

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 [8. User rights](#).

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:

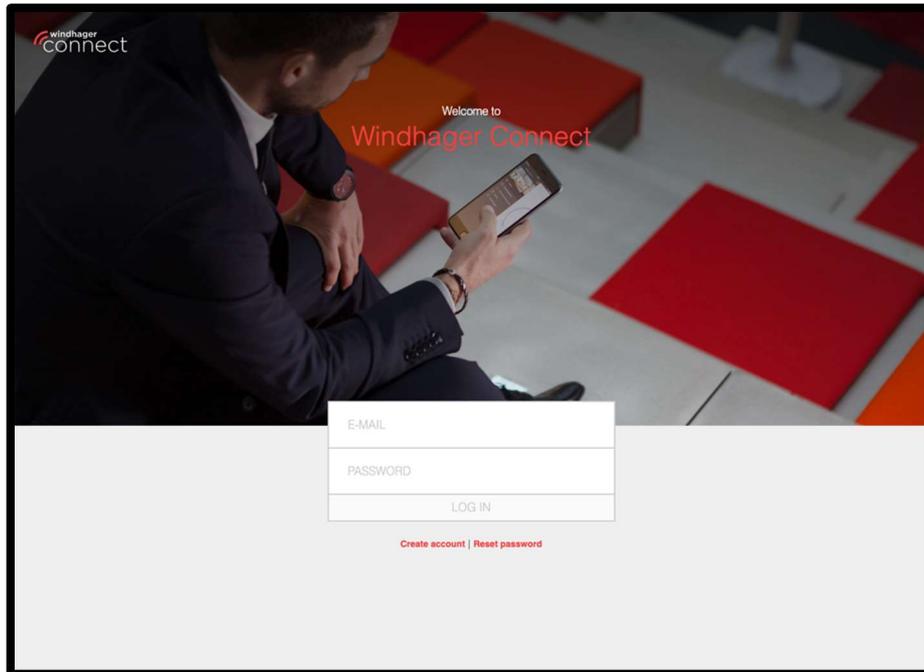
An organization or company that uses the heating system (for example: housing association)

System Owner:

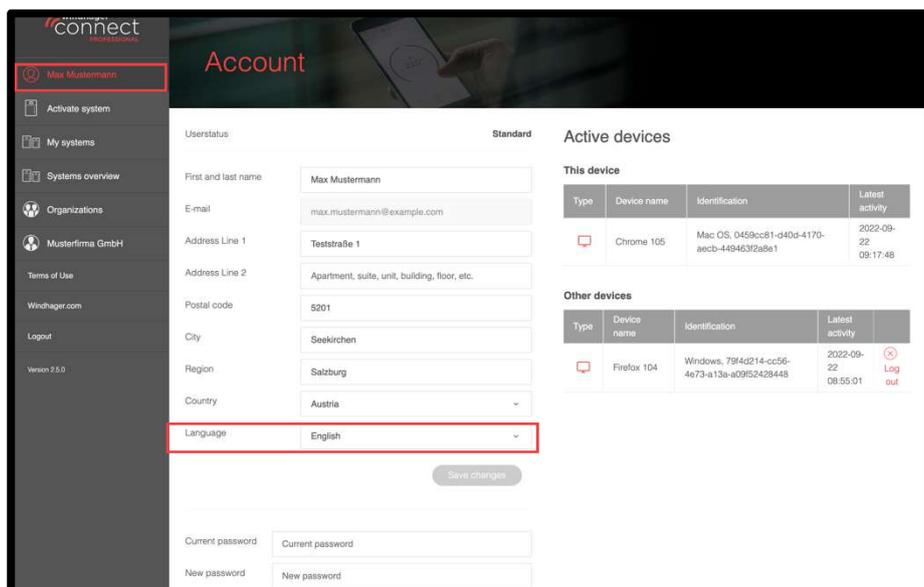
Legal owner of the heating system. The system owner has the authorization to decide which individuals or organizations can see and/or change the heating system's data.

1. General

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



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.

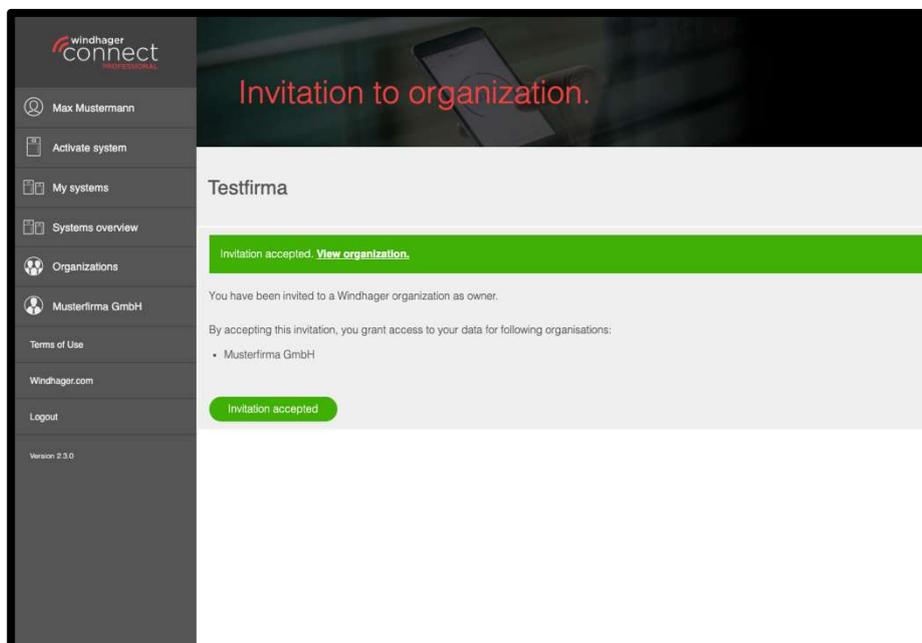
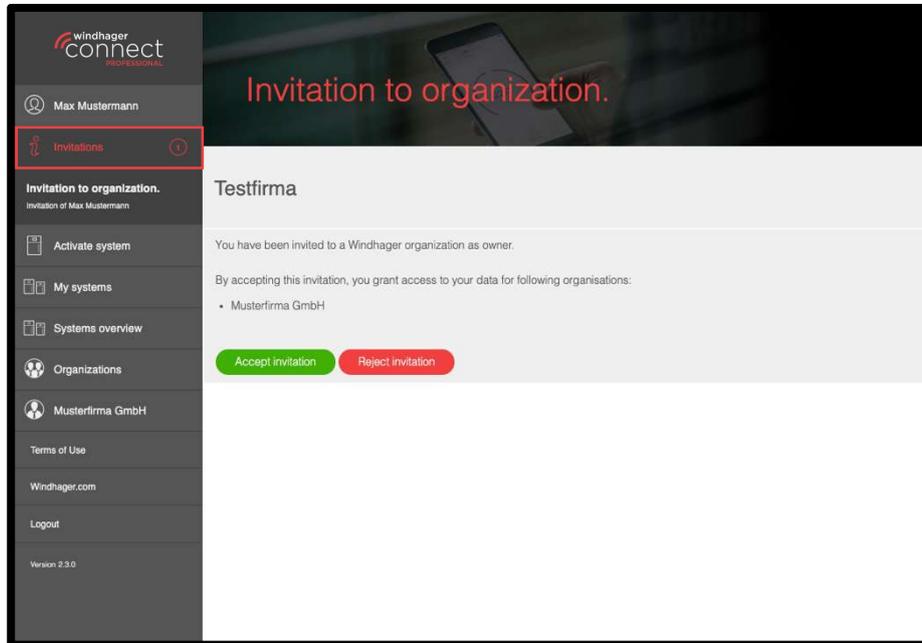


