



**INSIDE for C&H
Activation guide**

INSIDE for C&H products

Minimum Requirements:

Hardware

Ipro:
MIDX125A/ MIDX126A

HMI:
MIDX130A

Software version

BIOS version: 2023032000 or later

App version 7*.x.x or later

HMI version 7*.*.* or later

Web Version 7*.*.* or later

INSIDE for C&H products

Minimum Requirements for units mounting iPRO Lite controller (Epsilon Sky range only):

Hardware

Unit MUST be ordered with “WBS” accessory

Software version

App version 61.1.5 or later


HMI version 62.2.2 or later

Gateway_iPRO_Link 27.1.3 or later

Web Version 27.3.2 or later

Request access to INSIDE Portal

- Go to [Swegon's webpage](#)
 - Software → [Connected products](#)
- ① Fill in form number 1 and click Submit



Get started!

1. Request access to INSIDE Portal	▼
2. Make your product INSIDE Ready (Retrofit only)	▼
3. Go to INSIDE Portal	▼

Get started!

1. Request access to INSIDE Portal

Enter details below to request a login.

If you already have an account and wish to add a new product or building, please contact digitalservices@swegon.com

Account information
Email (will be used as username)*

First name*

Last name*

Company name*

Building and product information
Choose product*

Please Select ▼

Serial number of product*

Building name*

Building address*

City*


Country*

Please Select ▼

Swegon needs the contact information you provide to contact you about the requested service. You may unsubscribe from these communications at anytime. For information on how to unsubscribe, as well as our privacy practices and commitment to protecting your privacy, check out our [Privacy Policy](#).

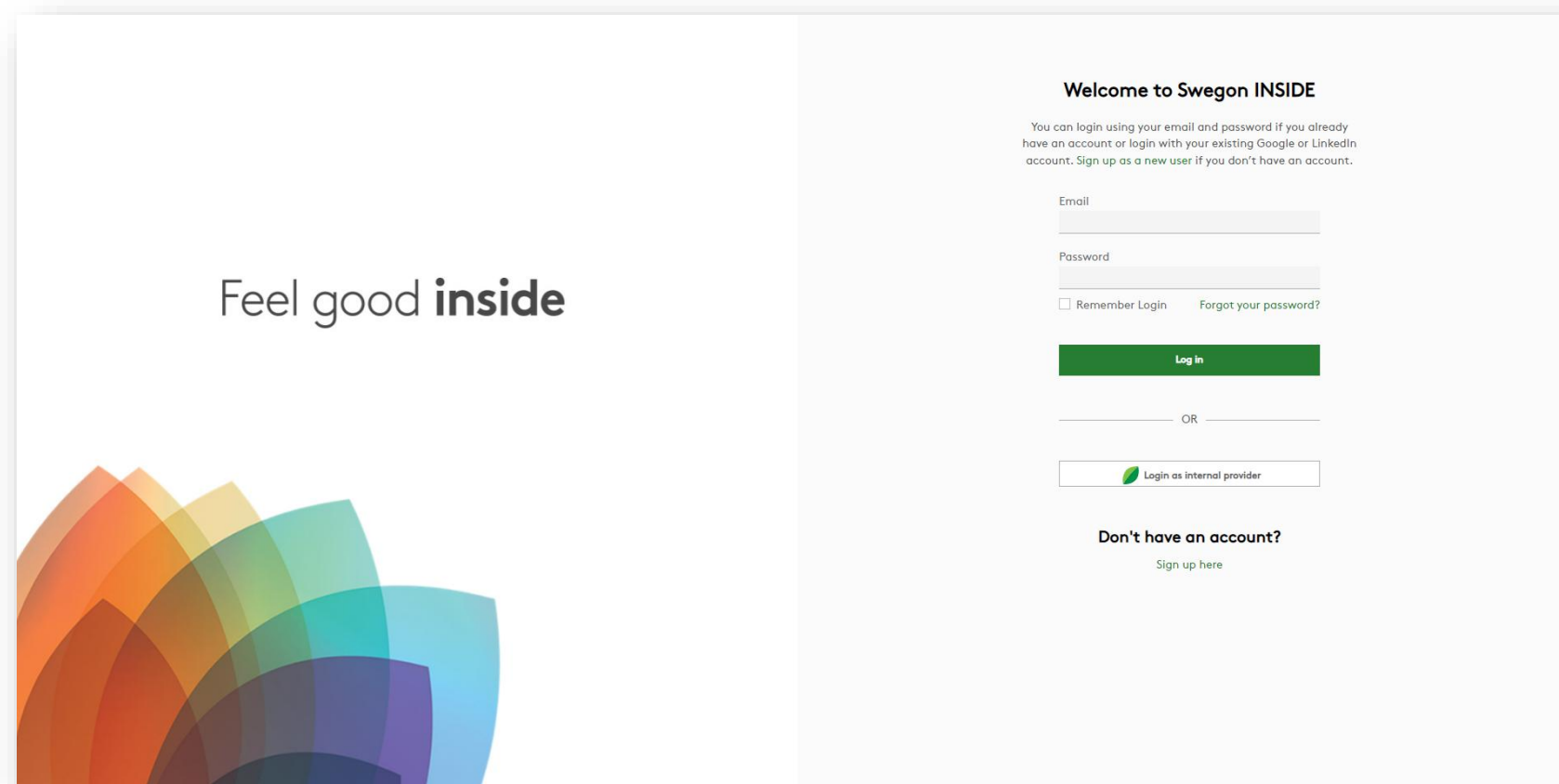
protected by reCAPTCHA
Privacy Terms

SUBMIT



INSIDE Portal: Log in

Log in to INSIDE Portal: <https://inside.swegon.com/>

A screenshot of the Swegon INSIDE Portal login page. The page is split into two main sections. The left section has a white background with the text "Feel good **inside**" in a dark grey font. Below the text is a decorative graphic of overlapping semi-circles in various colors (orange, yellow, green, blue, purple). The right section has a light grey background. It starts with the heading "Welcome to Swegon INSIDE". Below this is a paragraph of text: "You can login using your email and password if you already have an account or login with your existing Google or LinkedIn account. Sign up as a new user if you don't have an account." This is followed by two input fields labeled "Email" and "Password". Below the "Password" field are two links: "Remember Login" (with a checkbox) and "Forgot your password?". A green "Log In" button is positioned below these links. Underneath the button is a horizontal line with the word "OR" in the center. Below this line is a button labeled "Login as internal provider" with a small green leaf icon to its left. At the bottom of the right section, there is a heading "Don't have an account?" followed by a link "Sign up here".

Feel good **inside**

Welcome to Swegon INSIDE

You can login using your email and password if you already have an account or login with your existing Google or LinkedIn account. Sign up as a new user if you don't have an account.


Email

Password

☐ Remember Login [Forgot your password?](#)

Log In

OR

 Login as internal provider

Don't have an account?

