



user manual



Mobile App Training Guide (for iOS and Android)

Please direct all questions to your local CPAT Flex sales office representative, or distributor, or contact CPAT Flex technical support at: www.cpatflex.com.

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CPAT FLEX Mobile App Training Guide

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Contents

| | |
|---|-----------|
| 1. CPAT Mobile Application | 4 |
| 1.1 Mobile App Options | 4 |
| 1.2 Available for Download Free of Charge | 4 |
| 2. Ingress Application | 5 |
| 2.1 Real-time Ingress Monitoring Options | 5 |
| 3. Events Application | 7 |
| 3.1 Events (work order list) | 7 |
| 3.2 Retrieving Logged Events | 8 |
| 3.3 Near Me Option | 9 |
| 3.4 Search Results | 10 |
| 4. Egress Offline Mode | 15 |
| 4.1 Normal Login With User Credentials | 15 |
| 5. Egress Application | 16 |
| 5.1 Acts as a Field Strength Meter for the DRV3 <i>Lite</i> | 16 |
| 5.2 DRV3 <i>Lite</i> Configuration Setup | 17 |
| 5.3 Egress Settings | 18 |
| 5.4 Egress Events | 20 |
| 6. Technical Support | 23 |
| Appendix A – Our Services | 24 |
| B.1 Customer Support | 24 |
| B.1.1 Equipment Return Instructions | 24 |
| B.2 Limited Product Warranty | 25 |
| B.2.1 Hardware | 25 |
| B.2.2 Software | 25 |
| B.2.3 Exclusions | 25 |
| B.2.4 Refurbished Parts and Prior Testing | 26 |
| B.2.5 Exclusive Remedies | 26 |
| B.2.6 Disclaimer | 26 |

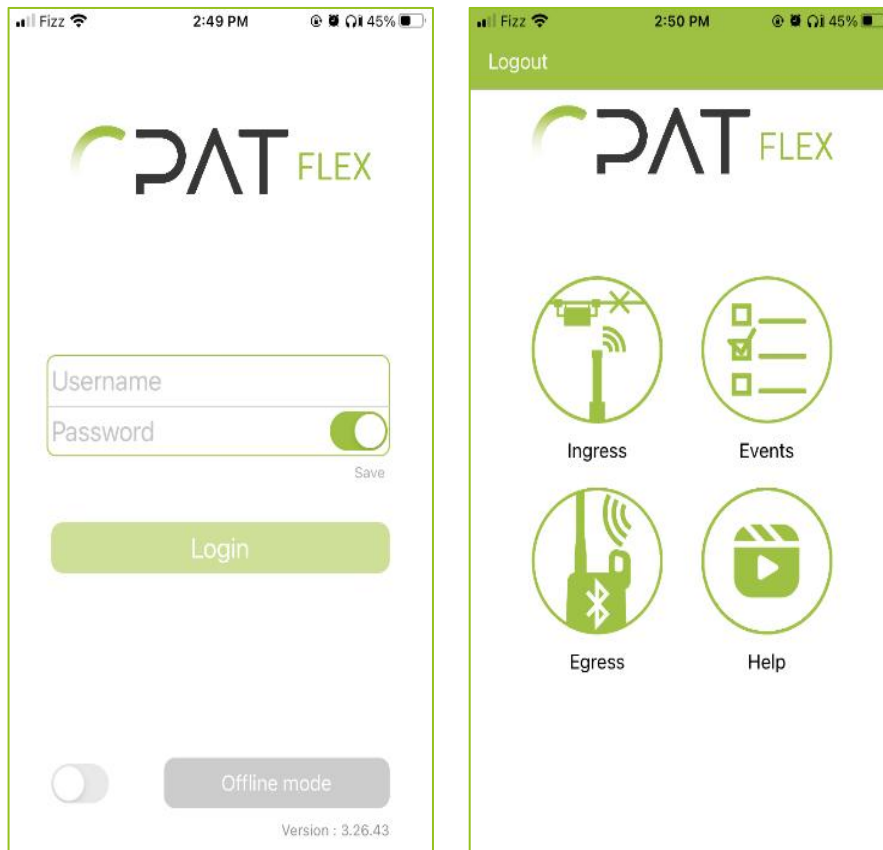
1. CPAT Mobile Application

1.1 Mobile App Options

- **Ingress:** Real-time Ingress Monitoring
- **Events:** Access to CPAT WEB events database
- **Egress:** In-home leakage monitoring
- **Help:** On-line help

1.2 Available for download free of charge

- Apple iOS – Download from App Store
- Android – Download from Google Play





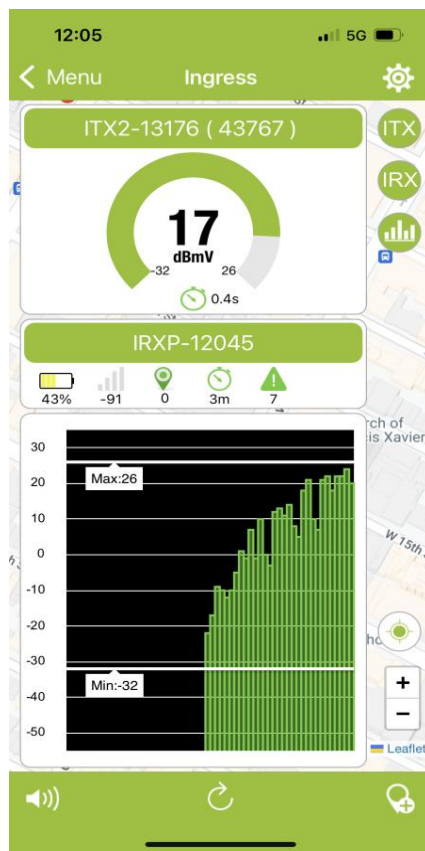
2. Ingress Application

2.1 Real-time Ingress Monitoring Option

- Real-time results of ingress
- Add ingress events to CPAT WEB



- Select ITX2 transmitter from dropdown list
- Obtain real-time ingress signal-strength from IRX1, IRX2, IRXP, or IRXD headend receiver
- Select scale in dBmV or dBuV 
- Signal-strength dependent audio tone
- Communication delay meter (latency)
- Audio volume adjustment
- Auto-ranging min/max horizontal markers
- Add event button 



