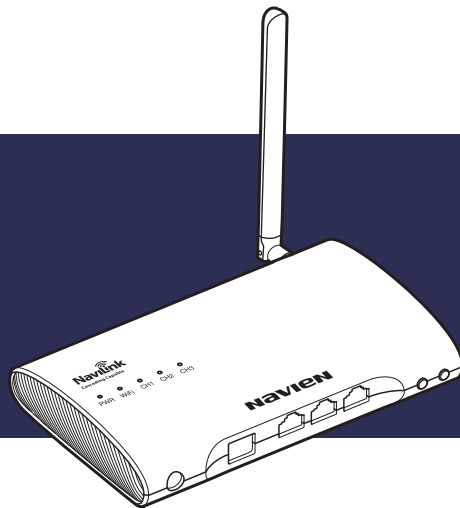


# Navilink™

## Wi-Fi remote control system

ENG/FRE



If your NaviLink requires service, you have several options for getting service, contact Technical Support at 1-800-519-8794 or on the website: [www.navien.com](http://www.navien.com).

For warranty service, always contact Technical Support first.

**TEL:** 1-800-519-8794

**FAX:** 1-949-420-0430

**Add:** 20 Goodyear Irvine, CA 92618

**This product can be used in the following countries: USA, CA**

## FCC STATEMENT




This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient, or relocate, the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

 The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

### FCC RF Radiation Exposure Statement

This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

“To comply with FCC FR exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 8 inches (20 cm) from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.”

FCC IDENTIFIER: 2ADXS-WFM50-SFC201

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## Canadian Compliance Statement

This device complies with industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement est soumis aux deux conditions suivantes :

- (1) cet appareil ne doit pas provoquer d'interférences et
- (2) cet appareil doit accepter toute interférence, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p) is not more than that permitted for successful communications.

## Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with RSS 210 of Industry Canada. This Class B device meets all the requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

This radio transmitter (IC: 12641A-WFM50SFC201) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le présent émetteur radio (IC : 12641A-WFM50SFC201) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

## Safety information

Read and follow all safety instructions in this manual to avoid unsafe operating conditions, property damage, personal injury, or death.

### Safety messages used in this manual

#### WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in injury or death.

#### CAUTION

Indicates a potentially hazardous situation which, if not avoided, could result in minor injury or property damage.

#### WARNING

- **This device is designed for indoor use. Please install and use this device indoors.**
- **Use only the supplied power adapter with your NaviLink. To disconnect the device from the power supply, unplug the power adapter.**
- **Do not disassemble or attempt to repair the device.**
  - You can damage the device and expose yourself to the risk of an electric shock.
  - Any attempt to disassemble or repair the device voids Navien's Limited Warranty. Navien is not responsible for damage or injuries caused by voiding the Navien's Limited Warranty.
- **Do not store flammable materials near the device.**
  - This may cause a fire or electric shock.
- **Do not handle the device with wet hands.**
  - This may result in an electric shock.

- **Do not clean the device with water or a damp cloth.**
  - You can damage the device and expose yourself to the risk of an electric shock.

#### CAUTION

- **Use only Navien-approved accessories.**
  - Using third-party accessories, such as power adapters, cables, or antennas can damage the device or cause injury.
  - Navien is not responsible for damage or injuries caused by third-party accessories, such as power adapters, cables, or antennas.
- **When mounting the NaviLink on a wall, make sure that the wall is strong enough to support the device.**
  - The device could fall if the wall is not strong enough and this can damage the device or cause injury.
- **Use suitable tools and appropriate force to install the NaviLink.**
  - Using unsuitable tools or excessive force during installation can cause damage to the device.
- **Do not expose the device to direct sunlight or high temperatures for an extended period of time.**
  - Prolonged exposure to sunlight or extreme temperature can cause permanent damage to the device's internal components.
- **Avoid water and wet areas.**
  - This may damage the device's internal components.
- **The operating temperature of the device is 32 °F–104 °F (0 °C–40 °C).**
- **Do not use loose or damaged cables.**
  - This may result in a poor connection or cause the device to malfunction.
- **Use the antenna in the normal position.**
  - Avoid contact with the antenna while the NaviLink is turned on.

# Contents

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<b>Overview</b> .....	<b>7</b>	<b>Connecting to a network</b> .....	<b>19</b>
Supplied items .....	7	Connecting to a network via a LAN cable .....	19
Part names .....	7	Connecting to a Wi-Fi network and signing up.....	19
		Configuring a Wi-Fi network on smartphones .....	19
<b>Installing the NaviLink</b> .....	<b>9</b>	<b>Starting the NaviLink App</b> .....	<b>20</b>
Installing on a table .....	9	Installing the App .....	20
Installing with a mounting plate .....	9	Registering for Membership – Product Owner .....	20
		Registering for Membership – Installer/Service Member.....	24
<b>Connecting to boilers/water heaters</b> .....	<b>11</b>	Registering for Membership – Additional Member.....	26
Connecting to a single boiler/water heater .....	11	Deregistering/Delegating the Permissions of a Product Owner	
Configuring the connection setting mode for NPE models .....	13	Member .....	29
Configuring the connection setting mode for NCB and NHB models	14	Adding an Installer/Service NaviLink.....	30
Configuring the connection setting mode for NFB (residential)		Adding and Deleting NaviLink (Product Owner Accounts Only).....	32
models.....	15	Setting/Changing NaviLink Router .....	36
Configuring the connection setting mode for NFB (commercial)			
models.....	16	<b>Troubleshooting</b> .....	<b>39</b>
Connecting to a cascade system .....	17		
		<b>Appendix</b> .....	<b>40</b>
		Specifications.....	40

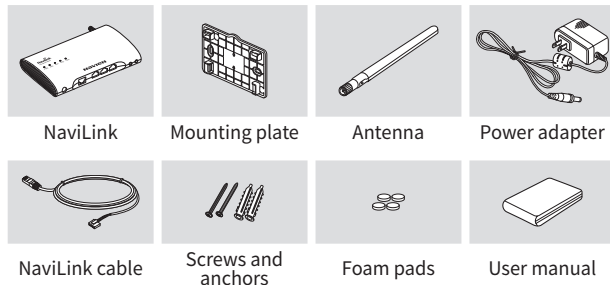
# Overview

The NaviLink is an indoor converter for remotely controlling and monitoring boilers or water heaters via a smartphone app. A boiler, water heater, or a cascade system can be connected to a NaviLink.

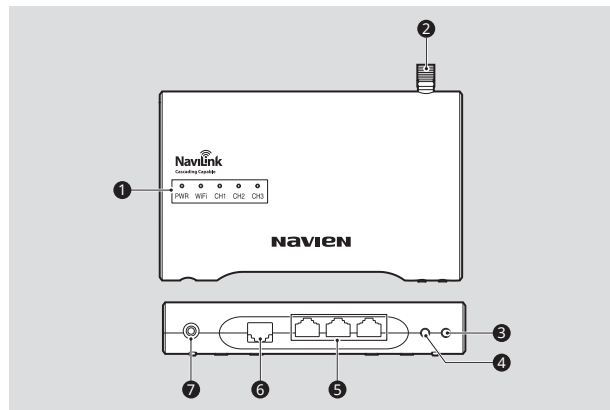
- Hardware or software specifications of the NaviLink or the contents of this manual may be changed without prior notice if the NaviLink's functions are upgraded.
- NaviLink functions can be limited by the operating environment.

