

Vitoconnect
Type OPTO2
Type OT2


Communication interface for remote monitoring and control of heating systems via the internet, for the following user interfaces:

- ViCare app
- ViGuide


VITOCONNECT




Safety instructions

-  Please follow these safety instructions closely to prevent accidents and material losses.

Safety instructions explained

-  **Danger**
This symbol warns against the risk of injury.

-  **Please note**
This symbol warns against the risk of material losses and environmental pollution.


Note
Details identified by the word "Note" contain additional information.

Target group

These instructions are intended for system users.

Individual sections of these instructions describe activities to be carried out by contractors.

This appliance can also be operated by children aged 8 and older, as well as by individuals with reduced physical, sensory or mental faculties or those lacking in experience and knowledge, provided such individuals are supervised or have been instructed in the safe use of this appliance and any risks arising from it.

-  **Danger**
Wireless signals can interfere with electronic medical devices, particularly pacemakers, hearing aids and defibrillators.
If any such equipment is fitted, users should avoid being in the immediate vicinity of operational wireless components.

Installation and adjustment

- All settings and work on the device must be carried out as specified in these instructions.
- Work on electrical equipment may only be carried out by a qualified electrician.
- Always connect devices at correctly installed sockets.
- When working on the device, disconnect the mains plug.
- Observe minimum clearances to ensure reliable signal transmission.

Operation of the system

- Only ever operate devices in dry, frost-free indoor rooms (not bathrooms).
- Never operate devices in rooms where there is a risk of explosion.

Safety instructions (cont.)

- Protect devices from:
 - Moisture
 - Dust
 - Liquids
 - Vapours
 - Direct insolation
 - Other direct thermal radiation
- After a power failure or restart, check the status of the wireless components.
- Never touch the power supply unit/ power cable with wet hands.

**Danger**

Damaged equipment poses a safety hazard.

Check the appliance for external damage. Never start up a damaged appliance.



Auxiliary components and individual parts

For replacement, use only spare parts supplied or approved by Viessmann.

**Danger**

Connecting unsuitable power supply units/power cables poses a fire risk.

Only connect the power supply unit/ power cable provided.

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Operational reliability

The Vitoconnect enables communication via the internet between the following components and the Viessmann server:

- Vitotronic control unit (Optolink interface)
- Heat generator with OpenTherm interface
- ViCare components for individual room control (without connection to the heat generator, e.g. for rental apartments)

The full range of functions is only available if the following conditions are met:

- The Vitotronic control units, the heat generator with OpenTherm interface **and** the Vitoconnect must be connected and configured correctly.
- The Vitoconnect is connected to the internet via its WiFi router.

- Internet access must be available at all times.
- User registration has been carried out.
- To ensure that messages can still be sent if there is a power failure, we recommend connecting the Vitoconnect and WiFi router to the power supply via an uninterruptible power supply.

Note

- *The heating system and the functionality of the message paths must be tested at regular intervals.*
- *To further improve the operational reliability of the heating system, we recommend implementing supplementary measures, e.g. frost protection or monitoring for water damage.*

Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the Vitoconnect, the Viessmann server or the software, or for damage resulting from inappropriate use.

Liability is limited to typically resulting loss, if negligence leads to a breach of a significant contractual obligation, the fulfilment of which is required for proper performance of the contract.










The limitation of liability shall not apply if the damage was caused deliberately or through gross negligence, or if mandatory liability applies due to product liability legislation.

The Viessmann General Terms and Conditions apply, which are included in each current Viessmann pricelist. The relevant data protection regulations and terms of use apply to the use of ViCare or ViGuide. Viessmann accepts no liability for push notifications and email services, which are provided by network operators. The terms and conditions of the relevant network operators apply in this context.

Disposal of packaging

Please dispose of packaging waste in line with statutory regulations.

Symbols

Symbol	Meaning
	Reference to other document containing further information
	Step in a diagram: The numbers correspond to the order in which the steps are carried out.
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	<ul style="list-style-type: none"> ▪ Component must audibly click into place. or ▪ Acoustic signal
	<ul style="list-style-type: none"> ▪ Fit new component. or ▪ In conjunction with a tool: Clean the surface.
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do not dispose of component in domestic waste.

Contractor



Activities that may only be carried out by the contractor are indicated with this symbol.

Work on electrical equipment may only be carried out by a qualified electrician.

Intended use

Install and operate Vitoconnect products as intended, exclusively in conjunction with the electronic control units and controllers of the supported Viessmann heat and power generators.

Vitoconnect products may also be operated without a connection to the heat generator in conjunction with ViCare components for individual room control.

Introductory information

Intended use (cont.)

Vitoconnect products are designed exclusively for operation in buildings of a domestic or business nature. Incorrect use of the devices is prohibited and will result in an exclusion of liability (e.g. commercial or industrial use other than for control purposes).

Installation, service and operating instructions that are included with the products and are available online must be observed.

Use Vitoconnect products exclusively for monitoring, operating and optimising systems with the user interfaces and communication interfaces specified for this purpose in the relevant printed documentation. With regard to the communication interfaces, ensure on site that the system requirements specified in the product documentation are met at all times for every transfer medium employed (e.g. required WiFi connection to a WiFi router).

Only use the specified components for the power supply (e.g. plug-in power supply units).

Note

The devices are intended exclusively for domestic or semi-domestic use, i.e. even users who have not had any instruction are able to operate the devices safely.

Product information

Vitoconnect is a wall mounted internet interface for communication with the boiler control unit of the heat generator.

Vitoconnect enables remote control of heating systems via the internet. Settings and checks are made via the ViCare app.

Alternatively, the heating system can be controlled remotely by the contractor using ViGuide.

Vitoconnect, type OPTO2

The Vitoconnect, type OPTO2, can be used for single boiler systems with an **Optolink interface**.

Vitoconnect, type OT2

The Vitoconnect, type OT2, can be used for single boiler systems with an **OpenTherm interface**.

After commissioning Vitoconnect, type OT2, the heat generator is operated exclusively via the ViCare app. Room temperature settings can also be made via the Vitotrol 100, type OT1.

Maintenance parts and spare parts

Maintenance parts and spare parts can be identified and ordered directly online.

Viessmann Partnership

Login:

<https://shop.viessmann.com/>



Viessmann spare part app

www.viessmann.com/etapp



Product information (cont.)

