1   Welcome to Swift Command

This guide will explain the features and operation of the new Swift Command app.

The app is available for Apple and Android devices from the respective app stores, just search for 'Swift Command 2019'.

The app is split into 4 sections as follows;

CONTROL PANEL	REMOTE FEATURES	INFORMATION	ACCOUNT SETTINGS
When inside your vehicle, use Bluetooth to control equipment, adjust settings and view system data	When away from your vehicle, use the internet to locate your vehicle, control equipment, view system data and dealer contact details	Use to access documents including user manuals & help guides, and access links to the Swift website, Swift Talk and Swift Connect	Use to enter your Swift Command account details, link your vehicle, set alerts and change other system settings

2   Control Panel

2.1   Bluetooth Pairing

The control panel uses Bluetooth to connect to your caravan or motorhome, so before you can use the control panel section of Swift Command you need to pair your device. This is a onetime process, you do not need to repeat the pairing each time you use your caravan or motorhome. Please note that the pairing process differs between Android and Apple iOS devices, so please see the relevant section below.

2.2   Android

Before you start, please delete / forget / un-pair any previous Swift_BLE pairings on your device.

At the EC800 control panel (the one installed above the door in your caravan or motorhome) press the settings button (gear wheel) and then the ≯ Pair: 0 button to start pairing. The button text will change to show pairing is active.

Now on your device in the Bluetooth settings section ensure Bluetooth is turned on, then look for Swift_BLE as an available connection. Select Swift_BLE and connect / pair.

After a few seconds the pairing should complete, your device will show a pairing to Swift_BLE and the button on the EC800 control panel will change to show the number of paired devices, for example ≯ Pair: 1

Bluetooth Connect

You can now open the Swift Command app and press the large green button for the Control Panel section. If not already connected, you will be prompted to connect via Bluetooth using the pairing already stored.

Note; if you wish to disconnect from Bluetooth at any time you can use the Bluetooth disconnect / connect button in the control panel section.

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The button border is blue when Bluetooth is connected and red when disconnected.

Connected   Disconnected

2.3 Apple iOS

Before you start, please delete / forget / un-pair any previous Swift_BLE pairings on your device. Note that pairing is undertaken within the Swift Command app and not in the devices Bluetooth settings.

Open the Swift Command app and wait until it is at the launch screen shown below.

At the EC800 control panel (the one installed above the door in your caravan or motorhome) press the settings button (gear wheel) and then the ⸕ Pair: 0 button to start pairing. The button text will change to show pairing is active.

Now on your device press the control panel button and an alert will be shown asking if you want to connect the device.
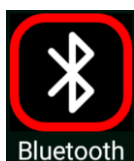
Press 'Connect to Device' to connect.
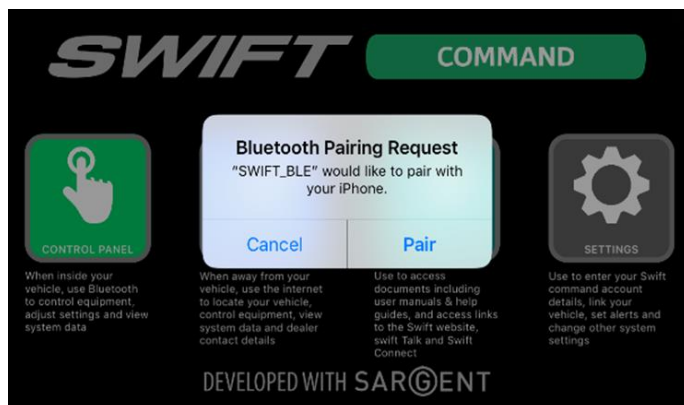
Immediately after the above, a notification will appear asking if you would like to pair to the device.

Click the 'Pair' button. The app will now open the control panel screen and load data from your vehicle.

Now return to the EC800 control panel and wait for the pair button to stop flashing. This can take up to 1 minute.

Connected　　Disconnected

Now for the final step.

After the initial iOS pairing you need to disconnect and then reconnect. This only needs to be done after a fresh pairing operation and not every time you use the app.

Press the Bluetooth button and it will turn red indicating you are disconnected. Now press the button again to re-connect and the button with turn blue.

You can now use the control panel section of the app to control your vehicle.

Note: if you wish to disconnect from Bluetooth at any time you can use the Bluetooth disconnect / connect button in the control panel section.

