AqWiFi
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1 Introduction and Safety

1.1 Introduction

Purpose of the manual

The purpose of this manual is to provide necessary information for installation, operation, and maintenance of the unit.

Read and keep the manual

Save this manual for future reference, and keep it readily available at the location of the unit.

CAUTION:

Read this manual carefully before installing and using the product. Improper use of the product can cause personal injury and damage to property, and may void the warranty.

The equipment, and its functioning, may be impaired if used in a manner not specified by the manufacturer.

Intended use

WARNING:

Operating, installing, or maintaining the unit in any way that is not covered in this manual could cause death, serious personal injury, or damage to the equipment and the surroundings. This includes any modification to the equipment or use of parts not provided by Xylem. If there is a question regarding the intended use of the equipment, please contact a Xylem representative before proceeding.

1.2 Safety terminology and symbols

About safety messages

It is extremely important that you read, understand, and follow the safety messages and regulations carefully before handling the product. They are published to help prevent these hazards:

- Personal accidents and health problems
- Damage to the product and its surroundings
- Product malfunction
Hazard levels

<table>
<thead>
<tr>
<th>Hazard level</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>DANGER:</td>
<td>A hazardous situation which, if not avoided, will result in death or serious injury</td>
</tr>
<tr>
<td>WARNING:</td>
<td>A hazardous situation which, if not avoided, could result in death or serious injury</td>
</tr>
<tr>
<td>CAUTION:</td>
<td>A hazardous situation which, if not avoided, could result in minor or moderate injury</td>
</tr>
<tr>
<td>NOTICE:</td>
<td>Notices are used when there is a risk of equipment damage or decreased performance, but not personal injury.</td>
</tr>
</tbody>
</table>

Special symbols

Some hazard categories have specific symbols, as shown in the following table.

<table>
<thead>
<tr>
<th>Electrical hazard</th>
<th>Magnetic fields hazard</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Electrical Hazard" /></td>
<td><img src="image" alt="CAUTION" /></td>
</tr>
</tbody>
</table>

1.3 User safety

Introduction

All government regulations, local health and safety directives must be observed.

Prevent danger due to electricity

All danger due to electricity must be avoided. Electrical connections must always be carried out in compliance with the following:

- The standard connections shown in the product documentation that is delivered together with the product
- All international, national, state, and local regulations. (For details, consult the regulations of your local electricity supplier.)

For more information about requirements, see sections dealing specifically with electrical connections.
Power lock-out

**DANGER: Electrical Hazard**

Before starting work on the unit, make sure that the unit and the control panel are isolated from the power supply and cannot be energized. This applies to the control circuit as well.

Qualification of personnel

**WARNING: Electrical Hazard**

Risk of electrical shock or burn. A certified electrician must supervise all electrical work. Comply with all local codes and regulations.

All work on the product must be carried out by certified electricians or Xylem authorized mechanics.

Xylem disclaims all responsibility for work done by untrained, unauthorized personnel.

1.4 End of life product disposal

Handle and dispose of all waste in compliance with local laws and regulations.

EU only: Correct disposal of this product – WEEE Directive on waste electrical and electronic equipment

This marking on the product, accessories or literature indicates that the product should not be disposed of with other waste at the end of its working life.
To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Waste from electrical and electronic equipment can be returned to the producer or distributor.

**EU only: Correct disposal of batteries in this product**

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other waste at the end of its working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material re-use, please separate batteries from other types of waste and recycle them through your local, free battery return system.

### 1.5 Spare parts

**CAUTION:**

Only use the manufacturer’s original spare parts to replace any worn or faulty components. The use of unsuitable spare parts may cause malfunctions, damage, and injuries as well as void the warranty.

### 1.6 Warranty

For information about warranty, see the sales contract.

### 1.7 Support

Xylem only supports products that have been tested and approved. Xylem does not support unapproved equipment.

### 1.8 Compliance

**FCC Statement – USA only (Federal Communications Commission)**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference and
2. this device must accept any interference received, including interference that may cause undesirable operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user’s authority to operate the equipment.

**CAN ICES-3 (B)/NMB-3(B)**

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
2  Product Description

2.1  Product design

The AqWiFi is a remote monitoring device that is designed to operate with the Aquavar SOLO² family of pump controllers. It uses a Wi-Fi connection to transmit data from the controller to a cloud service. The data is monitored on any iOS and Android device anywhere an internet connection is available.

