Operating instructions

for the system user

Communication interface for remote monitoring and control of the Vitovent 300-W ventilation unit via the internet

VITOCONNECT V

6218336 GB 4/2024

Please keep safe.

For your safety

⚠ 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 operating instructions are intended for system users.
This appliance can also be operated by children aged 8 and older, as well as by individuals with reduced physical, sensory or mental faculties or those lacking in experience and knowledge, provided such individuals are supervised or have been instructed in the safe use of this appliance as well as in any risks arising from it.

! **Please note**
Supervise children in the proximity of the appliance.
- Never permit children to play with the appliance.
- Cleaning and user maintenance must never be carried out by unsupervised children.

Safety instructions for working on the system

Connecting the appliance

- The appliance may only be connected and commissioned by authorised contractors.
- Observe the specified electrical connection requirements.
- Modifications to the existing installation may only be carried out by authorised specialists.

⚠ **Danger**
Incorrectly executed work on the system can lead to life threatening accidents.
Work on electrical equipment may only be carried out by a qualified electrician.

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For your safety (cont.)

Working on the appliance

- All settings and work on the appliance must be performed as specified in these operating instructions.
  Further work on the appliance may only be carried out by authorised contractors.
- Do not open the appliance.
- Do not unscrew the casing.
- Do not modify or remove attachments or fitted accessories.
- Do not open or tighten connections.

Auxiliary components, spare and wearing parts

Please note
Components that were not tested with the system may cause system damage, or may affect its functions.
- Have all installation or replacement work carried out exclusively by heating contractors.
- If the power cable of this appliance is damaged, it must be replaced by the manufacturer or their customer service department, or a similarly qualified person.

Safety instructions for operating the system

Danger
Contaminated air drawn in can pose a health hazard to people in the room.
- Outside the building, combustion engines or other machinery that emits exhaust gases or other harmful substances must not be operated in the vicinity of the wall outlet.
- If the smell of flue gas or fire is perceptible in the room from the outdoor air, switch off the appliance immediately.
- Do not store or use toxic substances near the wall outlet.

If there is a fire

Danger
Fires create a risk of burns.
- Switch the system off.
- Use a tested fire extinguisher, class ABC.

Conditions for siting

Please note
Incorrect ambient conditions can result in system damage and can put safe operation at risk.
- Maintain the permissible ambient temperatures as detailed in these operating instructions.
- Avoid air contamination through halogenated hydrocarbons (e.g. as in paints, solvents and cleaning agents).
- Avoid continuously high humidity levels (e.g. through continuous drying of washing).

For your safety (cont.)

Shutting down the system

Please note
If shutting down the appliance for an extended period of time, condensate can form on the installed components, e.g. on the filters. This results in a risk of mould formation. Always leave the appliance switched on, even if there is nobody in the room.

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Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the WiFi interface integrated into the system or the corresponding internet services. No liability is accepted for losses resulting from inappropriate use.
Liability is limited to typical damage arising if a fundamental contractual obligation is violated through slight negligence, the fulfilment of which is essential for proper execution of the contract.
The limitation of liability shall not apply if the damage was caused deliberately or through gross negligence, or if mandatory liability applies due to product liability legislation.

The Viessmann General Terms and Conditions apply, which are included in each current Viessmann pricelist. The relevant data protection regulations and terms of use apply to the use of Viessmann apps. Viessmann accepts no liability for push notifications and email services, which are provided by network operators. The terms and conditions of the respective network operators therefore apply.

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 personal injury
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	▪ Component must audibly click into place. or ▪ Acoustic signal
	▪ 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

The Vitoconnect V is only intended to be installed and operated in conjunction with the Vitovent 300-W mechanical ventilation unit, with due attention paid to the associated installation, service and operating instructions.

The Vitoconnect V can be used with the appropriate user interfaces solely for the following purposes:
- To monitor systems
- To operate systems
- To optimise systems

With regard to the communication interfaces, ensure on site that the system requirements are maintained at all times for every transfer medium employed. Only use the specified components for the power supply (e.g. power supply units).

