



Advantech UNO-420 Gateway Installation Guide



KMC Controls, 19476 Industrial Drive, New Paris, IN 46553 / 877-444-5622 / Fax: 574-831-5252 / www.kmccontrols.com

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Accessing System Administration

After KMC Customer Service has set up your company, a designated administrator will be emailed license credentials to log into the project Cloud. An administrator can manage user, group, customer project, and box (KMC Commander IoT gateway) information.

To log in the first time as an administrator, click the link in the email sent by KMC Controls at the initial purchase of KMC Commander.

For more details, see the *KMC Commander (Cloud)* System Administration Application Guide (see Accessing Other Documents on page 21).

Preparing for Installation

About KMC Commander Gateways

The KMC Commander® IoT (Internet of Things) gateway and Automation Platform consists of an IoT gateway with embedded software as well as a secure connection to the mobile accessible Cloud. (The gateway hardware is also known as a "box.")

Reviewing the *Pre-Installation Checklists* on page 5 and *Minimum Requirements* on page 4 is crucial for successful installation.

Installation Sequence

First, complete these tasks, which are covered in this gateway hardware installation guide:

- 1. Complete initial login and registration (in the installer's office or staging area) for login and license confirmation as well as software updates. (See *Connecting Wi-Fi and Making Initial Login* on page 11.)
- 2. Permanently install the gateway hardware on site. (See On-Site Installation on page 15.)

Note: Although all steps can be done on site, performing initial login before on-site installation is highly recommended to provide confirmation that the installer can log in at the job site, that the licensing is correct, and that all software updates have been completed.

Then, complete these tasks, which are covered in the *KMC Commander Software Application Guide* (see *Accessing Other Documents* on page 21):

- 1. Complete the following minimum configuration processes, which must be performed on site (or performed as local via VPN):
 - Configuring Settings (especially local only settings)
 - Configuring Networks
 - Discovering Devices
 - Assigning Device Profiles
- 2. Configure dashboards, schedules, trends, and alarms.

Note: These may be configured from the Cloud after the on-site installation.

Minimum Requirements

Installation requires the following minimum hardware and connections:

- · Laptop, tablet, or PC with wireless (Wi-Fi) connection and a Google Chrome or Safari browser
- Internet connection (via Ethernet cable)

- Power supply (see *Connecting Power* on page 9)
- Mounting adapter (see *Mounting the Gateway* on page 16)

Information required to complete installation includes:

- Customer license information
- Network topology and a list of all points of interest in all controllers to be monitored
- Relevant open outbound ports and network addresses and information from the building's IT department

Note: See the *KMC Commander IT/Network Information Technical Bulletin*. (See *Accessing Other Documents* on page 21.)

• See also Pre-Installation Checklists on page 5

Pre-Installation Checklists

The following checklists describe what system integrators should do to prepare to install a KMC Commander system.

Crucial Resources and Information

- Minimum Requirements on page 4
- Wi-Fi network security key from *KMC Commander Quick Setup Guide* (See *Accessing Other Documents* on page 21.)
- *KMC Commander IT/Network Information Technical Bulletin* (See *Accessing Other Documents* on page 21.)

With the Customer and IT Department

For a successful KMC Commander installation, support from the building's IT department is crucial. The IT department must open the required outbound ports and provide the network information needed for the customer to connect to the Internet. See the *KMC Commander IT/Network Information Technical Bulletin*. (See *Accessing Other Documents* on page 21.)

Review the above *Crucial Resources and Information* on page 5 with the end customer and IT department representatives, noting:

- KMC Commander initiates all messaging with Cloud services.
- Ports and services used by KMC Commander are shown in the KMC Commander IT/Network Information Technical Bulletin to use for outbound rules.
- No firewall inbound rules are needed.

Determine the network topology for Internet access, asking these questions:

• Are there existing outbound policies?:

- If so, rules should be added to allow outbound traffic on specified ports. (See the technical bulletin above.)
- What method is needed for Internet access?:
 - If Ethernet/LAN, do they want KMC Commander to have static or dynamic IP addresses?
 - If static, what are the gateway, subnet mask, and DNS?
 - If Wi-Fi (as a client), what are the SSID and credentials?

