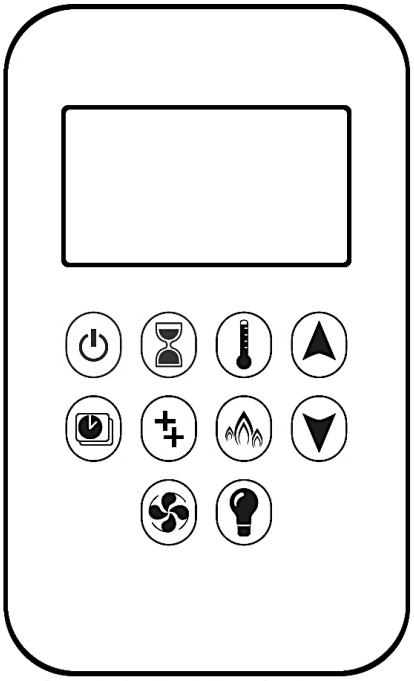
ORTAL

YOUR LIFE. YOUR FIRE.

Remote Control Operation Manual



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Remote Control Options:

10-Button Handset
Puck Handset
Wall Switch
MyFire App

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This instruction manual covers the technical information and operation instructions for the following available methods of remote controlling the fireplace:

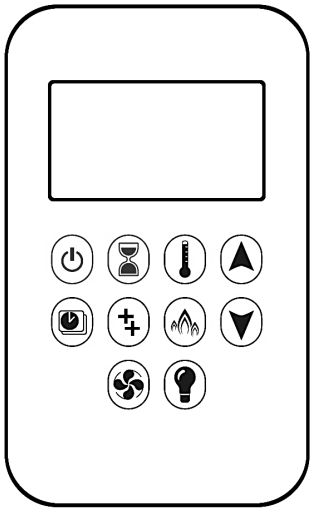
- 10-Button Handset
- Puck Handset
- Wall Switch
- MyFire App

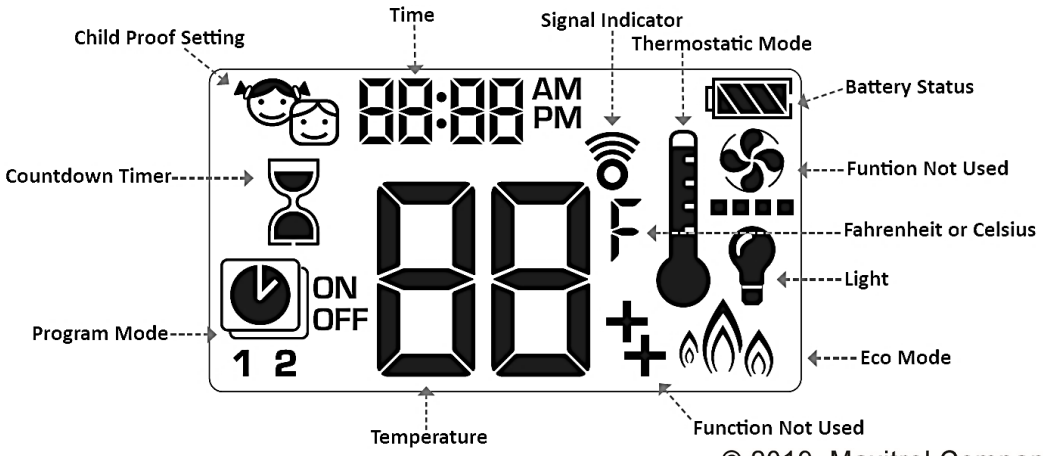
WARNING – Read these instructions carefully before lighting the fireplace.

