SmartLink Web Application/Programming Frequently Asked Questions

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3. How do others access my sites?
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5. How many users can be logged in to my sites at the same time?
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Q1: How do I create a SmartLink account?

A1: Follow these steps…

- Go to www.smartlinknetwork.com
- Click on the LOGIN button at top right.
- Next click on the REGISTER button under "Don't' have an account?"
- Complete the registration form and Click SIGN UP
- SmartLink will immediately send an email to the email address you used asking you to Confirm your account.
- Go to your email inbox and open the SmartLink Confirmation Email
- Click on the link "Confirm my account"
- Occasionally the SmartLink Confirmation Email gets filtered as junk mail. If you don't see the SmartLink Confirmation Email be sure to check your Junk folder. You may also click the "Unconfirmed Email" link on the bottom left of the SmartLink website to resend the Confirmation Email.
- You are now ready to login and begin using your SmartLink account.

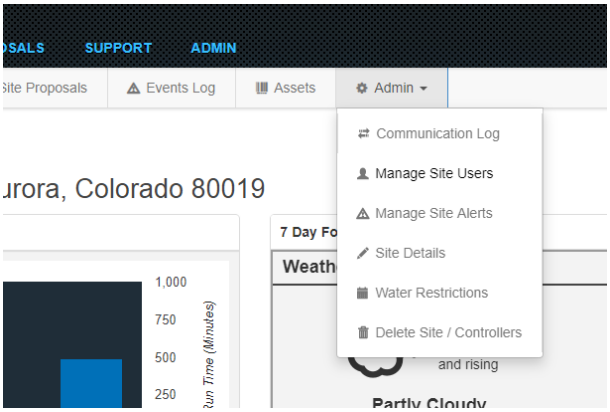
Q2: How do I activate a SmartLink aircard?

A2: Watch this video…

- SmartLink Web aircard Activation: https://youtu.be/OnlApATRagY
- SmartLink Mobile App aircard Activation: https://youtu.be/-sLC1-3w2ak

Q3: How do others access my sites?

A3: Add additional users by entering another person's email address under MANAGE SITE USERS on the ADMIN tab for each site. Have each person you want to grant access to set up their own individual SmartLink account…see Question 1. Setting up a new account is free. It is not recommended that you share log-in information or passwords to give others access to your sites. Be sure to set up permission levels when you enter their email address.



Q4: How many users can I have on my system?

A4: Unlimited

Q5: How many users can be logged in to my sites at the same time?
A5: Unlimited although the program at the site will be the program sent by the last person to contact and send changes to the site.

Q6: I purchased an aircard along with a SmartLink Plan but the aircard Box did not include a Plan Card. How do I activate?
A6: New aircards are now shipped with the plan number listed on a label attached to the front of the aircard. In the event an older aircard did not include the plan number label or did not come with a plan card, you can use the "Temporary Activation" button which provides 30-days of free service. Once you have activated the plan temporarily, you can send an email to support@weathermatic.com with your username, the aircard ID and the service plan purchased, and we'll update your account accordingly.

Q7: Can I program a SmartLine controller using the SmartLink web application before the air card is installed?
A7: Yes as long as you have activated the aircard first and have the active aircard connected to any SmartLine or ProLine controller and powered up.

Q8: How do I change units of measure?
A8: The units of measure on your sites are set to default to the standard for your country. If you would like to change the units of measure from imperial to metric or metric to imperial, you can do so in your Profile under My Account.

Q9: Who do I contact about billing or renewal questions?
A9: For questions about billing or renewals, contact billing@weathermatic.com or call 888-484-3776.

Q10: When does the system send out event alerts?
A10: During the Overnight Upload typically between 12am and 4am in the controller's time zone each day

Q11: What do the event alarms mean?
A11: Alerts in SmartLink represent changes in the controller or weather station (SLW). These changes may or may not require that you take action. Following are some descriptions of what has changed in the system and some actions which might be necessary as a result.

Event Alarms:

Aircard Communication Error – SmartLink aircard failed to communicate. This does not necessarily affect the operation of the controller. The network will continue to attempt to communicate daily.

Possible causes:

Localized interference with cellular network
No power to controller
aircard is unplugged
Panel door is not securely closed

Excessive Deficit – In Auto-Adjust mode, the deficit (accumulated watering need) for the indicated zone, exceeds the maximum allowable amount of 1.5 inches.

Possible causes: Programming related issues such as: Omit Days, Omit Times, allowable water days, or incorrect Auto-Adjust settings

Incorrect Time – The time on the controller is different from the time on the SmartLink server.

Possible causes: Incorrect time zone selected for the location.
The time has been changed at the controller
Actions: Change the time zone, check the box for Automatically Set Time in the Advanced Menu in SmartLink

Inspection Edited – An inspection has been edited from the original saved version

Inspection Published – An inspection has been saved

Inspection Started – An inspection has been started

Leak Detect – The maximum allowable flow was exceeded. Indicates a mainline break, stuck-open valve or unscheduled flow.

Non-Compliant Program – Indicates the program has elements which violate a local water restriction.

Program Change – Indicates the elements on the program have been changed.

Pump / Master Valve Flow Shutdown – Indicates the Leak Detect was triggered and the Master Valve circuit on the controller was activated indicating a mainline break, stuck open valve or unscheduled flow occurred. This is used for Normally Open Master Valves only.

Pump / Master Valve Short – The Controller has identified a high current draw on the Pump/Master valve. All watering cycles will be skipped until the problem is fixed.

Possible cause: Defective master valve solenoid, pump start relay or field wiring issue

Rain Delay Ending – Indicates the Delay period after a Rain has ended and irrigation will resume.

SLW Communication Error – Weather station failed to communicate with controller. The controller will continue to operate in Auto-Adjust mode, calculating run times as normal, for 5 consecutive days without communication. After 5 days, controller will automatically change to Standard mode and begin watering based on standard run times.

Possible causes:

Localized interference with communications
Power outage at controller
Insufficient battery power in weather station
For hard wired models, wire path may be damaged

SLW Low Battery- Low battery voltage detected in the SLW weather station.

Actions: Replace battery(s) in weather station

SLW Temp Data Error – Error in temperature data.

Possible causes:

Low battery in the SLW weather station
Weather data has been corrupted

Sprinkler 'Off' in Auto-Adjust Mode – Warns of stations which are set to OFF position in the Smart Mode menu will not run.

Station Module Change – Indicates a change in the number of station modules.

Status Change – Active/Bypass – The controllers Sensor mode has been changed.

