HDL®

HDL ON (ver. 2.50525 or above)

Description

In order to make better remote access service and higher efficiency for remote connection, HDL has announced the new cloud system, which supports servers in different countries' city (Frankfurt, Cape Town, Sydney, Singapore and Bahrain).

So we modified the functions in HDL ON app. The HDL ON which released after 5/25/2020 has more different with before.

Where can I download the app?

IOS: Pls go to Apple Store, search HDL ON

Android: Pls go to Google Store, search HDL ON-S.

HDL ON function was changed in version 2.50525 and above. Below is the different

Function/Category	Before version 20200525(old version)	After version 20200525(new version)
Account	Contain main account, Debug account and subaccount.	Contain main account, subaccount. (Old main account reserve debug account)
Debug account function	1: Manage residence and bind gateway for main account. 2: The residence that is created by debug account belongs to main account.	1: Debug account turn to subaccount. 2. If the main account does not add debug account as subaccount, debug account cannot view the residence data and the backup file of main account. 3: The residence created by debug account belongs to itself, debug account can be as main account.
Subaccount function	Main account can add subaccount (registered account) without any limitation, subaccount can view all residences data and backup file of main account.	Main account can add subaccount (registered account) for different residences; subaccount only can view the shared residences data and backup file.

HDL ON function was changed in version 2.50525 and above. Below is the different

Function/Category	Before version 20200525(old version)	After version 20200525(new version)
Program	Debug account 1: Search/program in HDL ON app directly. 2: Use Buspro2 Tool to upload.	Main account 1: Delete search module function in HDL ON app. 2: Must use Buspro2 Tool to upload, and need to use V10.05.21 or above version.
Functions page display	Display all devices in functions page, the client needs to hide the useless devices option (Setting-Account-Function management).	Only display AC, Lights, Curtain and Scene option. If we upload data to HDL ON from Buspro2 software, the hidden option will display automatically; some special devices option needs to be added manually (Setting-Account- Function management).
Data transfer function	Not support.	Support to transfer data from account 1 to account 2. Go to HDL Cloud web to transfer.

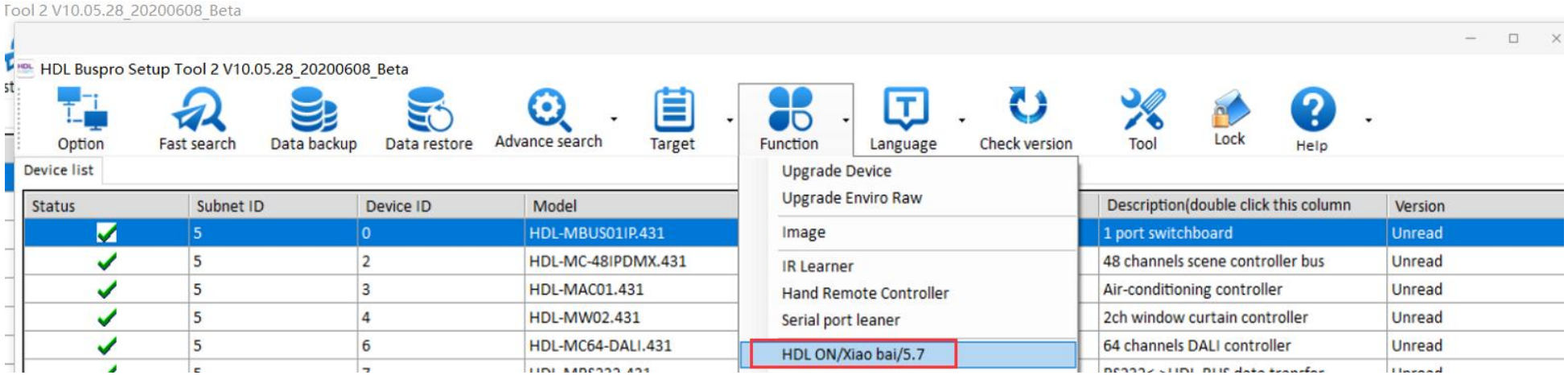
HDL ON function was changed in version 2.50525 and above. Below is the different

Function/Category	Before version 20200525(old version)	After version 20200525(new version)
Color instruction of app top.	**Local connection:** no color bar on the top. **Remote connection:** Red: app fails to remote connect. Green: app succeed to remote connect.	**Local connection:** Orange: can't communicate locally. The current residence do not bind the MAC of IP gateway from cloud; local residence do not have the data of IP gateway; local IP gateway data is different from cloud Black: local communication mode (Local control is fine). **Remote connection:** Grey: the remote connection is enabling or enabling again after disconnection. Green: App succeeds to remote connect and the IP gateway is online (Remote control is fine.) . Red: App succeeds to remote connect and the IP gateway is offline.

