PENTAIR

ConnectMySoftener APP

INSTALLATION INSTRUCTIONS

TABLE OF CONTENT

OPERATING CONDITIONS & REQUIREMENTS

REPORTING BUGS

In the unlikely event of a bug of the *ConnectMySoftener* application:

- Collect the Serial Number and the unique PIN code of the appliance.
- Make a clear description of the problem, including screenshots if possible.
- Provide the specification of your smartphone. (Android X.X –Brand Y –Type Z | iOS X.X –iPhone Y)
- Collect *ConnectMySoftener* Version.
- Email it to the Technical Support department (connectmysoftenerhome@pentair.com).

Wi-Fi network

- Pentair is not responsible for any network connection problems or any faults, malfunctions or errors caused by network connection.
- network connection may not work properly depending on the Internet provider.
- wireless network can experience interference from other devices with the same frequency or Channel.
- the surrounding wireless environment can make wireless network service run slowly.
- Only 2.4 GHz networks are supported
- Make sure the Wi-Fi signal is strong at the installation site. If the signal is no reliable please add an additional Wi-Fi access point. Wi-Fi signal can be checked following indications on the section 7 of basic settings.

ELECTRONIC CONTROL PANEL

PROGRAMMING INSTRUCTIONS - BASIC SETTINGS

☑ Before entering the programming mode, make sure that the appliance is in service mode.

☑ In case no button is pressed in a period of 5 min, the control panel will automatically return to the service mode; any changes made will NOT be saved!

1. Press the scroll ⊙ button and hold it for 2 sec until the display shows:

```
Language:English
```

Press the up ⬤ or down ⬤ button to set the language.

2. Press the scroll ⊙ button again; the display will show:

```
Set time:    8:01
```

Press the up ⬤ or down ⬤ button to set the time of day.

3. Press the scroll ⊙ button again; the display will show:

```
HardUnit:    °f
```

Press the up ⬤ or down ⬤ button to set the unit of measure for water hardness. Make sure it is identical to the unit of measure of the water hardness test kit or water analysis report that is used to determine the hardness of the incoming untreated water!

4. Press the scroll ⊙ button again; the display will show:

```
Set hardn:   XX °f
```

Press the up ⬤ or down ⬤ button to set the hardness of the incoming untreated water.

5. Press the scroll ⊙ button again; the display will show:

```
Buzzer:       OFF
```

Press the up ⬤ or down ⬤ button to enable the buzzer by setting the sound level, or disable the buzzer (OFF).

6. Press the scroll ⊙ button again; the display will show:

```
Pin:   123456
```

This is the unique PIN for the Wi-Fi configuration of your appliance.

7. Press the scroll ⊙ button again; the display will show:

```
Wifi:ON          -XX
       192.168.1.1
```

Press the up ⬤ or down ⬤ button to set the desired Wi-Fi mode:

CONFIGURE: to configure and connect the softener with the *ConnectMySoftener* app

ON: Wi-Fi activated.
If a connection is set-up –XX will provide some indication on the quality of the wifi connection.

```
  0   > XX >   -40    Excellent
-40   > XX >   -70    Good
-70   > XX >   -80    Poor
-80   > XX           Unusable
```

The IP address of the softener is displayed. (example 192.168.1.1)

OFF: Wi-Fi deactivated.

8. Press the scroll ⊙ button again; the display will show:

```
Exit
```

Press the up ⬤ or down ⬤ button button to save the settings into the memory and exit the programming mode.

ELECTRONIC CONTROL PANEL

PROGRAMMING INSTRUCTIONS – ADVANCED MENU

☑ This section will explain how to reset the Wi-Fi and database connection. After the reset you will have to repeat the procedure explained before in the basic settings section to pair your device to *ConnectMySoftener*. In addition if the reset is performed your professional will not be able to remote monitor your device anymore. Please contact your professional to provide the new Pin-code if you want your system to be monitored.

