

Exceptional Experience

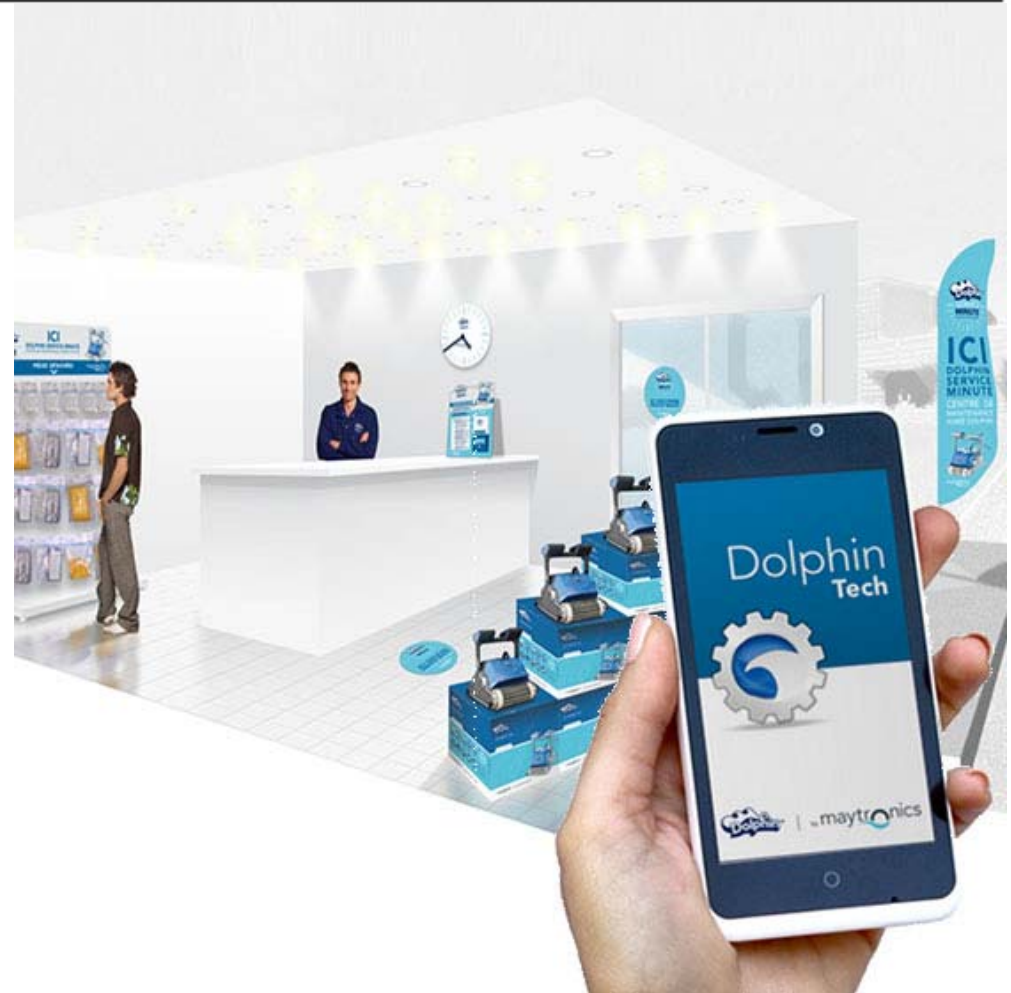
Dealer Level Repairs

DolphinTech™ Technician Mobile App



DolphinTech™ – For Quick and Easy Repairs

- Supplementary application for technicians
- Intuitive interface for quick and easy remote repairs by dealers & technicians
- Saves customers hours or days of waiting to get their Dolphin back



Dealer Kit

Includes:

- Advanced power supply
- 2 m (6 ft) long, 3-wire cable
- DolphinTech™ app
- Dealer tester



Part Number: 9993126

For additional information on the kit, see the [user manual for all languages](#)

Note: A smartphone is not supplied by Maytronics with the dealer kit and needs to be purchased separately.



Using the DolphinTech™ Application

Smartphone Diagnostics – How Does it Work?



