

AC Cloud Control
WEB INTERFACE

USER MANUAL
Version 1.0.1
Publication date 2023-12-11



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1. General Information

This manual focuses on the AC Cloud Control web interface. You can find more guides from specific air conditioning brands on the Intesis website: www.intesis.com/products/cloud-solutions/ac-cloud-control. You can also check some step-by-step video tutorials on [YouTube](https://www.youtube.com).

1.1. Admonition Messages and Symbols



DANGER

Instructions that must be followed to avoid an imminently hazardous situation that, if not avoided, will result in death or severe injury.



WARNING

Instructions that must be followed to avoid a potentially hazardous situation that, if not avoided, could result in death or severe injury.



CAUTION

Instruction that must be followed to avoid a potentially hazardous situation that, if not avoided, could result in minor or moderate injury.



IMPORTANT

Instruction that must be followed to avoid a risk of reduced functionality and/or damage to the equipment or to avoid a network security risk.



NOTE

Additional information which may facilitate installation and/or operation.



TIP

Helpful advice and suggestions.



NOTICE

Remarkable Information.

2. Overview

2.1. About this Document

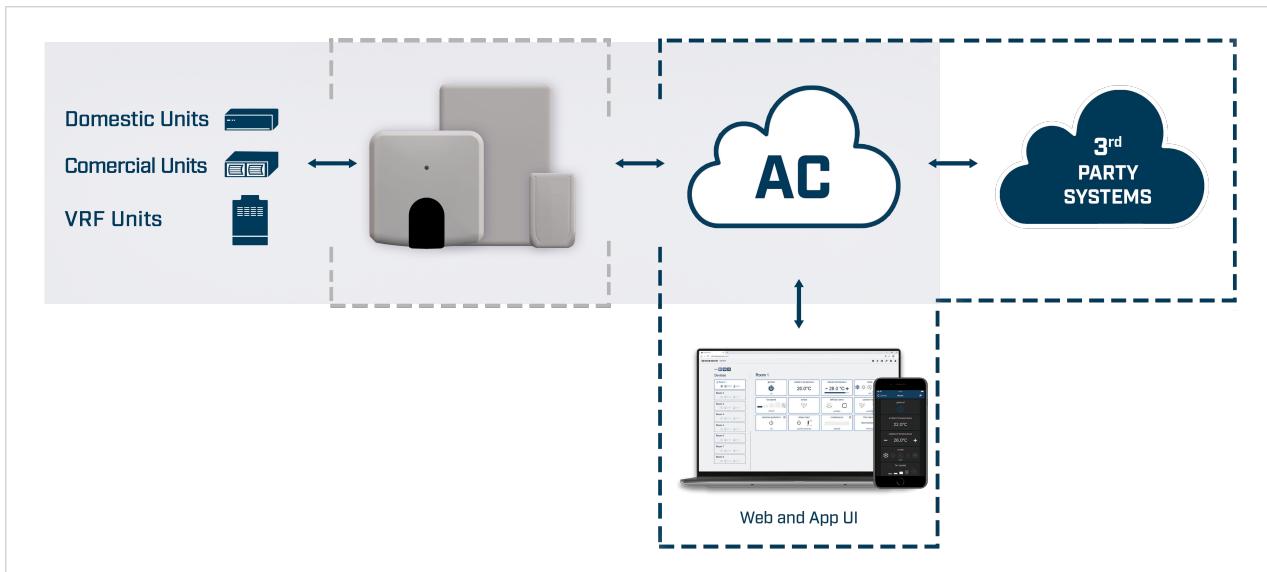
Throughout this document, you will learn how to:

1. Create a user account.
2. Navigate through the web interface's menus.
3. Configure all the available functions and settings.

2.2. About the Solution

The devices of the Intesis AC Cloud Control series are the perfect IoT solution for professional air conditioning (AC) management. Developed in collaboration with the main AC manufacturers, the AC Cloud Control (ACCC) devices enable the control of any domestic, commercial, or VRF air conditioning unit from a mobile or web application.

Figure 1. AC Cloud Control device integration



2.3. Before Starting

Be sure you have everything you need:

- **AC Cloud Control (ACCC) device**



IMPORTANT

Make sure you have the correct device by consulting the [compatibility tool](#).

- **Wi-Fi signal (router or wireless access point)**

The ACCC device needs a Wi-Fi connection:

- During the registration process.
- For the normal daily performance.
- To control the ACCC device from the web interface.

- A device with internet access, such as a smartphone or tablet.

**IMPORTANT**

The supported browsers to use the web interface are:

- Safari
- Google Chrome
- Mozilla Firefox
- Internet Explorer

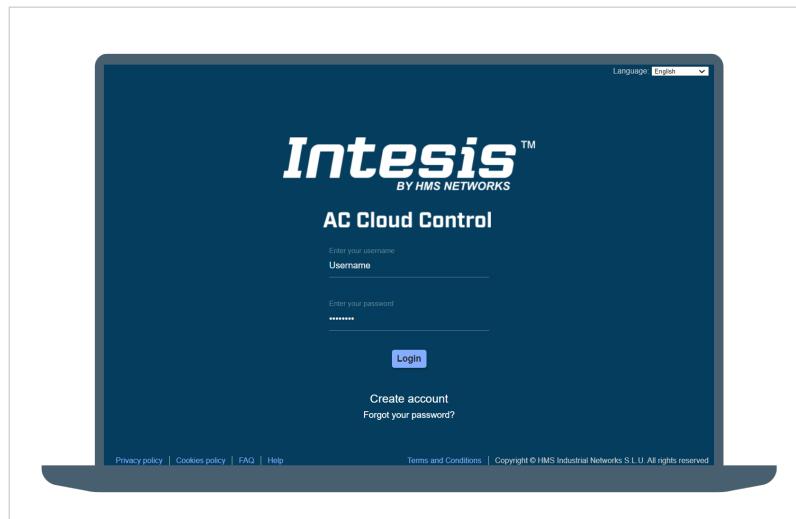
**TIP**

Keep your browser up to date to ensure the AC Cloud Control web interface performs at its best. On the contrary, outdated versions could cause a lower performance of the interface.

3. AC Cloud Control Web Interface

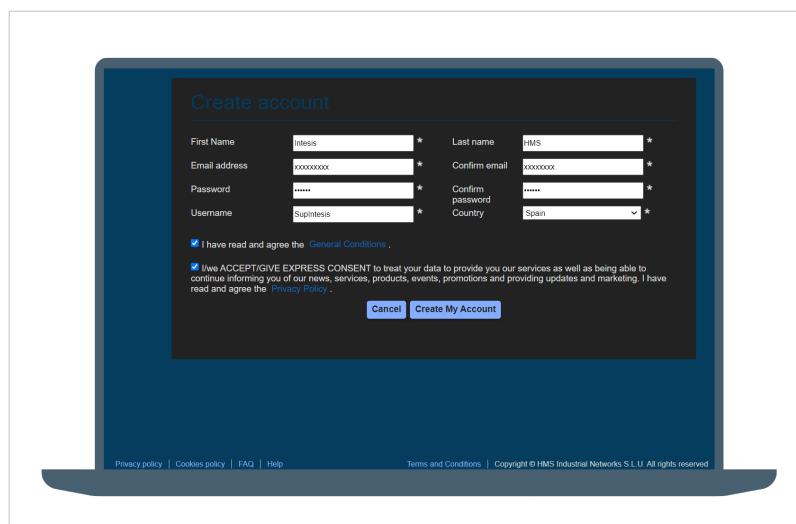
Click this link to access the web interface: <https://accloud.intesis.com/login>.

Figure 2. Main page of the web interface



3.1. Create an Account

Figure 3. Create an account



1. On the main page click **Create account**.
2. Fill out the form.
3. Read and accept the **General Conditions** and the **Privacy Policy**.

4. Click the **Create my account** button.

**NOTE**

A pop-up will ask you to check your email inbox.

