

Welcome to

Windhager Connect

Windhager Connect

Instructions

Professional



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NOTE:

All work and system service must be carried out by trained professionals only; and the local safety regulations must always be followed; in the event that the instructions in this document should contradict or conflict these regulations, the local safety regulations should always be followed and the work/instructions should not be carried out; WINDHAGER ZENTRALHEIZUNG GMBH, ÖSTERREICH assumes no liability for any damage to individuals or property due to improper execution of the instructions and/or by violating local safety regulations! Subject to changes and translation errors.





Definition of Terms

Organization:

Organization is the general term for a company that uses Windhager Connect. Individual organizations can be divided into several sub-organizations.

Organization Owner:

The organization owner is entitled to create sub-organizations in Windhager Connect and to add/change their permissions. In addition, the owner is entitled to invite other administrators, technicians and members to the organization. Important to note: When creating a new organization, the owner must have a valid email address. There can be a maximum of one owner per organization.

Administrator/Technician/Member of an Organization:

The differences in the levels of permission can be found on the last page of this document under **<u>8. User rights</u>**.

Connected/Operated Systems:

The connected systems are all systems that are assigned to the organization. The operated systems are systems of which the corresponding organization is explicitly declared as the operator.

Resident:

An authorized user of the myComfort app (for example: tenant)

Operator – Individual:

An individual who has access to extended functions in the myComfort app and is authorized to invite residents to Windhager Connect.

Operator – Organization:

An organization or company that uses the heating system (for example: housing association)

System Owner:

Legal owner of the heating system. The system owner has the authorization to decide which individuals or organizations can see and/or change the heating system's data.



1. General

password.

After registering, log in at <u>https://connect.windhager.com/login</u> with your username and

If you click on your username, you can edit your personal details, set the language and see your active devices. The active devices are all devices on which your account is currently logged in. Using the "Log out" button, you can log out of any device which you do not want to use at the time.

Connect	A	unt Color					
(Q) Max Mustermann	Accou						
Activate system	-						
My systems	Userstatus	Standard	Activ	e devices			
Systems overview	First and last name	Max Mustermann	This de	vice			
Organizations	E-mail	max.mustermann@example.com	Туре	Device name			Latest activity
🚯 Musterfirma GmbH	Address Line 1	Teststraße 1	Ģ	Chrome 105 Mac OS, 0459cc81-d40d-417 aecb-449463t2a8e1		170- 22 09:17:48	
Terms of Use	Address Line 2	Apartment, suite, unit, building, floor, etc.					
Windhager.com	Postal code	5201	Other d	evices Device	VIII VALUEN	Latest	-
Logout	City	Seekirchen	Туре	name	Identification	activity	
Version 2.5.0	Region	Salzburg	Ç	Firefox 104	Windows, 79/4d214-cc56- 4e73-a13a-a09/52428448	2022-09 22 08:55:0	Log
	Country	Austria ~					
	Language	English ~					
		Save changes					
	Current password	Current password					
	New password	New password					

Note

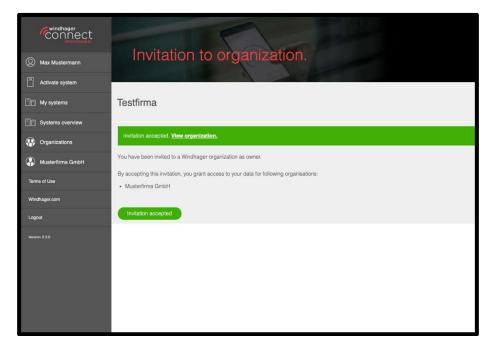
Before you can use all the features, you must confirm your email address. If you can't locate the email we've sent, please make sure to check your spam folder and whether your mailbox is full.



2. Invitations

Under **"Invitations"** you will find all invitations that have been sent to you. You will also receive these via email. If you have accepted the invitation, this will be confirmed in the system, and you can navigate directly to that specific page by clicking **"View ..."**

(Q) Max Mustermann	Invitation to organization.
$\hat{\mathcal{X}}$ Invitations \bigcirc	
Invitation to organization.	Testfirma
Activate system	You have been invited to a Windhager organization as owner.
My systems	By accepting this invitation, you grant access to your data for following organisations: Musterfirma GmbH
Systems overview	
Organizations	Accept invitation Reject invitation
🚯 Musterfirma GmbH	
Terms of Use	
Windhager.com	
Logout	
Version 230	





