

# 🚺 Inform™ 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: 1-8	00-824-3005
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

# TABLE OF CONTENTS

GETTING STARTED
MANAGE ORGANIZATION Set Up Organization
MANAGE USERS
Manage Users
Adding Users10
Editing a User's Permission Level 11
Removing Users12
ALERT NOTIFICATION SYSTEM
Overview13
Enable/Disable Notifications
MANAGE DEVICES
Add Device15
Device Maintenance
Edit Device Info
<ul> <li>Reconfigure Wireless</li></ul>
Update Firmware
DEVICE HEALTH MONITORING Overview
Main Screen
Status Symbols
• Warning
• Offline
• Fault25
Operating Details26
ADDITIONAL FEATURES
Supporting Documentation

# GETTING STARTED

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

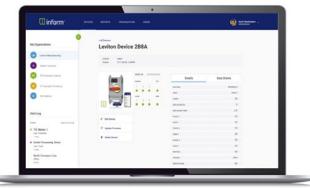
- Assign a primary account administrator for performing all setup tasks
- Gather a list of users (name and email address) who will be using the mobile app for your organization [administrator task]
- Download and install the Inform Mobile app from the App Store or Google Play
- Launch the app and create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



### 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.

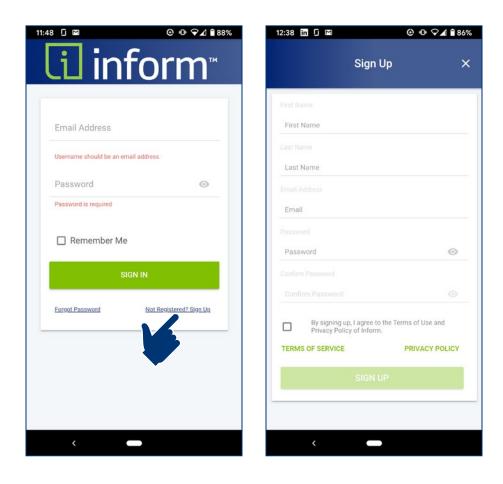
Access the Inform desktop app at: inform.leviton.com



# 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

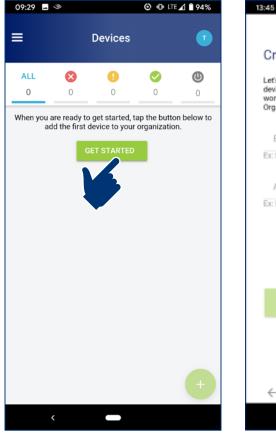
# Set Up Organization [administrator]

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



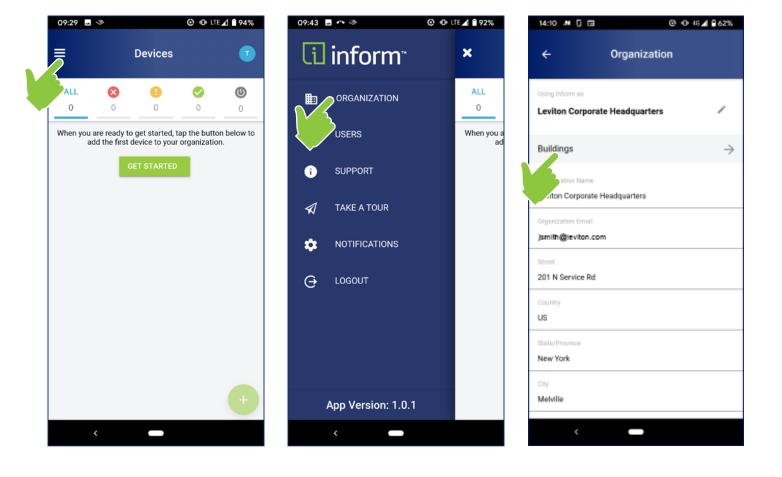
tinform <sup>×</sup>
Organization Name*
My Organization
Organization Email*
manager@organization.com
State*
New York
City*
New York City
Country*
United States
Postcode*
12345

