

SwiGO SuperSmart

Complete User Manual

IoT Timer Switch with Power Sensor for High-Power Appliances
Water Pumps | Motors | Heaters | Lighting & More

Single-phase up to 20A/5kW (built-in) | Up to 40A/30HP 3-phase with external CT
Version 1.3 · September 2026

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1. Introduction

The EVIQtech SwiGO SuperSmart is an advanced IoT-enabled Switch, Motor controller and Protector designed for Indian 2-module wall boxes. It controls and protects single-phase loads up to 20A/5kW with its built-in relay, or up to 40A/30HP three-phase loads when used with an external CT (Current Transformer). The device combines intelligent motor protection with smart connectivity, allowing you to monitor and control any load or motor-driven equipment locally, over WiFi, or from anywhere via the cloud.

1.1 Key Features

Convenience

- Timer-based ON/OFF control with countdown display and four preset buttons
- Scheduling with daily, weekly, and cyclic time windows
- Simple local portal to view device operation status, next schedule & logs
- WiFi network mode for local home/office control
- Cloud mode for remote control from anywhere with activity logging
- Multi-device management from a single app
- Cross-platform local access — Android app or any web browser (iOS, iPadOS, macOS, Windows, Linux)

Protection

- Over-voltage and under-voltage protection with configurable limits
- Over-current (overload) and under-current (dry-run) protection
- Maximum run duration configuration
- Float switch and flow switch support (5V DC) — tank-overflow and dry-run protection
- Relay is switched at zero crossing, so arcing is reduced and the contacts last longer
- All operations logged to confirm and for troubleshooting power issues

Energy Measurement

- Real-time voltage, current, power, and energy monitoring (V, A, W, kWh) with an accurate power sensor chip
- Session and cumulative energy metering

Other Features

- Bluetooth Low Energy (BLE) pairing for quick setup
- Master-Remote control configuration for multi-device setups

Special Features

- Local AP mode for field/farm use without any WiFi or internet
- Cloud connectivity via EVIQtech Cloud
- Firmware update capability via the app (OTA)

1.2 Product Variants

The SwiGO SuperSmart is available in four timing variants. The button timings listed below apply to the physical buttons on the device only. When using the web app or cloud dashboard, any duration in hours and minutes can be set regardless of variant.

Model	Button 1 (Green)	Button 2 (Yellow)	Button 3 (Blue)	Button 4 (Violet)
EDS031	5 min	10 min	15 min	20 min
EDS032	15 min	30 min	45 min	60 min
EDS033	1 hr	2 hr	3 hr	4 hr
EDS034	4 hr	8 hr	12 hr	16 hr

1.3 Technical Specifications

Specification	Details
Rated Voltage	250V AC 50Hz
Maximum Switching Voltage	290V AC
Maximum Withstand Voltage	440V AC
Cut-Off Voltage	Below 170V AC or above 290V AC
Maximum Current (Built-in)	20A / 3HP / 5kW
Maximum Current (External CT)	40A / 30HP Three Phase
DC Output for Float Switch	5V DC only
Mounting	Flush / Surface mount in standard Indian 2-module box
Suitable For	Indian 2-module box (surface-mountable)
Standard	IS/IEC 60669-2
Color	White
Weight	225g
Dimensions	87 x 87 x 45mm
Terminal Size	2.5 sq mm x 2
Warranty	1 Year

1.4 What's in the Box

The SwiGO SuperSmart comes ready for installation in a standard Indian 2-module electrical box. The device is designed for surface-mountable 2-module boxes commonly used in Indian residential and commercial wiring. Contents:

- SwiGO SuperSmart unit (1x) — fits standard Indian 2-module surface-mount box
- CR1220 Battery (1x) — included in box; customer to install for RTC backup
- Quick Start Guide
- Mounting hardware

1.5 System Requirements

The SwiGO SuperSmart supports two parallel control paths. Choose whichever matches your device:

Android users: Install the EVIQtech IoT app from the Google Play Store. The app provides BLE pairing, local control, and cloud access.

iOS / iPadOS / iPhone / iPad users: No app installation is required. Use any modern web browser (Safari, Chrome, Firefox) to access the device's built-in local web interface. A native iOS app is under development and will be released soon.

Desktop / laptop users (macOS, Windows, Linux): Use any web browser to access the device on the same WiFi network or via Local AP mode.

Minimum requirements:

- Android smartphone running Android 8.0 or later, OR
- iPhone / iPad running iOS 14 or later (Safari, Chrome, Firefox), OR
- Any device with a modern web browser (macOS, Windows 10/11, Linux) for local control
- 2.4 GHz WiFi network (for WiFi and cloud modes)
- Bluetooth 4.0+ on your Android phone (only required for BLE pairing / cloud provisioning)
- EVIQtech cloud account (only required for remote/cloud features)

Note:

iOS and desktop users can perform full local device monitoring, WiFi setup and Cloud provisioning via the browser interface. Once a device is provisioned to cloud it can be monitored and controlled from any device via <https://iot.eviqtech.com>.

Tip:

The Android app provides a convenient way of Cloud provisioning with BLE (Bluetooth) pairing. Initial setup can be done with any Android phone, and regular operations can then be done from any device via <https://iot.eviqtech.com>.

2. Hardware Overview

2.1 Terminals (Rear)

The rear of the SwiGO SuperSmart has the following terminal connections:

- **LINE → IN:** Live/Phase incoming from mains supply
- **N:** Neutral — two terminals both marked N; use one for incoming supply neutral and the other for looping neutral to the load
- **LINE → OUT:** Live/Phase output to load (motor, pump, heater, etc.)
- **5V DC Red & Black wires:** Float switch supply — 5V DC ONLY
- **Green wire:** Earth connection

Note:

Both neutral terminals are simply marked N. They are internally connected. You only need to connect the incoming supply neutral to one terminal. The second N terminal is provided for convenience (e.g., looping neutral to another socket). Since this is a single-pole switch, neutral is not switched — the load neutral is typically already available at the load side.

WARNING:

Never connect the 5V DC float switch wires to AC mains (220V). Doing so will damage the device and void the warranty. These wires output 5V DC only and must be connected directly to a float switch or flow switch.

2.2 Front Panel Buttons

The front panel has five buttons with color-coded functions:

Button	Color	Function
Button 1	Green	Timer — duration per variant (see Section 1.2)
Button 2	Yellow	Timer — duration per variant
Button 3	Blue	Timer — duration per variant
Button 4	Violet	Timer — duration per variant
Button 5	Red (right)	Manual OFF / Stop

2.3 Button Combinations — System Functions

Special button combinations provide system-level functions:

Combination	Hold	LED	Function
Green + Yellow	5 sec	Blue blinks fast	Activate BLE pairing mode
Red (alone)	5 sec	Blue LED on	Disable BLE pairing mode (if active) OR Activate Parallel AP mode
Violet + Red	10 sec	Blue LED on	Remove WiFi settings, return to AP mode
Yellow + Blue + Red	20 sec	Blue LED on	Full factory reset — clears ALL settings

Important:

A full factory reset (Yellow + Blue + Red) erases all settings including WiFi, name, PIN, cloud link, protection thresholds and schedules. A complete re-setup will be required.

2.4 Fault Indicators (LED)

Fault	LEDs	Colors	Timing
Dry-run (under-current)	LED 1 + Right RED LED	Both RED	Blinks 6s; stops after 7s if the fault is present at start, or after 4s if it appears while running
Overload (over-current)	LED 2 + Right RED LED	Both RED	Blinks 6s; stops after 7s if the fault is present at start, or after 4s if it appears while running
Under-voltage	LED 3 + Right RED LED	LED3 RED, Right RED	Continuous; trips within 7s
Over-voltage	LED 4 + Right RED LED	LED4 RED, Right RED	Continuous; trips within 7s
Tank Full	LEDs 4, 3, 2, 1	All Red LEDs	Bottom to top, one by one, twice

2.5 Connection Diagrams

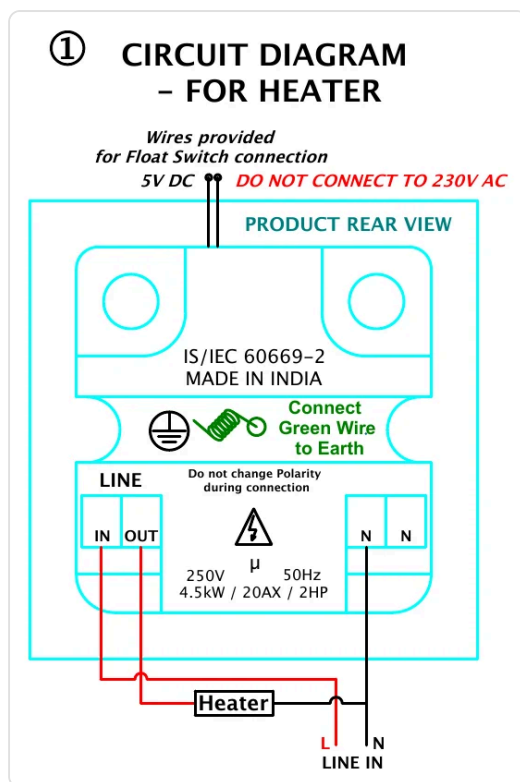
The SwiGO SuperSmart supports six standard wiring configurations. Each circuit is described below with its connection diagram.

Note:

For all circuits: the float switch connects to 5V DC terminals only. Both neutral terminals (N) are internally connected — use one or both as convenient. The device is a single-pole switch; neutral is not switched.

2.6 Circuit 1: Heater / Resistive Load

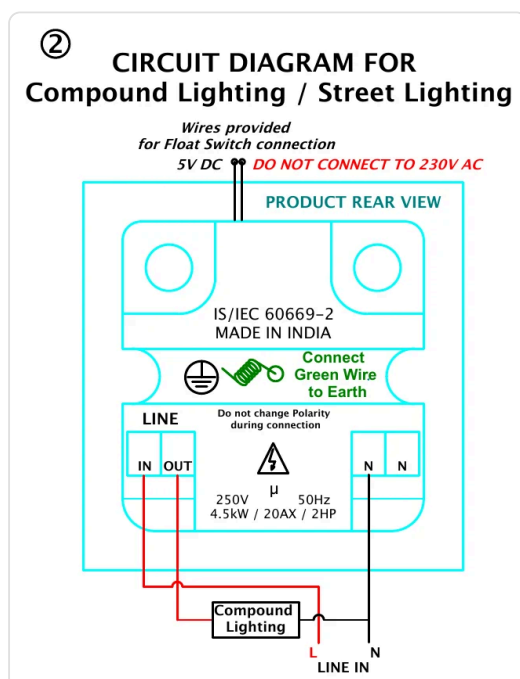
Use this wiring for resistive loads such as water heaters, room heaters, and immersion rods. A simple single-phase connection with live switched through the SwiGO SuperSmart and neutral passed directly to the load.



From (Supply/Device)	→	To (Load/Accessory)
Mains Live (Phase)	→	SwiGO LINE → IN
SwiGO LINE → OUT	→	Heater Live terminal
Mains Neutral	→	SwiGO N (either terminal)
SwiGO N (other terminal) or direct	→	Heater Neutral terminal

2.7 Circuit 2: Compound / Street Lighting

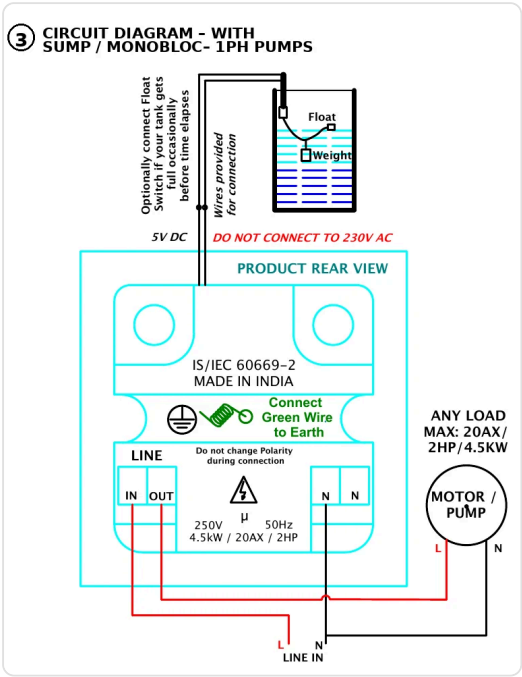
For compound lights, street lights, or multiple light circuits. The SwiGO SuperSmart acts as a smart switch for the entire lighting circuit, providing timer and scheduling control.