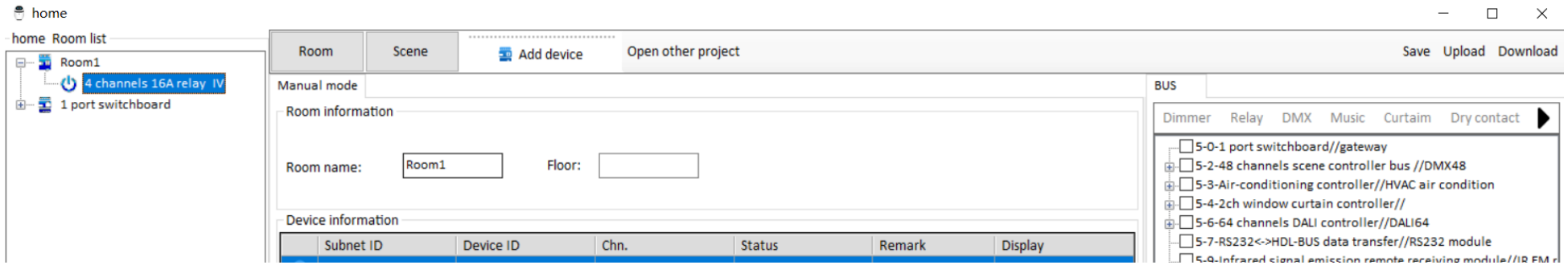
Program

Need to use Buspro2 Tool (V10.05.21 or above version) to upload data to HDL ON app.

1- Go to Buspro2 Tool – Function – HDL ON/xiaobai page, create project.



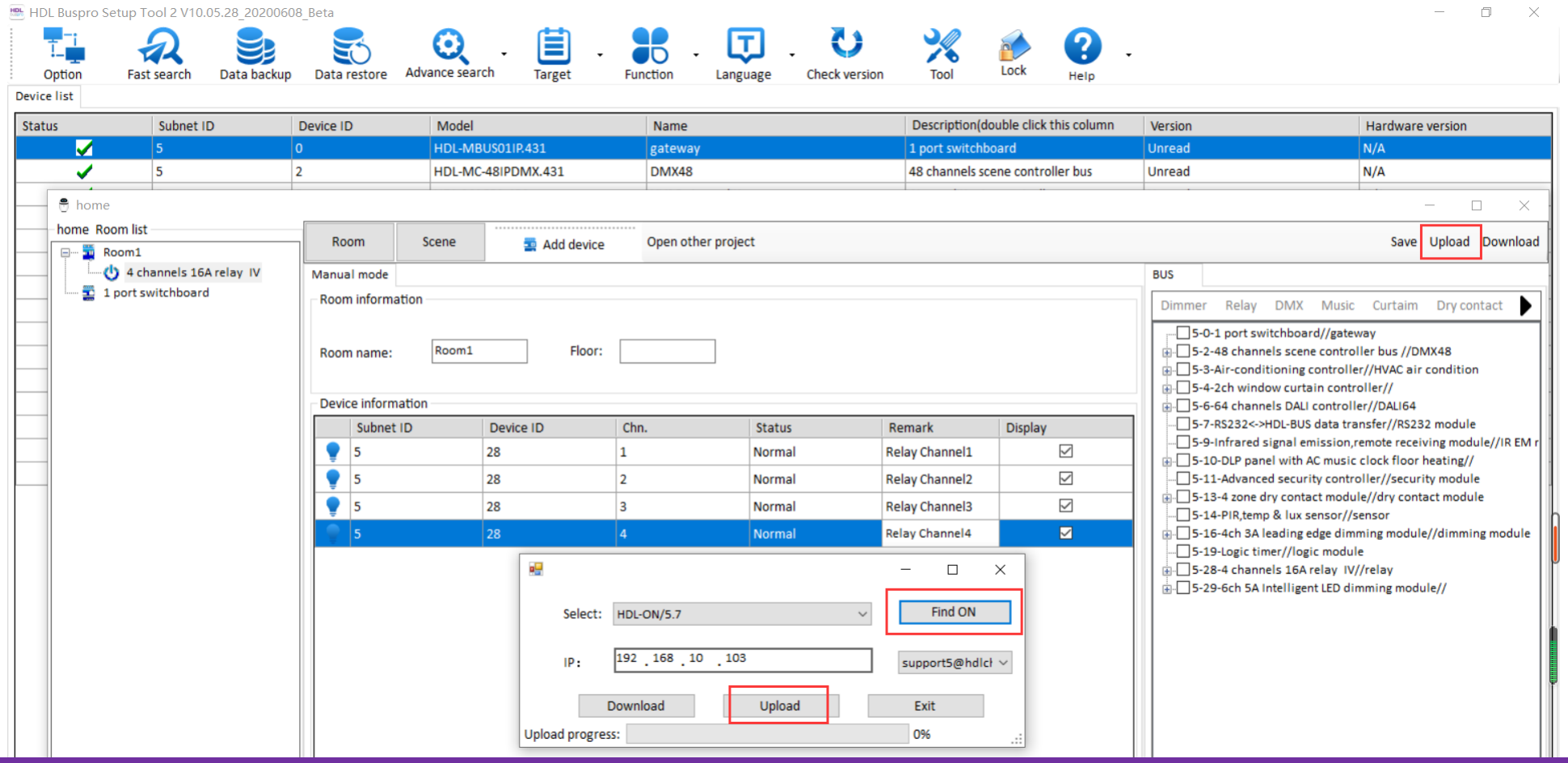
2- Add Room， and add devices in Room. Do not forget to add gateway module.



