Belimo Cloud Manual

Welcome to the Belimo Cloud

Thank you for deciding to use the Belimo Cloud. Now you'll be able to have centralized connection and management of compatible devices with the Belimo Cloud – from anywhere and everywhere. Use the new powerful functions to enhance the performance of your Belimo devices even more.

Purpose of this Document

The following document provides an overview of all the available features and functions offered by the Belimo Cloud. It contains information about best practices, users, user groups, authorizations and basic tasks. Each task is described step-by-step.

What is the Belimo Cloud?

You can connect your Cloud-capable devices with the Belimo Cloud in order to analyze its data, organize it into user groups and transfer it between accounts. Start by registering one device to the Cloud in order to experience its benefits. The connected devices can then be organized in user groups and shared with your peers. Your ability to analyze device data in the Cloud from virtually everywhere enables you to recognize problems quickly and provide better service to the end user.

Navigate to Belimo Cloud

Using the Belimo Cloud requires an Internet connection for creating and logging in to an account and accessing device data.

The Belimo Cloud can be accessed by any current web browser. The Belimo Cloud URL is:

https://cloud.belimo.com

The current versions of the following web browsers are recommended:
- Internet Explorer
- Firefox
- Chrome
- Safari

Create a Cloud Account / Login

Use the steps described under "Create Account" on page 5 to create a new account for the Belimo Cloud and log in at the Belimo Cloud.

Access Your Devices

After the Belimo Cloud account has been created, use the email address used for that purpose to link your Cloud-compatible Belimo devices with your account. The connecting procedure used depends on the device type. The documents for your product describe how to connect it to the Belimo Cloud.

Copyright © 2018 BELIMO Automation AG

Manage Cloud Account

1.1 Create Account

To create an account in the Belimo Cloud, follow these steps:

1. Navigate to Belimo Cloud
2. Click on "Create an account" to navigate to the registration form
3. Enter all mandatory fields marked by an asterisk (*) and solve the captcha challenge

4. Click on "Register" to create the Cloud user account

> **ⓘ Account Activation**
> Note: You'll receive an Email from the Belimo Cloud to activate your account. Please check the Spam folder if no activation email was received.

5. Activate your account by following the instructions in the activation email.
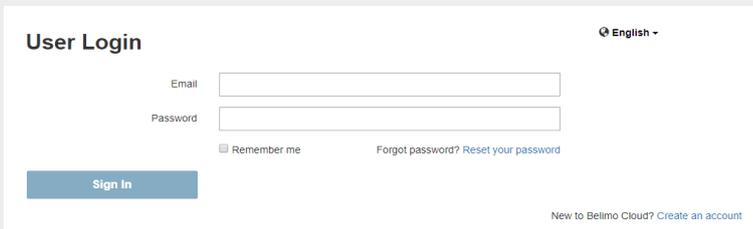
> **⚠ Credentials**
> Please keep your credentials in a safe place. They enable you to access the Belimo Cloud and the devices you have connected to it.

1.2 Login

Login to your Belimo Cloud account by following these steps:

1. Navigate to Belimo Cloud
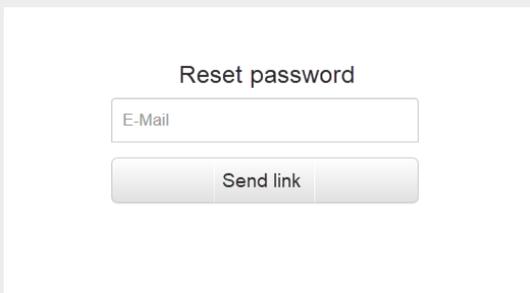2. Enter the Belimo Cloud account email and Password

3. Optional: Click on "Remember me" so the website will be able to reuse the data at the time of the next visit

4. Click on "Sign In"

1.3 Forgot Password

Follow these steps if the password has been forgotten or lost:

1. Navigate to Belimo Cloud
2. Click on "Reset your password" to navigate to password restoration


3. Click on "Send link"

> (i) **Reset Password**
> Note: An email will be sent from the Belimo Cloud to reset your account password. Please check the Spam folder if no email appears in your Inbox.

4. Reset your Belimo Cloud account password by following the steps described in the email.

1.4 Account Settings

To view and edit your Belimo Cloud account settings, follow these steps:

1. Run Belimo Cloud login
2. Navigate to the "Account Settings" by clicking on "Settings" ➤ "Account Settings"
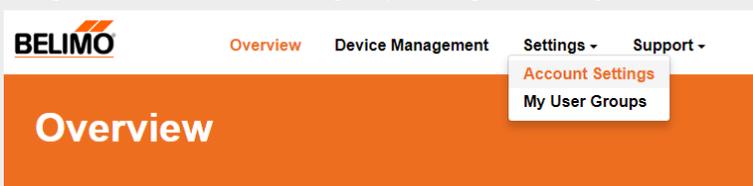
3. Navigate to the "User Details" section
4. Change the desired user details

> ⚠ **Account Settings – Country**
> The selection for the "Country" field influences the display of the data point formatting for time, number and unit data types. Country-specific formatting is available for China, Germany, Switzerland and the US.
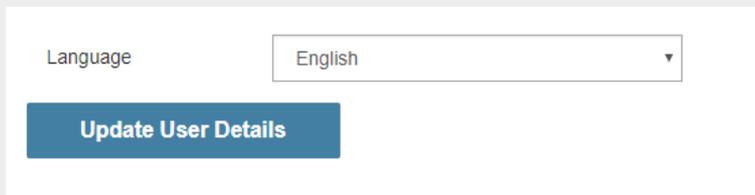
5. Click on "Update User Details"

> ⚠ **Account Settings**
> All fields marked by an asterisk (*) are mandatory.

