TRX and FTVN

Residential Condensing Gas Boilers

**Connectivity
Quick Start Guide**

Thank you for your purchase.

*You just installed an **NTI** boiler designed and built to provide a new experience in heating and hot water comfort.*

After receiving approval from the boiler's owner, you can connect the boiler online to enable remote access, allowing you to be notified of errors and manage issues in real time where internet access is available.

Connecting the boiler is quick and easy in 4 steps:

1: Owner Account Creation

2: Connect the Boiler to the Internet

3: Get the Boiler WiFi Serial Number

4: Contractor Remote Access

⚠ WARNING

- Before beginning the following procedure check that the Internet router where the boiler is installed is working correctly.

- Keep the SSID and password of the owner's Wi-Fi network handy.

  These will be used during configuration.

Write the Network Name and Password:
Network Name (SSID) _____
Network Password _____
    The Network Name and Password will be needed to complete set up.

1. Owner Account Creation
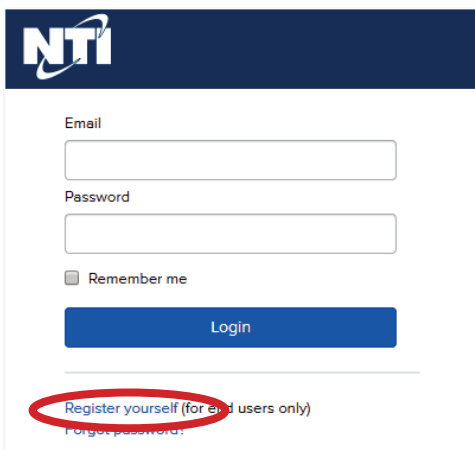## (End User / Boiler Owner)

1. Ask the boiler owner to go to the following website to create their user account:

   www.nti.remotethermo.com.

2. Select the "Register yourself" link.
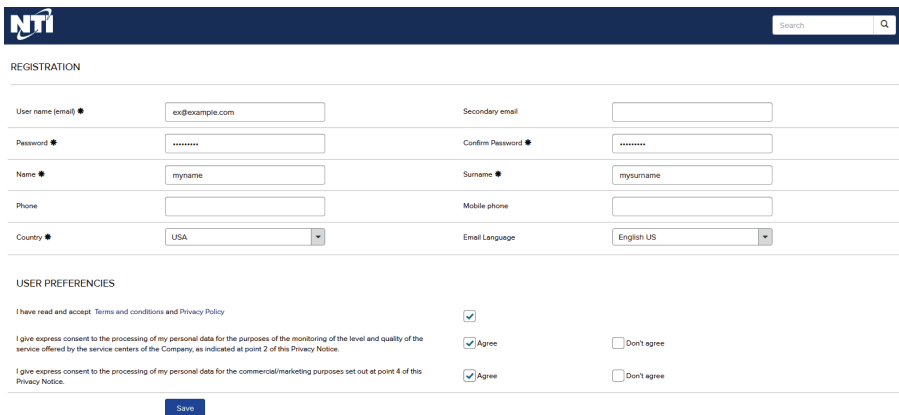
   NTi

   Email

   Password

   ☐ Remember me

   Login

   Register yourself (for end users only)
   Forgot password?

3. Complete the Registration form below and Save.

   NTi   Search 🔍

   REGISTRATION

User name (email) ✱	ex@example.com	Secondary email	
Password ✱	••••••••	Confirm Password ✱	••••••••
Name ✱	myname	Surname ✱	mysurname
Phone		Mobile phone	
Country ✱	USA	Email Language	English US

   USER PREFERENCIES

   I have read and accept Terms and conditions and Privacy Policy   ☑

   I give express consent to the processing of my personal data for the purposes of the monitoring of the level and quality of the service offered by the service centers of the Company, as indicated at point 2 of this Privacy Notice.   ☑ Agree   ☐ Don't agree

   I give express consent to the processing of my personal data for the commercial/marketing purposes set out at point 4 of this Privacy Notice.   ☑ Agree   ☐ Don't agree

   Save

   ✱ Fields marked with an asterisk are mandatory

4. Check your email for a confirmation link. Click on the link to complete Owner Account Creation.

2. Connect the Boiler to the Internet
(Contractor)

1. Enter the connectivity menu by pressing the MENU button (A) then OK (B).
2. Turn ON "WIFI": Scroll to "WIFI" using the right + and – (C) buttons and press OK (B). Then select "ON". Confirm by pressing OK (B).

3. Open Access Point: Scroll to "AP", then press OK. "AP" will begin flashing, indicating that the Access Point is open.
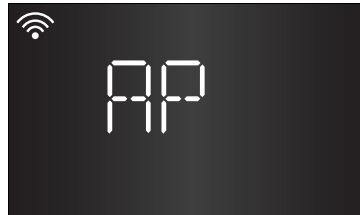
4. Connect your computer or smartphone to the network "Remote GW Thermo" (unsecured) that is now being broadcast by the boiler.
5. On your device (computer, smartphone, tablet), open an internet browser, and go to 192.168.1.1.
6. Choose the local Wi-Fi SSID from the dropdown list (D) and enter the password (E).

