



ELU

High Efficiency Condensing
Wall-Hung Gas Boilers

**Connectivity
Quick Start Guide**

ELU series



Thank you for your purchase.

You just installed an **HTP** boiler designed and built to provide a new experience in domestic heating and hot water comfort.

Connect the product and, with agreement from the boiler's owner, activate the remote assistance service to manage issues remotely and be notified of errors in real time.

Connecting the boiler is quick and easy in 4 easy steps:

1: Owner Account Creation

2: Connect the Boiler to the Internet

3: Get the Boiler WiFi Serial Number

4: Contractor Remote Connectivity



WARNING

Before the beginning of the following procedure check that the Internet router where the boiler is installed is working correctly.

Keep the SSID and password of owner's Wi-Fi network handy.

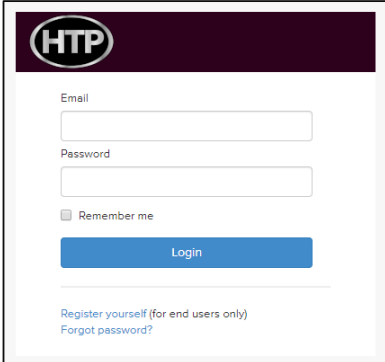
They will be used during configuration.

1. Owner Account Creation

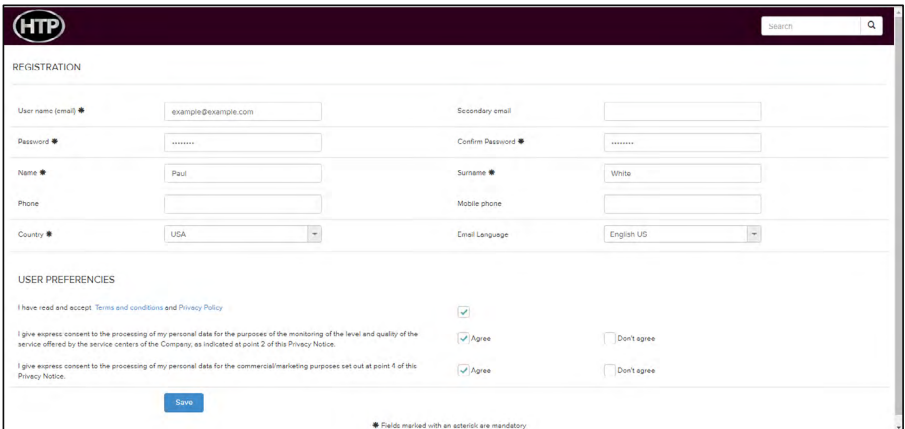
1. Enter the website and create your final user account
2. Confirm your email. All other steps will be performed by the Contractor



www.htp-net.remotethermo.com



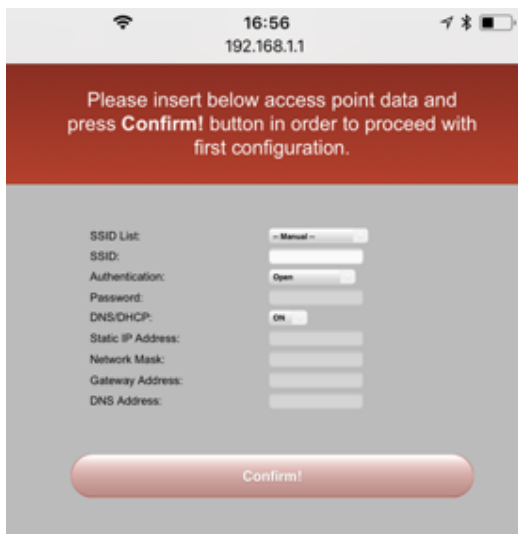
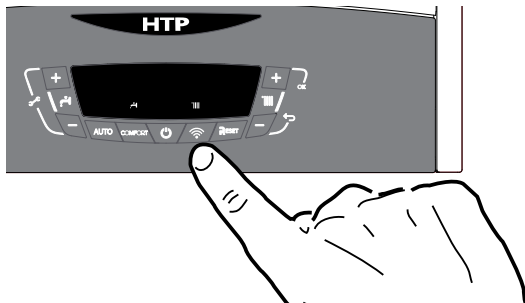
The screenshot shows the HTP login interface. At the top left is the HTP logo. Below it are input fields for 'Email' and 'Password'. A 'Remember me' checkbox is present below the password field. A blue 'Login' button is centered below the fields. At the bottom, there are links for 'Register yourself (for end users only)' and 'Forgot password?'.