Data connections with Vitoconnect, type OPTO2

Only in conjunction with heat generators with an Opto-link interface

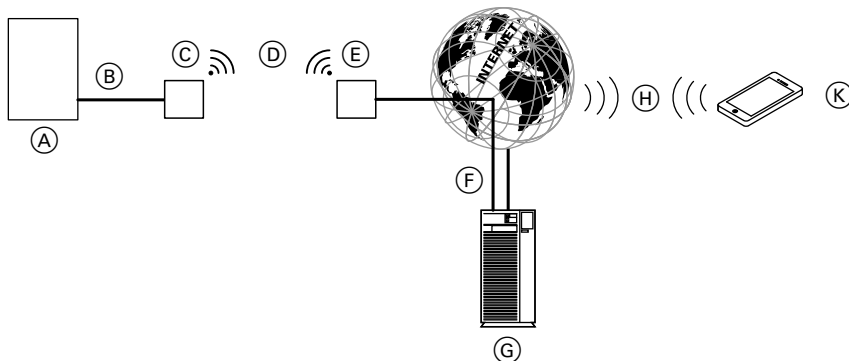


Fig. 1

- | | |
|--|---------------------------------------|
| (A) Heat generator with control unit | (G) Viessmann server |
| (B) Optolink connection line | (H) Mobile network or WiFi connection |
| (C) Vitoconnect, type OPTO2 | (K) Smartphone |
| (D) WiFi | |
| (E) WiFi router (on site) | |
| (F) Secure internet connection to the Viessmann server | |

Data connections with Vitoconnect, type OT2

Only in conjunction with heat generators with an OpenTherm interface

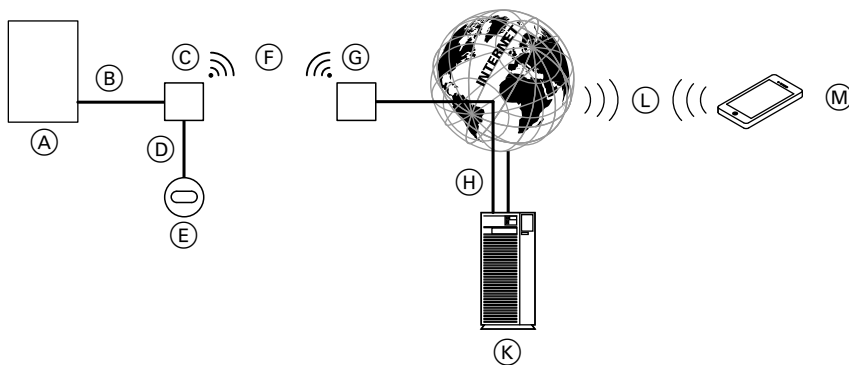


Fig. 2

- | | |
|--------------------------------------|--|
| (A) Heat generator with control unit | (H) Secure internet connection to the Viessmann server |
| (B) OpenTherm connection line | (K) Viessmann server |
| (C) Vitoconnect, type OT2 | (L) Mobile network or WiFi connection |
| (D) OpenTherm connection line | (M) Smartphone |
| (E) Vitotrol 100, type OT1 | |
| (F) WiFi | |
| (G) WiFi router (on site) | |

Introductory information

Operation via app

ViCare app

You can control your heating system or ViCare individual room control remotely via the internet using the app.

For further information, visit www.vicare.info or go to the App Store or Google Play Store:



ViGuide

For contractors only

Your heating system can be remotely monitored by your contractor. For this, your contractor requires service clearance.

For further information: Visit www.viessmann.com/viguide or go to the Apple App Store or Google Play Store.

System requirements

Supported control units

For an up to date overview of the supported control units: Visit www.viessmann.com/vitconnect

IP network

System requirements

- WiFi router with activated WiFi. The WiFi router must be protected by a sufficiently secure WPA2 password. Do not use an unencrypted connection for the Vitoconnect and WiFi router.
- Internet connection with "flat rate" (tariff **independent** of time and data volume) and high availability, i.e. the Vitoconnect is permanently linked to the Viessmann server.
- Have the dynamic IP address (DHCP, factory setting) on the network (WiFi) checked on site and, if necessary, set up by an IT expert **before** commissioning.
- Determine the routing and security parameters in the IP network (LAN) as follows: Enable port 80, port 123, port 443 and port 8883 for direct outward connections. Have this checked on site and, if necessary, set up by an IT expert **before** commissioning.

Note

During operation, the Vitoconnect establishes a secure internet connection to the Viessmann server. Connecting the Vitoconnect to any other type of server is not possible.

Viessmann account

A valid Viessmann account on the Viessmann server is required for the operation of a Vitoconnect, regardless of which control device is used. Registration for this takes place automatically during commissioning via the ViCare app.

Control device for the ViCare app

The ViCare app supports mobile devices with the following operating systems:

- Apple iOS
- Google Android

Note

- *For compatible versions: Go to the Apple App Store or Google Play Store.*
- *Further information: Visit www.vicare.info*

Message destinations

Mobile devices for using apps from Google Android or Apple iOS, e.g. smartphone or tablet. Receiving push messages must be allowed on the individual device.

Terms of use

All users will be informed by email about changes to the terms of use and any additional information.

Installation location

Vitoconnect

Installation type: Wall mounting

- Installation only in enclosed buildings
- The installation location must be dry and free of frost.
- Ensure ambient temperatures between +5 and +40 °C.
- Distance to heat generator min. 0.3 m and max. 2.5 m
- Distance to the WiFi router: Min. 0.3 m
- Standard socket 230 V/50 Hz
or
US/CA: Socket 120 V/60 Hz
max. 1.5 m to installation location
- Internet access with adequate WiFi signal

Note

The WiFi signal strength can be increased with commercially available WiFi repeaters.

Note

- *Observe the lengths of the connecting cables provided when choosing the installation location.*
- *Install the Vitoconnect as close as possible to the WiFi router to ensure a good WiFi connection.*

Connecting cables	Length
Plug-in power supply unit with power cable	1.5 m
Optolink or OpenTherm cable for connecting Vitoconnect to boiler control unit	3 m

Vitotrol 100, type OT1

Installation type: Wall mounting

- On an internal wall in the main living room, approx. 1.5 m above the floor
- The installation location must be dry and free of frost.
- Ensure ambient temperatures between 0 and +40 °C.
- Not next to windows or doors
- Not above radiators
- Not between shelves, in recesses, etc.
- Not near heat sources (direct insolation, fireplace, TV set, etc.)

Ranges

The range of WiFi connections may be reduced by walls, ceilings and interior fixtures. These weaken the WiFi signal and can cause poor reception.

