

MANUAL – INSTALLATION

DISIO CLOUD

DISIO Series

v200 – Issue Date: 02/14/25

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PRICE[®]

DISIO CLOUD

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PRODUCT OVERVIEW

Safety Precautions

Short circuit or incorrect wiring may permanently damage the controls or other equipment. Ensure proper wiring practices are followed. If a control failure could lead to personal and/or property damage, the installer must add safety/interlock devices to protect against these events.

Introduction

The Disio Cloud is a complete BACnet Building Management (BMS) solution for small to medium sized networks. The Disio Cloud hosts all web pages containing graphics and BACnet points reported by the system controllers.

The Disio Cloud is accessed from any computer or smart device (tablet or mobile phone) on the local network using a web browser. Remote access is possible from across the globe through www.disio.io/

Contained within the Cloud are pre-loaded templates with graphics and points lists for the popular Price controls. Changes to the graphics or the creation of new custom graphics are supported from within the web interface.

Disio Cloud can be ordered as DISIO-CLOUD, which contains all of the parts required to network all of the controls, connect them to the Disio Cloud, and then interface them to the building LAN system at a single point. When ordered with the factory mounted enclosure, all controls will come pre-wired and ready for field install.

Disio Cloud Features

Features of the Disio Cloud include:

- Accessibility from www.disio.io through any web browser on a laptop, smart phone, or tablet.
- Two-Factor Authentication
- Multiple simultaneous users
- Support for Email and SMS alerts based on user-defined conditions
- Automatic point charting
- Easy to use Weekly Schedule

DISIO CLOUD

INSTALLATION & MOUNTING INSTRUCTIONS

Location

The DISIO-CLOUD components should be mounted in an accessible location close to a network connection. Price suggests mounting these components in the network or server room.

The DISIO-CLOUD, PRTU-BAC-RTR, and PRTU-IP-SWITCH should all be mounted together.

MOUNTING DETAILS ▼



MOUNT TOGETHER IN SERVER ROOM

OR

ORDER OPTIONAL FACTORY PROVIDED PANEL



DISIO CLOUD

HUB SETUP

Disio Hub Setup

The Disio Cloud is pre-loaded with device templates. To apply these templates, the controllers on the job must be manually assigned by their BACnet address.

The Disio Cloud is accessed through an internet browser. Price recommends using a laptop for the initial setup.

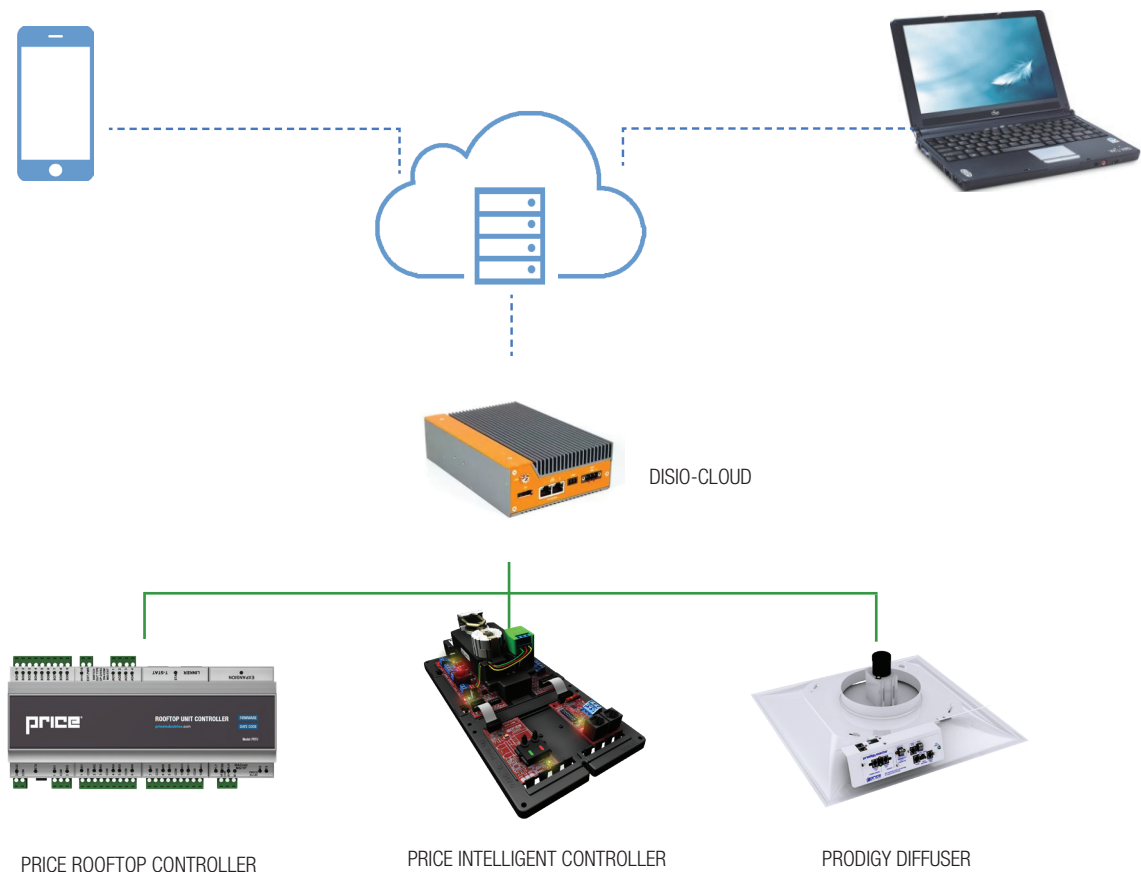
Access to Disio Cloud Hub

The following two pages are also available as a quick start guide and can be accessed using the QR code on the Hub.

SCAN FOR HUB QUICKSTART



CLOUD STRUCTURE ▼

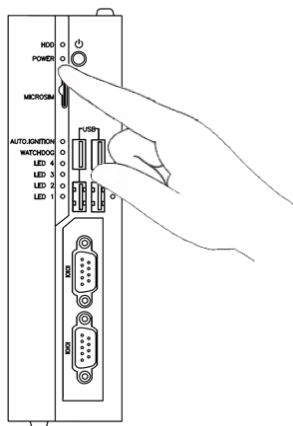


DISIO HUB QUICK START | GETTING ONLINE VIA THE LAN/WAN

The following is a brief overview of the steps required to startup the Disio Hub and get it connected to the customers local area/wide area network.

