

# HARVIA XENIO WIFI

## Frequently asked questions:

### **The device does not work in my corporate network?**

» Device needs access to port 8883 (secure MQTT), that must be open in firewall. Additionally there must be access for network time protocol (NTP) servers.

### **How to select On time for week clock program?**

» Scroll the screen down to show On time setting.

### **I cannot get my Xenio control panel connected to WiFi network and MyHarvia cloud?**

» Remove device from phone application. Perform factory restore in Xenio user panel (press and hold Heater, Lights and Fan buttons for 5 seconds). Optinally try to add device with another phone using your same MyHarvia account.

### **I cannot control my sauna with MyHarvia application, even when it was working before?**

» Check that your Wifi connection and phone has working internet access. Reboot phone. Reboot Xenio user panel by removing main power from sauna (open circuit breakers momentarily).

### **I cannot Create MyHarvia Account?**

» Remember to turn "By signing up, you agree to Harvia Terms of Use and Privacy Policy" toggle switch to enabled position. Set virtual keyboard to closed position to show Register button. Change Screen zoom under phone display settings to make items smaller on screen, use higher resolution in phone.

### **Timed start is not working?**

» Make sure you have set target day correctly. If you have small screen resolution, scroll down to reveal day selection.

### **Week clock is not working?**

» Make sure you have selected the target dates for the week clock event. Make sure your user panel is not in REST state when week clock event is supposed to start. Check the setting for pre-heating time.

### **New week clock event does not come visible or editing is not succesfull?**

» Make sure you have working connection towards your Xenio user panel i.e. standby state. Updating the information to MyHarvia cloud will take some time, therefore there is short delay when editing the event.

### **Timed start or Week clock does not start correct time**

» Make sure your pre-heating time selection time is set correctly. If pre-heating time is set to e.g. 1 hours sauna will turn on one hour before the programmed timed start or week clock event. Make sure you have Time Zone set correctly and Daylight saving enabling.

### **What does Daylight saving in use mean?**

» It means that Xenio user panel will follow summer and winter times automatically, when toggle switch is enabled. It does not mean summer or winter time selected.

### **I have problems with MyHarvia application when using same time with e.g. Chromecast**

» If WiFi or internet connection runs out of capacity, MyHarvia application may have troubles working, since it cannot get messages through. Close other applications using too much internet bandwidth or upgrade internet connection.

### **Mobile app is not working properly?**

» Sometimes changing the phone screen reslution to a higher setting helps.