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Communication Platform meinETA 2.0



Quick Reference





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1 General information

Copyright

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Software Description

The software version described in this documentation corresponds to the version valid at the time of publication. The software version installed on your product may differ from that described in this documentation.

 A software update to a more recent version can always be performed. With the appropriate authorisation, the required files can be found at "www.eta.co.at".

Subject to technical changes

We reserve the right to make technical modifications without notice. Printing and typesetting errors or changes of any kind made in the interim are not cause for claims. Individual configurations depicted or described here are only available optionally. In the event of contradictions between individual documents regarding delivery scope, the information in our current price list applies.



DANGER!

Switching on the boiler in the event of an error

There is a risk of injuries and material damage if the boiler is switched on during a malfunction or warning.

- ▶ In the event of an error, only service the boiler directly on-site.

Internet connection

In order to establish an Internet connection to the boiler, the ETAtouch controller must be connected to the Internet.

The connection can be established using a network cable in the following ways:

- via a modem (broadband Internet connection)
- via a router (broadband Internet connection)
- via a router (mobile Internet with USB-flash drive)
- via a router (ETA Powerline)

Data volume

As soon as the ETAtouch control panel is registered, it connects to the internet. The current status is indicated by icons at the bottom of the ETAtouch screen; see the description here [Fig. 2-5: "Settings window for remote control"](#).



The data is transferred via the internet. To avoid high costs, we recommend an internet connection with an unlimited data volume.

Browser

A PC, smartphone or tablet connects the boiler to the "meinETA" platform. The requirement is that the internet browser supports HTML 5. This is why you should use the latest versions of Mozilla Firefox, Google Chrome or Apple Safari.

Description for software version X.36.0 and later

The following description and screen shots represent the software interface of version X.36.0 and later.

2 Getting started

Required software version

To use the "meinETA" platform, the boiler must be equipped with an ETAtouch control panel. The installed software version must be at least X.25.0 (or higher). To use a VNC viewer, software version X.32.0 or higher is required. An update must be performed if an older software version is installed.

Connecting the network cable to the ETAtouch control panel

Check the internet connection with a laptop before connecting the network cable to the ETAtouch control panel. If an internet connection is available, connect the network cable to the ETAtouch control panel.

A network cable is already connected to the ETAtouch control panel to ETA boilers at the factory and extends out of the boiler.

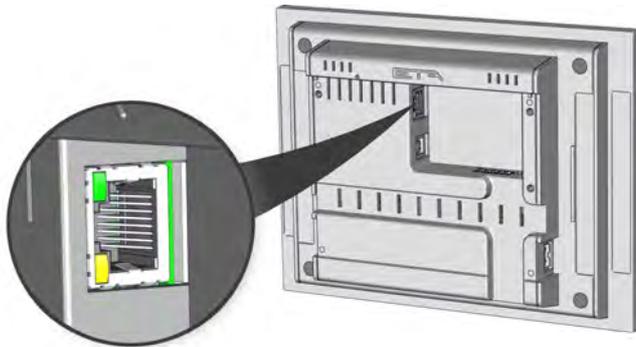


Fig. 2-1: Network connection on the ETAtouch control panel

 If additional ETAtouch control panels are available and these are connected via CAN bus, a single internet connection is sufficient. Therefore, it is not necessary to connect each ETAtouch control panel separately.

Requesting access data for meinETA

Open the website <www.meinETA.at> and select [Register now].



Fig. 2-2: Start page

Enter the required data in the form and submit it with by pressing the [Submit form] button. The access data for your meinETA account will be checked and sent to the specified e-mail address.

Entering access data for the boiler remote control

After receiving your login information (after registering on "www.meinETA.at"), enter it in the system configuration in the [meinETA Access] menu. This enables access to remotely control the boiler.

To enter the login information, open the system settings ( symbol, bottom left) and switch to the [Internet & interfaces] menu. Then press the  [meinETA Access] button.

