

Installation manual
(Translation of original language)

EN



APP VMC

First of all, we would like to thank you for having chosen one of our units.

As you will realise, you have made a winning choice by purchasing a product that represents the state of the art in domestic air-conditioning technology.

Thanks to the product you have purchased and by following the suggestions in this manual, you will benefit from optimal environmental conditions with the lowest possible energy investment.

Compliance

Refer to the installer's manual of the paired unit.

Markings



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1. VMC APP

1.1 Preliminary Warnings

⚠ Before proceeding with the use of the application, ensure that the product you are configuring is connected to the home network.

⚠ Before proceeding with the use of the application, ensure that in the case of products with Wi-Fi connectivity, the signal reaches the device strong and stable.

1.2 Description of the appliance

App VMC is the application that allows you to manage the main parameters of your VMC through a smartphone and tablet, both at home and remotely.

- custom programming
- weekly hourly scheduling
- remote assistance

Main functions

- supervision and control locally or remotely

1.3 Application download

Minimum requirements

To proceed with the download and installation of the application, certain requirements regarding the operating system version of your smartphone are necessary.

For Android: Minimum version 4.1.1.

For iOS: Minimum version 8.0

Android users

On your smartphone or tablet:

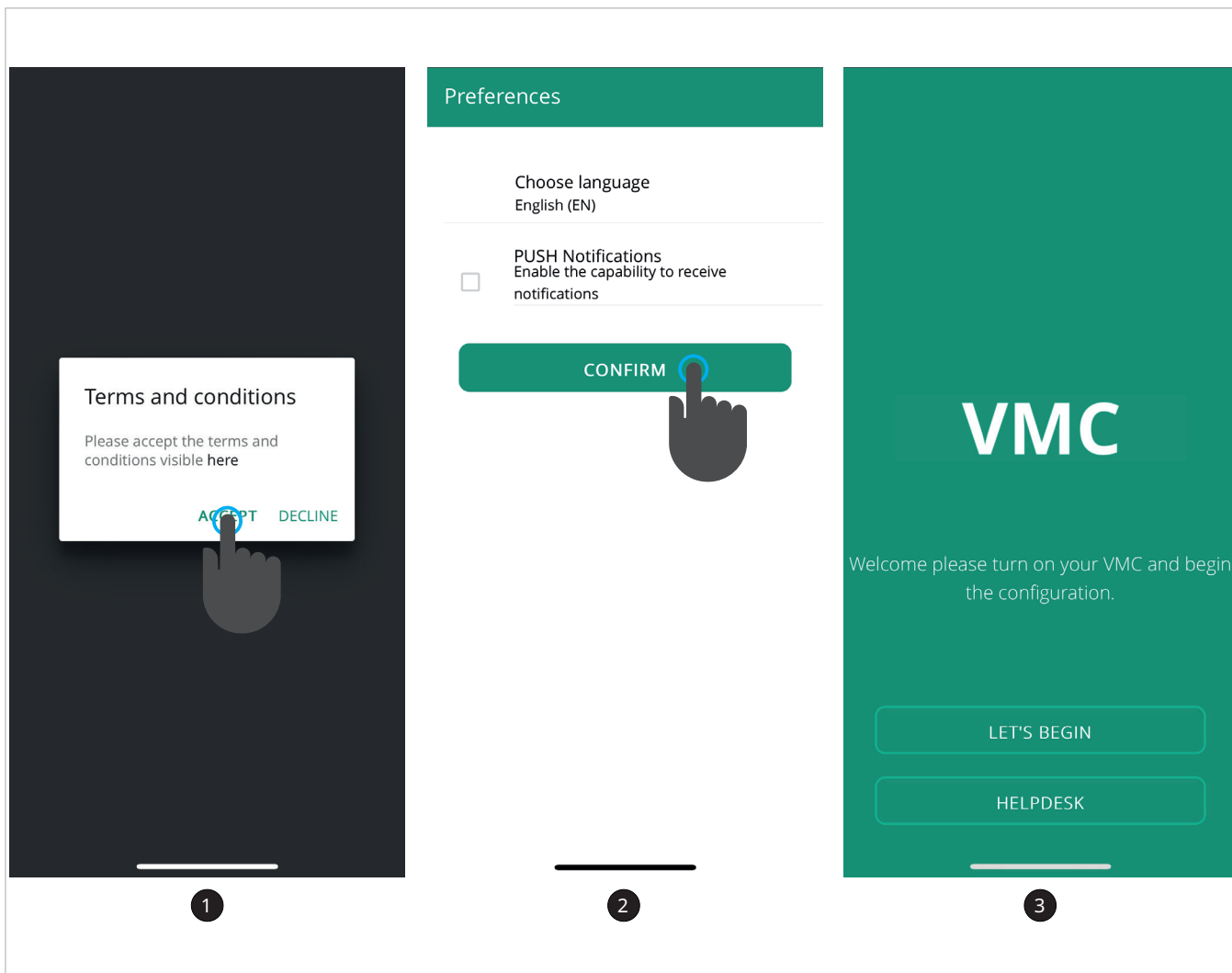
- ▶ connect to the Play Store
- ▶ search for the application App VMC
- ▶ perform the download and installation of the application

iOS users

On your smartphone or tablet:

- ▶ connect to the App Store
- ▶ search for the application App VMC
- ▶ perform the download and installation of the application

1.4 Access to the app



⚠ At the first launch of the application, you will be asked to accept the terms and conditions of use. Select 'Accept' to continue.

To consult the terms and conditions of use:

- ▶ press on the word 'here'

To access

- ▶ open the application
The message with the request to accept the terms and conditions of use appears.
- ▶ accept to proceed
Access the Preferences screen.
- ▶ select the desired language
- ▶ select the PUSH notification management mode
Access the device configuration screen.

⚠ Check the PUSH Notifications preference to receive alerts about the VMC operation on your smartphone even when the application is closed.

⚠ You can change the settings later by selecting Preferences from the menu.

1.5 Application configuration



To start the configuration

- ▶ access your VMC
- ▶ open the Wi-Fi settings of your smartphone

From the smartphone's Wi-Fi settings, make sure to:

- have activated Wi-Fi modes
- have checked the available Wi-Fi connections
- have identified the Fancoil network
- have connected to the Fancoil network
- ⚠ With Android devices, the procedure is done automatically.
- ⚠ With iOS devices, it is necessary to set the fancoil network through the Wi-Fi settings.
- ⚠ In the presence of multiple VMCs with Wi-Fi connection, it is necessary to add and configure them individually.
- ⚠ If the application requests it, allow the detection of the location via GPS to facilitate the search for the VMC.

Give a name to the product

1. Fields to fill in

← Give a name to the product

What do you want to call this product?
VMC

Serial number (found on the packaging (9 digits))
SN1234567

Optional password SHOW

Optional password confirmation

CONTINUE

- ⚠ You can always change the name of your device. Just go to the 'My devices' section in the menu.
- ⚠ **Only for versions prior to 2024.**

A screen appears where you can name the product and enter its serial number.

The serial number consists of 9 alphanumeric characters and can be found on the technical plate of the device. The first two characters (SN) are already entered.

It is possible to set a password for the Fancoil network to protect the management of your device from unauthorized access.

For Android devices

After entering the product name, the Wi-Fi network name also changes

⚠ Wi-Fi connects automatically

For iOS devices

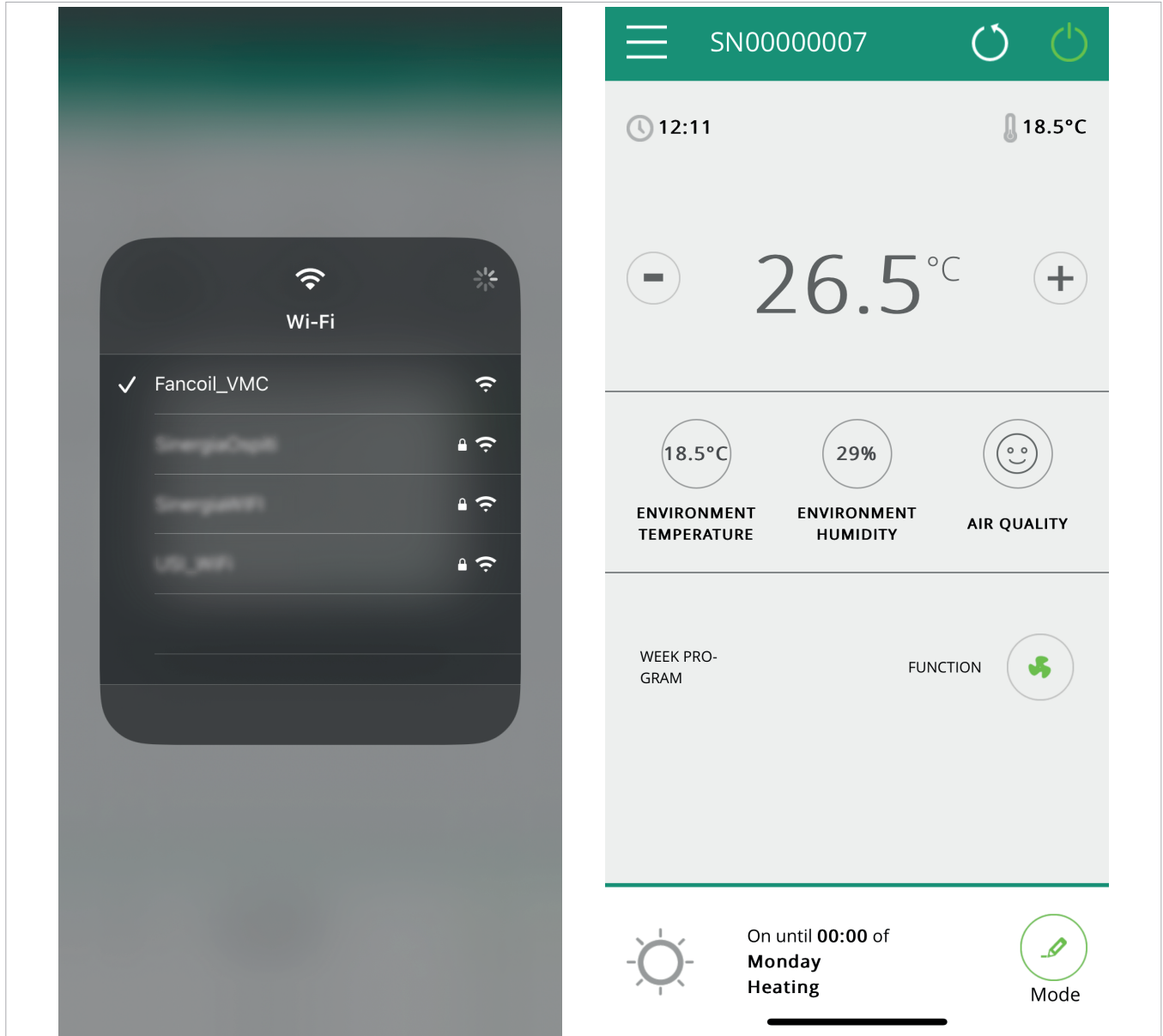
▶ type the name of the product

▶ go back to the Wi-Fi settings on the phone

▶ connect to the renamed network

⚠ The Wi-Fi name will be Fancoil followed by the name given to the device.

