

# Sentio Smart Connect

## Introducing Sentio Smart Connect:

### Your Solution for Remote Maintenance and Service

Sentio Smart Connect is an essential asset for facility management and customer support. With this software, you can establish permanent access for facility management or provide temporary access for customer support. It's as simple as installing the software on your laptop or computer, and it automatically updates itself whenever new versions become available. Once connected, Sentio Smart Connect seamlessly replicates the functionality of a Sentio commissioning touch screen, maintaining the same user interface for a smooth operation.

While Sentio Smart Connect doesn't offer real-time synchronization with on-site touch screens, it does provide real-time access to the same essential information originating from the central control unit. This means you can effectively monitor and control your operations from a remote location.

Sentio Smart Connect is your reliable partner for simplified remote maintenance and enhanced customer support. Upgrade your remote operations with this efficient and user-friendly software solution.

## Sentio Smart Connect Interface

**My location:**  
systems connected via your Sentio App

**Client location:**  
systems connected via Sentio Smart Connect

Add new remote location

Different types of access

Click the display button to open the remote LCD screen.

Display	Type	Location Description	Access	Serial Number	Actions
<input checked="" type="checkbox"/>	My location	Family House	Permanent access	1530-02-9999-3619	[Display] [Edit] [Delete]
<input checked="" type="checkbox"/>	My location	My Home	Permanent access	1530-02-9999-3611	[Display] [Edit] [Delete]
<input checked="" type="checkbox"/>	Client location	Check Weijer	Permanent access	1530-02-9999-3618	[Display] [Edit] [Delete]
<input checked="" type="checkbox"/>	Client location	Check Wille, MTI	Temporary access	1530-02-9999-3619	[Display] [Edit] [Delete]

**Set Location**

Access Type:  
 Temporary access  
 Permanent access

Location Description:

Serial Number:

Temporary Password:   Expiry date not known yet

Store password

Help:  
 How to create remote access  
 How to obtain temporary access using the mobile application Wavin Sentio  
 How to obtain temporary access password using the buttons on the central control unit CCU 208  
 How to obtain temporary access using the user interface LCD 208

Enter information to connect

Step by step instructions for each action

## Permanent access

### Use cases:

**Monitoring, managing and controlling of installations**

Access is granted when the unit is connected to the internet and approved by the end-user. Service or building managers can use it to view all locations. The location description is not shown to the end-user. A password is set during commissioning for future access.

## Temporary access

### Use cases:

**Remote maintenance, customer support and on-the-job training**

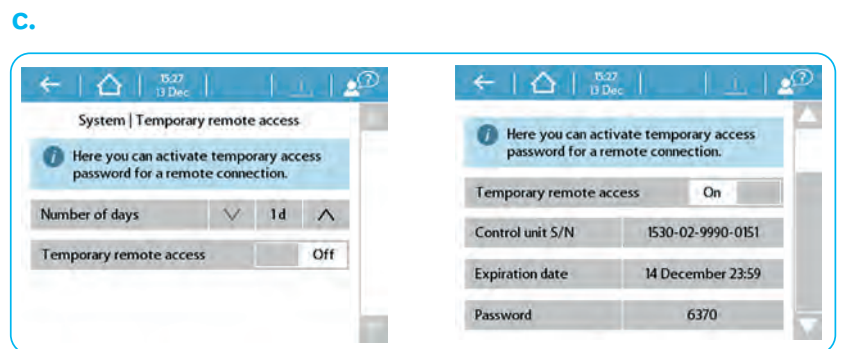
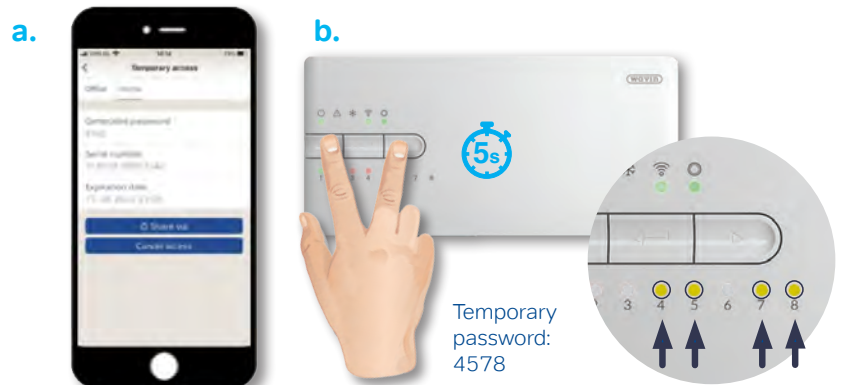
The user generates a temporary access code and shares it with support. Remote access remains active until the end of the day and can be extended via the commissioning touch screen or Sentio App.

