



MANAGE MY SOFTENER APP

INSTALLER GUIDE

MANAGE MY SOFTENER

INDEX

- 1 Manage my softener app - who is it for?**
 - Installer
 - End-user
- 2 Adding a device**
 - To a new customer
 - To an existing customer
 - Adding a demo device
- 3 Connecting a softener to Wi-Fi**
 - Scanning QR code
 - Bluetooth pairing
 - Connecting to the network
- 4 Linking a customer to an installer**
- 5 Additional info**



1

MANAGE MY SOFTENER

WHO IS IT FOR?

Installer

- Can add a new device to a new or existing customer
- Can create a personal device or demo device to show the functionalities to his customers

End-User

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

Note: This document focuses on the installer. For more details on end-user functionalities, see the End-User Guide.



INSTALLER GUIDE

ADDING A DEVICE

Step 1

Log in with the account details you have received from your supplier.

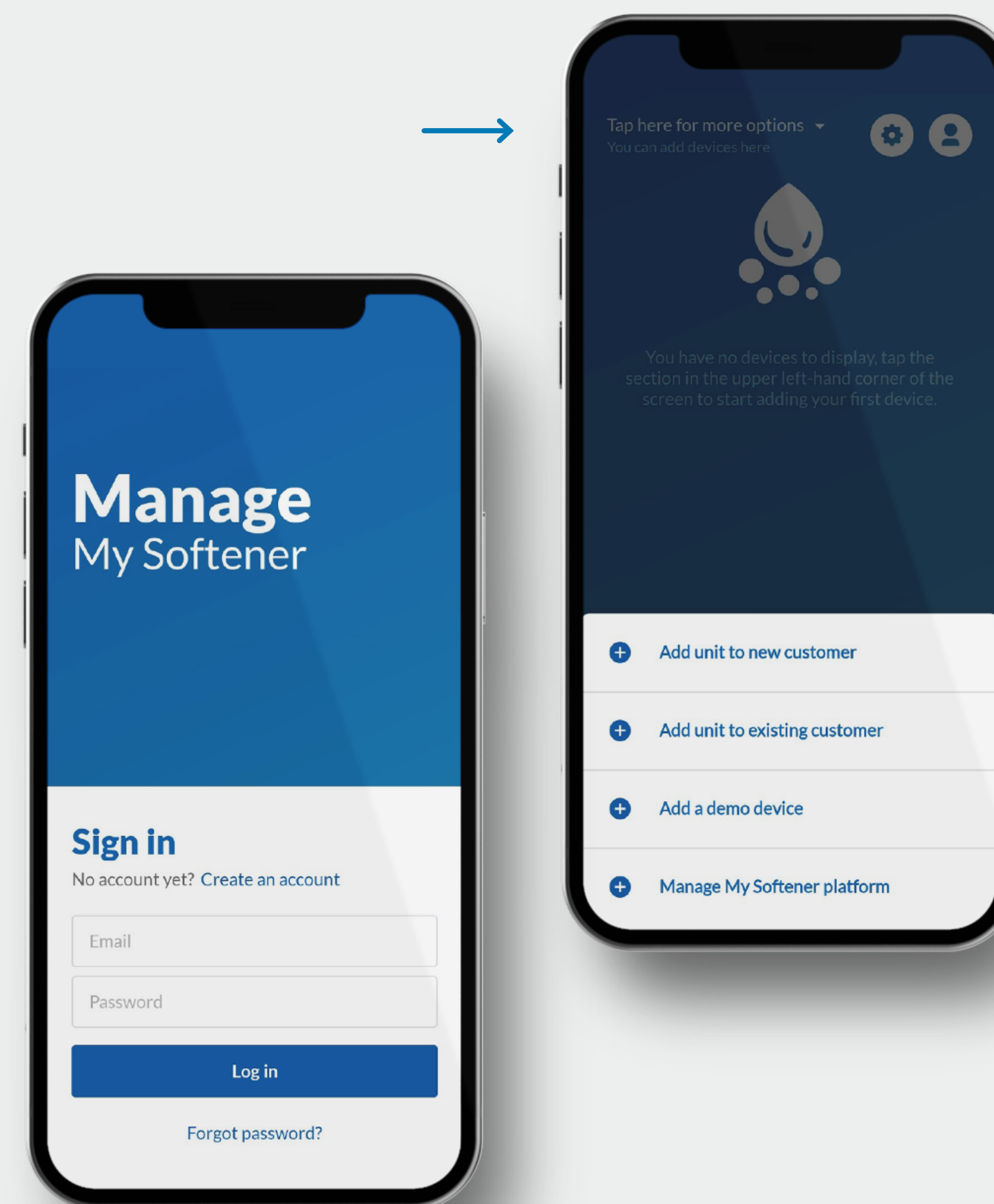
Note: do not create an account yourself, because it will be an end-user account.