1. Have the building IT department fill out the "IT Request and Information" sheet included in the Cloud Panel and at the end of the Disio Cloud Manual.
2. Mount and power the panel.
3. Verify LED power light is illuminated blue on the Disio Hub.

DISIO HUB POWER LED



IT REQUEST FORM



PRTU-FRONT-END

IT Request and Information Sheet

To the installer: Please have the building IT contact fill in this form. Please request a single static IP address for the Disio Cloud system.

Keep one copy of this form for your records, and make one copy to leave with the Disio Cloud.

Static IP _____
(Please assign)

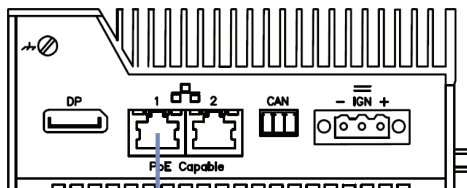
Netmask _____

Gateway _____

Broadcast _____

4. Connect an ethernet cable from a PC to (LAN 1) on the Disio Hub.

DISIO HUB



LAN 1

<https://192.168.1.100:5000>

5. Configure your PC's IP address as follows:

- **IP Address:** 192.168.1.101
- **Subnet Mask:** 255.255.255.0
- **Router/Default Gateway:** 192.168.1.1

QUICK START PAGE 2 ▼

6. Using a browser on the PC, log into the Disio Hub (<https://192.168.1.100:5000>) and enter the factory default username (disioadmin) and password (Dladmin123). Please contact Disio support if the default username and password is not known.

If prompted to accept the security certificate, select Advanced > Go to Website

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to your Start page](#)

Details

Your PC doesn't trust this website's security certificate.

The hostname in the website's security certificate differs from the website you are trying to visit.

Error Code: DLG_FLAGS_INVALID_CA
DLG_FLAGS_SEC_CERT_CN_INVALID



Your connection is not private

Attackers might be trying to steal your information from 192.168.1.100:5000 (for example, passwords, messages, or credit cards). [Learn more](#)

NET::ERR_CERT_AUTHORITY_INVALID

☐ Help improve Chrome security by sending URLs of some pages you visit, limited system information, and some page content to Google. [Privacy policy](#)

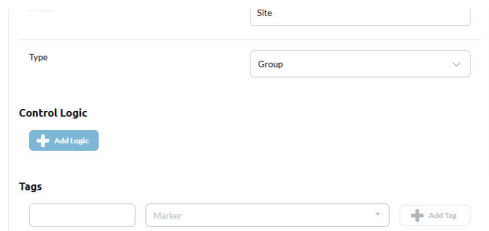
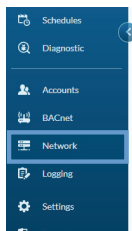
[Hide advanced](#)

[Back to safety](#)

This server could not prove that it is 192.168.254.105; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

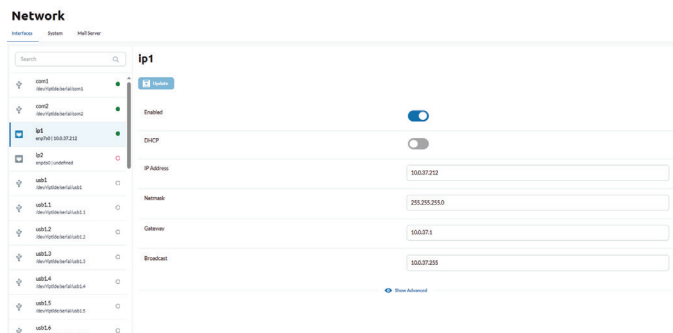
[Proceed to 192.168.254.105 \(unsafe\)](#)

7. Select Network from the navigation bar on the left



8. Select ip1 (IP1 primary interface).

9. Disable DHCP and configure the fields with information provided to you by the IT department.



Settings

Restart Hub

[Restart](#)

Restart Hub

Do you want to restart the hub now?

[Restart](#)

[Cancel](#)

10. Select Update, Settings from the navigation bar on the left, and Restart. Cycle power to the unit.

11. Contact support@disio.io or 204-654-5613 Option 4 to confirm unit is now connected to Internet to complete setup.

HUB SETUP

Set Site Name

The site name entered here will appear in the Cloud to identify the Hub

1. On first login, the site configuration will appear. You can also press the **Configuration** tab to bring up the site configuration.

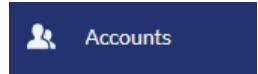
The screenshot shows the Disio Cloud configuration interface. On the left is a dark blue sidebar with the 'DISIO' logo at the top and a list of menu items: Devices, Alarms, Discovery, Data Export, Logic, Schedules, Diagnostic, Accounts, BACnet, Network, and Logging. The 'Devices' menu item is highlighted. The main content area is titled 'Devices' and has a sub-header 'Disio Cloud'. Below this, there are tabs for 'Config', 'Points', and 'Logic', with 'Config' being the active tab. An 'Update' button is located at the top left of the configuration area. The configuration form includes a 'Name' field with the value 'Disio Cloud', a 'Type' dropdown menu set to 'Group', a 'Control Logic' section with an 'Add Logic' button, and a 'Tags' section with two input fields containing 'dis' and 'site'. A green status indicator 'connected to cloud' is visible in the top right corner. At the bottom right of the configuration area is a large blue 'Update' button.

2. Enter the site name under Name.
3. Press the update button to apply these changes.

Creating A New User

User accounts are strongly recommended for adding new devices, configuring alarms to device points, and enabling logic.

1. From the left menu, select **Accounts**.
2. A list of the current users and their roles will generate. Roles are used to assign separate access levels.



Account Management

Users

BrightEdge Administrator

Fullname: BrightEdge Administrator

Username: badmin

Role: Administrator

Email:

Enabled: ☒

Change Password: ☐

See below table for access levels for each **Role** that can be assigned to users.

