

# Operating instructions

for the system user

**VIESSMANN**

## **Vitoconnect** Type OPTO3

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

- ViCare app
- ViGuide

## **VITOCONNECT**



## Safety instructions

### 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.

**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 that must 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 as well as in any risks arising from it.

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

### Installation and setup

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

### Operation of the system

- Only ever operate appliances in dry, frost-free indoor rooms (not bathrooms).
- Do not operate appliances in rooms where there is a risk of explosion.
- Protect appliances from:
  - Moisture
  - Dust
  - Liquids
  - Vapours
  - Direct sunlight
  - Other direct thermal radiation

**Safety instructions** (cont.)

- 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.

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**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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## Safety and liability

### Operational reliability

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

- Vitotronic control unit (Optolink interface)
- ViCare components for individual room control (even without connection to the heat generator, e.g. in a rented flat)

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

- The Vitotronic control units **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 personal injury
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	<ul style="list-style-type: none"> <li>▪ Component must audibly click into place.</li> <li>or</li> <li>▪ Acoustic signal</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Fit new component.</li> <li>or</li> <li>▪ In conjunction with a tool: Clean the surface.</li> </ul>
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do <b>not</b> dispose of component in domestic waste.

## Contractors



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 qualified electricians.

## Introductory information

### 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.

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.

With Vitoconnect, you can operate your heating system via the ViCare app.

Individual room control with ViCare components is carried out with a connected heat generator or, if the heat generator is not accessible, e.g. in a rented flat, directly with the ViCare components.

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

#### **Vitoconnect, type OPTO3**

The Vitoconnect, type OPTO3, can be used for single boiler systems with an **Optolink interface**.

### Maintenance parts and spare parts

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

#### **Viessmann Partnership**

Login:

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



**Product information** (cont.)

**Viessmann spare part app**

[www.viessmann.com/etapp](http://www.viessmann.com/etapp)



