

Manual for connecting device in the Cloud

The instructions for use have to be handed over to the end user.

ENG

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KRONOTERM

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1 Instructions for the use of the documentation

Before first use, read the instructions for use thoroughly and get acquainted with its content. You will learn the purpose, functions and the handling procedures for the device.

1.1 Important information

The instructions are written to give you information on all the needed activities before the first and further uses.



NOTE

In case the product shall be given to a third person for use, the manual has to be handed over to them as well.

Incorrectly set parameters of the control unit can lead to stoppage or incorrect operation of the device. To reduce risk, the manual points out important information with the use of symbols. Follow all general safety instructions and warnings connected with the operation.

1.2 Symbols



This symbol marks important information for the user.

A **NOTE** is a notification which holds important information regarding requirements of the manufacturer and the device.


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2 First steps



2.1 Nastavitev modela naprave

Za pravilen prikaz parametrov na spletnem vmesniku Home Cloud je treba v primeru vgradnje zunanje naprave WPLV-14-S1 NT nastaviti model.



1. **Standby.....**
Heating 35.5°C
Return 32.3°C
DHW 49.0°C

For entering the user menu press the key  (MENU) on the basic display.

2. **> Mode <**
Temperatures


Use the  key to choose the **Mode** menu.
and press key  (ENTER).

3. **D8-PV Cooling**
Silent mode
>Language EN <
>Model: 125<

Use the  key to choose the **Model** menu.
and press key  (ENTER).

In case of installing the external unit WPLV 09, set the parameter **Model** to **124**.

In case of installing the external unit WPLV 14, set the parameter **Model** to **125**.

To confirm the settings press key  (ENTER).



NOTE

Correct setting of the model parameters is important for the correct display on the web interface Home Cloud.

2.2 Acquiring a Unique ID Code on the Device

1. **Stand-by.....**
Heating 35,5°C
Return 35,3°C
DHW 49,0°C


The procedure starts in the basic menu of the device controller display Termotronic (where the current operation status is displayed).

2. **-LNK 1- WEB -CLD 1--**
PW: AB12CD34EF56GH

Press directional key  to display currently active code.

3. **-LNK 1- WEB -CLD 1--**
PW: AB12CD34EF56GH
Request For New Code
ACTIVATE

To acquire a new unique ID code first make sure that the value of both **LNK** and **CLD** is **1**.

Activate request for a new code by clicking the  (ENTER) key.

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4. **-LNK 1- WEB -CLD 1- -**
PW: HG65FE43DC21BA

New unique ID code is displayed after the request has been activated. Use it for further registration procedure.



NOTE

-LNK 0- WEB -CLD 1- -
-LNK 1- WEB -CLD 0- -

If the value of either **LNK** or **CLD** is **0**, it means that an error occurred during connection. For troubleshooting see (chapter 3).

2.3 New User Account Registration

Before first connection to the web interface can be established a new user account must be created and connected with your device. Registration is possible with a browser on a personal computer, a tablet computer or a mobile smart phone.

The web application can be accessed through:

- ▶ **the KRONOTERM web page:**

<http://www.kronoterm.com>

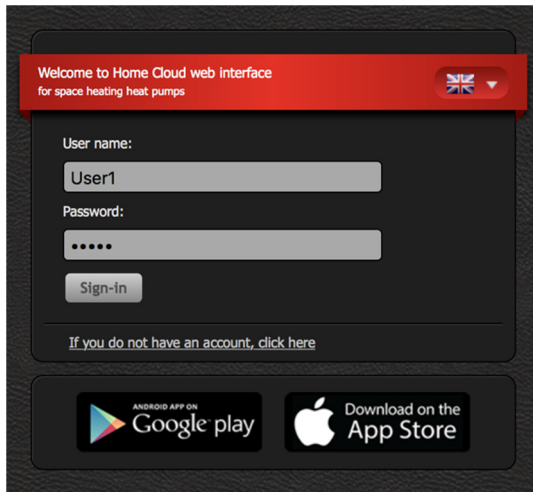
by clicking on the “Cloud” icon

- ▶ **or directly on the web address:**

<https://cloud.kronoterm.com>

14-digit ID code is needed for the registration. It can be acquired by following the procedure described in section 2.2 First enter the acquired code in the UID box on the web page. Next enter desired username and password. Validity of each entry is confirmed by a green check mark. New user account is created by clicking on the “Registration” button.

