AC Cloud Control

App Interface - User Manual

Important User Information

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INDEX

1. Description

1.1 Introduction

AC Cloud Control is the perfect IoT solution for professional AC management. It has been developed along with the mayor AC manufacturers and offers the possibility to control almost any domestic, commercial or VRF AC unit in the market from a generic dashboard available for Android, iOS or in any web browser.

The AC Cloud Control system offers many functionalities covering different needs like energy saving and air conditioner maintenance just to name some of them. All these functionalities make the product the best professional solution for offices, stores, schools or any other commercial building.

Figure 1.1 AC Cloud Control integration.

1.2 About this document

This document describes how to use the AC Cloud Control web interface. It contains a step by step guide explaining how to create a user account, how to register an AC Cloud device, how to configure them using the web interface and how to use the all different functions available.

> ⚠️ **Note**: This document assumes that the user had downloaded the AC Cloud Control application in the apple store or play store.

1.3 What is needed

In order to use AC Cloud Control system is needed, at least, the following:

- **AC Cloud Control device**.
  Before starting to use the AC Cloud Control system, it is needed to acquire and install (if the user hasn't done yet) an AC Cloud Control device[1].

- **Make sure to buy the right device.**
  Remember that there are the Universal and the Band Specific Wi-Fi Controllers available for each manufacturer and type of climate system, check the compatibility.

- **Installation and Quick Start Guide**
  To connect properly the device to the climate system and the Wi-Fi AP/router can be found inside of the packaging and in our *Manuals section* as well.

- **Internet access[2].**
  The AC Cloud Control devices must be connected to internet using Wi-Fi, therefore make sure the Wi-Fi signal reaches the device location.

  - During registration process.
  - During normal working mode.
  - To control the device from the App.

- **Device with Internet access.**
  A device with access to Internet is needed (Smartphone or Tablet).

  Make sure that mobile data is turned off and Wi-Fi is turned on.

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[1] AC Cloud Control devices can be purchased in your usual air conditioner or heat pump reseller center.
[2] Costs related with Internet access are not included in the AC Cloud Control price. Ask your Internet Service Provider about the associated costs of your Internet connection.

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2. Quick Start Guide

In order to start using the AC Cloud Control system is needed to install the device, register it and own a user account. Down below, is a step by step guide to guide the user through the process.

1. **Device installation**
   The device installation varies depending on the model, so a printed installation sketch guide is included in the device box. The installation sheet can be found in our website, on the technical documentation tab of each product. In addition, is needed the quick start guide depending of the device, it can be consulted in our website as well

2. **User registration**
   In order to get access to the AC Cloud Control device and its functionalities, a user account is needed. For detailed user creation information, go to see Section 3.

3. **Device registration**
   Once the device is installed, it must be registered using a user account. Further information on device registration can be found in Section 4.6 .

4. **System configuration**
   Set the account with the preferred settings: language interface, personal data, device organization and more. See Section 4 for more details on system settings.

5. **System control**
   See Section 5 for more detail about how to control the climate system and the different options available according to the climate system.

3. Users

To access the system an AC Cloud Control user account is needed. Each user is identified by the email address or username.

3.1 User Registration

To create a new account, follow the instructions bellow.

1. Go to AC Cloud Control app
2. Click on **Login** (See Figure 3.1).
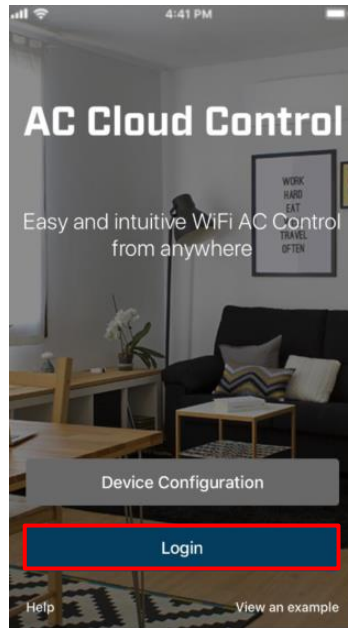
Figure 3.1 AC Cloud Control login site.
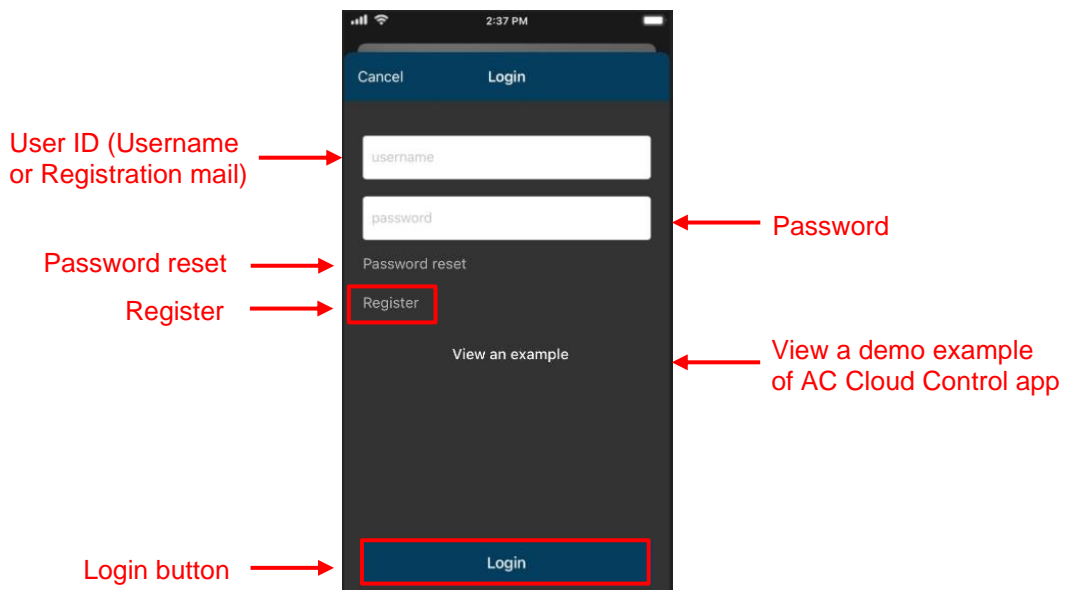
3. Click on **Register** (See Figure 3.2)

Figure 3.2 User login site.

6 / 46

4. Fill the form with proper personal data[3] (Fields which have not written (optional) are mandatory) and accept terms and conditions (See Figure 3.3). Click on **Register**

> ⚠ **Note**: The password must be 6 characters long, must include an uppercase character, one lowercase character, one number and a symbol.

Figure 3.3 User registration form.

The personal information entered in this form can be modified afterwards. More information regarding this matter can be found in Section 4.4

5. A validation e-mail will be sent to the e-mail registered. Click on **OK** (See Figure 3.4).
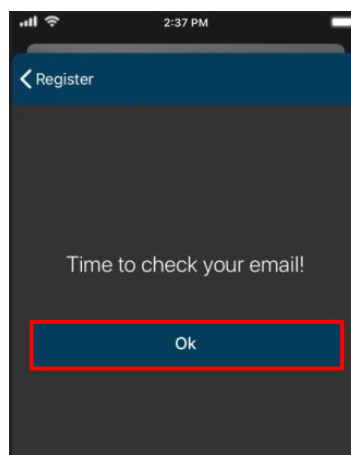
Figure 3.4 Register procedure finished.

6. Check the inbox and follow the instructions in the validation e-mail to finish the registering process.

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[3] All personal data will be treated as specified in the Terms and Conditions document.

> **Note**: If no e-mail notification is received, please make sure that you entered correctly your e-mail address and/or check that the e-mail notification is not in the **Junk** or **Trash** folder of the e-mail account.

The link sent to the e-mail will validate the email account, and therefore activate it

3.2   App login

A valid user account is needed to login to the AC Cloud Control.

1. Go to AC Cloud Control app, tap on **Login** (See Figure 3.1).
2. Type the user name or the registered e-mail and password on the corresponding fields, tap on **Login** button (See Figure 3.2).

3.3   Password Reset

In case the user wants to change the password or do not remember it.

There are 2 ways to reset the password

1. Go to **Settings**, **Password**. For more information go to Section 4.4
2. Tap on **Forgot your Password?** (See Figure 3.4).

Enter the e-mail address (See Figure 3.5) Tap on **Reset My Password**.
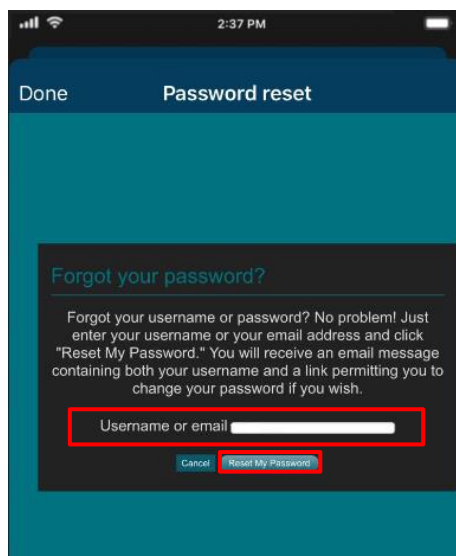
Figure 3.5 Password reset requesting site.

If the entered email corresponds with an existing user, an e-mail will be sent to the user for password reset. (See Figure 3.6).
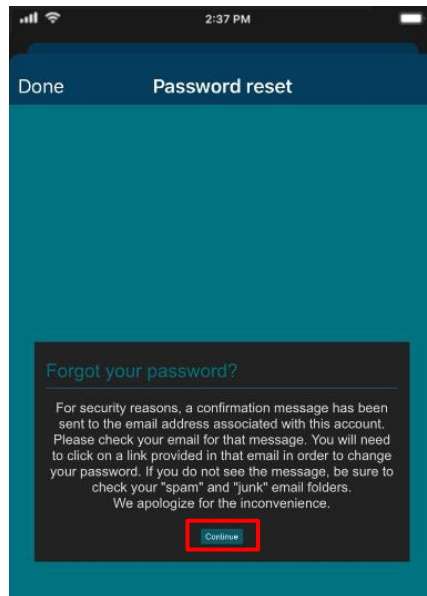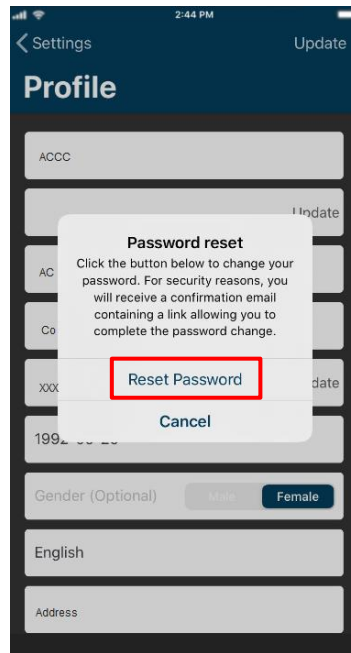
Figure 3.6 AC Cloud Control password reset.

