

e-line^{VISION} SOLUS

PREMIUM ELECTRIC FIRES

CONNECT YOUR VISION E-LINE
SOLUS ELECTRIC FIRE WITH THE TUYA APP

FOR ELECTRIC FIRE MODELS:

VS75 - VS100 - VS130 - VS150 - VS180



UK
CA

CE

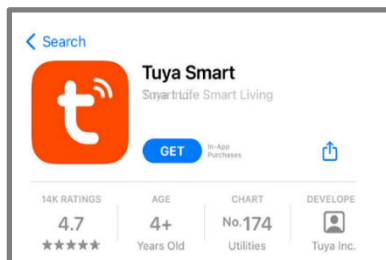
Getting Started

To connect your Fire to the Vision E-Line Solus app you will need the following

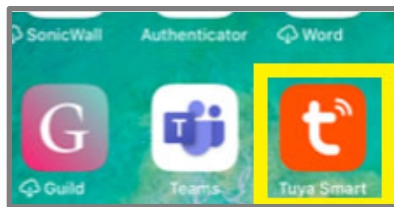
- ✓ A device running android or ios such as a tablet or smart phone
- ✓ Network within range of the fire
- ✓ Valid email address, which you are able to access for verification

STEP 1 – DOWNLOAD THE TUYA SMART APP AND CREATE A USER ACCOUNT

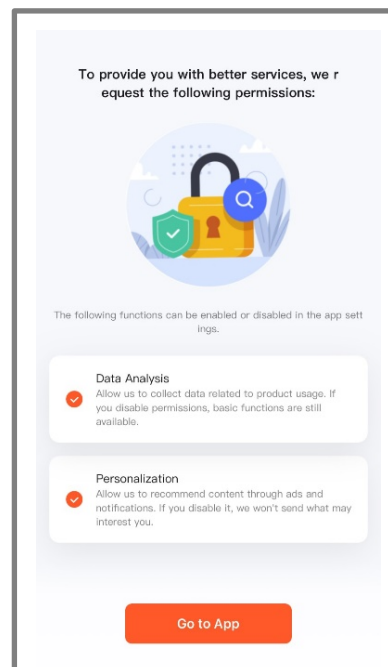
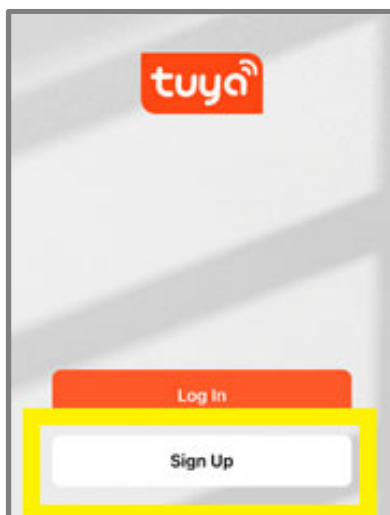
- Download the Tuya Smart app from your app store



- Once downloaded the TUYA icon will appear on your device's home screen, you can now open this app by tapping the icon.

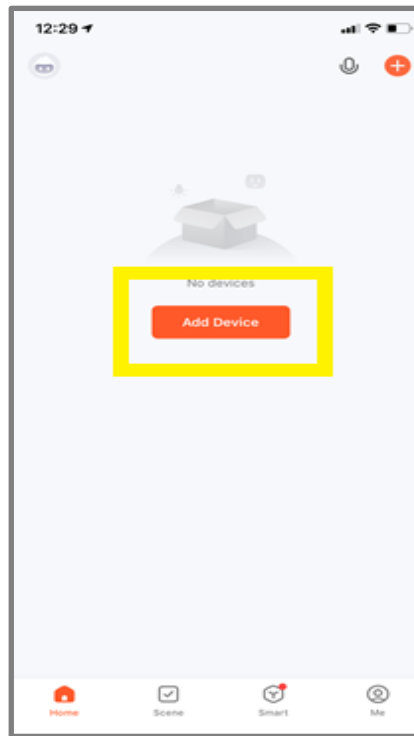


- Follow the directions in the app to create an account, a valid email address will be required to complete the account set up process. Once your account is set up you will receive a number of permissions please follow the on screen prompts.

