GW03 GATEWAY

Dual Band 2.4/5GHz

INSTRUCTIONS

EPH CONTROLS

EMBER

Welcome

Thank you for choosing EMBER Smart Heating 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 Smart 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 Making your RF1A-OT receiver a hub receiver

Page 8 System architecture

Page 9 Download the EMBER App

Page 10 Set up the EMBER App

Page 17 Initial Setup

Page 21 Pairing your GW03 gateway to your 2.4/5GHz WiFi (Android)

Page 24 Pairing your GW03 gateway to your 2.4/5GHz WiFi (iOS)

Page 28 Home setup

Page 34 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.

The gateway can only support 2.4GHz and 5GHz wireless routers. Please refer to the gateway pairing section beginning on page 12.

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 or a power cut.

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

For BT routers the wireless mode should be set to Mode 3 in the router settings.

Device Operating System

1) Apple iOS 9 or later.
2) Android OS 5.1 Lollipop or later.

Positioning of the gateway

The gateway should be located near the receiver in an area with good WiFi signal.

It is important to keep the gateway at least 1 metre away from other electronics. Appliances such as microwaves, T.V's, WiFi Routers and Boosters, Smart Speakers, Wireless Alarm systems etc. These can interfere with the gateway signal.

Choosing a good location 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

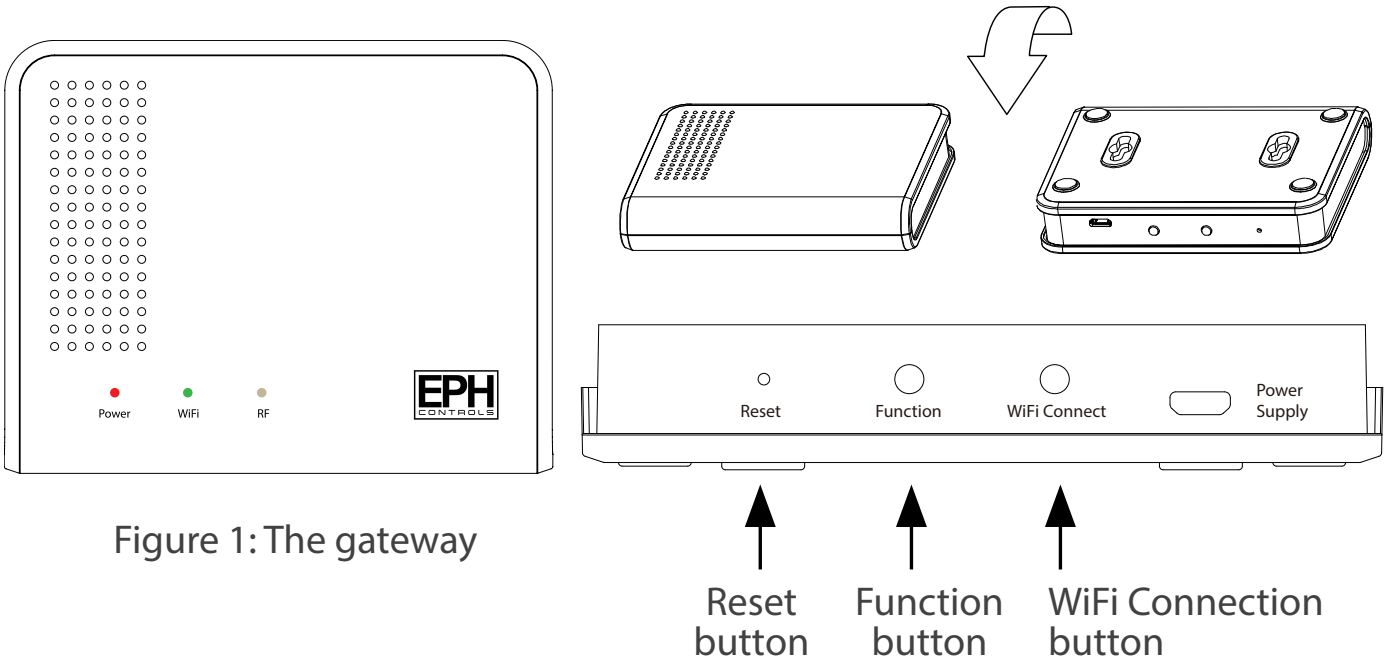


Figure 1: The gateway

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

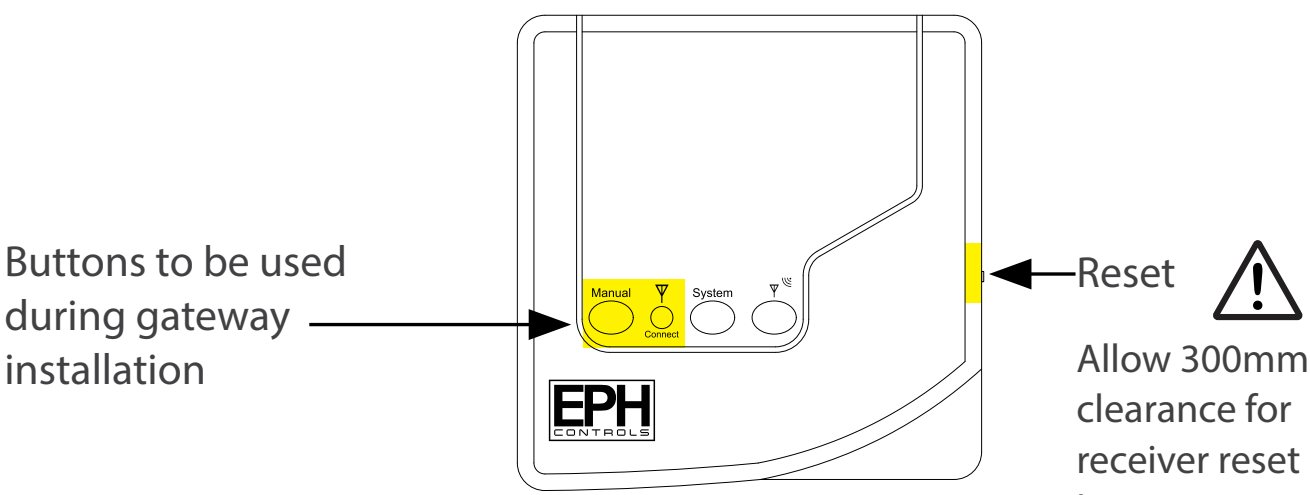


Figure 2: The RF receiver

Pairing your receiver to your gateway

Complete this step below to pair your receiver to your GW03 Gateway

* **Please note:** If you are installing a CP4 or CP4-HW-OT, the thermostat and the receiver will have a pre-established RF connection so it is not necessary to carry out Step 1 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 the steps in this section.

1. Ensure that your thermostat(s) are paired to your receiver(s). This can be tested by turning the thermostat temperature up or down 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 RFRP-OT Operating Instructions.
2. Ensure that the receiver you're connecting to the boiler is set up as a hub receiver. For instructions on how to do this, please see steps on page 7.
3. Press the

button on the receiver. The Red and Green LEDs will begin to flash simultaneously. If only the Red light flashes, please see the steps arcross on page 7 to make your receiver into a hub receiver.
4. On the Gateway, press and hold the 'Function' button for 3 sec.
5. The White LED on the gateway will begin to flash at 1 second intervals.
6. When the White LED becomes solid On, the gateway has been connected to the hub receiver.

Making your RF1A-OT receiver into a Hub Receiver.

1. Press the Reset button ▭ on the receiver that you wish to make the Hub Receiver - Red and Green lights will both be solid on.
2. Immediately press and hold

and

simultaneously for 5 seconds, until the Red light starts blinking.
3. Press

once and the Green light will be solid - this is now the hub receiver.
4. Press

to exit to the normal interface.

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. See page 44 / 45 of the CP4 instructions.

Note: Mount the receivers approx 25cm apart to prevent interference.

