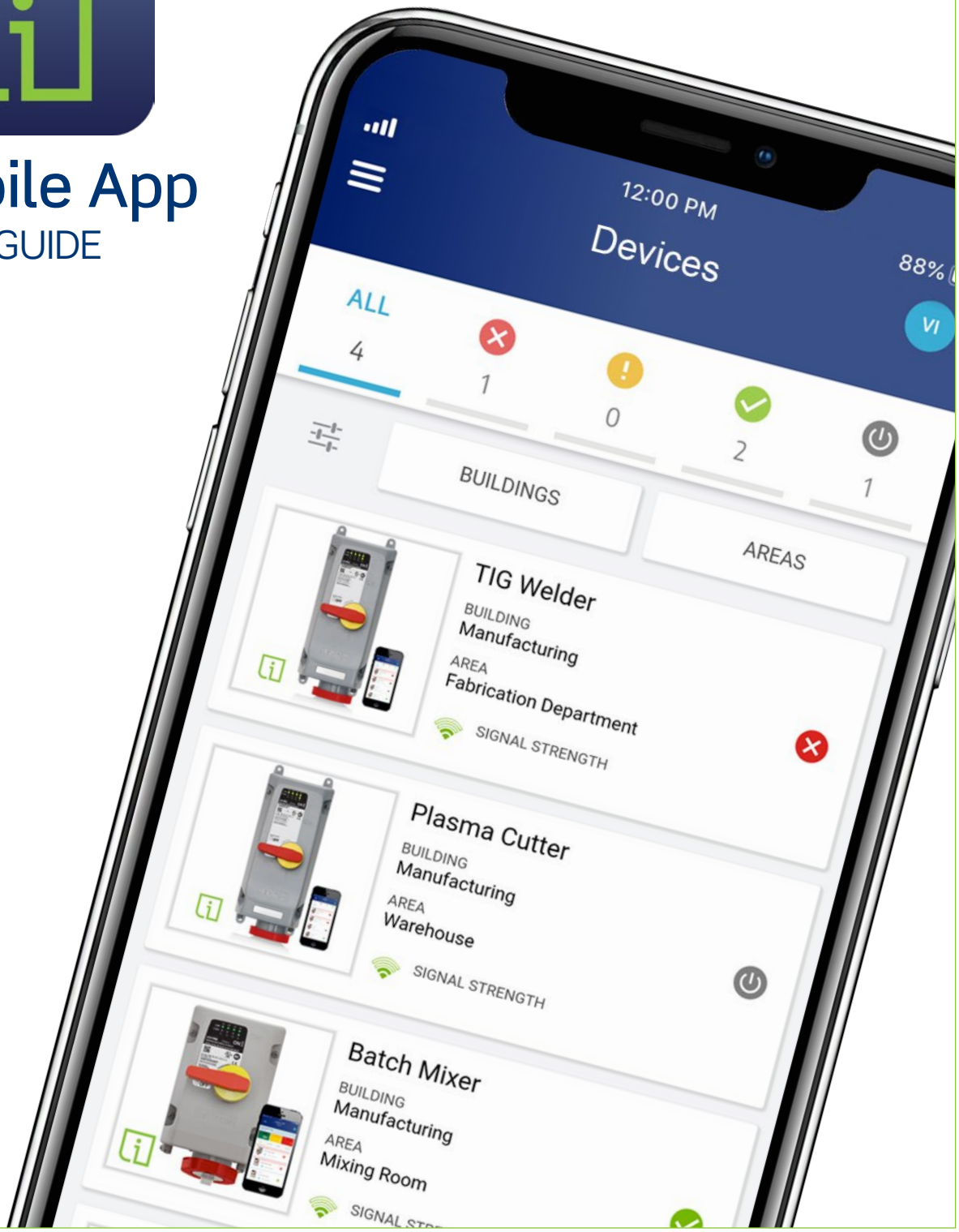
LEVITON®

inform™

Mobile App

USER GUIDE



Mobile App

USER GUIDE

The Leviton Inform app provides remote monitoring of Leviton devices that feature Inform Technology — information such as intelligent voltage level sensing, liquid accumulation, ground continuity, enclosure temperature and more. The actual information available will vary by device.

For the LEV Series Mechanical Interlocks with Inform, the app allows remote monitoring of the following information:

- Phase voltage on the load and line side of switch
- Ground continuity monitoring
- Liquid accumulation detection
- Temperature and humidity levels inside the enclosure

USER SUPPORT

Tech Line: 1-800-824-3005

Monday - Friday	8 AM - 10 PM ET
Saturday	9 AM - 7 PM ET
Sunday	9 AM - 5 PM ET

Email: inform@leviton.com

Website: leviton.com/inform

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GETTING STARTED

Before setting up and using the Inform™ Mobile App, perform the following tasks:

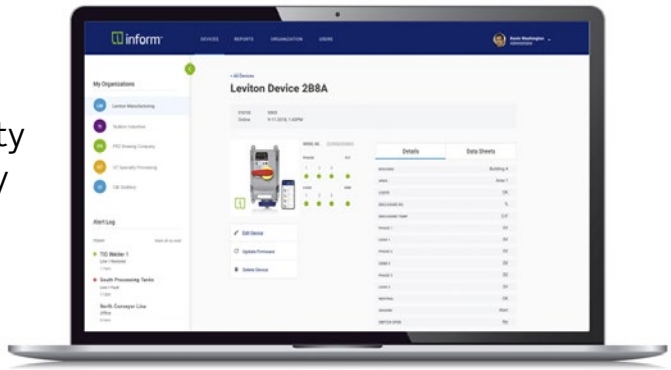
- Assign a primary account administrator for performing all setup tasks
- Gather a list of users (name and email address) who will be using the mobile app for your organization [administrator task]
- Download and install the Inform Mobile app from the App Store or Google Play
- Launch the app and create an account for your organization [administrator task]

Download on the App Store

GET IT ON Google Play

Inform is also available as a desktop app.
This manual applies to the mobile app. However, the desktop version has all the same functionality as the mobile app, with one exception, the ability to enroll devices.

Access the Inform desktop app at:
inform.leviton.com

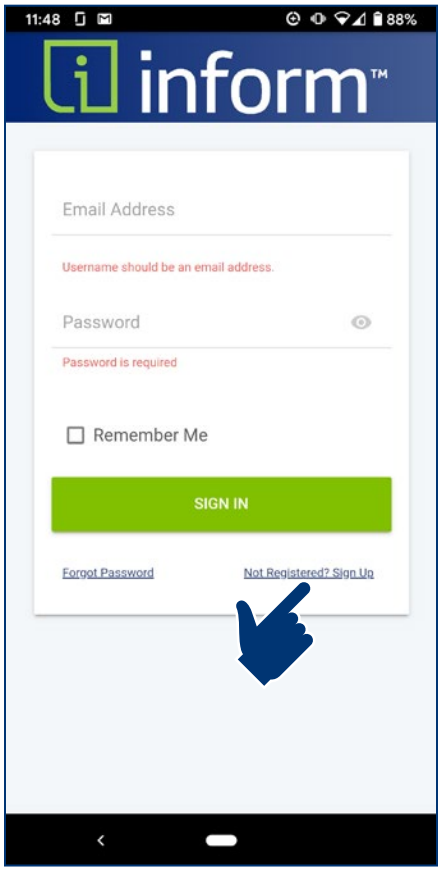


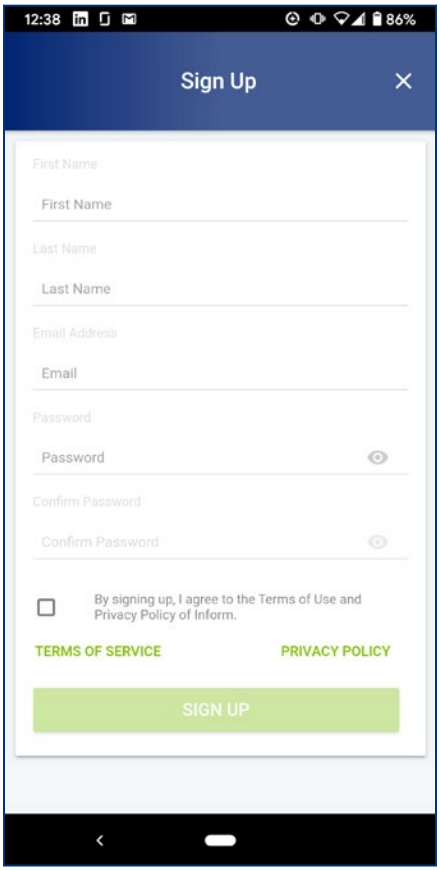
ADMINISTRATOR SET UP

Registering a New Account

Prior to other actions such as setting up an organization, the administrator needs to create and register a new account:

- Administrator Name
- Administrator Email Address
- Administrator Password



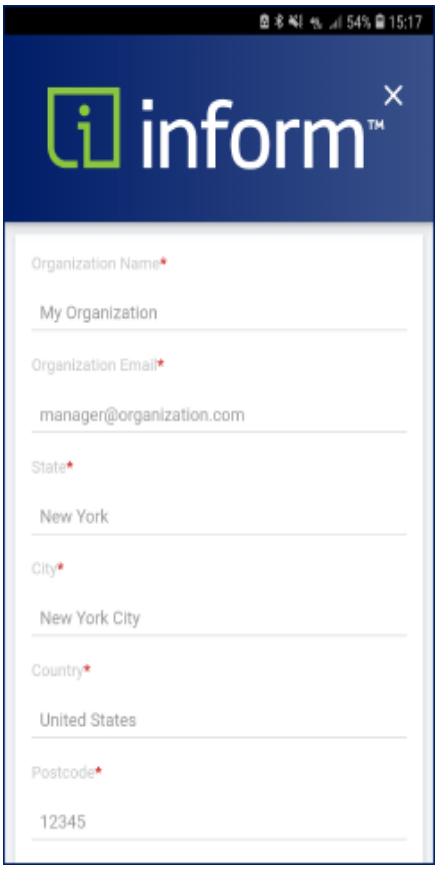


MANAGE ORGANIZATION
Administrator Task

Set Up Organization [administrator]

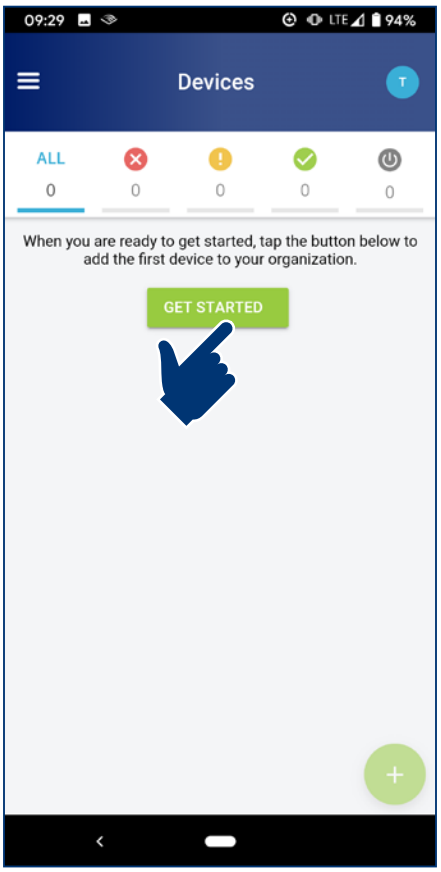
Upon first sign-in, you will be prompted to set up organization details:

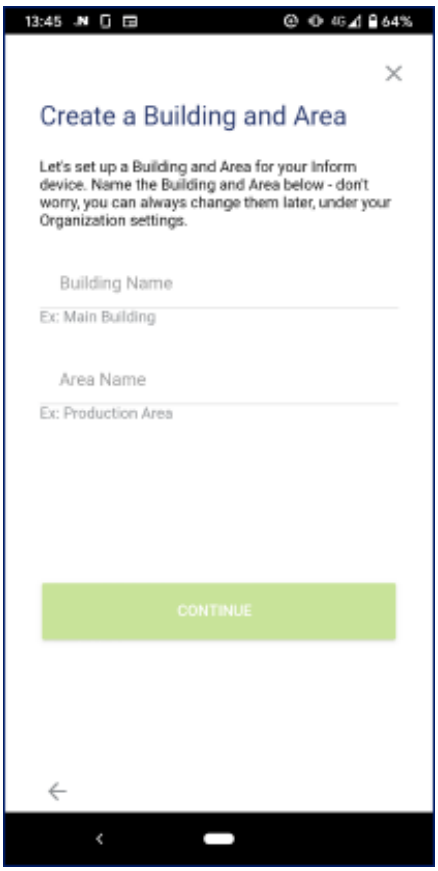
- Company Name
- Email Address
- Street Address
- City, State, Zip
- Country



Next, you will be prompted to add your first device. During the initial setup, you will also be prompted to create a building and area

- You must create at least one building and area
- See section for “Add Devices” (page 15) for more detail



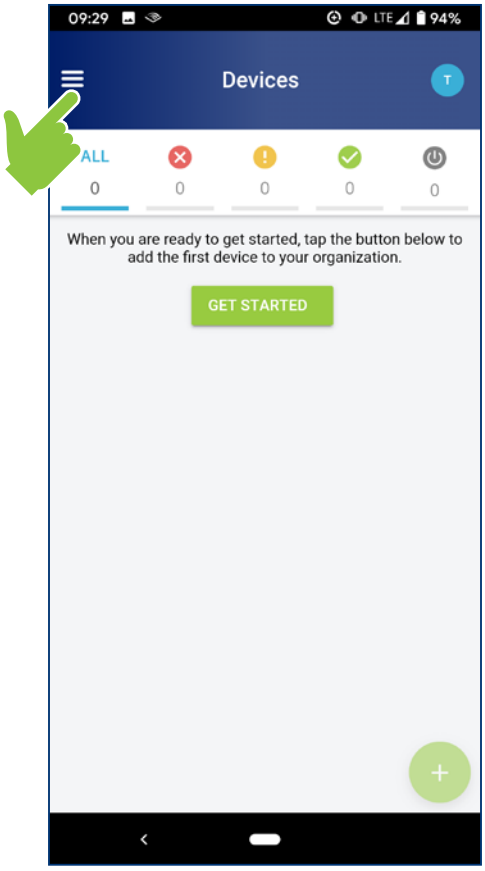


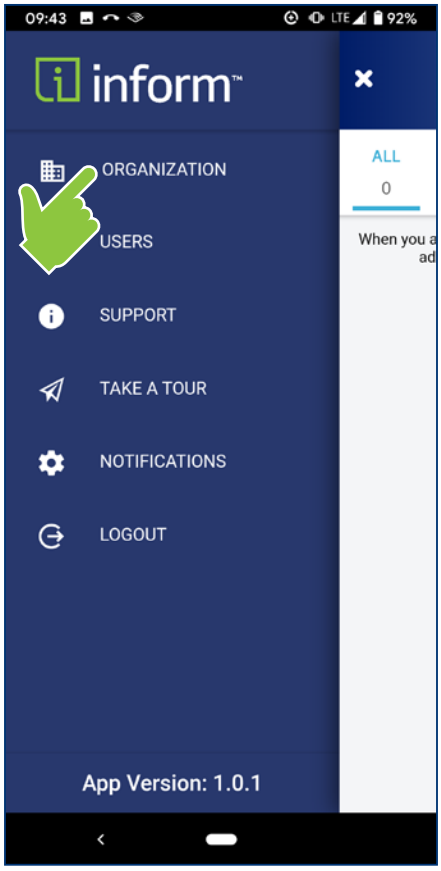
Set Up Organization [administrator]

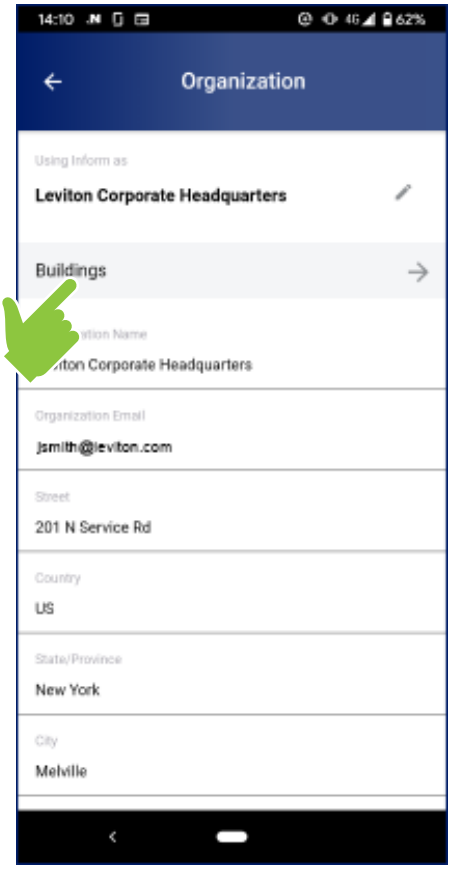
If you are not ready to add a device, you can still set up buildings and areas or add users

To set up buildings and areas:

- Select Organization from the main menu
- Select Buildings

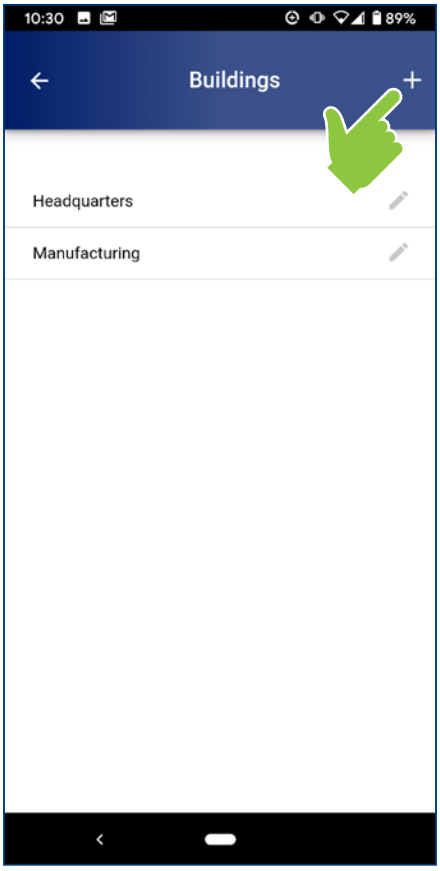


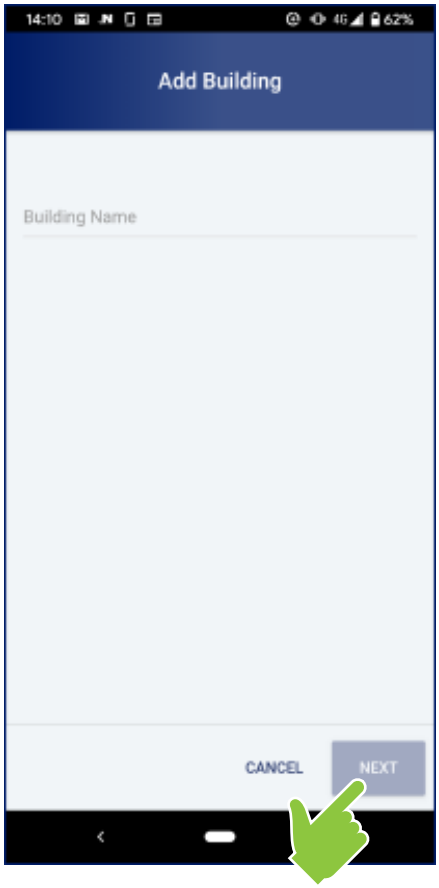


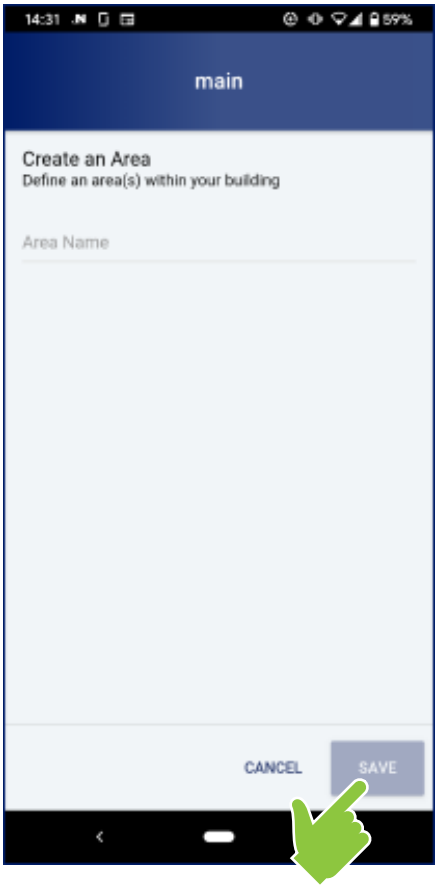


Set Up Organization [administrator]

- Set up buildings and areas (continued)
  - Tap on the "+" icon in the upper right corner
  - Enter Building Name, then tap Next
  - Enter Area Name, then tap Save
- Repeat to add more areas and buildings
- You can also edit building and areas names, or delete altogether