3. System Activation

To activate a new system, click on **"Activate System"** in the menu on the left. A popup window will appear, here you will have to enter the serial number and the test number of the system. After entering the details here, click on **"Start Activation Process."** In the next window, you can now enter all further data (see screenshot 2 below) and confirm with **"Activate."**

Windhager CONNECT	System		view			Search systems		Q *
Activate system		1.200	à					
My systems	Activated systemetry	ems					() Acti	vate a new system
🔠 Systems overveer	Affiliation	System		Address -	Labels	Serial number	MAC	Notifications
Organizations	Windhager Österreich	Musterfrau Erika	a	Teststraße 1, 5201 Seekirchen, Salzburg, AT		00100917030103113	00:23:43:00.4c:ab	17.50
🚯 Musterlinna GmbH					I from 1			
Customer notification								
					×			
Windhager.com				Activate a new system				
Lagout								
Wreten 230			Serial numb					
				7030103113				
			Test number 5673ab					
			9	Start activati	on process			
"connect								
Normalian.	System		Now	- Var				0
Max Mustermann	oysten		AIGAN			Search systems		Q ~
Activate system								
My systems	Activated syste	ems		Activate a new system	×		(+) Acti	vate a new system
[]] Systems overview				Activate a new system				
Organizations			Serial numb	er: 00100917030103113				
Musterfirma GmbH			0	Change system				
Terms of Use			Musterfra	. Toka				
Windhager.com					_			
Logeut			Teststraß Street addres	e 2 s, P.O. box, company name, clo				
			Address I					
Westion 23.0			Apartment, su	ite, unit, building, floor, etc.				
			Seekirche	n				
			Salzburg State, Provinc	0				
			Country					
			Austria		÷			

Note: The owner of the system will receive an invitation by email. If the invitation is accepted this, the owner will receive another email to accept the technician organization.



4. Systems Overview

In **"System Overview"** you can see all systems that have already been activated. You can also use the **search function in the top right area** to search for specific systems.

Windhager Connect	Syster	ms overvie	w			Search syst	ams	Q v
My systems	Activated sys	stems					\oplus	Activate a new system
Systems overview	Affiliation	System ~	Address	14	Labels	Serial number	MAC address	 Notifications
Organizations	Musterfirma GmbH	Musterfrau Erika	Musterstraße 2, 5201 Seekirchen, AT			00100917030103113	00:23:43:00:4c:	ab 🖉
Musterfirma GmbH				1	to 1 from 1			
Terms of Use								
Windhager.com								
Logout								
Winton 240								

5. Search Function

You have the option to **filter according to various criteria in the search**. The filter function also includes the address or certain labels. In the case of an unfiltered search, the name of the system is the default criteria.

windhager CONNECT MextMustermann	Syster	ms overvie	ew P			Search systems		Q ^
Activate system	Activated sys					✓ System Address Labels Serial number MAC address	_	
Systems overview	Affiliation	System ~	Address	~ Lab	els Serial	Notifications City	~	Notifications
Organizations	Musterfirma GmbH	Musterfrau Erika	Musterstraße 2, 5201 Seekirchen, AT		00100	Postal code Country	4c:ab	
Musterfirma GmbH						Owner Resident		
Terms of Use Windhager.com						Operator Technician Component Hardware Software		
Logout						Operating hours Starts		
Version 24.0						Fuel consumption total Output Rating		



6. Systems

Clicking on an attachment opens its detail page. Here you can find the name, address and a symbolic picture of the system. You can edit the name by clicking on the \checkmark icon. You can edit the notification settings, replace the web server, as well as change the owner. An overview of the approvals already made in addition to the buttons for inviting new residents, operators and technicians are located in the bottom area. Residents are authorized to use the myComfort app; they must log in to Windhager Connect once using their user data and accept the invitation to the system (see <u>2. Invitations</u>).

connect	Management	Jan -		
Activate system	Overview	Sett	tings	Data recording
My systems				
Systems overview	Musterfrau Erika 🖉			
Musterfrau Erika	Serial number: 00100917030103113		Musterstraße 2	
Parameters	Senai number, du tobe ridad toa ria		5201 Seekirchen Austria	
Parameter logs			System active. Certifica	te issued
Chart			Notification settings	
Errors	t the second		Replace web server	
Organizations			> Change owner	
Musterfirma GmbH				
Terms of Use				
Windhager.com	Invite new resident	+ Invite r	new operator	Invite new technician
Logout	Roleasos	E-mail		Access
Version 2.4.0	Erika Musterfrau (Owner)	erika.musterfrau@example.c	om	
	Musterfirma GmbH (Technician)	musterfirma@example.com		⊗ remove

