



ÆtroSmart Roomthermostat

Updates – Troubleshooting

JS

No ITOE0243A-en

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1. Check the software version before connecting

Check the **ÆtroSmart** software version before connecting it to the unit:

1. Connect the **ÆtroSmart** to the Gateway
2. Connect the Gateway to the power supply
3. Access the menu « **Technical information** » with the rotary button.

Check the line : **Software version** :

4. If the software version is lower than **1.93.12**, perform an update: see section **5** below



2. Make sure that the ÆtroSmart is connected to internet

The ÆtroSmart must be connected to the internet to allow automatic updates.

Defects may occur if the update is not done (examples hereafter).

This connection (via the home's Wi-Fi network) allows the **ÆtroSmart**:

- to get automatic updates of the software version
- to remain compatible with all smartphones and tablets. The latter also receive regular software and security updates.

1. Use the rotary button to access the "**Technical Information**" menu.
2. Display the « ...**Connection** » lines,
3. Make the connections if they are not already established: refer to the **ÆtroSmart** thermostat manual

3. Display blocked on the welcome screen:

This may happen when the thermostat does not receive information from the generator. The **ÆtroSmarts** from software version **1.93.12** onwards no longer have this random error.

- **If the ÆtroSmart restarts as soon as the welcome screen reaches 30%:** this indicates that the Wi-Fi module is defective. **Replace the ÆtroSmart.**
- To check the software version:
See section **1** (above).
- To update the software version:
See section **5** (hereafter).

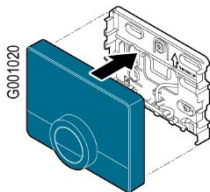


4. Black or grey screen after an update

The error that can occur has been solved since **serial number 2042******

If the **ŒtroSmart** still displays a screen without backlight and/or image, after an update:

1. Remove the **ŒtroSmart** from its base,
2. Wait for 10 seconds,
3. Put the **ŒtroSmart** back on the wall support:



4. Wait a few minutes for the **ŒtroSmart** to restart,
5. If the **ŒtroSmart** keeps a **black screen** after waiting at least **15 minutes**, replace the **ŒtroSmart**.
6. If the **ŒtroSmart** keeps a **grey screen** after a while, it will reset after the next software update: the **ŒtroSmart** does not need to be replaced

5. Updating the software version

If there is **no network** at the place where the **ŒtroSmart** is connected, carry out the **manual update** of the **ŒtroSmart** software

(Possible from **ŒtroSmart** version **1.64** onwards):

1. Connect to the internet by **Wi-Fi**:
 - use the connection sharing function of your smartphone (Networks → **Connection sharing** → Activate "**Wifi hotspot**"),
 - or take the **ŒtroSmart** to a place where there is a network connected to internet.
2. Access the **ŒtroSmarts** Wi-Fi menu:
 - select the network
 - enter the required password using the rotary button
 - validate by selecting ✓ with the **ŒtroSmarts** rotary button: the **ŒtroSmart** displays a message to confirm the connection.
3. Select the **Settings** menu.
4. Select the submenu **Check for software update**.
The software status appears on the screen.
5. When the software version has been successfully updated (after a few minutes):
 - The **ŒtroSmart** restarts, then returns to the current display.
 - The software version can be consulted in the "**Technical information**" menu.

6. More information

See on following address:

[Other faults-Dépannage ŒtroSmart SAV Oertli - SAV Oertli \[en\]](#)