





Symphony - Everything in Harmony.

Congratulations on your choice to install a WaterFurnace geothermal heat pump with Symphony as your Wi-Fi enabled comfort platform. This platform is easy to use and provides the convenience of monitoring and controlling your geothermal heat pump through any internet-enabled device. It's perfect for vacation, second homes, those that travel frequently, or those who want the power of their geothermal heat pump in the palm of their hands...

literally. Symphony is a Wi-Fi enabled smart comfort system for your geothermal heat pump that is unsurpassed in its ease of use, feature set and capability. Symphony marries the sophisticated Aurora controls of your WaterFurnace Geothermal System with a web enabled Aurora Weblink Router giving you access to your comfort geothermal heat pump from practically anywhere. Symphony is cloud-based and includes your whole geothermal system and isn't limited to just the thermostat as in other 'smart thermostat' systems. Symphony web-portal provides control over every aspect of your geothermal heat pump including:

- View your geothermal system's operation from anywhere. Great for vacation or second homes.
- Dashboard for quick review of operation, alerts and energy use (if installed).
- Smart Device capability
- Modify your zone temperature setpoints and programs remotely (not available on water to water heat pumps)
- IntelliZone2 zoning system compatible to access up to 6 zone thermostats with variable speed, 4 zones with dual capacity, and 2 zones with single speed geothermal heat pumps. (not available on water to water heat pumps)
- Observe and track WaterFurnace energy use for the last 13 months (if installed).
- Receive equipment alerts and service reminders (as well as your dealer) via email and texts
- Monitor earth loop and air temperature of your geothermal water to air heat pump directly (if installed).
- Monitor earth loop and storage tank temperature of your geothermal water to water heat pump directly.
- Utilize a 'wireless' thermostat system with no visible thermostats using a smart device. By mounting a communicating thermostat in a closet with external mud-in sensor located in the living space, a smart device can be used as a wireless thermostat for the ultimate in flexibility (TPCC32U01, TPCM32U03A, TPCM32U04A, or MasterStat only) (not available on water to water heat pumps)
- Optional Add-on sensor for sump pump alarm. If a sump pump overflows you will receive a text or email.

Symphony provides detailed feedback of your comfort system in real-time as well as the tools you need to control it. Change the thermostat from your smart device. View fault notifications while you're on vacation. Share with your friends how much energy you've saved since installing your WaterFurnace. Symphony tracks energy data and allows you to view an instantaneous, monthly, or 13-month history. It's the most precise energy monitoring platform available. The convenience and amount of information available from Symphony will help harmonize your life.

So sit back and relax - your Symphony has just begun.

**Account Name:** \_\_\_\_\_

**Location Address/City/State:** \_\_\_\_\_

**Geothermal heat pump Name:** \_\_\_\_\_

**AWL ID:** \_\_\_\_\_



## ATTENTION!

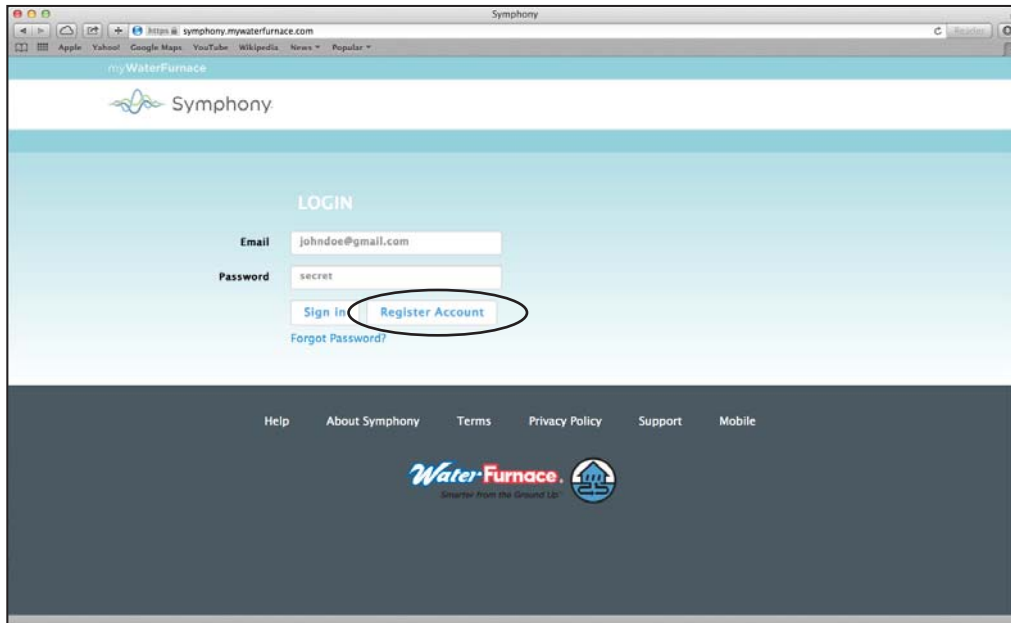
Symphony is **NOT** intended as a **SAFETY DEVICE**. Instead, Symphony is intended **ONLY** to provide you with convenient notification of the status of your equipment. A Symphony/AWL limited Warranty Certificate was shipped with the device.

The system is not a certified emergency response service and may not be linked to any emergency service contact numbers. The Symphony system has not been designed or programmed as a first response, emergency notification system. WaterFurnace expressly disclaims any and all warranties, express, or implied, and including warranties of merchantability or fitness for a particular purpose, that the system will detect or provide any notification of any or all problems and events – of any kind whatsoever- at your residence. Further details of the end user license agreement can be found at [HTTPS://symphony.mywaterfurnace.com](https://symphony.mywaterfurnace.com).

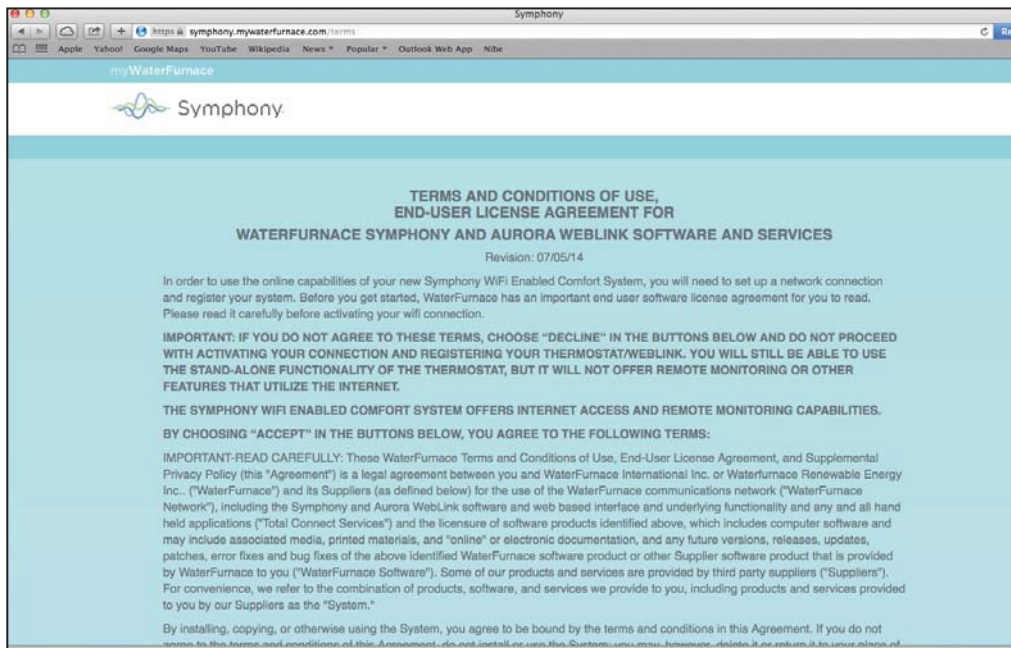
# Symphony Registration

## Registering your AWL for the Symphony Portal

To create an account, and register your AWL for the Symphony Portal, visit this URL: <https://symphony.mywaterfurnace.com>. A valid e-mail for account registration and notifications is required.



