

# **AC Cloud Control**

## **Web Interface - User Manual**

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V3.0

## Important User Information

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# 1. Description

## 1.1 Introduction

AC Cloud Control is the perfect IoT solution for professional AC management. It has been developed along with the mayor AC manufacturers and offers the possibility to control almost any domestic, commercial or VRF AC unit in the market from a generic dashboard available for Android, iOS or in any web browser.

The AC Cloud Control system offers many functionalities covering different needs like energy saving and air conditioner maintenance just to name some of them. All these functionalities make the product the best professional solution for offices, stores, schools or any other commercial building.



**Figure 1.1** AC Cloud integration.

## 1.2 About this document

This document describes how to use the AC Cloud Control web interface. It contains a step by step guide explaining how to create a user account, how to register an AC Cloud device, how to configure them using the web interface and how to use the all different functions available.

## 1.3 What is needed

In order to use AC Cloud Control system is needed, at least, the following:

- **AC Cloud Control device.**  
Before starting to use the AC Cloud Control system, it is needed to acquire and install (if the user hasn't done yet) an AC Cloud Control device<sup>1</sup>.

<sup>1</sup> AC Cloud Control devices can be purchased in your usual air conditioner or heat pump reseller center or distributor.

- **Make sure to buy the right device.**  
Remember that there are the Universal and the Brand Specific Wi-Fi Controllers available for each manufacturer and type of climate system, check [the compatibility](#).
- **Internet access<sup>2</sup>**  
The AC Cloud Control devices must be connected to internet using Wi-Fi, therefore make sure the Wi-Fi signal reaches the device location.
  - During registration process.
  - During normal working mode.
  - To control the device from the web interface.
- **Device with Internet access.**  
A device with internet access is needed (Desktop/laptop computer, Smartphone or Tablet).

Make sure the smartphone or tablet used is Android or iOS compatible.

In addition, confirm the mobile device supports at least one of the following browsers (See [Figure 1.2](#)) if the user wants to control the AC Cloud Control system using the web dashboard.



**Figure 1.2** Web browsers compatible with the web dashboard.

<sup>2</sup>Costs related with Internet access are not included in the AC Cloud Control price. Ask your Internet Service Provider about the associated costs of your Internet connection.

## 2. Quick Start Guide

In order to start using the AC Cloud Control system is needed to install the device, register it and own a user account. Down below, is a step by step guide to guide the user through the process.

### 1. Device installation

The device installation varies depending on the model, so a printed installation sketch guide is included in the device box. The installation sheet can be found in [our website](#), on the technical documentation tab of each product.

### 2. User registration

In order to get access to the AC Cloud Control device and its functionalities, a user account is needed. For detailed user creation information, go to see [Section 3.1](#)

### 3. Device registration

Once the device is installed, it must be registered using a user account. Further information on device registration can be found in [Section 4.2.3](#)

### 4. System configuration

Set the account with the preferred settings: language interface, personal data, device organization and more. See [Section 4](#) for more details on system settings.

### 5. System control

See [Section 5](#) for more detail about how to control the climate system and the different options available according to the climate system.

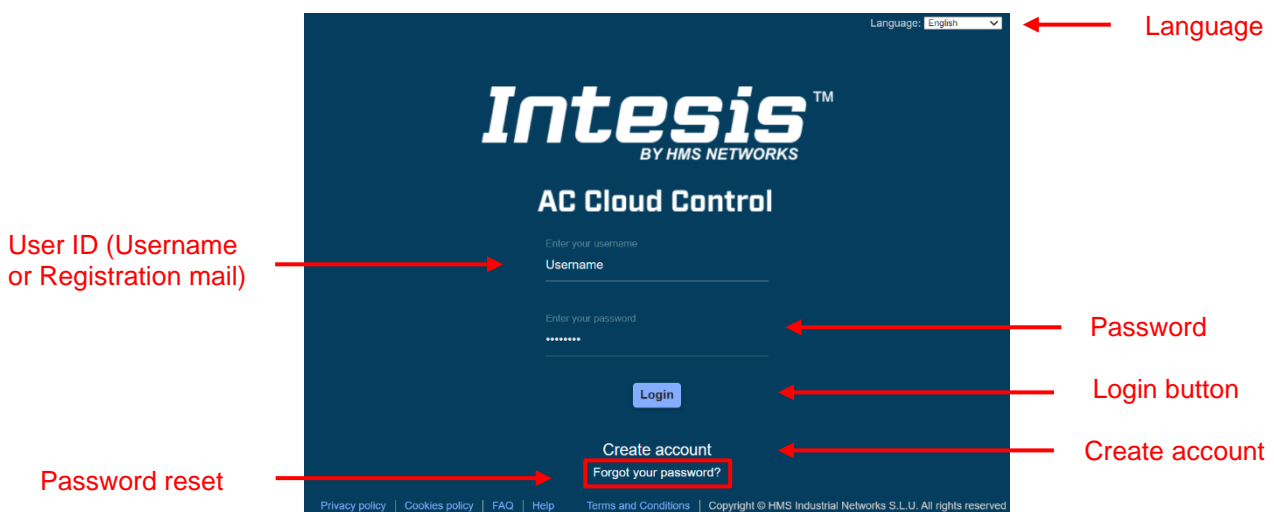
### 3. Main Users

Main users have the ownership of the devices and can create settings using the other functions (Scenes, Calendar, Maintenance). In addition, the just the main users can give permissions over a second and lite users. Further information can be found in [Section 4.3](#)

#### 3.1 User Registration


To create a new account, follow the instructions bellow.

1. Go to <https://accloud.intesis.com>
2. Choose the language wanted in the field located in the right top corner. (See [Figure 3.1](#)).
3. Click on **Create account** (See [Figure 3.1](#)).



**Figure 3.1** AC Cloud Control login site.

4. Fill the form with proper personal data<sup>3</sup> (Fields marked with \* are mandatory) and accept terms and conditions (See [Figure 3.2](#)). Click on **Create My Account**.



**Note:** The password must be 6 characters long, must include an uppercase character, one lowercase character, one number and a symbol.

<sup>3</sup> All personal data will be treated as specified in the Terms and Conditions document.



**Create account**

First Name  \*      Last name  \*

Email address  \*      Confirm email  \*

Password  \*      Confirm password  \*

Username  \*      Country  \*

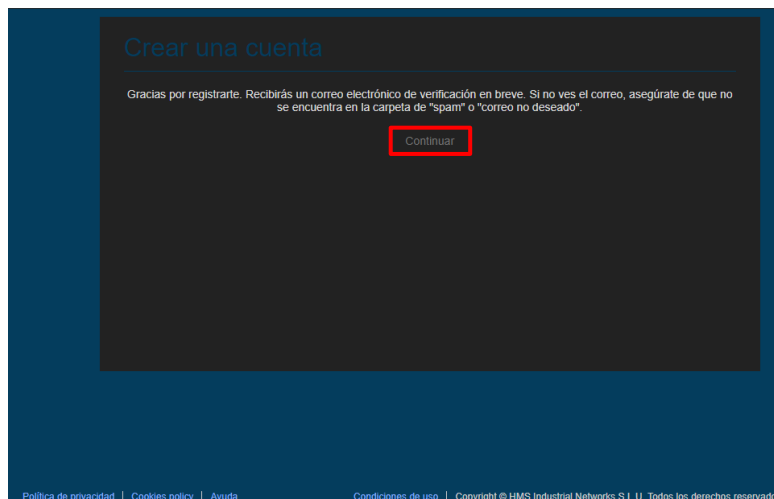
I have read and agree the [General Conditions](#) .

I/we ACCEPT/GIVE EXPRESS CONSENT to treat your data to provide you our services as well as being able to continue informing you of our news, services, products, events, promotions and providing updates and marketing. I have read and agree the [Privacy Policy](#) .

**Figure 3.2** User registration form


The personal information entered in this form can be modified afterwards. More information regarding this matter can be found in [Section 4](#)

5. A validation e-mail will be sent to the e-mail registered. Click on **Continue** (See [Figure 3.3](#)).



**Figure 3.3** Register procedure finished.

6. Check the inbox and follow the instructions in the validation e-mail to finish the registering process.

 **Note:** If no e-mail notification is received, make sure that the e-mail address entered is correct and/or check that the e-mail notification is not in the Junk or Trash folder of the e-mail account.

The link sent to the e-mail will validate the email account, and therefore activate it.

### 3.2 Login

A valid user account is needed to login to the AC Cloud Control.

1. Go to <https://accloud.intesis.com>
2. Type the user name or the registered e-mail and password on the corresponding fields, click on **Sign in** (See [Figure 3.1](#)).

### 3.3 Password Reset

In case the user wants to change the password or do not remember it.

There are 2 ways to reset the password

1. Go to **Settings, Password**. For more information go to [Section 4.1.2](#)
2. Go to <https://accloud.intesis.com> Then, click on **Forgot your Password?** (See [Figure 3.1](#)).


Enter the e-mail address (See [Figure 3.4](#)) and click on **Reset My Password**.

**Figure 3.4** Password reset requesting site.

If the entered email corresponds with an existing user, an e-mail will be sent to the user for password reset. (See [Figure 3.5](#)). Click on **Continue**.

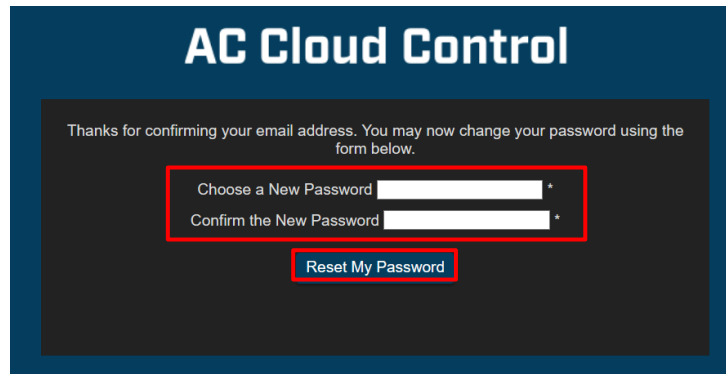
**Figure 3.5** AC Cloud Control password reset.

Check the email inbox and follow the instructions for password reset.



**Note:** If no e-mail notification is received, make sure that the e-mail address entered is correct and/or check that the e-mail notification is not in the **Junk** or **Trash** folder of the e-mail account.

The link sent to the e-mail will lead the user to a site where the new password can be set (See [Figure 3.6](#)). When the new password is entered and confirmed, click on **Reset My Password**.

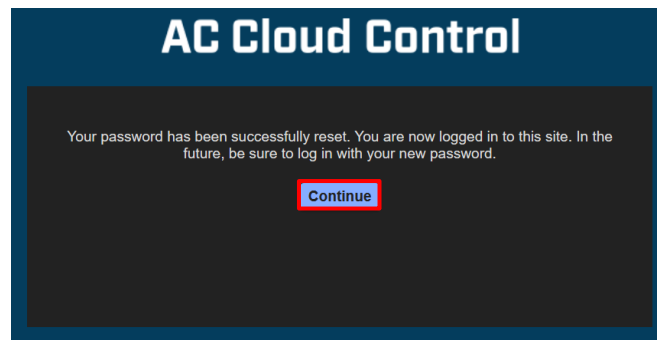


**Figure 3.6** Password reset site.



**Note:** The password must be 6 characters long, must include an uppercase character, one lowercase character, one number and a symbol.

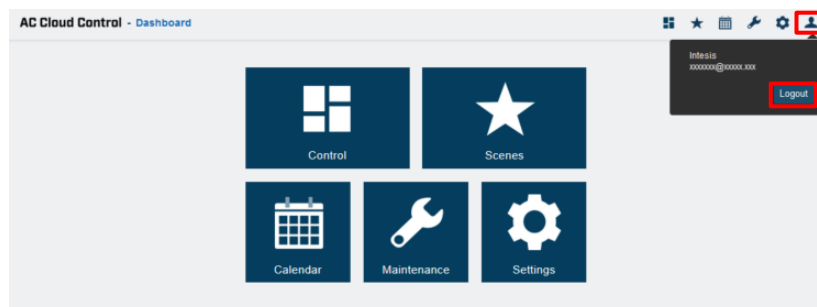
Once the password is changed, click on **Continue** (See [Figure 3.7](#)) so it will prompt to the login screen.



**Figure 3.7** Reset password successfully done.

### 3.4 Logout

To Logout, click on the last icon of the quick access menu placed in the top right side, click on **Logout** (See [Figure 3.8](#)).



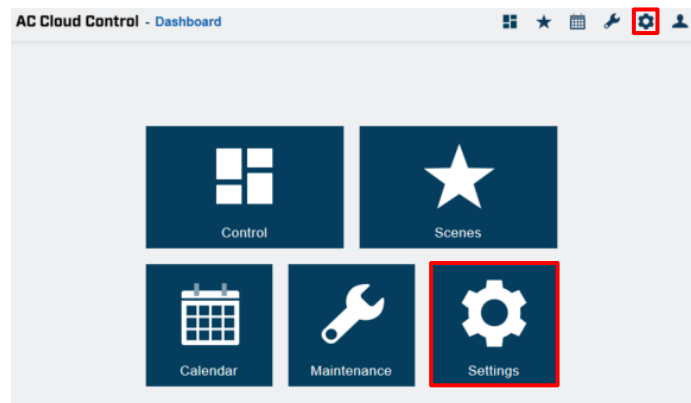
**Figure 3.8** Logout.

## 4. Settings

The system general and device configuration options can be found in the Settings menu.

There are 2 ways to access settings site (See [Figure 4.1](#)).

1. Click on **Settings** button of the AC Cloud Control home page.
2. Clicking the **Settings** icon of the quick access menu placed in the top right side.



**Figure 4.1.** Access to Settings from the AC Cloud Control home.

### 4.1 General

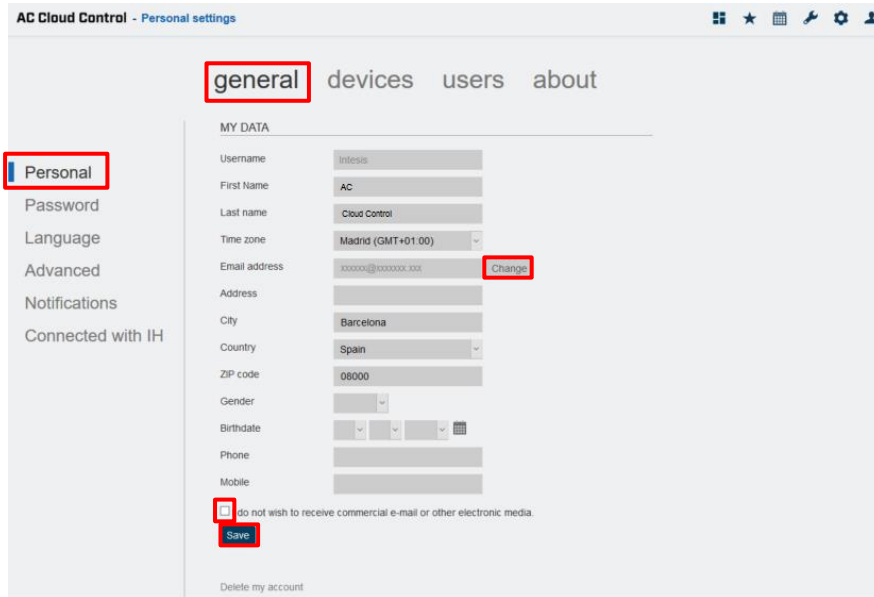
Interface preferences regarding to personal data and account configuration can be seen and modified.

#### 4.1.1 Personal

Click on **General, Personal** (See [Figure 4.2](#))

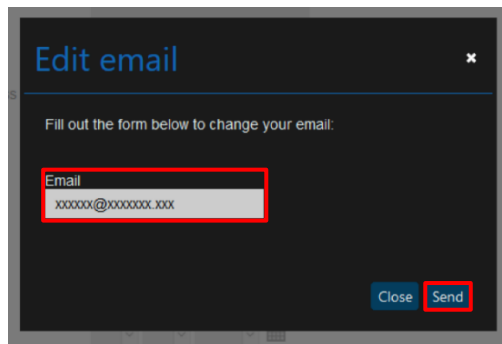
**Note:** The username cannot be modified.

- To edit the personal information, type on the corresponding field (See [Figure 4.2](#)). Click the **save**.



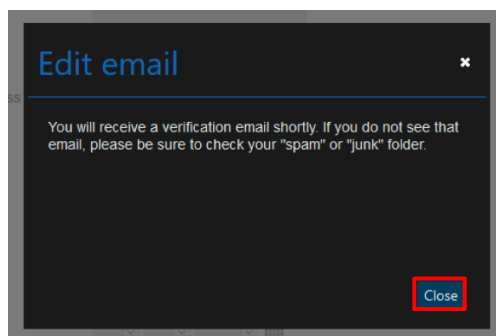
**Figure 4.2** Personal information site.

- To change the e-mail address, click on **Change** (See [Figure 4.2](#)). Then, type new e-mail address in the pop-up window. Click on **Send** (See [Figure 4.3](#)).



**Figure 4.3** Change e-mail address.

A pop-up window will be shown informing that a verification e-mail has been sent to the account (See [Figure 4.4](#)). Click on **Close**.



**Figure 4.4** Verification e-mail sent.

Check the inbox and follow the instructions in the validation e-mail to finish the process.

**Note:** If no e-mail notification is received, please make sure that you entered correctly your e-mail address and/or check that the e-mail notification is not in the **Junk** or **Trash** folder of the e-mail account.