Installing the DolphinTech™ Application

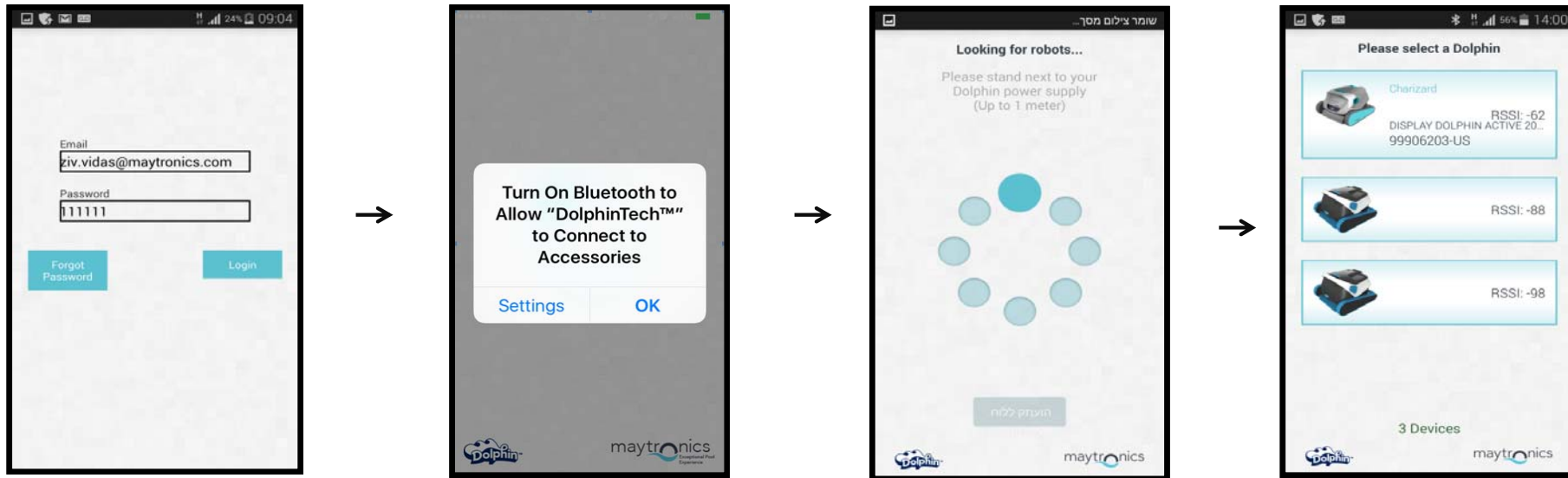


1. Make sure your phone is connected to the Internet.
2. Search for the DolphinTech™ app in the App Store or Google Play.
3. Install the application.
4. Login with your support center username and password.

If you do not have a username and password for the Maytronics support site, please contact your Maytronics account manager.



User Authentication



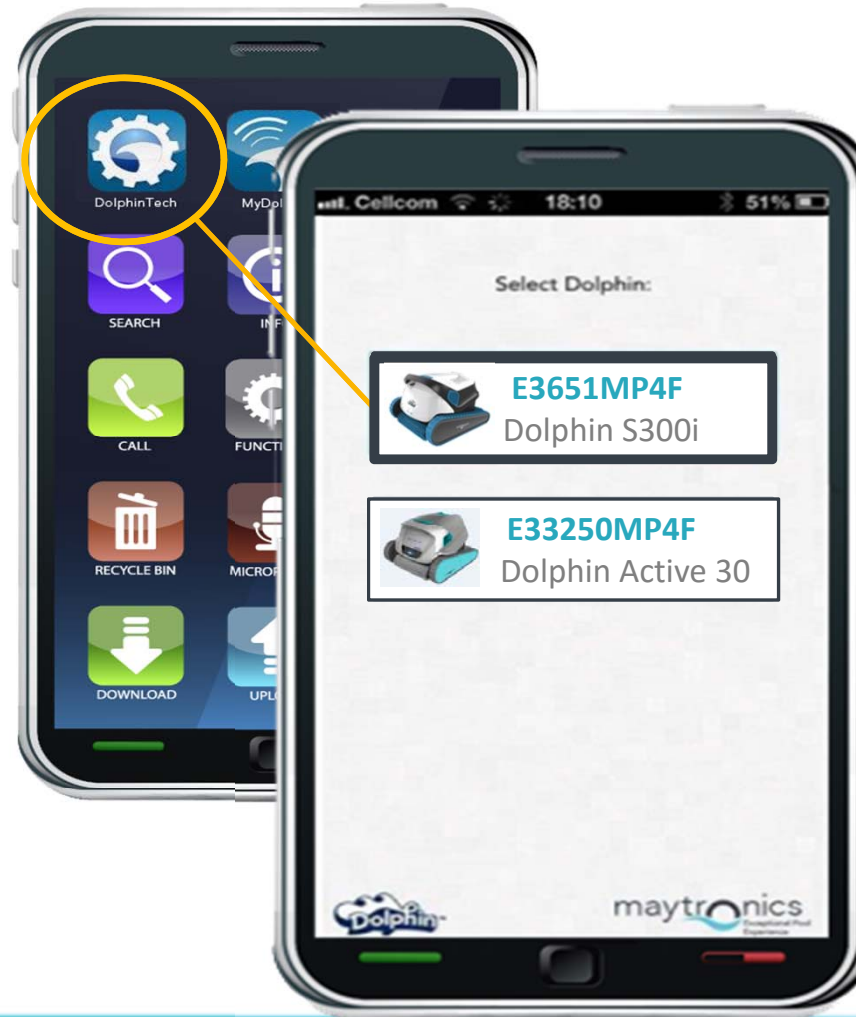
Enter your email address and password (the same password you use to enter the Maytronics support site).

Once your credentials are authenticated, the “Please select a Dolphin” screen appears, showing all the Dolphins connected to advanced power supplies.