Information

**Data connections with Vitoconnect, type OPTO3**

Only in conjunction with heat generators with an Optolink interface

Operation with connected heat generator, without ViCare components

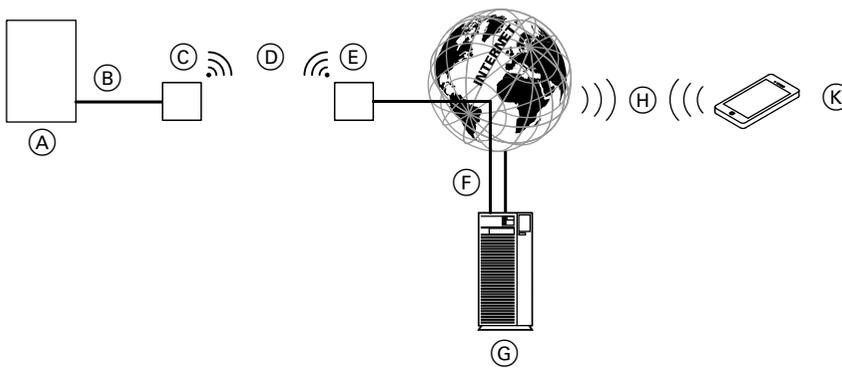


Abb. 1

Operation with connected heat generator, with ViCare components

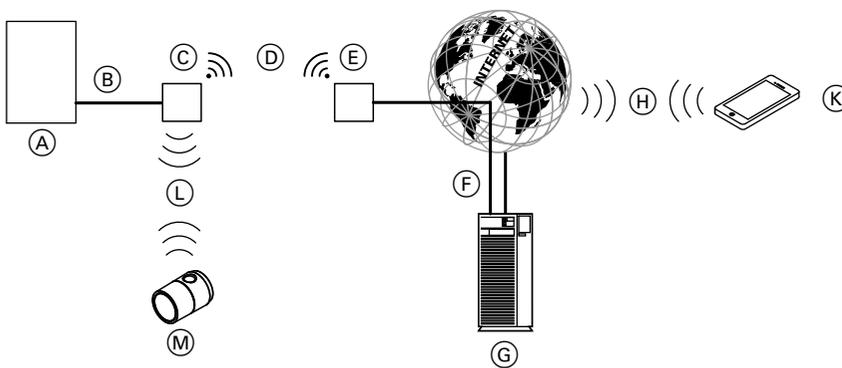


Abb. 2

Operation without connected heat generator, with ViCare components

## Introductory information

### Product information (cont.)

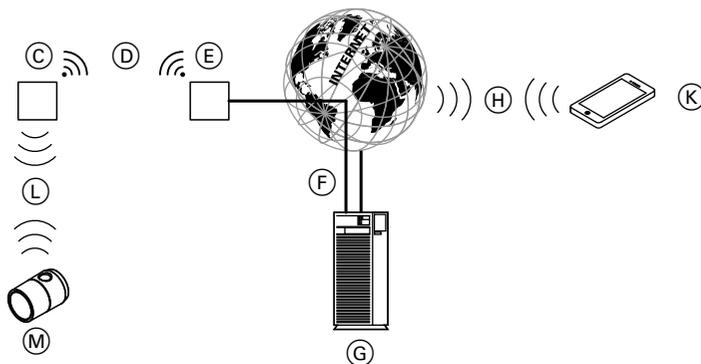


Abb. 3

- (A) Heat generator with control unit
- (B) Optolink connecting cable
- (C) Vitoconnect, type OPTO3
- (D) WiFi
- (E) WiFi router (on site)
- (F) Secure internet connection to the Viessmann server
- (G) Viessmann server
- (H) Mobile network or WiFi connection
- (K) Smartphone
- (L) Low power radio
- (M) ViCare component

### 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](http://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](http://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.vitconnect.info](http://www.vitconnect.info)

### 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 and, if required, set up on site 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](http://www.vicare.info)*

### Message destinations

Mobile devices for using apps from Google Android or Apple iOS, e.g. smartphone or tablet. Push notifications 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

### Installation type: Wall mounting

- Installation only in closed 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: 120 V/60 Hz socket,  
max. 1.5 m from the installation location
- Internet access via WiFi with sufficient signal strength

#### Note

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

#### Note

- *When selecting the installation location, please note the lengths of the supplied connecting cables.*
- *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 connecting cable	1.2 m
Optolink connecting cable for connecting the Vitoconnect to the Vitotronic control unit	3 m

## Ranges

The range of WiFi connections may be reduced by walls, ceilings and interior fixtures. These weaken the WiFi signal. Reception may be disrupted.