From (Supply/Device)	→	To (Load/Accessory)
Mains Live (Phase)	→	SwiGO LINE → IN
SwiGO LINE → OUT	→	Lighting circuit Live
Mains Neutral	→	SwiGO N (either terminal)
Neutral bus / direct	→	Lighting circuit Neutral

2.8 Circuit 3: Sump Pump / Monobloc / Single-Phase Motor (Most Common)

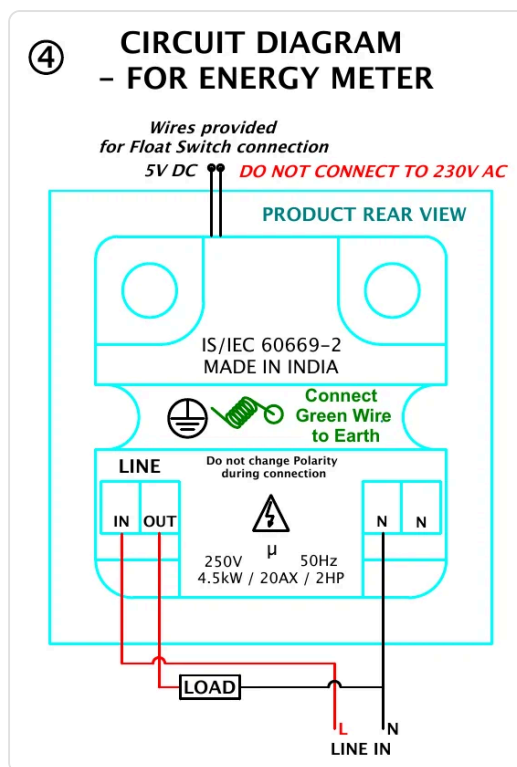
The most common wiring for single-phase motors including sump pumps, monobloc pumps, and general-purpose motors. Supports optional float switch for automatic tank-full shutoff.



From (Supply/Device)	→	To (Load/Accessory)
Mains Live (Phase)	→	SwiGO LINE → IN
SwiGO LINE → OUT	→	Motor/Pump Live terminal
Mains Neutral	→	SwiGO N (either terminal)
SwiGO N (other terminal) or direct	→	Motor/Pump Neutral terminal
SwiGO 5V DC Red wire	→	Float switch wire (see Section 6.8)
SwiGO 5V DC Black wire	→	Float switch wire (see Section 6.8)
SwiGO Green wire	→	Earth connection

2.9 Circuit 4: Energy Monitoring Pass-Through

In this configuration, the SwiGO SuperSmart monitors voltage, current, power, and energy consumption of the load without switching it. The load remains always connected. Useful for energy auditing and monitoring equipment that should not be switched off.



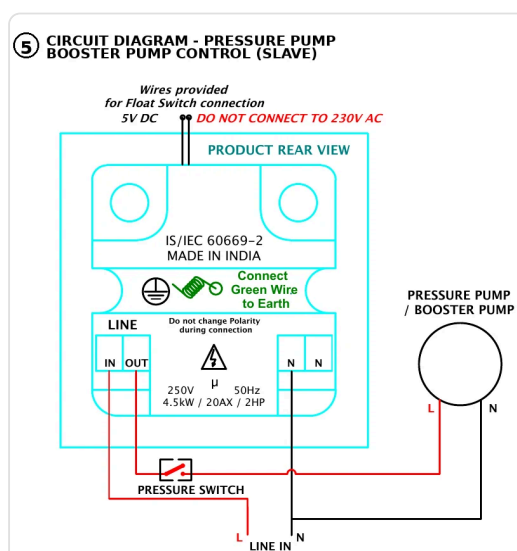
From (Supply/Device)	→	To (Load/Accessory)
Mains Live (Phase)	→	SwiGO LINE → IN
SwiGO LINE → OUT	→	Load Live (always-on)
Mains Neutral	→	SwiGO N (either terminal)
Direct	→	Load Neutral

Tip:

In pass-through mode, disable protection features to prevent the SwiGO SuperSmart from tripping the always-on load during normal operation.

2.10 Circuit 5: Pressure Pump / Booster Pump — Protection-Only Mode

For pressure pumps and booster pumps where the pump has its own pressure switch. The SwiGO SuperSmart provides over-current, under-current, and voltage protection without interfering with the pump's built-in pressure-based start/stop logic.



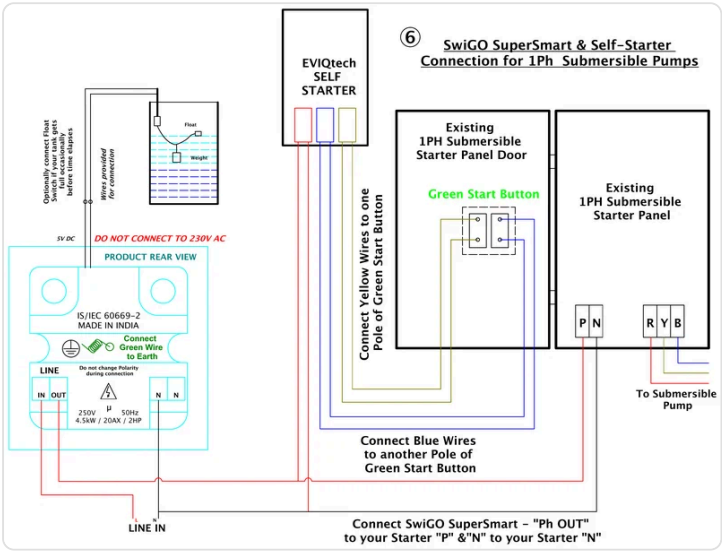
From (Supply/Device)	→	To (Load/Accessory)
Mains Live (Phase)	→	SwiGO LINE → IN
SwiGO LINE → OUT	→	Pressure switch input
Pressure switch output	→	Pump Live terminal
Mains Neutral	→	SwiGO N (either terminal)
Direct	→	Pump Neutral terminal

Note:

Set Max Run Duration to 0 (disabled) when the pump is controlled by its own pressure switch. The SwiGO SuperSmart will only trip on fault conditions.

2.11 Circuit 6: Submersible Pump with EVIQtech Self-Starter

For submersible pumps paired with the EVIQtech Self-Starter unit. The SwiGO SuperSmart controls and protects the submersible pump while the Self-Starter handles motor starting requirements.



From (Supply/Device)	→	To (Load/Accessory)
Mains Live (Phase)	→	SwiGO LINE → IN
SwiGO LINE → OUT	→	Submersible Pump Live and Self-Starter input Live
Self-Starter Yellow & Blue pair wires	→	Existing starter's Start button
Mains Neutral	→	SwiGO N (either terminal)
SwiGO N (other terminal) or direct	→	Self-Starter / Pump Neutral
SwiGO 5V DC wires	→	Float switch (see Section 6.8)
SwiGO Green wire	→	Earth connection

Important:

Ensure the Self-Starter is rated for your submersible pump capacity. Refer to the Self-Starter manual for its specific wiring and configuration.

3. Getting Started

Setting up the SwiGO SuperSmart involves two choices: **how the device connects** (the three modes below) and **what you control it with** (the Android app or the built-in portal in any web browser). Both choices are independent — every mode works with both tools.

3.1 The Three Modes

Mode	How it connects	Internet needed	Best for
1 — Local only (AP)	The device creates its own WiFi access point; you connect your phone or laptop directly to it	No	Fields, farms and pump houses with no router
2 — WiFi network	The device joins your home or office WiFi router; anyone on the same network can reach it	No	Control from anywhere inside the building
3 — Cloud	The device joins your WiFi and links to the EVIQtech Cloud	Yes	Monitoring and control from anywhere in the world

The modes build on each other: a device on WiFi still falls back to its own access point when the network is unavailable, and a cloud-linked device keeps working locally even when the internet is down.

3.2 Two Ways to Control the Device

Your device	What to use	What you need
Android phone / tablet	EVIQtech app (Section 4) or any browser	Google Play Store — search "EVIQtech"
iPhone / iPad	Built-in portal in a browser (Section 5)	No install — Safari, Chrome or Firefox
Mac, Windows or Linux	Built-in portal in a browser (Section 5)	No install — any modern browser

Note:

Both tools show the same device screens and offer the same features — local control, WiFi setup, scheduling, protection, float switch, energy monitoring and cloud connection. The Android app adds one convenience: Bluetooth (BLE) pairing, which configures WiFi and the cloud link in one guided flow. Everything the app can do can also be done from the portal.

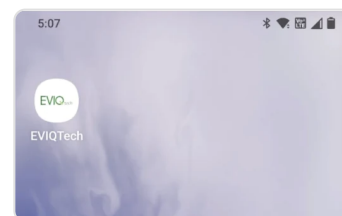
3.3 Installing the EVIQtech App (Android only)

Step 1: Open the Google Play Store on your Android phone.

Step 2: Search for "EVIQtech" in the search bar.

Step 3: Download and install the EVIQtech app.

Step 4: Once installed, locate the EVIQtech app icon on your home screen.

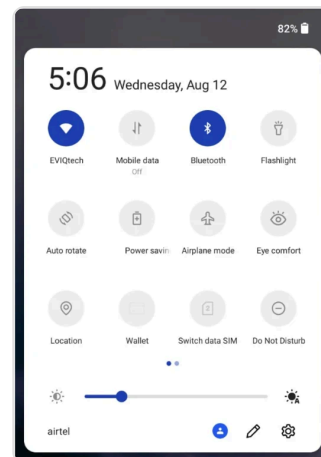


3.4 Enabling Bluetooth and WiFi (Android)

WiFi is needed in every mode. Bluetooth is needed only for BLE pairing ([Section 4.4](#)), which is the app's quick route to WiFi and cloud setup.

Step 1: On Android, swipe down from the top of your screen to open Quick Settings.

Step 2: Ensure both WiFi and Bluetooth are turned ON (highlighted/blue).



3.5 First Power-On

Out of the box (or after a factory reset) the device has no name, no PIN and no WiFi network. Within about 10 seconds of power-on it creates its own WiFi access point called **SwiGOss_AP**. Before you can use it you must give it a Device Name and a 4-digit Security PIN — there is no default PIN.

How you do that depends on which tool you use:

- **Android app:** Bluetooth (BLE) pairing sets the name, PIN, WiFi and cloud link in one flow — see [Section 4.1](#).
- **Any browser:** connect to the device's access point and fill in the Initial Setup page — see [Section 5.1](#).

4. Using the EVIQtech App (Android)

The app has three tabs at the bottom: **Local** (devices on the same network or access point), **Cloud** (devices linked to your cloud account) and **More**. This section covers all three modes from the app; the screens you see after unlocking are described in [Section 6](#).

4.1 First-Time Setup with the App

Pick the route that matches what you want the device to do. Most installations use BLE pairing, which sets the device name, PIN and WiFi network — and the cloud link if you want it — in a single flow.

What you want	Route
WiFi <i>and</i> cloud (control from anywhere)	Route A — BLE pairing, with "Connect to cloud" ticked
WiFi only, no cloud (control inside the building)	Route A — BLE pairing, leaving "Connect to cloud" unticked
Local only — no router, no internet	Route B — set up over the device's own access point

Tip:

Nothing here is permanent. A local-only device can be put on WiFi later ([Section 4.3](#)), and the cloud can be added or removed at any time from Settings → Cloud Settings ([Section 6.7](#)).

Route A — BLE Pairing (WiFi, with or without cloud)

Bluetooth pairing is the quickest route and the only one that can link the cloud during setup. Steps 13 and 14 are needed only if you want the cloud; skip them for a WiFi-only device.

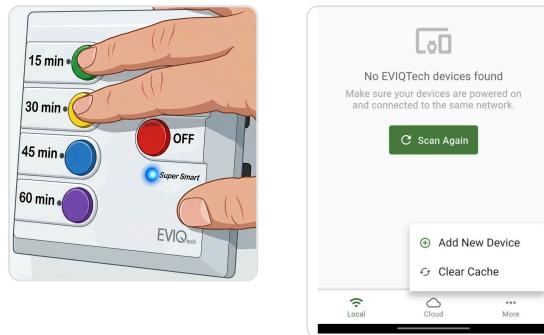
Before you start

- SwiGO SuperSmart powered ON
- Bluetooth and WiFi enabled on your Android phone ([Section 3.4](#))
- EVIQtech app installed
- Home WiFi name (SSID) and password ready — 2.4 GHz

- The email address of your EVIQtech cloud account

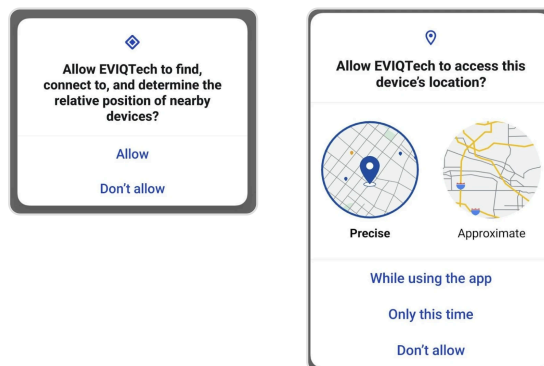
Activate pairing and scan

- Step 1:** Press and hold the Green + Yellow buttons on the device for about 5 seconds.
- Step 2:** Wait until the blue LED blinks fast. BLE pairing mode is now active.
- Step 3:** Go to the app straight away — pairing mode stays open only for a limited time.
- Step 4:** Open the EVIQtech app.
- Step 5:** Tap the menu in the bottom right corner (...) and select "Add New Device".
- Step 6:** If no devices are found, you'll see "No EVIQTech devices found" with Scan Again.



