

# SpaceLogic KNX Remote

## User Guide

Release date 08/2025

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# Safety Information

## Important Information

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### **DANGER**

**DANGER** indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

### **WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

### **CAUTION**

**CAUTION** indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

### **NOTICE**

**NOTICE** is used to address practices not related to physical injury.



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## Please Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

## Before You Begin

Do not use this product on machinery lacking effective point-of-operation guarding. Lack of effective point-of-operation guarding on a machine can result in serious injury to the operator of that machine.

## **WARNING**

### **UNGUARDED EQUIPMENT**

- Do not use this software and related automation equipment on equipment which does not have point-of-operation protection.
- Do not reach into machinery during operation.

**Failure to follow these instructions can result in death, serious injury, or equipment damage.**

This automation equipment and related software is used to control a variety of industrial processes. The type or model of automation equipment suitable for each application will vary depending on factors such as the control function required, degree of protection required, production methods, unusual conditions,

government regulations, etc. In some applications, more than one processor may be required, as when backup redundancy is needed.

Only you, the user, machine builder or system integrator can be aware of all the conditions and factors present during setup, operation, and maintenance of the machine and, therefore, can determine the automation equipment and the related safeties and interlocks which can be properly used. When selecting automation and control equipment and related software for a particular application, you should refer to the applicable local and national standards and regulations. The National Safety Council's Accident Prevention Manual (nationally recognized in the United States of America) also provides much useful information.

In some applications, such as packaging machinery, additional operator protection such as point-of-operation guarding must be provided. This is necessary if the operator's hands and other parts of the body are free to enter the pinch points or other hazardous areas and serious injury can occur. Software products alone cannot protect an operator from injury. For this reason the software cannot be substituted for or take the place of point-of-operation protection.

Ensure that appropriate safeties and mechanical/electrical interlocks related to point-of-operation protection have been installed and are operational before placing the equipment into service. All interlocks and safeties related to point-of-operation protection must be coordinated with the related automation equipment and software programming.

**NOTE:** Coordination of safeties and mechanical/electrical interlocks for point-of-operation protection is outside the scope of the Function Block Library, System User Guide, or other implementation referenced in this documentation.

## Start-up and Test

Before using electrical control and automation equipment for regular operation after installation, the system should be given a start-up test by qualified personnel to verify correct operation of the equipment. It is important that arrangements for such a check are made and that enough time is allowed to perform complete and satisfactory testing.

### **⚠ WARNING**

#### **EQUIPMENT OPERATION HAZARD**

- Verify that all installation and set up procedures have been completed.
- Before operational tests are performed, remove all blocks or other temporary holding means used for shipment from all component devices.
- Remove tools, meters, and debris from equipment.

**Failure to follow these instructions can result in death, serious injury, or equipment damage.**

Follow all start-up tests recommended in the equipment documentation. Store all equipment documentation for future references.

**Software testing must be done in both simulated and real environments.**

Verify that the completed system is free from all short circuits and temporary grounds that are not installed according to local regulations (according to the National Electrical Code in the U.S.A, for instance). If high-potential voltage testing is necessary, follow recommendations in equipment documentation to prevent accidental equipment damage.

Before energizing equipment:

- Remove tools, meters, and debris from equipment.
- Close the equipment enclosure door.
- Remove all temporary grounds from incoming power lines.

- Perform all start-up tests recommended by the manufacturer.

## Operation and Adjustments

The following precautions are from the NEMA Standards Publication ICS 7.1-1995:

(In case of divergence or contradiction between any translation and the English original, the original text in the English language will prevail.)

- Regardless of the care exercised in the design and manufacture of equipment or in the selection and ratings of components, there are hazards that can be encountered if such equipment is improperly operated.
- It is sometimes possible to misadjust the equipment and thus produce unsatisfactory or unsafe operation. Always use the manufacturer's instructions as a guide for functional adjustments. Personnel who have access to these adjustments should be familiar with the equipment manufacturer's instructions and the machinery used with the electrical equipment.
- Only those operational adjustments required by the operator should be accessible to the operator. Access to other controls should be restricted to prevent unauthorized changes in operating characteristics.

# About the Document

## Document Scope

This guide explains how to set up and use **SpaceLogic KNX Remote**, a cloud-based solution for remote access to KNX installations via eConfigure KNX or ETS application. It is intended for system integrators and installers, and includes setup steps, user management, and troubleshooting tips. General KNX or eConfigure KNX usage is not covered here. Please refer to their respective manuals for that information.

## Validity Note

This document is valid for the current version of **SpaceLogic KNX Remote** available at the time of publication. For the latest updates, features, and compatibility information, always refer to the most recent version of this guide available online.

## General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the [Cybersecurity Best Practices](#) document.

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  - [Find Security Notifications.](#)
  - [Report vulnerabilities and incidents.](#)
- [Visit the Schneider Electric Cybersecurity and Data Protection Posture web page to:](#)
  - [Access the cybersecurity posture.](#)
  - [Learn more about cybersecurity in the cybersecurity academy.](#)
  - [Explore the cybersecurity services from Schneider Electric.](#)

## Available Languages of the Document

The document is available in these languages:

- [English](#)



## Related Documents

Title of documentation	Reference number
eConfigure KNX User Guide	<a href="https://www.productinfo.schneider-electric.com/econfigure/">https://www.productinfo.schneider-electric.com/econfigure/</a>
Wiser KNX Mobile Application User Guide	<a href="https://www.productinfo.schneider-electric.com/wiser-knx/">https://www.productinfo.schneider-electric.com/wiser-knx/</a>
SpaceLogic KNX Wiser for KNX/spaceLYnk User Guide	<a href="https://www.productinfo.schneider-electric.com/w4k_sl_ug/">https://www.productinfo.schneider-electric.com/w4k_sl_ug/</a>

To find documents online, visit the Schneider Electric download center ([www.se.com/ww/en/download/](http://www.se.com/ww/en/download/)).

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# SpaceLogic KNX Remote

**SpaceLogic KNX Remote** is a subscription-based feature designed specifically for **system integrators** and **smart electricians**. It works seamlessly with **ETS (version 5 or 6)** as an ETS App, and with eConfigure KNX (Lite, Expert, and Expert Student, version 3.0 or higher).

With **SpaceLogic KNX Remote**, you can:

- **Configure KNX installations remotely**  
Securely access and configure your customers' ETS (.knxproj) or eConfigure KNX projects from anywhere.
- **Access and configure controllers remotely**  
Gain secure, remote access to your customers' **Wiser for KNX** or **spaceLYnk** controllers for configuration and updates.

## Requirements

To use **SpaceLogic KNX Remote**, make sure you have the following:

Hardware	A <b>Wiser for KNX</b> controller (LSS100100) or a <b>spaceLYnk</b> controller (LSS100200) installed at your customer's site.	
Software	For ETS users	<ul style="list-style-type: none"> <li>• ETS 5 or 6</li> <li>• <b>SpaceLogic KNX Remote</b> ETS-App</li> <li>• <b>SpaceLogic KNX Remote</b> package</li> </ul>
	For eConfigure KNX users	<ul style="list-style-type: none"> <li>• eConfigure KNX Lite, Expert, or Expert Student (version 3.0 or higher)</li> <li>• <b>SpaceLogic KNX Remote</b> package</li> </ul>
Subscriptions	To remotely connect to each customer installation – or to your own controller – you will need an active <b>SpaceLogic KNX Remote subscription</b> . Each subscription must be assigned to the specific controller(s) you want to manage.	

## Preconditions

- Accessing **SpaceLogic KNX Remote** is straightforward; use your login credentials for the Wiser KNX mobile app.
- If you do not use the Wiser KNX mobile app, you will need to register for a new account on Schneider Electric Cloud Services.
- **SpaceLogic KNX Remote** is a subscription-based service, which means a valid subscription must be purchased to use it. You will need to register, complete the payment process, and assign the subscription to the controller(s) you wish to manage.  
If needed, you can invoice your customers for reimbursement afterward, or include the subscription cost in the initial project budget. (For details on how to purchase subscriptions, see [Purchasing Subscriptions](#), page 22.)
- To enable remote configuration, the controller owner must provide you with **Remote Configuration Access**. This permission is essential for connecting to their controller and managing the installation remotely. See more in [Remote Configuration Access](#), page 17)
- If you are not an eConfigure KNX user and you use ETS instead, you can install the **SpaceLogic KNX Remote** ETS-App into ETS (see more in [Installing and Accessing SpaceLogic KNX Remote](#), page 12).