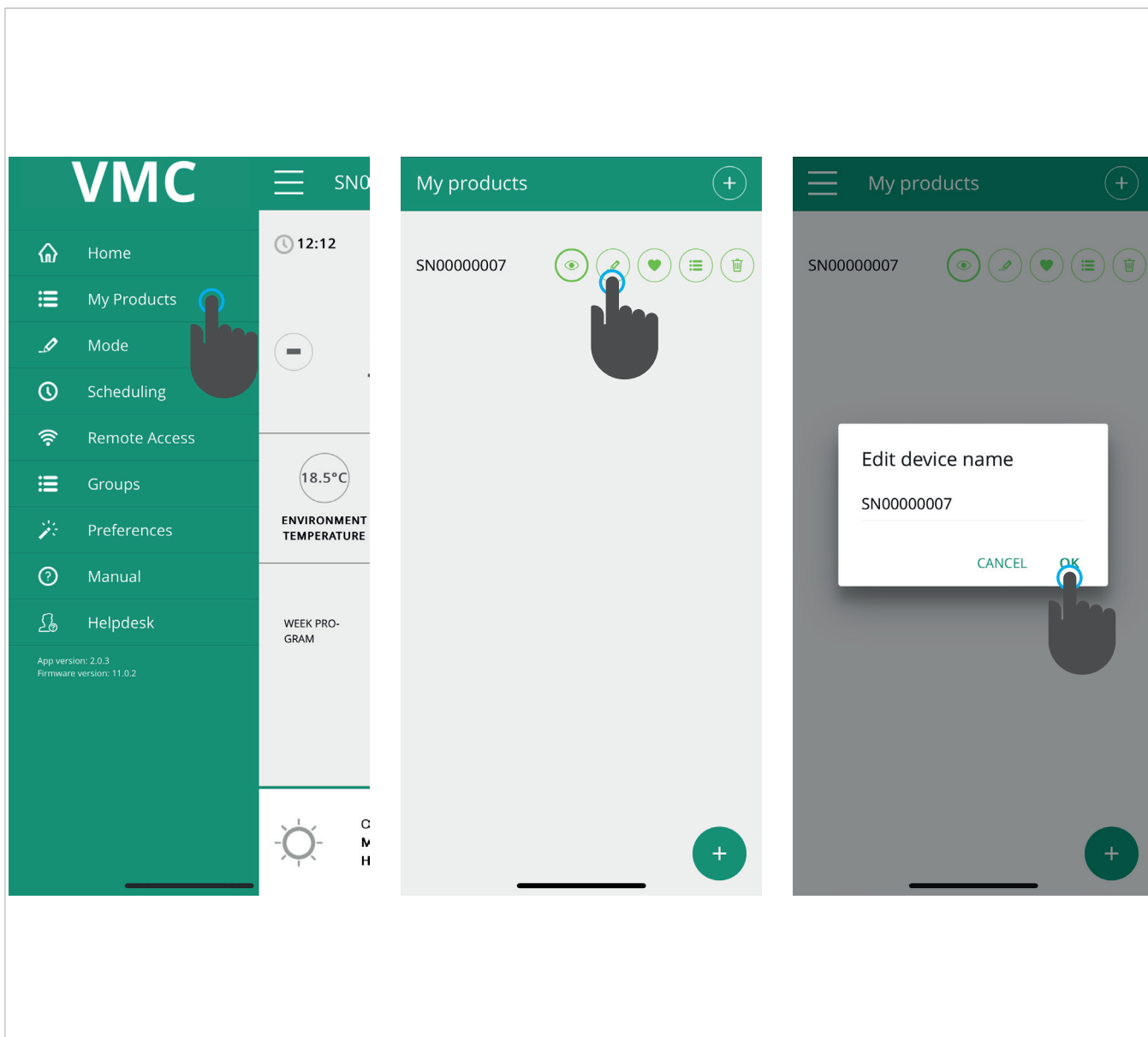
Check the product




To control a product


- ▶ select a configured product
The general control screen of the VMC appears through which it is managed.

Rename the product



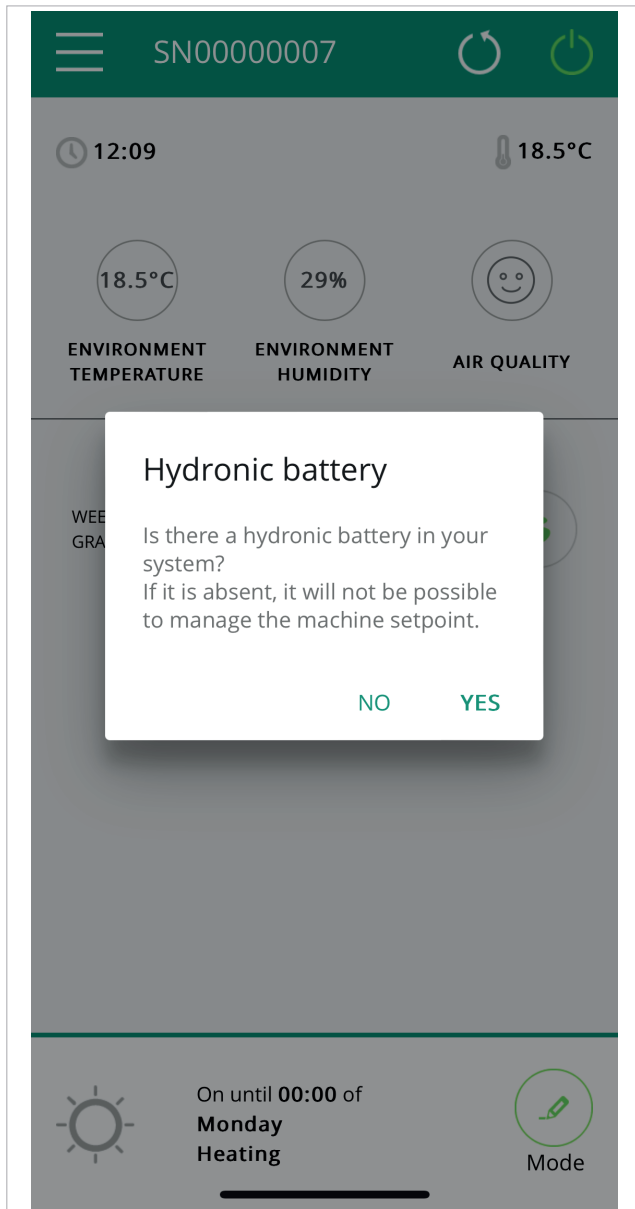
To rename your device

- ▶ select the My Devices option
- ▶ select the icon 
- ▶ type the name of the product

 You can always change the name of your device.

1.6 General control screen

- ⚠ Before accessing the general control screen, a window appears asking if there is a hydronic battery in the system.
- ⚠ In case of absence of the hydronic battery, the machine setpoint cannot be managed.



If there is a hydronic battery in the system:

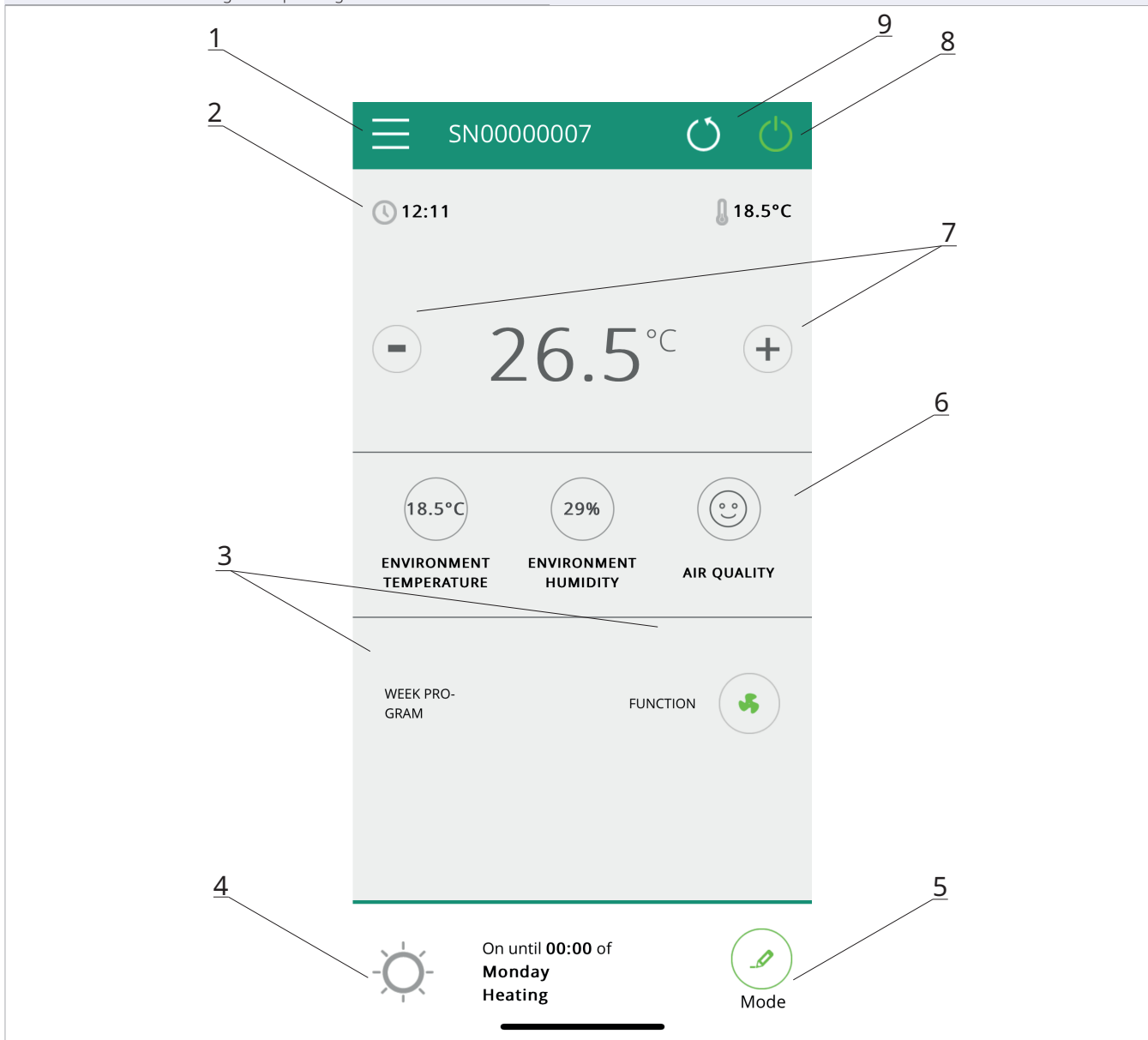
- ▶ press yes

If there is no hydronic battery in the system:




- ▶ press no

With hydronic battery

1.	Menu and product name	6.	Current temperature and humidity conditions
2.	Current conditions (time and temperature)	7.	Set / adjust the temperature
3.	Set the operation of the VMC (weekly scheduling, function)	8.	Turn on / off the VMC
4.	Turn on / off the VMC	9.	Refresh page
5.	Current status / change the operating mode of the VMC		



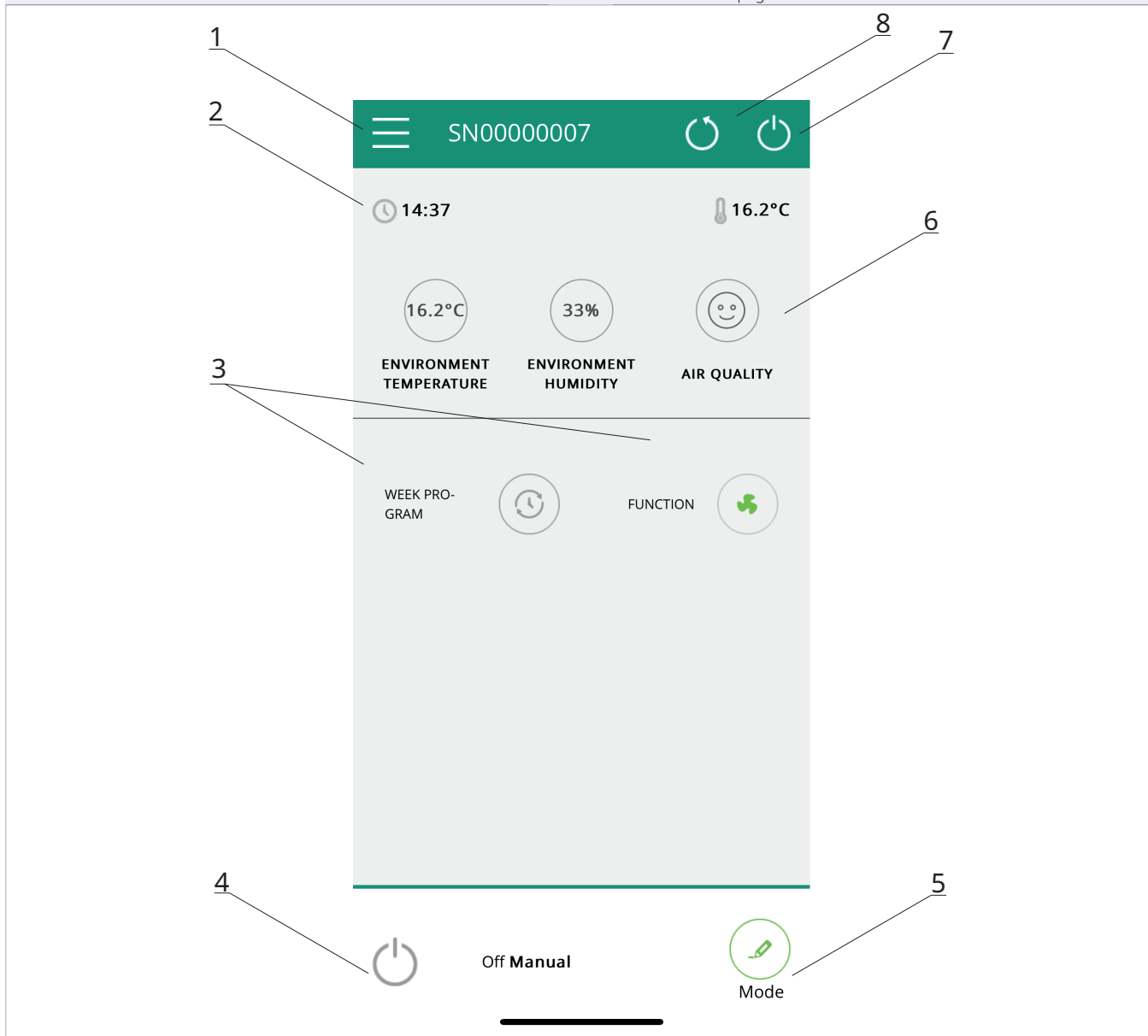
Current Indoor Air Quality (IAQ) condition:

