

Vitocom 100

Type LAN1

Communication interface for remote monitoring and control of heating systems via the internet, for the following user interfaces:

- Vitotrol app
- Vitodata 100 (www.vitodata100.com)

For applicability, see the last page

VITOCOM 100



Safety instructions

Safety instructions



Please follow these safety instructions closely to prevent accidents and material losses.

Safety instructions explained



Danger

This symbol warns against the risk of injury.



Please note

This symbol warns against the risk of material losses and environmental pollution.

Note

Details identified by the word "Note" contain additional information.

Target group

These instructions are exclusively intended for qualified contractors.

- Work on gas installations may only be carried out by a registered gas fitter.
- Work on electrical equipment may only be carried out by a qualified electrician.
- The system must be commissioned by the system installer or a qualified person authorised by the installer.

Regulations to be observed

- National installation regulations
- Statutory regulations for the prevention of accidents
- Statutory regulations for environmental protection
- Codes of practice of the relevant trade associations
- All current safety regulations as defined by DIN, EN, DVGW, TRGI, TRF, VDE and all locally applicable standards
 - Ⓐ ÖNORM, EN, ÖVGW G K Guidelines, ÖVGW-TRF and ÖVE
 - Ⓒ SEV, SUVA, SVGW, SVTI, SWKI, VKF and EKAS guideline 1942: LPG, part 2

Safety instructions for working on the system

Working on the system

- Where gas is used as the fuel, close the main gas shut-off valve and safeguard it against unintentional reopening.
- Isolate the system from the power supply, e.g. by removing the separate fuse or by means of a mains isolator, and check that it is no longer live.
- Safeguard the system against reconnection.
- Wear suitable personal protective equipment when carrying out any work.



Danger

Hot surfaces can cause burns.

- Before maintenance and service work, switch OFF the appliance and let it cool down.
- Never touch hot surfaces on the boiler, burner, flue system or pipework.



Please note

Electronic assemblies can be damaged by electrostatic discharge.

Prior to commencing work, touch earthed objects such as heating or water pipes to discharge static loads.

Repair work



Please note

Repairing components that fulfil a safety function can compromise the safe operation of the system.

Replace faulty components only with genuine Viessmann spare parts.

Safety instructions (cont.)**Auxiliary components, spare and wearing parts****Please note**

Spare and wearing parts that have not been tested together with the system can compromise its function. Installing non-authorized components and making non-approved modifications or conversions can compromise safety and may invalidate our warranty.

For replacements, use only original spare parts supplied or approved by Viessmann.

Safety instructions for operating the system**If you smell gas****Danger**

Escaping gas can lead to explosions which may result in serious injury.

- Do not smoke. Prevent naked flames and sparks. Never switch lights or electrical appliances on or off.
- Close the gas shut-off valve.
- Open windows and doors.
- Evacuate any people from the danger zone.
- Notify your gas or electricity supply utility from outside the building.
- Have the power supply to the building shut off from a safe place (outside the building).

If you smell flue gas**Danger**

Flue gas can lead to life threatening poisoning.

- Shut down the heating system.
- Ventilate the installation site.
- Close doors to living spaces to prevent flue gases from spreading.

What to do if water escapes from the appliance**Danger**

If water escapes from the appliance there is a risk of electrocution.
Switch OFF the heating system at the external isolator (e.g. fuse box, domestic distribution board).

**Danger**

If water escapes from the appliance there is a risk of scalding.
Never touch hot heating water.

Condensate**Danger**

Contact with condensate can be harmful to health.

Never let condensate touch your skin or eyes and do not swallow it.

Flue systems and combustion air

Ensure that flue systems are clear and cannot be sealed, for instance due to accumulation of condensate or other causes. Ensure an adequate supply of combustion air.

Inform system users that subsequent modifications to the building characteristics are not permissible (e.g. cable/pipework routing, cladding or partitions).

**Danger**

Leaking or blocked flue systems, or an inadequate supply of combustion air can cause life threatening poisoning from carbon monoxide in the flue gas.

Ensure the flue system is in good working order. Vents for supplying combustion air must be non-closable.

Extractors

Operating appliances that extract air to the outside (extractor hoods, extractors, air conditioning units, etc.) can create negative pressure. If the boiler is operated at the same time, this can lead to reverse flow of the flue gas.

**Danger**

The simultaneous operation of the boiler and appliances that extract air to the outside can result in life threatening poisoning due to reverse flow of the flue gas.

Fit an interlock circuit or take suitable steps to ensure an adequate supply of combustion air.

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Operational reliability

The Vitocom 100 enables communication via the internet between the connected Vitotronic control unit and Vitodata.

The full range of functions is only available if the following conditions are met:

- The Vitotronic control units **and** the Vitocom 100 must be connected and configured correctly.
- The Vitocom 100 is connected to the internet via a DSL router.
- Internet access must be available at all times.
- The user has been registered (see page 19).
- In order to send messages via the Vitodata 100, message destinations must be set up correctly on the Vitodata server.
- To ensure that messages can still be sent if there is a power failure, we recommend connecting the Vitocom 100 and DSL router to the power supply via a UPS.

Note










- *The heating system and the functionality of the message paths must be tested at regular intervals.*
- *To further improve the operational reliability of the heating system, we recommend implementing supplementary measures, e.g. frost protection or monitoring for water damage.*

Liability

Viessmann accepts no liability for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the Vitocom 100, the Vitodata internet services or the software, or for damage resulting from inappropriate use.

The Viessmann General Terms and Conditions apply, which are included in each current Viessmann pricelist. Viessmann accepts no liability for SMS or email services, which are provided by network operators. The terms and conditions of the respective network operators apply in this context.

