



TEMPUR-Ergo® Premier

WiFi Smart Control Reference Guide



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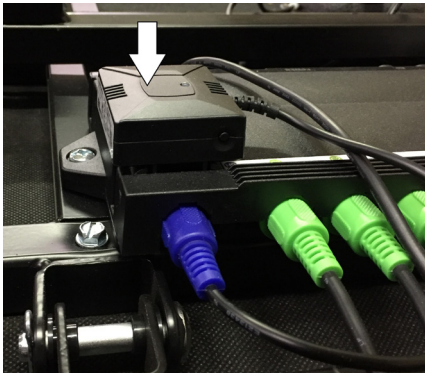
Questions and Answers

INTRODUCTION

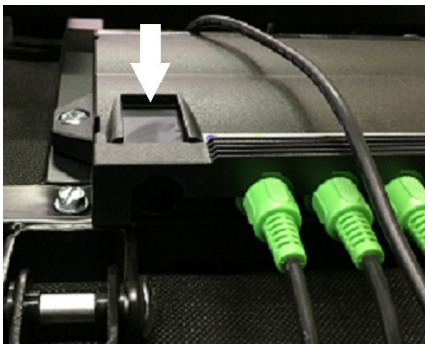
Many Tempur Ergo-Premier adjustable foundations were manufactured with a WiFi interface, enabling control of the foundation's functions via a smart device, including Apple iOS and Android devices.

WHAT IS THE WI-FI MODULE?

The Wi-Fi Module is a device included with selected TEMPUR-Ergo Premier and TEMPUR-Ergo® Grand adjustable bases that allows you to control the system with a supported smart device. Compare your base to the photos below to determine whether or not your base has a Wi-Fi module.



The above picture shows a base WITH the Wi-Fi module.



The above picture shows a base WITHOUT the Wi-Fi module.

WHICH SMART DEVICES ARE SUPPORTED?

- Mobile phones and tablet computers running Android™ operating system version 2.3 or higher and with Wi-Fi capabilities (specifically 802.11 b/g at 2.4GHz)
- Apple® iPhone®, iPod touch®, iPad®, and iPad® mini devices running iOS 5.0 and higher
- Kindle™ Fire HD and HDX

I'M NOT SURE WHETHER MY SMART DEVICE IS COMPATIBLE WITH THE WI-FI MODULE AND APP.

Contact the manufacturer of your device for confirmation.

WHAT IS THE DIFFERENCE BETWEEN HOME NETWORK MODE AND DIRECT MODE? WHICH ONE SHOULD I USE?

The **direct mode** makes a connection between your smart device and the adjustable base's included Wi-Fi Module. This is the quickest way to make a connection, but it doesn't allow you to access your home network, which may prevent you from using Internet-based functions on your smart device while controlling your bed.

The **home network mode** integrates the Wi-Fi Module into your home wireless network. This means that your smart device can control your adjustable base, but it can also continue to access the Internet or other devices on your home network.

Most owners with a home wireless network will want to use **home network mode**

WHICH WIRELESS ROUTERS ARE SUPPORTED?

Wireless routers must have the following specifications:

- 802.11 b/g on 2.4GHz
- UDP Port 50007 and TCP Port 2000 must be open
- Must support one of the following encryption modes: none, WPA PSK, WPA2 PSK
- The character “^” must not be used in the SSID (network name) or in the network's encryption password
- The router must have sufficient range to comfortably reach the Wi-Fi Module of the adjustable base as well as the smart device

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Android™ is a trademark of Google Inc., Mountain View, CA.

Kindle™ is a trademark of Amazon.com Inc., Seattle, WA.

CUSTOMER SERVICE: 1-800-821-6621

Wi-Fi Module and TEMPUR-Ergo® Smart Control Device Installation and Setup

Before you begin your smart device setup, make sure your adjustable base is connected to a power source.

INSTALLING THE TEMPUR-ERGO® SMART CONTROL APP

Follow the instructions in this section to install the TEMPUR-Ergo Smart Control App on your smartphone or tablet and pair the Wi-Fi Module on the bed to the app. These steps contain instructions for use with either an Apple® iOS or an Android™ smartphone or tablet and the example screens shown include those for an Apple® iOS device and an Android™ device.

STEP 1

Download the TEMPUR-Ergo Smart Control App from the App Store, Play Store or Amazon.

STEP 2

Install the app to your smart device. The TEMPUR-Ergo® icon displays on your device.



MAKING A DIRECT CONNECTION TO THE BASE

STEP 1

Before opening the app, first select the Wi-Fi network settings of your smart device. If you have already opened the app, you may need to close it before continuing.

