

	ය Main ₀[③ Reports %	🖞 Setup 🕞 Bock To C	lashboard			
	Main 3 Control 3 Snapshot 3 NJEX 2000 - Hou	ston(17200) 🤶 🕘 🛙 L	ast update 01/11/2022 12:40:59 I	РМ		
	Get Status			Model # Serial # Hemory Hod	7200 Geu/English 1226 ule Involid	
_	SYSTEM STATUS	SYSTEM	STANDBY	REMOTE INH	ІІВІТ	
	PUMP FAILURE ALARM FILLING MODBUS COMM	START	OFF	OFF	REMOTE	
	Expansion Tonk Pressure	Verometer 	Proportional to Flow Data HOU/LDU Acc, Flow Rate Injection Rate Beneral Data HOU/LDU Acc, Odorant Stroke Count Tatal Odorant Hig, (Yol.) Odorant Tank Lavel	0 mmcl/hr 0.9 lb/mmcf 0 lb/hr 475022 strokes 65.457 lb 445.101 pollons 0 %		
	Odorant Inlet Pressure	.s <u>15</u>	Colc. Time/Stroke Bottery Voltope Differential Pressure 4-20mA Customer Sensor	32.18 sec. 15.7 v 6 PSI 0		
			_	_		



User Manual

Table of Contents

YZ Connect	
Overview	4
YZ Connect Login/Account	4
YZ-Connect.com	4
YZ Connect via iOS and Android Apps	4
YZ Global Support	4
Hardware	5
Hardware Specifications	5
Dimensions	5
Antenna	6
Electrical Connections and Wiring	7
N-300 Modbus Settings	7
N-400 Modbus Settings	7
YZ Connect Overview	8
Selecting an NJEX or ZEO Odorizer	8
Odorizer Management Overview	8
Functionality Overview	
N-300 NJEX Snapshot	
N-400 ZEO Snapshot	
Alarms	
Alarm Log	
Event Log	
Change Log	
Settings	
GPS	
Hardware Parameters	
Reports	
Graph	
Tabular	
Email and SMS History	
Global Alarm Notifications – Email and SMS	
Troubleshooting	
Icon Color and Signal Strength	
Check Modbus Communication	
Download Tab	
Frequently asked questions	
APPENDIX A – Panel Control Drawing	

Overview

YZ Connect is a solution for remotely monitoring mission-critical odorization programs. YZ Connect consists of a cellular gateway and a web/app based software that talks Modbus with YZ Systems odorizers. It is a secure, easy, and scalable method to monitor all odorization stations from a single app and/or web interface.

YZ Connect, compatible with both NJEX pneumatic and NJEX ZEO odorizers, communicates with the odorizer via Modbus, pulling a snapshot of data to the cloud every 10 minutes. Grab snapshots faster when needed be selecting the "Get Status" button in the upper left corner of the snapshot page. Remotely monitor all connected odorizers and look at the critical performance parameters from your truck, house, office, or wherever you need to.

YZ Connect Login/Account

The YZ Connect administrator(s) at your company are responsible for adding each user. After your administrator adds a user, the user will receive an activation email from YZ Connect. After following the steps in the activation email, users can login via the website or mobile apps.

Admins should reference the YZ Connect Admin User Manual for details on managing/organizing your companies odorizers, adding employees/customers and more.

YZ-Connect.com

YZ-Connect.com is best accessed using Chrome, Mozilla Firefox, or Microsoft Edge. Other browsers could give diminished performance and are not recommended (i.e. Internet Explorer).

YZ Connect via iOS and Android Apps

Download YZ Connect from the Android or Apple App store.