With the Customer

Determine network topology for BACnet devices:

- Are there BACnet MS/TP devices?
 - If so, a BACnet router (BAC-5051E) will be needed to connect to the Ethernet network.
- Are there BACnet IP devices on the same subnet as KMC Commander?
- Is the BACnet network separate from the one with Internet access?:
 - If so, using a static (rather than dynamic) IP address is recommended for the Ethernet port on the KMC Commander IoT gateway that will communicate with BACnet.
 - If static, what is the network subnet mask, gateway, and IP address?

Determine project users and account permissions:

- Who are your technicians who will be involved in the install and/or future support? Put them in the Cloud project server.
- Who are the users for the customer? Put (at least) the administrators in the Cloud project server. (Administrators can add other users later.)

Get Ready for Installation on the Job Site

Determine readiness for remote access by KMC technical support if help is needed:

- Note the Service Tag number for the KMC Commander IoT gateway when it is received.
- Is TeamViewer or some other remote method available?

Review the <u>KMC Commander installation videos</u> on the KMC Commander YouTube channel to become familiar with the basic installation process.

Written details of the installation process are found in these sections of this gateway hardware installation guide:

• Connecting Wi-Fi and Making Initial Login on page 11

- Transitioning to the Job Site on page 14
- On-Site Installation on page 15

And in these sections of the KMC Commander Software Application Guide:

- Configuring Settings
- Configuring Networks
- Configuring Devices

Note also Troubleshooting for if you need it.

Support Documents and Resources

Note: Documents, product design, and product specifications are subject to change without notice.

See *Accessing Other Documents* on page 21 for details on accessing KMC Commander quick setup guides, data sheets, application guides, bulletins, and other important files.

For customer (Cloud) project data and control: app.kmccommander.com.

For customer administration: <u>central.kmccontrols.com</u>. See the *KMC Commander (Cloud) System Administration Application Guide*.

For background information, see the <u>KMC Commander Solutions</u> page and the <u>KMC Commander playlist</u> on the KMC Controls channel on YouTube.

For information about API (Application Programming Interface) integration, see <u>api.kmccommander.com</u>, and API Integration.

See also Software Tools for network and installation troubleshooting.

Initial Setup and Registration In Office

Importance of First Logging In at the Office

Performing initial login before on-site installation is highly recommended to provide confirmation that:

- The installer can later log in at the job site.
- The licensing is correct.
- All software updates have been completed.

Importance of the Quick Setup Guide

The shipping carton contains various accessories and the KMC Commander Quick Setup Guide. **Donot discard the KMC Commander Quick Setup guide** before registration is complete. It contains information **required to complete the registration**. (If it is lost, however, download the most recent version from the KMC Controls website. See *Accessing Other Documents* on page 21.)

Beginning In-Office Setup

- 1. Remove the KMC Commander IoT gateway and the accessories from the shipping carton.
- 2. Set up the gateway in a temporary but secure location, completing the processes in the following sections.

Connecting Ethernet

During initial setup, Wi-Fi is for laptop communication with the gateway. The wired Ethernet Internet connection is for Cloud communication and updates.

Before connecting Ethernet, ensure that:

- The Internet connection that you will make to the gateway is live so that the gateway's Wi-Fi will work.
- The (Internet) network connection has a DHCP (Dynamic Host Configuration Protocol) server to get an address.
- The PC being used for setup is set to have a dynamic IP address rather than a static address.

On the right side of the gateway, plug a network Ethernet patch cable that provides Internet access (and optional PoE) into the PoE IN / LAN B port.



Note: For more information on PoE, see *Connecting with PoE (Power over Ethernet)* on page 9 in *Connecting Power* on page 9.

Continue to *Connecting Power* on page 9.

Connecting Power

Use one of the two following options to connect power (PoE is recommended):

• Connecting with PoE (Power over Ethernet) on page 9

Note: A KMC <u>CMDR-D3-PWR-POE</u> Power over Ethernet Injector is included in the CMDR-ADVT-WIFI- BASE package.

Connecting with a DC Power Supply on page 10

Connecting with PoE (Power over Ethernet)



- 1. Position a KMC <u>CMDR-D3-PWR-POE</u> Power over Ethernet Injector near the KMC Commander IoT gateway.
- 2. Connect the network Ethernet cable to the LAN IN jack of the injector on the same side as the LED Power indicator and the power supply jack.
- 3. Connect the Ethernet cable (supplied with the injector) from the KMC Commander gateway's PoE IN / LAN B port to the POWER+DATA OUT port on the injector as shown in the illustration. (This is the side opposite from the Power indicator and the jack for the 48 VDC power supply.)