## Preparing for installation

### Installation location (cont.)

#### 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
  - Time & temperature controllers

#### Note

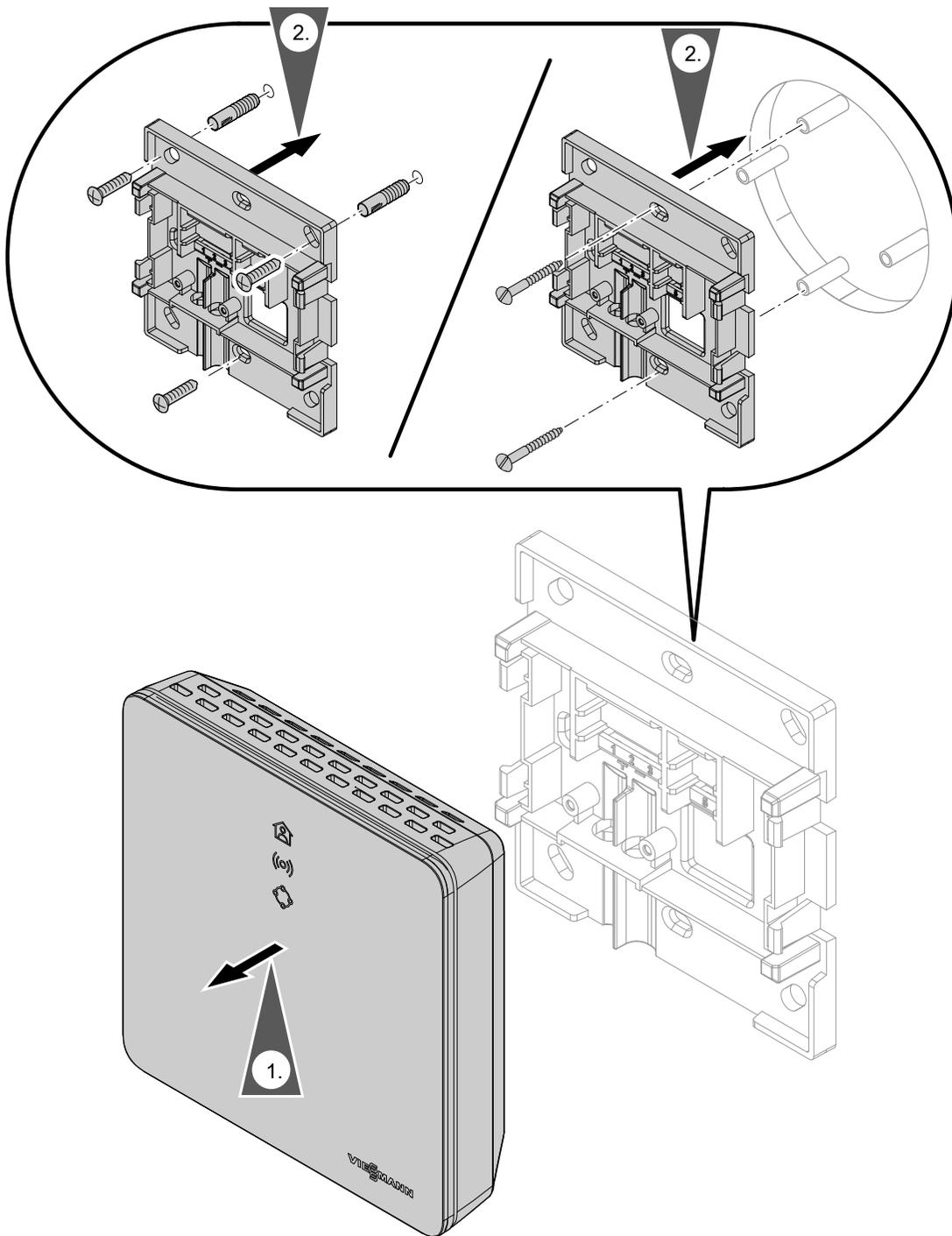
*To ensure a good WiFi connection, we recommend keeping the distance between the Vitoconnect and the WiFi router as short as possible.*

## Overview of the installation and commissioning process

Steps		Responsibility	Page
<b>Installation</b>			
1	Check system requirements.	Contractor IT expert	
2	Fit wall mounting bracket for Vitoconnect.	Contractor System user	
3	Connect Vitoconnect to heat generator.	Contractor System user	
4	Insert Vitoconnect into wall mounting bracket.	Contractor System user	
5	Connect Vitoconnect to power supply.	Contractor System user	
<b>Commissioning</b>			
6	Check network settings.	IT expert	
7	Register the user. Set up the heating system.	Contractor System user	
8	Only in conjunction with an energy management system: Establish the connection to the energy management system.	Contractor	19

Installation sequence

Installing the wall mounting bracket



Installation

Abb. 4

### Connecting Vitoconnect, type OPTO3 to the heat generator

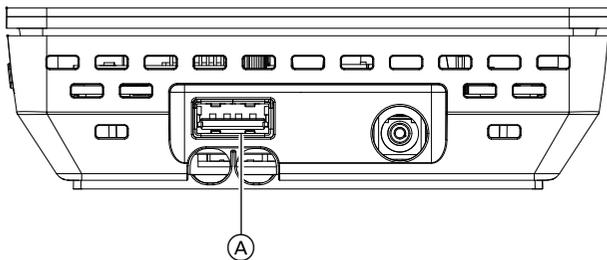


Abb. 5

1. Insert the USB plug for the Optolink/USB connecting cable into connection (A) of the Vitoconnect.

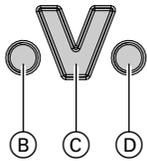


Abb. 6

2. Connect the Optolink plug for the Optolink/USB connecting cable to Optolink interface (C) on the control unit of the heat generator.