System architecture

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

Example A Single Zone System

RFRP-OT Thermostat | RF1A-OT Receiver | GW03 Gateway | EMBER App | Cloud

Example B Multi Zone System

RFRP-HW-OT Thermostat | RFRP-OT Thermostat | RFRP-OT Thermostat

RF1A-OT **Branch** Receiver | RF1A-OT **Hub** Receiver | RF1A-OT **Branch** Receiver

GW03 Gateway

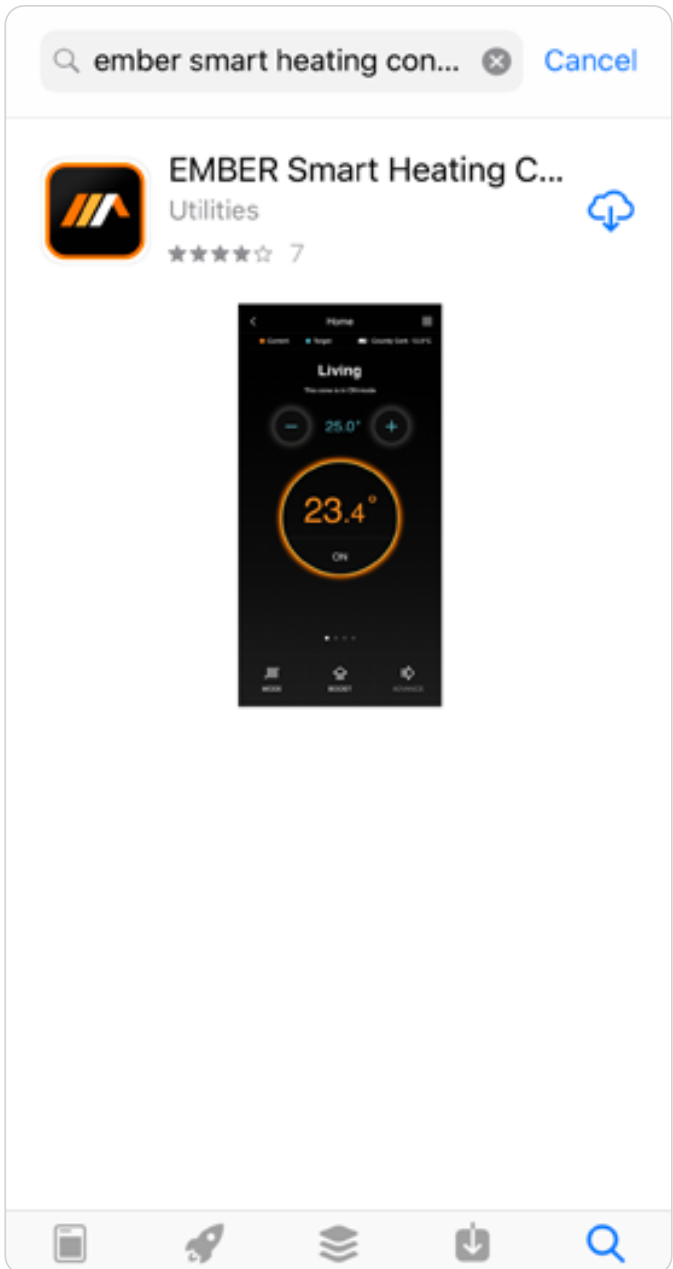
EMBER App | Cloud

Note: A maximum of 6 CP4 can be used with each GW03 gateway.

Download 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 EMBER Smart Heating Control App.

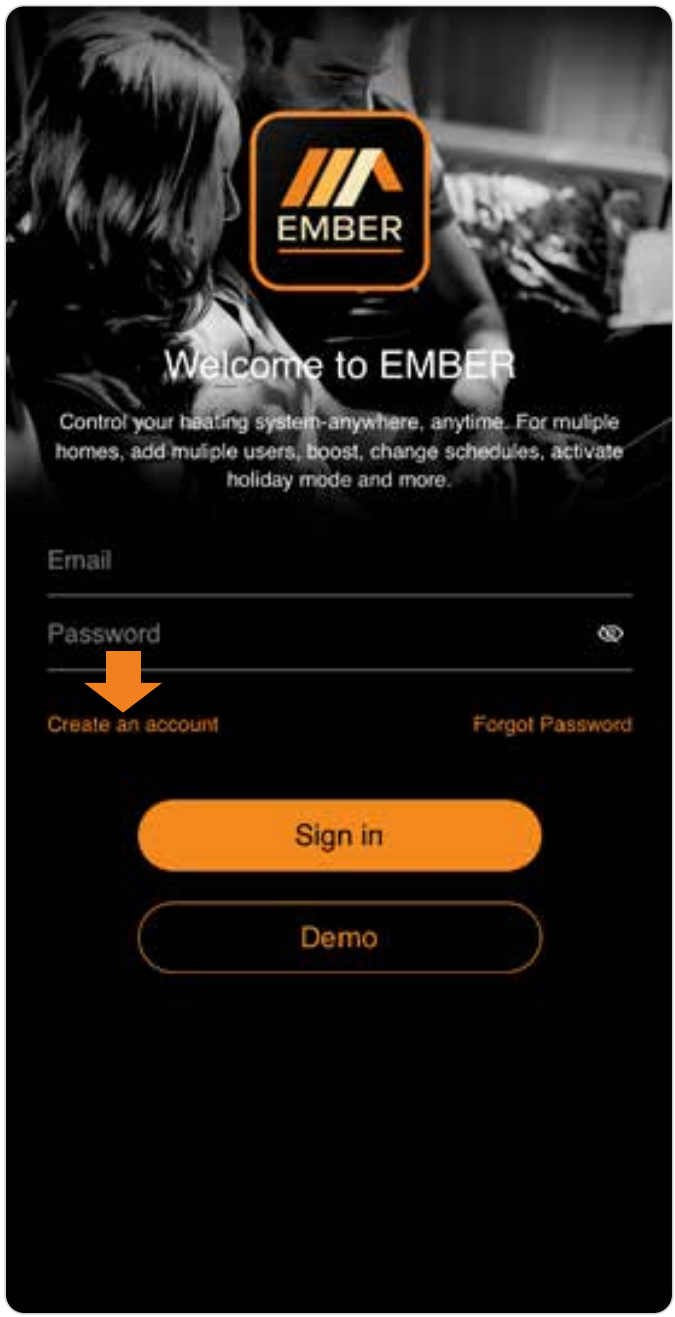
   QR codes to the download links are available on the back cover.



Set up the EMBER App

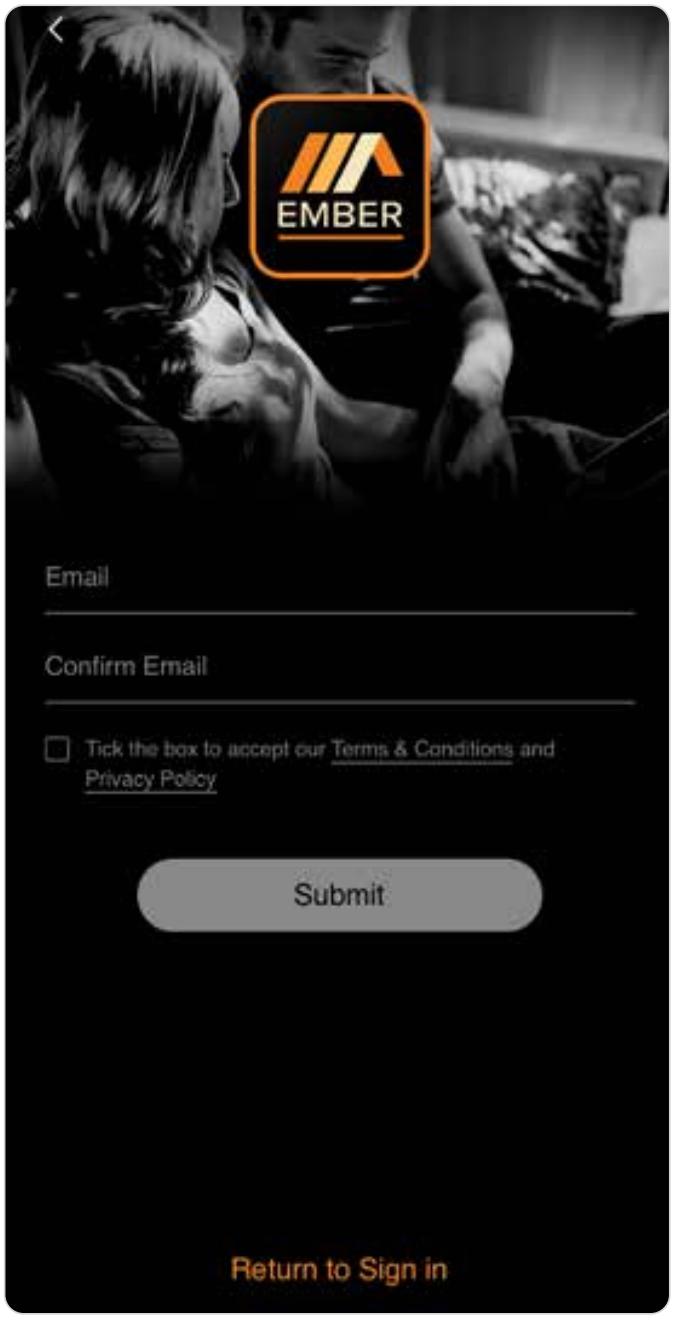
2. Once the App has been installed, open it.