Click on the “Register Account” button



Read the Terms and Conditions, Privacy Policy, and End-User License Agreement. These documents are also available at any time for viewing or print on the Symphony Portal. By clicking “Accept Terms” you are in agreement of the Terms and Conditions, Privacy Policy and End-User License Agreement and may continue the installation process.

## Symphony Registration cont.

Fill in your registration information, and then click the "Register" button.

### ACCOUNT REGISTRATION

All fields marked with \* are required.

\* Email Address

\* Password

Re-enter \* Password

\* First Name

\* Last Name

\* Address

Address 2

\* City

\* State/Region

\* Postal Code

\* Country

\* Phone

\* Cell Phone

#### NOTIFICATION SETTINGS

Want notifications of possible problems with your devices? We can send you email or text message notifications when a problem arises. You can provide as many email addresses/cell phone numbers as you would like, or leave them blank if you are not interested at this time.

Notification Email Address(es)

JaneDoe@waterfurnace
-
+

Notification Cell Phone(s)

+1 (555) 555-5555
-
+

The Symphony System provides the ability to receive text and/or email notifications of alerts and alarms from your Geothermal system. Add as many cell and email addresses as you desire. Upon each alert and alarm event you will receive an email/text detailing the event. Approximately 30 minutes later you will receive a second duplicate email/text. Your installing dealer will also receive these alarm emails/texts so that he can respond.

## Symphony Registration Cont.

Symphony allows multiple geothermal heat pumps in multiple locations (homes). For instance your primary home in Indianapolis can have 2 geothermal heat pumps and your vacation Florida home can also have two geothermal heat pumps. It is helpful when setting up a location that the city name be included in the location name for easy reference. **BE SURE TO SELECT THE APPROPRIATE TIME ZONE!** Add location information for the home's location then click on the "Add Locations" button on the lower left.

### ADD LOCATION(S)

All fields marked with \* are required.

* Location Name	<input type="text" value="Home"/>	
* Address	<input type="text" value="9000 Conservation Way"/>	* Address 2 <input type="text"/>
* City	<input type="text" value="Fort Wayne"/>	* State/Region <input type="text" value="Indiana"/>
* Postal Code	<input type="text" value="46809"/>	* Country <input type="text" value="United States"/>
* Timezone	<input type="text" value="Eastern Time"/>	* Phone <input type="text" value="+1 (555) 555-5555"/>

## Symphony Registration Cont.

The Symphony allows multiple devices (geothermal heat pumps) under each location. It is helpful if this device name be descriptive of the geothermal heat pump and type. For instance a device name of "Great Room Geothermal Heat Pump" or "Whole House Geothermal Heat Pump" for example would be useful for easy reference.

Fill in a Device Name for your AWL, and enter the Gateway ID and Gateway CRC numbers found on the bottom of your AWL. Click the "Add Device(s)" button.

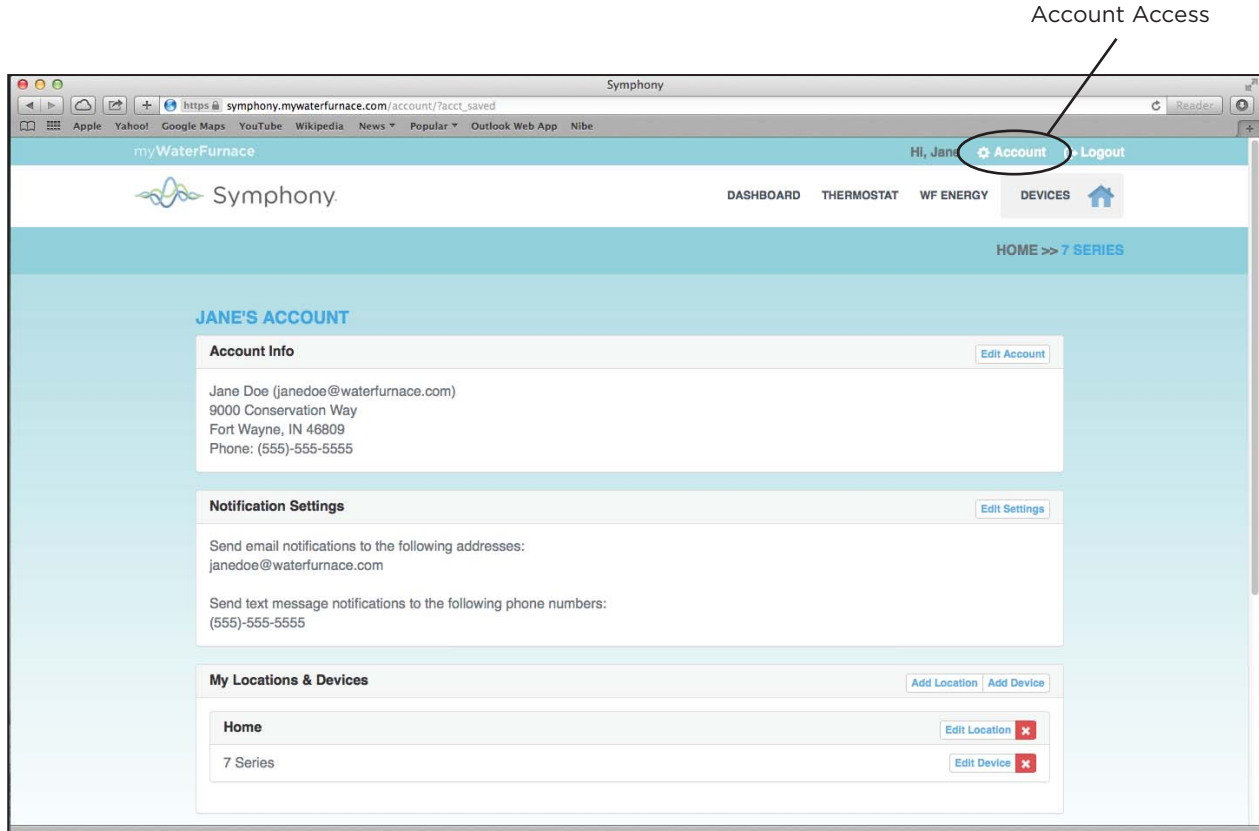
### ADD DEVICE(S)

All fields marked with \* are required.