Check the email inbox and follow the instructions for password reset.

> ⚠️ **Note**: If no e-mail notification is received, make sure that the e-mail address entered is correct and/or check that the e-mail notification is not in the **Junk** or **Trash** folder of the e-mail account.

The link sent to the e-mail will lead the user to a site where the new password can be changed

4. Settings

The system general and device configuration options can be found in the Settings menu

Tap on **Settings** button [⚙] to access to configuration site (See Figure 4.1).
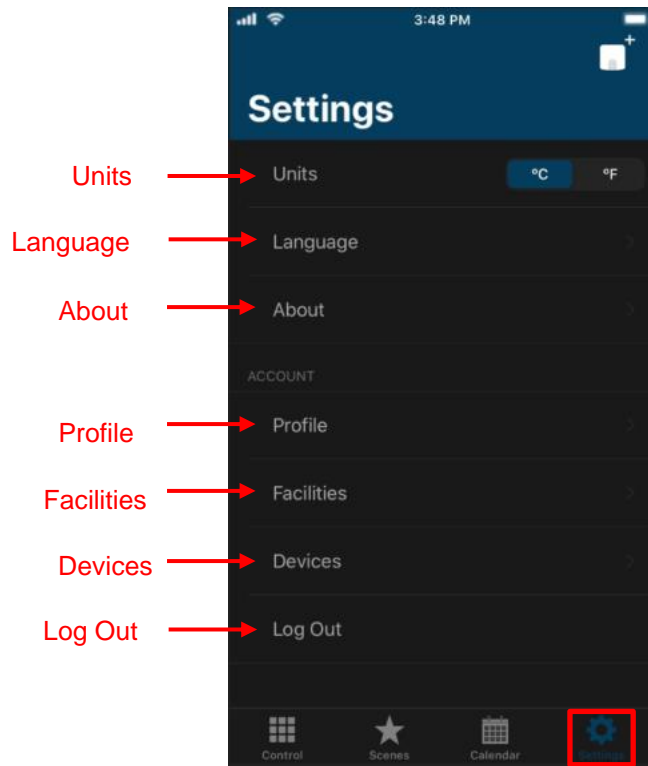
Figure 4.1 Access to Settings from AC Cloud Control menu.

4.1 Units

To change the units of temperature (Celsius or Fahrenheit) tap on the unit wanted (See Figure 4.1).

4.2 Language

To change the language of the App, tap on **Language** (See Figure 4.1).Then, press the language wanted (See Figure 4.2).

URL https://www.intesis.com
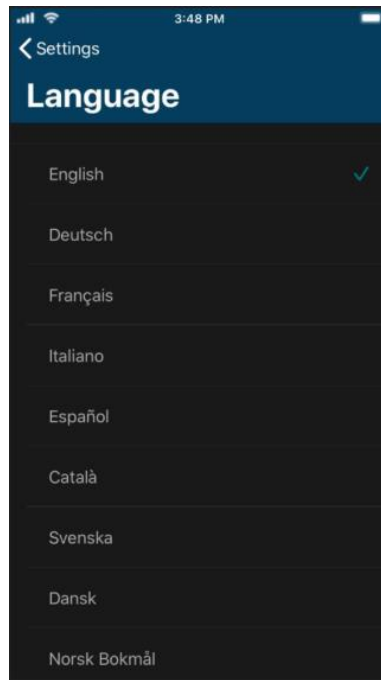
Figure 4.2 Language site.

4.3   About

Information regarding to AC Cloud Control system can be seen (See Figure 4.3).

Tap on **About** (See Figure 4.1).
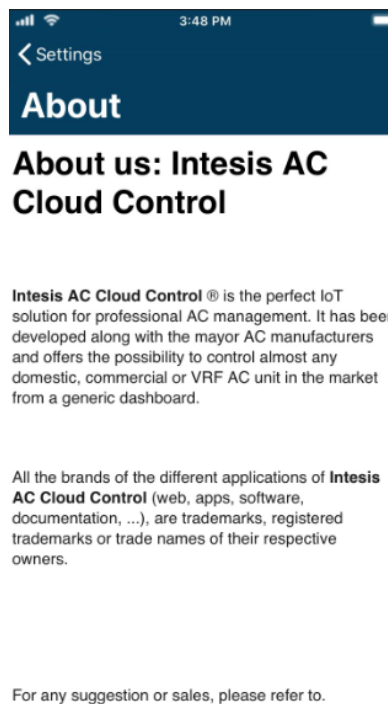
Figure 4.3 About AC Cloud Control site.

4.4 Profile

Interface preferences regarding to personal data and account configuration can be seen and modified.

- To edit the personal data, tap on **Profile** (See Figure 4.1). Type on the fields wanted (See Figure 4.4). Tap on **Update**.

Figure 4.4 Profile AC Cloud Control site.

- There are 2 ways to reset the password

1. Go to the login site, tap on **Forgot your Password?** For more information go to Section 3.3
2. Tap on **Update** located beside the password field (See Figure 4.4).

A pop-up window will be shown with instructions to continue with the procedure (See Figure 4.5) Tap on **Reset Password.** An e-mail will be sent to the user for password reset.

Figure 4.5 Reset Password site.

Check the email inbox and follow the instructions for password reset.

> ⚠️ **Note**: If no e-mail notification is received, make sure that the e-mail address entered is correct and/or check that the e-mail notification is not in the *Junk* or *Trash* folder of the e-mail account.

The link sent to the e-mail will lead the user to a site where the new password can be changed

- To change the e-mail address, tap on **Update** located beside the e-mail field (See Figure 4.4). Enter the new e-mail (See Figure 4.6). Tap on **Update.**
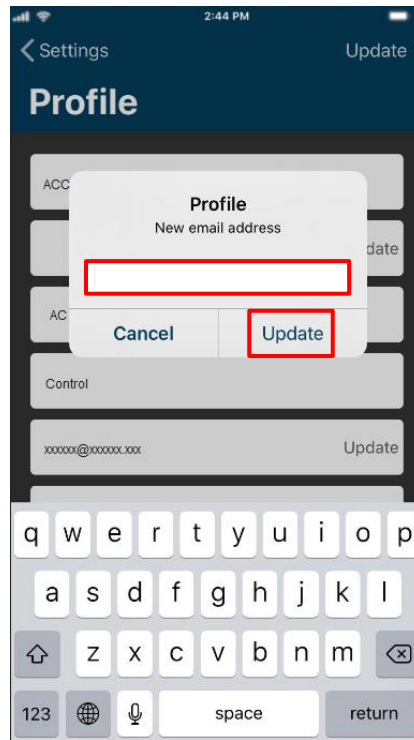
Figure 4.6 Change e-mail address.

A pop-up window will be shown informing that a verification e-mail has been sent to the account (See Figure 4.7) Tap on **OK.**
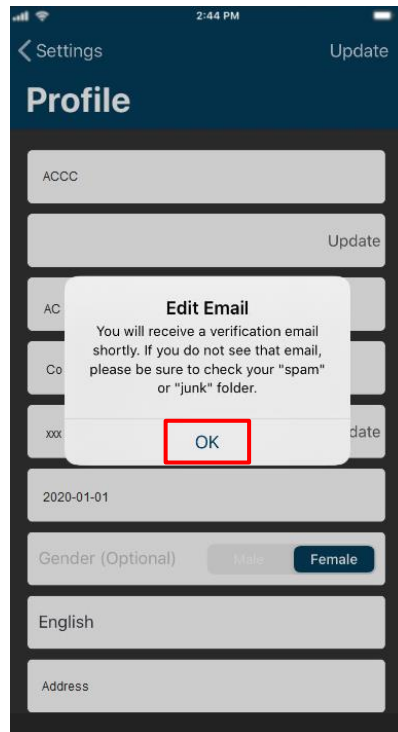
Figure 4.7 Verification e-mail sent.

Check the inbox and follow the instructions in the validation e-mail to finish the process.

> ⚠️ ***Note***: If no e-mail notification is received, please make sure that you entered correctly your e-mail address and/or check that the e-mail notification is not in the ***Junk*** or ***Trash*** folder of the e-mail account.

The link sent to the e-mail will validate the email account, and therefore activate it

4.5   Facilities

Tap on **Facilities** (See Figure 4.1).

- To add a new facility, tap on "**Add new facility**" (See Figure 4.8). Type the information of it and set the accurate Time zone for the location of the AC Cloud Control device. The time zone of the facility will be used to create Scenes and Calendar (See Figure 4.9). Click on **Add Facility**.
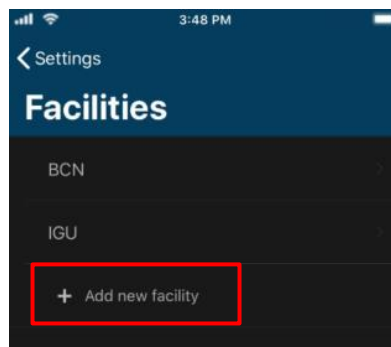
Figure 4.8 Facility site.
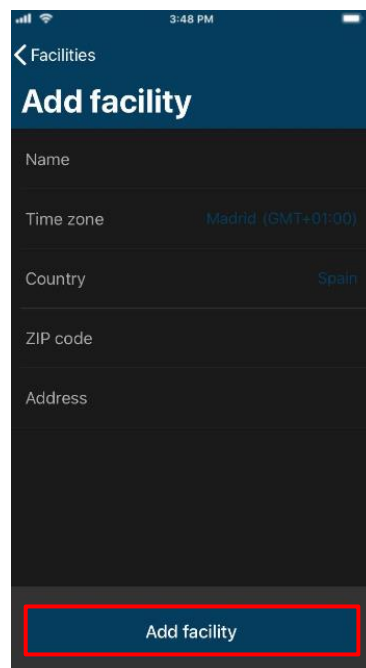
Figure 4.9 Add facility.

