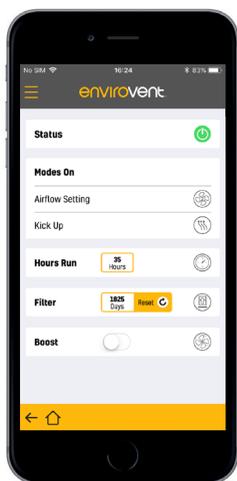




INSTRUCTIONS FOR THE CONTROL OF  
ATMOS (PIV) VENTILATION UNITS WITH  
THE *my* envirovent APP

FOR ENGINEER / INSTALLER





## Thank you for choosing EnviroVent

### The fastest growing ventilation company in the UK

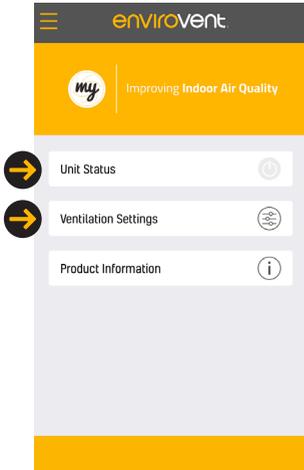
Connect to the next generation of ventilation systems at the touch of a button with **myenvirovent**. Designed to give the resident total control of the system from anywhere in the home. The app is extremely flexible, allowing the installer to set ventilation rates and commission the unit, whilst the resident is able to adjust ventilation settings and boost the unit. With multiple user access from mobile and tablet devices the unit provides up-to-the-minute status updates at the touch of a button. Homeowners can also access user guides, technical documents and provide product feedback directly from the app.

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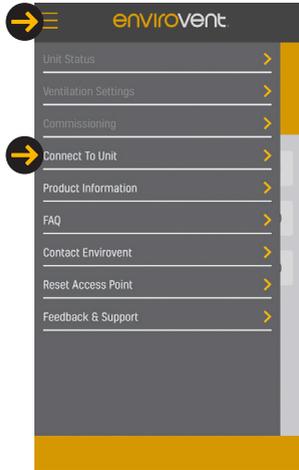
## Contents

A	Connect the unit to a network
B	Connect to a unit already on a network
C	Connect to a unit directly for commissioning (installer mode only)
D	Navigating around the myenvirovent app
E	Status page
F	Settings page
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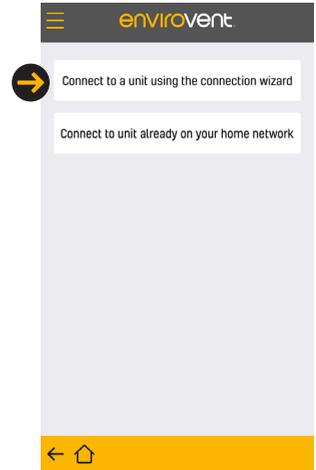
## A Connect the unit to a network



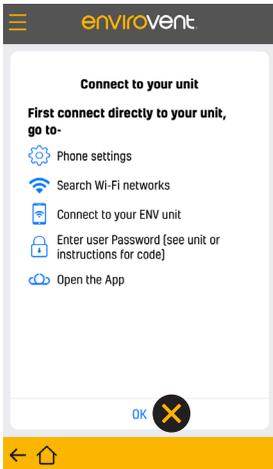
From the Home screen press the Status or Settings tab to start the connection wizard.



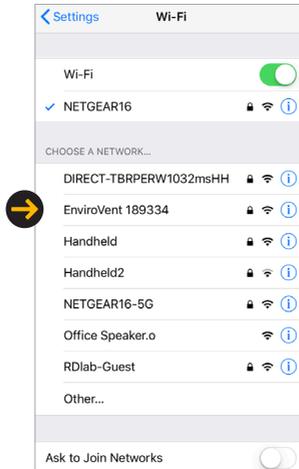
Alternatively, press 'Connect To Unit' in the drop down menu.



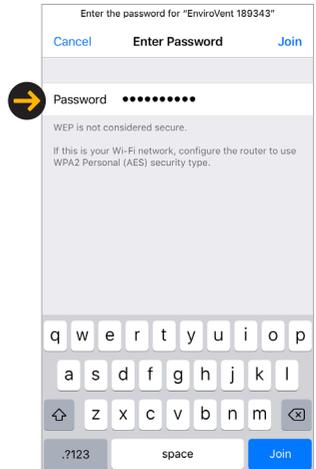
For a first time connection press the first tab, 'Connect to a unit using the connection wizard'.



Follow the instructions in the connection wizard (navigate to phone settings, connect to unit, then back to the app **before** pressing OK).

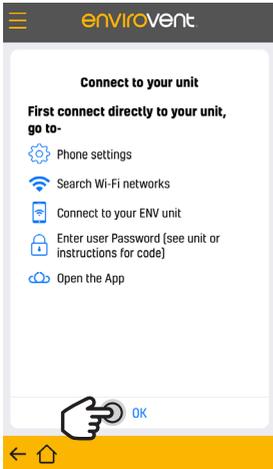


Connect to your unit in the Wi-Fi settings on your smart device.

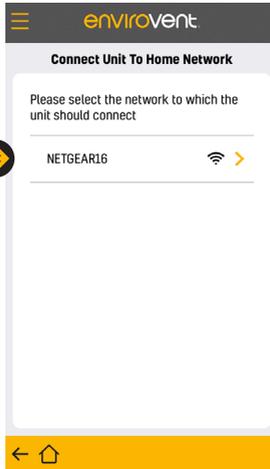


Enter your unit code (this can be found on the unit or on the installation instructions) and then navigate back to the app.

