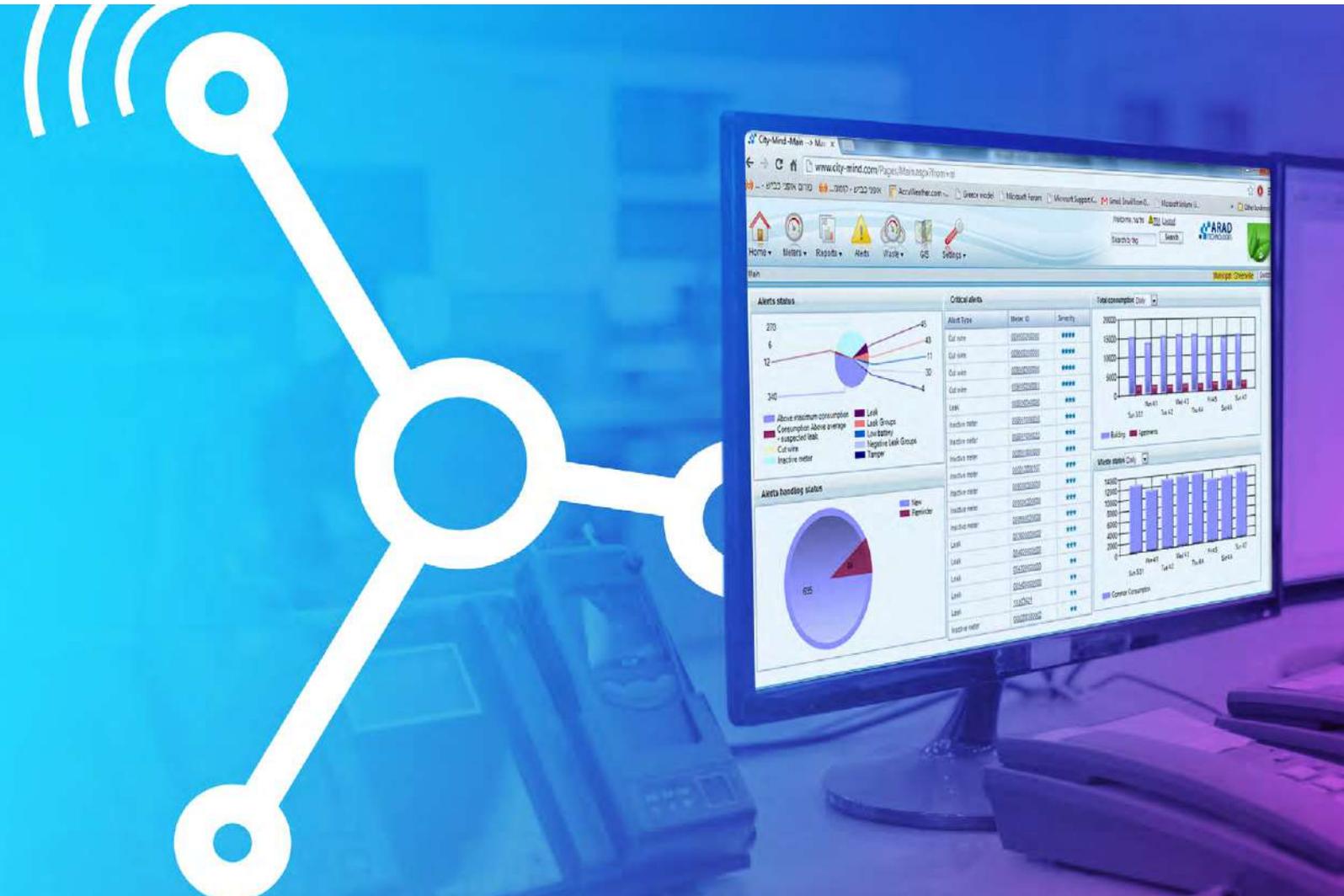


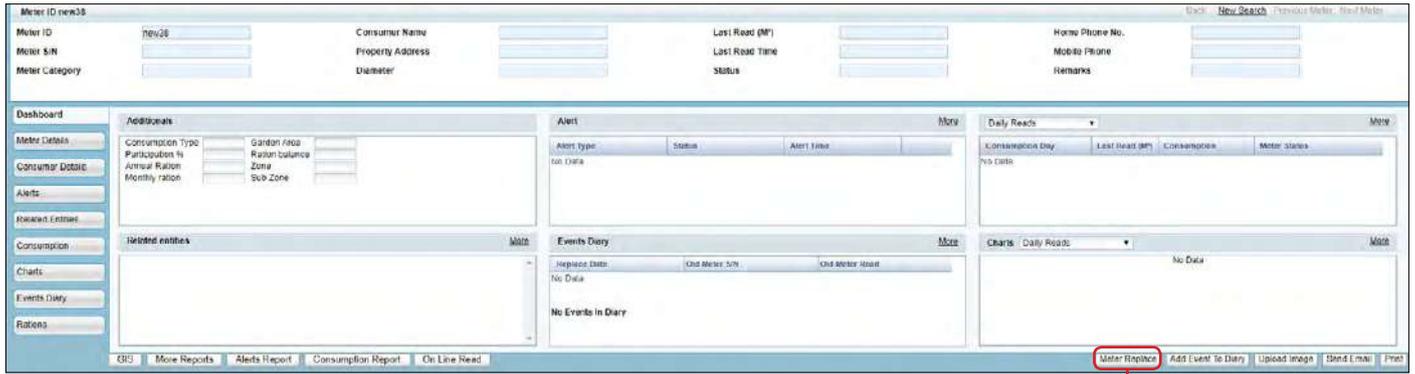
City Mind - Quick Guide



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Meter replacement

From the (old) meter card - switch to replacement screen by using the **Meter Replace** button



