



User manual
myUpway™

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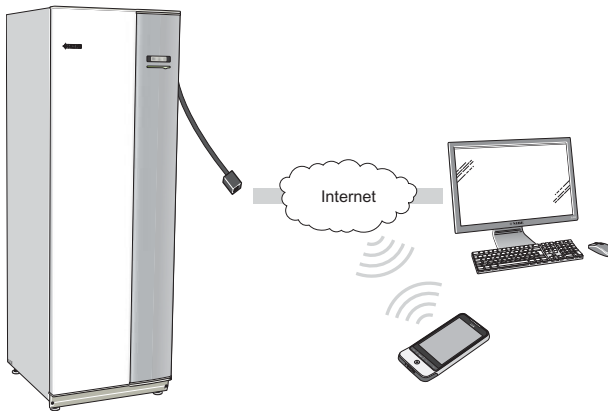
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1 General

Using the Internet and myUpway™ you can get a quick overview and the present status of your heat pump and the heating in your home. You get a good overall view where you can follow and control your heating and hot water. If your system is affected by an operational disturbance you receive an alert via e-mail that allows you to react quickly.

myUpway also gives you the opportunity to control comfort in your home no matter where you are.

This User manual will help you get started with myUpway (<http://www.myupway.com>).



Caution

Before you can start using myUpway the product must be installed and setup according to the instructions in the installer handbook for your heat pump.



TIP

Visit <http://www.myupway.com> for more information.



Caution

When you connect to myUpway certain data traffic will be generated via your internet connection.

Range of services

Via myUpway you have access to different levels of service. A basic level that is free and a premium level where you can select different extended service function for a fixed annual subscription fee (the subscription fee varies depending on the selected functions).

Service level	Basic	Premium ¹⁾
Monitor	X	X
Alarms	X	X
History ²⁾	X	X
Extended history ³⁾		X
Change settings ⁴⁾		X

Requirements

The following is required in order for myUpway to function:

- Compatible system.
- Network cable Cat.5e UTP (straight, male-male), wired network communication.
- Internet connection (broadband).
- The web browser that supports JavaScript. If you use Internet Explorer it must be version 7 or higher. See help file in your web browser for more detailed information about how to activate JavaScript.

1) These functions are available at premium level.

2) History means 1 month's history of a limited amount of parameters depending on the installation, see page 7 for more information.

3) Extended history means history since connection of myUpway, of a further 30 parameters depending on the installation, see page 7 for more information.

4) Change settings means in principle full access to the menus "INDOOR CLIMATE", "HOT WATER" and "HEAT PUMP" (with the exception of certain sub-menus such as "time & date", "my icons" and "sms").

2 Register for myUpway

myUpway™

HJÆLP | HVIS | COOKIES | SELECT LANGUAGE

E-mail

Adgangskode (Glem adgangskode)

Log ind

Registrer en ny konto

Udfyld nedenstående formular, hvis du vil registrere en ny konto.

Kontaktoplysninger

Kontotyp Privat Virksomhed

Navn

Adresse linje 1

Adresse linje 2

Postnummer

By

Region

Land

Tidszone

Indlogningsinformation

E-mail

Adgangskode

Bekræft adgangskode

Jeg accepterer [Brugervilkår](#)

Registrer

If you do not already have an account for myUpway visit the website <http://www.myupway.com/Register> and follow some simple steps.



NOTE

Registering a new account requires a valid e-mail address (the e-mail address is required for future log-ins).

1. Fill in the fields required with correct information (do not forget to select whether it is a private account or if it is to be connected to a company).
2. Read and accept the terms and conditions of the subscription.
3. Press the register button. A confirmation e-mail will be sent to the registered e-mail address.
4. Follow the link in the e-mail to confirm registration.
5. Log in.

3 Navigate the home page



TIP

See the help page for more information and further help than that available in this manual.

The link to the help page is at the top of the home page.

Start page

Connect with system


The screenshot shows the myUpway website interface. At the top right, there are links for 'HJÆLP | HVIS | COOKIES' and a 'SELECT LANGUAGE' button. The main navigation bar includes 'Mine anlæg', 'Software', 'Kontoinstillinger', and 'Log ud'. The left sidebar shows 'Mine anlæg' with a sub-item 'Tilslut anlæg'. The main content area is titled 'Tilslut anlæg' and contains the text: 'Tilslut anlægget ved at udfylde det identifikationsnummer, der vises på hovedenhedens skærm.' Below this are two input fields: 'Serienummer' and 'Tilslutningsstreng', each with a help icon. A 'Find anlæg' button is positioned below the second field.

