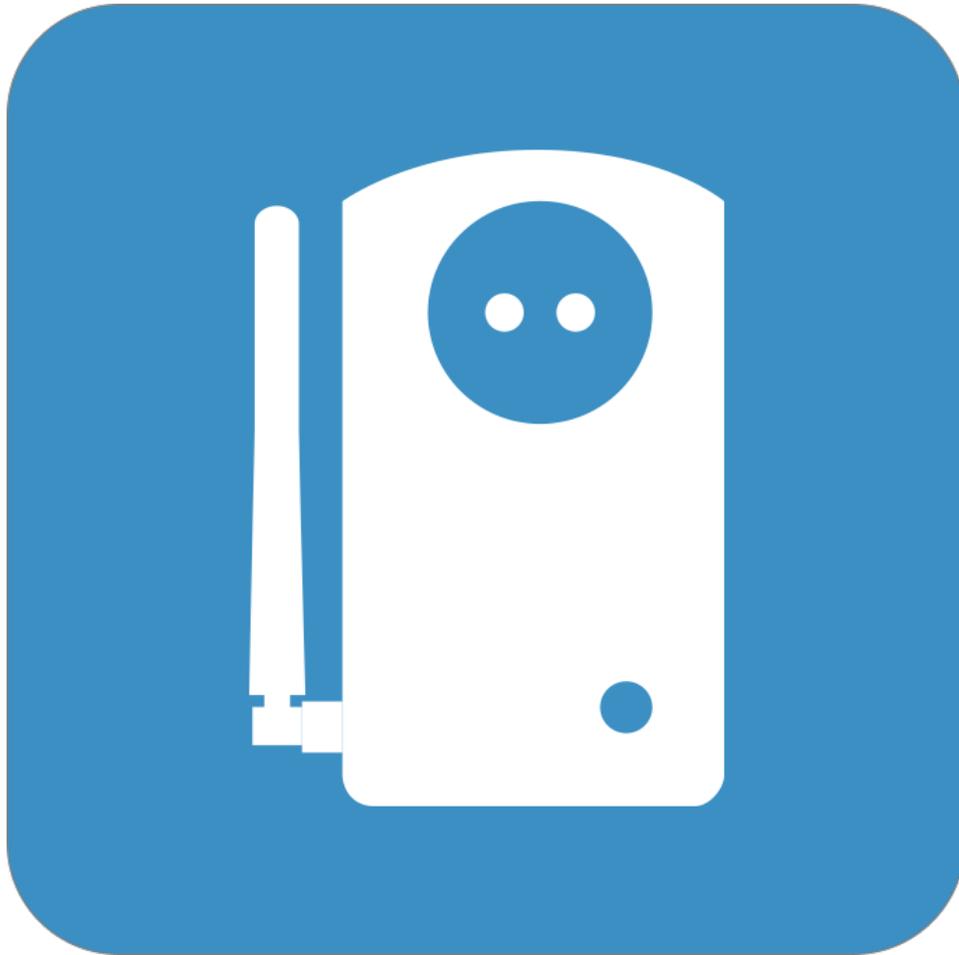


**ONTECH<sup>®</sup>**



# **Ontech Control**

Reference manual English

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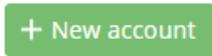
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## Create Account

In order to use Ontech Control you must create an account at Ontech.

Go to [www.ontechgsm.com](http://www.ontechgsm.com) and click **Create Account** in the upper right corner (on the phone and tablet, the plus sign).



On the phone: 

Fill in the form and then click **Create Account** and follow the instructions on the screen.

Keep in mind that the email address you specify is a so-called key field that defines the account. You cannot change this, so use the email address that is most likely to be kept for a long time to come. Should it still be necessary to change - see the *Troubleshooting section*.

## Log on

You log on to Ontech Control by going to [www.ontechgsm.com](http://www.ontechgsm.com) and clicking the **Login** button in the upper right corner. On phones and tablets, click on the padlock.



On the phone: 

You fill in the e-mail - address and password in the login box. If you have forgotten your password, click **Reset Password** and follow the instructions on the screen.

When you log in for the first time, you will see the *Add a Device* screen. See below how to do this.

When you log in otherwise, the **Control Panel** will open. From here you control and make settings on your Ontech GSM devices. If you want to do something else, click Menu in the upper right corner.



On the phone: 

## Log out

Log out by pressing the **Menu button** and swipe *The menu bar* (top row) to the left and click **Log out** .

