



User reference guide

# Daikin Cloud Service



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# 1 About this document

This guide explains how to use the Daikin Cloud Service website. It provides details about the user interface and procedures to work efficiently.

Thank you for purchasing this product. Please:

- Keep the documentation for future reference.

## Target audience

All users.

The original documentation is written in English. All other languages are translations.



### INFORMATION

This appliance is intended to be used by expert or trained users in shops, in light industry, and on farms, or for commercial use by lay persons.

The Daikin Cloud Service has 5 access levels. This document describes the interface from the highest level (profile) available. So some functions might not be available to you or screenshots might differ.

This document applies to version 5.5 of the software. Deviations from what you see in your version might occur.

## 2 Terms of use Daikin Cloud Service

Before you can use the Daikin Cloud Service Interface, you have to accept the Terms of use.

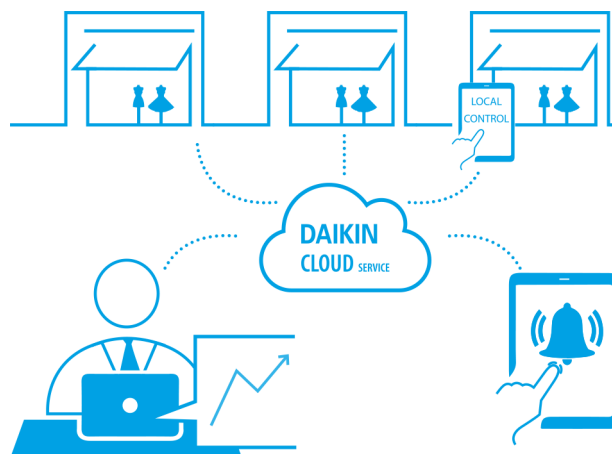
You can read them by going to <https://cloud.daikineurope.com> and clicking the tab at the bottom of the page.



## 3 System description

### 3.1 About the Daikin Cloud Service

The Daikin Cloud Service is accessible via <https://cloud.daikineurope.com>.



The Daikin Cloud Service user interface allows you to control your building's climate from any location. It can **connect multiple building locations** and is **accessible via any web enabled device**. Installers and technicians also have access to the Cloud so that they can remotely log in and immediately begin troubleshooting if there is ever a malfunction. The **user-friendly interface** makes control even easier, and the **automatic energy consumption tracking** helps you reduce your costs in the long-run.

There are 5 roles available:

- Daikin administrator,
- Daikin affiliate,
- Installer,
- Administrator,
- Operator.

Depending on your role more or less functions will be available (see "[3.6 About access levels](#)" [▶ 11]).

There are 2 package options available:

- Package A - Access license: gives access to the Daikin Cloud Service.
- Package A - Access license + Package B - Service license: package B offers access to remote diagnostics for site administrators and installers. By default the Remote diagnostics section can only be consulted by affiliates and higher profiles.

### 3.2 About the use of cookies

The Daikin Cloud Service uses cookies. When you browse to <https://cloud.daikineurope.com/> for the first time, a pop-up window will ask you to accept these cookies. For the software to function optimally, some essential and functional cookies have to be accepted ("minimal cookies").

If you wish to learn more about the cookies, you can click the Cookie notice link in the pop-up window. You can also always reach this page by clicking the link near the bottom of the navigation pane.

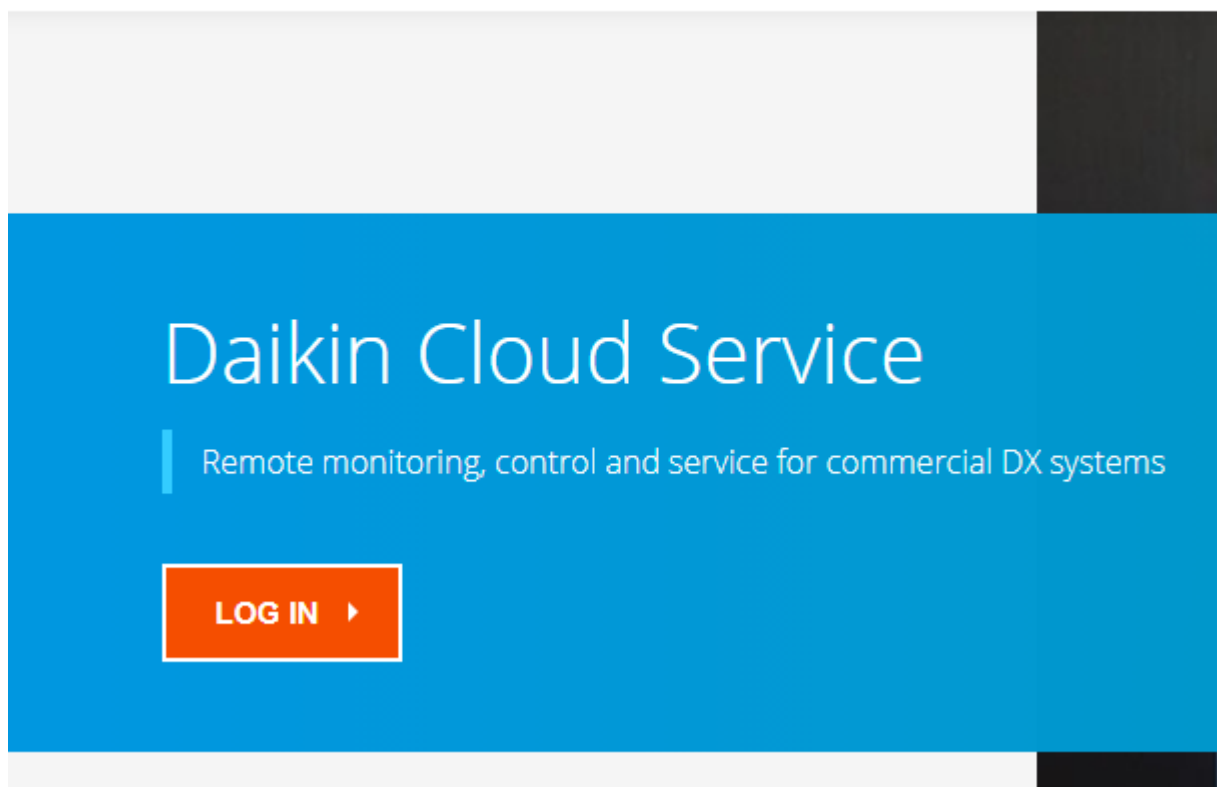
### 3.3 About integrators

Integrators are specific integrations developed to work with third-party solutions that, when granted access to a specific site, can process information about and modify values for a site, its affiliates, its controllers, the units belonging to a site and more. At the time of writing, only the OVER integrator is available.

Integrators can only be managed by Daikin administrators and Daikin affiliates. See "[3.6 About access levels](#)" [▶ 11] for more information about the different user roles and the available features for each role. Also see "[To manage integrators](#)" [▶ 74] for more information about managing integrators.

### 3.4 To log in to the Daikin Cloud Service

- 1 In your browser, go to <https://cloud.daikineurope.com>.
- 2 Accept the essential and functional cookies. To learn more about the use of cookies, see "[3.2 About the use of cookies](#)" [▶ 5].
- 3 Click the orange Login button.



**Result:** The login page appears.



- 4 Enter your email address (a) and password (b). The Daikin technician will register your email address as the user name and will give you an original password. Daikin suggests to change your password as soon as possible. See ["4.2.2 To change your password" \[▶ 17\]](#).



#### INFORMATION

If you forgot your password, click the corresponding link on the login page.  
Daikin does not have the ability to change your password.

- 5 Select your preferred language (c).
- 6 Click the Login button (e).

**Result:** The dashboard appears. See ["3.5 About the Daikin Cloud Service user interface" \[▶ 7\]](#) for more information about the user interface.

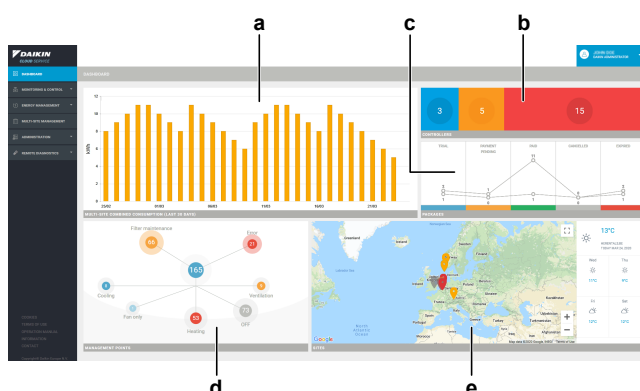


#### INFORMATION

The first time you log in, the Terms of use will appear. Please read these carefully.  
To start using Daikin Cloud Service, select the check box and click Accept.

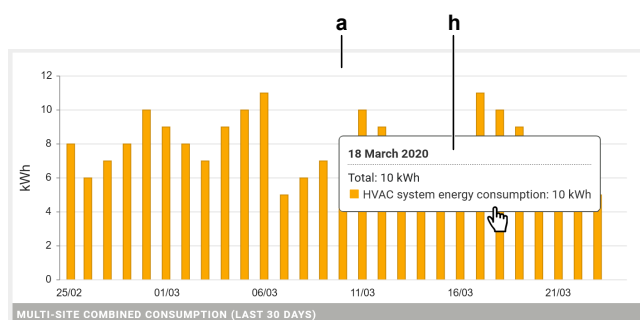
## 3.5 About the Daikin Cloud Service user interface

### 3.5.1 About the dashboard

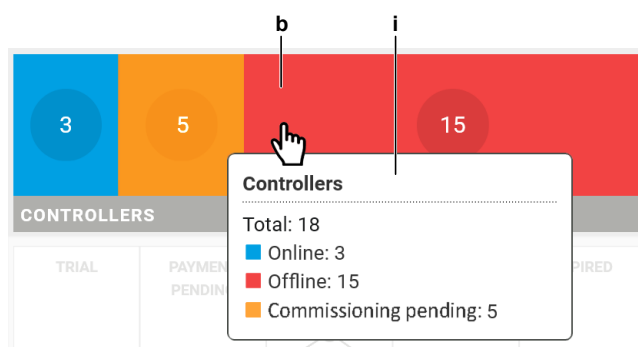


The Dashboard screen is divided into 5 sections:

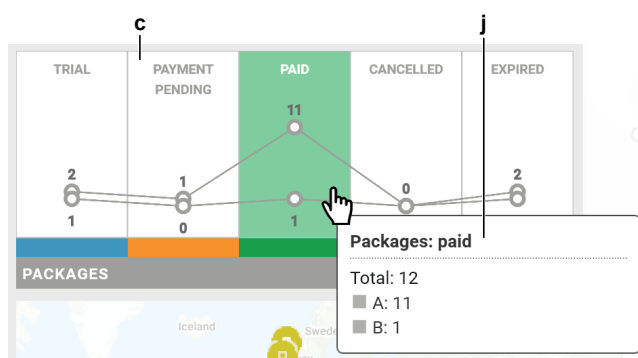
- The Multi-site combined consumption (last 30 days) section (a). This chart shows the aggregated data from all the sites you have access to for the last 30 days. Hover your cursor over the chart to display additional information (h).



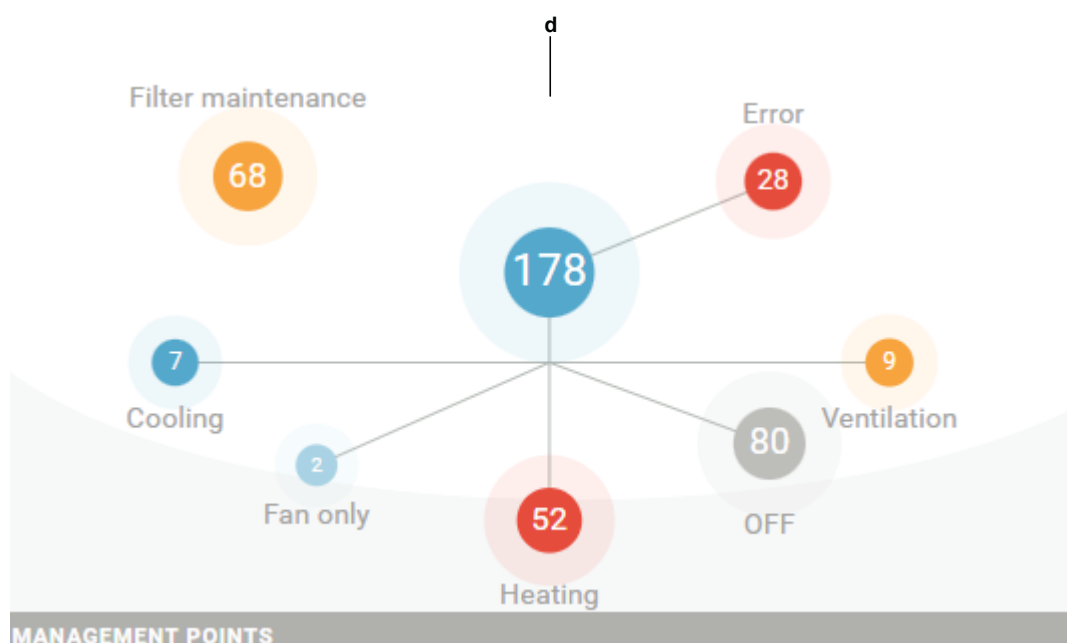
- The Controllers section (b). Here you can view the number of commissioned online, commissioning pending and commissioned offline controllers (blue = online, orange = commissioning pending and red = offline). Move your cursor into the section to display additional information (i).



- The Packages section (c). Here you can see the number of "A" and "B" packages and their status. See ["4.16.1 To create a new site"](#) [▶ 64] and ["4.16.2 About editing sites"](#) [▶ 68] for more information about packages and their status. Move your cursor into the section to display additional information (j).



- The Management points section (d), showing the current status of all units.

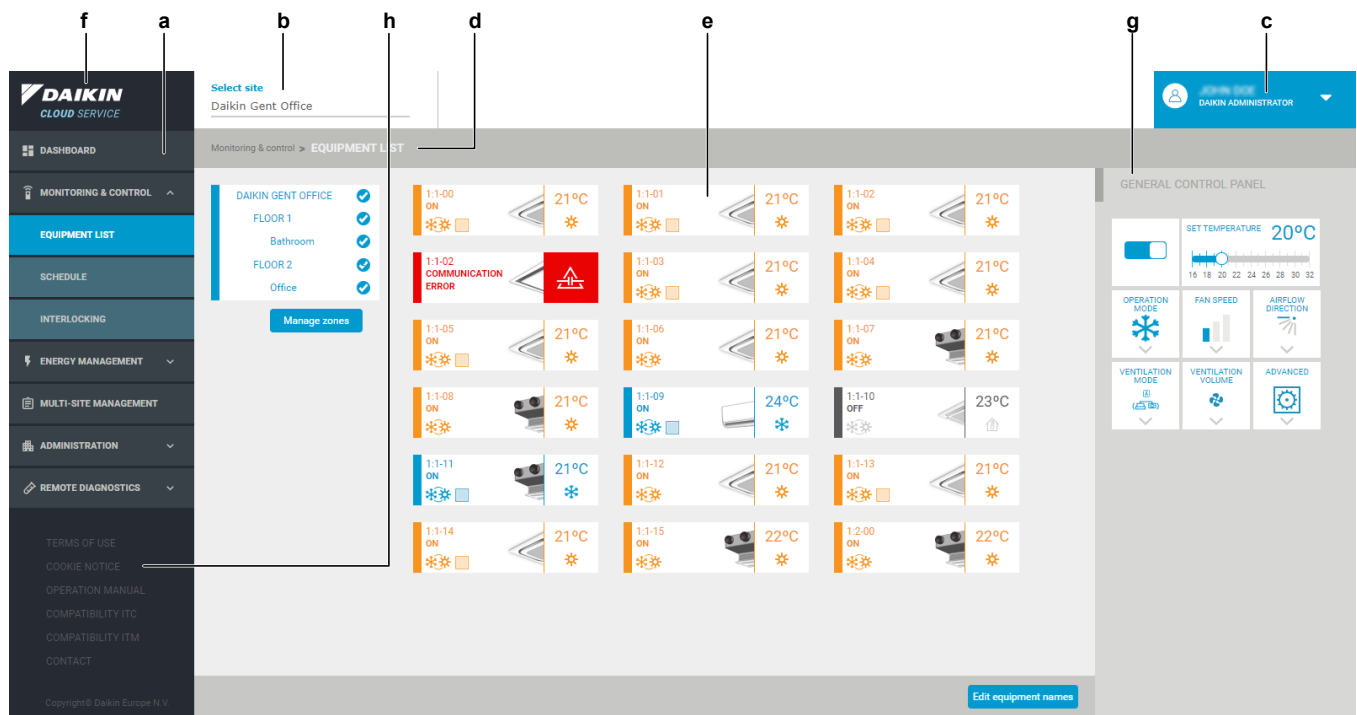


- The Sites (e). The map gives an overview of all your sites (red = unit error, orange = controller error and blue = all OK). Click on a site location to display additional information about the site (k) and to display the weather forecast for that location (l).



### 3.5.2 About the major parts of the user interface

The user interface of the Daikin Cloud Service consists of the following major parts:



- The navigation pane (a), allowing you to navigate to the different functions of the application.
- An upper toolbar with a site selector (b) showing you all the installations and the user profile drop-down list (c).
- Breadcrumbs (d) that give you feedback on where you are in the structure of the user interface.
- A content section (e) displaying the current situation.
- The Daikin logo (f). Whenever you click on the Daikin logo field (f), the dashboard appears.
- The General control panel (g). Allows you to apply some advanced functions immediately to all units of a particular site. See ["To set advanced functions on all units at once"](#) [▶ 24].
- The footer section (h), which provides links to some useful pages. This includes the Terms of use, Cookie notice, compatibility pages, and more.

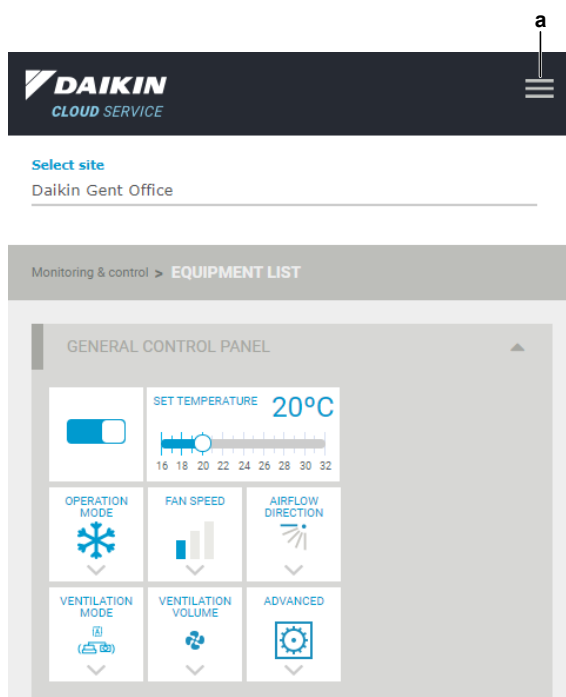


#### INFORMATION

The user interface is responsive, which means it looks good on all devices (desktops, tablets, and phones). It will react to the available display size.

This means for example that the navigation pane is hidden on smaller devices.

When the navigation pane is hidden and you want to show it again:



1 Click the "Hamburger" icon (a) in the upper right corner.

**Result:** The navigation pane is displayed on top.

## 3.6 About access levels

There are 5 user roles, each with different access levels. Depending on your role you have more or less features available.

The 5 user roles according to hierarchy are:

- Daikin Administrators
- Daikin Affiliates
- Installers
- Administrators
- Operators

The following table shows the features that are NOT available to all different user levels.

Available functions	Daikin Administrators	Daikin Affiliates	Installers	Site Administrators	Operators
Can read the release notes (see <a href="#">"4.2.4 To read the release notes"</a> [▶ 18])	●				
Can view compatibility pages with supported models (see <a href="#">"3.8 About compatibility with Daikin Cloud Service"</a> [▶ 14])	●	●			
Monitoring & Control - Equipment list (Change equipment name) (see <a href="#">"4.3.1 To change the equipment names"</a> [▶ 19])	●	●	●	●	

Available functions	Daikin Administrators	Daikin Affiliates	Installers	Site Administrators	Operators
Monitoring & Control - Equipment list (advanced control) (see <a href="#">"To set advanced functions on all units at once"</a> [▶ 24])	●	●	●	●	
Monitoring & Control – Schedule (see <a href="#">"4.4 About managing time schedules"</a> [▶ 31])	●	●	●	●	● <sup>(a)</sup>
Monitoring & Control – Interlocking (see <a href="#">"4.5 To link an event to a responding action (interlocking)"</a> [▶ 39])	●	●	●	●	● <sup>(a)</sup>
Energy management – Energy performance – Visualise EER/COP data (see <a href="#">"4.8 To consult energy performance of outdoor units"</a> [▶ 47])	●	●			
Energy management - Target energy settings (see <a href="#">"4.13 To manage the energy target settings"</a> [▶ 59])	●	●	●	●	
User administration (see <a href="#">"4.15 To manage the users"</a> [▶ 62])	●	●	●	●	
Building administration - Site list (see <a href="#">"4.16 About building administration"</a> [▶ 64])	●	●	● <sup>(b)</sup>	● <sup>(c)</sup>	
Building administration – Controllers (overview) (see <a href="#">"To manage the site itself and its controllers"</a> [▶ 68])	●	● <sup>(d)</sup>	● <sup>(d)</sup>		
Building administration - Integrators (see <a href="#">"To manage integrators"</a> [▶ 74])	●				
Building administration – Zones (see <a href="#">"4.17 To manage zones"</a> [▶ 82])	●	●	●	●	● <sup>(a)</sup>
Building administration – Indoor units (see <a href="#">"4.18 To manage indoor units"</a> [▶ 83])	●	●	●	● <sup>(e)</sup>	● <sup>(e)</sup>
Building administration - Outdoor units (see <a href="#">"4.19 To manage outdoor units"</a> [▶ 85])	●	●	●	●	● <sup>(a)</sup>
Building administration – Sensors (see <a href="#">"4.20 To manage sensors"</a> [▶ 85])	●	●	●	● <sup>(f)</sup>	
Building administration - Electric meter configuration (see <a href="#">"4.21 To perform electric meter configuration"</a> [▶ 88])	●	●	●	●	● <sup>(a)</sup>
Remote diagnostics - Alarm history (see <a href="#">"4.22.1 To manage the alarm history"</a> [▶ 89])	●	●	● <sup>(g)</sup>	● <sup>(g)</sup>	
Remote diagnostics - Indoor unit analysis (see <a href="#">"4.22.2 To use the indoor unit analysis"</a> [▶ 93])	●	●	● <sup>(g)</sup>	● <sup>(g)</sup>	



Available functions	Daikin Administrators	Daikin Affiliates	Installers	Site Administrators	Operators
Remote diagnostics - Outdoor unit analysis (see "4.22.3 To use the outdoor unit analysis" [▶ 94])	●	●	● <sup>(g)</sup>	● <sup>(g)</sup>	
Remote diagnostics - Prediction setup (see "4.22.4 To use the prediction setup" [▶ 94])	●	●	● <sup>(g)</sup>	● <sup>(g)</sup>	
Remote diagnostics – Reporting (see "4.22.5 To use reporting" [▶ 95])	●	●			

<sup>(a)</sup> Can only view the settings.

<sup>(b)</sup> Can create sites, but NOT residential sites.

<sup>(c)</sup> Can only view or edit the site information, but CANNOT create sites.

<sup>(d)</sup> Can only view details of controllers belonging to sites that the user is linked to in the Controllers overview.

<sup>(e)</sup> Can only view indoor unit information, NOT manually link an indoor unit to management point data.

<sup>(f)</sup> Can edit the thresholds for all types of sensor parameters, but CANNOT edit critical thresholds.

<sup>(g)</sup> Only available if activated by the Daikin affiliate user.

## 3.7 About opting out of the cloud mode

If a site administrator decides to opt out of the Daikin Cloud Service subscription, he can do this himself.

### 3.7.1 To switch from cloud-connect mode to stand-alone mode

A site administrator can decide to stop his subscription to the cloud-connect mode and switch to stand-alone mode with another Android app: the "intelligent Tablet controller", which can be found [here](#) in Google Play. In that case the Daikin Cloud Service can no longer be used. Note that the "intelligent Tablet Controller" app is designed for use on a tablet.

In stand-alone mode the Schedules and Interlocking mode will then be available.

To switch from the cloud-connect mode to the stand-alone mode via the app, proceed as follows:

- 1 Open the intelligent Tablet Controller app.

**Result:** The following screen appears.



- 2 Click Tablet Setting.

**Result:** The following screen appears.

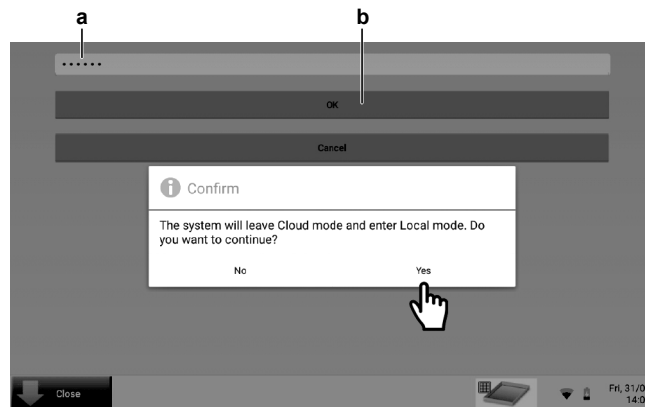


- 3 Click Cloud to Local.

**Result:** A screen appears, allowing you to type a password.

- 4 Enter the password (a) (default: "daikin") and click the Ok field (b).

**Result:** A confirmation message appears. Make sure you want to quit the cloud-connect mode and its advantages before continuing.



- 5 Click the Yes field to confirm.

**Result:** A confirmation message appears. The system is now in stand-alone mode and will restart after clicking the Yes field.

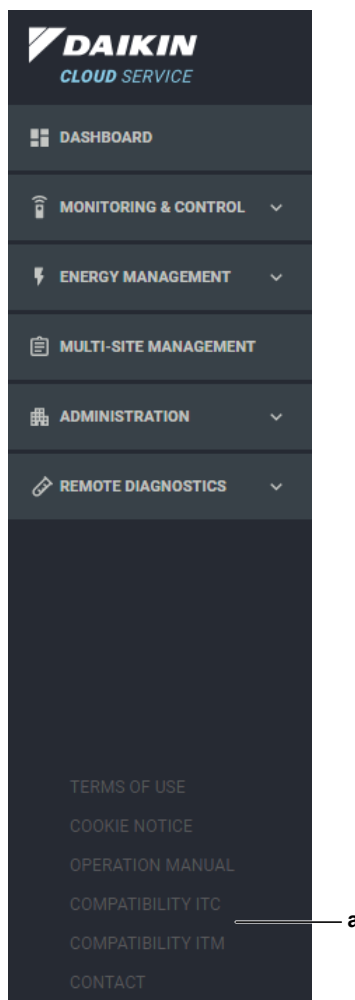
- 6 Click Ok.

**Result:** The system restarts. You will now be able to use the Schedules and the Interlocking through the local interface.

## 3.8 About compatibility with Daikin Cloud Service

An overview of supported outdoor units compatible with the Daikin Cloud Service is available via the links in the footer, below the navigation pane. Note that only Daikin administrators and Daikin affiliates can access these sections.

Clicking any of the compatibility (Compatibility DCM601A51 & LC8 or Compatibility DCC601A51) links (a) in the footer will open the corresponding Supported models page.



Use any of the text fields (b) below the column headers to search for specific units. Clicking any of the column headers (c) will sort the results for that column alphabetically (A to Z or Z to A if clicked again) or, in case of Model Code and Number of units in ascending or descending order. To clear all filters, click the white x (d) on the right.

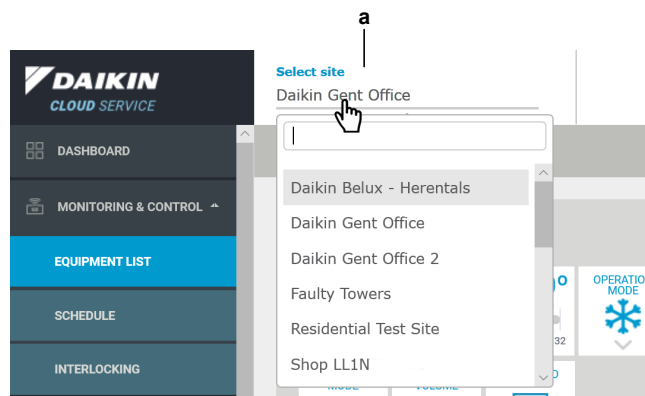
Formal name		Model name		Model Code		Series code		Number of units		
VRV4 HP European version		RYYQ34T7Y1B		402		BL		2		X
VRV4 HP European version		RYYQ36T7Y1B		402		BL		2		
VRV4 HP European version		RYYQ38T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ40T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ42T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ44T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ46T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ48T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ50T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ52T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ54T7Y1B		403		BL		3		
VRV4 HP European version		RYYQ8T7Y1B		400		BL		1		
VRV4 W		REYQ10P9Y1B		305		BL				

796 - 810 of 1637 items

## 4 Operation

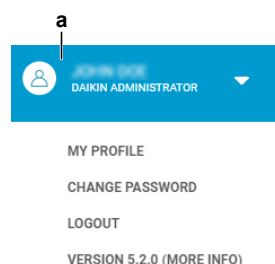
### 4.1 About switching between different sites

If you have multiple sites to manage, the Daikin technician will set these up so they become available in the site selector.



To consult the installations from another site, simply select another one from the selector (a).

### 4.2 About changing your profile



The drop-down list (a) shows your login name and function (e.g. operator, administrator, ...).

By clicking the drop-down list, you have the possibility to make changes to your profile, change your password, or log out from your account.

Daikin administrators can also consult the current version number of the application and the release notes (or history).

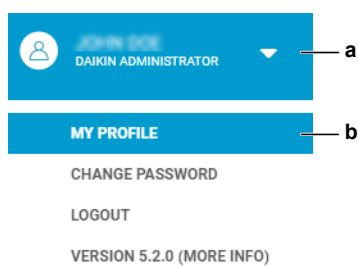
#### 4.2.1 To change profile information

You can only modify your name, the linked email address and the email notification language.



#### INFORMATION

If you change your email address you will receive an email on the new email address. This email contains a link for validation. You need to click the link in order to validate the new email address. Remember to use the new email address for the next login.



- 1 From the user profile drop-down list (a), select My profile (b).

**Result:** The following window appears.

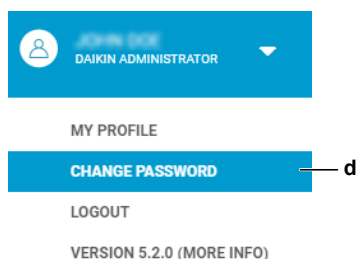
 A form titled 'Account settings > MY PROFILE'. It contains four input fields: 'E-mail\*' with the value 'john.doe@daikin.be', 'Name\*' with the value 'John Doe', 'E-mail notification language' with a dropdown menu showing 'English', and 'Select role' with a dropdown menu showing 'Daikin administrator'. At the bottom right, there are two buttons: 'Cancel update' and 'Update profile'.

- 2 Make the changes.
- 3 Click the Update profile button (c).

**Result:** A confirmation message appears, your profile has changed and the application automatically returns to the main window.

#### 4.2.2 To change your password

Daikin recommends to change the password you were given by the technician.



- 1 From the user profile drop-down list, select Change password (d).

**Result:** The following window appears.

 A form titled 'Account settings > CHANGE PASSWORD'. It contains three input fields: 'Enter current password \*', 'Enter new password \*', and 'Verify new password \*'. At the bottom right, there is a button labeled 'Change password'.

- 2 Make the changes.

- 3 Click the Change password button (e).

**Result:** A confirmation message appears and your password is changed.

#### 4.2.3 To log out from the system

You can manually log out from the system.



#### INFORMATION

For security reasons, after 2.5 hours you are automatically logged out.

- 1 From the user profile drop-down list, select the Logout option.

**Result:** You are logged out and the application returns to the login page.

#### 4.2.4 To read the release notes



#### INFORMATION

This section is only applicable for Daikin administrators.

When you click the user profile drop-down list you can directly see the current version of the Daikin Cloud Service.

The screenshot shows the Daikin Cloud Service user interface. On the right, a blue user profile dropdown menu is open, displaying the user's name 'JOHN DOE' and role 'DAIKIN ADMINISTRATOR'. The menu options are 'MY PROFILE', 'CHANGE PASSWORD', 'LOGOUT', and 'VERSION 5.2.0 (MORE INFO)'. A label 'f' points to the 'VERSION 5.2.0 (MORE INFO)' option. On the left, the 'VERSION INFORMATION' section displays the current version '5.2.0' and build timestamp '2021-08-16T12:48:16Z'. Below this, the 'Release notes' section shows a list of updates, including a new feature for IEQ sensors (MITCA-5372) and improvements to the site detail page and equipment list.

- 1 From the user profile drop-down list, click Version (f) to consult the release notes.

**Result:** The release notes are displayed.

### 4.3 About monitoring and controlling the equipment

In the equipment list window you can choose between controlling all units of the chosen site, all units of a (or more) chosen zone(s) or controlling one specific unit.

It is possible that a red alert bar is visible. It provides additional information for issues with controllers.

The screenshot shows the 'Monitoring & control > EQUIPMENT LIST' window. A red alert bar is visible at the bottom, containing a warning icon, the text 'Some controllers require attention', and a 'Show details' button.