The screenshot shows the HTP registration page. At the top left is the HTP logo and a search bar. The page is titled 'REGISTRATION'. It contains several input fields: 'User name (email)*' (example@example.com), 'Secondary email', 'Password*', 'Confirm Password*', 'Name*' (Paul), 'Surname*' (White), 'Phone', 'Mobile phone', 'Country*' (USA), and 'Email Language' (English US). Below these is a 'USER PREFERENCES' section with two consent statements, each with 'Agree' and 'Don't agree' radio buttons. A 'Save' button is at the bottom. A note at the bottom indicates that fields marked with an asterisk are mandatory.

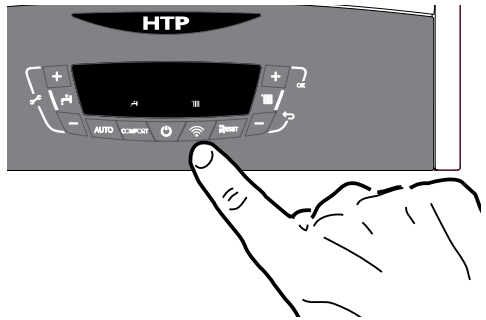
2. Connect the Boiler to the Internet

1. Enter connectivity menu by pressing WiFi button, "WIFI" will appear, press ok and use the left + and - to select "on". Confirm by pressing ok
2. Enter connectivity menu by pressing WiFi button, use the left + and - to scroll down to "AP" and press ok
3. Connect your computer or smartphone to the network "Remote GW Thermo" (unsecured)
4. Open the browser and go to 192.168.1.1
5. Choose the local Wi-Fi and enter the password
6. The boiler is now connecting to Internet! Check the Wi-Fi Icon on the display:
 - If you only see the Wi-Fi symbol on steady, it means that the product is online
 - If you see the Wi-Fi symbol blinking fast, the product is still trying to connect, just wait few minutes and it should change to being on steady.
 - If you see the Wi-Fi symbol blinking slow, it means that the procedure has failed. Please, try again and check that the Wi-Fi password is correct



3. Get the Boiler WiFi Serial Number

1. Enter connectivity menu by pressing WiFi button, use the left + and – to scroll down to “SN” and press ok
2. The display will show you its **12 characters** serial number. Take note of it.
3. Ask the customer for their email they used to create the user account.
4. You can now register the product and start monitoring remotely!



4. Contractor Remote Connectivity

1. Log in to the platform www.htp-net.remotethermo.com with your Contractor account. If you don't already have an account, please go to <http://www.htproducts.com/wificontractoraccount> to request an account.

2. To register a new product, click on “New Product Registration”.
3. Enter the location of the product by entering the address or dragging and dropping the pin in the map
4. Enter the WiFi serial number from Step 3 and confirm agreement.

4. Contractor Remote Connectivity

5. Fill in the available data and then go to "User Data". Enter the Owner's information (email address is required).

The screenshot displays the HTP web interface. At the top left is the HTP logo. The page title is "DukeOne Service 272 - New Bedford (Bristol County)". A search bar and a user profile icon labeled "Connectivity Admin" are in the top right. The main content area is titled "USER DATA" and contains several input fields: "User name (email)" with the value "usermail@email.com", "Secondary email", "Name" with "first user name", "Surname" with "surname", "Phone", "Mobile phone" with a red asterisk indicating it is mandatory, and "Notes". Below these fields are "Save" and "Cancel" buttons. A note states "Fields marked with an asterisk are mandatory". On the right side, there is a vertical sidebar menu with the following items: "ACTIVITY LOG", "HOME", "TIME PROGR", "TECH MENU", "USER MENU", "ACTIVE ERRORS", "ERROR HISTORY", "OPERATION HISTORY", "ERROR RESET HISTORY", "DIAGNOS / REPAIR", "MANAGE OUTGOING", "APPLIANCE DATA", and "USER DATA". A red arrow points to the "USER DATA" item in the sidebar menu.

