EcoNet® Enabled
Unit Coolers

2019
DEALER DESIGN
AWARDS
the NEWS | G O L D
GOLD AWARD
WINNER
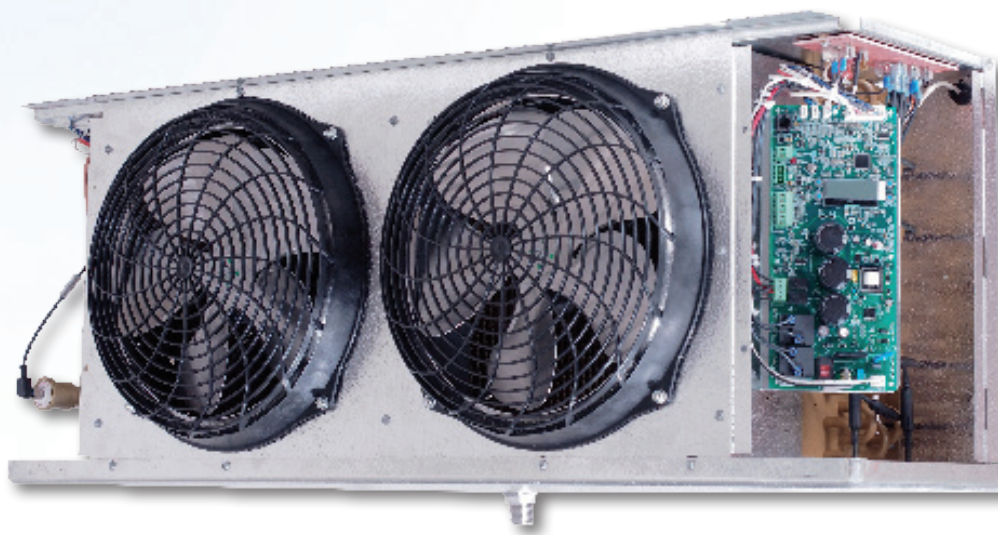
Web Portal Guide

Table of Contents

EcoNet Command Center

Introduction

The purpose of this document is to serve as a sole reference for setting up your account to access the EcoNet Web Portal.

When proceeding through the setup procedure, users can opt to follow a mobile phone-only method or a hybrid web portal and mobile phone method.
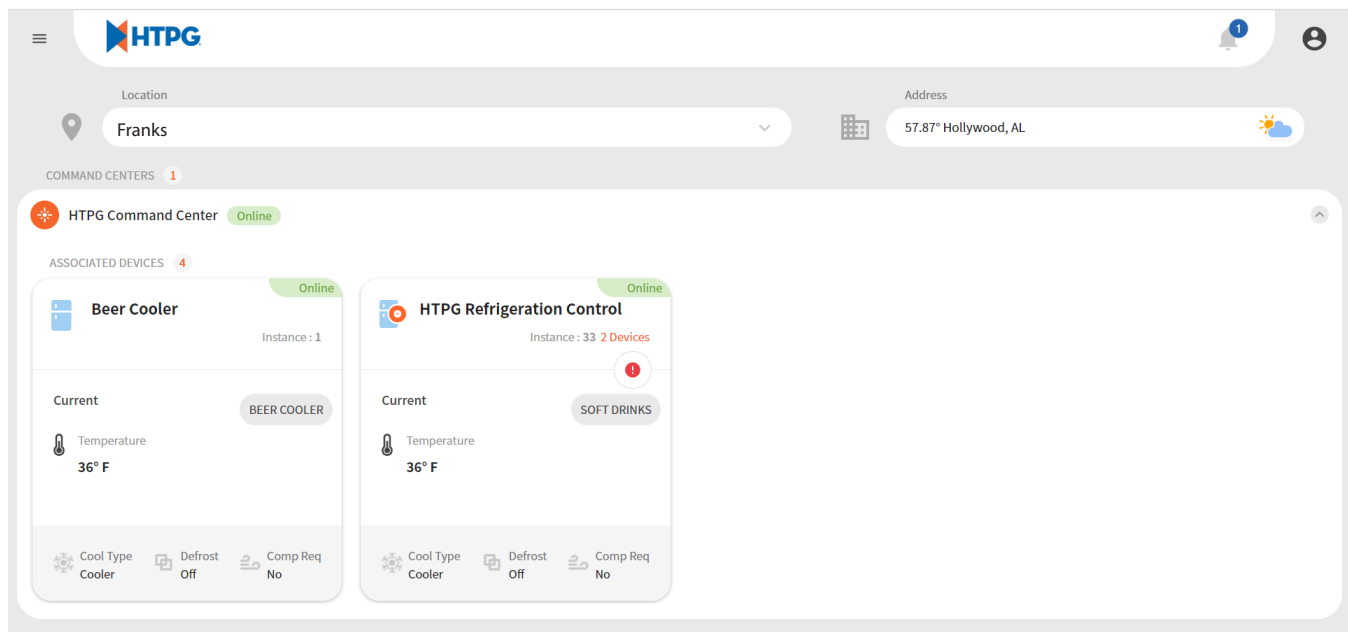
Access to the portal will:

• Provide insight on system statuses

• Track alarms and predict behavioral trends with the system

• View and monitor the Command Center and all associated controllers

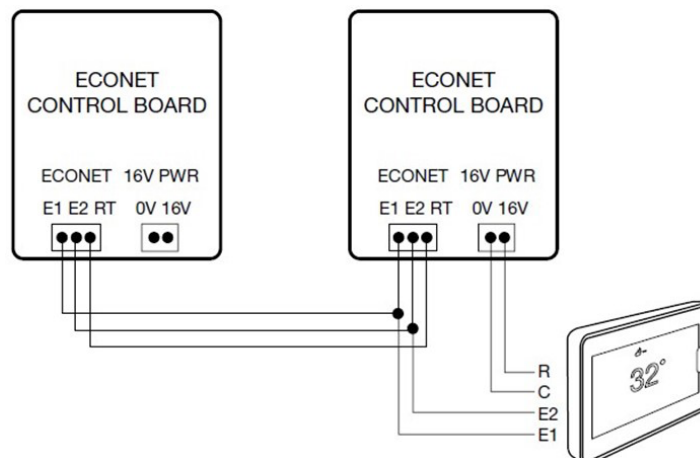For online or phone support, please contact 1-800-255-2388.