- **SpaceLogic KNX Remote** is included in all editions of eConfigure KNX:
  - eConfigure KNX Lite (for ETS 5 or 6)
  - eConfigure KNX Expert (for ETS 5 or 6)
  - eConfigure KNX Expert Student (for ETS 5 or 6)
- If you are using eConfigure KNX, make sure it is updated to **version 3.0 or higher** before installing the **SpaceLogic KNX Remote** package. Refer to the chapter **Compatibility and Software Installation** of the eConfigure KNX user guide.
- To enable remote configuration of your KNX installation using **SpaceLogic KNX Remote**, the **Cloud Connector** must first be set up and activated on your controller.

The **Cloud Connector** can be enabled by the end user if they have access to their controller, or by the system integrator once they have been granted remote access to the controller.

The **Cloud Connector** acts as a secure communication bridge between your local installation and the cloud-based remote access services. Without it, remote configuration through ETS or eConfigure KNX is not possible.
- **Management** plugin must be installed on the controller as described in Remote Configuration Access, page 17.
- **Remote Project Configuration** must be enabled via the **Management** plugin as described in Remote Configuration Access, page 17.

# Installing and Accessing SpaceLogic KNX Remote

To begin using the **Space Logic KNX Remote** feature, follow the steps below based on your software environment:

## For ETS Users

1. Update ETS to the latest version available.
2. Visit the ETS App Store.
3. Search for the **SpaceLogic KNX Remote** ETS-App and install it.
4. Open your KNX project in ETS and access **SpaceLogic KNX Remote** as described in *Getting Started*, page 13.
5. Continue with the steps described in the section *After Accessing SpaceLogic KNX Remote (ETS or eConfigure KNX)*, page 12 below.

## For eConfigure KNX Users

1. Upgrade to version 3.0 or higher by following the process outlined in the chapter **Compatibility and Software Installation** of the eConfigure KNX user guide.  
**IMPORTANT:** Keep your eConfigure KNX up to date to ensure full compatibility with the latest **SpaceLogic KNX Remote** features.
2. Once the upgrade is complete, open **SpaceLogic KNX Remote** as described in *Getting Started*, page 13.
3. Continue with the steps below.

## After Accessing SpaceLogic KNX Remote (ETS or eConfigure KNX)

1. On the Welcome screen, click **Download** to install the **SpaceLogic KNX Remote** package.
2. Once installed, log in with your existing account or register in the Cloud by clicking **Continue** on the Welcome screen. For more details, see *Signing In*, page 14.

# Getting Started

## ETS Users

After installing the **SpaceLogic KNX Remote** ETS-App:

1. Open your KNX project in ETS.
2. Go to the **Apps** tab in the ETS menu.
3. Select **SpaceLogic KNX Remote** to launch the feature.

This gives you access to remote configuration tools directly within your ETS environment.

## eConfigure KNX Users

Once you have upgraded to eConfigure KNX version 3.0 or higher:

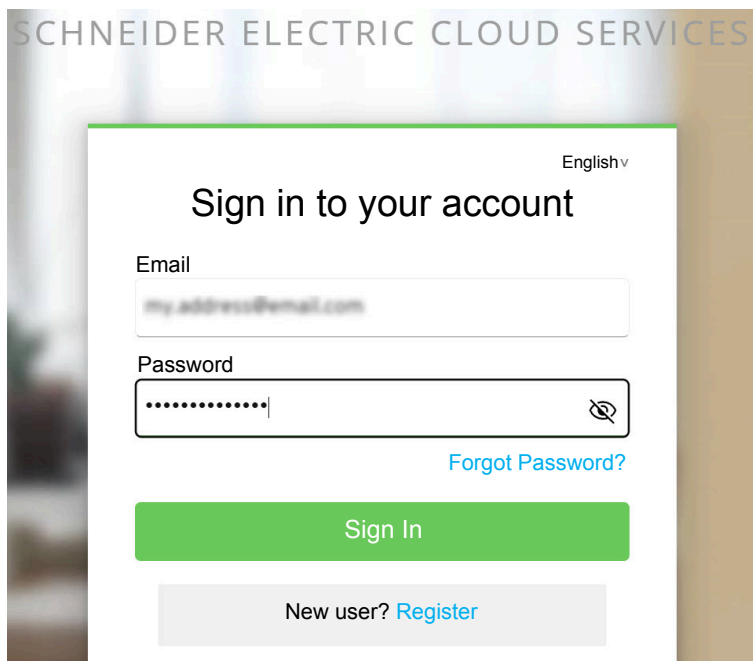
1. Click the hamburger menu (three horizontal lines) in the top-left corner of the screen.
2. From the menu list, select **SpaceLogic KNX Remote**.

You will now be able to access all remote configuration features from within eConfigure KNX.

# Signing In

After the **SpaceLogic KNX Remote** package is installed as described in the chapter *Installing and Accessing SpaceLogic KNX Remote*, page 12, continue to signing in:

1. In the welcome screen of **Space Logic KNX Remote**, click **Continue** to open the **Schneider Electric Cloud Services** sign in dialog.

The image shows a sign-in dialog box for Schneider Electric Cloud Services. At the top, the text "SCHNEIDER ELECTRIC CLOUD SERVICES" is visible in a light blue font. The dialog box has a white background with a green border. In the top right corner, it says "English v". The main heading is "Sign in to your account". Below this, there are two input fields: "Email" with a placeholder "my.address@email.com" and "Password" with a masked password "....." and an eye icon to toggle visibility. To the right of the password field is a blue link "Forgot Password?". Below the input fields is a large green button labeled "Sign In". At the bottom, there is a grey button labeled "New user? Register".

2. Enter credentials: Type your account email address and password, then click **Sign In**.
  - Note: If you already have an existing Wiser KNX App account, you can use the same credentials to sign in.

3. Creating an account: If you do not have an account, click **Register** to create a new account.

English ▾

## Register

First name

Name

Last name

Surname

Email

my.address@he.com

Password

.....



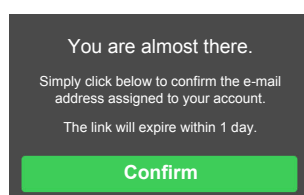
Confirm password

.....

[« Back to Login](#)**Register**

4. Verify your email address to activate your account:

- Locate the email from Schneider Electric Cloud Services in your inbox.
- Open the email and click the **Confirm** button within the email.



- You will be redirected to the **Schneider Electric Cloud Services** page in your internet browser.
- Click **Click here to proceed**.
- Your email address has been verified.

Once signed in, select your country, accept the Terms of Use.

Once you have created an account with **Schneider Electric Cloud Services** and signed in to an existing account, set up the **Cloud connector** and pair your controller through the Wiser KNX mobile application or via the **Management** plugin (Remote Configuration Access, page 17).

# Quick Start Guide

The **Quick Start Guide** is designed to help you become familiar with the **SpaceLogic KNX Remote** interface and its core features quickly and confidently. Whether you are setting up a new installation or managing an existing one, this guide ensures a smooth onboarding experience.

## Guided Tutorial on First Login

When you first log in to **SpaceLogic KNX Remote**, a **step-by-step tutorial** automatically launches. This interactive guide walks you through:

- Navigating the user interface
- Understanding key features
- Performing essential actions

## Reopening the Quick Start Guide

If you need to revisit the tutorial at any time:

- Locate the **Quick Start Guide** button in the **top-right corner** of the **SpaceLogic KNX Remote** screen.
- Click the button to relaunch the tutorial and refresh your understanding of the interface.





# Remote Configuration Access

To remotely configure your customer's installation using **SpaceLogic KNX Remote**, the controller owner must grant you **Remote Configuration Access**. This can be done through either the **Wiser KNX Mobile App** or the **Management** plugin on the controller.

Proceed as follows:

## Using the Wiser KNX Mobile App

1. The controller owner opens the app and taps the **Settings** icon .
2. They navigate to **Home Management**, select their home, and tap **Manage access**.
3. Then they tap  to add a new user.

On the **Share home** screen:

- They need to enter your email address, set the access role to **System Integrator**, define the access period (start date, end date, or duration), and tap **Confirm**.