Intended use presupposes that a fixed installation in conjunction with permissible, system-specific components has been carried out.

Incorrect usage or operation of the appliance (e.g. the appliance being opened by the system user) is prohibited and will result in an exclusion of liability. Incorrect usage also occurs if the components in the Viessmann system are modified from their intended function.

Intended use (cont.)

Note
The appliance is intended exclusively for domestic use, i.e. even users who have not had any instruction are able to operate the appliance safely.

Product information

With the Vitoconnect V, the central Vitovent 300-W mechanical ventilation unit can be connected to the internet. This lets you operate the ventilation unit with a mobile device via the ViCare app. If your contractor has connected the Vitoconnect V to a system network with a heat generator that has Viessmann One Base, it is possible to operate the ventilation unit via the heat generator's control devices.

Control devices and apps

It is possible to operate the ventilation unit in conjunction with the Vitoconnect V via the following devices and apps:
- ViCare app
- Vitotrol 300-E
- 4-level pushbutton

Low power radio

Low power radio is a wireless connection for data transfer, e.g. via a remote control unit.

Your heating contractor can connect your system to Viessmann accessories via low power radio.

Licence information

This product contains third party software including software of "third party components". You are authorised to use this third party software subject to compliance with the relevant licensing terms.

For licences for the TCU integral communication module, see page 19.

Commissioning

Commissioning and adjustment of the communication interface to the local conditions and building characteristics must be carried out by your contractor. The contractor must also provide instructions on how to operate the system.

Your system is preset at the factory

Your mechanical ventilation system and your communication interface are preset at the factory and are therefore ready for operation following commissioning by your contractor:

Frost protection
- Frost protection for your ventilation unit is guaranteed.

Mechanical ventilation
- The mechanical ventilation system is preset at the factory.

Winter/summertime changeover
- This changeover is automatic.

Date and time
- The date and time were set by your contractor.

You can change the settings individually to suit your preferences at any time in the ViCare app or with the Vitotrol 300-E wireless remote control.

Power failure
All settings are retained if there is a power failure.

Energy saving tips

- If you are absent for a short period, reduce the ventilation level.
- If you are going away, reduce the ventilation level for the duration of your absence.

Tips for greater comfort

Demand-dependent mechanical ventilation

If the air humidity is especially high or you are dealing with strong odours, e.g. from cooking, increase the rate of air exchange in your home. To do this, increase the ventilation level.

Overview

Operating and display elements

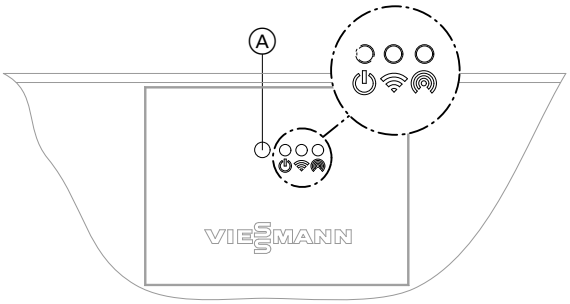

Fig. 1

Ⓐ Operating button
⏻ Status LED, white, yellow, red
Connection LED, white, yellow, red
Communication LED, white