Organization settings. Building Name Ex: Main Building Area Name	Let's set up a Building and Area for your Inform device. Name the Building and Area below - don't worry, you can always change them later, under you Organization settings. Building Name Ex: Main Building	3:45 .N 🖸 🖽	@ ⊕ 46⊿l≌4
Let's set up a Building and Area for your inform device. Name the Building and Area below - don't worry, you can always change them later, under you Organization settings. Building Name Ex: Main Building Area Name	Let's set up a Building and Area for your Inform device. Name the Building and Area below - don't worry, you can always change them later, under you Organization settings. Building Name Ex: Main Building Area Name		
device. Name the Building and Area below - don't worry, you can always change them later, under you Organization settings. Building Name Ex: Main Building Area Name	device. Name the Building and Area below - don't worry, you can always change them later, under you Organization settings. Building Name Ex: Main Building Area Name	Create a Building	and Area
Ec Main Building	Ec Main Building	sevice. Name the Building an worry, you can always chang	d Area below - don't
Area Name	Area Name	Building Name	
		Ex: Main Building	
Pro Pro Annellon Anno	Ex: Production Area	Area Name	
EX: Production Area		Ex: Production Area	
CONTINUE	CONTINUE	1	
CONTINUE	CONTINUE		

# 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

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÷	Buildings +	Add Build	ding	m	ain
Headquarters		Building Name		Create an Area Define an area(s) within you	r building
Manufacturing	1			Area Name	
			CANCEL NEXT		CANCEL SAVE
<	-	< <b>—</b>		< •	-

# 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

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÷	Buildings	+	← Ma	anufacturing	
Headquarters Manufacturing		1	Building Building Name Manufacturing Areas		
			Area Name Fabrication Departme Area Name Mixing Room	ent	×
			Area Name Warehouse		×
			• ADD AREA		
			DELETE	CANCEL	SAVE
<			<		

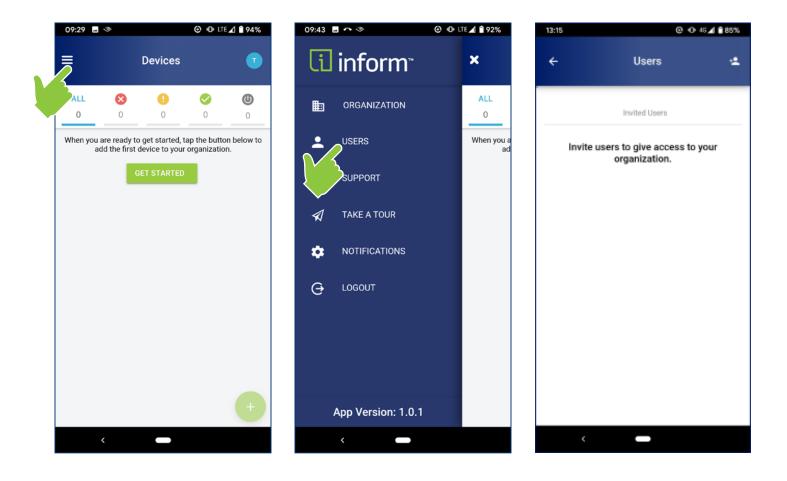
# MANAGE USERS

Administrator Task

# Manage Users [administrator]

Tap on the " $\equiv$ " 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)



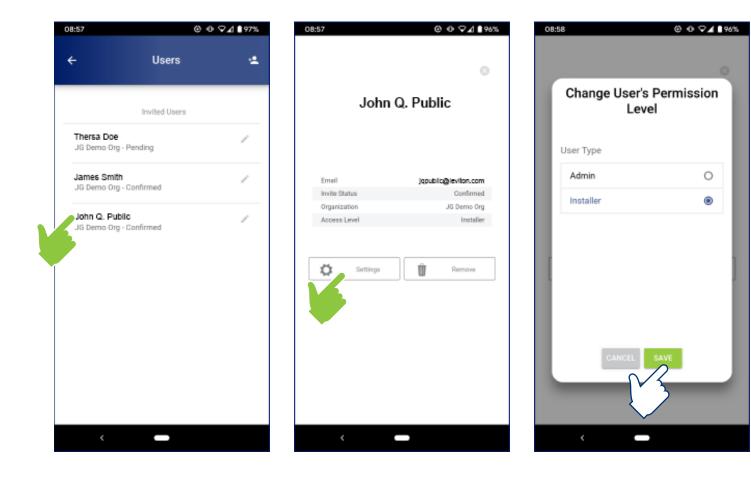
# Adding Users [administrator]