Step 2

Start adding a device.

- Add unit to a new customer OR
- Add unit to an existing customer OR
- Add a demo device

Note: once a unit has been added to a customer, you will no longer be able to see this unit. It will only appear on the app of the end-customer. To follow up on the unit you will have to use the Manage My Softener Platform.



2

ADDING A DEVICE

NEW CUSTOMER

Step 1

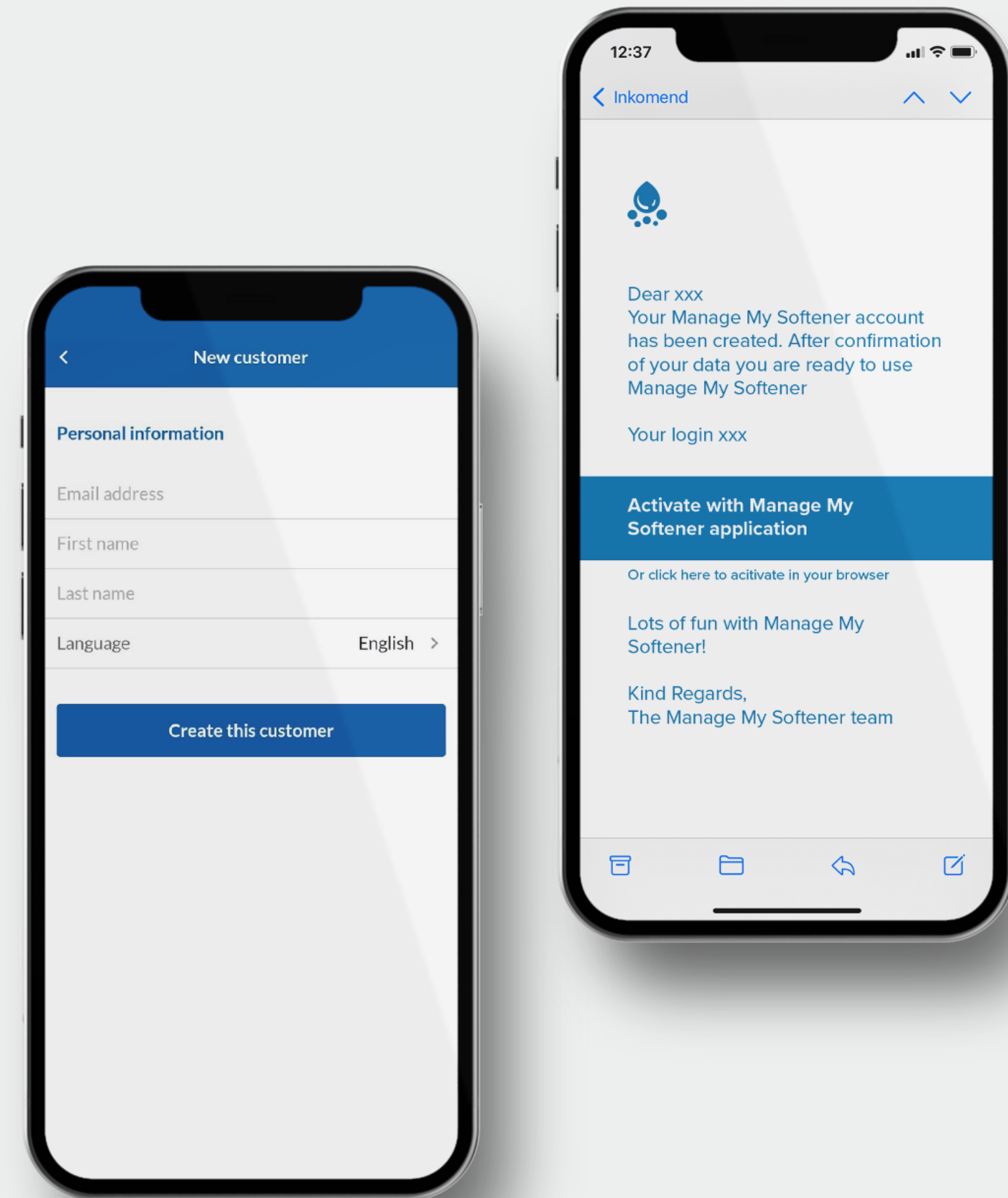
Fill in the form to create your customer in the system. Once created, they will receive a confirmation e-mail with their login data. Make sure they also check their Spam Folder!