1.5 Change Language

To change the language used in the Belimo Cloud, follow these steps:
1. Run Belimo Cloud login
2. Navigate to "Account Settings"
3. Go to the "User Details" section
4. Navigate to the "Language" field
5. Select the preferred language from the drop-down menu

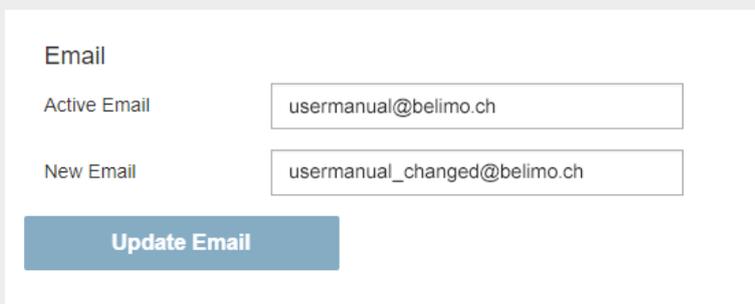| Language	English ▼

Update User Details

> ℹ **Change Language**
> The Belimo Cloud supports the languages listed in the drop-down menu. For countries with national languages other than those listed, the display language will be English by default.

6. Click on "Update User Details"

1.6 Update Email-Address

To update your Belimo Cloud account email address, follow these steps:
1. Run Belimo Cloud login
2. Navigate to "Account Settings"
3. Navigate to the "Email" section
4. Enter the new email address for the Belimo Cloud account

Email

Active Email: usermanual@belimo.ch

New Email: usermanual_changed@belimo.ch
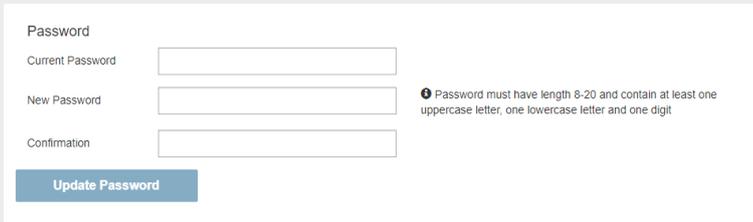
Update Email

5. Click on "Update Email"

> ℹ **Update Email**
> Note: You'll receive a confirmation email from the Belimo Cloud. Please check the Spam folder if no email appears in your Inbox.

1

1.7   Update Password

To update your Belimo Cloud account password, follow these steps:

1. Run Belimo Cloud login
2. Navigate to "Account Settings"
3. Navigate to the "Password" section

Password

Current Password	
New Password	❶ Password must have length 8-20 and contain at least one uppercase letter, one lowercase letter and one digit
Confirmation	

Update Password

---

4. Enter your current password and a new password
5. Confirm your new password by entering it once again
6. Click on "Update Password"
7. You will be logged out and then need to log back in

1.8   Delete Account

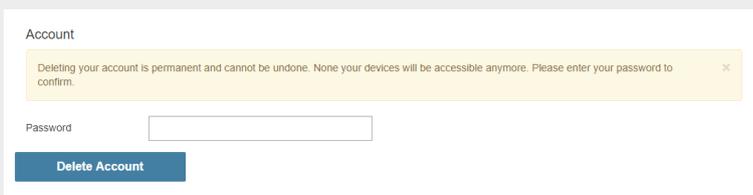Follow these steps if you wish to delete your Belimo Cloud account:

1. Run Belimo Cloud login
2. Navigate to "Account Settings"
3. Navigate to the "Account" section
4. Click on "Delete Account"

⚠️ **Delete Account**
The account cannot be restored after deletion. Please note the consequences.
The account cannot be deleted if it functions as administrator of a user group. You can resign from a user group administrator role or delete the user group.

5. Enter your password to confirm deletion of the Belimo Cloud account

---

Account

Deleting your account is permanent and cannot be undone. None your devices will be accessible anymore. Please enter your password to confirm.   ×

Password

Delete Account

---

6. Click on "Delete Account"

1.9   Logout

To log out of your Belimo Cloud account, follow these steps:

1. Identify the header section on every page
2. Click on "Logout"

Logged In: usermanual@belimo.ch   Logout

Settings ▾   Support ▾

---
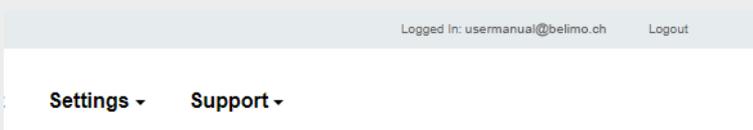
3. You will be logged out. Follow the steps listed in the "Login" section on page 6 to log in again
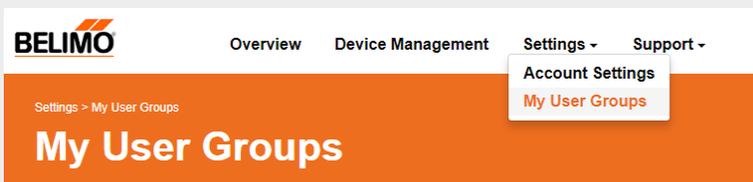
Manage User Groups

2

BELIMO®

2.1   Overview

The Belimo Cloud contains the function "My User Groups" with which you can manage and share your devices with others. The purpose of a user group is to enable more than one person or more than one Cloud account to manage one or more devices (e.g. all of the devices within a particular building). **Each member** of a user group can perform all of the device-specific actions for the devices that have been assigned to that user group. Each user group has at least one user group administrator. You can create your own user groups with every Belimo Cloud account and transfer your own devices to this user group. In addition, the account holder can appoint any user group member to administrator or cancel that member's administrator rights for this user group. This section will provide you with step-by-step guidance on managing user groups within the Belimo Cloud.

2.2   My User Groups

To obtain an overview of your user groups, follow these steps:

1. Run Belimo Cloud login
2. Navigate to the "My User Groups" by clicking on "Settings" ➤ "My User Groups"

BELIMO   Overview   Device Management   Settings ▾   Support ▾
                                              Account Settings
Settings > My User Groups   My User Groups
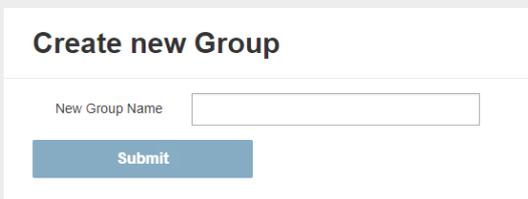
My User Groups

3. Navigate to the "User Groups" section
4. User groups in which you are an administrator or a user are listed

2.3   Create New User Group

To create a new user group, follow these steps:

1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Navigate to the "Create User Group" section
4. Enter a valid user group name
5. Click on "Submit"

Create new Group

New Group Name [   ]

Submit

6. Your new created user group will appear in the section "User Groups"
7. Add other Cloud accounts to share it with others

2.4   Get User Group ID

The user group ID is used to add devices to a user group.

To determine a user group ID, follow these steps:

1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Click on the user group with the ID that is to be determined
4. Navigate to the "User Group: <user group name>" section

5. The value specified in the "ID" field is the ID of the user group

User Group: Cloud manual group

Name	Cloud manual group ✏
ID	FZ9XZAOGTS

6. Copy the user group ID to your clipboard for further use

2.5 Rename User Group

To rename an existing user group, follow these steps:
1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Click on the user group to be renamed

User Groups: 1

Show 10 Entries ▾

Group ID	Name	Administrators	Members	Action
FZ9XZAOGTS	Cloud manual group	2	2	🗑

4. Navigate to the "User Group: <user group name>" section
5. Click on the icon for editing the name

User Group: Cloud manual group

Name	Cloud manual group ✏
ID	FZ9XZAOGTS

6. Enter a valid new user group name
7. Click on the icon for saving the changes
8. Optional: The changes can be discarded if they are not wanted

2.6 Add Member

> ⓘ **Add Member**
> Note: To execute this task, you must already have the administrator rights for a user group.

To add a member to an existing user group, follow these steps:
1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Click on the user group to which a new member is to be added

User Groups: 1

Show 10 Entries ▾

Group ID	Name	Administrators	Members	Action
FZ9XZAOGTS	Cloud manual group	2	2	🗑

4. Go to the "Add New Member" section on the User Group Details page
5. Enter an email address or a user ID of a Belimo Cloud user

Add new Member

Member Email [   ]

Add New Member

⚠️ **Add New Member**
Only members who have an activated Belimo Cloud account can be added. To create a new account, please follow the steps described in the "Create Account" on page 5 section.

6. Click on "Add Member"

2.7 Assign Member Administrator Rights

ⓘ **Assign Member Administrator Rights**
Note: To execute this task, you must already have the administrator rights for a user group.

To assign administrator rights to a member of a group, follow these steps:

1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Click on the user group in which administrator rights are to be assigned to a member
4. Navigate to the "Members: <count>" section on the User Group Details page

Members: 2

Show 10 Entries ▾

ID	Last name	First name	Email	Role	Action
mOULL2NS	Manual	User	usermanual@belimo.ch	Admin	
tmzXbr97	Manual Friend	User	usermanual_friend@belimo.ch	User	🗑 ★

5. Click on the promotion icon in the line of the respective member

2.8 Cancel Member's Administrator Rights

ⓘ **Cancel Member's Administrator Rights**
Note: This action is possible only if you already have administrator rights in the user group and if you are not the only administrator.

