



MANAGE MY SOFTENER APP

END USER GUIDE

MANAGE MY SOFTENER

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MANAGE MY SOFTENER

WHO IS IT FOR?

End-User

- Can create a user-account, add a new device and configure the Wi-Fi without the help of an installer
- Can follow up on his water usage and the status of his device(s)
- Can link his unit to an installer

Installer

- Can add a new device to a new or existing customer. This means your installer will do the setup instead of you.

Note: This document focuses on the end user. For more details on installer functionalities, see the installer guide.



CREATING AN ACCOUNT

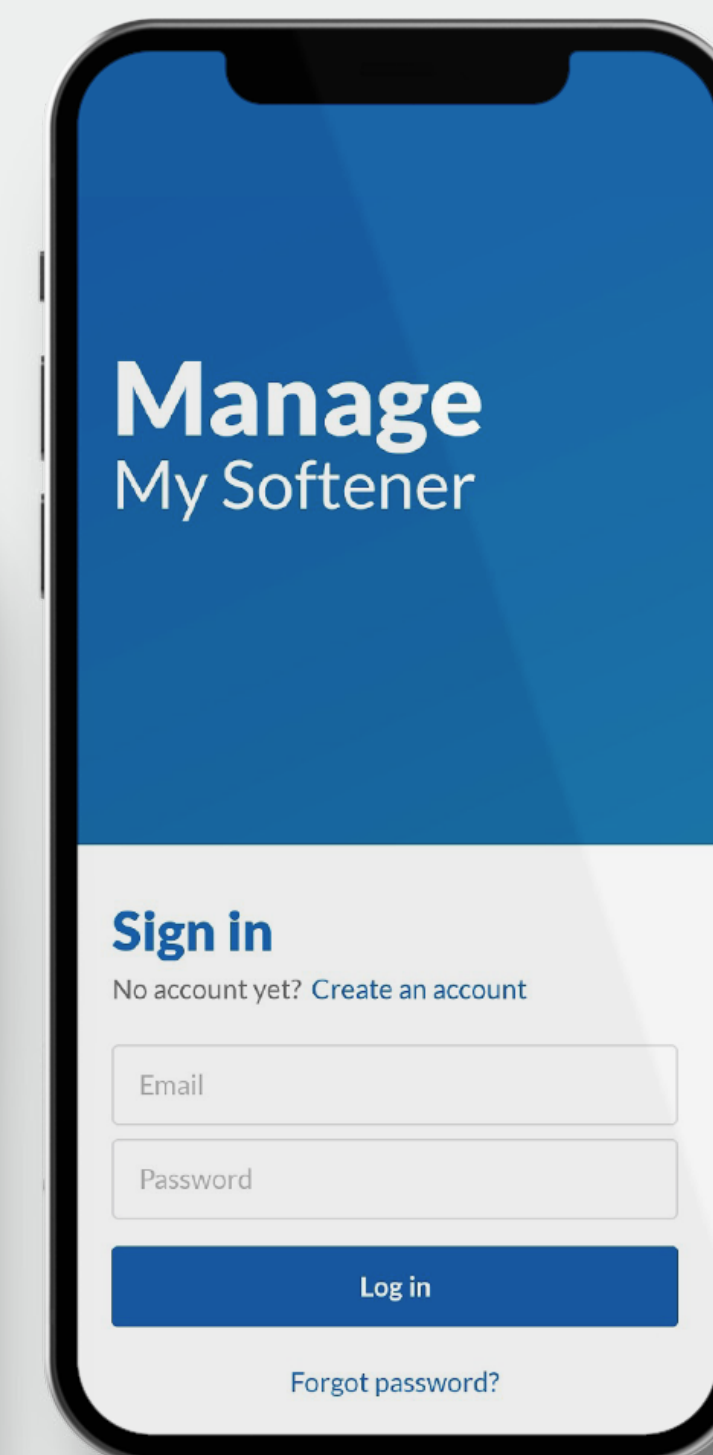
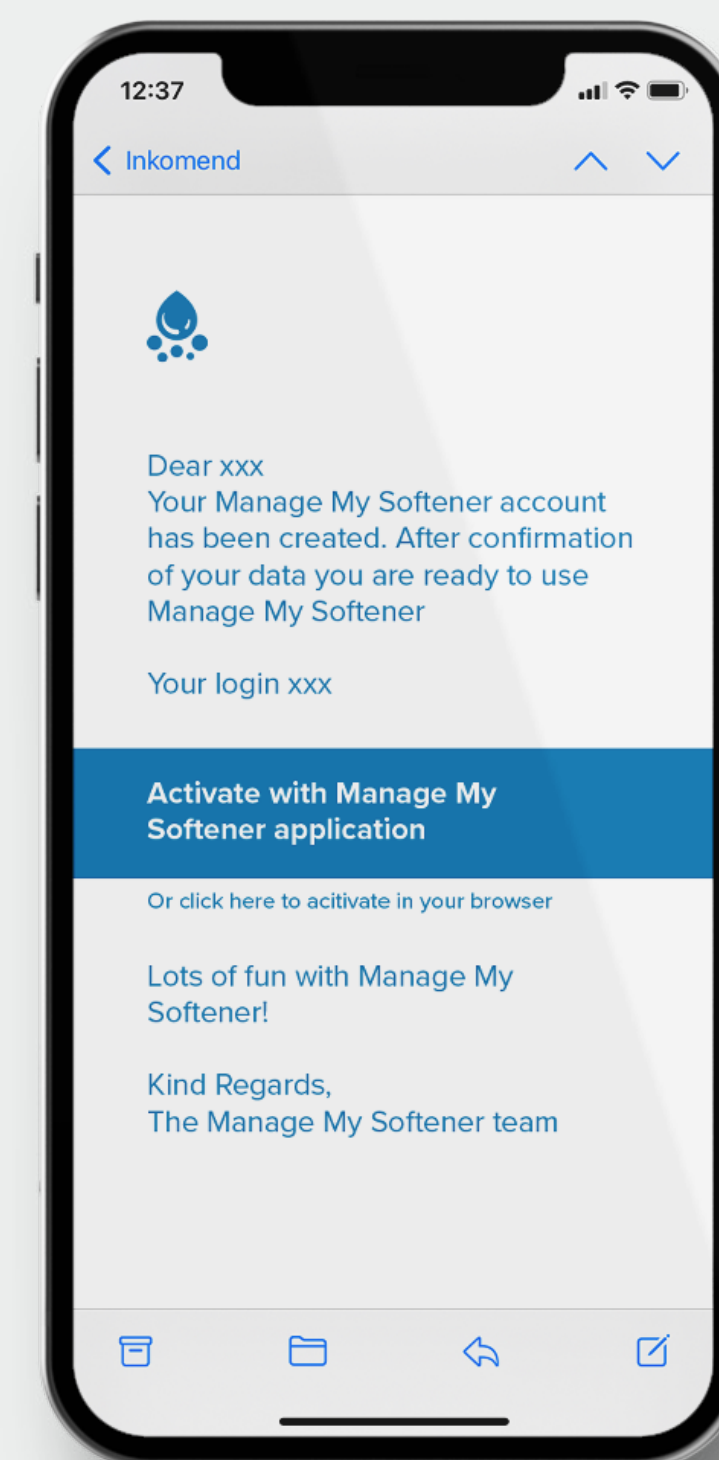
There are two ways to create an account:

1

Your installer does the configuration of the unit. In that case they will create you as a customer and you will receive an e-mail to activate your account.

2

You create your own account. After having downloaded the MMS app, simply press 'Create an account' and fill in the form.