Meter Replace

All details marked in red must be filled:

The 'Meters replacement' form contains the following fields and options:

- Old Meter SN
- Old Transponder ID
- Disassembly Read
- Old Diameter
- Old Model
- Replacement reason
- Delete old meter readings received after replacement
- Archive all alerts related to the old meter
- Warranty renewal
- Save button

The 'Meters replacement' form contains the following fields and options:

- New Meter SN
- New Transponder ID
- Assembly Read
- New Diameter
- New Model
- Replacement date

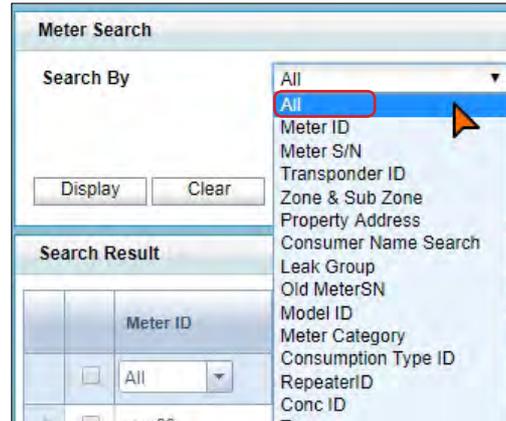
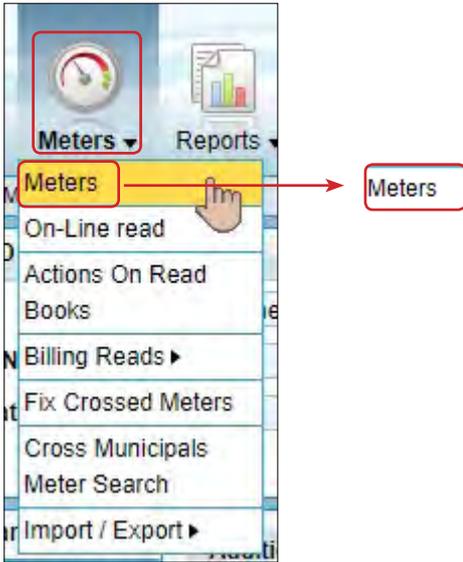
Important emphases:

- Meter number and transmitter number are identical, except for Octave type meter.
- Verify that the removal reading is identical to that of the meter that was removed in the field.
- Installation reading should be "0" if the meter installed is new.
- Documentation of meter replacement can be seen in the **Events Diary** tab.

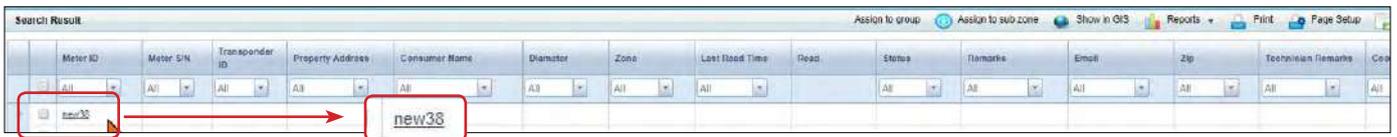
Setup of a new meter

Meters tab, and again Meters in the pull down menu, press Meters tab → select Meters from the menu

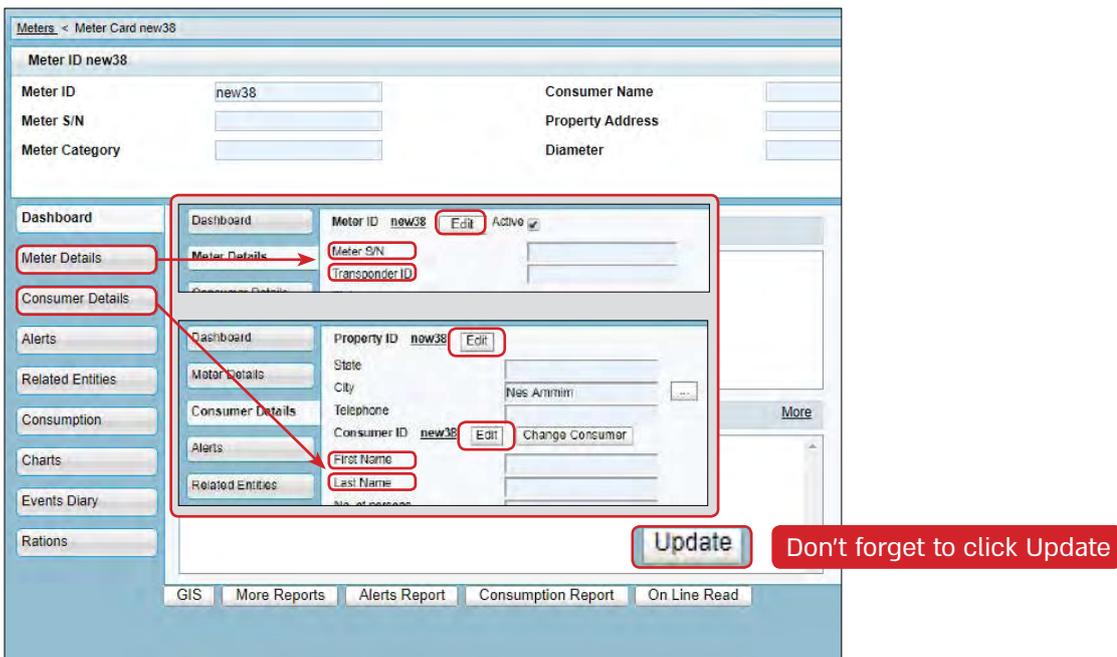
Generate Meters report according to **All** filter



Look for a "blank" line with no other content such as new meter 142 or new meter 31, (usually on the last page)



Enter the meter card and update first the details marked in red (after that additional relevant details, address, location notes, etc.)