[Sign up here](#)

Create building

How to create a building in INSIDE Portal

1. Go to the organisation in which you want to create the building
2. Press "**Add building**"
3. Add building info and press "Submit"

Claim product

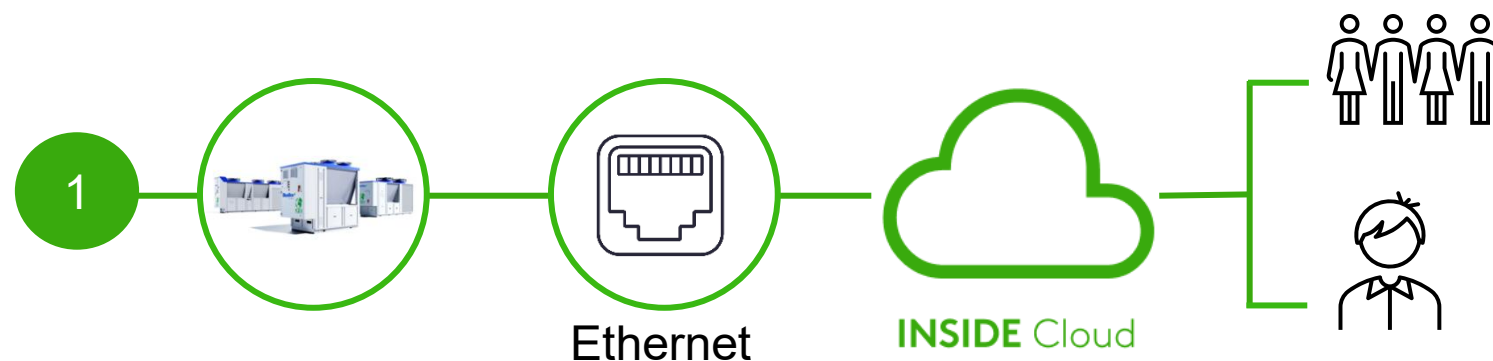
How to claim your product in INSIDE Portal

1. Go to the building where you want to add your unit
2. Press "Claim product"
3. Select which type of product you want to claim
4. Add **serial number** of unit + name
5. Add **MAC-address** for unit (not required for all type of units)
6. Press "Submit"

Going online – 2 options

1. Ethernet Connection

Connect one end of the network cable to the facility's existing network and the other end of the cable to the unit.



2. Cellular Connection

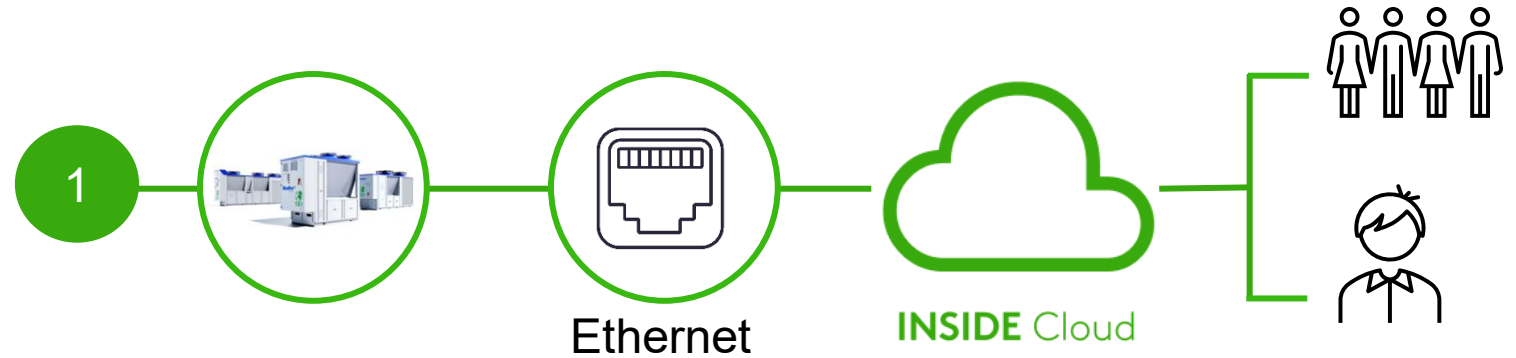
Use a 4G router with SIM-card, specially developed for this purpose.



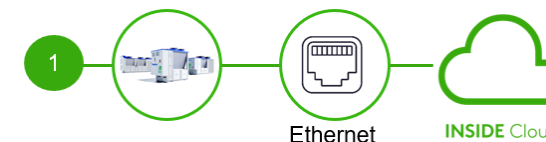
Going online – Ethernet connection

1. Ethernet Connection

Connect one end of the network cable to the facility's existing network and the other end of the cable to the unit.



1. Ethernet connection



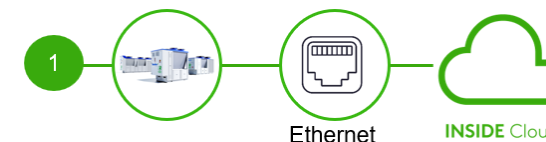
Swegon cloud solution is using Microsoft Azure services and certificates from DigiCert to secure the connection.

If the firewall in front of the products is allowing outbound traffic to internet it will work.

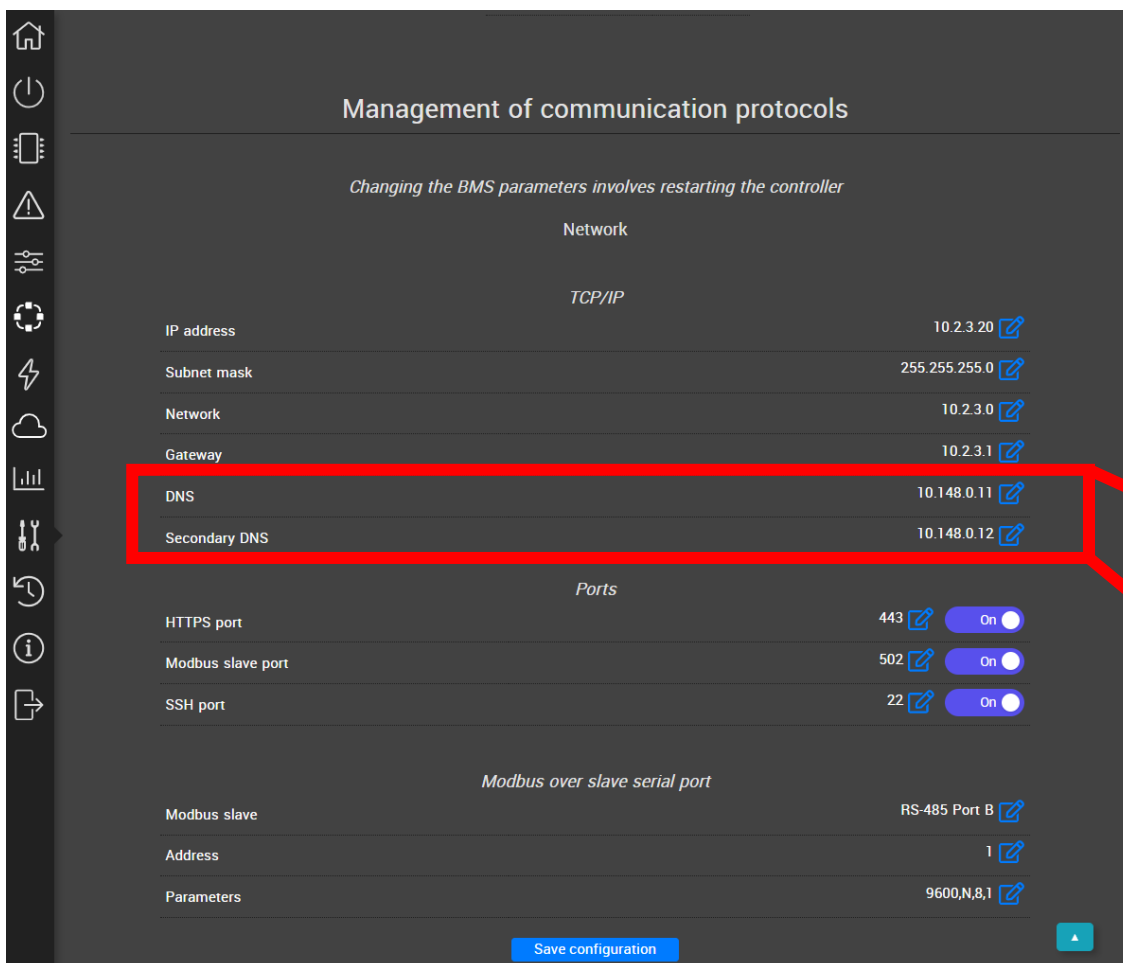
If the firewall is set up to control outbound traffic, the following ports and destinations must be allowed.

