



MANAGE MY SOFTENER PLATFORM

PLATFORM INSTALLER

MANAGE MY SOFTENER

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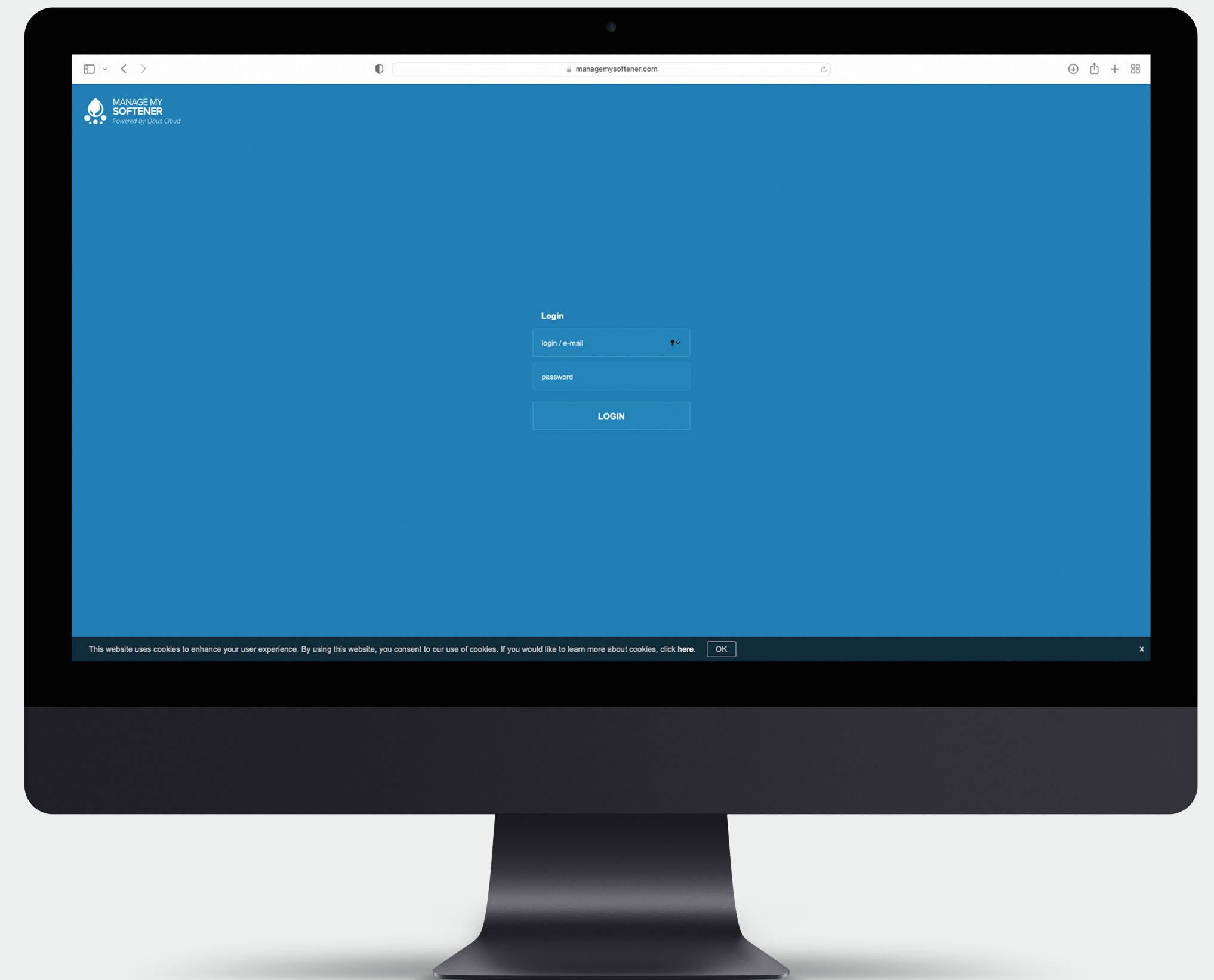


MANAGE MY SOFTENER

LOGIN FOR INSTALLER

Go to www.managemysoftener.com

Login with your e-mail and password



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MANAGE MY SOFTENER

DASHBOARD

After logging in, you will see the dashboard page, which shows an overview of what is happening on the platform. Clicking on an icon will bring up details on the item.



