



User manual
myUpway

UHB EN 1804-1
M12306

1 General

Using the Internet and myUpway you can get a quick overview and the present status of your heat pump and the heating in your home. You obtain a good overall view, allowing you to can monitor and control your heating and hot water comfort effectively. If your system is affected by a malfunction, you receive an alert via e-mail that allows you to react quickly.

myUpway also gives you the opportunity easily to control comfort in your home no matter where you are.

This User manual will help you get started with myUpway (myupway.com).



Caution

Before you can start using myUpway, the product must have been installed and set up according to the instructions in the Installer Manual for your heat pump/system.



TIP

Visit myupway.com for more information.



Caution

When you connect to myUpway certain data traffic will be generated via your internet connection.

Range of services

Via myUpway you have access to different levels of service. A basic level that is free and a premium level where you can select different extended service function for a fixed annual subscription fee (the subscription fee varies depending on the selected functions).

Service level	Basic	Premium ¹⁾
Viewer	X	X
Alarms	X	X
History ²⁾	X	X
Extended history ³⁾		X
Change settings ⁴⁾		X

Requirements

The following is required in order for myUpway to function:

- Compatible system.
- Network cable Cat.5e UTP (straight, male-male), wired network communication. If there is no wired network communication in the vicinity of the installation, a wireless bridge, mobile broadband or a network via the electrical network (powerline adapter) can be used for connection.
- Internet connection (broadband).
- Web browser that supports JavaScript. See the help file in your web browser for information about how to activate JavaScript.

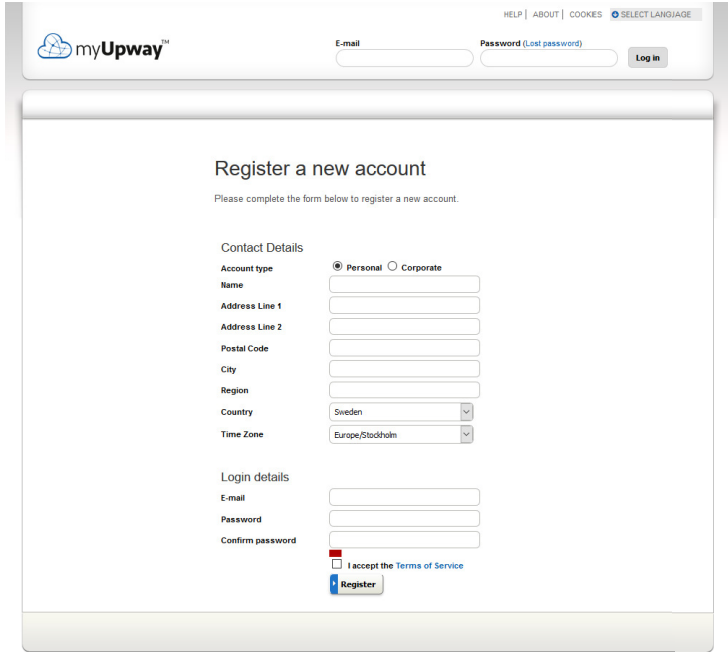
1) These functions are available at premium level.

2) History means 1 month's history of a limited amount of parameters depending on the system, see page 9 for more information.

3) Extended history means the history since connection of myUpway, of a further 30 parameters depending on system, see page 9 for more information.

4) Change settings means in principle full access to the menus "INDOOR CLIMATE", "HOT WATER" and "HEAT PUMP"/"MY SYSTEM" (with the exception of certain sub-menus such as "time & date", "my icons" and "sms").

2 Register for myUpway



The screenshot shows the myUpway website's registration page. At the top, there is a navigation bar with the myUpway logo, a 'HELP | ABOUT | COOKIES | SELECT LANGUAGE' menu, and a login section with 'E-mail' and 'Password (Lost password)' input fields and a 'Log in' button. The main content area is titled 'Register a new account' and includes a sub-header 'Please complete the form below to register a new account.' The form is divided into two sections: 'Contact Details' and 'Login details'. The 'Contact Details' section includes radio buttons for 'Personal' (selected) and 'Corporate', and input fields for 'Name', 'Address Line 1', 'Address Line 2', 'Postal Code', 'City', and 'Region'. It also features dropdown menus for 'Country' (set to Sweden) and 'Time Zone' (set to Europe/Stockholm). The 'Login details' section has input fields for 'E-mail', 'Password', and 'Confirm password'. At the bottom of the form, there is a checkbox for 'I accept the Terms of Service' and a 'Register' button.

If you do not already have an account for myUpway visit the website my-upway.com/Register and follow some simple steps.



NOTE

Registering a new account requires a valid e-mail address (the e-mail address is required for future log-ins).

1. Fill in the required fields with correct information (do not forget to select whether it is a private account or if it is to be connected to a company).
2. Read and accept the terms and conditions of the subscription.
3. Press the register button. A confirmation e-mail will be sent to the registered e-mail address.
4. Follow the link in the e-mail to confirm registration.
5. Log in.

3 Navigate the home page



TIP

See the help page for more information and further help than that available in this manual.

The link to the help page is at the top of the home page.

Start page

Connect System


The screenshot shows the myUpway web interface. At the top right, there are links for HELP, ABOUT, COOKIES, and SELECT LANGUAGE. The myUpway logo is on the left. Below the logo is a navigation bar with 'My Systems', 'Software', and 'Administration'. The 'My Systems' section is active, showing a sidebar with 'My Systems' and 'Connect System'. The main content area is titled 'Connect System' and contains the following text: 'Connect the system by entering the identification numbers displayed on the main unit's screen.' Below this text are two input fields: 'Serial Number' and 'Connection String'. A 'Find System' button is located below the input fields.

