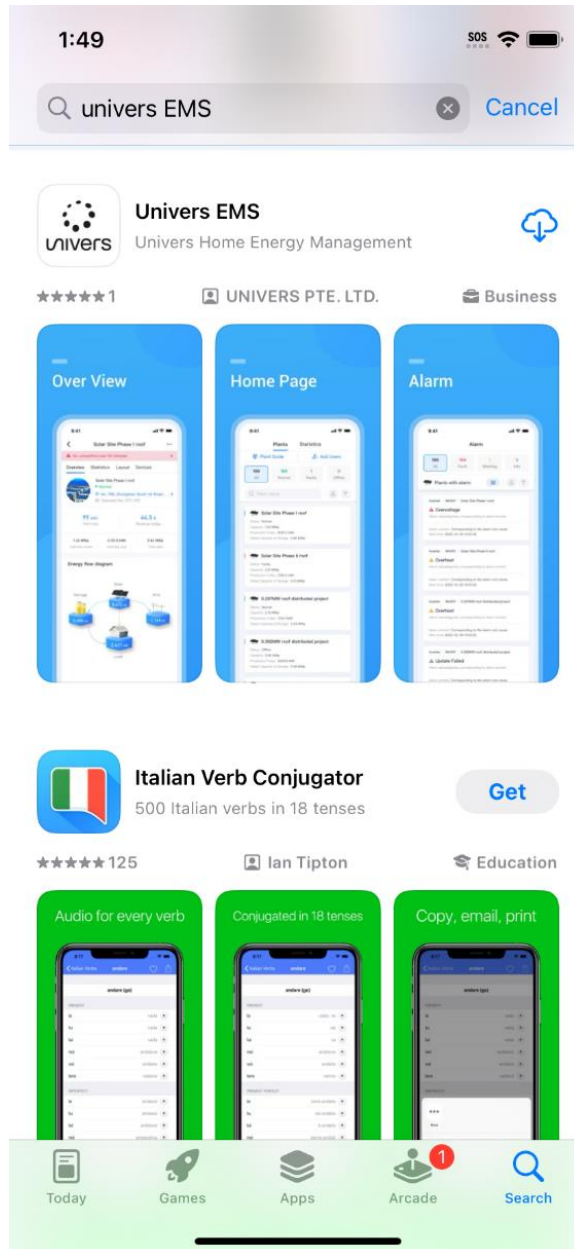
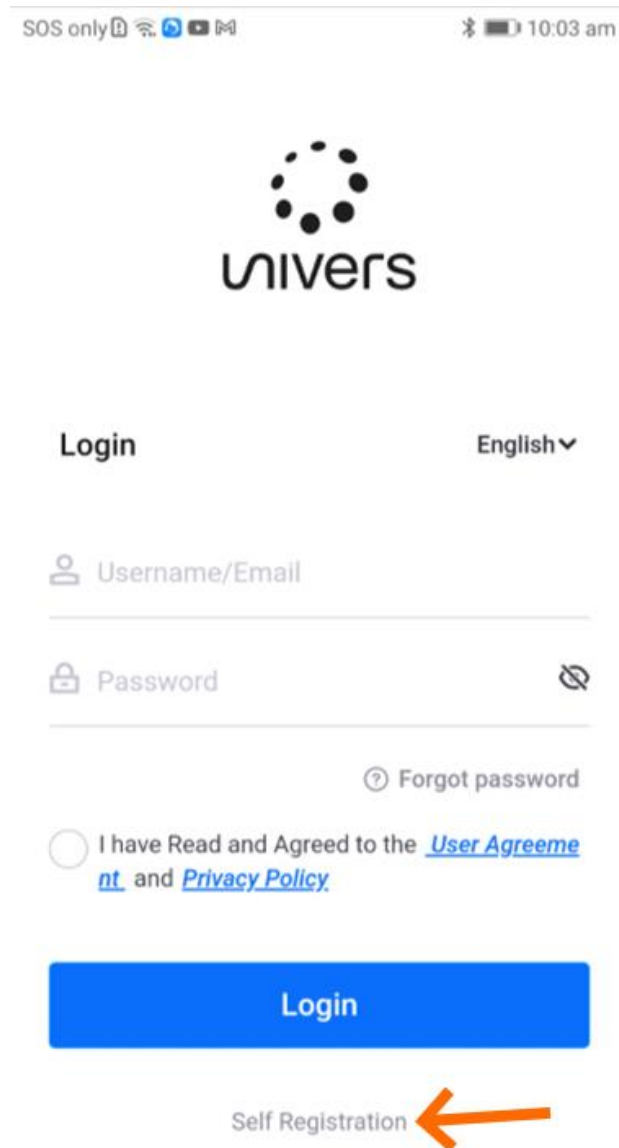


## Version – Draft 3 – June 25


1. Download the mobile application from the Apple Store. The application name is Univers EMS




2. Open the application and click on [Self Registration] at the bottom of the page.






SOS only 10:03 am



Login English


 Username/Email

 Password 

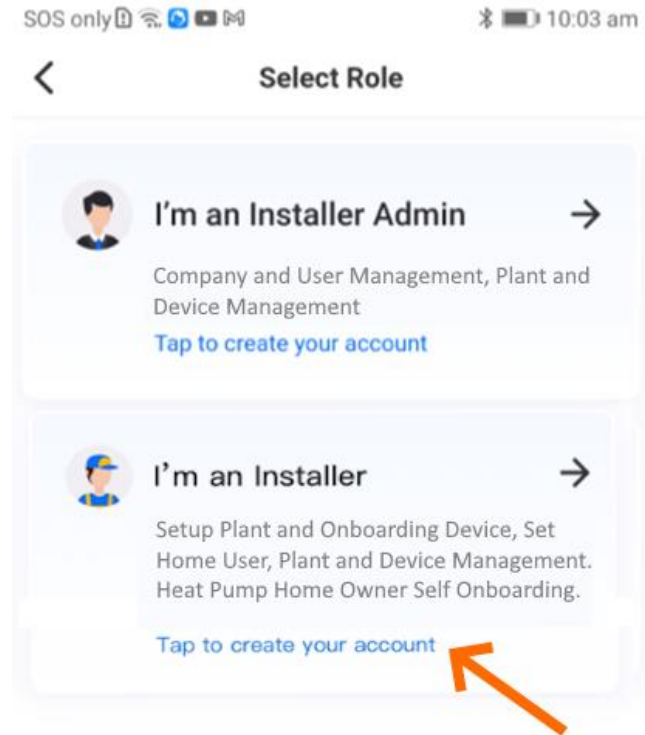
 Forgot password

☐ I have Read and Agreed to the [User Agreement](#) and [Privacy Policy](#).

Login

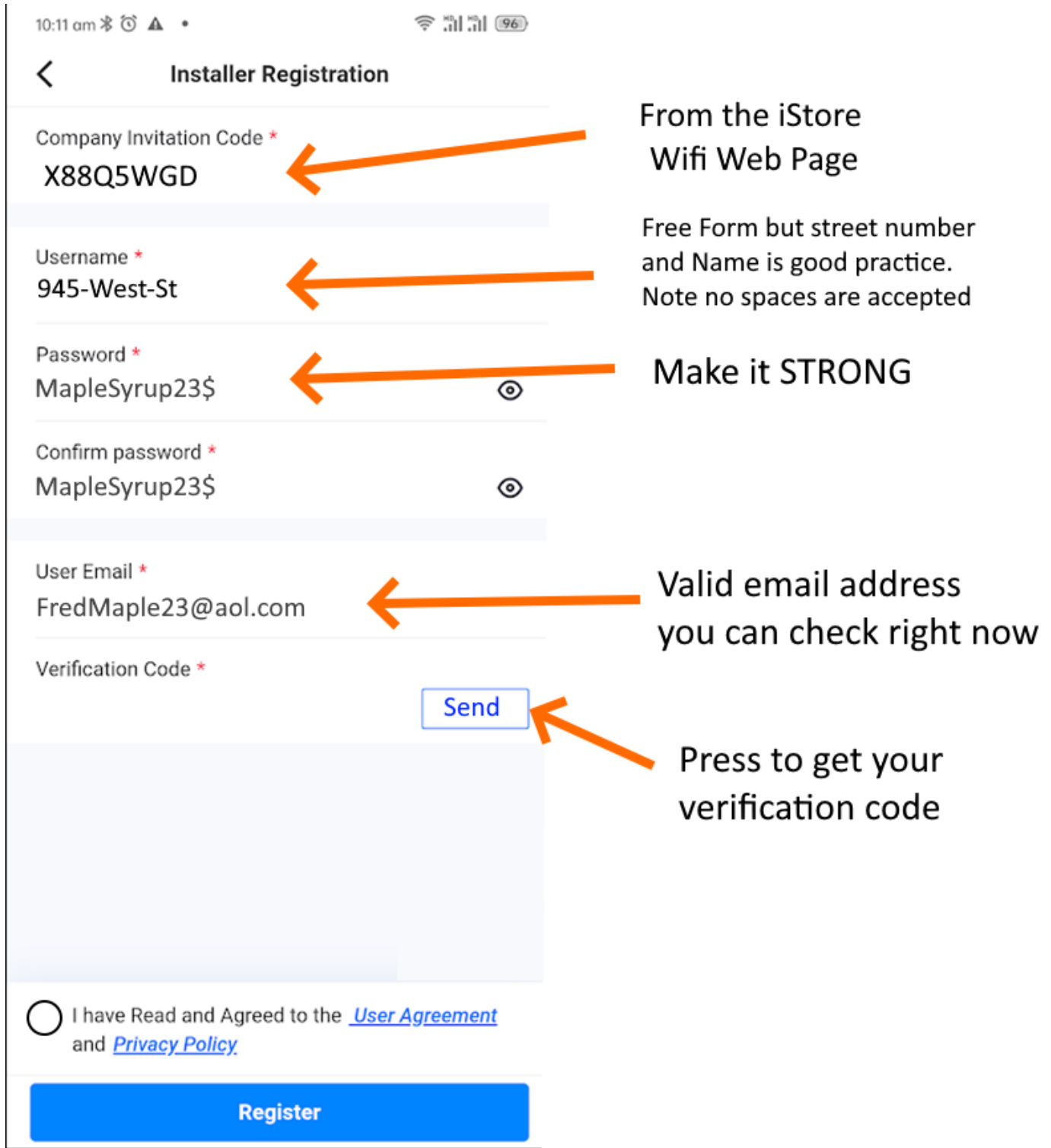
Self Registration 

3. Tap on [I'm an Installer].



You will be directed to the Installer Account Self-Registration page.