Actions: If change is to Bypass, the controller will continue to operate during rain or freeze events that may occur.

Status Change - Internal Sensor Loop – The controllers optional Sensor port registers an open circuit.

Possible causes:

Optional sensor device has tripped at internal sensor terminals. This will stop any currently operating programs and future operation until cleared.
Sensor wire loop has been removed from SEN terminals

Status Change – Run / System Off – Controller dial has been turned from previous position. Or controller has been set to Remote Off through SmartLink.

Action: Controller dial has to be returned to RUN for proper operation. Manual Programs can be started thorough the network even when dial is in OFF position. The system cannot change the dial position to RUN from the SYSTEM OFF position remotely. This is due to the liability of restarting irrigation if someone has intentionally turned the system off.

Status Change – Auto-Adjust / Standard – The controllers Program mode has been changed.

Action: Change the Program mode to the desired position via SmartLink Application or at the controller. NOTE: ET based run times are no longer applicable in the Standard Mode and controller will operate on standard programming

Status Change - Weather Station Sensor – Status of the SLW weather station sensor has changed to rain, freeze, or delay.

Two-Wire No Comm – Indicates no communication with a decoder(s).

Two-Wire Overcurrent – Indicates an overcurrent situation in one of the wire paths.

Zone / Valve Short – The Controller has identified a high current draw on the identified zone. The zone indicated will be skipped in the watering cycles, until the problem is fixed.

Possible cause: Defective valve solenoid or field wiring issue

Zone High Flow – The maximum allowable flow for the zone was exceeded. Set as High Flow Limit/Tolerance in the Flow Menu. Indicates a lateral line break, stuck-open valve or sprinkler break. False alarms can occur if the High Flow Limit is set too closely to the Running Average in the Flow Menu. Note Current Average does NOT indicate the High Flow that triggered the alarm as this is an Average.

Zone Low Flow – The minimum allowable flow for the zone was exceeded. Set as Low Flow Limit/Tolerance in the Flow Menu. Indicates low pressure, pump failure, closed mainline or water is off. False alarms can occur if the Low Flow Limit is set too closely to the Running Average in the Flow Menu. Note Current Average does NOT indicate the Low Flow that triggered the alarm as this is an Average.

Zone Open Circuit – The Controller has identified a low current draw on the identified zone. The zone indicated will be skipped in the watering cycles, until the problem is fixed.
Possible cause: Defective valve solenoid or field wiring issue

Q12: What do the frequency of Alerts mean?
A12: Each user can set unique alert frequency per site based on his/her preferences.

> ***Alerts - None***
> *For any Alert type you label as None (or Off) - you will not be notified.*
>
> ***Alerts - Daily***
> *Daily Alerts will be sent to you at 6:00 am and include a summary of all your sites, and any alerts occurring at those sites overnight. If you have sites in multiple time zones, you should receive one email summary per time zone.*
>
> ***Alerts - Instant***
> *Instant Alerts will be sent as soon as SmartLink Network is aware of them. This usually happens when a user manually retrieves information from the controller, or when a daily check of the controller is performed each night, typically between 12am and 4am in the controller's time zone.*

Q13: If someone changes the SmartLine controller to "Basic" Mode on the faceplate, will I get an alert?
A13: Yes if you have set up the changes to Basic/Auto-Adjust Mode to alert you.

Q14: Can I change it back to "Auto-Adjust" Mode through SmartLink web application?
A14: Yes by clicking on Change Settings under the Controller time and date.

Q15: Where does the weather forecast data come from on the SmartLink Site screen? Is it used for auto-adjust?
A15: The forecast is NOT used in SmartLine's ET calculations. The forecast is derived from a website for mobile applications called http://forecast.io developed by The Dark Sky Company, LLC and is used for user reference only.

Q16: How do I change the aircard number assigned to my site's controller?
A16: Click on the ADMIN tab from the Controller Page. Next select CONTROLLER OPTIONS and enter the new aircard in the field for ICCID (SIM) listed under UPDATE AIRCARD

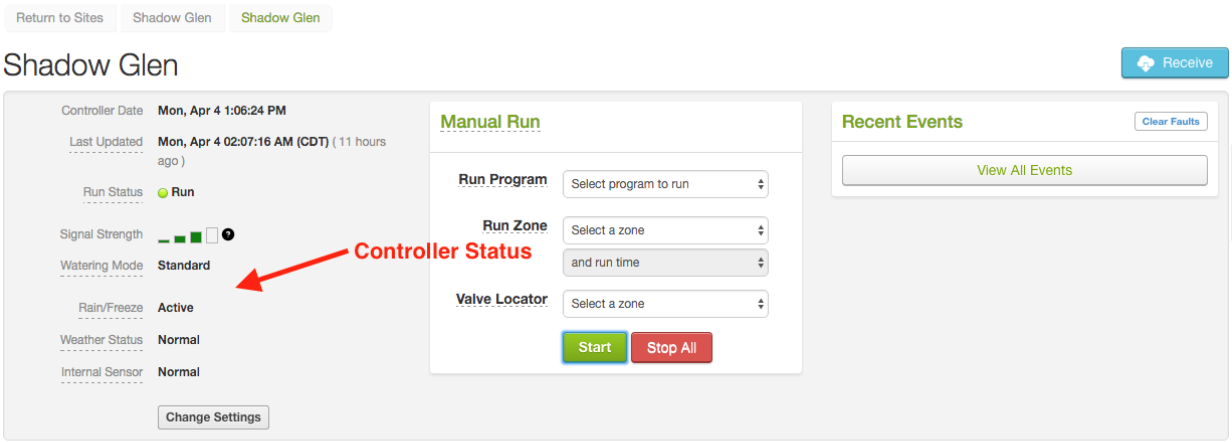
Q17: How do I change permissions for each user?
A17: After you log-in to SmartLink, select the site you want to change. Next click on the ADMIN dropdown and select "Manage Site Users."

