

# INNOVAPP OPERATION

## InnovApp TwoPointZero



### 2.1 Minimum system requirements

The INNOVA TwoPointZero App lets you manage the main parameters of your air conditioner using a smartphone and tablet or with a specific desktop version conveniently from home or when you are out. Using our App is very simple. Just switch on the air conditioner display, set up the connection with your smartphone and begin managing the air conditioner directly from your device.

Follow the step by step guide all the way to the end.

To download and install the app, there are some operating system version requirements for your smartphone:

- for Android smartphones, the minimum version is 4.1.1
- for Apple smartphones, the operating system must be IOS 8.0 or higher.

### 2.2 Downloading and configuring the APP

1. From your smartphone, connect to the Apple Store or Google Play.
2. Search for InnovApp TwoPointZero
3. Download the App onto your smartphone, following the installation wizard to install it.
4. Open the App

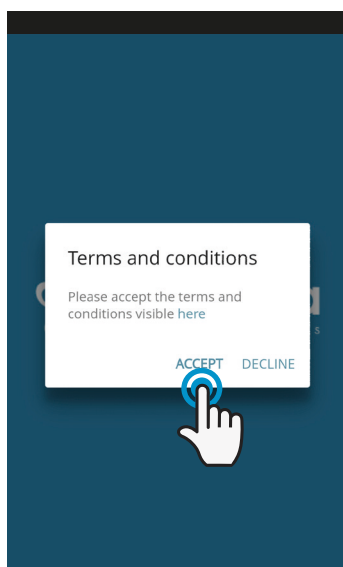


Figure 2-1

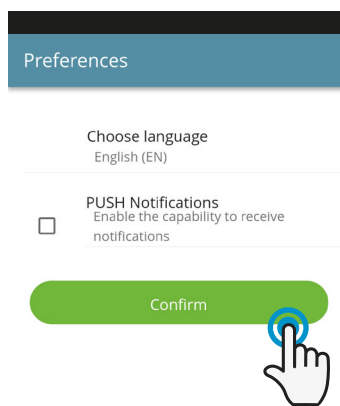


Figure 2-2

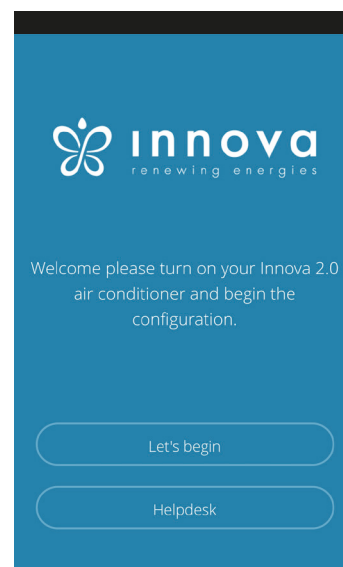


Figure 2-3

At the first launch, a pop-up appears for acceptance or refusal of the terms and conditions of use, which can be consulted by tapping on the word “here”, therefore accessing the INNOVA website. (Figure 2-1)

Tap “Let’s get started” to begin using InnovApp TwoPointZero.

Select the language and the PUSH notification management method.

Tick the “PUSH notifications” preference to receive alarms connected to the air conditioner’s operation on your smartphone even when the App is closed. (Figure 2-2)

**Note:** These settings can also be changed later by selecting the “Preferences” menu item.

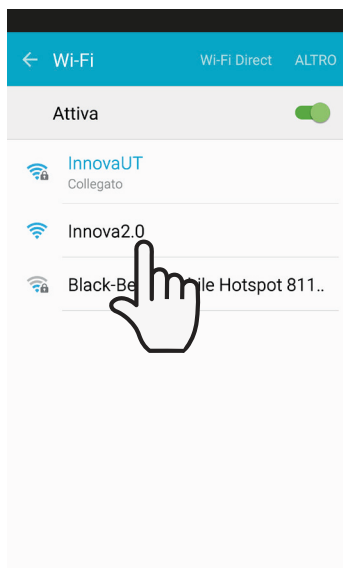


Figure 2-4

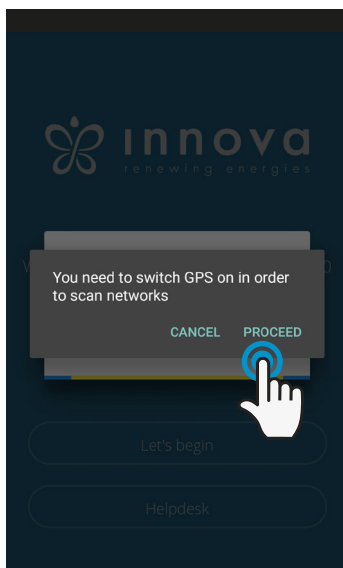


Figure 2-5

**After switching on the display of your air conditioner, go to your telephone's WiFi settings:**

1. ensure that you have activated WiFi
1. check the available WiFi connections
1. find the Innova 2.0 network
1. connect to it.

**Note:** with Android devices, this procedure is automatic. With iOS devices, you must enter the WiFi settings of your device and select the "Innova2.0" network.

**Note:** If there are several air conditioners to configure, switch on one at a time in order to prevent errors.

**Note:** If the App asks you to be connected to the position, to accept for facilitating the search of the conditioner. (Figure 2-5)

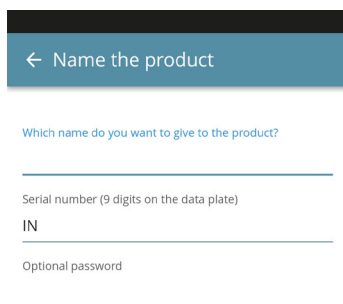


Figure 2-6

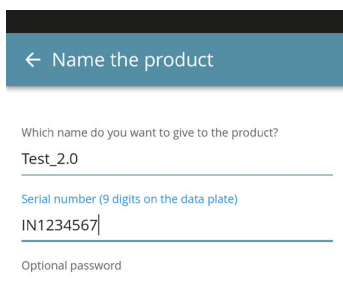


Figure 2-7

The product screen appears (Figure 2-6) where you can assign a name and indicate the unit's serial number, made up of 9 alphanumeric characters on the air conditioner's data plate (see section 1.11 on page 11).