#### Connection to the heat generator

Operating instructions for the heat generator

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

### Closing the device and inserting it into the wall mounting bracket

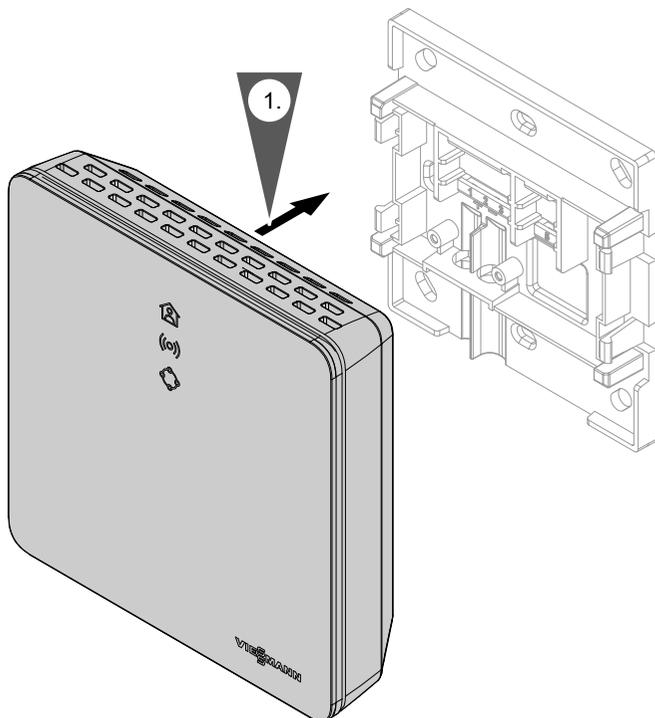


Abb. 7

### 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).

## Installation sequence

### Vitoconnect power supply (cont.)

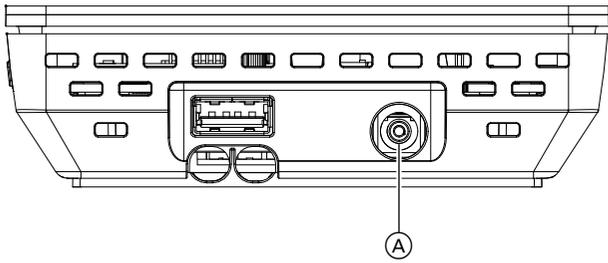


Abb. 8

1. Insert the barrel plug of the plug-in power supply unit into connection **A** of the Vitoconnect.
2. Plug the power supply unit into the socket.

