



# WELL AWARE



## WellAware Field App User Guide - Gateway Plus Connect™ -

This guide is subject to change due to any updates WellAware may make. Please visit our Knowledge Base at [support.wellaware.us](https://support.wellaware.us) or hover over the QR code to the right with your smartphone to stay up to date with any changes.

For questions contact Client Success at [support@wellaware.us](mailto:support@wellaware.us) or by calling us at (210) 816-4600: Ext. 2



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# Download/Login Instructions and Device Connection

## How to Download and Login

iPhone Instructions:

1. Locate the App Store icon and select it.
2. Select search in the bottom right-hand corner of the screen and in the search field type “wellaware field” and select this icon:



3. Then select the “Get” button. Wait for it to download and then hit “Open” once it’s completed.
4. You will be able to login using your credentials given to you by your Client Success team.

Android Instructions:

1. Locate the PlayStore icon and select it.
5. In the search field type “wellaware field”
2. Select install. Wait for it to download and then hit “Open” once it’s completed.

Login Instructions: Login using your WellAware credentials provided to you by your client success team. (Same credentials to login to your Lift account.)

Note: When logging in, if you get an error saying “API Error” you will need to contact your client success team to get your username. Contact them at (210) 816-4600: Ext. 2 or email them at [support@wellaware.us](mailto:support@wellaware.us).

## How to Connect to a Desired Device

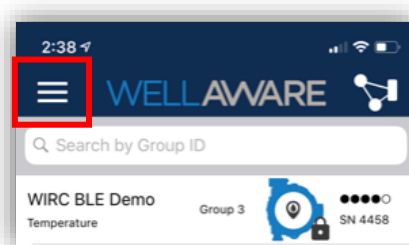
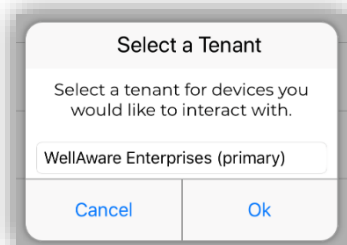
1. To see a list of available online devices, you can select the blue scan button or swipe down on your phone’s screen.



2. Find the serial number of the desired device and select it. You will then be connected to the device.

## Select a Tenant

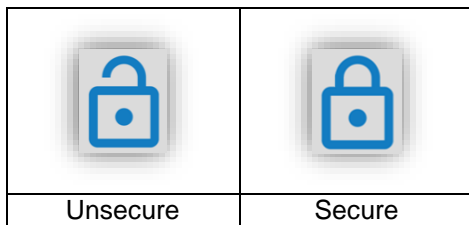
If you are a user who has access to multiple company devices, you will be prompted to select a tenant before you can access the scan screen. Choose the appropriate tenant to see the available Connects™ for that company. To select a different tenant, select the menu icon.



# Device Security

WellAware encrypts their Connects™ to ensure only approved users can connect to them and make any changes or view data. Devices should be secured during the installation process, however, just in case they are not, the steps to secure a device are below.

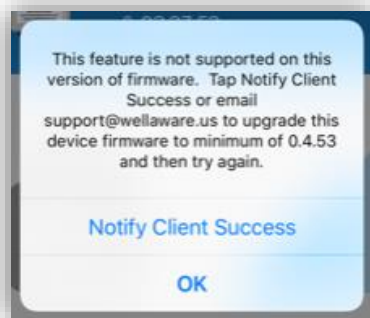
1. Once connected to a Gateway Plus Connect™, you will see a lock icon on the home summary page. The lock icon will indicate whether the device is secured or unsecured.



2. If your device is not secured, click on the open lock icon. Once you do, the device will secure itself.



3. If you get a pop-up icon about incorrect firmware, then your device cannot currently be secured. Click on the prompt to notify the Client Success team so they can update the device firmware.



4. Once your device is secured, the icon will show locked and you will have the ability to transfer the device if you have access to multiple tenants.