A password can be set for the Innova 2.0 network in order to protect against management of your product by unauthorised users.

**Note:** For iOS devices, after entering the name of the product, the WiFi network name also changes automatically.

For iOS devices, once the name has been edited, you must therefore go back to your telephone's WiFi settings and connect to the renamed network "Innova2.0" followed by \_ and the name that you have just established, for example "Innova2.0\_Test\_2.0". (Figure 2-8)

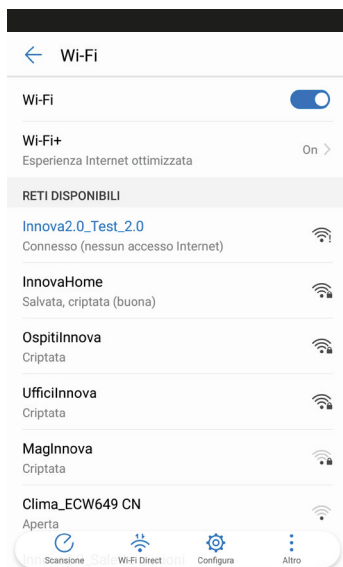


Figure 2-8

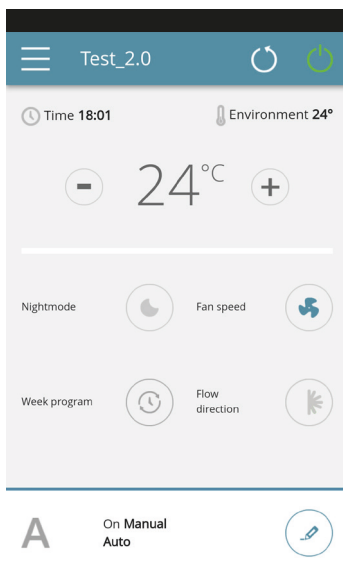


Figure 2-9

**Note:** The device name can also be changed later by accessing the menu item "My Products" and tapping on the second icon (pencil symbol).

When one of the configured products is selected, the general air conditioner control screen appears, through which it can be controlled and managed. (Figure 2-9)

**Note:** From this moment on, your smartphone becomes the remote control that you use to control the air conditioner over the local network, but not over the Internet.

In order to do this, you must complete another step: connect to your home WiFi, accessing your smartphone's settings and then select the "Remote Control" menu item.

2.3 App features

2.4 General control screen

**GENERAL CONTROL SCREEN**  
of the air conditioner

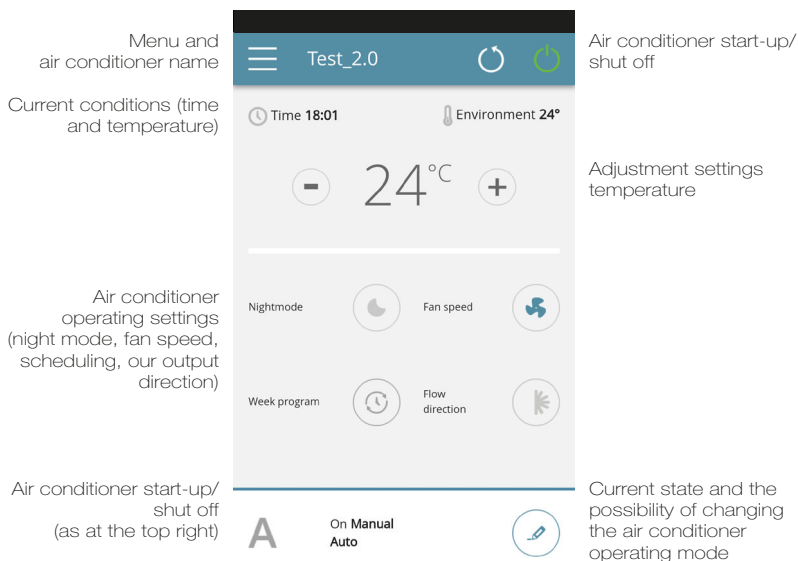


Figure 2-10

2.5 Menu

**MENU**

menu items

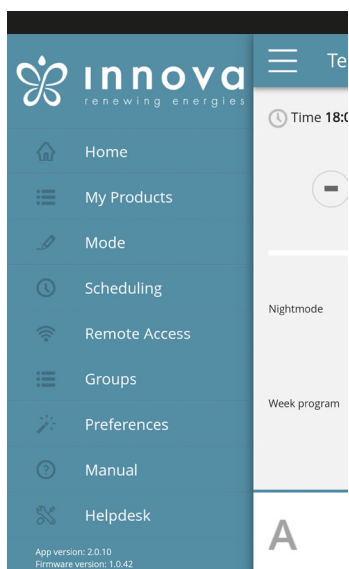


Figure 2-11

- HOME  
general control screen  
(Figure 2-10)
- MY PRODUCTS  
list of the air conditioners and groups of air conditioners configured in the App
- MODE  
list of possible air conditioner management modes (manual, automatic, night, scheduled,...)
- SCHEDULING  
section dedicated to the weekly scheduling of the air conditioner.  
**Note:** this is possible only if remote control has been configured
- REMOTE ACCESS  
visible only when the device is configured in standalone mode and used to move to the cloud
- ADVANCED  
visible only when the device is configured in cloud mode and allows DHCP / IP configuration of the network
- GROUPS  
list of groups of several air conditioners (e.g. 1st floor, 2nd floor,...)
- PREFERENCES  
language and PUSH notifications
- MANUAL  
link to the INNOVA website where you can find the necessary documentation  
[www.innovaenergie.com/en/documents-products-airconditioners-innova/manuals/](http://www.innovaenergie.com/en/documents-products-airconditioners-innova/manuals/)
- HELPDESK  
to ask for support