Administrator	✓ Read	✓ Create	✓ Update	✓ Override	✓ Delete
Operator	✓ Read	✗ Create	✗ Update	✓ Override	✗ Delete
Viewer	✓ Read	✗ Create	✗ Update	✗ Override	✗ Delete

3. To create a new user, click the button **+Add User**.



4. Enter the credentials for the new user.

DISIO Account Management

Users

Cloud Admin

Fullname: Cloud Admin

Username: dcloudadmin

Role: Administrator

Email: support@disio.io

Enabled: ☒

Password:

Confirm Password:

Username used to login to the Hub to add devices and enable notifications.

Enable access to Hub. To turn this off would suspend access to user.

Password used to login to the Hub. This must consist of 6 characters, UPPER case, lowercase, and digits are mandatory.

5. When finished entering new user settings, press **Create**.



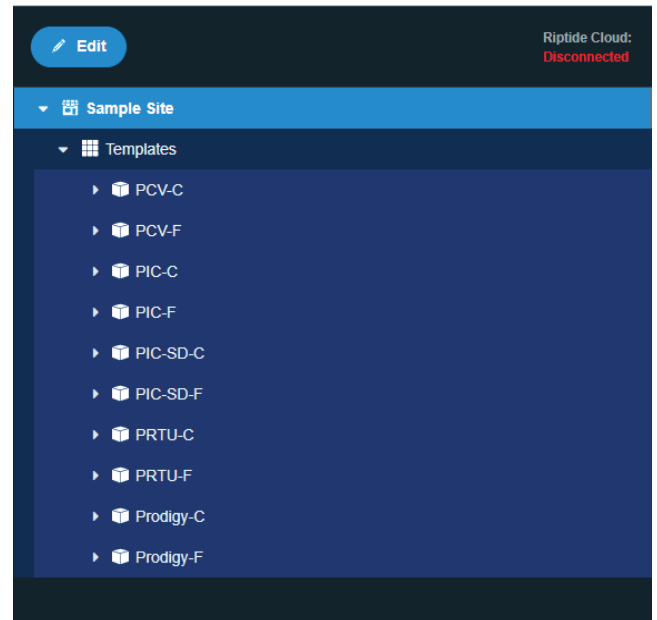
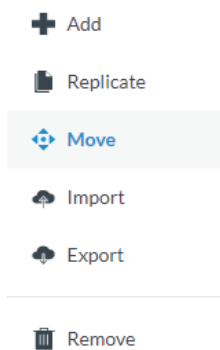
DISIO CLOUD

HUB SETUP

Adding Devices Using Built In Templates

The Disio Hub is provided with pre-built device templates that include pre-configured BACnet points for monitoring and control. These can be located under the **Templates** group in the device tree.

1. Select the drop down arrow, left of the site name to reveal the **Templates** group in the device tree to view the available templates.
2. Each device template is organized by the product name and temperature units.
3. Select your device from the device tree. Once the product name is highlighted, select **Edit** from the top left corner.
4. From the drop down menu, select **Move**



5. A window will appear to map a new destination for the device template.
6. Left click on your site name, At the bottom of the window, the New Location listed should be your site name..

Select a destination

○ Sample Site >

Old Location: Sample Site > Templates > PRTU-F
New Location:

Move

Cancel

Select a destination

> Sample Site

○ Templates >

Old Location: Sample Site > Templates > PRTU-F
New Location: Sample Site


Move

Cancel


7. Select **Move**.



Move

HUB SETUP

8. The Hub will move the device to the selected location. This may take a minute. When finished, the window will report the device successfully moved. Select **Close**  Close to close this window.


Select a destination

 Moving

 Move 

Select a destination




Successfully moved the node from ✓
/Sample Site/Templates
to
/Sample Site

 Close

9. The device will now appear under the site name in the device tree.

10. Left click the device to bring up the device configuration.

PRTU-F

 Configuration  Points  Logic

Name

Type

Interface









Port






Instance

Control Logic

! You have to create a logic before you can associate it with a device.

Tags

dis	<input type="text" value="PRTU"/>	
siteRef	<input type="text" value="/Sample Site"/>	
equip	<input type="text" value=""/>	
group	<input type="text" value="HVAC"/>	
kpi	<input type="text" value="AI/Thermostat Temperature"/>	
kpiUnit	<input type="text" value="°F"/>	
type	<input type="text" value="meter"/>	
<input type="text" value="Enter a tag name"/>		

Recommended Tags:  Location Served  Secondary Kpi  Secondary Kpi Unit  Tertiary Kpi  Tertiary Kpi Unit

11. Set a unique device **Name** to identify the device.

12. Set device **Instance**. This **MUST** match the unique address assigned to the controller prior to adding the device to the Hub.

View BACnet portion of product manual on how to set unique BACnet addresses through and LCD thermostat.

13. Select **Save** 































HUB SETUP

14. Now that the device has been added, select the **Points** beneath the assigned device name.

RTU-100

⚙️ Configuration
📌 Points
🔌 Logic

15. If the device was correctly configured live values will populate:

Name ▼	Type ▼	Value ▼
<input type="text"/>	<input type="text"/>	<input type="text"/>
Standalone Cool Setpoint	AV	74.5  
Fan BO1	BO	True  
Motion Occupied Time	AV	241.0  
AI9 Spare 0-10VDC	AI	0.0 
Fan AO1	AO	6.2  
Binary Input 2	BI	False 
AI10 Spare 0-10VDC	AI	0.0 
Temperature Units	MV	Fahrenheit  
AI7 Spare 0-10VDC	AI	0.0 
Cool 2 BO3	BO	False  
Cool Enable BO10	BO	False  
Night Cool Setpoint	AV	83.0  
AI6 10K Thermistor Spare	AI	-59.0 
Polled Deadband Demand	AV	18.0  
Polled Heating Demand	AV	53.0  
AI2 Spare 0-10VDC	AI	0.0 
Standalone Heat Setpoint	AV	70.5  
RAT Hot Trip 1	AV	120.0  

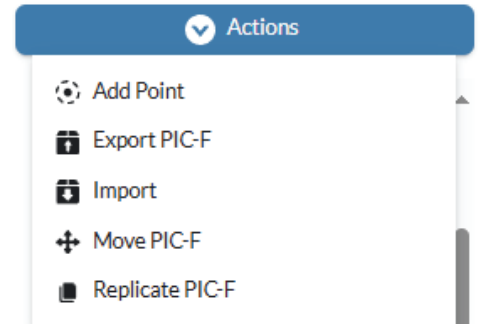
NOTE: If values display as N/A check device configuration in Hub, the BACnet Address at the device, and the BACnet network connections.