3. Events Application

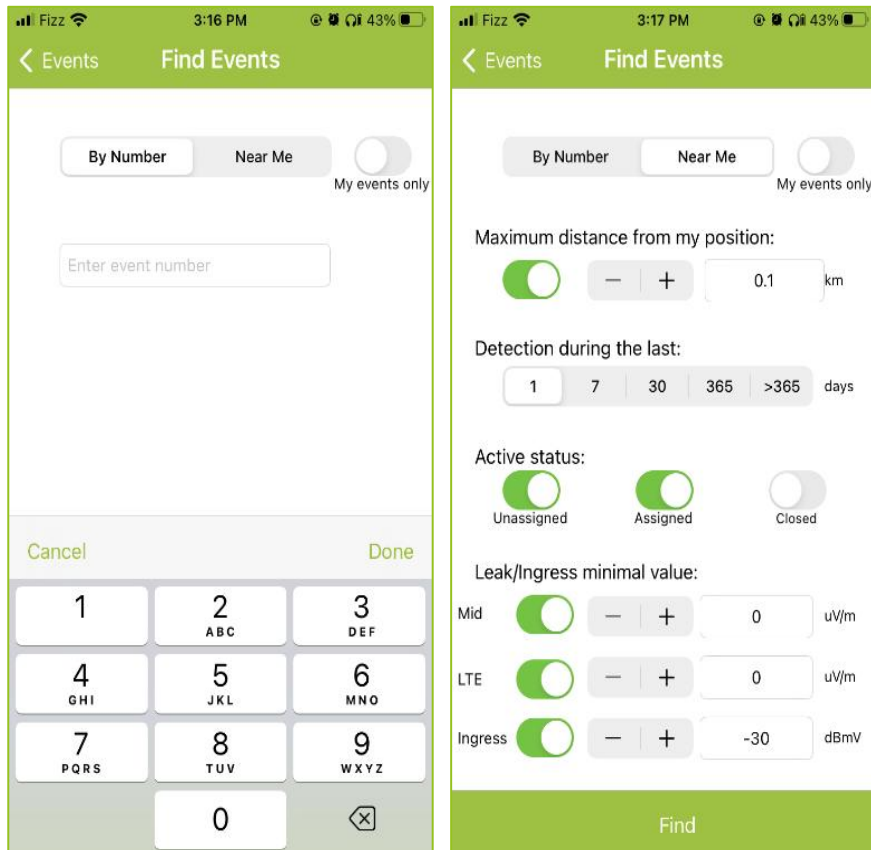
3.1 Events (work order list)

- Display up to 20 events in closest proximity to your location.
- Select events by event # or proximity.
- Add or update events.
- Remove events from the list.



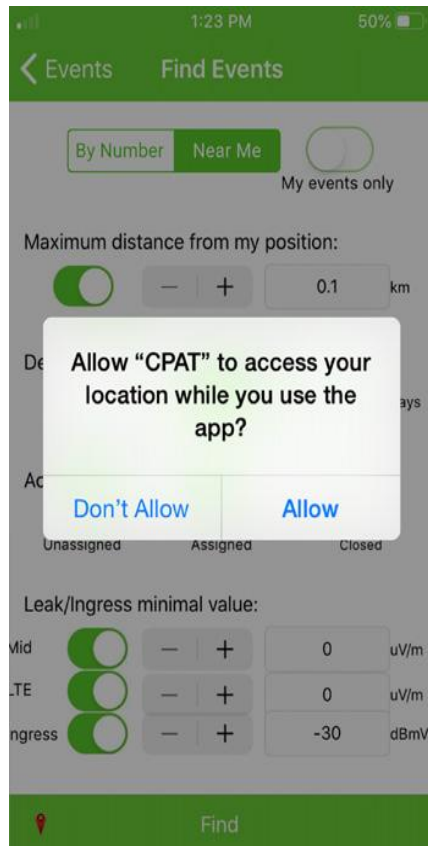
3.2 Retrieving Logged Events

- Search with the "Event", "By Number", or by "Near Me" function.
- Selectable search criteria:
 - Distance
 - Detection date
 - Status
 - Event type with thresholds