## 2.6 My Products

### MY PRODUCTS

list of the air conditioners and groups configured in the App

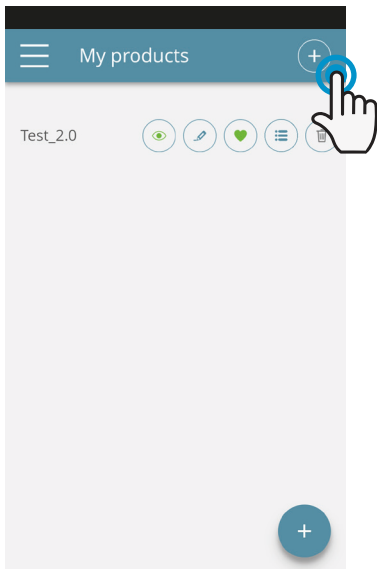


Figure 2-12

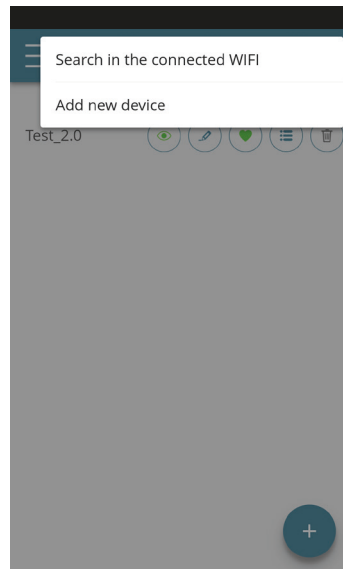


Figure 2-13

By selecting the "My Products" item, you can see the air conditioners on the network. They can be edited and/or scheduled as desired.

New devices can be added, searching for, installing and configuring them tapping on the + symbol in the top right corner and/or at the bottom right.

This will open the screen as illustrated in Figure 2-13.

When you select one of the configured products, appears the general air condition control screen, through which it can be controlled and managed.



Figure 2-14

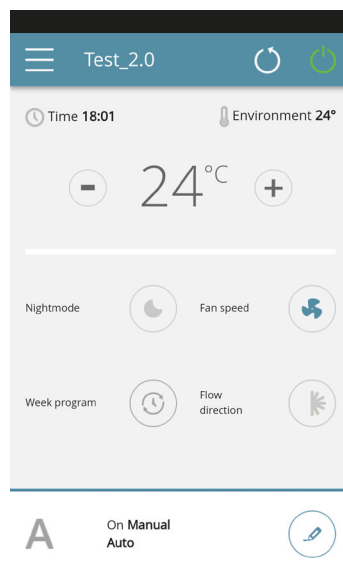


Figure 2-15



View the general control screen of the device (if configured as standalone it will automatically connect to your network)



Change the device name (only if connected to the WiFi network of the same)



Set your device as a favorite (the default device will be displayed when the app starts)



List of devices



Delete the device from the list of configured devices

## 2.7 Mode

### MODE

list of possible air conditioner management modes

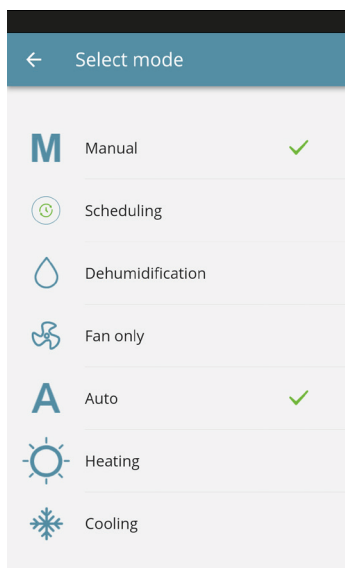


Figure 2-16

The air conditioner operating mode can be changed in several ways:

- selecting "Mode" in the general menu
- clicking on the change button at the bottom right of the air conditioner general screen (see section 2.4 on page 15 ).

This provides access to the screen illustrated in Figure 2-16.

## 2.8 Scheduling

### SCHEDULING

section dedicated to the weekly scheduling of the air conditioner

**Note:** this option is possible only if remote control has been configured (see section 2.9 on page 19 to enable remote control).

By selecting the "Scheduling" item, you access the air conditioner calendar scheduling feature. (Figure 2-17).

By clicking "edit" on a day of the week, you can add and define one or more start-up and shut-down periods for the air conditioner during that day, clicking on the "+" symbol. (Figure 2-18).

