



Grünbeck
Cloud



my
Product

Grünbeck myProduct app

Cloud connection | softliQ:SD/MD

grünbeck

1 Product description

Using the Grünbeck myProduct app

The myProduct app is the interface to your Grünbeck products on your mobile device. You can find all supported Grünbeck products in the app store. If you connect your device to the Cloud, you can benefit from the following added values for the softliQ:SD/MD water softeners:

- Mobile data access worldwide
- Settings for the mode of operation
- Information on the system status
- Status messages & consumptions
- Straightforward product registration
- Quick access to product documentation



General information

Updating consumption values

The consumption values for water and salt are updated the next day.

General technical conditions

The myProduct app is available for devices with iOS & Android operating systems. Further details on the system requirements are listed in the app store.

Wi-Fi connection to the router:

- Wi-Fi SSID (network designation)
 - Must be visible (concealed Wi-Fi networks are not supported).
- Wi-Fi password
 - The password must have at least 8 characters and may feature a maximum of 63 characters.
 - The password "12345678" must not be used.
- Wi-Fi frequency band
 - Only the 2.4 Ghz frequency band is supported.

2 Installing the Grünbeck myProduct app

Preparation on the smartphone/tablet

1. Search for “Grünbeck myProduct” in the Google Play Store or the App Store.



2. Install the Grünbeck myProduct app.
3. Start the app.

4. Create a user account on the Grünbeck Cloud by selecting “Register now”.

The screenshot shows a mobile browser interface for 'Grünbeck myProduct' at the URL 'https://gruenbeckb2c.b2clogin.com'. The page has a light green background. At the top, there is a header with a close button (X), a lock icon, the text 'Grünbeck myProduct', and the URL. Below the header, the main content area is titled 'Log on with an existing account'. It contains two input fields: 'E-mail address' and 'Password'. Below the password field is a green button labeled 'Logon'. There is a link 'Forgotten your password?' in blue text above the password field. At the bottom of the form area, there is a link 'Don't have an account yet? Register now' in blue text. Below the form area, there is a link 'Data protection policy' in blue text. A green line from the text '4. Create a user account...' points to the 'Register now' link.

2 Installing the Grünbeck myProduct app

5. Enter your e-mail address.

The screenshot shows the app's login interface. At the top, there is a header with a close button (X), a lock icon, the text 'Grüenbeck myProduct', and the URL 'gruenbeckb2c.b2clogin.com'. Below the header, the user is prompted to provide details and is informed that verification is required. An input field for the 'E-mail address' is shown with a placeholder 'E-mail address'. A green button labeled 'Send verification code' is positioned below the input field. At the bottom, there is a link for 'Data protection policy'.

6. Confirm with "Send verification code".

You will receive a 6-digit code by e-mail.

7. Enter the code received.

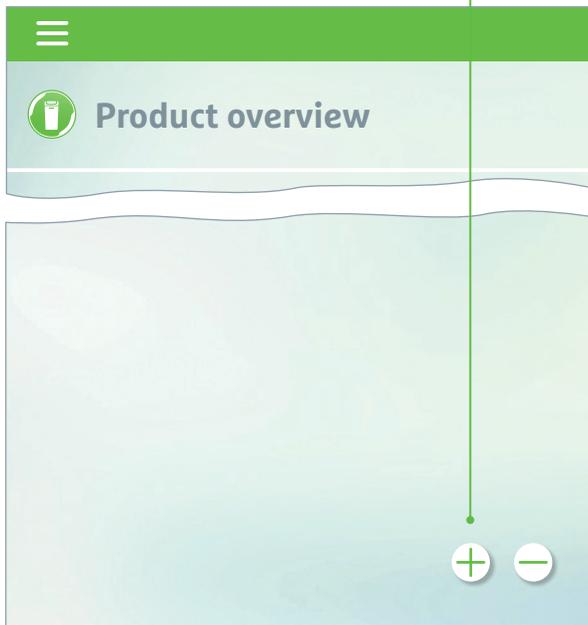
The screenshot shows the app's verification screen. The header is identical to the previous screen, but the URL is now 'https://gruenbeckb2c.b2clogin.com'. The user is prompted to enter a verification code received via email. There are two input fields: one for the 'E-mail address' with a placeholder 'XXX@XXX' and another for the 'Verification code' with a placeholder 'XXXXXX'. A green button labeled 'Verify code' is positioned below the verification code input field. Below that is a green button labeled 'Send new code'. At the bottom, there is a link for 'Data protection policy'.

