

FAQs – KWB Comfort Online

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1. Requirements

1.1. I would like to use Comfort Online. What are the requirements?

1.1.1. Requirements for boilers with Comfort 4 control

- A functioning network connection with internet connection at the boiler in the form of an RJ45 connector
- A DHCP server is required for automatic assignment of network settings in the local network.
- Minimum boiler software version: V17.4.0
- The boiler series number (according to type plate) must be correctly entered at the boiler control unit!
- A valid email address
- Mobile phone (for TAN security system)
- Internet browser
- A valid www.comfort-online.com user account

1.1.2. Requirements for boilers with Comfort 3 control

- A functioning network connection with internet connection at the boiler in the form of an RJ45 connector
- A DHCP server is required for automatic assignment of network settings in the local network.
- A network card (Art. No. 13-2000395) to connect the C3 control unit with the internet
- Minimum boiler software version: 3.97
- The boiler series number (according to type plate) must be correctly entered at the boiler control unit!
- A valid email address
- Mobile phone (for TAN security system)
- Internet browser
- A valid www.comfort-online.com user account

1.2. Do I need a mobile phone to be able to use Comfort Online?

Yes, Comfort Online contains a TAN security process via SMS (text message).

1.3. Do I have to install an app to be able to use Comfort Online?

No, Comfort Online does not have its own app. Comfort Online is a browser-based online platform.

1.4. Does Comfort Online require the use of a special software?

You will only need an internet browser to be able to use Comfort Online. We tested Comfort Online on all of the most popular browsers (Internet Explorer, Google Chrome, Firefox, Safari,...). We recommend to always use the most current version of the respective browser.

2. Commissioning

2.1. What do I need to do to put Comfort Online in operation?

- Connect the boiler to the local network
- Activate Comfort Online in the boiler control unit
- Register the heating system in the boiler control unit on the Comfort Online server
- Create user account on www.comfort-online.com
- Add the heating system to the user account on www.comfort-online.com

2.2. How do I connect my boiler with the local network?

2.2.1. Boiler with Comfort 4 control?

The Comfort 4 boiler control unit has a LAN connection with an RJ45 port. The LAN cable is plugged in at this port and connects the unit to the local network. It is the responsibility of the system owner to establish a network connection to the heating system; this does NOT fall into KWB's scope of responsibilities.

2.2.1.1. I would like to use WiFi to connect my boiler to the local network. Is this possible?

No, the connection can only be established using the LAN cable and the RJ45 port.

2.2.1.2. How can I check whether my boiler is connected to the local network?

- Check the network settings at the boiler control unit
Select "Open menu" >>"Add-ons" >> "Ethernet settings" in the boiler control unit. The item "DHCP" must be set to "On" (factory settings). Furthermore, the items "IP address", "subnet mask" and "gateway" address must have been assigned and be visible. If the respective addresses were not assigned automatically, turn off DHCP and switch it on again and wait a few minutes.
- If the local network does not have a DHCP server that automatically assigns IP addresses, the IP address and the parameters for "subnet mask" and "gateway" must be manually entered under "Open menu" >>"Add-ons" >> "Ethernet settings".

2.2.2. Boiler with Comfort 3 control?

The network card which is installed at the Comfort 3 boiler control unit has a LAN connection with an RJ45 port. The LAN cable is plugged in at this port and connects the unit to the local network. It is the

responsibility of the system owner to establish a network connection to the heating system; this does NOT fall into KWB's scope of responsibilities.

2.2.2.1. I would like to use WiFi to connect my boiler to the local network. Is this possible?

No, the connection can only be established using the LAN cable and the RJ45 port.

2.3. How do I activate Comfort Online in the boiler control unit?

2.3.1. Boiler with Comfort 4 control?

In the control unit, select "Open menu" >> "Add-ons" >> "Comfort Online" >> "Server settings" >> "Remote access" Activate Comfort Online by setting the field "Remote access" to "On". The boiler control unit will now automatically attempt to connect with the Comfort Online server.