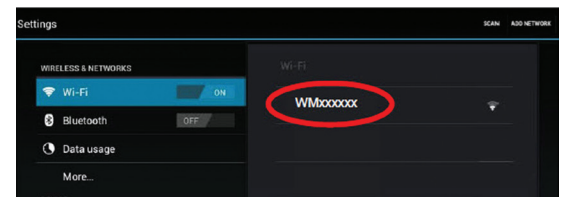
STEP 2

Connect to the network of your adjustable base. The proper network name begins with “WM” followed by a combination of 6 alpha-numeric characters and is printed on the type plate of your Wi-Fi Module. SSIDs do not include the letter “O” but may contain the numeric digit zero, or “0.” The TEMPUR-Ergo Smart App should be used in close proximity to the adjustable base to ensure the wireless connection is not interrupted. Once your Wi-Fi Module is located by your smart device, a check mark appears to the right of the SSID.

Apple® iOS device



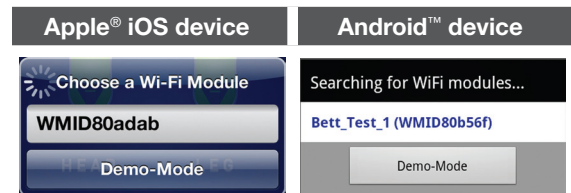
Android™ device



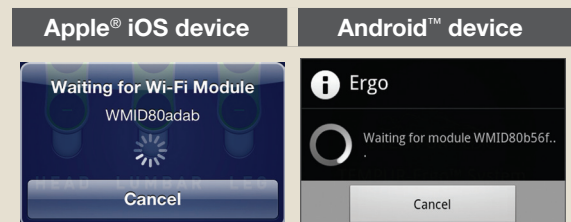
NOTE: A tandem system contains two Wi-Fi Modules. Such a tandem system can only be operated by one of the two Wi-Fi Modules. You may need to try both modules to determine the one that controls the system.

STEP 3

Select the app on your smart device to start the TEMPUR-Ergo Smart Control App. The app looks for the Wi-Fi Module and displays a list of all modules found.



NOTE: When the smart device is removed from the network and returned, there may be a slight delay as it reconnects with the network.



Installation and Setup

If you experience a delay, due to the smart device being removed and then returned to the network, follow Steps 3A and 3B to resolve.

STEP 3A

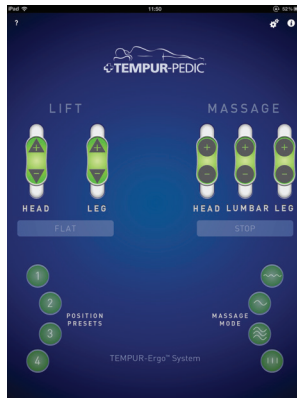
Select the correct Wi-Fi network in the **Settings** screen of your smart device and restart the app.

STEP 3B

Check the distance between your smart device and the Wi-Fi Module.

STEP 4

Identify the correct module, select it and the system is ready to operate. Your smart device displays a screen similar to the one shown here with all of the applicable controls for your bed.



NOTE: If you wish to use your smart device to access the Internet through your home network, follow the instructions in the next section, "Using the TEMPUR-Ergo® Smart Control App with Your Home Network."

USING THE TEMPUR-ERGO® SMART CONTROL APP WITH YOUR HOME NETWORK

Your router for your home network uses either DHCP or static IP settings. Most routers use the DHCP mode.

INTEGRATING WITH A DHCP HOME NETWORK

Follow these instructions to use the app with most home networks.


STEP 1

Make sure your smart device is connected to the adjustable base's Wi-Fi network as described in Step 2 of "Making a Direct Connection to the Base."

STEP 2

Tap the **Setting** icon  on the TEMPUR-Ergo Smart Control App on your smart device.

STEP 3

Tap the  (next to the appropriate Wi-Fi Module).

NOTE: If your home network utilizes "MAC Address Filtering" as a security feature you **MUST** do this prior to Step 4.

Tap on "Show App and Wi-Fi Module Information" and an information screen will appear.

Write down the information on the line labelled "MAC Address of Module" — it (the MAC address) will be a string of 8 groups, of 2 characters each — with each group separated by a colon. You will need to add this MAC address to your home network's Filtering list so that your home network will allow the Ergo bed module to communicate with it. Once this is complete, continue to Step 4 in the App.

STEP 4

Set the home network setting to **ON**.