Step 2

The App will immediately start the pairing process to connect the device to the customer's Wi-Fi. Simply follow the steps. (see details later in this guide)

Step 3

Have your customer download the Manage My Softener App on Google Play.



2

ADDING A DEVICE

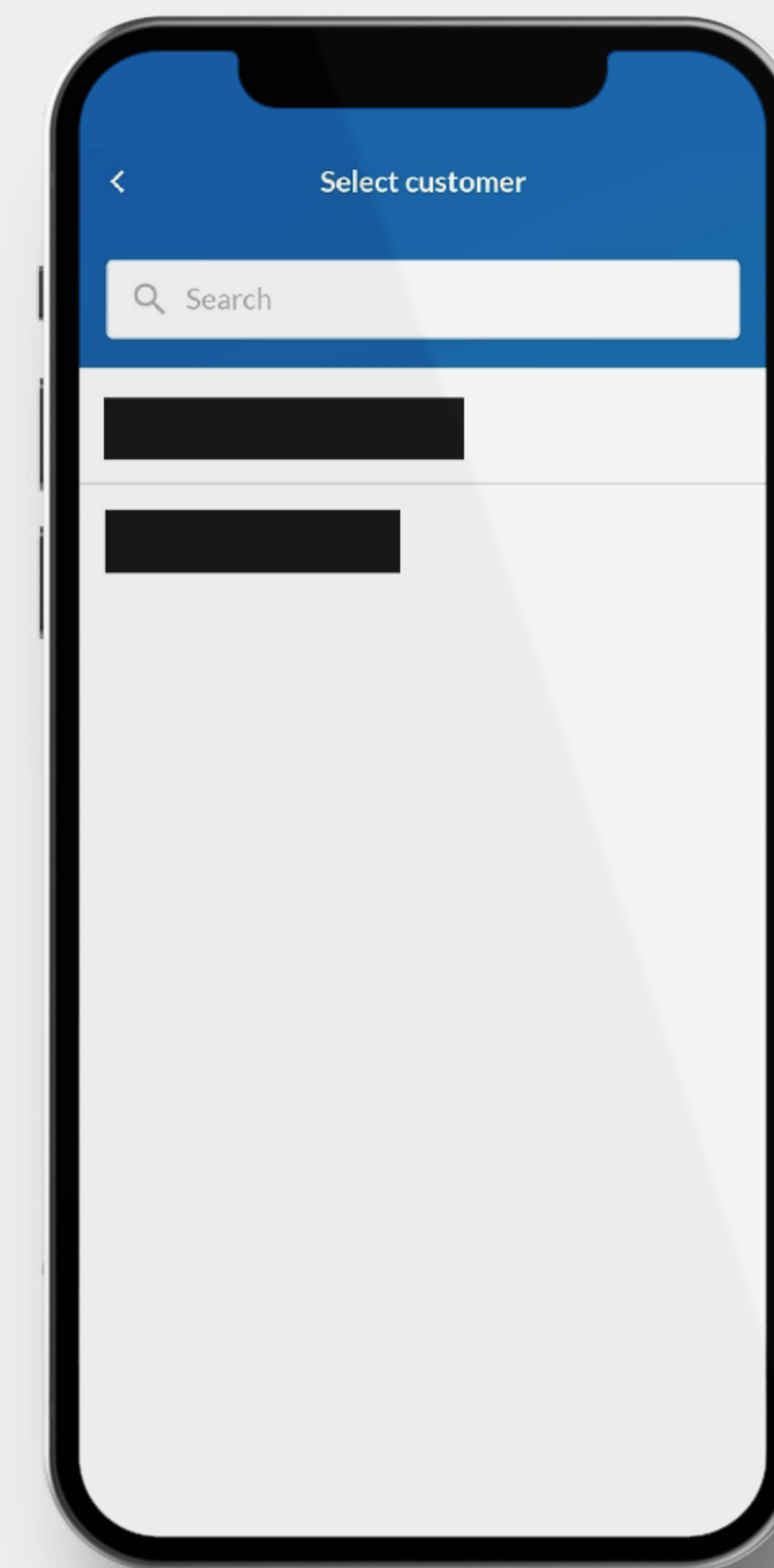
EXISTING CUSTOMER

Step 1

Select a customer from the list of your customers.