## Shortcut on home screen on phone and tablet

When you are logged in to Ontech Control on your phone or your tablet, you can save a shortcut to the home screen / start screen. Then, an Ontech symbol appears on the screen and works just like an app. By doing this you do not have to go to the browser and log in every time you want to use Ontech Control. It is enough to click the Ontech symbol.



### Create shortcut on Iphone / Ipad

Log on to your Ontech account with Apple's web browser Safari.

Press the share icon at the bottom of the screen.



Swipe the bottom row to the left and click on "Add to Home Screen"

### Create shortcut on Android

Log on to your Ontech account with Google Chrome web browser.

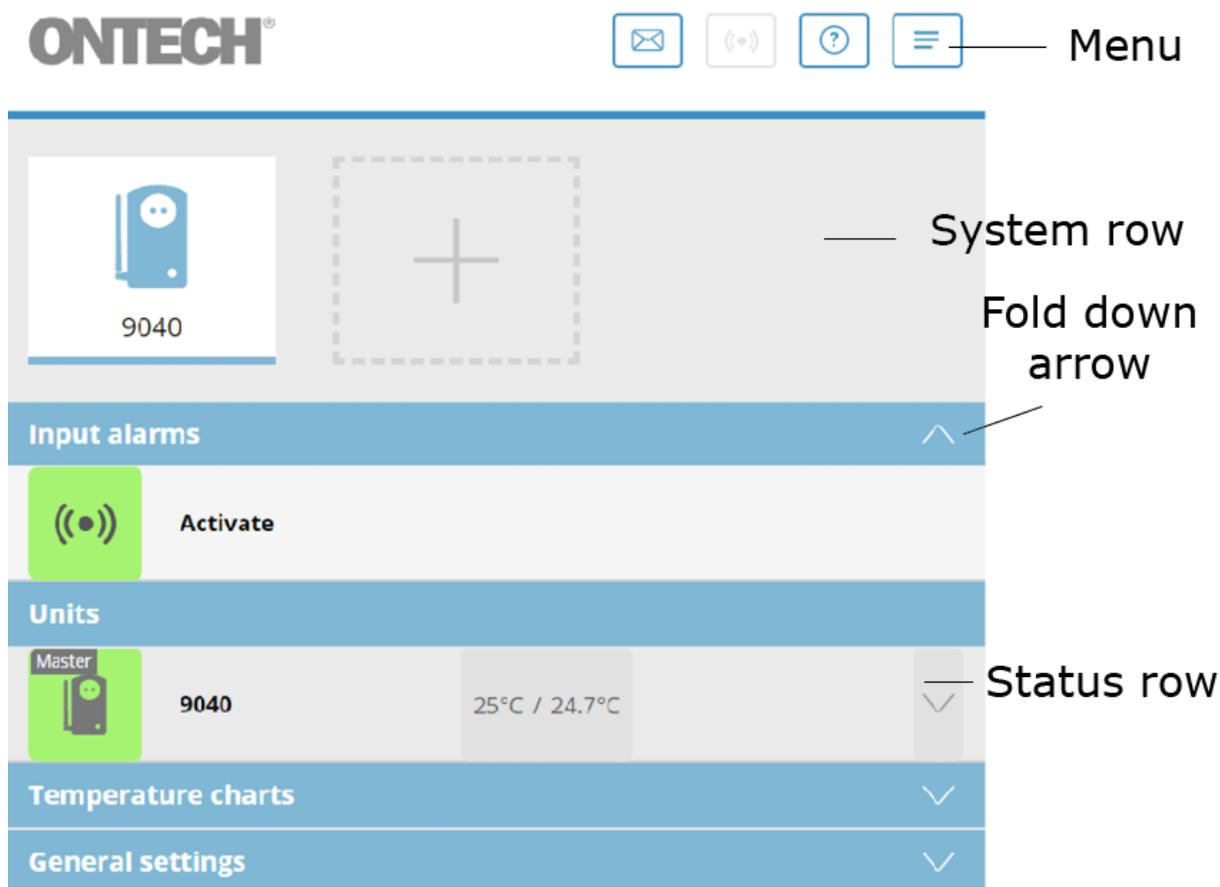
Press the settings icon (three dots in a vertical row in the upper right corner).

Select "Add to Home Screen".

