



CoolRemote HVAC Monitoring and Control App

User Manual

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1. Overview

1.1 About CoolRemote

CoolRemote is a monitoring and control application for multiple VRV/VRF, split, multi-split and mini-split air conditioning systems.

The CoolRemote application makes your air conditioning system more accessible and easier-to-use from any device via the Internet*.

The CoolRemote application connects via CoolMasterNet or CoolPlug & CoolLinkHub, or CoolLinkNet gateways.

The CoolRemote application includes the following features:

- Monitor and control HVAC (air conditioning) units
- Bi-directional access to HVAC internal communication lines
- Full control of indoor unit operations
- On/Off control (individual or all units)
- Set temperature and room temperature data
- HVAC operation mode selection (Cool / Heat / Fan / Dry / Auto)
- Fan speed control
- Louver mode control
- Easy-to-use scheduling function
- Diagnostic display and real-time manufacturer error notifications with fault codes
- Plug-and-Play installation and configuration
- Support for splits, multi-splits, mini-splits, ducted, VRV and VRF HVAC system types

Compatible with the following HVAC system manufacturers: **

- | | |
|---------------------|--------------------|
| ▪ Chigo | ▪ Midea |
| ▪ Daikin | ▪ Mitsubishi |
| ▪ Fujitsu (General) | ▪ Electric (MELCO) |
| ▪ Gree | ▪ Mitsubishi Heavy |
| ▪ Haier | ▪ Panasonic |
| ▪ Hitachi | ▪ Samsung |
| ▪ Intensity | ▪ Sanyo |
| ▪ Kentatsu | ▪ Toshiba |
| ▪ LG | ▪ Trane |
| | ▪ York |
- Each user can manage multiple locations
 - Each user can manage multiple gateways per location

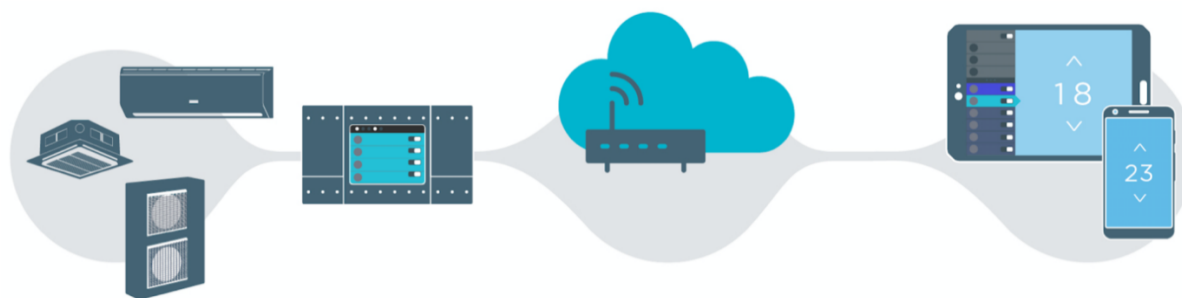
NOTES:

* Requires: CoolMasterNet** or CoolPlug & CoolLinkHub** HVAC Bridge with Internet access for operation.

** For additional information and compatibility contact us at: support@coolautomation.com



1.2 How CoolRemote Works



HVAC System

Inverter-based air conditioners such as VRF/VRV, split and multi-split pose different technological challenges when it comes to connecting to the Internet. CoolAutomation can easily help overcome that challenge. All you need is to select a compatible gateway from our product selection, install it and you are all set!

HVAC Gateways (CoolMasterNet, CoolPlug & CoolLinkHub)

CoolAutomation hardware communication bridges allow VRF/VRV, split, multi-split, heating, ventilation and air conditioning system connectivity. The devices enable integration to our cloud-based control software: CoolRemote mobile app.

Internet Connection

After registering your CoolAutomation devices, you can connect and control your air conditioning systems via a smartphone, tablet or desktop computer. CoolRemote is also available for iOS platforms as well as Android and Windows-based devices.

CoolRemote App

CoolRemote is a web-based air conditioner remote app designed to work with CoolMasterNet, CoolPlug & CoolLinkHub, CoolLinkNet gateway solutions and is compatible with any VRF and leading split air conditioning systems.

2. Getting Started – Installing and Registering CoolAutomation Devices

2.1 Installing CoolMasterNet

Follow the instructions provided in the CoolMasterNet Quick Installation Guide.

<https://coolautomation.com/lib/doc/quickstart/Quick-Installation-Guide-CoolMasterNet-v1.8-1-EN-WEB.pdf>

Connect CoolMasterNet to the Internet via a router

Make sure the cloud icon, located at the bottom right-hand corner, is colored white. If so, the CoolMasterNet is connected to the Internet.

2.2 Installing CoolPlug & CoolLinkHub

Follow the instructions provided in the CoolPlug & CoolLinkHub Quick Installation Guide.

<https://coolautomation.com/lib/doc/CoolLinkHub-CoolPlug/quickstart/CoolPlugCoolLinkHub-QuickInstallationGuide-V2.pdf>

Connect the CoolPlug & CoolLinkHub to the Internet via a router

Make sure the cloud icon, located at the upper left-hand corner, is displayed on the screen and there is a line between the two squares. If so, the CoolLinkHub is connected to the Internet.

2.3 Prior to Registering your CoolRemote Account

Prior to registering your CoolRemote account, the CoolRemote application must be installed on your phone or tablet, or opened on website via the Internet.

First, make sure that your CoolMasterNet is installed correctly and receiving power.

As soon as a connection is established with the HVAC line, the CoolRemote application automatically detects all units within the system and displays them on the screen.

When you connect the Ethernet cable to the router, the **CoolMasterNet or CoolLinkHub** automatically connects to the **CoolRemote** cloud service.

Verify the cloud service is properly connected (cloud icon on the Cool device).

For iOS:

<https://itunes.apple.com/us/app/coolremote/id976962385?mt=8>

For Android:

<https://play.google.com/store/apps/details?id=com.coolautomation.coolremote&hl=en>

On the Internet from any device:

<https://app.coolremote.net/#register>

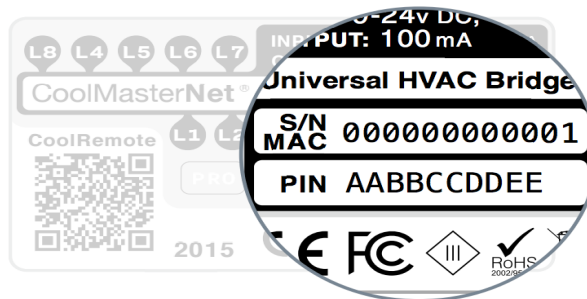
2.4 First Time Registration of a CoolAutomation HVAC Gateway Device

CoolRemote registration consists of three steps:

- Registering the Cool device
- Creating a user account
- Registering your location

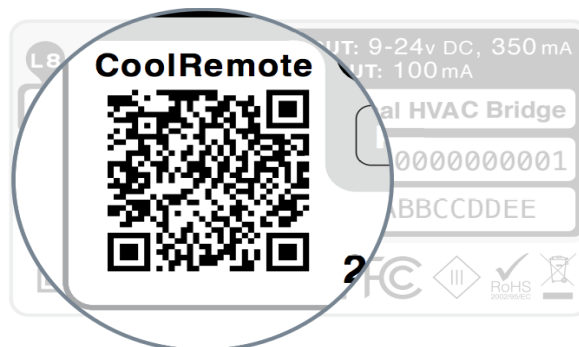
First Step - Registering the Cool Device (1-6)

1. Make sure that the **Cool Device is properly connected** to the Internet.
2. Locate, on the back of the device, the identification label with the product SN and PIN.

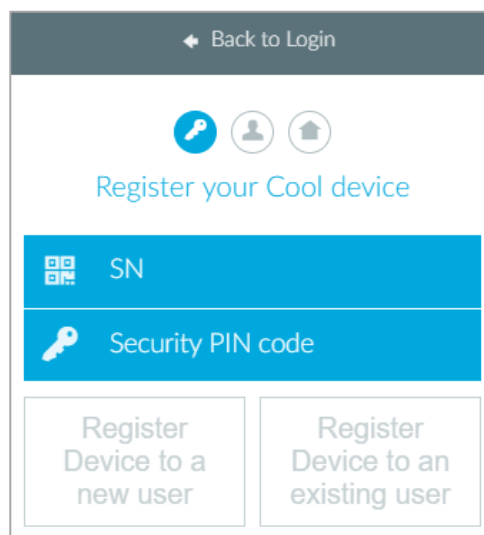


3. Scan the QR code on the identification label. The CoolRemote application automatically fills-in all the necessary CoolMasterNet details.

NOTE: If you are not able to scan the QR, manually type-in the MAC/SN and PIN numbers from the identification label into the corresponding CoolRemote application registration fields.



4. Go to <https://app.coolremote.net/?#register>
5. Make sure the SN and the security PIN code are correctly entered (after scanning the QR code).
6. Click either the **Register Device to an existing user** button or **Register Device to a new user** button. Proceed to the next step if you are a new user (Register your User account).



Second Step – Creating a User Account

Register your User Account

- Fill in First Name and Last Name
- Enter a valid email address (uses the account username)
- Enter a password and confirm it
- Click the Create User button to proceed to the next step (Register your Location)

Third Step – Registering your Location

Set the location settings.

- Fill in the location details, such as Location Name (required), and other location address details. The additional details are optional, but they will help you to have a better understanding of the system operational conditions for saving energy in the future.
- Fill in the location **Time Zone** for scheduler and notification message settings

Note: The “Time Zone” setting is required for proper operation of the scheduling function.

- Click the Save and Login button to automatically login and start using the application

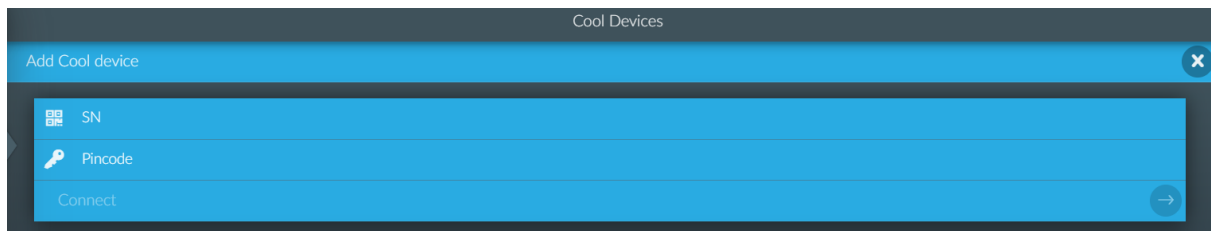
2.5 Adding a Cool Device to a CoolRemote Account

Registering additional device(s) to your CoolRemote account:

- Login with your existing CoolRemote account
- Go to **Settings**
- From the menu select **Cool Devices** - You should see the other device(s) you have registered
- Click the **Add Cool Device** bar at the top of the screen - right below it a small window is displayed to enter the 'Cool' device **SN** (Serial Number) and **PIN code**

Note: This can also be automatically entered by scanning the QR Code. The CoolRemote application automatically fills-in all the necessary CoolMasterNet details.