To cancel a member's administrator rights, follow these steps:

1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Click on the user group in which a member's administrator rights are to be canceled
4. Navigate to the "Members: <count>" section on the User Group Details page

Members: 2

Show 10 Entries ▾

ID	Last name	First name	Email	Role	Action
mOULL2NS	Manual	User	usermanual@belimo.ch	Admin	🗑 👤
tmzXbr97	Manual Friend	User	usermanual_friend@belimo.ch	Admin	🗑 👤

5. Click on the demotion icon in the line of the respective member

2.9   Remove Member

> (i) **Remove Member**
> Note: To execute this task, you must already have the administrator rights for a user group.

To remove a member from a user group, follow these steps:
1.   Run Belimo Cloud login
2.   Navigate to "My User Groups"
3.   Click on the user group from which a member is to be removed
4.   Navigate to the "Members: <count>" section on the User Group Details page

Members: 2

Show 10 Entries ▾

ID	Last name	First name	Email	Role	Action
mOULL2NS	Manual	User	usermanual@belimo.ch	Admin	
tmzXbr97	Manual Friend	User	usermanual_friend@belimo.ch	User	🗑 ★

5.   Click on the removal icon in the line of the respective member
6.   Confirm the removal of the member

2.10 Exit User Group

> (i) **Exit User Group**
> Note: This action is possible only if you are not the last group administrator.

To exit a user group, follow these steps:
1.   Run Belimo Cloud login
2.   Navigate to "My User Groups"
3.   Click on the group you from which you want to resign
4.   Navigate to the "Members: <count>" section on the User Group Details page

Members: 2

Show 10 Entries ▾

ID	Last name	First name	Email	Role	Action
mOULL2NS	Manual	User	usermanual@belimo.ch	Admin	
tmzXbr97	Manual Friend	User	usermanual_friend@belimo.ch	User	🗑 ★

5.   Click on the icon for exiting the user group in the line of your user account
6.   Confirm exit from the user group

2.11 Delete User Group

> (i) **Delete User Group**
> Note: To execute this task, you must already have the administrator rights for a user group.

This action cannot be reversed. To delete a user group, follow these steps:
1.   Run Belimo Cloud login
2.   Navigate to "My User Groups"
3.   Look for the user group to be deleted
4.   Click on the icon for deletion in the line of the user group to be deleted

2

> ⚠️ **Delete User Group**
> The user group cannot be restored after deletion. Please note the consequences. It is not possible to delete a user group if devices have been assigned to that group. First, all devices must be removed.

User Groups: 1

Show 10 Entries ▾

Group ID	Name	Administrators	Members	Action
FZ9XZAOGTS	Cloud manual group	2	2	🗑️

5. Confirm the deletion of the user group

2.12 Request User Group Administrator

No function has been integrated for requesting administrator rights for user groups. You can however proceed as follows:
1. Run Belimo Cloud login
2. Navigate to "My User Groups"
3. Click on the user group for which administrator rights are to be requested
4. Look for a user with the "Administrator" role
5. Contact the user directly or per email to request assignment of administrator rights. You can add the instructions contained in the "Assign a Member Administrator Rights" on page 12 section to your request.

> ℹ️ **Request Administrator Rights for User Group**
> Note: It is up to the user group administrator to decide how your request is handled. Belimo cannot assign administrator rights for a user group to a user.

2.13 Add Device to User Group

There are two ways to add a device to a user group. See the "Group Devices" on page 19 section. The user group ID is required first in both scenarios.

2.14 Remove Device from User Group

There are two ways to remove a device from a user group. You can either:
- Assign the device to another Belimo Cloud account
  To connect a device directly to a user group, follow the instructions in the "Connect Device" on page 16 section and use a Belimo Cloud account while doing so.
- Transfer to another Belimo Cloud account
  To remove a device from a user group, follow the instructions in the "Transfer Device" on page 17 section and use a Belimo Cloud account while doing so.

> ⚠️ **Remove Device from User Group**
> Check whether you still need the previously collected device data. Use the latter approach in such cases to remove the device from a user group.

3

Manage Cloud Devices

3.1   Overview

This section provides you with step-by-step guidance on managing your Belimo devices within the Belimo Cloud.

3.2   Connect Device

BELIMO Automation AG offers a wide range of different devices. Some devices are already compatible with the Belimo Cloud and many more will follow. Because these devices have different features, their connection procedures are also dependent on their respective type.

We recommend that you follow the instructions contained in the documentation of your product regarding the connection of devices with the Belimo Cloud.

Depending on the device you will need to download a Belimo App for your smartphone, which you can find in the official App Stores:

- Apple App Store
- Google Play Store
- Windows App Store (currently not supported)

> (i) **Connect Device**
> Note: Unless otherwise specified, a Belimo Cloud account is required in order to connect a Belimo device to the Belimo Cloud. This user manual contains descriptions of how to create a Belimo Cloud account and if required, how to create a user group.

3.3   Device Overview/Management

The most important differences between device overview and device management are in the device status section on the "Overview" page and where the information is displayed in the device list. Both pages list all the devices that belong to you or to which you have access through one of your user groups.

