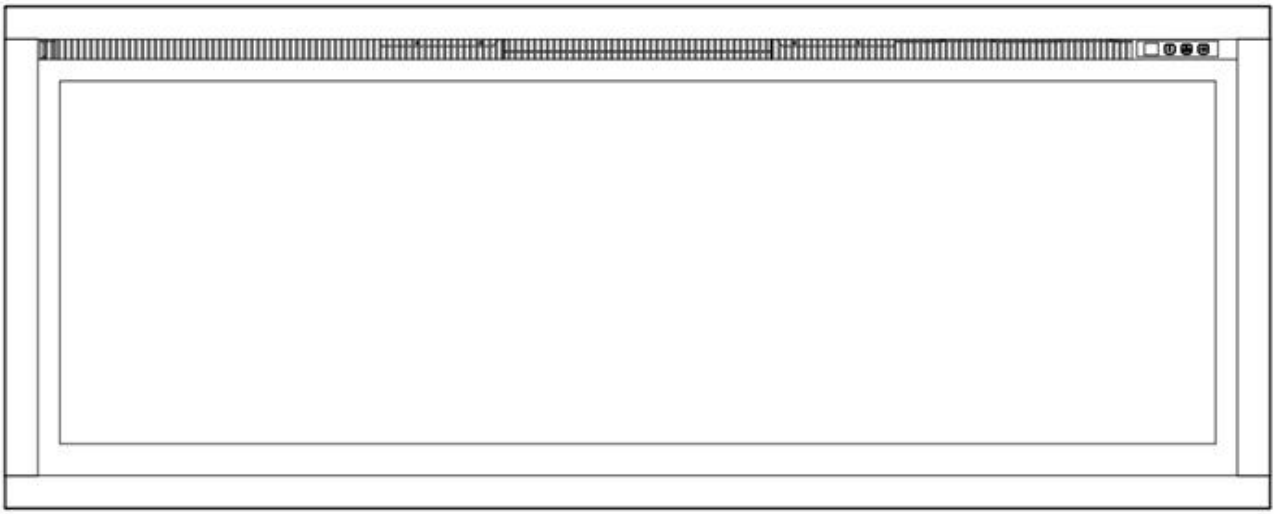
TOUCHSTONE HOME PRODUCTS
WIFI-ENABLED FIREPLACE
SETUP GUIDE



⚠ **WARNING**	**Read and understand** this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **fire, electric shock, or serious personal injury.**

⚠ **CAUTION**	**Keep this owner's manual** for future reference. If you sell or give this product away, **make sure this manual accompanies this product**.

touchstone

PREMIUM
ELECTRIC FIREPLACES
& TV LIFTS

Exceeding Expectations

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Fireplace Models Supported

The following Touchstone Home Products Electric Fireplace models are WiFi-Enabled and powered by the Touchstone Fireplace App

Sideline Series: 80004, 80006, 80011, 80014, 80015, 80025, 80027, 80028, 80032, 80043

Sideline Elite Series: 80036, 80037, 80038, 80042, 80044, 80049, 80050

Sideline Infinity Series: 80045, 80046, 80051

Sideline Fury Series: 80053, 80054, 80055, 80056

Chesmont Mantel Series: 80033, 80034

Forte Elite Series: 80052

Touchstone Electric Fireplace WiFi Setup Guide

This WiFi Setup Guide is only for WiFi-Enabled Touchstone Home Products Electric Fireplaces. Fireplaces that are WiFi-Enabled will have a WiFi Symbol in the control panel area of the fireplace.

Sideline Elite Series Control Panel

Sideline Series Control Panel

Touchstone Home Products WiFi-Enabled Electric Fireplaces are powered by the Touchstone Fireplace app. This document is a step-by-step guide for connecting your Touchstone Home Products Fireplace to your home network and operating the fireplace through the Touchstone Fireplace app.

In order to use your Touchstone Electric Fireplace with the Touchstone Fireplace app, you must create an account. Without an account, the fireplace cannot connect to your WiFi network.