- Once entered, click **Connect**



3. Settings

3.1 Settings Screen

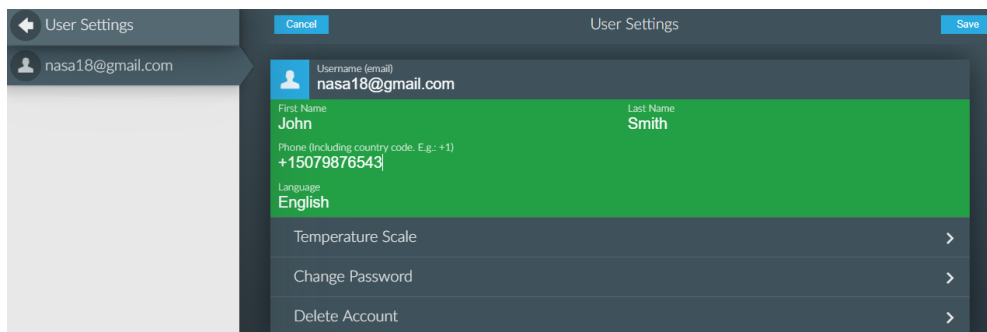
In the Settings screen you can manage location settings, connected devices and display their status, zones, refrigerant system management, unit capabilities and names. You can also manage access permissions in the Share screen.

3.2 Editing User Settings

- 1 Click on the **Home** tab. A screen is displayed with the user's email on the upper right-hand side of the screen.



- 2 Click on the user's email. The User Settings screen is displayed.



- 3 Enter or modify First Name, Last Name, Phone number and Language. Select the Temperature scale and Change Password if necessary. On this screen you can also delete the account.
- 4 Click the Save button to save the new User Settings.

3.3 Editing Indoor Unit Names

Unit Name Structure - Unit names are constructed from letters and numbers in the following format:

- For example, L1.100, the L and number indicate the line number on the Cool device network and the 100 indicates the unit's unique number on that line.

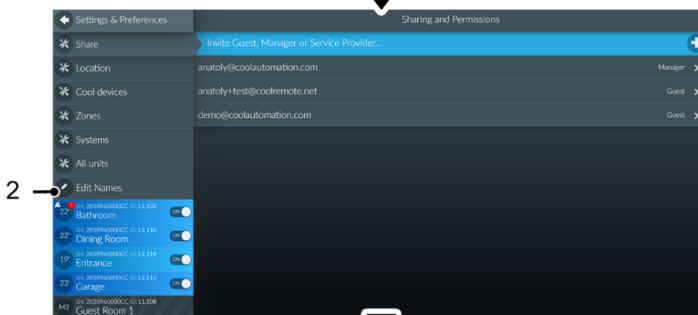
You can easily change those numbers to any name (letter or number configuration) you wish. There is no need to keep the name as it's displayed in the Settings screen.

To edit an Indoor Unit Name

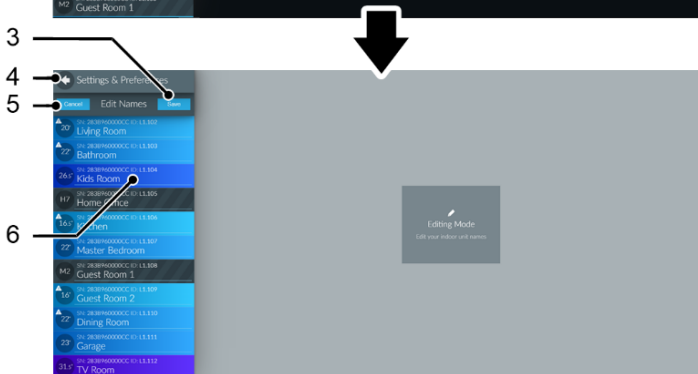
1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **Edit Names** (2) on the Settings screen. The **Edit Names** window is displayed.



3. Edit the required unit name (6) and click the **Save** button (3). The new unit name is saved and the display changes to the Settings screen.



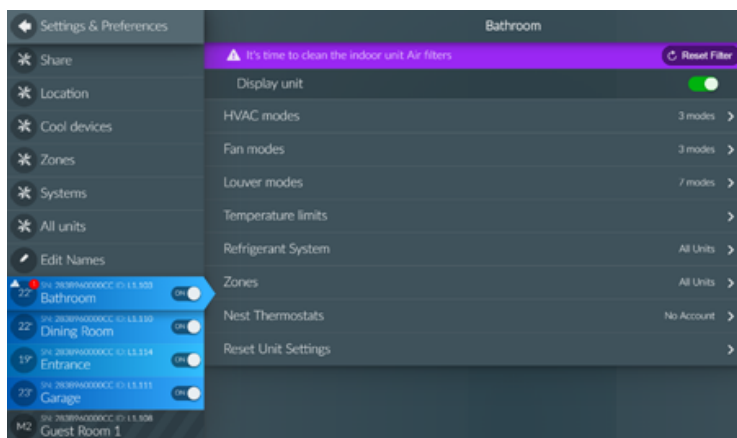
4. To exit the Settings screen without saving, click the **Cancel** button (5) or click the ← arrow button (4).

3.4 Configuring the Settings of a Single Unit

Single Units - The user can configure every Indoor Units' settings separately. Each unit's configuration screen enables the user to set the following capabilities:

1. HVAC modes
 - a. COOL* (Default)
 - b. HEAT* (Default)
 - c. AUTO* (Default)
 - d. FAN
 - e. DRY
2. Fan modes
3. Louver modes
4. Temperature limits
5. Refrigerant system
6. Zones

Note:



The user can also reset all units' setup parameters to their default unit settings and temperature limits.

3.4.1 Configuring Indoor Unit HVAC Modes

1. Click **Settings** (1) on the Main screen, the Settings screen is displayed.



Click Indoor Unit (2) on the Settings screen. The Indoor Unit Settings window is displayed.

2. Click **HVAC modes** (3). A list of all available operational modes is displayed.

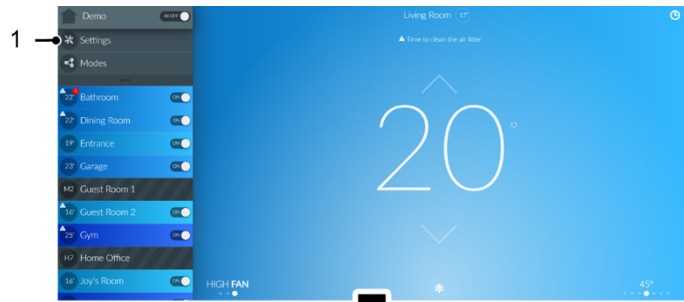


3. Click the **toggle switch** (4) to activate the required operational mode.

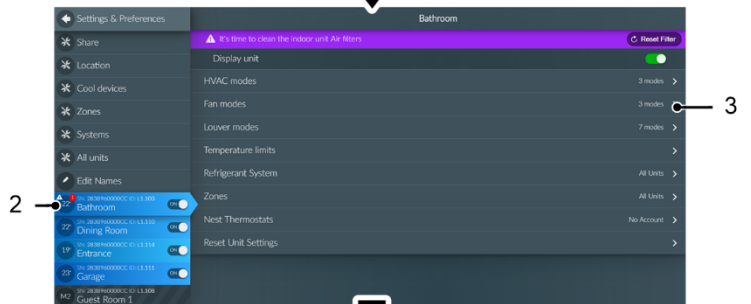


3.4.2 Configuring Indoor Unit FAN Modes

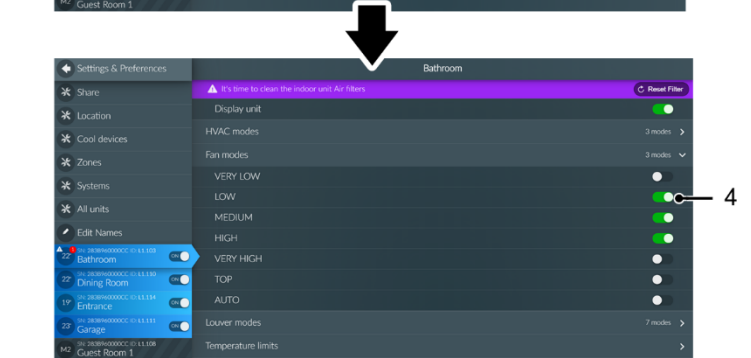
1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **Indoor Unit** (2) on the Settings screen. The Indoor Unit Settings window is displayed.



3. Click **FAN modes** (3). A list of all available fan modes is displayed.



4. Click the **toggle switch** (4) to activate the required fan mode.

3.4.3 Configuring Indoor Unit Louver Modes

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **Indoor Unit** (2) on the Settings screen. The Indoor Unit Settings window is displayed.



3. Click **Louver modes** (3). A list of all available louver modes is displayed.



4. Click the **toggle switch** (4) to activate the required louver mode.

3.4.4 Configuring Indoor Unit Temperature Limits

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **Indoor Unit** (2) on the Settings screen. The Indoor Unit Settings window is displayed.



3. Click **Temperature limits** (3). A list of all available temperature limits configuration adjusters is displayed.



4. Adjust the selected mode temperature limits (4) by moving the **right slider** (5) to set the upper temperature limit or the **left slider** (6) to set the lower temperature limit.

3.4.5 Configuring an Indoor Unit Refrigerant System

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **Indoor Unit** (2) on the Settings screen. The Indoor Unit Settings window is displayed.



3. Click **Refrigerant System** (3). A list of all available refrigerant systems is displayed.



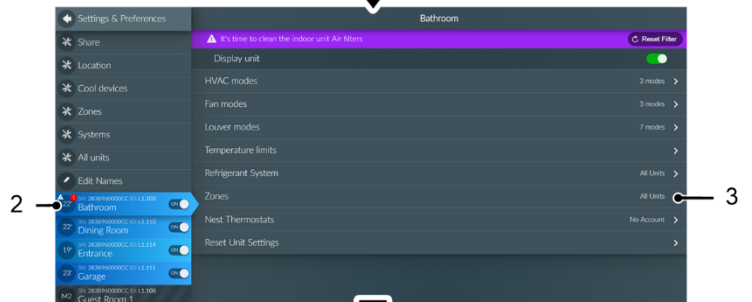
4. Click **toggle switch** (4) to activate the required refrigerant system to which the Indoor Unit will be assigned.