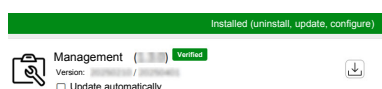
To enable remote access and configuration:

1. In the **Remote Access Configuration** screen, the controller owner needs to return to the previous screen by clicking the arrow in the top-left corner and click both toggles to:
  - Enable remote access to the controller.
  - Enable remote configuration of the installation.

For more details, refer to the Wiser KNX Mobile Application User Guide – section **Enable Access to Your Home**.

## Using the Management Plugin on the Controller

1. Log in to the controller as an administrator.
2. Proceed to install the **Management** plugin from the Marketplace on your controller.



**NOTE:** If you already have the plugin installed, upgrade it to the latest version.

3. It is recommended to enable automatic updates for the application.
4. Return to the Start page of your controller in your internet browser.
5. Click on the **Management** plugin icon to open it.
6. Go to the **CLOUD ACCESS** tab and click on **Login to cloud**.



7. In the **Grant Access to Management Plugin** dialog, click **Yes** to allow the **Management** plugin access privileges.

8. If you already have a cloud account (you are a Wiser KNX user), you only need to log in – pairing is not required.

If you just created a cloud account, proceed with pairing the controller:

- In the **CLOUD ACCESS** tab of the **Management** plugin, click on **Pair controller**.

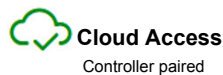


- In the **Grant access to this controller** dialog, fill in the **Country**, **Language**, and **Controller name** fields, then click **Pair**.

9. Troubleshooting pairing issues:

- If pairing fails, restart the controller.
- After rebooting, attempt to pair again.
- Pairing is only possible within the first five minutes after the controller boots up.

10. Upon successful pairing, a message **Controller paired** will appear in the **CLOUD ACCESS** tab of the **Management** plugin.



11. To share the controller:

- Go to the **CONTROLLER SHARING** tab > click **New access**.
- Enter your email address (as the System Integrator) and define the access period (from/to).
- Click **Grant access**.

12. To enable remote access and configuration:


- Navigate to the **Remote Configuration** tab.
- Click Enable for both **Remote Project Configuration** and **Remote Controller Access**.

**NOTE:** When sharing access to the controller, the controller owner needs to specify the duration of the access. If you need to connect regularly, it is recommended that the controller owner grants you permanent access. Otherwise, they will need to provide you access each time you need to access their installation.

The last two steps are intended to be completed by the controller owner. However, if you already have access to the controller, you can perform these steps yourself.


## Viewing Controllers

Accessing paired controllers: Once logged in, you will see paired/shared controllers on the **Space Logic KNX Remote** homepage in ETS or eConfigure KNX Lite.

If your controller does not appear and you have followed all previous steps correctly, click  to update the list.

## Controller Information

Each controller entry on the homepage displays the following details:


- **Controller name**  
Hovering over the name reveals the validity period of access.
- **State**  
Indicates whether the controller is online or offline.
- **MAC address**  
Unique identifier for the controller.
- **Configuration IP address**  
The IP address used for configuration.
- **Edit**   
Click to edit controller details.

## Control Options

If you have an active **SpaceLogic KNX Remote** subscription, the following control buttons are available:

- **Assign Subscription / Release Subscription**  
Manage subscription assignments.
- **Access**  
Remotely access the controller.
- **Connect/Disconnect** Connect or disconnect from the configuration interface.

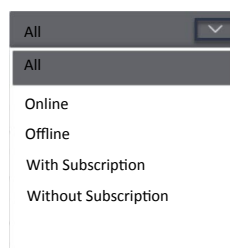
## Additional Homepage Buttons

- **Purchase Subscriptions**  
Buy new subscriptions for remote access.
- **Help**   
Access the full User Guide.
- **Log Out**  
Exit the application securely.

# Filtering Controllers

Filter options: At the top of the screen, you can filter controllers by the following criteria:

- **All**
- **Online**
- **Offline**
- **With Subscription** – controllers with a subscription.
- **Without Subscription** – controllers without a subscription or with an expired subscription.



# Space Logic KNX Remote Subscriptions

To fully activate and utilize the **SpaceLogic KNX Remote** feature, you need to purchase subscriptions for the controllers you want to access.

You can purchase subscriptions in two ways:

- **Via SpaceLogic KNX Remote:** Click the **Purchase Subscriptions** button in the top-right corner of the homepage. This redirects you to the Schneider Electric Software Shop.
- **Direct Link:** Visit the Schneider Electric Software Shop directly: <https://www.se.com/us/en/shop/software/>.

## Subscription Options

Plan	SKU	Access Duration	Controller Access	Reassignment	Use Case
Monthly	LSS9002200	30 days	1 controller	Not applicable	Trial use - Occasional access without contract
1-Year (1)	LSS9002100	365 days	1 controller	Once every 30 days	Standard maintenance contracts
1-Year (5)	LSS9002101	365 days	5 controllers	Once every 30 days	Medium-sized installations
1-Year (25)	LSS9002102	365 days	25 controllers	Once every 30 days	Larger customer base
1-Year (Unlimited)	LSS9002103	365 days	Unlimited controllers	Not applicable	More than 55 customers
5-Year	LSS9002300	5 years	1 controller	Once per year	Long-term contracts (up to 5 years)
10-Year	LSS9002400	10 years	1 controller	Once per year	Long-term contracts (up to 10 years)

**TIP:** Combine one-year subscriptions (1, 5, or 25 controllers) in a single purchase to match your needs and benefit from volume pricing. Example: To access 31 controllers, purchase one pack of 25, one of 5, and one of 1.

## Digital Voucher System

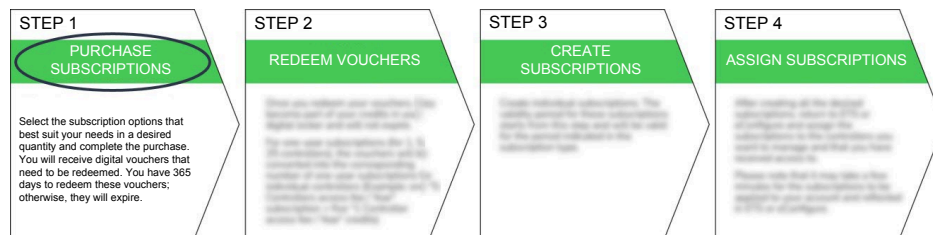
Each subscription is delivered as a **digital voucher**.

Redeeming a voucher:

- Links the subscription to your Software Shop account.
- Adds corresponding credits to your **digital wallet** of your account.
- Does **not** activate the subscription immediately.

After redemption, one-year subscriptions for 5 and 25 controllers are automatically converted into a unified format: “**1 Controller access fee / Year**” for easier management.

## Purchasing Subscriptions



## Access the Software Shop

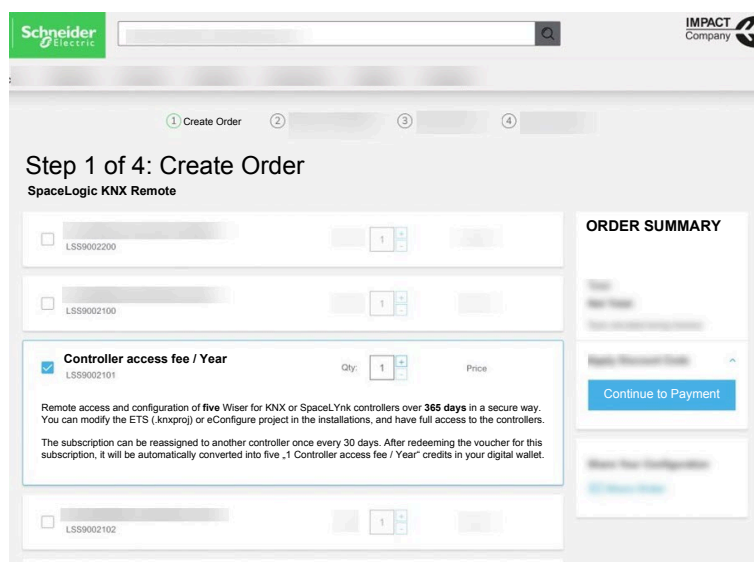
- Click the **Purchase Subscriptions** button in the top-right corner of the **SpaceLogic KNX Remote** homepage.
- Or go directly to: <https://www.se.com/us/en/shop/software/>.

## Sign In or Create an Account

- If you already have a **Schneider Electric account**, log in.  
**NOTE:** These credentials are different from your Cloud account used in **SpaceLogic KNX Remote**.
- If not, click **Create Account** and follow the registration steps.