IMPORTANT NOTES:

- Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.
- If operating the fireplace without an AC adapter, battery replacement is recommended at the beginning of each heating season.
- Fireplaces with double glass, power vented, and/or lights features must operate using the AC Adapter and therefore will not operate during a power failure.
- Only the Mertik Maxitrol AC Adapter (or one pre-approved by Mertik Maxitrol) is permitted for use with the fireplace. Use of other adapter brands can render the system inoperable. The handsets, receivers, wall switches are not interchangeable with other electronics.
- Batteries must be kept within their recommended temperature limits (32°F to 131°F).

10-Button Handset





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Control Option	Radio Frequency	Power Supply	
10-Button Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
IMPORTANT: For safety/communication purposes, 10-button handset must be located within 26 feet of the receiver.			

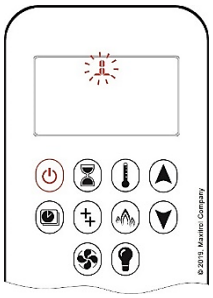
NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

Operating Instructions

Instructions for operating the **10-Button Handset** are shown below.

NOTE: Some options on the remote may not be available for all fireplaces.

Turning the Fireplace On

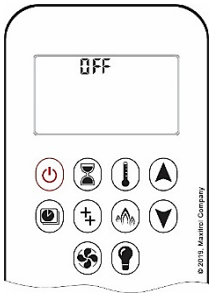


1. Press the ⏻ button simultaneously until you hear continuous beeping, and a blinking series of lines confirms the start sequence has begun; release buttons.
2. Main gas flows once pilot ignition is confirmed.
3. The system automatically goes into Manual Mode after main burner ignition.

NOTE: When pilot ignition is confirmed, motor turns automatically to maximum flame height.

NOTE: If the Timer function has been set and the fireplace is manually turned on, the Timer function will need to be reset.

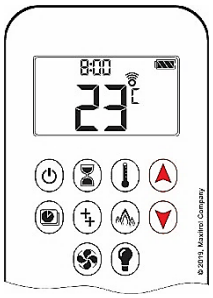
Turning the Fireplace Off



1. Press the ⏻ button to turn the fireplace off.

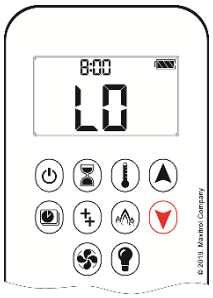
NOTE: The fireplace may be turned on again after the OFF icon stops flashing.

Flame Height Adjustment



1. To increase flame height, press and hold the ▲ button to desired flame height.
2. To decrease flame height, or to set fireplace to pilot flame only, press and hold the ▼ button.

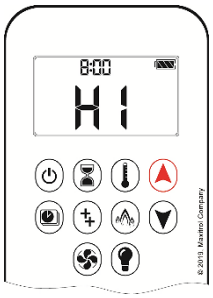
Designated Low Flame Setting



1. 1. To go to designated low flame setting, double-click ▼ button.
2. 2. 1. LO is displayed.

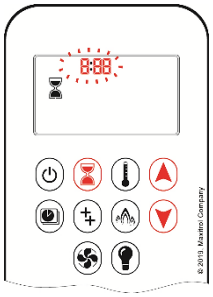
NOTE: Flame goes to high flame before going to low flame.

Designated High Flame Setting



1. To go to designated high flame setting, double-click ▲ button.
2. **HI** is displayed.

Countdown Timer



ON/SETTING:

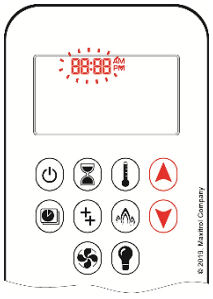
1. Press and hold ⧗ button until ⧗ is displayed and **hour** flashes.
2. To select hour, press ▲ or ▼ button.
3. To confirm press ⧗ button. **Minutes** will flash.
4. To select minutes, press ▲ or ▼ button.
5. To confirm press ⧗ button or wait.

