORT >

On the left bottom corner there is a help button to display some tips for using the app.

If you would like to ask for support, please use the following contact details:

ADDRESS

HAVERLAND - MARSAN INDUSTRIAL, S.A.

AVDA. SAN MARTÍN DE VALDEIGLESIAS, KM. 2,2

28925 ALCORCÓN, MADRID, SPAIN

EMAIL

i2control@haverland.com

TELEPHONE

916427020

FAX

916191950



HELP

SUPPORT

If you need help with the App, please contact us at:
i2control@haverland.com

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS



MY ACCOUNT

HOMES

SUPPORT

PRIVACY

VERSION

SIGN OUT



PRIVACY

Here you can see the personal information we have about you. You can exercise your rights at the contact email address that appears below.

EMAIL

CONTACT EMAIL

i2control@haverland.com

I have read and accept the [Privacy Policy](#) and [Terms and Conditions](#) (Accepted Sep 5, 2018)

HELP

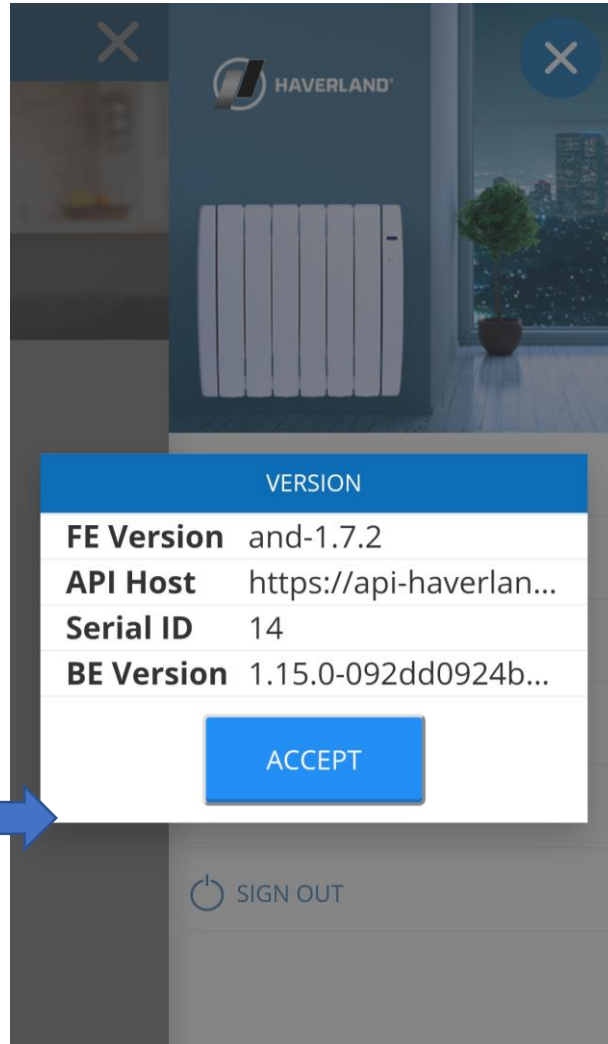
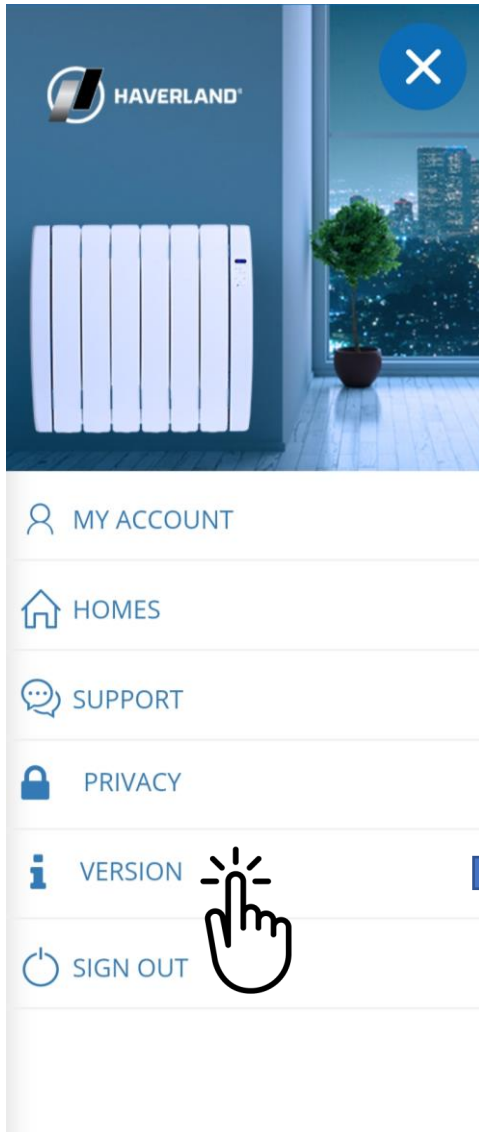
PRIVACY

Please make sure the Terms and Conditions box is checked.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

VERSION

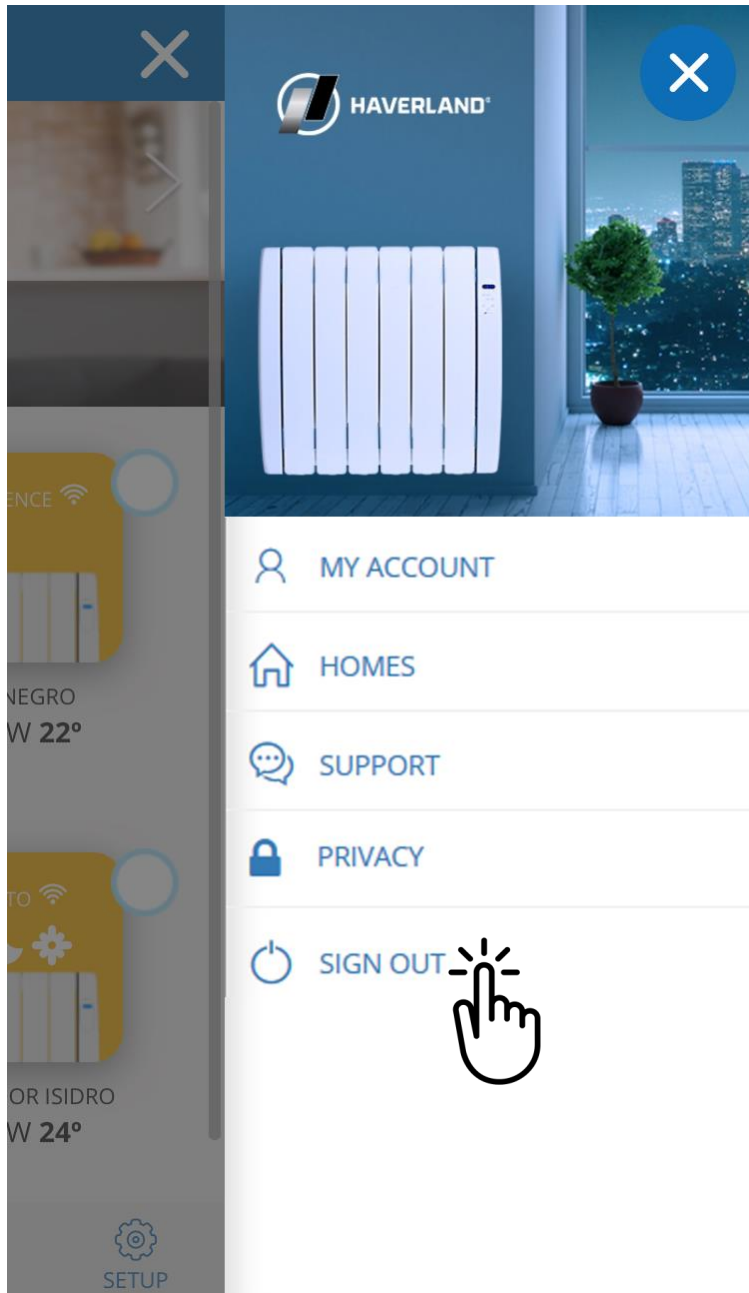
App information.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