Apple® iOS device

Android™ device

Home Network Mode

Home Network Mode

STEP 5

Select the SSID/Wi-Fi Network Name of your home network:

STEP 5A

For Apple® iOS devices or if your SSID/Wi-Fi Network Name is not shown in the list on your Android™ device, enter your Router SSID in the Enter SSID Network Name field. (The SSID for your SSID/Wi-Fi Network Name can usually be found on the type plate of your router.)

STEP 5B

For Android™ devices, select the SSID/Wi-Fi Network Name from the list.

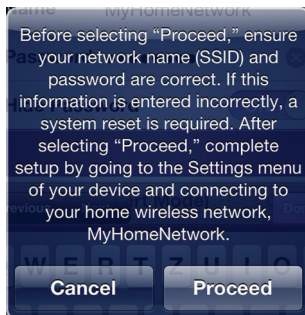
STEP 6

Enter your password in the Password field on both Apple® iOS and Android™ devices. For some routers, this can also be called the Web Key.

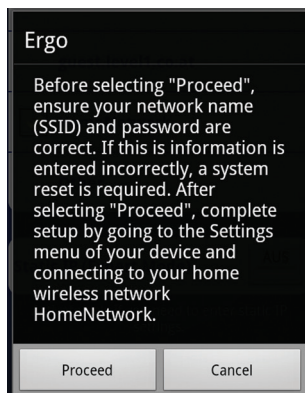
STEP 7

Tap **Save**. This message informs you that the next step can only be undone by performing a factory reset at the Wi-Fi Module. Take care to ensure your network name and password are correct before proceeding.

Apple® iOS device



Android™ device



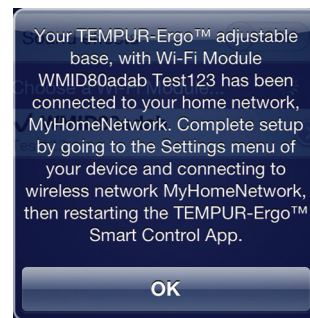
WARNING: Check to be sure your SSID/Wi-Fi Network Name and password are correct before proceeding.

NOTE: For best performance, your router should be in close proximity to the bed.

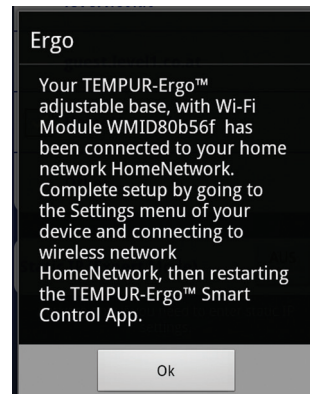
STEP 8

Tap **Proceed**. The following message appears:

Apple® iOS device



Android™ device



STEP 9

Tap **OK**.

STEP 10

Select the appropriate SSID/Wi-Fi Network Name in the **Settings** screen of your device.

STEP 11

Start the TEMPUR-Ergo® Smart Control App. The app should locate the corresponding Wi-Fi Module and be ready to operate.

INTEGRATING WITH A STATIC IP SETTING HOME NETWORK

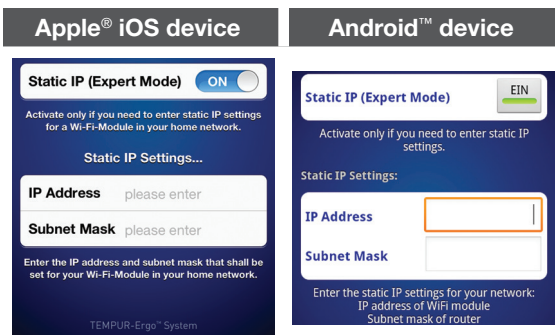
If your router uses a Static IP setting, follow these instructions to integrate your Home Network.

STEP 1

Perform Step 1 through Step 6 in the “Integrating with a DHCP Home Network” section.

STEP 2

Change the Static IP (Expert Mode) to **ON**.



STEP 3

Enter the IP Address and the Subnet Mask for your Home Network.

STEP 4

Perform Step 7 through Step 11 in the “Integrating with a DHCP Home Network” section.

USING THE SETTINGS SCREEN IN THE TEMPUR-ERGO® SMART CONTROL APP

The **Settings** screen in the TEMPUR-Ergo Smart Control App allows you to turn sound effects on and off and change the name of the Wi-Fi Module.

CONTROLLING SOUND EFFECTS

STEP 1

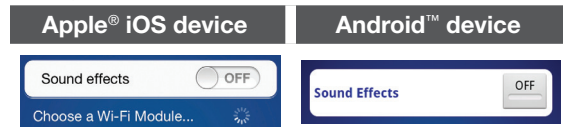
Launch the TEMPUR-Ergo Smart Control App.

