

WaterCop SmartConnect Troubleshooting Guide

PROBLEM	POSSIBLE SOLUTIONS
No devices discovered when 'Add' is clicked	<ol style="list-style-type: none"> 1. Turn Bluetooth on phone/ tablet 2. Must be within 30 feet from SmartConnect 3. Power SmartConnect & WaterCop 4. Is ACA100 required? 5. Power Bluetooth off and back on 6. Check CAT5E connections
Red bar message about 'Location'	Turn on phone/tablet location services. * Not required
Red bar message about 'Bluetooth'	Turn on setup device Bluetooth and/ or grant the permission in phone/tablet settings.
Settings (gear) icon not illuminated	<ol style="list-style-type: none"> 1. Must be within 30' of SmartConnect 2. Use the back arrow to go out then back in 3. Make sure devices are powered and Bluetooth is on in phone/tablet
Unit ID doesn't work	<ol style="list-style-type: none"> 1. Double check correct Unit ID was entered 2. Verify MAC address and Unit ID on unit matches carton 3. Try the MAC Address
'Internet Error Valve Did Not Change State' Message	Network name and/or password is over 19 characters; cannot exceed 19 for either.
Received 'Configuration Failed' message	Click 'Save' again, check wi-fi network info if it happens more than 3 times.
'Connection Lost' message received	<ol style="list-style-type: none"> 1. At setup: default is ethernet so if more than 30 seconds pass during setup you'll get that message. 2. Possible incorrect Wi-Fi password entered or trying to use a 5 GHz network. 3. After device has been setup: There could be a power or internet outage/ issue.
'Please make sure you're within 5 feet' message	Reminder to be within Bluetooth range. Once 'ok' is clicked, saving automatically starts.
Forgot/ want to reset password	Click 'Forgot Password' while logged out.
Grey 'Open' & 'Close' buttons and no control	<ol style="list-style-type: none"> 1. During setup: this will happen during setup if more than 30 seconds pass after powerup. Make sure the Wi-Fi network is 2.4 GHz; 5 GHz won't work. 2. After successful setup: Loss of wi-fi signal. Could be a new router/password or bad Wi-Fi connection. 3. Check power, connections, networks and passwords.
Not sure of my exact network name	Go to phone/tablet settings and scan for networks. Write down the EXACT spelling.
I'm not 100% sure if my Network password is correct	Go to the phone/tablet settings and have it join the network you're trying to use. If already connected, forget network and reconnect using the password you've been trying. If not already connected, try connecting using the password.
The Pro Control Panel display went dark when I connected my SmartConnect	Verify the CAT5E is plugged into the SmartConnect port marked 'CONNECT TO VALVE ACTUATOR' not THE 'ETHERNET CONNECTION' port.