2.3.1.1. What does the chain symbol at the lower right edge of the boiler control unit's display mean?

As soon as the remote access to the boiler control unit has been activated, an attempt will be started to establish a connection to the Comfort Online server. There is a chain symbol at the lower right edge of the boiler control unit display which shows the connection status to the Comfort Online server. The following statuses are possible:

- Blinking white chain symbol: An attempt is made to connect to the Comfort Online server
- White chain symbol: The connection to the Comfort Online server has been established
- Red chain symbol: There is no connection to the Comfort Online server

2.3.1.2. Registering the boiler on the Comfort Online server

To achieve this, select "Open menu" >> "Add-ons" >> "Comfort Online" >> "Registration" and carry out the registration. The boiler control unit display will now show an 8-digit TAN code. Please write down this TAN; you will need it to link your boiler with your user account on the Comfort Online platform.

2.3.2. Boiler with Comfort 3 control?

2.3.2.1. Network card activation

- In the boiler control unit, select "Open menu" >>"Basic settings" >>"Hardware (2nd page of the menu)" >> "Web interface". Confirm by pressing "Set".
- In the boiler control unit, select "Open menu" >>"Basic settings" >>"Hardware" >> "Comfort Online". Confirm by pressing "Set".

2.3.2.2. Activating Comfort Online

In the control unit, select "Open menu" >> "Add-ons" >> "Comfort Online" >> "Server settings" >> "Remote access" Activate Comfort Online by setting the field "Remote access" to "On". The boiler control unit will now automatically attempt to connect with the Comfort Online server.

2.3.2.3. Registering the boiler on the Comfort Online server

As soon as the remote access in the boiler control unit has been set to "On" (see no. 2.3.2.2), an attempt will be started to establish a connection to the Comfort Online server. If the connection has been successfully established, the display will show the "registration" screen. Select the field "Register" and carry out the registration; confirm by pressing "Set".

The boiler control unit display will now show an 8-digit TAN code. Please write down this TAN; you will need it to link your boiler with your user account on the Comfort Online platform.

2.4. How to I configure my user account on www.comfort-online.com ?

- Start the Internet browser on your device (PC, laptop, tablet or smartphone).
- Go to the following web address (URL):
<https://www.comfort-online.com>
- Click on "NEW REGISTRATION".
- Enter your user data and click on "Register". Your activation code will be sent to you by email.
- Click on the link in the email to confirm your registration or enter the provided code on the platform in the provided field and confirm your registration in this way.

2.5. How to I add my boiler to my user account on www.comfort-online.com?

Log in to www.comfort-online.com with your user name and password. In the menu, click on "Add system". A new window will pop up where you can enter the 8-digit TAN which was provided to you during the boiler registration on the Comfort Online server. Add also the name of the boiler and click on "Add system". After a few moments, the desired boiler will be displayed in the system overview of your user account.

3. Internet connection problems

3.1. What happens if the internet connection between boiler and Comfort Online Server fails?

If the connection between boiler and Comfort Online server fails, the boiler and Comfort Online platform will no longer be able to communicate and no data will be sent by the boiler.

In this case, the parameters will be displayed in blue and with a strike through on the user surface of the Comfort Online platform. Furthermore, an add-on text will indicate when a value was transmitted last for the respective parameter.

3.2. What happens if the internet connection between the Comfort Online server and browser-enabled terminal device fails?

In this case, the browser will not be able to display the Comfort Online platform and you will not be able to use it. If the internet connection between boiler and Comfort Online server, however, remains intact, the boiler will continue to send data to the Comfort Online server.

3.3. What do I need to keep in mind if I have a firewall?

Check whether a connection to the local network and/or internet has been established. For this, see items 2.2.1.2.

4. Safety

4.1. How safe is it to remotely access the boiler via the internet?

Communication between boiler, Comfort Online platform and the device used by the user for control purposes (PC, laptop, smartphone, tablet,...) is carried out via an SSL-encrypted connection.

Safety-critical commands and entries to/for the boiler that would require the user to be physically at the boiler itself are not possible via Comfort Online.