Initiate Testing – Select Dolphin Screen (Pairing)

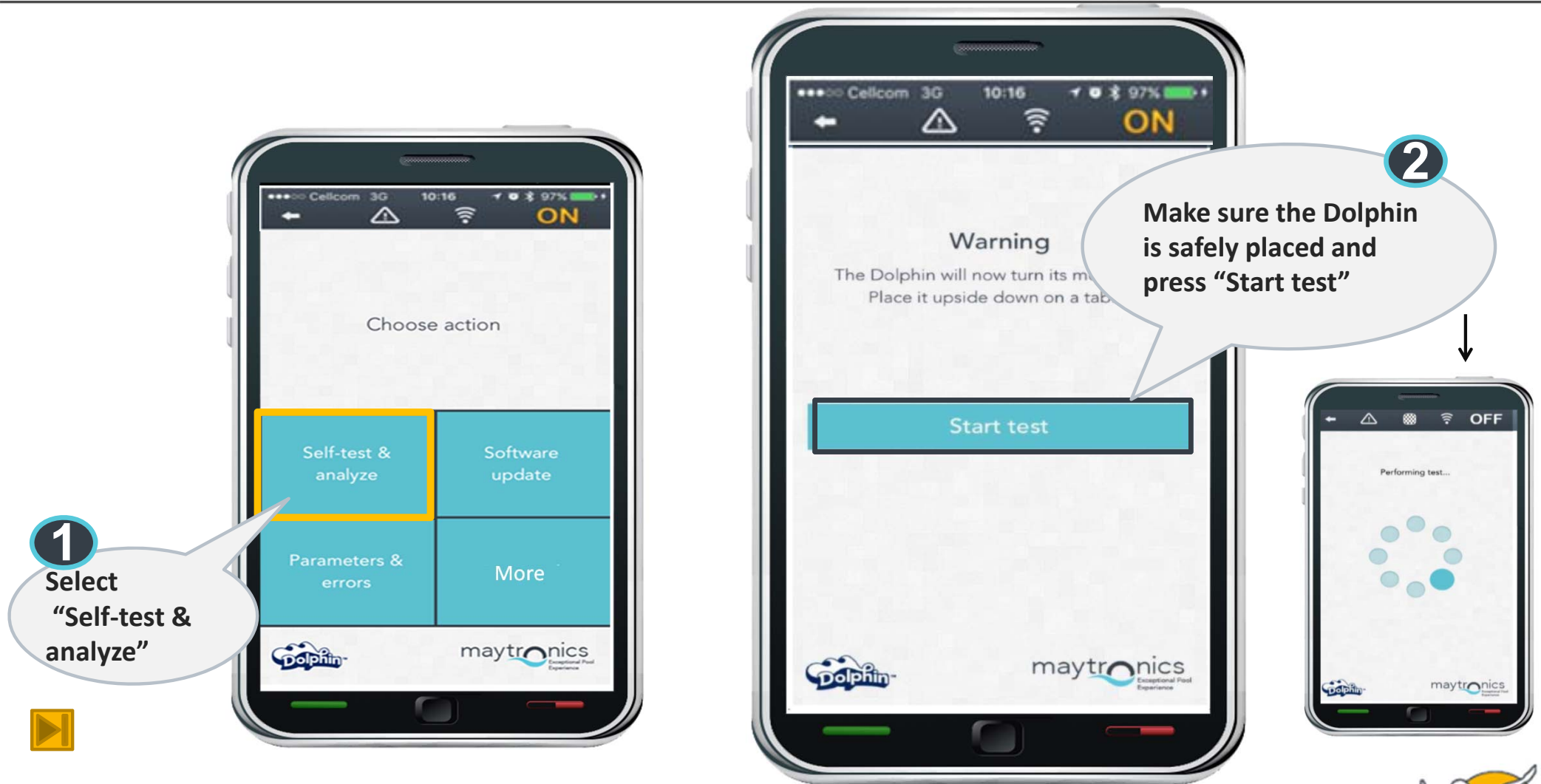
Select the Dolphin to be tested from the “Please select a Dolphin” screen.



Main Screen Features



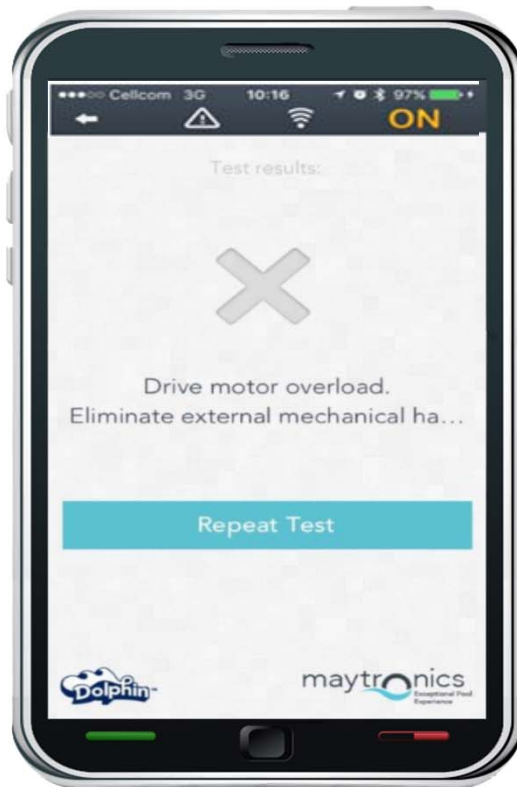
Initiating Testing (Coming Soon)



Test Results Screen Options (Coming Soon)

