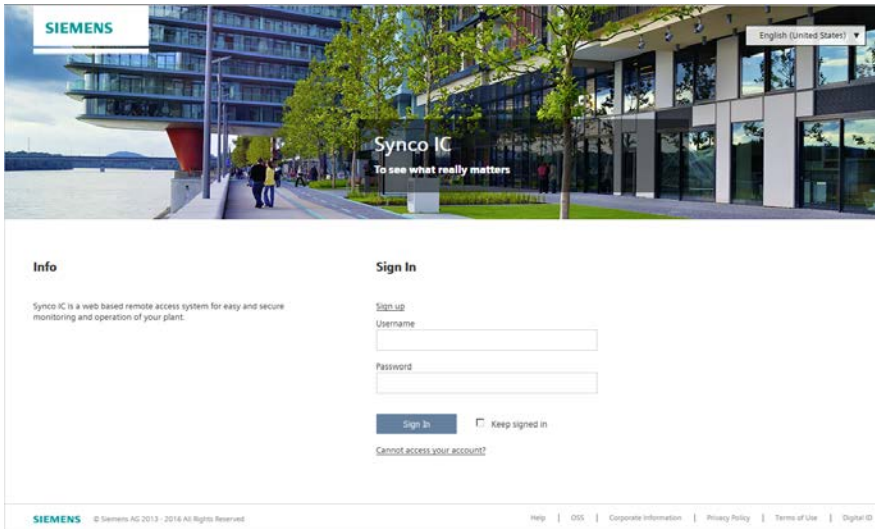


SIEMENS



Synco IC

Cloud and remote access for OZW772
and OZW672, cloud access for WTV676
User Guide – Getting Started

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Legal note

Legal note concept

This guide includes notes that must be followed to prevent damage to property. Notes dealing only with damage to property use the signal word NOTE and an exclamation point. They are depicted as follows:

	<p><i>NOTICE</i></p>
	<p>Type and source of hazard Consequences in the event the hazard occurs</p> <ul style="list-style-type: none"> • Measures/prohibitions to prevent the hazard

Qualified personnel

Only qualified personnel may commission the device/system. For our purposes, qualified personnel have the training and experience necessary to recognize and avoid risks when working with this device/system.

Proper use

The device/system described here may only be used on building technical plants and for the described applications only.

The trouble-free and safe operation of the device/system described here requires proper transportation, correct warehousing, mounting, installation, commissioning, operation, and maintenance.

You must comply with permissible ambient conditions. You must comply with the information provided in the Section "Technical data" and any notes in the associated documentation.

Fuses, switches, wiring and grounding must comply with local safety regulations for electrical installations. Observe all local and currently valid laws and regulations.

Exemption from liability

The content of this document was reviewed to ensure it matches the hardware and firmware described herein. Deviations cannot be precluded, however, so that we cannot guarantee that the document matches in full the actual device/system. The information provided in this document is reviewed on a regular basis and any required corrections are added to the next edition.

Software used

All open source software components used in this product (including copyright owners and license agreements) can be viewed on the following web server:

- Go to <https://www.siemens-syncoic.com> in the footer on entry "OSS".
- Direct: https://www.siemens-syncoic.com/Content/OSS_ClimatixIC.htm

Cyber security disclaimer

Siemens provides a portfolio of products, solutions, systems and services that includes security functions that support the secure operation of plants, systems, machines and networks. In the field of Building Technologies, this includes building automation and control, fire safety, security management as well as physical security systems.

In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art security concept. Siemens' portfolio only forms one element of such a concept.

You are responsible for preventing unauthorized access to your plants, systems, machines and networks which should only be connected to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (e.g. firewalls and/or network segmentation) are in place. Additionally, Siemens' guidance on appropriate security measures should be taken into account. For additional information, please contact your Siemens sales representative or visit <https://www.siemens.com/global/en/home/company/topic-areas/future-of-manufacturing/industrial-security.html>.

Siemens' portfolio undergoes continuous development to make it more secure. Siemens strongly recommends that updates are applied as soon as they are available and that the latest versions are used. Use of versions that are no longer supported, and failure to apply the latest updates may increase your exposure to cyber threats. Siemens strongly recommends to comply with security advisories on the latest security threats, patches and other related measures, published, among others, under <https://www.siemens.com/cert/en/cert-security-advisories.htm>.

