



Apple HomeKit technology provides an easy, secure way to control your home's, thermostats, and more from your iPhone, iPad, HomePod mini, Apple Watch, or Mac. The Heatmiser neoHub responds to Siri, letting you request the current temperature, set a new temperature, temperature hold, and turn on/turn off standby directly from your iPhone, iPad, Apple Watch, HomePod, HomePod mini, or Mac.

**Compatibility**  
 The neoHub enables the neoStat, neoStat-e, neoStat-hw, neoStat 12v, neoAir, neoPlug & neoUltra to work with HomeKit technology. See [neo.heatmiser.com](http://neo.heatmiser.com) for more details. To control this HomeKit-enabled accessory, iOS 9.3.2 or later is recommended.  
 Controlling this HomeKit-enabled accessory automatically and away from home requires an Apple TV with tvOS 10.0 or later or an iPad with iOS 10.0 or later set up as a home hub. Communication between the Heatmiser neoHub and neoStat, neoStat-e, neoStat-hw, neoStat 12v, neoAir & neoPlug is secured by utilising frame-protection mechanism based on Advanced Encryption Standard (AES) with 128-bit randomly generated keys.  
 Communication between iPhone, iPad, Apple Watch, HomePod, HomePod mini, or Mac and the HomeKit-enabled Heatmiser neoHub is secured by HomeKit technology. Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.  
 Apple, Apple Home, Apple Watch, HomeKit, HomePod, HomePod mini, iPad, iPad Air, iPhone, and tvOS are trademarks of Apple Inc., registered in the U.S. and other countries and regions. HomeKit is a trademark of Apple Inc. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

## Want More Information?

Call our support team on: +44 (0)1254 669090

Or view technical specifications directly on our website: [www.heatmiser.com](http://www.heatmiser.com)

### neoHub

Scan for the required Statement of Compliance, including the security update support period.



Hereby, Heatmiser declares that the radio equipment type neoHub Gen3 is in compliance with Directive 2014/53/EU, RF frequency: 868MHz, Max e.r.p 6.24 dBm, and RF frequency: 2.4GHz, Max e.r.p 9.04 dBm. For full declaration of conformity visit [www.heatmiser.com](http://www.heatmiser.com).

Rev 1.7



## neoHub Smart Gateway



...in a new look  
IMI Heatmiser



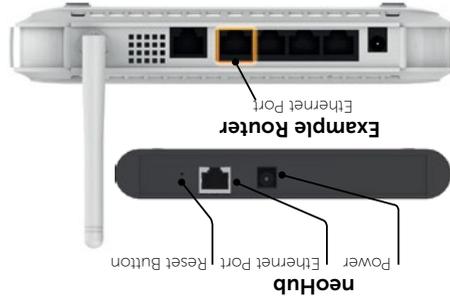
### 3 Add Location

Once registered & signed in, select **ADD LOCATION**.



### 2 Download Application

Connect your mobile device to the same Wi-Fi network as your neoHub. Download the FREE Heatmiser neoApp and register your account.



### 1 Connect Power

Connect the Hub to your router with the ethernet cable provided.  
 The Link light will light up RED once the Hub has connected to your network.  
 Once connected to the Heatmiser cloud server, the link light will turn GREEN.



### System Requirements

- An active broadband connection.
- 230V mains supply (adapter included).
- Includes a 2.1mm DC jack plug connection for 6-12V DC output.
- A broadband router with DHCP function.
- A mobile device running iOS, Android or Windows Operating System.

### Setting Up neoHub

The neoHub is designed to be quick and simple to setup. Just follow this quick start guide and you will soon have smart control over your home heating system.

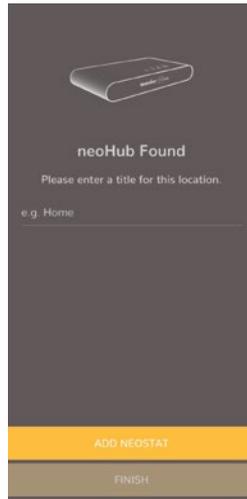
#### 4 Connect To neoHub

Press the connect button on the Hub to add the location to your Account.



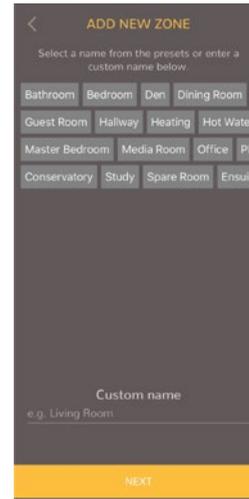
#### 5 Name Your neoHub

When connected, add a title (e.g. Home). The next step is to pair Neo devices to the Hub. Select **ADD NEOSTAT** in the app.



#### 6 Add Zone

Select from a preset title or enter your own custom title for the device, then press **NEXT**. The status light on the hub will now flash.



#### 7 Pairing mode active

- 1 Use the </> keys to select  press and hold the  key.
- 2 **SETUP** is now selected, press the  key twice.
- 3 The  symbol will start flashing.
- 4 Once connected to the hub, the  symbol will be permanently displayed.



#### 8 Add Another/Finish

Press **ADD ANOTHER** for any additional devices or press **FINISH**.



#### Factory Reset

To perform a factory reset on this device, press and hold the reset button shown in the diagram below for 15 seconds. Release the button when the power light begins to flash. Allow approximately 5 minutes for the hub to fully reset and reboot. Please note that a factory reset will erase all connected devices, which will need to be re-paired after the reset.



#### 1. Pair your Heatmiser neoHub to Apple HomeKit with the neoApp.

- From the settings screen, select HomeKit & Siri.
- If no HomeKit homes have been created Select **CREATE A NEW HOME**
- Enter a title for your home.
- Tap on the right arrow to enter the home.
- Select **ADD NEW ACCESSORY**  
The app will now scan for compatible HomeKit devices.
- Click on **Heatmiser neoHub**, scan the HomeKit setup code on the reverse of your neoHub with the camera on your iOS device.

Your neoHub is now successfully paired to HomeKit!

#### 2. Assign your devices to rooms.

The next steps in the app are to sort all attached devices paired to the neoHub into your HomeKit rooms.

At the same time, you can edit the service names of the attached devices.

Rename the service as you would like to refer to it via Siri voice control, and assign it to the relevant room.

Repeat this process for all of your devices.

Once you have done this select **FINISH SETUP**.

#### 3. Create automations, share control and configure other HomeKit enabled devices.

Learn how to set HomeKit automations, use Siri voice control, add users and configure other Apple devices with the iOS18 Home app - visit: [www.apple.com/uk/ios/home](http://www.apple.com/uk/ios/home)



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