MAYTAG CONNECT 360 Handheld User Guide

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This document covers the setup and use of the Maytag Connect 360 Handheld Data System.

Definitions

Maytag Connect 360: The PC based system that allows the user to manage their Maytag brand Commercial Laundry product for setup, monitoring usage, changes and reporting of data.

Dongle: Handheld device intended for use to collect data from machines for reporting and for sending setup information to machines.

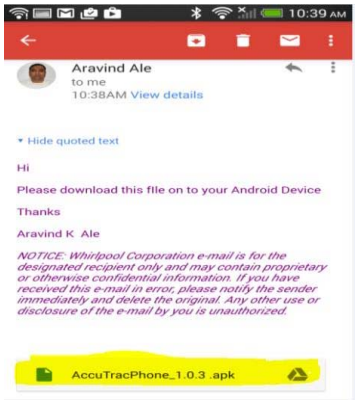
Setup Instructions

Charging the Dongle

The Dongle needs to be charged for at least 4 hours before first use. The Dongle can be charged using any Android phone charger that has a micro USB connector. Plug into either a USB port on a computer or into a 120 Volt adapter for wall charging.

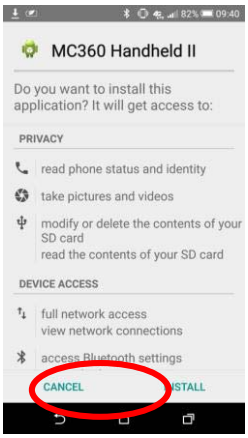
Installing the MAYTAG CONNECT 360 Handheld App

This Dongle is designed to work with Android Phones only. The user will receive an email with the app as an attachment ("AccuTracPhone_1.0.3.apk").

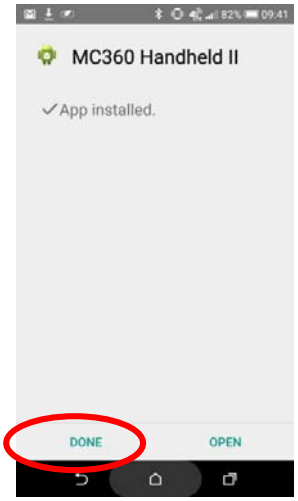


1. Open this email on the Android phone on which you would like to install the App
    a. Alternatively, forward the email with the App (.APK file) as an attachment to the email address that is accessible from the Android Phone
2. Select the attachment "AccuTracPhone_1.0.3" to download
3. You will be navigated to a similar screen as shown below requesting approval to install the App

    NOTE: Screen views may vary slightly depending on phone provider and phone operating system software



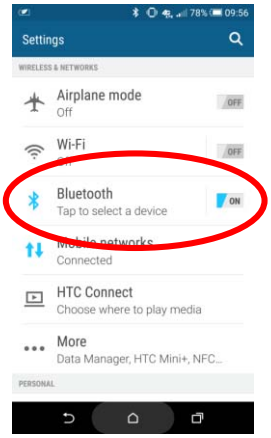
4. Select “Install” in order to add the App to your phone
5. Once App is installed, select “Done” to continue



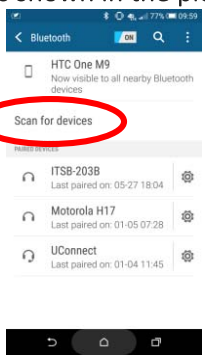
Pairing the Dongle with the App

Follow the steps below in order to pair the Dongle with the App

1. Select the “Settings” App on your Phone and make sure the “Bluetooth” setting is turned ON as shown in the picture below

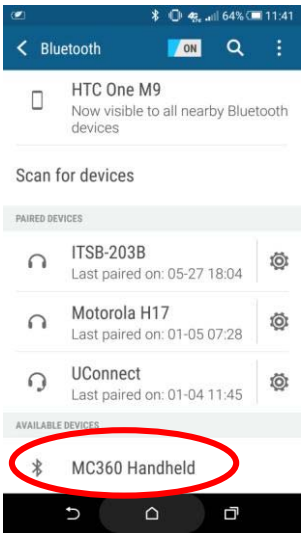


2. Once turned on, “Bluetooth” will show “Tap to select a device” or “On”
3. Select “Bluetooth” and navigate to the menu as shown in the picture below

