**Manuals+** — User Manuals Simplified.



**True Flame App**

# solution fires True Flame App User Guide

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From time-to-time improvements will be introduced and we would ask that you periodically check the website **www.solutionfires.co.uk** for updates to these instructions.

Please note the handset that was supplied with your fire and the Solution Fires app work independently of each other. As such neither handset will be able to receive feedback from the other.
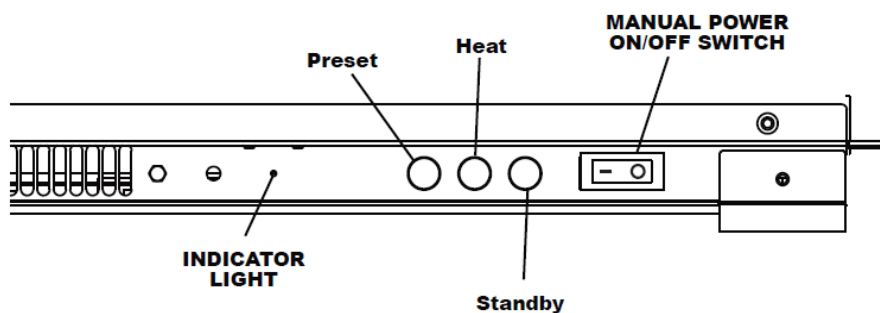
## Pairing Your Fire

In the following instructions the numbers adjacent to the screenshots correlate with the paragraph numbers. To Pair your Solution Fire with SmartLife, having already installed the fire and controlled it with the supplied handset.

**Pairing your Solution Fire with the SmartLife app from start-up:**

1. Download the SmartLife App from the App Store or Google Play Store.

**MANUAL CONTROL PANEL**



2. Ensure the manual power button is switched to "I" and the fire is on by pressing the "Standby" button.
3. Press and hold the "Standby" button for 5 seconds until the fire beeps. (On later models, the indicator light also starts flashing). Your fire is now in pairing mode.
4. Open the SmartLife App, Registration will be required for new users. (1)
5. Upon opening the app, if don't have any devices added to your network (new user) you will be asked to "Add Device" in the blue button in the middle of the page. Existing users will need to tap the blue "+" in the top right of the screen (2).
6. Your TrueFlame fire will appear on the screen (3) after a few seconds. Tap on the fire to connect it.
7. You can now add your fire to your home network by entering your home Wi-Fi details (4)
8. You will now see the Trueflame fire being connected to the app. Press "Done" when complete.
9. Once you have connected you will be presented with the TrueFlame home screen (5).

**NOTE:** Your fire will connect to the 2.4GHz Wi-Fi signal NOT the 5GHz signal – please ensure you select the 2.4GHz signal if your router identifies the two seperate signals independent of each other.
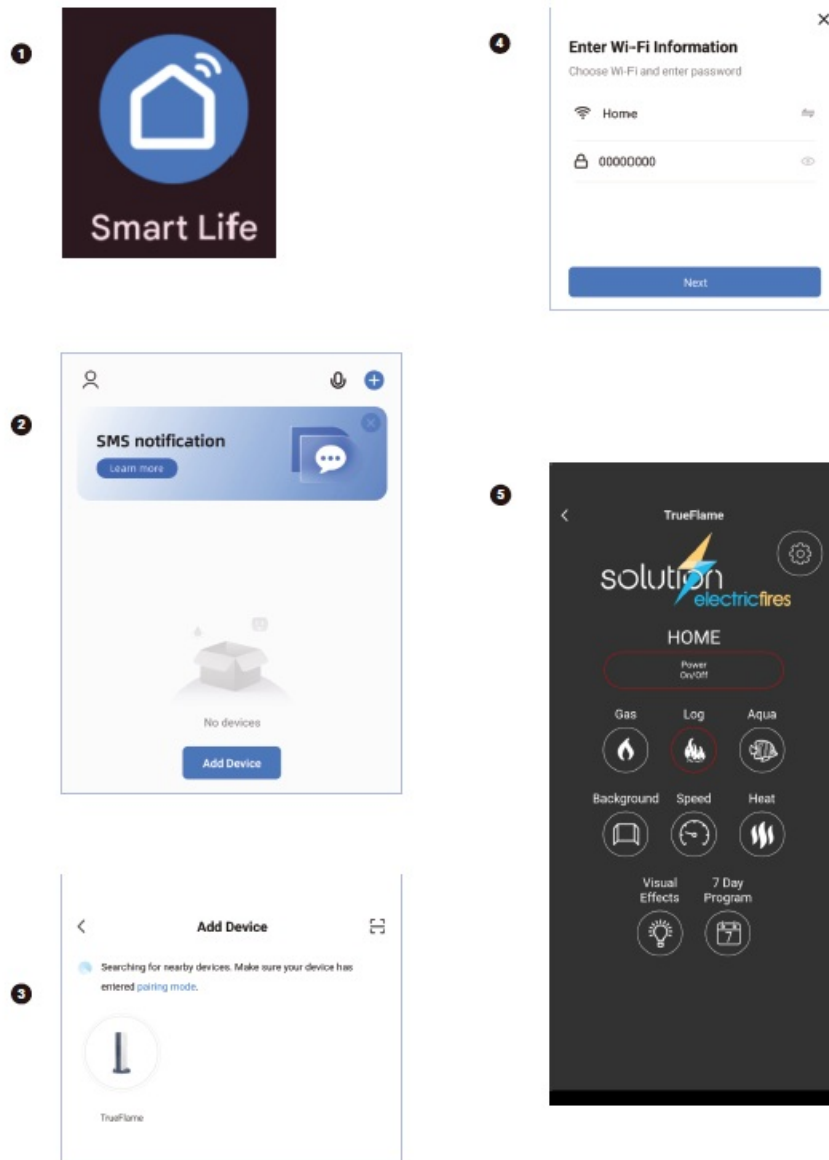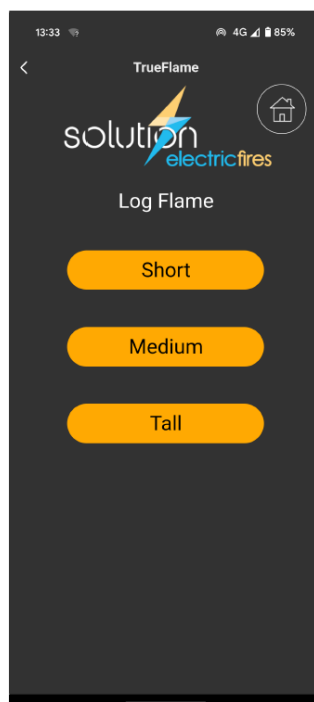
**Home Screen Explained**