HUB SETUP

Adding Multiple Of The Same Device

Adding multiples of the same device can be a fast way to duplicate the configuration of one device and apply it to several devices.

1. After adding and saving the configuration of your first device (in this example a Price Intelligent Controller (PIC), left click on the device you would like to add multiples of in the device tree.
2. Select **Actions** at the top of the device tree and **Replicate**.
3. A replication window will open. Devices that will be added to the Hub can be manually entered here.



Replicate PIC-F

Number of replicas

Set number to desired device duplicates

Name

Starting with

Step

Device name as it appears in the device tree will be replaced by a number beginning at this number.

Interface

Starting with

Step

✖

Set this to 2. This sets the port the Hub will look at for this controller.

Port

Starting with

Step

✖

Set this number to 47808

Instance

Starting with

Step

✖

Set this to the device instance of the controller range being adding.

Bbmd Port

Starting with

Step

✖

 Replicate

 Cancel

4. Select the Replicate button. The Hub will begin replicating the information provided.

Replicate PIC-F

Importing

 Replicate

 Cancel



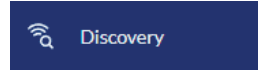
5. The replicated device(s) will now appear in your device tree configured to the set parameters.

HUB SETUP

Adding Devices With The Discovery Tool

The Discovery tool can be used to scan and display all the BACnet devices available on a network, and selectively pull devices into the Disio Hub.

1. From the left menu, select **Discovery**.
2. Enter the range settings of your discovery search:



Discovery

<div>Q Discover</div>	
Protocol	
BACnet IP	Set number to BACnet IP
Timeout	
300 seconds	Leave at default 300 seconds, or extend to 600 seconds for larger BACnet networks.
Interface	
ip2	Set this to ip2. This sets the port the Hub will run the device discovery on.
Port	
47808	Leave as default Port 47808
BBMD IP Address	
	Leave as default.
BBMD Port	
47808	Leave as default.
Instance Low	
1	Used to set a range of device instance addresses to search. Use default, refine search if needed.
Instance High	
4194303	Used to set a range of device instance addresses to search. Use default, refine search if needed.
Discover Points	
<input checked="" type="checkbox"/>	Set to ON to discover BACnet device objects

HUB SETUP

3. Select the **Discover** button at the top once you've completed all your discovery credentials to run the scan.
4. The hub will now initiate the Discovery scan. A detailed progress bar will show how many seconds remain in the scan and how many devices were discovered. and report when complete.

Import into Device Tree

Export as JSON

Export as CSV

Reset

Discovering BACnet IP Devices

4m remaining [0 devices] discovered

Import into Device Tree

Export as JSON

Export as CSV

Reset

Discovering BACnet IP Devices

Discovery complete (29 devices discovered)

5. Select the BACnet devices you would like to add to the Disio Hub by selecting the checkbox beside the entry.

Import into Device Tree

Export as JSON

Export as CSV

Reset

Discovering BACnet IP Devices

Discovery complete (29 devices discovered)

<input type="checkbox"/>	ID	Name	Object Name
<input checked="" type="checkbox"/>	151	Disio_151	BACnet IP Device
<input type="checkbox"/>	152	Disio_152	BACnet IP Device
<input type="checkbox"/>	153	Disio_153	BACnet IP Device
<input type="checkbox"/>	154	Disio_154	BACnet IP Device

6. For more information on the device and the points available, you can click the drop down beside the entry.

☐

ID

Name

Object Name

151

Disio_151

BACnet IP Device

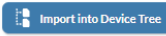
Name	Instance	Object Name	Point Type	Value
ObjectName	151	BACnet Device	DEV	Disio
VendorName	151	BACnet Device	DEV	Price Industries
MAC Address	1	BACnet Analog Value	AV	1
Sequence Revision	1	BACnet Multistate Value	MV	5
Sequence Version	2	BACnet Analog Value	AV	25
Room Temperature Setpoint	3	BACnet Analog Value	AV	72

NOTE: If no devices are found, press the **Reset** button above the device scan and reinitiate the device scan or refer to **troubleshooting** section to adjust device scan configuration.

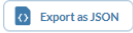
DISIO CLOUD

HUB SETUP

8. The tool bar above the device scan allows two export methods for your discovered devices:



Import Into Device Tree - Imports selected devices into the Device Tree. This process can take up to 5 minutes to complete and will require a refresh of your browser.



Export as JSON - Downloads selected devices into a JSON file that can be imported into the hub to add devices.

9. To add a JSON file to the hub, return to the device page with your device tree and select Actions.



- Add Group
- Add Device
- Export Disio Cloud
- Import

10. From the drop down, select **Import**.

11. An Import Entries window will appear. Select the Browse option.



12. Locate your JSON file (likely the downloads folder) and select Open.

13. Import Entries window should now show your JSON file. Select the Import button.

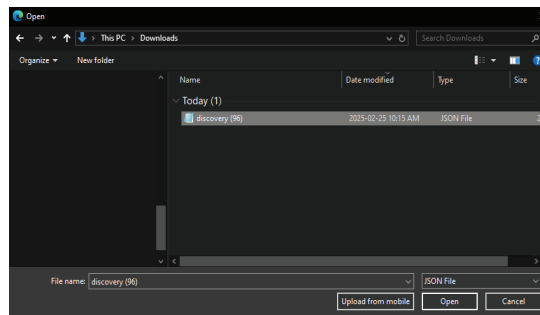


Import Entities

No file selected

Browse

Rename Resource



Import Entities

discovery (96).json (236 KB)

Rename Resource



14. The import button will change to Importing. Disio Hub will now import your device into the device tree. This process may take several minutes to complete.

Import Entities

discovery (96).json (236 KB)

Rename Resource

Importing



15. Your device will now be populated into the device tree.

DISIO CLOUD

CLOUD SETUP

Accessing the Cloud (for the first time)

To view a Hub/Building in the Cloud the installer **MUST** reach out to Price Industries to add the Hub online once it has been powered, assigned a static IP, and connected to the building LAN via ethernet with access to the internet. Price will provide a username and password specific to this site.

