



Software Procedure

How to Pair a Wireless Sensor to a Telemetry Monitor



Original instructions

Read this manual before using the equipment
Retain this manual for future use

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Intended purpose

This guide provides instructions for pairing a wireless sensor with a Otodata Telemetry Monitor.

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1 Before You Begin

Ensure that the firmware of the telemetry monitor is up to date. Refer to the Supported Sensors section on the following page for minimum firmware requirements. For any sensors unable to pair with the telemetry monitor, contact Otodata Support.

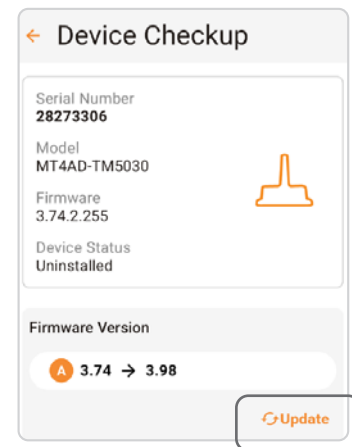
You will need:

- 📶 **A connection to the Internet** (WiFi or cellular network)
- 📶 **Bluetooth enabled on your device** (required for the Nee-Vo Tech App to connect to your telemetry monitor, in case a firmware update is needed—see Section 1.1 below)

1.1 Updating Firmware

Firmware updates are performed using the Nee-Vo Tech App. Follow the steps below to learn how to initiate an update:

1. **Log in:** Log in to the Nee-Vo Tech App using your Nee-Vo Portal username and password.
2. **Connect:** On the home screen, tap Device Center. Then choose one of the three methods provided to connect to your device.
3. **Update:** An *Update* button will be displayed on the *Device Checkup* screen if one is available. Press Update to install.



Information

For detailed instructions, see the **Nee-Vo Tech App User Manual**, available on the Nee-Vo Portal (<https://neevo.otodata.ca>).

Once logged in to the Portal, click Help in the main menu, then Help Center. Go to Documents, and download the manual.

Name: **Nee-Vo Tech App User Manual**
Document SKU: **GRA-0096**

If you need assistance or have any questions, contact our Customer Support team.



2 Supported Sensors



Notice

Wireless sensors are dependent. Wireless sensors require a telemetry monitor to connect to the Nee-Vo Portal. Firmware requirements vary—see the minimum versions below. For updates, refer to **Before You Begin** (page 4).

VM2019/2025



Attention: Telemetry monitor must have **firmware 3.054 or later** installed.

RC1010



Attention: Telemetry monitor must have **firmware 3.054 or later** installed.

VM3020



Attention: Telemetry monitor must have **firmware 3.168 or later** installed.

WS2000 (SureSense)



Attention: Telemetry monitor must have **firmware 3.054 or later** installed.

WS10XX



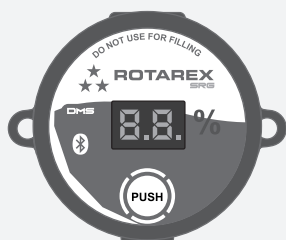
Attention: Telemetry monitor must have **firmware 3.148 or later** installed.

DM2300



Attention: Telemetry monitor must have **firmware 3.168 or later** installed.

Rotarex ELG-BLE



Attention: Telemetry monitor must have **firmware 3.182 or later** installed.¹

¹ Additional steps are required prior to pairing process. Refer to Otodata's Rotarex ELG-BLE software procedure guide.

3 Software Instructions

3.1 Pairing a Wireless Sensor with a Telemetry Monitor



Information

A telemetry monitor can pair with up to eight nearby sensors.

1. Log in to the Otodata Portal (<https://neevo.otodata.ca/>).
2. Go to the *Devices* page by clicking Tanks in the main menu, then Devices¹.
3. Use the search and filter tools to find the telemetry monitor you wish to connect to.
4. Click the arrow on the far left of the selected row to expand the *Sensors* section.

¹ User must have the role Administrator to access the Devices page.

The screenshot shows the Otodata Portal interface. At the top is a navigation bar with icons for Tanks, Config, Admin, Integrations, and Help. The main heading is "Devices". Below it is a search bar with the value "24403006" and buttons for Search, Clear, and Reset sorts. A table lists devices with columns: S/N, Is Linked To Tank, Model, Mac Address, Is Gateway, Value Type, Value, Enclosure Temperature, Battery, and Last Communication. The row for S/N 24403006 is highlighted in orange. A circled arrow points to the expand/collapse icon (a small square with a downward arrow) in the first column of this row. Below the main table is a section for "Wire Sensors" with its own table. A second circled arrow points to the expand/collapse icon in the first column of the "Wire Sensors" table. This table has columns: State, Is Installed, Status, Mac Address, S/N, Reference Id, Last Communication, Radio, and Mode. It lists several sensors, including one that is "Not installed" with S/N 24403006, which matches the device selected in the main table.