2.4 Login to Web Interface



The screenshot shows a dark-themed login interface. At the top, a red banner contains the text "Welcome to Home Cloud web interface for space heating heat pumps" and a small UK flag icon. Below the banner, there are two input fields: "User name:" with the text "User1" and "Password:" with five dots. A "Sign-in" button is positioned below the password field. At the bottom of the login area, there is a link that says "If you do not have an account, click here". Below the login area, there are two buttons for downloading mobile apps: "ANDROID APP ON Google play" and "Download on the App Store".

Use a username and a password provided during new account registration procedure (Section 2.3 and login into web interface by clicking the “**Sign-in**” button.



NOTE

If you forget your **user name** and/or **password** you need to obtain a new unique code and repeat the procedure for a new user account registration.

3 Troubleshooting cloud connections

Ethernet socket is located on the router. It allows connection of your device to the cloud. At the commission of the device the installer will connect the Web module (mounted in the device) to the router with UTP cable. The router must be connected to the Internet.

The router must have active the DHCP (English Dynamic Host Configuration Protocol) to automatically assign the address for WEB module.

Ethernet socket on the router



NOTE

If the orange LED indicator on the Ethernet socket of router is **not ON** while the green LED indicator is flashing, this could in all likelihood indicate a weak network connection. To clear the error, follow the instructions below.



NOTE

After turning on the device, wait approximately three minutes for the pump to synchronize with the cloud.

1. Check if the network cable is properly inserted into the Ethernet socket on the router.
2. 2 LED indicators are located on the Ethernet socket. Is the green LED indicator on or flashing?



NOTE

Ethernet socket :LED indicator status

Green LED is:

- ▶ ON:
Connection established
- ▶ FLASHING:
Data connection is active
- ▶ OFF:
No connection

ORANGE LED is:

- ▶ ON:
100 Mbps data transfer rate
- ▶ OFF:
10 Mbps data transfer rate or no connection established



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3.1 Green LED indicator is ON or flashing

1.

Stand-by	
Heating	35,5°C
Return	35,3°C
DHW	49,0°C


The basic menu of the device controller display Termotronic (where the current operation status is displayed).
2.

-LNK 1- WEB -CLD 1-
PW: AB12CD34EF56GH

Press directional key  to display currently active code.
3.

-LNK 0- WEB -CLD 0-
-LNK 1- WEB -CLD 0-


Check if the value of parameters LNK and CLD is 1 if not follow the instructions below.

 - ▶ By pressing the directional key , navigate to date and time display:
4.

Bojler	32.7°C
T zunanja	-6.5°C
HT60	OFF
2015/02/18 09:027	Tor

Check the date and time, and adjust the values, if necessary. For more information, check the device user manual. After adjusting the settings, wait approximately 3 minutes for the device to synchronize with the cloud.
5.

-LNK 1- WEB -CLD 1-
PW: AB12CD34EF56GH

By pressing the directional key , navigate to the next window.
6.

-LNK 1- WEB -CLD 1-
-LNK 0- WEB -CLD 0-

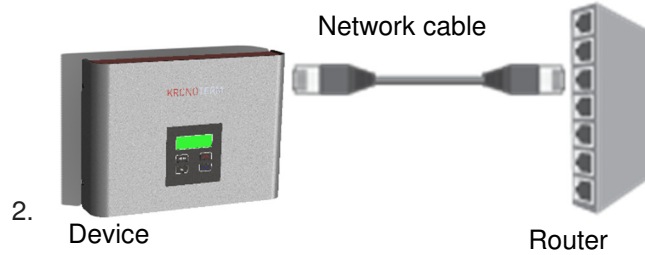
Check if parameter CLD has a value of 1.