* Device Name	<input type="text" value="Series 7 AWL"/>	* Device Type	<input type="text" value="AWL"/>
* Location	<input type="text" value="Home"/>	* Dealer Name	<input type="text" value="Brown's Heating and Cooling"/>
* Gateway ID	<input type="text" value="001EC01100C6"/>		
* Gateway CRC	<input type="text" value="4E44"/>		

# Symphony Registration Cont.

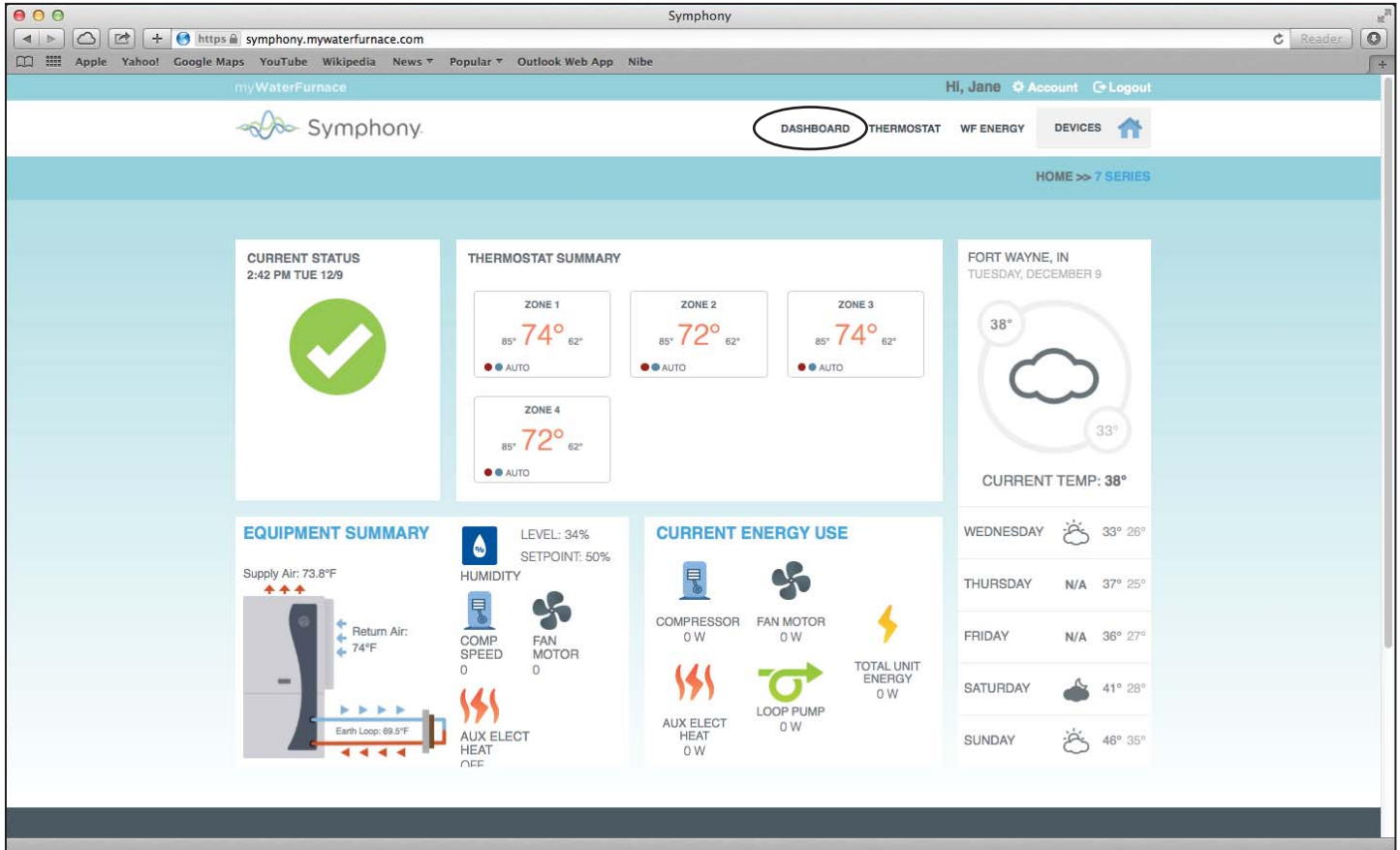
Verify your Account Information.





# Symphony Operation

Click on "DASHBOARD" menu item at the top of the page. The Dashboard screen shows an overview of your geothermal heat pump. At this point you are finished with the registration process.

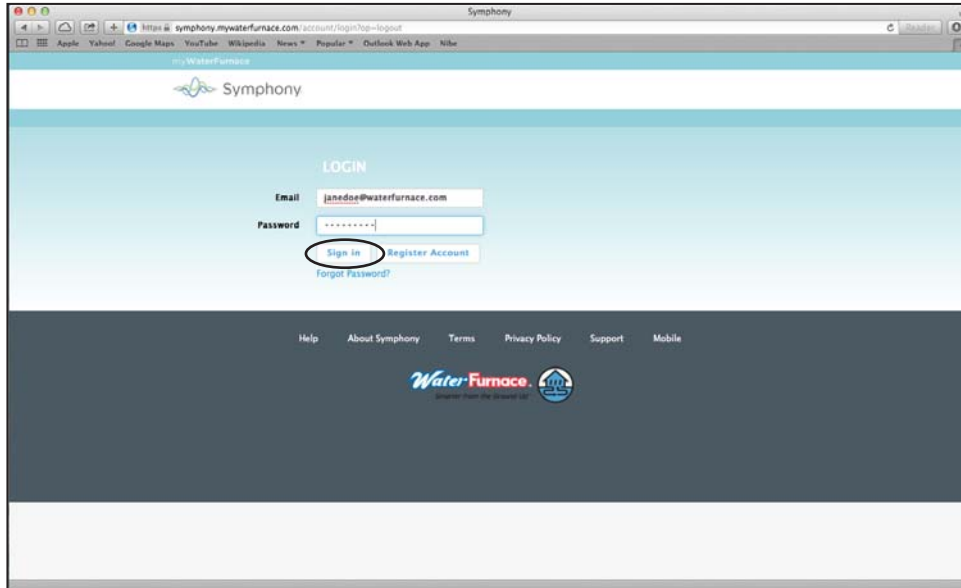


**Note:** Depending on your system configuration, the information displayed might appear slightly different.

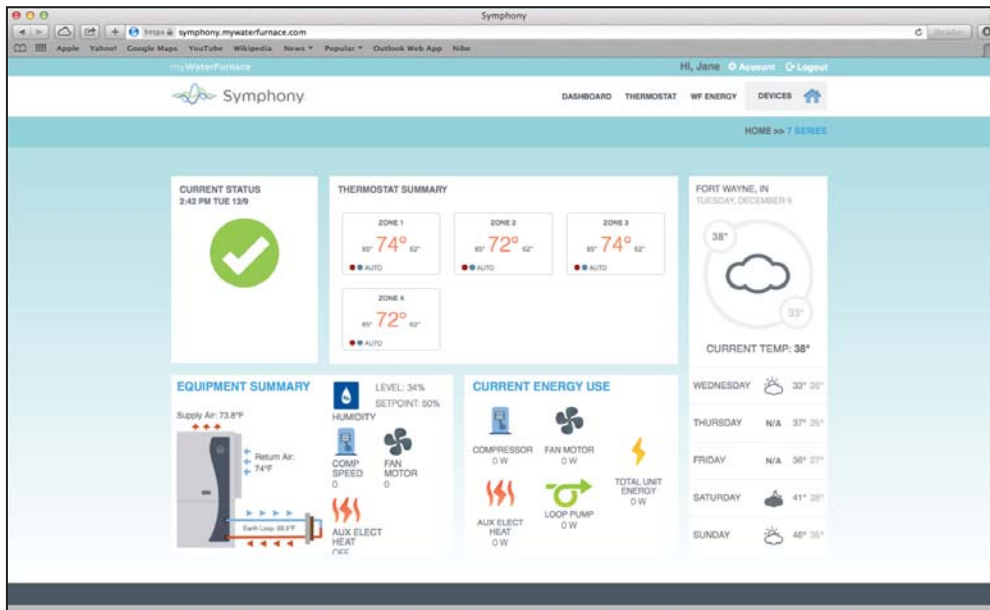
## Symphony Operation Cont.