Grant permissions

- Step 7:** Tap "Allow" to let EVIQtech find and connect to nearby devices.
- Step 8:** Select "Precise" location and "While using the app"().

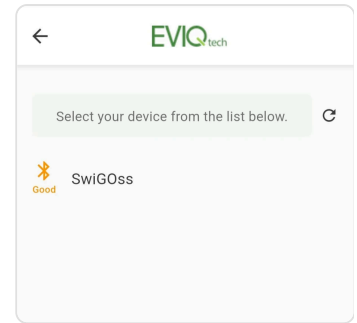


Note:

Android requires location permission for WiFi scanning. The app does not track your location. Please make sure Location(GPS) is turned on. You would need to enter the network name, if you do not want to turn on Location

Select your device

- Step 9:** The app scans via Bluetooth and shows "Scanning for devices..."
- Step 10:** Your device appears with its signal strength (Strong / Weak). Tap to select it.

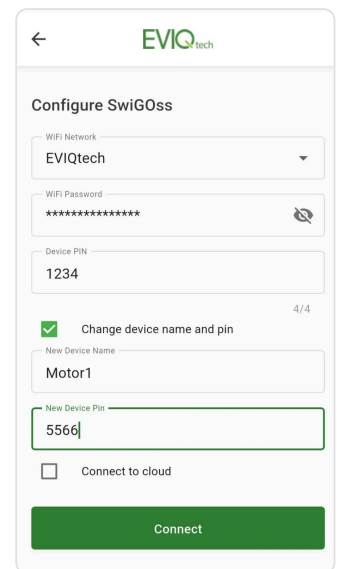


Configure the device

As of firmware 1.14.11 and later, configuration uses a single page that matches the Initial Setup screen, so the fields are the same ones you saw in [Section 5.1](#).

Step 11: Fill in the configuration fields, working down the page:

- **WiFi Network:** pick your 2.4 GHz network from the dropdown list
- **WiFi Password:** enter the password; tap the eye icon to check what you typed
- **Device PIN:** the device's current 4-digit PIN, which unlocks it for configuration
- **Change device name and pin:** tick this box to rename the device or set a different PIN. Two more fields appear:
 - **New Device Name** — a memorable name such as "Motor1", "Pump" or "Tank"
 - **New Device Pin** — the 4-digit PIN you will use from now on
- **Connect to cloud:** tick to link the device to your cloud account. An Email field appears — see the next step. Leave it unticked for a WiFi-only device.



Note:

If the WiFi Network list is empty or your network is missing, check that

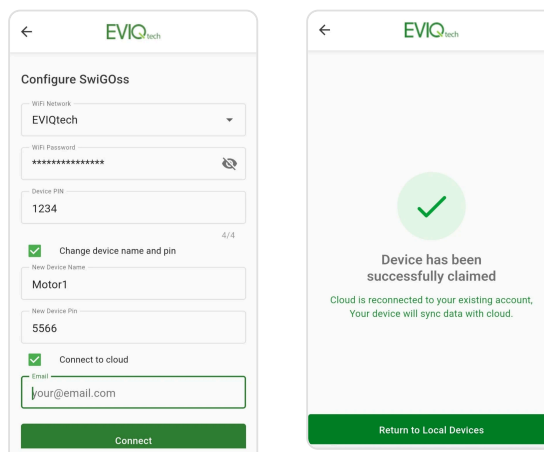
Location permission is granted to the EVIQtech app and Location is switched ON

on the phone. Android only lets an app see nearby WiFi networks when location is available (see [Section 3.4](#)). Remember that only 2.4 GHz network is to be selected.

Step 12: If you are not using the cloud, tap Connect here. The device configures itself and joins your WiFi.

Link the cloud account

Step 13: Tick "Connect to cloud" and enter your email address. If you already have an account at iot.eviqtech.com, use the same email so all your devices stay in one account.



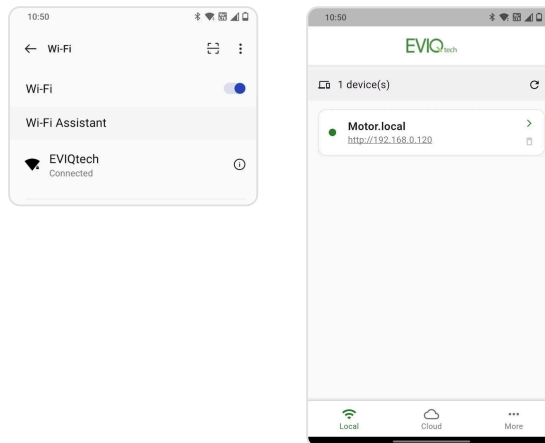
Important:

Ensure the email is correct and, if you already have an account, that it matches your EVIQtech cloud account exactly. The device will be linked to this account.

Step 14: Tap Connect. "Device has been successfully claimed" confirms the cloud link.

Check local access

Step 15: Connect your phone to the same WiFi network as the device and open the app's Local tab. Your device appears in the list.



The device now appears in both tabs: **Local** when you are on the same network, and **Cloud** from anywhere ([Section 7](#)).

Route B — Local-Only Setup Over the Access Point

Use this when there is no WiFi network at the site. The device keeps its own access point, and you control it from the app whenever your phone is connected to that access point.

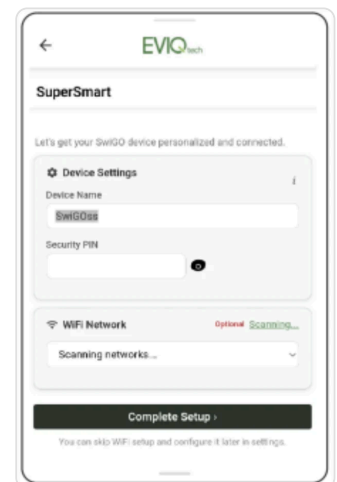
Step 1: On your phone, open WiFi Settings and connect to **SwiGOss_AP**.

Step 2: Open the EVIQtech app. The device appears in the Local tab as SwiGOss.local at 192.168.4.1.

Step 3: The Initial Setup page appears. Enter a **Device Name** and a 4-digit **Security PIN**, and leave the WiFi network blank.

Step 4: Tap Complete Setup. The access point renames itself to DeviceName_AP (for example, Motor_AP).

Step 5: Reconnect your phone to the new DeviceName_AP, reopen the app and unlock the device with your PIN.



Note:

This is the same Initial Setup page used in a browser, shown step by step with screenshots in [Section 5.1](#).

4.2 Mode 1 — Local Only (Access Point)

Use this where there is no router, or before the device has been given a WiFi network. The device makes its own WiFi network and the app talks to it directly.

Step 1: On your phone, open WiFi Settings and connect to **DeviceName_AP** (or SwiGOss_AP before first setup).

Step 2: Open the EVIQtech app. The device appears in the Local tab as DeviceName.local at 192.168.4.1.

Step 3: Tap the device and enter your 4-digit PIN to unlock.

Tip:

If the configured WiFi network is unavailable later, the device falls back to its access point automatically within 15 seconds, so you can always reach it this way.

4.3 Mode 2 — WiFi Network

Once the device joins your router, every phone and computer on that network can reach it. You can set the WiFi during the first-time setup (Section 5.1, Step 4), through BLE pairing (Section 4.4), or at any time from Settings.

Step 1: Connect to the device in access point mode (Section 4.2).

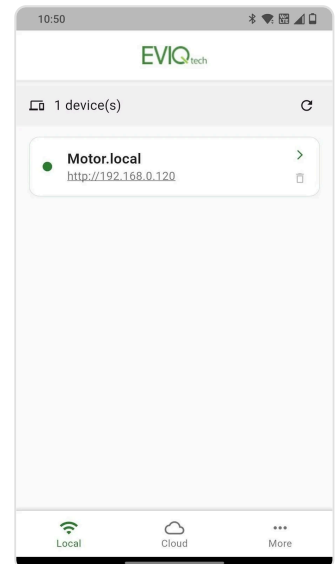
Step 2: Go to Settings → WiFi Settings.

Step 3: Enter your router's SSID (network name) and password. Remember that only 2.4 GHz networks are supported.

Step 4: Tap Save. The device leaves its access point and joins your router.

Step 5: On your phone, reconnect to the same WiFi network.

Step 6: Open the app. The device appears in the Local tab with its name and the IP address assigned by the router.



Note:

The device is also reachable as DeviceName.local (mDNS) on the same network, which is how a browser opens it (Section 5.3).

4.4 Mode 3 — WiFi & Cloud

Linking the device to your EVIQtech account adds remote control and monitoring from anywhere, activity logs, energy charts and multi-device management. The device keeps working locally whether or not the cloud is connected.

- **During first-time setup:** tick "Connect to cloud" during BLE pairing (Section 4.1, Route A).
- **On a device already in use:** open it in the app and go to Settings → Cloud Settings (Section 6.7).

Once linked, the device appears in the app's **Cloud** tab and at iot.eviqtech.com in any browser (Section 7).

4.5 Moving Between Modes

- **WiFi unavailable:** the device returns to its own access point within about 15 seconds, so it never becomes unreachable.
- **Reach it locally while it stays on WiFi:** hold the Red button for 5 seconds to open the access point in parallel.
- **Change to a different WiFi network:** hold Violet + Red for 10 seconds to clear the saved network, then set the new one as in Section 4.3.
- **Add or remove the cloud later:** Settings → Cloud Settings (Section 6.7).

5. Using the Built-in Portal (iPhone, iPad, Mac, Windows, Linux)

Every SwiGO SuperSmart serves its own web page, so any device with a browser can control it without installing anything. The portal shows the same screens as the app's Local tab, described in Section 6.

Note:

A native iOS app is under development. Until it ships, iPhone and iPad users have full access through the portal — including WiFi setup and connecting the device to the cloud.

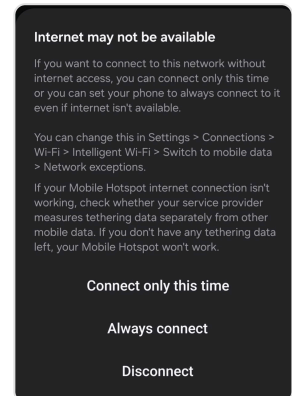
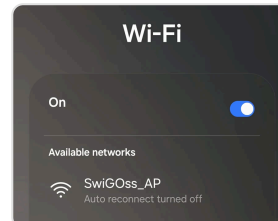
5.1 First-Time Setup in a Browser

On a phone, tablet or computer without the Android app, the device is set up through its own access point. When the SwiGO SuperSmart is powered on for the first time (or after a factory reset), it presents an Initial Setup page where you create your own Device Name and Security PIN. There is no default PIN to remember — you define your own here.

Step 1: Power on the device. Within approximately 10 seconds it creates its own WiFi Access Point named **SwiGOss_AP**, which appears in the WiFi list of any nearby phone or computer.

Step 2: On your phone / tablet / laptop, open WiFi Settings and connect to **SwiGOss_AP**. It is an open network, so no password is needed.

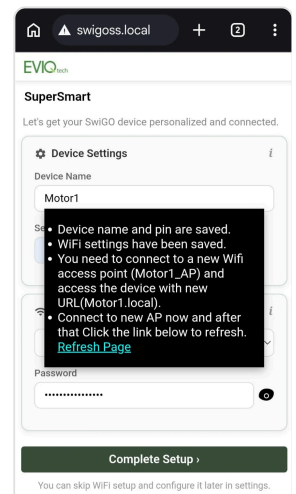
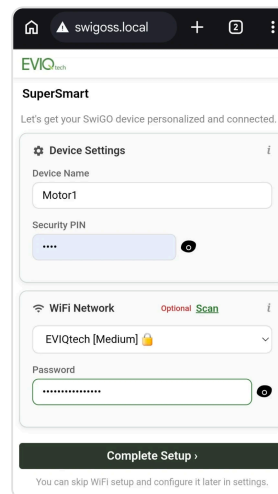
Step 3: If the phone warns that "**Internet may not be available**", choose to stay connected — "Connect only this time" or "Always connect". The device's own network has no internet by design, and leaving it disconnects you from the device.



Step 4: Open any browser (Safari, Chrome, Firefox, Edge) and go to <http://192.168.4.1> , or <http://swigoss.local> .

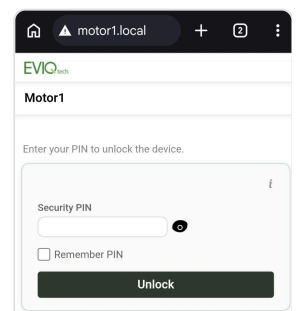
Step 5: The Initial Setup page appears (only on the very first launch). Enter a **Device Name** such as "Motor1", a 4-digit **Security PIN**, and — if you want the device on your WiFi straight away — select your **WiFi Network** and enter its password. The WiFi part is optional and can be set later.

Step 6: Tap **Complete Setup**. A confirmation lists what was saved and tells you the device has moved to a new access point (**Motor1_AP**) and a new address (**motor1.local**). Connect your phone to that new access point, then tap **Refresh Page**.