3.4.6 Assigning an Indoor Unit to a Zone

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.

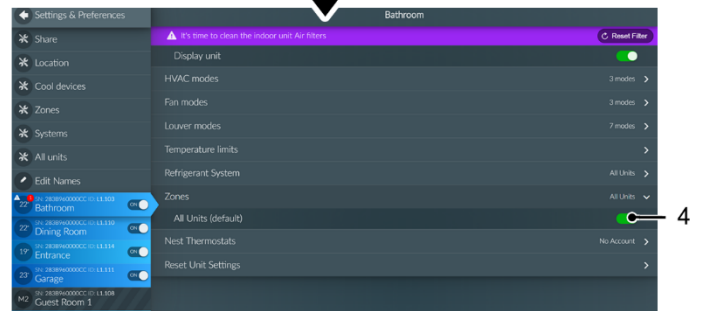


2. Click a **specific Unit** (2) on the Settings screen. The Unit Settings window is displayed.




3. Click **Zones** (3). A list of all available zones is displayed.

4. Click **toggle switch** (4) to activate the required zone to which the Indoor Unit will be assigned.



3.4.7 Showing/Hiding an Indoor Unit on the Control Bar

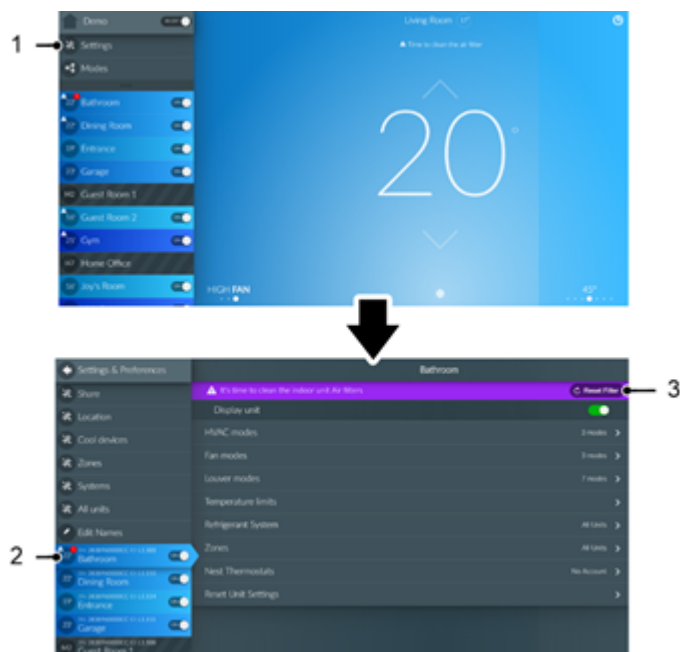
1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.
2. Click **Indoor Unit** (3) on the Settings screen. The Indoor Unit Settings window is displayed.
3. Click the **toggle switch** (5) to Show or Hide the selected Indoor Unit on the Control bar. If selected unit is hidden a hidden icon  is displayed at the top of the screen.
4. Click the **Save** button (4) to approve or the **Cancel** button (2) to exit this option without saving.



3.4.8 Resetting a Filter Warning after Cleanup

Note: A yellow triangle with an exclamation mark inside is displayed on the left side of a unit's tab when it's time to clean the air filter. "Time to clean the air filter" is also displayed at the top of the screen.

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.
2. Click **Indoor Unit** (2) on the Settings screen. The Indoor Unit Settings window is displayed.
3. Click the **Reset Filter** button (3) at the top of the screen. The filter cleaning warning message (purple) is displayed.



3.4.9 Resetting an Indoor Unit to its Default Settings

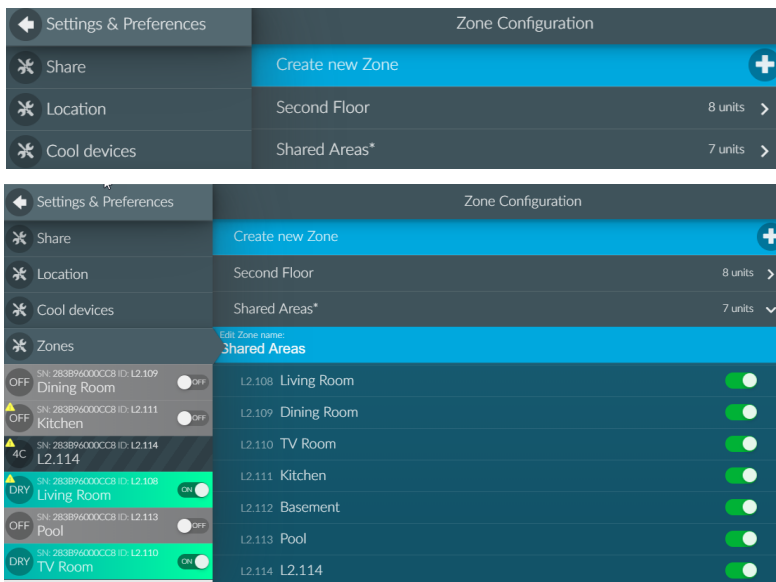
1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.
2. Click the **Indoor Unit** (2) button on the Settings screen. The Indoor Unit Settings window is displayed.
3. Click **Reset Unit Settings** (3). A Reset tab (4) is displayed.
4. Click **Reset to default** (3). An approval message is displayed.
5. Click the **Reset to Default** button (5) to approve or the **Cancel** button (6) to exit this option without saving.



3.5 Managing Indoor Unit Zones

Unit Zone Definition

A Unit zone is defined as a virtual zone within a specific location where the user can remotely control several indoor units within the zone.



3.5.1 Configuring a Zone of Indoor Units

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **Zones** (2) on the Settings screen. The **Zone Configuration** window is displayed.



3. Click **Zone name** (7). A list of all units attached to the zone is displayed.
4. To assign a unit to the selected zone, click the **toggle switch** (8) to activate the proper unit.
5. To add a new zone, click the **+** button (3). Fill in the new zone name (4) and click the **Add** button (6) to save or click the **X** button (5) to exit without saving. As soon as **Add** is selected an approval message is displayed to confirm the new zone.



6. Repeat step 4 to assign Indoor Units to a new zone.

3.6 Batch Configuring of all Indoor Unit Settings

All Units - defined as a batch update. The user can set up all indoor units' setting capabilities in one unique screen. The **All Units** screen enables the user to set up the following capabilities:

1. HVAC Modes
 - a. COOL* (Default)
 - b. HEAT* (Default)
 - c. AUTO* (Default)
 - d. FAN
 - e. DRY
2. Fan modes
3. Louver modes
4. Temperature limits

Note:

The user can also reset the configuration parameters for all units to their default unit settings and temperature limits.



3.6.1 Configuring all Indoor Unit HVAC Modes

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **All Units** (2) on the Settings screen. The **All Unit Settings** window is displayed.



3. Click **HVAC modes** (3). A list of all available operational modes is displayed.



4. Click the **toggle switch** (5) to activate the required operational mode.

5. To save the HVAC modes configuration, click the **Apply** button (4). An approval message is displayed.



6. Click the **Apply All** button (6) to approve or the **Cancel** button (7) to exit this option without saving.

3.6.2 Configuring all Indoor Unit FAN Modes

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



2. Click **All Units** (2) on the Settings screen. The **All Unit Settings** window is displayed.



3. Click **FAN modes** (3). A list of all available fan modes is displayed.

4. Click the **toggle switch** (5) to activate the required fan mode.



5. To save the fan mode configuration, click **Apply** (4). An approval message is displayed.

6. Click the **Apply All** button (6) to approve or the **Cancel** button (7) to exit this option without saving.



3.6.3 Configuring all Indoor Unit Louver Modes

- 1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



- 2. Click **All Units** (2) on the Settings screen. The **All Units** window is displayed.



- 3. Click **Louver modes** (3). A list of all available louver modes is displayed.

- 4. Click the **toggle switch** (5) to activate the required louver mode.



- 5. To save the Louver mode configuration, click the **Apply** button (4). An approval message is displayed.

- 6. Click the **Apply All** button (6) to approve or the **Cancel** button (7) to exit this option without saving.



3.6.4 Configuring all Indoor Unit Temperature Limits

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.
2. Click **All Units** (2) on the Settings screen. The **All Units** window is displayed.
3. Click **Temperature limits** (3). A list of all available temperature limits configuration adjusters is displayed.
4. Adjust the selected mode temperature limits (5) by moving the **right slider** (6) to set the upper temperature limit, or the **left slider** (7) to set the lower temperature limit.
5. To save the temperature limits configuration, click the **Apply** button (4). An approval message is displayed.
6. Click the **Apply All** button (8) to approve or the **Cancel** button (9) to exit this option without saving.



3.6.5 Resetting all Indoor Units to their Default Factory Setting

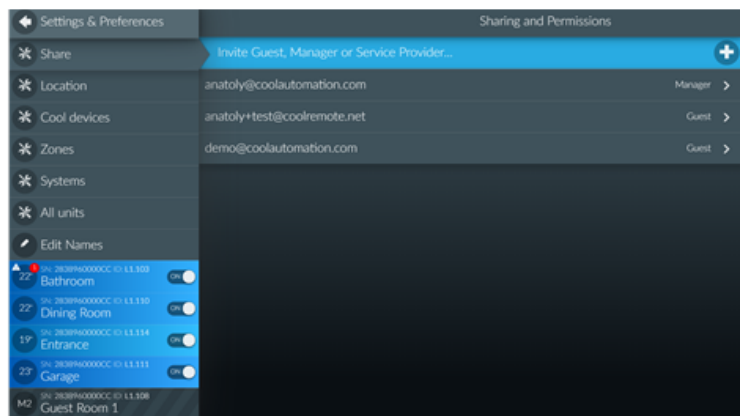
1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.
2. Click **All Units** (2) on the Settings screen. The All Units window is displayed.
3. Click **Reset to Factory default** (3). An approval message is displayed.
4. Click the **Reset All** button (4) to approve or the **Cancel** button (5) to exit this option without saving.



3.7 Managing Location Settings

Location Definition

Location is a virtual place that represents the user's actual location with all the devices connected to this location.