2.2  Parts
### Status LED

<table>
<thead>
<tr>
<th>Condition and color</th>
<th>Monitoring device status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Power off</td>
</tr>
<tr>
<td>Green</td>
<td>Connected to the cloud</td>
</tr>
<tr>
<td>Blinks green slowly</td>
<td>Connected to the router – but not connected to the cloud</td>
</tr>
<tr>
<td>Blinks green fast</td>
<td>Not connected to the router</td>
</tr>
<tr>
<td>Red</td>
<td>Transmitting in offline mode</td>
</tr>
<tr>
<td>Blinks red slowly</td>
<td>No offline connection</td>
</tr>
<tr>
<td>Blinks red fast</td>
<td>No communication from the pump controller</td>
</tr>
</tbody>
</table>

### Mode button

<table>
<thead>
<tr>
<th>Time to press and hold the button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–3 seconds</td>
<td>Restart / reboot</td>
</tr>
<tr>
<td>4–7 seconds</td>
<td>Change communication mode</td>
</tr>
<tr>
<td>&gt; 8 seconds</td>
<td>Reset to factory default settings</td>
</tr>
</tbody>
</table>
3 Installation

3.1 Precautions

Before starting work, make sure that the safety instructions in the chapter Introduction and Safety on page 3 have been read and understood.

3.2 Install the monitoring device

1. Select a location to install the monitoring device. For best results, install it away from any metal.
2. Check the signal strength with a smart device for approximately 15 minutes. The signal strength must be greater than –70 dBm for a reliable connection. If a reliable signal is not present, then a Wi-Fi signal repeater or extender may be required.

The cable between the monitoring device and the pump controller can be extended up to 250 ft (76 m).
3. Install the screw and wall anchor from the installation kit.
4. Insert the screw head through the opening at the top of the monitoring device.

3.3 Connect the monitoring device to the pump controller

1. Turn off the mains power for the pump controller. Wait 5 minutes for the voltage to discharge.
2. Remove the cover.
3. Open the knockout that is on the lower-left side.
4. Install the included ½ inch NPT cable gland.

5. Tighten the cable gland and lock nut and make sure the seal is water tight. Torque = 40 lbf·in (4.5 Nm)
6. Insert the cable from the monitoring device through the cable gland.

7. Connect the ends of the cable to the adapter board.

8. Insert the adapter board into the communication port.
3. Installation

9. Tighten the cable gland nut to seal the cable entry.
   Torque= 50 lbf·in (5.7 Nm)
10. Install the cover.

3.4 Install the app

1. Search for the latest version of the app.
   - Go to the App Store for iOS devices.
   - Go to Google Play for Android devices.
2. Install the app.

3.5 Connect the smart device to the monitoring device

The monitoring device must be in the offline mode. The status LED blinks red slowly.

1. Press Go Offline on the Login screen.

<table>
<thead>
<tr>
<th>Smart device</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>A screen shows instructions that explain how to change to offline mode.</td>
</tr>
<tr>
<td>Android</td>
<td>The Wi-Fi connections screen opens.</td>
</tr>
</tbody>
</table>

2. Select the monitoring device in the Wi-Fi settings of the smart device.
   The wireless network of the monitoring device is called AqWiFi-xxxxxx.
3. Type the default password = Xylem12345.
   The status LED turns red.

3.6 Connect the monitoring device to the cloud

1. Open the app and make sure that the status LED of the monitoring device is red.
2. Press the Wi-Fi Setup tab.
3. Press the name of the monitoring device = AqWiFi-xxxxxx_Prov.

4. Select one of the following methods to connect the monitoring device to the cloud:
When the Wi-Fi setup is complete, then the monitoring device connects to the router and enters the online mode.

<table>
<thead>
<tr>
<th>Status LED condition and color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinks green slowly</td>
<td>The monitoring device is connected to the router.</td>
</tr>
<tr>
<td>Green</td>
<td>The monitoring device is connected to the cloud.</td>
</tr>
</tbody>
</table>

### Connect with the WPS Push Button

Make sure that the router is compatible with Wi-Fi Protected Setup (WPS) and that this functionality is enabled.