SIGN OUT

If you wish to sign out from the App, please press on Sign out.




HAVERLAND APP FOR RCTT CONNECT STEP BY STEP GUIDE

3. CONNECTION TROUBLESHOOTING

WHAT SHOULD I DO IF I CAN'T CONNECT THE RADIATOR TO THE APP?

Manual Setup

Go to the WiFi settings of your Smartphone and select the WiFi network "Heater_XXX". After connecting your phone to this network, return to this app to continue the configuration

 If you see a notification stating this: "WiFi has no Internet access", select "Yes" to stay connected

CONTINUE

3. CONNECTION TROUBLESHOOTING

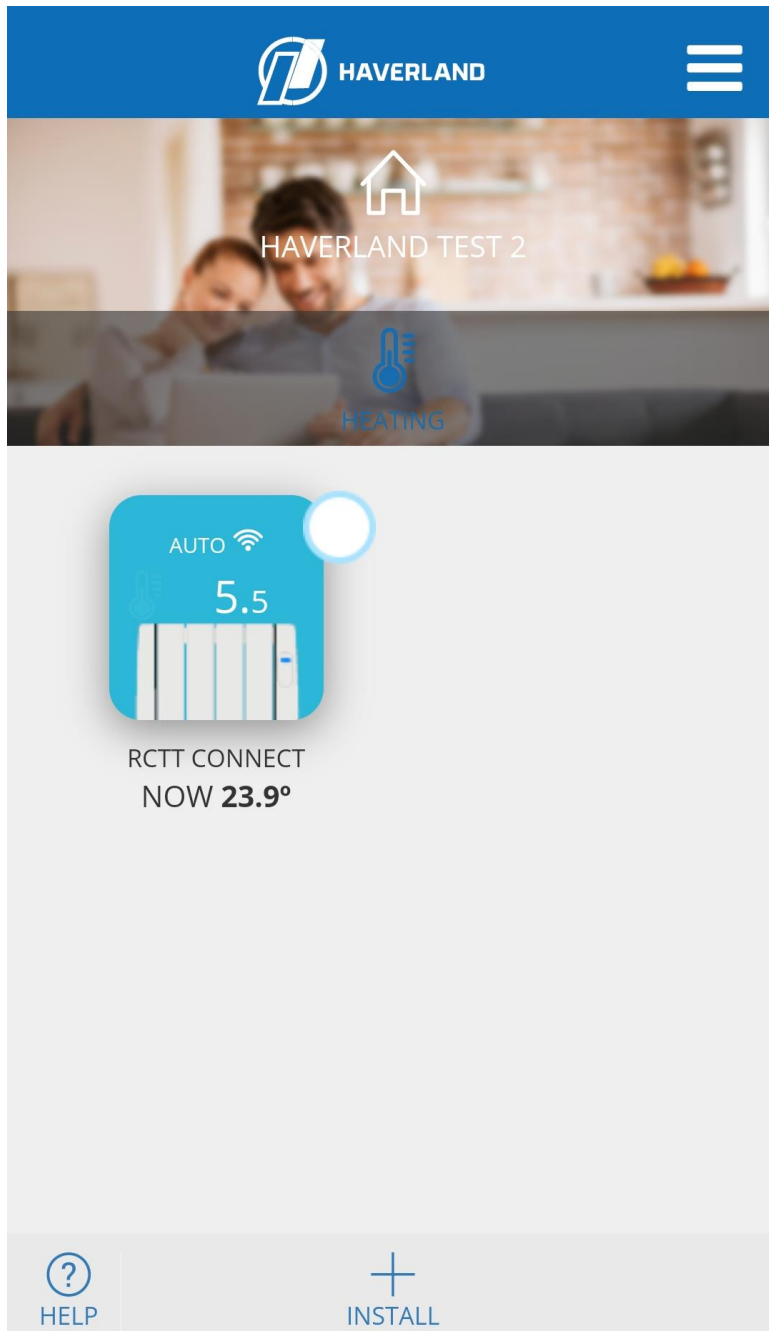
If the automatic connection and manual connection fail, please check the following:

1. Make sure you have downloaded the latest version of the App.
2. When the heater does not connect automatically and you need to search its network, you need to disconnect from the Wi-Fi, then connect to the "heater_XXX" signal and connect again to the Wi-Fi. You can not connect to 2 Wi-Fi signals at the same time, so you need to disconnect from one to be able to connect to the other.
3. Do not connect the heater to a Wi-Fi extender, it will only work if it's connected directly to the router signal.
4. Make sure you are entering the correct Wi-Fi password.
5. The radiators work with a Wi-Fi signal of 2.4 GHz, they will not work with 5GHz signals.
6. Make sure the phone does not have the "Smart Wi-Fi" or "Intelligent Wi-Fi" activated. This feature on the phone decides automatically when and to which Wi-Fi signal it connects and must be disabled.

