



**Telephone remote control for  
Eberspächer parking heaters**

A WORLD OF COMFORT



**Eberspächer**

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# 1 Introduction

## Dear Customer,

Thank you for purchasing an EasyStart Call telephone remote control.

With this product you have a convenient and innovative option for controlling your Eberspächer parking heater.

These operating instructions supplement the explanations provided by your JE service partner who installed the heater and once again summarise the functions of the EasyStart Call.

## 1.1 Use

The Eberspächer heater installed in your vehicle is controlled remotely via telephone with DTMF data transmission or via SMS in a simple and easy manner.

All mobile and landline telephones that allow multi-frequency dial tones (DTMF) or an SMS to be sent can be used as control units.

Depending on the heater connected, it is possible to choose between heating and ventilating modes.

Preselected heating mode (timer programming) is only possible via SMS.

The interior temperature can be

requested and displayed by installing the temperature sensor.

## 1.2 Purpose

The EasyStart Call, in conjunction with a mobile or landline telephone, is intended solely for the remote operation of the heater installed in the vehicle.

### Note

Improper use and use outside the specified purpose cancels all liability and warranty.

## 1.3 Statutory regulations

### Approval

An EMC approval for a component according to ECE-R10 has been issued for the Easy Start Call with the following official type-approval marks.

#### ECE type approval mark

 10R-05 6632

### EU Declaration of Conformity

We herewith declare that the control unit placed on the market by us conforms to the applicable provisions of the following EU Directive.

EU Directive 2014/53/EU



The full Declaration of Conformity can be viewed and downloaded from the download centre under [www.eberspaecher.com](http://www.eberspaecher.com)

### 1.4 Safety information

#### **Danger**

Pacemakers and hearing aids can be affected by radio waves and their function disrupted.

- ➔ Get your doctor to check your pacemaker or hearing aid specialist to check your hearing aid for susceptibility to faults.

SIM card, SIM card holder and accessories are small components and could be swallowed by children – risk of death!

- ➔ Do not allow children access to the small components of the EasyStart Call.

#### **Caution!**

- Repairs and changes to the phone remote control are not permitted.
- Compliance with the statutory regulations and all warnings and safety instructions in these operating instructions is prerequisite for guarantee and liability claims. Failure to comply with the statutory regulations and the warnings and safety instructions make the guarantee null and void and excludes any liability of Eberspächer Climate Control Systems GmbH & Co. KG.

### 1.5 General information

- When EasyStart Call is placed into operation, all data on the SIM card are deleted.
- To operate the EasyStart Call a SIM card from a mobile telephone network operator is required; this is not included in the scope of supply. For additional information on the SIM card, please see the installation instructions.
- Before starting up the EasyStart Call, carefully read through these operating

instructions and the Technical Description of your Eberspächer heater.

- Costs (telephone charges) are incurred when you make a call and send an SMS, and when you receive “heater feedback” via SMS.
  - If the EasyStart Call is called in a foreign country, additional costs are charged (roaming charges).
  - If the EasyStart Call is called in the border area with a neighbouring country, roaming charges can also be incurred due to overlapping network coverage.
  - Note the location of your vehicle with respect to the call setup.
  - If this EasyStart Call cannot connect to a GSM network (e.g., the customer parks for a longer period of time in an underground car park) the EasyStart Call attempts to connect to the GSM network at continuously increasing intervals until a connection setup is successful.
  - Recommendation: When you press the button, a connection setup is started; duration approx. 3 min.
  - To prevent excessive discharge of the vehicle battery in preselected heating mode, we recommend you set the heating duration according to the trip time.
- Example:
- For a trip time of approx. 30 minutes (single distance), the heating period should be set to 30 minutes.
- The heating duration or ventilation duration in immediate operation is factory set to 30 minutes for a water heater and to continuous operation for an air heater.
  - The heating duration or ventilating duration can be changed and saved. A time period from 10 to 120 minutes can be selected.
  - Continuous operation is only available for air heaters in immediate operation.
  - Continuous operation is not possible when the timer function is used.
  - If the heater is switched on, the indicator light on the button illuminates.
  - If there is a fault on the EasyStart Call or the heater and the “heater error message” function is configured, then an SMS message is sent to the control unit (mobile phone / fixed line telephone).
  - After operating mode ventilation has

finished, factory setting heating is re-activated.