Range reduction:

- On their way between transmitter and receiver, WiFi signals are **damped**, e.g. by air or when penetrating walls.
- WiFi signals are **reflected** by metallic objects, e.g. reinforcements in walls, metal foil of thermal insulation and thermal glazing with metallised thermal vapour deposit.
- WiFi signals are **isolated** by service ducts and lift shafts.
- WiFi signals are **disrupted** by devices that also operate with high frequency signals. Maintain a distance of **at least 2 m** from these devices:
 - Computers
 - Audio and video systems
 - Radio signals
 - Electronic transformers
 - Pre-ballasts

Note

To ensure a good WiFi connection, we recommend keeping the distance between the Vitoconnect and the WiFi router as short as possible.

Overview of the installation and commissioning process

Steps	Responsibility	Page		
		Type OPTO2	Type OT2	
Installation				
1	Check system requirements.	Contractor IT expert	11	11
2	Insert cables.	Contractor System user	—	15
3	Fit wall mounting bracket for Vitoconnect.	Contractor System users	14	14
4	Fit wall mounting bracket for Vitotrol 100.	Contractor System users	—	14
5	Connect Vitoconnect to heat generator.	Contractor	—	16
		Contractor System user	16	—
7	Connect Vitoconnect and Vitotrol 100.	Contractor System users	—	17
8	Insert Vitoconnect into wall mounting bracket.	Contractor System users	17	17
9	Insert Vitotrol 100 into wall mounting bracket.	Contractor System users	—	18
10	Connect Vitoconnect to power supply.	Contractor System users	18	18
Commissioning				
11	Check network settings.	IT expert	20	20
12	Register the user. Set up the heating system.	Contractor System users	21	21
13	Only in conjunction with an energy management system: Establish the connection to the energy management system.	Contractor	21	21

Installation sequence

Fitting the wall mounting bracket

Vitoconnect, type OPTO2 and type OT2

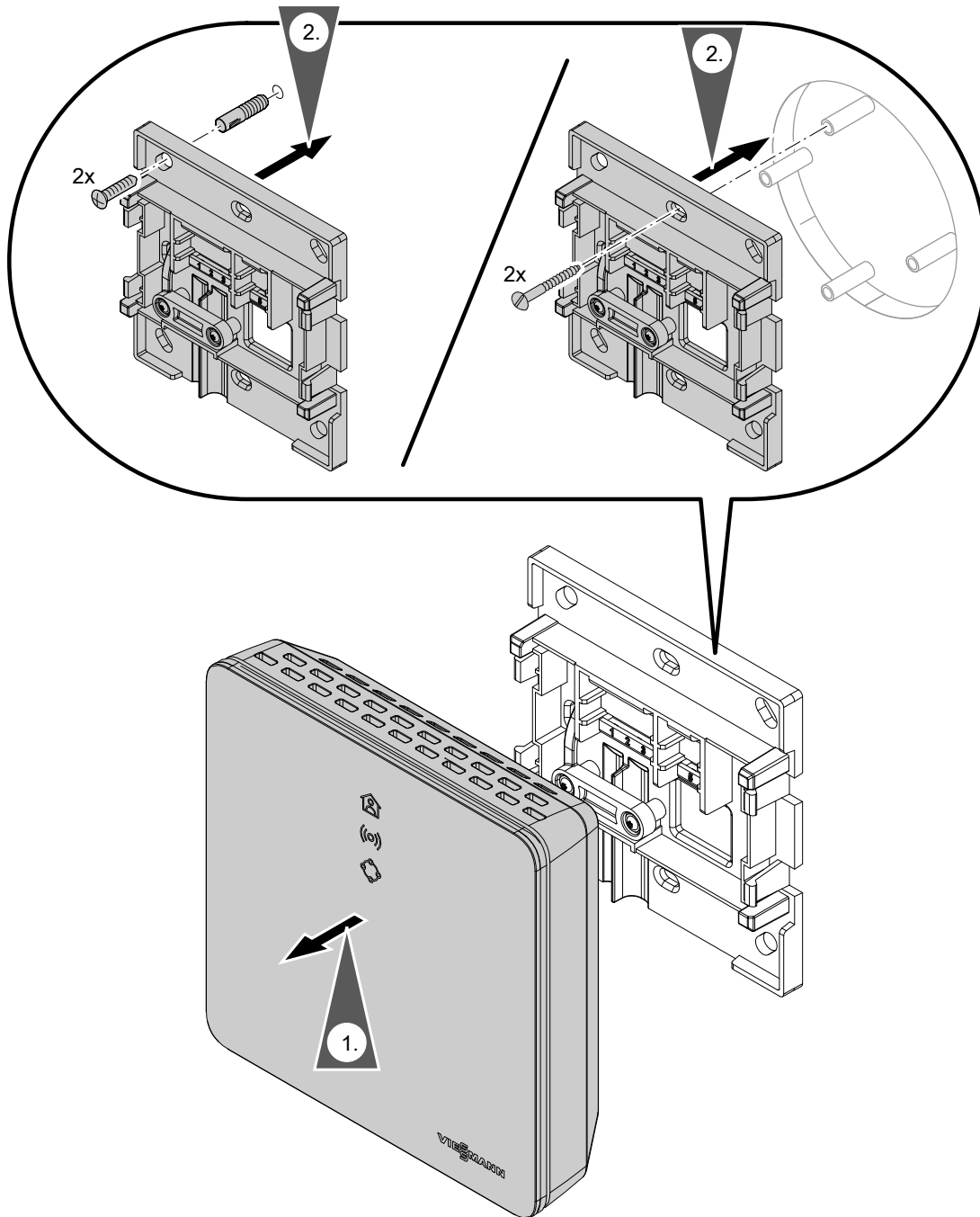


Fig. 3

Vitotrol 100, type OT1

Only in conjunction with Vitoconnect, type OT2

Fitting the wall mounting bracket (cont.)