3

MANAGE MY SOFTENER

NEW DEVICE

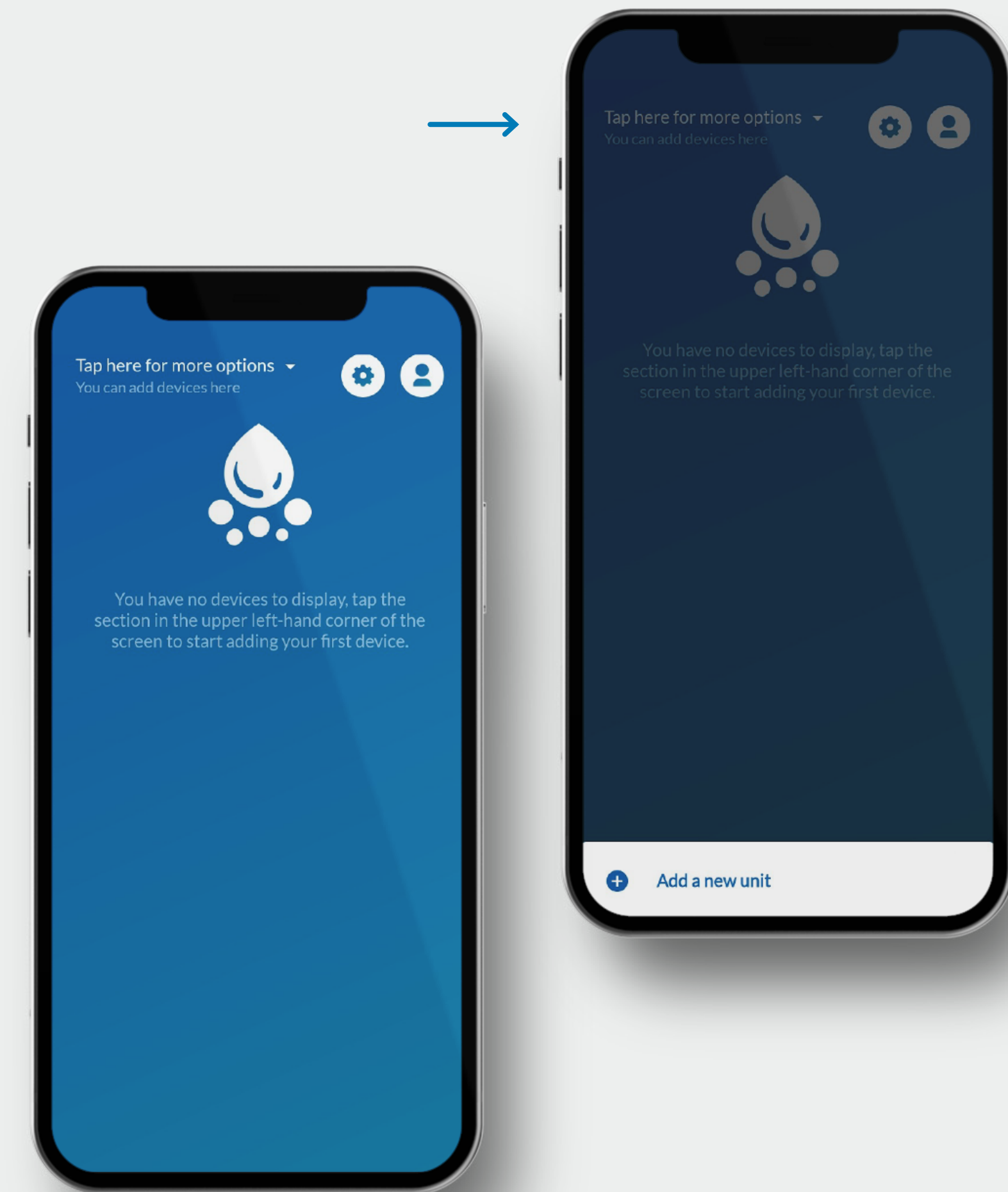
After you log in, you can start adding a device and configuring it for Wi-Fi.

Step 1

Tap the section in the upper left hand corner and press 'Add a new unit'. Your app will now start the pairing process. The pairing process is done over Bluetooth, so remember to be in the vicinity of your softener when you start this process.

Step 2

The app will guide you through the process, but we will provide an overview of all the steps in the next pages.



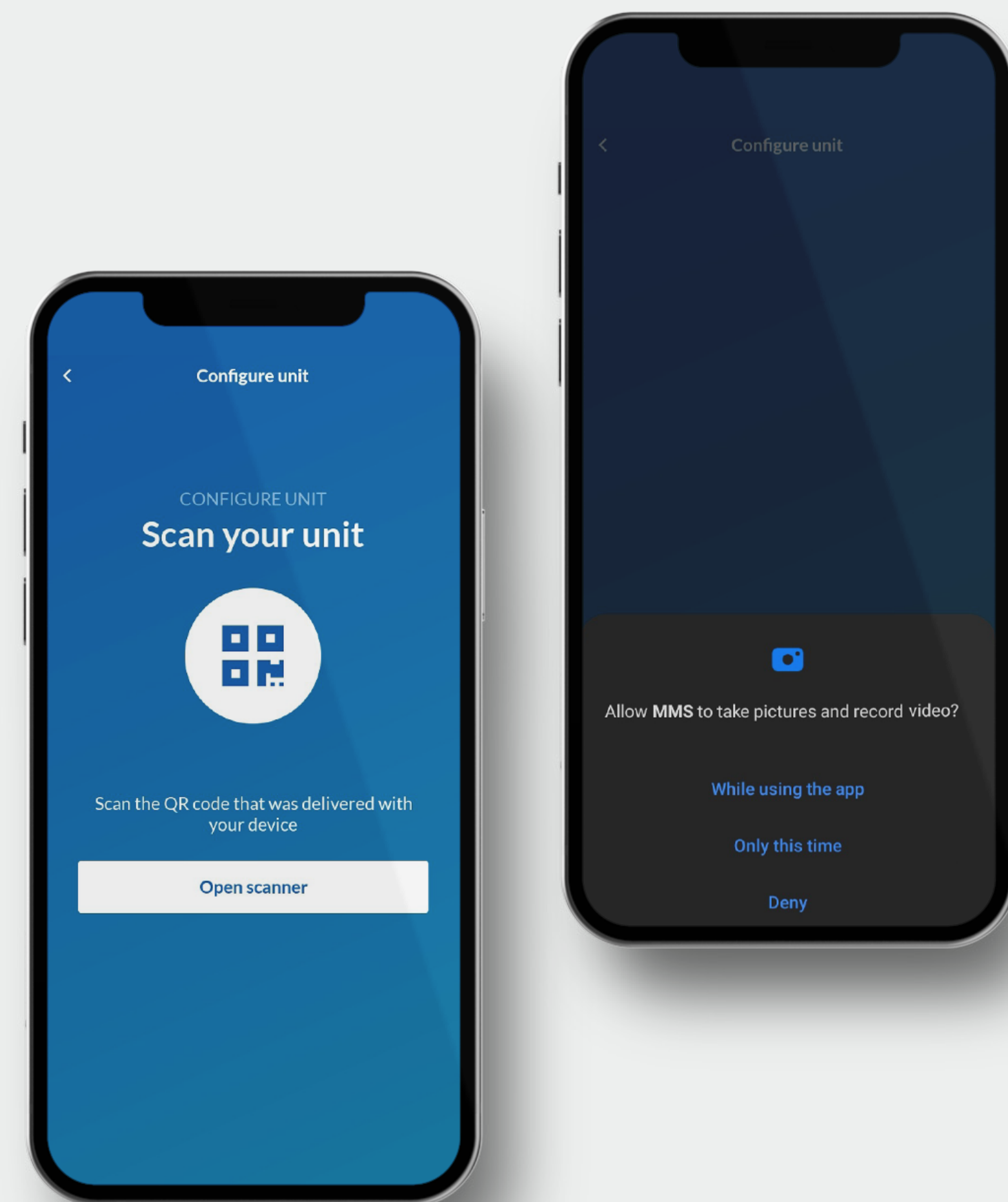
CONFIGURING A NEW DEVICE

THE QR CODE

Step 1 - Scanning the QR code

- You will have received a QR code with your device, either located on the device itself or on a separate onboarding card.
- Simply press ‘open scanner’ and scan the QR code.
- The app will ask your permission to use the phone’s camera.
- Now the app will start looking for a Bluetooth device.

Note: the app will only look for your softener and no other Bluetooth devices.



