

SALUS[®] CONTROLS

iT500 Internet Thermostat



Product compliance & safety information

These instructions are applicable to the SALUS Controls model stated on the front cover of this manual only, and must not be used with any other make or model.

This accessory must be fitted by a competent person, and installation must comply with the guidance provided in the current IEE Wiring Regulations and current Building Regulations. Failure to comply with the requirements of these publications could lead to prosecution.



Always isolate the AC Mains supply before installing or working on any components that require 230 VAC 50Hz supply.

**When fitting batteries, do not mix old and new batteries together.
Do not use rechargeable batteries.**

Please leave these instructions with the end user where they should be kept in a safe place for future reference.

Contents of the box



iT500TR Thermostat



iT500RX Receiver



iTG500 Gateway



Optional Stand



ADSL Cable



iT500 Power adaptor



Fixing screws & plugs



Bracket



Wall mount

Installation

Please refer to the installation guide.
The installation guide also shows how to connect your iT500 thermostat to the internet.













Connection & Control



www.salus-controls.com

For details please refer to page 18 in the installation manual.

LCD Overview

LCD ICONS	DESCRIPTION	FUNCTION
1234567	Day of the week	Displays the number of the day of the week. 1 being Monday
88 ^E _B	Temperature indicator	Displays set or measured temperature
88:88	Clock display	Displays time
123456	Program number indicator	Displays the number of the active (selected) program
	Heat mode indicator	Indicates heating output is turned on*
	Heat zone indicator	Indicates heating zone*
	Hot water indicator	Indicates hot water control*
	Hot water mode indicator	Indicates hot water output is turned on*
	RF signal indicator	Indicates the unit is transmitting a wireless signal to the iT500RX or is receiving the signal from the iT300*
	Touch lock indicator	Indicates touch lock is activated
	Battery status	Indicates battery is low
	Holiday indicator	Indicates holiday operation mode is selected
	Internet indicator	Indicates connection to iTG500 and SALUS server
	Cooling indicator	Indicates cooling output is on*
ON	ON indicator	Hot water continuously on*
1	Once indicator	Hot water is on once*
AUTO	AUTO indicator	Automatic program mode
OFF	OFF indicator	Off mode
	Setting indicator	Manual override or settings mode

* System configuration specific.

Controls



Identify your system type

The system type is unique to your system configuration.
The system will be set by your installer and should only be changed by your installer.



1 One central heating zone only.



IT500 Display



Smartphone Display



PC Display



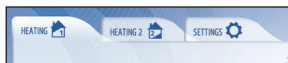
2 Two central heating zones.



IT500 Display



Smartphone Display



PC Display



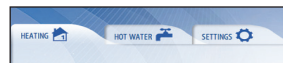
3 One central heating zone plus hot water.



IT500 Display



Smartphone Display




PC Display

One Central Heating Zone System PC & Smartphone Control

Now that you have identified your system type, you can use your PC or smartphone to fully control your iT500.



1 One central heating zone only.

 Energy Saving Mode Active

Energy save will use the lowest set temperature on your daily schedule.

 MANUAL MODE ACTIVE

Will be displayed when the current program has been manually overridden

HEATING  SETTINGS 

AUTO **ENERGY SAVE** **OFF**

Thursday | 15/08/2013 | 11:49 11 am



ALL **S/2** **INDIVIDUAL**

MON-FRI **SAT-SUN**

Program	Time	Temp
1	7:10 am	21.0 °C
2	9:00 am	15.0 °C
3	10:40 am	24.0 °C
4	12:10 pm	23.0 °C
5	2:50 pm	17.5 °C
6	9:20 pm	15.0 °C

CURRENT TEMPERATURE
18.0 °C
HEATING AUTO

Holiday not set
Holiday Start: 14-08-2013 1:38 pm
Holiday End: 14-08-2013 1:38 pm