Support Email: support@disio.io
controls@priceindustries.com

Phone: 204.654.5613 (Option 4)



Accessing the Cloud

Once the Hub has been added online and a user had been provided login credentials, the following steps will grant access to the Cloud:

1. Visit <https://cloud.disio.io/>
2. Enter your assigned username and password. Please contact Disio support if this account is not known or you are connecting to the Cloud for the first time.
3. Consent to the use of cookies by clicking the check box.
4. Select **Continue**.



Username

Password

Cookies

☒ I consent to the use of cookies.

Our application uses cookies delivered by us and third parties to deliver a better experience. By logging in, you agree to our [Terms of Service](#).

→ Continue

[Forgot your password?](#)



5. A 6-digit verification code will be sent to the email address and phone number assigned to the account username. This is mandatory to login to the Cloud and must be entered in the provided time (120 seconds) before the code expires.

NOTE: If you did not receive an email containing this information check your inbox junk folder and that the address noreply@disio.io is white-listed.

DISIO CLOUD

CLOUD SETUP

Syncing The Hub To The Cloud

To apply changes applied in the Hub (such as adding new devices, configuring alarms or schedules), the Hub must be synced to the Cloud.

NOTE: You must have Administrative Access to sync the Hub to the Cloud.

1. Enter your login credentials at <https://cloud.disio.io/>. If you are unsure what these credentials are, contact Disio support.
2. Once you've logged into the Disio Cloud, select the Hub Administration option from the left toolbar:

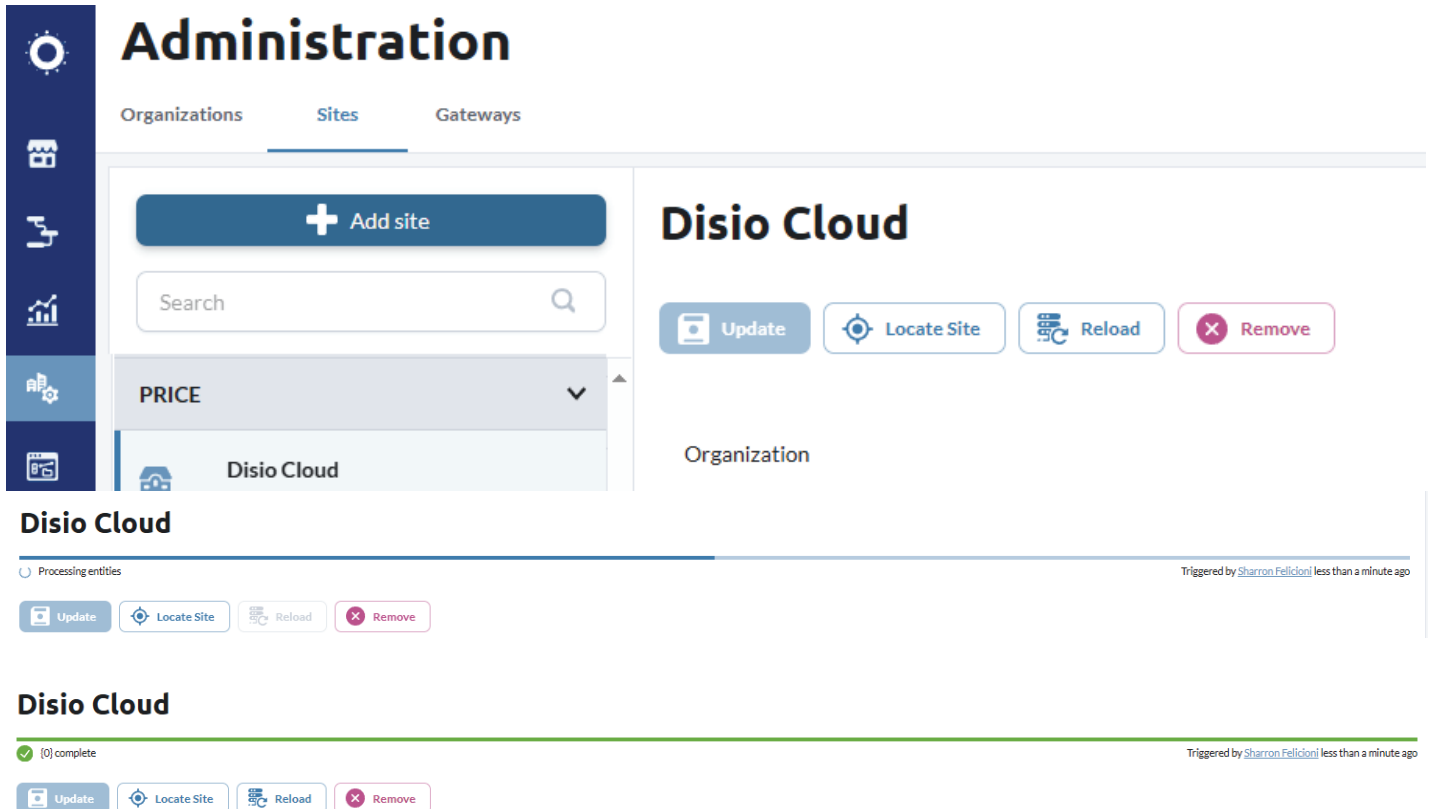


3. Select the Sites tab at the top:

Administration

Organizations Sites Gateways

4. Select your site from the left side and select the Reload button.

The screenshot shows the 'Administration' page of the Disio Cloud interface. At the top, there are tabs for 'Organizations', 'Sites', and 'Gateways', with 'Sites' currently selected. Below the tabs, there's a section titled 'Disio Cloud' with a '+ Add site' button, a search bar, and a list of sites. The first site listed is 'Disio Cloud' under the 'PRICE' category. To the right of the site list, there are four buttons: 'Update', 'Locate Site', 'Reload', and 'Remove'. Below this, there's a status bar showing 'Processing entities' and a message 'Triggered by Sharron Felicioni less than a minute ago'. At the bottom, there's another 'Disio Cloud' section with a status bar showing '[0] complete' and the same four buttons. The left sidebar contains various icons for navigation.















5. Wait a few minutes for the Cloud to sync with the hub. The Status Bar will alert if the changes were applied to failed.
6. Press the Broom icon at the bottom of the Tool Bar to clean your cache, then refresh your web browser.