Program

3- Make sure phone(HDL ON) and PC in same network, suggested the network has internet.

Click ‘Upload’– Find ON, it will find your HDL ON account, and then Upload it.



Program

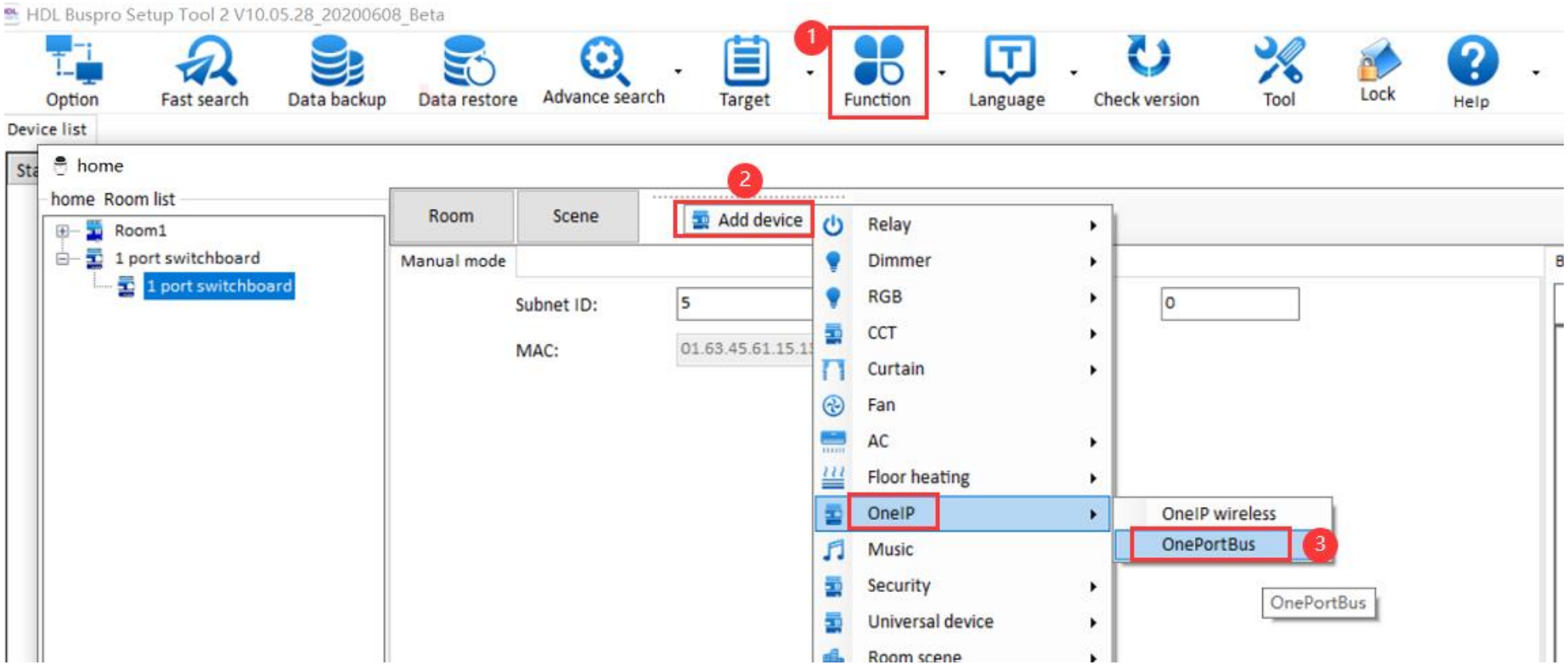
4- After uploaded, in HDL ON app, it will check if the gateway MAC was bound in other project or not. If no, your account can use this gateway, and app will ask you if backup to cloud or not.