CONFIGURING A NEW DEVICE

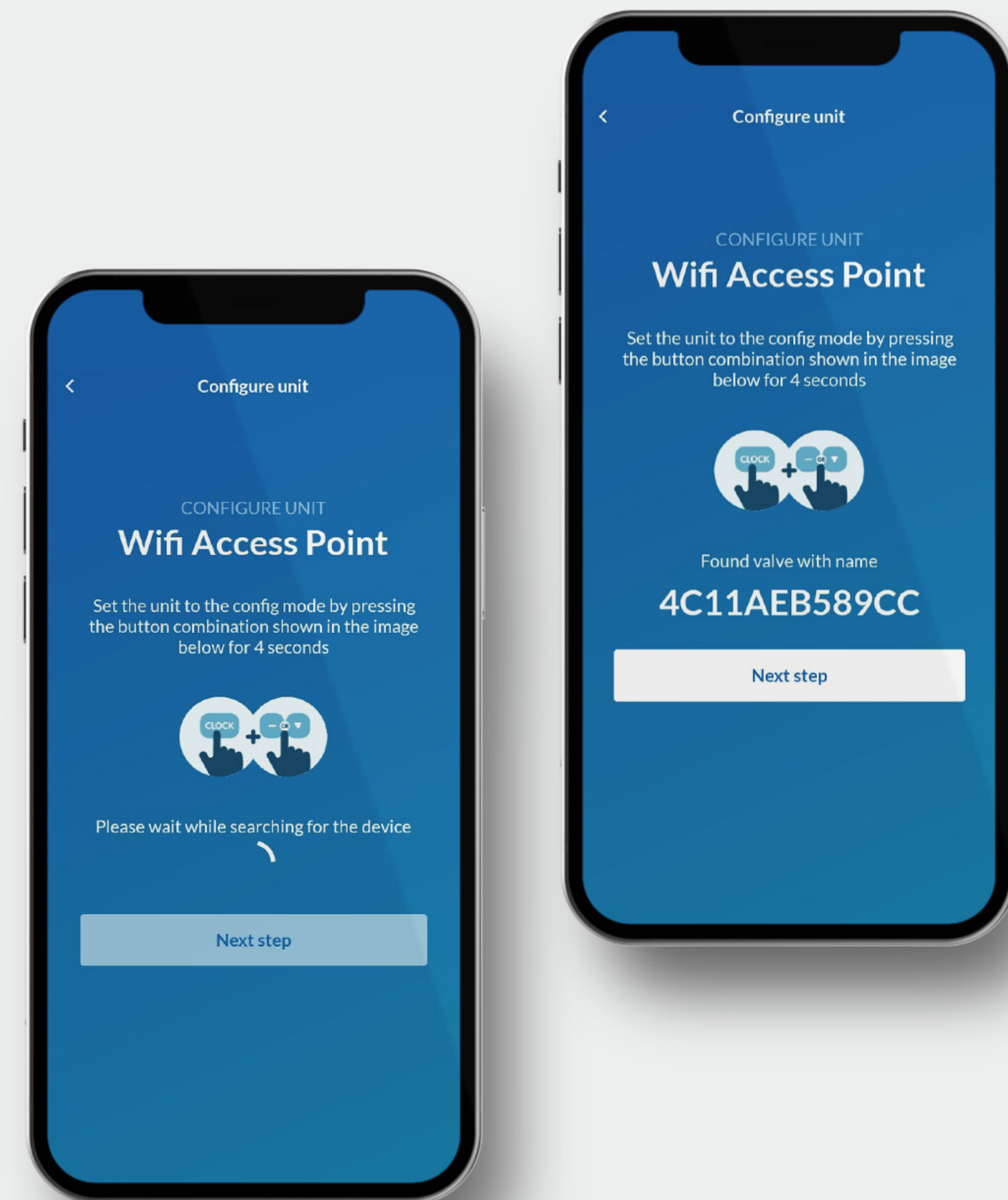
BLUETOOTH PAIRING

Step 2 - Bluetooth pairing

- Your smartphone will start looking for the Bluetooth signal of the valve. If the valve is not in configuration mode, press and hold the button combination shown.
- The valve is in pairing mode when the green and red LED's on the Wi-Fi module are rapidly switching.



Note: the default state of the board is pairing mode. If this is the case, you will not have to press the button combination.



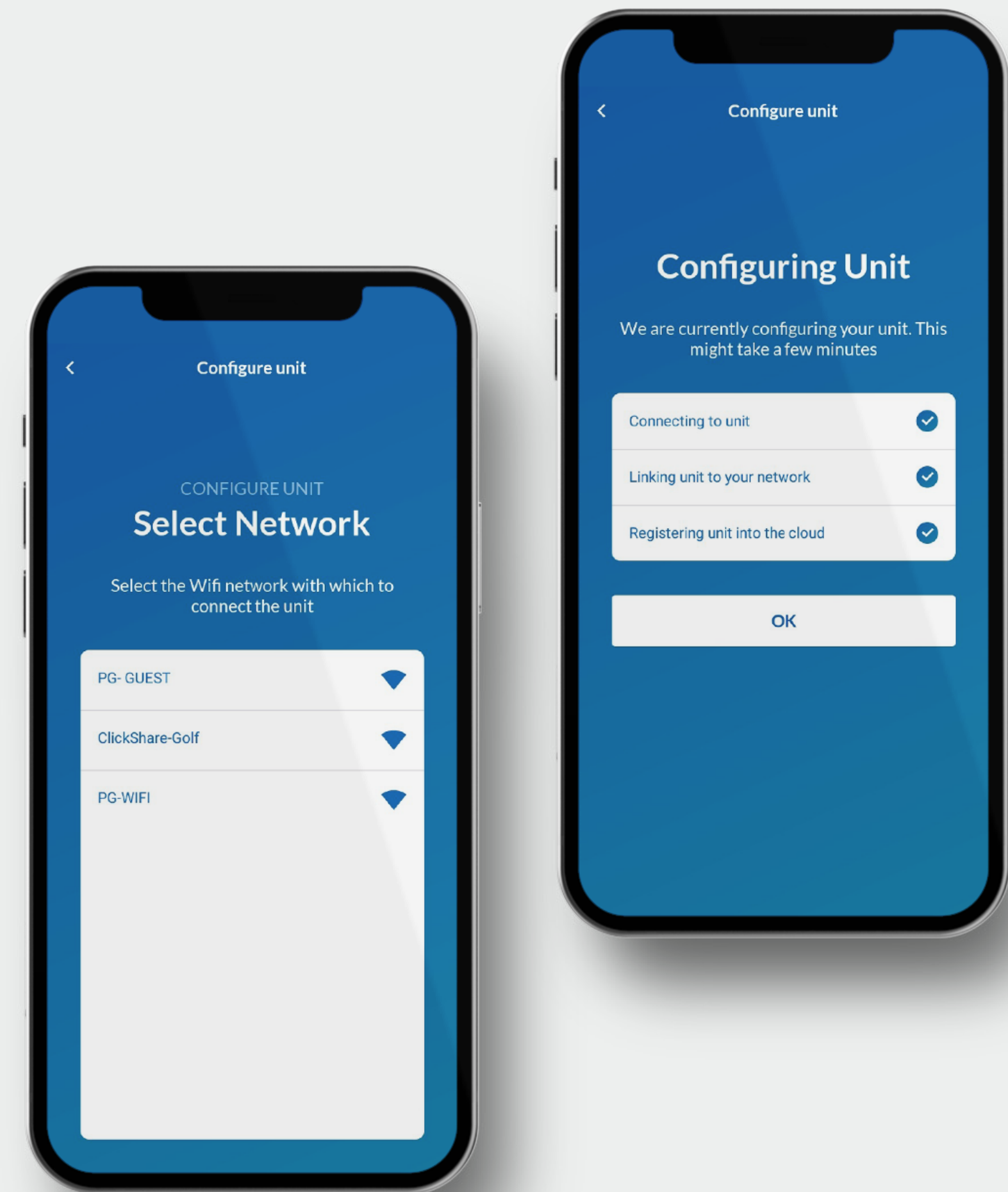
3

CONFIGURING A NEW DEVICE

NETWORK

Step 3 - Connection to the network

- Please select a local Wi-Fi Network and fill in the password of that network.
- The valve will connect to that network and the unit will be registered into the cloud.
- The unit will now appear as online in your app.

