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# SET-UP GUIDE

## E-TOUCH APP

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## WHAT IS E-TOUCH?

E-Touch is a range of fires developed by Evonic Fires which allows you to operate your fire using the E-Smart Cloud app on a smart phone or any internet connected device. This enables you to change the flame effect, operate the heater, and change the temperature all through the app.

## MINIMUM REQUIREMENTS

In order for your fire to connect to the app, your internet router and smart device should meet the following minimum requirements;

### Wi-Fi Router

- Compatible with IEEE 802.11n/g/b
- WPA2 encryption
- Radio frequency: 2.4GHz band
- Wireless auto channel: auto search for wireless LAN radio channel free of interference
- Support for the User Datagram Protocol (UDP)
- The minimum distance from your internet router to the fire should be 70cm

### Smart Device

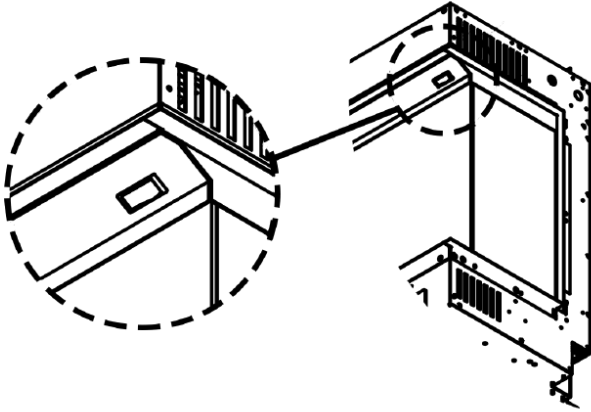
- IOS 8.0 or Android 4.4

## STEP-BY-STEP GUIDE



To begin using the app you first need to pair your appliance to the app, we have created a video on our Youtube channel to guide you through the process of pairing your appliance to your smart phone or tablet. Scan the QR code to be taken to the video and get started. Alternatively follow the step-by-step guide below.

1



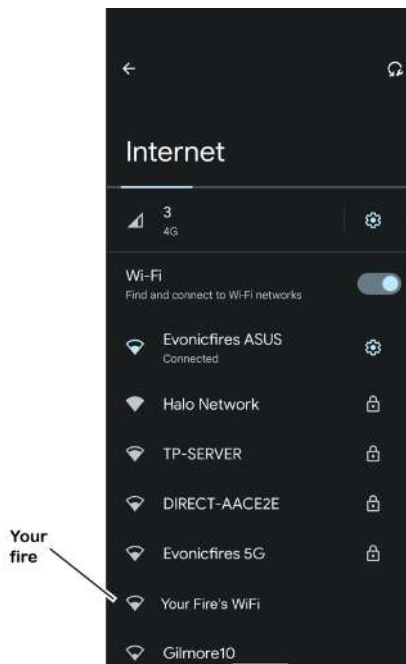
Make sure that your fire is plugged in and the switch is on. Then turn on your fire by pressing the rocker switch to the 'ON' position.

2



Download the E-Smart Cloud app from the Apple Store, or Google Play Store.

3

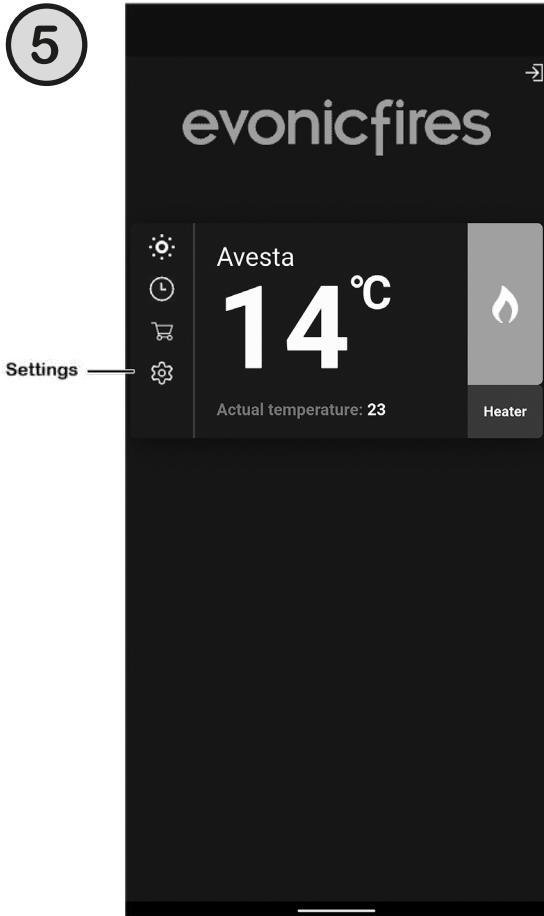


Open the Settings panel on your device and connect to the fire's wireless connection. The name of the fire's WiFi will vary depending on the model.

