

XPOWER App Connect Manual

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CHAPTER 1. GET STARTED

1. Get XPOWER Connect

Download and install XPOWER Connect APP from the App Store or Google Play Store.

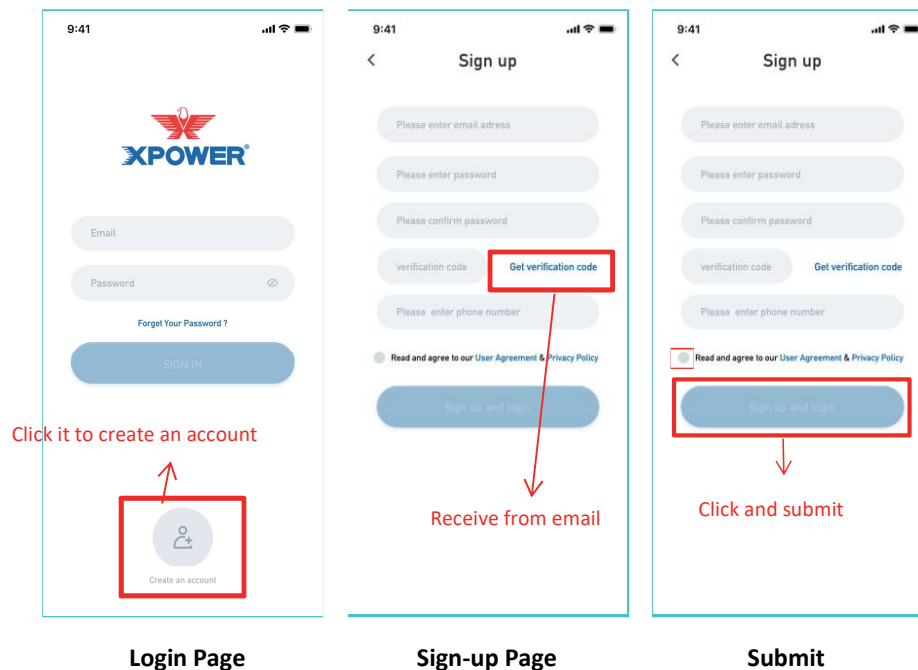


IOS Version

Android Version

2. Account Signup

In order to use the app, you need an account first.



Login Page

Sign-up Page

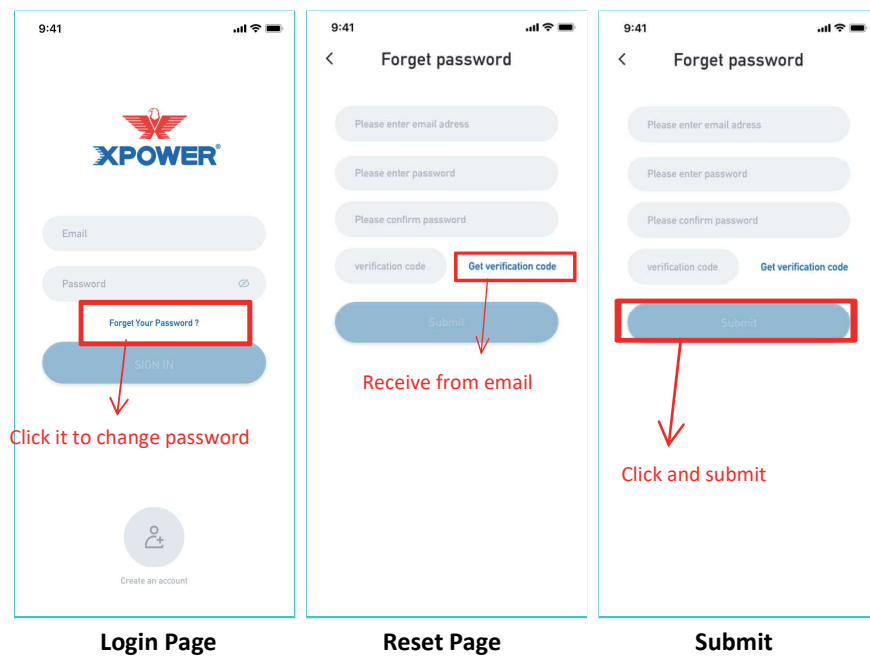
Submit

Steps:

- Click the "Create an account" button
- Enter your email address and phone number, set a password, get a verification code via the entered email and enter it. Click "v" to confirm you read and agree our User Agreement & Privacy Policy. Lastly click the "Sign up and login" button.
- Enter your account and password to log in to the app.

3. Reset Your Password

If you forget your password, you reset it by an email verification process.

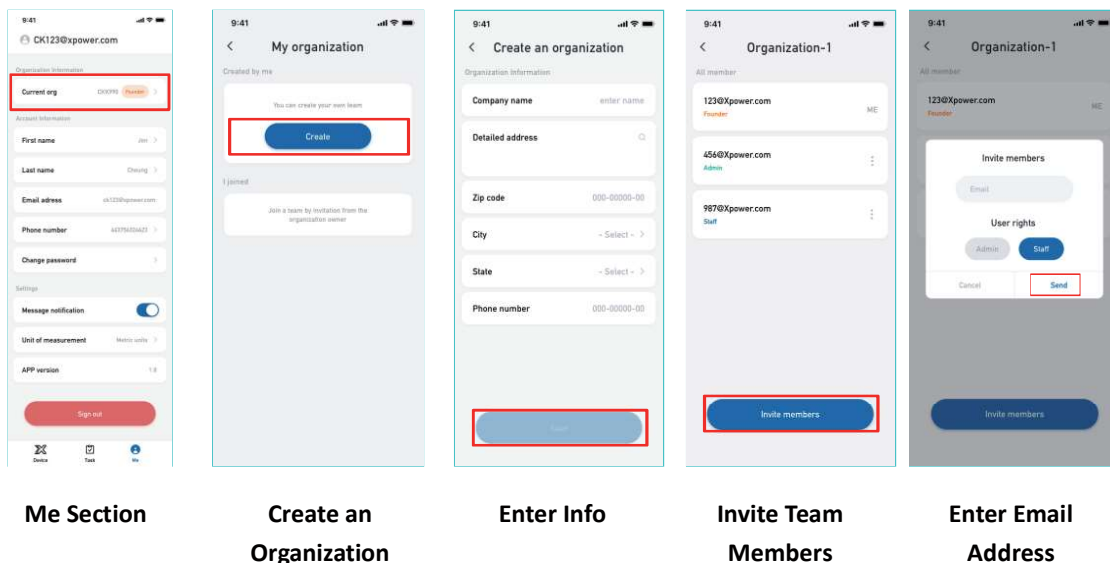


Steps:

- Click "Forget Your Password" on the Login page.
- Enter the email address of your account, designated new password, and the email verification code.
- Press the "Submit" button.

4. Create or Join a Team

Before adding a new device, you need to join or create an organization first. The team members in the same organization can share devices.



a) Create a Team

- Switch to "Me" section. Click "Current org".
- Click "Create" button, set the information of your organization, and click "Save" to create.
- After that, you will become the founder of your organization and you can invite your team members with their account email address.

b) Join a Team

After the founder or administrator invites you to the organization, you will receive the pop-up notification on the app. Click "accept" and then you will join in that organization.

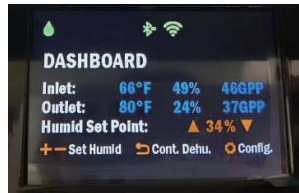
CHAPTER 2. DEVICE WIFI CONNECTION SET-UP

Connection Modes:

- **Direct Set-up (Default):** Your phone will communicate with the device with Bluetooth and help the device to connect itself to a WIFI.
- **Indirect Set-up:** If the Bluetooth pairing fails, the phone will communicate with the device via their WIFI modules first and then help the device to connect itself to a WIFI.

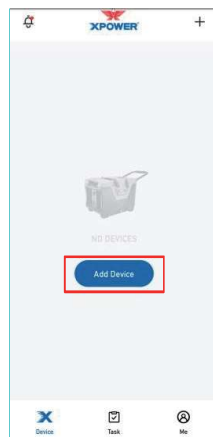
1. Direct Set-up Steps:

- a) On your phone, choose a 2.4 GHz WIFI and connect to that WIFI.

