

FE Connect's One-to-One™ Remote control feature

With the release of FE Connect v4.0.0 (or newer), you can now support other FE Connect users remotely. Whether it is someone from your own support structure or Franklin Electric support staff, you can now offer remote troubleshooting, service, and support through the new One-to-One™ feature. NOTE: The images are examples only. To activate the One-to-One™ feature, the local user should:

1. Connect the FE Connect app to the CERUS X-Drive.

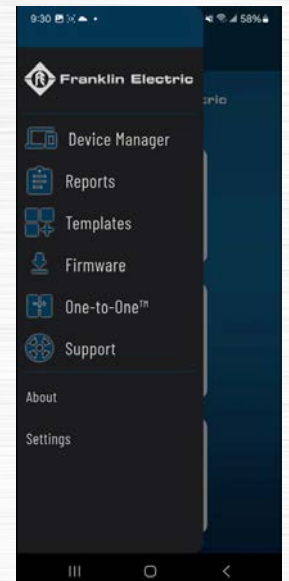
Stay close to the device and within the app for the best experience.



2. Select the One-to-One™ feature from the menu options.

The remote user will also use their FE Connect app and select the One-to-One™ feature. The remote user should not be connected to any device.

This will initiate the One-to-One™ feature.



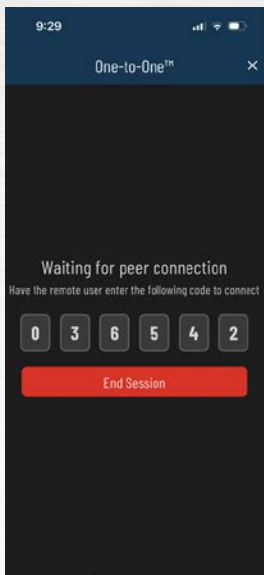
3. Wait for a code to appear on the screen.

Share this code with the remote user. Remote user will enter the code and their name as part of the verification process.

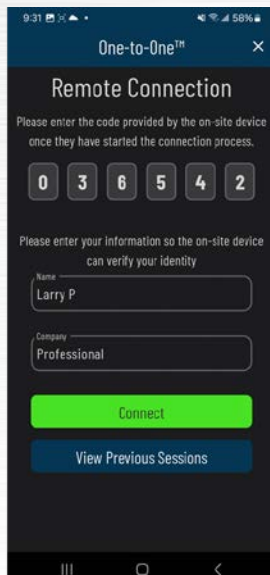
4. Read through the remote access hazard agreement and press accept to continue.

The remote user must also accept the agreement. **IMPORTANT:** Caution statements must be accepted by both users to proceed. These warnings only appear for "Handoff" mode for realtime remote programming, in which the remote user can configure settings. They do not appear in the "View Only" mode.

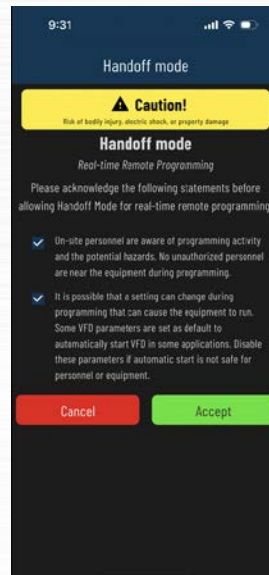
Local user:



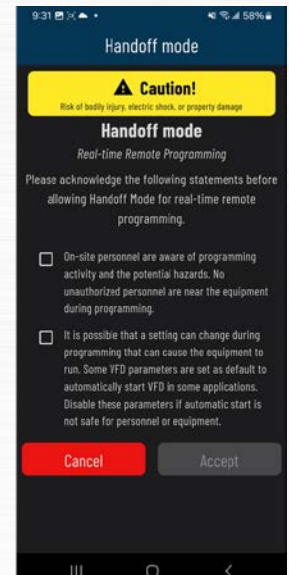
Remote user:



Local user:



Remote user:



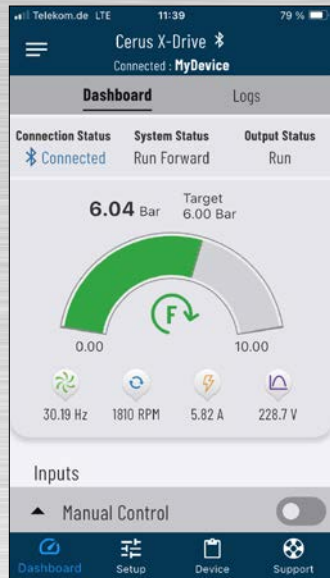
TECHNICAL BULLETIN

FE CONNECT

5. Allow the remote user to view and, if applicable, remotely program the local Franklin Electric unit.

A green phone-to-phone connection icon in the upper right indicates the connection status.

Local user:

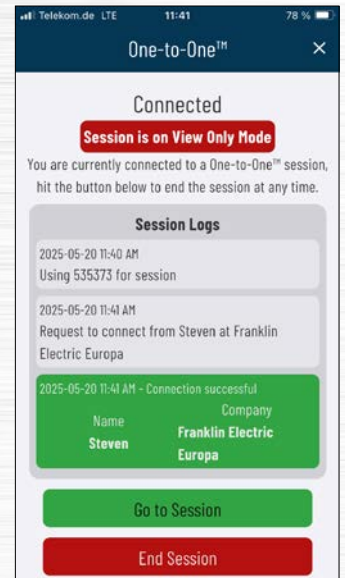


Remote user:



6. To end the session, select the One-to-One™ feature again and click the red End Session button at the bottom of the screen or simply disconnect.

At the end of the session, the local and remote users can view a session log allowing them to review the changes that were made.



It is necessary to install the Bluetooth option card supplied with the CERUS X-Drive VFD in order to be able to use the One-to-One™ remote feature. For technical assistance, parts, or repair, please visit franklinwater.eu or contact your local sales partner.

Available for Android and Apple iOS devices

Download the App now from the Apple App Store or the Google Play Store by clicking on the badges below or scanning the QR code



Google Play Store



Apple App Store



Watch our Youtube video:



How to use the One-to-One™ feature