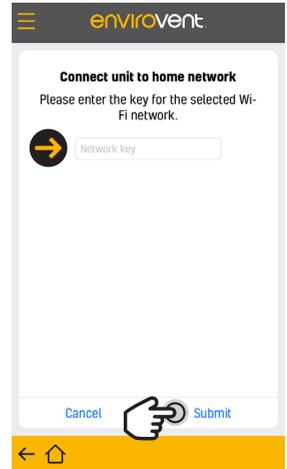
## A Connect the unit to a network



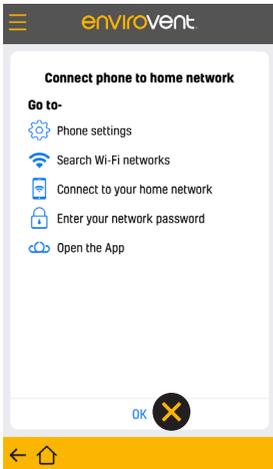
Press OK.



After a few seconds a list of available networks will loaded. Connect to your network.



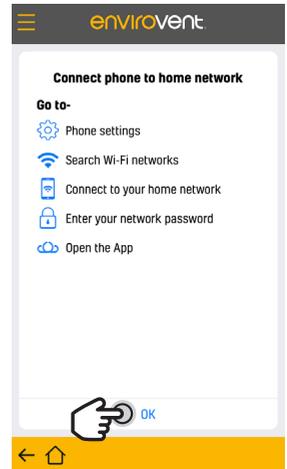
Enter your network password and submit.



Before pressing OK...

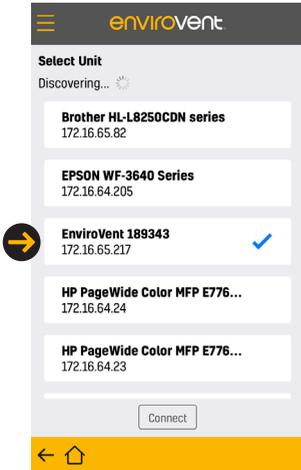


...check app connection progress in the Wi-Fi settings to ensure it has connected to the desired network.

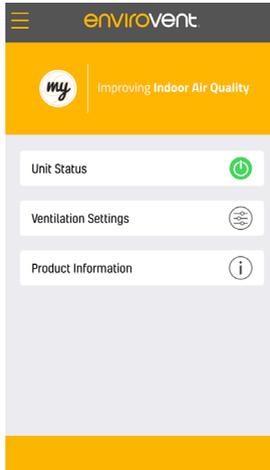


When the connection process is complete, navigate back to the App and press OK.

## A Connect the unit to a network



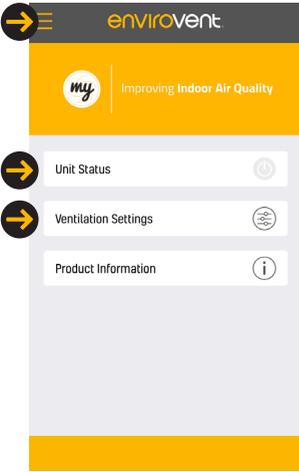
Finally select your EnviroVent unit previously connected to your network. From the list of devices connected to the network pick your EnviroVent unit.



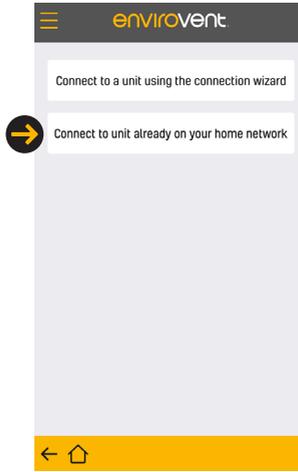
Grey power icon turns to green. Now connected, you are ready to go.

If you are having connection issues see section I, Troubleshooting

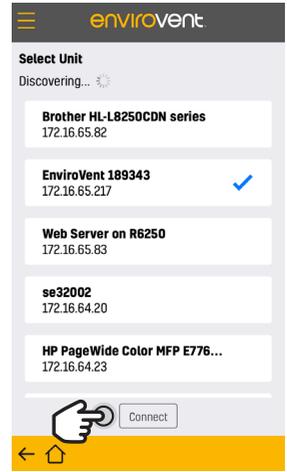
## B Connect to a unit already on a network



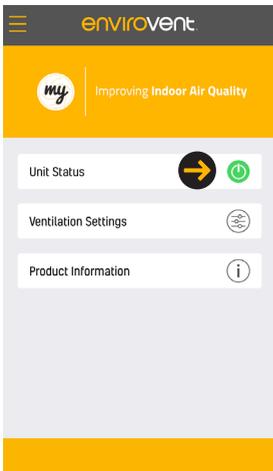
From the Home screen press the Status or Settings tab to start the connection wizard. Alternatively, press 'Connect To Unit' in the drop down menu.



For second devices connecting to an EnviroVent unit already on the network, press the second tab.

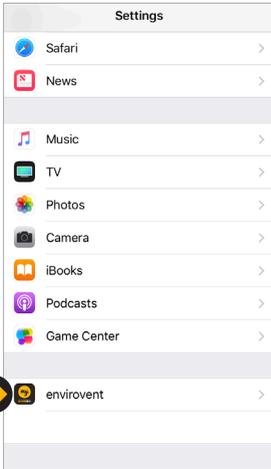


Choose your EnviroVent unit from the list of devices on the network and press connect.

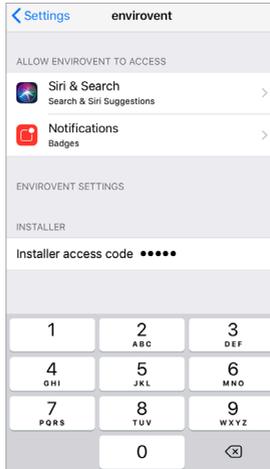


Grey power icon turns to green. Now connected, you are ready to go.