1. Select **WPS Push Button** and press **Next**.
2. Follow the instruction on the app.

   **Locate the WPS button on your AP. Click on the “PUSH” button below. Press the WPS button on your AP within 2 minutes.**

   Please wait while we look for nearby access points

   - **Cancel**
   - **PUSH**

   a) Locate the WPS button on the router.
AP is the internet access point or router.

b) Press PUSH.

c) Press the WPS push button on the router within 2 minutes.

3. Press OK.

The configuration is complete. Your device will connect to the AP through WPS. You may close this application.

OK

The app returns to the login screen.

Connect with WPS PIN

Make sure that the router is compatible with Wi-Fi Protected Setup (WPS) and that this functionality is enabled.

If the router asks for a client PIN, then this method to connect is not possible.

1. Locate and note the WPS pin of the router.

2. Select WPS PIN and press Next.

3. Type the WPS pin of the router and press PIN.

Please enter PIN

Enter the WPS PIN below. Click on “PIN” to initiate WPS Provisioning.

Cancel

PIN

4. Press OK.

The configuration is complete. Your device will connect to the AP through WPS. You may close this application.

OK

The app returns to the login screen.

Select an Existing Network

1. Select Select an Existing Network and press Next.

   The app shows a list of available networks.

2. Select the name of the desired network.
3. Type the password for the network and press **Done**.

4. Select the method of assigning IP addresses.

<table>
<thead>
<tr>
<th>Method</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic Host Configuration Protocol (DHCP)</td>
<td>Press <strong>Next</strong>.</td>
</tr>
<tr>
<td>Static</td>
<td>Type the IP addresses and press <strong>Next</strong>.</td>
</tr>
</tbody>
</table>

5. Review the configuration settings and press **Done**.

<table>
<thead>
<tr>
<th>SSID</th>
<th>My_WiFi_Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel</td>
<td>6</td>
</tr>
<tr>
<td>Security</td>
<td>wpa-personal</td>
</tr>
</tbody>
</table>

6. Select one of the following choices:
Complete the Wi-Fi setup.  
Press Apply.

Stay in offline mode and apply the settings later.  
Press Later.

Manual Configuration

1. Select **Manual Configuration** and press **Next**.
2. Type the name of the network in the **SSID** field.
3. Press **Channel** and select the Wi-Fi channel the network uses.
4. Press **Security** and select the type of security the network uses.
5. Type the **Password** for the network.
6. Press **Next**.
7. Select the method of assigning IP addresses.
8. Review the configuration settings and press **Done**.

<table>
<thead>
<tr>
<th>Method</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Static</td>
<td>Type the IP addresses and press Next.</td>
</tr>
</tbody>
</table>

9. Select one of the following choices:

<table>
<thead>
<tr>
<th>Choice</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete the Wi-Fi setup.</td>
<td>Press Apply.</td>
</tr>
<tr>
<td>Stay in offline mode and apply the settings later.</td>
<td>Press Later.</td>
</tr>
</tbody>
</table>

### 3.7 Create a dealer or customer account

The monitoring device must be connected to the cloud. 
A dealer can have multiple customers, but a customer cannot have multiple dealers.

1. Press **Register** on the login screen.

2. Press **Dealer** or **Customer** on the register screen.

3. Type in all data.
Data marked with a star is required. The password must be 8 characters long and contain one lower case letter, one upper case letter, and one number.

4. Press **Submit**.

An email confirmation is sent to the **Email Address**.

5. Press **Get more info** to review the Terms of Service, End User License Agreement, and Privacy Statement.

6. Press **I agree** to accept.

### 3.8 Add a monitoring device to the device list

Only dealers can add devices.

The following process also creates a customer account if it has not been created beforehand.

1. Login to the dealer account.
   - The app shows the device list screen.
2. Press the + icon in the upper right corner of the screen.
3. Select one of the following:
   - Press **Tap to Scan QR code** and allow the app access to the camera.
   - Add the MAC ID of the device manually and skip the next step.
4. Point the camera at the QR code.
   The QR code is located on the left side of the monitoring device.
   The **Device Id** and dealer is added automatically.
5. Type the **Customer Name** and **Customer Email Address**.
6. Press **Add Device**.
   A confirmation email is sent to both the dealer and the customer.
7. Press the `<` icon to return to the device list screen.
4 Operation

4.1 Change from online to offline mode

1. Press and hold the **MODE** button on the monitoring device for a 4–7 seconds.
   The monitoring device resets and changes to offline mode. The status LED blinks red slowly.
2. Press **Go Offline** on the Login, Dashboard or Live Data screen.

