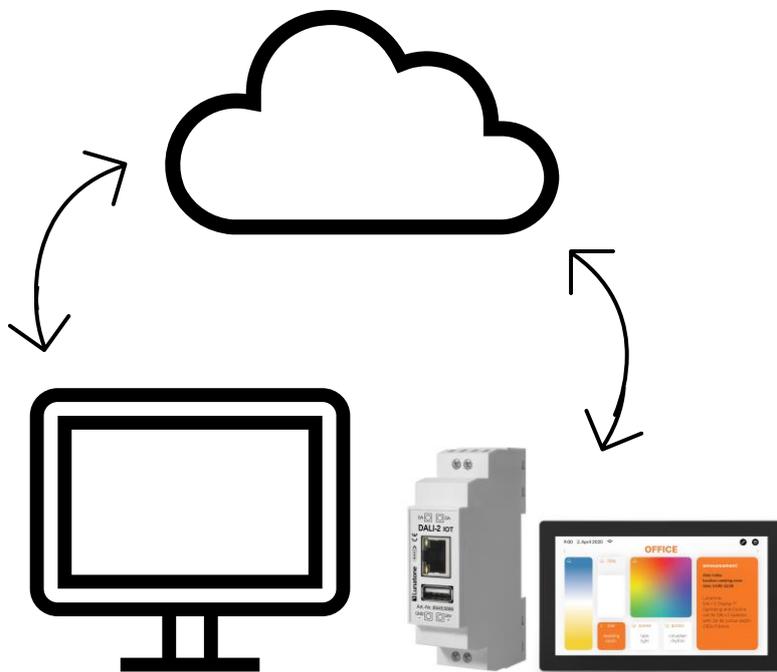


## Lunatone Cloud Service

### Datasheet

Cloud Service for  
remote maintenance

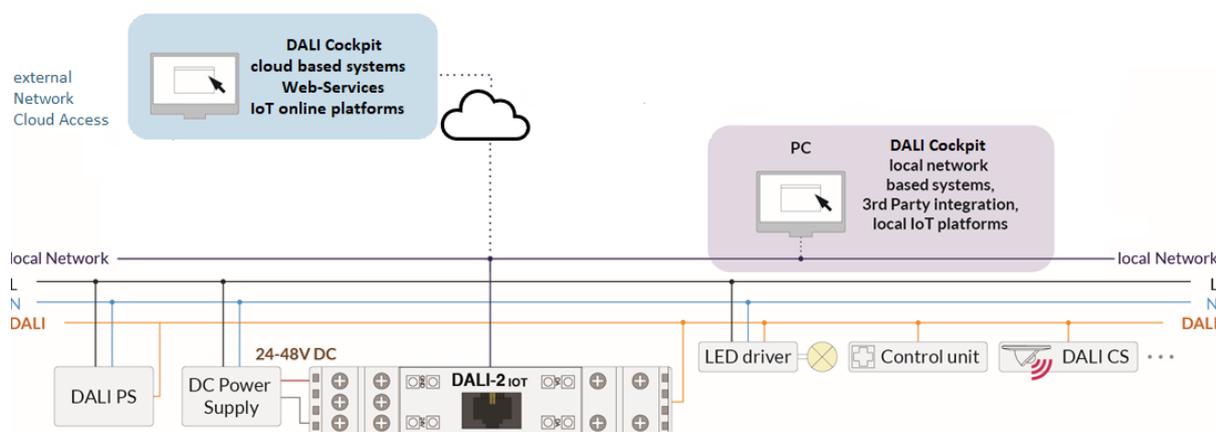


Cloud Service for  
DALI-2 IoT and  
DALI-2 Display

# Lunatone Cloud Service

## Overview

- Cloud support for DALI-2 IoT and DALI-2 Display (from FW version 1.9.0) for remote maintenance and remote control
- Easily link devices to the cloud via the Lunatone Cloud Service page [cloudsupport.lunatone.com](https://cloudsupport.lunatone.com)
- Cloud login and cloud support in the DALI Cockpit: Configuration and control of cloud devices and the underlying DALI installation



## Request Cloud-Support

Cloud support can be added for any DALI-2 display or DALI-2 IoT with FW > 1.9.0.

On the web interface of the DALI-2 Display or DALI-2 IoT a tab “LINK WITH CLOUD” is available, on this tab it is visible whether a device already has cloud support.

To request cloud support, please contact [cloudsupport@lunatone.com](mailto:cloudsupport@lunatone.com) providing the device number displayed on the web interface.

As soon as the device has been activated for cloud support, the device is available for linking to your cloud account.