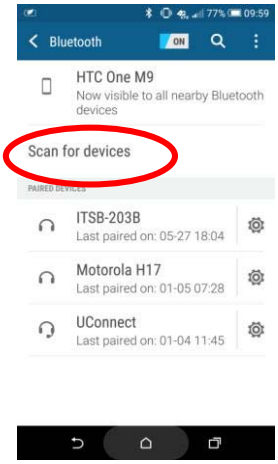


4. To start pairing process, press and hold the button on the Dongle for 3 - 4 seconds until the Dongle starts blinking Amber and then release it. Then choose “Scan for devices” as shown above

a. This allows the phone to recognize the MAYTAG CONNECT 360 Handheld and prompt user to pair with the device as shown in the figure below

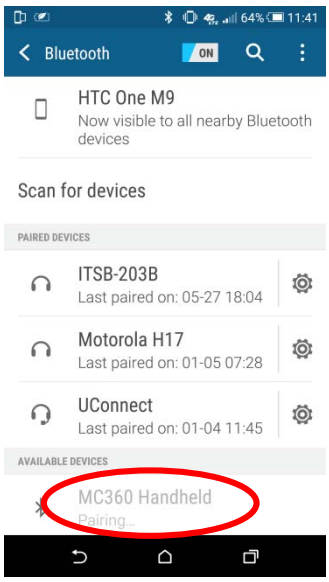


b. If the phone doesn’t recognize the Dongle after approximately 30 seconds, search for available devices for pairing again by clicking on “Scan for Devices” as shown in the figure below

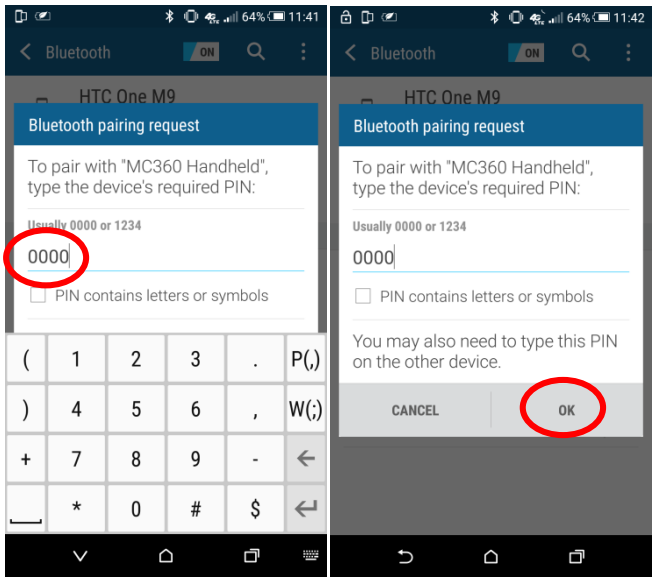


c. If the phone is still not able to recognize the Dongle then
    i. Wait until the Dongle stops blinking, turns solid RED and then turns off
    ii. The Dongle is now ready to initiate the pairing process again
    iii. Repeat the process from #3 of “Pairing the Dongle with the App” again
d. Contact your Maytag Commercial Laundry Service Manager if all the above steps fail

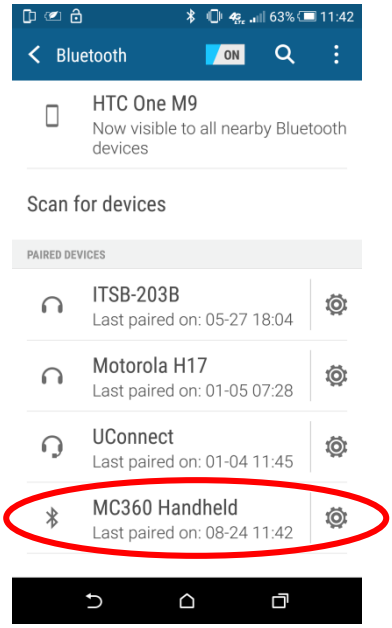
5. After the MAYTAG CONNECT 360 Handheld shows up under the Available Devices list in the Bluetooth Settings, select “MAYTAG CONNECT 360 Handheld” so that the phone can start pairing as shown in the figure below