Web Portal Home Page

https://htpg.rheemcert.com

Controller Wiring Set Up

Please be advised, if connecting the Command Center to a WiFi network for use with the Web Portal, a maximum of 8 EcoNet Control Boards can be connected to the Command Center (see wiring diagram below).

The 8 EcoNet Control Boards can be standalone units, part of a group, or a combination of standalone units and groups. Please refer to EcoNet IOM for more information on wiring multiple controllers together and how to address them.

Account Set Up

When proceeding through the setup procedure, users can opt to follow a mobile phone only method or a hybrid web portal and mobile phone method.

Hybrid Mode

1. Create new account at https://htpg.rheemcert.com

2. Login to account and select   [📍 Add New Location]   to be taken to the *Manage page*

    Manage
    Location, Devices & Groups

    a.   Enter location name and a location zip code on the popup window (Figure 1).

Figure 1

Add new Location ✕

Location Name
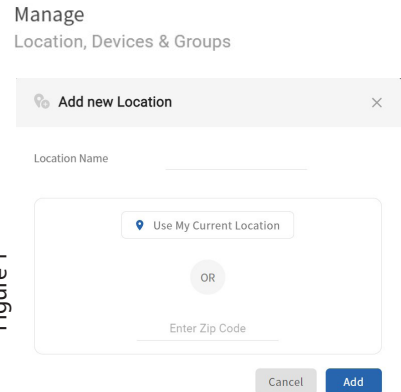
📍 Use My Current Location

OR

Enter Zip Code

Cancel   Add

3. Download the EcoNet app from the iOS App Store or Google Play Store shown in Figure 2.

4. Login to the EcoNet app with the same username and password for the account created in Step 1.

Phone Method

1. Download the EcoNet app from the iOS App Store or Google Play Store (Figure 2).

2. Create account on EcoNet app and login.

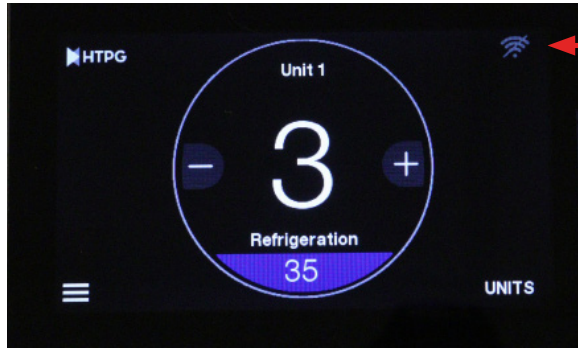3. Add the location name and a location zip code on the popup window.

EcoNet [4+]
Make your home a smart home
Rheem Manufacturing Company

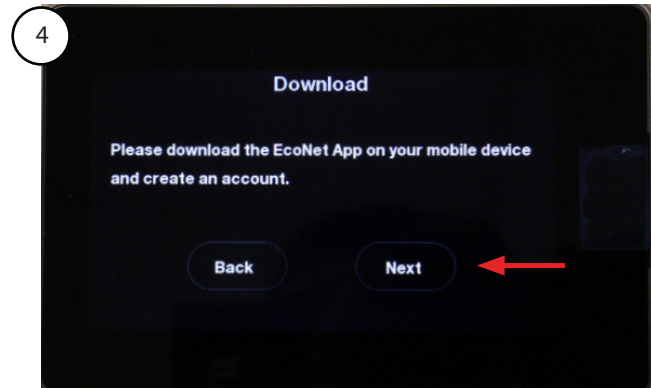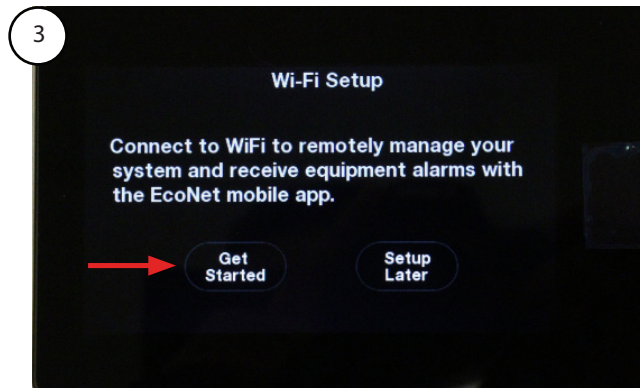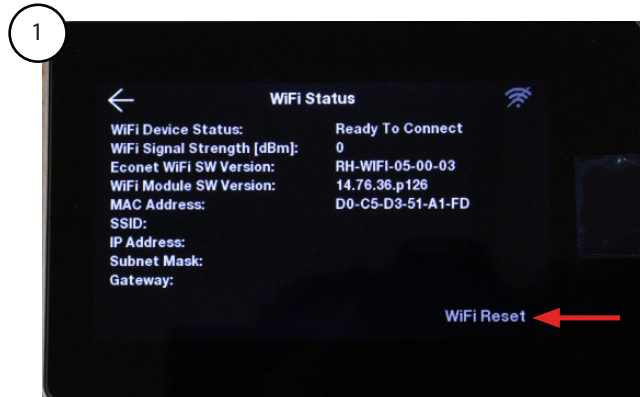Figure 2

EcoNet Command Center

Provisioning a Command Center

1. Enable WiFi on the Command Center.

2. On the display, tap on the WiFi symbol (top right corner of the screen) to navigate to the WiFi setup screen.


Note: If the Wifi symbol is missing, press and hold at the top right corner of the display for 5 seconds to activate Wifi module

3. Click "Wifi Reset" and follow steps to make Command Center discoverable by EcoNet app during provisioning process. Make sure to have the EcoNet app open while standing near the Command Center Display through the provisioning process.