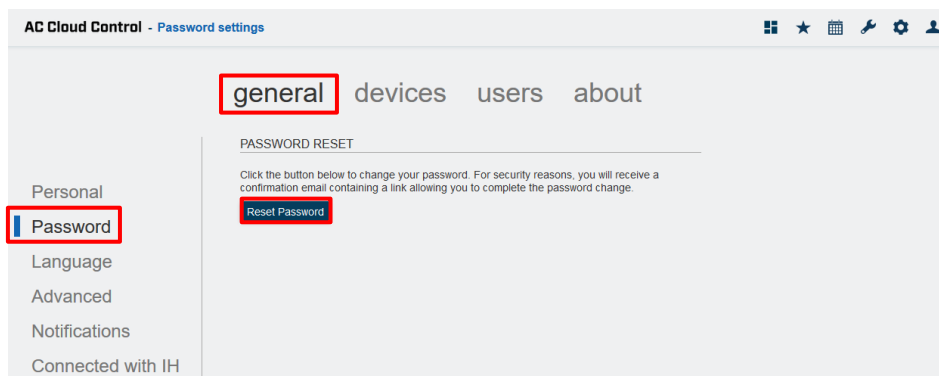
The link sent to the e-mail will validate the email account, and therefore activate it

### 4.1.2 Password

Click on **General, Password**. (See [Figure 4.5](#)).

There are 2 ways to reset the password

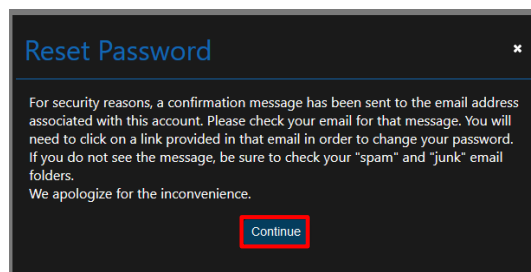
1. Go to <https://accloud.intesis.com>, tap on **Forgot your Password?** For more information go to [Section 3.3](#)
2. Click on **Reset Password** (See [Figure 4.5](#)).



**Figure 4.5** Reset Password site.

A pop-up window will be shown with instructions to continue with the procedure (See [Figure 4.6](#)). Click on **Continue**.

An e-mail will be sent to the user for password reset



**Figure 4.6** Instructions to reset Password.

Check the inbox and follow the instructions in the validation e-mail.



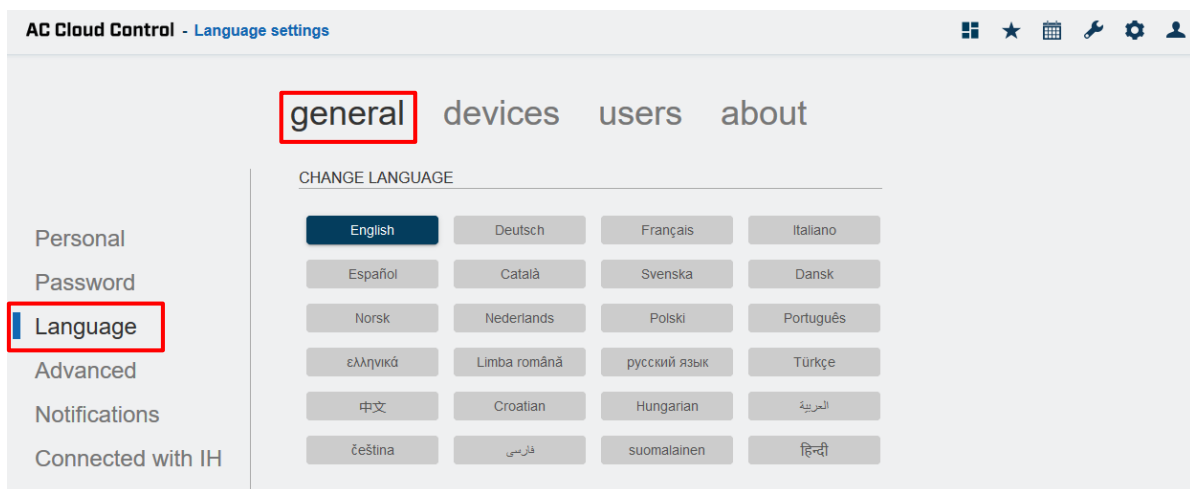
**Note:** If no e-mail notification is received, make sure that the e-mail address entered is correct and/or check that the e-mail notification is not in the **Junk** or **Trash** folder of the e-mail account.

The link sent to the e-mail will lead the user to a site where the new password can be changed

### 4.1.3 Language

Click on **General, Language** (See [Figure 4.7](#)).

To change the language, click on the language wanted (See [Figure 4.7](#)). Refresh the page



**Figure 4.7.** Language site.

### 4.1.4 Advanced

Click on **General, Advanced** (See [Figure 4.8](#)).

- To change the units of temperature (Celsius or Fahrenheit) Click on the checkbox of the unit wanted (See [Figure 4.8](#)).
- To change the viewer of the control page, click on dropdown menu and select a viewer (See [Figure 4.8](#)). or in change it in control page. Further information can be found in [Section 5](#)
- **All devices – extended:** the view will be in two columns. Devices and their Control widgets.
- **Facilities zones and devices:** the view will be in three columns. Facilities, Zones, Devices.
- **All devices – compact:** the view will show just the devices linked to the account.

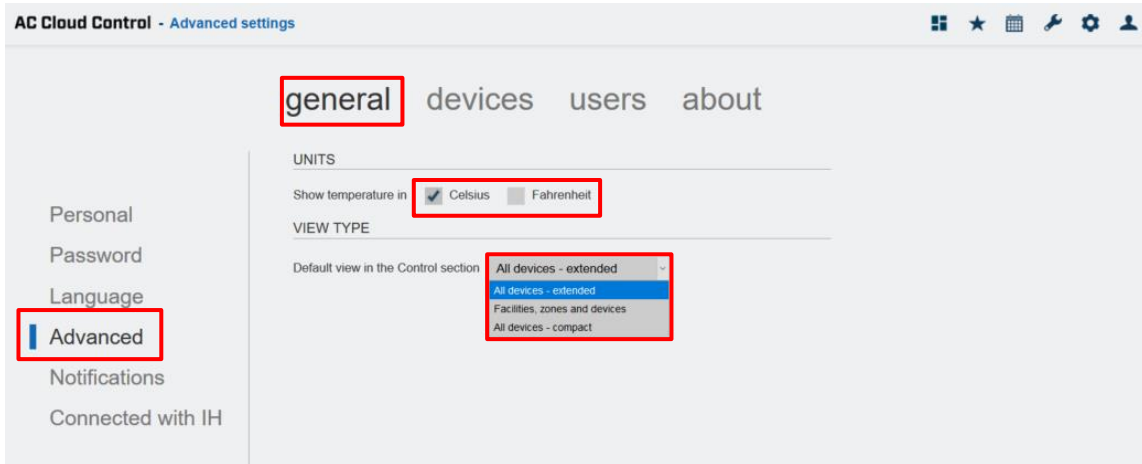



Figure 4.8. Advanced site.

### 4.1.5 Notifications

Click on **General, Notifications** (See [Figure 4.9](#)).



**Note:** Depending on the climate system, some notifications will not be available.

Notification are sent upon status changes to the owner’s account and/or to a list of recipients and/or the app.

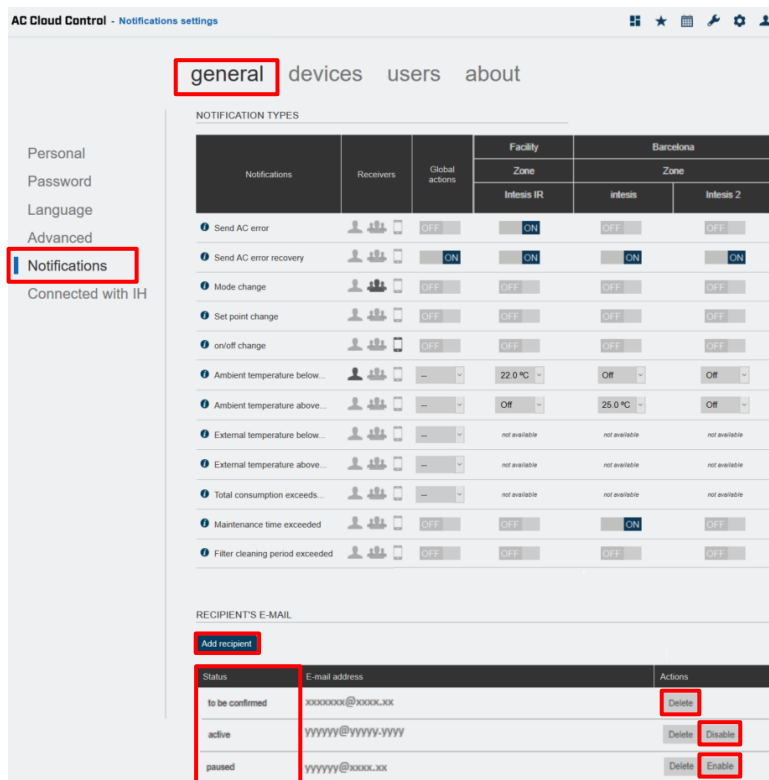





Figure 4.9 Notifications site.




- To set a notification as active, slide it to “ON” and click on the sender configuration wanted. In addition, some notifications can be configured (See [Figure 4.9](#)).
- Send to the main user 
- Send to active receivers 
- Send notifications to the 

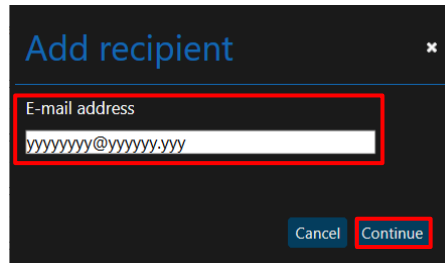
Notifications types:

- **“Send AC error”**  
Notification e-mail will be sent, if there is an error in the AC system.
- **“Send AC error recovery”**  
Notification e-mail will be sent, if the AC unit recovers after an AC system error.
- **“Mode change”**  
Notification e-mail will be sent, if there is a mode change on the AC unit.
- **“Set point change”**  
Notification e-mail will be sent, if there is a setpoint change on the AC unit.
- **“on/off change”**  
Notification e-mail will be sent, if the AC turns On or Off.
- **“Ambient temperature below...”**  
Notification e-mail will be sent, if the ambient temperature drops below the selected value.
- **“Ambient temperature above...”**  
Notification e-mail will be sent, if the ambient temperature rises above the selected value.
- **“External temperature below...”**  
Notification e-mail will be sent, if the external temperature drops below the selected value.
- **“External temperature above...”**  
Notification e-mail will be sent, if the external temperature rises above the selected value.
- **“Total consumption exceeds...”**  
Notification e-mail will be sent, if the total consumption exceeds the selected value.
- **“Maintenance time exceeded”**  
Notification e-mail will be sent, if maintenance time exceeds the selected time.
- **“Filter cleaning period exceeded”**  
Notification e-mail will be sent, if the filter cleaning period exceeds the selected time.

To send a notification to others e-mail address click on add recipient (See [Figure 4.9](#)). enter the e-mail address wanted in the pop- up window (See [Figure 4.10](#)). Click on continue



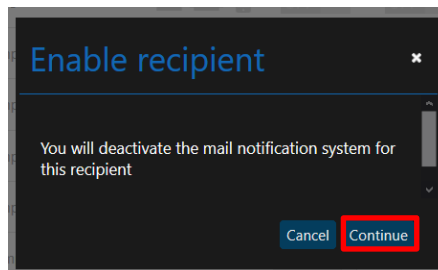
**Note:** Maximum 5 different recipients can be added.



**Figure 4.10.** Add e-mail recipient.

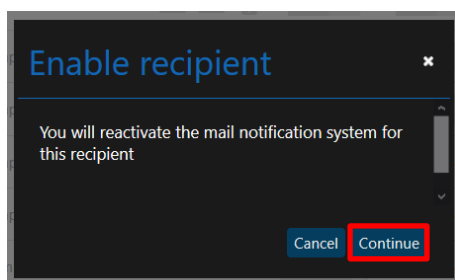
Our system will send a subscription request to the recipient asking to confirm it. Before the subscription has been accepted, the status shown will be **“to be confirmed”** Once the request has been confirmed by the recipient it will change into **“Active”**

- To disable an e-mail recipient, click on **disable**. The status will change to **“Paused”** (See [Figure 4.9](#)). Then, a pop-up window will be shown telling that the recipient is going to be deactivated (See [Figure 4.11](#)). Click on **Continue**.



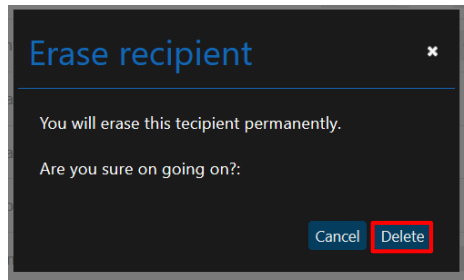
**Figure 4.11.** Disable e-mail recipient.

- To enable an e-mail recipient, click on **enable**. The status will change to **“Active”** (See [Figure 4.9](#)). Then, a pop-up window will be shown telling that the recipient is going to be reactivated (See [Figure 4.12](#)). Click on **Continue**.



**Figure 4.12.** Enable e-mail recipient.

- To remove an e-mail recipient, click on delete (See [Figure 4.9](#)). Then, a pop-up window will be shown asking to make sure that the e-mail recipient is going to be deleted (See [Figure 4.13](#)). Click on **Delete**.

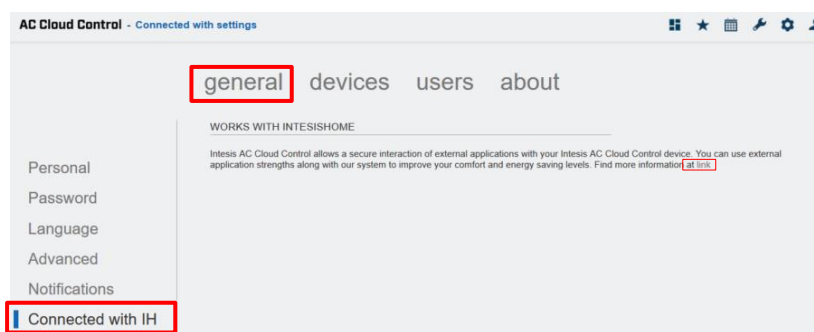


**Figure 4.13.** Erase e-mail recipient.

### 4.1.6 Connected with ACCC

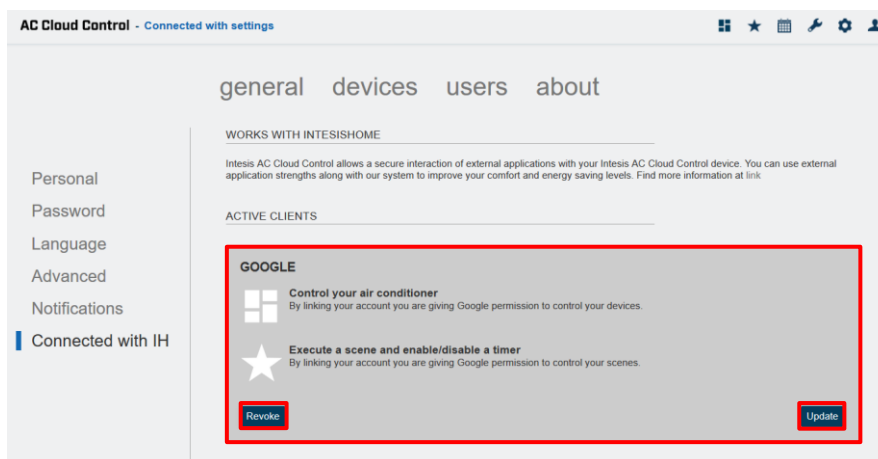
Click on **General, Connected with ACCC** (See [Figure 4.14](#)).

Overview of third-party applications which are linked to the account can interact with AC Cloud Control. If the account has not been linked to any third-party system, the information about it can be found in the **link** (See [Figure 4.14](#))



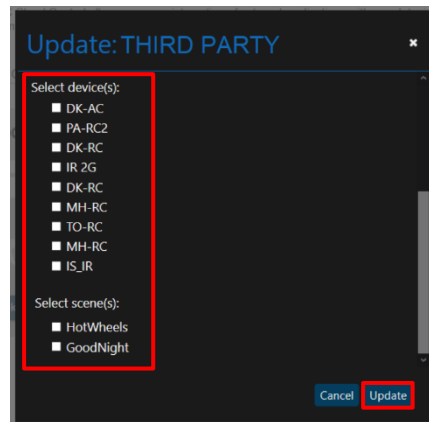
**Figure 4.14.** Connected with ACCC site.

In case that the account is already linked to any third-party system, the overview of it will show (See [Figure 4.15](#))



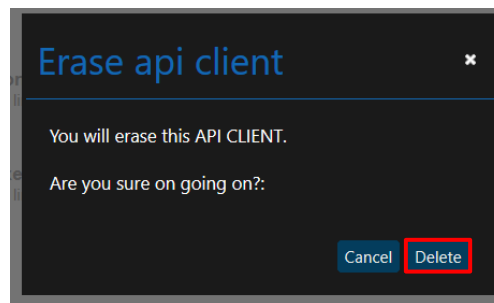
**Figure 4.15.** Third Party overview site.

- To update the information of it, click on **Update** (See [Figure 4.15](#)). A pop-up window will be shown with the functions and devices of the account, selected or unselected those (See [Figure 4.16](#)). Click on **Update**.