HAVERLAND APP FOR RCTT CONNECT STEP BY STEP GUIDE

4. RADIATOR SETTINGS

HOW TO CONTROL YOUR RADIATORS FROM THE APP



4. 1. APP MAINPAGE

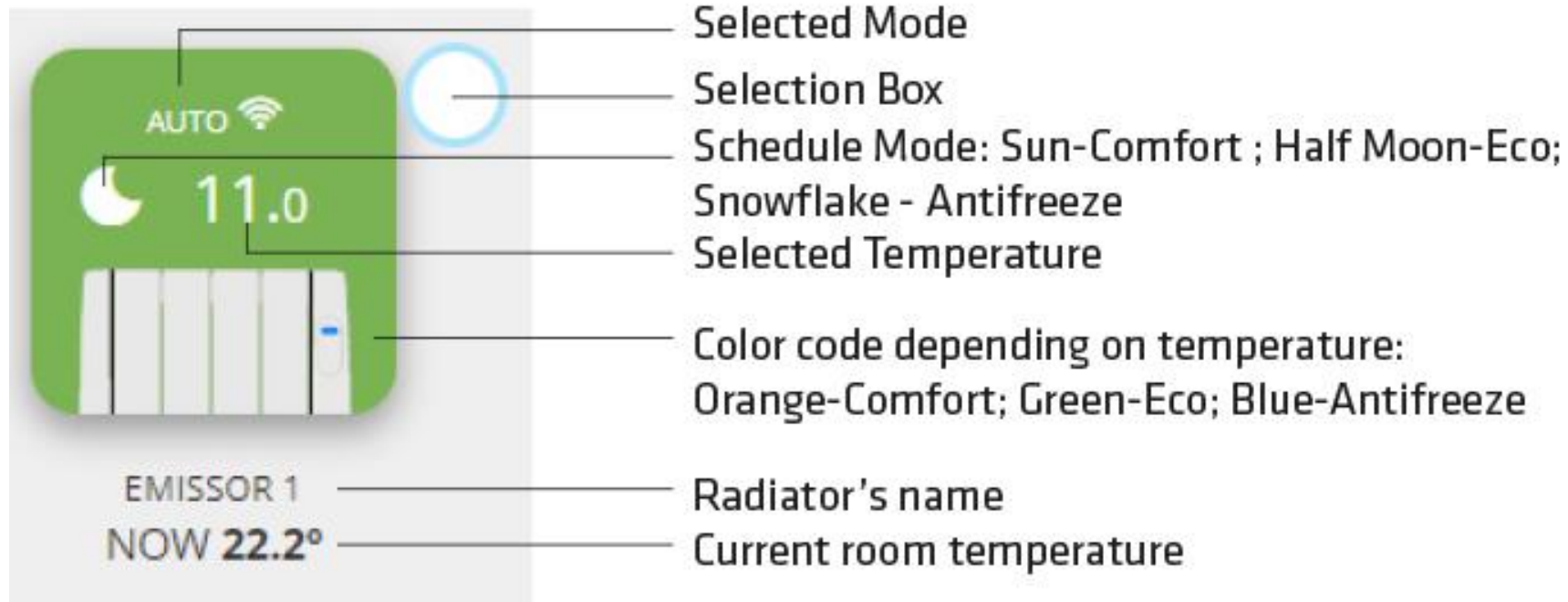
This is how your APP will look like once your radiators are set.

You will see the status of the radiators at a glance:

- If they are turned on or off
- If they are heating up
- The actual room temperature
- The desired temperature you've set for each radiator.
- The selected mode they are on (Manual or Auto - Programming)

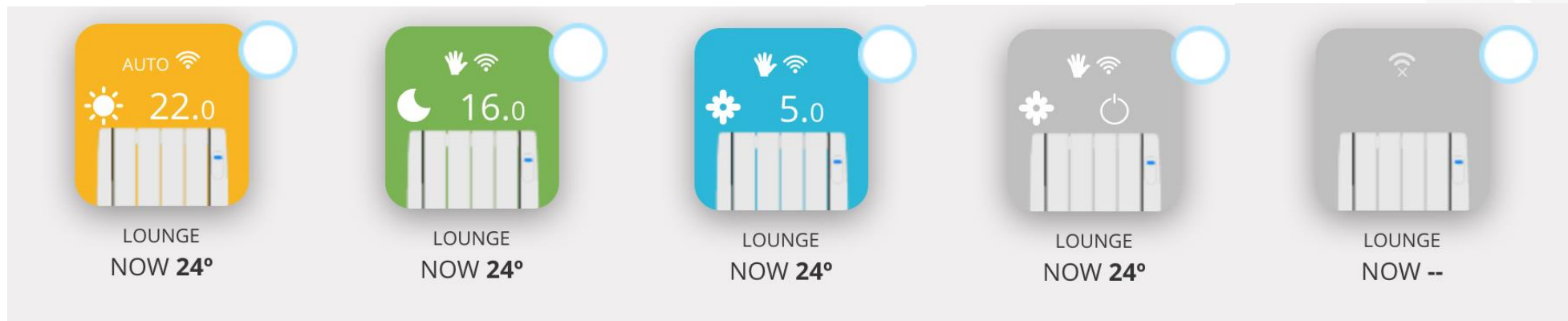
4. 1. APP MAINPAGE

Visual representation of the settings on your radiator:



4. 1. APP MAINPAGE

Visual representation of the settings on your radiator:



The image displays five radiator control cards arranged horizontally. Each card has a colored background and a radiator icon at the bottom. The first card is orange and shows 'AUTO' with a sun icon and a temperature of 22.0. The second is green with a moon icon and 16.0. The third is blue with a flower icon and 5.0. The fourth is grey with a power icon and 'NOW 24°'. The fifth is grey with an 'X' over the Wi-Fi icon and 'NOW --'. Each card has a small white circle in the top right corner.

Color	Setting	Temperature	Icon	Status
ORANGE	Comfort Temperature	22.0	AUTO, Sun	ON
GREEN	Economy Temperature	16.0	Moon	ON
BLUE	Antifreeze Temperature	5.0	Flower	ON
GREY	Stand-by Icon	NOW 24°	Power	OFF
GREY	Wireless Icon with the X mark.	NOW --	Wi-Fi with X	Disconnected

ORANGE
LOUNGE
NOW 24°

GREEN
LOUNGE
NOW 24°

BLUE
LOUNGE
NOW 24°

GREY
LOUNGE
NOW 24°

GREY
LOUNGE
NOW --

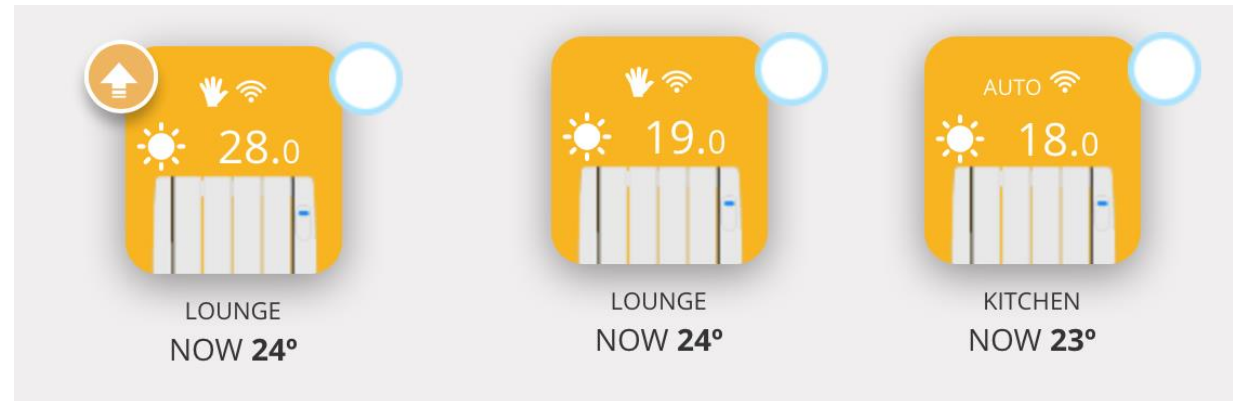
Comfort Temperature Economy Temperature Antifreeze Temperature Stand-by Icon Wireless Icon with the X mark.

Radiator turned off

Radiator disconnected from the mains or lost connection.

