

User Guide

# Online



The English language is used for the original instructions.  
Other languages are a translation of the original instructions.  
(Directive 2006/42/EC)

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## 1 Introduction

### 1.1 About this document



This user guide is only valid when read online. As it describes how to operate software it will change in parallel with the development of the software. It is therefore important that the user downloads the latest edition of this guide from the Thermia website.

### 1.2 Remote access via Internet

With the accessory Thermia Online you can control and monitor your heat pump via any smart phone, computer or pad, wherever you are. You can for instance lower the indoor temperature when you are away and increase it in time for you to come home. If you come home earlier than expected, you see, using Online, to that the house is as nice and warm as you want it to be.

You can always check how your heating system works and what temperature you have at home. If something needs to be fixed, you - or your installer if you contracted it - immediately get information about it through Online. Notice may be obtained by e-mail and / or notification in your mobile. You are also able to control and monitor multiple installations if necessary, for example, if you have a summer home with a heat pump or have relatives who need help.

Thermia Online can be connected to your existing broadband so no extra cost will be charged. In cases where no wired internet connection is available it is possible to solve the connectivity by adding an independent 3G/4G-modem (any vendor). Online mobile app is available for both iPhone and Android.

Thermia Online is connected to your heat pump via the internet. Do you already have a connection in place, your Thermia installer plug in the heat pump to this. This solution means no running costs for data traffic. If you do not have internet access (like a summer house), we recommend to get this via an external 3G/4G-router - any supplier.

Due to that all the data sent from the heat pump is stored on an external server, you can at any time access Online - log in from any smartphone, computer, pad, wherever you are in the world. It also means that there is no restriction for the number of users for your Online application.

You download the app for Thermia Online on the App Store (iPhone) or Google Play (Android). The system works for all heat pump models in the Thermia current residential range, and Diplomat Duo Optimum.

The system requirements are described in chapter System Requirements.

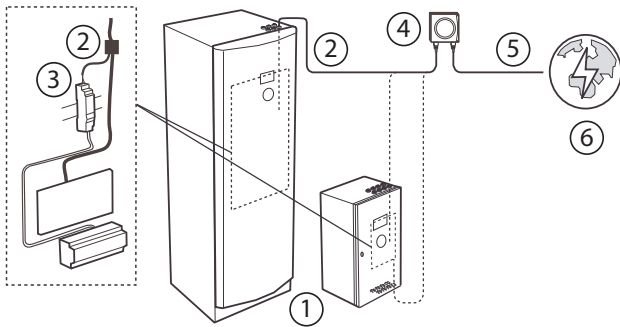
### 1.3 Important information

- Before changing the control unit setup, you should first find out what these changes mean.
- For possible need for servicing, please contact your installer.
- Only qualified personnel may install, operate, and carry out maintenance and repair works of the heat pump.
- The front of the heat pump may only be opened by qualified service personnel.

**2 Components**

**2.1 Components, Thermia Atec**

The following components are installed in your Thermia Atec heat pump:

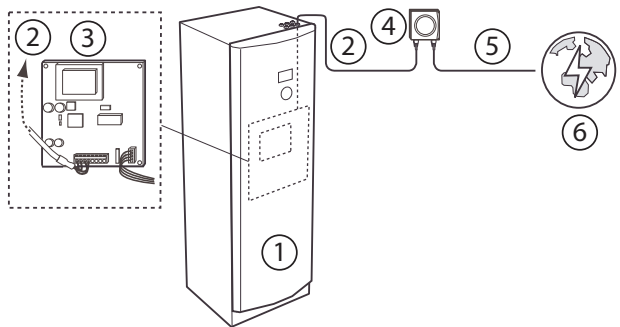


- 1 Heat pump
- 2 Connection cable\*
- 3 ACDC + rail\*
- 4 DCM\*
- 5 Patch cable TP Cat 6
- 6 Internet options

\* Included in Online accessory

**2.2 Components, Diplomat**

The following components are installed in your ThermiaDiplomat or Diplomat Duo heat pump:



- 1 Heat pump
- 2 Connection cable\*
- 3 Gateway\*
- 4 DCM\*
- 5 Patch cable TP Cat 6
- 6 Internet options

