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ViZiSync Mobile App
Instructions

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Introduction

The ViZiSync Mobile App is designed for use with Tornatech ViZiTouch Fire Pump Controllers. It is available for Apple IOS and Android devices.

The purpose of this application is to allow an authorized user to connect to the Fire Pump Controller via WiFi. Once connected, the user can download history logs, upload software updates to the ViZiTouch, and perform startup operations all without having to open the controller door.
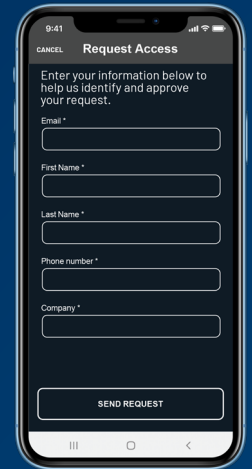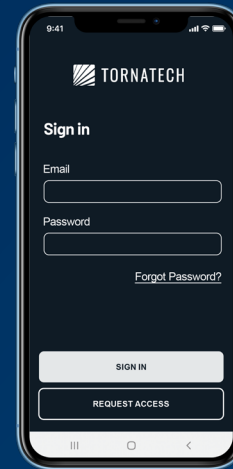
Set Up

Download and install the ViZiSync app for your device.

On first use, click the **REQUEST ACCESS** button and fill out the required form. Access **MUST BE APPROVED** in order for the App to function.
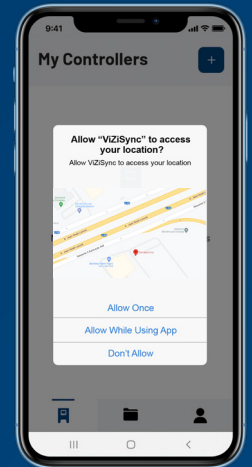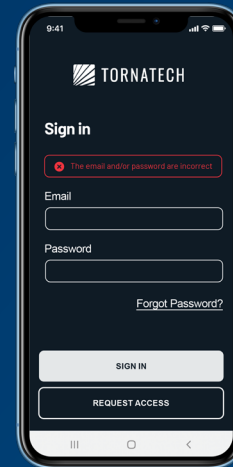
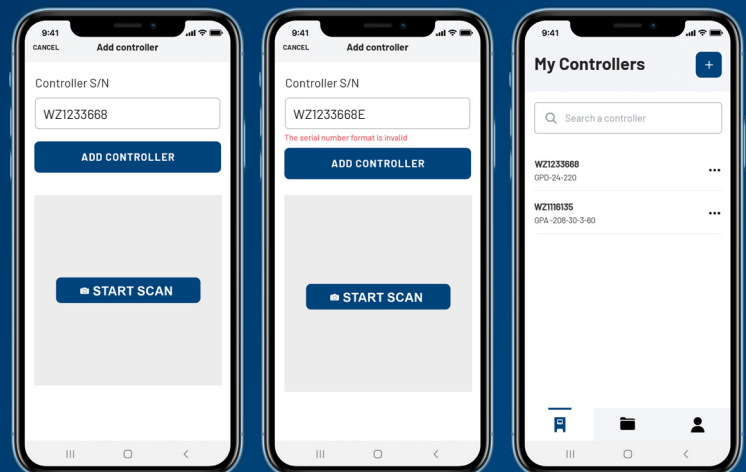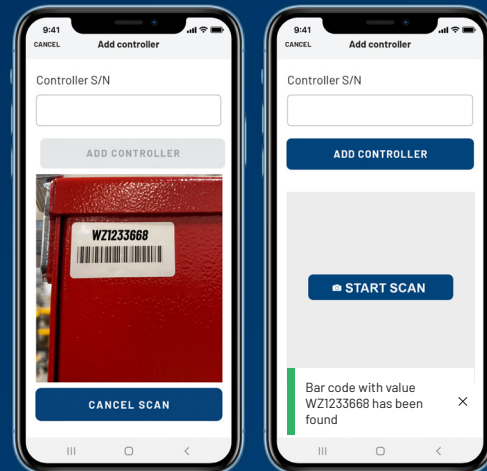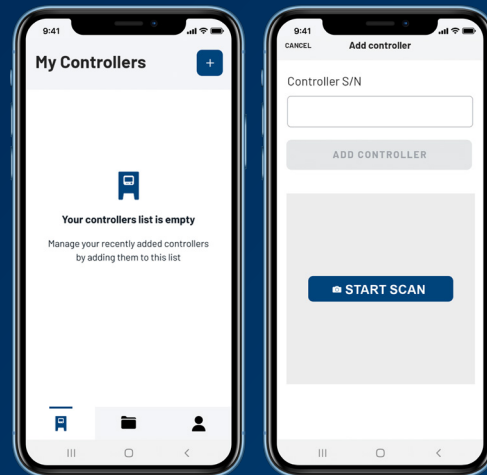Once the request is submitted it will be reviewed for approval.