3.7.1 Configuring Location Parameters

1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.

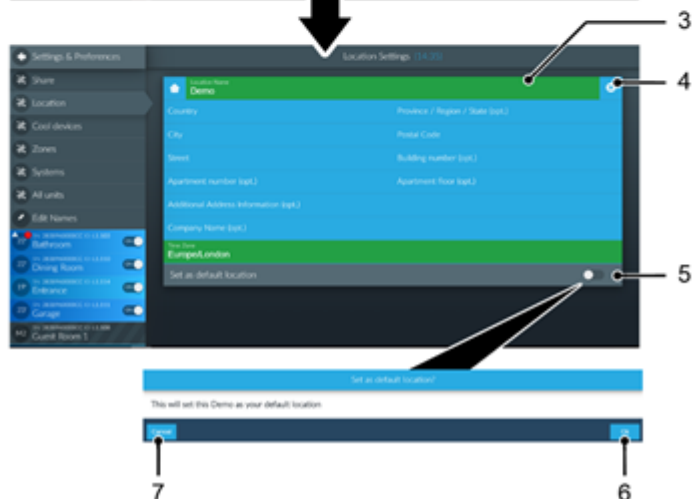


2. Click **Location** (2) on the Settings screen. The **Location Settings** window is displayed.



3. Fill in the new location parameters (3).

4. To set the specific location as the default location, click the **toggle switch** (5) to activate the default option. An approval message is displayed.



5. Click the **Ok** button (6) to approve or the **Cancel** button (7) to exit this option without activation.

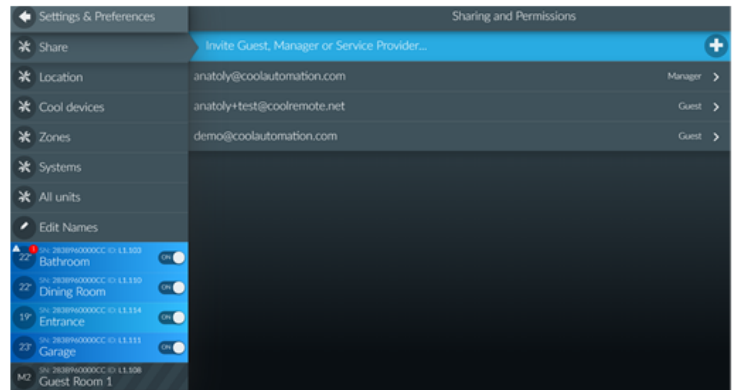
6. To cancel the displayed location settings, click the **X** button (4). All location parameters are deleted.

3.8 Sharing Location and Permissions with Additional Users

The user can share control over cooling system units (all or one) in any specific location with additional users. The additional users receive a set of permissions to control the shared unit, in accordance with the permission type.

User permissions types - The user can set different levels of permissions according to the user type as follows:

- **Owner** - the device owner receives administrator level permissions for the shared location. To prevent errors, a warning message is displayed when ownership is being transferred to another user.
- **Manager** - receives the same permissions as the owner but cannot transfer ownership.
- **Guest** - the most common user. Can only control unit modes and schedules. Can be given control of specific systems, zones and units.
- **Service Provider** - designed specifically for the HVAC technician who has permission to monitor and manage your HVAC system settings. This user cannot invite additional users to your location.



3.8.1 Share Location and Configure its Permissions

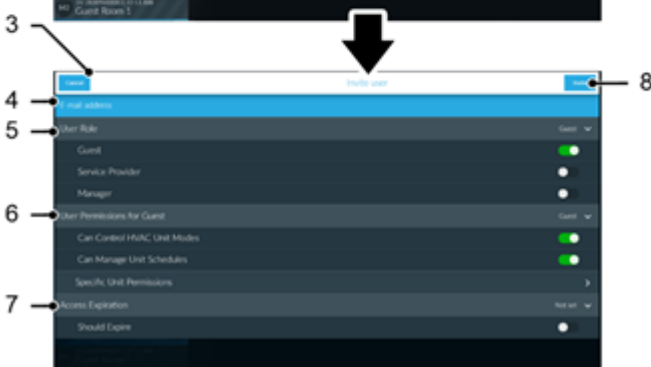
1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



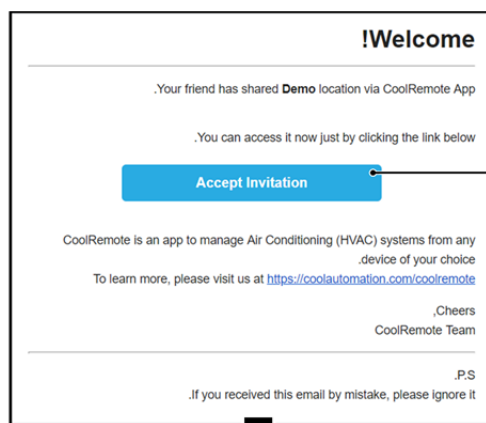
2. Click **Share** (2) on the Settings screen. The **Sharing and Permissions** window is displayed.
3. Click the **+** button (9) to share the location with an additional user. The **Invite User** window is displayed.



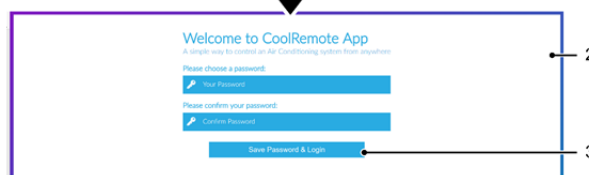
4. Fill in the user and email address (4).
5. Set the user role (5). Click the **toggle switch** to activate the proper role.
6. Set the user permissions (6) according to the role selection (5). Click the **toggle switch** to activate the proper permission.



7. Set the user permissions expiration date (7). Click the **toggle switch** to activate the date setting window.
8. Click the **Invite** button (8) to save the new setting parameters. The new user is displayed in the **Sharing and Permissions** window list.
9. Each existing user (in the list) can have parameters edited separately according to the above procedure.



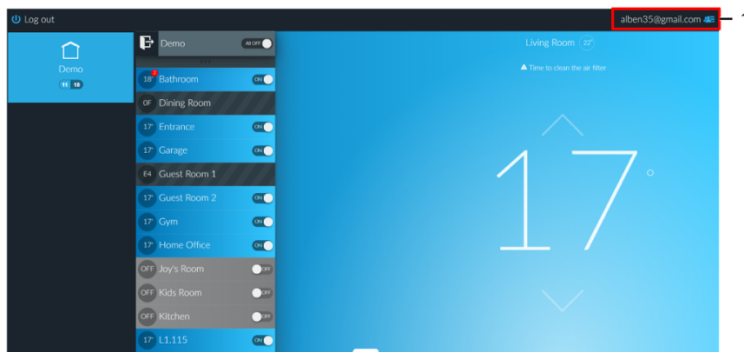
10. To exit the Invite User window without saving, click the Cancel button (3).
11. The invited user receives an email with a link to login into the HVAC system remotely. Clicking the **Accept Invitation** button (1) opens the link to the browser version of the CoolRemote application (2).



12. The invited user must choose a password and click the **Save Password & Login** button (3) to login to the system.

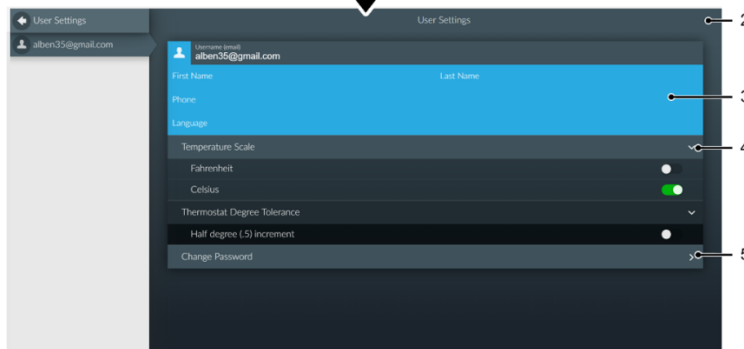
3.8.2 Configuring User Details

1. Click the **User** icon (1) on the Main screen. The User Settings screen (2) is displayed.



2. Fill in the user personal details (3).
3. Set the temperature scale (4) by clicking the respective **Fahrenheit** or **Celsius** toggle switch.

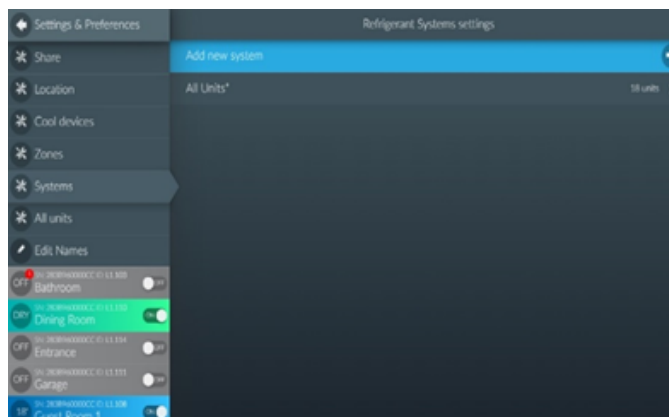
The user can also change his personal password by clicking the Change Password field (5).



3.9 Configuring CoolRemote to Work with HVAC Refrigerant System

HVAC Refrigerant System Definition

The Refrigerant System is defined as an outdoor external unit to which several Indoor Units are connected and controlled by the system.



3.9.1 Configuring a Refrigerant System

- 1. Click **Settings** (1) on the Main screen. The Settings screen is displayed.



- 2. Click **Systems** (2) on the Settings screen. The Refrigerant System Settings window is displayed.



- 3. Click **System name** (7). A list of all the system's attached units is displayed.
- 4. To assign a unit to the Refrigerant System click the relevant **toggle switch** (8) to activate the unit.
- 5. To add a new Refrigerant System, click the **+** button (3). Fill in the new system name (4) and click **Add** (6) to save or **X** (5) to exit without saving. As soon as **Add** is selected, an approval message is displayed to confirm the new system.
- 6. Repeat step 4 to assign additional Indoor Units to the Refrigerant System.