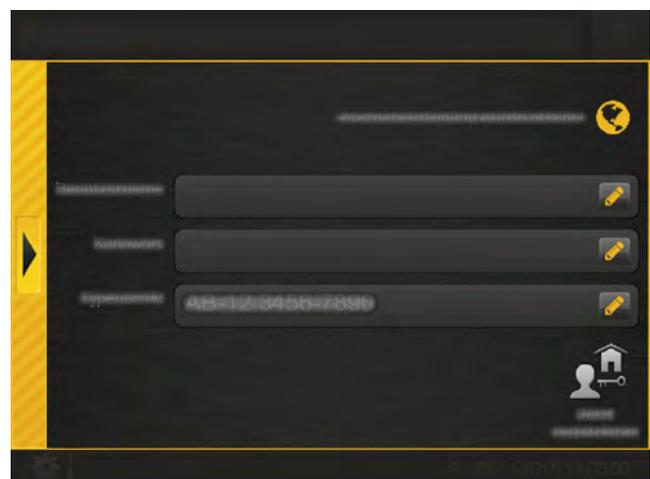


Fig. 2-3: Entering login details

 The upper area indicates whether an internet connection to the screen is established. If there is no connection, it must be established first.

Enter your login information and the type plate number of the boiler (if this is not displayed) in the relevant fields. To enter, press the  symbol to open the on-screen keyboard.



Fig. 2-4: On-screen keyboard

 For control systems without a boiler, enter "BEP-00.0000-000" as production number.

Then press the [Register now] button. The activation is now performed (if an internet connection is available). If this is successful, the  symbol for remote control appears at the bottom of the screen. If an error is displayed, check the access data and the internet connection.



Fig. 2-5: Settings window for remote control

After successful activation, options for remote control appear in the settings window. These can be turned on or off with the  selector switch:

- [Start local VNC service IP address:]:
You can also access this via the free VNC Viewer on your boiler via your home network.
- [Send messages to meinETA server]:
This means that any messages that occur are also displayed on the "meinETA" platform and forwarded by e-mail.

- [Establish a meinETA connection]:
This allows or blocks remote control via the "meinETA" platform. If this option is turned off, the remote control is also switched off and therefore the boiler is not visible on the "www.meinETA.at" platform. The symbol for the remote control changes to .
- [Full access]:
This switches off remote access, but the control system still remains visible on the "meinETA" platform. The symbol for the remote control changes to . Changes to the control system can only be performed on-site. This ensures that no one can remotely change your control system.

 You can change the options at any time by pressing the remote control symbol at the bottom of the screen.

3 Remote control

Example: Open the boiler control via meinETA

Once the ETAtouch control panel is registered, it can be accessed via the "meinETA" platform.

To do so, open the website <www.meinETA.at> and log in with your access data. The registered boilers or control panels appear in the overview.

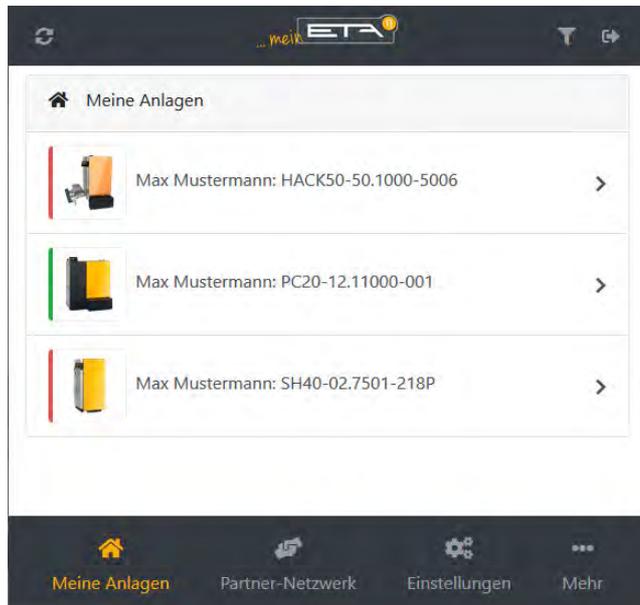


Fig. 3-1: Overview

 As of software version X.49.0, a coloured bar to the left of the boiler symbol (see [Fig. 3-1: "Overview"](#)) indicates the current status:

- Green = everything OK
- Yellow = there is a warning
- Red = there is an error or alarm

Select a boiler and a window with further details will open.