## Supplied items

Open the packaging and ensure that the following items are provided.

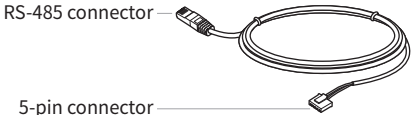





## Part names



No	Description
1	<b>Power (PWR) LED</b> The blue light is turned on when the power is supplied.



No	Description
1	<p><b>Wi-Fi (WiFi) LED</b> The green light is turned on when the NaviLink is connected to a Wi-Fi network. When connecting to a Wi-Fi network, the green light blinks.</p> <p><b>CH1/CH2/CH3 LED</b> The green light blinks when a NaviLink cable is connected to a communication channel port (CH1–CH3) and the NaviLink and boilers/water heaters normally communicate. The LEDs remain turned off if the NaviLink and boilers/water heaters cannot communicate even when the NaviLink cable is normally connected, or the NaviLink cable is not connected abnormally.</p>
2	<p><b>Antenna port</b> An antenna for Wi-Fi network is connected to the antenna port.</p>
3	<p><b>Access Point (AP) mode button</b> Press and hold for more than 3 seconds to start NaviLink AP mode.</p>

No	Description
4	<p><b>SET/Reset button</b></p> <ul style="list-style-type: none"> <li>Resetting a network configuration: Press and hold the button for more than 5 seconds.</li> <li>Resetting the NaviLink: Press and hold the SET/Reset and AP mode button simultaneously for more than 5 seconds, to reset the network settings and internal memory. All LEDs will blink three times when the NaviLink is reset.</li> </ul>
5	<p><b>Communication channel ports (CH1/CH2/CH3)</b> A NaviLink cable is connected to each port for communication with boilers water heaters. * The NaviLink cable's RS-485 connector should be connected to a communication channel port.</p>  <p>RS-485 connector —  —  —  — 5-pin connector</p>
6	<p><b>LAN port</b> A LAN cable is connected to the LAN port.</p>
7	<p><b>Power port</b> The DC 12 V power adapter is connected to the power port.</p>



## Installing the NaviLink

You can place the NaviLink on stable, flat surface, such as a table, or install the NaviLink on a wall using the supplied mounting plate.

-  This device is designed for indoor use only. Please install and use this device indoors.
-  Arrange the power, LAN, and NaviLink cables after connecting each cable to a corresponding port to ensure a tidy work environment.

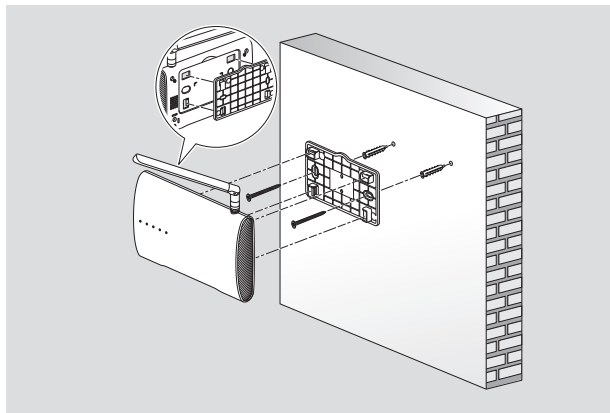
### Installing on a table

- 1 Affix the supplied foam pads to the back of the NaviLink.
- 2 Connect the antenna to the NaviLink.
- 3 Place the NaviLink on the table.

### Installing with a mounting plate

The NaviLink can be installed on a wall using the supplied mounting plate.

- 1 Drill holes which fit the keyholes of the mounting plate into the selected wall, and then insert the plastic anchors into the holes.
  - Ensure the plastic anchors are inserted to their full depth in the holes.
- 2 Place the flat side of the mounting plate against the wall and then line up the keyholes with the plastic anchors.
  - Ensure the mounting plate is placed on the wall correctly.
- 3 Insert the screws through the keyholes of the mounting plate and into the plastic anchors, and screw them in a clockwise direction to fasten the mounting plate onto the wall.
- 4 Connect the antenna to the NaviLink.
- 5 Clip the NaviLink onto the mounting plate with the antenna pointing up.
  - You can hear a click when the NaviLink is securely attached to the mounting plate.



- When the NaviLink is connected to a Wi-Fi network, check the following conditions to ensure the best network connection status.
  - To secure the best network signal quality and the maximum communication range, install the NaviLink in an area where there are no shadows and obstacles that can block the network signal.
  - Do not place the NaviLink close to metallic objects and do not expose the NaviLink to direct sunlight.
  - Do not place the NaviLink near 802.11g or 20 MHz Wi-Fi devices, computers or electronic devices using 2.4 GHz (e.g. Bluetooth devices, wireless or mobile phones, fluorescent lamps, microwaves, refrigerators, etc.), or industrial equipment (e.g. transformers, large motors, etc.). This may damage the NaviLink or other devices, or cause them to malfunction, due to interference.

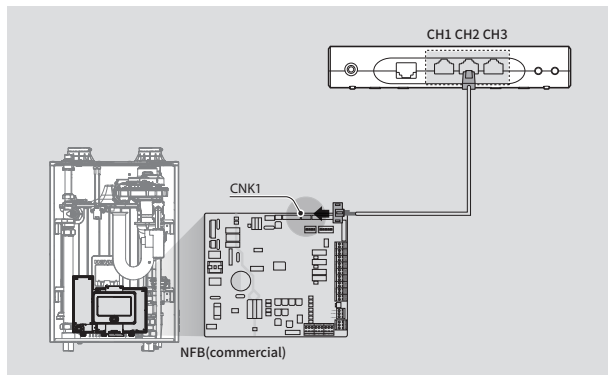
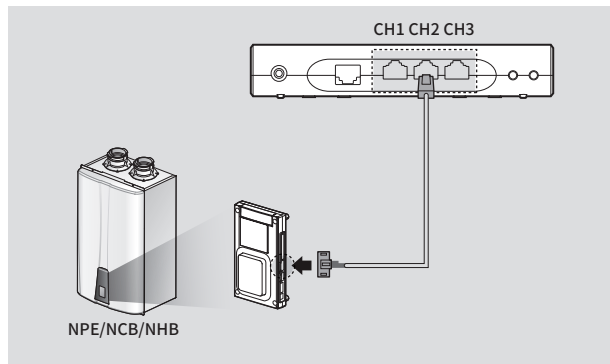
## Connecting to boilers/water heaters

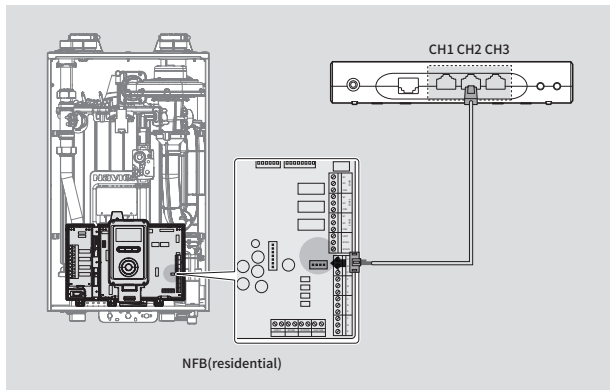
You can remotely control and monitor boilers, water heaters, or cascade systems by connecting them to NaviLink communication channels (CH1-CH3) and setting parameters on the front panel of boilers or water heaters.