Below is a description of each button on the home page, from top to bottom and left to right.

1. The top left arrow < will take you back the the Smart life application page.
2. The Cog in the top right access the Smart life settings for this app including updating the fires firmware.
3. The Power button below the logo will toggle the fire in and out of standby.
4. The Gas button will set the flame style on the fire to a gas flame, down-light and fuel-bed colour. The background will not change.
5. The Log button will open the Log Flame menu.
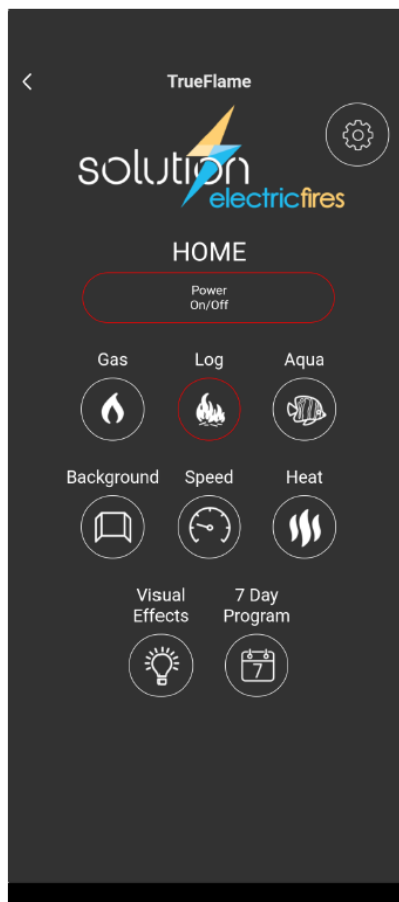
6. The Aqua button will set the screen to the aquarium scene, including teal/blue downlight and fuel-bed.

7. The Background button will open the Background menu.

8. The Speed button will open the speed menu.

9. The Heat button opens the heat menu.

10. The Visual Effects button opens the Visual Effects menu.

11. The 7 Day Program will allow you to set when your fire comes on and off automatically.

**Log Flame Menu Explained**



At any time you can return to the home screen by pressing the home button in the top right of the screen, or

pressing the back button in the top left.