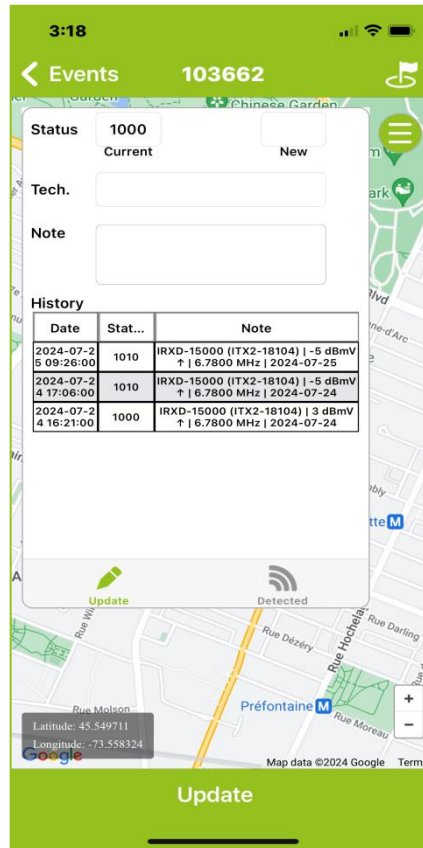
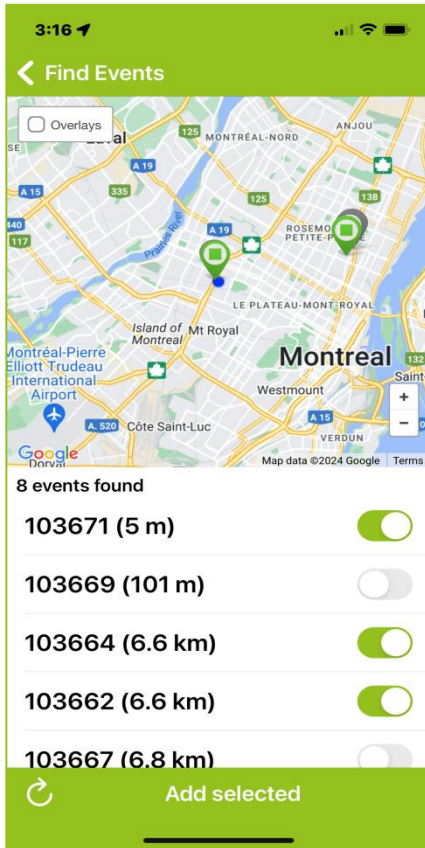
3.3 Near Me Option


- Activate location services to use the “Near Me” option.

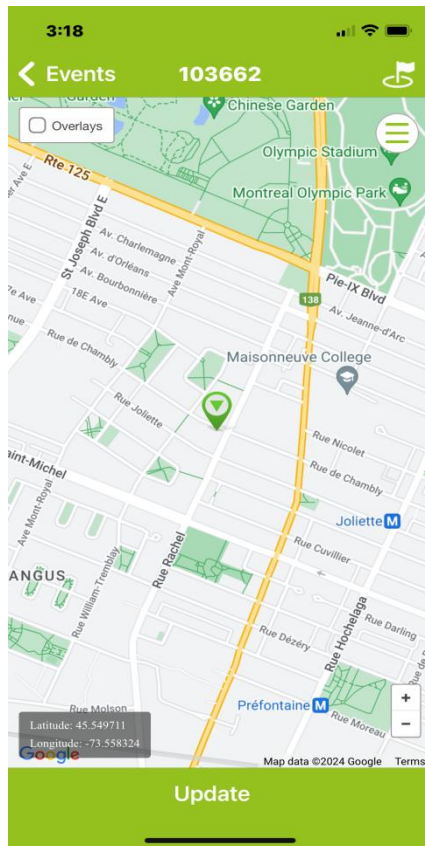
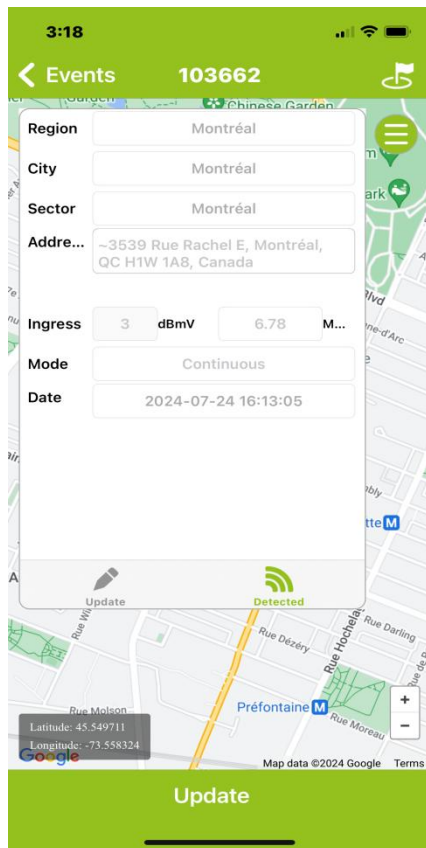