### Connecting to a single boiler/water heater

You can connect the NaviLink and a boiler or water heater via the NaviLink cable.

- 1 Connect the RS-485 connector of the NaviLink cable to a communication channel port.
- 2 Connect the 5 pin connector of the NaviLink cable to the J6 port on the right side of the boiler or water heater front panel or to the CNK1 port of the controller.






- Q • Only Navien boilers and water heaters can operate through Navilink.
- You can connect a single boiler or water heater unit to each Navilink communication channel.
- The maximum communication range between the Navilink and a connected boiler's or water heater's front panel is 164 ft (50 m).
- Do not connect the LAN cable's RJ45 connector to a Navilink communication channel port. The function of RJ45 connectors and RS-485 connectors is different although the appearance of the connectors is the same.
- If the Navilink cable length is too short, use CAT5 couplers, direct LAN cables, and Navien Ready-Link cables (optional) to extend the Navilink cable.



- Reset the Navilink when you change the Navilink communication channels of boilers/water heaters in operation and connected to the Navilink to other communication channels that boilers, water heaters, or cascade systems are connected to. If you do not reset the Navilink, usage trend data for devices can be incorrect. (p. 8)
- The usage data of boilers or water heaters is saved normally, when the Navilink communicates with the Internet server and the local time of where the Navilink is installed is synchronized on the Navilink, after you join and register your Navilink on the Navilink smartphone app. (p. 19)
- When you change Navilink communication channels of boilers/water heaters in operation and connected to the Navilink to empty communication channels that boilers, water heaters, or cascade systems are not connected to, the existing usage trend data is deleted and new usage trend data is created.
- Boiler and water heater usage trend data that is saved in the Navilink is not backed up.
- When the power supply is unstable or electrical shock occurs at the Navilink, the usage trend data may not be saved or can be deleted.

## Configuring the connection setting mode for NPE models





-  Adjusting this setting is required for single NPE units ONLY. Do not adjust any of the following parameters for cascade systems.


You can configure the NaviLink connection setting mode on the front panel of NPE water heaters connected to the NaviLink.

- 1 On the front panel, press the Power button to turn off the water heater.
- 2 Enter the R&D information menu by pressing the Up (+) button three times, the Down (-) button three times, and then the Up (+) button four more times.
- 3 Use the Up (+) or Down (-) buttons to move to “2.PAR” (Parameter information mode), and then press the Info button.


Display	Description
	Technical information
	Parameter information

- 4 In the Parameter information time mode, use the Up (+) or Down (-) buttons to select “P.18”. Then, press the Info button to enter the NaviLink connection setting mode.
- 5 In the NaviLink connection setting mode, use the Up (+) or Down (-) buttons to change the value and press the Info button to set to the desired mode.

Display	Description
	NaviLink connection setting mode
	Cascade connection setting mode or connection setting unavailable
	NaviLink connection enabled (ON)
	NaviLink connection disabled (OFF)

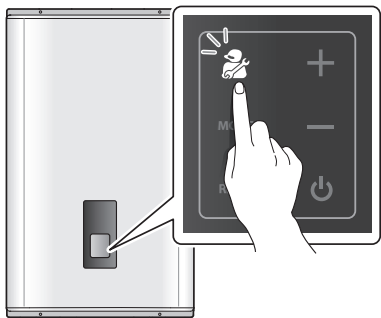
-  Verify that the NaviLink connection setting mode is disabled (OFF) for cascade systems.

## Configuring the connection setting mode for NCB and NHB models

 Adjusting this setting is required for single NCB or NHB units ONLY. Do not adjust any of the following parameters for cascade systems.





You can configure the NaviLink connection setting mode on the front panel of NCB and NHB boilers connected to the NaviLink.

- 1 Press and hold the Diagnostic button for 5 seconds to enter the Parameter mode.



- 2 Press the Up (+) or Down (-) buttons to move to “1.PAR” (Parameter Setting mode), and then press the Mode button. You will be asked to enter a password (“PASS” is displayed). The factory default password is “1234”.

- 3 Press the Mode button and enter your 4-digit password. Use the Up (+) or Down (-) buttons to increase or decrease numbers and the Diagnostic button to move between digits.
- 4 When you are done, press the Mode button.
- 5 Press the Up (+) or Down (-) buttons to move to the X. parameter setting for NCB models and the 9. parameter setting for NHB models, and then press the Mode button to enter Parameter Edit mode.
- 6 Press the Up (+) or Down (-) buttons to change the parameter value.

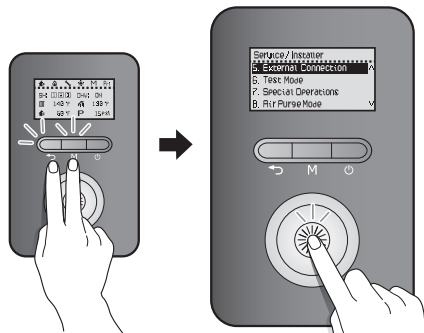
Display		Description
NCB models (X. parameter)	NHB models (9. parameter)	
		NaviLink connection enabled (ON)
		NaviLink connection disabled (OFF)

- 7 When you are done, press the Mode button to save the settings.
  - 8 To exit the Special Parameter mode, press the Reset button twice.
- ⚠ Parameters must be set by a qualified professional with an extensive understanding of the boiler system. Setting parameters improperly may lead to property damage or injury.
  - 🔍 Verify that the NaviLink connection setting mode is disabled (OFF) for cascade systems.

## Configuring the connection setting mode for NFB (residential) models

- 🔍 Adjusting this setting is required for single NFB (residential) units ONLY. Do not adjust any of the following parameters for cascade systems.

To view and configure the external network connection, press the Back button (⏪) and the Menu button (M) simultaneously for 3 seconds, and then select "5. External Connection".



Rotate the Command dial (⊙) to switch between the parameters or to increase/decrease setting values. Press the Command dial (⊙) to select a parameter or to confirm after making changes. Press the Back button (↶) to return to the previous screen or menu.

Item	Description
NaviLink Connect	Turn on or turn off the remote control capabilities via the NaviLink connection. <ul style="list-style-type: none"> <li>• Setting range: On/Off</li> <li>• Default: Off</li> </ul>

## Configuring the connection setting mode for NFB (commercial) models

ⓘ Adjusting this setting is required for single NFB (commercial) units ONLY. Do not adjust any of the following parameters for cascade systems.

