Connecting your Heat Pump to the Internet:

Internet Service Gateway instructions

The below manual is your step by step guide to connecting your STIEBEL ELTRON hydronic heat pump to your local network in order to enable online access to your system. With the Internet Service Gateway (ISG) set up correctly, you will be able to

- ✓ monitor and graph your heat pump's operation cycles and power consumption
- ✓ change system heating settings
- ✓ switch operation modes incl. shutting down operation
- ✓ program its operation times
- ✓ remotely access your heat pump when outside of home
- ✓ use the ISG to activate energy management settings where applicable

We kindly ask that the below steps are carefully read and followed. If hardware issues (such as the Internet Service Gateway not connecting) arise, please seek out help from your installer first to ensure that all devices and wiring have been commissioned as per the instructions given by STIEBEL ELTRON.

For local network issues such as firewall blocking or IP assignment related problems, please consult your IT service contractor or internet provider.

Step 1 – Hardware check

1.1) Check the X1 and X2 LEDs on your ISG modem. X1 should flash green, rapidly. If it does not, the CAN connection to the heat pump manager is not detected.

1.2) X2 will be solid red.

LED X1	CAN connection status
constant rapid flashing	connection established
flashing	connection is being established
	no connection

| LED X2	Portal status
illuminated red	no connection (connection is aborted after 3 attempts)
red rapid flashing	Contact the service department.
red / green flashing	Connection attempt
illuminated green	connection established
green flashing	Data transmission

Step 2 – Accessing Servicewelt on computer

2.1) Open your browser (safari, chrome, internet explorer) on a computer connected to the same network as the ISG modem.

2.2) Enter *servicewelt* into the URL and press Enter.
If the below portal opens, skip ahead to Step 3.

2.3) Failing that, write *http://servicewelt* into the URL and press Enter. If Servicewelt still does not respond, try the automatically assigned IP *192.168.0.126* in the URL and press Enter. If neither open the Servicewelt portal, find the IP assigned to the ISG by looking at your network settings.
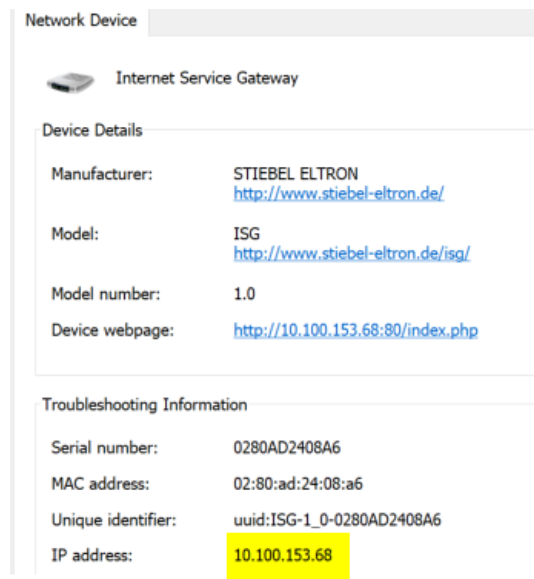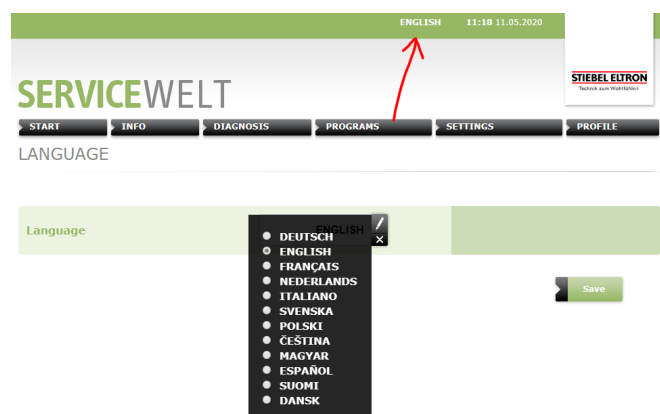
Copy and paste the IP into your browser's URL to access Servicewelt.

For Mac Users: download a network scanning app to detect your ISGs device IP in your local network. Enter the assigned I.P. into the browser URL and proceed.

Step 3 – Registering your ISG

3.1) On the landing page, click the language tab in the top bar first and change it to English.

3.2) After returning to the landing page, locate the Portal Status box on the right hand side and click establish connection.
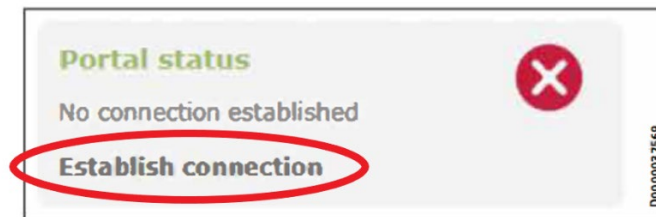
3.3) Go through the process (accept data protection conditions) and enter your details when prompted. Critical for a successful registration:

- Fill in all fields (from surname to appliance type and number)

- If the 'Country' box (LAND in German) prompts typing, type --- (three hyphens)

**If this selection is a drop box instead listing countries you can click on Australia and proceed.**

Important: The correct serial number must be entered. A portal key will not be emailed without it provided and the application will have to be re-submitted.

3. 4) Confirm and submit the request for the portal key. *The portal key will be sent out to your email*, as provided during the registration process. This can take up to 24 hours.

If the email does not arrive, please contact service on **1800 153 351** or email **service@stiebel-eltron.com.au** to notify us.

Step 4 – activating the ISG

4. 1) Return to the Servicewelt landing page.

4. 2) The portal window will have updated to 'Portal key was requested'.
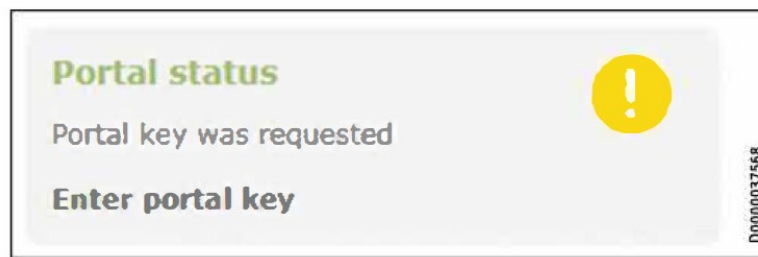
4. 3) Click Enter portal key and use the code emailed to you to complete the set up.

Upon completion, the portal status will change to green. The set up is now all done. Please contact us if a mobile login (accessible outside of your local network) is desired. Our team can enable this immediately.