**Note:** Schedule several start-up/shut-down periods with a minimum duration of half an hour on the same day.

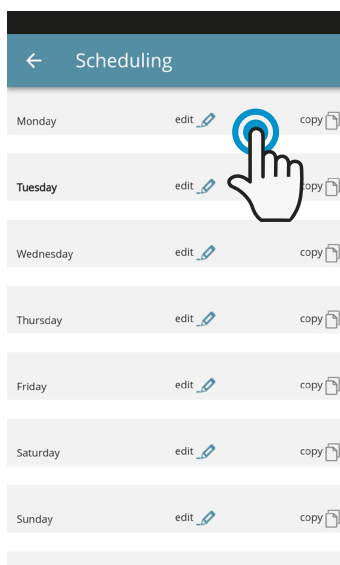


Figure 2-17

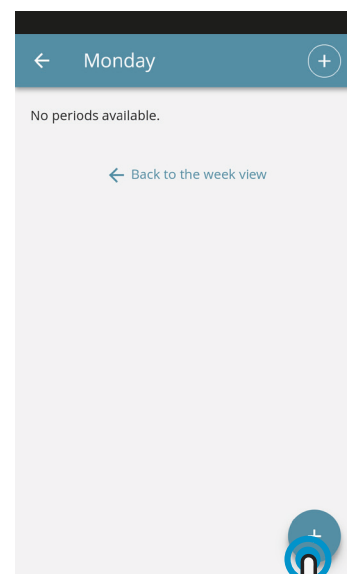


Figure 2-18

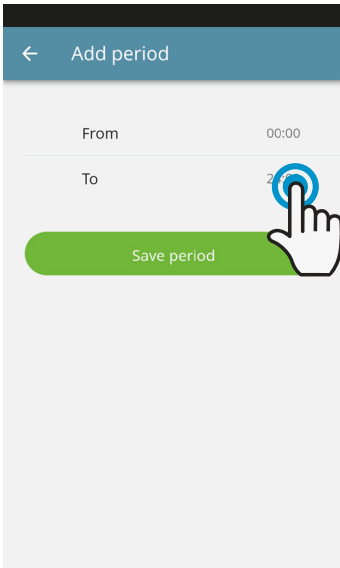


Figure 2-19

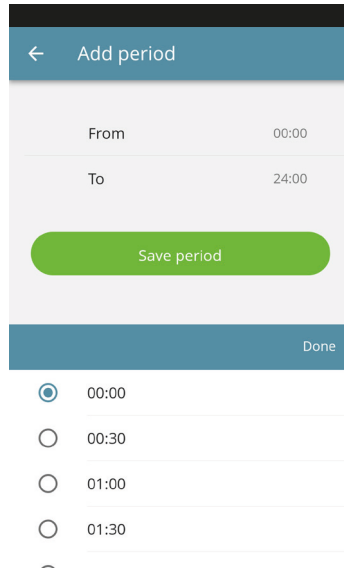


Figure 2-20

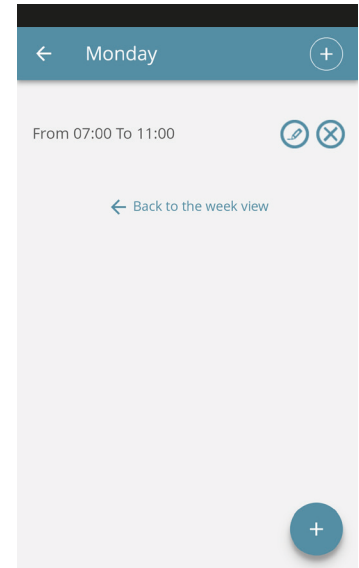


Figure 2-21

To change the switching on or off period, click on one of the two times (Figure 2-19).

Once scheduling of a day has been confirmed, you will be returned to the screen with the list of the days of the week. (Figure 2-22)

If you want to apply the same schedule that you have just confirmed for other days, simply click "copy" and select the days where you want to apply this schedule (as illustrated in the sequence of example figures shown below).

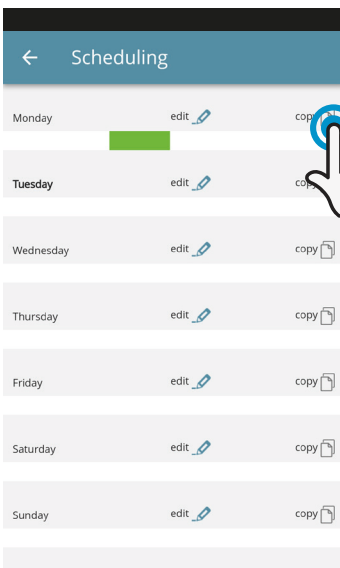


Figure 2-22

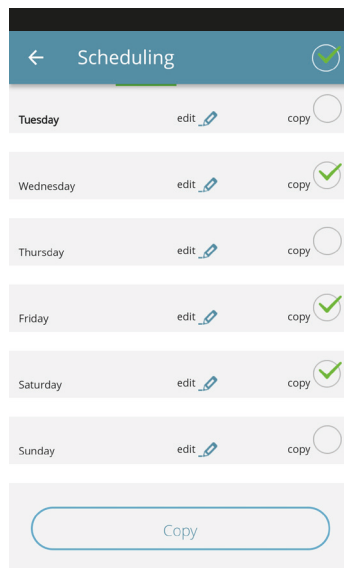


Figure 2-23

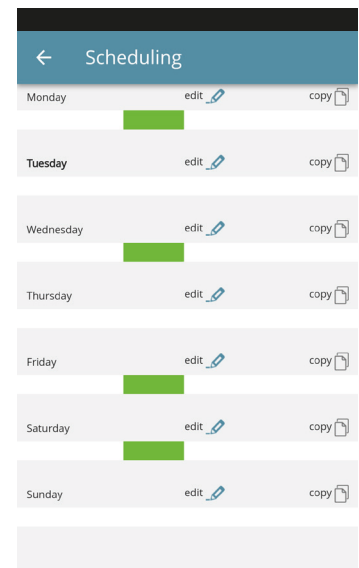


Figure 2-24

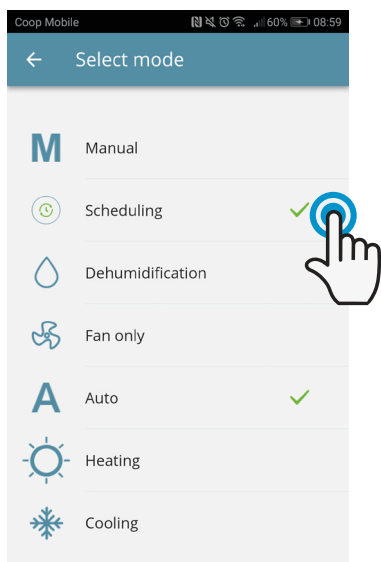


Figure 2-25

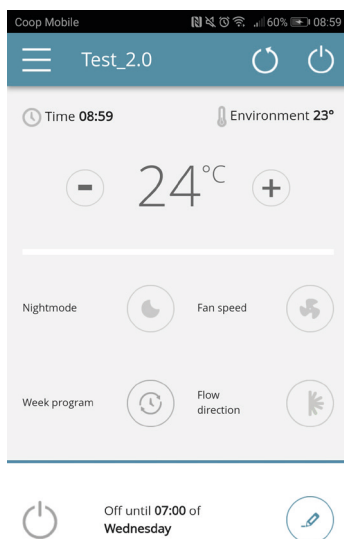


Figure 2-26

After completing scheduling, select the "Mode" item in the general menu, then "Programming". This activates the weekly program you just created.