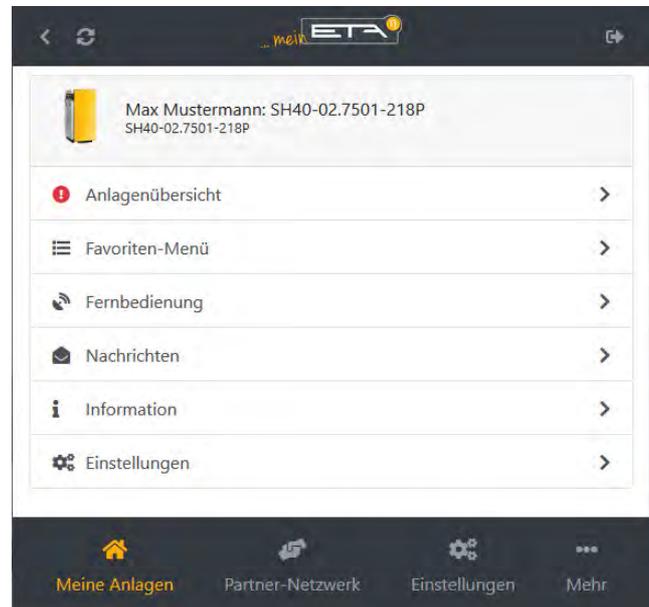


Fig. 3-2: Details

To open the ETAtouch control system, select [Remote control]. The same view opens as on the boiler control panel. Use the arrow in the upper left area to close the window again.



Fig. 3-3: ETAtouch control system

Messages from the ETAtouch control system appear under [Messages]. Further information (software version, access history, type plate number) is displayed in the [Information] menu.

 In the [Settings] menu, you can set up e-mail notification for messages from the boiler. Details can be found in chapter [3.1 "E-mail notification"](#). You

can also share the boiler control with other people using the partner network. A description can be found in chapter [3.2 "Partner network"](#).

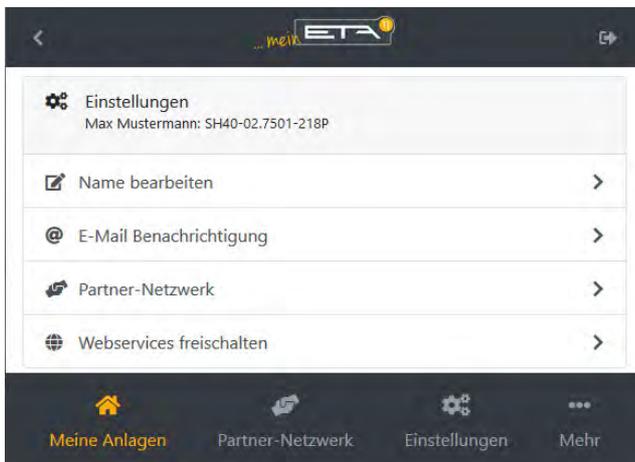


Fig. 3-4: Menu [Settings]

 Starting with software version X.49.0, you can call up the most important information (e.g. operating condition, temperatures, etc.) of all function blocks in the [System overview] menu. The [Favourites] menu also displays the parameters that have been added to the "Favourites" in the control system. For details of this function, refer to the boiler operating manual.

3.1 E-mail notification

Setting up e-mail notifications

Select a boiler and switch to the [Settings] menu. Change to submenu [E-mail notification].

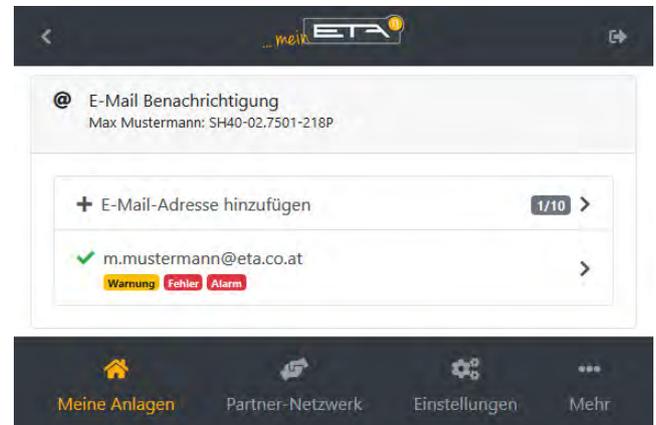


Fig. 3-5: Menu [E-mail notification]

The e-mail addresses that have already been added appear in the overview. You can now add more addresses.