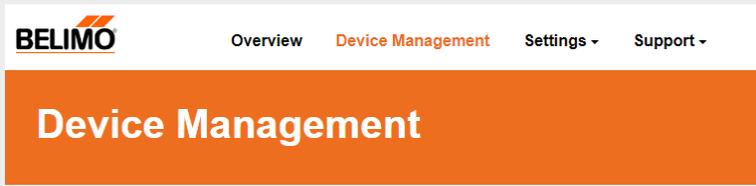To obtain an overview of all of the devices connected with the Belimo Cloud, follow these steps:
1. Run Belimo Cloud login
2. Navigate to the "Overview" menu by clicking on "Overview"
3. The "Status of Devices" section provides an overview of the respective status of your devices

Status of Devices

| **1** devices	**1** devices online	**0** devices offline
Total number of devices managed in this account.	Number of devices currently online.	Number of devices currently offline.
0 problems	**0** incoming transfers	**0** outgoing transfers
Problems or errors that require user action.	Number of incoming transfers.	Number of outgoing transfers.

4. Each section of the status overview contains information about your devices. Read the short description to become familiar with each section
5. The "Devices" section contains a list of all of the devices that you are entitled to see according to the rights of your account

Devices

Show 10 Entries ▾   Search [   ]

Name ⬆	Online	Health	Type ⬍	Serial Number ⬍
Energy Valve	✔	✔	EV3	21725-00023-022-080

6. Navigate to "Device Management" by clicking on "Device Management"
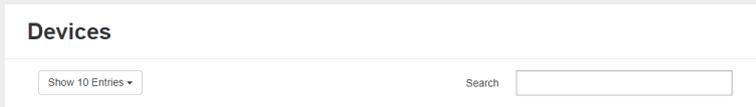
7. Device Management offers you a more detailed view of your devices
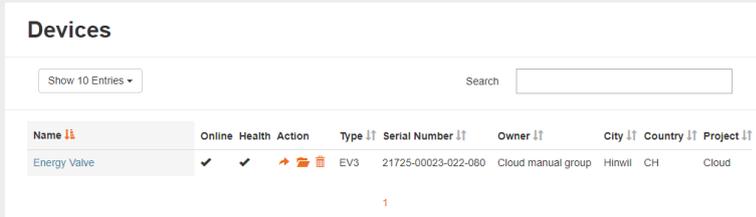
3.4 Search Device

To search for a device, follow these steps:

1. Run Belimo Cloud login
2. Navigate to the "Overview" menu by clicking on "Overview"

3. The search field allows you to search for a device name

> (i) **Search by Device Name**
> Note: The search field enables searches for fuzzy matches in device names.
> The search looks for matches in the device name and/or the device serial number!

4. The list of devices is updated while the search string is being entered

3.5 Transfer Device

A device transfer can take place two different ways.
- A device can be connected to another Belimo Cloud account by setting a new owner on the device itself. See the "Connect Device" section on page 16 for more information.
- An already connected Belimo device can be transferred within the Belimo Cloud.

The difference between the two types of transfer is to be found in how the data is treated.
- If a device is connected to a different Belimo Cloud account, the option for "Transferring" existing data is not available. However, the transfer of a device within the Belimo Cloud, on the other hand, also offers the possibility of transferring the collected data.

To connect a device with another Belimo Cloud account, follow the instructions contained in the "Connect Device" on page 16 section.

A transfer is divided into two phases:
- Transfer request ➔ Outgoing Transfer
- Incoming Transfer ➔ Transfer acceptance

Manage Cloud Devices

Follow these steps to request or accept the transfer of a device within the Belimo Cloud:

1. Run Belimo Cloud login
2. Navigate to "Device Management" by clicking on "Device Management"
3. Select the device to be transferred
4. Look for the icon for device transfers under "Action"

Devices

Name	Online	Health	Action	Type	Serial Number	Owner	City	Country	Project
Energy Valve	✔	✔	➤ 📁 🗑	EV3	21725-00023-022-080	Cloud manual group	Hinwil	CH	Cloud

1

5. Click on the Transfer-Action icon
6. In the pop-up dialog window for the device transfer, enter
   - either the E-mail address of a Belimo Cloud account or a user group ID
   - tick the "With Data" checkbox if the data is to be transferred to the new owner

Transfer Device ×

Warning! After you have transferred the device to a new owner you will not be able to access the device or its data. This action cannot be undone.

Recipient

Enter the email address or the group ID of the target owner

usermanualsfriend@belimo.ch

☑ With Data

ID	Name	Owner	Transfer
5b602495-6d0e-4533-85f1-06affa...	Energy Valve	Cloud manual group	

Cancel   Execute Transfer

7. Click on "Execute Transfer"
8. Navigate to "Device Management" to cancel an ongoing transfer
9. Navigate to the "Outgoing Transfers" section

Outgoing Transfers

Device	Owner	Receiver	
Energy Valve	user manual	user manuals friend	✖

1

10. Click on the icon for canceling the transfer
11. An incoming transfer can either be accepted or declined
12. To accept or decline an incoming transfer navigate to "Device Management"
13. Navigate to the "Incoming Transfers" section

Incoming Transfers

Device	Owner	Receiver	
Energy Valve	user manual	user manuals friend	✔ ✖

1

14. Click on the corresponding icon to indicate either acceptance or rejection of the action
15. The device is transferred to the new owner at the time of acceptance. A rejection will cancel the transfer and the device owner will not change.
16. After successful transfer, the transferred device will be displayed in the recipient's device overview

3.6 Group Devices

The "User Group" function is used to organize devices into logical user groups. Once you have created at least one user group, you can start to assign or transfer devices to this user group.