\* Included in Online accessory

## 3 Communication

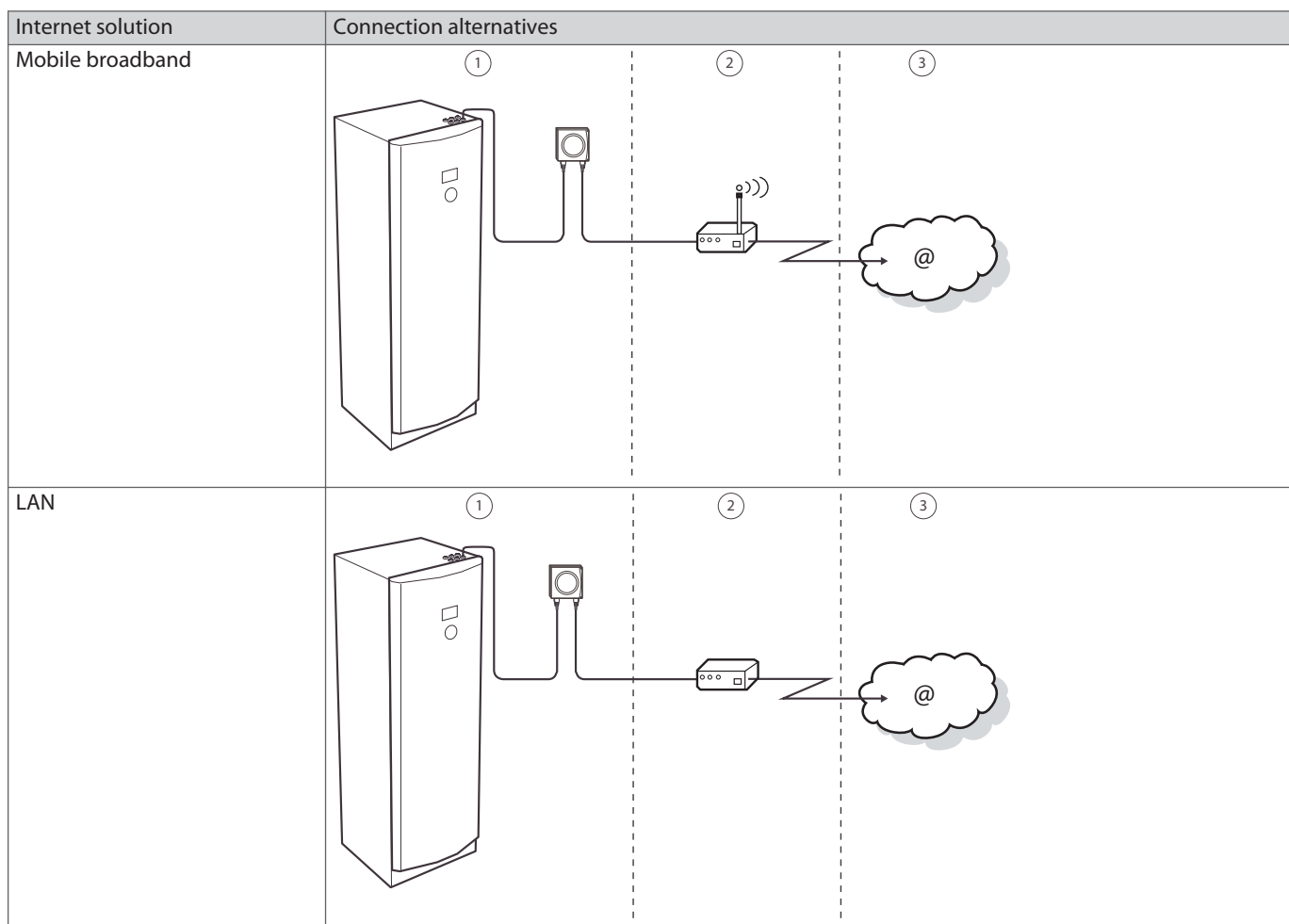
### 3.1 Communication

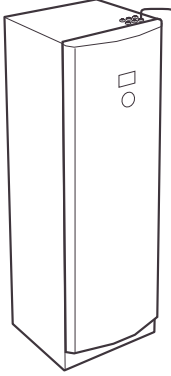
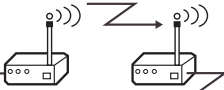

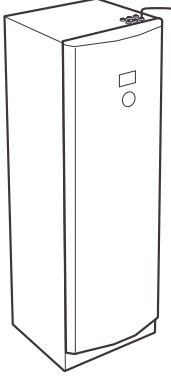
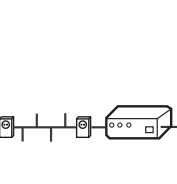
Since Thermia Online is based on communication over Internet, of course this connection is required. The connection can be divided into two main categories:

- **Mobile**
- **Wired**

**Mobile** means that you are connected through a 3G/4G router containing a SIM card, and thus communicating over the mobile network. In this case, it is important that a sufficiently strong GPRS signal is available where the router's antenna is located. Check with the prospective provider of mobile broadband that there is coverage in the area where Thermia Online is to be installed.

