

### USE/FUNCTION

#### Can the Remak application be used with any VCS?

**Answer:** The Remak application can only be used to control VCS units equipped with hardware with a LAN connection and software ready for this application (required OS 10.32 or higher delivered from the factory and software support of JSON communication – only controllers with a LAN port, including the licence, resp. configuration ID, for use of the Inhouse/Remak application).

#### When on a construction site, how I can find out that the unit is (should be) controlled by a mobile application?

**Answer:** There are two places where the information can be found:

- 1)** In the accompanying documentation (AeroCAD printout); in the text (table) device (control) configuration recapitulation as well as in the wiring diagram (a symbol by the LAN connection). Two configuration IDs for the Inhouse application are also included in the printout.
- 2)** Directly on the control unit, where a three-language information label (yellow) is attached, and on the controller, where a label with configuration IDs is attached.

#### Once the application has been started, no device identification and no controller's time are available and simultaneously the operating mode icon (a picture of a coloured tile) is not displayed. Or all the tiles, except folders and links, are grey or display the value N/A instead of operating parameters.

**Answer:** This state means that communication between the application and the VCS controller has not been established. Apart from a connection failure, this problem can also be caused by an incorrect password (In exceptional situations, it can be caused by significant changes in the application configuration). First of all, verify the mobile phone connection to the Wi-Fi LAN (using the phone's internet browser or PC/NTB) or the GSM (data) network, availability of the HMI@WEB interface and if the connection of the VCS unit to the LAN network is working. Further, it is necessary to verify the validity of the PLC password in the HMI@WEB interface (at the administrator) and reset the password in the Remak application, if necessary.

#### No or only some operating parameters are available once the configuration has been installed (updated with a new version).

**Answer:** This state causes failure of communication (including an incorrect IP address used in the configuration settings) when initial validation of the available (active) elements in the given control application of a new configuration (update) is performed. These elements may also not have been uploaded when the service was performed and the air-handling unit configuration in VCS was changed. To verify and correct this state, go to the application menu and select Settings/Connection/Available Elements (approx. 65 to 85 elements of all those possible should be available (\*) - depending on the air-handling unit range and its control options), click on this option and confirm it by clicking „Yes“ to re-load these elements. Note: In this case, an incorrect password cannot be the cause of this state as the previous version was running. If this is the first installation, an incorrect password would not allow you to go through the steps of obtaining the connection and learning the parameters and it would be necessary to correct the password, or the controller's address, using the „Back“ button). A quick check of the available elements can also be performed in the application menu under the „PLC and Communication State“ option.

(\*) The application is intended to be used for many different VCS configurations. Therefore, all inactive (inaccessible) elements in the given configuration are hidden and indicated in this row to keep the application environment user-friendly. This means that the number of available elements (the first number in the broken number) will always be lower than the number of all possible elements (the second number in the broken number).

#### User settings were not required in the installation description or during regular start of the application. However, the „User Roles“ option (with RMKDEV and Advanced Users) is displayed in the Settings menu. What is its purpose and can the passwords be entered?

**Answer:** This log-in option using the password is used to display specific elements for special use. The RMKDEV user role is not intended for standard use, it is used only for development/test purposes. The Advanced user role (with a constant password included in the VCS Manual) provides the possibility to display several elements used by experts (or in cooperation with Remak Service) to get more detailed information about automatic operation or the control mode (otherwise accessible in the HMI@WEB interface). These options can be rather confusing for ordinary users.

### There are setting options of three different communication speeds in the Settings/Connection menu. What they are used for?

**Answer:** These settings serve to make adjustments according to the speed of your connection. The default option is „Normal“ which will be suitable for most standard situations. For slow connections, we recommend selecting the „Slow“ option, which will reduce the amount of communicated data as well as the system response and vice versa, for very fast Wi-Fi/LAN networks, we recommend selecting the „Fast“ option to get a faster response and greater data communication.

### Can I use the Remak application to control more than one device?

**Answer:** The Remak application is primarily intended for layman end users who usually need to control one device. However, the Inhouse application also provides an option for controlling multiple devices by switching the configurations directly in the menu. A suitable configuration name (= device) is then used to distinguish the devices. The configuration is always connected to one controller (VCS control unit) and a licence is required for each configuration (ideally pre-configured in the AeroCAD software during the control unit production).

### When the „New Pre-set“ option is selected, a selection of many items which cannot be set is offered. So what can I pre-set and how?