2.4 Control Panel Operation

CONTROL PANEL

The control panel section of the app works in a very similar way to the EC800 control panel, so once you are familiar with the EC800 you should find the app easy to use.

Here is a summary of each button in the control panel section. Further information is also available in the caravan or motorhome handbook which can also be accessed from the Information section of the app.

Control

Pump   Awning
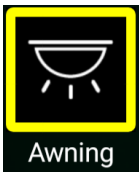
The first 2 buttons are functional switches.

Press the pump button to turn the water pump on. The button border will illuminate when the pump is on. Press the button again to turn the pump off.

Press the awning light button to turn the awning light on or off. The border of the button will illuminate when the awning light is on.

Lighting
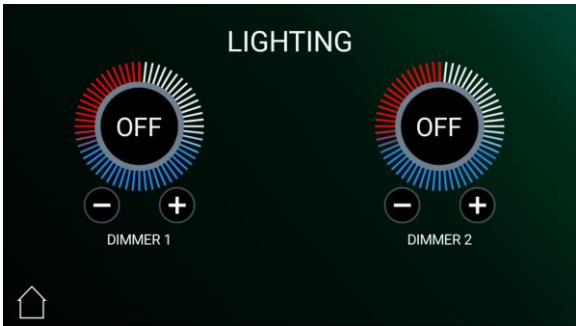
Lighting

The lighting button takes you to the lighting control screen. Here you can turn on / off or adjust the dimmable lighting levels. The lighting is split into two channels or zones.

Use the (-) and (+) buttons to decrease or increase the lighting level of the required channel. Press the centre of the dial to turn the channel on or off. In the off state the centre of the dial will show OFF, when turned on the dial will show the lighting level as a percentage (5 to 100%).

Press the ⌂ home button to return to the control panel screen.

Power
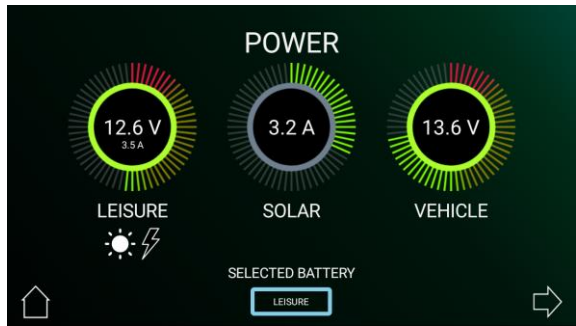
Power

Press the power button to show the power information and control screen. Here you can view battery levels, and view charger and solar current. You can press the right arrow button ⇨ to view

mains 230V current and set the 230V current limiter. Press the left arrow button ⇦ to return to the power screen.

Use the selected battery button to select which battery you wish to use or charge with the 230V charger. In caravans the vehicle battery will only be available when the caravan is plugged into the car.

If a battery is being charged by the 230V charger a 'lightning' symbol will be shown below the respective dial.

If a battery is being charged by the solar panel a 'sun' symbol will be shown below the respective dial.

The leisure dial shows the voltage of the leisure battery. Press the centre of the dial to change to showing the leisure battery current (a positive [+] value is charging and a negative [-] value is discharging).

The vehicle dial shows the voltage of the vehicle battery. Press the centre of the dial to change to showing the vehicle battery current (a positive [+] value is charging and a negative [-] value is discharging).

The solar dial shows the current being supplied to the system from the solar panel (if fitted / when operating).

On the mains 230V screen, the dial on the left shows the 230V AC current being used by the vehicle (from the site hook-up).

To set the 230V AC current limiter press the centre of the dial to turn the limiter on or off. Press the (-) or (+) buttons to increase or decrease the limit level. When on, the system will monitor the incoming AC current and if the set limit is reached the 230V heating element within the heating system will be temporarily turned off until the current falls below the set limit. See the user handbook for further details.

Press the ⌂ home button to return to the control panel screen.