- To edit a facility, tap on the facility wanted. Then, change the information wanted and tap on **Update facility** (See Figure 4.10).

- To remove facility, tap on the facility wanted. Then, tap on **Remove facility** (See Figure 4.10).
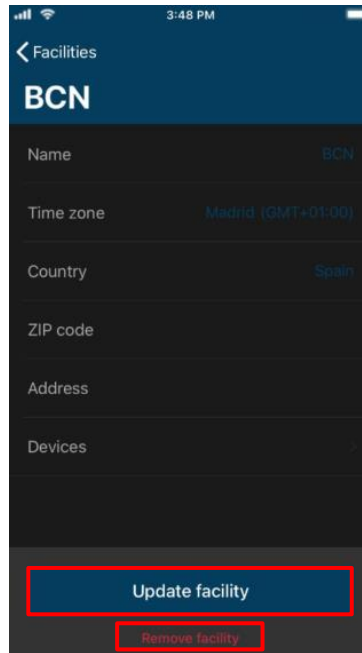
Figure 4.10 Facility information.

In case the facility is empty without any zone and/or devices on it a pop-up window will be shown asking to confirm the procedure (See Figure 4.11). Click on **OK**.
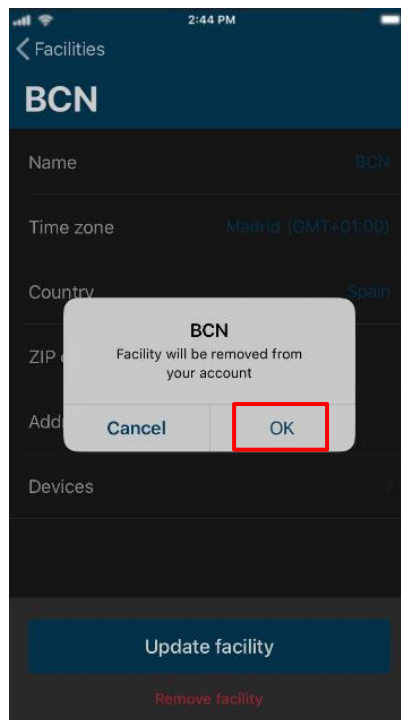
Figure 4.11 Remove Facility.

Otherwise, a pop-up window will be shown telling that is not possible remove the facility (See Figure 4.12). Make sure to remove devices and zones of it before erase the facility. Click on **Dismiss.**
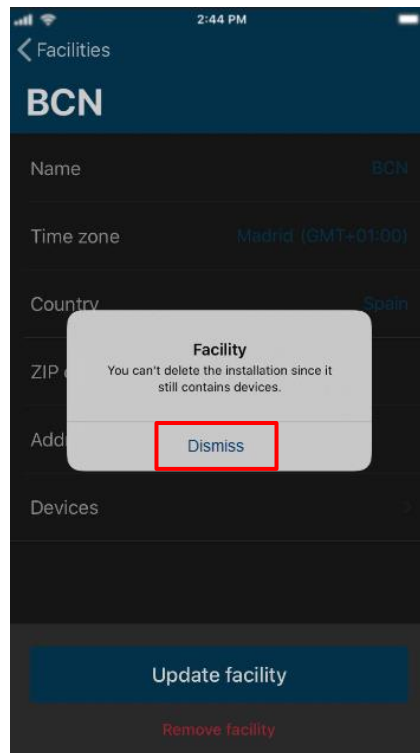
Figure 4.12 Error deleting Facility.

4.6   Devices

AC Cloud Control device registration process must be done after the user registration. Further information can be found in Section 3.1 and the device configuration (*Device Configuration*).

Tap on **Devices** (See Figure 4.1).

> ⚠ *Important*: Make sure that to have the AC Cloud Control Quick Start Guide (with the registration code on it) to proceed correctly with the registration process. Also, it can be found in the front cover of the manual or on the silver label on the back of AC Cloud Control

- There are 2 ways to add an AC Cloud Control Device:

1. Click on **add device** (See Figure 4.13).
2. The device register process can be done through the control, tap on **Control** icon and in the **+** button located on top, next to control (See Figure 4.14).
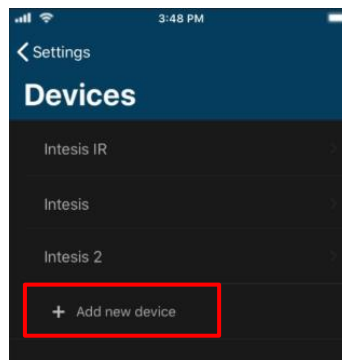
Figure 4.13 Devices site.
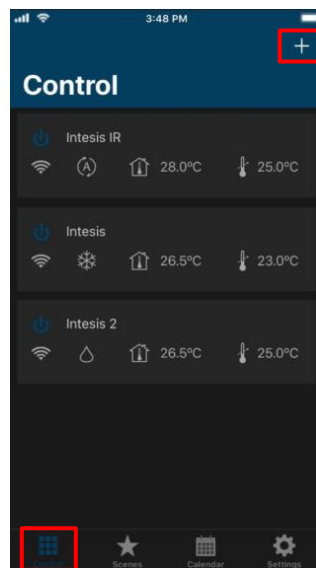
Figure 4.14 Add devices from control site.

Scan the bar code in a withe sticker in the packaging or tap on Manually to type the registration code (See Figure 4.15).
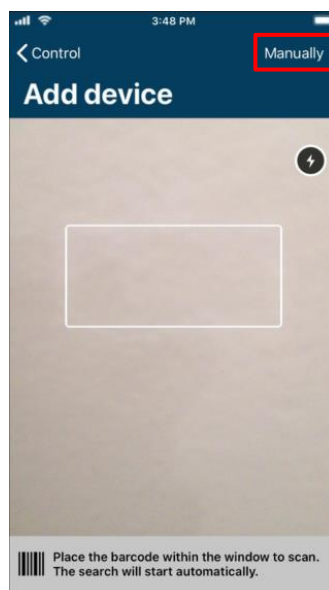
Figure 4.15 Add device scanning the bar code.

URL https://www.intesis.com

Type the 25 characters code to link the AC Cloud Control device. then, tap on **Add device** button (See Figure 4.16).
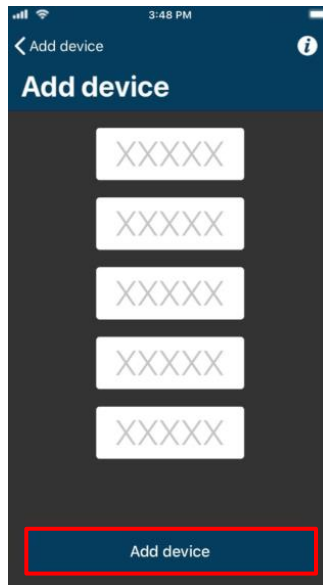
Figure 4.16 Type 25 characters of AC Cloud Control device.

If the code or procedure has any mistake, one of the following errors will be shown in a pop-up window.

- *"Device not connected."*

AC Cloud Control device needs to be connected to the Internet at least once before registering it to an account. In case it hadn´t been connected yet, a pop-up window will be shown (See Figure 4.17).
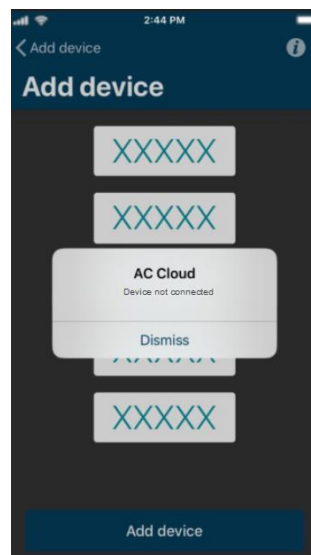
Figure 4.17 Device not connected.

- *"Please check all entered information is correct and that all fields are filled in."*
  If in the code registration is typed a wrong character, a pop-up window will be shown. Double check the code and type the correct one (See Figure 4.18).
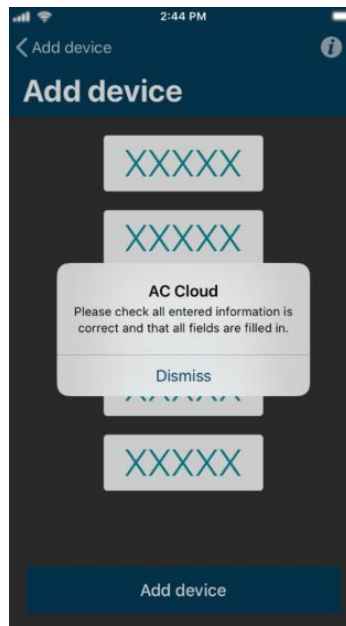
Figure 4.18 Please check all entered information is correct and that all fields are filled in.

- *"Device already assigned."*
  If the AC Cloud Control device is already added to an account, a pop-up window will be shown (See Figure 4.19). Contact the previous user of the device and ask to remove it from his/her account in order to add it into the account wanted. In case the previous user can't be located, contact https://mysupport.hms.se/
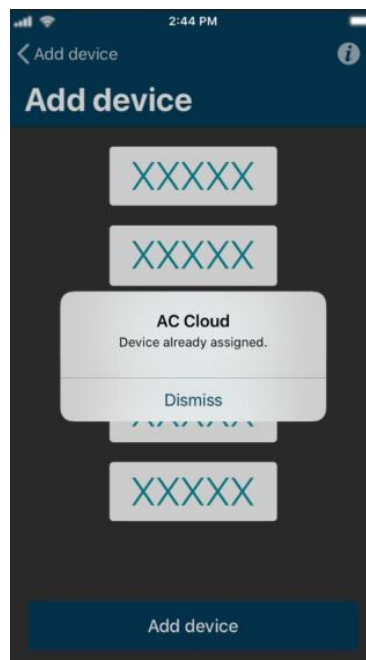
Figure 4.19 Device already assigned.