Caution: Don't reverse the Ethernet connections to the injector.

- 4. Connect the injector's power supply to the injector.
- 5. Plug the power supply into a 120 VAC outlet.

Note: When power is connected, the Power LEDs on both the PoE injector and the gateway should immediately glow green.

Note: If the Power LED on the PoE injector is amber and flashing slowly instead of glowing a solid green, try unplugging the power supply to it and plugging it back in. If that doesn't help, replace the injector and/or its power supply.

Note: If the Power LED on the gateway is amber instead of green, the power supply voltage is too low and the gateway will not be able to communicate. Try a different injector and/or power supply.

Continue to Connecting Wi-Fi and Making Initial Login on page 11.

Connecting with a DC Power Supply

Caution: Do not connect an AC transformer for power.

Caution: The gateway must have its own dedicated DC power supply to avoid potential equipment damage.

Caution: The DC power supply must be double-insulated and comply with local codes and regulations— NEC Class 2 (SELV/limited energy circuit, or LPS circuitry) in the USA. Ensure that the power source is reliably grounded and filtered such that the peak-to-peak ripple component is less than 10 percent of the DC voltage.

1. Wire a 10-30 VDC (not AC) power supply (purchased separately from a third party) to the (supplied removable) terminal block according to the label marked next to the connector.

Note: The 24 VDC IDEC PS5R-VD24 power supply, for example, meets the requirements.

Note: The terminal block connector is packaged inside a plastic bag in the carton. It accepts 20 to 13 gauge (0.8 to 2 mm) wiring.

2. After wiring is complete, push the terminal block into the power connector.

Note: The DC power supply must not be shared with another device.

Note: For permanent installation, secure the screws that hold the terminal block to the connector.

3. Connect power to the DC power supply.

Note: When power is connected, the Power LED should immediately glow green.

Note: If the Power LED is amber instead of green, the power supply voltage is too low and the gateway will not be able to communicate. Verify that the power supply is operating properly (at least 10 VDC and not more than 57 VDC). Try a different power supply.

Continue to Connecting Wi-Fi and Making Initial Login on page 11.

Connecting Wi-Fi and Making Initial Login

Know Before Beginning

Relevant outbound ports must be open. See the KMC Commander IT/Network Information Technical Bulletin .(See Accessing Other Documents on page 21).

If a Wi-Fi WAP or client service will be used during normal operation with a Wi-Fi antenna, see *(Optionally) Installing the Wi-Fi Antenna* on page 15.

Wi-Fi is used for initial setup. The effective Wi-Fi range without the antenna is at least five feet, which is usually adequate for initial setup in an office environment. Although a Wi-Fi antenna is not necessary for installation, it may be helpful under some conditions. Again, see *(Optionally) Installing the Wi-Fi Antenna* on page 15.

An alternate method of accessing and setting up a KMC Commander IoT gateway (instead of using Wi-Fi) is by connecting a laptop to LAN A with an Ethernet patch cable and opening a browser window to address 192.168.2.1. This method still requires a live Internet connection to PoE IN / LAN B, and it may require temporarily changing the IP address on your computer. The Wi-Fi setup procedure is usually more convenient.

Connecting to Wi-Fi

- 1. Using a laptop or PC that is Wi-Fi enabled, go to the Wireless Network Connection window.
- 2. Search for and connect to the SSID CommanderBX-[service tag number (S/N) of your individual gateway] (For example, CommanderBX-GG22B02).

Note: The unique KMC Commander IoT gateway service tag number (S/N, or serial number) is printed on the bottom of the gateway.

Note: The gateway starts transmitting its SSID (Service Set IDentifier or the wireless network name) about three minutes after its power is connected.

- 3. Enter the default Wi-Fi network security key (found on the printed KMC Commander Quick Setup guide included in the shipping carton or downloaded from the website after logging in).
- 4. Select **OK** (in Windows 7) or **Next** (in Windows 10).
- 5. If a **Set Network Location** pop-up screen appears, select **Public network**. (This increases security over a Home or Work network.)
- 6. When that screen shows "The network location is now Public," select **Close**.