1 About this document

1.1 Reference documentation

Document ID	Title	Topic
N5701	Web server OZW772...V8.0	Web server data sheet
N5712	Web server OZW672...V8.0	Web server data sheet
C5701	Web server OZW772...V8.0	Web server commissioning
C5712	Web server OZW672...V8.0	Web server commissioning
A6V11157961	M-bus web server WTV676- HB6035	M-bus web server data sheet
A6V11157985	M-bus web server WTV676- HB6035	M-bus web server user's guide

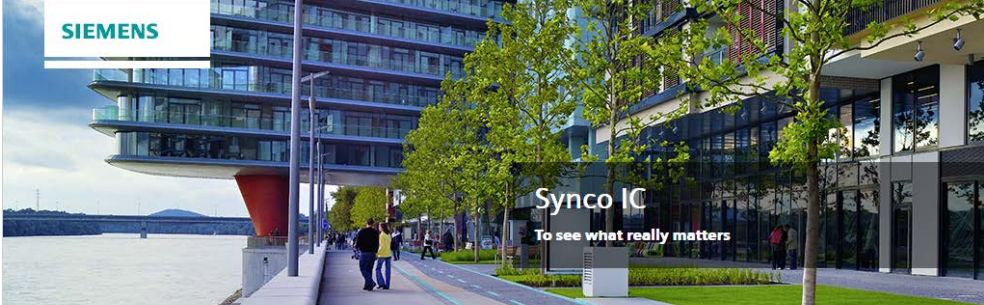
2 Synco IC

With Synco IC, Siemens provides simple and secure access to the web server and with it to the HVAC plant.

Synco IC permits remote servicing of the plant at any time (24/7) and from anywhere.

After signing in on the web browser, you access the plant as per plant privileges. The portal offers new ways to setup user-defined access (e.g. installers) to plants.

Your access point is: <https://www.siemens-syncoic.com>.



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Synco IC
To see what really matters

Info

Synco IC is a web based remote access system for easy and secure monitoring and operation of your plant.

Sign In

[Sign up](#)

Username

Password

Keep signed in

[Cannot access your account?](#)

Functions

- Simple and fast set up of plant Internet access.
- The plant overview provides a single point for pending alarms and energy savings potential.
- Alarm messages, invoicing and trend files can be sent by e-mail.
- New ways to manage plants and users via the portal.
- Secure communications thanks to encryption (HTTPS).

3 Requirements


3.1 Technical requirements

OZW firmware version

- The OZW772/OZW672 web server requires firmware V5.2 or higher.
- Firmware 7.0 is recommended and required to use the Remote Tool Access.

Firmware version WTV676


The web server WTV676-HB6035 has firmware version WTV676_WI-2.23_FW-2.4-16-2.3.bin or higher.

	NOTICE
	Update firmware version The firmware must be updated to firmware version WTV676_WI-2.23_FW-2.4-16-2.3.bin, if the web server WTV676-HB6035 is using an older version.

Additional information on the firmware version is available in the M-bus web server user's guide (Document A6V11157985), see "Reference documentation [→ 5]". Information on updating to firmware version is included in Section "Update firmware".

Network connection and online status

- OZW772/OZW672 or WTV676-HB6035 web server is installed and connected to the Internet. The mounting instructions are included in the packaging.
- The OZW or WTV676-HB6035 is online, if
 - The power LED is flashing green (1 Hz), or
 - The power LED is flashing orange (the energy indicator is active)

	NOTICE
	No connection to networks with web proxy servers The OZW772/OZW672 web server cannot connect to the portal via a proxy server.

Web browser

The browser must support HTML5.

- The latest versions (as of the date of publication for this document) of Google Chrome and Mozilla Firefox have been tested.
- Internet Explorer is no longer supported

4 Entering Synco IC

Requirements for using Synco IC

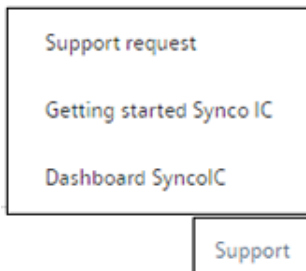
The following initial steps are required to enter the portal:

- Sign up - Register a plant [→ 10]
- Sign in [→ 11]
- Manage plant data

Result

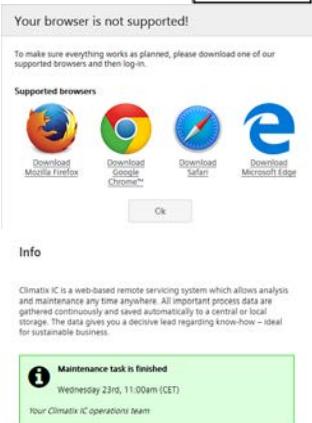
- You can access your plant via portal services.
- You can assign other persons (e-mail addresses) a user role on your plant.

4.1 Assistance on the start page



Accessible documentation

- "Support" on the start page provides an introduction.
- A comprehensive help is located in the same place, after login.



Information on unsupported browsers

A clear information window indicates that Synco IC was opened by an unsupported browser.

Central maintenance information from the IC Operations Team

Maintenance and important product improvements are prominently displayed on the start page.