HOLIDAY HOME  

Temporary override

21.5 °C

Current Temp: **18.0 °C**

SCHEDULE **MANUAL** **OFF**

 NEXT EVENT 11:00 pm SET TO 18.5 °C

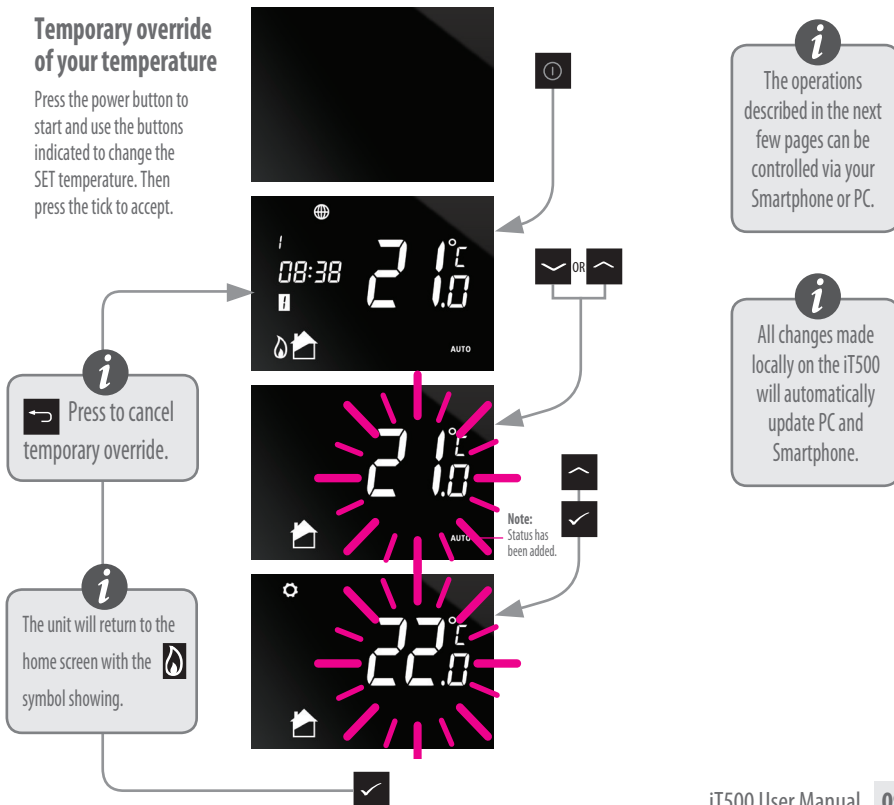
Settings

One Central Heating Zone System Local Control

Control available on your Smartphone or PC is also available locally on the iT500.

Temporary override of your temperature

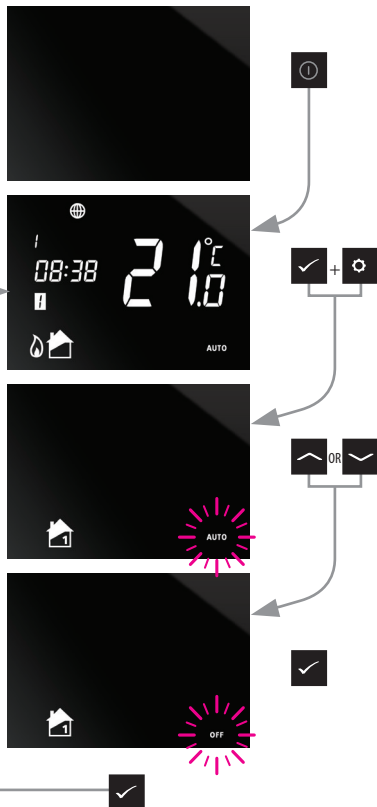
Press the power button to start and use the buttons indicated to change the SET temperature. Then press the tick to accept.



One Central Heating Zone System Local Control

Switching your heating from AUTO to OFF.

Press the power button to start and use the buttons indicated to switch from AUTO to OFF.



The unit will return to the home screen.

Two Central Heating Zones System PC & Smartphone Control



2 Two central heating zones.

Now that you have identified your system type, you can use your PC or smartphone to fully control your iT500.

i For information regarding the control of an individual zone via Smartphone or PC, please refer to page 8.

HEATING 1 HEATING 2 SETTINGS

Thursday | 15/08/2013 | 11:51:26 am

AUTO ENERGY SAVE OFF ALL 5/2 INDIVIDUAL

MON - FRI SAT - SUN

Program	Time	Temp
1	7:10 am	21.0 °C
2	9:00 am	15.0 °C
3	10:40 am	24.0 °C
4	12:10 pm	23.0 °C
5	2:50 pm	17.5 °C
6	9:20 pm	15.0 °C

Holiday not set

Holiday Start: 14-08-2013 1:38 pm

Holiday End: 14-08-2013 1:38 pm

Enter Zone 1 Enter Zone 2

HOLIDAY HOME

Temporary override

21.5°

Current Temp.

