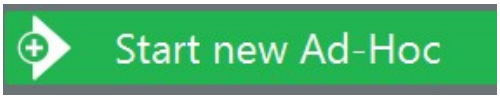
3. Ad-Hoc Tour

3.1. Read Water Meters

An Ad-hoc tour is an empty tour to which every device received by radio or entered manually will be added

1. To begin a tour, select the Tours Icon from the main menu

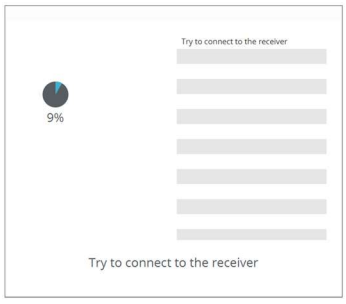
2. Click Start new Ad-Hoc from the menu



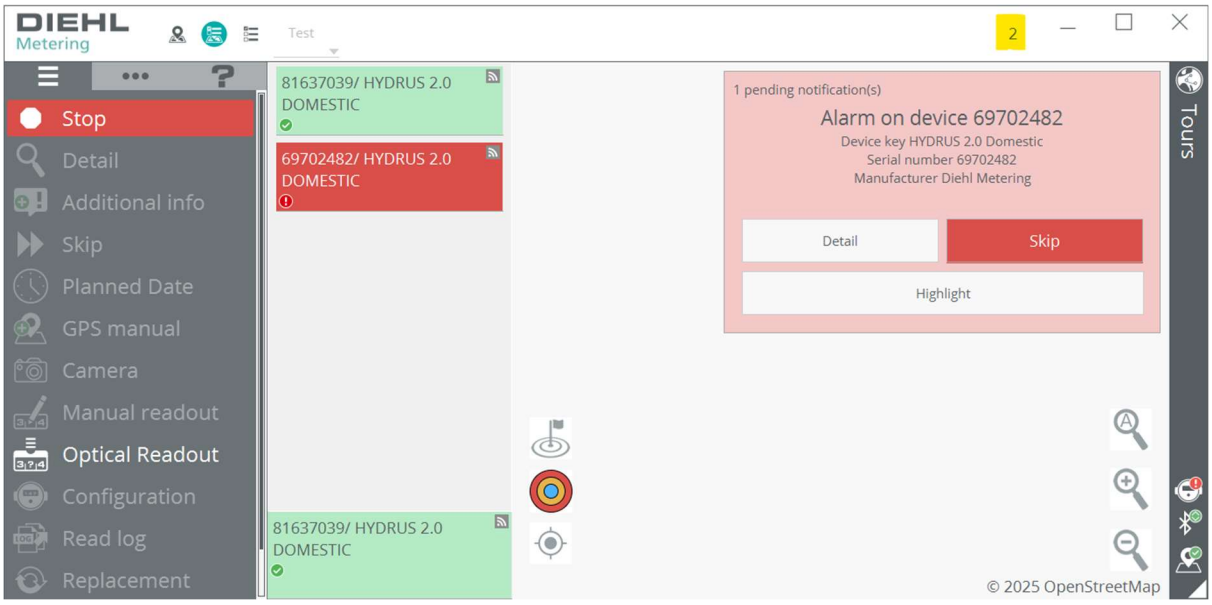
3. Give your tour a name relevant for future reference and click OK

4. Turn On the RDC motion (formally called receiver bluetooth)

5. Wait for the RDC to connect



6. The tour will start, when you have collected all your desired meters as indicated by the number in the top right-hand side of your screen.



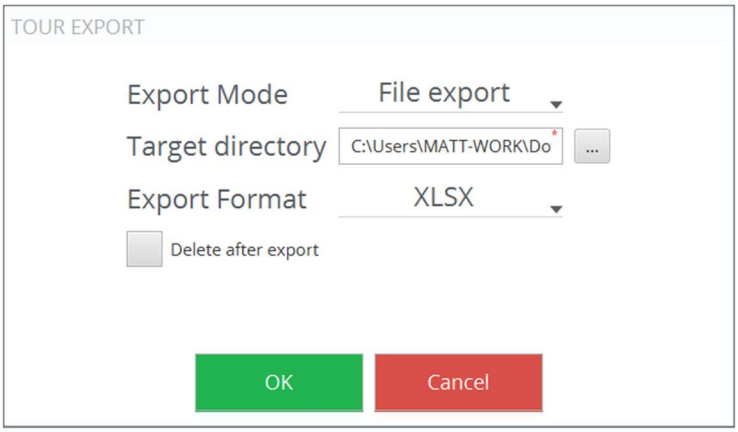
7. Once you have picked up the required number of meters, clock the stop button.