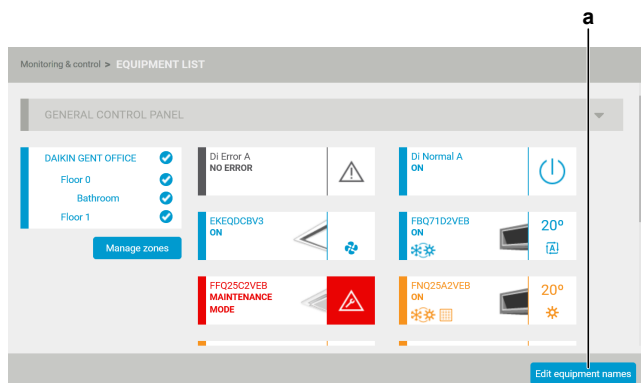
## 4.3.1 To change the equipment names

**INFORMATION**

This section is only applicable for Daikin administrators, affiliates, installers and site administrators.

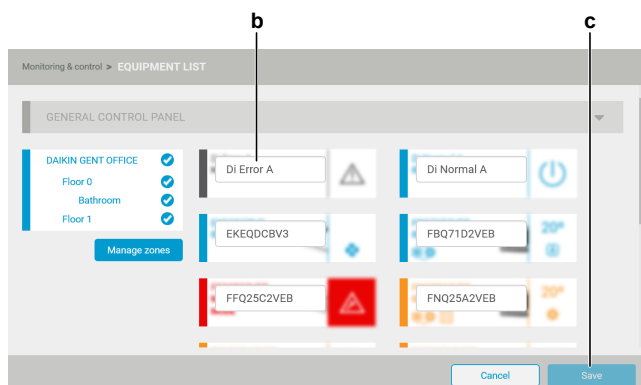
- 1 From the site selector, select the site you wish to manage first.
- 2 In the navigation pane, select Equipment list under Monitoring & control.

**Result:** A list of all available units at the particular site appears.



- 3 At the bottom of the screen, click the Edit equipment names button (a).

**Result:** All equipment names (b) become editable.



- 4 Modify the equipment names (b) as desired and click the Save button (c). You can use up to 12 characters.

**Result:** A confirmation message appears and the new names are applied.

**INFORMATION**

Duplicate names are not allowed.

## 4.3.2 About controlling all units of the chosen site

**To set basic functions on all units or a group of units at once**

There are some basic functions you can immediately apply to all units of a particular site:

- Turn all units on or off
- Set the temperature
- Choose the operation mode (Fan, Heating, Cooling, Dry, Automatic, or Dependent mode)

- Set the fan speed (Low, Middle, High, or Automatic)
- Choose the airflow direction (particular direction or Swing)
- Choose the ventilation mode (Automatic, Bypass, or Ventilation mode)
- Set the ventilation volume (Low, High, or Auto)



#### INFORMATION

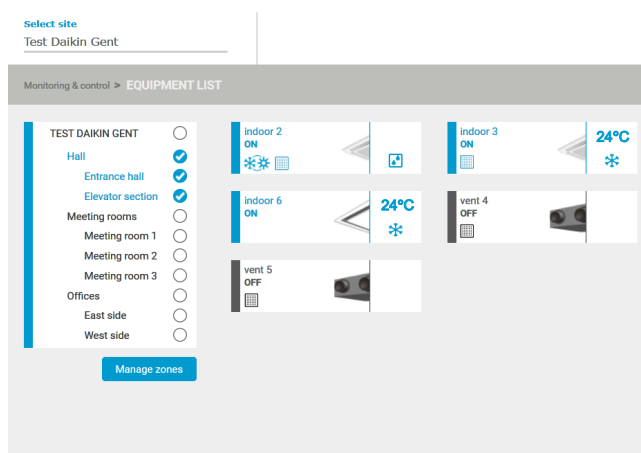
All these control actions will only be applied (automatically) to compatible units. Incompatible units will ignore the commands.

The same functions can be applied for each individual unit. See ["4.3.3 To control 1 specific unit on a site"](#) [► 26].

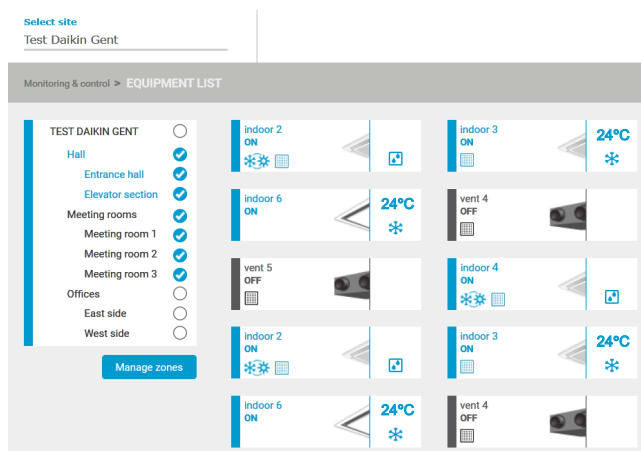
The advanced functions are described in a separate section. See ["To set advanced functions on all units at once"](#) [► 24].

You can enlarge or narrow down the selection of units at a particular site by selecting the zones at the left. Zones allow you to select a batch of units and set their settings together. See ["4.17 To manage zones"](#) [► 82] if you want to configure the set-up of the zones.

In the below example you will be modifying the settings for all units in the meeting room.



In the below example you will be modifying the settings for all units on the chosen site (for the Hall, the Meeting room and Practice 1).

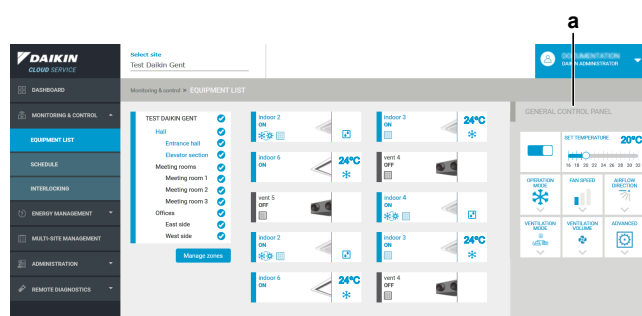


- 1 From the site selector, select the site you wish to manage first.

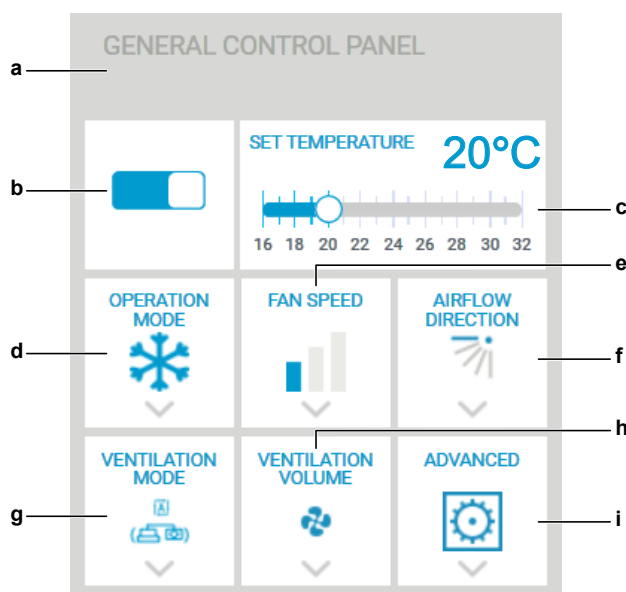


- 2 In the navigation pane, select Equipment list under Monitoring & control.

**Result:** A list of all available units at the particular site appears, together with the General control panel (a).



In the General control panel (a) you can:

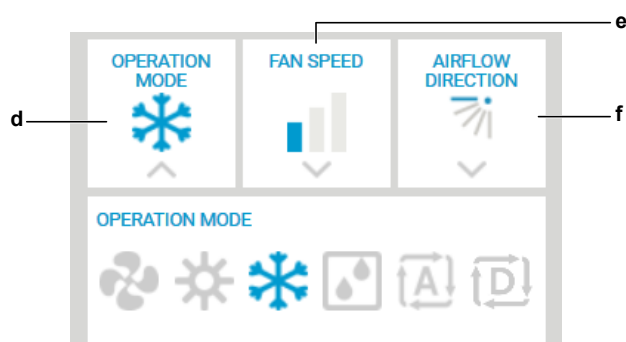


#### INFORMATION

Advanced functions are not available to operators.

- 3 Switch all units on or off by toggling the On/off mode button (b). Slider in the right position and blue background means on, slider in the left position and grey background means off.
- 4 Set the temperature by dragging the Setpoint slider (c).
- 5 Click the Operation mode menu (d).

**Result:** The following section appears.



- 6 Choose the operation mode. The options are Fan, Heating, Cooling, Dry, Automatic, and Dependent mode.

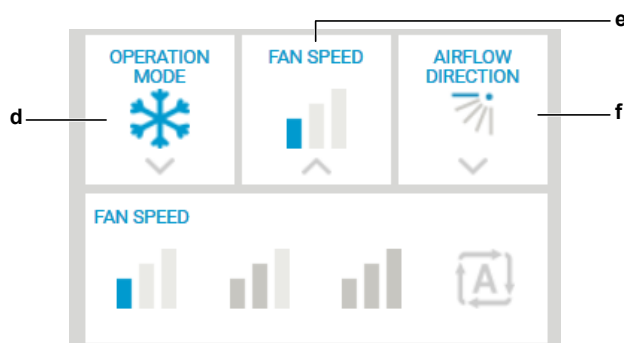


#### INFORMATION

The Dependent mode option is only applicable to some indoor units. If you select the option, the unit does not determine his own mode but it depends on his master. The available (or 'settable') and actual operation mode of a heat/cool slave is determined by the master operation mode and the available features of the slave. You can recognise a master of mode unit by the sun and ice crystal icon.

- 7 Click the Fan speed menu (e).

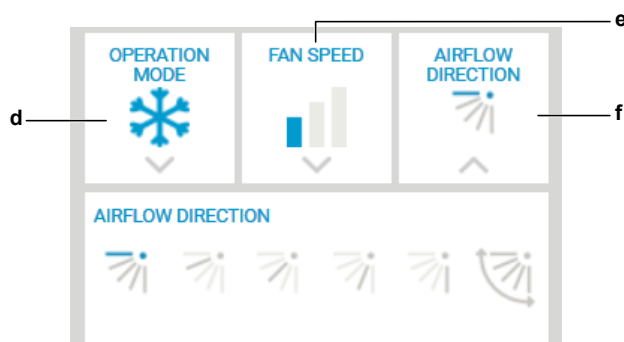
**Result:** The following section appears.



- 8 Choose the fan speed. The options Low, Middle, High, and Automatic.

- 9 Choose the Airflow direction menu (f).

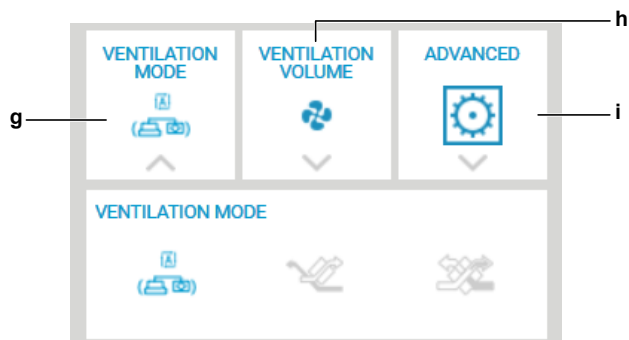
**Result:** The following section appears.



- 10 Choose the airflow direction. The options are Direction 0 to Direction 4 and Swing.

- 11 Click the Ventilation mode menu (g).

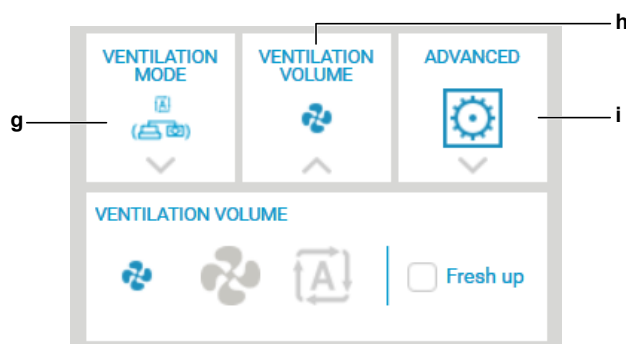
**Result:** The following section appears.



- 12 Choose the ventilation mode. The options are Automatic, Bypass, and Ventilation mode.

**13** Click the Ventilation volume menu (h).

**Result:** The following section appears.

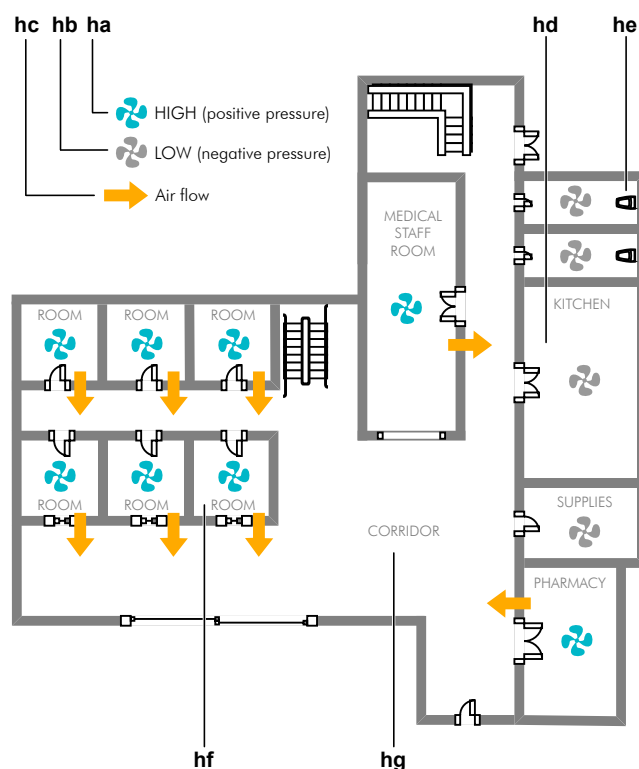


**14** Choose the ventilation volume. The options are Low, High, and Auto. You can also select the Fresh up check box.

The latter allows you to manage the amount of fresh air supplied into the room: it will be larger or smaller than that of the air exhausted outdoors.

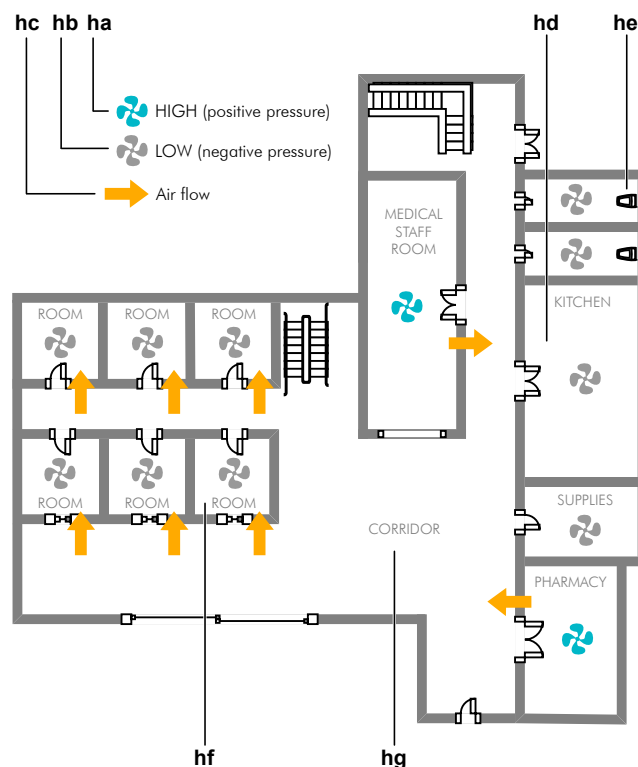
- When a high volume of air (ha) is supplied into the room (hf), a positive pressure will be created.

For example: this can help prevent odours and moisture (from kitchens (hd) and toilets (he) for example) to flow (hc) into the room (hf).



- When a low volume of air (hb) is supplied into the room (hf), a slightly negative pressure will be created.

For example: this can prevent hospital odour and floating bacteria to flow from the room (hf) into the corridor (hg).



### To set advanced functions on all units at once



#### INFORMATION

Advanced functions are not available to operators.

There are some advanced functions you can immediately apply to all units of a particular site:

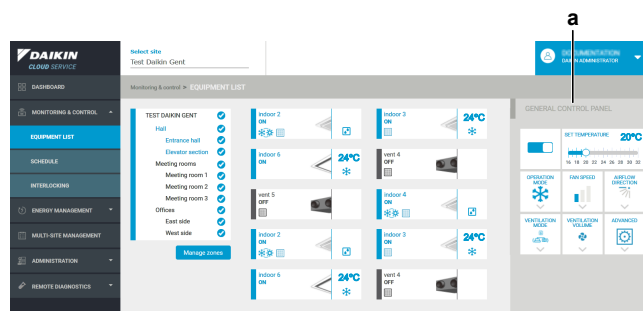
- Maximum limits of the setpoint. This will determine how low and high the users will be able to set the temperature of the units. This avoids extreme settings and the resulting high energy consumption.
- Remote controller restrictions. These settings allow you to determine what the users will be able to do with the units' remote controllers.

The above functions can also be applied for each individual unit.

The basic functions are described in a separate section. See ["To set basic functions on all units or a group of units at once"](#) [▶ 19].

- 1 From the site selector, select the site you wish to manage first.
- 2 In the navigation pane, select Equipment list under Monitoring & control.

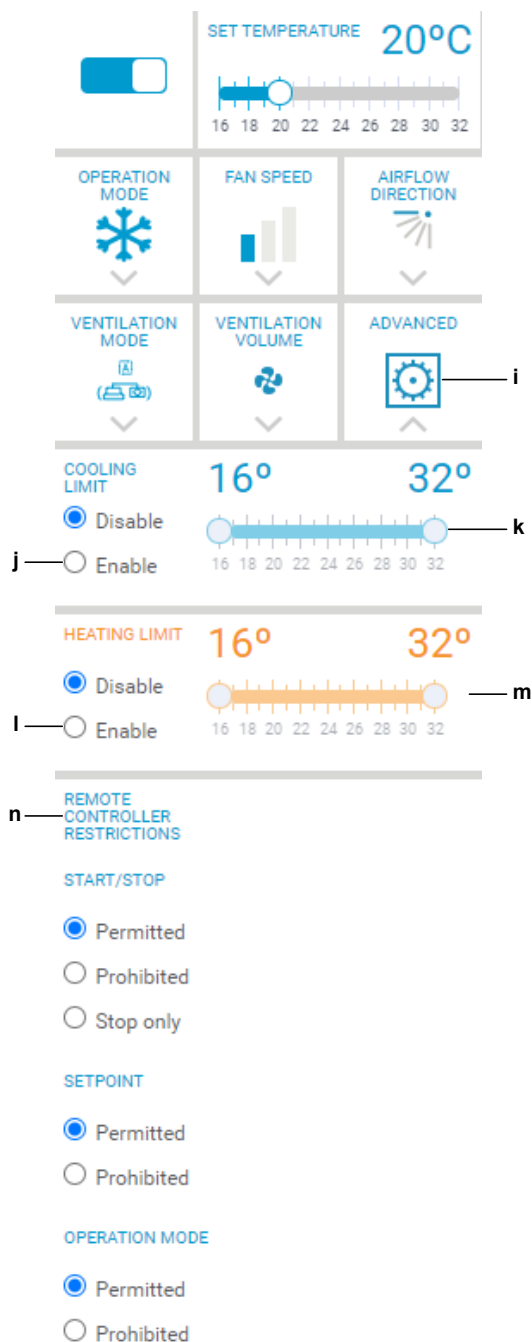
**Result:** A list of all available units at the particular site appears, together with the General control panel (a).



You can enlarge or narrow down the selection of units at a particular site using the zones at the left. See ["4.17 To manage zones"](#) [► 82] if you want to configure the set-up of the zones (this is for administrators only!).

- 3 Click the Advanced menu (i) in the General control panel (a) field.

**Result:** The following section appears.

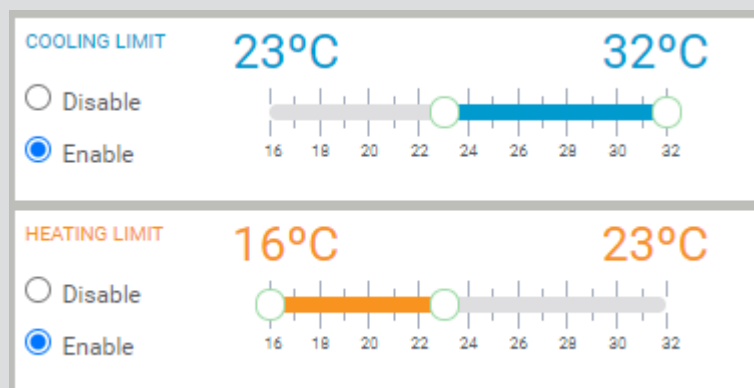


- 4 Select the corresponding Enable option (j) if you want to set a Cooling limit value.
- 5 Drag the Cooling limit slider (k) to set the maximum and minimum limit of the cooling setpoint.
- 6 Select the corresponding Enable option (l) If you want to set a Heating limit value.
- 7 Drag the Heating limit slider (m) to set the maximum and minimum limit of the heating setpoint.

**INFORMATION**

Daikin recommends for most installations to set maximum Cooling limit and Heating limit values both to 23°C.

Limiting the maximum cooling and heating temperatures avoids extreme settings and the resulting high energy consumption.



- 8 Choose the functions you want to permit or prohibit on the remote controller in the Remote controller restrictions section (n).

Example: If you do not want users to turn off and on any of the units, set the start/stop option to Prohibited. If you want to allow them to switch between heating and cooling, set the operation mode to Permitted.

- 9 Close the Advanced drop-down menu (i) by clicking the upwards pointing arrow.

**Result:** All the new settings are implemented.

#### 4.3.3 To control 1 specific unit on a site

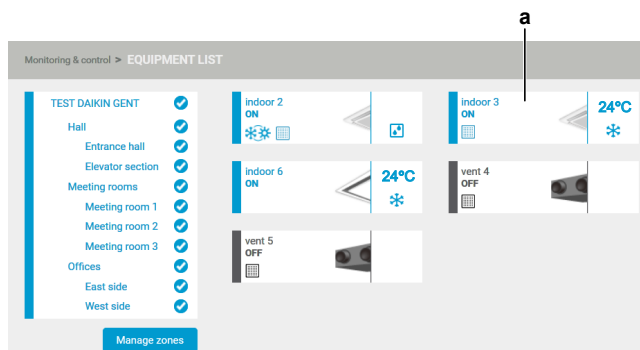
The actual status (ON/OFF) of a unit is shown in the equipment list tiles.

Instead of modifying the settings of all units at a particular site you can modify the same settings of 1 particular unit.

The settings of the specific unit overrule the general settings.

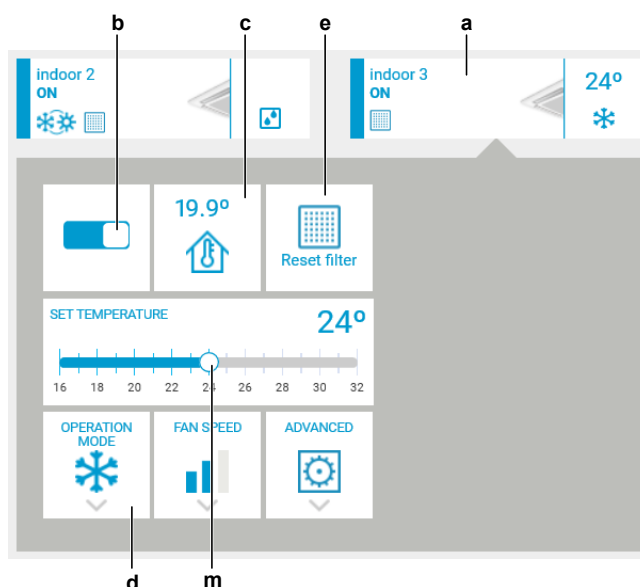
- 1 From the site selector, select the site of the unit you wish to manage first.
- 2 In the navigation pane, select Equipment list under Monitoring & control.

**Result:** A list of all available units at the particular site appears.



- 3 Click 1 specific unit (a) in the equipment list window.

**Result:** The following section appears.



- 4 Switch the unit on or off by sliding the ON/OFF button (b) to the corresponding position.

If the unit is OFF you can still modify the Setpoint value (m) and open the Operation mode menu (d).

- 5 Monitor the measured indoor temperature (c).

The Reset filter icon (e) will only be visible when the unit triggers that it is necessary to reset the filter.

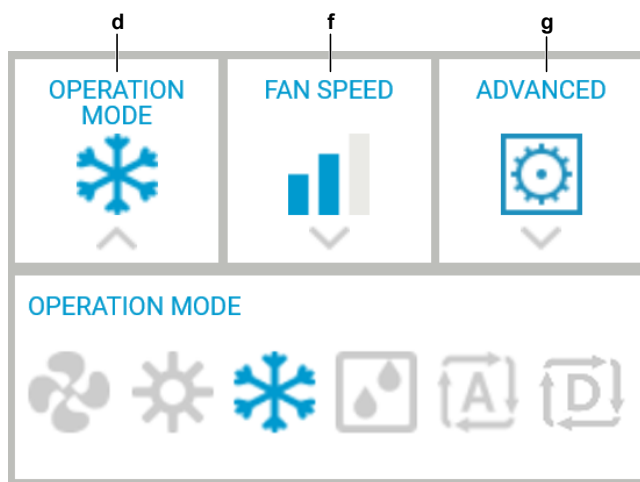
- 6 You can register the replacement of a filter by clicking the Reset filter icon (e). Click Yes in the confirmation message that appears.

**Result:** The Reset filter button disappears from the option list.

- 7 Drag the Setpoint slider (m) to set the temperature.

- 8 If applicable for the unit, click the Operation mode menu (d).

**Result:** The following section appears. Depending on the type of unit, the options might differ.

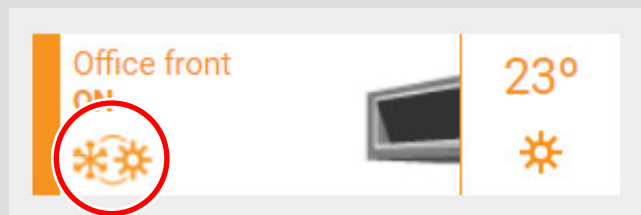


- 9 Choose the operation mode. The options are fan, heating, cooling, dry, automatic and dependent.

**INFORMATION**

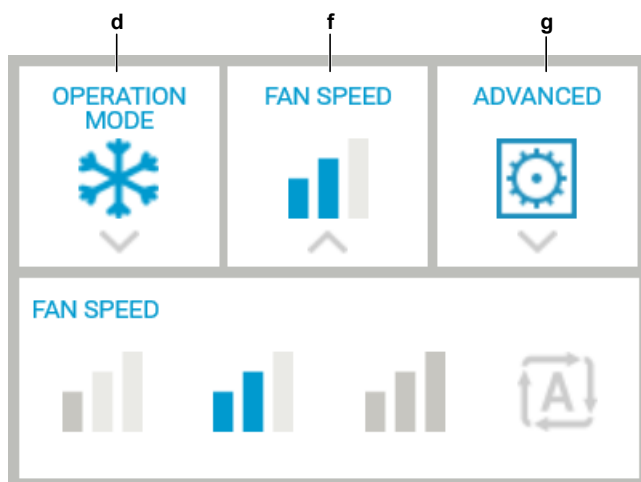
You can only switch to heating, cooling, and automatic modes on a master of mode unit. You can recognize a master of mode unit by the combined heating and cooling icon.

Units that are on dependent mode will follow the operation of the master unit.



- 10** If applicable for the unit, click the Fan speed menu (f).

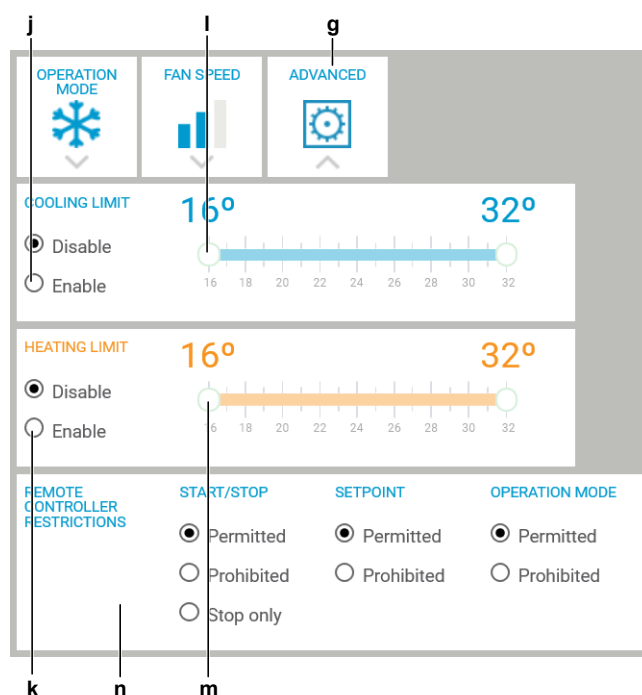
**Result:** The following section appears.



- 11** Choose the fan speed. The options, depending on the unit, are Low, Middle, High and Automatic. Some units may only show Low and High.
- 12** Click the Advanced menu (g).

**Result:** The following section appears.





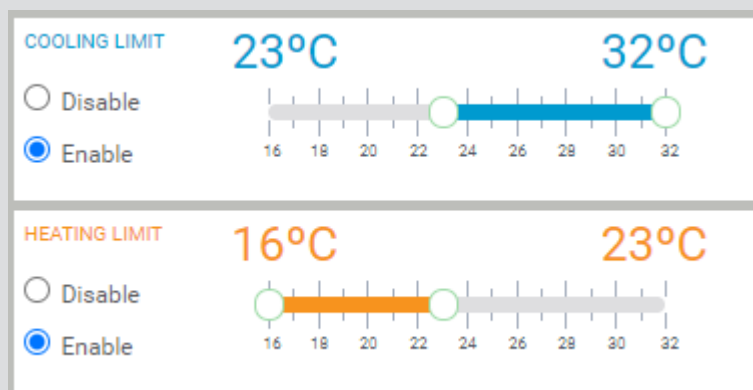
- 13** Select the corresponding Enable option (j) if you want to set a Cooling limit value.
- 14** Drag the Cooling limit slider (k) to set the maximum and minimum limit of the cooling setpoint.
- 15** Select the corresponding Enable option (l) If you want to set a Heating limit value.
- 16** Drag the Heating limit slider (m) to set the maximum and minimum limit of the heating setpoint.



#### INFORMATION

Daikin recommends for most installations to set maximum Cooling limit and Heating limit values both to 23°C.

Limiting the maximum cooling and heating temperatures avoids extreme settings and the resulting high energy consumption.



- 17** Choose the functions you want to permit or prohibit on the remote controller in the Remote controller restrictions section (n).

Example: If you do not want users to turn off and on any of the units, set the start/stop option to Prohibited. If you want to allow them to switch between heating and cooling, set the operation mode to Permitted.

**18** Close the control window by clicking the unit.

**Result:** All the new settings are implemented.

#### 4.3.4 To monitor IEQ sensors

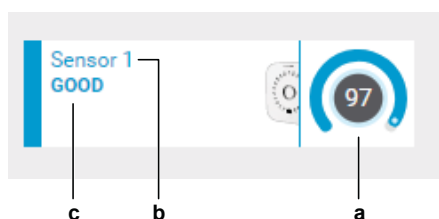
In addition to controlling and monitoring units, the Equipment list can also be used for basic monitoring of paired IEQ sensors. The sensors measure a variety of parameters related to indoor environmental quality. For more information about pairing sensors with sites, see ["To pair IEQ sensors with a site" \[► 75\]](#).

- 1** From the site selector, select the site the sensor is paired with.
- 2** In the navigation pane, select Equipment list under Monitoring & control.

**Result:** A list of all available units and sensors at the particular site appears.

- 3** To only show sensors in the Equipment list, deselect any of the zones that are currently selected.

If a sensor is active, its global value (a) can be read directly from the Equipment list. Below the friendly name of the sensor (b), the sensor status (c) is displayed. The sensor status changes to indicate when the global value drops below the set threshold value. In addition, the ring around the global value will indicate the type of threshold that was breached (blue for Good, orange for Warning threshold and red for Critical threshold).

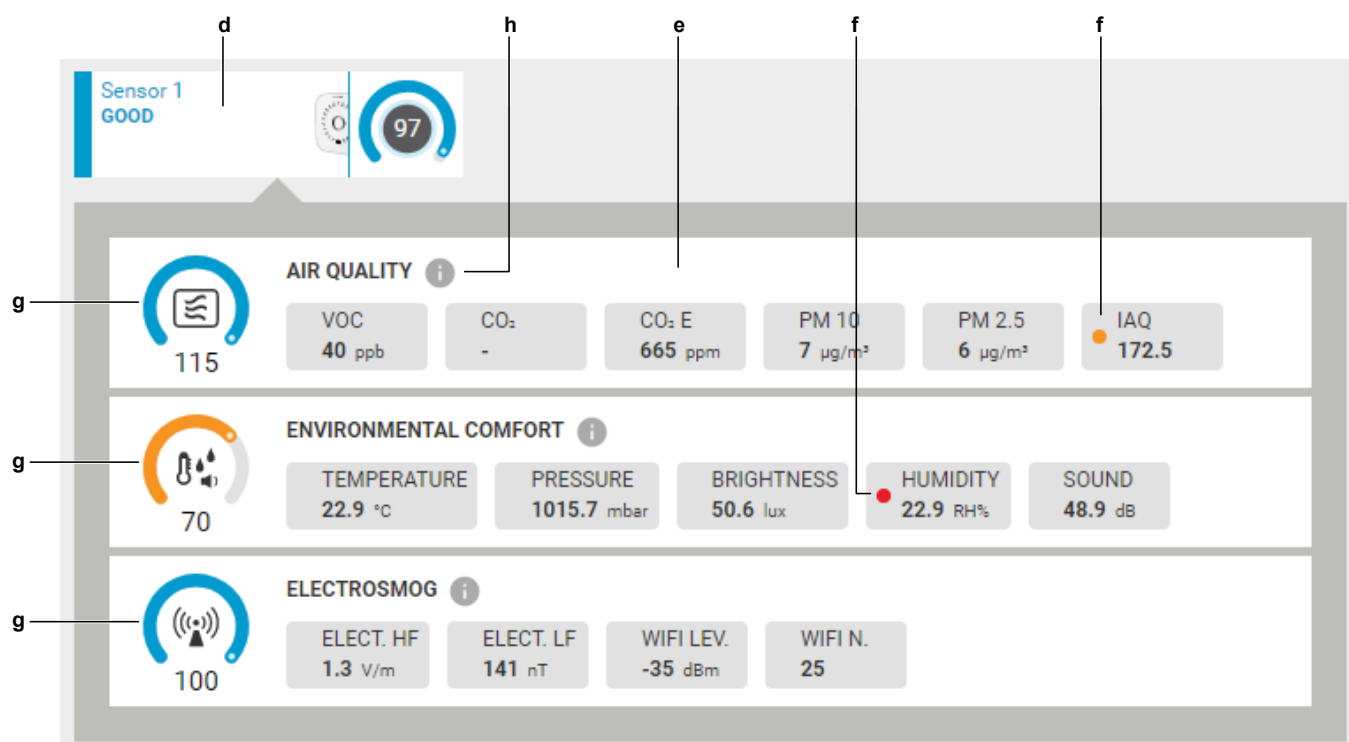


If the sensor is Off, the global value is not displayed and the corresponding sensor tile is grey:



- 4** Click a specific sensor (d) in the equipment list window.