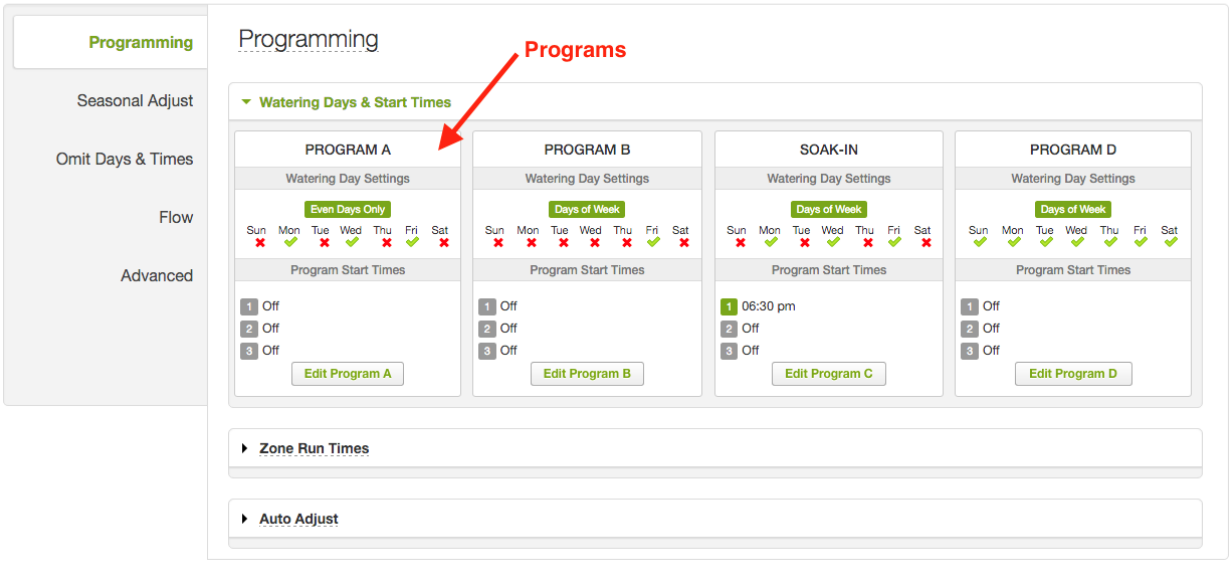
Q18: How do I program my controller using SmartLink?
A18: When it comes down to it, there are thousands of ways to program your controller and it all really depends on your property's landscape watering needs and local climate.

When you first access your controller on SmartLink Network, you will be presented with a number of different ways to configure your irrigation schedule.

Controller Status

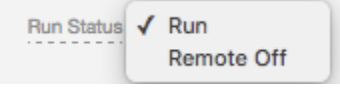
Near the top of the page, are your **Controller Status** settings.





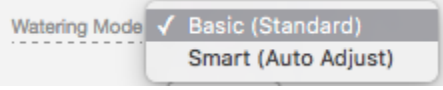
Your controller has two key statuses you should always be aware of, the **Run Status** and **Watering Mode**.

Run Status



The *Run Status* of your controller will tell you if the unit is currently going to execute your programs or not. A status of “Run” means just that: everything will run according to your program schedule. A status of “System Off” or “Remote Off”, means that watering is suspended.

Watering Mode



The *Watering Mode* operates as either “Standard” or “Auto-Adjust”. Standard Mode is what you are probably most familiar with: whenever a Program is set to run, each zone is run for the number of minutes you define in your Zone Run Times settings.
(Smart) Auto-Adjust Mode is a bit different. You still define a start time for each program, but the controller determines how long each zone ought to run, based on temperature and rainfall data retrieved from your weather station, in addition to the information you provide in the “Auto Adjust” program pane that defines each zone’s soil type, sprinkler type, slope, and other settings (more on that below).

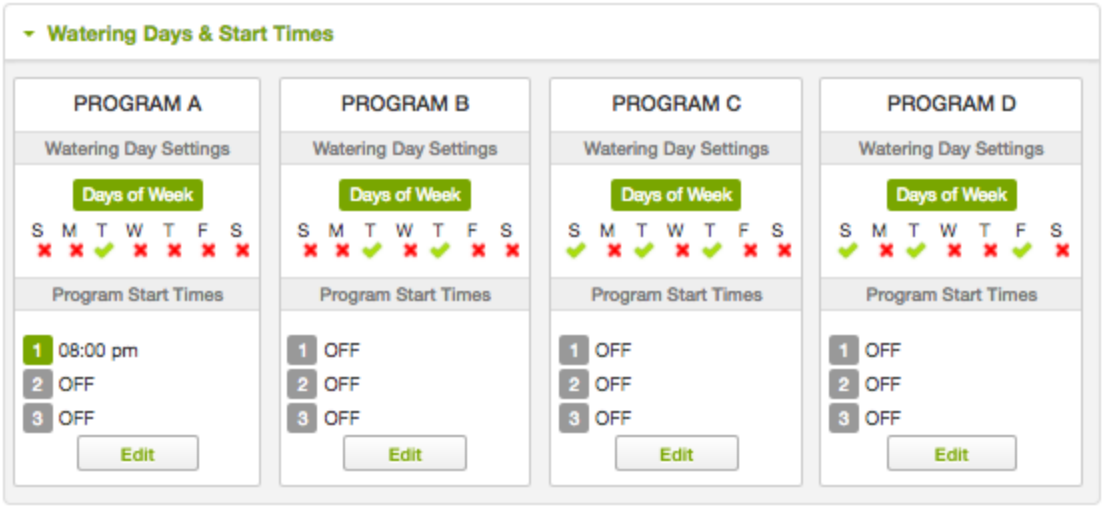
Rain/Freeze Status

The *Rain/Freeze Status* setting enables you to use operate your controller with or without your SLW weather sensor.

Controller Programming

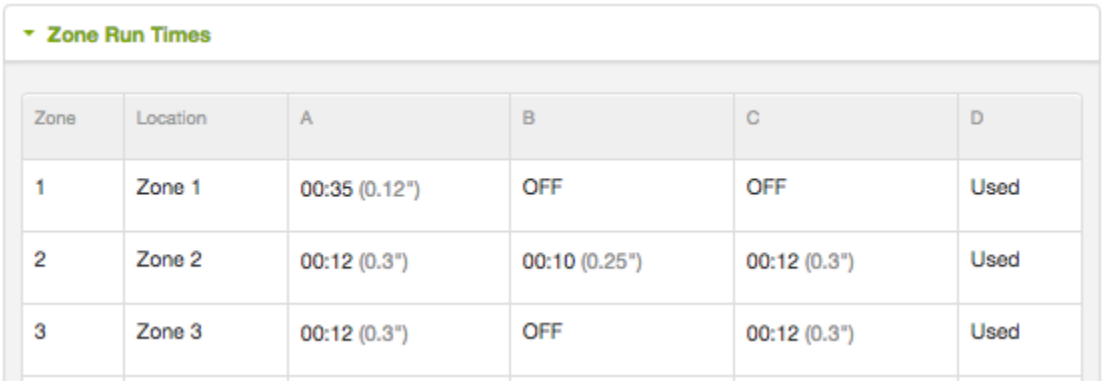
At the bottom half of the page, are your **Controller Program** features.
All Weathermatic controllers operate around four optional programming schedules, or “Programs”. Programs are labeled A, B, C, and D initially, and you can customize the names for each if you wish to. Click on “Edit” for any of your programs to set the days of the week your programs will run, as well as what times of each selected day the program ought to start.