- If less than 5 characters are entered in any field the process will not continue.

If the code is correct a screen with the details of the device will be shown (See Figure 4.20).
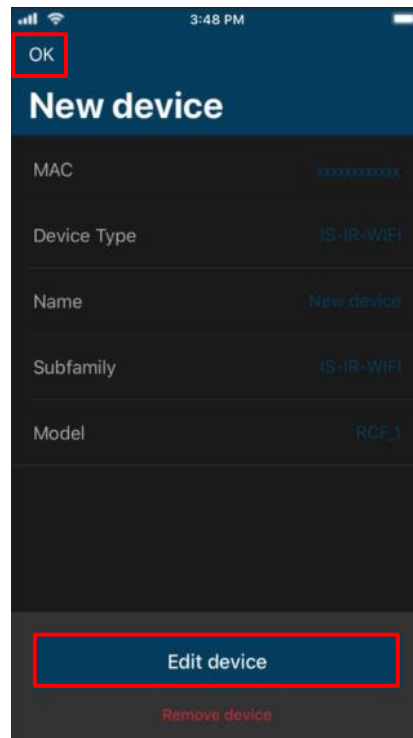
Figure 4.20 Add new device.

- To configure the new AC Cloud Control device, tap on **Edit device** (See Figure 4.20).
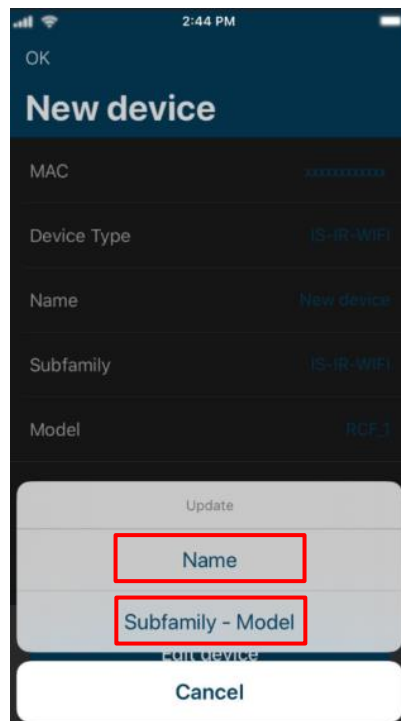
Figure 4.21 New device information.

- To change the name of the device, tap on **Name** (See Figure 4.21). Type the name (See Figure 4.22). Tap on **OK**
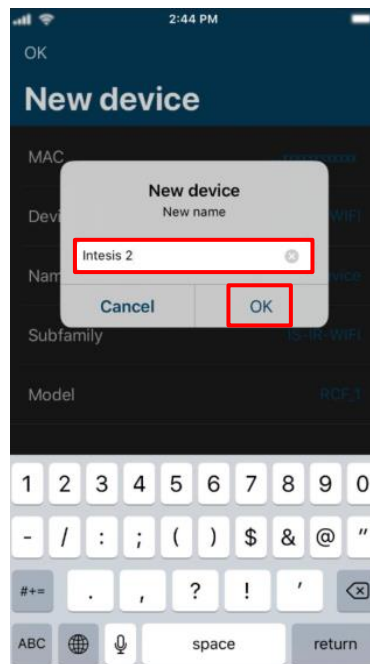
Figure 4.22 Type the name of the device.

- Tap **Subfamily-Model** (See Figure 4.22). Select the brand of the air conditioner (See Figure 4.23). Then, choose the model (See Figure 4.24). Tap on **Update Subfamily-Model**.
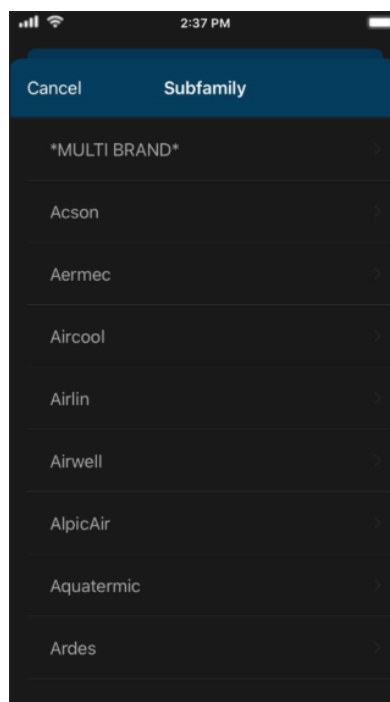
Figure 4.23 Choose the brand of the Air Conditioner.

URL https://www.intesis.com
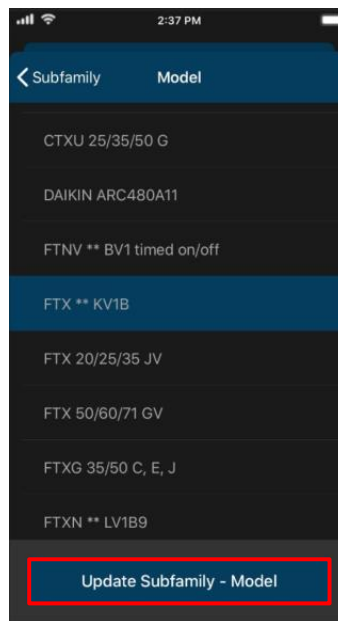
Figure 4.24 Select the Model of the Air Conditioner.

Make sure to select the right indoor Air Conditioner model or heat pump[4] as it defines the device functionalities. Not selecting the right model could lead to a misbehavior of the system.

When the configuration is done tap on **OK** (See Figure 4.20).

- To edit an AC Cloud Control device, tap on the device wanted (See Figure 4.13). Then, tap on **Edit device** (See Figure 4.25).
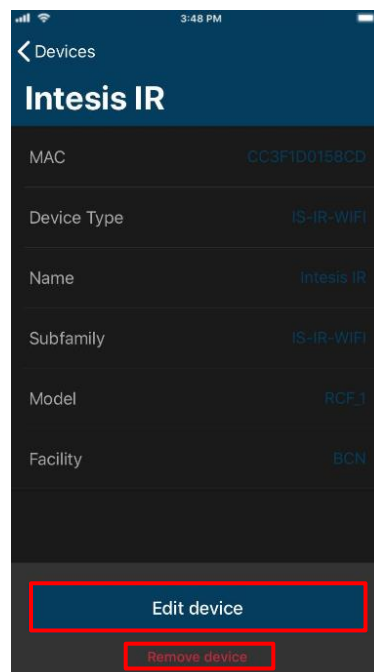
Figure 4.25 Edit device.

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[4] Device model is typically in the label under de air conditioner or heat pump indoor unit. If you cannot find it, contact your installer/distributor. If the device model cannot be obtained anyway use the **DEFAULT** option. Extra functions not available for your indoor unit might appear on the control screens but will not be executed by your indoor unit.

- To change the name and subfamily-model, follow the previous steps. (See Figure 4.21). (See Figure 4.22). and (See Figure 4.23), (See Figure 4.24).
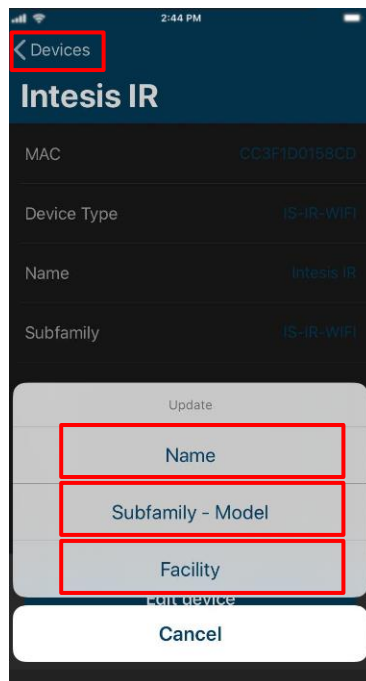
Figure 4.26 Edit device information.

- To change the facility of the device, tap on **Facility** (See Figure 4.26). Select the facility (See Figure 4.27). Tap on **Update Facility**
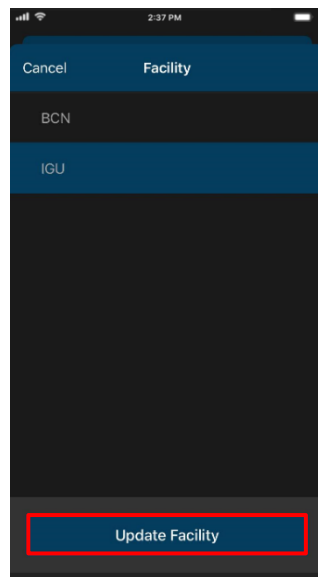
Figure 4.27 Edit device Facility.

When the configuration is done tap on Devices (See Figure 4.26).

- To remove an AC Cloud Control device, tap on the device wanted (See Figure 4.13). Then, tap **Remove device** (See Figure 4.25). A pop-up window will be shown asking to confirm the procedure (See Figure 4.28). Tap on **OK**.
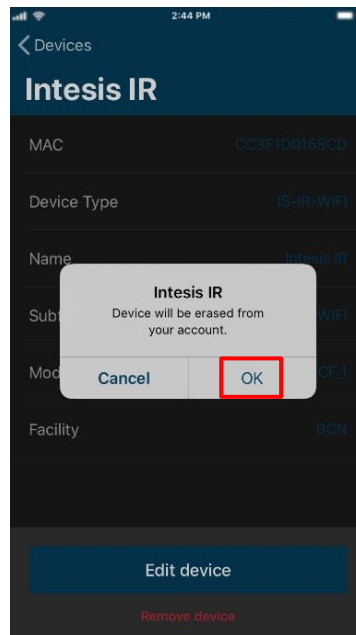
Figure 4.28 Remove device.

4.7 Log Out

Click on **Log Out** (See Figure 4.1). A pop-up window will be shown asking to confirm the procedure (See Figure 4.29). Tap on **Log Out.**
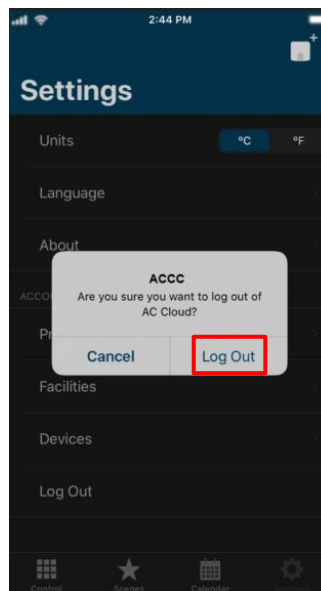
Figure 4.29 Log Out.