Interpreting the LED indicators

LED	Display	Meaning
⏻	Steady white light.	The ventilation unit and the Vitoconnect V are in operation.
	Steady yellow light.	Service message: ▪ A service message from the ventilation unit is available. ▪ The ventilation unit and the Vitoconnect V are in operation. ▪ Call up the message in the ViCare app or on the Vitotrol 300-E. ▪ Have your contractor carry out the service work.
	Blinking yellow slowly.	Filter change indicator: ▪ Change the filters in your ventilation unit and in your extract air vents: See "Vitovent 300-W" operating instructions.
	Blinking yellow quickly.	Filter change mode: ▪ Filter change mode is active. ▪ Both fans are switched off.
	Steady red light.	Warning message: ▪ A warning is present on the ventilation unit or on the Vitoconnect V. ▪ The ventilation unit and/or the Vitoconnect V are in operation. ▪ Call up the message in the ViCare app or on the Vitotrol 300-E. ▪ Notify your contractor if a fault message is permanently present.
	Blinking red quickly.	Fault message: ▪ A fault is present on the ventilation unit or on the Vitoconnect V. ▪ The ventilation unit is not operational. ▪ Call up the message in the ViCare app or on the Vitotrol 300-E. ▪ Contact your qualified contractor immediately. Have the fault rectified **as quickly as possible**.
	Blinking white slowly.	WiFi connection is being established.
	Steady white light.	Connection to the internet/Viessmann server is established.
	Flashes white quickly.	Connection to the Viessmann server is being established.
	Blinking yellow slowly.	Incorrect WiFi reference or incorrect WiFi access data. Connection to WiFi not possible
	Steady yellow light.	The WiFi signal is weak. The connection to the Viessmann server is established despite the weak WiFi signal.
	Blinking red slowly.	A connection to the Viessmann server could not be established.
	Steady red light.	No WiFi signal available

Overview (cont.)

LED	Display	Meaning
	Blinking white slowly.	Ready for connection to the access point Or Starting to establish connection to the access point
	Steady white light.	Connection to the access point is established.
	Blinking white quickly at the same time.	Access point cannot be enabled because another leading control device is connected.
	Continuous white lights at the same time.	Commissioning of the ventilation unit has not been completed. Notify your contractor.
	Brief white lights at the same time.	▪ Start filter change mode: Press and hold operating button Ⓐ for more than 5 seconds. ▪ Reset filter change indicator: Press and hold operating button Ⓐ for more than 5 seconds.
	Flashing briefly white at the same time.	You have held down operating button Ⓐ for too long. Release the operating button.

Requirements

The ViCare app allows you to operate the **entire** system via a mobile device, e.g. smartphone.
The functions available depend on your system's equipment.

Check the following system requirements for operation via the ViCare app:
- WiFi connection from router for control with internet access
- Smartphone or tablet with operating system:
  - iOS
  - Android

For further information on using the ViCare app: See **www.vicare.info**.

Settings and information

You perform all the settings for your system on the ViCare app.
You can call up current information and values with the ViCare app.

Examples:
- Help with settings and calling up information
- Settings and information on the mechanical ventilation system, e.g. ventilation level and time programs
- Settings and information on the quick select options, e.g. intensive ventilation runtime and low noise ventilation
- Settings and information on the bypass, e.g. operating mode
- Information on appliance status, e.g. service life of the filter and next service
- Licence information
- Status of the internet connection

Operating with the 4-level pushbutton

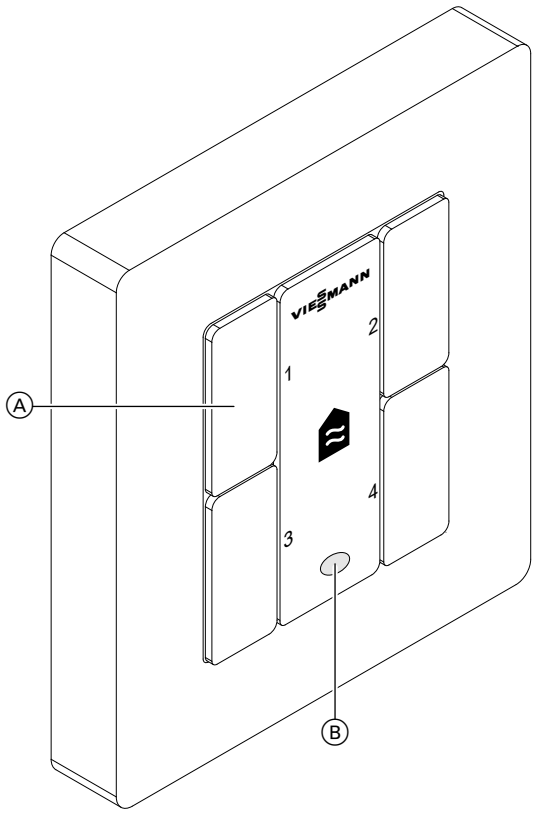

Fig. 2

Ⓐ Button
Ⓑ Filter change indicator

Set the required ventilation level using buttons 1 to 4.