STEP 2

Tap the **Settings** icon  in the TEMPUR-Ergo Smart Control App.

STEP 3

Change Sound effects to **ON**.



CHANGING THE NAME OF THE WI-FI MODULE



STEP 1

Launch the TEMPUR-Ergo Smart Control App.

STEP 2

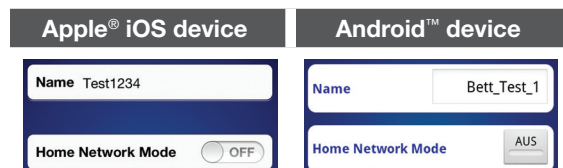
Tap the **Settings** icon  in TEMPUR-Ergo Smart Control App.

STEP 3

Select the corresponding Wi-Fi Module by tapping the  or the  for Apple® iOS or Android™, respectively.

STEP 4

Enter the new name for the Wi-Fi Module in the **Name** field.



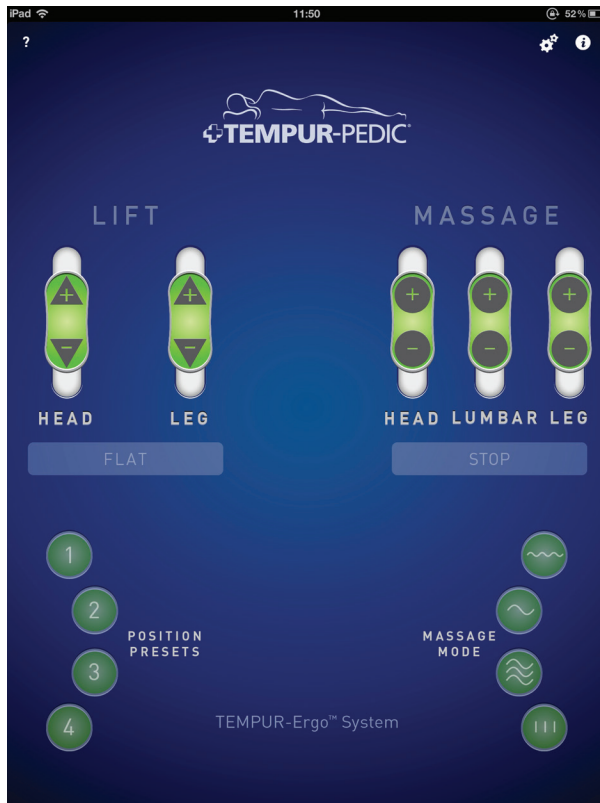
STEP 5

Tap **Save**.

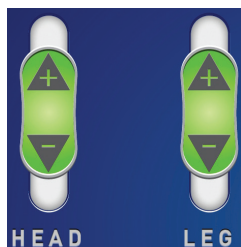
NOTE: See TEMPUR-Ergo Smart Control Operating Instructions on page 27.

TEMPUR-Ergo® Smart Control Operating Instructions

Once your Wi-Fi Module is installed, you can operate your bed from your smartphone or tablet. This section identifies all of the adjustments and settings you can control from your device.



USING THE HEAD AND LEG LIFT CONTROLS



Tap and slide* the +/- button for either the **Head** or **Leg** sliders until the desired height is reached.



Press the **FLAT** button and the bed frame automatically moves to its complete flat position.

SAVING AND RECALLING MEMORY POSITIONS



To save a position on the bed, tap and hold one of the numbered memory positions for 3 seconds.

To recall a memory position, tap the numbered memory button.

USING MESSAGE FEATURES



Tap and slide* the +/- button for the **Head**, **Lumbar**, or **Leg** to adjust the message intensity.

When the message motor is in operation, the text below the slider, which indicates the active zone, is green.



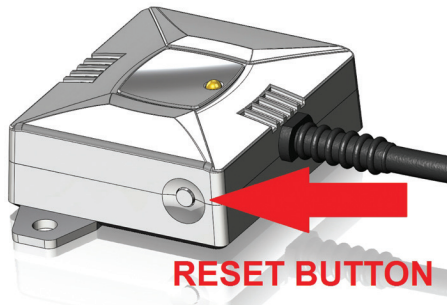
Tap one of these buttons to select the desired message mode.



Tap the **STOP** button to stop the message.

***NOTE: Sliders are the default setting. If you prefer push buttons you may select this option in the App Settings.**

Using Factory Reset for the Wi-Fi Module



If you have your Wi-Fi Module integrated into your Home Network and want to make the Wi-Fi Module directly accessible again via its own Wi-Fi network, you must first perform a Factory Reset to reset the Wi-Fi Module.