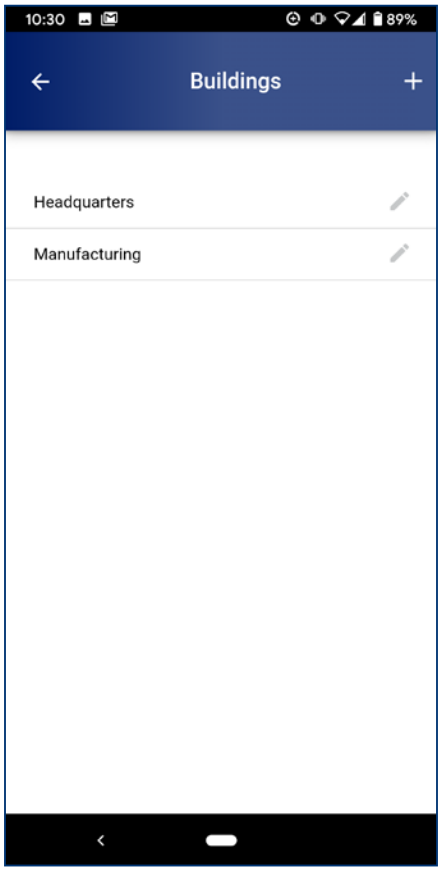


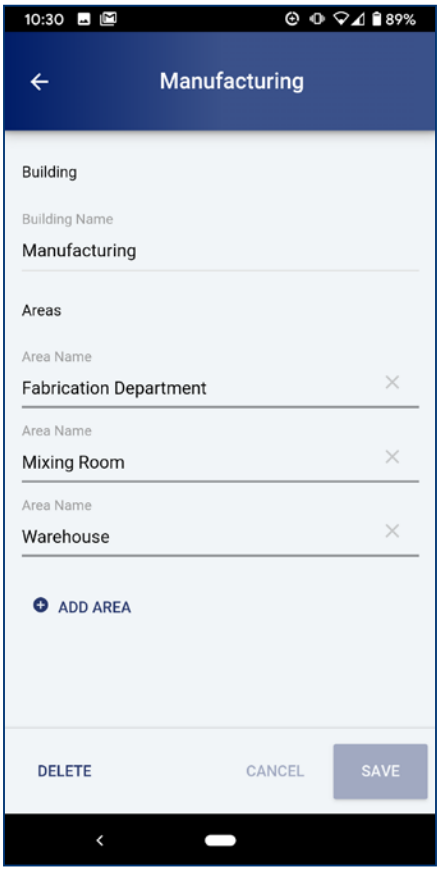


Set Up Organization [administrator]

To view, add, edit or delete areas within buildings:

- Tap on the Building Name (from the list of Buildings)
- The list of Areas will appear
- Perform the desired function:
  - Tap on + ADD AREA to add new area
  - Tap on Area name to edit or delete



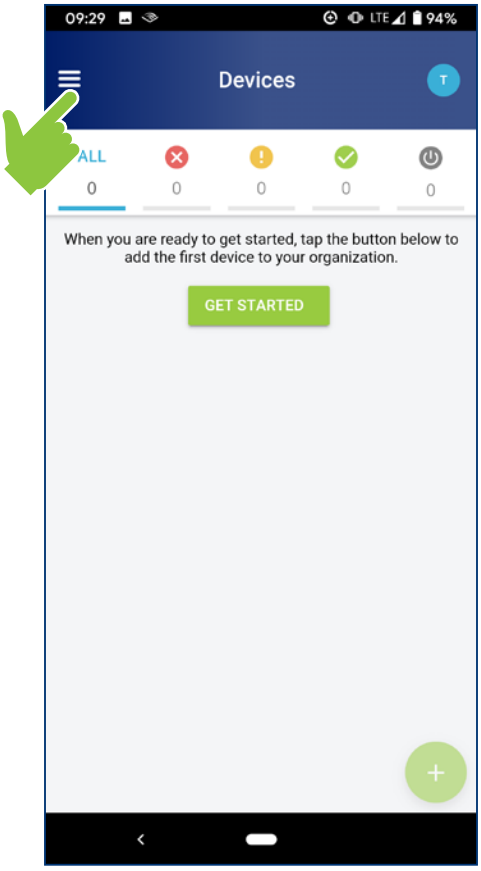


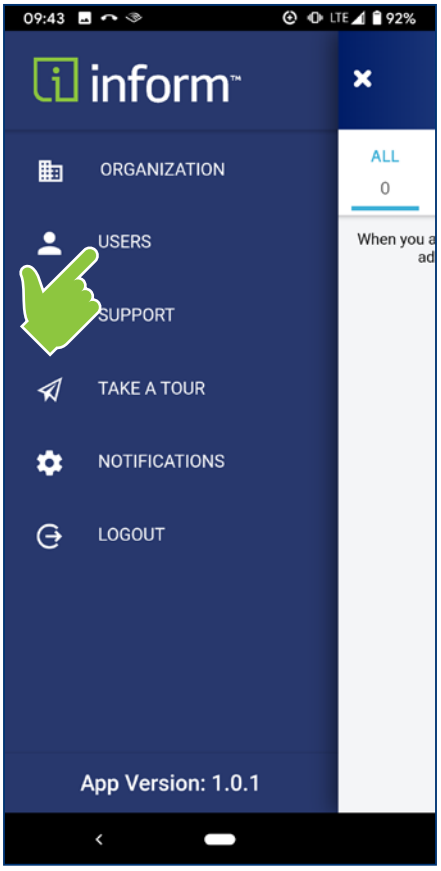
MANAGE USERS
Administrator Task

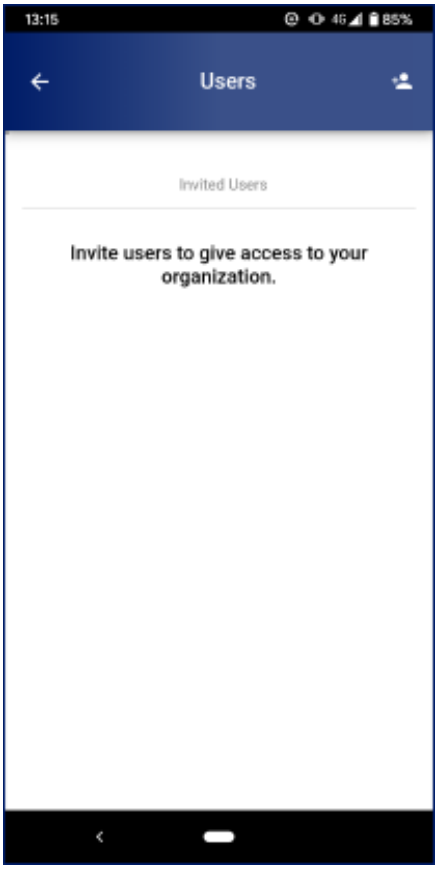
Manage Users [administrator]

Tap on the "≡" icon in the upper left corner of the screen; then select Users from the menu

- All users associated with the organization will be listed on the resulting page, along with status (pending or confirmed)

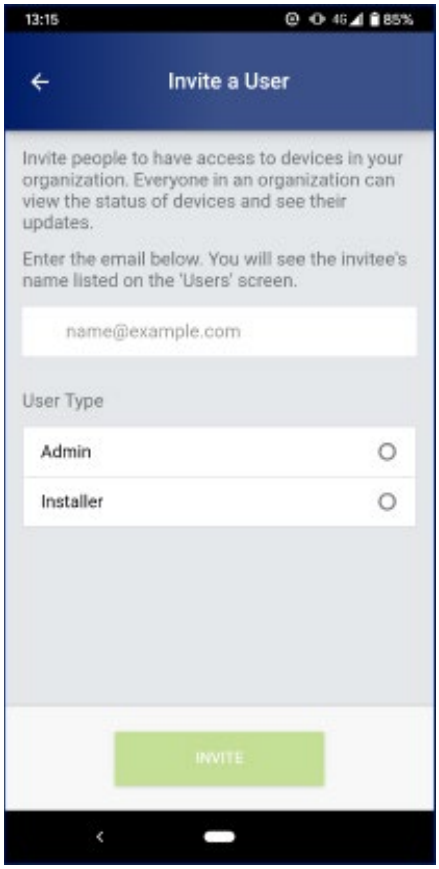


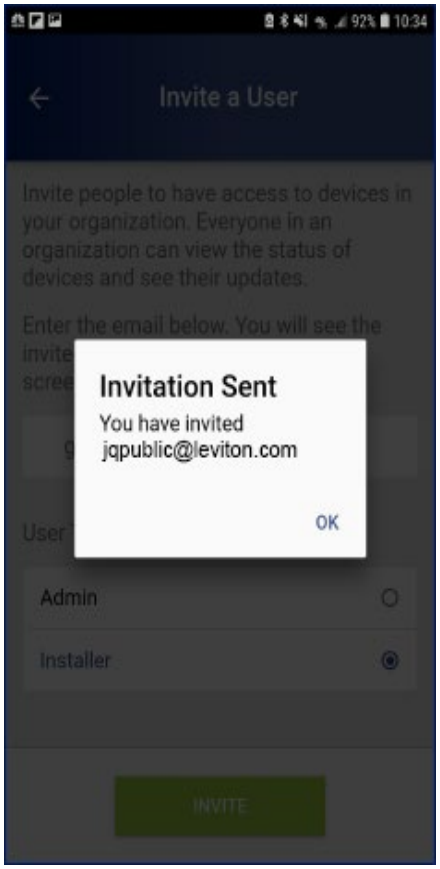




Adding Users [administrator]

- Tap on the "+" icon in the upper right-hand corner of the screen
- Enter email address of the user, and select permissions profile:
  - Admin – all app functions; can add/edit/delete buildings, areas, or users
  - Installer – all app functions; no ability to add/edit/delete buildings, areas, or users
- User accepts invitation
  - Click on link in email; enter name and password
  - Verify email address

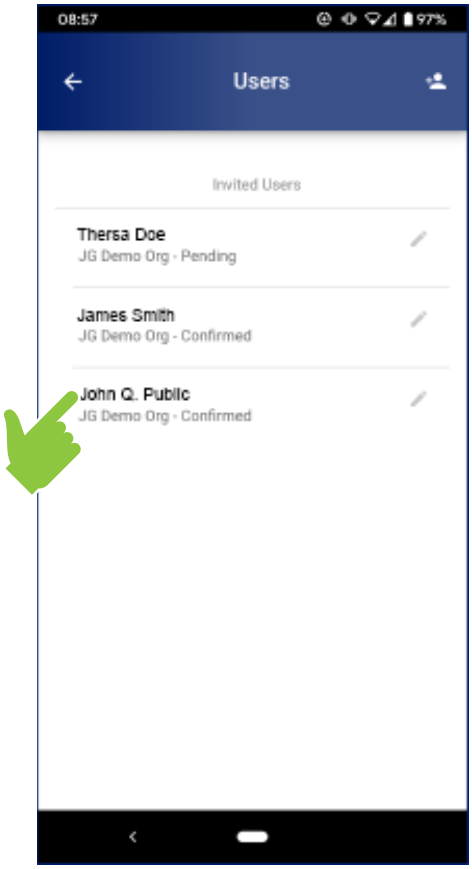


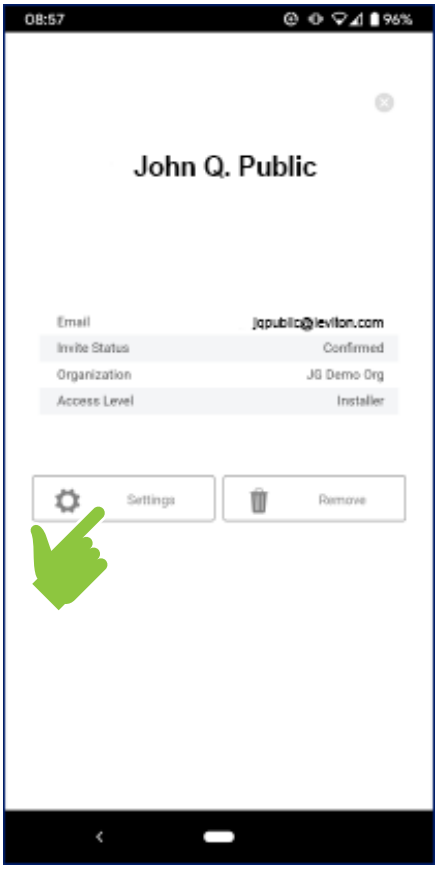


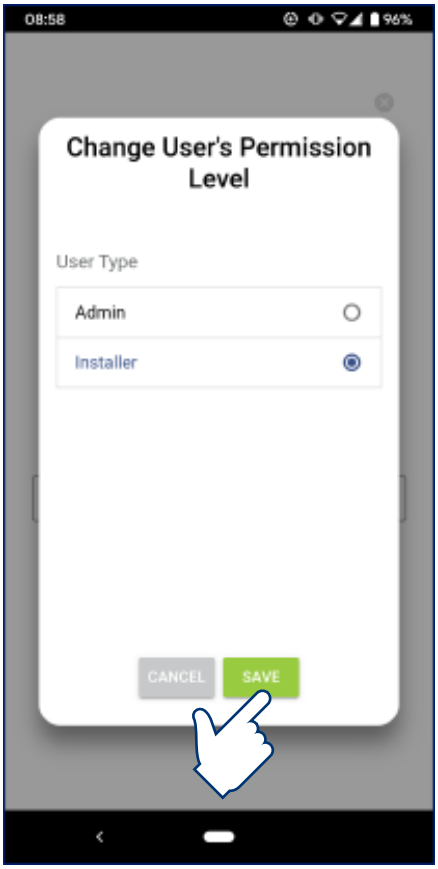
EDIT USERS [ADMINISTRATOR]