Water
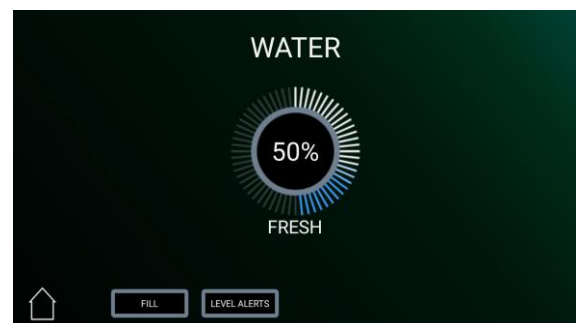
Motorhome example   Caravan example

The water button takes you to the water screen. Here you can view the on-board water tank levels and control water tank related features. This screen will only be available if your vehicle is fitted with water tanks.

The fresh gauge shows the water level in the on-board fresh water tank. The level is measured in 25% increments, so 75% = ¾ full.

The waste gauge shows the water level in the on-board waste water tank. The level is measured in 25% increments, so 100% = full.

Press the level alerts button to turn on / off the water tank empty / full warnings. This is a local alert and will sound from the EC800 control panel fitted in the vehicle. For remote alerts via email or text message, see the remote features section.

In caravans with an on-board water tank there is an additional button to control the automated tank fill. Press the tank fill button to turn on / off the filling of the on-board water tank from the external water container. The filling pump will turn off automatically when the on-board tank is full or after 7 minutes have elapsed.

In motorhomes (when tank heaters are fitted) there is an additional button to control the water tank frost protect heaters. Press the tank heaters button to turn on / off the water tank heaters.

The Press the ⌂ home button to return to the control panel screen.

Heating
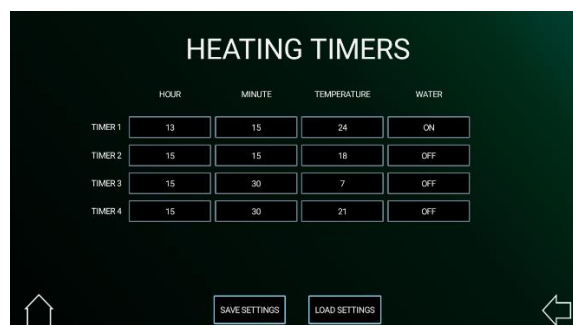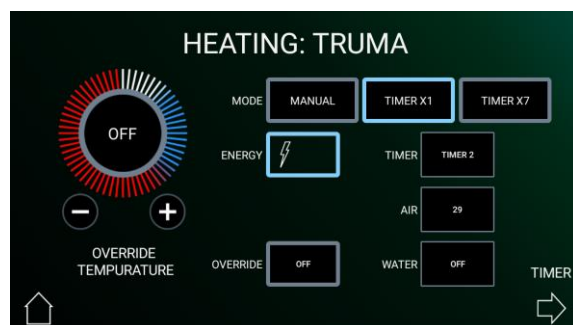
The heating button takes you to the heating control screen. Here you can control the heating system, select energy and temperature levels, and by pressing the right arrow button ⇨ you can set related timers.

Note that there are a number of different heating systems that can be controlled by the power control system. The system will be preconfigured by the manufacturer or supplying dealer to work with the installed heating system.

For ALDE heating

Press the electric button to set the electric energy setting. Set to OFF if you do not wish to use electric. Possible setting are ⚡ 1KW, ⚡⚡ 2KW, ⚡⚡⚡ 3KW or OFF.

Press the gas button to turn the GAS 🔥 energy setting on. Set to OFF if you do not wish to use gas.

For TRUMA heating

Press the energy button to set the heater energy setting. Possible setting are GAS 🔥, MIX1 🔥⚡ (GAS & 1KW electric) MIX2 🔥⚡⚡ (gas & 2KW electric), EL1 ⚡ (1KW electric) or EL2 ⚡⚡ (2KW electric).

For WHALE heating

The Whale heating system uses separate water and air heaters, so the energy setting for each can be independently set.

Press the water heater energy button to set the heater energy setting. Possible setting are OFF, GAS 🔥, EL1 ⚡ (1KW electric), EL2 ⚡⚡ (2KW electric), MIX1 🔥⚡ (gas & 1KW electric) or MIX2 🔥⚡⚡ (gas & 2KW electric).

Press the air heater energy button to set the heater energy setting. Possible setting are OFF, FAN, GAS 🔥, EL1 ⚡ (1KW electric), EL2 ⚡⚡ (2KW electric) or EL3 ⚡⚡⚡ (3KW electric).

