Frequently Asked Questions

How do I connect to and use the WebUI?

To connect a computer to the Web User Interface (WebUI) one of the following cable options can be used…

- The Carel c.pCO controllers can accept a printer cable (USB A to USB B) or an Ethernet cable.
- The Carel c.pCO mini controllers can accept a Micro USB cable or an Ethernet cable.

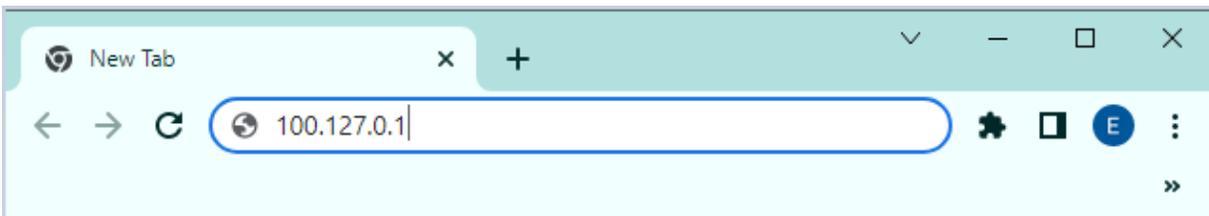**Connecting to the WebUI with a Printer or Micro USB Cable:**

1. Plug the cable into the laptop.
2. Plug the other end of the cable into the Carel controller.
3. The controller will populate a screen like below.
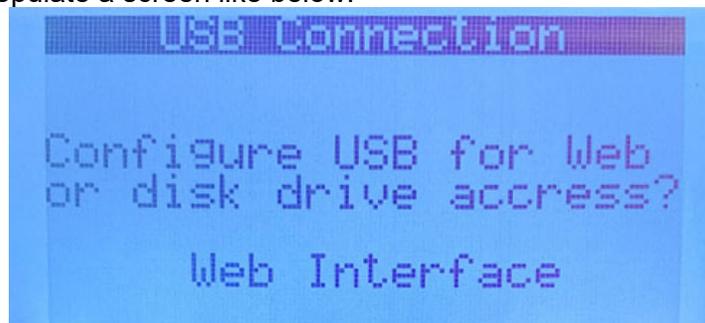
4. On the screen, toggle the option to say, "Web Interface", and press the Enter button.
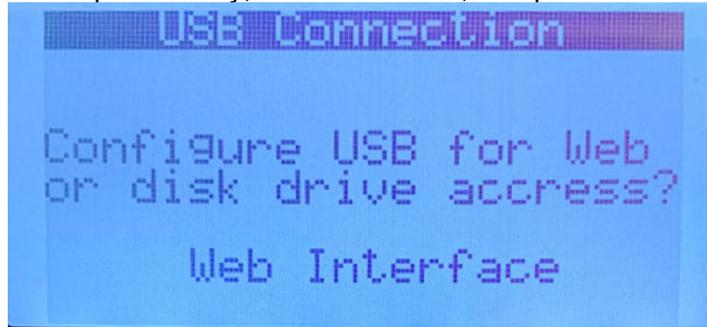
5. The screen will then prompt you to open an internet web browser (Google Chrome, Firefox, Internet Explorer, etc.), and enter a certain IP address into it. In the example below, the controller has prompted the user to enter the IP address of 100.127.0.1 into their web browser.

    a. When entered/connected properly, the WebUI screen will appear (as shown below).
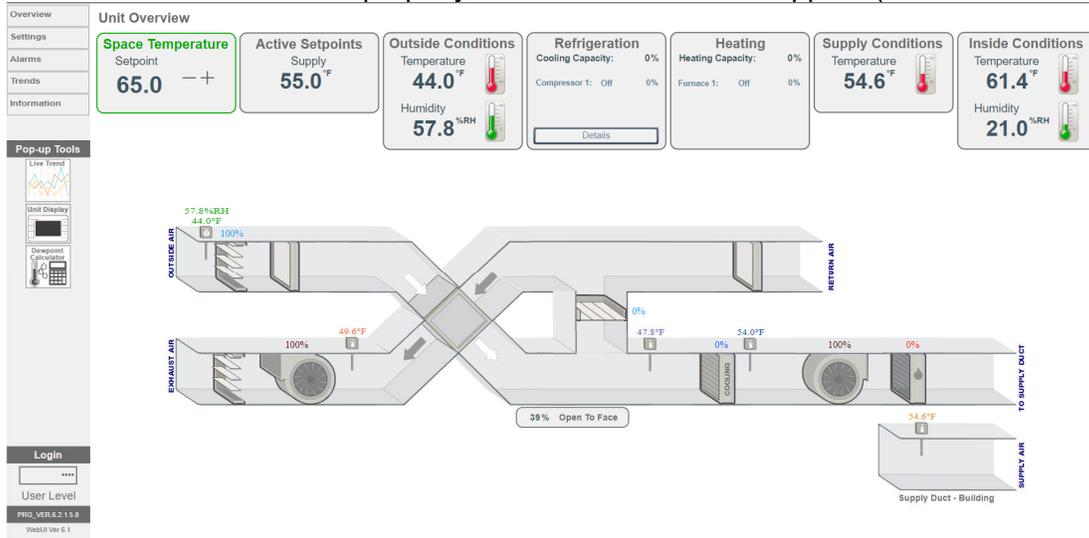