CLOUD SETUP

Tool Bar

Once logged into the Cloud a series of icons will appear on the left side of the screen. These can be used to navigate the Cloud.

	
	Sites - Used to navigate a site overview, alerts, and equipment.
	Logic - Used to create custom programs.
	Charting - Used to generate, export, and view equipment point data that is logged.
	Hub Administration - Sync hub to cloud.
	Graphics - Create and assign graphics to equipment.
	Notifications - Configure alarm distribution such as email and SMS settings.
	Reporting - Generate reports that are emailed at desired frequency to monitor equipment.
	Schedule - Set on and off times for equipment.
	Users/Account Management - Create new accounts, configure access levels, and assign roles to users.
	Support - Disio Support Center
	Clear Data Cache - Used to clear cache, ideal after syncing Hub to Cloud.
	Inbox - Active alerts assigned to user.
	User Account - Review user account, switch to Dark Mode, or Logout.

DISIO CLOUD

CLOUD SETUP

Graphics

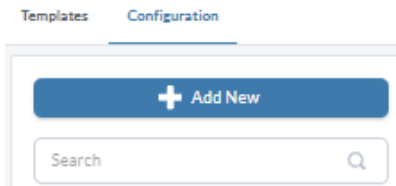
The Disio Cloud comes equip with pre-loaded and configured graphical templates for Price equipment.

1. To apply a template to a discovered graphic, select the Graphics icon from the Tool Bar.

2. At the top of the navigation, select **Configuration** and, **+Add New**



Graphics



3. This will create a new Graphics Configuration window. From here enter your configuration:

Sample Link

→ Next

Configuration

Customer

Price

Name

Sample Link

Description

Enter Description

4. Under **Graphics Template** select the Graphic for your controller from the drop down.

Example: If adding a standard PIC controller, select PIC-C or PIC-F depending on desired temperature units.

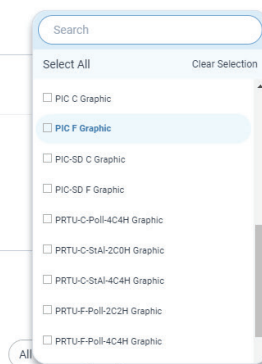
Linked Graphic

Default Graphic

Parameters

Link To

Filter Sites



5. Under **Default Graphic** select whether you would like the default to be the summary page (a hart of the room temperature) or a graphic based summary.

6. Select **Next** at the top under the name of your Graphic when you've selected your parameters.

PIC Template

Template For PIC Controller

→ Next

CLOUD SETUP

7. A new field will appear called **Parameters** will appear at the bottom. Select the drop down and select **Equipment**.

Parameters

Link To

Equipment

Filter Sites

Disio Cloud

Linked Equipment

All

Search

8. A second drop down will appear called **Filter Site**. Select your site name.

9. A list of all the linked equipment on that site will appear. The search bar can be used to filter through your equipment by the name assigned to it.

To assign your template to a controller, simply select the **Link** button.

NOTE: You can assign the sample template to multiple pieces of equipment.

Linked Equipment

All

Search

Equipment Name	Site	Link To
PIC F	Disio Cloud	Unlink Link

10. When your equipment has successfully linked to a graphic the Cloud will display an alert in the top right corner.

Graphics Link Updated

PIC F linked to PIC Template.

Your device will also show **Unlink** under **Link To**.

Equipment Name	Site	Link To
PIC F	Disio Cloud	PIC Template Unlink

DISIO CLOUD

CLOUD SETUP

Account Management

Multiple user accounts with separate access levels can be configured in the Disio Cloud. Contact information, such as an email address in a users account will be used to send alerts and reports when assigned to a specified user.

1. To create a new account, select the **+ Add New** button just below Account Management.
2. This will create a new user field. Enter the credentials of the new user and select **Save** to apply changes.

NOTE: Passwords must contain UPPER case, lower case and numbers.

Account Management ★

Accounts

Audit Logs

+ Add New

USER ACCOUNT SETTINGS ▼

John Disio

johnd@disio.io

Save

User Information



Update Photo

Customers

Price

Full Name

John Disio

Email Address

johnd@disio.io

Phone Number

+1 636-555-3226

Timezone

Canada/Central

Password

Confirm Password

Active



DISIO CLOUD

CLOUD SETUP

Adding Device Templates

Price provides pre-built templates for the Disio Hub and Cloud that can be found on the www.disio.io website. The following instruction can be used to add a device template to your Hub.

1. Select the **Action** button at the top of the device tree and click on **Import**.
2. An import Configuration window will appear. Click **Select File**.

Import Entities

No file selected

Browse

Rename Resource

Import

Cancel

Actions

- Add Group
- Add Device
- Export Disio Cloud
- Import

3. You will now need to locate the **Hub templates** for your controller. Each Price controller has it's own pre-configured .json template.

NOTE: If you have downloaded your templates from the www.disio.io website, try searching your downloads folder for your downloaded templates.

4. The Import Configuration screen will now show the selected template file and allow a device name to be entered before adding it to the Hub. Select Import and the devices will begin to upload.

Import Entities

PIC_C_Device_Template_v001.json (17 KB)

Rename Resource

Import

Cancel

5. Your device will now be populated in the device tree:

Actions

Disio Cloud

PIC-C

CLOUD SETUP

6. You will now need to configure your device. Left click on the device in the Device Tree on the left side of the screen. This will bring up the Configuration:

PIC-C

Config Points Logic

[Update](#) [Remove](#)

Name: PIC-C

Type: BACnet IP Device

Interface: ip2

Port: 47808

Instance: 101

Tags

dis	PIC	✖
disRef	56a4ce8a-f0fd-47d1-8f10-ed99dd3df942	✖
kpi	All Room Temperature	✖
kpiUnit	G#xb0:C	✖
group	HVAC	✖
equip		✖
type	meter	✖

7. Adjust the Device Instance to match the address of your device.

NOTE: You must press **UPDATE** [Update](#) to apply these changes.