**IMPORTANT**

If you don't receive the email notification, check the Spam or Junk folder and make sure that the email address you entered is correct.

5. Open the email and follow the instructions to validate your AC Cloud Control account.

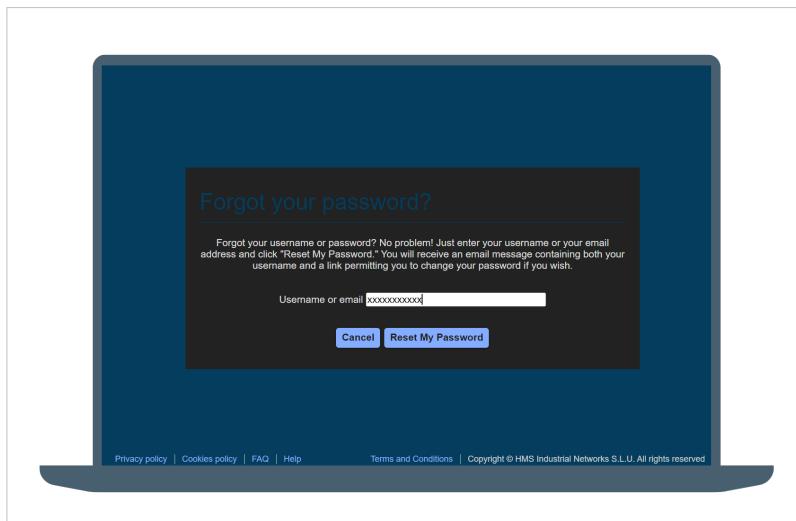
3.2. Login

1. On the main page enter your username or email address.
2. Enter your password.
3. Click the **Login** button.

3.3. Forgot your Password

1. On the main page click **Forgot your password?**
2. Enter the email address of your account.
3. Click the **Reset my password** button.

Figure 4. Resetting the password

**NOTE**

A pop-up will ask you to check your email inbox.

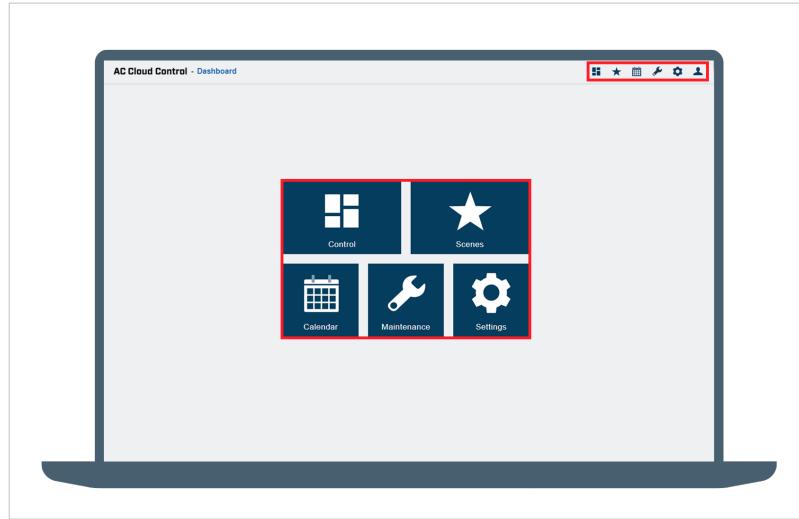
**IMPORTANT**

If you don't receive the email notification, check the Spam or Junk folder and make sure that the email address you entered is correct.

4. Open the email and follow the instructions to create a new password.

4. Dashboard

Figure 5. AC Cloud Control dashboard



From the dashboard, you can access five general menus:

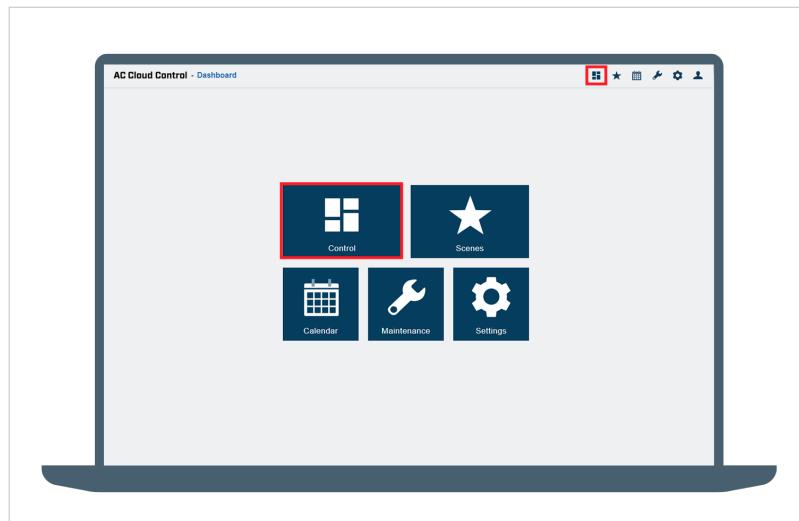
- Control
- Scenes
- Calendar
- Maintenance
- Settings

**NOTE**

You can access each menu from the buttons at the center of the screen or from the icons at the top right side.

4.1. Control

Figure 6. Access to the control panel from the dashboard



You can control all devices linked to your account from the control panel. In addition, you can configure the maintenance, filter cleaning, and some specific functionalities from here.



NOTICE

Depending on the air conditioner brand, the supported functionalities may vary.

4.1.1. Control Panel View

You can choose between three types of view for the control panel:

Type of view	
	All devices - extended
	Facilities, zones, and devices
	All devices - compact

4.1.2. Functions



IMPORTANT

The functions supported may vary depending on the air conditioner brand and type.

You can access these functions:

Function		Description
General functions	General	Turns the power on or off.
	Ambient temperature	Displays the ambient temperature.
	Setpoint temperature	Decreases or increases the setpoint temperature.
	Mode	Choose cool, heat, auto, dry, or fan.
	Fan speed	Choose low, mid, high, or auto.
	Airflow	Choose front or downward.
	Left/right vanes	Choose auto, manual, or auto/stop.
	Up/down vanes	Choose auto, manual, or auto/stop.

Function		Description
Maintenance	Maintenance	<p>Set a reminder for when the next maintenance action should be done.</p> <p>Figure 7. The ACCC device will send a reminder notification after 99 hours of operation</p>  <p>Click the gearwheel to enter the configuration.</p>
	Filter cleaning	<p>Set a reminder for when the next filter cleaning action should be done.</p> <p>Figure 8. The ACCC device will send a reminder notification in 300 hours of operation</p>  <p>Click the gearwheel to enter the configuration.</p>
Extra functions	Heat 8/10	<p>Turn it on to make the AC unit work within the 8 to 10°C range.</p> <p>NOTE This function is not available for the INWFIUNI001I000 ACCC device.</p>
	Outdoor temperature	<p>Shows an estimation of the outdoor temperature.</p> <p>NOTE This function is not available for the INWFIUNI001I000 ACCC device.</p>
	Total energy consumption	<p>Shows the amount of kWh consumed by the HVAC system.</p> <p>NOTE This function is not available for the INWFIUNI001I000 ACCC device.</p>
	Instant power consumption	<p>Shows the amount of W currently consumed by the HVAC system.</p> <p>NOTE This function is not available for the INWFIUNI001I000 ACCC device.</p>
Universal functions	Binary input*	<p>Configure the indoor unit behavior depending on the presence in the room and the window position.</p> <p>IMPORTANT Only available for the INWFIUNI001I000 ACCC device.</p>