Editing a User's Permission Level

- Tap on the user's name
- Tap on the settings icon
- Select User Type and Save



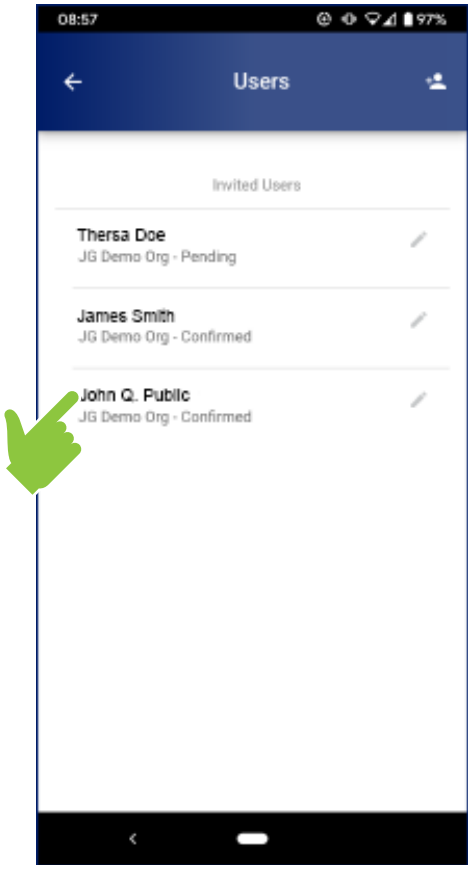


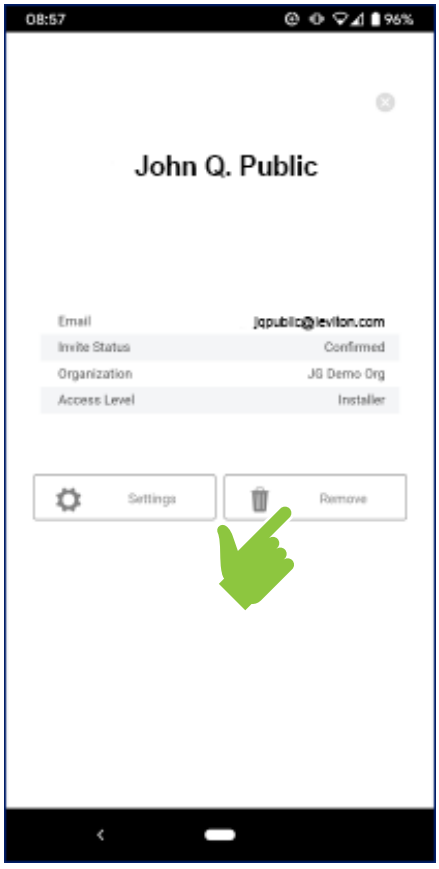


EDIT USERS [ADMINISTRATOR]

Removing Users

- Tap on the user's name
- Tap on the settings icon
- Tap on Remove and confirm





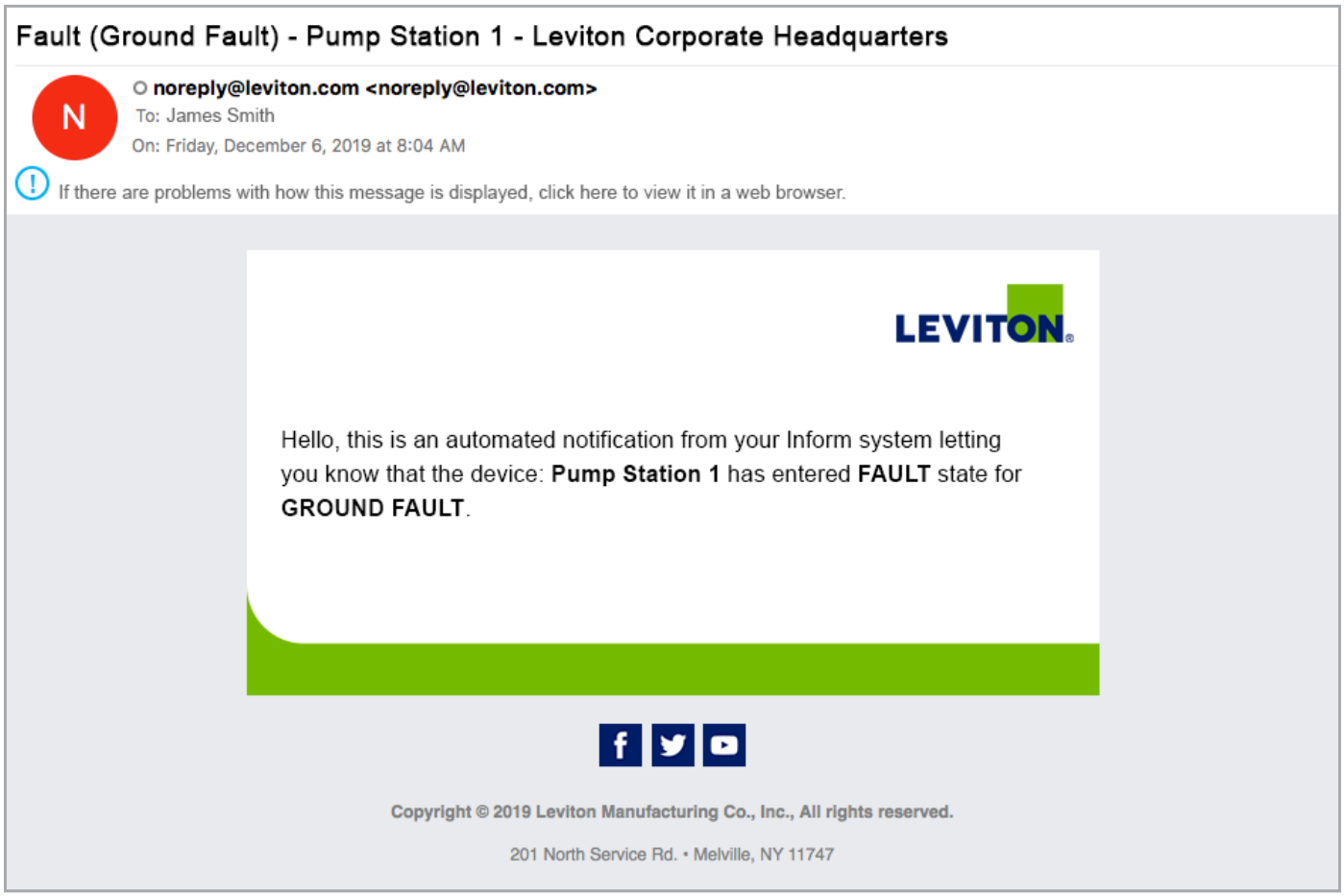
ALERT NOTIFICATION SYSTEM

Whenever there is an operating state change, an alert is generated and will be sent to any user that has enabled the notification system in their profile

Examples of alerts include:

- Loss or restoration of voltage to the line or load side of a switch
- Loss or restoration of ground connection
- Erroneous absence or presence of voltage on any terminal

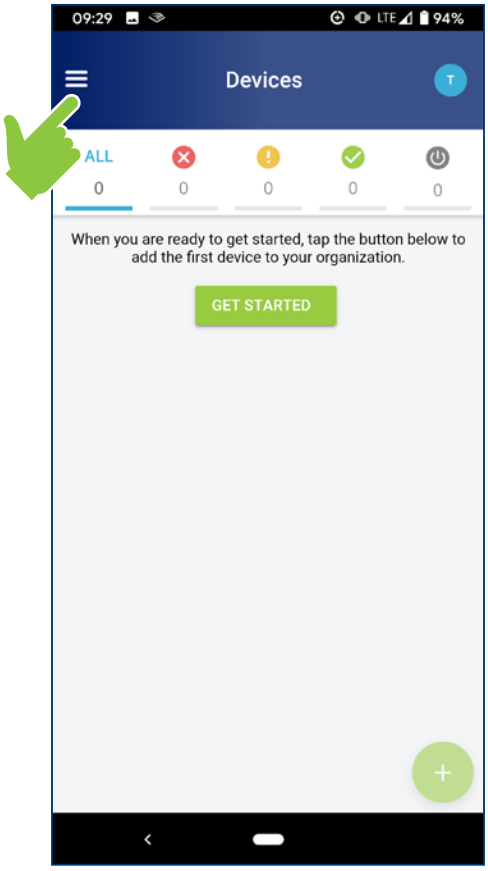
NOTE: Only email notifications are available at this time