**Note: You must have the most recent version of the WellAware Field App in order for all features to work correctly. Please always ensure your app is up to date before attempting to connect to any device.**

# Home Screen Features and Navigation

## Analog Sensors

Once connected to a Gateway Plus Connect™, you will see the Analog Sensors field on the home screen. If you have this application, this will show you mapped registers along with their labels and values. It will also allow you to set minimum and maximum ranges for the sensor if they exist.

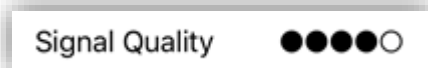


## Network

Once connected to a Gateway Plus Connect™, you will see the Network field on the home screen. This field gives you the network status of the device. Example: Connected



If you click on the Network field, you will see the Signal Quality for your Connect™ device.



- If your connection strength is at two or lower, try repositioning the Connect™ antenna and wait a few seconds to see if the signal strength improves.
- If you cannot get the signal strength above two, then you may need a signal extender kit to boost your signal strength. Contact the client success team at (210) 816-4600: Ext. 2 or email them at [support@wellaware.us](mailto:support@wellaware.us). They can take a closer look at your signal strength and help you determine if this is needed.

Also under the Network field, you will see several network details. See the chart below on how to interpret the network details.

**Detail**

<b>Detail</b>	<b>Explanation</b>
INIT_FAILURE ID_FAILURE UART_INIT_FAILURE UNDEFINED_APN BAD_OR_MISSING_LTE_CONFIG FAILURE_TRIGGERED_POWERCYCLE CONFIG_FAILURE	No user action required, Connect™ will reboot to recover.
LOST_CONNECTION	No user action required. This state will be temporary.
PROVISION_FAILURE	Modem provisioning failed. Connect™ may need to be replaced.
TECHNOLOGY_UNKNOWN	Cellular technology not supported.
CONNECTION_FAILURE	Modem failed to connect to the cellular network
BAD_OR_MISSING_SIM	SIM card is either bad or missing
BAD_ANTENNA_OR_CELL_COVERAGE	Modem is not able to get an RSSI value
REGISTRATION_DENIED	Modem is not allowed to register to the roaming or home network
NOT_REGISTERED	Modem is not registered on the home network
RTC_UNAVAIL	Modem is unable to get a good network time
ACTIVE_SOCKET	Modem has an active connection with the WA cloud platform
SUSPENDED_SOCKET	Modem has an inactive connection with the WA cloud platform
CLOSED_SOCKET	Modem socket connection to the WA cloud platform has closed
LISTENING_SOCKET	Modem is listening for incoming connection requests
PROVISIONING	Modem is currently being provisioned

**Cloud Connected**

<b>Cloud Connected</b>	<b>Description</b>
Yes	This indicates ongoing traffic between the Connect™ and our backend system.
No	This indicates that there is no ongoing traffic between the Connect™ and our backend system.

## Network State

Network State	Description
Unknown	Modem error. Connect™ may need to be replaced if a reboot does not fix the issue.
Inaccessible	Modem fails to get a valid signal strength readout or has been denied registration to the cell provider's network.
Disconnected	Modem is powered down or powering up/booting.
Scanning	Modem is scanning for networks and attempting to register to its home network. This could take several seconds.
Connecting	Modem is connecting to the cell provider's network (typically 5-10s, but can take up to 2 minutes, if cell signal is poor)
Connected	Modem is connected to the cell provider's network.

## Signal Quality

Strength of the signal received from the cell provider's network.

Signal Quality (bars)	dBm Range	RSSI Range
0	-113 - -108	0 or 99
1	-107 - -102	0-5
2	-101 - -94	6-9
3	-93 - -84	10-14
4	-83 - -70	15-21
5	-69 - -50	22-31

## Set Group ID

You will use the Set Group ID section if you have a Sense™ device in conjunction with your Gateway Plus Connect™. Use the WellAware Field App User Guide – Sense™ document for these instructions.



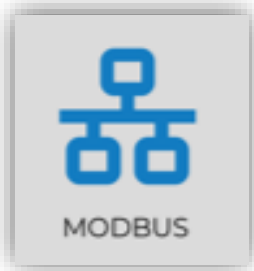
## **Connected Devices**

You will use the Connected Devices section if you have a Sense™ device in conjunction with your Gateway Plus Connect™. This section will tell you how many Sense™ devices are paired with your Gateway Plus Connect™.