☑ Before entering the programming mode, make sure that the appliance is in service mode.

☑ This procedure is not needed to pair a new device, use it only if you need to reset an existing device.

☑ In case no button is pressed in a period of 5 min, the control panel will automatically return to the service mode; **any changes made will NOT be saved!**

☑ The "Advanced Menu" is only available in English.

1. Press scroll ⊕ + down ⊙ buttons and hold for 3 sec until the display shows:

```
Advanced Menu
```

2. Press the scroll ⊕ button again; the display will show:

```
New Owner?
YES↑ / NO↓
```

Yes press up ⬤

Press the scroll ⊕ button again; the display will show:

```
Are you sure?
YES↑ / NO↓
```

Yes press up ⬤

No press down ⊙ Procedure will be aborted and you will return to main display.

Yes press up ⬤ Data will be cleared.

⚠ By pressing ⬤ (Yes) all water consumption data will be deleted and a new pincode will be generated.

3. Press the scroll ⊕ button again; the display will show:

```
WiFi:[xxxx xxxx]
ON
```

For internal use only, don't apply any change to this value.

4. Press the scroll ⊕ button again; the display will show:

```
Lang:[xxxx xxxx]
LIM
```

For internal use only, don't apply any change to this value.

5. Press the scroll ⊕ button again; the display will show:

```
Check for update
```

a - Press down ⊙ to check for new firmware update

```
Update available
Push↓ to update
```

Press down ⊙ the update process will start after a successful update the softener will restart.

⚠ Do not switch off the softener during update. This may permanently damage the product.

b - Press down ⊙ to check for new firmware update.

```
Fw up to date
```

The softener already uses the latest software.

6. Press the scroll ⊕ button again; the display will show:

```
Exit
```

Press the up ⬤ or down ⊙ button to save the settings into the memory and exit the programming mode.

CONNECTMYSOFTENER APP

APP INSTALLATION

Download the *ConnectMySoftener* app to your mobile device from the Apple App Store or Google Play Store and open the application.

ANDROID APP ON
Google play

Available on the iPhone
App Store

REGISTER A NEW APPLIANCE IN THE *CONNECTMYSOFTENER* APP

Go on **Appliance List**, click on **+** Then follow the instructions on the screen of your smartphone. Make sure you have access to the **serial number** of the device, the **serial number** is located on the back of the salt lid. You will also need your device **pin code**. In order to get the **pin code** follow the steps of basic settings until section #6.
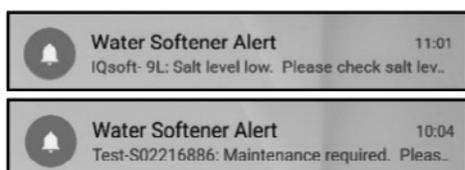
APP SETTINGS

YOU CAN CHANGE THE BASIC APPLIANCE SETTINGS:

A. SETTINGS
APP NOTIFICATION
You can easily find this in the app under the settings menu >> Settings, switch the button to enable or disable push notifications.

| 🔔 | Water Softener Alert | 11:01 |
| | IQsoft- 9L: Salt level low. Please check salt lev.. | |

| 🔔 | Water Softener Alert | 10:04 |
| | Test-S02216886: Maintenance required. Pleas.. | |

• If you activate App Notifications, you will get the above Push-message to your mobile device.

YOU CAN ACTIVATE 2 TYPE OF NOTIFICATIONS:

1. SALT ALARM

   If you set up the notification you'll receive a push notification about the salt level – If the user has activated the push notification on the phone, he will get push notification mentioning "Salt level low". Otherwise there is also a display on the softener controller screen that shows "Check salt level" to inform you that the number of programed regen before the message to appear has been made and salt must be recharged.