<table>
<thead>
<tr>
<th>Smart device</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>A screen shows instructions that explain how to change to offline mode.</td>
</tr>
<tr>
<td>Android</td>
<td>The Wi-Fi connections screen opens.</td>
</tr>
</tbody>
</table>

3. Select the monitoring device.
   The wireless network of the monitoring device is called AqWiFi-xxxxxx.
4. Type the default password = Xylem12345.
   This step is not necessary if the smart device has already been connected to the monitoring device.
5. Exit the Wi-Fi connection screen.
6. Return to the app.

4.2 Change from offline to online mode

1. Press and hold the **MODE** button on the monitoring device for a 4–7 seconds.
   The monitoring device resets and changes to online mode. The status LED blinks green slowly and then green when the monitoring device connects to the cloud.
2. Press **Go Online** on the Login, Dashboard or Live Data screen.

<table>
<thead>
<tr>
<th>Smart device</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>A screen shows instructions that explain how to change to online mode.</td>
</tr>
<tr>
<td>Android</td>
<td>The Wi-Fi connections screen opens.</td>
</tr>
</tbody>
</table>

3. Select one of the following steps:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Wi-Fi connection to the internet is available.</td>
<td>Connect to the Wi-Fi network.</td>
</tr>
<tr>
<td>A Wi-Fi connection is not available.</td>
<td>Use the cellular network.</td>
</tr>
</tbody>
</table>

4. Exit the Wi-Fi connection screen.
5. Return to the app.

4.3 Upgrade the firmware

The app is in online mode.
1. Go to the More > About screen.

   A Firmware Upgrade choice pop-up shows.

3. Press Yes.
4. Go offline, see Change from online to offline mode on page 20.
5. Go to the More screen.

6. Press Firmware Upgrade.

   A Firmware Upgrade choice pop-up shows.

7. Press Yes.

   The app searches for monitoring devices to update.
   If multiple devices are present locally, then a list is shown.
8. Press the name of the device.
9. Press **UPDATE**.

The app indicates when the firmware update is complete. After the update, the app restarts in offline mode.
## 5 Troubleshooting