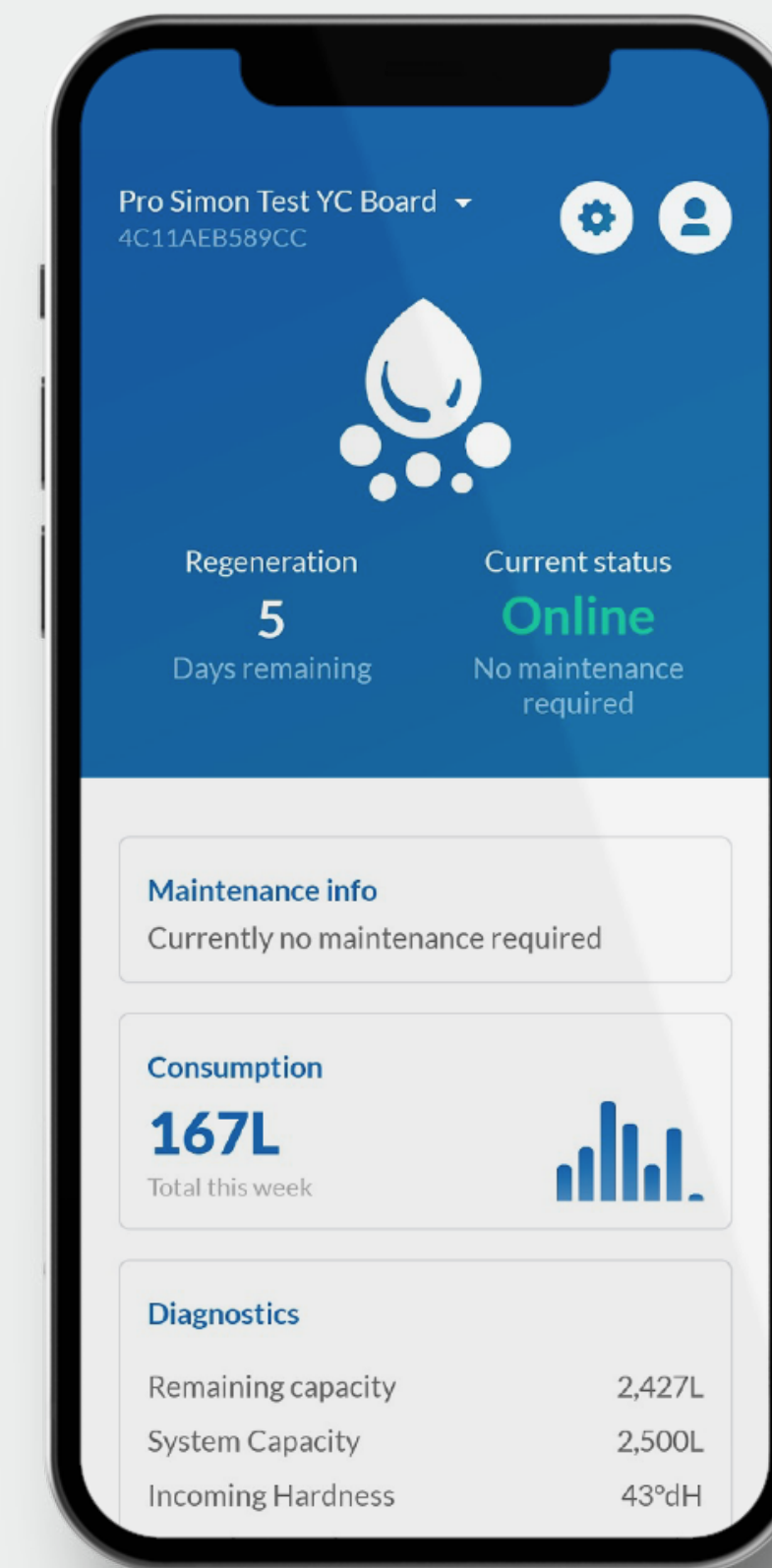


APP FUNCTIONALITIES

DASHBOARD

The dashboard will provide you with the most important info:

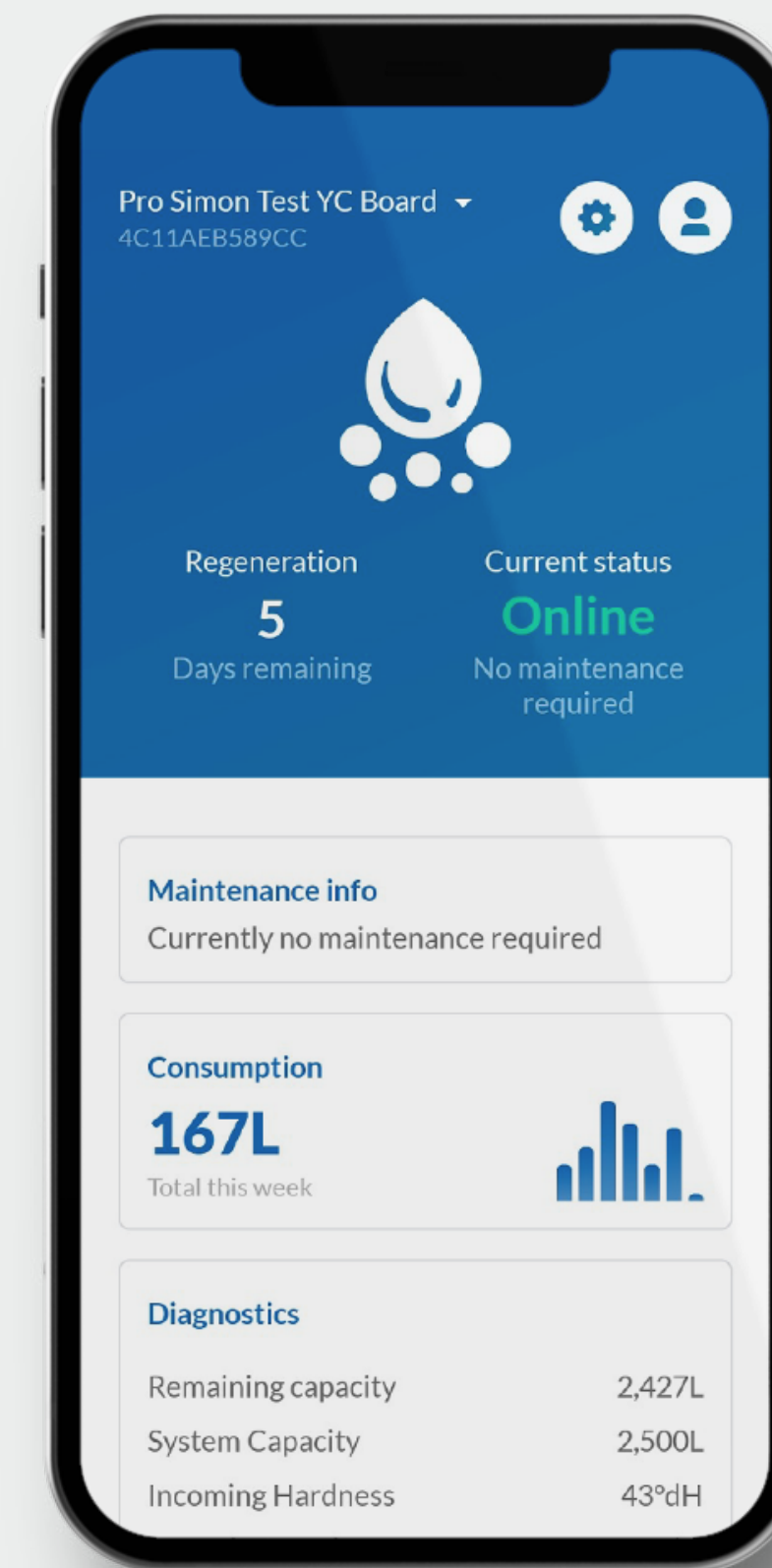
- Max. days until the next regeneration
- The current status of the device (online – offline – alarm)
- Maintenance requirements (salt alarms – error messages scheduled service)
- This week's consumption
- The most important diagnostics



APP FUNCTIONALITIES

DASHBOARD

- Clicking on **Maintenance Info** will bring up more information on the status of the device and the installer
- Clicking on **Consumption** will give you an overview of your consumption, along with various flow graphs
- Clicking on **Diagnostics** will provide more information on the unit's settings and history
- On the next pages, we'll zoom in on each item