Under "Settings" you can view various information, change web server password and read plant.

	connect	Management		
Ø	Max Mustermann	Management		O Reload
	Activate system	Overview	Settings	Data recording
88	My systems	System time.	2022-09-12 17:33:05	/
Ba	Systems overview	Time server	ch.pool.ntp.org	1
		Time zone	Europe/Paris	1
	Parameters	Sending interval time/date [min]	0	0
	Parameter logs	Alarm	ON – https://connect- api.staging.windhage	
	Chart			
	Errors	> Change web server password		
۲	Organizations	> Read plant		
٩	Musterfirma GmbH			

Note If you change owner in the overview and the invitation is accepted, the previous owner is automatically replaced.



In the tab **"Data recording"** you can **start a parameter recording** or view existing ones and **download them as CSV files**. Click on the **"Start recording"** button to start the recording. You'll also see the **system parameters** in the bottom area. The parameters of recording are configured in the **Datalog Tool** (see separate instructions).



ý		Management		C Reload
® 1	Max Mustermann	Management		
<u> </u>	Activate system	Overview	Settings	Data recording
80	My systems	Recording		•
88	Systems overview	Start recording	Interval 60s 🥒	View recordings
日				
	Parameters	Parameters		
1	Parameter logs	BioWIN 2 00-009 Kesselleistung		
3	Chart	BioWIN 2 01-007 Kesseltemperatur Soll		
1	Errors	BioWIN 2 00-007 Kesseltemperatur		
	Organizations	BioWIN 2 02-001 Betriebsphase		
(Musterfirma GmbH			
Terms				
Windh	hager.com			
Logou				
Version	1240			

You can download the CSV files by clicking on **"View recordings"**. Which opens a pop-up where you can download the recordings sorted by date.

Overview			Setting	S		
Recording						
Start recording			Interval	60s	1	
Parameters		Recordings				
BioWIN 2 00-009 Kesselleistung						
BioWIN 2 01-007 Kesseltemperatur S	<u>2022-08-29.csv</u> ↓ 2022-08-16_1.csv ↓					
BioWIN 2 00-007 Kesseltemperatur	2022-08-16.csv ↓					
BioWIN 2 02-001 Betriebsphase		Close				



6.1. Systems: Operator Invitation

When inviting an operator, the options are as follows:

1. The Operator is an Individual

The **individual will receive an email** with the text "You have been invited as an operator of a Windhager System" – including a link to the system. When the individual accepts the invitation, they become the operator of the system.

2. The Operator is an Organization

An email will be sent to the organization's email address. When the owner and/or admin of the organization accepts the invitation, the organization becomes the operator of the system.

6.2. Systems: Parameter

As soon as you have selected a system, a sub-menu opens in the menu on the left. By clicking on **"Parameters"**, general system values will be displayed, for example: operating mode, boiler temperature, operating hours, etc.

windhager	Deremeters	
() Max Mustermann	Parameters	C Reload
Activate system		BIOWIN 2
My systems	Operating mode	Boiler temperature
Systems overview	Operating phase	Burner OFF
Musterfrau Enka	Boiler temp. current value	54.4°C
Parameters	Boiler temp. setpoint	32.2°C
Parameter logs	Boiler output	0%
Chart	Operating time until Cleaning	298h
Errors	Operating time until Main cleaning	2234h
Organizations	Operating time until Maintenance	4494h
Musterfirma GmbH	Operating hours	509h
Customer notification	Number of burner starts	130
Terms of Use	Fuel consumption total	1.601
Windhager.com		

Note:

The parameters and menus displayed depend on your personal permission level. A detailed description of the user rights can be found under <u>point #8</u> in these instructions.





Below the parameters you can choose between several menu items. Under **"Boiler parameters"** you have the item **"Information Level"**, in which you can read additional information about the system.