- Tap on the "a" 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

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÷	Users 生	÷	Invite a User	÷	Invite a User
	Invited Users	organizatio	e to have access to devices in your n. Everyone in an organization can itus of devices and see their	the second se	ole to have access to devices in ization, Everyone in an
	Invite users to give access to your organization.		nail below. You will see the invitee's on the 'Users' screen.		on can view the status of d see their updates.
		name	@example.com	Enter the e	mail below. You will see the
		User Type		scree In	vitation Sent
		Admin	0		u have invited public@leviton.com
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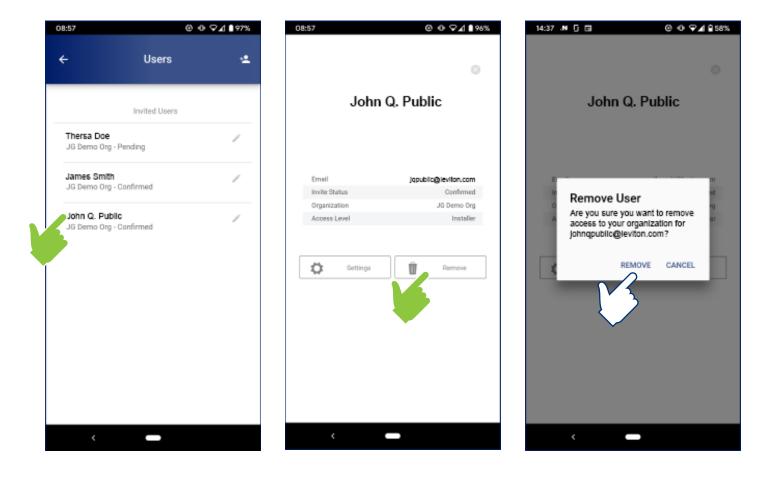
# EDIT USERS [ADMINISTRATOR] Editing a User's Permission Level

- 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



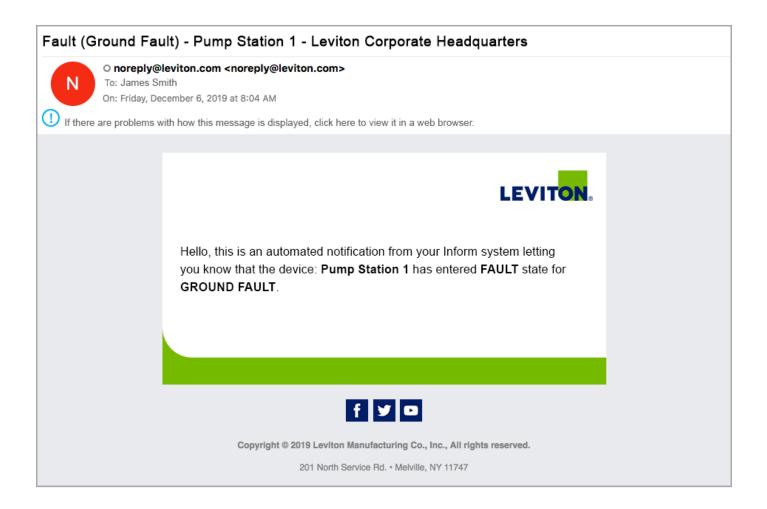
# ALERT NOTIFICATION SYSTEM

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

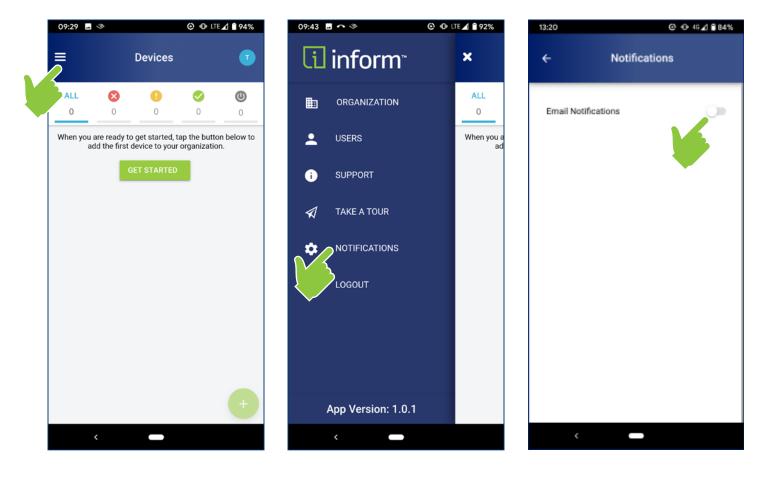
NOTE: Only email notifications are available at this time