**Figure 4.16.** Update Third Party.

- To revoke the external connection, click on **Revoke** (See [Figure 4.15](#)). A pop-up window will be shown asking to confirm the action (See [Figure 4.17](#)). Click on **Delete**.



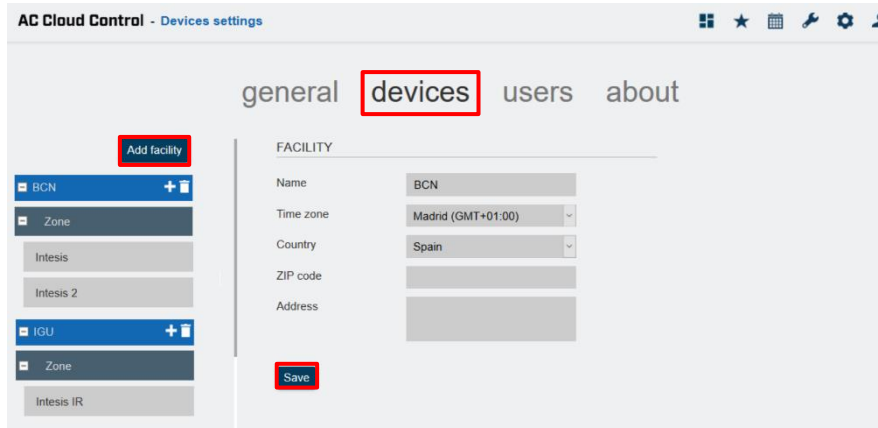
**Figure 4.17.** Erase Third Party.

## 4.2 Devices

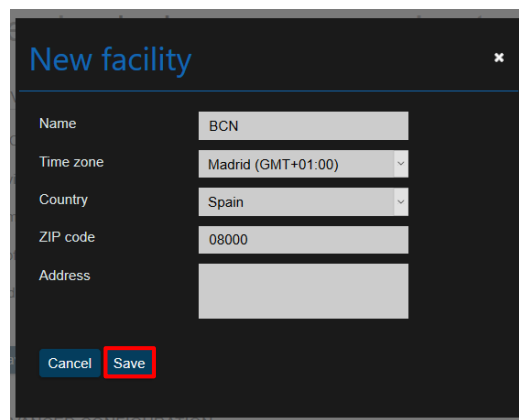
Device registration process and the configuration of the AC Cloud Control can be seen and modified, click on **Devices** (See [Figure 4.18](#)).

### 4.2.1 Facilities

- To add a facility, click on **Add facility** (See [Figure 4.18](#)). Type the information of it and set the accurate Time zone for the location of the AC Cloud Control device. in the pop-up. The time zone of the facility will be used to create Scenes and Calendar. (See [Figure 4.19](#)). Click on **Save**.

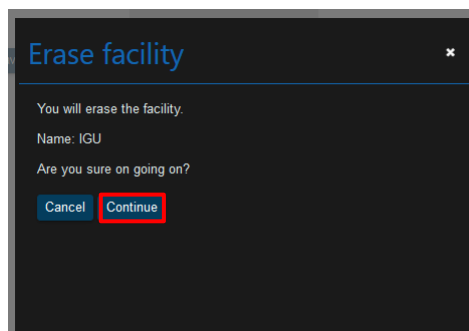


**Figure 4.18.** Facility site.



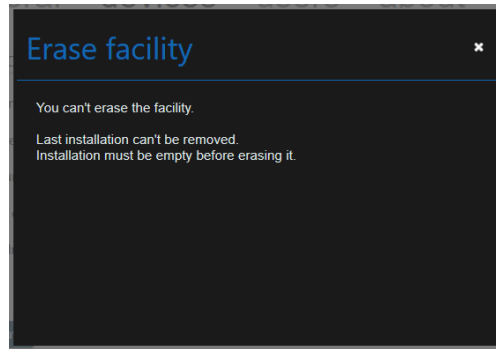
**Figure 4.19.** Add facility.

- To edit a facility, click on the facility wanted. Then, change the information wanted and click on **Save** (See [Figure 4.18](#)).
- To delete a facility, click on bin icon of the facility wanted (See [Figure 4.18](#)). In case the facility is empty without any zone and/or devices on it a pop-up window will be shown asking to confirm the procedure (See [Figure 4.20](#)). Click on **Delete**.



**Figure 4.20.** Erase Facility.

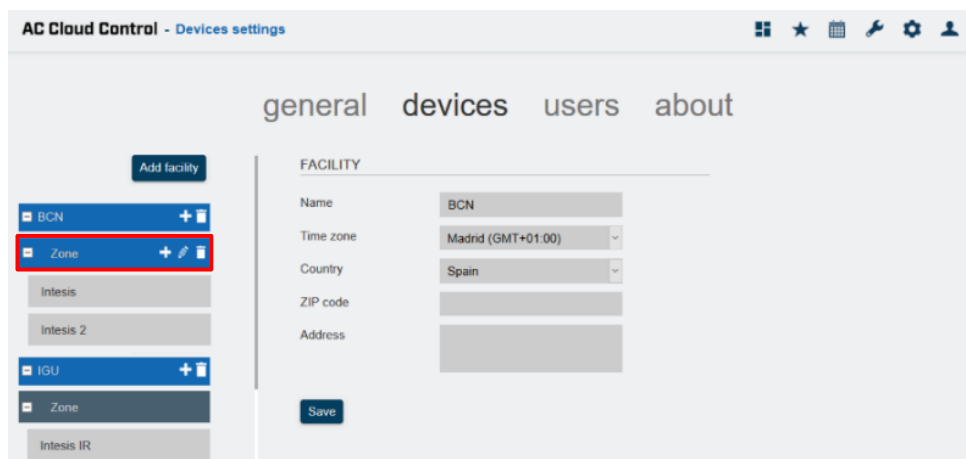
Otherwise, a pop-up window will be shown telling that is not possible remove the facility (See [Figure 4.21](#)). Make sure to remove devices and zones of it before erase the facility.



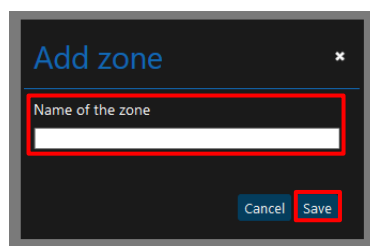
**Figure 4.21.** Error deleting Facility.

### 4.2.2 Zones

- To add a Zone, click on **Add zone** (See [Figure 4.22](#)). type the name of the zone in the pop-up window (See [Figure 4.23](#)). Click on **Save**.

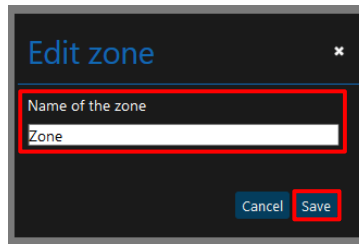


**Figure 4.22.** Zone site.



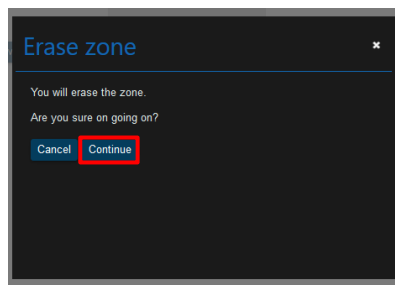
**Figure 4.23.** Add Zone.

- To edit a zone, click on the zone wanted. Then, click on the pencil icon (See [Figure 4.22](#)). Type the new name of the zone in the pop-up window (See [Figure 4.24](#)). Click on **Save**.



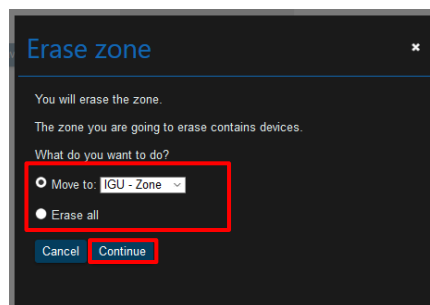
**Figure 4.24.** Edit Zone.

- To delete a zone, click on the bin icon of the zone wanted (See [Figure 4.22](#)). Then, if the facility is empty without any devices on it, a pop-up window will be shown (See [Figure 4.25](#)). Click on **Delete**.



**Figure 4.25.** Erase zone.


Otherwise, a pop-up window will be shown asking what to do with the devices (Move those to another Zone or delete all of them) (See [Figure 4.26](#)). Click **Continue**.



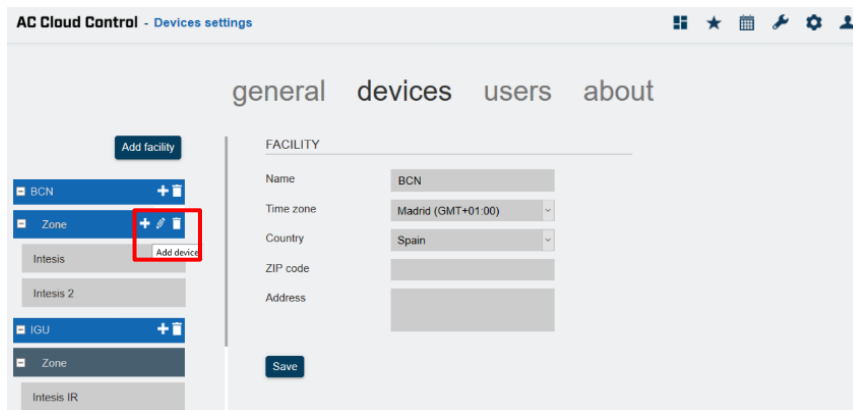
**Figure 4.26.** What to do before erase zone.

### 4.2.3 AC Cloud Control Device

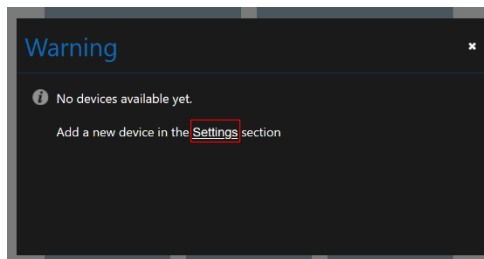
AC Cloud Control device registration process must be done after the user registration. Further information can be found in [Section 3.1](#) and the device configuration ([Device Configuration](#)).

 **Important:** Make sure to have the AC Cloud Control Quick Start Guide and the registration code to proceed correctly with the registration process. Also, it can be found in the front cover of the manual or on the silver label on the back of AC Cloud Control.

- There are 2 ways to add an AC Cloud Control Device:
  1. Click on **add device** (See [Figure 4.27](#)).
  2. The device register process can be done through a pop-up window which will be shown after login if any device is registered into the account as a reminder with a **link** to do that (See [Figure 4.28](#)).



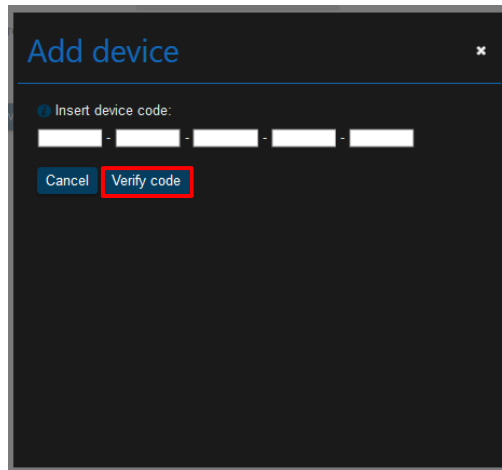
**Figure 4.27.** Devices site.



**Figure 4.28** Add device pop-up window.

Type the 25 characters code to link the AC Cloud Control device to the account in the pop-up window (See [Figure 4.29](#)). The code can be found in the silver label placed in the back of the device or in the cover of the manual.

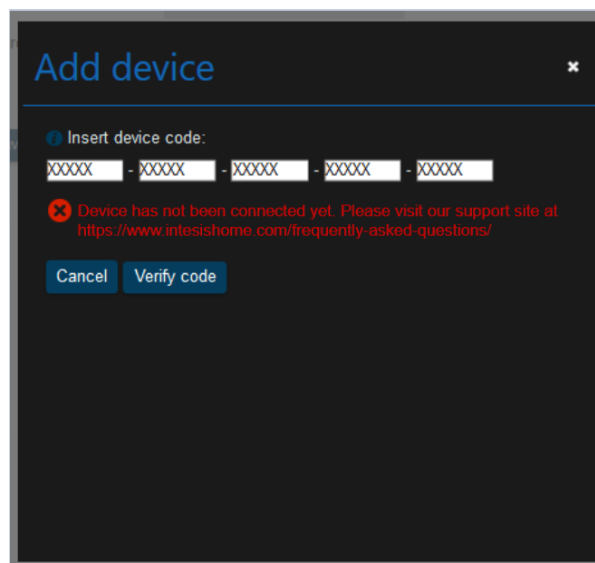




**Figure 4.29** Type 25 characters of AC Cloud Control device.

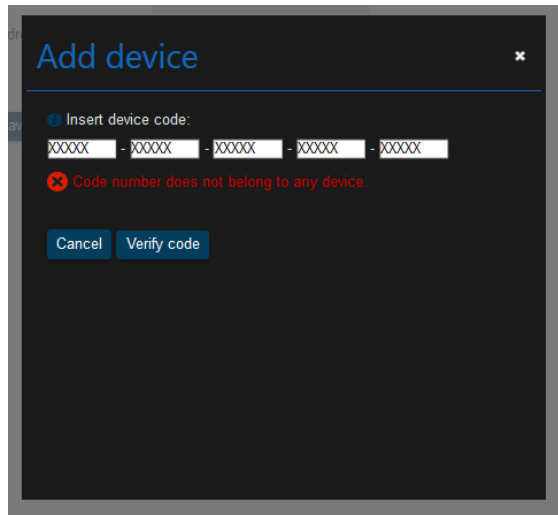
If the code or procedure has any mistake, one of the following errors will be shown in a pop-up window.

- ***“Device not connected yet. Please visit our support site at <https://www.intesis.com/support/ac-cloud-control-faq/>”***  
AC Cloud Control device needs to be connected to the Internet at least once before registering it to an account. In case it hadn't been connected yet, a pop-up window will be shown (See [Figure 4.30](#)).



**Figure 4.30** Device not connected.

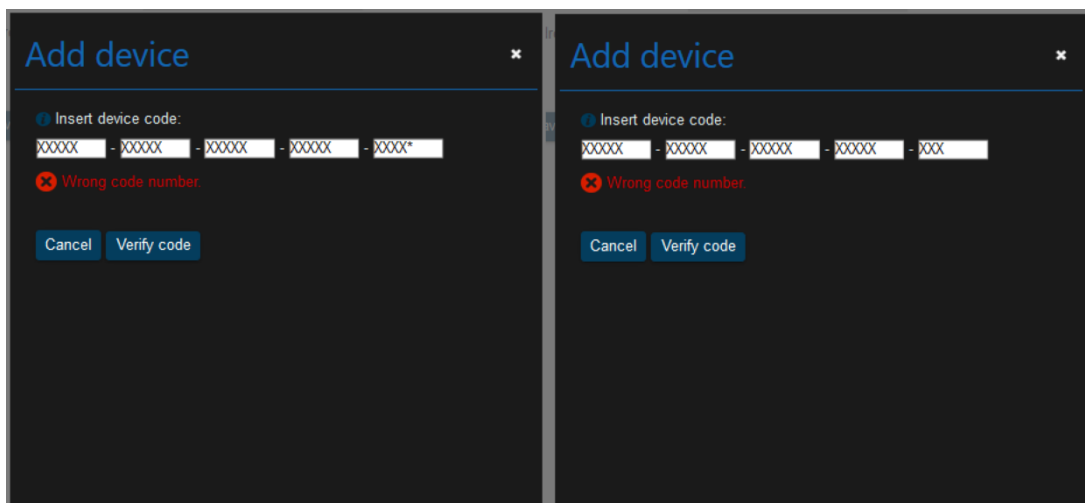
- ***“Code number does not belong to any device.”***  
If the code registration is not typed correctly, a pop-up window will be shown. Double check the code and type the correct one (See [Figure 4.31](#)).



**Figure 4.31** Code number does not belong to any device.

- **“Wrong code number.”**

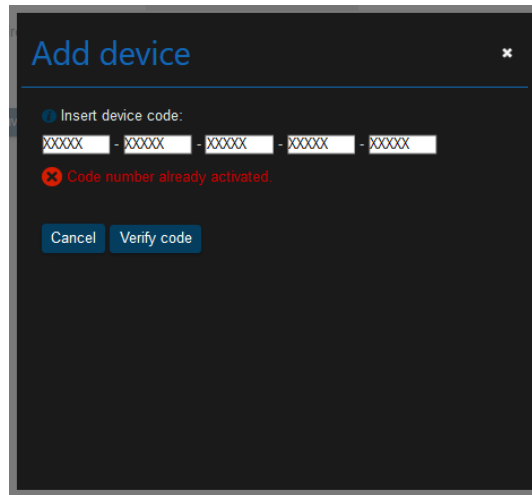
If in the code registration is typed a wrong character or less than 5 characters are entered, a pop-up window will be shown. Double check the code and type the correct one (See [Figure 4.32](#)).