6. You are now connected to the WebUI. Proceed to the section on Using the WebUI.

Connecting to the WebUI with an Ethernet Cable:

If the computer being used to access Web UI is not already on the same building network as the controller, you must first set a static IP address on the computer being used. To set a static IP address, begin with Step 1 below. Otherwise, continue to Step 2.

1. Set a static IP address on the laptop.
   a. Navigate the laptop to Control Panel > Network and Internet (or Network and Sharing Center) > Network Connections (or Change Adapter Settings).
   b. Right click on the laptop's Ethernet connection and select properties.
   c. Select Internet Protocol Version 4 (TCP/IPv4) and click on Properties.
   d. Designate an IP address that is close to the controller's IP address (but not identical to) and has a matching subnet mask.
      i. In the example below, the Carel controller's settings were…
         - IP Address: 192.168.1.**125**
         - Mask: 255.255.255.0
      ii. To allow the laptop to communicate with the controller, the laptop's settings were input as…
         - IP Address: 192.168.1.**126**
         - Subnet Mask: 255.255.255.0
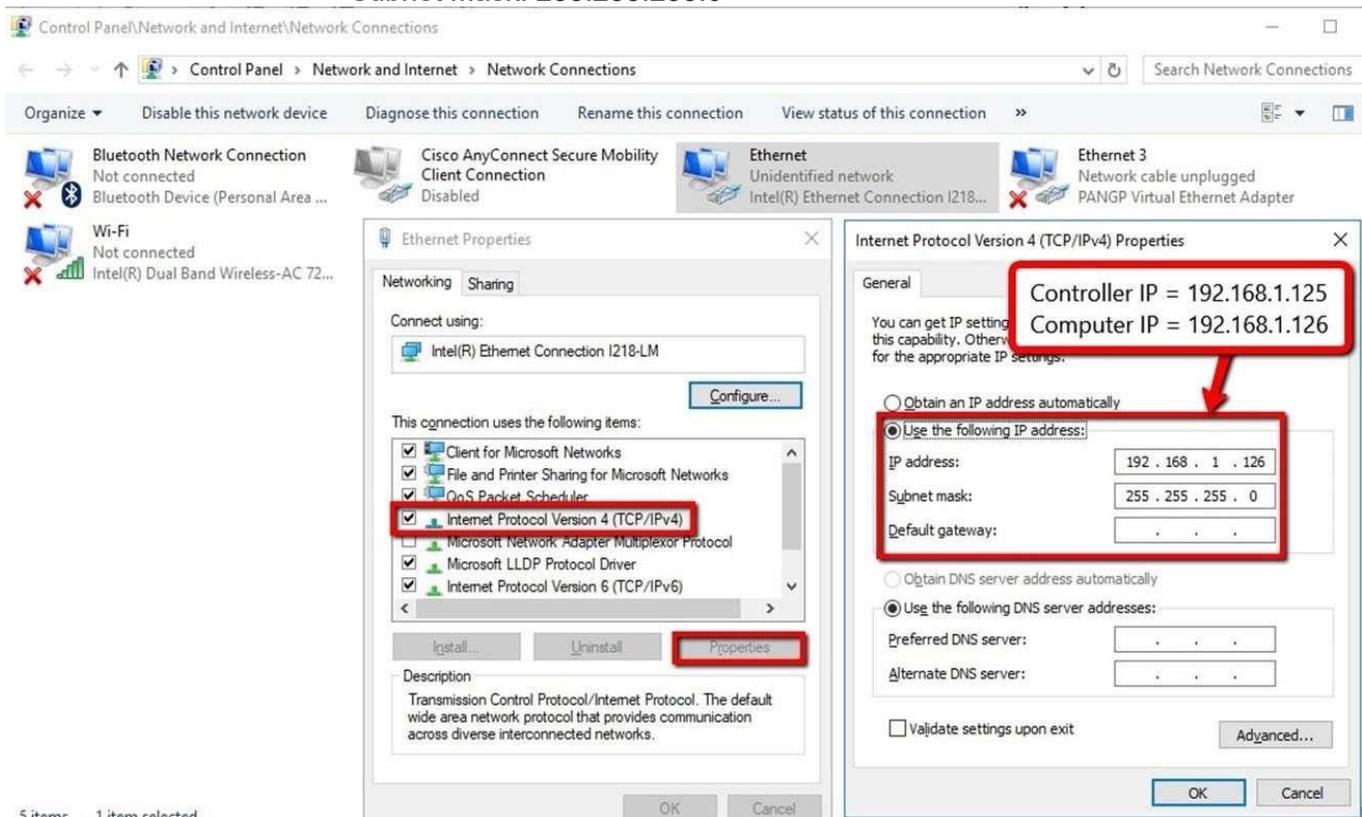
2. Verify that the computer can communicate with the controller by "pinging" it.
   a. Open the Command Prompt on the laptop.
   b. Type in the following, "ping #.#.#.#" (where #.#.#.# is the IP address of the Carel controller) and hit enter. For example, if trying to ping a controller whose IP address is 192.168.1.125, the user must type "ping 192.168.1.125" and hit enter. A successful pinging attempt will look like this…