## End-user access code

There are three ways for temporary access  
Choose one of these options:

- a. Set password via Wavin Sentio APP
- b. Set password via Sentio Central Control Unit buttons
- c. Set password via Commissioning touch screen

Access can be revoked early following the same steps as done for creation.

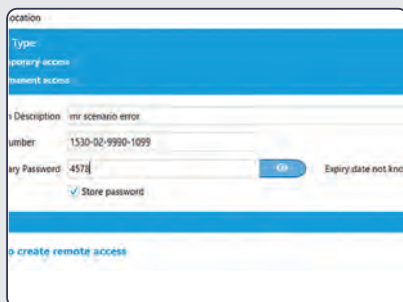


### Tip:

Updating the latest firmware of the Central Control Unit will give you access to new functionalities

## Easily solve the customer's problem

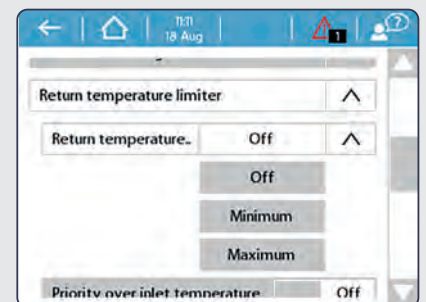
### Connect



### Check



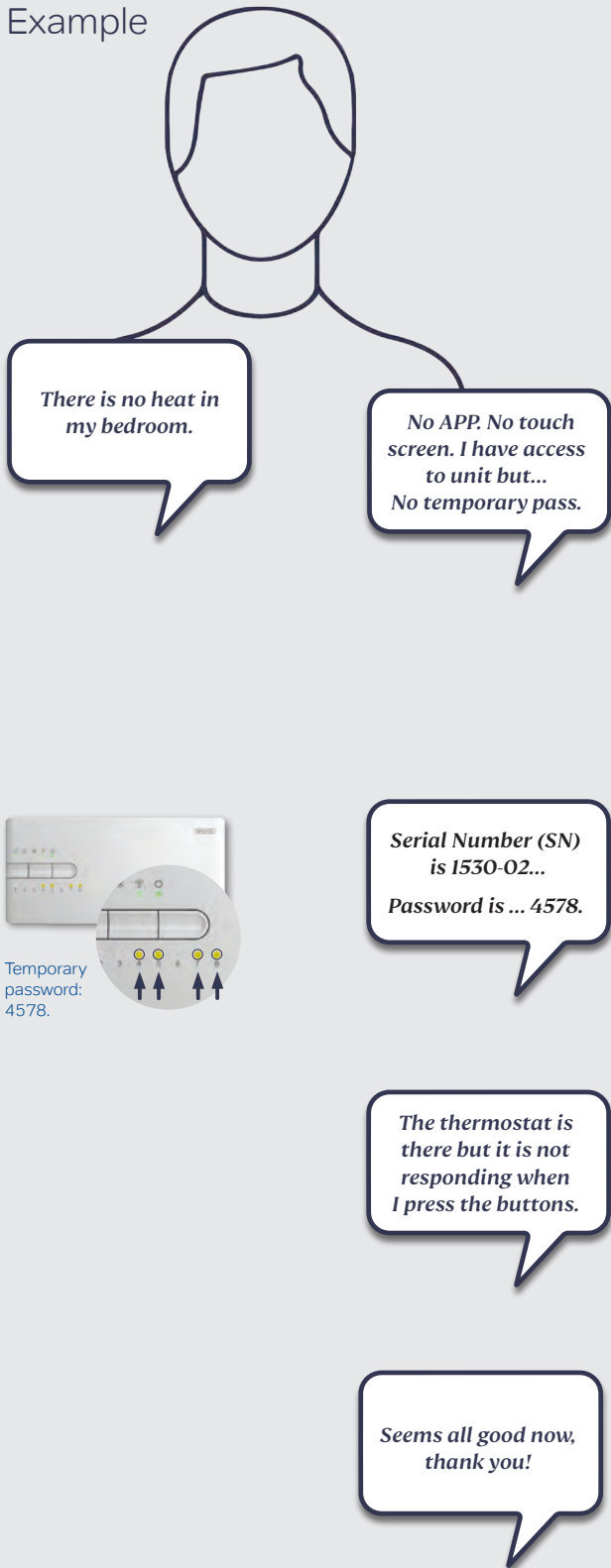
### Set



**Go!**


# User Scenario

## Example



*There is no heat in my bedroom.*