Set the mode to manual to manually control the heating temperature and water setting using the controls supplied by the heating appliance manufacturer or the dial shown on screen. Press the (+) or (-) buttons below the dial to increase or decrease the required temperature.

Set the mode to timer x1 to use timer settings to control the heating system. In x1 day mode the times and temperatures you set will be used for every day of the week. Press the right arrow button ⇨ to view the timer settings screen. Press on any of the settings to increase the value, repeat the press until you reach the desired value. Press the save button to save your changes.

Set the mode to timer x7 to use timer settings to control the heating system. In x7 day mode you can set different times and temperatures for each day of the week. The settings are adjusted in the same way as the timer x1 settings. Press the right arrow button ⇨ to view the timer settings screen. Press on any of the settings to increase the value, repeat the press until you reach the desired value. Press the save button to save your changes.

When using either of the timer modes you can temporarily override a particular temperature or water heater setting. Press the override button to turn the override on, then set the required temperature on the dial using the (+) or (-) buttons below the dial. You can also set a temporary water setting by pressing the water button to change the setting. When override is turned on the

override settings will be used until the next timer event / change, when override will be turned off and the relevant timer setting used.

The Press the ⌂ home button to return to the control panel screen.

Radio

The radio button takes you to the radio control screen. Here you can select the radio mode, choose a pre-set or adjust the volume. This screen will only be available if your vehicle is a caravan and is fitted with a Sargent DAB/FM radio module.

Press the mode button to select the required radio mode, available choices vary by specification and include FM, DAB, Aux 3.5mm input or OFF. Select off to turn the radio off.

Press the (-) or (+) buttons underneath the volume dial to increase or decrease the volume level. Press on the centre of the dial to mute the volume, press again to restore the volume level.

The 5 pre-set buttons are used to retrieve your favourite stations which have been stored using the EC800 control panel. To retrieve a station simply press the required pre-set button.

The Press the ⌂ home button to return to the control panel screen.

Refrigerator

This section is only relevant when a CI-Bus equipped fridge is installed, connected and enabled within the system. The main refrigerator settings can be set / controlled by the EC800 control panel or the Swift Command app. These controls work in parallel with the ones on the fridge control panel, so the settings can be changed by either method.

The fridge button takes you to the refrigerator control and information screen. Here you can select the operating mode, set the cooling setting and view the temperature status.

Press the mode button to select the required operating mode. Select OFF to turn the fridge off.

Use the (-) or (+) buttons under the setting dial to increase or decrease the cooling setting. 1 is low and 5 is maximum.

The temperature status display shows the temperature state of the fridge, with the optimal (central) position being the ideal. If the fridge is too warm increase the cooling setting to reduce the temperature. If the fridge is too cold reduce the cooling setting accordingly.

Note that the fridge will take time to react to a setting change so please allow sufficient time for the status to update after changing a setting or adding food.

The Press the ⌂ home button to return to the control panel screen.

Air-conditioning

If your vehicle has been fitted with a compatible air-conditioning unit then the aircon settings can be set / controlled by the EC800 control panel, the air-conditioner infrared remote control or the Swift Command app. The unit must be turned on with its power switch before it can be controlled.

The air-conditioning button takes you to the aircon control and information screen. Here you can select the operating mode, set the cooling setting and view the temperature status.

Press the lights button to control the LED light built into the air-conditioning unit. Select ON or OFF to turn the light on or off, or select dimmed to allow the light to be controlled with other dimmable lighting in the vehicle.

Press mode button to select the required operating mode. Select OFF to turn the air-conditioner off. Note that available modes vary according to the model of air-conditioner fitted.

Use the temperature setting (-) or (+) buttons below the dial to increase or decrease the temperature setting. Available settings range from 5 degrees to 30 degrees Celsius.

Use the fan speed setting (-) or (+) buttons below the dial to increase or decrease the fan setting. Note that available settings vary according to the model of air-conditioner fitted.

The Press the ⌂ home button to return to the control panel screen.