Programming



Zone Run Times

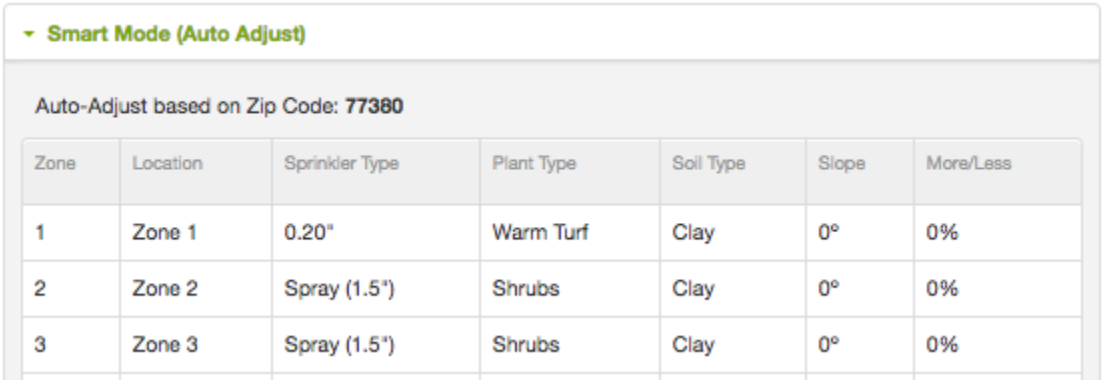
Expand the *Zone Run Times* pane to set up zone-specific run times.



Run times are required for all zones in use. They serve as a backup in the event of communication loss with your SLW. If you are using a SLW weather station for Auto Adjust (Smart Mode) watering, the controller will not use the zone run times for all zones in use. Once your zone run times are set, make sure to save the changes. You can customize the names for each zone if you wish to as well.

Auto-Adjust Settings

The *Auto-Adjust* pane works in tangent with the SLW Onsite Weather Station.



Smart Mode (Auto Adjust)

Auto-Adjust based on Zip Code: **77380**

Zone	Location	Sprinkler Type	Plant Type	Soil Type	Slope	More/Less
1	Zone 1	0.20"	Warm Turf	Clay	0°	0%
2	Zone 2	Spray (1.5")	Shrubs	Clay	0°	0%
3	Zone 3	Spray (1.5")	Shrubs	Clay	0°	0%

This mode analyzes "onsite" weather data and automatically sets optimum watering run times for each zone. Within this pane you're able to build a zone-by-zone profile by specifying each zone's sprinkler type, plant material, soil type, slope, and more/less percentage.
This in-depth zone detail when used alongside onsite weather data, enable the controller to automatically adjust zone's setting run and soak cycles - saving potentially thousands of gallons of water.

Q19: When do I use the Receive, Save and Send buttons?
A19: Actions taken on the SmartLine Controller must be received by the SmartLink web application. Similarly, actions taken in the SmartLink web application must be sent to the controller. This happens automatically once every 24-hours through a regular nightly update. However, you can send or receive commands manually at any time.

RECEIVE: Found at the top right of each SmartLink page. This action updates the SmartLink web application with the latest data from the controller.

SAVE: Found at the bottom of each programming area on the SmartLink controller page. This action saves programming changes made on the SmartLink Network to the web application, but you still need to SEND to the controller.

SEND: Found at the top right of the SmartLink controller page once a change has been saved to SmartLink. This action updates the controller with programming changes saved in SmartLink. Saved changes not sent to the controller will be overwritten when RECEIVE is used or during the regular nightly update to website update.

Q20: How do I change my alerts?
A20: One of the most powerful features of SmartLink Network is its ability to automatically alert you to certain conditions occurring at your site.

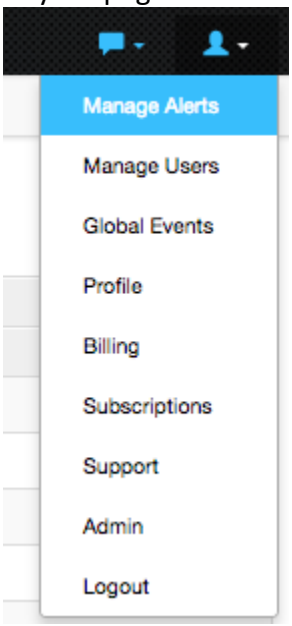
In general, events occurring on-site fall into two broad Alert categories:

- **Faults**
  These are your alerts which often lead to an on-site repair. This category of Alerts includes Zone Shorts, Excessive Deficits from Auto-Adjust, or Flow Faults (if you have a flow sensor installed).

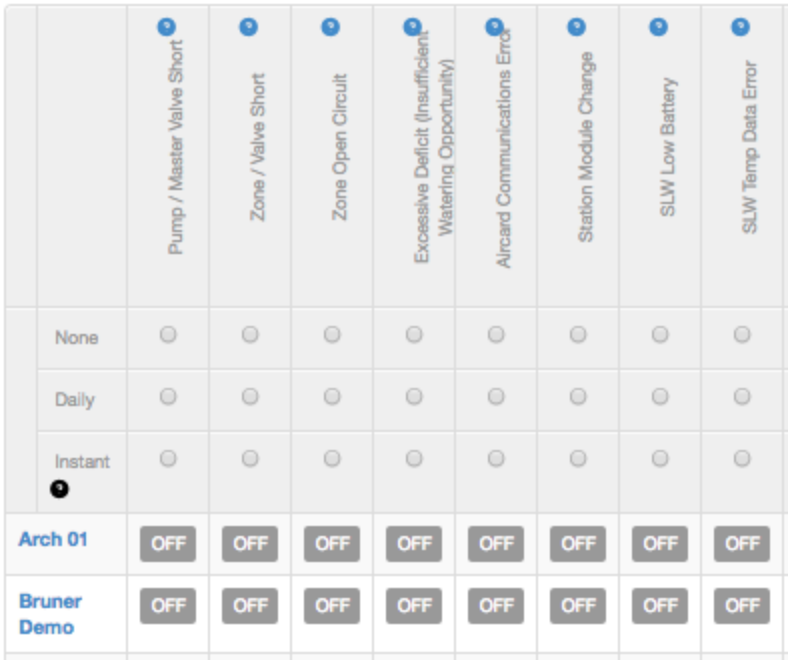
- **Non-Fault Alerts**
  These are more or less informational notifications. They may indicate if someone changed a controller's status from "Run" to "System Off" or if someone changed the Watering Mode from "Standard" to "Auto-Adjust".

Setting Up Alerts

1. Set up your Alerts by selecting “Manage Alerts” from the "Profile" icon in the top-right corner of your page.



2. From here, you will find a grid listing each of your Sites, the available Alert types, and Alert notification settings (None, Daily, Instant). Click on the of the blue Help icons for a more detailed explanation on each Alert type.



3. Set your Alert notification settings to None, Daily, or Instant.

Alerts - *None*

For any Alert type you label as None (or Off) - you will not be notified.

Alerts - *Daily*

Daily Alerts will be sent to you at 6:00 am and include a summary of all your sites, and any alerts occurring at those sites overnight. If you have sites in multiple time zones, you should receive one email summary per time zone.

Alerts - *Instant*

Instant Alerts will be sent as soon as SmartLink Network is aware of them. This usually happens when a user manually retrieves information from the controller, or when a daily check of the controller is performed each night, typically between 12am and 4am in the controller's time zone.

You can quickly and easily configure your alerts and save them. They will be effective immediately.

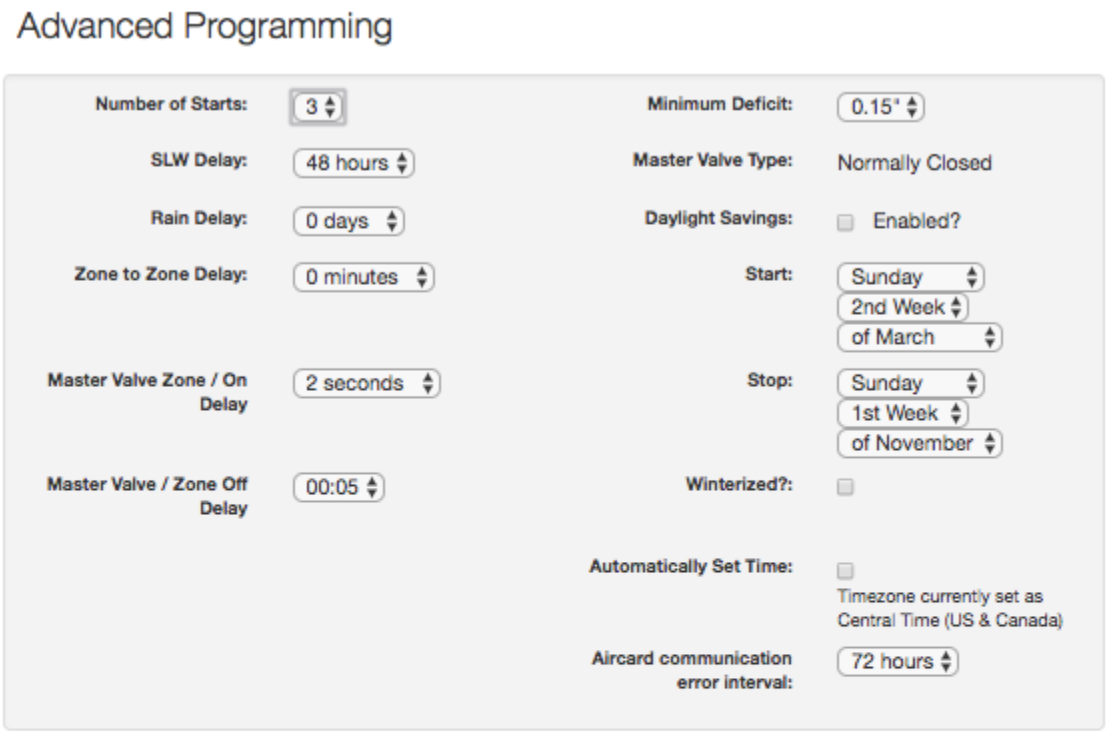
Q21: What does the "Excessive Deficit" alert mean?

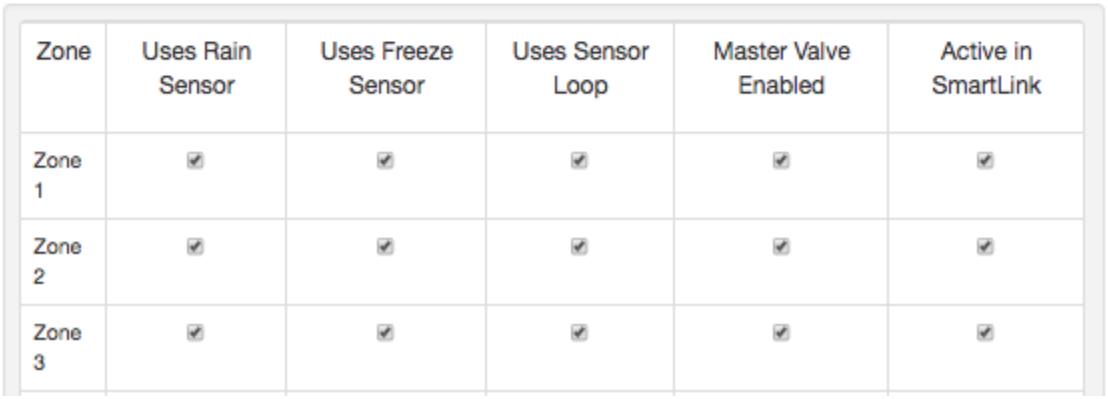
A21: If the SmartLine controller is in SMART mode, and a daily deficit ET is calculated that results in a zone watering deficit in excess of the 1.5" maximum (the zone needs to apply 1.5" or more of water for the next cycle), the deficit is capped to the maximum and the fault is set. The fault will clear automatically if the deficit drops below 1.5 or can be cleared manually.

What this alert is telling you is that there isn't enough time to "catch up" with ET. To remedy this alert you can increase the number of available days to water, increase the number of hours to water (reduce the no water window) or prioritize your landscape plant material and turn off zones that you are willing to let go dormant. NOTE: Changing the controller to Standard mode to fit irrigation cycles into a restrictive water window to eliminate the Excessive Deficit alert will apply less water to all zones of plant material and cause plant stress on all zones.

Q22: What are all those options in the ADVANCED Menu?

A22: The Advanced Menu provides additional information and allows more technical inputs commonly used by professionals. Here's an overview of the available settings. You can save and transmit any of these settings from the "Advanced" tab of your controller settings page.