- Unhealthy IAQ conditions 
- Fair IAQ conditions 
- Good IAQ conditions 




Without hydronic battery

- 1. Menu and product name
- 2. Current conditions (time and temperature)
- 3. Set the operation of the VMC (weekly scheduling, function)
- 4. Turn on / off the VMC

- 5. Current status / change the operating mode of the VMC
- 6. Current temperature and humidity conditions
- 7. Turn on / off the VMC
- 8. Refresh page

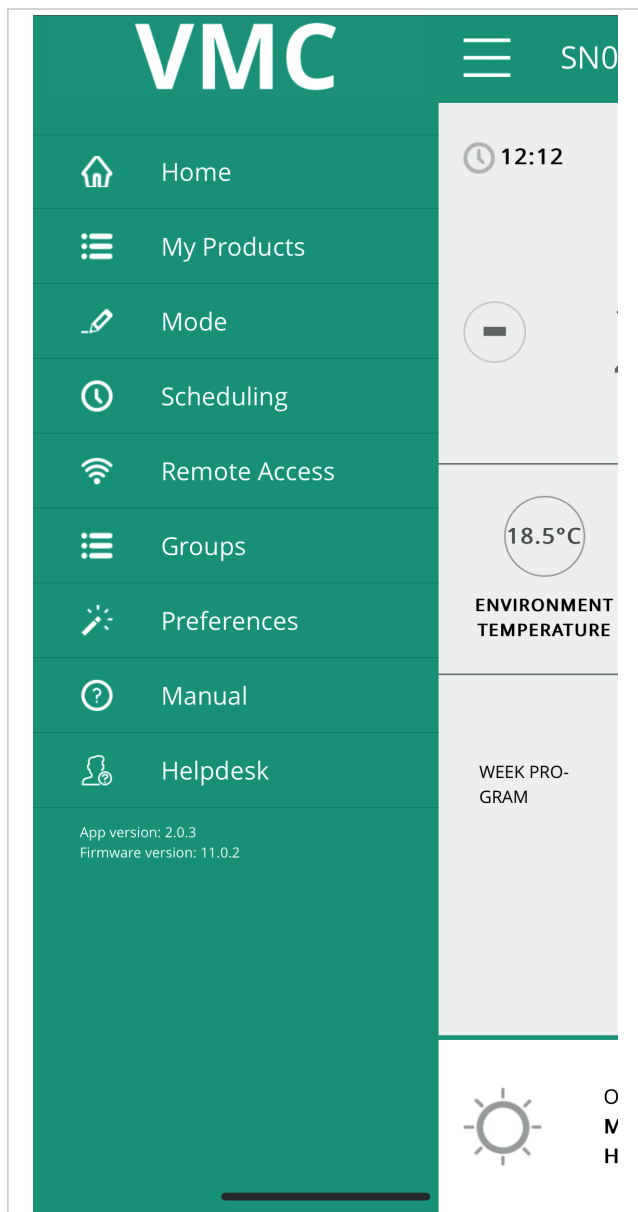


Current Indoor Air Quality (IAQ) condition:

- Unhealthy IAQ conditions 
- Fair IAQ conditions 
- Good IAQ conditions 

1.7 Menu

Menu items



Home

General control screen

My devices

List of configured VMCs and groups in the application

Mode

List of options for VMC management modes

Programming

Section dedicated to the weekly programming of the VMC

⚠ This option is only possible if remote control has been configured.

Remote control

Option visible only when the device has been configured in standalone mode and used to switch to cloud

Advanced

Option visible only when the device is configured in cloud mode and allows configuring DHCP/IP of the network

Groups

List of groups of multiple VMCs (e.g., 1st floor, 2nd floor...)

Preferences

Language and PUSH notifications setup

Manual

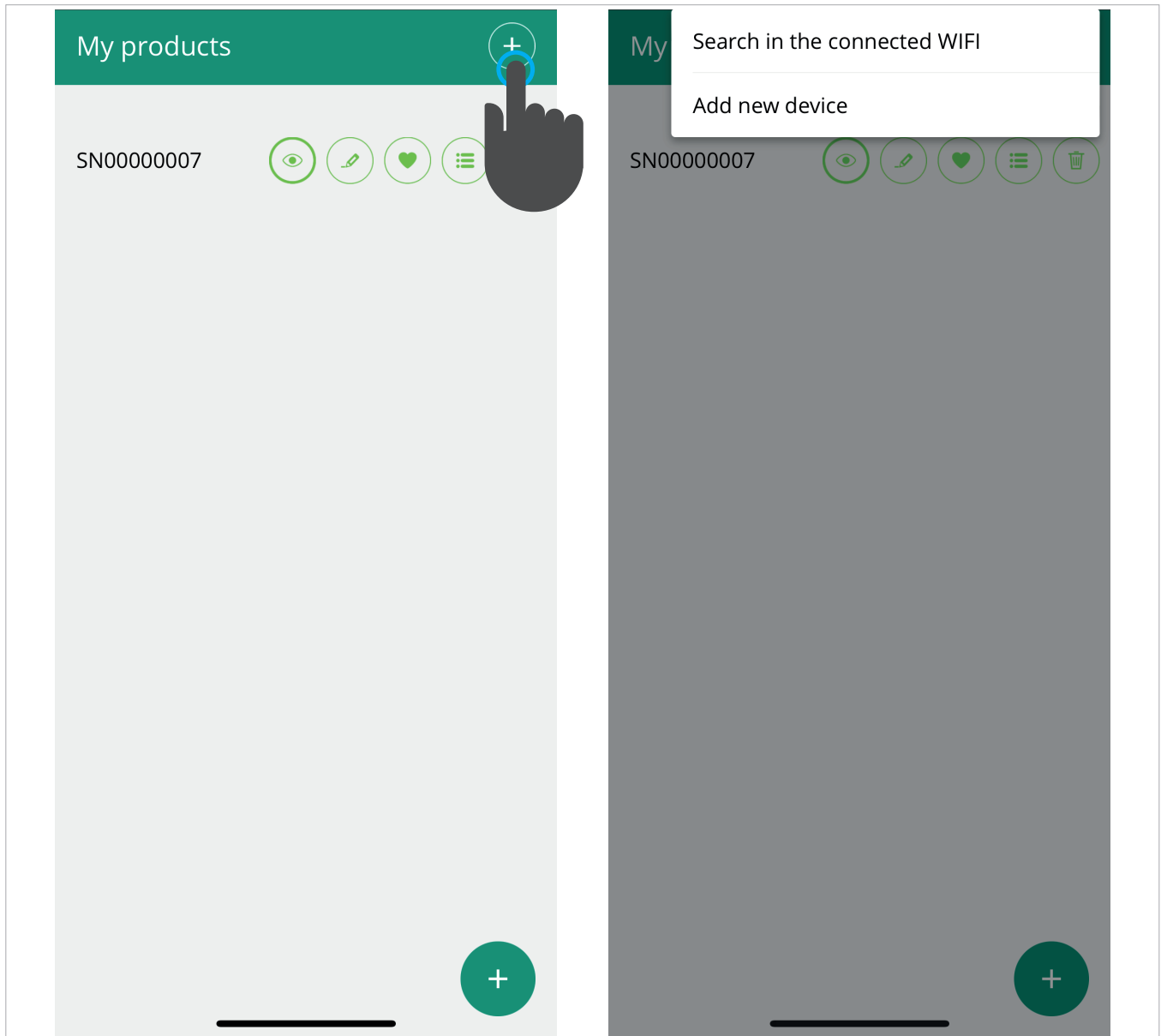
Link to the website to download the necessary documentation

Helpdesk

Support request

1.8 My devices

List of configured VMCs and groups in the application.



- ▶ select the My Devices option
The VMCs on the network are displayed
- ⚠ You can modify and/or schedule the VMCs.

- To add new devices**
- ▶ hold down the button **+**
Look for or add devices dropdown menu appears
 - ⚠ By selecting one of the configured products, the general control screen appears, through which you can manage the VMCs.

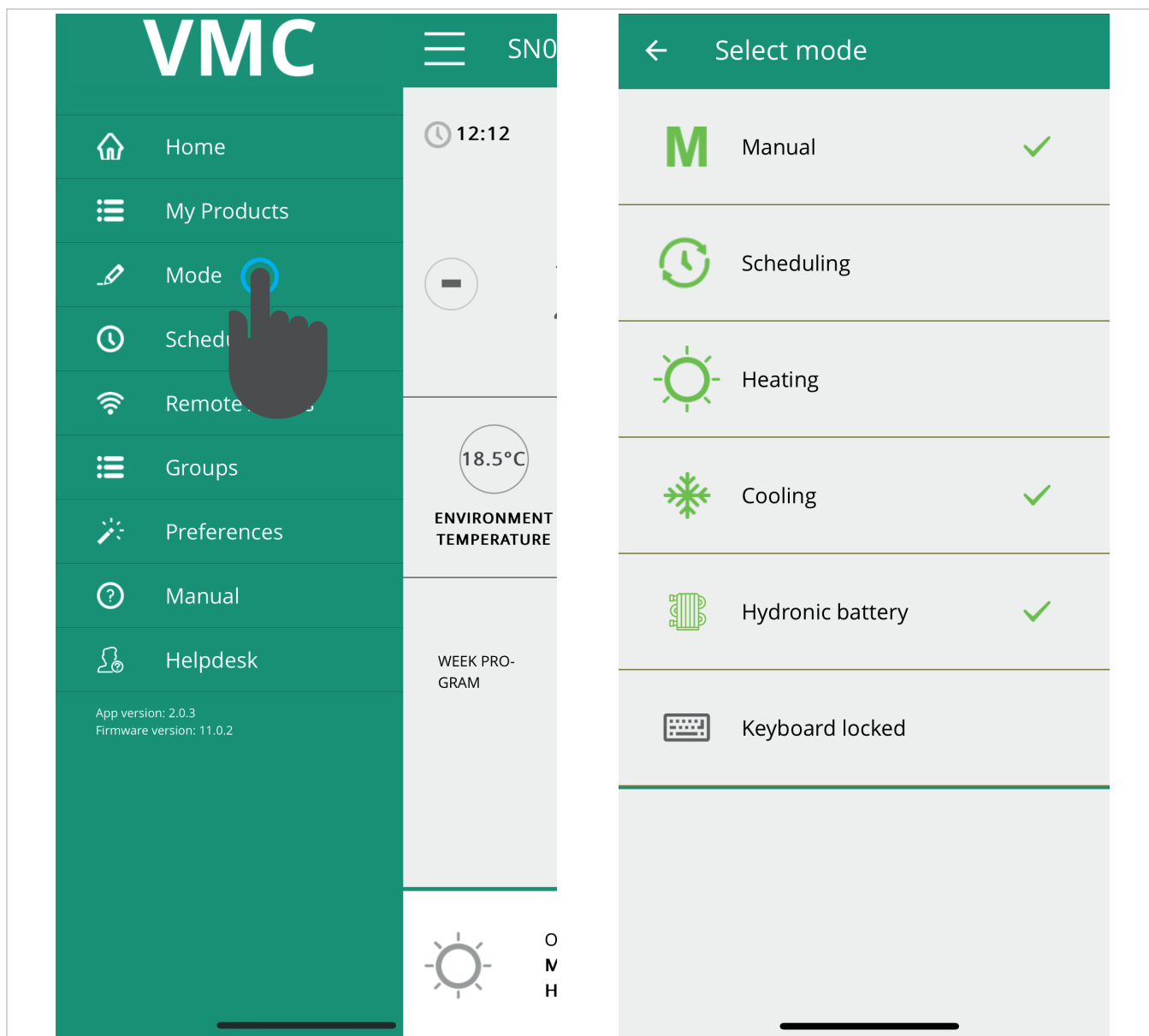
- ♥ Set the device as favorite
- ⚠ At the application startup, the device will be displayed by default.
- ☰ Display the list of devices
- 🗑 Remove the device from the configured VMC list

Meaning of the icons

- 👁 View the general control screen of the device
- ⚠ If the device is configured as standalone, it connects automatically.
- ✎ Edit the device name
- ⚠ You can change the device's name only if you are connected to the Wi-Fi network.