### 5.1 Troubleshooting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The status indicator is off.</td>
<td>• Check that the pump controller is connected to mains power.</td>
</tr>
<tr>
<td></td>
<td>• Check that the breaker or fuse is on.</td>
</tr>
<tr>
<td></td>
<td>• Check that the adapter board is securely inserted into the communication port.</td>
</tr>
<tr>
<td></td>
<td>• Check the input voltage to the monitoring device is 5 V. Measure between the red and the black wires.</td>
</tr>
<tr>
<td></td>
<td>• Check if the adapter board is mis-wired.</td>
</tr>
<tr>
<td>The status indicator is green, but shows <code>Disconnected</code> in the app.</td>
<td>• Check that the smart device is connected to the internet. The connection speed may impact how fast the monitoring device connects and transmits data to the cloud.</td>
</tr>
<tr>
<td></td>
<td>• Make sure to accept the Terms of Service, see Create a dealer or customer account on page 17. No data is transmitted until the Terms of Service is accepted.</td>
</tr>
<tr>
<td>The status indicator blinks green slowly, but shows <code>Disconnected</code> in the app.</td>
<td>• Check that the router is connected the internet. Contact the internet service provider to assist with the connection issues.</td>
</tr>
<tr>
<td></td>
<td>• Make sure that port 1883 is not blocked on the router. Consult the router manual to assist with opening ports.</td>
</tr>
<tr>
<td>The status indicator blinks green fast.</td>
<td>• Check that the monitoring device is set up properly for the network and that the password has not changed, see Connect the monitoring device to the cloud on page 12. Consult the router manula for details on changing router settings.</td>
</tr>
<tr>
<td></td>
<td>• Check that the router is powered and is connected to the internet. Contact the internet service provider to assist with the connection issues.</td>
</tr>
<tr>
<td></td>
<td>• Check the signal strength of the Wi-Fi network at the monitoring device location. The signal strength must be greater than –70 dBm for a reliable connection. If the signal strength is low, then move the monitoring device to a location with adequate signal strength or install a Wi-Fi booster, see Install the monitoring device on page 10.</td>
</tr>
<tr>
<td>Symptom</td>
<td>Remedy</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The status indicator is red.</td>
<td>• Check that the smart device is connected to the monitoring device network.</td>
</tr>
<tr>
<td></td>
<td>• Make sure to accept the Terms of Service, see <a href="#">Create a dealer or customer account</a> on page 17. No data is transmitted until the Terms of Service is accepted.</td>
</tr>
<tr>
<td>The status indicator blinks red slowly.</td>
<td>• Check that the smart device is connected to the monitoring device network, see <a href="#">Connect the smart device to the monitoring device</a> on page 12.</td>
</tr>
<tr>
<td>The status indicator blinks red fast.</td>
<td>• Check that the adapter board is properly inserted in the communication port.</td>
</tr>
<tr>
<td></td>
<td>• Check that the cable is properly connected to the adapter board. Pull each wire to make sure that they are secured in the adapter terminal block.</td>
</tr>
<tr>
<td>It is not possible to log in to the app.</td>
<td>• Make sure that the password is correct.</td>
</tr>
<tr>
<td></td>
<td>• Make sure that dealer or customer is selected correct on the login screen.</td>
</tr>
<tr>
<td></td>
<td>• Use the <a href="#">Forgot Password?</a> function on the login screen to reset the password.</td>
</tr>
<tr>
<td>The app does not respond.</td>
<td>• Check that the smart device is connected to the internet. The connection speed may impact how fast the app responds.</td>
</tr>
<tr>
<td></td>
<td>• Restart the app.</td>
</tr>
<tr>
<td></td>
<td>• Reset the app.</td>
</tr>
<tr>
<td>The app data does not load.</td>
<td>• Press the desired data field to reload the data.</td>
</tr>
<tr>
<td></td>
<td>• Change screen and return back. This triggers the app to reload the data.</td>
</tr>
<tr>
<td></td>
<td>• Check that the smart device is connected to the internet.</td>
</tr>
<tr>
<td></td>
<td>• Restart the app.</td>
</tr>
<tr>
<td></td>
<td>• Reset the app.</td>
</tr>
<tr>
<td>The app closes automatically.</td>
<td>• Reset the app.</td>
</tr>
<tr>
<td></td>
<td>• Delete and reinstall the app.</td>
</tr>
</tbody>
</table>
6 Technical Reference

6.1 Dimensions

6.2 Environmental requirements

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temperature</td>
<td>-4°F to +120°F (-20°C to +50°C)</td>
</tr>
<tr>
<td>Operating humidity</td>
<td>95% relative humidity, non-condensing</td>
</tr>
</tbody>
</table>

6.3 Standards

This device complies with Industry Canada license-exempt RSS standard(s).

6.4 Approvals

This device complies with Part 15 of the FCC rules.

6.5 Electrical data

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply voltage</td>
<td>5 VDC</td>
</tr>
<tr>
<td>Current consumption</td>
<td>Maximum 250 mA</td>
</tr>
<tr>
<td>Degree of protection</td>
<td>UL Type 4 enclosure</td>
</tr>
</tbody>
</table>
6.6 Radio data

<table>
<thead>
<tr>
<th>Type</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi</td>
<td>IEEE 802.11 b/g/n/ac</td>
</tr>
</tbody>
</table>

6.7 Terminals on the adapter board

<table>
<thead>
<tr>
<th>Terminal number</th>
<th>Wire color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Black</td>
<td>Ground reference for the power supply between the pump controller and the monitoring device</td>
</tr>
<tr>
<td>2</td>
<td>Red</td>
<td>+5 VDC power supply input to the monitoring device</td>
</tr>
<tr>
<td>3</td>
<td>White</td>
<td>Data transmit from the pump controller</td>
</tr>
<tr>
<td>4</td>
<td>Yellow</td>
<td>Data receive by the pump controller</td>
</tr>
</tbody>
</table>
### 7 User Interface