Symbols

Symbol	Meaning
	Reference to other document containing further information
	Step in a diagram: The numbers correspond to the order in which the steps are carried out.
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	<ul style="list-style-type: none"> ▪ Component must audibly click into place. or ▪ Acoustic signal
	<ul style="list-style-type: none"> ▪ Fit new component. or ▪ In conjunction with a tool: Clean the surface.
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do not dispose of component in domestic waste.

Intended use

Install and operate Vitocom products as intended, in conjunction with the electronic control units and controllers for the Viessmann heat and power generators designed for this system. Also take account of the relevant installation, service and operating instructions. In particular, observe the current and voltage specifications for connections and hook-ups.

Use the Vitocom products exclusively for monitoring, operating and optimising systems with the user and communication interfaces specified for this purpose in the relevant printed documentation. With regard to the communication interfaces, ensure on site that the system requirements specified in the product documentation are met at all times for every transfer medium employed. For this, use the approved communication components supplied with the products (e.g. tested and qualified mobile phone routers). Only use the specified components for the mains power supply (e.g. power supply units).

System requirements

Heating system

- The Vitocom 100, type LAN1 can be used for one single boiler system with Vitotronic control unit, with or without heating circuits downstream.
- The maximum number of devices (LON subscribers) comprising boiler and heating circuit control units is 30.

Supported heat generators

For an up-to-date list of supported heat generators, see Vitodata 100 online help (www.vitodata100.com).

IP network

- DSL router with available LAN socket (on-site)
- Internet connection with "flat rate" (tariff **independent** of time and data volume) and high availability, i.e. the Vitocom 100 is permanently linked to the Vitodata server.
- Have dynamic IP addressing (DHCP, factory setting) on the network (LAN) checked on site, and if required set up, by an IT contractor **prior to** commissioning.
or
Static IP addressing is also an option: ask the IT contractor to set this up on the Vitocom 100 during commissioning.
- Set routing and security parameters on the IP network (LAN): Enable Port 80 and Port 443 for direct outbound connections. Have this checked and set up (if necessary) by an IT contractor on site **before** commissioning.

Note

During operation, the Vitocom 100 establishes a secure internet connection to the Vitodata server. Connecting the Vitocom 100 to any other type of server is not possible.

User account on the Vitodata server

Whatever control device is used, a valid user account on the Vitodata server is required for the operation of the Vitocom 100. This can be registered either via the user interface of the Vitodata 100 or via the Vitotrol app (see page 19).

Control device for the Vitotrol app

Recommended mobile terminal device (for operating system, see App Store or Play Store):

- iPhone iOS Version 7 or higher
- iPad2 or higher
- iPod Touch with retina display
- Terminal devices using Android Version 4 or higher

Control device for the Vitodata 100 user interface

Computer with the following equipment:

- Functionality tested with web browsers
 - Microsoft Internet Explorer, Version 8, 9, 10 and 11
 - Firefox, Version 35
 - For mobile terminal devices: Safari
- Active internet connection

Message destinations

- Terminal device for receiving email, e.g. computer
- Mobile phone for receiving SMS (only with internet service "Vitodata 100 fault management")
- Fax for receiving messages (only with internet service "Vitodata 100 fault management")

Preparing for installation

Operation with the Vitotrol app

For remote control of Viessmann heating systems with Vitotronic control units via IP networks.

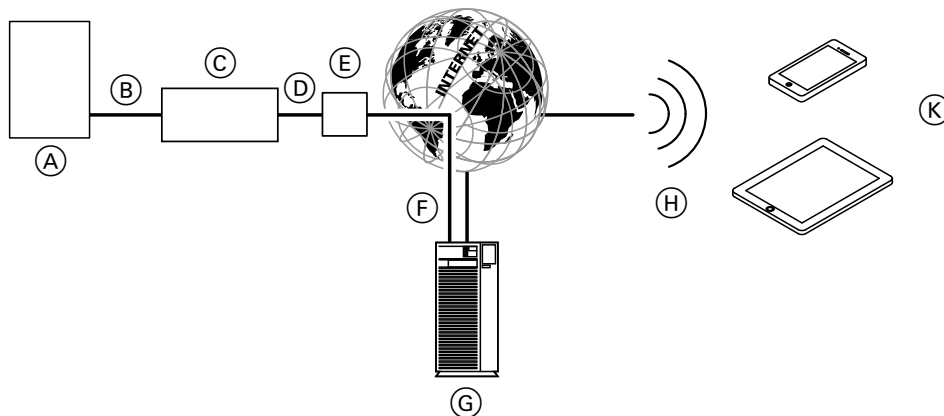


Fig. 1

- (A) Heat generator with control unit (see page 7)
- (B) LON cable
- (C) Vitocom 100
- (D) IP network (on site)
- (E) DSL router (on site)
- (F) Secure internet connection to the Vitodata server
- (G) Vitodata server
- (H) Mobile network
- (K) Mobile terminal device with Vitotrol app (see page 7):
 - Remote control of the heating system
 - Scanning messages

Functions

Vitotrol app control functions

- Selecting set temperatures
- Setting operating programs
- Scanning operating conditions and temperatures

Note

- The Vitotrol app only allows the user to access one system at a time using a single terminal device.
- For further information on the Vitotrol app, see www.viessmann.de/vitotrol-app

Forwarding messages

Any pending messages from the heating system, e.g. sensor or burner faults, are sent to the Vitocom 100 via LON. The Vitocom 100 transmits these messages to the Vitodata server. The Vitotrol app regularly scans the heating system status and displays any messages.

Note

Heating system messages are only displayed if the Vitotrol app is enabled on the mobile terminal device.

Message contents

- Message type
- Message code
- Message text



Heat generator installation and service instructions

Operation with Vitodata 100 user interface

For remote monitoring and control of Viessmann heating systems with Vitotronic control units via IP networks.