6. The phone will ask to enter the device PIN or Password, please enter “0000” as the password and select “OK” as shown in the figure below



a. Upon successful pairing the “MAYTAG CONNECT 360 Handheld” should show up under the paired devices in the Bluetooth settings as shown in the figure below and the Dongle should indicate the same (LED solid green for a second)



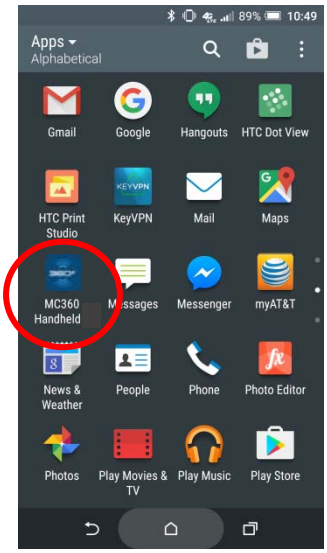
b. If the Pairing is unsuccessful then cancel the pairing process and
   i. Wait until the Dongle stops blinking, turns solid RED and then turns off
   ii. The Dongle is now ready to initiate the pairing process again
   iii. Repeat the process from #5 of "Pairing the Dongle with the App" again

User Tip: The Dongle will automatically go to sleep after 2 minutes of inactivity. In order to wake up the Dongle, simply press and release the button on the Dongle momentarily.

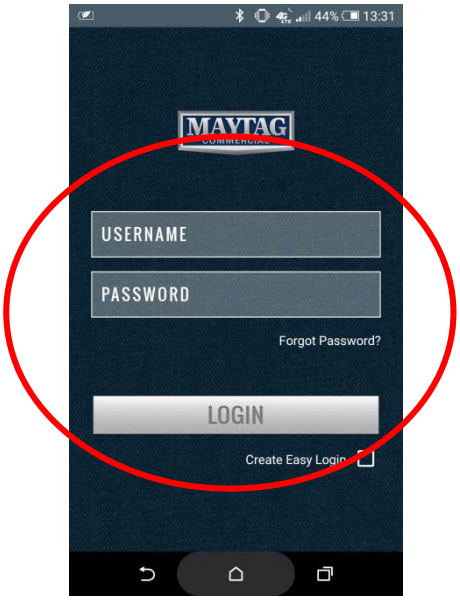
Using the App

At this point the Dongle has established active connection with the phone and the App is ready to interact with it

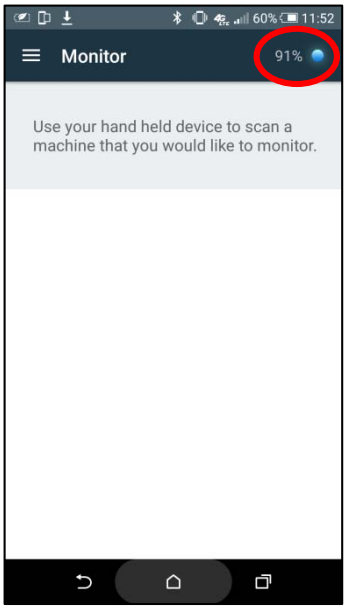
1. Select the MAYTAG CONNECT 360 Handheld II App from the App menu on your phone



2. Sign In to the App with the credentials provided by your Company Administrator using the Maytag Connect 360 website. **NOTE:** See Appendix A for information on creating an account and access.



3. After successfully signing in the user will see a screen as shown below



   a. The Blue Indicator (as shown above) will show that MAYTAG CONNECT 360 Handheld Dongle and the App have an active connection as well as the battery charge level of the Dongle.
   b. By default the App begins with the Dongle in the Monitor mode and the Dongle is ready to read a Maytag Commercial Laundry Machine.