4. Enter the Organisation/invitation code from the Website – case sensitive

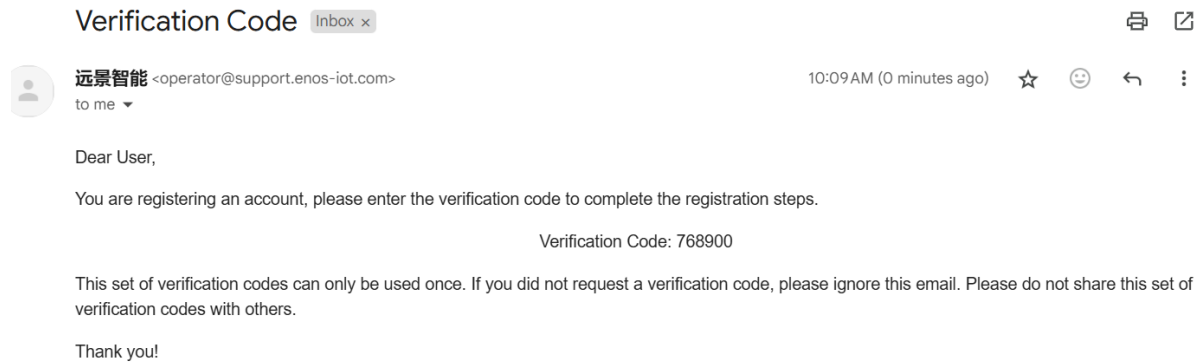


The screenshot shows the 'Installer Registration' form on an iPhone. The form fields and their annotations are as follows:

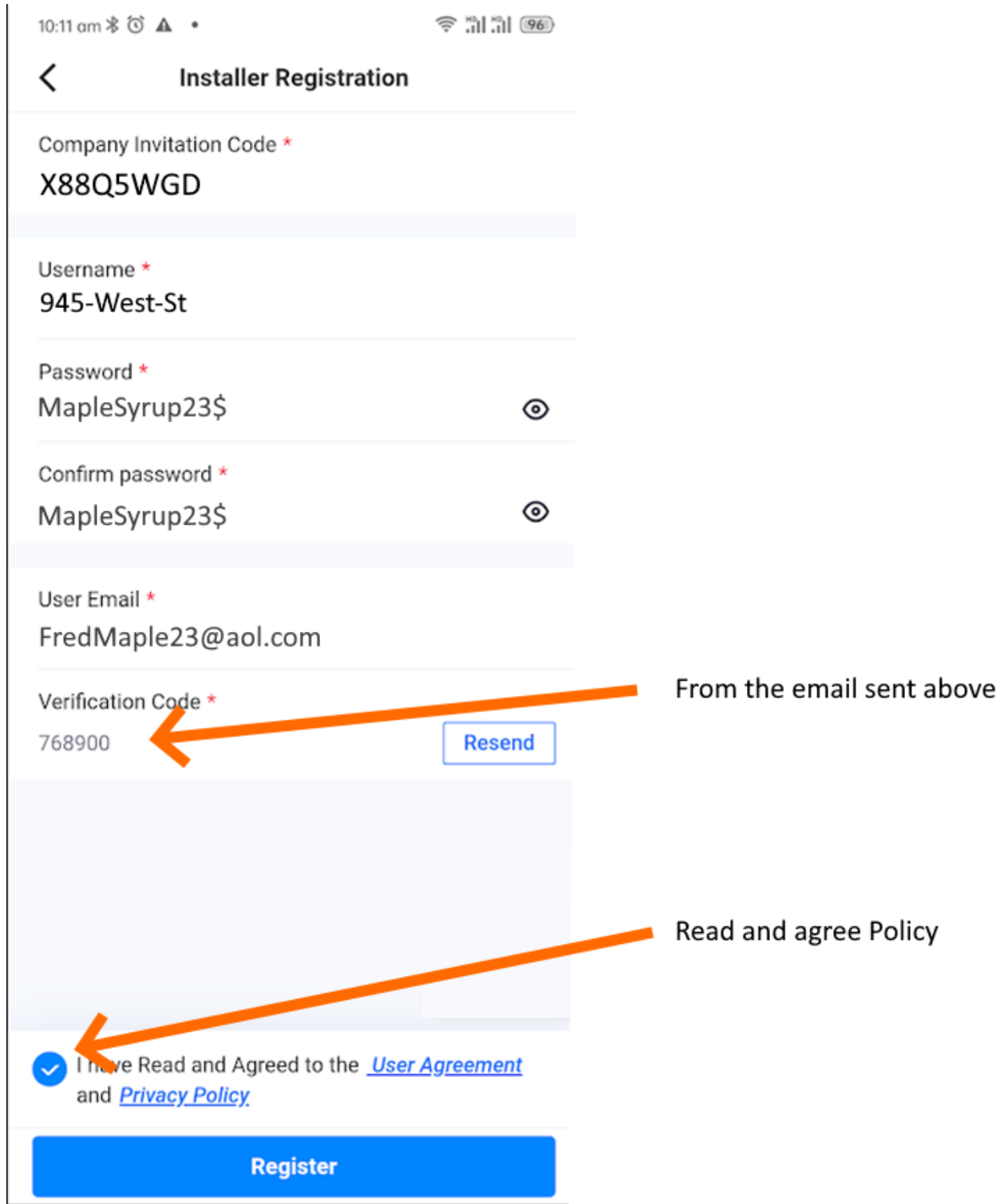
- Company Invitation Code \***: X88Q5WGD. An orange arrow points from the text 'From the iStore Wifi Web Page' to this field.
- Username \***: 945-West-St. An orange arrow points from the text 'Free Form but street number and Name is good practice. Note no spaces are accepted' to this field.
- Password \***: MapleSyrup23\$. An orange arrow points from the text 'Make it STRONG' to this field. There is an eye icon to the right of the field.
- Confirm password \***: MapleSyrup23\$. There is an eye icon to the right of the field.
- User Email \***: FredMaple23@aol.com. An orange arrow points from the text 'Valid email address you can check right now' to this field.
- Verification Code \***: A large empty box. A blue 'Send' button is located above the box. An orange arrow points from the text 'Press to get your verification code' to the 'Send' button.
- Agreement**: A radio button followed by the text 'I have Read and Agreed to the [User Agreement](#) and [Privacy Policy](#)'.
- Register**: A large blue button at the bottom of the form.

Send the verification code to the email.

## 5. Check your email and note the Verification Code



Enter the verification code and accept the User Agreement and Privacy Code.



The screenshot shows the 'Installer Registration' screen on an iPhone. The status bar at the top shows the time as 10:11 am, signal strength, and a battery level of 96%. The screen has a back arrow and the title 'Installer Registration'. The form contains the following fields:

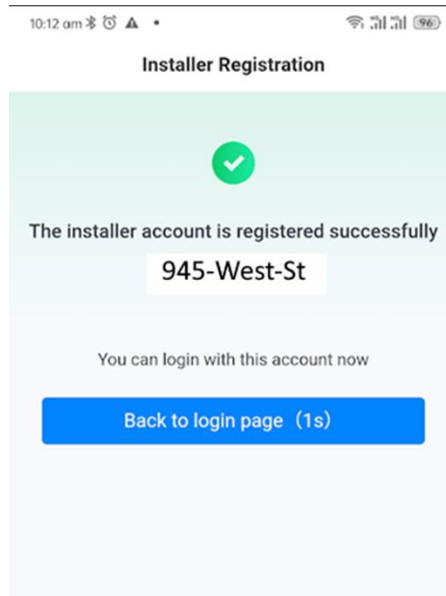
- Company Invitation Code \***: X88Q5WGD
- Username \***: 945-West-St
- Password \***: MapleSyrup23\$ (with an eye icon to toggle visibility)
- Confirm password \***: MapleSyrup23\$ (with an eye icon to toggle visibility)
- User Email \***: FredMaple23@aol.com
- Verification Code \***: 768900 (with a 'Resend' button next to it)

Below the verification code field is a large, light blue rectangular area. At the bottom of the screen, there is a checkbox with a blue checkmark and the text: 'I have Read and Agreed to the [User Agreement](#) and [Privacy Policy](#)'. A large blue 'Register' button is at the very bottom.

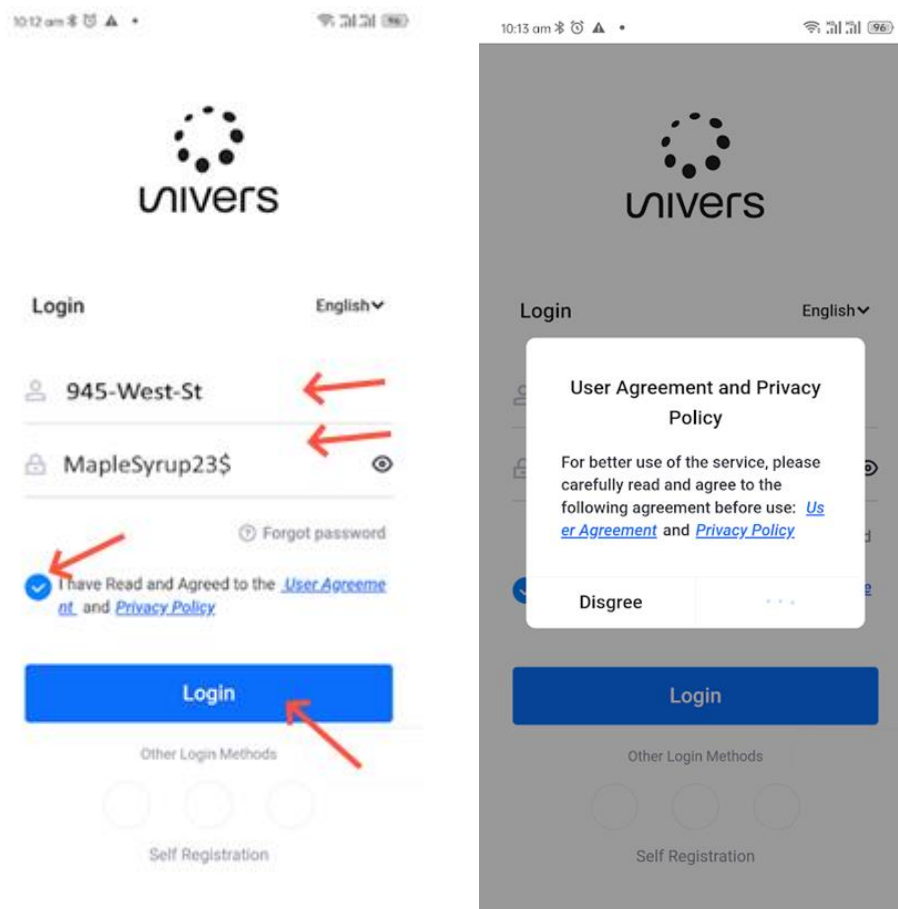
Annotations with orange arrows point to specific elements:

- An arrow points from the text 'From the email sent above' to the 'Verification Code' field.
- An arrow points from the text 'Read and agree Policy' to the checkbox area.

Press Register and a Splash screen will be displayed after a short delay

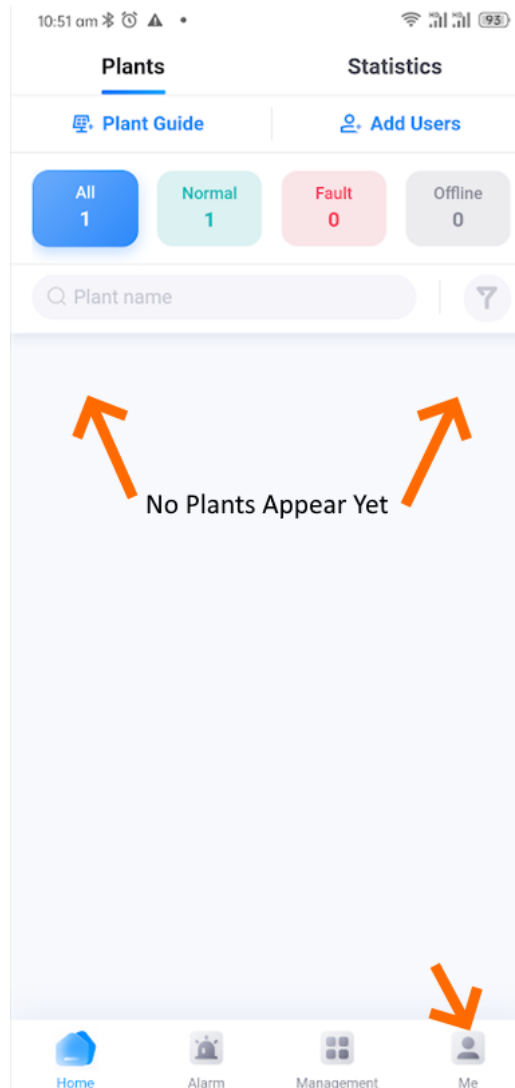


Now Log in to your new Account.



Agree to User Agreement x 2 times

The Univers application will now display a list of your Virtual Power Plants but if it is the first time then there are no plants listed.



Select the Me option at the bottom right of the screen.



## Wifi setup

Make sure your phone has Bluetooth enabled and a wifi network available, you will be prompted to enter the wifi password so please have that handy.

**NOTE** that the wifi device can **ONLY** communicate with 2.4G band devices but most modern home routers support dual band.