To view and configure the external network connection, tap the Set button (⚙️) > **Ext Connection** on the screen.



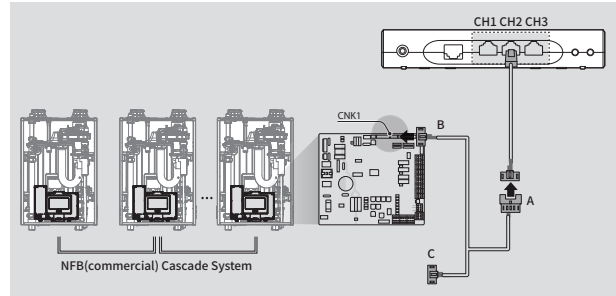
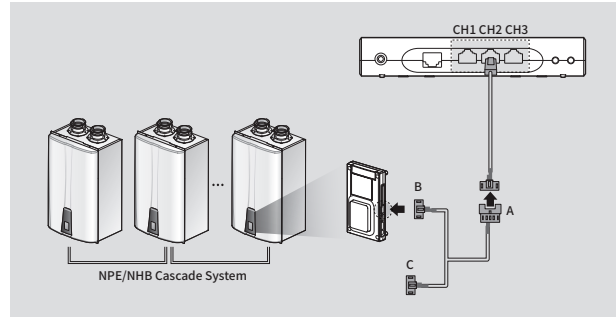
Item	Description
Navi-Link	Turn on or turn off the remote control capabilities via the Navi-Link connection. <ul style="list-style-type: none"> <li>• Setting range: ON/OFF</li> <li>• Default: OFF</li> </ul>

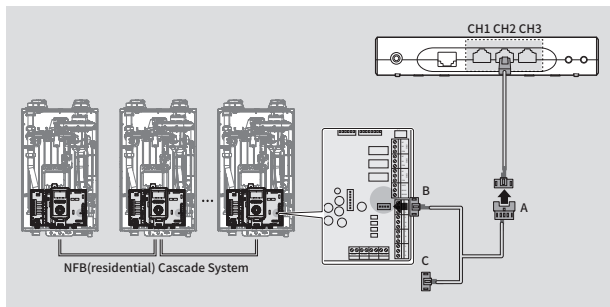


## Connecting to a cascade system

You can remotely control and monitor cascade systems by connecting them to NaviLink communication channels (CH1-CH3). To connect the NaviLink to a cascade system, a Navien Ready-Link cable (optional) and NaviLink cable should be connected.

- 1 Connect the RS-485 connector of the NaviLink cable to a communication channel port.
- 2 Connect the 5-pin connector of the NaviLink cable to connector A of the Navien Ready-Link cable.
- 3 Connect the connector B of the Navien Ready-Link cable to the J6 port on the right side of the main unit panel or to the CNK1 port of the controller.
- 4 Connect connector C of the Navien Ready-Link cable to another Navien Ready-Link cable connected to a sub unit.





- 🔍 • Only Navien cascade systems can operate through Navilink.
- You can connect a cascade system to each Navilink communication channel. Up to eight boiler or water heater units in a cascade system can be controlled via one communication channel port and are displayed on the Navilink smartphone app. If you want to control and monitor more than eight boiler or water heater units as a cascade system, you have to first divide the boiler or water heater units into groups of eight or less and configure them as cascade groups. You can then connect the groups to Navilink communication channels.
- The maximum communication range between the Navilink and a connected boiler's or water heater's front panel is 164 ft (50 m).

- Ensure that the LAN cable's RJ45 connector is not connected to a Navilink communication channel port; the function of RJ45 connectors and RS-485 connectors is different although the appearance of the connectors is the same.
- If the Navilink cable length is too short, use CAT5 couplers, direct LAN cables, and Navien Ready-Link cables (optional) to extend the Navilink cable.
- Reset the Navilink when you change the Navilink communication channels of cascade systems in operation and connected to the Navilink to other communication channels that boilers, water heaters, or cascade systems are connected to. If you do not reset the Navilink, usage trend data for devices can be incorrect. (p. 8)
- The usage data of boilers or water heaters is saved normally, when the Navilink communicates with the Internet server and the local time of where the Navilink is installed is synchronized on the Navilink, after you join and register your Navilink on the Navilink smartphone app. (p. 19)
- When you change Navilink communication channels of cascade systems in operation and connected to the Navilink to empty communication channels that boilers, water heaters, or cascade systems are not connected to, the existing usage trend data is deleted and new usage trend data is created.
- Boiler and water heater usage trend data that is saved in the Navilink is not backed up.
- When the power supply is unstable or electrical shock occurs at the Navilink, the usage trend data may not be saved or can be deleted.
- For more information about how to connect units to cascade systems, see the installation guide of the cascade system.

## Connecting to a network

The NaviLink supports a network connection via LAN cable or Wi-Fi for its remote control and monitoring functions. You have to connect boilers, water heaters, or cascade systems to the NaviLink via a NaviLink cable, and supply power by connecting the power source to the NaviLink via the power adapter. Then, the NaviLink is ready to be connected to a network.

- 🔍 • The NaviLink supports dynamic IP (DHCP) addresses only. Ensure the DHCP server option of a router is enabled.
- The NaviLink can be connected to a 2.4 GHz router.
- The NaviLink supports connection with up to 11 router channels.
- The NaviLink supports WEP, TKIP, and TKIP/AES authentication types. Other Wi-Fi authentication types or Wi-Fi connections compatible with non-standard Wi-Fi authentication types are not supported.
- The network connection quality of a router can be determined by the operating environment.

### Connecting to a network via a LAN cable

The NaviLink supports dynamic IP (DHCP) addresses only. You can remotely control and monitor boilers or water heaters using the NaviLink after connecting the NaviLink LAN port and a router via a LAN cable and signing up and registering your NaviLink on the NaviLink app.

- 🔍 The NaviLink does not support a static IP connection.

### Connecting to a Wi-Fi network and signing up

You can remotely control and monitor boilers or water heaters by connecting the NaviLink to a Wi-Fi network. Install the NaviLink app on your smartphone and sign up. You can configure a network and establish a connection between your NaviLink and Wi-Fi network.

### Configuring a Wi-Fi network on smartphones

You can configure your Wi-Fi network with the NaviLink app installed on Android OS/iOS smartphones.

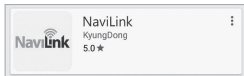
- 🔍 • Download the NaviLink app from the Google Play Store. The NaviLink app supports Android OS 4.1 or later versions. Some functions may operate differently on other Android OS versions.
- Download the NaviLink app from the Apple App Store. The NaviLink app supports iOS 9.0 or later versions. Some functions may operate differently on other iOS versions.
- In case you are using two or more NaviLink devices in one place, set up the connection by turning on the power one at a time.
- Ensure the router is operating correctly for smooth use of the NaviLink app.
- The NaviLink app provides various information about the boilers and water heaters from the energy management system (EMS) and provides various remote control and monitoring features, such as changing the hot water temperature, starting/stopping the product, and weekly controls. However, boiler features for controlling indoor temperatures are not provided.
- You can use the HotButton remote control feature of the water heater only when a water heater with HotButton control kit installed is connected to NaviLink.
- You can use the Zone Pump link feature only when a Navien zone pump controller installed boiler is connected to NaviLink.
- The NaviLink app is provided free of charge for three years and may change to a paid service in the future.