Returning to the air conditioner's main screen (Figure 2-26), on the lower part, there are the indication of the scheduling.

If you was in the scheduled shut-down time, the time of the first air conditioner restart will be showed in the lower part.


To deactivate scheduling and return to manual mode:

- select "Mode" in the general menu and then "Manual".

- clicking on the edit icon at the bottom right of the air conditioner general screen.

**Note:** If the settings are changed on the air conditioner display, scheduling is disabled and manual mode is resumed.

If the air conditioner is in a place that is open to the public, where it cannot be monitored, the display screen lock can be enabled in order to prevent unauthorised people from changing the settings.

Simply press and hold the Timer symbol  on the air conditioner display for 10".

To go back to editing the air conditioner settings from the display, press the timer icon again for 10".

## 2.9 Remote access

### REMOTE ACCESS

manage your air conditioner even away from home

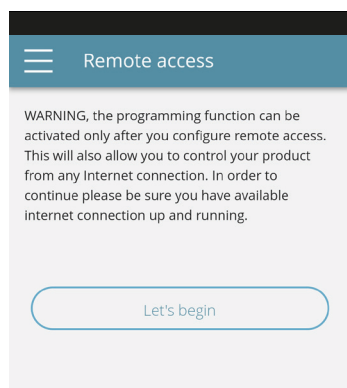


Figure 2-27

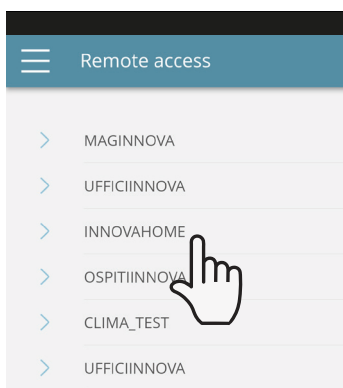


Figure 2-28

Once you have selected the menu item "Remote Access", a list of the available WiFi connections will appear.

**Note:** the air conditioner can connect only with 2.4GHz networks.

Select the preferred network for Internet access.

Then enter the WiFi network password and confirm it.

**Note:** the password can contain only alphanumeric characters from "A" to "Z" (uppercase and lowercase), from "0" to "9", "-", "\_", ".", ":", ";". Special characters are not permitted.

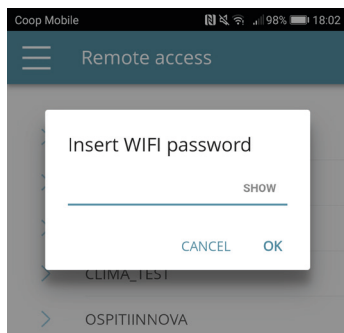


Figure 2-29

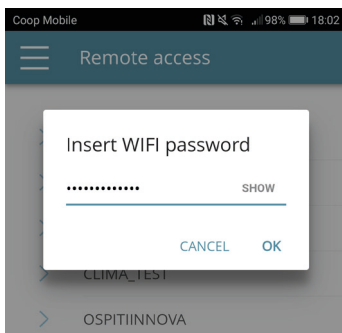


Figure 2-30

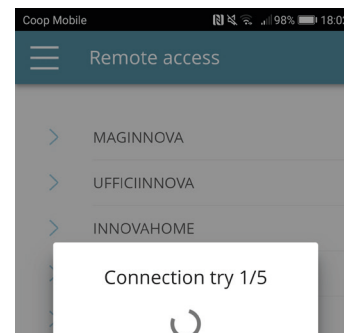


Figure 2-31

The App connects the air conditioner to the domestic network and the main screen to manage the appliance will appear again on the smartphone/tablet. At this point, the smartphone/tablet is connected to the selected network.

From this moment, your 2.0 air conditioner is connected to a server over the Internet and can be managed from anywhere in the world over your telephone's WiFi or data connection.

**Note:** In the event that the procedure is not successful, the smartphone/tablet will automatically reconnect to the local network of the 2.0. Therefore, repeat the procedure, rechecking the password entered and the name of the network.

**Note:** When the device is displayed in the cloud it may happen that the display of "Temp" is the name for the device. In this specific case the device failed to restart, the communication works correctly but the name is incorrect. To solve, it is necessary to rewind the air conditioner (removing and returning power).

**Wifi network features**

- working internet connection
- static public IPs are not required
- no incoming configurations are required on the ROUTER (NAT or other specific rules) - working dns service
- functioning DHCP service or alternatively the following information:
  - local ip address to be assigned to the subnet mask card
  - gateway
  - dns

- if the router or other entities in the customer's network have ACLs at the MAC-address level, the MAC-address of the card must be enabled if the client wants to control some features locally (noe change, advanced settings change, pc control) WIFI network must allow communication between devices connected to the same wifi (= Wifi Isolation must not be enabled)

Technical requirements for the proper functioning of the cloud connection TCP port 80, 443, 19009, 18321, 18009 output



## 2.10 Groups

### GROUPS

list of groups of several air conditioners

If you have several air conditioners, you can combine them in groups to simplify scheduling and management of them. (For example, the air conditioners in a hotel could be grouped by floor).