# Enable/Disable Notifications

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

• User can enable or disable the alert notification function



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## MANAGE DEVICES Wi-Fi Enabled Devices

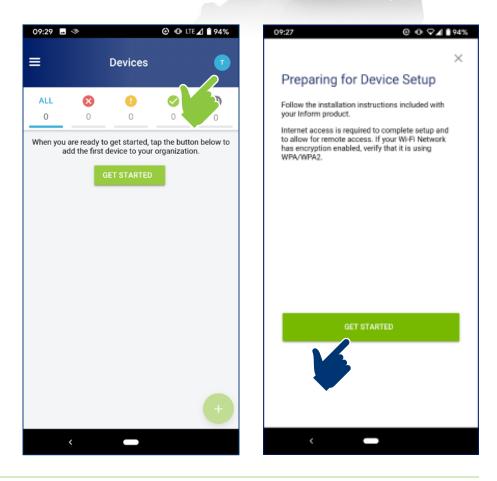
# Add Device

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



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# 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.

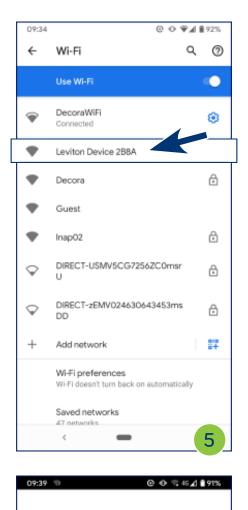
Choose a Bui	ilding and Area
Where will your device	be located?
Select Building	
	NEXT
~	
<	- 1
9:28	© ⊙ ⊋⊿ ∎93%
Device Setup	×
A unit that has not bee	en previously enrolled will
reconfigure the Wi-Fi o device into Provisionin	ovisioning Mode. If you need to connection, put your Inform ig Mode by pressing and the pressing and
inside the cover.	the reset button on the PCB
	Reset
	Button
After pressing "Next", a continue with setup.	allow location permissions to
	NEXT





### MANAGE DEVICES

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Configuring Your Inform

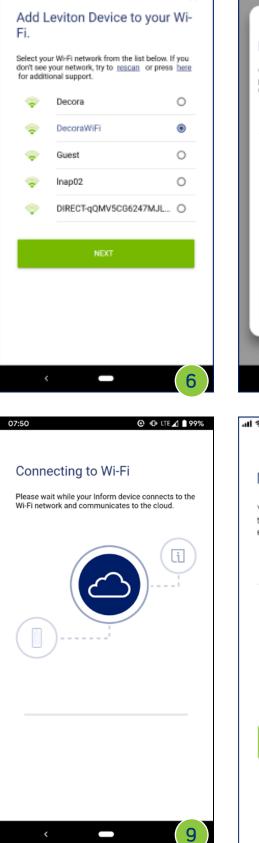
Please wait while we transfer your Wi-Fi settings to

[

8

Device

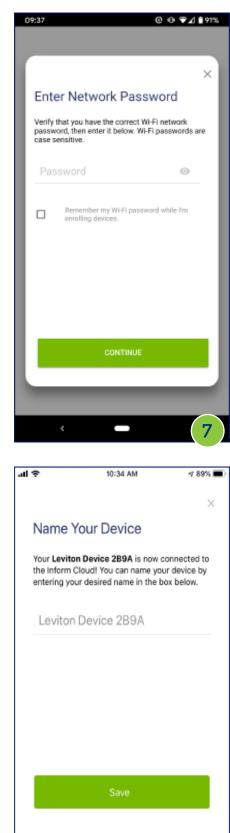
your Inform device.