YZ Global Support

24 Hour Service Support:

techsupport@yzhq.com

1-800-NJEX-HELP



Hardware Specifications

SAFE AREA ONLY, not approved for installation in Hazardous locations

Installation:	Indoor/Outdoor
Enclosure:	NEMA 4X, IP67
Ambient:	-4° to 140°F (-20° to 60°C)
Electrical:	Single Phase 115/230VAC, 0.55A/0.35A, 50/60Hz
Approval Markings:	ETL (US and Canada), CE, UKCA

Dimensions



NOTES: UNITS DISPLAYED IN MM [IN]. DIMENSIONS WILL VARY DUE TO NORMAL MANUFACTURING TOLERANCES AND SHOULD BE USED FOR REFERENCE ONLY.

Antenna

The antenna ships separately and should be mounted outside for optimal cellular reception when necessary. To mount the antenna, drill a hole 10-11mm (0.4-0.43") in diam. and mount using the provided nut/washer and foam sticker to maintain the IP rating. Route the two antenna cables through the provided cable glands on the box (labeled Antenna) and hook them up as shown below:



Electrical Connections and Wiring

Reference the panel control document in Appendix A for field wiring requirements.



CAUTION: All wiring should be performed by a licensed professional in accordance with local electrical codes.

Power Supply:

Voltage:	Single Phase 115/230VAC 50/60Hz
Current:	0.55A/0.35A (115/230V)
Required Wire Size:	16AWG (1mm²)
Wire Terminal Torque:	4.4 lb-in (5 kgf-cm)

Wiring Overview:

Max RS-485 cable length between N-300 or N-400 and YZ Connect Box = 3960ft (1200m)



N-300 Modbus Settings

YZ connect uses the default Modbus settings:

- Modbus RTU
- Address = 1
- Baud = 9600
- Parity = None

N-400 Modbus Settings

YZ connect uses the default Modbus settings:

- Modbus RTU
- Address = 1
- Baud = 19200
- Parity = Even
- Stop bits = 1

Selecting an NJEX or ZEO Odorizer

After logging into YZ connect via <u>www.yz-connect.com</u> or the mobile app, there are two options (map or list) to select an odorizer. Whatever is selected will be the default next time a user logs in.

- Map select the unit and click the name to view the dashboard
- List select the unit to view the dashboard
- If you are viewing an odorizer select the 🗐 icon to see the list of odorizers again

đ	Global View
<u>®</u>	Мар
	List

Odorizer Management Overview

Main, Reports and Setup are the three menu options on the top toolbar. Select one to see drop down options. From the mobile app select a to access the menu options for an odorizer.

					0® ÷
				🎧 Main	~
⊜ Main	o[]() Reports	💥 Setup	⊂→ Back To Dashboard	₀[] Reports	~
	DO 1 74007 4			💥 Setup	~
Main > Control > G	PS > 74002 Austin(1/201	n 🕹 🤍		🔾 Back To Dashboard	

• Main – Contains all the critical information about the odorizer

Snapshot	0	Snapshot – View performance data and select "Get Status" to refresh it.
Alorms	0	Alarms – Shows all alarms that are currently active
	0	Alarm Log – Shows a log of all alarms, when they happened, and when they cleared
Alarm Log	0	Event Log – Shows a log of all events and when they happened
Event Log	0	Change Log – shows a log of all parameter changes to see what was updated and when
Change Log	0	Settings – Displays current parameter settings. Select "Get Settings" to poll the unit to
Settings		read the current settings.
_	0	GPS – Location of this unit on a map so technicians or other employees can locate it.
GPS	0	Hardware Parameters – Configure a 4-20mA odorant sensor, level sensor, or other
Hardware Parameters		signal so it can be viewed and logged via YZ Connect.
Support	0	Support – shortcuts to tech support contact info and the YZ Connect website

• **Graph** – A Linear or accumulative graph can be selected from the dropdowns above the graph. These graphs are exportable to multiple formats.



• **Tabular** – Linear or accumulative data can be selected from the dropdowns above the graph. These values are exportable to multiple formats.