Number of Starts
This feature allows you to select the number of Start Times that you want to appear in your Program Start Times. The default number of Start Times shown is 3, however the maximum available is 8.

SLW (SmartLine Weather Sensor) Delay
SLW incorporates three features:

1. DELAY: This feature allows you to adjust the factory set 48-hour watering delay that occurs after a rain event shutdown. To eliminate the delay, or reduce or increase it, select a different number of hours (0–99 hours). The delay begins after the SLW rain sensor has reset following a rain event. Accumulation of new water deficits will not begin until after the set delay has cleared.
2. RAIN: The rain selection is an ON/OFF option for overriding the SLW sensor feature for selected zones. The factory default is ON for all zones.
3. FREEZE: The freeze selection is an ON/OFF toggle for overriding the SLW freeze sensor feature for selected zones. Factory default is ON for all zones.

Rain Delay
Globally suspend watering operations for all programs for a selected number of days in either the BASIC or SMART watering modes. Options available are 1 to 14 days for watering suspension. The watering blackout will automatically be cleared from the controller after the assigned days have expired and watering will resume at the next available start time. SMART watering deficits will reset at zero and will not resume accumulation until the delay has ended.

Zone to Zone Delay
This function allows you to set delay times between zone starts for use in systems with slow closing valves or pump systems that are operating near maximum flow or have slow well recovery. Adjustments can be made in one-minute increments from 0 (the default setting) to 30 minutes.

Master Valve/Zone ON/OFF Delay
This function allows you to set a delay time between the opening of the master valve and the opening of the first zone valve as well as a delay between the closing of the last zone valve and the closing of the master valve.

Minimum Deficit
This feature allows a Minimum Deficit to be set. The required zone deficit must be greater than the minimum deficit setting in order to run during a scheduled program. The setting is global for all zones in SMART. The range for the global setting is 0.00 to 0.50 inches. The factory default is 0.15 inches.

Daylight Savings
Your controller can automatically adjust the time for daylight saving time (DST).
Winterized?
This setting is for informational and historical purposes. It does impact the functionality of the controller. When selected, an activity will be logged on the sites page each time the controller is winterized and de-winterized.

Automatically Set Time
If this is set, the overnight update will automatically set the controller time to match the server's time zone.

aircard Communication Error Interval
Choose how long of an interval shall pass before receiving an aircard communication error.

Uses Rain Sensor
This option allows you to select which zones the rain sensor affects. For example, planters located beneath a structure and without access to rain should not be impacted by rain sensor data.

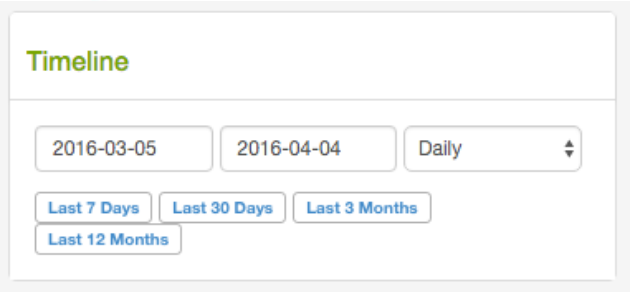
Uses Freeze Sensor
This option allows you to select which zones the freeze sensor affects.

Uses Sensor Loop
This option allows you to select which zones the loop (internal) sensor affects.

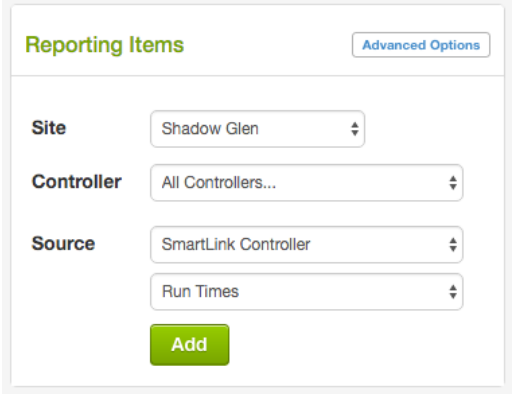
Master Valve Enabled Active in SmartLink
This feature is used to indicate which zones will use the master valve/pump start relay. Caution, however, if an unused zone is turned ON and activates a pump start relay, the pump may overheat or cause a pipe to burst. Prevent operating a pump with no flow (dead heading) and make certain all unused zones are to OFF.

Active in SmartLink
Setting a zone to inactive in SmartLink will disable reporting, alerts, and other configuration for this zone. Use this for any un-wired (or non-existent) zones.

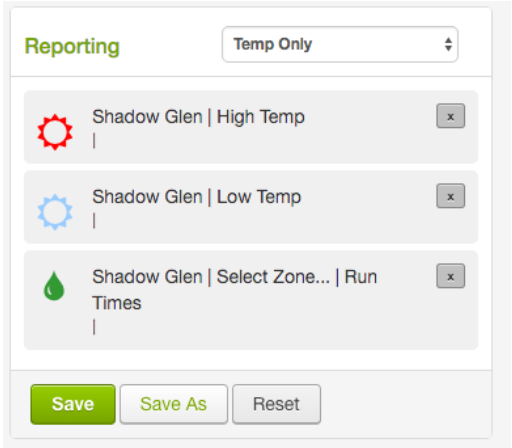
Q23: How do I change the information shown in a site's REPORT tab?
A23: SmartLink Reports allows the user to understand exactly what is happening at all sites. Access reports via the "Reports" tab. Once in the reports page, these are several settings the user can customize to get the data wanted.



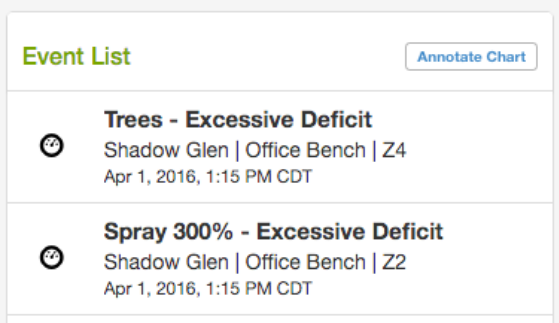
The **Timeline** section defines what date range, and grouping, your reports will show. You can use the handy shortcut buttons to pick some pre-sets or enter your own date range. As the date ranges get wider, the timeline tool may automatically change the "grouping" from Daily to Weekly or Monthly, so that it's easier to see all the data points on the graph.