There are two ways to assign a device to a user group:

- Assign directly to a user group
  To assign a device directly to a user group, follow the instructions contained in the "Connect Device" on page 16 and use the User Group ID as the Belimo Cloud account. This means the user group ID is used instead of your email address to connect a device.
- Transfer to a user group
  To transfer a device to a user group, follow the instructions in the "Transfer Device" on page 17 and use the user group ID as the Belimo Cloud account while doing so. This means the user group ID is used instead of your email address to connect a device.

The user group ID is required first in both scenarios.

3.7 Remove Device

Follow these steps if you wish to remove a Belimo device from the Belimo Cloud:

1. Run Belimo Cloud login
2. Navigate to "Device Management" in the menu by clicking on "Device Management"
3. Select the device to be removed
4. Look for the icon for removing a device under "Action"

Devices

Name	Online	Health	Action	Type	Serial Number	Owner	City	Country	Project
Energy Valve	✔	✔	↗ 📁 🗑	EV3	21725-00023-022-080	Cloud manual group	Hinwil	CH	Cloud

1

5. Click on the action icon to remove a device

> ⚠ **Remove Device**
> Once a device is removed, all of the collected data is irretrievably lost. To keep collected device data, use the function to transfer the device. A device can be reconnected with the Belimo Cloud after it has been removed, but the data previously recorded for it will no longer be available.

6. Click on "Remove Device"
7. The removed device no longer appears in the device overview

3.8 Device Details

The device details display information about the unit identification, status, location, data points, events and connected devices.

To access the device details, follow these steps:

1. Run Belimo Cloud login
2. Navigate to "Device Management" by clicking on "Device Management"
3. Select the device to be deleted

4. Look for the icon for the device details under "Action"

Devices

| Show 10 Entries ▾ | | | | | | Search | | | | |

Name ↓↑	Online	Health	Action	Type ↓↑	Serial Number ↓↑	Owner ↓↑	City ↓↑	Country ↓↑	Project ↓↑
Energy Valve	✔	✔	➚ 📁 🗑	EV3	21725-00023-022-080	Cloud manual group	Hinwil	CH	Cloud

1

5. Click on the action icon for device details
6. The Device Details page provides an overview of the data regarding this device that is known to the Belimo Cloud

Device Information: Energy Valve

Identification		Status OK	
Name	Energy Valve ✎	Health	OK
Type	EV3	Connection	a minute ago
Serial Number	21725-00023-022-080	Connection Ratio	100 %
Owner	Cloud manual group	Activated Features	
Software Version	[bsp/9.4.0-0, csp/2.15.5-2, model/3.24.346-0] ⟳ ⊘ ⓘ		

Site ✎		Address ✎	
Building Type	Commercial	Description	Land
Application Type	Heat/Cooling plant	Address Line 1	Address
Project Name	Cloud	Address Line 2	
Location	Basement	Zip Code	Zip code
		City Name	Hinwil
		State/Region/County	Zurich
		Country	Switzerland

Location	
Coordinates	47.30616111889272 / 8.820218145820036
Source	Adjusted with map.
Location of device can be corrected with right click on map.	

3.9   Update Device Information

Various types of device information can be changed within the Belimo Cloud. The content of the following fields can be changed:

- Coordinates of the device location
- Device Name
- Information regarding the site where the device is installed
- Address of the site
- Data Points of the Device

Coordinates of the device location

Follow these steps to update the coordinates of the device location:

1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Device Information: <device name>" section
4. Right-click on the displayed map to select the new coordinates of the device location

Address of the site

To update the address of the site, follow these steps:

1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Address" section
4. Click on the icon for editing the address

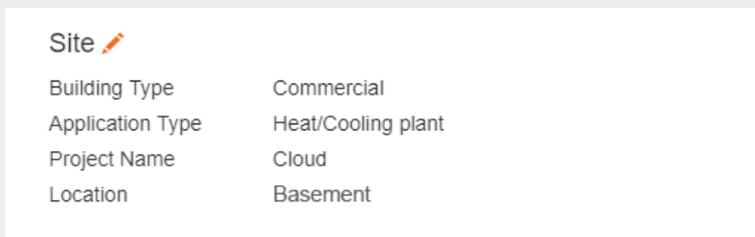Address ✎

Description	Land
Address Line 1	Address
Address Line 2	
Zip Code	Zip code
City Name	Hinwil
State/Region/County	Zurich

5. Enter or select a valid new address
6. Click on "Update"
7. Optional: Discard the changes by clicking on the icon for editing the address

Data Points of the Device

Follow these steps to change the data points of the device.

3.10 Update Device Software

The updating of the software on your Belimo device depends on the device used, its software version and the device settings. It is therefore possible that you will not be offered any software updates.

