Topics	Questions	Answers	IO / Wi-Fi
Application	What are the differences between Cozytouch, Coytouch Atlantic, Cozytouch Thermor and Cozytouch Sauter?	These are the same applications, their aesthetics are different depending on the brand.	IO & Wi-Fi
Application	Is there any difference in Cozytouch app between IO & Wi-Fi products?	The Cozytouch application is common to both protocols.	IO & Wi-Fi
Application	Is the application free?	Yes the application is free, available on Apple Store and Play Store.	IO & Wi-Fi
Application	Does the application is compatible with Windows Phone?	No, the Cozytouch app is not available with Windows phone.	IO & Wi-Fi
Application	Does the application is compatible with Android?	Yes, the Cozytouch app can be download on Android store.	IO & Wi-Fi
Application	Does the application is compatible with IOs?	Yes, the Cozytouch app can be download on IOs.	IO & Wi-Fi
Application	How to check that my devices are well connected to Cozytouch?	The easiest way is to modify a setpoint or a mode on your Cozytouch application and to check that the action is taken into account by the device.	IO & Wi-Fi
Application	My password is denied by the app, what can I do?	Your password must be composed at least by 6 characters, it must not contain your username, it must not contain any first name, or even words such as "home", "password" or "secret". This is set up to ensure the security of your account.	IO & Wi-Fi
Installation	I cannot connect my product to the Wi-Fi network.	First, you should check that your Wi-Fi network is working properly, the problem may come from the presence of a firewall or an internet security system, an excessive distance between your internet box and the product or the presence of a load-bearing wall that block the communication with the network.	Wi-Fi
Installation	What are the frequency bands of IO & Wi-Fi protocols?	The IO protocol uses a frequency band of 868 to 870MHz. The Wi-Fi protocol uses a 2.4 GHz frequency band.	IO & Wi-Fi
Installation	Are the Wi-Fi devices works with 5 GHz frequencies?	No, our Wi-Fi products are only compatible with the 2.4 GHz frequency band.	Wi-Fi
Installation	What are the differences between IOs and Android in the pairing process of Wi-Fi products?	On Wi-Fi products & under Apple IOs, this is necessary to leave the application, to go into the Wi-Fi settings of your mobile phone and to connect to the product network. In Android, you do not have to leave the application to do this pairing.	Wi-Fi
Installation	What do you mean by "Type of accommodation" in the registration process (T1, T2, T3 ...)?	This is the number of rooms (T1 = Studio / T2 2 rooms, T3: 3 rooms, ect).	IO & Wi-Fi
Installation	Why the application asks me about the type of product Wi-Fi ou IO? How to know that?	The Cozytouch app is common but the pairing processes of the Wi-Fi and IO products are different. The logos IO and Wi-Fi are indicated on the controllers of your devices, they inform you about the protocol	IO & Wi-Fi
Installation	What are the differences between IO & Wi-Fi products?	The IO protocol allows the communication between several products in a same zone but requires a bridge to be able to make the transition to the internet (mobile app). Wi-Fi products can be connected directly to the box of your internet service provider.	IO & Wi-Fi
Installation	Is it possible to connect an IO product & a Wi-Fi product to the same Cozytouch account?	Yes, it is possible to connect IO & Wi-Fi products in the same installation.	IO & Wi-Fi
Installation	What are the advantages of the IO protocol?	IO is a home automation protocol developed by the French leader SOMFY, it is very secure, it allows the products to exchange between them (matching radiators even without internet connection), it has a long range of connection in the housing.	IO
Installation	What are the advantages of the Wi-Fi protocol?	It is an IP protocol (Internet Protocol) that allows to avoid any bridge and to connect the products directly to the box of the Internet access provider. In addition, it is an international protocol that allows worldwide fonctionning of our products.	Wi-Fi
Installation	I did not receive the confirmation email after creating my Cozytouch account, what's going on?	The reception of the confirmation email can take several hours. In addition, it is also important to check that it has not been considered as spam by your mailbox. However, you can start using the Cozytouch app without confirming your email.	IO & Wi-Fi
Installation	What is the maximum number of connectable products per installation?	20 products connected max per account / bridge, max 10 pieces per account / bridge & 5 products per piece	IO & Wi-Fi
Installation	What is the utility of the pilot wire interfaces ?	The pilot wire interfaces allow non-connectable heating products, equipped with pilot wire to become connected and remotely controllable. These interfaces are connected to the cable of the radiators (1 interface by radiator). A Cozytouch bridge is necessary.	IO
Installation	How to connect the Cozytouch bridge?	The bridge connects to a power supply (using the USB cable or plug adapter) and connects to the internet box through the ethernet cable (RJ45).	IO
Installation	Where can I find the installation instructions for the Cozytouch bridge?	The instruction book is delivered with the Cozytouch bridge, it is also available online on our websites.	IO
Installation	How to check that my bridge is plug in?	The light on the bridge side must be switched on (green, red, orange or flashing).	IO
Installation	What do the colored lights of the bridge learn us?	The green light indicates that the internet connection is establish. The red light indicates that there is no internet connection. The flashing LED (green, amber, or red) indicates that the connection is in progress	IO