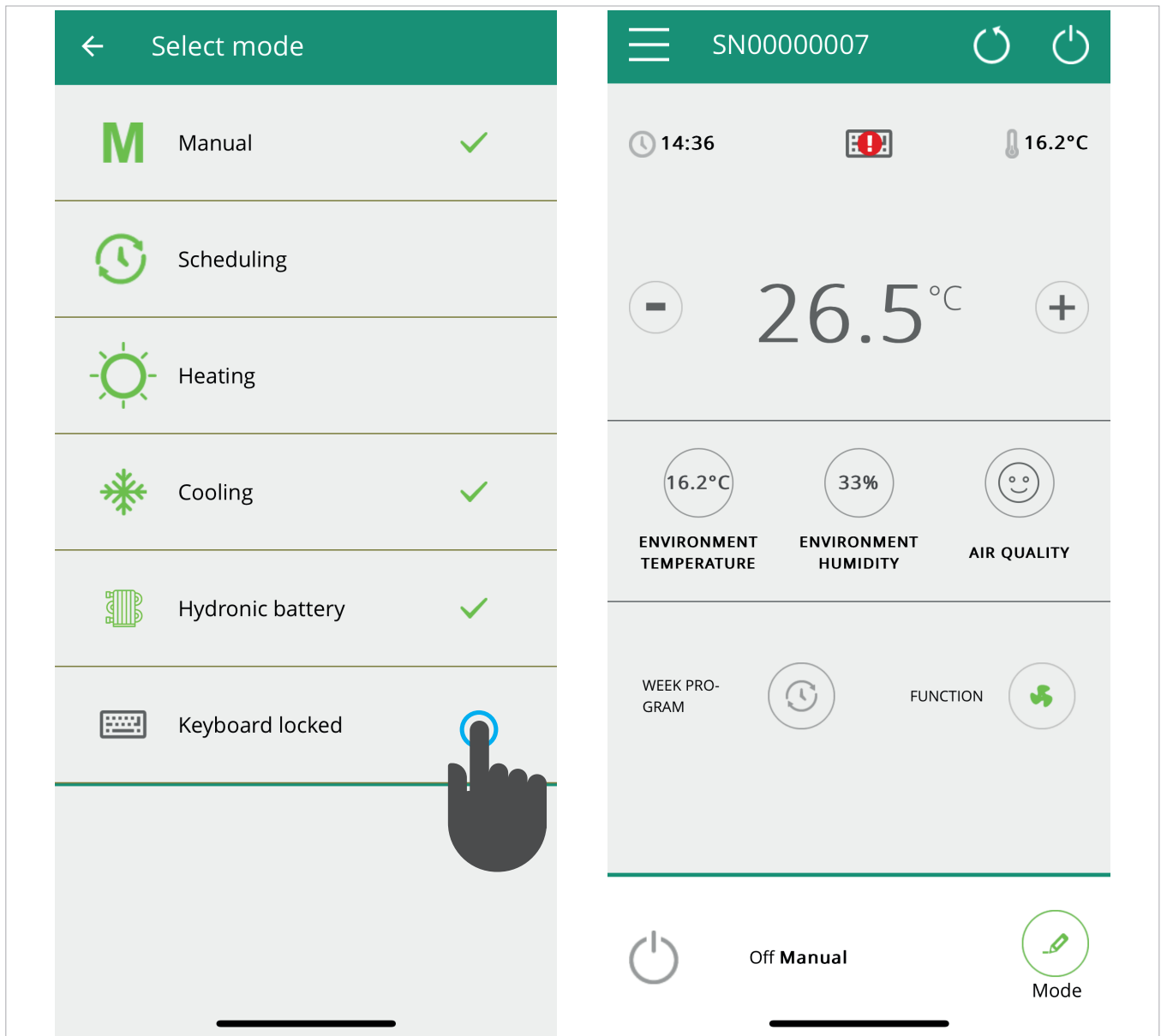
1.9 Mode

List of options for VMC management modes.



To change the mode

- ▶ select the Mode option in the general menu

**To enable the screen lock of the VMC display**

- ▶ Press 'Keyboard locked'

- ⚠ After applying the lock, a warning signal appears on the general control screen.
- ⚠ Now the control screen of the VMC is locked, and parameter management is only possible through a smartphone or tablet.

To disable the screen lock of the VMC display

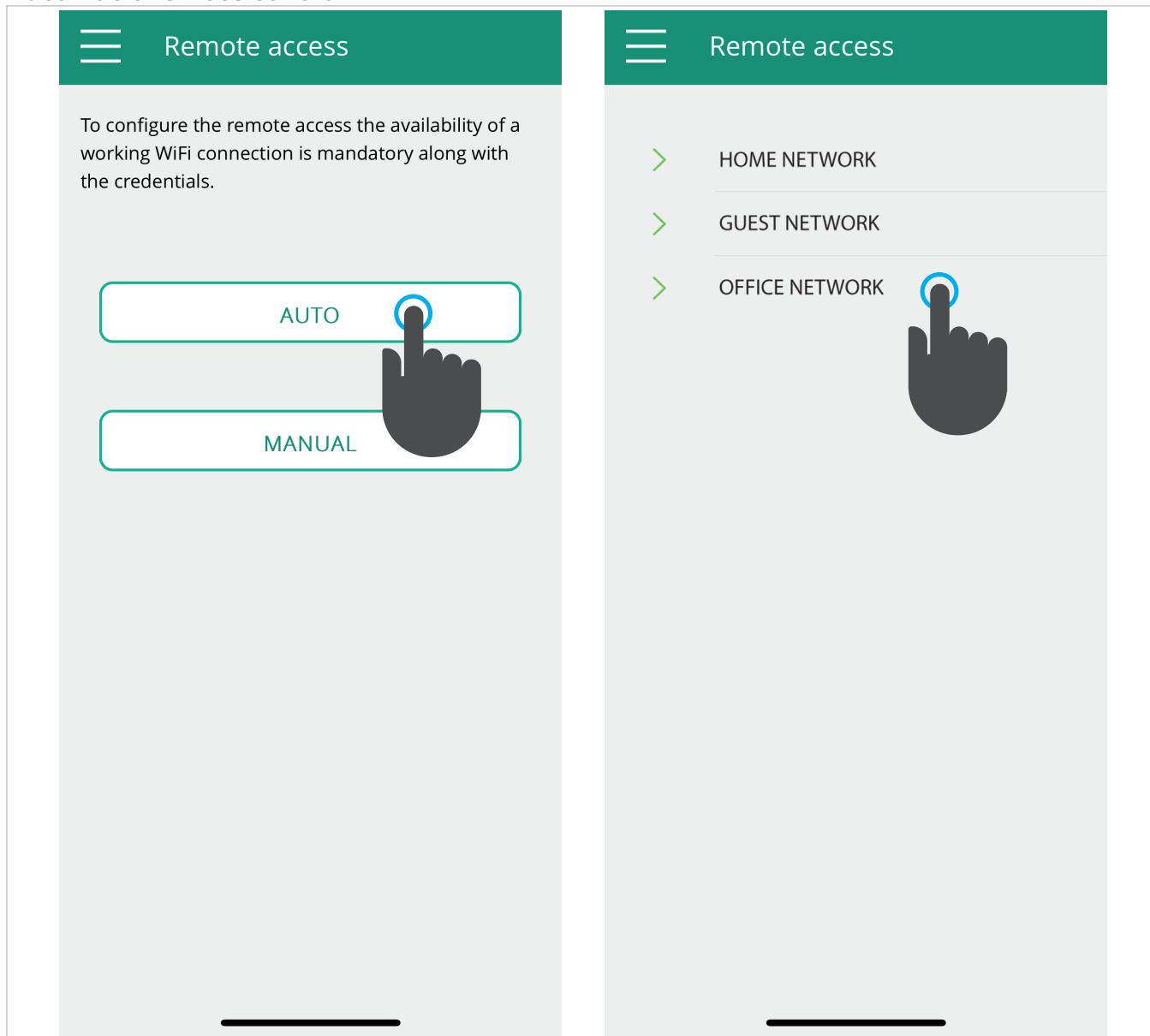
- ▶ deselect the 'Keyboard locked' option

1.10 Remote control

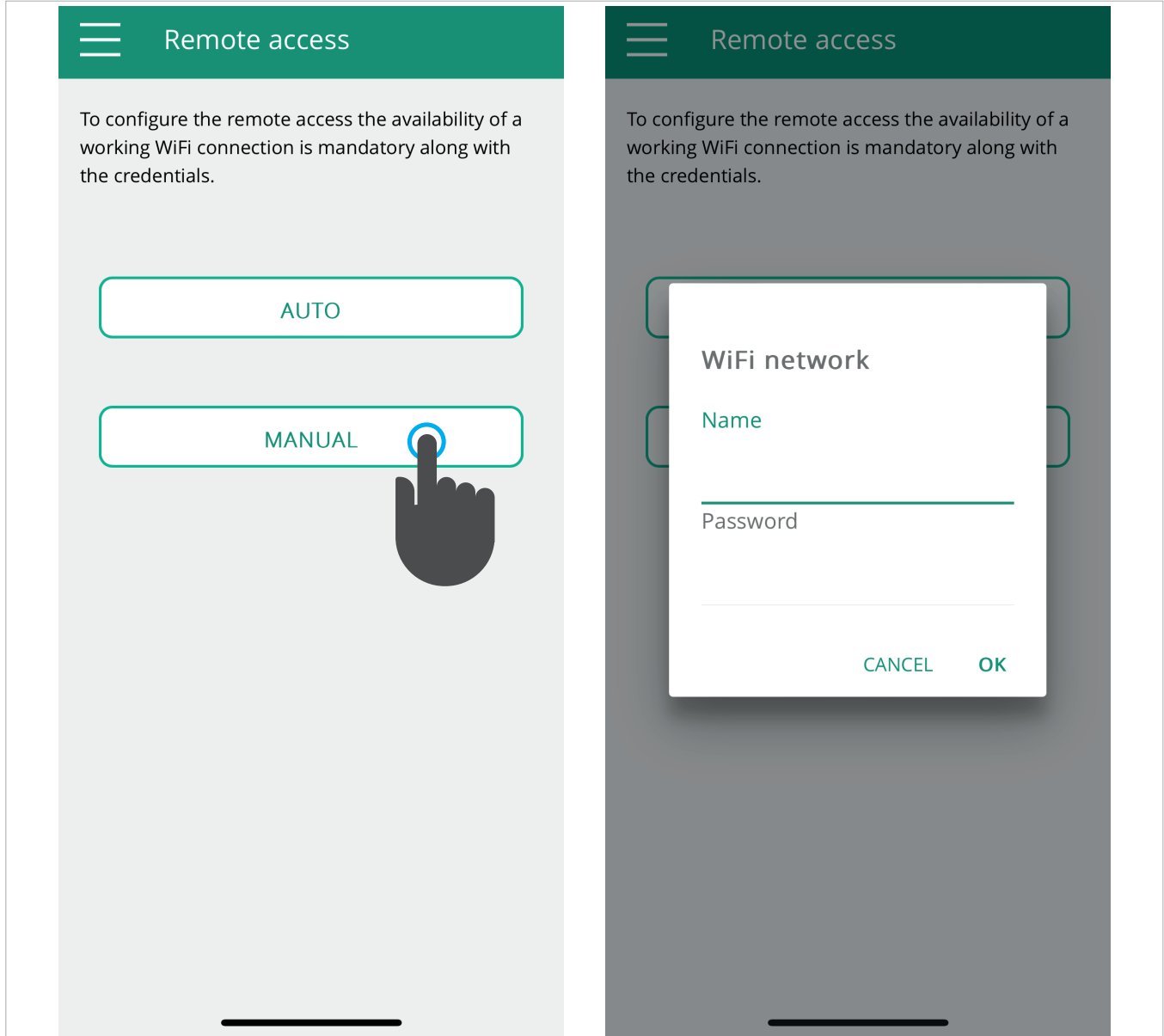
Remote management of the VMC.

