Neptune® 360™

Mobile

Site ID: _____

Supported By:

NECO
Smart Solutions, Water Powered

M-F 8:00 am – 4:30 pm
1-800-624-6975 option 3
support@necowater.com

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Cincinnati, OH 45240

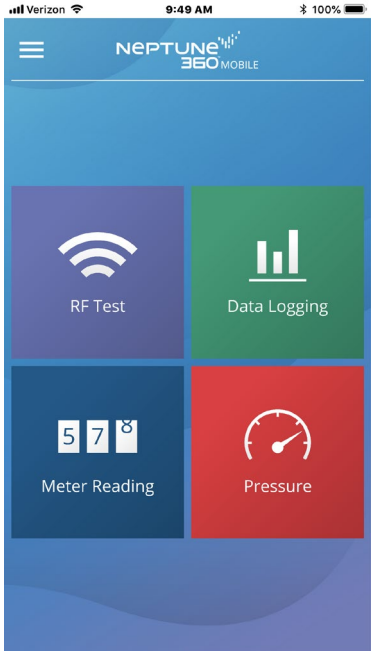
Welcome

Welcome to the Neptune® 360™ Mobile app. Using a smart phone or tablet as your meter reading device makes the reading process fast and efficient without the burden of learning new hardware. You can use the app as soon as you install it.

Simplify the collection of meter reading data and turn it into actionable information with the Neptune 360 Mobile™ app. This app enables your personnel to make the most of their time while in the field, providing on-the-spot analysis and presentment capabilities.

This pamphlet covers the three major functions you can perform:

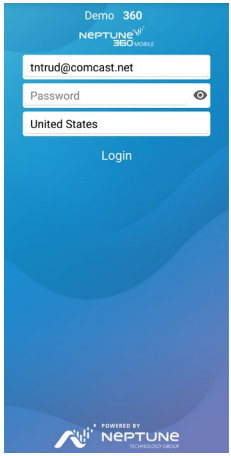
- RF Test.
- Data Logging.
- Meter Reading.



Neptune® 360™ Mobile Main Screen

Logging in

Open the app, the Login screen is displayed.
In the Email Address field, type the email address you use for Neptune 360.



Login Screen

In the Password field, type the password you use for Neptune 360.
*** If you need to reset your password, you will need to access https://neptune360.com/ and select the Forgot Your Password? option.*
Tap Login
The system displays the Select Site ID screen.

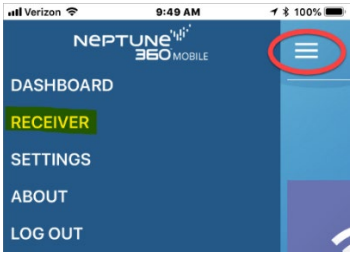
Select Site ID Screen

Type the 5-digit Site ID for your utility.

Pairing a Receiver

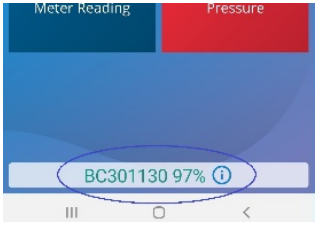
Before reading meters, you must pair your device with a receiver. If you have not yet paired a receiver, the first time you select Meter Reading the system displays a reminder.

After logging in, tap Meter Reading, and then tap OK to clear the reminder message. Tap the menu icon in the top left corner



Tap Receiver.

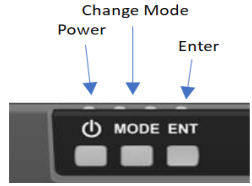
Tap the serial number of the R900 BCT (Belt Clip Transceiver) or MRX920 in the list to pair with it. If the serial number does not appear in the list, tap Refresh toward the bottom of the screen, and then retry pairing.

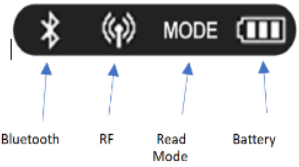


After successfully pairing, the Neptune 360 Mobile dashboard is displayed and toward the

bottom of the screen the connected receiver's serial number displays in green text.