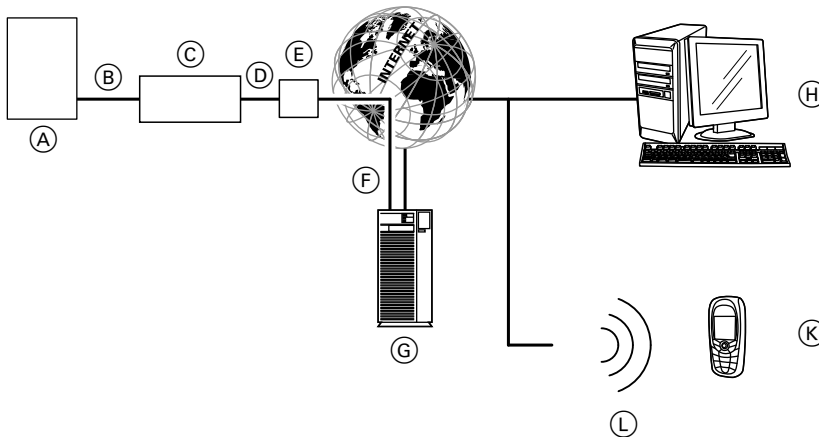


Fig. 2

- (A) Heat generator with control unit (see page 7)
- (B) LON cable
- (C) Vitocom 100
- (D) IP network (on site)
- (E) DSL router (on site)
- (F) Secure internet connection to the Vitodata server
- (G) Vitodata server, registration and log-in via www.vitodata100.com
- (H) Computer:
 - Remote control of the heating system via the Vitodata 100 user interface
 - Receipt of messages by email
- (K) Mobile phone for receiving messages as SMS (only with internet service "Vitodata 100 fault management")
- (L) Mobile network

Functions

Vitodata 100 control functions

- Selecting set temperatures, heating curve slope and level
- Setting operating programs, holiday programs and switching times
- Setting party or economy mode.
- Scanning operating conditions and temperatures

Forwarding messages

Any pending messages from the heating system, e.g. sensor or burner faults, are sent to the Vitocom 100 via LON. The Vitocom 100 transmits these messages to the Vitodata server. The messages can be displayed on the Vitodata 100 user interface. If message destinations (email, fax or SMS) are stored on the Vitodata server, the messages are automatically forwarded to these message destinations.

Note

The "Vitodata 100 fault management" internet service is required for forwarding messages by fax or SMS (Vitocom 100 standard delivery, free of charge for 3 years).

Message contents

- Date and time
- System description
- Message text
- Fault code
- System status



Heat generator installation and service instructions

Checking network settings

Have the following settings on the DSL router checked, and if necessary adjusted, by an IT contractor:

- The Vitocom 100 and the DSL router must both be set to the same type of IP addressing (dynamic or static).
Vitocom 100 factory setting: Dynamic IP addressing (DHCP)
- Port 80 and port 443 must be enabled for outgoing connections.

Sequence overview

Sequence overview		Responsibility	Page
Installation			
1	Check the system requirements.	Heating contractor/IT expert	7
2	Fit the wall mounting bracket.	Heating contractor	12
3	Install the communication module in the Vitotronic control unit.	Heating contractor	See communication module installation instructions
4	Connect the Vitocom 100 to the Vitotronic control unit.	Heating contractor	
5	Connect the Vitocom 100 to Vitodens 3..., type B3...	System user	14
6	Connect the Vitocom 100 to the network (LAN).	Heating contractor/IT expert	14
7	Insert the Vitocom 100 into the wall mounting bracket.	Heating contractor	15
8	Power supply	Heating contractor	15
Commissioning			
9	Check the network settings.	IT expert	17
10	Switch ON the Vitocom 100.	Heating contractor	17
11	Check the LON connection to the Vitotronic control unit.	Heating contractor	17
12	If required: Set the static IP address.	IT expert	18
13	Register the user and set up the heating system. <ul style="list-style-type: none"> ▪ Operation with the Vitotrol app ▪ Operation with the Vitodata 100 user interface 	Heating contractor/system user	19
			20
14	Trigger a heating system fault and check the reporting system.	Heating contractor	20

Installation sequence

Installing the wall mounting bracket

- ! Please note**
The installation site must be dry and free from the risk of frost.
Ensure ambient temperatures between 0 and 40 °C.

Note
When selecting the installation site, bear in mind the length of the connecting cables (standard delivery).

Connecting cables	Length
LAN cable: may be extended on site by IT contractor	2 m
LON cable, red: may be extended with accessories, see communication module installation instructions	7 m
Power cable for plug-in power supply unit	Approx. 1.9 m