Signing In

If your access request is approved, you can **SIGN IN** using your **EMAIL AND PASSWORD**. If the email or password is **INCORRECT**, you will get an **ERROR**.

Upon successful login, you may get a prompt asking permission to use your location. It is recommended to select **"ALLOW WHILE USING APP"**.

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Add A Controller

Once signed in, you will see a screen indicating that your list is empty. Tap the **"+"** symbol on the top right to **ADD A CONTROLLER** to your list.

You can press **"START SCAN"** on the app. (You may get a prompt to allow the app to use your camera). **SCAN THE BAR CODE** on one of the serial number bar code labels located on either side of the controller.

You may also **TYPE IN THE SERIAL NUMBER** found on the data plate on the front of the controller. If the serial number is **INCORRECT**, you will receive an **ERROR MESSAGE**. If the serial number is accepted, it will appear in the **"MY CONTROLLERS"** section.

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Connecting to a Controller

Once a controller is shown in the **"MY CONTROLLERS"** section, you can connect by **TAPPING ON THE SERIAL NUMBER**. You may receive a prompt to allow the program to **CONNECT TO DEVICES** on your **LOCAL NETWORK**. Click on OK to proceed. You might get an **ERROR** that you are **UNABLE TO JOIN** the controller network, click OK and try again.

You may need to change your device network settings to allow connection to the controller.

ONCE CONNECTED to the controller, the controller **MODEL NUMBER AND OTHER RELATED INFORMATION** will be shown, including the original startup date. If the controller **HAS NOT YET BEEN STARTED UP**, you will see the **OPTION TO "STARTUP"** on the screen.
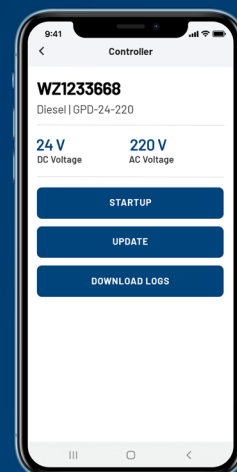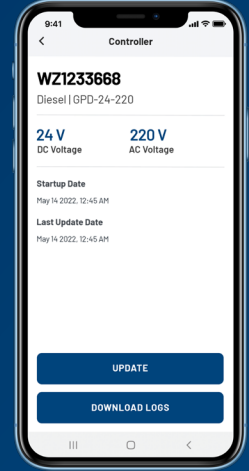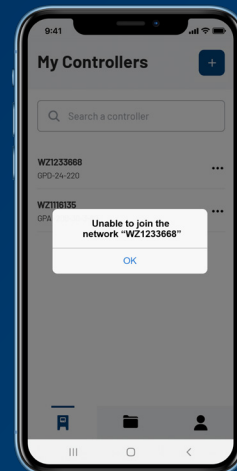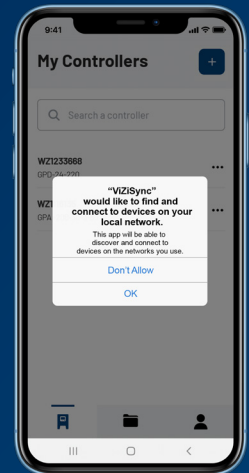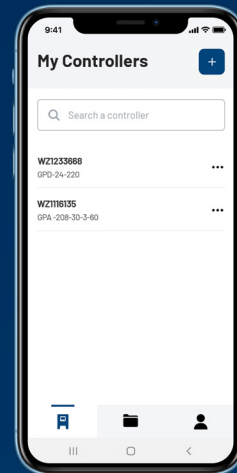
Controller Startup

If the initial controller field acceptance test (startup) has not yet been performed you can begin the process by clicking on the **"STARTUP" BUTTON** in the app.