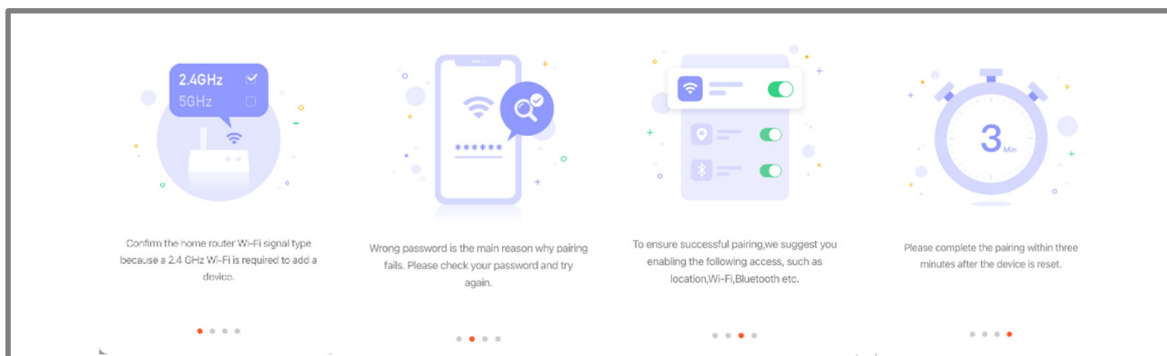


STEP 2 – CONNECT YOUR APPLIANCE TO THE APP

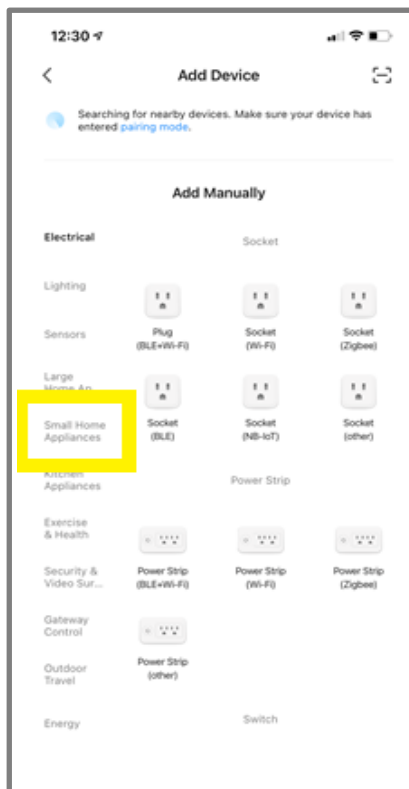
Now you can begin the process of connecting your appliance to the app. At the home screen press the add device button.



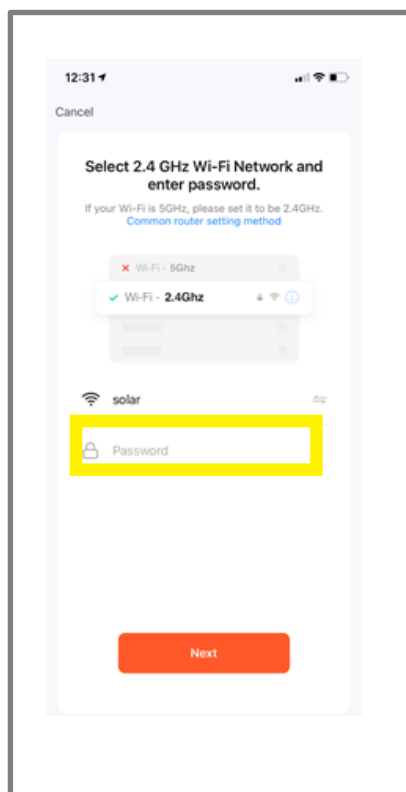
Once the password has been entered you will be presented with a checklist to ensure trouble free connection of your appliance to the network. You may also be asked to allow location permissions, please read, and follow the on-screen information.