# Control Panel

## Overview and concepts

### Main view



Top row, *System row* shows all the active main units you have connected to your account. A main unit is a device that has its own SIM card. Up to 99 main units can be connected. By clicking on the icon for each unit you select the one you want to communicate with. Selected unit is indicated by a horizontal bar in the lower part of the icon. On the computer, drag the horizontal scroll bar to the right to see all the units if you have many, on the phone and tablet, you swipe to the left.

At the far right of the *system row* is a plus sign that is used to connect additional main units.

The control panel has four *header lines* with white text against the background colour. **Alarms (Wired & 9012)**, **Units**, **Temperature Charts** and **General Setting**. By clicking on the *fold down arrow* to the right of the header row, you drop down the *Settings panel / Information Panel*.

Under the heading **Unit**, the main unit is shown at the top and below the optional units are shown (Ontechn GSM 9015 and Ontech Alarmbox 9012) which are wireless connected to the main unit. Up to 7 optional units can be connected. The main unit's symbol is marked with "Master".



If the **Air heat pump control** is activated, this is shown on the line below the main unit.



If the port remote control is activated, this symbol replaces the main unit.

Under the header **Units**, the *status bar* for each connected device is displayed.

Depending on the type of unit, the symbol, name, temperature, temperature alarm settings and thermostat are displayed. If you have an external temperature sensor on the main unit and /or Ontech Relay 9015, two temperatures are displayed. The upper (first) shows the internal sensor and the lower (second) shows the external sensor. If not all information is displayed, turn the phone 90 degrees (landscape) to show it.

If no activity is done by you, the device communicates once every half hour with Ontech Control. This means that the temperature shown can be a maximum of 30 minutes old. If the current temperature is desired, then a command must be sent to the unit. For example, turn on/off the 230V output. If you have logged in to the account from several devices, such as computer, tablet and mobile phone, the information on the status line of all devices will change automatically. If you manually turn on and off the 230V output with the button, this is also displayed in Ontech Control on all connected devices.

### Set up Panel

By clicking on the arrow to the right on the *status line*, the *Set up panel* is folded down. Clicking again will hide it. For specific information about settings, see the sections on the respective settings.

The setup panel also contains information of the model, software version and ICCID number of SIM card.

### Add main unit

The first time you connect to your Ontech Control account, you will be directed to the *Add a Device* screen.

If you previously have one or more Ontech main units in your account, click the plus sign to the far right of the *System row* to add another unit.

Follow the on-screen instructions to connect your main unit. It is important to insert the SIM card and connect the device to a power source before entering the five-digit code in Ontech Control.

### Add extra units

Up to 7 optional units can be wirelessly connected to the main unit. The optional units must be set to the same radio channel as the main unit. This is pre-set to channel 0 from the factory in both the main unit and the optional units.

- To change the radio channel on the main unit, click the **General Settings** heading and then select the radio channel on the **Radio Channel** line. Also, make sure that the short-range radio is turned on by checking the setting on the **Radio** line. How the radio channel is set up on the optional units is described in the manuals for each unit.

- Activate the optional units by power up them (plugging in or plugging in the battery). If you have multiple optional units, it is important that you set a unique ID number for each device. They are always set to ID2 on delivery.
- The units automatically connect to the main unit and a new status line for each optional unit is displayed below the main unit under the **Units** heading.
- The optional units have different functions. These are controlled in the same way as for the main unit.
- If the main unit loses contact with any of the optional units, this is shown with a broken contact symbol over the icon in the status line for the optional device.
- If you decide to remove an extra device by un powering it, you can click the button under the heading **General settings: X Offline Units** to remove *the status line* for the optional unit under the **Units** heading.

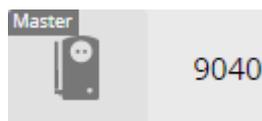
## Controlling the output

Switch on and off the 230-volt output or the relay (for Ontech GSM 9025).

- By clicking on the symbol for the main unit, you toggle between turning on and off the 230V output (or the relay for Ontech GSM 9025). While the control panel contacts the device, a vertical green bar appears in the left part of the icon. When the 230V output (or relay for 9025) is activated, this is indicated by the icon's background being coloured green.



Click again to deactivate the 230V output (or the relay for Ontech GSM 9025). The left part of the icon displays a vertical grey bar while the device is being contacted. When the 230V output (or relay for 9025) is deactivated, this is shown by the icon's background being grey.



## Thermostat function

To access the thermostat settings, fold down the *Set up panel* of the unit.

With the thermostat function, the device's 230V output (or the relay for 9025) is controlled by a temperature value. If the temperature drops below the value, the 230V output switches on and when it rises above the value, it switches off the 230V output. By connecting an element or other heat source a thermostat function is obtained.