*No APP. No touch screen. I have access to unit but... No temporary pass.*

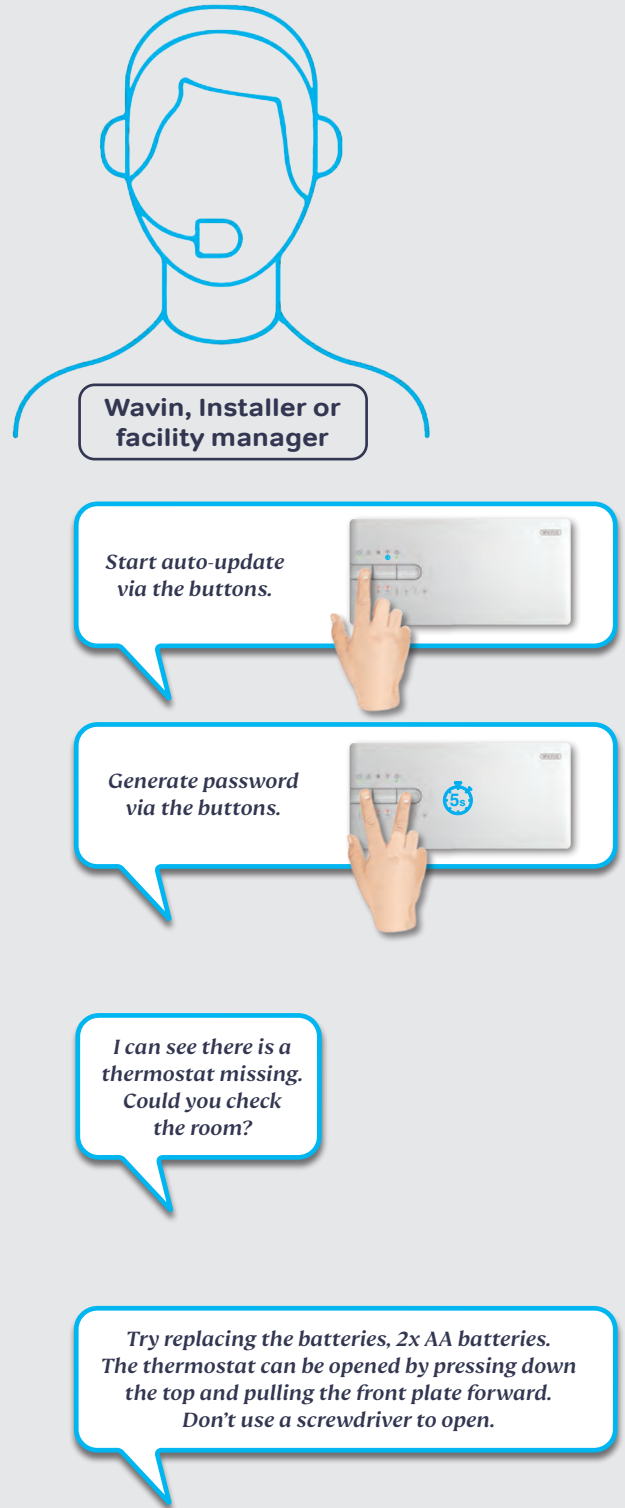


Temporary password: 4578.

*Serial Number (SN) is 1530-02... Password is ... 4578.*


*The thermostat is there but it is not responding when I press the buttons.*

*Seems all good now, thank you!*




**Wavin, Installer or facility manager**

*Start auto-update via the buttons.*



*Generate password via the buttons.*



*I can see there is a thermostat missing. Could you check the room?*

*Try replacing the batteries, 2x AA batteries. The thermostat can be opened by pressing down the top and pulling the front plate forward. Don't use a screwdriver to open.*



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