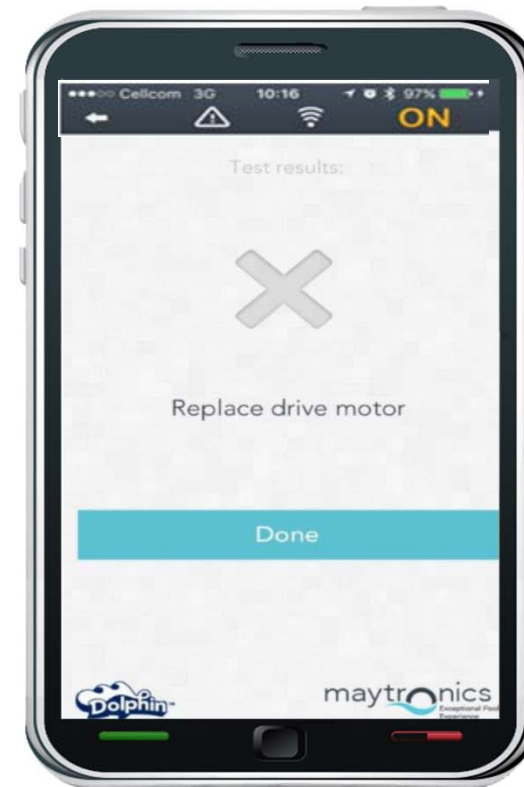
Option 1 – Possible Error

Repair the possible error and repeat the test

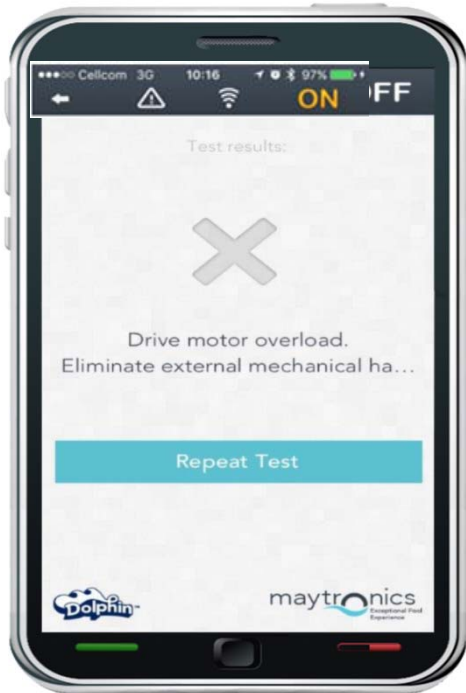


Option 2 – Required Action

Perform the required actions to repair the error

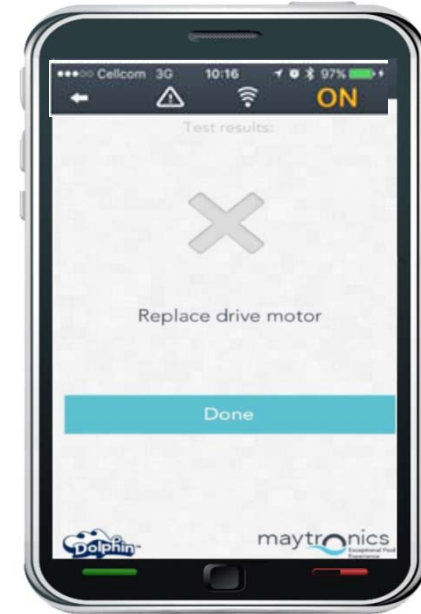


Possible Errors (Coming Soon)



Possible errors:

- Card failure
- Drive 1 motor failure
- Drive motor overload
- Drive motor underload
- Impeller 1 motor failure
- Impeller overload
- Impeller underload
- Out of water
- Pitch - wall/floor sensor
- Roll - wall/floor sensor
- Servo overload
- Servo underload
- VCC error