- To request the interior temperature, the room temperature sensor must be connected.

The room temperature sensor is included in the scope of supply.

- It is only possible to change the set temperature with an air heater.

### **Note**

The ventilation function is not supported for all heater designs.

Please note the Technical Description for the heater.

## 2 Operation

### 2.1 Description of the apps for smartphones


With our two optional apps for smartphones, EasyStart Call is even more convenient to use. You can download both apps from the iPhone App Store or via Google Play for Android smartphones.

App functions	Basic	Pro
Water heater ON / OFF	✓	✓
Air heater ON / OFF		✓
Set operating time	✓	✓
Ventilate ON / OFF		✓
Preselect heating mode		✓
Feedback if heater ON / OFF		✓
Feedback in case of heater error		✓
Temperature query		✓
Weather alert		✓
Operating instructions integrated in the app		✓

#### “Basic app” operating instructions

On the Home screen of the Basic app there are four grey buttons and one blue one.

The grey buttons stand for functions

[settings], [on], [off] and [save], and the blue button for further information [  ].

### Configuring the app

After downloading the app you must enter your phone number and the PIN of the EasyStart Call and save your entries.

- Press the [settings] button
- Enter the phone number of the EasyStart Call
- Enter the default PIN 1234 or your own PIN if you have changed it
- Press the [save] button, your entries are saved.

### “SMS information” function

The “SMS information” function can be switched on or off using the Basic app. For further information, see “What is this?”.

### Switching on the heater

Press the [on] button.

The smartphone sends the relevant SMS command. The heater is switched on.

### Switching off the heater

Press the [off] button.

The smartphone sends the relevant SMS command. The heater is switched off.

### Note

The SMS command is cancelled if the Basic app configuration is incomplete or wrong, because

- no phone number has been entered,
- no PIN or the wrong PIN has been entered,
- the PIN does not have 4 digits.

A warning message appears and you are switched to the [settings] menu item to correct or supplement the values.

### Setting the runtime (operating period)

You can use the Basic app to set an operating period for the heater of between 10 and 120 minutes. A period of 30 minutes is preset in the factory.

- Enter the required operating period in the text field or adjust it using the slider.
- Press the [save] button to save the changed operating period.

 **Note**

If you enter an operating period outside the allowed range (< 10 minutes / > 120 minutes) in the text field, the Basic app corrects your entry automatically to the minimum / maximum operating period and sets the slider to the corresponding position.

When you save, however, the automatically corrected value is not accepted and an error message appears.

➔ Enter / set allowable operating period.

 **Info**

The Basic app functions are denoted with an icon and are described accordingly. In the [settings] menu item you can touch the “Download PDF Manual” link. The browser opens, the PDF file is downloaded directly and is saved on the smartphone’s memory card.

**“Pro app” operating instructions**

The Pro app is the convenient control version with a large scope of functions (see page 6).

The operating instructions for the Pro app are integrated in the app.

 **Note**

Do not use the Basic app and the Pro app at the same time due to additional costs.

➔ If the “Heater feedback” or “Heater error feedback” function is activated in the Pro app, after the On or Off command is sent a feedback message is also sent to the Basic app too. This SMS feedback message is not processed or displayed by the Basic app but nonetheless causes additional costs.

We cannot always detect changes made to the Android or IOS operating systems by their providers and thus cannot guarantee compatibility with your smartphone.

## 2.2 Operate EasyStart Call via tone dialling (DTMF)

(Landline or mobile phone)

Set your landline telephone to tone dialling (DTMF). For information on this, please refer to the operating instructions for your telephone. For mobile phones, this function is usually pre-set.



## Call EasyStart Call

- You received a phone number from your network operator when you acquired the SIM card. This is the phone number of your EasyStart Call.
- Use the landline / mobile phone to dial the phone number of your EasyStart Call.
- After the connection is established, you hear the greeting text “Eberspächer EasyStart Call, Welcome”, followed by the request “Please enter your password.” Enter the password (four digit access PIN) and then press the pound key to confirm.

The password (four digit access PIN) is factory set to “1234”.

Password entry (four digit access PIN) correct

If the password (four digit access PIN) is entered correctly, the announcement “Main menu” occurs and the available commands (max. 2 repetitions) are listed or the currently activated function is stated.