Generate Source 1	lype: Points	✓ Rep	ort Type: Linear 🗸 Rep	ort Value: 10 selected 👻						
Start Date 01/18/2021	End Date	01/20/2021								
Show 25 ✓ entries 📑 👔 🔁 🕀										
	Verometer	Flow Signal	Total Odorant Injected (Mass)	Total Odorant Injected (Vol.)	Odorant Sensor	ACC mA Signal	Pump Capacity	1 hr Injection Rate	15 min Injection Rate	60 sec Injection Rate
2021-01-20 11:53 PM			82.8			6.05		1.015	0.977	1.854
2021-01-20 11:43 PM	40.1	0.5	82.8	12.2	0.0	6.40	0.4	0.999	0.98	1.055
2021-01-20 11:33 PM								1.005		
2021-01-20 11:23 PM	44.1		82.8	12.2	0.0	6.40	0.0	1.008	1.029	0.096
2021-01-20 11:13 PM	46.2		82.8			6.40		1.006	1.034	0.607
2021-01-20 11:03 PM	48.1	0.5	82.8	12.2	0.0	6.40		0.993	0.995	1.534
2021-01-20 10:53 PM	50.2		82.8			6.40		0.995	0.991	1.566
2021-01-20 10:43 PM	52.5		82.8	12.2		6.40		1.001	0.985	0.719
2021-01-20 10:33 PM	54.5		82.8					0.979	1.005	0.831
2021-01-20 10:23 PM	55.4	0.5	82.8	12.2	0.0	6.40		0.981	0.939	1.614
2021-01-20 10:13 PM	58.5		82.8			6.05		0.985	0.942	
2021-01-20 10:03 PM	60.6	0.5	82.8	12.2	0.0	6.05	0.0	1.003	1.067	1.295
2021-01-20 09:53 PM	62.8		82.8					0.985	0.953	0.639
2021-01-20 09:43 PM	65.0		82.8	12.2	0.0	6.40		0.994	0.983	1.071
2021-01-20 09:33 PM	66.9		82.8			6.05		1.001	1.074	0.543
2021-01-20 09:23 PM	69.0	0.5	82.7	12.2	0.0	6.05	0.0	1.022	1.062	0.304
2021-01-20 09:13 PM						6.05		1.009	0.959	0.703
2021-01-20 09:03 PM	73.3	0.5	82.7	12.2	0.0	6.05		1.002	0.99	0.112
2021-01-20 08:53 PM			82.7			6.05		0.999	0.967	0.543
2021-01-20 08:43 PM	77.5	0.5	82.7	12.2	0.0	6.40	0.0	1.006	1.029	0.655

- **Email History** View emails sent to the primary and/or secondary emails that are assigned to receive alerts from the device. This report is exportable to multiple formats.
- SMS History View SMS/Text messages sent to the mobile number of the users assigned to receive alerts from the device. This report is exportable to multiple formats.

- Setup Basic diagnostic tools, device customization, and device specific notes.
 - **General** Basic configuration of the device. This will be configured by your company admin and should not need to be adjusted once set.

🖹 Save 🖻 Clear pending messages 🖽 Get Cell Tawer Position							
ID							
Name	7400Z Austin						
Dealer	Gas Company	~					
Account	Account A	~					
Time zone	GMT-06:00 Central Time (US & Canada)	~					
Day Light Saving	0 ~	🖹 Set Clock					
Lotitude	38.9734115600586						
Longitude	-94.7113494873047						

- **ID** This number is the device ID. When requesting support this number will be required. This number cannot be changed.
- Name Up to 20 characters can be used. Model Code or Site Description are most commonly used.
- Ver & Com Displays current Firmware and Cellular module information.

Bet Status		
Versions		
Versions		
VAPOR version	34.42	
Hardware version	30.0	
Modern version	1.0	
RSSI	13	
Cell ID		
SIM	89462046011000667591	
IMEI	357298070973861	
Last Comm	10/2/2018 5:08:22 PM	
Developer Code	6.11	

 Service – Contains device history. This tab can also be used by service technicians to add notes to the device history such as when a unit was serviced last and what was done. Users must have READ/WRITE enabled in their user settings to add notes.



N-300 NJEX Snapshot

View the latest performance data for the NJEX odorizer on this page. View pressures, odorant level, Verometer level, serial #, totalizers, stroke count, and more.



