NexPump Ai Network\Notification Guide

NexPump Ai Network\Notification Guide

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<h2 style="text-align:center">PHONE-LINE:</h2>

If Notification is Installed:
Notification will NOT occur when a Phone Connection is no longer detected, however the alarm will sound

Clear Phone Monitor Alerts:
To Clear Phone Monitor Alert, use Function **'C'**

Testing:
The Phone Notification Module is tested during Automatic Self-Tests and Manual Tests. The Phone Line is tested in Automatic Self-Tests when Phone Monitor is enabled and during Manual Tests.

Menu Options for Phone Operations:

Function 'K' Phone Operations:
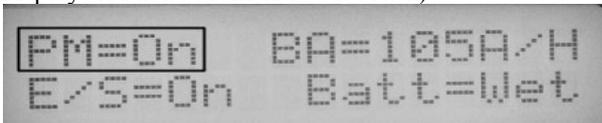
Menu Item to turn on Phone Monitor:
(Turn on Phone Monitor to Monitor the Phone connection. Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at desired position)

Ph-Monitor ? Y N

Function 'I' Phone Operations:

Info Item for Phone Monitor:
(Displays if Phone Monitor is Off or On)

PM=On BA=105A/H
E/S=On Batt=Wet

Phone Monitor Operation:
The Phone Monitor when enabled will monitor the Phone Line connection and alert you if a Phone Line is no longer detected. The Phone Monitor by default is set to the Off position. Once a Phone Line Connection is no longer detected, an alarm will sound, in addition the display will toggle **'PHMON'** in location (E) of the display..
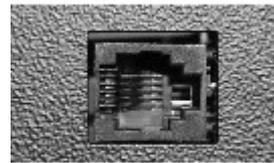
(E) PHMON

OOIC PHMON F01 B
Ph-Line Problem
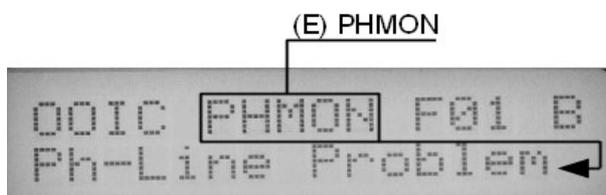
Phone Notification Module:
In the event of a Phone Notification Module alert the display will toggle 'ANMOD' in location (E) of the display

(E) ANMod

OOIC ANMod F01
ANMod Problem
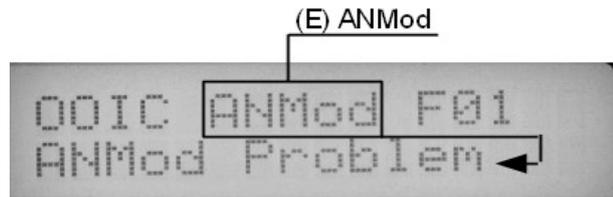
Phone Line Setup:

Left Side

Phone Jack

The NexPump will only accept an **RJ11** Phone Connector that plugs into the NexPump Unit**.** It is also required to install the supplied surge protector before the NexPump Unit. Please refer to the Surge Protector installation at end of this document for more information. Once the phone line is connected, you can test the phone line connection by running a Manual Test.

Manual Test to Check Phone Line:
(Use Function 'T' to run a manual test.)
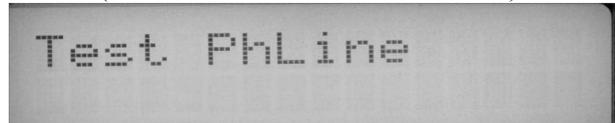
Test PhLine

Phone Line Status:
(Status Returned, 'Connected' or 'No PhLine')

PhLine Connected

Test Phone Line Polarity:
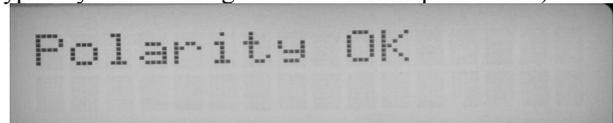(Verify Phone Polarity)

Test Ph Polarity

Test Phone Line Polarity:
(Polarity Returned, 'OK' or Revrsed'. If a reversed polarity is returned, the tip and ring should be reversed. This is typically the red and green wires of the phone line.)

Polarity OK

LAN:

If Notification is Installed:
Notification will NOT occur when a LAN Connection is no longer detected.

Clear LAN Monitor Alerts:
To Clear LAN Alerts, use Function **'C'**

Testing:
LAN is continually monitored.