Level/button	Ventilation level
1	Ventilation for moisture protection: Minimum air flow rate
2	Reduced ventilation: Reduced air flow rate
3	Nominal ventilation: Standard air flow rate
4	Intensive ventilation: Maximum air flow rate

Note
Your contractor calculated the required air flow rates for your building and set them when commissioning the unit.

If the filter change indicator shows a red light, replace the filters in the ventilation unit and in the extract air valves: See chapter "Replacing the filters".

Operation with Vitotrol 300-E

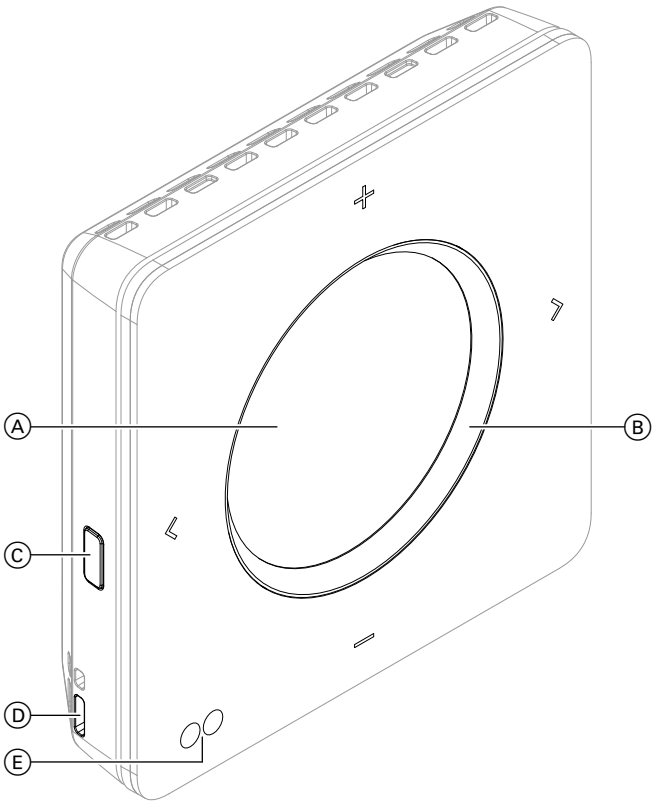

Fig. 3

Ⓐ Display
Ⓑ Illuminated ring ("Lightguide")
Ⓒ "Settings" menu operating button
Ⓓ Room temperature and humidity sensor
Ⓔ Proximity and brightness sensor

< > ■ To scroll through the display.
■ To confirm your selection.
■ Terminates an adjustment in progress.

\+ − ■ To adjust values.
■ To confirm your selection.
■ Terminates an adjustment in progress.

Operating instructions for the "Vitotrol 300-E"

Other setting and display functions

If the ventilation unit is operated alone **without** another Viessmann appliance (such as a heat generator), make all settings in the ventilation menu.
- Ventilation program
- Ventilation levels
- Low noise ventilation
- Intensive ventilation
- Bypass control
- Ventilation cockpit

Functions in conjunction with Vitovent 300-W

You can perform the following settings and checks in the ViCare app or Vitotrol 300-E.