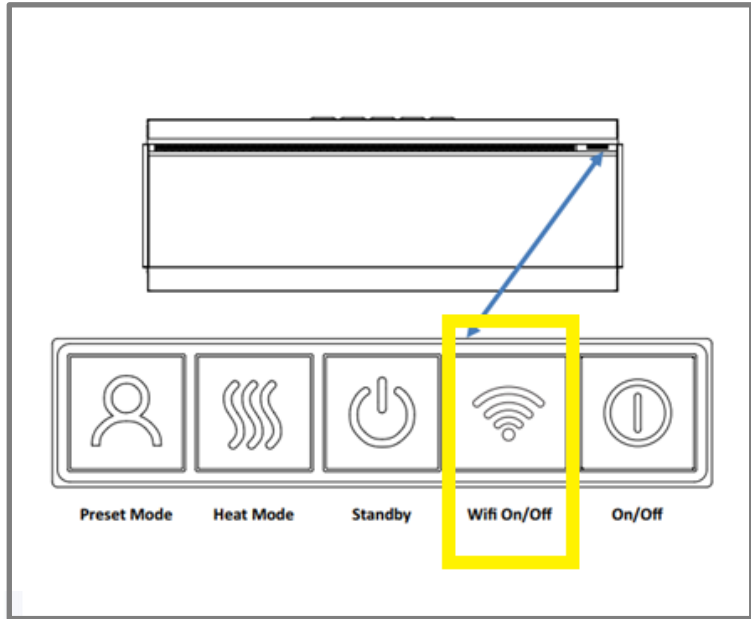
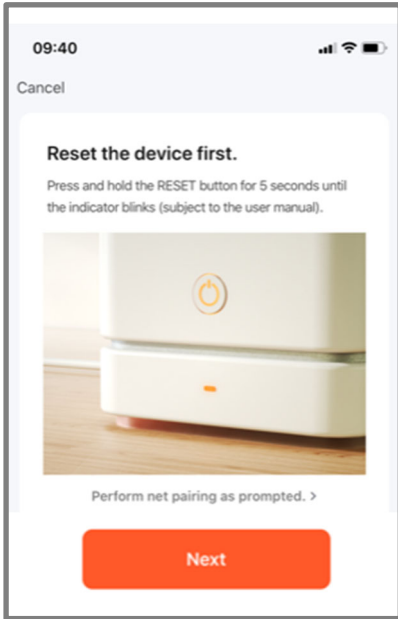
After you have gone through the permissions you will then need to choose which device to pair, please select **small home appliances** from the menu as shown below:



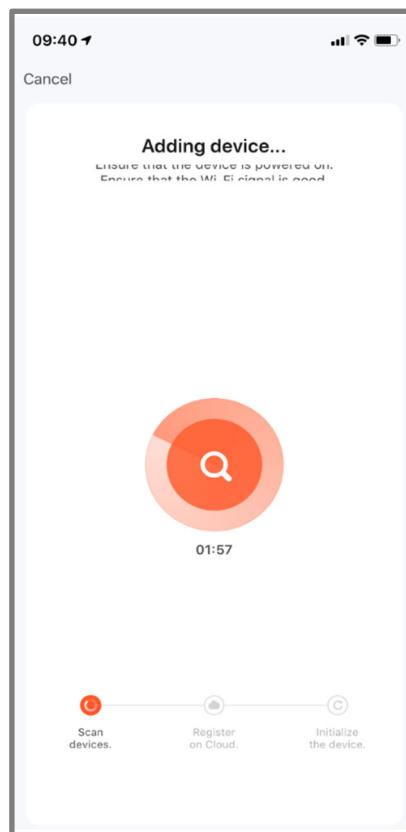
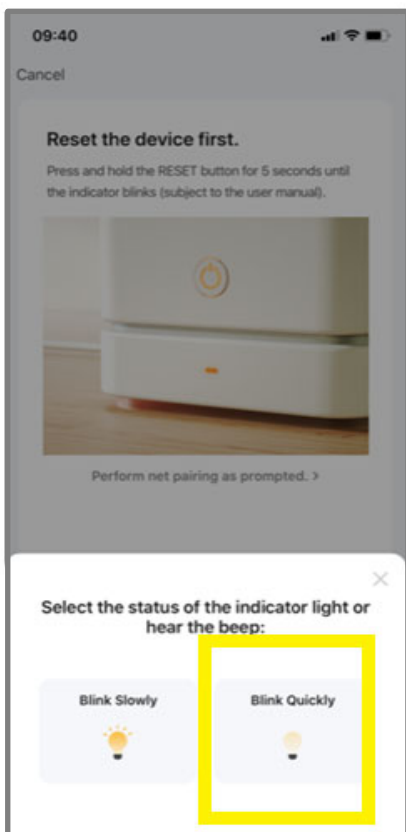
Now from the list of small home appliances select **Heater (Wi-Fi)**. This will then prompt you to enter your Wi-Fi password, ensure the correct network is selected enter your Wi-Fi password then press the next button.