Menu Options for LAN Operations:

Function 'K' LAN Operations:

Menu Item to Lock IP Configuration:
(Turn on 'Lock IP Config' to prevent changes to the IP Configuration. Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')

```
Lock IP Config?
Are U Sure ? Y N
```

Menu Item to Reset IP Configuration:
(Select 'Y' to Reset IP Configuration to defaults.
Defaults: Address-'192.168.1.105', Mask-'255.255.255.0'
Gateway-'192.168.1.51',DNS-'192.168.1.51',DHCP-'On',
HTTP Port-'80'
Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')

```
Rst IP Config?
Reset Info ? Y N
```

Menu Item to Reset WIFI Configuration:
(Wireless Module ONLY)
(Select 'Y' to Reset WIFI Configuration to defaults.
Note: Resetting WIFI Configuration will reset any programmed User WIFI Configuration and you will need to reprogram your WIFI Configuration again.
Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')

```
Rst WIFI Config?
Reset Info ? Y N
```

Menu Item DHCP:
('DHCP' stands for 'Dynamic Host Configuration Protocol'. By default this is turned on and allows for the Network Information to Configure Automatically. Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at desired position)

```
DHCP On      ? Y N
```

Menu Item to Reset Web Username and Password:
(Resets Username-'NPAdmin' and Password- Serial #.
Defaults: Username'NPAdmin', Password- Serial #.
(Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')

```
Rst Web Passwrd?
Reset Info ? Y N
```

Menu Item to Set HTTP Port:
(Sets HTTP Port. Valves: '80','81','82','83','84','0'. Defaults to Port '80'. Use if you need the HTTP port to be other than '80'. '0' disables the HTTP Port.
Press and hold Function Button at this menu, Port will increment, range 80-84, 0 – Disables HTTP)

```
HTTP Port ? 80
```
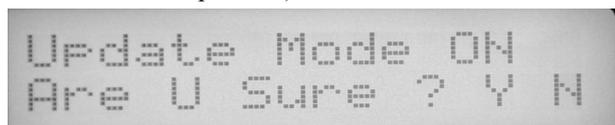
Menu Item to turn on LAN Monitor:
(Turn on LAN Monitor to continually Monitor the LAN connection. Defaults to 'Off'. Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at desired position)

```
LANMonitor ? Y N
```

Menu Item to turn on Update Mode:
(Turn on Update Mode so LAN Firmware can be updated..
Defaults to 'Off'. This should only be turned on to update firmware and then turned off. Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at desired position)

```
Update Mode ON
Are U Sure ? Y N
```

Menu Item to turn on WIFI Config Mode:
(Wireless Module ONLY)
(Turn on WIFI Config Mode to setup your own Wireless Configuration. Defaults to 'Off'.
Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at desired position)

```
WIFI Config ON
Are U Sure ? Y N
```

Menu Item to turn on WPS Config Mode:
(Wireless Module ONLY)
(ETH Firmware 5 or greater)
(Turn on WPS Config Mode to setup your own Wireless Configuration. Defaults to 'Off'.
Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at desired position)

```
WPS Config ON
Are U Sure ? Y N
```

Menu Item for EMail Status:
(Set this for the interval to receive Status EMails. Each Number is the number of Self-Tests which occur every 12 Hours. In the Screen below the Recurring Amount is set for '02', which will send a Status Email after every 2 Self-Tests or every 24 Hours.
Press and hold Function Button at this menu, Number will increment, '0-28', 0 – Disables Status EMail)

```
E-Recurring ? 02
```
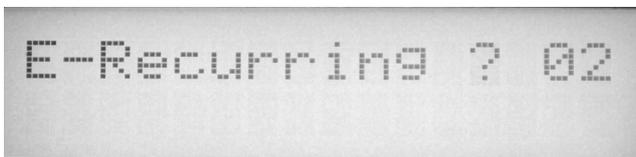
Menu Item To Set Status EMail Port:
(Used to Set Port for sending Status EMails
Valid values are 25, 465, 587
Press and hold Function Button at this menu, Number will loop through 025, 465, 587)

```
EMail Port ? 025
```

Menu Item To Send Test Status EMail:
(Used to Send a Test Status EMail. Send Status is also available on the 'Web Configuration Screen' in the EMail Status Table under 'Last Send Status'.
Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')

```
Snd Status EMail
Are U Sure ? Y N
```

Menu Item To Clear Intruder Detection:
(ETH Firmware 5 or greater)
(If an Invalid Password is entered more than 10 times in 15 Minutes, the system will automatically prevent access to the NexPump Web Interface for 15 minutes. If you want to access the Web Interface before that you can Clear the Intruder Detection through this menu item.
Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')
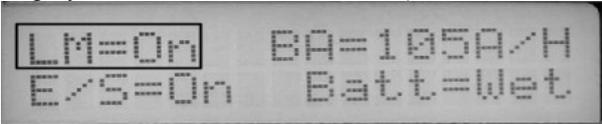
```
Clr Intruder?
Are U Sure ? Y N
```

Function 'I' LAN Operations:
Note: With Firmware Version 5 or greater, Pressing and Releasing Function Button will allow you to skip screens.