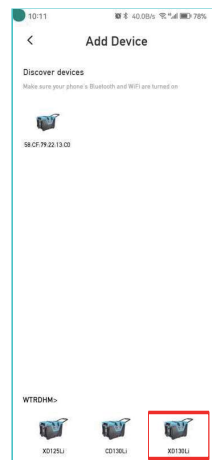


Device LED Display

- b) Switch on the dehumidifier, press and hold the configuration key for 3-5 seconds. The device will make a prompt sound to indicate it is ready to connect to a new WIFI. The WIFI icon will also blink on the device's screen.



Add Device

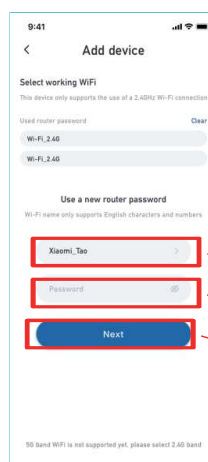


Discover Device



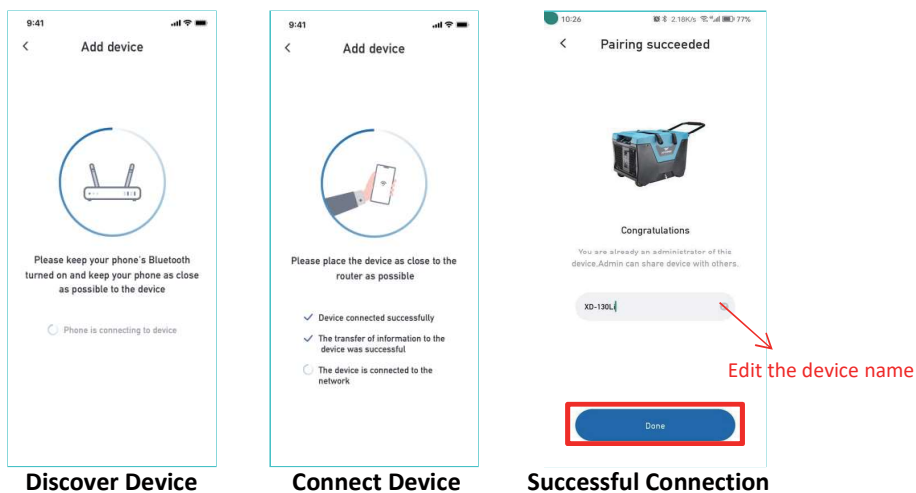
Confirm

- c) On the app, click "Add Device" or the "+" icon on the top-right corner, and then the device icon, and "Next" button after checking you have finish the above steps.

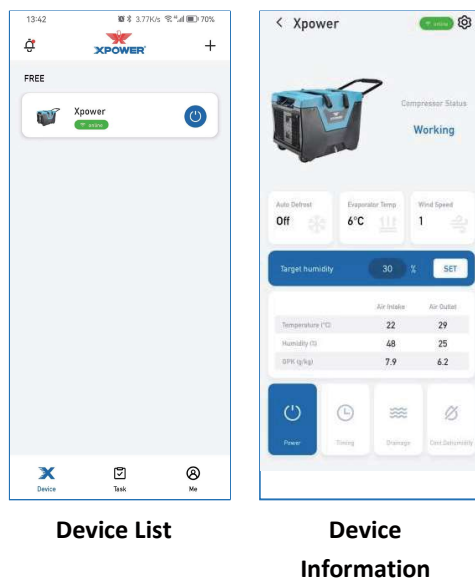


Connect WIFI

- d) Choose a used WIFI in the history or enter the name (SSID) and password of the WIFI. Press “Next”.



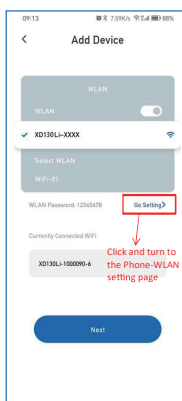
- e) After the connection goes through, you can give a name to the device before pressing “Done” to enter the device list page.



- f) The device is now on the device list page. You can click the specific device to enter its page for further information and operation. The connection is done.

2. Indirect Set-up Steps: (Use It when Direct Set-up Fails)

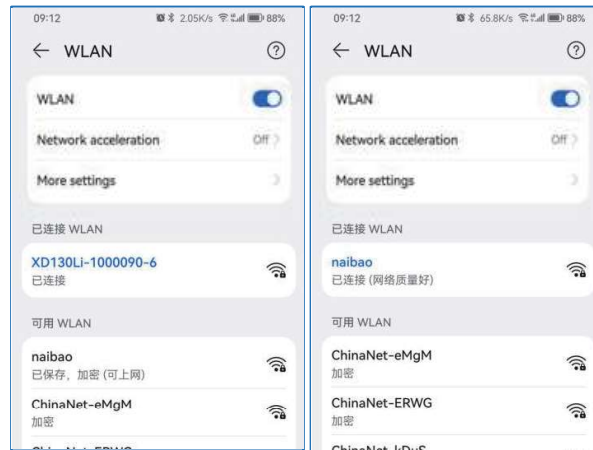
If you fail with the Direct Set-up, the app will automatically switch to an Indirect Set-up page.



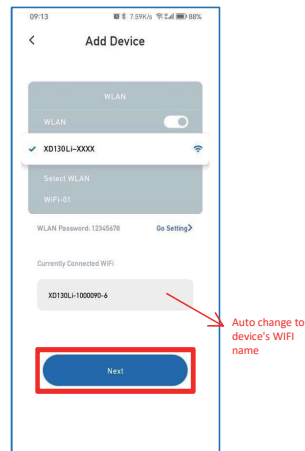
Indirect Set-up Page

Steps:

- a) On the Indirect Set-up page, press the “Go Setting” and jump to the phone WLAN Setting Page.
- b) Press and hold the configuration key for 3-5 seconds. The device will make a prompt sound to indicate it is ready to connect to a new WIFI. The WIFI icon will also blink on the device’s screen. (Same as the Step 2 in Direct Set-up)

**Find Device WIFI****Connect Device
WIFI**

- c) On the phone, refresh the WLAN setting page, connect the device’s hotspot (named XD-130Li-xxxxxxx-x), and enter the default password 12345678. Return to the app when the connection is done.

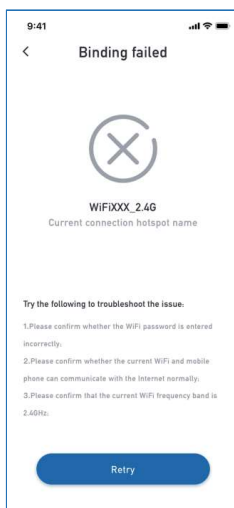
**Connect Device’s Hotspot**

- d) On the app, press “Next” to continue.
- e) Please refer to Direct Set-up steps 5 and 6 for the remainder of the set-up.

3. Trouble Shooting:

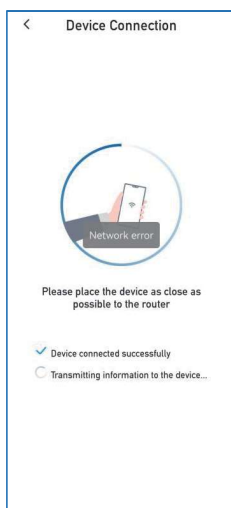
a) If the connection set-up fails, follow these steps:

- Please check the network status of your WIFI router or phone, or simply restart your WIFI router or phone.
- Restart the device.
- Retry connection set-up by following the Set-up Steps above.



Connection Failure

b) If the “Network Error” message appears during the connection process, please keep waiting. The app will keep on connecting to the device until it succeeds. If the device connection status does not change, it may have failed. Please refer to tip #a if the connection resulted in failure.

