# WaterLink® CONNECT

Mobile App User Guide

# Overview

This document will provide instructions for operating the WaterLink Connect Mobile App and pairing a mobile Spin Lab via Bluetooth.

**App Features**

The WaterLink Connect Mobile app consists of the following features:

- Available for Android and iOS devices
- Pairs with a mobile Spin Lab via Bluetooth
- Can be used in "offline mode," aka, not logged into DataMate Web
- Can be used with an active DataMate Web account for mobile technicians

## Compatibility and Installation

Below are instructions for installing the WaterLink Connect mobile app and pairing a mobile Spin lab to the phone/tablet.

**Device Compatibility**

The WaterLink Connect app can be installed on nearly any Android or iOS device, but only certain Android and iOS devices can pair via Bluetooth with the mobile Spin lab.

Spin Lab Compatibility
- Compatible Spin labs must be a "mobile" model and running the latest version of the firmware. As of the writing of this document, that version is 31117.

iOS Compatibility
- Compatible iOS devices are iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPad Air 2, iPad Air, iPad mini 3, iPad mini 2, iPad Mini, iPad (4th generation)

Android Compatibility
- It is extremely difficult to list which Android devices are compatible as there is such a wide range of devices made by different manufacturers. As a rule of thumb, the Android device should be compatible if it was manufactured in 2013 or newer. Older devices may not be compatible.

**Installing the WaterLink Connect app for Mobile Devices**

The WaterLink Connect application is a free app available for Android and iOS devices. It can be downloaded using the Apple iTunes store or the Google Play store. Simply locate the "WaterLink Connect" app in the appropriate app store and tap the "Get" button to install it.

## How to Pair a Mobile Spin Lab
Whether using an Android or iOS device, the process is the same.

1. Ensure the Mobile Spin lab is powered on
2. Open "Settings" on your phone or tablet (this is represented by a gear icon on both iOS and Android)
3. Locate Bluetooth and select it
4. Ensure Bluetooth is enabled
5. Review the list of available Bluetooth devices. NOTE: this may require "scanning for devices" – which is possible in either OS with a "scan" button
6. Select the WaterLink Spin Device (appears as WLS[serial number]
7. Wait for the pairing action to complete

# Using the WaterLink Connect App

There are minor differences between the iOS version of the app and the Android version of the app, but all of the features are the same. All of the screenshots below are from the iOS version of the app.

There are two modes for the WaterLink Connect app: Local mode, and Logged In Mode. A user must have an active DataMate Web subscription to log into the app. Further, the user account used to login must have the Mobile Technician Role. See "Configuring DataMate Web" below.

## Local Mode

Local Mode provides very limited functionality.

- Run a Water Test with a Mobile Spin Lab and see test result values (no treatments)
- Review the last 10 water test results



### Main Screen

From the Main control screen, a user can select the Sanitizer and the Disk Type to use when performing a test.

If no Mobile Spin lab is paired to the phone or tablet, then "No Device Paired" will appear above the Spin Disk Icon. If a Meter is paired to the phone, this text will be replaced with "Press the Spin Disk below to Start Test."

### Test Results and History

Tapping the Bucket icon in the upper right (bottom center on Android) will display the test history. Only the last 10 tests are stored in history. None of this data can be exported in this mode.

Tapping the circled Login icon will display the login screen.

After running a test, results will appear on this screen.

## Logged in Mode

With an active DataMate Web subscription and a user account with the Mobile Technician role, a user can log into DataMate Web through the app. This provides the user a host of expanded features and functionality.
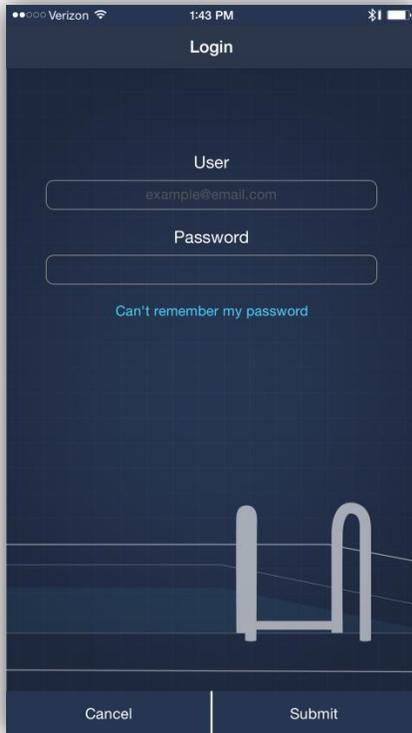
### Login Screen

From the Login screen, the user can enter a username (email address) and password.