Number of online valves



Number of offline valves



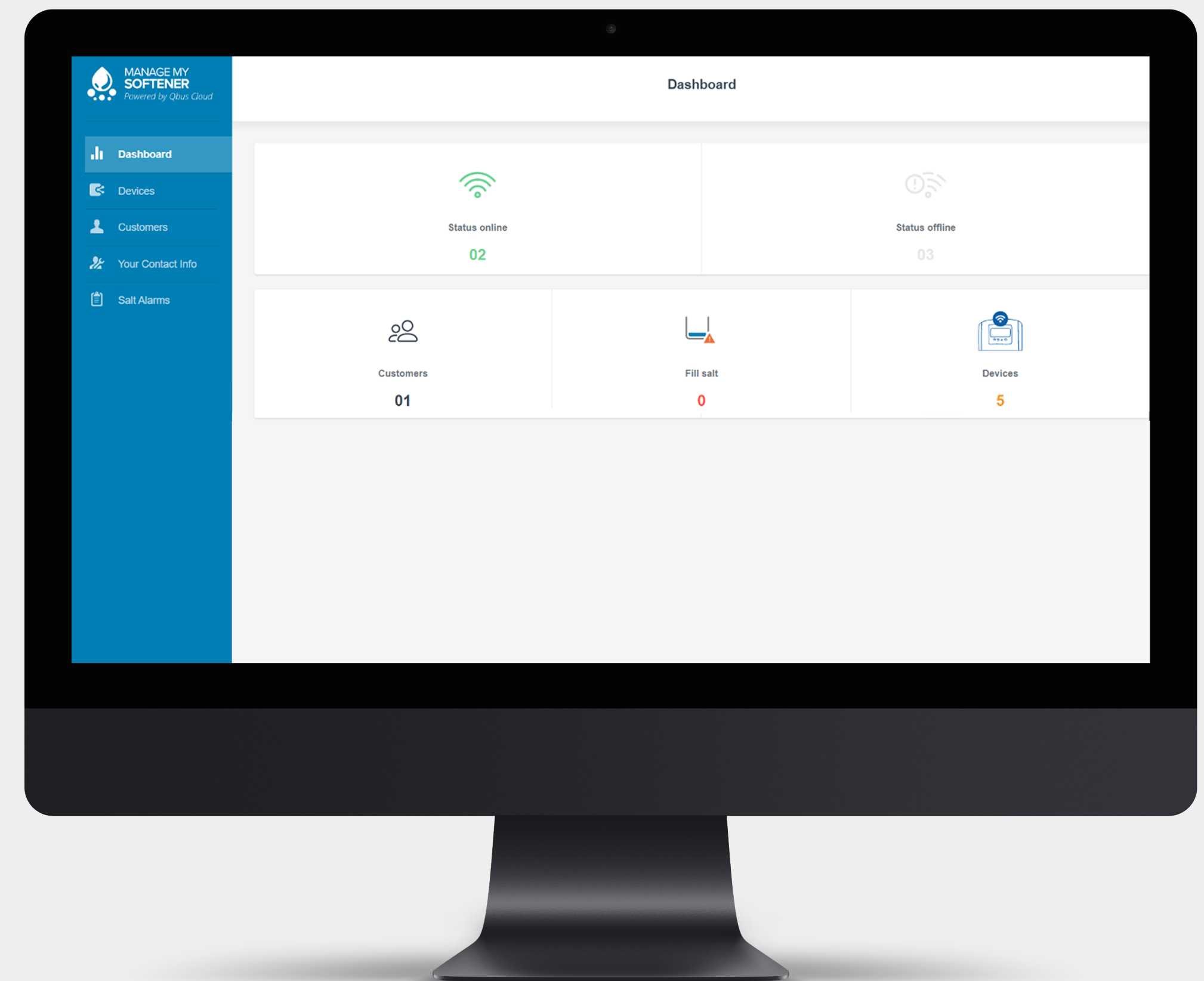
Number of customers linked to the installer



Number of devices that need salt refill



Number of devices



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DASHBOARD

MAINTENANCE INFO

At the bottom of the dashboard page, you will find an overview of the most recent maintenance info. The maintenance info is a list of the last device error or salt alarm of each unit, kept for the last 7 days. This will give you a quick overview without needing to check each unit separately.

Last device error of the past 7 days. Click for more details

Device	Timestamp	Error code
4C11AEB58970	07/03/2022 15u48	No salt



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DEVICES

On this page you'll get an overview of all devices that are configured, along with the name of the customers they are linked to. Clicking on a device will bring up all the information on that device:

- Consumption graphs
- Device details
- Programming settings

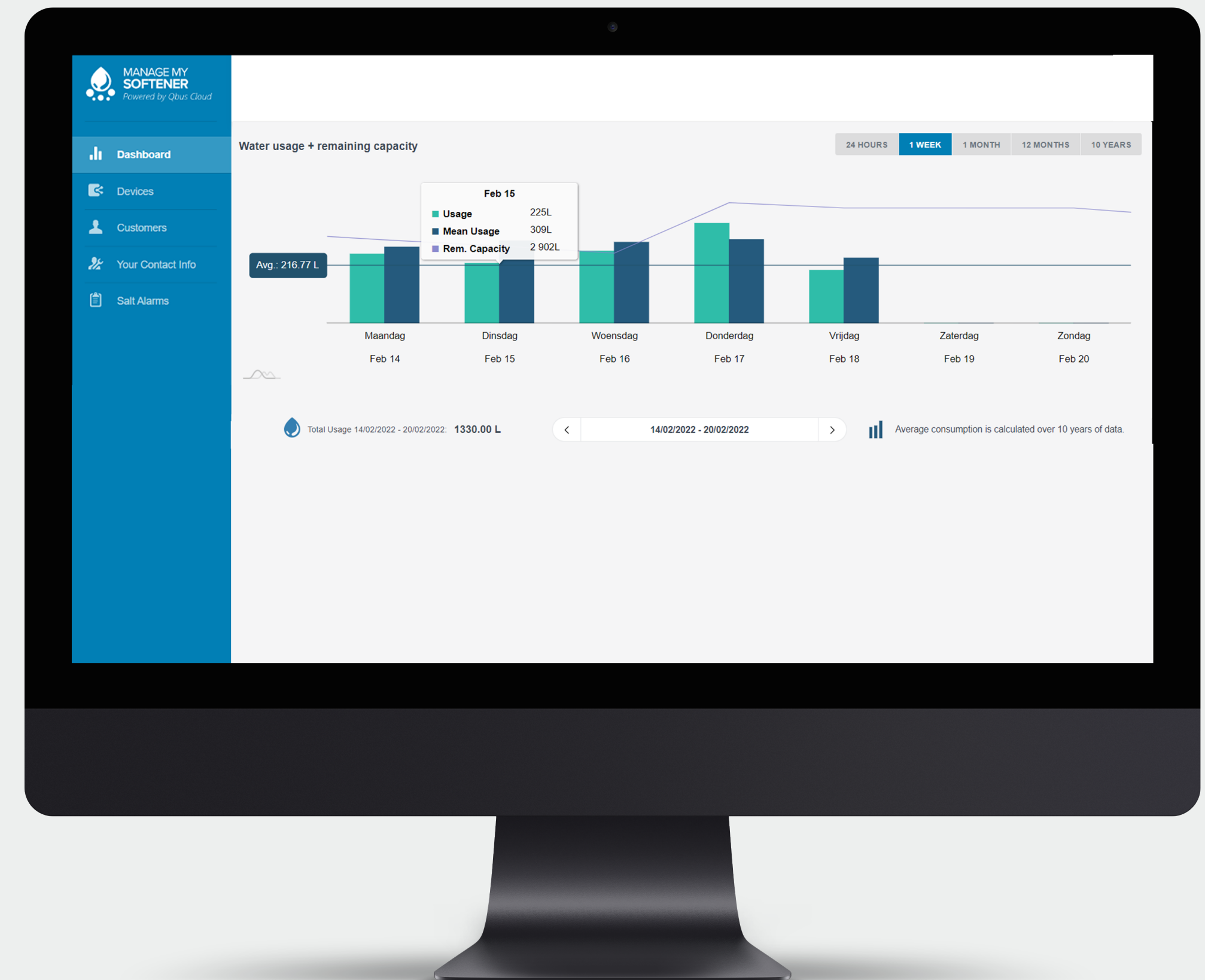
Serial Number	Customer	Software	Brand	Device	Registered at	Last access	Status
B038297272A9		300.02 D00	Clack	Pallas	09/12/2021 - ...	28/02/2022 - ...	■ Offline
B03829502569		1W1400.02	Water Right	Plus	16/07/2021 - ...	07/03/2022 - ...	■ Offline
4C11AEB589D4		300.02 D01	Clack	Pallas	05/10/2021 - ...	07/03/2022 - ...	■ Online
4C11AEB58970		300.02	Clack	Pallas	12/01/2022 - ...	07/03/2022 - ...	■ Online
F008D156645C		300.02	Clack	Pallas	18/01/2022 - 1...	18/01/2022 - 1...	■ Offline

DEVICES

CONSUMPTION GRAPHS

On this page you can track the consumption of the unit. The consumption is split into 5 different graphs:

- **Day view:** consumption per hour for the last 90 days
- **Week view:** consumption per day of the week for the last 12 weeks
- **Month view:** consumption per day of the month for the last 3 months
- **Year view:** consumption per month of the year for the last 2 years
- **10 year view:** consumption per year for the last 10 years



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CONSUMPTION GRAPHS

DAY VIEW

- A** Represents the all-time average per hour
- B** Total usage for this day
- C** Using the left and right arrows, you can scroll through the historical usage. You can go back up to 90 days.



CONSUMPTION GRAPHS

WEEK VIEW

- A** Represents the all-time average per day
- B** Total usage for this week
- C** Using the left and right arrows, you can scroll through the historical usage. You can go back up to 12 weeks.