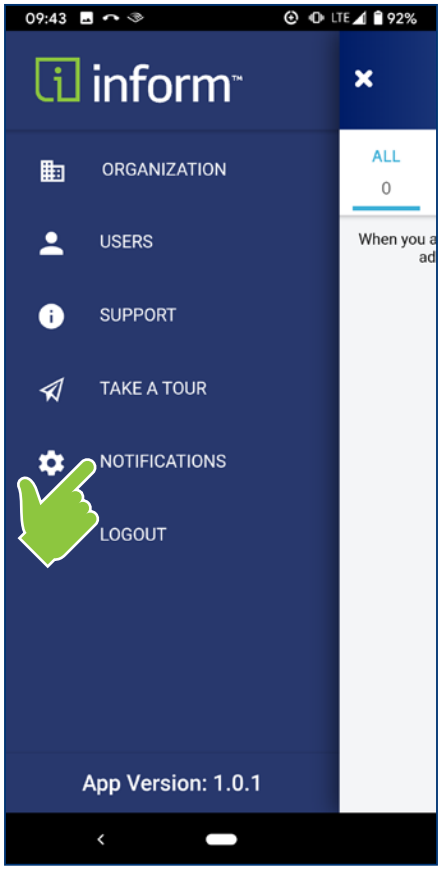


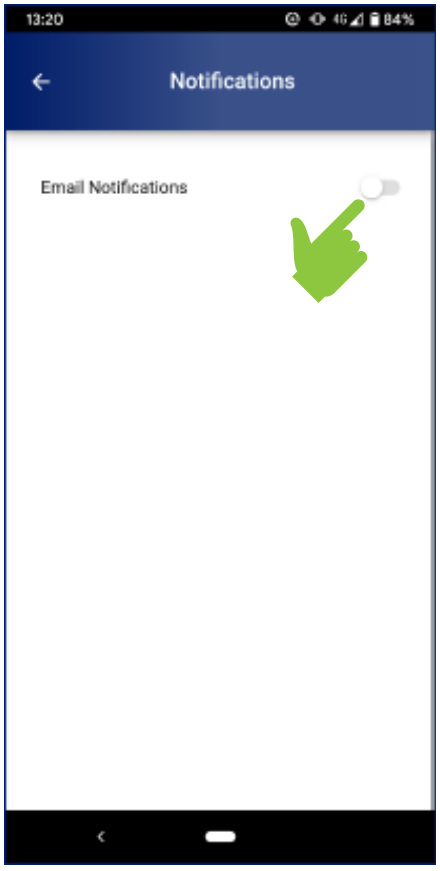
Enable/Disable Notifications

Tap on the "≡" icon in the upper left corner of the screen; then select Notifications from the menu

- User can enable or disable the alert notification function







MANAGE DEVICES
Wi-Fi Enabled Devices

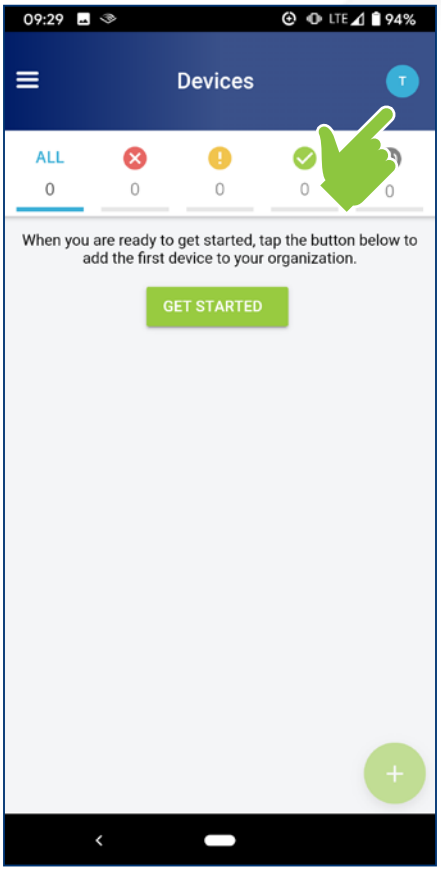
Add Device

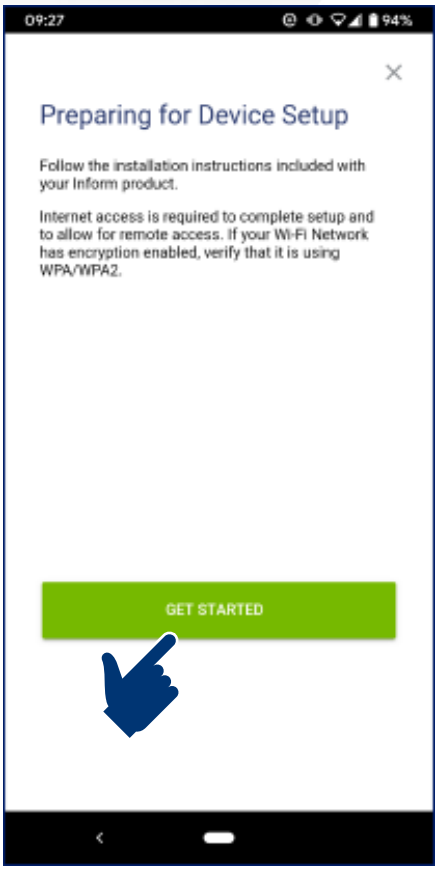
Prior to adding a device, it must be properly installed and powered

Devices require access to the internet via a Wi-Fi connection

- Compatible with Wi-Fi® (IEEE 802.11 a/b/g/n networks) @ 2.4GHz and 5GHz with WPA or WPA2 security
  - Procure Wi-Fi SSID and password prior to adding device
- Not compatible with captive portals

Tap on the "+" icon in the upper right corner of the screen, and then select Add Device

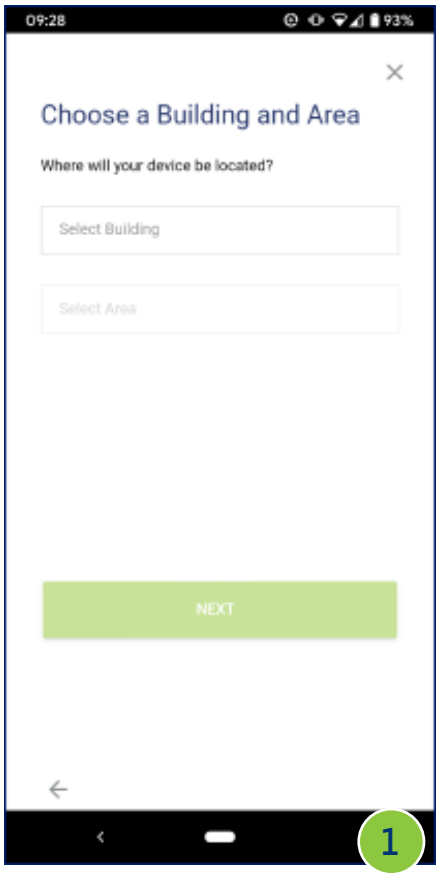


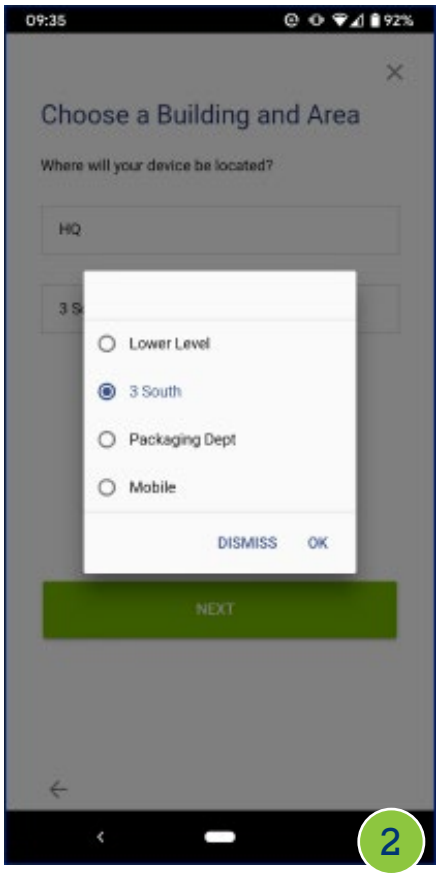


Add Device

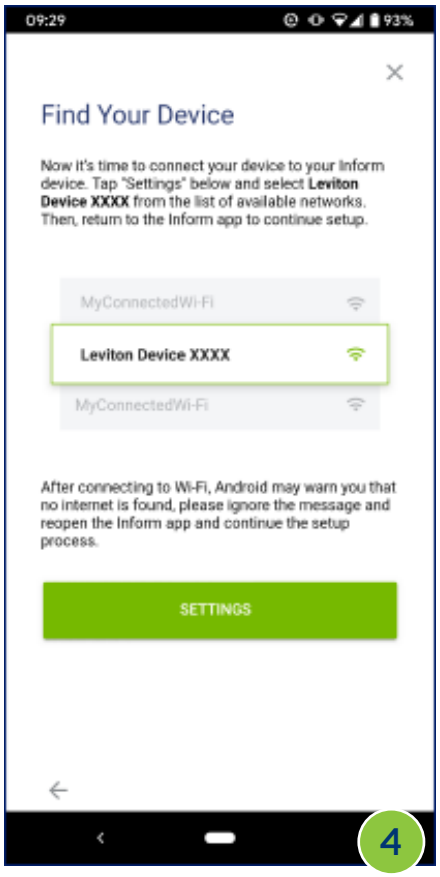
- Follow on-screen prompts to connect the device to the Wi-Fi network
- When asked to name your device, provide a meaningful name that helps identify connected equipment and/or installed location

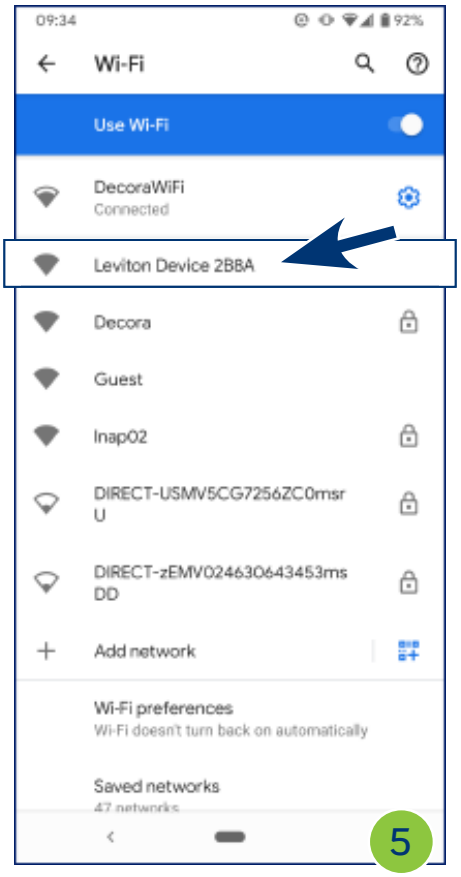
(Numbers 1 through 10 have been added to lower right of each screen shown to clearly illustrate progression)

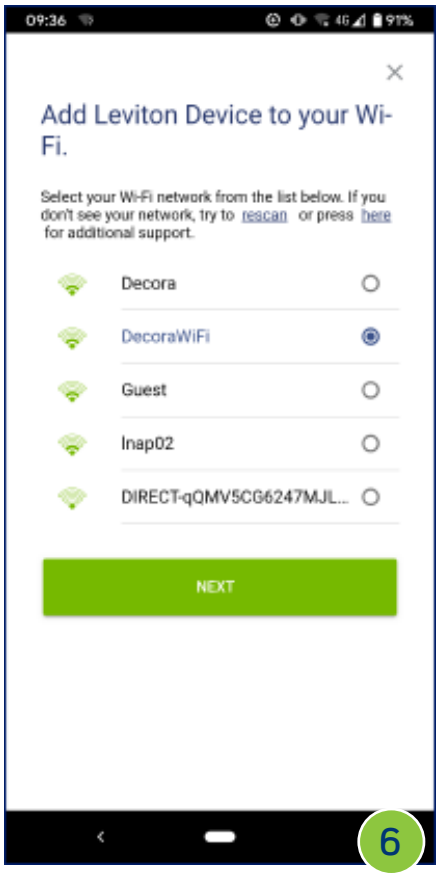


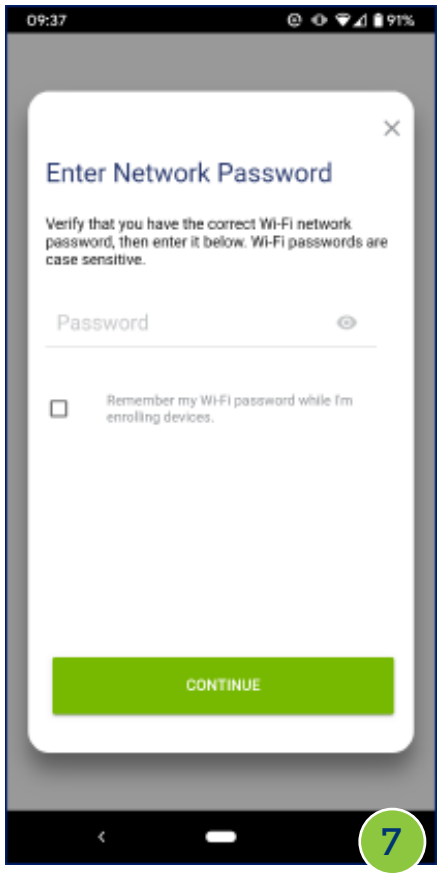


NOTE REGARDING SCREEN 3: Devices are automatically set to "Pairing Mode" during initial installation. The reset step shown here is only required if reconfiguring the network.