**Figure 4.32** Wrong code number.

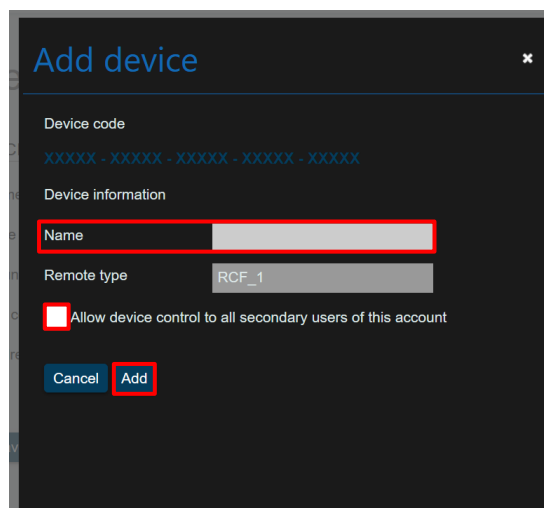
- **“Code number already assigned.”**

If the AC Cloud Control device is already added to an account, a pop-up window will be shown (See [Figure 4.33](#)). Contact the previous user of the device and ask to remove it from his/her account in order to add it into the account wanted. In case the previous user can't be located, contact <https://mysupport.hms.se>.



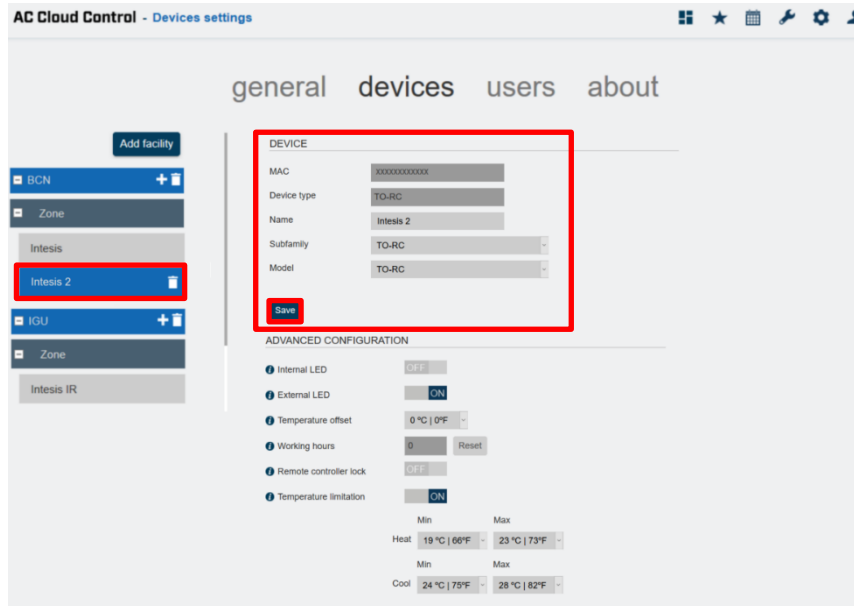
**Figure 4.33** Code number already assigned.”.

If the code is correct, a pop-up window will be shown. Then, type a name for the device and if the user wants, click on the check box to allow all to control the device control to (See [Figure 4.34](#)) Further details about secondary users can be found in [Section 4.3](#). Click on **Add**.



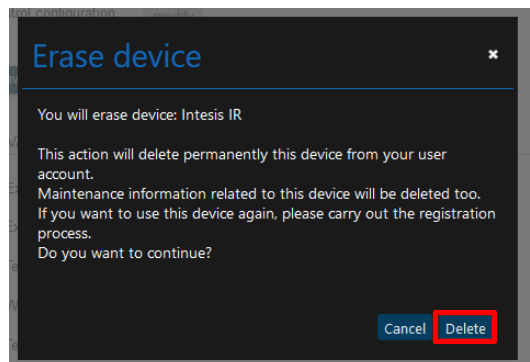
**Figure 4.34** Add new device.

- To edit an AC Cloud Control device, click on the device wanted. Then, the user will be able to change the name, subfamily and model of the AC Cloud Control (See [Figure 4.35](#)). Click on **Save**



**Figure 4.35** Edit device.

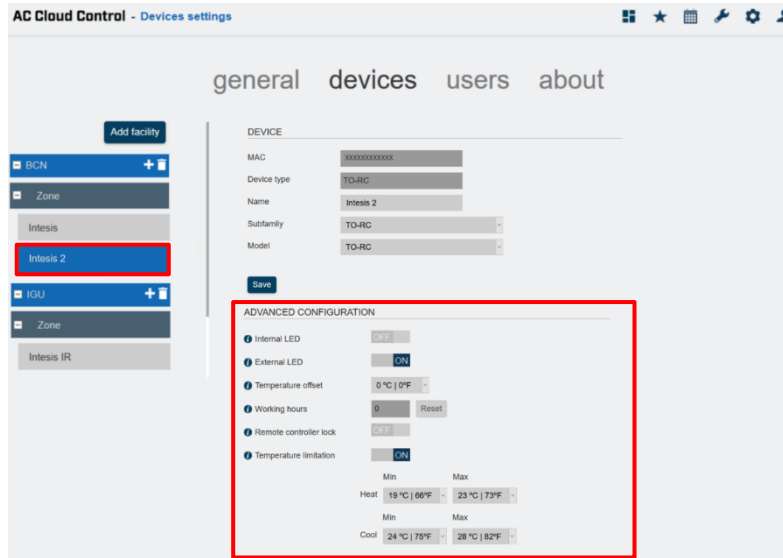
- To delete a device, click on the bin icon of the device wanted (See [Figure 4.35](#)). A pop-up window will be shown asking to confirm the procedure (See [Figure 4.36](#)). Click on **Delete**.



**Figure 4.36** Delete device.

#### 4.2.4 Specific brands

The changes will be applied automatically in advanced configuration (See [Figure 4.37](#)).

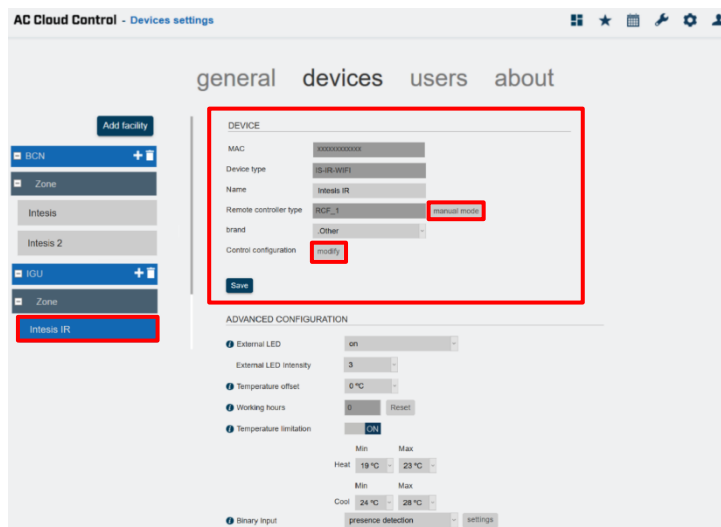


**Figure 4.37** Specific brands device advance configuration.

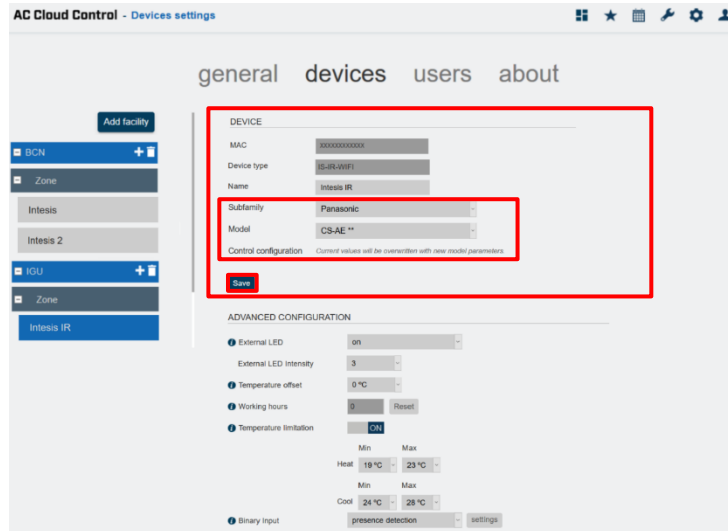
- **Internal LED:** the internal LED can be turned off/on
- **External LED:** the external LED can be turned off/on
- **Temperature offset:** the offset of the temperature sensor can be configured in a range of 5 degrees to -5 degrees
- **Working hours:** the working hour of AC Cloud Control device can be reestablished.
- **Remote Controller lock:** the remote control can be lock in order to use only the application to control the climate system.
- **Temperature limitation:** The maximum or minimum of heat or cool to set the climate system can be configured.

### 4.2.5 Universal

To configure the remote control of your climatize system, click on **manual mode** (See [Figure 4.38](#)), the configuration page will change (See [Figure 4.39](#)).



**Figure 4.38** Universal device configuration.



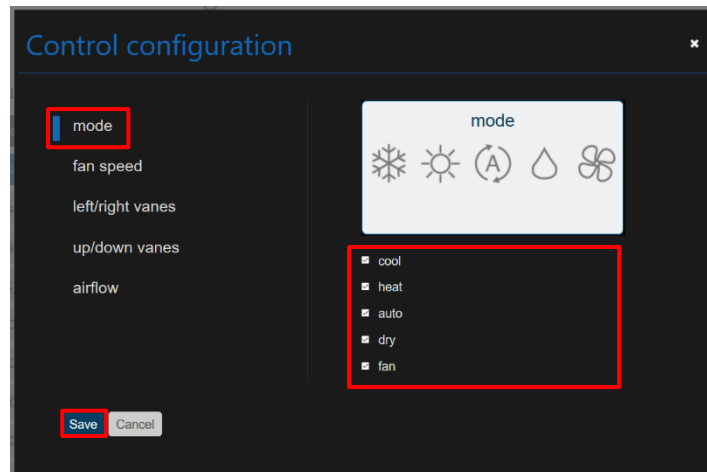
**Figure 4.39** Universal device manual configuration.

Subfamily and model can be chosen (See [Figure 4.39](#)). Also, the control configuration can be selected from this site by Clicking on **modify**. (See [Figure 4.38](#)). A pop-up window will be shown to configure mode, fan speed, left/right vanes, up/down vanes and airflow functions.



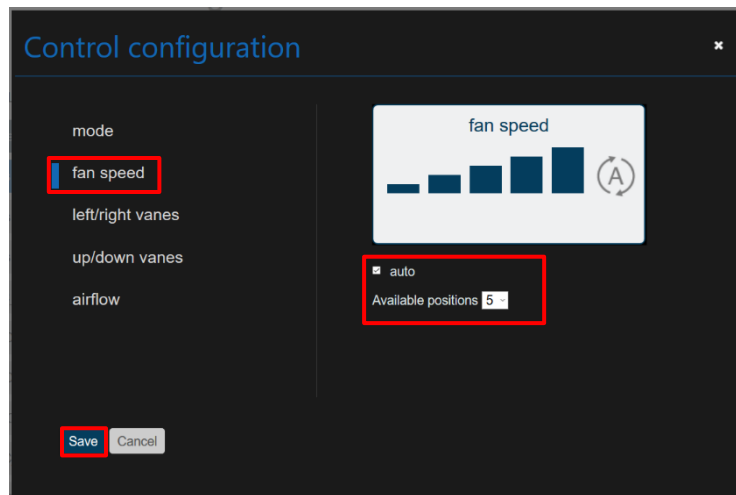
**Note:** In some Climate System Unit the following functions are not available.

- Click on Mode: Functions cool, heat, auto, dry, fan can be enabled or disabled (See [Figure 4.40](#)). Click on **Save**.



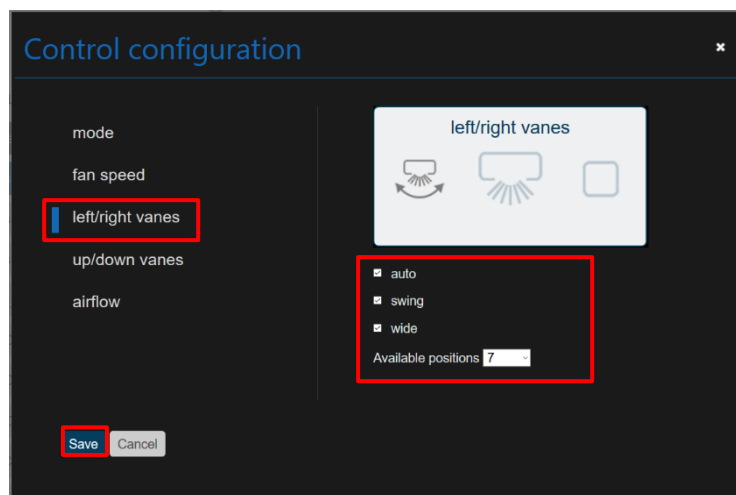
**Figure 4.40** Mode configuration.

- Click on fan speed: Auto fan can be enabled or disabled, and the available positions can be settled as well (See [Figure 4.41](#)). Click on **Save**.



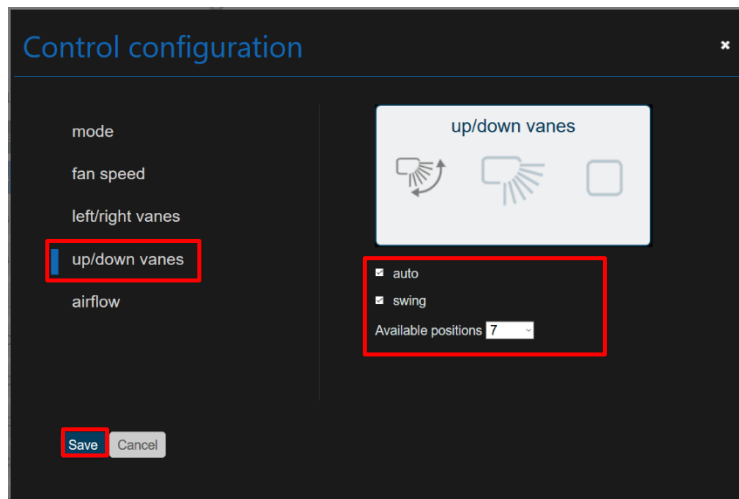
**Figure 4.41** Fan speed configuration.

- Click on left/right vanes: Auto, swing and wide function of Left/Right vanes can be enabled or disabled, and the available positions can be settled as well (See [Figure 4.42](#)). Click on **Save**.



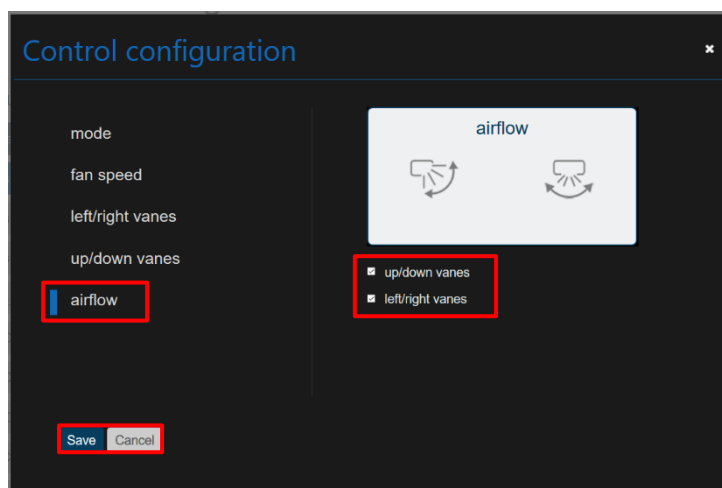
**Figure 4.42** Left/Right vanes configuration.

- Click on up/down vanes: Auto and swing function of Up/Down vanes can be enabled or disabled, and the available positions can be settled as well (See [Figure 4.43](#)). Click on **Save**.



**Figure 4.43** Up7down vanes configuration.

- Click on fan airflow: Functions Up/Down vanes and Left/Right vanes can be enabled or disabled (See [Figure 4.44](#)). Click on **Save**.

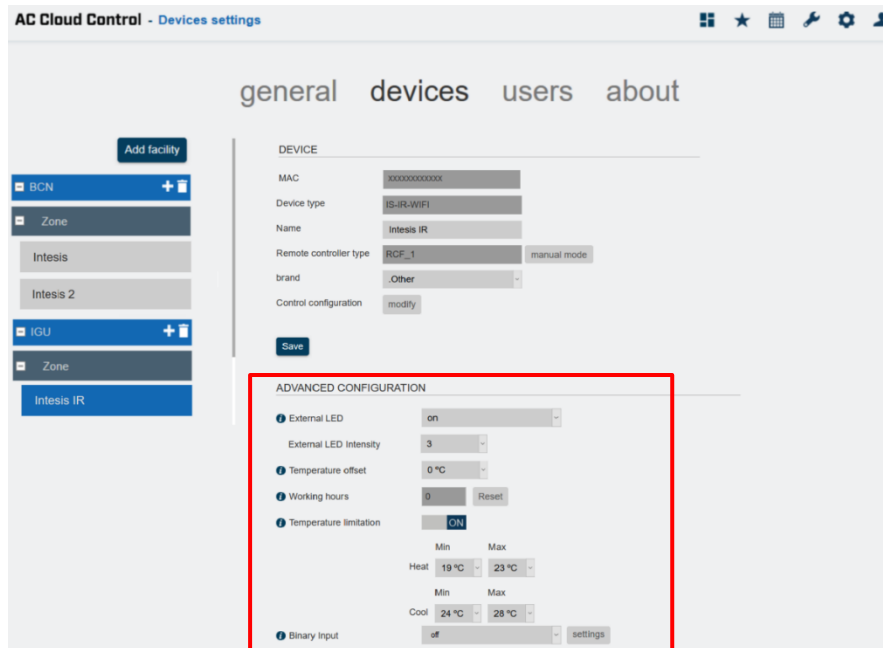


**Figure 4.44** Airflow configuration.

Once the configuration is complete Click on **Save** (See [Figure 4.39](#)).

The changes will be applied automatically in advanced configuration (See [Figure 4.45](#)).





