

SERVICE BULLETIN



SF – 085

DATE: March 13, 2019
TO: All Service and Parts Managers
SUBJECT: **CoolCloud HVAC™** App Login When Out of Cellular / Wi-Fi Range

From time to time, technicians may lack the ability to login to the **CoolCloud HVAC** app preventing direct connectivity to **ComfortBridge™** based furnace and air handler products. This is likely due to poor or no cellular / Wi-Fi signal at the equipment's location. This bulletin details connectivity options when a cellular or Wi-Fi signal is unavailable at the site.

- Option 1 (Proactive): When traveling to a remote site where there may not be a reliable internet connection, be sure to open the app beforehand when a reliable internet connection is available and log in. Be sure to keep the app active and running in the background on your phone until you get to the customer site.
- Option 2 (Reactive): If already on site with poor cellular signal, ask the homeowner permission to use their Wi-Fi credentials.
- Option 3 (Reactive): If Option 1 and 2 are not feasible, travel to the nearest location with good cellular or available Wi-Fi signal and log in to app.
- Option 4 (Reactive): Make adjustments utilizing control board push buttons and seven-segment displays.

Note: Once logged in, you will remain logged in for at least one week as long as you do not log out.

Once logged in to the **Cool Cloud HVAC** App and within **Bluetooth®** technology range of **ComfortBridge** equipment, proceed as normal with the pairing process as outlined in the IO manual. At this point, the updates that downloaded automatically from the cloud to the app will prompt the user if there is an update available. The user will be able to update the equipment without having cellular connectivity. You will also be able to see equipment settings, status, and error codes.

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