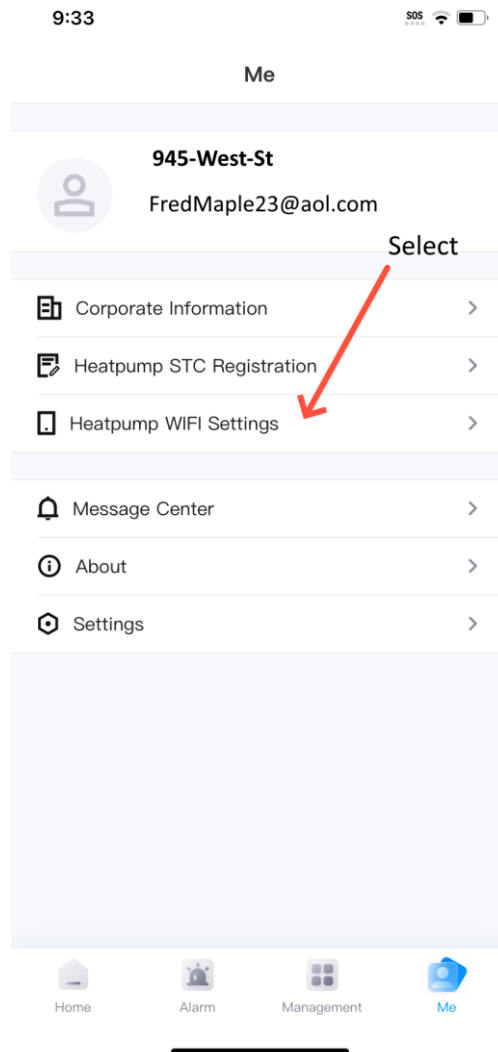


Bluetooth



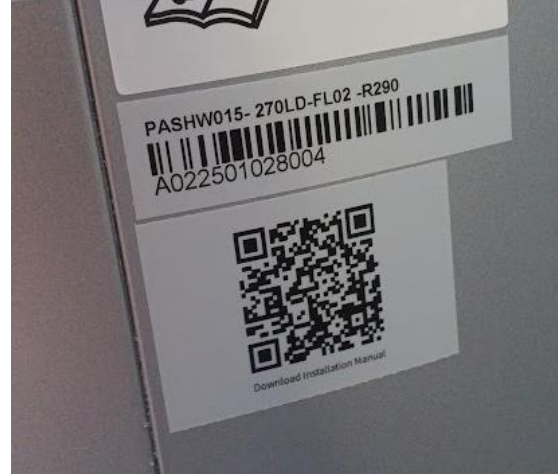
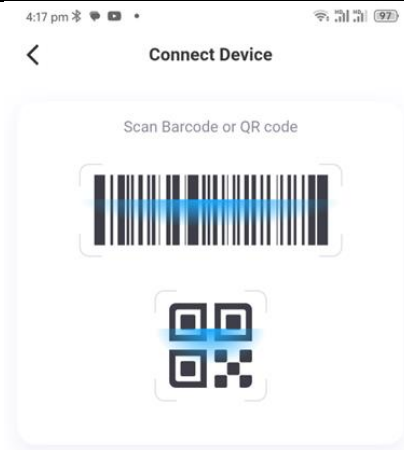
WiFi

Select the Heatpump WiFi Settings



The Barcode scanner screen is displayed.

NOTE - Cover the QR code while scanning the barcode.



Press the Scan button to scan the barcode on the TANK, please note it is NOT barcode on the Wifi module – it is the silver label on the right hand side of the water heater.

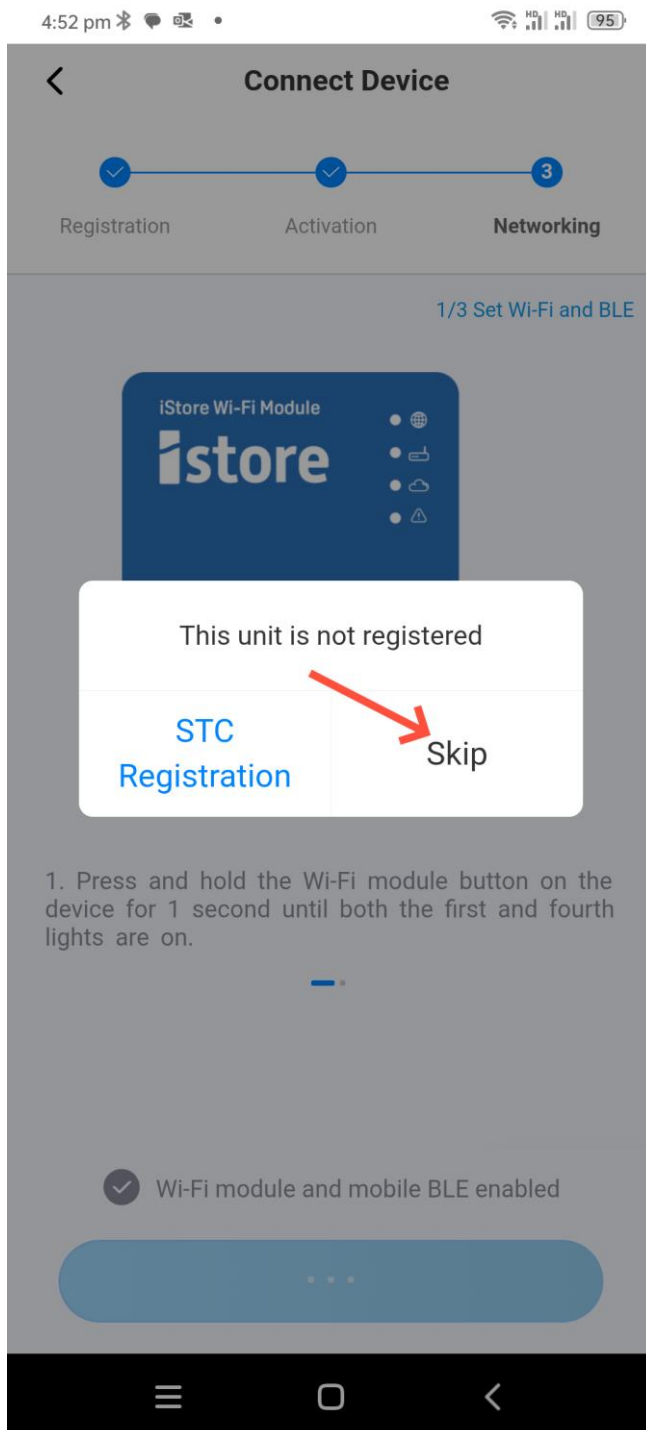
It is also worthwhile to keep a photo of the serial number and model for your records.



The App will check the database to see if it was previously registered during an STC Registration, it is normal for units to not be registered.

As instructed press and hold the Bluetooth Pair button for 1 second, the top and bottom LED will flash until finally the bottom LED is solid and only the top LED is flashing

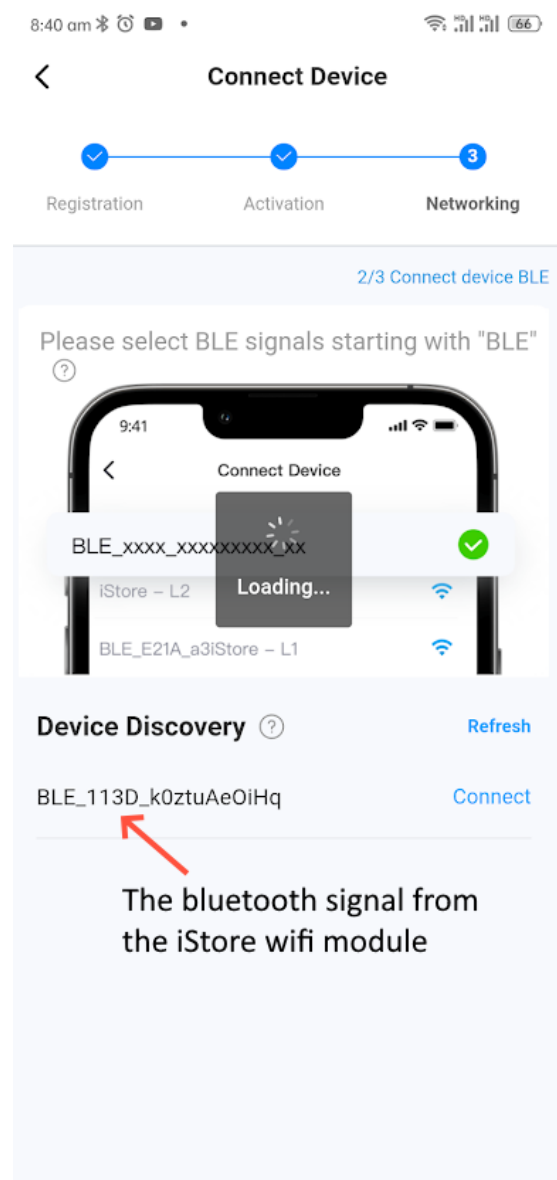
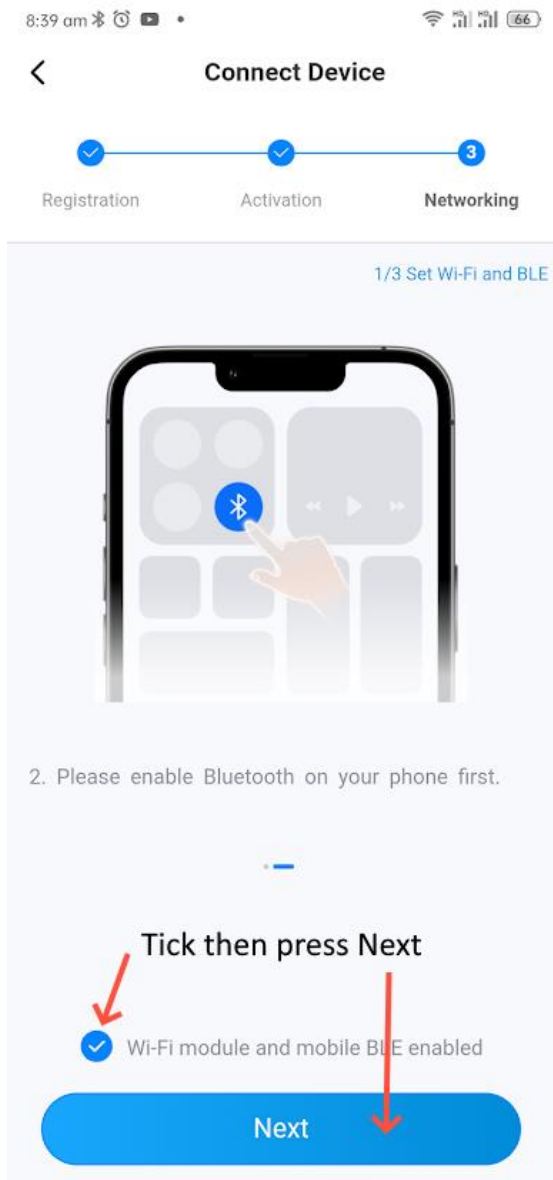
Skip the message.



Tick to confirm wifi and Bluetooth is available and then then the Next button

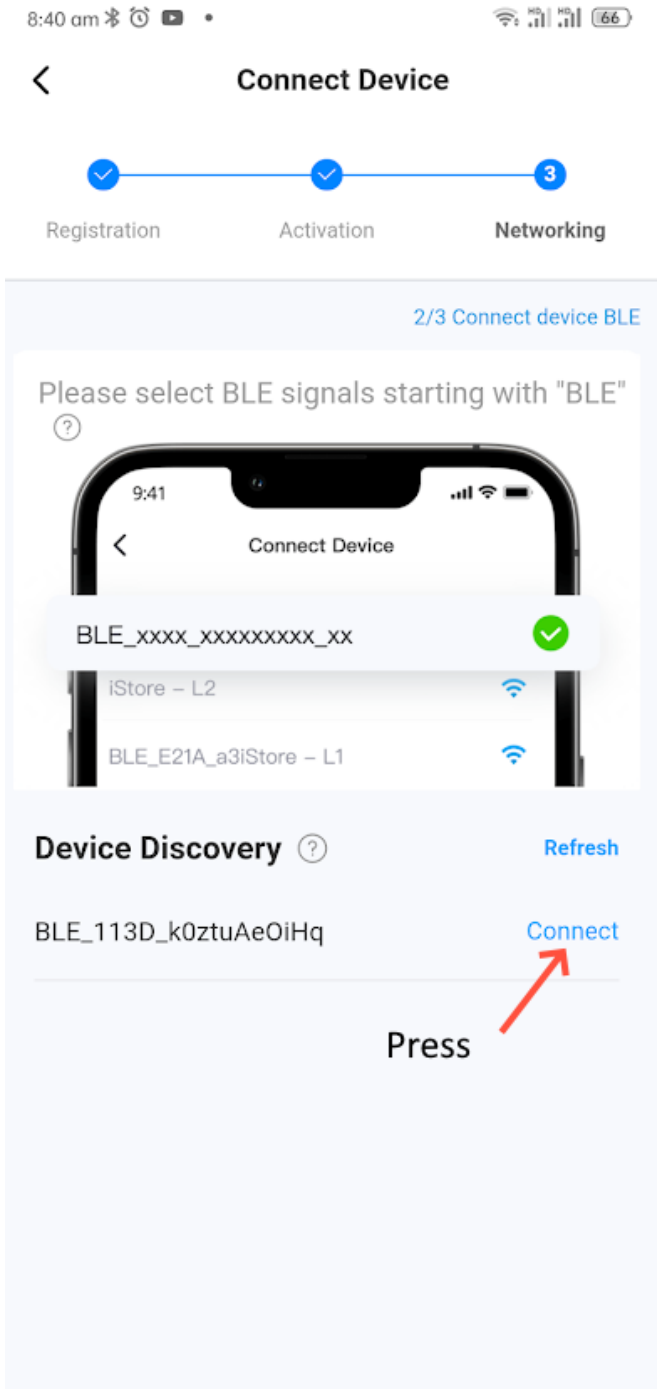
The phone will now gather a list of available Bluetooth devices available to your phone, this could include speakers and other household devices.