### Logging in to your AWL Symphony Portal

Enter the portal URL, <https://symphony.mywaterfurnace.com> into your web browser. Then enter your email and password that you used to register your AWL, and then click the Sign In button. This will take you to your Dashboard page. This address and password can be saved in the browser as a favorite for easy access.



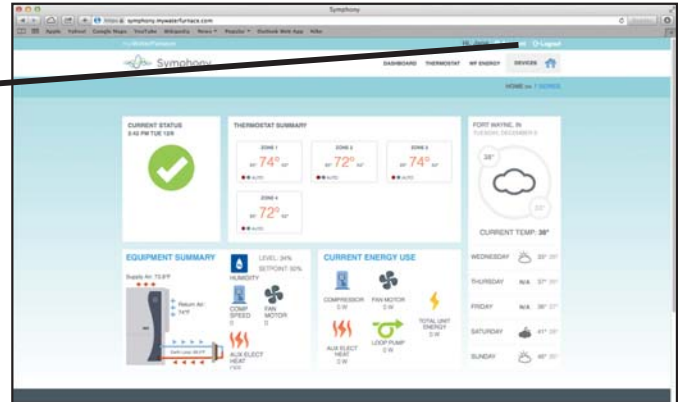
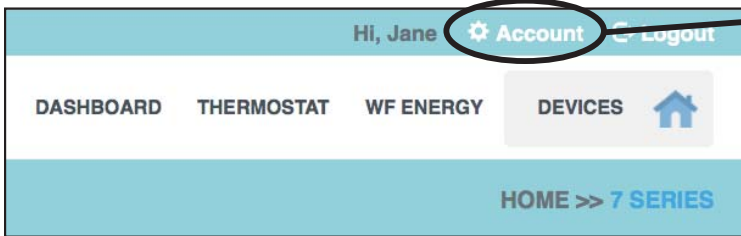
After successfully logging in, the Dashboard will appear.



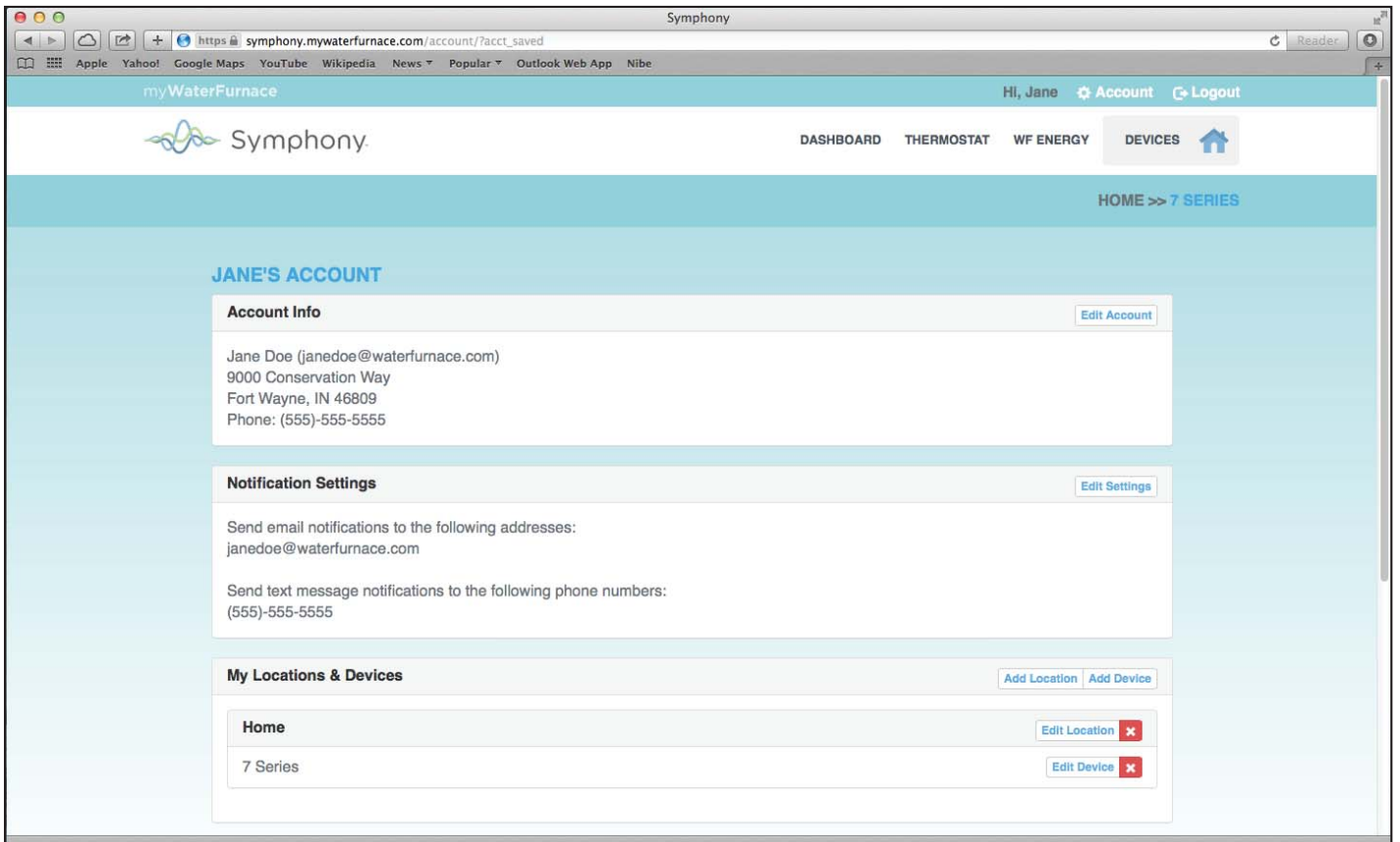
## Symphony Operation Cont.

### Accessing your account information for your AWL Symphony Portal

To access your account information, go to the upper right of the screen and click on "ACCOUNT" to bring up the account screen for editing any of your account settings such as address, notifications settings and editing locations and devices.



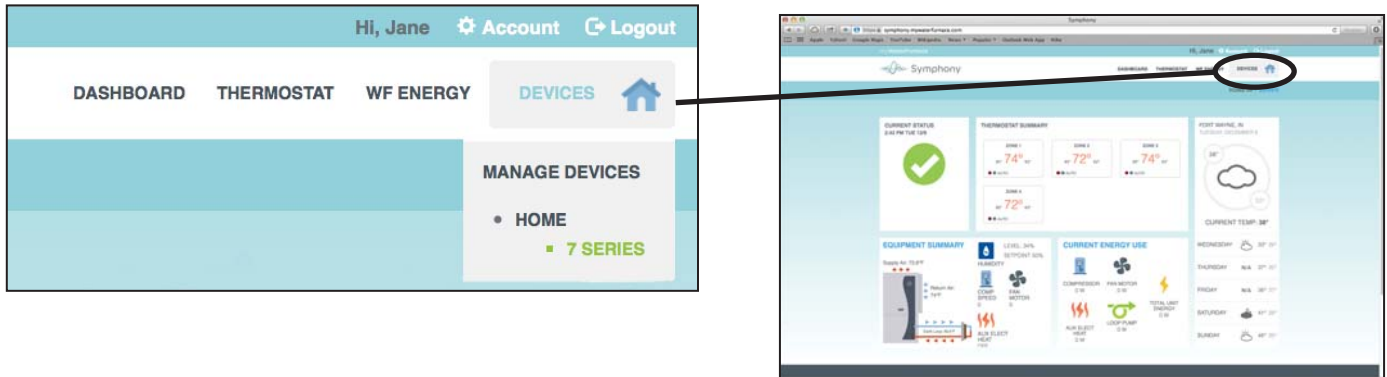
From your account page, you can edit account and notification settings, and add or remove locations and devices.