OFF:

1. Press ⧗ button. ⧗ and Countdown Time will disappear.

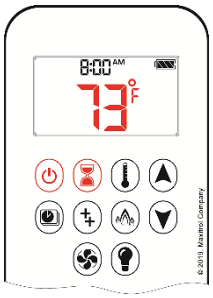
NOTE: At the end of Countdown Time period, the fireplace shifts off. The Countdown Timer only works in Manual, Thermostatic, and Eco Modes. Maximum Countdown Time is 9 hours and 50 minutes.

Setting the Time



1. Press ▲ and ▼ buttons simultaneously. **Day** will flash on the display.
2. Press ▲ or ▼ button to select a number to correspond with the day of the week. (1=Monday, 2=Tuesday, 3=Wednesday, 4=Thursday, 5=Friday, 6=Saturday, 7=Sunday)
3. Press ▲ and ▼ buttons simultaneously. **Hour** will flash on the display.
4. To select hour, press ▲ or ▼ button.
5. Press ▲ and ▼ buttons simultaneously. **Minutes** will flash on the display.
6. To select minutes, press ▲ or ▼ button.
7. To confirm press ▲ and ▼ buttons simultaneously or wait.

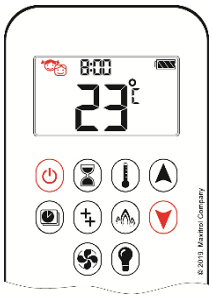
Setting Fahrenheit or Celsius



1. To change between °C and °F, press ⏻ and ⏳ buttons simultaneously.

NOTE: Choosing °F will switch to a 12-hour clock. Choosing °C will switch to a 24-hour clock.

Setting Child Proof Function



ON:

1. To activate, press ⏻ and ▼ buttons simultaneously.
2. 👧 will appear on the display and every function other than the **OFF** function renders inoperable.

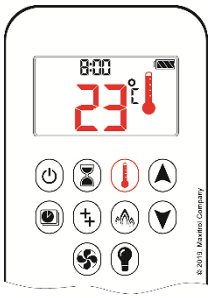
OFF:

1. To deactivate, press ⏻ and ▼ buttons simultaneously.
2. 👧 disappears.

Thermostatic Mode

- The room temperature is measured and compared to the set temperature. The flame height is then automatically adjusted to achieve the set temperature.

Thermostatic Mode: Turn On and Off



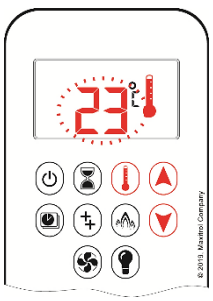
ON:

1. Press 🌡 button.
2. 🌡 will appear in the display. Preset temperature will appear briefly, and then room temperature will appear.

OFF:

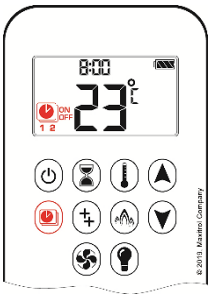
1. Press 🌡 button.
2. Press ▲ or ▼ button to enter Manual Mode.
3. Press ⏲ button to enter Program Mode.
4. Press 🔥 button to enter Eco Mode.

Thermostatic Mode: Setting



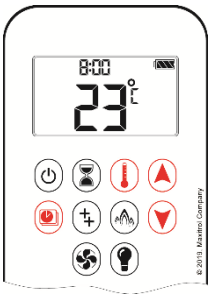
1. Press 🌡 button and hold until 🌡 appears on the display. The temperature will flash on the display.
2. To adjust set temperature, press ▲ or ▼ button.
3. To confirm, press 🌡 button or wait.

Program Mode



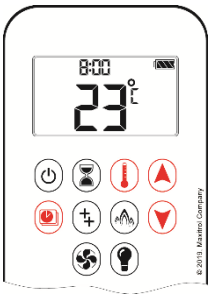
- PROGRAM 1 and 2, each can be programmed to go **ON** and **OFF** at specific times at a set temperature.