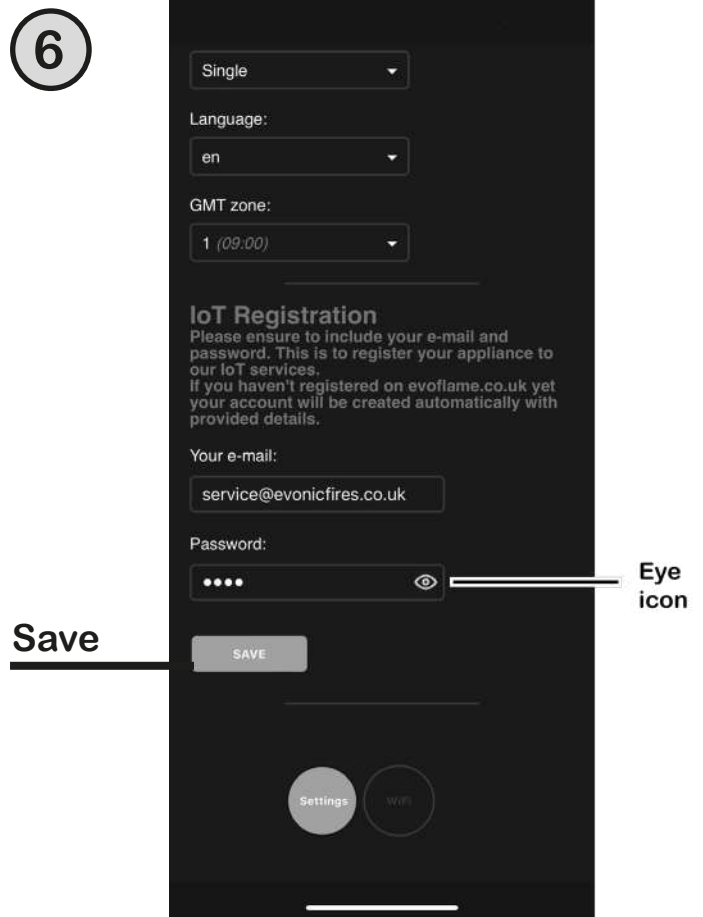
4



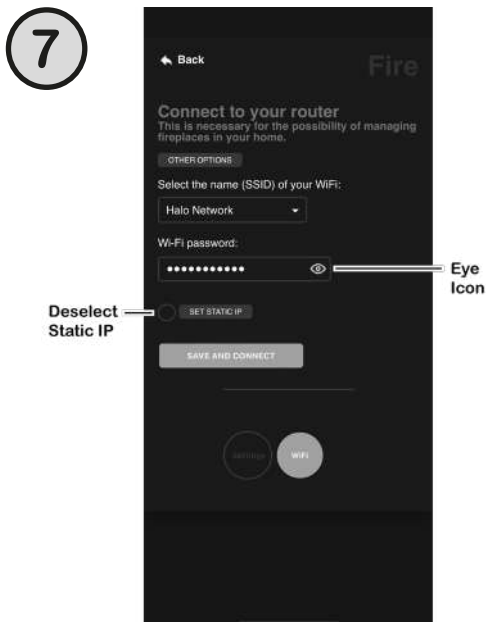
Open the E-Smart app.



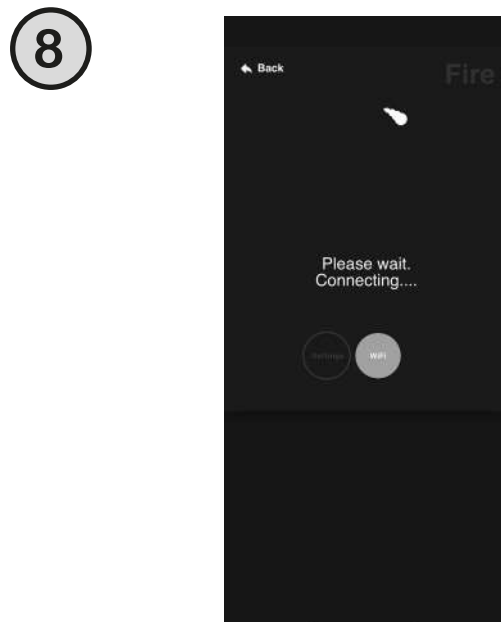
Open the settings panel on the app's Home Screen.



Scroll down to the 'IoT Registration' section and fill in your email address and create a password. Press 'Save'. Then select the grey WiFi button.

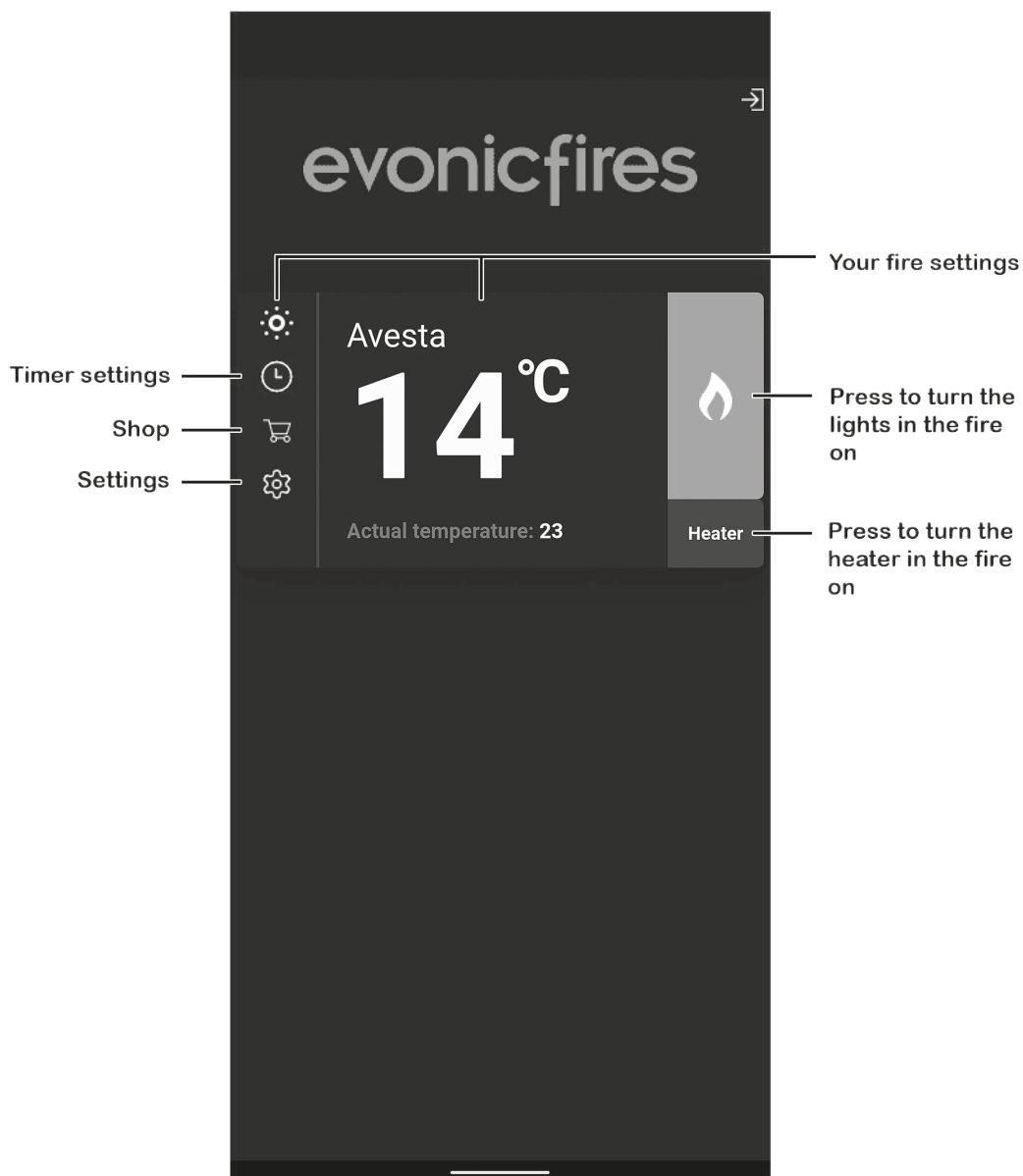


Select your router from the drop down box, and enter your router's password. Press the eye icon to double check for mistakes. Press 'Save and Connect'. Only select Static IP if advised by an IT professional.