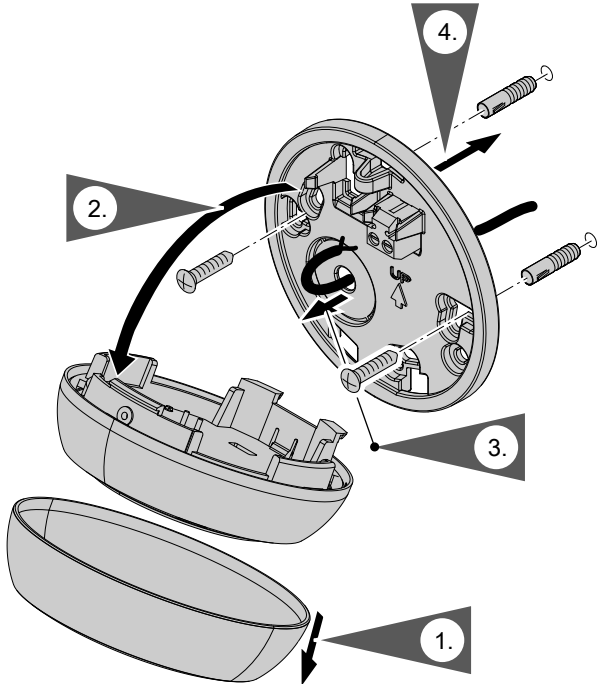


Fig. 4

Inserting the cables

Only in conjunction with Vitoconnect, type OT2

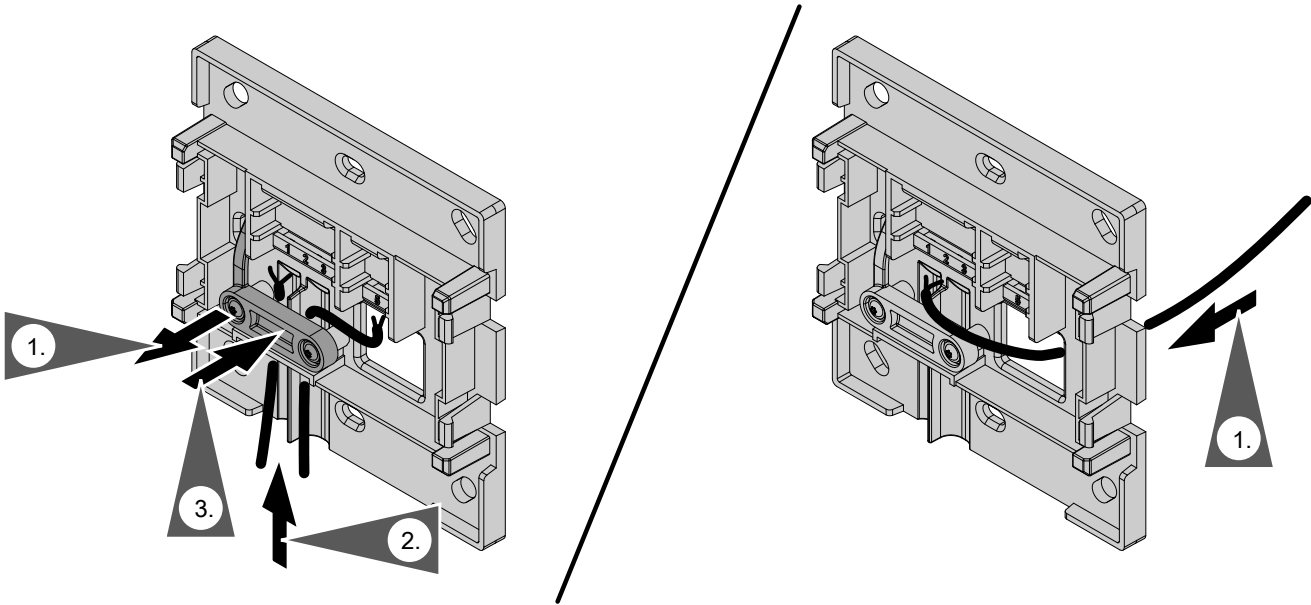


Fig. 5

Installation sequence

Connecting Vitoconnect, type OPTO2 to heat generator

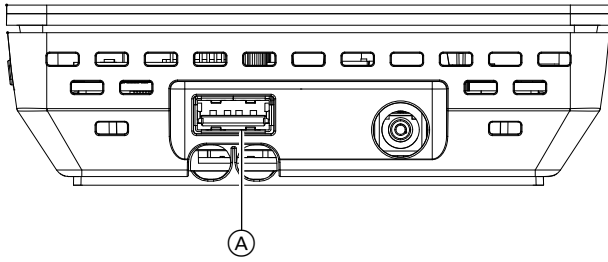


Fig. 6

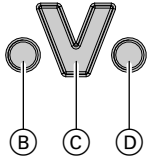


Fig. 7

- Ⓑ Fault indicator
- Ⓒ Optolink interface
- Ⓓ Operating display

1. Insert the USB plug for the Optolink/USB connection line into Vitoconnect connection Ⓐ.

2. Connect the Optolink plug for the Optolink/USB connection line with Optolink interface Ⓒ at the control unit of the heat generator.



Connection at heat generator

Operating instructions for the heat generator

Connecting Vitoconnect, type OT2

Connecting Vitoconnect, type OT2 to the heat generator

1. Connect OpenTherm connection line to heat generator.



Heat generator installation and service instructions

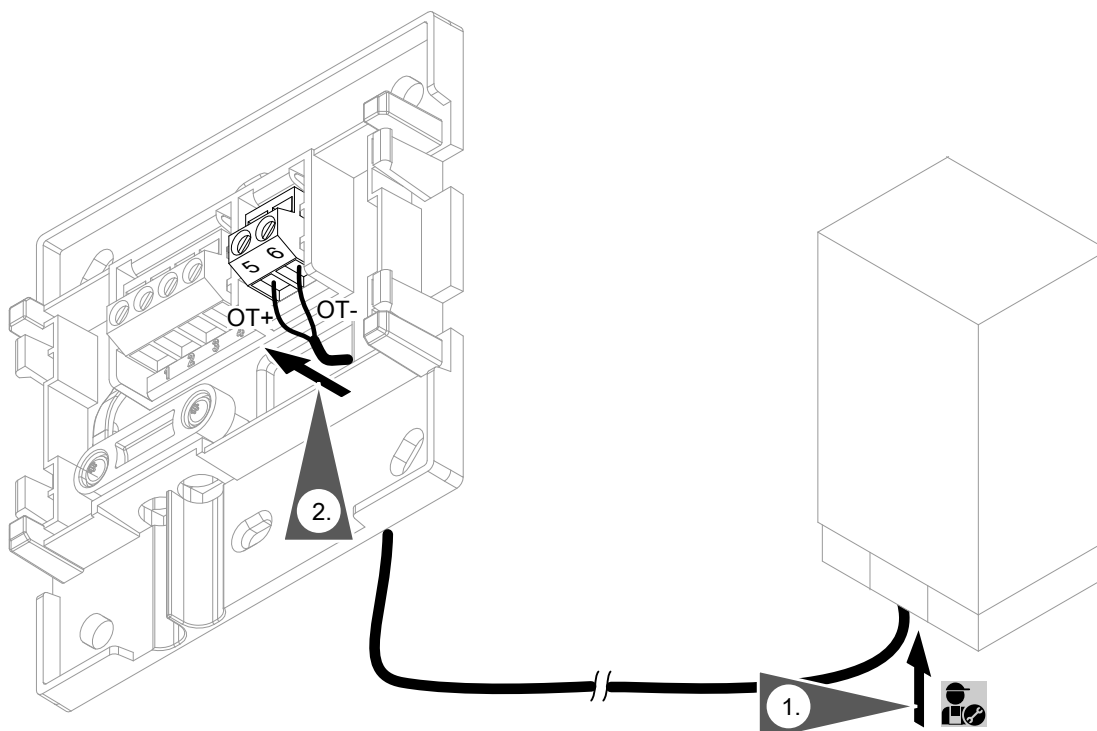


Fig. 8

Connecting Vitoconnect, type OT2 (cont.)