Option visible only when the device has been configured in standalone mode and used to switch to cloud.

Automatic remote control



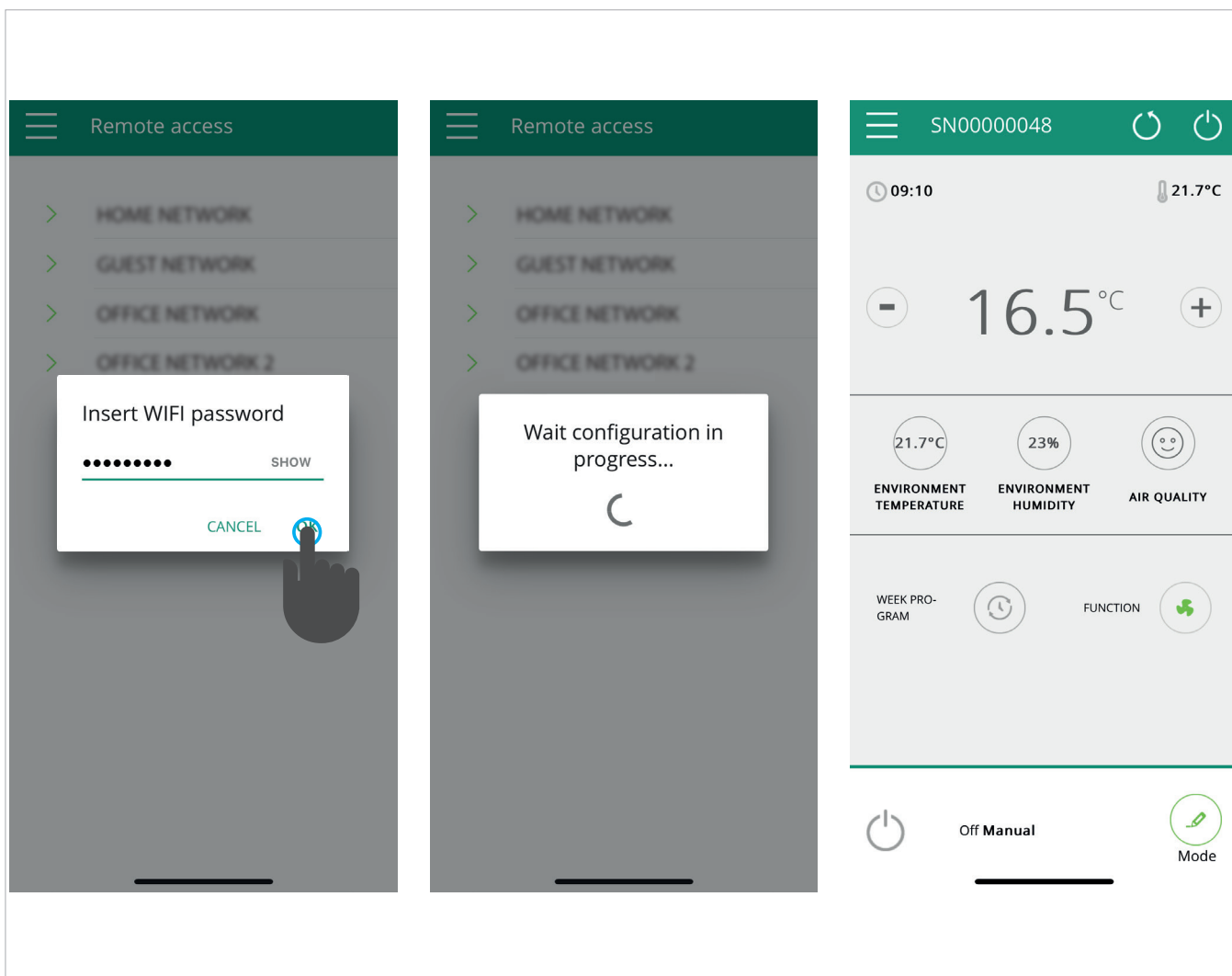
Manual remote control



To enable remote control

- ▶ select Remote control from the general menu
A list of available Wi-Fi connections appears.
- ▶ select the network for internet access
- ▶ enter the password
- ▶ confirm the password
The application connects the VMC to the network, and the main screen for VMC management appears on your device.

- ⚠ To perform this operation, you need to have the login credentials for your Wi-Fi network.
- ⚠ The VMC is connected to a server through the internet and can be managed via Wi-Fi or the data connection of your device.



In case the procedure is unsuccessful, the device will re-connect to the local network of the VMC.

⚠ It is necessary to repeat the procedure.

⚠ Verify that you have entered the correct password.

In the event that the device is configured in the cloud, the display of 'Temp' as the device name may occur.

⚠ The device failed to restart; communication is working correctly, but the name appears incorrect.

⚠ It is necessary to restart the VMC.

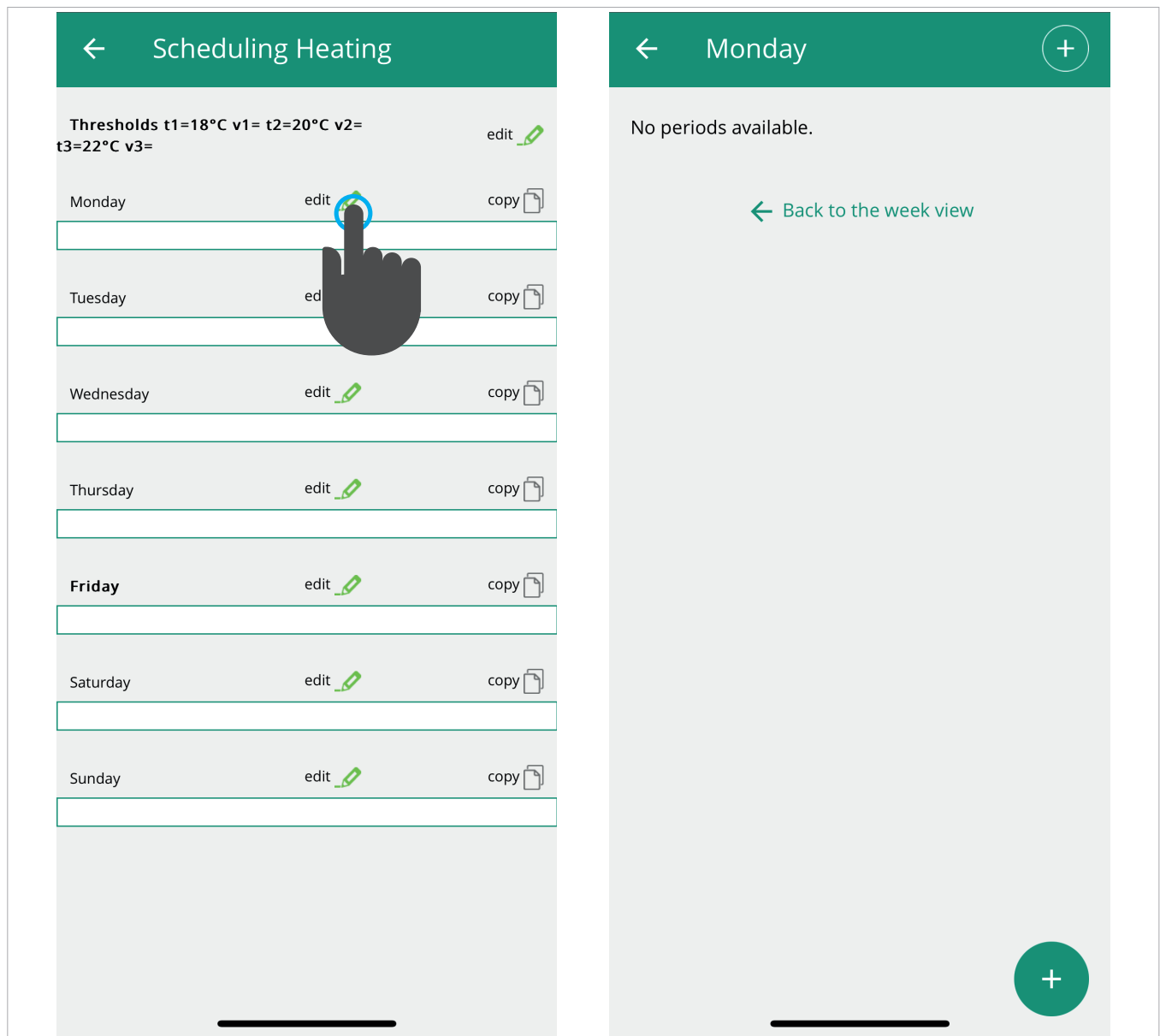
To restart the VMC

- ▶ remove power from the VMC
- ▶ restore power to the VMC

1.11 Programming

Section dedicated to the weekly programming of the VMCs.

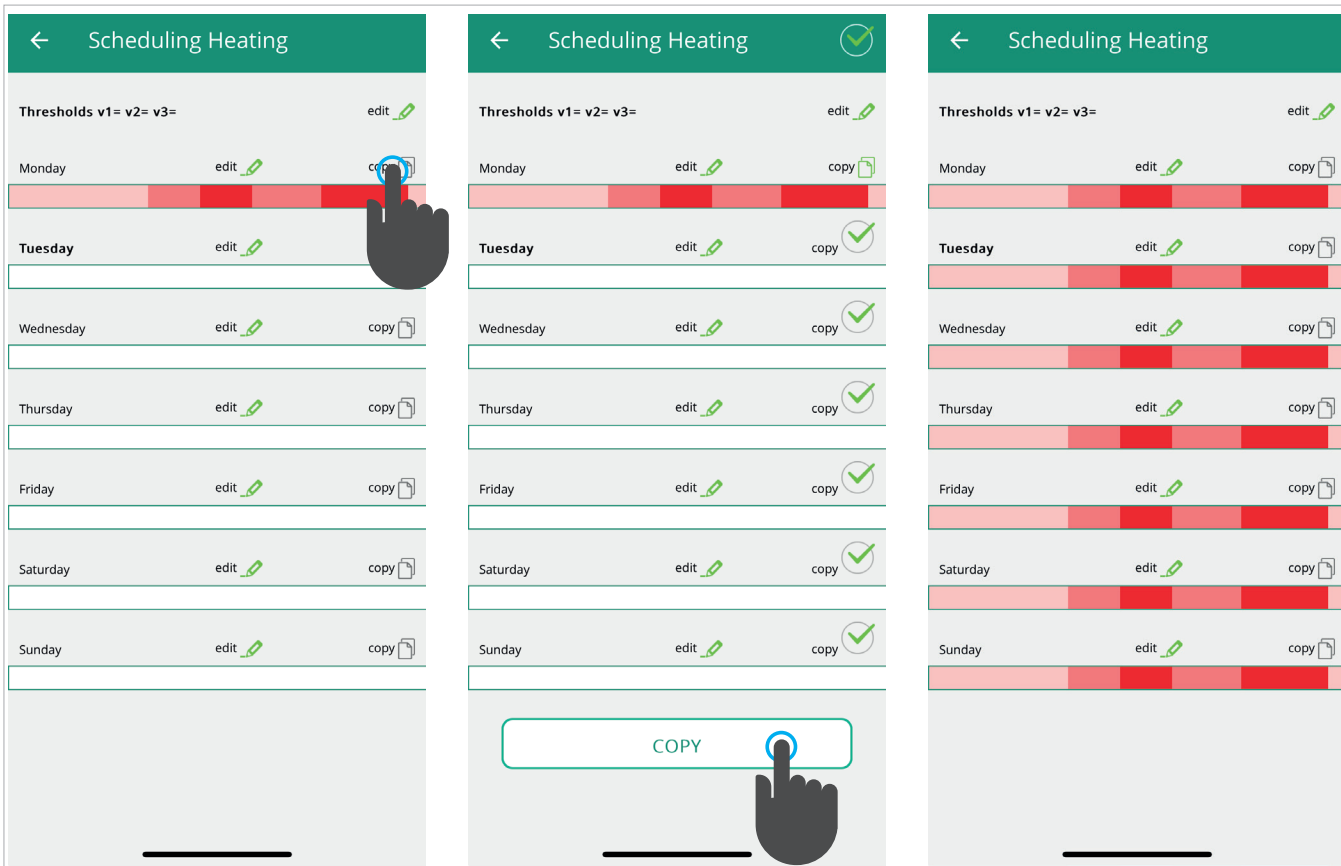
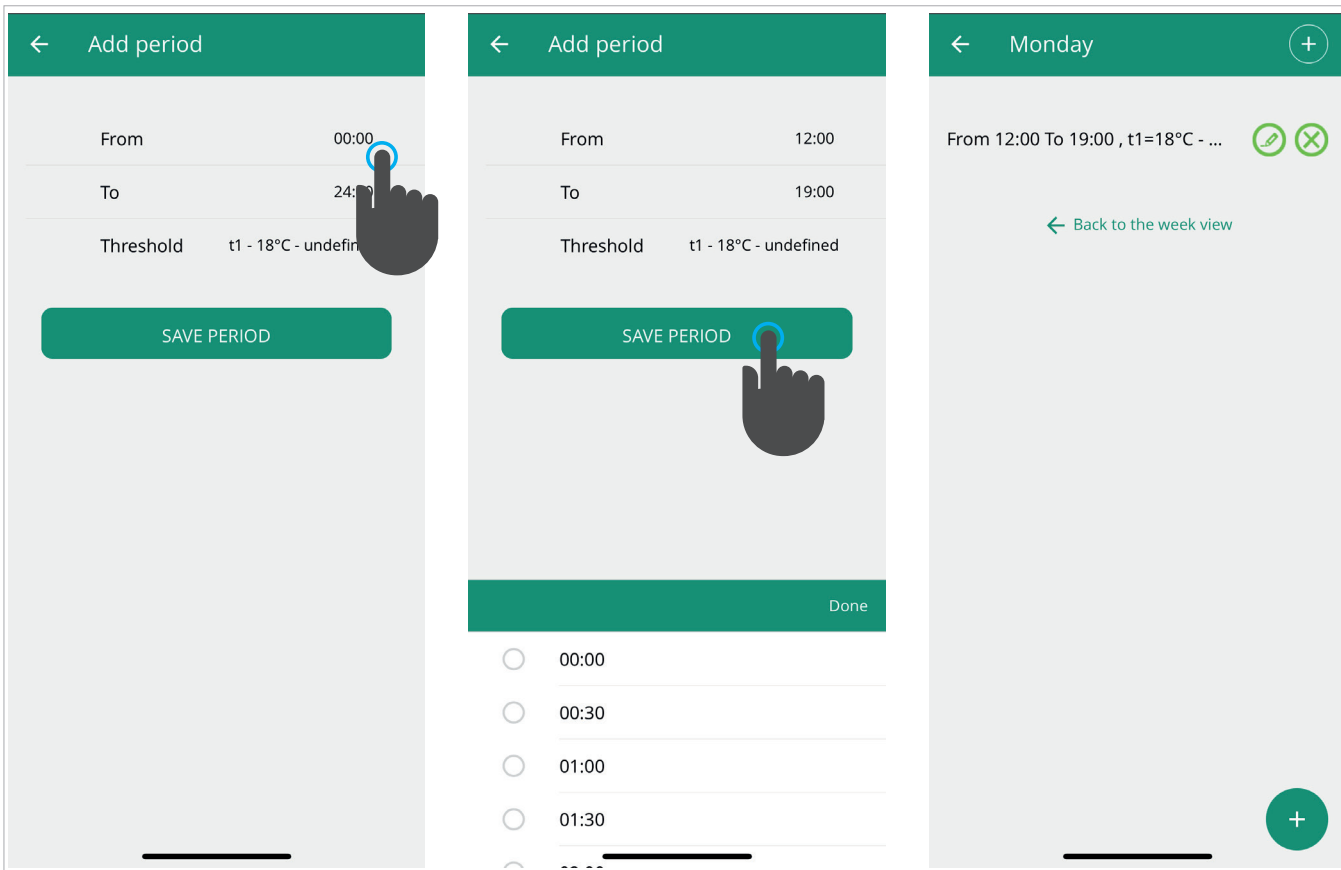
⚠ The configuration option is only possible if remote control has been set up. (see section 1.10 p. 17).