PERFORM A RESET ON THE HARDWARE

Press and hold the button on the Wi-Fi Module for approximately 5 seconds.



PERFORM A RESET ON THE APP

You can only perform a reset on your app if the Wi-Fi Module is integrated into your Home Network and there is an active connection to it. To perform a reset, follow these instructions:

STEP 1

Tap the **Settings** screen icon  on the TEMPUR-Ergo® Smart Control App screen.

STEP 2

Select the corresponding Wi-Fi Module by tapping either the  or the  on your Apple® iOS or Android™ device, respectively.

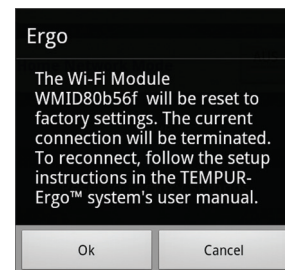
STEP 3

Tap **Reset to Factory Settings**.

Apple® iOS device



Android™ device



STEP 4

Tap **OK**.

Apple® iOS device



Android™ device



<p>Unable to connect to the Wi-Fi Module in direct mode.</p>	<ul style="list-style-type: none"> • Ensure the smart device is not set to a static IP address. • Ensure the adjustable base and Wi-Fi Module are in close proximity to your smart device so it can receive a strong signal. • Ensure there is not a high level of wireless network traffic. Multiple networks in the same area or streaming of audio and video can clutter up a network and interfere with proper signal reception. • If using a tandem bed system (two adjustable bases) ensure you are connected to the primary bed's Wi-Fi Module. This may require connecting to both modules to determine which is controlling the system.
<p>Cannot use the system in the home network mode.</p>	<ul style="list-style-type: none"> • Ensure the router is powered on and functional. • Be sure you entered the login data correctly (network name, password, type of security) in order to connect your Wi-Fi Module to your home network router. • Be sure that the IP settings of the wireless router, smart device and Wi-Fi Module are compatible with one another. • If not using expert mode on the smart device's app, be sure that DHCP is active on the router. • Be sure that your router does not use WEP encryption, which is outdated and unsupported. • Be sure that UDP Port 50007 and TCP Port 2000 are not blocked on your router. • Ensure that the bed is in close proximity to the router, preferably in the same room or next room, and not on a different floor of the home. • Ensure that the smart device is receiving strong signal from the home network wireless router. • Ensure that no other smart device is operating the same bed at the same time. • Ensure that high network traffic on your wireless network isn't influencing the Wi-Fi connection. A high number of connected devices or audio and video streaming are common examples.
<p>Cannot access the Internet on my smart device while connected to the Wi-Fi Module.</p>	<p>Your smart device can only connect to one network at a time. If you would like to use the Tempur-Pedic® App and surf the Internet, integrate the Wi-Fi Module into the home network following the instructions in the owner's manual.</p>

Troubleshooting

Unable to control the adjustable base with my smart device after changing my router settings or password.	The settings in the app will have to be updated to accommodate the change to your home network. Perform a factory reset on the Wi-Fi Module by pressing the button on the module until the red LED lights up and then releasing the button. Go through the home network setup again, this time using the new settings.
Unable to correct my password/network name/encryption mode.	Perform a factory reset on the Wi-Fi Module by pressing the button on the module until the red LED lights up and then releasing the button. Go through the home network setup again, this time using the correct settings.
Unable to use my home network even though the settings are all correct.	<ul style="list-style-type: none">• Ensure that your router is compatible with the Wi-Fi Module (review the question related to “supported routers”).• The character “^” must not be used in the network name (SSID) or encryption password.• WEP security is not supported by the Wi-Fi Module – select another type of security supported by the Wi-Fi Module (see question “Which wireless routers are supported?”).
App does not work from my smart device.	If the app doesn’t find a Wi-Fi Module to connect to, it may be in Demo Mode. Close the app, connect the smart device to the Wi-Fi Module in your device’s Wi-Fi settings menu and start the app again.
Unable to install the app on my smart device.	<ul style="list-style-type: none">• Ensure that your Internet connection and your restrictions/settings on the smart device allow downloading and installation of apps from the App Store, Play Store or Amazon.• Be sure to use a supported device, listed in the supported devices section.
Unable to get my new router to work with my smart device to control the adjustable base.	The settings in the app will have to be updated to accommodate the change to your home network. Perform a factory reset on the Wi-Fi Module by pressing the button on the module until the red LED lights up and then releasing the button. Go through the home network setup again, this time using the new settings.

FOR TECHNICAL SUPPORT OR SERVICE,
QUESTIONS ABOUT YOUR TEMPUR-PEDIC® MATTRESS,
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