The pairing process between your device, the fire, and your router will now take place. This may take a few minutes, and when the app shows 'Redirect' you may see the lighting on your fire change colour. This is completely normal.

## USING THE E-SMART CLOUD APP



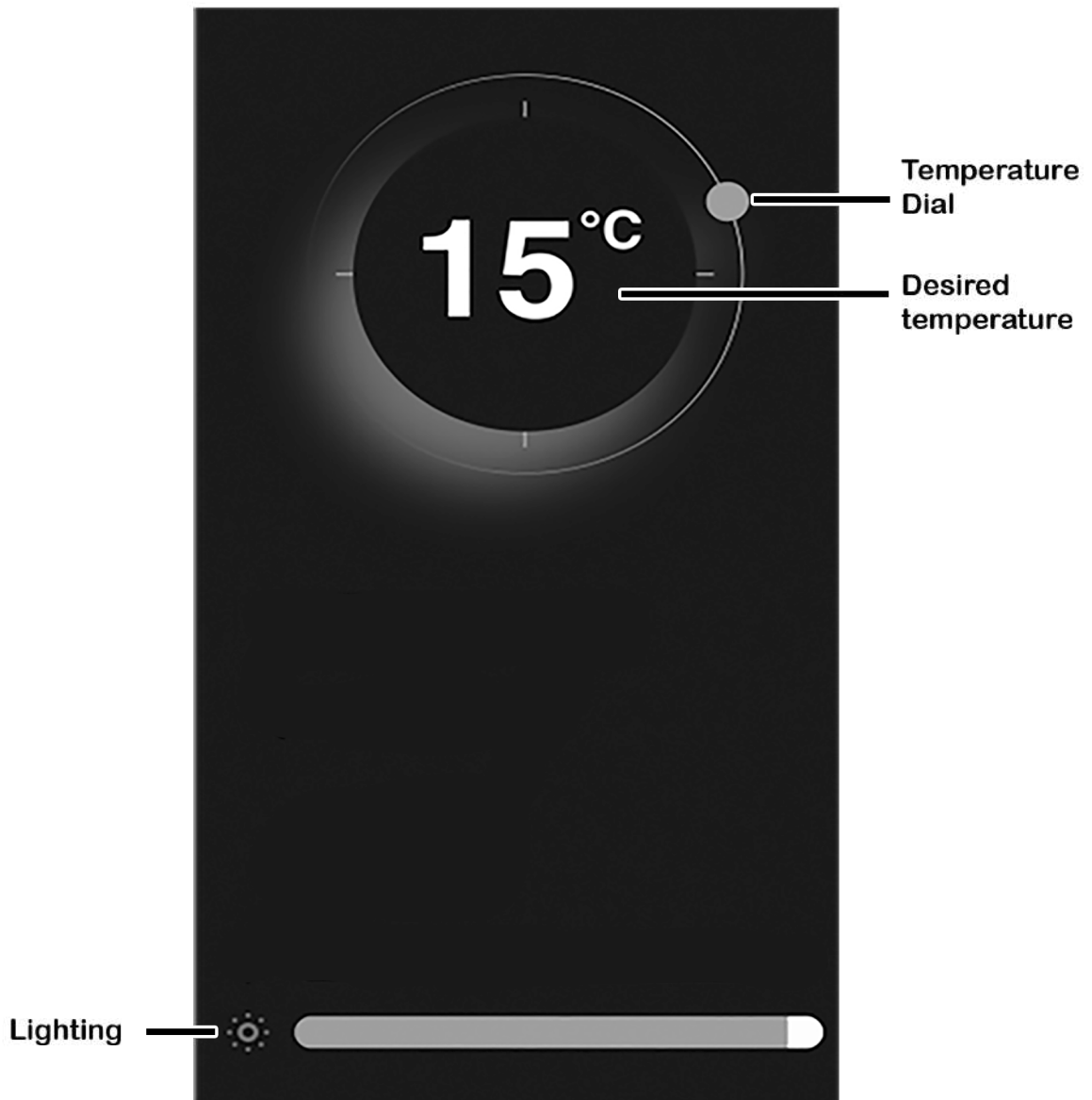
### HOME PAGE

On the Home Page of the E-Smart App you can see the name of your fire, the chosen temperature, and the actual temperature.

On the left hand side you can select the timer, shop, and app settings. On the right hand side you can turn the lights in the fire on and off, and also turn the heater on and off.

To enter the Control Overview either select the light bulb icon on the top left or the central temperature box.

## CONTROL OVERVIEW

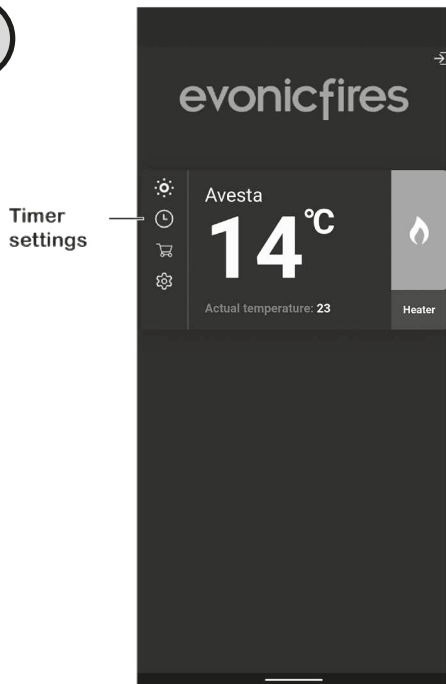


To adjust the desired temperature of your fire ensure that the heater is selected on the Home Page in the previous step. Then press, hold, and rotate the temperature dial to set the temperature.

By clicking on the lighting icon you can adjust the flame brightness by pressing, holding, and sliding the tab at the bottom of the screen. Slide left to lower the brightness, and right to increase the brightness.