Using the Monitor and Collection Features

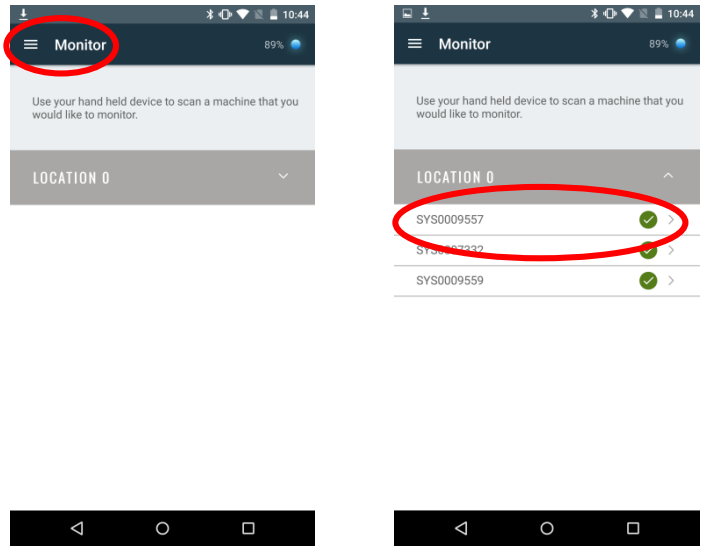
Monitor

By default the App and the Dongle will start in monitor mode (see screen below). In order to use monitor feature:

1. Ensure there is an active connection between App and Dongle which is indicated by a Blue Indicator and Battery Level on the App
   a. If need be wake up the Dongle by pressing the button on the Dongle momentarily and release it

b. The Dongle will indicate will Solid Green glow and then stop glowing

2. Pointing the Dongle at the IR port of the machine, press, hold (about 1 second) and release the Dongle button
    a. Dongle will blink Amber while it is reading the machine, continue to hold the Dongle in the same position
    b. If the read operation is successful the LED ring will glow Solid Green
    c. If the read operation is unsuccessful the LED ring will glow Solid Red in which case we can use the same process to read the machine again
    d. Once this process is complete the machine will show up in the list as shown below



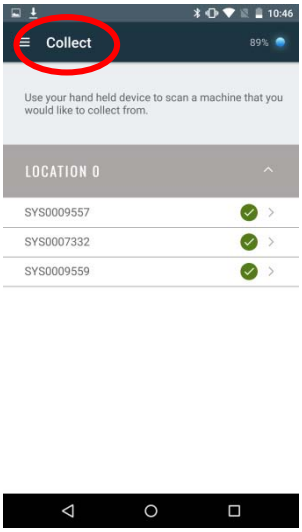
i. SYS0009557 is the Machine Id as shown above.
ii. The Green Check Mark on the right side of Machine Id is associated with data upload and indicates the status in 2 colors
    1. Transparent: Data upload is yet to be initiated
    2. Green: Indicates successful Data upload to the Backend

Usage Tips: There are many reasons such as intermittent internet connection or slow connection that can cause the data upload to fail. The App will retry to auto-upload as soon as possible.

Collect

In order to use collect feature:

1. Ensure there is an active connection between App and Dongle which is indicated by a Blue Indicator and Battery Level on the App.
    a. If need be wake up the Dongle by pressing the button on the Dongle momentarily and release it
    b. The Dongle will indicate will Solid Green glow and then stop glowing
2. Select the “Collect” tab on the App screen as shown below



3. This operation will be confirmed by Dongle with a Solid Glowing Green LED indication for a second
4. Pointing the Dongle at the IR port of the machine, press, hold (about 1 second) and release the Dongle button
    a. Dongle will blink Amber while it is reading the machine, continue to hold the Dongle in the same position
    b. If the read operation is successful the LED ring will glow Solid Green
    c. If the read operation is unsuccessful the LED ring will glow Solid Red in which case we can use the same process to read the machine again
    d. Once this process is complete the machine will show up in the read list

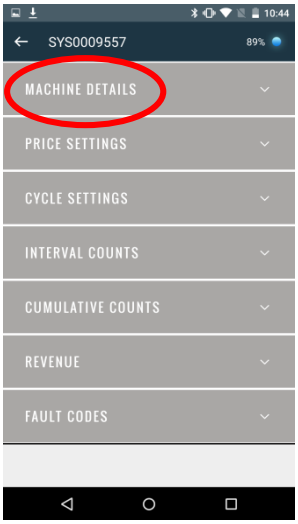
5. The successful operation indicates not only the fact that machine was read, it also indicate that all the interval counts were reset

Useful Tips: The Dongle can only be in either Monitor or Collect operating mode. While the connection is active the Dongle will be in the same mode until switched to another mode in the App.