Operating programs

Display	Operating program	Function
Ventilation: Shown only if "Ventilation" selected		
∞ and the set ventilation level are displayed: ▪ ≈¹ **"Level 1"** ▪ ≈² **"Level 2"** ▪ ≈³ **"Level 3"** ▪ ≈⁴ **"Level 4"**	**"Constant mode"**	The rooms are continuously ventilated at the set ventilation level.
🗓 and the set ventilation level are displayed: ▪ ≈¹ **"Level 1"** ▪ ≈² **"Level 2"** ▪ ≈³ **"Level 3"** ▪ ≈⁴ **"Level 4"**	**"Time program"**	The rooms are ventilated in accordance with the time program. Example: Time phase 1 from 08:00 to 16:00: You are not at home and ventilate with ventilation level 1 **"Ventilation for moisture protection"**. Time phase 2 from 16:00 onwards: You are at home and ventilate with ventilation level 3 **"Nominal ventilation"**.
🗓 and the set ventilation level are displayed: ▪ ≈¹ **"Level 1"** ▪ ≈² **"Level 2"** ▪ ≈³ **"Level 3"** ▪ ≈⁴ **"Level 4"**	**"Time program"** with sensor priority	The rooms are ventilated in accordance with the time program. If the ViCare climate sensor measures excessive humidity or detects an increase in humidity within a set time, the ventilation level is raised by up to 20 % regardless of the time program. If the ViCare climate sensor measures insufficient humidity, e.g. in winter, the ventilation level is reduced by up to 20 % regardless of the time program. ***Note*** *At least one ViCare climate sensor must be connected to the Vitoconnect V for this operating program.*

Quick select options

2 quick select options are available, **"Intensive ventilation"** and **"Low-noise ventilation"**.

Intensive ventilation

If you want to ventilate the rooms intensively for a short time, switch on the **"Intensive ventilation"** function. The rooms are ventilated at ventilation level 4 for an adjustable duration (factory setting 30 minutes). After **"Intensive ventilation"**, the previously active operating program is continued.

Functions in conjunction with Vitovent 300-W (cont.)

Low-noise ventilation

If you want especially quiet ventilation for a short time, switch on the **"Low-noise ventilation"** function. The rooms are ventilated at ventilation level 1 for an adjustable duration (factory setting 30 minutes). After **"Low-noise ventilation"**, the previously active operating program is continued.

Bypass control

If you do not want to preheat the supply air during the warmer months, you can activate the summer bypass. This way, the supply air is not preheated by the extract air. The summer bypass opens or closes automatically above a fixed outside temperature limit of 7 °C. If the Vitovent 300-W is operated with a heat pump with Viessmann One Base, the bypass is only enabled when the heat pump is in cooling mode or standby mode.

Frost protection

The Vitovent 300-W has an automatic frost protection function with an electric preheating coil. You can check whether frost protection is currently active.

Setting up the internet connection

If you wish, you can operate your ventilation unit via mobile networks using the ViCare app. To do so you will need to carry out a **once only** process to set up an internet connection to the Viessmann server.

Note
Your contractor may already have connected your system. If so, open the ViCare app and follow the instructions to add a component.

Credentials for setting up the internet connection

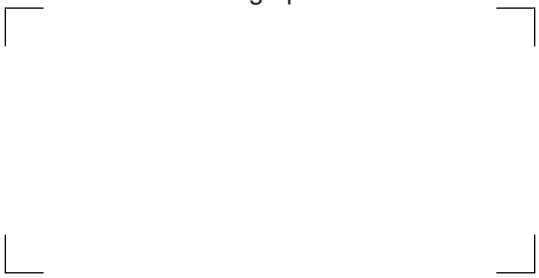

Fig. 4

1. Activate the access point on the Vitoconnect V: See chapter "Activating/deactivating access point".
2. Start the ViCare app on your mobile device. Follow the instructions step by step.
   First connect your mobile device directly to the Vitoconnect V access point. Use the access point name "**Viessmann-xxxx**" and the "WPA2" password.
   Once the connection to the access point is established, you will have direct access to your system via the ViCare app.
3. In subsequent steps, use the ViCare app to establish a WiFi connection between the Vitoconnect V and the Viessmann server via the home WiFi. Your WiFi router must be connected to the internet for this.
   You will need the necessary credentials for your home WiFi, e.g. your network key.

   See chapter "Setting up WiFi for the first time"
4. Deactivate the access point.

Activating/deactivating access point

To connect the Vitoconnect V to your mobile device, activate the access point.

You will need the access point for the following functions and checks:
- To connect your system to the Viessmann server via your home WiFi, e.g. if a new WiFi router has been installed.
- Changing the password for operation via the ViCare app.
- To check the licence information of third party components: See chapter "Checking licence information".