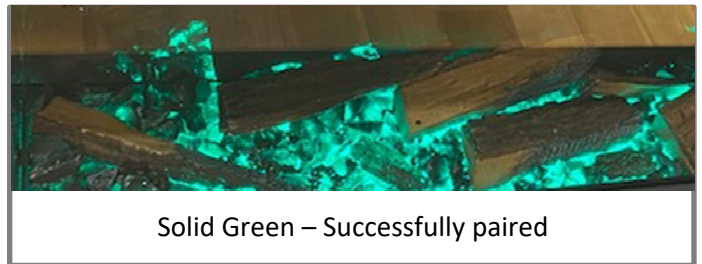
Now the app will prompt you to reset the device this is referring to placing your fire into pairing mode. Before tapping next you will need to put your appliance into pairing mode. Ensure the fire is switched on before commencing and press and hold the Wi-Fi button on your fire located on the underside of the top righthand corner of the fire, as shown below until fuel bed flashes red.



Once the fire is placed in pairing mode with a flashing red fuel bed tap the next button on the app and choose the Blink Quickly button this will then begin to search for the fire, when it has successfully paired the fire fuel bed will display a solid green colour.

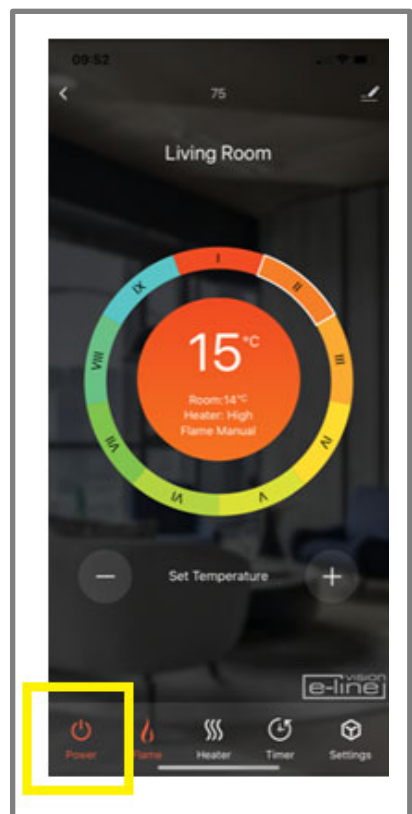
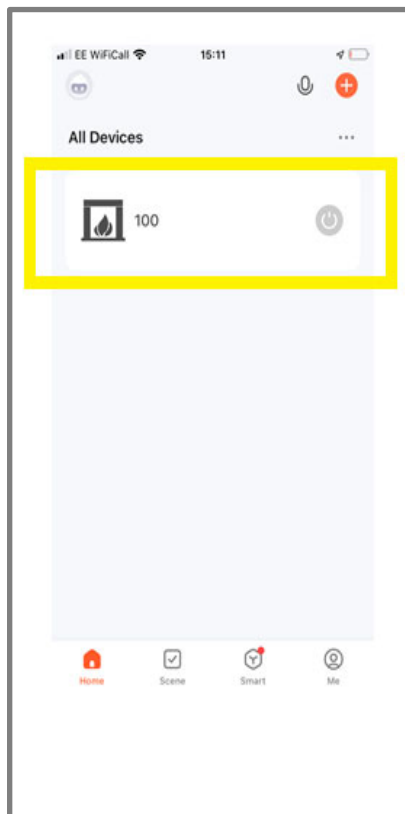


Please note, the fire fuel bed colour indicates the status of the fire when first initiating the pairing the fuel bed will flash red. Once successfully paired the fuel bed will display green. If a flashing blue fuel bed appears check your connection and repeat the pairing procedure.