**Figure 4.45** Devices advanced configuration.

- **Internal LED:** the internal LED can be turned off/on
- **External LED:** the external LED can be turned off/on
- **Temperature offset:** the offset of the temperature sensor can be configured in a range of 5 degrees to -5 degrees
- **Working hours:** the working hour of AC Cloud Control device can be reestablished.
- **Remote Controller lock:** the remote control can be lock in order to use just the application to control the climate system.
- **Temperature limitation:** The maximum or minimum of heat or cool to set the climate system can be configured.
- **Binary input:** In here the binary input can be configured by selecting the entrance wanted and setting it. Further information can be found in [binary input manual](#).

## 4.3 Users

Secondary user and lite users accounts can be created in order to assign permissions on different devices to be able and have control over those without disclosing the owner password.

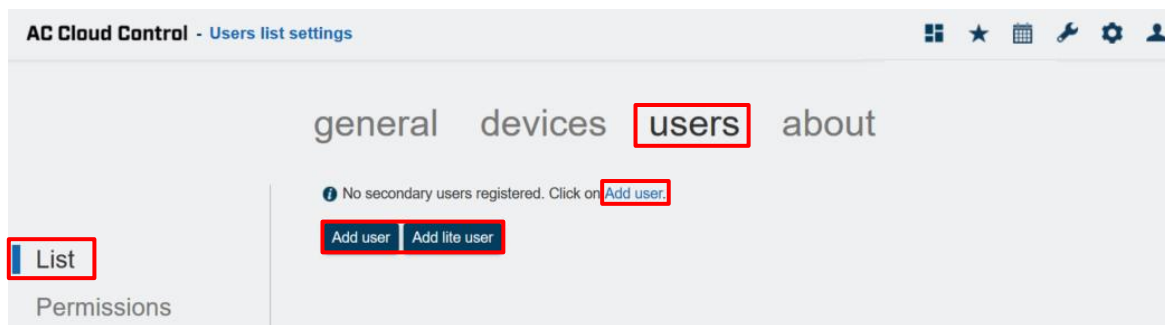
### 4.3.1 List

Click on **Users, List**.

Overview of the list of the second and lite users which are linked to the account will be shown (See [Figure 4.46](#)). Unless, the account has not linked any secondary and/or lite user (See [Figure 4.47](#)).

Username	Name	E-mail address	Active	Actions
Intesis	Intesis	xxxxxx@xxxx.xxx	Pending	Edit Delete
IntesisACCC	ACCC	xxxxxx@xxxx.xxx	<input checked="" type="checkbox"/>	Edit Delete
xxxxxxxx230ee_i13404	--	--	<input checked="" type="checkbox"/>	Change password Delete
xxxxxxxx9294e_i13404	--	--	<input type="checkbox"/>	Change password Delete
xxxxxxxxc63b8_i13404	--	--	<input type="checkbox"/>	Change password Delete
xxxxxxxxed848_i13404	--	--	<input checked="" type="checkbox"/>	Change password Delete

**Figure 4.46** List overview site.



**Figure 4.47** Users, List site.

- The users can be activated or deactivated by marking or not the check box.
- Click on **Export** (See [Figure 4.46](#)). An Excel document will be generated with the information of the user names and passwords of users. If there it is a secondary user, the password column will be filed with <<not available>>.

#### 4.3.1.1 Secondary user

To create a Second user an e-mail address is needed, fill the form (See [Figure 4.48](#)). Then, the secondary user will be able to set a password and will be able to control the devices allowed and Scenes.

**Note:** The main user can allow as many Second users as wanted.


- There are 2 ways to add a secondary user:
  1. Click on **Add user** (See [Figure 4.46](#))
  2. Click on the **link** or **add user** (See [Figure 4.47](#)).

Fill the form with proper personal data in the pop-up window, the fields which are marked with \* are mandatory (See [Figure 4.48](#)). Click on **Add user**.

**Figure 4.48** Add secondary user.

A validation e-mail will be sent to the e-mail account of the secondary user entered, follow the instructions (See [Figure 4.49](#)). Click on **Continue**.

**Figure 4.49** Confirmation add secondary users.

 **Note:** If no e-mail notification is received, please make sure that you entered correctly your e-mail address and/or check that the e-mail notification is not in the **Junk** or **Trash** folder of the e-mail account.

If the user does not validate the e-mail sent in the active column it will be shown as pending (See [Figure 4.46](#)).

- To edit the information of a second user, click on **edit** (See [Figure 4.46](#)). Type the new information in the pop-up window (See [Figure 4.50](#)). Click on **Save**.

**Figure 4.50** Edit secondary user.

- To remove a second users account, click on **Delete** (See [Figure 4.46](#)). then, a pop-up window will be shown asking to confirm the procedure (See [Figure 4.51](#)). Click on **Delete**.

**Figure 4.51** Erase secondary user.

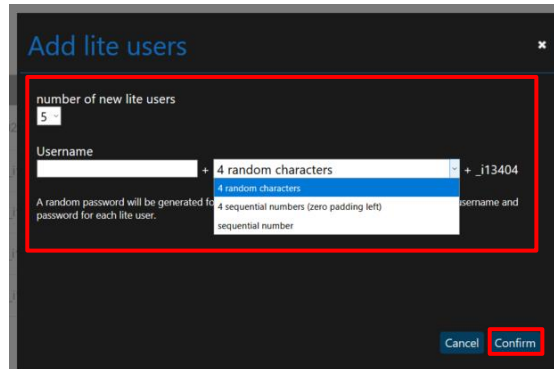
### 4.3.1.2 Lite user

To create a Lite user an e-mail address is not needed, the main user will be set a password. Then the lite user will be able to control the devices allowed and Scenes.

**Note:** The main user can create a maximum of 10 Lite users.

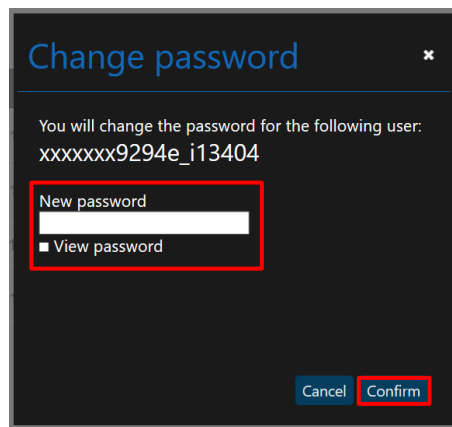
- There are 2 ways to add a lite user:
  1. Click on **Add lite user** (See [Figure 4.46](#)).
  2. Click on the **link** or **add lite user** (See [Figure 4.47](#)).

In pop-up window select the number of new lite users wanted to create, type the name (See [Figure 4.52](#)). Click on **Confirm**.



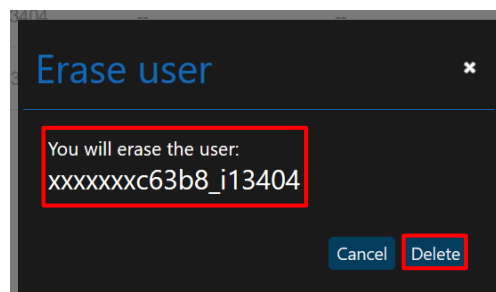
**Figure 4.52** Add lite users.

- To change the password of the lite users, click on **change password** (See [Figure 4.46](#)). Enter the new password (See [Figure 4.53](#)). Click on **Confirm**.



**Figure 4.53** Change lite user password.

- To remove a second users account, click on **Delete** (See [Figure 4.46](#)). Then, a pop-up window will be shown asking to confirm the procedure (See [Figure 4.54](#)). Click on **Delete**.



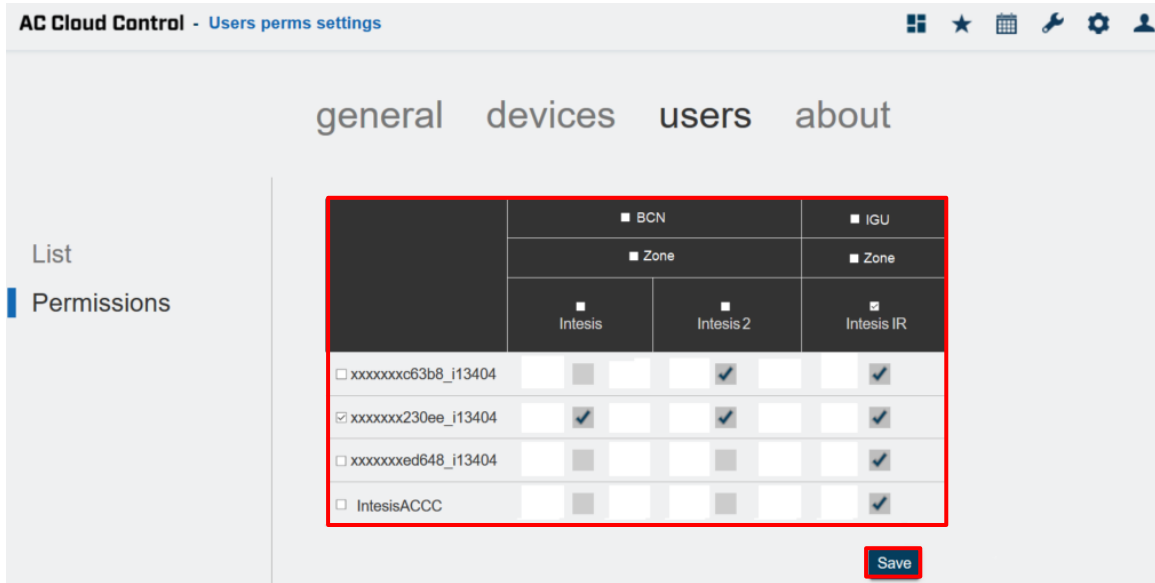
**Figure 4.54** Erase lite user.

### 4.3.2 Permissions

Click on **Users, Permissions** (See [Figure 4.55](#)).

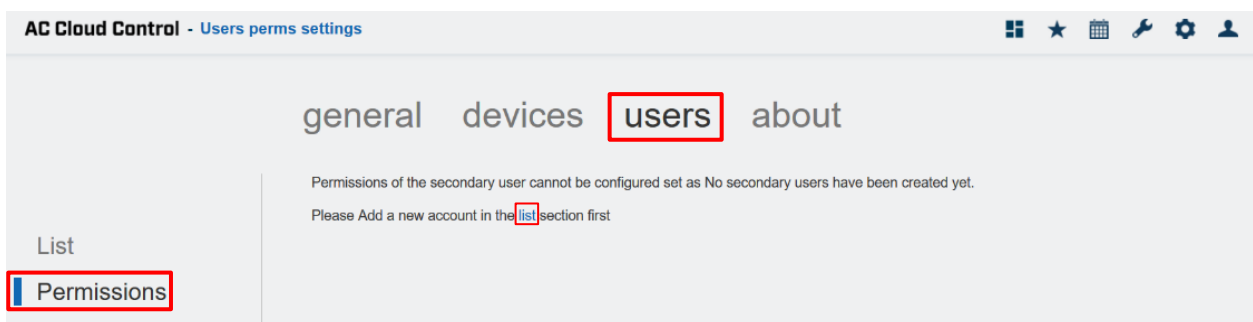
Permissions to secondary and/or lite users can be granted to control any device linked to the account (See [Figure 4.55](#)). Unless, the users have not been created yet (See [Figure 4.56](#))

To give permissions to control the devices from other users, mark the check box of a specific devices, zone or facility (See [Figure 4.55](#)). Click on **Save**.



**Figure 4.55** Permissions overview site.

Click on the **link**, it will go to List page to create the users (See [Figure 4.56](#)).

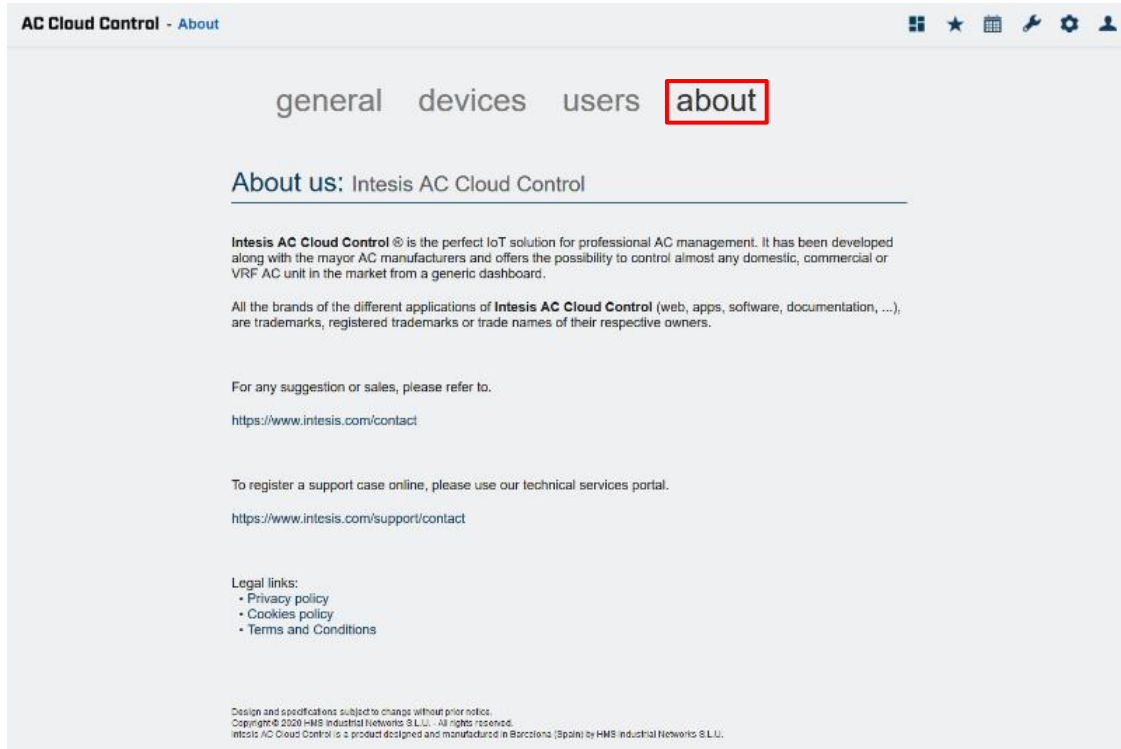


**Figure 4.56** Permissions site.

## 4.4 About

Information regarding to AC Cloud Control system can be seen.

Click on **About** (See [Figure 4.57](#)).



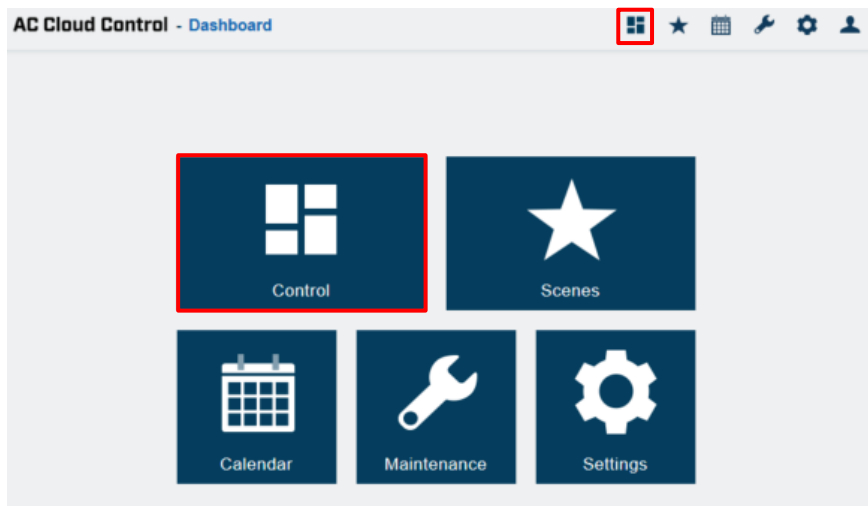
**Figure 4.57** About AC Cloud Control site.

## 5. Control

In the control dashboard the user will have access to all devices and the corresponding widgets.

There are 2 ways to access to control site (See [Figure 5.1](#)).

1. Click on **Control** button of the AC Cloud Control home page.
2. Clicking the **Control** icon of the quick access menu placed in the top right side.



**Figure 5.1** Access to Control from the AC Cloud Control home.

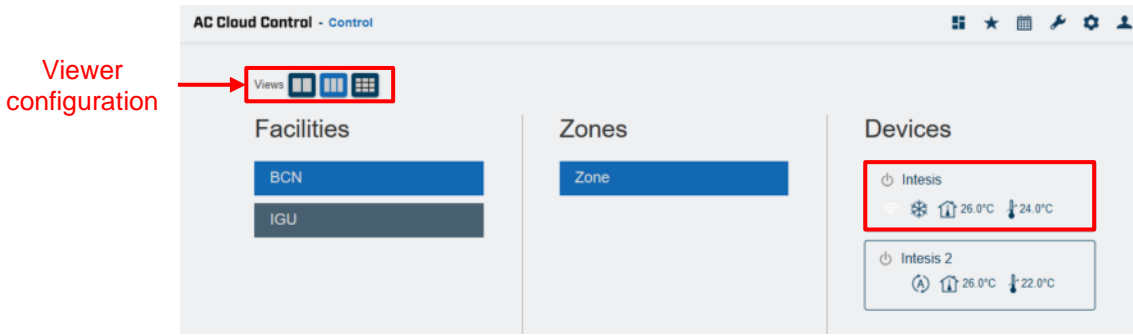
In the left on top of the control site, the user will be able to change the viewer (by default it comes “All devices-extended”). Devices linked to the account will be shown listed. In addition, in the right side, the widgets available to control the devices will be shown (See [Figure 5.2](#)).