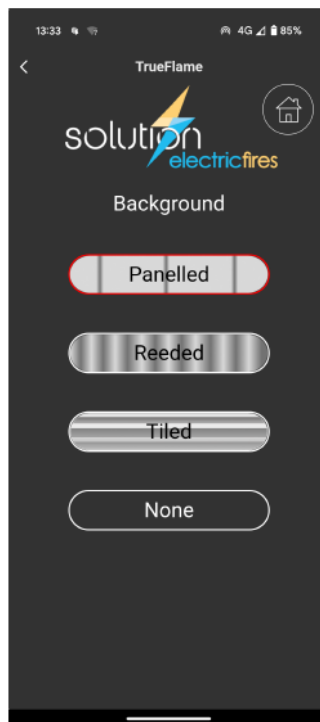**The three buttons represent the 3 flame types.**
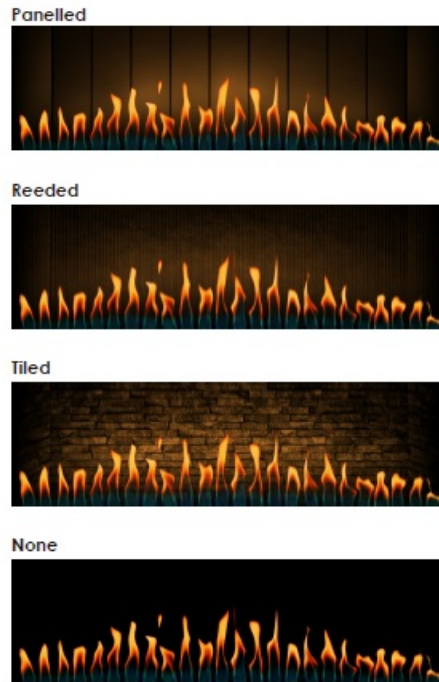
Short



Medium



Tall



**Background menu Explained**
At any time you can return to the home screen by pressing the home button in the top right of the screen, or pressing the back button in the top left.



**The 4 buttons represent the 4 available backgrounds to the log and gas flames..**

**Panelled**

**Reeded**

**Tiled**

**None**

**Speed, Heat and Visual effects menus Explained**

At any time you can return to the home screen by pressing the home button in the top right of the screen, or pressing the back button in the top left.

**Speed**: Select from a Slow or Fast flicker on the fuel bed.
**Note**: If you have a Log Flame being displayed, it will also toggle between the slow and fast versions of that video.
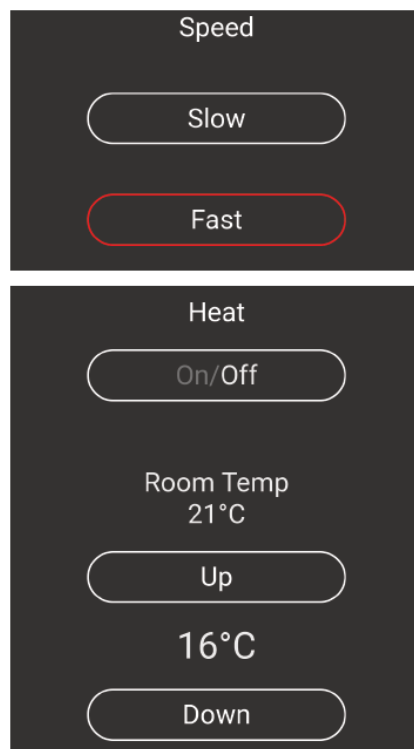
**Heat**: Turn the heater On/Off. Read the temperature at the fire Set the target temperature for the heater. The target temperature can be set by tapping the "Up" and "down" buttons.

**Note**: The heater will heat to 1 degree above the set point and wait until 1 degree below before coming back on.
**Note**: The temperature at the fire may be different to other places in the room.

**Visual Effects:** Pressing the "Fuel Bed Colour" and "Down Light Colour" buttons will cycle through the colours for each, from: Yellow, Amber, Red and Teal/blue. You can adjust the brightness of the Fuel bed and Down light by pressing the corresponding "+" and "-" buttons.
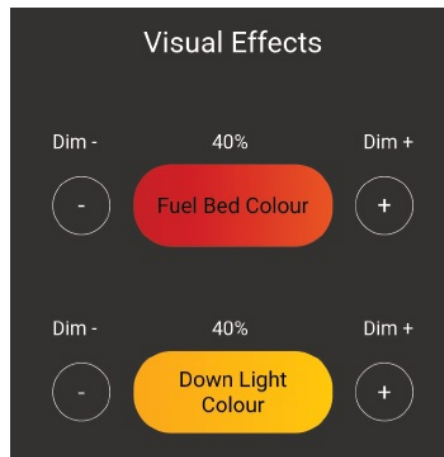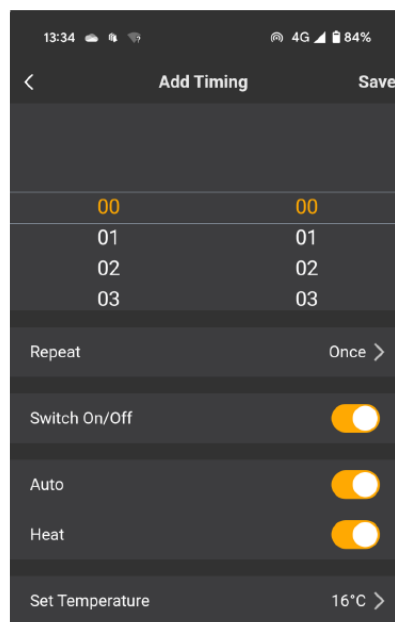