 For each e-mail address, you can define what type of notifications (alarm, error or warning) should be forwarded by the ETAtouch control system. In the above example, all notifications are forwarded.

3.2 Partner network

Sharing the boiler control system with other users

Using the partner network, you can share your boiler (or control panel) with other people. In the event of a malfunction, your heating engineer, for example, can remotely take a look at your boiler control system.

The prerequisite for this is that the relevant person also has a meinETA account. He or she must therefore also register at <www.meinETA.at>.

 The following example describes how to share your boiler with a heating engineer.

1. Log on to <www.meinETA.at>. Now select the boiler you want to share.

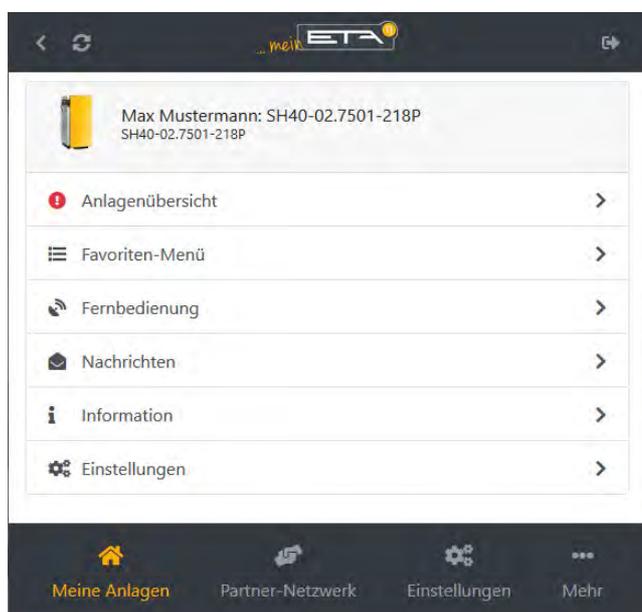


Fig. 3-6: Boiler to be shared

2. In the [Settings] menu, change to submenu [Partner network].



Fig. 3-7: Menu [Partner network]

3. Create an activation code with the [Generate activation code] button and send it to your heating engineer.

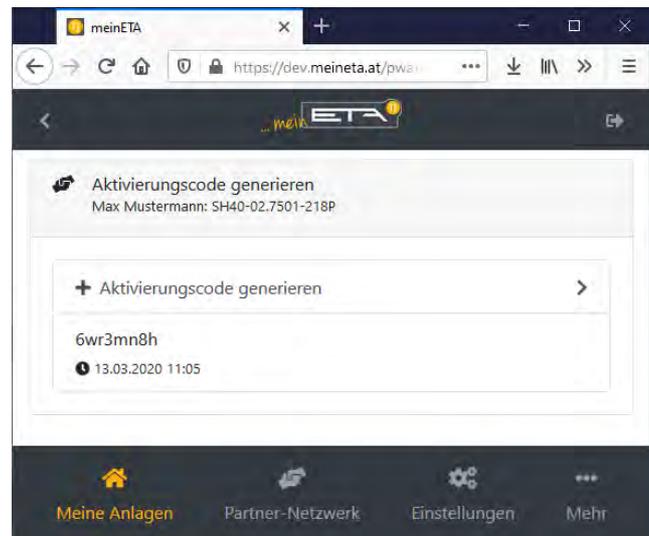


Fig. 3-8: Activation code

 This code is required to uniquely assign the control system and is valid for 24 hours. After this period, a new code must be generated.

4. The following steps are performed by the person who has been given access. In this example the heating engineer.
 - a) The person logs in at <www.meinETA.at> and chooses the symbol [Partner network].

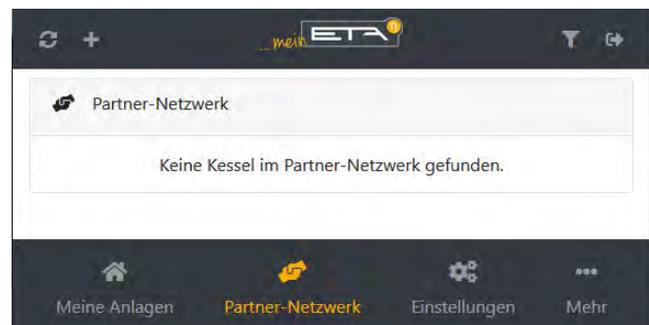


Fig. 3-9: Partner network

- b) The person selects the "plus" symbol in the upper area to enter the activation code.