3.2. Export Meter Readings

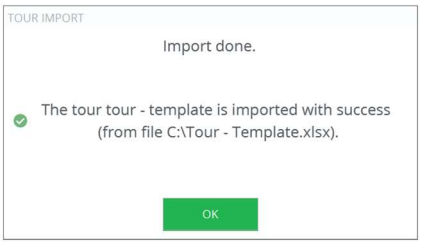
Once you have completed your tour you can export using the export icon in the left-hand menu

1. Click Export button

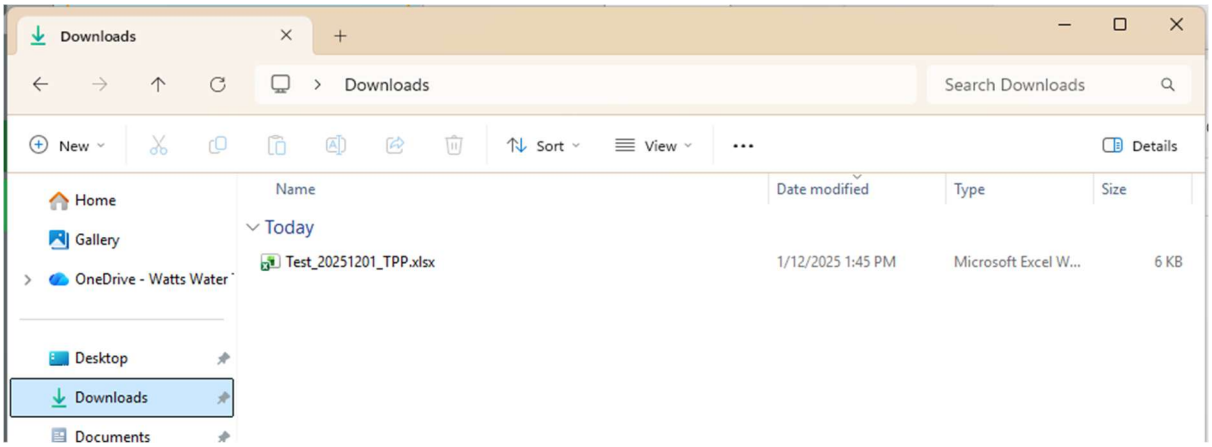
2. Select **"File Export"** as the mode. File location (where to save your file) and export format type as **XLSX.**



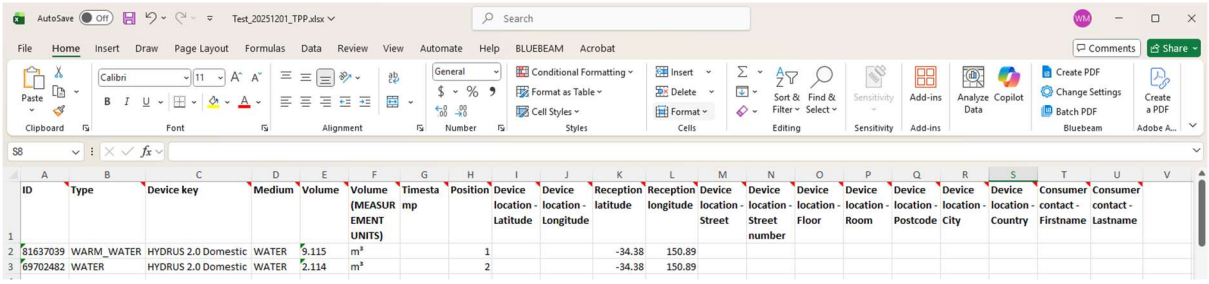
3. You will see the following message confirming your file has been successfully imported, click OK.