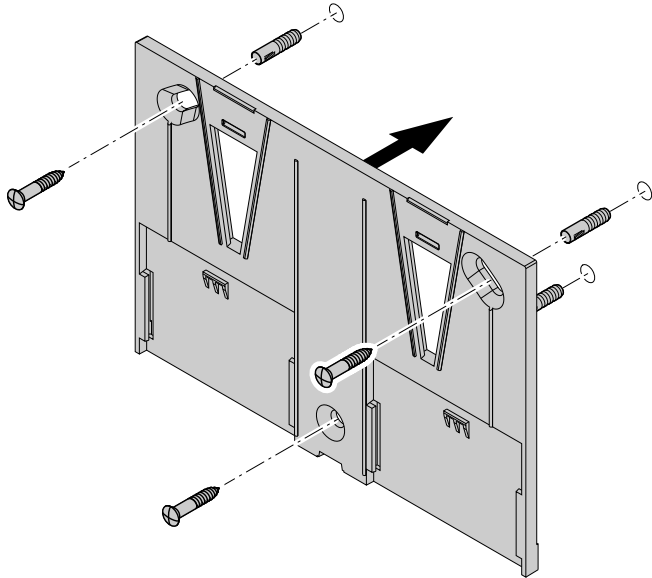


Fig. 3

Removing the cover

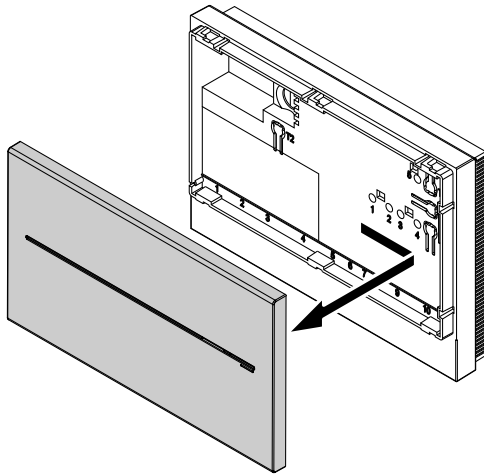


Fig. 4

Assembly in reverse order

Overview of connections

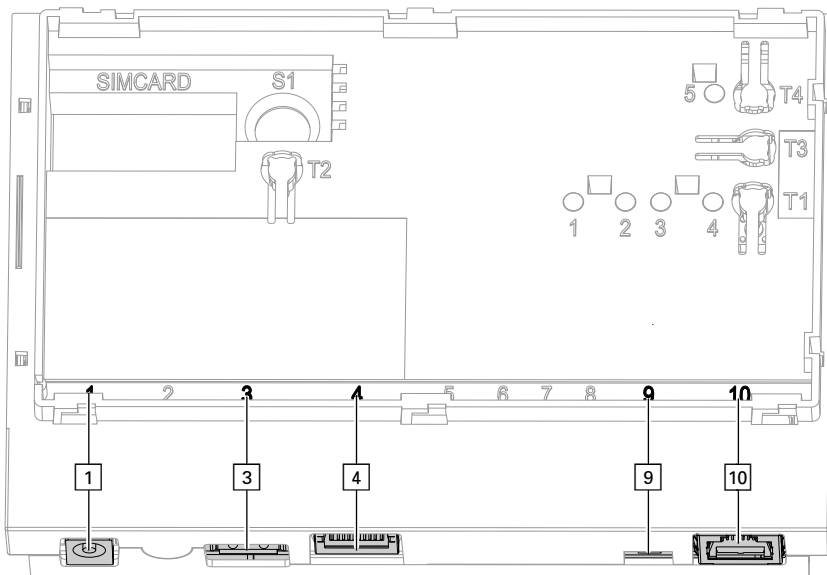


Fig. 5

- | | |
|--|---|
| <ul style="list-style-type: none"> 1 Plug-in power supply unit connection, 5 V₋, internal +, external -, min. 1.6 A (see page 17) 3 Service interface: Never make any on-site connections 4 RJ 45 connector for LAN cable to DSL router (see page 14 and "Explanation of displays" on page 16) | <ul style="list-style-type: none"> 9 LON terminator is enabled in the delivered condition (position of switch left, do not adjust) 10 RJ 45 connector for LON cable (red) to the Vitotronic control unit (see communication module installation instructions) |
|--|---|

Installing communication module in the Vitotronic control unit



Communication module installation instructions

Connecting the Vitocom 100 to the Vitotronic control unit



Communication module installation instructions

Connecting to Vitodens 3..., type B3

Vitodens 300-W, type B3HA

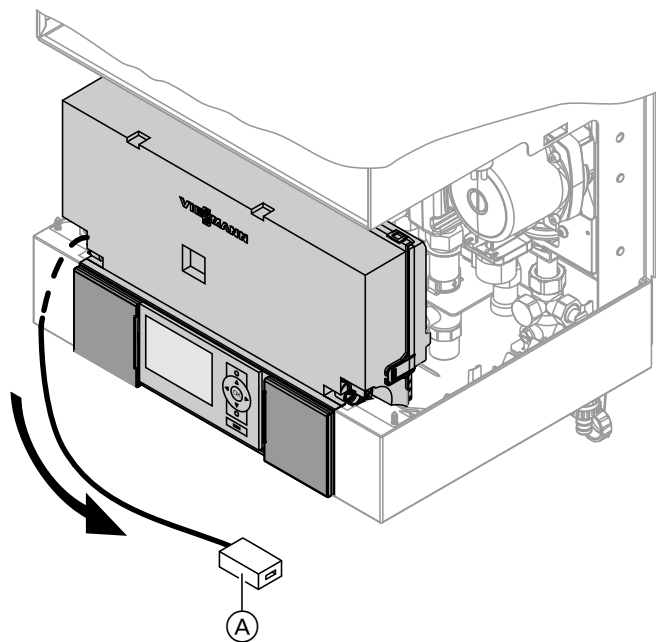


Fig. 6

1. Route cable with RJ 45 LON coupling (A) downwards out of the control unit support.
2. Connect the LON cable to the LON coupling of the Vitodens and to LON connection 10 of the Vitocom 100 (see page 13).