S/N	Is Linked To Tank	Model	Mac Address	Is Gateway	Value Type	Value	Enclosure Temperature	Battery	Last Communication
24403006	0	TM5035DH	E7:72:B2:6E:18:C2	✓	Percentage	16777215	75 °F	3.66 Vdc	7 hours ago

State	Is Installed	Status	Mac Address	S/N	Reference Id	Last Communication	Radio	Mode
[Unpaired]	✓	Waiting for Reading						Dynamic A
[Paired]	✓	OK	60:C0:BF:ED:50:7A	94100218	60C0BFED507A	7 hours ago	84%	Dynamic B
[Paired]	✓	OK	60:C0:BF:ED:50:EB	94100005	60C0BFED50EB	7 hours ago	84%	Dynamic C
[Paired]	✓	Comm Trouble	60:C0:BF:DF:C4:E8	94100157	60C0BFDFC4E8	12 days ago	4%	Dynamic D
[Paired]	✗	Not installed	E7:72:B2:6E:18:C2	24403006		2 months ago	84%	Static
[Paired]	✓	Comm Trouble	60:C0:BF:ED:55:82	94100104	60C0BFED5582	7 hours ago	84%	Static

- Then click the green **+ Add Wireless Sensor** button which will create a new entry in the Wireless Sensor section called “[Unpaired]”.

Wireless Sensors								
State	Is Installed	Status	Mac Address	S/N	Reference Id	Last Communication	Radio	Mode ↑ ↓
[Unpaired]	✗	Not installed						Dynamic A

- Click [Unpaired] to open the *Edit* screen.
- Under the *Wireless Sensor Information* section, toggle **ON** the *Installed* switch to activate (the *Installed Date* will also be recorded). Then, scroll down and click Save.



- If you return to the *Devices* page you will see that the wireless sensor will now have the “Waiting for Reading” status indicating that the telemetry monitor is searching for the nearest BLE device to pair with.

Once the BLE device and telemetry monitor are officially paired, the sensor’s status will change from “Waiting for Reading” to “OK”, signaling that the setup is complete.

Wireless Sensors								
State	Is Installed	Status	Mac Address	S/N	Reference Id	Last Communication	Radio	Mode ↑
[Unpaired]	✓	Waiting for Reading						Dynamic A
[Paired]	✓	OK	60:C0:BF:ED:50:7A	94100218	60C0BFED507A	7 hours ago	84%	Dynamic B
[Paired]	✓	OK	60:C0:BF:ED:50:EB	94100005	60C0BFED50EB	7 hours ago	84%	Dynamic C
[Paired]	✓	Comm Trouble	60:C0:BF:DF:C4:E8	94100157	60C0BFDFC4E8	12 days ago	4%	Dynamic D
[Paired]	✗	Not installed	E7:72:B2:6E:18:C2	24403006		2 months ago	84%	Static
[Paired]	✓	Comm Trouble	60:C0:BF:ED:55:82	94100104	60C0BFED5582	7 hours ago	84%	Static



Information

The telemetry monitor will try to pair with the BLE device with the strongest signal strength (often the nearest device). If the signal is persistent (more than one hour of steady connection) the telemetry monitor will *claim* the device.

The pairing process may take an hour or less.