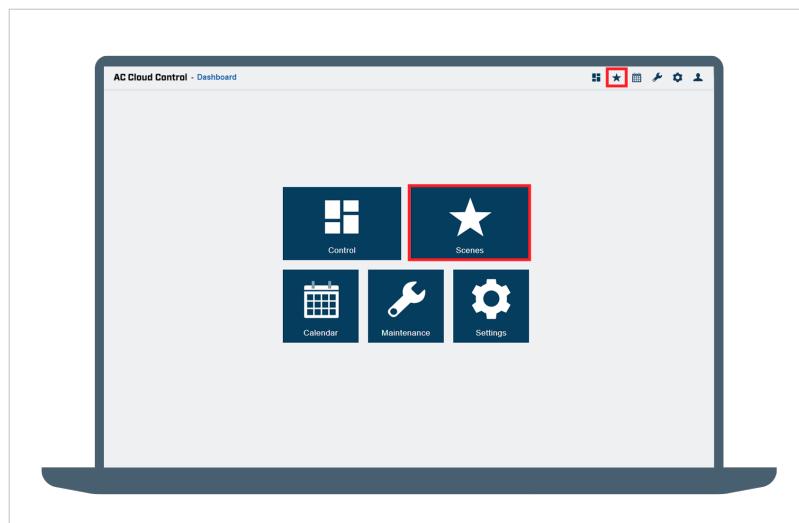
Function		Description
	Extremes protection	<p>Turn it on to set the minimum, maximum, and the hysteresis¹ temperature. This way, the temperature will not drop below the minimum temperature you set for cool protection, nor will it rise over the maximum temperature you set for heat protection.</p> <p>NOTE Cool and heat protection can be activated and deactivated individually.</p> <p>IMPORTANT Only available for the INWIFIUNI001I000 ACCC device.</p>

¹Select the tolerance in degrees, from 1 to 4 degrees.

* For further information, see the [Binary input manual](#).

4.2. Scenes

Figure 9. Access to the scene panel from the dashboard



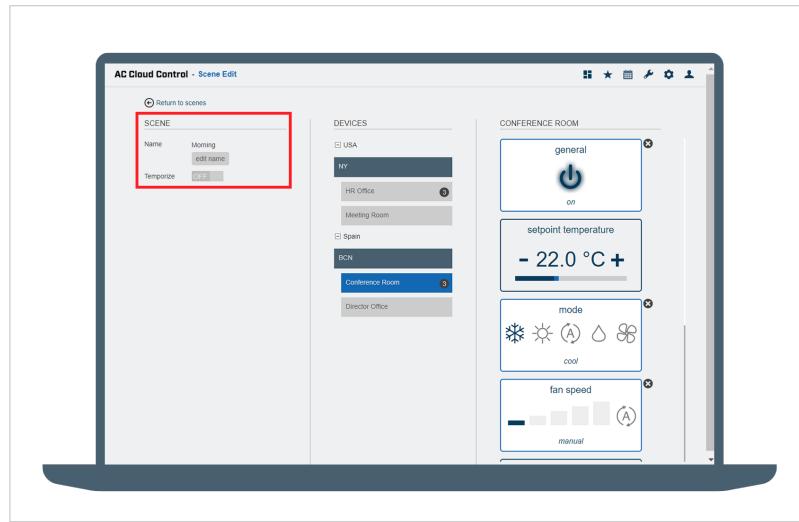
When you predefine a scene, you can interact with several devices simultaneously from a single point.

Add a scene:

1. Click the **add scene** button.

2. Click the **edit name** button.

Figure 10. Adding a scene

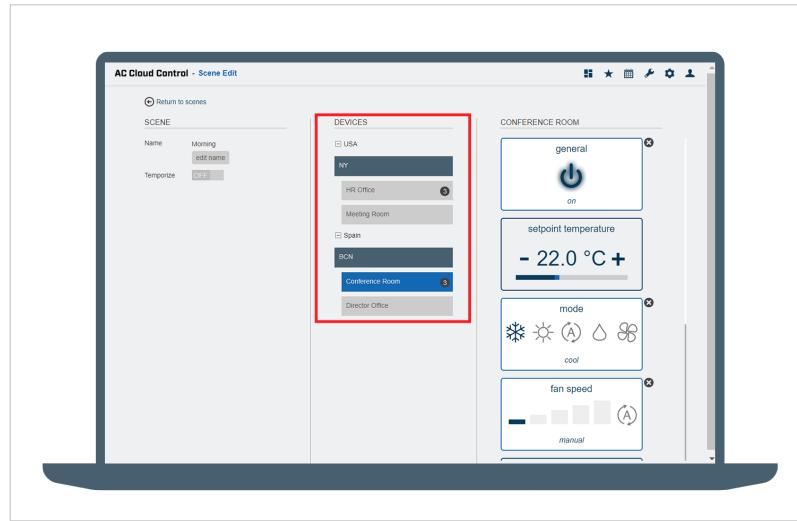


3. On the pop-up window, type a name for the scene.

4. Click **Save**.

Customize a scene:

Figure 11. The **DEVICES** column lists zones and the device(s) in that zone



There are two ways to customize a scene:

Through a device:

1. In the **DEVICES** column, click the device you want to customize.

2. On the right side of the window, select the desired functions with the corresponding values.

**NOTICE**

The **general** function has two values: on (default) and off. To send the off value, you have to double-click the function to turn it from on to off first.

**NOTE**

The device button will show the number of functions associated.

3. Once done, click **Return to scenes** on the top left side of the window.

Through a zone:

1. In the **DEVICES** column, click the zone you want to customize.
2. In the **Zone Multiple action** window, click **Send** for every desired function.
3. Click **Close** to close the pop-up window.

**NOTICE**

The device button shows the number of functions associated.

4. Once done, click **Return to scenes** on the top left side of the window.

**NOTE**

When you place the cursor over a scene button, a gearwheel and a bin icon appear. Use them to edit or delete the scene.

Edit a scene:

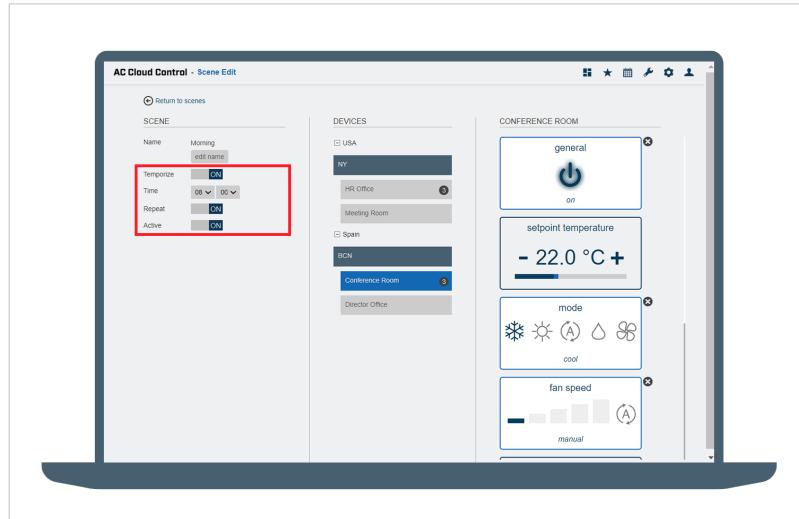
1. Place the cursor over the scene button.
2. Click the **gearwheel** icon.
3. Edit the scene. You can change the functions associated and the name of the scene.
4. Once done, click **Return to scenes** on the top left side of the window.

Delete a scene:

1. Place the cursor over the scene button.
2. Click the **bin** icon.
3. In the confirmation message, click **Continue**.