Password entry (four digit access PIN) incorrect

If the password (four digit access PIN) is entered incorrectly, you hear the announcement “Incorrect input” followed by the request “Please enter your password”.

If the password (four digit access PIN) is entered incorrectly 3 times in a row, then the connection is dropped.

### Note

- If the phone number which the EasyStart Call calls is authorised (the phone number cannot be suppressed, call forwarding must be deactivated), the password (four digit access PIN) 1234 no longer has to be entered. The EasyStart Call starts with the main menu.
- If no further entry is made within 30 seconds of the selection of a function, then the connection is terminated.
- You can end the announcements by pressing key 1, 2, 3 or 4 to change into a new function.
- All entries, e.g., password changes, temperature, heating duration, etc., can be cancelled by pressing the \*key, after which a new entry can be made.

## 2.3 Main menu

If the EasyStart Call is in the main menu, the functions and the corresponding keys are announced.

Function	Heating ON
Announcement	To heat press 1.
Action	Press the 1 key
→ Note	EasyStart Call switches to the heating submenu see page 11.

Function	Ventilating ON
Announcement	To ventilate press 2.
Action	Press the 2 key.
→ Note	EasyStart Call switches to the ventilation submenu see page 14. Only possible for heaters with ventilation function!

Function	Change password (four digit access PIN)
Announcement	To change your password press 3.
Action	Press the 3 key.
Announcement	Please enter your new password.
Action	Enter 4 digits and confirm with the # key.
Announcement	Please enter new password again.
Action	Enter your 4 digits and confirm with the # key.
Announcement	Password saved.
→ Note	If the entry is incorrect, you hear the announcement:
Announcement	Incorrect input. Please enter your new password.
Action	Enter your 4 digits and confirm the action with the # key.
Announcement	Please enter new password again.
Action	Enter your 4 digits and confirm the action with the # key.
Announcement	Password saved.

Function	Read out interior temperature
→ Note	To request the interior temperature, the room temperature sensor must be connected.
Announcement	To read out the interior temperature press 4.
Action	Press the 4 key.
Announcement	The interior temperature is XX degrees.
→ Note	If the EasyStart Call is set to °F (degrees Fahrenheit), you hear the following announcement if the interior temperature exceeds 120 °F:
Announcement	The interior temperature is higher than 120 degrees.
→ Note	If desired, change the temperature unit from °F to °C via SMS; see installation instructions.

### Note

After activating the main menu function “Heating ON” or “Ventilating ON”, the corresponding submenu is active and you can call up additional functions.

### Submenu Heating

Immediately after activating the main menu function “Heating ON” you hear one of the following announcements depending on heater type:

#### Air heater with heating duration limit

Announcement	The set temperature is XX degrees. The remaining heating duration is XX minutes.
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#### Air heater in continuous operation

Announcement	The set temperature is XX degrees. Continuous operation is set
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## Water heater

Announcement	The remaining heating duration is XX minutes.
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**Additional functions are announced**

Function	Heating OFF
Announcement	To end the heating press 1.
Action	Press the 1 key.
→ Note	The heater is switched off. The EasyStart Call is again in the main menu, or drop connection as appropriate.

Function	Change temperature setting (only for air heaters)
Announcement	To change the set temperature press 2.
Action	Press the 2 key.
Announcement	Please enter the required temperature.
Action	Enter temperature values (temperature range: 8 °C – 36 °C / 46 °F – 97 °F), Confirm the action with the # key.
→ Note	Enter single-digit temperature values, e.g., 9 = correct, 09 = incorrect. Enter double-digit temperature values, e.g., 21 = correct, 021 = incorrect. If an entry was not correct, you hear the announcement:
Announcement	Incorrect input. Please enter the required temperature.
Action	Enter temperature values (temperature range: 8 °C – 36 °C / 46 °F – 97 °F), Confirm the action with the # key.