Al-Ko Automatic Trailer Control (ATC)

If your vehicle has been fitted with Al-Ko ATC then an extra button will be available on the app control panel screen. This button is unique to the app and does not appear on the EC800 control panel.
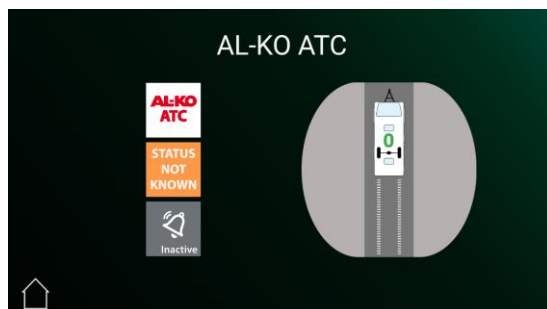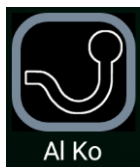
This screen shows the status of the ATC unit fitted to your caravan and can be viewed in your vehicle whilst driving. Please observe the rules and regulations for the use of mobile devices whilst driving and do not operate other parts of the app.

With your caravan connected to your car and the engine started, the screen will show the ATC status at the bottom of the screen. The icon colour matches the colour of the LED indicator fitted to your caravan.

STATUS NOT KNOWN   This indicates that the app is not connected or not receiving data from the ATC.
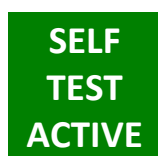
SELF TEST ACTIVE   This indicates that the ATC is starting up and undertaking a self-test.

IN ACTION

This indicates that the ATC is taking action to stabilise your caravan.

The amount of sway detected will be shown on the screen with an increasing value from 0 through to 6 (as shown below).

ERROR

If the ATC detects an error the status will change to red and Error will be displayed. You should investigate the cause of the error as soon as possible.

WAITING FOR SELF TEST

If there is a delay starting the self-test then this warning would be shown.

Inactive

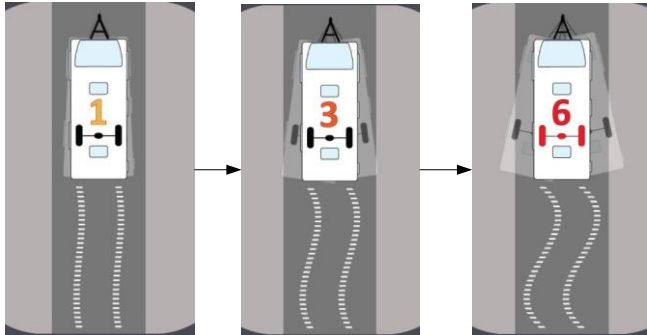You can activate an additional alert which will warn you of an error via your device notifications. Press the button to activate or deactivate the alert.

Swift Command ATC WARNING   17:36
AL-KO System Error.

AL-KO ATC

Press the Al-Ko button to show additional system data. Here you can see the number of ATC Activations, the number of any Block-outs and any Errors. You can also view the journey time and the ATC supply voltage level.

ATC History

Current Journey History

Events = 2

Interventions = 9

Errors = 13

Duration: 1h, 19m, 26s

Voltage = 0V

All History

Events: 2

Interventions: 9

Errors: 13

Total Duration: 1h, 19m, 26s

CLOSE   CLEAR CURRENT   CLEAR ALL
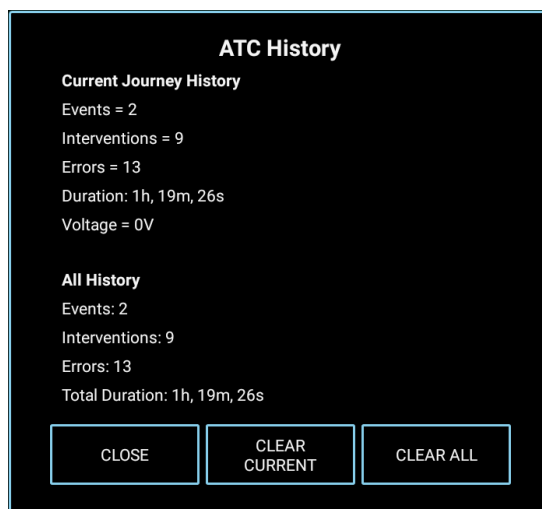
Press the clear current button to clear the current journey history or press the clear all button to clear all the data.

Note: Activations = the number of times the ATC unit has activated to stabilise your caravan. Block-outs are the number of times the ATC has paused operation for 10 seconds to prevent brake overheat. Errors are the number of ATC system errors.

The Press the ⌂ home button to return to the control panel screen.