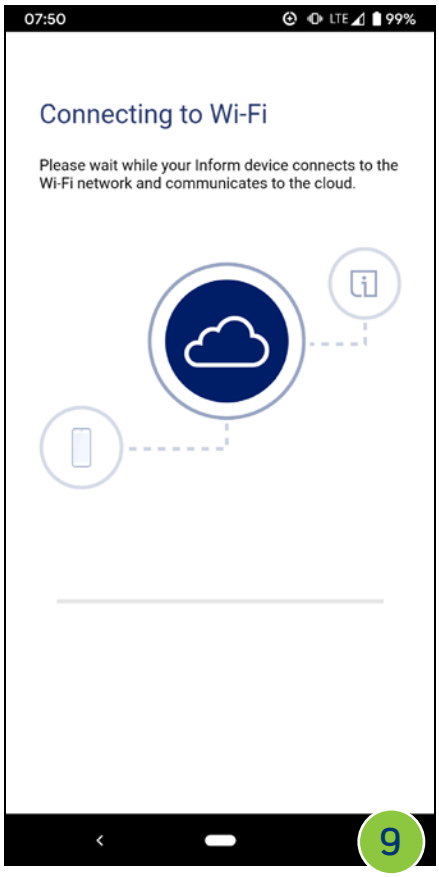


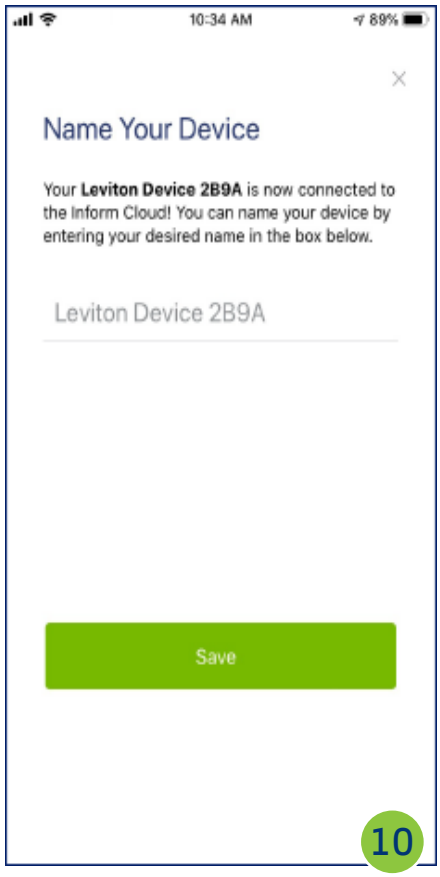

09:34
92%
Wi-Fi
Use Wi-Fi
DecoraWiFi
Connected
Leviton Device 2B8A
Decora
Guest
Inap02
DIRECT-USMV5CG7256ZC0msr
U
DIRECT-zEMV02463O643453ms
DD
Add network
Wi-Fi preferences
Wi-Fi doesn't turn back on automatically
Saved networks
5


09:36
91%
Add Leviton Device to your Wi-Fi.
Select your Wi-Fi network from the list below. If you don't see your network, try to rescan or press here for additional support.
Decora
DecoraWiFi
Guest
Inap02
DIRECT-qQMV5CG6247MJL...
NEXT
6


09:37
91%
Enter Network Password
Verify that you have the correct Wi-Fi network password, then enter it below. Wi-Fi passwords are case sensitive.
Password
Remember my Wi-Fi password while I'm enrolling devices.
CONTINUE
7

09:39
91%
Configuring Your Inform Device
Please wait while we transfer your Wi-Fi settings to your Inform device.
8


07:50
99%
Connecting to Wi-Fi
Please wait while your Inform device connects to the Wi-Fi network and communicates to the cloud.
9

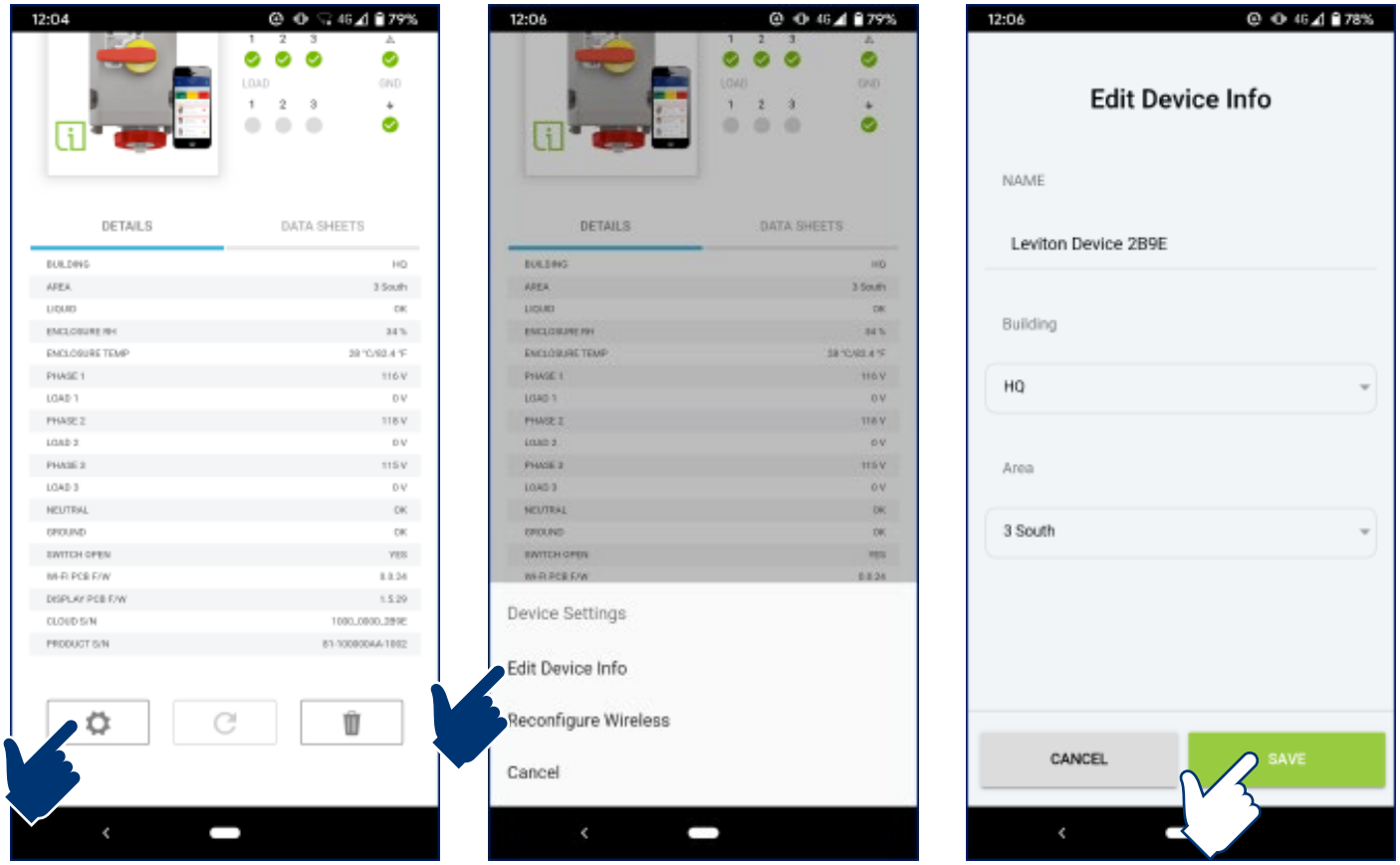

10:34 AM
89%
Name Your Device
Your Leviton Device 2B9A is now connected to the Inform Cloud! You can name your device by entering your desired name in the box below.
Leviton Device 2B9A
Save
10

DEVICE MAINTENANCE

Edit Device Info

Allows user to rename and/or reassign the location (building/area) of a device

- Select settings icon from lower left corner of device detail page
- Select Edit Device Info from menu
- Enter new information and Save

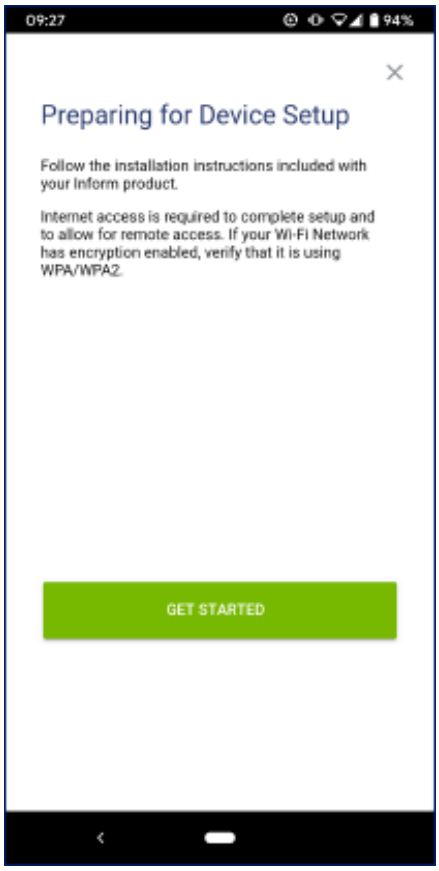


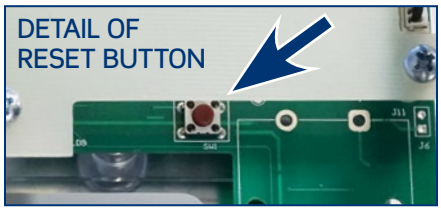
DEVICE MAINTENANCE

Reconfigure Wireless

Allows user to reassign the location (building/area) of a device

- Select settings icon from lower left corner of device detail page
- Select Reconfigure Wireless from menu
- Follow the on-screen prompts (same as "Add a Device" detailed on page 16)





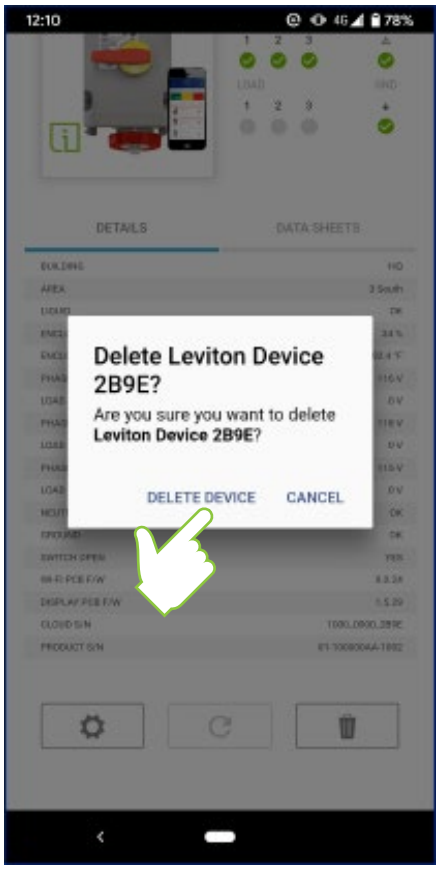
NOTE: Reset Button is pressed for one (1) second and released.