## C Connect to a unit directly for commissioning (installer mode only)



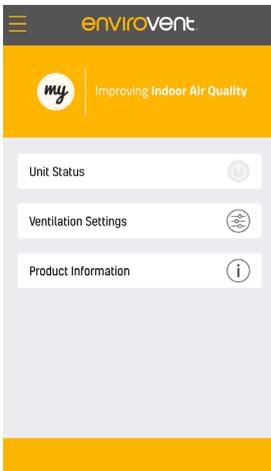
**For iOS devices.** In Settings, choose the EnviroVent App from the active Apps at the bottom of the list.



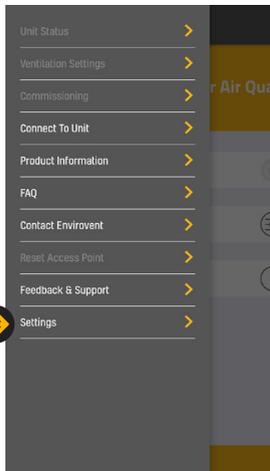
Enter installer code: **16258**.



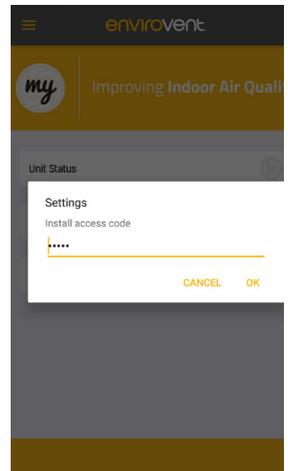
Launch the EnviroVent App...



...to begin the connection process.

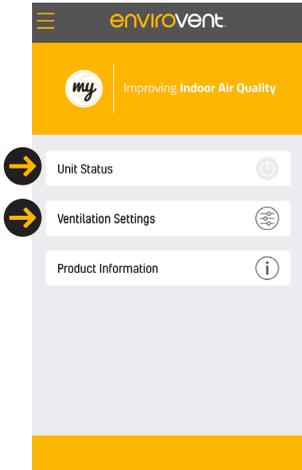


**For Android devices.** Installer code is entered in the app via the Setting tab in the dropdown menu.

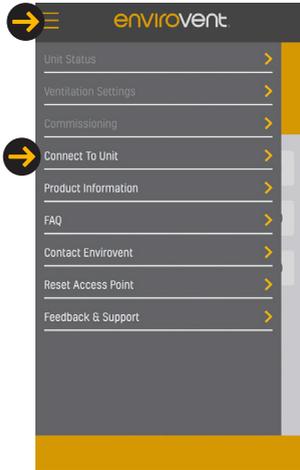


Enter installer code: **16258**.

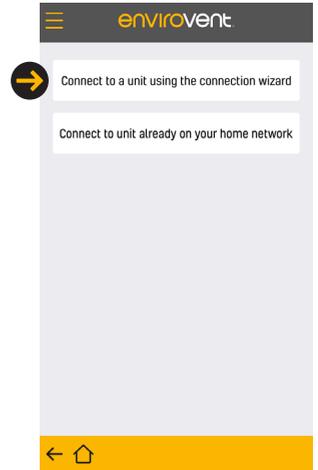
## C Connect to a unit directly for commissioning (installer mode only)



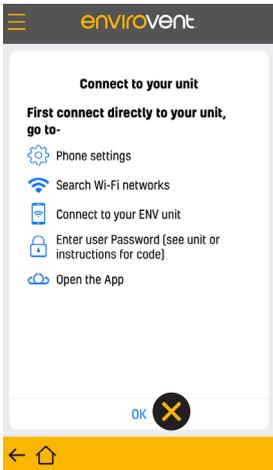
From the Home screen press the Status or Settings tab to start the connection wizard.



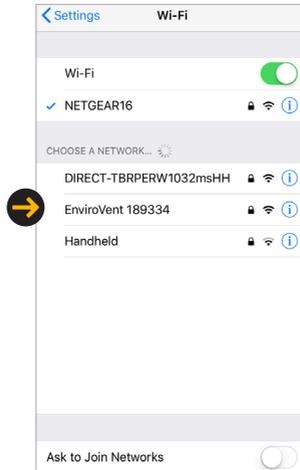
Alternatively, press Connect To Unit in the drop down menu.



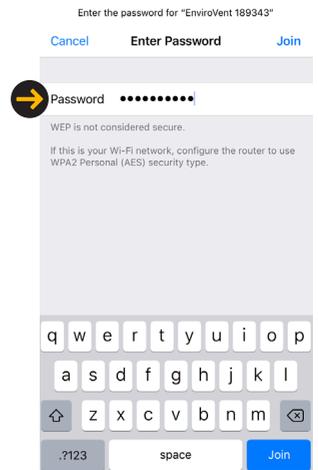
Press the first tab, 'Connect to a unit using the connection wizard'.



Follow the instructions in the connection wizard (Navigate to phone settings, connect to unit, then back to the app before pressing OK).

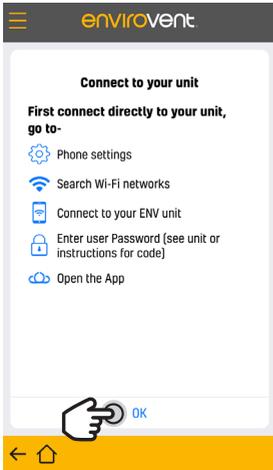


Connect to your EnviroVent unit in the Wi-Fi settings on your smart device.



Enter the unit code. This can be found on the ventilation unit or on the installation instructions. Navigate back to the app.