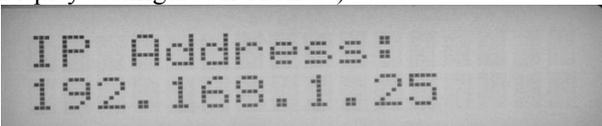**Info Item for LAN Monitor:**
(Displays if LAN Monitor is Off or On)

```
LM=On    BA=105A/H
E/S=On   Batt=Wet
```

Info Item for SSID Connection:
(Wireless Module ONLY)
(Display Wireless SSID Connection. '0' = No Connection)

```
SSID Connection:
GCHome
```

Info Item Displays IP Address:
(Displays configured IP Address)

```
IP Address:
192.168.1.25
```

Info Item Displays IP Mask Address:
(Displays configured IP Mask)

```
IP Mask:
255.255.255.0
```

Info Item Displays IP Gateway Address:
(Displays configured IP Gateway)

```
IP Gateway:
192.168.1.10
```

Info Item Displays DNS Address:
(Displays configured DNS)

```
DNS Address:
192.168.1.51
```
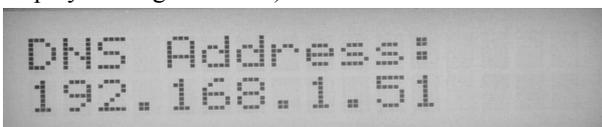
Info Item Displays HTTP Port :
(Displays configured HTTP Port)

```
HTTP Port:=80
```
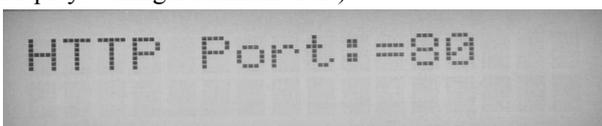
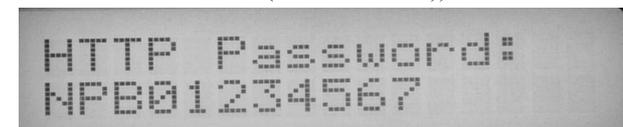**Info Item Displays Web HTTP Username :**
(Displays configured Web HTTP Username
Default:'NPAdmin' (Case Sensitive))

```
HTTP User:
NPAdmin
```
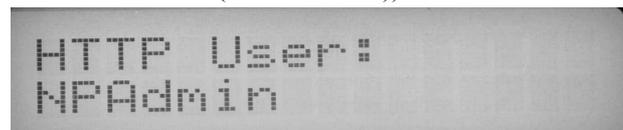
Info Item Displays Web HTTP Password :
(Displays configured Web HTTP Password
Default:Serial Number (Case Sensitive))

```
HTTP Password:
NPB01234567
```

Info Item Displays Status EMail To Address :
(Displays configured Status EMail To Address)

```
ETo:
user@domain.com
```

Info Item Displays Status EMail Host Address :
(Displays configured Status EMail Host Address)

```
EHost:
smtp.domain.com
```

Info Item Displays Status EMail Login Name :
(Displays configured Status EMail Login Name. Required if Authentication is needed)

```
EUser:
testuser
```

Info Item Displays Status EMail Login Password :
(Displays configured Status EMail Login Password. Required if Authentication is needed)

```
EPass:
test1234
```

Info Item Displays Status EMail Recurring Count :
(Displays configured Status EMail Recurring Count)

```
ERecurring:=0
```

Info Item Displays Status EMail Port:
(Displays configured Status EMail Port)

```
EPort:=25
```

Info Item Displays Status EMail Last Status :
(Displays configured Status EMail Last Status)

```
EStatus:
None
```

Intentionally Blank

LAN Monitor Operation:

LAN Monitor when enabled will monitor the LAN connection and alert you when if no longer detects a network connection. LAN Monitor by default is set to the Off position. Once a LAN Connection is no longer detected an alarm will sound, in addition the display will toggle 'LANEr' in location (E) of the display..

(E) LANEr

OOIC LANEr M00 B
LAN Problem
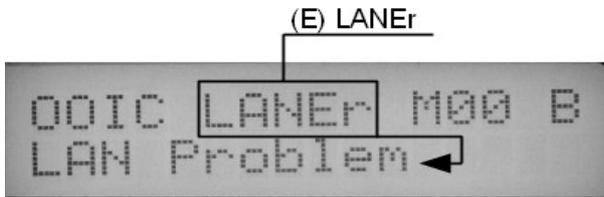
LAN Notification Module:

In the event of a LAN Notification Module alert the display will toggle 'ANiMOD' in location (E) of the display

(E) iMod

OOIC iMod F00 B
ANiMod Problem
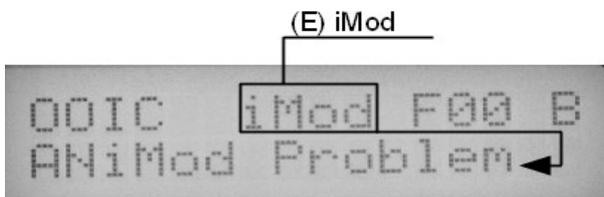
LAN Disconnected Warning:

(For the Wired Internet Module the message 'CABLE' will toggle when the Module does NOT sense a LAN connection)

OOIC CABLE F00 B

OOIC WIFI F00 B
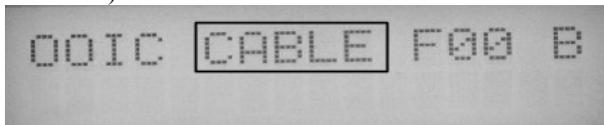
(For the Wireless Internet Module the message 'WIFI' will toggle when the Module is not connected to a wireless router).
In addition, the following WIFI Connection Code will toggle with 'WIFI'. The code will be in a format of 'XXXX'. The first two digits are the status code, followed by the last two being the sub code.

Status Code '00'
Still performing initial connection attempt.
There is no sub value for this parameter.