## Display/IoT web interface

Access to the web interface is possible via a web browser. The PC, cell phone or tablet and the DALI-2 Display or DALI-2 IoT must be in the same network and address range.

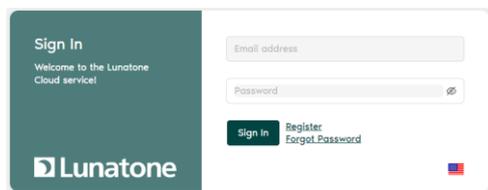
The web interface can be opened by entering the IP address of the DALI-2 Display/DALI-2 IoT in the browser. The web interface has several tabs – one for cloud linking: “LINK TO CLOUD”.

The network settings and the IP address of the DALI-2 Display can be found under “Settings” - > “Ethernet” or “Settings” -> “Wi-Fi”. How to determine the IP address of the DALI-2 IoT can be found in the [DALI-2 IoT data sheet](#) or in the [manual](#).

## Cloud – Device Linking

To set up cloud support for a device, a Lunatone cloud account is needed. A cloud account can be set up here:

<https://iot.lunatone.com/>



After setting up the account, the device can be linked. To do this, the web interface of the device (see section “Web interface” or data sheet of the respective device: DALI-2 Display 4”, DALI-2 Display 7”, DALI-2 IoT) and the cloud user account web-interface need to be opened – see also Figure 1

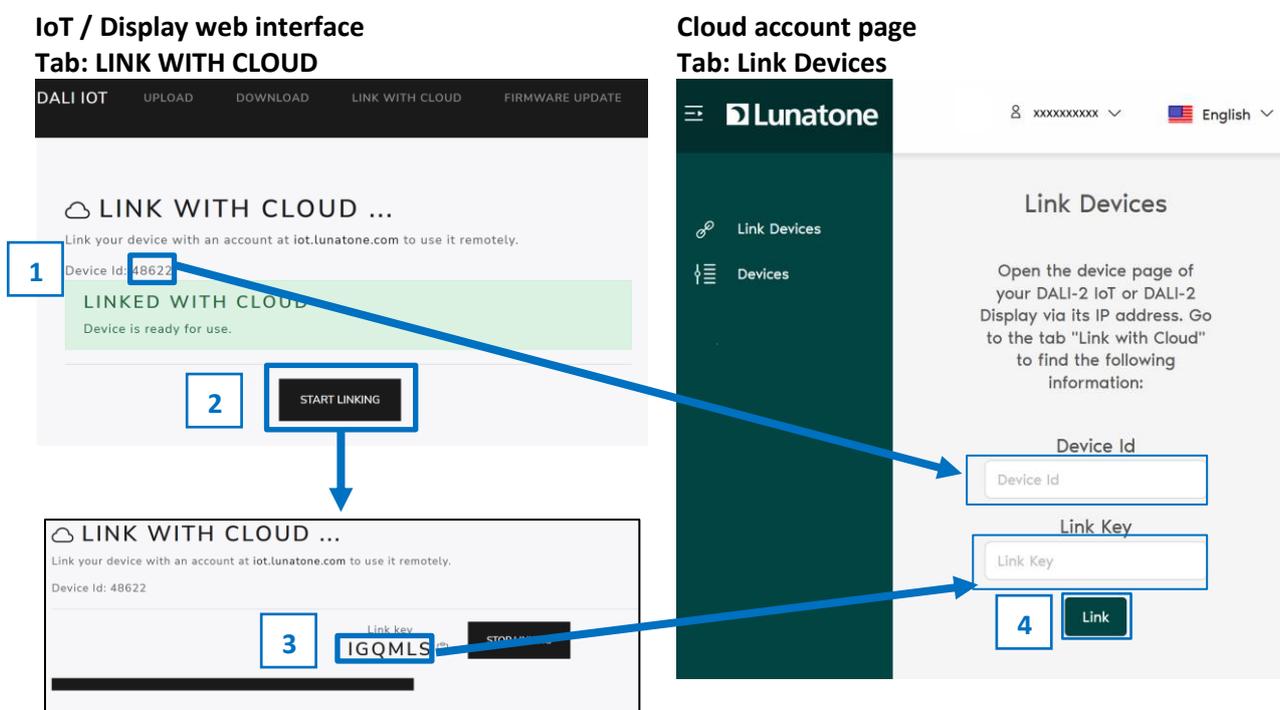


Figure 1 step by step instructions for cloud linking

1. Enter „Device Id“ displayed on the device’s web interface (tab: “link with cloud” in the provided text input field of the cloud account page (tab: link devices).
2. Select „Start Linking“ on the device’s web interface
3. Enter the generated key in the provided text input field on the cloud account page  
 with this button next to the link-key, the key can be copied to clipboard for quick copy & paste.  
 The link-key will be refreshed every 30 seconds – the bar below indicated how long the key is still valid.
4. After entering the link-key, confirm the linking with pressing the button „Link“

The linking process is now complete and the DALI-2 IoT or DALI-2 display can be accessed via the cloud account created. The device is listed on the cloud account page in tab “devices”.