3.4 Search Results

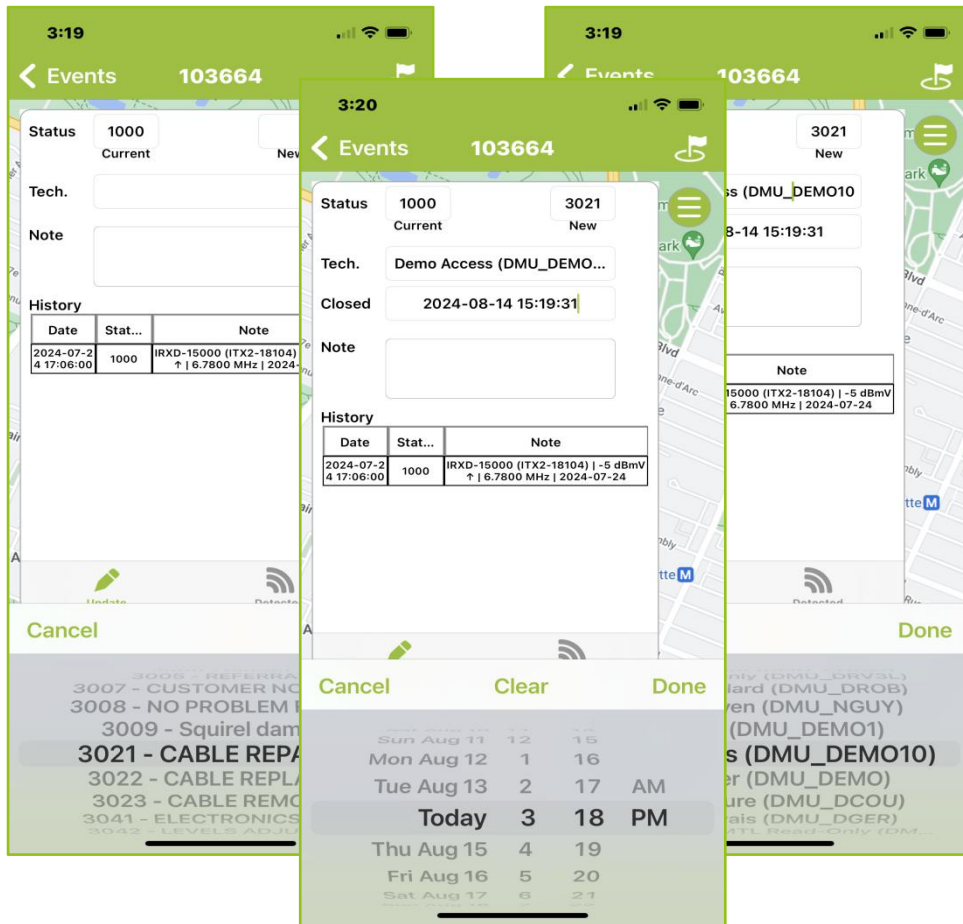
- Use the Google Maps navigation feature to plot a route to the event location. 
- Perform maintenance tasks and enter updates from the convenience of your smartphone or tablet.
- A map layer is available for viewing the event.



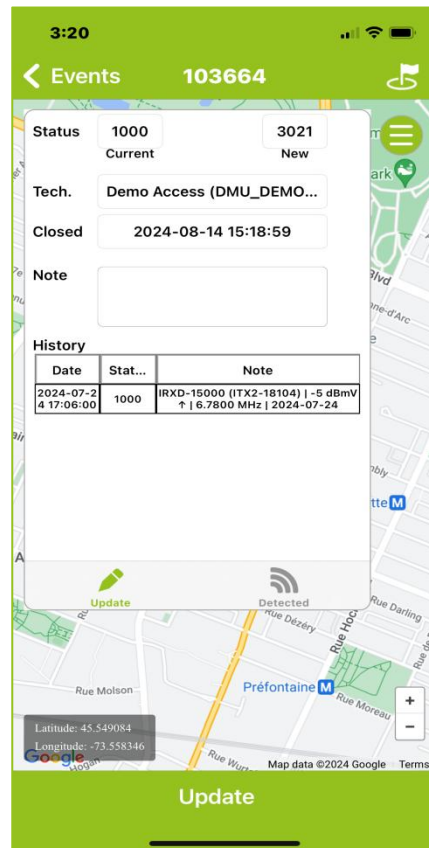
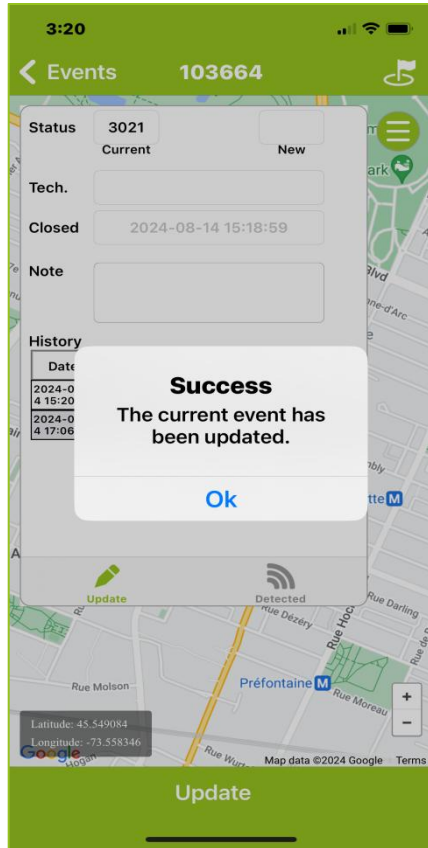
- View full details of the logged events 
- Edit events (assign, close, etc.)
- Enter the status code








- Enter prefix and postfix values.
- Enter the date closed
- Enter the technician ID and additional text in the notes field
- Press “Save” to update event

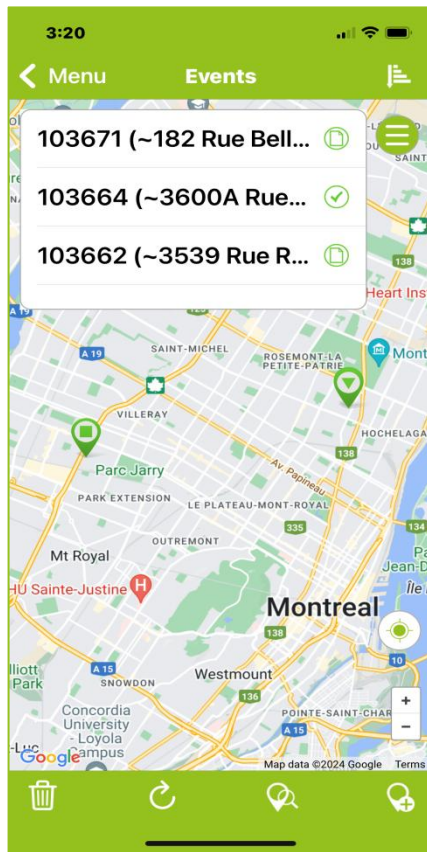


- Press “Update” and confirm with “Ok” to save event status in CPAT WEB.
- The event list icon will be updated.