# Starting the NaviLink App

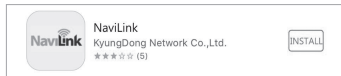
## Installing the App

You can download the NaviLink app by searching NaviLink in the Google Play Store or Apple App Store.

Once the download is complete, start the app.



[Google Play Store]



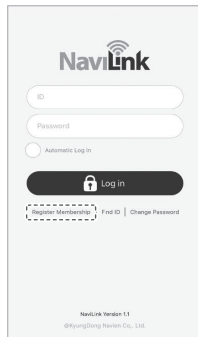
[Apple App Store]

## Registering for Membership – Product Owner

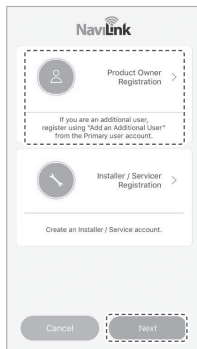
1 On the main screen of the app, tap **Register Membership** to sign up for Product Owner membership.

- If you are already registered and want to change the router for setting up a Wi-Fi connection, see *Setting/Changing NaviLink Router* on page 36.

- You can register up to 4 accounts per one NaviLink. To register a NaviLink already registered with a Product Owner account, see *Registering for Membership – Additional Member*.
- You can register up to 10 NaviLinks per 1 Product Owner account. To add a new NaviLink, see *Adding and Deleting NaviLink (Product Owner Accounts Only)*.

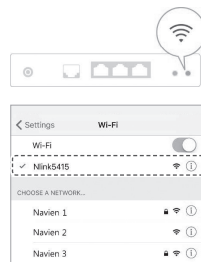


- 2 Tap **Product Owner Registration** → **Next**.  
To register an installer member, see *Registering for Membership – Installer/Service Member*.

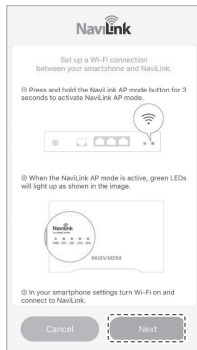


- **Product Owner Registration:** Select if you own the product. To add a user to an already registered device, log in with the Product Owner account, and add an Additional User from the Member Management menu.
- **Installer/Service Registration:** Select if registering an installer account. After registering an installer account, you can check Navilink information by registering an installer account to Navilink while logged in from the Product Owner account.

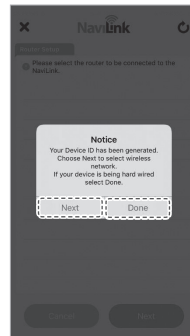
- 3 Change Navilink to AP mode.
- Change to AP mode by holding the right button of Navilink for at least 3 seconds. The Navilink APN (Access Point Name) is created at random if you run the AP mode in Navilink.
- 4 On your smartphone, tap **Settings** → **Wi-Fi** → **NlinkXXXX** (e.g.: Nlink1234) to complete the connection as Navilink AP.



5 Tap **Next** after the connection is complete.



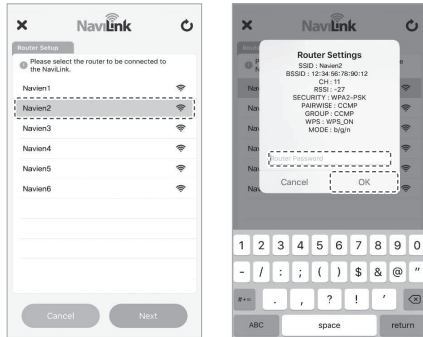
6 Start the connection with the router.  
Tap **Next** or **Done** depending on the type of router connection.



To select the router to connect with NaviLink for setting up a Wi-Fi network, select **Next**.

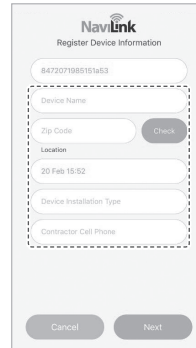
- If you are setting up a network via a LAN connection, select **Done**. The app screen will be directed to the screen to enter product information.

- 7 Select a router to connect the NaviLink to → enter the router's password → tap **OK**.
- If the router to connect does not appear on the list, refresh the router list.
  - If the password has not been set, skip entering the password and tap **OK**.

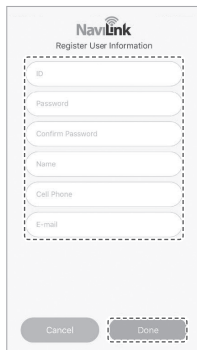


- 8 Enter the device information → tap **Next**.

- Make sure to select the current time to set the NaviLink time.
  - NaviLink must be connected with the server properly in order to proceed to the next step.
- If you fail to proceed to the next step, check the router settings of NaviLink or check the network status of the connected router.

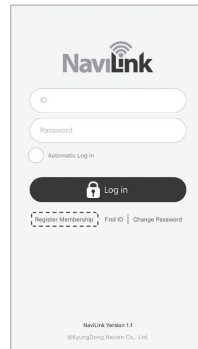


- 9 Enter the user information → tap **Done**.  
You will be logged in automatically to use the NaviLink service when you finish signing up for membership.



## Registering for Membership – Installer/Service Member

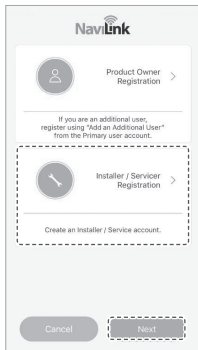
- 1 On the main screen of the app, tap **Register Membership** to sign up for Installer/Service membership.



- The Installer/Service member account is an account only for installers and not for NaviLink users.

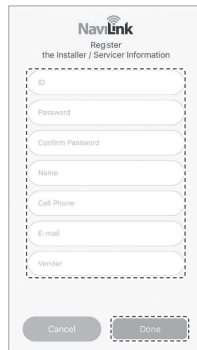


- 2 Tap **Installer/Service Registration** → **Next**.  
To register a Product Owner member, see *Registering for Membership – Product Owner*.



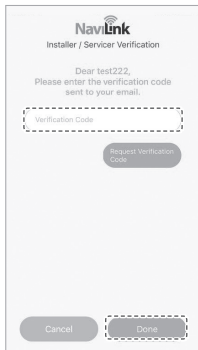
- **Product Owner Registration:** Select if you own the product. In case of adding a user to a device registered already, add Additional User in Member Management after logging in with the Product Owner account.
- **Installer/Service Registration:** Select in case of registering an installer account. After registering an installer account, you can check NaviLink information by registering an installer account to NaviLink while logged in from the Product Owner account.

