



User Manual myGEKKO Plus Services

V 0.1



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All software-related descriptions refer to the software as of V2721. We recommend to update older versions of the system. Small deviations in the description because of software changes are possible. All listed brands and logos are registered trademarks of their respective owners.

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 The devices comply with the relevant guidelines and standards of the EU.

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01


The myGEKKO Plus services

The myGEKKO Plus services offer you additional features and possibilities for your myGEKKO. You can access your myGEKKO at home via myGEKKO server and control several services, such as weather data and weather forecasts, as well as the mail despatch and the live support.

All services are AES encrypted and offer a high level of safety. The Plus Services are available from software version V2721.

02

Activation of the myGEKKO Plus Services

Log in as user in the website. If you still haven't registered, you can register under www.my-gekko.com/login. Register your myGEKKO. At this purpose, you need the myGEKKO ID. You can read the ID number in the menu **Info**  of the myGEKKO Slide.

The login data of the website are also used as login data for the myGEKKO Plus Services.

Buy your favourite Plus Services in our online shop www.my-gekko.com/purchase/shop (available in three months).

Save the user data on your myGEKKO under System settings -> Network -> **myGEKKO Plus** **1**. Under **Server** **2** select "Live.my-GEKKO.com". **Username** **3** and **password** **4** are identical to the login data of the website.



After the login, tap **Enabled** (5) to connect with the myGEKKO Plus Services. Now the status changes from “Off” to **Connected** (6). The list with the **active services** is displayed (7).





03

Setting of the services on the myGEKKO



3.1 myGEKKO Live Support

Activate a temporary support access. Do you have a problem or questions concerning the settings of your myGEKKO? Enable a temporary support access with a simple click. This way, your technician can access your myGEKKO with a Live Viewer and help you during the configuration.

Open the menu **Info**  and select the **Support** . Here you can activate the support access for a certain period of time.



Notice: The Live Support allows the access with the Live Viewer. It is not possible to access the device via web.

Set the **period of time**  for which the support access will be enabled and tap **Support access enable** .



Support access enable

2

for

10min

1

myGekko ID

SUB-ALCT-8719-F034



Now myGEKKO generates a **temporary username** **1** and **password** **2**. The username and the password can be used with the ID number to access the myGEKKO with the Live Viewer. For further information, see the chapter “3.6 myGEKKO Live Viewer”. The **grey bar** **3** shows for how long the support access is still active. Select **Support access disable** **4** to stop the access ahead of time.



Support access disable

4

3

myGekko ID

SUB-ALCT-8719-F034

Support User

1

8U8I6283

Support Password

2

3315



3.2 myGEKKO Live Web (Web App)

Remote access in real time from everywhere, with any web browser. This allows you to access your home directly via the myGEKKO Plus Server, without an additional network configuration on the router or the myGEKKO. The intuitive web interface is platform-independent and can be controlled with any smartphone, tablet or PC.

First of all, open the menu System settings -> Network -> **myGEKKO Web** **1** and select **Configure** **2**, to ensure that the web app works properly.




Now you can login with your **username** **1** and **password** **2** under <https://live.my-gekko.com/app> and access your myGEKKO.

Login

User **1**

Password **2**



abc	q	w	e	r	t	z	u	i	o	p
a	s	d	f	g	h	j	k	l	ö	<
y	x	c	v	b	n	m	ä	ü	-	_
ESC	?123	.							,	LOGIN

3.3 myGEKKO Mail

With myGEKKO Mail, your e-mails are dispatched via myGEKKO Plus Server.

At this purpose, open the menu System settings -> Network -> **myGEKKO Mail 1**. Under the menu **E-Mail 2** select "myGEKKO-Mail". In this case, the e-mail will be dispatched via Plus Server. For checking purposes, send a **Testmail 3**. This E-mail is sent to the address that you have used to activate the Plus Services. It is possible to dispatch maximum 60 e-mails per hour.

