

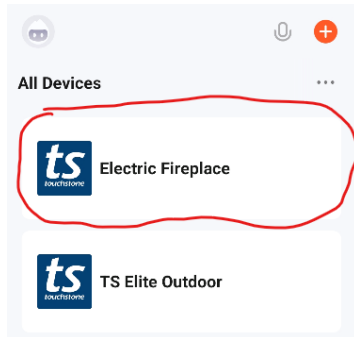
Finding PO Number, Virtual ID, Current Main Module and MCU Module Version On Wifi Fireplaces:

If the firmware update for your Touchstone Home Products Wifi Electric Fireplace fails, please follow the steps below to provide the PO Number, Virtual ID Number, Current Main Module Version and MCU Module Version numbers. This information is needed by our technicians to research and figure out why your update may have failed.

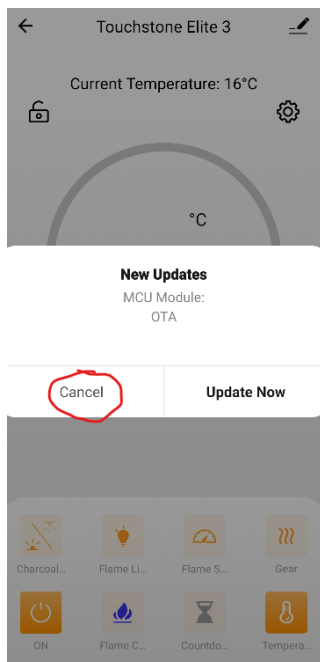
Virtual ID

Please do the following in the Tuya Smart App on your mobile device:

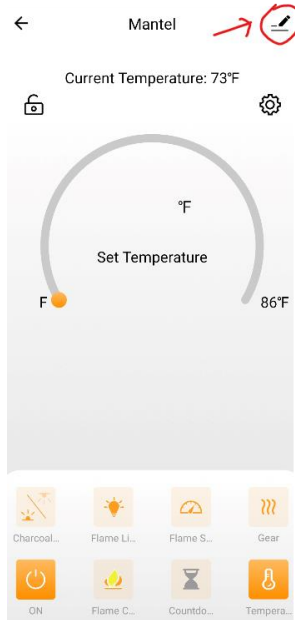
1. Open the Tuya Smart App
2. Click on your Touchstone Home Products Wifi Electric Fireplace



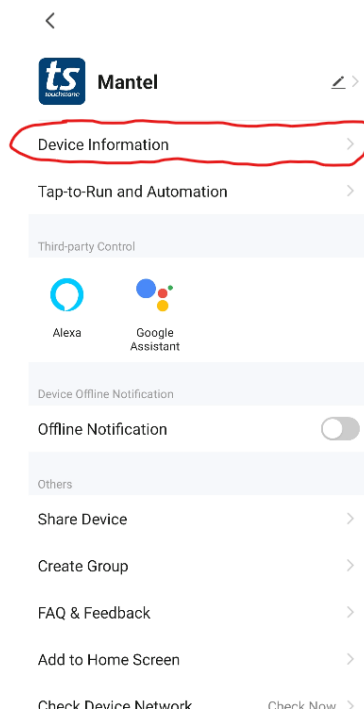
3. On the main fireplace control screen, select CANCEL on the update if it has initially failed.



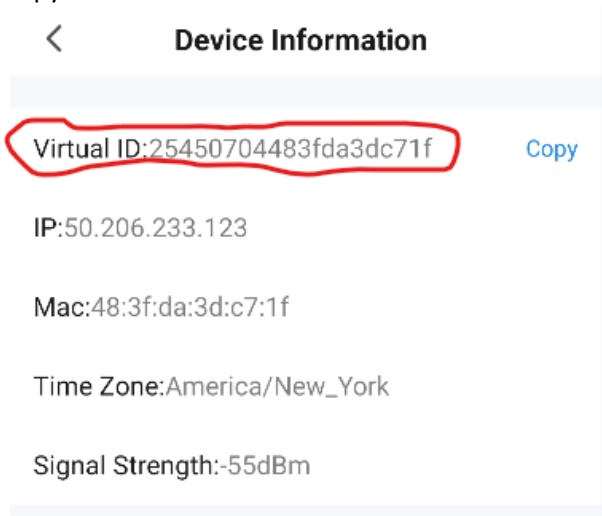
4. Press the PENCIL icon in the upper right corner to access the DEVICE INFORMATION screen