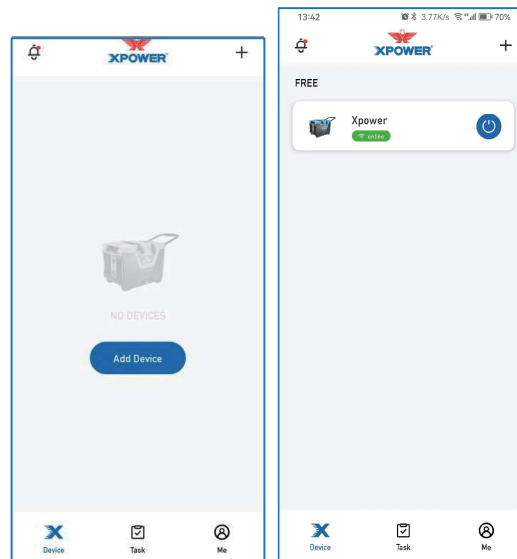


Network Error Message

CHAPTER 3. DEVICE CONTROL AND MANAGEMENT VIA APP

1. Device List Section allows you to:

- Connect other new devices (refer to CHAPTER 2) or remove the existing devices
- Overview the operation / connection status of the devices
- Check the detailed operation status of each device
- Control each device remotely



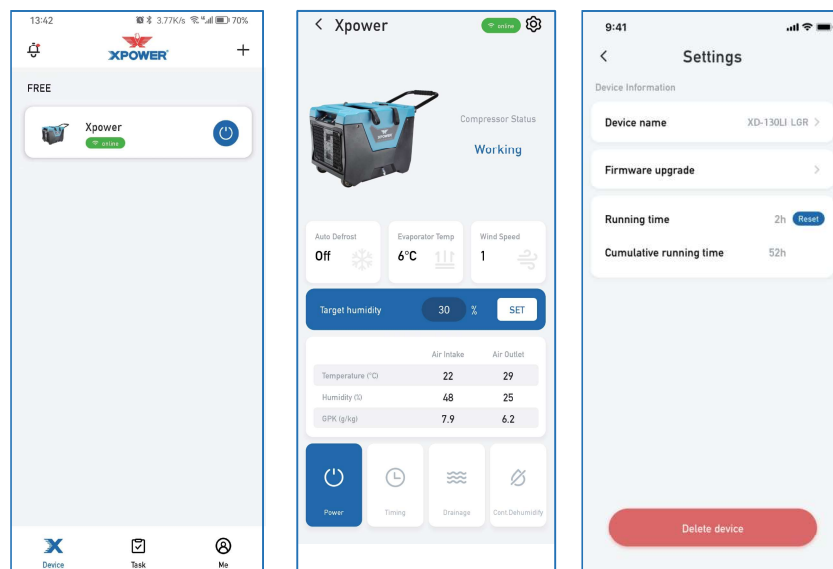
Device List Section
(No Device)

Device List Section
(With Devices)

Members in the same organization will share the same information and function of the device list section.

2. Remove the existing devices

- On the Device List Section, choose the device you want to remove and click it.
- On the Device Detail Page, press the “Setting” icon on the top-right corner.
- On the Device Setting Page, press “delete device” and confirm to remove.



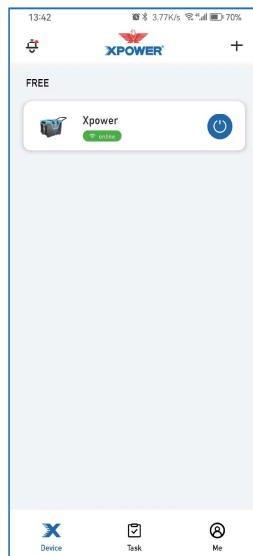
Device List Section

Device Detail Page

Device Setting Page

3. Overview the status of the devices

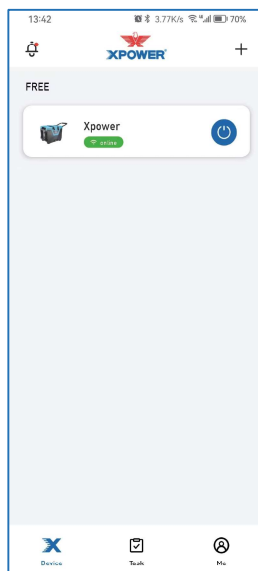
- You would be able to see the connection status (green WIFI icon means online) and operation status (blue power icon means working).
- You could also easily switch on / off the online devices on the Device List Section.



Device List Section

4. Check the detailed operation status of each device / Control remotely

- On the Device List Section, choose the device you want to check and click it.



Device List Section

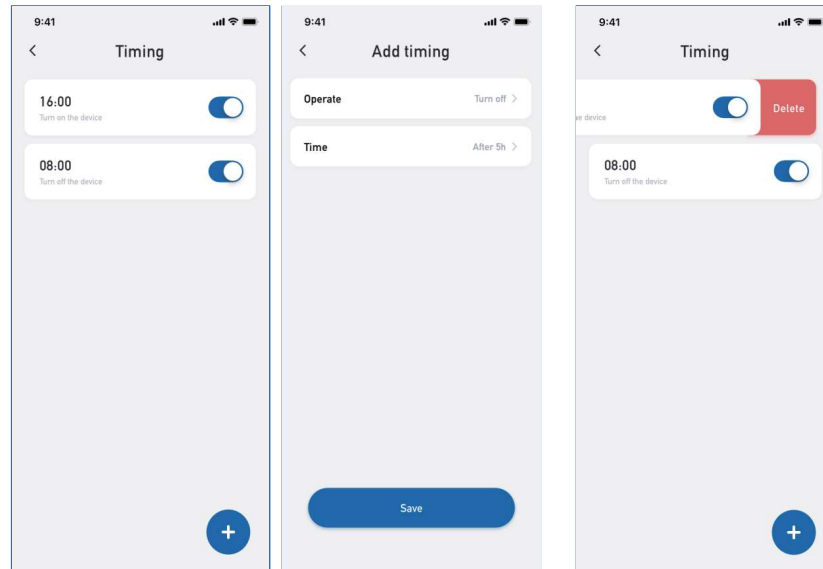


Device Detail Page

- You can check the status and information of a single device and control remotely as below:
 - The Name of the device:** On the top-left.
 - Connection Status:** The WIFI icon on the top-right. Green indicates it's online.
 - Compressor Status:** Indicate the current working status of the compressor. (Start/Working/Off)
 - Working Status:** Shows if the device is defrosting, and the evaporator coil temperature and wind speed setting.
 - Sensor Info:** Shows the temperature, relative humidity level and the GPP/GPK of the air inlet and outlet of the device.
 - Humidity Control:** You can set the target humidity by entering the value in the box and then clicking "SET".

The app will remotely control the device.

- **Other Controls:** You can also remotely turn on/off the device, set timers, process a drainage, and enter the constant dehumidification mode. On the Timer Setting Page, simply add, remove, activate or deactivate timers as below:

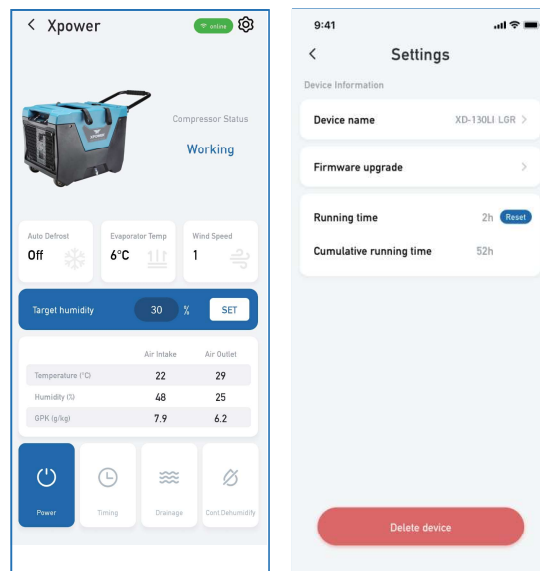


Timer Setting Page

Activate or Deactivate
Timers

Add or Remove Timers

- c) On the Device Detail Page, press the “Setting” icon on the top-right corner. On the Device Setting Page, you could do further settings to the device as below:



Device Detail Page

Device Setting Page

- **Device Name:** You can change the device name.
- **Firmware Upgrade:** You can update firmware of the device when a new one is available.
- **Running time:** Record the job hours of the device. Can be reset.
- **Cumulative Running Time:** Record the life hours of the device. Can't reset.