When the thermostat function is activated, the 230V output (or the relay for the 9025) position will not change more frequently than every twenty minutes. This is true even if attempts are made to change the position by clicking on the device's symbol or pressing the device button. The thermostat function overrules other attempts to change the relays position.

It is the selected temperature sensor that controls the thermostat function. You select in the **Active Temp sensor line** the temperature sensor you wish to control the thermostat function.

Enter the value you want to use in the field where it stands (0-39 degrees are allowed values) . When the thermostat value is set, the thermostat *function status bar* will be coloured green and a circle with a

ticked check mark will be displayed. In the unit's *status line*, a thermometer symbol and set value will be displayed.

You change the value by entering a new one.

You remove the thermostat function by deleting the value.

XXX

### Timer function

To access timer settings, drop down *in the set up panel* for the device in question.

The timer function allows you to set the time before the 230V-output (alternatively, the relay for 9025) turns on or off.

If the 230V output (or the relay for 9025) is deactivated, enter the number of hours / minutes / seconds you want before the 230V output is switched on.

Note that you must manually select the hours / minutes or seconds time unit. Then appears the clock time the 230V output (or the relay for 9025) will be activated and the line will be coloured green. You can delete the setting by clicking Cancel.

If the 230V output (or the relay for 9025) is activated, enter the number of hours / minutes / seconds you want to go before the 230V output should turn off.

Note that you must manually select the hours / minutes or seconds time unit. Then appears the clock time the 230V output (or the relay for 9025) will be deactivated and the line will be coloured green. You can delete the setting by clicking Cancel.

## Alarm

The email address account of the holder will always get alarm alerts via email. If additional alarm receivers and/or alarms are required via SMS, this must be stated under **Alarm receiver**. Go to **Menu** and select **Alarm Receiver**.

### Alarm (Wired& 9012)

Wired alarms can be, for example, magnetic switches, fire alarms, motion detectors etc. The output from these alarm sensor must be an opening or closing of a circuit.

The main units and Ontech Relay 9015 has two alarm inputs each, A and B.  
Ontech Alarmbox 9012 has one alarm input.

On the Ontech GSM 9040 and Ontech Relay 9015, the alarm sensor is connected with the supplied alarm cable.

There are four connectors in the cable as follows:

- Plus 3.8 V - Yellow
- Alarm input B - Green
- Alarm input A - Red
- Minus / Ground - Black

**Important!** The output 3.8 V is only for use with the alarm loop and not to operate any external alarm sensor.

On Ontech GSM 9025, alarm sensors are connected to terminal block A.

The alarm sensor output (closing or opening) is connected between Plus 3.8 V and either Alarm input A or Alarm input B. If the alarm inputs are set to Normally Closed (see below) and only one of the alarm inputs is used, the other must be connected to Plus 3.8 to not alarm.

The alarm inputs can be renamed to any name to facilitate identification at alarms. This is done by typing the desired name in the *status line* for Alarm A and Alarm B respectively.

Alarms can be delayed up to 240 seconds by filling in a value on the **Delay alarms** line . The unit will then wait for the specified number of seconds before the alarm is sent. If the alarm function is deactivated (see below) before, no alarm will be sent to the alarm receivers.

The wired alarm inputs are pre-set f closing function (normally open, NO). If your alarm sensors are designed to alert when opening (Normally Closed, NC), you can change this in the *Set up panel* for the device on the **Alarm inputs** line.

You activate the alarm function by clicking on the header line **Alarm (wired & 9012)** to display the **Activate** button. Click the button and the background of the symbol turns green to indicate that the alarm function is activated. Click again on the symbol again to turn off the alarm function and the background of the symbol is coloured gray.

The unit can be set to change the 230V output (or the relay for 9025) when alarming (wired and temperature alarms). This is set in the *Set up panel* on the **Alarms rely change**. The position of the 230 V output (or relay for 9025) is then changed at alarms.

When the device alarms via the alarm inputs and / or Ontech Alarmbox 9012 , the following will occur:

- The alarm icon at the top of the page is coloured red. If it is not visible, click the *Alarm icon*.



On the phone: 

- An email is sent to all alarm receivers.
- If SMS alarms are activated, an SMS is also sent to the current alarm receivers.

