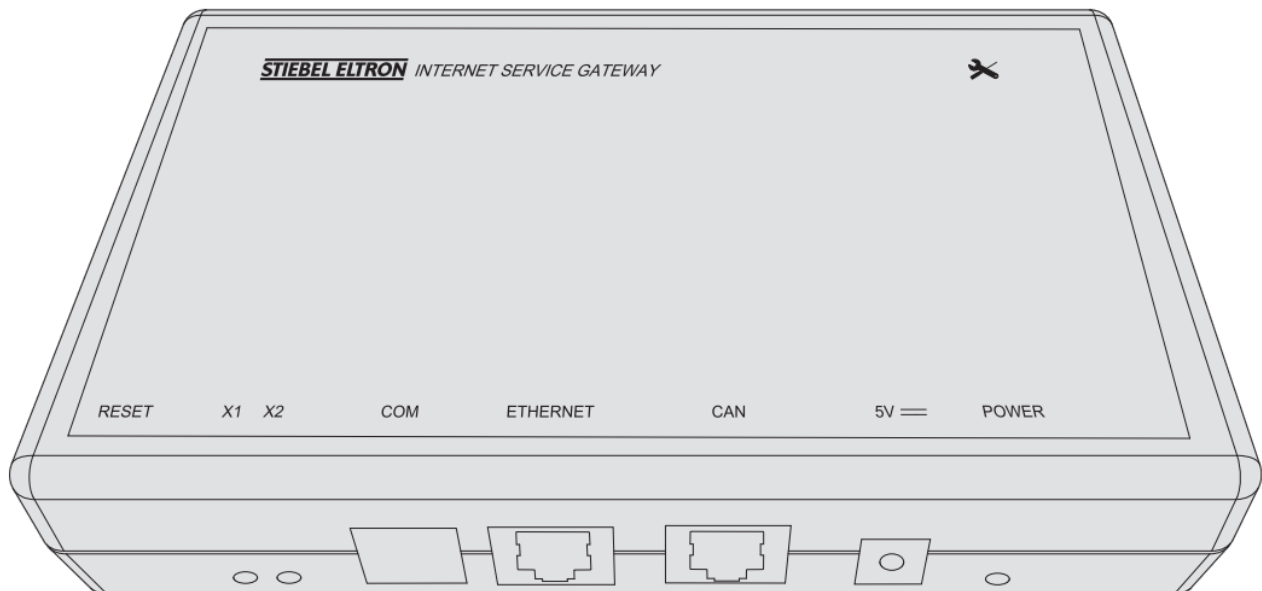




## STIEBEL ELTRON ISG web Internet Service Gateway Installation Guide

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### STIEBEL ELTRON ISG web Internet Service Gateway



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## General information

The chapter “Operation” is intended for appliance users and qualified contractors. The chapter “Installation” is intended for qualified contractors.

### Note

Read these instructions carefully before using the appliance and retain them for future reference. Pass on the instructions to a new user if required.

### Relevant documents



Operating and installation instructions for the connected



heat pump/integral ventilation unit



Operating and installation instructions for the heat pump manager (WPM)



Software documentation for the integral Modbus TCP/IP software interface

## Safety instructions

### Structure of safety instructions



**KEYWORD** Type of risk Here, possible consequences are listed that may result from failure to observe the safety instructions.

- Steps to prevent the risk are listed.

### Symbols, type of risk

Symbol	Type of risk
	Injury

### Keywords

KEYWORD	Meaning
DANGER	Failure to observe this information will result in serious injury or death.
WARNING	Failure to observe this information may result in serious injury or death.
CAUTION	Failure to observe this information may result in non-serious or minor injury.

### Other symbols in this documentation

#### Note

General information is identified by the adjacent symbol.

- Read these texts carefully

Symbol	Meaning
	Material losses (appliance damage, consequential losses and environmental pollution)
	Appliance disposal

- This symbol indicates that you have to do something. The action you need to take is described step by step.

### Units of measurement



#### Note

All measurements are given in mm unless stated otherwise.

# Safety

## Intended use

The Internet Service Gateway (ISG) is an information and communication interface between your heat pump/integral ventilation unit and your home network.