5. Optional Bluetooth Connection

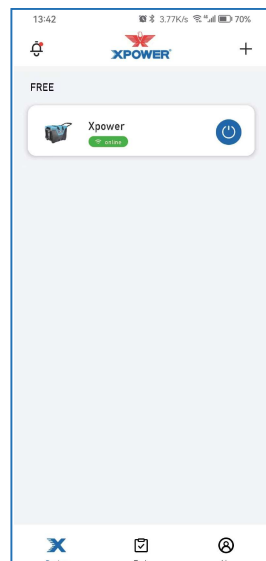
In the case that there's no WIFI available for connection, your phone can still connect to the device remotely via Bluetooth function.

a) The Bluetooth Connection has below limits:

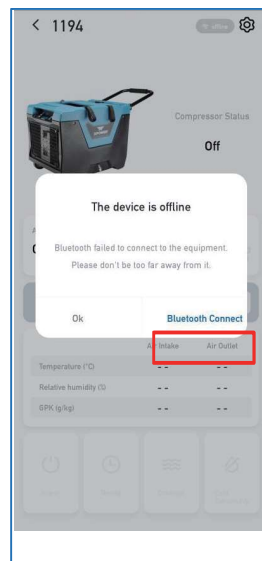
- The designated device had been set-up with WIFI Connection and currently appears on your Device List Section.
- The designated device has to be offline and powered currently.
- Your phone's Bluetooth function is turned on.
- Bluetooth Connection only works in a 15 ft. /5 meter distance range (between your phone and the device).
- Only one phone can connect to one device via Bluetooth at a time.
- Only a few functions/controls are supported in Bluetooth Connection mode.

b) In order to set up a Bluetooth Connection:

- Check above limits before set-up.
- On the Device List Section of the app, choose the designated device and click it to enter its Device Detail Page.
- On the Device Detail Page, choose "Bluetooth Connection" when the offline message pops up.
- Wait for the connection until it succeeds.
- If the connection goes through, the connection icon on the top-right will show "BT connected".



Device List Section



Bluetooth Connection
Message



Device Setting Page
(BT Mode)

c) The Bluetooth Connection allows you to (refer to above section):

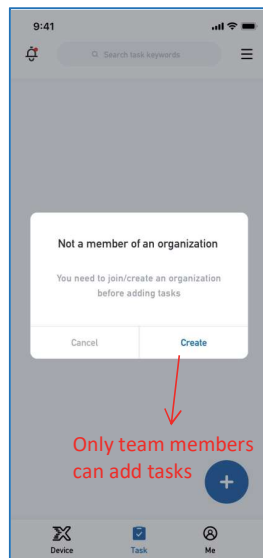
- **View the name of the device, check the connection, compressor and working status.**
- **View the sensor information**
- **Control the humidity settings, turn on/off the device, set timers, process a drainage and enter the constant dehumidification mode.**

CHAPTER 4. GET STARTED WITH JOB/TASK FUNCTIONS

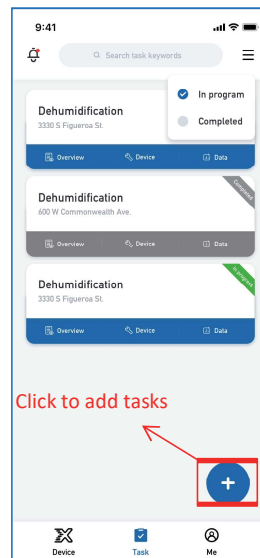
The app supports a job/task management system that allows you to record job/task info with integrated app function, and turn it into a report.

You can click the top left corner to know the bound device and created task. Click the top right corner to select the in-program and completed task. And click the bottom right “+” corner to create a new task.

1. Get Started with a New Task



Task List Section



Add a New Task

- Before adding a new task, make sure you join or create an organization.
- On the Task List Section of the app, click the “+” button at the bottom-right.

c) On the New Task Page, fill in the information of your task. Instructions are below:

- **Mission/Task Name:** A name of your task.
- **Describe:** The description or note you want to mark for the task.
- **Detailed Address:** The address of your task/jobsite. Auto-fill/correct by Google Map.
- **Starting Time:** The time that the task starts.
- **Insurance Name/Number:** Enter your customer insurance name/number if applicable.
- **Contact Information:** Enter the contact person of the customer and his contact info.
- **Note:** Notes for the task if applicable.
- **Add Contact/Note:** You can multiple contacts or notes by clicking.

9:41

< Create a task

Basic Information

Mission name enter name

Describe enter describe

Detailed address

Starting time - Select - >

Insurance name enter name

Insurance Number# 000-00000-00

Contact information

Contacts enter name

Phone number 000-00000-00

Remark information

Notes#1 enter notes

+ Add contacts + Add notes + Add room

Save

New Task Page

9:41

< Create a task

Basic Information

Mission name Dehumidification

Describe Whole house dehumidification

Detailed address Los Angeles, CA 3330 S Figueroa St.

Starting Los Angeles, CA

Insurance Los Angeles, LA

Insurance Number# 5441548448777213

Contact information

Contacts Ken J Peters

Phone number (310) 398-5721

Remark information

Notes#1 key under the rug

+ Add contacts + Add notes + Add room

Save

Fill Task Info

9:41

< Create a task

Basic Information

Mission name Dehumidification

Describe Whole house dehumidification

Detailed address Los Angeles, CA 3330 S Figueroa St.

Starting Los Angeles, CA

Insurance Los Angeles, LA

Insurance Number# 5441548448777213

Contact information

Contacts Ken J Peters

Phone number (310) 398-5721

Remark information

Notes#1 key under the rug

+ Add contacts + Add notes + Add room

Save

Complete

d) Click “Add Room” to create a room(s) to represent your jobsites in the app. Fill in the room information. Instructions are below:

- **Room Name:** Enter the designated name of the room.
- **Type/Category:** Enter the class of loss and the category of the water.
- **Ground Wet Area / Wall Wet Area / Ceiling Wet Area:** Enter the size of the floor, wall and ceiling as well as the percentage of the wet areas. It will automatically calculate the other numbers.

The screenshot shows the 'Add room' page with the following fields and values:

- Room name:** (empty text field)
- Type:** 1, 2 (selected), 3
- Category:** 1, 2, 3 (selected), 4
- Room data:**
 - Ground area:** 0 m², **Moisture ratio:** 0 %, **Wet area:** 0 m²
 - Wall area:** 0 m², **Moisture ratio:** 0 %, **Wet area:** 0 m²
 - Ceiling area:** 0 m², **Moisture ratio:** 0 %, **Wet area:** 0 m²
 - Overall volume:** 0 m³
 - Total area:** 0 m², **Wet area:** 0 m²
- Save** button

New Room Page

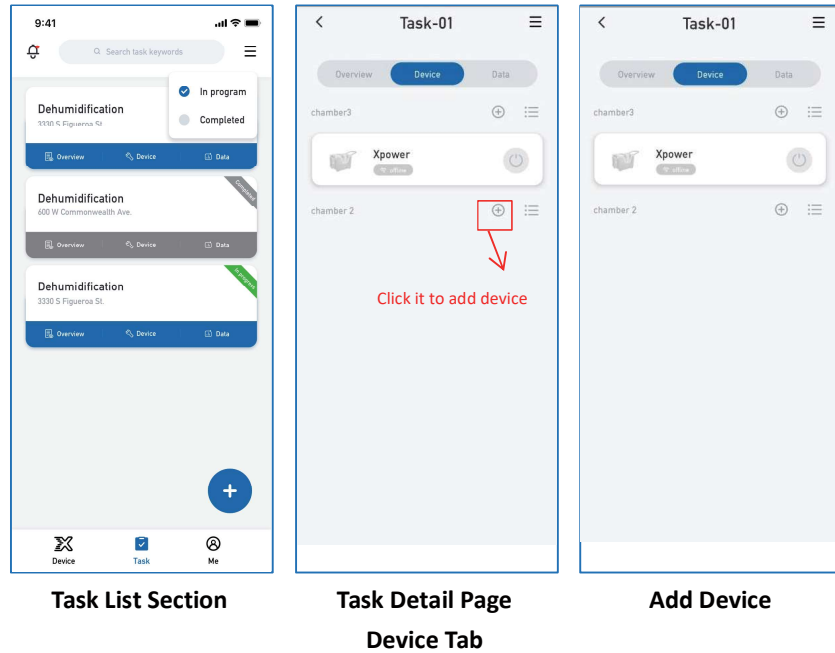
The screenshot shows the 'Add room' page with the following fields and values:

- Room name:** Peter's house
- Type:** 1, 2 (selected), 3
- Category:** 1, 2, 3 (selected), 4
- Room data:**
 - Ground area:** 120 m², **Moisture ratio:** 20 %, **Wet area:** 20 m²
 - Wall area:** 60 m², **Moisture ratio:** 30 %, **Wet area:** 15 m²
 - Ceiling area:** 25 m², **Moisture ratio:** 60 %, **Wet area:** 12 m²
 - Overall volume:** 316 m³
 - Total area:** 170 m², **Wet area:** 48 m²
- Save** button

Fill Room Info

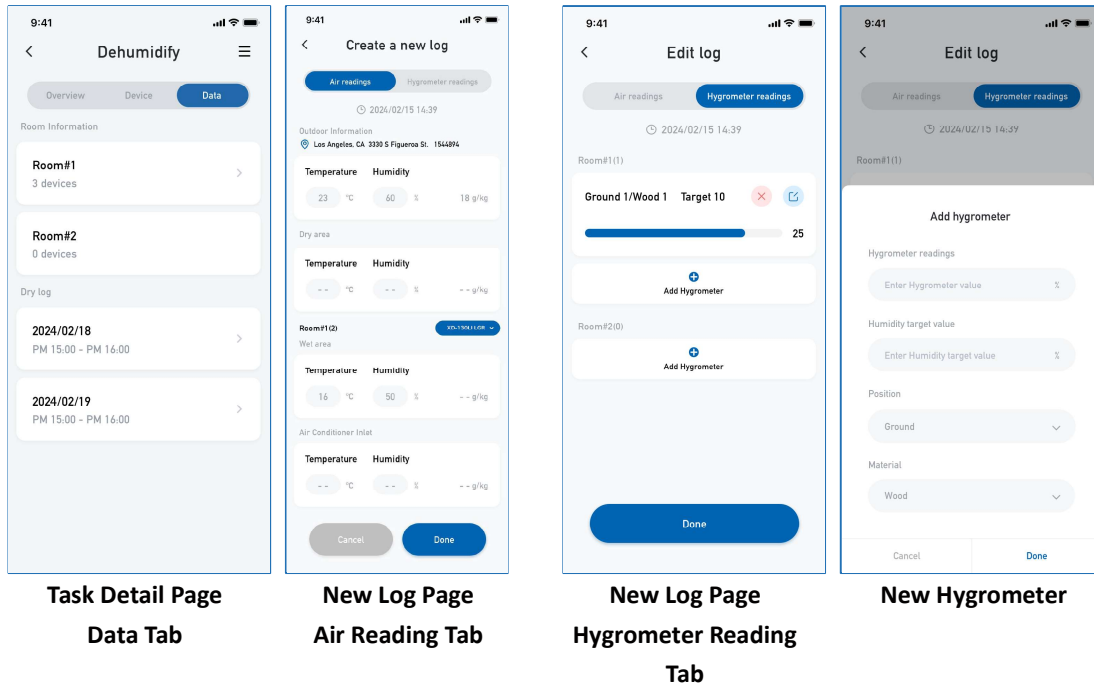
- e) Click “Save” on the New Room Page to complete creating a room.
- f) Back on the Take Create Page, press “Save” button to complete creating a task. You can always go back to edit the task information / room information.

- g) On the Task List Section, choose the task created and enter the Task Detail Page.
- h) On the Task Detail Page, turn to Device Tab, add a device to the room just created to represent that device is working in that room/jobsite. Press “Done” to finish adding.



2. Record Data of the new Task

- a) On the Task Detail Page, turn to Data Tab. Click the “+” icon next to the Dry Log Row.
- b) On the New Log Page, turn to Air Readings Tab. Fill in data of the log. Instructions are below:



- **Time:** Automatically generate after the log is created
- **Outdoor Information:** Enter the local temperature and humidity data of the jobsite
- **Dry Area Information:** Enter the temperature and humidity data of the dry area of the jobsite
- **Room Information:** Enter the data of each room. For the data of the room wet area, you can draw the data from the device of the room by selecting the dropdown list next to the room.
- **GPP/GPK Information:** Automatically calculated after temperature and humidity is entered.

- c) Turn to Hygrometer Tab. Fill in data of the log. Press “Done” to finish. Instructions are below:
- **Hygrometer Reading:** Enter the actual reading of the measurement position
 - **Humidity Target Value:** Enter the drying goal of the moisture reading
 - **Position:** Select the measurement position
 - **Material:** Select the material type of the measurement position
- d) Press “Done” to finish data recording.

CHAPTER 5. JOB/TASK MANAGEMENT

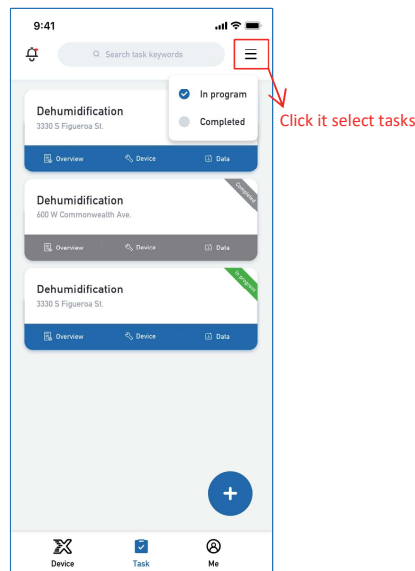
1. Task Management

The Task List Section allows you to:

- Add another new tasks (refer to above instructions)
- Overview the status of the tasks / Lookup tasks by search or simple filtration
- Check and edit the details of each task
- End tasks and generate reports

2. Task List Overview / Lookup

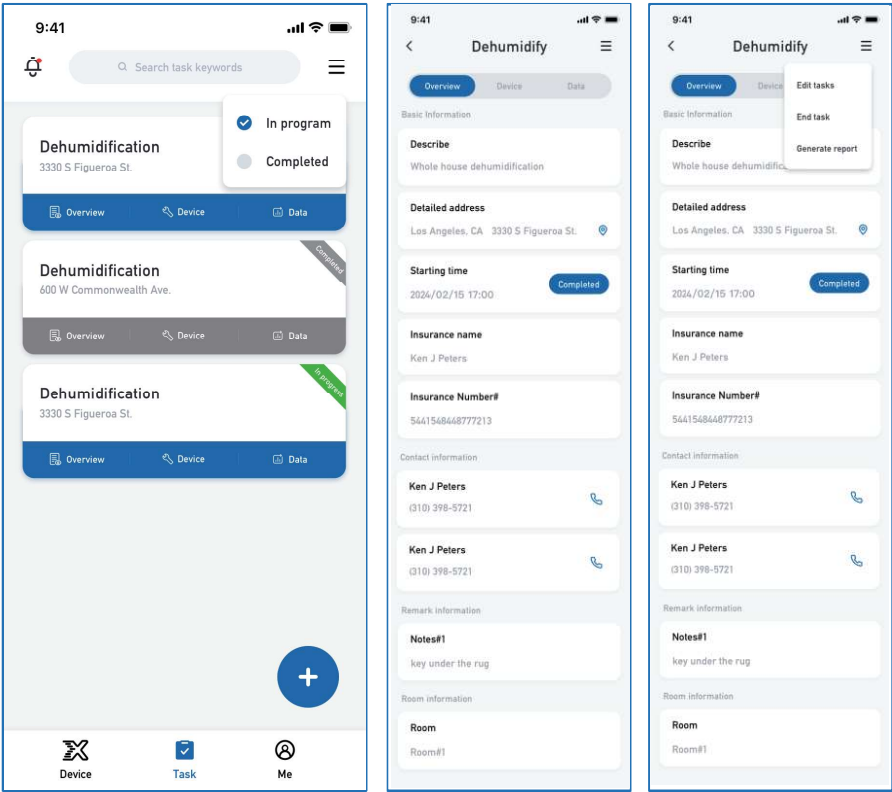
- On the Task List Section, you can easily overview the status (In Program/Completed) of each task.
- Press the menu icon on the top-right. Filter the list view by the task status.
- Lookup tasks by searching for the name of the task.