Step 2

The App will immediately start the pairing process to connect the device to the customer's Wi-Fi. Simply follow the steps. (see details later in this guide)



2

ADDING A DEVICE

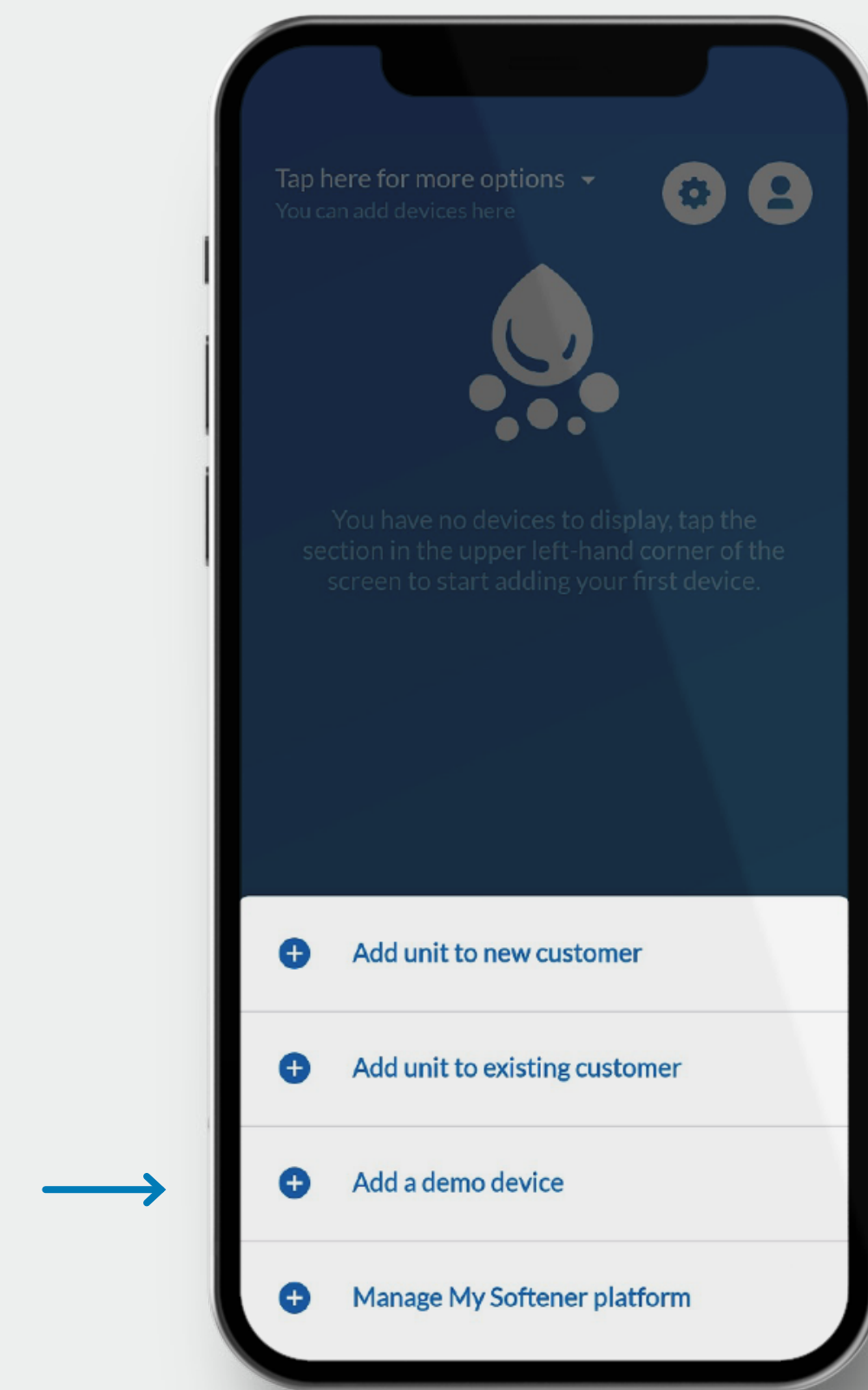
DEMO DEVICE

As an installer you can also add a demo device.