## Symphony Operation Cont.

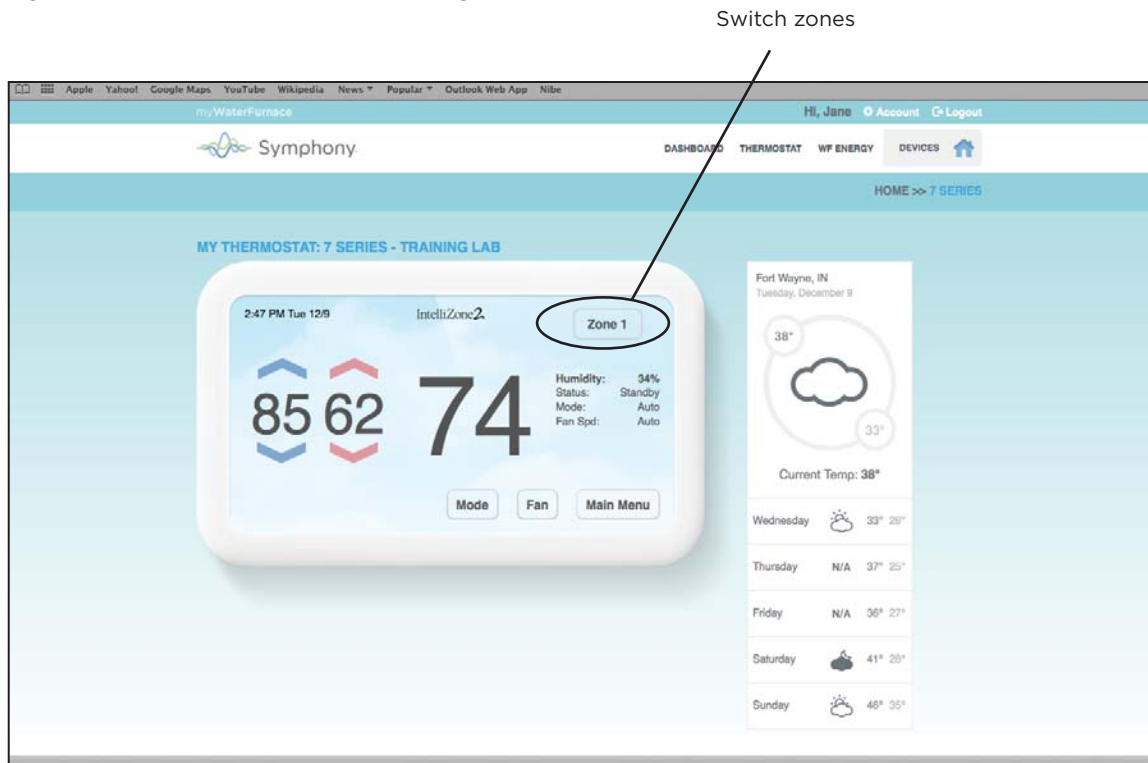
### Switching Between Different Devices

To switch between different devices (geothermal heat pumps) and locations, click on the “DEVICES” button in the upper right hand corner and select the device (geothermal heat pump) from the drop down menu. In many cases you may only have one location (home) and one device (geothermal heat pump).



### Controlling your Thermostat with your AWL Symphony Portal (Water to Air Geothermal Heat Pumps)

To control your thermostat with your AWL Symphony Portal, click on the “THERMOSTAT” menu item on the top of your Dashboard page. Through the thermostat interface, you can adjust your setpoints, mode and fan settings. Using the “Main Menu” button, you can access your program schedule and vacation mode settings too.



**NOTE: Depending on your system configuration, your thermostat might appear slightly different.**

Generally the Thermostat is programmed in the web portal exactly as at the thermostat. Refer to your specific thermostat operating manual for programming details. On Zoning Systems, each zone thermostat can be accessed through the “Zone” button in the upper right of the thermostat graphic.

## Symphony Operation Cont.

### Monitoring your Energy Use with your AWL Symphony Portal

**NOTE: This information is only provided on geothermal heat pumps configured with Aurora Advanced Controls with Energy Monitoring.**

To monitor your energy use with your AWL Symphony Portal, click on the “WF ENERGY” menu item on the top of your Dashboard page. The energy use page shows your energy usage for the previous 13 months on the bar graph, plus the current usage at the bottom.



The chart type can be selected between “Day”, “Week” and “Year” at the top right of the chart. Using your mouse to “hover” over the graph will give details of the particular month, day or year. The WaterFurnace energy use is tracked for several modes of the geothermal heat pump. These, exclusive features to the Symphony System, are aids in showing how your energy use was consumed. The graph colors depict the nature of the energy use.

**Light Blue** – Electric usage during cooling part load operation on low capacity compressor or <50% capacity on variable speed geothermal heat pumps.

**Dark Blue** – Electric usage during cooling full load operation on high capacity compressor or >50% capacity on variable speed geothermal heat pumps.

**Light orange** – Electric usage during heating part load operation on low capacity compressor or <50% capacity on variable speed geothermal heat pumps.

**Dark Orange** – Electric usage during heating full load operation on high capacity compressor or >50% capacity on variable speed geothermal heat pumps.

**Red** – Electric usage during heating auxiliary electric heat operation .

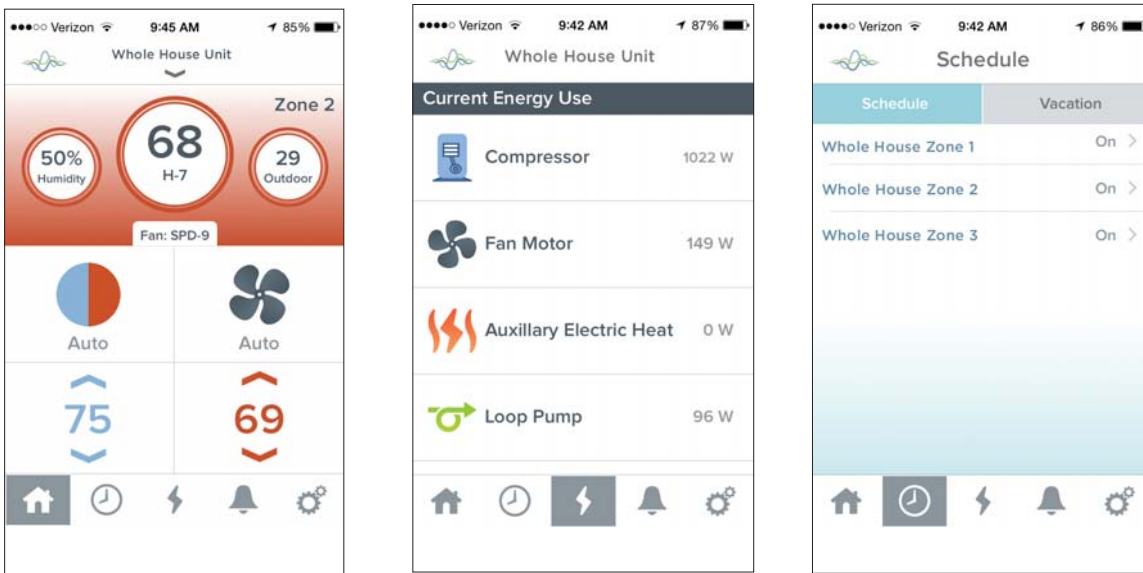
**Black** – Electric usage during fan only operation without compressor or electric heat.