**Wired** connection means that you are connected to the Internet through any form of cable or fiber. The connection between the heat pump, the different connection options, and responsibilities are shown in the figure below.



Internet solution	Connection alternatives		
WLAN	 <p>①</p>	 <p>②</p>	 <p>③</p>
EI-LAN	 <p>①</p>	 <p>②</p>	

Legend:



- 1 Supplier responsibility
- 2 Customer responsibility
- 3 ISP responsibility

## 4 LED indicators

### 4.1 LED indicators, Atec

The unit that in one end is connected to the heat pump and in the other end to an Internet connection, is called DCM.


It is equipped with small diodes placed in the corners, red at the bottom and green on top. These diodes have a predefined flash system showing the status of the connection. The table below explain this.

Heat pump display 	LED indicator 	Meaning
Ring (long flash)	Long red	No IP-address from router DHCP
Ring (short flash)	Short red	DCM does not get a DNS address from router
Ring (lit), bar (long flash)	Constant green - Long red	Online-server does not respond
Ring (lit), bar (short flash)	Constant green - Short red	Server does not recognize the DCM (the installation)
Ring (lit), bar (lit)	Long green	Everything OK
Ring (lit)	Constant green	Everything OK

### 4.2 LED indicators, Diplomat, Diplomat Duo

The unit that in one end is connected to the heat pump and in the other end to an Internet connection, is called the DCM.

It is equipped with small diodes placed in the corners, red at the bottom and green on top. These diodes have a predefined flash system showing the status of the connection. The table below explain this.

LED indicator 	Meaning
Long red	No IP-address from router DHCP
Short red	DCM does not get a DNS address from router
Constant green - Long red	Online-server does not respond
Constant green - Short red	Server does not recognize the DCM (the installation)
Long green	Everything OK
Constant green	Everything OK

## 5 Internet in business domains

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### 5.1 Internet in business domains

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For the Thermia Online accessory to work, it takes either a direct Internet connection or a NAT-router/firewall. DHCP must be enabled on the router. If there is a proxy server (often used by larger companies/organizations), there is currently no support for this type of connection.

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## 6 Features

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### 6.1 Functions

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- To make changes in the heat pump settings, use Online, where you log in with the customer data that you received in an e-mail during installation. Communication goes via Internet to the Online Server. Online Server processes the settings you have changed in the application and sent from your computer.
- DCM unit, connected to the heat pump, receive data using the Internet connection.
- The device communicates with the heat pump's control unit and makes sure that the settings you requested changes in the heat pump control. DCM also sends regular information about the heating system status to the Online Server.
- You can whenever you want, login to Online to see the current status and history of your heating system

There are some basic features in the Online web application:

- Current status of the heat pump
- Monitor events and alarms
- Controlling and regulating settings (eg calendar control "away mode")
- Contact support

After logging into the application, you'll see an overview of the current heat pump values and settings. Later in this manual you will find more specific information about the application and instructions on how to change settings, monitor events and alarms, and how to contact support.

## 7 Getting started on the web

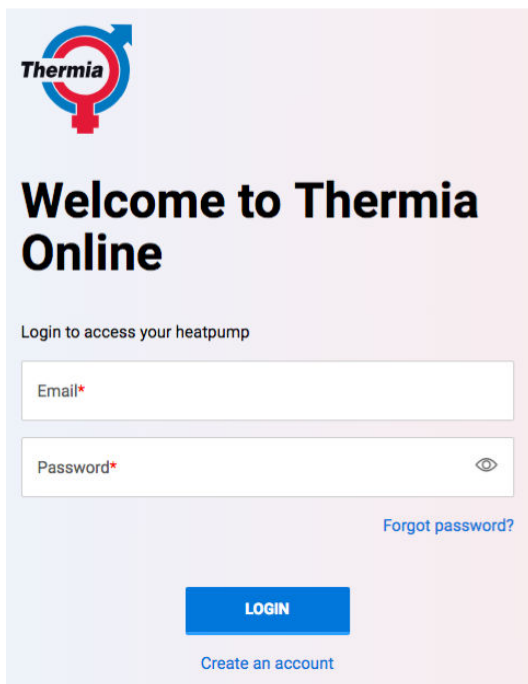
### 7.1 Getting started on the web

The Online application must be run in a browser according to the system requirements (see chapter System Requirements). Contact your reseller to set up an online account. You can find Thermia Online at the following URL:

<https://www.online-genesis.thermia.se> (applies to Diplomat Inverter- and Mega heat pumps)  
<https://www.online.thermia.se> (applies to legacy control heat pumps)

To log in:

1. Start your web browser; enter the URL above into your browser's address bar.
2. Enter your email address and password and click **LOGIN**.



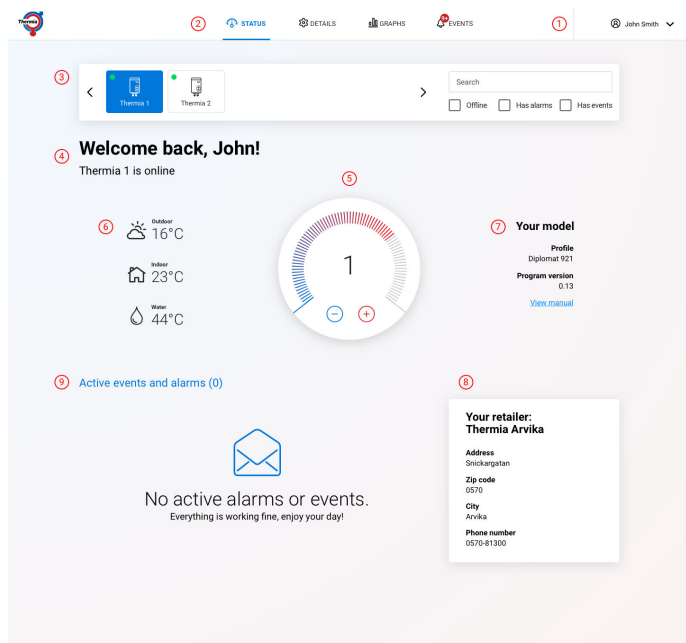
The screenshot shows the Thermia Online login interface. At the top left is the Thermia logo. Below it, the text 'Welcome to Thermia Online' is displayed in a large, bold font. Underneath, there is a prompt 'Login to access your heatpump'. The login form consists of two input fields: 'Email\*' and 'Password\*'. The 'Password\*' field has a small eye icon to its right, indicating a toggle for password visibility. Below the password field is a blue link that says 'Forgot password?'. At the bottom of the form is a blue button labeled 'LOGIN'. Below the button is a blue link that says 'Create an account'.

After logging in, an overview is opened showing your heat pump.

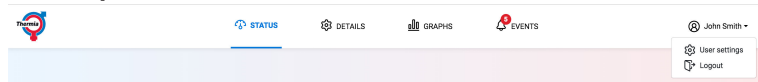
## 7.1.1 Status page

The first window that appears after login is the Online start page. This page contains the following:

1. User dropdown menu
2. Navigation links
3. Installation search and selectable installations
4. Device name and status
5. Indoor temperature gauge
6. Temperature info
7. Your model info
8. Your retailer info
9. Active events and alarms panel



### User drop-down menu



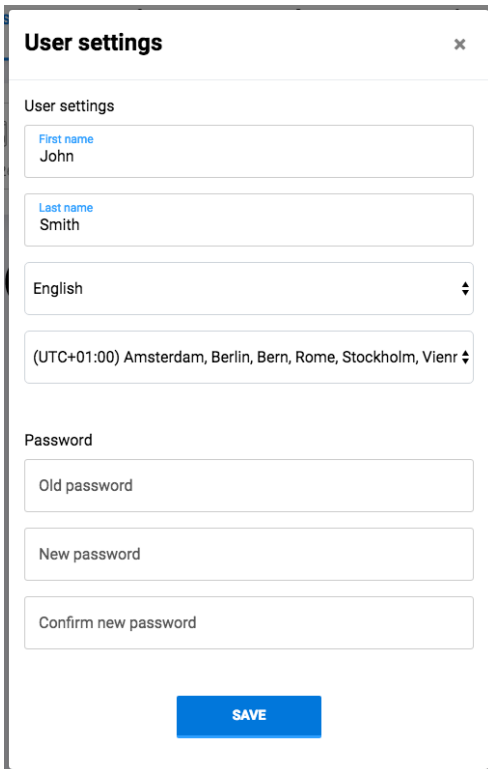
On the right-hand side, there is a drop-down menu with the following options:

- **User settings**

You can make change to user settings and change your password:

a) User settings- The part contains your personal details where you can insert your first and last name, the language that the Online applications will use and the **Time zone** your device is in. More details about time zone and calendar settings are found in chapters describing the **Calendar** tab.

b) Password- you can change your old password to a new one. You can change your password in the application, but keep in mind that there must be at least four characters and that it distinguishes between upper and lower case.



The screenshot shows a 'User settings' dialog box with a close button (x) in the top right corner. The dialog is titled 'User settings' and contains the following fields:

- User settings**
  - First name**: Text input field containing 'John'.
  - Last name**: Text input field containing 'Smith'.
  - Language**: Dropdown menu showing 'English'.
  - Time zone**: Dropdown menu showing '(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienn'.
- Password**
  - Old password**: Text input field.
  - New password**: Text input field.
  - Confirm new password**: Text input field.

A blue 'SAVE' button is located at the bottom center of the dialog.



The Time zone setting is important as it controls some calendar functions.

## • Logout

You can log out from the system.

When finished in Thermia Online, log out to prevent unauthorized use of the system. If you forget this, you will be automatically logged out after 20 minutes. Logout by clicking the **Logout** link at the right-hand side of the navigation at the top of any page.

## 7.1.2 Navigation links

The tab menu contain the following 4 links:

- Status
- Details
- Graphs
- Events (has "Active alarms" counter)

## 7.1.3 Installation search and selectable installations

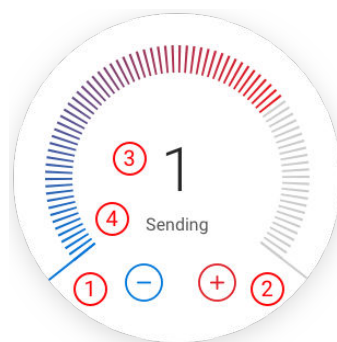
This feature is available only if you have more than one installation. You can switch between different installations and search for a relevant device using the search box and filter options (offline/ alarm/event).

## 7.1.4 Device name and status

You can see your device name and current status (online/offline).

## 7.1.5 Temperature gauge

Allows you to quickly make changes to the indoor temperature. If the temperature is not reached, the heating curve has to be adjusted in the heat pump. See the heat pump User manual or contact your installer.



1. Decrease of the desired room temperature. One click means one degree decrease.
2. Increase of the desired room temperature. One click means one degree increase.
3. The current set temperature change compared to the heating curve.
4. Communication status. If temperature is changed you will see the communication status(sending/received).

## 7.1.6 Temperature panel

The following temperatures are displayed:

1. Outdoor temperature.
2. Indoor temperature (if a room sensor is installed).
3. Tap water temperature.



## 7.1.7 Your model info

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Installation model information and link to User manual.

## 7.1.8 Your retailer info

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Retailer contact information.

## 7.1.9 Active events and alarms panel

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Shows active events and alarms (if any). More information can be found in the "Events" chapter.

## 7.1.10 Details page

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For more detailed information, see the heat pump User manual.

Operation mode  
Operational status  
Temperatures  
Operational time  
Heat pump  
Room sensor  
Heating curve or Pool hot water  
Immersion heater  
Software version  
Calibration

Some models even include the following details:

Defrost  
Cooling  
Operational diagnostics

**Device operation details** Thermia 1

**Operation**

Operation mode: OFF, STANDBY, ON (Selected)

Last modified: 07-07-18

**Operational status**

Priority: Manual, Defrost, Tapwater (Selected), Heating, Cooling, Pool, Legionella, StandBy, Idle, Off

**Temperatures**

Outdoor	5°C
Supply line	37°C
Return line	34°C
Brine in	2°C
Brine out	-1°C
Hot tap water	48°C
Weighted hot water temperature	47°C

**Operational time**

Immersion Heater 1	33
Immersion Heater 2	14
Immersion Heater 3	3
Compressor	5861
Hot water	133

## 7.1.11 Graphs page

Temperature and operational time graphs information is displayed.