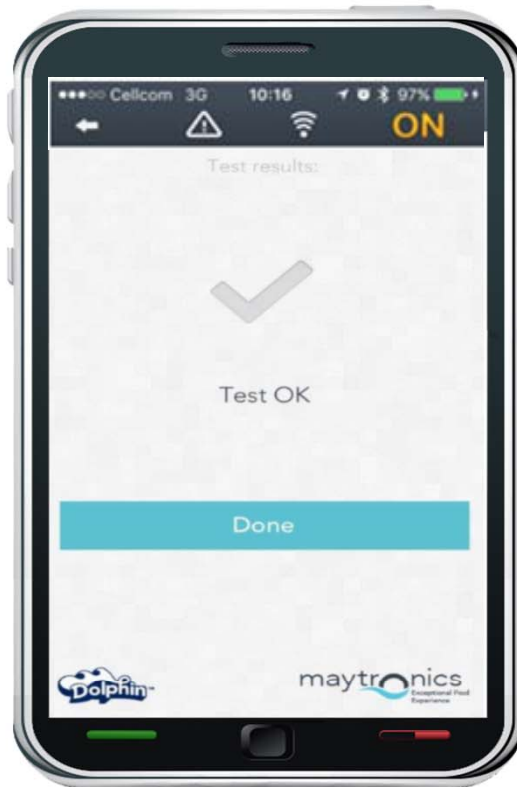


The application displays repair instructions for each error

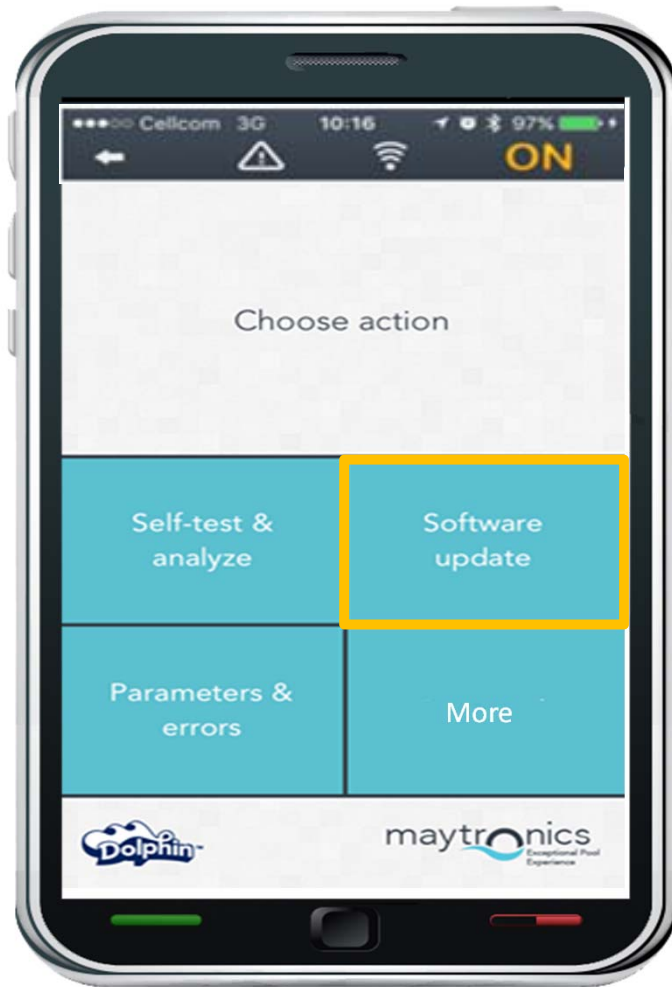


After Repair (Coming Soon)

Once the problem is resolved, redo the test to receive the approval screen.



Software Update (Coming Soon)

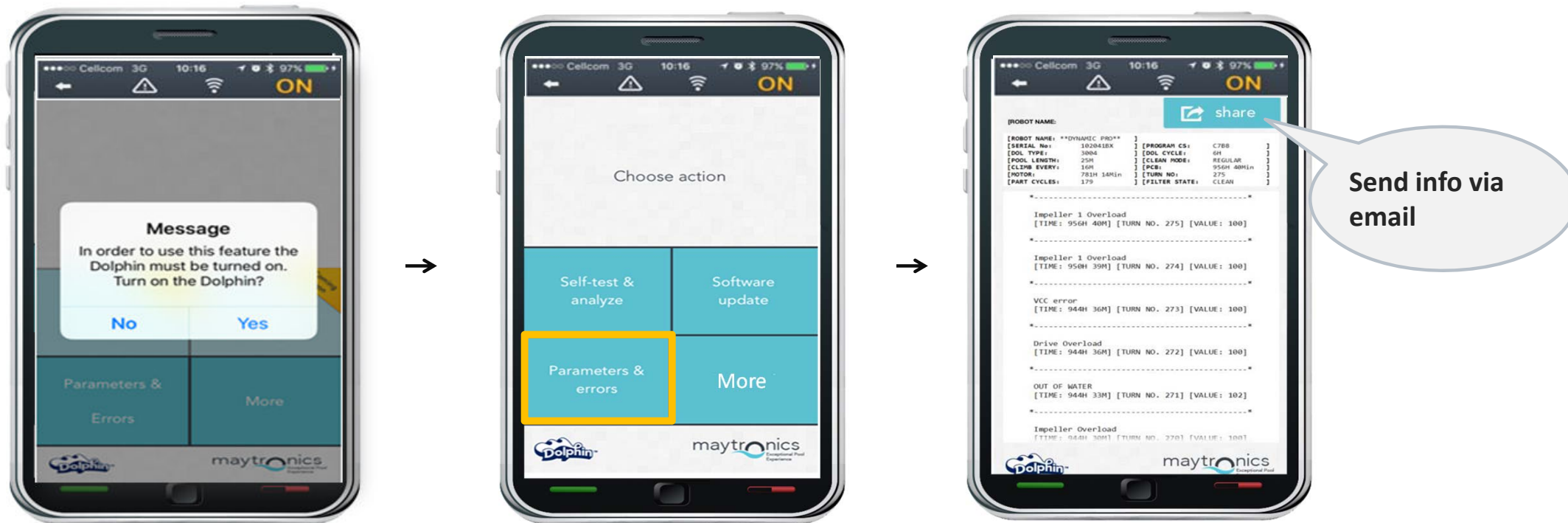


This is used for application and software updates if required.



Parameters and Errors

To escalate a problem that cannot be solved, make sure the Dolphin is turned on. Select Parameters and errors from the DolphinTech™ application and then share the error.