3   Remote Features

REMOTE FEATURES

The remote features section of the app allows you to use a selection of feature when away from your vehicle. Here you can use the internet to locate your vehicle, control equipment, view system data and dealer contact details.

Before you can access the remote features you need to link the app to your Swift Command account. Please see the account settings section below for guidance on how to enter your username and password and how to link your vehicle.

Vehicle Status

Locate

Press the locate button to view the latest vehicle location, review historical locations and view other map points of interest like dealer locations & caravan and camping club sites.

Click on the vehicle symbol to view the time, date and other system data. Click the Google map view button to view the location in Google maps.

To view historical data, first select a date and then click the get history button.

Click the layers button to access the points of interest selector.

☑ Dealer Locations
☐ CCC Club Sites
☐ CCC Certified Sites
☐ CCC Independent Listed Sites
☐ CCC Forest Sites
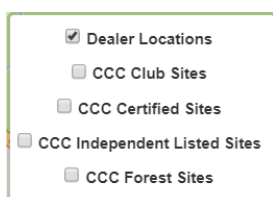
Select the points of interest you would like to add to the map by ticking the relevant box.

Press the previous button to return to the remote features menu.

Levels

Press the Levels button to remotely view system levels & information.

Press the download button to retrieve and display the latest data from your vehicle.

History

Press the History button to select and view vehicle system data for a selected time period.

The first step is to press the date button to select a date range. You can use the pre-set selections or set a 'from' and 'to' date from the calendar picker. Press apply to set the date range.

The next step is to press the download button to download your vehicles data.

Finally, press the create button to generate the graphs. At any point you can change the date selection range repeat the steps above.

Press the (+) button to expand the required graph. When the graph is open click the (-) button to collapse the graph.

On a touch screen device you can 'pinch to zoom' in the chart area.

Dealer

Press the Dealer button to view your dealer contact details, with links to their website, phone & email.

Remote Control - Connection

To use the remote control features you firstly need to connect to your vehicle.

Press the Update button to connect to your vehicle. The App will communicate with your vehicle and then show the current on / off state of each item. You can now use the available buttons to control the related items (which work in the same way as they do in the control panel section of the app).

Press the power button to turn the main power on / off within your vehicle. The power is on when the button is lit blue.

Remote Control - Heating

Set the heating mode to Manual.

Set the heating mode to Timer x1 (every day).

Note that heating timer settings can only be adjusted whilst in your vehicle using EC800 control panel or the control panel section of the app.

Set the heating mode to Timer x7 (each day).

Note that these heating timer settings can only be adjusted whilst in your vehicle control panel section of the app.
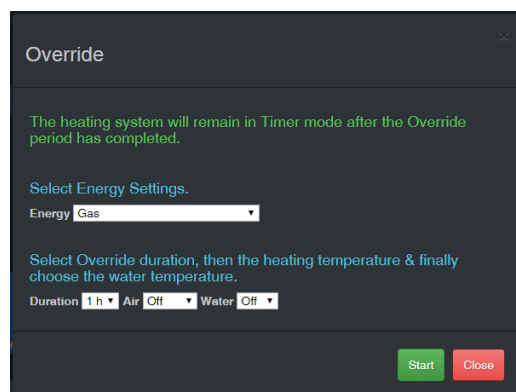
You can use the override feature to temporarily override a particular room temperature or water heater setting for a period of time. Press the override button, then if required change the energy setting(s), then set the duration (1 to 4 hours), then the required air temperature and finally the water heater setting.

Press the Start button to start the override.

Press the Close button to exit without starting.

Depending on the heating system installed, you may see one energy button (Truma), an electric and gas setting button (Alde, shown left) or an energy setting for the air heater and an energy setting for the water heater (Whale). These should be adjusted as required, referring to the control panel heating section for further details.

The Alde and Truma heating control page includes a heater status bar.

The left section of the bar shows the status of the air heating, indicated by the rising heat icon. If the air heating is set to be on then the adjacent icon will show a blue operating arrow. If the space heating is set to be off then the icon will show a grey stopped symbol (square within a circle).

The right section of the bar shows the status of the water heating, indicated by the water wave's icon. If the water heating is set to be on then the adjacent icon will show a blue operating arrow. If the water heating is set to be off then the icon will show a grey stopped symbol (square within a circle).