**Display and controls**

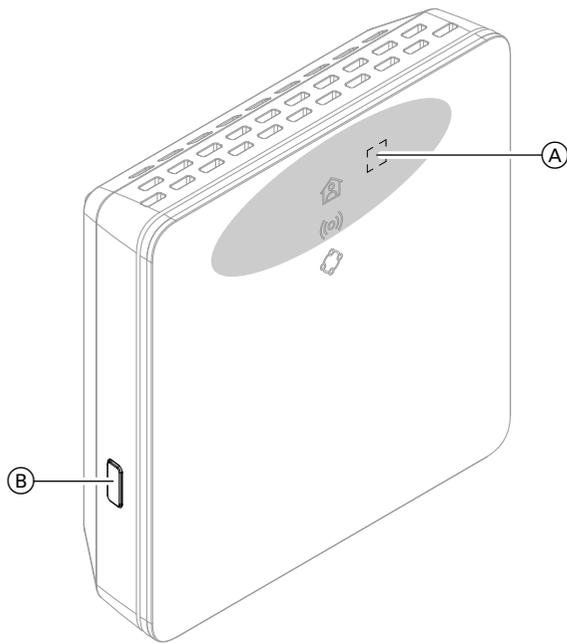


Abb. 9

- Ⓐ Operating button
- Ⓑ Reset button

= Actuation area of operating button Ⓐ

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

**Interpreting the LED indicators**

**LED 🏠 – operating status**

Shows a white light.	Operation with connected heat generator: <ul style="list-style-type: none"> <li>▪ Vitoconnect successfully connected to the heat generator and the Viessmann server</li> </ul> Operation without connected heat generator: <ul style="list-style-type: none"> <li>▪ Vitoconnect successfully connected to the Viessmann server</li> </ul>
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**LED 📶 – communication with the WiFi and the Viessmann server**

Pulsates green.	Internet connection of the Vitoconnect via the WiFi to the Viessmann server is being established.
Shows a green light.	<ul style="list-style-type: none"> <li>▪ Starting Vitoconnect.</li> <li>Or</li> <li>▪ Access point is active.</li> </ul>
Pulsates yellow.	Could not connect the Vitoconnect to the WiFi router: See page.
Shows a red light.	Could not connect the Vitoconnect to the Viessmann server: See page.

**LED ⚙️ – system functions and communication with the heat generator**

Shows a green light.	<ul style="list-style-type: none"> <li>▪ Starting Vitoconnect.</li> <li>Or</li> <li>▪ Installing new software.</li> </ul>
Flashes yellow quickly.	No connection to the heat generator: See page.
Flashes red.	Vitoconnect is ready to be reset to the factory settings: See page.
Shows a red light.	Fault at the control unit of the heat generator: See page.

**Note**

- Pulsating:* The LED dims once per second.
- Flashing:* The LED lights up once per second.
- Flashing rapidly:* The LED lights up twice per second.

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Inbetriebnahme

## Commissioning

### 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. Install the ViCare app from the App Store or Google Play Store on your mobile device, e.g. smartphone.
2. Start the ViCare app and tap on "**Create Account**".
3. Follow the instructions in the ViCare app.
4. Scan the QR code on the label supplied.  
Or  
Enter "**S/N**", "**ID**" and "**WPA2**".  
  
**Note**  
QR code, "**S/N**", "**ID**" and "**WPA2**": See label supplied  
Please keep the label supplied in a safe place.
5. Connect your mobile device to the Vitoconnect access point via WiFi  
**"VITOCONNECT-<XXXXXX>"**.
6. Connect the Vitoconnect to your home WiFi.
  - The LED  shows a **white** light 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 () shows a **red** light, the attempt to establish a connection has failed: See chapter "Troubleshooting measures".
  - Once the LED () shows a **green** light, connect the Vitoconnect to your WiFi again.

### Android operating system: Setting up the WiFi

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

### iOS operating system: Setting up the WiFi

1. Call up the WiFi settings on your smartphone.
2. Connect your smartphone to the WiFi  
**"VITOCONNECT-<XXXXXX>"**.  
A password prompt appears.  
  
**Note**  
*The WPA2 password is automatically placed on the clipboard.*
3. Paste the WPA2 password from 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, e.g. integrated into the Vitocharge VX3 power storage system
- Viessmann GridBox

For compatibility with other energy management systems, please refer to [link.viessmann.com/eebus](http://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.



Installation and operating instructions for the "Viessmann GridBox"

### 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.
2. Start the internet browser on a PC or mobile device that is on the same network as the Vitoconnect. Enter the IP address of the Vitoconnect, e.g. "http://192.168.xxx.xxx".
3. For security reasons, the services on the Vitoconnect that can be configured via the internet browser are password-protected. Enter the following 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"

#### Note

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

#### 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 Configuration/Management" link on the Vitoconnect configuration page.

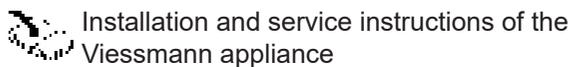
### Commissioning the Vitoconnect with an energy... (cont.)