Consumer replacement

From the meter card - go to the tab **Consumer Details** on the right

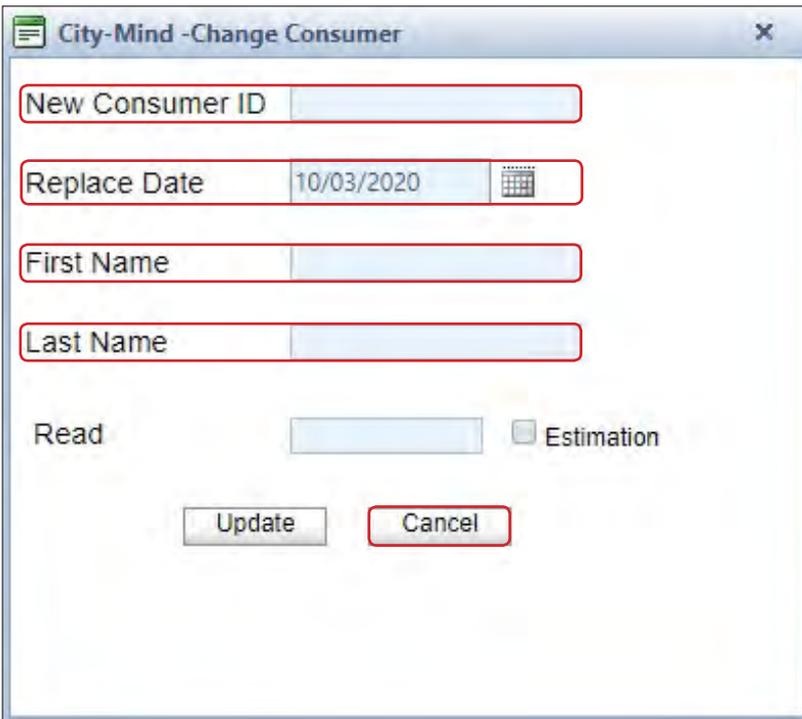
And after that to the tab **Change Consumer** marked in red



Please fill in the details marked in red on the screen that opens

Important emphases:

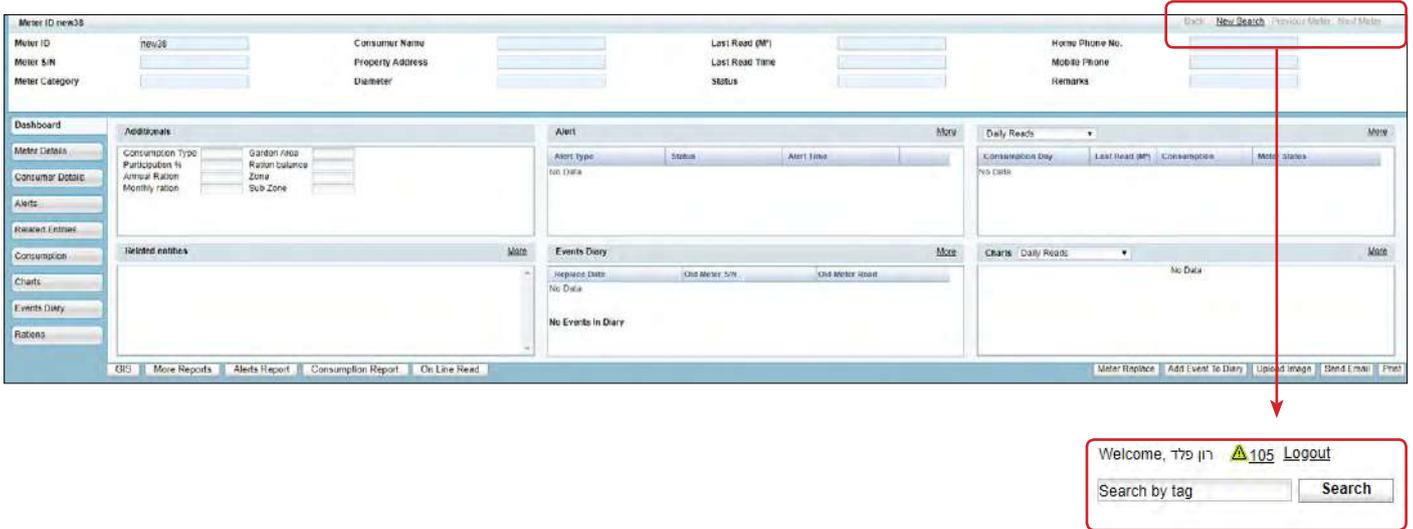
- Make sure that the consumer number matches your billing system.
- If there is no consumer number in the billing system, enter a number that does not exist in CityMind for another consumer.
- Documentation of customer replacement can be seen in the **Events Diary** tab.