**Graphs** Thermia 1

① TEMPERATURES OPERATIONAL TIME

② Dataset: System supply line, Desired system supply line

③ COMPARE

④ Current period: 13 December 2017

⑤

⑥

System supply line, 6.49 - 30,5°C  
Desired system supply line, 6.49 - 13°C

● System supply line ● Desired system supply line

The graph displays two data series: 'System supply line' (blue line) and 'Desired system supply line' (pink line). The y-axis represents temperature in degrees Celsius, ranging from 0 to 70. The x-axis represents time from 00:00 to 23:00. A vertical blue line is positioned at 07:00. A legend at the bottom identifies the two lines, and a callout box highlights the temperature ranges for the 'Desired system supply line' during the period 6:49 to 13:00.

The graphs page contains the following panels:

1. Graph type selector
  2. Graph data selector
  3. Compare curves
  4. Current time period
  5. Zoom option
  6. Graph area
- **Graph type selector**  
You can choose between temperature and operational time graphs.
  - **Graph data selector**  
You can add temperature data or operational times data to the graphs.

Temperature data includes:

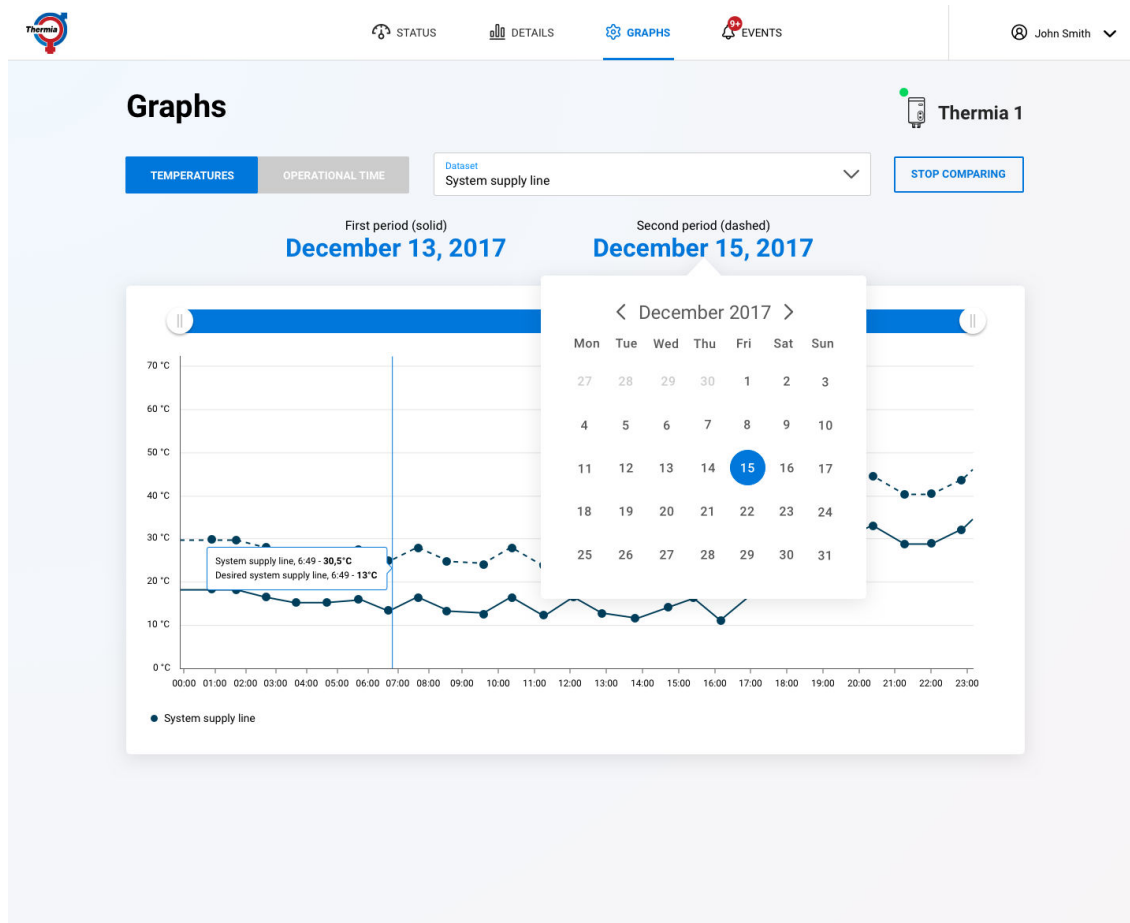
Supply line  
Brine out  
Brine in  
Cooling  
Outdoor  
Return line  
Tap water (top)  
Tap water (lower)  
Buffer tank  
System supply line  
Distribution circuit 1  
Discharge pipe  
Indoor  
Desired system supply line  
Desired buffer tank  
Tap water (weighted)

Operational time data includes:

- Compressor  
Hot water  
Immersion heater 1  
Immersion heater 2  
Immersion heater 3  
External auxiliary heater
- **Compare curves**  
You are able to compare two different time periods in the graph, choose between day, month or year.