Whale Heating System
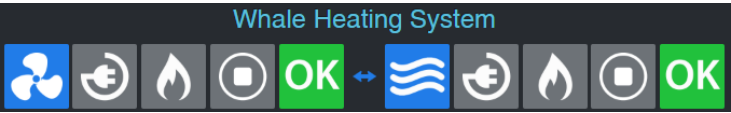
The Whale heating system uses an enhanced status bar which, in addition to the above, has electric and gas icons and error status indication.

If the 230V mains supply is present at the heater then this icon will be blue, if the supply is not available then the icon will be grey.

If the gas burner is operating within the heater then this icon will be blue, if the burner is off then the icon will be grey.

A green OK icon indicates that the heater is error free. If an error does occur the error number will be shown in red. Press on this number to show details of the error.

Remote Control - Lighting

Press the awning light button to turn the awning light on or off. The button will illuminate blue when the awning light is on.

Press the light button to turn the dimmable lighting channel 1 on or off. The button will illuminate blue when the lights are on.

Press the light button to turn the dimmable lighting channel 2 on or off. The button will illuminate blue when the lights are on.

4   Information

The information section of the app provides a selection of useful links along with access to electronic copies of vehicle documentation including the owner's handbooks.

Your device will require an internet connection to use this section.
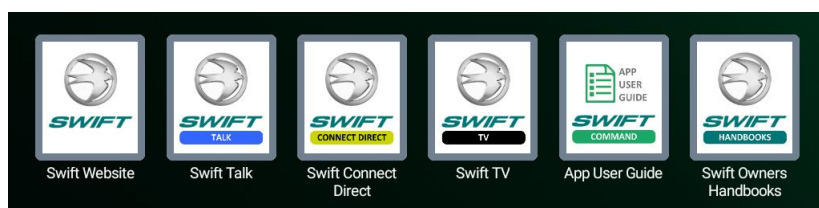
Website Links

Pressing the Swift Website button takes you to the Swift Group website. https://www.swiftgroup.co.uk/

Pressing the Swift Talk button takes you to the Swift Talk website. https://www.swift-talk.co.uk/

This is the Swift Group's own dedicated social networking site where you can make friends, exchange holiday stories, get tips on touring and ask Swift technical questions and request advice.

The Swift Connect button takes you to the Swift Connect Direct website. https://www.swiftdirect.co.uk/

Connect Direct is an online system which personalises each customers experience of owning their Swift Group product. The system is now available across the entire caravan, motorhome and holiday home ranges.

The Swift TV button takes you to the Swift TV website. https://www.swifttv.co.uk/

Relax, sit back and enjoy the latest news and product reviews from the Swift TV channel.

Documents & Guides

The App User Guide button takes you to an electronic copy of this document.

The Swift Handbooks button takes you to the handbook download section of the Swift website. Here you can select and download handbooks and guides relating to your vehicle.

5 Account Settings

SETTINGS

The Accounts Setting section of the app allows you to connect to your Swift Command account and your vehicle to the app and allows you to manage system alerts settings. To change other settings like your address or contact details please use the Swift Command website www.swiftcommand.co.uk

Your device will require an internet connection to use this section.
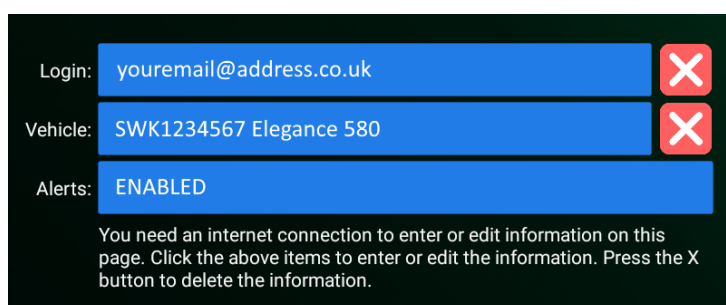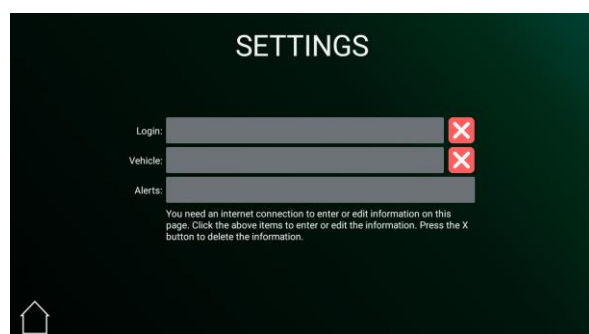
Login Account (step 1)

Pressing the login box will take you to the Swift Command website login page. Please enter your email address and password and then tick the 'remember me' box to store the details for your next visit. Press the green Login button to login. You will then be returned to the settings section and the login box will contain your email address.