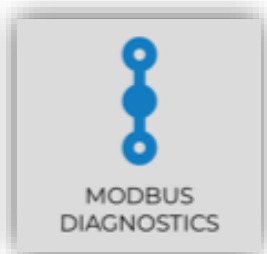
## **Modbus**

If your Gateway Plus Connect™ has a Modbus application loaded, this section will allow you to see a list of the mapped Modbus registers and values.



## **Modbus Diagnostics**

If your Gateway Plus Connect™ has a Modbus application loaded, this section will allow you to test a single Modbus connection configuration.





## **Diagnostics**

Once connected to a Gateway Plus Connect™, you will see the Diagnostics field.



See the chart below for field descriptions:

← Back		Diagnostics	
IL1	4.00	mA	
IL2	0.05	mA	
IL3	0.05	mA	
V1	2.57	V	
V2	0.03	V	
V3	0.00	V	
WIRC Temp	23.11	C	

Field	Description
IL1 – IL3	Reading for your mA analog inputs. Allows up to three inputs per Connect™.
V1 – V3	Sensor voltage reading. Connect™ allows up to three sensors to be connected.
WIRC Temp	Internal Connect™ temperature.

## **Restart Device**

Once connected to a Gateway Plus Connect™, you will see the Restart Device field on the home screen.



You will mainly use the restart device button upon Client Success' instruction. However, there are a few situations that may cause you to use this feature on your own. The most common best practice for this button is when you replace batteries in a Connect™. Once you replace batteries, restore power, connect to the Connect™ and then hit the Restart Device button.

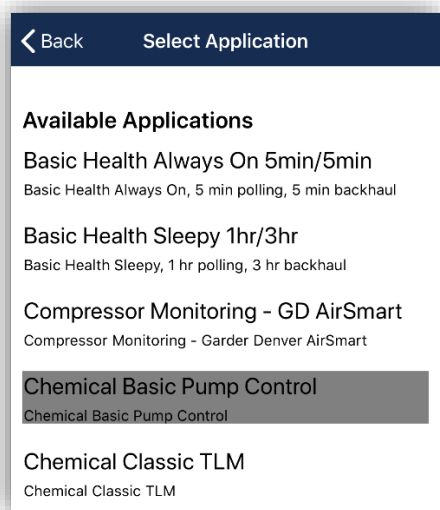
# Application Loading

## How to Load an Application to a Device

During installation of a device, if you are the installer you may be required to select an application for your Gateway Plus Connect™. You will see the below image asking you to select an application for your unit. Below are the steps on how to complete that process.



1. Select the icon that says “Load App.”
2. You will then see a list of applications that are available for you to select. If you have no applications listed, please contact the client success team at (210) 816-4600 Ext 2.



3. Highlight the application you would like to use and then hit “Save and Continue.”

SAVE & CONTINUE

4. If the application you selected has an installation form, the form will automatically come up for you to start filling out. Fill out all fields completely. If you need more directions on the installation form, please see the section titled “New Install Form” on page 16.

If your application does not have an installation form, you will be taken back to the main page and will see that your application is loading. You have no other action to take from here for loading an application.



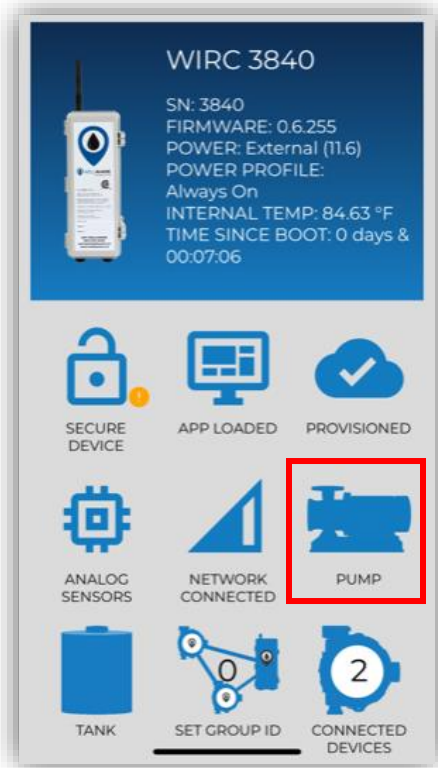
Note: If your device comes automatically with an application loaded, but you need to fill out an installation form, click on the “Needs Provisioning” icon and fill out the installation form.