The centre of the device name such as "113D" below matches the barcode on your iStore Wifi module.






A complete list will then be displayed, press the connect button for the phone to communicate with the iStore module via Bluetooth.

The phone confirms the Bluetooth communication, press next.



The phone will request the home Wifi details.  
NOTE that the wifi device can ONLY communicate with 2.4G band devices.

Enter your password and double check with the view icon prior to pressing Connect

9:41 SOS   

< Connect Device




Registration Activation **3** Networking

3/3 Configure network

Wi-Fi name \*

Password \*

Connect

9:42 SOS   

< Connect Device


Registration Activation **3** Networking


3/3 Configure network

Wi-Fi name \*

Maple-wifi

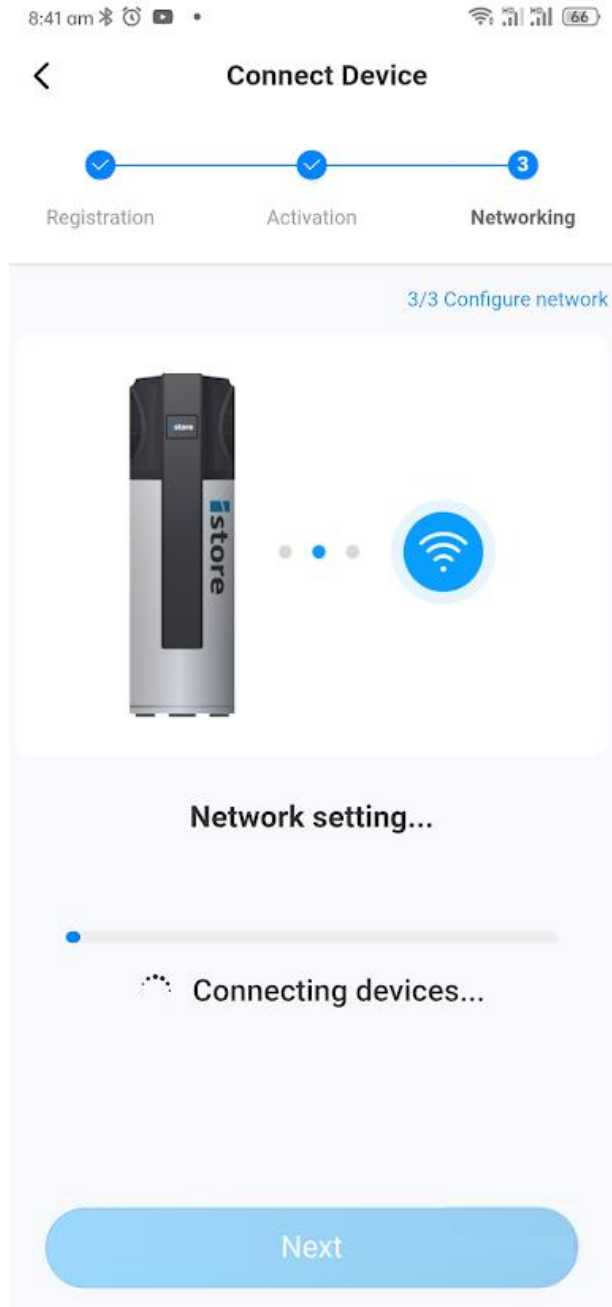
Password \*

Check 

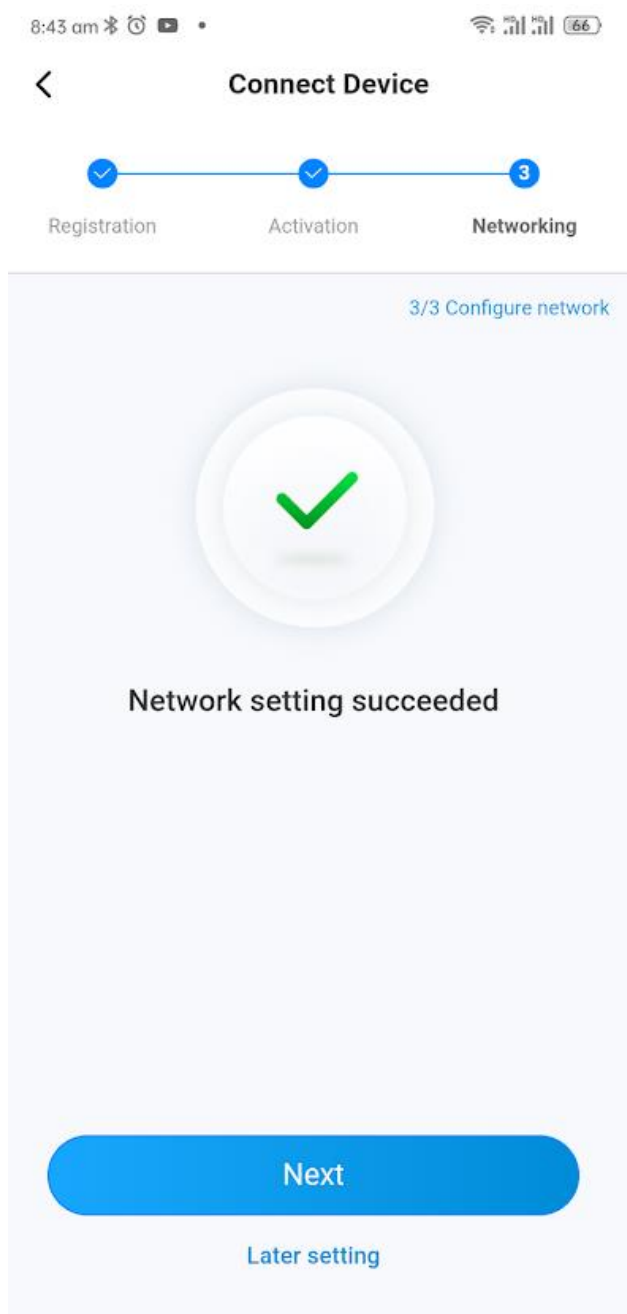
Connect 

Tap Done

The App will now begin the registration process of your iStore water heater and Wifi device.  
Please be patient while the registration takes place.



Registration is now completed successfully

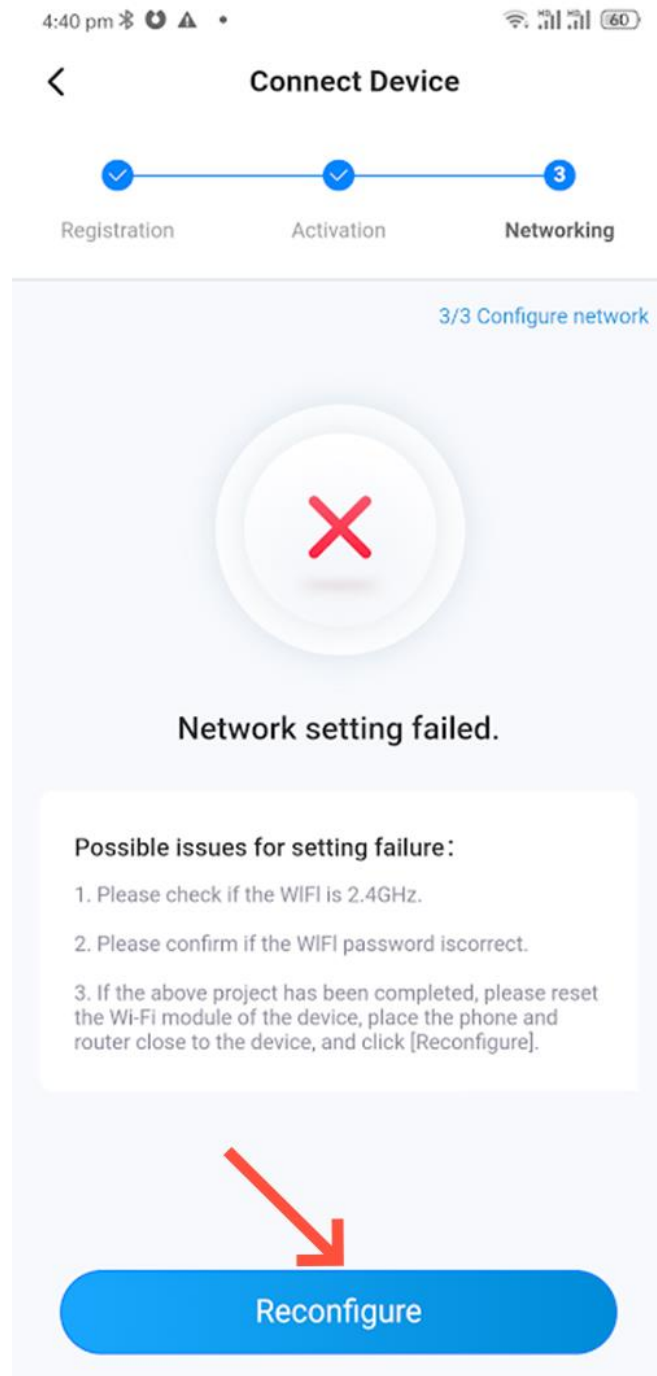


There should be 3 solid LEDs illuminated on the Wifi device as below





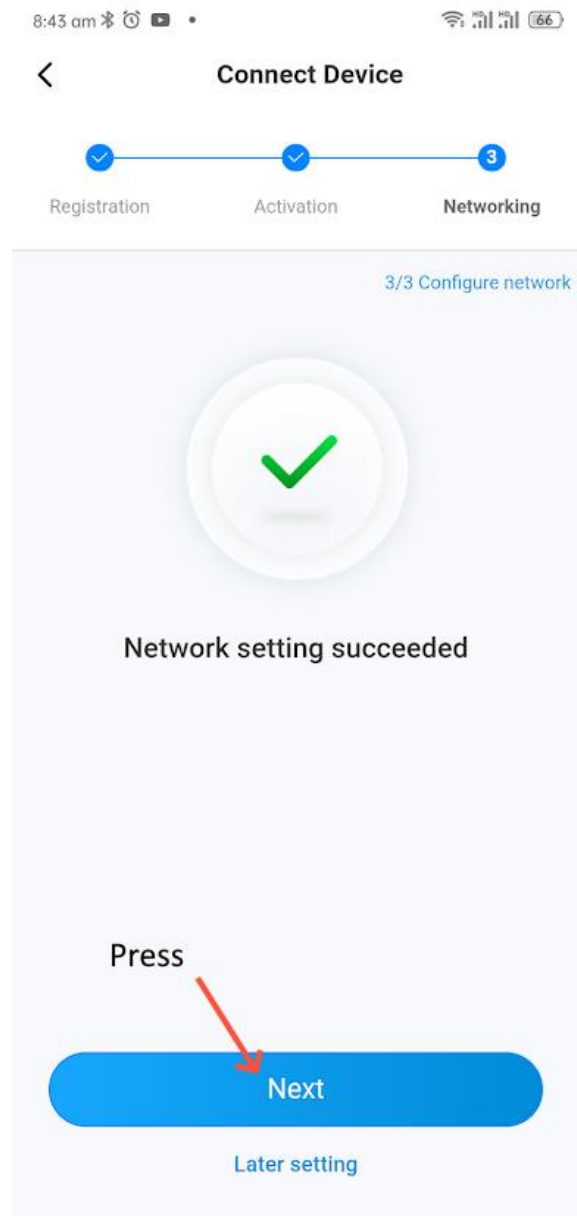
IF the wifi router does not support 2.4GHz, or the wifi password is incorrect, or the network coverage is poor, the process will need to be repeated after checking these details before selecting the reconfigure button.