ANSWER THE FIELD ACCEPTANCE QUESTIONS as the various tests are performed.

When the **TESTS ARE COMPLETE**, **ENTER THE ADDRESS** of the installation. There is also a field to **ADD A WITNESS** to the test (AHJ, Pump Rep., Owner). There is also a page to **ADD NOTES** from the acceptance test.

Once everything is **COMPLETE**, a startup **REPORT WILL BE GENERATED**. You will have the **OPTION TO "SHARE"** the report by selecting one of your apps to use, or **GO BACK TO "CONTROLLERS"** list. The **REPORT WILL BE STORED IN THE "MY FILES"** directory.

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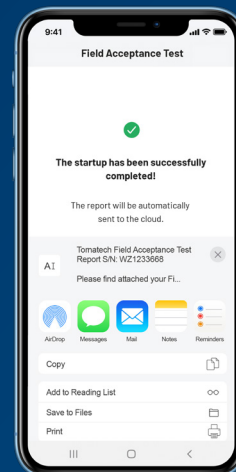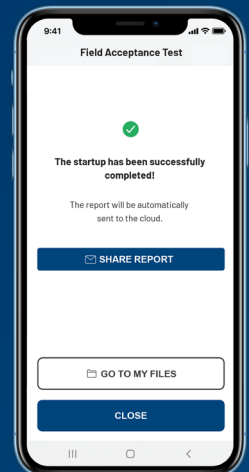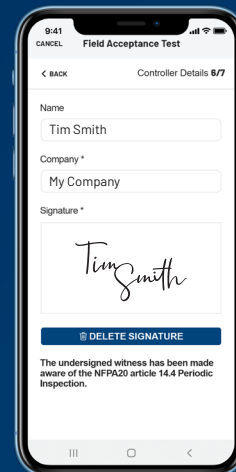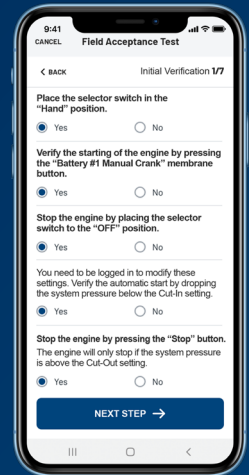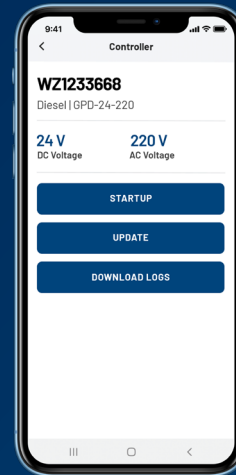
Downloading Controller Logs

Historical data is stored in the controller's memory. This data includes system pressure, alarms, operational information and settings. This information can be downloaded via the app. and shared if desired.

You must be **CONNECTED TO THE CONTROLLER TO DOWNLOAD THE LOGS**. You will **RECEIVE A MESSAGE** if the **DOWNLOAD WAS SUCCESSFUL OR NOT**. If connected to the controller and an **ERROR OCCURS**, **TRY AGAIN**.