Step 1

Upon clicking 'add a demo device', the app will immediately start the pairing process to connect the device to your Wi-Fi.

To all intents and purposes, this demo device will show the same functionalities as an end-user device, which means you can use this for showcasing the app and its functionalities to an interested customer.



CONNECTING A SOFTENER TO WI-FI

PAIRING PROCESS

Whether you add a device to a new or existing customer or whether you set up a demo device, the Wi-Fi configuration process is the same.

Step 1

Scanning the QR code that was delivered with the device.

Step 2

Pairing the smartphone with the device (over Bluetooth)

Step 3

Connecting to a local Wi-Fi network + registering the unit in the cloud

Note: in the next pages, we will provide details on each step.



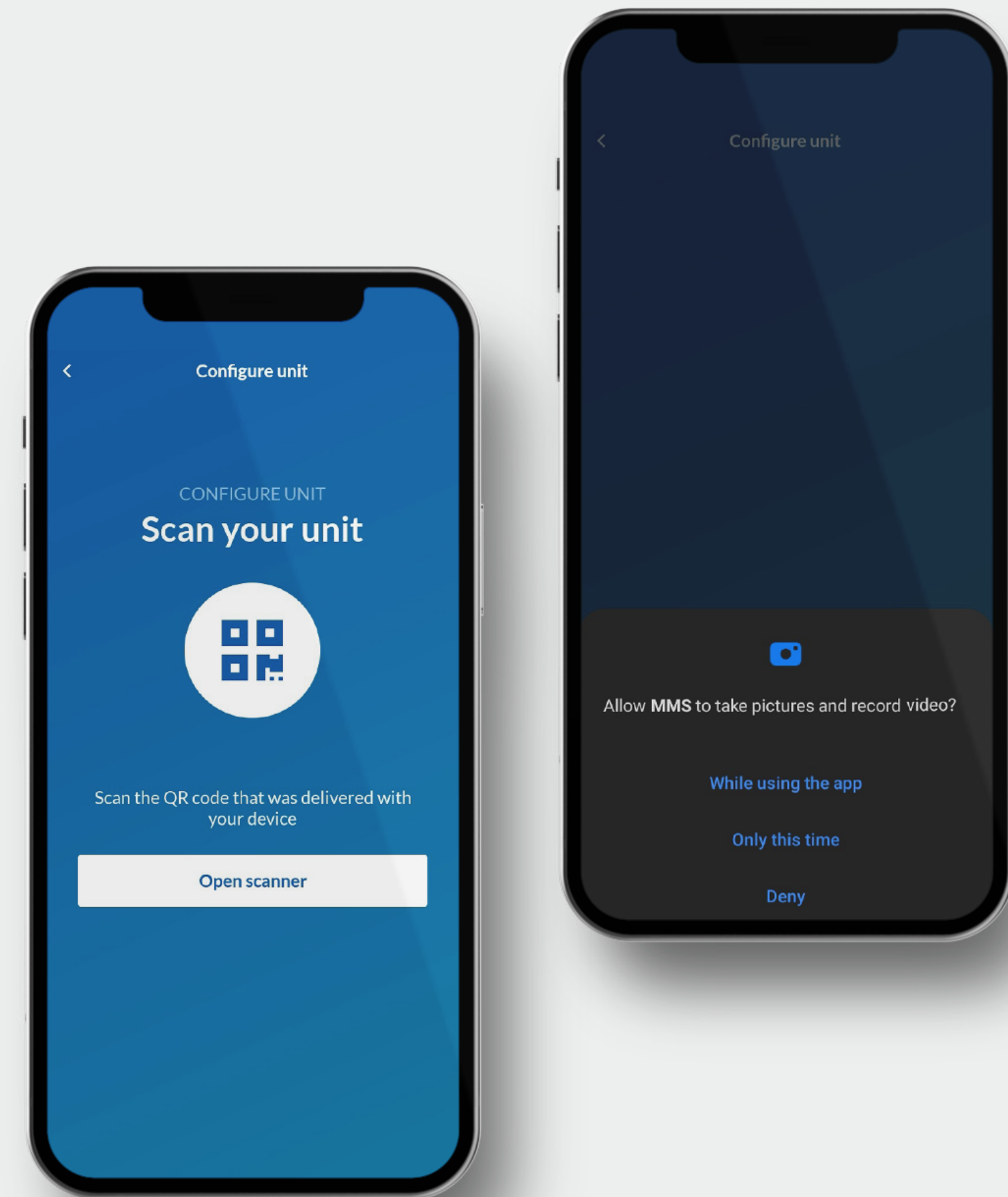
CONNECTING A SOFTENER TO WI-FI

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.



CONNECTING A SOFTENER TO WI-FI

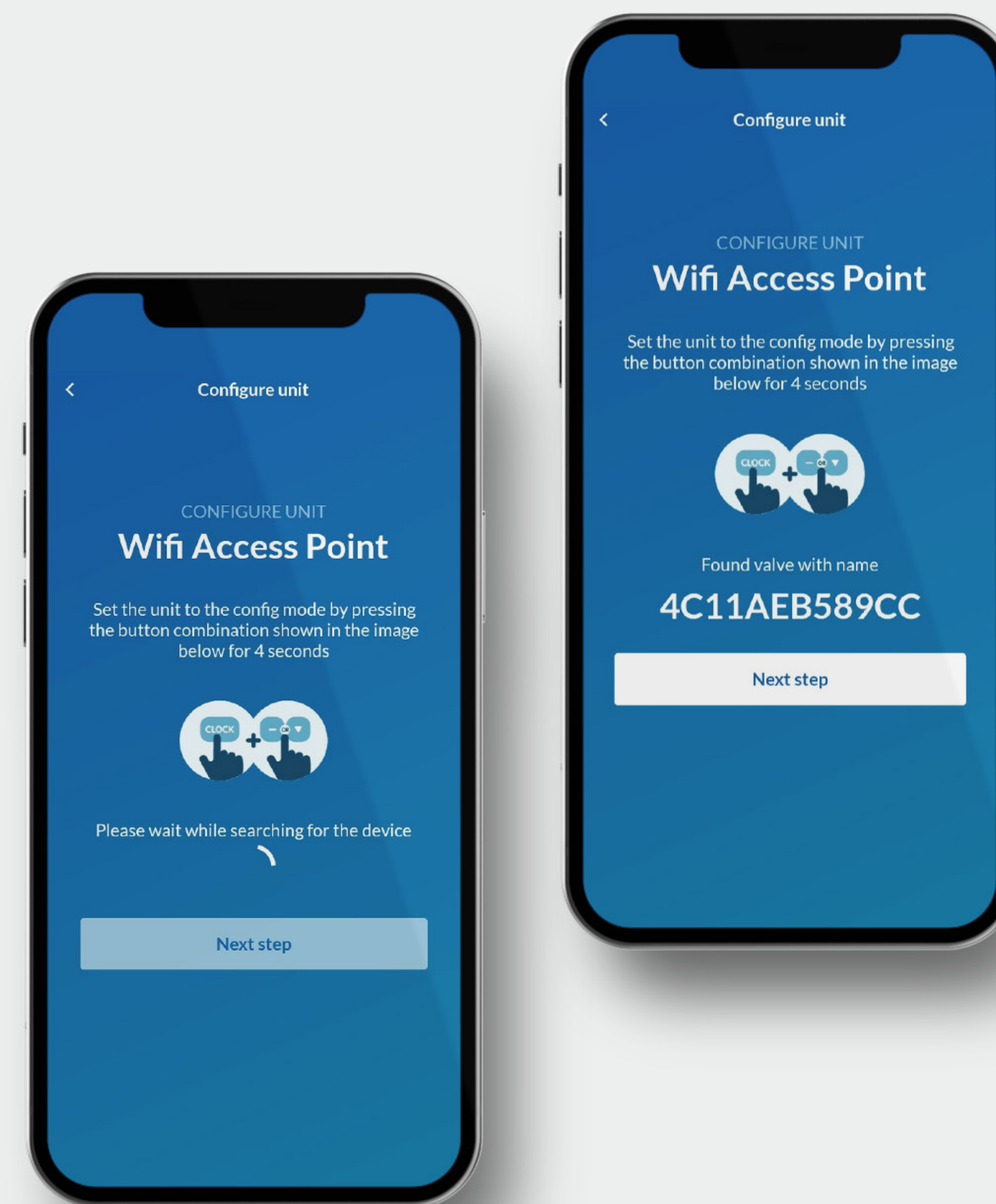
BLUETOOTH PAIRING

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.

