

SYGNAL

AMBIENT INTELLIGENCE



Sygnal Ambient Intelligence

Chatterbox User Manual

Publisher
Sygnal Ambient Intelligence
Phone 1300 844 429
Fax 07 3870 8270
Internet www.sygnal.com.au

Revision 01.19

This Technical Manual describes the service and troubleshooting of Sygnal Digital Inverter Ducted split air conditioners.

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Sourcing

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1. Chatterbox

1.1 What is Chatterbox?

Chatterbox is a communications device providing a User Interface (UI) connection between a computer or personal device (smartphone or tablet) and any of your Sygnal climate, lighting, automation products. Chatterbox can also be used to communicate with some other product brands including other home automation products.

1.2 Compatibility

A User Interface (UI) has been developed to simplify the commissioning, use and change of operating parameters for the Sygnal range of products. A click of “Other Systems” at the top of the user page switches between the various Sygnal systems, climate control, lighting control etc.

1.3 Versatility

Though Chatterbox has been designed for integration with Sygnal systems it can be supplied with RS485 and RS232 for connection to other devices should this be desirable.

1.4 Simple and Upgradable

The Chatterbox architecture allows for remote upgrade of many features so as development continues new features can be added via an internet connection.

1.5 Plug & Play

You can also add one of the other Sygnal systems such as climate control and lighting control. Sygnal systems are “plug and play” you don’t need to call in a programmer, automation specialist or specialist technician. Once the systems are connected on the same LAN they recognise each other and the appropriate interface is loaded without the need for you to do anything.

1.6 Html User Interface

The html user interface can be used on most devices with a browser from Smartphone or tablet to PC. The display results vary slightly depending on your device and browser type used. Many people choose the iPad mini as their UI platform but a laptop, PC or even your iPhone can be used to control your Sygnal product. Now, you’ll likely not use your phone or tablet often to turn lights on and off, after all you have switches in all the normal places, but when you want to change a time clock setting on your perimeter security lights or change a group setting, even set multiple dimming levels to create the mood you want for a special occasion, the UI is fast, easy and convenient.

1.7 Remote Access

Providing your chatterbox is connected to a Local Area Network (LAN) with an internet connection, Chatterbox allows you to remotely access your Sygnal systems remotely. This feature can be convenient for many reasons and is achieved by a secure connection through the Sygnal Mothership (MS) global server. You first login to MS and then browse to your various Sygnal devices connected to your MS account. Your MS account can provide access to your Sygnal devices at multiple locations so if you are a building manager you can have access to all your sites at your fingertips through this one convenient and simple access point.

2. How to Install your Chatterbox

There are two different methods for connecting to your chatterbox. The method you choose will depend on your location and the type of installation you have in your building. You may either choose to install via the Wi-Fi Service dongle (see 2.1) or via a LAN connection – recommended (see 2.2). Please note that installing via the Wifi Service dongle is only recommended during commissioning and not as a permanent online connection solution.

2.1 Direct Connection via the Service Wi-Fi Dongle

NOTE: The service dongle is for use when commissioning your system and only when no LAN connection is available. Some warranty terms are affected when connecting using this Wifi service dongle solution.

Each chatterbox can create its own network via the attached Wi-Fi service dongle. This means you can connect your smart device/computer to the chatterbox network. The network name is noted on the cover sticker: SSID: Sygnal ** * * * where “*” is a unique number for each different chatterbox.

1. The Password noted on the cover sticker is chatterbox (*Figure 1, 2, 3, 4*)
2. Once connected to the chatterbox network you can open your browser and browse to the chatterbox IP address 192.168.2.11 also noted on the cover sticker. (*Figure 5, 6*)
3. You may wish to bookmark the page or add a link to your home screen on your device, so that you can press the link instead of having to refer back to the IP address each time you wish to connect. (*Figure 5*)
4. Direct connection requires your personal device/PC to be within range of the chatterbox network. As this range can vary significantly depending on building conditions, the preferred method of connection is via a LAN as discussed in the following paragraph.