Parameter logs		BIOWIN 2	
Chart	Boiler output	0%	
	Operating time until Cleaning	286h	
Errors	Operating time until Main cleaning	2234h	
Organizations	Operating time until Maintenance	4494h	
Musterfirma GmbH	Operating hours	509h	
Customer notification	Number of burner starts	130	
Terms of Use	Fuel consumption total	1.601	
Windhager.com			
Logout	Boiler parameters	Control modules	System modules
Version 23.0	Internetion liver Operator level	Service level	
	Operating time until Cleaning	286h	
	Operating time until Main cleaning	2234h	
	Operating time until Maintenance	4494h	
	Fuel level hopper	6%	
	Flue gas temperature	177.6°C	
	Operating hours	509h	
	Number of burner starts	130	
	Rinsing water consumption	0.55m²	
	Boiler no.	0	
	Software version	V 2.20	
	Hardware version	D1	
	Boiler model	BW 2 E	

On the **"Operator level"** you can add various information using the \checkmark icon. Click on the \Rightarrow icon here to open another part of the operator level, which you can also edit. Any changes you make are saved in the parameter log.

My systems	Operating mode	BioWIN 2 ector temperature	
Systems overview	Operating phase	Burner OFF	
Musterfrau Erika	Boiler temp. current value	54.4°C	
Parametera	Boiler temp. setpoint	32.2°C	
Parameter logs	Boiler output	0%	
Chart	Operating time until Cleaning	286h	
Errors	Operating time until Main cleaning	2234h	
Organizations	Operating time until Maintenance	4494h	
Musterfirma GmbH	Operating hours	509h	
Customer notification	Number of burner starts	130	
Terms of Use	Fuel consumption total	1.60t	
Windhager.com			
Lagout	Boiler parameters	Control modules	System modules
Logout Version 2:3.0	Boiler parameters	Control modules Service level	System modules
		1	System modules
		Service level	System modules
	Information level Consistiv lever	Service level BioWIN 2	System modules
	Information level Colorador New Fuel hopper filed?	Service level BioWIN 2 D	System modules
	Information level Consister level Fuel hopper filed? Confirm cleaning	Service level BioWIN 2 D	System modules
	Information level Codedity: Horr Fuel hopper filed? Confirm cleaning Time profile feed system	Service level BioWIN 2 D	System modules
	Information level Fuel hopper filed? Continn cleaning Time profile feed system Probe switching	Service level BioWIN 2 D	System modules
	Information level Codedity even	Service level BioWIN 2 0 No	System modules
	Information level Control of the office offi	Service level BioWN 2 0 No	System modules



Under "Service level" you'll find additional measured values & system parameters, which you can expand again and edit, as shown here using the example of the "Buffer charge \rightarrow settings" area. Please note that with the **yellow pencil symbol**, the changes only take effect after switching the power off and on.

Chart	-		BioWIN 2	
Errors	Operating time until Main cleaning		1715h	
Organizations	Operating time until Maintenance		2573h	
🛞 Musterfirma GmbH	Operating hours		Oh	
Terms of Use	Number of burner starts		Ø O	
Windhager.com	Fuel consumption total		0.00t	
Logout				
Version 2.4.0	Boiler parameters	Control	l modules	System module
	Information level Op	perator level Servic		
			BioWIN 2	
	> Values			
	> Parameters			
	> Boiler status			
	~ Settings			
	Boiler no.		Attention: the change is applied after power cycle.	
	Maintenance on/off		On ~	
	Strike mode		Save	
	Accumulator charging		On 🥖	

In the **"Control modules"** and **"System modules"** menu items, you'll find the same structure of parameters with the sub-navigation items **"Information level"**, **"Operator level"** as well as **"Service level"**. Here, too, you can view the values and partially adjust them.

Systems overview		BIOWIN 2	
Musterina Erika	Operating phase	Burner OFF	
the second	Boiler temp. current value	54.4°C	
Parameters	Boiler temp. setpoint	32.2ºC	
Parameter logs	Boiler output	0%	
Paramotens Parameter logs Chart Errors	Operating time until Cleaning	286h	
Errors	Operating time until Main cleaning	2234h	
Organizations	Operating time until Maintenance	4494h	
Austerfirma GmbH	Operating hours	509h	
Customer notification	Number of burner starts	130	
Terms of Use	Fuel consumption total	1.601	
Windhager.com			
Logout	Boiler parameters	Control modules	System modules
Wareion 2.3.0	Totomution kives Operator level	Service level	
	Room temperature Setpoint	5.0°C	
	DHW temperature Current value	40.7°C	
	DHW temperature Setpoint	10.0°C	
	Outside temperature Current value	0.0°C	

Note

If the system password doesn't match, a yellow lock symbol is displayed. \Box . If the system is offline, a crossed-out globe is displayed \varnothing .