To activate software updates, please follow the instructions specific to your Belimo device.

If a software update is available and the settings on your Belimo device require a manual release of this update, follow these steps:

1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Identification" section

Identification

Name	Energy Valve ✎
Type	EV3
Serial Number	21725-00023-022-080
Owner	Cloud manual group
Software Version	[bsp/9.4.0-0, csp/2.15.5-2, model/3.24.346-0]
	↻ ⊘ ❶

4. Click on the icon for releasing a software update package
5. Confirm the software update

> ⚠ **Update Device Software**
> Be aware that during the installation of a software update your Belimo device may restart multiple times. Please consult your device documentation for further notes.

3.11 Device Data Points

The data points shown in the Belimo Cloud depend heavily on the Belimo device used. Every Belimo device that is compatible with the Belimo Cloud defines its own list of data points to be sent to the Belimo Cloud.

Follow these steps to obtain an overview of the data points of a device:
1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Data Points: <device name>" section

> **(!) Data Points of a Device**
> The country selection in the Account Settings influences the display of the data point formatting for the time, number and unit data types. Country-specific formatting is available for China, Germany, Switzerland and the US.

4. The displayed value represents the most recently reported value of the data point (this need not necessarily be new)

3.12 Search Data Point

The data point search is common to all roles. The search string enables a search for fuzzy matches in data point names.

To search for a data point, follow these steps:
1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Data Points: <device name>" section

4. Enter a search string
5. The list of displayed data points is updated while the search string is being entered

3.13 Analyze Data Point

You can analyze the values reported by the data point and investigate the history data.

To analyze a data point, follow these steps:
1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Data Points: <device name>" section
4. Search for the data point you are interested in

5. Click on the icon for details of this data point
6. Navigate to the section of the selected data point
7. Analyze the historical data of the data point
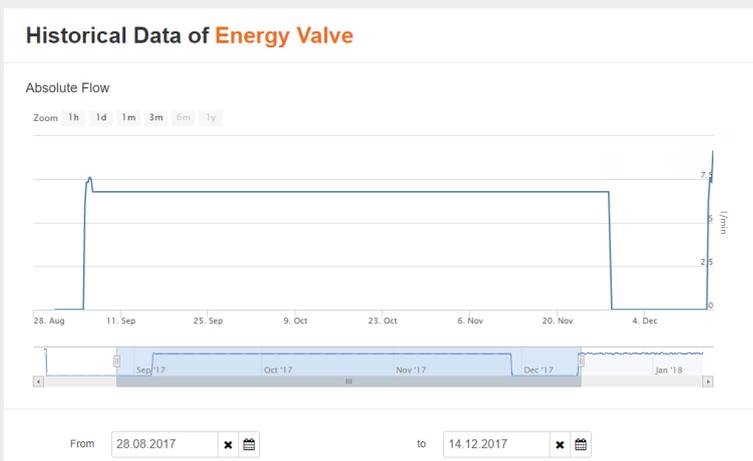
8. Use the scroll bar and/or the date selection to filter the displayed data

3.14 Download Device Data

A CSV file (a file separated by hyphens) with the reported data points of a device, is provided with which you can run your own analysis of the data points of a device. The file contains the history of all the data points.
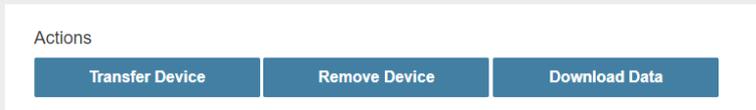
> (i) **Download Device Data**
> Note: Each line in this file represents a point in time at which the data was recorded on the device. Data points are sent to the Belimo Cloud only if their values have actually changed. This means that unchanged values appear empty. In this case the last reported value is to be used.

To download device data, follow these steps:
1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Actions" section
4. Click on "Download Data"

> ⚠️ **Download Device Data**
> Depending on the reported data it can take a while to collect all of the data and prepare it as a CSV file.

5. The file can be downloaded in CSV format

3.15 Parameterize Device

The describable data points of a device can be parameterized. The writing of a data point is not executed immediately. Parametrization may not be possible under certain circumstances, depending on the settings and the type of your Belimo device. Please follow the instructions provided with your Belimo device to activate this function.

Follow these steps to parametrize a device :
1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Parameterization" section
4. A list of writable data points is displayed

5. Choose the data point to write
6. Enter the desired value
7. Click on "Write"
8. Depending on your device settings, the data points are written without delay

3.16 Timeline

The timeline depicts the device events known to the Cloud. The events are listed chronologically with the latest event on the top. The following categories of events are logged: Production Date, Owner Change, Configuration Change, Data Profile Change, Software Update, Data Point Change, Property Change.

To access the timeline, follow these steps:
1. Run Belimo Cloud login
2. Click on "Device Management" and navigate to the device details
3. Navigate to the "Timeline" section
4. The device events are depicted in chronological order

4

Support

4.1   Overview

This section contains step-by-step instructions for obtaining support for working with the Belimo Cloud.

4.2   Contact

Follow these steps to obtain general contact information for BELIMO Automation AG:

1. Run Belimo Cloud login
2. Navigate to "Support" ➔ "Contact"
3. Here you will find the contact information for general questions.