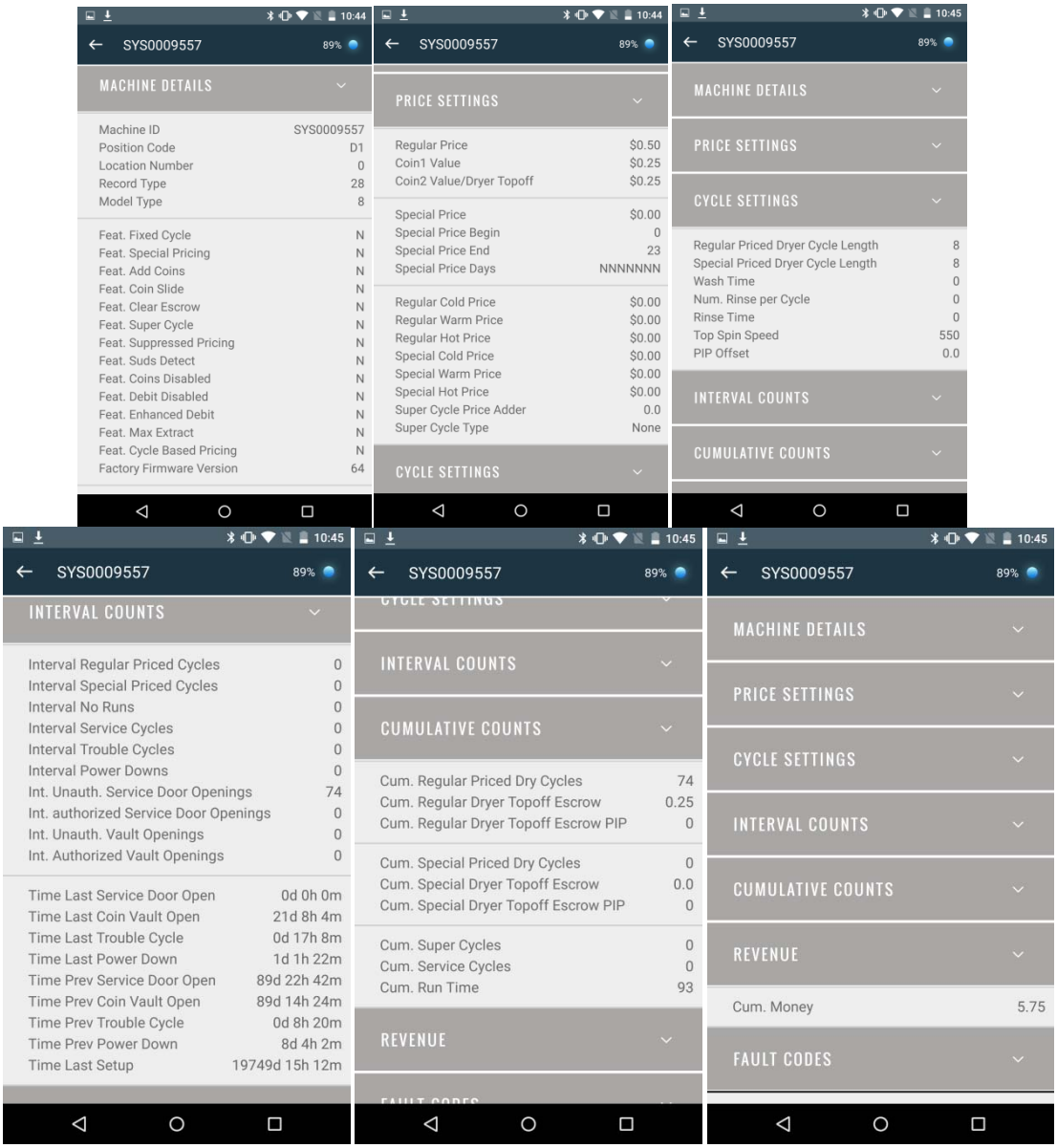
Machine Details Views

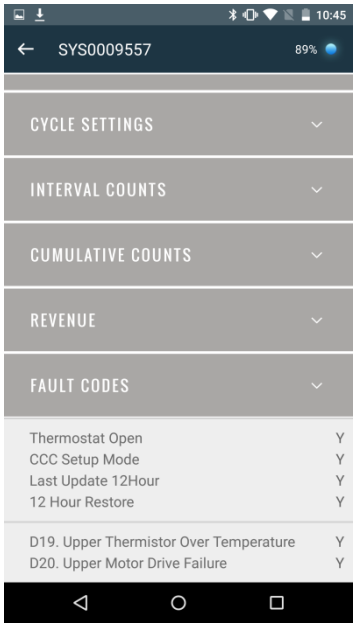
All the read data, depending upon the access level can be viewed on the phone. Following is the procedure to access the data.

1. Selecting the Machine Id will navigate the screen to Data View screen as shown below



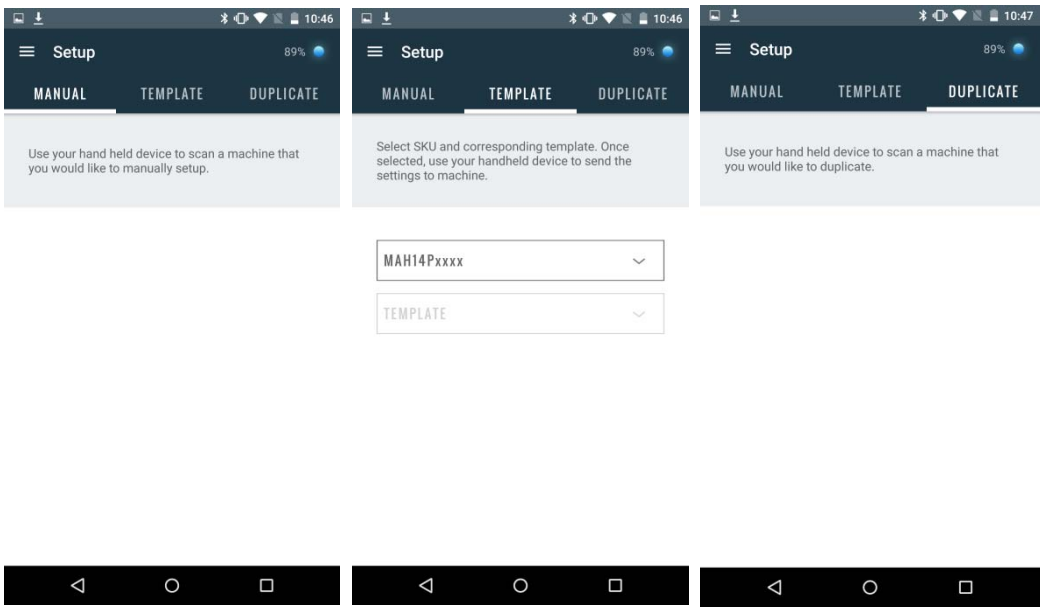
2. From the above screen user can access the specific details of Machine, Price Settings, Cycle Settings, Interval Counts, Cumulative Counts, Revenue, and Fault Codes





Setup

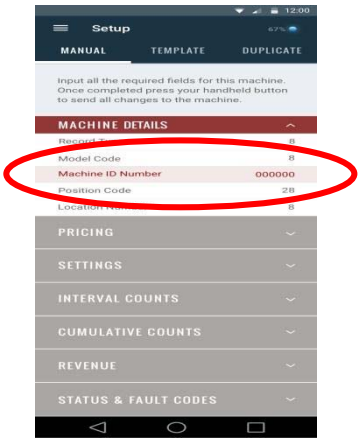
There shall be three setup modes within the App: Manual Setup, Template Setup, and Duplicate Machine as shown below:



Setup Mode Operation and Data Edits:

1. In all modes the App shall push the current time provided by the phone along with the setup message.
2. In Manual Setup and Template Setup modes the user shall be able to edit the Machine_ID, Location_Code, and Position_Code. The user will be able to enter the information manually or scan a Barcode or QR Code to import the information.
3. For all values provided by the user zeros must be put in front of any data short of the specified length. Example: Machine_ID is specified as 10 characters. If a user supplies an ID of 45678 the App must send 0000045678 to the machine during setup.