Activating access point

Briefly press the operating button: See page 10.
flashes white slowly while the connection is being established. If the connection is successful, the symbol shows a continuous white light.

Deactivating access point

Briefly press the operating button again.
goes out.

Setting up WiFi for the first time

The mobile device with the registered ViCare app must be within WiFi range of the Vitoconnect V.

1. Activate the access point on the Vitoconnect V by briefly pressing operating button Ⓐ (see page 10).

   See chapter "Activating/deactivating access point"

   The ViCare app connects to the Vitoconnect V.
2. Re-select WiFi in the ViCare app under **"Settings"** → **"Communication module"** → **"Configure network"**. Follow the instructions in the ViCare app.

Removing a registered Vitoconnect V from the ViCare app

If the Vitoconnect V is installed in a rented property and you have registered the system in the ViCare app, you must remove the Vitoconnect V from the ViCare app if the tenant changes. This can be done either by the previous tenant in the ViCare app, by the contractor or by Viessmann Technical Service. Only then can the new user connect the Vitoconnect V installed in the property to the ViCare app.

To do so, in the ViCare app select **"Settings"** → **"General"** → **"Remove system"**.

Checking licence information

Checking licence information for the integral communication module TCU 100

To check the licence information for the third party software used, you require a WiFi-enabled mobile device, e.g. a smartphone or a PC. Carry out the following steps:

1. Connect your mobile device to the same WiFi network as the Vitoconnect V.
2. Read out the IP address of the communication module in the WiFi via the configuration page of your router.
3. In your device's internet browser, enter the obtained IP address of communication module TCU 100.
   The required licence information is displayed.

Calling up the licence information for third party components

1. Activate the access point on the Vitoconnect V:
   See chapter "Activating/deactivating access point".
2. Call up the WiFi settings on your mobile device.
3. Connect your mobile device to the WiFi **"Viessmann-<xxxx>"**.
   A password prompt will be displayed.
4. Enter the WPA2 network key as the password for the **"Viessmann-<xxxx>"** WiFi.

   Note
   The WPA2 network key can be found on the label:
   See chapter "Setting up the internet connection".
5. On your connected mobile device, open the IP address **192.168.0.1** in the internet browser.
6. Follow the link **"Third party Components Licences"**.

Third Party Software

1 Overview

This product contains third party software, including open source software. You are entitled to use this third party software in compliance with the respective license conditions as provided in this document.
A list of used third party software components and of license texts can be accessed by connecting your boiler, like it is mentioned in the manual.

2 Acknowledgements

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/). This product includes cryptographic software written by Eric Young (eay@cryptsoft.com) and software written by Tim Hudson (tjh@cryptsoft.com).

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Checking licence information (cont.)

5 Contact Information

Viessmann Climate Solutions SE
35108 Allendorf
Germany
Fax +49 64 52 70-27 80
Phone +49 64 52 70-0
open-source-software-support@viessmann.com
www.viessmann.de

Checking messages

Via the ViCare app or the Vitotrol 300-E, you can check messages from the Vitoconnect V and/or from the ventilation unit and see further information on the messages.

Calling up information

Information on the operating status of your system can be called up using the ViCare app. The ViCare app also contains overviews of current operating data, e.g. ventilation levels, energy consumption, efficiency.

Switching the mechanical ventilation on and off

Switching off mechanical ventilation

Please note
There is a risk of moisture damage to the ventilation unit and the building if the ventilation unit is permanently switched off.
- Only switch off the unit if it is absolutely necessary.
- For times when you are not in the house, use our recommended operating programs, e.g. the operating program for longer periods of absence.

Disconnect the power plugs for the Vitoconnect V and the ventilation unit from the socket.

Switching on mechanical ventilation

Danger
A faulty or damaged power cable can lead to life threatening accidents.
The ventilation unit and the Vitoconnect V must not be operated with a faulty or damaged power cable. Have any faulty power cables replaced.

Danger
An incorrectly connected power cable can lead to life threatening accidents.
A faulty connecting cable may only be replaced by qualified electricians or by Viessmann Technical Service.