Schedule a scene:

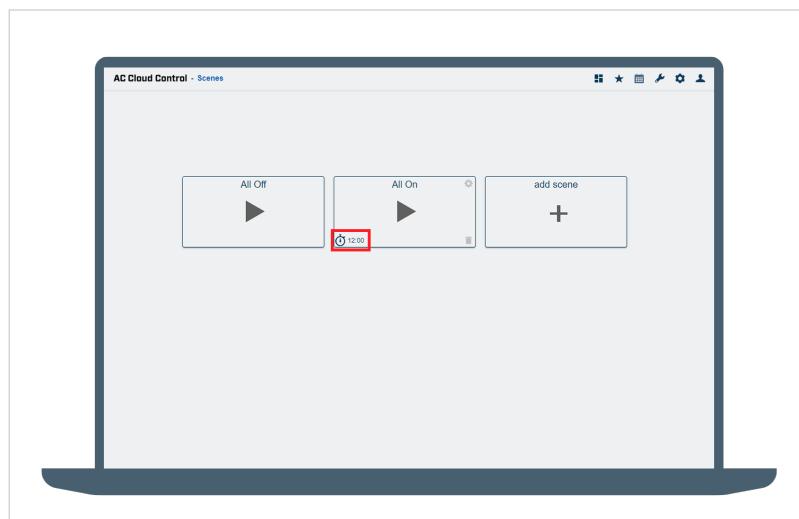
Figure 12. Scheduling a scene



1. Click the toggle button to turn it **ON**.
2. Three more parameters will appear:
 - **Time:** Set the time to execute a scene.
 - **Repeat:**
 - **ON:** The scene will repeat every day at the time you previously set.
 - **OFF:** The scene will be executed only once at the time you previously set.
 - **Active:** Status of the function.

Once you have scheduled a scene, a chronometer icon appears inside the scene button:

Figure 13. A scheduled scene



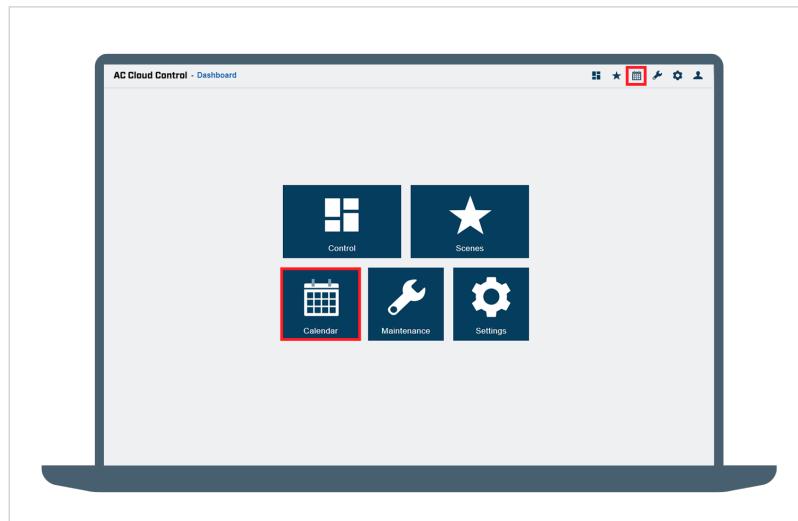
4.3. Calendar



NOTICE

You can schedule the AC function throughout the 365 days of the year.

Figure 14. Access to the calendar panel from the dashboard



With this function, you can interact with several ACCC devices at the same time, at different moments during scheduled days, from a configured pattern.

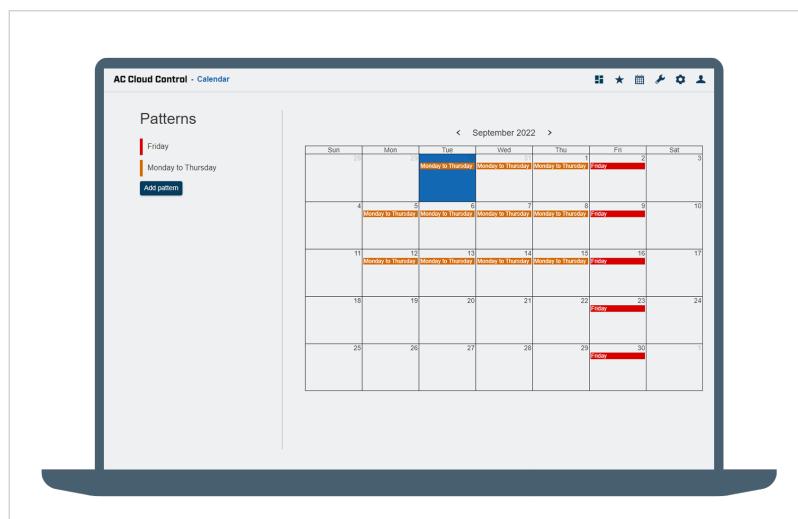


NOTE

The calendar settings are stored locally, in the device, so the configured functions will work even if there's a disconnection from the Wi-Fi network.

4.3.1. Pattern

Figure 15. The project patterns appear listed in the Patterns view inside the Calendar menu



A pattern is a group of actions defined under one or more rules.



TIP

- **Action:** Determines **what** the AC unit behavior should be, that is, what it has to do.
- **Rule:** Determines **when** the AC unit should act like that, that is, when a pattern should be executed.

Add a pattern:

1. In the **Patterns** view, click the **Add pattern** button.
2. In the pop-up window, type a **name** and select a **color**.
3. Click **Save**.



IMPORTANT

If several patterns overlap, the order in the list determines the order of execution (the first one will be executed before the second one, and so on).



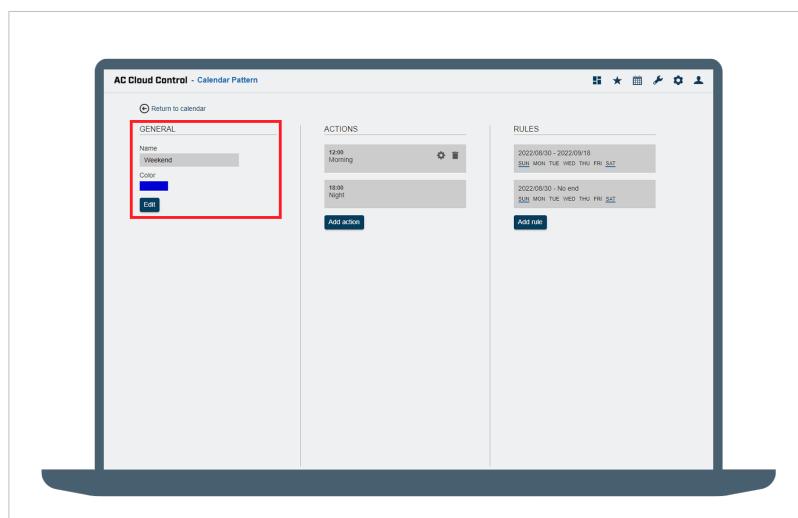
NOTE

When you place the cursor over a pattern button, a gearwheel and a bin icon appear. Use them to edit or delete the pattern.

Edit a pattern:

1. In the **Patterns** view, place the cursor over the pattern you want to edit.
2. Click the **gearwheel** icon to open the **Calendar Pattern** menu.

Figure 16. Calendar Pattern menu



3. In the first column, called **GENERAL**, click the **Edit** button.
4. In the pop-up window, type a **name** and select a **color**.
5. Click **Save**.

Delete a pattern:

1. In the **Patterns** view, place the cursor over the pattern you want to delete.
2. Click the **bin** icon.
3. In the confirmation message, click **Delete**.

4.3.2. Action

An action is a predefined way to interact with one or several ACCC devices simultaneously so that the established commands are sent to the AC unit at the proper time to make it behave in a particular way.