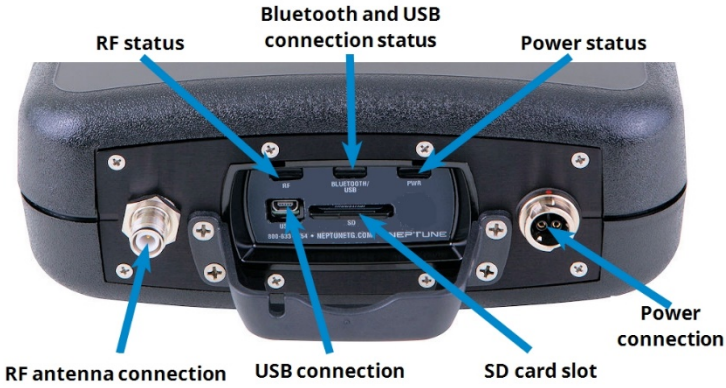
R900 Belt Clip LED Operating Modes	LED Colors
Unit Powered Off	LED's OFF
Power LED	
On- Battery 100%-31%	GREEN
On- Battery 30%-16%	YELLOW
On- Battery 15%-6%	RED
On- Battery 5%- Critical	FLASHING RED
On- Battery Charging	FLASHING YELLOW
Mode LED	
Normal Mode	GREEN
Unattended Mode	YELLOW
Unattended Mode (installed)	MAGENTA
Mass Storage Mode	WHITE
RF	
No readings being received	Off
Receive R900/ERT Packet	FLASHING GREEN when RECEIVING
Receive Advantage Packet	FLASHING CYAN when RECEIVING
No reading received in 2+ minutes	Solid RED
Bluetooth	
Not Connected	OFF
Pairing	FLASHES BLUE
Connected	BLUE
Error Codes	
Temperature Error	Bluetooth and Power LED Flash RED 5 Times
Hardware Error	Bluetooth and Power LED RED
Battery Error	Power LED FLASH RED and YELLOW
Cannot Power On- Battery Too Low	Power LED FLASHES RED
SD Card Error	Mode LED RED





MRX components

Before using the MRX920 unit, be sure that the SD card is securely inserted into the SD card slot. If not, the unit will not work. Sometimes in shipment, it can become loose or partially ejected.

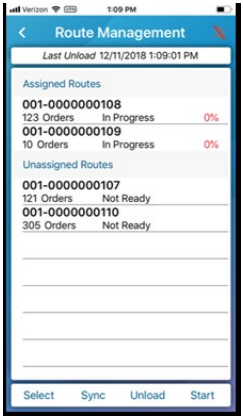


LED Name	Description	Color Condition Indication
PWR	Power status	**Green** - *solid* when power is present **Yellow** - *solid* during power loss.
Bluetooth/ USB	Bluetooth and USB connection status	**Off** - *none* when no Bluetooth or USB connection is made **Blue** - *solid* during successful Bluetooth connection **Green** - *solid* during successful USB connection
RF	RF MIU activity	**Green** - *solid* during high RF activity **Green** - *flashing* during low RF MIU activity **Red** - *solid* when no RF MIU activity is detected

Route Management

If your account's role includes the Sync Unassigned Routes permission, you can see:

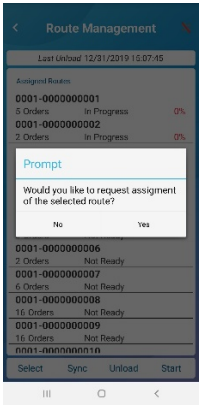
- Routes assigned to you
- Incomplete unassigned routes



Route Management Screen

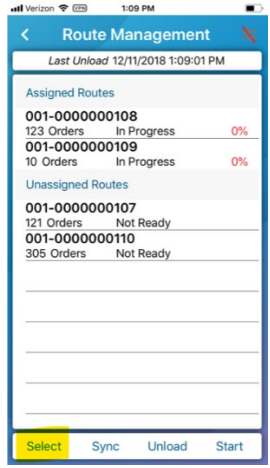
If you tap an unassigned route and assign it to yourself, the route moves under the Assigned Routes header.

To assign yourself individual routes and move them to the Assigned Routes list (routes in the Not Ready state), tap each unassigned route, then tap Yes in the confirmation prompt that appears.



Meter Reading

If you have more than one route under your **Assigned Routes** header in Neptune 360 Mobile, validate that you can see the **Select** button in the bottom left-hand corner.



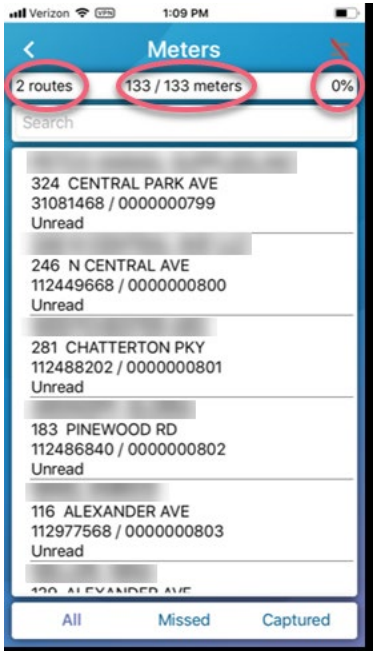
Tap the **Select** button.

Validate that all routes under the **Assigned Routes** header are selected.