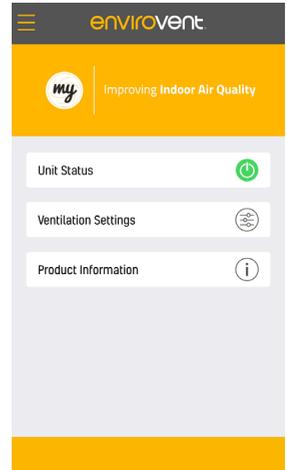
## C Connect to a unit directly for commissioning (installer mode only)



Press OK in the connection wizard.



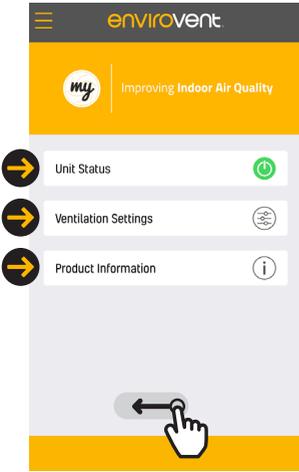
Press the top tab. 'Connect directly to unit'.



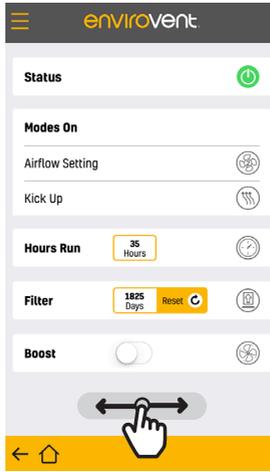
Grey power icon turns to green. Now connected, you are ready to go.

If you are having connection issues see section I, Troubleshooting

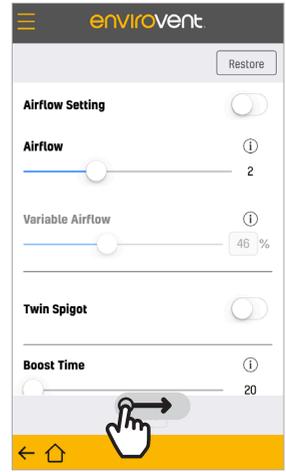
## D Navigating around the myenvirovent app



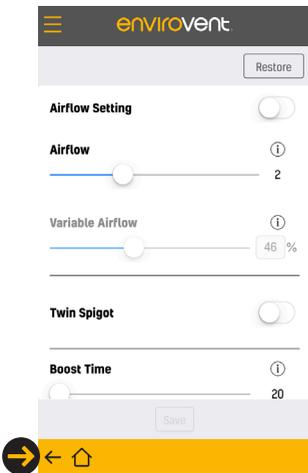
Select the required section on the Home page, or swipe left from the Home page to move to the Status page..



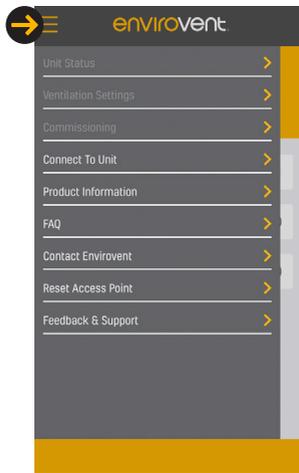
Swipe left or right from Status page to move back to Home page, or to the Settings page.



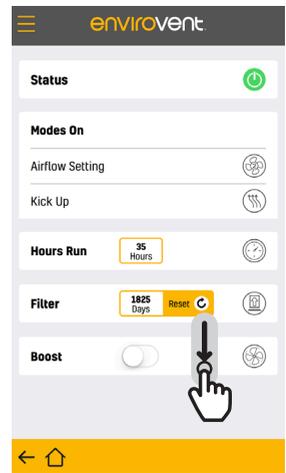
Swipe right from Status page to move back to Settings page.



You can navigate away from any part of the app by pressing the Back arrow, Home icons or via the dropdown menu. (Android back arrow is on the phone).

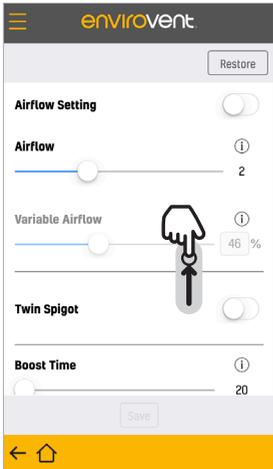


The dropdown menu allows easy access to all areas of the app.

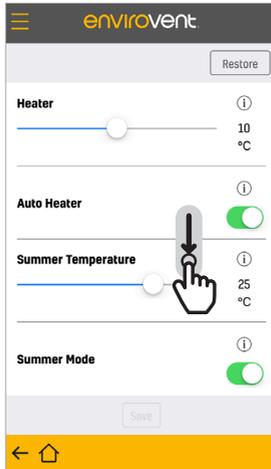


Screen refresh. Pull downward on any screen to refresh it.

## D Navigating around the myenvirovent app

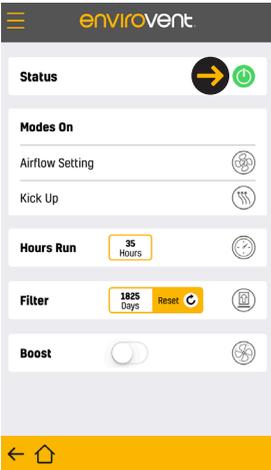


By pulling up on the screen  
the lower portion will become  
visible...

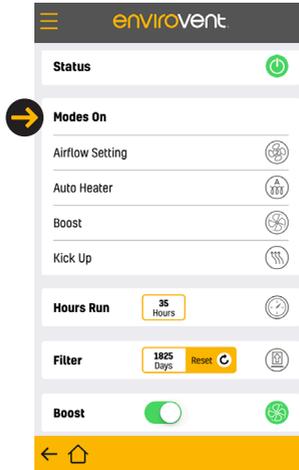


...and visa versa.