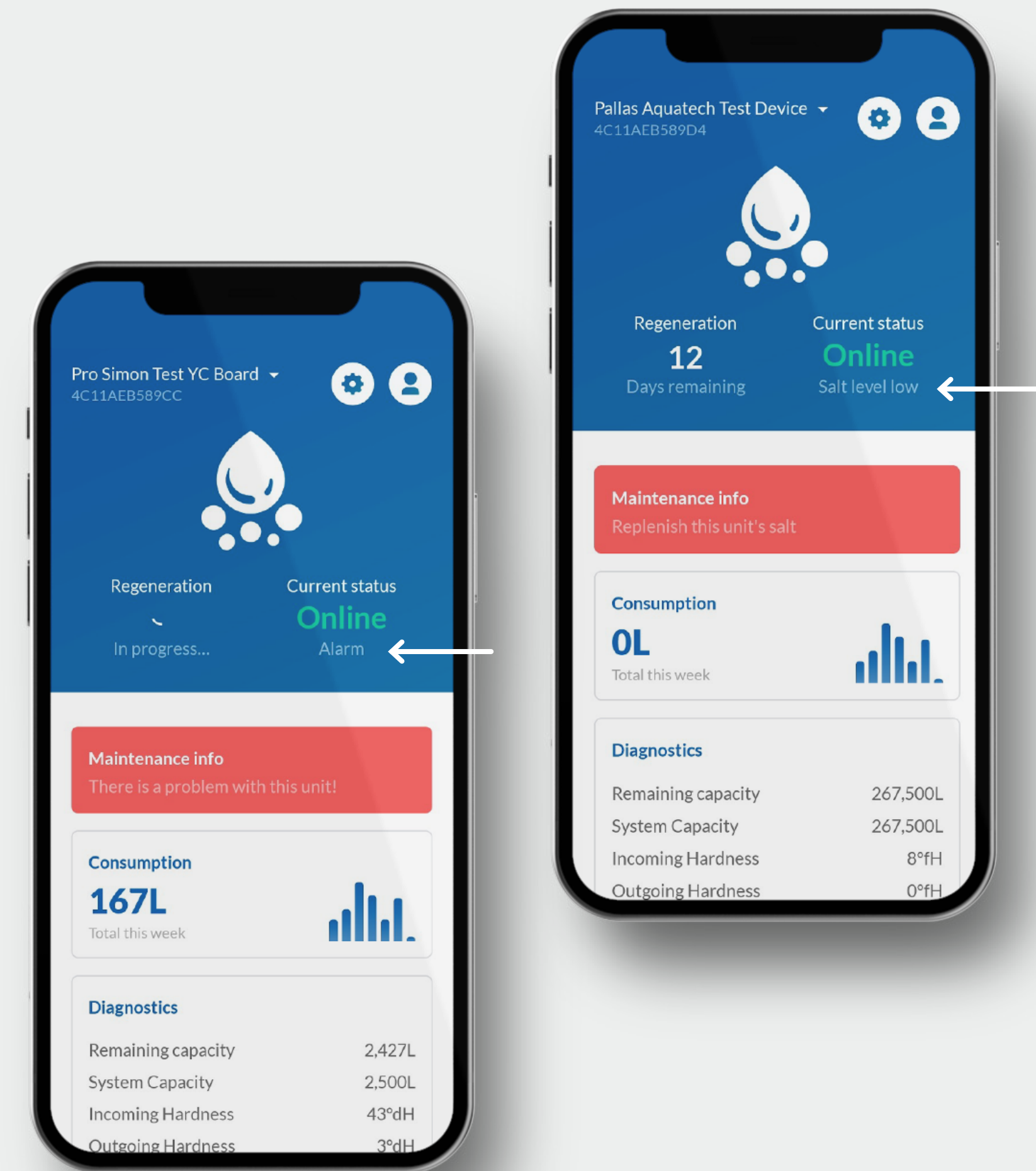
MAINTENANCE INFO

There are two reasons for possible maintenance:

- The valve has gone into error.
- The salt level in your unit is low

In both cases, the Maintenance info tab will appear red and the status of the unit will change.

Furthermore, you will also receive a push notification on your smartphone. No more worrying whether your unit still has salt!



APP FUNCTIONALITIES - MAINTENANCE INFO

MAINTENANCE INFO

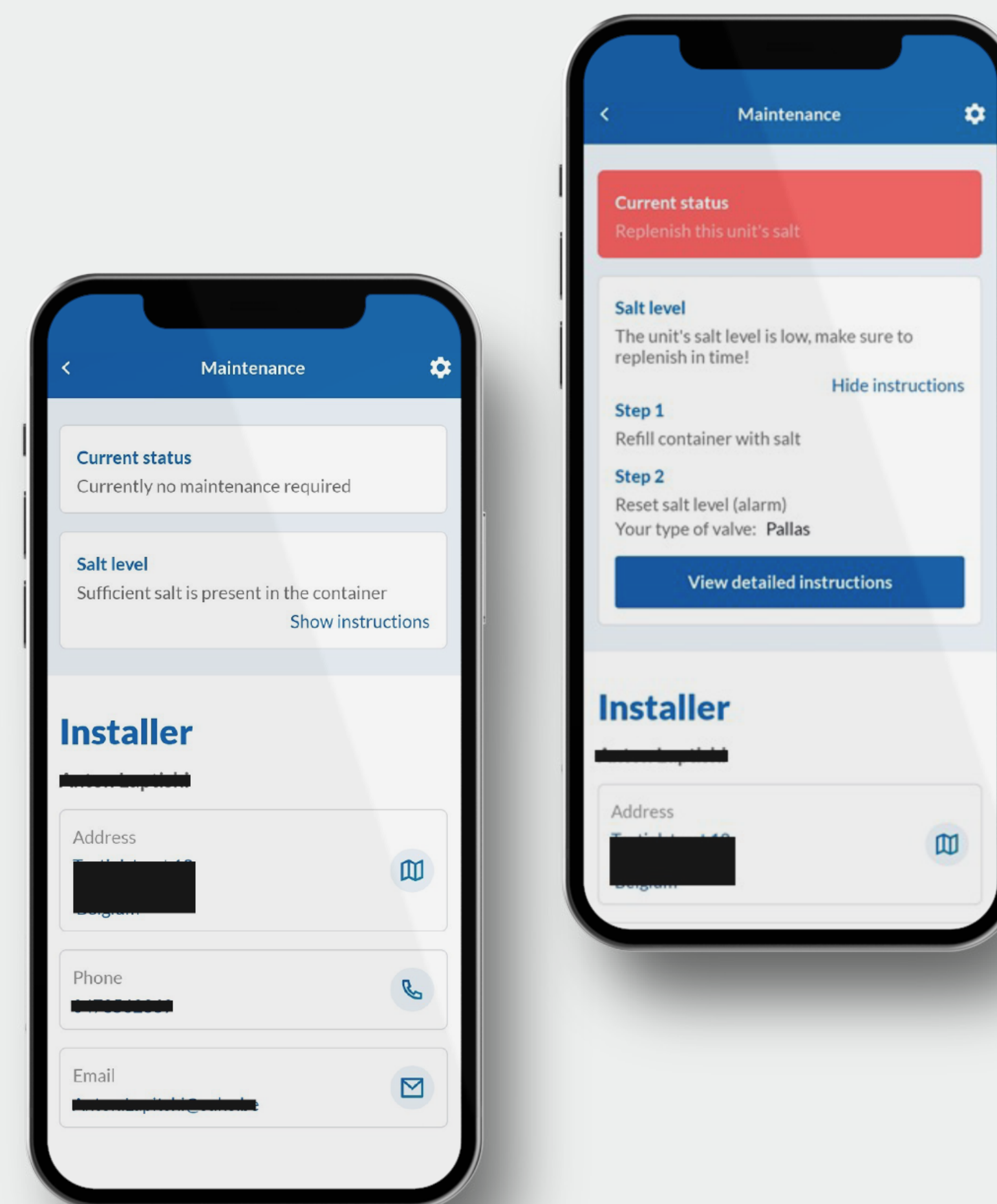
When you click on the tab 'Maintenance info', you will see more details on the status of your unit and the person you have added as your installer.

In case of a salt alarm, the app will provide you with detailed instructions on how to resolve the alarm.

On the bottom of the screen you will also find three buttons, where you can :

- Request salt
- Request maintenance
- Remove the installer

Note: Requesting salt or maintenance will open your e-mail app and will present you with a pre-formed message with your unit's details.