Tap the **Work Routes** button.

Viewing accounts

Tap the route for which you want to view the accounts. By default, this screen displays all accounts within the route.



Viewing Route Accounts

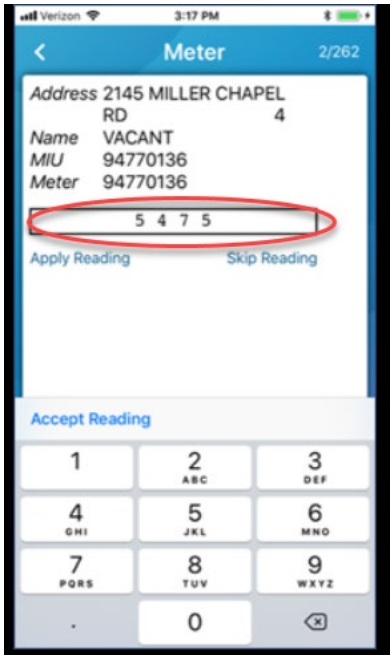
To search for a specific account / meter in the list, in the Search field, type any part of the following:

- Account name
- Account number
- Address
- MIU ID
- Meter number

Entering a Manual Reading

On the meter screen, you can manually key a reading. Keyed readings appear in red.

Tap the reading field.
The device's keyboard appears so you can enter the reading.

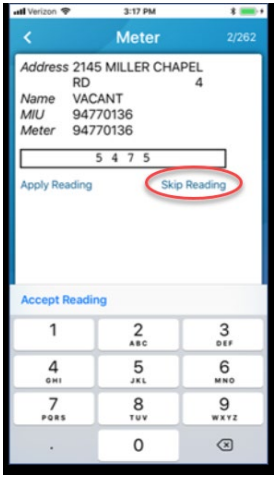


Manually Entering a Reading

Type the reading, and then tap Apply Reading.
The app saves the reading and moves you to the next account in the route

Skipping a Reading

Select an account within the route
On the Meter screen, tap Skip Reading.



Skipping a Reading

The system displays the Skip Reading screen.

Skip Reading Screen

Tap in the Skip Code field, and then select a code from the list.
The system displays the next account in your route.

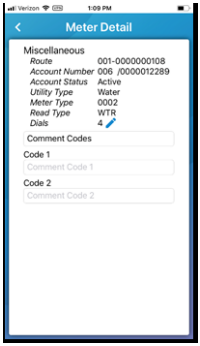
Adding Comments and Comment Codes

You can enter free form comments for any meter reading that are specific to that reading, route, or account. You can also apply predefined comments to any reading by selecting a comment code.
The Comments box is displayed by default on the Meter Detail screen and you can type up to 128 characters for the comment.

Tap in the Comments box, and then type a comment.

Comments

You can select from a list of comment codes created in the Neptune 360 web application to associate with the comments you enter.
Tap the Comment Codes field label to display the Code 1 and Code 2 fields.

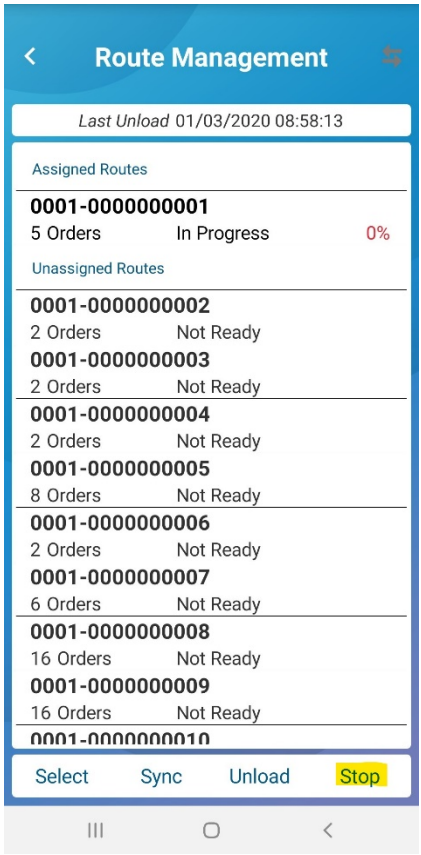


Comment Code

In one or both fields, tap to display the codes, and then tap the codes you want to apply. Tap the Code label to redisplay the Comments field.

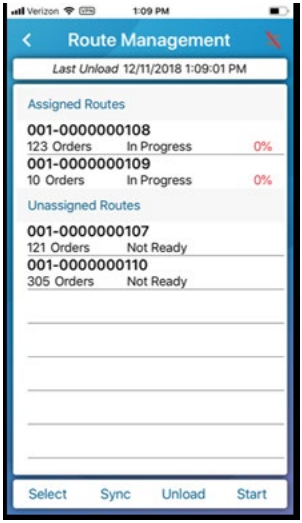
Stopping Reading

You can stop the meter reading process at any time.
Tap Stop in the bottom right corner of the screen, or tap the icon in the top right corner of the screen.