## 7 Day Program

At any time you can return to the home screen by pressing the back button in the top left. Upon opening the 7 Day Program for the first time, you will have no timers set. To add a timer press the "Add" button
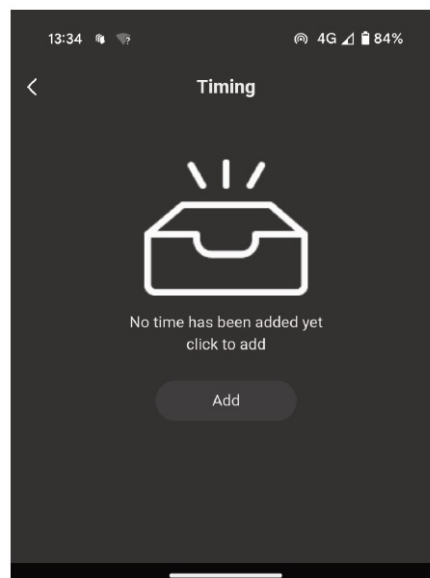


- Add Timing: To add a timing to the program, select a time from the scrolling clock at the top.

- Repeat: sets how often this timing is used, be it daily weekly etc.
- Switch On/Off: Switches the fire on or off at the time above
- Auto: This is the adaptive controls, it will turn the fire on in advance to have the room at the set temperature at the time you have set.
- Heat: When the switch is on, the fire will use its heater to warm up the room to the set temperature.
- Set Temperature: The target temperature if the heater is enabled. When complete, press "Save" in the top right of the screen.

At any time you can return to the home screen by pressing the back button in the top left. To disable a timing, use the orange/grey toggle on the right of the block. To delete a block, swipe the block to the left and tap the red delete button.
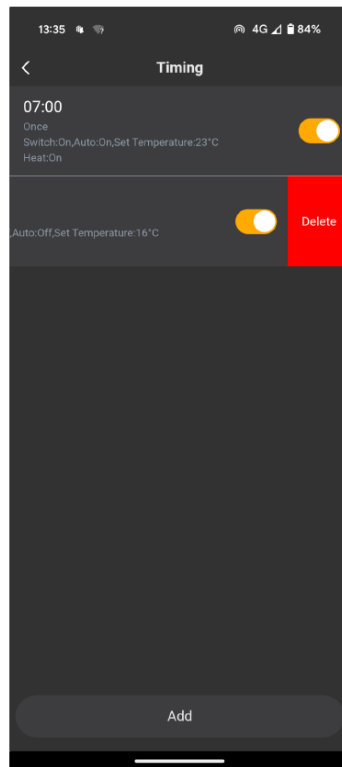


## FAQ relating to the Solution Fires App

1. **How do I know my fire is ready to pair with the Wi-Fi network?**

    the fire's indicator light will flash to let you know that it is ready to pair with SmartLife and your network.

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

    If your indicator light is not flashing, hold the "Standby" button for 5 seconds, or until you hear a beep and follow the instructions above.

3. **Do I need to connect the fire to a 2.4Ghz Wi-Fi signal?**

    Yes. most smart home appliances use the 2.4Ghz signal over the 5Ghz signal because of its superior range. Most routers will not separate the 2.4Ghz and 5Ghz signal and the fire will connect automatically to the correct one. If your router does separate the signals then please connect to the 2.4Ghz signal.

4. **Should my smartphone/tablet software be up-to-date?**

    Yes. It is always recommended to update software for security reasons as well as installing features that other application can utilise.

5. **Is it normal for the red indicator light to blink?**

    Yes, This happens when the fire is ready to pair with a device/Wi-Fi.

6. **Why is the fire no longer responding to my app?**

   It may be that:
   - Your internet is not responding.
   - Your Wi-Fi router isn't working.
   - You have changed your Wi-Fi details (i.e. with a new router).
   - Please check all these are working correctly.

7. **Can I add more than 1 fire.**

   Yes, SmartLife allows dozens of devices to work on a single app.

8. **Can I re-name my fire?**

   Yes. on the front page of the SmartLife app, press and hold the fire you wish to rename and then select "rename".


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## Documents / Resources

| | |
|---|---|
| solution fires<br>TrueFlame cassette 3DX<br>App Instruction Manual | **solution fires True Flame App** [pdf] User Guide<br>V0.8, V0.6, True, Flame, True Flame App, App |


## References

- **User Manual**