IMPORTANT: The user's account MUST have the Mobile Technician role in DataMate Web in order to log into the mobile app.

Press the submit button to log in.

### Password Reset

The user can also reset their password from the link. A verification PIN will be provided within the app and via their registered email address.

### Work Order List

Once logged in, the app will download all Work Orders assigned to that technician for that day. Work Orders are listed in the order of the most efficient driving route.

Tap a Work Order to begin service for the customer.

### Creating Work Orders

For Work Orders to appear in this list, Work Orders must be created in the Work Order web app in the desktop view of DataMate Web. Then, that Work Order must be assigned to the Mobile Technician.

### Refreshing the Work Order List

Pulling down on the list of Work Orders will check the server for any updates to Work Orders. Additionally, the app will check the server every 5 minutes for any Work Order updates.

## Work Order Details

After selecting a Work Order, the Work Order details will display.

Each Work Order can have more than one site (pool or spa) assigned to be serviced, but only if that pool or spa is at the same physical address.

To start the Work Order for a site, press the Start Job button.

## Turn-by-turn GPS Directions

The user can navigate to the customer's location by pressing the navigation pin icon in the upper right hand corner. This will open the user's default map application.
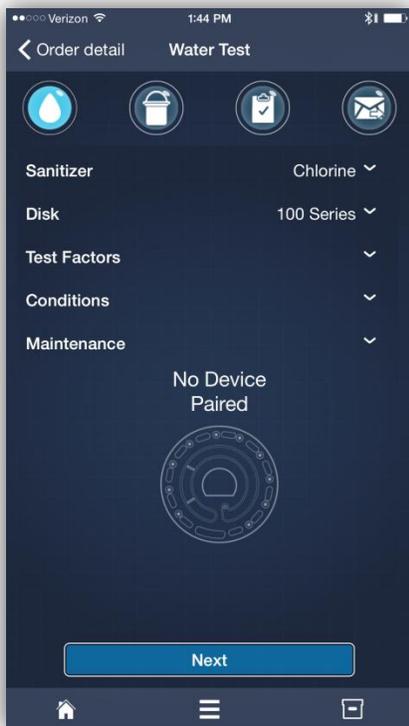
## Work Order Step 1: Water Test

From this first screen, a water test can be performed.

The user can select the sanitizer, though the site's sanitizer will be inherited from their Profile in DataMate Web. The user can also select the disk for the type of test they would like to run.

A list of test factors can be manually entered or imported by running a Mobile Spin test (by pressing the Spin Disk icon below)

**Conditions** such as cloudy and foamy or coloration can be selected, just like in DataMate Web for desktop. **Maintenance** options, such as open/close the pool can also be selected.

Once all test values are entered, press the Next button to continue to Step 2.

Pressing the Home button at the bottom returns the user the Work Order list.

The button with the three lines will show details about the site.

The bucket icon will display test history for the site.
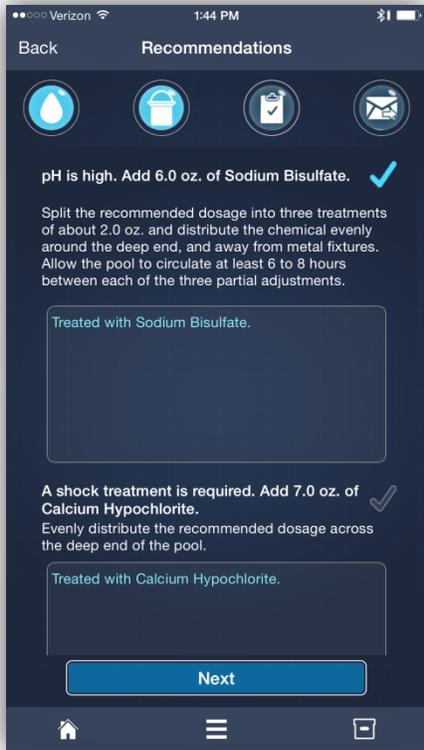
## Work Order Step 2: Treatment Results

Based on test results and options selected, test results will appear.