NOTICE

Some mobile devices may have difficulty opening the 192.168.1.1 address. When connecting to the boiler, the mobile device may determine there is no Internet connectivity and automatically disconnect to use the cellular network to open the address. If this happens, it may be necessary to temporarily disable the cellular network data connection on the device.

7. The boiler will now connect to the Internet.
   NOTE: This may take a few minutes.

   Check the Wi-Fi icon on the display for connection status.
   - The Wi-Fi icon will flash fast as the boiler tries to connect.
   - When the Wi-Fi icon is steady and "OK" displays, the boiler has successfully connected online. Press the OK (B) button on the boiler display to exit online set up.

   NOTE: "KO" may display before "OK" displays.
   - If the Wi-Fi icon blinks twice and then pauses, the boiler is unable to connect to the local Wi-Fi. This can happen if the Wi-Fi password is incorrect or if the Wi-Fi signal is poor. Ensure the password is correct and the signal is strong. Then please try again.

There are three (3) ways to find the **12 character** Boiler Wi-Fi Serial Number:

1. A sticker on the PCB board housing (1) notes the number.

2. There is also a sticker on the PCB board (2) that notes the WiFi Serial Number.

3. Or enter the connectivity (I-NET) menu: press MENU (A) (I-NET will appear). Then press OK (B). Use the right + and – (C) buttons to scroll to "SN" and press OK (C). The serial number will scroll across the display.
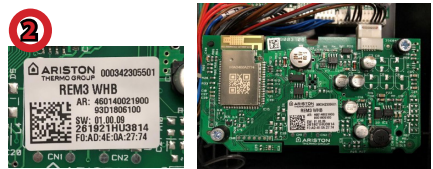
Take note of serial number. Then ask the customer for the email they used to create the user account to set up Contractor Remote Access.

Write the Boiler Wi-Fi Serial Number:
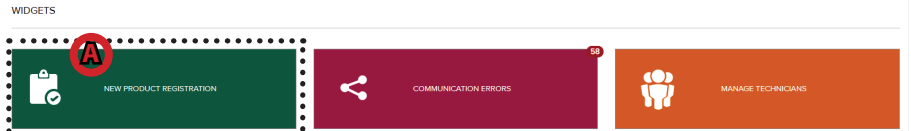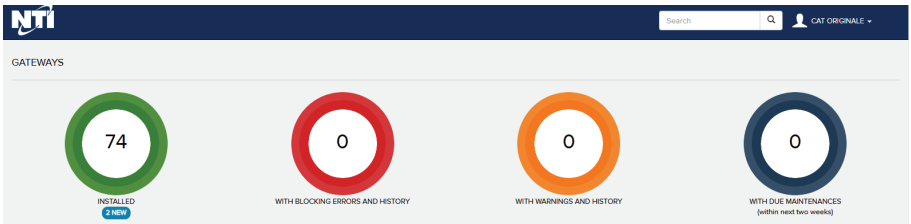**Boiler Wi-Fi Serial Number** _____

The Boiler Wi-Fi Serial Number will be needed to complete set up.
Keep for future reference.

4. Contractor Remote Access

1. Log in to the platform http://www.nti.remotethermo.com with your Contractor account. If you don't already have an account, please go to http://www.ntiboilers.com/remotecontractor to request an account.

NOTE: A contractor account is not created immediately. It will typically be created within one (1) business day. You do not need to be onsite to set up remote access if you have the Boiler WiFi Serial Number and the boiler is connected to the internet.

2. To register a new product, click on "New Product Registration" (A).

3. Enter the location of the product by entering the address (B) or dragging and dropping the pin in the map.
4. Enter the WiFi serial number from Step 3 (C).
5. Confirm agreement by clicking Submit (D).

4. Contractor Remote Access

Possible Results after Confirming agreement:

- Gateway Registration Succeeded - The boiler has been successfully registered.
- Cannot get first activation notice - The system does not recognize that the boiler has ever connected online.
- Gateway currently offline - Boiler is recognized, but not currently online.

6. After gateway registration has succeeded, you will be redirected to the APPLIANCE DATA tab of the given boiler. Input the appliance data.

PRODUCT		
Model		Serial
Installation date	Select date	Gas type
Installation site		Discharge type
Fume exhaust length		Fume suction length
Notes		

Save

MAINTENANCE		
Reference Technician		Last maintenance
Next maintenance	Select date	Task	Other

Save

✳ Fields marked with an asterisk are mandatory

Then on the menu at the right click on User Data.

USER DATA			ACTIVITIES
User name (email) ✳	useremail@email.com	Secondary email	› HOME
Name ✳	final user name	Surname ✳	surname	› TIME PROGR
Phone		Mobile phone	+1 3333333333	› TECH MENU
Notes			› USER MENU

› ACTIVE ERRORS
› ERROR HISTORY
› OPERATION HISTORY
› ERROR RESET HISTORY
› BACKUP / RESTORE
› MANAGE GATEWAY
› APPLIANCE DATA
› USER DATA

Save   Cancel

✳ Fields marked with an asterisk are mandatory

7. Input the user (homeowner) data to complete the process. Then click SAVE. The homeowner will receive an email, advising that their heating system is connected to the service center of your company (company of the contractor).

NOTE: You must have the user's email that was used to register. The user must register for the service in order to make the boiler remotely accessible.

8. You now have remote access to the boiler.

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