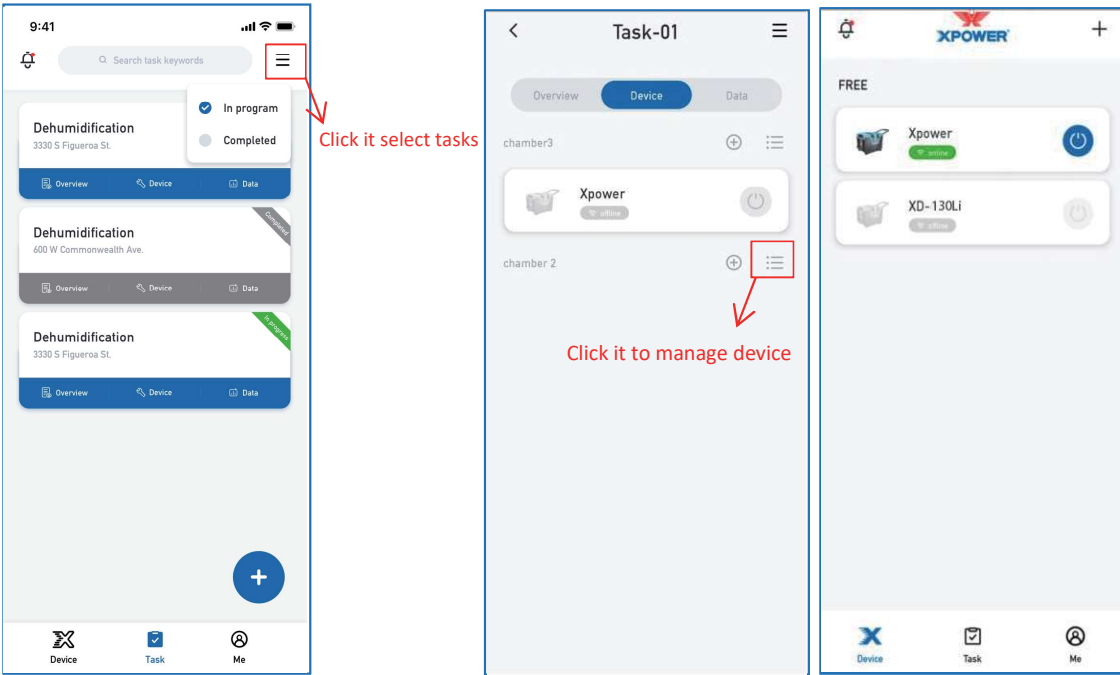
Filter by Task Status

3. Check and Edit Task Details

- On the Task List Section, choose the task you want to check or edit and click it.
- On the Task Detail Page, you could see the detailed information of the task. The page also supports:
 - **Navigation:** Click the address of the task to jump to a map app and navigate to that address.
 - **Call a Contact:** Click the phone icon to make a call.
 - **Update Task Status:** You can end the task by clicking on the “Completed” icon. If you want to restart an ended task, you can click “Restart Job”. You could also find the same function from the menu on the top-right.
- Press the menu icon on the top-right. The menu supports:
 - **Edit Task Information:**
 - **Update Task Status:** Same as above.
 - **Generate Report:** You can generate a report including all of the information of the task. The report will be opened with your default browser. You can download the report on your phone.



Edit Task Details



Generate Report

4. Manage Devices in Rooms

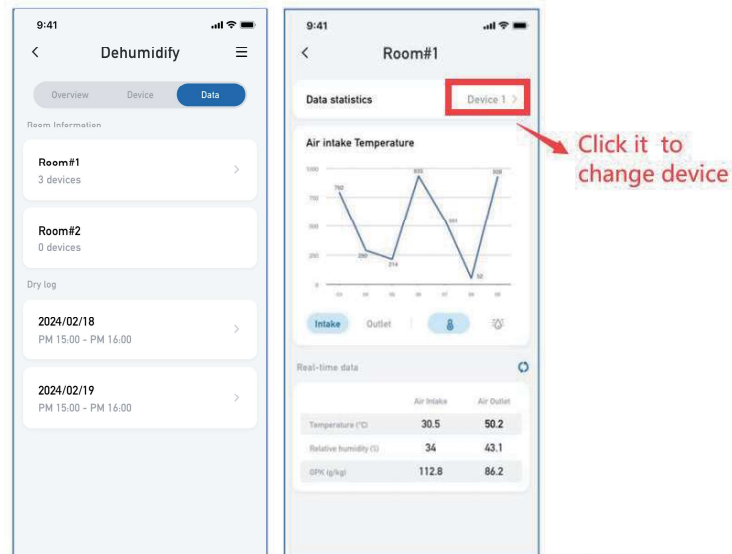
This section allows you to:

- Overview Devices Assigned to Each Rooms**
- Check or Remote Control an Individual Device on the List:** You can click the device record to enter the device detail page to check more information or control it remotely.
- Manage Devices:** You can click the “+” icon at the right corner of each room’s tile, to assign devices to the that room. You can also click the “≡” icon to delete the device(s) from the room.

One device can only be assigned to one room. If a device is already assigned to a room, it won’t show up again when you try to assign devices to a room.

5. Drying Data

This section allows you to:



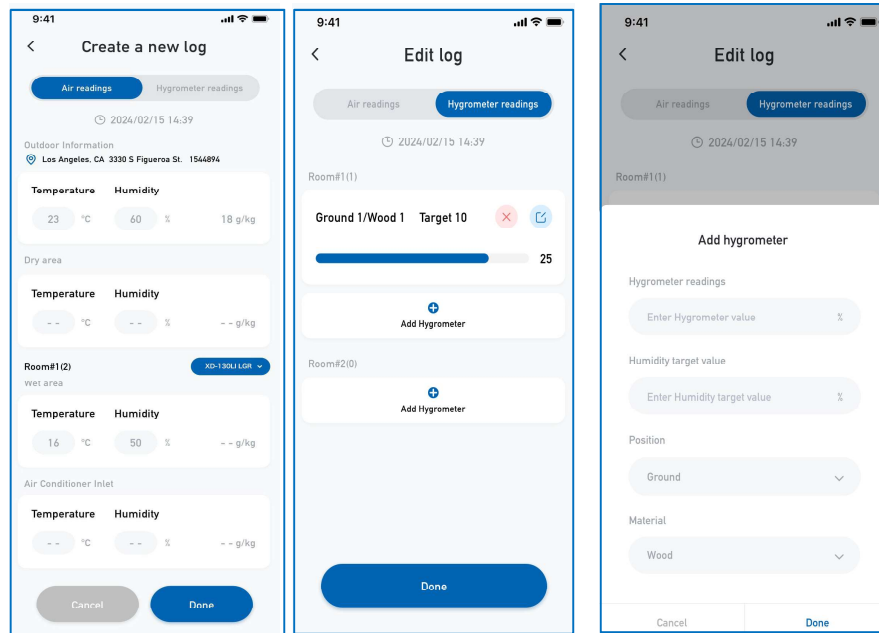
Drying Data

Room Information Page

- Check Real Time Data / Trends in Rooms:** In the “Room Information” section, You can choose the designated room and enter the Room Information Page. Within the page, you will see the real time data and the data trend of the devices of that room. Click “Data Statistic” to switch to different devices in the rooms.
- Manage Dry Logs:**

The dry logs are the logs entered by users manually. It contains the basic drying data monitored necessarily in a restoration job. Multiple logs until the completion of the task will eventually becomes the source data of task report.