18.0°

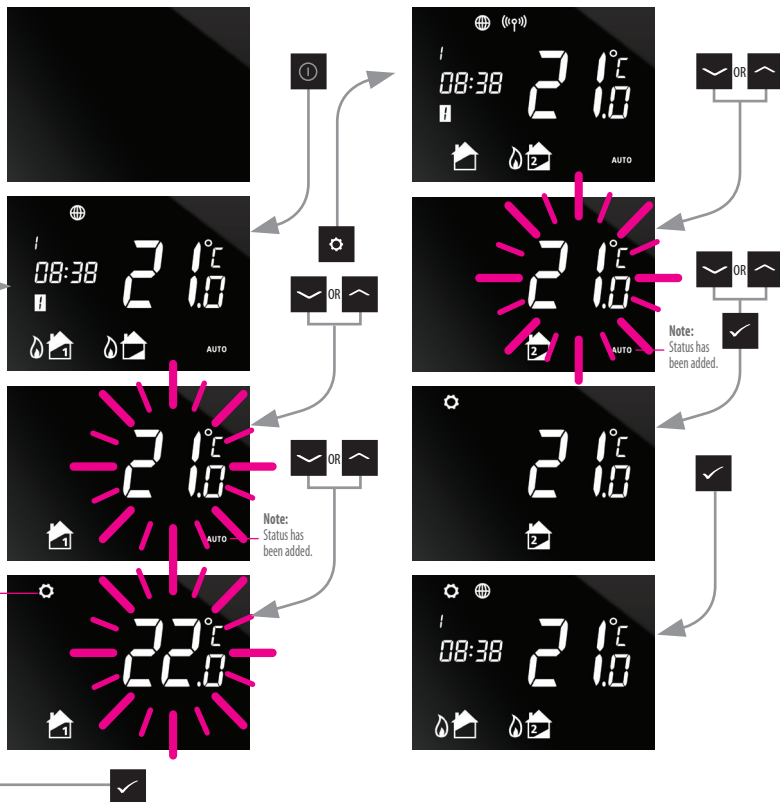
SCHEDULE MANUAL OFF

NEXT EVENT 11:00 pm SET TO 18.5°

Two Central Heating Zones System Local Control

Temporary override of your temperature Zones 1 & 2.

Press the power button to start and use the buttons indicated to change the SET temperature. Then press the tick to accept.



Two Central Heating Zones System Local Control

Switching your heating from AUTO to OFF. Zones 1 and 2.

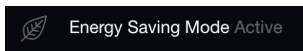
Press the power button to start and use the buttons indicated to switch from AUTO to OFF.

To go straight to zone two, short press 



One Central Heating Zone + Hot Water System PC & Smartphone Control

Now that you have identified your system type, you can use your PC or smartphone to fully control your iT500.



Energy save will use the lowest set temperature on your daily schedule.



Will be displayed when the current program has been manually overridden



3 One central heating zone plus hot water.

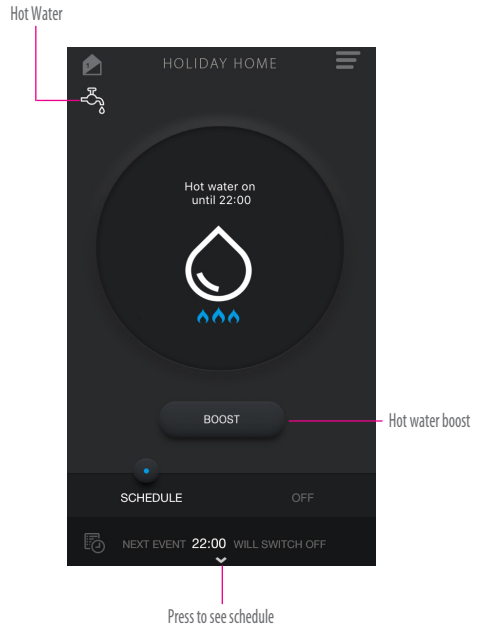
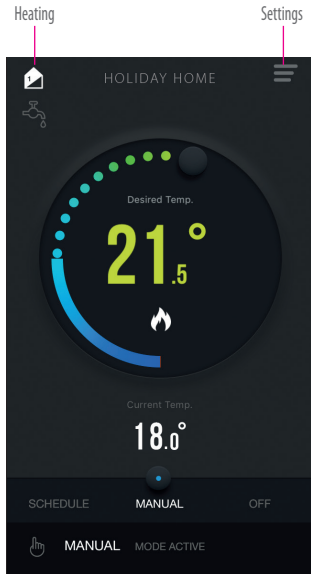
The PC control interface shows a dashboard with tabs for HEATING, HOT WATER, and SETTINGS. The current temperature is 18.0°C in HEATING AUTO mode. A schedule table is displayed below, and a holiday notice is at the bottom.

