



## 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

Published on: Wednesday, June 17, 2026

Document ID: GRA-0112-EN\_002 IM\_WS-SENSORS 2026-06-17

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## Intended purpose

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

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\*Only North America. Only call this number in an emergency.

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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.

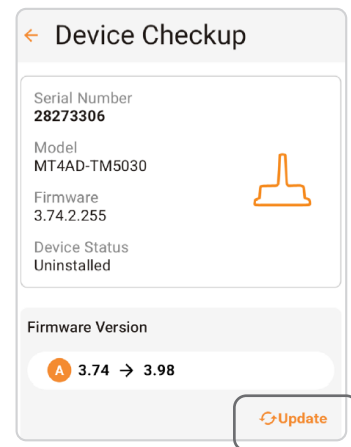
You will need:

- 📶 **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).

#### WS10XX



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

#### RC1010



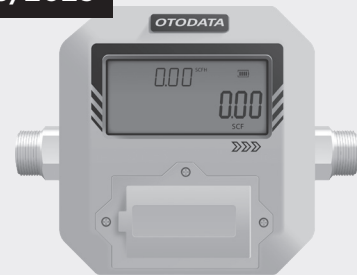
**Attention:** Telemetry monitor must have **firmware 3.054 or later** installed.

#### WS2000 SureSense



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

#### VM2019/2025



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

#### VM3020



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

#### DM2300



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

## 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 Devices<sup>1</sup>.
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.

<sup>1</sup> User must have the role Administrator to access the Devices page.

The screenshot shows the Otodata Portal interface. At the top, there is a navigation bar with icons for Tanks, Config, Admin, Integrations, and Help. Below this is the 'Devices' section, which includes a search bar with the value '24403006' and buttons for Search, Clear, and Reset sorts. A table lists devices with columns for S/N, Is Linked To Tank, Model, Mac Address, Is Gateway, Value Type, Value, Enclosure Temperature, Battery, and Last Communication. The device with S/N '24403006' is selected, and a dropdown arrow on its left is circled. Below the main table, the 'Wireless Sensors' section is expanded, showing a table with columns for State, Is Installed, Status, Mac Address, S/N, Reference Id, Last Communication, Radio, and Mode. The expanded table shows six wireless sensors, with the one corresponding to S/N '24403006' and Mac Address 'E7:72:B2:6E:18:C2' highlighted.

S/N	Is Linked To Tank	Model	Mac Address	Is Gateway	Value Type	Value	Enclosure Temperature	Battery	Last Communication
Sensor 0	0	Primary	OK	Neville Ventures, Inc.	Default	Percentage	5370	7 hours ago	
24403006	✓	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

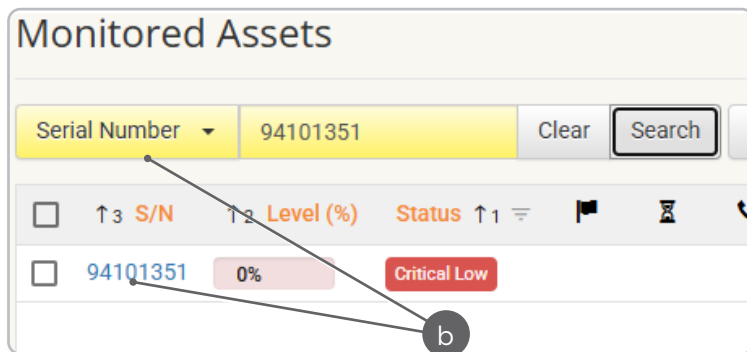
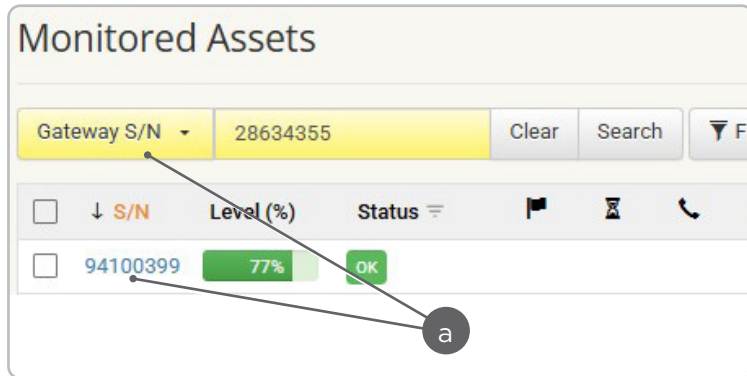
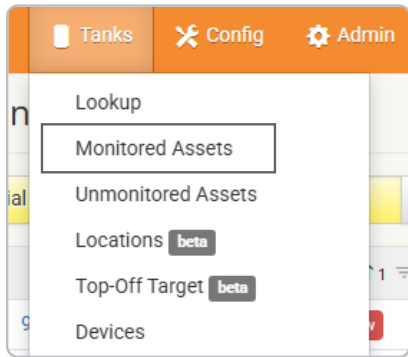
There are two ways to locate paired sensors/telemetry monitors in the portal:

### 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.

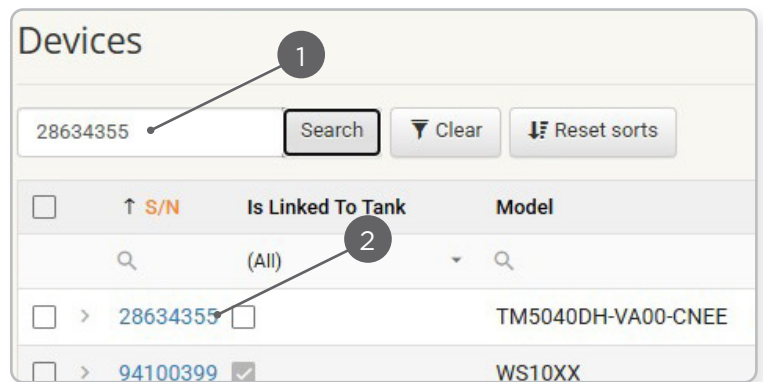
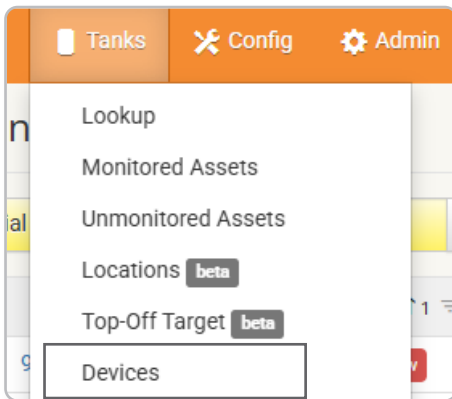
Once the device is found, click its serial number (S/N) to open the *Details* page.



## 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.



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**[otodatatankmonitors.com/membership](https://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.