Program Mode: Turn On and Off



ON:

1. Press button.
2. , **1** or **2**, **ON** or **OFF** will appear on the display.



OFF:

1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Thermostatic Mode.
4. Press button to enter Eco Mode.

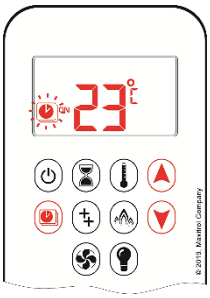
NOTE: The set temperature for Thermostatic Mode is the temperature for the ON time in Program Mode. Changing the Thermostatic Mode set temperature also changes the ON time temperature in Program Mode.

Program Mode: Default Settings

ON TIME (Thermostatic) TEMPERATURE: 70°F.

OFF TIME TEMPERATURE: "– –" (pilot flame only)

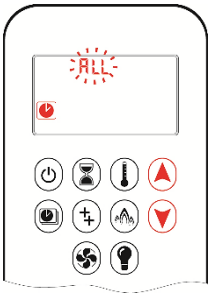
Program Mode: Temperature Setting



1. Press button and hold until flashes. **ON** and set temperature (setting in Thermostatic Mode) will appear on the display.
2. To continue, press button or wait. , **OFF** will appear on the display, and temperature will flash.
3. Select **OFF** temperature by pressing the or button.
4. To confirm, press button.

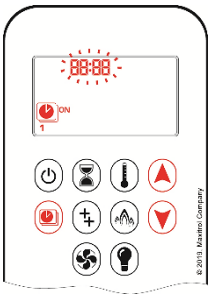
NOTE: The ON (Thermostatic) and OFF set temperatures are the same for each day.

Program Mode: Day Setting



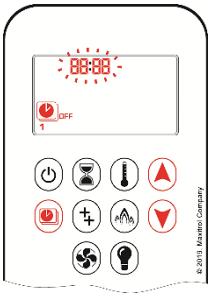
(steps continued from TEMPERATURE SETTING section above)

5. **ALL** will appear on the display. Press or button to choose between **ALL, SA:SU, 1, 2, 3, 4, 5, 6, 7**.
6. To confirm, press button.



ON TIME SETTING (PROGRAM 1):

7. , **1**, **ON** is displayed, **ALL** is displayed shortly, and **hour** flashes.
8. To select hour, press or button.
9. To confirm, press button. , **1**, **ON** is displayed, **ALL** displayed shortly, and **minutes** flash.
10. To select minutes, press or button.
11. To confirm, press button.



OFF TIME SETTING (PROGRAM 1):

12. , **1**, **OFF** is displayed, **ALL** displayed shortly, and **hour** flashes.
13. To select hour, press or button.
14. To confirm, press button. , **1**, **OFF** is displayed, **ALL** displayed shortly, and **minutes** flash.
15. To select minutes, press or button.
16. To confirm, press button.

NOTE: Either continue to PROGRAM 2 and set on and off times or stop programming at this point and PROGRAM 2 remains deactivated.

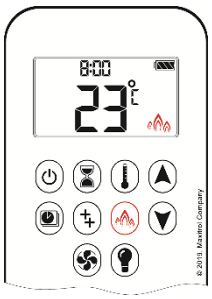
NOTE: PROGRAM 1 and 2 use the same on (Thermostatic) and off temperatures for ALL, SA:SU, and Daily Timer (1, 2, 3, 4, 5, 6, 7). Once a new ON (Thermostatic) and/or OFF temperature has been set, that temperature becomes the new default setting.

NOTE: If ALL, SA:SU, and Daily Timer are programmed for PROGRAM 1 and PROGRAM 2 ON and OFF times, these become the new default times. The batteries must be removed to clear the PROGRAM 1 and PROGRAM 2 ON and OFF times and temperatures.

