Problem mobile application

Mobile Application – Ultrasync +

The Nowa 360 system has a mobile application that allows you to receive alarms directly on your phone, control your water inlet valve remotely as well as several other features.

It may happen that you encounter certain problem during the configuration or the usage of the mobile application. This document will explain the most common problems and associated solutions.

Internal Error 103

Problem

When you try to connect to the system, you may receive the message: "Internal Error 103" and you are unable to connect.

Solution

Start by closing all recent apps on your smartphone. Reopen the mobile app and attempt to connect to your system.

If the error appears again, delete the application, install it again and configure a new site. If the problem persists, contact our technical support at 1 877 287-7777 # 2.

Too many login failures – Username or passcode are incorrect; please try again later

Problem

It may be that by force of trying to connect to the system without success that this message appears: "Number of attempts too high; try again later"

Solution

Several problems can cause this error message to appear. If the panel is not connected to the internet, by dint of trying to connect it will appear. Check that your system is properly connected to the Internet (see section: Internet connection)

The user accesses you have entered may not correspond to the default values or may have been modified. Consult the section: "Username" to try to correct your problem.

The web access code may have been changed inadvertently or by the installer. Consult the section: "Web access code" to try to correct your problem.

Internet Connection

Problem

For the mobile app to work, the system must be connected to the Internet. If the system is not connected, it will be impossible to use the mobile application.

Solution

Make sure your system is connected to the Internet by pressing the status button or requesting the IP address

`MENU` `8` `9` `9` `9` `9` `ENTER` `6`

The IP address must be different from: 192.168.1.3 otherwise it means that Wi-Fi discovery is still activated

If the panel says: "The IP address is not ready", this means that the panel is not connected to the Internet.

You can refer to the document "Checking the Internet Connection" to help you diagnose the Internet problem.

Web access passcode

Problem

When you try to enable Wi-Fi discovery mode from the control panel, you may unknowingly change the web access code.

The web access code is the key that allows you to log in to the mobile application. By default, web access code must be: 12345678

Solution

To change the web access code to the default value, you can use the following keys:

`MENU` `9` `9` `9` `9` `9` `ENTER` `9` `1` `2` `3` `4` `5` `6` `7` `8` `ENTER` `MENU` `MENU` `MENU`

You can then try to reconnect via the mobile app. The problem should be corrected.

Username

Problem

The default users in the Nowa 360 system are: User and User2. The letter U must be written in capital letters during the configuration of the application.

The PIN code is 1234 for User and 2222 for User2

The default user codes may have been changed by the installer or by you.

Solution

Contact your installer to get your user / password. You can also contact our technical support at 1 877 287-7777 # 2

Problem with the router

Problem

Routers sometimes experience internal problems (DHCP, DNS) preventing the panel from connecting to the Internet. Certain protection settings such as a firewall can block communication from the panel to the server as well.

Solution

Start by restarting the modem and the router by unplugging them for 30 seconds. Reconnect them afterwards and wait at least 5 minutes before trying to reconnect.

Otherwise, the following ports must be unblocked in your router / firewall: 443, 8081 and 41796 to allow communication to the servers.

Bad response from server

Problem

When you try to connect to the system, you may receive the message: "Bad response from the server" and you are unable to connect.

Solution

Make sure your smartphone is connected to a Wi-Fi network. Close all recent apps on your phone and reopen the Ultrasync + app. If the error appears again, delete the application, install it again and configure a new site. If the problem persists, contact our technical support at 1 877 287-7777 # 2.