@ ⊕ 🦷 46⊿ 🛢 91%

×

09:36 🖘



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

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	1 2 3 A C C C C C C C C C C C C C C C C C C C		1 2 3 A (04) (04) 1 2 3 +	Edit Device Info
DETAILS	DATA SHEETS	DETAILS	DATA SHEETS	Leviton Device 2B9E
BUILDING	HQ	BOLENS	HD	Leviton Device 2092
APEA	3 South	AREA	3 South	
LIQUID	OK	LIGUE	DK	
ENCLOBURE RH	34 %	ENCLORANT NH	34 %	Building
ENCLOSURE TEMP	28 10/62.4 1F	ENCLOSURE TEMP	58 *CASL4 *F	
PHASE 1	116 V	PHAGE 1	116.9	
LOAD 1	DV	LGAD 1	0 V	но
PHASE 2	116 V	PHARE 2	116 V	
LOAD 2	D.V.	LOLAD 2	ov	
PHASE 2	115 V	PHAGE 2	TISV	Area
LOAD 3	DV	1040 3	0 V	
NEUTRAL	OK	NEWTRAL	DHC	C
GROUND	CK	GROUND	095	3 South
EWITCH OPEN	765	EWITCH GPEN	NES .	
INF-FLPCB F/W	8.8.24	WHR PER F/W	0.0.24	
DISPLAY POB F/W	1.5.29	Carrier Contractory		
CLOUD SI'N	1000.0000.2590	Device Settings		
PRODUCT S/N	81-1008004A-1882	Edit Device Info		
<b>\$</b> 6	; <b>ù</b>	Reconfigure Wireless		
		Cancel		CANCEL
· · ·		< C		

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# 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)

	C C C C C C C C C C C C C C C C C C C
DETAILS	DATA SHEETS
BUILDING	HQ
APEA	3 South
UQUID	OK.
ENCLOSURE RH	34%
ENCLOSURE TEMP	29 10,492.4 1F
PHASE 1	116 V
LOAD 1	DV
PHASE 2	118 V
LOAD 2	b V
PHASE 2	115 V
LOAD 3	D.V.
NEUTRAL	CK
GROUND	OK:
SWITCH OPEN	YES
MI-FI PCB F/W	8.8.24
DISPLAY POB F/W	1.5.29
CLOUD S/N	1000_0000.2998
PRODUCT S/N	87-1008004A-1862
•	C Û

	1 2 3 •
DETAILS	DATA SHEETS
BURDING	,
APEX.	198
nona	
EVETOERASINK	34
ENELOSUBE TEMP	39 10/92.4
PHASE 1	***
LOAD 1	(
PHARE 2	11
1048.2	4
PHASE 2	113
LOAD 3	9
NEUTRAL	
GROUND	1
ENTER OPEN	Y
MI-FL PCR F/W	11
Device Settings Edit Device Info	
Reconfigure Wireless	
Cancel	

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### Preparing for Device Setup

09:27

Follow the installation instructions included with your Inform product.

Internet access is required to complete setup and to allow for remote access. If your Wi-Fi Network has encryption enabled, verify that it is using WPA/WPA2.

# GET STARTED

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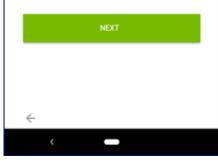
 $\times$ 

### Device Setup

A unit that has not been previously enrolled will automatically be in Provisioning Mode. If you need to reconfigure the Wi-Fi connection, put your Inform device into Provisioning Mode by pressing and immediately releasing the reset button on the PCB inside the cover.



After pressing "Next", allow location permissions to continue with setup.





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

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# DEVICE MAINTENANCE Delete Device

Allows user to delete the remote monitoring feature of a device

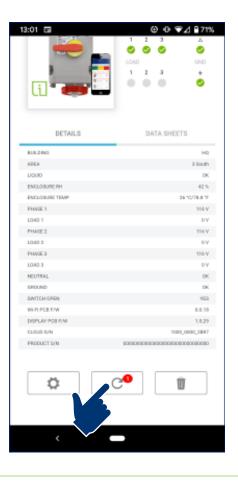
- Select trash can icon from lower right corner of device detail page
- Confirm deletion

# Update Firmware

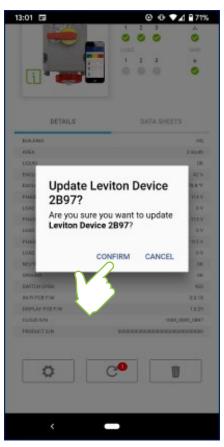
When new firmware is available, users can download and install from the app