5. Control

In the control dashboard the user will have access to all devices and the corresponding widgets.

Tap on the **Control** button [icon] to access to control site (See [Figure 5.1](#)). Devices linked to the account will be shown listed
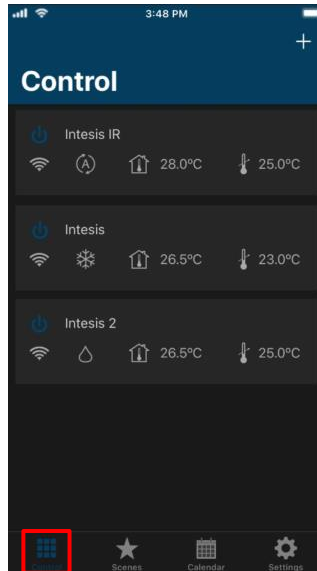
Figure 5.1 Access to Control from AC Cloud Control menu.

To send command to the climatize unite, tap on the device wanted (See [Figure 5.1](#)). The available widgets to control the devices will be shown. (See [Figure 5.2](#)).
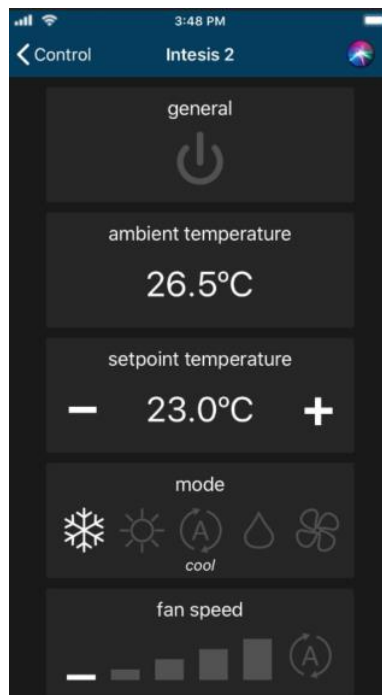
Figure 5.2 Widgets available in the device.

In the square of the device, are shown some icons, which are the summary of its status or possible status (See Figure 5.3)
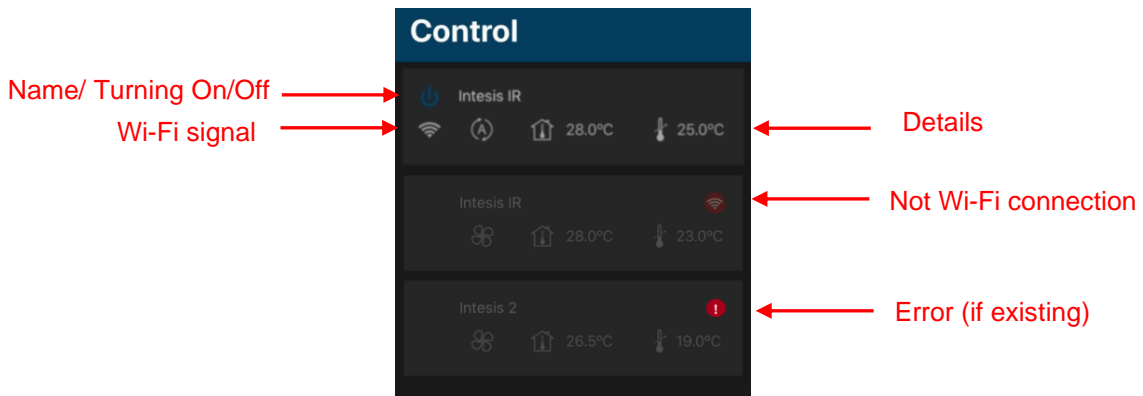
Figure 5.3 Status summary of devices.

In case the device is not working properly, a warning signal ⚠ will appear next to the device name. Click on the signal to have details of it (See Figure 5.4).
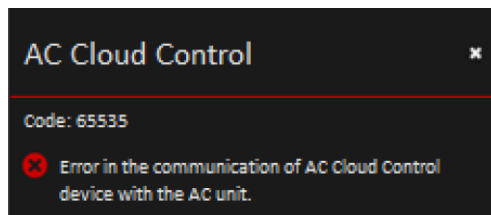
Figure 5.4 Error code and details.

In case the Wi-Fi signal appear in red, it means that the device doesn't have connectivity with the system (See Figure 5.5). It can be caused by a Wi-Fi problem or that the device is not powered up. Check the FAQ section in our website (https://www.intesis.com/support/ac-cloud-control-faq/) for further information.
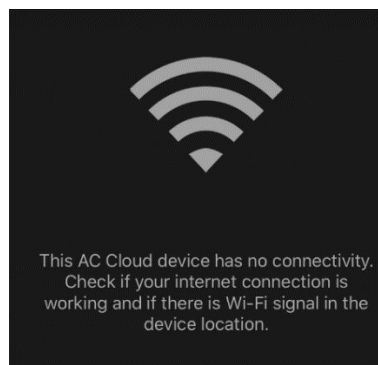
Figure 5.5 Device without connectivity.

5.1 General

Tapping on general widget, the Air Conditioner will be turned on or turned off (See Figure 5.6).
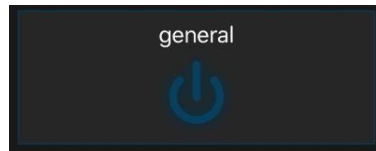
Figure 5.6 General widget.

5.2 Ambient temperature

This widget shows the temperature in the room (that temperature must be taken as an estimate) (See Figure 5.7)
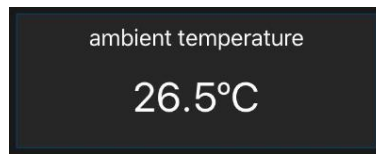
Figure 5.7 Ambient temperature widget.

5.3 Setpoint temperature

Tapping on Setpoint temperature widget, the temperature wanted in the Air Conditioner can be settled (See Figure 5.8)
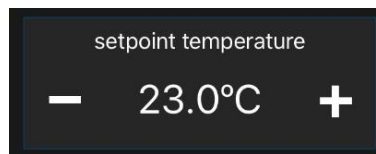
Figure 5.8 Setpoint temperature widget.

5.4 Mode

Tapping on mode widget, the Air Conditioner is going to be working in a mode wanted (cooling, heating, auto, dry and fan) (See Figure 5.9)
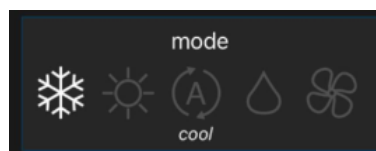
Figure 5.9 Mode widget.

5.5 Fan speed

Tapping on Fan speed widget, the speed of the fan of Air Conditioner can be changed as wanted or can be settled as Auto (See Figure 5.10).
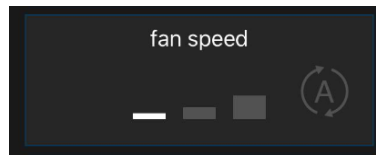
Figure 5.10 Fan speed widget.

5.6 Airflow

This widget sets the vanes, also the positions of those as well (See Figure 5.11).
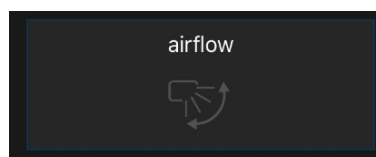
Figure 5.11 Airflow widget.

> **Note**: The following functions are going to be available if the Climate System Unit has those. Double check if Climate System Unit has those.

5.7 Heat 8/10

This functionality let work the Air Conditioner unit in the range of 8 to 10 degrees. Once is turned on; the unit is going to be working on that range (See Figure 5.12). If the temperature wanted is above than the range 8/10 this widget must be off to continue working with General widget (See Figure 5.6).
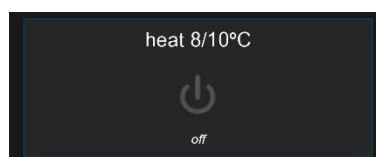
Figure 5.12 Heat 8/10 widget.

5.8 Outdoor temperature

Outdoor temperature widget will show temperature in the room (that temperature must be taken as an estimate) (See Figure 5.13)
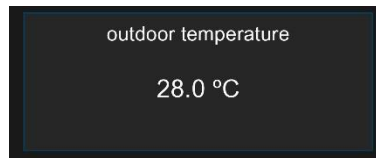
Figure 5.13 Outdoor temperature widget.

5.9 Up/down vanes

Up/down vanes widget can be settled, also the positions of those or can be configured in Auto as well (See Figure 5.14).
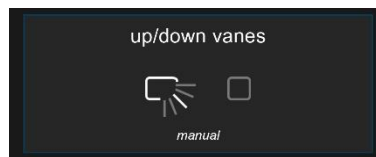

Figure 5.14 Up/down vanes widget.

5.10 Left/right vanes

Left/right vanes widget can be settled, also the positions of those, can be configured in Auto as well (See Figure 5.15).
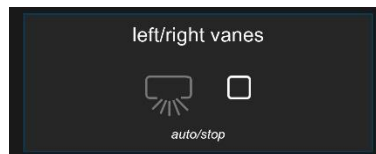

Figure 5.15 Left/right vanes widget.

5.11 Instant power consumption

Instant power consumption widget shows the instant power consumption of Climate System (See Figure 5.16).
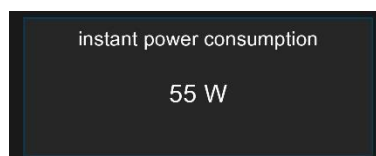
Figure 5.16 Instant power consumption widget.

5.12 Total energy consumption

Total energy consumption widget shows the total energy consumption of Climate System (See Figure 5.17).

Figure 5.17 Total Energy consumption widget.

> ⚠️ **Note**: The functions of Extremes protections and Binary input are going to be available just in the Universal AC Cloud Control device.