3. Open an internet web browser (Google Chrome, Firefox, Internet Explorer, etc.).
4. In the address bar of the web browser, you will need to type the following, "#.#.#.#" (where #.#.#.# is the IP address of the Carel controller) and hit Enter. An example of this is shown below where the controller's IP address was 192.168.1.101.
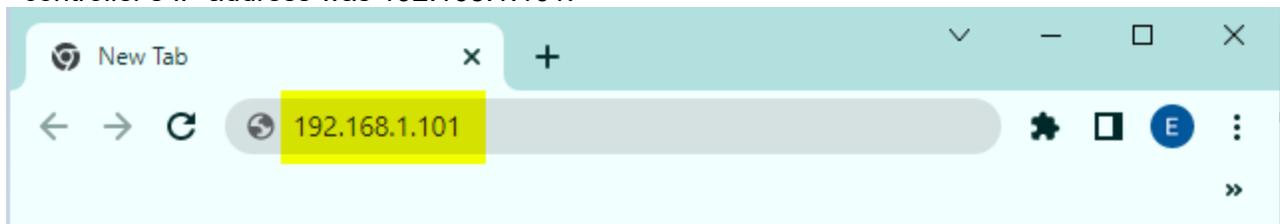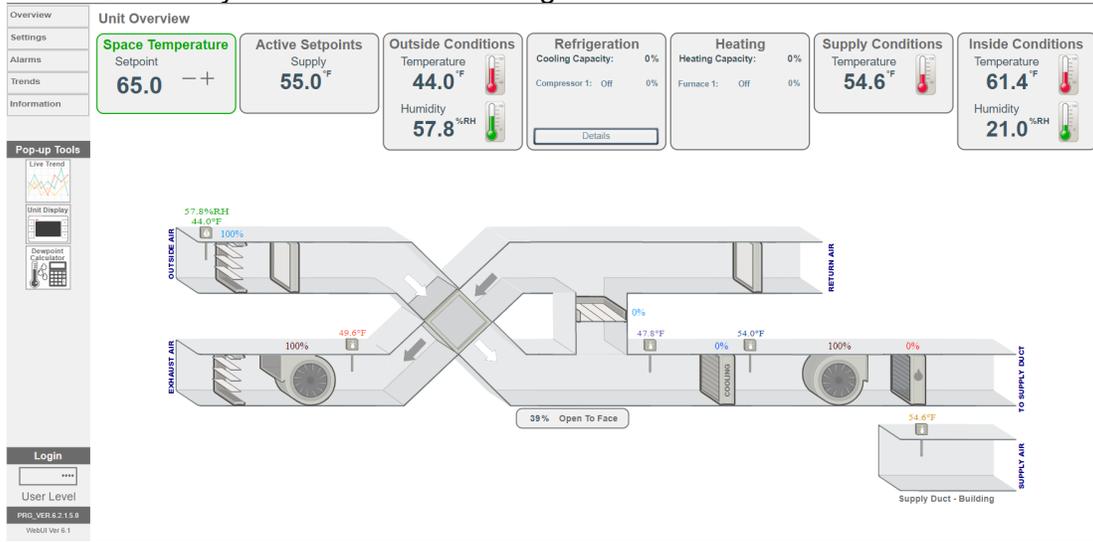