This appliance is intended for domestic use. It can be used safely by untrained persons. The appliance can also be used in a non-domestic environment, e.g. in a small business, as long as it is used in the same way.

Any other use beyond that described shall be deemed inappropriate. Observation of these instructions and of instructions for any accessories used is also part of the correct use of this appliance.

## Appliance compatibility



### Note

Your system's date of manufacture must meet the minimum requirements. Otherwise, your system is not designed for operation with the ISG.

- Note the manufacturing date of your system.



### Note

The ISG is only compatible with systems whose heat pump manager (WPM) is equipped with the minimum software versions.

- If in doubt, consult our service department



### Note

The Modbus TCP/IP software is installed on the ISG at the factory and can be used with compatible devices.



### Note

Any FEK remote control installed must have at least software version 9506 or higher.



### Note

Do not operate the ISG with a DCO active GSM on the same CAN BUS. This can impair communication with the WPM.

You can find an overview of compatible heat pumps / integral ventilation units on our website.

<https://www.stiebel-eltron.de/de/home/service/smart-home/kompatibilitaetslisten.html>

## General safety instructions



### WARNING Injury

The appliance may be used by children aged 8 and up and persons with reduced physical, sensory or mental capabilities or a lack of experience and know-how, provided that they are supervised or they have been instructed on how to use the appliance safely and have understood the resulting risks. Children must never play with the

appliance. Children must never clean the appliance or perform user maintenance unless they are supervised.

We guarantee trouble-free function and operational reliability only if original accessories and spare parts intended for the appliance are used.

#### **Data security**



##### **Note**

Security of your home network is your responsibility.



##### **Note**

The router in your home network represents a potential vulnerability to internet attacks.

It is therefore important to observe the following advice when configuring your router:

- Activate the internal firewall of the router.
- Change the default login details for the router's internal website.
- Use a secure WiFi password with WPA2 encoding (not WEP!).
- Disable any remote maintenance options for your router.
- Only enable required standard ports (e.g. port 80).
- Regularly update your router firmware.

To protect your personal and product-related data, we comply with the provisions of the German Federal Data Protection Act.

#### **Instructions, standards and regulations**



##### **Note**

Observe all applicable national and regional regulations and instructions.

#### **Test symbols**

See type plate on the appliance.

### **Appliance description**

The ISG is an information and communication interface between your heat pump/integral ventilation unit and your home network. To do this, the ISG provides the local SERVICEWELT website.

#### **SERVICEWELT**



##### **Note**

SERVICEWELT is a local website that requires no internet connection.

When you connect the ISG to your heat pump/integral ventilation unit and your home network, your system data is prepared for the SERVICEWELT.

You can retrieve your system data and make system settings in the SERVICEWELT.

#### **SERVICEWELT portal**

Once you allow the SERVICEWELT portal to access your data, you can add additional service packs, subject to service agreement.

- You need to connect your ISG to the STIEBEL ELTRON server to enable data access.

### **Function with data access enabled**

Once data access from the SERVICEWELT portal is enabled, in the event of a change, your system data is transmitted every 1-5 minutes to the SERVICEWELT portal and saved on the STIEBEL ELTRON server.



#### **Note**

For more detailed information on appliance functions and service packages, visit our website.

### **Standard delivery**

The following are delivered with the appliance:

- Power supply unit
- Wall mounting bracket
- CAN BUS cable (5.0 m long)
- Crossover cable RJ45 grey CAT5E (3.0 m long)

### **System requirements**

#### **Note**

Display problems can occur with certain web browsers. We recommend using Mozilla Firefox.

### **Computer**

- Javascript-enabled web browser (Mozilla Firefox 3.0 or higher, Internet Explorer 7.0 or higher, Safari 4.0 or higher).
- Network connection (standard Ethernet 10/100 Base-T)
- Broadband internet access via ADSL, UMTS or LTE with data flat rate

### **Router**

- DHCP active
- Free Ethernet interface



#### **Note**

Disable the energy saving function of your router's Ethernet interface allocated to the ISG.