## HOME PLANT CREATION

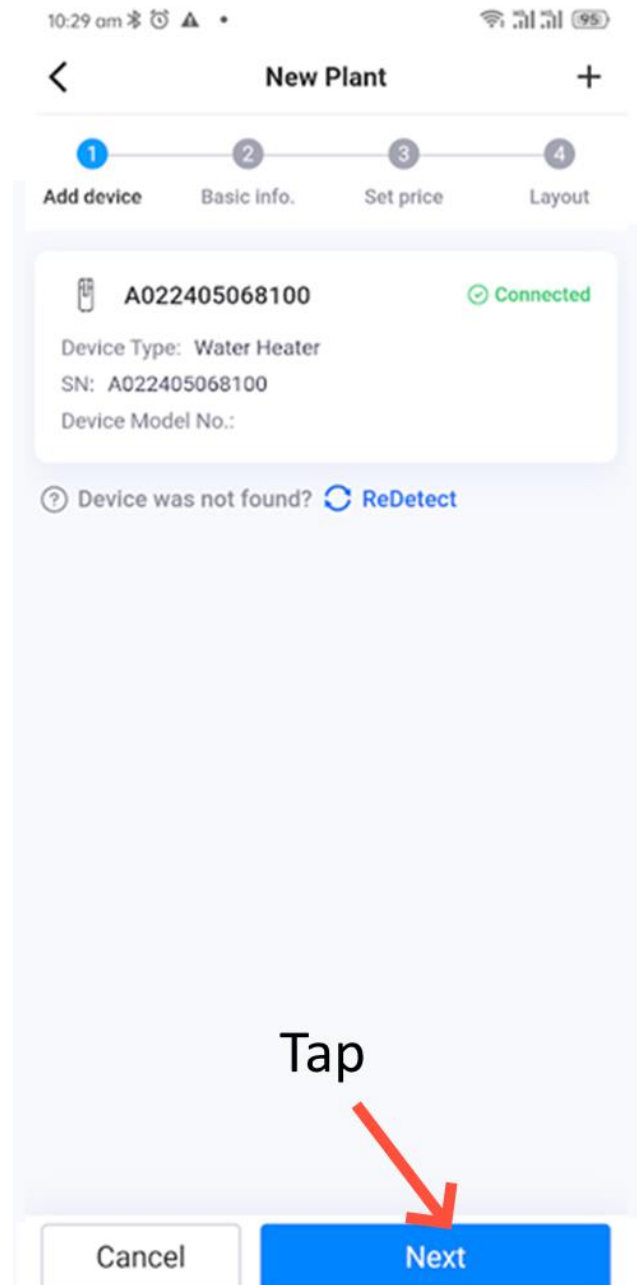
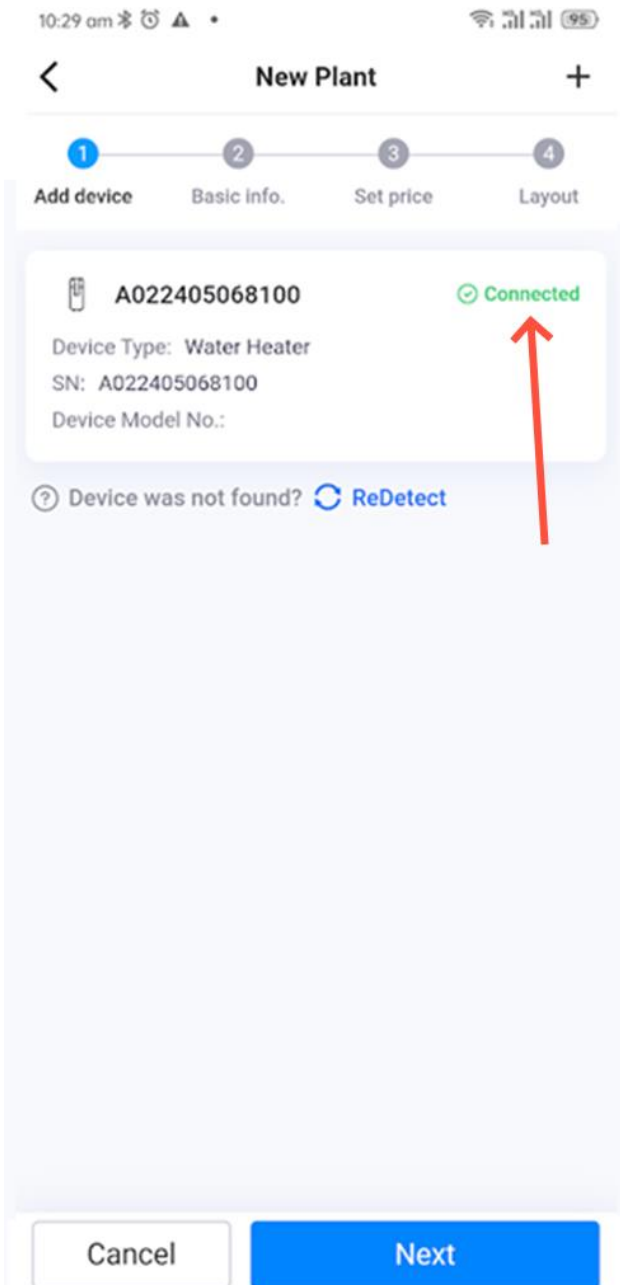
**IMPORTANT – IF you already have an iStore home solar inverter system then please call iStore on 1300 851 985 to have your new iStore water heater added to your existing home plant.**

To create your new home plant press the Next button



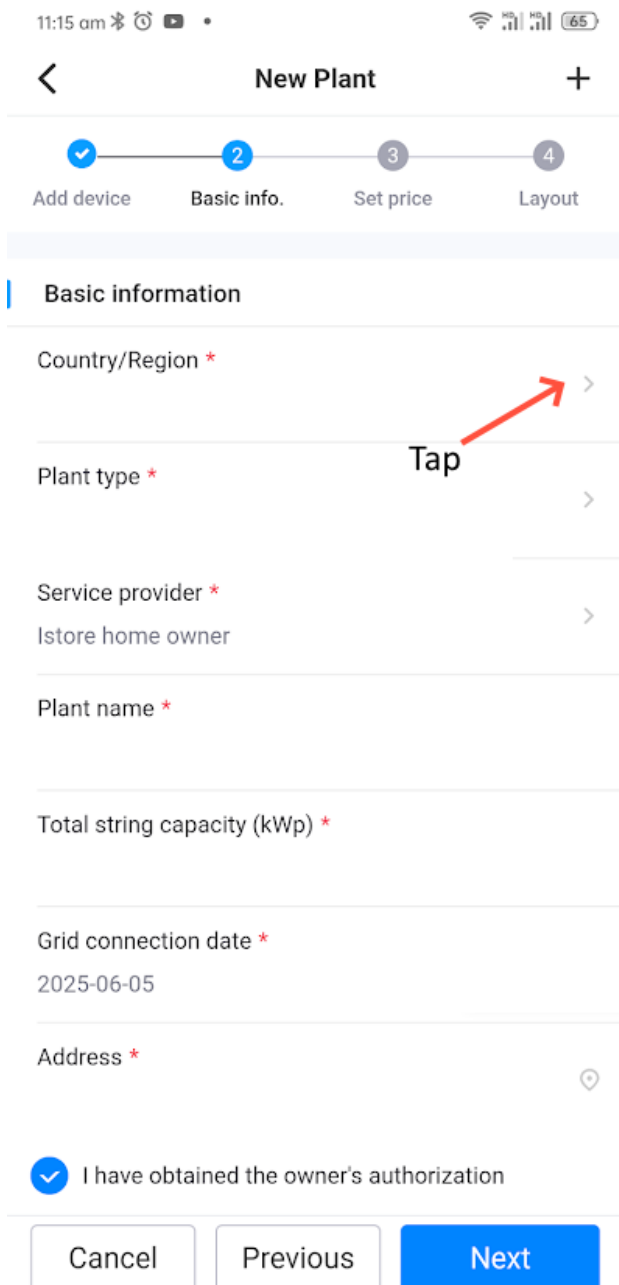
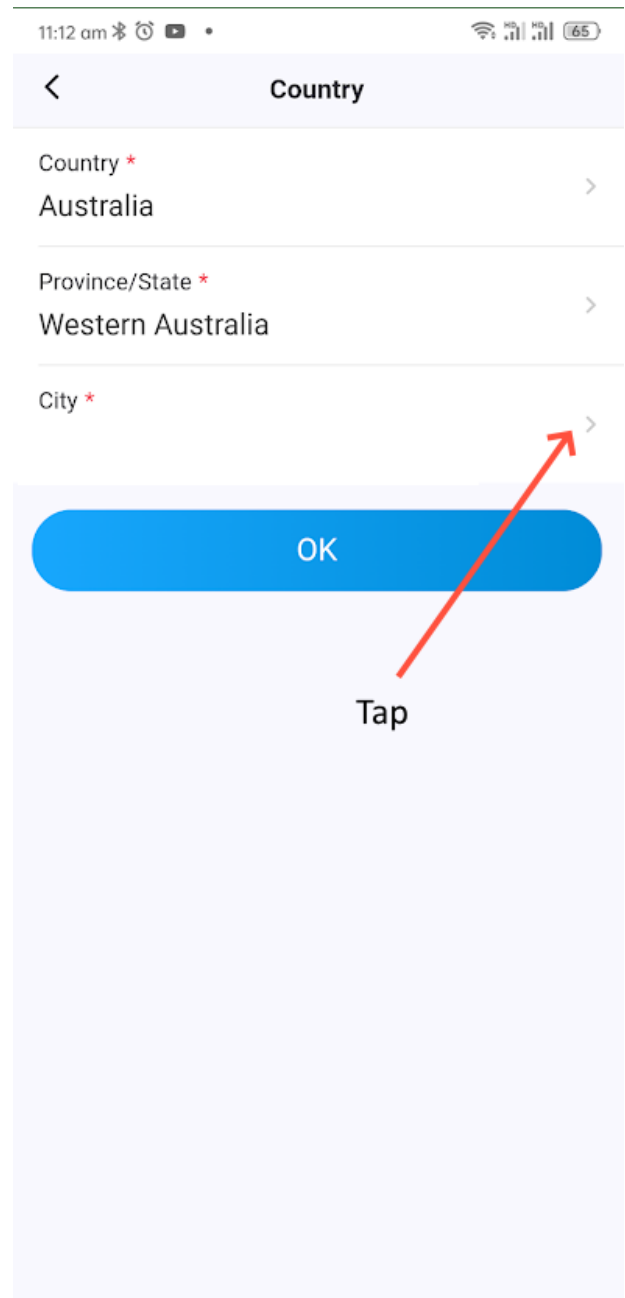
The Water Heater will now be connected to your account, wait a few moments for it to connect and be displayed as a device inside the app.

Tap the Next button.