5. Press the DEVICE INFORMATION line.

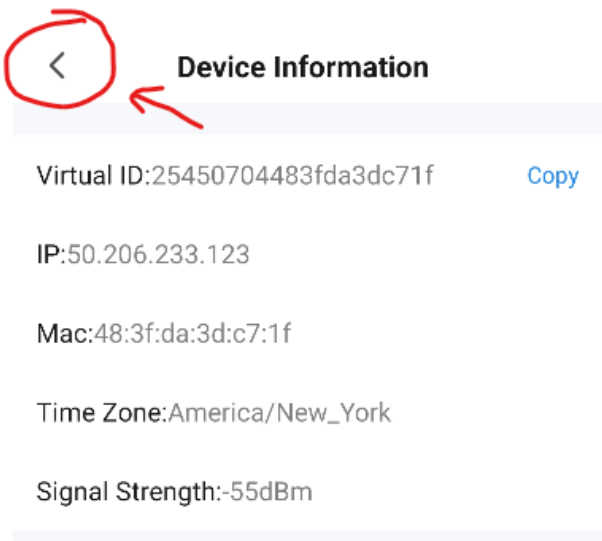


6. Copy the Virtual ID

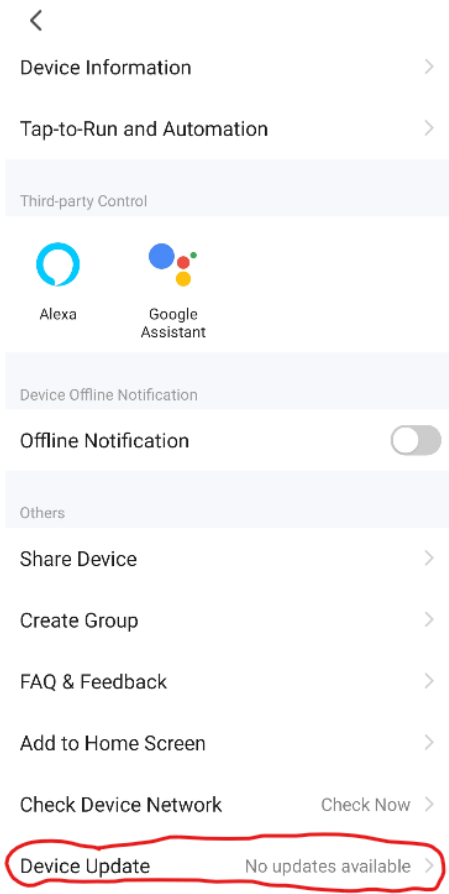


Main Module and MCU Module Version

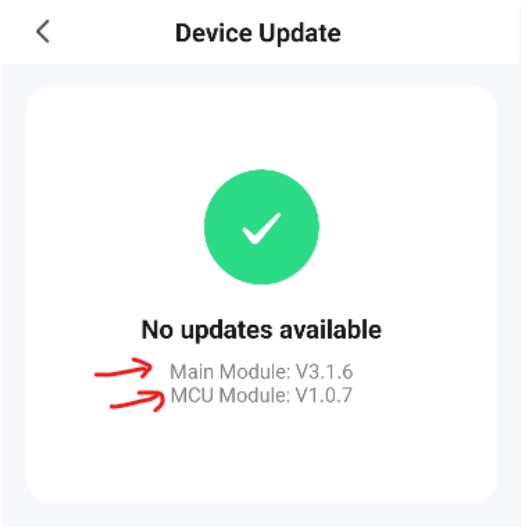
1. To access the Main Module and MCU Module versions, press the BACK button



2. On the following screen, scroll down and PRESS the DEVICE UPDATE option
**NOTE: Select DEVICE UPDATE even if it says "No updates available"



3. On the DEVICE UPDATE screen, note the MAIN MODULE and MCU MODULE versions



PO Number

1. On the back of the fireplace, locate the product sticker.



2. On the product sticker, locate the PO number