Step 7: The device now answers at <http://DeviceName.local> (for example <http://motor1.local>) or <http://192.168.4.1> . Enter the PIN you set in Step 5 and tap **Unlock** to reach the device Home page.

Step 8: From here, continue with the section that matches how you want to reach the device: local only (Section 5.2), WiFi network (Section 5.3) or cloud (Section 5.4). The device screens themselves are described in Section 6.



Note:

No internet is required for this setup. If no interaction occurs for 10 minutes the session times out and you'll need to re-enter your PIN.

5.2 Mode 1 — Local Only (Access Point)

No router is needed: the device makes its own WiFi network and serves the portal on it.

Step 1: Power on the device. If it is not connected to any WiFi network, it creates its own access point within about 10 seconds.

Step 2: On your iPhone, iPad or laptop, open WiFi Settings and connect to **SwiGOss_AP** (or DeviceName_AP if you have already named the device).

Step 3: Open any browser (Safari, Chrome, Firefox, Edge).

Step 4: In the address bar type `http://192.168.4.1` and press Enter.

Step 5: On a new device the Initial Setup page appears (Section 5.1). Otherwise enter your PIN to unlock.

Tip:

Bookmark `http://192.168.4.1` (access point) and `http://DeviceName.local` (WiFi) for one-tap access. The session times out after 10 minutes of inactivity.

5.3 Mode 2 — WiFi Network

Once the device is on your router, open it from any device on the same network. To put it on WiFi from a browser, connect in access point mode first and use Settings → WiFi Settings, exactly as in Section 4.3.

Step 1: Connect your phone or computer to the same WiFi network as the device.

Step 2: Open any web browser.

Step 3: In the address bar, type either:

- **mDNS name:** `http://DeviceName.local` (e.g., `http://motor.local`)
- **IP address:** `http://[IP assigned by router]` (e.g., `http://192.168.0.120`) — check your router's DHCP client list if needed

Step 4: The portal loads. Enter your PIN to unlock and control the device.

Note:

The mDNS name (DeviceName.local) works on most modern devices including iPhones, iPads, Macs and Windows 10/11. If it does not resolve, use the IP address instead.

5.4 Mode 3 — WiFi & Cloud

You do not need the Android app to put a device on the cloud. Connect the device to WiFi first, then link the account from the portal.

Step 1: Open the portal with the device on your WiFi network (Section 5.3) and unlock it with your PIN.

Step 2: Go to Settings → Cloud Settings, enter your email address and tap Connect to Cloud (Section 6.7).

Step 3: For a new account, open the link in the email you receive and set a password. If it does not arrive, check your spam folder.

Step 4: Sign in at <https://iot.eviqtech.com> from any browser to monitor and control the device from anywhere (Section 7).

Note:

Cloud connection requires firmware 1.18.0 or later. The version is shown under Settings → Firmware update.

5.5 What You Can Do in the Portal

The portal offers the same functionality as the Android app's Local tab:

- View real-time power monitoring (voltage, current, power, energy)
- Turn the load ON / OFF manually
- Set and manage timer duration
- Configure schedules (daily, weekly, and cyclic)
- Adjust protection settings (dry-run, overload, voltage limits)
- Configure float switch and flow switch modes
- Set up Master-Remote control
- Change device name, PIN, WiFi settings and the cloud link

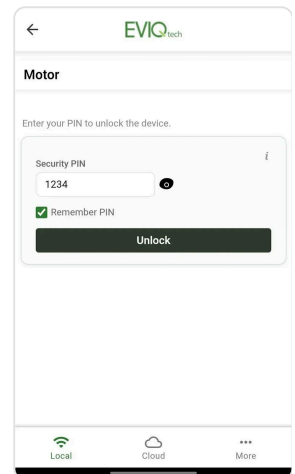
6. Using the Device Interface

The EVIQtech Android app has three bottom tabs: Local, Cloud, and More. The browser interface (iOS / desktop) mirrors the Local tab exactly, so the screens described in this section apply equally to both.

6.1 Unlocking the Device

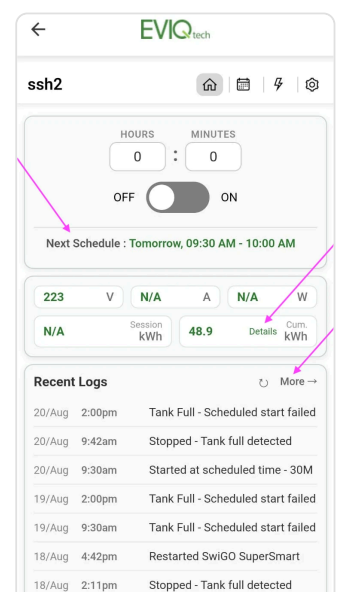
Step 1: Tap your device in the Local devices list (Android) or load the device page in the browser (iOS / desktop).

Step 2: Enter your 4-digit PIN and tap Unlock. Check "Remember PIN" for convenience.



6.2 Home Page (House Icon)

- **Hours : Minutes:** set a custom timer duration
- **OFF / ON toggle:** main power switch
- **Next Schedule / Fault section (marked):** shows the next scheduled run. If a scheduled run could not be completed because of a fault, the fault is shown here instead. A run started with a timer button also shows the fault here, for as long as that button's duration would have lasted. For what each fault looks like on this page, see [dry-run and overload alerts](#) and [low and high voltage alerts](#) in [Section 6.5](#).
- **Voltage (V):** real-time mains voltage (for example 230.2V)
- **Current (A):** real-time current drawn, while the SuperSmart is switched ON
- **Power (W):** real-time power consumption, while the SuperSmart is switched ON
- **Session kWh:** energy used in the current session, while the SuperSmart is switched ON
- **Cumulative kWh:** total energy consumed since the device was first used, or since the cumulative energy was last reset
- **Details link (marked):** opens the list of recent sessions with their energy
- **Recent Logs:** timestamped activity log — tap "More" (marked) for the full history



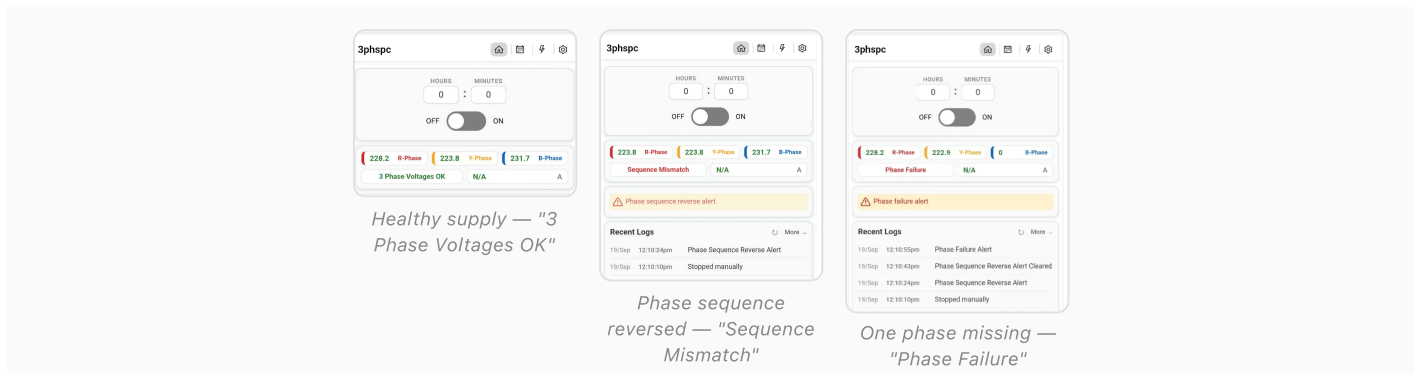
Note:

Three-phase devices do not show power and energy data. The Power (W), Session kWh and Cumulative kWh fields are hidden on these installations, in the embedded portal and the cloud dashboard.

3-Phase Monitoring on the Home Page

(Applicable to EVIQtech's Three-Phase Starter with VSMR installation only)

When the SwiGO SuperSmart is used as a three-phase starter with EVIQtech's **VSMR (Voltage Sequence Monitoring Relay)** integrated, the Home page shows all three phase voltages instead of a single voltage reading. Each phase has its own reading box — **R-Phase**, **Y-Phase** and **B-Phase** — and a phase status line below them reports the health of the supply.



- **R / Y / B phase voltages:** The live voltage of each phase, shown in its own colour-coded box. A failed phase reads 0.
- **3 Phase Voltages OK:** All three phases are present and in the correct sequence. The motor can be started.
- **Sequence Mismatch:** The phase sequence is reversed, which would run the motor in the wrong direction. An alert banner — *Phase sequence reverse alert* — appears below the readings.
- **Phase Failure:** One of the three phases is missing or has collapsed. An alert banner — *Phase failure alert* — appears below the readings.
- **Recent Logs:** Every phase event is logged with its time, both when it occurs and when it clears (e.g., "Phase Sequence Reverse Alert", "Phase Failure Alert", "Phase Sequence Reverse Alert Cleared").

Important:

The SuperSmart cannot be turned ON while a phase fault is active. During a Phase Failure or a Sequence Mismatch the ON/OFF toggle will not start the motor — from the app, the portal, the cloud or the buttons — and a running motor is stopped. This protects the motor from single-phasing and from reverse rotation. Starting is allowed again only after the phase fault clears and the status returns to "3 Phase Voltages OK".

Note:

Restart after a phase failure follows the low-voltage retry settings configured in Protection Settings ([Section 6.5](#)) — if auto-restart is enabled there, the device retries after the configured delay once the supply is healthy again.

6.3 Navigation Icons

- **Home (house):** Main control panel (default)
- **Schedules (calendar):** Schedule management
- **Protection (lightning):** Protection settings and energy data
- **Settings (gear):** Device configuration

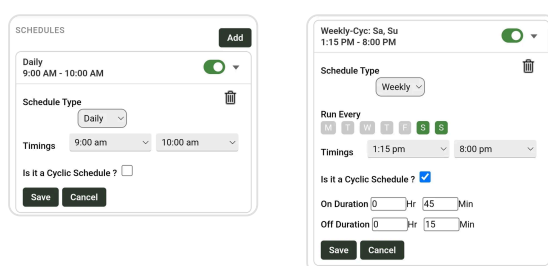


6.4 Schedules Page

The Schedules page lets you automate motor operation with flexible time-based control. Tap the Calendar icon in the navigation bar to access it. You can create multiple schedules, each independently enabled or disabled.

Schedule Configuration Options

- **Schedule Type:** Choose Daily (runs every day) or Weekly (select specific days M/T/W/T/F/S/S)
- **Start Time:** The time (HH:MM) when the motor should turn ON
- **End Time:** The time (HH:MM) when the motor should turn OFF
- **Enable / Disable toggle:** Green toggle to activate or deactivate a schedule without deleting it
- **+ Add Schedule:** Tap to create a new schedule entry
- **Delete:** Remove a schedule permanently
- **Is Cyclic:** Check this box to enable repeating ON/OFF cycles within the scheduled time window
- **ON Duration (Hours : Minutes):** How long the motor runs in each cycle
- **OFF Duration (Hours : Minutes):** How long the motor pauses between cycles



As per the schedule, the device will start and stop automatically.

Up to 10 schedules can be added in SuperSmart. Cyclic schedule options can be used to schedule more.

Note:

Restart after power resumption (see [Section 6.5](#)) — if checked, the SuperSmart resumes automatically after a power outage, if the scheduled timing is still remaining.

Note:

The Cloud scheduling interface ([Section 7.7](#)) is identical in functionality. Schedules configured via Cloud or Local are written directly to the device.

Cyclic Scheduling (Detailed)

When "Is Cyclic" is checked, additional ON duration and OFF duration fields appear. Instead of running continuously from Start Time to End Time, the motor will repeatedly cycle ON and OFF within that time window.

How Cyclic works: Suppose you set Start Time = 06:00, End Time = 18:00, ON duration = 30 minutes, OFF duration = 15 minutes. The motor will turn ON at 06:00, run for 30 minutes, turn OFF at 06:30, wait 15 minutes, turn ON again at 06:45, run for 30 minutes, turn OFF at 07:15, and so on — repeating this 30-on / 15-off cycle until 18:00.

- **ON Duration (Hours : Minutes):** How long the motor runs in each cycle
- **OFF Duration (Hours : Minutes):** How long the motor pauses between cycles

Tip:

Cyclic scheduling is ideal for irrigation pumps that need intervals (e.g., 30 min on, 15 min off) to prevent motor overheating or allow water levels to recover. It is also useful for aerators, cooling systems, or any equipment that benefits from duty-cycle operation.

6.5 Protection Settings

The Protection page provides comprehensive motor and electrical protection. Tap the Lightning icon in the navigation bar to access it. Each protection type can be independently configured and has an info (i) button for on-screen guidance.

Dry-Run Protection (Under-Current)

Protects against the motor running without load (e.g., pump running dry when the water source is empty). The device trips and disconnects the motor when the current drawn falls below the configured lower limit. If the fault is already present as the motor starts, the device allows 7 seconds before stopping, which lets the starting current settle. If the fault appears while the motor is already running, it stops after 4 continuous seconds.