- 3 Enter the installer/service information → tap **Done**.  
You will be logged in automatically and directed to the Installer/Service member verification screen when you finish membership registration.



- Make sure to enter a valid email to receive the verification mail.

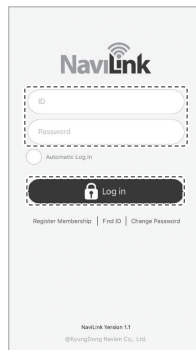
- 4 A verification code email is sent to the email account registered at the time of membership registration.  
Enter a verification code to complete member verification.



- You cannot use the service if you do not complete member verification.
- After you finish signing up for Installer/Servicer membership, you must register Installer information in the Product Owner account to check NavILink information from the Installer/Servicer member account. For more information, see *Adding an Installer/Servicer NavILink*.

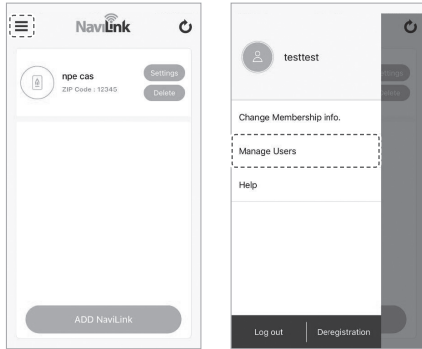
## Registering for Membership – Additional Member

- 1 On the main screen of the app, log in using the Product Owner member account.

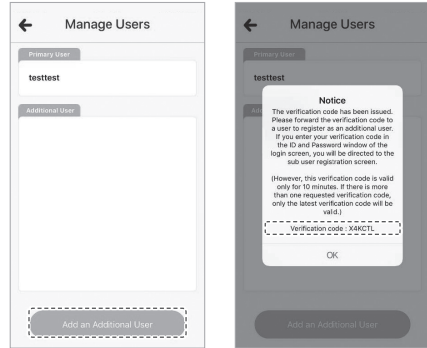


- Additional members must be registered through the adding a member feature in the Product Owner member account in order to use NavILink properly.

2 Tap the user menu button (☰) → **Manage Users**.



3 Tap **Add an Additional User** in the member management menu to create a verification code. Send the created verification code to the user to register as an Additional User.



- You may register up to 4 additional Users.
- You may not register more than one additional user at a time.

- 4 After entering the verification code received from the Product Owner in the ID and PW fields, tap **OK**.

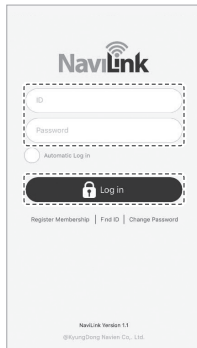
- Continue with the process in the smartphone of the user to be registered as an additional User.

- 5 Enter additional user information → tap **Done**. You will be logged in automatically to use the NaviLink service when you finish signing up for membership.

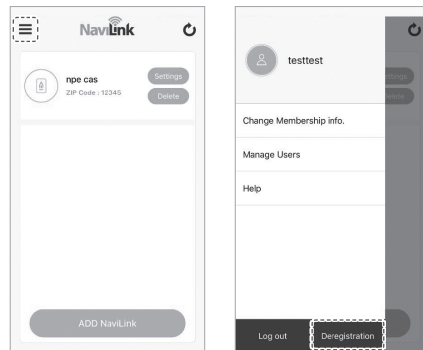
- An Additional User account has access to all NaviLinks registered to the Product Owner account. (However, there may be restrictions on some settings.)

## Deregistering/Delegating the Permissions of a Product Owner Member

- 1 On the main screen of the app, log in using Product Owner member account.

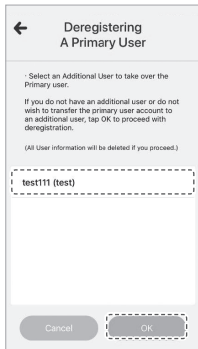


- 2 Tap the user menu button (☰) → **Deregistration** to enter the Product Owner Deregistration menu.



- You can deregister Installer/Service accounts and Additional User accounts right away without delegating permissions.

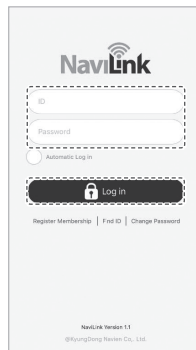
- 3 Select an additional user to receive the permissions of the Product Owner member, and tap **OK** to proceed with deregistration.



- If deregistration is carried out without delegating an additional user to take over Product Owner permissions, all additional user accounts connected to the Product Owner account will be deregistered at the same time.
- The Additional User account that has delegated the permissions is able to use all functions of the Product Owner starting from the next login.

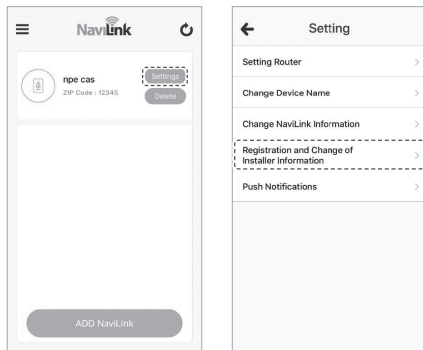
## Adding an Installer/Service NaviLink

- 1 On the main screen of the app, log in using Product Owner member account.



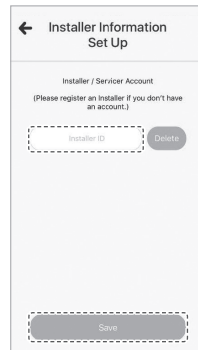
- You can set up an Installer/Service member permission to access NaviLink from the Product Owner account.

- 2 Tap **Settings** on a Navilink to register an Installer/Service member account and tap **Registration and Change of Installer Information**.



- You can designate Installer/Service member for each Navilink connected to the account.
- You can only view Navilink information in the Installer/Service account and the control feature is not supported.

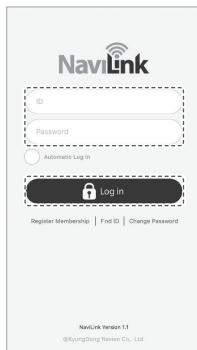
- 3 Enter the Installer/Service account ID to register to Navilink and tap **Save** to complete registration. After completing registration, you can view the corresponding Navilink in the Installer/Service account.



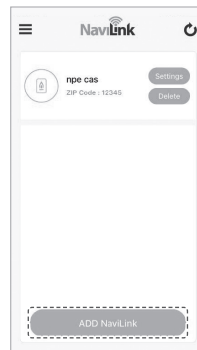
- If you want to disconnect the Installer/Service account, tap **Delete** to cancel registration.

## Adding and Deleting NaviLink (Product Owner Accounts Only)

- 1 On the main screen of the app, log in using Product Owner member account.
  - You can use the feature to add and delete additional NaviLinks only in the Product Owner account.