Vitodens 333-F, type B3TA and Vitodens 343-F, type B3UA

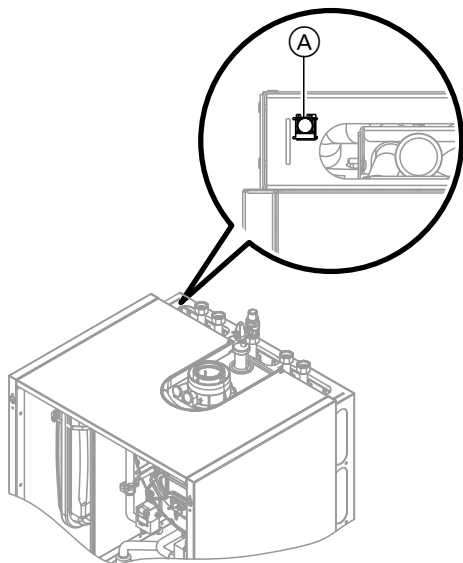


Fig. 7

Connect the LON cable to the LON coupling of the Vitodens (A) and to LON socket 10 of the Vitocom 100; see page 5.

Note

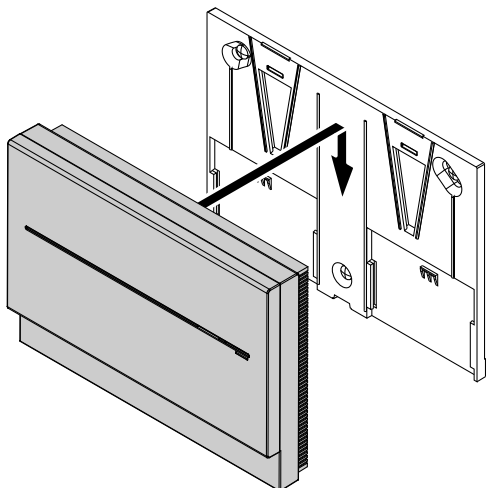
LON coupling (A) can be mounted on the left or right, as well as below the side entries.

Connecting to network (LAN)

1. Plug the LAN cable into LAN socket 4 of the Vitocom 100; see page 5.
2. Plug the free end of the LAN cable into a LAN socket on the DSL router **or** at the on-site network installation.



DSL router documentation (on site)

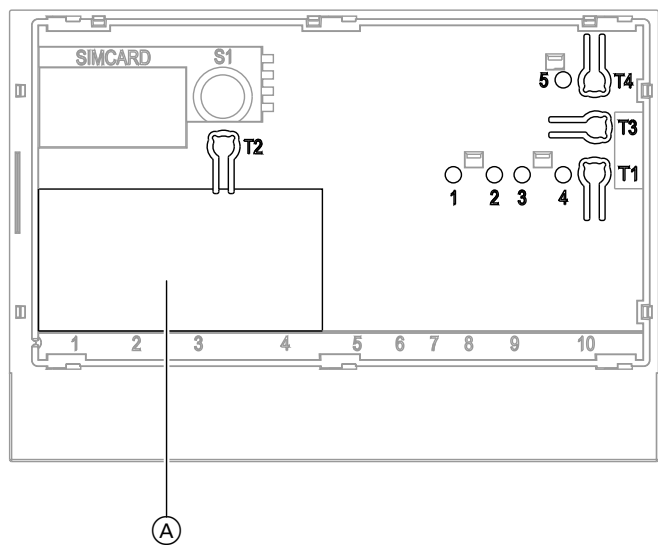
Inserting Vitocom 100 into the wall mounting bracket*Fig. 8***Power supply**

See chapter "Switching on the Vitocom 100" on page 17.

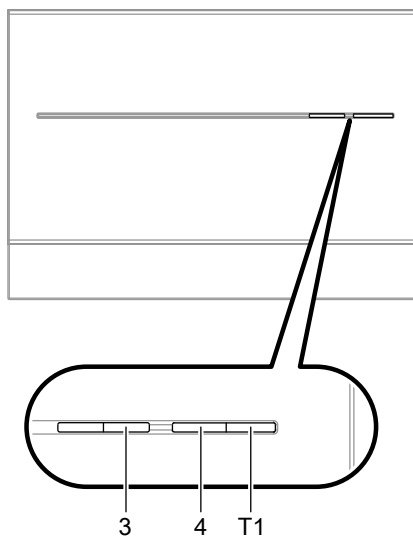
Display and operating elements

Remove cover; see page 12.

Without cover



With cover



Ⓐ Type plate

"T1" Maintenance button (see page 23)

"T2" No function

"T3" LON button, only when integrating the Vitocom 100 into a BMS (send service PIN)

"T4" Reset button (see page 22)

"1" LON service indicator (green LED)

"2" No function

"3" IP connection status (green and yellow LED)

"4" Operating status indicator (green and red LED)

"5" Indicator, data transfer service interface (green LED)

Explanation of displays

LON service indicator "1"

Flashes green.	LON subscriber check successful (see page 17)
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IP connection status "3"

Flashes yellow/illuminates yellow.	Establishing a connection (see page 17) or connection fault (see page 22) to the DSL router (DHCP server), internet or Vitodata server
------------------------------------	--

Illuminates green.	Connection to the Vitodata server established
--------------------	---

Flashes green.	Data transfer between Vitocom 100 and Vitodata server active
----------------	--

Operating status indicator "4"

Illuminates red.	Maintenance active (see page 23)
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Flashes red.	Heating system fault
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Flashes green for longer than 3 min.	Fault when initialising the Vitocom 100 (see page 22)
--------------------------------------	---

Illuminates green.	"Standard mode", no fault in heating system or Vitocom 100
--------------------	--

Flashes green.	The Vitocom 100 is initialised once the power supply unit is plugged in or the reset button is pressed.
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Flashes green quickly.	Software update is being installed. The device must not be disconnected from the power supply.
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Checking network settings

Have the following settings on the DSL router checked, and if necessary adjusted, by an IT contractor:

- The Vitocom 100 and the DSL router must both be set to the same type of IP addressing (dynamic or static).
Vitocom 100 factory setting: Dynamic IP addressing (DHCP)
- Port 80 and port 443 must be enabled for outgoing connections.

