

FREQUENTLY ASKED QUESTIONS

WHAT DOES AQWIFI DO?

The AqWiFi will transmit performance data and status to the cloud server which then can be monitored from anywhere in the world via the AqWiFi app.

HOW DOES IT WORK?

The AqWiFi is wired into the AQUAVAR SOLO², it is then connected to the local WIFI network and will transmit data to the cloud server. From there the data can be monitored from any mobile device or computer.

WHERE DO I FIND THE APP?

The app is available on iTunes for Apple devices or on Google Play for android devices.

HOW DO I SET UP THE AQWIFI?

There is a quick start guide available, all you need is the WIFI network name and password or the WPS push button feature which does not require a network password. In Addition the homeowners email address and mobile number are required so they can accept the user license agreement.

HOW FAR CAN I BE FROM MY ROUTER?

This depends on the strength of the router, they are all different. If you can connect to the WIFI from where the AqWiFi is located then you should not have any issues. If there is no WIFI available you can purchase a WIFI extender from a local retailer.

CAN I HARD WIRE TO A ROUTER?

No, this connectivity is not available.

HOW DO I RESET MY PASSWORD?

Password can be reset from the app, go to "more" and select change password.

I FORGOT MY PASSWORD?

Simply select forgot password in the log in screen and you will receive a new password via email.

HOW DO I CHANGE MY INFORMATION?

Information can be changed in the app as well as the website under profile.

HOW MANY PEOPLE CAN USE MY ACCOUNT?

As many as you like, simply provide your login ID and Password.

CAN THIS BE USED ON THE ORIGINAL SOLO?

No, this is not compatible with the original SOLO or BF controller. Only software 61.5 or 63.5 or later.

CAN I USE THIS ON PREVIOUSLY INSTALLED SOLO²?

Yes, this will require a software update to the SOLO² controller. Software revision 5 is required. (SW 61.5 or 63.5). This can be requested from your distributor or Xylem Salesperson.

CAN THE AQWIFI BE MOUNTED OUTDOORS?

Yes, the enclosure is NEMA 4 rated. -4° to 122°F

CAN I USE THE AQWIFI ON OTHER XYLEM CONSTANT PRESSURE SYSTEMS?

No, only the AQUAVAR SOLO².

CAN THIS BE USED ON COMPETITOR PRODUCTS?

No, only the AQUAVAR SOLO².

CAN I ACCEPT TERMS AND CONDITIONS IF I MISSED IT WHEN I FIRST SET UP?

Yes; completely log out of app and log back into app. When you sign back in, the terms and conditions page will open again. You should have also received an email with a link to accept the terms since the app will not complete set up without this step.

Xylem Product Cybersecurity

Xylem values your system security and the availability of your critical services. For more information on Xylem cybersecurity practices or to contact the cybersecurity team please visit xylem.com/security.