Troubleshooting check list

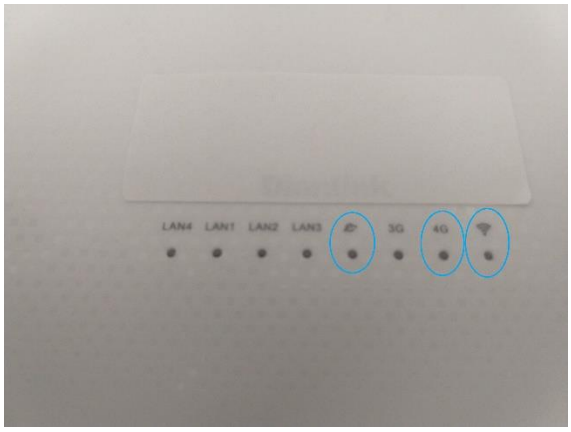
Property address:_____

1) **Installation of meter**
   - ☐ **Point of use meter:**
     - ☐ Flow arrow underneath meter body is pointing in the direction of flow
     - ☐ Using the supplied plumbing connections. Adapter coupling on downstream side of meter and braided hose on the upstream side of meter.
   - ☐ **Main line meter:**
     - ☐ Flow arrow underneath meter body is pointing in the direction of flow

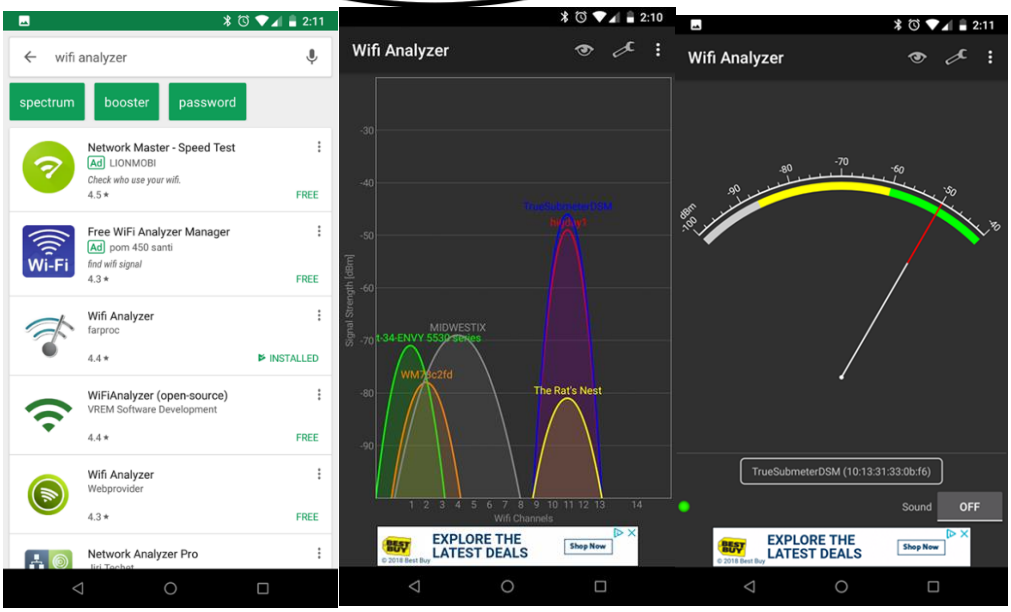

2) **Power**
   - ☐ **Point of use meter:**
     - ☐ Check batteries are installed for point of use meters- and correct orientation
     - ☐ Flow water through meter and listen for click of the relay inside the black enclosure. Shut water off and listen again, within 10 seconds a relay should click again after logging the water usage.
   - ☐ **Main line meter**
     - ☐ Meter is plugged into outlet for main line meter.
     - ☐ Ensure outlet has power.
     - ☐ If above is true and meter still is not logging, remove black cover via small black screws to see small circuit board. Disconnect meter from power and then plug in again, small blue light on circuit board should flash meaning meter has power.

3) Router

- Router is plugged into outlet and outlet has power. Lights should be lit on router
- Check for at least 3 green lights, as shown below, on router. If “globe”, “Net”, or “Data” is not lit router/modem is not connected to cellular service. Router model be differ but Power, wifi and cellular lights must all be lit for meters to log to the database.



4) WiFi
   - WiFi needs to cover entire area where meters are installed. Can use “wifi analyzer app” or just check for signal of “true submeter” wifi name variation from a smart phone. Stand by each meter and ensure coverage. We have a full wifi analyzer manual we can send if this seems to be the cause. On your phone or with wifi analyzer app, do you pick up “TrueSubmeter” wifi network signal? Does the signal reach all areas of the property where meters are located?
5) WiFi Analyzer App
   - On your smart phone go to apps and search for WiFi analyzer. There will be many free options. Pick one and download it. We use the Wifi Analzyer by Farproc.



- ☐ Most apps have multiple different screen options to choose from, swiping right or left will display all WiFi networks currently in range. Look to make sure one labeled in some variation of “TrueSubmeter, TS***, True**…” is showing up.
- ☐ Next swipe over screens to find a screen similar to the one above. At the bottom of the screen is a box that has a drop down list of all WiFi networks in range, choose the variant of “TrueSubmeter, TS***, True**…” that you found in the previous screen. Now walk the property with your phone going and standing near the installed (or soon to be installed) flow meters. Watch what the signal pointer does. -40 is the best signal strength you can get. Our submeters will work up until about -89 dBm but -70 and better is preferred to get the strongest connection with the meters and router.
- ☐ Tip: Take notes of the wifi strength at each location and send us the results and we can help.

Apartment #	Meter location	dB at location