Function	Change heating duration
Announcement	To change the heating duration press 3.
Action	Press the 3 key.
Announcement	Please enter the required heating duration.
Action	Enter heating duration in minutes, adjustment range 10 – 120 minutes, for continuous operation enter 999. Confirm the action with the # key.
→ Note	Input two digit time entry (10-99) Input three digit time entry (100-120)
Announcement	Heating duration XX / XXX minutes saved or Continuous operation is set.
→ Note	For water heaters, the “continuous operation” function is blocked Only a two or three-digit time entry (10 - 99 or 100 – 120) may be set for the heating duration. A one-digit (1 -9) or incorrect entry results in the following announcement:
Announcement	“Incorrect input. Please enter the required heating duration.”
Action	Enter heating duration in minutes, adjustment range 10 – 120 minutes, for continuous operation enter 999 Confirm the action with the # key.

Function	Query interior temperature (Heating ON is activated)
→ Note	To request the interior temperature, the room temperature sensor must be connected.
Announcement	To read out the interior temperature press 4.
Action	Press the 4 key.
Announcement	The interior temperature is (minus) XX degrees.
→ Note	If the EasyStart Call is set to °F (degrees Fahrenheit), you hear the following announcement if the interior temperature exceeds 120 °F:
Announcement	The interior temperature is higher than 120 degrees.
→ Note	If desired, change the temperature unit from °F to °C via SMS; see installation instructions.

### Submenu Ventilating

Immediately after activating the main menu function “Ventilating ON” you hear one of the following announcements depending on heater type:

Air heater with ventilation duration limit or water heater

Announcement	Ventilating ON The remaining ventilating duration is XX minutes.
--------------	--

Air heater in continuous operation

Announcement	Ventilating ON Continuous operation is set.
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### Additional functions are announced

Function	Ventilating OFF
Announcement	To end the ventilating press 1.
Action	Press the 1 key.
→ Note	The heater is switched off. The EasyStart Call is again in the main menu.

Function	Change ventilating duration
Announcement	To change the ventilating duration press 3.
Action	Press the 3 key.
Announcement	Please enter the ventilating duration.
Action	Enter ventilating duration in minutes (adjustment range 10 – 120 minutes), for continuous ventilating enter 999. Confirm the action with the # key.
→ Note	Input two digit time entry (10-99) Input three digit time entry (100-120)
Announcement	Ventilating duration XX / XXX minutes saved or Continuous operation is set.
→ Note	Only a two or three-digit time entry (10 - 99 or 100 – 120) may be set for the ventilation duration. A one-digit (1 -9) or incorrect entry results in the following announcement:
Announcement	Incorrect input. Please enter the ventilating duration.
Action	Enter ventilating duration in minutes, adjustment range 10 – 120 minutes, for continuous ventilating enter 999. Confirm the action with the # key.
Function	Query interior temperature (Ventilation ON is activated)
→ Note	To request the interior temperature, the room temperature sensor must be connected.
Announcement	To read out the interior temperature press 4.
Action	Press the 4 key.
Announcement	The interior temperature is (minus) XX degrees.
→ Note	If the EasyStart Call is set to °F (degrees Fahrenheit), you hear the following announcement if the interior temperature exceeds 120 °F:
Announcement	The interior temperature is higher than 120 degrees.
→ Note	If desired, change the temperature unit from °F to °C via SMS; see installation instructions.

## 2.4 Operate EasyStart Call via SMS

(Landline or mobile phone)

### Select function and send via SMS

- You received a phone number for the EasyStart Call from your network operator when you acquired the SIM card.
- With an SMS you can
  - turn the heater ON and OFF,
  - save 3 preselected times,
  - preselect the heating mode within 7 days,
  - confirm the input command with SMS feedback (for settings see installation instructions).
- Select the desired function from the ones listed (see page 17) and send the appropriate input command via SMS to the EasyStart Call.  
If “Heater Feedback” was activated in the default settings for the customer, the EasyStart Call sends a text message back as confirmation
- If a text message command contains a status request (e.g. heater?), a text message is also sent back (even if the “Heater Feedback” function is deactivated).

- EasyStart Call error messages are only sent if the “Heater Error Message” function is activated; on switching on via the voice menu or buttons they are sent to the authorised phone number, and on switching on via text message they are sent back to the sender’s phone number.
- The “Heater Feedback” and “Heater Error Message” functions are deactivated in the factory settings.

### Note

- Both upper and lower case letters are accepted.
- You must always leave an empty space between the password (four digit access PIN) and the input command. In the following overview, a space is denoted by \_.
- If the phone number which the EasyStart Call calls is authorised (for authorisation see installation instructions), the password (four digit access PIN) does not need to precede the input command.
- A space must be entered between the input commands to separate them.
- The day of the week and the time must be reset after every interruption of the power supply.



