

Installation status in Ampio Cloud

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The Ampio system is intended for installation and configuration performed by qualified installers. This is also reflected in the design of the Ampio Cloud. One of the mechanisms of such a system establishment model is the mechanism of installation statuses. This mechanism makes it possible for installers to configure the system remotely during its implementation and, at the same time, provides transparency and grants the owner control over who and when may access his/her installation.

Installer association

In the majority of cases, the first association that is created between a building automation system and an Ampio Cloud account is the association of an installer working on the installation's implementation. Such an association is a special type of an association. It enables the installer to grant the investor installation owner rights. Thanks to this association, the installer can also carry out remote configuration actions, or verify whether the system's functionalities linked to the Ampio Cloud are working correctly.

A user that has received installation owner rights has an overview of the list of installers associated with his/her installation after logging into Ampio Cloud at cloud.ampio.com. The list is available in the *Support* section.

Installation status

The installation status that is available for preview after logging into the Ampio Cloud panel, indicates the progress of installation works of an Ampio building automation system. There are three stages of each installation.

Development status

Each new M-SERV class device that connects to the Ampio Cloud for the first time, registers the installation status as "development". This means that the building automation installation, to which the module is connected, is currently being implemented and configured.

As long as this status remains active, the installer who created the installer association between his/her Ampio Cloud account and the installation, is permitted to create remote connections to the installation and to share it with other users - especially with the investor and other household members.

Start-up status

Once implementation works of the building automation system are finished, the installer or installation owner registers this fact in the Ampio Cloud. This can be achieved by logging into the Ampio Cloud panel at cloud.ampio.com and selecting *Settings*.

Clicking on the *Mark as completed* initiates a 30-day start-up period. Within that timeframe, the installer may still connect remotely to the installation in order to make configuration changes in response to comments submitted by the installation users. During the start-up period, it is possible to revert the installation to a *development* status.

The generation of an Installation Card, which is the basis for the extended warranty for Ampio products, is only possible after the *start-up status* of the installation has been declared. For more information see [General Warranty Terms and Conditions](#).

Installation completed

After 30 days from the commencement of a *start-up status*, the installation automatically changes its status to completed. From that moment on, the installer who established the building automation system no longer has the ability to connect remotely to the installation.

Once the installation is given the completed status, it is not possible to revert it back to development or start-up.

Support for a concluded installation

If there is a need for granting an installer remote access to the installation after it has been completed, there is the *remote access* mechanism under *Support* that allows the installer temporary access in order to give the necessary technical support. The mechanism lets the installer who originally performed implementation works, or any other installer, get time-limited access to the installation.

In order to enable remote access, go to *Support > Remote access* and select one of the installers associated with the installation, or enter an e-mail address of another installer that you want to grant access to.

Support type associations are only active for 24 hours. The installation owner can also revoke access before its expiration date.