When an alarm is activated as above, it must be acknowledged for it to be able to alarm again

- Click the **Acknowledge** box in the banner that indicates alarms.
- If the alarm sensor is not reset but remains active, the alarm will immediately be sent again after receipt. It is therefore important to also ensure that the alarm sensor is reset before the alarm is sent.

## Temperature alarm

You can get an alarm when the temperature exceeds a value and / or when it is below a value. In case of alarm, all alarm receivers are automatically alerted via email (and SMS if selected).

To access the settings for temperature alarms, fold down in the *set up panel* for the device in question.

It is the selected temperature sensor that controls the temperature alarm. You select on the **Active Temp sensor** line.

On the line for **Temperature alarm** , set the desired values for the temperature at which (below or above) the unit should alarm (allowed values are -40 to 70). *The status line* for the value is coloured green when a value is set. The set value also appears on *status line* for the device (depending on screen size, sometimes this information is missing in the *status line* of the device).

You change the value by entering a new one.

You delete the temperature alarm by deleting the value.

The unit can be set to change the 230V output (or the relay for 9025) when alarming (wired and temperature alarms). This is set in the *Set up panel* on the **Alarms rely change**. The position of the 230 V output (or relay for 9025) is then changed at alarms.

When the device alarms for temperature, the following will happen:

- *The alarm icon* at the top of the page is coloured red. If it is not visible, click the *Alarm icon*.



On the phone: 

- An email is sent to all alarm receivers.
- If SMS alarms are activated, an SMS is also sent to the current alarm receivers.

You do not need to acknowledge the temperature alarm. When the temperature is reset to "allowed value", the alarm is acknowledged, and the unit is ready for new alarms. The alarm banner disappears from Ontech Control.

### Power failure alarm

At power failure all alarm receivers are alerted by e-mail (and SMS if selected).

Pre-set value is a one-minute alarm delay. If the power failure is longer than this, the alarm is sent.

You can change the delay time select by clicking on fold down arrow on the header line **General settings** to reach the *setup box* and then and set desired minutes delay on the line **Power alarm delay** (values between 0 and 240 minutes is permitted).

If no power failure alarms are desired, the value is deleted from the line.

When the device alarms for power outages, the following will happen:

- *The alarm icon* at the top of the page is coloured red. If it is not visible, click the *Alarm icon*.



On the phone: 

- An email is sent to all alarm receivers.
- If SMS alarms are activated, an SMS is also sent to the current alarm receivers.

You do not need to acknowledge alarms. When the power returns, it will be notified by email (and SMS if selected) and the alarm will be acknowledged. The alarm banner disappears from Ontech Control .

### Alarm 4-20 mA sensor

For more detailed information on connection and function of sensor for 4-20 mA, see [www.ontechgsm.com/support](http://www.ontechgsm.com/support) . Click on Ontech Technical Notes and then select the document "Connect a sensor for 4-20mA measurements"

In the *setup panel* for the main units you will find the line **mA 4-20 mA**.

Activate the sensor function by selecting **Sensor activated** in the list. Then the current level is displayed in percent where 4 mA is 0 percent and 20 mA is 100%

You set the desired values for the level at which the unit should alarm if it falls below or exceeds. *The status line* for the value is coloured green when a value is set. The set value is also displayed in the *status line* of the device (depending on the screen size, this information is sometimes missing in the *status line* of the device).

You change the value by entering a new one.

You delete the sensor alarm by deleting the value.

When the device alarms, the following will occur:

- *The alarm icon* at the top of the page is coloured red. If it is not visible, click the *Alarm icon*.



On the phone: 

- An email is sent to all alarm receivers.
- If SMS alarms are activated, an SMS is also sent to the current alarm receivers.

You do not need to acknowledge the sensor alarm. When values are reset to "allowed value", the alarm is acknowledged, and the unit is ready for new alarms. The alarm banner disappears from Ontech Control.

### Battery alarm Ontech GSM 9025

On Ontech GSM 9025 the voltage between the pins + **12-24VDC** and **GND** on terminal A on the circuit board is displayed in the *set up panel* on the line **V**.

You set the desired voltage at which you want the unit will alarm. *The status line* for the value is coloured green when a value exists.

You change the value by entering a new one.

You remove the battery alarm by deleting the value.

When the device alarms for low voltage, the following will occur:

- *The alarm icon* at the top of the page is coloured red. If it is not visible, click the *Alarm icon*.



On the phone: 

- An email is sent to all alarm receivers.
- If SMS alarms are activated, an SMS is also sent to the current alarm receivers.