Program	Time	Temp
1	7:10 am	21.0 °C
2	9:00 am	15.0 °C
3	10:40 am	24.0 °C
4	12:10 pm	23.0 °C
5	2:50 pm	17.5 °C
6	9:20 pm	15.0 °C

Holiday not set
Holiday Start: 14-08-2013 1:38 pm
Holiday End: 14-08-2013 1:38 pm

The smartphone control interface shows a circular temperature gauge with a desired temperature of 21.5°C and a current temperature of 18.0°C. The interface includes buttons for SCHEDULE, MANUAL, and OFF, and a bottom bar with MANUAL and MODE ACTIVE options. Labels "Enter Heating" and "Enter Hot Water" point to specific icons at the top.

One Central Heating Zone + Hot Water System PC & Smartphone Control



One Central Heating Zone + Hot Water System Local Control

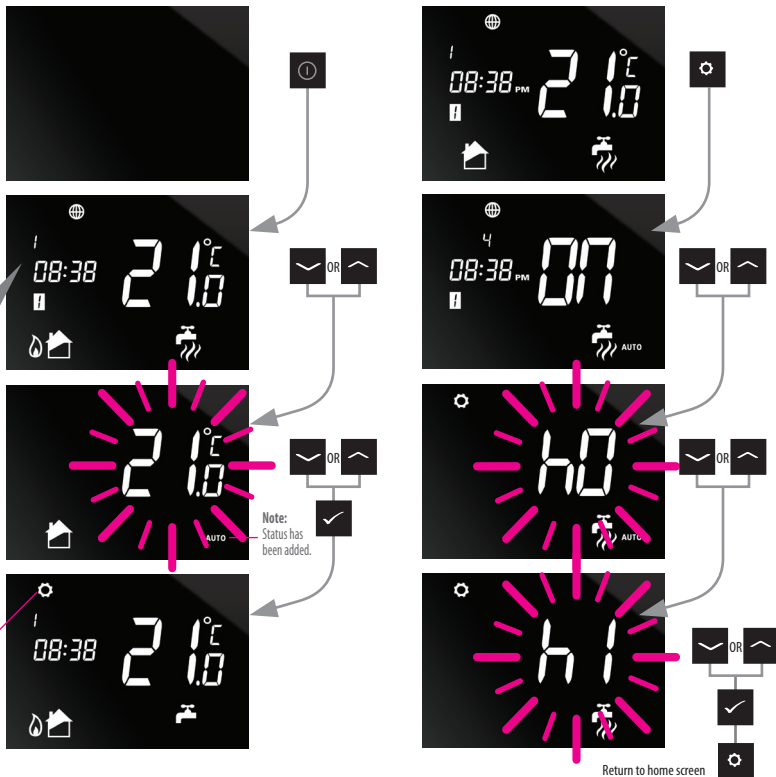
Temporary override of your temperature and boosting your hot water.

Press the power button to start and use the buttons indicated to change the SET temperature. Then press the tick to accept.

To go straight to hot water, short press 


 Press to cancel temporary override.