### **Operation**

#### **Accessing SERVICEWELT**

#### **Windows 7**

The ISG is displayed in "Windows Explorer" under "Network".

- Double click on “Internet Service Gateway” to access SERVICEWELT.



**Note**

With other operating systems, you will need to access Service welt via the web browser.

### Calling up the SERVICEWELT in your web browser

- Enter “http://servicewelt” or “192.168.0.126” or the IP address assigned during commissioning in your web browser address bar. Press Enter.

SERVICEWELT opens. Your data will be loaded.

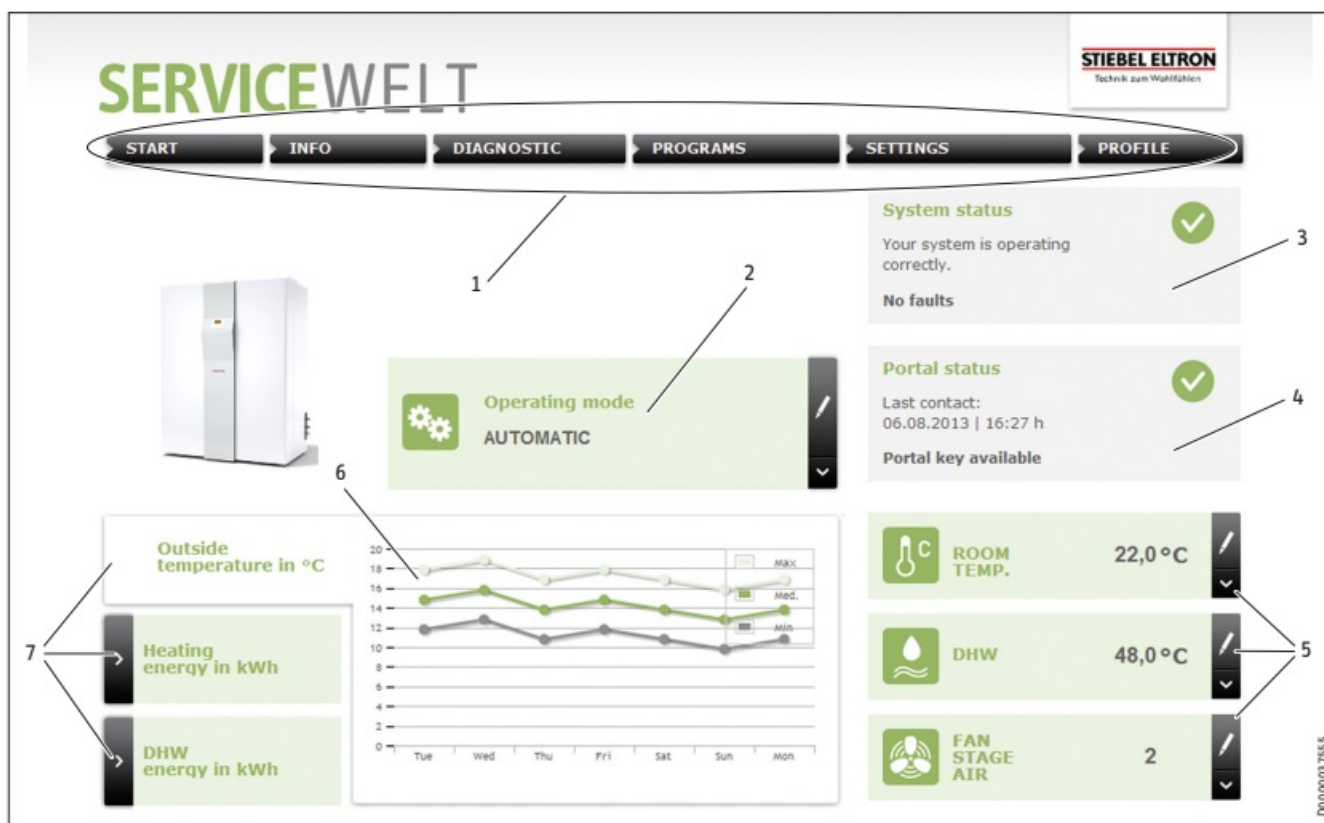


**Note**

If the access lock is enabled (see chapter “Access lock”), a login screen will appear first.