4. User Interface and Controls

4.1 The CoolRemote User Interface

The CoolRemote application has two main screens:

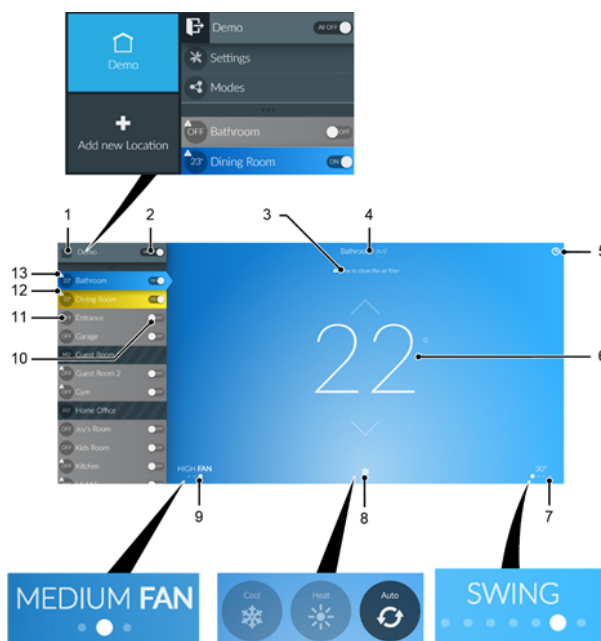
- The Remote-control screen
- The Settings screen

The Remote-control Screen

The remote-control screen enables the user to control the HVAC Indoor Unit activity, such as operating modes, power status, set point temperature, and fan and louver modes. The screen also displays the status of all connected units. The screen operates as a unified central controller for all the connected system units.

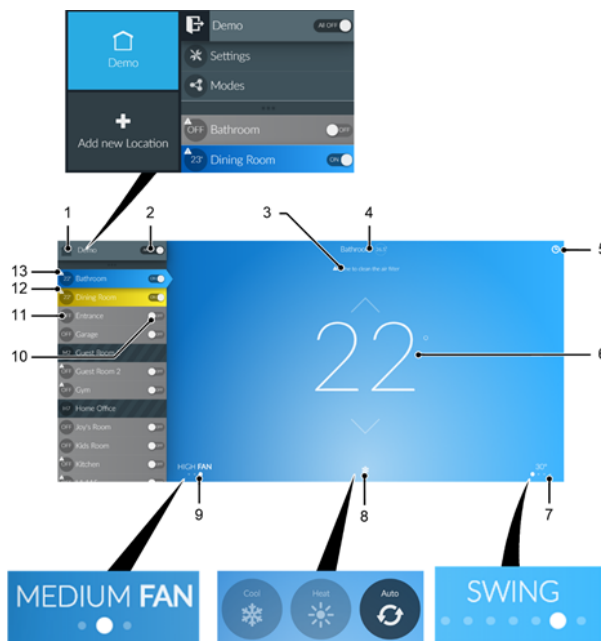
The Remote-control screen includes the following controls and indicators (see images on the right):

1. **Location Name** - displays the name of the location where the user is registered. Clicking on the location icon opens an additional menu that enables the user to add a new location or logout from the application.
2. **All On/Off** - enables the user to activate or deactivate all units connected to the specific location.
3. **Time to clean the air filter** – displays the message: “Time to clean the air filter”. This feature is available only for units that require periodic filter cleaning.
4. **Room ambient status** - displays the selected Indoor Unit name and the current room temperature.
5. **Scheduler** - opens scheduling settings.
6. **Temperature control** - clicking the ^ arrow increases the temperature of the selected Indoor Unit. Clicking the v arrow decreases the temperature of the selected Indoor Unit. The selected temperature is displayed between the two arrows (6).
7. **Louver mode selector** - clicking the SWING button enables setting the selected indoor louver positions. The user can select one of the following positions: VERTICAL, HORIZONTAL, 30°, 45°, 60°, SWING or NO. Upon selection the

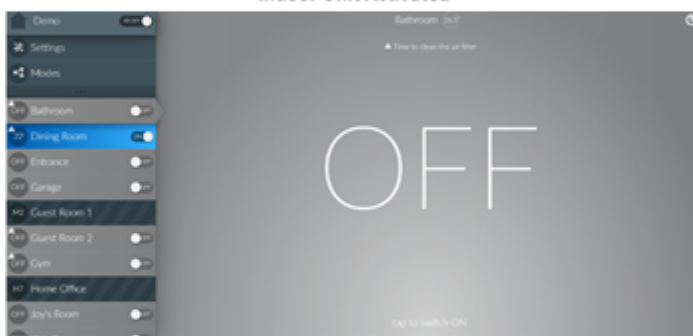


Indoor Unit changes to the selected louver mode.

8. **Mode selector** - opens the selected Indoor Unit's operational modes selector. The user can select one of the following modes: COOL, HEAT, AUTO, FAN, DRY, AUX HEAT or HEAT & AUX HEAT. Upon selection, the Indoor Unit operation changes to the selected mode.
9. **Fan speed selector** - the selected Indoor Unit's fan speed selector. The user can select one of the following modes: VERY LOW, LOW, MEDIUM, HIGH, VERY HIGH, TOP or AUTO. Upon selection the Indoor Unit changes operation to the selected speed.
10. **On/Off button** - enables the user to activate or deactivate an individual Indoor Unit connected to a specific location. The indoor parameters and status display changes accordingly to the operational state ON or OFF.
11. **Indoor Unit operational status** - each line in the left column of the Main screen displays the operational status of the selected Indoor Unit. The indoor parameters and status display on the right side of the Main screen change according to the operational state ON, OFF or Malfunctioning. The status display also changes its color according to the indoor operational status as follows:
 - Blue - Cooling mode
 - Blue - AUTO mode
 - Purple - FAN mode
 - Yellow - Heating mode
 - Gray - OFF mode
 - Black with stripes – malfunctioning unit
12. **Modes button** - clicking this button opens the system Mode Setting screen. The screen enables the user to set the operational mode of all Indoor Units within a specific location.
13. **Settings button** - clicking this button opens the main system Settings screen.



Indoor Unit Activated



Indoor Unit Deactivated



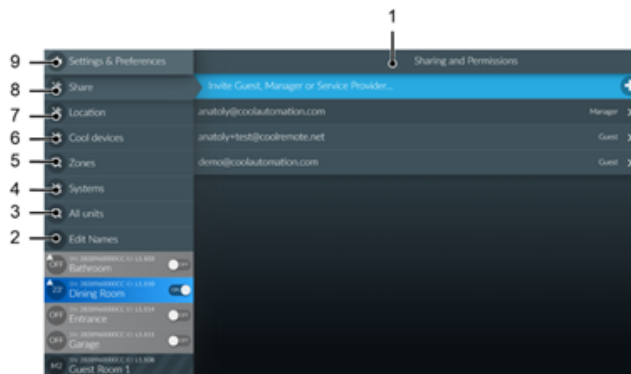
Indoor Unit Malfunctioned

Settings screen

The Settings screen enables the user to manage location settings, connected devices and their respective status, zones, refrigerant system management, unit capabilities and names. It also enables managing access permissions.

The screen includes the following tabs (see image on your right):

1. **Parameters Display section** - displays all set up parameters for each selected tab.
2. **Edit Names tab** - opens the **Edit Names** menu which enables the user to edit Indoor Unit names.
3. **All Units tab** - opens the **All Units** menu which enables the user to set up a common configuration for all Indoor Units within the system. The menu includes the following set up options:
 - HAVC modes
 - FAN modes
 - Louver modes
 - Temperature limits
 - Factory default reset
4. **Systems tab** - opens the **Refrigerant System Settings** menu. This enables the user to add a new refrigerant system to a specific location with all its Indoor Units or to edit the name of an existing one. Clicking the refrigerant system name displays a list of the attached Indoor Units and their respective IP addresses.
5. **Zones tab** - opens the **Zone Configuration** menu. This enables the user to add a new zone to a specific location with all its Indoor Units or to edit the name of an existing one. Clicking the zone name displays a list of the attached Indoor Units and their respective location addresses.
6. **Cool Devices tab** - opens the **Cool Devices** menu. This enables the user to see the current connected Cool device data or to add new Cool devices to the system and to connect them. The color of the data field changes according to the following status:
 - Green - Cool device is connected
 - Gray - Cool device is disconnected (offline)
 - Flashing blue - Cool device is connecting
7. **Location tab** - opens the **Location Settings** menu. This enables the user to see the current HAVC system location details and to edit them accordingly. The user can set the current location details as the default location.
8. **Share tab** - opens the **Sharing and Permissions** menu. This enables the user to define the user permissions level as a Guest, Manager or Service Provider. This tab also allows the user to define permissions for other users.
9. **Settings and Preferences** - returns to the Main screen.



4.2 Setting Indoor Unit Parameters

4.2.1 Activate/Deactivate Indoor Unit

Indoor Unit Power Mode - OFF or ON

Off mode - when the Air Conditioning Indoor Unit is not operating (not cooling or heating, and the fan is off).

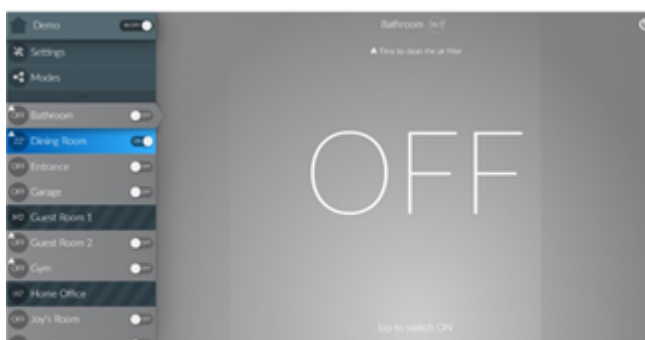
Turning an Indoor Unit in the remote-control screen ON or OFF activates or deactivates the Indoor Unit system. When the Indoor Unit is in power mode OFF, the Indoor Unit display color changes to gray and the current operational unit status (OFF) is displayed.