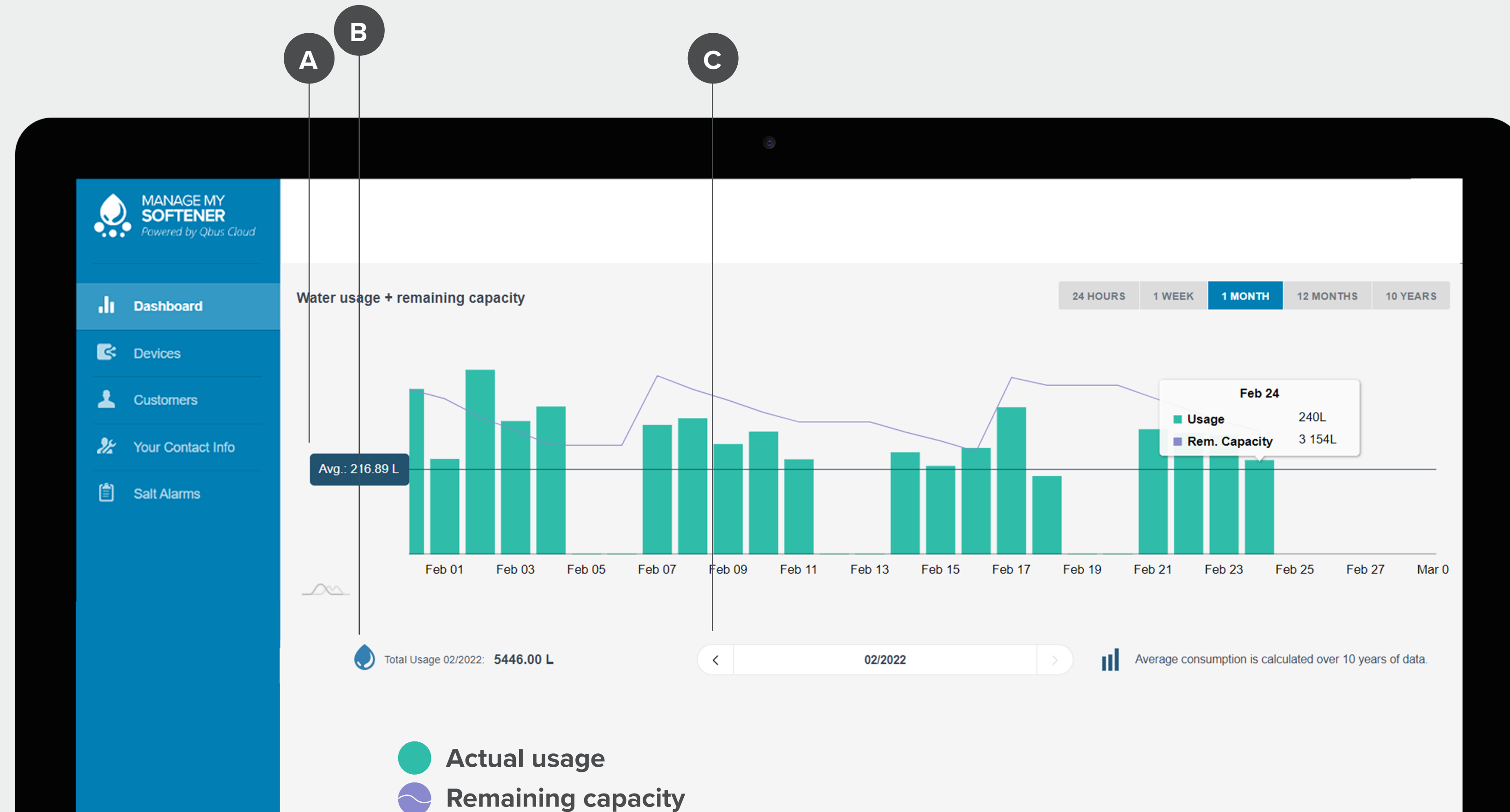


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CONSUMPTION GRAPHS

MONTH VIEW

- A** Represents the all-time average per day
- B** Total usage for this month
- C** Using the left and right arrows, you can scroll through the historical usage. You can go back up to 3 months.

