

# G2-FLOW Quick Start



For best results, setup your new product in the office/lab. Collect a few data points and become familiar with the system prior to field deployment.

- 1 Go to [V2.WQDataLIVE.com/Getting-Started](https://V2.WQDataLIVE.com/Getting-Started)
- 2 Create a new account or sign into an existing account and enter the **Claim Code** found on the serial label to access the device's data
- 3 Place the G2-FLOW in an area with strong cellular coverage
- 4 Remove either one of the blank outer plugs and connect the sensor
  - If using an ultrasonic sensor for depth, remove the other outer plug and connect
- 5 Turn the power screw clockwise until it stops (device will beep once when powered)
- 6 Refresh WQData LIVE and confirm the **Diagnostic Data Last Contact** timestamp has been updated (May take up to 1 minute<sup>1</sup>)
  - Data will appear after a reading has occurred
- 7 Deploy the device



<sup>1</sup>A brand new modem may require up to 2 minutes to provision with the cellular provider the first time it connects to the internet.



**Model:** G2-FLOW  
**Serial:** 3008-17A01-001

**Body Tag:** G220000  
**Claim Code:** B94DC879

# Troubleshooting



Symptom	Possible Cause	Corrective Action
Claim code does not work	Code was entered incorrectly	Re-enter code exactly as shown on the serial label
	Device was already claimed	Check with previous owners/users
WQData LIVE's <i>Last Contact</i> time does not update  OR  Device does not upload new data to WQData LIVE	No power to device	Ensure the power screw is turned clockwise until it stops Replace the battery pack
	No cellular coverage	Relocate the unit to an area with strong cellular coverage and no obstructions (outside in a parking lot is typically good), then cycle the power (turn the power screw counterclockwise until the top of the O-ring can be seen, then turn clockwise until it stops). The device should beep twice after being powered for 30-60 seconds. Three beeps indicates no signal.
Flow data reports errors	Battery voltage below 9V	Replace the battery pack
	Sensor damaged	Visually inspect sensor and contact NexSens for RMA authorization

For more assistance visit:

[www.NexSens.com/Category/Knowledge-Base/G2-Series-Monitoring](http://www.NexSens.com/Category/Knowledge-Base/G2-Series-Monitoring)