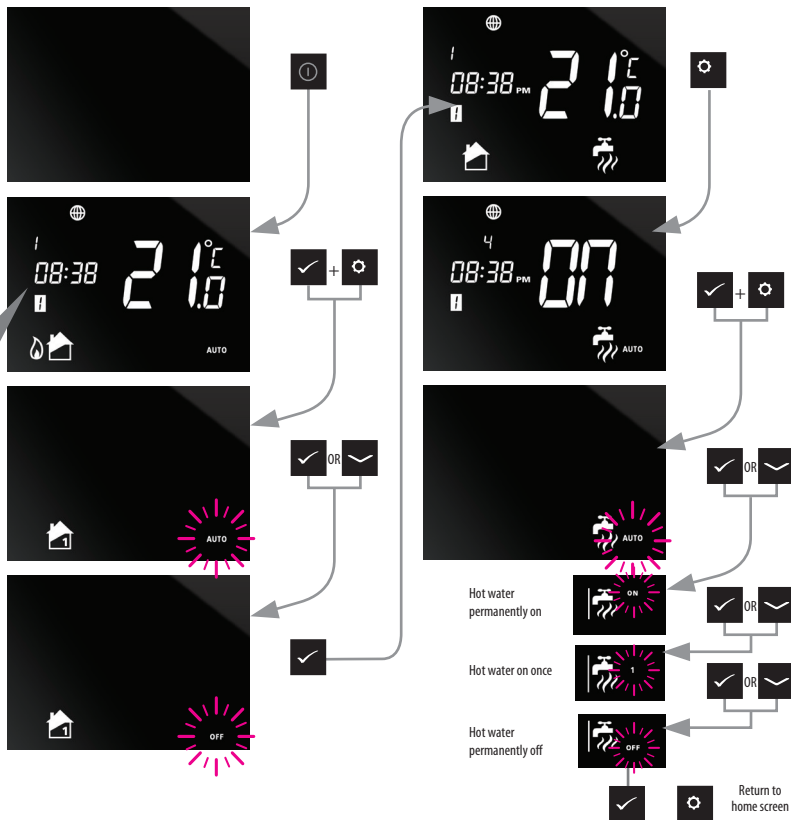
Note:
Gear wheel is now illuminated indicating manual override of set temperature.



One Central Heating Zone + Hot Water System Local Control

Switching your heating from AUTO to OFF and overriding hot water AUTO mode.

To go straight to hot water, short press 



Default Program Schedules

Central Heating

PROGRAM	WEEKDAY (1 to 5)	WEEKDAY (6 to 7)
1	Time 6:00am Setpoint Temp 21°C	Time 6:00am Setpoint Temp 21°C
2	Time 8:00am Setpoint Temp 14°C	Time 8:00am Setpoint Temp 14°C
3	Time 11:00am Setpoint Temp 21°C	Time 11:00am Setpoint Temp 21°C
4	Time 1:00pm Setpoint Temp 14°C	Time 1:00pm Setpoint Temp 14°C
5	Time 4:00pm Setpoint Temp 21°C	Time 4:00pm Setpoint Temp 21°C
6	Time 9:00pm Setpoint Temp 14°C	Time 9:00pm Setpoint Temp 14°C



Your iT500 comes pre-set with these default program schedules.

These can be easily changed via the PC or Smartphone App.

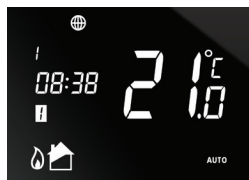
Hot Water

PROGRAM	OP	WEEKDAY (1 to 5)	WEEKDAY (6 to 7)
1	ON OFF	6:00am 8:00am	6:00am 8:00am
2	ON OFF	10:00am 12:00pm	10:00am 12:00pm
3	ON OFF	6:00pm 10:00pm	6:00pm 10:00pm


Viewing or changing your program schedule



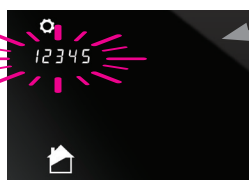
1



i

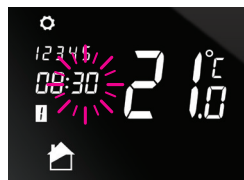
At any time press and hold  for 5 seconds to return to the home screen.

- A** 12345 67
- B** 1234567
- C** 1 2 3 4 5 6 7



i
Long press to enter user settings.

2




3



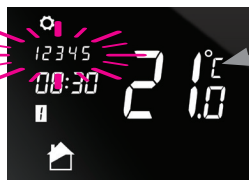
i

Program time and temperature now set for program 1 Monday to Friday. Please continue to program 2 on the next page.