4. While standing next to the new Command Center, when it says "Ready to Connect" and wait until the screen is as shown in Figure 4.
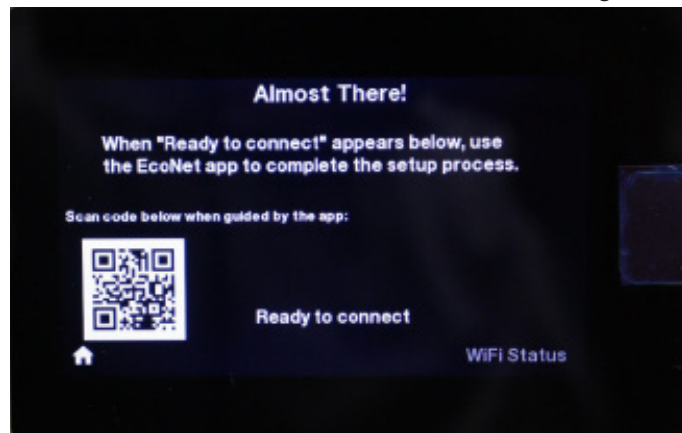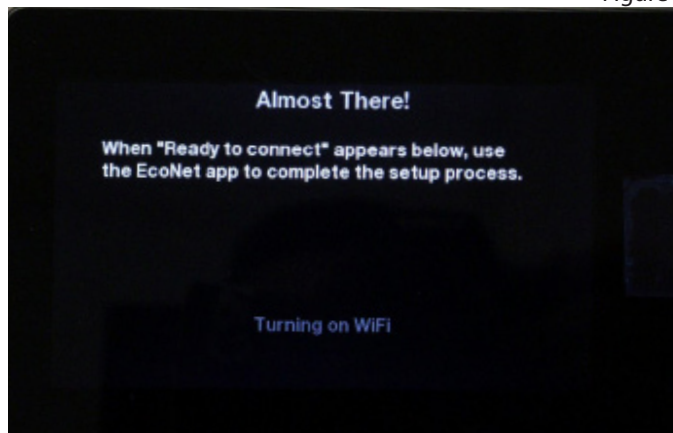
Figure 3

Figure 4

5. On the EcoNet app, select "Add Product" shown in Figure 5.

6. For next steps, choose to use the following methods:
   • QR Code Method
   • Alternate Method for Devices

   If using secure corporate WiFi network, the following domains/ports need to be made available for the Command Center to access the Rheem Cloud Server.

   Note: Enterprise Wi-Fi connectivity supported with Wi-Fi version RH-WIFI-05-00-07 or newer.

   Ports 1884, 8906, 443

   rheem.clearblade.com

   rheemstaging.clearblade.com
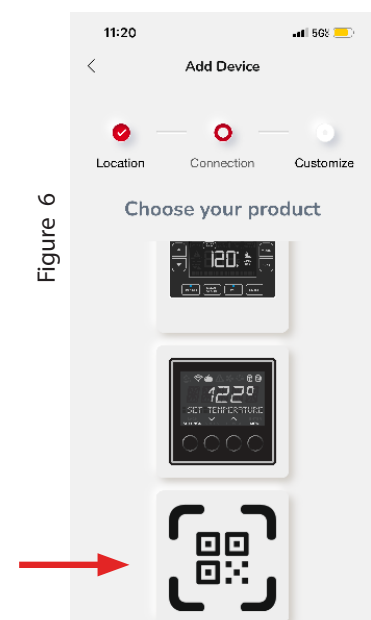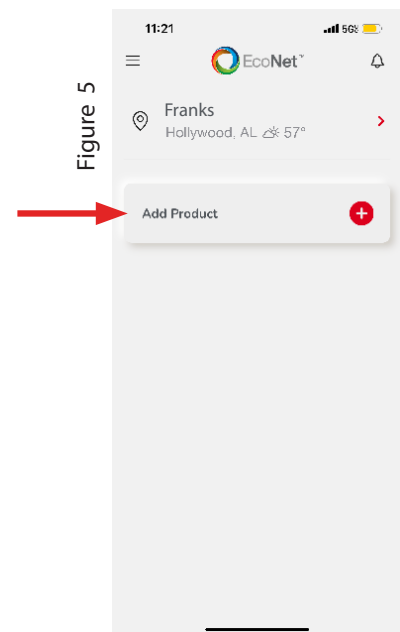
   Port 443 only

   upgrade.rheemcert.com

   timesa.myrheem.com

   resource.myrheem.com

Figure 5

QR Code Method in the EcoNet App

1. Within the EcoNet app, click the QR code icon shown in Figure 6

Figure 6

EcoNet Command Center

2. Follow steps as prompted by the app (Figure 7 & 8). Scan the QR Code on the Command Center shown in Figure 9.

3. After the app has picked up the Command Center broadcast, the app will prompt you to select the local WiFi (Figure 10).

4. Once the WiFi connection is established at the Command Center, confirm on the WiFi status screen in the Command Center that it is "Connected to the Internet" (Figure 11).

5. Wait 1-2 minutes after the connection is established to load the Web Portal and confirm that the Command Center and all associated controllers appear on the main dashboard screen.
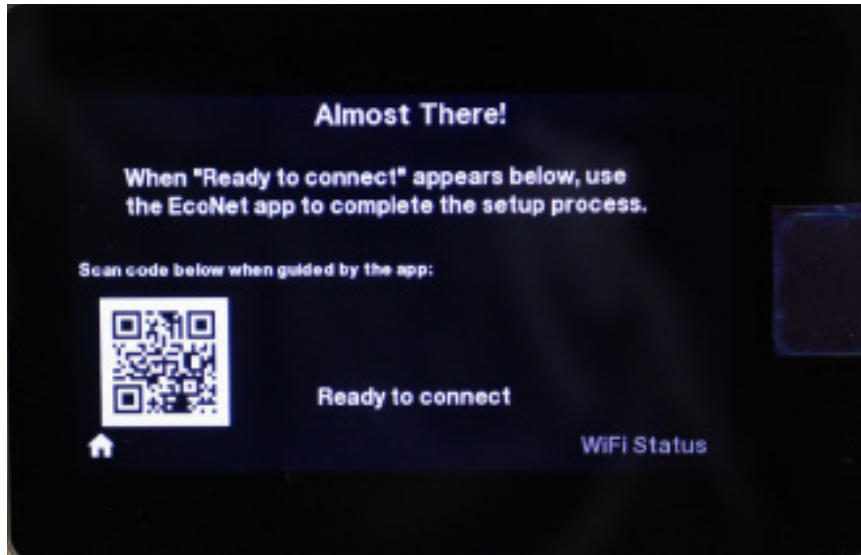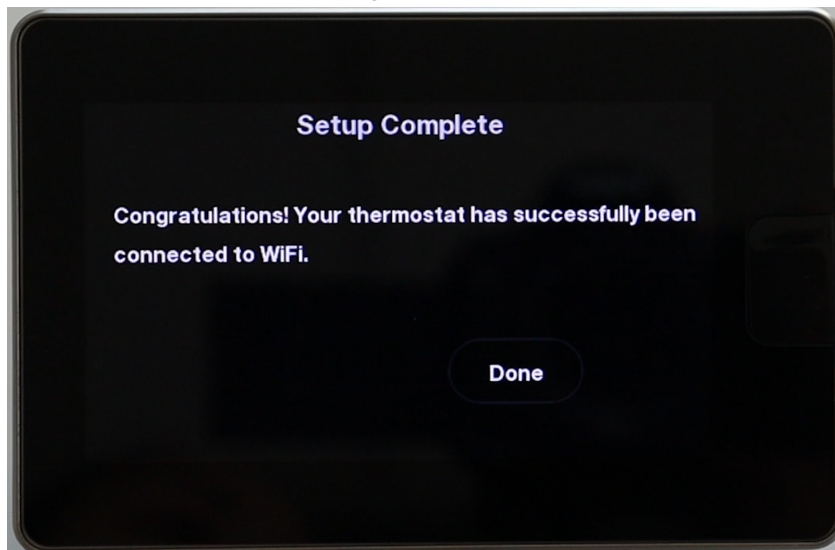
Figure 7