First of all, select "Groups" in the menu and create a new group by clicking on "+". (Figure 2-32)

Then give a "Title" to the group and save using the icon at the top right. (Figures 2-33 e 2-34)

The group has been created but it has still not been associated with any air conditioners.

Returning to the "Groups" screen, the new group will appear and it can be edited or deleted using the adjacent icons.

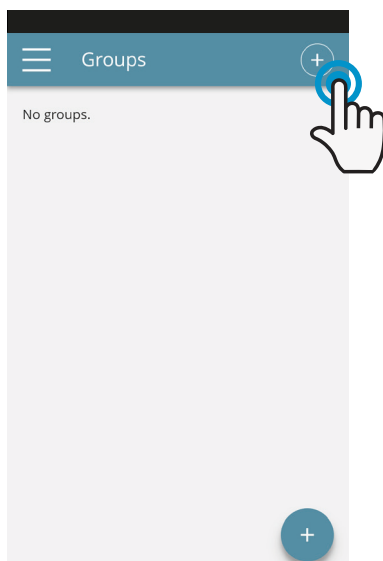
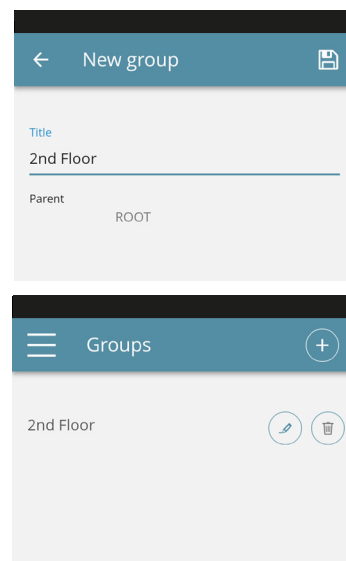


Figure 2-32



Figures 2-33 e 2-34

To associate an air conditioner to a group, select "My Devices" item from the menu. The section contains the list of all the configured air conditioners and groups.

Click on the eye beside the group name and then on the "+" symbol and select the air conditioners to associate. Lastly, save using the icon at the top right.

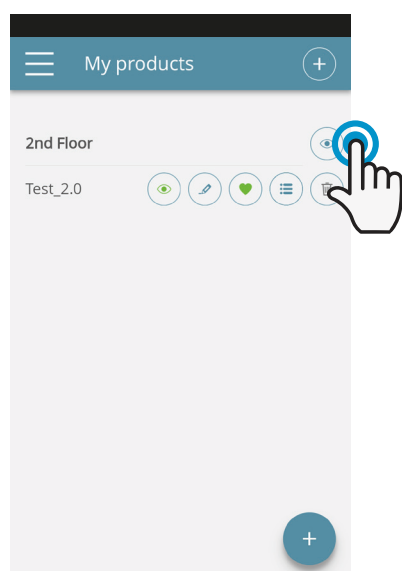


Figure 2-35

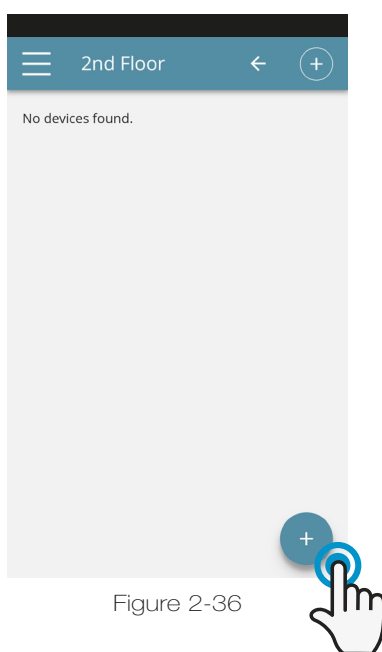


Figure 2-36

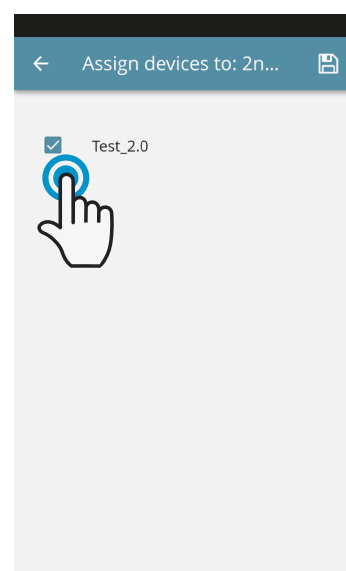


Figure 2-37

You can also associate an air conditioner with the group through the air conditioner itself.

Select the penultimate icon on the row of the air conditioner (icon list with three rows) and click "Assign groups" (Figure 2-39). Assign the air conditioner to one of the groups shown on the list.

When, on the other hand, you click "Sent settings", the settings of that air conditioner are applied to the group that will be selected.