3. Select 'Create an account' to Sign up with your email address.



Set up the EMBER App (Continued)

4. Enter your email address.
5. Confirm your email address.
6. Accept the Terms & Conditions.



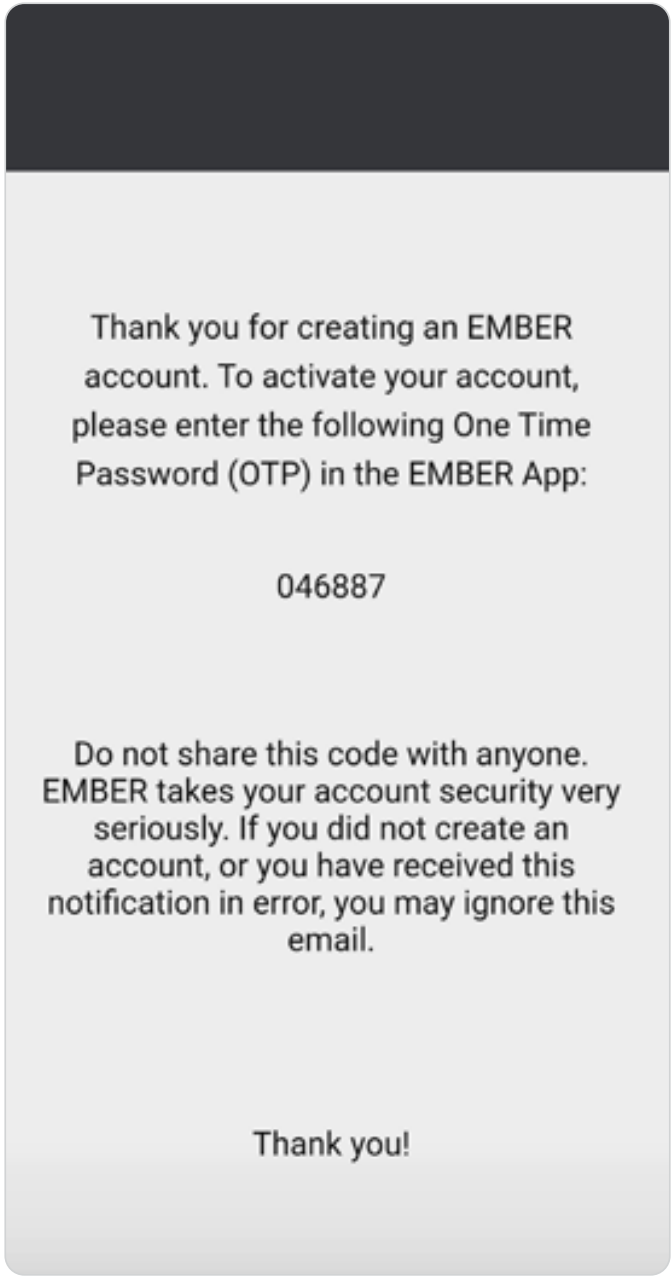
Set up the EMBER App (Continued)

7. A confirmation email will arrive in your inbox from EMBER.

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

   Note: If you are using a company email address the registration may be blocked by your company email policy. Refer to your company IT.

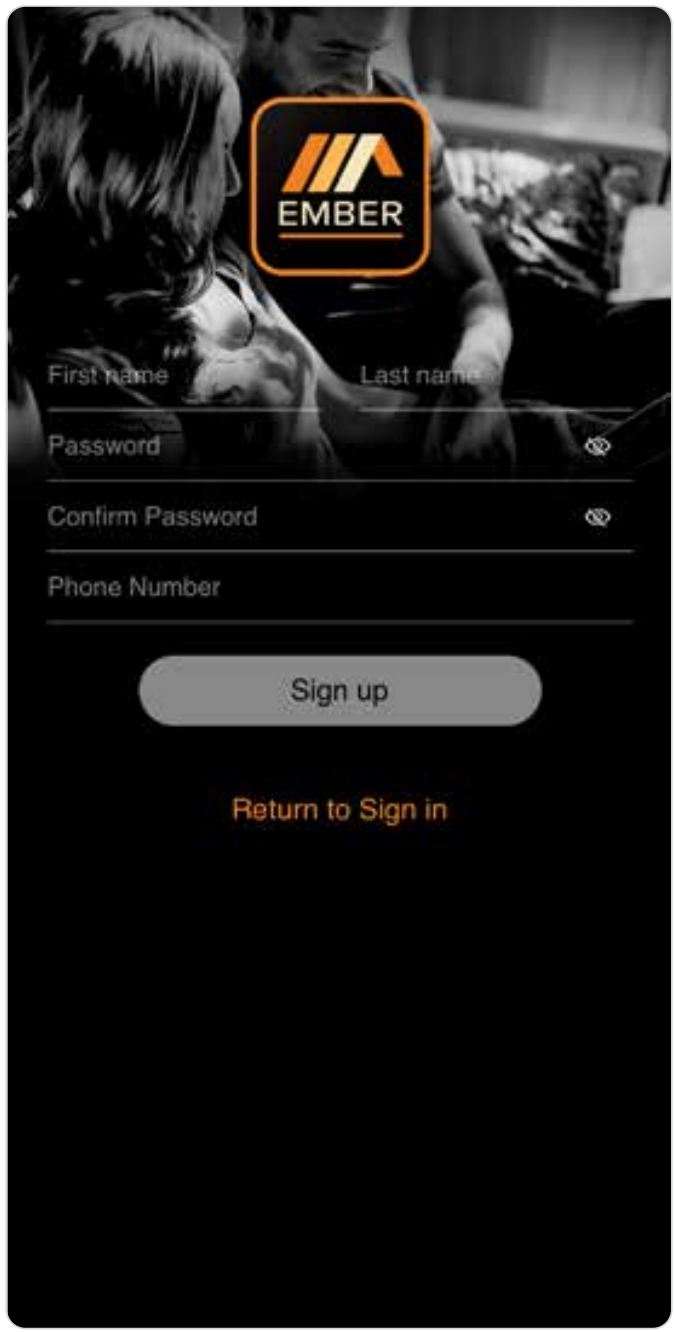
8. Open the email and you will retrieve your 6 digit code.