Note: For later Wi-Fi operation, defaults for the SSID and network security key are changed in **Settings** > **Network Interfaces** > **Wi-Fi [wlan0]**. See "Configuring Wi-Fi [wlan0] Settings" in the *KMC Commander* Software Application Guide. (See Accessing Other Documents on page 21.)

Making Initial Login

1. Open a (Google Chrome or Safari recommended) web browser and enter 192.168.4.1 in the address field.

Note: "Your connection is not private" appears in the browser screen when first logging into the KMC Commander IoT gateway. This default privacy caution appears because the gateway uses HTTPS for secure, encrypted communication, but a "valid" (verifiable by a third party) certificate cannot be provided automatically on an internal network. This does **not** mean that the KMC Commander network communication is unsafe.

2. Select Advanced, then Proceed to 192.168.4.1 on the screen to continue.

Note: That screen should not appear again after login, but "Not secure https" will stay in the address field of subsequent screens. This does not mean that the KMC Commander network communication is unsafe.

Note: A direct connection via Ethernet will also have the same issue as with Wi-Fi. If a direct Ethernet connection to the gateway is intended to be maintained long-term, and if the user requires that the red "Not secure https" be removed from the browser address field, contact KMC Controls and the local IT department for assistance.

Note: The privacy caution should not appear with <u>app.kmccommander.com</u>, which is the primary user interface.

3. Enter the (case-sensitive) KMC Commander User **Email** and **Password** (supplied by the system administrator) in the pop-up box.

Note: If you forgot your password, select **Forgot password** on <u>app.kmccommander.com</u>, enter your email address, and you will receive an email with a link for resetting your password.

4. Select Login.

Note: During initial setup, the (Internet) network connection must have a DHCP server to get an address, and the PC being used must be set to have a dynamic IP address rather than a static address.

Note: Administrative accounts (created after ordering) include sections with information about Users (System Integrators), Customers (Building Owners), Projects, and KMC Commander devices. (See *Accessing System Administration* on page 3.)

5. Select the appropriate **License** from the dropdown list.

Note: If more than one license appears in the dropdown list, be sure to select the correct one for your particular project. If the correct license is not available, see "License and Project Problems" in "Troubleshooting" in the *KMC Commander Software Application Guide*. (See *Accessing Other Documents* on page 21.)

- 6. Select Submit.
- 7. Select Begin Setup to confirm the setup details.
- 8. Select Start.

9. After seeing **Network Explorer**, wait at least one hour (to allow all software updates to complete) before disconnecting the gateway.

Note: When you see Network Explorer, you are properly licensed. After waiting at least one hour, disconnect the gateway. If you cannot log in and see Network Explorer, contact KMC Controls for assistance.

Note: During that hour before disconnecting the gateway, you do not need to be logged in. You may close the browser and shut down the laptop.

Note: If the office Internet connection is slow, let the update process run overnight.

Continue to *Transitioning to the Job Site* on page 14.

Transitioning to the Job Site

Before going to the job site, carefully review *Minimum Requirements* on page 4. Then:

- 1. Disconnect the power. (See *Connecting Power* on page 9.)
- 2. Disconnect the Ethernet connection (if not PoE). (See *Connecting Ethernet* on page 8.)
- 3. Attach any relevant antennas now or on the job site. [See *(Optionally) Installing the Wi-Fi Antenna* on page 15 and *(Optionally) Installing the Antennas Remotely* on page 15.]
- 4. Transport the gateway to the job site to complete the permanent installation.

On-Site Installation

Before configuring KMC Commander on-site, all networking should be complete with all controllers and other devices fully installed and online. All network and Internet communication issues in a building should be resolved *before* installing KMC Commander.

Use only approved (included) antennas. Non-approved antennas may produce spurious or excessive RF transmitting power, which may lead to a violation of FCC/IC limits. The product shall be installed at a location where the radiating antenna is kept 8 inches (or 20 cm) from nearby persons in its normal operation condition in order to meet regulatory RF exposure requirements.

(Optionally) Installing the Wi-Fi Antenna

Note: To mount the antennas remotely, see (Optionally) Installing the Antennas Remotely on page 15.

Wi-Fi is required only for initial setup. If the laptop used for configuration is close enough, the Wi-Fi signal strength should be adequate without mounting the antenna. However, if Wi-Fi will be used (as a wireless access point or client) for operation on the job site, be sure to install the antenna and change the Wi-Fi defaults during the configuration. (See "Configuring Wi-Fi [wlan0] Settings" in the KMC Commander Software Application Guide. See *Accessing Other Documents* on page 21.)