N-400 ZEO Snapshot

View the latest performance data for the NJEX ZEO odorizer on this page. View injection rates, pressures, odorant level, Verometer level, pump performance, totalizers, flow signal, serial #, and more.

() Main ₀[] Rep	orts % Setup 🔾 Ba	ck To Di	ashboard					
Main > Control > Snapshot >	ZEO 9400KC(17710)	ast upd	ate 01/12/ 3	2022 12:17:23 PM				
Get Status						Model # Serial # Process Type	9400 11010 GAS	
SYSTEM STATUS	SYSTEM			REMOTE I	NHIBIT	Memory Module	PRESENT	
GLOBAL ALARM	START		•	OFF	REMOT	:	NBS	(Default)
FILLING	STOP			ENABLED	E LOCAL		PRII	MARY
Veremeter						-	SEC	ONDARY NDBY
	HOLL Average Injection Pate	22	lb/mmcf		Flow Signal	u	12.1	۲
	Injection Rate Setpoint	2.2	lb/mmcf		Odorant Tan	k Level	0	*
- 100	1 hr Flow Injection Rate	2.2	lb/mmcf		Odorant Inle	t Pressure	17.8	PSI
	15 min Flow Injection Rate	2.2	lb/mmcf		Odorant Inic	t Temperature	81.5	
- 80	60 sec Flow Injection Rate	2.14	lb/mmcf		HOU/LOU Ac	. Flow Rate	4.82	mmcf/hr
					HOU/LOU Ac	. Odorant	10.6	lb/hr
bb.b - 50					Total Odora	nt Injected (Mass)	18313.89	lbs
- 40					Total Odora	nt Injected (Vol.)	26.93	gallons
- 30	Pump Data				Odorant Ser	sor	0	
- 20	ACC mA Signal	12	mA					
- 10	Pump Capacity	41.4	%					
- 0								

Alarms

View any alarms that are currently active. Active alarms will have a RED box next to the alarm.



Alarm Log

View the date and time when an alarm occurred and cleared. Filter by date as necessary.

	Alarm Log								
From:	12/01/2020	To:	01/22/2021	Options	Refresh				
Time			Event N	lame					
01-14-20)21 02:26:35 AM	ч	Signal L	ow Flow - Cleared					
01-14-20)21 02:26:15 AM	1	Signal L	ow Flow					
01-14-20	01-14-2021 01:57:15 AM Signal Low Flow - Cleared								
01-14-20)21 01:33:35 AM	1	Signal L	ow Flow					
01-14-20	021 01:30:15 AM	I	Signal L	ow Flow - Cleared					
01-14-20)21 12:58:45 AM	1	Signal L	ow Flow					
01-14-20)21 12:33:15 AM		Externa	l Tank Level Low - Cleared					
01-14-20	01-14-2021 12:32:25 AM External Tank Level Low								
12-18-20)20 05:59:31 AM	ч	Verome	ter Cable Alarm - Cleared					
12-18-20)20 05:59:20 A	м	Verome	ter Cable Alarm					

Event Log

View key events and when they happened. Filter by date as necessary.

Event Log					
From:	06/23/2021	To:	06/30/2021	Options	Refresh
06-28-2	2021 02:48:05 F	м	SYSTEM	STARTED	
06-28-2	2021 02:47:55 P	М	SYSTEM	STOPPED	
06-28-2	2021 01:43:24 P	м	MODBUS	COMM LOSS - CLEARED	
06-28-2	05-28-2021 01:40:55 PM MODBUS COMM LOSS				
06-24-2	06-24-2021 08:38:32 AM NJEX BACKUP SYSTEM OUTPUT - ACTIVE				
06-23-2	06-23-2021 02:26:52 PM SYSTEM STARTED				
06-23-2	06-23-2021 02:25:52 PM SYSTEM STOPPED				

Change Log

View any parameter changes that were made to the unit. It will highlight the most recent parameter change by default. View the historical change log by changing the view to History. Select two historical points to compare what changed.