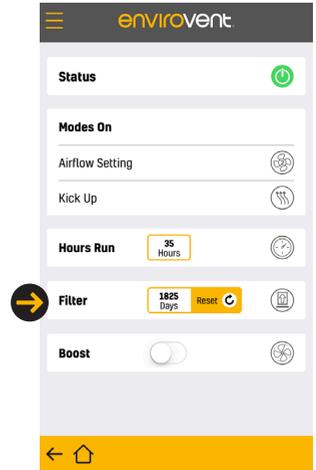
## E Status page



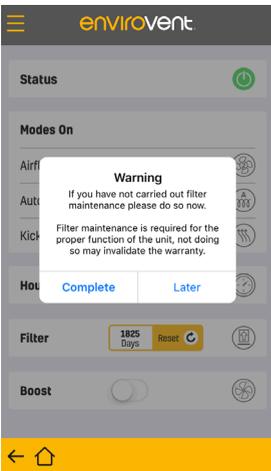
If the unit is ON this will be indicated by a green power symbol.



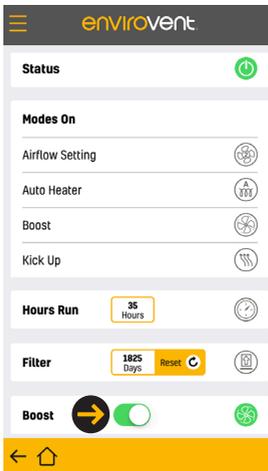
'Modes On' shows a list of the currently active modes. They include: Airflow, Auto Heater, Summer Mode, Boost, Kick Up.



Filter counter shows the current number of days left before the filter needs to be checked. To reset the counter press the Reset button.

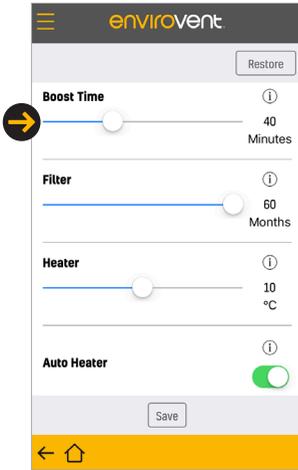


If Reset is pressed a popup appears giving two options. It is important that the filter maintenance is carried out before 'Complete' is pressed.

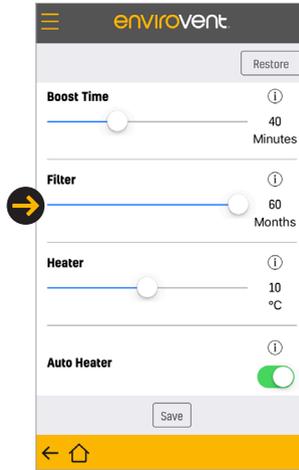


To put the unit into Boost, slide the Boost toggle to the ON position. The Boost run on time is set on the Setting Page. Boost can be turned off at any time.

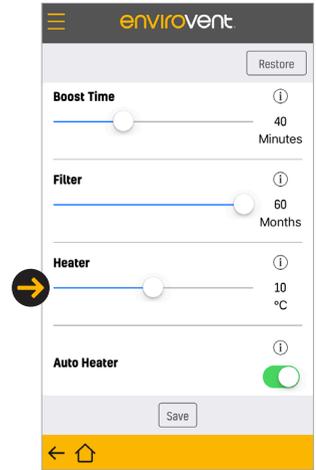
## F Settings page



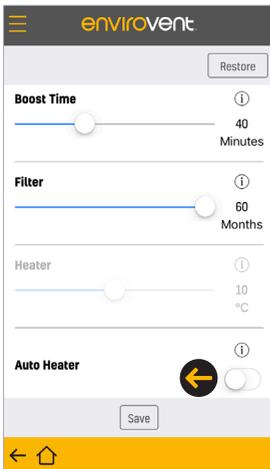
Boost can be set to 20, 40, 60 and 720 minutes (720 minutes is 12 hours). Factory default time period is 20mins. When changes are complete press **Save**.



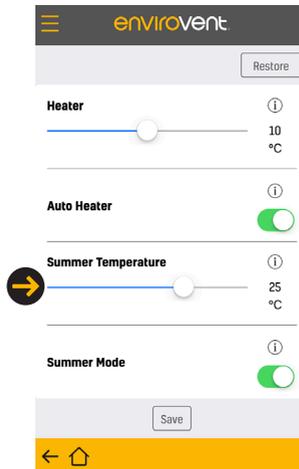
Filter can be set to 12, 24, 36, 48 or 60 months. Factory default varies depending on the unit type. When changes are complete press **Save**.



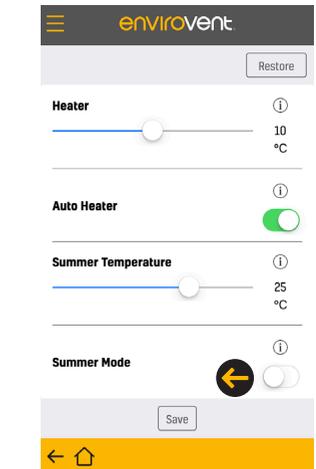
Heater can be set from 5 to 15°C. Factory default is 10°C. Installer mode only. Press **Save** to confirm changes.



To disable Auto Heater, toggle OFF. When disabled the heater will not operate.