4. Open windows file explorer and locate the file you just exported.



5. Open the file in excel. Note Microsoft office is not included in our mobile meter reading solution.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	ID	Type	Device key	Medium	Volume	Volume (MEASUREMENT UNITS)	Timestamp	Position	Device location - Latitude	Device location - Longitude	Reception latitude	Reception longitude	Device location - Street	Device location - Street number	Device location - Floor	Device location - Room	Device location - Postcode	Device location - City	Device location - Country	Consumer contact - Firstname	Consumer contact - Lastname	
2	81637039	WARM_WATER	HYDRUS 2.0 Domestic	WATER	9.115	m³		1			-34.38	150.89										
3	69702482	WATER	HYDRUS 2.0 Domestic	WATER	2.114	m³		2			-34.38	150.89										

6. Use this data as required e.g. for billing tenants.

4. Guided Tour

4.1. Create a Guided Tour

1. Request the template IZAR@MOBILE “Tour - Template.xlsx” from Enware or create it yourself.

Position	ID	Device location - Room	Device location - Floor	Device location - Street number	Device location - Street	Device location - City	Device location - Postcode	Device location - Country	Device location - Alt	Consumer contact - Firstname	Consumer contact - Lastname
1	69702482	101	L1	123	York Street	Sydney	2000	Australia		John	Citizen
2	81637039	201	L2	123	York Street	Sydney	2000	Australia		Jane	Citizen
…	…	…	…	…	…	…	…	…	…	…	…

2. Fill in the fields as you require, note the only mandatory field is “ID” which should contain the meter serial number as read off the meters below.

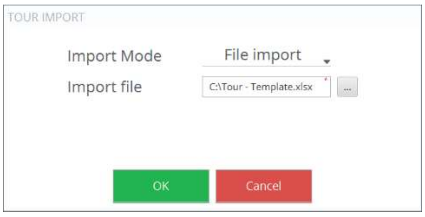
4.2. Read Water Meters

A Guided tour is a tour that is run off a specified device list, only collecting information from meters that have been defined for a site.

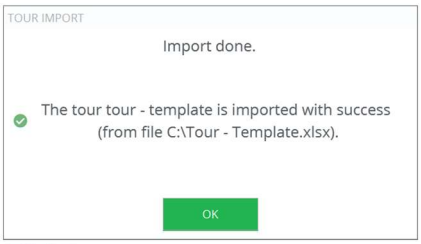
1. To begin a tour, select the Tours Icon from the main menu