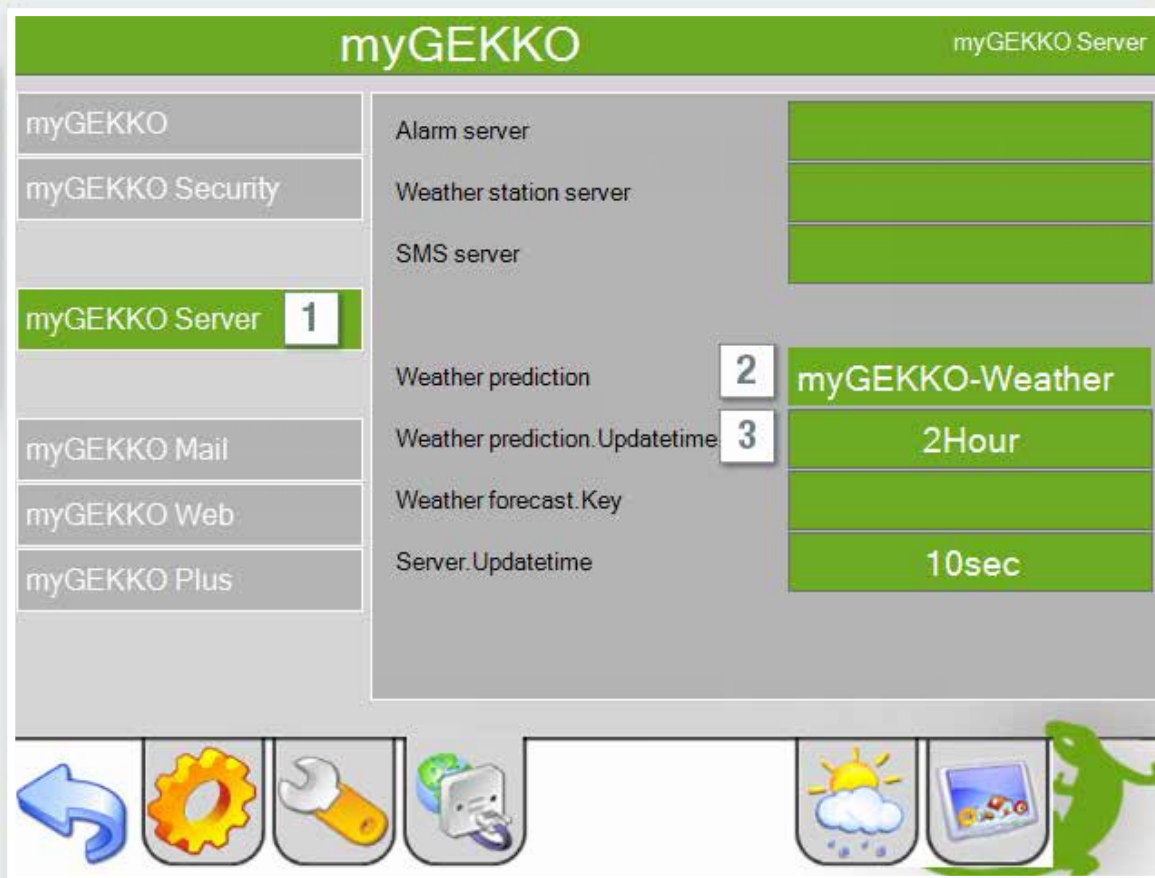


All the other settings remain unchanged, see the manual "myGEKKO – The book" under chapter "Activation of myGEKKO e-mail alarm messages".

3.4 myGEKKO Weather

With myGEKKO Weather you can recall the weather data and the weather forecasts directly via myGEKKO Plus Server. The data are downloaded from the weather service www.worldweatheronline.com.

At this purpose, open the menu System settings -> Network -> **myGEKKO Server** **1**. Under **Weather prediction** **2** select "myGEKKO-Weather". Set an **updatetime** **3**. We recommend an update time of 2 hours.



All the other settings remain unchanged, see the manual "myGEKKO – The book" under chapter "Setting of the weather server".

3.5 myGEKKO Time Sync

The function Time Sync carries out an hourly time synchronisation. If the system time doesn't match the actual time, the system time is adapted slowly to avoid the skipping of the timers.

Under System settings -> **Time/Place** **1** you can set the **synchronization gap max** **2**.



When the deviation of the server time exceeds this value, the deviation is displayed on the home page, but no adaptation is carried out. When the deviation is below this value, myGEKKO adapts the time slowly to ensure that the timers continue to be executed. The adaptation process is displayed on the home page above the time **2**. The time synchronisation takes place at the restart/connection with the Plus Server and then every 24 hours.



Notice: The timers are always executed. Nonetheless, during the adaptation to the server time, the intervals of the timer can be increased or reduced. This has to be taken into account, especially at the first synchronisation of the server.

Caution: If you have saved critical timers, we recommend to set a low value for the "Max. synchronisation deviation".

Hint for timers: Difference between "Permanent On", "Off" and "Pulse On"

The functions "Permanent On" and "Off" of the timers are based on the time of the myGEKKO, which means that the output switches on e.g. at 12:00 and off at 13:00. Due to the adaptation to the server time, the output can run less or more than an hour, because the time on the myGEKKO changes.