To set up programming

- ▶ select the Programming option from the menu
Access the scheduling of the VMC operation.
- ▶ press on Edit
- ▶ hold down the button **+**
It is possible to add or define one or more periods of activation and deactivation of the VMC.

⚠ Program multiple start/stop periods with minimum durations of half an hour on the same day.



To modify the start or stop period

- ▶ press on one of the two times

To confirm the start or stop period

- ▶ press on Save period

To return to the screen with the list of days

- ▶ press on Return to the week

To apply the same programming to multiple days

- ▶ press on Copy
- ▶ select the days on which you want to extend the modification

Scheduling Heating

Thresholds v1= v2= v3=

Monday edit copy

Tuesday edit copy

Wednesday edit copy

Thursday edit copy

Friday edit copy

Saturday edit copy

Sunday edit copy

Add period

From 12:00

To 19:00

Threshold t1 - 18°C - undefined

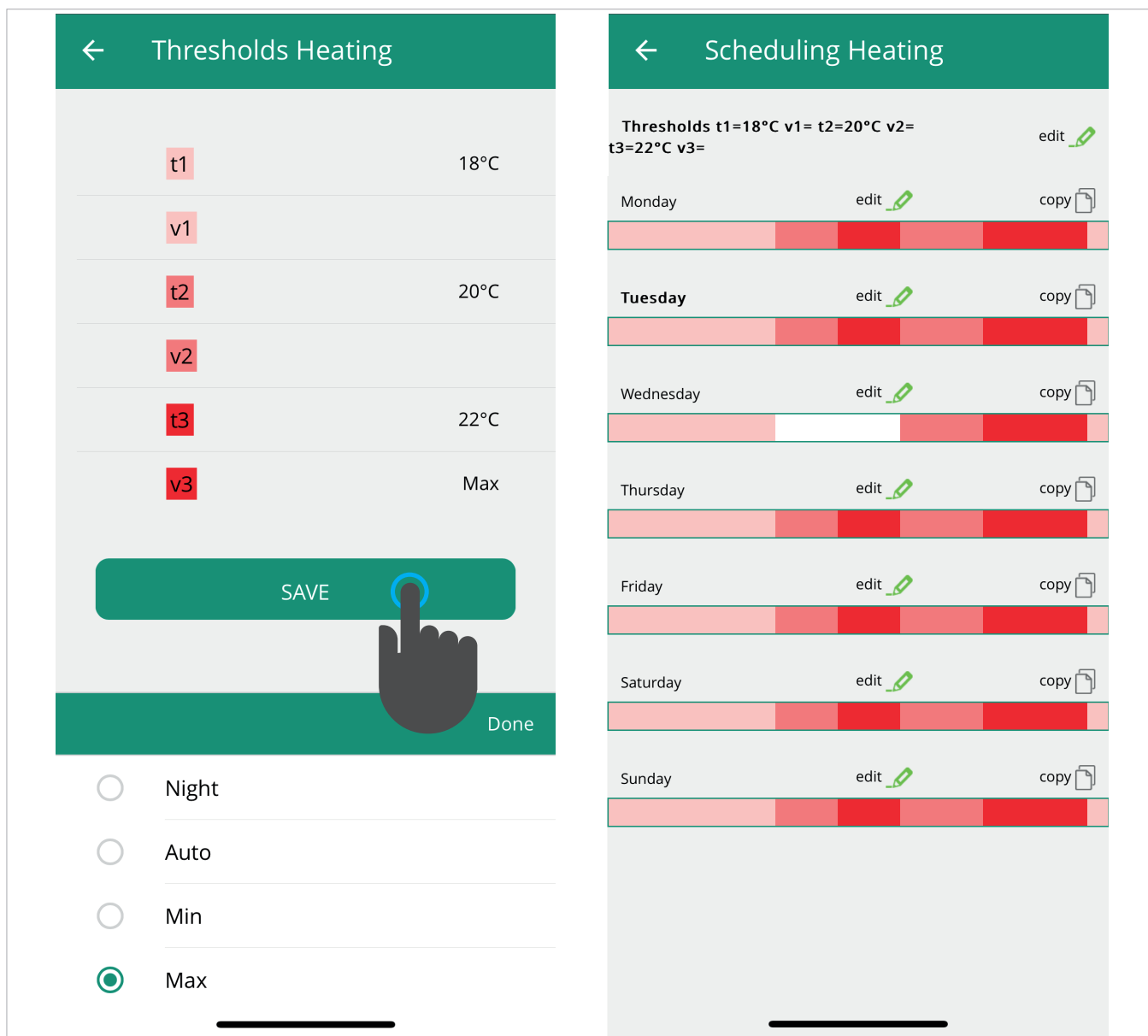
SAVE PERIOD

Done

t1 - 18 °C - undefined

t2 - 20 °C - undefined

t3 - 22 °C - undefined



To adjust the temperature thresholds

- ▶ press on Edit to adjust the 3 temperatures

- ⚠ It is possible to enter these temperature thresholds within the weekly programming.
- ⚠ In the main screen with the list of days of the week, the time slots will have different colors based on the set temperature.

To adjust the ventilation speed

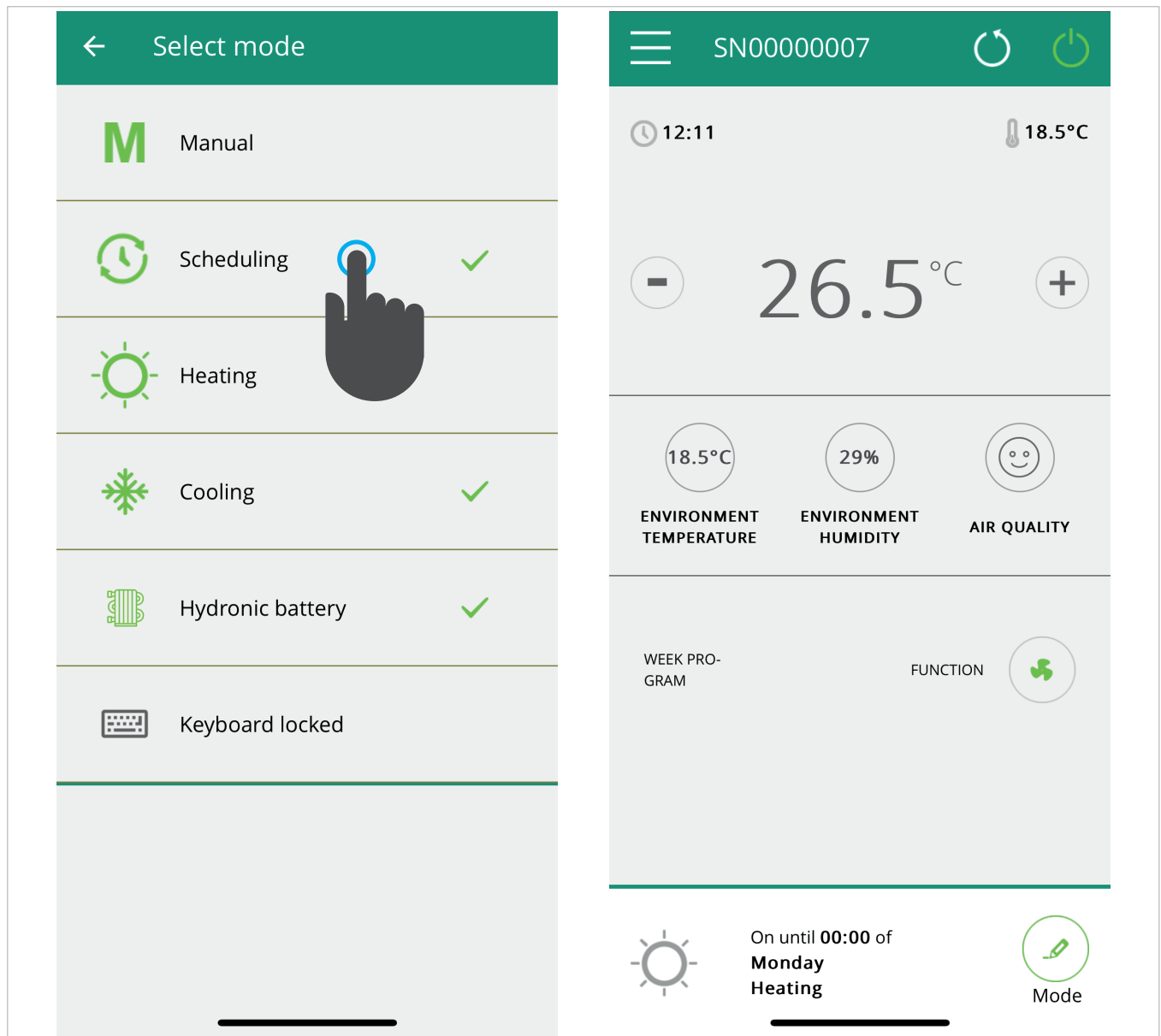
- ▶ press on Edit to adjust the 4 fan speeds

- ⚠ It is possible to include these ventilation speeds in the weekly programming.