When you log in for the first time you must connect your system to your account. You can connect more than one system to your account.

Add a system by following the instructions on the website.



TIP

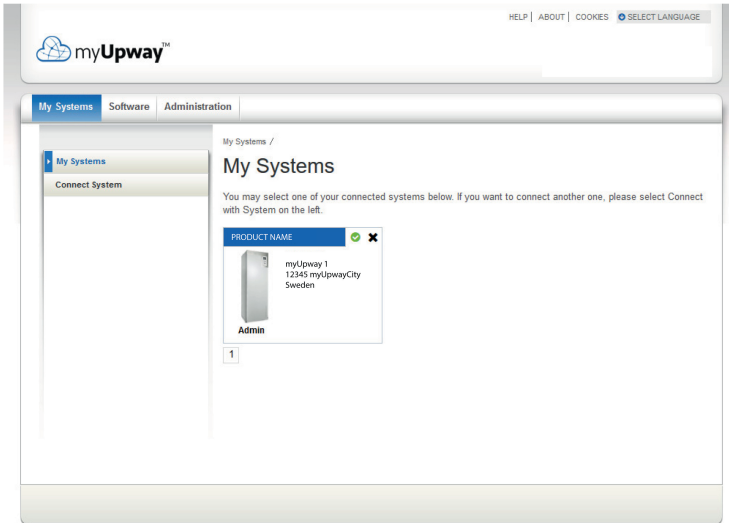
Press  for more in-depth help.



NOTE

You may need to reconnect your system to myUpway after after an eventual replacement of electrical components.

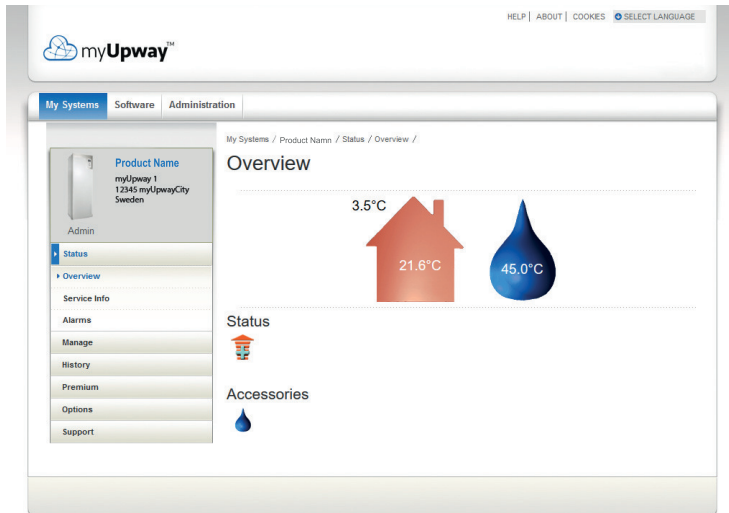
My Systems



If you have several systems connected to your account the website may appear like this when you log-in.

Here you can select which system you want information about.

Overview



This page shows information about your system.



Caution

Changes and updates of your system via myUpway can take up to 5 minutes.

Move the mouse cursor over the picture of your system to see when myUpway communicated last.

Status

Overview: This shows a status overview of the selected system. For example, temperatures, operating status and any notifications regarding the system are displayed.

Service info: This displays certain status information from the menu "INFO" (the amount of information varies depending on the system).

Manage

This alternative requires premium service.

Here you can change the settings for your menus "INDOOR CLIMATE", "HOT WATER" and "HEAT PUMP" (with the exception of certain sub-menus such as "time & date", "my icons" and "sms").

History

Here history is displayed in the form of diagrams for status and the temperature sensor in your system.

It is also possible to export the values to .csv format (opened in Excel for example).

The amount of selectable alternatives is dependent on service level.

At basic service level, the history is shown as 1 month's history with a limited number of parameters depending on the system (for example indoor/outdoor temperature, hot water peak/charging, compressor operating time (total & of which hot water), brine in/out, heating medium in/out, calculated supply temperature and the new parameters season-dependent brine in/out). Only one parameter can be displayed in the diagram at a time.

At premium service level, an extended history is shown from when myUpway was connected. This means a further 30 parameters depending on system (for example degree minutes, current 1, current 2, current 3, compressor starts, discharge temperature, suction gas temperature, etc). If necessary, all parameters can be shown at the same time in the diagram.

Alarm

Information and proposed action for any relevant alarms as well as alarm history is shown here.

Premium

Here you can create subscriptions for the different functions from the premium service level and see current status and purchase history of your subscriptions.

Options

Here you can perform the following:

- Adapt the overview image (the page that you see when you first enter your system).
- Edit the system profile (name and address of the system).
- Security (allow other myUpway accounts to control and/or monitor your system).

Support

You can download manuals and the latest software for your system here.

Software

You can search for the latest software for your system here.

Enter your serial number and press the Search button.

If there is software for your serial number you receive a download link and a step-by-step guide to updating the software in your system.

Account Settings

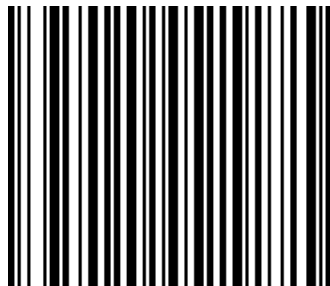
Here you can make the settings for your myUpway account.

Here you can:

- Change the email address for your account.
- Change password.
- Change your contact information.
- Set when myUpway is to send email messages to you (for example in event of alarms).
- Show User account purchase history.
- Remove your account from myUpway.

Log out

Log out from myUpway here.



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