The first screen displayed is to enter all of the Basic Information required. The phone will attempt to determine your Country/Region but if not automatically filled then please Tap the Country/Region selection

If your location is NOT automatically filled the select your Country, State and the City selection

Select the Local Government City of your  
home  
Tap OK

Tap OK again

11:12 am 65

< City

Country \*  
Australia

Province/State \*  
Western Australia

City \*  
City of

☐ City of Belmont

☐ City of Bunbury

☐ City of Busselton

☐ City of Canning

☒ City of Cockburn

☐ City of Fremantle

☐ City of Gosnells

☐ City of Greater Geraldton

☐ City of Joondalup

☐ City of Kalamunda

☐ City of Karratha

☐ City of Kwinana

Cancel OK

11:12 am 65

< Country

Country \*  
Australia

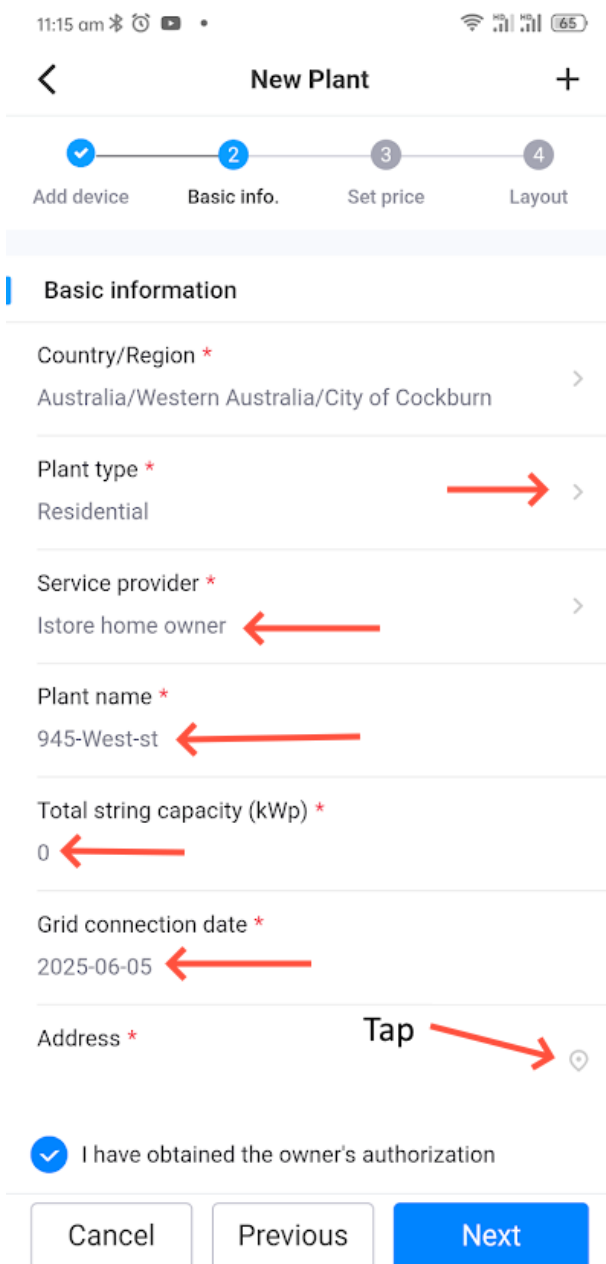
Province/State \*  
Western Australia

City \*  
City of Cockburn

OK

- Select the Plant type - Residential
- Leave Service provider set to - Istore home owner
- Enter a Plant name – it is recommended to use your street address for easy identification – NO spaces are allowed but the dash “-” character is accepted.
- Enter 0 in the Total string Capacity
- Tap on the address and the confirm address screen will be displayed.

Type in your address and confirm by tapping the address.



11:15 am 65%

< New Plant +

1 2 3 4  
Add device Basic info. Set price Layout

**Basic information**

Country/Region \*  
Australia/Western Australia/City of Cockburn >

Plant type \*  
Residential >

Service provider \*  
Istore home owner >

Plant name \*  
945-West-st >

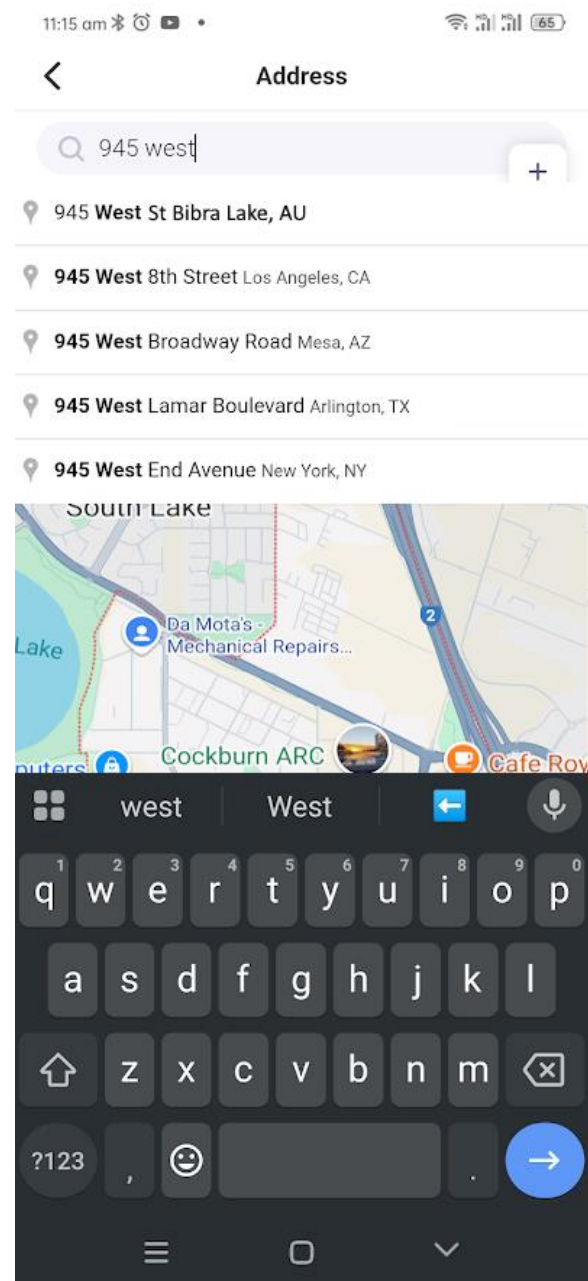
Total string capacity (kWp) \*  
0 >

Grid connection date \*  
2025-06-05 >

Address \* Tap >

☒ I have obtained the owner's authorization

Cancel Previous Next



11:15 am 65%

< Address

945 west +

945 West St Bibra Lake, AU

945 West 8th Street Los Angeles, CA

945 West Broadway Road Mesa, AZ

945 West Lamar Boulevard Arlington, TX

945 West End Avenue New York, NY

South Lake

Da Mota's Mechanical Repairs...

Cockburn ARC

Cafe Roy

west West

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

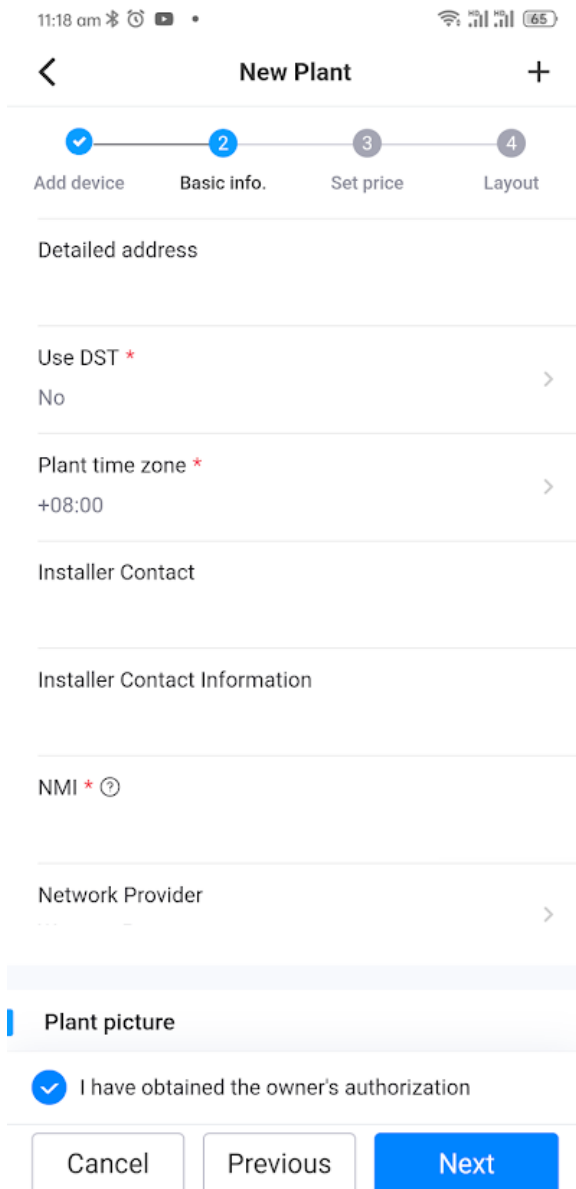
?123 , ' & \* ( ) =

→

**DO NOT** press Next at this point, scroll down the page to display and complete the further information required.

Further information is required at this point.

- DST – select appropriate
- Plant time zone – should be prefilled correctly
- Please Enter the installation company and contact email
- The National Meter Identifier is to be filled with the last 11 digits of the iStore water heater serial number. Simply leave off the “A0” from the serial number. In this example the serial number was A022405068100 and therefore the NMI should be entered as 22405068100.
- DO NOT set the Network Provider.



11:18 am 65%

< New Plant +

1 2 3 4  
Add device Basic info. Set price Layout

Detailed address

Use DST \*  
No >

Plant time zone \*  
+08:00 >

Installer Contact

Installer Contact Information

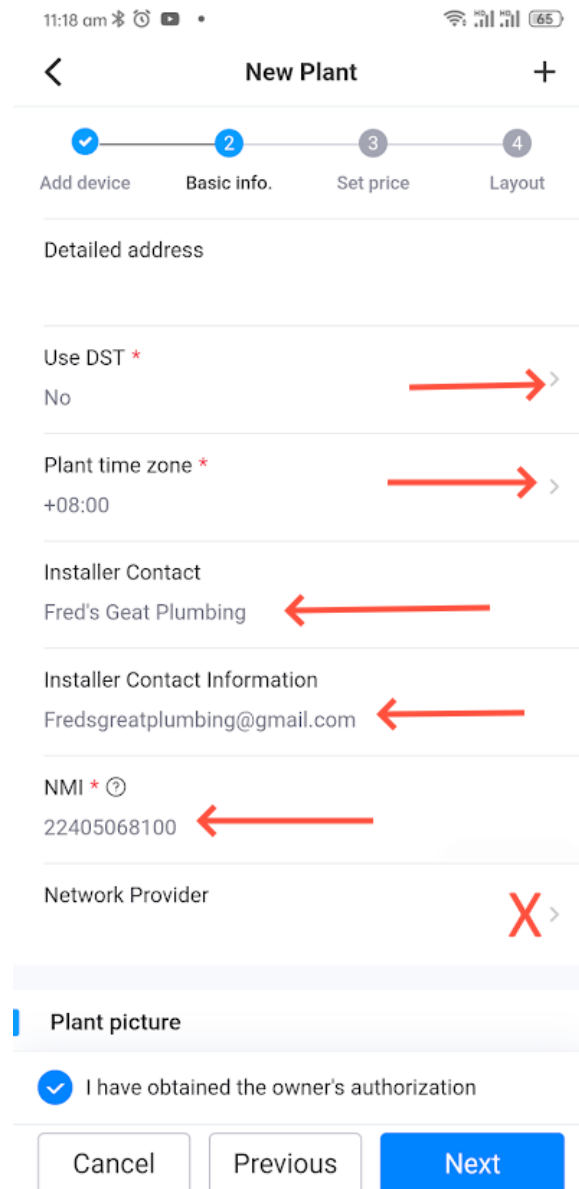
NMI \* ?