9. Return to the EMBER App and enter your 6 digit code.

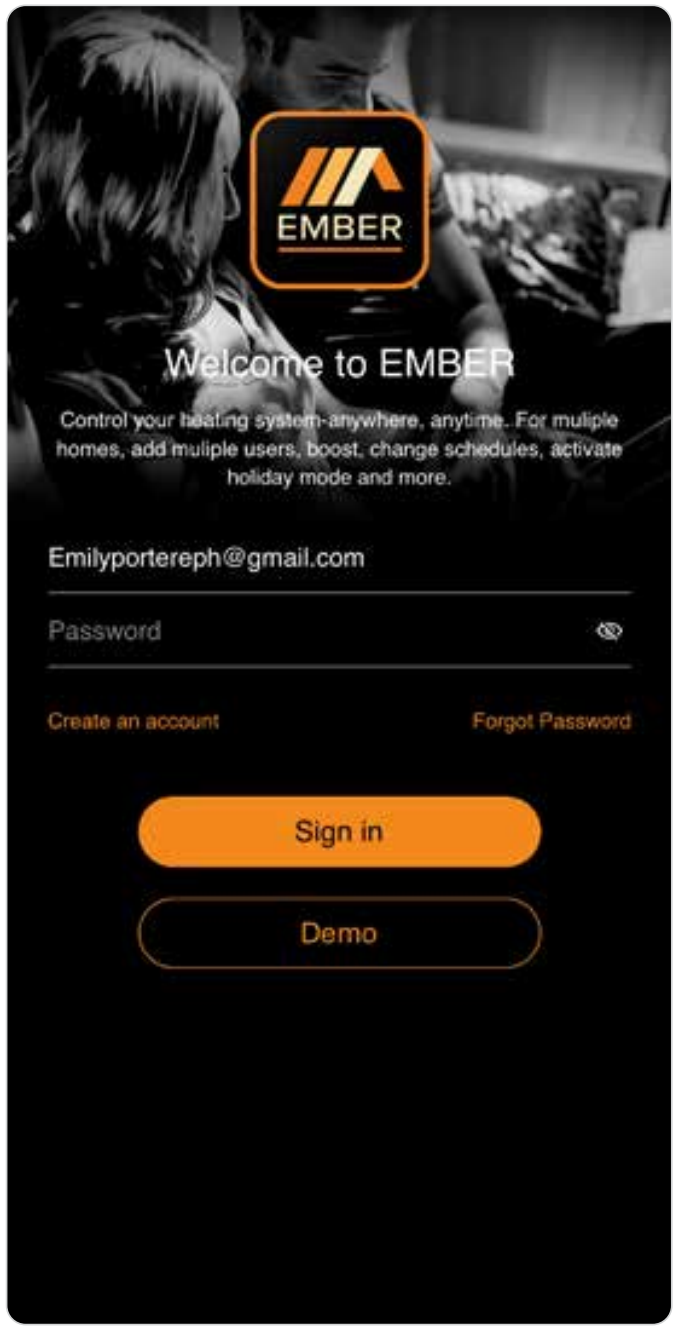
Set up the EMBER App (Continued)

10. Enter your First name.
11. Enter your Last name.
12. Enter your Password. (Minimum 6 characters - including lowercase, uppercase and number).
13. Confirm your Password.
14. Enter your Phone Number. (Optional)



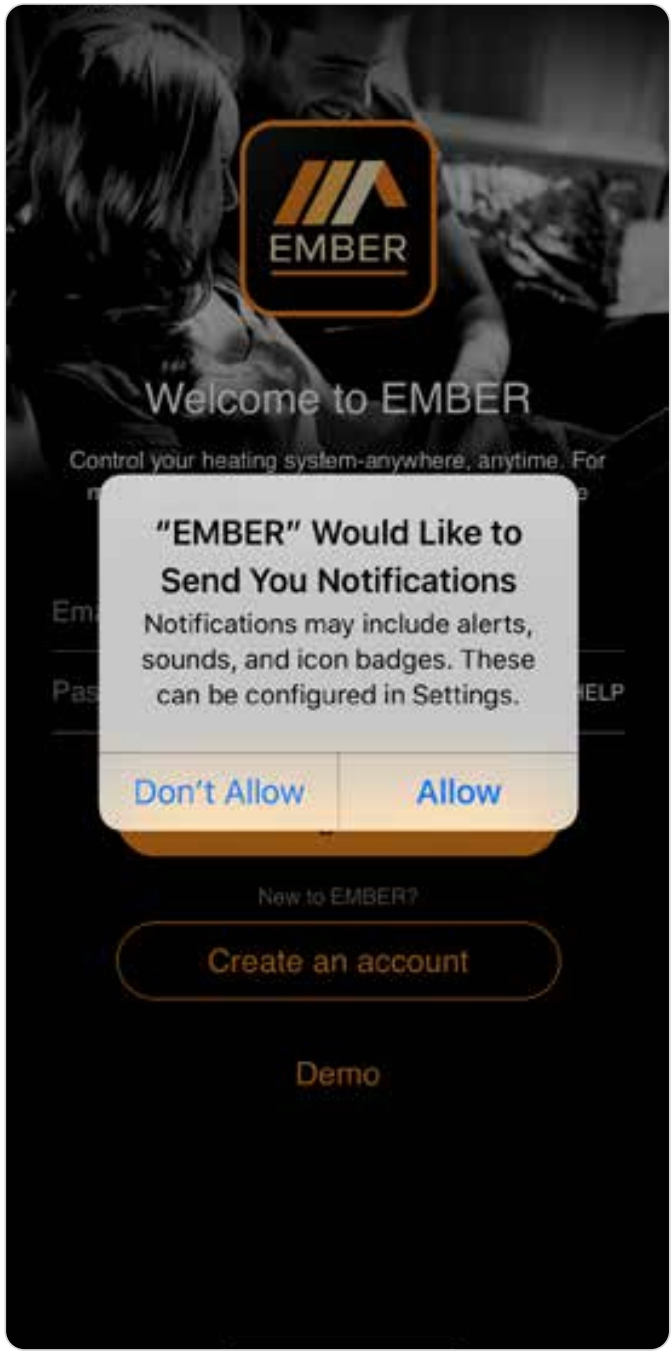
15. You will be returned to the sign in screen where you can enter your email address and password.

16. Press 'Sign in'.



Set up the EMBER App (Continued)

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



Initial Setup

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

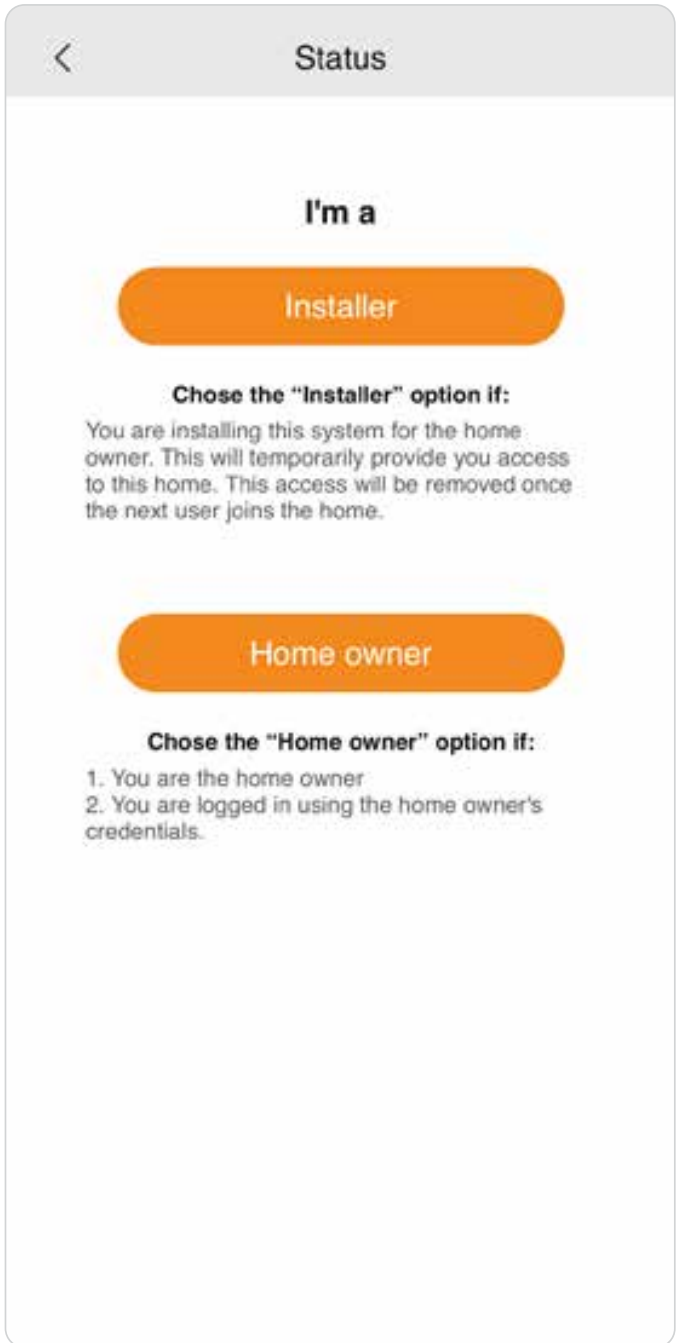
   If the WiFi light on the gateway is solid green you can go directly to the Gateway Code option.