Switching on the Vitocom 100



Please note

If the connection values of the power supply unit do not match the power consumption of the Vitocom 100, this can lead to interruption of operations and damage to the plug-in power supply unit or to the Vitocom 100.
Only use the plug-in power supply unit supplied.

1. Insert the plug for the low voltage side of the supplied plug-in power supply unit into connection 1 (see page 13) of the Vitocom 100.
2. Plug the power supply unit into a standard 230 V~ socket.
Vitocom 100 is initialised (see "Initialisation").

Initialisation

When the Vitocom 100 is initialising, the following processes run in sequence:

1. **The Vitocom 100 starts and loads the internal operating software**
After no more than 40 s, operating status indicator "4" (see page 16) flashes green. After a few minutes, operating status indicator "4" illuminates green.
2. **Connect with the Vitodata server**
IP connection status indicator "3" (see page 16) shows the sequence for establishing a connection:
 - Flashes yellow slowly:
The Vitocom 100 is integrated into the on-site IP network (obtain IP address from DHCP server).
 - Flashes yellow quickly:
Internet connection is being made.
 - Illuminates yellow:
Connection to the Vitodata server is being made.
 - Illuminates green:
Secure connection to the Vitodata server is made.

3. **Connect with the Vitotronic control unit via LON**
The Vitocom 100 creates a list of all LON subscribers.

Note

It may take several minutes to establish the connection via LON.

Initialisation successful

The Vitocom 100 is ready for operation. The following LED indicators illuminate green: operating status indicator "4" and IP connection status "3".

Initialisation unsuccessful

If a fault occurs during initialisation, this is indicated by the associated LED indicators. For troubleshooting, see page 22.

Checking the LON connection to the Vitotronic control unit

To check the LON connection, carry out a LON subscriber check **at the Vitotronic control unit**.

Requirements:

- The Vitocom 100 is connected to the Vitotronic control unit via LON.
- All devices are switched on.

- LON subscriber numbers are assigned to the Vitotronic control units.
- The Vitotronic control unit is the fault manager.

Note

The Vitocom 100 has the LON subscriber number "99" (fixed).

Checking the LON connection to the Vitotronic... (cont.)



Carrying out a subscriber check

- Heat generator installation and service instructions
- or
- Vitotronic control unit service instructions

Note

If the subscriber check is successful, LON service indicator "1" on the Vitocom 100 flashes green for approx. 1 min and the Vitotronic display shows "Check OK".

Updating the LON subscriber list

The LON subscriber list in the Vitocom 100 must be updated in the following cases:

- New LON subscriber has been installed.
- LON subscriber has been removed.
- The LON communication module of an existing subscriber has been replaced.

To update the LON subscriber list, hold down reset button "T4" (see page 16) for approx. 10 s.

Note

If the reset button is held down for approx. 30 s, the Vitocom 100 is returned to its delivered condition.

Network setting: Setting static IP address

If dynamic IP addressing (DHCP, factory setting) is not being used.

Version 1: Network with static IP addressing

The router and network are already set to static IP addressing.

1. Press maintenance button "T1" on the Vitocom 100 for at least 15 s (max. 25 s). The Vitocom 100 is now set to static IP address "192.168.10.90".
2. Connect the Vitocom 100 to a computer using the LAN cable.

Note

The computer's network card must be configured to "192.168.10.10".

3. Enter the current IP address of the Vitocom 100 ("192.168.10.90") into the web browser. The network configuration web page appears.
4. Select language in the upper right section of the page.
5. Enter user name and password (fixed):
"User name": vitocom
"Password": viessmann

6. Set "DHCP" to **Off**.
Dynamic IP addressing is switched off.
7. Ask the IT contractor to set a valid configuration:
 - "IP address"
 - "Subnet mask"
 - "Gateway"
 - "DNS server 1"
 - "DNS server 2"

Note

- The "IP address" must not be assigned.
- It is essential to specify the IP address for "DNS Server 1".
For home networks, the IP address for "DNS Server 1" is usually identical to the IP address of the internet gateway. Specifying the IP address for "DNS Server 2" is optional.

8. Store the settings using "Save".
A web page appears confirming that the process has been successful.

Version 2: Network still set to dynamic IP addressing

Only after the Vitocom 100 has been set to static IP addressing should the router and network be adjusted (by an IT contractor).

1. Connect the Vitocom 100 to the LAN network (DSL router) using the LAN cable.

2. Determine the current IP address of the Vitocom 100 via the DSL router.
3. Enter the current IP address of the Vitocom 100 into the web browser.
The network configuration web page appears.

Network setting: Setting static IP address (cont.)

4. Select language in the upper right section of the page.
5. Enter user name and password (fixed):
"User name": vitocom
"Password": viessmann
6. Set **"DHCP"** to **Off**.
 Dynamic IP addressing is switched off.
7. Ask the IT contractor to set a valid configuration:
 - **"IP address"**
 - **"Subnet mask"**
 - **"Gateway"**
 - **"DNS server 1"**
 - **"DNS server 2"**
 - The **"IP address"** must not be assigned.
 - It is essential to specify the IP address for **"DNS Server 1"**.
 For home networks, the IP address for **"DNS Server 1"** is usually identical to the IP address of the internet gateway. Specifying the IP address for **"DNS Server 2"** is optional.
8. Store the settings using **"Save"**.
 A web page appears confirming that the process has been successful.
9. Ask the IT contractor to set the DSL router to static IP addressing.

Resetting network settings

1. Hold down reset button **"T4"** (see page 16) until operating status indicator **"4"** and IP connection status indicator **"3"** extinguish (approx. 30 s).
 The Vitocom 100 is reset to its factory settings (dynamic IP address); see page 22.
2. Re-enter the network settings as for version 1 (see page 18).