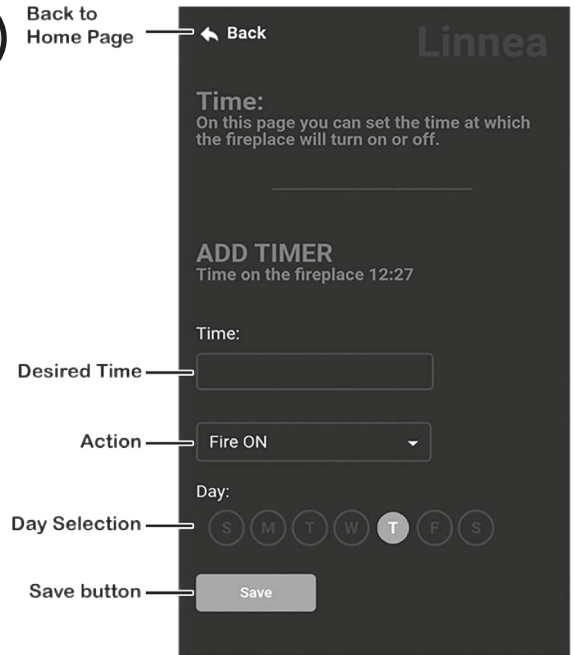
## PROGRAMMING THE TIMER

1



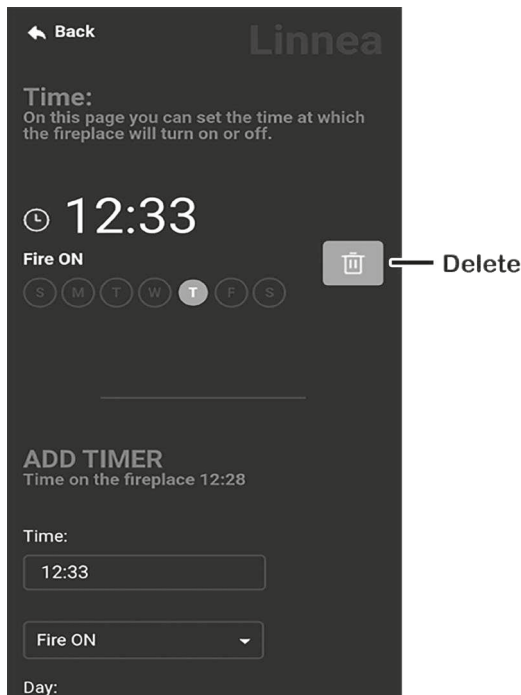
Single press the clock icon on the Home Page to begin programming the Timer.

2



Input your desired time in the Time box, select the action (Fire On/Off/, Heater On/Off) you want. Deselect the day/s you don't want it to apply to, and press the Save button.

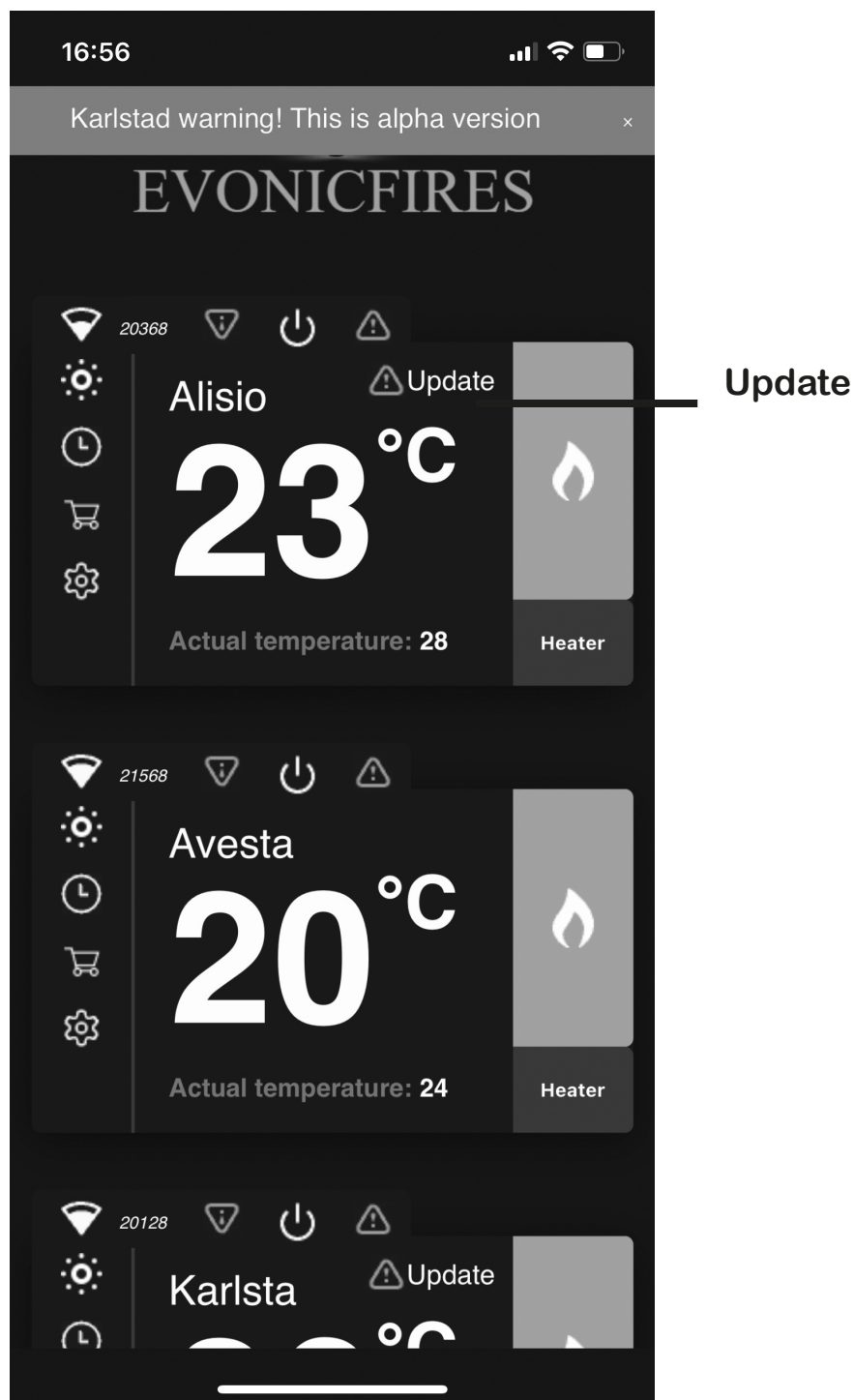
3



The above screen will now show your set timer. To delete the timer press the bin icon. To add an additional timer scroll down and repeat the process. Press the Back button to return to the Home Page.



