JoJo

FOR WATER FOR LIFE

# JoJo Monitor
# FAQ Document

## DEVICE SPECIFIC

**Q:** **My device is not turning on?**

**A:** **Activate your device:**
To activate your device, press the activation button on the front once (no longer than 1 second). Upon release you will hear 4 long beeps followed by 1 short beep to confirm that it has been activated. If you only hear 1 single beep, the device is already activated and ready for use.

**If you have replaced the batteries and are now struggling to turn it on:**
Please ensure that they are 3.6v lithium batteries, inserted in the correct orientation and are not flat or a combination of old and new batteries.

**If you have already tried to activate your device and have not yet changed the batteries:**
Please submit a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app for us to assist and advise accordingly.

**Q:** **Why does my device misreport after getting wet?**

**A:** This occurs when the bottom of the sensor gets wet and/or due to heavy build-up of condensation against the roof/lid of the tank directly underneath the sensor. Once the water has been removed your device will report accurately.

**Q:** **What is the button on the front of the device for?**

**A:** The button on the front of your device can be used for various functionalities including:

**Activating the device**
By pressing the button once after which you will hear 4 long beeps followed by 1 short beep. If you only hear 1 single beep, the device is already activated and ready for use.

**Putting the device in test mode**
By pressing and holding the button for 5 seconds, upon release you will hear 2 long beeps confirming that the device has successfully entered test mode. During test mode you can then align your sensor while installing it and the faster the beeps the better the signal (which is influenced by the sensor orientation). Test mode is exited by pressing the button again once, or it will conclude automatically after 10 minutes.

**Disabling the device/putting it in Flight Mode**
By holding the button for 3 seconds followed by 10 consecutive short presses, after which you will hear the following beeps: 3 long, 2 short, 1 long, 3 short, 1 long and 1 short. Note: the unit will not transmit over Sigfox or be visible via Bluetooth when in this mode and will need to be activated again by pressing the button once.

**Resetting the device**
By holding down the button for 3 seconds and releasing. This needs to be done 3 times. You will hear 3 short beeps immediately, and after 10 to 20 seconds you will hear 2 short beeps followed by one long beep to indicate that the is has been reset successfully.

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## DEVICE SPECIFIC (CONTINUED)

**Q:** **Where can I find my device's serial number?**

**A:** The serial number is on a label at the back of your device, as well as on the inside of the box, and is unique to your device. We recommend taking a clear photo of this to ensure you have a record readily available for setup, future reference and troubleshooting purposes. We also advise keeping this safe and not sharing it with anyone else.

**Q:** **Where is my model number located?**

**A:** Your model number is on a label at the back of your device.

**Q:** **When trying to enter my device's serial number, it gives me the following error "device serial number not found"?**

**A:** Please ensure that the serial number has been entered correctly, if it has and the problem persists, please submit a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app so that we can assist and advise accordingly.

**Q:** **What are the different beeps my device makes and why?**

**A:** Device successfully activated – 4 long beeps, 1 short beep
Test mode enabled – 2 long beeps
While in test mode the buzzer is influenced by alignment and will sound with periodic beeps to indicate signal quality with indication as follows:
Bad signal = 3 seconds between beeps
Good signal = fast consecutive beeps

Should the beeping not stop
Please log a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app.

**Q:** **Whenever my tank is full my device seems to misreport?**

**A:** Ensure that there is a minimum gap of 150mm between the highest possible level of water and your sensor for consistently accurate readings.

**Q:** **How often do I need to change my device's batteries?**

**A:** The batteries typically need to be replaced every two years, this will vary based on the reading frequency set as part of Sigfox monitoring, and how often live readings are retrieved via Bluetooth. It is advised to keep an eye on your battery status on your dashboard, when it is red it is running low and needs to be replaced.