6.3. Systems: Parameter logs / Error logs / Chart

In addition to the parameters, you can view the **"Parameter Logs"**, **"Error Logs"** and the **"Chart"** in the sub-menu of your system. In the overview of the parameter logs you can create a **text entry** in the upper right area with the red button in the upper right corner. When you click the red button, the following popup opens, in which you have to select components and the organization, and manually enter your comments under "Text."

connect					
Max Mustermann	Parameter log			2	Create textentry
Activate system				Search logs	Q ~
📋 My systems	Function Parameter	Value		Changed by	Date and time
Systems overview		T to O from	n 0		
Musterfrau Erika					
Parameters			×		
Parameter loga		Create textentry			
Chart		Function	_		
Errors		UMLZ Consumer			
Organizations		Text	_		
Musterfirma GmbH					
Customer notification					
Terms of Use		Organization Musterfirma GmbH	*		
Windhager.com			_		
Logout		Cancel Save			
Wireion 230					

Under **"Chart"** you can view individual parameters in the period you specified under **"Display Period"**.

windhager	Chart
Max Mustermann	Cital
nvitations 🕥	
C Activate system	Display period 01 Nov 2021 02 Nov 2021
My systems	Modules
Systems overview	
Muslering Erika	Boler
Parameters	Chart
Parameter logs	
Crief	
Errors	0.5
Isers overview	0
Organizations	45
🚷 AT_DE	-1 00200 0100 0200 0300 0400 0500 0600 0700 0600 0900 1000 1100 1200 1300 1400 1500 1600 1700 1800 1800 2000 2100 2200 2300 0000
Customer notification	0000 0110 0200 0300 0400 0500 0600 0700 0600 0000 1000 1100 1200 1300 1400 1500 1600 1700 1600 1900 2000 2100 2200 2300 0000
Certificates	
Terms of Use	
Windhager.com	
Logout	
Version 23.0	



7. Organizations

In the **"Organizations"** area, you can select organizations that are released for you and view further information, as well as **sub-organizations** for example.

(CC)		Organia							
() Max Ma	lustermann	Organiza	llions				Search organization		Q 🗸
Activate	ie system	Affliation	Name	E-mail	Postal	City	Country	Amount	Amount operated
My sys	stems	Annabor	mane	C-1100	code	City	Country	systems	systems
System	ns overview		Musterfirma GmbH	musterfirma@example.com	5201	Seekirchen	AT	0	0
🛞 Organia	123856715				1 to 1 from 1				
Auster	firma GmbH								
Custor	ner notification								
Terms of Use									
Windhager.co	m								

If you've clicked on an organization, you'll already see a **list of sub-organizations** in the overview, if available, and can view the **organization permissions**. In the permission settings, you also have the option of specifying whether these rights can be **inheritable** or not. If you uncheck the box, the rights for sub-organizations are not applied.

Activate system					
My systems	Subfirma 🧷		>	< land	
Systems overview	Musterfirma GmbH	Change p	permissions		
Organizations	Teststraße 3 5201 Seekirchen , Salzburg	Layer			
🚯 Sublime	Austria	Servicelayer / inherited ~	Inheritable		
Persons	> Organization permissions	Activate systems			
Connected systems	> Delete organization	yes / inherited ~	inheritable		
Operated systems		System settings yés / inherited ~	inheritable		Create organization
Terms of Use		Data recording			
Windhager.com	No data found	yes / inherited ~	Z inheritable		
Logout					
Veniion 2.4.0		Cancel	Save changes		

Use the **"Create organization"** button to **add a new sub-organization**. If you click on it, a pop-up appears for you to enter all relevant information. The sub-organizations also have an overview page parallel to the parent organizations.

(Windhager Connect	Organi	zation	P	Search		Q ~
Activate system						
My systems	Musterfirma G	mbH 🧷				
Systems overview	Musterstraße 1 5201 Seekirchen					
Organizations	Austria					
🚯 Musterlinna GmbH	Organization permis	sions				
Persons					(+) Create	a organization
Connected systems	Name	- E-mail	Postal code	City	Country	Delete
Operated systems	Suborganisation	office.suborganisation@example.com	5201	Seekirchen	AT	8
Terms of Use	Betreiberfirma	betreiberfirma@example.com	5201	Seekirchen	AT	\otimes
Windhager.com	Testfirma	max.mustermann@example.com	5201	Seekirchen	AT	\otimes





My systems	Musterfirma GmbH 🧷	×	
Systems overview	Teststraße	Create organization	
Organizations	5201 Seekirchen Austria		
Austernma, GmbH	> Organization permissions	Suborganisation	
Persons		subfirma@example.com	(+) Create organization
Connected systems		Musterstraße 5	
Operated systems	No data found	Street address, P.O. box, company name; c/o Address Line 2	
Customer notification		Apartment, suite, unit, building, floor, etc.]	
Terms of Use		5201	
Windhager.com		Seekirchen	
19		Satzburg	
Logost		State, Province	
Version 23.0		Country	
		Austria	
		Owner E-mail	
		subfirma@example.com	
		Cancel Save	

If you have created a sub-organization, the individual you entered in the form will receive an **invitation as the owner** of the sub-organization, which must be confirmed. As the owner of the sub-organization, this individual can only see this in the system, **not the main organization**.

windhager	
Max Mustermann	Invitation to organization.
ξ invitations: ()	
Invitation to organization. Invitation of Max Mustermann	Testfirma
Activate system	You have been invited to a Windhager organization as owner.
My systems	By accepting this invitation, you grant access to your data for following organisations: • Musterfirma GmbH
Systems overview	* Insecurities when t
Organizations	Accept invitation Reject invitation
Musterfirma GmbH	
Terms of Use	
Windhager.com	
Logout	

In the organization sub-menu on the left, under **"Persons"**, you can see who is part of this organization and which **"Role"** is assigned to the respective person or set whether the person has **owner**, **admin**, **technician** or **member rights**. Here you can also **add person** to the organization or delete them.

windhager	-	THE						
Max Mustermann	Perso	ons				Search		Q 🖌
Activate system		1	100					
My systems							Add person	
Systems overview	Name	E-mail ~	Postal code ~	City ~	Country ~	SSO	Role	Delete
Organizations	Max Mustermann	max.mustermann@example.com	5201	Seekirchen	AT	no	Owner ~	\otimes
🛞 Musterlima GmbH			1	to 1 from 1				
Parsons								
Connected systems								
Operated systems								
Terms of Use								



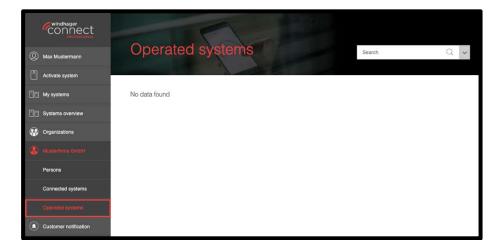


		Dama		Lange I						
0	Max Mustermann	Pers	ons	Real P			Search		Q	~
	Activate system		and the second second							
88	My systems							+ Add person		
88	Systems overview	Name ^	E-mail	Postal code ~	City ~	Country ~	sso	Role ^	Delete	
	Organizations	Max Mustermann	max.mustermann@example.com	5201	Seekirchen	AT	no	V Owner Admin	\otimes	
-				1	to 1 from 1			Technician Member		
	Connected systems									
	Operated systems									
۲	Customer notification									
Ten										
	2 1									

With the menu item **"Connected Systems"** you can see which systems are connected to the selected organization and search using the **search function, including a filter function.**



With the menu item **"Operated Systems"** you can see the systems of which you are the operator.





8. User Rights

Owners, admins and technicians have the **permission level** (Service, Operator or Information level) of the organization. You can find more information on organizational permission under **7. Organizational permissions**.

Members each have a **level reduced by one**. For example, if an organization has access to the Service level, then the member has access to the Operator level.

<i>C</i> onnect	Informationlevel read	Operatorlevel read	Operatorlevel write	Servicelevel read	Servicelevel write	Parameter logs, Chart, Error logs
Informationlevel	C	C				
Operatorlevel	e	G	a	a		a
Servicelevel	C	C	e	C	a	a

Owners and admins can invite or remove residents, operators, operator organizations and technician organizations on the system.

This table lists the permissions for managing the organizations:

CONNECT	- View an organization and sub-organizations - View connected and operated systems	- Add persons - Create sub-organizations and adjust related permissions - Edit an organisation and view related permissions	
Member	6		
Technician	C		
Admin	C	C	
Owner	6	6	