You do not need to acknowledge the battery alarm. When values are measured to "allowed value", the alarm is acknowledged, and the unit is ready for new alarms. The alarm banner disappears from Ontech Control.

## Gate Remote Control

The gate remote control function allows you, through one click, to get a pulse of one second on the 230V output (relay output for Ontech GSM 9025). If this output is connected to a port motor, the unit can be used to open a gate/garage door via Ontech Control.

When using the main unit as a gate remote control, you cannot simultaneously use the thermostat function or to have the 230V output on the Ontech GSM 9040 or the relay output on the Ontech GSM 9025 change the alarm mode.

Set the function by clicking on the **General** heading line and then clicking **Use master as Garage opener**. The background of the icon on the row is coloured green to indicate that the gate remote function is activated.

Under the heading **Units** , the icon for the main unit is now changed and the name is changed to **Garage opener**.



- By clicking on the left-hand part of the status line, you send a command to the unit that makes it switch to the 230V output for Ontech GSM 9040 or the relay output of the Ontech GSM 9025 for one second. You can follow the progress of the icon of the gate remote control icon on the main unit's status line.
- Do you want to remove the function and return to the normal mode click on the **General settings** heading line and then click **Use master as Garage opener**. The background of the icon on the row is coloured grey to indicate that the gate remote function is no longer activated. Previously used icon and names return to the *status line* of the main unit.

## Heat pump control

With your Ontech GSM 9040 you can remotely control most air heat pumps on the market. To do this, the Ontech IR 9016 accessory must be connected to the unit. When Ontech IR 9016 is correctly mounted opposite the heat pump it is ready for use. You can use the 230V output and all its functions just as usual when activating the air heat pump control mode.

Activate air heat pump control:

- Click the header row **General settings** and the click **Activate Air pump controller**. The background of the icon is colored green.
- In the list on the same lin , select the brand and the model of your heat pump. If your heat pump is missing from the list please contact support@ontechgsm.com.
- When you have made your selection, a new line is displayed under the *status line* for Ontech GSM 9040 under the heading **Units**.



- You make settings by clicking *the down arrow* to the right part of the row. Possible settings will then be displayed. When you have made the settings, these are displayed in the *status line* for Air Pump.
- By clicking once more on the right part of the status line, the settings are hidden.

If you want to deactivate the function, click on the **General Settings** heading and then on **Activate Air pump controller**. The background to the icon is coloured gray and the line for the Air pump under the heading **Units** disappears.

## Temperature Graphs

Ontech Control stores all measured temperature values for the last quarter of a year. These are presented as graphs for the last week, month or quarter.

You can reach the presentation in two ways.

- Click on the heading **Temperature graphs**. *The temperature graph window is then folded down and all temperature are displayed.*
- Click on the temperature *values* in the *status line* for a device. *The temperature graph window then folds down and the temperature graphs for the current unit are displayed.*

At the top you can choose which period to display. Possible choices are last week, last month or last quarter of a year.

Below the graph you can choose which curves to display.

## Customize the view

You can customize the look of Ontech Control. When you change the view of Ontech Control, it changes in the view of all your logged in devices (computer / tablet, phone).

- Click the **General Settings** heading, and then click **Customize View**
- You can now rename the main unit by deleting the name on the **System row** and writing a new one.
- You can change the colour by selecting one of the colours in the palette by clicking on it.
- You can change the icon by selecting one of the displayed by clicking on it.
- When you have made your selections, click **Save** to store the new settings.

To change the name and icon of the optional units :

- Click the *drop-down arrow* on the *status line* for the enhancement unit and then click **Change name / icon** .
- You can now choose a new name and icon.
- After your selection, click **Save** to save the settings.

## Alarm Receiver

The email account on which the account is registered always receives an email in the event of an alarm.

An **alarm receiver** is an email-address which receive alerts from a Ontech. Up to 99 different alarm receivers can be added in addition to the account holder .

To edit the alarm receiver, go to **Menu / Alarm Receiver**

### Alarm via SMS

You can choose to also receive SMS when alarmed. This provides extra security when email can get stuck in different types of filters and firewalls.

- Click the **Edit** button (the pen on mobiles) on the row for the alarm receiver.
- Click on the **Activate SMS alarms** box and fill in the mobile number and tick boxes for the types of alarms to be notified with SMS. If check boxes for all three types of alarm are not visible, turn the phone to landscape view.
- When done, click **Save**.

Each SMS costs three days of your subscription. For each SMS sent, the remaining time on your subscription will be reduced by three days.