Domain (including sub domain)	Port	Protocol	Note
*.azure-devices-provisioning.net (dps-SwegonCloud-common-we.azure-devices-provisioning.net global.azure-devices-provisioning.net)	443 8883	https mqtt	Azure Device Provisioning Service
*.azure-devices.net (iot-SwegonCloud-prod-we.azure-devices.net)	443 8883	https mqtt	Azure IoT Hub
*.blob.core.windows.net (stswciotfilestorageprod.blob.core.windows.net)	443	https	Azure storage
clientauth.one.digicert.com	443	https	DigiCert Enrolment over Secure Transport (EST) for certificate enrolment and reenrolment

1. Ethernet connection



Network settings (service level access is required)



Management of communication protocols

Changing the BMS parameters involves restarting the controller

Network

TCP/IP

IP address	10.2.3.20
Subnet mask	255.255.255.0
Network	10.2.3.0
Gateway	10.2.3.1
DNS	10.148.0.11
Secondary DNS	10.148.0.12

Ports

HTTPS port	443	On
Modbus slave port	502	On
SSH port	22	On

Modbus over slave serial port

Modbus slave	RS-485 Port B
Address	1
Parameters	9600,N,8,1

Save configuration

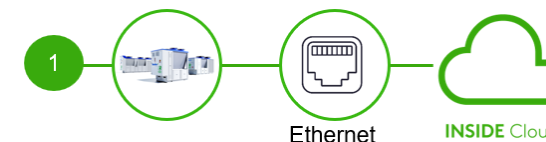
It is needed to change the DNS configuration according to your network administrator.

Examples of settings using Google public DNS:

DNS (Domain Name System)
DNS 8.8.8.8

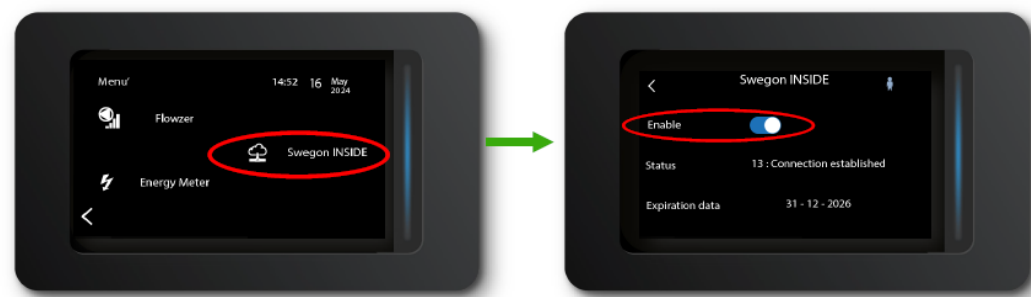
Secondary DNS
Secondary DNS 8.8.4.4

1. Ethernet connection

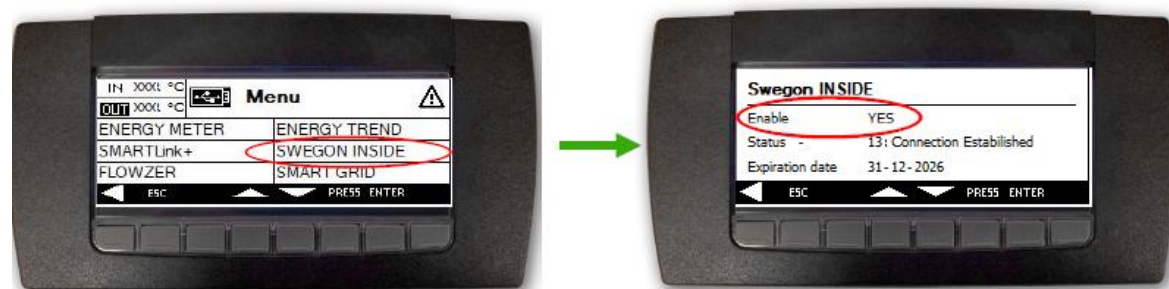


Activate Swegon INSIDE

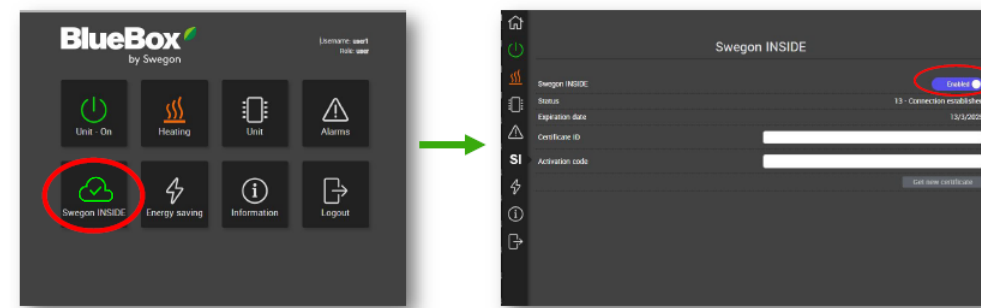
Alternative 1: From touch HMI



Alternative 2: From semigraphic HMI



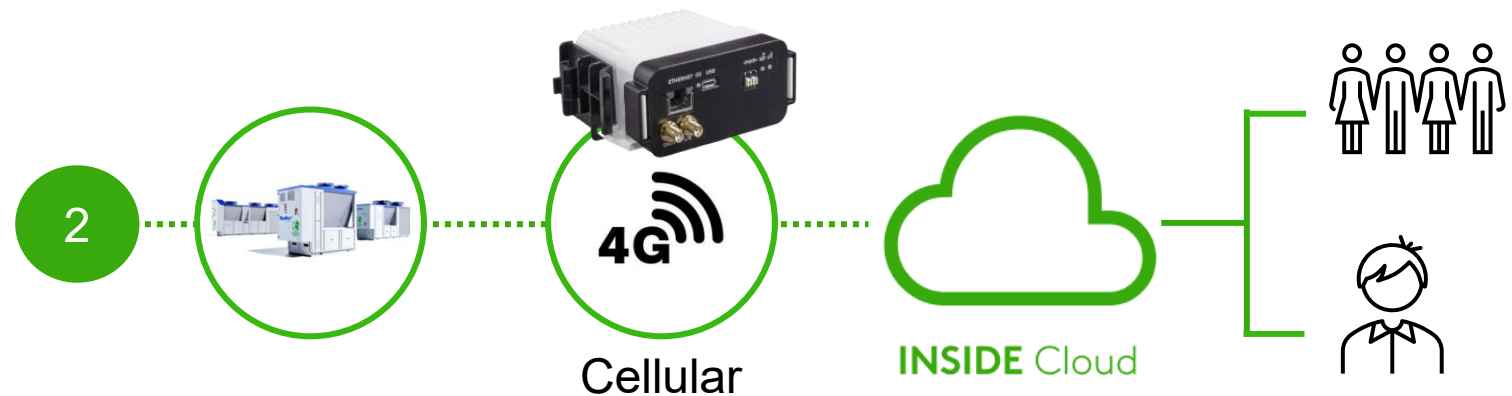
Alternative 3: From the webserver



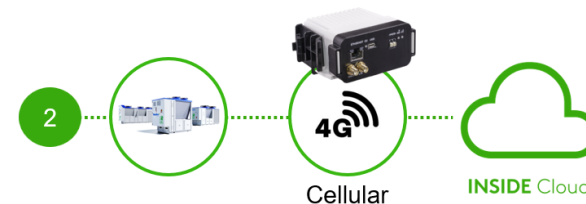
Going online – Cellular Connection

2. Cellular Connection

Use a 4G router with SIM-card, specially developed for this purpose.