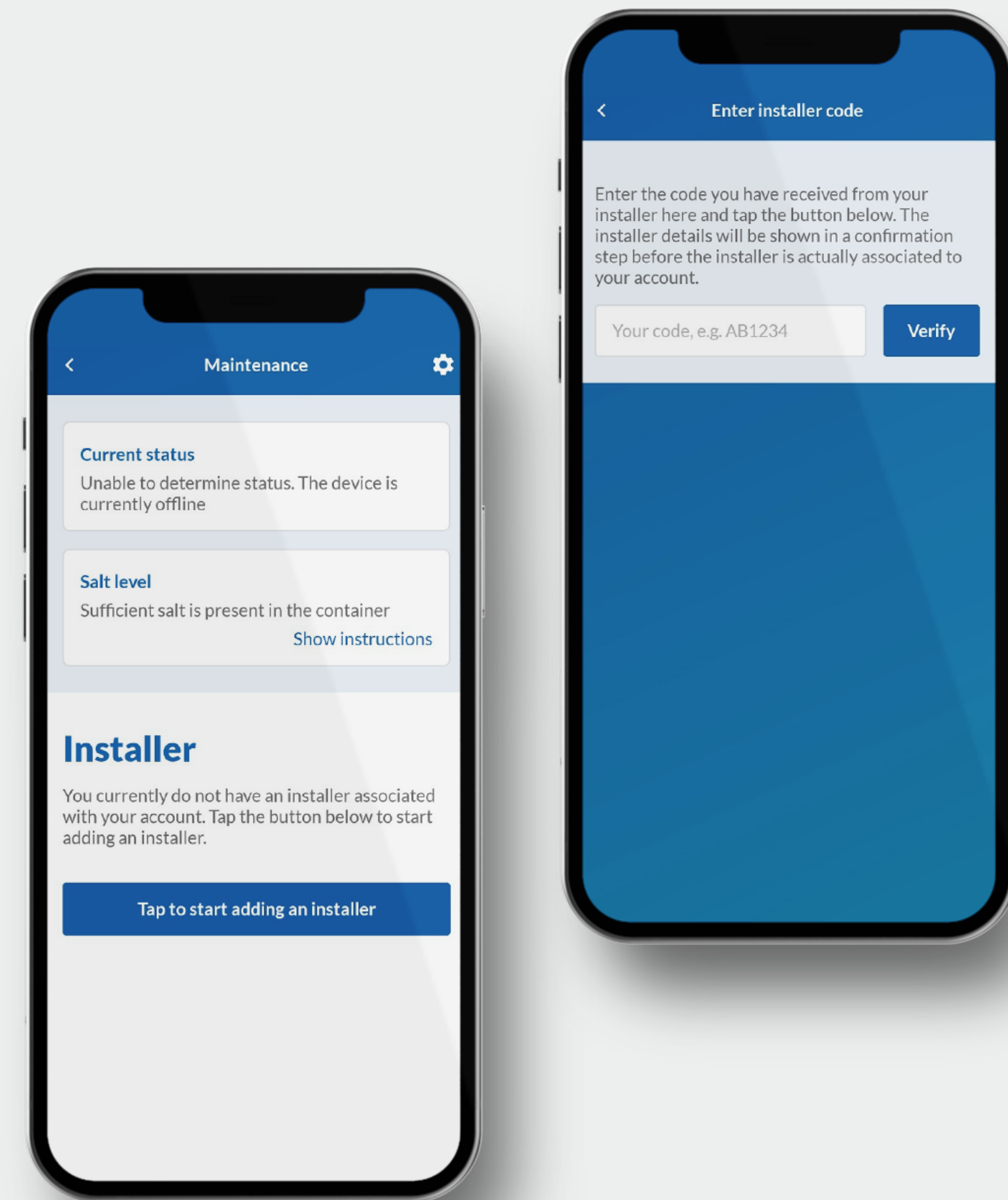


APP FUNCTIONALITIES - MAINTENANCE INFO

LINKING INSTALLER

- If you have done the Wi-Fi configuration yourself, you will not be linked to an installer yet. In this case, you will not see an installer appear under the maintenance tab.
- To link to an installer, click on the Maintenance Info tab on the dashboard.
- Then press ‘Tap to start adding an installer’.
- Each installer has a unique code that you will have to fill in. Please check with your installer for their code.

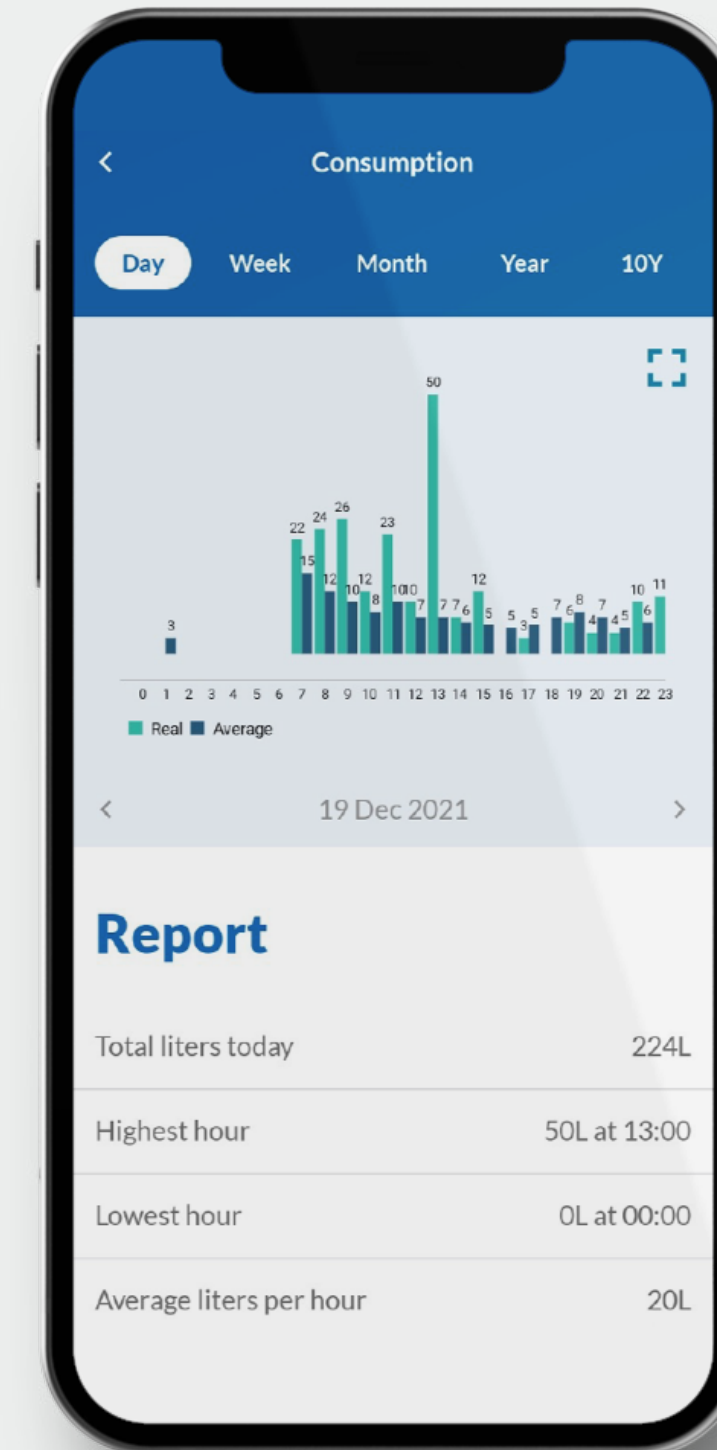
Note: adding an installer is not required, though an installer can follow up on your device and make sure that everything is working as it should.



APP FUNCTIONALITIES - CONSUMPTION GRAPHS

GRAPHS

- 'When you press the 'Consumption' tab on the dashboard', you will get a detailed view of your past water consumption.
- There are 5 levels of viewing your water consumption, each of which is covered by a consumption graph + a short consumption report. The graph lists not only the actual consumption, but also the average consumption for that time period:
 - Day view: consumption per hour
 - Week view: consumption per day of the week
 - Month view: consumption per day of the month
 - Year view: consumption per month of the year
 - 10 year view: consumption per year