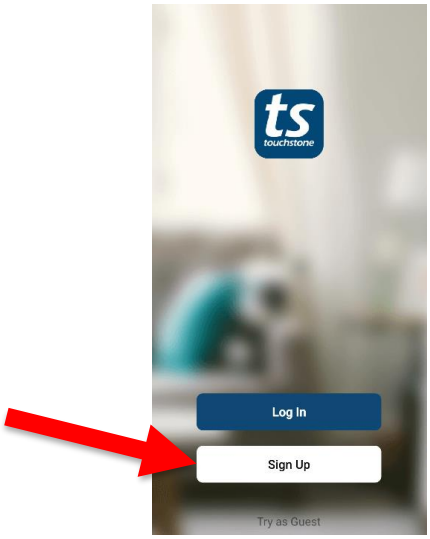
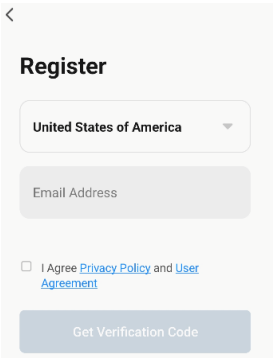
Bluetooth/WiFi Pairing Setup vs WiFi Pairing Setup

There are 2 methods to pair your Touchstone Electric Fireplace to your WiFi network.

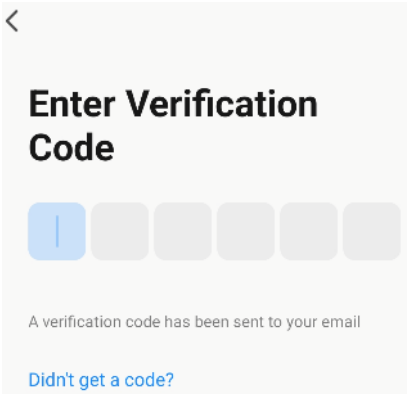
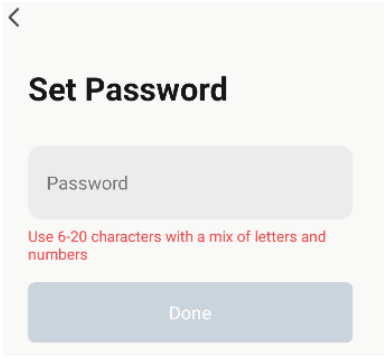
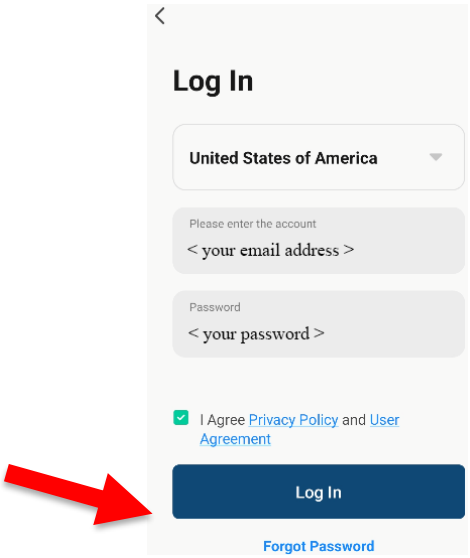
1. **Bluetooth/WiFi Pairing Setup** – This is the easiest and preferred method for pairing your Touchstone Electric Fireplace with your WiFi network. Once the fireplace is discovered through Bluetooth, the fireplace will pair automatically to your network.

2. **WiFi EZ Mode Pairing Setup** – This is a backup option should you have problems pairing your Touchstone Electric Fireplace to your WiFi network via Bluetooth mode.