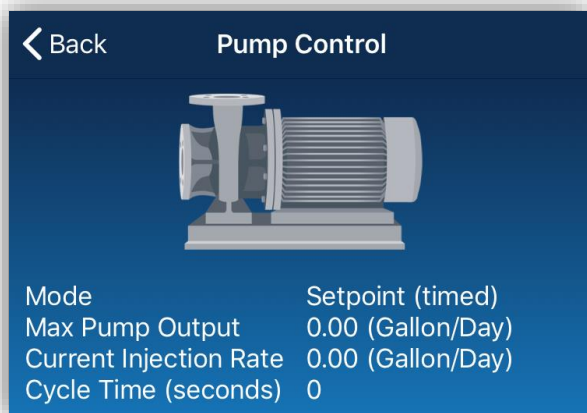
# Pump Controller

## Pump Calibration Process

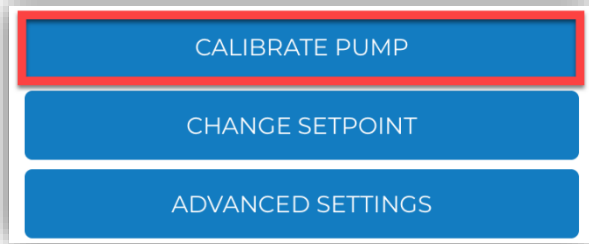
From the home screen, click on the pump field.



On the pump control home screen, you will be able to see your current pump calibration configuration. If the pump has not yet been calibrated, the values will show as zero.



Click on “Calibrate Pump” to start the calibration process. You will then go through a step by step process on how to calibrate your pump.

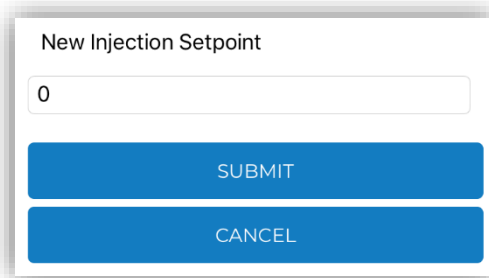
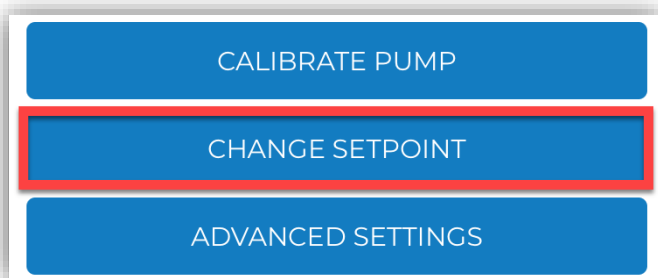


Calibration Steps:

1. Select your pump type (timer based pump or a variable speed pump) and select the units you would like to use for your injection rate. Then hit next.
2. You will need to fill your sight glass to the highest level possible. Open the valve to the sight glass and close the valve to the injection tank when your sight glass has filled.
3. **Take note of where your chemical level is on your sight glass BEFORE you hit start calibration.** Then follow the instructions on the screen to press Start Calibration and then Stop Calibration once your chemical level has reached a few graduations from the bottom of the sight glass. Then hit next.
4. Enter the number of graduations fell in the Observed Value field. Then be sure the sight glass units are defaulting correctly as to what matched your sight glass. Then hit next.
5. This step in the app will give you your maximum pump output. You can chose to confirm this value or test again (which will take you back to step three to perform another calibration).
6. Enter your desired injection rate and hit next.
7. For this step you will follow the instructions on the screen to perform a drawdown test. Fill your sight glass a second time. Then use the built in timer to time how many garduations the chemical level falls within a 60 second time frame. **BE SURE TO START THE TIMER ONCE THE PUMP STARTS PUMPING.** After 60 seconeds, enter the number of graduations fell into the “Observed in 60 sec” field and hit **SET**. Then hit next.
8. Your final step is to make sure you put the tank back in service by closing the valve to the sight glass and opening the valve to the injection tank. Then hit finish.