8. Confirm with "Verify code".

2 Installing the Grünbeck myProduct app

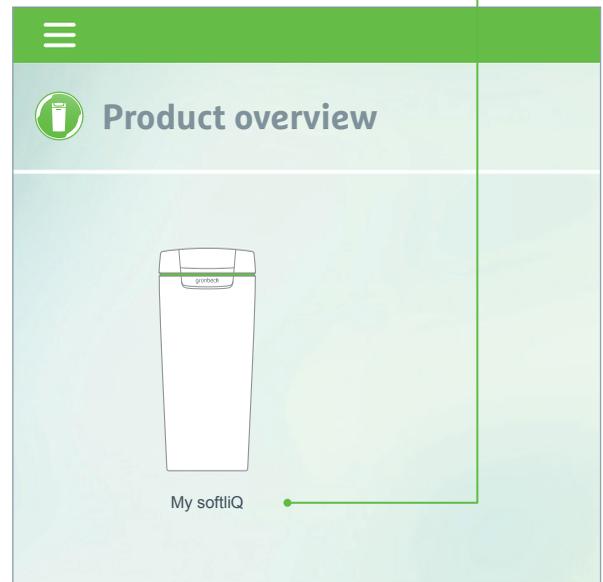
9. Assign a password for your user account in the Grünbeck Cloud and confirm by repeating it.
10. Confirm the data protection policy and select "Create".
11. Go to your softliQ water softener. After the data has been checked and the user account has been created in the Grünbeck Cloud, the app starts.

12. Use + to add your softliQ water softener to the product overview.



13. Open the brine tank lid and scan the data matrix code on the type plate.
14. Alternatively, enter the serial number.
15. Assign a meaningful product name. This is helpful when managing multiple products in the app.

The name appears in the app after successful setup.

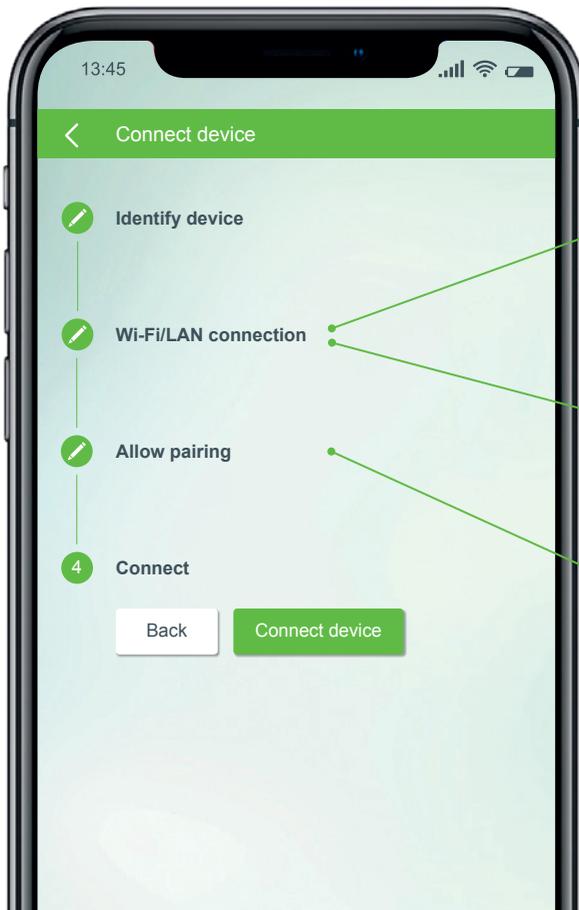


Follow the instructions given by the app to set up the cloud connection. Use the included wizard with video sequences.