- **Lower Limit (Amps):** Set the minimum current threshold. Set this slightly below the normal running current of your motor.
- **Auto-restart:** When enabled, the device automatically attempts to restart the motor after a configurable delay (in minutes). Useful when the water source may refill over time.
- **Protection-only mode:** For setups where the device monitors current but does not switch the load directly (e.g., Circuit 5 — booster pump with pressure switch, where the pressure switch does the switching based on the set pressure levels). The device reports the fault and disconnects the load only if there is a fault.

The screenshot shows two configuration panels. The top panel, titled 'Dryrun current', has a 'Lower Limit' set to 5.5 Amps, 'Restart required after Dryrun fault?' checked, 'Retry after' set to 5 Mins, and 'Is this device used for Protection only?' set to No. The bottom panel, titled 'Overload current', has an 'Upper Limit' set to 8 Amps, 'Restart required after Overload fault?' checked, and 'Retry after' set to 5 Mins.

Overload Protection (Over-Current)

Protects against excessive current draw, which can indicate a motor jam, mechanical blockage, bearing failure, or short circuit. The device trips when the current exceeds the configured upper limit. If the fault is already present as the motor starts, the device allows 7 seconds before stopping, which lets the inrush current settle. If the fault appears while the motor is already running, it stops after 4 continuous seconds.

- **Upper Limit (Amps):** Set the maximum current threshold. Set this slightly above the normal running current but below the motor's rated maximum.
- **Auto-restart:** Use with caution for overload; repeated overloads may indicate a mechanical problem that requires physical inspection.
- **Alerts and logs:** An overload is reported on the Home page exactly the way a dry run is — a red alert naming the fault while the condition persists, then the stopped message with the Reset Fault Conditions link, and a log entry giving the reason with the voltage and current at the moment of the trip. See the two screens under [Dry-Run Protection](#) above.

What You See on the Home Page

The fault is reported on the Home page of the embedded portal immediately. — Once the device is stopped between 4 to 7 seconds it is indicated in the logs

The left screenshot shows the device is ON with a red alert 'Dry run for about 5 Seconds' and a 'Recent Logs' entry 'Started with Button 4 - 20M'. The right screenshot shows the device is OFF with a message 'Device Operation Interrupted - Device Stopped due to Fault Condition' and a 'Recent Logs' entry 'Stopped due to dry run alert (244.49V, 0.014A)'.

While the condition persists — the alert names the fault and how long it has lasted

After the trip — the motor is stopped and the reason is in the log

- **While the fault is building up:** the motor is still running and a red alert appears above the readings — for example, "Dry run for about 5 Seconds". This tells you the current has been below the lower limit and for how long, so you can watch the live current reading and judge whether the limit is set correctly.
- **After the device trips:** the toggle returns to OFF and the Home page shows "Device Operation Interrupted — Device Stopped due to Fault Condition (Please check logs below)", together with a **Reset Fault Conditions and**

resume now link. Tapping that link clears the fault and allows an immediate restart, without waiting for the retry delay.

- **Readings while stopped:** current and power show N/A because the load is disconnected; voltage continues to be displayed.
- **Recent Logs state the reason clearly:** the stop is logged with its time and the exact readings at the moment of the trip — for example, *"Stopped due to dry run alert (244.49V, 0.014A)"*. The entry just above it shows how the motor was started (*"Started with Button 4 - 20M"*), so the full sequence — how it started, how long it ran and why it stopped — can be read off the log.

Tip:

The current value recorded in the log is the most useful number for tuning. If the logged current is close to the motor's normal running current, the lower limit is set too high; set it slightly below the normal running current instead. Tap "More" in Recent Logs for the full history.

Voltage Protection

Protects equipment from dangerous voltage fluctuations. The device continuously monitors mains voltage and trips within 7 seconds if voltage goes outside the configured safe range.

- **Low Voltage Limit:** Default 150V. Motor trips if mains voltage drops below this value. Low voltage causes motors to draw excessive current, leading to overheating and potential winding damage.
- **High Voltage Limit:** Default 290V. Motor trips if mains voltage exceeds this value. High voltage can cause insulation breakdown and immediate motor damage.
- **Auto-restart (Low V):** Automatically reconnects when voltage returns to normal range, after the configured delay.
- **Auto-restart (High V):** Automatically reconnects when voltage returns to normal range, after the configured delay.

Low Voltage Limit

Lower Limit Volts

Restart required after Low voltage fault? ☒

Retry after Mins

High Voltage Limit

Upper Limit Volts

Restart required after High voltage fault? ☒

Retry after Mins

What You See on the Home Page

Voltage alerts differ from dry-run and overload alerts in one important way: mains voltage is monitored continuously, so a **low voltage or high voltage alert is shown whether the device is switched ON or OFF**. A dry run or an overload can only be detected while the motor is running, but an unsafe supply is reported at all times — which also tells you why the motor will not start.

00 18 47

OFF ☒ ON

244.2 V 0.015 A 3.46 W

N/A Seconds N/A Details Com. kWh

Low voltage for about 6 Seconds

Recent Logs

19/Sep 12:50:45pm Started after power resumption or after alert condition reset

19/Sep 12:50:14pm Stopped due to dry run alert (244.49V, 0.014A)

19/Sep 12:50:07pm Started with Button 4 - 20M

Motor running — the alert names the fault and how long it has lasted

HOURS 0 MINUTES 0

OFF ☐ ON

Device Operation Interrupted - Device Stopped due to Fault Condition (Please check logs below)

243.3 V N/A A N/A W

N/A Seconds N/A Details Com. kWh

Low voltage alert

Recent Logs

19/Sep 12:51:21pm Stopped due to low voltage alert (244.28V, 0.015A)

19/Sep 12:50:45pm Started after power resumption or after alert condition reset

19/Sep 12:50:14pm Stopped due to dry run alert (244.49V, 0.014A)

19/Sep 12:50:07pm Started with Button 4 - 20M

Motor stopped, supply still unsafe — the alert stays on display

HOURS 0 MINUTES 0

OFF ☒ ON

Device Operation Interrupted - Device Stopped due to Fault Condition (Please check logs below) **Reset Fault** Conditions and resume run.

244.2 V N/A A N/A W

N/A Seconds N/A Details Com. kWh

Recent Logs

19/Sep 12:51:21pm Stopped due to low voltage alert (244.28V, 0.015A)

19/Sep 12:50:45pm Started after power resumption or after alert condition reset

19/Sep 12:50:14pm Stopped due to dry run alert (244.49V, 0.014A)

19/Sep 12:50:07pm Started with Button 4 - 20M

Supply recovered — the device can be resumed

- **While the voltage is outside limits and the motor is running:** a red alert appears above the readings — for example, *"Low voltage for about 6 Seconds"* — and the motor keeps running until the 7-second trip time is reached.
- **After the device trips:** the toggle returns to OFF and the Home page shows *"Device Operation Interrupted — Device Stopped due to Fault Condition (Please check logs below)"*. Current and power show N/A; the voltage

reading stays live so you can watch the supply recover.

- **While the supply is still unsafe:** a *Low voltage alert* (or *High voltage alert*) banner is displayed below the readings. This banner is visible with the device switched OFF as well — if the motor will not start, this is the reason.
- **Once the voltage returns to the safe range:** the alert clears, but the SuperSmart does *not* restart at once. With Auto-restart (Low V / High V) enabled it waits out the configured retry delay before reconnecting — the delay is deliberate, giving the supply time to stabilise instead of switching the motor back onto a fluctuating line. If you do not want to wait, the **Reset Fault Conditions and resume now** link on the Home page clears the fault and restarts the motor immediately.
- **Recent Logs state the reason clearly:** the stop is logged with the readings at the moment of the trip — for example, "*Stopped due to low voltage alert (244.28V, 0.015A)*" — and the restart is logged as "*Started after power resumption or after alert condition reset*". Reading the log from the bottom up gives the whole sequence of events.

Note:

High voltage behaves in exactly the same way, with a *High voltage alert* banner and matching log entries.

Additional Protection Settings

- **Restart after power resumption:** When enabled, the motor automatically restarts after a complete power outage (blackout). Useful for unattended installations like farm pumps or sump pumps.
- **Restart delay (Mins):** Wait time after power returns before restarting the motor. Allows the power supply to stabilize and prevents rapid on-off cycling. Recommended: 2–5 minutes.
- **Max run Duration (Mins):** Maximum time the device can run at a stretch. Acts as a safety backstop (e.g., if a float switch fails). Set to 0 to disable. If there is a maximum runtime limit for the motor or appliance, set it here.
- **Break time (Mins):** After the max run duration is reached, how long a gap or break should be given before running again.

The screenshot shows two sections of the app's settings interface. The top section, titled 'Restart Options', has a toggle for 'Restart required after power resumption?' which is checked. Below it is a 'Restart delay' field set to '5' minutes. The bottom section, titled 'Maximum Run Configuration', has a 'Max run duration' field set to '90' minutes and a 'Break time' field set to '5' minutes.

Fault Detection Timing and Delays

The SwiGO SuperSmart uses specific timing sequences to distinguish genuine faults from normal operating transients:

- **Fault present at start-up (7 seconds):** When the motor is first switched ON, current readings are ignored for 7 seconds. This allows the motor's inrush current (which can be several times the normal running current) to settle down. Both dry-run and overload detection begin only after this grace period.
- **Fault during a run (4 seconds):** Once the motor is running, if a dry-run or overload condition is detected, the device waits for 4 continuous seconds to confirm it is a genuine fault and not a momentary spike or dip.
- **Voltage fault timing (7 seconds):** Voltage faults are detected within 7 seconds. If the voltage exceeds the high limit or falls below the low limit and remains outside the safe range for 7 seconds, the device trips.
- **LED blink duration (6 seconds):** When a fault is detected and the device trips, the fault LEDs blink rapidly for 6 seconds to alert the user. After blinking stops, the LEDs remain in their fault state until the fault is cleared or auto-restart occurs.
- **Retry after (delay timer):** When auto-restart is enabled, the 'Retry after' field specifies the delay in minutes before the device attempts to restart. If the fault persists, the device trips again and waits for another retry cycle. This continues within the scheduled time period only — if the retry time falls outside the scheduled window, the device will not restart.

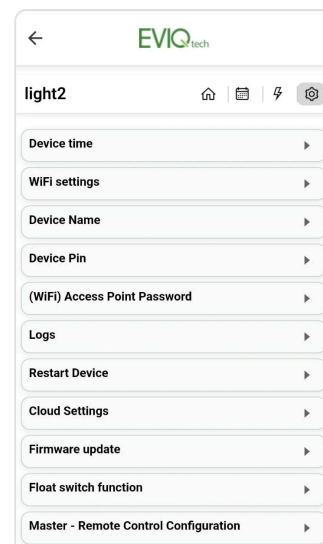
Note:

Tap the (i) icon next to each setting in the app or browser for built-in contextual help text.

6.6 Settings Page (Gear Icon)

The Settings page provides access to all device configuration options. Tap the Gear icon in the navigation bar.

- **Device time:** View the current device clock and sync it with your phone.
- **WiFi settings:** View current connection details (Mode, SSID, IP, MAC). Change WiFi network, scan for available networks, set a static IP address.
- **Device Name:** Rename the device (e.g., Motor, Pump). After renaming, you must reconnect to the new AP name.
- **Device PIN:** Change the 4-digit security PIN.
- **AP Password:** Change the password for the device's own WiFi Access Point broadcast.
- **Logs:** View recent activity logs. Clear Logs to reset history. Reset Cumulative Energy to zero the kWh meter.
- **Restart Device:** Soft reboot. Clear Fault Conditions (override a fault trip without waiting for the retry timer — also overrides Manual Stop during a scheduled run). Logout Application.
- **Cloud Settings:** Connect or disconnect the EVIQtech Cloud (see [Section 6.7](#)).
- **Firmware update:** Shows current firmware version (e.g., 1.18.0). Upload the new firmware received.
- **Float switch function:** Configure float / flow switch modes (see [Section 6.8](#)).
- **Master – Remote Control Configuration:** Link devices together (see [Section 6.9](#)).

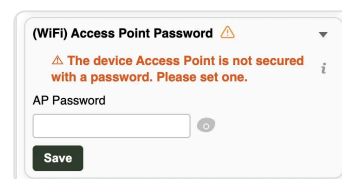


AP Password Alert

The device's access point is open and has no password, which keeps the first setup simple. Set an AP password afterwards so that nobody nearby can join the device's network and reach its controls. Until you set one, the warning shown here appears on the Settings page.

To set it, open Settings → **(WiFi) Access Point Password**, type the password you want and tap **Save**. You will need this password the next time you connect a phone or laptop to DeviceName_AP.

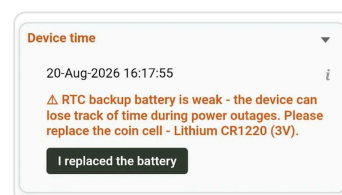
Device AP Password can have 8 to 10 characters in length.