Connecting Vitoconnect, type OT2 to Vitotrol 100

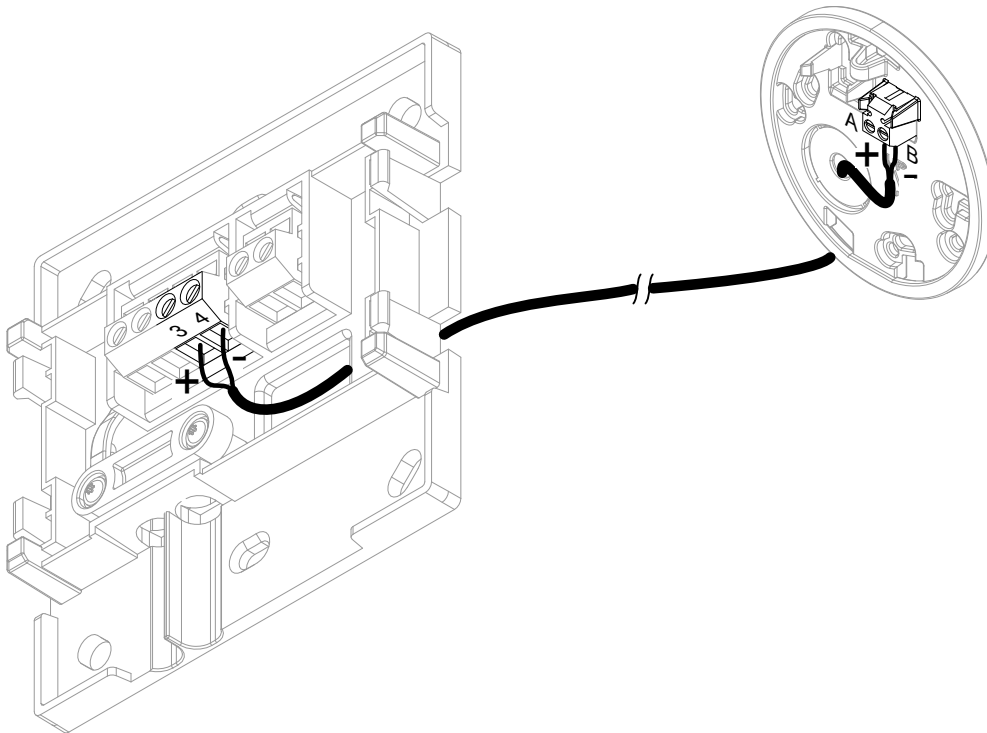


Fig. 9

Closing the device and inserting it into the wall mounting bracket

Vitoconnect

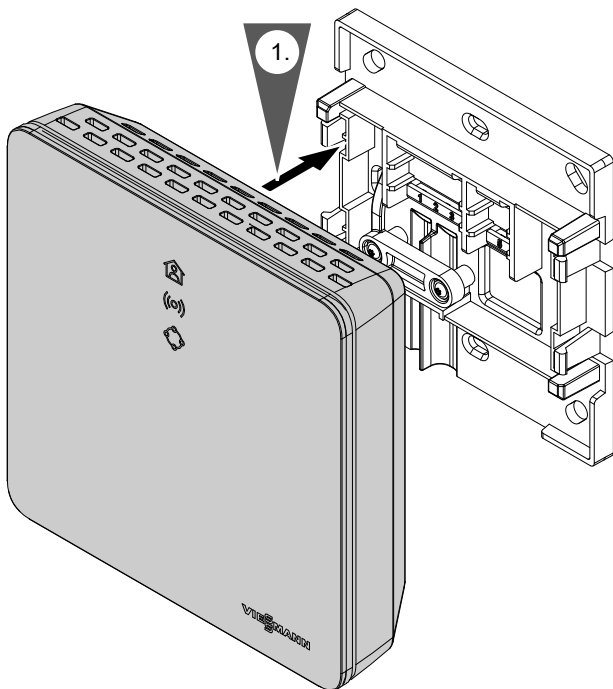


Fig. 10

Installation sequence

Closing the device and inserting it into the... (cont.)

Vitotrol 100, type OT1

Only in conjunction with Vitoconnect, type OT2

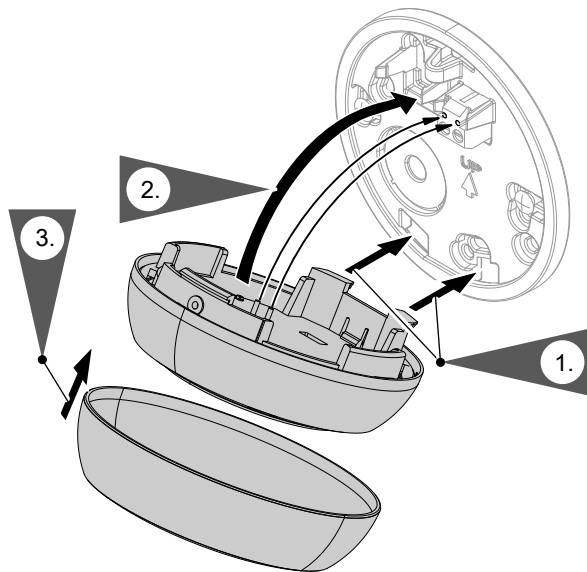


Fig. 11

Vitoconnect power supply

The hardwired standard socket for the plug-in power supply unit must be near the device and freely accessible. On-site fuse protection for the socket: Max. 16 A (US, CA: Max. 20 A).

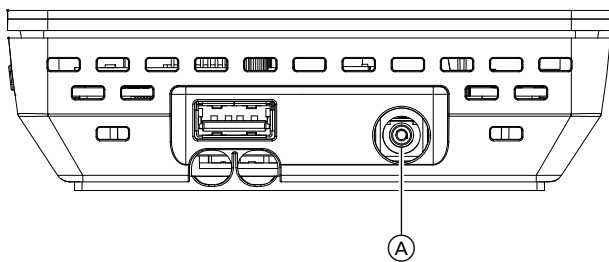


Fig. 12

1. Insert the barrel plug for the plug-in power supply unit into Vitoconnect connection (A).
2. Plug the plug-in power supply unit for the Vitoconnect into the socket.