5. If EEBUS functionality has not yet been activated, a prompt for activation will appear. To do this, follow the instructions on the Vitoconnect configuration page. If the device needs to be restarted after activation, press the "Reboot Vitoconnect" button on the website.  
After the restart, select "EEBUS Management" again.

6. Select "Start discovery".

**7. Only for Viessmann appliances with energy management system:**

Now commission the Viessmann appliance, e.g. Vitocharge VX3.



8. On the Vitoconnect configuration page, 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 follow the next steps if the security key on the respective appliance matches the security key displayed under "Discovered devices".

If the security keys do not match:

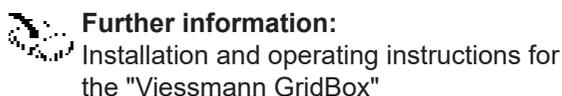
- Viessmann GridBox: Contact the service hotline of the Viessmann GridBox.
- Viessmann energy management system: Contact Viessmann Technical Service.

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

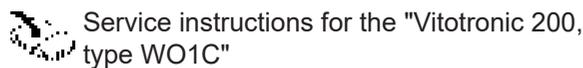
**10. Only with Viessmann GridBox:**

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

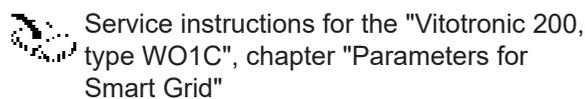
Confirm EEBUS communication with the Viessmann heat pump.



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".



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 increases for Smart Grid must be programmed accordingly.

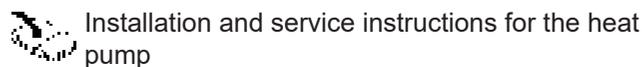


**Note**

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

**EEBUS and ripple control receiver**

If the power-OFF signal is to be used in parallel with the EEBUS interface with an energy management system, the Smart Grid functions cannot be used at the same time.



## Access point

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

Activate the access point, e.g. after replacing the WiFi router.

### Activating the access point

Press **(A)** for longer than 5 seconds, but no longer than 30 seconds: See chapter "Display and controls".  
As soon as the LED **(●)** shows a green light, the access point is active.

### Deactivating the access point

1. The access point is automatically deactivated after 5 minutes if there is no connection to it.  
Or
2. Press operating button **(A)** for longer than 5 seconds, but no longer than 30 seconds: See chapter "Display and controls".  
LED **(●)** no longer shows a green light.  
Access point is deactivated.

#### Note

- During commissioning, the access point is activated automatically as soon as you plug in the plug-in power supply unit.
- The access point remains active until Vitoconnect commissioning is complete. The access point can only be deactivated after setup.
- You do **not** have to deactivate the access point manually. If there is no longer a connection to the access point, it is deactivated automatically after 5 minutes.

## 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. Activate the access point for the Vitoconnect: See page.
2. Call up the WiFi settings on your mobile device.
3. Connect your smartphone or PC to the WiFi "**VITOCONNECT-<XXXXXX>**".  
A password prompt will be displayed.
4. Enter the WPA2 network key as the password for the WiFi "**VITOCONNECT-<XXXXXX>**".
5. Go to the internet browser on your connected mobile device and open **<http://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 label supplied.

What to do if...

## Troubleshooting measures

### Internet connection interrupted

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

- Your system will continue to work with the saved settings.
- You can change all settings at the control unit of the heat generator.

**Note**

*Settings can only be made directly at the heat generator if the Optolink adaptor is removed from the heat generator.*



Operating instructions for the heat generator

### Fault display on the Vitoconnect

Faults on the Vitoconnect are signalled by various LEDs: See page.