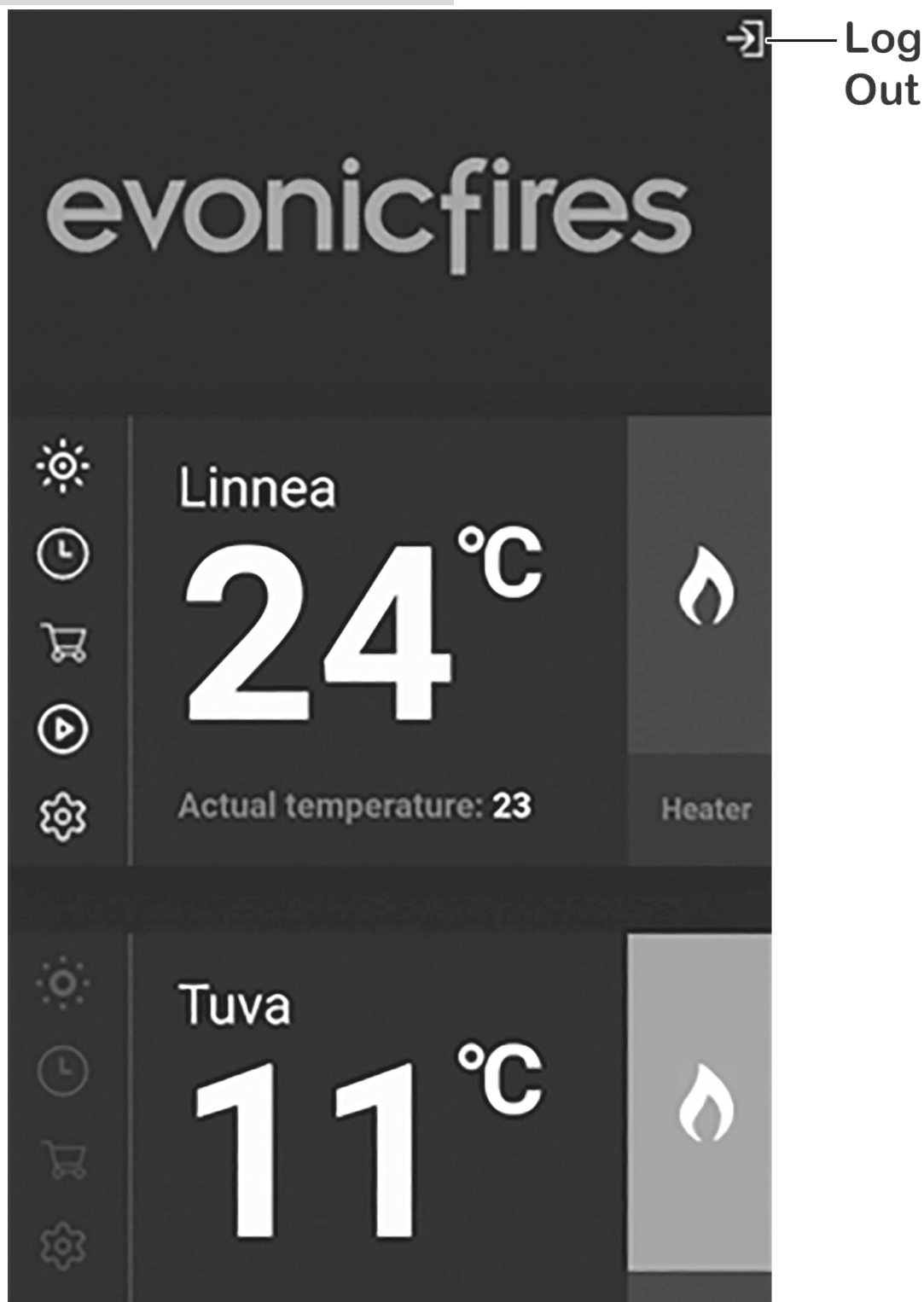
## UPDATING YOUR FIRE



Update your fire by clicking on the triangular icon.

Do not turn your fire off until it is complete

It may take up to 10 minutes to update.



To log out of your account, single press the exit icon in the top right hand corner of the Home Page.

Please note that you should not need to log out of the app; once logged in you can stay logged in for quick and easy operation of your fire.

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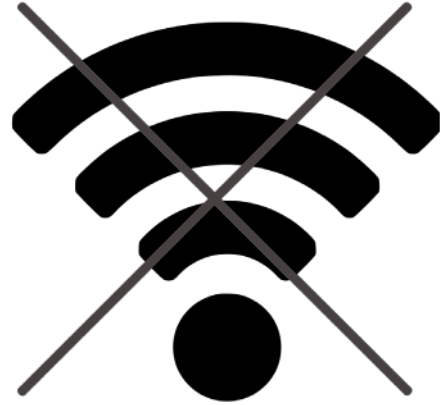
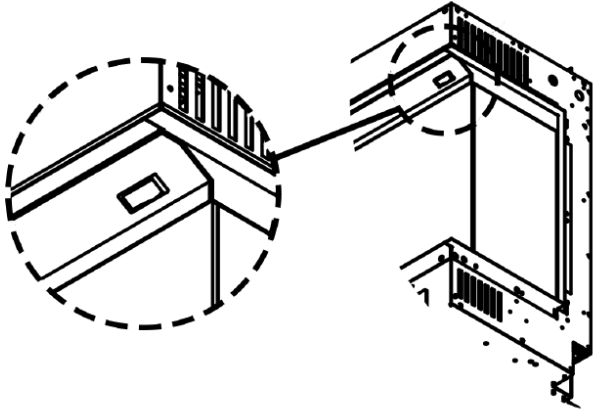
# TROUBLESHOOTING

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## PROBLEMS CONNECTING

If you are having problems connecting your fire with your device and router please try the following steps to fix the issue.