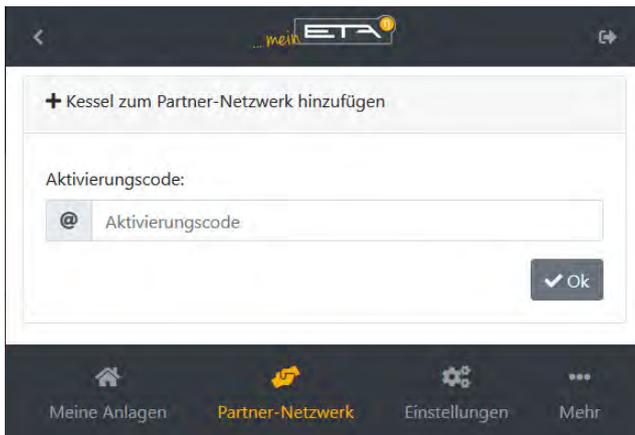


Fig. 3-10: Entering the activation code

- c) After entry and confirmation, the boiler appears in the [Partner network] menu (see lower part of the screen).

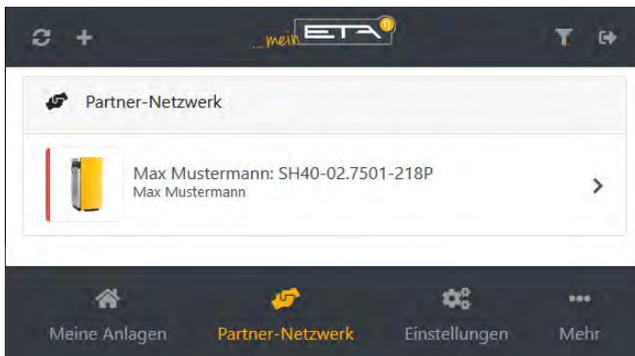


Fig. 3-11: Boiler

Disabling or deleting sharing

You can disable or delete sharing with other people at any time. Simply select the boiler, open the [Settings] menu and then the [Partner network] submenu. All authorised persons are displayed. Here you can disable or completely delete sharing.

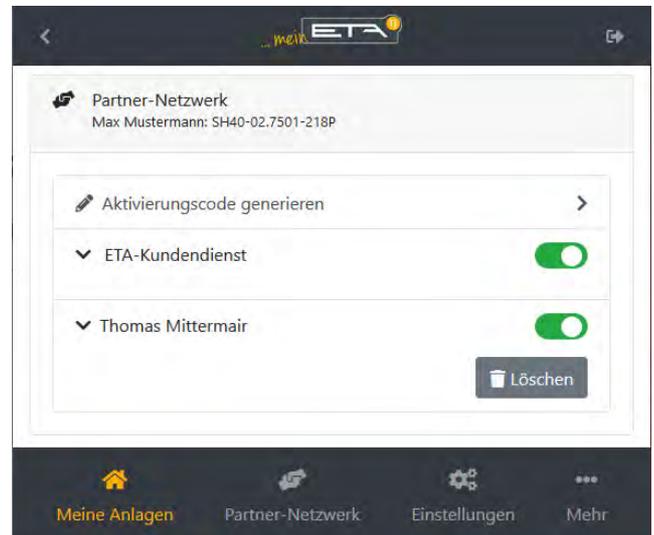


Fig. 3-12: Partner network submenu

4 Troubleshooting

Internet connection interrupted



Connection error

Unable to establish an internet connection to the meinETA remote control at this time.

If this status is displayed for over 1 minute, one of the following errors may have occurred:

- Error in the access line
- Error with the internet provider
- Error on the meinETA server
- Incorrect firewall settings
(ports 49930 and 49931 (TCP) required)

In order to locate the error, we recommended testing the network connection by connecting a laptop to the network instead of the boiler.