

cyber rain

FREQUENTLY ASKED QUESTIONS

SETUP ON A COMPUTER

1. Does the computer have to stay on all the time?

No, if the computer is on once a day, the weather information will download. Cyber-Rain runs in the background, so you won't even see it while you check your email.

2. What happens if the computer is not turned ON every day?

Cyber-Rain has a default watering schedule based on historical weather data. It will use this historical information if the computer has not been turned on for 24 hours.

3. Is Internet access required?

Yes, high-speed (dsl/cable/broadband) Internet access is required on the host PC. The Cyber-Rain program receives weather information from the Internet to adjust watering times.

4. What computer operating systems does Cyber-Rain work with?

Windows XP and Vista.

5. Will it work with a MAC?

No, not yet. Cyber-Rain is currently for PCs only.

6. How do customers get software feature updates?

Cyber-Rain's controller functionality is primarily software-based which makes product updates quick and simple. We are constantly working to enhance our products. The update notification manager will automatically alert users on their computer when a software update is available.

BUILT-IN WIRELESS CONTROL

7. How far can the timer be from the computer?

About 300 feet for the standard model (approx. the length of a football field). If longer range is required (up to 5 miles), you will need to purchase the 900 MHz model.

8. Will the wireless signal go through walls/floors?

Yes, but please remember that radio waves can be affected by many things in the surrounding environment such as thick walls, metal objects and radio frequency noise.

9. Can several controllers be installed in a neighborhood without interference?

Yes. Cyber-Rain uses a secure binding protocol that ensures that the control PC can only connect with and adjust the correct controller. Once a PC is "bound" to the controller(s), a neighbor's PC cannot detect or bind with that controller.

THE WEATHER INFORMATION

10. What weather information does Cyber-Rain use to determine how long to water?

The temperature, the humidity, and the percent chance of rain.

11. Is using the weather forecast sufficient for adjusting watering times?

Yes. Cyber-Rain's algorithm has undergone rigorous field testing and it is SWAT approved. The weather information is updated on an hourly basis, so changes are kept current.

STATION/ZONE CAPACITY

12. What if I need more than 8/16 zones?

Additional controllers can be easily added to the Cyber-Rain system. Your computer and the access point become a master control unit, from which you can control as many timers as you need.

13. Do all of the controllers need to be mounted in the same location?

No. An unlimited number of controllers can be managed from a single PC and access point and do not need to be installed in the same location as long as they are all within signal range of the central computer.

COSTS & SAVINGS

14. Are there any monthly fees or hidden costs?

No. Unlike some other smart controllers, Cyber-Rain has no monthly fees for weather data.

15. Does Cyber-Rain indicate how much water has been saved?

Yes, in the Statistics tab, you'll find charts of water savings by the week and year-to-date.

EASY TO USE & MAINTAIN

16. Is the schedule set on the computer or the controller?

You set your schedule at your computer. There are no set irrigation programs – this means infinite flexibility in setting up the number of watering minutes for each day.

17. How are initial watering times determined?

The Smart Scheduling Wizard will guide you through each zone with simple questions about the landscape. Using historical data for the location and landscape characteristics, the wizard recommends base watering times (for the hottest months of the year). These

watering times can be easily modified as needed.

18. What happens if the power goes out?

Cyber-Rain uses a built-in super-capacitor that will retain the controller settings for up to 30 days. This item never needs replacing.

19. Can I turn on valves manually?

Yes, both from your computer and at the timer.

20. I provide landscape maintenance service for my customers. Can I adjust their controllers without having to access their PC?

Yes. Cyber-Rain provides a remote contractor access utility that enables you to make changes remotely over the Internet as needed. Your clients need to assign you access and their PC must be powered ON for the changes to take effect.

SENSOR COMPATIBILITY

21. My client insists on using a rain sensor. Does it work with rain sensors?

Yes. It is compatible with all rain sensor makes and models that have a dry contact interface. The sensor overrides the weather forecast information.

22. What about flow sensors?

Yes, the PRO version seamlessly integrates with impeller (e.g. Data Industrial) as well as meter type (e.g. ARAD/Netafim & Bermad) flow sensors. This is a great way to improve system monitoring including alerts for abnormal activity. Note that flow meters must be set up in the System Details tab before Cyber-Rain recognizes the sensor.

MISCELLANEOUS FAQs

23. Can it be mounted outside?

Yes, Cyber-Rain has a weatherproof, plastic, NEMA 4-rated outdoor box that houses either one or two Cyber-Rain XCI controllers.

24. Does it work outside the United States?

Yes. Cyber-Rain controllers can function as a non weather-based controller anywhere in the world. However, we currently only provide weather information for US zip codes.

How Cyber-Rain Works



- Replace old controller
- Insert valve wires into harness; insert power cord
- Attach optional rain/flow sensor
- Manually run to test valves
- Outdoor box available

- Plug wireless access point into home computer with Internet access
- Automatically finds controller and communicates via radios
- One access point can communicate with multiple controllers

- Put CD in computer and launch installation wizard
- Enter zip code and email address
- Set # zones, watering restrictions, start times, landscape parameters, etc.
- User manual also on CD