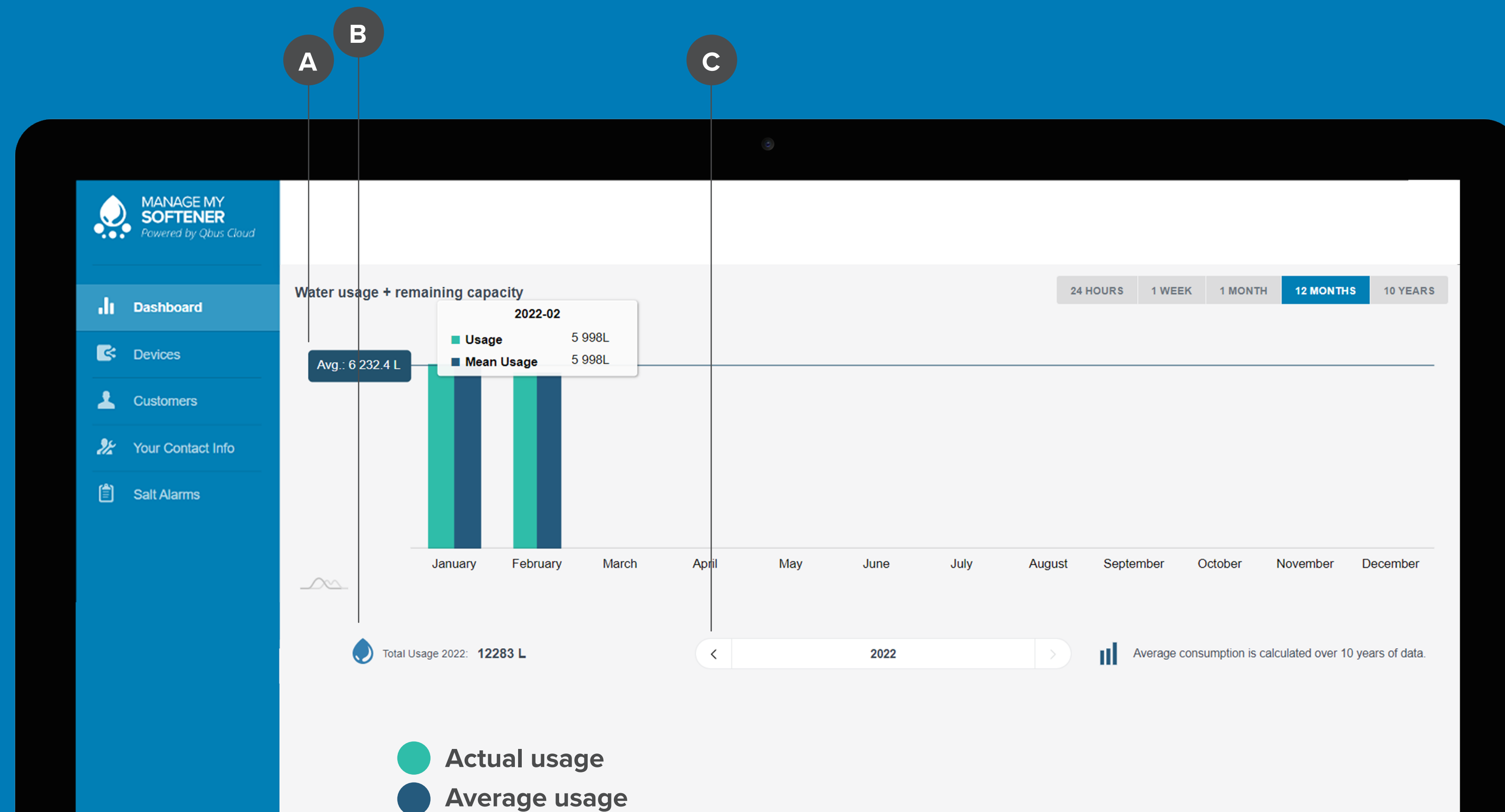


2

CONSUMPTION GRAPHS

YEAR VIEW

- A** Represents the all-time average per month
- B** Total usage for this year
- C** Using the left and right arrows, you can scroll through the historical usage. You can go back up to 2 years.



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CONSUMPTION GRAPHS

10 YEAR VIEW

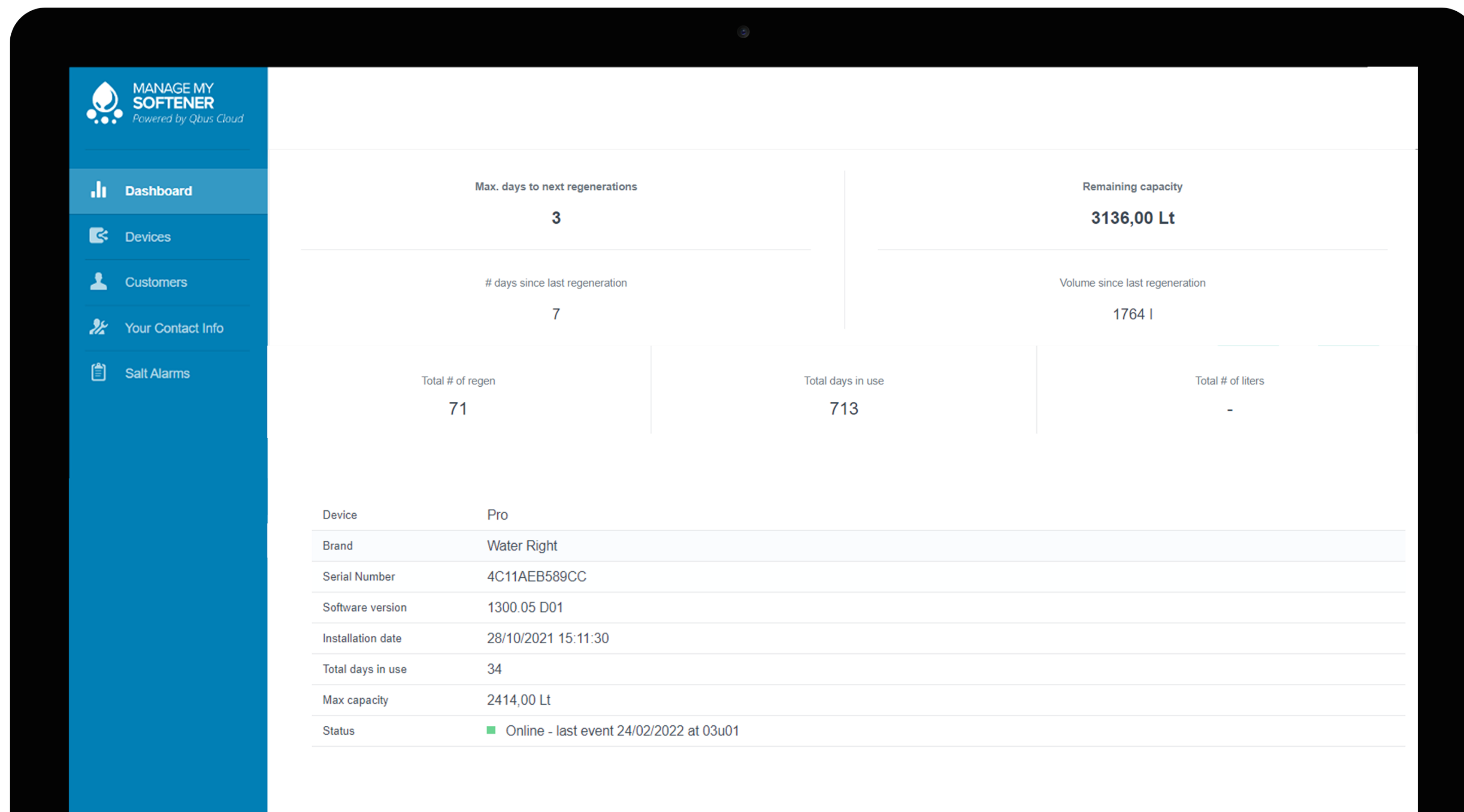
- A** Represents the all-time average per year
- B** Total all-time usage
- C** Using the left and right arrows, you can scroll through the historical usage. You can go back up to 10 years.