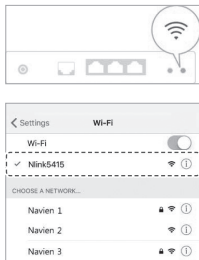


- 2 Tap **ADD NaviLink** to start adding NaviLink.
  - You may register up to 10 NaviLinks.
  - Additional Users have access to all NaviLinks of the Product Owner.





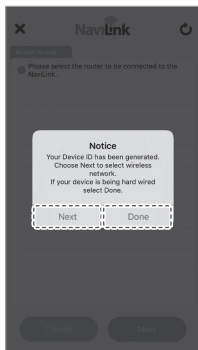
- 3 Change NaviLink to AP mode.
- Change to AP mode by holding the right button of NaviLink for 3 seconds or longer. The NaviLink APN is created at random if you run the AP mode in NaviLink.
- 4 On your smartphone, tap **Settings** → **Wi-Fi** → **NlinkXXXX** (e.g.: Nlink1234) to complete the connection as NaviLink AP.



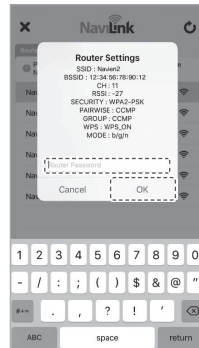
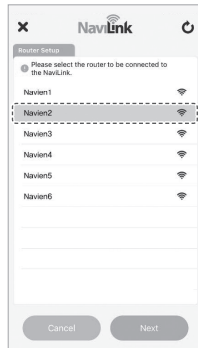
- 5 Tap **Next** after the connection is complete.



- 6 Start the connection of router.  
Tap **Next** or **Done** depending on the type of router connection.
- To select the router to connect with NaviLink for setting up a Wi-Fi network, select **Next**.
  - In case of setting up a network via LAN connection, select **Done**. The app screen will be directed to the screen to enter product information.



- 7 Select a router to connect the NaviLink to → enter the router's password → tap **OK**.
- If the router to connect does not appear on the list, refresh the router list.
  - If the password has not been set, skip entering the password and tap **OK**.



8 Enter the device information → tap **Next**.

- Make sure to select the current time to set the NaviLink time.
- NaviLink must be connected with the server properly in order to complete the registration of an additional NaviLink.  
If you fail to proceed to the next step, check the router settings of NaviLink or check the network state of the connected router.

Register Device Information

847207198515a53

Device Name

Zip Code

Location

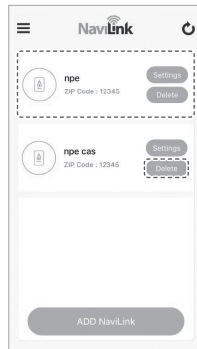
20 Feb 15:52

Device Installation Type

Contractor Cell Phone

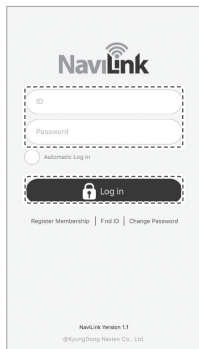
9 Once NaviLink is added properly, the added NaviLink will be displayed on the device list screen. Select NaviLink to start controlling.

- If you want to delete a registered NaviLink, tap the **Delete** button of NaviLink.



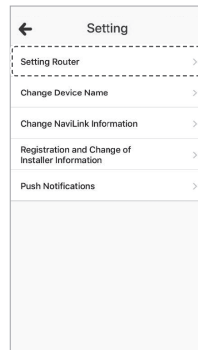
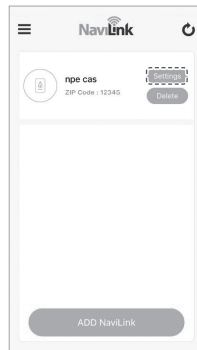
## Setting/Changing NaviLink Router

1 On the main screen of the app, log in a using member account.

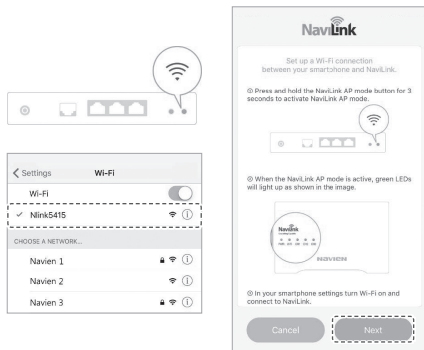


- You can change NaviLink router from all accounts.

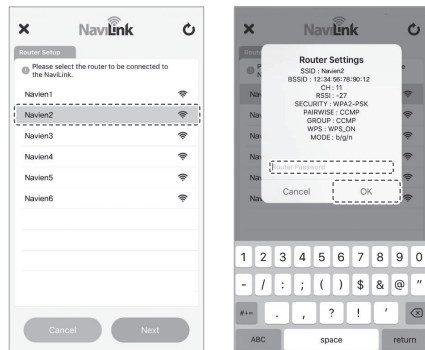
2 Tap **Settings** to enter the NaviLink Settings menu and tap **Setting Router** to set up/change a router.



- 3 Change NaviLink to AP mode.
- Change to AP mode by holding the right button of NaviLink for 3 seconds or longer. NaviLink APN is created at random if you run the AP mode in NaviLink.
- 4 On your smartphone, tap **Settings** → **Wi-Fi** → **NlinkXXXX** (e.g.: Nlink1234) to complete the connection as NaviLink AP. Tap **Next** after the connection is complete.

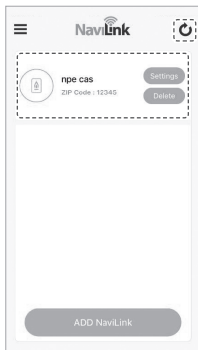


- 5 Select a router to connect the NaviLink to → enter the router's password → tap **OK**.
- If the router to connect does not appear on the list, refresh the router list.
  - If the password has not been set, skip entering the password and tap **OK**.



6 Once the router setup of NaviLink is complete, NaviLink will be displayed as in the Online state. Select NaviLink to start controlling.

- If the state of NaviLink cannot be updated, import the NaviLink status again by tapping the Refresh button.
- If NaviLink does not change to an Online state, check the router settings of NaviLink or check the network state of the connected router.