Program Mode: Weekend or Daily Timer

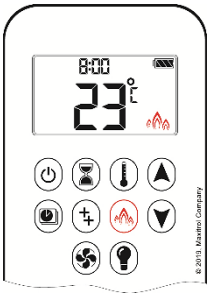
- Set **ON** time and **OFF** time using the same procedure as "**ALL selected**" (above).
- **SA:SU**: Set **ON** time and **OFF** time for both Saturday and Sunday.
- Daily Timer: Unique **ON** and **OFF** times may be set for a single say of the week, for multiple days of the week, or for every day of the week.
- Wait to finish setting.

Eco Mode



- Flame height modulates between high and low.
- If the room temperature is lower than the set temperature, the flame height stays on high for a longer period of time.
- If the room temperature is higher than the set temperature, the flame height stays on low for a longer period of time.
- One cycle last approximately 20 min.

Eco Mode: Turn On and Off



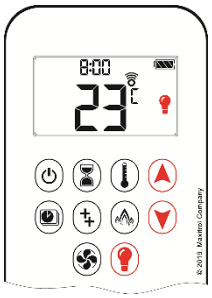
ON:

1. Press button to enter Eco Mode.
2. will apear on the display.

OFF:

1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Thermostatic Mode.
4. Press button to enter Program Mode.

Light/Dimmer Operation



ON:

1. Press button. will appear on the display.
2. Light is **ON** at preset level.

OFF:

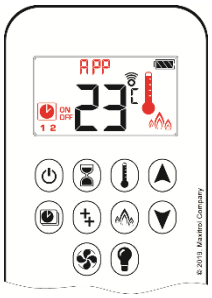
1. Press button. will disappear.

SETTING:

1. Press button and hold until flashes on the display.
2. To adjust light between 20 – 100%, press or button.
3. To confirm setting, either press button or wait. will appear.

NOTE: If you want the light but no flame, press button.

MyFire App



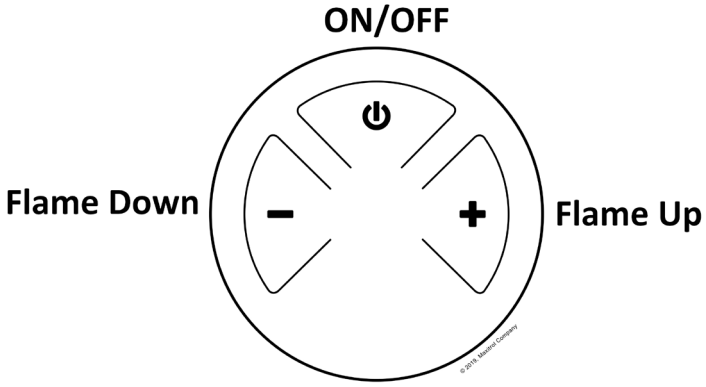
- If Thermostatic, Program or Eco Mode is activated in the Myfire App, the corresponding icon and "**APP**" is displayed on the handset.
- The modes can be operated according to the descriptions on the previous page.

NOTE: In Manual Mode, "APP" is not displayed on the handset.

NOTE: Before the app can be used, the MyFire Wi-Fi box must be wired and plugged into the AC adapter according to the MyFire App setup diagram, and the app setup must be completed.

NOTE: If you have any questions or concerns about the operation of your fireplace, please contact an authorized dealer for assistance.

Puck Handset



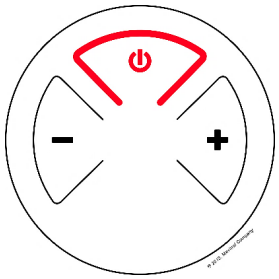
Control Option	Radio Frequency	Power Supply	
Puck Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
IMPORTANT: For safety/communication purposes, Puck handset must be located within 26 feet of the receiver.			

NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

Operating Instructions

Instructions for operating the **Puck Handset** are shown below.