## Select Your Subscription

- Browse the available subscription plans.
- Choose the **type** (e.g., Monthly, 1-Year, 5-Year) and **quantity** that fits your needs (see Space Logic KNX Remote Subscriptions, page 21).



- Click **Continue to Payment**.

## Enter Purchase Details

- Fill in your **billing and payment information**.

- Provide the **installer email**. This is the account that will have access to the installation and receive the digital vouchers after purchase.

The screenshot shows the 'Step 2 of 4: Payment and Billing' page on the Schneider Electric website. The page has a progress bar at the top with four steps: 1. Create Order (checked), 2. Payment and Billing (active), 3. Confirmation, and 4. Order Summary. The main content area is divided into three sections: 'Payment Method' with a radio button for 'Credit Card' and a 'VISA' logo; 'Billing Information' with fields for 'Company Name' and 'Email'; and 'Subscription Information' with fields for 'Installer Email' and 'Payment Reference'. On the right, there is an 'ORDER SUMMARY' sidebar with a 'Continue' button at the bottom.

- Click **Continue**.

## Confirm and Complete Order

- Review your order summary.
- Accept the **Shop Terms & Conditions**.

The screenshot shows the 'Step 3 of 4 Confirmation' page on the Schneider Electric website. The progress bar at the top shows steps 1, 2, and 3 as completed, with step 4 (Order Summary) as the next step. The page is divided into two main sections. On the left, there are collapsible panels for 'Subscription Information', 'Payment Info', and 'Billing Information'. The 'Subscription Information' panel is expanded, showing a table for 'SpaceLogic KNX Remote' with the following data:

Product name	Price	Quantity	Total
5 Controllers access fee / Year		1	

Below the table, there is a section for 'ONE TIME CHARGE' with a 'Fee due at Checkout (tax incl.)'. At the bottom of the page, there is a checkbox labeled 'I agree to Shop Terms and Conditions' which is checked, and a 'Confirm Order' button.

- Click **Confirm Order**.

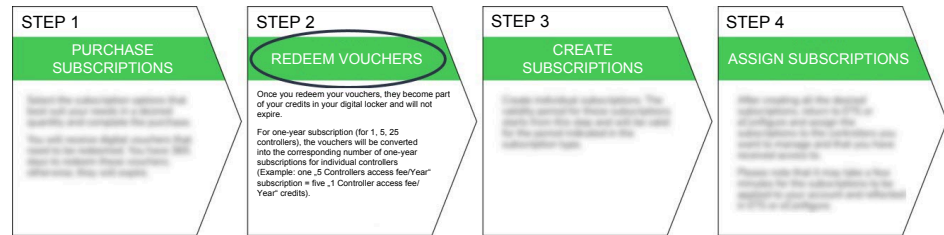
## Check Your Email

You will receive **four emails**:

1. Order Confirmation
2. Payment Confirmation
3. Invoice Information
4. **Digital vouchers** to redeem and activate your subscriptions

**NOTE:** The voucher is valid for 12 months only.

## Redeeming Vouchers



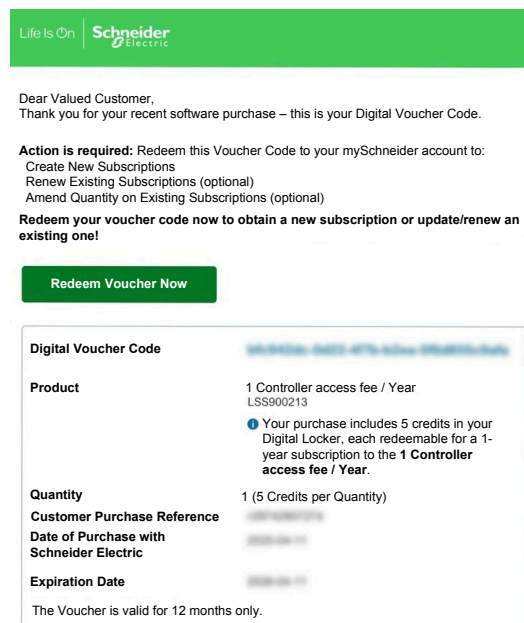
After purchasing your subscription, you will receive an email containing **digital vouchers**.

You need to redeem the vouchers to activate your subscriptions.

Follow these steps:

## Open the Voucher Email

- Locate the email titled **“Your Digital Vouchers”** from Schneider Electric.



- Click the **Redeem Voucher Now** button in the email.

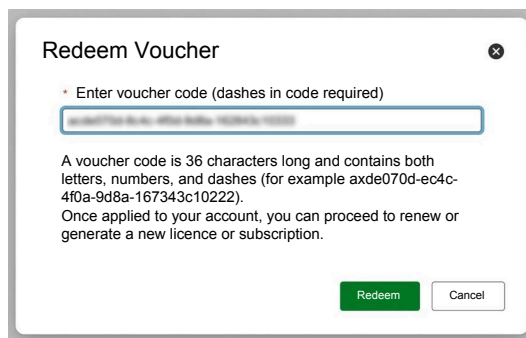
## Sign In to Your Account

- You will be redirected to your **Schneider Electric Software Shop** account.
- Log in if prompted.



## Redeem the Voucher

- A **Redeem Voucher** dialog will appear.



**Redeem Voucher**

\* Enter voucher code (dashes in code required)

A voucher code is 36 characters long and contains both letters, numbers, and dashes (for example axde070d-ec4c-4f0a-9d8a-167343c10222).  
Once applied to your account, you can proceed to renew or generate a new licence or subscription.

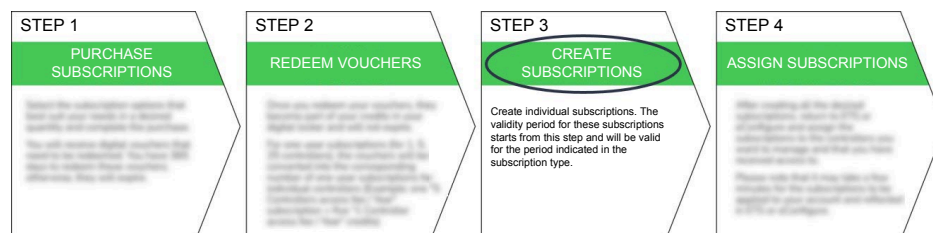
**Redeem** **Cancel**

- Click **Redeem** to add the subscription to your **digital wallet**.

### IMPORTANT:

- Flexible redemption:** You don't need to redeem all vouchers at once. Redeem them as needed.
- Expiration warning:** Vouchers must be redeemed within **365 days** of purchase. Unredeemed vouchers will expire.
- Reusable:** Once redeemed, the corresponding credits stay in your **digital wallet** indefinitely and can be reused later.

## Creating Subscriptions



Once you have redeemed your digital vouchers, follow these steps to create your subscriptions:

## Start Subscription Creation

- In the **Redeem Voucher** dialog, click **Subscribe Now**.
- Alternatively, go to the **Digital Vouchers** tab and click:
  - Subscribe with Credits** or
  - Subscribe Now** next to the desired subscription type.

## Select Subscription Details

- Choose the **subscription type** (e.g., 1-Year, 5-Year).

- Set the **quantity** you want to activate.

The screenshot shows the 'Digital Voucher' page for 'SpaceLogic KNX Remote'. It features a progress bar with three steps: 'Select Product(s)', 'Subscription Review', and 'Subscription Review'. The first step is active. Below the progress bar, there are four subscription options, each with a radio button, a quantity selector, and a 'Credits Available' count. The first option, '1 Controller access fee / Year', is selected with a quantity of 1 and 5 credits available. The other three options are '1 Controller access fee / Month', '1 Controller access fee / 3 Months', and '1 Controller access fee / 12 Months', each with a quantity of 0 and 1 credit available. A 'Summary' box on the right shows the selected option and a 'Continue' button.

- Click **Continue**.

## Review and Customize

- Confirm the **delivery email**, which corresponds to the email account of the system integrator who will connect to the customer's installation.
- Fill in the **Subscription Reference** (e.g., PO number, customer name, or project name).

The screenshot shows the 'Subscription Review' page. It features a progress bar with three steps: 'Select Product(s)', 'Subscription Review', and 'Subscription Review'. The second step is active. Below the progress bar, there is a 'Subscription Review' section with 'Additional information' fields: 'Delivery Email', 'Subscription Start Date', and 'Subscription Reference'. A 'Summary' box on the right shows the selected option and a 'Place Order' button. Below the 'Additional information' fields, there is a table showing the product details.