a. When entered/connected properly, the WebUI screen will appear (as shown below).
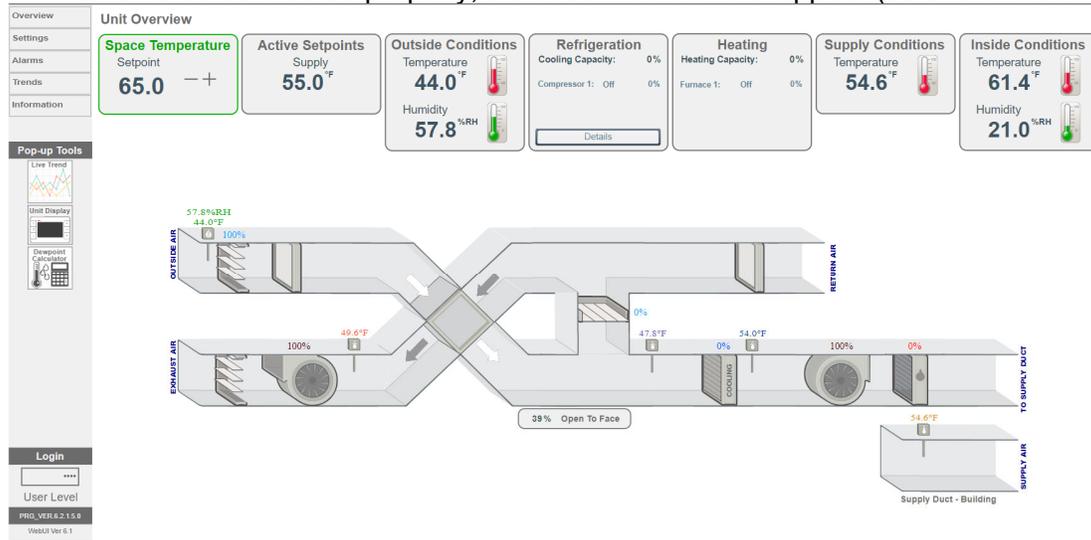
5. You are now connected to the WebUI. The next section covers navigating and using the WebUI.

Using the WebUI:

1. From this page, you can see what each component in the unit is doing, and many of the unit's temperature & humidity sensors' current readings.

2. If the "Live Trends" button is pressed, a browser window will pop up which will allow you to select various sensors or outputs in the controller to watch their behavior over time.

3. If the "Unit Display" button is pressed, a browser window will pop up which will allow access directly to the display of the unit controller. This window will display exactly what is currently on the physical controller's display. Any changes made through this window will also affect the unit controller's settings.

4. The "Dewpoint Calculator" allows you to enter any two values and get the third one as a calculated value. These three values are Relative Humidity, Dry Bulb Temp, and Dewpoint.

5. Inside of the Settings tab, users can view and adjust most of the main setpoints in the unit. The Changed Parameters tab will show all controller settings that have changed away from the factory default.
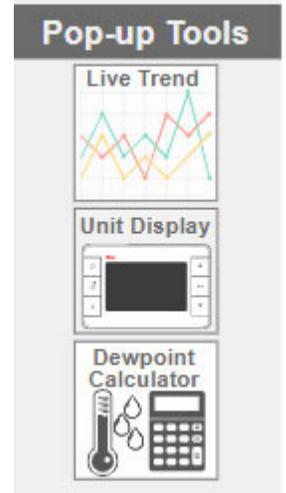
6. The Alarms tab shows the currently active alarms in addition to alarm history for the unit. This is also where a user can reset active alarms and clear the alarm history.

7. The trends tab allows live trending of points, like the Live Trends pop up tool, but the Trends tab also allows user to download trend files to a computer.

8. Finally, the Information tab provides contact information for technical support as well as links to the unit's BMS points list and the controller IOM.