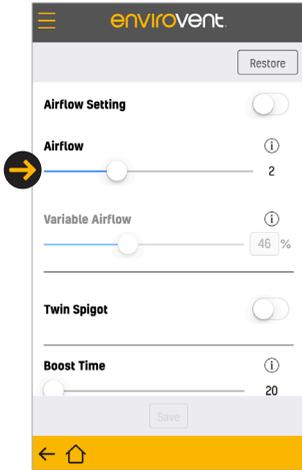


Summer Temperature can be adjusted from 18 to 28°C. Installer mode only.

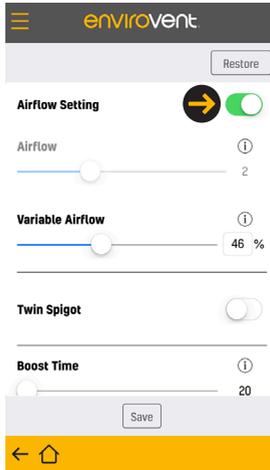


Summer Mode. To disable factory setting, toggle OFF. Installer mode only.

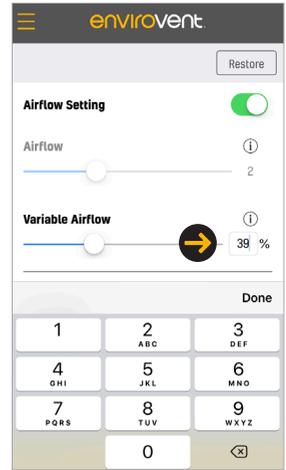
## G Airflow Setting



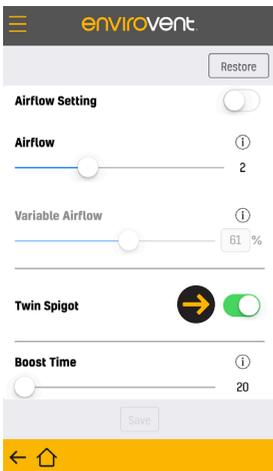
Airflow can be set with a slider to one of 4 speeds.



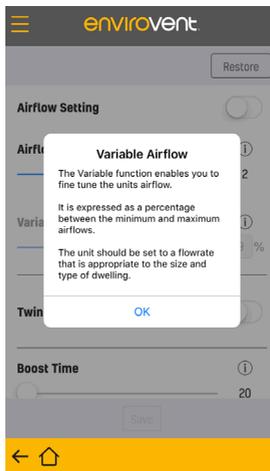
Variable Airflow. Toggle the Airflow Setting ON to enable the Variable Airflow slider. It can be used to fine tune the airflow.



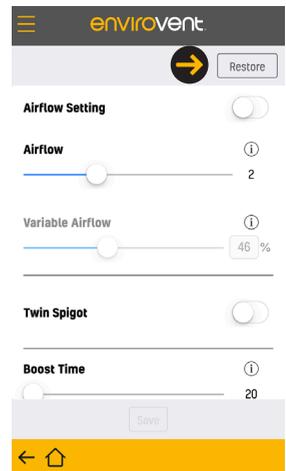
You can also set Variable Airflow by pressing on the current airflow figure and inputting a new percentage using the key pad.



Twin Spigot. For installs where it is necessary to convert a Single spigot unit to a Twin spigot unit, toggle ON. Installer mode only.

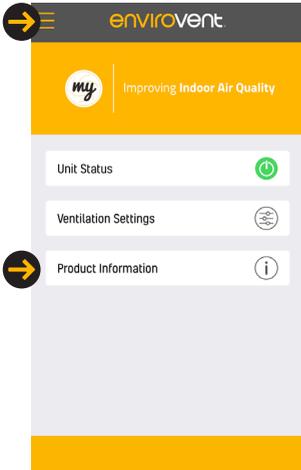


Information on each of the settings is available by pressing the ⓘ symbol.

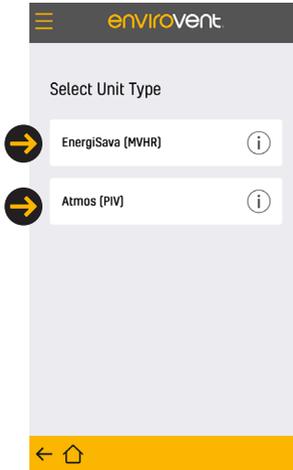


Restore resets all functions to the set factory default.

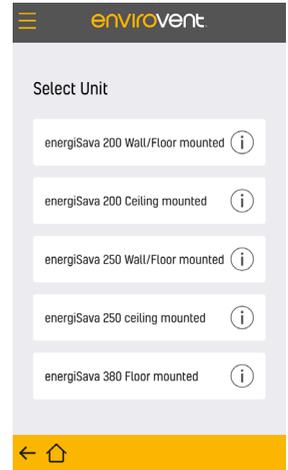
## H Information and Feedback



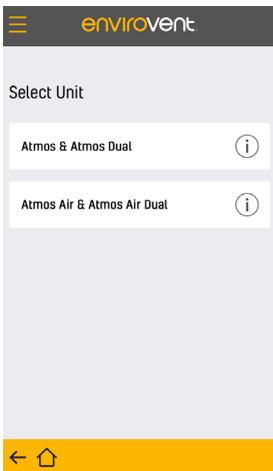
To access Product Information, select it on the Home page or in the dropdown menu.



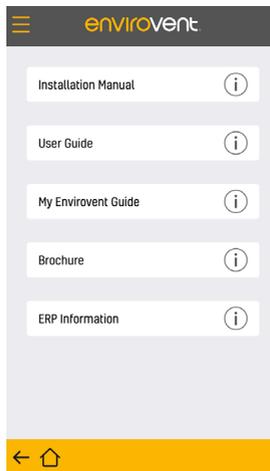
Select your unit type...



