

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 see it unless you open the software.

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?

The Cyber-Rain software currently runs on Windows XP (SP3 or higher), Vista, Windows 7, and Windows Server 2003/2008.

5. Will it work with a Mac?

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 controller be from the computer?

About 300 feet for the standard model (approx. the length of a football field). The Cyber-Rain Long Range product line can communicate up to 5 miles.

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 8/16/24 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 manage as many controllers 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 and detailed reports on water savings.

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. Or, you can input the watering schedule for the hottest time of the year directly on the Schedule tab.

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 controller.

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 the changes will take effect the next time their PC is powered on.

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, a weatherproof, plastic, NEMA 4-rated outdoor box that houses either one or two Cyber-Rain XCI controllers is available on the Cyber-Rain website and from most Cyber-Rain retailers.

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.

25. I would like to install my Cyber-Rain software on another computer. What do I do?

If you would like to save your schedule, you need to transfer your data files to the new computer. Cyber-Rain is bound to your existing computer, so you will also need to reset the controller (by simultaneously pressing the up and right arrows on the controller). See the Troubleshooting Guide in the Support Resources section for more details.