2. Cellular connection



Network settings (service level access is required)

Management of communication protocols

Changing the BMS parameters involves restarting the controller

Network

TCP/IP

IP address	10.2.3.20
Subnet mask	255.255.255.0
Network	10.2.3.0
Gateway	10.2.3.1
DNS	10.148.0.11
Secondary DNS	10.148.0.12

Ports

HTTPS port	443	On
Modbus slave port	502	On
SSH port	22	On

Modbus over slave serial port

Modbus slave	RS-485 Port B
Address	1
Parameters	9600,N,8,1

Save configuration

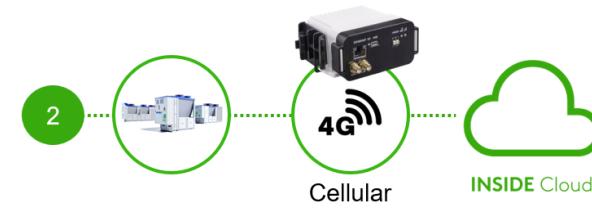
- Unit controller and «INSIDE Connect router» must be configured in the same network.
- Unit “Gateway” must be set as the IP address of the «INSIDE Connect router»

Example:

iPRO IP address: 10.2.3.20
iPRO Gateway: 10.2.3.250

INSIDE Connect router
IP address 10.2.3.250

2. Cellular connection



Network settings (service level access is required)

Management of communication protocols

Changing the BMS parameters involves restarting the controller

Network

TCP/IP

IP address	10.2.3.20
Subnet mask	255.255.255.0
Network	10.2.3.0
Gateway	10.2.3.1
DNS	10.148.0.11
Secondary DNS	10.148.0.12

Ports

HTTPS port	443	On
Modbus slave port	502	On
SSH port	22	On

Modbus over slave serial port

Modbus slave	RS-485 Port B
Address	1
Parameters	9600,N,8,1

Save configuration

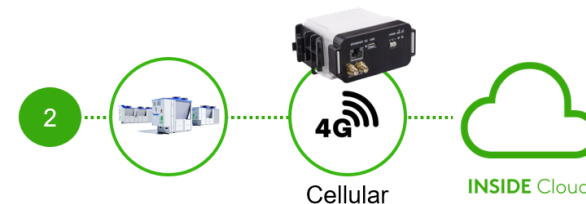
It is also needed to change the DNS configuration of the iPRO.

Examples of settings using Google public DNS:

DNS (Domain Name System)
DNS 8.8.8.8

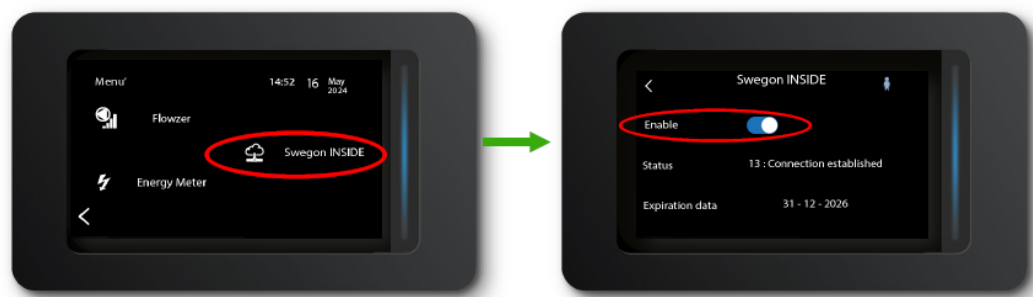
Secondary DNS
Secondary DNS 8.8.4.4

2. Cellular connection

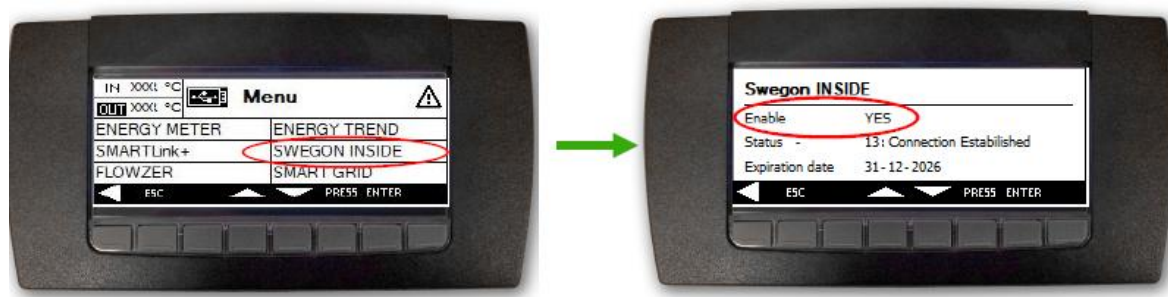


Activate Swegon INSIDE

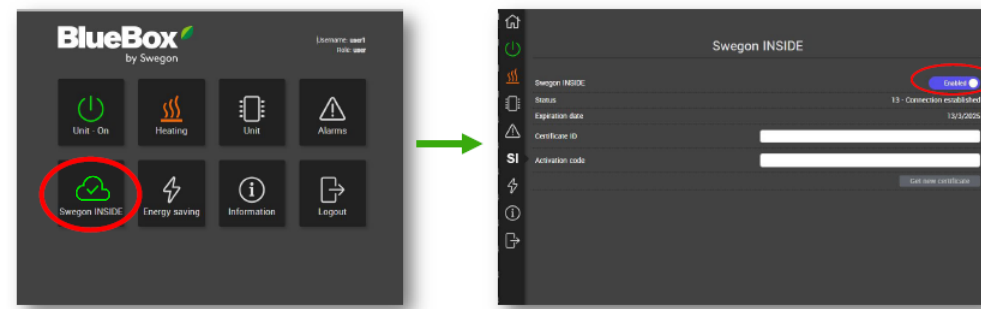
Alternative 1: From touch HMI



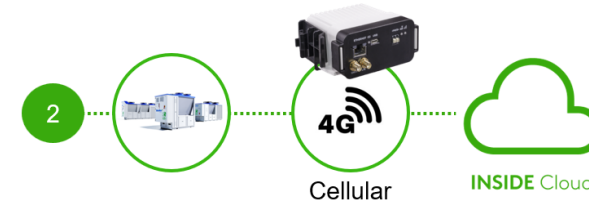
Alternative 2: From semigraphic HMI



Alternative 3: From the webserver



2. Cellular connection



- Example 1 – Single heat pump unit

iPRO controller



IP address	10.2.3.20
Subnet Mask	255.255.255.0

Network	10.2.3.0
Gateway	10.2.3.250
DNS	8.8.8.8
Secondary DNS	8.8.4.4

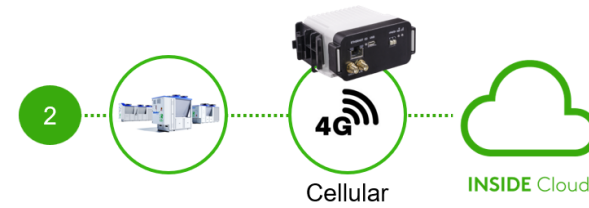
Network 2	0.0.0.0
Gateway 2	0.0.0.0

INSIDE Connect Router



IP address	10.2.3.250
Subnet Mask	255.255.255.0

2. Cellular connection



- Example 1 – 2 x heat pump units in Multilogic

iPRO controller
Master



IP address	10.2.3.20
Subnet Mask	255.255.255.0

Network	10.2.3.0
Gateway	10.2.3.250
DNS	8.8.8.8
Secondary DNS	8.8.4.4

Network 2	0.0.0.0
Gateway 2	0.0.0.0

iPRO controller
Slave



IP address	10.2.3.21
Subnet Mask	255.255.255.0

Network	10.2.3.0
Gateway	10.2.3.250
DNS	8.8.8.8
Secondary DNS	8.8.4.4

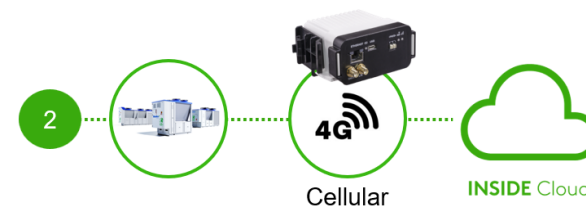
Network 2	0.0.0.0
Gateway 2	0.0.0.0

INSIDE Connect Router



IP address	10.2.3.250
Subnet Mask	255.255.255.0

2. Cellular connection



- Example –heat pump in an existing LAN network with local BMS

iPRO controller



IP address	192.168.1.20
Subnet Mask	255.255.255.0

Network	192.168.1.0
Gateway	192.168.1.22
DNS	8.8.8.8
Secondary DNS	8.8.4.4

Network 2	0.0.0.0
Gateway 2	0.0.0.0

INSIDE Connect Router



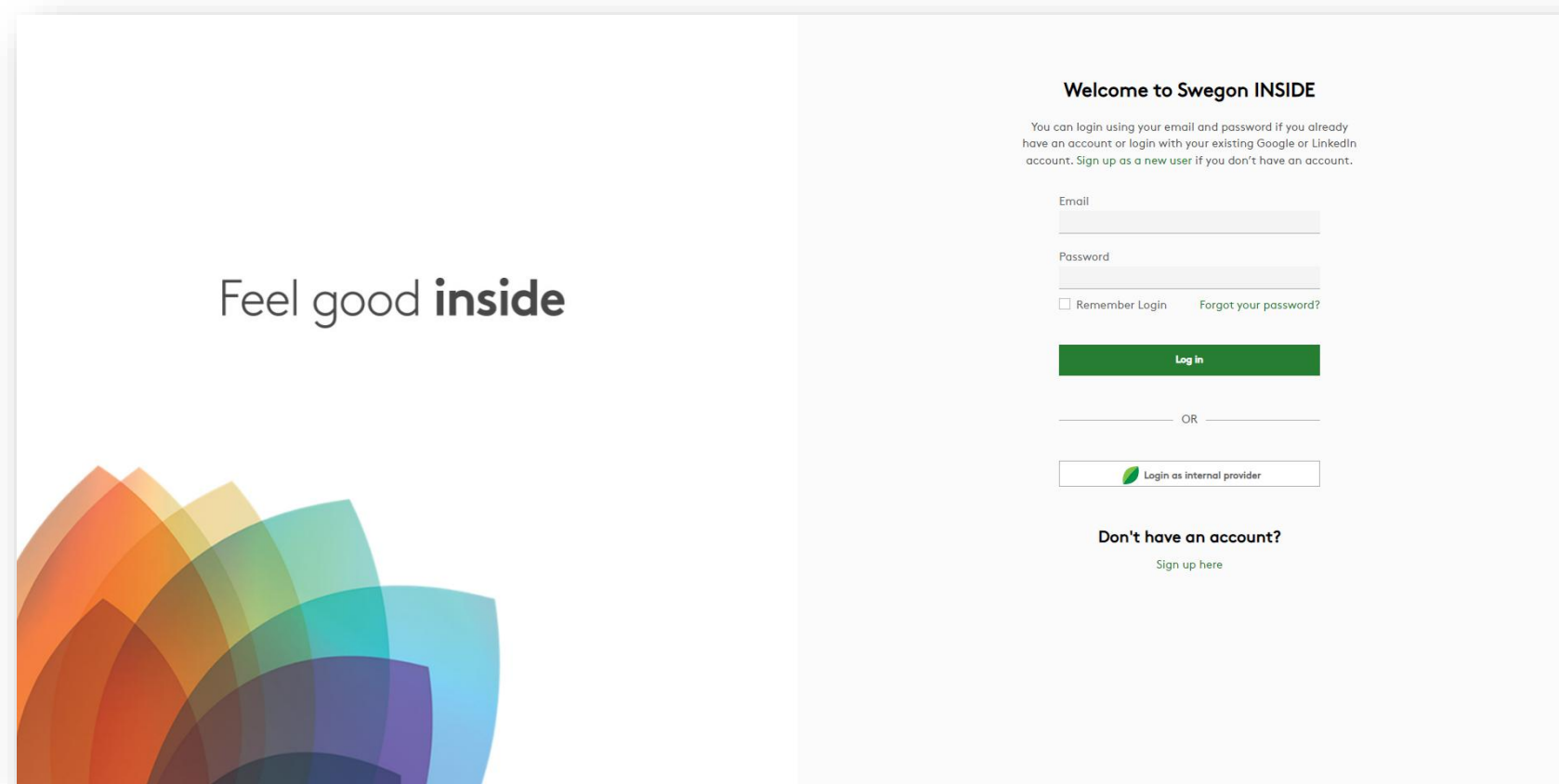
IP address	192.168.1.22
Subnet Mask	255.255.255.0

BMS

IP address	192.168.1.10
Subnet Mask	255.255.255.0
Network	192.168.1.0
Gateway	192.168.1.55
DNS	8.8.8.8
Secondary DNS	8.8.4.4
Network 2	0.0.0.0
Gateway 2	0.0.0.0

INSIDE Portal: Log in

Log in to INSIDE Portal: <https://inside.swegon.com/>

A screenshot of the Swegon INSIDE Portal login page. The page is split into two main sections. The left section has a white background with the text "Feel good **inside**" in a dark grey font. Below the text is a decorative graphic of overlapping semi-circles in various colors (orange, yellow, green, blue, purple). The right section has a light grey background and contains the login form. At the top of the right section is the heading "Welcome to Swegon INSIDE". Below this is a paragraph of text: "You can login using your email and password if you already have an account or login with your existing Google or LinkedIn account. Sign up as a new user if you don't have an account." The form includes an "Email" input field, a "Password" input field, a checkbox for "Remember Login", and a link for "Forgot your password?". Below these is a green "Log In" button. Underneath the button is a horizontal line with "OR" in the center. Below that is a button with a green leaf icon and the text "Login as internal provider". At the bottom of the right section is the heading "Don't have an account?" followed by a link "Sign up here".

Feel good **inside**

Welcome to Swegon INSIDE

You can login using your email and password if you already have an account or login with your existing Google or LinkedIn account. Sign up as a new user if you don't have an account.