Therefore, it is better to use the function "Pulse On" for critical timers. The timer activates the output e.g. at 12:00 am, and remains active for the preset runtime (saved in the parameterisation level in the menu Outputs). This way, the runtime of the timer does not depend on the time of the myGEKKO.

3.6 myGEKKO Live Viewer

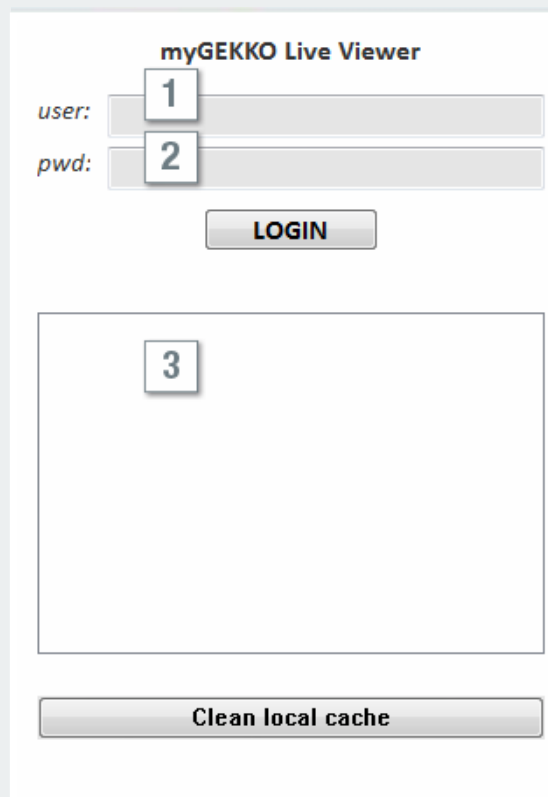
With the Live Viewer you can access your myGEKKO directly in order to monitor, configure and control the system. When you need support, the technician can access your myGEKKO from everywhere and carry out the necessary optimizations.

Log in on our website.

Download the Live Viewer. You can find the file under the path "Login area" > "Tools".

Tap on "Execute" when the browser asks you.

Enter your username **1** and password **2** in the dialog box and select "Login".



The screenshot shows the login interface for myGEKKO Live Viewer. At the top, the title "myGEKKO Live Viewer" is displayed. Below the title are two input fields: "user:" and "pwd:". The "user:" field has a small box with the number "1" above it, and the "pwd:" field has a small box with the number "2" above it. Below these fields is a "LOGIN" button. Underneath the "LOGIN" button is a large empty rectangular area with a small box containing the number "3" above it. At the bottom of the interface is a "Clean local cache" button.

After the successful login, in the bottom field **3** you can see a list of the myGEKKOs registered with your username. Double-click on the myGEKKO with which you want to connect.

You can connect only with the myGEKKOs that are online and for which you have purchased a valid Live Viewer licence. The message „Service Expired“ means that the service has expired.



Notice: The first time you access your myGEKKO or after a software update the connection buildup may take longer (max. 2 minutes).

Saving of the user data

The user data can be saved automatically. At this purpose, save the file on your desktop. Click on the file with the right mouse button and select "Create link". Touch the created link and select "Properties".

Edit the field Destination and enter the following data after "... LiveViewer.exe":

C_USER:xxx C_PWD:yyy C_ID: zzzz-zzzz-zzzz-zzz Title:apartment

Explanation:

C_User = Your account (e-mail)

C_PWD = your password

C_ID = your myGEKKO ID number

TITLE = The title of the window. This can be useful for many connections.

The complete path could look as follows:

„C:\...\LiveViewer.exe“ *C_USER:xxx C_PWD:yyy C_ID:zzzz-zzzz-zzzz-zzzz TITLE:apartment*

Individual customizations

By default, the myGEKKO Viewer starts with a windows size of 640 x 480 px, a standard font and the possibility to change the size of the window. By adding the following parameters to the link, you can change the standard values.

SCREEN:WxH,X,FONT

Explanation:

WxH = Values for the windows size

X = N - Normal (window has a fixed size and cannot be modified)

D - Dynamic (possibility of dynamic modification of the window)

F - Fullscreen (full screen)

FONT = desired font type, e.g. "Arial"

The complete path could look as follows:

„C:\...\LiveViewer.exe“ *C_USER:xxx C_PWD:yyy C_ID:zzzz-zzzz-zzzz-zzzz TITLE:apartment SCREEN:640x4804,D,Arial*

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A first class product of Europe!
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Italy, Switzerland and Germany