1. Screw on the included Wi-Fi antenna.

Note: Use only the supplied or approved replacement antennas.

2. Secure each antenna by tightening the rotating head of the connector until it firmly holds the antenna in the preferred position.

Continue to Mounting the Gateway on page 16.

(Optionally) Installing the Antennas Remotely

Mount antennas remotely from the gateway if installation is inside a metal enclosure, if needed to provide clearance for mounting, or if needed to increase the range (e.g., mounted higher in the room).

Note: Three-foot (<u>CMDR-ANT-EXT-3</u>) and 15-foot (<u>CMDR-ANT-EXT-15</u>) extension cables are available from KMC Controls. The cables come in packs of two. The extension cables are the same for both Wi-Fi and cellular communication even though the antennas are different.

To install the antennas remotely:

- 1. Drill two 6.5 mm (or 1/4-inch) holes in the desired antenna mounting panel or bracket.
- 2. Insert the connector of one extension cable with the threads on the outside through the hole and screw the antenna onto the connector.



- 3. Attach the connector on the other end of the cable to the appropriate connector on the gateway.
- 4. Repeat the previous two steps to install any other antennas.

Continue to Mounting the Gateway on page 16.

Mounting the Gateway

Caution: If the gateway is to be installed in a wet environment, depending on the location and environment, it must be installed in a panel box or enclosure with an Ingress Protection (IP) rating of IP54, IP65, or higher.

Caution: The maximum operating temperature of the gateway is 158° F (70° C). Do not exceed this maximum temperature while operating it inside an enclosure. Internal heating of its electronics, other electronics, and the lack of ventilation inside an enclosure can cause its operating temperature to be greater than the outside ambient temperature.

Mounting on a DIN-Rail



1. Attach the DIN-rail mount to the back of the gateway with the three supplied screws as shown in the illustration.

Note: A <u>DIN-rail mount</u> is included in all CMDR-ADVT-WIFI-BASE packages for DIN-rail mounting (a DIN rail is not included).

- 2. Place the gateway on the DIN rail at an angle.
- 3. Push the gateway down enough to compress the springs at the top of the DIN-rail mounting bracket.

4. Push the bottom of the gateway towards the DIN-rail (to secure the lower clip of the bracket onto the DIN rail) and release it.

Note: If the gateway needs to be detached from the DIN rail, push the gateway down (to compress the springs and release the bottom of the bracket) and lift the gateway off the DIN rail.

Continue to *Grounding the Gateway* on page 17.

Mounting on a Wall or Panel



- 1. Position the gateway on the wall or panel where it is to be mounted.
- 2. Using the holes on the tabs protruding from the corners of the gateway, mark the positions to drill the four holes.
- 3. Install four screws (not supplied) through the holes in each of the tabs as shown in the illustration and secure to the wall or panel. Screw holes on the tabs have a diameter of 0.177 inches (4.5 mm).

Continue to Grounding the Gateway on page 17.

Grounding the Gateway

Note: The gateway will function without being grounded, but connecting the chassis to an earth ground may reduce electrical interference.



- 1. Remove the screw with the grounding icon next to it, at the rear bottom corner of the left side of the gateway (when mounted).
- 2. Connect a grounding cable between the gateway and the secondary enclosure or an earth ground.
- 3. Tighten the screw.

Continue to Connecting Networks and Power On Site on page 18.

Connecting Networks and Power On Site

1. Plug a network Ethernet patch cable into PoE IN / LAN B. If using PoE, see *Connecting with PoE (Power over Ethernet)* on page 9

Note: For customer convenience, KMC sells plenum-rated Ethernet patch cables in lengths of 50 feet (<u>HS0-9011</u>) and 75 feet (<u>HS0-9012</u>).

2. To connect a BACnet MS/TP network to KMC Commander, connect it through a <u>BAC-5051E</u> router into one of the Ethernet ports or networks.



3. If not using PoE, connect a power source. (See *Connecting with a DC Power Supply* on page 10.)

Note: About three minutes after power is connected, the Wi-Fi signal will be fully functional.

Logging In at the Job Site

Configuring On Site Verses from the Cloud

Dashboards, schedules, trends, and alarms can be configured later from the Cloud as desired, but the following are the minimum functions to perform on-site (or performed as local via VPN):

 Configure most Settings . See "Configuring Settings" in the KMC Commander Software Application Guide. (See Accessing Other Documents on page 21.)