Product name	Quantity	Credits
1 Controller access fee / Year L5S9002100	3	1 Credit Consumed

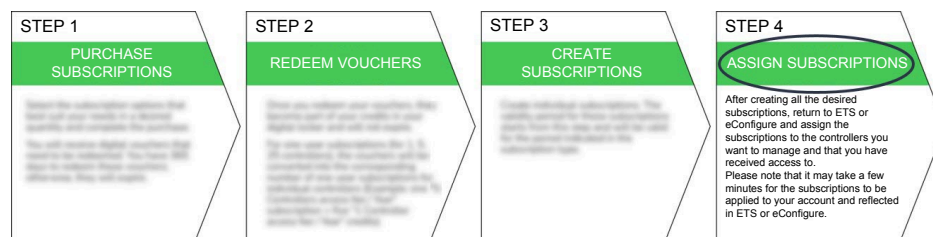
## Place the Order

- Click **Place Order** to finalize.
- You will receive an **email confirmation** once the subscription is created.

## What to Expect Next

- Subscriptions may take a few minutes to appear in your account.
- Once active, they will be visible in the ETS or eConfigure KNX.
- A confirmation email will notify you when the process is complete. (See more in Subscription Email Notifications, page 35.)

## Assigning Subscriptions



To start using the **SpaceLogic KNX Remote** feature, you must assign your purchased subscriptions to the controllers you want to connect to. This enables secure remote access and full configuration capabilities, including modifying the ETS (.knxproj) or eConfigure KNX project directly within the installation.

Once your subscriptions are created, follow these steps to assign them:

## Find the Controller

- In the controller list, locate the device you want to assign a subscription to.

## Assign the Subscription

- Click **Assign Subscription** on the controller's row.
- In the **My Subscriptions** dialog, select an available subscription.
- Click **Assign Subscription** button to confirm.

## Verify Assignment

- The **Assign Subscription** button changes to **Assigned**.  
**NOTE:** For 1-year subscriptions, after 30 days, the **Assigned** button will change to **Release Subscription** for that controller. For 5- and 10-year subscriptions, this change will occur after one year (see more in [Releasing Subscriptions](#), page 27).
- The top-right corner updates to reflect:
  - Remaining available subscriptions
  - Total number of purchased subscriptions
  - By clicking on the information, view details about each subscription you have purchased, including purchase and expiration dates and assignment status.

Unassigned Subscriptions: 32 out of 35

## Releasing Subscriptions

If a controller no longer requires remote access, you can release its assigned subscription for reuse.

### Reassignment Limits:

- **1-Year Subscriptions:** Can be reassigned once every **30 days**.
- **5-Year and 10-Year Subscriptions:** Can be reassigned once every **year**.
- Monthly subscriptions cannot be reassigned to a different controller.

- The system tracks these timelines automatically – no manual tracking needed.

## Steps to Release

1. Wait for Eligibility
  - After the required period, the **Assigned** button changes to **Release Subscription** (dark gray).
2. Click **Release Subscription**
  - This returns the subscription to your pool of available subscriptions.
3. Reassign as Needed
  - You can now assign the released subscription to another controller using the standard assignment process ([Assigning Subscriptions](#), page 27).

## Renewing Subscriptions

To continue using your **SpaceLogic KNX Remote** features without interruption, subscriptions must be **renewed manually** before they expire.

### IMPORTANT:

- **Subscriptions cannot be renewed after expiration.** If a subscription expires, you must purchase, create, and assign a new one.
- Renewal must be done while the subscription is still active.

## Renewal Notifications

You will receive email reminders with renewal links:

Email Type	When Sent	Action
Monthly Summary Email	Starting <b>180 days</b> before expiration	Click <b>renew subscription</b> button in the email.
Daily Reminder Email	<b>7 days</b> before expiration	Use the <b>renew</b> link provided in the email.

Clicking the button/link will redirect you to the Schneider Electric Software Shop.

## Prerequisites

- You must have **enough credits** in your **digital wallet**.
- The number of available credits must be **equal to or greater** than the quantity in the subscription you want to renew.

## Renewal Options

In the **Renew Your Subscription** dialog, choose one of the following:

Option	When to Use
<b>Renew with Digital Locker Credits</b>	If you have enough credits in your digital wallet.
<b>Renew Online via Schneider Shop</b>	If you need to purchase additional credits.

**Renew your Subscription (12 months)**

**Easy subscription term extension**  
Get a quote, buy online to renew, or get a new subscription.

**Product Name** 1 Controller access fee / Year  
**Expiry date** 2024-06-15

**Renew with Digital Locker Credits**

Use your digital locker credits to renew instantly

**Use credits**

**Renew Online via Schneider Shop**

Purchase instantly online

**Add to cart**

**Email a Partner**

Email your preferred partner to request renewal

**Send email to partner**

**Find Partner and Request Renewal**

Look up a certified partner and send renewal request

**Select partner**

## Renew with Digital Locker Credits

If you have enough credits in your digital wallet, you can renew your subscription as follows:

1. In the **Renew Your Subscription** dialog, click the **Use credits** button.

**Renew with Digital Locker Credits**

Use your digital locker credits to renew instantly

**Use credits**

2. In the **Renew with voucher credits** dialog, enter the installer's email and click **Renew**.

**Renew with voucher credits**

**Product Name** 1 Controller access fee / Year  
**Expiry date** 2024-06-15  
**Subscription no.** A-123456789

\* **Installer Email**  
installer@schneider-electric.com

Product name	Quantity	Available credits
1 Controller access fee / Year	3	0

**Renew** **Cancel**

## Manual Renewal via Software Shop

You can also renew subscriptions directly:

1. Go to the Schneider Electric Software Shop.
2. Sign in or register.
3. Navigate to: **Software** tab > **Tools and Resources** > **Software Licenses and Subscriptions Management**.

4. In the **Digital Vouchers** tab:
  - Click **Renew Subscription**.
  - Select the subscription to renew
  - Click **Renew Subscription** to confirm
5. Alternatively, in the **Subscriptions** tab:
  - Click the **Renew** button next to the subscription or
  - Click the **three dots** in the **Action** column and select **Renew Subscription**.
  - Confirm the renewal.

## Confirmation

After completing the renewal, you will receive a **confirmation email**.

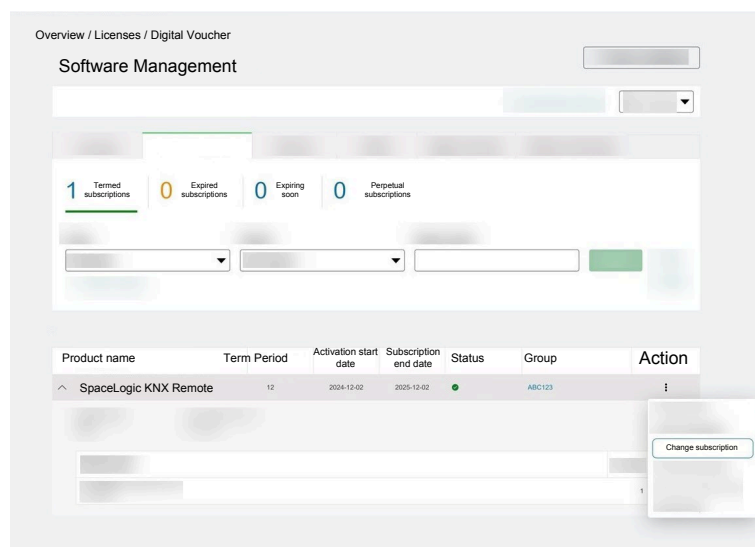
## Changing Subscriptions

The **SpaceLogic KNX Remote** subscription model allows users to adjust their active subscriptions by modifying the number of activated credits. This chapter explains how to change an existing subscription and outlines important considerations regarding credit expiration and refunds.

## Accessing Your Subscription

To begin modifying your subscription:

1. Log in to your Schneider Electric Software Shop account.
2. Navigate to the **Subscriptions** tab.
3. Locate the active subscription you wish to change.
4. Click the **three-dot menu** in the **Action** column and select **Change subscription**.



## Modifying Credit Quantity

Once in the subscription modification interface:

- Adjust the number of activated credits to your desired amount.
- Ensure that the total number of credits does not exceed the available balance in your **digital wallet**.