Turning the Fireplace On/Off



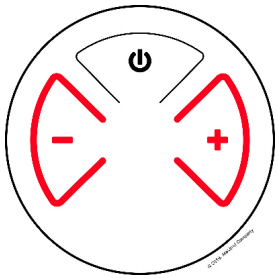
ON:

- Firmly press and hold the ⏻ button until two short beeps confirms the start sequence has begun; release button.

OFF:

- Firmly press the ⏻ button.

Increase/Decrease Flame Height



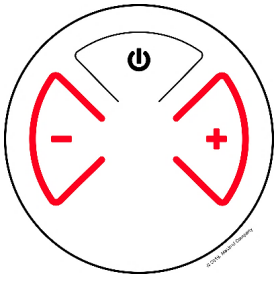
INCREASE:

- To increase flame height, press and hold **+** button.

DECREASE:

- To decrease flame height, press and hold **−** button.
- Holding the **−** button long enough sets the fireplace to pilot flame (Standby Mode).

Designated Flame Settings



DESIGNATED LOW FLAME SETTING

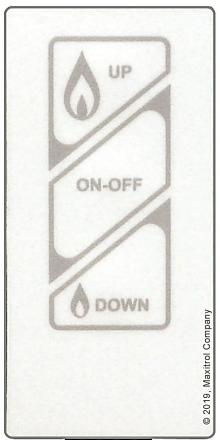
- To go to designated low flame setting, double-click **−** button.

NOTE: Flame goes to High Flame before going to Low Flame.

DESIGNATED HIGH FLAME SETTING

- To go to designated high flame setting, double-click **+** button.

Wall Switch



Flame Up

ON/OFF

Flame Down

Control Option	Radio Frequency	Power Supply
Wall Switch	N/A	N/A
IMPORTANT: For safety/communication purposes, 10-button handset must be located within 26 feet of the receiver.		

Operating Instructions

Instructions for operating the **Wall Switch** are shown below.

Turning the Fireplace On/Off

ON/OFF

ON:

- Press and hold the **ON-OFF** button until two short beeps confirms the start sequence has begun; release button.

OFF:

- Press the **ON-OFF** button.

Increase/Decrease Flame Height

Flame Up

Flame Down

INCREASE:

- To increase flame height, press and hold (up flame) button.

DECREASE:

- To decrease flame height, press and hold (down flame) button.
- Holding the (down flame) button long enough sets the fireplace to pilot flame (Standby Mode).

MyFire App

App Setup

App Setup

IMPORTANT: For safety/communication purposes, the 10-button handset must be located within 26 feet of the receiver.

NOTES:

- For detailed App setup and operating instructions, refer to www.myfireapp.com.
- App only functions when connected to the same Wi-Fi as the fireplace.

Initial Setup

INITIAL SETUP

4. Download MyFire App from the Apple App Store or Google Play Store.
5. Touch screen to start App setup.
6. Choose language, temperature (°C or °F) and time format (12 or 24 hour).

REGISTRATION

NOTE: You must register before logging in. Registration is one time only.

7. Fill in data and accept the “Privacy Policy”.
8. Touch “OK” in pop-up notice.
9. Touch link to confirm email verification.
10. You will be shown a message saying you have successfully registered the MyFire App.
11. Return to App.

LOGIN

12. Fill in your registration password.
13. Accept “Terms and Conditions”.
14. Touch the “Login” button.

Kwik Connect

If KWIK Connect is not available, skip to “Standard Setup” instructions below.

CONNECT SMART DEVIDE TO MYFIRE WI-FI BOX

1. Touch the ⊕ icon.
2. The Home Wi-Fi Network your smart device is connected to will be displayed.
3. Type in the Wi-Fi Network password.
4. Touch “Connect”. The MyFire App will begin connecting the MyFire Wi-Fi box to the Wi-Fi Network.

COMPLETE MYFIRE APP SETUP

1. Type in a name for your fireplace or select an icon.
2. Activate Light feature if installed in your fireplace.
3. Touch “Finish” to complete the setup.