4. 1. APP MAINPAGE

Visual representation of the settings on your radiator:



FLASHING ARROW

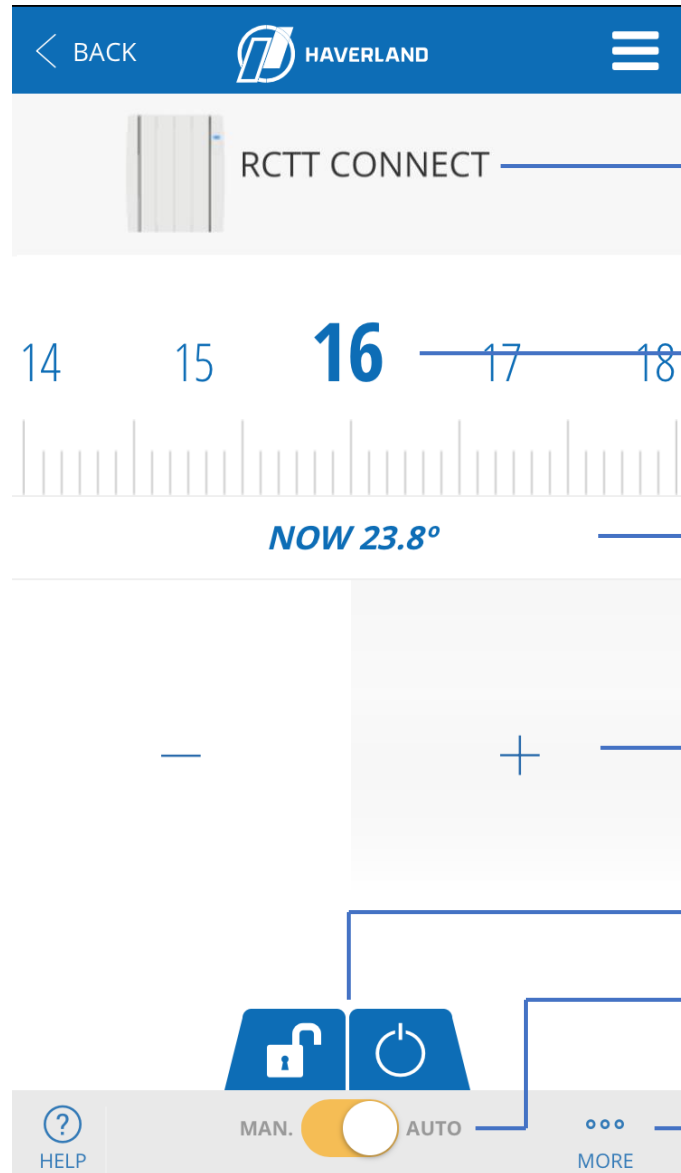
Radiator heating up

HAND ICON

Manual mode selected

AUTO

Programming mode selected



4. 2. RADIATOR SETTINGS

Name of radiator

Temperature selected

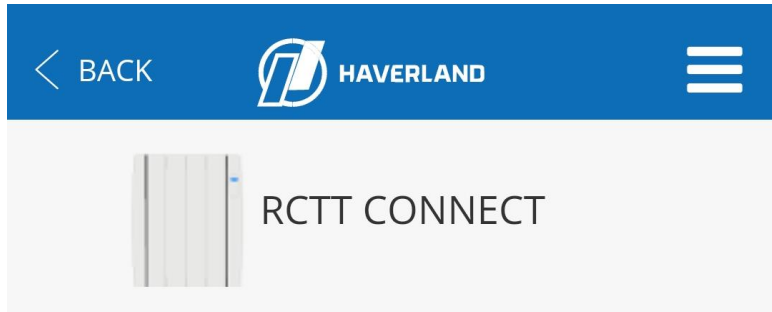
Temperature in the room

Decrease / Increase temperature

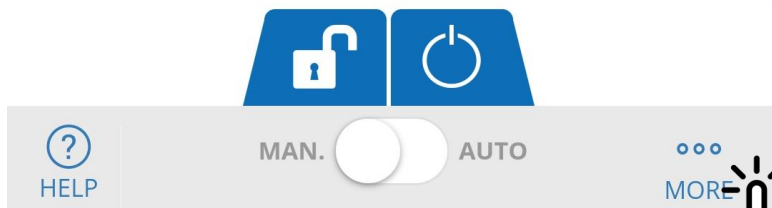
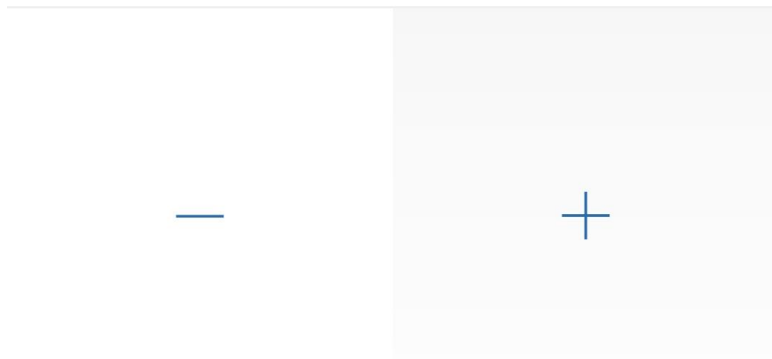
Lock keyboard / Turn on-off

Mode selection (Manual or Auto)

Other Settings



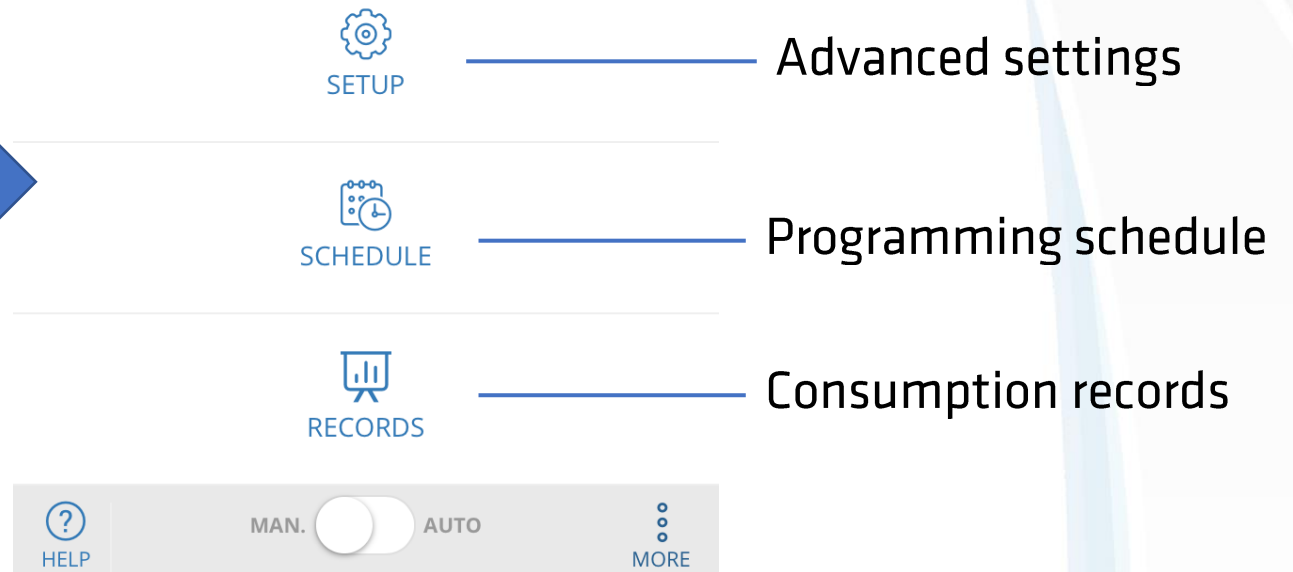
NOW 24.1°



4. 2. RADIATOR SETTINGS

MORE

If you press on MORE you will access the submenu:



4. 2. RADIATOR SETTINGS

MORE: SETUP

NAME

RCTT CONNECT

— Name of radiator

AWAY OFFSET (°C)

0.0



— Not in use at the moment

TRUE RADIANT



— Not in use at the moment

WINDOW MODE



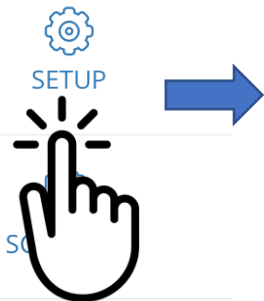
— Open windows function enabled or disabled.

POWER

600



— Output of the radiator in WATTS.



MAN.  AUTO

4. 2. RADIATOR SETTINGS

MORE: SCHEDULE

- You can set a daily programming for your radiator.
- To set the programming for a specific day please press on the day of the week (Su: Sunday; Mo: Monday, ...)

HAVERLAND

Select a day

Su Mo Tu We Th Fr Sa

00 01 02 03 04 05 06 07 08 09 10 11 12 13 14

5° 5° 5° 5° 5° 5°

13° 19° 19° 19°

13° 5° 13° 5°

5° 19° 19°

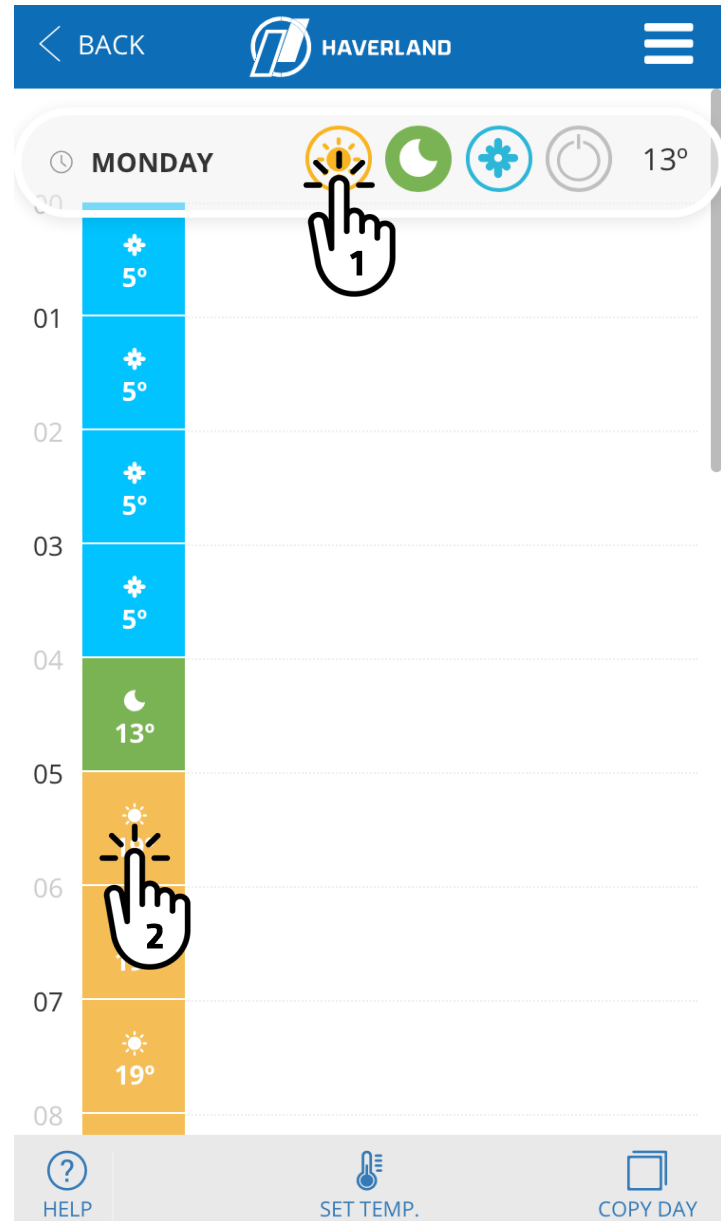
MAN. AUTO

HELP

SETUP

SCHEDULE

R



4. 2. RADIATOR SETTINGS

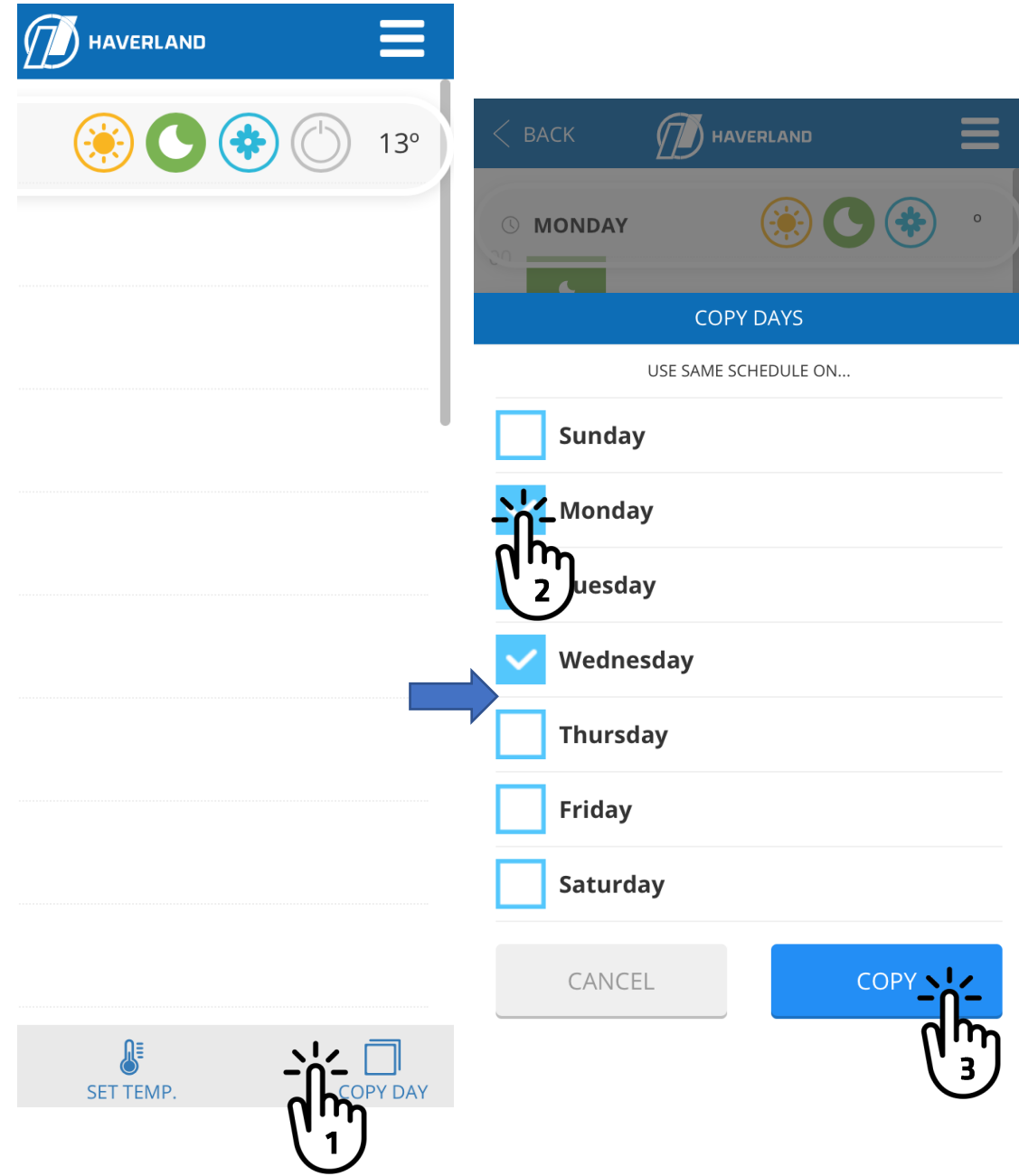
MORE: SCHEDULE

- Please choose the temperature mode (Sun: Comfort; Moon: Economy; Snowflake: Antifreeze; Stand-by: turn off) by pressing on the correspondent icon at the top of the screen.
- Then please press on the time period you wish to change.
- The time periods will allow to select a Mode on a hourly basis.

4. 2. RADIATOR SETTINGS

MORE: SCHEDULE

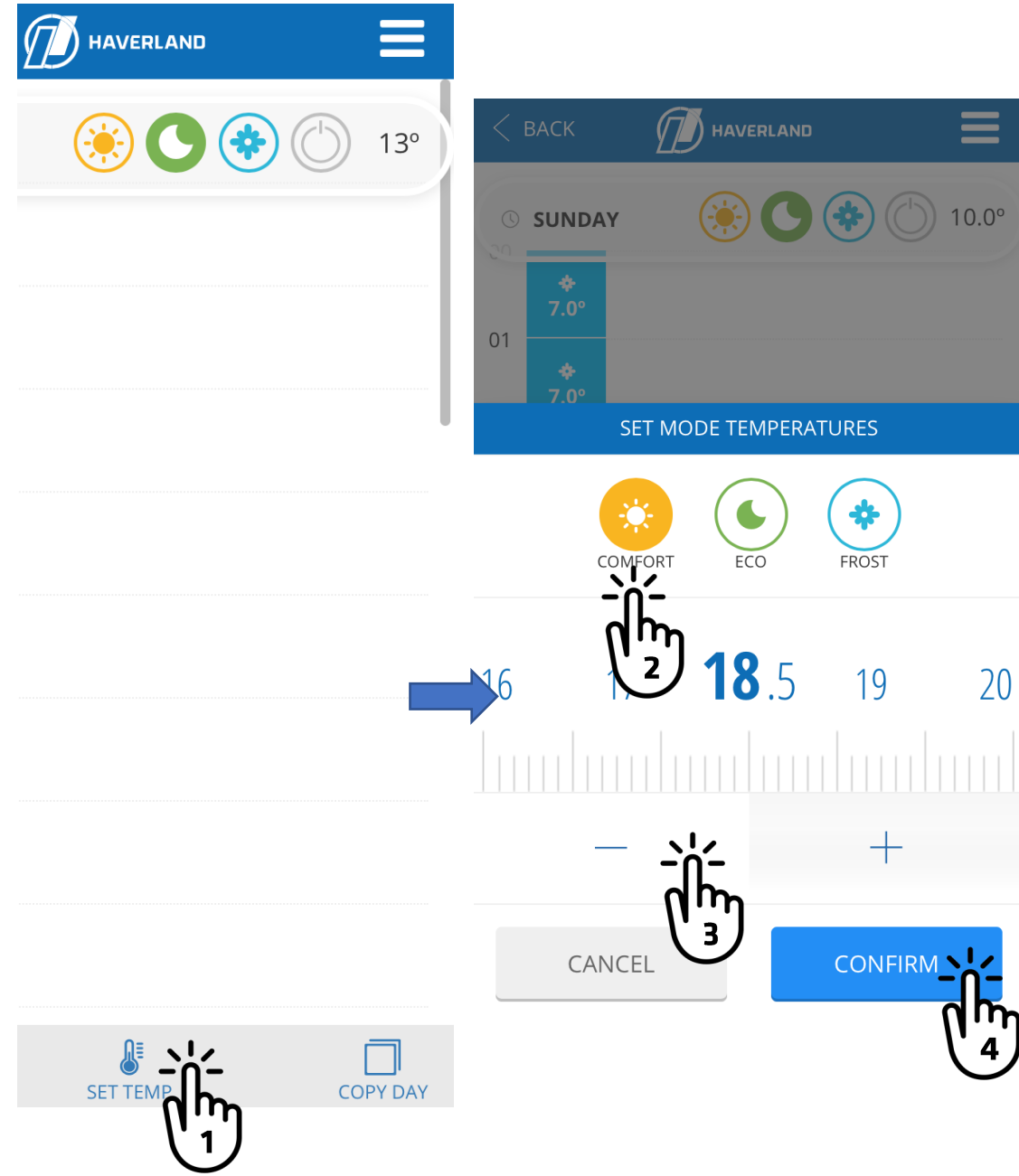
- COPY DAY: You can copy the schedule you have set to a specific day and apply the same programming to as many days of the week you wish.