- Enter a dry log



**Create a Dry Log –
Air Readings**

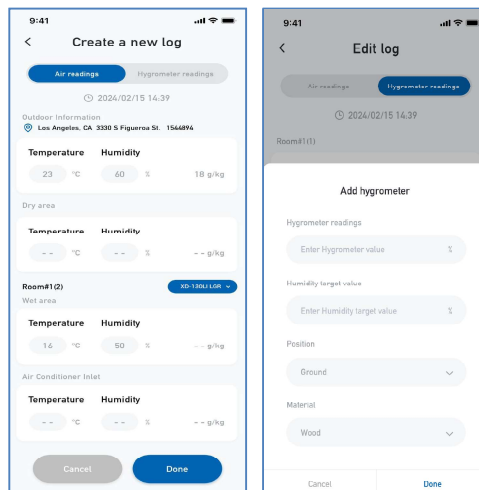
**Create a Dry Log –
Hygrometer Readings**

**Create a Dry Log –
Add Hygrometer**

- Click the “+” icon to create a dry log.
- On the dry log creating page, you add air readings and hygrometer readings.
 - Air readings give you options to fill the temperature and humidity data for local area, dry area, wet area as well as the real time readings from devices in each room.
 - The devices readings are drawn from the devices automatically. You can specify the device you would like to refer. You could also enter the readings manually.
 - Hygrometer readings give you options to fill in multiple moisture meter’s readings. You can specify the location / metrial that the meter is set on. You can also set individual drying goals for each meter.

- Overview / Edit a dry log

- Clicking a previous log entry will lead you to the overview / editing mode of the log.
- You can edit the air readings, edit the meter readings. You can also add or delete meter readings.



Overview / Editing a Dry Log

c) **Generate a Report**

You can generate a report of the task. The report will contain all the data from the dry log entries as well as other detail information collected from the task. Refer to previous section for more information.

CHAPTER 6. NOTIFICATION CENTER

The Notification Center helps you monitor the operation of your devices and your tasks.

1. To Enter the Notification Center:

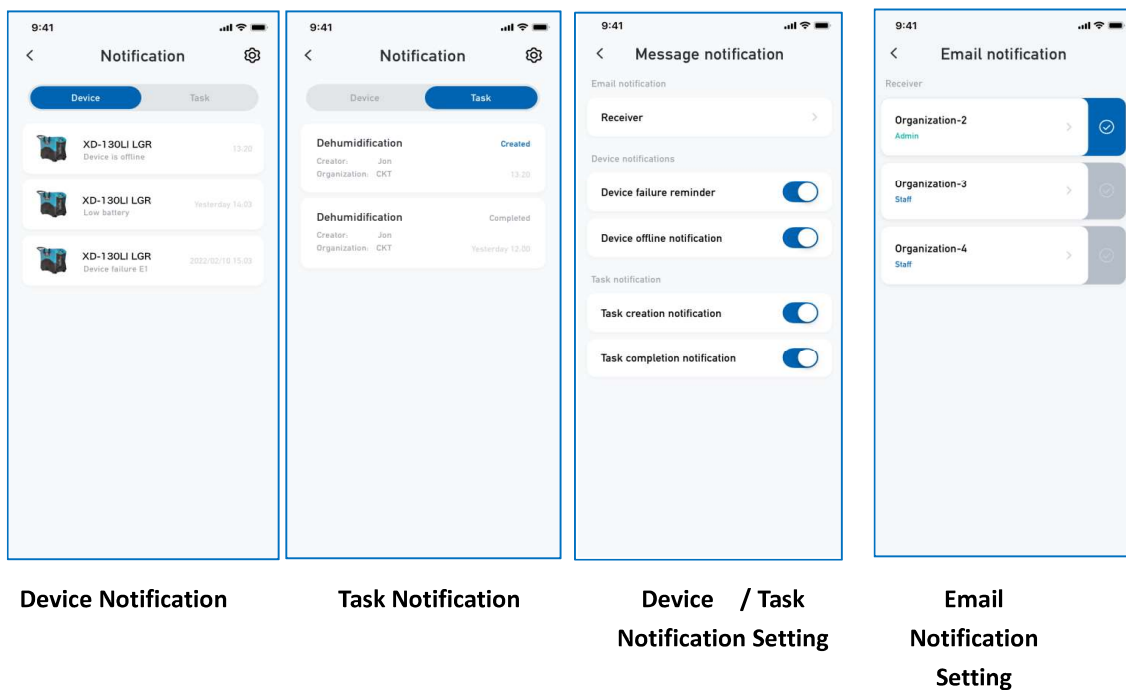
- On the Device List Section or Task List Section, click the “Alert” icon.
- Or on the Me Section, click the “Message Notification”.

2. Notification List

The list contains 2 kinds of notification:

- Device Notification:
 - Offline Notification: Indicate a device becomes offline
 - Error Notification: Indicate if there’s error or failure of your devices
 - Operation Notification: Notify that a device has been working for a certain period
- Task Notification:

Shows if any of your tasks is completed or if there’s a new task created.



3. Notification Setting

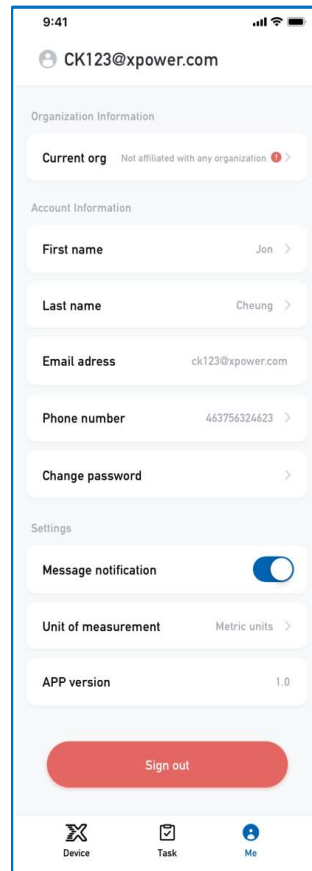
Notifications will not only be sent to your Notification Center on the APP, but also (optionally, for the owner of the team only) to email boxes of team members. You can change the setting by clicking the “Setting” icon.

- Email Notification Setting (for the owner of the team only):
 - You can choose the members of the team to receive email notification.
- Device Notification Setting:
 - You can check failure or offline to choose whether you want to receive such types of notifications.
- Task Notification Setting:
 - You can check creation or completion to choose whether you want to receive such types of notifications.

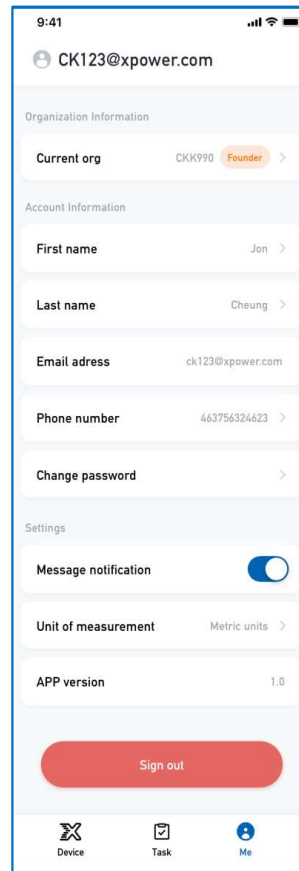
CHAPTER 7. PERSONAL ACCOUNT / TEAM MANAGEMENT

On the Me Section, it allows you to do:

1. Personal Account Setting



Drying Data



Room Information Page

- a) On the Me Section, you can modify your personal account information.
 - **Name:** The first name and last name you want to show in your team
 - **Email address:** It's your email used for creating your account.
 - **Phone number:** The phone number you want to show in your team
 - **Change password:** You can change your password.
- b) You can also change your personal settings on your phone:
 - **Message Notifications:** Enter the notification center. Refer to Chapter 6.
 - **Unit of Measurement:** You can switch between Int'l system or Inch-Pound system.
 - **APP version:** You check the current APP version.