**Change Setpoint**

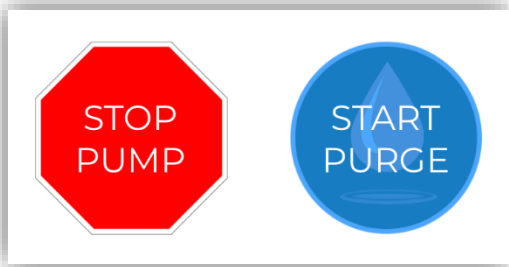
From the Pump Controller home screen, you can choose to change your injection setpoint without doing a recalibration. Just select the option for Change Setpoint and enter your new injection rate and hit submit.



## **Stop/Purge Pump**

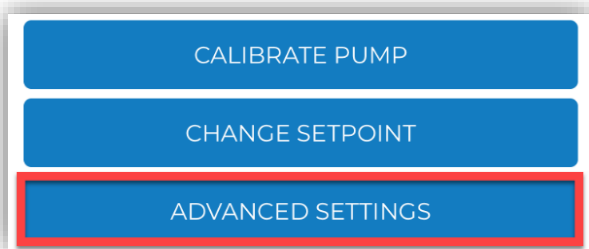
Stop Pump: Manual pump stop option. Once your Connect™ has power, you can use this feature to manually stop the pump from pumping.

Start Purge: Purging is the process to prime the line with liquid to remove any air pockets. Purging your pump will not clear out your calibration settings.



## **Advanced Settings**

From the “Pump Controller” home screen, you will see an option for Advanced Settings.



Below are the functions you can perform in the advanced settings:

<b>Field</b>	<b>Function</b>
Configure Proportional Dosing (Only available for VSD Pumps)	Use this option to input your parameters if you are set up for proportional dosing with a VSD pump.
Change Pump Mode	Use this option to select a specific pump mode for timed or VSD pumps.
Change Cycle Time (Only available for timed pumps)	You can use this option to manipulate your cycle time during a timed pump calibration.
Get Tachometer (VSD Only)	Will allow you to see the tachometer feedback from your pump. Only used for Variable Speed Pumps.
Clear Calibration	This option will allow you to clear out your calibration configuration. If you clear your calibration, you must recalibrate your pump.

# Tank

## Tank Calibration Process

Once connected to a Gateway Plus Connect™, you will see the Tank field on the home screen. This will allow you to calibrate your tank. Steps to do so are below:

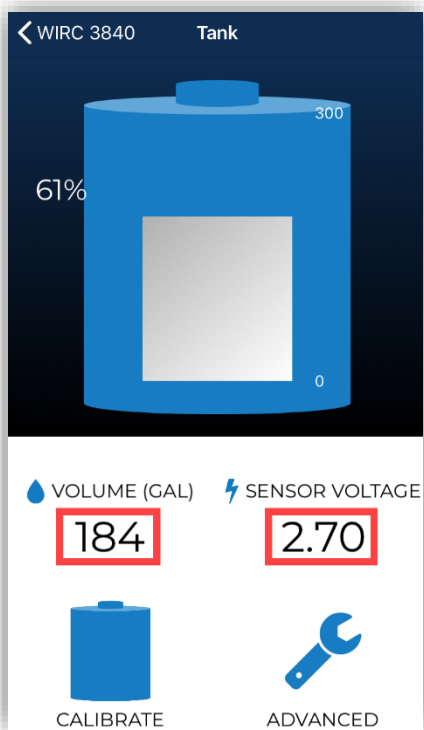
1. Click on the “Tank” option and then select which tank you are calibrating. If you only have one sensor for your Connect™, then select “Tank 1.”