3 Faults

Troubleshooting

Overview



Data protection regulation

Fault 3.1 (softliQ display)
Fault 3.1.1
Wi-Fi error XX
Fault 3.1.2
DHCP cannot be reached
Fault 3.1.3
Network authentication error
(see pages 12 to 14)

Fault 3.2 (softliQ display)
Internet or cloud connection fault
(see page 16)

Pair and connect device
Fault 3.3 (myProduct app)
softliQ cannot be connected to the app
(see page 18)

done

3 Faults

Fault 3.1.1 Wi-Fi error XX

Shown in the softliQ display



- Check signal strength! (min. 3 bars recommended)
- If necessary, set up a second network via smartphone (mobile hotspot) to limit the number of access points.
- If necessary, establish another channel in the router in the 2.4 GHz frequency band
- Disconnect the softliQ for 10 seconds and reconnect
- If necessary, use an additional repeater to optimise the signal strength
- If necessary, use the LAN interface (not available with softliQ:SD18)

Fault 3.1.2 DHCP cannot be reached

Shown in the softliQ display



- Settings → Wi-Fi/LAN connection → Autom. IP address (DHCP) → Place check mark
- Disconnect the softliQ for 10 seconds and reconnect

3 Faults

Fault 3.1.3

Network authentication error

Shown in the softliQ display

- Has the Wi-Fi password been entered correctly?
- Wi-Fi password must have at least 8 characters and “12345678” is not allowed
- Wi-Fi SSID (network designation) must be visible
- Check the Wi-Fi-SSID characters that the softliQ can process: Lower case letters, upper case letters, numbers, spaces, umlauts, special characters:
! , # \$ % & , () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~

**BECOME A
WATER
EXPERT!**



3 Faults

Fault 3.2

Internet or cloud connection fault

Shown in the softliQ display



- Wi-Fi/LAN symbol is on the main display, however the cloud symbol does not appear.
- The cause is not a poor Wi-Fi/LAN connection, but is due to the URL Cloud or the router ports.

Troubleshooting 1



- Check the input at the URL Cloud: gruenbeckeu01.azure-devices.net

Troubleshooting 2

The following ports must be enabled in your router:

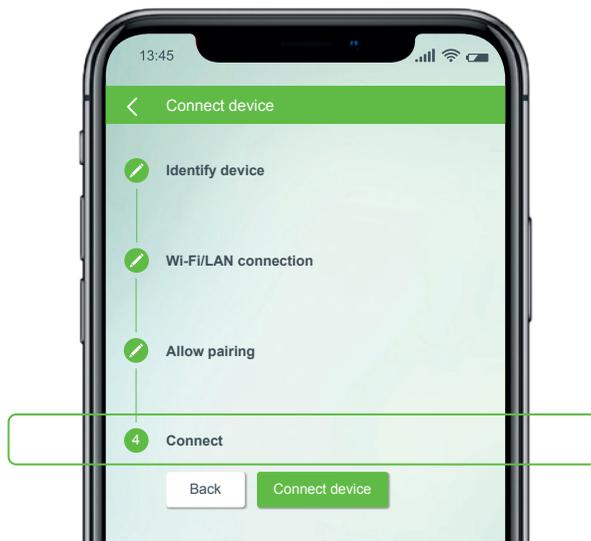
- Port 53 DNS (TCP/UDP)
- Port 80 Internet access http (TCP)
- Port 443 Firmware download https (TCP)
- Port 8883 Cloud connection MQTT (TCP)
- Port 123 NTP Time synchronisation (UDP)

3 Faults

Fault 3.3

softliQ cannot be connected to the app

Display in myProduct App



Contact our Technical Support at +49 9074 41-333.

We'll be happy to help! Please have the serial number of the system (under the brine tank lid) and the serial number of the controller at hand.

(Settings → Device info → Controller serial number).

Did you know?



Thanks to the iQ Comfort interface with the softliQ:SD/MD*, information from your exaliQ:XX-e dosing system can be accessed worldwide using the Grünbeck myProduct app.

* as of softliQ:SD21

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