To program a shutdown time frame

- ▶ do not select the desired time slot as the shutdown period (see figure 1.20 p. 23)

- ⚠ The unselected time slot will be displayed as off, indicating that the unit will be automatically deactivated during this period.



After completing the programming

- ▶ select Mode from the general menu
 - ▶ select programming
- The weekly programming is activated.*

- ⚠ In the main screen, there are indications of the programming.
- ⚠ In the scheduled shutdown time, the time of the first VMC restart will be displayed.

To deactivate programming and return to manual mode

- ▶ select Mode from the general menu
- ▶ select Manual
- ▶ press the edit icon

- ⚠ By changing the settings on the VMC display, the programming is disabled, and the manual mode is restored.
- ⚠ It is possible to enable the screen lock of the VMC display to prevent changes to the settings.

To set up the display lock

- ▶ select Mode from the general menu
 - ▶ select Keyboard locked
- The display is locked.*

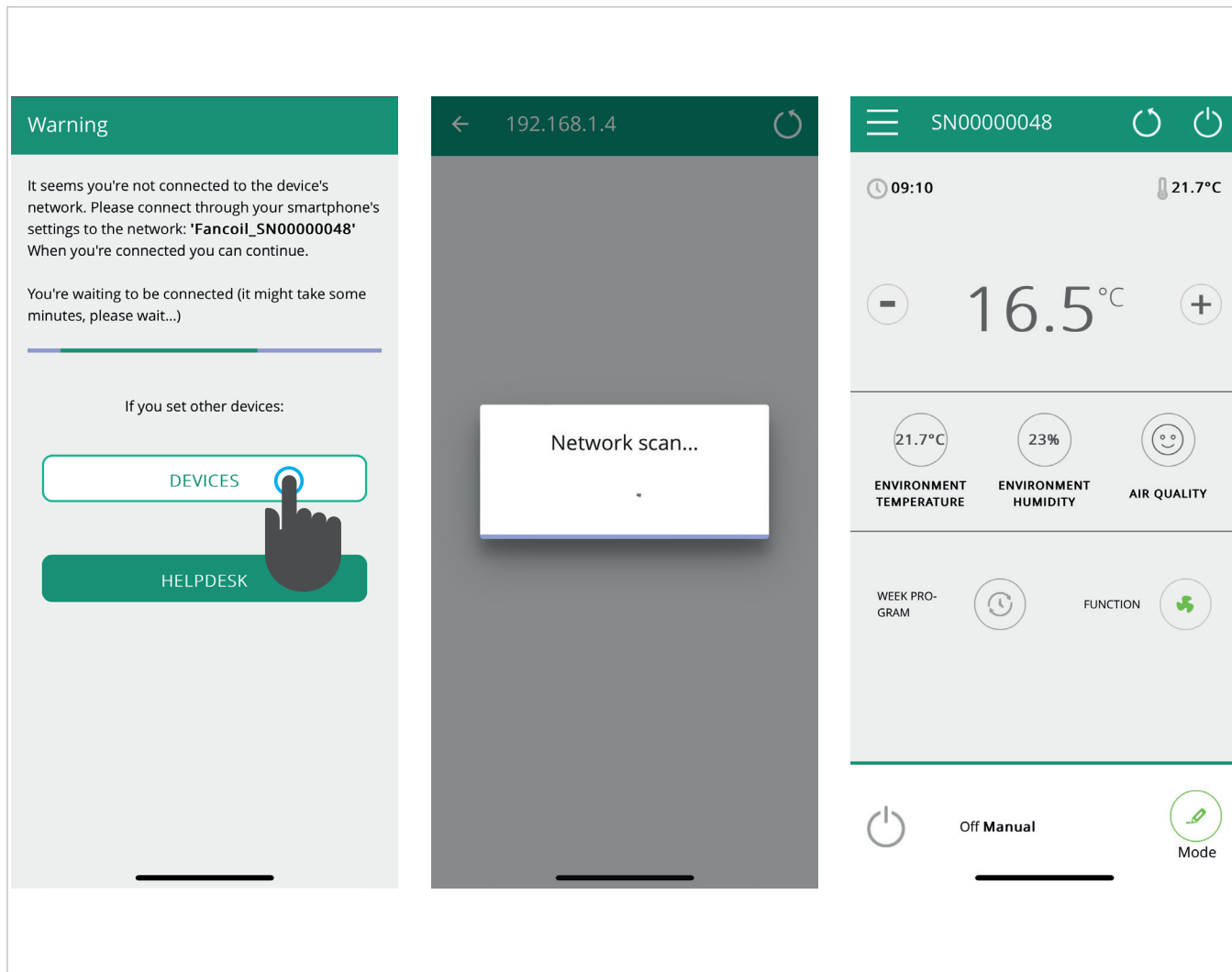
- ⚠ Set a different weekly schedule for Heating and Cooling modes.

1.12 Connecting multiple devices

Control with multiple devices

⚠ It is possible to manage the same VMC with multiple devices (smartphone/tablet/PC).

Once the first device is configured, you can control the appliance with another smartphone/tablet.



To configure another device

- ▶ connect to the Wi-Fi network to which the VMC is also connected
- ▶ install the VMC App on the new device

⚠ At this point, the device indicates that it is not connected to the correct Wi-Fi network and prompts to connect to the 'Fancoil' network. Ignore the warning.

To connect

- ▶ press the Devices option

⚠ If the device is connected to the same Wi-Fi network as the VMC, the device automatically scans all connected VMCs on the network.



- ▶ select the device to add
- ▶ save

The general control screen opens, from which you can command the VMC, also through other devices.





ON - OFF and Reset of the Wi-Fi network

⚠ With the Reset function, it is possible to restart the configuration from the beginning with a few simple steps.



To activate the Wi-Fi network


- ▶ press  for 10 seconds
Appears 
- ▶ wait for 10 seconds
The Wi-Fi network is active and remains visible and usable with the last configured name.


To reset the VMC and restore the Wi-Fi network to the original configuration (Fancoil)

- ▶ press  for 10 seconds
Appears 
- ▶ press again 
Appears 
- ▶ wait for 10 seconds
Now the new Wi-Fi configuration of the VMC is required.

To turn off the Wi-Fi network

- ▶ press  for 10 seconds
Appears .

- ▶ press again 

Wait for the appearance of .

- ⚠ The Wi-Fi transmitter will be turned off and no longer visible from smartphone/tablet.

1.13 Wi-Fi Network Features

The Wi-Fi network must have the following characteristics:

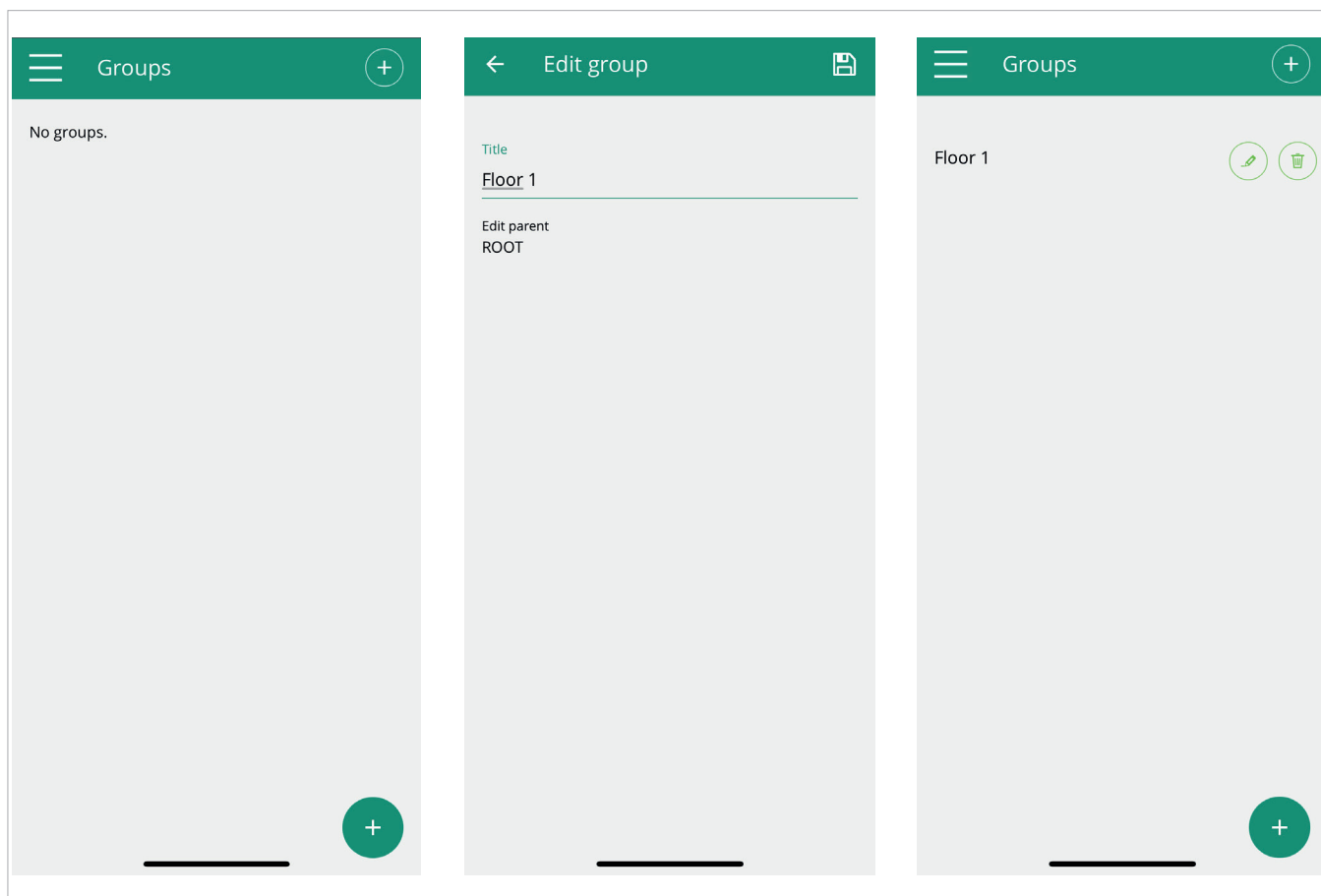
- internet connection
- no static public IPs are required
- no incoming configurations on the router are required (NAT or other specific rules)
- working DNS service
- working DHCP service

As an alternative to the DHCP service, the following information is required:

- local IP address to assign to the subnet or mask
- gateway
- dns
- ⚠ If the router or other activities within the network have MAC-address-level ACLs, it is necessary to enable the MAC address of the card.
- ⚠ If the customer wishes to locally control certain functions (changing name, changing advanced settings, control from PC...), the Wi-Fi network must allow communication between devices connected to the same Wi-Fi.
- ⚠ The Wi-Fi Isolation network must not be active.
- ⚠ Technical requirements for the proper functioning of the cloud connection: TCP ports 80, 443, 19009, 18321, 18009 outbound.

1.14 Groups

List of groups of multiple VMCs.

