FREQUENTLY ASKED QUESTIONS ABOUT THE AqWiFi

WHAT DOES AQWIFI DO?
The AqWiFi will transmit performance data and status to the cloud server which than can be monitored from anywhere in the world via the AqWiFi app.

HOW DOES IT WORK?
The AqWiFi is wired into the Aquavar SOLO\(^2\), it is than connected to the local WIFI network and will transmit data to the cloud server. From there the data can be monitored from any mobile device or computer.

WHERE DO I FIND THE APP?
The app is available on iTunes for Apple devices or on Google Play for android devices.

HOW DO I SET UP THE AQWIFI?
There is a quick start guide available, all you need is the WIFI network name and password or the WPS push button feature which does not require a network password. In Addition the homeowners email address and mobile number are required so they can accept the user license agreement.

HOW FAR CAN I BE FROM MY ROUTER?
This depends on the strength of the router, they are all different. If you can connect to the WIFI from where the AqWiFi is located than you should not have any issues. If there is no WIFI available you can purchase a WIFI extender from a local retailer.

CAN I HARD WIRE TO A ROUTER?
No, this connectivity is not available.

HOW DO I RESET MY PASSWORD?
Password can be reset from the app, go to “more” and select change password.

I FORGOT MY PASSWORD?
Simply select forgot password in the log in screen and you will receive a new password via email.

HOW DO I CHANGE MY INFORMATION?
Information can be changed in the app as well as the website under profile.

HOW MANY PEOPLE CAN USE MY ACCOUNT?
As many as you like, simply provide your login ID and Password.

CAN THIS BE USED ON THE ORIGINAL SOLO?
No, this is not compatible with the original SOLO or BF controller. Only software 61.5 or 63.5 or later.

CAN I USE THIS ON PREVIOUSLY INSTALLED SOLO\(^2\)?
Yes, this will require a software update to the SOLO\(^2\) controller. Software revision 5 is required. (SW 61.5 or 63.5). This can be requested from your distributor or Xylem Salesperson.

CAN THE AQWIFI BE MOUNTED OUTDOORS?
Yes, the enclosure is NEMA 4 rated. -4º to 122ºF

CAN I USE THE AQWIFI ON OTHER XYLEM CONSTANT PRESSURE SYSTEMS?
No, only the Aquavar SOLO\(^2\).

CAN THIS BE USED ON COMPETITOR PRODUCTS?
No, only the Aquavar SOLO\(^2\).