Upon reading a machine, if the Machine ID is “0000000000”, then the App shall highlight the field as “red” as shown below:



Once the user “clicks” inside the text box, all zeros shall disappear and the box should be blank and ready for text entry. Also, a “Scan Asset Tag” button shall appear.

When a user pushes a setup into a machine the App shall display “Setting Up” during the time that the information is being transferred. When the transfer completes successfully, the App shall display “Setup Complete” for 2 seconds and then return to the proper menu as defined below for each set up method:

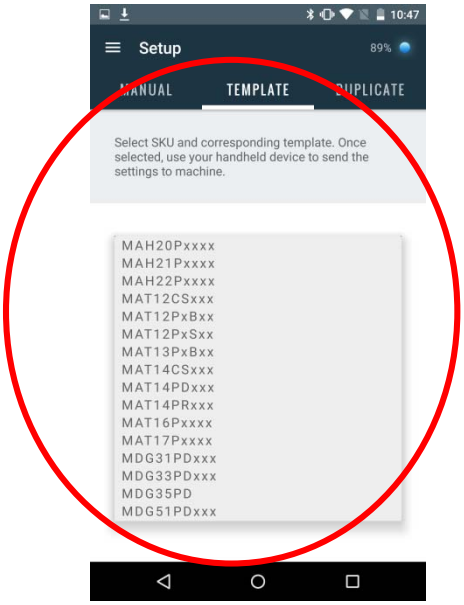
Manual Setup

Manual Setup of a machine will require the user to first Monitor the machine. After Monitor, the App shall display the correct fields based off of the Model_Code for the user to edit. After editing the fields, the user may transfer the Setup into the machine. Once the transfer is complete the App will return to the initial Manual Setup screen.

When attempting the transfer, if the destination machine is the wrong Model_Code, the App shall display an error of “Setup Model Code does not match this Machine Model Code”. Be sure that you are trying to Setup the same machine type.

Template Setup

Template setup of a machine will be available if templates have been set up in the Maytag Connect 360 website. The user may view a list of templates and sort the list by SKU as shown below:



After selecting a template the user may input the Machine_ID_Number, Location_Code and Position_Code as defined in the Monitor Machine section above and transfer the Setup to the machine. Once the transfer is complete the App shall return to the previous screen.

If the machine Model_Code does not match the template Model_Code, the App shall display an error of "Template Model Code does not match this Machine Model Code. Be sure that you are trying to Setup the same machine type.

Duplicate Machine

Duplicating a machine will require the user to first Monitor the machine. Upon a successful monitor the App shall set the Handheld Device to Duplicate Mode using the SET_OPERATING_MODE message. The user may see the data scanned but may not edit any fields. When the Handheld Device has changed to Duplicate Mode, the App shall then publish SEND_MACHINE_SETUP_DATA message including the monitored data and the current date and time.

The Handheld Device is now ready to push the setup data to other machines. The Handheld Device ask the App for the current time every time the button is pressed and setup is initialized for another machine.

To initiate the transfer of setup information to a new machine the user shall press the button on the dongle. The dongle will verify the machine first by matching Record Type and Model Code with the setup data it has in memory. If there is a mismatch the Dongle will publish the "Machine Mismatch" error, otherwise the setup will occur. After the setup is complete, the Handheld Device will be ready to send another setup

Data Upload and Cloud Data Access

MAYTAG CONNECT 360 Handheld sends data to the cloud. All the read data is immediately uploaded to the Maytag Connect 360 backend and from there it is readily available for download and use.