Status Code '01'
Connection Successful
There is no sub value for this parameter.

Status Code '02'
Connection failed.
Sub values:
'02' – Join Failure

'03' – Authentication Failure
'04' – Association Failure
'05' – WEP Handshake Failure
'06' – PSK Calculation Failure
'07' – PSK Handshake Failure
'08' – AdHoc Join Failure
'09' – Security Mismatch
'10' – No Suitable AP Found

Status Code '03'
Connection Temporarily Lost
Sub values:
'01' – Beacon Timeout
'02' – Deauth Received
'03' - Disassociate Received

Status Code '04'
Connection Permanently Lost
Sub values:
Same as Status Code '03'

Status Code '20'
Connection timeout.
A timeout occured attempting connection. Will keep retrying.
There is no sub value for this parameter.

Status Code '20'
Connected but DHCP is not bound.
There is no sub value for this parameter.

Network Defaults:

IP Address – '192.168.1.105'
IP Mask – '255.255.255.0'
IP Gateway – '192.168.1.10'
DNS – '192.168.1.51'
HTTP Port – '80'
Username: 'NPAdmin' (Case Sensitive)
Password: Unit Serial Number (Case Sensitive)

Wired Network Setup:

The NexPump Wired Internet Module is a IEEE 802.3 compatible Ethernet device with a speed of 10Mbps and accepts a standard RJ45 LAN Cable.

Left Side
Link LED →
Activity LED →
LAN Port
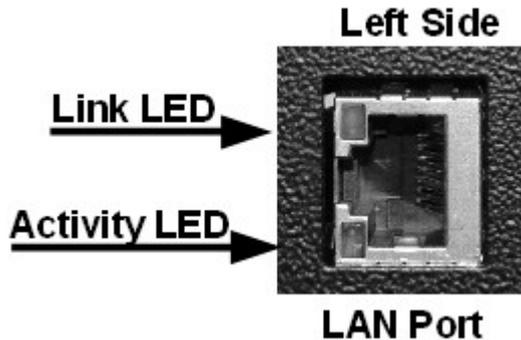
1. Plug one end into the NexPump LAN Port and the other end into your LAN Router or Hub. The 'Link LED' should be steady Amber and the 'Activity LED' should blink Green. If you do not see the LED's active check you hub, router for cable.
2. By default 'DHCP' is enabled and in most cases 'DHCP' should be enabled on your network too. You can verify the NexPump was configured with DHCP by using Function 'I' as per the LAN section of this manual. Verify that an IP Address exists. The displayed address in this manual will most likely be different then the display on your system.
3. Once you have the IP Address of the NexPump you can go to a browser on your network to access the NexPump internally. For example, the IP Address in this manual states '192.168.1.25'. You would enter '192.168.1.25' in the address bar of your browser to access the NexPump Web Interface. The default password in located in the Function 'I' of the LAN section.
4. You should change the Username and Password once you get access to the Web Interface. Password configuration is location in the 'Web Configuration Link', see Internet Screens in this manual.
5. Manual Configuration can be completed with a cross-over cable. See Network Defaults (Table 5.1) for default IP Setting.
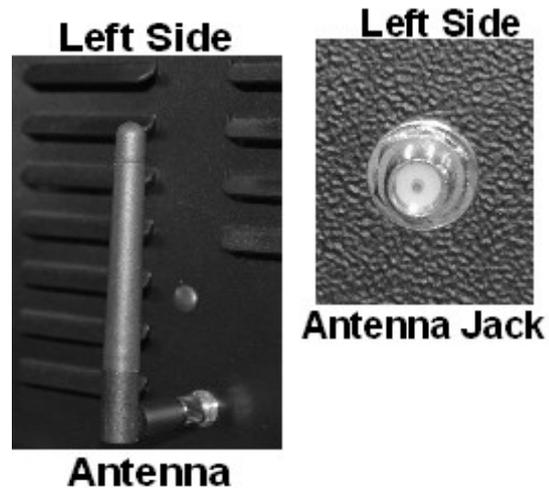
You can also visit the NexPump Website to view videos on network setup.

Important: If you want to be alerted of Power Outages you need to be sure an Uniterruptable Power Supply (UPS) is connected to your router or hub, in addition will operate for at least 45 minutes on Battery. Check with your Internet Provider about Internet Use on Power Outages. See Appendix

Wireless Network Setup:

The NexPump Wireless Internet Module is a Wi-Fi 802.11b compatible device. The following will guide you in the setup so the NexPump can be connected to your household wireless router. You can also visit the NexPump Website to view videos on network setup.

The wireless antenna comes disconnected and needs to be attached. The antenna attaches to the Antenna Jack located on the left side of the NexPump.

Left Side
Left Side
Antenna Jack
Antenna

The antenna screws on to the Jack and should attach easily (be careful not to strip the threads). Rotate and pivot (90 degrees) the antenna as it appears in the above diagram.