Additional Features



Time remaining
until next operation

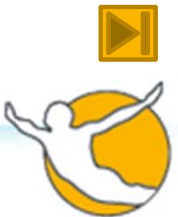
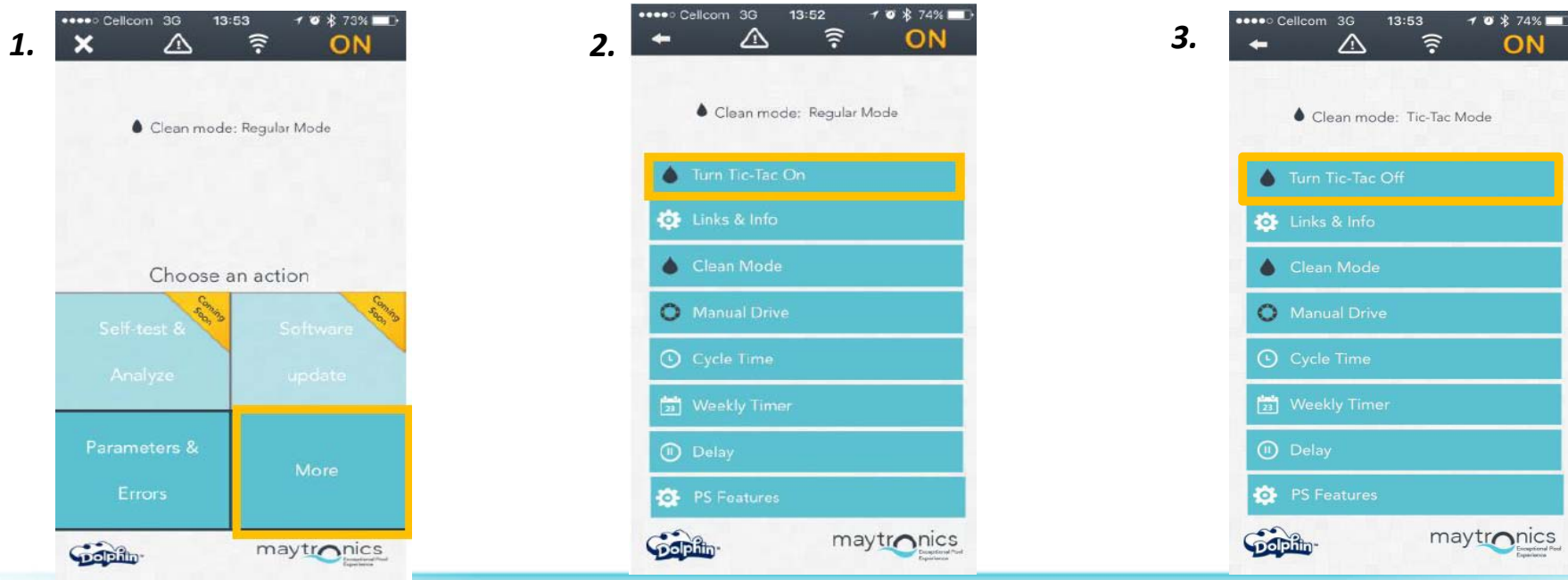
Clean and Delay
modes (hidden
when inactive)

Similar to menu in the
MyDolphin application.
For more information,
click [here](#).