Changing the Indoor Unit power mode is available from:

- The Remote-control screen
- From the unit menu (select **Cool Devices**)



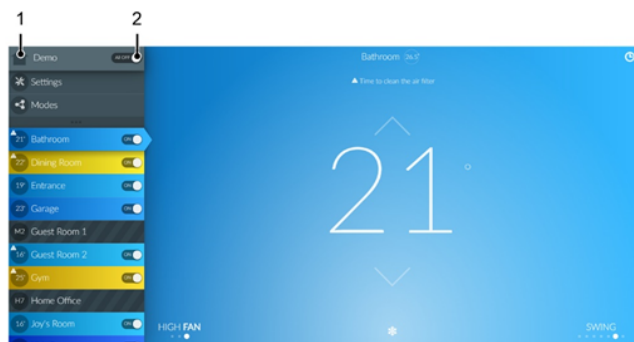
Indoor Unit Activated



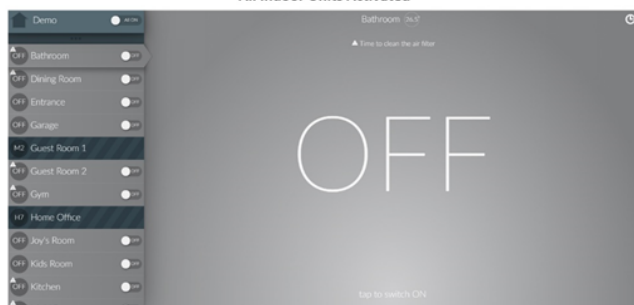
Indoor Unit Deactivated

4.2.2 Activate or Deactivate all Indoor Units

1. **All Indoor Units set to ON**
Set **All ON/OFF** (2) on the upper section of the control bar (1) to the **ALL ON** position and all units are activated simultaneously.
2. **All Indoor Units set to OFF**
Set **All ON/OFF** (2) on the upper section of the control bar (1) to the **ALL OFF** position and all units are deactivated simultaneously. The display color changes to gray.



All Indoor Units Activated



All Indoor Units Deactivated

4.2.3 Set the Indoor Unit Operating Temperature

1. Increasing Temperature

Click the ^ arrow (2) to increase the Indoor Unit operating temperature. The set point temperature display (3) changes in accordance with the selection. The room ambient temperature increases to the selected temperature.

2. Decreasing Temperature

Click the v arrow (4) to decrease the Indoor Unit operating temperature. The set point temperature display (3) changes in accordance with the selection. The room ambient temperature decreases to the selected temperature.



4.2.4 Set the Indoor Unit Operational Mode

Select one of the following operational modes: COOL, HEAT or AUTO. Each Indoor Unit can have different operational mode options as previously set by the system manager.

1. Cool mode selection

Click the **mode selector** (1). The mode selection screen is displayed. Click Cool, the Indoor Unit changes to cooling mode and the display color changes to blue. Click the **X** on the upper-left-hand corner of the screen to return to the Main screen.

2. Heat mode selection

Click the **mode selector** (1). The mode selection screen is displayed. Click Heat, the Indoor Unit changes to heating mode and the display color changes to yellow. Click the **X** on the upper-left-hand corner of the screen to return to the Main screen.

3. Auto mode selection

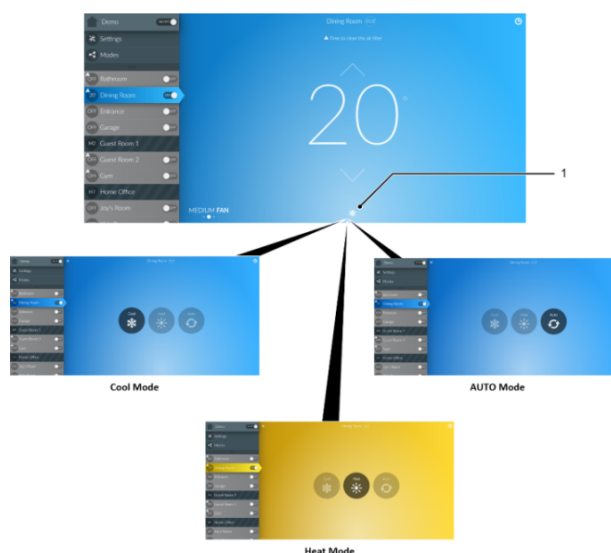
Click the **mode selector** (1). The mode selection screen is displayed. Click the Auto button, the Indoor Unit changes to automatic mode and the display color changes to blue.

Click the **X** on the upper-left-hand corner of the screen to return to the Main screen.

Note: To see the following four operational modes (4 to 7) in the mode selector (1), they must be previously turned on by the system manager.

4. FAN mode selection

Click the **mode selector** (1). The mode selection screen is displayed. Click FAN, the Indoor Unit changes to fan mode and



the display color changes to purple. Click the **X** on the upper-left-hand corner of the screen to return to the Main screen.

5. DRY mode selection

Click the **mode selector** (1). The mode selection screen is displayed. Click DRY, the Indoor Unit changes to dry mode and the display color changes to green. Click the **X** on the upper-left-hand corner of the screen to return to the Main screen.

6. AUX HEAT mode selection

Click the **mode selector** (1). The mode selection screen is displayed. Click AUX HEAT, the Indoor Unit changes to auxiliary heating mode and the display color changes to yellow. Click the **X** in the upper-left-hand corner of the screen to return to the Main screen.

7. HEAT & AUX HEAT mode selection

Click the **mode selector** (1). The mode selection screen is displayed. Click HEAT & AUX HEAT, the Indoor Unit changes to heating and auxiliary heating mode and the display color changes to yellow. Click the **X** on the upper-left-hand corner of the screen to return to the Main screen.

4.2.5 Set the Indoor Unit Fan Speed

Select one of the following fan speeds: LOW, MEDIUM or HIGH. Each Indoor Unit can have fan speed options as previously set by the system manager.

FAN speed selection

Click the Fan Speed selector (1) several times until reaching the desired speed. The Indoor Unit changes fan speed according to the selection.

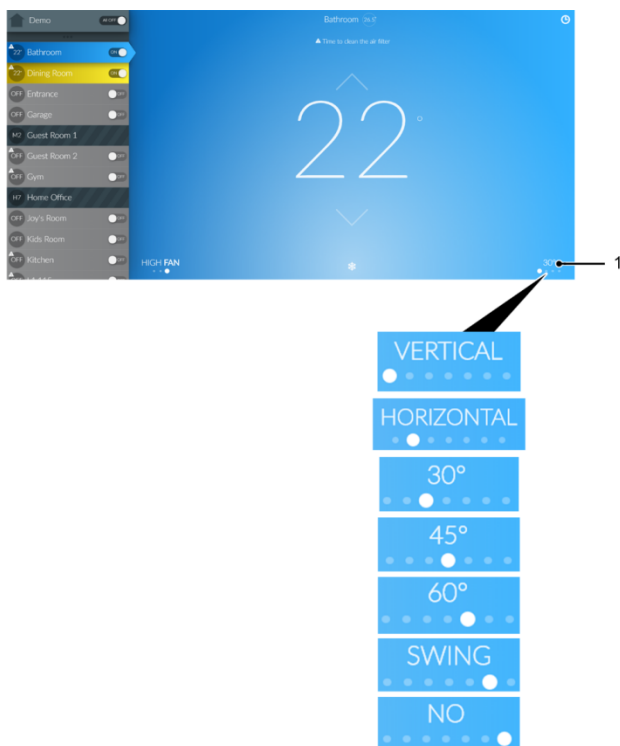


4.2.6 Set the Indoor Unit Louver Position

Select one of the following Louver modes: VERTICAL, HORIZONTAL, 30°, 45°, 60°, SWING or NO. Each Indoor Unit can have different Louver mode options as previously set by the system manager.

Louver mode selection

Click the **louver mode selector** (1) several times until reaching the desired mode. The Indoor Unit changes Louver position according to the selection.

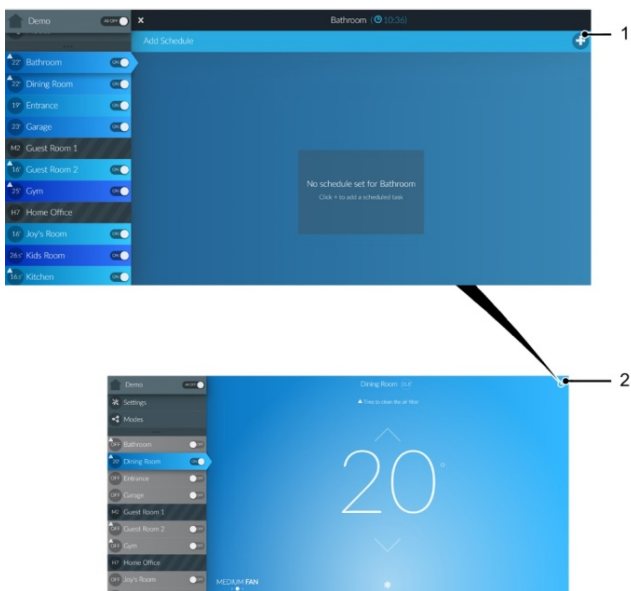


4.2.7 Scheduling Indoor Unit Operation

To set up a scheduled Indoor Unit operation follow the step-by-step procedure described in the following pages.

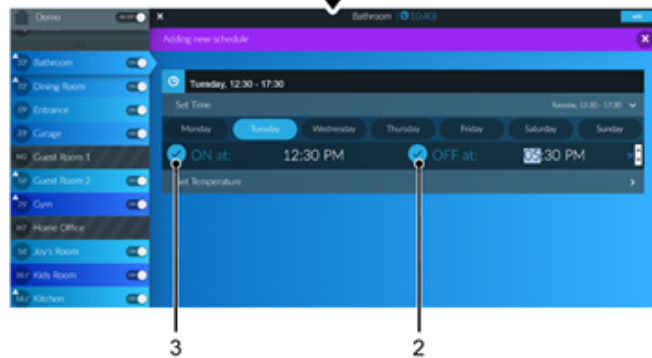
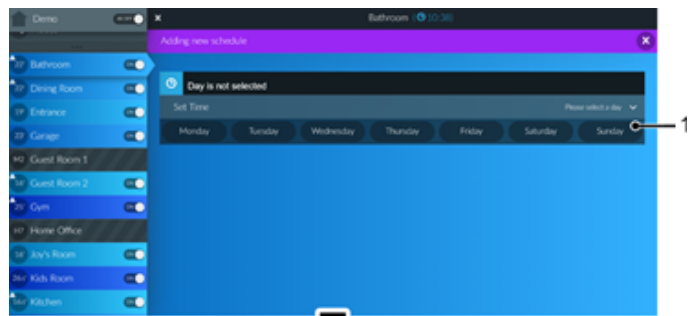
To open the Scheduler Settings screen

1. Click **scheduler** (2) on the Main screen. The Scheduler Setting screen is displayed.
2. Click the **+** button (1) on the Scheduler Setting screen to start a new scheduler setup.