Last Parameter Change (default)

Parameter Change History

	Chang	je Log		Cł	nange Log	
View:	Current & Previous 🗸 🗌 Comp	oore Default	Refresh	View: History V Fr	om: 07/13/2021 To:	07/20/2021 Compare Default
_	16:00	16:30		14:00 14:30	15:00 15:30	16:00 16:30
	Name	Previous	Previous	Name	Previous	1st
	Process Type	GAS	GAS	Process Type	GAS	GAS
	Units	ENGLISH	ENGLISH	Units	ENGLISH	ENGLISH
	Mode	PROP TO FLOW	PROP TO FLOW	Mode	PROP TO TIM	4E PROP TO FLOW
	Flow Input	ANALOG	ANALOG	Flow Input	ANALOG	ANALOG
	Pulse Mode	PPS	PPS	Pulse Mode	PPS	PPS
	Pulses per Second	50	50	Pulses per Second	50	50
	Injection Rate	1.00	1.00	Injection Rate	1.00	1.00
	Maximum gas flow	8.000	3.300	Maximum gas flow	3.300	8.000
	Max Inj. pump capacity	1.353	1.353	Max Inj. pump capacity		1.353
	Odorant density	6.80	6.80	Odorant density	6.80	6.80
	Prop to Time Setpoint	4.60	4.50	Prop to Time Setpoint	6.60	4.60
	Flow no signal	20	20	Flow no signal	20	20

Settings

View the current settings on the N-300 or N-400 controller. The message at the top will state "Setting Changes Available" when the unit is stopped and "Stop system to make changes" if the system is running. Unit must be stopped in order to make changes.

Get Settings Setting Changes Available					
Parameter	Value	Unit	Parameter	Value	Unit
Units	English		Flow No Signal	20.0	%
Media	Gas		Max time per stroke	0	Min/Stroke
Mode	Prop. to Flow		Odorant Output Pulse	0.010	lb/pulse
Flow Input	Analog		Odorant Tank Level High	0	%
Injection Rate	1.1	lb/mmcf	Odorant Tank Level Low	0	%
Pump Displacement	1.000	cc/stroke	Expansion Tank Pressure High	30.0	PSI
Odorant Density	6.80	lb/Gal	Expansion Tank Pressure Low	20.0	PSI
Prop. to Time Stroke Rate	0.02	minutes	Odorant Inlet Pressure High	40.0	PSI
Max Gas Flow	2.000	mmcf/hr	Odorant Inlet Pressure Low	25.0	PSI
Low Flow Shutoff	2.0	%			

GPS

Shows the location of the odorizer. Select Map or Satellite and Zoom etc. to adjust the view. GPS can be turned off in the Hardware Parameters tab.



Hardware Parameters

An external Analog 4-20mA sensor can be connected as shown below and viewed in the "Snapshot" screen at the bottom of "General Data" under the 4-20mA Customer Sensor heading. This could be used to monitor a flow signal, odorant sensor etc. depending on the use case.

Setup:

- 1. Add a hole for a NEMA 4X or IP67 rated cable gland in the YZ Connect box on the same side as the Antenna cable glands (see below)
- 2. Run the signal wire to the YZ connect box thru the new cable gland, connect to AIN1 and GND



- 3. Setup the signal parameters in the Hardware Parameters tab
- 4. Enter the "Sensor Minimum" and click save
- 5. Enter the "Sensor Span" and click save
- 6. To configure, enter the min value and span, click save and then click Device Reset

Get Status		Devi	ice Re	set	
Parameter	Value		Unit	Save	
Sensor Minimum	0		ENG	B	
Sensor Span	300		ENG	B	
Parameter		Value	Un	it	
Sensor Readina		-68.92	EN	G	
Raw Value		61	AD	C	
Parameter		Val	ue		
Sensor Mode		4-20	πA		
Use Scale		No			