Installation	Where can I download the Cozytouch app?	The Cozytouch app is free to download from the App Store and the Play Store.	IO & Wi-Fi
Security	What are the information that you collect when the registration in the app? What is the purpose?	We collect several types of data to optimize the operation of our products. House or apartment? Housing surface? Number of pieces ? Year of construction ? Main energy for heating and water heating.	IO & Wi-Fi
Security	How are you guaranteeing the security of the user data?	This information are stored on servers located in France. Depending on regulatory requirements in each countries, servers may be located on their territories. In any case, access to this information is strictly protected by the best security standards.	IO & Wi-Fi
Security	What are you doing with my personal data?	Your personal data are used for Cozytouch functioning. Our engagement is to never to sold them. The collected information relating in particular to the settings of your devices are also used for analysis in order to continuously improve the devices and the application. The goal is to offer you innovative services.	IO & Wi-Fi
Security	How to close my account?	If you wish, we allow you to delete your account and all your personal data. For this, you simply have to contact the customer service. Then, we will delete all data concerning your account or the using of your devices. Deleting your account causes the end of Cozytouch service.	IO & Wi-Fi
Utilization	How to create zones?	After adding a device, associate it with a room or a zone. You can add up to 5 devices per room / zone.	IO & Wi-Fi
Utilization	In which room should I install the Cozytouch Bridge?	You can install the Cozytouch Bridge wherever you want. It must be close to the internet provider box.	IO
Utilization	How to change the language of my Cozytouch application?	You can change the language of your application by changing the language of your mobile (general settings).	IO & Wi-Fi
Utilization	Despite the setting of a different language in the settings, the application is in English, why?	If the application is not available / translated in your language, it will appear in English.	IO & Wi-Fi
Utilization	What are the benefits of connectivity for heating / towel rail / water heater / air conditioning?	There are 3 major benefits: remotely control products, save energy and enjoy smart features that products do not offer alone (voice control, outdoor weather, air quality, for example).	IO & Wi-Fi
Utilization	What are the main functions of Cozytouch?	Set your products in temperature and modes, activate / deactivate absences, visualize and understand energy consumption, program products, have some feedback about products using and their status	IO & Wi-Fi
Utilization	Is it possible to pair several Wi-Fi products in the same zone?	Yes absolutely, these products will communicate to the application and will be registered in the same zone. The products do not communicate directly each other within the same zone, they pass by the server	Wi-Fi
Utilization	What happens if I do not confirm my email ?	Each time you will open the app, you will receive a reminder throught a pop-up and a notification in the "parameter" menu of the necessary validation of your email. In addition, you will not be able to reset your password without prior email confirmation.	IO & Wi-Fi
Utilization	What are the functions of Cozytouch pilot wire interfaces?	Pilot wire interfaces provide less functions than native IO conectivity.This is only possible to control the products in "pilot wire mode" (Comfort, Comfort -1 °C, Comfort-2 °C, Eco, frost free and off). The pilot wire interface do not permited to set the temperatures or to get the follow-up of consumptions for example.	IO
Utilization	Does the application is available on computer?	Cozytouch application do not exist for computer, the app is only available on tablet or smartphone. If you do not have one, you will not be able to enjoy Cozytouch services.	IO & Wi-Fi
Utilization	We are several who want to use the Cozytouch app in the same household, how can we do ?	You just have to download the Cozytouch app on another smartphone and sign in with the same username and password. You will have access to the same installation. The only action taken into account will be the last one.	IO & Wi-Fi
Utilization	If I don't have any internet connection anymore what will happen?	Cozytouch works thanks to the internet. If your internet connection is cut, you will not be able to control your devices from the Cozytouch app. All the information will be keep and you will have the possibility to control your products directly throught their controller.	IO & Wi-Fi
Utilization	Do I have to set the clock of my products and application each time change ?	No, all settings are set to the time of your phone, so you do not have to set your clock each time change.	IO & Wi-Fi
Utilization	Can I use Cozytouch on several house or flat ?	Yes, you can use the Cozytouch app to control connected devices in multiple homes / apartments. It will be necessary to create a specific account for each house and you will have to connect to the corresponding account you want to manage.	IO & Wi-Fi
Utilization	How to follow my heating consumption?	With Cozytouch, you have the opportunity to follow your energy consumption and it help you to change your behavior to save money. If you have devices with the function, we advise you to use the AUTO mode to maximize your savings.	IO & Wi-Fi
Utilization	On which periods can I follow my energy consumptions?	Cozytouch allows you to track your consumption over 7 days, 1 month, 3 months, 1 year or a personalized period.	IO & Wi-Fi
Utilization	Can I control several heating zones?	Yes, it is possible to control several heating zones. You can control up to 10 zones / rooms per accounts.	IO & Wi-Fi