1

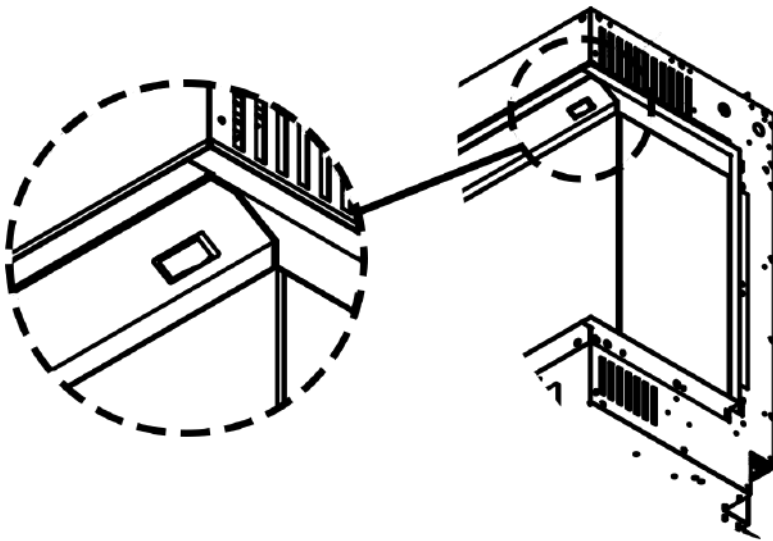


- Switch your fire OFF

- Switch your internet router OFF

Please note that this appliance can only be used on a 2.49Hz band, please see page 3 for the minimum requirements.

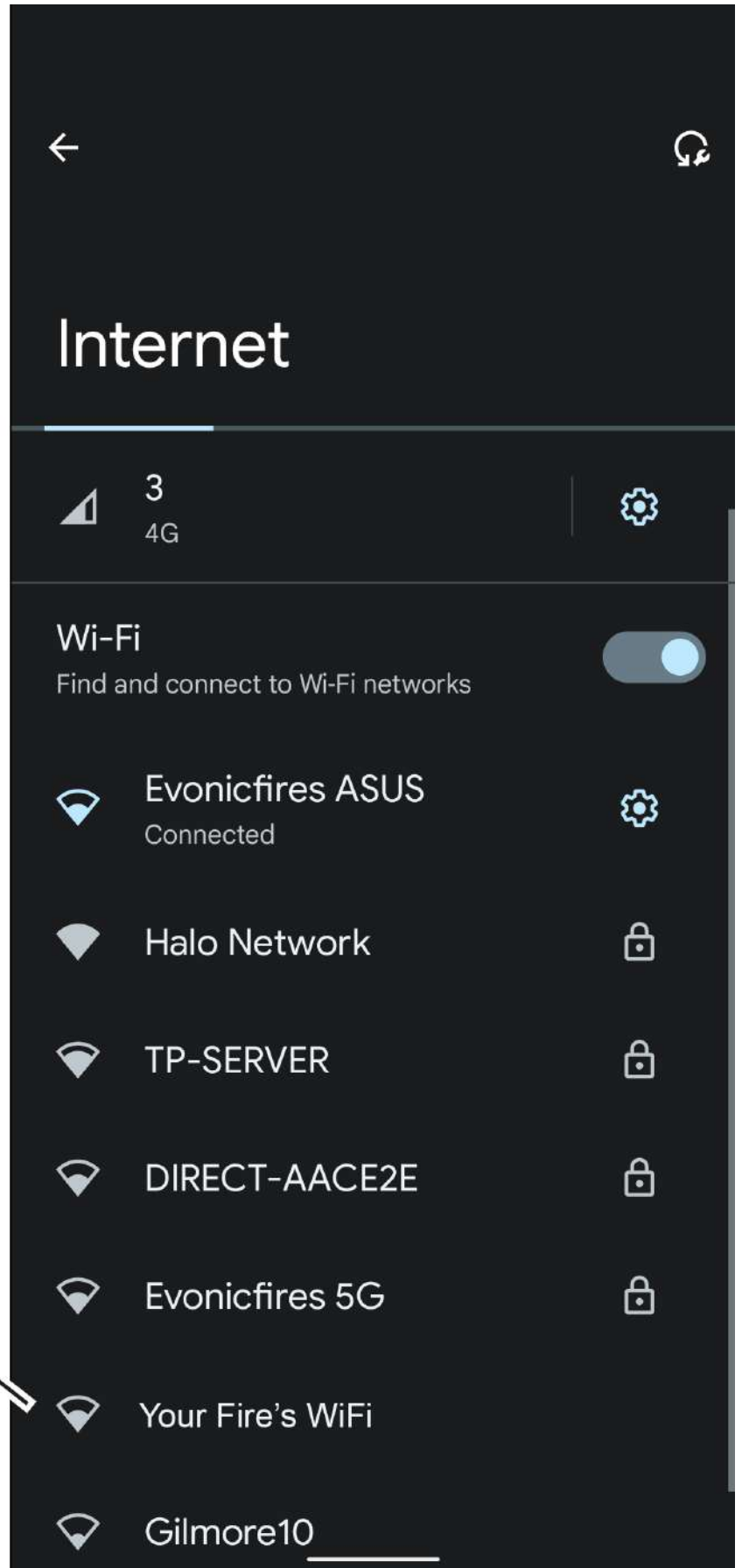
2



- Switch your fire ON  
(Keep the router switched OFF)

3

Your  
fire



- Go to the WiFi settings on your phone or device.
- Find and select your product/fire