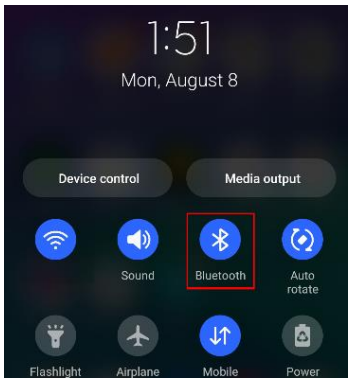
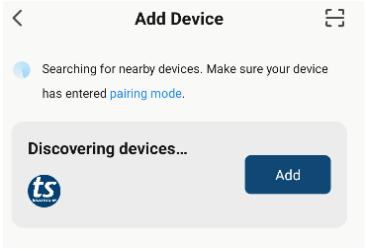
Setting Up Touchstone Fireplace App and Account

1. On your mobile device, download the Touchstone Fireplace App from the appropriate app store or click the QR Code provided to download the app.	Touchstone Fireplace
2. Once the Touchstone Fireplace App is installed, click on the app icon to open the app and click SIGN UP to create a new account.	
3. On the REGISTER screen, type in your email address and click the "I Agree Privacy Policy and User Agreement" check box. Once done, click the GET VERIFICATION CODE button. You will be sent a verification code to the email address that you entered.	

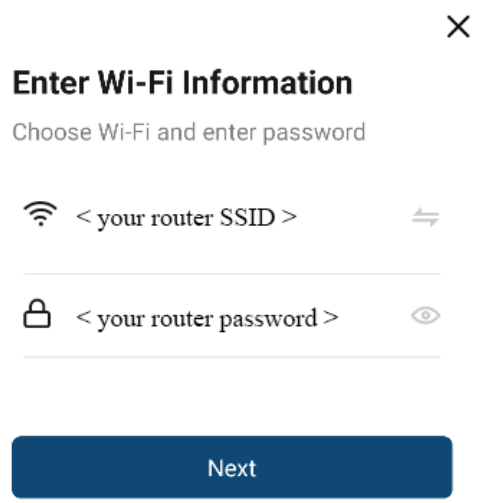
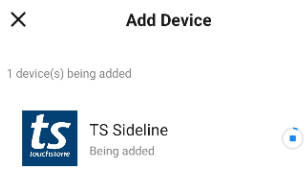
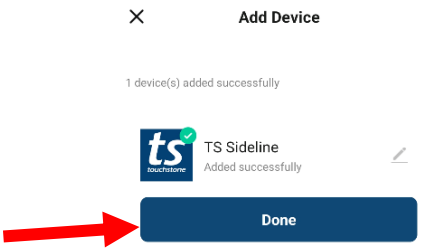
Setting Up Touchstone Fireplace App and Account- cont

4. Enter the Verification Code	
5. Setup account password.	
6. Login to the Touchstone Fireplace app with the email address and password that you registered with and click the “I Agree Privacy Policy and User Agreement” check box and click the LOG IN button.	

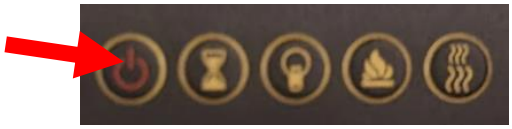
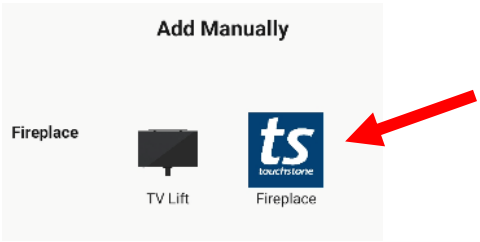
Bluetooth/WiFi Pairing Setup – Adding Fireplace to Touchstone Fireplace App

1. Make sure that BLUETOOTH is enabled on your smart device.	
2. Open the Touchstone Fireplace app and select ADD DEVICE	
3. On the Add Device screen, a "Discovering devices" pop-up window for the fireplace will appear (TS logo). Click the ADD button	