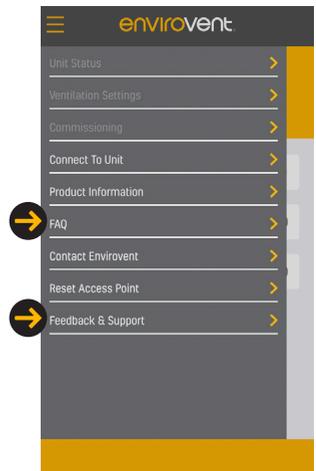
...then select your energiSava unit....



...or select your Atmos unit. The unit type can be found in your installation manual or on the ventilation unit.



The available information can then be downloaded 'in app' for viewing.

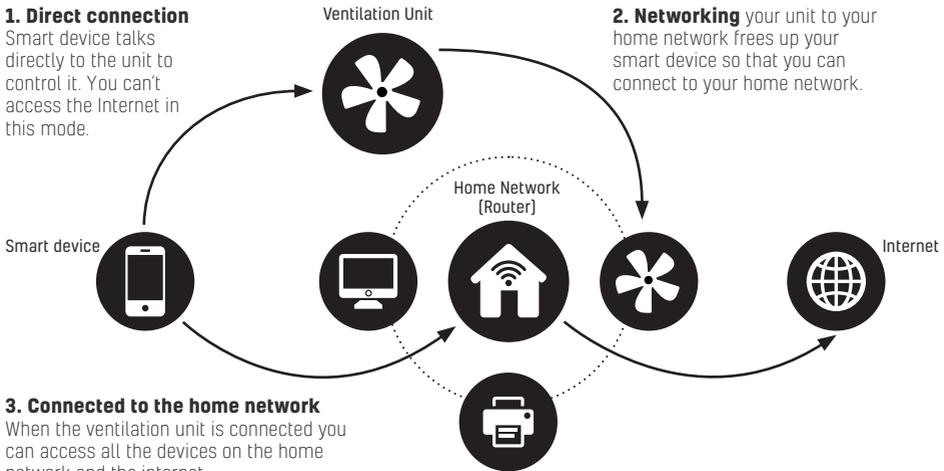


Feedback section can be found in the dropdown menu along with FAQs.

## I Troubleshooting

### 1. Direct connection

Smart device talks directly to the unit to control it. You can't access the Internet in this mode.



**2. Networking** your unit to your home network frees up your smart device so that you can connect to your home network.

### 3. Connected to the home network

When the ventilation unit is connected you can access all the devices on the home network and the internet.

## If you have problems connecting a ventilation unit to your network

### 1. General connection advice:

- Ensure a reliable connection by making sure you are in a good Wi-Fi signal area. Choose a position between the ventilation unit and the router.
- Carefully enter the password for your unit and home network.
- Allow time for the connection between the smart device, ventilation unit and router to take place.
- Be aware that your smart device can connect automatically to another known network if there is a poor connection to the unit.

### 2. Finding your unit in the phones network list:

- More than one EnviroVent unit.** If you can see more than one EnviroVent unit in the available network list, look on the unit or on the back of the installation guide for your unit's unique SSID number and password.

**b. No EnviroVent unit listed.** If you cannot see any EnviroVent unit listed try the following:

- Move closer** to the ventilation unit and refresh the list by turning the Wi-Fi on your smart device 'OFF' and then 'ON' again in the Wi-Fi settings.
- Already connected.** If the unit has already been connected to a network it will not show on this list. Go to the myenvirovent app and try 'Connect to a unit already on your home network'.
- Power to ventilation unit.** Make sure that the unit is turned on by holding a hand to a vent in your ceiling.
- Unit connected to another network.** If more than one network is available the unit may have been connected to another network. It can be swapped to the desired network by resetting the access point found in the dropdown menu in the app and then reconnecting it to the correct network. If this option is not available then reset the access point. **See 5.**
- Unit not disconnected before new router is installed.** Before a new router is installed make sure you reset the access point of the ventilation unit. This disconnects it from the network and makes it available for connection to another network. **See 5.**

## I Troubleshooting

### 3. Cannot connect to the ventilation unit:

a. **Wrong password.** Please note that password is not case sensitive.

i. **On iOS devices** a tick should be displayed if a connection has been made. If a wrong password is entered for the unit, the device will continually search and shows 'No internet connection'. It may also warn of an incorrect password if out of range.

ii. **On Android devices** if the wrong password is entered for the unit, connection status is shown as 'Saved', it should read 'Connected'. Tip- display the password if this option is available.

iii. **Re-enter Wi-Fi password for the unit.** In the Wi-Fi setting forget the network and then re-enter the password.

iv. **On both iOS and Android, it is very important to enter the correct password for your network.** This procedure takes the unit out of direction connection and hands it over to the network. The setup procedure will fail if the network password is incorrect. To correct this, reset the unit access point. **See 5.**

b. **No internet access.** Smart device will not connect to the ventilation unit as it has no internet access.

i. Some Android smart devices can detect that the unit has no internet access so will not connect.

ii. Other Android devices will show a warning saying 'Wi-Fi has no internet access', press 'yes' to continue and to connect to the unit.

### 4. Connection wizard issues:

a. **Can't see the unit in the App under networked devices.** If you have connected the unit to a network but can't see it listed in the connection wizard as being on your network, then the connection to the network may not have worked. View your Wi-Fi setting to see if the unit is still visible there and try the connection process again.

b. **No network.** If no networks are shown in the wizard, start the connection process again following the step by step guide.

5. **Reset access point,** if no connection can be made with the ventilation unit.

a. The access point can be reset in the app (found in the dropdown menu), or on the unit by using the control panel. On energiSava (MVHR) press '+' (plus) for 10 seconds. When the four LEDs flash press 'SET' to confirm the reset. On Atmos (PIV) press the top button four times. When the blue LED lights, press and hold the bottom button for 10 seconds. The reset is confirmed by a blue flashing light and the display reads 'C'.

b. If the access point on the unit is reset, all devices connected to the ventilation unit will need to be reconnected.