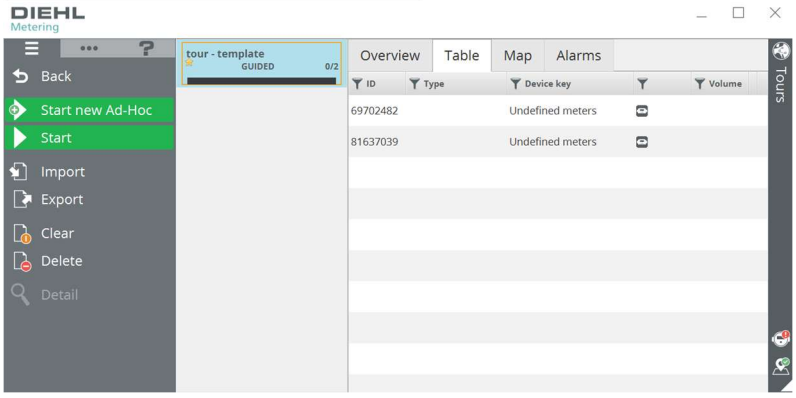
2. Click the import button

3. Browse for your tour file on your computer and click OK



4. You will see the following message confirming your file has been successfully imported, click OK.

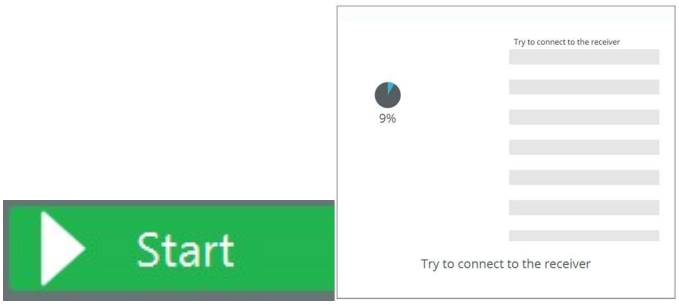




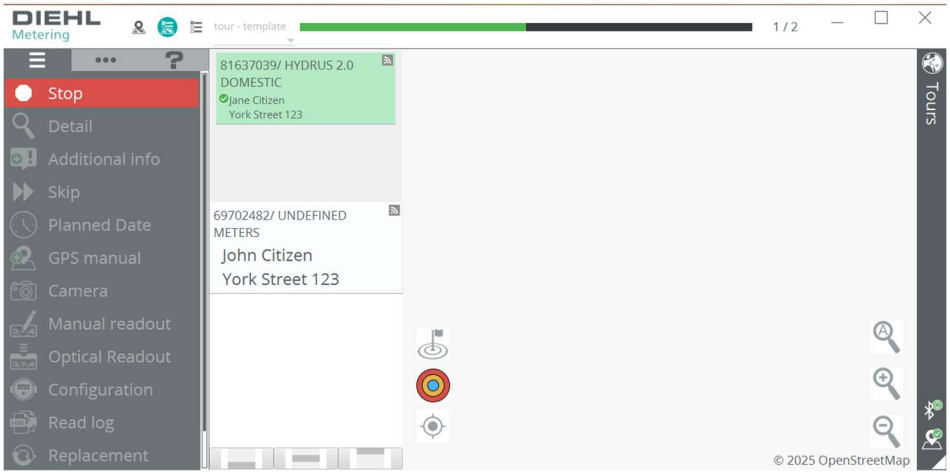
5. Turn On the RDC motion (formally called receiver bluetooth)

Updated: 2026-05-22

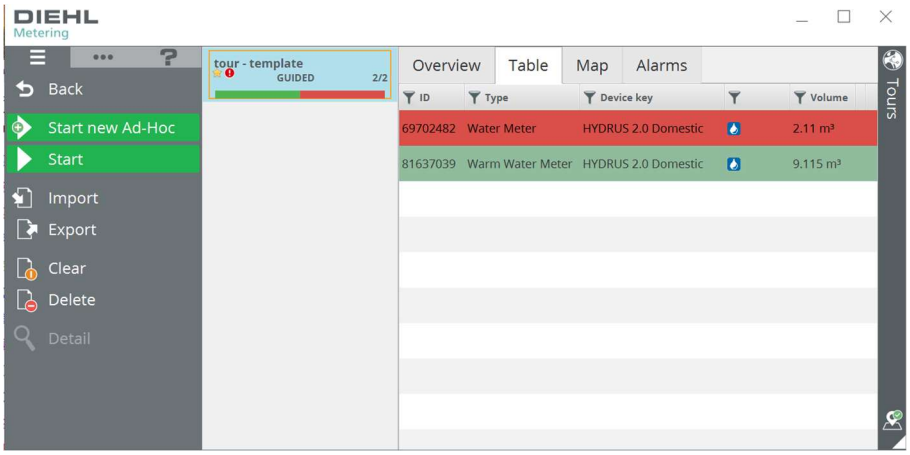
6. With the tour selected click the Start button in the left menu



7. Once the RDC motion connects, it will start the tour, feel free to walk around the building(s) of it is a large area.



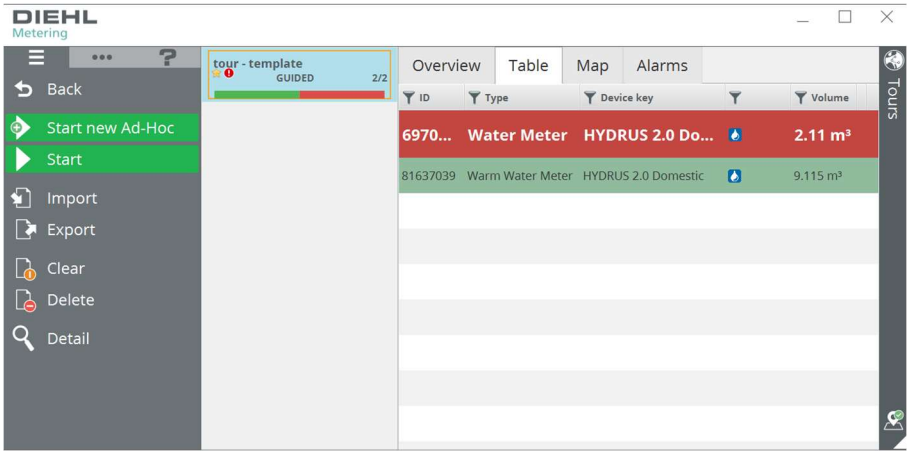
8. Once all the meters in the tour file have had their meter reading collected your tour will stop automatically.