4 Locate Your Devices in the Portal

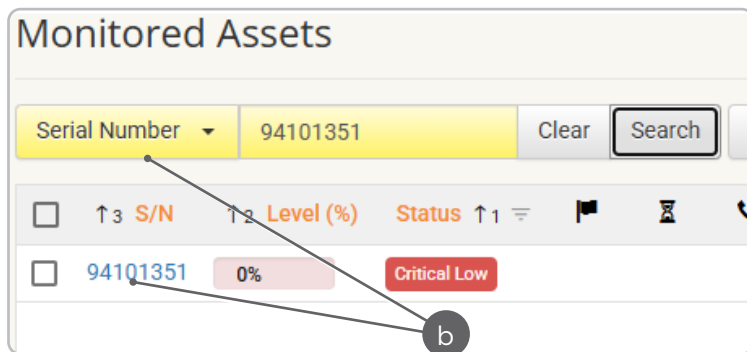
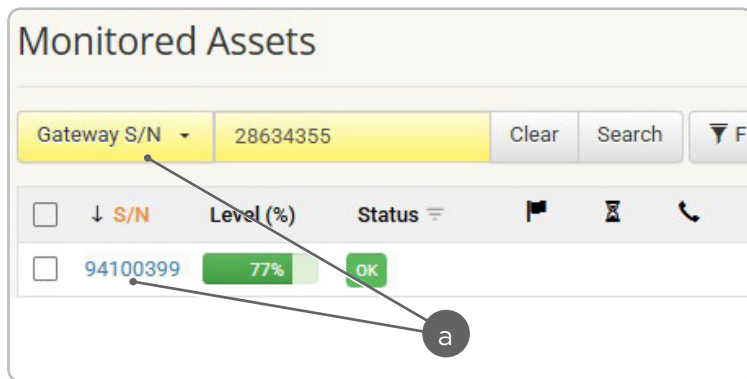
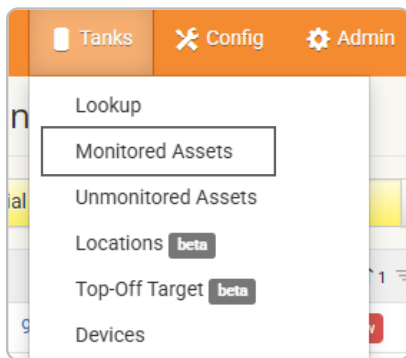
There are two ways to locate paired sensors/telemetry monitors in the portal:

4.1 Via Monitored Assets Page

(Tanks > Monitored Assets)

- Either, select *Gateway S/N* from the search bar's drop down menu. Then, input the telemetry monitor's serial number, and click Search.
- Or, Select *Serial Number* from the search bar's drop down menu. Then, input the BLE dial's serial number, and click Search.

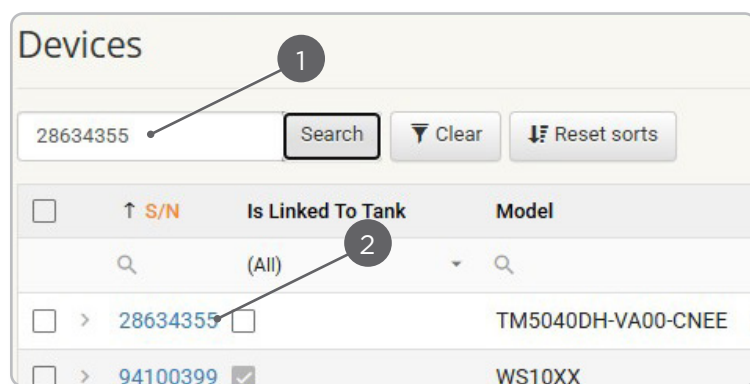
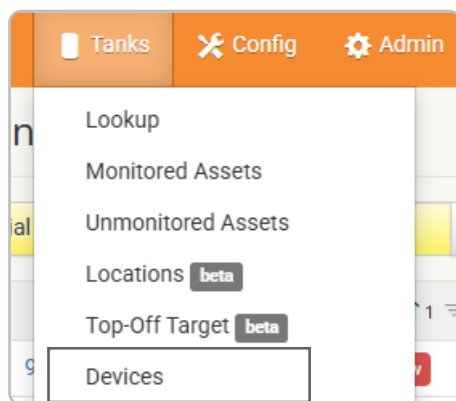
Once the device is found, click its serial number (S/N) to open the *Details* page.



4.2 Via Devices Page

([Tanks](#) > [Devices](#))

1. Enter the BLE dial's serial number or telemetry monitor's serial number into the search bar and click [Search](#).
2. Once the device is found, click its serial number (S/N) to open the *Details* page.



**Members can watch
step-by-step installation
videos and shop online**



Sign up free today

otodatatankmonitors.com/membership

Members can purchase monitors and accessories like gauges, leads, mounting equipment and more via our online store.

IMPORTANT

Please take a moment to carefully read the installation instructions included with your monitors, and ensure you understand and respect local regulations.

ABOVE-GROUND TANKS

Do not install
monitors under lids.

UNDERGROUND TANKS

Plastic lid suggested. Metal
lids will obstruct signal.

Reading installation instructions will ensure maximum
monitoring performance on all your tanks and
installations.