**Result:** A more detailed breakdown section (e) appears. This section shows an overview of all the values for parameters measured by the IEQ sensors.



Parameters for which the values violate the set threshold values are marked with an orange (for Warning threshold) or red (for Critical threshold) dot (f). The parameters are divided into 3 categories (Air quality, Environmental comfort and Electrosmog), each with their own combined value (g). The categories, like the global value, also have a coloured ring to indicate whether any set threshold values have been breached.

- 5 Click the information symbol (h) for more information about the different parameters and abbreviations.

The Equipment list is a simple and fast way to monitor the overall status of your sensors. For information about more in-depth managing and monitoring sensors, see ["4.20 To manage sensors"](#) [▶ 85] and ["4.12 To perform sensor monitoring"](#) [▶ 56].

## 4.4 About managing time schedules

Operators can only consult the programmed schedules, they cannot create or modify them.

Before you start configuring the time schedules, please understand the logic and terminology within Daikin Cloud Service. You start by creating the "yearly schedule". This will determine the period covered. Underneath you have the "program" which can be turned ON and OFF and contains the actual commands.

There is also the possibility to add an exception schedule (e.g. for holiday periods). This will overrule the active yearly schedule(s).

### 4.4.1 To create a yearly time schedule

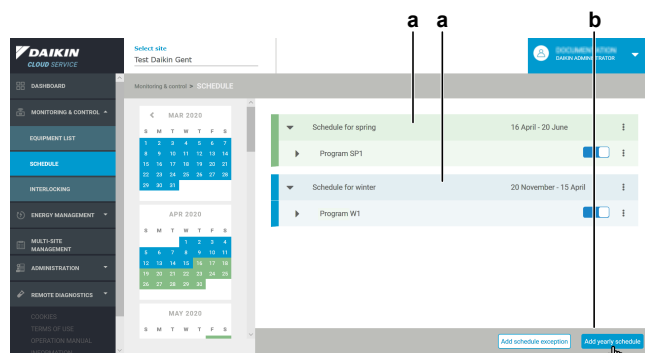
You can create one or more schedules for different periods of the year.

Within these schedules all settings as described in ["4.3.2 About controlling all units of the chosen site"](#) [▶ 19] can be modified.

The schedule settings are overruled by controlling actions executed directly on the management point or through the other controller features on the platform.

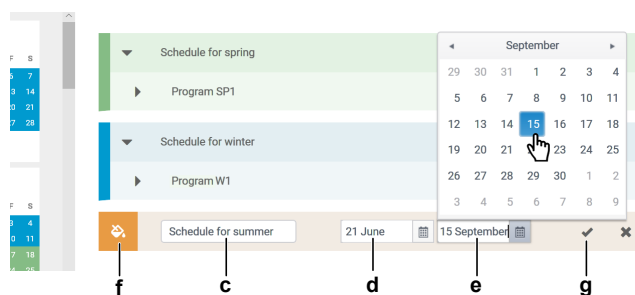
- 1 In the navigation pane, select Schedule under Monitoring & control.

**Result:** The following page appears. Current schedules (a), if any, are displayed at the right of the calendar.



- 2 Click the Add yearly schedule button (b).

**Result:** A new line is added.



- 3 Fill out a schedule name (c) and select the start date (d) and the end date (e).



- 4 If desired, you can assign a color to the new schedule by selecting one from the hover-over list (f) at the left.

This color will be used in the calendar in the left part to indicate the period of the schedule.

- 5 Click the check mark (g).

**Result:** The schedule is created.

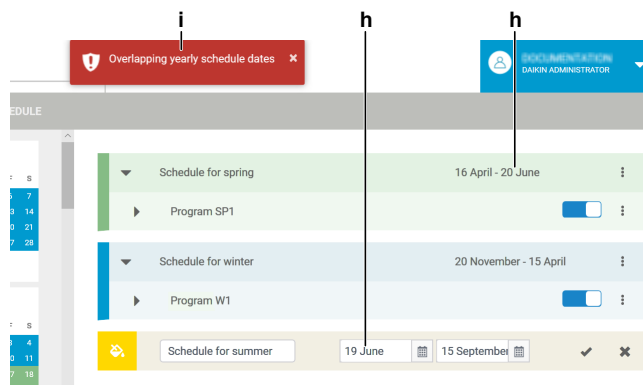


#### INFORMATION

The start date and the end date do not apply to a specific year.

The start date and the end date of schedules can NOT overlap.

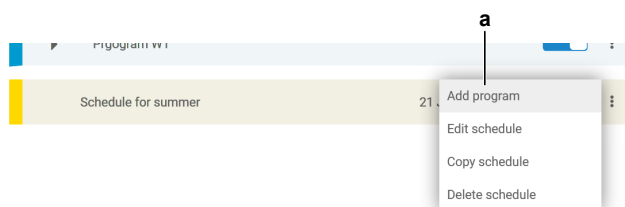
If you do attempt to make a new schedule with overlapping dates (h), a warning (i) appears and you cannot complete the action.



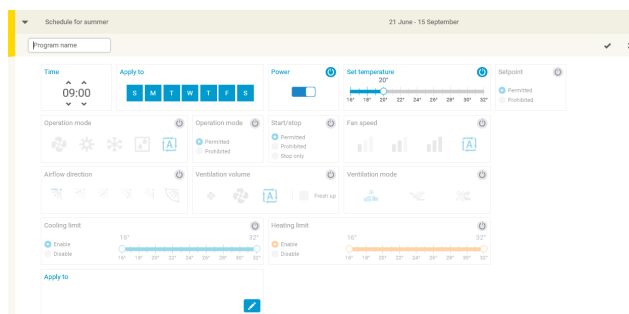
#### 4.4.2 To add a program to a time schedule

You can e.g. start units and change the operation mode that will be triggered at a certain time for specific unit(s).

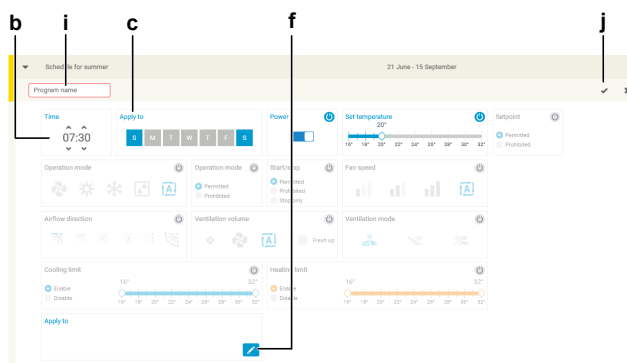
- 1 Click the Add program option (a) at the right of the schedule line.



**Result:** A setting screen appears.

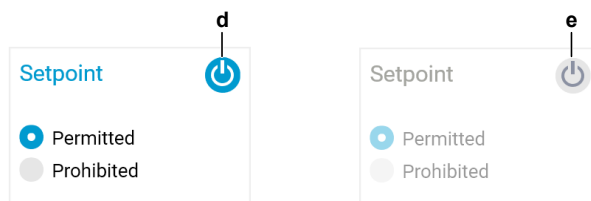


- 2 Set the actions and units for the time schedule.

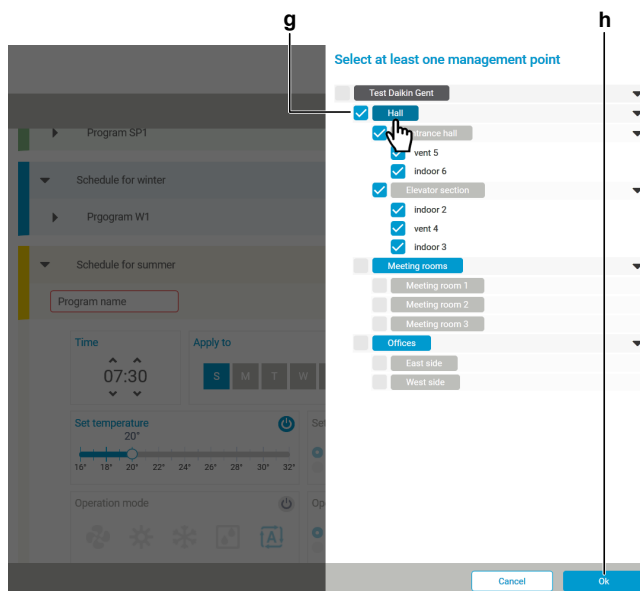


- Set the starting time (b) by clicking the hours and minutes.
- Click the days of the week (c) to make sure the units will switch on during these days.
- Define the required controlling actions you want to have executed on the defined units.

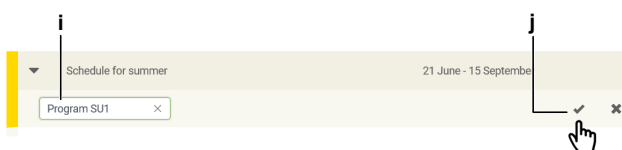
You can see the settings that are active by the condition of the field: active (d) or non-active (e).



- Click the pencil button (f) to choose the units you want these settings to apply to. The view contains zones and units which you can select with the check boxes (g).

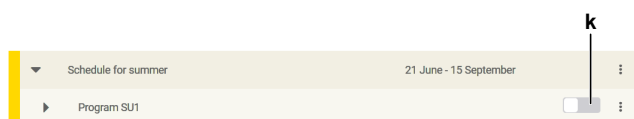


- 3 Click the Ok button (h) to save the settings and close the window.



- 4 Fill out a name (i) for the program of the schedule and click the check mark (j).

**Result:** The program is added.

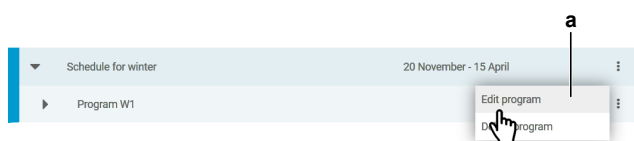


Logically you will now define when the units need to be turned off. Restart at step 1 of the current procedure.

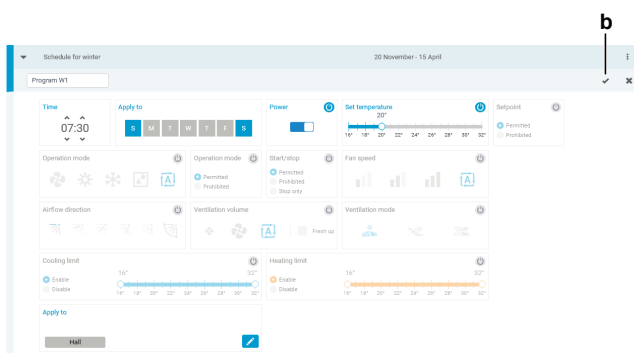
You can (temporarily) activate or deactivate an action by moving the slider (k).

#### 4.4.3 To edit a program of a time schedule

- 1 To edit an existing program, click the Edit program field (a).



**Result:** You can now change all of the actions that are set in this program (see "4.4.2 To add a program to a time schedule" [▶ 33]).



- 2 Click the check mark (b) to save the changes.  
3 Click the Delete program field (c) to delete a program if required.



#### 4.4.4 To edit a yearly time schedule

- 1 Click the Edit schedule field (a).



- 2 Change schedule name (b), start date (c) and end date (d) as required.



- 3 Click the check mark (e) to save the changes.

- 4 Click the Delete schedule field (f) to delete a yearly time schedule if required.



#### 4.4.5 To copy a yearly time schedule

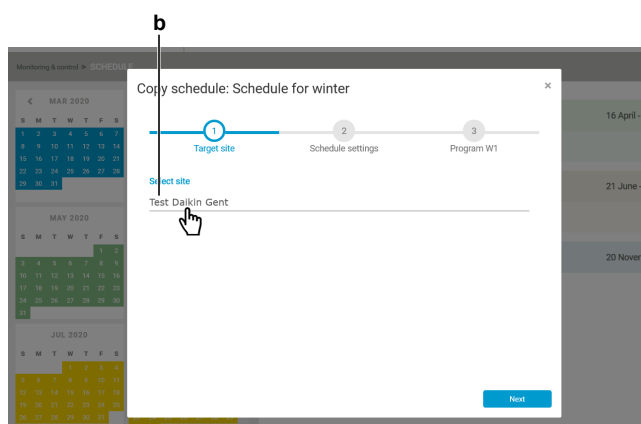
Copying a yearly time schedule also copies all the programs within.

You can copy a yearly time schedule to the same site or to a different site.

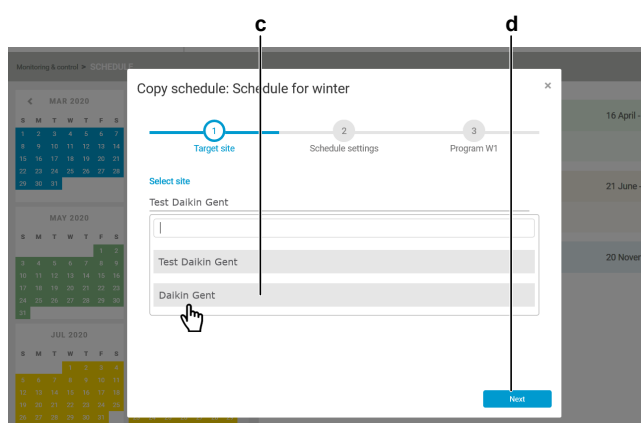
- 1 Click the Copy schedule field (a).



**Result:** The following screen appears:

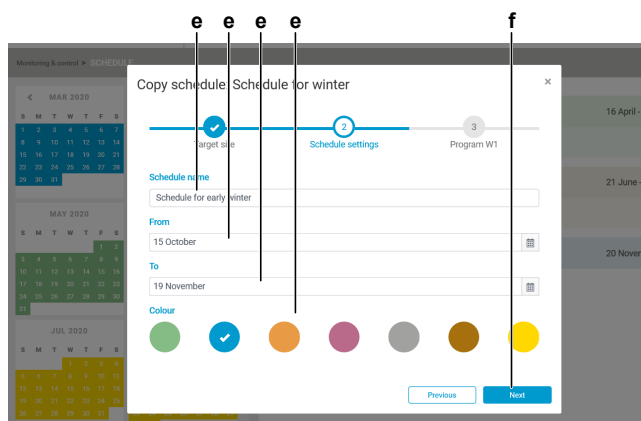


- 2 Click the source site (b).



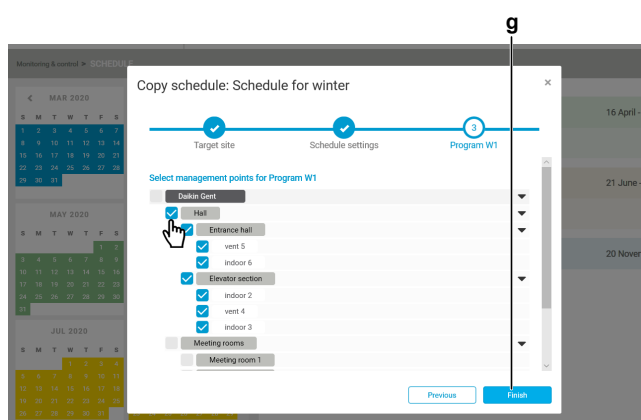
- 3 Select the View target site (c) from the drop-down list and click the Next button (d).





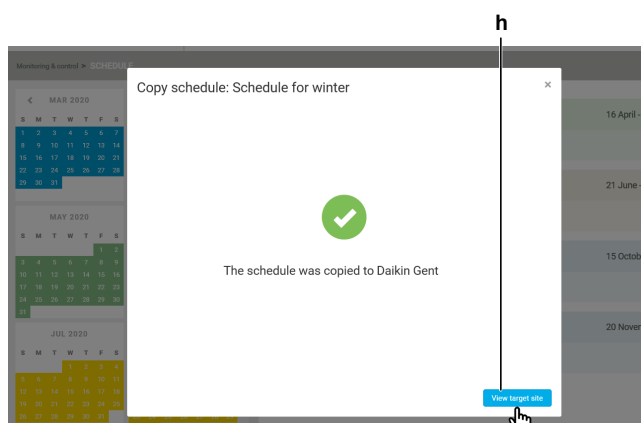
- 4 Change the Schedule settings (e) as required and click the Next button (f).

In case a schedule is already active on a date range, the dates are disabled on the calendar (greyed out).



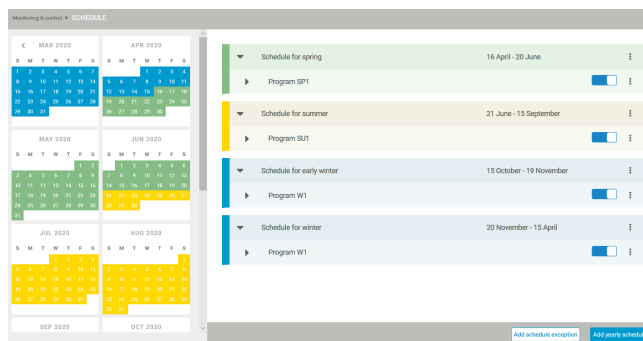
- 5 Select the units you want the schedule to apply to and click the Finish button (g). Do this for each program individually if there are multiple programs added to the schedule.

**Result:** The schedule is copied.



- 6 Click the View target site button (h).

**Result:** The pop-up screen closes and the new (copied) schedule is added to the schedule overview list.



#### 4.4.6 To create an exception schedule

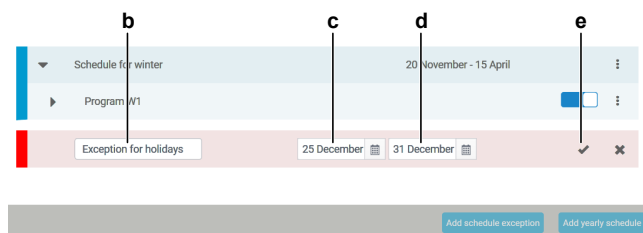
An exception schedule overrules the yearly schedule(s).

It is useful to add an exception schedule e.g. for holiday periods.

- 1 Click the Add schedule exception button (a).



**Result:** A new line is added.



- 2 Fill out a schedule name (b) and select the start date (c) and the end date (d).

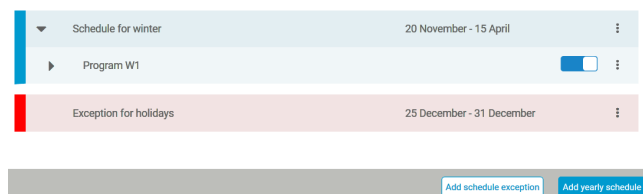


#### INFORMATION

The color of an exception schedule is always red.

- 3 Click the check mark (e).

**Result:** The exception schedule is added.



#### INFORMATION

The start date and the end date do not apply to a specific year.

The start date and the end date of exception schedules can NOT overlap.

Add a program to the Exception schedule in the same way as described in "4.4.2 To add a program to a time schedule" [▶ 33].

Edit an Exception schedule in the same way as described in ["4.4.4 To edit a yearly time schedule"](#) [▶ 35].

Copy an Exception schedule in the same way as described in ["4.4.5 To copy a yearly time schedule"](#) [▶ 36].

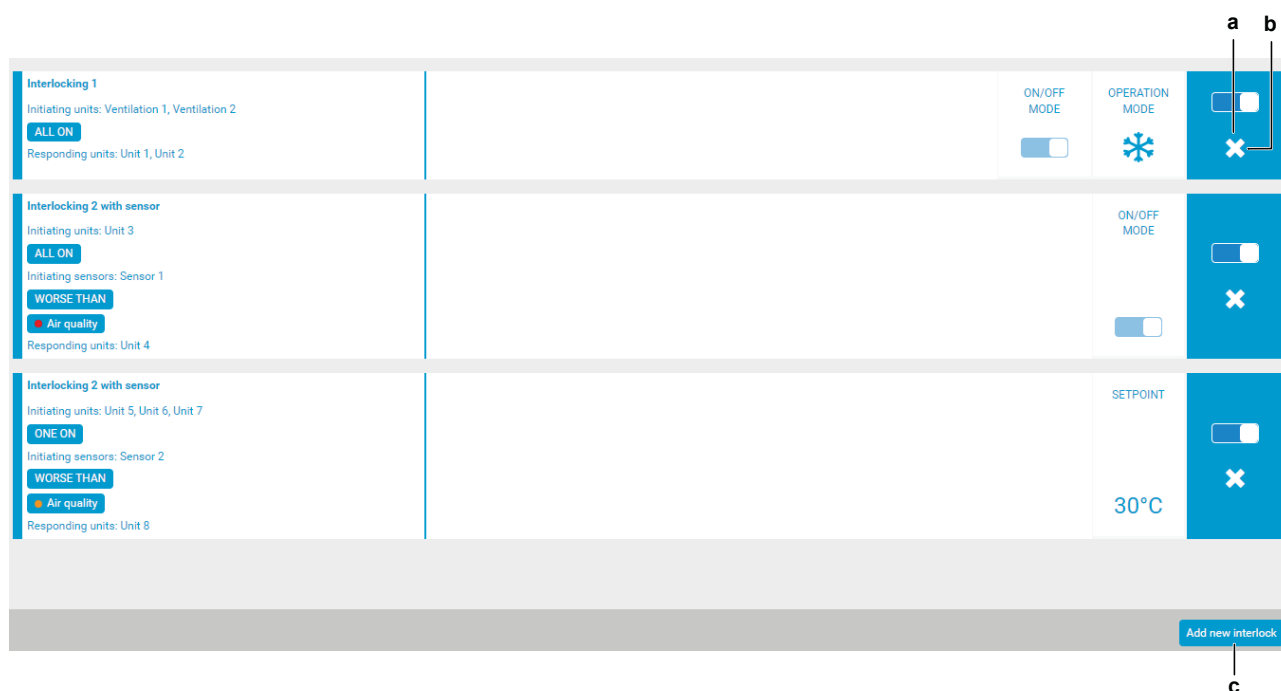
## 4.5 To link an event to a responding action (interlocking)

Linking an event to a responding action (Interlocking) allows you to set up the triggering of a responding action after an event. This responding action can be applied to a choice of units. The trigger can be initiated by a management point, a sensor, or a combination of both.

For example: You can link the closing of the digital input "burglar alarm" to the switching off of all heating/cooling units. The contact of such an alarm is active once the entire staff has left the building, making it no longer needed to keep all heating/cooling units on.

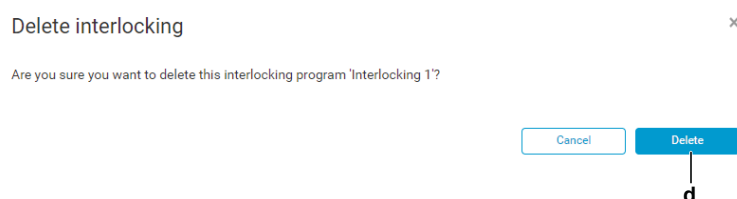
- 1 In the navigation pane, select Interlocking under Monitoring & control.

**Result:** The list of current Interlocking items appears.



You can (temporarily) deactivate an Interlocking setting by clicking its slider (a). The slider will become greyed out.

You can delete an Interlocking setting by clicking the white cross (b). Confirm by clicking Delete (d) in the pop-up window.



## 2 Click Add new interlock (c).

**Result:** The Create new interlock menu appears. The menu allows you to set the Trigger on the left side of the menu before setting the responding actions on the right side.

The screenshot shows the 'Create new interlock' menu. On the left, under the 'TRIGGER' section, there are fields for 'Name your interlock action' (labeled e), 'INITIATING UNITS' (labeled f), 'INITIATING TRIGGER' (labeled i), and 'INITIATING SENSORS' (labeled m). Below these are radio button options for 'ALL ON', 'ALL OFF', 'AT LEAST 1 ON', and 'AT LEAST 1 OFF'. On the right, under the 'ACTION' section, there are fields for 'RESPONDING UNITS' (labeled n) and 'RESPONDING ACTIONS' (labeled p). The 'RESPONDING ACTIONS' section includes a 'POWER' toggle, a 'SET TEMPERATURE' slider (set to 25°), an 'OPERATION MODE' selector, a 'VENTILATION MODE' selector, a 'VENTILATION VOLUME' selector, and a 'FAN SPEED' selector. Labels e, f, i, m, j, q, q, q, q, q, q, n, and p point to their respective elements in the interface.

## 3 Name the Interlocking action by filling in the Name your interlock action field (e).

## 4 Click Select units (f) in the Trigger section.

**Result:** A window showing all connected units (g) that can be linked is shown.

The screenshot shows the 'Select units' dialog box. It contains a list of units: Ventilation 1, Ventilation 2, Unit 1 (checked), Unit 2, Unit 3, Unit 4, Unit 5, Unit 6, Unit 7, Unit 8, and Unit 9. At the bottom, there are 'Cancel' and 'Select' buttons. Label g points to the list of units, and label h points to the 'Select' button.

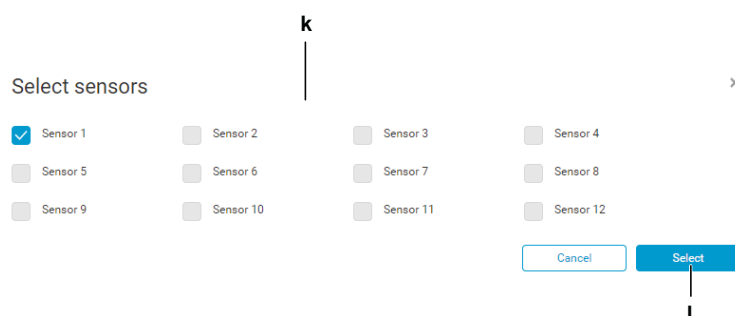
## 5 Mark the check box for the initiating unit and confirm your selection by clicking Select (h).

## 6 Under Initiating trigger (i), select when the trigger should occur.

For example: For the triggering of a fire alarm you can set up that all units need to be stopped when the fire alarm is activated. If you select All on, you indicate that all selected units need to be turned on in order to execute the trigger command. The opposite is valid when All off is selected. Similarly, you can choose to set up a responding action only when at least a single unit is turned on or off by selecting At least 1 on or At least 1 off respectively.

- 7 Optionally, to add an initiating sensor, click Select sensors (j) under Initiating sensors.

**Result:** A window showing all connected sensors (k) that can be linked is shown.



- 8 Mark the check box for the initiating sensor and confirm your selection by clicking Select (l).
- 9 Under Sensor values, select which values and which type of threshold should trigger the responding action. It is possible to select multiple types of values. For more information about the sensor values and thresholds, see ["4.12 To perform sensor monitoring" \[▶ 56\]](#).
- 10 Under Threshold trigger (m), select when the trigger should occur.

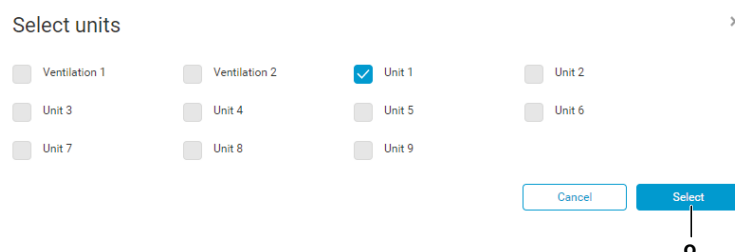


#### INFORMATION

Depending on the selected sensor values, Worse than threshold can mean that the trigger can occur either when the value exceeds (e.g. for VOC) or drops below (e.g. for Global) the set threshold. For Better than threshold, the opposite is valid.

- 11 In the Action section, click Select units under Responding units (n).

**Result:** A window in which you can choose the units that will respond to the defined actions is shown.



- 12 Mark the check box for the responding unit and confirm your selection by clicking Select (o).
- 13 Under Responding actions (p), define the actions the responding units should perform when a trigger occurs.

You can enable or disable different types of actions (e.g. Set temperature or Operation mode) by clicking the power icon for each action type (q). Currently disabled action types are greyed out. Hovering over the options of an action type will display more information about the option.

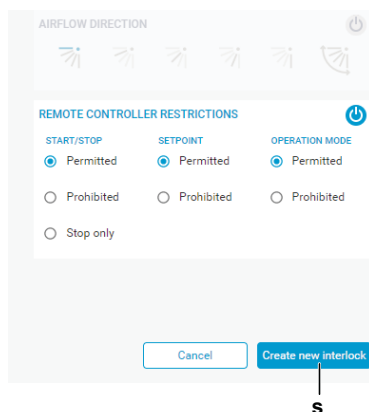


#### INFORMATION

Depending on the unit that was selected under Responding units, different types of Responding actions may be available.

- 14 Click Create new interlock (s) to save the interlocking.

**Result:** The interlocking is created.



#### INFORMATION

You cannot change the interlocking name, action or trigger of an interlocking. The only way to change them is by deleting the interlocking entirely and creating a new one.

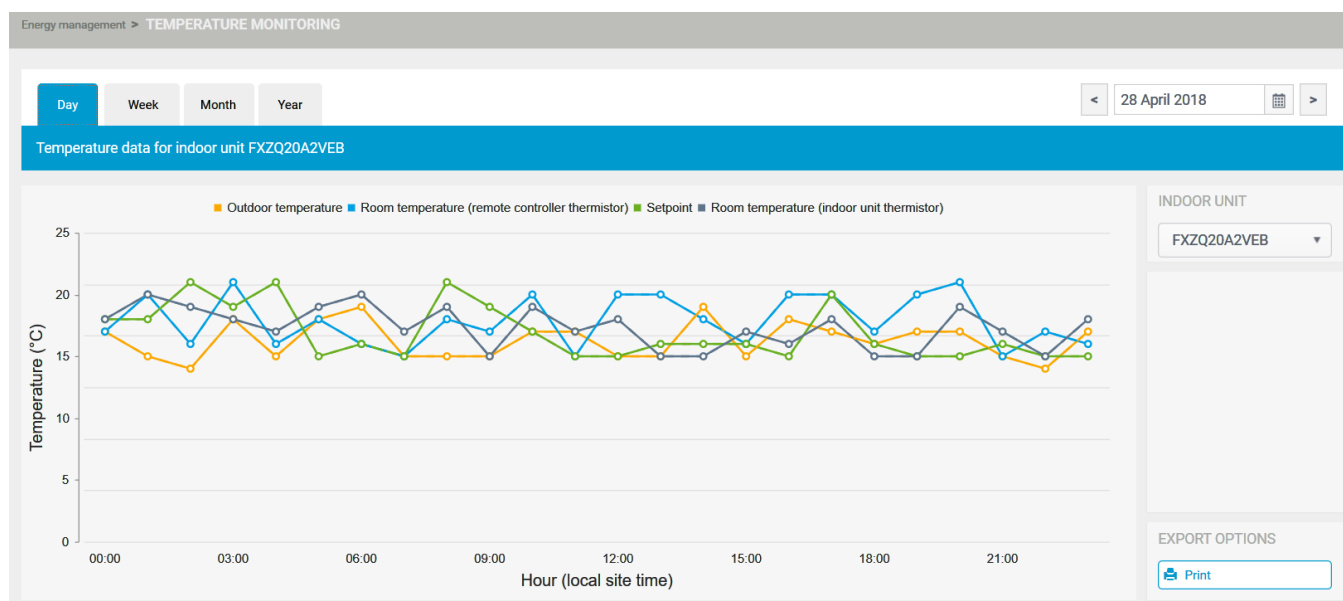
## 4.6 To perform temperature monitoring

The Temperature Monitoring section of the application allows you to consult the temperature curve of the:

- outdoor temperature;
- room temperature, as measured by the thermistor mounted in the remote controller(s) connected to the indoor units;
- room temperature, as measured by the thermistor mounted in the indoor units;
- setpoint temperature.

- 1 From the site selector, select the site you wish to manage first.
- 2 In the navigation pane, select Temperature Monitoring under Energy management.

**Result:** The temperature monitoring of the current day for one particular indoor unit is displayed.





### INFORMATION

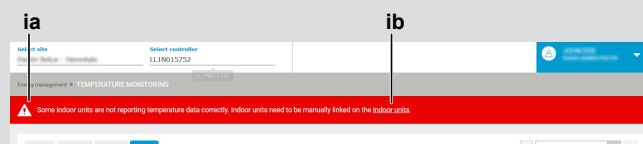
Setpoint data are only shown when the (indoor) unit is on.

If charts contain a dashed line it means there is a gap: the unit was off and could not do any measurements.