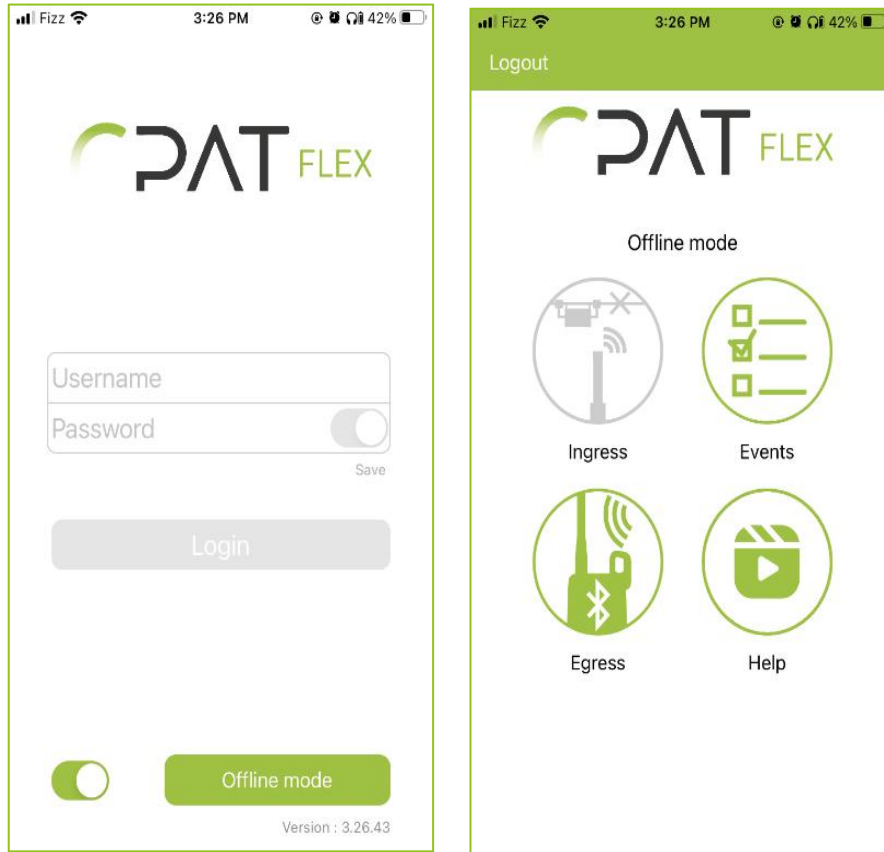
- Event list indicating status

- Unassigned 
- Assigned 
- Closed 
- Archived 
- Error 



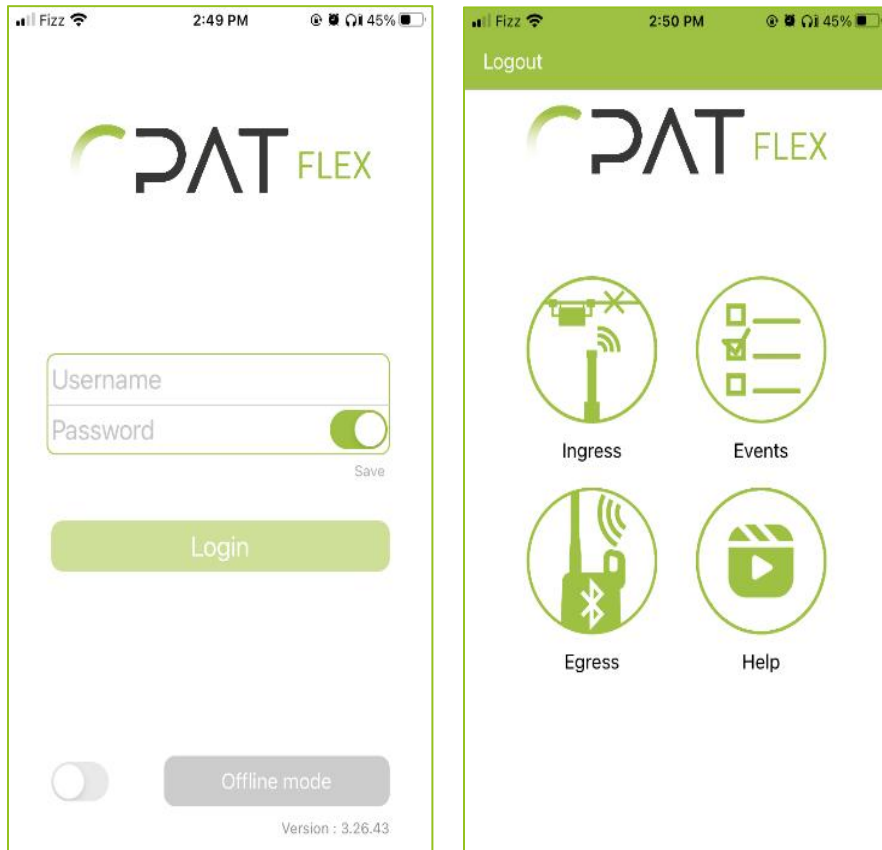
4. Egress Offline Mode

4.1 Offline mode to use App without login credentials



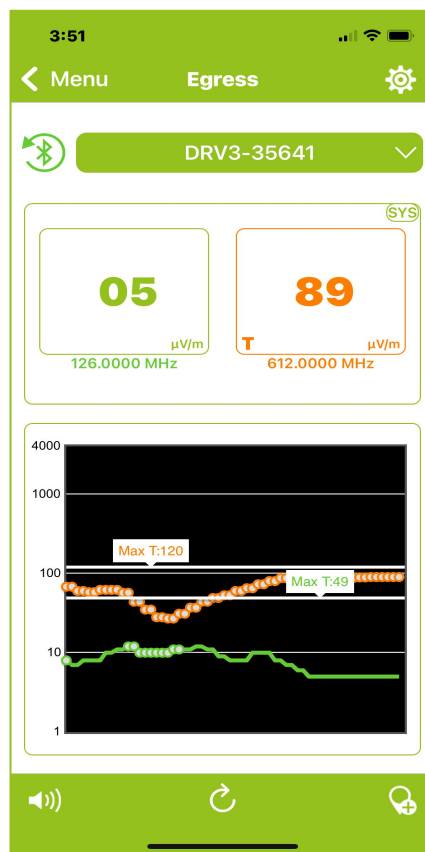
5. Egress Application

5.1 Acts as a field strength meter for the DRV3 Lite logged in normal mode.




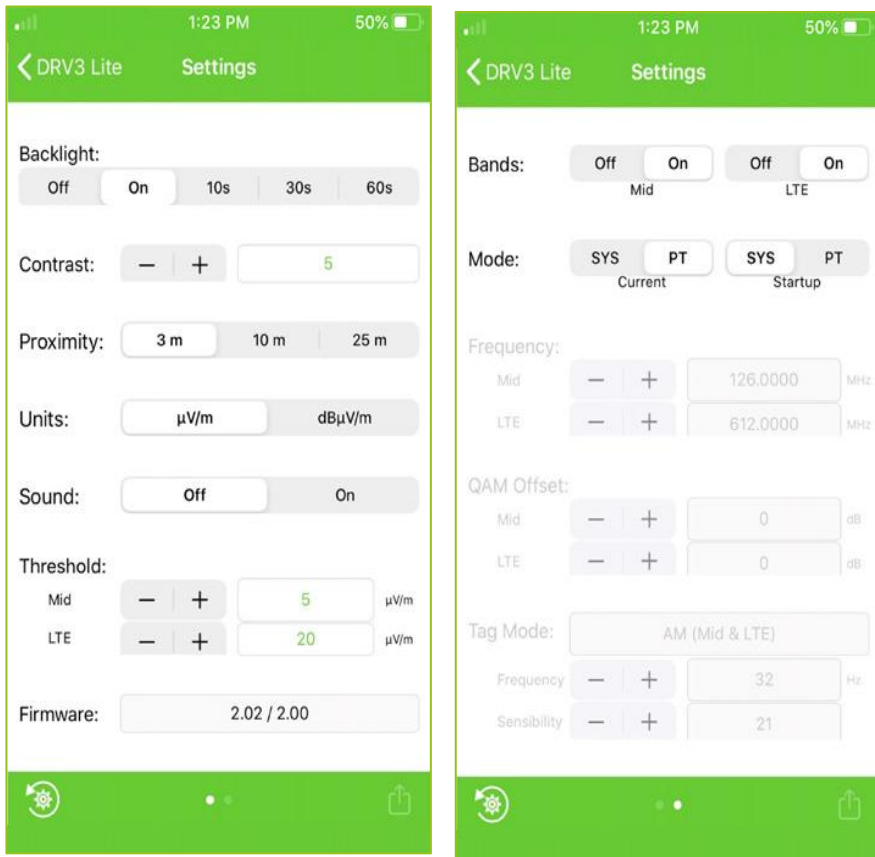