Figure 1 – Label on chatterbox shows MAC address, IP address and password



Figure 2 – Select Sygnal network in Wi-Fi settings

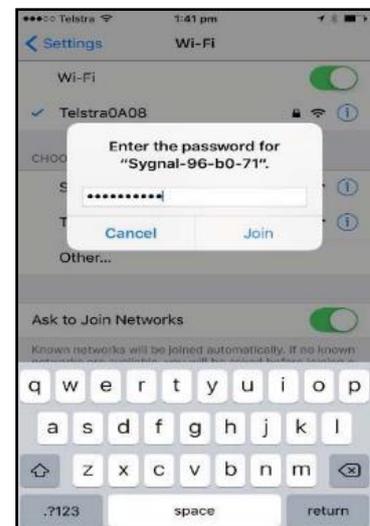


Figure 3 – Enter the password - chatterbox

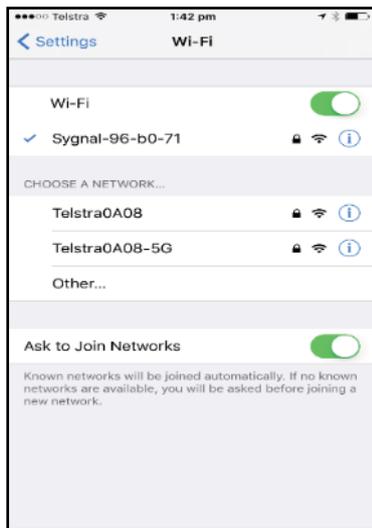


Figure 4 – Logged onto network



Figure 5 – Type IP address into browser & add to home screen or book mark



Figure 6 – User Interface

2.2 Direct Connection via your LAN - Recommended

Connecting your chatterbox to your local LAN via a network cable connected from your chatterbox to your router or a switch connected to your router is the preferred and best method for regular connection. You can then access your chatterbox from anywhere you have LAN coverage. (Figure 7)

When a connection is made your router will assign a unique IP address to the chatterbox. You can find this IP by checking in your router settings but we recommend you download one of the free programs for your apple or android device such as FING (Figure 8). Such programs search your LAN and list all connected devices. This will enable you to find your chatterbox IP, typically look something like 192.168.1.12 or similar number (Figure 9). By typing this number into your browser you will be able to access the Opening page of your chatterbox.

NOTE: Some routers ship with UPNP disabled. You should check your router instruction manual for details on how to check this setting. Without UPNP enabled, Chatterbox cannot connect. Remember that after power failure your router may assign a different IP number to your chatterbox. In this case you will need to scan your network with FING or similar again to find the new IP. It is possible to set a fixed IP in your router settings however the method varies depending on your router brand and model. Your IT specialist should be able to help. Connecting your chatterbox to your router using a cable gives a level of access control as access can only be achieved by persons or devices having your LAN access password.



Figure 7 – Connecting via Ethernet cable

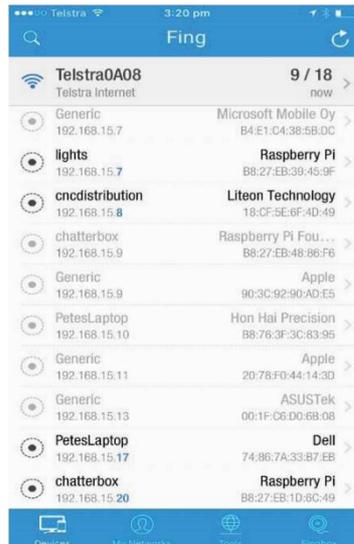


Figure 8 – Use FING or similar to scan network



Figure 9 – User Interface Launches. Note IP Address is same as listed on the FING Scan. (bottom of middle image)

2.3 Lost chatterbox connection?

Please note that if you have lost connection with your chatterbox, this can be a result of a power interruption which can de-stabilise the chatterbox from your router.

Please try the following.

1. Turn off power to the air conditioner from the circuit breaker located near your outdoor unit or an AC switch in your mains box.
2. Leave for 1 minute
3. Turn back on and wait 10 minutes
4. Try and connect again
5. If unable to connect please visit <https://www.sygnal.com.au/service-call-request>

3. Examples of User Interfaces (UI) Images



Figure 12 – Example of Sygnal Climatepoint multi-zone temperature control user interface on an Ipad Mini.



Figure 13 – Example of a Sygnal Lightpoint lighting control interface on an Ipad Mini