If **SUCCESSFUL**, you will have the **OPTION TO "SHARE"** the log files if you desire. **SELECT THE APPLICATION** you want to use to share the file. **IF NOT**, the download will **STILL BE IN THE "MY FILES"** folder and you will have the **OPTION TO UPLOAD THE FILES TO THE CLOUD SERVER**.
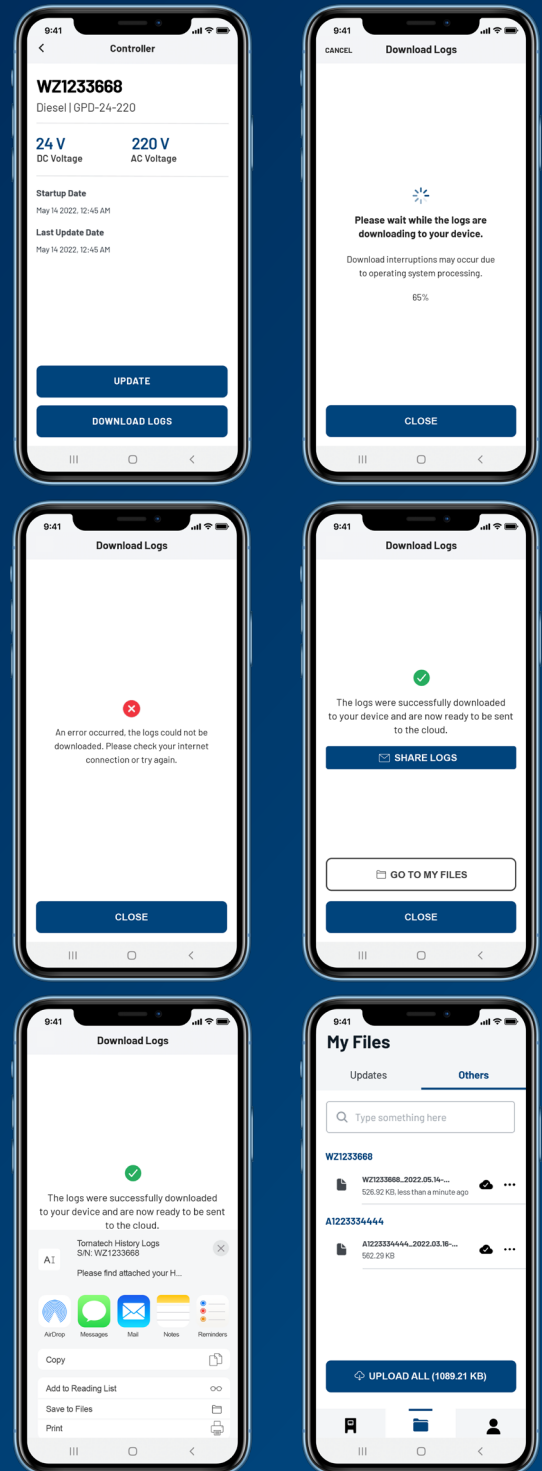
## Download Software Updates

After a controller has been started up you can **CHECK TO SEE IF ANY SOFTWARE UPDATES ARE AVAILABLE.** This can be a **GENERIC UPDATE** or one **SPECIFICALLY FOR AN INDIVIDUAL CONTROLLER** (usually if there are option changes).

It is best to **DOWNLOAD THE UPDATES AHEAD OF TIME** as cellular service can be sporadic in some locations.

FROM THE "MY FILES" screen select **DOWNLOAD UPDATE FILES.** From the next screen **SELECT EITHER "GENERIC UPDATE" OR "SPECIFIC UPDATE".**

GENERIC UPDATES are **COMPATIBLE** with **ANY CONTROLLER OF THE SAME TYPE** (electric, diesel....). Select the controller type to download. When finished you can arrow back, the **DOWNLOADS WILL APPEAR** in the **UPDATES TAB UNDER "MY FILES".**