5.2 Egress Configuration

- DRV3 *Lite* settings configuration through Bluetooth connectivity
- Display simultaneous mid-band and LTE field strength signals.
- Display real-time histograms to visualize and locate the leakage source.
- Select to access device settings.

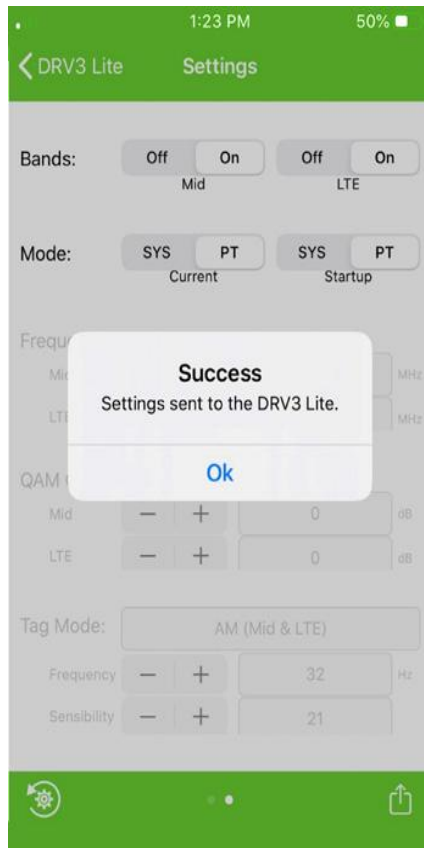


5.3 Egress Settings

- Freely change detection settings.
- Changes to settings are displayed in red.
- Save settings by pressing the save icon. 