5.13 Extremes protections

Tapping on extremes protection widget can be activated. The function should be configured just through the Web interface (See Figure 5.18).
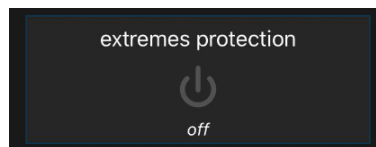

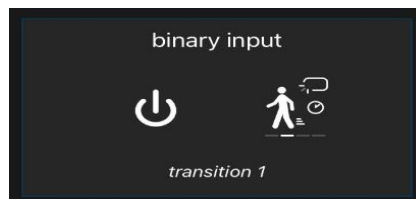**Figure 5.18** Extremes protections widget.

5.14 Binary input

Tapping on binary input widget can be activated. The function should be configured just through the Web interface (See Figure 5.19).

Figure 5.19 Binary input widget.

6. Scenes

A scene is a predefined way to interact with more than one device, at the same time from a single point. Frequently used sets of commands can be saved in a scene to facilitate the control of the A/C unit. The scenes can be executed on demand by clicking the scene widget.

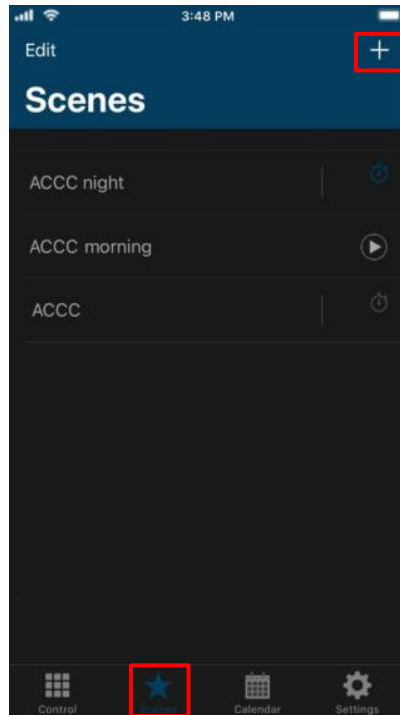Tap on the **Scenes** button ![Scenes] to access to scenes site (See Figure 6.1).

Figure 6.1 Access to Control from AC Cloud Scenes menu.

- To add a new Scene, tap on **+** button located in the right corner on top, next to Scenes label. (See Figure 6.1). Type the name of the new scene (See Figure 6.2)
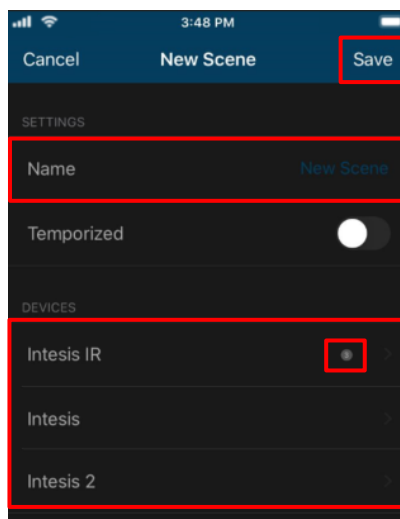
Figure 6.2 Scene configuration site.

Tap on the device wanted (See Figure 6.1). Then, select in the widgets section the values desired (See Figure 6.3). Tap on **Back**

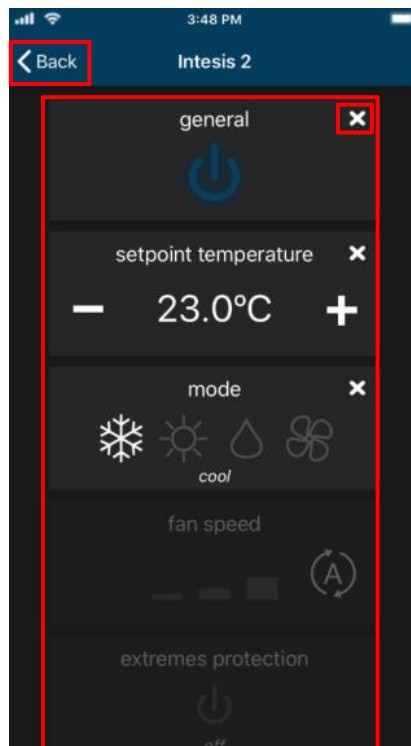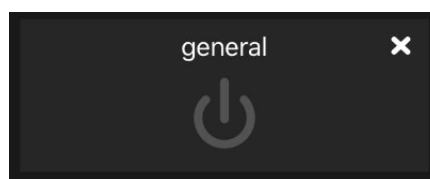Beside each device is a counter with the number of commands settled (See Figure 6.2).

Figure 6.3 Select commands.

⚠️ **Note:** If the Off command is wanted to be sent, make sure that power command is enable by pressing it twice to toggle from "On" to "Off".

Commands are stored directly in the scene after the arrow **Back** is pressed (See Figure 6.3).

- To edit a Scene, tap on **Edit** (See Figure 6.4).
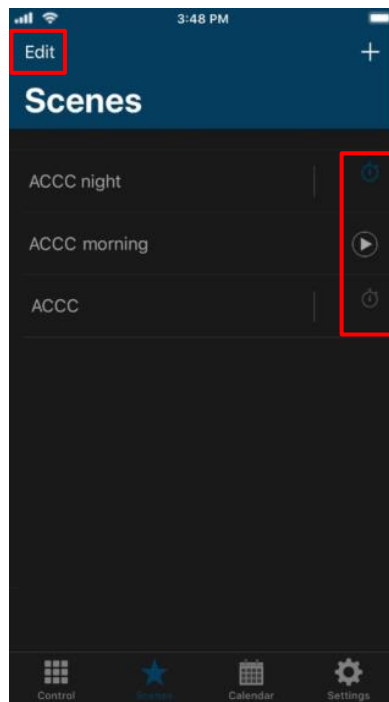
Figure 6.4 Scene site.

Tap on the scene wanted (See Figure 6.5).
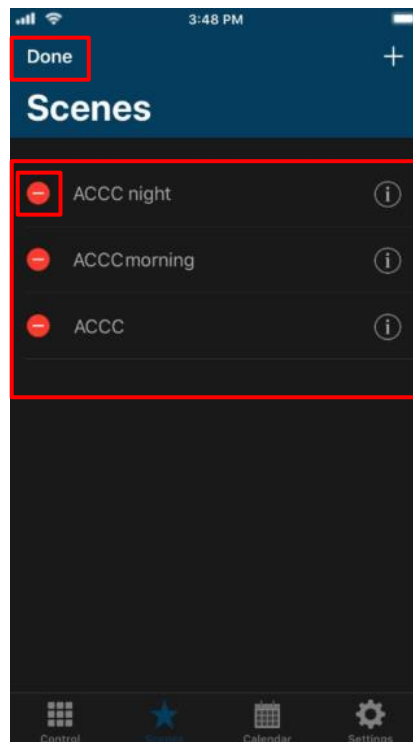
Figure 6.5 Edit Scene.

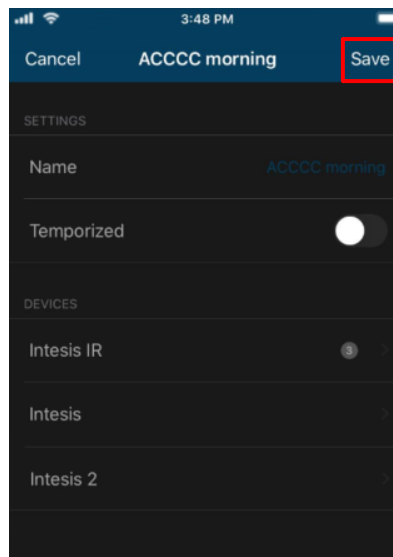It will go to scene configuration the commands can be edited and the name of it (See Figure 6.6). Tap on **Save**.

Figure 6.6 Edit fields of the Scene.

When the edition process is finished, tap on **Done** (See Figure 6.5)

- To delete a Scene, tap on **Edit** (See Figure 6.4). then, tap on the red icon of the scene wanted (See Figure 6.7). Tap on **Delete.**
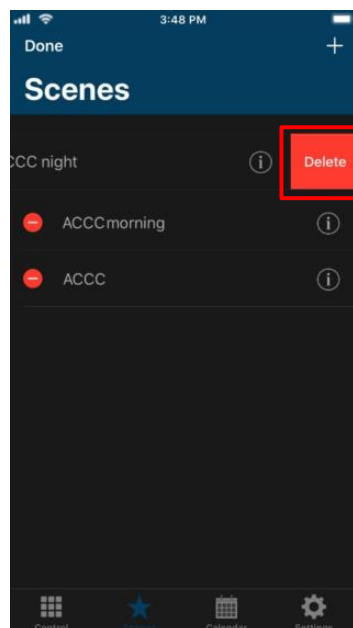

Figure 6.7 Remove Scene.

When the edition process is finished, tap on **Done** (See Figure 6.5)

6.1 Temporize

A timer is a Scenes functionality to execute a scene automatically at the desired time, by default it comes "OFF". The temporizer can be created in a new add or an existing scene

- To create a temporizer, slide the **Temporize** selector, select the time wanted (See Figure 6.8). In addition, if this scene wants to be repeated slide the **Repeat** selector

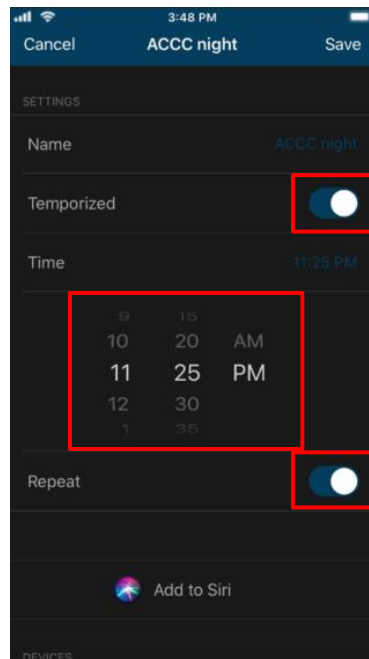**Figure 6.8** Scene configuration site temporize function.

- **Temporize**: In case that Temporize, function is enable, Time and Repeat fields are going to become available to be configured. (See Figure 6.8)

- **Time**: Select the time (hours, minutes and AM/PM) wanted to execute the scene.