		0		
Add hole f	or Analog	input cabl	le gland	

Reports

The following options exist for each odorizer

- Graph
- Tabular
- Email History
- SMS History

Graph

YZ Connect plots the data snapshots taken every 10 minutes for easy viewing. Graphs can be filtered and customized in a number of different ways:



Choose the date range to view and then click
 Generate



- View all the data individually or in a common graph (Single view)
 - When viewing all the data in a single view:
 - Click the parameter check box to add a custom Yscale for the parameter
 - Click on the parameter name to hide it from the graph
 - Uncheck "Single View" in the upper right to see each parameter graphed separately
- Certain parameters like total odorant injected etc. are viewed via the "Graph Type" being changed to "Accumulated"
- Click and drag on a graph to zoom in on a section of data
- Hover over a point on the graph to see the individual values at that time stamp
- Select the 3 bar icon in the upper right for download and print





Dec. 20, 2020 1:31:22 pm

- Odorant Inlet Pressure: 32.1
- Expansion Tank Pressure: 27.4
- Verometer: 75.6
- Odorant Tank Level: 0
- Calc. Time/Stroke: 11.9
- Battery Voltage: 15.5
- Differential Pressure: 4.6
- Calc. Pump Displacement: 1.136
- Odorant Sensor: 0

options:

Tabular

YZ Connect data can be viewed in a table format for filtering and easy export to excel. Tables can be filtered and customized in a number of different ways:

Reports > Tabular > NJEX 7300 - Houston(17200)								
Generate Source Type: Po	🕨 Generate Source Type: Paints 🗸 Report Type: Linear 🗸 Report Value: 3 selected 💂							
Stort Date 11/23/2020 End	Stort Date 11/23/2020 End Date 01/27/2021							
Show 25 🗸 entries			s 1 6 8					
Time	Odorant Inlet Pressure 🔶	Expansion Tank Pressure 🔶	Differential Pressure 🔶					
2020-12-31 11:54 PM	31.8	27.1	4.7					
2020-12-31 11:44 PM	31.8	27.1	4.8					
2020-12-31 11:34 PM	31.9	27.2	4.7					
2020-12-31 11:24 PM	31.9	27.2	4.7					
2020-12-31 11:14 PM	31.9	27.2	4.7					
2020-12-31 11:04 PM	31.9	27.2	4.7					
2020-12-31 10:54 PM	31.9	27.2	4.7					

- Choose the date range to view and then click
 Generate
- Filter the data to view via the drop down for "Report Value"



• Export the tabular data via one of the options in the upper right



Email and SMS History

View the SMS or email alerts sent when a global alarm was triggered. User(s) who should receive the email or text notification along with any escalations must be configured - see the next section for details on setup.

Global Alarm Notifications – Email and SMS

Select users already setup in YZ Connect to get emails or text messages whenever a global alarm is triggered on the unit. Each user can have two emails and a cell phone in their user settings. Contact info is added in the user setup screen and must be done by an Admin level or higher – Primary Email, Secondary Email and Mobile Phone.

To assign the alerts, click on **Global Alarm** icon on the Snapshot page. Select the users to be alerted when the global alarm goes on "condition set alert" or when the global alarm goes off "condition reset alert".

lerts	×
Properties	Edit
Condition set alert	Select Users
Alert text	Global Alarm
Condition reset alert	Select Users
Alort toxt	Clobel Marm. Cloared
AIEIT LEXT	
	Ok Cancel

Check the users and the methods setup to alert them:

- @1 = primary email
- @2 = secondary email (if a secondary email was added for that user)
- SMS* = text message (if a cell phone number was added for that user)
- Escalation 1: select the user to escalate to if the selected user doesn't respond in 30min
- Escalation 2: select the user to escalate to if escalation 1 user doesn't respond in 30min

*In order to setup escalation 1 or 2 the user must have a cell phone number setup in YZ Connect

Keeping an alarm from escalating:

When the user receives a text message, they can respond with the code given in the text so that it doesn't escalate to the next person.