   If you have an invite code, press 'Invite Code' and enter the code to access the home.

Initial Setup (Continued)

2. If you are an installer select the 'Installer' option. If you are the home owner select the 'Home owner' option.

   Note: If you select "Installer" you will set the system up as normal, you can then invite the Homeowner. When the homeowner uses the invite code you will be removed from the system and they will take over.

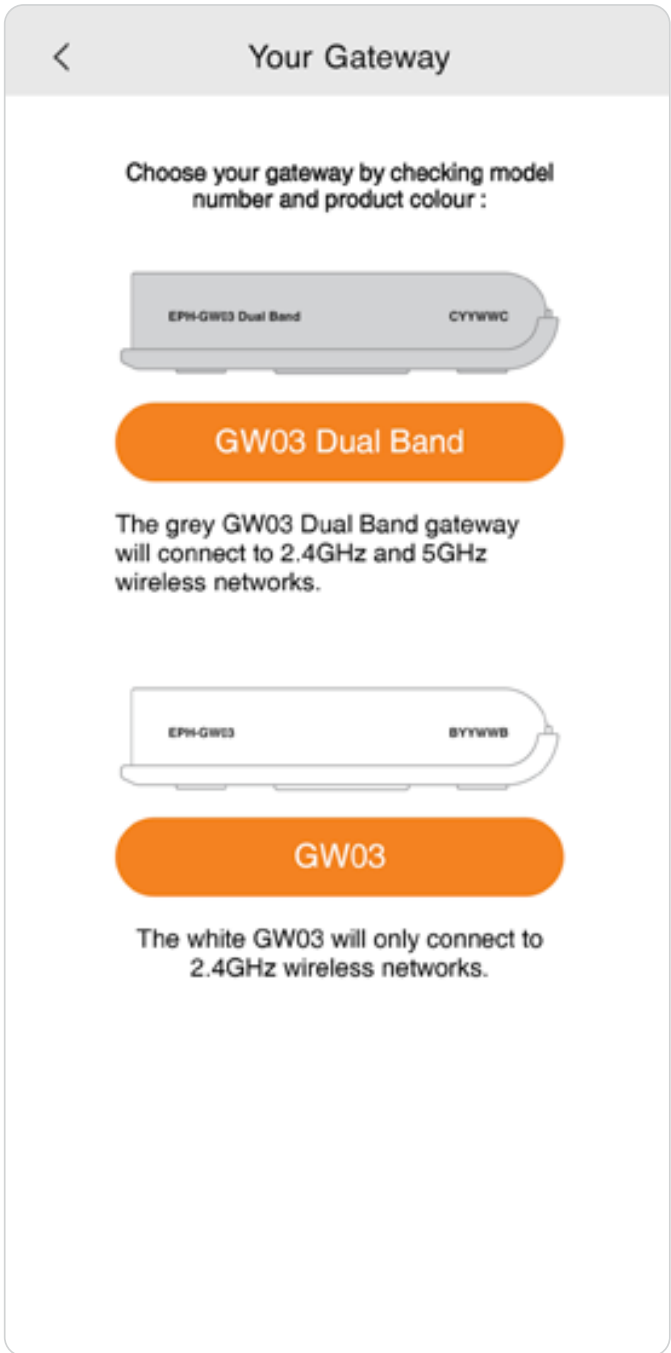


3. On the ‘Your System’ screen, you must choose the ‘TS’ (Thermostat System) option.

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

Initial Setup (Continued)

4. Select GW03 Dual Band.



Pairing your gateway to your 2.4/5GHz Wireless Internet (Android)

Note:

It is recommended to allow location permission on devices running 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.

It is strongly recommended to close all other Apps before beginning the WiFi pairing process.

1. Ensure your mobile device is connected to the same WiFi network that the gateway will be connected to. This will ensure that the SSID will be automatically populated.

Note:

After entering the WiFi password in Step 2, do not press the continue button. Complete step 3 and then press continue button as per step 4.

Pairing your gateway to your 2.4/5GHz Wireless Internet (Android)

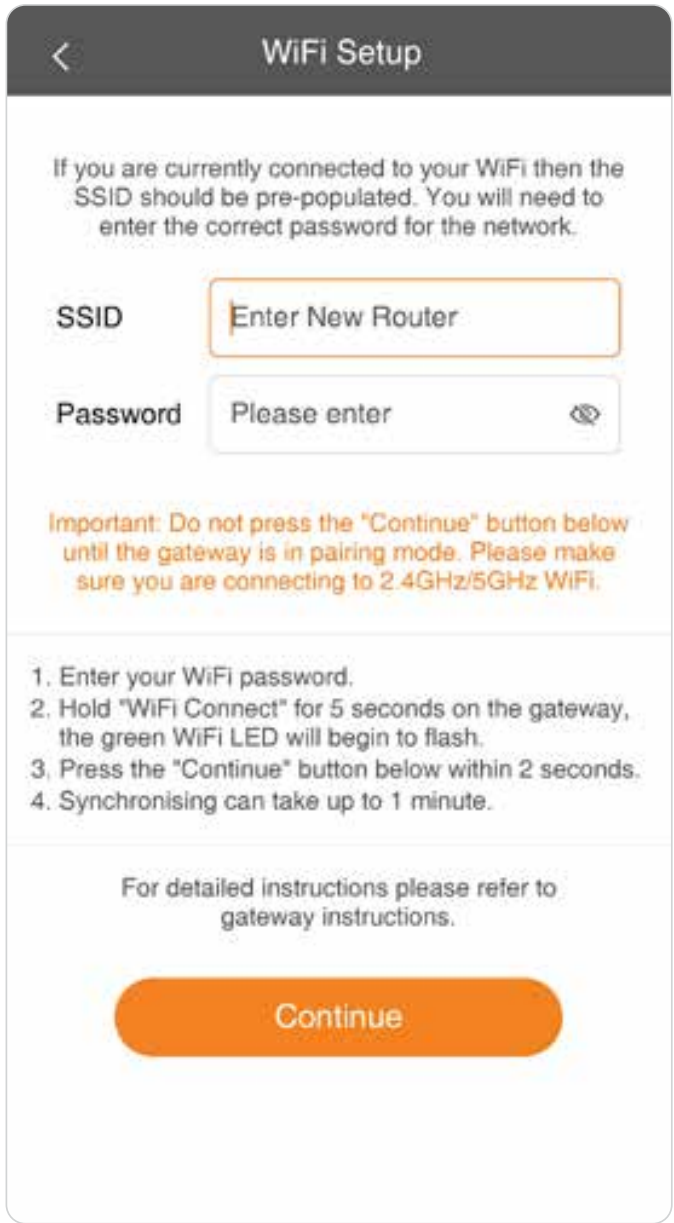
(Continued)

2. Enter the WiFi password.
3. **On the GW03 gateway:**

   Hold the WiFi connect button for 5 seconds.

   The green light will begin to flash.
4. **On your mobile device:**
   Immediately press 'Continue'.

   When the gateway is successfully connected the light will be solid green and the EMBER App will bring you to the Gateway Code screen. Synchronising can take up to 3 minutes.