- **Repeat:** If repeat is settled ON and the timer is settled ON as well, the scene will be repeated on the preset time. If repeat is settled OFF the scene will be executed just once in a preset time (See Figure 6.8).

There are 2 ways to activate the scene's temporize function.

1. Slide the **Temporize** selector in a scene configuration site (See Figure 6.8).

2. Tap on ⏱ icon to enable/disable the Temporize function of the scene in the Scenes main page (See Figure 6.9).
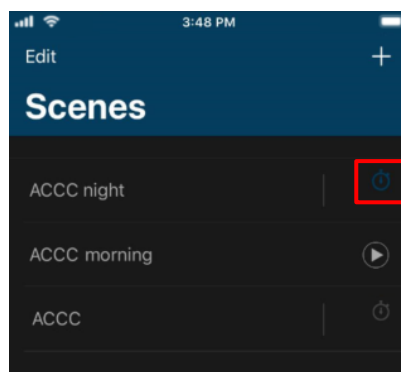

Figure 6.9 Scene temporize site.

7. Calendar

Calendar function is made to program commands to be sent to the A/C unit in different moments during the preset day(s).

> ⚠️ **Note:** The Calendar scheme is stored and executed by the AC Cloud Control device (not in the Cloud).
>
> The Calendar scheme is sent to the AC Cloud Control device and stored in its memory. AC Cloud Control device sends the actions on the scheduled time, even when there is a possible disconnection from the Wi-Fi, Internet or AC Cloud-Cloud.
>
> The AC Cloud Control device can hold the scheduled calendar for weeks and upon reconnection with the AC Cloud-Cloud. The AC Cloud Control device updates the last changes made into its memory. This way, it contributes to **energy savings.**

Tap on the **Calendar** button. to access to calendar site (See Figure 7.1)

Figure 7.1 Access to Control from AC Cloud Calendar menu.

7.1 Pattern

Patterns are used to define several actions during a day and up to 10 different patterns in the Calendar are allowed.

> ⚠️ **Note:** If different paterns are created in the calendar, all of those shall be will executed. In case that the patterns overlap, the patterns which are located above will have priority and will be executed over the patterns which are located below.

- To add a new Pattern, tap on **Patterns** (See Figure 7.1). then, tap in **+** button located in the right corner on top, next to Calendar label (See Figure 7.2).
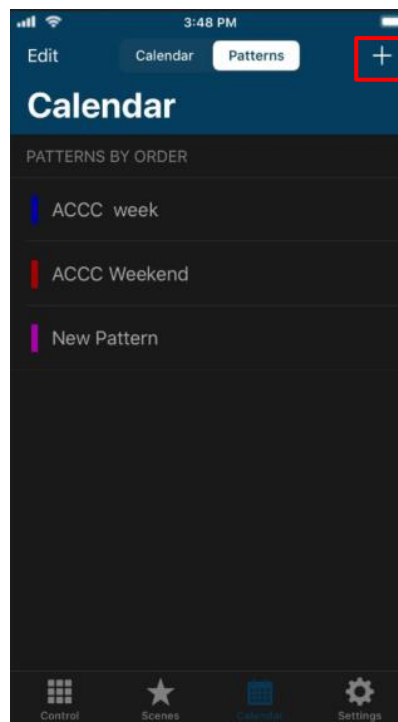
Figure 7.2 Add Pattern.

Type the name of the pattern and select the color (See Figure 7.3). Click on **Save**
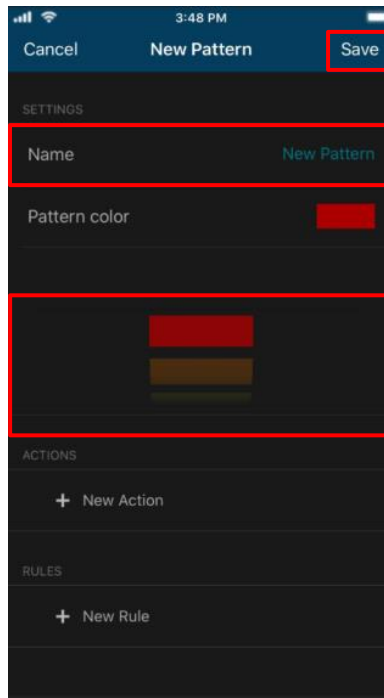
Figure 7.3 Pattern configuration site.

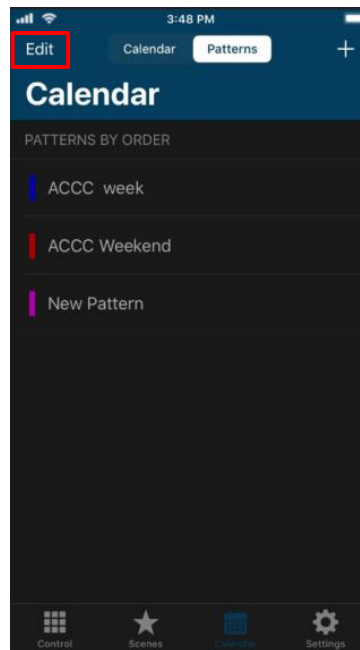- To edit a pattern, Tap on **Edit** (See Figure 7.4).

Figure 7.4 Pattern site.
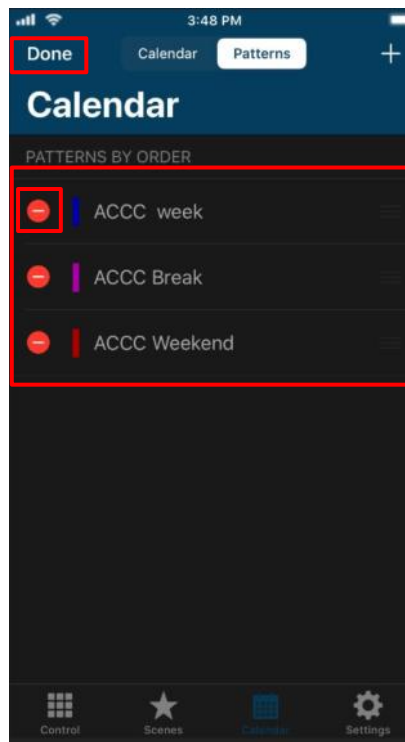
Then, tap on the scene wanted (See Figure 7.5).

Figure 7.5 Edit Pattern.

It will go to calendar configuration the name, color, actions and rules can be edited (See Figure 7.6). Tap on **Save**
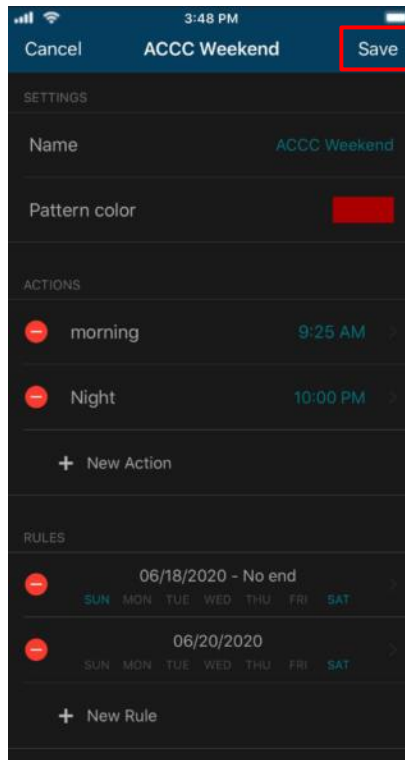

Figure 7.6 Edit Pattern configuration.

When the edition process is finished, tap on **Done** (See Figure 7.5)

- To delete a Pattern, tap on **Edit** (See Figure 7.4). Then, tap on the red icon of the pattern wanted (See Figure 7.7). Tap on **Delete**
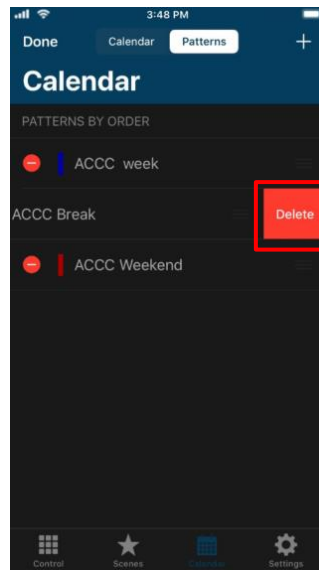

Figure 7.7 Delete Pattern.

When the edition process is finished, tap on **Done** (See Figure 7.5)

7.2   Action

Actions are a group of commands in one or more devices to be sent to the climate system on a specific time of the day. In addition, up to 10 different actions in the pattern are allowed

- To create an action, tap on **Add action** (See Figure 7.8).
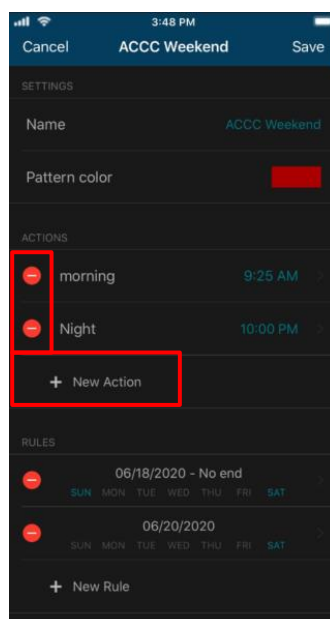
Figure 7.8 Add Action.

Type the name of the action, set the time to start the action. Tap on the device wanted (See Figure 7.9). Then, select in the widgets section the values desired (See Figure 7.10).