RTC Backup Battery Alert

The device keeps its clock running through power cuts with a coin cell on the board. From firmware version 1.19.0, when that battery runs low the **Device time** section is highlighted in red with the warning shown here.

Replace the coin cell with a **Lithium CR1220 (3V)**, then open Settings → Device time and tap **I replaced the battery** to clear the alert.



Important:

A weak backup battery means the device can lose track of time during a power outage. Schedules run on the device clock, so a device that has lost the time may start or stop at the wrong time until the clock is set again. After a power cut, check Device time and sync it with your phone if needed.

Tip:

Use 'Clear Fault Conditions' under Restart Device if a schedule is disrupted by a fault and you do not want to wait for the retry delay. This button also overrides a Manual Stop during a scheduled run.

6.7 Cloud Settings

Cloud connection can be established or disconnected in this section.

- Enter your email address and click **Connect to Cloud**.
- Once an account is created, you will receive an email with a link to set the password.
- **Note:** If the device is already registered with another email and you try to give a new email, an error is shown.
- If the connection could not be established, please check:
 - Internet is available
 - No firewall is blocking the internet connection
 - Firmware is 1.18.0 or above



Note:

The cloud can also be connected from the EVIQtech app using the **Add New Device** menu, which runs the BLE pairing flow (Section 4.1, Route A). That flow asks for the WiFi network and password again, even if the device is already on WiFi.

6.8 Float Switch & Flow Switch Settings

The SwiGO SuperSmart includes a 5V DC output for connecting a float switch or flow switch. This feature is configured at the bottom of the Settings page under Float switch. It enables automatic pump control based on water level conditions.

Understanding Float Switches (2-Wire and 3-Wire)

The SwiGO SuperSmart can work with both 2-wire and 3-wire float switches.

- **2-Wire Float Switch:** Has a single NO (Normally Open) contact. Suitable when you need Tank Full detection only. Connect the two wires directly to the 5V DC terminals (Red and Black wires).
- **3-Wire Float Switch:** Has a common wire shared between two internal contacts (NO and NC). Supports both Tank Full and Tank Empty detection depending on which pair of wires you connect.

For a 3-wire float switch, depending on which pair of wires you connect to the 5V DC terminals, you get different detection behavior:

- **Wire Pair A (Tank Empty detection):** Connect the two wires that have continuity (circuit closed) when the float is hanging down (tank empty). When the tank fills and the float rises, this pair opens.
- **Wire Pair B (Tank Full detection):** Connect the two wires that have continuity when the float rises (tank full). When the tank is empty and the float hangs down, this pair has no continuity.

Tip:

For a 3-wire float switch: to identify which wire pair to use, disconnect the float switch, hold it so the float hangs down (simulating empty tank), and use a multimeter to check continuity between each pair of wires. The pair that shows continuity with the float hanging down is Wire Pair A (Tank Empty). The pair that shows continuity with the float raised up is Wire Pair B (Tank Full). For a 2-wire float switch: simply connect both wires to the 5V DC terminals and select the appropriate mode.

Option: No (Default)

Float switch functionality is disabled. The device operates on timer and manual control only. This is the factory default setting.

Option: Tank Full Detection (NO Contact)

Use this mode to automatically stop the pump when the tank is full. Connect Wire Pair B (continuity when float rises / tank full) to the 5V DC terminals.

How it works: When empty, the float hangs down and the circuit is open — the pump can run via timer, schedule, or manual control. As the tank fills and the float rises, the circuit closes and the device immediately stops the pump.

- **Wire pair to use:** Pair B — continuity when float is UP (tank full)
- **Pump stops when:** Float rises (tank full) — circuit closes
- **Pump starts:** Via timer, schedule, or manual ON only
- **Use case:** Overhead tank filling — pump runs until tank is full, then stops automatically

Float switch function

Make sure you have not connected the Float switch wires to 220V AC. If connected to 220V AC, warranty will be void!!! Float switch wires outputting 5V DC only are to be connected directly to float switch.

Please select the float switch mode:

☐ No

☒ Yes, connection for the Tank Full Detection.

☐ Yes, connection for the Water Flow Detection or for Tank Full and Tank Empty Detection.

Enter connection confirmation text:

220V is not connected to float switch

Please type "220V is not connected to float switch".

Save Float Settings

Note:

A safety confirmation text — "220V is not connected to float switch" — must be entered before saving.

Option: Flow Detection or Tank Full/Empty Detection (NO Contact)

Use this mode to detect when the tank is empty and control the pump accordingly. Connect Wire Pair A (continuity when float hangs down / tank empty).

How it works: When empty, the float hangs down and the circuit is closed — the device can start the pump. As the tank fills and the float rises, the circuit opens and the pump stops. When water drops again, the float falls and the pump can restart automatically.

- **Wire pair to use:** Pair A — continuity when float is DOWN (tank empty)
- **Pump runs when:** Float hangs down (tank empty) — circuit closed
- **Pump stops when:** Float rises (tank full) — circuit opens
- **Auto-restart:** Yes — pump restarts when float drops again (tank empties)
- **Use case:** Fully automatic tank fill-and-stop cycle with no scheduling needed

Float switch function

Make sure you have not connected the Float switch wires to 220V AC. If connected to 220V AC, warranty will be void!!! Float switch wires outputting 5V DC only are to be connected directly to float switch.

Please select the float switch mode:

☐ No

☐ Yes, connection for the Tank Full Detection.

☒ Yes, connection for the Water Flow Detection or for Tank Full and Tank Empty Detection.

Flow Detection Delay (seconds): 10

Flow Stop Delay (seconds): 10

Enter connection confirmation text:

220V is not connected to float switch

Please type "220V is not connected to float switch".

Save Float Settings

Flow Switch Option

A flow switch (paddle-type) can be connected to detect water flow in the pipe. When water flows, the switch remains closed and the pump runs. When flow stops (e.g., pipe blockage, dry pipe), the switch opens and the pump stops. This provides flow-based dry-run protection.

- **Switch type:** Paddle or flow switch — closed when water flows, open when no flow
- **Use case:** Dry-run protection based on actual water flow rather than current sensing

Note:

Flow switch mode uses the NO Contact setting. The flow switch does not have an NC (Normally Closed) option.

Delay Settings

When a flow switch option is selected, two delay fields appear:

- **Flow Detection Delay (seconds):** How long the device waits after detecting a switch state change before acting. Default: 10 seconds. Prevents false triggers from water sloshing or momentary float bouncing.
- **Flow Stop Delay (seconds):** How long after the switch opens before the pump is stopped. Default: 10 seconds. Provides a buffer to confirm the condition is genuine.

A safety confirmation text — "220V is not connected to float switch" — must be entered before saving.

Wiring Summary

Mode	Wire Pair / Type	Float Position for Continuity	Pump Action
Tank Full Detection	3-wire: Pair B / 2-wire: NO type	Float UP (tank full)	Stops pump when full
Tank Empty Detection	3-wire: Pair A / 2-wire: NC type	Float DOWN (tank empty)	Runs pump when empty, stops when full
Flow Switch	2-wire device	N/A — flow-based	Stops pump when no flow

WARNING:

Never connect the 5V DC float switch wires to 220V AC mains! Doing so will damage the device and void the warranty.

6.9 Master-Remote Control Configuration

The Master-Remote feature allows multiple SwiGO SuperSmart devices to work together. One device acts as the Master and controls one or more Remote devices. When the Master switches ON or OFF, it sends a command to all linked Remote devices to do the same.

Three modes are available:

- **Non Master – Non Remote switch device (Default):** The device operates independently with no master-remote relationship.
- **Master device:** This device becomes the master. When it switches ON or OFF (via timer, schedule, or manual), all linked remote devices follow.
- **Remote switch device:** This device becomes a remote. It receives ON / OFF commands from its paired master device and follows them.

Remote Switching Method

When Master or Remote mode is selected, choose the communication method:

- **MQTT Service:** Uses the cloud (MQTT protocol) to relay commands between master and remote devices. Works over the internet — devices can be on different WiFi networks or locations.
- **Local WiFi:** Commands are sent directly over the local WiFi network. Both master and remote devices must be on the same WiFi network. Lower latency, no internet required.

Tip:

Use Master-Remote when you need one switch to control multiple pumps, or when a single timer/schedule should operate equipment across different circuits (e.g., pump house and kitchen supply).

7. Cloud Dashboard

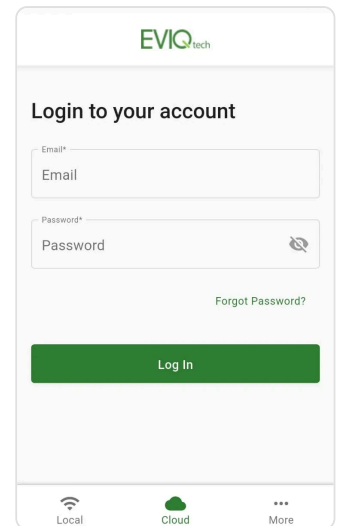
The EVIQtech Cloud (powered by ThingsBoard v4.1.0) provides remote monitoring and control from anywhere. The cloud dashboard can be accessed from any device at <https://iot.eviqtech.com> once the device has been linked to your cloud account (Section 4.4 with the Android app, or Section 5.4 from a browser).

7.1 Logging into the Cloud

For new users: log in with the email address you used when connecting the device to the cloud, and the password you set using the link sent to that email. If you did not receive the email, check your spam or junk folder.

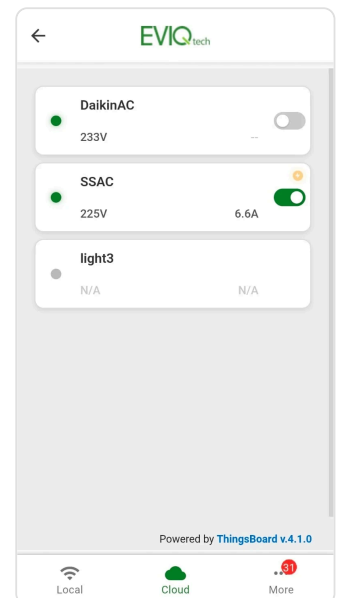
Step 1: Tap the "Cloud" tab at the bottom of the app, or visit <https://iot.eviqtech.com> in any browser.

Step 2: Enter your email and password, then tap Log In.



7.2 Multi-Device Overview

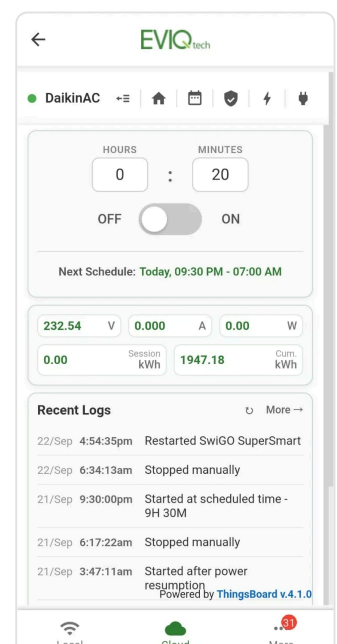
- **Green dot:** Online and cloud-connected
- **Grey dot:** Offline or unreachable
- **Running status:** The device's running status is shown on the right.
- **Voltage / Current:** When the device is online, the supply voltage is shown. When the device is switched ON, the current it is drawing is also shown.
- **Orange flash** Indicates that a new firmware version is available. Update can be done upon opening a device home page.



7.3 Cloud Home — Remote Control

The Cloud Home page looks and works like the Home page of the local interface: the same timer and ON / OFF control, the next schedule, the live readings and the same recent logs. What differs is on either side of that. The cloud adds analytics that the local interface does not have — the voltage-current charts and the energy chart (Section 7.5 and Section 7.6). The Settings menu of the local interface is **not** available in the cloud, so device configuration — WiFi, device name, PIN, float switch and Master-Remote — is still done from the embedded portal only. Scheduling and Protection settings can be done from cloud interface(Section 6).

- **Countdown Timer:** Shows remaining time during timed operation
- **OFF / ON Toggle:** Remote switch from anywhere
- **Live Readings:** Real-time voltage, current and power
- **Logs:** Remote actions are logged as "Started from Remote App" to distinguish them from local or physical button actions



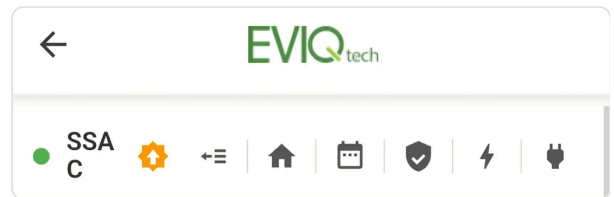
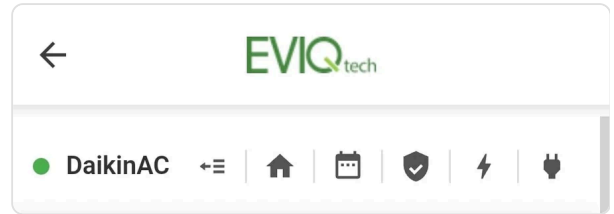
Note:

On three-phase devices the power reading is hidden, so Live Readings show voltage and current only (see [Section 6.2](#)).