BACNET ROUTER CONFIGURATION

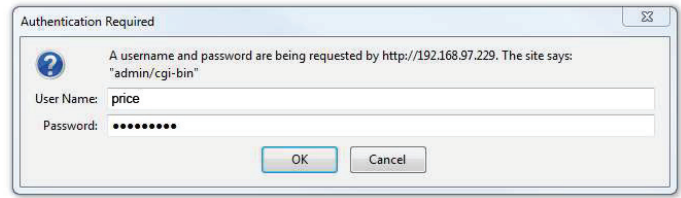
PRTU-BAC-RTR (BACnet Router Configuration)

If you want to log into the BAC Router to check any settings, you need to set your machine to a Static IP; something close to the IP address located on the front of the router, but not the same.

Type the IP address (192.168.97.299 for example) on the front of the router into a web browser, and a log in prompt will appear.

When prompted, enter the following:

- User Name: **price**
- Password: **price1999**



Configuration Advanced Routing Security Status BDT FDT

PRTU-BAC-RTR Configuration

Device Name	PRTU-BAC-RTR
Device Instance	63229
Device Location	
Ethernet Network	0
BACnet/IP UDP Port 1	BAC0
BACnet/IP Network 1	1
IP Assigned By	FIXED
IP Address	192.168.97.299
IP Subnet	24
IP Gateway	192.168.97.1
MS/TP MAC	0
MS/TP Network	63229
Max Masters	127
Max Info Frames	100
MS/TP Baudrate	76800
MS/TP Tolerance	<input type="radio"/> Strict <input checked="" type="radio"/> Lenient

Save Changes

MAC Address 00-50-DB-00-E2-A8

Firmware Revision 3.0.6

Advanced

Device Instance is factory set. It is recommended that you leave as is.

Status

Each BAC-RTR comes with a factory set IP Address and this should match what is on the label of the BAC Router.

Routing Table

Price factory sets the MS/TP MAC Address to 0, so that it won't collide with other devices on your network. Zero is the recommended value.

Security

Baud Rate is defaulted to 76800, and the tolerance of the MS/TP should be kept to Lenient.

The IP address should match what is on the router itself, the MAC address should be set to 0 (zero) and the baud rate is defaulted to 76800.

DISIO CLOUD

TROUBLESHOOTING

Hub Won't Connect to Cloud

You will need a laptop to perform these steps.

1. Verify that the power and ethernet lights are illuminated.
 - If the ethernet light is not illuminated check the ethernet cable connected to WAN switch.
 - If ethernet is connected on both ends replace the cable.

Display	Elements	Color	Status	Meaning
PWR	Device State	Green	Lights up	Supply voltage is on, Device is ready for operation
			None	Supply voltage is too low, Device is not ready for operation

2. Set laptop IP address to an address on the same subnet as the Disio Hub.
3. Connect cable from laptop directly into Disio Hub, Ethernet Port 1.
4. Open a terminal/command prompt and ping the Disio Hub at the previously configured IP address. If this fails, go back to step 4 and set the Disio Cloud IP address.
5. Set laptop IP address to the address assigned to the Disio Hub.
6. Disconnect the Disio Hub from the switch and connect laptop to the same port the Disio Cloud was connected to.
7. Open a terminal/command prompt and ping the assigned default gateway. If this fails, contact IT and verify the assigned network settings.
8. Open a terminal/command prompt and ping app.turntide.com. If this fails contact IT and verify the assigned DNS settings.
9. If you are able to ping the default gateway and app.riptideio.com contact IT and verify the following ports are opened outbound/egress:

Direction	Destination	Protocol	Port
REQUIRED NETWORK PORT CONFIGURATIONS			
Egress	Brainbox AI Cloud	MQTT	TCP/8883
Egress	Brainbox AI Cloud	SSH	TCP/3199
Egress	Brainbox AI Cloud	HTTPS	TCP/443
Egress	Configurable	DNS	UDP/53
Egress	Configurable	NTP	UDP/123
POSSIBLE NETWORK PORT CONFIGURATIONS			
Ingress	Brainbox AI Hub	BACnet	UDP/47813
Egress	Protocol Specific	HTTP	TCP/80

Internal DNS settings may be needed for some sites. The IT provider may need to ensure traffic is allowed to the following URLs:

apps.turntide.com
r2d2.riptisde.com
machines.riptideio.com

10. If the above steps have been completed and the Disio Hub still does not connect to the Cloud please contact support at controls@priceindustries.com .

TROUBLESHOOTING

Can't Direct Connect to Hub

Incorrect Username & Password

If you are able to access the Hub UI login page but unable to login, you may be using the wrong username & password.

The Hub UI does not use the same user login as issues for the Disio Cloud web and mobile application. If you do not know the Hub UI login, check the label on your physical Disio Cloud hub for login credentials.

Incorrect IP Address

To directly connect to the hub, the IP address on your computer must be on the same IP subnet as the Disio Hub. At default this is 192.168.1.xxx. Check to make sure that you have a static IP address of 192.168.1.xxx (suggested: 192.168.1.105). These guides will show you how:

Windows: <https://www.hellotech.com/guide/for/how-to-set-static-ip-windows-10>

MAC: <https://www.macinstruct.com/node/550>

Wrong Web URL

When first shipped Disio Hub is accessed at its default address from any major web browser by entering the url <https://192.168.1.100:5000>. You must be directly connected to the hub and have both https at the beginning and :5000 at the end.

If the Hub's IP address has already been configured for the site, the hub can be reached at [https:// <Hub_IP_Address>:5000](https://<Hub_IP_Address>:5000) where <Hub_IP_Address> is the IP address configured.

Fault Physical Connection

To access the Disio Hub directly the computer you are using must be connected to the Disio Hub with an ethernet cable. One end must be plugged into your computer and the other end either directly into IP 1 ethernet port on the Disio Hub or into a network switch that is also connected to IP 1 on the Disio Hub. Check all the ethernet cables are properly plugged in and the cables are not faulty.

Testing The Connection

If you still cannot reach the Disio Hub, test the connection with a ping. In Windows, open the Command Prompt program or on MAC open Terminal. Enter the line: `ping 192.168.1.100`

NOTE: If the IP address of the hub has been changed enter the Hub's IP in place of 192.168.1.100

If the response line reads host unreachable or Request Timeout the connection is not active. If it says 64 bytes from 192.168.1.100 and lists a time=xx.xxx ms then the connection is active. Reopen your web browser, double check the web address and try again.