5. If pairing is unsuccessful, please repeat steps 3 and 4.

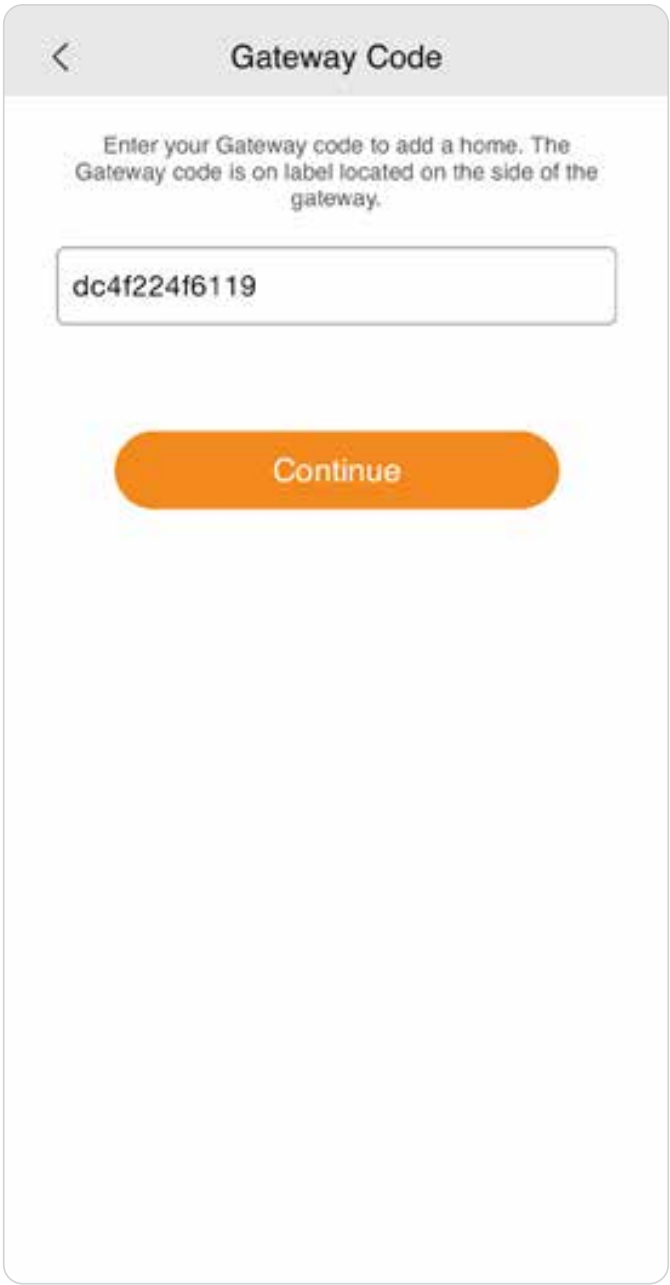
6. The Gateway now needs to be paired with your EMBER App.

7. Enter the gateway code located on the gateway housing. The gateway code will normally pre-populate on the gateway code screen.

8. Press 'Continue' once only.

Note:

Do not press "Continue" until all 3 LEDs are on constantly.



Pairing your gateway to your 2.4/5GHz Wireless Internet (iOS)

Note:

It is recommended to allow location permission on devices running iOS 13 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. Local network permission is also required.

It is strongly recommended to close all other Apps before beginning the WiFi pairing process.

1. Ensure your mobile device is connected to the same WiFi network that the gateway will be connected to. This will ensure that the SSID will be automatically populated.

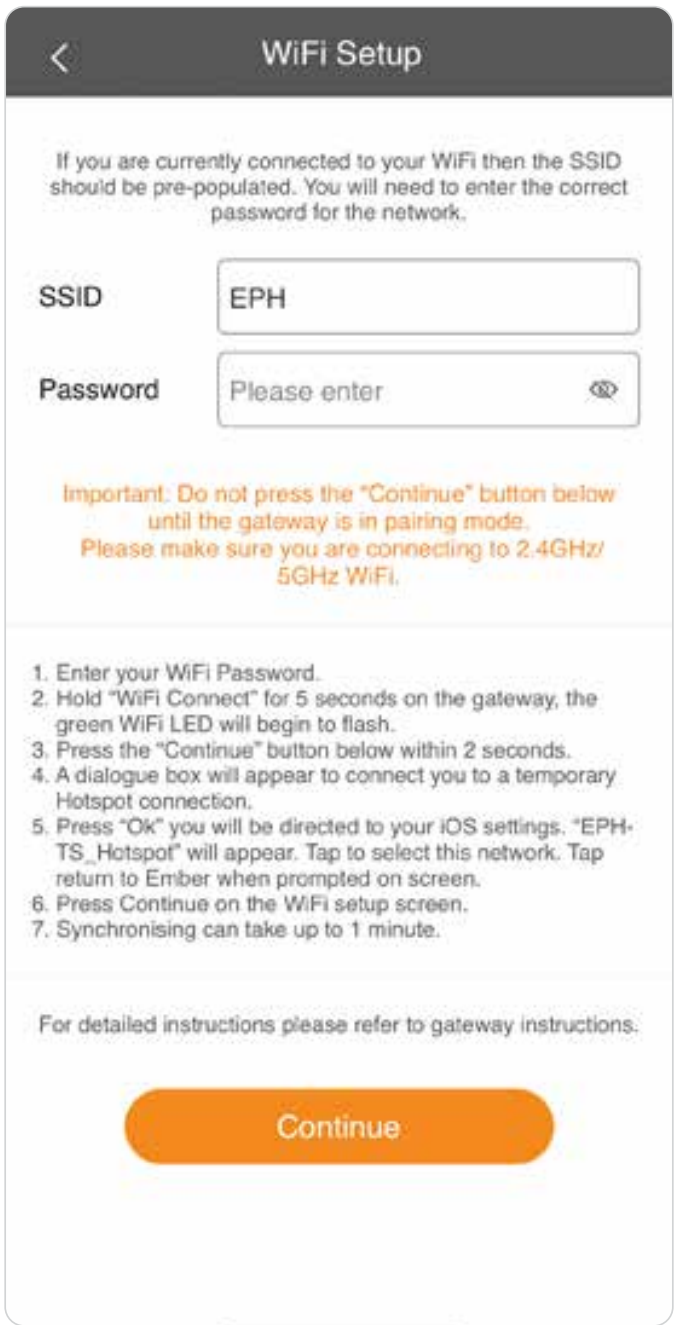
Note:

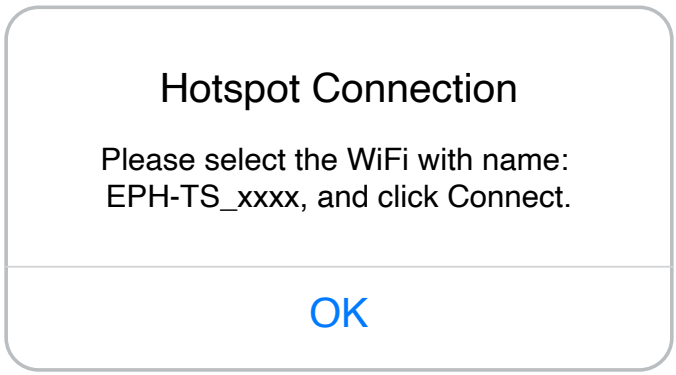
After entering the WiFi password in Step 2, do not press the continue button. Complete step 3 and then press continue button as per step 4.

2. Enter the WiFi password.
3. **On the GW03 gateway:**

   Hold the WiFi connect button for 5 seconds.

   The green light will begin to flash.
4. **On your mobile device:** Immediately press 'Continue'.
5. A pop up dialogue box will appear to connect you to a temporary Hotspot connection.