Email

Password

☐ Remember Login [Forgot your password?](#)

Log In

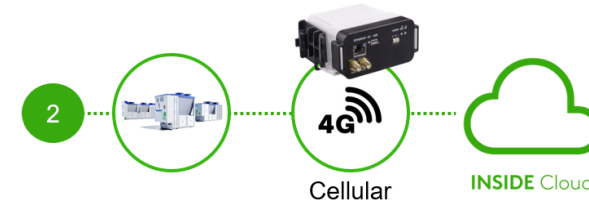
OR

 Login as internal provider

Don't have an account?

[Sign up here](#)

2. Cellular connection



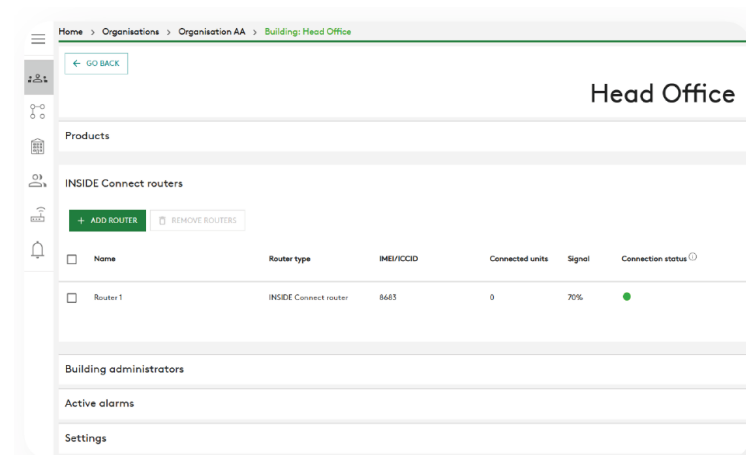
Add router and set IP settings for router

In order to set the **IP address** of the **INSIDE Connect router**, it is needed before to register the router inside the INSIDE Portal:

To register a router you need an INSIDE Portal account:
(if you do not have it, you need first to create one, registering a unit and creating a building)

Then:

- Go to the building view and click on the tab "INSIDE connect routers"
- Press the button ADD ROUTER in the top left corner
- Name the router, fill the IMEI number
- Fill in IP address for the router (after IMEI is filled in)



Add new INSIDE Connect router

Router type
INSIDE Connect router

Name

IMEI number



LAN IP address

LAN netmask

SUBMIT

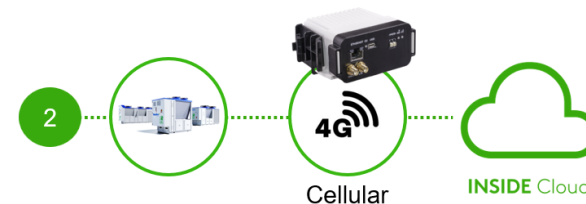


IMEI available in the:

- unit documentation
- SAP Portal

"INSIDE Connect router" must be configured in the same LAN network of the unit (iPRO controller).

2. Cellular connection



Connect products and set product IP addresses

Then, it is needed to connect a claimed product to the “INSIDE Connect router”:

Alessandro

Signal strength: 71%

Connection status: ●

Linked products

+ CONNECT PRODUCT(S) EDIT PRODUCT(S) DISCONNECT PRODUCT(S)

<input type="checkbox"/>	Product name	Product serial number	IP Address	Web protocol	Port	Service
--------------------------	--------------	-----------------------	------------	--------------	------	---------

Connect products to Alessandro

Info

It may take up to 5 minutes for the changes to be applied.
A product must have INSIDE Connect as an active service to appear in the list below.

Products in the building

Titan Sky Hi R0 HP

Titan Sky Hi R0 HP

Enter product's IP address

Enter product's port

80

☒ HTTP ☐ HTTPS

SUBMIT

The product must be claimed in the same building as the INSIDE Connect router and **have the service INSIDE Connect as ACTIVE.**



INSIDE Portal

Connecting units to the Swegon INSIDE cloud enables
remote monitoring and digital services

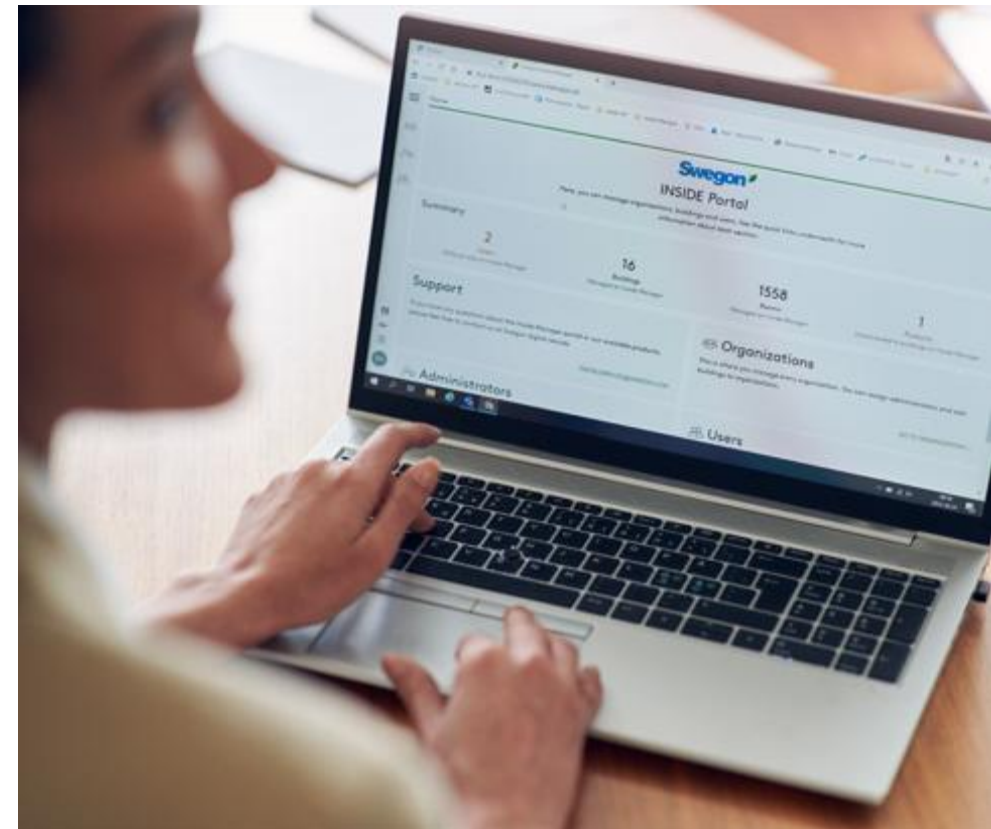
INSIDE Portal

– The hub for all connected Swegon products.