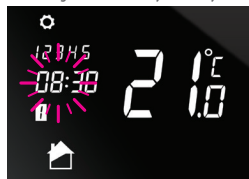
i

Continually pressing  will keep the screen on continually.

1

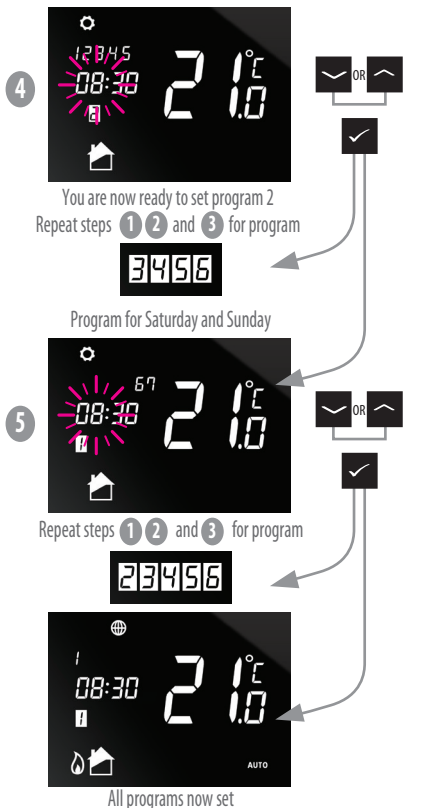


Program for Monday to Friday



- A** Program for Monday to Friday and program for Sat/Sun
- B** All week programmer
- C** Individual day programming

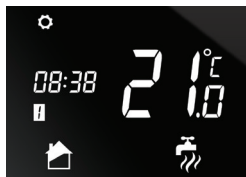
Viewing or changing your program schedule



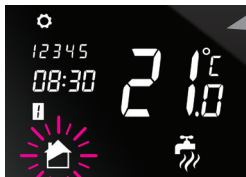
Viewing or changing your program schedule



Central heating and hot water



Long press



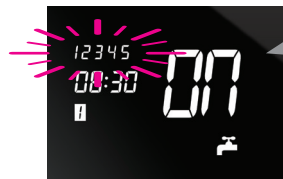
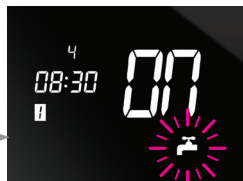
To enter Central Heating program

OR

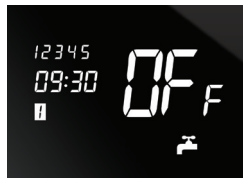


To select Hot Water program

Follow steps **1** to **5** on previous two pages



Please follow steps **1** to **5** starting on previous two pages



Note: Hot Water has ON and OFF for specific program times rather than temperatures

Program Menu: Setting Time and Date



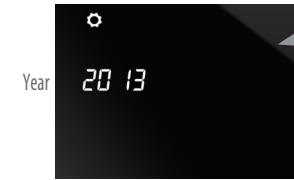
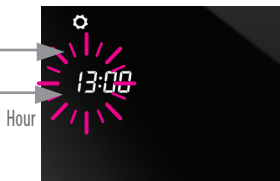
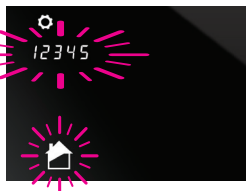
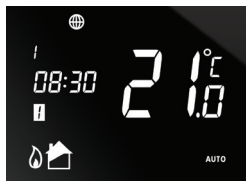
When connected to the internet, the iT500 will set the time and date automatically. However this can also be set manually.



Long press to enter user settings.



At any time press and hold  for 5 seconds to return to the home screen.



Useful information



You can only activate holiday function via the Web App and Smartphone App.

Exiting Holiday Mode

To exit holiday mode, press and hold the  button.



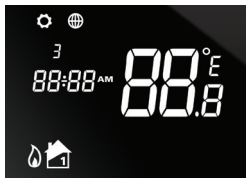
Cancel Temporary Override

To cancel temporary override of set temperature press and hold 





Exiting Energy Mode

To enter or exit energy mode, press and hold the  button.



Lock Function

To enable or disable lock function press  and  together.



Useful information



The bottom switch will show a constant red light when the iT500RX Receiver is ready to pair.



When the iT500RX Receiver and the iT500 Thermostat are powered and paired then the light will be green.



