

NEO Network – Pairing your devices

User Guide

Thermostat

Current Day

Neo Hub Connected Symbol

Current Time

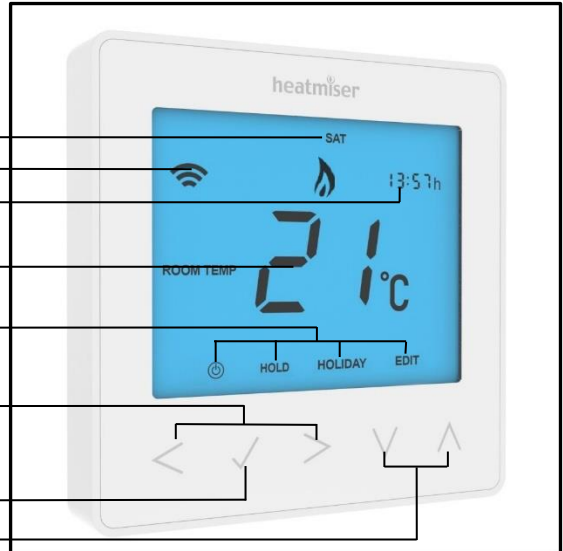
Current Room Temperature

Menus/Options

Scroll left/right

Select/Accept

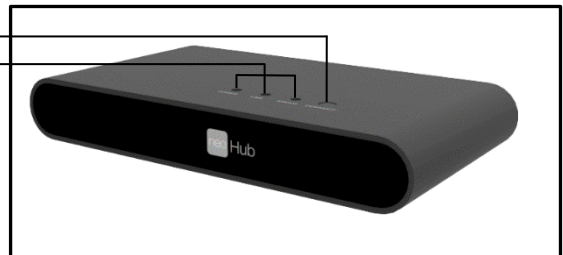
Scroll Up/Down



Neo Hub

Connect Button

Status Lights



What is a NEO Mesh Network?

The Neo network is a wireless communication network that sends signals between each thermostat and a Neo hub. The Hub then relays this signal to your broadband/WiFi router and to your portable smart device (e.g. iPhone or Android based device) giving you full control on the go, even from the other side of the globe. The 'Mesh' network means that the thermostats don't need to communicate directly with the hub, but can communicate via other thermostats, thus 'bouncing' the communication around each thermostats thus extending the range of communication from the hub.

The key beauty of the hub comes when setting up your network. There is no technical port forwarding or IP address work to be done, read on to see the simplicity of this system.

Connect and power up your Neo Hub

The Neo Hub comes with a dedicated power lead which plugs in to a standard UK 13amp socket and in to the power port on the rear of the hub. There is also an Ethernet cable provided to connect the hub to your Wi-Fi/broadband router.

Connect the Hub to a 13amp socket/power supply and plug the Ethernet cable in to the Hub and in to a spare port on your Wi-Fi router. The router will assign an IP address for the Hub.

Now connect your phone or portable device to the Wi-Fi network of the same router that the Hub is connected to.

Creating your Neo account and pairing your smart device.

First Install the Neo application on your phone or other portable smart device by downloading the free Neo App from your App Store. Some of the common app stores can be found using the QR codes below.

iOS Apple Store QR Code for Neo App



Android/Google Play store
QR code for Neo App



Windows App store QR code for Neo App



With your phone still connected to the same Wi-Fi router as the Neo Hub open the app and register an account using your email address and a password.

Once registered select 'Add Location' and follow the instructions, pressing the 'Connect' button on the Hub when requested.


Once successfully connected you will then be given the option of naming the location (e.g. Home) and the time zone.

Your Neo account and initial set up of your hub is now complete and you can now start adding 'Zones' (thermostats/timers/plugs etc.)

Setting up your network and pairing your thermostats

Once you have connected your portable device with the hub you now have the option to add thermostats and other 'Zones' Tap 'Add Zone' and follow the onscreen instructions which will lead you through; naming of the zone, entering the settings on the thermostat and pairing the thermostat.

Thermostat pairing

Press the <> keys to select .

Press ✓ to confirm.

Use the left and right <> keys to select 'SETUP'.

Press ✓ to confirm. Feature '01' is displayed

Press ✓ once again to pair the thermostat to the hub and your portable device.

The Neo Hub connected symbol will flash and once successfully paired the symbol will show permanently.

Once complete, Tap 'Next' on your portable device to add further zones or 'Finish' to complete the network setup. You can now enjoy the flexibility and freedom of the Neo App anywhere, everything in the palm of your hand.



Each thermostat can still be controlled manually in the usual way, see our Neo Stat User Manual.