Meter search

There are two search options:

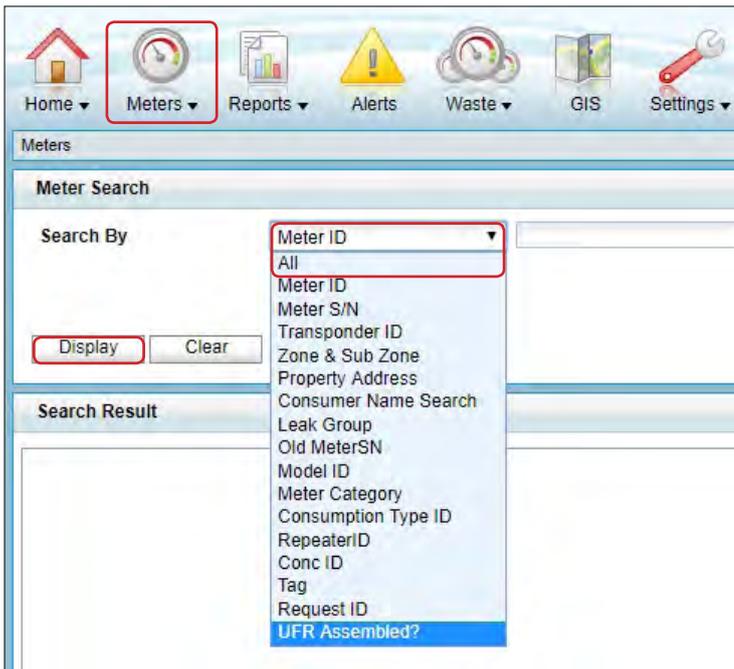
1. Search according to tags that always appears on every CityMind screen , marked in red



2. Search by filtering according to selection - Meters tab
In the pull down menu select Meters



A filtering screen with search options will open



Meter cancellation

From the meter card - go to the **Meter Details** tab on the right

Disable the V near "active" **Active**

and delete the transmitter number **Transponder ID**

Meters < Meter Card new41 Municipal: 0'09'03 | Switch

Meter ID new41 Back New Search Previous Meter Next Meter

| | | | | | | | |
|----------------|-------|------------------|--|-----------------------------|--|----------------|--|
| Meter ID | new41 | Consumer Name | | Last Read (M ³) | | Home Phone No. | |
| Meter S/N | | Property Address | | Last Read Time | | Mobile Phone | |
| Meter Category | | Diameter | | Status | | Remarks | |

Dashboard Meter ID: new41 Edit Active

Meter Details Meter S/N Transponder ID Category Diameter Model Zone Sub-Zone Read Book Routing Coordinate E Coordinate N Remarks Installation Diameter Installation Model

Consumption type Participation % Annual Ratio Monthly Ratio Ratio balance Garden Area Constant Cons. Water Type Cons. Threshold Daily (M³) Additional Comments

Update

GIS More Reports Alerts Report Consumption Report On Line Read Update Meter Replace Add Event To Diary Upload Image Send Email Print

Don't forget to click Update

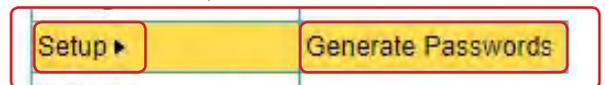
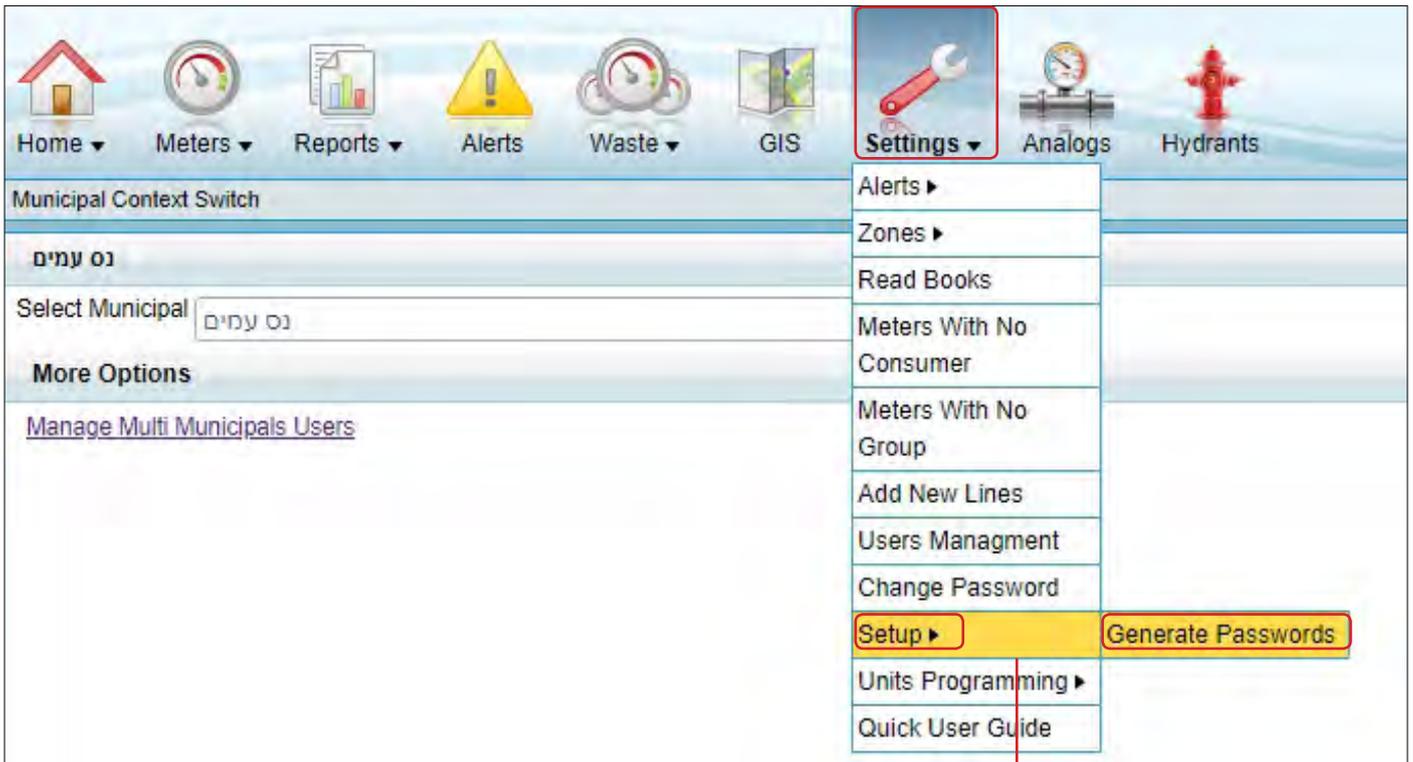
Meter ID new38 Edit Active