## Finalizing the Change

After adjusting the credit quantity:

1. Click **Continue**.
2. Review the updated subscription details.
3. Click **Place Order** to confirm the changes.

You will receive a confirmation email once the update is submitted, followed by another email once the changes are reflected in ETS or eConfigure KNX.

## Subscription Expiration Policy

All credits activated under a single subscription share the same expiration date, which is based on the date the original subscription was created.

### Example:

If a one-year subscription for two controllers is activated on **January 1st** (i.e., 2 credits of "1 Controller access fee / Year"), and an additional credit is added on **June 1st**, all three credits will expire on **December 31st** (i.e., 365 days after the initial subscription was created).





5. Increase the number of the current subscription (at least by 1) and click **Continue**.

**NOTE:** You must have sufficient credits available.

SpaceLogic KNX Remote

Subscription	Quantity	Credits Available
1 Controller access fee / Year LSS9002100	4	19

**Current Subscription**  
A-S00258440  
1 Controller access fee / Year  
LSS9002100  
Quantity: 3

**Required Updates**  
1 Controller access fee / Year  
LSS9002100  
Quantity: 4

6. On the subscription review page, enter the email address of the new user in the **Delivery Email** field and provide any value in the **Subscription Reference** field.

Digital Locker > Change Subscription

**Subscription Review**

**Additional Information**

Delivery Email:

Subscription Reference:

Subscription Start Date:

**Subscription Summary**

Service Period: 2020-01-01 - 2020-12-31

Credits represent the prorated consumed credits for each product, calculated from today until the subscription end.

Product Name	Quantity	Voucher Credits
1 Controller access fee / Year LSS9002100	4	1 required

7. Click **Confirm** to initiate the usage transfer.

## Completing the Transfer

The new user will receive an email notification confirming the transfer.

Digital Locker > Change Subscription

**Subscription Receipt**

An order confirmation has been sent to email@email.com

Your subscription A-S22022022 has been successfully updated.

**Additional Information**

Delivery Email:

Subscription Change Date: Updates to your plan will be in effect on ...

Subscription Reference: Subscription usage transfer

Product Name	Quantity	Voucher Credits
1 Controller access fee / Year LSS9002100	4	1 consumed

## Important Considerations

- Usage transfer is intended for operational flexibility and does not affect subscription ownership, billing, or renewal status.
- Only one active user can access a subscription at a time.
- Ensure the recipient is aware of the transfer and has access to the email address used.

## Transferring Subscription Ownership

In some cases, it may be necessary to transfer the ownership of a **SpaceLogic KNX Remote** subscription to another user. This feature allows for flexible management of subscriptions within teams or organizations.

### Purpose of Ownership Transfer

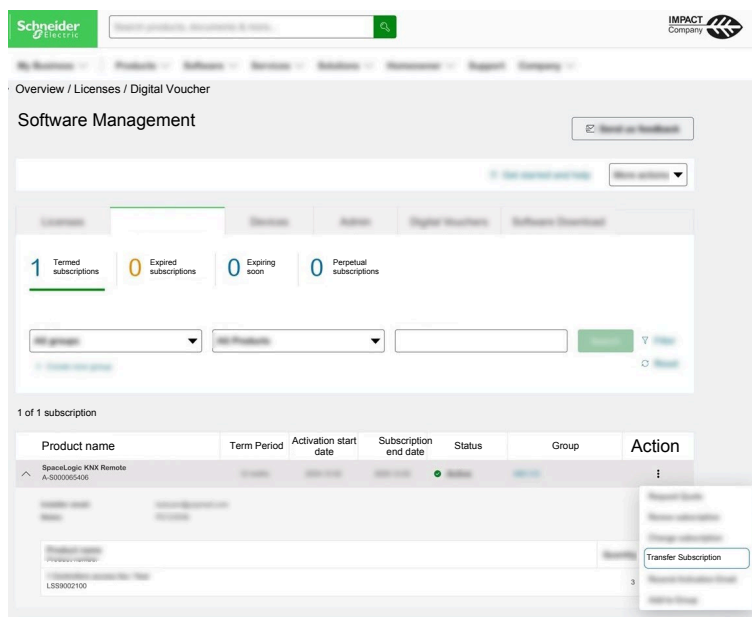
Transferring ownership enables another user to take over full management of a subscription. While the original owner retains view-only access, the new owner gains control over:

- Sharing the subscription
- Requesting quotes
- Making amendments
- Renewing the subscription

### Steps to Transfer Ownership

To transfer a subscription to another email account:

1. Log in to your Schneider Electric Software Shop account.
2. Go to the **Subscriptions** tab.
3. Locate the subscription you want to transfer.
4. Click the **three-dot menu** in the **Action** column and select **Transfer Subscription**.



5. Enter the email address of the new owner.

## 6. Click **Transfer** to initiate the transfer.

## Completing the Transfer

- The new owner will receive an email notification with a link to accept the transfer.
- They must:
  - Click **Login to access subscription** in the email.
  - Sign in or create an account in the Schneider Electric Software Shop.
  - Click **Accept** to finalize the transfer.

If the recipient rejects the transfer, you will be notified via email.

## Important Considerations

- Ownership transfer is intended for administrative purposes and does not affect the subscription's status or expiration.
- Only one active owner can manage a subscription at a time.
- Ensure the recipient is aware of the transfer and has access to the email address used.

## Subscription Email Notifications

To keep you informed throughout the subscription lifecycle, the system automatically sends a series of email notifications. This chapter outlines the types of emails you can expect and their purpose.

## Subscription Lifecycle Notifications

Once you subscribe to any **SpaceLogic KNX Remote** plan, you will receive the following confirmation emails:

Notification Type	Description
Purchase Confirmation	Sent immediately after purchasing a subscription and its associated vouchers.
Subscription Creation	Sent once the subscription has been successfully created.
Activation Confirmation	Confirms that the subscription is now active and reflected in ETS or eConfigure KNX.

## Expiration and Renewal Reminders

To help you manage renewals and avoid service interruptions, the system provides timely reminders:

Notification Type	Description
Monthly Expiration Summary	Sent monthly starting 180 days before expiration, listing all expiring subscriptions.
Daily Expiration Reminders	Sent daily starting 7 days before expiration if the subscription is not renewed.
Expiration Notification	Sent once a subscription has expired and remains unrenewed.

## Change Notifications

You will also be notified of any updates to your subscription:

Notification Type	Description
Renewal Confirmation	Confirms that a subscription has been successfully renewed.
Amendment Confirmation	Sent when changes are made to an existing subscription.

## Best Practices

- **Monitor your inbox** regularly to stay updated on your subscription status.
- **Whitelist** emails from the Schneider Electric Software Shop to avoid missing important notifications.
- **Act promptly** on expiration reminders to ensure uninterrupted access to your **SpaceLogic KNX Remote** services.

# Remote Access

Remote access is a key feature of the **SpaceLogic KNX Remote** service, enabling you to securely connect to your customer's controller to perform configuration changes or access visualizations from anywhere.

## Prerequisites for Remote Access

To enable remote access to a controller:

- You must have an active **SpaceLogic KNX Remote** subscription.
- The subscription must be **assigned** to the specific controller that you have paired.

Once these conditions are met, an **Access** button will appear in the controller's row within the **SpaceLogic KNX Remote** interface.

## Accessing Controllers Remotely

Follow these steps to initiate a remote session:

1. Navigate to the list of controllers in **SpaceLogic KNX Remote**.
2. Identify the controller you wish to access.
3. Click the **Access** button in the corresponding row.
4. Enter your controller login credentials (**username** and **password**).
5. Click **Sign In** to launch the controller's web user interface.

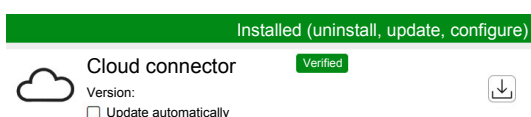
This interface allows you to manage the controller's configuration and access its visualization tools as if you were connected locally.


# Cloud Connector Setup

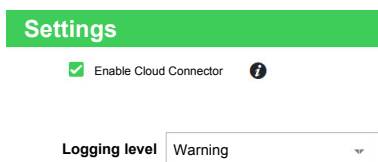
Setting up the **Cloud connector** ensures that your controller can establish a secure VPN tunnel, allowing authorized users to connect to the system from anywhere, as if they were onsite. This setup is a prerequisite for using the **Cloud connector** and must be completed before attempting any remote commissioning or updates.