INSIDE Portal allows you to:

- Monitor key parameters
 - Status of inlet/outlet temp., setpoint, unit status etc.
 - Active alarms
- Gain high level insights into the unit performance
- Subscribe to alarm notifications from connected units directly to your email
- Easily activate additional services that can increase the efficiency of your system
- Invite portal users to share insight and delegate level of access

INSIDE Portal is free of charge



INSIDE Portal - Alarm subscriptions

Get alarm notifications to your email from connected units

Home > Alarm subscriptions

My alarm subscriptions

DELETE SELECTED

EDIT SELECTED

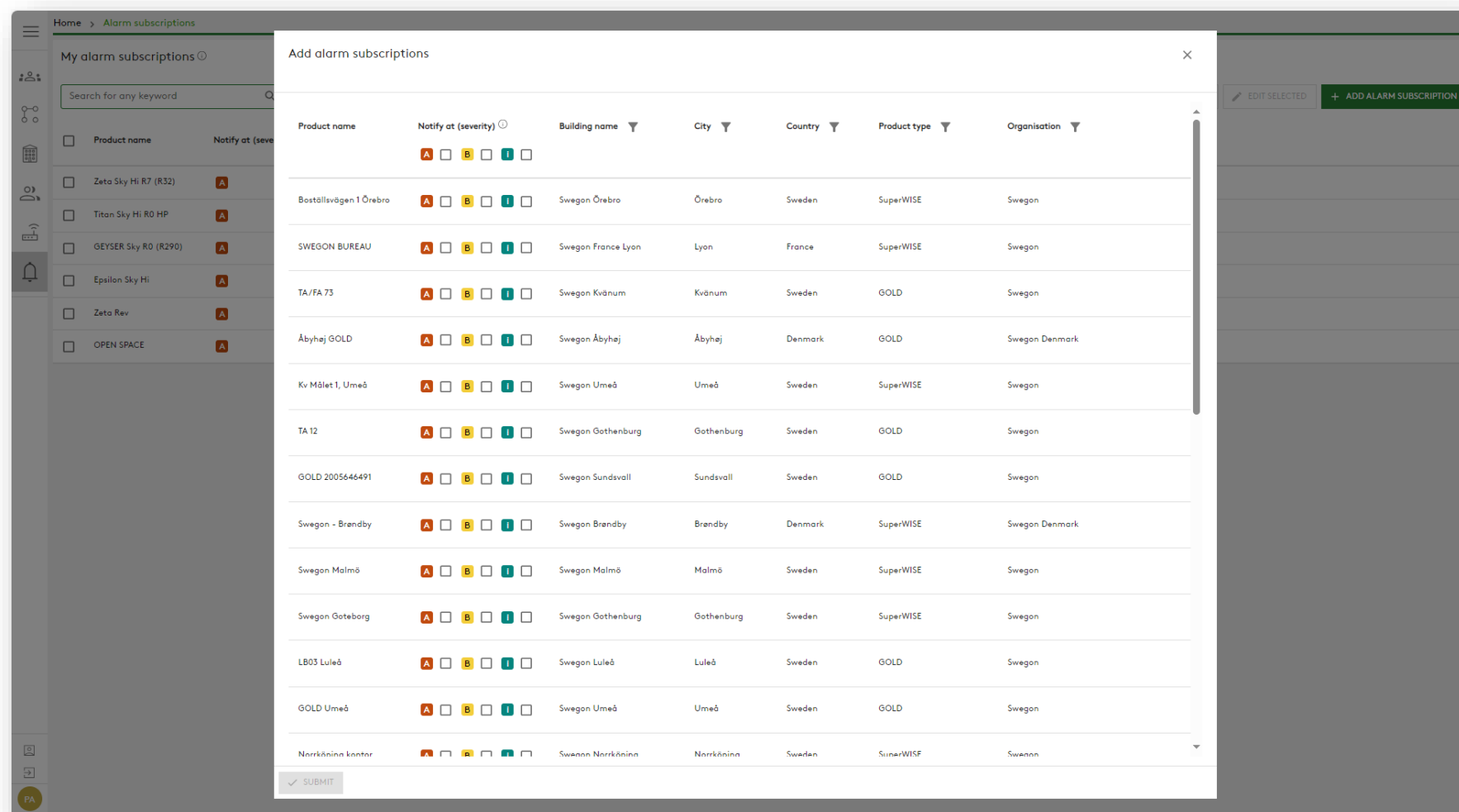
ADD ALARM SUBSCRIPTION

<input type="checkbox"/>	Product name	Notify at (severity)	Building name	City	Country	Product type	Organisation
<input type="checkbox"/>	Kv Målet 1, Umeå	A B	Swegon Umeå	Umeå	Sweden	SuperWISE	Swegon
<input type="checkbox"/>	Åbyhøj GOLD	A B	Swegon Åbyhøj	Åbyhøj	Denmark	GOLD	Swegon Denmark
<input type="checkbox"/>	Zeta Sky Hi R7 (R32)	A	Swegon Cantarana	Cantarana	Italy	BlueBox Chiller/Heatpump	Swegon
<input type="checkbox"/>	Titan Sky Hi R0 HP	A	Swegon Cantarana	Cantarana	Italy	BlueBox Chiller/Heatpump	Swegon
<input type="checkbox"/>	GEYSER Sky R0 (R290)	A	Swegon Cantarana	Cantarana	Italy	BlueBox Chiller/Heatpump	Swegon
<input type="checkbox"/>	Epsilon Sky Hi	A	Swegon Cantarana	Cantarana	Italy	BlueBox Epsilon SKY	Swegon
<input type="checkbox"/>	Boställsvägen 1 Örebro	A B I	Swegon Örebro	Örebro	Sweden	SuperWISE	Swegon
<input type="checkbox"/>	SWEGON BUREAU	A B I	Swegon France Lyon	Lyon	France	SuperWISE	Swegon
<input type="checkbox"/>	Zeta Rev	A	Swegon Cantarana	Cantarana	Italy	BlueBox Chiller/Heatpump	Swegon
<input type="checkbox"/>	TA/FA 73	A B I	Swegon Kvånum	Kvånum	Sweden	GOLD	Swegon
<input type="checkbox"/>	OPEN SPACE	A	Swegon Cantarana	Cantarana	Italy	GOLD	Swegon