7.4 Navigation Icons

The bar at the top of a cloud device page carries the device name, its status dot and six icons:

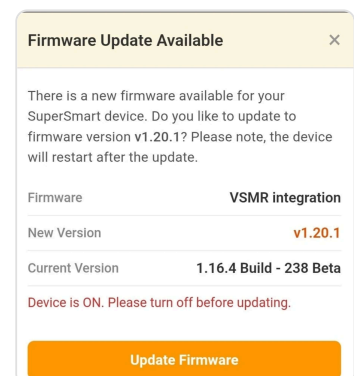
- **Device name and dot:** Green when the device is online, Grey when the cloud has not heard from it ([Section 7.2](#))
- **Device list (arrow with lines):** back to the list of all your cloud devices
- **Home (house):** Remote control panel — timer, ON / OFF, next schedule, live readings and recent logs ([Section 7.3](#))
- **Calendar:** Cloud scheduling ([Section 7.7](#))
- **Shield:** Protection settings — the dry-run, overload and voltage limits the device is running with. ([Section 7.7](#))
- **Lightning:** Voltage-current analytics ([Section 7.5](#))
- **Plug:** Energy chart ([Section 7.6](#))
- **Orange update icon:** appears beside the device name only when a newer firmware is available for that device. Tap it to open the update dialog below.



Firmware Update from the Cloud

Tapping the orange icon opens **Firmware Update Available**. The dialog names the firmware release, the **New Version** offered and the **Current Version** on your device, and warns that the device will restart once the update is applied.

The load must be switched OFF before updating. By Tapping **Update Firmware** the device downloads the new firmware, updates and restarts; it reappears online a short while later with the new version shown under Settings → Firmware update ([Section 6.6](#)).



Note:

Updating from the cloud needs the device to be online. Firmware update can also be done locally from Settings → Firmware update.

7.5 Voltage-Current Analytics

The Voltage-Current Graph plots two measurements on one timeline: mains **voltage** in green, read against the volts scale on the left, and load **current** in blue, read against the amps scale on the right. Together they show how steady your supply is and exactly when the load was running — each block of current is one run, and a dip or gap in the voltage line marks a supply problem or a power cut.

To choose the period, tap the date line under the chart title. The panel that opens holds all of the settings above: pick Realtime or History, choose Last, Range or Relative, set the From and To dates for a range, then tap **Update** to redraw the chart for that period.

- **Realtime / History:** switch between a live view that keeps updating and a fixed period from the past

- **Time window:** Last a period ending now (for example the last 24 hours), *Range* a fixed start and end date, or *Relative* a period offset from now. The timezone is shown beside it.
- **Aggregation:** None, Average, Min or Max — use Average over long periods to smooth the line, or Min and Max to find the lowest and highest values reached
- **Max values:** Default 25,000 data points
- **Show or hide a parameter:** tap **Voltage** or **Current** in the legend above the chart to hide that line and read the other one on its own

Voltage-Current Graph

History - from 2026-09-15 12:00:00 to 2026-09-22 16:00:00

Realtime History

Time window

Last Range Relative UTC+05:30

From 15/09/2026, 12:00

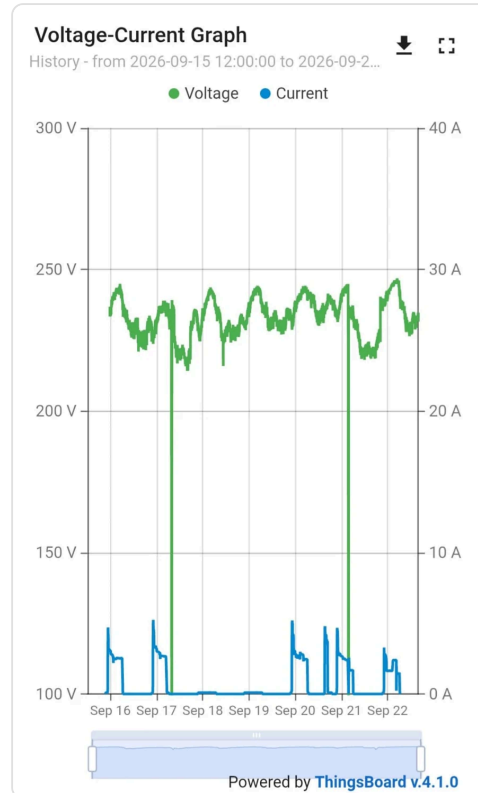
To 22/09/2026, 16:00

Aggregation

None

Max values

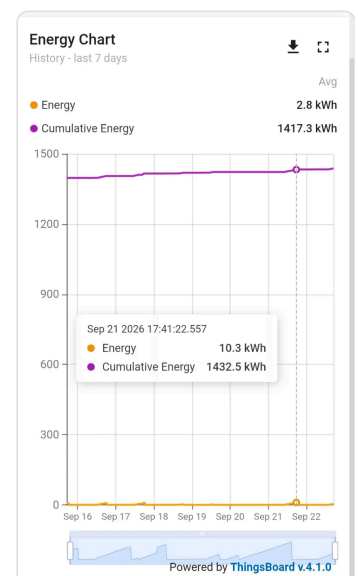
Cancel Update



7.6 Energy Chart

The Energy Chart displays cumulative energy consumption across configurable time ranges (hourly, daily, weekly, monthly). Useful for energy audits and usage tracking.

Two lines are plotted: **Energy** in orange, the amount used in each period, and **Cumulative Energy** in purple, the running total since the meter was last reset. The averages for the selected period are shown above the chart, and touching a point on the chart shows the exact values at that moment. The period is chosen the same way as for the voltage-current chart (Section 7.5).



Note:

The Energy Chart is not available for three-phase devices, which do not report power and energy data (see Section 6.2).

7.7 Cloud Scheduling

Note:

Scheduling in Cloud mode and Local mode are functionally identical. All schedules are written directly to the device and read back from the device. Any schedule you create or modify via the Cloud dashboard is stored on the device itself, and vice versa.

The Calendar icon opens the same schedules you see in the local interface. Every option is described in [Section 6.4 — Schedules Page](#); the summary below is a reminder of the fields.

- **+ Add Schedule:** Create new schedule
- **Type:** Daily or Weekly
- **Start / End Time:** Operating window for the schedule
- **Is Cyclic:** Enable repeating on/off cycles within the time window (see [Section 6.4](#) for detailed explanation)
- **Enable / Disable:** Toggle schedule on or off without deleting

7.8 Cloud Protection Settings

The Shield icon opens the device's protection settings. They work exactly as they do in the local interface — the same dry-run and overload current limits, low and high voltage limits, auto-restart and retry delays, maximum run duration and break time. Each setting, what it does and how to choose a value is described in [Section 6.5 — Protection Settings](#).

Note:

Protection limits are stored on the device, not in the cloud. A limit you change from the cloud dashboard is written to the device and is then shown in the app and the portal as well, and the device keeps protecting the load with those limits even when the internet is down.

8. Troubleshooting

8.1 Why the LEDs Are Blinking Rapidly — Fault Conditions

A rapidly blinking red LED is the indication a device telling you *why* it stopped the load. The four numbered LEDs are the indicators of the four timer buttons (Green, Yellow, Blue, Violet); the fifth red LED is at the right of the panel, below the Red stop button. Each protection fault lights one numbered LED together with the right-hand red LED, so the pair of LEDs identifies the fault.

When a dry-run or overload fault trips the relay, the fault LEDs blink rapidly for about 6 seconds to attract attention and then stop. During low voltage or high voltage the LEDs keep fault-blinking whether the relay is closed or not.

LED Combinations and What They Mean

LED Combination	Fault	Why It Happened	What to Check
LED 1 + Right RED (both red — blinks for 6 secs)	Dry-run (under-current)	Current fell below the configured lower limit — the device stops after 7 seconds if the fault is present at start, or after 4 continuous seconds if it appears while running. Typically a pump running without water	Water level in the sump / well / tank, suction pipe air leak, foot valve, pump losing prime, closed suction valve. Also confirm the dry-run current lower limit is set slightly <i>below</i> the normal running current (recommended: 20% below the running current)
LED 2 + Right RED (both red — blinks for 6 secs)	Overload (over-current)	Current exceeded the configured upper limit — the device stops after 7 seconds if the fault is present at start, or after 4 continuous seconds if it appears while running. A jam, mechanical binding, bearing failure or winding fault	Impeller or shaft jammed with debris, seized bearing, low mains voltage (which raises current). Also check whether the over-current limit is set correctly for the motor (recommended: 20% more than the normal running current)
LED 3 + Right RED (blinks continuously)	Under-voltage	Mains voltage stayed below the low-voltage limit (default 150V) for about 7 seconds	Supply voltage on the Home page, incoming mains, loose LINE IN or N terminal. Also check whether the low-voltage setting is too close to the nominal voltage
LED 4 + Right RED (blinks continuously)	Over-voltage	Mains voltage stayed above the high-voltage limit (default 290V) for about 7 seconds	Supply voltage, neutral integrity (a broken or floating neutral causes high readings). Also check whether the high-voltage setting is too close to the nominal voltage
LEDs 4, 3, 2, 1 in sequence (bottom to top, twice)	Tank Full	The float switch reported the tank as full, so the pump was stopped (or refused to start)	This is an indication that the tank is full. Check the float switch position and wiring on the 5V DC wires, and the float switch mode selected in Settings (Section 6.8)

Note:

A
blue

LED blinking is never a fault. A fast-blinking blue LED means BLE pairing mode is active (Green + Yellow held for 5s); a steady blue LED means AP mode starting, WiFi removal or factory reset was triggered by a button combination. See [Section 2.3](#).

Clearing a Fault

- **If auto-restart is enabled** for that fault, the device waits for the configured 'Retry after' delay and tries again on its own. If the cause is still present it trips again and waits for the next retry cycle. Retries happen only within the scheduled window — if the retry time falls outside the schedule, the device will not restart.
- **To clear immediately**, open the device Home page and click the "Reset fault conditions and resume now" link, or open Settings → Restart Device → **Clear Fault Conditions** ([Section 6.6](#)). This overrides the fault trip without waiting for the retry timer.
- **To confirm the cause**, check the Recent Logs on the Home page or the Operation Logs in the cloud dashboard — every trip and retry is logged with its time and reason.
- Review or adjust the thresholds in Protection Settings ([Section 6.5](#)) if the trip was a false alarm rather than a real fault.

WARNING:

Do not keep clearing an overload fault or a dry-run fault and restarting the motor without inspecting it. Repeated restarts against a jammed motor or a seized bearing can burn the winding. Find and fix the mechanical cause first.

8.2 Device Does Not Turn ON

Work through the two symptoms separately — a load that never starts and a load that starts and then stops have different causes.

Symptom A: Nothing Happens When You Switch It ON

The load does not start at all, whether from a timer button, the app, the cloud or a schedule.

Step 1 — Check the voltage first. Open the Home page (app, browser or cloud) and read the voltage. This is the single most common cause.

- **Voltage below the low limit (default 150V) or above the high limit (default 290V):** the device will not switch the load ON, and the under-voltage or over-voltage LED will be lit (see [Section 8.1](#)). Wait for the supply to return to the safe range, or correct the limits in Protection Settings if they are set too tightly for your supply.
- **Voltage normal (around 230V):** move on to Step 2.

Step 2 — Check for a latched fault (after low or high voltage faults). If the device does not start during a scheduled time even after the voltage returns between the lower and higher thresholds, check whether retry is enabled and whether the retry wait duration has passed. To clear the fault conditions immediately, use Settings → Restart Device → Clear Fault Conditions.

Step 3 — Check Tank Full. If the float switch reports the tank as full (LEDs 4-3-2-1 sequence), the pump will not start.

Step 4 — Check the run limits. If Max Run Duration was reached, the device stays OFF for the configured Break time before it will run again ([Section 6.5](#)).

Step 5 — After a power cut, the device restarts the load only if 'Restart after power resumption' is enabled, and then only after the configured restart delay. If it is disabled, the load intentionally stays OFF until you switch it ON.

Step 6 — Check the connections as described in [Section 8.3](#). A load wired to the wrong terminal will never be switched.

Note:

If the device responds in the app and the logs show the ON command accepted, but the load still does not run, the problem is downstream of the device — wiring, starter, pressure switch or the load itself. In protection-only mode (Circuit 5) the device never switches the load ON; the pump's own pressure switch does.

Symptom B: It Turns ON and Stops After a Few Seconds

A load that starts and then stops after a few seconds has almost certainly tripped on dry-run or overload. This is by design: if the fault is already present when the motor starts, the device waits about 7 seconds before stopping, which lets the starting current settle; if the fault appears later, while the motor is running, it stops after 4 continuous seconds. Look at which LED is lit.

If the dry-run LED is lit (LED 1 + right red)

- The water source is empty or the level has fallen below the suction — the usual and intended cause.
- The pump has lost prime, or air is being drawn in through a suction pipe joint or a faulty foot valve.
- The suction valve is closed or the strainer is choked.
- The lower limit is set too high for this motor. Set it slightly below the normal running current — note the running current on the Home page while the motor is healthy, and set the limit below that value.
- For a three-phase motor with an external CT, a wrongly connected or wrongly rated CT reads a low current and looks like a dry run.