**Important!** When less than ten days remain for your subscription, no SMS will be sent. This is because the account should not be emptied and closed before a message about the payment of the subscription has been sent out.

### Add alarm receiver

Do you want to add additional alarm recipients:

- In the box under **Add receiver** fill in the email-address
- You can choose whether or not added recipients will receive alarms from all entities registered in the account or only from a specific device if multiple main units are registered in the account.
- You can choose whether the recipient will also receive SMS when alarms of different types by clicking on the **Activate SMS alarm** box and fill in the mobile number and tick boxes for the types of alarms to be notified with SMS. If check boxes for all three types of alarm are not visible, turn the phone to landscape view.
- When you are done, click **Add**.

### Edit alarm receiver

- Click **the Edit** button (pencil on phones) on the line for users, you can edit the settings for the alarm receiver.
- When you are done, click **Add**.

## Sharing units

You can share your unit to another Ontech Control account.

To set, go to **Menu / Share Units**

- On the line for each unit (if you have multiple), type the email-address of the account you want to share your device with.
- Click **Save**.

Anyone who has been assigned the unit can now, in the same way as the holder, control and make settings. However, the alarm list must be supplemented if the person who share a unit want to be alerted when the unit is alarming.

## Account

Here you can make settings for your Ontech Control account. The email address cannot be changed, see *Troubleshooting* how this can be managed . Any other information may change.

To change settings, go to **Menu / Account**.

- You can change the name and phone number. Note that the telephone number here is not the same as that used for the alarm receivers. Changing here does not change your phone number on the alarm list.
- You can change passwords. There must be at least 6 characters long. Use a mixture of upper and lower case letters, numbers and characters. You get an indication of when it is too weak, OK and when it is strong.
- You can change language to what you prefer.
- After making your changes, click **Save** to store them.

## Payment

On this page there is an overview of your active subscriptions and the length of time remaining for each of them. It is also here you renew your subscriptions.

To get to the page, go to **Menu / Payment**

Each annual subscription is 365 days. These are added to your remaining days if you choose to pay before the subscription expires.

**Important!** If you have activated the alarm SMS, each sent SMS will cost you three days on your subscription and these will be drawn directly when the SMS is sent. You pay your subscription by clicking on the **Payment** button. Then follow the instructions on the screen.

When there are 15 days left on the subscription, you will receive an email stating that it is time to pay. You can easily do this by clicking on the link in the email.

If the subscription expires, you can pay to get it started again. It may take a few hours after you pay for the unit to appear in Ontech Control again.

Only card payments with Visa or Eurocard are possible. When the payment is acknowledged, you will receive an order confirmation and a receipt to your registered email address. You can choose to renew all your subscriptions by clicking the Pay All button.

Contact [support@ontechgsm.com](mailto:support@ontechgsm.com) if card payment is not possible for various reasons.

## Software Update

Ontech continuously updates the software with new features and bug fixes.

Be sure to always have the latest version of the software on your Ontech main unit.

If you sign up for Ontech's newsletter (in the footer of the website [www.ontechgsm.com](http://www.ontechgsm.com)) you will receive ongoing information about the software and other news.

Software and instructions can be found at <https://www.ontechgsm.com/>. Here is also information about which the latest software is.

## Troubleshooting and tips

### Unit one loses contact with Ontech Control

Ontech Control communicates with the devices at least once every half hour. Should Ontech Control lose contact with a connected main unit, this will be displayed with an interrupted contact icon in the top field where the main unit icon is normally displayed. Try to contact after thirty minutes again.



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### Extra unit loses contact with the main unit

Ontech main unit communicates with optional devices once every twenty minutes via the short-range radio. Should the main unit lose contact with a connected optional device, this will be displayed with an interrupted contact icon in which the extra device icon is normally displayed.

In case of interrupted contact, the extra unit will retain the position it had before the contact was broken.