Forcing an alarm to escalate:

When the user receives a text message, they can respond with E followed by the code (for example E123456) to force it to escalate to the next user.

SMS Alert Messages:

Without escalation enabled	With escalation enabled		
Device NJEX 7300 - Houston(<u>17200</u>) sent alert: Global Alarm at 2/8/2021 1:34:49 PM Code to acknowledge alert: <u>496422</u>	Device NJEX 7300 - Houston(<u>17200</u>) sent alert: Global Alarm at 3/8/2021 5:14:24 AM Code to acknowledge alert: <u>535548</u> Code to escalate alert: E535548		

Troubleshooting

Follow the below steps to troubleshoot YZ Connect.

 Imain
 Imain

Icon Color and Signal Strength

Icon	Meaning	Action
۲	Indicates the device is online and communicating with the servers	-
\odot	Indicates the device is offline and NOT communicating with the servers	Check power, call tech support for assistance if issue persists
۲	Modbus Communication Error	Check Modbus wiring and settings on controller
۲	Unit has a Global Alarm	Select this unit and view the "Alarms" tab or the "Alarm Log"
۲	Indicates there is a pending communication message with the device. The red outline may be there temporarily or constantly.	Check message in Download tab
((tr	Cellular service strength indicator	If you don't see any green bars call tech support for assistance

Check Modbus Communication

On the Snapshot page for each odorizer is an LED indicator for Modbus communication. If Modbus communication is functioning it will be GREEN, if it isn't then it will be RED.

📒 MODBUS COMM 📒 MODBUS COMM

If the Modbus Comm LED is RED, do the following:

- Check the Modbus wiring is correct at the controller and the YZ Connect Box.
- Check the Modbus settings on the controller match those listed at the beginning of this manual
- Ensure the correct Modbus port (COM1 or COM2) is enabled for the controller being used. Reference the NJEX or ZEO manual if necessary.
- After making any changes, click Get Status to see if the indicator changes color

Download Tab

If the icon is active, a message will be available in the download tab for that device. Go to the download tab to determine the state of the pending message. This tab will show info on the cause of the failed message. To access this tab:

- 1. Click on your user name in the upper right-hand corner of the screen
- 2. Select Download
- 3. A list of pending downloads will be displayed
- 4. Select Details to view the state of the download
- 5. Delete Message State 4, 5, and 6 messages can be deleted.
- 6. Flag the desired message from the details window and click delete.
- 7. The icon should now be green again without the red border

In the example below the State = 4, this indicates a Modbus communication error between the device and PLC. See the complete list of states and corresponding meaning below.



Download – Message States

State definitions.

- State 0 Communication initiated
- State 1 First attempt with sending the message
- State 2 Second attempt with sending the message if first attempt fails.
- State 3 Successful transmission
- State 4 Modbus communication failure
- State 5 Cellular communication failure



What products are supported?

N-300 and N-400 controllers can be connected to YZ Connect.

What is the data security for YZ Connect?

YZ Connect data is AES-256 encrypted from the cellular gateway to the cloud. Cloud data is shared via secure SSL connection (same security used for online payments) to the dashboard for viewing.

Can I change my password?

Yes – click forgot password from the login screen or from the users tab.

Do I have to change my password?

Yes – The system will require users to change their password from time to time. This is an added security measure to control system access.

Why am I prompted to enter a code when logging in on a new device?

This is because we use 2-factor authentication to protect the logins of our users. If it's the 1st time logging in on a device then YZ Connect will prompt the user for a code sent to the user logging in.

Why does my device icon look grey?

The grey icon means that the device is not connected to the servers. This could be caused by several reasons; power, low or no cell signal, service has been deactivated, or installed in an area that block cellular signal.

What does the red outline around the device icon mean?

The red outline means that there is a pending message or command with the device. The most common reason for this icon is a Modbus communication failure which will typically correct itself if it has been functioning. If the red outline does not go away after 30 minutes, contact tech support.

Is there a mobile app?

There is a mobile app for Android and iOS devices; search YZ Connect in the respective app store.