**Answer:** The pre-sets enable the current settings, or a narrower selection of items being set (even only one) to be saved – i.e., with setting values as they are displayed at each selection option. By checking them and pressing the pre-set, they can be activated anytime, i.e., the device settings are changed according to the saved pre-set (a Save/Load principle). This can basically be used for different operating modes and the required values in these modes.

### What does Favourites mean?

**Answer:** Favourites are duplicate controls created on the main page for quick access to items. They provide faster access (or a monitoring preview) to the items located on the control tab in the lower level of the application. They work the same way as when used on the control tab in the lower level of the application. The user can arbitrarily change Favourites (except air-handling units without water heating which are not equipped with a temperature sensor after the heat exchanger where at least 1 favourite item pre-set by the manufacturer will be displayed).

### While setting up a new device for the first time, I wanted to change the factory default settings of required values (substantially change the required temperature for summer and winter). However, after changing the cooling temperature, the maximum possible heating temperature seemed to be limited to the original cooling temperature level (which logically cannot be exceeded).

**Answer:** In some cases when performing more significant or multiple changes (e.g., heating and cooling temperatures – which are related to each other), especially at low communication speeds, a temporary inactive status can occur when the first setting step (previous parameter) seems not to be reflected, which causes an inability to perform the second setting step as needed (i.e., the min./max. limit is not updated) due to the delay in the new parameter loading. In this case, it is necessary either to wait until the system refreshes (re-loads) the parameter values (it can take several seconds) or to go back to the upper menu level and then again to the required parameter settings where a new upload of parameters and limits will already be forced.

### Some buttons are greyed out. Why?

**Answer:** The greyed-out elements (buttons) are passive, i.e., these elements (or the device components assigned to them) and also the elements set to their minimum (physical) values are currently inactive. Therefore, all the buttons are greyed out except the drop-down groups (folders) with a fixed colour if a connection with the controller is not established (an unknown element status is shown the same way as a passive element).

## The current date and time displayed in the weekly time schedule tab are indicated by the position of the bar indicator (bar icon). What should I do when its position does not match the current date and time?

**Answer:** The bar indicates the day and time according to the control unit's controller (PLC) while the calendar date may not correspond to the actual date even if the indicated day and time are OK. The PLC date and actual time are available in the REMAK application on the „Home“ page (the tab with the home icon) in the „Controller Time“ section. The controller time can be changed quickly according to the current Android system in the mobile phone by pressing and holding the time value, or by shifting the time zone (see the dialog box in the application). Alternatively, this adjustment can be performed in the HMI@WEB interface.

## How do I find out the actually set operating mode in the Time Schedule tab?

**Answer:** Due to the high total number of adjustable modes (up to 11), the coloured visualisation in the schedule is limited to three modes to be distinguished – **Comfort** (green), **Economy** (light blue) and **Stop** (black). The ventilation levels – i.e., the fan operation stages – are not distinguished in the schedule preview. They can be displayed by holding the given breakpoint („wheel“) in the time schedule (if the „TRN Correction „ is used for the outlet fan, the basic values of the mode, i.e., for the inlet fan, are indicated in the time schedule data points).

## A new date point in the time schedule can only be entered and re-adjusted in whole hour steps (time steps when dragging with the finger). These time schedule settings may not always be accurate enough. Is it possible to make finer adjustments than whole hours?

**Answer:** The setting can be done in steps by  $\frac{1}{4}$  of an hour, or by minutes. These finer settings are available when moving the finger on the display (without lifting it) to the left or right (according to the space available) from the day being adjusted. First the  $\frac{1}{4}$  hour settings and then the settings by minutes are displayed as the finger is moved further (at the same time, the range of the adjustable interval is narrowed as the setting resolution changes).

## How can I change the device identification settings?

**Answer:** When commissioning the device (and anytime afterwards), these settings must only be made through the HMI@WEB (or HMI-DM/TM) in the Settings/Device Identification menu.

## I have 6 different configurations on my mobile phone and I want to buy a new phone. Is it possible to avoid the necessity to re-enter all the configuration manually?

**Answer:** Yes, it is. The configuration transfer to another device (e.g., a colleague's phone) is possible using the „Backup“ and „Restore the Backup“ options in the Inhouse application basic menu (before starting/opening the configuration) by clicking on the three dots in the upper right corner of the screen while „Configuration Administration“ is active (below the configuration list in the application submenu - while the application is running). It is necessary to select the configurations and number of the generated backup and use it to restore the configurations in the other device (it can also be copied or sent by email, etc.).