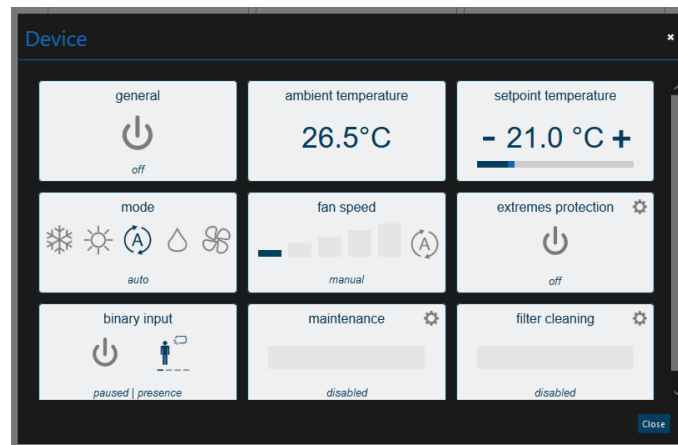
**Figure 5.2** Viewer “All devices-extended”.

Using the viewer “Facilities, Zones and Devices” the Facilities, Zones and Devices configured are shown in three columns (See [Figure 5.3](#)). Click on the device wanted, the widgets to control the Air Conditioner will be shown in a pop-up window (See [Figure 5.4](#)).





**Figure 5.3** Viewer “Facilities, zones and devices”.



**Figure 5.4** Widgets available in the device.

Using the viewer “All devices-compact” the user will see all devices linked to the account (See [Figure 5.5](#)). Click on the device wanted, the widgets to control the Air Conditioner will be shown in a pop-up window (See [Figure 5.4](#)).




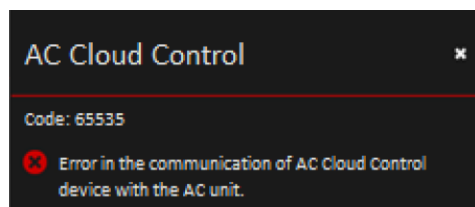
**Figure 5.5** Viewer “All devices-compact”.

In the square of the device, are shown some icons, which are the summary of its status or possible status (See [Figure 5.6](#)).



**Figure 5.6** Status summary of devices.

In case the device is not working properly, a warning signal  will appear next to the device name. Click on the signal to have details of it (See [Figure 5.7](#)).



**Figure 5.7** Error code and details.

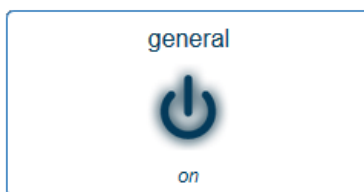
In case the Wi-Fi signal appear in red, it means that the device doesn't have connectivity with the system (See [Figure 5.8](#)). It can be caused by a Wi-Fi problem or that the device is not powered up. Check the FAQ section in our website (<https://www.intesis.com/support/ac-cloud-control-faq/>) for further information.



**Figure 5.8** Device without connectivity.

## 5.1 General

Clicking on general widget, the Air Conditioner will be turned on or turned off (See [Figure 5.9](#)).



**Figure 5.9** General widget.

## 5.2 Ambient temperature

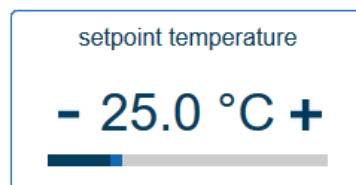
This widget shows the temperature in the room (that temperature must be taken as an estimate) (See [Figure 5.10](#))



**Figure 5.10** Ambient temperature widget.

## 5.3 Setpoint temperature

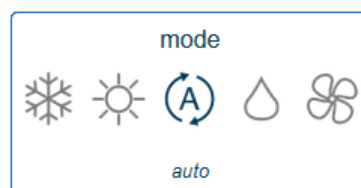
Clicking on Setpoint temperature widget, the temperature wanted in the Air Conditioner can be settled (See [Figure 5.11](#))



**Figure 5.11** Setpoint temperature widget.

## 5.4 Mode

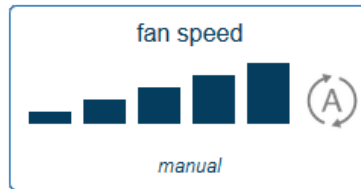
Clicking on mode widget, the Air Conditioner is going to be working in a mode wanted (cooling, heating, auto, dry and fan) (See [Figure 5.12](#))



**Figure 5.12** Mode widget.

## 5.5 Fan speed

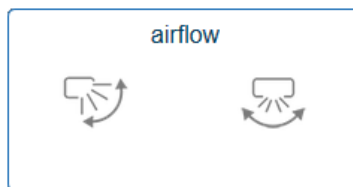
Clicking on Fan speed widget, the speed of the fan of Air Conditioner can be changed as wanted or can be settled as Auto (See [Figure 5.13](#)).



**Figure 5.13** Fan speed widget.

## 5.6 Airflow

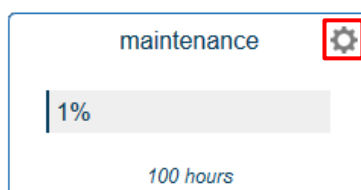
This widget sets the vanes, also the positions of those as well (See [Figure 5.14](#)).



**Figure 5.14** Airflow widget.

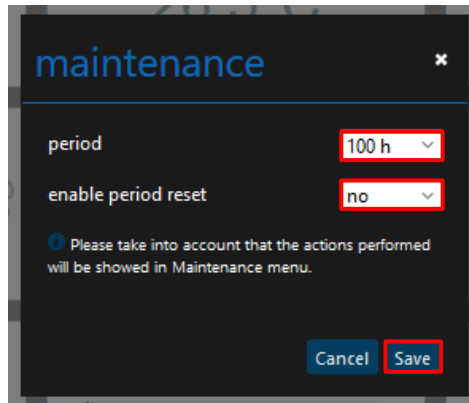
## 5.7 Maintenance

Maintenance widget comes by default as disable. It can be enabled and settled by clicking in the gearwheel (See [Figure 5.15](#)).



**Figure 5.15** Maintenance widget.

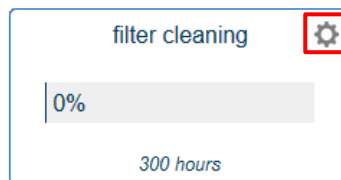
Period of maintenance in hours can be settled to remember when it must be done, and the rest period can be enabled as well (See [Figure 5.16](#)). Click on **Save**.



**Figure 5.16** Configuration maintenance widget.

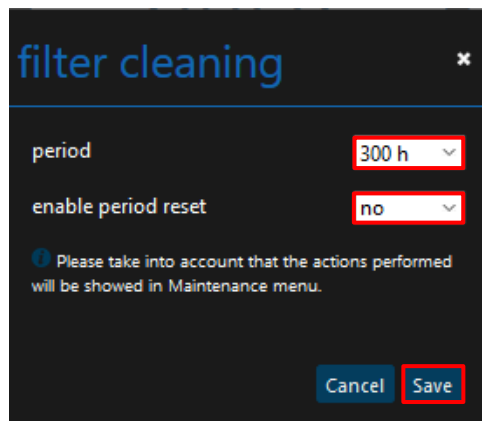
## 5.8 Filter Cleaning

Filter cleaning widget comes by default as disable. It can be enabled and settled by clicking in the gearwheel (See [Figure 5.17](#)).



**Figure 5.17** Filter Cleaning widget.

Period of the filter cleaning in hours can be settled to remember when it must be done, and the rest period can be enabled as well (See [Figure 5.18](#)). Click on **Save**.



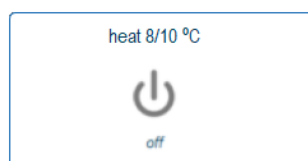
**Figure 5.18** Configuration Filter Cleaning widget.



**Note:** The following functions are going to be available if the Climate System Unit has those. Double check if Climate System Unit has those.

### 5.9 Heat 8/10

This functionality let work the Air Conditioner unit in the range of 8 to 10 degrees. Once is turned on; the unit is going to be working on that range (See [Figure 5.19](#)). If the temperature wanted is above than the range 8/10 this widget must be off to continue working with General widget (See [Figure 5.9](#)).



**Figure 5.19** Heat 8/10 widget.

### 5.10 Outdoor temperature

Outdoor temperature widget will show the outside temperature (that temperature must be taken as an estimate) (See [Figure 5.20](#))



**Figure 5.20** Outdoor temperature widget.

### 5.11 Up/down vanes

Up/down vanes widget can be settled, also the positions of those or can be configured in Auto as well (See [Figure 5.21](#)).



**Figure 5.21** Up/down vanes widget.

### 5.12 Left/right vanes

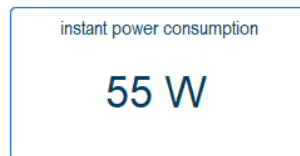
Left/right vanes widget can be settled, also the positions of those, can be configured in Auto as well (See [Figure 5.22](#)).



**Figure 5.22** Left/right vanes widget.

### 5.13 Instant power consumption

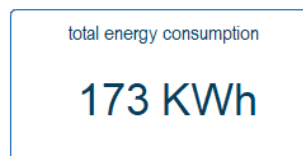
Instant power consumption widget shows the instant power consumption of Climate System (See [Figure 5.23](#)).



**Figure 5.23** Instant power consumption widget.

### 5.14 Total energy consumption

Total energy consumption widget shows the total energy consumption of Climate System (See [Figure 5.24](#)).



**Figure 5.24** Total Energy consumption widget.



**Note:** The functions of Extremes protections and Binary input will be available just for the Universal AC Cloud Control device.

### 5.15 Extremes protection

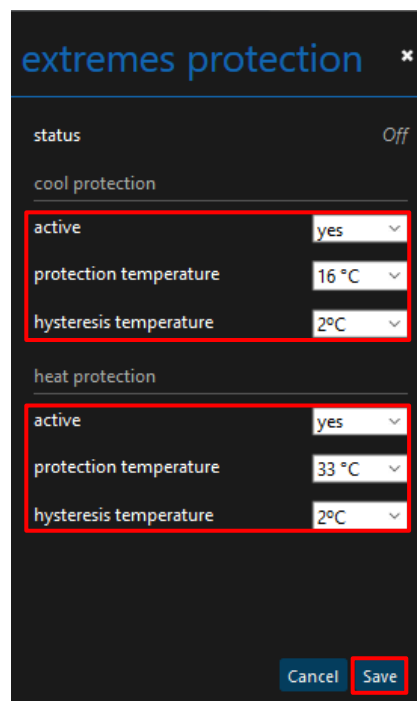
Clicking on extremes protection widget, it will be turned on or turned off (by default as turned off) (See [Figure 5.25](#)).



**Figure 5.25** Extremes protections widget.

Click in the gearwheel to set the Cool and heat protection (See [Figure 5.26](#)). Click on **Save**

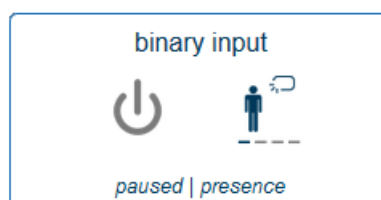
- Active: ACCC the function cool or heat protection can be activated or deactivated.
- Protection temperature: the temperature maximum or minimum can be settled in order to do not let it drop or rise over or below to the temperature wanted.
- Hysteresis temperature: the tolerance in degrees can be configured from 1 to 4 degrees.



**Figure 5.26** Extremes protections widget.

## 5.16 Binary input

Clicking on binary input widget the function will be turned on or turned off (See [Figure 5.27](#)).




**Figure 5.27** Binary input widget.



## 6. Scenes

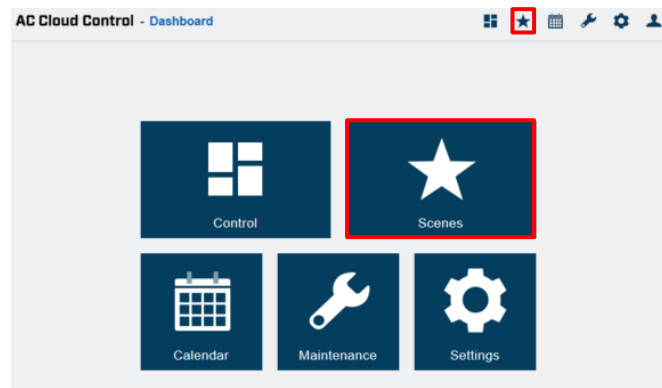
A scene is a predefined way to interact with more than one device, at the same time from a single point. Frequently used sets of commands can be saved in a scene to facilitate the control of the A/C unit. The scenes can be executed on demand by clicking the scene widget.



**Note:** The user will be allowed to create a maximum of 10 scenes. There is no limit of devices per action.

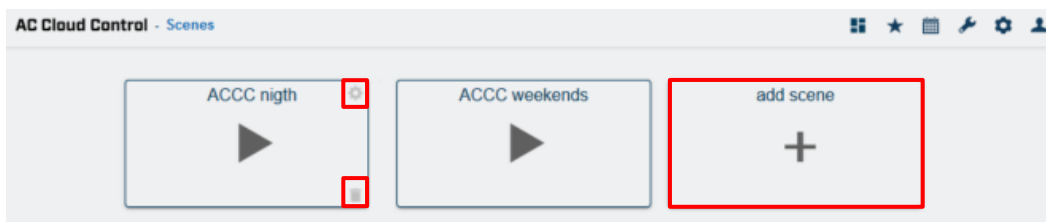
There are 2 ways to access to scene site (See [Figure 6.1](#)).

1. Click on **Scenes** button of the AC Cloud Control home page
2. Clicking the **Scenes** icon of the quick access menu placed in the top right side.



**Figure 6.1** Access to Scenes from the AC Cloud Control home.

- To add a new Scene, click **Add scene** (See [Figure 6.2](#)).



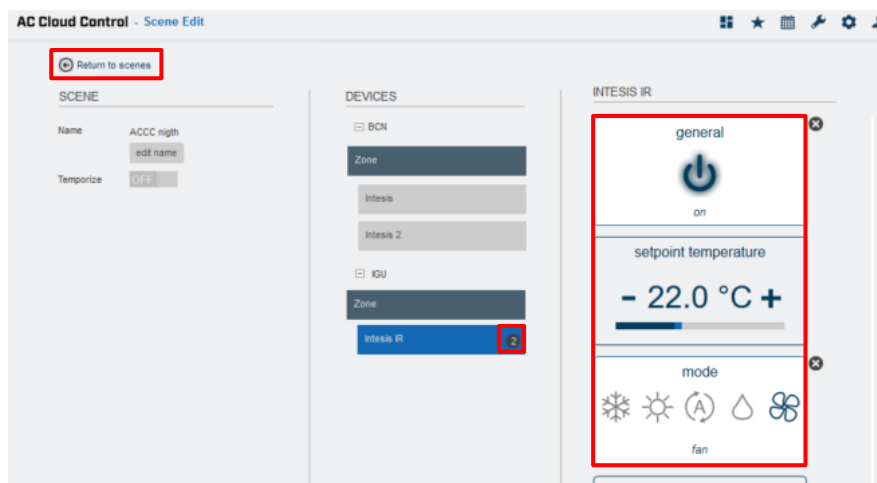
**Figure 6.2** Scene site.



**Figure 6.3** Scene configuration site.

There are two ways to configure a Scene by devices or by zones.

1. By devices: click on the device wanted (See [Figure 6.3](#)). Then, select in the widgets section the values desired. Beside each device is a counter with the number of commands settled (See [Figure 6.4](#)). Click on **Return to Scenes**



**Figure 6.4** Scene configuration by Device.

2. By zone: click on the zone wanted (See [Figure 6.3](#)). In the pop-up window select a function in the dropdown menu and click on **send** (See [Figure 6.5](#)). Click on **Close**.

Beside each device is a counter with the number of commands settled displayed (See [Figure 6.6](#)). Click on **Return to Scenes**

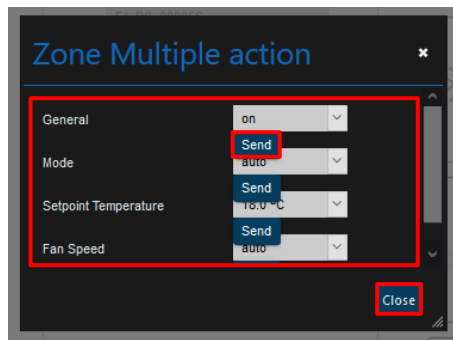


Figure 6.5 Scene commands configuration by Zone.

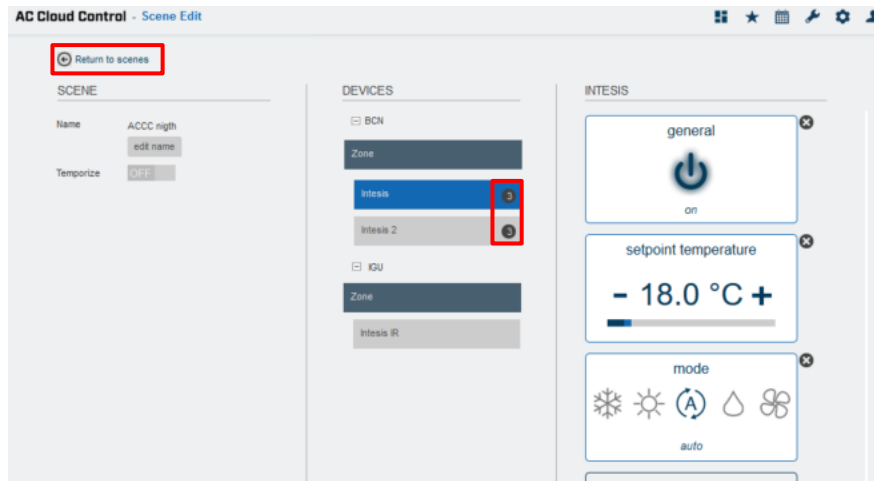


Figure 6.6 Scene configuration by Zone.