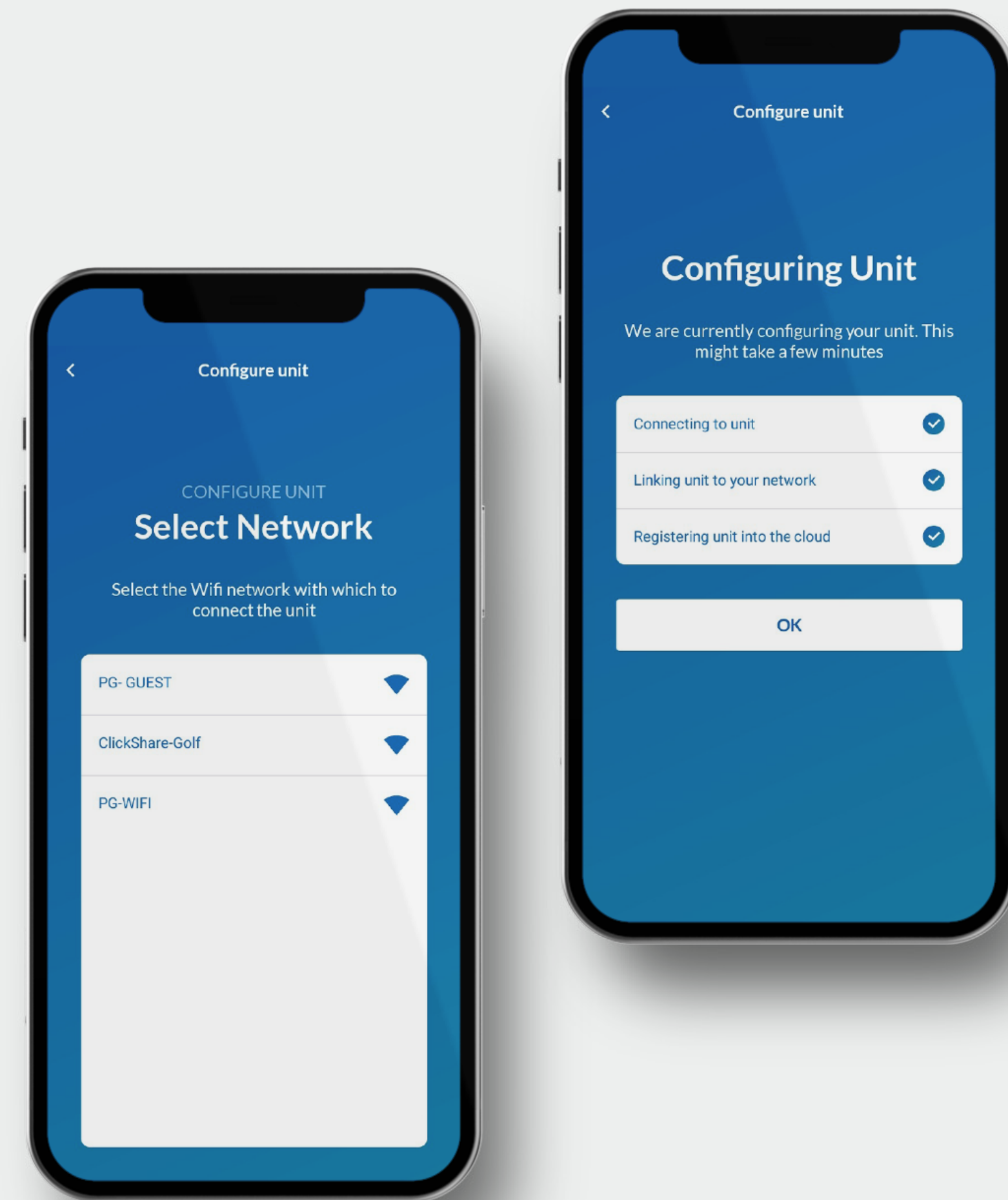


CONNECTING A SOFTENER TO WI-FI

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 the app of your customer or, in the case of a demo device, on your own app.