Display and controls

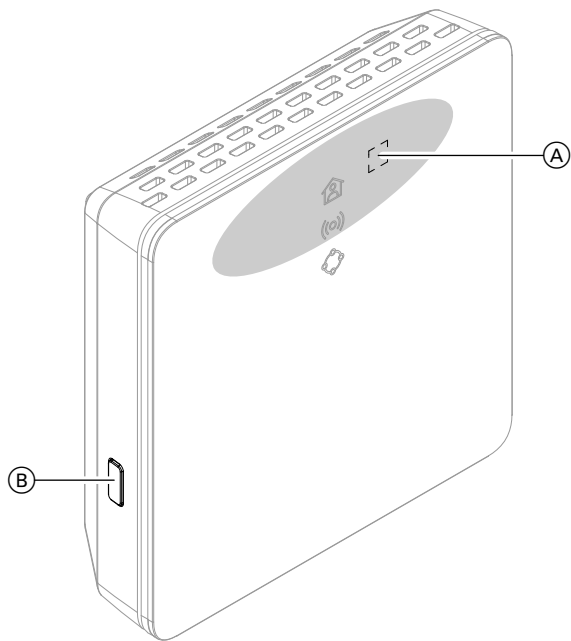


Fig. 13

- Ⓐ Operating button
- Ⓑ Reset button

■ = button actuation area Ⓐ

- 🏠 LED indicates the current operating status.
- 📶 LED indicates status of communication with WiFi server and Viessmann server.
- ⬠ LED indicates system functions and communication status with the heat generator (restart, update, fault).

Display and controls (cont.)**Interpreting the LED indicators****LED  – operating status**

Illuminates white.	Vitoconnect successfully connected to the heat generator and Viessmann server
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Only in conjunction with Vitoconnect, type OT2

Pulsates white.	"Comfort mode" is on.
-----------------	-----------------------

LED  – communication with WiFi and the Viessmann server

Flashes green.	Establishing connection between Vitoconnect and Viessmann server
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Illuminates green.	<ul style="list-style-type: none"> ▪ Starting Vitoconnect. Or ▪ Access point mode is active.
--------------------	---

Pulses yellow.	Could not connect Vitoconnect to WiFi router: See page 26.
----------------	--

Illuminates yellow.	No connection to the internet: See page 26.
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Illuminates red.	Could not connect Vitoconnect to Viessmann server: See page 26.
------------------	---

LED  – system functions and communication with the heat generator

Illuminates green.	<ul style="list-style-type: none"> ▪ Starting Vitoconnect. Or ▪ Installing new software. <p>! Please note Take care not to damage the Vitoconnect. Never disconnect the Vitoconnect from the power supply during software installation.</p>
--------------------	---

Only in conjunction with Vitoconnect, type OT2

Flashes yellow.	Communication error with Vitotrol 100, type OT1: See page 26.
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Flashes yellow quickly.	No connection to the heat generator: See page 26.
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Flashes red.	Vitoconnect is ready to be reset to the factory settings: See page 27.
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Illuminates red.	Fault on the control unit of the heat generator: See page 26.
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LEDs  and  – software or hardware fault

Flashing red quickly.	Software or hardware fault: See page 26.
-----------------------	--

Note

Pulses slowly: The LED illuminates once every 4 seconds brightly and more dimly.

Pulsing: The LED illuminates once every second brightly and more dimly.

Flashing: The LED comes on once per second.

Flashing rapidly: The LED comes on twice per second.




Checking the network settings

Have the following settings on the WiFi router checked, and if necessary adjusted, by an IT expert:

- Dynamic IP addressing must be set.
- Port 80, port 123, port 443 and port 8883 must be enabled for outgoing connections.
- Password (key) must have a valid length: 8 to 63 characters
- Password (key) and SSID must have valid characters:
 - Capital letters: A to Z
 - Lowercase letters: a to z
 - Digits: 0 to 9
 - Special characters: -_!#\$%&'()*+.,/;<=>?@[\]^_{}|~"

Registering the user and setting up the heating system

1. Download the ViCare app from the App Store or Google Play Store and install it.
2. Start the ViCare app and tap on **"Create Account"**.
3. Follow the instructions in the ViCare app.
4. Scan the QR code.
Or
Enter **"S/N"** and **"ID"**.

Note
QR code, "S/N" and "ID": See supplied Vitoconnect label.
5. Set up the WiFi for the Vitoconnect: See the following chapter.
6. Connect the Vitoconnect to your home network.
 - The LED  illuminates **white** to indicate that the Vitoconnect and the ViCare app have been set up: See chapter "Display and controls".
Note
This process may take up to 5 minutes.
 - If the LED  illuminates **red**, the attempt to establish a connection has failed: See chapter "Troubleshooting measures".
 - Once the LED  illuminates **green**, connect the Vitoconnect to your home network again.

Android operating system: Setting up the WiFi

Connection is automatically established with WiFi **"VITOCONNECT-<xxxx>"**.

iOS operating system: Setting up the WiFi

1. Call up the WiFi settings on your smartphone.
2. Connect your smartphone to the WiFi **"VITOCONNECT-<xxxx>"**.
You will be asked to enter a password.
3. Paste the WPA2 password from the clipboard.

Note

The WPA2 password is automatically placed on the clipboard.

Establishing the EEBUS connection to the energy management system

EEBUS communication is used to connect the heat pump (heat pumps built in or after 2017; software version 3474 or higher) to a higher-level energy management system. An energy management system enables system-related functions such as live energy statements, historical energy data and optimisation functions to increase energy efficiency.

The Vitoconnect is compatible with the following energy management systems:

- Viessmann energy management system
- Viessmann GridBox

For compatibility with other energy management systems, please refer to link.viessmann.com/eebus

Commissioning the Vitoconnect with an energy management system

Requirements for commissioning with the Viessmann GridBox

- The Viessmann GridBox must be in its delivered condition. If the Viessmann GridBox has already been put into operation, contact the Viessmann GridBox service hotline.
- The Viessmann GridBox must be switched on and connected to the network.



"Viessmann GridBox" installation and operating instructions

Requirements for commissioning with the Viessmann energy management system

- The Viessmann appliance with energy management system, e.g. Vitocharge VX3, must be switched on and connected to the network.
- First commission the Vitoconnect. Commissioning of the Viessmann appliance is included in this commissioning procedure.