Sync or Unload

You can synchronize captured readings with the Neptune 360 web application on the Route Management screen.



Captured Readings

Tap one of the following:

- Sync to send all captured readings on the device to Neptune 360 and ***remove*** them from the device.

- Unload to send all captured readings to Neptune 360 and ***retain*** them on the device.

*** It is recommended that you always unload routes until you can confirm with your billing clerk that the reads have been received into the N360 platform.*

RF Test

The RF Test feature allows you to verify that your device can receive readings from an R900® Meter Interface Unit (MIU) using a paired Belt Clip Transceiver or MRX920™ MIU.

In the app, tap RF Test.

The system displays the RF Test screen.

Tap Start at the bottom of the screen to begin receiving R900 transmissions. After you tap Start, the text changes to Stop.

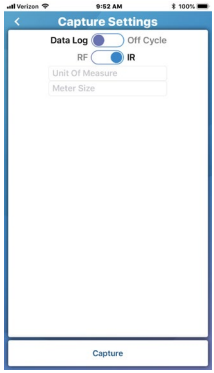
To clear the screen of the MIU transmissions, tap Clear.
You can search for a specific MIU to display the details.
In the MIU ID field, type a full or partial ID to display a list of matching MIUs.
The app displays the MIUs that match the part of the ID you typed.

Data Logging

The Data Logging feature allows you to retrieve up to 96 days of hourly reading consumption data from R900® Meter Interface Units (MIUs). You can display the data in graph or report format, which you can share with the homeowner as well as the utility office.
Meters using E-CODER® registers can capture and share flagged data such as leak, tamper, and reverse flow data.

To start a new data log session, first verify that your device is paired to an R900® BCT or MRX920™.

The system displays the Capture Settings screen.



Capture Settings Screen

Select the data log session type:

- Data Log.
- Off Cycle – facilitates the retrieval of off-cycle reads used for moving in / out readings and for other unique requests for a specific day's reading. For this option, you must specify the date and MIU ID.

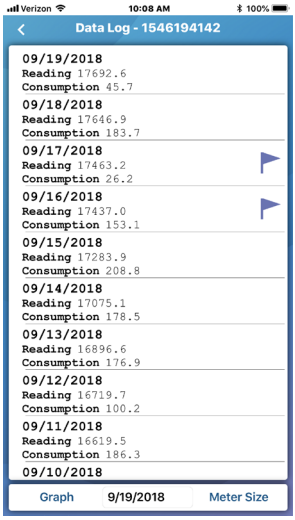
Select the capture method:

- RF – Radio Frequency
  - Tap MIU ID and type the full or partial ID for the MIU
  - Tap Unit of Measure and select the desired unit of measure.
  - Tap Meter Size and scroll to select the size
  - Tap Capture at the bottom of the screen to start the data log session
  - After the system starts downloading data, it displays the data log

Data Logging (cont')

- IR – Infrared signal

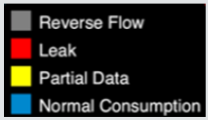
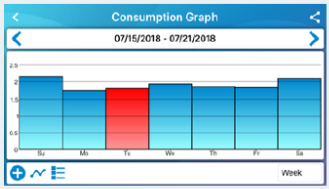
  Tap Unit of Measure and select the desired unit of measure.
  Tap Meter Size and scroll to select the size
  Tap Capture at the bottom of the screen to start the data log session
  After the system starts downloading data, it displays the data log



Data Log

If you want to change the meter size and readings, tap Meter Size in the bottom right corner of the screen.

Graph View Options

View Option	Description
	Move to the previous day's readings according to the interval in the bottom right corner of the screen.
	Move to the next day of the readings based on the interval in the bottom right corner of the screen.
Interval	Tap the interval field in the bottom right corner of the screen to change the reading interval displayed in the graph. All intervals, except hourly intervals, are based on the most recent reading completed as of midnight: • All – display all days in the current reading, up to 96 days. • Month – display the readings for the past 30 days. • Week – display the readings for the past 7 days.
	• Day – display readings for the day or show the hourly consumption for the selected day. For an hourly reading, the app displays the consumption for the most recent 60-minute period.
	Collapse the consumption units on the y-axis of the graph.
	Expand the consumption units on the y-axis of the graph.
	Change the graph to an area chart.
	Change the graph to a bar chart.
	Display the labels for the graph colors: 
Landscape View	Turn your device sideways to display the graph in landscape view: