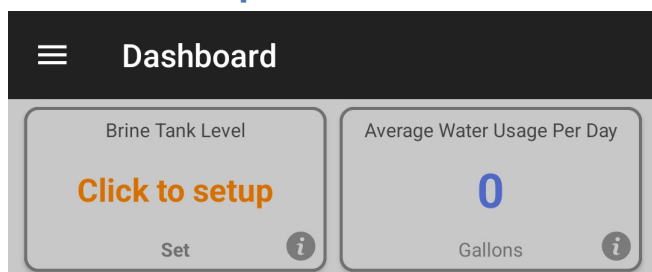




App Salt Monitoring Update

The recent release of Legacy View, version 3.1.18, adds Salt Monitoring to the existing generation of residential and commercial metered softeners that are running the **C4.22 firmware**. Below is an overview of the new functionality.

General Setup and Use

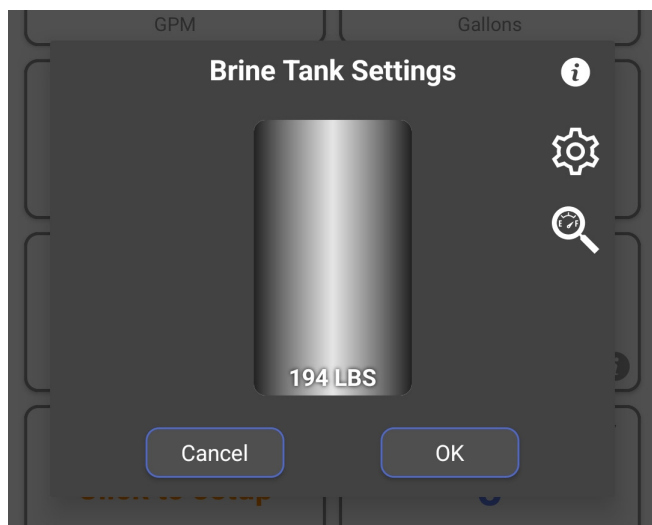
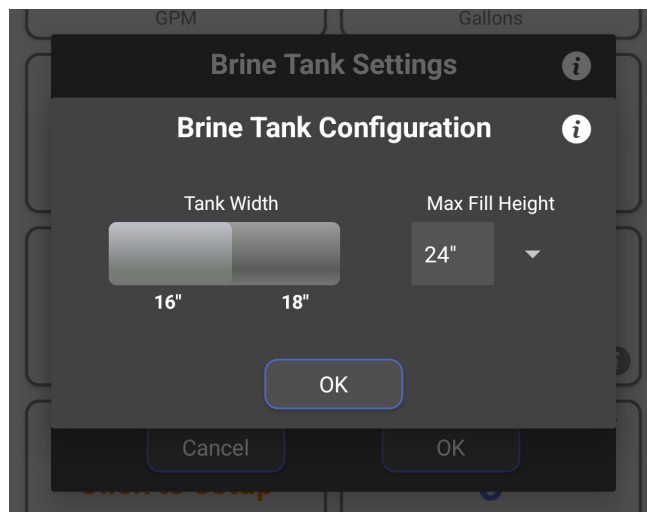


When you first connect to your metered softener you will see a new item on the dashboard called, “**Brine Tank Level**” and it will display “**Click to Setup**” to indicate that initial configuration is required.

Once you tap “**Click to setup**” or “**Set**”, the initial configuration will be shown. The initial configuration consists of brine tank width and the max fill height of the salt.

For residential metered softeners, this will default to a brine tank width of 16 inches and a max fill height of 24 inches.

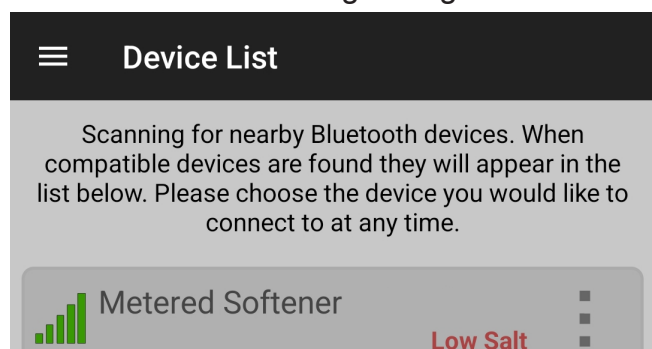
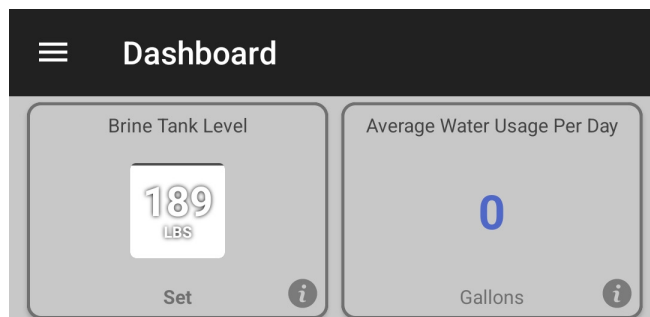
For commercial metered softeners, this will default to a brine tank width of 18 inches and a max fill height of 31 inches. Note that the commercial brine tanks will also include the 24 inch and 30 inch brine tank option.



Once the initial configuration is complete you can enter the current salt level in the tank by either tapping the brine tank or sliding up and down to the desired position. This will need updated every time you add salt to your brine tank. You can also adjust the initial configuration by tapping the gear icon and you can also configure the salt monitoring by clicking the magnifying glass icon (specific instructions about this later in the “Salt Monitoring” section).



When the salt level is set the brine tank level on the dashboard will update to show a smaller representation of the brine tank with the current salt level. When the softener completes a regeneration the salt level will be updated accordingly. Please note that the value may be lower than what was shown when entering the salt level. This is expected behavior as it rounds down to the pounds of salt remaining that can complete full regenerations to help avoid hard water from breaking through.



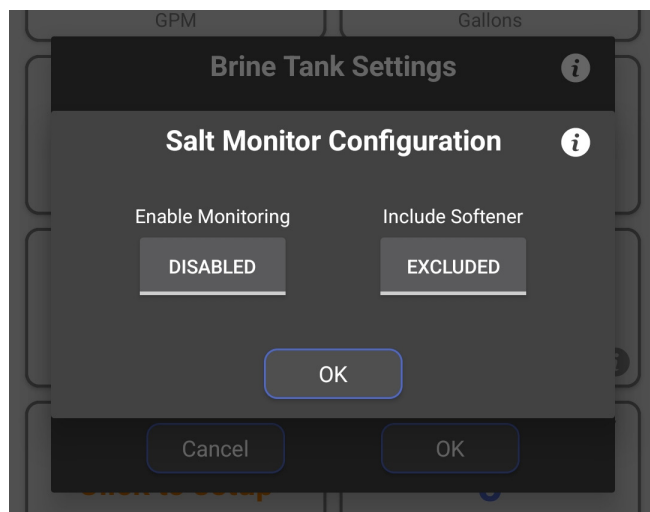
When a valve reports it has low salt it can be seen on the device list when you initially open the app. This happens when the salt level in the brine tank is determined to be at 20% or less.

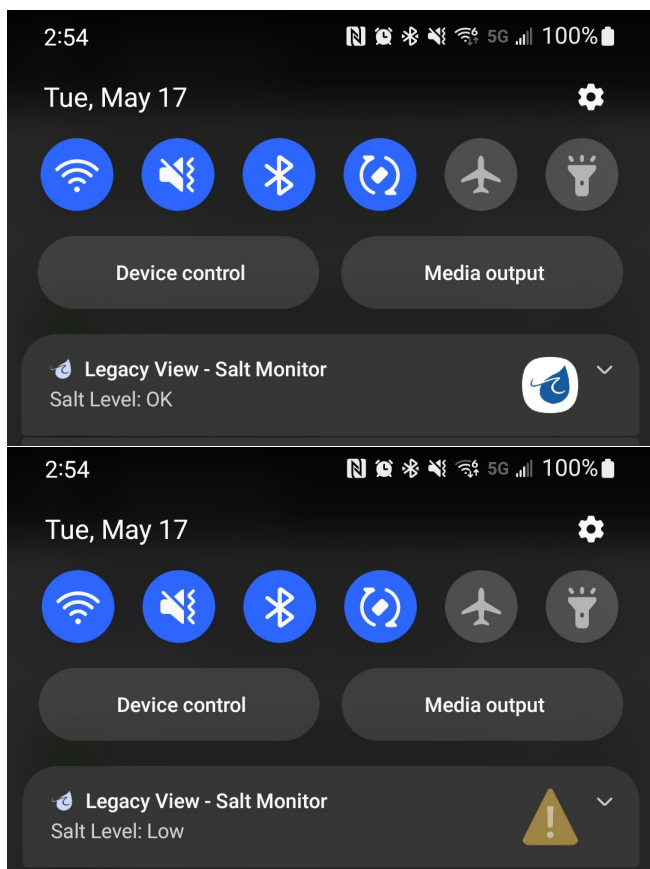
Salt Monitoring

For users that would like to see the overall salt level status, for one or more metered softeners, without having to connect to each valve then we also offer that functionality as well. The setup and functionality work a little differently in Android and iOS so both methods will be shown to illustrate this. However, they will both do a quick scan every 30 minutes for nearby metered softeners. If a metered softener is found, then it will check to see if that softener was included in the monitoring. If it was included, then the status is checked and reported.

Android Salt Monitoring

You can enable the salt monitoring service by tapping the magnifying glass icon from the brine tank settings dialog. Tapping the icon will open the salt monitor configuration dialog. Tapping the button under the **"Enable Monitoring"** option toggles the monitoring on or off. Once enabled, it will be enabled for all valves. However, you must indicate what valves you would like to monitor. Enabling the salt monitoring will also automatically include the softener you're connected to. You can decide whether to include a valve by toggling the option under **"Include Softener"**. This must be done for each valve you want to monitor.





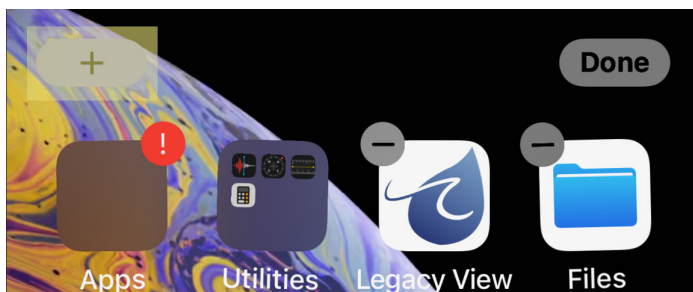
Once enabled, a notification is created that can't be dismissed until you disable the salt monitoring. This notification is a service that runs in the background and will trigger a Bluetooth scan every 30 minutes, as mentioned above. If all softeners are reporting as having adequate salt levels, then it will display “**Salt Level: OK**”. If a softener is reporting that it has low salt, then “**Salt Level: Low**” will be displayed with a warning symbol. Once you add more salt to your brine tank and adjust the level in the app it will report adequate again. Note that you can update the notification manually by opening the app. The app will communicate the scan results in real-time to the notification. Tapping this notification will also open the app.

Note:

If no softeners have been included, then “**No Softeners Detected**” will be displayed. This will also be displayed during initial setup as Bluetooth devices do not advertise when you're connected to them. However, once monitoring is enabled and a softener is included to be monitored, then the notification will update once the device list is loaded again and show correctly. Also, if the softener(s) being monitored is not in Bluetooth range during the last scheduled scan, the notification will say “**No Softeners Detected**”.

iOS Salt Monitoring

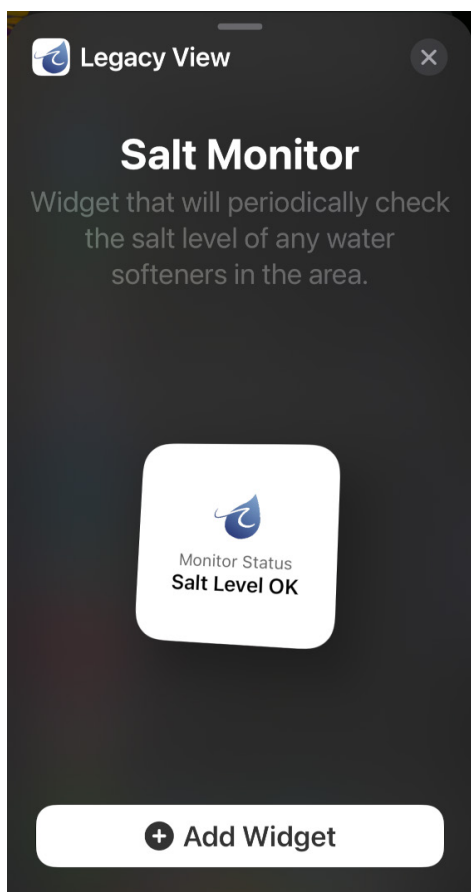
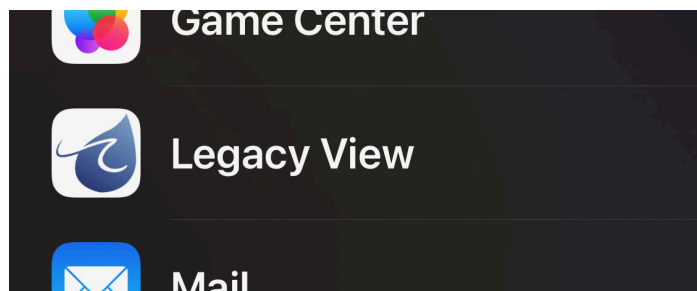
iOS uses a widget to monitor the salt level and can be used on any device running iOS 14 or later. The widget can be setup using the following steps:



From the Home Screen, touch and hold a widget or an empty area until the apps start to jiggle. Once the apps are jiggling, press the gray + button in the upper left-hand corner.

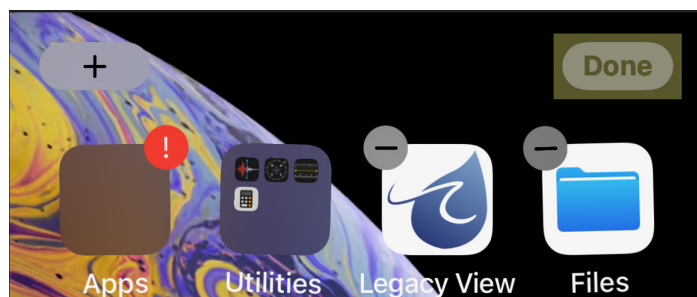


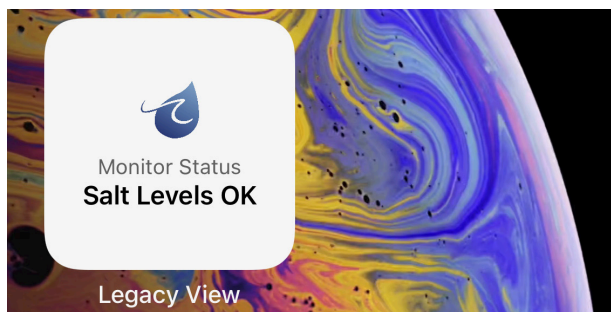
Scroll down until you see Legacy View and tap that to select it.



From here, you can click and drag the widget to the home screen or click the "Add Widget" button. This will place it on the home screen, and it will initiate an initial scan.

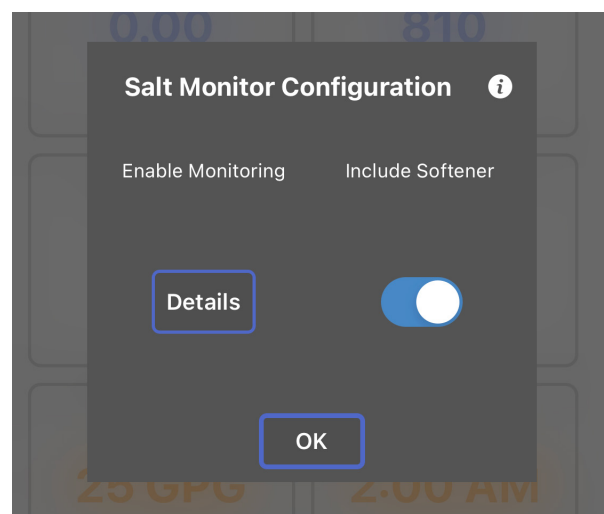
Once the widget is on the home screen, you can either tap any empty space or tap the "Done" button.





Once setup, the widget will trigger a Bluetooth scan every 30 minutes, as mentioned above. If all softeners are reporting as having adequate salt levels, then it will display “Salt Level OK”. If a softener is reporting that it has low salt, then “Salt Level Low” will be displayed. Once you add more salt to your brine tank and adjust the level in the app it will report adequate again. Tapping this widget will also open the app.

Now that the widget is setup, you can configure the salt monitoring within the app by tapping the magnifying glass icon from the brine tank settings dialog. Tapping the icon will open the salt monitor configuration dialog. Tapping the button under the “Enable Monitoring” will explain the steps to setup the widget. You can decide whether to include a valve by toggling the option under “Include Softener”. This must be done for each valve you want to monitor.



Note:

If no softeners have been included, then “**No Softeners Detected**” will be displayed. However, once you have enabled monitoring and included the softener to be monitored, then it will update when the next scan occurs. Also, if the softener being monitored is not in Bluetooth range during the last scheduled scan, the widget will say “**No Softeners Detected**”.

Troubleshooting

If the salt level in the tank is not tracking with the salt level reported in the app, then there is most likely a problem with their brining system. If there is more salt than expected, then the softener is probably not filling the brine tank properly. This could be the screen under the injector cover is plugged or the brine line flow control is fouled. It could also not be properly drawing the water out of the brine tank, but this would probably be indicated by an unusually high-water level in the brine tank. The injector could also need cleaned. If there is less salt than expected, then the softener is over filling. In this case, the brine valve could be leaking, or the brine line flow control is damaged or missing.