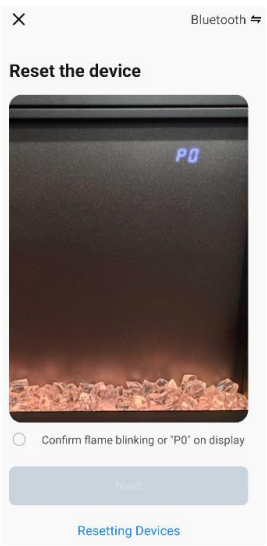
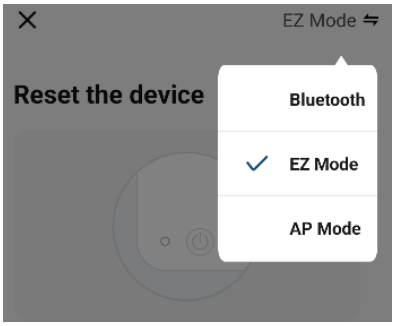
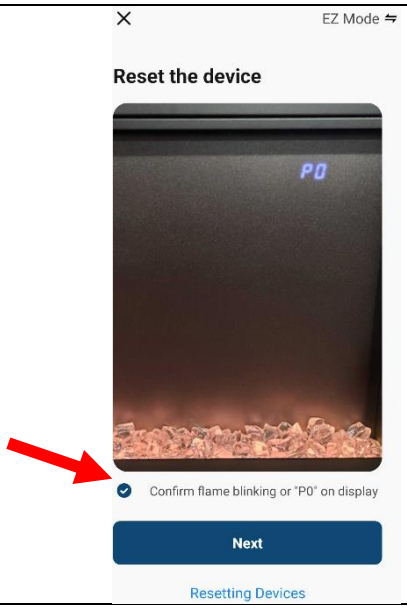
Bluetooth/WiFi Pairing Setup – Adding Fireplace to Touchstone Fireplace App – cont

4. Select your router SSID and enter your router password and click NEXT once complete. ***IMPORTANT:*** *The 2.4GHz band on your WiFi router must be enabled in order to connect the fireplace to your network.* ***IMPORTANT:*** *You may need to disable the 5GHz band on your WiFi router to connect the fireplace if it does not successfully connect the first time. Please see your router's user manual for instructions on disabling the 5GHz WiFi band. The 5Ghz band can be re-enabled after pairing of the fireplace is complete.*	
5. Once you have entered your router SSID and password, the fireplace will be added to your router and the Touchstone Fireplace app	
6. The fireplace has now been added to the app and is able to be controlled via the Touchstone Fireplace app. Click DONE to complete the process.	

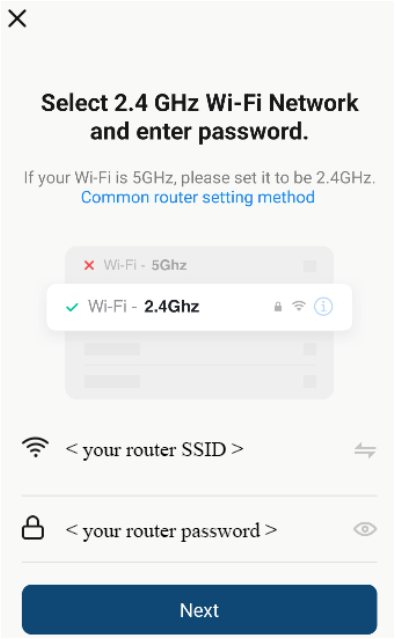
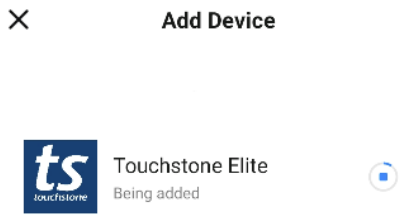
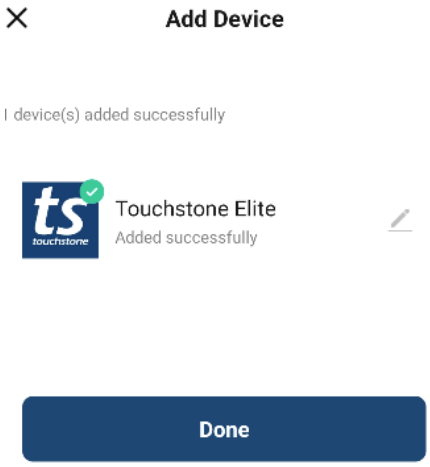
WiFi EZ Mode Pairing - Adding Fireplace To The Touchstone Fireplace App