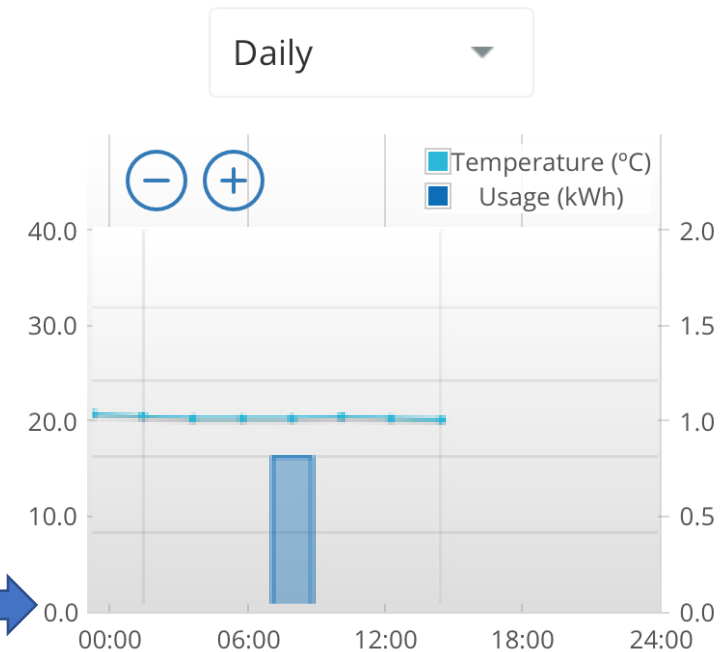
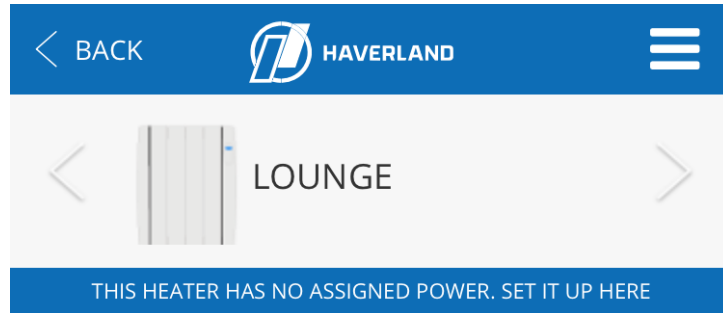


4. 2. RADIATOR SETTINGS

MORE: SET TEMPERATURE

- To set the temperature for the programming mode, please press on the temperature (Comfort, Economy or Frost) you wish to change and press + or - to select your desired temperature.
- Please note that this change will also alter the COMFORT and ECO temperatures on the Manual Mode.

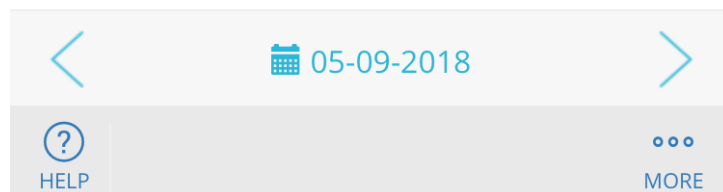


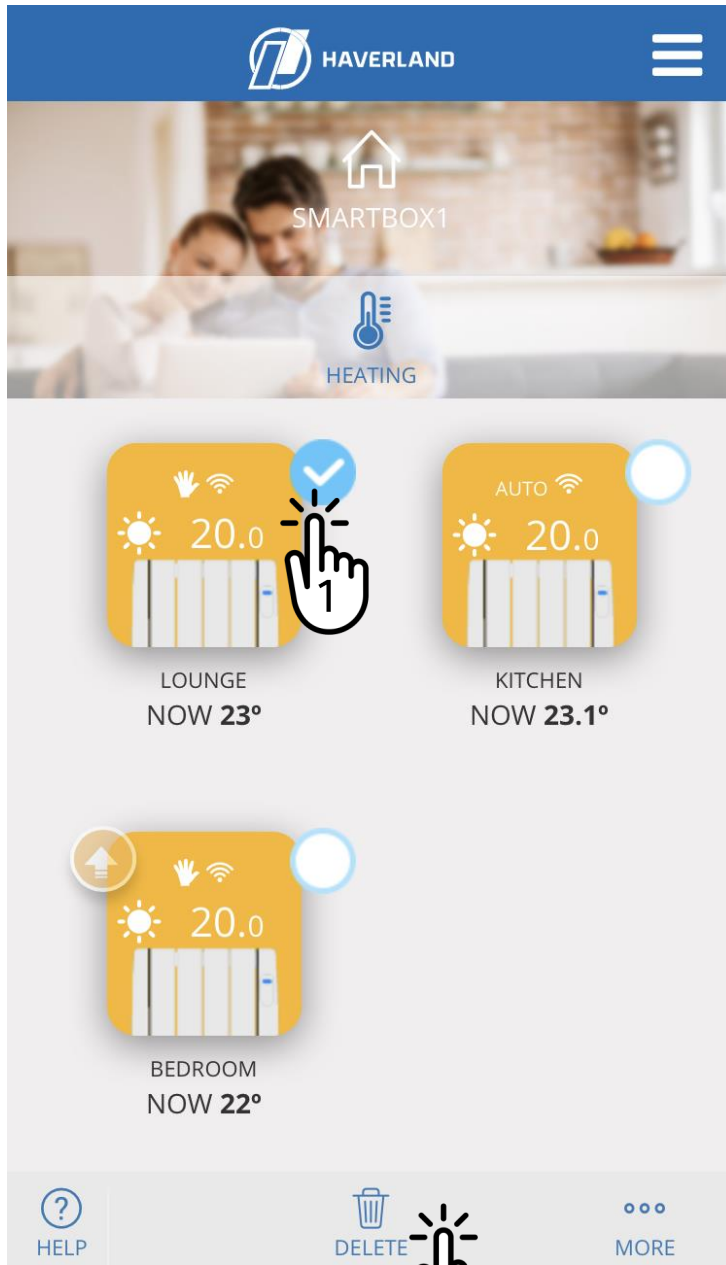


4. 2. RADIATOR SETTINGS

MORE: RECORDS

- This feature will allow you to consult your Daily/Monthly/Yearly consumption.
- The top dotted line shows you the selected temperature at a specific time and the bottom blue bar shows the consumption in kW at a specific period.
- You will need to input the power information of the radiator as per page 49 in order to be able to consult your consumption records.
- If you press on the bottom date, you will be able to select a specific day from the calendar. By pressing the left/right arrow you will change the date according to the calendar.