The following steps will guide you through checking, updating, and enabling the **Cloud connector** on your controller.

1. Log in to your controller:
  - Open your internet browser and log in to your controller.
2. Check for latest version:
  - Ensure you have the latest version of the **Cloud connector** application.
  - To verify, check the list of available applications/updates in the Marketplace.



3. Update **Cloud connector**:
  - If you do not have the latest version, click  next to the **Cloud connector** in the application list.
  - It is recommended to check **Update automatically** to ensure the **Cloud connector** application is always up-to-date.
4. Enable **Cloud connector**:
  - Return to the **Start page** of your controller.
  - Open the **Cloud connector** application.
  - Check the box to **Enable Cloud connector**.



5. Verify connection:
  - Go back to the **Start page** and confirm that the **Cloud connector** is connected.



- The icon for a correctly connected **Cloud connector** looks like this:  Cloud connector

# Remote Configuration Interface




The **Remote Configuration Interface** allows users to remotely access and modify KNX installations using either ETS or eConfigure KNX, as if they were physically onsite. This functionality becomes available once a subscription has been assigned to the controller and the **Remote Configuration Interface** is enabled.

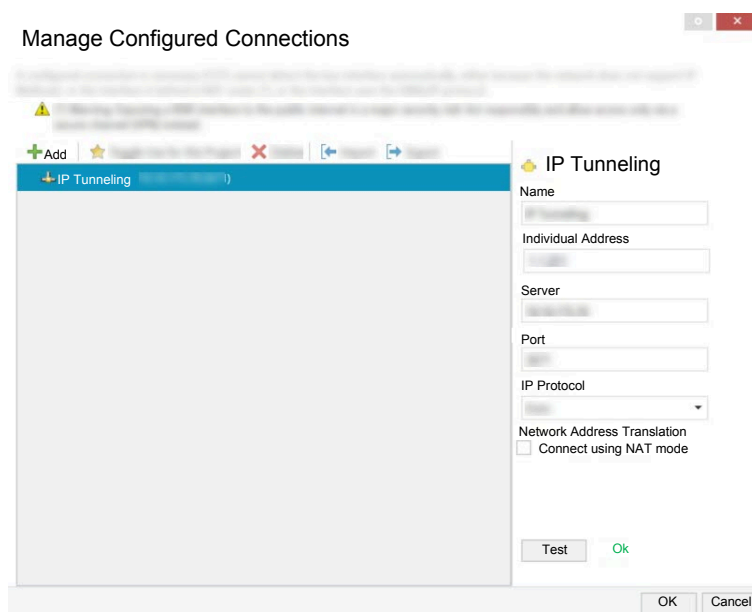
Once connected, users can perform configuration changes in the ETS (.knxproj) or eConfigure KNX project through a secure VPN tunnel. The interface provides a **Configuration IP Address** that is used to establish the remote connection.



## ETS Users

Before using the **Remote Configuration Interface** in ETS, ensure the controller is commissioned and the ETS project is properly set up.

Steps to connect:

1. Open your project in the ETS application.
2. Launch the **SpaceLogic KNX Remote** ETS-App (see *Getting Started*, page 13).
3. Locate the controller you want to connect to.
4. Click **Connect** in the **Remote Configuration Interface** section.
5. Once connected, a **Configuration IP Address** will be displayed.
6. Copy the IP address using the copy icon  next to the controller.
7. In ETS:
  - Click   to manage connections.
  - Select **Manage Configured Connections > Add**.
  - Choose **IP tunneling**.
  - Paste the copied IP address into the **Server** field and click **OK**.



You can verify the connection by navigating to the **twisted pair icon**   in ETS, where the corresponding interface will be shown.

## eConfigure KNX Users

To use the **Remote Configuration Interface** with eConfigure KNX, follow these steps to establish a secure remote connection and configure the controller:

### Prepare the Controller for Remote Access

Before connecting remotely, ensure the controller is properly configured:

- **Enable Cloud Connectivity**  
In the **SWITCHBOARD** tab, go to **Controller > MOBILE APP**, and check **Enable Cloud connectivity**. This prevents disconnection from the cloud after uploading your settings.

### Upload Local Parametrization

Once local settings are ready:

- Go to the **UPLOAD** tab and select your controller from the list on the left.
- Click the **arrow** in the middle of the screen to initiate the upload.
- In the **Potential Security Risk** dialog, click **Trust** to establish the connection.
- Follow the steps in the upload wizard. The controller will restart to apply IP changes. Ensure your network is aligned with the new controller IP.
- Click **Close** to finish.

### Connect Remotely via SpaceLogic KNX Remote

- In **SpaceLogic KNX Remote**, select the desired controller.
- Click **Connect** in the **Remote Configuration Interface** section.
- The **Configuration IP Address** will be displayed.

### Configure Access in eConfigure KNX

- Open the **UPLOAD** tab in eConfigure KNX and select the controller.
- Click **Select controller access** at the bottom left.
- In the **Controller Access** dialog:
  - Set **Access type** to **Remote**. The controller connects via the **Remote Configuration Interface**.



- Click **Close**.

To verify the connection, go to the **UPLOAD** tab and click **Select interface**. The correct interface will appear.

## Disconnecting the Remote Configuration Interface

You can manually disconnect by clicking the **Disconnect** button. Otherwise, the interface will automatically disable under the following conditions:

- ETS or eConfigure KNX is closed.
- The computer is put to sleep, shut down, or restarted.
- 24 hours have passed with the software open (for security reasons).

**NOTE:** If the interface is disabled (manually or automatically), it must be re-enabled as described in *ETS Users*, page 39 and *eConfigure KNX Users*, page 40.

## FAQ

This chapter addresses common questions and troubleshooting tips related to the use of **SpaceLogic KNX Remote**. It is designed to help users quickly find answers and resolve issues independently.

## Getting Started

Question	Answer
What are the minimum requirements for using <b>SpaceLogic KNX Remote</b> ?	<p>A Wiser for KNX (LSS100100) or spaceLYnk (LSS100200) controller in the customer's installation is required.</p> <p>ETS users need ETS 5 or 6, the <b>SpaceLogic KNX Remote</b> ETS-App, and the <b>SpaceLogic KNX Remote</b> package.</p> <p>eConfigure KNX users need version 3.0 or higher of eConfigure KNX Lite, Expert, or Expert Student, and the <b>SpaceLogic KNX Remote</b> package.</p>
Why is <b>SpaceLogic KNX Remote</b> not appearing in ETS?	Ensure the <b>SpaceLogic KNX Remote</b> ETS-App is installed from the ETS App Store. It will appear in the <b>Apps</b> tab after opening a project. See the chapter <i>Installing and Accessing SpaceLogic KNX Remote</i> , page 12 for more details.
Why can't I access <b>SpaceLogic KNX Remote</b> after installing the <b>SpaceLogic KNX Remote</b> ETS-App (ETS users) or upgrading eConfigure KNX to version 3.0 or higher (eConfigure KNX users)?	Download the <b>SpaceLogic KNX Remote</b> package from the welcome screen of <b>SpaceLogic KNX Remote</b> in ETS or eConfigure KNX and log in or register in the Cloud. See the chapter <i>Installing and Accessing SpaceLogic KNX Remote</i> , page 12 for more details.
Why do I need a Cloud account to use <b>SpaceLogic KNX Remote</b> ?	<ul style="list-style-type: none"> <li>• <b>Subscription management:</b> Since <b>SpaceLogic KNX Remote</b> is a subscription-based service, your Cloud account ensures that the subscriptions you purchase are securely linked to you. This prevents unauthorized use and allows you to manage, assign, and reassign your subscriptions as needed.</li> <li>• <b>Access permissions:</b> When connecting remotely to a customer's installation, the customer must grant you access. Your Cloud account allows them to "add" you to their home or project and assign the necessary permissions. This secure access control ensures that only authorized users can configure or manage their KNX installation remotely.</li> </ul>
Can I use my Wiser KNX App account to log in?	Yes, the same account can be used for <b>SpaceLogic KNX Remote</b> .