- You must manually change the time from summer time to winter time and vice versa.

### Overview of the functions

Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
Change password (four digit access PIN) pin:1234_config:set,pin:* * Entry of new 4-digit access PIN, permitted range of 0000 – 9999.	e.g. PIN:9876
Display current phone number pin:1234_mainphone?	MainPhone:ok,number:current phone number
Authorise the phone number for operating the EasyStart Call pin:1234_mainphone:set,number:* * Entry of the current phone number is accepted with the + symbol or 00 in the country code (e.g., Germany +49 or 0049). Enter max. 24 characters for a phone number.	MainPhone:ok,number:authorised phone number
Accept phone number of SMS sender as authorised phone number pin:1234_mainphone:set,number:mine The current phone number is displayed with the + symbol or 00 in the country code (e.g., Germany +49 or 0049)	MainPhone:ok,number:authorised phone number

Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
Heating ON pin:1234_heater:on  The previous entries for duration (run) and temperature (sp) remain valid.	e.g. Heater:on,mode:heater,run:45, SP:24 (for air heaters only)
Ventilating ON pin:1234_heater:on,mode:fan  The last entry for duration (run) remains valid.	e.g. Heater:on,mode:fan,run:45,
Heater ON – with entries for duration and temperature pin:1234_heater:on,run:*,sp:** * Entry of duration You can enter a value between 10 and 120 minutes or perm for continuous operation. Continuous operation is only possible for air heaters. ** Entry of temperature value (only for air heaters) Temperature range 8 °C – 36 °C / 46 °F – 97 °F. Enter single-digit temperature values, e.g., 9 = correct, 09 = incorrect. Enter double-digit temperature values, e.g., 21 = correct, 021 = incorrect.	Heater:on,mode:heater,run:45, SP:24 (for air heaters only)

Function	
SMS command ( _ = symbol for space)	Heater feedback
Note / Input options	
Example	
Entry for heating, continuous operation and temperature for an air heater: pin:1234_heater:on,run:perm,sp:24	Heater:on,mode:heater,run:perm,SP:24
Entry for heating and duration for a water heater: pin:1234_heater:on,run:30	Heater:on,mode:heater,run:30
Heating / ventilating OFF pin:1234_heater:off	Heater:off
Heater status readout pin:1234_heater?	e.g. Heater:on or off,mode:heater or fan,run:45,SP:24 (for air heaters only)
<ul style="list-style-type: none"> <li>▪ For notes on “heater error messages” ErD, ErH and ErC, see page 29.</li> <li>▪ The “Heater Error Message” function must be activated; see installation instructions.</li> </ul>	<p>Possible heater error messages:</p> <ul style="list-style-type: none"> <li>▪ no communication ErD:HeaterCom:lost,Heater:off</li> <li>▪ heater error ErH:HeaterError</li> <li>▪ error with EasyStart Call e.g. ErC:Temp:missing</li> </ul>

**Notes on timer programming**

When programming a timer, you must note the operating modes of the EasyStart Call and, if applicable, the day range.

**Departure time mode (factory setting):**

In departure time mode (end), if the timer is activated, the heater is switched off when the set time is reached.

**Start time mode:**

In start time mode (start), if the timer is activated, the heater is switched on when the set time is reached.

**Day of the week entry**

Days of the week can be programmed individually or as a day range. You can select from the following day ranges: MO-FR / SA-SU / MO-SU.

If a timer is activated with a programmed day range, all days of the week are always processed in succession.

Example:

If, during the programmed day range MO - FR, the timer is activated on Wednesday outside the programmed time, the heater heats or ventilates on Thursday and Friday with the specified settings.

The heater is not operated on Saturday and Sunday. From Monday of the following week, operation continues with the set specifications for the programmed day range.

 **Caution!**

If you program a weekday range make sure that during this time period the vehicle is not parked in an area where heating is not allowed, e.g., in a garage

or at a petrol station.

Note and follow the additional safety notes in the Technical Description of the heater.

**Notes on timer activation**

If the timer is activated, the heater is switched on under the following conditions:

**In departure time mode (factory setting):**

- Current day and pre-selection day are identical
- Current time is within the time span (time span = departure time minus duration)

When the departure time is reached, the heater is switched off.