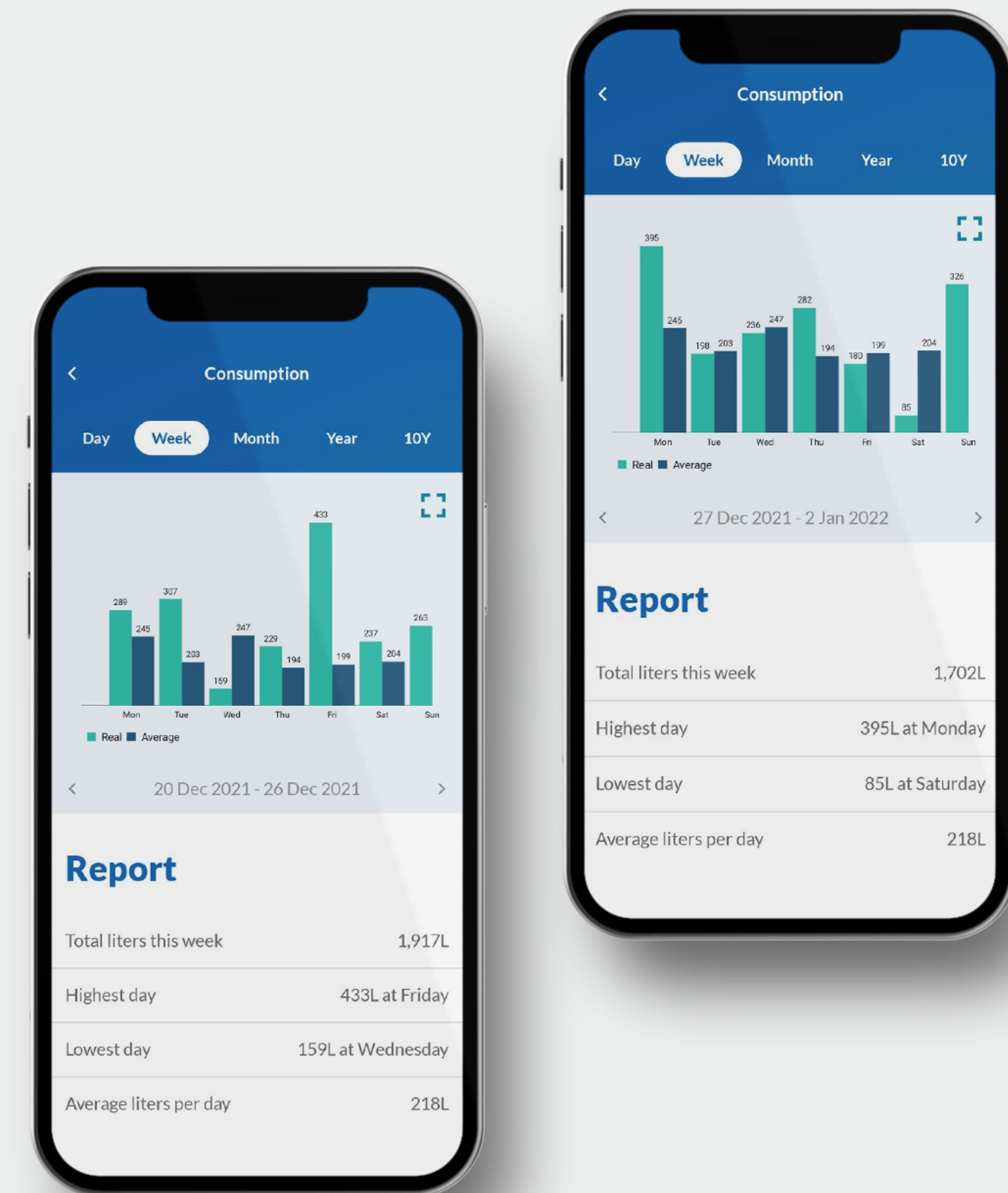


HISTORICAL USAGE

For each time frame, you can move back and forth by pressing the arrows on the left and right of the screen. This way, you can look back at historical usage.

This is how far you can go back:

- Day graph: hourly usage up to 90 days
- Week graph: daily usage up to 12 weeks
- Month graph: daily usage up to 3 months
- Year graph: monthly usage up to 2 years
- 10Y graph: yearly usage up to 10 years



APP FUNCTIONALITIES - CONSUMPTION GRAPHS

LANDSCAPE MODE

You can also see each of those graphs in landscape mode:

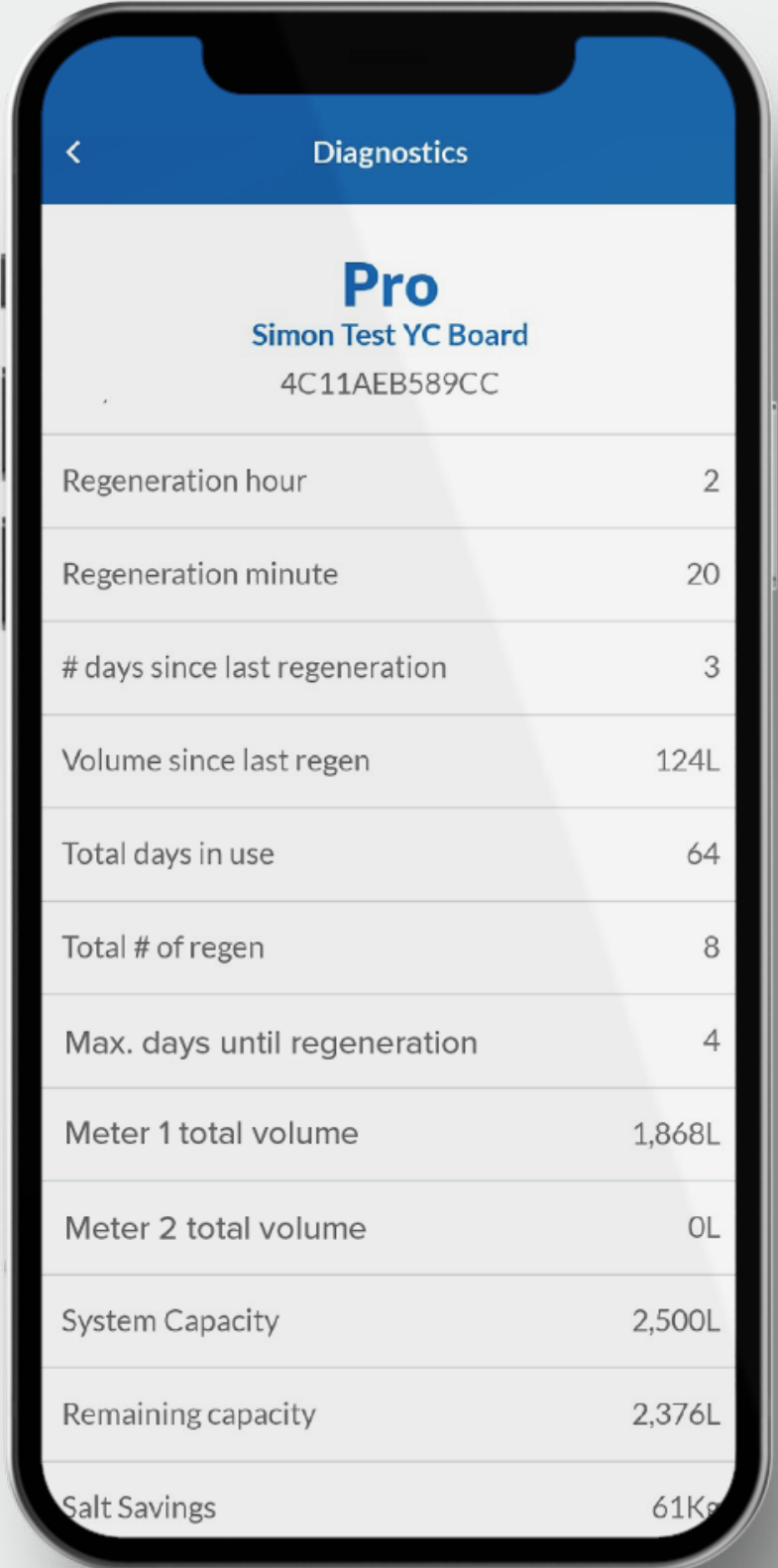


APP FUNCTIONALITIES

DIAGNOSTICS

Another feature you will find on the app are diagnostics. This will give you even more information on your usage and the settings of your device.

Note: the diagnostics displayed will depend on your type of device.