PA

INSIDE Portal - Alarm subscriptions

Select which alerts you want to be notified of via email

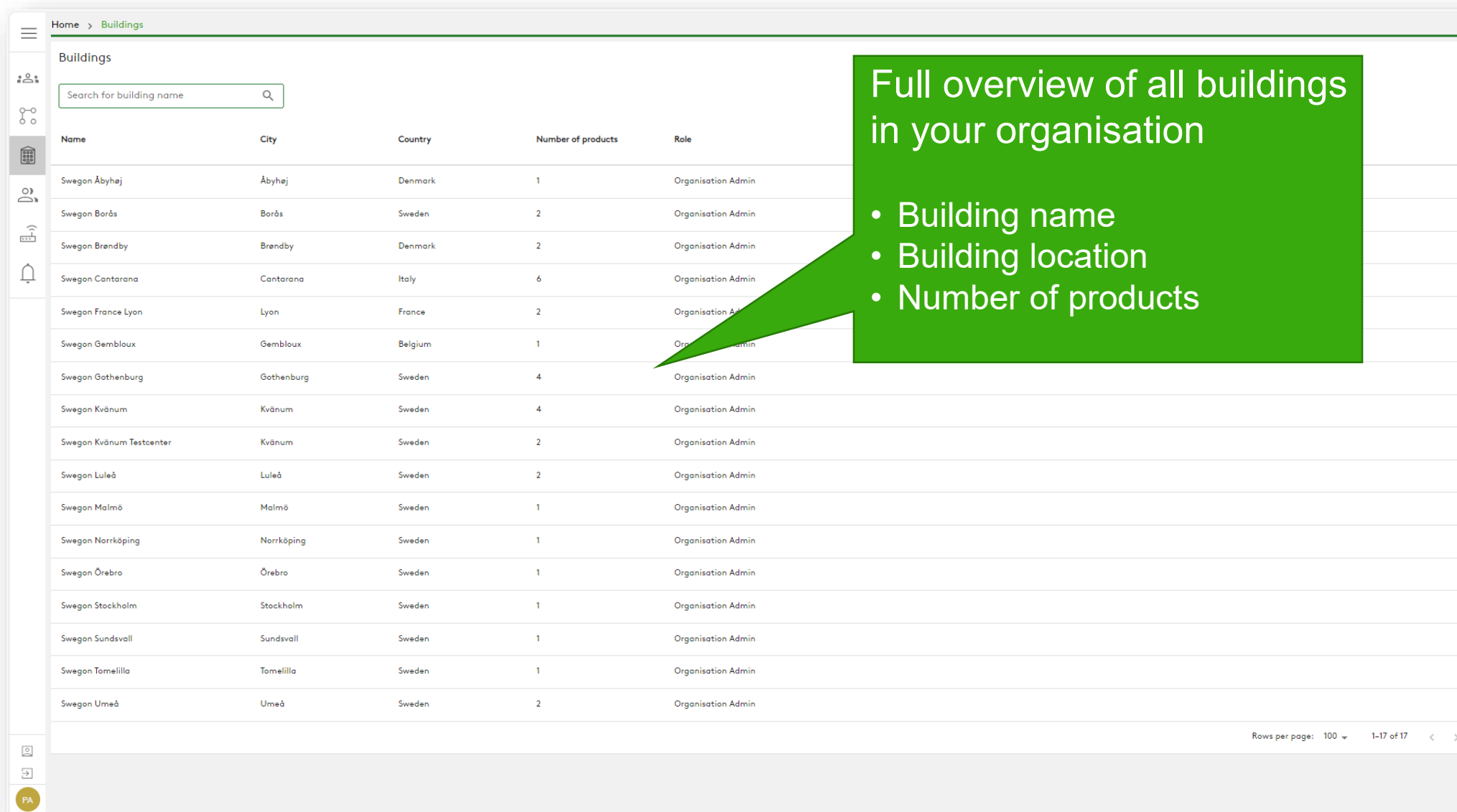


The screenshot displays the 'Alarm subscriptions' section of the Swegon INSIDE Portal. On the left, a sidebar contains navigation icons. The main content area shows 'My alarm subscriptions' with a search bar and a list of existing subscriptions. A modal window titled 'Add alarm subscriptions' is open, displaying a table of potential new subscriptions.

Product name	Notify at (severity)	Building name	City	Country	Product type	Organisation
Zeta Sky Hi R7 (R32)	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I					
Titan Sky Hi R0 HP	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I					
OEYSER Sky R0 (R290)	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I					
Epsilon Sky Hi	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I					
Zeta Rev	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I					
OPEN SPACE	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I					
Boställsvägen 1 Örebro	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Örebro	Örebro	Sweden	SuperWISE	Swegon
SWEGON BUREAU	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon France Lyon	Lyon	France	SuperWISE	Swegon
TA/FA 73	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Kvänum	Kvänum	Sweden	GOLD	Swegon
Äbyhøj GOLD	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Äbyhøj	Äbyhøj	Denmark	GOLD	Swegon Denmark
Kv Målet 1, Umeå	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Umeå	Umeå	Sweden	SuperWISE	Swegon
TA 12	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Gothenburg	Gothenburg	Sweden	GOLD	Swegon
GOLD 2005646491	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Sundsvall	Sundsvall	Sweden	GOLD	Swegon
Swegon - Brøndby	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Brøndby	Brøndby	Denmark	SuperWISE	Swegon Denmark
Swegon Malmö	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Malmö	Malmö	Sweden	SuperWISE	Swegon
Swegon Göteborg	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Gothenburg	Gothenburg	Sweden	SuperWISE	Swegon
LB03 Luleå	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Luleå	Luleå	Sweden	GOLD	Swegon
GOLD Umeå	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Umeå	Umeå	Sweden	GOLD	Swegon
Norrkøping kontor	<input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> I	Swegon Norrkøping	Norrkøping	Sweden	SuperWISE	Swegon

At the bottom of the modal, there is a 'SUBMIT' button. On the right side of the main interface, there are buttons for 'EDIT SELECTED' and '+ ADD ALARM SUBSCRIPTION'.

INSIDE Portal: Overview of connected units



Home > Buildings

Buildings

Search for building name

Name	City	Country	Number of products	Role
Swegon Åbyhøj	Åbyhøj	Denmark	1	Organisation Admin
Swegon Borås	Borås	Sweden	2	Organisation Admin
Swegon Brøndby	Brøndby	Denmark	2	Organisation Admin
Swegon Cantarana	Cantarana	Italy	6	Organisation Admin
Swegon France Lyon	Lyon	France	2	Organisation Admin
Swegon Gembloux	Gembloux	Belgium	1	Organisation Admin
Swegon Gothenburg	Gothenburg	Sweden	4	Organisation Admin
Swegon Kvänum	Kvänum	Sweden	4	Organisation Admin
Swegon Kvänum Testcenter	Kvänum	Sweden	2	Organisation Admin
Swegon Luleå	Luleå	Sweden	2	Organisation Admin
Swegon Malmö	Malmö	Sweden	1	Organisation Admin
Swegon Norrköping	Norrköping	Sweden	1	Organisation Admin
Swegon Örebro	Örebro	Sweden	1	Organisation Admin
Swegon Stockholm	Stockholm	Sweden	1	Organisation Admin
Swegon Sundsvall	Sundsvall	Sweden	1	Organisation Admin
Swegon Tomelilla	Tomelilla	Sweden	1	Organisation Admin
Swegon Umeå	Umeå	Sweden	2	Organisation Admin

Rows per page: 100 1-17 of 17

PA

Full overview of all buildings in your organisation

- Building name
- Building location
- Number of products

INSIDE Portal: Overview of connected units

Home > Buildings > Swegon Cantarana

← GO BACK

Swegon Cantarana
Cantarana, Italy
Latitude: 45.1993380911563
Longitude: 12.094361755745242

Products

Search (name, serial number) 🔍

Name ↑	Product type ▼	Building	Serial number	Software version	Active alarm	Connected
Epsilon Sky Hi	BlueBox Epsilon SKY	Swegon Cantarana	SB*****	61.1.3	🔔	●
GEYSER Sky R0 (R290)	BlueBox Chiller/Heatpump	Swegon Cantarana	SB*****	701.138.129.4	🔔	●
OPEN SPACE	GOLD	Swegon Cantarana	2005*****	2.43	🔔	●
Titan Sky Hi R0 HP	BlueBox Chiller/Heatpump	Swegon Cantarana	SB*****	701.140.130.9		●
Zeta Rev	BlueBox Chiller/Heatpump	Swegon Cantarana	SB*****	701.140.130.9		●
Zeta Sky Hi R7 (R32)	BlueBox Chiller/Heatpump	Swegon Cantarana	SB*****			●

Rows per page: 100 ▼ 1-6 of 6 < >

Building administrators ▼

Active alarms ▼

Full overview of the Swegon products in each building

- Location
- Software version
- Active alarms
- Status of connectivity

+ CLAIM PRODUCT

INSIDE Portal: Monitor performance



Information

Last update: 3 min(s) ago

Device type6.1

Device modelAir/Water Unit

User inlet58.0 °C

User outlet58.1 °C

Outdoor temperature18.8 °C

Unit statusHeating

Real setpoint60.0 °C

AlarmNo alarm

Cooling mode setpoint7.0 °C

Heating mode setpoint60.0 °C

Domestic hot water setpoint-

Temperature

☒ °C

☐ °F

Detailed information about active alarms

Active alarms			
Name	Category	Description	Raised at ↓
AL203	A	Evaporation low pressure circ. 1	2024-06-04 13:50

Swegon 



Feel good **inside**