Meter S/N

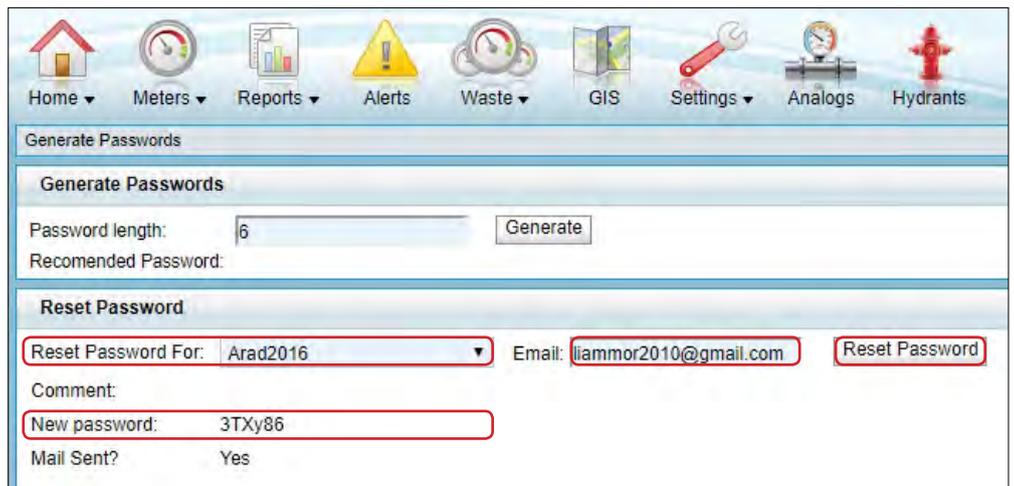
Transponder ID

Password reset

Enter Setup tab → Configuration setup → Passwords generator - marked in red



Select the requested username, enter the email address to which the new password will be sent (optional) and confirm by . An initial password marked in red will appear

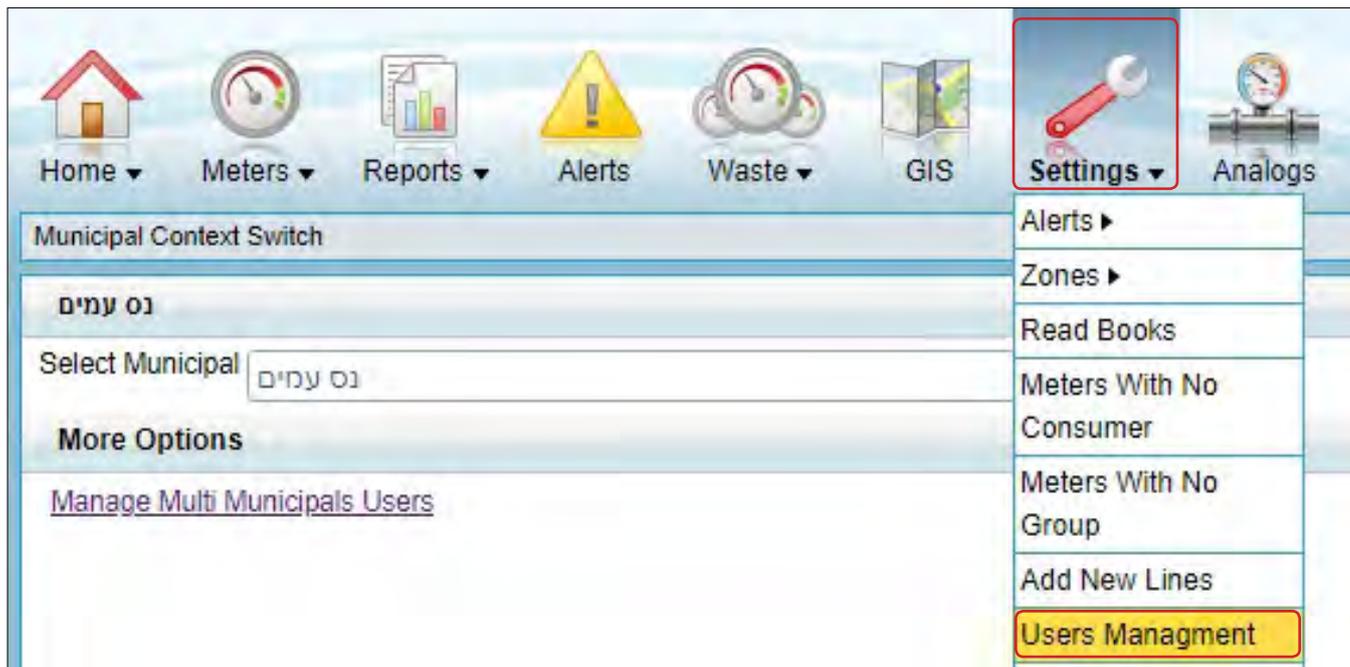


Important emphases:

- The option is available to a user with administrator privileges (one is necessary for each locality)

Release User blocking

Enter Setup tab → Users Management - marked in red



Clicking on [Unlock](#) will open a screen for updating details and privileges marked in red

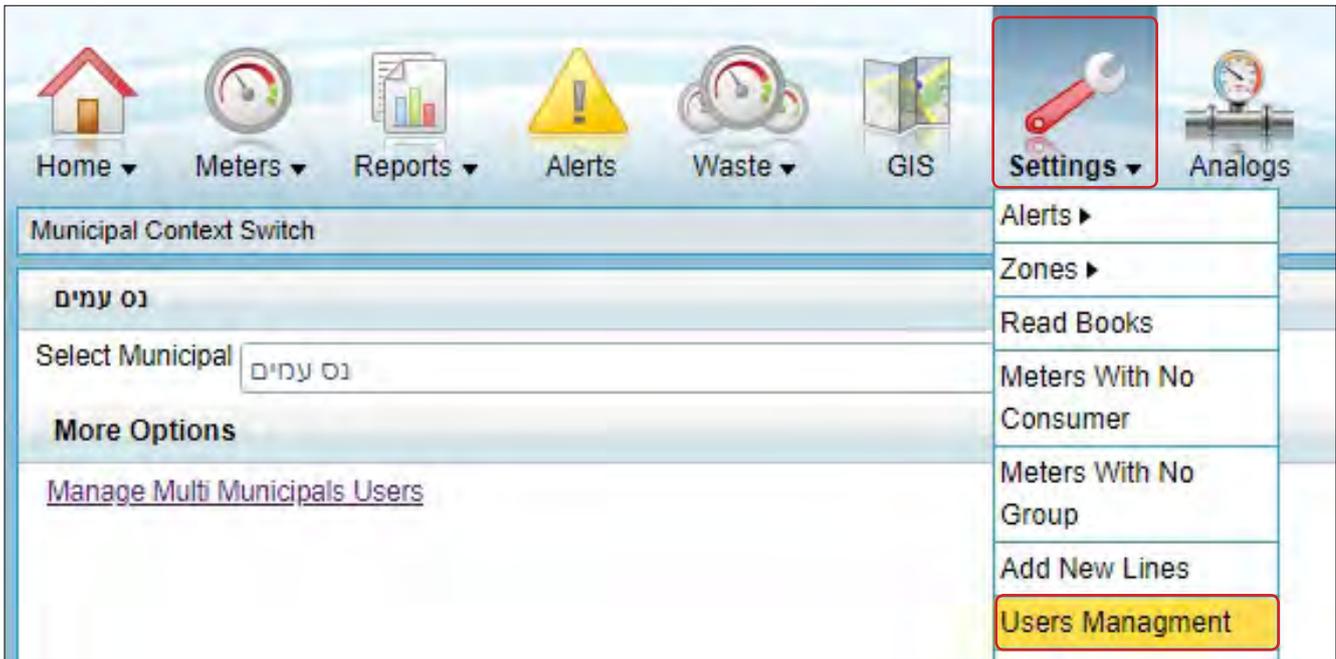


Important emphases:

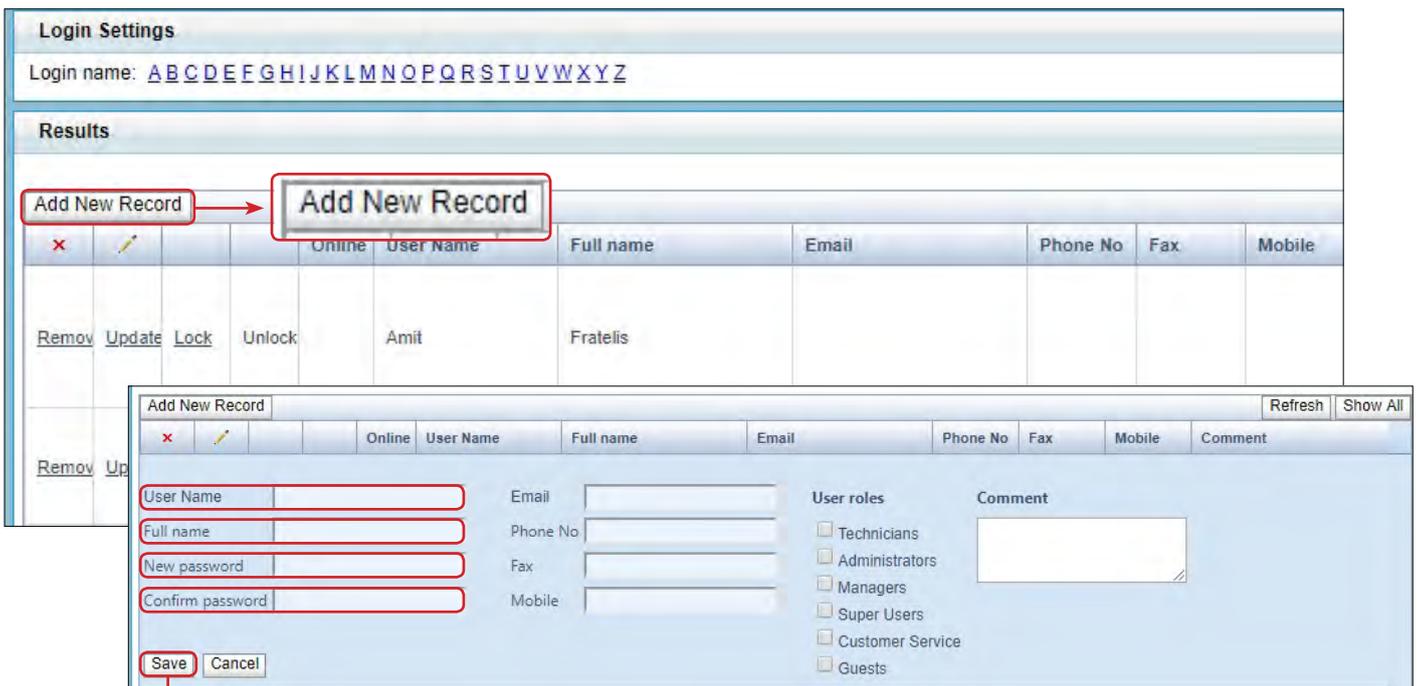
- This option is available to a user with administrator privileges (one is necessary for each locality)