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

	0     0     1     2     3     4       1     2     3     4     4     799%       1     2     3     4     4       1     2     3     4       1     2     3     4       1     2     3     4       1     2     3     4
DETAILS	DATA SHEETS
BUILDING	110
AREA	3 South
LIGUED	DK
ENCLORATE NH	345
ENCLOSURE TEMP	38 10,93.4 15
PHASE 1	116 V
L040 1	0.4
PHAGE 2	718 V
Loab 2	ev.
PHASE 3	115 V
LOAD 3	0.4
NEUTRAL	DK
BROUND	04
EWITCH OPEN	100
WHER POR R/W	8.8.24
DISPLAY POB F/M	1.5.29
CLOUD SIN	1080.0000.1898
PRODUCT S/N	81-180804A-1082







# DEVICE HEALTH MONITORING

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

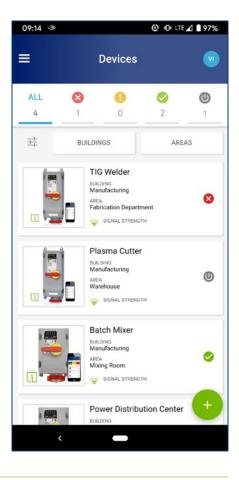
 The first devices to be launched with remote monitoring capabilities will be the new LEV Series Mechanical Interlocks



# Main Screen

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

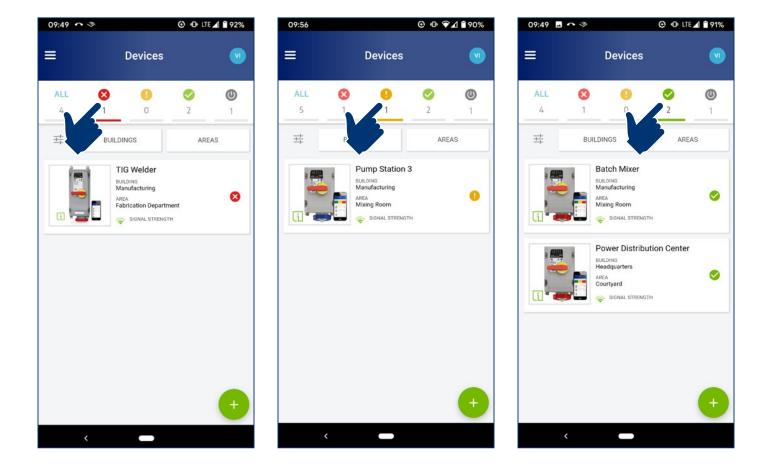
- Each device summary tab contains a product image, device name, installed location, operating status, and Wi-Fi signal strength
- The list order is based on operating status, with devices showing a fault at the top and fully functioning devices near the bottom



# Main Screen

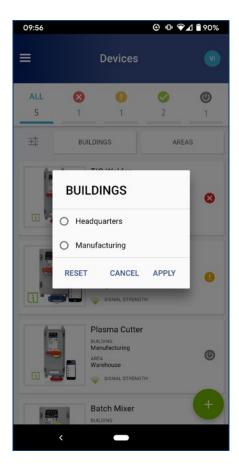
The list can be filtered to look at only devices in a specific operating status

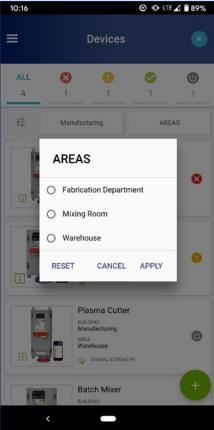
- FAULT requires immediate attention
- WARNING requires attention when convenient
- NORMAL ON devices powered up and switch turned to ON position
- NORMAL OFF devices powered up and switch turned to OFF position

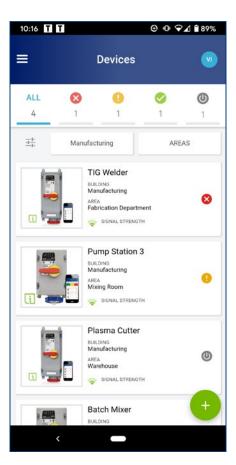


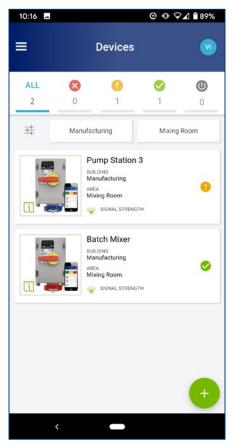
# i Inform<sup>™</sup> Mobile App User Guide

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









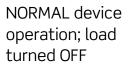
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# Status Symbols