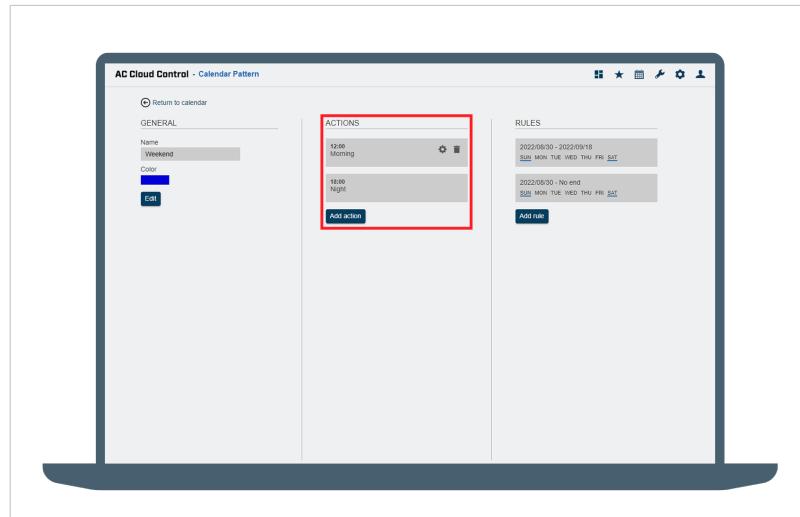


IMPORTANT

A pattern allows up to 10 different actions.

Actions are listed in the Calendar Pattern menu.

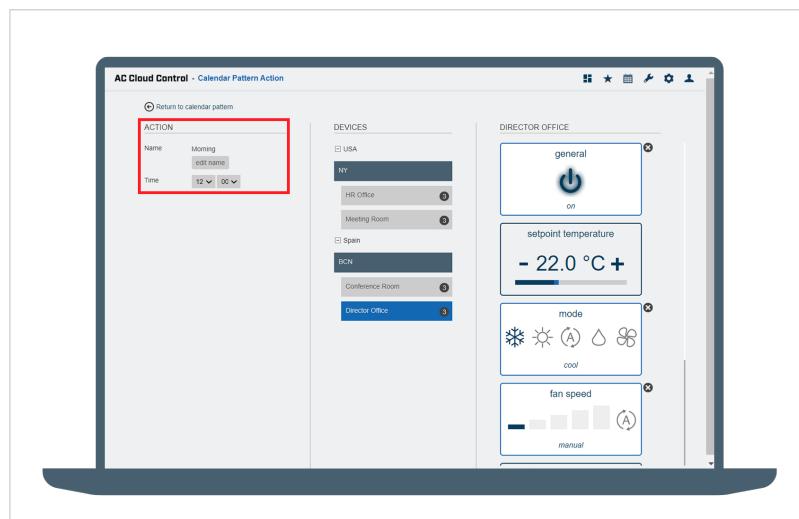
Figure 17. The project actions appear listed in the ACTIONS column inside the Calendar Pattern menu



Add an action:

1. In the **ACTIONS** column, click the **Add action** button.
The **Calendar Pattern Action** menu will appear.

Figure 18. Menu to add and customize actions

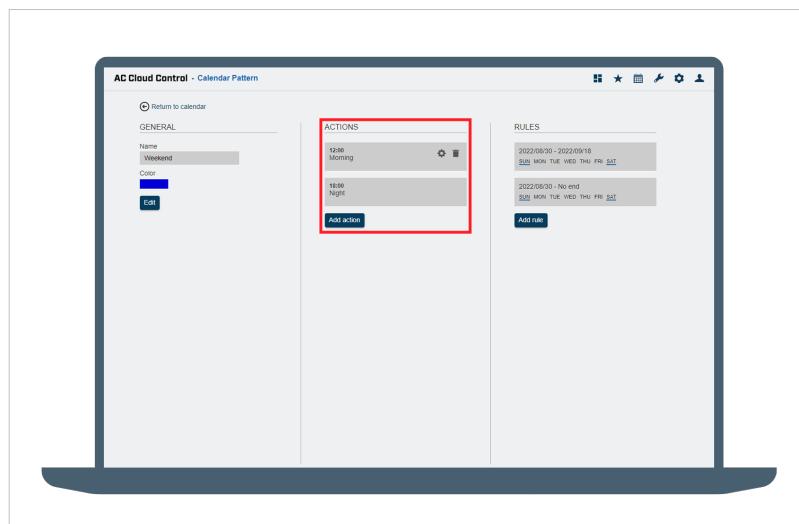


2. Click the **edit name** button under **New action**.
3. In the pop-up window, type the **name** for the action.
4. Click **Save**.
5. Use the **Time** parameter to set when the action should be executed.

Customize an action:

There are two ways to customize an action:

Figure 19. The DEVICES column lists zones and the device(s) inside that zone



Through a device:

1. In the **DEVICE** column, click the device you want to customize.
2. On the right side of the window, select the desired functions with the corresponding values.



NOTICE

The **general** function has two values: on (default) and off. To send the off value, you have to double-click the function to turn it from on to off first.



NOTE

The device button shows the number of functions associated.

3. Once done, click **Return to calendar**.

Through a zone:

1. In the **DEVICE** column, click the zone you want to customize.
2. In the **Zone Multiple action** window, click **Send** for every desired function.
3. Click **Close** to close the pop-up window.



NOTICE

The device button shows the number of functions associated.

4. Once done, click **Return to calendar** on the top left side of the window.



NOTE

When you place the cursor over an action button, a gearwheel and a bin icon appear. Use them to edit or delete the action.

Edit an action:

1. Place the cursor over the action button.
2. Click the **gearwheel** icon.
3. Edit the action.
4. Once done, click **Return to calendar** on the top left side of the window.

Delete an action:

1. Place the cursor over the action button.
2. Click the **bin** icon.
3. In the confirmation message, click **Continue**.

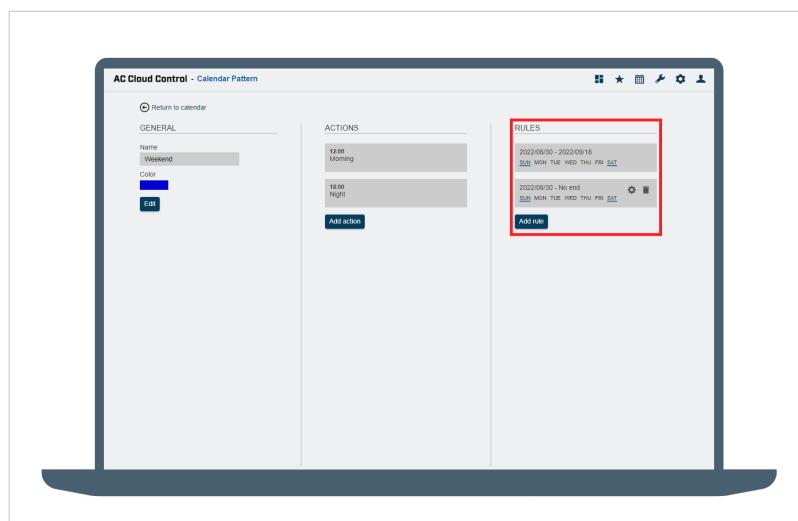
1. Tap the **red** icon of the action you want to delete.
2. Tap the **Delete** button.
3. Tap **Save**.

4.3.3. Rule

A rule is a predefined day or group of days when a pattern will run.

Rules are listed in the Calendar Pattern menu.

Figure 20. The rules of the project appear listed in the RULES column inside the Calendar Pattern menu



IMPORTANT

If several rules overlap, the order in the list determines the order of execution (the first one will be executed before the second one, and so on).

Add a rule:

1. In the last column, called **RULES**, click the **Add rule** button.
2. In the pop-up window, select the timing and the date or dates:
 - **1 DAY**: Select the date when the pattern will be executed.
 - **INTERVAL**: Select the starting (**from**) and ending date (**until**). You can deselect the weekdays you don't want the calendar to run.
 - **NO END**: Select the starting date (**from**). You can deselect the weekdays you don't want the calendar to run.
3. Click **Save**.

There are three ways to configure the days when the pattern will be executed:

1. **1 day:** Performs the defined actions only once on the selected day.
To create a **1 day** rule:
 - a. Tap the **1 day** button.
 - b. On the **Start date** parameter, select the day you want the action to be executed.
 - c. Tap on **Save**.
2. **Interval:** Defines the starting and ending dates when the defined actions will be executed.
To create an **Interval** rule:
 - a. Tap the **Interval** button.
 - b. Select the day when the action will start.
 - c. Select the day when the action will end.