Note

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.

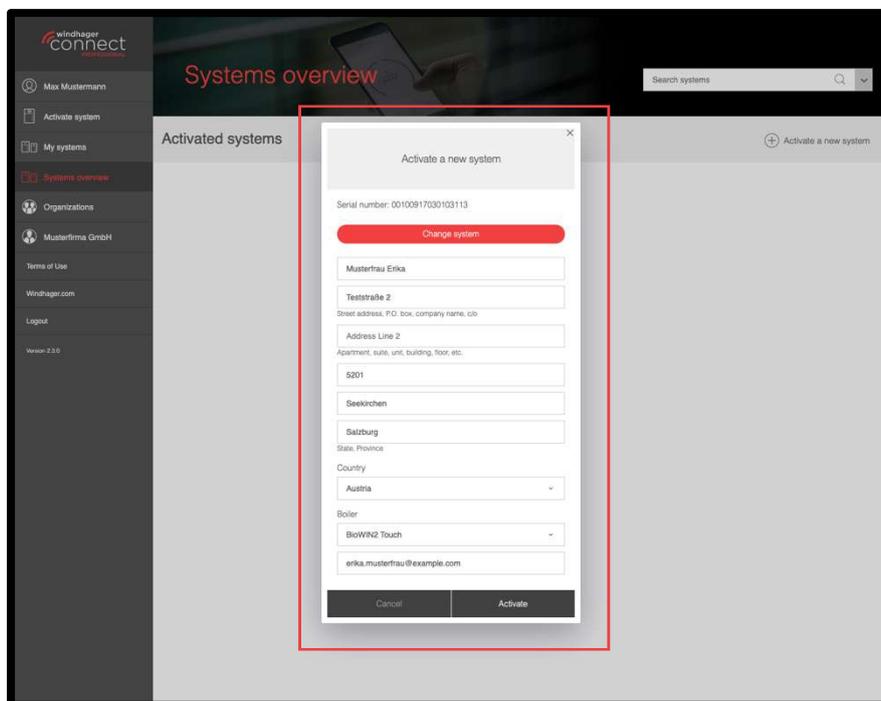
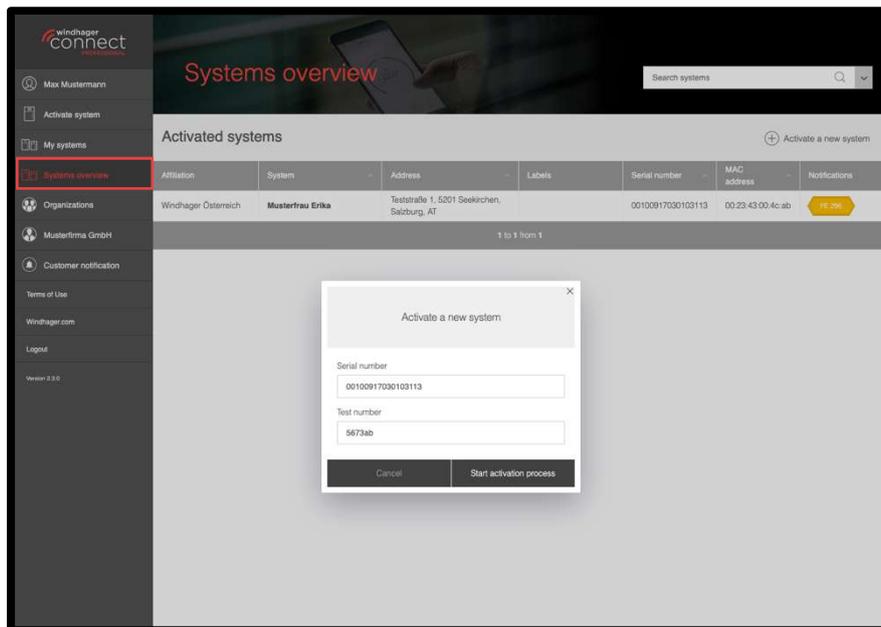
2. Invitations