Note: If you don't have a Swift Command account please go to www.swiftcommand.co.uk and use the register button top right to create an account and then talk to your dealer who will add your vehicle to your account.

Vehicle selection (step 2)

Once you have completed the login process above you can link your vehicle to the app. This selection process also allows users who have more than one Swift vehicle to choose which vehicle they would like to control via the app.

Press the select vehicle box to show a list of vehicles linked to your Swift Command account. Press the blue Select Vehicle button next to the vehicle you would like to use with app. You will then be returned to the settings section and the vehicle box will contain your vehicle details.

Set Alerts (step 3)

There are a number of system alerts that can be used to alert you (via SMS text message or Email message) when a certain event occurs. You can enable or disable individual alerts or you can turn them all on or off with one action.

Press the alerts box to go to the alerts setting page.
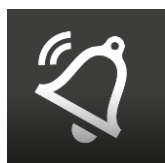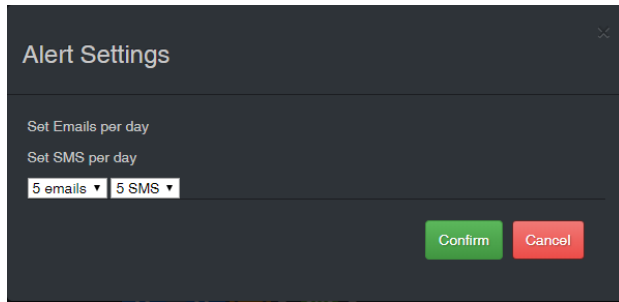

The first item in the list is used to enable or disable any alerts you have set. This acts as a master on / off for all of the alerts. Please enable the alerts before adjusting the individual settings. Alerts are enabled when the button is lit blue.
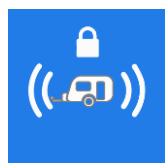
This alert relates to the alarm system in caravans. It can also be used with aftermarket alarms in motorhomes when suitably wired. Press the alert to adjust the settings.

All of the alerts work in a similar way. To enable the alert select the maximum number of emails and / or SMS text messages you would like per day. These limits allow you to control how often you will be contacted / disturbed by the alert. To disable the alert set both items to off.
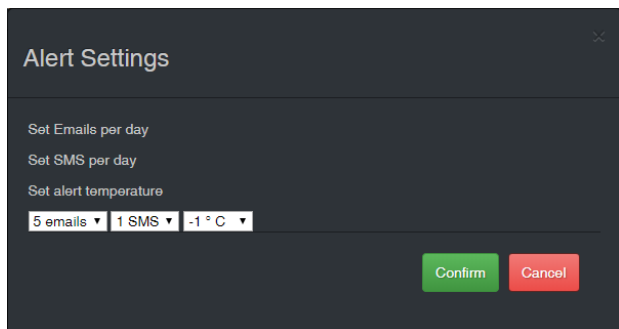
Note that the Alarm trigger and Leisure battery voltage alerts work even if the power control system is shutdown. The other alerts need the power control system powered up to operate.

The external temperature alert and the external temperature with water in the on-board tanks alert have an additional temperature parameter that can be set.

To enable the alert select the maximum number of emails and / or SMS text messages you would like per day. Then select the required trigger temperature (2°C through to -10°C).

Temperature alert example: if set at -1° the system will alert you if the external temperature falls below -1°C.

Water tank temperature alert example: if set at -2° the system will alert you if the external temperature falls below -2°C when there is water in either or both of the on-board water tanks.

The leisure battery and vehicle battery voltage alerts are enabled in the same way as the other alerts by setting the maximum number of emails and / or SMS text messages you would like per day. These alerts work from fixed system settings. If the battery voltage falls below 11.3V or rises above 15.4V the alert will be triggered.

Finally, when you have finished adjusting or setting the alerts, press the save button to save the alert settings.

Press the back button (top left) to return to the app settings section. The alerts box will contain the master status of your alerts (i.e. enabled or disabled).