**Note:** If the Off command is wanted to be sent, make sure that power command is enable by pressing it twice to toggle from “On” to “Off”.

Commands are stored directly in the scene after the arrow **Return to Scenes** is clicked (See [Figure 6.3](#)).

- To edit a Scene, click on the gearwheel (See [Figure 6.2](#)). It will go to scene configuration, the commands can be edited and the name of it. Click on **edit name** (See [Figure 6.3](#)).

Type the name of the scene in the pop-up window (See [Figure 6.7](#)). Click on **Save**.

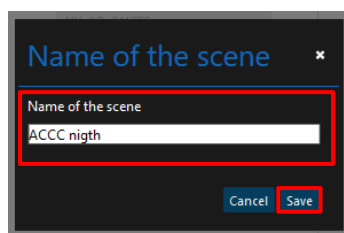
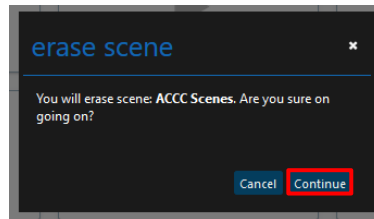


Figure 6.7 Edit name of the Scene.

- To delete a Scene, click on the bin icon (See [Figure 6.2](#)). Then, a pop-up window will be shown asking to confirm the procedure (See [Figure 6.8](#)). Click on **Continue**.

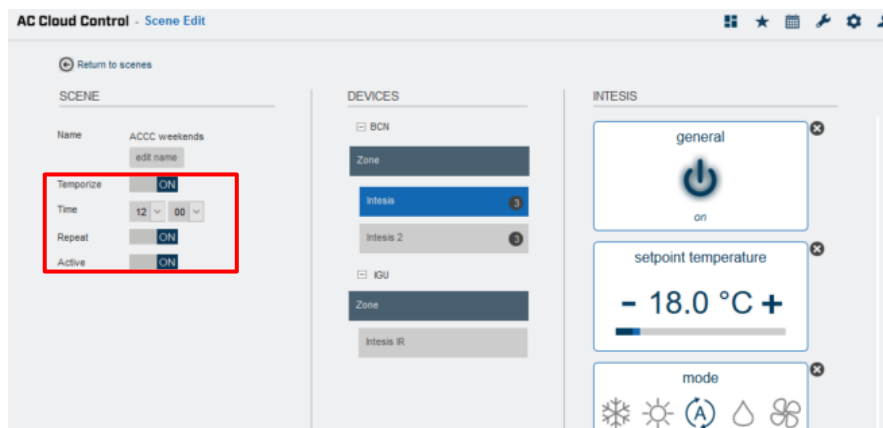


**Figure 6.8** Delete Scene.

## 6.1 Temporize

A timer is a Scenes functionality to execute a scene automatically at the desired time, by default it comes "**OFF**". The temporizer can be created in a new add or an existing scene.

- To create a temporizer, slide the **Temporize** selector to "**ON**", select the time wanted (See [Figure 6.9](#)). In addition, if this scene wants to be repeated slide the **Repeat** selector to "**ON**".




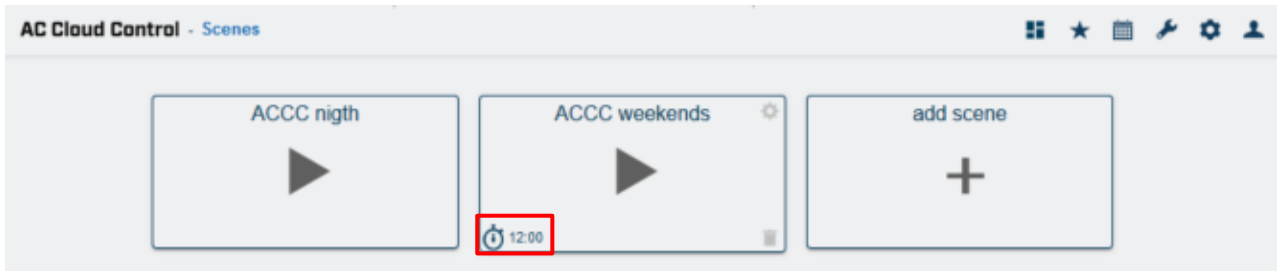
**Figure 6.9** Scene configuration site temporize function.

- **Temporize:** In case that Temporize, function is enable, Time and Repeat fields are going to become available to be configured. (See [Figure 6.9](#))
- **Time:** Select the time (hours and minutes) wanted to execute the scene.
- **Repeat:** If repeat is settled ON and the temporize is settled ON as well, the scene will be repeated on the preset time. If repeat is settled OFF the scene will be executed just once in a pre-set time (See [Figure 6.9](#)).
- **Active:** If Active is settled ON the temporize function will be active.

There are 2 ways to activate the scene's temporize function.

- Slide the **Active** selector to "ON" in a scene configuration site (See [Figure 6.9](#)).

2. Tap on  icon to enable/disable the Temporize function of the scene in the Scenes main page (See [Figure 6.10](#)).



**Figure 6.10** View Temporize.

## 7. Calendar

Calendar function is made to program commands to be sent to the A/C unit in different moments during the preset day(s).



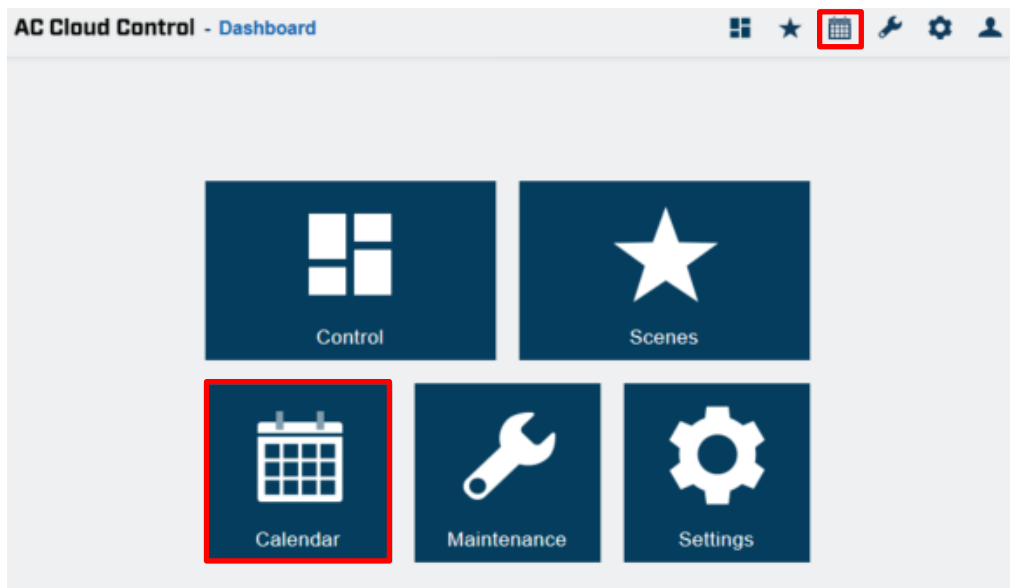
**Note: The Calendar scheme is stored and executed by the AC Cloud Control device (not in the Cloud).**

The Calendar scheme is sent to the AC Cloud Control device and stored in its memory. AC Cloud Control device sends the actions on the scheduled time, even when there is a possible disconnection from the Wi-Fi, Internet or AC Cloud-Cloud.

The AC Cloud Control device can hold the scheduled calendar for weeks and upon reconnection with the AC Cloud-Cloud. The AC Cloud Control device updates the last changes made into its memory. This way, it contributes to **energy savings**.

There are 2 ways to access to calendar site (See [Figure 7.1](#)).

1. Click on **Calendar** button of the AC Cloud Control home page.
2. Clicking the **Calendar** icon of the quick access menu placed in the top right side.



**Figure 7.1** Access to Calendar from the AC Cloud Control home.

### 7.1 Pattern

Patterns are used to define several actions during a day and up to 10 different patterns in the Calendar are allowed.



**Note:** If different patterns are created in the calendar, all of those shall be will executed. In case that the patterns overlap, the patterns which are located above will have priority and will be executed over the patterns which are located below.

- To add a new Pattern, click on **Add pattern** (See [Figure 7.2](#)).



Figure 7.2 Add Pattern

Type the name of the pattern and select the color in the pop-up window (See [Figure 7.3](#)). Click on **Save**.

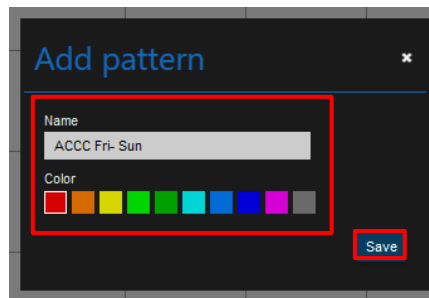


Figure 7.3 Name and color of the Pattern.

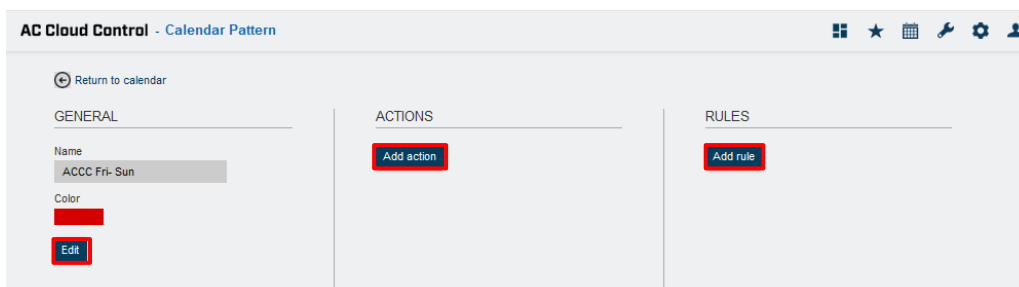
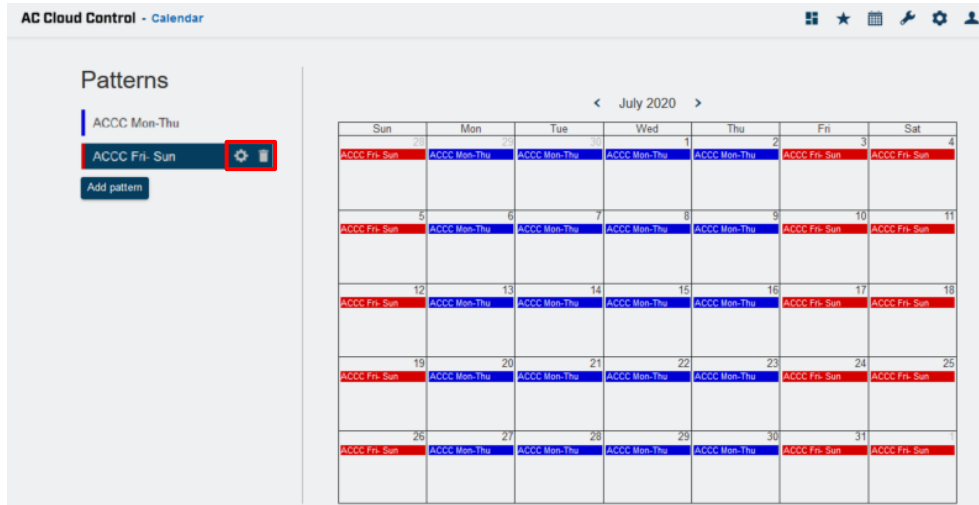


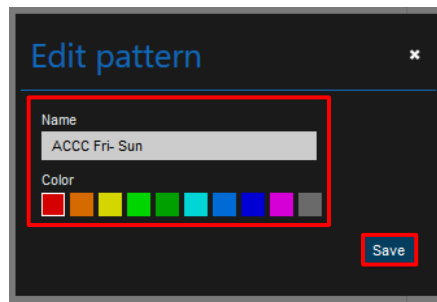
Figure 7.4 Configuration Pattern site.

- To edit pattern, click on the gearwheel in the calendar main page (See [Figure 7.5](#)). It will go to calendar configuration the actions, rules can be edited, also the name and color of it. Click on **Edit** (See [Figure 7.4](#))



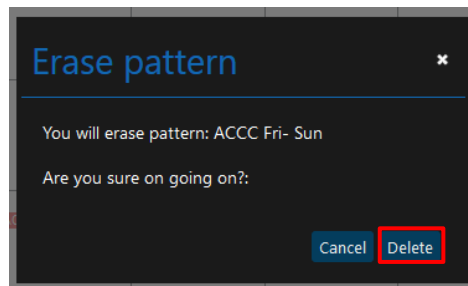
**Figure 7.5** Edit or Delete Pattern.

Type the new name of the pattern and choose the new color in the pop-up window (See [Figure 7.6](#)) Click on **Save**.



**Figure 7.6** Edit name and color of the pattern.

- To delete a pattern, click on the bin (See [Figure 7.5](#)), Then, a pop-up window will be shown asking to confirm the procedure (See [Figure 7.7](#)). Click on **Delete**.



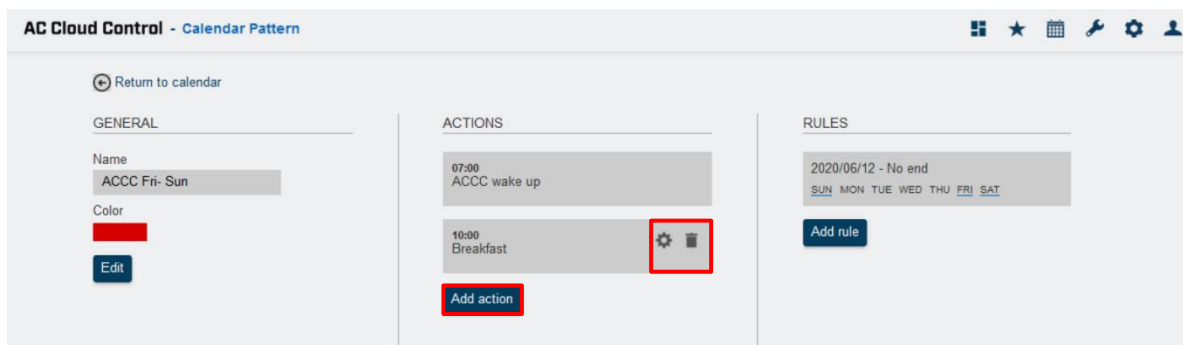
**Figure 7.7** Delete Pattern.



## 7.2 Action

Actions are a group of commands in one or more devices to be sent to the climate system on a specific time of the day. In addition, up to 10 different actions in the pattern are allowed

- To create an action, click on **Add action** (See [Figure 7.8](#)).



**Figure 7.8** Action site.

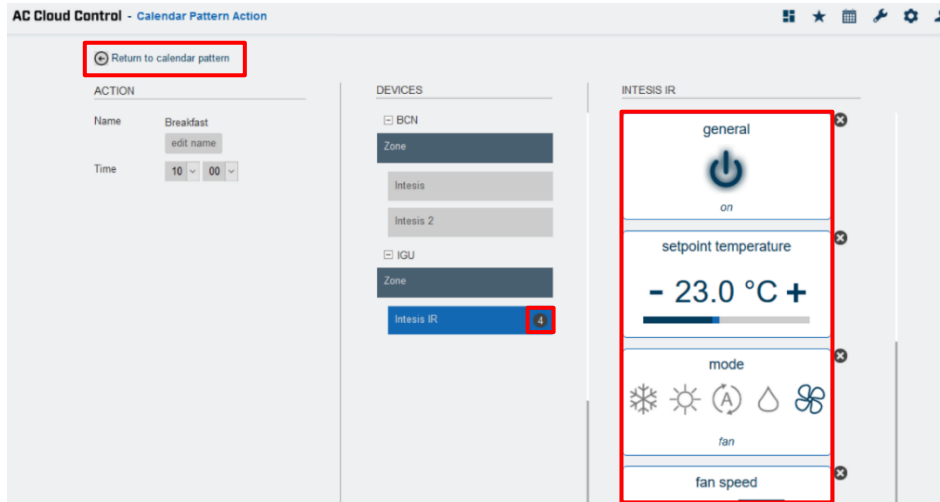
Set the time to start the action (See [Figure 7.9](#))



**Figure 7.9** Action configuration site.

There are two ways to configure the commands of the Action by devices or by zones.

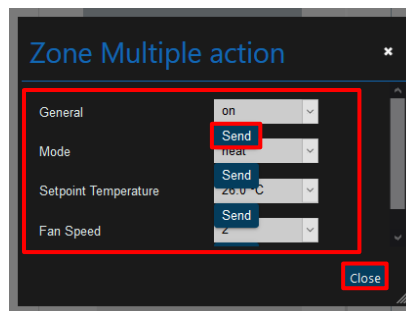
- By devices: click on the device wanted (See [Figure 7.9](#)). To select the commands first click on the device icon want to be included in the scene and select in the widgets section the values desired. Beside each device is a counter with the number of commands settled (See [Figure 7.10](#)). Click on **Return to calendar pattern**.