### INFORMATION

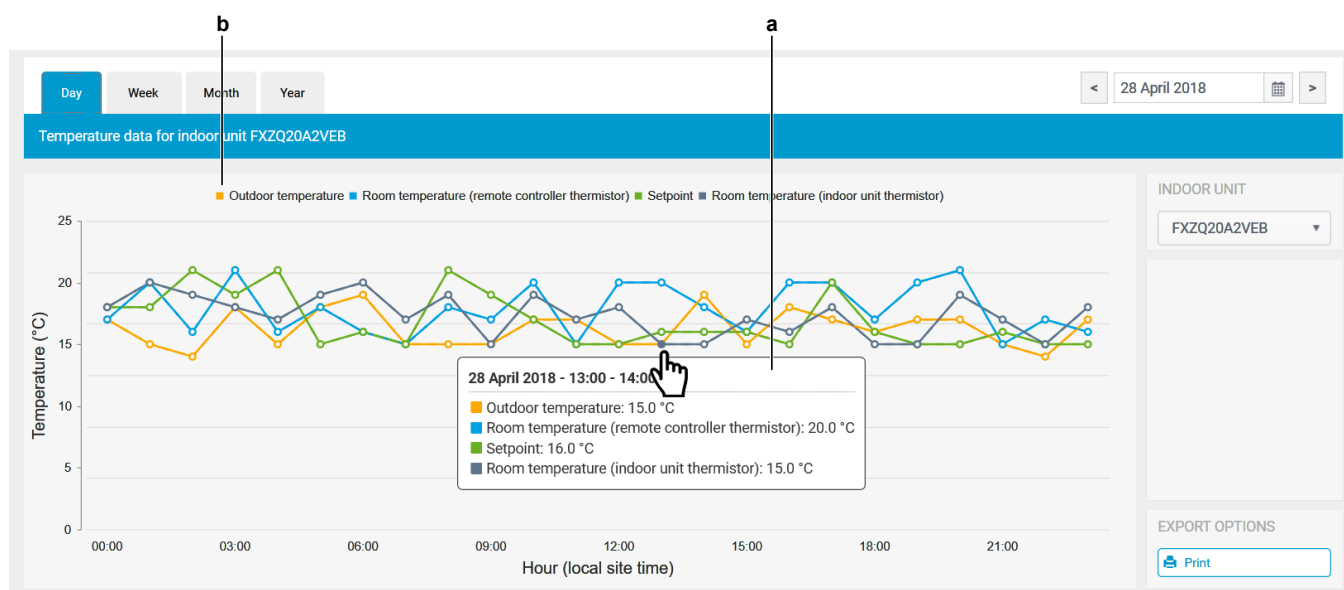
A warning message (ia) appears if certain units show no data because they are not properly linked with the correct management point data. Click the provided link (ib) to go to the "4.18 To manage indoor units" [▶ 83] section and manually link these indoor units with the correct management point data.



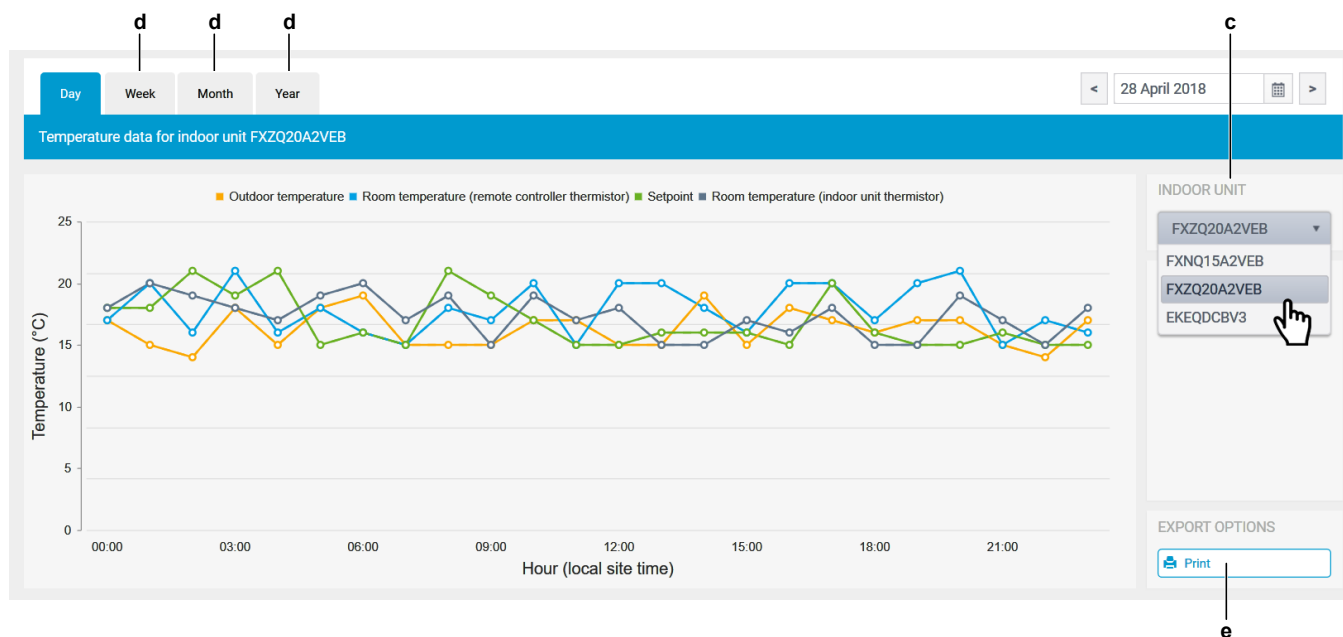
- 3 Hover with your cursor over the chart to display the measured information (a) (Outdoor temperature, Room temperature (remote controller thermistor), Setpoint, and/or Room temperature (indoor unit thermistor)).

- 4 To hide certain information from the chart, click the legend (b).

**Result:** The legend gets greyed out and the graphic line is no longer shown.



- 5 Click the legend (b) once more to show the information again.



- 6 From the drop-down list (c) at the right of the chart you can select for which indoor unit you wish to consult data (only available for supported units). Outdoor temperature is always measured by an outdoor unit, so this value can stay the same when selecting other indoor units.
- 7 If you want to consult the energy consumption of another period (year, month, week), select one (d) at the top left of the section.
- 8 You can print the displayed information by clicking the corresponding button (e) at the bottom right.

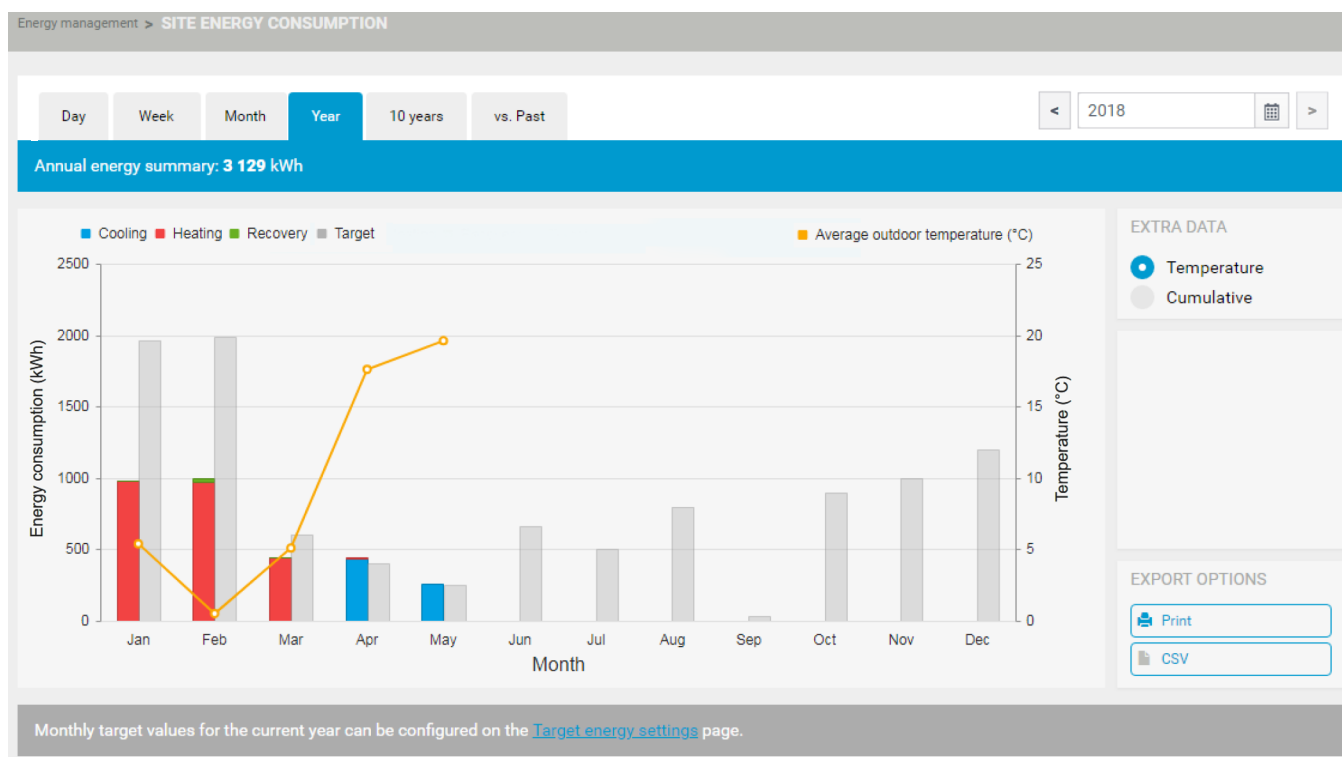
## 4.7 To consult energy consumption of sites

- 1 From the site selector, select the site you wish to manage first.
- 2 In the navigation pane, select Site consumption underneath Energy management.

**Result:** The calculated Energy consumption of the current year is displayed.

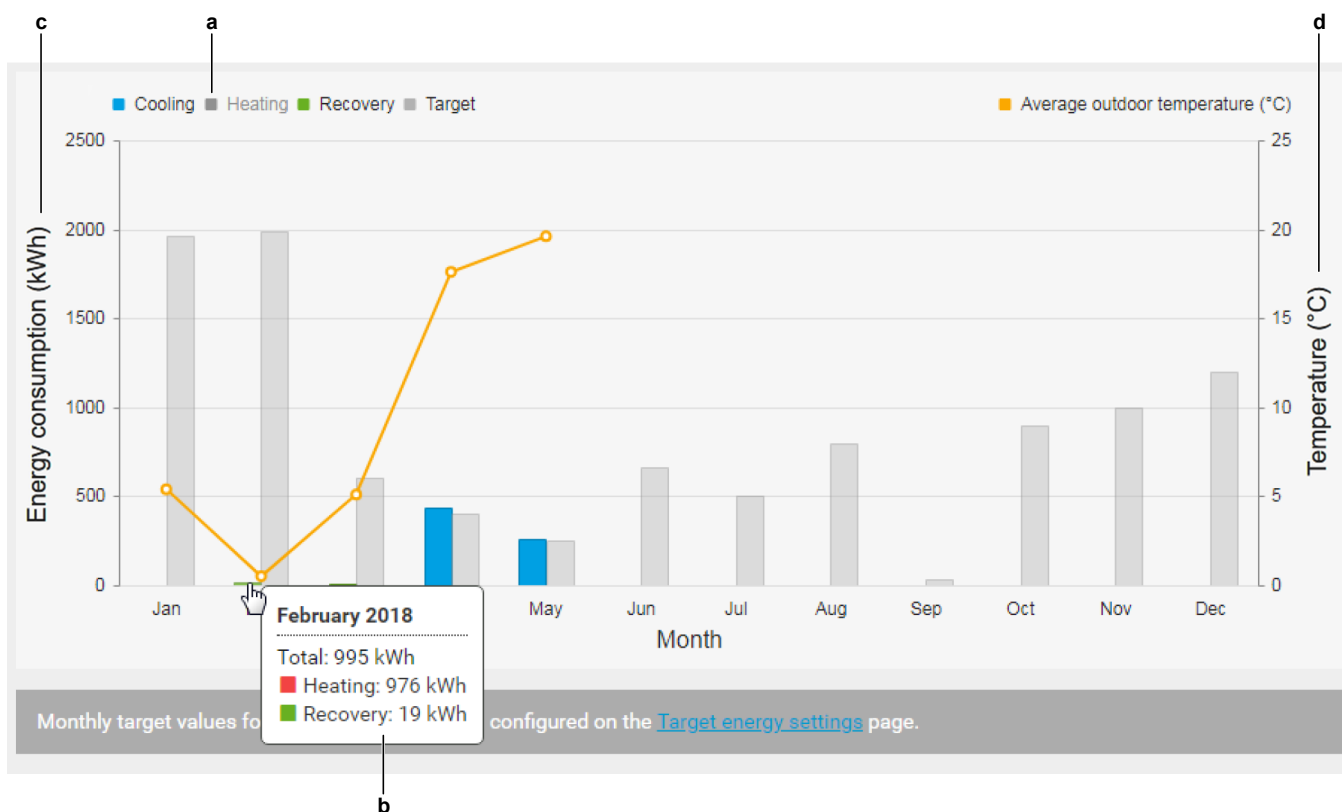
**Result:** You can see the consumption of the cooling (in blue), the heating (in red), the heat recovery (in green), average outdoor temperature (°C) (in yellow) and the target value for each month (in grey). Refer to ["4.13 To manage the energy target settings"](#) [▶ 59] if the target values are not shown.





- 3 If in a period there were both, for example, heating and heat recovery you can hide 1 of both by clicking the legend.

**Result:** The label will be greyed out (a) and the values are hidden as shown below. When you hover your cursor above the energy consumption bars the details (b) are shown.





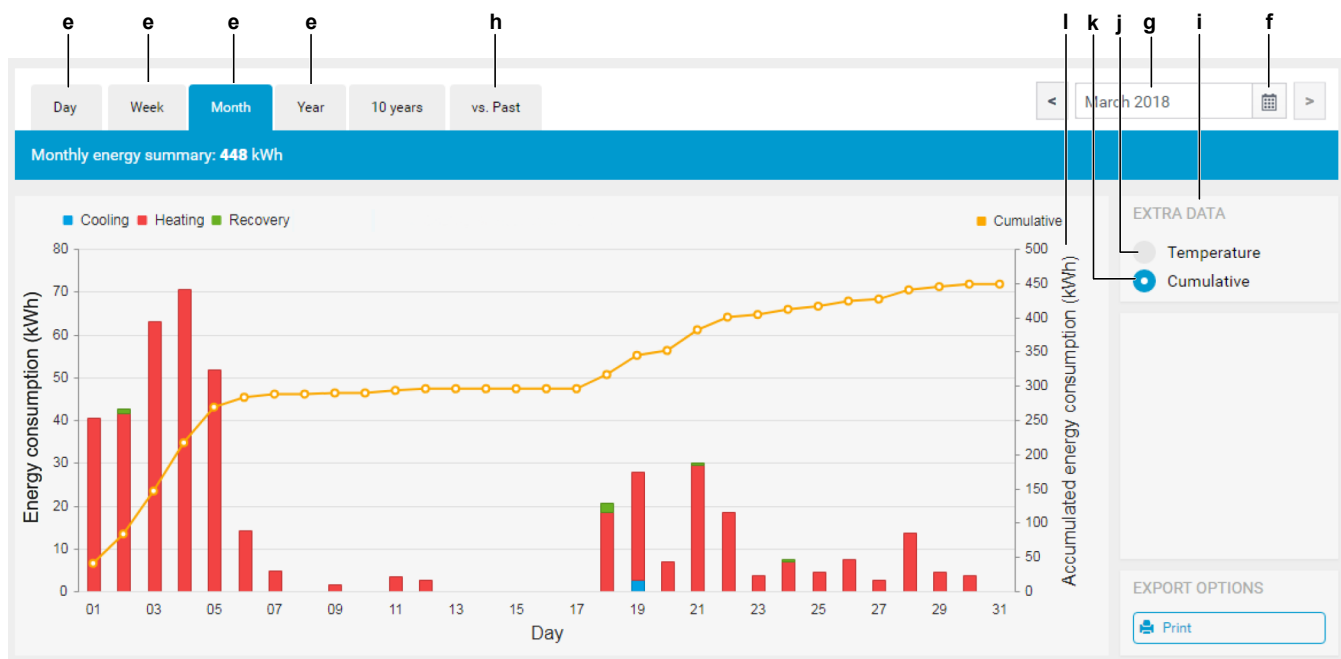
### INFORMATION

The left Y-axis (c) always shows the Energy consumption (kWh). The scale might change as you hide one of the values. This might give the impression the values changed.

The right Y-axis shows the Temperature (°C) (d) if you choose the Temperature option (j) in the Extra data field (i), or the Accumulated energy consumption (kWh) (l) if you choose the Cumulative option (k) in the Extra data field (i).

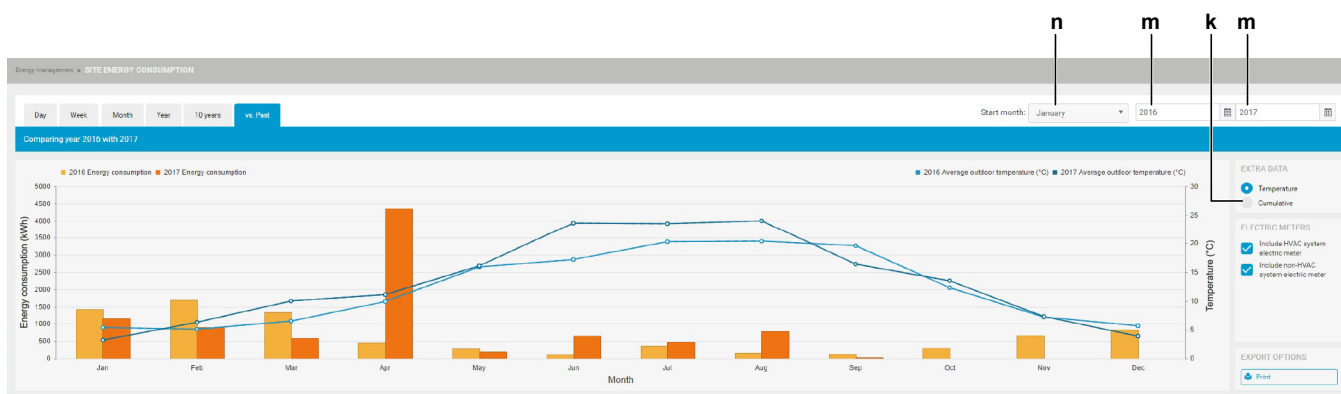
If charts contain a dashed line it means there is a gap: the unit was off and could not do any measurements.

- 4 Click the legend once more to show the information again.



- 5 To consult the energy consumption of another period (day, week, month, year), select one (e) at the top left of the section. Then click the calendar icon (f) to select the desired day, week, month or year. You can also type directly in the calendar field (g). In that case, confirm your input by pressing ENTER on your keyboard.
- 6 To compare energy consumption of preceding years, click the vs. Past tab (h).

**Result:** 2 calendar fields (m) become available allowing you to select the 2 years you want to compare.



- 7 Select the years you wish to compare. You can also choose the starting month (n): this will only determine which month is shown at the left of the chart, a complete year is of course still shown.



#### INFORMATION

When comparing with the current year, ONLY data up to last complete month is taken into account.

- 8 If needed you can display the accumulated energy consumption by clicking the Cumulative option (k) at the right of the section.

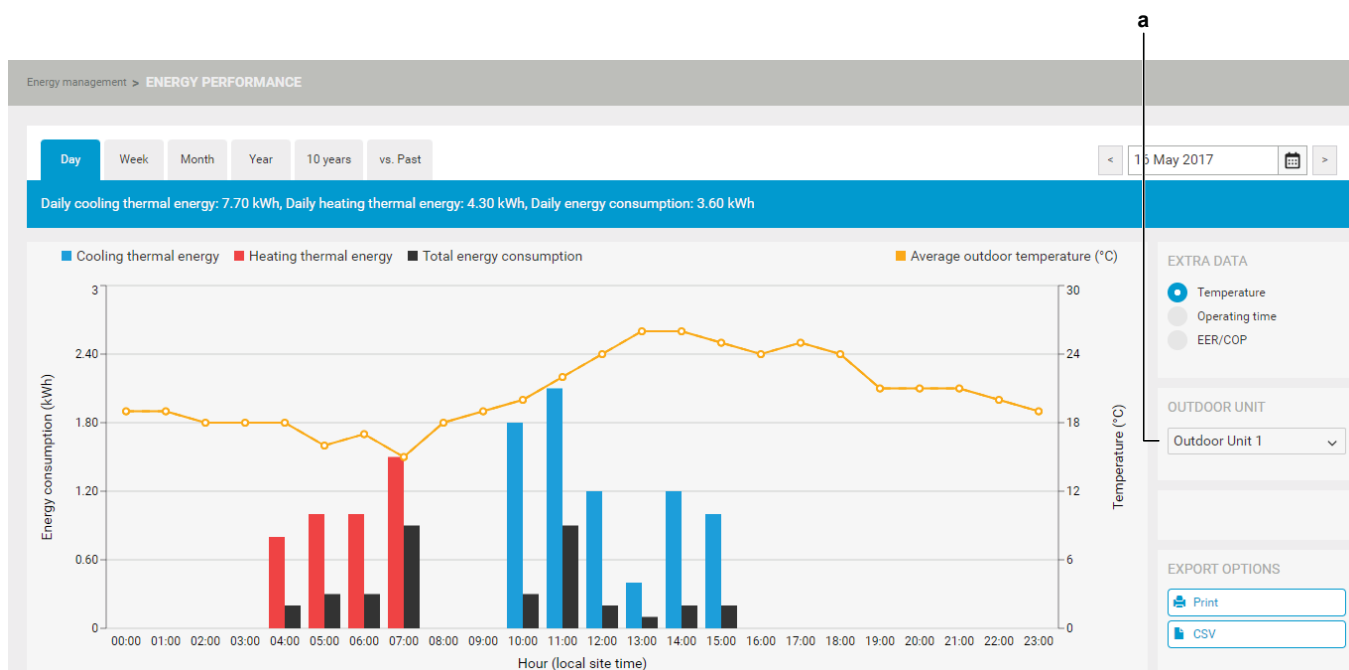
## 4.8 To consult energy performance of outdoor units

- 1 From the site selector, select the site to which the outdoor unit is associated.
- 2 In the navigation pane, select Energy Performance under Energy management.

**Result:** The energy performance of the current day is displayed for the selected outdoor unit.

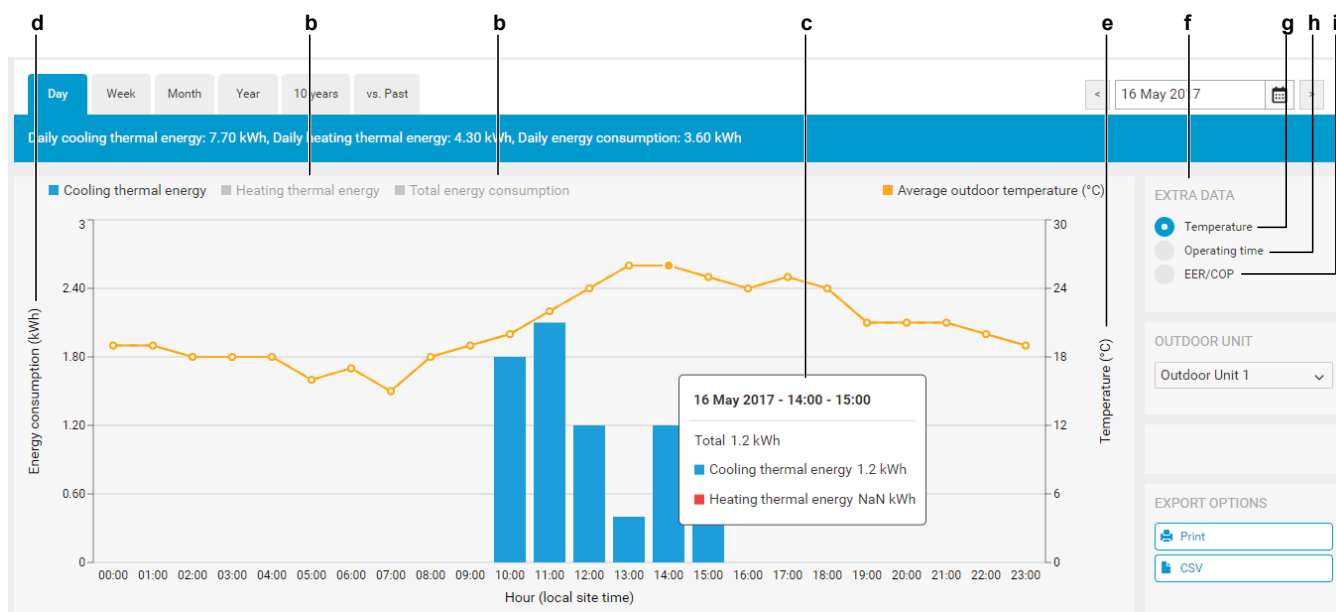
**Result:** You can see the cooling (blue) and heating (red) thermal energy consumption, the total energy consumption (black) and the average outdoor temperature (°C) in yellow.

**Result:** If the site has multiple outdoor units associated to it, you can select the outdoor unit you wish to display data for from the drop-down list (a).



- 3 Click any of the labels in the legend to hide them from the graph.

**Result:** The label(s) will be grayed out (b) and the values are hidden from the graph as shown below. When you hover your cursor above the energy consumption bars, the details (c) are shown.



### INFORMATION

The left Y-axis (d) always shows the Energy consumption (kWh). The scale might change as you hide one of the values. This might give the impression the values changed.

The right Y-axis shows the Temperature (°C) (e) if you choose the Temperature option (g) in the Extra data field (f). When Operating time (h) is selected, the Y-axis will show the operating time in minutes or hours, depending on the selected time period.

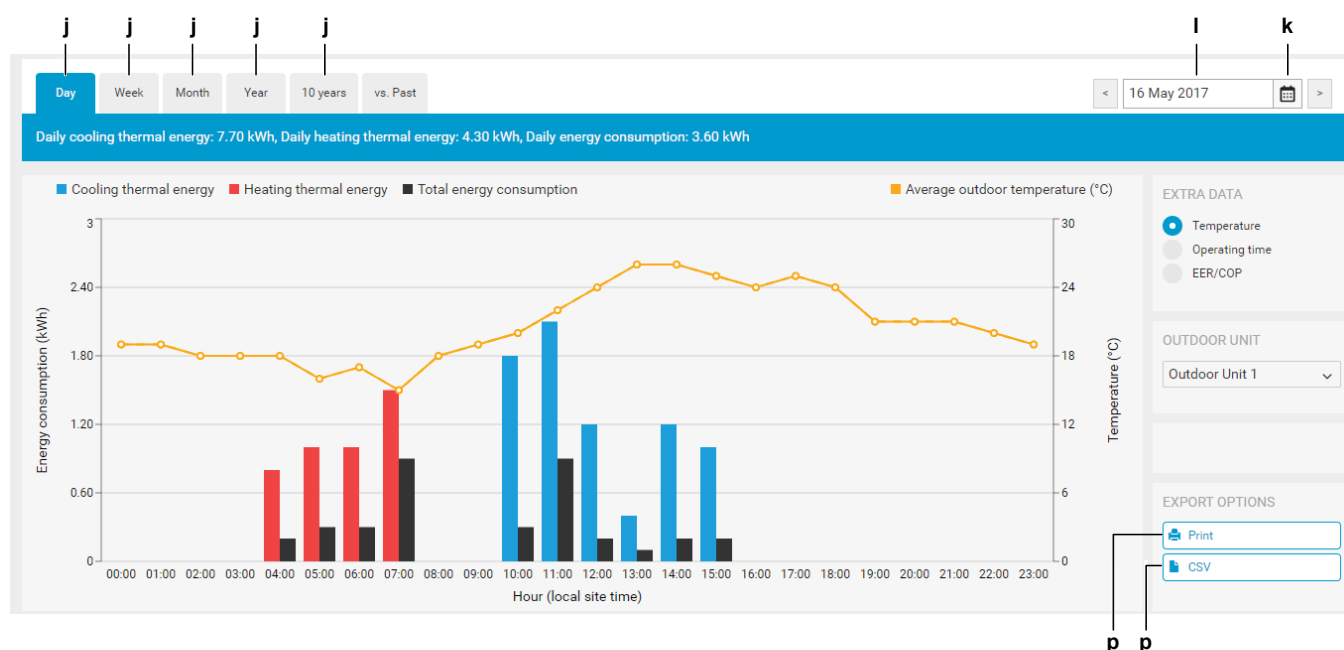
If charts contain a dashed line it means there is a gap: the unit was off and could not do any measurements.



### INFORMATION

Daikin affiliates and higher have the ability to select EER/COP (i) as a third option under Extra data (f). When selected, the energy efficiency ratio and the coefficient of performance are displayed on the right Y-axis.

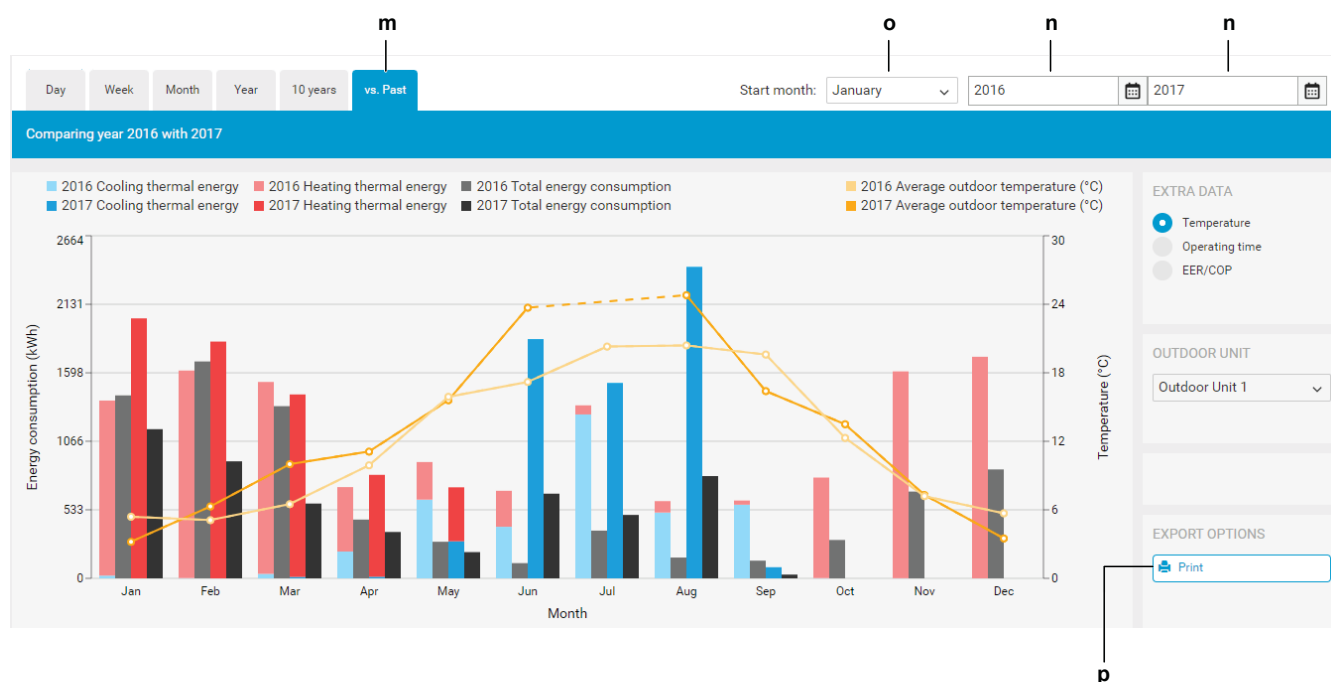
- 4 Click the labels in the legend (b) to show the information again.
- 5 To consult the energy consumption of another period (day, week, month, year), select one (j) at the top left of the section. Click the calendar icon (k) to select the desired day, week, month or year. You can also type directly in the calendar field (l). In that case, confirm your input by pressing ENTER on your keyboard.



6 To compare the energy consumption of preceding years, click vs. Past (m).

**Result:** 2 calendar fields (n) become available, allowing you to select the 2 years you want to compare.

7 Select the years you wish to compare. You can also choose the starting month (o): this will only determine which month is visualised as the starting point for the chart. The graph still displays the data for a whole year.



#### INFORMATION

When comparing with the current year, ONLY data up to last complete month is taken into account.

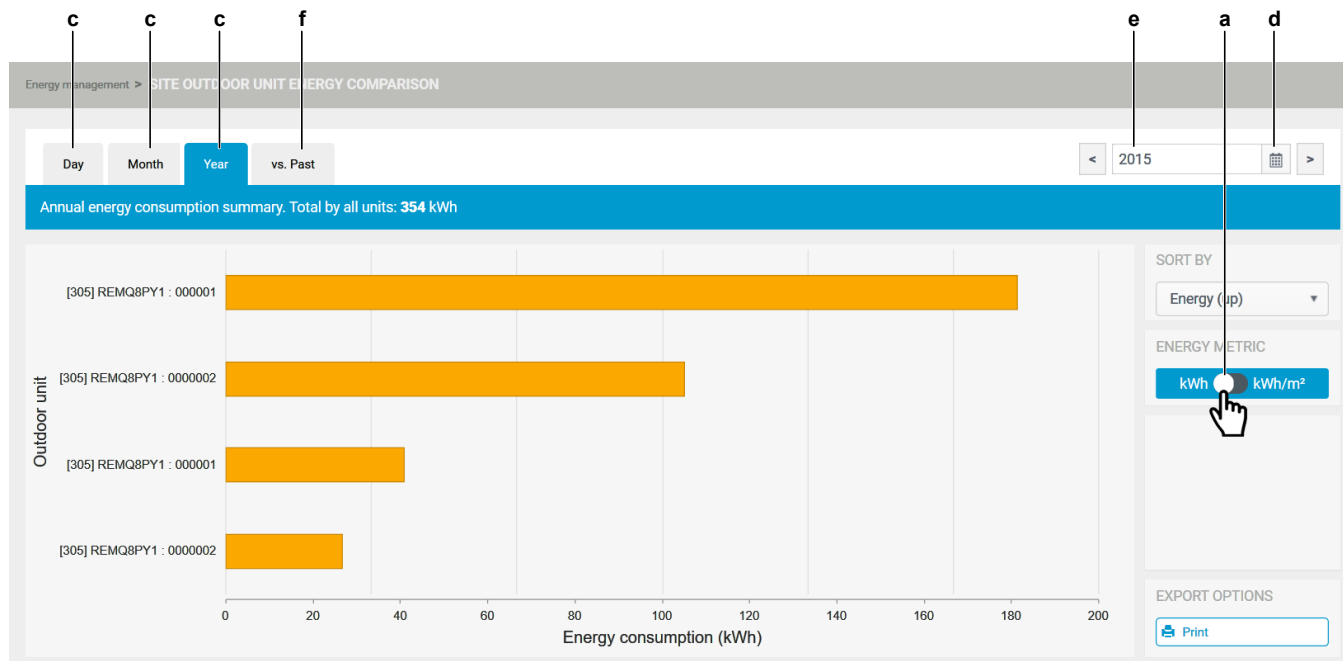
8 You can print the currently visible chart or export data to CSV format by clicking either of the corresponding buttons (p) at any point.