Example:

Current day / Pre-selection day: TH

Current time: 6.45 PM

Departure time: 7.00 PM

Duration: 30 Minutes

Time span: 6.30 PM to 7.00 PM

The current time is within the time span; the heater is switched on and heats for 15 min. (6.45 PM to 7.00 PM).

**In start time mode:**

- Current day and pre-selection day are identical
- Current time is within the time span  
(time span = start time plus 5 minutes)

Example:

Current day / Pre-selection day: MO

Current time: 3.03 PM

Start time: 3.00 PM

Duration: e.g., 30 minutes

Time span: 3.00 PM to 3.05 PM

The current time is within the time span;  
the heater is switched on; duration, e.g.,  
30 minutes.

Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
<p>Program timer</p> <p>pin:1234_ T*:on,time:**,mode:fan, run:***</p> <p>* Entry 1 2 3 for timer 1, 2 or 3</p> <p>** Entry e.g. FR.06.30 for Friday, 6.30 a.m. Day of the week entry: MO TU WE TH FR SA SU The days of the week can be entered individually or in day ranges, e.g. MO-FR / SA-SU / MO-SU Only one day range can be entered at a time. The abbreviations for the days of the week are in English. Time entry: Single-digit hours and minutes: 1-9 or 01-09. The time is factory set to departure time (end).</p> <p>*** Entry of duration A value between 10 and 120 minutes can be entered. Continuous operation is not available as a pre-selection via the timer.</p> <p>*** Entry of duration A value between 10 and 120 minutes can be entered. Continuous operation is not available as a pre-selection via the timer.</p>	<p>e.g. T1:on,time:FR.06.30, mode:fan,run:45</p>

Function	
SMS command ( _ = symbol for space)	Heater feedback
Note / Input options	
<ul style="list-style-type: none"> <li>▪ For note on the heater error message ErR, see page 29.</li> <li>▪ The “Heater Error Message” function must be activated; see installation instructions.</li> </ul>	Heater error message, e.g. <ul style="list-style-type: none"> <li>▪ time not valid ErR:DeviceTime:time_not_set</li> </ul> T2:off
Entry example 1 on timer programming pin:1234_t1:on, time:TU.06.30	e.g.
Entry: pin:1234_           for password and space t1:                   for timer 1 on,                   to activate heater (operating mode heat) time:TU.06.30      Departure time Tuesday, 6:30 a.m.	T1:on,time:TU.06.30,mode:heater, run:45,SP:24 (for air heaters only)
The previous entries for duration (run) and temperature (sp) remain valid.	

Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
<p>Entry example 2 on timer programming</p> <p>pin:1234_t2:on,time:MO-FR.16.30, mode:fan,run:40</p> <p>Entry:</p> <p>pin:1234_ for password and space t2: for timer 2 on, to activate heater time:MO-FR.16.30 Start time Monday-Friday, 16:30 p.m. mode:fan for operating mode ventilation run:40 for ventilating duration 40 minutes</p> <p>The start time for the heater is factory set to departure time (end). The start time (start) must be configured; see installation instructions.</p>	<p>e.g.</p> <p>T2:on,time:MO-FR.16.30, mode:fan,run:40</p>
<p>Entry example 3 on timer programming</p> <p>pin:1234_t3:on,time:WE.05.50</p> <p>Entry:</p> <p>pin:1234_ for password and space t3: for timer 3 on, to activate heater (operating mode heat) time:WE.05.50 Departure time Wednesday, 5:50 a.m.</p> <p>The previous entries for duration (run) and temperature (sp) remain valid.</p>	<p>e.g.</p> <p>T3:on,time:WE.05.50, mode:heater, run:45,SP:24 (for air heaters only)</p>



Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
<p>Activate timer</p> <p>pin:1234_t*:on</p> <p>* Entry 1 2 3 or timer 1, 2 or 3</p> <p>Activation can only be carried out for the selected timer.</p> <ul style="list-style-type: none"> <li>▪ For note on the heater error message ErR, see page 29.</li> <li>▪ The “Heater Error Message” function must be activated; see installation instructions.</li> </ul>	<p>e.g.</p> <p>T2:on,time:FR.16.30, mode:fan,run:40, SP:24 (for air heaters only)</p> <p>Heater error message, e.g.</p> <ul style="list-style-type: none"> <li>▪ time not valid ErR:DeviceTime:time_not_set,</li> </ul> <p>T2:off</p>
<p>Deactivate timer</p> <p>pin:1234_t*:off</p> <p>* Entry 1 2 3 for timer 1, 2 or 3</p> <p>Deactivation can only be carried out for the selected timer.</p>	<p>e.g.</p> <p>T2:off</p>
<p>Query status timer 1, 2 or 3</p> <p>pin:1234_t*?</p> <p>* Entry 1 2 3 for timer 1, 2 or 3</p>	<ul style="list-style-type: none"> <li>▪ –timer programmed, e.g. T1:on,time:TU.06.30, mode:heater,run:45, SP:24 (for air heaters only)</li> <li>– if timer deactivated, e.g. T2:off</li> </ul>

Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
Read out statuses of all timers pin:1234_?all?	e.g. T1:on or off, time:TU.06.30, mode:heater or fan, run:45, SP:24 (for air heaters only), T2:on or off, ... (Options as for timer 1) T3:on or off, ... (Options as for timer 1)
Query interior temperature pin:1234_?temp?  To request the interior temperature, the room temperature sensor must be connected. <ul style="list-style-type: none"> <li>▪ For note on heater error message ErC, see page 29.</li> <li>▪ The “Heater Error Message” function must be activated; see installation instructions.</li> </ul>	e.g. Temp:ok,value:28,  Heater error message <ul style="list-style-type: none"> <li>▪ no temperature sensor is connected ErC:Temp:missing</li> </ul>

## 2.5 Pre-adjustments by the customer

### Set the time and the day of the week

The EasyStart Call can determine the current time automatically if the provider supports this function.

Check in advance if your provider

supports “automatic time” by sending an SMS to the EasyStart Call.

If the “automatic time” function is not supported by your provider, the time and day of the week must be set manually.

Function SMS command ( _ = symbol for space) Note / Input options	Heater feedback
<p>Retrieve automatic time pin:1234_devicetime?</p> <ul style="list-style-type: none"> <li>For note on the heater error message ErC, see page 29.</li> <li>The “Heater Error Message” function must be activated; see installation instructions.</li> </ul>	<p>e.g. DeviceTime:ok,time:TU.14.20 Heater error message,</p> <ul style="list-style-type: none"> <li>“Automatic time” not supported by provider ErC:DeviceTime:time_not_set</li> </ul>
<p>Manually set the day of the week and the time pin:1234_devicetime:set,time:*</p> <p>* Entry e.g. FR.06.30 for Friday, 6.30 a.m. Day of the week entry: MO TU WE TH FR SA SU Time entry: Single-digit hours and minutes: 1-9 or 01-09 To check, you should read out the time and day of the week again since the duration of an SMS (sending of the input command and receipt of the feedback) can lead to a deviation in the time setting. You can compensate for this with an adjusted entry.</p>	<p>e.g. DeviceTime:ok,time:FR.06.30</p>
<p>Query time pin:1234_DeviceTime?</p> <ul style="list-style-type: none"> <li>For note on heater error message ErC, see page 29.</li> <li>The “Heater Error Message” function must be activated; see installation instructions.</li> </ul>	<ul style="list-style-type: none"> <li>if time set, e.g. DeviceTime:ok,time:FR.06.30 Heater error message,</li> <li>if time not set ErC:DeviceTime:time_not_set</li> </ul>

## 2.6 Control using the button

The EasyStart Call scope of supply includes a button with an indicator light.

This button must be installed since it is necessary for operating the heater.

The integrated indicator light displays the current operating status.

The button can be used to manually switch the heater on and off.

The previous entries for duration and temperature are valid.

In addition, you can press the button and call the EasyStart Call to reset the password (four digit access PIN).

To do so, hold the button down when you are requested to enter the password and simultaneously enter the four digit access PIN 1234 (factory setting). The EasyStart Call then switches to the main menu.

If the heater is running when you press the button (indicator light on), the heating is switched off.

### 3 Displays and malfunctions

#### **Note on heater error feedbacks ErD, ErH, ErC and ErR**

The heater error feedbacks ErD, ErH, ErC and ErR only occur if «ErrorFeedback:on» is configured.