2. Next click “Calibrate.”



3. Then you will complete the five step by step instructions in the app. Instructions include entering tank level volumes and sensor placement. At the end of the instructions you will hit submit. Final screen should resemble similar to the below:



### **Tank Re-Calibration Process**

If you have already calibrated your tank previously but need to correct the volume, then you will follow the process below.

1. Once connected to a Gateway Plus Connect™, select “Tank” and then select which tank you are calibrating.
2. Next select “Calibrate.”
3. A baseline suspended sensor voltage reading will be stored and will not require you to remove the sensor from the chemical. This will cause the tank calibration wizard to skip to step four. Follow instructions in the app for step four and five and hit submit. This will correct your product volume.

### **Advanced**

If you have a need to clear out a calibration, you can choose to do so from the “Advanced” function. Selecting advanced will allow you to clear any calibration configurations and start from step one in the calibration wizard when calibrating a tank.



# Provisioning

## **New Install Form**

In the WellAware Field app, if your device comes with a pre-loaded application, click on the “Needs Provisioning” icon to fill out the installation form.



1. You will now be prompted to fill out a series of information about the Connect™, tank, pump and install. You must complete all information to send the form. You will not be able to save it as a draft during this process.
2. When taking a photo, be sure to select yes to allow the app to access your camera.  
  
Note: If the app unexpectedly closes when trying to take a photo, use the following steps:
  - Exit out of the app and select your phone settings. Find your list of downloaded apps and select the WellAware field app.
  - Turn on the feature for Camera.
3. Once you have filled out all four pieces of information (Connect™, tank, pump and install) select submit in the bottom right-hand corner.
4. If you missed filling out any piece of information, the form will not submit. It will take you back to the four pieces of information and highlight anything in red that you need to complete.
5. Once you have hit submit on the form, it will ask you if you want to send the form immediately or send later.

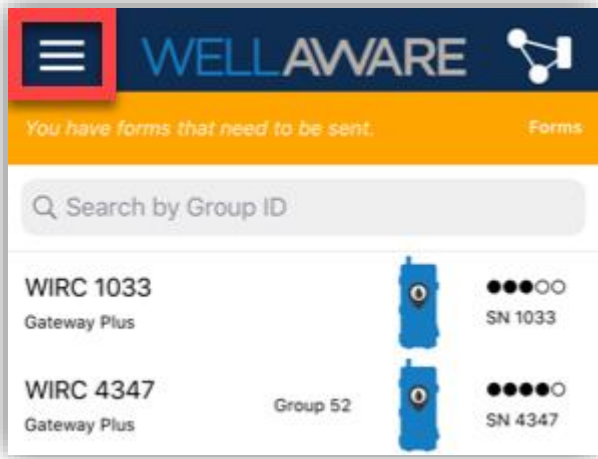
If you choose to send immediately: If the form does not submit within 30 seconds, you will receive an error message saying “Form Submission Failed.” If you hit ok, your form will be sent to the Unsent Forms section of the app. Hit retry in this area once you have better connection.

If you choose to send later: The form will be sent to the unsent forms section. To get to this section, click the three lines in the top left hand corner of the app and select the “Forms” section.

Once form is submitted successfully, you will receive a confirmation email from WellAware. If you do not receive the confirmation email, contact WellAware Client Success at [success@wellaware.us](mailto:success@wellaware.us).

## Unsent Forms

There may be times where service is not sufficient on location and a new install form may fail to be submitted or you have chosen to send the form later during the new install form process. To get to this section, click the three lines in the top left-hand corner of the app and select the "Forms" section.



Once you are in a location that has better service, navigate to the unsent forms section, then hit the retry button in this area and your form will send.

Once form is submitted successfully, you will receive a confirmation email from WellAware. If you do not receive the confirmation email, contact WellAware Client Success at [success@wellaware.us](mailto:success@wellaware.us).

The forms section will keep a history of unsent and previous sent forms for any installations.