1. Turn the fireplace ON.	
2. On the fireplace, press and HOLD the POWER button for 10-15 seconds until the display on the fireplace says “P0”	
3. Open the Touchstone Fireplace app and select ADD DEVICE	
4. On the Add Device screen, select the FIREPLACE option to pair the fireplace to the app.	

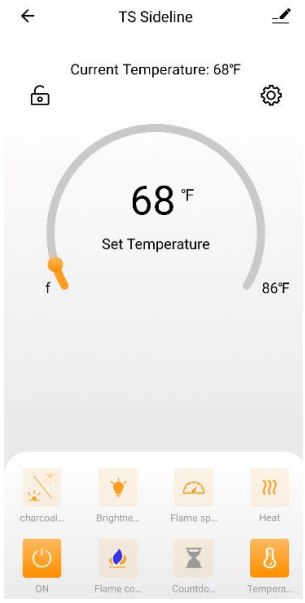
WiFi EZ Mode Pairing - Adding Fireplace To The Touchstone Fireplace App – cont

5. To put the fireplace EZ pairing mode, select the BLUETOOTH option at the top of the screen and change it to EZ Mode	 
6. Once EZ Mode is selected, select the "Confirm indicator rapidly blink" option and select NEXT. **Note: The display on the fireplace will show P0 and the logs on the fireplace may or may not blink.	

WiFi EZ Mode Pairing - Adding Fireplace To The Touchstone Fireplace App – cont

7. Select your router SSID and enter your router password and click NEXT once complete. ***IMPORTANT:*** *The 2.4GHz band on your WiFi router must be enabled in order to connect the fireplace to your network.* ***IMPORTANT:*** *You may need to disable the 5GHz band on your WiFi router to connect the fireplace if it does not successfully connect the first time. Please see your router's user manual for instructions on disabling the 5GHz WiFi band. The 5Ghz band can be re-enabled after pairing of the fireplace is complete.*	
8. The fireplace will now go through the EZ Mode pairing process where it will be added to your wifi network.	
9. The fireplace is now added to your wifi network. Hit DONE when finished.	

Using the Touchstone Fireplace App and Controlling Your Touchstone Electric Fireplace

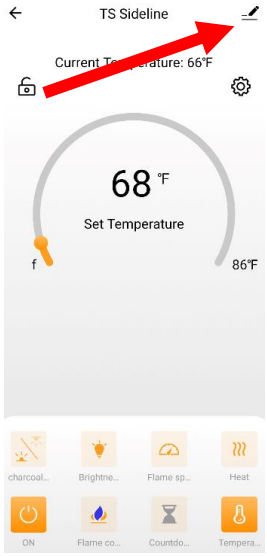
1. To control the fireplace via a mobile device, launch the Touchstone Fireplace App and click on your Touchstone Electric Fireplace.	
2. After selecting the fireplace, you can now control the fireplace settings.	