The home screen is displayed, and the MyFire App is ready to go.

Standard Setup

1. Type in the password of the displayed Home Wi-Fi Network.
2. Follow the instructions on the screen and touch the “Standard Setup” button to proceed.
3. Go to your smart device Wi-Fi settings and select the MyFire Wi-Fi Box network (myfire_WiFi-Box_<number>) you want to connect.
4. Go back to the MyFire App setup and follow the instructions on the screen. Your selected Wi-Fi Box network name from the smart device Wi-Fi settings is shown.

NOTE: To connect MyFire Wi-Fi Box to Wi-Fi Router (home network), make sure:

- Home network is available.
- Home network name and password are correct.
- SSID of the Wi-Fi Router is not hidden.
- Home network signal is in range.
- Wi-Fi Router supports User Datagram Protocol (UDP).

NOTES:

- After setting up the MyFire Wi-Fi Box and MyFire App, the time has to be synchronized in the settings of the MyFire App.
- The active device (Symax or smart device) is the one last used. An exception is if the non-active device is used to change Light. The non-active device will make the changes, but the active device remains so if it is in the Thermostatic, Program, or Eco Mode. If a Profile includes a Thermostatic, Program, or Eco setting it will also cause the active device to remain active.
- If Thermostatic, Program, or Eco Mode is activated using the App, the corresponding icon and "**APP**" is displayed on the Symax.
- During motor movement no information between the Receiver and transmitter is exchanged. The synchronization follows after motor has stopped.
- The room temperature data is transferred by the Symax during synchronization.

MyFire Wi-Fi Box

Technical Information

Part	Radio Frequency	Power Supply	Wireless Communication
MyFire Wi-Fi Box	2.4 GHz	Connects to Receiver	▪ WPA2 authentication ▪ AES 256-bit encryption security ▪ Compatible with IEEE 802.11 b/g/n

Modes of Operation

The MyFire Wi-Fi Box communicates with a home network (Wi-Fi Router) over a wireless signal.

1. The MyFire Wi-Fi Box must be wired to the receiver according to the MyFire App setup diagram.
2. Connect receiver to AC adapter. The MyFire Wi-Fi Box start with the Access Point Mode (green/blue LED blinking). Go to "MyFire App setup…"

Minimum Requirements for Wi-Fi Router

- IEEE 802.11 m/g/b compatibility
- WPA2 encryption
- Radio frequency: 2.4 GHz band
- Wireless auto channel: Automated search for WLAN radio channel free of interference
- User Datagram Protocol (UDP) support
- Multicast DNS (mDNS) for Kwik Connect process

Minimum Requirement for Smart Device:

- iOS 10.0 or Android 5.0

LED Indication on MyFire Wi-Fi Box (2RGB LEDs)

Label	LED	Status
Receiver LED 1	Green	Connected to receiver.
	Red	No data transfer between receiver and Wi-Fi Box.
	Off	Standby mode is active, or no power supply.
WLAN LED 2	Green	Wi-Fi connection is safe.
	Blue/Green Blinking	Access point mode (AP mode) is active.
	Red	Connection to home network (Wi-Fi Router) failed.
	Off	Standby mode is active, or no power supply.

Reset Status on MyFire Wi-Fi Box

Press Reset Button	LED	Function
Power-On-Reset or 1-sec-Reset	WLAN LED 2 flash red, green and blue	If no network is set, the AP Mode will be activated for 2 hours. When the network isn't set after 2 hours, the Wi-Fi Box will go to Standby Mode. Once a network is set, the Wi-Fi Box will connect directly.
7 secs	Receiver LED 1 flashes every 500 ms in blue	Removes the Wi-Fi settings and turns on the Access Point Mode (AP Mode) for 2 hours.
20 secs	Receiver LED 1 flashes every 50 ms in blue	Erases all Setup Data including Wi-Fi settings. The AP Mode will be activated for 2 hours.

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