connect

Available 12ᵗʰ December

ActronConnect is an easy way to wirelessly control your ActronAir residential ducted air conditioner when fitted with the ActronConnect Module (ACM-1).

By using either the ActronConnect App on your Apple iOS device or through supported web browsers from any smart phone, tablet or PC/Mac, you can monitor and control your air conditioner from wherever you have internet connectivity.


ActronAir®

Australian for air conditioning™

Apple App

The ActronConnect App allows wireless control using iPhone, iPad, iPad Mini and iPod Devices when used in conjunction with the ActronConnect Module (ACM-1).

The ActronConnect App will be available for free download from the Apple App Store from 12th December and requires an iOS operating version 6.1.3 or higher for initial set up.

Future updates will also be offered free from the App Store as they are introduced.

# Features
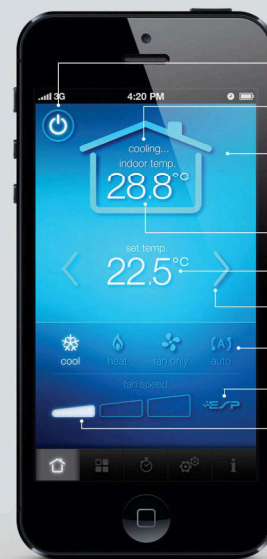
HOME
Controlling your air conditioner

Power Button
Turns air conditioner on/off.

System Status
Indicator displays whether the system is currently 'cooling' or 'heating.

Dynamic Colour Display
Cool = Blue
Heat= Red
Fan Only = Green
Auto = Purple

Current Temperature

User Set Temperature
Displays the temperature you want to reach.

Arrow Buttons
Press to set temperature up or down.

Mode Settings
Cool, heat, fan & auto modes.

ESP indicator*
If enabled, ESP logo will light up.

Fan Speed
Select between three fan speeds.

* Available on selected models only. Operation using ActronConnect will override and disable ESP mode. The wall controller must be used to reactivate ESP mode.

ZONES
Viewing the zones in your home

Rename Button
Select or customise the zone labels in your home.

Power Button
Turn zones on/off.

Dynamic Display
Background changes colour depending on mode setting.

ESP Ultima Display
Only available with ESP Ultima and ESP Platinum Ultima models.
Displays temperature of the zone.

MENU
Explore ActronConnect

Home - Control your air conditioning

Zones - View your zones

Timer - Control on/off timer

Settings - Account & network settings

Info - Additional info & help
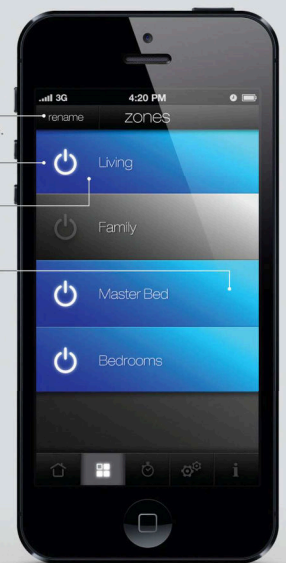
Other Devices

Once set up using an Apple device, you can also control your air conditioner from most other smart devices such as phones, tablets and PC's or Mac's using the web browser. Just enter the email address and password registered with the air conditioner at: **actronair.com.au/actronconnect** Supported Web browsers include: Google Chrome, Explorer, Safari and Firefox.

Compatibility

New Installations

The ActronConnect Module (ACM-1) can be installed to all new ActronAir Residential ducted air conditioners.

Exemptions are:

- *SRA230E/SRA230C & SRA260E/SRA260C*
- *The variation '-B' (3rd Party Controls)*
- *Classic Add on Cooling Applications*
- *Mining Vertical Package (PMD) units*

For ease of identification, all new ACM-1 ready indoor units will be factory labelled:
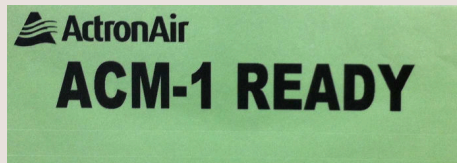
Existing Installations

Selected models listed below can be upgraded to allow connectivity with ACM-1. This requires the indoor unit to be retrofitted with an ACM-1 compatible indoor board which can be purchased separately as a spare part. Earlier models not in the list cannot be fitted with this option.