Updated: 2026-05-22

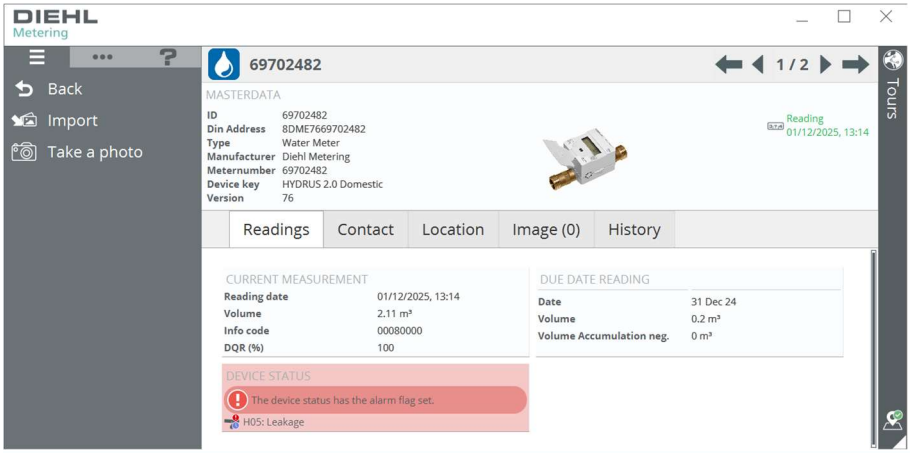
4.3. Review Meter Alarms

1. Any meter in the table view that are read have a meter alarm, select one of these meters, the text of the selected meter will become larger as below.



2. Click Details

3. Review the alarm (in this case the alarm H05: Leakage indicates that historically there was a leakage detected)



Updated: 2026-05-22

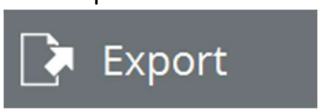
Error messages (optical notification on LC-display in case of error).
3 categories of error:
E - Current errors: The error event is active now
A - Continuous errors: The error event is active since a defined time (configurable); an Alarm is created in the system; Holding time as described in the table below
H - Historical errors: The error event is active since a defined time (configurable); Holding time as described in the table below

Checksum error	Event is triggered if any data in Flash or RAM is corrupted or was manipulated in any way	E01 / A01 / H01
Hardware temperature	Event is triggered if temperature sensor cable is broken	E02 / A02 / H02
Hardware flow	Event is triggered if flow measuring error occurs	E04 / A04 / H04
Leakage detection	Event is triggered if the continuous consumption over a period of one day (configurable) is higher than a configurable threshold	E05 / A05 / H05
Back flow volume	Event is triggered if the reverse volume is higher than the configurable threshold	E06 / A06 / H06
Air in pipe	Event is triggered if air is detected in the pipe	E07 / A07 / H07
Low battery	Event is triggered if calculated battery life is less than 400 days	E09 / A09 / H09
Undersized meter	Event is triggered if flow is higher than a configurable threshold	E11 / A11 / H11
No consumption	Event is triggered if volume is lower than a configurable threshold for a configurable period of time	E12 / A12 / H12
High medium temperature	Event is triggered if medium temperature is higher than the threshold, which is related to the temperature class	E13 / A13 / H13
Freezing risk	Event is triggered if medium temperature is lower than 3°C	E14 / A14 / H14
Fallback mode	Event is triggered if a significant deviation of the measurement in the two measuring paths occurs	E17 / A17 / H17
Metrological log access	Event is triggered if the metrological log has been accessed	E18 / A18 / H18
Measurement interference	Event is triggered if the measurement is disturbed by influences of cavitation, air water mixture or electromagnetic interference	E22 / A22 / H22
System reset	Event is triggered if the system processor has been reset	E98
Any application error	Event is triggered if the bidirectional communication (M-Bus or optical Interface) has been corrupted	E99 / A99 / A00
Too much communication	Event is triggered if the communication through the optical interface exceeds the threshold	E00 / A00 / H00