**NOTE**

Deselect the weekdays when the rule does not apply.

- d. Tap **Save**.

3. **No end:** The defined actions will be executed on the selected weekdays.

To create a **No end** rule:

- a. Tap the **No end** button.
- b. On the **Start date** parameter, select the day you want the action to start.

**NOTE**

Deselect the weekdays when the rule does not apply.

- c. Tap **Save**.

**NOTE**

When you place the cursor over a rule button, a gearwheel and a bin icon appear. Use them to edit or delete the rule.

Edit a rule:

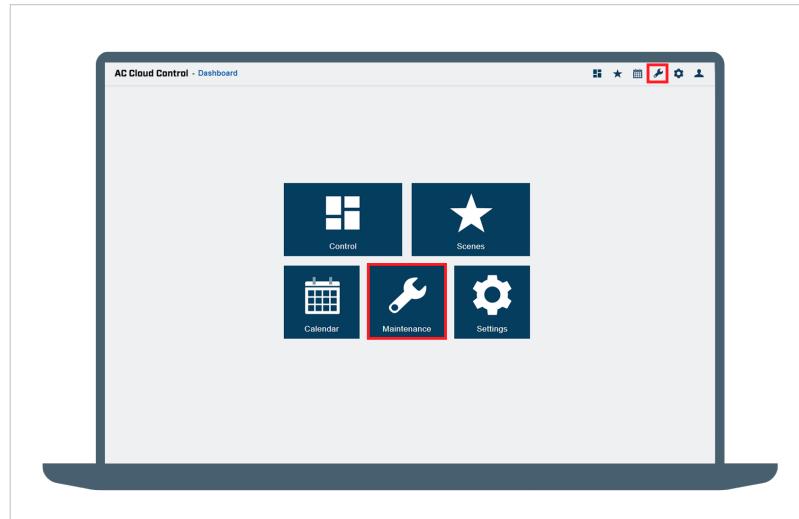
1. Place the cursor over the rule button.
2. Click the **gearwheel** icon.
3. Edit the rule.
4. Once done, click **Return to calendar** on the top left side of the window.

Delete a rule:

1. Place the cursor over the rule button.
2. Click the **bin** icon.
3. In the confirmation message, click **Continue**.

4.4. Maintenance

Figure 21. Access to the maintenance panel from the dashboard



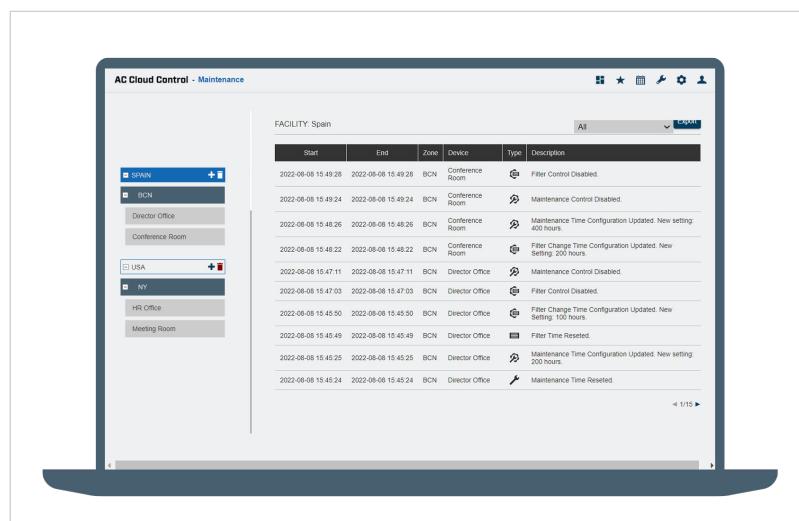
The **Maintenance** function stores in the cloud all data about errors reported by the AC unit and the maintenance and filter cleaning notifications.



IMPORTANT

If the maintenance function is enabled, the maintenance view will show an overview list of errors and notifications.

Figure 22. Maintenance view



There are two levels of filtering for errors and notifications:

Items listed on the left.

Filter where the AC units reporting errors and notifications are by clicking:

- An entire facility
- A zone
- A device

Drop-down menu on the right.



NOTE

Find it next to the **Export** button.

Filter the notification type:

- All: The list shows errors and notifications for filter cleaning and maintenance.
- Errors: The list shows errors.
- Filter cleaning: The list shows filter cleaning notifications.
- Maintenance: The list shows maintenance notifications.

Export

Follow these steps to generate and export an Excel file with the errors and notifications listed:

1. Click the **Export** button.
2. Select the type of notification you want to export (**All, Errors, Filter cleaning, Maintenance**).



NOTE

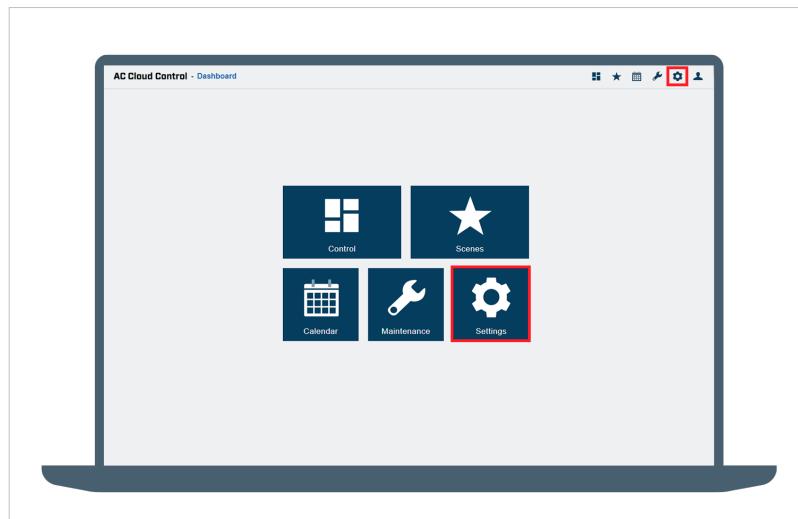
The list will be exported in .csv format.

Error, filter cleaning, and maintenance notifications:

Icon	Notification type	Description
●	Error	Indoor unit error message
⌚	Filter Cleaning configuration	Filter cleaning function settings message
🕒	Filter Cleaning time elapsed	Filter cleaning needed message
🔧	Maintenance configuration	Maintenance function settings message
🔧	Maintenance time elapsed	Maintenance needed message

4.5. Settings

Figure 23. Access to the settings panel from the dashboard



From the **Settings** menu, you can access four different submenus:

- General
- Devices
- Users
- About

4.5.1. General Settings

Use this menu to check and configure your personal data and account settings.

4.5.1.1. Personal

With this menu, you can:

- See and modify your personal information.
- Decide if you want to receive commercial emails.
- Delete your AC Cloud Control account.

Change your email address.

1. Click the **Change** button next to the **Email address** parameter.
2. In the **Edit email** window, type the new email address.
3. Click **Send**.
A message will prompt you to look for the verification email in your inbox.
4. Click **Close**.

4.5.1.2. Password

To change your password:

1. Click the **Reset password** button.



NOTE

A pop-up will ask you to check your email inbox.