Note: Cloud settings do not include **Network Interfaces** (Ethernet, Wi-Fi, and Cellular), **Date & Time**, **Whitelist/Blacklist**, **IP Tables**, **Proxy**, and **SSH** settings), but those settings *can* be configured through VPN.

 Recommended: Discover all known network devices and points (in Network Explorer) and set up profiles. See "Configuring Networks", "Discovering Devices", and "Assigning Device Profiles" in the KMC Commander Software Application Guide. (See Accessing Other Documents on page 21).

Note: The Cloud can discover devices and points. However, discovery of devices and points on site will be helpful if network troubleshooting is required.

Logging In

Before Internet

Before an Internet connection is established for the gateway, log in using Wi-Fi:

1. In a (Google Chrome or Safari) browser window, log into KMC Commander using Wi-Fi (see Connecting Wi-Fi and Making Initial Login).

2. Enter your (case-sensitive) user **Email** and **Password**, as previously set up by a system administrator. (See *Accessing System Administration* on page 3.)

Note: If you forget your password, select **Forgot password**, enter your email address, and you will receive an email with a link for resetting your password.

3. Choose the relevant **License** (if more than one is available to you).

Note: If the correct license is not available, see "License and Project Problems" in "Troubleshooting" in the *KMC Commander Software Application Guide*. (See *Accessing Other Documents* on page 21).

4. Select Submit.

Note: Networks Explorer **I** will appear.

Continue on-site setup by:

- Configuring Settings (especially local-only settings)
- Configuring Networks
- Discovering Devices
- Assigning Device Profiles.

Refer to the *KMC Commander Software Application Guide*. (See *Accessing Other Documents* on page 21.)

After Internet

After an Internet connection is established for the gateway, log into the project Cloud at <u>app.kmccommander.com</u>.

Accessing Other Documents

To find information located in other documents:

1. Go to the KMC Controls website and Sign In (upper-right corner) to the Partner Portal.

Note: Signing in allows you to see all available documents. You can access the *Data Sheets* on page 22, *Installation Guides* on page 22, and most of the items under *Application Guides* on page 21 without signing in.

- 2. Go to any KMC Commander product page, such as the KMC Commander Advantech UNO-420 Gateway page.
- 3. Select the **DOCUMENTS** tab (at the bottom of that page).
- 4. Locate the document you need by expanding its category.

Note: To find the category to which the document belongs, consult the lists below.

Note: To find documents specific to the discontinued KMC Commander Dell gateway: (After logging into the partner portal) go to the <u>Support > Downloads</u> page, then search for the title of the document (consult the lists below).

Application Guides

- Commander Sample Modbus Register Map Files
- KMC AFMS with KMC Commander Application Guide
- KMC Commander (Cloud) System Administration (must log in to view)
- KMC Commander and Node-RED
- KMC Commander for Growers
- KMC Commander Software Application Guide
- Modbus Devices on KMC Commander

Bulletins

• KMC Commander IT Network Information

Note: Information about how to access the offline login page is given in the *KMC Commander IT Network Information* bulletin under "Testing Cloud Connections".

- KMC Commander Thermostat Card Change
- Restoring KMC Commander Factory Defaults (Advantech)
- Restoring KMC Commander Factory Defaults (Dell)

Data Sheets

- KMC Commander (Advantech) IoT and Automation Platform
- KMC Commander (Dell) IoT and Automation Platform

Guide Specifications

- 2022 KMC Master Guide Specification Part 1 General Commander IoT Solution
- 2022 KMC Master Guide Specification Part 2 Section 2-1 KMC BACnet System Architecture (KMC Commander Cloud)
- 2022 KMC Master Guide Specification Part 2 Section 2-5 Commander
- KMC Commander Guide Specification E

Installation Guides

- KMC Commander (Advantech UNO-420) Installation Guide
- KMC Commander (Advantech UNO-420) Quick Setup Guide
- KMC Commander (Dell) Installation Guide
- KMC Commander (Dell) Quick Setup Guide

Contact Information

KMC Controls, Inc. 19476 Industrial Drive New Paris, IN 46553 U.S.A. TEL: 1.574.831.5250 or 877.444.5622 Email: info@kmccontrols.com Web: www.kmccontrols.com

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