4

Settings



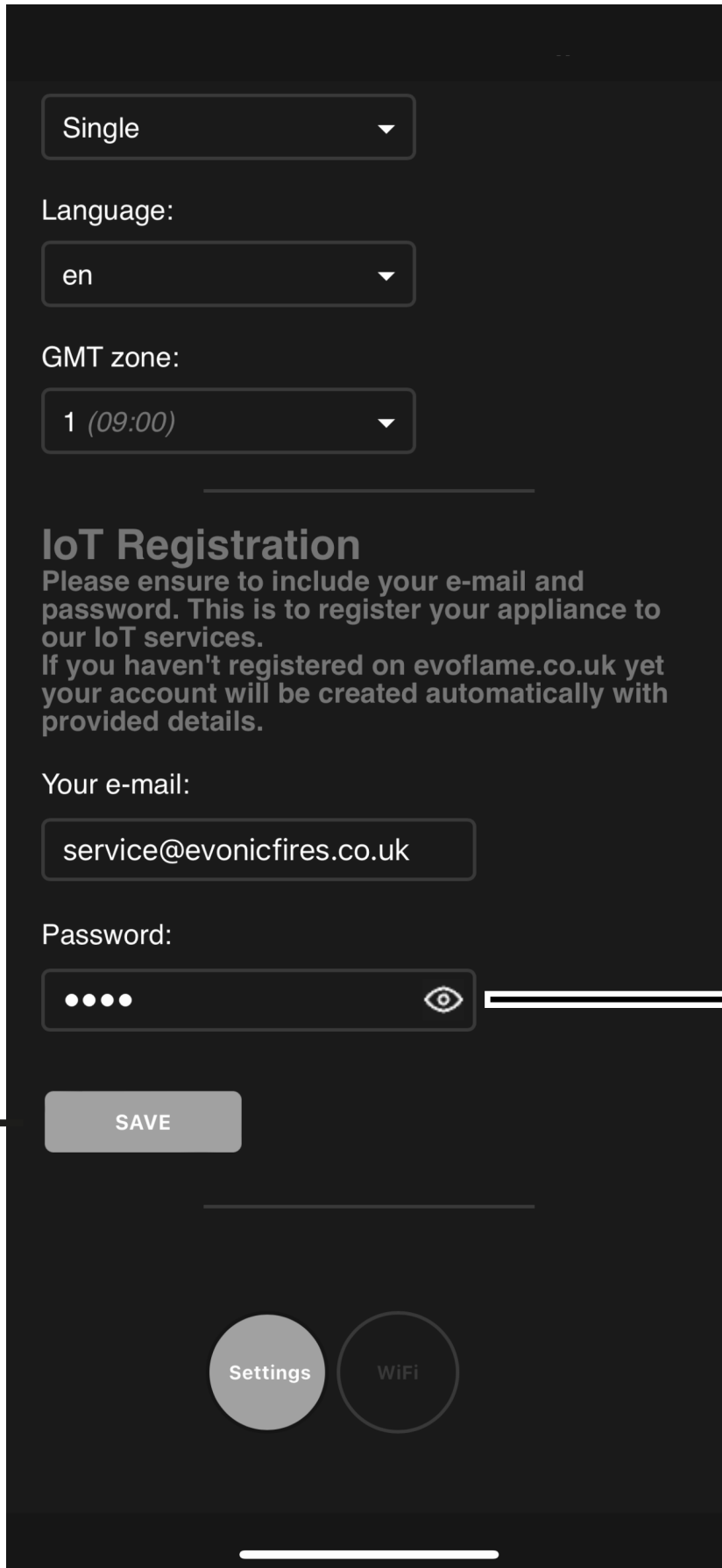
- Go to the E-Smart app and click 'Settings'

5

Device  
name

- In 'Device name' rename your fire.  
(Be sure not to use numbers or spaces when renaming your fire)

6



Save

Eye icon

- In the Settings menu scroll down to the IoT Registration and check that your email and password are correct. You can click the eye icon to help you see any mistakes.
- Click Save



7

Single

Language:  
en

GMT zone:  
1 (09:00)

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### IoT Registration

Please ensure to include your e-mail and password. This is to register your appliance to our IoT services.  
If you haven't registered on [evoflame.co.uk](http://evoflame.co.uk) yet your account will be created automatically with provided details.