2. Team Management

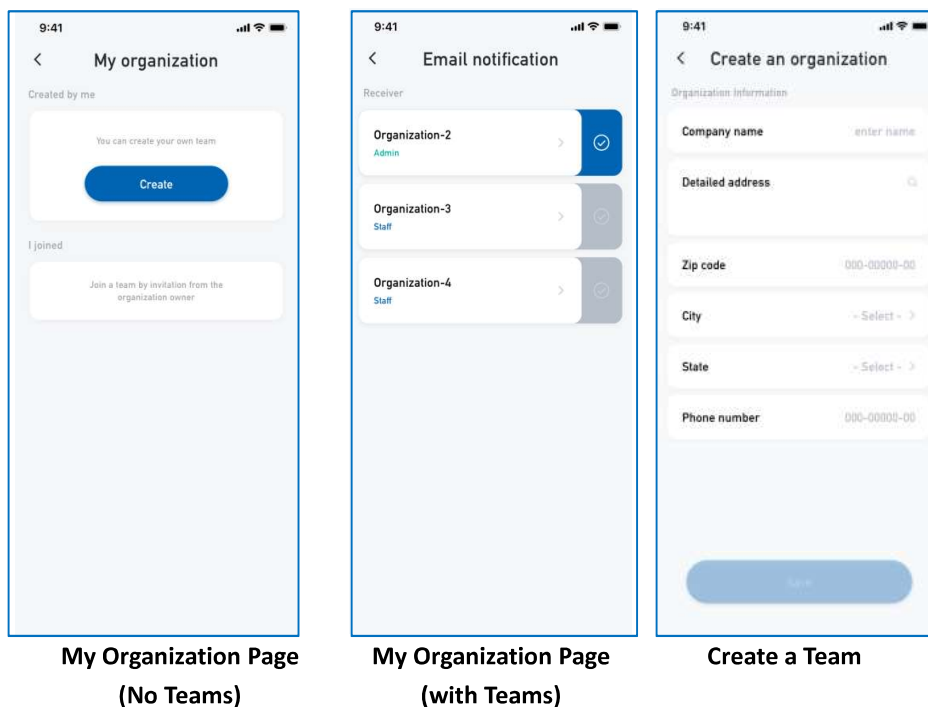
Click your current team to enter Team Management Section.

a) Create or Join a Team

Refer to Chapter 1.

b) Switch to Other Team that You Already Joined

You can switch to other team that you already joined in order to manage the devices and team members of that team.



c) Edit Team Information (For the Team Owners Only)

Click in the team you created and then you can edit the information of your team.

d) Invite Members to Your Team (For the Team Owners and Administrators Only)

Refer to Chapter 1.

e) Edit Member Roles / Remove Members (For the Team Owners and Administrators Only)

Click the designated member you want to edit. You can assign an “Administrator” or “Staff” role to a member.

Authority \ Role	Owner	Administrator	Staff
Edit Team Information	Yes	-	-
Invite new Members	Yes	Yes	-
Edit Member Roles	Yes	Yes	-
Remove Members	Yes	Yes	-
Dismiss Team	Yes	-	-
Leave Team	-	Yes	-
Email Notification Setting	Yes	-	-
Other APP Section	Yes	Yes	Yes

f) Leave / Dismiss Team

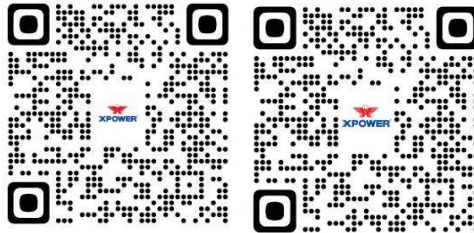
- Leave Team: Members as Administrators or Staff can leave team.
- Dismiss Team: Owners of team can dismiss his team, but only if he has remove all members, devices and tasks information of the team.

CHAPTER 8. APP UPDATE / FIRMWARE UPGRADE

In order to get the latest functions and the best user experience, you should always keep your App and the firmware of your devices up to date.

1. Update Your APP

- Find out the XPOWER Connect App and click “Update” (if any) to keep your app up to date.
- You can also find out the app by scanning the below QR code to direct to the app updating page.

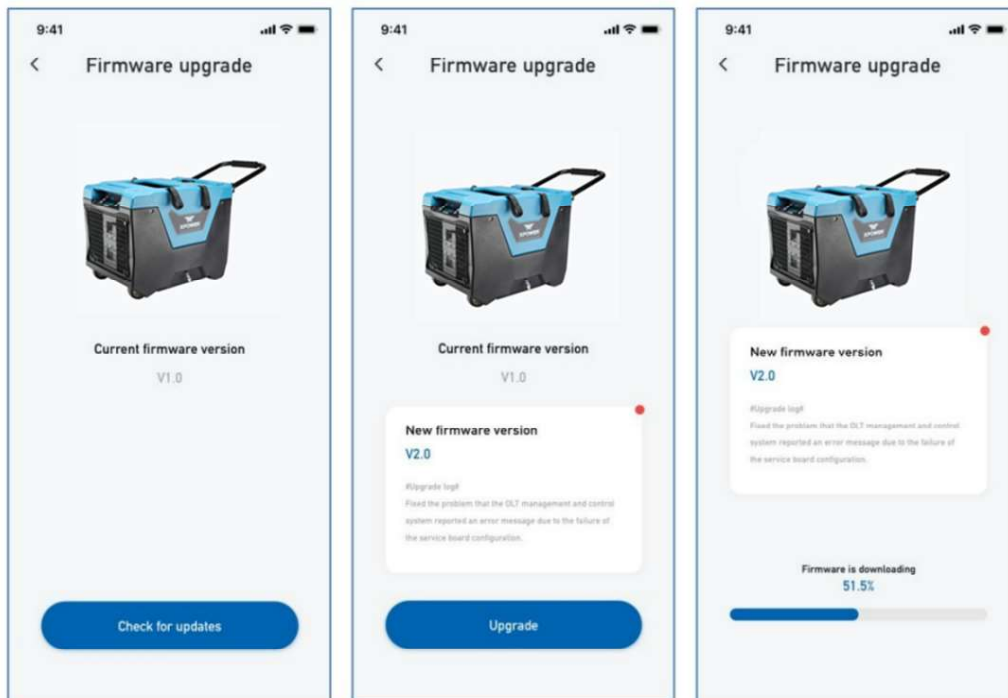


IOS Version

Android Version

2. Upgrade Your Device

- On the Device List Section, click in the device you would like to upgrade.
- Click the “Menu” icon on the top right to enter the device setting page.
- Choose “Firmware upgrade” bar to enter the firmware upgrade page.
- Click “Check for updates” to see if there’s any new firmware version available.
- If there’s new version, click “Upgrade” to download and upgrade the latest firmware.



- Please note that:
 - Make sure your phone's and your WIFI network is stable.
 - Do not turn off the device or close the app.
 - Make sure your phone is close enough to the device during the upgrade.

CHAPTER 9. TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
The App fails to connect the device	Weak or unstable WIFI signal	<ol style="list-style-type: none"> 1. Press the setting key of the device to reset the WIFI function. 2. Restart the WIFI or try to get the device closer to the WIFI. 3. Then retry the connection step. 4. If still fails, try use a phone cellular data hotspot as a WIFI for connection
	The device disconnects with the WIFI.	
	The WIFI router doesn't publish a 2.4 GHz signal	
	The phone WIFI name (SSID) contains special characters other than English alphabets.	
	Enter the wrong WIFI account or password on the device connection page	Retry and enter the correct WIFI account and password
	The current App, or device firmware is out of date.	Update or upgrade the app or the firmware.
	The numbers devices connected to an individual user account reaches its limits. One account can only connect to 40 or less devices.	<ol style="list-style-type: none"> 1. Un-pair the inactive devices and retry. 2. Or use other account to connect the new devices.
The device list section doesn't show any information.	The device is connected by another user under a different team.	<ol style="list-style-type: none"> 1. If you are in that different team, switch to that team to see the sharing info. If you are not in that team, you can try to join that team. Contact the team owner or administrator. 2. If the device is connected by other user by mistake, you can try to reconnect to that device.
	Poor network status	<ol style="list-style-type: none"> 1. Check both your WIFI's network as well as your phone's network, and refresh the page. 2. If still fails, you would need to reconnect the device.

Notices:

- Please make sure your phone network is stable.
- Please do not turn off the machine, and ensure the machine is connected.
- Please place your phone close to the machine during upgrading.

NA-1-A41 / 2.0 Alpha

MCU 1.1.1 / WIFI 2.0.18 / APP V1.0