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
EPH
Password
Please enter
Important: Do not press the "Continue" button below until the gateway is in pairing mode.
Please make sure you are connecting to 2.4GHz/ 5GHz WiFi.
1. Enter your WiFi Password.
2. Hold "WiFi Connect" for 5 seconds on the gateway, the green WiFi LED will begin to flash.
3. Press the "Continue" button below within 2 seconds.
4. A dialogue box will appear to connect you to a temporary Hotspot connection.
5. Press "Ok" you will be directed to your iOS settings. "EPH-TS_Hotspot" will appear. Tap to select this network. Tap return to Ember when prompted on screen.
6. Press Continue on the WiFi setup screen.
7. Synchronising can take up to 1 minute.
For detailed instructions please refer to gateway instructions.
Continue

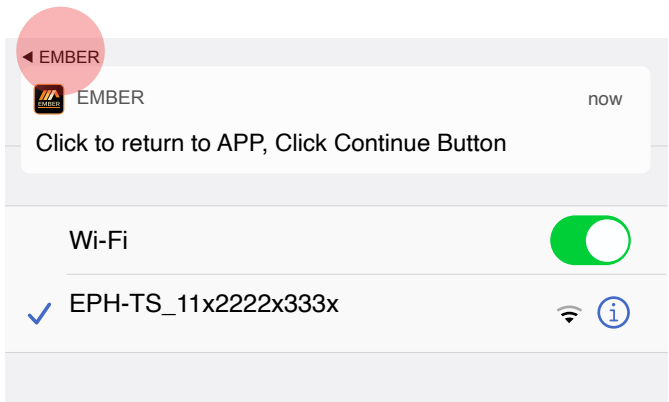

Hotspot Connection
Please select the WiFi with name: EPH-TS_xxxx, and click Connect.
OK

Pairing your gateway to your 2.4/5GHz Wireless Internet (iOS)

(Continued)

6. Press “OK”. You will be redirected to your iOS WiFi settings page. Go To WiFi settings.

   An EPH-TS_Hotspot will appear. Tap to select this network. Press Ember on the top left if you are not automatically redirected back to the EMBER App.



7. Press Continue on the EMBER App.
8. When the gateway is successfully connected the light will be solid green and the EMBER App will bring you to the Gateway Code screen. Synchronising can take up to 3 minutes.
9. If pairing is unsuccessful, please repeat steps 3-8.
10. The Gateway now needs to be paired with your EMBER App.
11. Enter the gateway code located on the gateway housing. The gateway code will normally pre-populate on the gateway code screen.

Note:

Do not press "Continue" until all 3 LEDs are on constantly.

12. Press 'Continue' once only.

Home Setup

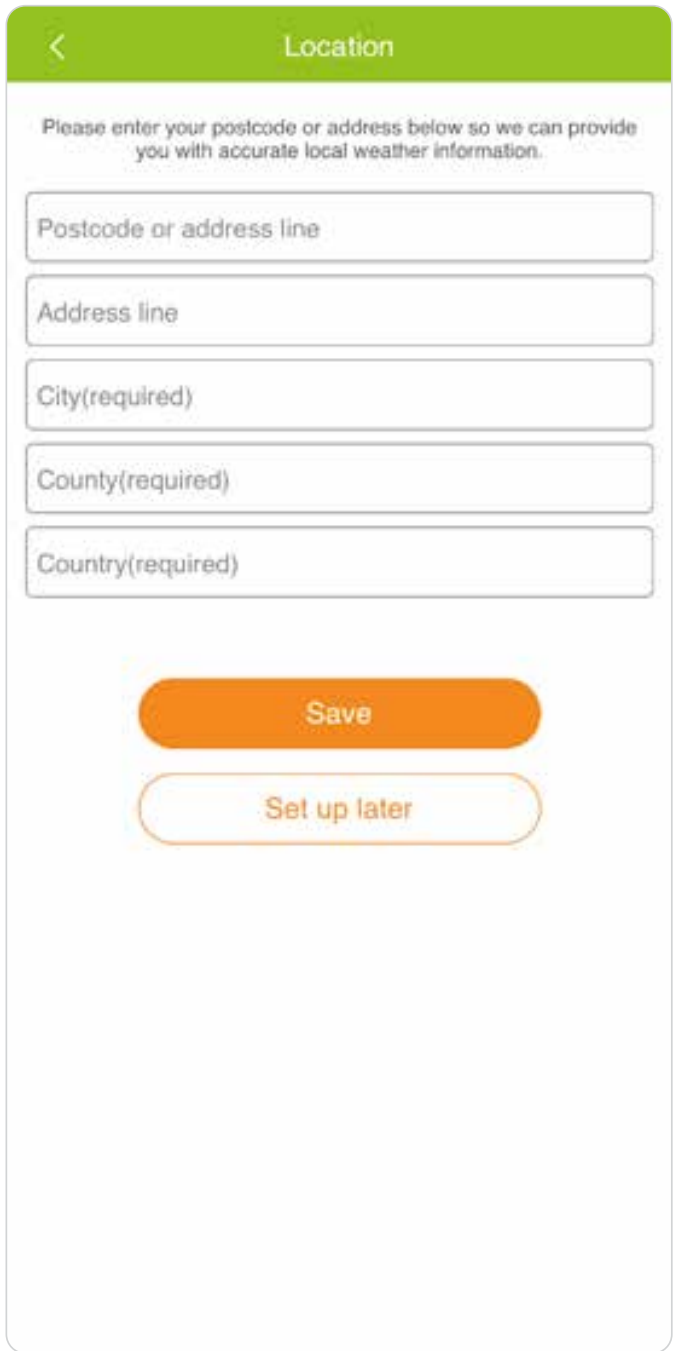
Home Setup appears on the Screen.

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

   Note: It is recommended to use unique zone names if you are planning to use a third party voice control or smart speaker system. Check with your service provider for compatibility.

4. Enter the postcode or your address to set the location of your home.

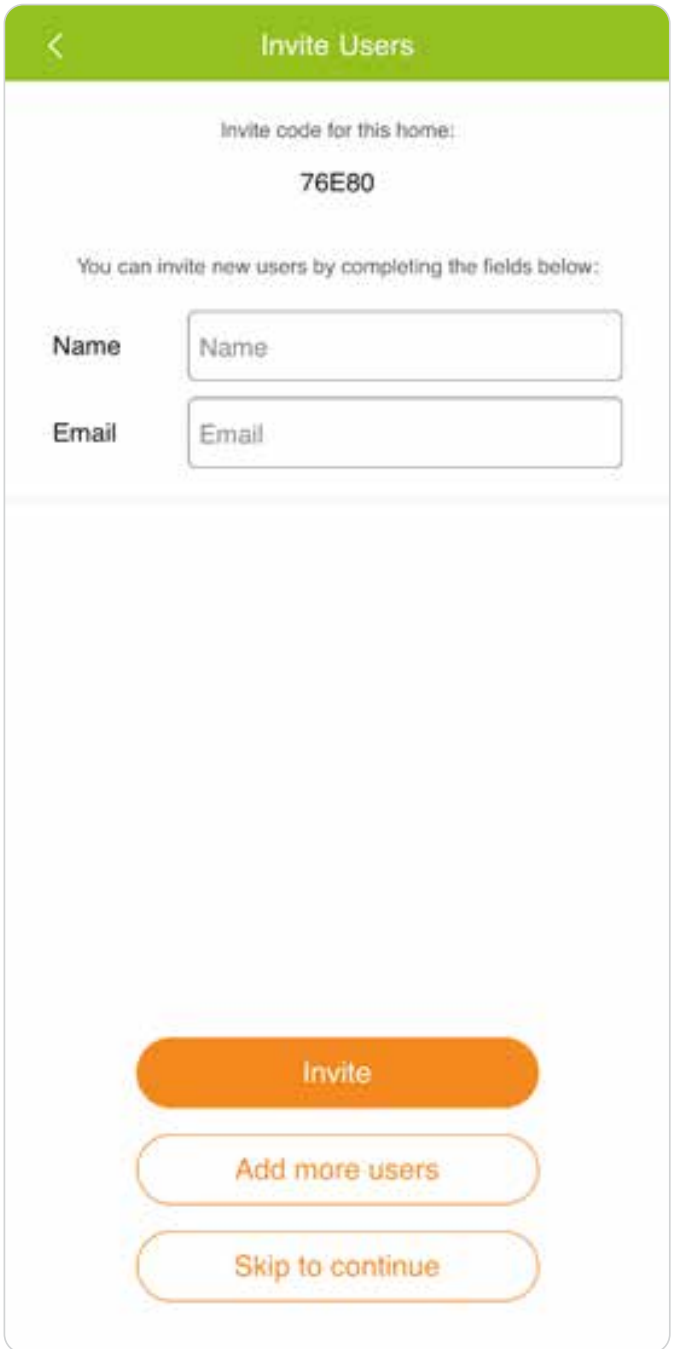
5. Press ‘Save’.