**Q:** **Can I use this device to monitor other liquids?**

**A:** The device is designed to monitor water levels inside tanks, any other liquids may result in inaccurate readings.

**Q:** **What is the range that the device is able to measure?**

**A:** The measurable range of the sensor is 150mm to 5 000mm.

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## DEVICE SPECIFIC (CONTINUED)

**Q:** Why am I getting a sensor measurement error notification?

**A:** **As a result of water**
When condensations builds up underneath the sensor.
When the sensor gets wet (potentially from water splashing while your tank is filling up).
Ensure that nothing is obscuring, blocking or condensed under the sensor. Once the sensor is dry again the above will be resolved automatically.

**As a result of incorrect installation**
When installed closer to the highest water level than recommended (the recommended distance between the highest water level and your sensor is a minimum of 150mm).
When not installed level.
Ensure that your device is installed as per our guidelines provided.

If the error persists please submit a request for assistance so that we can advise accordingly.

## CONNECTIVITY

**Q:** Why am I unable to find my device via Bluetooth?

**A:** Ensure that your device has been activated (this should be done when linking your device to your account by pressing the button on the front of the device once). Remember to enable Bluetooth on your mobile phone and to grant the JoJo Monitor app access to Bluetooth (this can be done via the prompts when creating your account or from the application settings). If the problem persists after all of the above, please submit a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app.

**Q:** How do you know if you have Sigfox coverage?

**A:** You can visit **https://www.sigfox.com/en/coverage** to check the coverage in your area. If however your area does not have coverage, you can still use our device utilising Bluetooth to retrieve readings when within proximity of your device.

**Q:** Do I need to use Sigfox?

**A:** This device can be utilised with Bluetooth and/or Sigfox, each type of connectivity offers different functionalities, which are as follows:

**Bluetooth** – used for initial activation, testing and live readings or real-time monitoring when within close proximity of your device.

**Sigfox/Remote Monitoring** – allows you to access current and historic data, configure alerts and notifications, and view/compare water storage and/or usage over given periods.

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## CONNECTIVITY (CONTINUED)

**Q:** **What do the different colour Sigfox symbols mean?**

**A:** Red – Poor Sigfox connection
Orange – Moderate Sigfox connection
Grey – No Sigfox reading received within 24 hours
Green – Good Sigfox connection

**Q:** **How do I take Bluetooth readings?**

**A:** Whenever you are within Bluetooth range of your device, and your app is open, Bluetooth readings will automatically be taken every 10 seconds. Note: it is advised to not take readings while the tank is filling with water as this may impact the accuracy of the readings being taken

**Q:** **My Sigfox connection has dropped and the icon is greyed out?**

**A:** If you are in an area with Sigfox coverage and were previously able to connect and get readings via Sigfox, this is most probably due to a temporary Sigfox network issue in your area. This could be due to maintenance being carried out on one of their base stations or an alternative base station connection issue. In this instance we cannot confirm how long the base station will be down for, but if the problem persists, please submit a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app and we will look into it and do our best to advise accordingly.

## INSTALLATION

**Q:** **How should I install my device?**

**A:** It is recommended to install your sensor as close to the centre of the tank as possible, ensuring that it is 100% level and at least 150mm above the highest possible water level of the tank. Please refer to the installation guidelines provided on the packaging for detailed information, as well as placement recommendations for various types of JoJo tanks.

**Q:** **Must the device be installed in a specific orientation?**

**A:** The monitor device needs to be installed with the activation button facing upwards, and the sensor needs to be installed as close to the centre of your tank as possible, ensuring that it is 100% level and at least 150mm above the highest possible water level of the tank.

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## LINKING YOUR DEVICE

**Q:** **When linking my device to my account via the app, my device is not detected?**

**A:** Ensure that your device has been activated by pressing the activation button on the front once (for no longer than one second). If after this the problem still persists, please submit a request via the Help and Troubleshooting section in the app in order for us to assist and advise accordingly.

**Q:** **What should I do if I get a "pairing unsuccessful" error?**

**A:** Ensure that your mobile device's Bluetooth is on and that you have granted the JoJo Monitor app permission to use Bluetooth. If you have, and the error persists, please submit a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app so that we can assist and advise accordingly.

**Q:** **When pressing the button on the front of my device to link it to JoJo Monitor App I get the following error message "Device not found"?**

**A:** This sometimes occurs with Apple devices due to Bluetooth connectivity issues. If this occurs, log out of the app and restart it, go back to that same screen and the device should link successfully.

## TANK SETUP/CALIBRATION

**Q:** **My app is not displaying the correct litres of storage for my tank/s?**

**A:** Please go through the configuration journey and ensure all details provided are correct. You can also customise your configuration via the "Calibrate my Device" button on the Details section of your dashboard. This can be done manually, or by taking live readings via Bluetooth.

**Q:** **Where can I update my tank settings?**

**A:** When viewing your list of devices, select the one you would like to edit. This will enable you to view that specific device. Go to the "device details" section and select the edit button next to configuration. This will take you through the configuration process from start to finish and allow you to edit/update the information.

**Q:** **What does the calibrate my device button do?**

**A:** It allows you to customise your highest and lowest water levels either by editing the value manually, or by taking a live Bluetooth reading.

**Q:** **Why is my custom calibration reading/s incorrect?**

**A:** Ensure you are within Bluetooth range when taking live readings to customise your calibration, if not within range the last Sigfox reading will be used which may result in inaccurate results.

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## JOJO MONITOR APP

**Q:** **Where can I download the app?**

**A:** The JoJo Monitor app can be downloaded from the Google Play Store, App Store and App Gallery. Alternatively, you can also download it via the JoJo website on this page https://www.jojo.co.za/jojo-monitor-devices.

**Q:** **My app appears to be lagging?**

**A:** Please close other applications to ensure that there is enough memory available to run the app, if the issue persists, please log a request for assistance via the Help and Troubleshoot section within the JoJo Monitor app.

**Q:** **The app does not accept my username and password?**

**A:** Should this occur, please reset your password from the login screen.

**Q:** **My app appears to be misreporting information?**

**A:** Please submit a request via the Help and Troubleshoot section in the JoJo Montor app for us to assist and advise accordingly.

**Q:** **Why does my app look different to someone else's?**

**A:** Always ensure you are running the latest version, it is much easier if you set the app to auto update whenever there is a new release. If you prefer to do updates manually, you can do so via the app store or in the application settings on your mobile phone.

**Q:** **Why does my app not remember/retain my tank information?**

**A:** Please ensure that you are running the latest version of the app, and that you have an internet connection (which is required to save the configuration on the server). If you are not connected to the internet, the configuration will only be saved on your mobile device where the configuration was added/changed. If you do have the latest version and your device was connected to the internet during the configuration setup, please submit a request via the Help and Troubleshoot section in the app in order for us to assist and advise accordingly.

**Q:** **What should I do if the app does not allow me to create an account?**

**A:** Ensure you have a proper internet connection, if you do and the problem persists please submit a request for assistance via the Help and Troubleshoot section in the JoJo Monitor app so that we can assist and advise accordingly.

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## JOJO MONITOR APP (CONTINUED)

**Q:** **How do I know I have the latest version of the app?**

**A:** You can always confirm this within the "About JoJo Monitor" section in the JoJo Monitor app. The latest version and release date will be stated there with each new release.

**Q:** **Where can I update my alerts?**

**A:** Alerts are setup separately for each device. To edit alerts for your device or one of your devices, select the relevant device from your list of devices, go to "alerts" and select the edit button next to warning and/or notifications. This will take you to your alert setup and allow you to make edits as desired.

**Q:** **Why am I not receiving overflow alerts?**

**A:** Firstly, ensure that you have Alerts for Overflow enabled within your app. If this has been enabled, the overflow alert is triggered when water exceeds 35mm above the highest level set for the tank.

**Q:** **Does the app support Android Go?**

**A:** The JoJo Monitor app will function on Android Go, however due to the limitations of the device's hardware, the app will close when the device is locked.