Figure 9

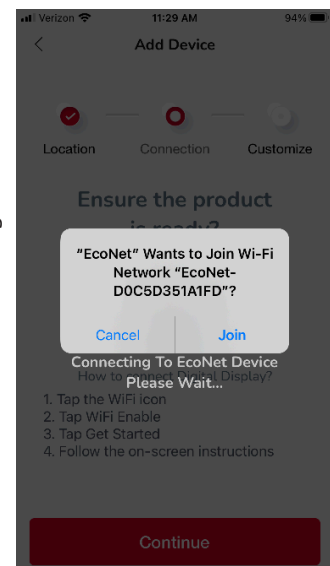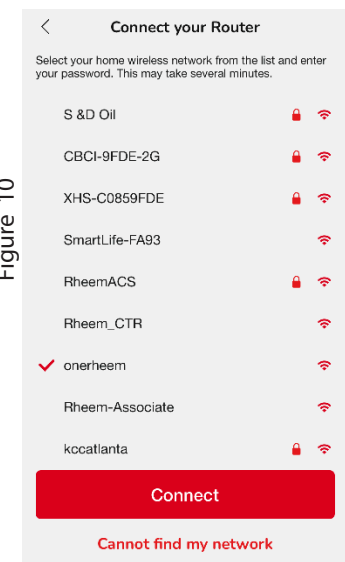Figure 8

Figure 11

Figure 10

Alternate Method in the EcoNet App

1. Click the command center icon shown in Figure 12 and 13.

2. The app will prompt the user to:

    a. Select the Command Center (now discoverable, MAC address will appear on screen to confirm)

    b. Select desired WiFi network.

    c. Enter credentials for selected WiFi network; the Command Center will receive login information from the phone app and connect to the selected WiFi network.

3. Once the WiFi connection is established at the Command Center, confirm on the WiFi status screen in the Command Center that it is "Connected to the Internet."

4. Wait 1-2 minutes after the connection is established, see page 8 for further instructions on the Web Portal and confirm that the Command Center and all associated controllers appear on the main dashboard screen.

Notes:

Once the Command Center receives WiFi network credentials and connection is established, it will attempt to re-connect to the same WiFi network if the connection is lost or if power to the Command Center is cycled off and on. To connect the Command Center to a different WiFi network, tap on "Reset WiFi on the Command Center screen and repeat the provisioning process by selecting a different WiFi network when prompted by the EcoNet app.

If using secure corporate WiFi network, the following domains/ports need to be made available for the Command Center to access the Rheem Cloud Server.

Note: Enterprise Wi-Fi connectivity supported with Wi-Fi version RH-WIFI-05-00-07 or newer.

Ports 1884, 8906, 443

rheem.clearblade.com

rheemstaging.clearblade.com

Port 443 only

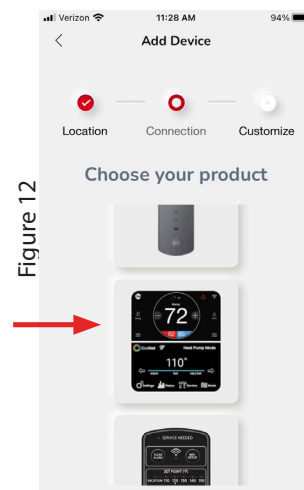upgrade.rheemcert.com

timesa.myrheem.com

resource.myrheem.com

Figure 12

Figure 13

Provisioning Additional Command Centers to Same Account

Same Location

1. The location should already be selected on the app.

Different Location

1. Login to account and navigate to the Options menu ☰

2. Click on the **Manage** Location, Devices & Groups then select 📍 Add New Location

3. Type in name of new location and its zip code, then click Add. (Figure 1)

Figure 1

EcoNet Command Center

4. Wait 1-2 minutes after the connection is established to load the Web Portal and confirm that the Command Center and all associated controllers appear on the main dashboard screen.

    If using secure corporate WiFi network, the following domains/ports need to be made available for the Command Center to access the Rheem Cloud Server.

    Note: Enterprise Wi-Fi connectivity supported with Wi-Fi version RH-WIFI-05-00-07 or newer.

Ports 1884, 8906, 443

rheem.clearblade.com
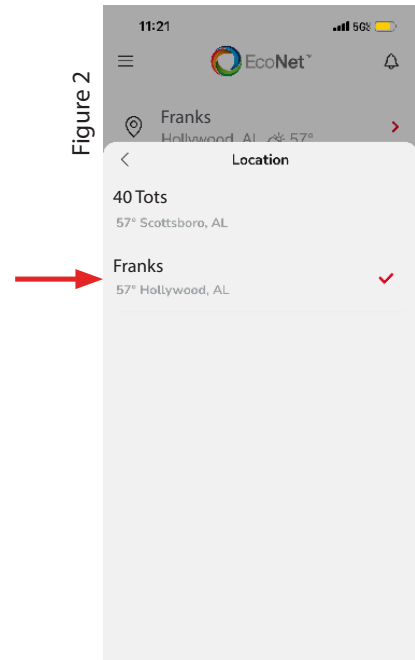
rheemstaging.clearblade.com

Port 443 only

upgrade.rheemcert.com

*timesa.myrheem.com*

resource.myrheem.com

Figure 2

Web Portal Navigation and Operation

**Main Dashboard Screen:** **https://htpg.rheemcert.com**

The dashboard is the central hub of information for connected devices. Select from the Location drop-down menu to view provisioned command centers at that location and each of the individual refrigeration systems connected under each command center.