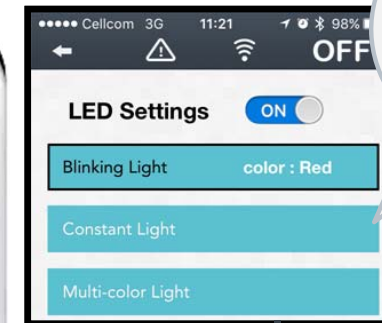
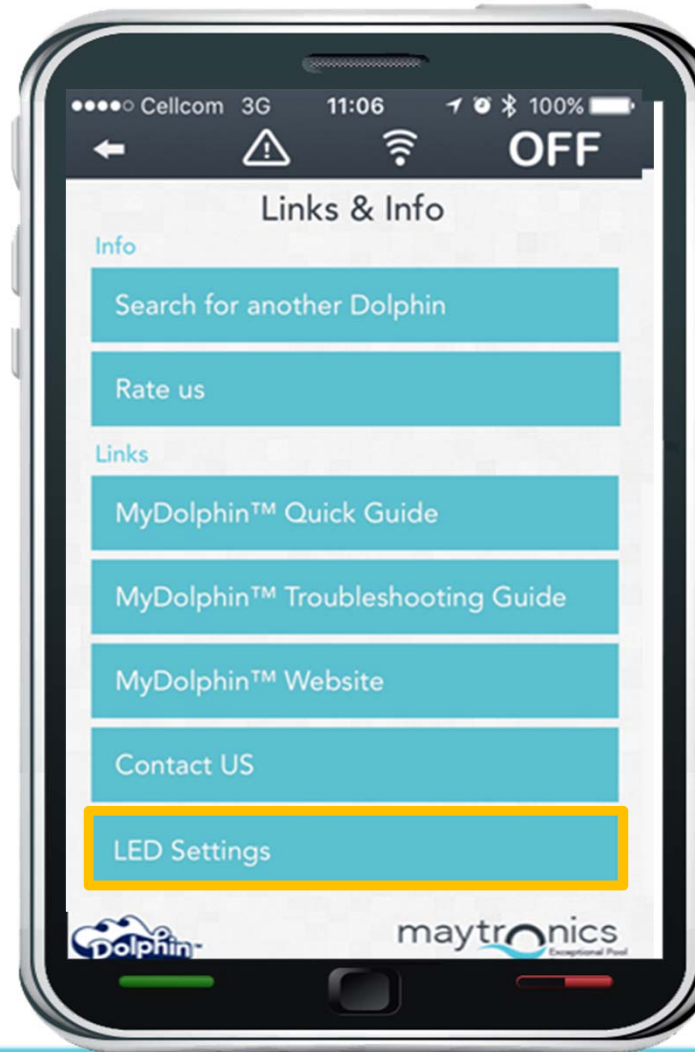
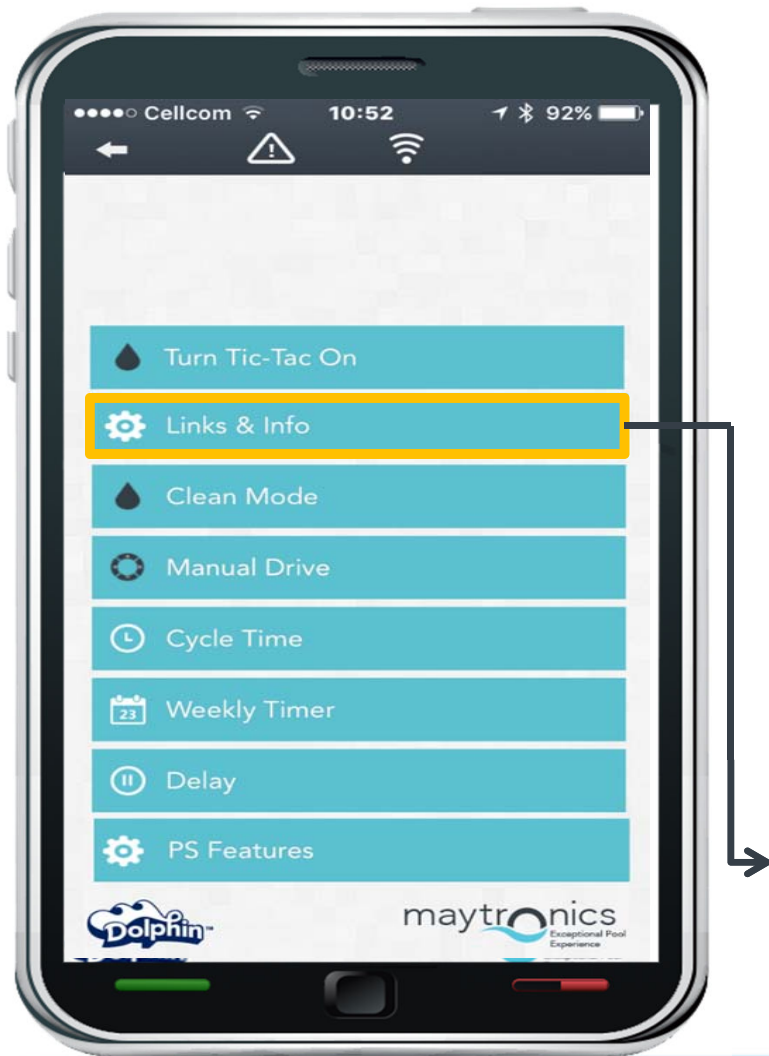


Additional Features – Tic-Tac Mode

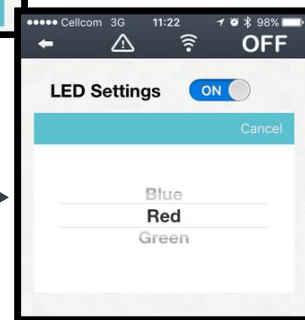
- Uses unique software to enable store owners to demonstrate Dolphin performance in an aquarium.
- Before activating the Tic-Tac mode:
 - Verify that the motor unit (MU) software is checksum:3AE3 and that the power supply (PS) version is 8.7 (production week 36, 2015 and later [GT3615XXXX]).
 - Switch on the Dolphin.
 - Login to the DolphinTech™ app.
- To activate the Tic-tac mode, click on More. Then click the Turn Tic-Tac On button. The Turn Tic-Tac On button changes to Turn Tic-Tac Off, which indicates that the Tic-Tac mode is on.