Plug the power plugs for the Vitoconnect V and the ventilation unit into the socket.
After a few seconds, the LED ⏻ on the Vitoconnect V shows a continuous white light. The ventilation unit and the Vitoconnect V are ready for operation.

⏻ shows a yellow light

Cause	Remedy
Maintenance message: The time for a service as specified by your contractor has arrived.	In the ViCare app or on the Vitotrol 300-E: ▪ Call up the message. ▪ Make a note of the message. ▪ Please notify your contractor. Have the service carried out by your contractor.

⏻ shows a red light

Cause	Remedy
Warning message: Warning due to a specific event or operating state of the ventilation unit or the Vitoconnect V.	In the ViCare app or on the Vitotrol 300-E: ▪ Call up the message. ▪ Make a note of the message. ▪ Notify your contractor if a fault message is permanently present. The ventilation unit continues to operate with restrictions until the cause is no longer present.

⏻ flashes red

Cause	Remedy
Fault message: Fault on the Vitoconnect V or ventilation unit.	In the ViCare app or on the Vitotrol 300-E: ▪ Call up the message. ▪ Make a note of the message. ▪ Please notify your contractor.

Cleaning

- Clean the casing of the ventilation unit and of the Vitoconnect V with a commercially available domestic cleaning agent (non-scouring).
- Clean the outdoor air and extract air filters in the ventilation unit as well as the filters in the extract air valves regularly. We recommend you replace these filters **annually**.

  Please note
  Dust deposits in the ventilation unit can result in malfunctions.
  Never start the ventilation unit without outdoor air and extract air filters.

- We recommend that the ventilation unit and the ductwork are serviced and, if required, cleaned regularly (annually) by your HVAC contractor.
- We recommend entering into a maintenance contract with your HVAC contractor.
  Failure to carry out maintenance represents a risk factor. Regular cleaning and maintenance ensure that operation remains hygienic, environmentally sound and energy efficient.

Switching filter change mode on and off

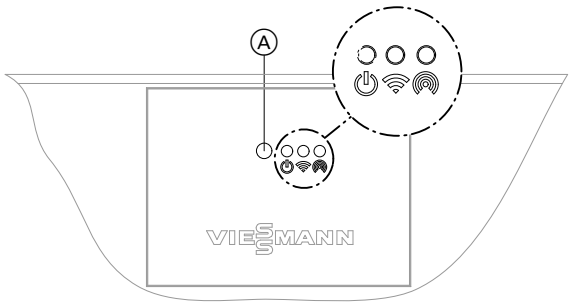

Fig. 5

Ⓐ Operating button
⏻ Status LED, white, yellow, red
Connection LED, white, yellow, red
Communication LED, white

Please note
Operating the open ventilation unit without filters will lead to dust being deposited in the unit.
These dust deposits can result in malfunctions.
Start filter change mode **before** replacing the filters.

Starting filter change mode

Press and hold operating button Ⓐ for **longer** than 5 s. As soon as all 3 LEDs have lit up white once, release the operating button.
The ventilation unit switches off the fans. The ⏻ LED flashes yellow rapidly.

Filter change
"Vitovent 300-W" operating instructions

Exiting filter change mode without resetting filter change indicator

Press and hold operating button Ⓐ for **less** than 5 s.
The ventilation unit switches the fans on again.

Exiting filter change mode and resetting filter change indicator

Press and hold operating button Ⓐ for **longer** than 5 s. As soon as all 3 LEDs have lit up white once, release the operating button.
The filter change indicator is reset in all control devices (e.g. ViCare app or Vitotrol 300-E).

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Your contact

Contact your local contractor if you have any questions about your system or wish to arrange maintenance or repair work. You can find local contractors on the internet at www.viessmann.de.

Viessmann Climate Solutions SE
35108 Allendorf / Germany
Telephone: +49 6452 70-0
Fax: +49 6452 70-2780
www.viessmann.com

Viessmann Limited
Hortonwood 30, Telford
Shropshire, TF1 7YP, GB
Telephone: +44 1952 675000
Fax: +44 1952 675040
E-mail: info-uk@viessmann.com

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