

Troubleshooting - WATTS® Vision®

Devices	Symptom	Remedy (Try 1. In case of failure, try 2. etc...)
Wifi central unit	No connection on Wifi network. Status 0/2.	<ol style="list-style-type: none"> 1. Check that you have the last software on the central unit, update available on www.wattswater.eu if needed. 2. Reduce the range between the central and your Wifi Router. 3. Check your Wifi hotspot with an other wifi device. Open network are not supported, nor configuration requesting a registration on a web page. Only Channels 1 to 11 in 2,4GHz are supported. WPA2 encryption key type is recommended. WPA auto or WPA mixed mode configured on the wifi router are not supported (Please force an encryption key type on the router, WPA2 is recommended). 4. Trigger first the research network (Check Protected Access Key Type/ Password). If your desired WiFi network is still not displayed, enter the WiFi settings manually.
Wifi central unit	No connection on the server. Status 1/2	<ol style="list-style-type: none"> 1. Check that you have the last software on the central unit, update available on www.wattswater.eu if needed. 2. Request a new twining code on the application, via www.wattswater.eu or directly on the website http://smarthome.wattselectronics.com. 3. Switch OFF/ON the central unit. 4. Wait for getting a wifi connection (status 1/2) and a valid IP address, then wait 1 additional minute. 5. Enter the new twining code and wait 30s. 6. Check that the status becomes 2/2 (require to refresh the screen). 7. If the status remains 1/2, check the wifi connection. 8. If the status is 0/2, please refer to the "No connection on Wifi network. Status 0/2" symptom in the FAQ.
Wifi central unit	No Wifi function	<ol style="list-style-type: none"> 1. Check that your central supports the wifi. 2. Format a Micro SD card in FAT32 and put the wifi.ini and wifi.hex files on the SD card. 3. Insert the Micro SD card and switch OFF/ON the central unit. 4. Wait at least 1mn and check that wifi icon is recovered.
Wifi central unit and any devices (Receiver or thermostat)	RF lost and RF error alarms displayed on the central unit. Alarm on receiver.	<ol style="list-style-type: none"> 1. Check Power supply or battery on receiver. 2. Modify setpoint on the thermostat or press any button on the device. 3. Switch OFF/ON the central unit. 4. Reinstall the device: Delete the device in the central, reset the device. (See the the device manual to know how to proceed) then pair the device.
Wifi central unit and application	No reception of email for account creation and central unit pairing	<ol style="list-style-type: none"> 1. Check Spam mail box 2. Use your personal mailbox instead of company server or any kind of private server
Wifi central unit and application	Rooms do not appear in the application	<ol style="list-style-type: none"> 1. Check Wifi connection on the central. Status 2/2 is required. 2. Check that you have the last software on the central unit, update available on www.wattswater.eu if needed 3. Make sure that you use the last version of the application on your smartphone
Wifi central unit and any devices (Receiver or thermostat)	Pairing failure between the device and the central unit	<ol style="list-style-type: none"> 1. Check compatibility: Only Watts Vision devices are compatibles. 2. Check the compatibility of the configuration: For heating, the device measuring the temperature should be paired first in the room. 3. Reset the device. 4. Check RF range. The device needs to be not too closed or too far from the central unit. RF repeater may be useful in case pf long distance.
BT-TH02 RF	Bad regulation	<ol style="list-style-type: none"> 1. Check compatibility of the thermostatic head with the valve. 2. In case of program usage, avoid a too big difference between the eco setpoint and the comfort setpoint.
BT-TH02 RF	Alarm on the boiler	<ol style="list-style-type: none"> 1. Activate the bypass function on at least one BT-TH02 RF
Wifi central unit and any devices (Receiver or thermostat)	There is no communication between some devices and the central unit after a software update on the central unit.	<p>Check whether special characters or mutated vowels are used in the name of zones / rooms or devices. In such case there might be a malfunction if a central unit with initial software version lower than 3.00 is updated to software higher than 3.00.</p> <p>Remedy: Remove the special characters and rename the mutated vowels (ae, oe and ue instead of ä, ö and ü etc.) in the respective names.</p>