DEVICES

UNIT INFORMATION

Scrolling down the page you will find
more information on the unit.



DEVICES

PROGRAMMING SETTINGS

It is possible to view almost all of the settings of the unit AND to change those settings over Wi-Fi as well. The settings are split into 3 tabs in order to keep a neat overview. A final tab labelled ‘other’ allows you to add additional unit information.

Read mode

Installer Settings		Device Settings	Diagnostics & History	Other	Read Mode		Edit Mode
Incoming Hardness	34 ppm				Outgoing Hardness	0 ppm	
Day override	14 Days				Regeneration hour	2 H	
Regeneration minute	0 Min				Service alarm	Off	
Phone number installer	+55 5555 5555				Contact name installer		



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DEVICES

PROGRAMMING SETTINGS

Edit mode

Installer Settings

Device Settings

Diagnostics & History

Other

Read Mode

Edit Mode

Incoming Hardness	24.00+ -	Dh	Outgoing Hardness	4.00+ -	Dh
Day override	10.00+ -	Days	Regens Per Day	0.00+ -	
Regeneration hour	2.00+ -	H	Regeneration minute	0.00+ -	Min
Service alarm	Off		Alarm Buzzer	Off	
Phone number installer	+32479959164		Contact name installer		
Energy Saver	On				

SAVE



PROGRAMMING SETTINGS

'Other' tab

 Installer Settings

 Device Settings

 Diagnostics & History

 Other

 Read Mode

 Edit Mode

Remarks:

PARAGRAPH

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Please use this field to add any extra info with regards to the unit. Example: - Type of unit: 30L softener - Tank size: 10x35 - injector: D - DLFC: 2,2 gpm

SAVE



ACTIONS

In the top right corner there is a button labelled 'action'. There are three actions that you can take:

- Perform soft reset: this will simply restart the valve. The programming will be retained.
- Initiate regeneration: This will start an immediate regeneration.
- Delete device: the device will no longer be linked to you as an installer.

DEVICES

ERROR LOG

The platform keeps a log for each device. The logs could be divided in three categories:

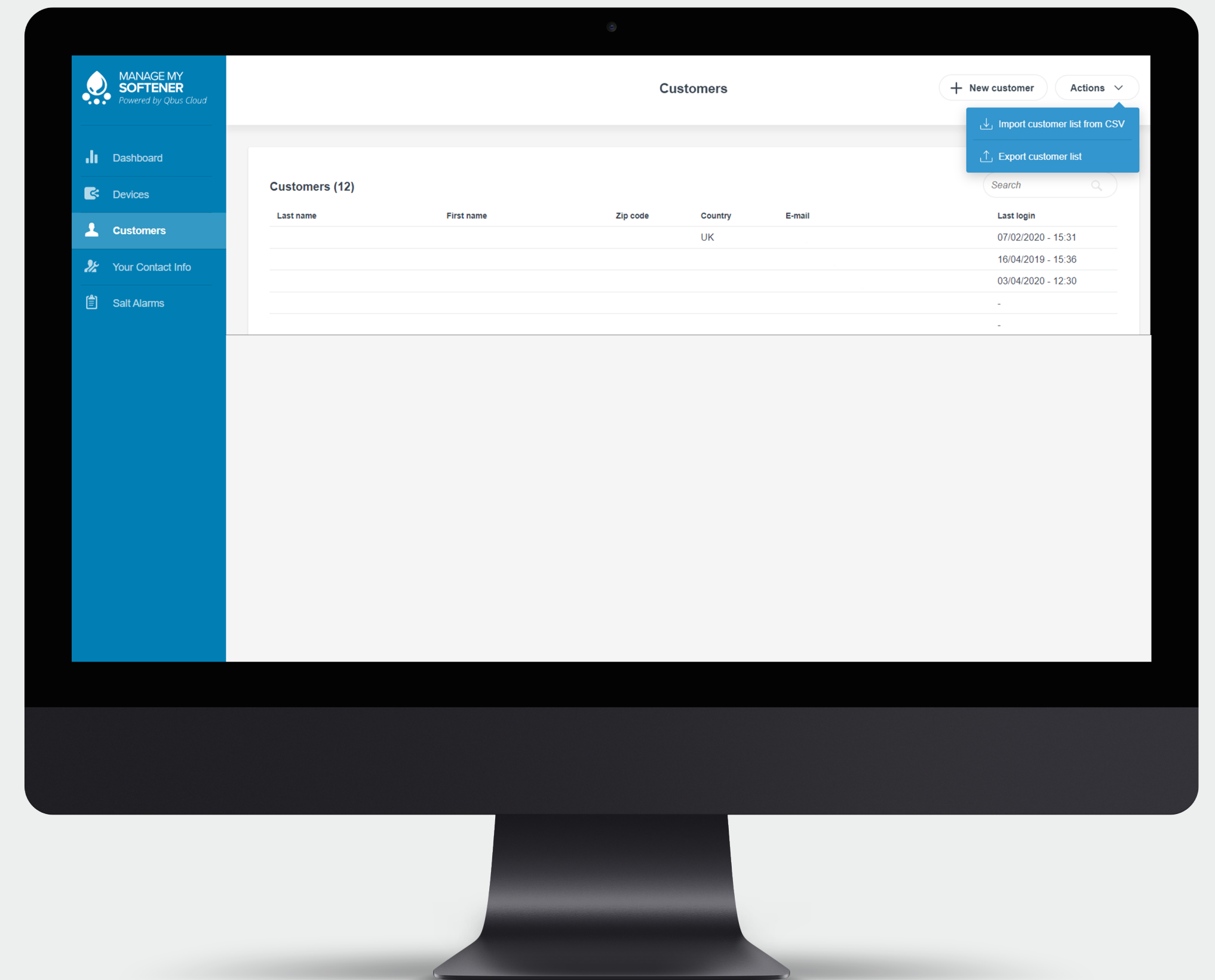
- Disconnections of the valve
- Valve errors
- Salt alarms