A color code (green, yellow, red) intuitively indicates the relevance of the information. Once logged in, you can access the same information at any time using the Info symbol (upper right). The Info symbol flashes for news.



IC Dashboard

You are investigating an event and want to know whether IC was online at a specific time? The IC Dashboard provides an objective overview whether services are or were available. You can also subscribe to the RSS feed for the service.

Language Selection

- Set the language in the portal navigation ribbon to the right.

4.2 Sign up - Register a plant

!	NOTICE
	<p>OZW registration</p> <p>The OZW web server must be connected to Synco IC to register. The operating LED on the OZW web server flashes as soon as it is connected to Synco IC. Detailed information on commissioning the OZW web server is available in the OZW web server commissioning guides (Documents C5701 and C5712), see Section "Reference documentation [→ 5]".</p>

Initial registration

You must set up a user account to work with Synco IC. The activation key for a OZW772, OZW672, or WTV676-HB6035 web server is always required as the first step.

- Go to the following URL to start Synco IC:
 - <https://www.siemens-syncoic.com>
(for Synco controllers and Sigmagyr controllers RVL4.., RVP3.., RVD2..)
- 1. Click "Register" to create a user account the first time you go to the portal.
- 2. Enter a personal e-mail address to use as your contact with the portal.
- 3. Enter the activation key for your OZW772, OZW672, or WTV676-HB6035 web server.
- 4. Accept the general terms and conditions.
- 5. Confirm entries with "Sign up".
- 6. **NOTICE! You do not receive an e-mail if you are already registered on the portal.**
You receive a feedback that the account was created and that the password was sent to the e-mail address.
- 7. Complete the registration by selecting "Sign in".

Add plants

You can add web servers (OZW or WTV676) in Synco IC after initial registration on the cloud. You must register plants to add them. Click the link "Register" and activate the plant using a valid activation key.


Activation of additional plants is also possible via the menu "Administration" > "Plants" (OZW only). You must sign in before activating plants.

Detailed information on activation additional plants for OZW is available in Section "Set up end user access to the portal service".




You must use the link "Register" on the start page for initial registration and activation of plants.

4.3 Sign in

	NOTICE
	<p>Ensure you are in the desired tenant area after signing in. Additional information on switching tenants is available in Section "Switch tenant".</p>

Change password at first sign in

- ▷ You have received an e-mail with an invitation link and temporary password.
- 1. Enter the User name (your e-mail address) and (temporary) password and click "Sign in".
 - ⇒ You are requested to change the password.
- 2. **NOTICE! Read the note below for accepting Synco IC passwords.**
Create a secure password and confirm the new password below it.
- 3. Click "Change password" to confirm the change.
 - ⇒ Your individual password is active and you are now forwarded to an entry mask.

	NOTICE
	<p>Synco IC accepts the following passwords: A secure password consists of at least 8 characters and includes at least one of the 4 character groups:</p> <ul style="list-style-type: none"> • Latin capital letters (A...Z) • Latin low-case letters (A...Z) • Digits (0...9) • Non-alphabetic characters (e.g. !, \$, +,?)

Secure sign in and out

Note the following functions for sign in/out:

- The connection is ended after 30 minutes of inactivity. The web page returns to the sign-in screen.
NOTICE! Only the activity on the first tab is registered when working in multiple browser tabs.
- The user account is locked after 5 attempts with the wrong password.
- The user is notified as soon as a new password is set using the "Forgot password?".
- For security reasons, a new sign in is required after 24 hours of uninterrupted user activity.



NOTICE

Protect passwords

- Do not pass on your user name and password for Synco IC to just any third party.
- Encrypt e-mails that include the user name and password.

Forgotten password

Use the "Forgot password" function if you have forgotten your password and follow the instructions.

Reset your password

E-mail address

Reset password

5 Synco IC and security

5.1 Synco IC

The portal provides thorough security, e.g. data security, security data storage, and reliable data transportation.

- All connections are encrypted (HTTPS) to prevent tapping into the line and man-in-the-middle attacks.
- Data security as per EU Data Privacy Chapter 5
- Geo-redundant data storage from northern Europe (primary) to western Europe (secondary).

5.2 OZW and WTV676 web server

Web Server is not suitable for connecting directly to the Internet; it must be connected via a Firewall. This type of router typically has a firewall.

The firewall must be configured to permit only outgoing connections. Incoming connections must be suppressed.

6 Support on technical issues

Please adhere to the following sequence on support issues:

1. Contact the supplier of the device or plant.
2. If unknown, Siemens provides the following tools:
 - Own information via the download center: <http://siemens.com/bt/download>.
 - Own information via the Service and Support Portal <https://support.industry.siemens.com>.
 - Submit a support request: <http://www.siemens.com/automation/support-request>.

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