When the low salt alarm is active, and once the salt tank has been recharged, the low salt alarm message on softener controller and on the app can be cleared out, either from the app, or directly on the softener controller – see below instruction to do so.
"To reset push ↓"

End-user interface – Salt level alarm

```
      Salt Added?
   To reset push ⬇
```
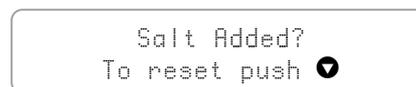
2. MAINTENANCE REQUIRED

   Maintenance counter is preprogrammed every 24 months. So, after 24 months a message will be showed on the screen of the softener and you will receive a push notification on the app.
   A dealer doesn't receive any message. Then, the client needs to contact his dealer to do the maintenance. It's not based on real-time diagnostics.

APPLIANCE SETTINGS –

YOU CAN CHANGE THE FOLLOWING APPLIANCE SETTINGS: in the app under the settings menu >> Settings – and edit them.

SYSTEM LANGUAGE – (CHANGE LANGUAGES)
UPDATE THE SYSTEM TIME
HARDNESS UNIT
HARDNESS

For all the changes, please wait about 30/40 seconds.

INFO – Settings Menu

GENERAL - You can easily find this in the app under the settings menu >> Info

YOU CAN SEE:
LAST REGENERATION
LAST MAINTENANCE
NUMBER OF REGENERATION
TOTAL VOLUME
SERIAL NUMBER
SOFTWARE VERSION

DASHBOARD – in this section you can see:

1. SALT ADDED

   This step is needed if you have a salt alarm pop-up message, or if you added salt to your softener for any other reason. Please touch the button SALT ADDED – and select YES so your softener can recalculate the salt level.

2. REGENERATE

   • If you want to manually start a regeneration, you can push the button NOW and the regeneration will start.

   • If you want to add a time delay to this manual regeneration, you can set up the timing you prefer.

   JUST TO ADVISE YOU: Rarely you'll have to use these buttons. The regeneration starts automatically because your softener will monitor and calculate when the softening capacity is close to being exhausted.
   This manual regeneration feature is intended for use more in case you think there is a problem, or if you want to verify if the softener is working properly.

3. HOLIDAY MODE - Set the date of your return, so you're softener won't start regeneration until that time.

4. WATER USAGE - You can monitor your water usage: **daily, weekly, monthly, and yearly consumption.**

   Remember that: you'll be able to check the basic consumption for this calendar year.

TROUBLE SHOOTING

IF YOUR SOFTENER IS OFFLINE

Possible reasons:
1. The softener isn't connect to the Wi-Fi that is at your place.
2. The softener is connected to a Wi-Fi network which is not connected to internet.

Make sure that your connection to Mobile Data is switched off and the auto connection to WiFi should be deactivated too.

• IF YOU LOST WiFi CONNECTION WITH THE APPLIANCE

• IF APPEAR A POP UP MESSAGE - Unable to connect to ErieConfig Network

First check if you changed the network settings Other SSID (network name) or password.
Then continue with the steps below:
Go: "Change appliance Wi-Fi settings"

→ On the softener itself -> go to the **BASIC SETTINGS MENU:**

1. **First step:** put your Wi-Fi setting on the softener in OFF mode and wait at least for 20 seconds. (OFF: Wi-Fi deactivated)

2. **Second step:** put the Wi-Fi setting of the softener in CONFIGURE MODE to configure the Wi-Fi settings via Wi-Fi direct mode.

Wait for at least 20 second and then come back on the app, and follow the steps:

1. **Enable WiFi mode on your appliance**
   Go to the basic settings menu – Put the Wi-Fi in: CONFIG mode – Exit

2. **Change WiFi network on mobile phone**
   Go to settings – Select WiFi – Change WiFi to erieconfig.

3. **Fill in the appliance information**
   Select your network and Password.

4. **Change WiFi network on mobile phone**
   Go to settings – Select WiFi – Change WiFi to home network.

⚠ **SAVE THESE INSTRUCTIONS !**

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