Point of time	Description
24-02-2022 16u58	This device disconnected 1 time(s) during the past 12 hours.
22-02-2022 14u39	This device disconnected 1 time(s) during the past 12 hours.
22-02-2022 13u18	This device disconnected 1 time(s) during the past 12 hours.
29-01-2022 01u00	This device disconnected 1 time(s) during the past 12 hours.
23-01-2022 00u00	101: Valve Motor Output Energized - NOT SENSING VALVE MOVEMENT

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CUSTOMERS OVERVIEW

This tab will give you an overview of Customers. You can add a new customer by clicking the button in the upper right corner.



CUSTOMER INFO

Selecting a customer will give you info on that customer + an overview of all the devices linked to this customer. In the top right corner you will find action tabs that allows for various actions towards the customer or his device.

Name	
Address	
Telephone number	
E-mail	
Status	Active

Device	Pro
Brand	Water Right
Serial Number	B038297BE083
Registered at	17/04/2020
Status	Offline

Actions ▾

 Disconnect installer from customer

 Connect a device to this customer

 Reset customers' password

 Block customer

Actions ▾

 More info

 Disconnect device from customer



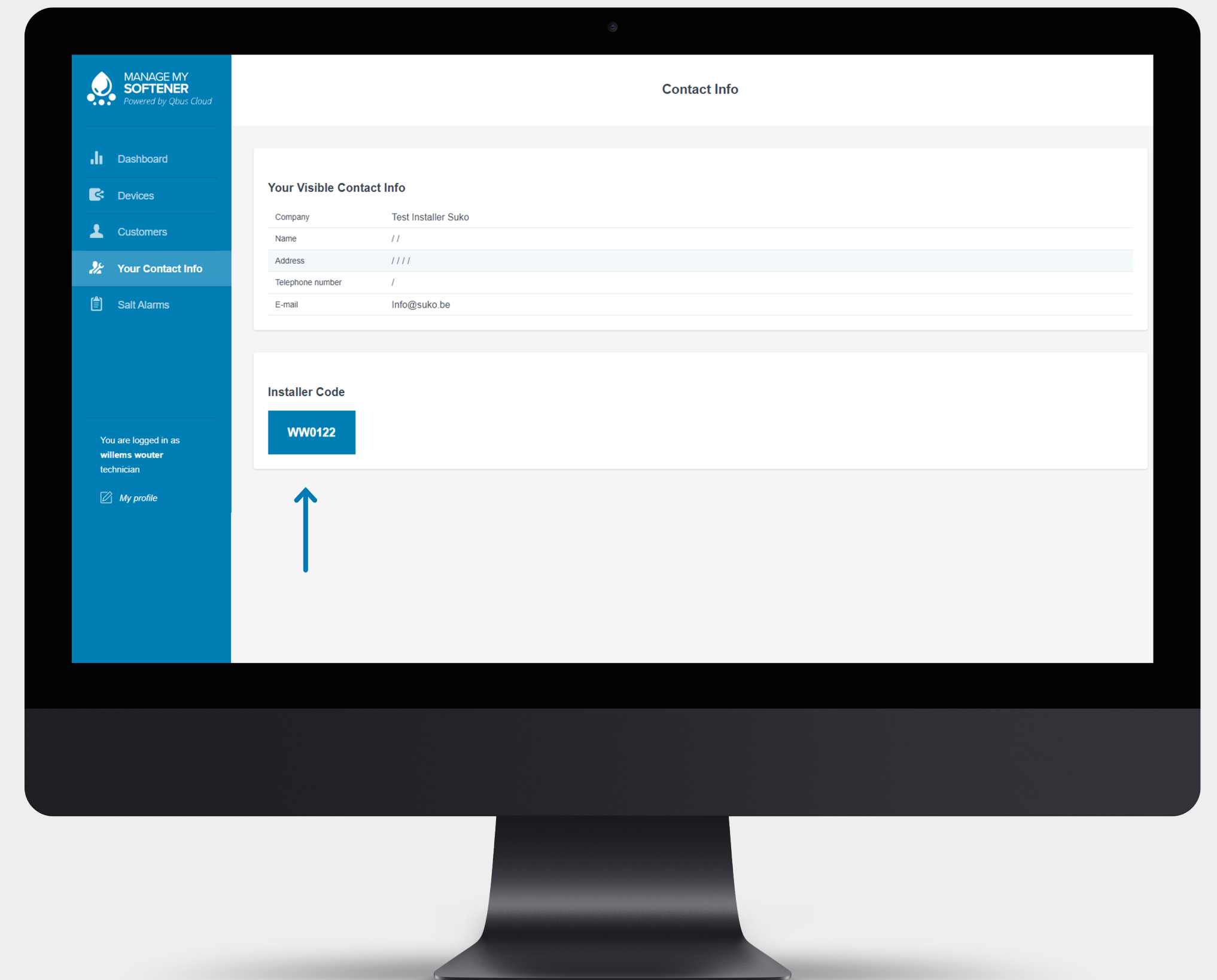
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CONTACT INFO