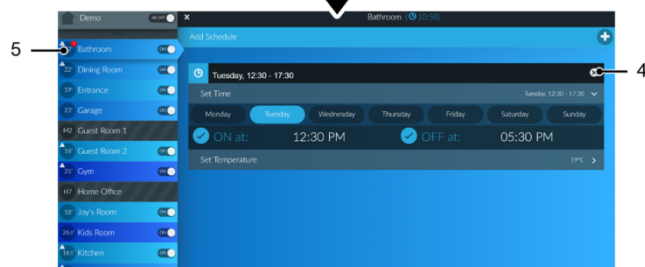
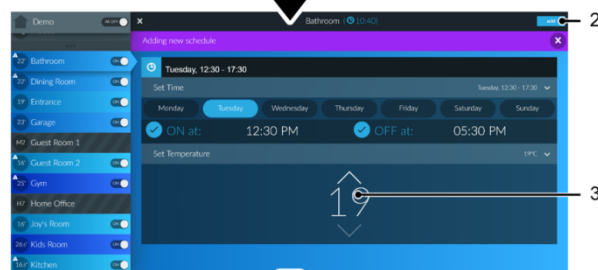
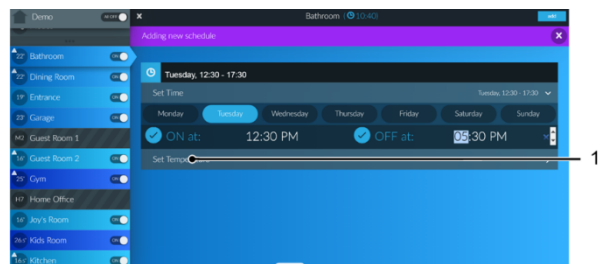
To set the Indoor Unit's scheduled date and time

1. Set the unit activation day (1). The Time Setting screen is displayed.
2. Set the unit activation time (3) and unit deactivation time (2). The Temperature Setting screen is displayed.



To set the Indoor Unit's scheduled operational temperature

1. Set the operating temperature (3) by clicking the ^ or v arrows.
2. Click the **Add** button (2) to complete the scheduler set up process. The scheduler set up is saved in the system and the scheduler indicator (5) is displayed in the selected unit tab on the control bar (red dot).
3. Edit the scheduler set up parameters or click the **X** button (4) to delete the saved scheduler set up.

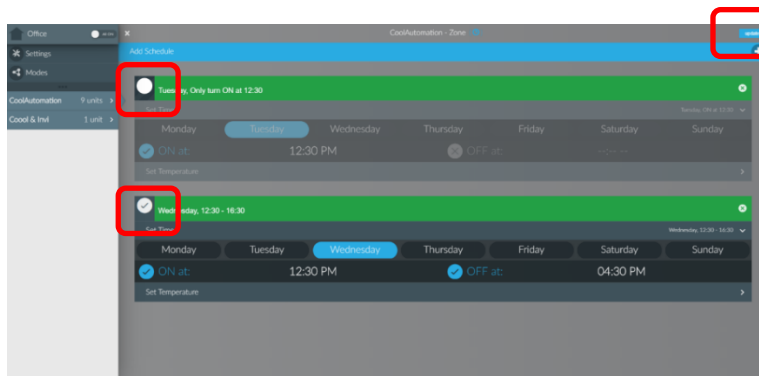


To disable a schedule

You can temporarily disable a specific schedule - both at zone level or at unit level. By default, the zone is enabled and active. A check sign is shown on the upper-left-hand corner for an enabled/active schedule (marked in the picture).

To disable a schedule, click the “check” sign. The check mark is removed and the schedule is grayed out – you cannot edit it at this point. To save this change click the Update button (marked on the picture – upper-right-hand corner). After saving, the disabled schedule moves to the bottom of the list.

To enable a schedule again, click the upper-left-hand corner, the check mark is displayed again; the schedule is active again and editing is possible. Click the Update button (marked on the picture) to save the change.



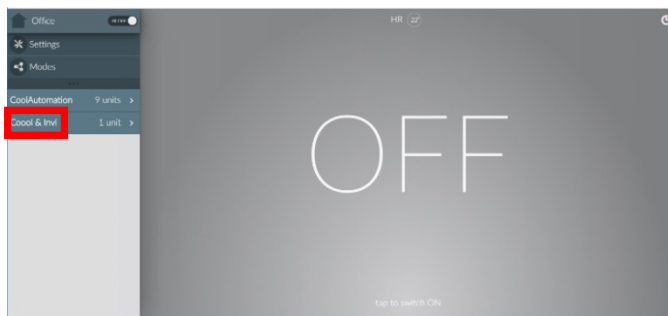
4.3 Controlling Zones

To access zone control press the left side of the zone tab. This opens a control page and any action on this page is applied to ALL units in the zone.

4.3.1 The Initial Zone Control Screen

To enter the zone control screen, select the zone you want to control, and click the left side of the zone tab (see marked area in red).

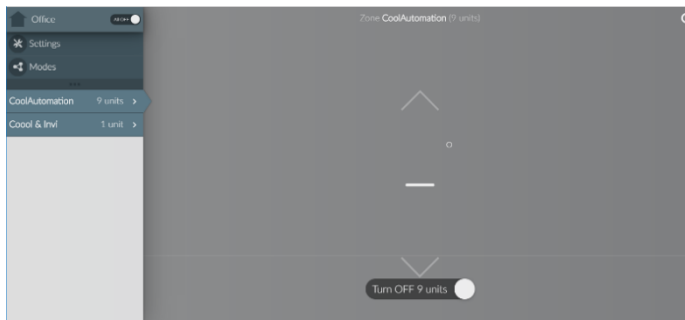
This opens the zone controls that can be applied to all units in the zone.



4.3.2 Configuring Zone Control Parameters

The first time you enter this screen the temperature is not set, since each unit in the zone may be set to a different temperature. The zone temperature shows a line (–), as indicated on the image on the right.

An indication of the number of units is displayed at the top of the zone screen.



On this screen you can control the following parameters for all units in the zone:

1. Temperature
2. Turn on/off all units in the zone

3. Set a schedule(s) for all units in the zone

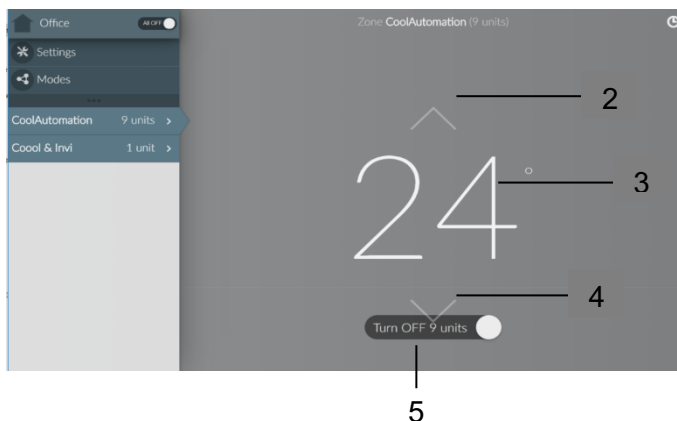
Set operating temperature

1. Increasing Temperature of all units in Zone

Click the ^ arrow (2) to increase the Indoor Unit operating temperature. The temperature display (3) changes in accordance with the selection. The room ambient temperature is increased to the selected temperature.

2. Decreasing Temperature to all units in Zone

Click the v arrow (4) to decrease the Indoor Unit operating temperature. The temperature display (3) changes in accordance with the selection. The room ambient temperature is decreased to the selected temperature.



Note: units that are turned off in the zone are not turned on at the time of setting a new temperature. When they are turned on the next time, they are set to the new temperature.

4.3.3 Activate/Deactivate all Indoor Units in the Zone

1. **Zone units - OFF or ON.** Off mode, when the air conditioning units are not operating (not cooling or heating, and the fan is off).
2. Turning all zone units on the remote-control screen **ON or OFF** (button 5 on image above) activates or deactivates all units in the zone.

4.3.4 Schedule Operation of all Indoor Units in the Zone

Please refer to the section [To open the Scheduler Settings screen](#). The procedure is the same but it is applied to all units in the zone.

Notes:

1. When setting a schedule for a zone, the new schedule is added to all units in the zone as a view-only schedule. It can only be edited/removed/disabled from the Zone schedule screen.
2. The unit view shows the zone schedule but it is view-only.

5. System Notifications

Notifications will trigger alerts according to pre-conditions defined for the specific notification type.

They allow the user(s) to register for multiple situations that he wants to become aware of related to the system's health and/or operational mode.

The notifications feature is available to users with assigned roles as Owners, Managers or Service Providers. The feature is not available for Guest user roles.

System Notifications are an optional feature that requires a specific license.

Note: Notification alerts are per specific user and specific location.

5.1 Available Notification types

5.1.1 Temperature Exceeds Setpoint Value

If the difference between the ambient (return air on the Indoor unit) temperature and the set temperature is above or below a predefined threshold, send a notification.

5.1.2 Extreme Temperature

With reference to the ambient temperature, send a notification if the temperature increases above or decreases below temperature levels defined in the **Set Limits** option for this notification type.

5.1.3 System Error

When a unit displays a system error it sends a notification specifying the error code and required action.

5.1.4 Location Permission Assigned

This alert allows a site manager to be notified when a new user was assigned control access to some site units. Its purpose is to allow a site manager to be aware of new members who can access and make setting changes to the equipment.

5.1.5 Connectivity Loss

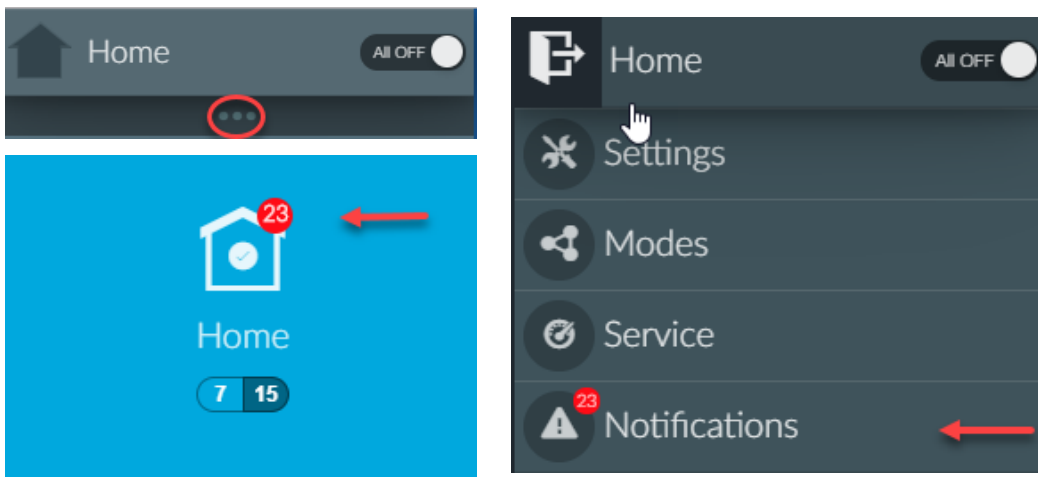
When unit network connectivity is lost and remote control and monitoring actions are not available, a notification is sent specifying the unit name, address, location and required action.