The following information from every connected system is displayed (See Figure 1 for each label):

1. Current Space Temperature (Note: Groups will display average temperature of all group members)

2. Instance number (controller address on the network communication bus)

3. Online/Offline (communication) status

4. Cooler/Freezer configuration

5. Defrost status

6. Compressor Request (refrigeration) status

7. Custom System name entered at the Command Center screen (see page 19 of the EcoNet IOM on how to enter a custom system name).

8. If system is a group, the total number of controllers in that group will be shown (Leader + all Followers).

9. Click on the bell icon   at the top right of the screen to navigate to the alarm history/active alarms page.

10. Click on the Profile icon   to access account owner profile information (name, email and phone number associated with account), change account password, and to log out of account.

Click on any system to navigate to the System Screen page for that system.

Figure 1
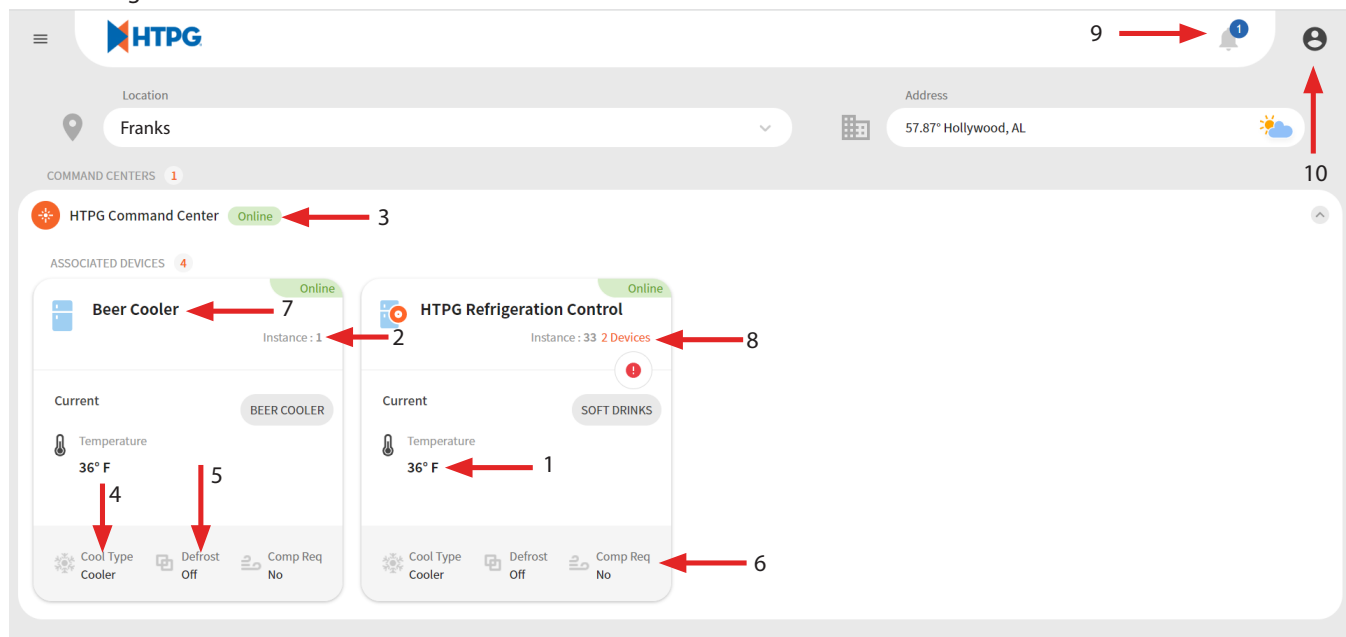
# EcoNet Command Center

System Screen

The System Screen page will overview the selected system (standalone unit or group).

The following information from the selected system is displayed (see Figure 2 and 3 for each label):

1. Current Space Temperature (Note: Groups will display the average temperature of all group members)
2. Instance number (controller address on the network communication bus)
3. Cooler/Freezer configuration
4. Defrost status
5. Compressor Request (refrigeration) status
6. Custom System name entered at the Command Center screen (see page 19 of the EcoNet IOM on how to enter a custom system name).
7. To adjust the desired temperature setpoint for the selected system, click on the ⊕ and ⊖ buttons, then click on the "Set" button to confirm the change.
8. Click on the bell icon 🔔 to navigate to the alarm history/current alarms page for that system.
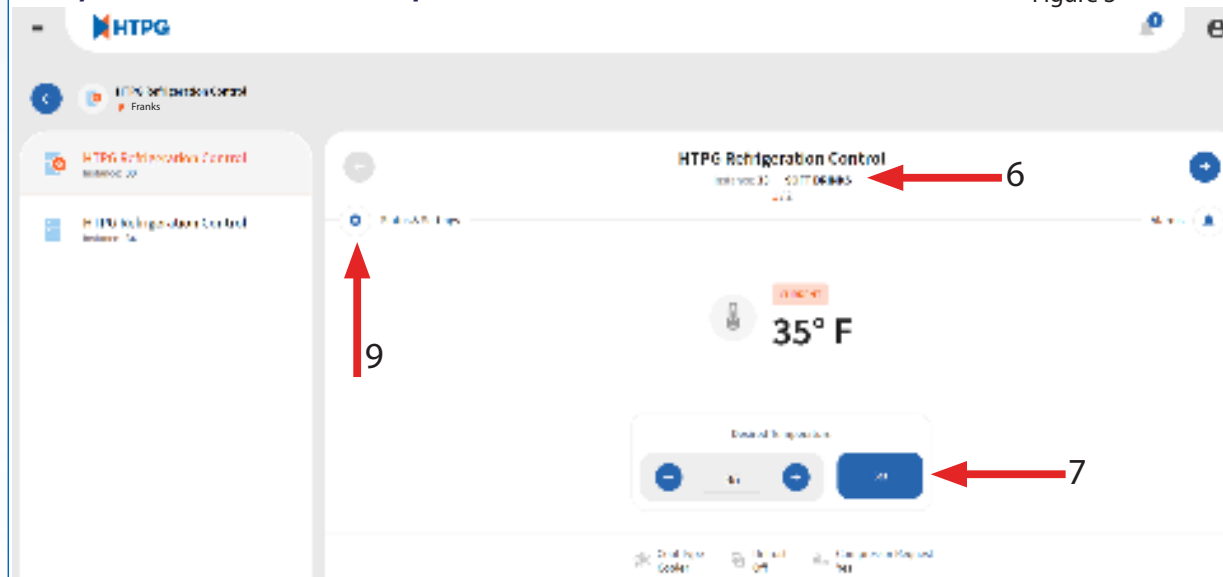9. Click on the gear icon ⚙ to navigate to the Status & Settings screen for the selected system