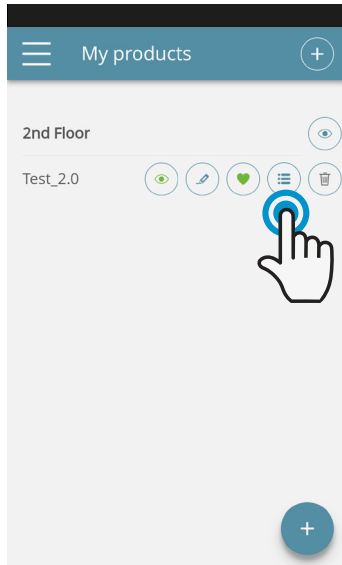


Figure 2-38

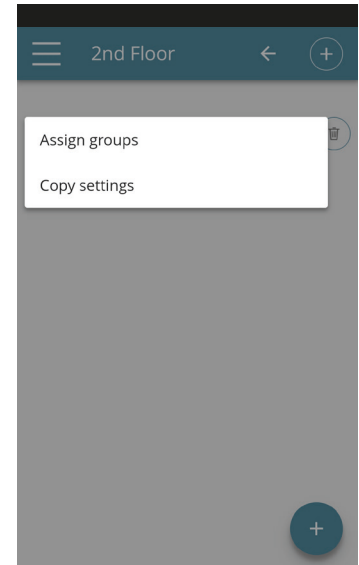


Figure 2-39

## 2.11 Preferences

### PREFERENCES

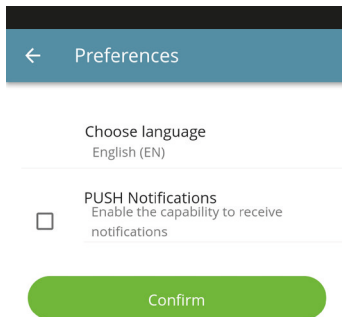


Figure 2-40

In the "Preferences" section which can be selected on the menu, the App language and the PUSH notification settings can be changed.

To receive notifications on the air conditioner's operation directly on your smartphone even when you are not using the App, tick the "PUSH Notifications" option.

2.12 Control with several devices

**CONTROL WITH SEVERAL DEVICES**

The same air conditioner can be managed with several devices (smartphone/tablet/PC).

After configuration with the first device, the machine can be controlled with another smartphone/tablet following the procedure described below.

First of all, you must connect to the Wi-Fi network where the 2.0 you want to control is also connected.

Install the “InnovApp TwoPointZero” app on the new smartphone/tablet and proceed as illustrated in figures 2-1, 2-2 and 2-3 on page 13.

At this point, the telephone alerts that you are not connected to the right WiFi network and to connect to the “Innova2.0”: ignore the warning, clicking on the “**devices**” button right below the loading bar (Figura 2-41).

If you are connected to the WiFi network where your 2.0 is also connected, the telephone automatically scans all the “2.0” units connected to the network (Figura 2-42).

Once the device has been found, the general control screen opens automatically, from which you can control the air conditioner with the second telephone/tablet as well.

**Note:** If the search does not automatically find the air conditioner, press “+”.

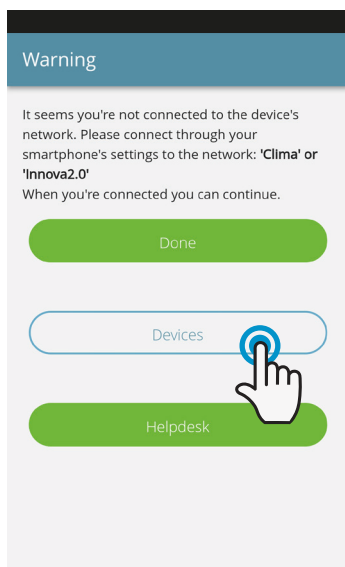


Figure 2-41

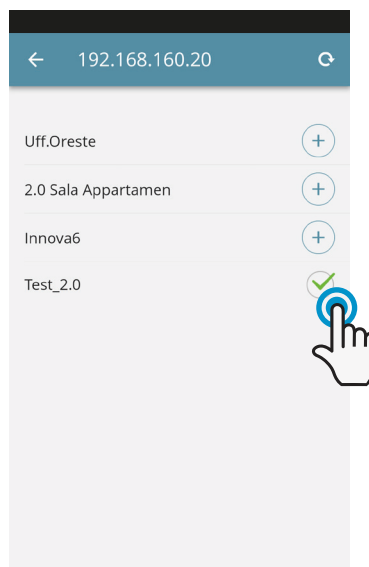


Figure 2-42

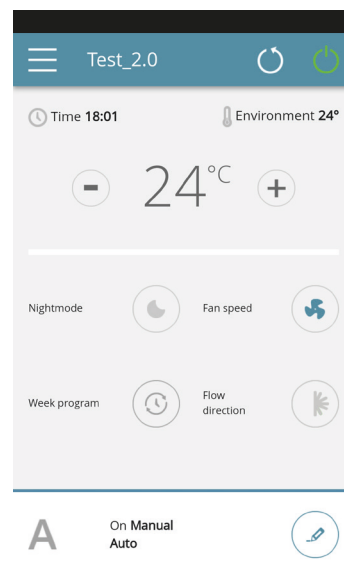




Figure 2-43

**ON, OFF and RESET OF THE WIFI NETWORK**

To activate the WiFi network:

- Press and hold in the button  on the air conditioner display for 10 seconds. When the word “On” appears on the display, release the button.
- If you do not touch anything for another 10”, the 2.0 WiFi is active and remains visible and usable with the last configured name.

To reset the air conditioner and return its WiFi network to the original configuration (named “Innova2.0”):

- Press and hold in the button  on the air conditioner display for 10 seconds. The message “On ” appears on the display.
- Press the button  again. The abbreviation “rSt” will appear. Wait 10” so that the operation will complete successfully.

- At this point, new WiFi configuration of the 2.0 is required, starting from the indications in Figure 2-4.

To turn off the WiFi network:

- Press and hold in the button  on the air conditioner display for 10 seconds. The message “On ” appears on the display.
- Press the button  until the text “OFF ” appears.
- The WiFi transmitter will therefore be off and no longer visible from smartphone/tablet.

**2.13 Management on desktop**

You can also manage the air conditioner from your computer, configuring a specific desktop version of the App.