# Troubleshooting

Situation	Suggested remedies
Cannot connect the NaviLink to a router via Wi-Fi	<ul style="list-style-type: none"><li>• The router may be out of range.<ul style="list-style-type: none"><li>- Place the NaviLink and the router closer together.</li><li>- Change the channel settings of the router.</li></ul></li><li>• Authentication may have failed after the NaviLink and the router have connected.<ul style="list-style-type: none"><li>- Connect the NaviLink to a router via a LAN cable.</li><li>- Check the WLAN security settings.</li><li>- Reset the WLAN settings by pressing the SET/Reset button on the NaviLink for 5 seconds.</li></ul></li></ul>
Cannot detect an available router	<ul style="list-style-type: none"><li>• Ensure the router is operating normally.</li><li>• Ensure that the SSID and password of the router are set correctly.</li></ul>

Situation	Suggested remedies
Cannot remotely control and monitor boilers or water heaters when the NaviLink is connected to a router via a LAN cable	<ul style="list-style-type: none"><li>• When using a dynamic IP address:<ul style="list-style-type: none"><li>- Turn off a router and the NaviLink and turn them on again after five minutes.</li><li>- Ensure the cable connected to the LAN port of the NaviLink is a LAN cable.</li><li>- Reset the WLAN settings by pressing the SET/Reset button on the NaviLink for 5 seconds.</li></ul></li><li>• When using a static IP address, change to a dynamic IP address. The NaviLink does not support a static IP connection.</li></ul>
Cannot connect with boilers or water heaters, or check the status information	<p>The green light of the CH1, CH2, or CH3 LED blinks when the NaviLink and boilers/water heaters are communicating normally.</p> <ul style="list-style-type: none"><li>• Check the connection status of the NaviLink cable connected to the NaviLink and boilers/water heaters.</li><li>• When a single boiler or water heater unit is connected to the NaviLink, ensure the parameter is configured correctly. (p. 13, 14)</li><li>• Ensure the NaviLink cable and the LAN cable are connected to the correct ports.</li></ul>

# Appendix

## Specifications

Wi-Fi	
Specification	2.4 GHz, IEEE Std. 802.11b/g/n (20 MHz)
Frequency range	2,412 MHz–2,462MHz for 802.11b/g/n (20 MHz)
Channel	11 channels for 802.11b/g/n (20 MHz)
Channel spacing	5 MHz
Modulation type	802.11b: DSSS/CCK 802.11g/n: OFDM
Max. RF output power	18.88dBm for 802.11b 20.69dBm for 802.11g 20.32dBm for 802.11n (HT20) Adjustable output power but follow the 802.11b/g/n standard
Security	WEP, WPA/WPA2, WPA2-PSK/WPA-PSK
Ethernet	
Specification	10/100M Base-TX wired LAN
Protocols	TPC/IPv4, DHCP
Standards	Fully complies with IEEE 802.3/IEEE 802.3u, ANSI X3T12 TP-PMD 1995 standards

General	
Ports	1 - 10/100M Auto-Negotiation Ethernet RJ45 port supporting Auto MDI/MDIX 3 - RS-485 communication RJ45 ports
Cables	10BASE-TX: UPT category 3, 4, 5 cable (maximum 100 m) EIA/TIA-568 100Ω STP (maximum 100 m) 100BASE-TX: UPT category 5, 5e cable (maximum 100 m) EIA/TIA-568 100 Ω STP (maximum 100 m)
LEDs	Power, Wireless 2.4 GHz, RS-485 (CH1–3)
Power adapter rating	Input 100–240 VAC, 50–60 Hz Output 12 VDC, 1 A
NaviLink power rating	12 VDC, 0.5 A
Safety & Emissions	FCC, IC



**Environment**

Temperature	Operating: 32 °F–104 °F (0 °C–40 °C) Storage: -40 °F–158 °F (-40 °C–70 °C)
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Humidity	Operating: 10 %–90 % RH, Non-condensing Storage: 5 %–90 % RH, Non-condensing
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**Physical specifications**

Dimensions (W X H X D)	6.9 in X 1.17 in X 4.3 in (175.8 mm X 29.9 mm X 109.8 mm)
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Weight	Approx. 7.76 oz (220 g)
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**Smartphone**

OS version	Android OS 4.0 or later iOS 8.0 or later (iPhone 5S or later)
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## LIMITED WARRANTY NAVIEN, INC.

Navien products come with a limited warranty covering parts. The following warranty periods begin to run from the date of original installation. The date of original installation must be provided to Navien, and upon request, proof of the original installation date must also be provided to Navien. When the product is installed in a new construction, the commencement date shall be dated upon which the end-user takes title to the property.

### APPLICABLE WARRANTY PERIOD

Period of Coverage	
All other parts and components	3 years

### Warranty claim procedures

To obtain warranty repair service, the end user or homeowner must contact the original installer of your Navien product. If the original installer cannot be identified, the end user or home owner may contact Navien's Technical Administration Department at (800) 519-8794. Proof of purchase is required to obtain warranty service.

### Warranty service

At its option, Navien will replace the defective component (part), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the applicable warranty period identified above. The replacement component must be Navien original factory component. Navien, at its sole discretion, may replace the product with a new or refurbished product of comparable quality and design. The replacement component or product will be warranted only for the unexpired portion of the original component's applicable warranty period. Payment for labor in completing the warranty service is subject to Navien's prior written approval and shall be subject to Navien's schedule of approved labor allowances.

## Warranty exclusions

Navien's Limited Warranty shall be void in the event of an occurrence of any of the following:

- Improper installation, failure to install in strict compliance with the Installation & Operation Manual procedures, installed by an unlicensed installer, and installation in violation of applicable rules, laws or building codes.
- Product purchased through the internet, other e-commerce channels, or any installer that obtained the product from a supplier or distributor not authorized by Navien.
- Failure to perform regular maintenance, misuse, operation at settings other than those recommended or specified, noncompliance with instructions or guidelines set forth in the User's Information Manual.
- Modification or alteration of the product in any manner, including but not limited to, removal of any component or part, addition of any non-approved components, relocating or moving the product from its original installation site, or any accidental or intentional damage to the Product.
- Installer's failure to fully comply with the warranty service and return policy procedures previously provided to installer and as is available on Navien's website. Such policies include but are not limited to the installer's failure to first contact Navien Technical Support while in front of the product for purposes of trouble shooting the identified problem or issue.

- Any damage, malfunction or failure caused by abuse, negligence, alteration, accident, fire, flood, freezing, wind, lightning and other acts of God.
- Operating, using or storing the NaviLink in a corrosive or contaminated atmosphere or environment.
- Installation at any location outside the United States and Canada.

Other Terms: This Limited Warranty is subject further to the terms and conditions set forth herein and as may be further specified in the terms and conditions page located on Navien's website at [www.navien.com](http://www.navien.com). WITH THE EXCEPTION OF THIS LIMITED WARRANTY, NAVIEN DISCLAIMS ANY OBLIGATION OR LIABILITY WITH RESPECT TO THE PRODUCTS OR THEIR SALE AND USE, AND NAVIEN NEITHER ASSUMES NOR AUTHORIZES THE ASSUMPTION OF, ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCTS. THIS DISCLAIMER INCLUDES ANY OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY RESPECTING THE PRODUCTS OR ANY PARTS OR COMPONENTS THEREOF, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Navien's total liability for any claim arising hereunder shall not exceed the purchase price which you paid for the product. NAVIEN SHALL NOT IN ANY EVENT BE LIABLE FOR INDIRECT, SPECIAL, CONSEQUENTIAL OR LIQUIDATED DAMAGES OR PENALTIES, INCLUDING CLAIMS FOR LOST REVENUE, PROFITS OR BUSINESS OPPORTUNITIES, EVEN IF NAVIEN HAD OR SHOULD HAVE HAD ANY KNOWLEDGE, ACTUAL OR CONSTRUCTIVE, OF THE POSSIBILITY OF SUCH DAMAGES.

Navien.com



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