5.1.6 Maintenance Schedule Reminder

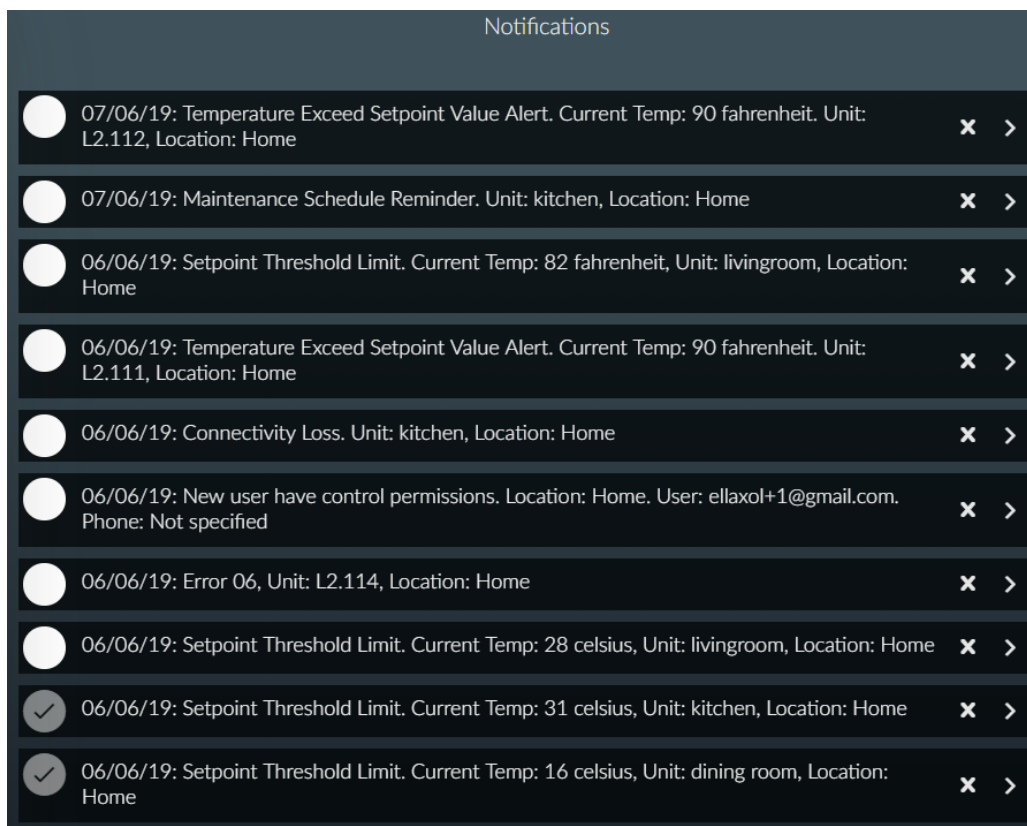
A notification alert is sent on a chosen date and time. The alert reminds you to perform the scheduled maintenance.

5.2 User Notification Log Screen

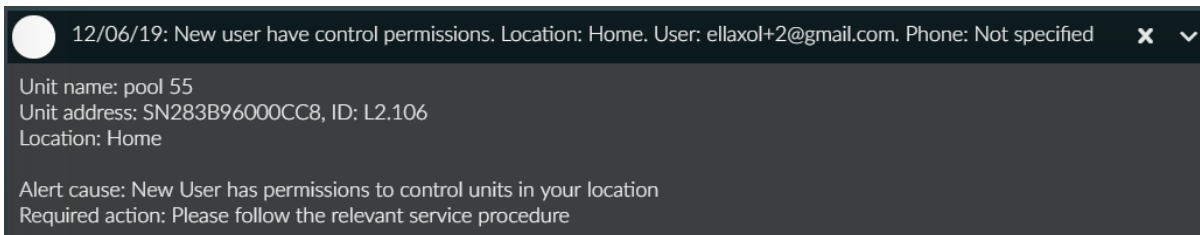
You can view your list of open notifications and their status by clicking on the ellipsis under the Home tab (see left side image below) and then clicking the Notifications tab. If there are any unread notifications, a red dot is displayed on the left side of the Notification tab indicating the number of unread notifications (see right side image below). There is also a notification counter (23) on the location image (see left side image below, in this example the “home” location).



Notification Log Screen (see image below)



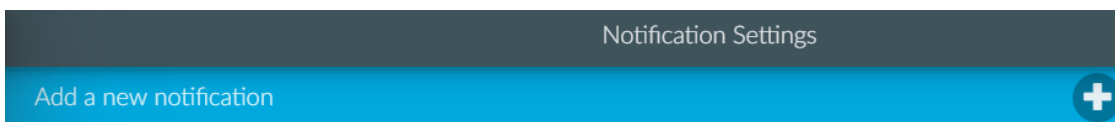
The above image displays 8 unread alerts and 2 read alerts (with check marks). To delete alerts from the log, click the X to the right of the alert. To view additional alert details, click the > on the right of the alert record. Alert details include unit name, unit address, location, alert cause and required action. See a sample alert details screen below.



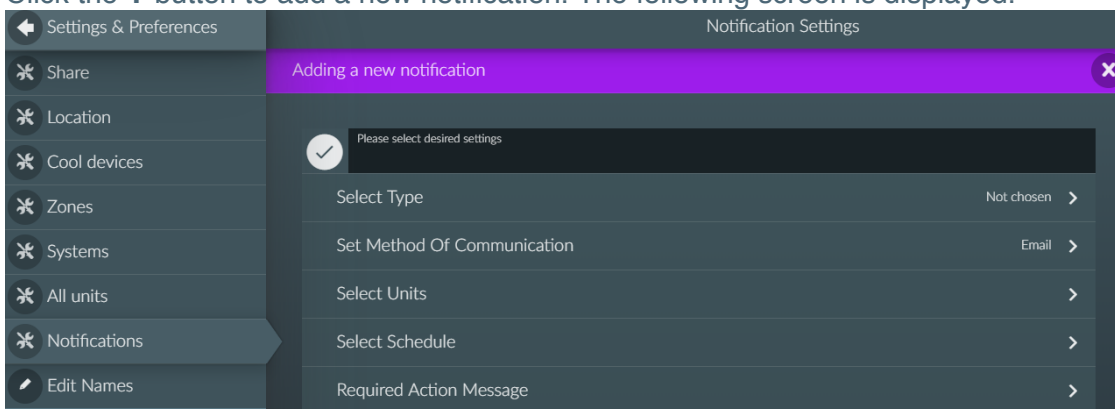
5.3 Configuring Notifications

To add and set up a new notification

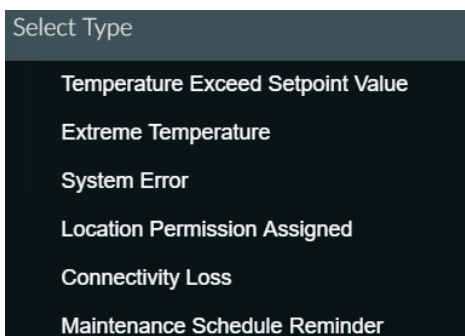
- 1 Under Settings, select Notifications. The following screen is displayed.



- 2 Click the + button to add a new notification. The following screen is displayed.



- 3 Select the **type** of notification. Currently there are six types of notifications implemented. See available notification types below.



For a detailed description of each of the notification types, see Sections 5.1.1 to 5.1.6.

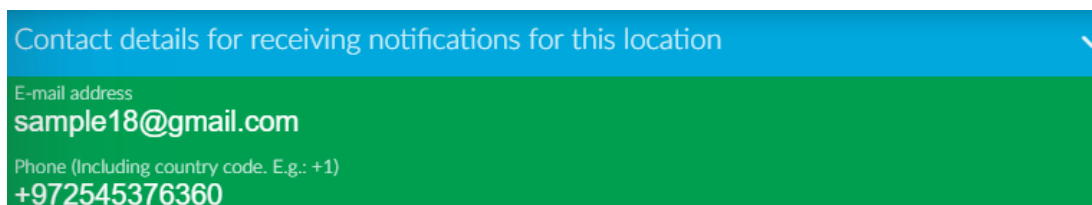
- 4 **Set method of communication.** Options are email, SMS or both.

Note: email and phone number must be previously defined under the user settings (default user email settings) or on the notification settings screen.

On the Notification Settings screen's first row (see image below) you can also enter an email and/or phone number for specifically receiving the notifications for the location. It can be different from the user who is controlling the location.



To change the contact details for receiving the notifications, click on the > on the right. The following screen is displayed.



Replace the email and or phone displayed and click the Save button on the upper right-hand corner of the screen. All notifications will now be received at the contact information.

- 5 **Select Units** – Select **All Units** or specify on which units you want to receive notifications.
- 6 **Select Schedule** – Select day(s) of the week and Start / End time to receive notification. If a notification is triggered outside of the scheduled time, it will not be sent to you and will not be listed in your notification log. By default, schedule is set to always on. For the **Maintenance Schedule Reminder** notification type, instead of selecting a schedule, select a date and time to receive the scheduled maintenance reminder.
- 7 **Required Action Message** – free text field. You can edit it for every notification according to procedures of your organization for handling such cases. (e.g., **Please follow the relevant service procedure**).

The following screens display a sample notification alert configuration for a **Maintenance Schedule Reminder** (Settings>Notifications tab).

Notification Settings

Add a new notification +

Maintenance Schedule Reminder | Email ✕

Select Type Maintenance Schedule Reminder >

Set Method Of Communication Email >

Select a Date ∨

2019
Fri 7th Jun 09:30

Date		Time				
< 2019 June >						
Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Select Units ∨

All Units

- L2.100 Master Bedroom
- L2.101 Children bedroom 1
- L2.102 Children bedroom 2
- L2.103 Children bedroom 3
- L2.104 Children bedroom 4
- L2.105 Family Room
- L2.106 Computers Room
- L2.107 L2.115
- L2.108 Living Room
- L2.109 Dining Room

Required Action Message ∨

Please fill a message to display as required action in the received notifications:
Perform scheduled maintenance.

6. Support

Contact our support in case of need in clarifications and technical support:

<https://coolautomation.com/support/>