The Inhouse application must already be installed on the other phone and the „Restore (from) the Backup“ option must be selected after starting the application to add a new configuration. Due to security reasons, it is necessary to enter the corresponding controller's password for JSON communication in each configuration (when it is activated for the first time).

## There is a DEMO option in the Inhouse application basic menu. What is it for?

**Answer:** It is possible to add a „demo“ device“ in the Inhouse application for training purposes, etc. This option will add and use a device (and configuration) similar to the actual device. When this option is selected, it is necessary to confirm the pre-set installation settings and then name the configuration. This is only a demonstration application (and configuration) to be used to introduce different functions. This is no actual complete configuration (it is not even related to the air-handling field).

It can be removed from the application after the trial. However, Remak provides a demo version. Its configuration and connection data can be found in the introduction section on the application product page. This demo version includes an actual configuration of the mobile application (controllers) for the VCS control unit.

## SAFETY

### Is use of the REMAK application conditioned by registration, i.e., an account with REMAK? If so, how does REMAK ensure protection of personal data?

**Answer:** No, use of the REMAK application is not conditioned by registration, so no user account and no personal data are shared with REMAK in relation to use of the application and no account management system exists which could be targeted by hackers.

### **Are data encrypted when controlling air-handling devices via the REMAK application?**

**Answer:** No data encryption is used for the connection to the controller (not supported by the controller). The data security must be ensured by standard IT means for LAN networks (such as WPA2-AES for Wi-Fi) and especially for internet (VPN). Do not disclose your IP address or port for routing to the controller. We also recommend using a port of higher class, such as 17925, which is much better than the usually used 80 or 8080 ports (other ports must be disabled from an external network). On principle, control of the VCS control unit via a mobile phone is just an addition to the HMI@WEB interface and the security policy is the same (please see Connection to the LAN network in the VCS Control Unit Operating Instructions).

### **This application is related to the paid licence – how is this licence related to the user and protection of their device? In other words, how is it ensured in the REMAK/Inhouse application, freely distributed via Google Play Store, that no unauthorised person can control my air-handling device?**

**Answer:** The Inhouse application downloaded from Google Play Store is inoperative without entering the configuration ID (application) when started for the first time. Note: Furthermore, the IP address (+port) of the VCS control unit controller (PLC) must be entered.

The configuration ID is a key to the application functionality and security against unauthorised access. It is generated in relation to a specific licence which is always unique and paired to a specific Climatix controller (i.e., to a specific VCS unit and thus to a specific air-handling device). Connecting the application to the controller is not possible without entering the correct configuration ID. Naturally, the configuration ID must be protected as confidential information – available only for authorised persons.

In addition, a password is needed to access the device. It is necessary to set your own password. Do not use the default password set by the manufacturer. For more information, please refer to the following answer.

### **However, this means that the configuration ID is permanently valid. So what to do if the mobile phone containing the configuration ID is lost or if changes are made in the company or in the security system? Are there any other „measures“ to ensure security of device operation against unauthorised access?**

**Answer:** The configuration ID is one of two basic measures ensuring security of device operation against unauthorised interference. If any problem occurs (theft and use of the configuration ID by an unauthorised user or lost mobile device containing access information), it is possible at any time to ask REMAK to cancel the functionality of the respective configuration ID (related to one specific licence enabling it to be used only with one specific Climatix controller) and have it replaced with a new configuration ID and thus ensure security again. The other security measure is using a user communication password to control the controller via the mobile application (so-called JSON communication). Note: This is similar to the password used for the HMI@WEB control interface. However, to simplify mobile control, this password is entered only once in the application settings so it is not necessary to enter it each time the application is started.

This communication password is fully individual and can be changed by the administrator/end user anytime – this enables the administrator to ensure control security if the mobile device is lost or when some personal changes are made within the company, etc.

Naturally, it is necessary to change the default (general) factory password (using the HMI@WEB interface).

### **What is the role of the installer (distributor) in relation to ensuring/violation of the security?**

**Answer:** When the device is delivered, i.e., commissioned, the installer must hand over/convey the configuration ID (it is indicated in the VCS documentation delivered from the factory) to the customer (user/operator) and the customer must confidentially (using HMI@WEB) enter a new password for the mobile application (JSON) and not communicate it to the installer.

If the relationship between the customer and installer is seriously impaired, it is possible to ask REMAK to cancel the original configuration ID and replace it with a new one (see above).