- Access the “Software” page of the INNOVA website:

**www.innovaenergie.com > documents > software**

MAC

- Download the zipped folder “**TwoPointZero InnovAPP desktop version - MAC**” and open it;
- double click on the file run.sh to open a command window:
  - type **cd**
  - drag the folder “**TwoPointZero InnovAPP desktop version - MAC**” into the command window (Figure 2-10) and press Enter
  - type **sh run.sh** and press Enter (Figure 2-11)
- The browser window will open with the first screen of the App for the desktop version. (Figure 2-12)
- You can begin with the configuration as explained in section 2.2 for the mobile version.

WINDOWS

- Download the zipped folder “**TwoPointZero InnovAPP desktop version - WINDOWS**” and open it;
- double click on the file **run.bat** and the browser screen will open (Figure 2-12) and one of CMD.

**Note:**

Minimum requirements:

- Chrome: 67
  - Firefox: 60
  - Opéra: 53
  - Safari: not supported
  - IE: not supported
  - Edge: not supported
- (Safari, IE et Edge do not partially or totally support RTCPeerConnection)

**Note:** As the first step of configuration, you will be asked to verify the connection to the air conditioner WiFi network. Therefore, go into the computer WiFi settings and select the corresponding network. If it was not already renamed during installation on smartphone, the WiFi will be called **Innova2.0**. After which, click **Done**.

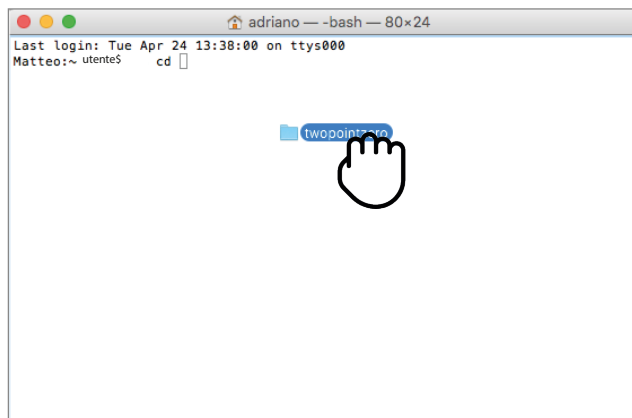


Figure 2-44

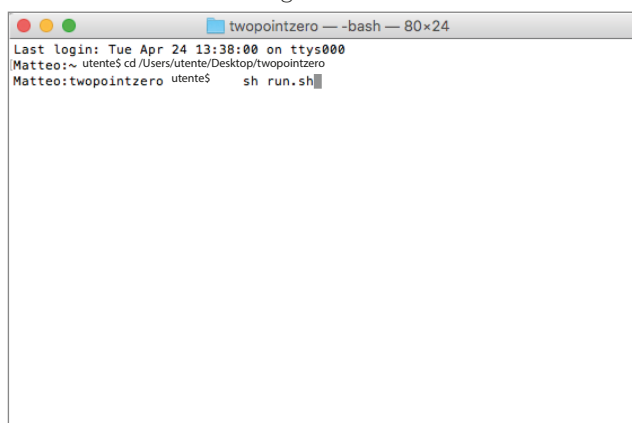


Figure 2-45

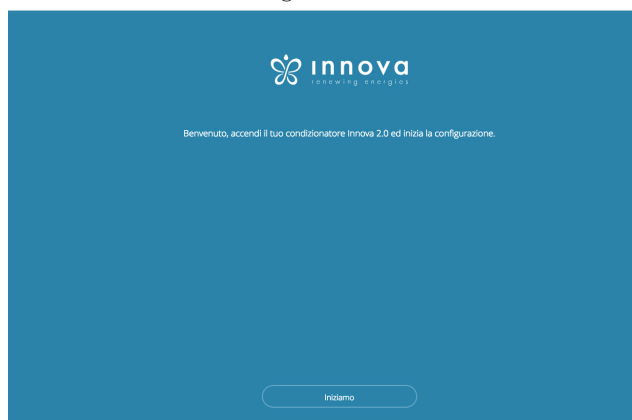


Figure 2-46

**Note:** In order to make InnovApp TwoPointZero work on your desktop, you must have Java installed on the PC.

**Note:** See also paragraph “Control with several devices”

## 2.14 Troubleshooting

Effect	Causa	Solution
The air conditioner cannot be configured on the iOS smartphone	iOS smartphones do not automatically identify the WiFi network which was renamed during configuration of the App.	Go to the telephone's settings and select the 2.0 unit's WiFi network with the name assigned to it during configuration of the App.
Remote configuration is unsuccessful	The WiFi network may be weak.	Check the signal power
The air conditioner's WiFi cannot be found	The WiFi transmitter may be switched off OR the air conditioner may already be configured in "Remote control"	Ensure that there is power to the device
Several air conditioners in the house cannot be configured	During configuration, two or more air conditioners are on	Configure one air conditioner at a time: therefore, switch on one at a time, keeping all the others off, and start the configuration.
The air conditioner cannot be controlled through the App	The problem is connected to the version of the air conditioner.	The version that allows control of the air conditioner through the App is 1.0.36. Check your version by accessing the app menu: one of the menu items must be "firmware: 1.0.36". In the case of a previous version, contact INNOVA service.
During configuration of the remote control, the WiFi network does not work	The password contains special characters	Enter a new password using only the permitted alphanumeric characters: from "A" to "Z" (uppercase and lowercase), from "0" to "9", "-", "_", ".". Special characters are not permitted.
The air conditioner scheduling section cannot be accessed	Scheduling of the 2.0 is possible only after remote control has been configured.	Ensure that you have configured remote control, accessing the dedicated section from the App menu. Otherwise, configure it as explained on page 15.
Immediately after carrying out remote configuration, the name of the air conditioner is "TEMP"	This is a synchronisation problem between the air conditioner, the server and the smartphone.	Wait a few minutes. Otherwise, shut down and restart the air conditioner.
MQTT Server Problem	The server is in maintenance	Wait
Faults on the display: errors E7, E6 and other alarms		See page 10