If the overload LED is lit (LED 2 + right red)

- **Jamming — check this first.** A jammed impeller or a seized shaft draws heavy current immediately, so the device stops it about 7 seconds after every start attempt.
- A bearing failure or mechanical binding in the pump or driven equipment.
- Low mains voltage, which makes the motor draw more current for the same load.
- The upper limit is set too tight. Set it slightly above the normal running current but below the motor's rated maximum.
- A motor winding fault or a short circuit in the load wiring — have it checked by an electrician.

Important — about jamming:

A motor that has been idle for a long time (after the monsoon, or a season's shutdown) very often jams — the impeller sticks with silt, scale or rust, or the shaft seizes. The symptom is an overload trip within a few seconds of every start attempt. Isolate the supply, then turn the pump shaft by hand: it should turn freely. If it is stiff or will not move, free the impeller and clear any debris before trying again. Do not disable overload protection to force the motor to run, and do not leave auto-restart enabled on overload while the cause is unknown — that is how windings get burnt.

Tip:

The Recent Logs on the Home page and the Operation Logs in the cloud dashboard show each trip with its time and reason. If the device trips repeatedly, the log sequence tells you whether the cause is the same fault every time (a real mechanical or supply problem) or different faults (usually a threshold set too tight).

8.3 Checking the Connections

Before concluding that the device is faulty, verify the wiring against the relevant circuit diagram in [Section 2.5](#). Always isolate the supply at the MCB before touching any terminal.

- **LINE → IN and LINE → OUT not swapped:** incoming mains live must go to LINE IN, and the load must be fed from LINE OUT. If they are reversed, the SuperSmart cannot switch on.
- **Neutral connected to N:** the device needs neutral for its own supply and for voltage measurement. Without it there is no reading and no operation. Both N terminals are internally connected — use either.
- **Terminals tight:** a loose terminal causes heating, a voltage drop under load, intermittent operation and false under-voltage trips. Re-tighten every terminal and look for discolouration or a burnt smell.
- **Conductor size:** use conductors rated for the load current, within the 2.5 sq mm x 2 terminal capacity.
- **Earth:** the green wire must go to a proper earth connection.
- **Float / flow switch on 5V DC only:** the red and black wires carry 5V DC. Never connect them to AC mains — it will damage the device and void the warranty.
- **External CT (three-phase installations):** check the CT ratio and its orientation on the conductor. A reversed or wrongly rated CT gives wrong current readings and causes false dry-run or overload trips.
- **Starter and pressure switch wiring:** for a submersible pump with the EVIQtech Self-Starter (Circuit 6) or a pressure pump (Circuit 5), confirm the starter / pressure switch connections match the diagram for that circuit.

WARNING:

Wiring work on a 230V circuit must be done by a qualified electrician with the supply isolated at the MCB.

8.4 Device Not Found During BLE Scan

BLE pairing is only used by the Android app to set up WiFi and link the device to the cloud. If the app shows "No EVIQTech devices found", work through these checks in order.

- **BLE pairing mode is active:** hold the Green + Yellow buttons for about 5 seconds until the blue LED blinks fast. Pairing mode stays open only for a limited time, so start the scan in the app straight away. If you took too long, activate it again.
- **Pairing mode was not cancelled:** holding the Red button alone for 5 seconds disables BLE pairing mode. If the blue LED has stopped blinking fast, pairing is off.
- **Bluetooth is ON on the phone:** check Quick Settings ([Section 3.4](#)). BLE provisioning needs the EVIQtech Android app; a browser cannot scan for the device.
- **Permissions granted:** the app needs "Nearby devices" and "Precise" location "While using the app" ([Section 4.4](#)). If you tapped "Don't allow" earlier, enable both from the phone's Settings → Apps → EVIQtech → Permissions.

- **Distance:** stay within about 5 meters of the device with no thick walls or metal panels in between. A device installed inside a metal starter panel may need you to stand right next to it.
- **Scan again:** tap Scan Again. If it still does not appear, power-cycle the device, reactivate pairing mode, and scan once more.

Tip:

BLE is only needed for provisioning. If scanning keeps failing, you can set up WiFi from any phone or laptop through the device's own access point instead (Section 4.2), and connect the cloud later from Settings → Cloud Settings (Section 6.7).

8.5 WiFi Connection Fails

When the device cannot join your WiFi network it falls back to its own access point within about 15 seconds, so you can always reach it and correct the settings. Check the following before trying again.

- **Password:** WiFi passwords are case-sensitive. Tap the eye icon to check what you typed before saving.
- **2.4 GHz network only:** the SwiGO SuperSmart does not support 5 GHz. Many dual-band routers broadcast both bands under one name; if the device will not connect, give the 2.4 GHz band its own network name in the router settings and select that one.
- **Signal strength at the installation point:** the device is often installed in a pump room, sump area or outside wall where the signal is weak. Check the signal on your phone while standing at the device. If it is poor, move the router or add a WiFi extender.
- **Router is online:** confirm other devices can use the network, and that the router is not blocking new devices (for example, MAC filtering or a limit on the number of connected devices).
- **Static IP settings:** if you set a static IP address under Settings → WiFi settings, make sure it is in the same range as your router and not used by another device. If unsure, switch back to automatic (DHCP).
- **Restart:** restart the router, wait until it is fully online, then power-cycle the device.
- **BLE pairing mode is active:** while the device is in Bluetooth pairing mode (blue LED blinking fast, after holding Green + Yellow for 5 seconds) its WiFi is switched off. It will neither join your network nor offer its own access point, so it cannot be found in the app's Local tab, at <http://192.168.4.1> or as DeviceName_AP. Leave pairing mode first — hold the Red button for 5 seconds, or let it time out (Section 2.3) — and the WiFi comes back.

Note:

To correct the WiFi details, connect your phone to the device's access point (DeviceName_AP), open <http://192.168.4.1>, unlock with your PIN and go to Settings → WiFi settings (Section 4.3).

8.6 Cloud Connection Not Working

The cloud connection depends on the device first being connected to WiFi with working internet. Confirm that the device is reachable locally, then check the cloud-specific causes below.

- **Device is on WiFi first:** open the app's Local tab (or browse to <http://DeviceName.local>) on the same network. If the device does not appear locally, fix WiFi first (Section 8.5).
- **Internet is available:** the router must have a working internet connection. Some office or hotel networks, and firewalls, block the ports used by IoT devices — try another network if possible.
- **Correct email:** the email entered while linking must match your account at iot.eviqtech.com exactly. A different email creates or links to a different account, and your device will not appear in your usual dashboard.
- **Device already registered to another email:** linking with a new email shows an error. If you want to change the device email to another one, please call EVIQTech support.
- **New account password email:** when a new account is created, a link to set the password is sent by email. If it has not arrived, check the spam or junk folder.
- **Firmware version:** cloud connection from Settings requires firmware 1.18.0 or later. Check the version under Settings → Firmware update.
- **App stuck on "Loading dashboard":** log out and back in on the Cloud tab, or force-close the app and reopen it.

Tip:

Settings → Cloud Settings shows "EVIQtech Cloud Connection Status: Connected" when the link is working. Check it there first — it tells you whether the problem is on the device side or in the app.

8.7 Device Offline in Cloud

In the cloud device list a green dot means the device is online, and a grey dot means the cloud has not heard from it recently. A device that was working and then shows grey has usually lost its WiFi or internet connection.

- **Power:** check that the device has supply and that its LEDs respond. Below about 90V the device does not power on at all ([Section 8.2](#)).
- **Local connection:** on the same WiFi network, check whether the device appears in the app's Local tab. If it does, the WiFi link is fine and the problem is the internet connection or the cloud link.
- **Internet at the site:** confirm the router has internet. At remote sites a mobile hotspot or dongle may have run out of data or be switched off.
- **WiFi network changed:** if the router, network name or password was changed, the device cannot rejoin and falls back to AP mode. Connect to DeviceName_AP and update the details in Settings → WiFi settings.
- **Power-cycle:** switch the supply off and on, wait a minute for the device to reconnect, then refresh the cloud dashboard.

Note:

While the device is offline in the cloud it keeps working on its own — schedules, timers and all protections run on the device itself. Only remote control and live readings in the cloud are unavailable. Master-Remote setups that use the MQTT Service also need the cloud connection ([Section 6.9](#)).

8.8 Returning to AP Mode

In AP mode the device creates its own WiFi network (DeviceName_AP) so you can reach it directly without a router. You would return to AP mode to change a WiFi network that is no longer available, or to control the device at a site without WiFi.

- **Automatic:** if the configured WiFi network is unavailable, the device returns to AP mode on its own in about 15 seconds.
- **Remove WiFi settings and return to AP mode:** hold the Violet + Red buttons for 10 seconds until the blue LED lights up. The saved WiFi network is erased; the device name, PIN, schedules and protection settings are kept.
- **Parallel AP mode (keep WiFi):** hold the Red button alone for 5 seconds. The device opens its access point while staying connected to your WiFi network — useful for a quick local check without changing any settings.

Once the access point is running, connect your phone or laptop to DeviceName_AP, open <http://192.168.4.1> in the app or a browser, and unlock with your PIN ([Section 4.2](#)).

Tip:

If your phone disconnects from the access point with a "No internet" message, choose to stay connected. The device's own network has no internet by design.

8.9 Factory Reset

A factory reset returns the device to its out-of-the-box state. Use it only as a last resort — for example, when the PIN is forgotten or the settings are too confused to correct one by one.

Step 1: Hold the Yellow + Blue + Red buttons together for 20 seconds until the blue LED lights up.

Step 2: Release the buttons. The device restarts and creates the default access point **SwiGOss_AP**.

Step 3: Perform the Initial Setup again ([Section 5.1](#)) to set a Device Name, PIN and WiFi network.

Step 4: Re-enter your protection limits, schedules, float switch mode and any Master–Remote settings, and reconnect the cloud if you use it (Section 6.7).

Important:

Factory reset erases everything: WiFi, name, PIN, cloud link, protection thresholds and schedules. Before resetting, note down your current protection limits and schedules if you can still open the device, so you can restore them afterwards.

8.10 PIN Forgotten

The SwiGO SuperSmart PIN is user-defined and is never the default "1234" after Initial Setup. There is no PIN recovery, because the PIN protects control of the connected motor. Before resetting, try the options below.

- **Check a remembered PIN:** if "Remember PIN" was ticked on any phone, tablet or browser that has opened the device, it may still unlock without typing the PIN. From there you can set a new PIN under Settings → Device Pin.
- **Check the cloud:** if the device is linked to your cloud account, you can still control it remotely at iot.eviqtech.com while you plan the reset.

If neither works, reset the PIN with a factory reset:

Step 1: Perform a factory reset (Section 8.9): hold Yellow + Blue + Red for 20 seconds.

Step 2: The device returns to its fresh state and creates SwiGOss_AP.

Step 3: Perform the Initial Setup again (Section 5.1) to set a new Device Name and PIN.

Step 4: If you were using cloud, re-link the device to your cloud account — via BLE pairing (Section 4.4) or from Settings → Cloud Settings (Section 6.7), using the same email as before.

Tip:

Choose a PIN you will remember, and record it somewhere safe that other users of the pump can find — the installer, a family member or the site supervisor.

8.11 iOS / Browser Interface Not Loading

On iPhone, iPad and computers the device is controlled through its built-in web page. If the page does not open, the cause is almost always the network connection between your device and the SwiGO SuperSmart rather than the SuperSmart itself.

- **Connected to the right network:** in AP mode, join SwiGOss_AP (or DeviceName_AP); in WiFi mode, join the same WiFi network as the device. A phone on a guest network or a different router cannot see the device.
- **Type the address with http://:** enter `http://192.168.4.1` (AP mode) in full. Some browsers automatically switch to https://, which the device does not use.
- **Use the IP address instead of the .local name:** `DeviceName.local` does not resolve on every device or network. Use `http://192.168.4.1` in AP mode, or the router-assigned IP in WiFi mode (shown in the app's Local tab or your router's connected-devices list).
- **Turn off mobile data temporarily:** when connected to the device's access point (which has no internet), some phones quietly send traffic over mobile data instead.
- **Stay on the access point:** if the phone shows "No internet — use this network?", choose to keep the connection; otherwise it switches back to another network.
- **VPN or security software:** a VPN, private relay or firewall on the phone or laptop can block local addresses. Pause it while using the device.
- **Clear cache and reload:** after a firmware update, an old cached copy of the page may not load correctly. Clear the browser cache or open a private window.

Note:

The session times out after 10 minutes without interaction, and you will be asked for your PIN again. This is normal and not a connection problem.

9. Support and Contact

For technical support, warranty inquiries, or feedback:

Contact	Details
Website	www.eviqtech.com
Email	info@eviqtech.com
Cloud dashboard	https://iot.eviqtech.com
Android app	Via the "More" tab in the EVIQtech app

Thank you for choosing EVIQtech!

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