IMPORTANT

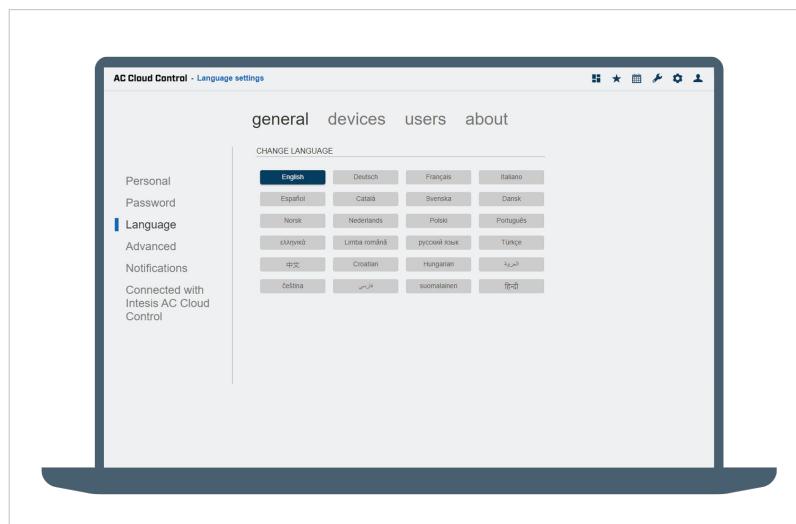
If you don't receive the email notification, check the Spam or Junk folder and make sure that the email address you entered is correct.

2. Open the email and follow the instructions to create a new password.

4.5.1.3. Language

Select your language from the list.

Figure 24. Available languages



4.5.1.4. Advanced

You can choose:

Temperature scale.

- Celsius
- Fahrenheit

Control menu view.

- All devices - extended (default): Two columns view showing the ACCC devices and the functions for each one.
- Facilities, zones, and devices: Three columns view showing facilities, zones, and devices.
- All devices - compact: The view will show the devices linked to the account only.

4.5.1.5. Notifications



IMPORTANT

Some notifications may not be available depending on the HVAC system.

Notification types

Notification	Description
Send AC error	There is an error in the AC system.
Send AC error recovery	The indoor unit has recovered from an AC system error.
Mode change	The working mode has changed.
Set point change	The setpoint has changed.
On/Off change	On/Off status has changed.
Ambient temperature below...	The ambient temperature has dropped below the selected value.
Ambient temperature above...	The ambient temperature has risen above the selected value.
External temperature below...	The external temperature has dropped below the selected value.
External temperature above...	The external temperature has risen above the selected value.
Total consumption exceeds...	The total consumption has exceeded the selected value.
Maintenance time exceeded	The maintenance time has exceeded the selected time.
Filter cleaning period exceeded	The filter cleaning period has exceeded the selected time.

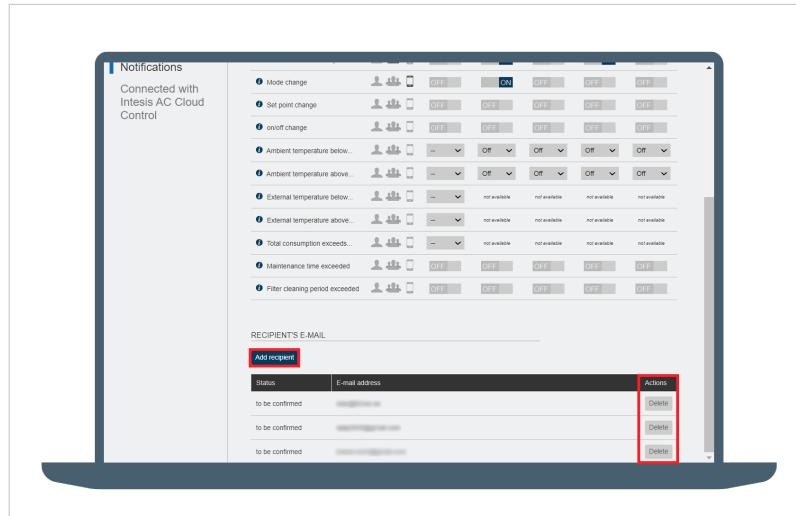
In the **Receivers** column, you can decide who will receive notifications:

	Only the main user
	All recipients
	The app

Recipients

You can create and manage a list of receivers.

Figure 25. List of recipients



- **Add a new recipient:**

1. Click the **Add recipient** button.
2. Enter the subscriber's email.
3. Click the **Continue** button.



NOTE

You can add up to five recipients.



NOTICE

Recipients will receive an email to accept the subscription. Until accepting the subscription, their **Status** will be "**to be confirmed**". Once accepted, it will change to "**active**".

- **Disable a recipient:**

1. Click the **Disable** button.
2. In the confirmation message, click **Continue**.



NOTE

Once disabled:

- The recipient will not receive notifications.
- The status changes to "**paused**".

- **Enable a recipient:**

1. Click the **Enable** button.

2. In the confirmation message, click **Continue**.

**NOTE**

Once enabled:

- The recipient will receive notifications again.
- The status changes to "active" again.

- **Delete a recipient:**

1. Click the **Delete** button.
2. In the confirmation message, click **Continue**.

4.5.1.6. Connected with IH

You can integrate the ACCC device into third-party systems to control the AC unit through them.

- [Google Assistant](#)
- [Alexa](#)
- [Siri](#)
- [IFTTT](#)
- Professional Rest API

From this menu, you can revoke or update these third-party system connections:

Revoke:

1. Click the **Revoke** button.
2. On the confirmation message, click the **Delete** button.

Update:

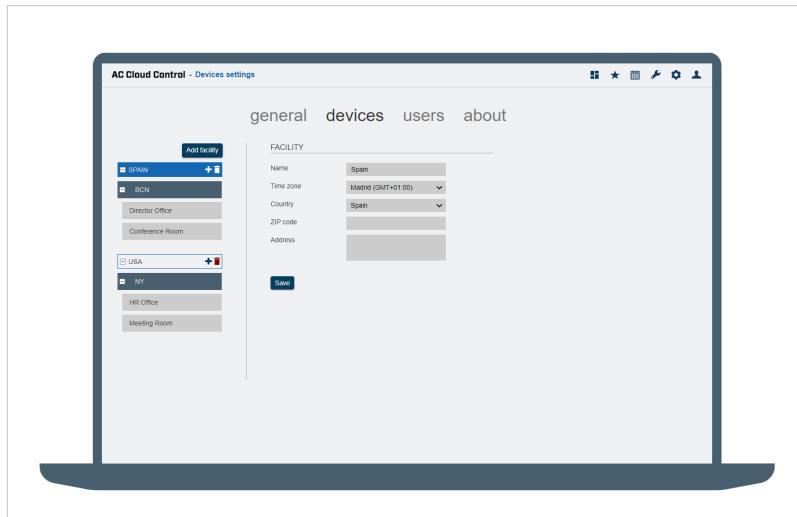
1. Click the **Update** button.
2. On the pop-up message, choose which actions the system will have access to.

**NOTE**

For further information on how to link third-party systems, consult the corresponding documentation.

4.5.2. Devices

Figure 26. Devices menu



From this menu, you can configure and see information on:

- Facilities
- Zones
- Devices



TIP

Think of Facilities, Zones, and Devices like a hierarchical structure going from the broadest to the most specific: A group of ACCC **Devices** in a common place creates a **Zone**, and a group of related zones creates a **Facility**.

4.5.2.1. Facilities

A facility is a group of zones linked to one or more ACCC devices working in the same time zone.

Add a facility:

1. Click the **Add facility** button.
2. Fill out the form.
3. Click **Save**.

Edit a facility:

1. Click the facility you want to edit.
2. Make the needed changes.
3. Click **Save**.

Delete a facility:

1. Click the **bin** icon of the facility you want to delete.



NOTE

To delete a facility, it must be empty, so you will have to delete the linked zones and devices first.

2. On the confirmation message, click **Continue**.

4.5.2.2. Zones

A zone belongs to a facility and is linked to one or more ACCC devices.

Add a zone:

1. Click the **+** icon on the facility to which you want to add the zone.
2. Type a name for the zone.
3. Click **Save**.

Edit a zone:

1. Place the cursor over the zone you want to edit.
2. Click the **pencil** icon.
3. Type a new name for the zone.
4. Click **Save**.