When you activate the button while using tone dialling (DTMF), the “heater error message” is sent to the authorised phone number (the authorised phone number must be configured)

or

when an SMS command is sent, the “heater error message” is sent to the last phone number dialled

#### **Faults**

The EasyStart Call has been developed to the latest state-of-the-art standards and operates very reliably.

Displays and malfunctions are usually caused by the SIM card, the network operator, poor reception (low network coverage) or incorrect use. See the following table for solutions to these problems.

#### **Note**

If you experience problems with SIM cards of the latest development generation, please contact your network operator.

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Malfunction	Cause of error ▪ Remedial action
EasyStart Call does not react to calls.	No network. SIM card has expired or has been deactivated by the network operator. SIM card not yet activated (for activation, see installation instructions). <ul style="list-style-type: none"> <li>▪ Insert the SIM card into the mobile phone and check it</li> <li>▪ Contact network operator or top up prepaid card.</li> <li>▪ Start heater via button, wait approx. 3 min. and then call the EasyStart Call again.</li> </ul>
EasyStart Call does not react to SMS.	No network. SIM card has expired or has been deactivated by network operator. SIM card not yet activated (for activation, see installation instructions). <ul style="list-style-type: none"> <li>▪ Call EasyStart Call; if no connection               <ul style="list-style-type: none"> <li>– insert the SIM card into the mobile phone and check it.</li> <li>– charge the pre-paid card.</li> <li>– contact the network operator.</li> </ul> </li> </ul>

Malfunction	Cause of error
EasyStart Call does not react to SMS.	<ul style="list-style-type: none"> <li>▪ Remedial action</li> <li>▪ Call the EasyStart Call; the connection is made                             <ul style="list-style-type: none"> <li>– SMS syntax correct?</li> <li>– Password (four digit access PIN) correct?</li> <li>– Duration exceeded with SMS (provider-dependent)?</li> <li>– Activate “heater error message” and run the check again.</li> </ul> </li> </ul>
Heater does not work although header feedback was received.	<ul style="list-style-type: none"> <li>▪ Query the status of the heater. pin:1234_heater?</li> </ul>
Vehicle fan is not activated by the heater.	<p>EasyStart Call is configured for auxiliary heating operation.</p> <ul style="list-style-type: none"> <li>▪ Reset EasyStart Call to factory settings.</li> </ul>

Malfunction	Cause of error
Heater error feedback	<ul style="list-style-type: none"> <li>▪ Remedial action</li> </ul>
Fault in data communication between EasyStart Call and heater. ErD:HeaterCom:lost,Heater:off ErD:HeaterCom:lost	Auxiliary heater configured as parking heater. <ul style="list-style-type: none"> <li>▪ Try to start again.</li> <li>▪ Check installation and configuration.</li> <li>▪ Contact your JE service partner.</li> </ul>
ErD:HeaterCom:no_heater_found	Heater was not recognised during initial operation (Heater cannot be switched on): <ul style="list-style-type: none"> <li>▪ Try starting again.</li> <li>▪ Remove and then re-insert the fuse.</li> <li>▪ Run through initial operation again.</li> <li>▪ Contact your JE service partner.</li> </ul>
ErL:DatCom:lost	Error in the wiring. <ul style="list-style-type: none"> <li>▪ Contact your JE service partner.</li> </ul>
ErH:Heater:mode_not_supported	Incorrect entry. <ul style="list-style-type: none"> <li>▪ The requested function is not supported by the heater.</li> <li>▪ Repeat entry.</li> </ul>
Fault heater. ErH:Heater:Error	Fault on the heater. <ul style="list-style-type: none"> <li>▪ Try to start again.</li> <li>▪ Contact your JE service partner.</li> </ul>
No temperature display. ErC:Temp:missing	Temperature sensor not installed.
No temperature display although temperature sensor installed. ErC:Temp:short_circuit	Temperature sensor defective. <ul style="list-style-type: none"> <li>▪ Contact your JE service partner.</li> </ul>
Time and day of week in the EasyStart Call are invalid. ErC:DeviceTime:time_not_set	The provider does not support the function “Automatic time”. <ul style="list-style-type: none"> <li>▪ Manually set the day of the week and the time.</li> </ul>





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