REGENCY ELECTRIC APP INSTRUCTIONS

APP SET UP

Downloading the Regency Electric App
Easily control your Regency Electric Fireplace's full range of features from your smart phone or tablet using the Regency Electric app. This easy-to-use app will unlock the full potential of these incredible electric fireplaces and is available on the Apple App Store or Google Play Store. **Locate the Regency Electric app by searching for MUS FLAME on Apple App Store or Google Play Store.**

Pairing Your Fireplace Automatically
1. Ensure "Auto Scan" is selected at the top of the screen.
2. If your fireplace is off, turn it on now.
3. The Wi-Fi connection on your electric fireplace will now need to be put to pairing mode to connect to the app.
4. To do this, press and hold the Wi-Fi button on the unit, for 3 seconds until a beep is heard and the fuel bed flashes to indicate that the fireplace is in pairing mode. When the fireplace icon is found on screen, click Next.
5. The app will now load and pair the fireplace with the app.
a. If you are having problems connecting automatically, try pairing the fireplace in Manual Mode.
6. Once connected, the fuel bed will glow a solid color. Click done to finish pairing the fireplace.
7. Turn on the fireplace using the power button next to your paired fireplace name.
8. Click on the fireplace name, and you will now enter the home screen to control the fireplace.

Pairing Your Fireplace Manually
1. Ensure "Add Manually" is selected at the top of the screen. Then choose option A. (choose option B or C if you are pairing a second or 3 fireplace in your home).
2. Enter your home Wi-Fi network and password and click Next. Repeat steps.
3. The Wi-Fi connection on your electric fireplace will now need to be put to pairing mode to connect to the app.
4. To do this, press and hold the Wi-Fi button on the unit, for 3 seconds until a beep is heard and the fuel bed flashes to indicate that the fireplace is in pairing mode. When the fireplace icon is found on screen, click Next.
5. The app will now load and pair the fireplace with the app.
6. Once connected, the fuel bed will glow a solid color. Click done to finish pairing the fireplace.
7. Turn on the fireplace using the power button next to your paired fireplace name.
8. Click on the fireplace name, and you will now enter the home screen to control the fireplace.

Adding Multiple Users for a Fireplace on the App
1. Connect your fireplace to the app.
2. From the Home Screen, click the edit button in the upper right corner.
3. Click "Share Device".
4. Click "Add Sharing".
5. Enter the email associated with the new user (email must match the email they used to sign up to the app).
6. The new user will get a notification that they have been added to the fireplace.

Set Temperature Units C/F
1. Click on the 3 bars in the top left corner to set your Temperature Units.
2. Depending on your preference, select either Celsius or Fahrenheit.

HOME SCREEN MANUAL CONTROLS

Power Button – Turns the fireplace on/off

Flame Button – Turns the flame on/off

Heater Button – Turns the heater on/off

Flame & Heating Adjustment – Manual & Automatic
1. To control the heating adjustments manually, use the circle scroll wheel in the center of the screen. The target temperature is displayed in the middle. The smaller button above indicates the current room temperature.
2. Ensure the left orange Flame button is set to Manual.
3. Ensure the right orange Heat button is either set to Low or High
4. To control the heating adjustments automatically, Ensure the left orange Flame button is set to Automatic. Ensure the right orange Heat button is set to Automatic.
*Note: To use automatic controls, the APP Power, Flame & Heat buttons must be turned on.

Timer Button
1. A basic timer can be set from the home screen by tapping the hourglass timer symbol.
2. Click on the numbers in the top right corner.
3. From here you can set the duration of time in which you want your fireplace to turn off.
4. Click Save or Cancel.
5. Click the icon again to remove the timer.

DROP DOWN MENU CONTROLS

Flame Adjustment – My Flame (Onyx Only)
1. To access My Flame settings, click on the 3 bars in the top left corner.
2. Select the My Flame button.
3. There are 6 pre-set flame palettes. Choose 1 of 6, or set your own using options 7-9.
4. To customize a flame to your liking – Choose 7, 8 or 9.
5. Go back to your menu & select your customization options (Main Flame, Flame Palette, Speed, Fuel Bed & Downlight).
6. Go back to My Flame and click "Save" then Click on the 7, 8 or 9 that you picked in above step.

Flame Adjustment – Main Flame/Flame (Onyx & Skope)
1. To access Main Flame Adjustment settings, click on the 3 bars in the top left corner.
2. Select the Main Flame button.
3. Use the scroll wheel to adjust the Flame color. Use the slider below to adjust the flame brightness. Use the second slide to adjust the flame speed.
4. You can also turn the Flame on or off using the toggle button.