Network Provider >

Plant picture

☒ I have obtained the owner's authorization

Cancel Previous Next



11:18 am 65%

< New Plant +

1 2 3 4  
Add device Basic info. Set price Layout

Detailed address

Use DST \*  
No →

Plant time zone \*  
+08:00 →

Installer Contact  
Fred's Geat Plumbing ←

Installer Contact Information  
Fredsgreatplumbing@gmail.com ←

NMI \* ?  
22405068100 ←

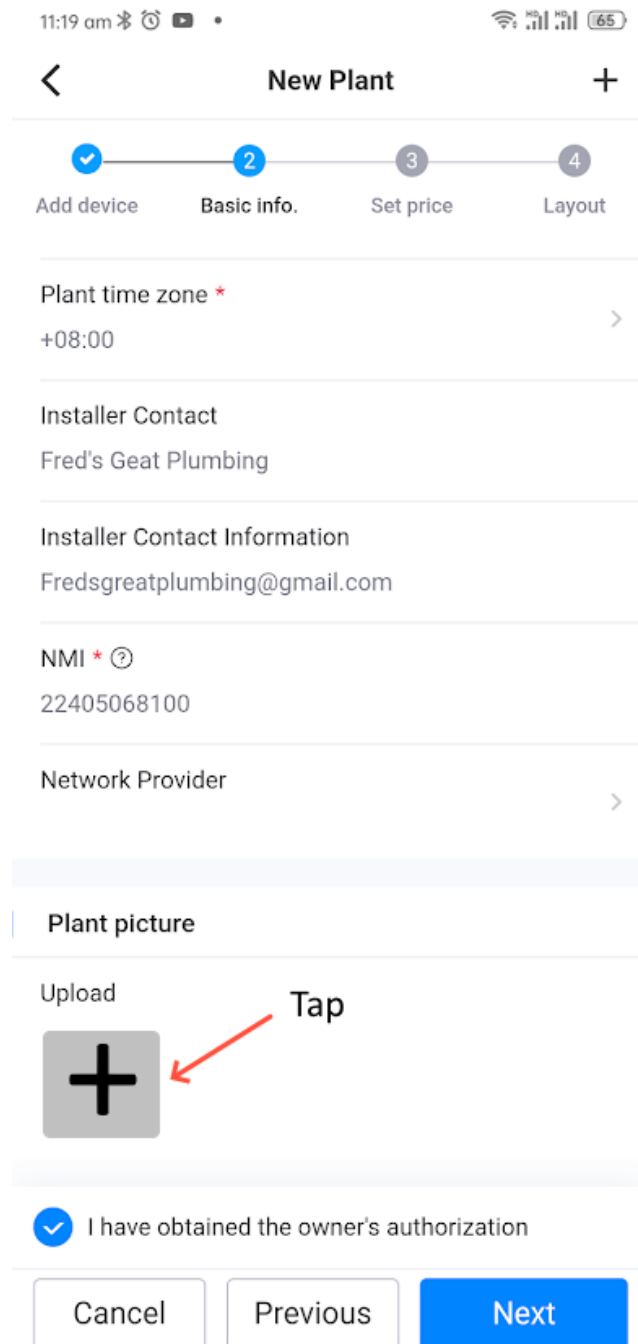
Network Provider X >

Plant picture

☒ I have obtained the owner's authorization

Cancel Previous Next

Scroll further down to view the next information required which is a Plant picture.  
Tap on the + symbol to add your photo.



11:19 am 100% 65%

< New Plant +

1 2 3 4

Add device Basic info. Set price Layout

Plant time zone \* >

+08:00

Installer Contact

Fred's Geat Plumbing

Installer Contact Information

Fredsgreatplumbing@gmail.com

NMI \* ?

22405068100

Network Provider >

Plant picture

Upload

Tap

+

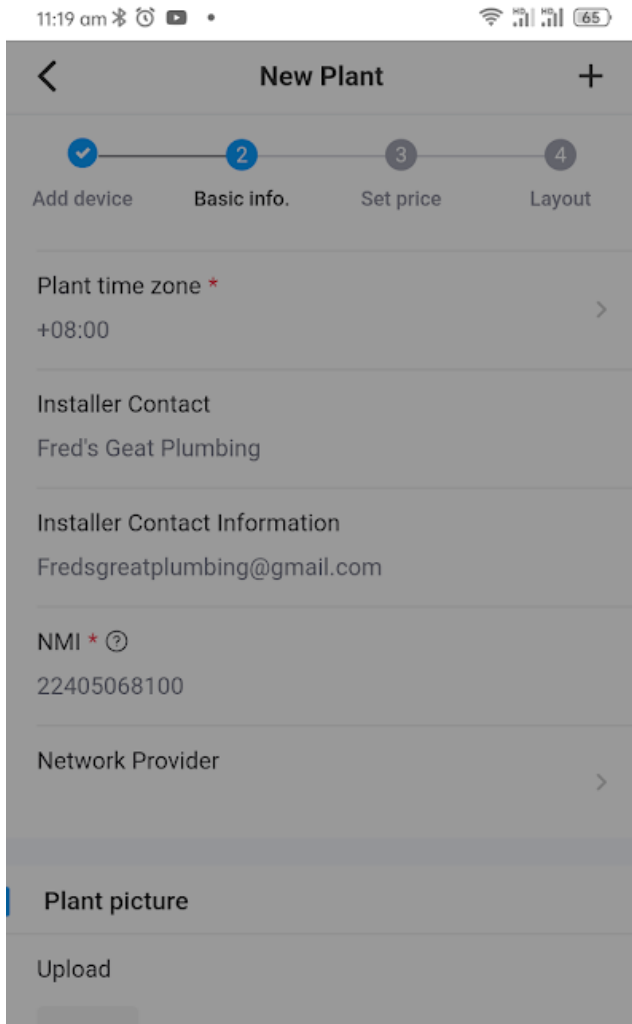
☒ I have obtained the owner's authorization

Cancel Previous Next



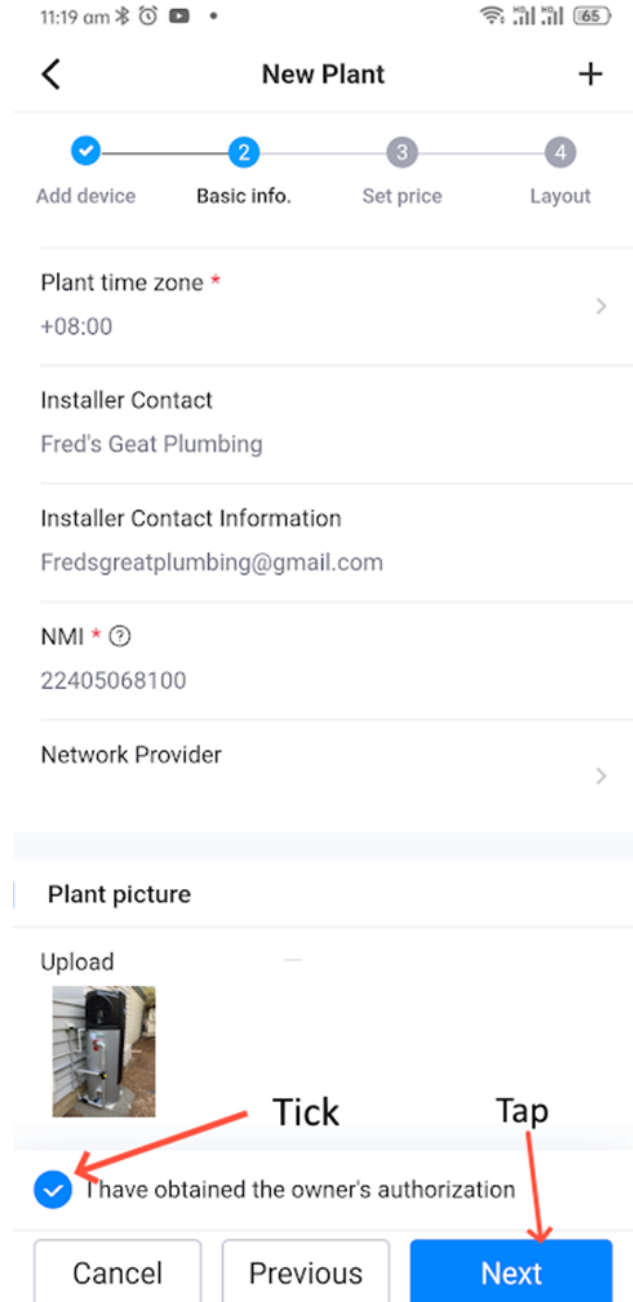
Select your photo from an album or take photo now of your new iStore water heater

Tick the owner's authorization and then Tap Next to progress to the next step



Select from album  
Take Photo

Cancel



Tick Tap

☒ I have obtained the owner's authorization

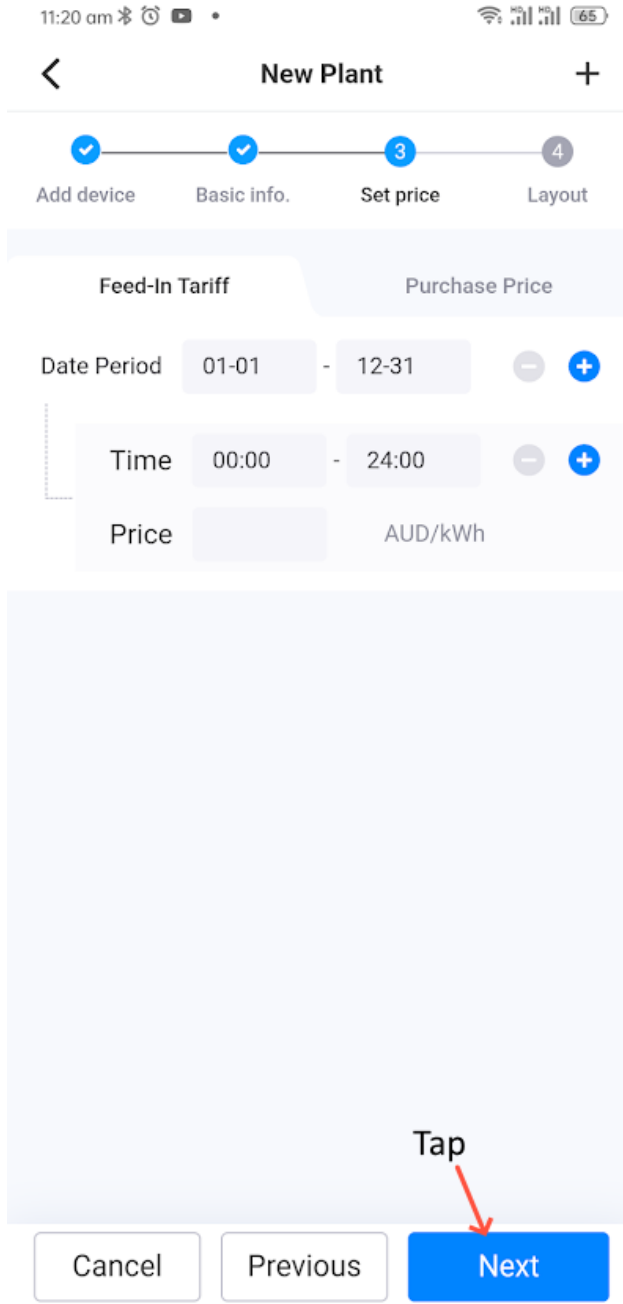
Cancel

Previous

Next

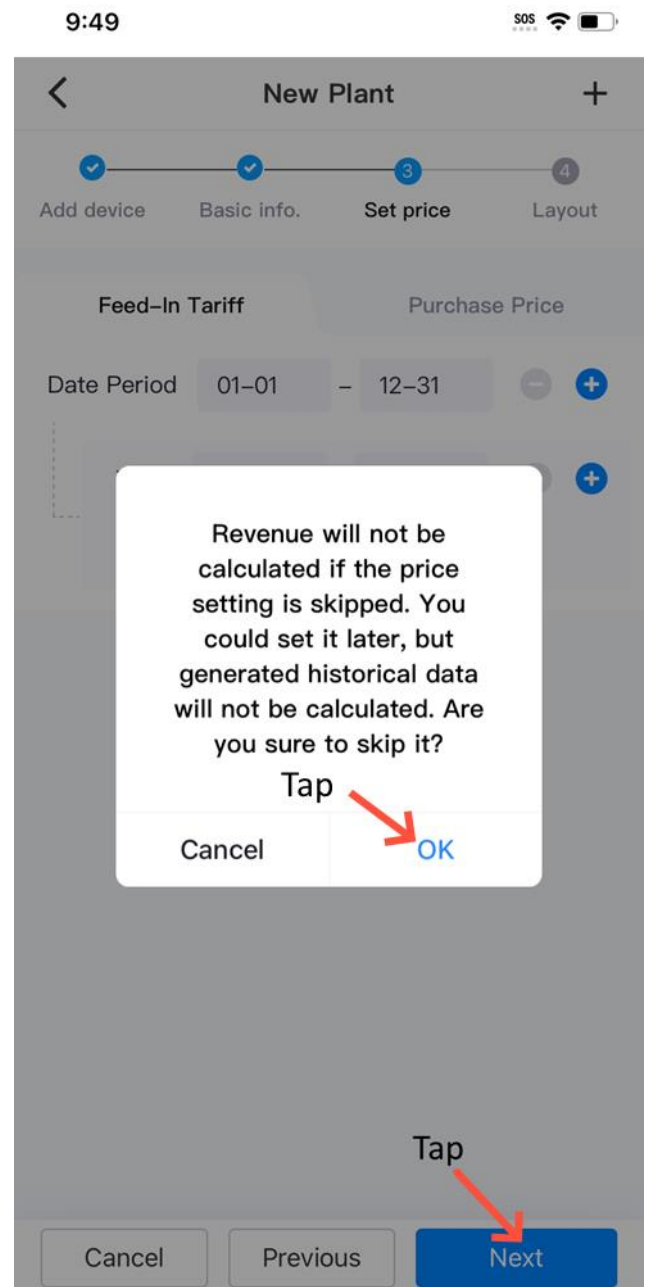
A Feed-In Tariff screen will be displayed for Solar system generation which is not relevant for a stand-alone iStore water heater.