Your e-mail:  
service@evonicfires.co.uk

Password:  
••••

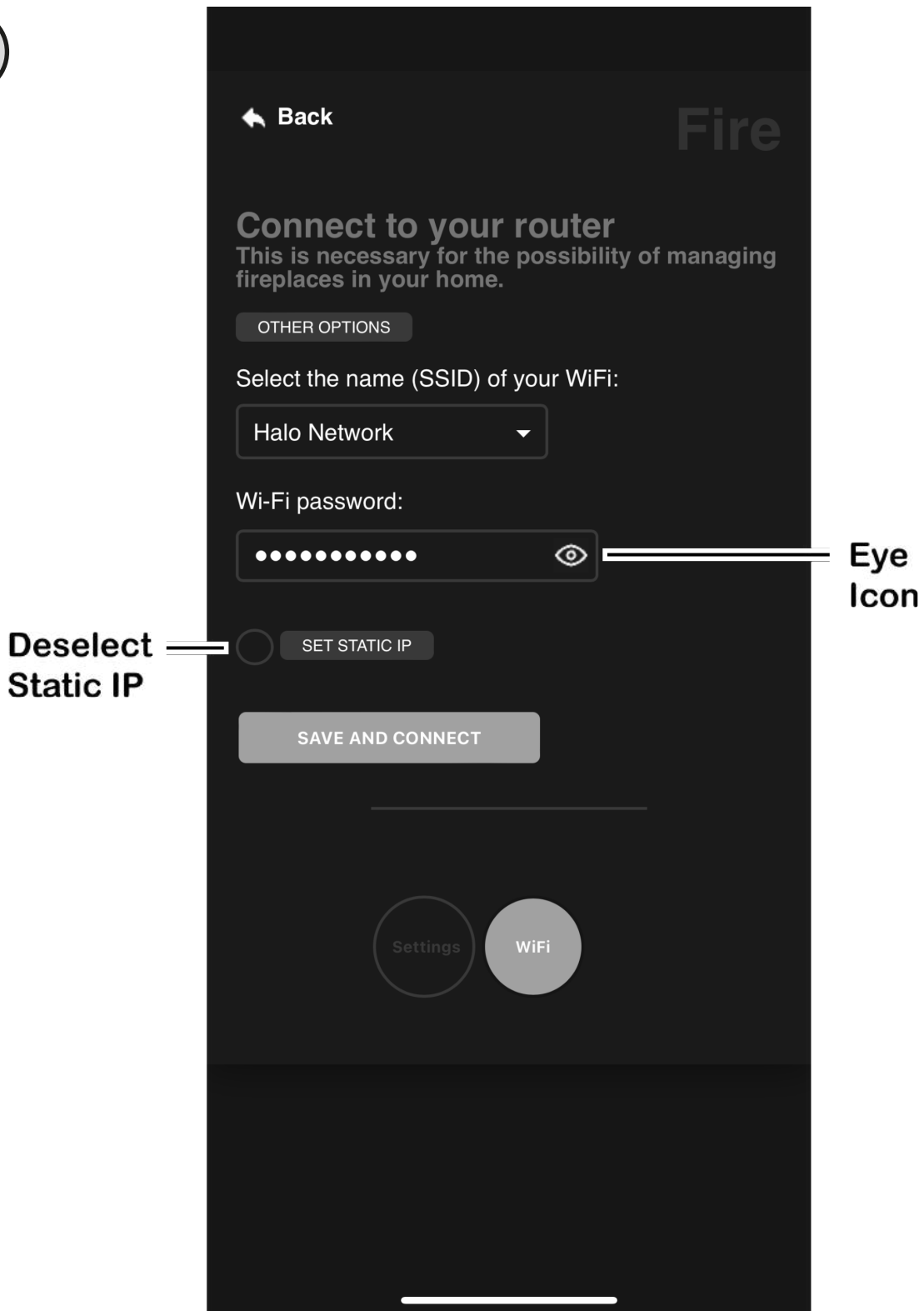
SAVE

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Settings WiFi

- Click on the grey WiFi button

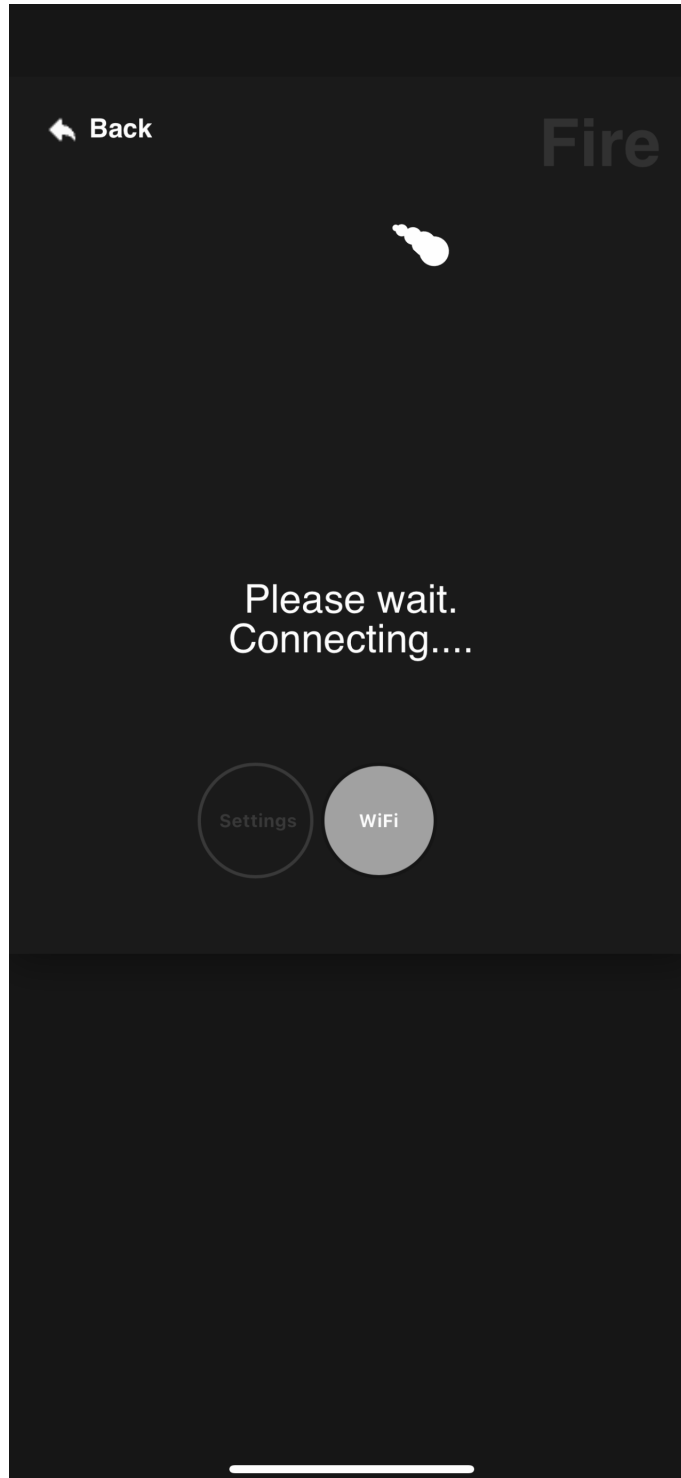
8



- Check that the name of your WiFi and the WiFi password are correct, you can click the eye icon to help you see any mistakes. Only the following symbols can be used in your WiFi password;
  - numbers 0 to 9
  - upper case letters A to Z
  - lower case letters a to z
  - ! . , ? + - @ \_
- Make sure that 'Set Static IP' is NOT selected.
- Click 'Save and Connect'.

9

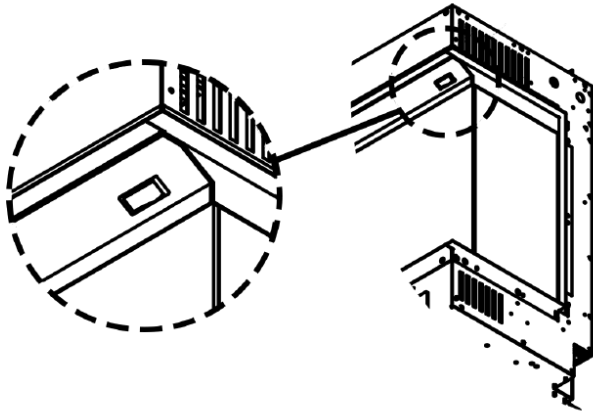
2:00



- Wait 2 minutes...

(If it doesn't appear to be connecting then close the app and then continue with step 10)

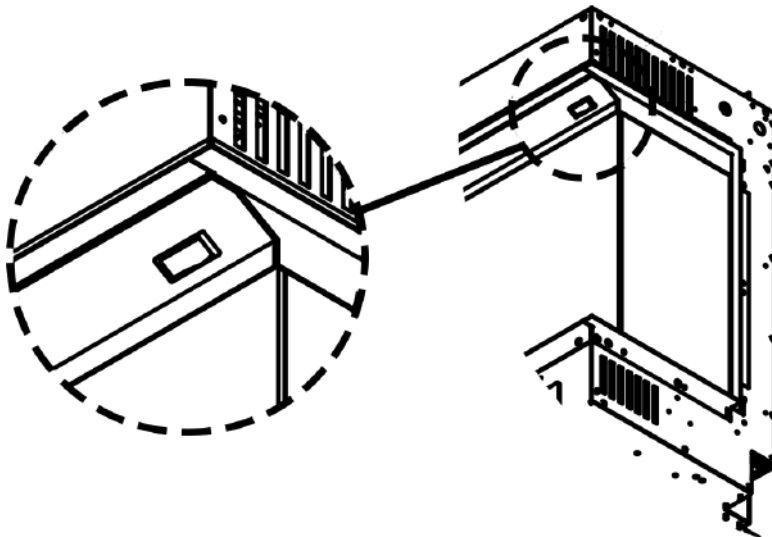
10



- Switch your fire OFF

- Switch your internet router ON

11



- Switch your fire ON
- You can now use the E-Smart Cloud App as normal, please see page 6.

If the fire still does not connect, then please repeat the process. After repeating the process if you still cannot connect then please call our service department on 01789 263868 or [service@evonicfires.co.uk](mailto:service@evonicfires.co.uk).