> (i) **Contact**
> Note: Please use the "Support request" form for Belimo Cloud-specific questions.

4.3   Support Request

Follow these steps if you require support regarding the Belimo Cloud or a specific Belimo device associated with the Belimo Cloud:

1. Run Belimo Cloud login
2. Navigate to "Support" ➔ "Support Request"
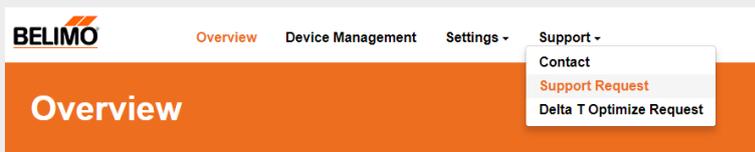
3. Enter a short subject
4. Check the box if your request is in reference to a specific device and select the device.
5. Enter support request

6. Click on "Send Request"

> (i) **Support Request**
> Note: You'll receive a confirmation email from the Belimo Cloud. Please check the Spam folder if no email appears in your Inbox. Belimo Support will process your request and get back to you.

4.4 Request Delta-T Optimization

A Delta T optimization is offered for certain types of Belimo devices. Ensure that the requirements for a Delta T optimization are fulfilled. The "Delta T optimization" page in the Belimo Cloud contains additional information.

To request Delta T optimization for a Belimo device, follow these steps.

1. Run Belimo Cloud login
2. Navigate to "Support" ➔ "Delta T Optimize Request"
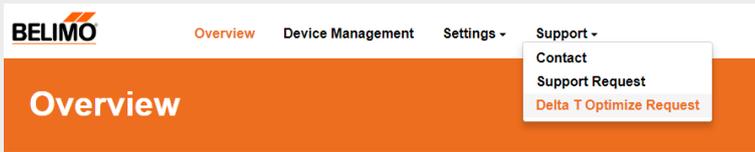
3. Choose the device for which a Delta T optimization is requested
4. Specify the usage type and the desired update method: Whether you'd like to set new Delta T values yourself manually or whether you would prefer to have them updated automatically. Either way you will receive a notification by email after the data analysis is complete.

> ⓘ **Request Delta-T Optimization**
> Note: Automatic Delta T optimization is not possible unless this is supported by your Belimo device and the device settings permit such optimization.

> ⚠ **Request Delta-T Optimization**
> If you perform a transfer of the device while a Delta T optimization is being processed, the Delta T optimization request will be canceled. The new owner must issue a new request for the optimization.

5. Click on "Send Request"

> ⓘ **Request Delta-T Optimization**
> Note: You'll receive a confirmation email from the Belimo Cloud. Please check the Spam folder if no email appears in your Inbox. The Belimo Data Analysis Center will process your request and get back to you.

5

API Documentation

5

5.1   Overview

The Belimo Cloud offers third-party API access for the development of business applications. Adapt your case individually by accessing the collected data of your Belimo device and processing the information in your own web application.

5.2   Client API Documentation

The Belimo Cloud Client API is the most important means of communication between business (web) applications and the Cloud. Business applications are typically used to implement domain-specific functions between users and their devices. The Client API is intended primarily for business application developers who design and implement the functions required. The Client API describes in detail which prerequisites are required for communication with a Cloud server and which functions are available in the Belimo Client API.

If you are interested in Client API Documentation, please contact your regional Belimo partner.

6

Belimo Cloud

6

6.1 Terms of Use

To access the terms of use, follow these steps:
1. Navigate to Belimo Cloud
2. A link to the terms of use of the Belimo Cloud can be found on the footer of each page.

6.2 Privacy

To access the privacy policy, follow these steps:
1. Navigate to Belimo Cloud
2. A link to the privacy policy of the Belimo Cloud can be found on the footer of each page.

6.3 Cloud Version

In certain cases its important to know the Belimo Cloud version. To determine the Belimo Cloud version, follow these steps:
1. Navigate to Belimo Cloud
2. The Belimo Cloud version is indicated in the footer of every page
3. Please mention this version each time you file a request

6.4 Feedback

Feel free to provide feedback about the Belimo Cloud. Let us know what you like about it and where you see areas for improvement:
1. Run Belimo Cloud login
2. Navigate to "Support Request"
3. Enter your feedback

6.5 Report Software Error

If you find a software error, please do not hesitate to report it immediately. Follow these steps to report a software error:
1. Run Belimo Cloud login
2. Navigate to "Support Request"
3. Provide as much information as possible so that we will be able to reproduce the software error

> **Report Software Error**
> Note: Belimo will contact you through your Belimo Cloud account if additional information is required.

In Your Vicinity – Everywhere

5 year guarantee

Worldwide on Site

Complete Product Range

Tested Quality

Short Delivery Time

Comprehensive Support

BELIMO Automation AG

Brunnenbachstrasse 1

CH-8340 Hinwil, Switzerland

Tel. +41 43 843 61 11

Fax +41 43 843 62 68

info@belimo.ch

www.belimo.eu

EN – 03.2018 – Subject to change

Belimo Worldwide: www.belimo.com

BELIMO®