Faults with LED (∞)	Type of fault and measures
Pulsates yellow.	<p><b>Could not connect Vitoconnect to WiFi router</b></p> <ul style="list-style-type: none"> <li>▪ Check the password during WiFi commissioning.</li> <li>▪ Check the connection to the WiFi router.</li> <li>▪ Restart the Vitoconnect: See page.</li> </ul>
Shows a red light.	<p><b>No connection to the Viessmann server</b></p> <ul style="list-style-type: none"> <li>▪ WiFi signal strength insufficient: Change the installation location of the Vitoconnect: See page.</li> <li>▪ WiFi connection established but no internet connection: 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.</li> </ul> <p><b>Note</b> <i>If the connection to the Viessmann server is interrupted, reconnection attempts are made at irregular intervals. Even if the internet connection is restored, it may take some time before the connection to the Viessmann server is re-established.</i></p> <ul style="list-style-type: none"> <li>▪ Restart the Vitoconnect: See page.</li> </ul>
Faults with LED ⬠	Type of fault and measures
Flashes yellow quickly.	<p><b>No connection to the heat generator</b></p> <ul style="list-style-type: none"> <li>▪ Check the plug-in connections (Optolink, USB).</li> <li>▪ Check the connecting cables (Optolink, USB).</li> <li>▪ Restart the Vitoconnect: See page.</li> </ul>
Shows a red light.	<p><b>Fault at the control unit of the heat generator</b></p> <ul style="list-style-type: none"> <li>▪ Note the message in the ViCare app.</li> <li>▪  Troubleshooting:  Installation and service instructions for the heat generator</li> </ul>
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

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

- LEDs **(o)** and **(d)** show a green light: Vitoconnect is restarting. This process may take up to 2 minutes.
- LED **(h)** shows a white light: The Vitoconnect is ready for operation.

## Restoring factory settings

You can reset all modified values to their factory settings.

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

## Setting up WiFi after replacing the router

### With the ViCare app

1. Start the ViCare app and tap on **"Settings"**.
2. Tap on **"Communication module"**.
3. Tap on **"Configure network"** and follow the instructions in the app.

### Via the access point

1. Activate the access point for the Vitoconnect: See page.
2. Call up the WiFi settings on your mobile device.
3. Connect your smartphone to the WiFi **"VITOCONNECT-<XXXXXX>"**.
4. Enter the WPA2 password.

#### Note

The WPA2 password can be found on the label supplied.

5. Go to the internet browser on your mobile device and open **http://vitoconnect.gateway** or **http://192.168.1.1**
6. On the homepage, choose **"Select router"**.
7. Follow the instructions to change the WiFi configuration
8. Deactivate access point mode for the Vitoconnect manually: See page.

#### Note

If there is no longer a connection to the access point, it is deactivated automatically after 5 minutes.

## 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.*

### Maintenance

The Vitoconnect is maintenance-free.

### Cleaning

You can clean the surfaces of the device with a microfibre cloth. Do not use any cleaning agents.

## Specification

### Vitoconnect, type OPT03

Rated voltage	12 V <sub>DC</sub>
WiFi frequency	2.4 GHz
WiFi encryption	Unencrypted or WPA2
Frequency band	2400.0 to 2483.5 MHz
Max. transmission 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	IP20D 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 <sub>~</sub>
Rated frequency	50/60 Hz
Output voltage	12 V <sub>DC</sub>
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

## 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).

**RoHS****RED****RF Exposure Information according 2.1091 / 2.1093 / KDB 447498 / RSS-102**

Radiofrequency radiation exposure Information: This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps. Ce transmetteur ne doit pas être placé au même endroit ou utilisé simultanément avec un autre transmetteur ou antenne.

**Manual Requirements according 15.19 / RSS-GEN****Note**

*This device complies with Part 15 of the FCC Rules and contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS standard(s). Operation is subject to the following two conditions:*

1. *this device may not cause harmful interference, and*
2. *this device must accept any interference received, including interference that may cause undesired operation.*

Cet appareil est conforme à la partie 15 des règles de la FCC. L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. l'appareil ne doit pas produire de brouillage, et
2. l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**Manual Requirements according 15.21**

The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note**

*Changes or modifications made to this equipment not expressly approved by Viessmann Company may void the FCC authorization to operate this equipment.*

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62.19239 Subject to technical modifications.