

## FAQ relating to the Solution Fires App

### 1. Can I review the instruction from my app?

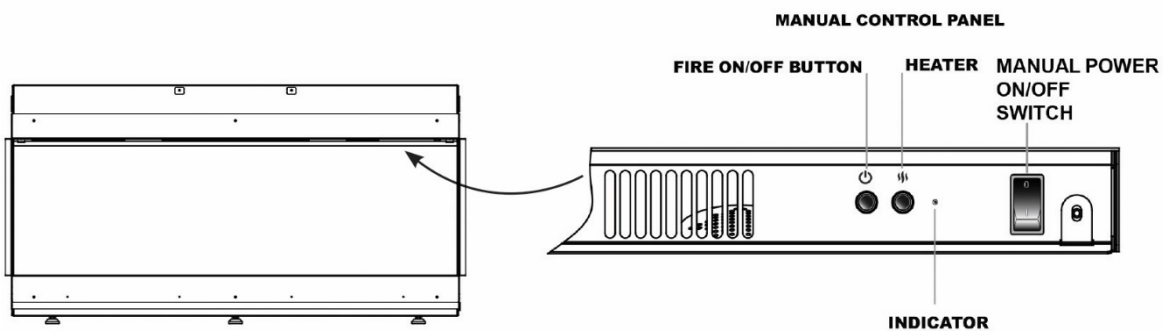
Yes, simply touch the ⓘ button at the top of your app screen and the instructions will then appear.

### 2. How do I know that my fire is ready to pair with my Wi-Fi network?

When you turn on your fire for the very first time, your fire will be broadcasting its own signal for you to connect to. If you are not sure, then use your phone or tablet to search for networks and if you see one called something similar to "SLE3df4a", then you know that your fire is ready to connect. Do not connect directly to that network on your phone other than through the Solution Fire app. Now follow the instructions to connect the fire.

### 3. What should I do if my fire is not ready to pair with my Wi-Fi network?

Ensure the manual power button is switched to on (I), using the fire on/off button indicated below, turn on the fire. Now hold the Fire on/off button for 10 seconds to put the fire in its "broadcast" mode ready for you to connect. Now follow the instructions to connect the fire.



### 4. Must I allow the app to know my location for the app to work?

Yes, this is a requirement of the platforms the apps are built on and the app will not work unless you permit this. This information is not stored or used in any way by Solution Fires. Please refer to the Privacy Policy and Terms and Conditions for further information. You must enable notifications whilst using the app.

### 5. Do I need an account for my app to work?

Yes, it takes a few moments to set up an account with very little information required to set one up. Please refer to the Privacy Policy and Terms and Conditions for further information.

### 6. Must I agree to the Terms and conditions and Privacy Policy to be able to use the app?

Yes, there is a tick box to confirm your acceptance when you set up an. Please refer to the Privacy Policy and Terms and Conditions for further information.

### 7. Do I have to connect the fire to the 2.4GHz Wi-Fi signal in my home?

Yes, in common with most home appliances, the Solutions Fires range will connect only to the 2.4GHz signal from your Wi-Fi router. This is only important if your router has the 2.4GHz separated from the 5.0GHz signal.

**8. Should my smart phone/tablet software be up-to-date?**

Yes, please ensure you update your device software regularly.


**9. My phone/tablet does not show the correct home Wi-Fi name for me to connect to, how do I resolve this?**

This can occur if the signal of the desired network is weaker than another in your vicinity. In some cases your device may try to connect to the fire network for its internet access. When you have reached the stage in the set-up process described in the instructions where your app has identified the local Wi-Fi network to connect to, and it is not showing the correct one, simply tap the box where the name is listed and type in the correct one. **TIP** – it is worth using your phone/tablet to review the available networks before reaching this stage and noting down the name of your desired network - exactly the characters and spaces as it is shown, because any mistakes in typing it in will prevent your fire from connecting to your network. Please take care to type your password accurately.


**10. My phone/tablet keeps trying to connect to the fire to access the internet, what should I do?**

This can happen, depending on the setting of your device. Go to your settings and select the "SLEXXXX" network and "forget" it by using one of the menus provided by your device. Once you have done this, you may have to completely reboot your device and restart the pairing process, following the instructions. Please take care to type your password accurately.

**11. Can I view what I have typed in as my password?**

Yes, touch the eye icon  in the box where you are typing your password to review the password typed in. The app does not know if you have typed the password correctly or not and so will proceed to its next step of the connection until you find that you are unable to proceed any further.

**12. Can I change my Solution Fires app account password?**

Yes, navigate to the settings page of your app , select "Account settings", tap the "Change password" button and follow the instructions.

**13. What should I do if I forget my Solution Fires app account password?**

When you try to log in to your account there is an underlined "Forgot password" line at the bottom of the screen. By touching this you will be sent an e-mail to the e-mail address you previously registered and from that e-mail you will be able to reset your password.

**14. Is it normal for the flame of my fire to flash blue?**

Yes, this will happen if your Wi-Fi signal is weak or if your internet access via your router is interrupted. To stop this it may be necessary to add a booster or improve your internet connection/broadband.

**15. I have previously been able to control my fire using my app, why am I unable to now?**

It is probable that your Wi-Fi signal is weak and has been lost or that your internet access via your router has been interrupted. To stop this it may be necessary to add a booster or improve your internet connection/broadband. You can try rebooting your router.