DEVICE MAINTENANCE

Delete Device

Allows user to delete the remote monitoring feature of a device

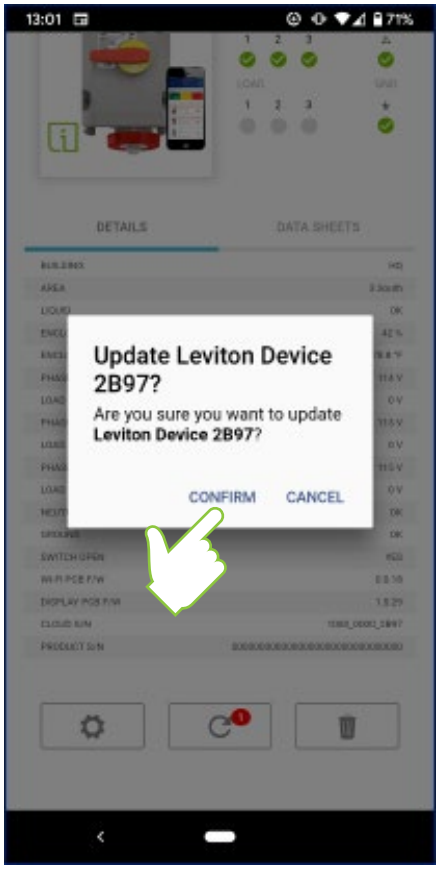
- Select trash can icon from lower right corner of device detail page
- Confirm deletion



Update Firmware

When new firmware is available, users can download and install from the app

- Icon will show when firmware updates are available
- Tap on icon and confirm update when ready



DEVICE HEALTH MONITORING

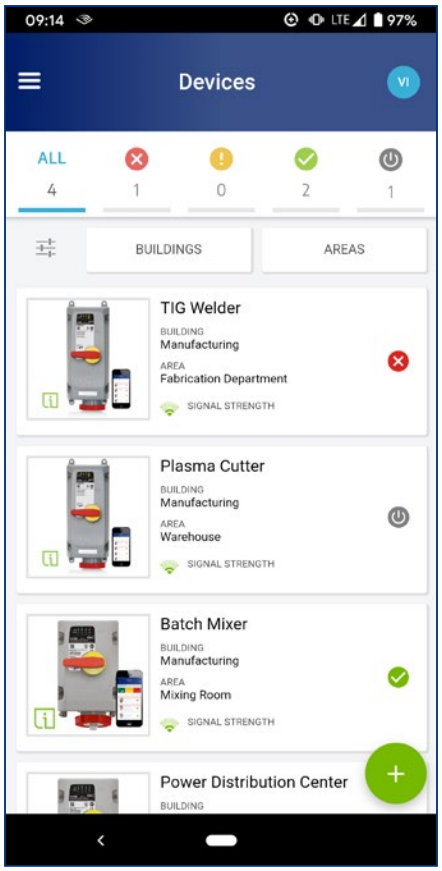
The Inform™ App provides remote monitoring of the operating status – or device health – of connected devices

- The first devices to be launched with remote monitoring capabilities will be the new LEV Series Mechanical Interlocks

Main Screen

The startup screen will show a list of all connected Inform devices

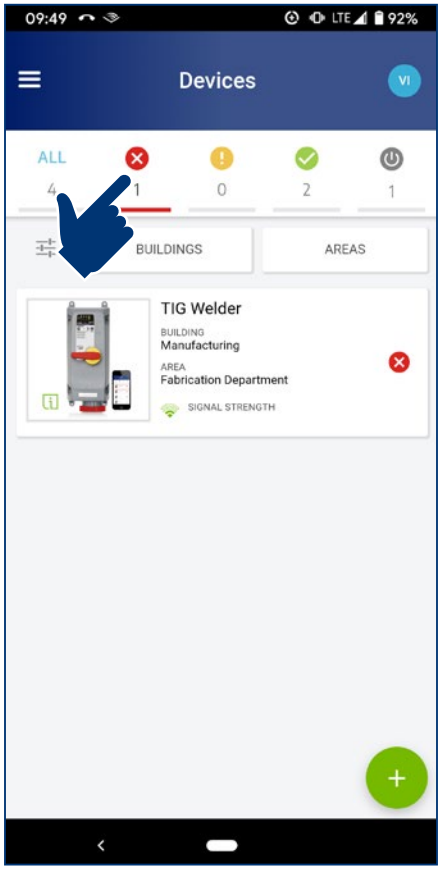
- Each device summary tab contains a product image, device name, installed location, operating status, and Wi-Fi signal strength
- The list order is based on operating status, with devices showing a fault at the top and fully functioning devices near the bottom

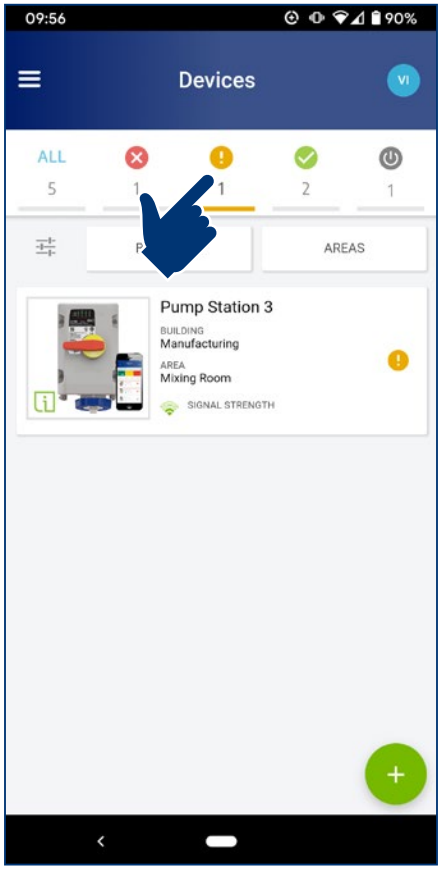


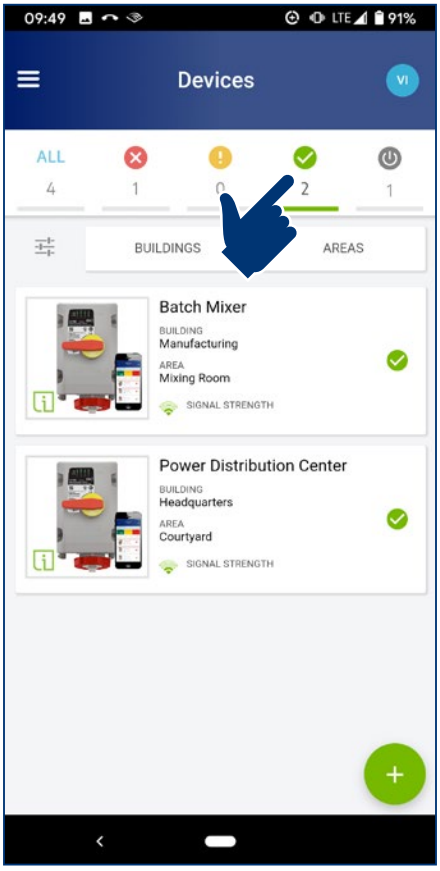
Main Screen

The list can be filtered to look at only devices in a specific operating status

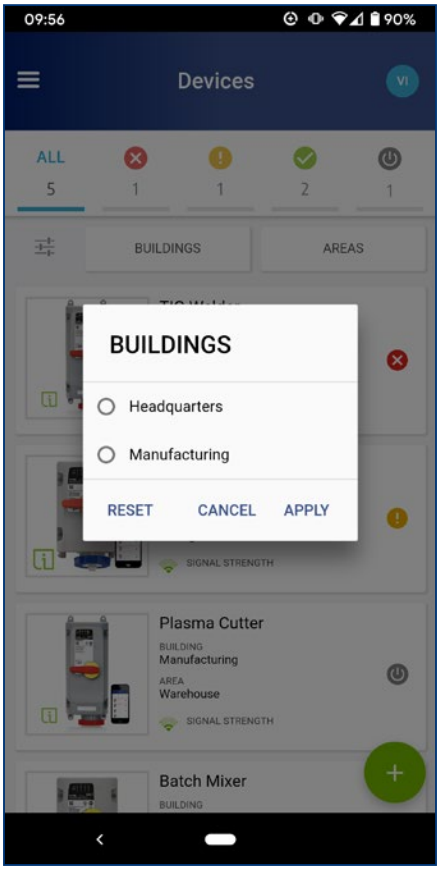
- FAULT – requires immediate attention
- WARNING – requires attention when convenient
- NORMAL ON – devices powered up and switch turned to ON position
- NORMAL OFF – devices powered up and switch turned to OFF position