### Start page

On the SERVICEWELT start page you will see an overview of your system and can make changes to the most important settings directly.



1. Menu
2. Operating mode
3. System status
4. Portal status
5. Quick access convenience values
6. Graph panel
7. Graph selection

## Symbols

Symbol	Meaning
	Edit Click here to change a set system value (e.g. temperature value).
	Select Click here to select a view (e.g. to switch between graphs on the start page).
	Cancel Click here to cancel the current action.
	Info Move the mouse pointer over the icon to display information about a menu item.
	Advanced settings Click here to view advanced settings options.

## Menu

The menu bar is always displayed at the top of the Service welt page. It is used to navigate the menu structure.



Moving the mouse pointer over one of the main menu items will open the corresponding submenu.

### **Operating mode**

The set operating mode is displayed in the middle of the SERVICEWELT start page.

### **Changing the operating mode**

- Click on “Edit”.
- Select the required operating mode.
- Click on “Save”.

The set operating mode is displayed.

### **System status**

The “System status” field shows you information such as error messages.

### **Portal status**

The portal status indicates whether the ISG is connected to the Stiebel Eltron server (see chapter “Enabling data access from the SERVICEWELT portal”).

### **Quick access convenience values**

You can set the following convenience values directly via the quick access menu:

- Internal room temperature (heating circuit 1)
- DHW temperature
- Click on “Edit” for the desired parameter.
- Set the desired value.
- Click on “Save”.

The selection is made and displayed in the quick access menu.



#### **Note**

You can set convenience values for heating circuit 1 only via the quick access menu.  
You can adjust the full set of temperature settings under the “Settings” menu item.

### **Graph panel | graph selection**

The graphs provide information about the system values of the last seven days.

You can select three different graphs for display:

- Outside temperature in °C
- Supplied heating energy in kWh
- Supplied DHW energy in kWh
- Click on “Select” in the desired graph.

The desired graph is displayed in the graph panel.



#### **Note**

The displayed graphs are based on calculated data and should not be used as reference values for billing purposes or similar.

### **Troubleshooting**

If you cannot remedy the fault, consult our service department. To facilitate and speed up your enquiry, please provide the serial number from your heat pump/integral ventilation unit type plate (000000-0000-000000).



#### **Note**

In the event of problems with the on-site IT network, please consult an IT contractor.

### **Installation**

#### **Installation site**

The ISG is designed for wall mounting and is installed between your router and your heat pump/integral ventilation unit.



#### **Note**

The ISG connects to the interface for the second programming unit.

- Observe the operating and installation instructions of your heat pump or integral ventilation unit.