Delete a zone:

1. Place the cursor over the zone you want to delete.
2. Click the **bin** icon.



NOTE

To delete a zone, it must be empty. To do so, you have two options:

- Delete the linked devices.
- Move the linked devices to another zone.

3. On the confirmation message, click **Continue**.

4.5.2.3. Devices

Add a device:

1. Place the cursor over the **+** icon of the zone to which you want to add the device.
2. Enter the activation code.

Figure 27. The activation code is a 25 characters code.



NOTE

You can find this code on the silver label on the device's rear side and on the packaging sticker.

3. Type a name for the device.
4. Click **Add**.



IMPORTANT

If an error occurs when you enter the code, a message will appear:

- **Device not connected yet.** Please visit our support site at <https://www.intesis.com/support/ac-cloud-control-faq/>:

Remember that you need to connect the device to the Internet at least once before registering it to an account.

- **Code number does not belong to any device:**

The activation code number is not correct.

- **Wrong code number:**

The activation code is wrong or a character is missing.

- **Code number already assigned:**

The device is already added to another account.



NOTICE

Another way to add a device: If you log in to the web and there's no device registered to your account, a warning message will pop up prompting you to add a new device. Click the link to the **Settings** section and follow the procedure to do so.

Edit a device:

- **Edit the device's information.**

1. Click the device you want to edit.
2. Make any changes you need.



NOTE

You can edit its **Name**, **Subfamily**, and **Model**.

3. Click **Save**.



NOTE

For Universal ACCC devices only, you can also select the AC **brand** and configure the type of infrared remote controller and some parameters for the **Control configuration**. See [Universal Device Configuration \(page 28\)](#).

- **Edit the device's advanced configuration.**



IMPORTANT

Changes will be automatically applied.

In the **Advanced Configuration** section you can set these parameters:

- **Internal LED:** Turn it on or off.
- **External LED:** Turn it on or off.
- **Temperature offset:** The offset range goes from -5 to 5 °C.
- **Working hours:** Reset the working hours.
- **Remote Controller lock:** Block the remote controller.
- **Temperature limitation:** Set the maximum and minimum indoor unit setpoints for heat and cool status.

**NOTE**

For Universal ACCC devices only, you can also configure a binary input device, such as presence sensors and window contact sensors. See the [Binary input manual](#).

Delete a device:

1. Place the cursor over the device you want to delete.
2. Click the **bin** icon.
3. On the confirmation message, click the **Delete** button.

4.5.2.3.1. Universal Device Configuration

**IMPORTANT**

This configuration section applies to the Universal ACCC device only.

Figure 28. Intesis INWMPUNI001I000 device for Universal IR air conditioners

**Enable the indoor unit IR remote controller:**

- Performing an Autolearning.
 1. Press and hold the Universal ACCC device button for four seconds.
 2. Release the button.

**NOTE**

The LED will turn steady white, meaning that the device is in Autolearning mode.

3. Aim the remote controller at the ACCC device.
4. Press the On/Off button of the IR remote controller.

**NOTE**

The LED will blink green. After four seconds, the LED turns steady green.

**NOTICE**

To know more about the Autolearning mode, please refer to the [AC Cloud Control device configuration manual](#).

- Manually.

1. Click the **Manual mode** button on the right side of the **Remote controller type** parameter.
2. Select the **Subfamily** and **Model** type from the drop-down menus.

Adjust the control configuration:

1. Click the **Modify** button next to the **Control configuration** parameter.
2. Click the **mode**, **fan speed**, **left/right vanes**, **up/down vanes**, or **airflow** button to configure the desired function.
3. Modify the needed function parameters.



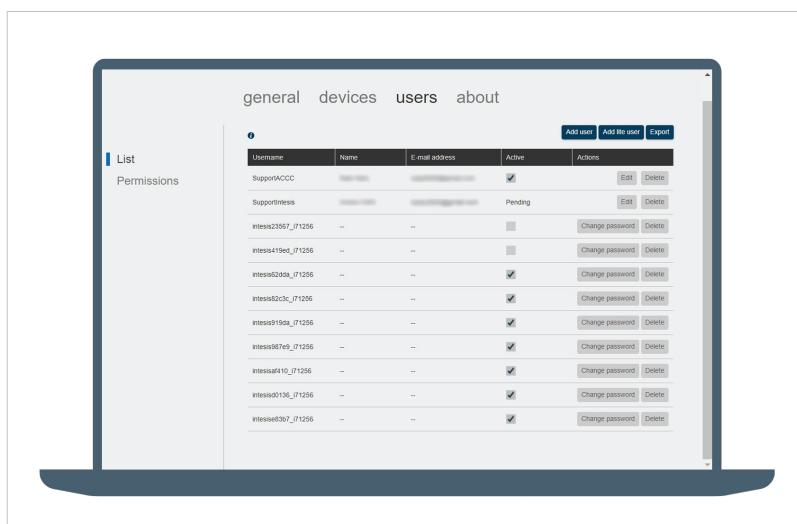
IMPORTANT

Remember to click the **Save** button before leaving the function you are currently configuring. On the contrary, changes will not apply.

4.5.3. Users

This menu allows you to manage secondary and lite users and their permissions.

Figure 29. Main view of the **users** menu



4.5.3.1. List

All users who are linked to the account are listed here.

Apart from the main user, there are two types of users:

1. Secondary users

- Their account must be linked to their email address. They will receive an email to create a password and validate the account.
- They have access to the devices the main user decides.



NOTE

In the list, secondary users have a **Name** and an **E-mail address**.

Add a secondary user:



NOTE

You can add as many secondary users as you want.

1. Click the **Add user** button on the top right side.
2. Fill out the form.

3. Click **Add user**.

**NOTE**

A pop-up will ask you to check your email inbox.

**IMPORTANT**

If you don't receive the email notification, check the Spam or Junk folder and make sure that the email address you entered is correct.

4. Open the email and follow the instructions.

Edit a secondary user:

1. Find on the list the secondary user you want to edit.
2. Click the **Edit** button in the **Actions** column.
3. Make the needed changes.
4. Click **Save**.

Delete a secondary user:

1. Find on the list the secondary user you want to delete.
2. Click the **Delete** button in the **Actions** column.
3. On the popup confirmation message, click **Delete**.

Activate a secondary user:

1. Find on the list the secondary user you want to activate.
2. Check the box in the **Active** column.

**NOTE**

If there's the text **Pending** instead, the secondary user hasn't validated the account yet.

2. Lite users

- Their accounts are not linked to any email address, and the main user handles their passwords.
- They have access to the devices the main user decides.



NOTE

In the list, lite users have no **Name** nor **E-mail address**.

Add a lite user:



NOTE

You can add up to 10 lite users.

1. Click the **Add lite user** button on the top right side.
2. On the popup message, select the **number of new lite users** you want to add.
3. Type a **User name**.
4. Choose the four random characters from the drop-down menu.
5. Click **Confirm**.

Change the password of a lite user:

1. Find on the list the lite user to whom you want to change the password.
2. Click the **Change password** button in the **Actions** column.
3. On the popup message, type a new password.
4. Click **Confirm**.

Delete a lite user:

1. Find on the list the lite user you want to delete.
2. Click the **Delete** button in the **Actions** column.
3. On the popup confirmation message, click **Delete**.

Export:

Click the **Export** button on the upper right corner of the window to export usernames, passwords, and all the users' information.



NOTE

The list will be exported in .csv format.

4.5.3.2. Permissions

This menu allows the main user to manage the secondary and lite users' permissions, giving or revoking access to specific devices.

Give access to a device:

1. Find on the list the user to whom you want to give access.
2. Check the boxes of the ACCC devices you want to share the control.
3. Click **Save**.

Revoke access to a device:

1. Find on the list the user to whom you want to revoke access.
2. Uncheck the boxes of the ACCC devices you want to stop sharing the control.
3. Click **Save**.

4.5.4. About

This menu displays general information about the AC Cloud Control solution and how to contact the sales and technical support departments.