### 6. Important note:

a. If the router is not in range of the ventilation unit and there is no possibility of moving it closer, then the unit may have to be accessed by direct connection using the installer code. If in direct connection mode it is important not to change the values in the commissioning section unless you are an installer. When in direct connection mode with the unit you will have no internet connection on your smart device. **See page 6.**

## I Troubleshooting

### If you have problems connecting directly to the ventilation unit

#### 1. General connection advice:

- a. Ensure a good connection. Before starting the connection process make sure that you are in a good Wi-Fi signal area. Choose a position that is close to the ventilation unit, the unit is normally sited in one of the following locations: Loft, wall, cupboard, utility room or behind a hatch in a false ceiling.
- b. Carefully enter the password for your unit.
- c. Give the app time to communicate.
- d. Be aware that your smart device can connect automatically to another known network if there is a poor connection to the unit.

#### 2. Finding your unit in the network list.

- a. **More than one EnviroVent unit.** If you can see more than one EnviroVent unit in the available network list, look on the underside of your unit or on the back of the installation guide for your unit's unique SSID number and password.
- b. **No EnviroVent unit listed.** If you cannot see any EnviroVent unit listed try the following:
  - i. **Move closer** to the ventilation unit and refresh the list by turning the Wi-Fi on your smart device 'off' and then 'on' again in the Wi-Fi settings.
  - ii. **Unit not available** as it has been previously connect to a network and therefore can't be accessed directly. Try resetting the access point found in the app's dropdown menu. If not available in the app then the access point can be reset on the unit. **See 6.**
  - iii. **Power to ventilation unit.** Make sure that the unit is turned on by holding a hand to a vent in your ceiling.
  - iv. **Unit not disconnected before new router is installed.** Before a new router is installed make sure you reset the access point of the ventilation unit. This disconnects it from the network and makes it available for connection to another network. **See 6.**

#### 3. Cannot connect directly to the ventilation unit:

- a. Wrong password. Please note that password is not case sensitive. **See 3** 'Cannot connect to the ventilation unit' on **page 16** for further details.
- b. Move closer to the ventilation unit.

#### 4. Cannot enter commissioning mode or it displays incorrectly:

- a. **Out of range**, move closer to the unit. If out of range an error message is displayed, settings are shown set to 1, the red connectivity banner shows.

#### 5. App not functioning as it should:

- a. **Out of range**, move closer to the unit. If out of range various error messages maybe displayed, settings maybe shown greyed out, the red connectivity banner shows.
- b. **Refresh the app.** If the current page in the app is not displaying correctly. Within good range of the unit, refresh the app by pulling down on the screen or switching to another screen within the app, wait for the app to update.
- c. **Check your Wi-Fi settings** to make sure that you are still connected to your unit. Sometimes the smart device will reconnect automatically to another known network if there is a poor connection.
- d. **Refresh the connection.** In the app pick 'Disconnect from unit' in the dropdown menu. Close the app down (view open apps and dismiss myenvirovent by swiping), turn the Wi-Fi on your smart device 'off' and then 'on' again in the Wi-Fi settings. Then move close to the unit and reconnect.
- e. **Re-enter Wi-Fi password.** Close the app down and in the Wi-Fi setting forget the network. Reconnect to the network and re-enter the password carefully. Relaunch the app.
- f. **Review the ventilation unit state** making sure that it is turned on by holding a hand to a vent in your ceiling.

## I Troubleshooting

### 6. Reset access point, if no connection can be made with the ventilation unit:

- a. The access point can be reset in the app (found in the dropdown menu), or on the base of the unit by using the control panel. On energiSava (MVHR) press '+' (plus) for 10 seconds. When the four LEDs flash press 'SET' to confirm the reset. On Atmos (PIV) press the top button four times. When the blue LED lights, press and hold the bottom button for 10 seconds. The reset is confirmed by a blue flashing light and the display reads 'C'.
- b. If the access point on the unit is reset, all devices connected to the ventilation unit will need to be reconnected.

### 7. Important notes:

- a. The building structure and other strong radio signals can affect the range of the Wi-Fi.
- b. If in direct connection mode it is important not to change the values in the commissioning section unless you are an installer.
- c. Installers should save commissioning settings regularly.
- d. In properties where the signal is patchy situate the smart device in an area of good to excellent signal.
- e. It is recommended that the app is fully closed down after use.
- f. When in direct connection mode with the unit you will have no internet connection.

### If you have connection problems to a ventilation unit already on your network

1. **Refresh the app** by pulling down on the screen or switching to another screen within the app, wait for the app to update.

2. **Move closer** to your router. Not closer than 2 meters.

3. **Review the router state** and make sure that it is working correctly.

4. **Check your Wi-Fi settings** to make sure that you are still connected to the desired router. Sometimes the smart device will reconnect automatically to another known network if there is a poor connection.

5. **Refresh the connection.** Close the app down (view open apps and dismiss myenvirovent by swiping), turn the Wi-Fi on your smart device 'OFF' and then 'ON' again in the Wi-Fi settings.

6. **Wait.** Often a connection issue of unknown origin will resolve itself by waiting.

7. **Reset access point**, if no connection can be made with the ventilation unit.

a. The access point can be reset in the app (found in the dropdown menu), or on the unit. See 6.a.

b. If the access point on the unit is reset, all devices connected to the ventilation unit will need to be reconnected.

### 8. Important notes:

- a. The building structure and other strong radio signals can affect the range of the Wi-Fi.
- b. It is recommended that the app is closed down after use.



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