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 ..."**



3. System Activation

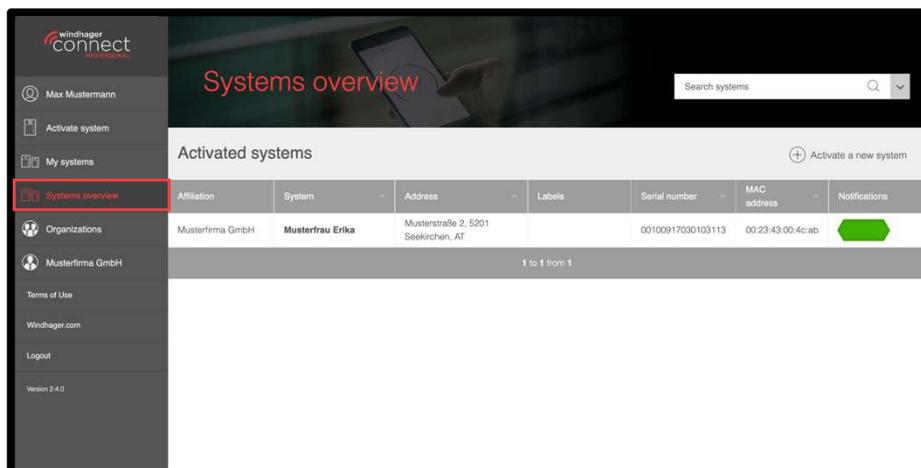
To activate a new system, click on **"Activate System"** in the menu on the left. A popup window will appear, here you will have to enter the serial number and the test number of the system. After entering the details here, click on **"Start Activation Process."** In the next window, you can now enter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



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.

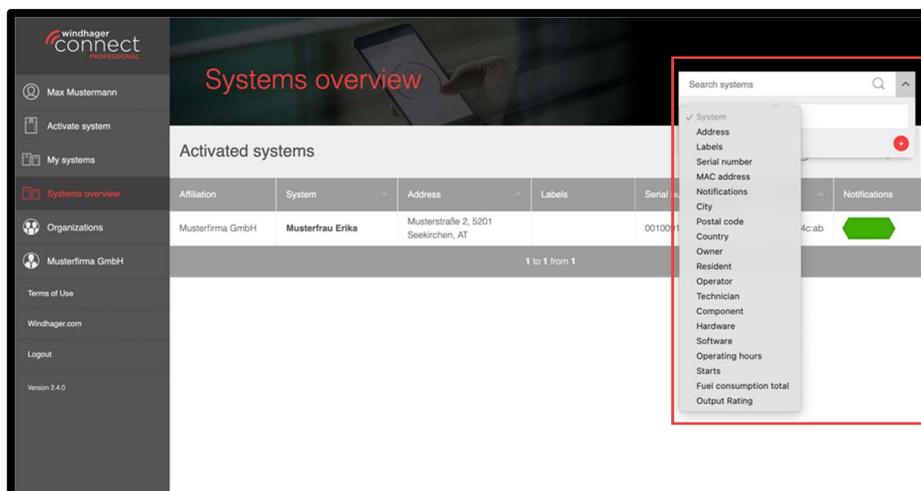
4. Systems Overview

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.



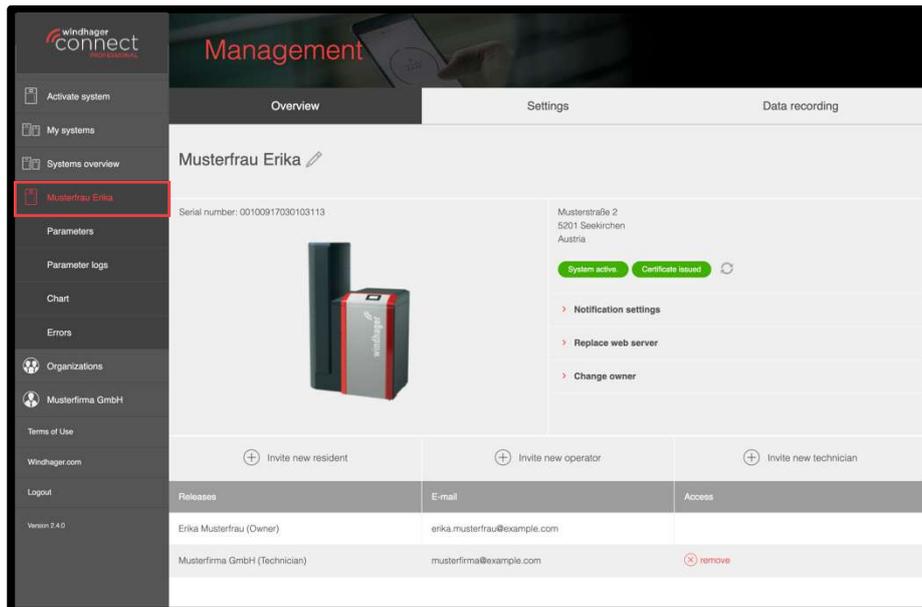
5. Search Function

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.

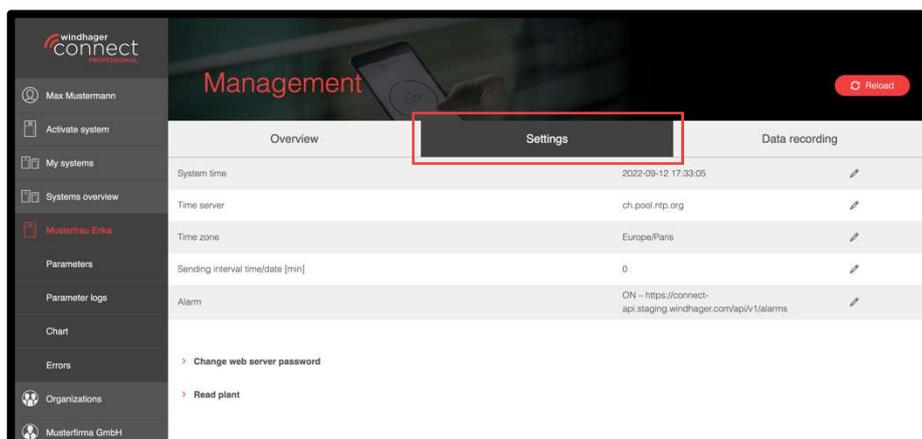


6. Systems

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 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 [2. Invitations](#)).



