

# KRONOTERM

## Instruction for connecting the heat pump to the cloud

### 1 Obtaining a unique heat pump code

**1**



The procedure starts on the main heat pump control panel display, showing the current operating status.

**2**



Pressing the directional key , you navigate to the next window. The code displayed is currently active.

**3**



To obtain a new unique code, first check if parameters LNK and CLD have a value of 1. Pressing the key  initiates a request for a new code.

**4**



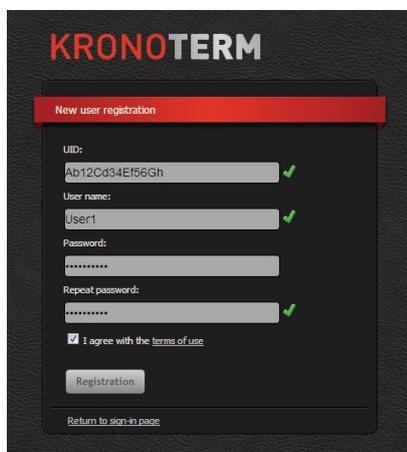
After executing the request, a new unique code is displayed, which is used in the following registration process.



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

If either parameter (LNK or CLD) is 0, a connection error occurred. To troubleshoot this issue, check: **TROUBLESHOOTING CLOUD CONNECTIONS** (page 2).

### 2 Registration of new user account in the web interface



Before first use of the web interface, you must create a user account and link it to the heat pump. You can register using a browser on a PC, tablet or smart phone.

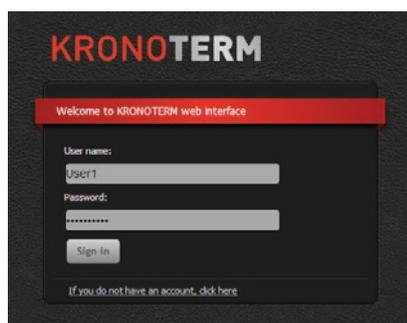
Web application can be accessed at:

**a** **Web site Kronoterm:**  
<http://kronoterm.com>  
by clicking the link "Cloud"

**b** **or directly at the URL:**  
<https://cloud.kronoterm.com>

To register you need a unique 14-digit code you obtained using a procedure described in point 1. Input the obtained unique code into the field UID. Input a desired username and password. Input validity is confirmed with a green checkmark. By pressing the button "Registration", you create a new user account. The system then redirects you to the login page.

### 3 Login into the web interface KRONOTERM



Input the information you chose during the registration process (point 2) into the fields "User name" and "Password". By pressing "Login", you enter into the web interface.



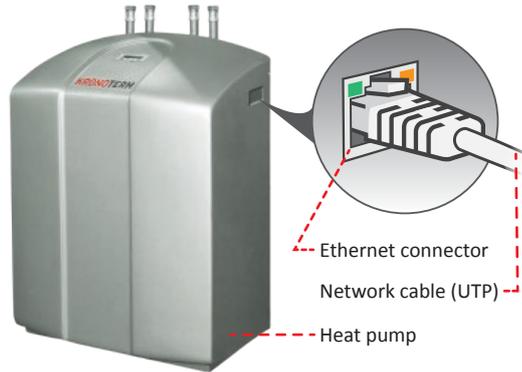
#### Forgotten username or password?

If you forget your username or password, you must obtain a new unique code and register a new user account.



# TROUBLESHOOTING CLOUD CONNECTIONS

Located on the side of your heat pump is an Ethernet connector. It enables connecting the heat pump to the cloud. Using a network cable (UTP), the heat pump can be connected to a router.



Ethernet connector LED indicator status



- i** After turning on the heat pump, wait approximately three minutes for the pump to synchronize with the cloud.
- 1** Check if the network cable is properly inserted into the Ethernet connector.
- ?** 2 LED indicators are located on the Ethernet connector. Is the green LED indicator on or flashing?

- a** **LED is ON**  
Connection established  
**LED is FLASHING**  
Data connection is active  
**LED is OFF**  
No connection
- b** **LED is ON**  
100 Mbps data transfer rate  
**LED is OFF**  
10 Mbps data transfer rate or no connection established



## Green LED indicator is on or flashing

- 2** By pressing the directional key on the heat pump control panel, navigate to the next window:

```
-LNK 1- WEB -CLD 0--  
PW: AB12CD34EF56GH
```



- i** If the orange LED indicator on the Ethernet connector is **not on** while the green LED indicator is flashing, this could in all likelihood indicate a weak network connection. Nowadays, all modern network equipment uses a 100 Mbps or higher data transfer rate. To check the network equipment, consult point "LED indicator is off" on the right.

- ?** Check if parameter **LNK** has a value of **1**.



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



```
-LNK 0- WEB -CLD 0--
```

- 3** By pressing the directional key , navigate to date and time display:

```
DHW      ▶      32.7°C  
T outside min  -6.5°C  
HT60      OFF  
2014/02/18 09:27 Tue
```



Consult instructions:  
**ADVANCED NETWORK SETTINGS** (page 3)

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

- 5** By pressing the directional key , navigate to the next window:

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

- ?** Check if parameter **CLD** has a value of **1**.



```
-LNK 1- WEB -CLD 1--
```



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

You have successfully resolved the issue. Your heat pump is connected to the cloud.



- 6** Check your network connection (PC, mobile devices, etc.).

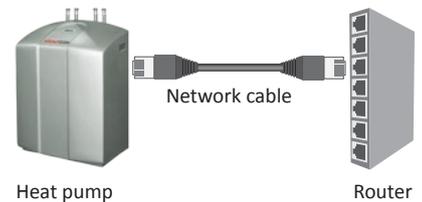
- 7** Check instructions: **IS THE HEAT PUMP CONNECTED TO THE LOCAL NETWORK?** (page 5)

- 8** If your heat pump still fails to connect to the cloud, contact our technical support.



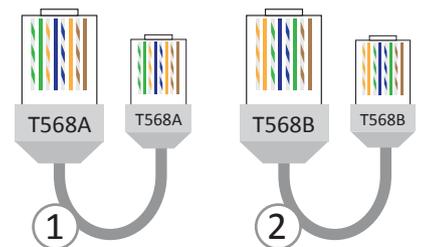
## LED indicator is off

- 2** Check if the network cable is properly inserted into the Ethernet socket on the heat pump and on the other end in the Ethernet socket on the router.



- 3** Check the suitability of the network cable. For proper operation, you need a cable type **UTP5(e)** or **UTP6(e)**.

Check if the network cable (UTP) is compliant with standard T568A or T568B (wire arrangement on both connectors must be the same).



- 4** 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.

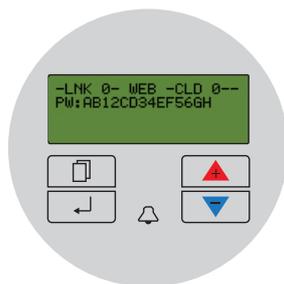
- 5** If this procedure failed to resolve your issues, contact our technical support.

- i** Before calling our technical support, look up your **WEB Module Device ID**, located on the label on your heat pump 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



# ADVANCED NETWORK SETTINGS

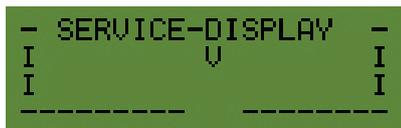


Your heat pump failed to acquire an IP address. DHCP server is not functioning.

1 Check your DHCP server on your router. Consult your router user manual.

2 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.

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



4 Confirm with key . By pressing directional key , navigate to window **DHCP-IP-MASK**:



*i* 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.

*i* Required parameters of your network:

- Free IP address (IP)
- Network mask (MASK)
- IP of DNS1 host (DNS1)
- IP of DNS2 host (DNS2) (optional)
- IP address of network gateway (GTW - Gateway)

5 Network parameter **DHCP** is flashing (flashing indicates current selection)

**DHCP: ON**

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

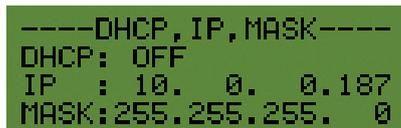
5 Changing the value of selected parameter:

a) By pressing the key , you enter into editing mode for the selected parameter (symbol XXX is flashing).

b) Using keys  and  you can edit the parameter value.

c) To finish editing, press key  again.

6 By pressing key , you can select the next parameter. All further parameters can be set using procedure from point 5.



7 Changes are confirmed when you leave the **DHCP-IP-MASK** window.

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



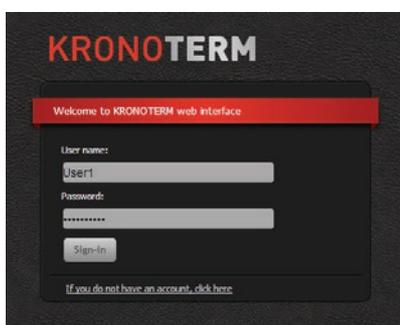
# INTERNET CONNECTION DIAGNOSTICS

- 1 Do you notice frequent cloud connection losses when using KRONOTERM Web application?
- 2 Does your heat pump have frequent issues when connecting to a network?

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 **Cloud.KRONOTERM** on the following link: <https://cloud.kronoterm.com> or through the iPad application "KRONOTERM", found in the App Store.

- 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



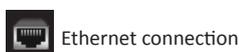
- 3 Select tab "Trends" in the navigation bar.



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



- 4 By clicking the icon **+** on the left side of the graph, a new selection window appears. Among the criteria shown, select the following:



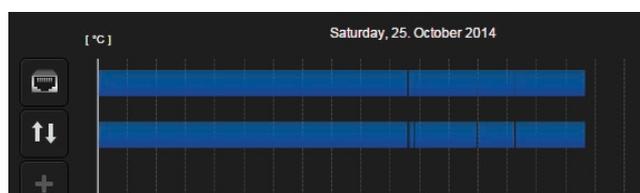
Ethernet connection

- 5 By clicking the next icon **+** on the left side of the graph, select criterion:



Web (internet) connection

- 6 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.



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



## Permitted number of connection losses:



Ethernet connection

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

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



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.**

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

- 1 In the event of excessive Ethernet or Web connection losses, the Cloud.KRONOTERM service user experience will be limited.



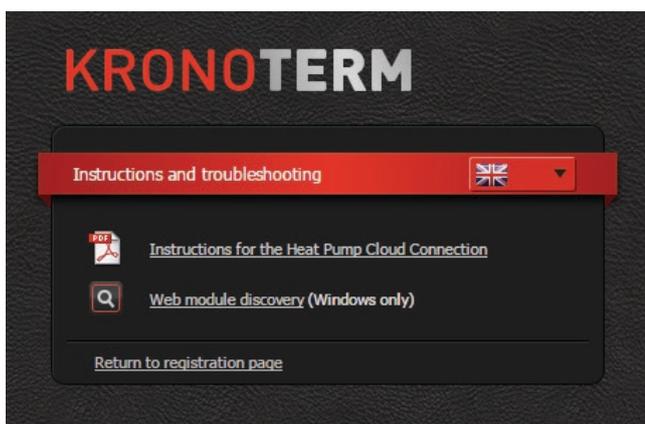
# IS THE HEAT PUMP CONNECTED TO THE LOCAL NETWORK?

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

**i** 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 heat pump.

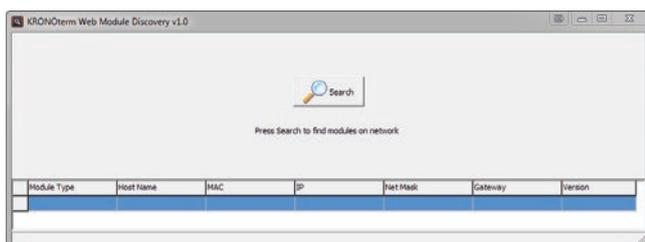
**1** Program **KRONOTERM Web Module Discovery** can be found at the URL:

<https://cloud.kronoterm.com/?troubleshooting=1>



**2** Download the executable for program **KRONOTERM Web Module Discovery** and run it.

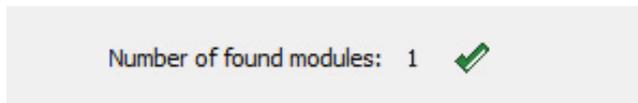
**3** Program **KRONOTERM Web Module Discovery** will start.



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

**i** 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 heat pump are likely not set correctly.

Consult instructions:  
**MANUALLY SETTING NETWORK PARAMETERS** (page 3)