System Screen for Standalone Unit

Figure 2
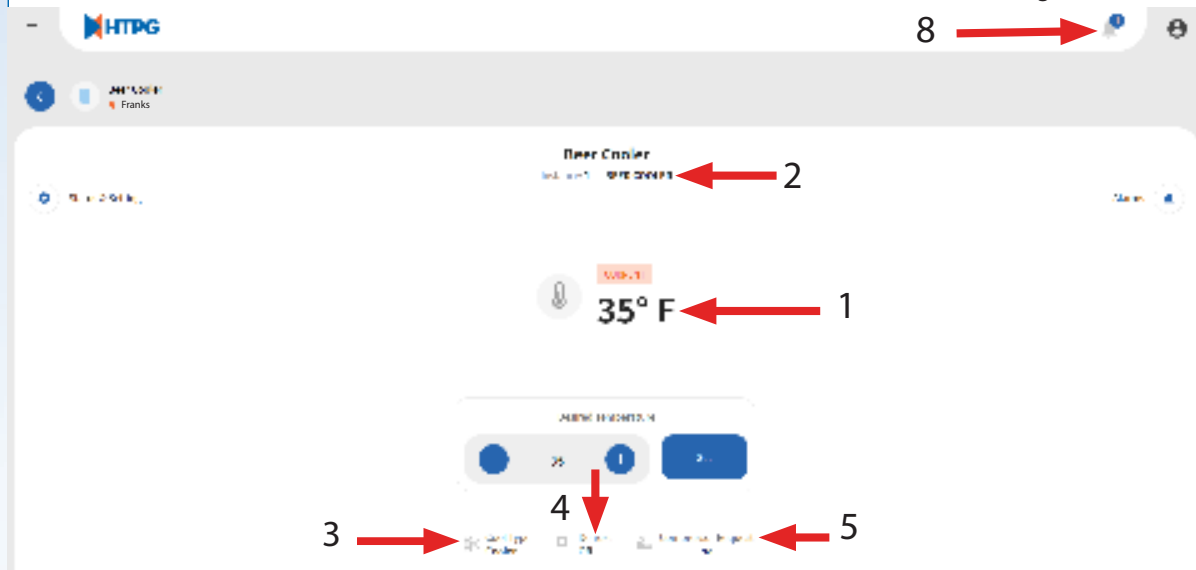
System Screen for Group

Figure 3

*If system is a group, the individual group member instances will be displayed on the left side of the screen. Use the left and right arrows or click on an individual group member to display that device.

With a specific group member selected, click on the gear ⚙ icon to navigate to the Status & Settings screen for that individual group member.
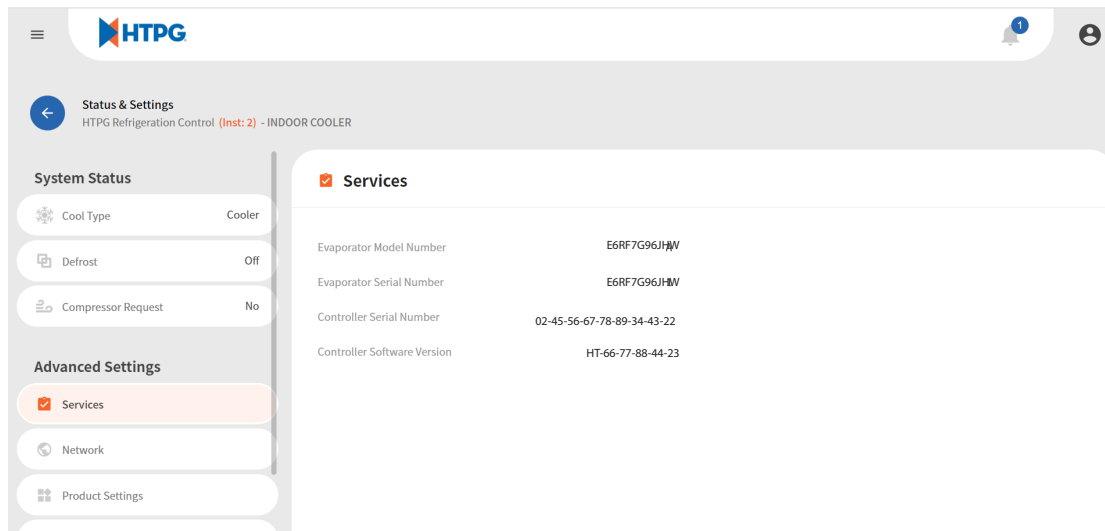
Status and Settings Screen

This screen allows the user to view more detailed information on the selected controller device.

The left side of the screen will display the basic System Status: Cooler/Freezer configuration, Defrost status and Compressor (refrigeration) status for the selected device instance.

Under Advanced Settings, click on any of the tabs to access the following information:

Services
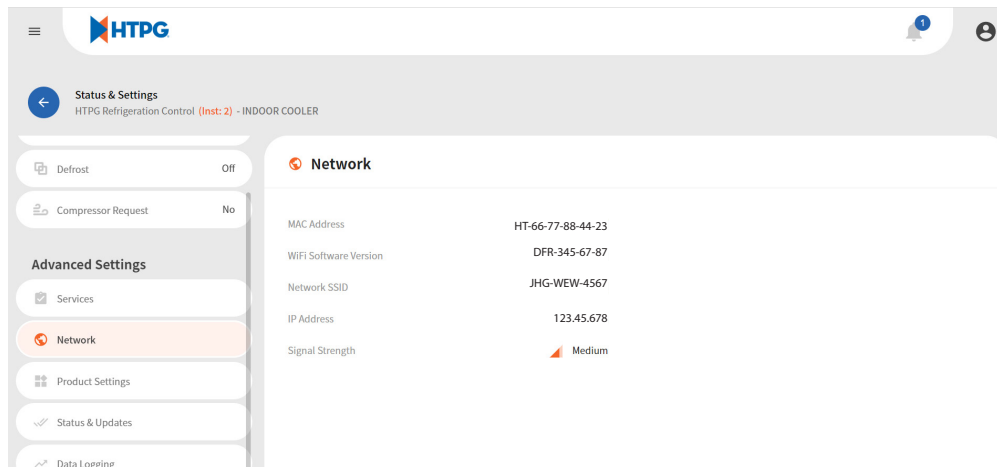View evaporator model and serial number, controller software version and micro serial number.