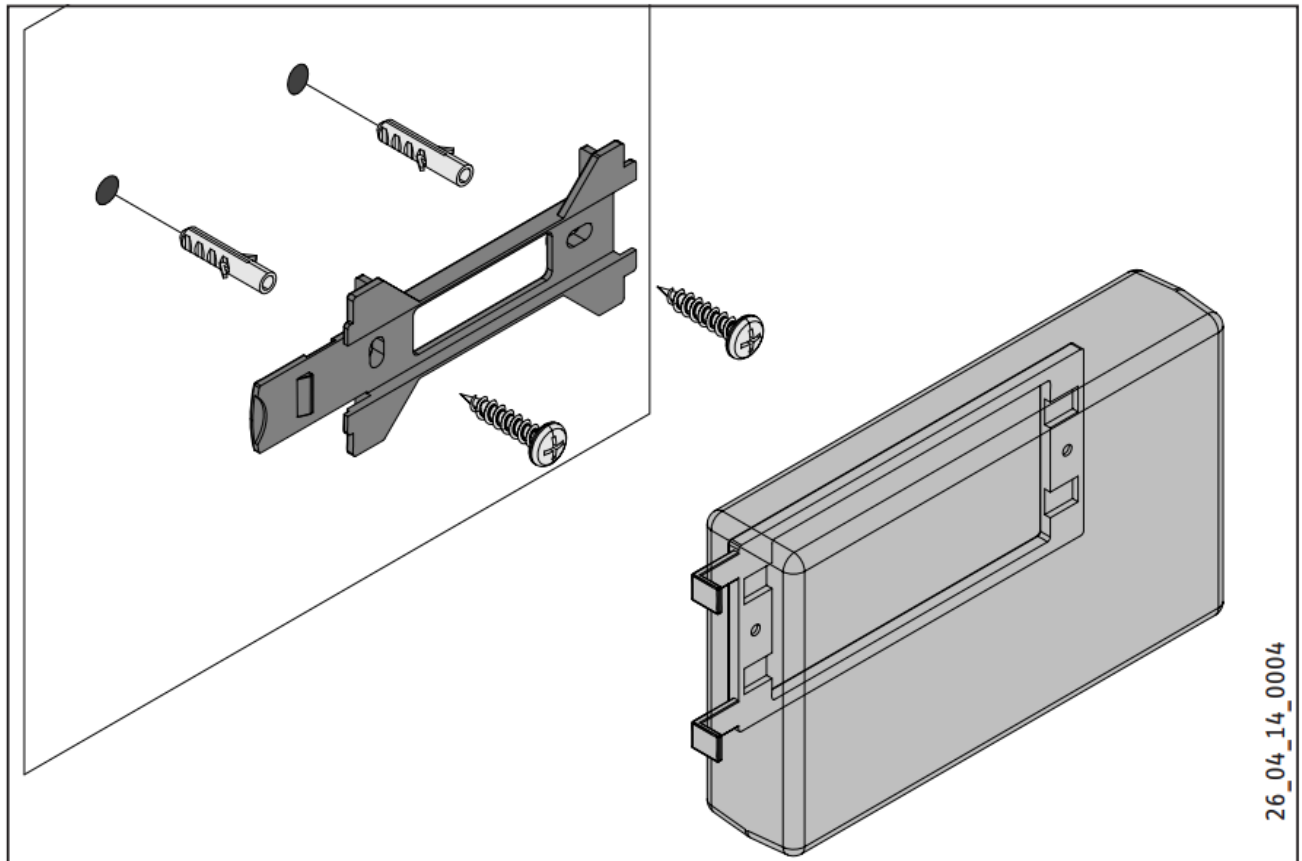
## Material losses

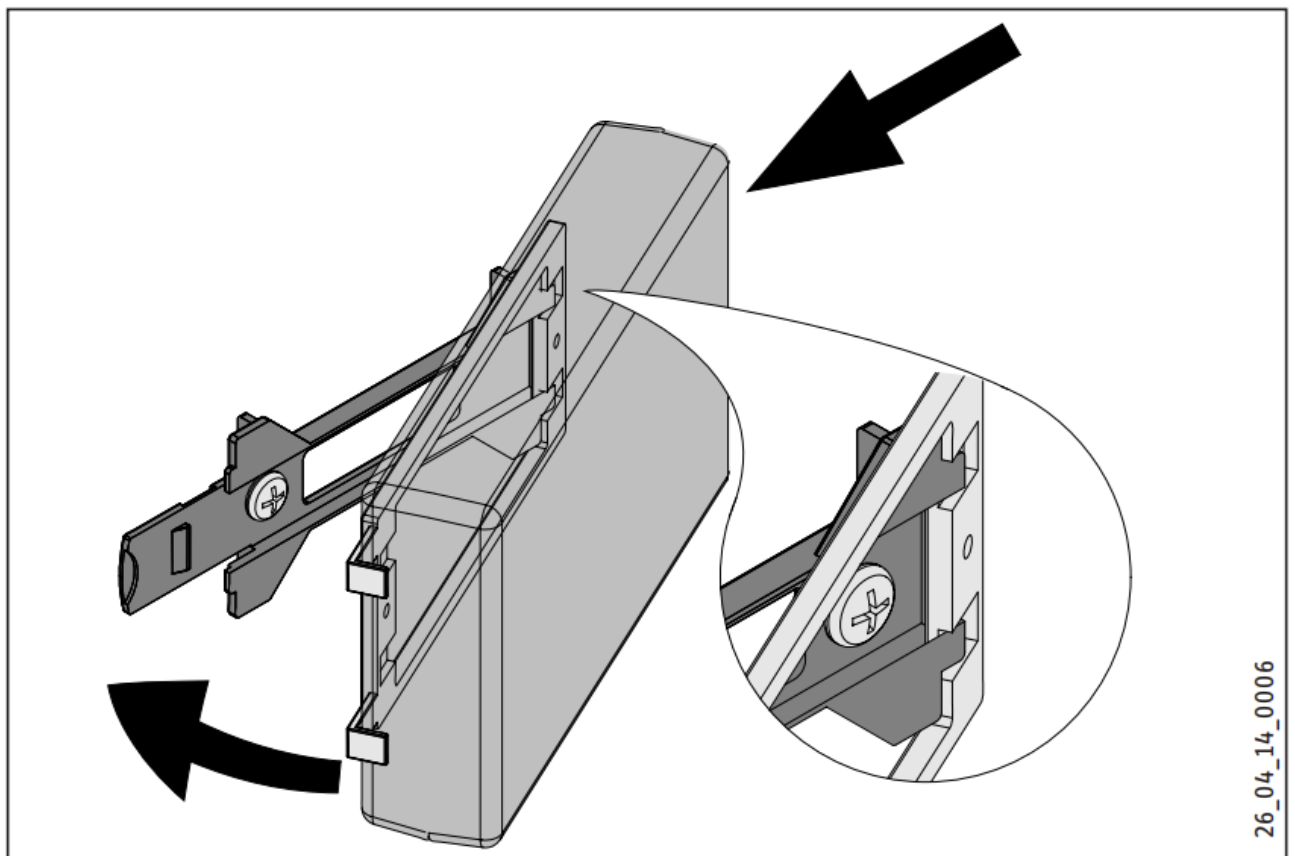