Fireplace Controls

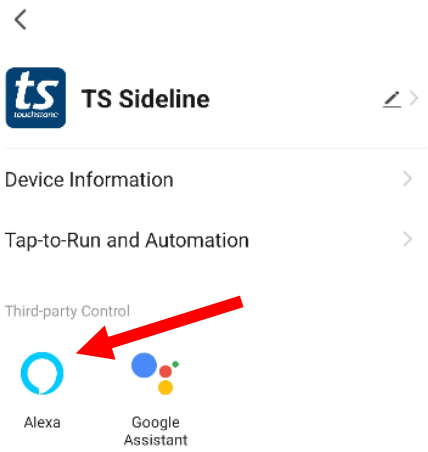
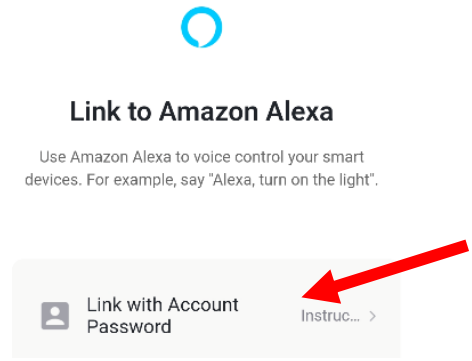
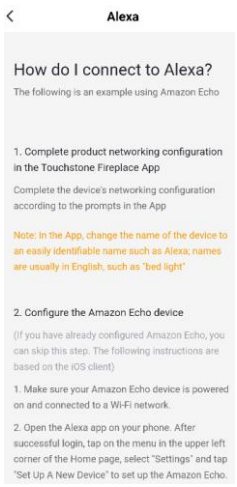
	POWER BUTTON: Turns the fireplace ON and OFF. NOTE: When the power button is pressed to turn the fireplace off, the fireplace will remember the last flame brightness/color, flame motor speed, and ember bed brightness/color used. When the fireplace is powered back on, it will use the previous setting before the fireplace was turned off.
	FLAME COLOR BUTTON: Changes the color of the flames.
	EMBER BED COLOR BUTTON: Changes the color of the ember bed.
	FLAME INTENSITY BUTTON: Changes the brightness of the flames.
	FLAME SPEED BUTTON: Changes the speed of the flames.
	HEAT BUTTON: Changes the heat settings.
	TEMPERATURE BUTTON: Sets the shutdown temperature of the thermostat.
	TIMER BUTTON: Sets the shut-off timer.

Linking Touchstone Fireplace App to Amazon Alexa

The Touchstone Electric Fireplace can be controlled with Amazon Alexa devices after pairing the linking the Touchstone Fireplace App to Amazon Alexa. Please follow the instructions below to link the Touchstone Fireplace App with Amazon Alexa:

1. In the Touchstone Fireplace App, click on your Touchstone Electric Fireplace.	
2. On the fireplace home screen, click on the Pencil icon in the upper right corner.	

Linking Touchstone Fireplace App to Amazon Alexa – cont

3. Under 3rd part control, click the ALEXA icon.	
4. Click on the "Link with Account Password" button to link the Touchstone Fireplace app to your Amazon Alexa account.	
5. Follow the instructions in the app for linking the Touchstone Fireplace App as a Skill in Amazon Alexa. This will allow you to control your Touchstone Electric Fireplace through Amazon Alexa.	

Amazon Alexa Commands

After linking the Touchstone Fireplace App to Amazon Alexa as a skill, you can now control your Touchstone Electric Fireplace with verbal commands through Amazon Alexa devices. The following is a list of commands that can be used:

Option	Amazon Alexa Command	Fireplace Response
Power On	"Alexa, turn on <fireplace name>" "Alexa, turn on fireplace"	Fireplace powers on
Power Off	"Alexa, turn off <fireplace name> "Alexa, turn off fireplace"	Fireplace powers off
Set Flame Speed	"Alexa, set flame speed on the <fireplace name> to <range: 1(slow) to 5 (fastest)" "Alexa, set flame speed on fireplace to 5."	Sets the flame speed on the fireplace. Flame Speed Range is 1 (slowest) to 5 (fastest)
Set Flame Color	"Alexa, set the flame color on the <fireplace name> to <color> color." "Alexa, set the flame color on the fireplace to orange color."	Sets the flame color on the fireplace. Color options: Mixed Color, Orange Color, Blue Color
Set Ember Bed Color	"Alexa, set the ember bed color on the <fireplace name> to <color>." "Alexa, set the ember bed color on the fireplace to orange."	Set the color of the ember bed. Color options: Orange, Red, Blue, Yellow, Green, Purple, Sky Blue, Magenta, White, Pink, Gradient
Set Flame Brightness	"Alexa, set the flame light on the <fireplace name> to <intensity level>" "Alexa, set the flame light on the fireplace to brightest."	Set the intensity of the flame brightness. Brightness intensity range is: Close (off), Lowest (1), Brighter (2), Medium (3), Much Brighter (4), Brightest (5)
Set Temperature	"Alexa, set temperature on <fireplace name> to <range: 67° to 86° > "Alexa, set temperature on the fireplace to 86 degrees"	Sets the fireplace heater temperature. Temperature range is 67° to 86°