Registering user and setting up heating system

For operation of the heating system via the Vitodata 100 user interface and the Vitotrol app, a user account must be created on the Vitodata server and the heating system must be set up. For this, carry out **one-off** user registration.

Via the Vitotrol app

1. Start the Vitotrol app.
2. Press **"Create access"** and complete **all** fields on the registration form.

Note


 - In the **"Password"** field, assign a new password (min. 6 characters: a..z, A..Z, 0..9) and confirm this in the **"Enter password again"** field.
 - **"Manufacturing details"** can be found on the Vitocom 100 type plate (see page 16).
3. Press **"Register"**.
 Vitodata then sends an email with an activation link to the previously specified email address (Subject: "Your login to Vitodata 100)."
4. Open the email in your inbox and follow the activation link provided to complete the registration.
 The user account **and** the system are fully set up.

Registering user and setting up heating system (cont.)

- In the Vitotrol app, press **"Log in"** and log in with the following credentials:

User name: Specified email address
 Password: Specified password

The heating system can be operated via the Vitotrol app.

 "Vitotrol app" online help

Note

It is also possible to register via the Vitodata 100 user interface, using the credentials specified.

Via the Vitodata 100 user interface

Registering the user

- Open "http://www.vitodata100.com" in your internet browser.
- On the start page, press **"Register"** and complete all fields on the registration form.

Note

In the "Password" field, assign a new password (min. 6 characters: a..z, A..Z, 0..9) and confirm this in the "Enter password again" field.

- Press **"Next"**.
- Check and enter the confirmation code from the graphic displayed. Tick to accept the terms of use.
- Press **"Register"**.
Vitodata then sends an email with an activation link to the previously specified email address (Subject: "Your login to Vitodata 100)."
- Open the email in your inbox and follow the activation link provided to complete the registration.
The user registration is complete. The user account is fully set up.

Setting up the heating system


- Open "http://www.vitodata100.com" in your internet browser and log in to the Vitodata server.

User name: Specified email address
 Password: Specified password

- Select **"Create a new system"**, select system type **"Vitocom 100, type LAN1"** and enter **"Manufacturing details"**.


Note

The manufacturing details can be found on the Vitocom 100 type plate (see page 16).

 "Vitodata 100" online help

Function test

- Simulate a fault in the heating system, e.g. sensor fault.

 Heat generator service instructions
- Check the following:
 - Operating status indicator **"4"** (see page 16) flashes red.
 - The fault message is displayed by the Vitotrol app and sent to the message destinations stored in the Vitodata 100.

Function test (cont.)**Note**

- *If a fault is rectified, this is confirmed by a message.*
- *If the fault is not rectified, then a repeat message is issued on the 3 days following.*

Troubleshooting measures

Faults on the Vitocom 100 are signalled by various LED indicators (see page 16).

Faults with LED indicator

	Type of fault and measures
IP connection status "3"	
Flashes yellow slowly.	IP address could not be obtained. <ul style="list-style-type: none"> ▪ Check the LAN cable. ▪ – Check that the router and the Vitocom 100 are both set to the same type of IP address (static or dynamic). – Check the network settings on the router and the Vitocom 100. ▪ If necessary, replace the Vitocom 100.
Flashes yellow quickly.	IP address obtained but no internet connection <ul style="list-style-type: none"> ▪ Check the internet connection with another LAN subscriber, e.g. a laptop. ▪ If no internet connection is possible even with another LAN subscriber, have the network settings checked at the DSL router by an IT expert.
Illuminates yellow.	Internet connection available but Vitodata server cannot be reached Disconnect the plug-in power supply unit and reconnect again after approx. 15 s. Connection attempt is repeated (see page 17).
Operating status indicator "4"	
Flashes green for longer than 3 min.	Fault when initialising the Vitocom 100 <ul style="list-style-type: none"> ▪ Disconnect the plug-in power supply unit and reconnect again after approx. 15 s. ▪ If necessary, replace the Vitocom 100.

Faults without LED indicator

Fault	Measures
All indicators on the Vitocom 100 are off.	Check the Vitocom 100 power supply and plug-in power supply unit.
The messages are displayed in the Vitotrol app, but not sent to message destinations.	Check configuration of the message destinations in the Vitodata 100.
The Vitocom 100 reports a "subscriber failure".	Check LON cable.

Restoring the delivered condition

Hold down reset button **"T4"** (see page 16) until operating status indicator **"4"** and IP connection status indicator **"3"** extinguish (approx. 30 s).

The following happens:

- The Vitocom 100 LON subscriber list is updated.
- The Vitocom 100 is re-initialised (see page 17).
- The network settings on the Vitocom 100 are reset to dynamic IP addressing.
Set the static IP address; see page 19.

Regular function testing

Check regularly that the message paths function correctly (see "Function test" on page 20).

Enabling maintenance

With this function, the transfer of messages from the heating system to the Vitodata server is suppressed, e.g. for maintenance work.

1. Prior to maintenance work on the heating system, briefly press the maintenance button (approx. 1 s).
 - Operating status indicator "4" (see page 16) illuminates red.
 - The message "Maintenance button enabled" is displayed by the Vitotrol app and sent to the message destinations stored in the Vitodata 100.

Note

If the maintenance button was not pressed before maintenance work, then a fault message may be issued, depending on the activity.

2. Briefly press the maintenance button again once the maintenance work has been completed (approx. 1 s).
 - Operating status indicator "4" (see page 16) changes from red to green (provided no fault is present in the heating system).
 - The message "Maintenance button disabled" is displayed in the Vitotrol app and sent to the message destinations stored in the Vitodata 100.

Note

The maintenance function is automatically reset after 8 h.