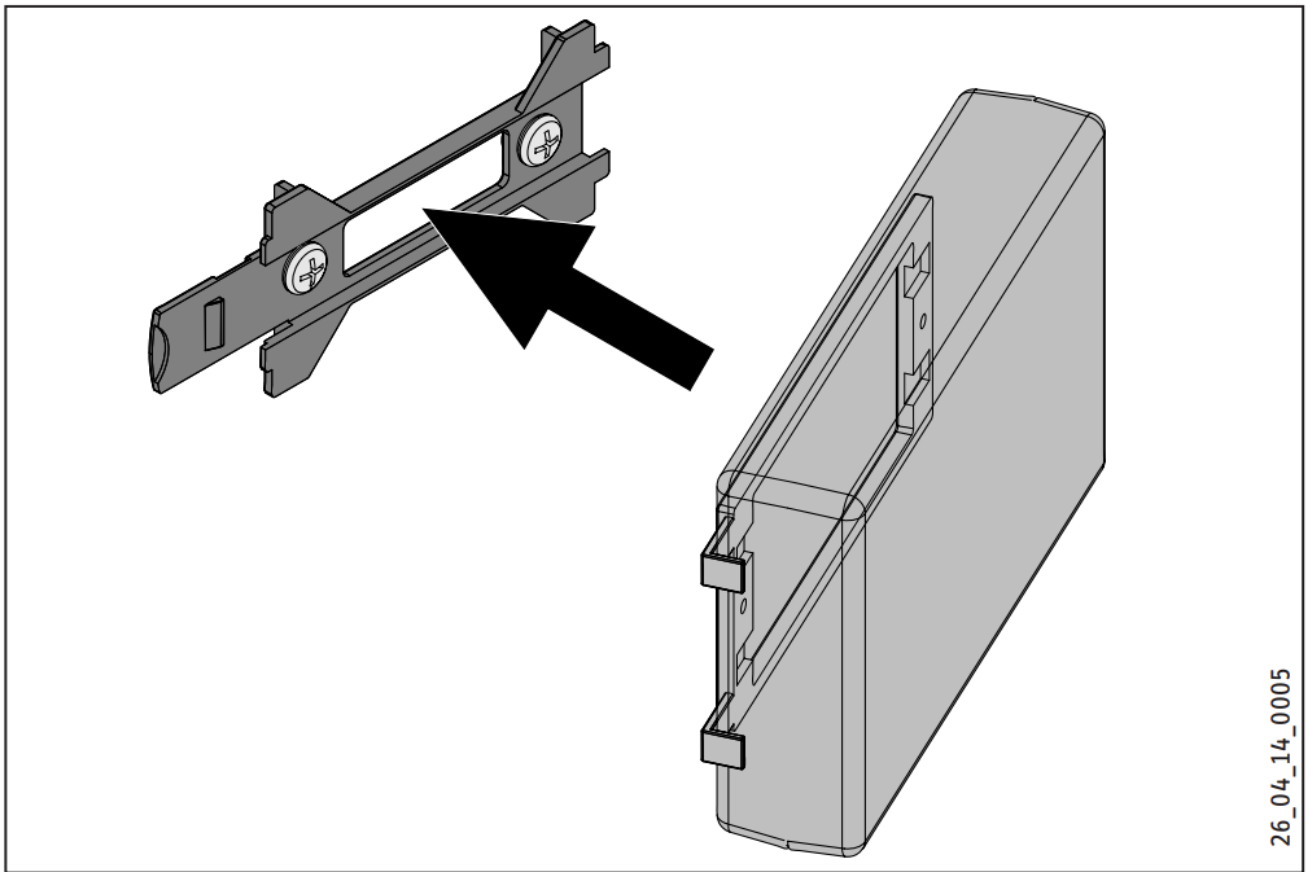
The installation site must be dry and protected against frost.