Important: If you want to be alerted of Power Outages you need to be sure an Uniterruptable Power Supply (UPS) is connected to your router or hub, in addition will operate for at least 45 minutes on Battery. Check with your Internet Provider about Internet Use on Power Outages. See Appendix
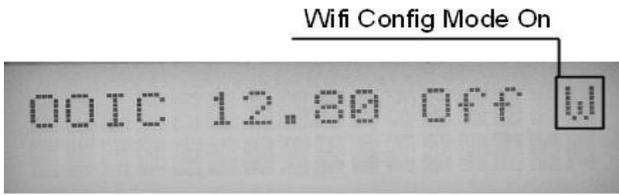
Wireless Connection to your Network

There are two methods of WIFI connection. The WIFI Config Mode and the WPS Mode. The WPS mode is only available on WIFI Firmware version 5.00 or greater.

WIFI Config Mode:
You can use a computer with a wireless interface card or a smart phone or tablet with wireless connectivity.
Turn 'WIFI Config Mode' On. Use Function 'K', Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')


```
WIFI Config ON
Are U Sure ? Y N
```

Mode flashing 'W' showing NexPump in WIFI Config Mode.

Wifi Config Mode On

OOIC 12.80 Off W

2. Connect to your NexPump:

On a computer you need to find the Icon 'Wireless Network Connection'. This can be found on the right side of the Taskbar or in 'Control Panel', 'Network Connections' (Table 7.1). Right Click the 'Wireless Network Connection' then click 'View Available Wireless Networks' (Table 7.2).
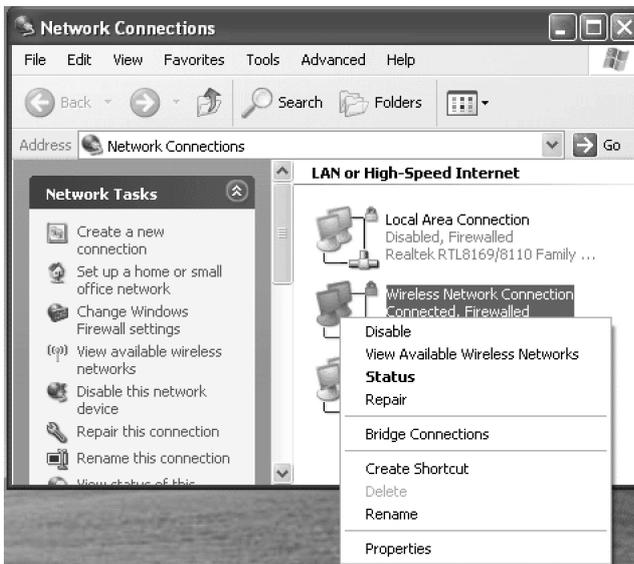
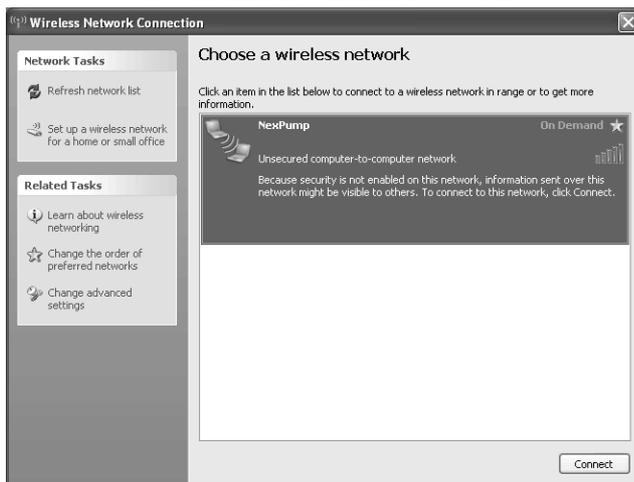### Network Connections

Table 7.1

View Available Wireless Networks

Table 7.2

Highlight 'NexPump' and click Connect (Table 7.2). On a smart phone or tablet find your Wireless Networks setup and connect to the same Wireless Network 'NexPump'.

Once the NexPump shows Connected you are ready to connect with your browser.