## Symphony Operation Cont.

### Smart Device Application - Symphony By WaterFurnace

A smart device application has been developed for both iPhone® and Android™ operating systems. The iPhone/iPad app is available through Apple at the Apple App Store®. The Android smart device app is available at GooglePlay™ store app. The Symphony Portal lower menu of the main screen provides a “Mobile” link for direct access to these sites. Search these stores using the Symphony by WaterFurnace.

The smart device application allows remote adjustment of any/all thermostat, current local weather and forecast and will also display instantaneous energy use. The following are example screens of the iPhone App:



NOTE: Depending on your system configuration, the information displayed might appear slightly different.

### Wireless/Invisible Thermostat Applications using the Mobile Apps

In some cases it is desirable for the thermostat not to be visible on the homes walls. In this situation, the thermostat can be installed in a closet and a remote ‘mud in’ sensor (P/N TSU03) used in the wall for sensing temperature only. Then a smart device can be used as a wireless thermostat near the seating area, This is only possible with the TPCC32U01, TPCM32U03A, TPCM32U04A or MasterStat.

### Logging out of your AWL Symphony Portal

To logout of Symphony go to the upper right of the screen to “LOGOUT” and click on it to exit the program



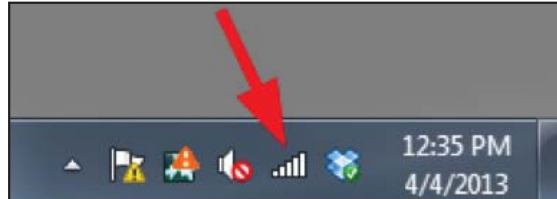
## Symphony Reconfiguration

### Reconfiguring your Symphony/AWL after replacing your home Wi-Fi Router

If you have received an email/text alert that your AWL has gone offline and this is due to the replacement of your home Wi-Fi router, your AWL will need reconfigured for the new home router. You will need your password/passphrase for the newly installed home router to gain access. Please follow the steps shown below to reconfigure.

#### Initial Configuration (For Windows Systems)

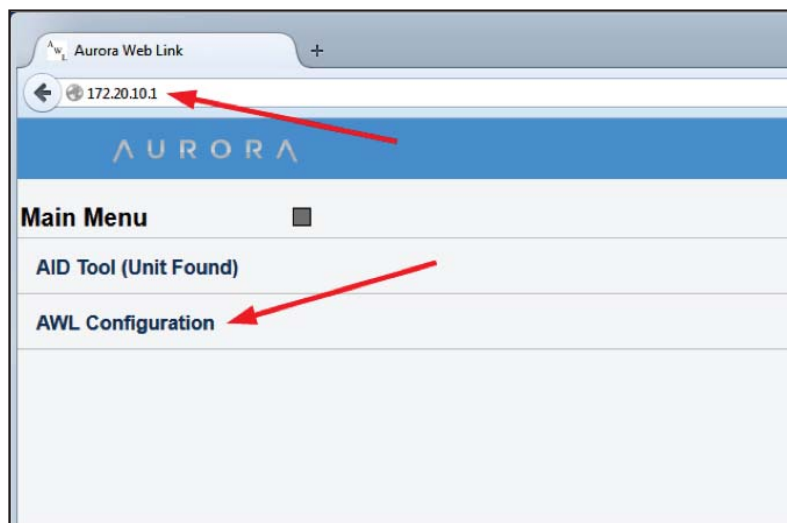
Follow these steps for the initial configuration. On your laptop, click on the Wi-Fi bars in the system tray: Or on your smart device, using Settings -> Wi-Fi:



Select the AWL-XX-XX-XX Wireless Network and select Connect:

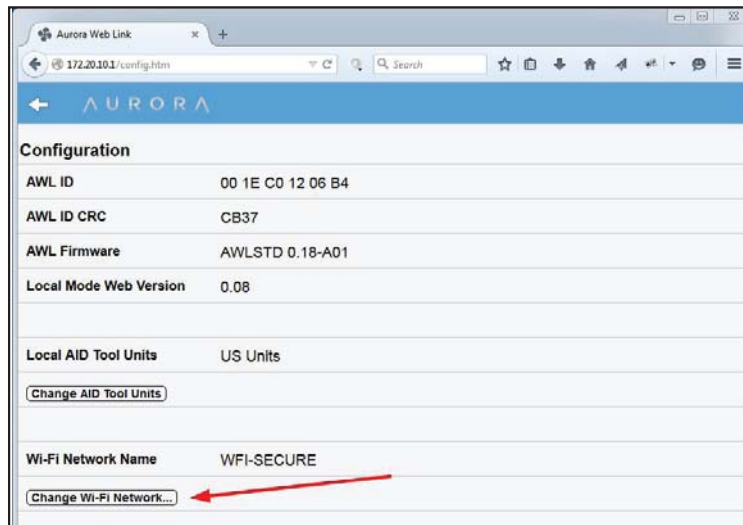


Open your web browser (Internet Explorer, FireFox, Chrome, Etc) and enter 172.20.10.1 in your browser. and press return/enter. Select AWL Configuration from the Aurora Main Menu.

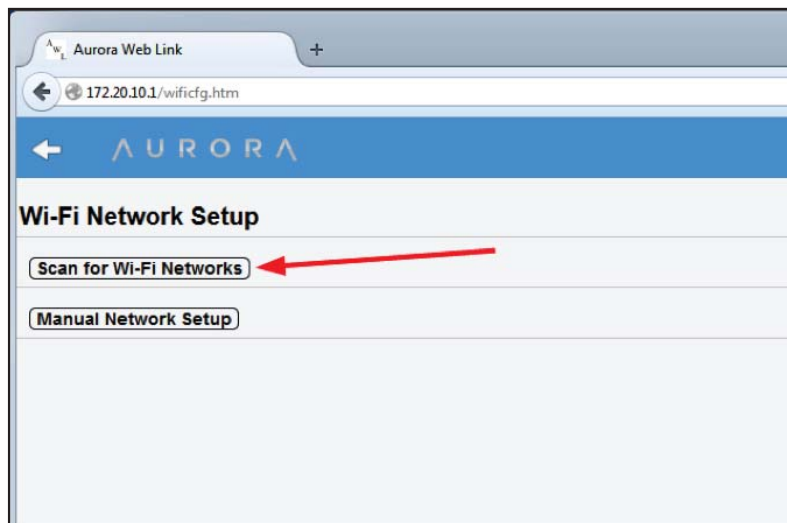


## Symphony Reconfiguration Cont.

Click on the “Change Wi-Fi Network” button:



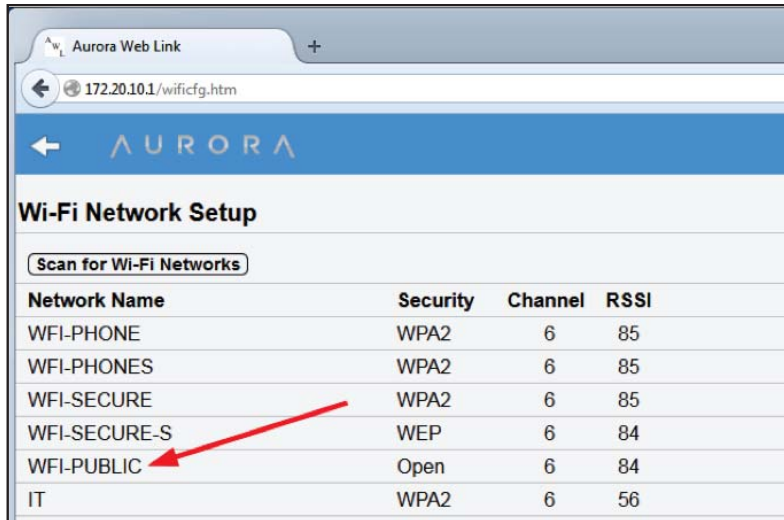
Click on the “Scan for Wi-Fi Networks” button:



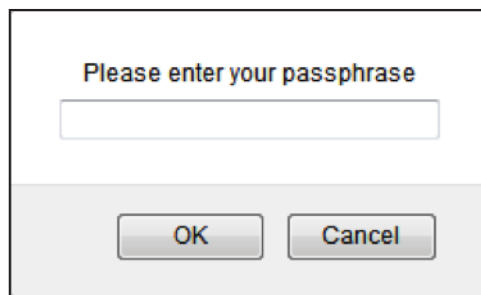


## Symphony Reconfiguration Cont.

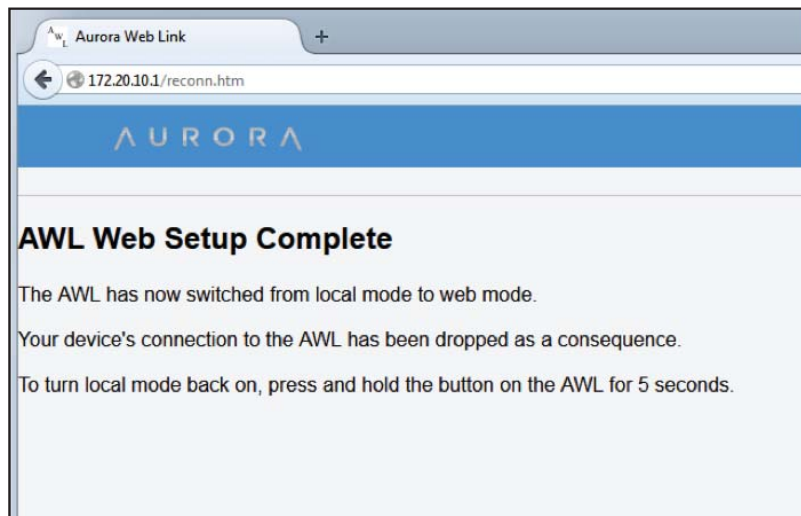
Select your home network from the list that appears. The example below is with the WaterFurnace networks. Your available networks will be different than the example shows.



Once you have selected your home network from the list, enter your Home network password/passphrase and click OK



You should see an AWL Web Setup Complete screen:



## Symphony Reconfiguration Cont.

After 20 to 30 seconds, you should see the BLUE LED on the AWL go to a solid ON state, indicating that the AWL successfully connected to the AWL Host Server.

After configuration is complete, if ever the SD card is removed, the AWL will still communicate with the web portal until there is a power outage. Upon power restoration the AWL will go directly to Local Mode and will not be able to access the internet until the original SD card has been reinstalled in the AWL. After reinstalling the original, there are 3 options to return to WebLink Mode: press and hold the mode button for 5 or more seconds, cycle power to the AWL, or wait for the 30 minute Local Mode timeout. Anytime the SD card is removed from the AWL the system data will not be saved to the SD card although it will be sent to the web portal. If a SD card other than the original SD card supplied with the AWL is installed it will save data but it will be missing necessary files to allow access to the web portal.

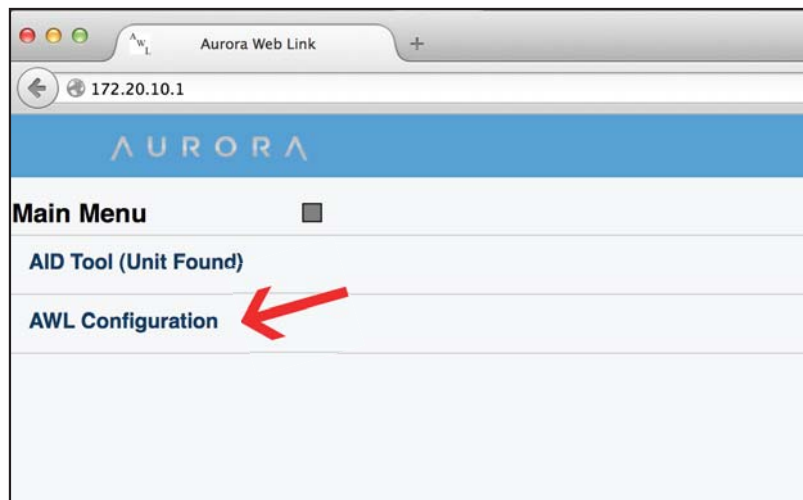
### Initial Configuration (Apple Operating Systems)

Follow these steps for the initial configuration. On your laptop, click on the Wi-Fi bars in the system tray: Or on your smartphone, using Settings -> Wi-Fi: Select the AWL-XX-XX-XX Wireless Network and select Connect:



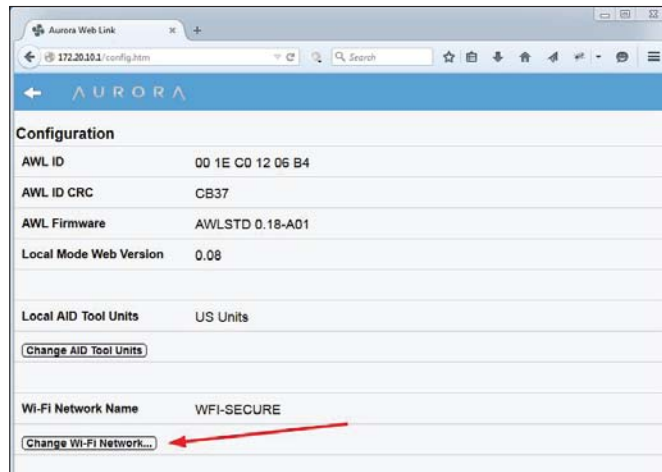
**NOTE: You may need to turn your Wi-Fi off, and then on to detect the AWL.**

Open your web browser (Safari, FireFox, Chrome, Etc) and enter 172.20.10.1 in your browser. and press return/enter. Select AWL Configuration from the Aurora Main Menu.