Commissioning steps

1. Put the Vitoconnect into operation if this has not been done yet; see page 21.
2. Launch the internet browser on a PC connected to the network. Enter the address **http://vitoconnect** or the IP address of the Vitoconnect, e.g. "192.168.xx.xx".

Note

If you do not know the IP address of the Vitoconnect, call it up via the configuration page of your internet router.

3. For security reasons, the services on the Vitoconnect that can be configured via the internet browser are password-protected. Enter your user name and password to log in.
User name: admin
Password: The last 8 digits of the serial number (see type plate, first line, S/N)

Example:

Serial number: S/N 7637415012345678

Password: 12345678

Note

The login is valid for the duration of the browser session. To log out securely, close your internet browser.

Only call up the Vitoconnect configuration page in one browser window at a time.

4. Follow the "EEBUS Management" link.
5. If EEBUS functionality has not yet been activated, a prompt for activation will appear. Follow the information on the website. If the device needs to be restarted after activation, this will happen automatically following a message to this effect. After the restart, select "EEBUS Management" again.
6. Select "Start discovery".

7. Only with Viessmann energy management system:

Now commission the Viessmann appliance (e.g. Vitocharge VX3).



Installation and service instructions of the Viessmann appliance

8. Compare the "SKI" security key shown under "Discovered devices" with the security key of the energy management system.

You can find the security key as follows:

- Viessmann GridBox: You will find the security key on the "System setup" screen in the commissioning assistant of the Viessmann GridBox.
- Viessmann energy management system: The security key is printed on your Viessmann appliance (e.g. Vitocharge VX3).

Only proceed with the next steps if the security keys match.

If the security keys do not match:

- Viessmann GridBox: Contact the service hotline of the Viessmann GridBox.
- Viessmann energy management system: Contact Viessmann Technical Service.

9. Select "Add device" on the configuration page of the Vitoconnect.

10. Only with Viessmann GridBox:

To confirm the connection, start the Viessmann GridBox commissioning assistant: See **mygridbox.viessmann.com**.


Confirm EEBUS communication with the Viessmann heat pump.





Further information:


"Viessmann GridBox" installation and operating instructions

Commissioning the Vitoconnect with an energy... (cont.)

11.  In conjunction with Viessmann heat pumps. In order for the Smart Grid function of a Viessmann heat pump to be used via EEBUS, the heat pump parameters must be set accordingly: Set "Enable Smart Grid 7E80" to "3".

 Service instructions of the "Vitotronic 200, type WO1C"

12.  In conjunction with Viessmann heat pumps. In order for the heat pump to provide sufficient flexibility for the energy management system, the set value boosts for Smart Grid must be programmed accordingly.

 Service instructions of the "Vitotronic 200, type WO1C", chapter "Parameters for Smart Grid"

Note

The energy and performance data of the heat pump transmitted to the energy management system via EEBUS are calculated values. These may differ from the actual values and values measured with an energy meter, and are therefore not suitable for billing purposes.

EEBUS and ripple control receiver

If a ripple control receiver is to be used in parallel to the EEBUS interface with an energy management system, it must be connected to the cross connect PCB via the heat pump's "power-OFF" function. The "Smart Grid" function via the heat pump's cross connect PCB or the EA1 extension is not possible in this case.

 Heat pump installation and service instructions

Adjusting room temperature temporarily

Only in conjunction with Vitoconnect, type OT2

If you want to heat your rooms to a higher or lower temperature for a limited time period, independently of **"Time program"**, activate **"Comfort mode"**.

- The rooms are heated to the set "Comfort mode" temperature.
- Firstly, the DHW is heated to the set DHW temperature, before central heating.

Setting Comfort mode

Press operating button **(A)** and hold for approx. 1 second, but no longer than 5 seconds: See chapter "Display and controls".

LED **(A)** pulsates white:
"Comfort mode" is on.

Ending Comfort mode

About the Vitoconnect or Vitotrol

You have 4 options for ending "Comfort mode":

- Press operating button **(A)** again briefly for approx. 1 second, but no longer than 5 seconds: See chapter "Display and controls".
Or
- "Comfort mode" ends automatically when the set room temperature is changed via the Vitotrol 100, type OT1.
Or
- "Comfort mode" ends automatically when the Vitoconnect restarts.
Or
- "Comfort mode" ends automatically after 24 hours (delivered condition).

About the ViCare app

You have 2 options for ending "Comfort mode" via the ViCare app:

- Tap **"Manual" "CLOSE"**.
Or
- "Comfort mode" ends automatically if the operating program is changed via the ViCare app.

Access point mode

Activate access point mode for the device so that you can access legal information online, e.g. open source licences, or to change the WiFi router settings.

Enable access point mode, e.g. after replacing the WiFi router.

Enabling access point mode

Press and hold down **(A)** for longer than 5 seconds, but no longer than 30 seconds: See chapter "Display and controls".

LED **(A)** illuminates green:
Access point mode is active.

Disabling access point mode

1. Access point mode is disabled automatically after 5 minutes.
Or
2. Press and hold down **(A)** again for longer than 5 seconds, but no longer than 30 seconds: See chapter "Display and controls".
LED **(A)** no longer illuminates green.
Access point mode is disabled.

Access point mode (cont.)

Note

During commissioning, access point mode is enabled automatically as soon as you plug in the plug-in power supply unit.

Access point mode remains active until Vitoconnect commissioning is complete.

*You do **not** have to deactivate access point mode manually.*

Checking licences

This product comprises third party software and/or open source software. You are authorised to use this third party software subject to compliance with the relevant licensing terms.

Calling up open source licences

1. Enable access point mode for the Vitoconnect: See page 24.
2. Call up the WiFi settings of your smartphone or PC.
3. Connect your smartphone or PC to the WiFi "**Viessmann-*<xxxx>***".
You will be asked to enter a password.
4. Enter the WPA2 password.
5. Go to the internet browser on your smartphone and open **<https://vitoconnect.gateway>** or **<http://192.168.1.1>**
6. Follow the link "**Open Source Components Licenses**".

Note

The WPA2 password can be found on the supplied label.

Troubleshooting measures

Internet connection interrupted

If the internet connection is interrupted, you will no longer be able to make settings via the **ViCare app**.

Only in conjunction with Vitoconnect, type OT2

- The previously set time programs for central heating and DHW heating are active.
- You can change the set room temperature via the Vitotrol 100, type OT1.
- You can switch on "Comfort mode" via the Vitoconnect: See page 24.