3. Connect through a Browser:

Open your browser. Enter the IP Address '192.168.1.105' in the address bar. A Password dialog should pop up.
Defaults: (Case Sensitive)
Username: **NPAdmin**
Password: **Unit Serial Number (Letters Uppercase)**
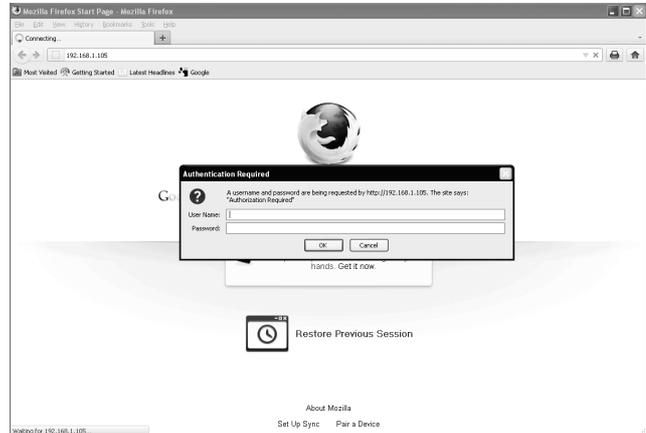
Once you enter the correct Username/Password you should be on the 'Stats and Informational Page'. Click the 'Web Configuration Link' at the top of the page. Once on the 'Web Configuration Page', scroll down to the dialog 'WIFI Configuration'. Enter your 'SSID', 'Security Type' and 'Security Key'. Once completed click the 'Submit' button below the dialog 'WIFI Configuration'
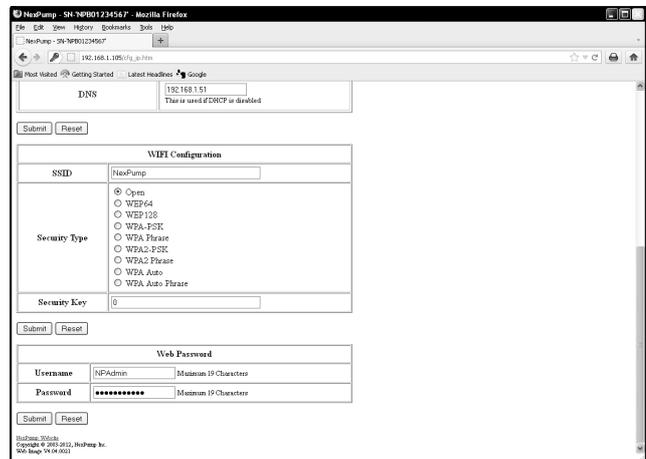
Once you click submit, you should go to the NexPump Unit as the NexPump will automatically select a Function 'I' once the configuration is complete. Once it enters the Function 'I' you can verify that the NexPump is connected to your wireless router. You should see a connection to your SSID that you just entered, in addition your IP Address that was assigned, assuming that DHCP is enabled. Use Function 'I' to verify configured IP Address If you do not see a connection to your wireless router, you should run a Function 'I' again after approximately two (2) minutes. If there still is no connection, repeat this process again as you may have incorrectly entered some information.

10

WPS Push Button Mode: *(ETH Firmware Revision 5 or greater)*
Turn 'WPS Config Mode' On. Use Function 'K', Press and hold Function Button at this menu, cursor will toggle between 'Y' and 'N'. Release at 'Y')

```
WPS Config ON
Are U Sure ? Y N
```
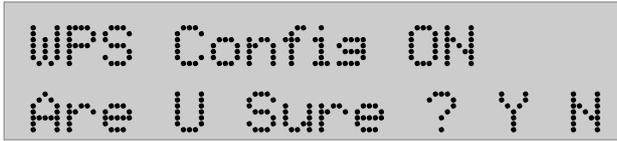
Once the WPS Config is ON you will see the following on the second line of the LCD Screen:

```
WPS Waiting
```

Once the NexPump is in the WPS Waiting Mode, press the WPS Button on the wireless router you would like to have the NexPump connect to. If you are unfamiliar with the WPS Mode of your wireless router, please refer to the routers user manual for more information.

Once the WPS on your wireless router is initiated, you should see the following on the LCD screen:

```
WPS In-Progress
```

Once the LCD switches to WPS In-Progress, it should take a few minutes to make the connection to your router. Once a connection is made the NexPump will automatically select a Function 'I' for you. The Function 'I' will toggle through many screens. You can verify the wireless connection from the screen SSID Connection: which now should show your SSID. The next screen will show the IP Address of the NexPump, assuming DHCP is enabled.
Wireless Setup is complete.

Network Remote Access Setup:

To access your NexPump from outside your household you will need to configure your Internet Router for an Address Translation or a Port Forwarding Configuration available on most Internet Routers. Your router may have already assigned the NexPump with a public address that can be used from the outside world. You can check the address range of Private IP Addresses below..
Private IP Addresses will be in this range:
10.0.0.0 - 10.255.255.255
172.16.0.0 - 172.31.255.255
192.168.0.0 – 192.168.255.255

The below graphic is an example of using Port Forwarding with a Netgear WNR2000 router to enable access to your NexPump for remote locations. The NexPump is configured with a IP Address of '192.168.1.5' and Port Forwarding is set for Port '80'. Port '80' is the default HTTP port and should not normally be changed unless there is a specific reason to do so. The range for HTTP Ports are Port 80-84 and can be changed using Function 'K'.
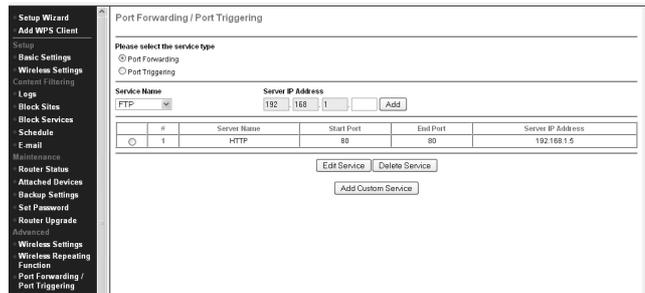
You may also use a Remote Control Software to remote control to a PC in your household and use the NexPump local IP Address for access. Program examples such as, Go To My PC, VNC for PC, Android or Apple IOS.