1) Suggested backup to cloud.
2) If it shows MAC was bound in other project, pls contact HDL support for help.

Question

1: Why my HDL ON app can not control in local? And there has orange bar shows on the top.

-- It means your local data not have gateway info. So pls use Buspro2 Tool (V10.05.21 or above version) to upload the gateway information to HDL ON app.

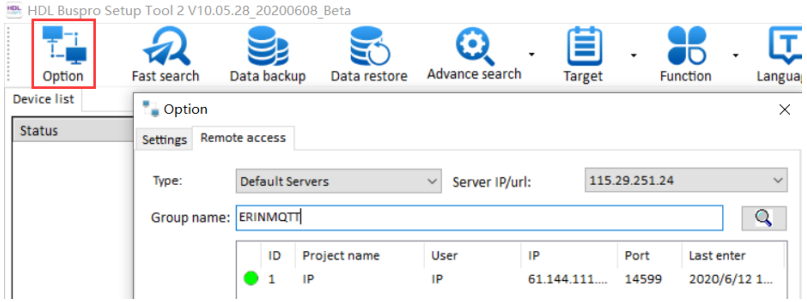


Question

2: Why can not remote control in HDL ON? And there has red bar shows on the top.

-- a) Pls make sure the HDL ON can control in local. If can not, pls check Question1.

b) Pls check if your gateway enable the remote access function or not. You can use Buspro2 tool to check it.



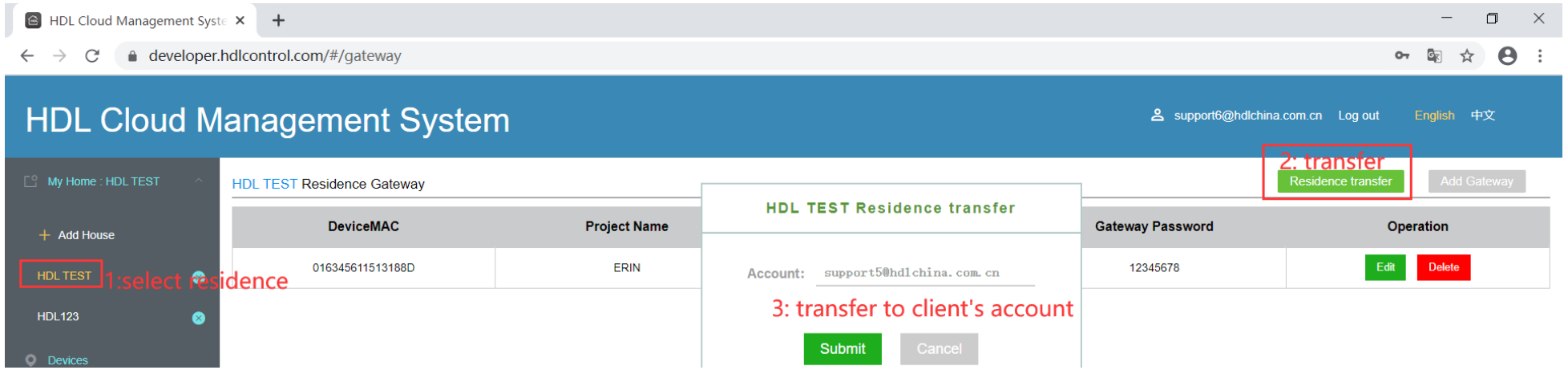
c) Pls go to HDL Cloud web (https://developer.hdlcontrol.com/#/), check if you set the gateway remote password or not.

Question

3: There are not have Debug account now, how can I help customer to program the HDL ON data?

-- a) You can use your account to program the HDL ON data, and then backup it in HDL ON Backup list.

b) Login your account in HDL Cloud web (https://developer.hdlcontrol.com/#/), select the residence, and then transfer to customer's account. After this, you will not have that residence.



c) If customer want to modify the data later, you can ask customer add your account as subaccount, then use your account to modify data and then backup to cloud.

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