Flame Adjustment – Flame Palette (Onyx Only)
1. To access Flame Palette Adjustment settings, click on the 3 bars in the top left corner.
2. Select the Flame Palette button.
3. Use the scroll wheel to adjust the Flame color. Use the slider below to adjust the flame brightness. Use the toggle button to match your Flame Palette to your Fuel Bed choice.
4. You can also turn the Flame on or off using the toggle button.

Flame Adjustment – Flame Speed (Onyx Only)
Same as Main Flame adjustments

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Flame Adjustment – Fuel Bed (Onyx & Skope)
1. To access Fuel Bed settings, click on the 3 bars in the top left corner.
2. Select the Fuel Bed button.
3. Use the scroll wheel to select the Fuel Bed Color. Use the slider below to adjust the brightness.
4. You can also turn the Fuel Bed on or off using the toggle button.

Flame Adjustment – Glowing Logs (Onyx Only)
1. To access Glowing Logs Adjustment settings, click on the 3 bars in the top left corner.
2. Select the Glowing Logs button.
3. Use the scroll wheel to adjust the color. Use the slider below to adjust the brightness. Use the toggle button to match your Flame Palette to your Fuel Bed choice.
4. You can also turn the Glowing Logs on or off using the toggle button.

Flame Adjustment – Down Light (Onyx Only)
1. To access Down Light Adjustment settings, click on the 3 bars in the top left corner.
2. Select the Down Light button.
3. Use the scroll wheel to adjust the color. Use the slider below to adjust the brightness. Use the toggle button to match your Flame Palette to your Fuel Bed choice.
4. You can also turn the Glowing Logs on or off using the toggle button.

Flame Adjustment – Mood Light (Onyx & Skope)
1. Step 1 - To access Ambient Mood Light settings, click on the 3 bars in the top left corner.
2. Step 2 - Select the Mood Light button.
3. Step 3 - Use the scroll wheel to select the Ambient Mood Light Color. Use the slider below to adjust the brightness.
4. You can also turn the Mood Light on or off using the toggle button.

Set Flame Program (Onyx & Skope)

*Note: Ensure the left orange Flame button on the home screen is set to AUTO.
*Note: To use automatic controls, the APP Power, Flame & Heat buttons must be turned on.

1. To program your fireplace to turn on and off according to a set schedule, click the 3 bars in the top left corner and tap on Set Flame Program.
2. You can set a weekly timer for your flame up to 4 time periods a day according to 4 different weekly schedules.
3. Select the time slot and set the start and end times for when you would like your fireplace to turn on & off.
4. Ensure the time slot is active (indicated with a orange check mark).
5. Choose which days you would like the program to repeat on.
6. Tap save to save the program.

Set Heater Program (Onyx & Skope)
*Note: Ensure the right orange Heat button on the home screen is set to AUTO.
*Note: To use automatic controls, the APP Power, Flame & Heat buttons must be turned on.

1. To program your fireplace to heat according to a set schedule, click the 3 bars in the top left corner and tap on Set Heater Program.
2. You can set a weekly timer for your fireplace to heat at target temperatures up to 4 time periods a day according to 4 different weekly schedules.
3. Select the time slot and set the start and end times for when you would like your fireplace to heat. Click save.
4. Select the temperature slot and set the target temperature. Click save.
5. Ensure the time slot is active (indicated with a orange check mark).
6. Choose which days you would like the program to repeat on.
7. Tap save to save the program.

HOME MANAGEMENT

If you have multiple devices in your home, you may create a home to manage them all.

Create a "Home"
1. Click on the down arrow from the home screen.
2. Click on "Home Management".
3. Click on "Create a Home".
4. Enter a home name. Location is optional.
5. Click Save.
6. Now you can add multiple fireplaces to your home.

To Delete a User from your home
1. From the Home Screen, click the edit button in the upper right corner.
2. Click "Share Device".
3. Swipe Left on the user profile you want to delete.
4. Click Confirm.

TROUBLESHOOTING

1. If you are having problems pairing your fireplace, please clear the cache in the app.
   o From the home screen - Go to "Me".
   o Click on Settings icon in upper right corner.
   o Click "Clear Cache".

2. Power Outages or Wifi Disruption
   o If unit is on, but power was disconnected (ie power outage), press the wifi button 1 time to connect again (after power has been restored).
   o If unit got turned off for maintenance or other reasons, turn the unit back on, then press the wifi button 1 time to connect again.
   o If your cell phone wifi disconnects, the fireplace will remember your phone. There should not be a reason to reconnect to the fireplace.
   o If your home wifi disconnects, you need to reset the unit & pair your phone to the unit all over again.