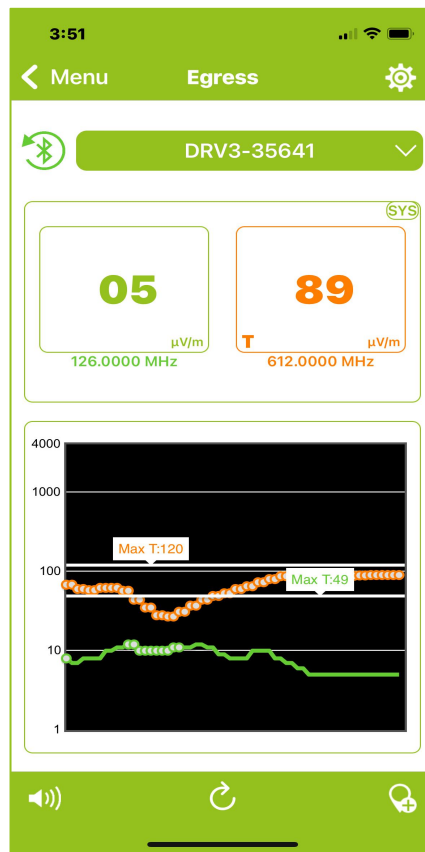


- Press “Ok” to update settings to DRV3 Lite.
- The settings will be updated on the DRV3 Lite page.
- Changes will be made to DRV3 Lite unit.

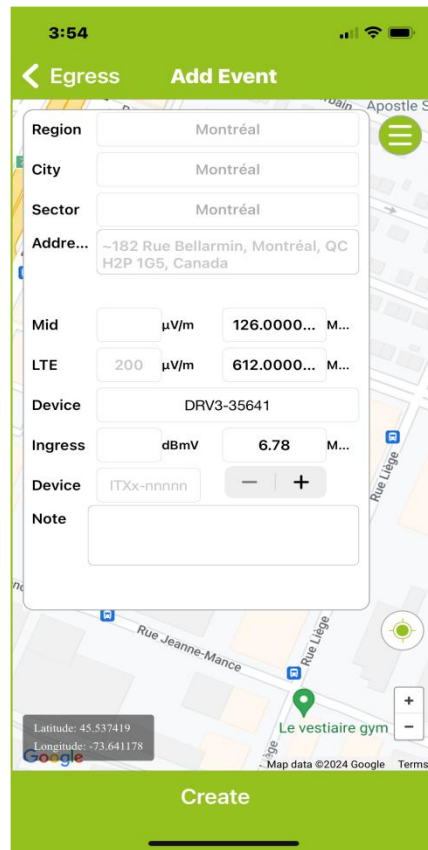
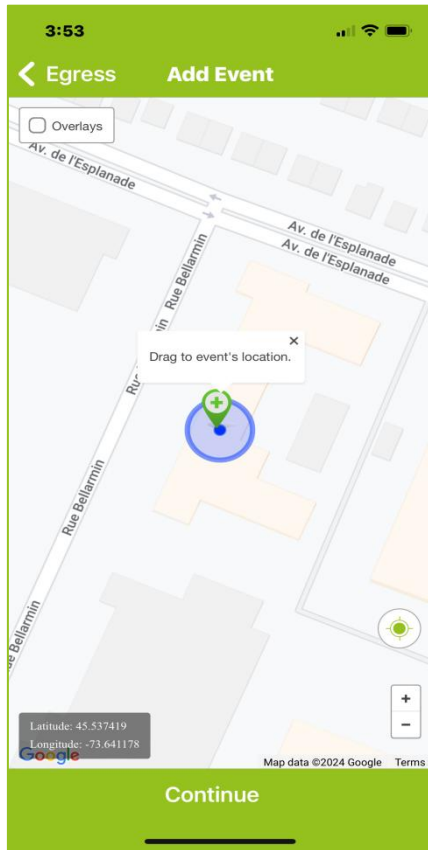


5.4 Egress Add Events

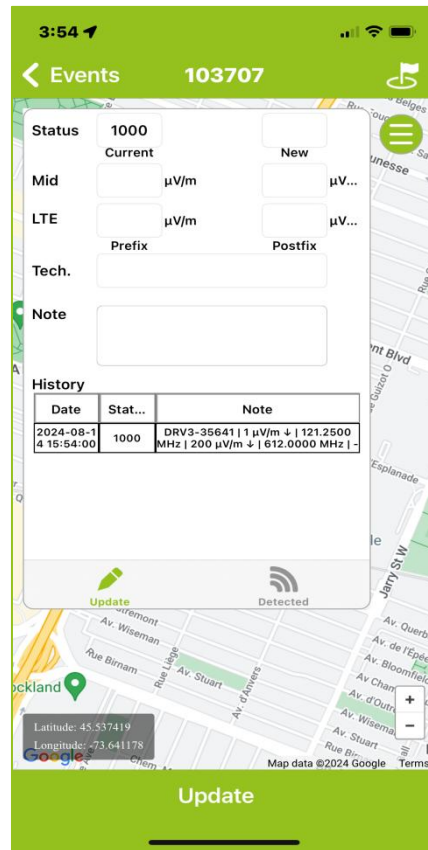
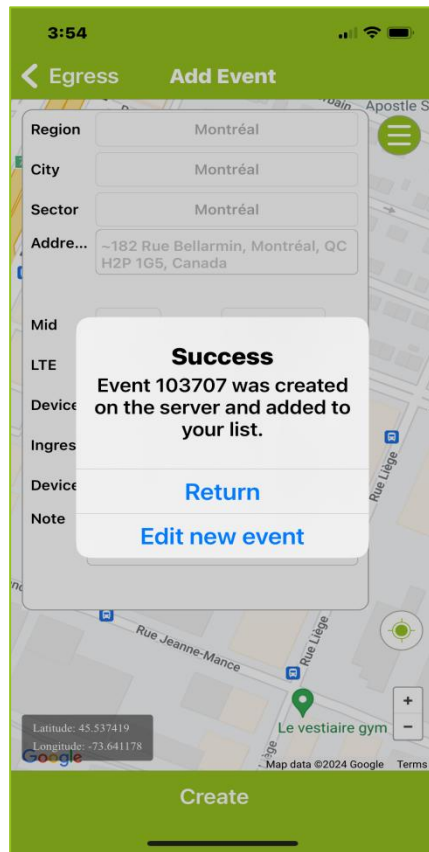
- Add events into the CPAT WEB while at the location.
- The system uses the smartphone's location service to establish the coordinates and address.
- To log the Event, simply press the add icon.