Diagnostics	
Pro Simon Test YC Board 4C11AEB589CC	
Regeneration hour	2
Regeneration minute	20
# days since last regeneration	3
Volume since last regen	124L
Total days in use	64
Total # of regen	8
Max. days until regeneration	4
Meter 1 total volume	1,868L
Meter 2 total volume	0L
System Capacity	2,500L
Remaining capacity	2,376L
Salt Savings	61Kg



APP FUNCTIONALITIES - CONFIGURATION

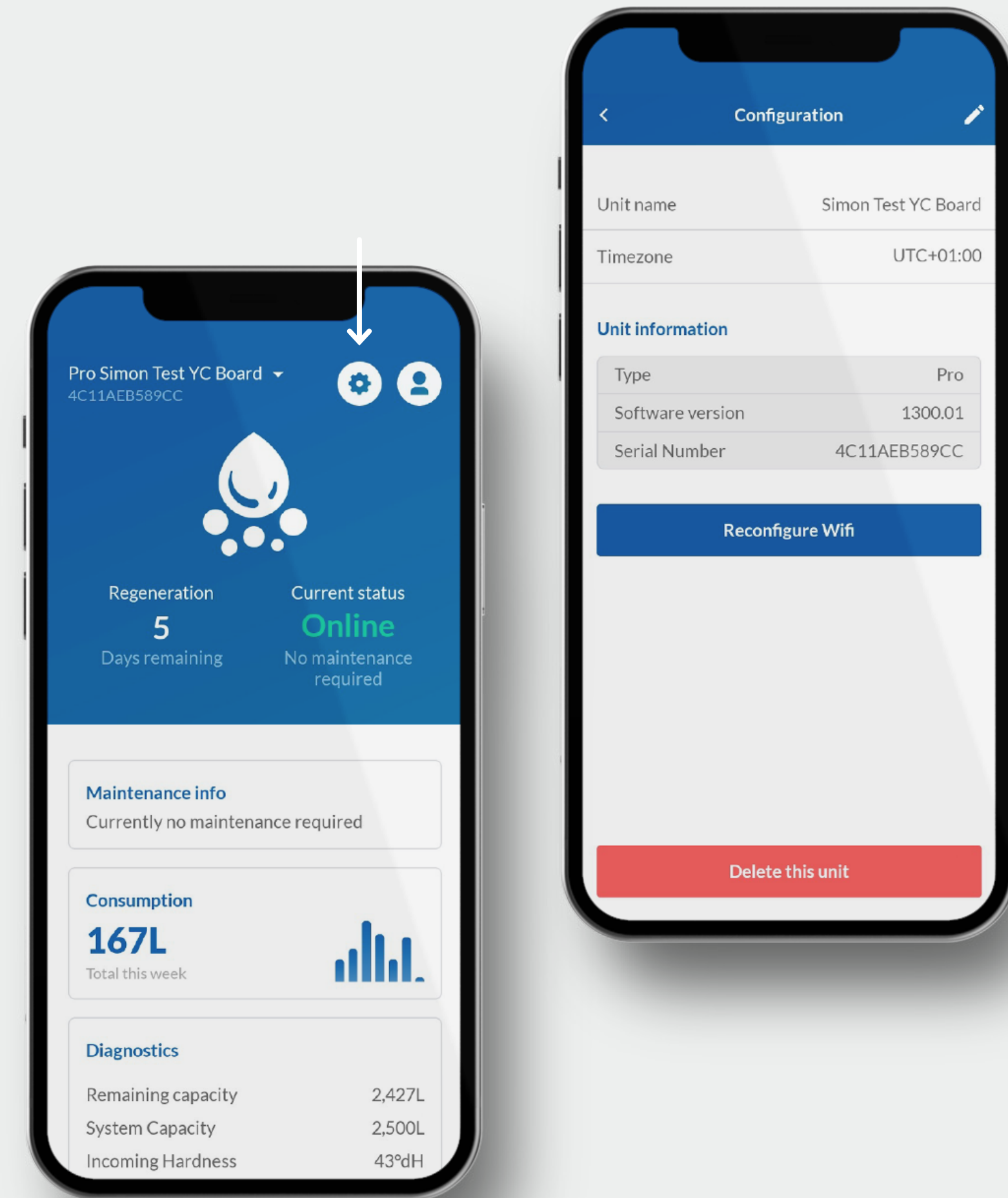
CONFIGURATION

Clicking on the little gear in the top right corner, you will find that there are a few settings you can change yourself:

- You can give a different name to your unit (useful in case of multiple units)
- You can change the time zone

In case your valve gets disconnected or you wish to connect to a different Wi-Fi network, you can also reconfigure the Wi-Fi here by clicking on the button.

Note: temporary disconnections should not be an issue, as the valve will bring itself back online.

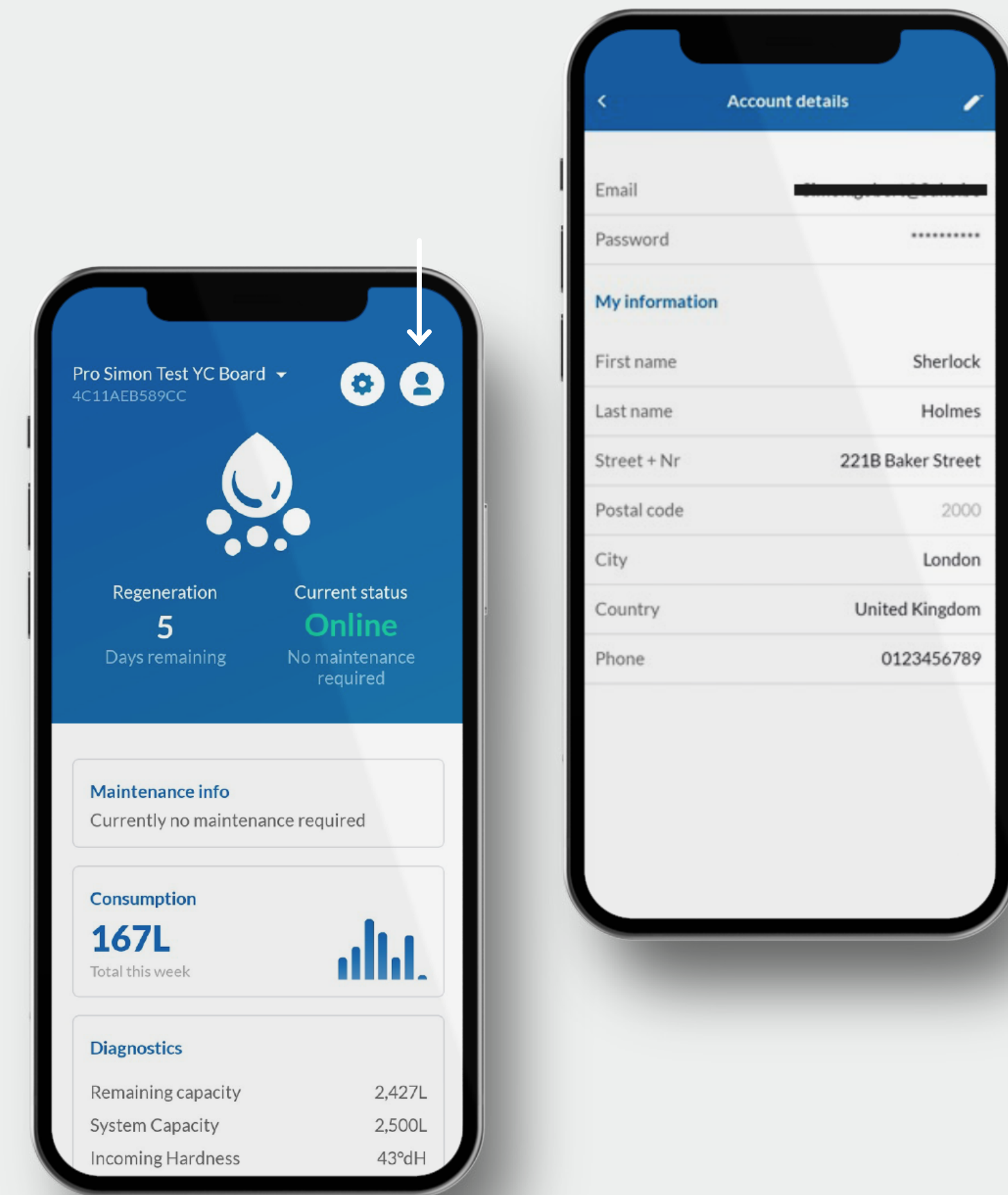


ACCOUNT DETAILS

Clicking on the icon in the top right corner, you can also check your account details and other settings. Under this tab you will find:

- Your account details
- A link to our support page
- A link to the terms of use
- A log out button

Pressing on account details will allow you to view and change your account settings.



MANAGE MY SOFTENER

ADDITIONAL INFO

This end-user guide is part of a range of documentation.

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

Other documentation includes:

- An installer guide
- A guide for the Manage My Softener Platform
- Commercial brochures
- An FAQ
- Firewall settings
- Privacy policy





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WWW.MANAGEMYSOFTENER.COM