Tap Next



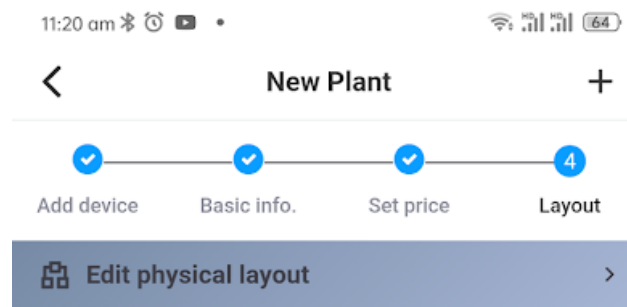
To Confirm Revenue is not required

Tap OK and then Next



Your Plant will now be created.

Tap Apply to accept there is no iStore solar system installed.



Plant creation successful.

Tap



Cancel

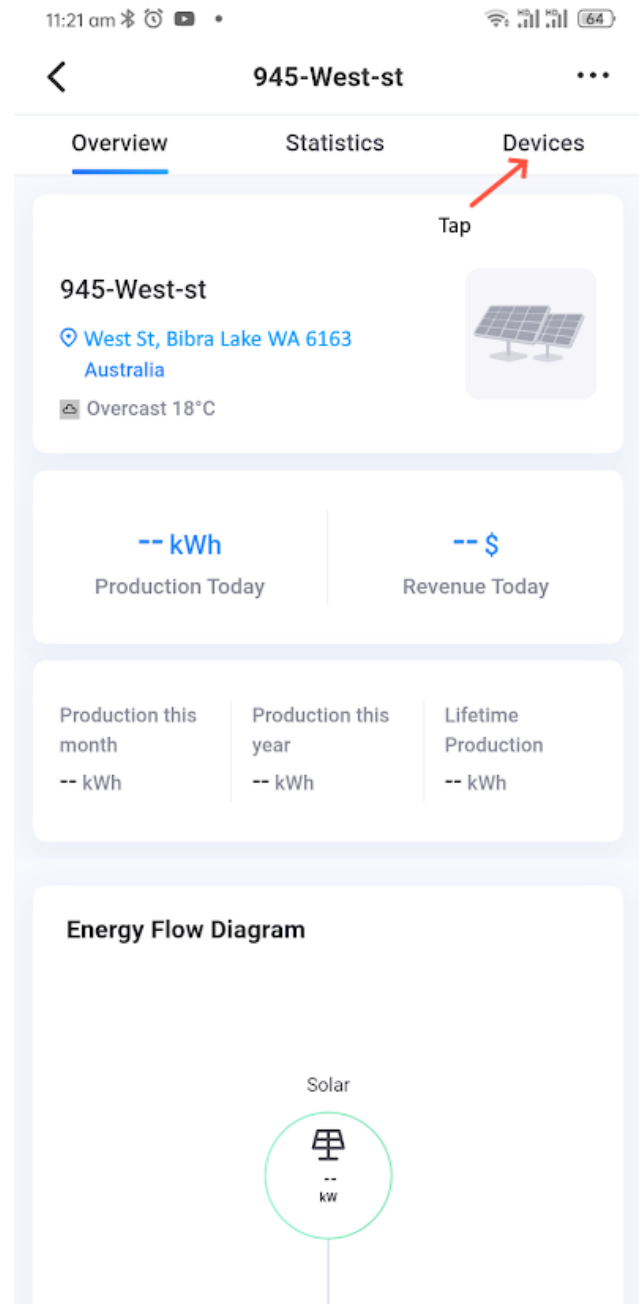
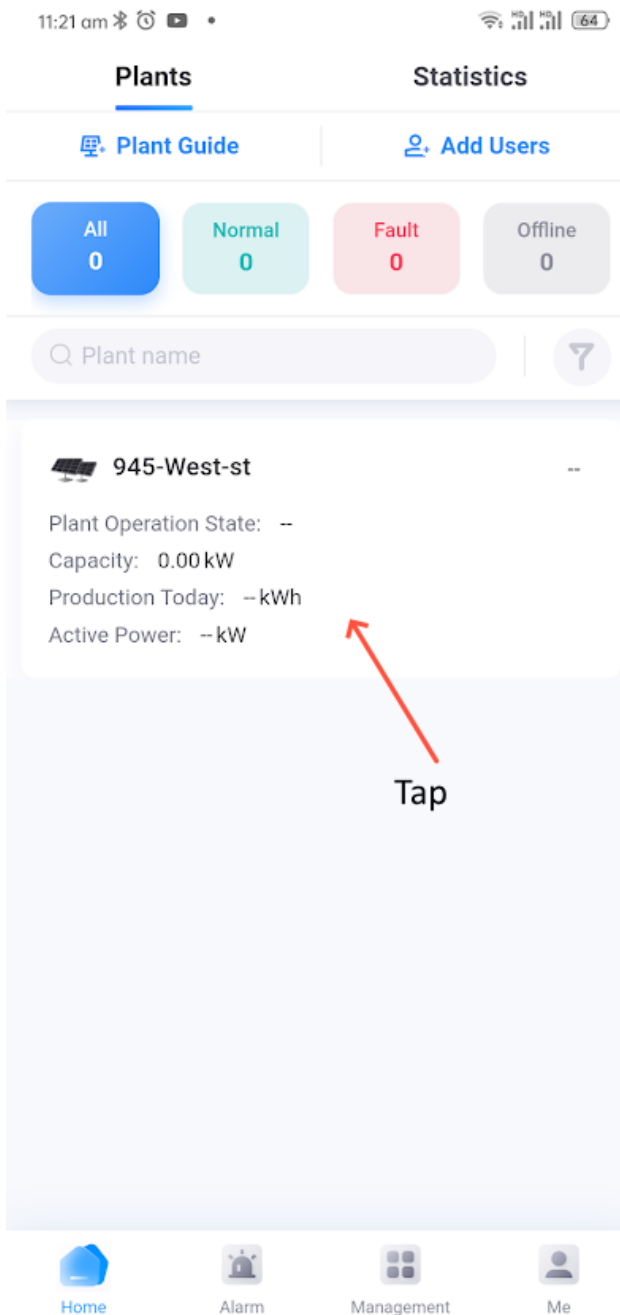
Previous

Apply

Your new plant is displayed within the iStore application.

Tap on your Plant to display the next level of information

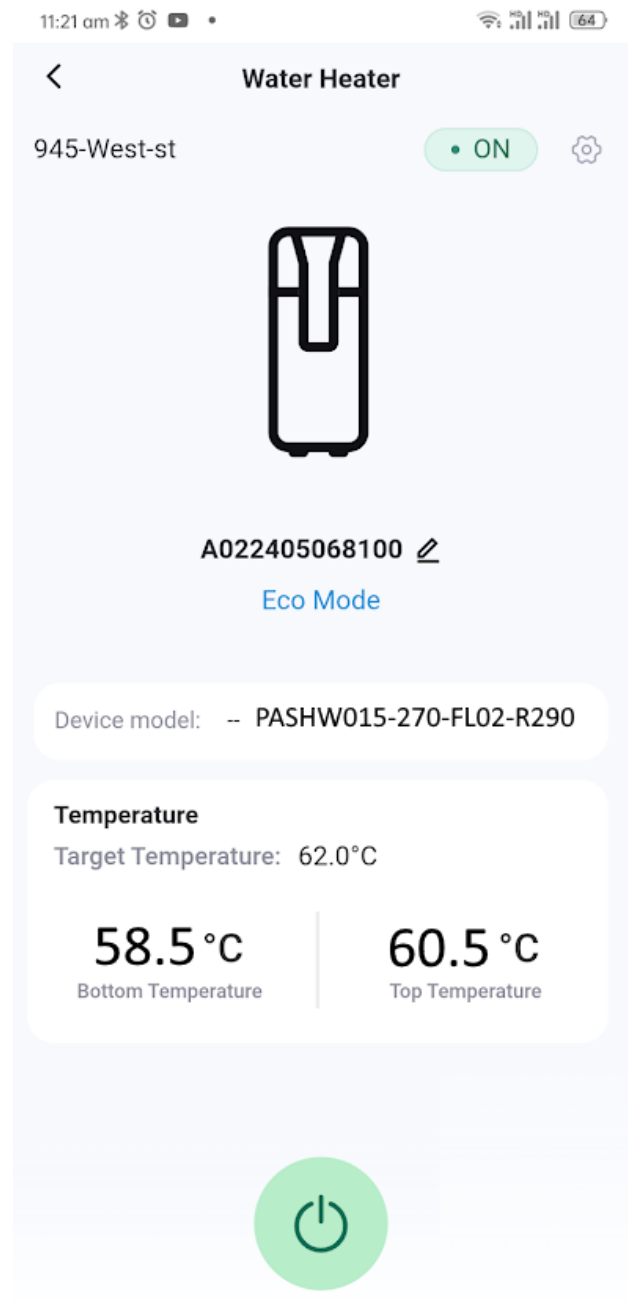
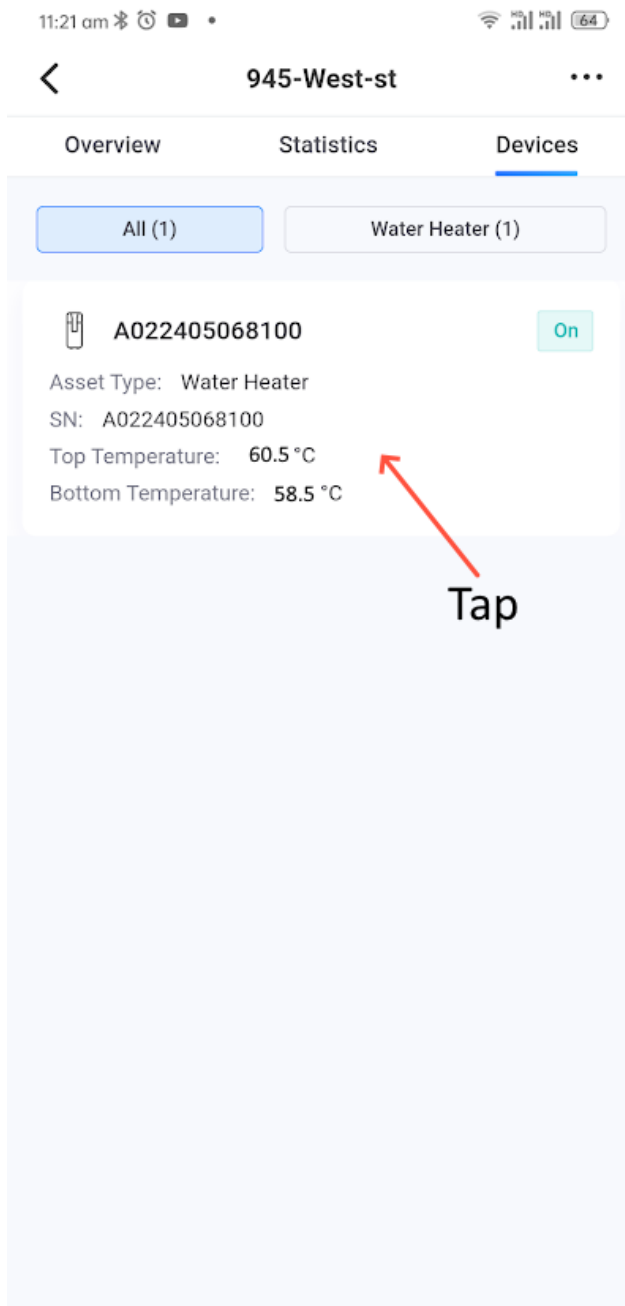
Tap the Devices button in the top right corner



The devices within your plant are displayed .

Tap on your new Water Heater

Your Water Heater status screen is now displayed.



Please Refer to the iStore Univers Operation Manual for details of operation.