Only in conjunction with Vitoconnect, type OPTO2

- You can change all settings on the control unit of the heat generator.





Heat generator operating instructions

Fault display on the Vitoconnect

Faults on the Vitoconnect are signalled by various LED indicators: See page 19.

Faults with LED (◐)	Type of fault and measures
Pulsates yellow.	Could not connect Vitoconnect to WiFi router <ul style="list-style-type: none"> ▪ Check the password during WiFi commissioning. ▪ Check the connection to the WiFi router. ▪ Restart the Vitoconnect: See page 27.
Illuminates yellow. Or Illuminates red.	No internet connection or No connection to the Viessmann server <ul style="list-style-type: none"> ▪ No WiFi connection <ul style="list-style-type: none"> – Check the network setting during WiFi commissioning. – Check the password during WiFi commissioning. ▪ WiFi signal strength insufficient <ul style="list-style-type: none"> – Change the installation location of the Vitoconnect: See page 11. ▪ WiFi connection established, but no internet connection. <ul style="list-style-type: none"> – Check the internet connection with another subscriber, e.g. a laptop. – If no internet connection is possible even with another subscriber, have the network settings checked by an IT expert. ▪ Restart the Vitoconnect: See page 27.
Flashes red quickly.	Software or hardware fault <ul style="list-style-type: none"> ▪ Restart the Vitoconnect: See page 27. ▪ If necessary, replace the Vitoconnect.

Faults with LED (◐)	Type of fault and measures
Flashes yellow.	Communication error with the Vitotrol 100, type OT1 <ul style="list-style-type: none"> ▪ Check the OpenTherm connecting cable to the Vitotrol 100, type OT1: See page 17. ▪ Restart the Vitoconnect: See page 27.
Flashes yellow quickly.	No connection to the boiler <ul style="list-style-type: none"> ▪ Check the plug-in connections (Optolink, USB). ▪ Check the connection lines (OpenTherm, Optolink). ▪ Restart the Vitoconnect: See page 27.
Flashes red quickly.	Software or hardware fault <ul style="list-style-type: none"> ▪ Restart the Vitoconnect: See page 27. ▪ If necessary, replace the Vitoconnect.
Illuminates red.	Fault at the control unit of the heat source <ul style="list-style-type: none"> ▪ Note the message in the ViCare app. ▪  Troubleshooting: <ul style="list-style-type: none"> ▪  Heat generator installation and service instructions

Troubleshooting measures (cont.)

Faults without LED indicator	Measures
All indicators on the Vitoconnect are off.	Check the power supply and the plug-in power supply unit for the Vitoconnect.

Restarting the Vitoconnect

After troubleshooting, the Vitoconnect must be restarted.

Press reset button **(B)** and operating button **(A)** simultaneously for approx. 15 seconds: See chapter "Display and controls".

- LEDs **(o)** and **(o)** illuminate green: The starting procedure can take up to 2 minutes.
- LED **(h)** illuminates white: The Vitoconnect is ready for operation.

Restoring factory settings

You can reset all changed values to their factory settings.

1. Press the reset button **(B)** for at least 30 seconds: See chapter "Display and controls". LED **(o)** flashes red.
2. Briefly press reset button **(B)** again within 5 seconds. LED **(o)** is no longer illuminated. The Vitoconnect restarts.


Setting up WiFi after replacing the router

1. Enable access point mode for the Vitoconnect: See page 24.
2. Call up the WiFi settings on your smartphone.
3. Connect your smartphone to the WiFi **"VITOCONNECT-<xxxx>"**.
4. Enter the WPA2 password.

Note
The WPA2 password can be found on the supplied label.
5. Go to the internet browser on your smartphone and open **https://vitoconnect.gateway** or **http://192.168.1.1**
6. On the homepage, choose **"Select Router"**.
7. Follow the instructions on the website.
8. Access point mode is disabled automatically after 5 minutes.
Or
Disable access point mode for the Vitoconnect manually: See page 24.

Maintenance

Software update

If a new software update is available, this is downloaded automatically.
LED  illuminates green during the update. This process may take up to 5 minutes.
Once the update has been completed successfully, the Vitoconnect will restart.

Note

During commissioning, the Vitoconnect software is automatically updated as soon as the Vitoconnect is connected to the internet.

Service

The Vitoconnect is maintenance-free.

Cleaning

You can clean the surfaces of the device with a microfibre cloth. Never use cleaning agents.

Specification

Vitoconnect, type OPTO2 and OT2

Rated voltage	12 V _{DC}
WiFi frequency	2.4 GHz
WiFi encryption	Unencrypted or WPA2
Frequency band	2400.0 to 2483.5 MHz
Max. transmitting power	0.1 W (e.i.r.p.)
Internet protocol	IPv4
IP assignment	DHCP
Rated current	0.5 A
Power consumption	5.5 W
Protection class	III
IP rating	Ensure IP 20D to EN 60529.
Permissible ambient temperature	
▪ Operation	5 to +40 °C Installation in living spaces or boiler rooms (standard ambient conditions)
▪ Storage and transport	-20 to +60 °C

Plug-in power supply unit

Rated voltage	100 to 240 V _~
Rated frequency	50/60 Hz
Output voltage	12 V _{DC}
Output current	1 A
Protection class	II
Permissible ambient temperature	
▪ Operation	5 to +40 °C Installation in living spaces or boiler rooms (standard ambient conditions)
▪ Storage and transport	-20 to +60 °C

Vitotrol 100, type OT1

Power supply	Via OpenTherm connection line
IP rating	IP 20
Permissible ambient temperature	
▪ Operation	0 to +40 °C At relative humidity of 10 to 90 % Installation in living spaces or boiler rooms (standard ambient conditions)
▪ Storage and transport	-20 to +55 °C

Final decommissioning and disposal of the heating system

Viessmann products can be recycled. Components and fluids from your heating system do not belong in ordinary domestic waste. Please speak to your contractor about the correct disposal of your old system.

DE: Operating fluids (e.g. heat transfer medium) can be disposed of at municipal collection points.

AT: Operating fluids (e.g. heat transfer medium) can be disposed of at municipal collection points (ASZ).

Certification

RoHS
compliant
2011 / 65 / EU

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Viessmann Climate Solutions SE
35108 Allendorf / Germany
Telephone: +49 6452 70-0
Fax: +49 6452 70-2780
www.viessmann.com



Viessmann Limited
Hortonwood 30, Telford
Shropshire, TF1 7YP, GB
Telephone: +44 1952 675000
Fax: +44 1952 675040
E-mail: info-uk@viessmann.com

5834169 Subject to technical modifications.