Add User

Enter Setup tab → Users Management - marked in red



Clicking on **Add New Record** will open a screen for updating details and privileges marked in red



Don't forget to click Save

Important emphases:

- This option is available to a user with administrator privileges (one is necessary for each locality)
- The password must contain 3 English letters and 3 numbers and it is an initial password that will be replaced upon the first entry of the user to the system.

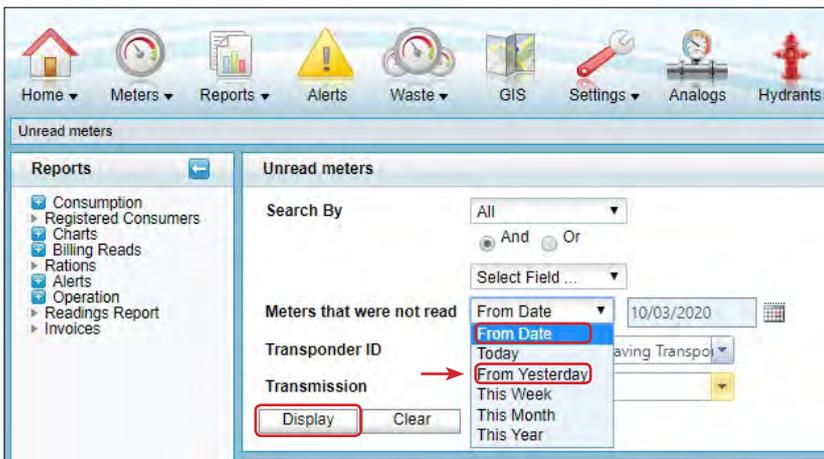
Registration status report

In order to generate a report that checks if there are meters not listed in CityMind:

Enter Reports tab → Alerts → Registration report



The unread metes date should be changed to "Yesterday," click Show



If the report shows water meters data, make sure that the meters displayed actually exist on the field (were not replaced by the water personnel, stolen, etc.).

After verifying that the meters exist in the field, call Arad's customer service and request to open a service technician call for registration status

Customer Service 1-700-50-6565

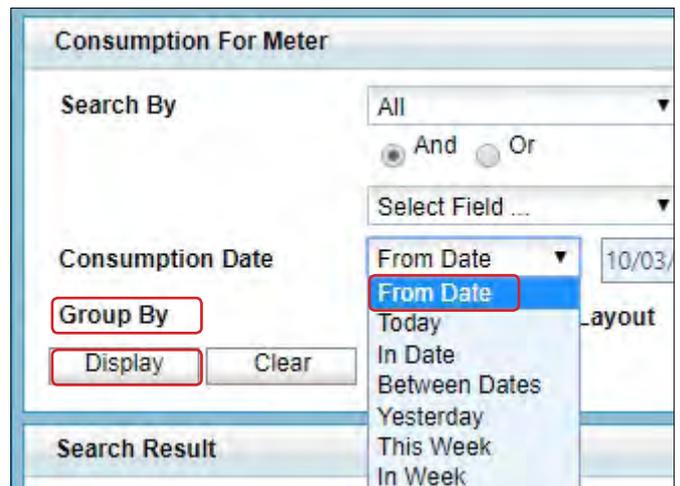
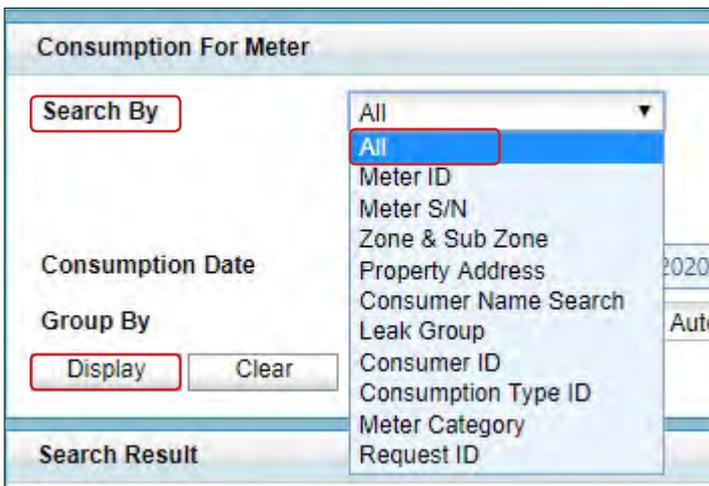