#### 7.1 The app screens

<table>
<thead>
<tr>
<th>Screen</th>
<th>Online mode</th>
<th>Offline mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device list</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dashboard</td>
<td>Go Offline</td>
<td>Dashboard</td>
</tr>
<tr>
<td>Live Data</td>
<td></td>
<td>Live Data</td>
</tr>
<tr>
<td>Trends</td>
<td>Go Offline</td>
<td>Go Online</td>
</tr>
<tr>
<td>Faults</td>
<td></td>
<td>Faults</td>
</tr>
<tr>
<td>More</td>
<td></td>
<td>More</td>
</tr>
<tr>
<td>Notifications</td>
<td></td>
<td>Notifications</td>
</tr>
<tr>
<td>Events</td>
<td></td>
<td>Events</td>
</tr>
<tr>
<td>Profile</td>
<td></td>
<td>Profile</td>
</tr>
<tr>
<td>Setup</td>
<td></td>
<td>Setup</td>
</tr>
<tr>
<td>Settings</td>
<td></td>
<td>Settings</td>
</tr>
<tr>
<td>Change password</td>
<td></td>
<td>Change password</td>
</tr>
<tr>
<td>About</td>
<td></td>
<td>About</td>
</tr>
<tr>
<td>Logout</td>
<td></td>
<td>Logout</td>
</tr>
<tr>
<td>Login</td>
<td>Go Online, Go Offline</td>
<td>Dashboard</td>
</tr>
<tr>
<td>Smart device</td>
<td></td>
<td>Live Data</td>
</tr>
<tr>
<td>Wi-Fi settings</td>
<td></td>
<td>Wi-Fi Setup</td>
</tr>
<tr>
<td>Firmware version</td>
<td></td>
<td>Firmware version</td>
</tr>
<tr>
<td>Close</td>
<td></td>
<td>Close</td>
</tr>
</tbody>
</table>

#### 7.2 Navigation symbols

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Left Arrow" /></td>
<td>Return to the previous screen.</td>
</tr>
<tr>
<td><img src="image" alt="Right Arrow" /></td>
<td>Show more information.</td>
</tr>
<tr>
<td><img src="image" alt="Plus Sign" /></td>
<td>Add a monitoring device in the device list screen.</td>
</tr>
</tbody>
</table>
### Symbol Description

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Device List" /></td>
<td>Return to the device list.</td>
</tr>
<tr>
<td><img src="image2" alt="Online Mode Tabs" /></td>
<td>Tabs for accessing screens in the online mode.</td>
</tr>
<tr>
<td><img src="image3" alt="Offline Mode Tabs" /></td>
<td>Tabs for accessing screens in the offline mode.</td>
</tr>
</tbody>
</table>

### 7.3 Login

1. Press to go offline.
2. Select type of login account – **Dealer** or **Customer**.
3. Type email address for the account.
4. Type password for the account.
5. Press to save the email and the password for future logins.
6. Press to log in.
7. Press to register to sign up for a new account.
8. Select the type of account and press to reset the password for the account. An email is sent to the address entered on the **Forget Password** screen.
7.4 Device list

1. Press to add device
2. Press to go back to the previous screen.
3. Connection status
4. Device ID
5. Pump controller status
6. Device name
7. Contact:

<table>
<thead>
<tr>
<th>Login</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealer</td>
<td>Customer phone number</td>
</tr>
<tr>
<td>Customer</td>
<td>Dealer phone number</td>
</tr>
</tbody>
</table>
7.5 Dashboard

This screen shows a view of the monitoring device, the pump controller, and the water system status:

- Pump controller status – **Running, Stand by, Stop or Fault**.
- Device ID
- The actual pressure in the water system reported by the pump controller
- The setpoint or target pressure set by the pump controller
- The output frequency that is applied to the pump motor
- The output current that is consumed by the pump motor
- The cumulative run time of the pump controller

This screen can also be used to switch between online and offline mode:

- Press to go offline, see *Change from online to offline mode* on page 20.
- Press to go online, see *Change from offline to online mode* on page 20.
7.6 Live Data

This screen shows graphs from the last 30 minutes of operation:

- System pressure
- Output frequency
- Output current
- Input voltage

Press a point on the graphline to show the parameter value and the time the datapoint was made.

7.7 Trends

This screen shows the system status over time for:
• System pressure
• Average running frequency
• Average running current
• Input voltage

Press a point on the graphline to show:
• The value of the parameter
• The date and time the data point was made
• The minimum and maximum recorder values for the period

Press the time scale for a graph to show the condition during:
• 1D – one day
• 1W – one week
• 1M – one month
• 3M – three months
• 6M – six months
• 1Y – one year

7.8 Faults

The screen shows information about system faults.