Note: ESP Platinum Ultima and ESP Platinum Plus have been compatible since their initial release.

ESP ULTIMA	ESP PLUS	CLASSIC
SRM151E	SRV131E	SRG091E
SRM171E	SRV151E	SRG101E
SRM191E	SRV171E	SRG131E
SRM201E	SRV191E	SRG151E
SRM230E	SRV201E	SRG171E
	SRV230E	SRG201E

Installation

The ACM-1 kit contains the Wi-Fi Module, Long range Antenna, Power Supply with pre-wired power and data cables and fixings.

To connect, simply plug in the power and data cables to the indoor unit PCB, mount the power supply inside the indoor unit electrical box and fix the Wi-Fi module in a suitable location for optimal signal strength.

ActronConnect Module (ACM-1)

Accessories

The ACM-1 Wi-Fi module comes pre wired with a 3m cable sufficient for most installations.

For installations requiring a longer cable, then the ActronAir 2045-121 2-way joiner and 4070-027 7m ACM Cable can be purchased separately for maximum allowable cable length of 10m.

Please note: ActronAir 4070-013 CAT5E Ultima Zone Cable is not compatible with ACM-1

FAQ's

Q. What is ActronConnect Module?
 A. The ActronConnect Module is a device that allows the wireless control of your ActronAir ducted system using your Smartphone, tablet or computer.

Q. What AC models are compatible with ActronConnect?
 A. ActronConnect is available with ESP Platinum, ESP Plus, ESP Ultima and selected Classic models (except SRA230 and SRA260) manufactured after mid October 2013.

Q. How do I contact ActronAir for help & support with my ActronConnect Module or Actron Connect "App"?
A. For assistance please contact ActronAir technical support at: 1800 119 229 or via email at technicalsupport@actronair.com.au

Q. What internet browsers are supported by ActronConnect?
 A. The internet browsers that are supported by ActronConnect are:
- Internet Explorer 10
- Safari 6
- Chrome 27
- Mozilla Firefox 22

 If you are only able to see parts of the web site you may need to update your browser.

Q. What devices can use the ActronConnect "App"?
 A. To set up the ActronConnect "App", you will require an iPhone 4 and above; iPod Touch 4th Generation and above; iPad Mini and iPad 3rd Generation and above. You will also need to use iOS operating version 6.1.3 and above. Once this is set up, you can use ActronConnect using other devices via a web browser.

Q. What routers are compatible with ActronConnect?
 A. Any router that supports IEEE 802.11 g/n protocols with WPA or WPA2 security.

Q. Can I have 2 ActronConnect with 2 different accounts in the same browser?
A. It is advisable to use one web "App" at a time in the browser.

Q. Will ActronConnect "App" be made available for Android devices or Windows 8 phones and tablets?
 A. At this stage, ActronConnect requires an iOS operating version 6.1.3 and above for set-up. Android and other devices can only operate ActronConnect via a web browser.   At this stage, Android, Windows, Symbian and Blackberry operating systems are not available.

Installation

Q. How do I grant another user access to my ActronAir air-conditioner?
 A. To grant a user access to your ActronConnect account, you must share the same user name and password. ONLY one set of credentials can be set up per ActronConnect module.

Q. How do I remove access from one of my granted users?
 A. To delete a user from your Actron Connect account, you MUST reset your Actron Connect account password to a new password. Start by clicking the My Account link under settings tab in your iOS devise at the bottom of the page and follow the instruction.

Q. How do I delete my account from Actron Connect?

A. To delete your account with ActronAir Actron you need to contact ActronAir service department at 1800 119 229 or email service@actronair.com.au

Q. What do I do if I forgot my password to ActronConnect?

A. From the ActronConnect log in page, click on the Forgot Password link and follow the instructions.

Q. I never received my registration email. What do I do?

A. Check the spam folder in your email inbox. If you are still unable to find the registration email please contact ActronAir service department at 1800 119 229 or email service@actronair.com.au

Q. What do the lights on my ActronConnect module Internet Gateway mean?

- Red – ACM is powered on.
- Green – Flashes when Ethernet communications are not available for one minute after power on, then light will turn off when communication is established.
- Blue – Flashes when WiFi network is not connected, light stays on when WiFi network is connected.

