

# switchee

The Smart Thermostat for  
Affordable Housing



**Switchee** Installation Manual

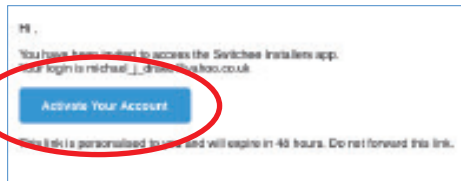
# Section 6: Registering the Switchee

## Activating your account

1. You can activate or sign up to your account once you have received an email with an invitation link.

Press the **Activate Your Account** button.

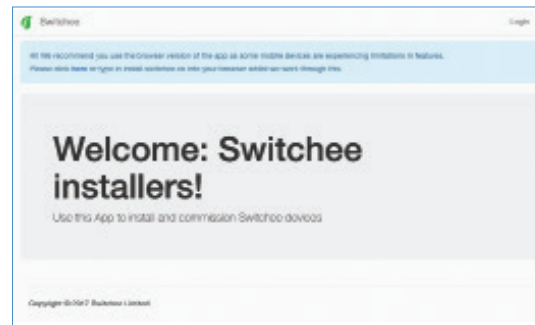
(Note: If you have not received an invitation link via email, and you need one, then email us at [install@switchee.co](mailto:install@switchee.co) or call us on 0800 133 7957).



2. Click on **Activate your account**.

You will then be redirected to the Installers Registration form. You will be required to fill in your details including: your First Name, your Surname, your company name, and your chosen password (which must include uppercase letters and numbers).

3. Once you've registered as an installer you'll be transferred to the the Installer's Web App. Its home page looks like this:



## Logging in to your web app account

The Installer Web App can be accessed via the following link: <https://install.switchee.co/> Log in using your **email address**, and the **password** you created when you signed up via the activation email.

Once you've logged in to your web app account, you'll be able to register a Switchee.

## Registering the Switchee on the Installer Web App

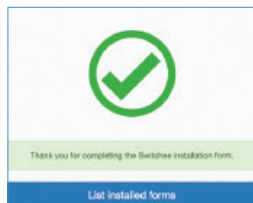
1. Select the **client** that you are installing for.
2. Enter the **IMEI** or **Serial number** then click **next**. (Note: The serial number can be found on the sticker on the box that the unit came in. It is also found on the sticker on the front and back of the thermostat. The full IMEI can also be found within the **settings** menu under **Status**.)
3. On the next page look up the installation address, **tick** the relevant smart metre boxes, then press **next**.
4. If applicable, select the bracket type from the dropdown: **wired** or **wireless**.
5. Then select installation type: **heating only** or **heating and hot water**.
6. If you have any comments on the installation that we need to know about, please leave a note in the **notes section**. Also, if a resident wants their heating or hot water times set you can enter the times here and we will set this remotely.

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Once you have entered all necessary details it will take you to a summary page to confirm the details entered...

When you are sure the details are correct press **next** to complete the form.

The screen shown below confirms the installation form has been completed and correctly submitted.



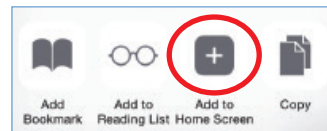
## Downloading the WebApp icon onto your phone

### For Apple Users

**Step 1:** Click on the **Sharing** icon on your browser, (shown below circled in red).

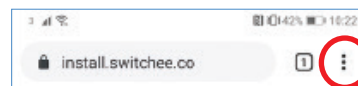


**Step 2:** After you click on the **Sharing** icon, this browsing menu will pop up on your screen. Click on the **Add to Home Screen** icon.



### For Android Users

**Step 1:** Click on the **more** icon (three dots) on the top right of your browser (shown below circled in red).



**Step 2:** After you click on this, a browsing menu will pop up on your screen. You should click on the **Add to Home Screen** icon.

## Resetting your password

If you forget your password, please click on the **Forgot your password** link below the entry fields. You will be redirected to another page where you will be able to retrieve your password after providing your email address.

Fill in your email address and click on **Send verification code**. A verification code will be sent to your email address. You can then input this into the Verification code field on the updated page. Then press **Continue**.

If you need a new code, click on **Send new code**.

## Section 7: Final checklist

You **MUST** have all of the below checks ticked off to complete the installation:

### 1. Check for power

Check that the **Switchee Thermostat** has power: when you turn on the power to the boiler, the **Thermostat** should come on.

### 2. Check thermostat has GSM signal

#### Important:

Once the **Thermostat** is powered on you will need to check the unit has picked up the GSM signal. If you tap the spanner to open the **Settings** on the top left corner of the **Touch Screen**, the **Time** and **Date** in the **Settings** screen should automatically update to the current time. If it does update, it means the **Unit** has picked up the GSM signal. It can take a minute or two to update. If the time and date do not update, **please call us on 0800 133 7957.**


### 3. Check for power (AC adapter)

If using an **AC Adapter**, the **Switchee Thermostat** should turn on once the **AC Adapter** is plugged in.

### 4. Test heating

Test the heating. Tap the **+** button on the **Touch Screen** to raise the desired heating temperature (large number) above the current temperature (small number). The boiler should then fire up. Make sure you turn this back to a normal temperature after testing.

### 5. Test hot water

If the **Switchee** also controls hot water, tap the **Hot Water**  **button** on the bottom right of the **Switchee Thermostat Touch Screen** – the boiler should fire up.

### 6. Provide privacy policy to the resident

Once satisfied that everything is working it is very important that you hand the resident the privacy policy and the resident manual.

### 7. Register the Switchee

Register the **Switchee** on our installer web app **install.switchee.co** using the installer web app instructions.

*NOTE: it is critical that you register the Switchee otherwise it will not function correctly and a revisit may be required*

If you have any issues doing this please call or email us.

For any questions please call  
Switchee or ask the resident to call us on:

**0800 133 7957**

Alternatively you can email us at:


**[install@switchee.co](mailto:install@switchee.co)**



 [www.switchchee.co/installers](http://www.switchchee.co/installers)

 [install@switchchee.co](mailto:install@switchchee.co)

 Switchchee Ltd, Makerversity, Somerset House, Strand, West  
Goods Entrance, London WC2R 1LA

 0800 133 7957 – Option 2



[ico.org.uk/yourdatamatters](http://ico.org.uk/yourdatamatters)