To check for a software update for a **SPECIFIC CONTROLLER**, select **DOWNLOAD UPDATE FILES** from the "**MY FILES-UPDATES" SCREEN.** Select **SPECIFIC UPDATE** and **ENTER THE CONTROLLER SERIAL NUMBER.** If an **UPDATE IS FOUND**, the **FILE WILL DOWNLOAD**, otherwise you will receive a **MESSAGE THAT NO UPDATES WERE FOUND.**
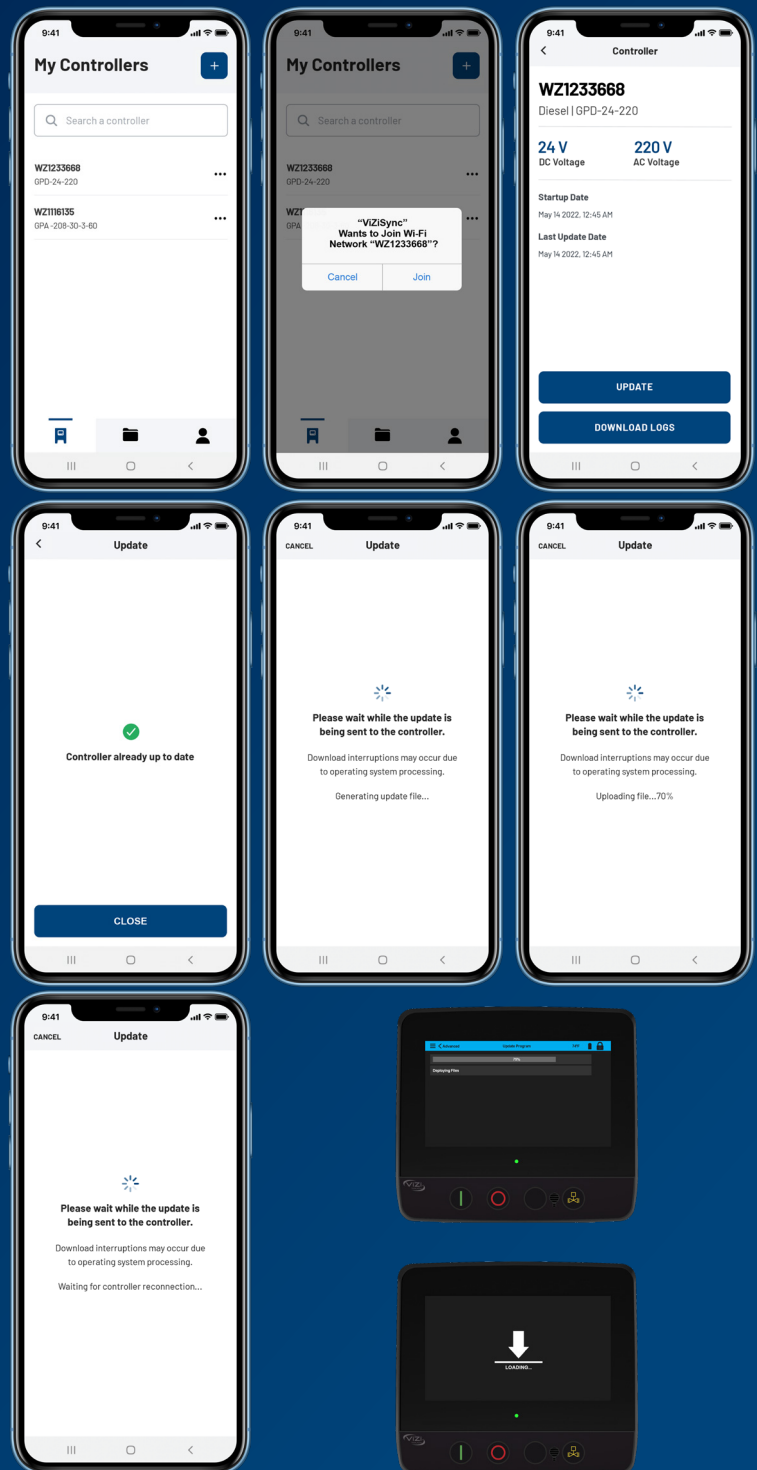