STEP 4 – SUCCESSFUL PAIRING

On successful pairing you can now use the Vision E-Line app to control your appliance. Your appliance will now be listed as a device in the Tuya home screen. Select the appliance to begin using the Vision Solus app. To turn the fire on use the power button as highlighted in the illustration below.



If you have trouble connecting, please check:

- Ensure your fire is in standby mode
- Your appliance is in range of the network
- Your smartphone/tablet is connected to your home network
- Ensure the latest version of the app is installed on your phone or tablet
- Check your network has a good signal strength

If you are still experiencing issues, please uninstall the app from your device and reinstall then repeat the above steps.

Advanced Wi-Fi Router Guidance

Please see the below the wireless frequencies that are typically available in your home, in order to connect your Solus appliance, you will need to choose frequency number 1. The Tuya app will not work on frequencies 2 & 3. Typically, most routers will configure to the set appliance frequency. Your network provider will be able to tell you if your router setting is compatible.

- 2.4 GHz - This frequency can provide a greater range at slower speeds
- 5 GHz - This frequency can provide a greater speed, but at a reduced range
- 6 GHz - This is a new frequency, and it can provide greater speeds, but at a reduced range

The range of wireless transmissions can reduce at high frequencies, because at those levels they do encounter difficulties when trying to penetrate through solid objects, these objects can be structural, or general building fabrics, such as metal framework, walls & floors.

For the best possible connection to your Solus appliance, the location of your wireless router in relation to your appliance is key:

If there are certain areas of your home where you find your signal drops, it may be due to a blockage. Large objects can often obstruct or interfere with a wireless connection, so it's best to keep your router off the ground and away from larger items.

Steer clear from putting your router behind the sofa, inside a cabinet or behind a door - although it looks tidy, if you are experiencing an issue this could be the cause a problem. You should also keep electronics such as microwaves, lamps, speakers, TVs and monitors as far away from the router as possible.

If issues are encountered when trying to connect your appliance, our best advice would be to follow the below:

Check the location of the appliance in relation to the wireless router, are there any objects that may be causing a problem with the signal? Check if you are experiencing the same connection problem across other devices, you can do this by checking their Wi-fi status. Typical devices to be checked would be your mobile phone, tablet, laptop, or even your TV.

Try adding a new device to your wireless network – this will verify that the wireless password & SSID are correct. Are you using wireless extenders? If so, turn off all wireless extenders and add try adding a new device (a mobile phone for example) in the same location as your wireless router. This confirms that your Wireless router is accepting new devices without issue.

The last step would be to reset the wireless router.

Tips and advice:

If the appliance is installed out of the range of your wireless network, the Wi-Fi signal will not be detected by the appliance. It may be too far away from your router. You may need to purchase a signal booster to extend the range of your home network. You can purchase a Wi-Fi booster from any computer store, online or an electrical retailer. How do I know if my Wi-Fi signal is strong enough or if the appliance is out of range?

Simply stand in front of the appliance holding the device in close proximity to the control panel, you will find this on the front of the appliance. By using an existing device, that is already connected to the wireless network, this could be a phone or tablet, and then see if the Wi-Fi indicator shows that you have signal? If the signal strength is not full, it may indicate connectivity issue. If they are greyed out or only 1 or 2 bars are showing, then the signal strength of your home network will need boosting, in order for your Tuya app to control the appliance.

If the connection problems persist and you are unable to connect to the appliance, please contact your network provider for advice on the best solution.



www.visionfires.co.uk