• FAULT NAME
• DATE
• TIME
• Description of the fault
• Contact information:

<table>
<thead>
<tr>
<th>Login</th>
<th>Contact 1</th>
<th>Contact 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealer</td>
<td>Customer phone number and email ID</td>
<td>Dealer phone number and email ID</td>
</tr>
<tr>
<td>Customer</td>
<td>Dealer phone number and email ID</td>
<td>Customer phone number and email ID</td>
</tr>
</tbody>
</table>

Tap the > icon to show the troubleshooting information for the fault.

7.9 Wi-Fi Setup

The screen is used to connect the monitoring device to the Wi-Fi network, see *Connect the monitoring device to the cloud* on page 12.
7.10 More

In online mode this screen is used to access and configure various data. In offline mode this screen is used to upgrade the firmware.

7.10.1 Notifications

This screen is used to configure and view notification settings. The monitoring device can send notifications through SMS and email. The notifications are sent to the phone number and email address that is entered in the account, see
Profile on page 35. The switch icon turns green when the notification is turned on.

The time to receive notifications can vary and depends on the network connections of the monitoring device and the smart device. A typical time to receive a notification is less than 1 minute.

<table>
<thead>
<tr>
<th>Type of notification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faults</td>
<td>The monitoring device sends a notification for any fault the controller detects.</td>
</tr>
<tr>
<td>Scheduled Service</td>
<td>The monitoring device sends a notification that it is time to service a filter/softener, measure water quality or perform any other type of service.</td>
</tr>
<tr>
<td>Runtime Exceeds</td>
<td>The monitoring device sends a notification that the pump controller runs the pump for an unexpectedly long time. It is the result of issues such as a leak, broken pipe or that a fixture was left on. The time is set in minutes.</td>
</tr>
<tr>
<td>Pressure drop below</td>
<td>The monitoring device sends a notification when the pressure drops below a set value. Unexpectedly low system pressure can be the result of issues such as a high flow demand, reduced well level or waterlogged tank. The pressure is set in PSI (pounds per square inch).</td>
</tr>
<tr>
<td>Scheduled Service Date</td>
<td>A Scheduled Service notification is sent one time on the date that is entered. This notification needs to be updated to send more service notifications.</td>
</tr>
</tbody>
</table>

7.10.2 Events

This screen shows system events. Each event is shown with a description, previous value, new value, and time of the event. There are various events that can occur, such as:

- Change to a setting on the pump controller
- Pump that is turned on
- Pump that is turned off
• Pump controller that was reset
• Pump controller temperature that is derated
• Pump controller is current limiting.

The last 50 events are shown in the app. Each event is logged with a time and date stamp. The previous and new values of the setting or condition are shown.

7.10.3 Profile

This screen shows information about the user account.
The information can be modified with Edit in the upper right corner.
The Email ID is a read only parameter and can not be edited.
7.10.4 Setup

This screen is used to record and store information about the system equipment. The monitoring device information is typed into the Device, Pump and Drive boxes.

The Drive Model Number is a read only parameter and can not be edited.

7.10.5 Settings
This screen shows a snapshot of the pump controller settings. The settings are read only. Refer to the pump controller manual for details on the controller settings.

7.10.6 Change password

This screen is used to change the account password. The Password must be 8 characters long and contain 1 lower case letter, 1 upper case letter and 1 number.

Use the Forgot Password function on the login screen if the current password is not known.

7.10.7 About

This screen shows information about:
- The monitoring device
- The pump controller
- The terms and privacy policy
- Support contact information

This screen is also used to download the latest firmware version for the monitoring device, see Upgrade the firmware on page 20.
1) The tissue in plants that brings water upward from the roots; 2) a leading global water technology company.

We’re a global team unified in a common purpose: creating advanced technology solutions to the world’s water challenges. Developing new technologies that will improve the way water is used, conserved, and re-used in the future is central to our work. Our products and services move, treat, analyze, monitor and return water to the environment, in public utility, industrial, residential and commercial building services, and agricultural settings. With its October 2016 acquisition of Sensus, Xylem added smart metering, network technologies and advanced data analytics for water, gas and electric utilities to its portfolio of solutions. In more than 150 countries, we have strong, long-standing relationships with customers who know us for our powerful combination of leading product brands and applications expertise with a strong focus on developing comprehensive, sustainable solutions.

For more information on how Xylem can help you, go to www.xylem.com