Under the tab 'Your Contact Info', you will find all the information pertaining to you as installer. This is the information that your customer will see.

You can change your contact info under 'my profile'.

Each installer has a unique code. It is used by the end-user in the smartphone app for linking to an installer, but it is not used when you add a customer through the platform.

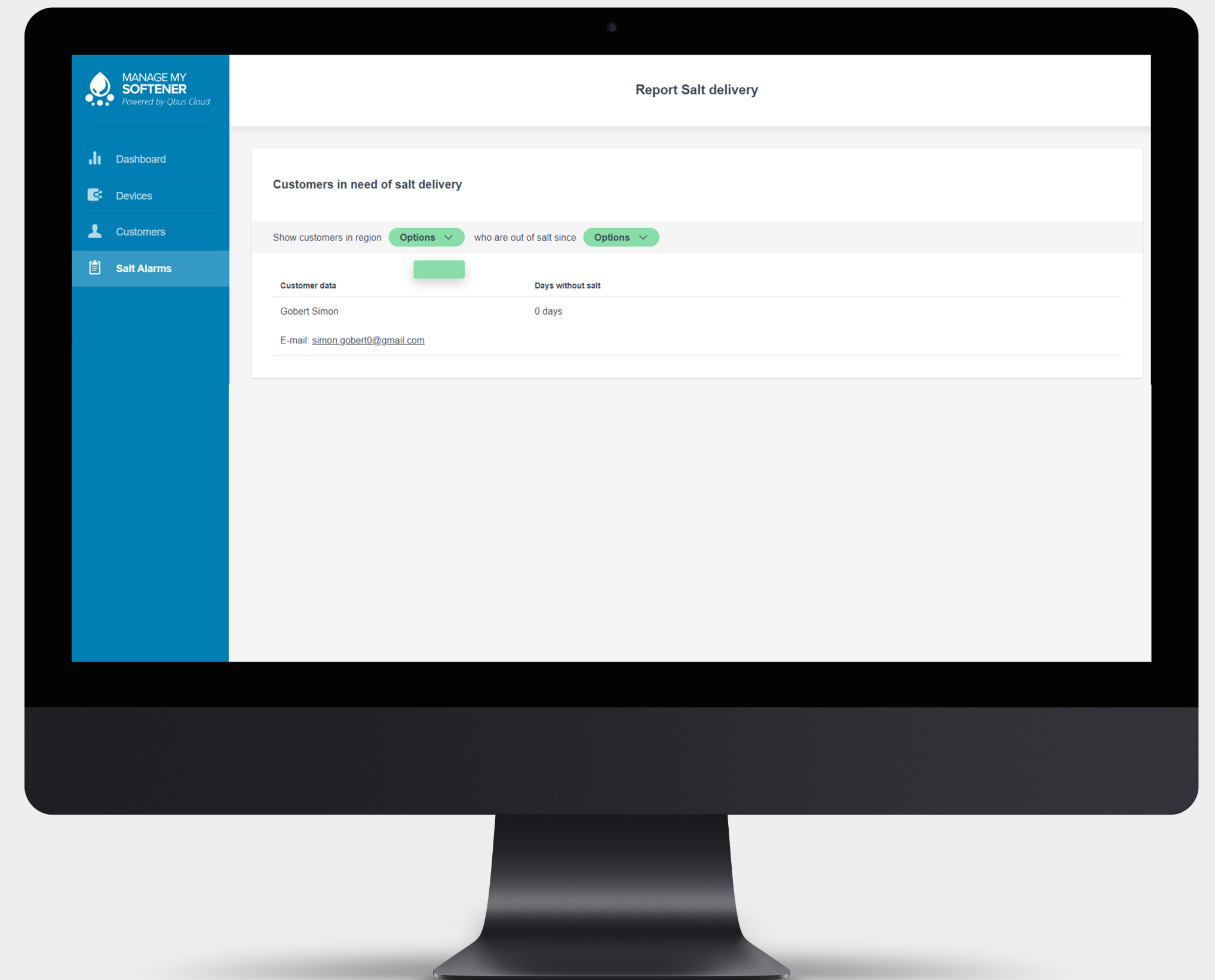


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SALT ALARMS

As an installer, you get an overview of any units that have an active salt alarm. You can filter on a certain region or on the amount of days the unit is without salt.



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ADDITIONAL INFO

This guide is part of a range of documentation.

You can find all of our documentation on the website: www.managemysoftener.com

Other documentation includes:

- User-guides to the smartphone application
- Commercial brochures
- An FAQ
- Firewall settings
- Privacy policy





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WWW.MANAGEMYSOFTENER.COM