Frequently Asked Questions

What is the EZ-LINK™ mobile application?

- EZ-LINK™ is an application for Apple® and Android™ mobile devices that is used to set up, monitor and adjust Watlow® PM PLUS™ and EZ-ZONE® PM controllers that are equipped with Bluetooth® wireless technology.

Which Watlow products does EZ-LINK support?

- The app works with all PM PLUS and $^1/_{16}$ DIN EZ-ZONE PM controllers and limits with Bluetooth® wireless technology.
- This Bluetooth® option is approved for use in the U.S., Australia, Canada, Columbia, Japan, New Zealand and the European Union, with more locations coming soon.

Why would I want to use the app?

- The EZ-LINK mobile app makes navigating the controller's menus easier because it uses the same methods for locating and viewing items that you are used to in the other apps you already use on your device.
- The app makes understanding the prompts or parameters much easier because it spells out the names in plain language, which is much easier to read than the cryptic, four-character, seven-segment display. Also the app provides help for each parameter with short, simple explanations.
- If your controller is in a difficult to reach spot, using the app can make it a lot easier to make adjustments to the process.

How can I find and download the app on the app store?

- Search for "Watlow EZ-LINK."

What happens when I open the app? How do I connect with a controller?

- When you open the app, it lists the nearby controllers and limits. Just tap the controller to connect. It's that easy!

What can I do on the home page?

- View the parameters that appear on the controller's home page.
- Scroll down to see parameters that are off the screen.
- Edit read/write parameters such as set point.
- Open the all parameters view.

Can I save the controllers settings using the app?

- Yes, on the home page tap the settings icon (controller with a gear) and tap **Save** to save the controller settings in an image file.
- Use the **Import** option to download the settings from an image file saved on the phone into the controller.

How can I get an image file on my phone?

- Image files can be created by saving a controller's settings using the EZ-LINK mobile app or Watlow's COMPOSER® software on a PC.
- Email image files to an account available on the phone.
- On i-Phone® tap the image file in the email, tap the share icon (box with an arrow pointing up and out) and choose "Copy to EZ-LINK".
- On Android® download the image from the email to the phone, in EZ-LINK open stored images, tap the import document button at the top right, navigate to the "Downloads" folder on your phone and tap the image file.

What can I do on the all parameters view?

- The all parameters view includes all the menus and parameters found on the controller's setup page.
- Choose a menu and, if necessary, choose a menu instance to see the parameters and settings on any setup page menu.
- View the parameter settings on a menu.
- Edit a setting by tapping it on the menu and choosing or entering a new value.
- Learn about the parameter by tapping the help (Android™) or info (iOS®) icon when editing a parameter setting.

Powered by Possibility

Will the app notify me of alarms or errors?

- When the app is connected to a controller, a badge indicating the number of alarms and errors appears on the alerts icon at the bottom of the main screen.
- Tap the alerts icon to view the list of issues.
- Tap an item on the alerts screen for a description and recommended troubleshooting.

What can I do on the device view?

- Rename the controller.
- See the controller part number, serial number, software revision and date code.

What is the number in front of the device name on the home page and other screens?

- The zone number is displayed in front of the name.

How do I change the temperature units?

- The app uses the same temperature units setting that the controller display uses. You can change this with the display units parameter on the global menu in the all parameters screen.

Does the app support ramp and soak profiling?

- You can set up the feature with the profiling-related parameters on the global menu in the all parameters view.
- You can operate profiling with the home page.
- The app supports access to the parameters on the controller's home and setup pages and the factory page, diagnostics menu, but not the profile page. Therefore, currently you cannot program profiles with the app.

What if I want to limit the parameters users can access?

- Use the write security parameter on the factory page's lock menu in the controller to have the app present parameters as read-only.
- Set write security to 0 to make the parameters on the home page read-only.
- Choose which parameters appear on the home page using the factory page, custom home page menu in the controller. Using COMPOSER® software you can put practically any parameter on the controller's home page.
- On the factory page's lock menu in the controller set locked access level to 3 or less and set password enable to *on* to prevent access to the all parameters menus in the app. This also prevents access to the setup page in the controller. Enter the password on the controller to access these features in the controller and in the app.
- Turn off Bluetooth® communication on the setup page, global menu if you want to prevent the controller from being available to connect to the app altogether.
- When the controller powers up, it displays the firmware version, then whether Bluetooth® (btth) communication is enabled (on) or not (off).

How close do I have to be to connect with a controller?

- The app can connect with controllers up to 70 feet (21 meters) away under ideal conditions. Depending on the environment and obstructions, you may find you need to be closer.

What if the app does not find my controller?

- Try walking closer to the controller.
- Make sure the controller has the Bluetooth® option.
- Make sure Bluetooth® is turned on. When the controller powers up it momentarily displays the message, "on btth" or "oFF btth" immediately after showing the firmware version. Turn it on or off at the "btth" prompt on the controller's setup page, global menu.
- Check if anyone else is already connected. The controller can only pair with one phone or mobile device at a time.

When there is more than one controller in range, how do I tell which one is communicating with the app?

- Use the app's ping feature to have the controller's display indicate it is connected or about to connect. The "ping" button appears on each item in the list of available devices before you connect to a controller.
- Give each controller a unique name to make it easy to find the next time.

If I connect to the wrong EZ-ZONE PM, what do I do?

- Disconnect and choose another from the list of available controllers.