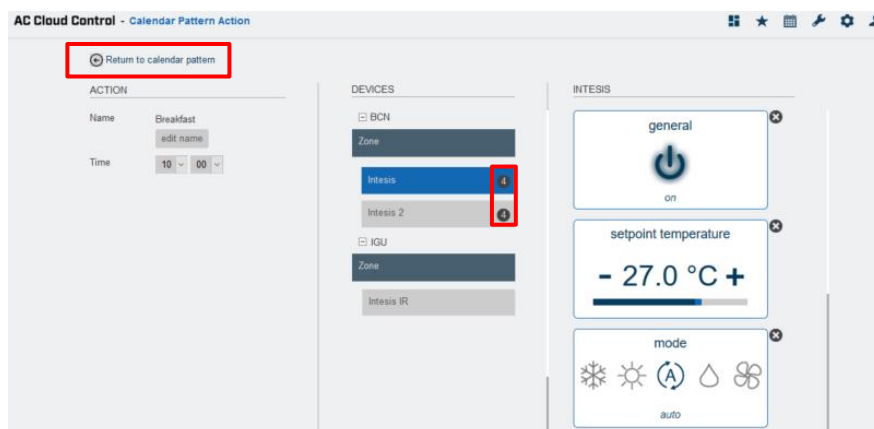
**Figure 7.10** Action configuration by Device.

2. By zone: click on the zone wanted (See [Figure 7.9](#)). In the pop-up window select a function in the dropdown menu and click on **send** (See [Figure 7.11](#)). Click on **Close**.


Beside each device is a counter with the number of commands settled displayed (See [Figure 7.12](#)). Click on **Return to calendar pattern**




**Figure 7.11** Action commands configuration by Zone.



**Figure 7.12** Action configuration by Zone.



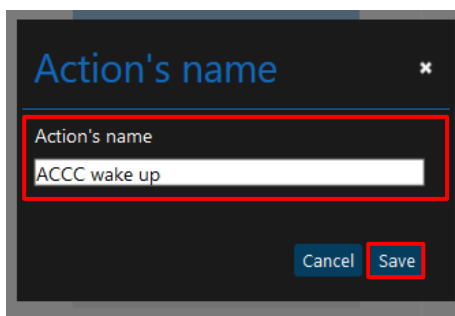
**Note:** If the Off command is wanted to be sent, make sure that power command is enable by pressing it twice to toggle from “On” to “Off”.



Commands are stored directly in the action after the arrow **Return to calendar pattern** is clicked (See [Figure 7.9](#)).

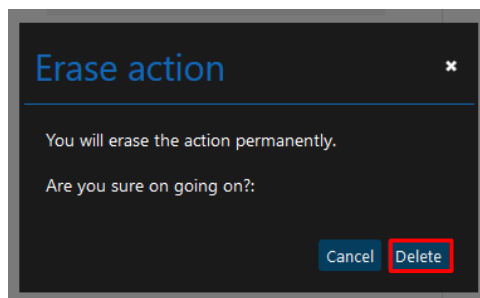
- To edit an Action, click on the gearwheel (See [Figure 7.8](#)). It will go to actions configuration; the commands, time can be edited and the name of it. Click on **edit name** (See [Figure 7.9](#)).

Type the name of the action in the pop-up window (See [Figure 7.13](#)). Click on **Save**.



**Figure 7.13** Edit name of the Action


- To delete an Action, click on the bin icon (See [Figure 7.8](#)). Then, a pop-up window will be shown asking to confirm the procedure (See [Figure 7.14](#)). Click on **Delete**.



**Figure 7.14** Delete Action

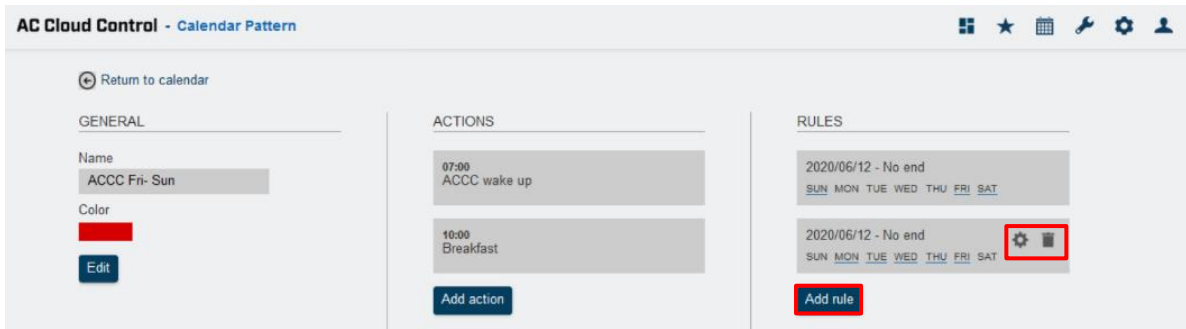
### 7.3 Rule

Rules are a group of days which the pattern is going to be executed.



**Note:** If different rules are created for one pattern, those shall add-up and all be will executed. In case that the rules overlap, the rules which are located above will have priority and will be executed over the rules which are located below

- To create a rule, click on **Add rule** (See [Figure 7.15](#)).

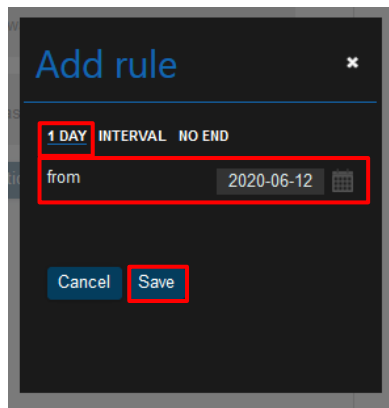


**Figure 7.15** Rule site.

There are 3 ways to configurate the rule to execute the pattern

1. **1-DAY**: Performs the pattern-actions only once on a preset date selected.

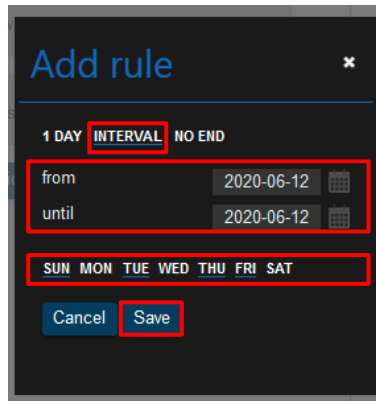
To create a 1-DAY rule click on it, select the day wanted in (See [Figure 7.16](#)). Click on **Save**.



**Figure 7.16** 1-day rule

2. **INTERVAL**: Performs the pattern-actions repeated on the selected days of the week starting and ending in a preset date

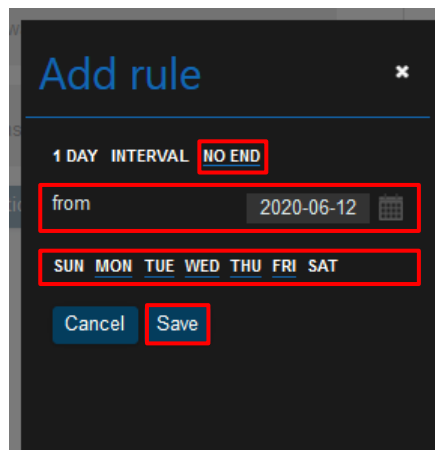
To create an INTERVAL rule, click on it, select the day wanted to start and end. Also, deactivate the days of the week which are not wanted the rule to be applied (See [Figure 7.17](#)). Click on **Save**.



**Figure 7.17** Interval rule.

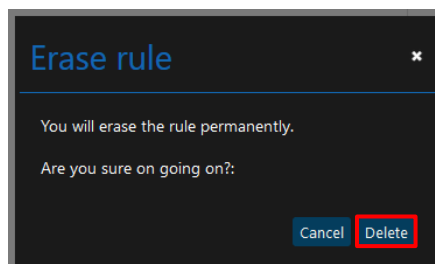
3. **NO-END:** Performs the pattern-actions repeated on the selected days of the week starting in a preset date.

To create a NO END rule, click on It, select the day wanted to start. Also, deactivate the days of the week which are not wanted the rule to be applied (See [Figure 7.18](#)). Click on **Save**.



**Figure 7.18** Add No-end rule

- To edit a Rule, click on the gearwheel (See [Figure 7.15](#)). It will go to rules configuration; the commands can be edited.
- To delete a Rule, click on the bin icon (See [Figure 7.15](#)). Then, a pop-up window will be shown asking to confirm the procedure (See [Figure 7.19](#)). Click on **Delete**.



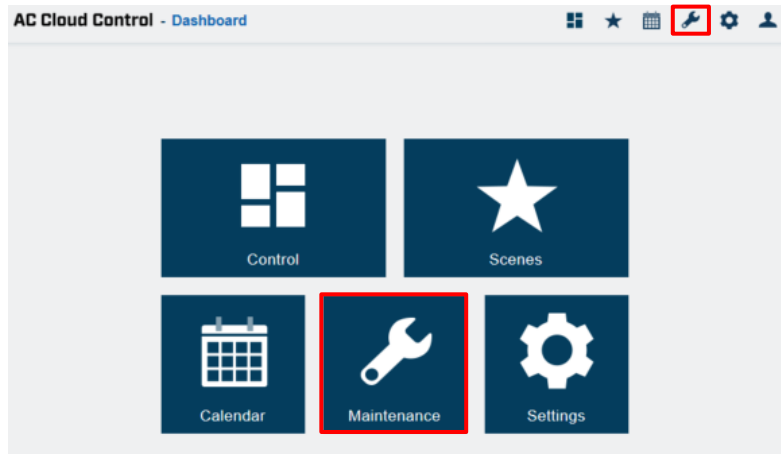
**Figure 7.19** Delete Rule.

## 8. Maintenance

Maintenance function storage in the cloud the records of errors in the climatize system. In addition, the notifications available for filter cleaning and maintenance can be found in those records as well.

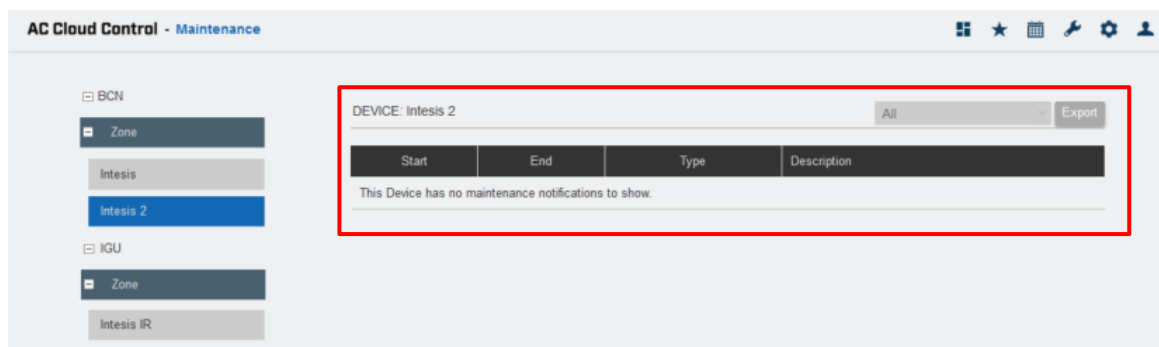
There are 2 ways to access to maintenance site (See [Figure 8.1](#)).

1. Click on **Maintenance** button of the AC Cloud Control home page.
2. Clicking the **Maintenance** icon of the quick access menu placed in the top right side.



**Figure 8.1** Maintenance section.

Overview of the list of errors and notifications in the account will be shown (See [Figure 8.3](#)). Unless the Maintenance and Filter cleaning widget had not been settled in control page (See [Figure 8.2](#)). For further information go to [Section 5.7](#) and [Section 5.8](#).



**Figure 8.2** Maintenance site.

- To export the errors and notifications, click on **Export** (See [Figure 8.3](#)). Excel document will be generated with a list of the errors and notifications.

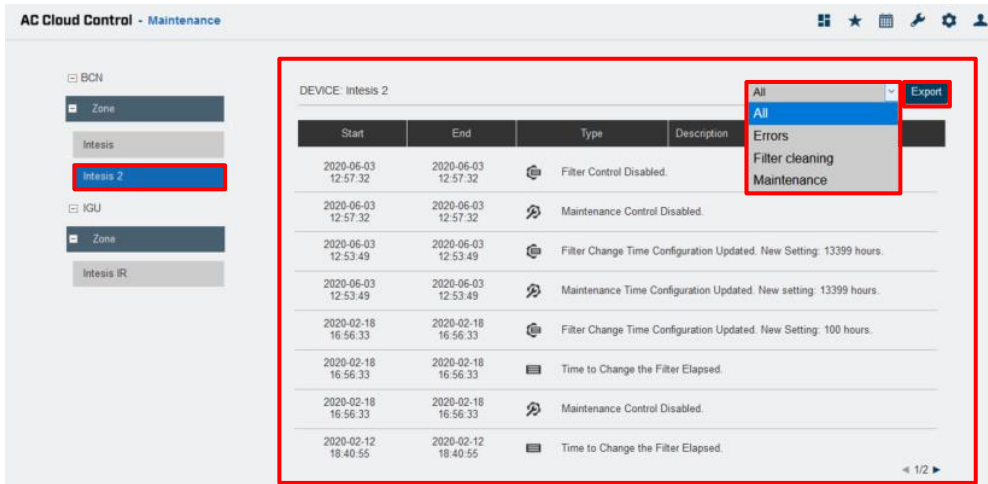
The list can be filtered depending of the user preference (See [Figure 8.3](#)).

- **All:** the errors and notifications available settled will be shown.
- **Errors:** the errors available will be shown.

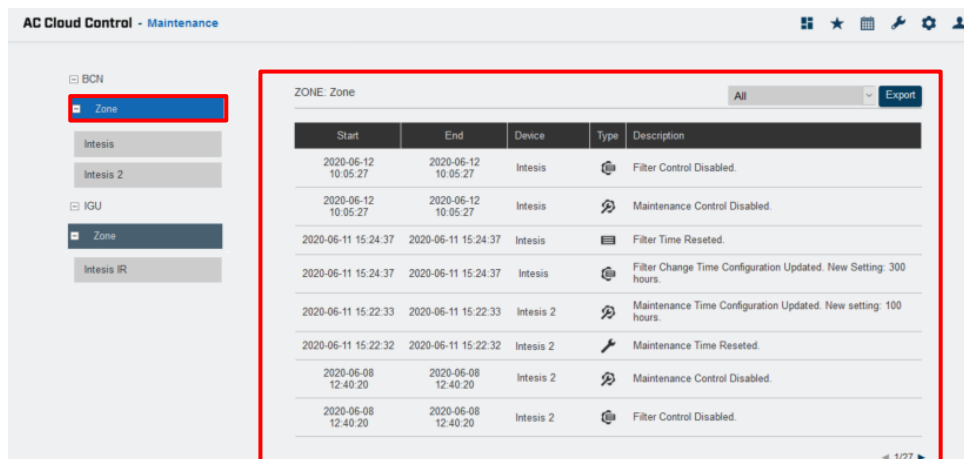
- **Filter cleaning:** notifications about filter cleaning available will be shown.
- **Maintenance:** notifications about Maintenance available will be shown.

In addition, the list can be seen in different options as well.

- To see the list from one specific device, click on it (See [Figure 8.3](#)).
- To see the list from a whole zone, click on the zone wanted, the list of all devices associated to the zone will be shown (See [Figure 8.4](#)).
- To see the list from a whole facility, click on the facility wanted, the list of all devices associated to the facility will be shown (See [Figure 8.5](#)).



**Figure 8.3** Maintenance per devices view.



**Figure 8.4** Maintenance per zones view.

Start	End	Zone	Device	Type	Description
2020-06-12 10:05:27	2020-06-12 10:05:27	Zone	Intesis	Filter Control Disabled	Filter Control Disabled.
2020-06-12 10:05:27	2020-06-12 10:05:27	Zone	Intesis	Maintenance Control Disabled	Maintenance Control Disabled.
2020-06-11 15:24:37	2020-06-11 15:24:37	Zone	Intesis	Filter Time Reset	Filter Time Reset.
2020-06-11 15:24:37	2020-06-11 15:24:37	Zone	Intesis	Filter Change Time Configuration Updated	Filter Change Time Configuration Updated. New Setting: 300 hours.
2020-06-11 15:22:33	2020-06-11 15:22:33	Zone	Intesis 2	Maintenance Time Configuration Updated	Maintenance Time Configuration Updated. New setting: 100 hours.
2020-06-11 15:22:32	2020-06-11 15:22:32	Zone	Intesis 2	Maintenance Time Reset	Maintenance Time Reset.
2020-06-08 12:40:20	2020-06-08 12:40:20	Zone	Intesis 2	Maintenance Control Disabled	Maintenance Control Disabled.
2020-06-08 12:40:20	2020-06-08 12:40:20	Zone	Intesis 2	Filter Control Disabled	Filter Control Disabled.

**Figure 8.5** Maintenance per facilities view.

There are 4 kinds of errors and notifications:

- **❗ Error:** This will appear every time a device gets an error from the AC Unit or from the interaction between the AC unit and our device. Example:  
*Error ACCC1: Error in the communication of AC Cloud Control device with the AC unit.*
- **🗨 Filter Change configuration:** This will appear whenever a change to the Filter Change configuration is made. Example:  
*Filter Change time configuration updated. New Setting: 100 hours.*
- **🕒 Filter Change time elapsed:** This will appear when the time set for Filter Change is exceeded. Example:  
*Time to Change the Filter Elapsed.*
- **🔧 Maintenance configuration:** This will appear whenever a change to the Maintenance configuration is made. Example:  
*Maintenance time configuration updated. New setting: 200 hours.*
- **🕒 Maintenance time elapsed:** This will appear when the time set for *Maintenance* is exceeded. Example:  
*Time to perform the Maintenance.*