Consumption report

Enter Reports tag →Consumption →Select data mining - for example consumption per meter



In order to receive a report for all meters **All** should be marked and the desired date (s) should be selected. Consolidate report by - choose to which level data will be received - for example Date means on a daily basis. It can be changed to additional levels according to the above and generate the report by clicking **Display**



Readings report

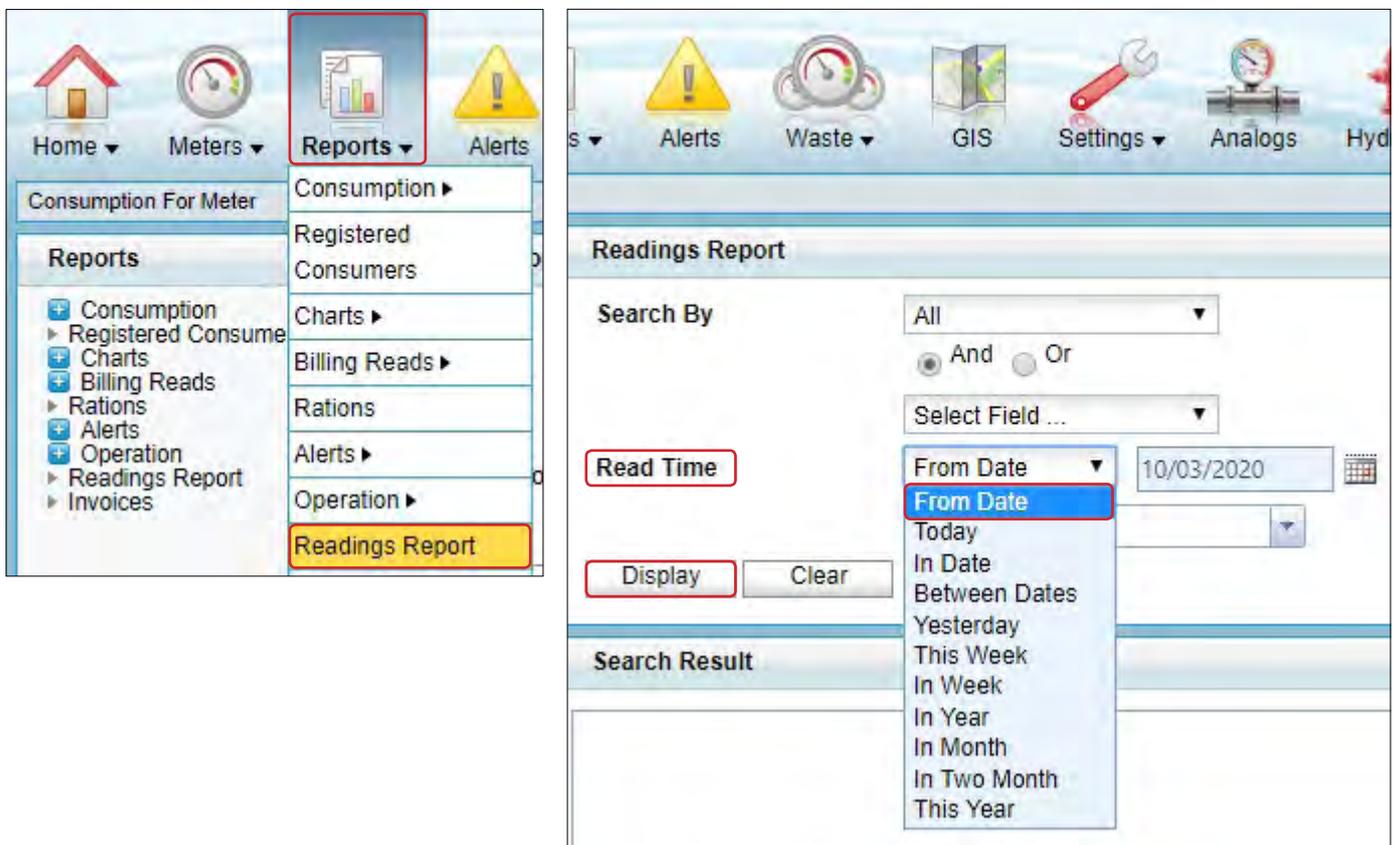
Enter Reports tab → Readings reports.

In order to generate report for all meters you should mark

For a "current" reading on a specific date, select the desired date (make sure to select a date)



and generate the report by clicking on

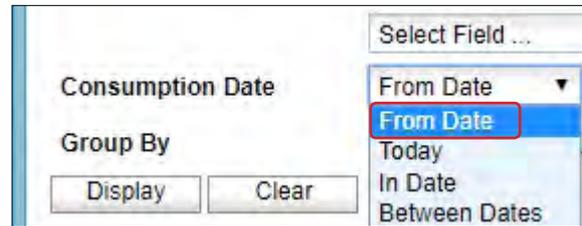


Accounts report

Enter Reports tab → Readings reports.

In order to generate report for all meters you should mark

For a "current" reading on a specific date, select the desired date (make sure to select a date)



and generate the report by clicking on