## 4.9 To compare site outdoor unit energy consumption

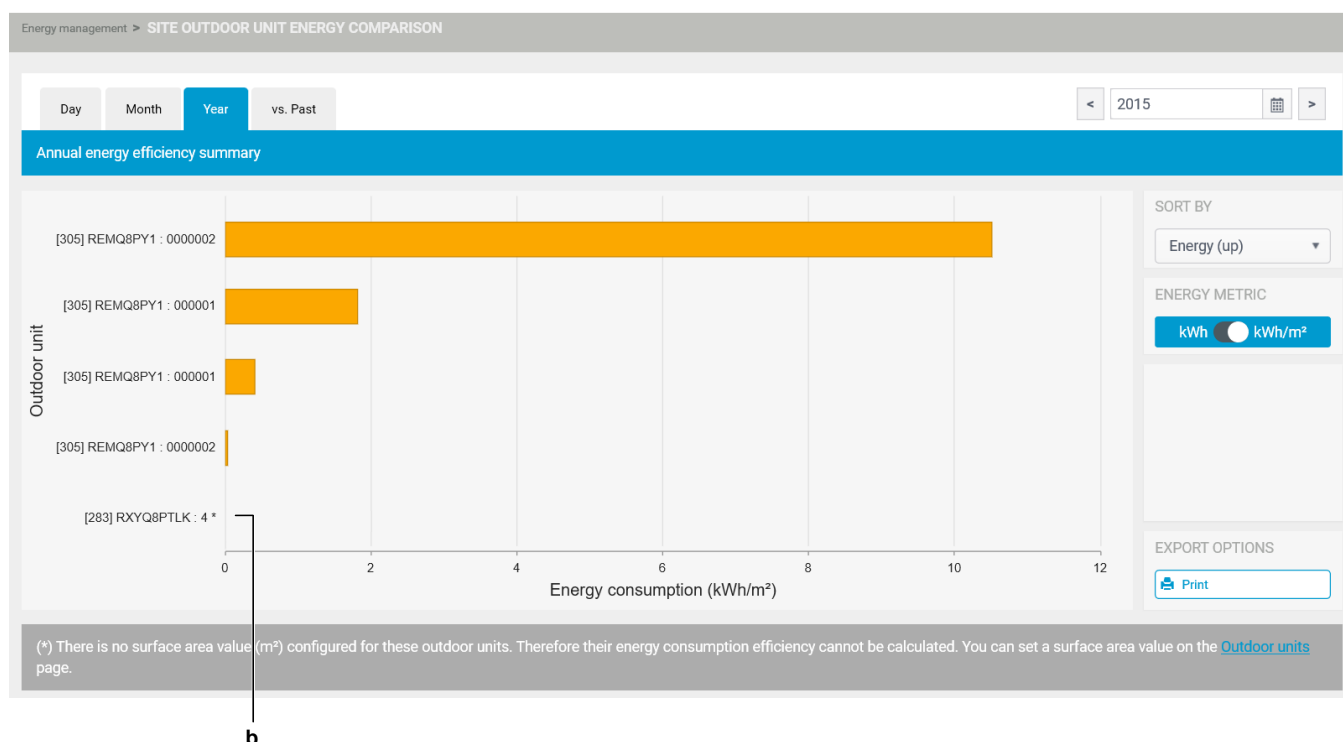
Via the Site outdoor unit energy comparison module you can compare the energy consumption of the different outdoor units at a site.

- 1 From the site selector, select the site you wish to manage first.
- 2 In the navigation pane, select Outdoor unit comparison under Energy management.

**Result:** The annual energy consumption summary is displayed.

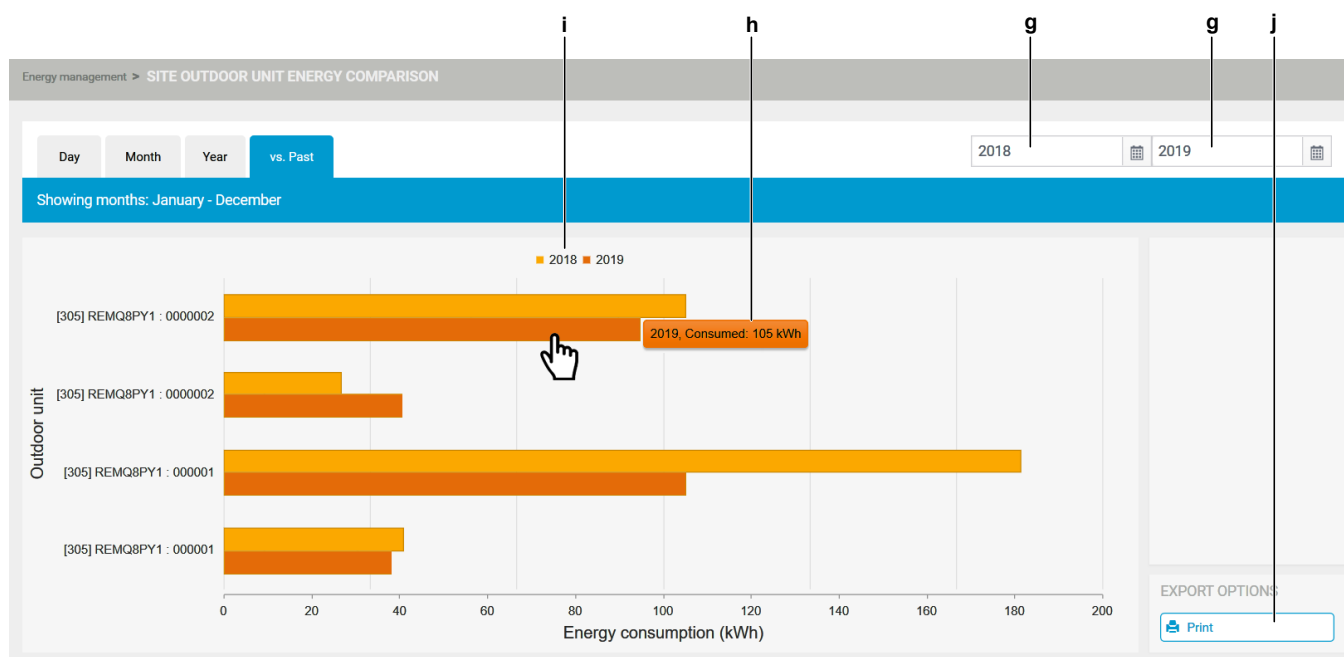


- 3 To change the energy metrics of the comparison, change the slider (a) at the right. The kWh/m<sup>2</sup> representation is more relevant for analysis.



For outdoor units with an asterisk (b) there is no surface area value configured. As a consequence, their energy consumption efficiency cannot be calculated. This value can be set in the building administration, refer to ["4.16 About building administration"](#) [▶ 64].

- 4 To consult the energy consumption of another period (week, month, year), select one at the top left of the section (c). Then click the calendar icon (d) to select the desired week, month or year. You can also type directly in the calendar field (e). In that case, confirm your input by pressing ENTER on your keyboard.
- 5 To compare energy consumption of preceding years, click the vs. Past tab (f).  
**Result:** 2 calendar fields (g) become available allowing you to select the 2 years you want to compare.



- 6 Select the years you wish to compare.



#### INFORMATION

When comparing with the current year, ONLY data up to last complete month is taken into account.

- 7 When you hover your cursor above the energy consumption bars the details are shown (h). You can hide the information of one of the 2 years by clicking its label in the chart (i).
- 8 You can print the displayed information by clicking the corresponding button (j) at the bottom right of the section.

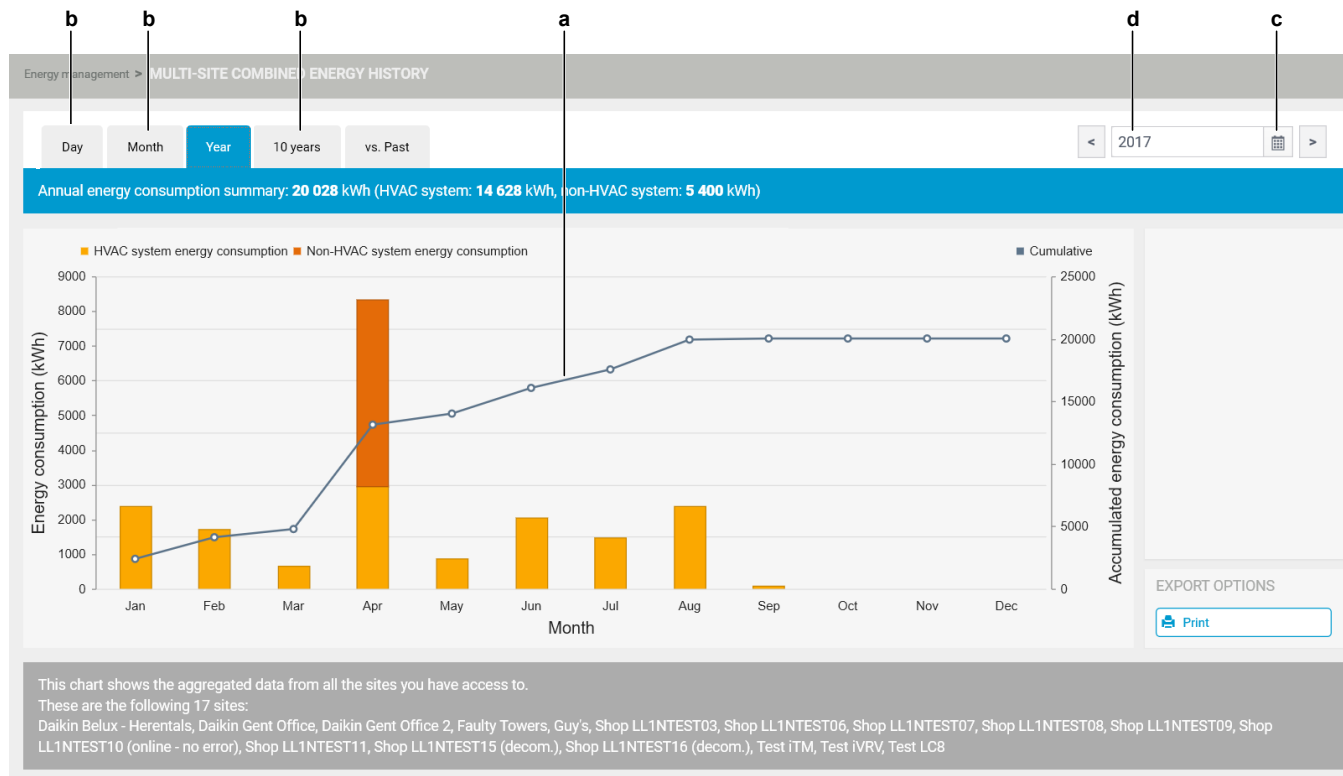
## 4.10 To compare multi-site combined energy consumption

Via the Multi-site combined energy history module you can compare the energy consumption of the different outdoor units at all the sites you have access to. The charts will show the aggregated data.

- 1 In the navigation pane, select Multi-site combined consumption under Energy management.

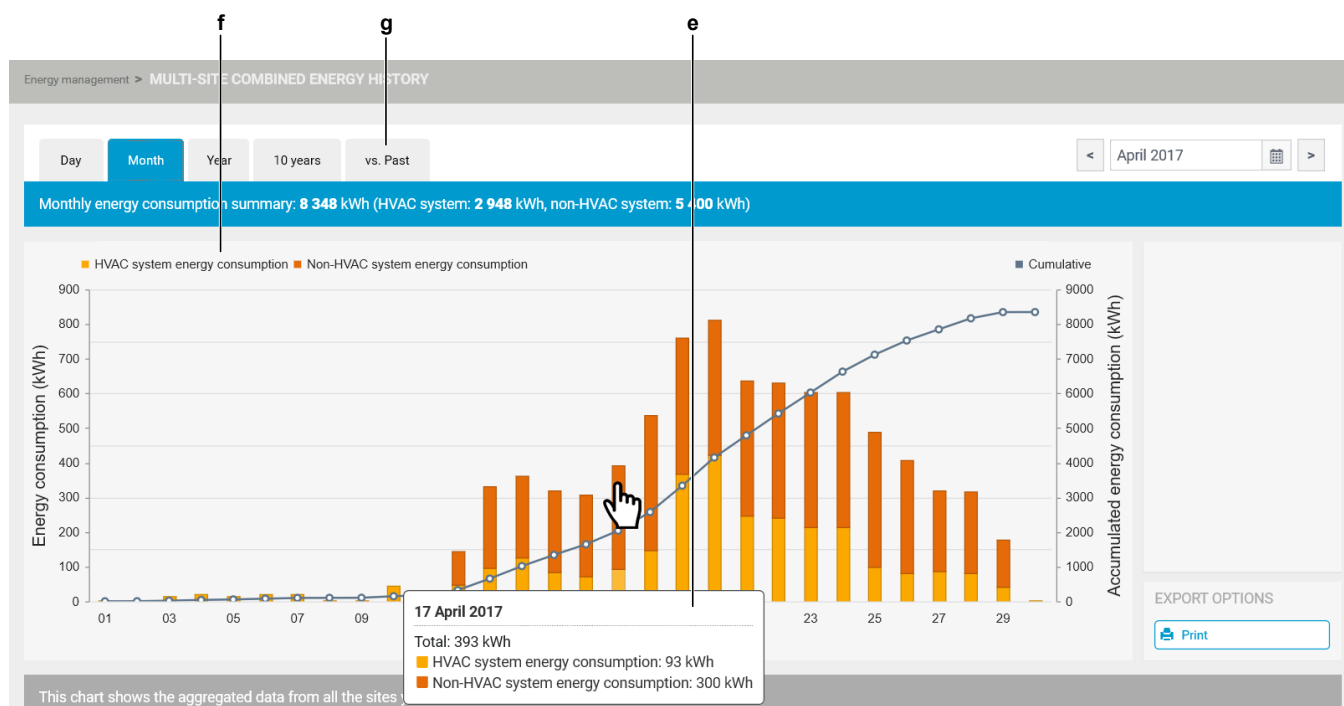
**Result:** The annual energy consumption summary for all sites combined is displayed. This chart shows the aggregated data from all the sites you have access to..

**Result:** The grey line (a) indicates the cumulative energy consumption.



- 2 To consult the multi-site combined consumption of another period (month, day, 10 years), select one (b) at the top left of the section. Then click the calendar icon (c) to select the desired period. You can also type directly in the calendar field (d). In that case, confirm your input by pressing Enter on your keyboard.



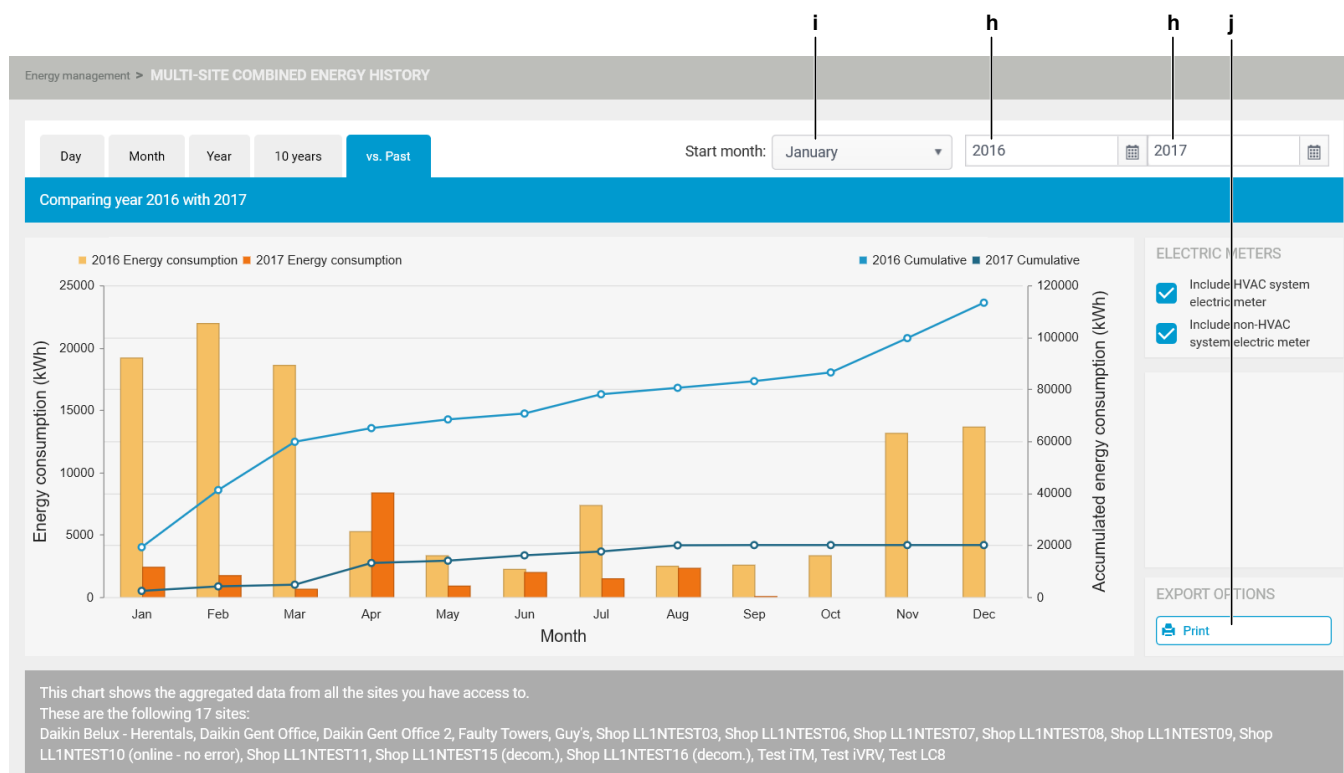


3 Hover your cursor above the energy consumption bars to see the details (e).

4 You can hide information by clicking the legend (f).

5 To compare energy consumption of preceding years, click the vs. Past tab (g).

**Result:** 2 calendar fields become available allowing you to select the 2 years you want to compare.



6 Select the years you wish to compare (h). You can also choose the starting month (i): this will only determine which month is shown at the left of the chart, a complete year is of course still shown.

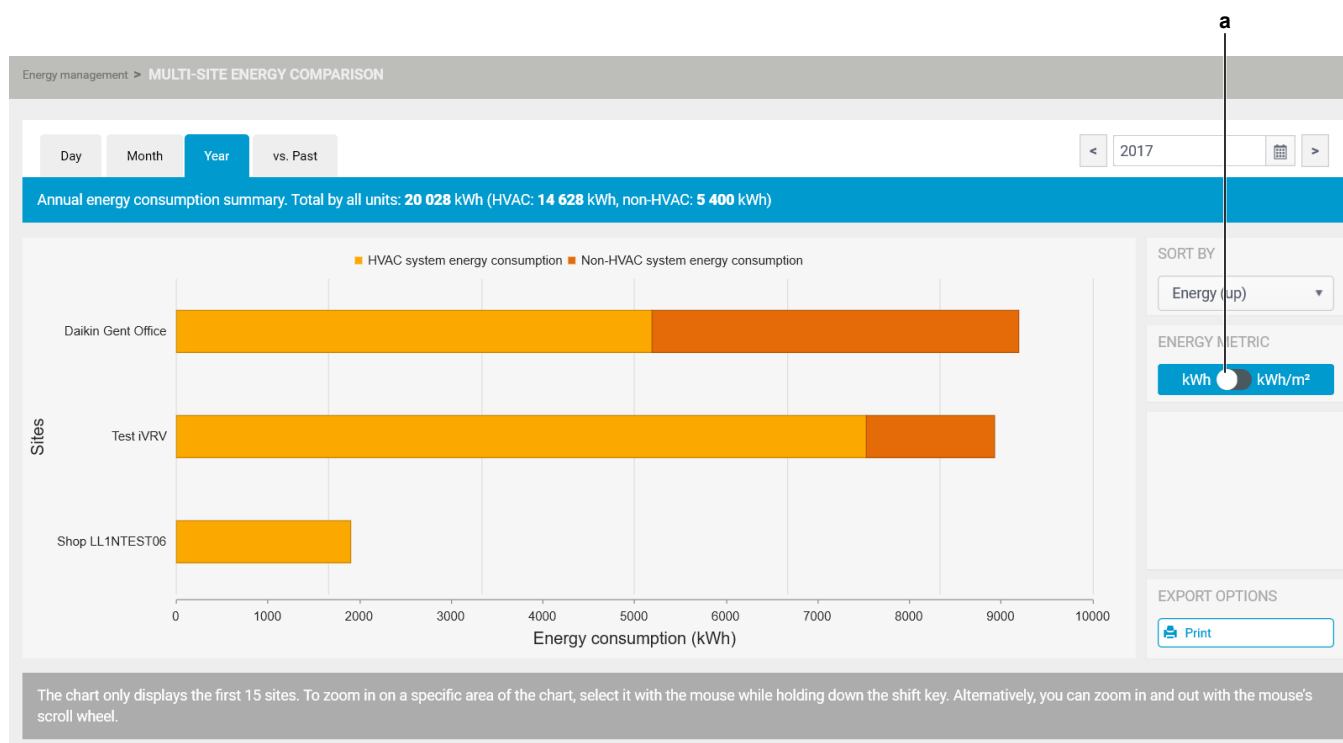
- 7 You can click the chart to directly jump to an underlying period (in each chart, except on day level). For example, in the Year chart you can click any of the month bars to view the detail chart of that month.
- 8 You can print the displayed information by clicking the corresponding button (j) at the bottom right.

## 4.11 To compare energy consumption of multiple sites

Via the Multi-site energy comparison module you can compare the energy consumption of all the sites you have access to.

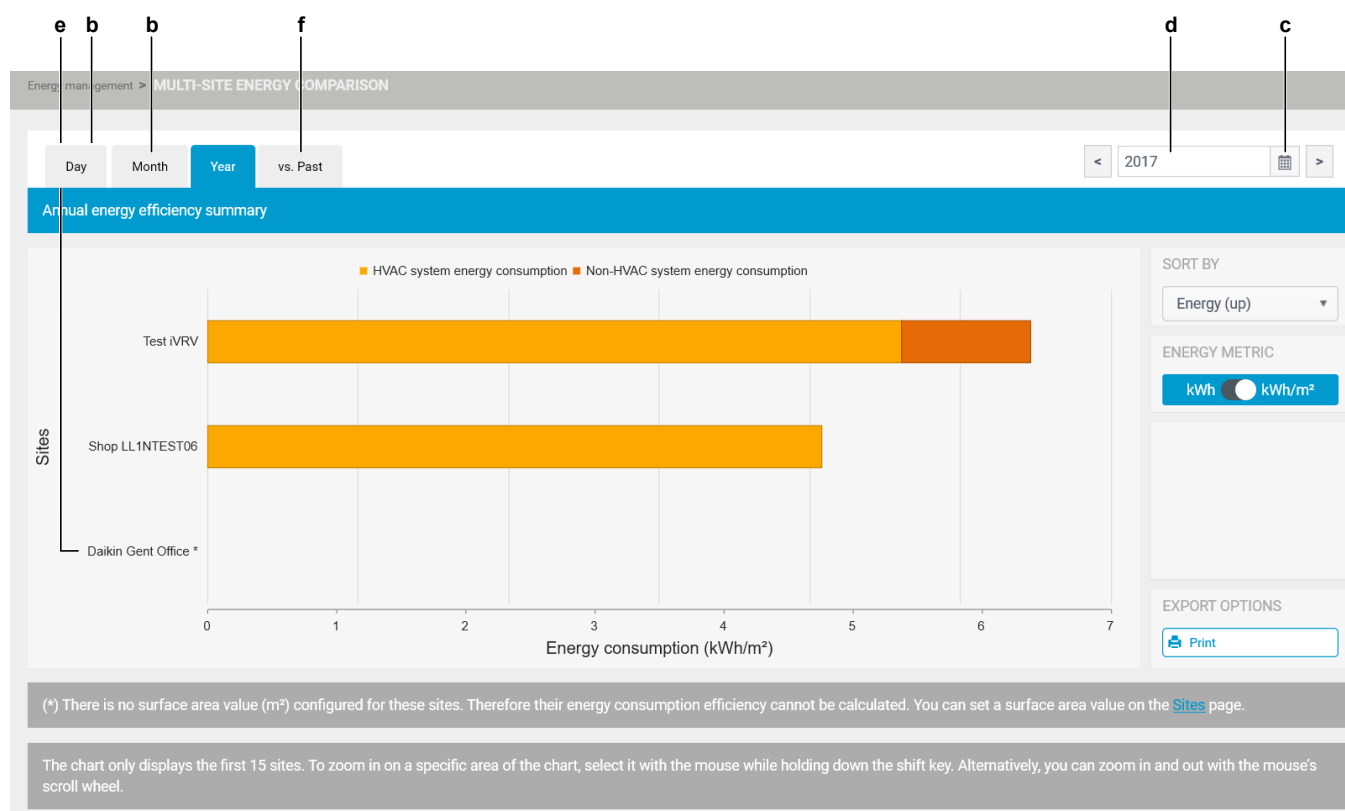
- 1 In the navigation pane, select Multi-site comparison under Energy management.

**Result:** The annual energy consumption for each site separately is displayed.



- 2 To change the energy metrics of the comparison, change the slider at the right (a).

**Result:** The kWh/m<sup>2</sup> representation is more relevant for analysis. For sites with an asterisk (e) there is no surface area value configured.



- 3 To compare the energy consumption of another period (month or day) for each site, select one (b) at the top left of the section. Then click the calendar icon (c) to select the desired month or day. You can also type directly in the calendar field (d). In that case, confirm your input by pressing Enter on your keyboard.

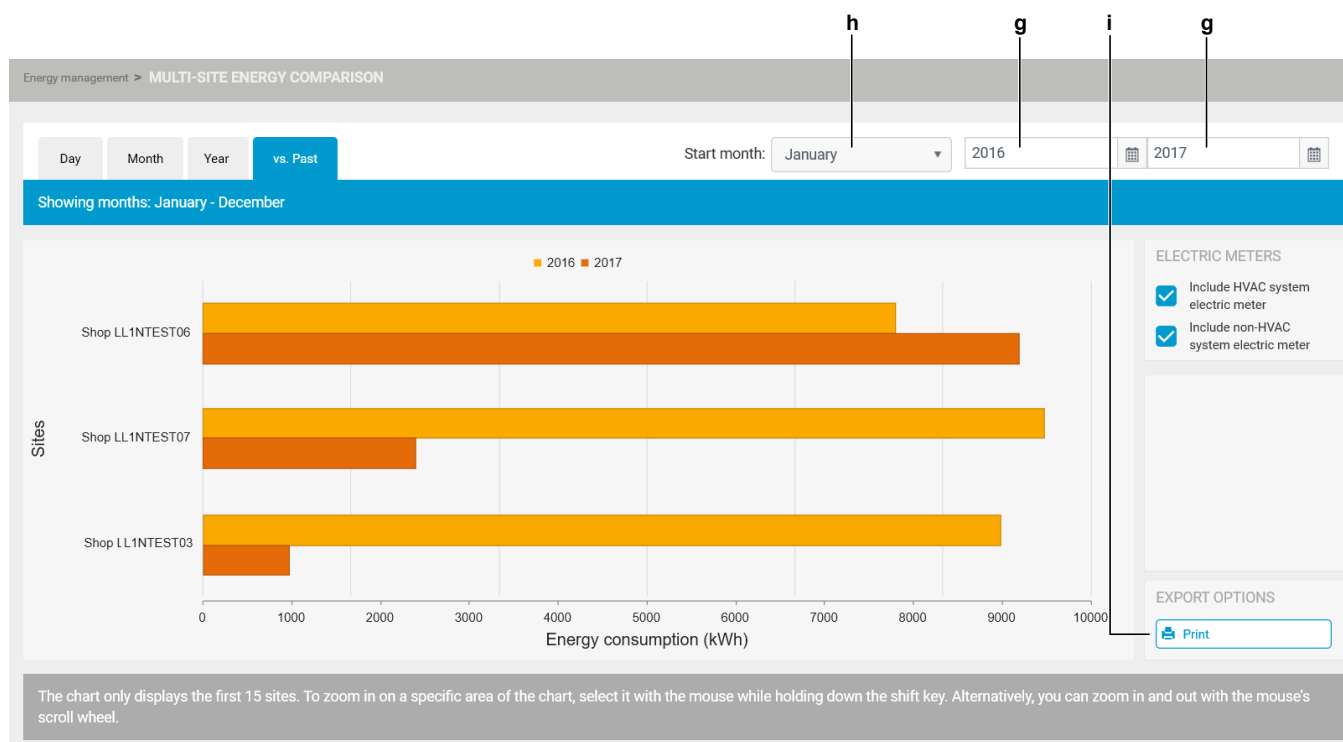
**Result:** The kWh/m² representation is more relevant for analysis. For sites with an asterisk (e) there is no surface area value configured.

- 4 Hover your cursor above the energy consumption bars to see the details.
- 5 To see more details about the consumption of 1 site for the selected period, click a bar.

**Result:** The application takes you to the Site consumption section of Daikin Cloud Service. See ["4.7 To consult energy consumption of sites"](#) [► 44] for more information.

- 6 To compare energy consumption of preceding years, click the vs. Past tab (f).

**Result:** 2 calendar fields (g) become available allowing you to select the 2 years you want to compare.



- 7 Select the years you wish to compare. You can also choose the starting month (h): the chart will still cover 1 year but now starting from the indicated month in the first year till the same month of the year you are comparing with.



#### INFORMATION

When comparing with the current year, at least 1 full month of data needs to be available in the current year.

- 8 You can print the displayed information by clicking the corresponding button (i) at the bottom right of the section.

## 4.12 To perform sensor monitoring

The Sensor monitoring section of the application allows you to monitor a variety of parameters relating to indoor air quality, environmental comfort and electromagnetic pollution. In order to do this, an IEQ sensor (indoor environmental quality sensor) needs to be paired.



#### INFORMATION

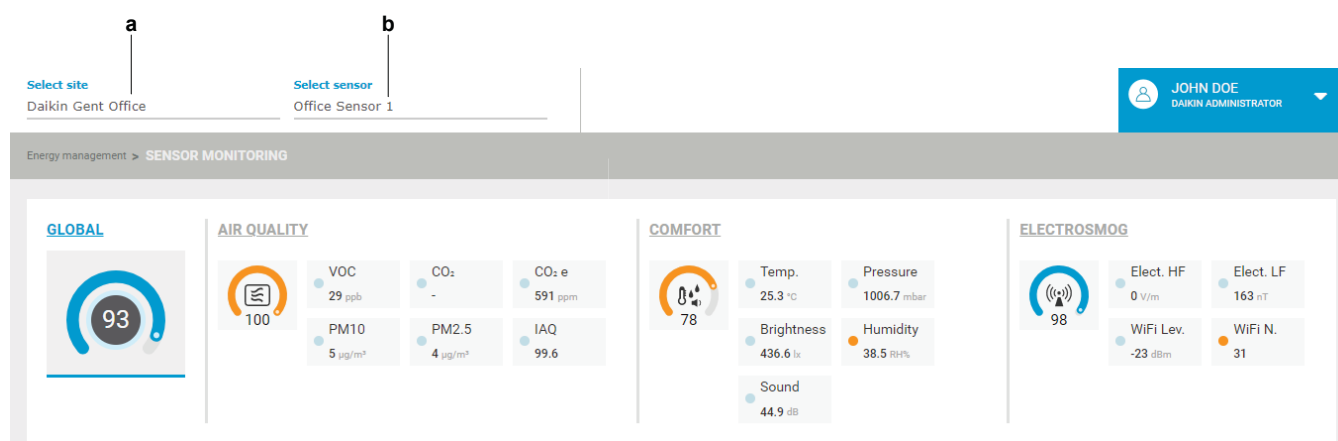
If no sensors have been linked with a specific site before, the Sensor monitoring section will only display the following message: No sensors have been paired with this site. For more information about pairing an IEQ sensor with a site, see ["To pair IEQ sensors with a site"](#) [75].