Q. What do the buttons on my ACM mean?

- RST button – Performs a software reset.
- MODE button to:
  - Turn the air conditioner ON/OFF (Press Once).
  - Place the device into configuration mode (Press mode button for 4 seconds).
  - Reset the ACM to factory defaults (Press for 10 seconds or longer).

Q. Can I install the ACM in the roof space?

A. Yes, provided the roof space does not exceed 60°C.

Q. Where can I find the MAC ID of my Actron Connect Module?

A. The Media Access Control address (MAC ID) is the 12 digit alphanumeric code located on the outside of the box and also on the top of the Actron Connect Module itself. Each Actron Connect Module has a unique MAC ID and is unique to each ducted system.

Q. How long does it take to receive confirmation of registration?

A. The response time depends on Internet traffic. It may take up to a minute for the response.

Q. Without this confirmation of registration can the installer set it up?

A. Please wait for the registration confirmation before setting it up.

Q. Can this be installed in a metal frame or colour bond roof applications?

A. You can install the ACM in a metal frame or colour bond applications but this may affect the range of the device. Range extenders can be used if you do not get enough Wi-Fi signal from your router.

Q. Does the ACM "App" bring up fault codes?

A. Currently, the "App" does not show any fault codes related with the system. However, you can view the system's fault codes via your wall controller.

Q. If zone lights drop out on master controls do they appear on your ActronConnect ?

A. The ActronConnect will show the current status and updates itself regularly. The "App" will only show what is there on the system.

Q. What is the maximum cable run from the ACM to the indoor unit?

A. The connect module comes with 3m cable. You can extend it up to 10m, using a 7m cable and joiner, which can be purchased as accessories from ActronAir.

Q. Can the ActronConnect module be hard wired from the Modem?

A. No. The ActronConnect can only be connected to a modem via a wireless connection.

Q. What if I change my router?

A. If you change your router and keep the SSID and Passphrase the same as on your old network, the ActronConnect module will work fine. If you change any one of either the SSID or the PassPhrase, you need to re configure the ACM.

Operation

Q. **My timer page on the "App" is not responding based on my command?**

A. The ActronConnect timer clock is not synchronised with the wall controller timer installed at your premises. The two timers function independently of each other. For example, if you set the ActronConnect "App" to turn off in 1hr, this will not be shown on the home wall controller and vice versa.

Q. Why I cannot turn ON the ESP mode via the "App"?

A. ESP Auto on ActronConnect is for indication only and you can switch ESP Auto on or off at the main wall controller installed at your premises.   In the event the ESP is activated by the wall controller and a fan speed is changed using the "App", the ESP mode will be disabled. ESP mode can be enabled again via the wall controller.

Q. If multiple people are logged onto your account, who gets the priority?

A. The System services the requests on a first come first serve basis.

Q. If upper/lower limits is set on master wall control, can you adjust outside of these via ActronConnect?

A. Currently there is only the upper max limit and lower min limit. The ActronConnect will only allow changing the set temp within these limits. The "App" will update to the current set point of the system always.

Q. Can I control 2 ActronAir air conditioners from my "App"?

A. The ID you use to login into ActronConnect is linked to one ACM only. So you can only control 1 air conditioner at a time. You will need another ActronConnect module and create a separate ID for each device.

Q. What if I move my house?

A. You can only take your ACM with you when you move house if you have a compatible ActronAir air conditioner in your new house. You or your installer will need to plug in the ACM to your air conditioner. If you leave the ACM with the house, make sure you do a factory reset of the ACM to clear all settings related with your login ID.

Q. Can I use the same login credentials to create a new account?

A. The system does not allow creating similar usernames. You need to delete the first one before you create a new one. You can use change password if you want to change your password.

To find out more, visit actronair.com.au or contact you Sales Account Executive.

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