Home Setup (Continued)

6. The Invite Users screen will appear.

7. To allow additional users access to the EMBER home, enter their name and email address here. Press 'Invite'.



8. A summary confirming the changes that you have made is displayed.
9. Press 'Tutorial' to view the tutorials.*
10. Press 'Skip' to complete Home Setup.

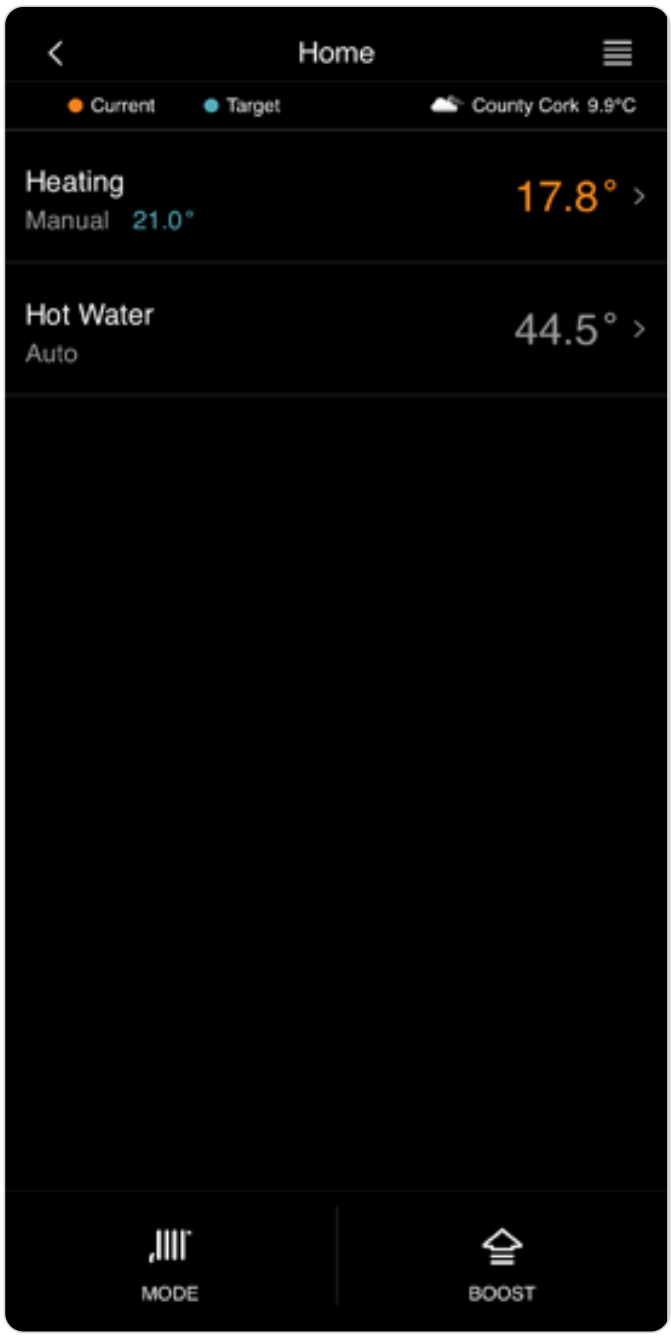
Note: You can access the tutorials from the setting menu ⚙ and burger menu ☰ in the EMBER App.

Home Setup (Continued)

11. The Home screen will appear.

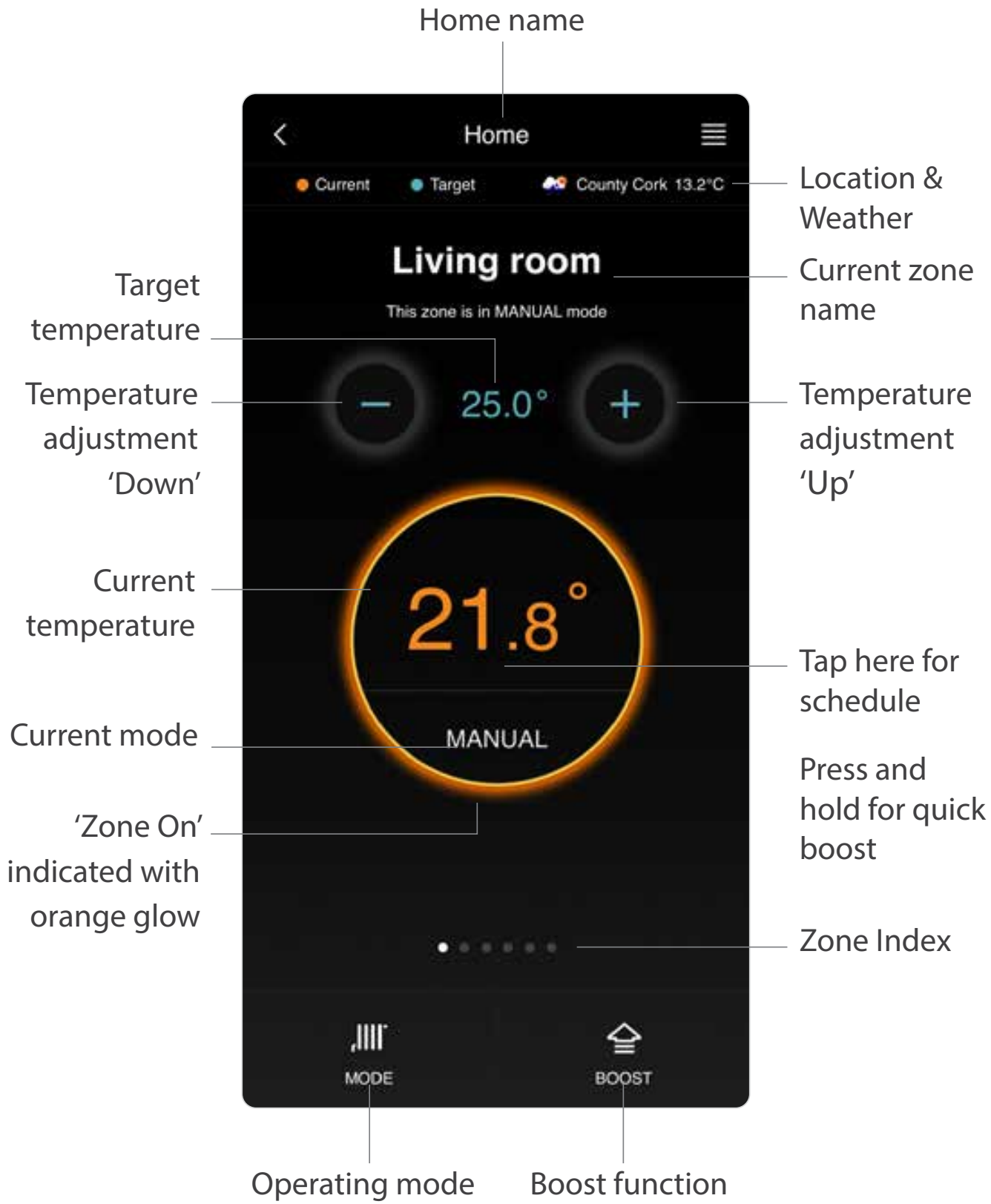
    If you have multiple zones, you will see a zone list with the relevant number of zones.

    Note: You can boost or change the mode of multiple zones on the zone overview screen by pressing mode or boost at the bottom of the screen.



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

Zone control diagram



Notes

EMBER

Official Site EMBER

Download on the App Store

GET IT ON Google play

EPH CONTROLS

EPH Controls IE

021 471 8440
Cork, T12 W665
technical@ephcontrols.com
www.ephcontrols.com

EPH Controls UK

01933 322 072
Harrow, HA1 1BD
technical@ephcontrols.co.uk
www.ephcontrols.co.uk

2024-04-25_GW03DB_DS PK