Checking the mark next to each result will place the "Doorhanger Text" (the text in the box beneath the treatment instructions) on the doorhanger for the customer. If the mark is not checked, no doorhanger test will appear.

Doorhanger text is populated with default text from the Profile assigned to the site. The Mobile Tech can modify this text from this screen. The modified text will appear on the doorhanger.

Press Next to continue.



## Work Order Step 3: Task Checklist

When a Work Order is created, Tasks are assigned to it for the Mobile Technician to complete. These are intended to cover non-water treatment related activities.

Checking the mark next to a Task will place it on the Doorhanger. The default Doorhanger text appears in the text box beneath the Task and can be modified by the Mobile Tech.

Beneath each task is shown the date of the last time the task was performed.
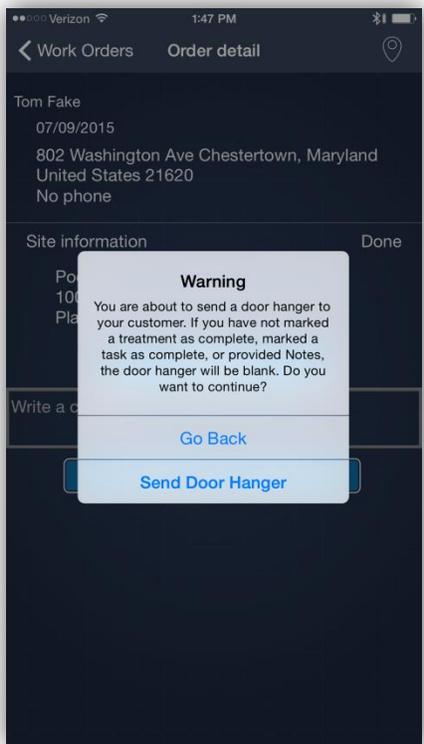
Press Next to continue.
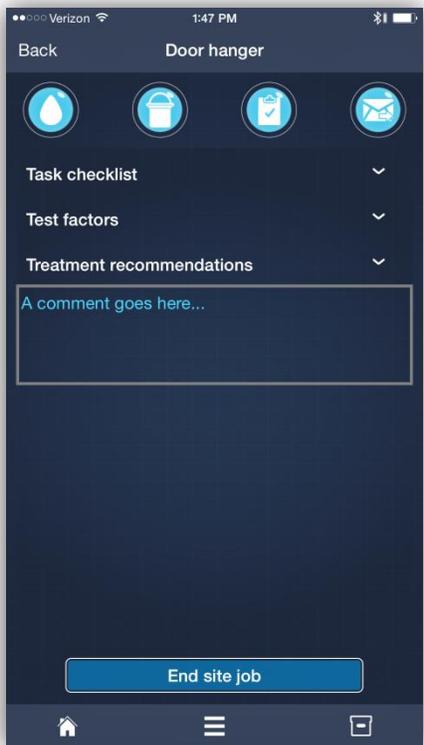
**Work Order Step 4: Review**

Step 4 offers the Mobile Tech a final chance to review all the content from the Work Order and go back to make any changes/additions if necessary.

The Mobile Tech can also add any notes/comments to be added to the Doorhanger here.

Press End Site Job to return to the Work Order Details.

**Send the Doorhanger**

If multiple sites were included in the Work Order, the Mobile Tech would complete steps 1 through 4 above for each Site included in the Work Order. Once work is completed for all sites, the Mobile Tech can send the doorhanger by pressing the "Send Doorhanger" button.

The user will be warned with a prompt.

If the user if offline (currently lacks cell service) the system will continue to attempt to send the doorhanger every few minutes until service is available.

**Work Order List: Doorhanger Verification**
When a Doorhanger has successfully been sent, a checkmark will appear next to the Work Order to indicate it has been complete.