The measured parameters are subdivided into 3 major categories:

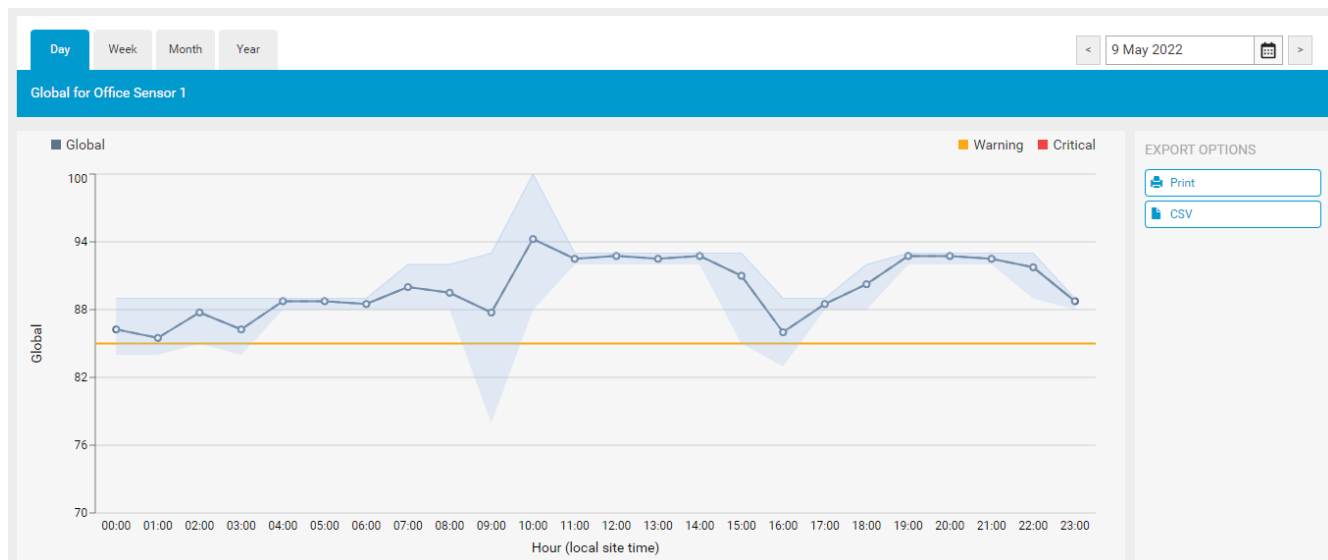
Air quality	Environmental comfort	Electrosmog
<ul style="list-style-type: none"> <li>TVOC (ppb) — Total indoor volatile organic compounds</li> <li>CO<sub>2</sub>e (ppm) — Carbon dioxide equivalent</li> <li>CO<sub>2</sub> (ppm) — Carbon dioxide</li> <li>PM10 (µg/m<sup>3</sup>) — Particulate matter: inhalable coarse particles (diameter of 10 µm or less)</li> <li>PM2.5 (µg/m<sup>3</sup>) — Particulate matter: fine particles (diameter of 2.5 µm or less)</li> <li>IAQ — Indoor air quality</li> </ul>	<ul style="list-style-type: none"> <li>Temperature (°C)</li> <li>Pressure (mbar) — Atmospheric pressure</li> <li>Lux (lx) — Brightness</li> <li>Sound (dB) — Noise</li> <li>Humidity (RH %) — Relative humidity</li> </ul>	<ul style="list-style-type: none"> <li>Elect. HF (V/m) — High frequency electromagnetic field strength</li> <li>Elect. LF (nT) — Low frequency electromagnetic field strength</li> <li>WiFi Lev. (dBm) — WiFi signal strength</li> <li>WiFi N. (N) — Number of WiFi networks present</li> </ul>

The parameter values of each category are combined into a category value which is representative of all parameters of that category. The 3 category values are then also combined into a Global value that gives an indication of the overall indoor air quality. You can also find more information about all sensor values and their abbreviations by clicking the information symbol under a sensor while in the Equipment list. See "4.3.4 To monitor IEQ sensors" [▶ 30] for more information.

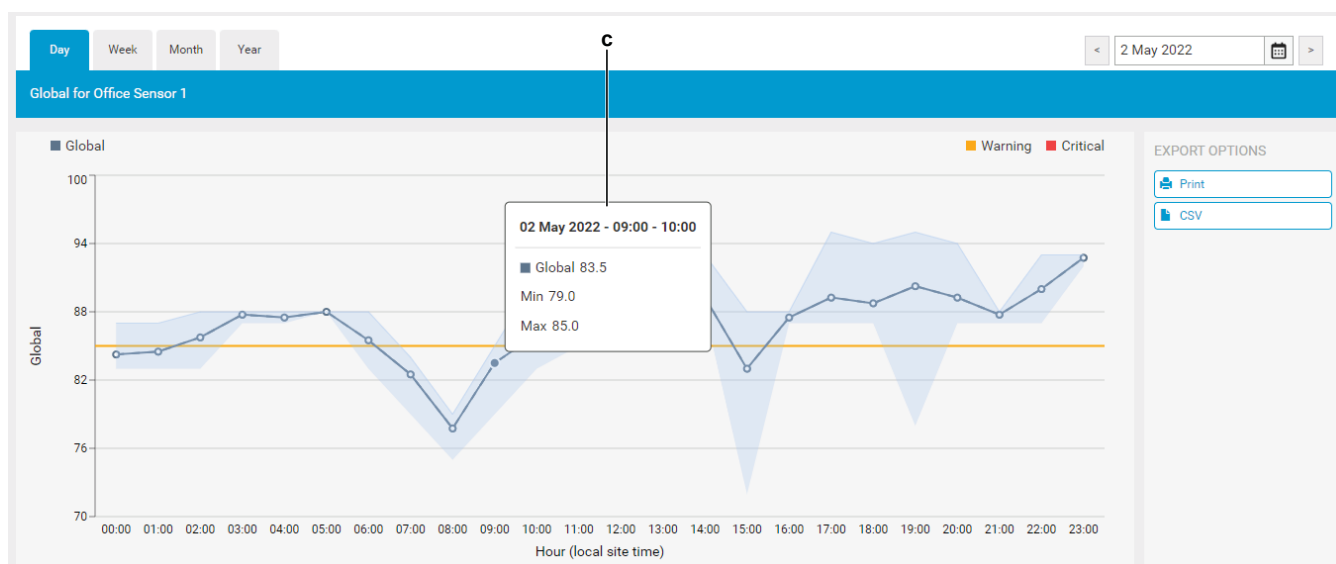
- 1 In the navigation pane, select Sensor monitoring under Energy management.
- 2 From the site selector (a), select the site you wish to manage first. Also select the sensor you want to display data for from the sensor selector (b).



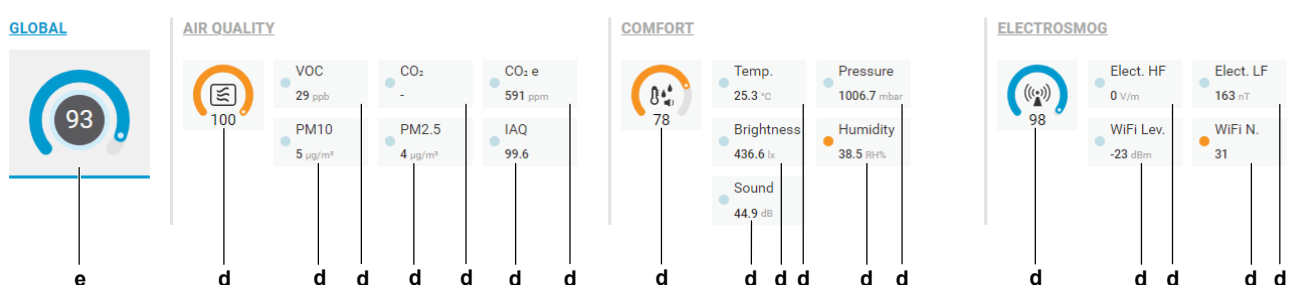
**Result:** The Sensor monitoring of the current day for one particular IEQ sensor is displayed. By default, the combined Global value is displayed first.



- 3 Hover with your cursor over the chart to display (c) the measured information. In addition to an average, the graph also displays minimum and maximum measured values.

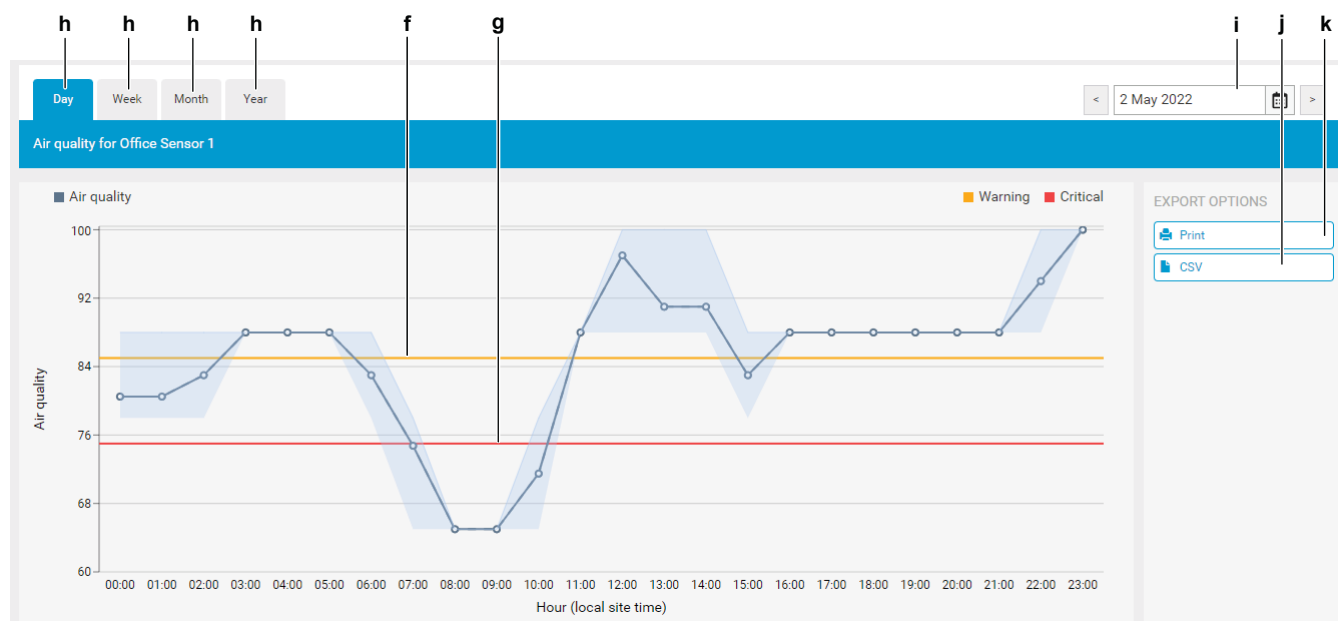


- 4 From the top section on the page, select which parameter you would like to display data for by clicking its tile (d). For categories with combined values, e.g. Global, Air quality, Environmental comfort, or Electrosmog), you can click either the tile or the text itself.



**Result:** The selected parameter or category shows a blue line under its tile (e).

- 5 Depending on which parameter or category is currently selected, any set Warning (f) and Critical (g) threshold values are visualised on the graph.



- 6 If you want to consult the data for another period, select Week, Month, or Year (h) from the top to switch views.
- 7 You can display the data for a specific date using the date selector (i). Click the arrow keys to go back or forward in time, or click the calendar icon to go to a specific time period.
- 8 You can export the displayed information to CSV format by clicking the button (j) at the bottom right. Alternatively, you can also choose to print out the currently visible graph by clicking the corresponding button (k).

### 4.13 To manage the energy target settings



#### INFORMATION

Target energy settings are NOT available to operators.

On the Target energy settings page you can configure monthly target energy consumption values for the current year. These target values can serve as a reference and are indicative only.

These values can then be displayed in the Site consumption section of the Daikin Cloud Service. Refer to ["4.7 To consult energy consumption of sites"](#) [▶ 44].

- 1 In the navigation pane, select Target energy settings under Energy management.

**Result:** The settings page is displayed. The amount of kWh consumed this year for each month is displayed.

Energy management > TARGET ENERGY SETTINGS

<input type="checkbox"/>	Month	Consumed this year (kWh)	Target this year (kWh)	Difference
<input type="checkbox"/>	January	983	1966	+ 100.0 %
<input type="checkbox"/>	February	995	1990	+ 100.0 %
<input type="checkbox"/>	March	448	600	+ 33.8 %
<input type="checkbox"/>	April	442	500	+ 13.0 %
<input type="checkbox"/>	May	230	250	+ 8.8 %
<input type="checkbox"/>	June	0	660	---
<input type="checkbox"/>	July	0	500	---
<input type="checkbox"/>	August	0	800	---
<input type="checkbox"/>	September	0	30	---
<input type="checkbox"/>	October	0	900	---
<input type="checkbox"/>	November	0	1000	---
<input type="checkbox"/>	December	0	1200	---
	Total	3 098	10 396	+ 235.5 %

☒ Show target energy consumption values on the [Site consumption](#) page (Click Save to apply)

**Multiple value editor**  
Apply the following target reduction to the selected months, compared to the reference year. Only available if historical energy data in selected year is present.

Reference year:  
2017

Reduce target by:  
0 %

0 % 10 % 20 % 30 % 40 % 50 %

On this page you can configure monthly target energy consumption values for the current year. These target values can serve as a reference and are indicative only. They are shown on the [Site consumption](#) page.

[Reset](#) [Save](#)

a

- Determine a target for 1 month by editing the Target this year (kWh) column.  
**Result:** The difference is automatically calculated.
- Click the Reset button (a) to go back to the data before editing. Once saved, resetting is impossible.
- To apply a target reduction to multiple months at once (as a percentage), select the months first at the left (b).

Energy management > TARGET ENERGY SETTINGS

<input type="checkbox"/>	Month	Consumed this year (kWh)	Target this year (kWh)	Difference
<input type="checkbox"/>	January	983	1966	+ 100.0 %
<input type="checkbox"/>	February	995	995	0.0 %
<input checked="" type="checkbox"/>	March	448	523	+ 16.6 %
<input checked="" type="checkbox"/>	April	442	325	- 26.5 %
<input checked="" type="checkbox"/>	May	230	184	- 19.9 %
<input type="checkbox"/>	June	0	599	---
<input type="checkbox"/>	July	0	449	---
<input type="checkbox"/>	August	0	800	---
<input type="checkbox"/>	September	0	30	---

☒ Show target energy consumption values on the [Site consumption](#) page (Click Save to apply)

**Multiple value editor**  
Apply the following target reduction to the selected months, compared to the reference year. Only available if historical energy data in selected year is present.

Reference year:  
2017

Reduce target by:  
10 %

0 % 10 % 20 % 30 % 40 % 50 %

b

e

c

d

- If desired, select another year from the Reference year drop-down list (c).



- 6 Apply a target reduction (in percentage) by sliding the slider (d).
- Result:** For the selected months, the targets and differences automatically adjust.
- 7 If you want to hide the target energy consumption values on the Site consumption page, clear the checkbox in the upper right corner (e) section.

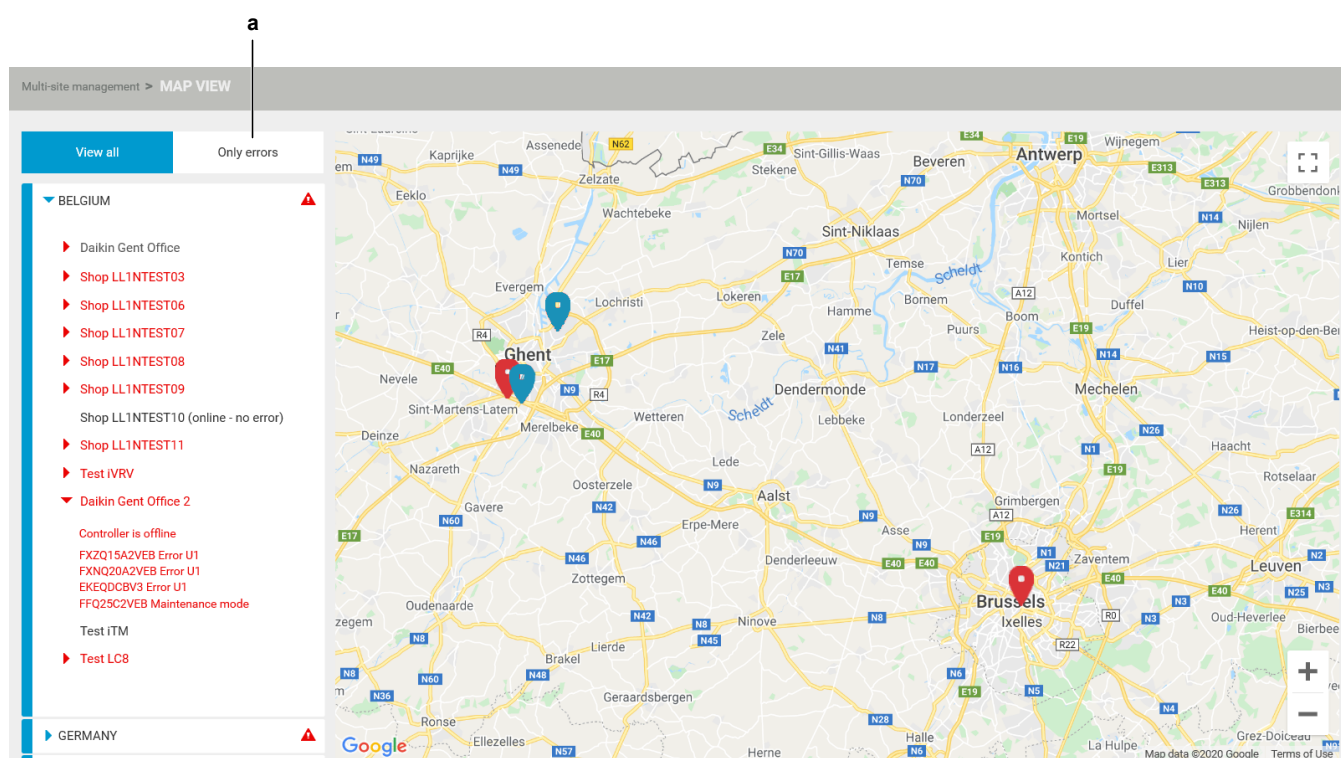
## 4.14 To perform multi-site management

If you have multiple installations in multiple locations the Multi-site management option is handy to follow up all of your stores or buildings.

- 1 In the navigation pane, select Multi-site management.

**Result:** A map view appears, showing all of your sites.

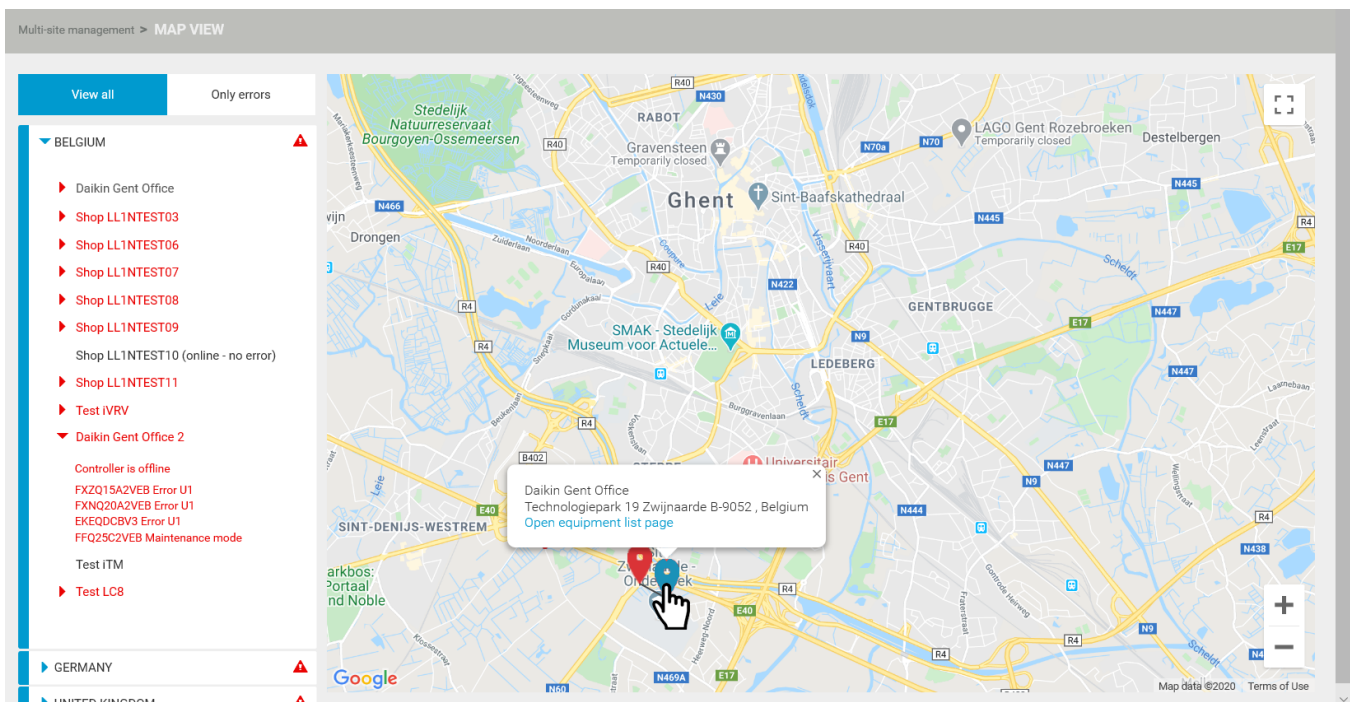
**Result:** You can immediately see the error status of the site.



If you want to see only sites with errors:

- 2 Click the Only errors label (a).
- 3 Click a site in the map view.

**Result:** You are presented with a link to the Equipment list page of that particular site.



### 4.15 To manage the users



#### INFORMATION

User administration is not available to operators.

You can create new users and modify or delete existing ones.

- 1 In the navigation pane, select Users under Administration.



























**Result:** A list of current users appears.



#### INFORMATION

Only users that have the same user level or lower, and within the same company are shown in this list. Only Daikin administrators can see the complete list.

Administration > USERS

Full name	E-mail	Role	Affiliate	Installer company	End user company	Edit	Delete
Big Site	bigsite@daikin.be	Daikin administrator					
edctestteamDA	edctestteamDA@daikineurope.com	Daikin administrator					
janedoe@daikin.be	janedoe@daikin.be	Daikin administrator					
Notification mail test user	denvdcsemailtest@gmail.com	Daikin administrator					
username550566	user550566@daikin.com	Daikin administrator					
username796876	user796876@daikin.com	Daikin administrator					
MultipleBackendsUser	multiplebackendsuser@daikin.be	Daikin administrator					
johnsmith@example.com	johnsmith@example.com	Daikin administrator					
abe takuji	abe.takuj@daikin.co.jp	Daikin administrator					
NoSitesassigned	nositesassigned@daikin.be	Daikin administrator					
username283677	user283677@daikin.com	Daikin administrator					
SCOP TRUE	scoptrue@daikin.be	Daikin administrator					
progress@daikin.be	progress@daikin.be	Daikin administrator					

1 - 15 of 36 items < 1 2 3 >

New

- To delete a current user, click the red cross (a) next to his or her name.
- To edit a current user, click the pencil icon (b). You can only change the role of a user and his or her name.



#### INFORMATION

If the user forgot his or her password, you cannot change it here. The user has to select Forgot password from the user profile drop-down list. See ["4.2.2 To change your password" \[p. 17\]](#) for more information.

- Click the New button.

**Result:** The following window appears.

Administration > Users > NEW

E-mail*	<input type="text"/>
Name*	<input type="text"/>
Password*	<input type="password"/>
Password Verification*	<input type="password"/>
Select role*	Operator
Select affiliate*	Affiliate A1 x
Select installer company*	Installer CP1
Select end user company*	End Customer CP1

Cancel Add user

- Fill out all available information.

All fields with an asterisk are mandatory. Depending on the type of role (c) you have selected, you will have to fill out more or less information.

**INFORMATION**

It is possible to link users with the Daikin affiliate role to multiple affiliates. To do so, select multiple tags in the Select affiliate field.

The password (d) requirements are:

- It should be at least 8 and maximum 20 characters
- It should at least contain 1 capital letter (A-Z)
- It should at least contain 1 small letter (a-z)
- It should at least contain 1 number
- It should at least contain 1 special character ([#!^<>().,;:@\*=-\_?{}])

**6** Click the Add user button (e).

**Result:** The user is added to the list.

An administrator should now link a site to the new user, otherwise he will have no data available when logging in. See ["3.4 To log in to the Daikin Cloud Service"](#) [► 6] and ["4.16.1 To create a new site"](#) [► 64].

## 4.16 About building administration

Installation instructions for controllers can be found on [https://my.daikin.eu/content/denv/en\\_US/login.html](https://my.daikin.eu/content/denv/en_US/login.html).

Via the Administration section an administrator can manage the sites. He or she can for example link a site to a user, making it possible for him to see data from that site.

**INFORMATION**

In the site list, users see all the sites for which their user role and affiliate tags allow.

### 4.16.1 To create a new site

Daikin administrators, affiliates and installers can create new sites. At the end of the creation process they can link this new site to an existing user, making it possible for him to see data from that site.

**1** In the navigation pane, select Sites under Administration.

**Result:** The current available sites are displayed. There is a choice of 2 views: Technical (a) or Payment (b). The Technical view gives additional information about the ID, the setup type, the number of controllers and the number of indoor units on a site.

Administration > SITES

a
b
c

Site name	Address	Region	Packages	Affiliate	Edit	Delete	
Daikin Belux - Herentals	Welvaartstraat 14/1 bus 3 Herentals B-2200, Belgium	belgie	A - 2090-10-04	Affiliate A2			
Daikin Gent Office	Technologiepark 19 Zwijnaarde B-9052, Belgium	belgie	A - 2090-10-02 B - 2090-10-03	Affiliate A2			
Daikin Gent Office 2	Technologiepark 19 Zwijnaarde 9052, Belgium		A - 2017-10-13 B - 2017-10-12	Affiliate A2			
Faulty Towers	66 Great Queen St London WC2B 5BX, United Kingdom	uk	A - 2017-10-14	Affiliate A2			
Manual Testing Gent	Nieuwstraat 19 Brussel 1000, Belgium		A - 2900-10-13	Affiliate A2	Associate to site		
Manual Testing Realdolmen	Nieuwstraat 19 Brussel 1000, Belgium		A - 2900-10-13 B - 2900-10-13	Affiliate A2	Associate to site		
Multiple Backends Test Site	Nieuwstraat 19 Brussel 1000, Belgium		A - 2900-10-13	Affiliate A2	Associate to site		
Practice room LL1NTEST12	Wetstraat 10 Brussel 1000, Belgium		A - 2090-10-12	Affiliate A2	Associate to site		
Residential Test Site	Nieuwstraat 19 Brussel 1000, Belgium			Affiliate A2			
Residential Test Site - Without Controllers	Nieuwstraat 19 Brussel 1000, Belgium			Affiliate A2	Associate to site		
Shop LL1NTEST03	Rijvissechestraat 118 Zwijnaarde B-9052, Belgium		A - 2090-10-05	Affiliate A2			

[Download table as an Excel file](#)
1 - 15 of 23 items

Technical
Payment
Create site

2 Click the Create site button (c).

**Result:** The following section appears.

- 3 Select the correct Setup Type option (d), depending on the bought product. See also ["To manage the site itself and its controllers"](#) [▶ 68].
- 4 Select the checkbox (j) in case you want to create a Residential site.



#### INFORMATION

Only Daikin administrators and Daikin affiliates are able to create Residential sites.

- 5 Fill out the required information below Site info.  
**Result:** An inline validation is shown:
  - **When everything is OK the box will be green.**
  - If nothing is found or incorrect, the **box will be red and the explanation is mentioned below the box.**
- 6 Fill out the city and country first. These will be matched to determine the time zone automatically. If this is not correct you can change it manually.
- 7 Select a package from the drop-down list (e). The following options are available:
  - Package A - Access license: gives access to the Daikin Cloud Service.
  - Package A - Access license + Package B - Service license: package B offers access to Remote Diagnostics. See ["4.22 About remote diagnostics"](#) [▶ 89].

- 8 Fill out the required information for the selected package.
- 9 If the contact information for Package B - Service license (f) is the same as Package A - Access license (g), select the checkbox (h).
- 10 Fill out the Purchase order field for Package B - Service license (f).
- 11 Click the Add site button (i).

**Result:** In the background a Google Maps check is performed to make sure that the site location information is correct.

**Result:** A controller is created.

**Result:** The person who created the site is automatically associated with the site. Once a user - other than operator - is associated with a site, he can edit the site. See "[4.16.2 About editing sites](#)" [▶ 68].

**Result:** In case of a residential site, the owner still needs to be assigned to the site. A pop-up window appears after clicking the Add site button (i). Click Ok (k) to confirm.

#### Residential site creation

You are now creating a site for a residential customer. Select the customer on this page as an owner of this site. Once the customer gives consent data will be visualized.



**Result:** The site is created and the packages are enabled for a trial period. For more information about the package status, see "[To manage packages](#)" [▶ 72].

#### Additional steps when creating a residential site

Residential sites must have an owner assigned to it. When the site is created, the owner of the site still has to be configured.

- 12 In the navigation pane, select Sites under Administration.
- 13 Click the pencil icon next to the site to edit the site.
- 14 Scroll down to the Residential section.

#### Residential

##### Give ownership

A residential site must have an owner assigned to it. Only the Daikin administrator and administrator user roles can be selected as the owner of a residential site. select a user from the drop-down list and click "Set owner". An invite will be sent to the selected user. Note that site data will not be visualized until the site owner confirms ownership of the site and consents to the site's data being visualized.

- 15 From the drop-down list (l), select the user you want to set as the owner of the site.



#### INFORMATION

Only Daikin administrators and site administrators can be selected as the owner of a residential site.

**16** Click Set owner (m).

**Result:** A confirmation message appears. The selected user will receive an email.

**INFORMATION**

Only Daikin administrators and Daikin affiliates have the ability to set the owner of a residential site. However, site administrators linked to a residential site which does not have an owner yet are also able to assign themselves as the owner.

The residential site and its data remains hidden (except in the Sites overview) until the owner accepts ownership of the site and explicitly consents to the site's data being visualised.

**17** As the assigned owner of the site, click the link in the invitation email.

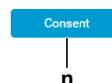
**Result:** You are redirected to a login page.

**18** As the assigned owner, log in to Daikin Cloud Service.

**Result:** You are redirected to the correct Edit site page.

**19** Scroll down to the Residential section.**20** Click Consent (n) to agree to the site's data being visualised.**Give consent**

You were selected as owner of this site. Please press "Consent" to confirm your information can be visualized.



**Result:** The site and its data is now visible to the users of the site.

## 4.16.2 About editing sites

**To manage the site itself and its controllers**

Installation instructions for controllers can be found on [https://my.daikin.eu/content/denv/en\\_US/login.html](https://my.daikin.eu/content/denv/en_US/login.html).

**1** In the navigation pane, select Sites under Administration.

**Result:** The current available sites are displayed.

Administration > SITES					Technical Payment		
Site name	Address	Region	Packages	Affiliate	Edit	Delete	
Daikin Belux - Herentals	Welvaartstraat 14/1 bus 3 Herentals B-2200, Belgium	belgie	A - 2090-10-04	Affiliate A2			
Daikin Gent Office	Technologiepark 19 Zwijnaarde B-9052, Belgium	belgie	A - 2090-10-02 B - 2090-10-03	Affiliate A2			
Daikin Gent Office 2	Technologiepark 19 Zwijnaarde 9052, Belgium		A - 2017-10-13 B - 2017-10-13	Affiliate A2			

**2** Click the pencil icon (a) to edit a site.

**Result:** The following section appears.



### Site info

**Setup Type** Intelligent Tablet Controller

**Residential** ☐

**Site name**

**Street**

**Postal Code**

**City**

**State**

**Country**

**Site time zone**

**Contact person**

**Telephone number**

**Covered area (m²)**

Area covered by the Daikin system. Used in energy benchmarks charts.

### Package info

**Package**

**Package A - Access license**

**Status** Paid

**Expiration date** 2090-10-02

**Contact person**

**Telephone number**

**E-mail**

**Purchase order**

**Package B - Service license**

☐ Use the contact information of Package A - Access license

**Status** Paid

**Expiration date** 2090-10-03

### Controllers

Name	Controller LC number	Commissioning window	Commissioning state	Delete
No name set	LL1NTEST99	2017-08-17	Commissioned	The last controller cannot be deleted

Edit the site as required:

- Give the assigned controllers a Friendly name by clicking the pencil icon (b). This is useful to easily distinguish between multiple controllers. If there is only 1 controller, there is no real benefit.

**Result:** The name field (c) becomes editable.

**c**

**d**

**g**

**e**

**f**

**h**

Name	Controller LC number	Commissioning window	Commissioning state	Delete
Friendly name	LL1NTEST01	2017-08-17	Commissioned	A commissioned controller cannot be deleted
Friendly name #2	LL1NZXUGT9	2020-07-12	Commission pending	

- Once you have entered the new name for the controller, click the check mark (d).



#### INFORMATION

The Controller LC number (g) will be asked during net commissioning of the controller.

Net commissioning can only be finalised when it is executed before the date indicated at the commissioning window (i). If required, this window can be extended with 3 months.

- Extend the commissioning of a controller by clicking the Extend button (e).
- Delete a non-commissioned controller by clicking the red cross (f) in the Delete column.

**INFORMATION**

A commissioned controller cannot be deleted.

**INFORMATION**

Installers and above can select Controllers in the navigation pane under Administration for an overview of the controllers belonging to sites that they are linked to. Daikin Administrators are able to see all controllers, regardless of whether they are linked to the site that the controller belongs to.

- 7 Select the Residential checkbox (j) to convert an existing site into a residential site or vice versa.
- 8 Fill out a region for easier grouping of sites.

Regions are used for example during remote diagnostics. See ["4.22.1 To manage the alarm history"](#) [► 89].

- 9 Click the Add controller button (h) to add a controller (to a maximum of 10 controllers, depending on the setup type).

The maximum number of controllers that can be added differs depending on the setup type:

- intelligent Tablet Controller: maximum 10 controllers
- Local controller: maximum 5 controllers
- intelligent Touch Manager: maximum 5 controllers

### To manage users at a site

When editing a site you can link users to this particular site, remove them from the site or manage their email notifications.

- 1 In the lower section of the window, click the red cross (d) next to a user to undo his or her assignment to this site.

**Result:** This will only remove the user from the site, not delete the profile completely.

- 2 To activate or deactivate email notifications, click the M/L1/L2/L3/ boxes (a) next to the user's name.