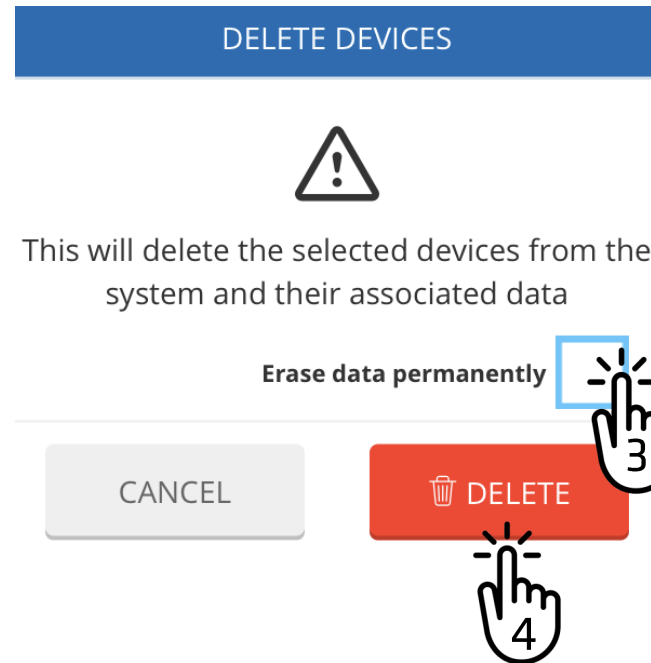




4. 3. DELETE RADIATORS FROM THE APP

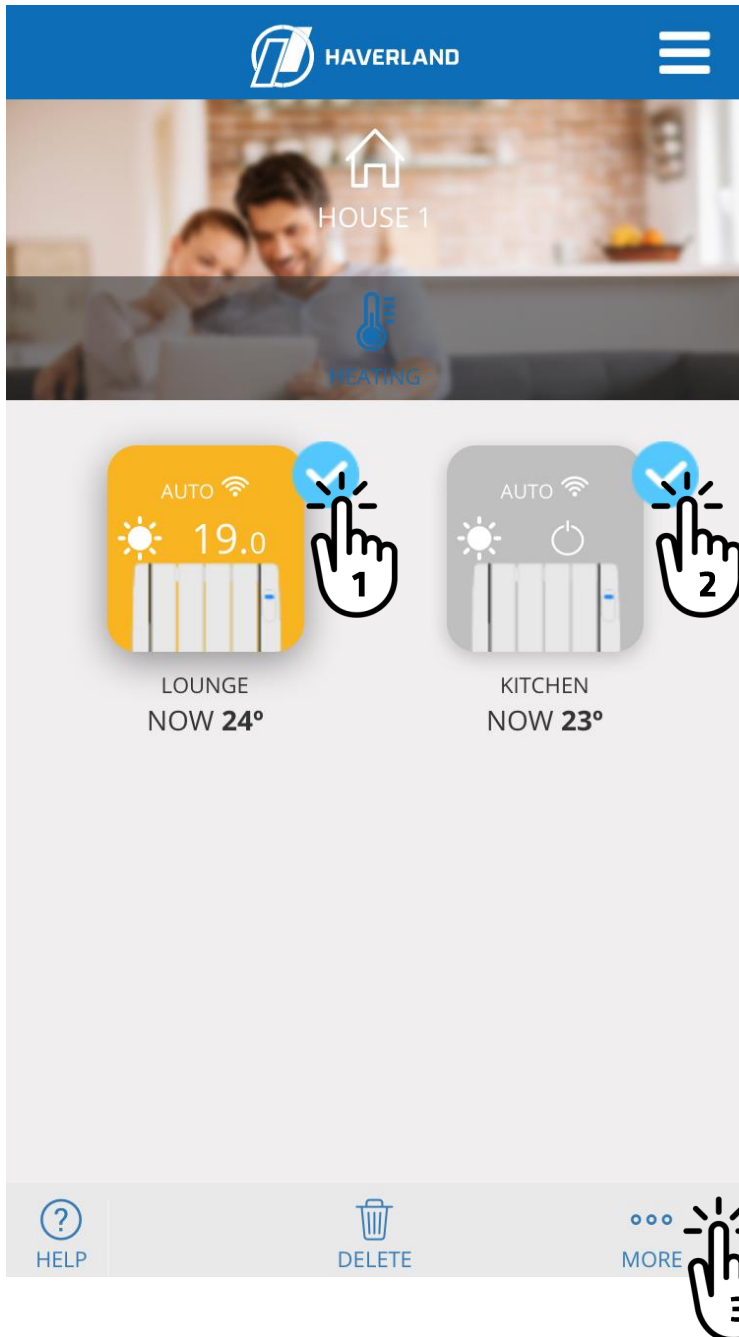
If you wish to delete a radiator from your house and consequently from the App, please select the radiator you wish to delete.

Then please press on DELETE located at the bottom.



HVERLAND APP FOR RCTT CONNECT STEP BY STEP GUIDE

5. MULTIPLE RADIATOR SELECTION

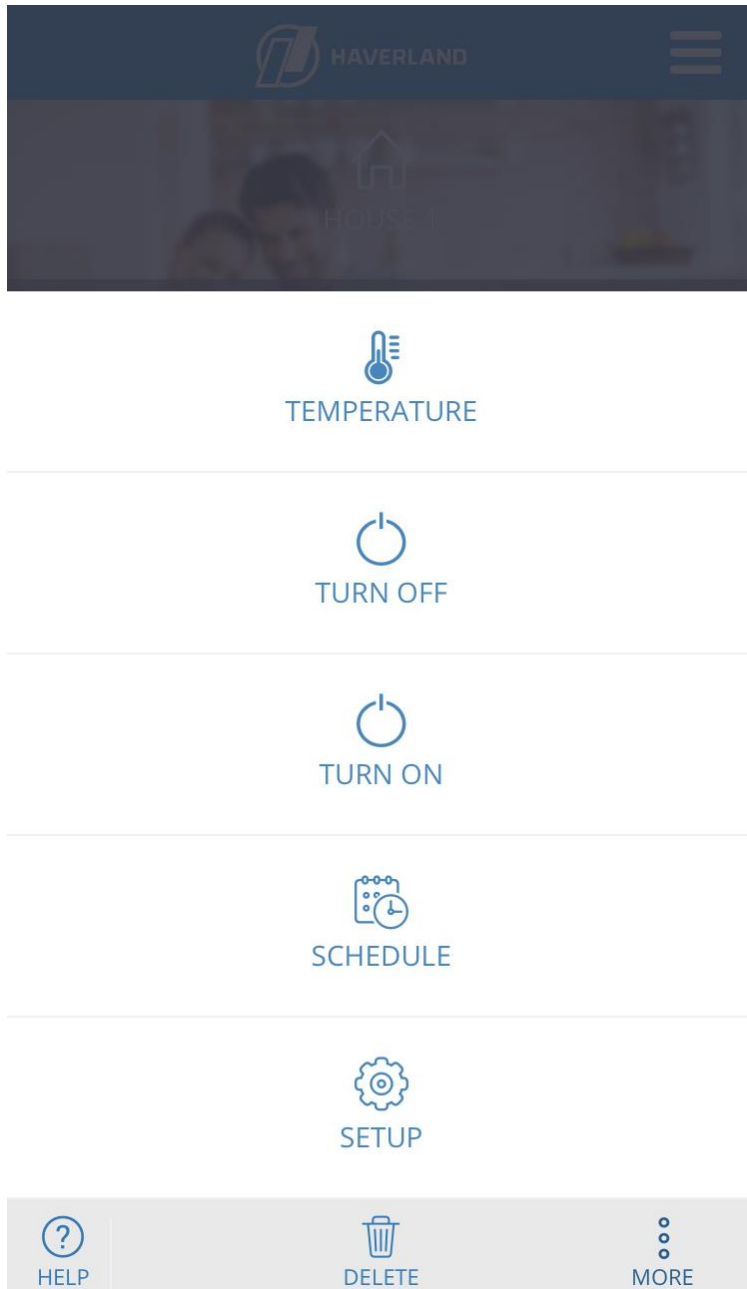


5. CHANGING SETTINGS AT THE SAME TIME

If you want to alter the settings on a group of radiators, once you are on the Main page, please press on the top-right circle on each radiator to select it.

Once selected, please press on “More” to access the settings.

If you wish to Delete them from the App, please press on Delete.



5. MULTIPLE RADIATORS SELECTION

- You can change the Comfort temperature of all the radiators at the same time.
- You can turn them Off / On
- Set and apply the same schedule for all the radiators