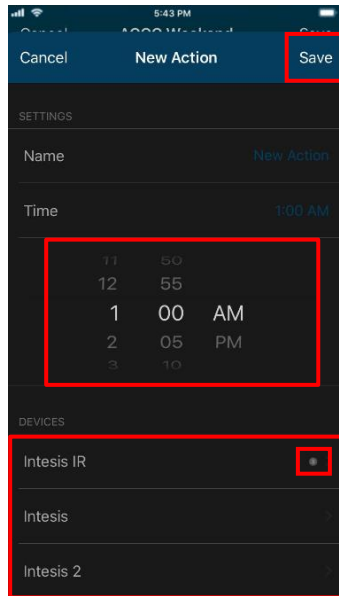Beside each device is a counter with the number of commands settled (See Figure 7.9). Tap on **Save**
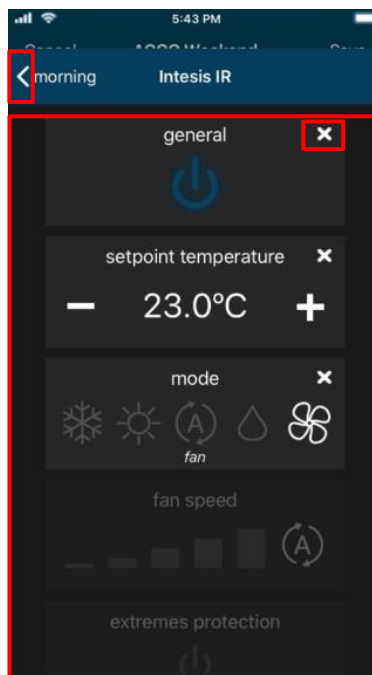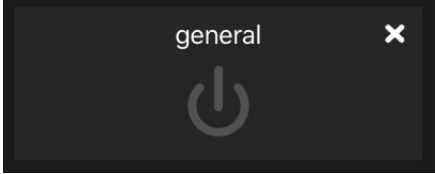

Figure 7.9 Action parameters site.

Figure 7.10 Set the Commands.

Commands are stored directly in the action after the arrow is tapped (See Figure 7.10).

> ⚠️ **Note:** If the Off command is wanted to be sent, make sure that power command is enable by pressing it **twice** to toggle from "On" to "Off".

- To edit an Action, tap on the action wanted (See Figure 7.8). It will go to actions configuration; the commands, time can be edited and the name of it (See Figure 7.11). Tap on **Save**
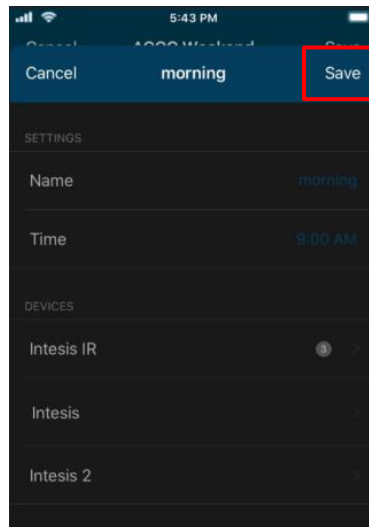

Figure 7.11 Action configuration site.

- To delete an Action, tap on the red icon of the scene wanted (See Figure 7.8). Tap on **Delete** (See Figure 7.12). Tap on **Save**

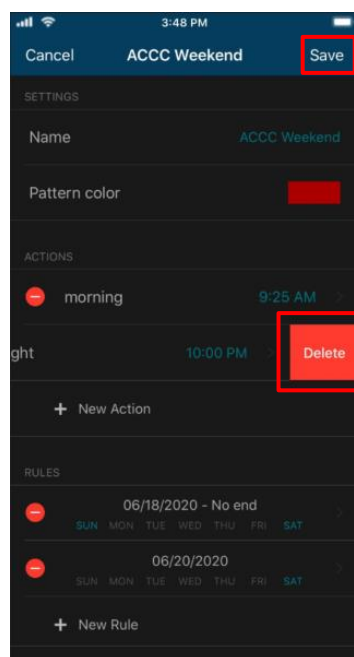**Figure 7.12** Delete Action.

7.3 Rule

Rules are a group of days which the pattern is going to be executed.

> ⚠ **Note**: If different rules are created for one pattern, those shall add-up and all be will executed. In case that the rules overlap, the rules which are located above will have priority and will be executed over the rules which are located below
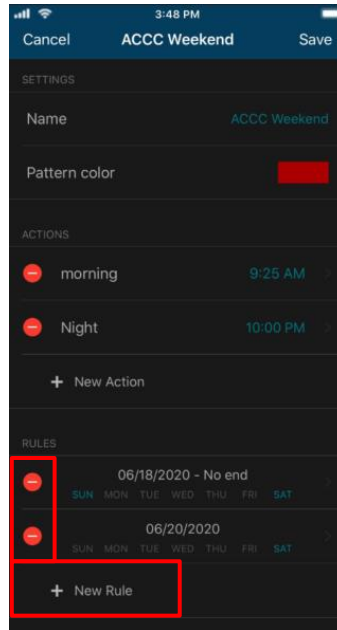
- To create a rule, tap on **Add rule** (See Figure 7.13).

Figure 7.13 Add Rule.

There are 3 ways to configure the days to execute the pattern

1. **1-DAY**: Performs the pattern-actions only once on a preset date selected.

To create a 1-DAY rule tap on it, select the day wanted in (See Figure 7.14). Tap on **Save**
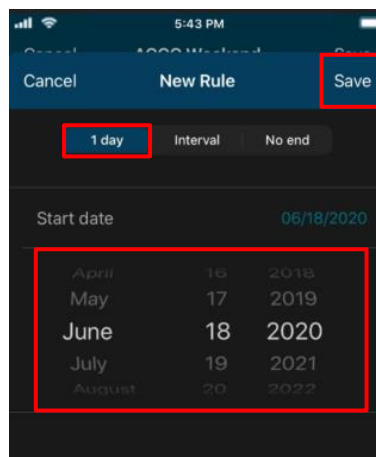

Figure 7.14 1-day rule configuration site

2. **INTERVAL:** Performs the pattern-actions repeated on the selected days of the week starting and ending in a preset date

To create an INTERVAL rule tap on it, select the day wanted to start (See Figure 7.15), then select the day to wanted to end. Also, deactivate the days of the week which are not wanted the rule to be applied. (See Figure 7.16). Tap on **Save**.

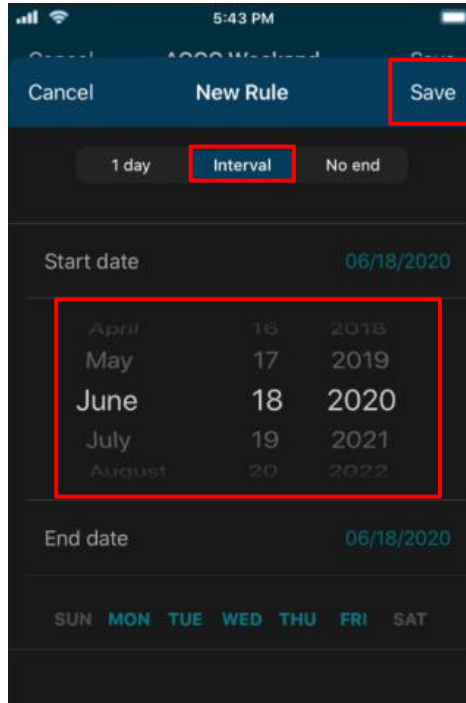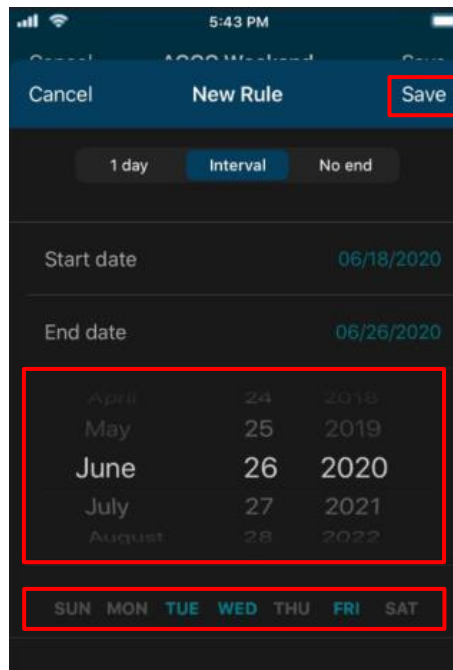**Figure 7.15** Interval rule (start date) configuration site.

Figure 7.16 Interval rule (end date) configuration site.

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3. **NO-END:** Performs the pattern-actions repeated on the selected days of the week starting in a preset date.

To create a NO END rule tap on It, select the day wanted to start. Also, deactivate the days of the week which are not wanted the rule to be applied (See Figure 7.17). TP on **Save**.
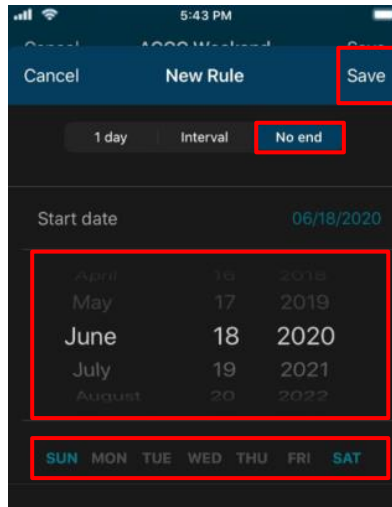

Figure 7.17 Add No-end rule configuration site.

- To edit a Rule, tap on the rule wanted (See Figure 7.13). It will go to rules configuration; the commands can be edited.

- To delete a Rule, tap on the red icon of the rule wanted (See Figure 7.13). Tap on **Delete** (See Figure 7.18). Tap on **Save**

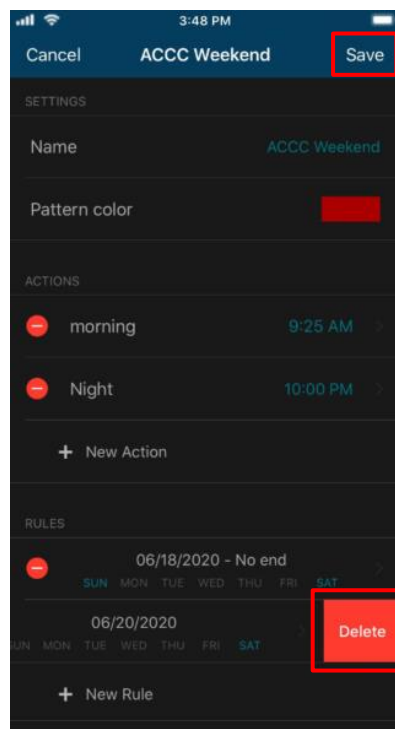**Figure 7.18** Edit or Delete Rule.