Google Assistant Commands

After linking the Touchstone Fireplace App to Google Assistant as a skill, you can now control your Touchstone Electric Fireplace with verbal commands through Google Assistant devices. The following is a list of commands that can be used:

Option	Amazon Alexa Command	Fireplace Response
Power On	“Hey Google, turn on <fireplace name>” “Hey Google, turn on fireplace”	Fireplace powers on
Power Off	“Hey Google, turn off <fireplace name> “Hey Google, turn off fireplace”	Fireplace powers off
Set Flame Speed	“Hey Google, set flame speed on the <fireplace name> to <range: 1(slow) to 5 (fastest)” “Hey Google, set flame speed on fireplace to 5.”	Sets the flame speed on the fireplace. Flame Speed Range is 1 (slowest) to 5 (fastest)
Set Ember Bed Color	“Hey Google, set the ember bed color on the <fireplace name> to <color>.” “Hey Google, set the ember bed color on the fireplace to orange.”	Set the color of the ember bed. Color options: Orange, Red, Blue, Yellow, Green, Purple, Sky Blue, Magenta, White, Pink, Gradient
Set Flame Brightness	“Hey Google, set the flame light on the <fireplace name> to <intensity level>” “Hey Google, set the flame light on the fireplace to brightest.”	Set the intensity of the flame brightness. Brightness intensity range is: Close (off), Lowest (1), Brighter (2), Medium (3), Much Brighter (4), Brightest (5)
Set Temperature	“Hey Google, set temperature on the <fireplace name> to <range: 67° to 86° > “Hey Google, set temperature on the fireplace to 86 degrees”	Sets the fireplace heater temperature. Temperature range is 67° to 86°

Disconnecting/Reconnection The Fireplace From the Touchstone Fireplace App

Disconnecting The Fireplace From The Touchstone Fireplace App

To disconnect from the Touchstone Fireplace App, do the following:

1. Press and HOLD the flame color changing button on the fireplace control panel for 10-15 seconds.

2. The digital display on the fireplace will display P0 after disconnection.

Automation Disconnection When Heat exceeds 88° F/ 30° C

When connected to a mobile device, if the fireplace detects that the ambient room temperature is equal to or exceeds 88 F/30 F, the fireplace will automatically turn off the heater and disconnect from the mobile device. To restore the connection, press and HOLD the flame color changing button on the fireplace control panel for 5 seconds until the fireplace display reads P4 and the mobile device will automatically reconnect.

Re-Enabiling WiFi and Reconnecting The Fireplace To The Touchstone Fireplace App

Should the fireplace become unresponsive via the Touchstone Fireplace App or Amazon Alexa and Google Assistant, please follow the instructions below for re-enabling the WiFi connection on the fireplace and reconnecting the fireplace to the Touchstone Fireplace App, Amazon Alexa, and Google Home:

1. Turn the fireplace ON with either the Power button on the fireplace or the Power button on the Remote Control.

2. Press and HOLD the flame color changing button on the fireplace control panel for 10-15 seconds.

3. The digital display on the fireplace will display P4 and restore the connection.

When the WiFi connection on the fireplace is enabled, there 2 dashes will be shown on the display.

FCC Caution

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.