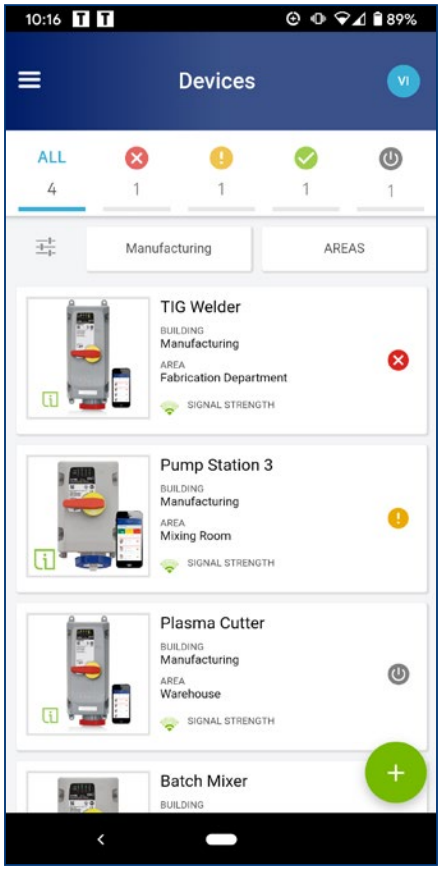


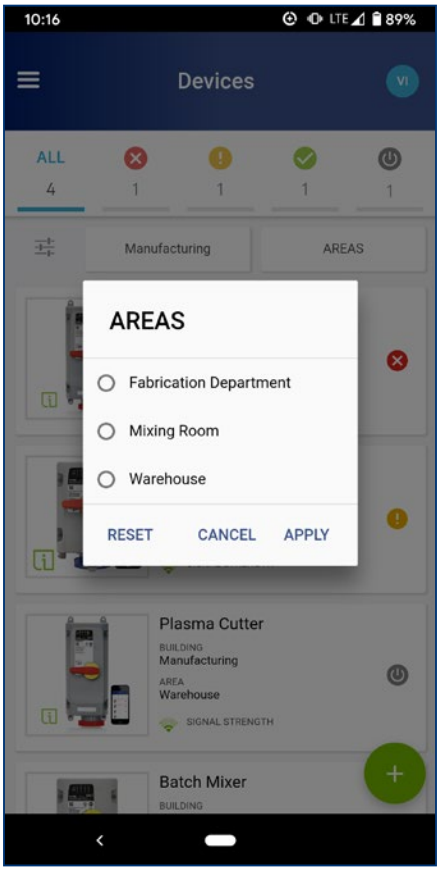


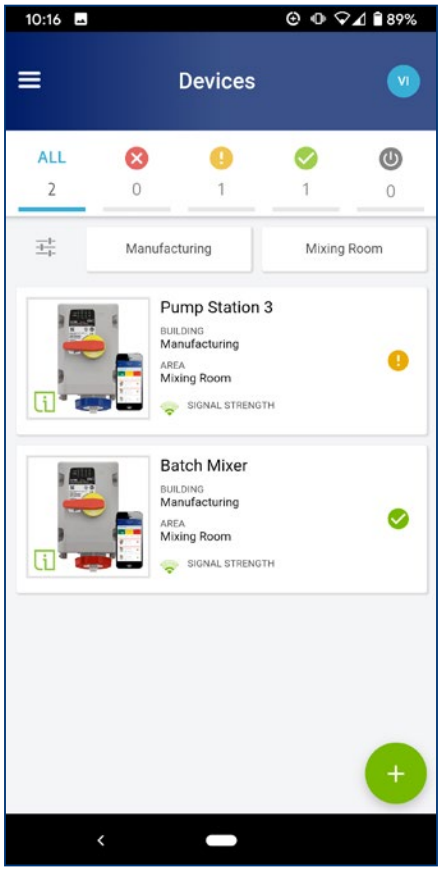


The list can also be filtered to look at only devices in a specific building or area









Status Symbols

NORMAL device operation; load turned ON

NORMAL device operation; load turned OFF

WARNING; device functional but requires investigation

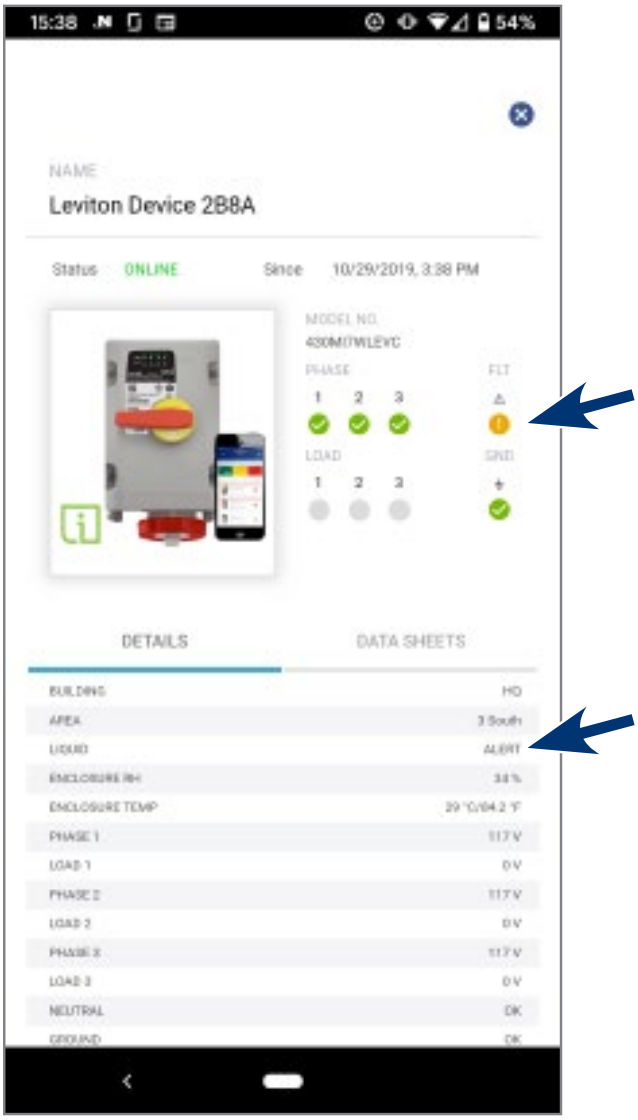
OFFLINE

FAULT condition; requires immediate attention

STATUS SYMBOLS
WARNING

Functional error that doesn't hamper power delivery, but requires investigation

- Excessive moisture detected
- I2C communications fault (cannot communicate with Power Sense board)
- Serial communications fault (between Display Controller and Wi-Fi board)



STATUS SYMBOLS
OFFLINE

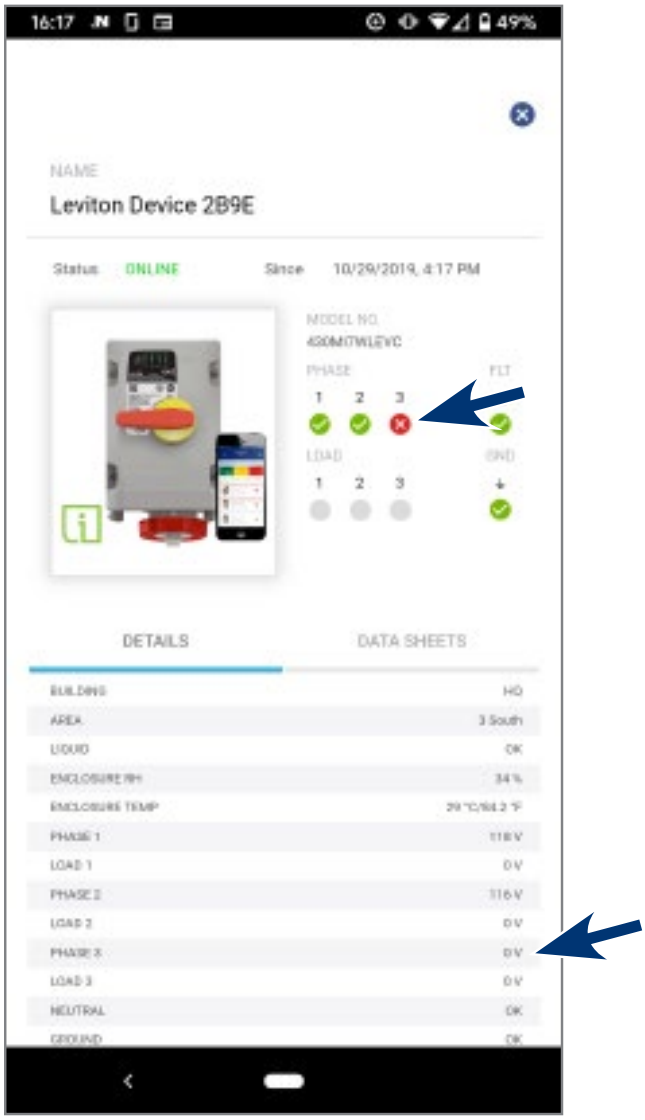
Device is not communicating with the cloud

- Time stamp shows when device went OFFLINE
- Operating status shows last known status

STATUS SYMBOLS
FAULT

Hard failure – requires immediate attention

- Loss of voltage on the Line or Load side of switch (individual phases)
- Loss of Ground
- Voltage present on Load side of switch when switch is open (turned OFF)



Operating Details

All sensor outputs and device details are available for additional troubleshooting

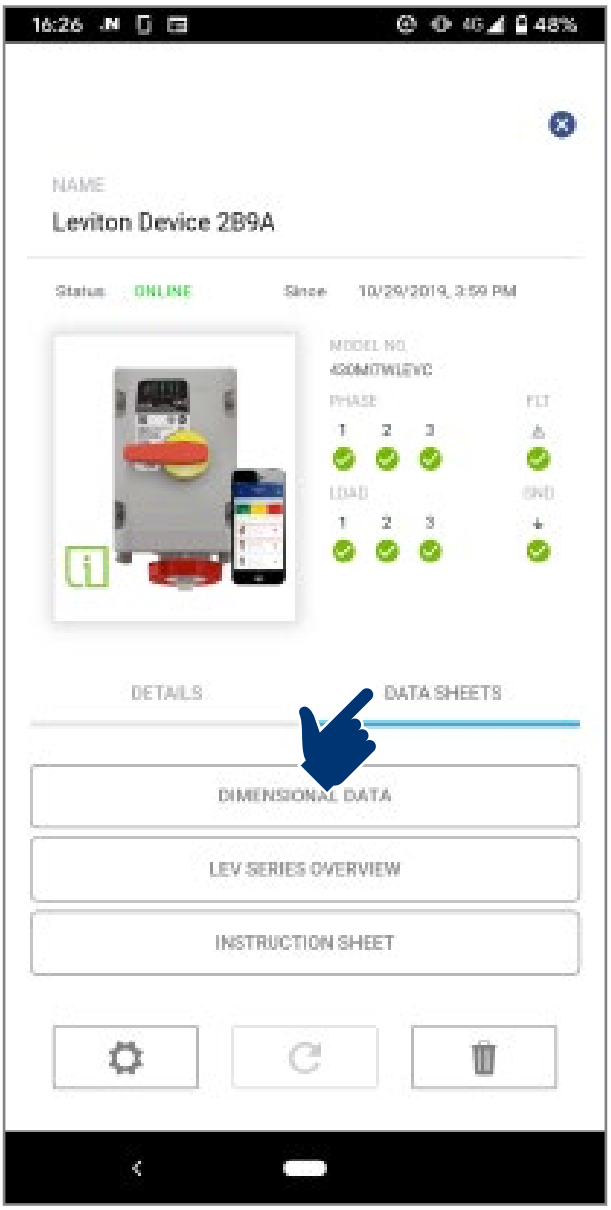
- Actual voltage readings on the line and load side terminals
- Status of moisture sensor
- Status of neutral and ground sensors
- Switch position
- Temperature and Relative Humidity inside enclosure
- Location of device
- Firmware version information and serial numbers

ADDITIONAL FEATURES

Supporting Documentation

Any supporting documentation that is associated with the device's product detail page on Leviton.com will also be available from within the app

- Tap on data sheets tab from the device detail page



CONTACT INFORMATION

User Support

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Monday - Friday	8 AM - 10 PM ET
Saturday	9 AM - 7 PM ET
Sunday	9 AM - 5 PM ET

Email: inform@leviton.com

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