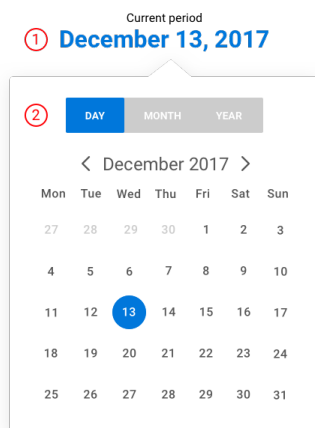
How to:

1. Press COMPARE.
2. Select time period for graph 1.
3. Select time period for graph 2.
4. Press STOP COMPARE to exit.



### Current time period

1. Current time period - By default the current day is shown, clicking on the date allows you to select any other time period.
2. Period selector and calendar - Clicking on the date allows you to select any other time period or date.



### Zoom option

To zoom the area of interest, do one of the following two options:

1. Move the sides of the coloured bar just above the graph to set the desired time span.
2. Hover the mouse pointer over the graph area. Press left mouse button and drag sideways to set the zoom area.



- **Graph area**

The data is visualized as a line or a bar graph. By hovering the mouse pointer over the graph area, you can see the actual data values and more info.

### 7.1.12 Events page

Alarm and event information is displayed with icons and descriptive text. Events can be acknowledged directly from the application while alarms can only be acknowledged from the heat pump display.

The **Events** page consists of the following panels:

- **Event list**

Lines up all the events that have occurred in the heat pump and these are acknowledged by expanding the line by clicking the icon. The times are given according to the time zone specified in the **User settings**. The logging interval is 1 minute and worth noting is that if the unit loses contact the internet, the internet server will report that after an hour, if no communication is re-established. The details of the **Event list** is shown in the table below:

**Events and alarms**

Active events and alarms (5)

- EVENT: Connection to heat pump lost 12-12-18 19:55
- ALARM: Has not been able to enter reduced temperature mode 12-12-18 19:55
- INFO: Connection to heat pump resumed 12-12-18 19:55
- ALARM: Internal Immersion heater 12-12-18 19:55
- ALARM: Has not been able to enter reduced temperature mode 12-12-18 19:55

Archived events and alarms (5) ^

- EVENT: Connection to heat pump lost 12-12-18 19:55
- ALARM: Has not been able to enter reduced temperature mode 12-12-18 19:55
- INFO: Connection to heat pump resumed 12-12-18 19:55
- EVENT: Connection to heat pump lost 12-12-18 19:55
- ALARM: Has not been able to enter reduced temperature mode 12-12-18 19:55

**Clear all active alarms in the heatpump**

This function permanently clears the existing alarms/fault messages on the heat pump. Alarms/fault messages are normally caused by malfunctions and should not be cleared without first removing the reason for the alarm/fault messages, or without direct supervision/site visit. After pressing the button, there will be a delay (between 1 to ten minutes) for the instruction to be processed by the heatpump.

CLEAR ALL

**Notify by email**

Full name

E-mail

ADD

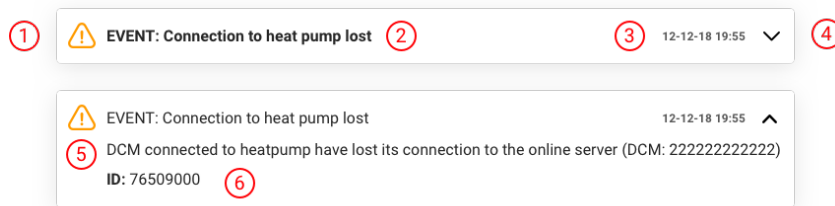
**The following persons are notified by e-mail**

- John Smith john@email.com
- Thermia Arvika thermia@thermia.com

## Event types:

- Event
- Alarm
- Info
- Archived events and alarms

## Event details:



1. Event type
2. The event or alarm
3. Time of event or alarm
4. Detail arrow
5. Alarm or event description
6. Id: internal database identity

- **Clear all active alarms**

This panel allows you to permanently clear the existing alarms/fault messages on the heat pump. Alarms/fault messages are normally caused by malfunctions and should not be cleared without first removing the reason for the alarm/fault message, or without direct supervision/site visit. After pressing the button, there will be a delay (between 1 to 10 minutes) for the instruction to be processed by the heat pump.

- **Notify by email**

This panel allows you to set who you want to be notified by email when an event or alarm occurs. You can add multiple people to this list. Removal is done by clicking the X on the right-hand side in the panel.

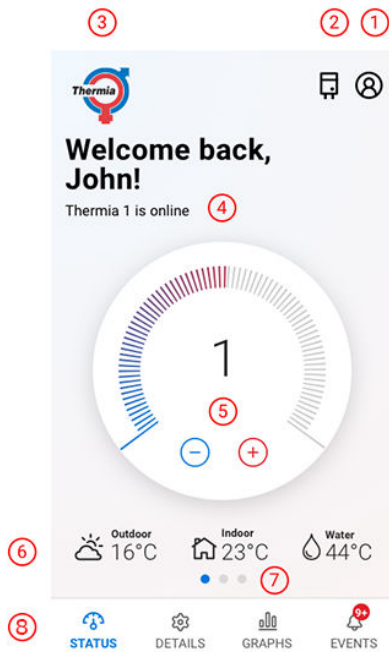
## 8 Getting started with mobile and the pad

### 8.1 Getting started on mobile and tablet

If you have a mobile with Android or iOS, a Thermia Online app can be downloaded from Google Play (Android) or the App Store (iPhone).

Your login details are the same as on the web and you get them by email in connection with the installation. The Online app looks like the picture below, and consists of a notification area, a status area, and 8 buttons.

1. Your user settings and the option to logout.
2. Tap on this symbol to see your installations (if you have more than one).
3. The "Logo". Tapping means that you will return to the start screen.
4. Status message.
5. Increase/decrease of indoor room set point. One click means one degree increase/decrease.
6. Temperature panel. Showing the outdoor temperature, indoor temperature (if a room sensor is installed) and tap water temperature.
7. Swipe menu. Allows to see events and your model info.
8. Navigation menu (status, details, graphs and events). The same functionality as in the web interface.



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## 9 System requirements

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### 9.1 System requirements

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Thermia Online is an HTML5-based web application.

This means that the system supports five of the most popular browsers. These are (in no particular order):

- Internet Explorer (latest version)
- Microsoft Edge (latest version)
- Mozilla Firefox (latest version)
- Google Chrome (latest version)
- Apple Safari (latest version)

Other system requirements are that Javascript must be enabled and your browser must accept cookies.



The login process is cookie based. These cookies expire after a short time. If the system clock on the login computer, phone, or tablet differs more than 5 minutes, the cookie will be too old and login will fail.

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## 10 Comments

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### 10.1 Communication (classic)

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Simplified one can describe the communication between the pump and the Internet as follows:

The control board in the heat pump communicates with an expansion card (in the Online case with a gateway card). The Gateway card communicates in turn with the so-called DCM unit (the square white box). In the box there is a small memory, the first time the DCM unit is powered it starts looking for an address on the internet. Then if an internet connection is available the DCM start transmitting data including its unique MAC address. If the address is registered on the server, you can as an administrator or installer log on to the heat pump profile.

### 10.2 Administration

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For end users or heat pump owners to login to the heat pump data it requires that an administrator or an installer link the installation (MAC address) to the user. User identity to be used is their e-mail address. This is so that when the link is done, the login information is sent to the end user or heat pump owner's e-mail address.

### 10.3 Permission profiles

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In the system/application there are three levels of permissions available.

Global	Members in this profile can utilize all the features that the website has. Thus: Adding and changing installers, installations and users. This profile also allows the ability to change device id in the DCM (required if the device is changed (historical data associated with the device can also follow)).
Installer	Members in this profile can utilize all the features that the website has, even those who normally is hidden under the "Service" menu. Adding installations, connect installation to the new device (DCM) or remove devices. Adding users and link them to installations or installers . Installers can be given service or admin privileges.
User	Can manage and control the same features available on the heat pump display and change settings for their account, such as change the language and reset passwords.









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