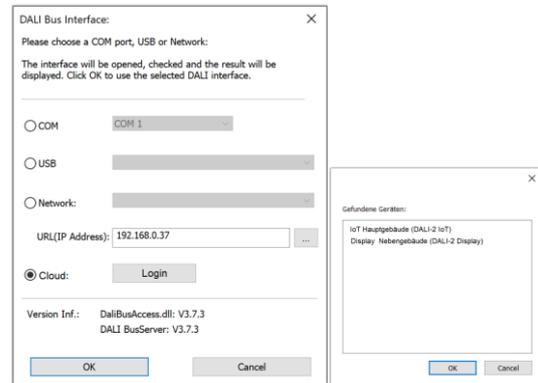
## Cloud – Devices

In the tab „Devices“ on the cloud account, all linked devices are listed. The linking can be removed at any time by pressing the remove button: 



## DALI Cockpit

To access devices via the cloud with the DALI Cockpit, the option “Cloud” can be selected when choosing a DALI bus interface device. After logging in with the cloud account, the linked devices are available for selection.



Once selected, the interface is displayed as usual in the overview in the DALI Cockpit and the devices can be controlled, addressed and configured as usual.

## Troubleshooting

Device's web interface is not accessible	Make sure the device is turned on and linked to the network. The PC and the device must be in the same network and address range
Missing “LINK WITH CLOUD” tab	Firmware update to FW >= 1.9.0 required. Contact <a href="mailto:cloudsupport@lunatone.com">cloudsupport@lunatone.com</a> for a firmware update
Device is not supported by CLOUD support	Cloud Support must be purchased for the device - contact <a href="mailto:cloudsupport@lunatone.com">cloudsupport@lunatone.com</a> for a quote, provide the device ID for which you would like to purchase Cloud Support.
Cloud Client Error <div style="background-color: #f8d7da; padding: 5px; border: 1px solid #f5c6cb; margin-top: 5px;"><b>CAN'T CONNECT TO THE CLOUD SERVICE.</b> Cloud client service unavailable. Contact <a href="mailto:cloudsupport@lunatone.com">cloudsupport@lunatone.com</a> if this problem persists.</div>	Restart the device, if the error persists contact <a href="mailto:cloudsupport@lunatone.com">cloudsupport@lunatone.com</a>

## Additional Information and Equipment

DALI-2 IoT API Documentation

[https://www.lunatone.com/wp-content/uploads/2021/08/89453886\\_DALI2\\_IOT\\_API\\_Dokumentation\\_EN\\_M0023.pdf](https://www.lunatone.com/wp-content/uploads/2021/08/89453886_DALI2_IOT_API_Dokumentation_EN_M0023.pdf)

DALI-Cockpit – free configuration tool from Lunatone for DALI systems

<https://www.lunatone.com/en/product/dali-cockpit/>

Lunatone DALI products

<http://www.lunatone.at/en/>

Lunatone datasheets and manuals

<http://lunatone.at/en/downloads/>

DALI-2 IoT data sheet

[https://www.lunatone.com/wp-content/uploads/2021/08/89453886\\_DALI2\\_IOT\\_EN\\_D0099.pdf](https://www.lunatone.com/wp-content/uploads/2021/08/89453886_DALI2_IOT_EN_D0099.pdf)

DALI-2 Display 7" data sheet

[https://www.lunatone.com/wp-content/uploads/2020/11/86456840\\_DALI-2\\_Display\\_7Inch\\_EN\\_D0095.pdf](https://www.lunatone.com/wp-content/uploads/2020/11/86456840_DALI-2_Display_7Inch_EN_D0095.pdf)

DALI-2 Display 4" data sheet

[https://www.lunatone.com/wp-content/uploads/2020/11/86456841\\_DALI-2\\_Display\\_4Inch\\_EN\\_D0093.pdf](https://www.lunatone.com/wp-content/uploads/2020/11/86456841_DALI-2_Display_4Inch_EN_D0093.pdf)

## Contact

Technical Support: [support@lunatone.com](mailto:support@lunatone.com)

Requests: [sales@lunatone.com](mailto:sales@lunatone.com)

[www.lunatone.com](http://www.lunatone.com)



## Disclaimer

Subject to change. Information provided without guarantee. The datasheet refers to the current delivery.

The function in installations with other devices must be tested for compatibility in advance.