 - ▶ You have successfully resolved the issue. Your device is connected to the cloud.
 - ▶ Check your network connection (PC, mobile devices, etc.).
 - ▶ Check instructions: is the device connected to the local network (section 6).
 - ▶ If your device still fails to connect to the cloud, contact our technical support.

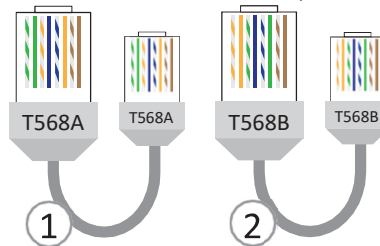
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3.2 LED indicator is OFF

1. Check if the network cable is properly inserted into the Ethernet socket on the on the router.



2. Check the suitability of the network cable. For proper operation, you need a cable type UTP5(e) or UTP6(e).
3. Check if the network cable (UTP) is compliant with standard T568A or T568B (wire arrangement on both connectors must be the same).



1. Check the functioning of your network equipment (router, network switch, modem, etc.). Consult your network equipment manual. In the event of problems, contact your network operator.
2. If this procedure failed to resolve your issues, contact our technical support.



NOTE

Before calling our technical support, look up your **WEB Module Device ID**, located on the label on your device case.

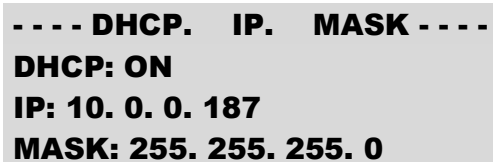


KRONOTerm WEB module	
Device ID:	009876
Prod. date:	19.9.2013
Boot ver. (CRC):	1.1.0(0xC354)
MAC:	AA:BB:CC:77:88:99



4 Advanced network settings


1.  Your device failed to acquire an IP address. DHCP server is not functioning.

2. Check your DHCP server on your router. Consult your router user manual.
3. If the DHCP server on your router is not functioning or you wish to assign a static IP address, you need to manually input the network parameters on your heat pump control panel.


4.  By pressing the directional key , navigate to **DIAGNOSTIC DISPLAY**:


5.  Confirm with key  (ENTER). By pressing directional key , navigate to window **DHCP-IP-MASK**:

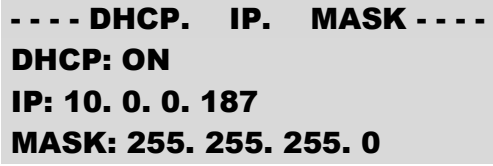




 **NOTE**
If the menu does not show, the pump is currently in the synchronization process. The process takes approximately 3 minutes. When the process is completed, you can display this window again by pressing the key .


 **NOTE**
Required parameters of your network:

5. Free IP address (IP)	8. IP of DNS2 host (DNS2) (optional)
6. Network mask (MASK)	9. IP address of network gateway (GTW - Gateway)
7. IP of DNS1 host (DNS1)	

6.  Network parameter **DHCP** is flashing (flashing indicates current selection)

 **NOTE**
To set a static IP address you need to change the parameter **DHCP** value to **OFF**.

7. Changing the value of selected parameter
- 
- ▶ By pressing the key  (ENTER), you enter into editing mode for the selected parameter (symbol XXX is flashing).
 - ▶ Using keys  and  you can edit the parameter value.
 - ▶ To finish editing, press key  (ENTER) again.
 - ▶ Changes are confirmed when you leave the **DHCP-IP-MASK** window.

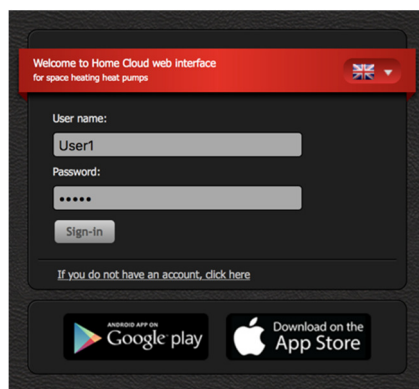
 **NOTE**
After confirming new network parameters, heat pump requires approximately three minutes to reestablish a connection to the network (synchronization).