NORMAL device
operation; load
turned ON







WARNING; device functional but requires investigation



OFFLINE

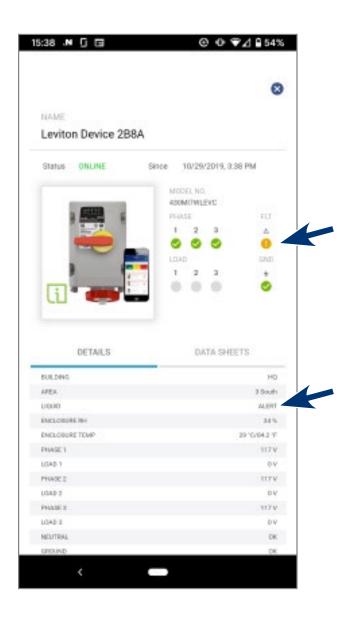


FAULT condition; requires immediate attention

# STATUS SYMBOLS

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)





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)

	0	
NAME Leviton Device 2B9D		
Status OFFLINE	Since 10/29/2019, 4:17 PM	
_	MODEL NO. 430M/9WLEVC	
	1 2 3 6	
TT I COMPANY	000 0	
(i) 🐨		
DETAILS	DATA SHEETS	
	DATA SHEETS	
DETAILS		
DETAILS	но	
DETAILS RULDHS AREA	HQ Packaging Dept	
DETAILS BUILDING AREA LUDUD	HQ Packaging Dept QK	
DETAILS BURDING AREA UDUID ENCLOSURE RH	HQ Packaging Dept OK 49%	
DETAILS BURDHIS AREA UDUID ENGLOBURE 784 ENGLOBURE 7844 ENGLOBURE 7844P	HD Packaging Dept OK 49 % 34 %/15 2 %	
DETAILS BUILDING AREA LICOUD ENCLOSURE INF ENCLOSURE INF PHAGE 1 LICAS 1 PHAGE 2	HD Packaging Dept OK 49% 34%/75/3 7F 116V 117V 115V	
DETAILS BUILDING AREA UCOUD ENCLOSURE INF ENCLOSURE INF ENCLOSURE I LOAD 1 PHAGE I LOAD 2	HD Packaging Dept OK 49% 24%/152% 1187 1177 1157 1157 1167	
DETAILS BUILDING AREA LICOUD ENCLOSURE INH ENCLOSURE INH ENCLOSURE I LICAD 1 PHAGE 1 LICAD 2 PHAGE 3	HD Packaging Dept OK 49% 24%/K2 % 1117 1157 1157 1167 1167	
DETAILS BUILDING AREA LICOUD ENCLOSURE INH ENCLOSURE TEMP PHAGE 1 LOAD 1 PHAGE 3 HAGE 3 LOAD 3	HD Packaging Dept OK 49% 34%/NL3 % 1187 1157 1157 1167 1167 1167	
DETAILS BUILDING AREA UDOUD ENCLOSURE INH ENCLOSURE INH ENCLOSURE I LOAD 1 PHAGE 1 LOAD 2 PHAGE 3	HD Packaging Dept OK 49% 24%/K2 % 1117 1157 1157 1167 1167	



# **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

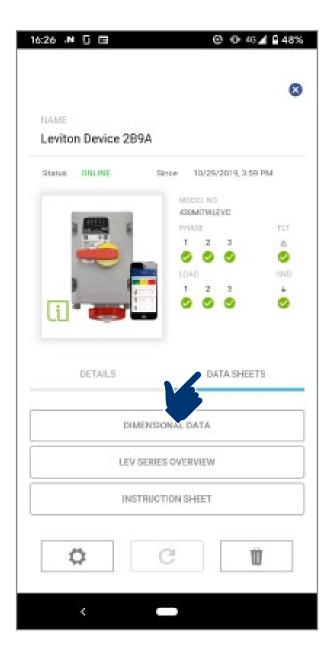


# ADDITIONAL FEATURES

# 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

### Tech Line: 1-800-824-3005

Monday - Friday8 AM - 10 PM ETSaturday9 AM - 7 PM ETSunday9 AM - 5 PM ET

### Email: inform@leviton.com

Website: leviton.com/inform

### Leviton Manufacturing Co., Inc.

201 N Service Rd, Melville, NY 11747 Telephone: 1-800-323-8920 • FAX: 1-800-832-9538