- Position Event and press “Continue”
- The event detail screen appears with event information.
- Add user-defined notes.



- Press “Create” and the event can be either saved and logged in CPAT WEB or edited right away.
- Whatever action is taken, the event will be recorded in CPAT WEB.



6. Technical Support.

CPAT Flex Technical Support Service is available from Monday through Friday from 9:00 AM to 5:00 PM Eastern Time.

Toll-free from the U.S. and Canada: 1-888-307-2728 / International: +1-514-307-2728

support@cpatflex.com

Appendix A. Our Services

CPAT Flex offers a range of services to deploy and support purchased equipment through its Customer Support organization. Customer Support is included with every product sale and comprises business hour technical assistance, in-warranty repair, and calibration.

B.1 Customer Support

Customer Support is available with the sale of every CPAT Flex product. Customer Support services include:

- Product and Service *Literature*
- Technical Assistance (Business Hour)
- Equipment Repair (Under Warranty Repair and Calibration Services)
- Equipment Return Authorizations (RA)

Contact a Customer Support representative through your local distributor or by accessing www.cpatflex.com for information on calibration and warranty policies.

B.1.1 Equipment Return Instructions

Please contact your local Customer Support location via telephone for a Return Authorization to accompany your equipment. For each piece of equipment returned for repair, attach a tag that includes the following information:

- Owner's name, address, and telephone number
- The serial number, product type, and model
- Warranty status (If you are unsure of the warranty status of your instrument, contact CPAT Flex's Customer Support.)
- A detailed description of the problem or service requested
- The name and telephone number of the person to contact regarding questions about the repair
- The return authorization (RA) number

If possible, return the equipment using the original shipping container and materials. If the original container is not available, pack the unit carefully to prevent damage during transit. If necessary, suitable packing materials can be obtained by contacting CPAT Flex Support.

CPAT Flex is not responsible for any damage that may occur during shipping. The customer should clearly mark the RA or reference number issued by CPAT Flex on the outside of the package and ship it prepaid and insured to CPAT Flex.

Equipment repaired or replaced under warranty will be returned at CPAT Flex's expense to the Customer (Canada/USA) or CPAT Flex's representative (all other countries).

All other non-warranty repairs will be returned at the customer's expense to the customer (Canada/ USA) or CPAT Flex's representative (all other countries).

B.2 Limited Product Warranty

B.2.1 Hardware

CPAT Flex warrants to the original end user (Customer) that the new CPAT Flex branded products will be free from defects in workmanship and materials, under normal use, for one (1) year from the date of original shipment.

CPAT Flex warrants repaired products for ninety (90) days from date of shipment. Any Product repaired or replaced under warranty is only warranted for the period of time remaining on the original warranty for the Product.

Any third-party products, including software, included with CPAT Flex products are not covered by this CPAT Flex warranty, and CPAT Flex makes no representations or warranties on behalf of such third parties. Any warranty on such products is from the supplier or licensor of the product.

B.2.2 Software

CPAT Flex warrants to the customer that new CPAT Flex branded software and firmware will perform in substantial conformance to program specifications for a period of ninety (90) days from the date of original shipment.

CPAT Flex warrants the media containing software against failure during the warranty period.

CPAT Flex makes no warranty or representation that the operation of the software products will be uninterrupted or error-free, or that all defects in the software products will be corrected.

B.2.3 Exclusions

This warranty excludes:

- Damage to the physical surface of the product, including cracks or scratches to any part.

- Damage caused by misuse, neglect, improper installation or testing, unauthorized attempts to open, repair, or modify the product, or any other cause beyond the intended use.
- Use of the product with any non-recommended device or service if such device or service causes the problem.
- Installation or maintenance of the product by someone other than CPAT Flex or persons certified by CPAT Flex.
- Changes to the customer environment in which the product was installed.
- Damage caused by accidents, fire, power changes, other hazards, or acts of nature.
- Consumable product or parts thereof (e.g., parts with an expected useful life of less than ninety (90) days, such as certain batteries).
- Product not returned following CPAT Flex's RA procedure.

B.2.4 Refurbished Parts and Prior Testing

The product may include reconditioned or refurbished parts or subassemblies and might have undergone testing before being sold.

B.2.5 Exclusive Remedies

If any product materially fails to conform to the limited warranty set forth in this section (Limited Warranty) and actually fails during the applicable warranty period and under normal use, CPAT Flex shall, at its sole discretion, (i) repair or replace the non-conforming product to remedy the nonconformity identified by the customer in accordance with this section (Limited Product Warranty); or (ii) issue a credit to the customer for the amounts paid for the product in exchange for the return of the non-conforming product, in which case the customer's licenses to any firmware shall be automatically revoked. The customer hereby transfers to CPAT Flex title and ownership of any parts that CPAT Flex replaces.

B.2.6 Disclaimer

THE REMEDIES EXPRESSLY PROVIDED IN THIS SECTION WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND SHALL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES CUSTOMER MAY HAVE AGAINST CPAT FLEX WITH RESPECT TO ANY NON-CONFORMANCE OF PRODUCTS. EXCEPT AS SPECIFIED IN THIS LIMITED PRODUCT WARRANTY, CPAT FLEX MAKES NO EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY PRODUCT.

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