It is also possible that you are using a different account to the one that set up the fire and the account you are using has not been set up. To set up the fire using another account, please follow the set-up procedure in the instructions.

#### **16. Can a busy network affect the performance of my app?**

For best results when controlling your fire your broadband connection should be stable and have sufficient bandwidth to allow speedy connection to the internet. It is possible that the speed of response is affected by heavy use of your Wi-Fi and local heavy 'traffic' at peak times of the day. It is also understood that weather can affect connection speeds.

#### **17. What is causing the fire to take more than one or two seconds to follow the instructions of the app?**

When using the app to set various features, occasionally there is a lag between the time you press the screen button and the signal reaching your fire. Further presses of other buttons will normally operate in the sequence you press them. However, if there are too many button presses in a short period of time the fire can miss an instruction. Simply wait a few seconds and try again if your fire is not responding to the setting you require. The lag can be caused by a number of issues including local network speed, age, version and some settings of devices in the control loop (phone/watch/tablet/operating system/router), Wi-Fi signal strength and local internet stability. Please check these. Often a reboot of your router can help.


#### **18. Why is my room temperature not updating on my app home screen?**

If your home screen does not update with the room temperature within two minutes and two dashes remain beneath the words "Room Temperature" it is likely that you have entered the incorrect password to your Wi-Fi when setting up your fire, especially if you did not see the fire flash blue. If this is the case, you will need to restart the process.


#### **19. Is it possible to add another Solutions Fire to my app**

Yes, navigate to the settings page of your app , select "Adding & naming fires", tap the "Add a new fire" button and follow the instructions.

#### **20. Can I rename my fire?**

Yes, navigate to the settings page of your app , select "Adding & naming fires", tap the blue "pen and pad" icon adjacent the fire whose name you would like to change and follow the instructions.

#### **21. Can I set a 7-day timer programme for my fire?**

Yes, navigate to the settings page of your app , select "7 day programme" and follow the instructions. There is a short cut to this screen – at the top of any screen is a calendar button – touch that and you will be taken to the programme screen. Please remember to turn on the switch that says "Use 7-day programme" and "confirm" your settings at the bottom of the programming screen. Once you have done this, you will notice after a minute or two that the calendar button at the top of your app screen will highlight.

#### **22. Is it possible to store my favourite settings so I can recall them at a later date?**

Yes, once you have set your desired look and sound, press the "Save as custom" button at the bottom of any of the "Colour & Brightness", "Sound" or "Target Temperature" screens. You will then be able to revert to those settings from the "Presets" screen by touching the "Custom" button.

**23. Can I set independently the colours and brightness of the different lit elements of my fire?**

Yes, navigate to the "Colour & Brightness" screen from the "Home" screen by touching the "Lights" button. Here you can adjust the colours by touching the relevant colour selection button, of the flame, fuel bed, down lights and scene lights (if fitted). Here you can also adjust the brightness of the flame, fuel bed and scene lights (if fitted) by using the slider control on the screen or by touching the "+" or "-" buttons at the end of the slider. Once set, you can save your bespoke fire settings as your custom setting – please see instructions for more information.

**24. Can I adjust the volume of the fire sound coming from my fire?**

Yes, simply navigate to the "Sound" screen from the "Home" screen by touching the "Sound" button. Here you can mute the crackling sound of your fire or, when it is not muted, adjust the volume of the sound by using the slider control on the screen or by touching the "+" or "-" buttons at the end of the slider.

**25. Are there some pre-set fire settings for me to review?**

Yes, these can be reviewed by touching the "Presets" button on the "Home" screen and selecting one of the buttons on that screen.

**26. Can my smart watch control my fire?**

Yes, once you have paired your fire with the phone or tablet that is connected to your smart watch you can select the app on your smart watch as per the instructions for your smart watch. Using your smart watch you can control the fire on/off, mute the sounds, select presets and turn on and off the heater.

**27. What should I do if my smart watch stops controlling my fire?**

Your watch may sometimes cease to control your fire because the signal between your watch and phone has been interrupted. This can be due to the distance between your watch and phone. It can also be due to your phone optimising its battery usage. Your phone is likely to be optimising its battery usage when its charge has reached about 20% or less. When optimising, the phone will divert battery power to other, more essential functions. You may be able to adjust your optimisation settings on your phone. Alternatively a solution is to charge your phone and double check the connection between your phone and watch.

**28. Can I control my fire using Alexa?**

Yes, open the Amazon Alexa app on your device and search for the Solution Fires skill and link your account to the Solution Fires account you have set up in your app, then try some of the commands listed in the instructions. For example: "Alexa, [ask/tell] Solution Fires to change colour to pink"

**29. Will the app be updated occasionally?**

From time-to-time improvements will be introduced – please refer to the [www.solutionfires.co.uk](http://www.solutionfires.co.uk) website for updates to these instructions.

**30. Can I use the remote control handset at the same time as the app?**

Please note that the remote control handset supplied with your fire and the app work independently of each other. As such neither handset will be able to receive feedback

from the other, therefore whichever handset is used your last settings in that handset will be sent to the fire. This can mean after using your app, when you ask the heater to come on with the remote control your fire colours may change to the last ones set in the remote control if they are different from those colour set by the app last time.