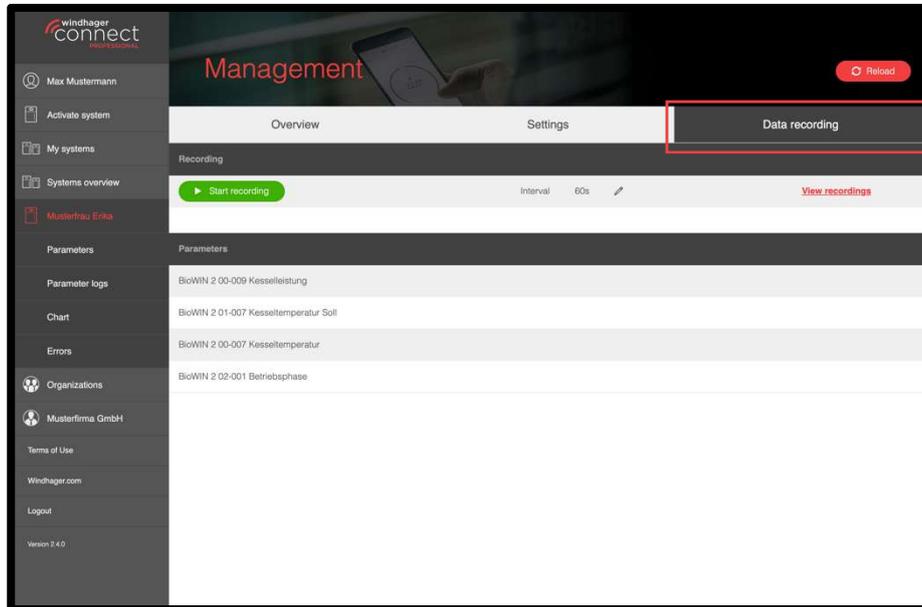
Under "**Settings**" you can view various information, change **web server password** and **read plant**.



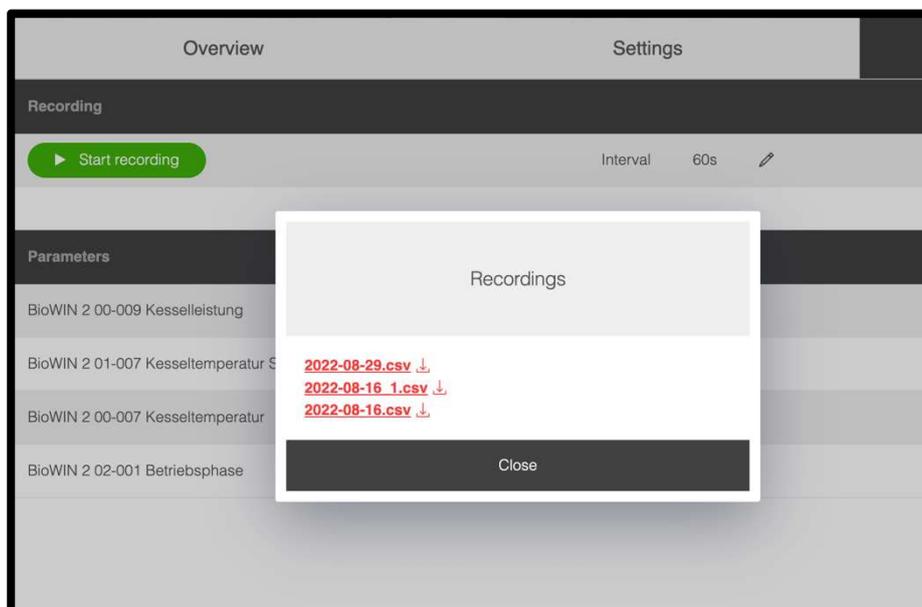
Note

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).



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.



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

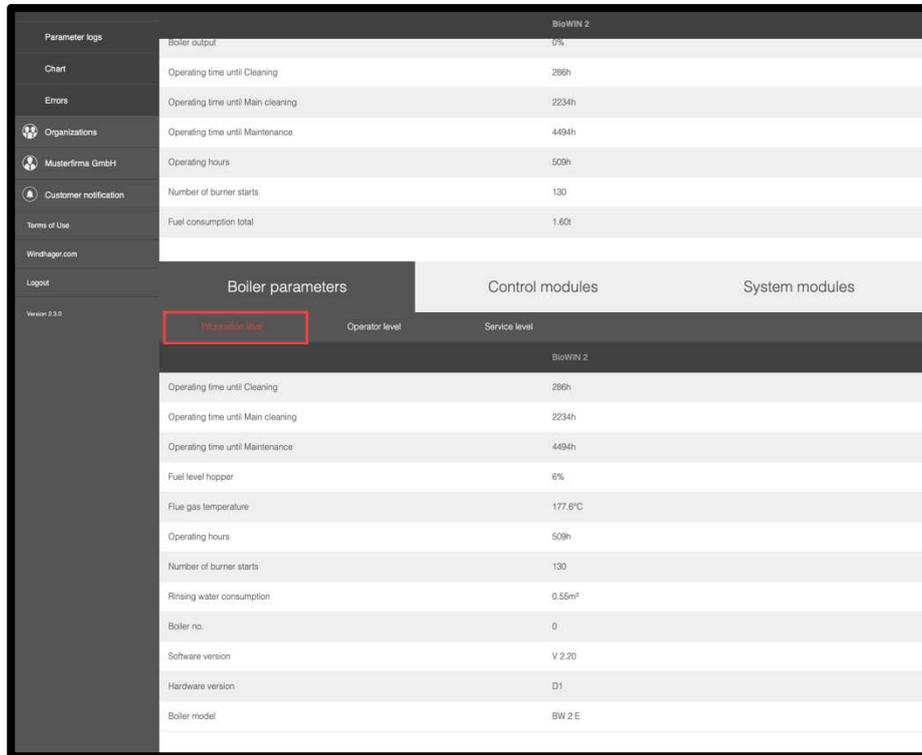
As soon as you have selected a system, a sub-menu opens in the menu on the left. By clicking on "**Parameters**", general system values will be displayed, for example: operating mode, boiler temperature, operating hours, etc.