- Observe the application limits in the chapter “Specification”.

## Wall mounting

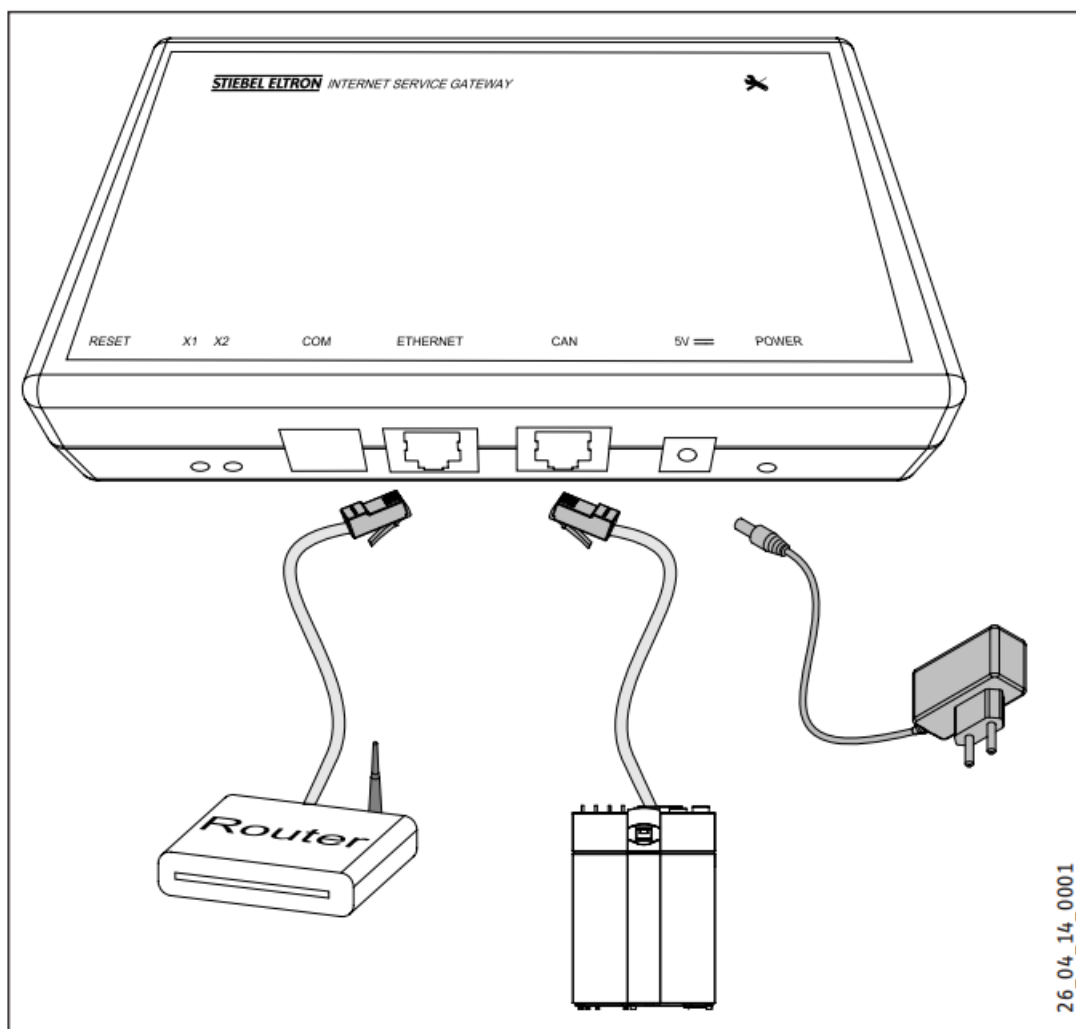
- Mount the ISG on a suitable wall:





- Push the ISG to the right, until you feel it latch into the retainer.

**Power supply**



### Note

The ISG connects to the interface for the second programming unit or the remote control of your heat pump/integral ventilation unit.

If there is only one interface, the ISG connects in parallel to the CAN BUS as an additional programming unit.

- Use the CAN BUS cable supplied to connect the ISG to your heat pump/integral ventilation unit via the CAN interface. When doing so, observe the operating and installation instructions of your heat pump/integral ventilation unit.

### CAN BUS cable connection:

- White: High
- Brown: Low
- Black: Earth (Ground)
- Use the crossover cable supplied to connect the ISG to your router.

### Note

- Put the ISG into operation as the last bus subscriber.
- Before you connect the ISG to the power supply, make sure that the WPM has been commissioned and has fully started up.

- Connect the ISG to the mains using the power supply unit supplied.



## Note

The COM interface is for service purposes only.

## Commissioning

### Checks before commissioning

#### Wiring

- Check the wiring between ISG, router, and heat pump/integral ventilation unit.

#### Power supply

When the power plug is plugged in, the ISG is switched on. The power LED is illuminated. The ISG requires about 30 seconds to start up.

- Check whether the power LED is illuminated.

#### Communication with the heat pump

LED X1 indicates the connection status to your heat pump/integral ventilation unit. LED X1 should be constantly flashing rapidly.

- Check the indication of LED X1.

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

#### Communication with the SERVICEWELT portal

LED X2 indicates the connection status to the SERVICEWELT portal (see chapter “Enabling data access from the SERVICEWELT portal”). When data access is not enabled, LED X2 illuminates red.

- Check the indication of LED X2.

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

## Router settings

For automatic address assignment to the ISG, DHCP must be enabled on your router.

- Check your router settings.

### Registering on the home network



#### Note

If required, refresh the website by pressing the F5 key or the web browser refresh button while registering with SERVICEWELT.

### Registration via router

#### Automatic IP address assignment

If DHCP is enabled on your home network router, the ISG obtains its IP address automatically.

- Call up the SERVICEWELT (see chapter “Accessing SERVICEWELT”).

If the Service welt does not open, the name resolution for “service welt” was unsuccessful.

- Change your web browser settings. Enter “service welt” as a proxy exception.
- Disable Google search.
- Carry out a manual registration.

### Manual registration




- Enter “http://servicewelt” or “192.168.0.126” in the address bar of your web browser. Press Enter.

### Registration without router

## Documents / Resources

	<p><a href="#">STIEBEL ELTRON ISG web Internet Service Gateway</a> [pdf] Installation Guide ISG web Internet Service Gateway, Internet Service Gateway, Service Gateway, Gateway</p>
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## References

-  [STIEBEL ELTRON International](#)
-  [Stiebel Eltron](#)
-  [Wärmepumpenmanager von STIEBEL ELTRON](#)