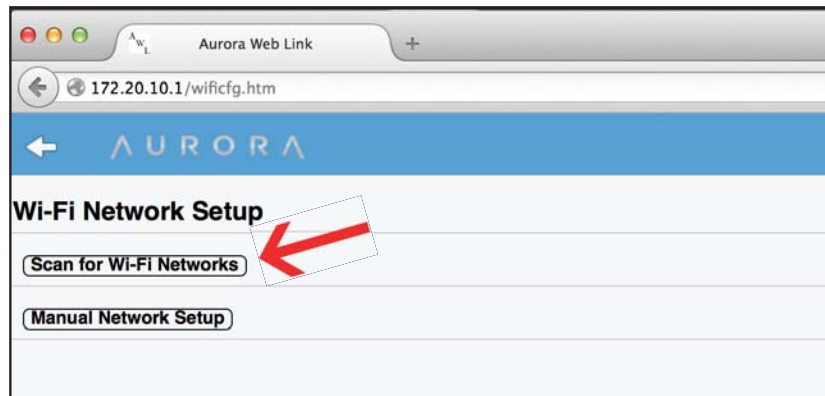


## Symphony Reconfiguration Cont.

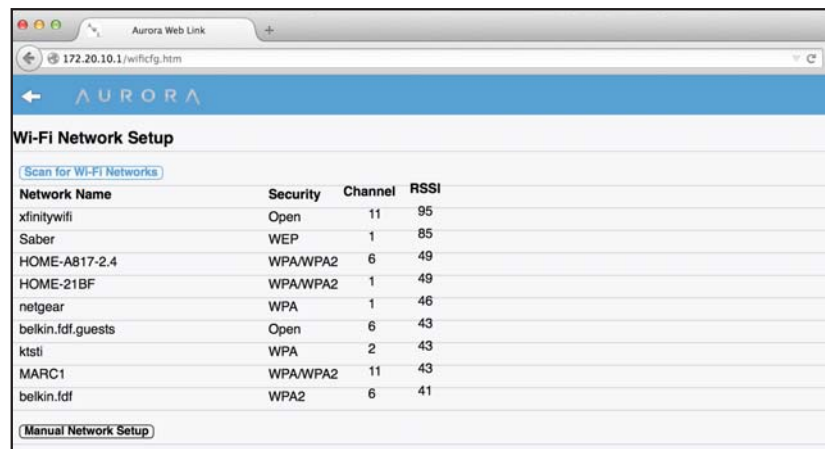
Click on the “Change Wi-Fi Network” button:



Click on the “Scan for Wi-Fi Networks” button

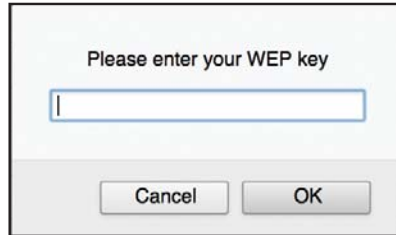


Select your home network from the list that appears. The example below is with the WaterFurnace networks. Your available networks will be different than the example shows.



## Symphony Reconfiguration Cont.

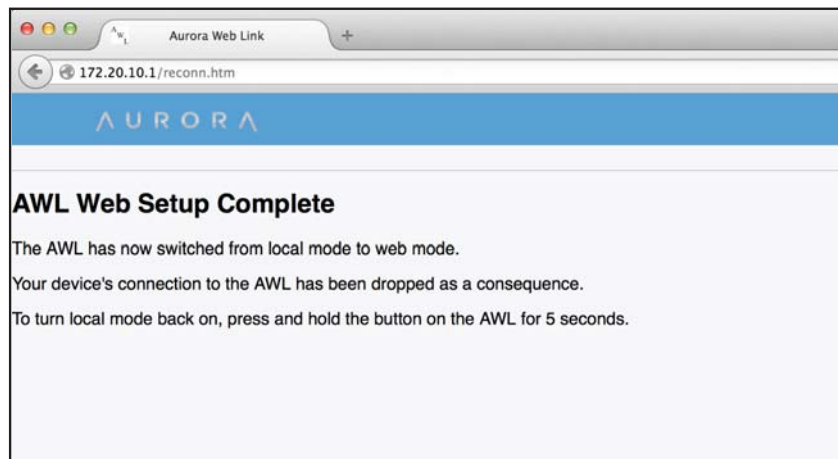
Once you have selected your home network from the list, enter your Home network password/passphrase and click OK



Please enter your WEP key

Cancel OK

You should see an AWL Web Setup Complete screen:



After 20 to 30 seconds, you should see the BLUE LED on the AWL go to a solid ON state, indicating that the AWL successfully connected to the AWL Host Server.

After configuration is complete, if ever the SD card is removed, the AWL will still communicate with the web portal until there is a power outage. Upon power restoration the AWL will go directly to Local Mode and will not be able to access the internet until the original SD card has been reinstalled in the AWL. After reinstalling the original, there are 3 options to return to WebLink Mode: press and hold the mode button for 5 or more seconds, cycle power to the AWL, or wait for the 30 minute Local Mode timeout. Anytime the SD card is removed from the AWL the system data will not be saved to the SD card although it will be sent to the web portal. If a SD card other than the original SD card supplied with the AWL is installed it will save data but it will be missing necessary files to allow access to the web portal.

## Symphony Reconfiguration Cont.

### AWL LED Status Lights and Mode Button

In WebLink Mode, the Green LED will mostly be solid (10 seconds ON / 1/2 second OFF). During Local Configuration mode it will blink fast (1/4 second ON / 1/4 second OFF).

To switch between WebLink Mode and Local Configuration Mode press and hold the Mode button on the AWL for 5 or more seconds. You should see the Green LED blink at the new mode rate.

The Yellow LED will stay on if the AWL is communicating to the ABC. If communications are lost, it will blink 2 times.

The Blue LED will stay on if the AWL is connected to and communicating with the AWL Host Server. If communications are lost, it will blink different blink counts, depending on the error.

Blue LED Blink Codes	Description	Action
2	No Wi-Fi Connectivity	Make sure pass phrase is correct
3	DNS Begin Usage Timeout	Check internet provider to make sure the internet service is good
4	DNS Resolving Host Timeout	
5	DNS Name Resolving Failed	
6	Socket Connect Error	
7	Socket Connect Timeout	
8	Start SSL Timeout	Symphony server is temporarily out for service. Try again later.
9	SSL Handshake Timeout	
10	Start WebSocket Timeout	
11	WebSocket Handshake Timeout	
Solid	WebSocket Communications are Good	None

Yellow LED Blink Codes	Description	Action
2	ABC Communications Timeout	Make sure the connection to the geothermal heat pump is good.
Solid	ABC Communications are Good	None
3	ABC/AXB software doesn't support Symphony	Contact your dealer for firmware upgrade

Green LED Blink Codes	Description
2	SD Card not Present
3	SD Card Invalid File System
4	SD Card Write Protect is On
Mostly Solid	WebLink Mode (10 seconds on / 1/2 second off)
Fast	Local Mode (1/4 second on / 1/4 second off)

### WebLink Mode and Local Mode

In WebLink Mode, the AWL passes the geothermal heat pump system information (data, request) back and forth between the Aurora system and WaterFurnace Server through the customer's personal router and internet.

In Local Mode, the AWL passes the geothermal heat pump system information (data, request) back and forth between the Aurora system and your local devices (smartphone, tablet, or laptop computer). There is a maximum of 4 local devices that can be connected to an AWL at a given time. The AWL will only stay in Local Mode for 30 minutes, and will automatically switch to WebLink Mode if WebLink Mode has been pre-configured. If the AWL was never configured for WebLink Mode, it will stay in Local Mode continually.

Power Up	Mode	Notes
Before Configuration	Local Mode	Complete the configuration to enter WebLink Mode
After Configuration	WebLink Mode	Allows internet access to the web portal
Without SD Card	Local Mode	Install original SD card and re-enter WebLink Mode
Using a <i>different SD Card</i>	Local Mode	System data will be saved to the SD card but it will not be possible to enter WebLink Mode due to missing files on the SD card. Install the original SD card or contact WaterFurnace Technical Service department

## Notes

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### **FCC Compliance Statement**

The equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



Manufactured by  
WaterFurnace International, Inc.  
9000 Conservation Way  
Fort Wayne, IN 46809  
[www.waterfurnace.com](http://www.waterfurnace.com)



IG2011EW 09/16

Product: **Aurora WebLink (AWL) & Symphony Registration Instruction Guide**  
Document: Instruction Manual

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