## Controller Access

Question	Answer
How do I add my customer's controller to <b>SpaceLogic KNX Remote</b> ?	<p>The controller owner must provide you with access to their controller.</p> <p>This can be done either in the Wiser KNX Mobile App or in the <b>Management</b> plugin in the controller, as described in the chapter <i>Remote Configuration Access</i>, page 17. Once shared, the controller will appear in the list of shared controllers in <b>SpaceLogic KNX Remote</b>.</p> <p>When sharing access to the controller, the controller owner needs to specify the duration of the access. If you need to connect regularly, it is recommended that the controller owner grants you permanent access. Otherwise, they will need to provide you with access each time you need to access their installation.</p>
Why can't I connect to a shared controller?	<p>The owner must grant you Remote Configuration Access in the Wiser KNX App or <b>Management</b> plugin.</p> <p>The detailed steps are provided in the chapter <i>Remote Configuration Access</i>, page 17.</p>

Question	Answer
What is the difference between <b>Access</b> and <b>Connect</b> buttons in <b>SpaceLogic KNX Remote</b> ?	<p><b>Access</b> opens the controller's web UI. You will need the controller's username and password.</p> <p><b>Connect</b> allows you to open a secure connection between your computer and the customer's installation. It creates a virtual interface for remote project configuration in ETS or eConfigure KNX.</p>
Why can't I make changes in ETS or eConfigure KNX after assigning a subscription?	<p>You must enable the remote configuration interface by clicking <b>Connect</b> in <b>SpaceLogic KNX Remote</b> and use the displayed IP address in ETS/eConfigure KNX.</p> <p>Full instructions are provided in the chapter Remote Configuration Interface, page 39.</p>

## Subscriptions

Question	Answer
What is the difference between a subscription and a voucher?	<p>A voucher is a digital token received after purchasing subscription. Redeem it to add credits to your wallet. Credits are then used to create or renew subscriptions.</p> <p>Note that redeeming a voucher does not automatically activate the subscription. You have 365 days to redeem your vouchers after purchasing them; otherwise, they will expire. Once redeemed, the credits will not expire.</p>
What is the difference between monthly and yearly subscriptions?	<p>A monthly subscription gives access to one controller for 30 days and cannot be reassigned.</p> <p>A one-year subscription for 1, 5, or 25 controllers provides access for 365 days and can be reassigned to another controller once every 30 days.</p> <p>Five- and ten-year subscriptions allow you to access one controller for five and ten years, respectively, and can be reassigned once every year.</p>
How can I retrieve my vouchers if I lost or cannot find the original email?	<p>If you are unable to find the email containing your vouchers, you can easily retrieve them by following these steps:</p> <ol style="list-style-type: none"> <li>1. Open your web browser and navigate to <a href="https://se.com/myschneider">https://se.com/myschneider</a>.</li> <li>2. Log in using the <b>Schneider Electric account</b> that was used to purchase the subscriptions.</li> <li>3. Go to <b>Software &gt; Tools and Resources &gt; Software Licenses and Subscription Management</b>.</li> <li>4. You may be prompted to log in again using the same credentials.</li> <li>5. Once logged in, your purchased vouchers will be listed and accessible from this section.</li> </ol>
Can I access more than 25 controllers?	<p>Yes, by combining 1, 5, or 25 controller yearly subscriptions in a single purchase. After redeeming the vouchers, these subscriptions will be automatically converted into a single subscription type, "1 Controller access fee / Year," with the corresponding credits for easier management.</p> <p>For example, a "5 Controllers access fee / Year" subscription will be converted into five credits of "1 Controller access fee / Year" after voucher redemption.</p> <p>Alternatively, you can purchase a one-year subscription for unlimited controllers. This option provides remote access and configuration for an unlimited number of controllers over 365 days and is ideal if you have more than 55 customers with maintenance contracts.</p>
Why don't I see my subscription in <b>SpaceLogic KNX Remote</b> ?	<p>You must redeem the voucher and create the subscription before it appears in ETS or eConfigure KNX. The detailed steps are provided in the chapters Redeeming Vouchers, page 24 and Creating Subscriptions, page 25.</p>
Can I add more controllers to an existing subscription?	<p>Yes, by activating additional credits. They will share the original expiration date. Any unused time will be automatically refunded</p>

Question	Answer
	proportionally. Find more details in the chapter <a href="#">Changing Subscriptions</a> , page 30.
When do subscriptions start and end?	<p>They start upon creation (i.e., activation), not when you redeem the voucher.</p> <p>Monthly: Expires 30 days after creation.</p> <p>Yearly: Expires 365 days after creation.</p> <p>5/10-year: Expires 5/10 years after creation.</p> <p>If you modify an existing subscription by activating an additional credit within it, this additional subscription will share the same expiration date as the original.</p> <p>Find more details in the chapter <a href="#">Changing Subscriptions</a>, page 30.</p>
Can I reassign a subscription to another controller?	Yes. Yearly: once every 30 days; 5/10-year: once per year. Monthly: not transferable. See <a href="#">Releasing Subscriptions</a> , page 27 for more details.
How do I renew a subscription?	Manually before they expire, using wallet credits or new purchases. Reminders are sent 180 and 7 days before expiration. Refer to <a href="#">Renewing Subscriptions</a> , page 28.
What if my subscription expires? What should I do to continue using <b>SpaceLogic KNX Remote</b> ?	You must purchase and create a new subscription. Expired ones cannot be renewed. For more details, refer to <a href="#">Renewing Subscriptions</a> , page 28.
Can I transfer my subscription to another user?	<p>Yes. You can choose to transfer either the ownership or the usage of your subscription, depending on your needs:</p> <p><b>Ownership Transfer</b></p> <p>Ownership can be transferred to another email address.</p> <ul style="list-style-type: none"> <li>The new owner gains full administrative control over the subscription (e.g., sharing, renewing, etc.).</li> <li>The previous owner retains view-only access.</li> <li>This change does not affect the user currently using the subscription. See more in <a href="#">Transferring Subscription Ownership</a>, page 34.</li> </ul> <p><b>Usage Transfer</b></p> <p>Usage can be transferred to another email address.</p> <ul style="list-style-type: none"> <li>The current user of the subscription can reassign it to a different user.</li> <li>The new user gains access to use the subscription features.</li> <li>This change does not affect the subscription's ownership or administrative rights. See more in <a href="#">Transferring Subscription Usage</a>, page 32.</li> </ul>

## Troubleshooting

Issue	Solution
General issues	Check your internet connection and click <b>Refresh</b> in the <b>SpaceLogic KNX Remote</b> tab. This will verify the availability of the SE cloud, reload controllers, subscriptions, etc.
Shared controller is not visible	If the system integrator cannot see the shared controller, contact the controller owner to check the sharing settings in the web interface ( <b>Management</b> plugin > <b>User management</b> ). Ensure the correct email address is listed with a valid date range.
Controller shows offline.	If the controller is showing as offline, contact the controller owner to verify that the controller is online and that the <b>Cloud Connector</b> and <b>Management</b> plugin > <b>Remote Configuration</b> > <b>Remote Project Configuration</b> are enabled.
Tunnel creation failed.	Follow the error message instructions. If unresolved, check VPN settings and ensure no existing tunnel is active (it will be automatically canceled within 24 hours if forgotten).

Issue	Solution
Tunnel creation not working on certain notebooks.	<p>If you are using a company-issued laptop to connect to controllers, some security tools may block the VPN tunnel required by <b>SpaceLogic KNX Remote</b>. These tools can restrict or block the necessary ports.</p> <p>Common examples include:</p> <ul style="list-style-type: none"><li>• Endpoint Protection: Trellix, Symantec Endpoint Protection, CrowdStrike Falcon, Microsoft Defender for Endpoint, Trend Micro Apex One, Sophos Intercept X, Bitdefender GravityZone</li><li>• VPN Services: WireGuard, Cisco AnyConnect, Fortinet FortiClient, NordLayer (business VPN), etc.</li><li>• Web Traffic Filtering: Zscaler, Cisco Umbrella, Symantec Web Security Service, Forcepoint Secure Web Gateway, Barracuda Web Security Gateway, McAfee Web Gateway, etc.</li></ul> <p>Temporarily disable these tools and try the connection again. Ensure that the firewall is not blocking the required port for the VPN tunnel.</p>
Unable to create tunnel over mobile data.	<p>Some mobile network providers block specific ports required for VPN connections. <b>SpaceLogic KNX Remote</b> uses UDP port 51820.</p> <p>Check with your mobile provider to confirm that this port is not blocked. Alternatively, switch to a different network (for example, Wi-Fi) to establish the connection.</p>

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