5 Diagnostic of internet connection

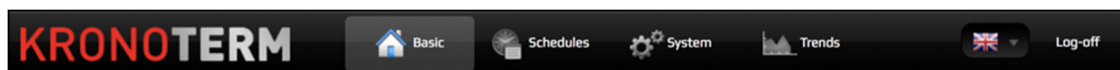
In the event of frequent power failures in connection with the cloud using Kronoterm Web applications and networking we recommend a diagnostic internet connection.

By diagnosing your internet connection, you can determine if your internet connection meets the level of quality requirements for normal operation of Kronoterm web service. You can monitor the connection status in Kronoterm web application.

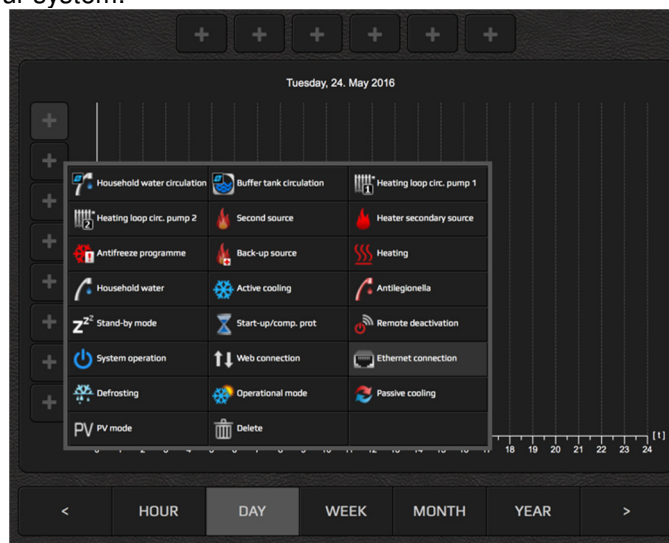
1. You can access the web interface Home cloud on the following link: <https://cloud.kronoterm.com> or through the application for smart phones »Home Cloud for phone«, »Home Cloud for iPhone« or for table PC »Home Cloud«, »Home Cloud for iPad«, which can be found in the App Store or in Google Play.
2. Input the information you chose during the registration process into the fields “**Username**” and “**Password**”. By pressing “**Login**”, you enter into the web interface.




1. Select tab “**Trends**” in the navigation bar.




Window “**Time graphs**” opens. Graphs enable a review of historical trends and a comparison of all parameters of your system.

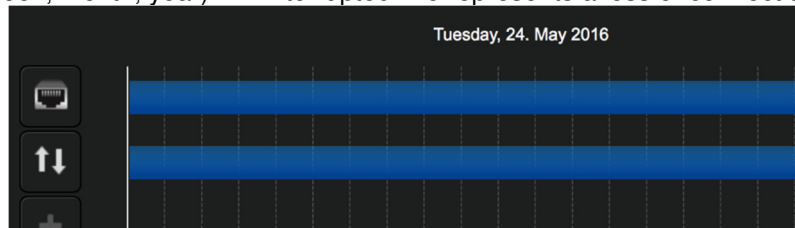


2. S By clicking the icon + on the left side of the graph, a new selection window appears.

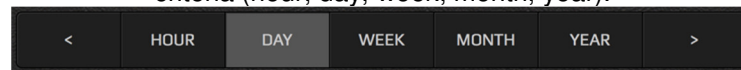
Among the criteria shown, select the following  Ethernet connection.

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3. By clicking the next icon + on the left side of the graph, select criterion:  Web (internet) connection.
4. The blue line on the graph represent the connection status in the selected timeframe (our, day, week, month, year). An interrupted line represents a loss of connection.



5. Using the keys under the graph, you can view the graph by different time criteria (hour, day, week, month, year).



5.1 Permitted number of connection losses



NOTE

In the event of excessive Ethernet or Web connection losses, the Home cloud service user experience will be limited.