Check the following:

- That the extra units that do not have contact have the same radio channel set for the short-range radio. You will find how to know the channel setting for the extra units in each manual. For the main unit you will find the radio channel setting under the **General settings** header.
- Make sure the short-range radio is set to on under **General Settings**.
- Try putting the optional device closer to the main unit. The range is about 30 meters in free field. In a cabin, there is a lot that affects. Devices with ID2, ID3, ID4 and ID5 also function as repeaters (relay stations) so you can extend the distance between the 9015 at the far end and the main unit if you place a 9015 in the middle.
- Ontech's main units communicate via the mobile network with the Ontech Control once every thirty minutes if no commands or alarms are sent. Optional units communicate with the main unit once every twenty minutes unless a command is sent to it or the alarms. Sometimes there is a gap between these times so that Ontech main unit interpretes the information that it lost contact with the optional unit. Upon the next message from the optional unit, the contact returns. One way to try is also to activate / deactivate the 230 output of 9040 (or relay in 90125), either by pressing the button or the icon in Ontech Control.
- Try changing the radio channel on all devices in the Ontech system to avoid interference.

### The device does not send SMS at alarm

If you ticked the boxes to get an SMS when the alarm sounds and it still does not come any. Make sure there are more than 10 days left on the subscription. If it is 10 days or less, the unit stops sending SMS so as not to risk the subscription expiring. Pay for new subscription.

### Information about software and ICCID numbers

Click on the *down arrow* on the *status line* for Ontech main unit. Information on the ICCID number on the SIM card and version of the software can be found at the bottom of the *set up panel / information panel*

Ontech 9040  
SIM number: 89462 04604 10025 76375  
Software version: 46  
Connected: 2019-11-20 09:33

### Information about an optional unit's ID number

Click on the *down arrow* on the *status line* for the Ontech extension unit. Information about the ID number and model number for the unit can be found at the bottom of the *set up panel / information panel*.

Ontech 9015  
ID 5

## Change email - address on an account

It is not possible to change the email address of a registered account as the email address is the name of the account (key field) and what makes the account unique.

But it is possible to solve as follows:

- Create a new account with the email address you want to use.
- Notify via email to [support@ontechgsm.com](mailto:support@ontechgsm.com) that you want us to disconnect your SIM card from the account with the old email address. NOTE. You must send the email from that the account is registered on.
- Ontech company disconnect the SIM card from the old address and confirm when you can register the SIM card on your new account.
- All settings and remaining subscription days will be transferred to the new account.

## The 230V output (alternatively the relay for Ontech GSM 9025 ) changes itself

If you experience that any of your Ontech units are turning on or off the 230 output (or relay Ontech 9025) by themselves, make sure you do not accidentally turn on the thermostat function.

## Forgot password

Go to the login at [www.ontechgsm.com](http://www.ontechgsm.com) , click *Log in* (padlock). In the login box, click *Reset Password* and follow the instructions.

## Restart of device

If you experience problems with the device, it may be good to restart it before another troubleshooting.

- Unplug the unit (or the power adapter for Ontech GSM 9025) from the wall outlet.
- Hold the button until both lights go out.
- Replace the unit (alternatively the power adapter for Ontech GSM 9025) in the wall socket and when the green light is on steady light, it should be possible to contact the unit.

## Factory reset

If you want to delete all settings in the device and "start over from start, do the following:

- Unplug the unit (or the power adapter for Ontech GSM 9025) if it is connected
- Hold down the button until both lights go out.
- Wait about 60 seconds.
- Press and hold the button.
- Connect the unit (or the power adapter for Ontech GSM 9025) to the wall socket with the button pressed.
- The red light blinks eight times. Then the green flash begins. Release the button.
- The green lamp lights up after about 60 seconds and the unit is factory reset and connected.

## Start-up after long rest

If you have switched off the main unit for a long time, for example over the summer, it will take up to 6 hours before you see the unit in Ontech Control again .

## Support

If you need help with your Ontech units, in addition to the information in this manual, there are several possibilities.

- Always start by looking at the support page on Ontech GSM. Click on the model. First you find **Questions & Answers** .
- If you want to ask a question for Ontech's support, there are two ways.
  - Scroll down the support page and use the Support form.
  - Send an email to [support@ontechgsm.com](mailto:support@ontechgsm.com) with your question.
- In-depth technical information can be found on the support page under **Useful links / Ontech Technical Notes**.

## Technical information

Technical information on all units in the Ontech system can be found at [www.ontechgsm.com](http://www.ontechgsm.com) . Click on headlines **Products**.

## Continuous information on updates and news

Ontech constantly develops the system with software updates, new features and new products. Sign up for the newsletter at the bottom of the page [www.ontechgsm.com](http://www.ontechgsm.com) to keep you updated with the latest. We will also send out important operating information via the newsletter.

## Comments

Ontech welcomes your tips and comments in order to improve the products and their handling. Email them to [support@ontechgsm.com](mailto:support@ontechgsm.com) . Thanks in advance.