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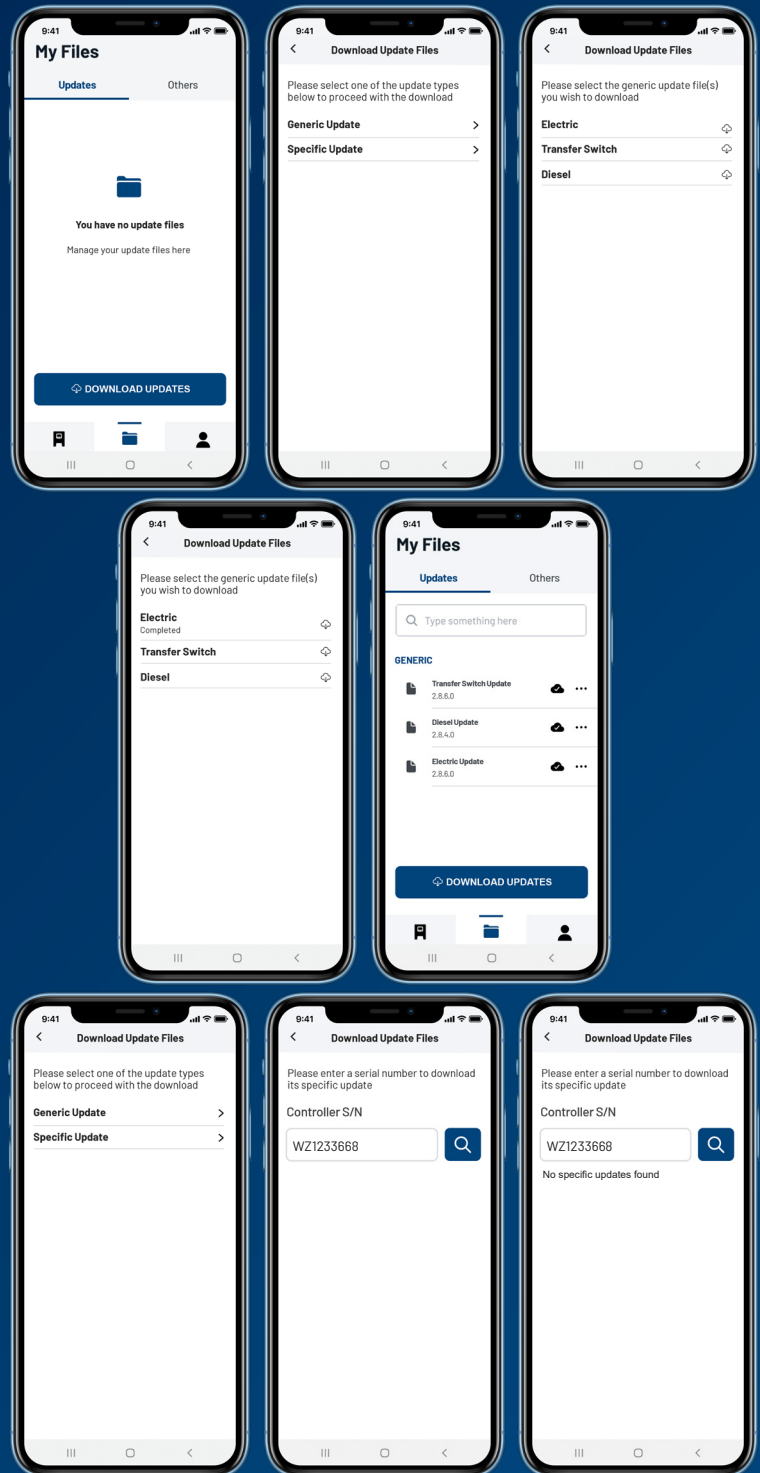
Update Controller Software

To **UPDATE THE SOFTWARE** in a controller, select the controller from the **"MY CONTROLLERS"** list. Connect to the controllers Wi-Fi Network. Select **"UPDATE"** to start the update process.

If the controller is **ALREADY UP TO DATE** you will **RECEIVE A MESSAGE**, otherwise you will see a **MESSAGE THAT THE UPDATE PROCESS HAS BEGUN.** You will see progress indication while the file is being uploaded to the controller.

When the **UPLOAD IS COMPLETE**, you will get a **MESSAGE** that the application is **WAITING FOR THE CONTROLLER TO RECONNECT**. **ON THE CONTROLLER** you should see the **UPDATE PROGRAM** screen with progress indication of the file deployment. When the **DEPLOYMENT IS COMPLETE**, the **CONTROLLER WILL REBOOT AND LOAD THE NEW PROGRAM**. Once this is complete, the application should reconnect with the controller.

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