5.1.1 Ethernet connection



A quality connection is characterized by no more than 3 connection losses per week, with duration no longer than a few seconds.



NOTE

In the event of excessive connection losses, check your network equipment.

5.1.2 Web connection (cloud connection)

A quality connection is characterized by no more than 5 connection losses per week, with duration no longer than 5 minutes.



NOTE

In the event of excessive connection losses, contact your network provider.

6 Device is connected to the local network

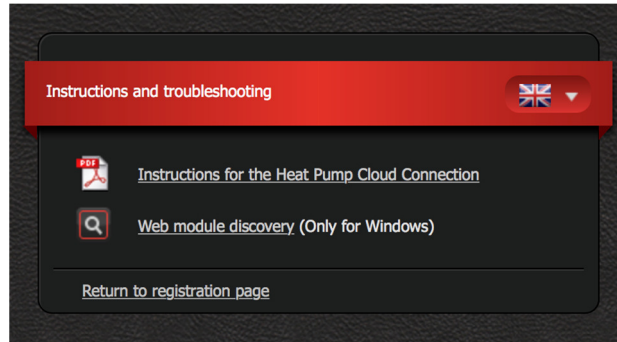
Using the program **KRONOTERM Web Module Discovery** you can easily check if your device is connected to your local network...



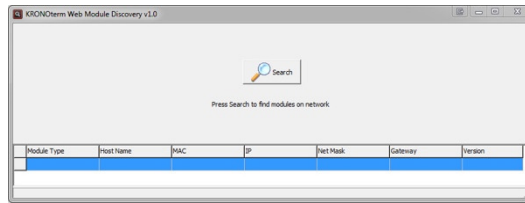
NOTE


To start the program you need a PC with Microsoft Windows operating system. The PC must be connected to the same local network as your device.

1. Program **KRONOTERM Web Module Discovery** can be found at the URL: <https://cloud.kronoterm.com/?troubleshooting=1>.



2. Download the executable for program **KRONOTERM Web Module Discovery** and run it.
3. Program KRONOTERM Web Module Discovery will start.



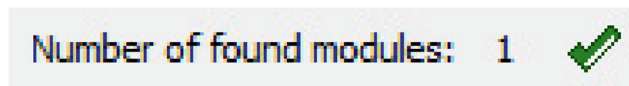
4. By clicking the button , a search for heat pumps in your local network is started.



NOTE

If a warning message from your firewall pops up on your screen, confirm a security exception.

5. If the heat pump is found, the following message is displayed:



This means your heat pump is connected to your local network. Network parameters of your device are likely not set correctly.

Consult instructions: **Advanced network settings** (section 4).

7 Local Area troubleshooting

In the event of unsuccessful attempts of error correction of the Web module connection, try to answer the following five questions, which are the most common cause of mistakes:

1. Do you have professional and proper made the Ethernet cable between the router and the device by the standard, which is described in section 3.2?

**NOTE**

The maximal permissible length of the Ethernet cable is by the standard 50 m.

2. Did you test the Ethernet cable with the tester? Only then you can be 100% sure that the cable is properly made.

**NOTE**

The big problem of home made cables for Ethernet link is the router itself, because it is built so robust that it will work even if the cables will not have good contacts in the connector. If such a cable is connected to the computer the internet will work at low speed, the whole connection will be on the edge of stability. The only real test that you can perform is with the tester.

3. Do you have for a connection between the router and the device any another, commercially available interface, such as the network adapter, router, and a Wi-Fi interface, etc. Check its operation.
4. Do you have between the router and the device switch or other commercial device that does not work properly? Check its operation.
5. Do you use more intensively of the internet, Torrente, IP-TV, Netflix, or other, when bad connection is detected?

**NOTE**

The answers to these questions give the basic requirements that must be fulfilled for the proper functioning of the Web module, and for which as a manufacturer of devices with Web modules have no influence! For more information, contact your Internet service provider.

**The headquarters of the company and place of
production**

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