The **Reporting Items** section allows you to add new data sets to the report graph. You can pick gallons, runtimes, deficits, or other data per controller, or per-zone, depending on what information you desire. Hit "Add" to add this data set to your graph. The "Advanced Options" tab will also let you change the graph type (line, or bar) or the color of the data set.



Once you add new data sets to the graph, they appear in the **Reporting** section. This shows you all the data currently being printed to your graph. You can save custom combinations of data sets to specially-named reports, which you can also recall with the drop-down at the top right of this section. Hit the "X" to remove data sets.



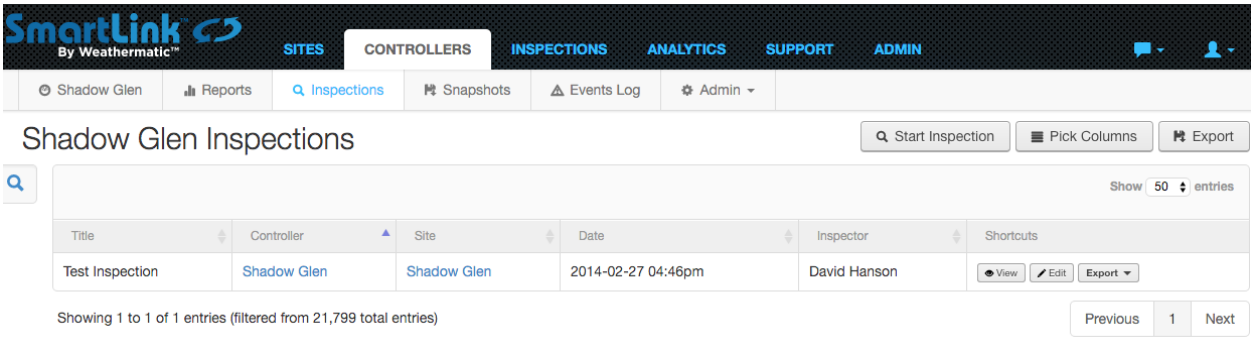
Sometimes it is helpful to see various faults or other events that have occurred on-site, and how that might impact runtimes or gallon usage. You can view these events in the **Event List** section. Hit "Annotate Chart" and events will be marked in the reporting chart, right alongside your runtime, gallon, or temperature data.

Lastly, at the top-right, you have options to **Export All** or **Download CSV**. "Export All" will give you an excel spreadsheet of all your sites, and all the data associated with them, for as long as the unit has been connected to Smartlink. This is the total raw data for your site. Since this can be a lot of information, you will receive a notice that the report is being compiled and will be emailed to you. This report usually delivers in 3-5 minutes.

"Download CSV" will give you a shorter version that just has the data presently displayed on your reporting chart. This file will download directly and can be easily imported to Excel.

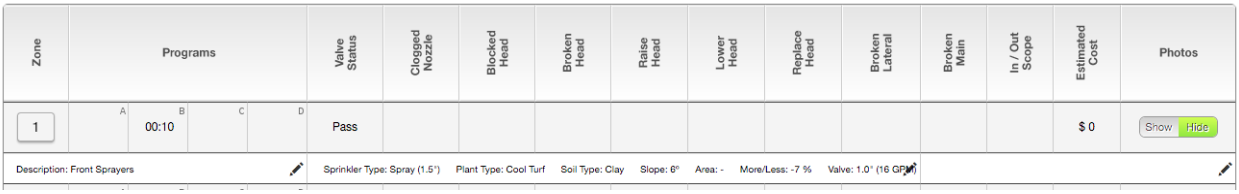
Q24: What does the INSPECTION tool do?
A24: The INSPECTION TOOL allows the user to periodically do a physical check of the irrigation system to make sure everything is in good repair. We call this process an "Inspection." To start an inspection, go to the controller details page and hit the "Inspections" tab at the top. This will give the user a list of inspections for the controller (it may be empty if this is your first inspection!) as well as a button at the top-right to "Start Inspection".
Watch this video: https://youtu.be/WfqN26CR61s

To start an inspection, go to your controller details page and hit the "Inspections" tab at the top. This will give you a list of inspections for the controller (it may be empty if this is your first inspection!) as well as a button at the top-right to "Start Inspection".

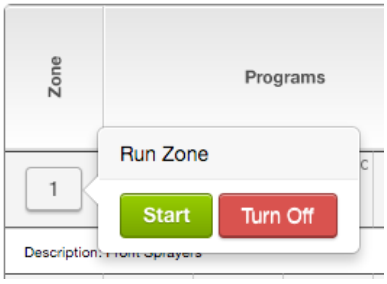


When you hit "Start Inspection" you will be asked to mark the date and give a name for your inspection. Enter this data and proceed.
Once you are in the inspection, you'll be presented with a per-zone breakdown of your controller. This is a great tool to use on an iPad or other tablet while walking through your property.

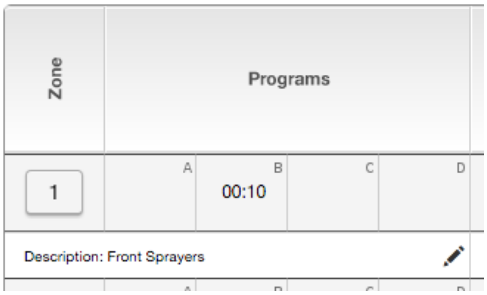
Let's break down each zone's row into it's useful parts:



The leftmost column is the Zone Number. But this column is more than just a simple number indicator! Tap the number and you have an option to quickly start or stop the zone. This handy feature lets you get your zone running for visual inspection without leaving the inspection tool.

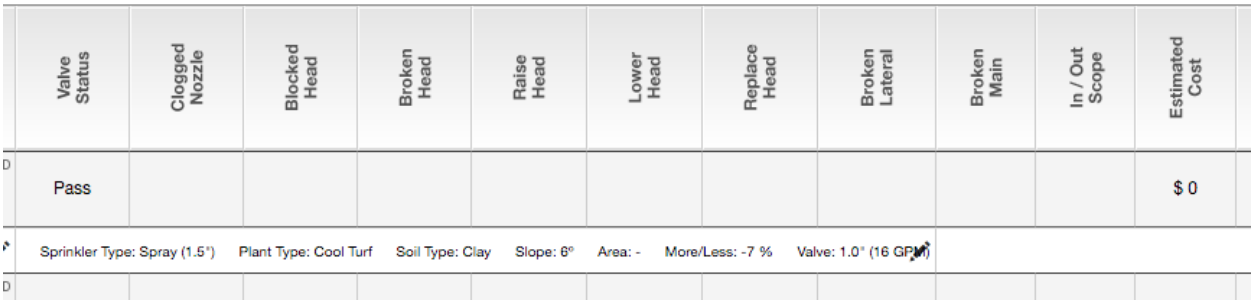


The next set of columns shows you the zone run times configured for standard mode.
Also note that below these two column sets, you can easily set the description of the zone. Just tap on "Description" and you can edit and save inline.