Full name	E-mail	Role	Access	Notifications					Disassociate
				a	b	c	d		
User Daikin Administrator	userdaikinadmin@daikin.be	Daikin administrator	All controllers	M L1 L2 L3 S					✗
User Admin	admin@daikin.be	Administrator	All controllers	M L1 L2 L3 S					✗
User Daikin Affiliate	daikinAffiliate@daikin.be	Daikin affiliate	All controllers	M L1 L2 L3 S					✗
User Installer	installer@daikin.be	Installer	All controllers	M L1 L2 L3 S					✗
User Operator	operator@daikin.be	Operator	All controllers	M					✗

[Add user to site](#)

If you click the M box, the user will receive an email when a malfunction occurs. (red box means it is activated).

The L1/L2/L3/ boxes allow to activate email notifications of predictions (blue box means it is activated). See ["4.22.4 To use the prediction setup"](#) [► 94] for more information.

- L1 predictions concern units that might go in error soon.
- L2 notifications will notify users about medium-term future errors.
- L3 notifications about long-term errors.

- 3 To activate or deactivate email notifications for sensors, click the S box (b).

The S box (b) opens a window where email notifications for sensor alerts can be configured. Email notifications for thresholds (both Warning and Critical) can be toggled for every parameter, category, or global value separately. See ["4.20 To manage sensors"](#) [▶ 85] for more information about sensors and threshold values.

Sensors	Warning	Critical
<b>Global</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Air quality</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TVOC	<input type="checkbox"/>	<input type="checkbox"/>
CO <sub>2</sub>	<input type="checkbox"/>	<input type="checkbox"/>
CO <sub>2</sub> e	<input type="checkbox"/>	<input type="checkbox"/>
PM10	<input type="checkbox"/>	<input type="checkbox"/>
PM2.5	<input type="checkbox"/>	<input type="checkbox"/>
IAQ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Comfort</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Temperature	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pressure	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sound	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lux	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Electrosmog</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Electrosmog LF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Electrosmog HF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wifi networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wifi level	<input checked="" type="checkbox"/>	<input type="checkbox"/>

f e

- 4 Click any of the checkboxes to activate or deactivate email notifications for that specific threshold alert.
- 5 Click the Save button (e) to save the sensor notifications, or the Cancel button (f) to exit out of this window without making changes.

Depending on the user's profile you will be able to activate more or less email notifications.

- 6 To add a user to this site, scroll to the bottom and click the Add user to site button (g).

**Result:** At the bottom of the list, a drop-down list (h) appears, together with a Save (i) and Cancel button (j).

user1@daikin.be

user2@daikin.be

user3@daikin.be

✖

✖

✖

Select...

Save Cancel

Add user to site

h

i j

g

- 7 From the drop-down list (h), select the user you want to assign to this site. See ["4.15 To manage the users"](#) [▶ 62] to create a user via the user administration module first.

- 8 Click the Save button (i).

**Result:** The user is now linked to this site.

Depending on the Task status of a particular alarm, a user for which email notifications have been activated may receive more or less email notifications. There are three possible statuses:

- Open
- Acknowledged
- Closed

For more information about the influence of task statuses on email notifications, see ["4.22.1 To manage the alarm history" \[▶ 89\]](#).



#### INFORMATION

Email notifications can be activated without the purchase of package A + B. However, the email notifications only offer a limited amount of information about the errors or malfunctions themselves. To view more detailed information about and manage the errors, the Remote diagnostics section can be consulted by affiliates and higher profiles. Site administrators and installers can obtain these functions by purchasing package A + B.

### To manage packages

There are two package options available:

- Package A - Access license: gives access to the Daikin Cloud Service.
- Package A - Access license +Package B - Service license: package B offers access to Remote diagnostics for site administrators and installers. By default, this section can only be consulted by affiliates and higher profiles. See ["4.22 About remote diagnostics" \[▶ 89\]](#) for more information.

Once payment is received, the selected package(s) need to be activated. In case of multiple packages, every package has to be activated separately.

- 1 Edit a site. See ["To manage the site itself and its controllers" \[▶ 68\]](#).

The screenshot shows the 'Administration > Sites > EDIT SITE' page. It is divided into two main sections: 'Site info' and 'Package info'.

**Site info:** Includes fields for Setup Type (Intelligent Tablet Controller), Site name (Guy's), Street (Waterstraat 15233), Postal Code (9040), and City (Sint-Amandsberg).

**Package info:** Includes a Package dropdown menu (currently showing 'Package A - Access license'), a table for 'Package A - Access license' with columns for Status (Trial) and Expiration date (2020-05-13), and a Contact person field (Guy).

A pop-up menu is shown on the right side of the 'Package info' section, triggered by clicking the vertical ellipsis icon (labeled 'a'). The menu contains two options: 'Confirm payment' (labeled 'c') and 'Cancel package' (labeled 'b').

- 2 Click on the vertical ellipsis icon (a) at the right of the screen.  
**Result:** The payment drop-down list drops out.
- 3 If requested, click Cancel package (b) and confirm in the pop-up screen.  
**Result:** The package is cancelled.
- 4 To activate a package, click the Confirm payment field (c).  
**Result:** The Confirm payment screen appears.

**Confirm payment**

Enter a new expiration date

14 April 2020

April 2020

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

14 April 2020

Cancel Confirm

**Site info**

Setup Type: Intelligent Tablet Controller

Site name: Guy's

Street: Waterstraat 1

Postal Code: 9040

City: Sint-Amandsberg

State:

Country: Belgium

Site time zone: (UTC+01:00) Br

Contact person: Guy

Telephone number: 092252115

Covered area (m²): 55

**Package info**

Package: Package A - Access license

Package A - Access license

Status: Trial

Expiration date: 2020-04-14

E-mail: Veronique.J@daikin-europe.com

Purchase order: 11111

Cancel Save

- 5 Enter expiration date by typing in the date or by using the calendar and click the Confirm button (d).

**Result:** The application shows a message confirming the payment (e) and the status of the package (f) is set to Paid. The package is now active.

✓ Payment confirmed

JOHN DOE  
DAIKIN ADMINISTRATOR

Administration > Sites > EDIT SITE

**Site info**

Setup Type: Intelligent Tablet Controller

Site name: Guy's

Street: Waterstraat 15233

Postal Code: 9040

City: Sint-Amandsberg

**Package info**

Package: Package A - Access license

Package A - Access license

Status: Paid

Expiration date: 2020-04-14

Contact person:

**Result:** In the site list, the package icon (g) is now green.

Administration > SITES

Site name	Address	Region	Packages	Affiliate	Edit	Delete
Daikin Belux - Herentals	Welvaartstraat 14/1 bus 3 Herentals B-2200, Belgium	belgie	A - 2090-10-04	Affiliate A2		
Guy's	Waterstraat 15233 Sint-Amandsberg 9040, Belgium		A - 2020-04-14	Affiliate A1		
Daikin Gent Office 2	Technologiepark 19 Zwijnaarde 9052, Belgium		A - 2017-10-13	Affiliate A2		

The color codes for the packages are:

Blue: Trial

Green: Paid and active

Red: Expired

Grey: Cancelled

Orange: Payment pending

After cancellation, a package can be reactivated by an installer and above (Daikin administrator or affiliate) by selecting Request extension. If this is done before the package expiration date, the package color becomes orange.

The Request extension (h) and Cancel package (i) commands are situated in the drop-down list.



#### INFORMATION

When a package is cancelled, it will remain active till the expiration date has passed.

Administration > Sites > EDIT SITE

**Site info**

Setup Type: Intelligent Tablet Controller

Site name: Daikin Gent Office

Street: Technologiepark 19

Postal Code: B-9052

City: Zwijnaarde

**Package info**

Package: Package A - Access license

Package A - Access license

Status: Paid

Expiration date: 2090-10-02

Contact person: Jeroen Vermeir

Drop-down menu options: Request extension (h), Cancel package (i)

If the package is expired (red), it will remain red even if Request extension (h) is selected. In both cases, the package color will turn green as soon as the payment is confirmed.

### To manage integrators

When editing a site you can link and allow third-party integrators access to the site, as well as revoke this access if necessary. For more information about integrators, see ["3.3 About integrators"](#) [▶ 6].

#### To allow an integrator access to a site

- 1 To add an integrator to a site, scroll to the bottom of the Integrator section (a) and click the Add integrator button (b).

**Result:** At the bottom of the list, a drop-down list (c) appears, along with a Save (d) and Cancel (e) button.

Integrator

Added on

Disassociate

OVER

Select...

Save

Cancel

Add integrator

Labels: a (Integrator section), b (Add integrator button), c (Drop-down menu), d (Save button), e (Cancel button)

- 2 From the drop-down list (c), select the integrator you want to allow access to this site.
- 3 Click the Save button (d).

**Result:** A pop-up window appears.

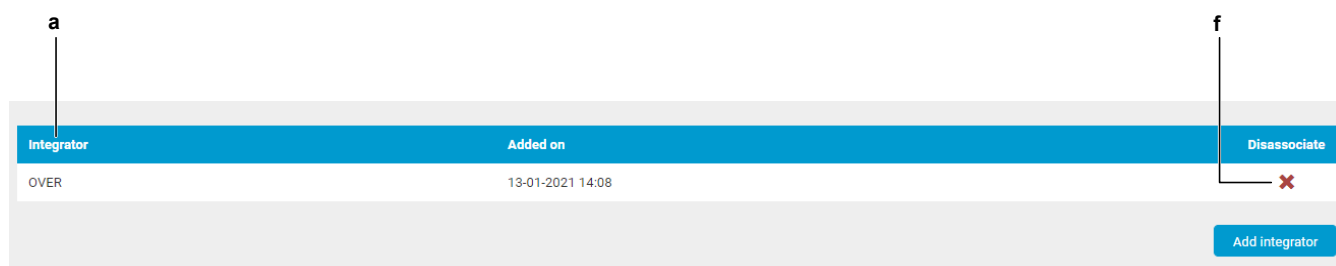
- 4 Click the I agree button to proceed.

**Result:** The integrator is now linked to this site.

### To revoke integrator site access

- 1 In the lower section of the window (a), click the red cross (f) next to the integrator.

**Result:** A confirmation pop-up window appears.



- 2 Click Yes in the pop-up window to confirm.

**Result:** The integrator no longer has access to this site.

### To pair IEQ sensors with a site

When editing a site, you have the ability to pair one or more IEQ sensors with a site. This allows you to monitor a variety of parameters relating to indoor environmental quality. For more information about managing and monitoring IEQ sensor data, see ["4.20 To manage sensors" \[▶ 85\]](#) and ["4.12 To perform sensor monitoring" \[▶ 56\]](#).

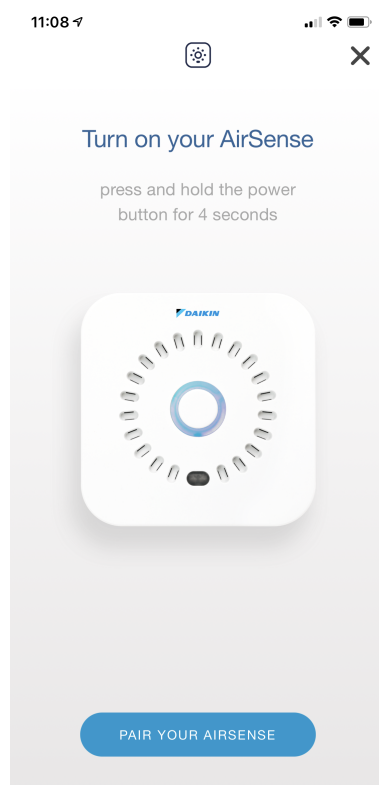
To pair a sensor with a site, the Daikin AirSense app is required. It can be downloaded from the App Store<sup>(1)</sup> or Google Play.<sup>(2)</sup>

When pairing a sensor, make sure you have access to both the app and Daikin Cloud Service at the same time.

- 1 Open the Daikin AirSense app and log in using the credentials received from your Daikin representative.
- 2 Press and hold the power button on your sensor for 4 seconds.

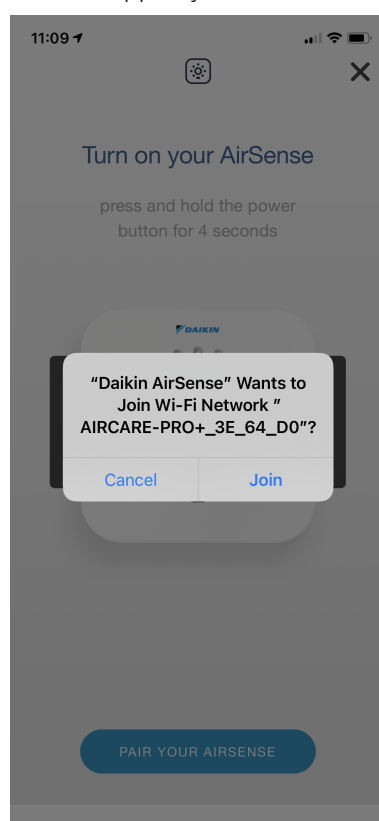
<sup>(1)</sup> <https://apps.apple.com/lu/app/daikin-airsense/id1564743295>

<sup>(2)</sup> <https://play.google.com/store/apps/details?id=eu.daikinapplied.airsense>



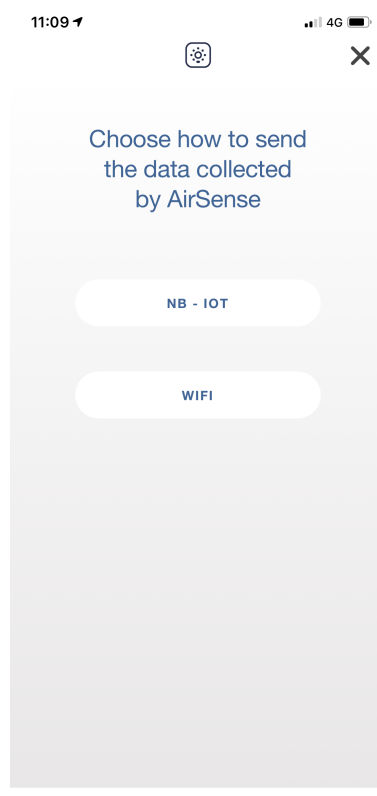
**Result:** The sensor shows a blue light, followed by a green light, then begins to blink with a blue light every second. The sensor is now in configuration mode and ready to be paired.

- 3 Scan the QR code on your sensor using the app.
- 4 Allow the app to join the sensor's WiFi network.



- 5 Choose your data collection method.



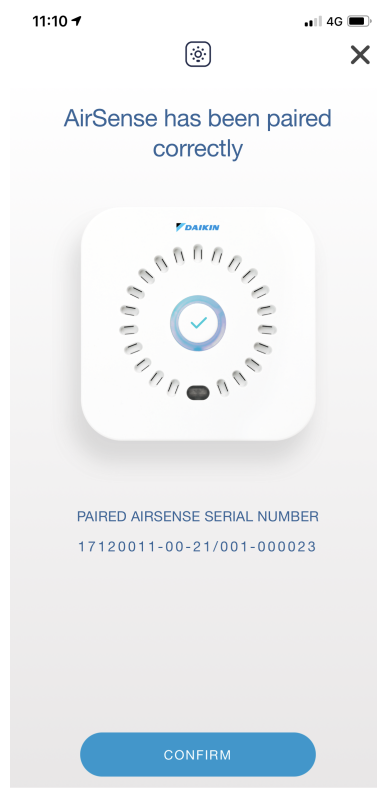


**Result:** The sensor is now paired with the app.

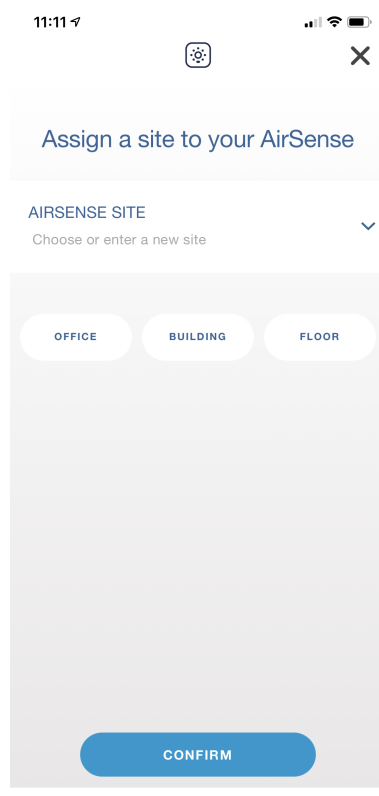


#### INFORMATION

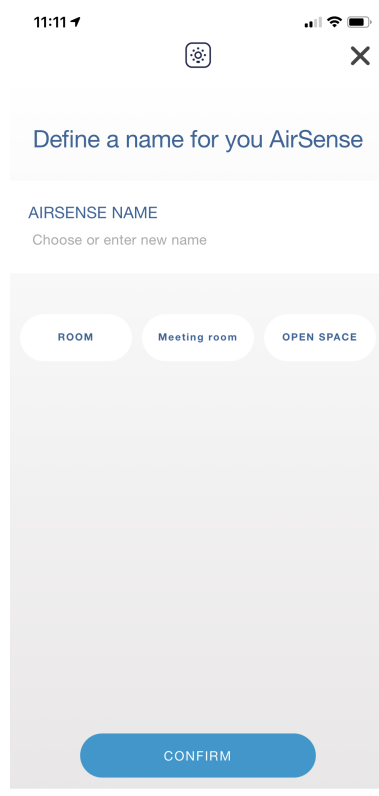
Depending on your location, the data collection method can be either NB-IoT or WiFi. NB-IoT is not supported in all countries.



## 6 Assign a site to the sensor.



- 7 Name your sensor. Note that the name entered here is the sensor name that will be shown in Daikin Cloud Service.



- 8 In the navigation pane of Daikin Cloud Service, select Sites under Administration.

**Result:** The currently available sites are displayed.

- 9 Locate your site and note down or remember the number in the ID column (a).

Administration > SITES

TechnicalPayment

ID	Site name	Address	Region	Packages	Affiliate	Number of IAQ sensors	Edit
1	DCS Site #1	Technologiepark 19 Zwijnaarde B-9052, Belgium	Belgium	A - 2090-10-02 B - 2090-10-03	Affiliate A2	54	
2	DCS Site #2	Welvaartstraat 14/1 bus 3 Herentals B-2200, Belgium	Belgium	A - 2090-10-04	Affiliate A2	0	

a

b

- 10 Return to the Daikin AirSense app and enter the site ID number (a) from the previous step as the Plant ID (in this case, the site ID is "1").

11:12

Plant ID

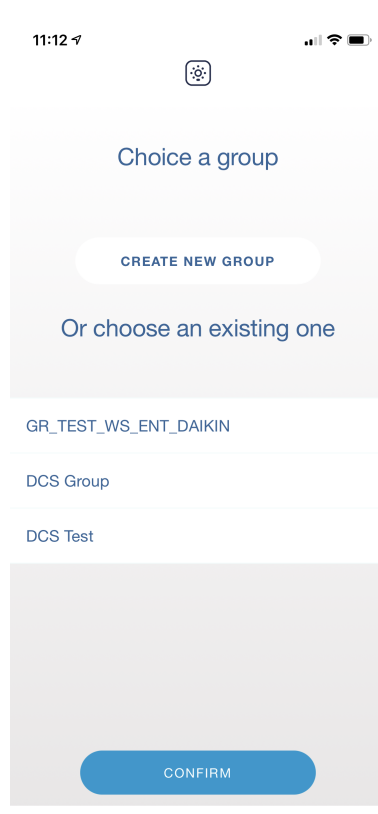
Enter the Plant ID of the chiller unit on which you want to install the device.

For details and support, contact your cloud system administrator

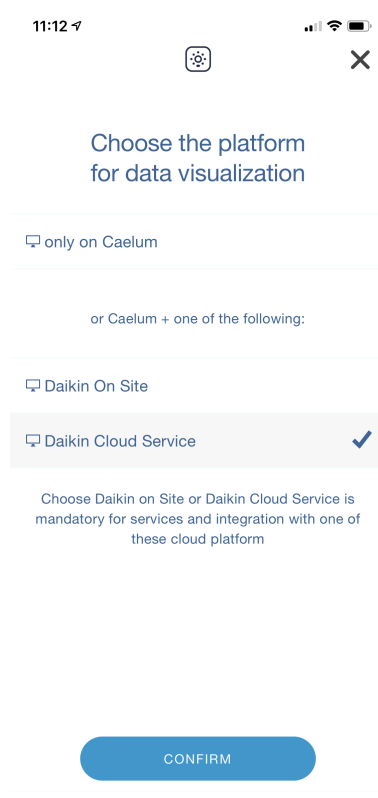
es: 0a00a000-00a0-000a-00a0-000aa0a00000

SKIPCONFIRM

- 11 Create or choose a group for your sensor.



**12** Select Daikin Cloud Service as the data visualization platform.



**13** In Daikin Cloud Service, click the pencil (b) next to the site you want to pair a sensor with.

Administration > SITES

							Technical	Payment
ID	Site name	Address	Region	Packages	Affiliate	Number of IAQ sensors	Edit	
1	DCS Site #1	Technologiepark 19 Zwijnaarde B-9052, Belgium	Belgium	A - 2090-10-02 B - 2090-10-03	Affiliate A2	54		
2	DCS Site #2	Welvaartstraat 14/1 bus 3 Herentals B-2200, Belgium	Belgium	A - 2090-10-04	Affiliate A2	0		

14 Scroll down to the IEQ sensors section (c).

IEQ sensors

Name	Serial number	Date paired	Last reported	Delete
No sensors have been paired with this site.				

Add sensor to site

15 Click Add sensor to site (d).

**Result:** A drop-down menu (e) appears.

IEQ sensors

Name	Serial number	Date paired	Last reported	Delete
Meeting room 1				
Select...				

Save Cancel

Add sensor to site

16 Select the sensor using the drop-down menu (e).

17 Click the Save button (f).

**Result:** The sensor is listed under IEQ sensors. It may take a couple of seconds before it appears in the list.

### To unpair an IEQ sensor from a site

- In the IEQ sensors section (b), click the red cross (g) next to the sensor to unpair it.

IEQ sensors

Name	Serial number	Date paired	Last reported	Delete
Meeting room 1	17120011-00-21/001-000023	13-08-2021 12:14	-	

Add sensor to site

**Result:** The sensor is no longer paired with the site.

### To re-pair an already paired IEQ sensor (revert to configuration mode)

- Press and hold the power button on the sensor for 6 seconds in order to turn the sensor OFF completely.

- 2 Press and hold the power button on the sensor until you hear 3 beeps.

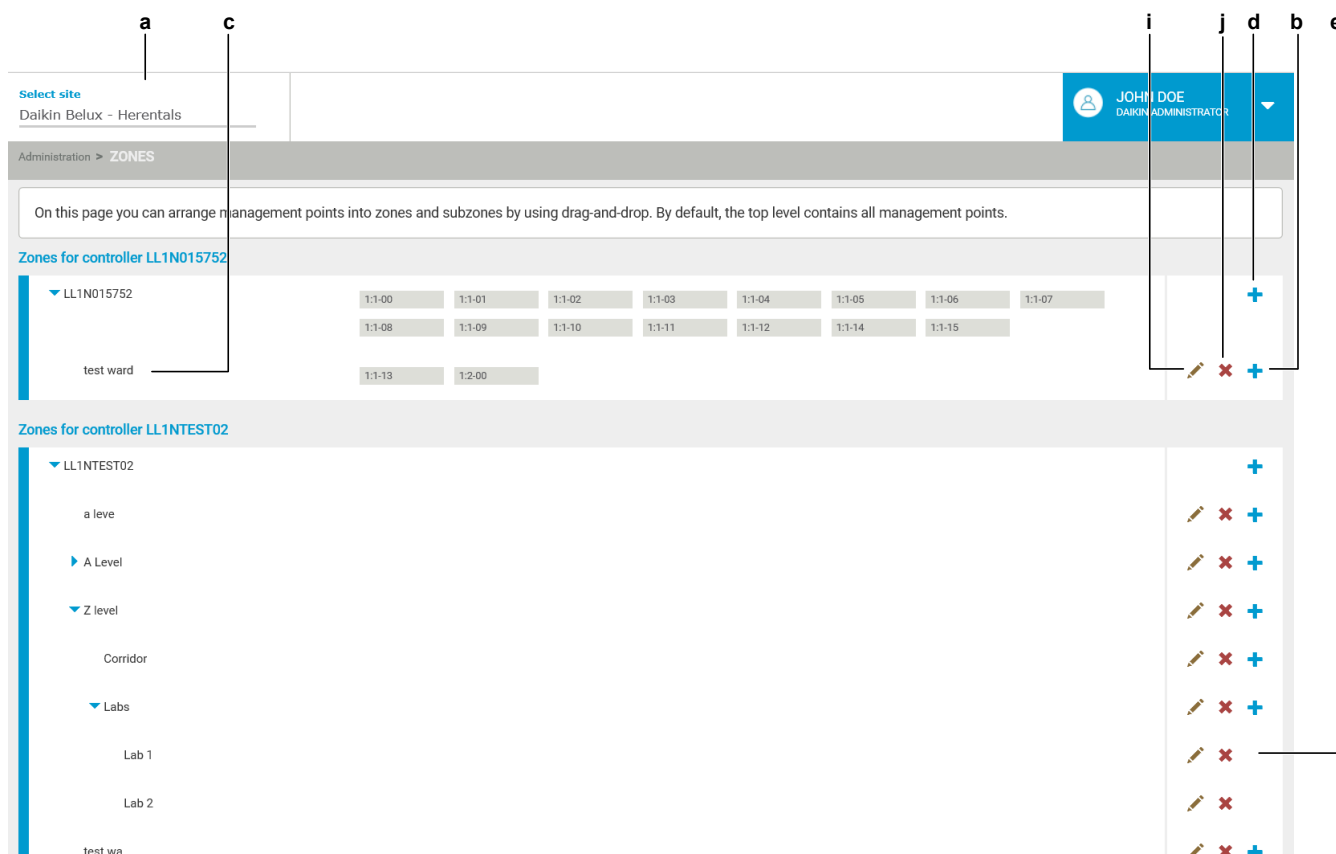
**Result:** The sensor shows a blue light, followed by a green light, then begins to blink with a blue light every second. The sensor is now in configuration mode and ready to be paired again.

## 4.17 To manage zones

You can group your units to make the cloud set-up correspond to your real configuration. In order to do that, Daikin Cloud Service uses zones.

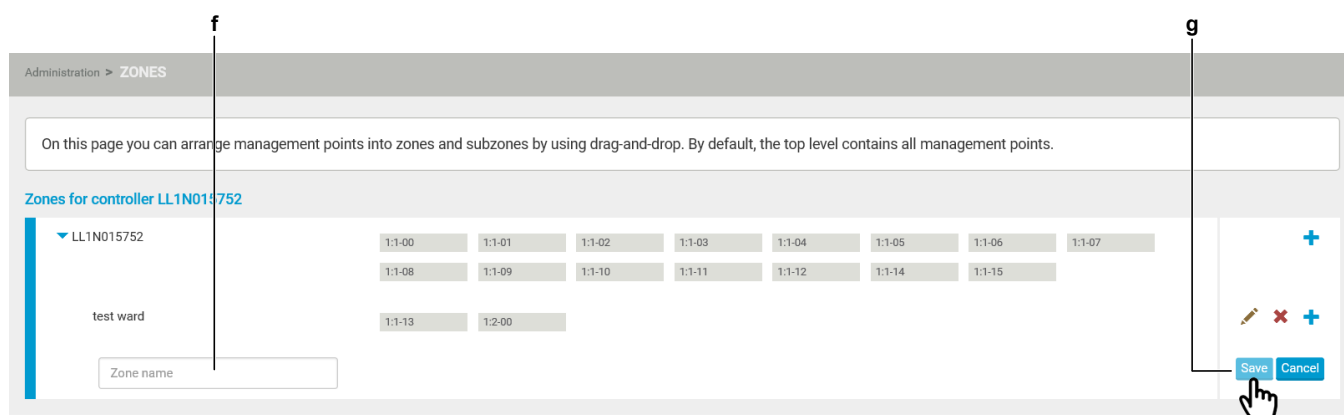
- 1 In the navigation pane, select Zones under Administration.

**Result:** The current zones of the selected site are displayed.



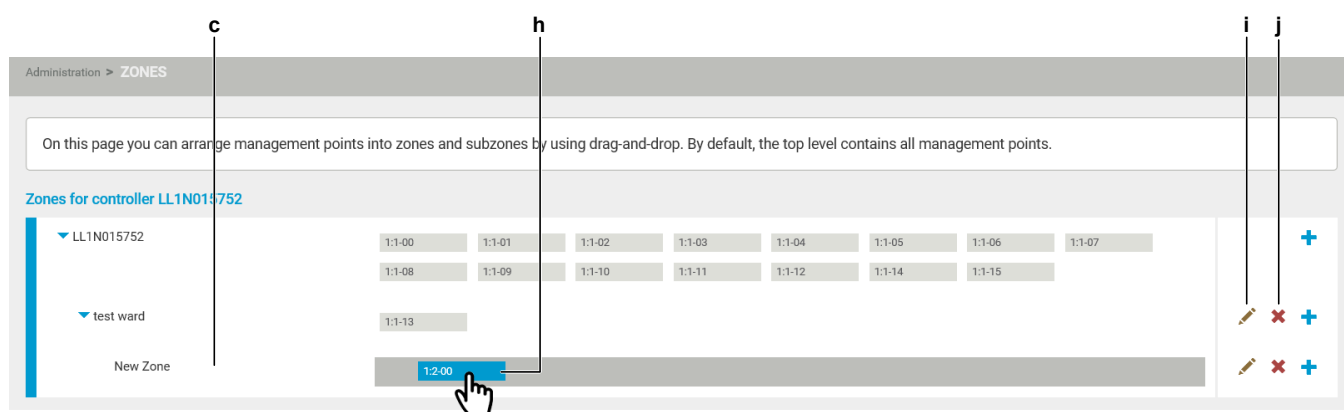
- 2 From the site selector, select the site (a) for which you want to manage the zones.
- 3 Click the blue plus button (b) if you want to add a new zone to an existing zone (c), or on site level (d).

**Result:** A field appears, allowing you to enter the zone name.



**4** Fill out the zone name (f) and click Save (g).

You can only create up to 3 zone levels. That is why there is no blue plus button on the lowest level in the screenshot (e).



**5** Drag and drop units (h) to the correct zone (c).

**6** Click the pencil icon (i) to edit a zone. This will only allow you to edit the name of the zone.

**7** Click the red cross icon (j) to delete a zone. If you delete a zone containing units, they are moved to the top level.

## 4.18 To manage indoor units

The Daikin Cloud Service allows you to consult available information on the indoor units.

To actually change indoor unit information, see ["4.3 About monitoring and controlling the equipment"](#) [▶ 18].

In most cases, indoor units get linked to the correct management point data automatically.

Administration > INDOOR UNITS

Some indoor units need to be manually linked to make sure data is displayed correctly. You can link an indoor unit with the correct management point data by selecting the unit from the dropdown menu in the management point name column.

Controller number	Indoor unit ID	Location	Model	Line name	Airnet address	Management point name
LI1NTEST18	75	workshop 1	FXYP40K	Test unit 1	39	Mercator 1
LI1NTEST18	76	Workshop 2	FXYP40K	Test unit 1	40	Mercator 2
LI1NTEST18	77	Mercator 1	FXYMN32K	Test unit 1	41	Copernicus
LI1NTEST18	78	Mercator 2	FXYMN32K	Test unit 1	42	Practice 4
LI1NTEST18	80	landscape 6	FXYS63K	Test unit 2	7	Galileo
LI1NTEST18	81	landscape 7	FXYS63K	Test unit 2	8	Nobel 1
LI1NTEST18	82	Landscape8	FXYS63K	Test unit 2	9	Nobel 2
LI1NTEST18	84	Archimedes	FXYM80K	test unit 3	10	Archimedes
LI1NTEST18	85	Newton	FXYM32K	test unit 3	12	Union room
LI1NTEST18	86	LBC room	FXYM40K	test unit 3	11	Newton
LI1NTEST18	88	landscape1	FXYS80K	Test unit 4	2	Pascal

1 - 15 of 51 items

In case a unit is not linked automatically, you can manually link it to the correct management point data.



#### INFORMATION

Some units may need to be manually linked to make sure data are displayed correctly. This can only be done by an installer and above (Daikin administrator or affiliate).

- 1 In the navigation pane, select Indoor units under Administration.

**Result:** The currently available indoor units are displayed.

Administration > INDOOR UNITS

Some indoor units need to be manually linked to make sure data is displayed correctly. You can link an indoor unit with the correct management point data by selecting the unit from the dropdown menu in the management point name column.

Controller number	Indoor unit ID	Location	Model	Line name	Airnet address	Management point name
LL1N015752	56	10	FXYS40K	VRV 1	10	1:1-00
LL1N015752	57	9	FXYS25K	VRV 1	9	1:1-01
LL1N015752	58	11	FXYP32K	VRV 1	11	None
LL1N015752	59	7	FXYP32K	VRV 1	7	None
LL1N015752	60	4	FXYP40K	VRV 1	4	1:1-00
LL1N015752	61	3	FXYP50K	VRV 1	3	1:1-01
LL1N015752	62	2	FXYP32K	VRV 1	2	1:1-02
LL1N015752	63	6	FXYP40K	VRV 1	6	1:1-03
LL1N015752	64	8	FXYP40K	VRV 1	8	1:1-04
LL1N015752	65	5	FXYP32K	VRV 1	5	1:1-05
LL1N015752						...
LL1N015752						None
LL1N015752						None

1 - 15 of 17 items



- 2 To assign a Management point name to an indoor unit, select it from the drop-down list (a). There is no need to save the information, the assignment of a Management point name will be kept automatically.

**INFORMATION**





If you select the Management point name of another, already assigned, indoor unit you are not warned about this. The Management point name of the other indoor unit will be set to None again.