Ordering parts

The following details are required when ordering parts:

- Serial no. (see type plate (A))
- Position number of the part (from this parts list)

Parts list

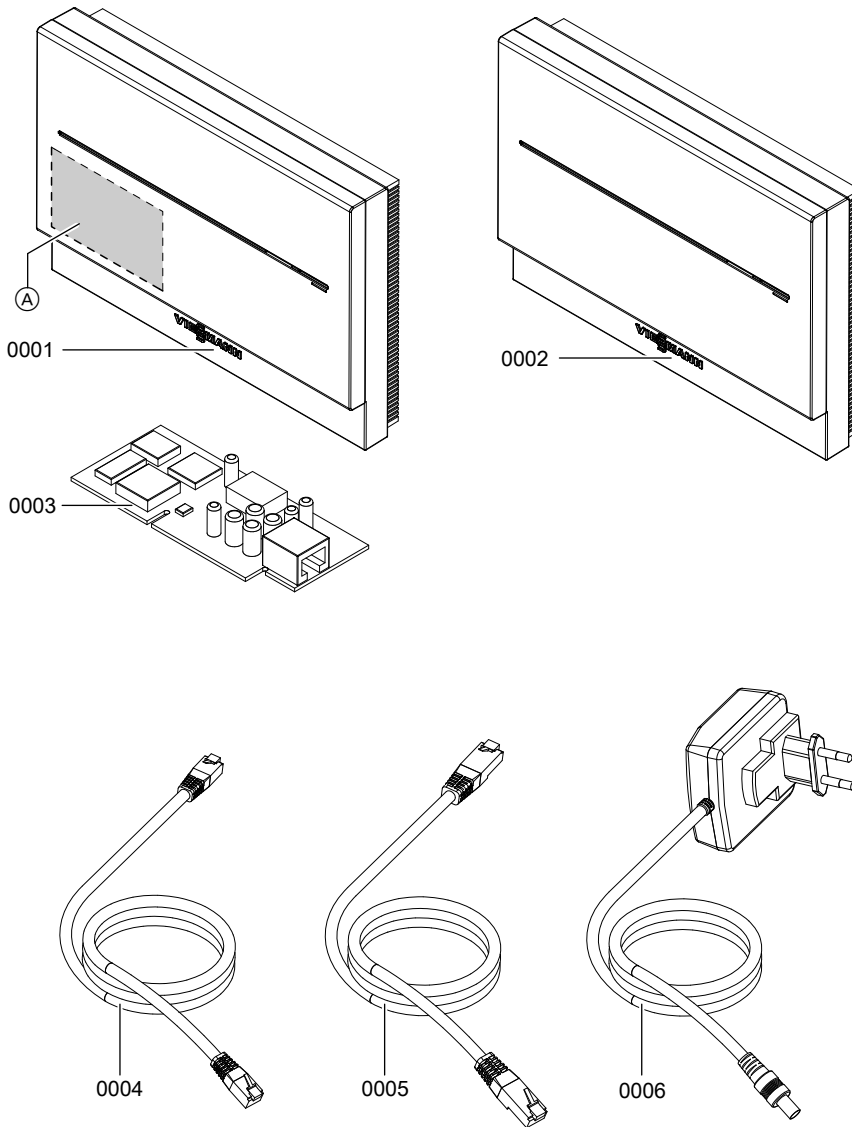


Fig. 9

Ⓐ Vitacom 100 type plate (under the cover)

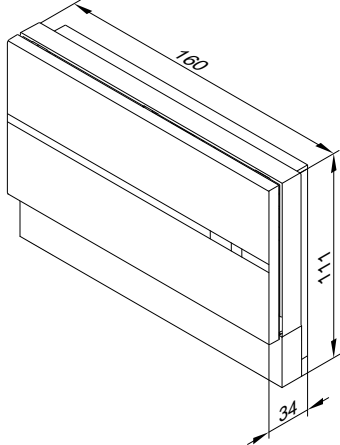
Parts list (cont.)

Pos.	Part
0001	Vitocom 100
0002	Casing
0003	LON communication module for connected control units
0004	LAN cable
0005	LON cable, red
0006	Plug-in power supply unit

Specification

Specification

Vitocom 100, type LAN1

Operating voltage	5 V-
Rated current	1.6 A
Power consumption	8 W
Protection class	II
IP rating	IP 30 to EN 60529
Permissible ambient temperature	0 to +55 °C Installation in living spaces or boiler rooms (standard ambient conditions)
<ul style="list-style-type: none"> ▪ Operation 	
<ul style="list-style-type: none"> ▪ Storage and transport 	-20 to +85 °C
Dimensions	

Plug-in power supply unit

Rated voltage	100 to 240 V~
Rated frequency	50/60 Hz
Rated current	0.25 A
Output voltage	5 V-
Output current	1.6 A
Protection class	II
Permiss. ambient temperature	0 to +40 °C
<ul style="list-style-type: none"> ▪ Operation 	
<ul style="list-style-type: none"> ▪ Storage and transport 	-40 to +70 °C

Declaration of Conformity

Vitocom, type LAN1

We, Viessmann Werke GmbH & Co. KG, D-35107 Allendorf, declare as sole responsible body that the named product complies with the provisions of the following directives and regulations:

2011/65/EU RoHS II
2014/30/EU EMC Directive
2014/35/EU Low Voltage Directive

Applied standards:

EN 55014-1: 2006+A1: 2009+A2: 2011
EN 55014-2: 2015
EN 60335-1: 2012
EN 60730-1: 2016

In accordance with the listed directives, this product is designated with **CE**.

Allendorf, 2 May 2017

Viessmann Werke GmbH & Co. KG



Authorised signatory Manfred Sommer

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Applicability

Serial No.:

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