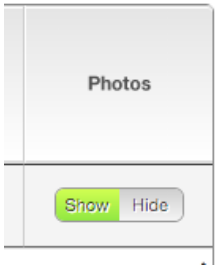


The next set of columns is the true core of the inspection. You can visually check each zone for each type of issue. Tap the cell below each issue type to mark how many of these issues exist per zone.

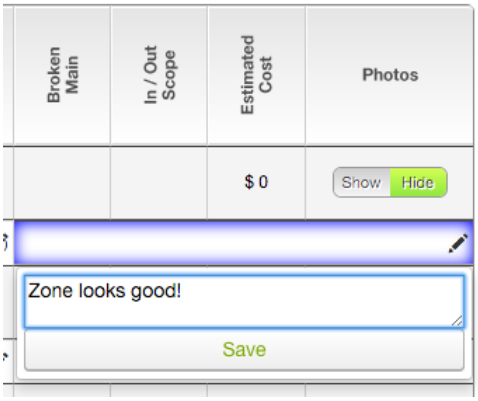
You can also edit auto-adjust settings in the pane below these settings. Simply tab the cell and you can edit and save in-line.



At the end of each row, there is a button to "Show" and "Hide" photos. Hit "Show" to get an expanded area in which you can upload photos of the zone, or any issues you find. You can also review any photos you have taken earlier in the inspection.



Lastly, below the "Photos" columns, you can enter per-zone notes for future reference. Click the empty cell and a small note-taking space will pop up. You can easily save or cancel you note here.



Once your inspection is complete, simply hit "Save" and you'll have a permanent record! Inspections can be easily recalled later or exported via Excel or PDF formats for distribution.

Q25: What does the SNAPSHOT tool do?
A25: The SNAPSHOT tool allows the user to save programming information to the cloud for retrieval or comparison later. Once two snapshots are selected, the user can see in the Compare view, the programming differences between the two.
Watch this video: https://youtu.be/xE8tw4ikL1c

Q26: What does the ASSET MANAGEMENT tool do?
A26: The Asset Management tool allows the user to keep track of equipment on-site, including photos, serial numbers, and GPS locations.
Watch this video: https://youtu.be/BAdvibqzaS8

Q27: How do I set up Flow Settings?
A27: Flow settings are set up under the FLOW link on the controller page. The user defines the type of flow sensor and sets up the conditions to monitor flow. SmartLink will then start to record flow. The Flow Shutdown feature is also enabled from this page.
Watch this video: https://youtu.be/opNImIoRyDQ?t=236

Q28: How do I clear Flow Alerts?
A28: Flow Alerts can ONLY be cleared once the zone in question runs at a normal flow range
Watch this video: https://youtu.be/opNImIoRyDQ?t=760

Q29: What is the Site Activity box used for?
A29: The Smartlink Site Activity Log is meant to help the user track everything that happens at the sites--not just irrigation scheduling. This simple tool provides an easy way to log general notes, mark dates and types of fertilization, weeding, mowing, or snow-plowing.

Q30: How do I add zone photos to SmartLink?
A30: Zone Photos feature allows the user to take or upload photos for each of controller's zones.
Watch this video: https://youtu.be/u_SymHErUx0

Q31: Does SmartLink work with Alexa?
A31: Yes
Watch this video: https://youtu.be/n9RT2i2_KlY

Q32: What do the aircard communication error messages mean?
A32: In the Smartlink "Communication Log", the user can see certain error codes when an aircard instruction fails to complete. Below is a list of common error codes and what they might mean:

aircard Could Not Activate - This error will only occur on the first receive of a newly activated unit, if that unit could not properly determine it's connection status with the ICCID that was entered. Please double-check the ICCID of the unit and try again.

NoConnectionException - We were unable to connect to the aircard via cellular connection. This may just be a temporary hiccup in the cellular network, or a power cycle may help resolve the issue.

CorruptionProtectionReset or **OutOfRangeException** - In some rare cases, data will be corrupted on your aircard or panel due to solar radiation or some other internal problem on your system. Most of the time we can resolve this issue by pulling the data fresh from the read-only memory (ROM) of the control panel. This will not cause your unit to lose any data. If this reset occurs and then normal communication resumes, you have nothing to worry about. If it persists, please contact support.

InstructionTimedOut - This error indicates that the controller is connecting but not responding in timely manner. Attempt re-trying your commands to see if they resolve.

NoResponseException - This error indicates that we are able to connect to your aircard, but that communication with the panel is failing. Often this it due to a loose connector between aircard and panel, or the panel door not being fully closed.

UnhandledException - This code indicates an error not falling into one of the above categories. If you see this error multiple times, please contact our support team who can help debug the specifics.

Q33: Does SmartLink work with Apple Watch?
A33: Yes. The latest version of the SmartLink Network Mobile App has support for all models of Apple Watch. The Apple Watch will automatically detect your location using its GPS sensors (or the sensors on your paired iPhone). Based on this location, it will present you a list of controllers at the site geographically closest to you. Once you select a controller on your current site, you will have button options to start a zone, run the valve locator, or stop all watering at that controller.

Note: the Apple Watch ONLY connects to the closest SmartLink site. To switch to another site, you will have to physically go there, at which time the watch app will update it's location.

For help with this feature go to: https://smartlink.zendesk.com/hc/en-us/articles/360001164173-Apple-Watch

Q34: Can SmartLink be integrated into a Building Automation System (BAS)?
A34: Yes. SmartLink can export REST APIs. This will integrate with any BAS that can accept REST APIs. Alternatively, and this applies mostly to residential home automation systems, SmartLink can work with other internet-based BAS systems with bookmark on the dashboard as an application.

Q35: Which internet browser should I use for accessing SmartLink?
A35: SmartLink supports the latest version of the most popular internet browsers: Internet Explorer, Firefox, Chrome, and Safari. We recommend you update your internet browser to the latest version to be sure of compatibility. For example, Internet Explorer version 9 and higher is supported (version 8 and lower is not).

	Chrome	Firefox	Internet Explorer	Safari
Windows	Y	Y	9+	N/A
Mac OS x	Y	Y	N/A	Y
iOS	Y	N/A	N/A	Y
Android	Y	N/A	N/A	N/A