NexPump Internet Screens:

Status Screen:
Bright Green – System OK
Dark Green – Setting is Off
Red – Alert Condition or Red Flag that Setting is On
Amber – Amber Flag that Setting is On
Purple – Manual Mode is On
Blue – Pump Activated or In Backup Mode
Cyan – In Primary Mode

Also lists Network Configuration, Up Time, Test Count, Serial Number , Firmware Versions, Alert History, Model

Command Screen:
Run Commands, Set Configuration Parameters or Turn Functions On/Off from this screen. Not all commands are available from this screen. Function 'K' from the NexPump unit provides for all commands.

Web Configuration Screen:

This screen can be used to manually configure IP Information when DHCP disabled (Experienced Users Only). HTTP Port can also be changed here.

Web Configuration Screen:

Username, Password Screen

Web Configuration Screen (Wireless Version):

Wireless setup Screen

EMail Configuration Screen:

The EMail screen is used to configure where and how Status Emails are sent. An Email_To, Email_Host, Email_User and Email_Password are required.
(Note: The EMail settings are not dependent for the Notification System. The Notification System relies ONLY on an Internet Connection. These settings are ONLY for the Status EMails.)

Enter EMail_To with a valid EMail Address.
Enter EMail_Host with a valid domain name or valid IP Address of the Email Host server
If your account requires a login and password then enter those in the E-Mail User and Password fields.
The EMail Port can be set to 25,465,587.

(ETH Firmware 4 or less)
SSL is not supported. If you do not have an EMail Account that will work without SSL, please contact NexPump.
(ETH Firmware 5 or greater)
SSL is supported and when enabled the Email Port must be set to 465.

Recurring time can be set to 0 – 28. This represents a multiple of the 12 Hour Self-Tests. 0 will disable Status Email. A setting of 1 will send Status Emails every 12 Hours, 2 every 24 hours, etc.

Once completed, Hit Submit to save your changes.

E-Mail Status	
(Configure to Receive Status E-Mails)	
E-Mail To	Maximum 50 Characters
E-Mail Host	Maximum 40 Characters
E-Mail User	Maximum 40 Characters
E-Mail Password	Maximum 40 Characters
Send Recurring Time (Change in Command Console)	Send Status EMail after every Self-Test
E-Mail Port	○ Port 25 ● Port 465 (Enable SSL if Used) ○ Port 587
SSL	○ Disabled ● Enabled (Set E-Mail Port to 465 if Enabled)
Last Send Status	SUCCESS,04-28-14 10:58PM

Submit   Reset

(ETH Firmware 5 or greater)
Time Configuration Screen:
Set Time Configuration to the Format you prefer and the Time Zone you are in.

NexPump Status | Web Configuration | Command Console | Time Configuration

NexPump Time Configuration Page (SN:'NPB01234567')

Time	Date	Time Offset/Zone	Time Format
09:09AM	04-29-14	-5,CDT	12 Hour

Time Format	○ 24 Hour Format ● 12 Hour Format

Submit   Reset

Time Zone: CDT (Central Daylight Time (-5)) ▼

Submit   Reset

Alert History:
The last 10 alerts can be recalled here or at the system with Function 'I', (Display Alert History) ETH Firmware 5 will show Time and Date of Alert.

Most Recent (Top) (Alert History) Least Recent (Bottom)	Alert Lookup
1. Alert Code:5 Time: ▼	0-None ▼

NOTIFICATION STATUS:
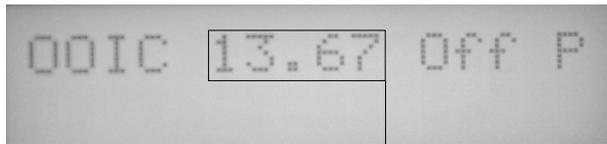
(E) Battery or Notification Status

Notification Status:

Phone Notification
"Busy" - Notification System Lines Busy
"InUse" - Phone line is In Use
"Dial" - Dialing Notification System
"Connd" - Connected to Notification System
"InfoS" - Alert Information sent
"NLine" - No Phone Line Connected
'ANMOD' Phone Notification Module Problem
Phone Monitor
'PHMON' Phone Line not Detected

Internet Notification
'iConn' Attempt Connection to Notification System
'Connd' Connected to Notification System
'InfoS' Alert Information Sent
'CABLE' or **'WIFI'** Internet not Connected
'ANiMOD' LAN Notification Module Problem
LAN Monitor
'LANEr' Lost Internet Connection

Clear Notification Module Alerts:
To Clear any Notification Alert, use Function **'C'**

Testing:
Notification Modules are tested on 12 Hour Self-Tests or Manual Tests. Exceptions: Notification is Active.

Normal Alerts:
Pump Activations
AC Power Loss
Notifications: After Approximately thirty (30) Minutes

Critical Alerts:
All Other Alerts
Notifications: After Approximately five (5) Minutes, except a High Water Alert which is Approximately one (1) Minute.

Ai NOTIFICATION SYSTEM:

Initial Registration:
You must register your NexPump before Notification use. Visit the NexPump's website at '**www.nexpump.com'** and click **'Register My NexPump'**. Fill in the initial form using your complete serial number (format 'NPBxxxxxxxx') and PIN number. On the following form, fill in all required information along with the phone numbers and email addresses you want the Ai Notification system to use to contact you in event of any alerts. Once you have registered successfully you will receive an E-Mail confirming your setting.