Flashing blue light indicates a heat call/Hot water call



FAILSAFE MODE: In the event of RF signal loss, your system will be switched on for 4 minutes, then off for 11 minutes. If you want to disable FAILSAFE MODE when RF link has been lost then move the slide switch on the iT500RX to either the manual or off position.

Useful information

Q. Can I operate the heating using the iT500 unit if I have no internet connection?

A. Yes, most functions can be operated from the iT500 unit.

Q. Why do my iT500 buttons not work?

A. Check that the screen lock is not active. If active, there will be a padlock visible in the top of the LCD. Disable by pressing and holding top two left keys on the iT500.

Q. Why does my heating never come on?

A. Check that the iT500 is in AUTO mode, 'AUTO' should be visible at the bottom right on display. If showing 'OFF' press the TICK and SETTINGS buttons, then use the UP/DOWN arrow keys to change OFF to AUTO then TICK to confirm.

Q. I've tried doing the software upgrade (Green Button appeared on the iT500 web page) but it failed...

A. Check the gateway is plugged into the router and it has a green light.

A. Position the iT500 within 1 meter of the SALUS Gateway unit.

A. If you receive the message 'Failed' please try running the OTA again.
(Due to internet speed this may take several attempts)

Q. Where do I download my Smartphone app to control the iT500?

A. If you have an iPhone, please search for iT500 on the app store, if you have an Android; search for iT500 on Google play.

Q. What does the Smartphone App do?

A. It lets you control the iT500 remotely over the internet. You have full remote access to your heating control giving both temporary and program changes.

Useful information

Q. I can't access my iT500 on my PC or Smartphone after registering it?

- A. Check you received your confirmation email from SALUS and clicked on it.
- A. Check you entered the correct email and password as used on registration.
- A. Ensure you added your device STA number which is located in the battery compartment of the iT500. You should see an image of your device after log-in, click on it to access.

Q. I have installed the device and registered online but my heating is not coming on.

- A. Check that the top slide switch on the receiver unit is in the AUTO position.
- A. Perform a quick installation check by putting the top slide switch to Manual position, and the bottom slide switch to CH. The boiler should fire, if not the iT500 receiver may be wired incorrectly. Please contact your installer.

Q. My receiver has a flashing blue light... what is that?

- A. A flashing Blue light is normal indication that the iT500 thermostat is asking for heat and the boiler should be on.

Q. My receiver has a flashing Yellow light... what is that?

- A. A flashing Yellow light is fault indication. The iT500 receiver unit has lost communication with the thermostat. Check the thermostat distance from its receiver, and check for major metalwork in its communication path (such as fridge/freezers). Reposition the thermostat to improve communication. Once it establishes communication again the fault will clear automatically.

Useful information

- Q. The App says my iT500 is OFFLINE and my iT500 does not have the internet globe indicator on the screen, why is this?**
- A. Check that you have the power supply turned ON to the gateway and it has a steady green light showing. The green light indicates you are connected to the SALUS server.
- A. If you have all the above, remove a battery from the iT500 and replace after 10 seconds. This will reboot the iT500 and bring you back online.
- Q. I've just plugged the SALUS gateway into my Belkin and the gateway has a solid RED light, what is this?**
- A. The gateway must be connected to a network that has DHCP enabled, it must be connected to a network that has the firewall ports 80 (UDP/TCP) and 2165 (TCP) open. (You may need to contact your internet provider to assist you changing your router settings.)
- Q. I have a new BT Hub 5 router and the gateway has a solid red light.**
- A. BT Hub 5 uses ports 3 and 4.
- Q. Just had the iT500 installed and my heating isn't coming on?**
- A. Have you paired the thermostat with the receiver, please see page 15 in the installer manual on how to do this.

SALUS Controls plc

SALUS House

Dodworth Business Park South,

Whinby Road,

Dodworth, Barnsley S75 3SP

UK.

SALES: T: +44 (0) 1226 323961
E: sales@salus-tech.com

TECHNICAL: T: +44 (0) 1226 323961
E: tech@salus-tech.com

www.salus-controls.com



SALUS Controls is a member of the Computime Group

Maintaining a policy of continuous product development SALUS Controls plc reserve the right to change specification, design and materials of products listed in this brochure without prior notice.

Issue Date: Sept 2013

00086/2