When you log in for the first time you must connect your system to your account. You can connect more than one system to your account.

Add a system by following the instructions on the website.



TIP

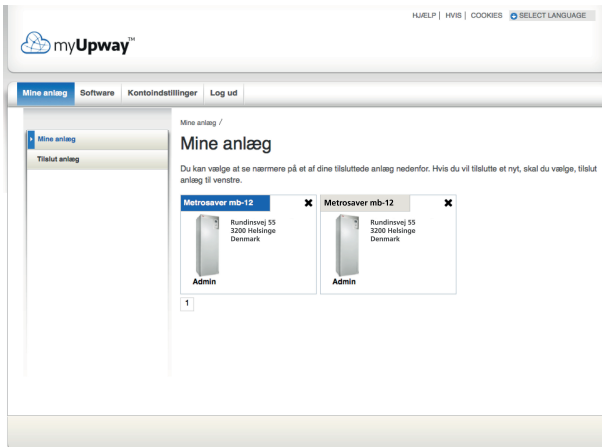
Press  for more in-depth help.



NOTE

You may need to reconnect your system to myUpway after any electrical components have been replaced.

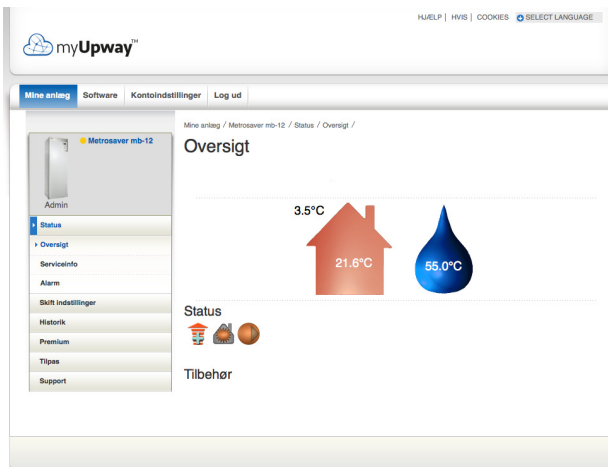
My systems



If you have several systems connected to your account the website may appear like this when you log-in.

Here you can select which system you want information about.

Overview



This page shows information about your system.



Caution

Changes and updates of your system via myUpway can take up to 5 minutes.

Move the mouse cursor over the picture of your system to see when myUpway communicated last.

Status

Overview: This shows a status overview of the selected system. For example, temperatures, operating status and any notifications regarding the system are displayed.

Service info: This displays certain information from the menu "INFO" (the amount of information varies depending on the system).

Change settings

This alternative requires premium service.

Here you can change the settings for your menus "INDOOR CLIMATE", "HOT WATER" and "HEAT PUMP" (with the exception of certain sub-menus such as "time & date", "my icons" and "sms").

History

Here history is displayed in the form of diagrams for status and the temperature sensor in your system.

It is also possible to export the values to .csv format (opened in Excel for example).

The amount of selectable alternatives is dependent on service level.

At basic service level history is shown as 1 month's history with a limited number of parameters depending on installation (for example indoor/outdoor temperature, hot water peak/charging, compressor operating time (total and of which hot water), brine in/out, heating medium in/out, calculated flow temperature and the new parameters' season dependent brine in/out). Only one parameter can be displayed in the diagram at a time.

At premium service level, extended history from when myUpwayk was connected is shown. This means a further 30 parameters depending on installation (for example degree minutes, current 1, current 2, current 3, compressor starts, hotgas temperature, suction gas temperature etc). All parameters can if necessary be shown at the same time in the diagram.

Alarm

Information and proposed action for any relevant alarms as well as alarm history is shown here.

Premium

Here you can create subscriptions for the different functions from the premium service level and see current status and purchase history of your subscriptions.

Options

Here you can perform the following:

- Adapt the overview image (the page that you see when you first enter your system).
- Edit the system profile (name and address of the system).
- Security (allow other myUpway accounts to control and/or monitor your system).

Support

You can download manuals and the latest software for your system here.

Software

You can search for the latest software for your system here.

Enter your serial number and press the Search button.

If there is software for your serial number you receive a download link and a step-by-step guide to updating the software in your system.

Account settings

Here you can make the settings for your myUpway account.

Here you can:

- Change the email address for your account.
- Change password:
- Change your contact information.
- Set when myUpway is to send email messages to you (for example in event of alarms).
- Show User account purchase history. ▪

Remove your account from myUpway.

Log out

Log out from myUpway here.

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