Additional Features – Led Settings



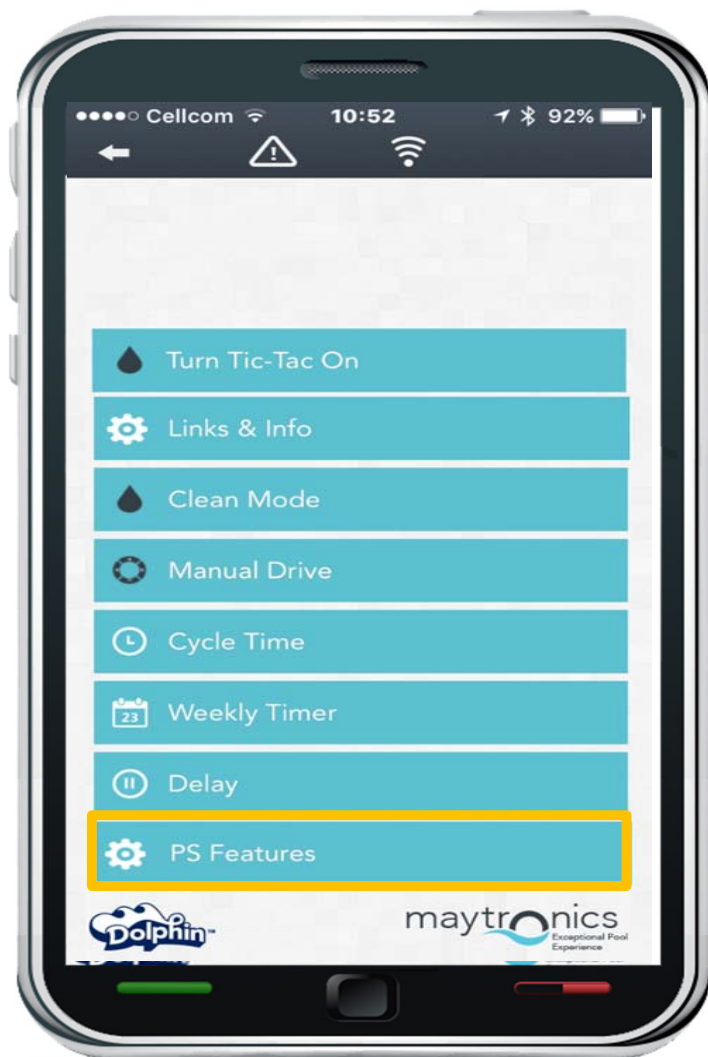
You can choose 1 of 3 different optional colors and LED options.



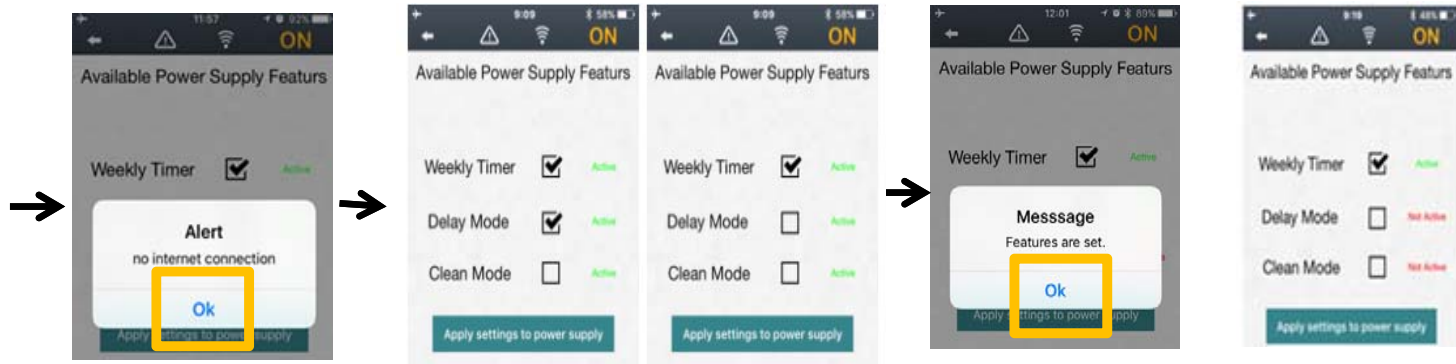
To access the LED settings, click on More. Then click Links & Info, and LED Settings.



Additional Features – Power Supply (PS) Features



- The Pro Power Supply provides information about the customer's settings.
- The PS configuration is based on the MTIL database.
- In order to change the PS settings, disable both your cellular line connection and your WiFi connection.
- Click More and then PS Features, and define your requested settings.



** The original features will be enabled once the Dolphin is connected to the PS and the MyDolphin app is activated.*



Smartphone TBS – Added Value



Problem	Check	Notes
<ol style="list-style-type: none"> Cannot find MyDolphin app in App Store / Google Play. Cannot download the software from the App Store / Google Play. 	Smartphone manufacturer, smartphone model & iOS version.	Verify that your mobile phone version is iPhone 4s or iOS 6.0 or higher, and update if required.
<ol style="list-style-type: none"> No robots are displayed on the “Select a robot” screen. Cannot download the software from the App Store / Google Play. 	<p>Does the end user have an active Internet connection (3G, 4G or WIFI)? Note that this is required for the initial pairing step. After this step it is not essential.</p> <p>If there is an Internet connection and there are still no displayed robots on the “Select a robot” screen, check with your Maytronics support team that the serial number of the robot and the motor unit are correct.</p>	The initial connection to the Dolphin using the app needs to be done when the Smartphone is connected to the Internet (3G, 4G or Wi-Fi).
<ol style="list-style-type: none"> Cannot connect the robot. 	<p>Is the floating cable properly connected to the power supply?</p> <p>Try move closer to the power supply.</p>	

To download the full troubleshooting guide, click on the relevant language link:

[English](#), [Spanish](#), [German](#), [French](#), [Italian](#), [Portuguese](#).



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