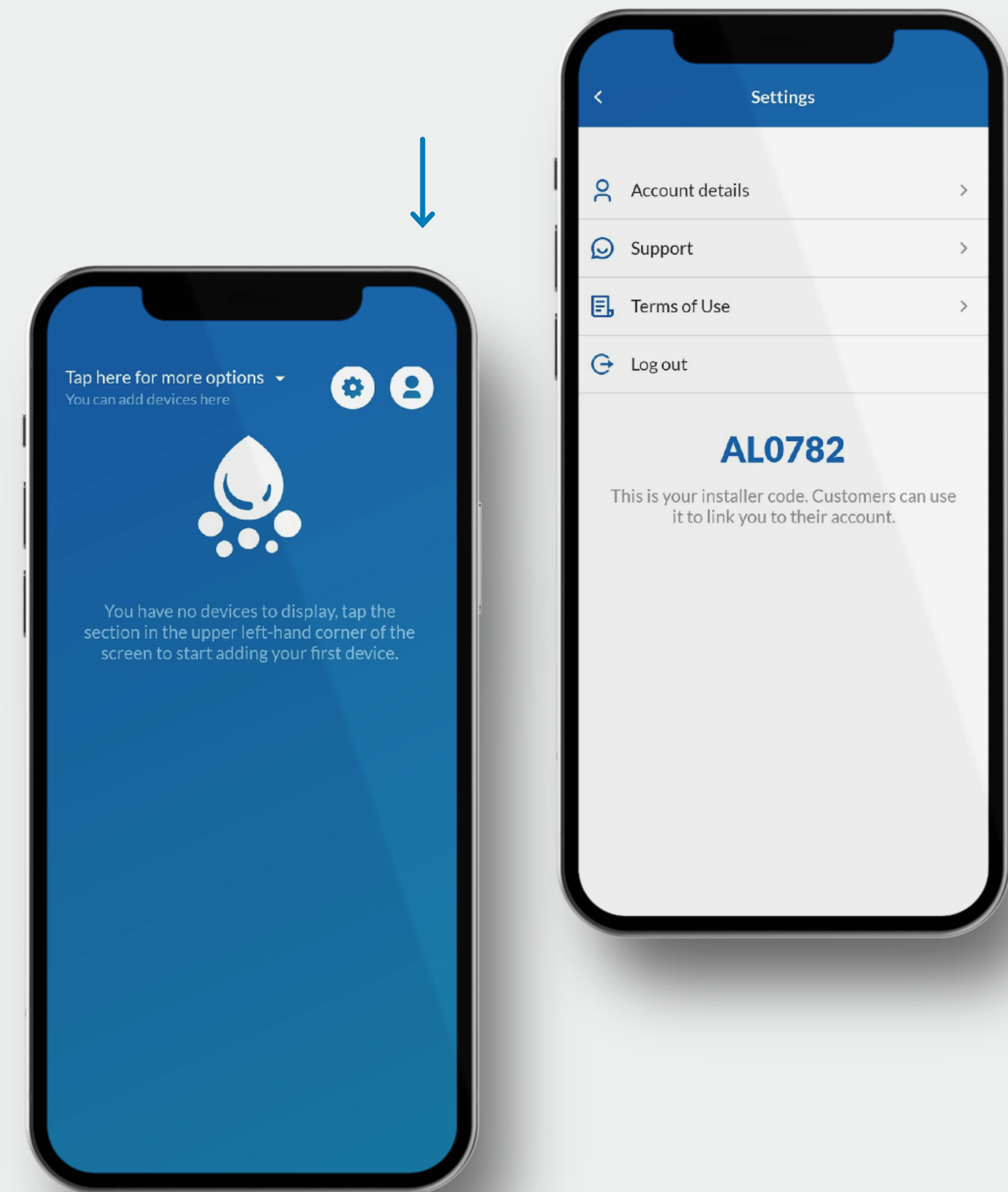


4

LINKING A CUSTOMER TO AN INSTALLER

SET UP

- If your customer sets up the Wi-Fi himself, they will not be automatically linked to you as an installer.
- Each installer receives a unique code, with this code your customer can link himself to you.
- Your installer code can be found under your profile.



MANAGE MY SOFTENER

ADDITIONAL INFO

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





MANAGE MY SOFTENER

WWW.MANAGEMYSOFTENER.COM