



MAIA Cloud Activation Code

User Manual

17 October 2023



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MAIA Cloud system description

The MAIA Cloud system is a service solution that allows managing remote devices. Go to **MAIA Cloud compatible devices** for further details about the supported devices.

MAIA Cloud is a software platform designed for connecting users and machines through global networks (i.e., the Internet). MAIA Cloud includes whatever you need for a central supervision of energy monitoring and building automation installations, offering the best platform for teleservice and telecontrol.

MAIA Cloud compatible devices

The MAIA Cloud compatible devices are:

- the UWP 4.0
- the UWP 3.0 Edge version **8.4.0.3 onwards**
- the SBP2CPY24 version **2.6.3 onwards**.
- The BTM family (BTM-T7-RSE, BTM-T10-RSE, BTM-T15-PLUS) BSP version 3.1 onwards
- the XAP10RSEXX BSP version 3.1 onwards

Notes:

- *MAIA Cloud allows you to access remotely also the endpoints added to the same LAN of one of the compatible devices.*
- *the UWP-activation key is also valid to activate the VPN service for UWP 3.0 version 8.4.0.3 backwards (see **How to enable VPN service for an installed UWP 3.0**) and for SBP2CPY24 version 2.6.3 backwards (see **How to enable VPN service for an installed SBP2CPY24**).*
- *To activate the VPN service for BTM Family and XAP10RSEXX BSP version 3.1 backwards you need to update the BSP on your device. Click [here](#) for more information*



The UWP-ACTIVATION-KEY

The UWP-Activation key is a code that allows you to:

- sign up for MAIA Cloud and create an organization
*See **How to register** for more information.*
- activate only one supported device to a Maia Cloud organization
*See **How to activate a device** for more information.*

Go to **MAIA Cloud's compatible devices** for further details about the supported devices.

How to register and create an organization

1. Open a browser
2. Go to the MAIA Cloud login page (<https://app.maiacconnect.com>)
3. Click **Register** under the **Log In** button
4. Enter the following data:
 - **First name**
 - **Last name**
 - **Organization Label**

Note: this is the description of your organization, useful to identify it. You can choose your Company or your project name. You can modify it later on.

- **Organization ID**

Note: this is your unique Organization identifier name, useful for technical support. It cannot be changed later on. Special characters are not allowed.

- **Country**
 - **Valid UWP-ACTIVATION-KEY for registration.** Write the Carlo Gavazzi activation key included in your UWP-ACTIVATION-KEY item.
 - **E-mail and E-mail confirmation**
 - **Password and Password confirmation**
5. Read and accept the [Privacy policy and Terms of Use](#)
 6. Click **Register**
 7. Click the link of the mail you received to enable your profile
 8. Log in with your credential to the MAIA Cloud web portal.

Notes:

- *after the first login, you can access your organization also through the desktop application, MAIA Cloud Connector (read the [MAIA Cloud system](#) user manual for further details).*
- *your user is automatically registered as Admin of the Organization named after your Company.*



How to activate a device

1. Open a browser
2. Log in to your MAIA Cloud organization (<https://app.maiacconnect.com>)
3. Click ☰ to open the main menu
4. Go to **Devices > Activate**
5. Complete the activation page with the device information:

- **Device Label** (the device name)
- **Latitude** and **longitude** for the geolocation

Note: you can navigate the map or use the search box.

- **UWP-ACTIVATION-KEY.** Write a valid Carlo Gavazzi activation code included in your UWP-ACTIVATION-KEY.
6. Click ✓
 7. Go to your MAIA Cloud home page
 8. Click ☰ > *Assign credit* to enable the VPN service for your device.

Note: to assign credits, you need at least one unused VPN month. To add resources to your organization, you need a UWP-LICENCE code (read the MAIA Cloud system user manual for further details).

9. For the UWP 3.0 Tool release:

If you use the version...	Then...
8.4.0.3 onwards	in few seconds UWP 3.0 will be online
8.4.0.3 backwards	go to How to enable VPN service for an installed UWP 3.0 and follow the procedure

For UWP 4.0, in few seconds it will be online.

For the SBP2CPY24 release:

If you use the version...	Then...
2.6.3 onwards	in few seconds SBP2CPY24 will be online
2.6.3 backwards	go to How to enable VPN service for an installed SBP2CPY24 and follow the procedure

For BTM family or XAP

If you use the BSP version...	Then...
3.1 onwards	go to How to enabled VPN service for BTM family and XAP
3.1 backwards	update your device BSP. For more info click here

How to enable VPN service for an installed UWP 3.0

1. Go to your MAIA Cloud organization and activate your UWP 3.0
See How to activate a device
2. Update your UWP 3.0.
Note: the VPN service is available in the UWP 3.0 Tool 8.4.0.3 onwards.
3. Log in to the UWP 3.0 web app
4. Click ☰ to open the main menu
5. Go to **Service > Remote VPN Services**
6. Enable the service
7. Write the activation code of your UWP-ACTIVATION-KEY kit
*Note: check that the **Standard MAIA Cloud Server** has been set.*
8. Click 💾 to save
Note: the green icon informs you that the procedure is successfully finished.

How to enable VPN service for an installed SBP2CPY24

1. Go to your MAIA Cloud organization and activate your SBP2CPY24
See How to activate a device
2. Update your SBP2CPY24
Note: the VPN service is available in the SBP2CPY24 2.6.3 onwards.
3. Log in to the CPY server
4. Go to **System settings > VPN settings**
5. Enable the service
6. Write the activation code of your UWP-ACTIVATION-KEY kit
*Note: check that the **Standard MAIA Cloud Server** has been set.*
7. Click 💾 to save
Note: the green icon informs you that the procedure is successfully finished.

How to enable VPN service for BTM family and XAP

1. Go to your MAIA Cloud organization and activate your BTM or XAP
See How to activate a device
2. Login to the system setting of your BTM or XAP.
For more information abouts how to access the system settings, click [here](#)
3. Go to **Service > MAIA Cloud / VPN Service** and click **Edit**
4. Enable the service
5. Write the UWP-ACTIVATION-KEY in the activation code section
6. Click **Save**