Network
View the Command Center MAC address, the Wifi module software version, Network SSID, IP address, and the Wifi signal strength.

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Product Settings

View the system settings for the refrigeration controller.

Status and Updates

View live controller and refrigeration system status.

Data Logging

View the graphs of device data. Adjust the previous logging period dates from the boxes above the top left of the graph or drag the scales below the x-axis to narrow/expand the data shown:

Above the top right of the graph, use the drop-down to select from a list of available attributes (device and system values) to display in a graph (See Figure 1 for each label).

With the start and end dates and system attributes selected, click the blue button to export a .csv file for offline viewing.

1. Select the start and end date of logging period for viewing. (Note: the date range will allow up to a week graphed at a time).
2. Select specific objects to include in the graph (Note: you can select multiple at once).
3. Adjust the zoom levels on the graph
4. Export CSV file for selected time period and data points

Figure 1

Alarm History Page

1. Click on location name to show specific alarm history.
2. Click on a specific alarm to acknowledge the notification.
3. On the top right, click on the red bell to navigate to active alarms.
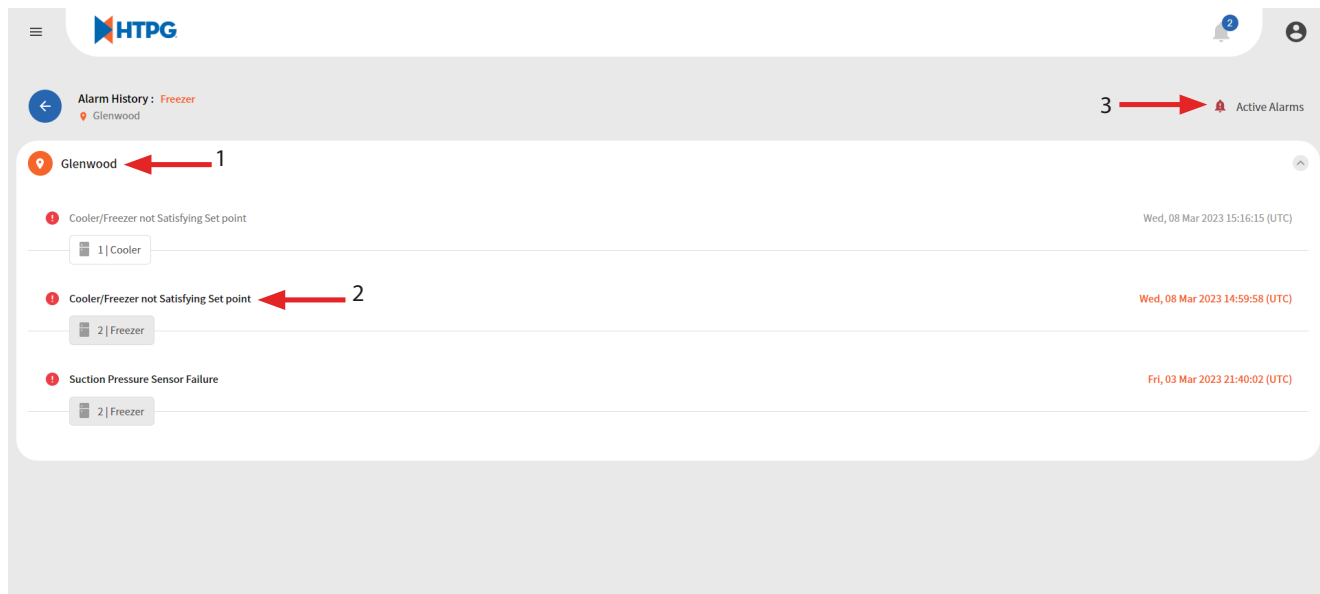
EcoNet Command Center

Active Alarm Page

Click on location to open active alarm list.

Additional Page Navigation

Click the menu icon ☰ on the top left of the Web Portal Main Dashboard to access additional menus.
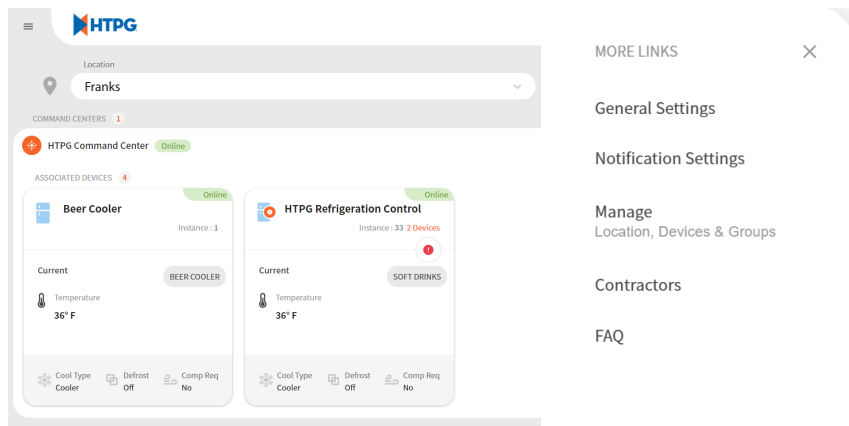
Notification Settings

Set options for email and SMS notifications.

• Product Alerts: Maintenance and critical alert updates for the account owners only

• Contractor: Maintenance and critical alert updates for any contacts added to the contractors page

• Special Offers: Marketing messages

EcoNet Web Portal Guide

Manage

The location, device, and group hub. Add New Location button on top right for provisioning purposes. Select a location to view basic device and group information.