DISIO CLOUD

TROUBLESHOOTING

Changes In Hub UI Not Reflected In Cloud

Sync the Hub to the Cloud

For changes in the Hub to reflect in the Cloud the hub must be synced to the Cloud. This action must be performed through the Cloud web page.

NOTE: You must have Administrative Access to sync the Hub to the Cloud.

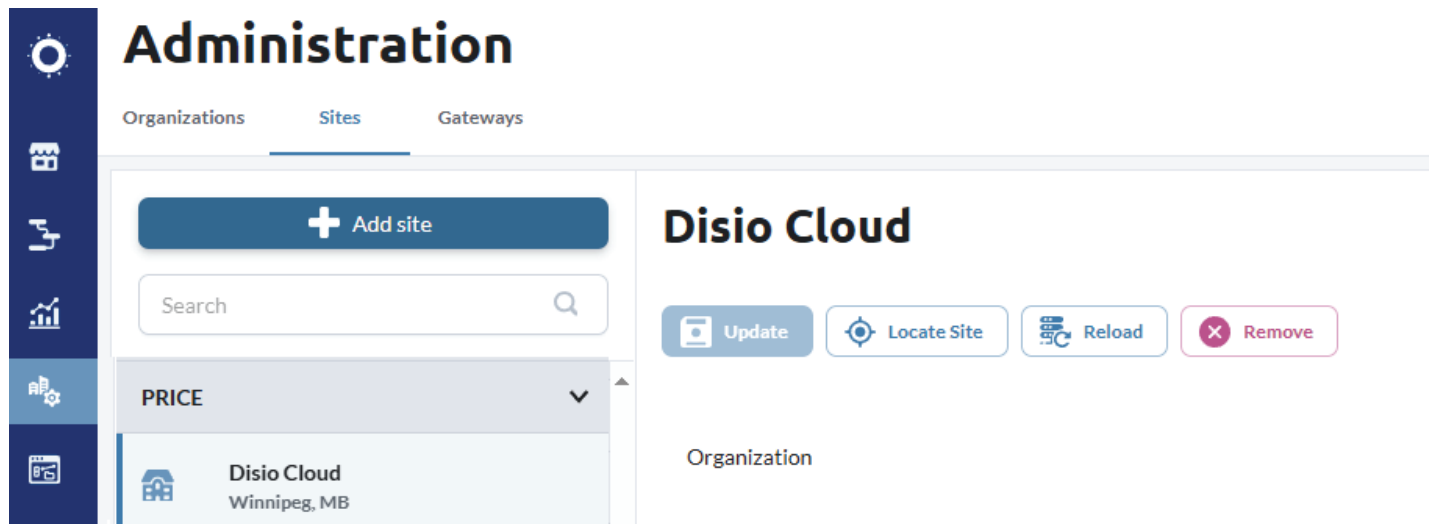
1. Log Into Disio Cloud via disio.io
2. Once you've logged into the Disio Cloud, select the Hub Administration option from the left toolbar:
3. Select the Sites tab at the top:



Administration

Organizations Sites Gateways

4. Select your site from the left side and select the Reload button.

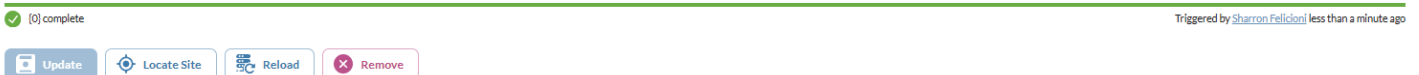


5. Wait a few minutes for the Cloud to sync with the hub. The Status Bar will alert if the changes were applied to failed.

Disio Cloud



Disio Cloud



6. Press the Broom icon at the bottom of the Tool Bar to clean your cache, then refresh your web browser.



TROUBLESHOOTING

Some Or No Devices Discovered

Discovery Timeout Too Short


If not all the devices on a network are found while running discovery the timeout in seconds may have been too low, especially on larger BACnet networks. Adjust the timeout length up and rerun discovery.

Inconsistent Baud Rate Settings

Every BACnet device on the same MS/TP network must be communicating at the same baud rate (speed). Price equipment, including the BACnet Router, come configured to a baud rate of 76800 (default). Check all devices and make sure they have the same configured baud rate.

Duplicate MAC Addresses

Every BACnet MSTP device must be configured with a unique MAC address at the device. If several devices are missing from discovery, it's possible multiple devices have been programmed with the same MAC address. Check the user guide for the BACnet device and assign it a unique MAC between 1 and 126. The Disio Cloud Hub is generally configured with a MAC of 0 or 127.



Protocol

BACnet IP

Timeout

300seconds

Interface

ip1

Port

47808

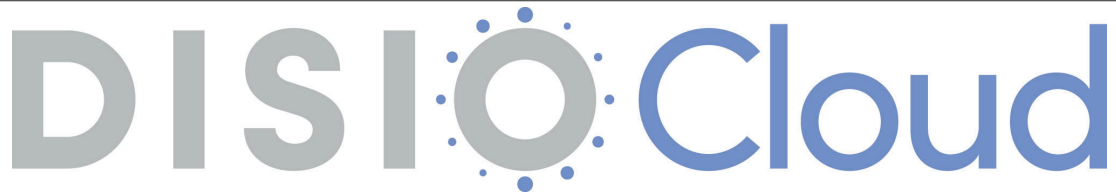
APPENDIX A

Hardware Specifications

Power Requirements	9~48 VDC, 35W (Typical)
Processor And Memory	Intel Atom X6425E Quad-Core, 2.0~3.0 GHZ, 8G DDR4 Memory
Communication ports	[2] Ethernet Port 10/100/1000 Mnps (Default IP Address: 192.168.1.100:5000) [2] USB 3.2 Gen 2 Type-A Ports [2] USB 2.0 Type-A Ports
Size	7.09" x 4.84" x 1.97"
Weight	3.2lb (1451g)

IT Request and Information Form

FORM ▼



PRTU-FRONT-END

IT Request and Information Sheet

To the installer: Please have the building IT contact fill in this form. Please request a single static IP address for the Disio Cloud system.

Keep one copy of this form for your records, and make one copy to leave with the Disio Cloud.

Static IP _____
(Please assign)

Netmask _____

Gateway _____

Broadcast _____

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