

## WaterCop SmartConnect Troubleshooting Guide

PROBLEM	POSSIBLE SOLUTIONS
No devices discovered when 'Add' is clicked	<ol style="list-style-type: none"> <li>1. Turn Bluetooth on setup device</li> <li>2. Must be within 30 feet from SmartConnect</li> <li>3. Power SmartConnect &amp; WaterCop</li> <li>4. Is ACA100 required?</li> <li>5. Power Bluetooth off and back on</li> <li>6. Check CAT5E connections</li> </ol>
Red bar message about 'Location'	Turn on setup device location services
Red bar message about 'Bluetooth'	Turn on setup device Bluetooth
Settings (gear) icon not illuminated	<ol style="list-style-type: none"> <li>1. Must be within 30' of SmartConnect</li> <li>2. Use the back arrow to go out then back in</li> <li>3. Make sure devices are powered</li> </ol>
Unit ID doesn't work	<ol style="list-style-type: none"> <li>1. Double check correct Unit ID was entered</li> <li>2. Verify MAC address on unit matches carton</li> <li>3. Try the MAC Address</li> </ol>
Delay removing device using '-' button	Go back one step and try again
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"> <li>1. At setup: default is ethernet so if more than 30 seconds pass during setup you'll get that message</li> <li>2. After device has been setup: There could be a power or internet outage</li> </ol>
'Please make sure you're within 5 feet' message	Reminder to be within Bluetooth range. Once 'ok' is clicked, saving automatically starts
I forgot my password	Click 'Forgot Password' while logged out
Grey 'Open' & 'Close' buttons and no control	<ol style="list-style-type: none"> <li>1. During setup: this will happen during setup if more than 30 seconds pass after powerup</li> <li>2. After successful setup: Loss of wi-fi signal. Could be a new router or password.</li> <li>3. Check power and connections</li> </ol>
Not sure of my exact network name	Go to setup device settings and scan for networks. Write down the EXACT spelling.
I'm not 100% sure if my Network password is correct	Go to the setup device 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 you've been trying.
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.