Parameters		BioWIN 2
Operating mode		Boiler temperature
Operating phase		Burner OFF
Boiler temp. current value		54.4°C
Boiler temp. setpoint		32.2°C
Boiler output		0%
Operating time until Cleaning		286h
Operating time until Main cleaning		2234h
Operating time until Maintenance		4494h
Operating hours		509h
Number of burner starts		130
Fuel consumption total		1.60t

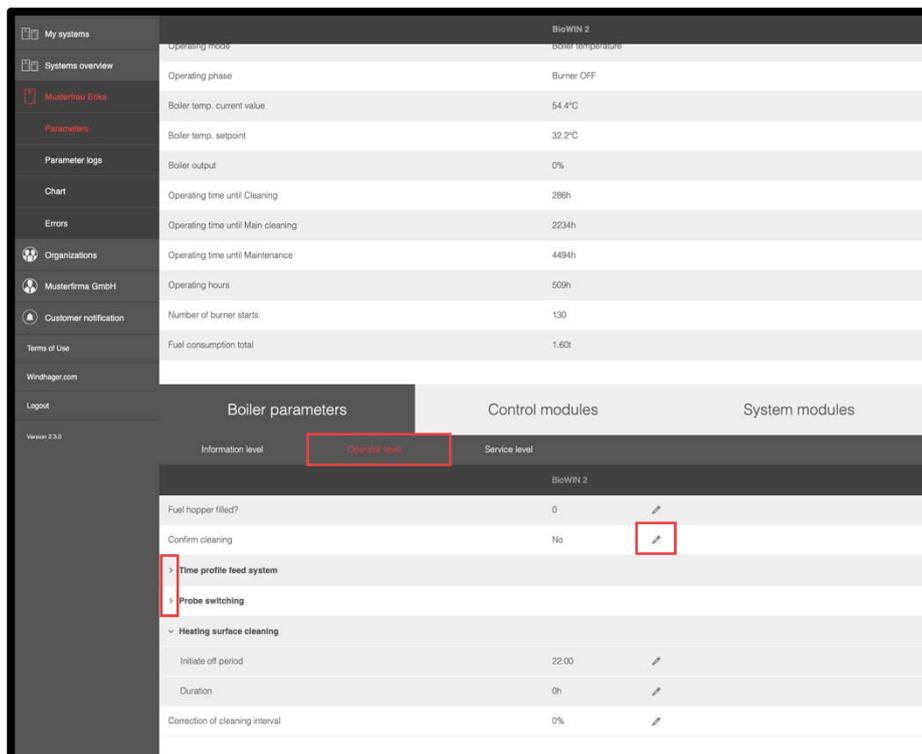
Note:

The parameters and menus displayed depend on your personal permission level. A detailed description of the user rights can be found under [point #8](#) in these instructions.

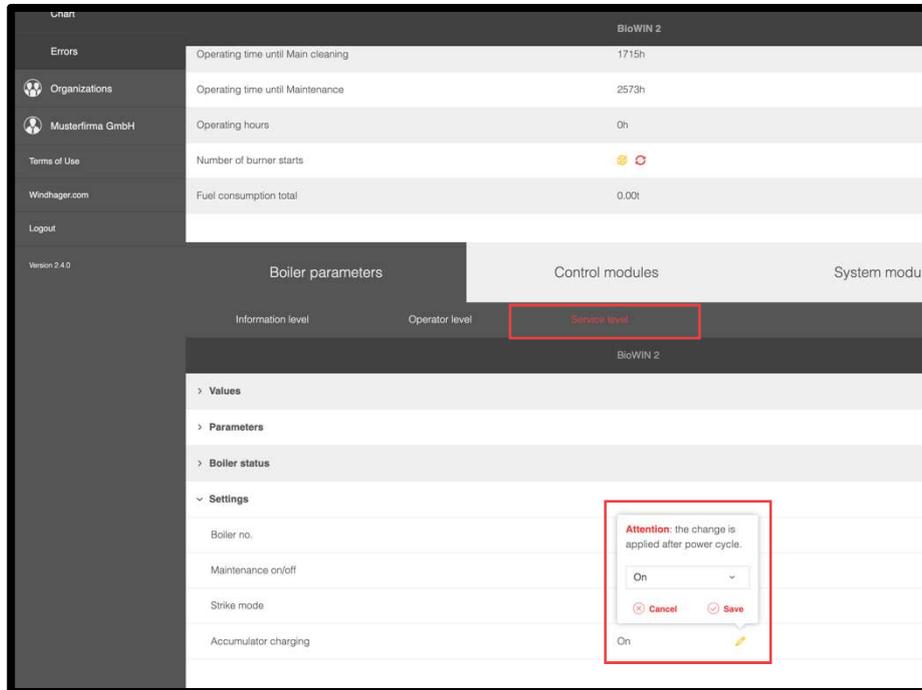
Below the parameters you can choose between several menu items. Under **"Boiler parameters"** you have the item **"Information Level"**, in which you can read additional information about the system.