Single Device

Group Leader
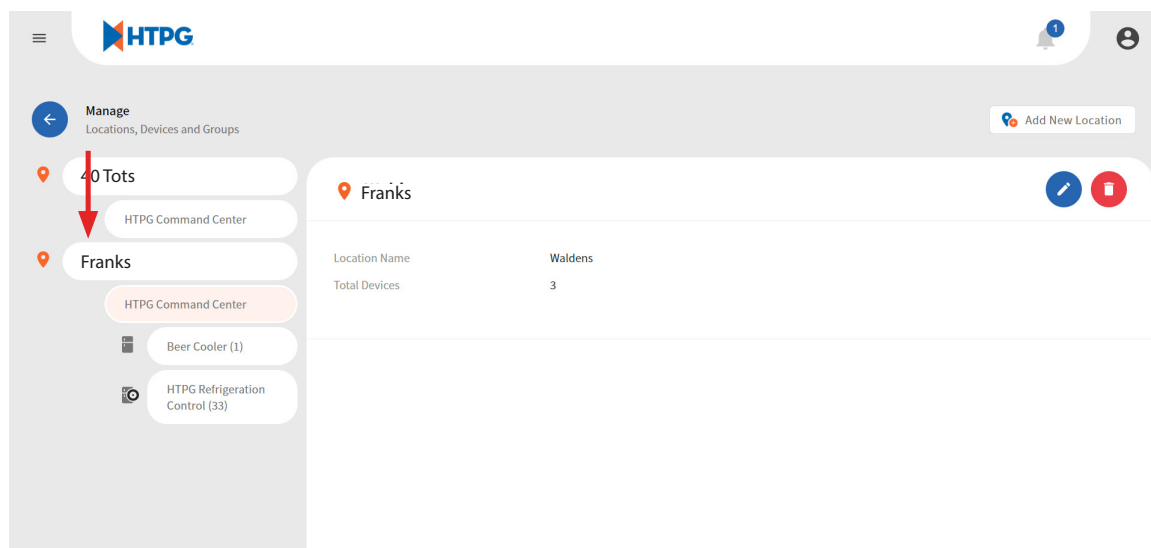
Functions

Edit Name: enter a custom name for the selected device.

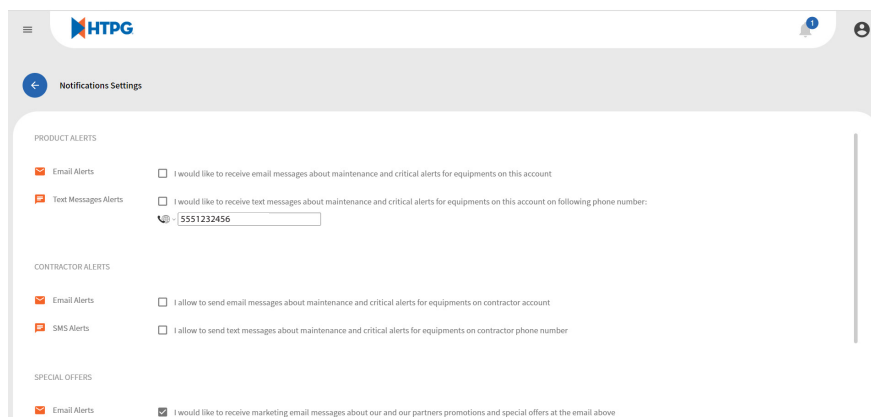Delete Device: Warning, this button will delete the selected location along with any associated devices from that location -- (**PLEASE NOTE**) locations can be re-created and command centers can be re-provisioned using the provisioning steps.

Contractors

Add and edit add or edit contact information for service contractors so they may receive SMS and email notifications.

EcoNet Command Center

FAQs

Why do I need this app?

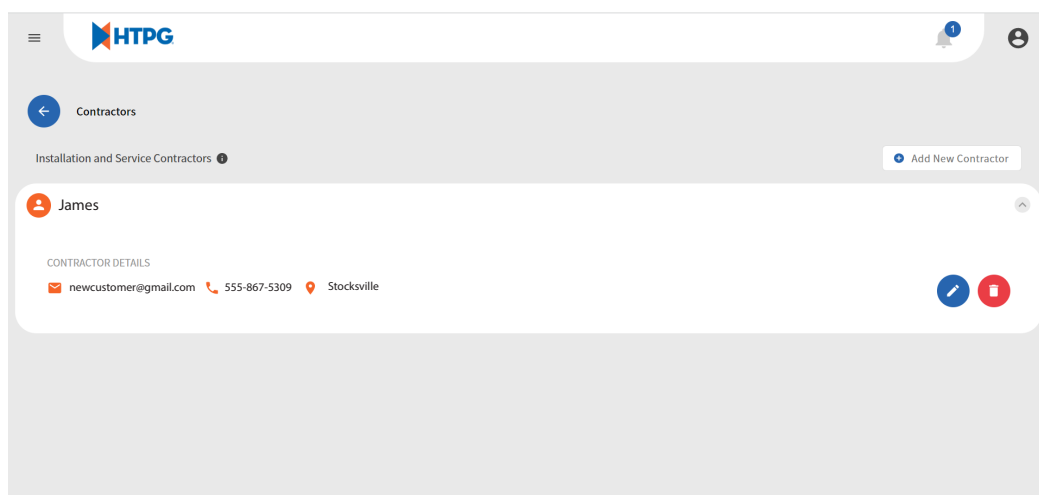Protection via real-time service reminders and maintenance alerts, helping you keep your product in top condition and extend the life of your product. Savings via easy controls and away modes to minimize energy use. Convenience with control-on-the-go! Valuable alerts and easy management from whenever you are!

How do I connect this app to my product and get my product online?

Ensure the product is on and ready to connect (must be within 5 ft of product to set up the connection) On the app, identify your product type, On the app, select the ECONET MAC address(this pairs your product to your phone) On your phone, go to the wireless settings, and select your local network and put in your password (you have now put the product) online) Go back to your app, and you are now able to manage settings, view reports, request service calls from your contractor and respond to alerts from anywhere in the world!

Who do I call if I have connection problems?

Call Rheem's connectivity support team at 1-800-255-2388

Why do you ask who my contractor is?

Storing your contractor's contact details in the app is a convenience to you. Not only does it make it easy to reach out to them , but if you get a service reminder or a maintenance request, a Request a service Call button will appear and if you tap it, you will be able to forward the complete detailed alert or service needed to the contractor. Giving them advance notice of the issue/service needed means they know what parts to bring and are best prepared to fix whatever you need- saving you time and hassle!

Can I use the same app for multiple EcoNet enabled products?

Yes, all EcoNet enabled HVAC and water heater products can be managed from the same app, even if they are in different locations! Just add the location and you will be able to manage multiple properties and products- great if you have rental properties or are using in a business setting.

Where can I find a list of other EcoNet enabled products?

www.rheem.com/econet