## 4.19 To manage outdoor units

The Daikin Cloud Service allows you to consult available information on the outdoor units. You can give the units a friendly name and set an area (in m<sup>2</sup>).





- 1 In the navigation pane, select Outdoor units underneath Administration.

**Result:** The currently available outdoor units are displayed.

Administration > OUTDOOR UNITS				
Controller number or name	Outdoor Unit ID	Name	Area (m <sup>2</sup> )	Action
LL1N015752	[305] REMQ8PY1 : 0000002	Outdoor unit #1	250	
LL1N015752	[305] REMQ8PY1 : 0000001	Outdoor unit #2	300	
LL1NTEST02	[305] REMQ8PY1 : 0000002		0	
LL1NTEST02	[305] REMQ8PY1 : 0000001		0	

- 2 To edit an outdoor unit, click the pencil icon (a).

**Result:** The Name (b) and Area (m<sup>2</sup>) fields (c) become editable. Editing the Area (m<sup>2</sup>) fields influences the kWh/m<sup>2</sup> graphs in the energy management section. See ["4.9 To compare site outdoor unit energy consumption"](#) [▶ 50].

Administration > OUTDOOR UNITS				
Controller number or name	Outdoor Unit ID	Name	Area (m <sup>2</sup> )	Action
LL1N015752	[305] REMQ8PY1 : 0000002	Outdoor unit #1	250	
LL1N015752	[305] REMQ8PY1 : 0000001	Outdoor unit #2	300	
LL1NTEST02	[305] REMQ8PY1 : 0000002	<input type="text" value="Friendly name"/>	<input type="text" value="0"/>	
LL1NTEST02	[305] REMQ8PY1 : 0000001		0	

- 3 Edit the outdoor unit as required.
- 4 Once finished, click the disk icon (d).

## 4.20 To manage sensors

The Daikin Cloud Service allows you to consult available information on the IEQ sensors that are paired to a site.

- 1 In the navigation pane, select Sensors under Administration.

**Result:** An overview of IEQ sensors appears.

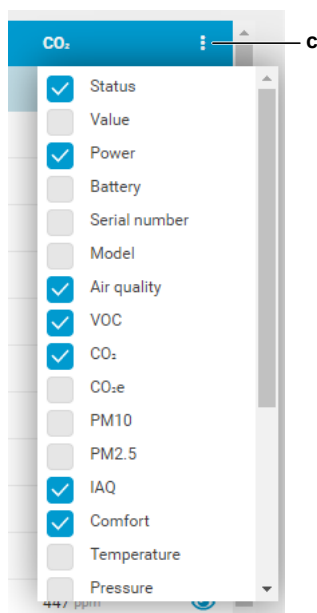
Administration > SENSORS

						General	Global	Air quality	Environmental comfort	Electrosmog
Site	Sensor name	Status	Value	Power	Battery	Serial number	Model			
Daikin Gent Office	Office Sensor 1	Good	71	On	Good	17120003-00-0000000-	AircarePRO+			
Daikin Gent Office	Office Sensor 2	Good	70	On	Good	17120003-00-0000000-	AircarePRO+			
Daikin Gent Office	Office Sensor 3	Good	78	On	Good	17120003-00-0000000-	AircarePRO+			
Daikin Gent Office	Office Sensor 4	Warning	60	On	Good	17120003-00-0000000-	AircarePRO+			
Daikin Gent Office	Office Sensor 5	Critical	50	On	Good	17120003-00-0000000-	AircarePRO+			
Daikin Gent Office	Office Sensor 6	Off	53	Off	Good	17120003-00-0000000-	AircarePRO+			

a b a d b b c e

- Use the drop-down lists (a) to filter the sensors by Site or Status.
- In the fields without drop-down lists (b), filter by typing a value (e.g. Sensor name).
- To show certain sensor information in directly in this overview page, click the vertical ellipsis icon (c).

**Result:** A drop-down list appears, showing all other sensor information labels.



- Select the information you want to display in the overview window.
- Click any of the buttons on the top right (d) to display more detailed values for a certain category of parameters (e.g. Air quality).
- Click the eye icon (e) for a sensor to bring up a detailed view for that sensor.
- Click Edit threshold (f) to enable editing mode.

Sensor 1

Warning 85 ●  
Critical 60 ●

Site

Daikin Gent Office

Sensor name

Sensor 1

Status

Good

Power

On

Battery

Good

Serial number

17120003-00-000000-000001

Model

AircarePRO+

Edit threshold

AIR QUALITY

Warning 85 ●  
Critical 75 ●

	VOC 283 ppb	CO <sub>2</sub> 445 ppm	CO <sub>2</sub> e 1112 ppm	PM 10 36 µg/m <sup>3</sup>	PM 2.5 23 µg/m <sup>3</sup>	IAQ 146
Warning	300	800	2500	40	25	150
Critical	500	1000	3600	50	35	251

COMFORT

Warning 85 ●  
Critical 60 ●

	Temp 23 °C	Pressure 801 mbar	Brightness 51 lux	Humidity 66 RH%	Sound 71 dB
Warning	26	1100	120000	Low 40 60 High	60
Critical	30	1100	120000	Low 30 70 High	70

ELECTROSMOG

Warning 85 ●  
Critical 60 ●

	Elect. HF 1 V/m	Elect. LF 188 nT	Wifi Lev. -75 dBm	Wifi N. 4
Warning	3	3000	-20	30
Critical	6	10000	-10	35

- 9 Set the threshold values for every parameter by typing in the value or by using the arrows that appear when a threshold field is selected.

The screenshot displays the 'Sensor configuration' page for 'Daikin Gent Office'. It shows a sensor named 'Sensor 1' with a 'Good' status and 'Power' turned 'On'. A large circular gauge shows a value of 97. Below this, 'Warning' and 'Critical' thresholds are set at 85 and 60 respectively. To the right, a table lists sensor details: Battery (Good), Serial number (17120003-00-000000-000001), and Model (AircarePRO+). At the bottom right are 'Cancel', 'Reset to defaults', and 'Save' buttons, with labels h, i, and g pointing to them respectively. Below this is the 'AIR QUALITY' section, which includes a gauge showing 99 and a table of current and threshold values for various parameters.

	VOC	CO <sub>2</sub>	CO <sub>2</sub> e	PM 10	PM 2.5	IAQ
Current	283 ppb	445 ppm	1112 ppm	36 µg/m³	23 µg/m³	146
Warning	300	800	2500	40	25	150
Critical	500	1000	3600	50	35	251

- 10** Click Save (g) to save changes, or click Cancel (h) to exit out of editing mode and discard any pending changes. Clicking Reset to defaults (i) resets all threshold values to the default values.



#### INFORMATION

Threshold values cannot contain decimals and must be entered as full numbers. When setting the threshold values for any of the parameters, the Warning threshold value can also never exceed the Critical threshold value.



#### INFORMATION

Critical threshold values can only be set by installers and higher. Regular and Warning threshold values can be set by site administrators and higher.

## 4.21 To perform electric meter configuration

The Electric meter configuration page contains a list of controllers associated with the active site and the connected electric meters. In this screen you set the Energy consumption type column to HVAC system (Heating, Ventilation, and Air Conditioning) or to non-HVAC system.

- 1** In the navigation pane, select Electric meter configuration under Administration.

**Result:** The following section appears.

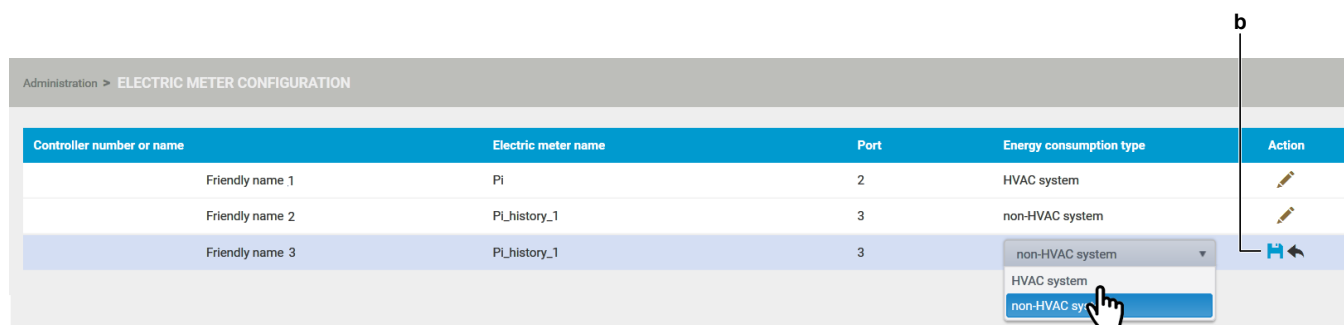
The screenshot shows the 'Administration > ELECTRIC METER CONFIGURATION' page. It contains a table with the following data:

Controller number or name	Electric meter name	Port	Energy consumption type	Action
Friendly name 1	PI	2	HVAC system	
Friendly name 2	PI_history_1	3	non-HVAC system	
Friendly name 3	PI_history_2	3	non-HVAC system	

An edit icon (pencil) is shown next to each row. A label 'a' points to the edit icon in the first row.

- Click the pencil icon (a).

**Result:** The Energy consumption type drop-down list becomes active.



- Select the energy consumption type from the Energy consumption type drop-down list.
- Click the disk icon (b).

**Result:** The Energy consumption type is set to the new system.

Administration > ELECTRIC METER CONFIGURATION

Controller number or name	Electric meter name	Port	Energy consumption type	Action
Friendly name 1	PI	2	HVAC system	
Friendly name 2	PI_history_1	3	non-HVAC system	
Friendly name 3	PI_history_2	3	HVAC system	

## 4.22 About remote diagnostics



### INFORMATION

By default the Remote diagnostics section can only be consulted by affiliates and higher profiles. Site administrators and installers can obtain these functions by purchasing package A + B.

### 4.22.1 To manage the alarm history

The alarm history gives an overview of all warnings and errors that occurred on your available sites.

Controllers are constantly monitoring the units at the sites. They detect alarms (such as moisture alarms) and transmit these to the cloud at regular intervals (for example, every 2 hours, as long as the alarm is not acted upon). In case an IEQ sensor has been paired to any of your sites, its alerts will also be transmitted.

Alarms always enter the system with the Open status.

- In the navigation pane, select Alarm history under Remote diagnostics.

**Result:** An overview of the alarms at your sites is displayed.

Remote diagnostics > ALARM HISTORY

From 13 April 2019 To 20 April 2020 Region All regions

Site Management point name Line Alarm type Alarm code Local site time Task status Occurrences

Test iVRV			Malfunction	SI	2019-09-25 17:00:00	Open	1
Daikin Gent Office	Test unit 3		Malfunction	U7	2019-06-13 11:11:22	Acknowledged	1
Test iVRV	silasenward		Malfunction	SF	2019-06-13 11:11:22	Open	1
Deleted Site	Test unit 2		Malfunction	UE	2019-06-13 11:11:22	Open	2
Daikin Gent Office	silasenward		Malfunction	SM	2019-06-13 11:11:22	Open	1

This window allows a lot of filtering and sorting and has 2 different views:

- Grouped view (a) gives a clear overview; the alarms are grouped, based on the Alarm code. This means that the site and the unit are the same but there are multiple occurrences (b). The number in the Occurrences column shows the amount of identical alarms.
  - Flat view (c) shows all the alarms separately.
- To change the period for which you want to view alarms, edit the From or To date by clicking the calendar icon (d).
  - Use the filters on top of the table to display only particular information.
  - To only view particular sites, alarm types or task statuses, select a value from the drop-down lists (e.g. to only view sensor alerts for a specific site).

**Result:** The application will only display the alarms that correspond to the value(s).

From 13 April 2019 To 20 April 2020 Region All regions

Site Management point name Line Alarm type Alarm code Local site time Task status Occurrences

Test iVRV			Malfunction	SI	2019-09-25 17:00:00	Open	1
Test iVRV	silasenward		Malfunction	SF	2019-06-13 11:11:22	Open	1
Deleted Site	Test unit 2		Malfunction	UE	2019-06-13 11:11:22	Open	2
Daikin Gent Office	silasenward		Malfunction	SM	2019-06-13 11:11:22	Open	1

2 items selected x

Acknowledged

Closed

Open

- To remove the filter again, click the small X in the drop-down list (e).
- In the fields without a drop-down list you can simply type a value (e.g. Alarm code field).

**Result:** The application will only display the alarms that correspond to the value(s).

From 13 April 2019 To 20 April 2020 Region All regions

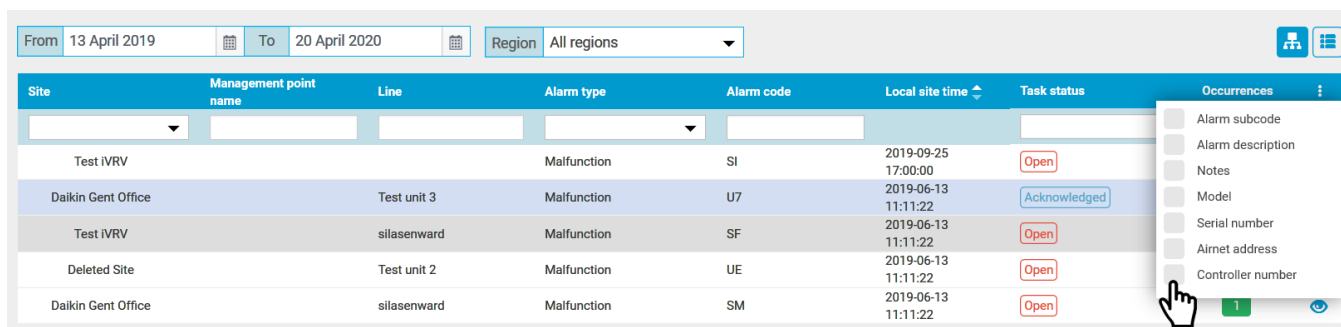
Site Management point name Line Alarm type Alarm code Local site time Task status Occurrences

Test iVRV	silasenward		Malfunction	SF	2019-06-13 11:11:22	Open	1
-----------	-------------	--	-------------	----	---------------------	------	---

- To clear all filters, click the white X at the right (f).

- 8 To show certain alarm information directly in this overview page, click the vertical ellipsis icon (g).

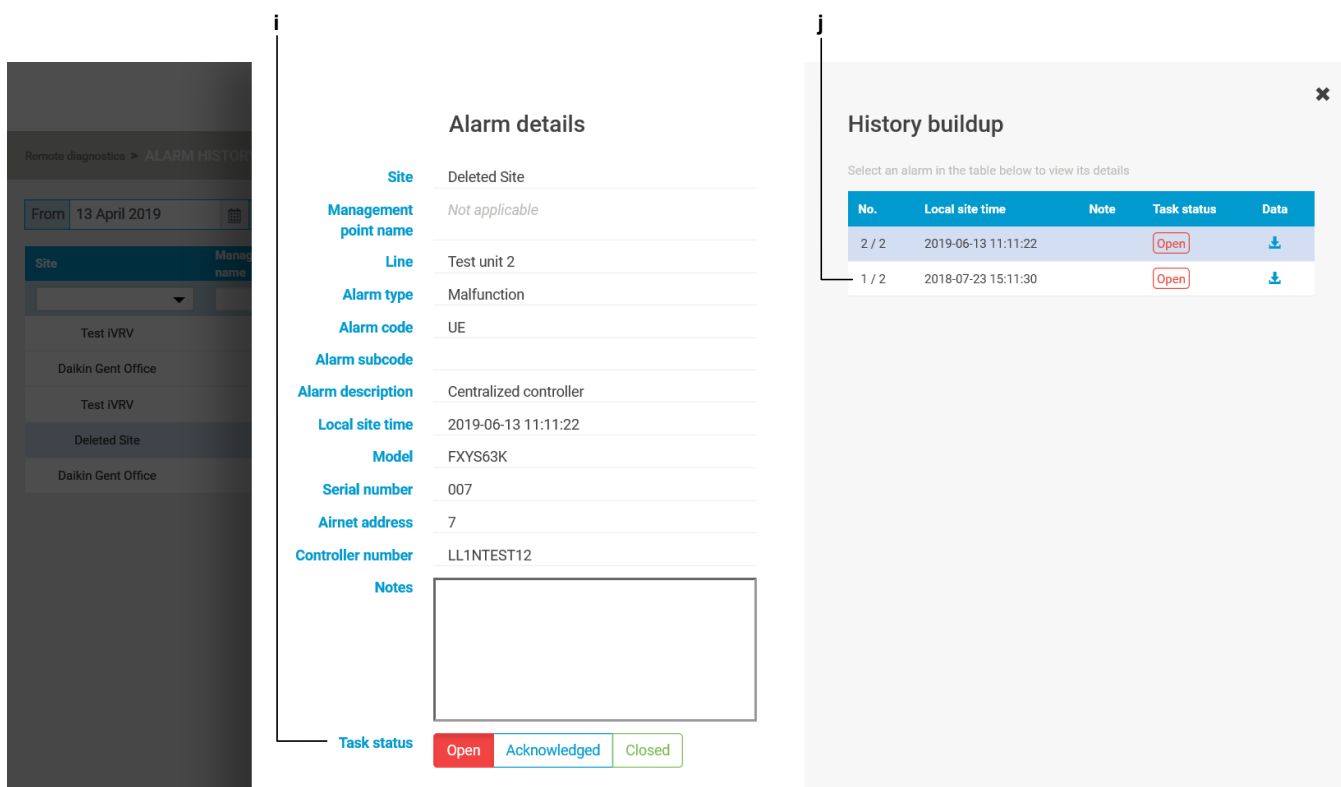
**Result:** A drop-down list appears, showing all other alarm information labels.



Site	Management point name	Line	Alarm type	Alarm code	Local site time	Task status	Occurrences
Test IVRV			Malfunction	SI	2019-09-25 17:00:00	Open	
Daikin Gent Office		Test unit 3	Malfunction	U7	2019-06-13 11:11:22	Acknowledged	
Test IVRV		silasenward	Malfunction	SF	2019-06-13 11:11:22	Open	
Deleted Site		Test unit 2	Malfunction	UE	2019-06-13 11:11:22	Open	
Daikin Gent Office		silasenward	Malfunction	SM	2019-06-13 11:11:22	Open	

- 9 Select the information you want to display in the overview window.
- 10 To consult all details of an alarm or sensor alert in 1 window, click the eye icon (h) on the right of the corresponding row.

**Result:** The following section appears.



### Alarm details

**Site** Deleted Site

**Management point name** Not applicable

**Line** Test unit 2

**Alarm type** Malfunction

**Alarm code** UE

**Alarm subcode**

**Alarm description** Centralized controller

**Local site time** 2019-06-13 11:11:22

**Model** FXYS63K

**Serial number** 007

**Airnet address** 7

**Controller number** LL1NTEST12

**Notes**

**Task status** Open Acknowledged Closed

### History buildup

Select an alarm in the table below to view its details

No.	Local site time	Note	Task status	Data
2 / 2	2019-06-13 11:11:22		Open	
1 / 2	2018-07-23 15:11:30		Open	

In this Alarm details window you can change the status (i) of the task (Open/Acknowledged/Closed) and consult all the details of each alarm occurrence.

Under History buildup (j) you can see when the alarm was first transmitted by the controller. The controller will of course only stop transmitting the alarm once it has actually been resolved on the unit, not when you change the task status to Acknowledged or Closed in the application.



#### INFORMATION

No matter which alarm occurrence you select in the list, closing will always only affect the latest transmitted alarm occurrence.

If you close an alarm before it has actually been resolved on the unit, a new alarm line will be started on the Alarm history page, even though it is the same alarm.



#### NOTICE

Do not forget to close an acknowledged (and technically solved) alarm, otherwise you will no longer receive an email if the exact same alarm reoccurs later on the same unit.

No.	Local site time	Note	Task status	Data
2 / 2	2019-06-13 11:11:22		Open (k)	
1 / 2	2018-07-23 15:11:30		Open	

You can reopen acknowledged and closed alarms, or even manually mark alarms as open: in that case the Open button (k) is colour filled.

No.	Local site time	Note	Task status	Data
4 / 4	2020-07-23 15:13:33		Open (l)	
3 / 4	2020-02-23 15:11:30		Open (m)	
2 / 4	2019-06-13 11:11:26		Acknowledged	
1 / 4	2019-06-13 11:11:22		Acknowledged	

There are also 2 colour patterns for Acknowledged and Open buttons:

- Manually marked alarm events (l) are colour filled.
- Alarms that are automatically acknowledged after a preceding alarm has been manually acknowledged (m) are hollowed.



#### INFORMATION

The controller keeps sending occurrences as long as the error is not technically solved.



#### INFORMATION

The sensor alerts of IEQ sensors are ALWAYS automatically marked as closed.

Users who are assigned to a site will receive an email each time a controller transmits an open alarm. By acknowledging, that user will no longer receive emails about this particular alarm. Logically a technician will now be sent on-site, but as long as he does not arrive and take action, the alarm will now come in as an acknowledged alarm.



## 4.22.2 To use the indoor unit analysis

The Indoor unit analysis screen shows the operational data of the indoor units. The section allows you to download the hourly operational data for each indoor unit.

- 1 From the site selector, select the site for which you want to perform the indoor unit analysis.
- 2 In the navigation pane, select Indoor unit analysis under Remote diagnostics.

**Result:** An overview of indoor units at the chosen site is displayed.

Select site  
Daikin Gent Office

Remote diagnostics > INDOOR UNIT ANALYSIS

Month April 2020 The selected month applies to the operational data in the highlighted columns

Line name	Management point name	Location	Model	Serial number	Operation time (hh:mm)	Thermostat 'on' time (hh:mm)	Average setpoint (°C)
silasenward	EKEQDCBV3	bureau silas	FXYC20K	12345	05:12	00:00	21
silasenward	FXNQ20A2VEB	bureau silas	FXYC20K	123456789	05:12	00:00	27
silasenward	FXZQ15A2VEB	bureau silas	FXYC20K	123456	05:12	00:00	27

Download table as an Excel file

3 items

This window allows a lot of filtering and sorting.

- 3 To change the period for which you want to view indoor unit information, edit the Month by clicking the calendar icon (a).
- 4 Simply type a value in the filters on top of the table to display only particular information.

**Result:** The application will only display the indoor units that correspond to that value.

- 5 To clear all filters, click the white X (b).
- 6 To show certain indoor unit information directly in this overview page, click the vertical ellipsis icon (c).

**Result:** A drop-down list appears, showing all other indoor unit information labels.

Remote diagnostics > INDOOR UNIT ANALYSIS

Month April 2020 The selected month applies to the operational data in the highlighted columns

Line name	Management point name	Location	Model	Serial number	Operation time (hh:mm)	Thermostat 'on' time (hh:mm)	Average setpoint (°C)	Controller number	Airmet address
silasenward	EKEQDCBV3	bureau silas	FXYC20K	12345	05:12	00:00	21	LL1NTEST01	
silasenward	FXNQ20A2VEB	bureau silas	FXYC20K	123456789	05:12	00:00	27	LL1NTEST01	
silasenward	FXZQ15A2VEB	bureau silas	FXYC20K	123456	05:12	00:00	27	LL1NTEST01	

Download table as an Excel file

3 items

- ☒ Controller number
- ☐ Line IPU
- ☐ Line port number
- ☒ Airmet address
- ☐ Indoor unit address
- ☐ Indoor unit model

- 7 Select the information you want to display in the overview window.
- 8 To download hourly operation data for this unit, click the download icon (d) at the right of an indoor unit line.
- 9 To download the complete table as a Microsoft Excel file, click the corresponding button (e) at the bottom left of the page.

## 4.22.3 To use the outdoor unit analysis

The Outdoor unit analysis screen shows the operational data of the outdoor units. The section allows you to download the hourly operational data for each outdoor unit.

- 1 From the site selector, select the site for which you want to perform the outdoor unit analyses.
- 2 In the navigation pane, select Outdoor unit analysis under Remote diagnostics.

**Result:** An overview of outdoor units at the chosen site is displayed.

- 3 To change the period for which you want to view outdoor unit information, edit the Month by clicking the calendar icon (a).
- 4 To show certain outdoor unit information in this overview page, click the vertical ellipsis icon (b).

**Result:** A drop-down list appears, showing all other outdoor unit information labels.

- 5 Select the information you want to be displayed in the overview window.
- 6 To download the hourly operation data for 1 unit, click the download icon at the right (c) of an outdoor unit line.
- 7 To download the complete table as a Microsoft Excel file, click the corresponding button (d) at the bottom left of the page.

## 4.22.4 To use the prediction setup

On the Prediction setup page you can enable malfunction prediction for the units connected to the controller.

- 1 From the site selector, select the site for which you want to perform the prediction setup.
- 2 In the navigation pane, select Prediction setup under Remote diagnostics.

**Result:** The following section appears.

Select site  
Daikin Belux - Herentals

Remote diagnostics > PREDICTION SETUP

☐ Malfunction prediction for the site 'Daikin Belux - Herentals' is disabled

Controller number	Malfunction prediction logic version	Status	Error message	Most recent synchronisation
LL1NTEST02	dummy	Sent		2016-03-25 00:01:08
LL1N015752	dummy	Sent		2015-11-16 13:01:00

On this page you can enable malfunction prediction for the units connected to the controller. If malfunction prediction is enabled, and the system predicts the malfunction of a unit, an alarm is generated and sent to the [Alarm history](#) page.  
The activation of malfunction prediction can take up to an hour. During the activation 'Ready to send' is displayed in the Status column. Once active, the status changes to 'Sent'.

**3** Activate malfunction prediction by sliding the toggle button (a) to the right.

**Result:** During the activation a Ready to send message is displayed in the Status column (b). The activation of malfunction prediction can take up to an hour. Once active, the Status column shows the Sent message.

Remote diagnostics > PREDICTION SETUP

☒ Malfunction prediction for the site 'Faulty Towers' is enabled

Controller number	Malfunction prediction logic version	Status	Error message	Most recent synchronisation
LL1NTEST21	COLD0001-N15	Ready to send		

On this page you can enable malfunction prediction for the units connected to the controller. If malfunction prediction is enabled, and the system predicts the malfunction of a unit, an alarm is generated and sent to the [Alarm history](#) page.  
The activation of malfunction prediction can take up to an hour. During the activation 'Ready to send' is displayed in the Status column. Once active, the status changes to 'Sent'.

If malfunction prediction is enabled, and the system predicts the malfunction of a unit, an alarm is generated and can be found in the Alarm history page. See "[4.22.1 To manage the alarm history](#)" [▶ 89].

In addition to the alarm being displayed on the Alarm history page, you can also receive an email notification for future alarms. To receive these emails, assign yourself to a site that generates alarms.

#### 4.22.5 To use reporting

This functionality is only available for Daikin affiliates and Daikin administrators if package B is activated.

**1** In the navigation pane, select Reporting under Remote diagnostics.

**Result:** A setting screen appears.

**Select site**  
Daikin Gent Office

- Daikin Belux - Herentals
- Daikin Gent Office
- Daikin Gent Office 2
- Faulty Towers
- Guy's
- Residential Test Site

From 15 October 2019 To 15 April 2020

**Settings**

**Date format**  
DD/MM/YYYY MM/DD/YYYY YYYY/MM/DD

**Pressure unit**  
MPa kgf/cm² PSI

**Temperature unit**  
°C °F

**Lines to include**

Include	Controller number or name	Line name
<input checked="" type="checkbox"/>	Friendly name	silasenward (18)
<input checked="" type="checkbox"/>	Friendly name	silasenward (28)

[Download report](#)

On this page, you can download a report containing various kinds of information about the system. The report comes as a CSV file.

2 Select the site (a) for which you want to view the report.

Remote diagnostics > REPORTING

**Data interval**  
1 day 1 hour

**Time period**  
From 15 October 2019 To 15 April 2020

**Settings**

**Date format**  
DD/MM/YYYY MM/DD/YYYY YYYY/MM/DD

**Pressure unit**  
MPa kgf/cm² PSI

**Temperature unit**  
°C °F

**Lines to include**

Include	Controller number or name	Line name
<input checked="" type="checkbox"/>	Friendly name	silasenward (18)
<input type="checkbox"/>	Friendly name	silasenward (28)

[Download report](#)

On this page, you can download a report containing various kinds of information about the system. The report comes as a CSV file.

- 3 Select the desired Data interval option (b).
- 4 Set the Time period fields (c) with a maximum of 1 year.
- 5 Choose the Settings options (d) that you want.
- 6 Mark the boxes (e) of the Lines to include section.
- 7 Click the Download report button (f).

**Result:** A message (g) appears at the bottom of the screen.

Remote diagnostics > REPORTING

**Data interval**

1 day 1 hour

**Settings**

**Date format**

DD/MM/YYYY MM/DD/YYYY YYYY/MM/DD

**Pressure unit**

MPa kgf/cm<sup>2</sup> PSI

**Temperature unit**

°C °F

**Time period**

From 15 October 2019 To 15 April 2020

**Lines to include**

Include	Controller number or name	Line name
<input checked="" type="checkbox"/>	Friendly name	silasenward (18)
<input type="checkbox"/>	Friendly name	silasenward (28)

Download report

On this page, you can download a report containing various kinds of information about the system. The report comes as a CSV file.

What do you want to do with report.csv (9.4 KB)?  
From: itcqa.dcsdev.edc.dknadmin.be

Open Save ^ Cancel

8 Click the Save button (h).

**Result:** The message at the bottom of the screen changes.

report.csv finished downloading.

Open Open folder View downloads

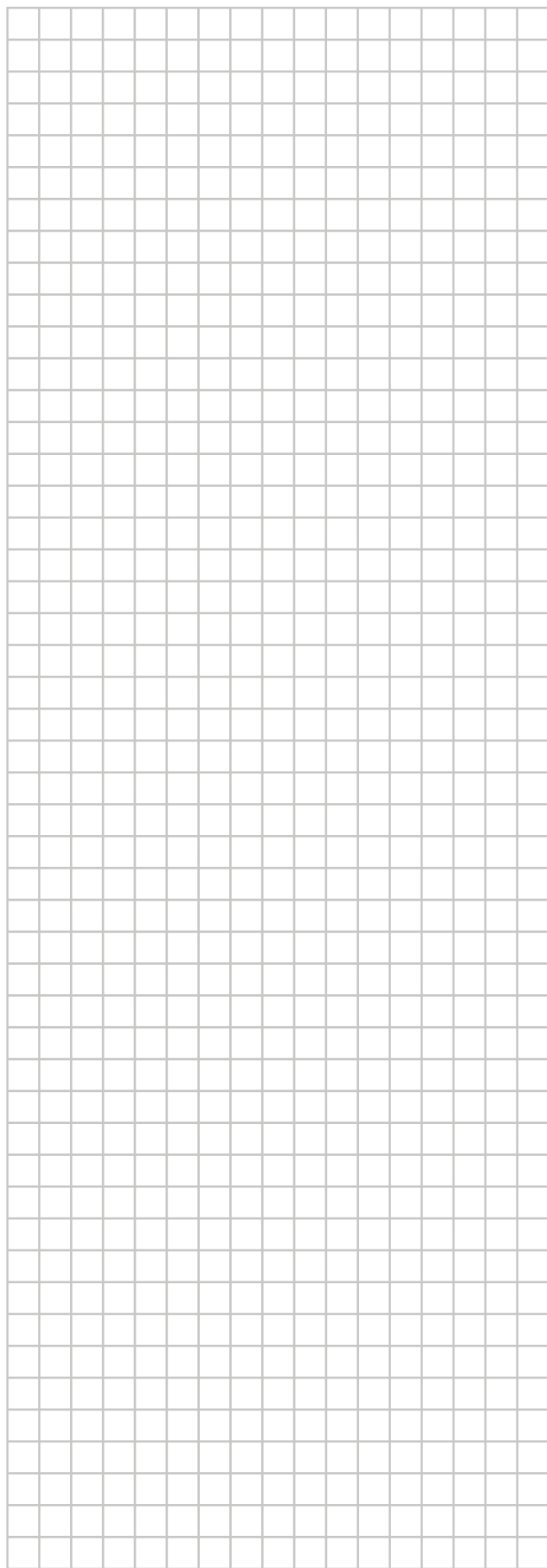
9 Click the Open button (i).

**Result:** The Excel file opens.

report.csv - Excel

building		Daikin Gent Office		305	
1	building	Daikin Gent Office			
2	operateData				
3	data	1			
4	lineInfo	LL1NTEST01			
5	unitInfo	1	1	1	silasenwar 305
6	unitInfo	1	1	1	silasenwar 305
7	header	Data creat Malfunctio	Suction air	Indoor uni	Indoor uni Discharge
8	unitInfo	2	FXYC20K	1.23E+08	3 bureauxsilas
9	header	Data creat Malfunctio	Suction air	Indoor uni	Indoor uni Discharge
10	unitInfo	2	FXYC20K	12345	6 bureauxsilas
11	header	Data creat Malfunctio	Suction air	Indoor uni	Indoor uni Discharge
12	unitInfo	2	FXYC20K	123456	4 bureauxsilas
13	header	Data creat Malfunctio	Suction air	Indoor uni	Indoor uni Discharge
14	unitInfo	2	FXYC20K	123456	4 bureauxsilas
15	malfuncData				
16	header	Occurenc Service Co	LC - No.	BIPS No	Port Type
17	unitInfo				
18	partsData				
19	lineInfo	LL1NTEST01			
20	unitInfo	1	1	1	silasenwar 305
21	unitInfo	1	1	1	silasenwar 305
22	header	Parts Nam Run time	Run freq	Time of exceeding standard.	
23	unitInfo	2	FXYC20K	1.23E+08	3 bureauxsilas
24	header	Parts Nam Run time	Run freq	Time of exceeding standard.	
25	data	I/U fan mc	9380	0	
26	unitInfo	2	FXYC20K	12345	6 bureauxsilas
27	header	Parts Nam Run time	Run freq	Time of exceeding standard.	
28	data	I/U fan mc	6752	0	
29	unitInfo	2	FXYC20K	123456	4 bureauxsilas
30	header	Parts Nam Run time	Run freq	Time of exceeding standard.	





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