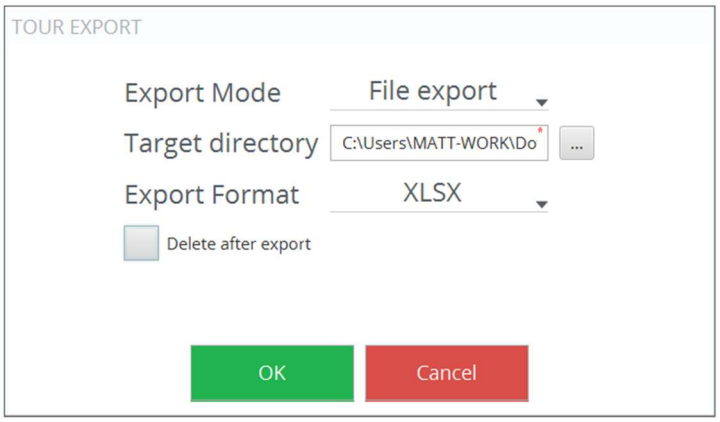
4. Address the alarm

4.4. Export Meter Readings

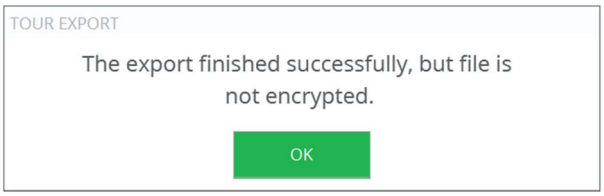
1. Click export



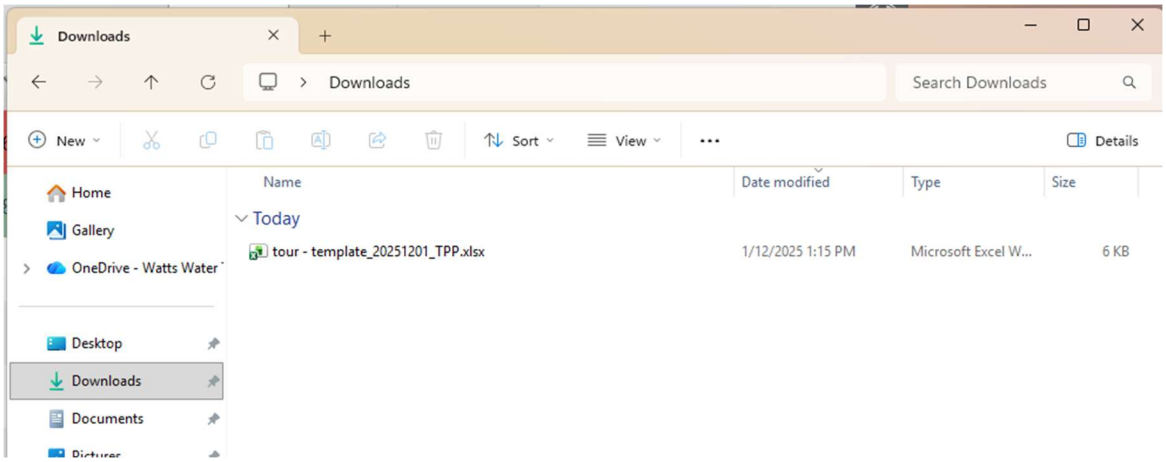
2. Set the desired target directory and click ok



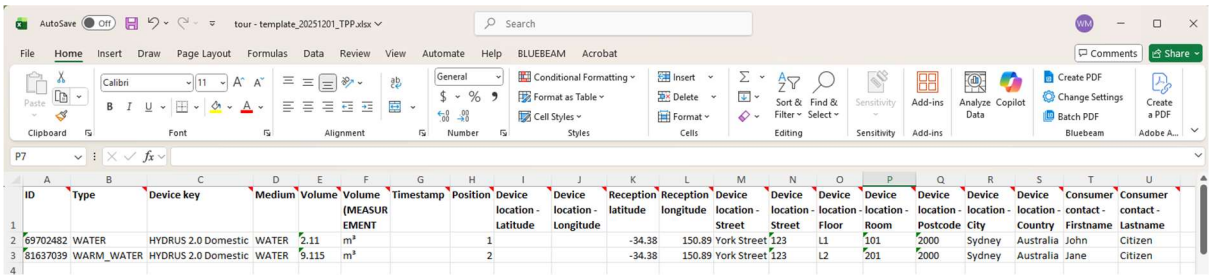
3. Click OK



4. Open windows file explorer and locate the file you just exported.



5. Open the file in excel. Note Microsoft office is not included in our mobile meter reading solution.



6. Use this data as required e.g. for billing tenants.