Please refer to Partner Interface API document (shared separately) regarding the Cloud data access and integration of that with your enterprise system. The url to pull the data from the cloud is listed below.

https://stg.connect360.maytag.com/api/v1/device/machine_data?access_token=<your_token>

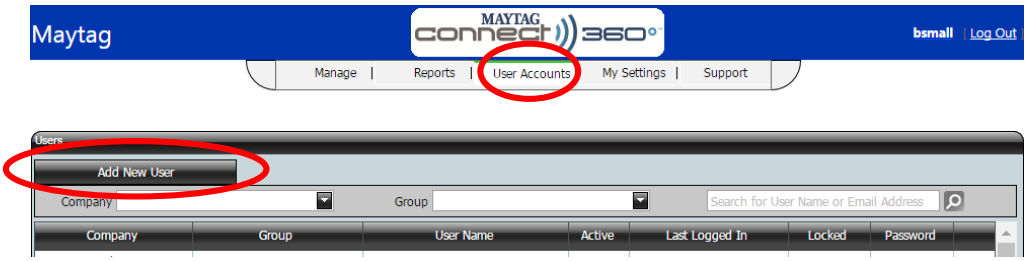
The token will be provided via a secure email after your company account is setup.

Useful Tips: The uploaded data only exists in the cloud until read. Upon read acknowledgement, the data is destroyed. This is done considering the privacy concerns of the data.

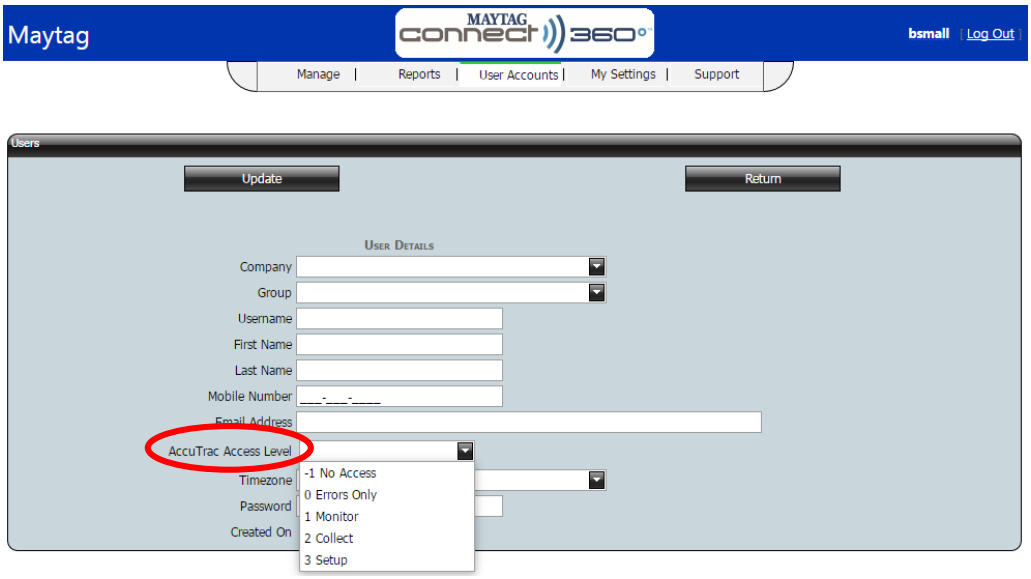
Appendix A

Signing in to the MAYTAG CONNECT 360 Handheld App is based on the access levels provided by your Company Administrator in the Maytag Connect 360 website at https://connect360.maytag.com. The following pictures show how to create a user with different access levels

1. Navigate to "User Accounts" and Click on "Add New User"



2. Fill in the required fields and Assign the "Accutrac Access Level" which is nothing but access for MAYTAG CONNECT 360 Handheld App.



The following are different Access Levels

- **No Access:** User cannot sign in to MAYTAG CONNECT 360 Handheld App
- **Errors Only**: Use case: Service Tech
- **Monitor:** Ability to read the machine only (Investigator Role)
- **Collect:** User is able to Monitor and Collect - Admin Access
- **Setup:** Admin access with set up access (Currently Set up isn't supported)

Maytag Connect 360 Handheld Regulatory Notices

Federal Communications Commission (FCC) Compliance Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:
– Reorient or relocate the receiving antenna.
– Increase the separation between the equipment and receiver.
– Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
– Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions:
1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Whirlpool Corporation could void the user's authority to operate the equipment.

RF Exposure Information
This equipment complies with FCC and ISED Canada radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada (IC) Compliance Notice

This Device complies with Industry Canada License-exempt RSS standard(s).
Operation is subject to the following two conditions:
1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.