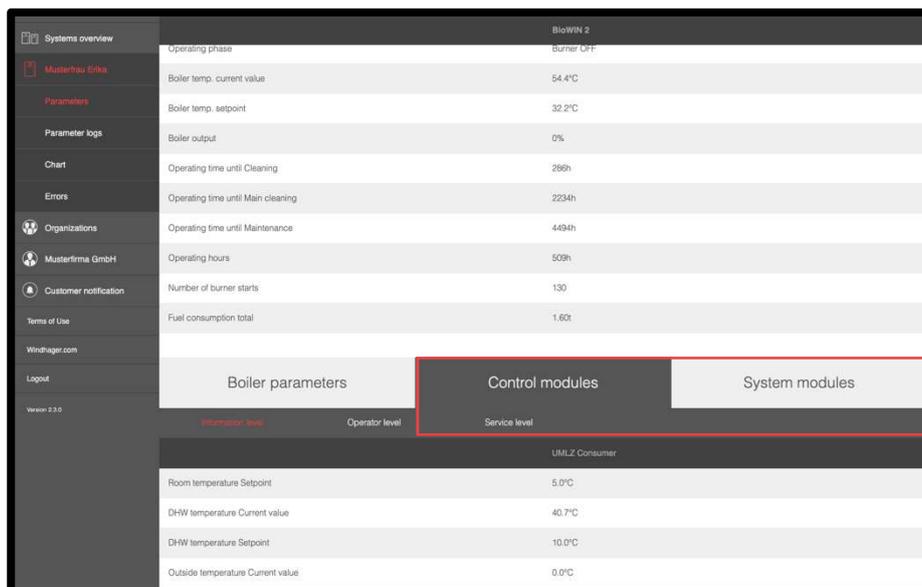
On the **"Operator level"** you can add various information using the icon. Click on the icon here to open another part of the operator level, which you can also edit. Any changes you make are saved in the parameter log.



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 → settings"** area. Please note that with the **yellow pencil symbol**, the changes only take effect after switching the power off and 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.

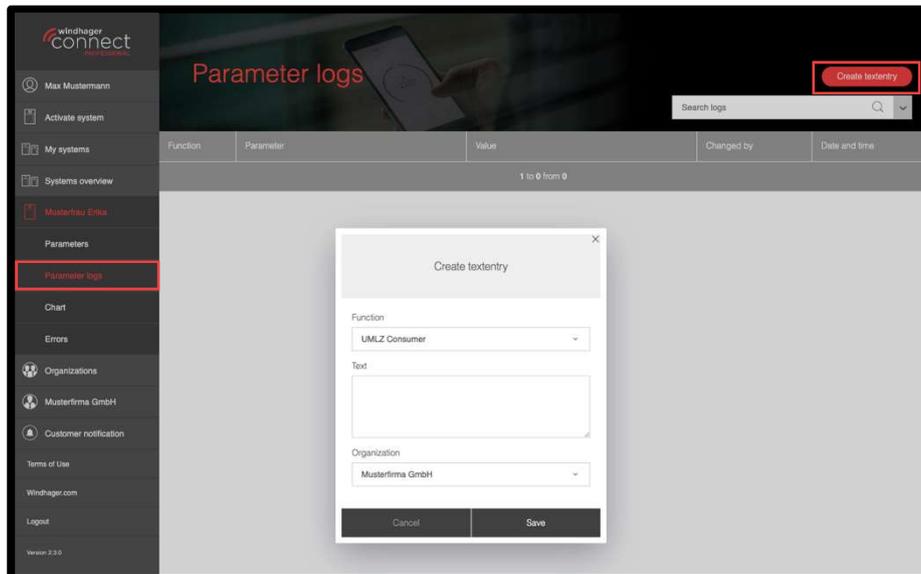


Note

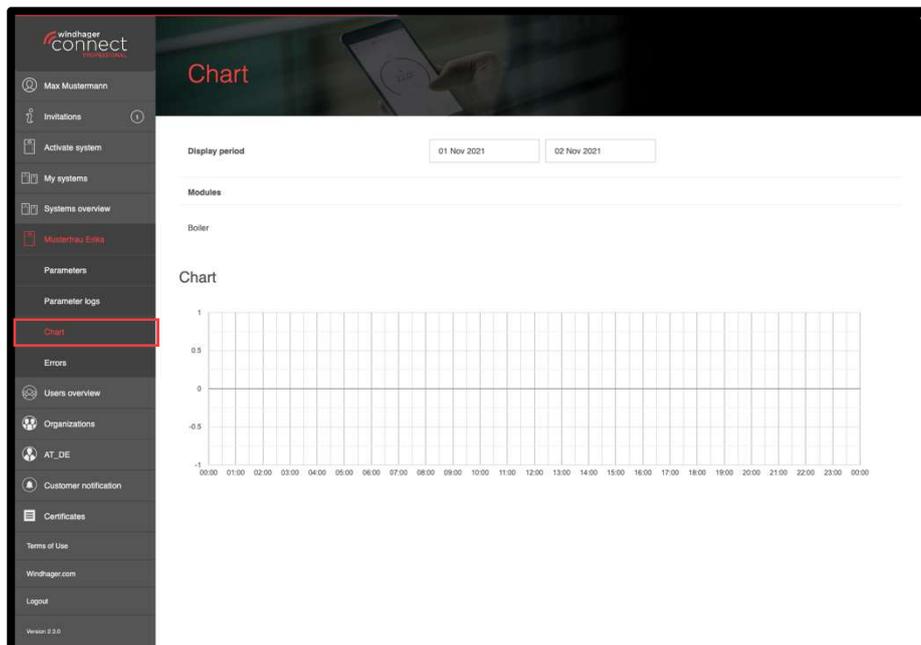
If the system password doesn't match, a yellow lock symbol is displayed. . If the system is offline, a crossed-out globe is displayed .

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.”**

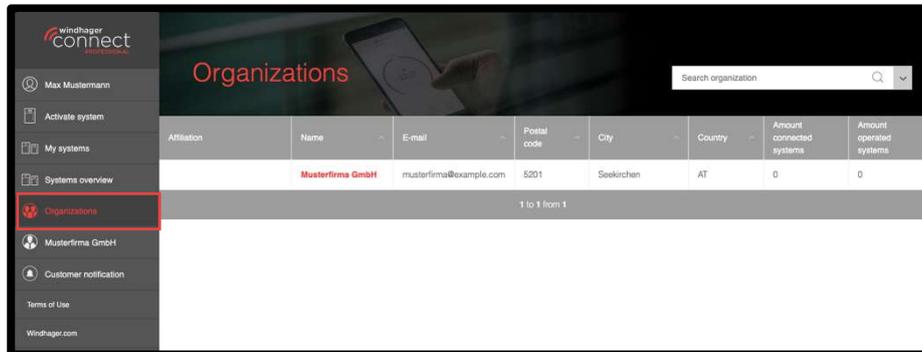


Under **“Chart”** you can view individual parameters in the period you specified under **„Display Period”**.

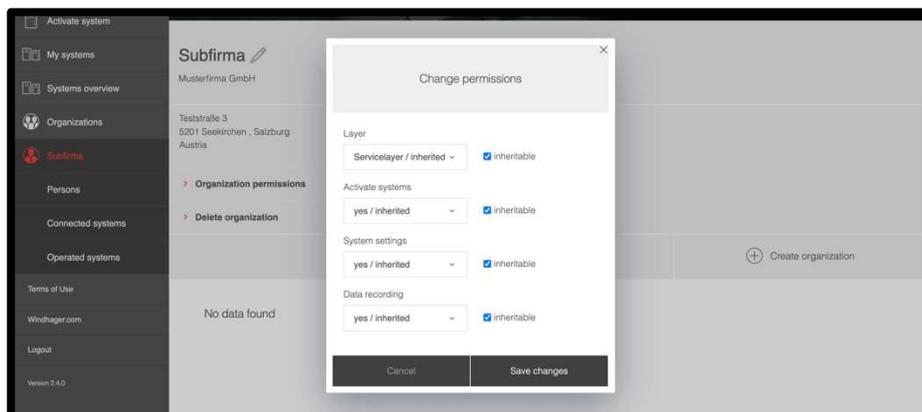


7. Organizations

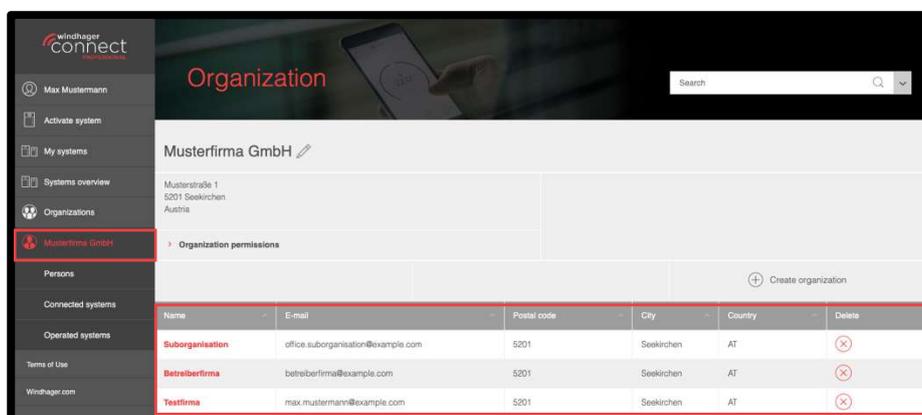
In the **“Organizations”** area, you can select organizations that are released for you and view further information, as well as **sub-organizations** for example.

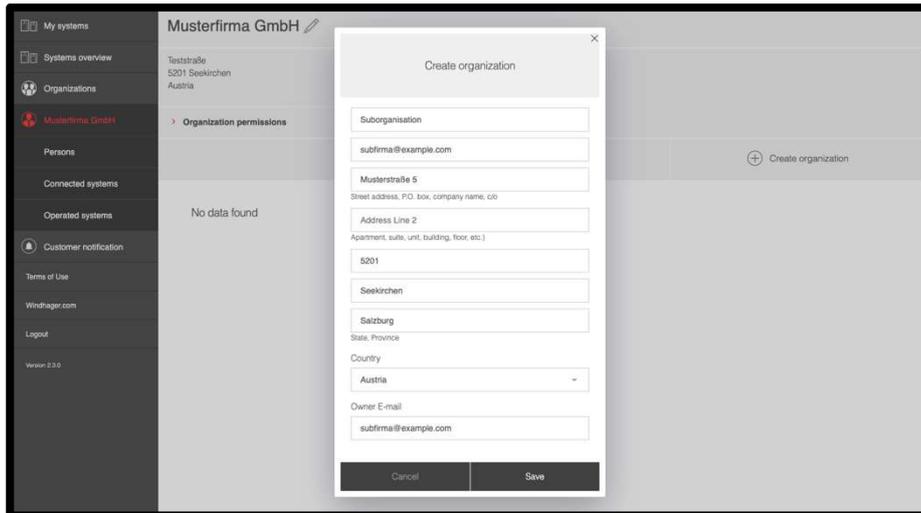


If you've clicked on an organization, you'll already see a **list of sub-organizations** in the overview, if available, and can view the **organization permissions**. In the permission settings, you also have the option of specifying whether these rights can be **inheritable** or not. If you uncheck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

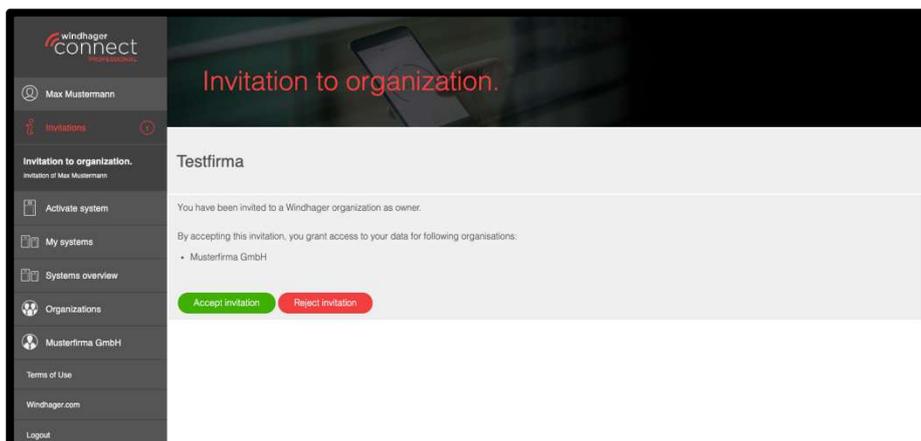


Use the **"Create organization"** button to **add a new sub-organization**. If you click on it, a pop-up appears for you to enter all relevant information. The sub-organizations also have an overview page parallel to the parent organizations.

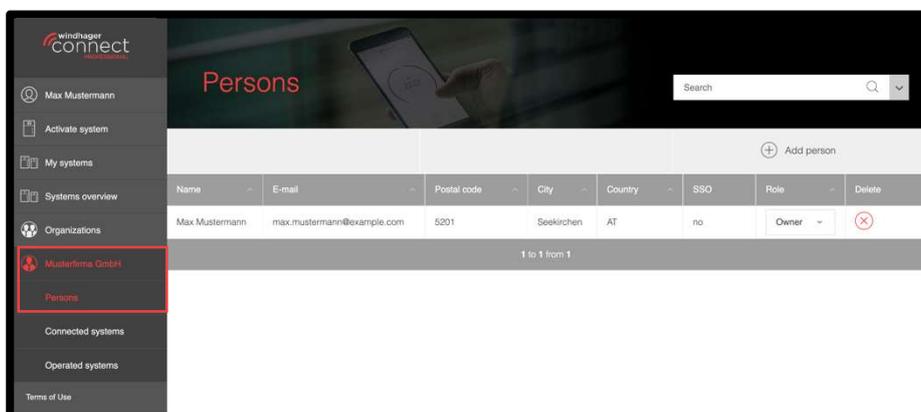


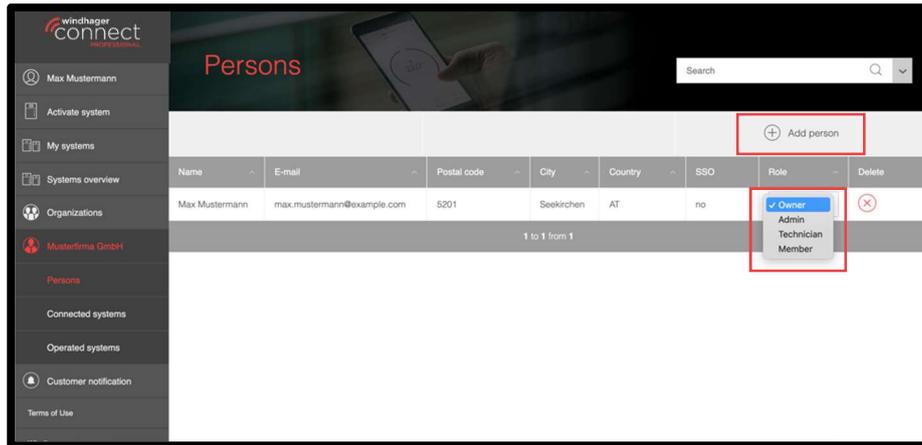


If you have created a sub-organization, the individual you entered in the form will receive an **invitation as the owner** of the sub-organization, which must be confirmed. As the owner of the sub-organization, this individual can only see this in the system, **not the main organization**.

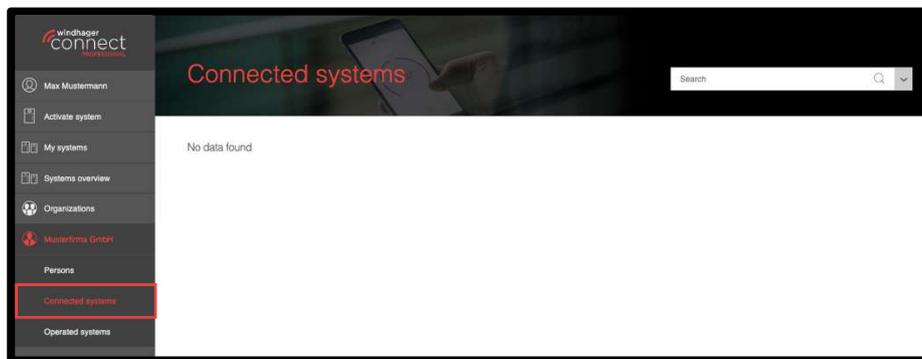


In the organization sub-menu on the left, under "**Persons**", you can see who is part of this organization and which "**Role**" is assigned to the respective person or set whether the person has **owner, admin, technician** or **member rights**. Here you can also **add person** to the organization or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

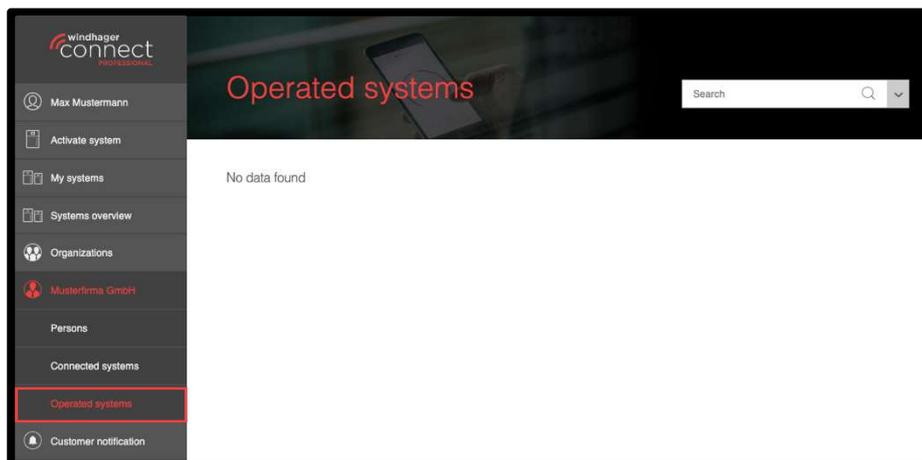




With the menu item **“Connected Systems”** you can see which systems are connected to the selected organization and search using the **search function, including a filter function.**



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.

windhager connect	Informationlevel read	Operatorlevel read	Operatorlevel write	Servicelevel read	Servicelevel write	Parameter logs, Chart, Error logs
Informationlevel						
Operatorlevel						
Servicelevel						

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:

windhager 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		
Technician		
Admin		
Owner		