

CTC Connect+



For CTC GSi12, CTC EcoHeat 400, CTC EcoZenith i250/i350, CTC EcoVent i350F, CTC EcoLogic Pro and CTC EcoZenith i550 Pro with software versions from 01/01/2017 and CTC Internet from xxxx-1705-xxxx.

With CTC Connect+ you can easily monitor and adjust settings on your heat pump and heating system via your smartphone. You can change the preferred indoor temperature and hot water settings, or activate holiday mode remotely via CTC Connect+ to save energy and spare the environment. The app displays easy-to-read graphs so that you can monitor temperature and heat pump performance. CTC Connect+ also receives push notifications for alerts from your heat pump. To get started: download the app, create an account, and add your system.

KEEP IN MIND!

Before you can start using CTC Connect+, the product must be installed and set up as per the instructions in your CTC product's installation manual.

Create an account

To connect your product to the CTC server, you must first download the CTC Connect+ app from the App Store or Google Play.

Start by creating a user account in the app, so that you can log in.

- Enter your email address and create a password.
- Accept "Terms and conditions of use"
- Accept "Privacy Policy"
- Activation link. Activate your account via the activation link that will be sent to the email address you provided when creating your account.

Login	Create account
Language	English ▼
E-mail	E-mail
Password	At least five characters
Repeat password	Repeat password
<input type="button" value="Create account"/>	

Conditions
<p>Thanks for registering!</p> <p>An activation link has been sent to your entered e-mail address</p> <p>Follow the instructions in the e-mail, then go to the login page</p> <p style="text-align: center;"> <input type="button" value="Login"/> </p>

Pairing

Pairing means that your system will be linked to your account.

If the system already has linked accounts, these users will be unlinked and all logged data will be deleted.

Add your system under "My Systems".

1. Select "Pair".
2. Name. Give your system a logical name, e.g. the address of the property. e.g. Näsvägen, Ljungby.
3. Serial no. Enter the serial number of the internet module. The number begins with 8301 and must be at least xxxx-1705-xxxx.
4. Enter the postal code for the location of the system.
5. Select the country in which the system is located.
6. Pair. Press the "Pair" button to proceed.

A screenshot of a mobile application interface for pairing a system. The title bar is green with a back arrow, a menu icon, and the text "Pair system". The form contains the following fields: "Pair system" (step 1), "Name" with the example "E.g. 'Main road'" (step 2), "Serial number" with the example "For system, e.g. '830117051234'" (step 3), "Post Code" with the example "Post Code where heating system is situated" (step 4), and "Country" (step 5). A green "Pairing" button is at the bottom (step 6).

Confirm pairing

7. Message: "The system already has linked accounts..." If the system already has linked accounts, you must confirm that these are to be unlinked and their logged data deleted. Confirm/Cancel.
8. Confirm and approve data logging, internet traffic from the system.
9. Pairing must be confirmed by pressing OK under *Confirm internet module* on the CTC product's display. During this step the internet module will perform an update if an update is available.

The user who performs pairing will be automatically assigned as *Admin*.

A confirmation dialog box titled "7. Pair system". The text reads: "The heating system has accounts linked. All current users will lose their access and all logged data will be lost." At the bottom are "Cancel" and "Confirm" buttons.

A confirmation dialog box titled "8. Pair system". The text reads: "Continuous logging of the heating systems operation values will be started and a certain bandwidth will be used by the internet box." At the bottom are "Cancel" and "Confirm" buttons.

A screenshot of a device display titled "Internet". It shows "Confirm Internet Modul" and the serial number "830117051234". An "OK" button is visible in the bottom right corner. A small circle with the number "9." is in the bottom right corner of the image.

A loading screen with a circular spinner icon. The text reads: "Confirm the pairing in the heating systems display. (if the internet box needs an update this may take a couple of minutes before confirm popup shows up)". A small circle with the number "9." is in the top left corner of the image.

Manage My Systems

The following can be changed under “Manage My Systems”: (Admin)

- Name
- Postal code
- Country
- User accounts can be added and deleted and access can be changed (Admin)
- Delete my own access.
NB: When the previous *Admin* user is removed from the system, the logged data will be deleted and new pairing is required.

Add user

Multiple users can be linked to the same system. As Admin you are able to add users to your system so that they can monitor the system. Only existing accounts can be added. These are categorised according to the following permissions:

- *Admin*.
 - *may read values, change values, reset alarms in the system.*
 - *may add/remove users, change user access:*
- *Read/Write*.
 - *may read values, change values, reset alarms in the system.*
- *Read*.
 - *may read values in the system.*

Data logging

- When pairing is performed, data logging is started.
- When pairing is performed, previously logged data is deleted.
- When pairing is performed, previously linked users are removed and replaced with the user performing pairing.

Error message

Not connected

The system is not connected to the internet. Check cable connections and ensure that devices (modem, router, etc.) are turned on.

The screenshot shows a mobile application interface for managing systems. At the top, there is a dark green header with a back arrow and a menu icon. Below the header, the system name 'Main road' is displayed. A table-like structure shows the following details: Serial number (830117051234), Name (Main road), Post Code (34100), Country (Sverige), and My access rights (Admin). Below this information is a red button labeled 'Remove my access'. Underneath is a section for 'User' with a minus sign icon, containing a green button labeled 'Add user'. At the bottom, there is a status indicator showing a refresh icon and the text 'Connected'.

The screenshot shows a dialog box titled 'Add user'. It contains the text 'Enter the email to the person you want to add' above a white input field. At the bottom of the dialog, there are two buttons: a white 'Cancel' button and a blue 'Confirm' button.

The screenshot shows a status bar with a refresh icon, a yellow warning triangle icon, and the text 'Not connected'.