Changing Your Setting:
Visit the website at **'www.nexpump.com'** and click **'Customer Login'**. Once logged in, you can change your information and update. You can also change your login password if you want. Once you updated your changes, you will receive an email confirming the changes.

Notification Detail:
When the NexPump detects an alert the built-in alarm will start beeping. After approximately thirty (30) Minutes for Normal Alerts, five (5) Minutes for Critical Alerts and one (1) Minute for High Water Alerts. If the Alert is cleared or Silenced (Activation or AC Power Loss) before the Notification Process timeout has expired the Notification will NOT take place. This is because the NexPump assumes someone knows about the Alert since the alarm was cleared.

Notification Testing:
If you have a NexPump with an Internet Module you can run a Function 'T' (Manual Test) and at the end of the test you will be able to schedule a Notification Test. You can test Notification for a Phone Line by disconnecting a Sensor and waiting for 5 Minutes.
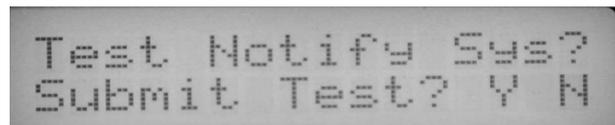
Notification Process:
Person answers the call:
1. States Alert(s), Pressing 1 Skips the Message
2. Press one (1) to Acknowledge or zero (0) to repeat.
3. Call ends
4. Up to four (4) E-Mails sent with Alerts and Stats
5. Up to four (4) E-Mails sent with Confirmation Status

Answering Machine or Voice Mail answers the call:
1. States Alert(s).
2. Call ends
3. Up to four (4) E-Mails sent with Alerts and Stats
4. Up to four (4) E-Mails sent with Confirmation Status

Important information During an event:
During an event we have found that many owners will continuously clear the error conditions and receive redundant notification calls. Please review the information below.

1. Once an Alert is cleared, the NexPump sets a counter so repetitive notifications will not occur.

2. Electric Failure, Pump Activation (Backup Mode):
   a. To prevent notification from reoccurring, you can **Silence the Alarm, DO NOT CLEAR ALARM**. If only the pump activation alarm is occurring, you can Switch to the Primary Mode for the duration of the event or if your main electric pump has failed.

3. High Water Alert:
High Water Alerts should NOT be cleared, however the NexPump should be allowed to operate under this condition until the pump(s) are no longer operating 100% of the time. The alarm at this point should be cleared. If you decided to 'Disable the Alarm' you should monitor the situation.

4. Suspected Clog Alert with high rate of incoming water:
   When the incoming water rate is extremely high, the NexPump may warn of a Suspected Clog Error. This is indicated with Pump Identifiers 'X' or 'x' and happens in normal operation. **Do not clear this alarm, however monitor the situation..** Once the water rate slows down the condition should automatically clear.

Appendix:

UPS Information:
A UPS is a device to supply AC Power during a power outage. You will need this if you want to be alerted on Power Outages with any NexPump Internet Module. A 250w UPS should be capable of powering an internet router for about 3-4 hours. Using a larger wattage UPS will increase the time. You need at least have 45 minutes for power outage alerts.

Surge Protector Installation
(Phone-Line Version Only)

Plug the surge protector into a grounded outlet and plug your NexPump into the surge protector outlet. Refer to the diagram below to connect the phone line to your NexPump.

Bottom of Surge Protector

Phone Input   Phone Outputs

Wall Phone Outlet   NexPump Phone Jack
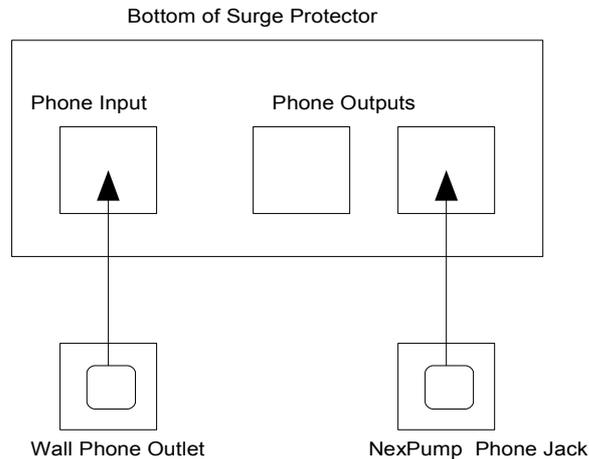
Indicator Lights
- The "protected" light should be on when the power is active. If the light goes out at any time and the power at the outlet is active, it means that the surge protector was sacrificed to protect your NexPump. Contact NexPump for a replacement surge protector.
  Note: If the surge protector was sacrificed and is not supplying power, you should plug in the NexPump directly into the electrical outlet until a replacement is purchased.

- The "grounded" light should be on when the power is active. If this light does not come on when the surge protector is plugged in and the power at the outlet is active, you may have a ground-wiring problem and should contact an electrician to properly ground the outlet.

*************** Post-Installation ***************
- Perform a Manual Test (Function 'T') on the NexPump once the Phone-Line is installed to verify the phone line is working correctly.
- It is recommended to Enable the Phone Monitor (Function 'K') after installation of the Surge Protector. This will keep you informed of an operational phone line.