



## FAQs/Troubleshooting: Connex WiFi

FAQ	Answer
Is the Connex Wifi controller compatible with any heater?	Connex Wifi is compatible only with Dimplex Connex enabled electric heaters. For a full listing of compatible product, visit <a href="http://Dimplex.com">Dimplex.com</a>
I have a Dimplex Connex Multi Zone Programmable Controller, do I still need the Connex WiFi controller to control my heaters remotely?	Yes, the existing Connex heaters are compatible with Connex WiFi but you need the Connex WiFi controller to be able to control the heaters remotely through the app
Do I need an electrician to install the Connex Wifi controller?	No, the controller comes with a usb cord that plugs into a standard 120V receptacle. Hardwiring to the heater is not required as the controller sends wireless communication to the heaters.
What mobile devices is it compatible with?	Connex WiFi is compatible with iPhones and iPads as well as Android Smartphones and Tablets. 105 version 8.4 or greater is required for Apple devices and 4.1 or greater for Android devices.
How do I get the Connex Wifi app?	Visit the App store or Googleplay and search "Connex WiFi" to download the free Dimplex Connex Wifi app.
I can't find the app in the App store	If you are using an iPad, make sure you change your search filter to "iPhone only" as the app is optimized for iPhones.
What is the return policy on the Connex Wifi Controller?	It comes with a 3 year limited warranty. Please visit our website at <a href="http://www.Dimplex.com">www.Dimplex.com</a> for detailed coverage of warranty.
It says "offline" on the app	Make sure the controller is plugged in. Check your home network connection.
I don't see "Connex" listed in my Wifi networks	Connex is only visible when you are connecting the controller to your WIFI. Once you have connected to your WIFI to the Controller the Connex is no longer in your WIFI settings. If you are trying to connect the controller to WIFI but it failed. Make sure the controller is plugged in. Ensure your mobile device Wifi is turned on. Reboot mobile device. Conduct a factory reset of the controller by pressing down on the 'PROG' button till all 4 zones stop flashing. Connex should now appear in your WIFI settings
I downloaded the app but it says the device is not registered	A controller needs to be registered before you can use the app. Follow the instructions from the app on how to register your device.
Can I have multiple controllers?	Yes, you will need to create a different account for each controller, using a different email address for each. Only the one app is required, however.
How many heaters can I control with the CX-WIFI controller?	There is no limit to how many heaters you can control, just the number of zones (4).
If the zones are showing the temperature in those zones, what is the inside temperature reading?	There is a temperature sensor on the controller which provides the inside temperature displayed on the app. This is the ambient temperature based on the location of the controller.
What happens if the power goes out?	The device will power down. When power is restored the device will reconnect to the network and your settings will be retained. The clock will adjust to the correct time automatically.
What happens if I lose my WiFi signal?	The heaters will remain on and you can still make adjustments through the controller, but you will not be able to control the heaters from the app until the WiFi signal is restored.
Can I run the controller off the battery?	No. The controller comes with a small cell battery that will last 2-3 hours. The controller is not capable of connecting to the home network off the battery. This is meant to be used only for the synchronization. Afterwards the controller
How do I know my information is secure/private?	Please visit our website at <a href="http://Dimplex.com">Dimplex.com</a> for a detailed explanation.