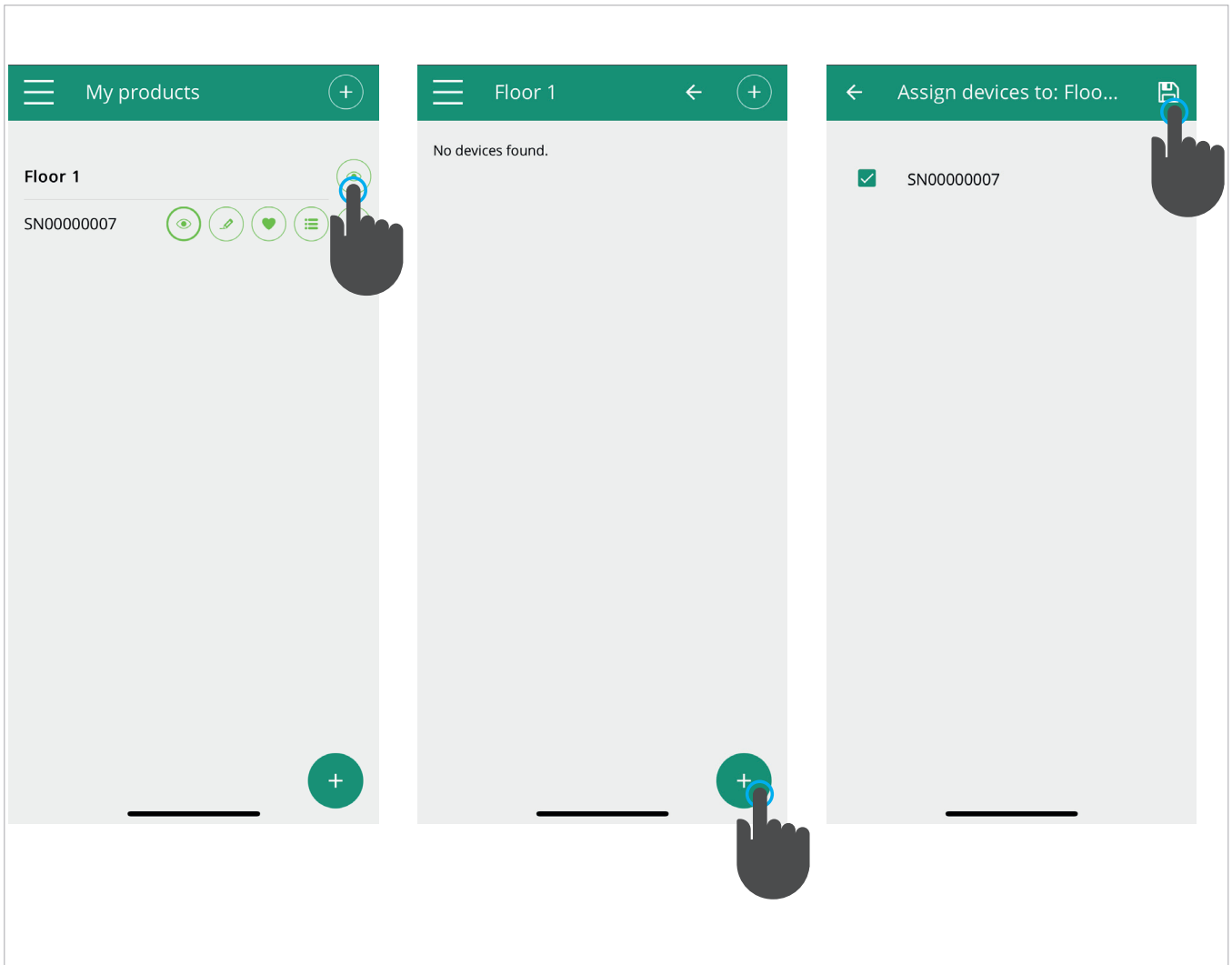


If you have multiple VMCs, it is possible to create groups for their management.

To create groups


- ▶ select the Groups option in the general menu
- ▶ press **+**
A new group is created.
- ▶ in the title section, enter the name you want to give to the group
- ▶ press the save symbol
The group has been created but not yet associated with a VMC.
- In the Groups screen, the new group will appear.*

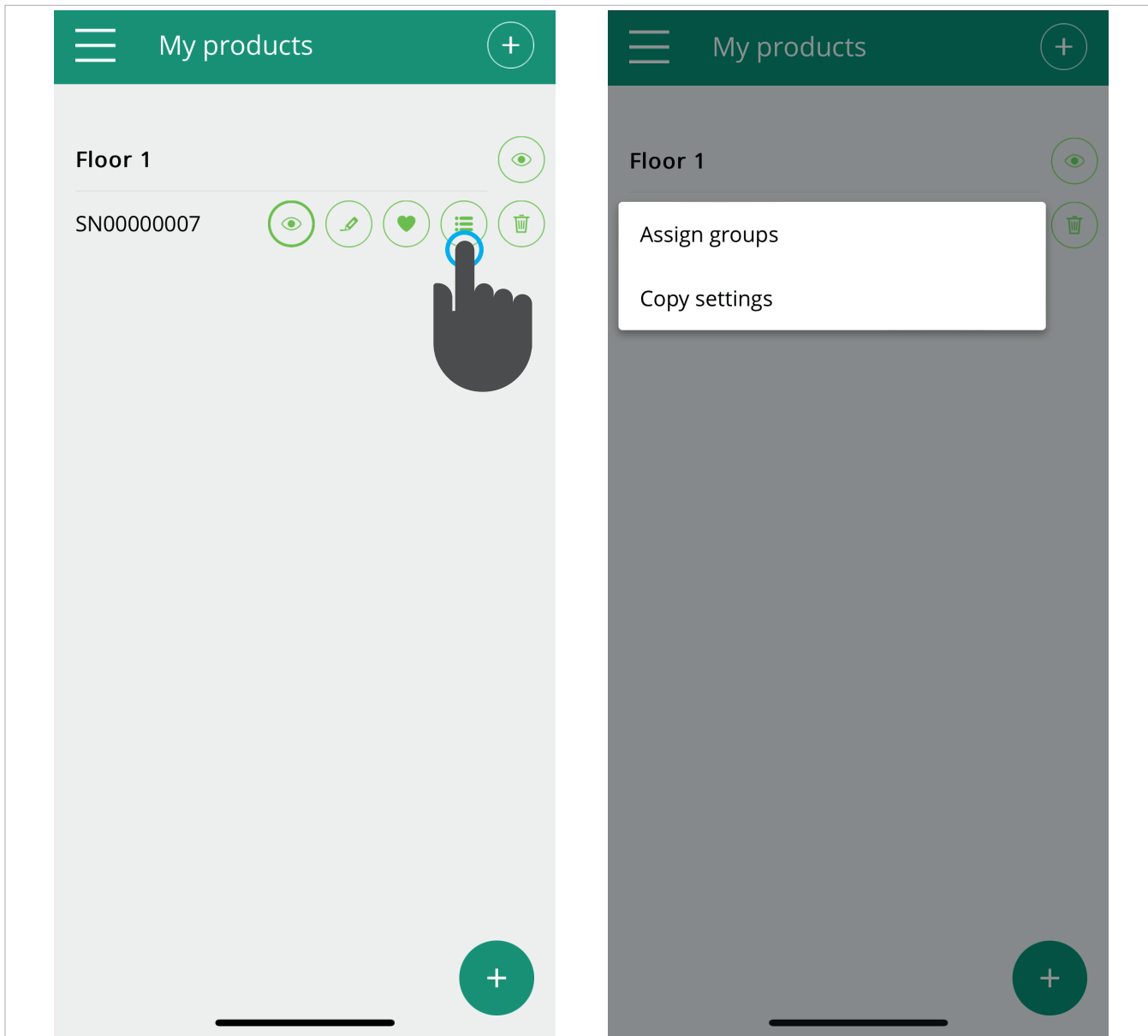
⚠ You can modify or delete the group at any time.




To associate a VMC with a group

- ▶ select the My Devices option from the main menu
In this section, the list of configured VMCs and the list of groups appear.

- ▶ select 
- ▶ press **+**
- ▶ select the VMCs to associate
- ▶ Press the Save symbol



To associate a VMC with a group via the VMC

- ▶ select the icon 
- ▶ press on the 'Assign groups' option
- ▶ assign the VMC to one of the existing groups

To apply the VMC settings to the selected group

- ▶ Press 'Send settings'

1.15 Preferences

Language and PUSH notifications setup.

Preferences

Choose language
English (EN)

PUSH Notifications
Enable the capability to receive notifications

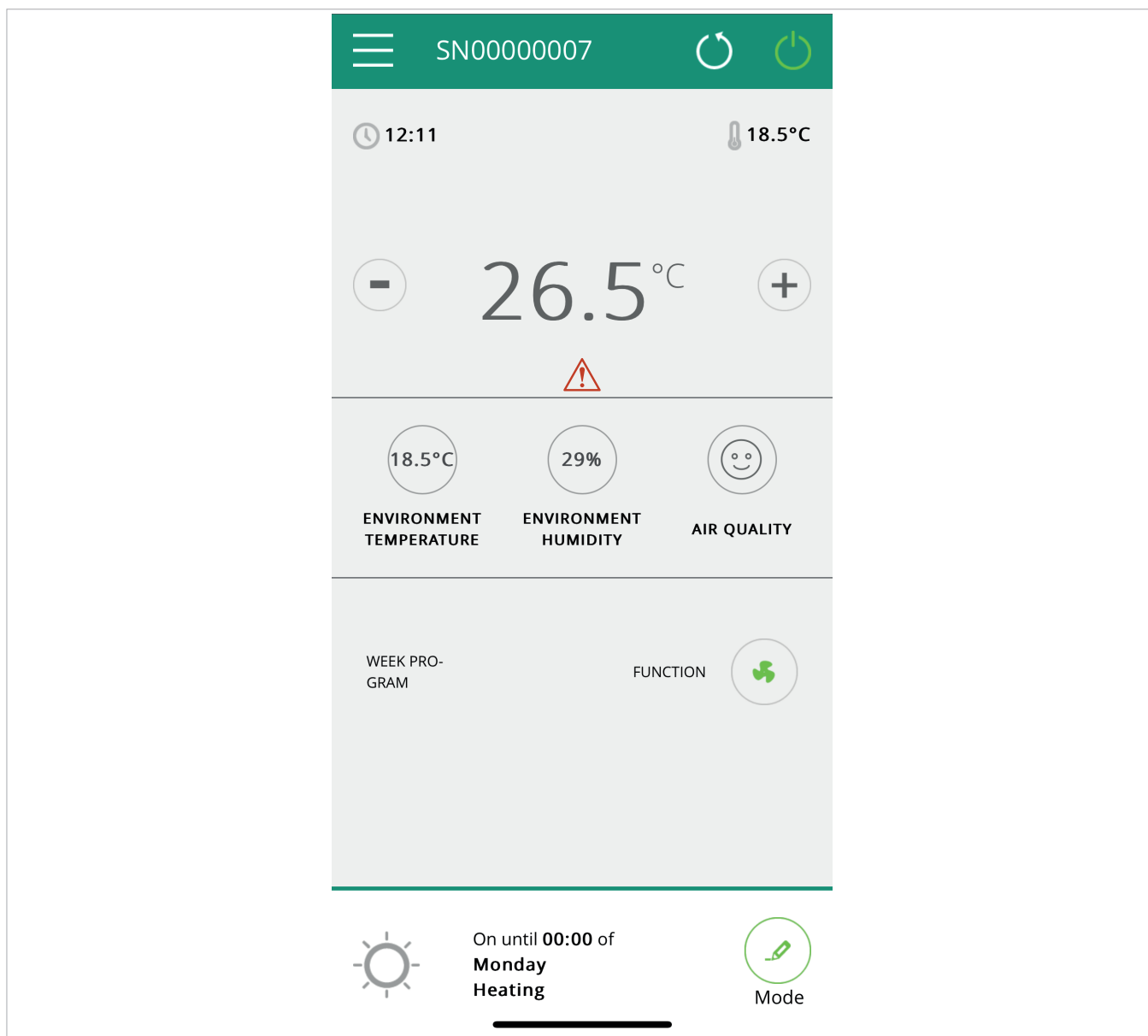
CONFIRM


⚠ In the Preferences section, you can change the language settings of the application and adjust PUSH notification settings.

To receive notifications of the VMC operation on the smartphone

- ▶ check the PUSH Notifications option

⚠ By checking the PUSH Notifications option, notifications are sent to the smartphone even when the App is not in use.

**If the alarm symbol appears**

- ▶ press the symbol 
An error message is displayed.

1.16 Faults and remedies

Alarm table

Effect	Cause	Remedy
The application does not connect to the VMC	Issues with the Wi-Fi network	Disconnect and reconnect to the Fancoil network
It is not possible to set speed thresholds	Check if the Wi-Fi board firmware reports a number lower than 11.0.1.	Replace the VMC control unit
		Replace the Wi-Fi board of the VMC
The VMC does not configure on the iOS smartphone	iOS smartphones do not automatically detect the Wi-Fi network, which has been renamed during the App configuration	In settings, select the Wi-Fi network of the VMC with the name assigned to it during the App configuration
The remote configuration is not successful	The Wi-Fi network signal is too weak	Check the signal strength
It is not possible to detect the Wi-Fi of the VMC	The Wi-Fi transmitter is turned off	Check for voltage presence at the device
	The VMC has already been configured for remote control	
It is not possible to configure multiple VMCs within a house	At the time of configuration, two or more units are turned on	Configure one VMC at a time by turning on one and keeping all others turned off
It is not possible to access the programming section of the VMC	Programming the VMC is only possible once remote control has been configured	Make sure you have set up remote control by accessing the dedicated section from the App menu
The name of the VMC is 'TEMP', immediately after completing the remote configuration	Si tratta di un problema di sincronizzazione tra VMC, server e smartphone	Wait a few minutes
		Turn off and turn on the VMC
MQTT Server Problem	The server is under maintenance	Wait

