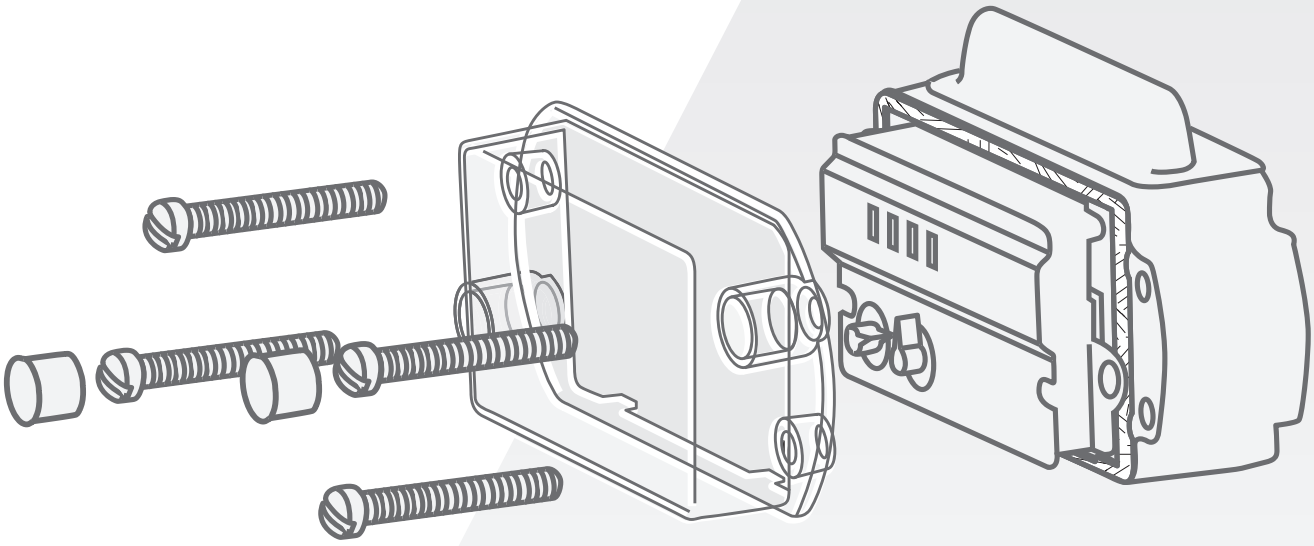
OTODATA

Installation Procedure

Smart Volumetric Adapter for Diaphragm Gas Meter

Volumetric Meter
Model: VM3020



GRA-0094-EN_012 IM_VM3020 2025-10-22

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From 8 AM–6 PM EST

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Safety and Warnings

THE INSTALLATION OF THIS DEVICE IS RESERVED ONLY FOR PROPERLY TRAINED PERSONNEL, AND MUST BE APPROVED BY THE SAFETY BODY HAVING JURISDICTION.

IMPORTANT Make sure to follow best safety practices and comply with procedures applicable in your local jurisdiction.

Compatibility

Otodata's VM3020 are ONLY compatible with the following diaphragm gas meters:

AC-250, AM-250, AT-210/250, AL-425, AC-630

Before you begin

You will need:

- A **connection to the Internet** (WiFi or cellular network).
- The **Otodata VM app** installed on your device (available on the Apple and Android store).

  Download it here:
  go.otodata.com/Otodata-VM-App

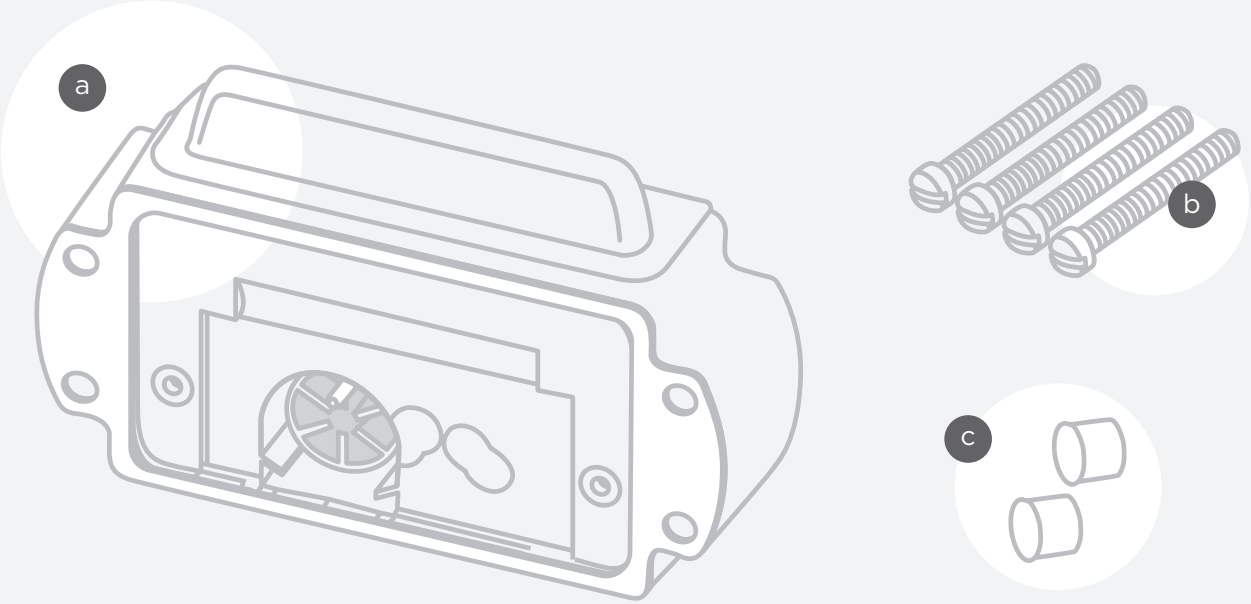
Upon downloading the Otodata VM app, you will be prompted to configure app settings and permissions:

- **Location Tracking**: Please select Always Allow or Allow While Using App.
- **Bluetooth:** Please select Allow. Likewise, ensure Bluetooth is turned ON.
- **Camera:** Please select Allow.

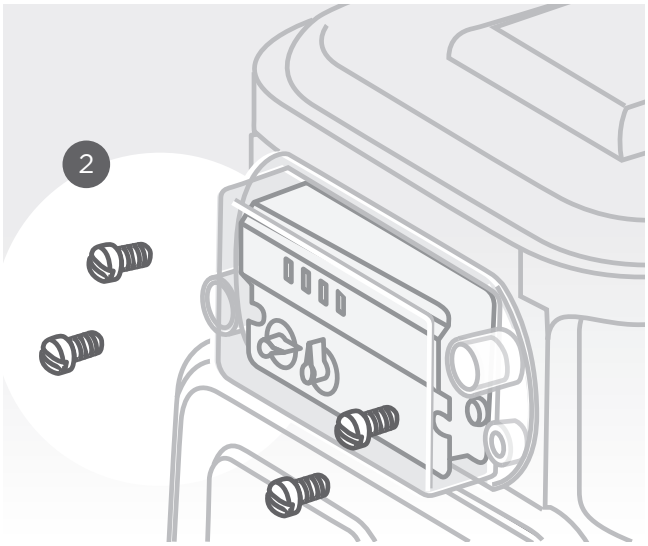
Box Contents

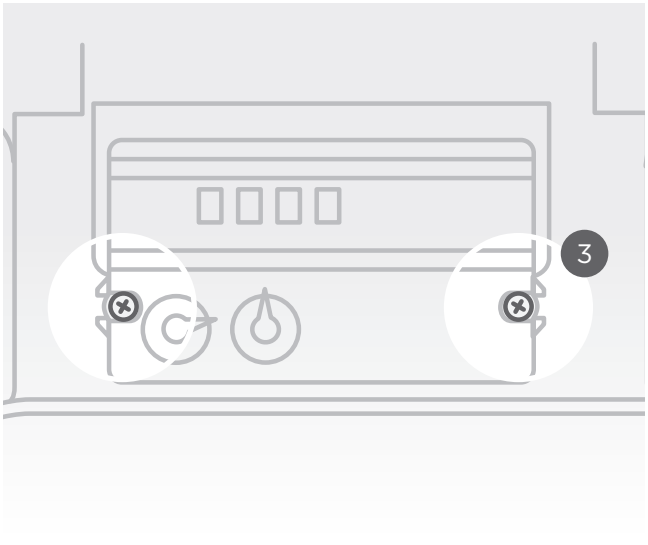
Your volumetric Meter kit will contain the following items:

a. One pulsar adapter
b. Four 1/4-20 x 2″ screws in plastic bag
c. Two 1/4″ tamper seals in plastic bag



Installation Instructions





1. Inspect for safety concerns

ATTENTION: Turn off the flow of gas. Ensure ALL equipment using gas is secured.

a. Remove any debris, dirt, or other contaminants from the area of the gas meter register.

b. Carefully inspect the device for possible safety concerns such as a leak (or any other issue that could compromise safety).

DO NOT proceed if anything concerning is found.
Report immediately.

2. Remove transparent cover

Remove all four screws using a slotted screwdriver then carefully remove the transparent cover.

> Note: you may notice a gasket around the cover. We recommend removing this to avoid any gaps in the new gasket with the adapter.

If a *lock seal* is attached to the gas meter screws, ensure you have permission to remove it before proceeding.

You may also be required to break a seal on a bolt.

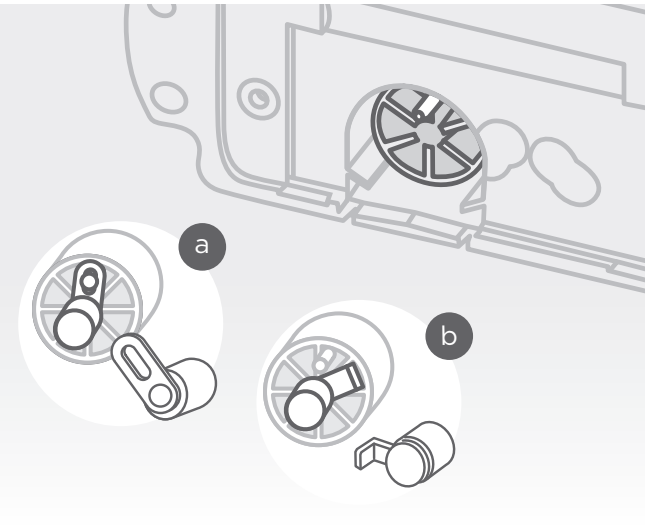
3. Remove register

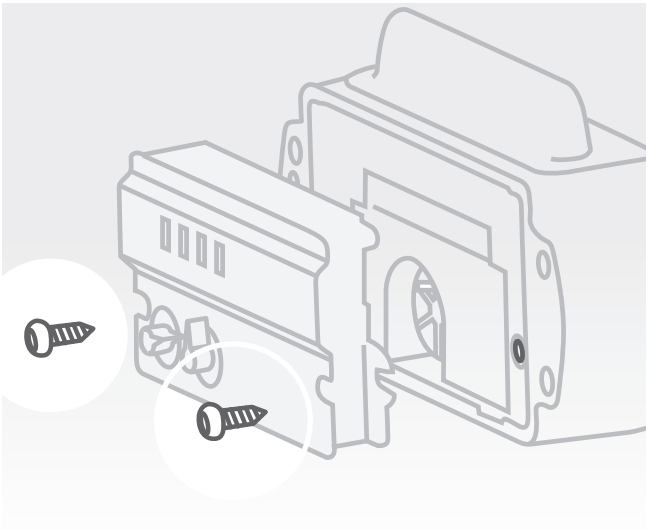
Proceed to remove the two small screws that secure the register in place. Then, carefully detach the device.

Ensure you do not let the register or screws to fall.

4. Clean interior

Clean the interior area.





5. Determine axle compatibility

Identify the gas meter's axle type:
a. Female (Oblong hole) or **b.** Male (Square tab).

The front side of Otodata's Volumetric Meter has the ability to mate with both female and male axles. It has a prong that can be mated with the oblong hole (female), and, 5 cavities in the wheel where the square tab (male) can be inserted.

(Similarly, the back-side of the Volumetric Meter can mate with both female and male axles. See following page.)

6. Activate device

Spin the wheel at least three times.

The device will wake up and start looking for a connection automatically.

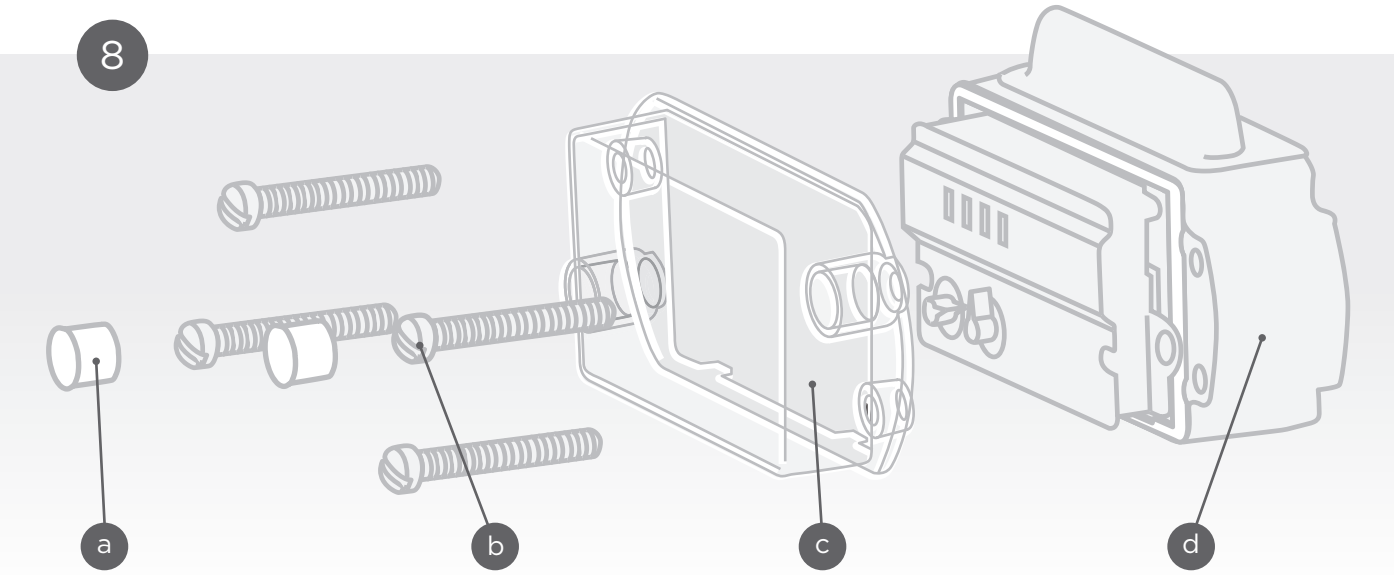
7. Reinstall register

Attach the register to the Volumetric Meter.

Use special care to properly mate the register's axle with the wheel. You may turn the wheel to adjust the alignment.

Secure the register in place using the two screws previously removed.

IMPORTANT: The back of the counter register comes with a mechanical wheel with a slot to align with the adapter pin wheel.



8. Collect all components

Ensure you have all necessary components:

a. Two 1/4" tamper seals
b. Four 1/4-20 x 2" screws
c. Transparent cover
d. Pulse adapter

9. Assembly Procedure

1. Place the protective cage on top of the cork seal ensuring the drainage holes are facing downward.

2. To ensure counter-wheel is functioning correctly, give it a half-turn. Then return it to its original position.

3. Using a nonsparking slotted screwdriver, gently secure the device in place using two (2) screws. We recommend inserting them asymmetrically (top right and bottom left).
DO NOT over-tighten.

4. Align the counter wheel with the gas meter wheel. (See figure to the left)

5. Gently screw-in the two (2) remaining screws.
DO NOT over-tighten.

6. Install the two (2) tamper seals (top right and bottom left).

7. Inspect installation. Ensure everything is correctly installed. Then, open the shut valve and check for any leaks near the index or the surroundings.

Logging into the Otodata VM App

1. Sync the Nee-Vo Portal and Otodata VM App

The Otodata VM App is linked to the Nee-Vo Portal.

If this is the first time using the Otodata VM App, you must reset your Nee-Vo Portal password to ensure both platforms are synced. Once synced, any update made via the Otodata VM App will be automatically reflected in the Nee-Vo Portal.

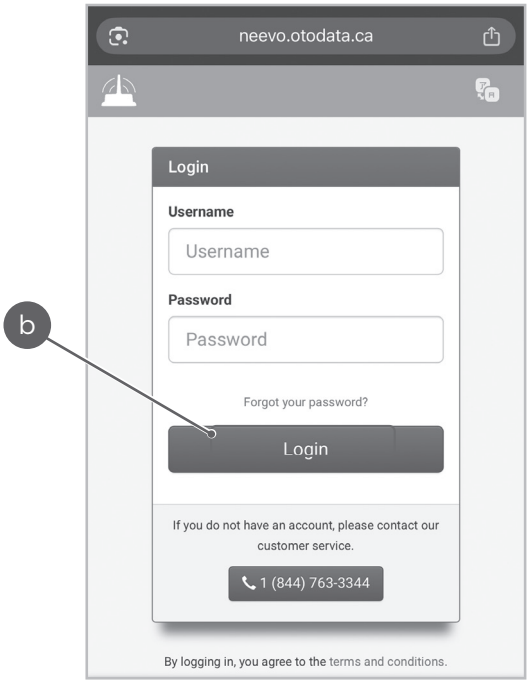
Follow the steps below to reset your Nee-Vo Portal password:

a. Open your web browser and go to https://neevo.otodata.ca

b. Existing users: click *"Forgot your password?"* below the password field and follow the instructions on-screen.

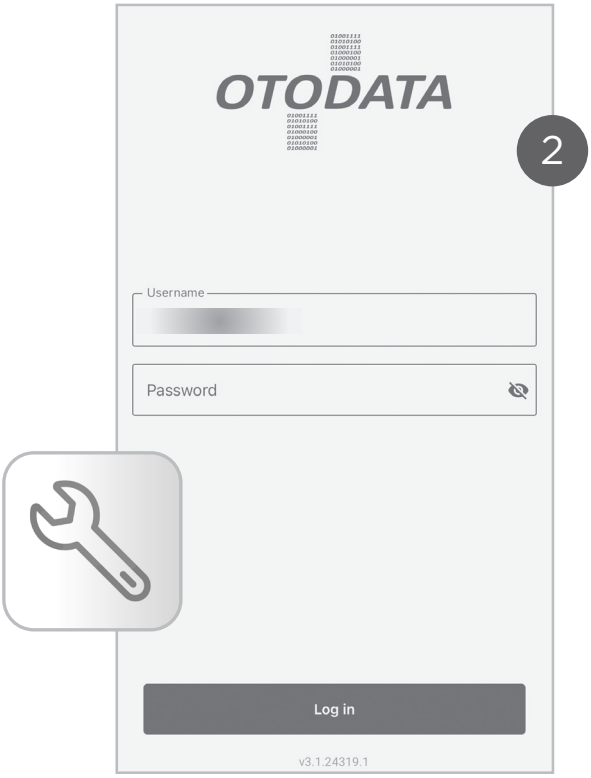
New users: click *"Forgot your password?"* below the password field and input the same email address used to process the order. Then follow the instructions on-screen.

> Note: If you are unsure what login credentials to use, please contact Otodata's customer support team (see 2nd page). Ensure you have your *company information* or *Sales Order* on-hand to help us quickly resolve the issue.



2. Log into the Otodata VM App

Launch the Otodata VM App and, using your username and newly reset password, log in.

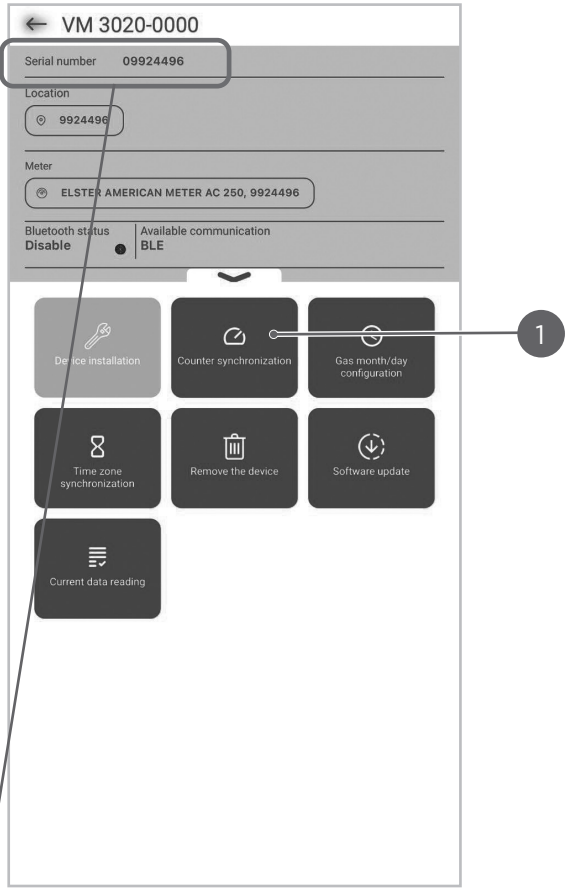


Counter Synchronization

Meter counter synchronization should be performed when first installing the adapter device or when the device's normal operation is disrupted (e.g., due to a discharged battery or a malfunction) as it ensures the accuracy of data sent to the Nee-Vo Portal.

During counter synchronization, the volume registered by the device is synchronized with the volume displayed on the meter.

1. Navigate to *Detailed Device View*. Ensure you are paired with the correct device by verifying that the serial number in-app matches the S/N on the device's label *(figure 1)*. Then press Counter synchronization.



2. Press Download data from device to check the current parameters of the assigned meter set in your device

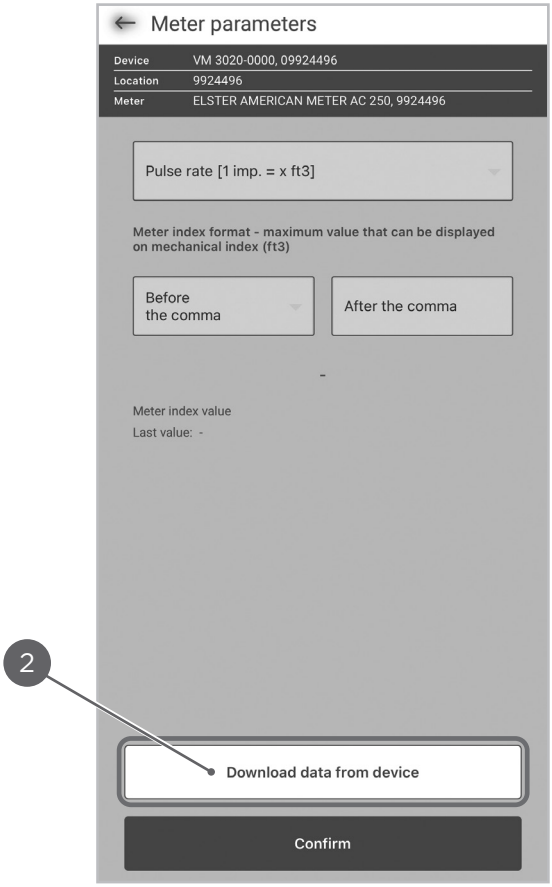
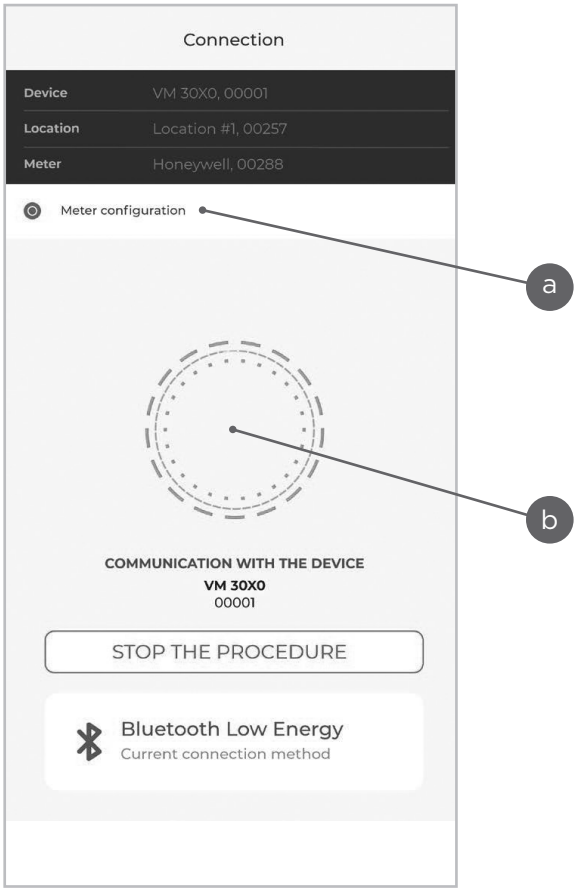


figure 1

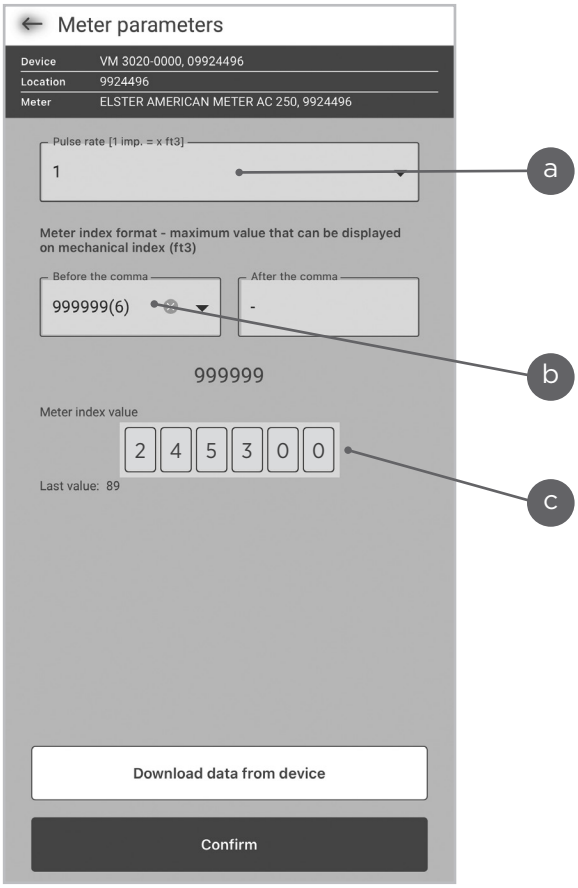
Counter Synchronization

3. Wait for the connection between the device and the application.



a. Operation status
b. Connection status between the device and the application

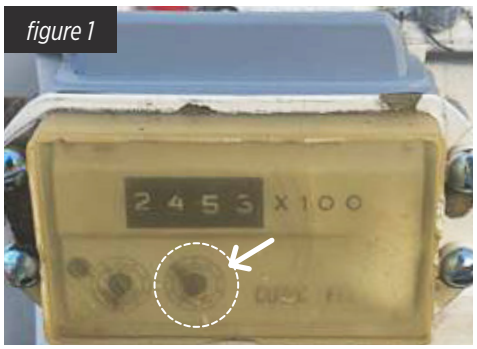
4. The current parameters of the meter set in the device are displayed on the screen. Introduce the changes and press Confirm.



a. Input the Pulse Rate (gas volume per one impulse). This is found on the counter register (the 2nd small dial from the left)—*see figure 1 below.* This can also be found in the manual of the gas meter.
b. Input the maximum value that can be displayed on a mechanical index (number of digits before and after the comma).
c. Input the value displayed on the mechanical index of the meter and add "00" to the end.

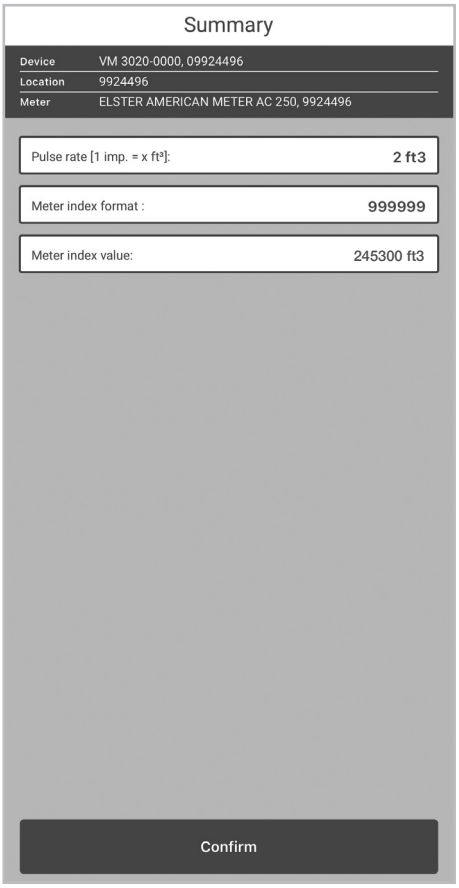
NOTE: In the example below *(figure 1),* you would input*:*
2453 + 00 = 245300

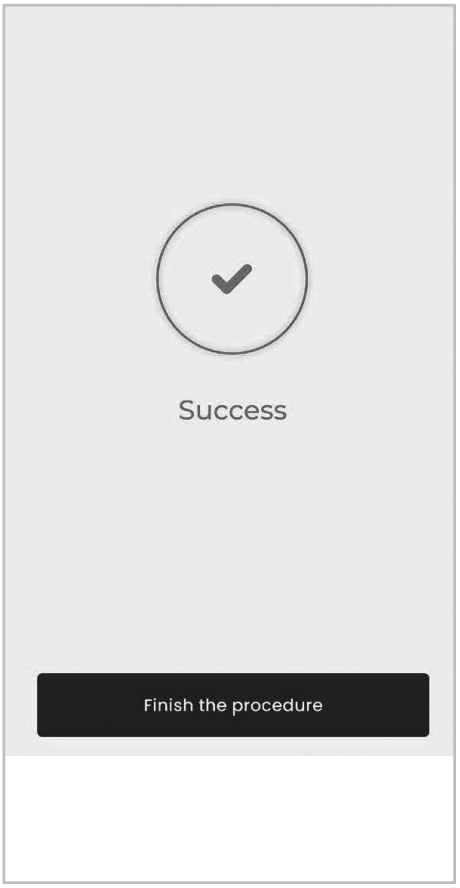
figure 1



Counter Synchronization

5. Wait until the new parameters are set in the device.
Then, confirm the data in the Summary* to send the new settings to the server and finish the procedure.





*From this point on you will be unable to make any changes to the entered data. If you wish to change one of the introduced parameters, return to the detailed view of the device once the operation is complete and repeat the operation of counter synchronization.

Verify Installation in the Nee-Vo Portal

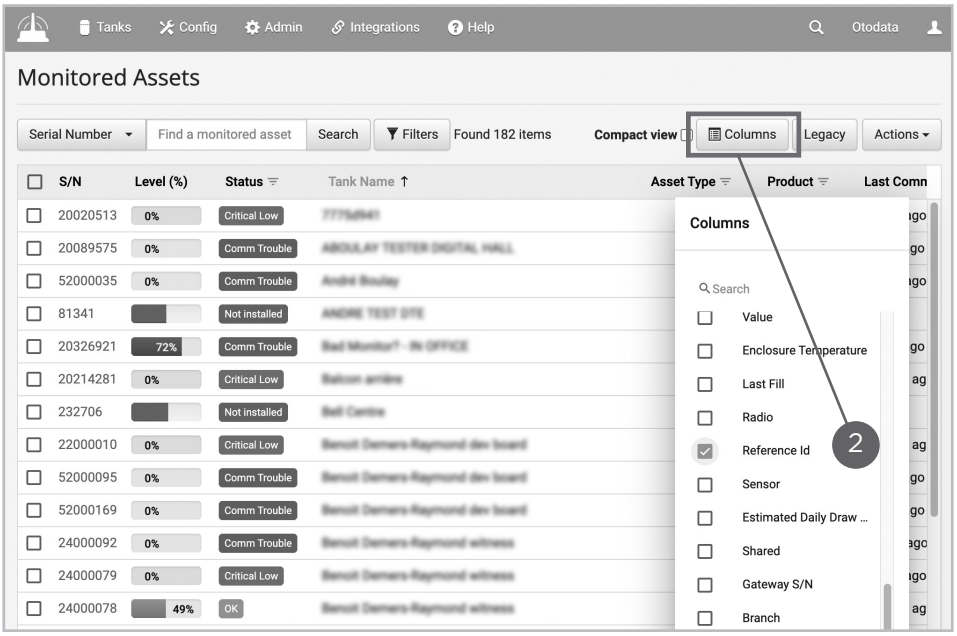
1. Go to Monitored Assets page

Once logged in to the Nee-Vo Portal (neevo.otodata.ca), navigate to Tanks > Monitored Assets.

2. Activate the Reference Id column

On the Monitored Assets page, click the Columns button, and activate Reference Id from the list.

Note: You may need to scroll to the right to see the newly visible *Reference Id* column.

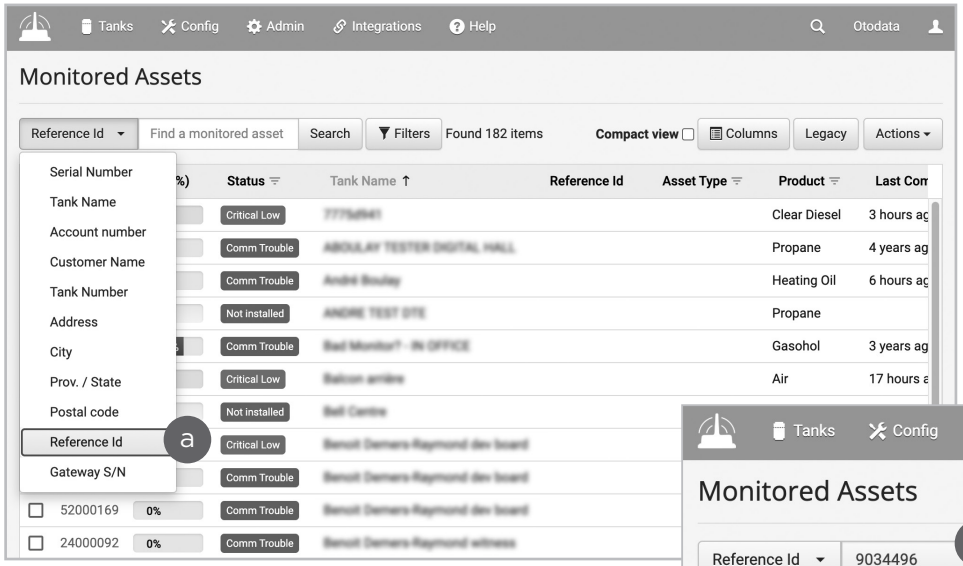


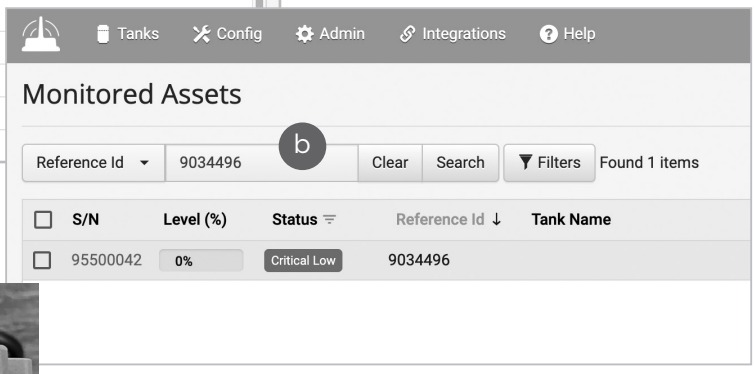
3. Search for the device via its Reference Id

a. Ensure Reference Id is selected to the left of the search bar.

b. Then input the device's unique 8-digit ID into the search bar, and click Search. (Be sure to omit the first "0".)

c. A device's unique ID can be found on its bottom label.





Verify Installation in the Nee-Vo Portal

4. Review consumption rate to validate installation

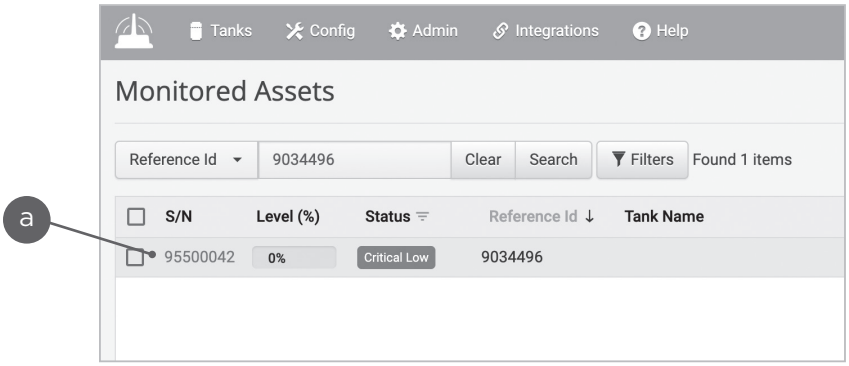
Note: The first daily report will be available within 24-hours of installation. Daily reports include hourly readings.

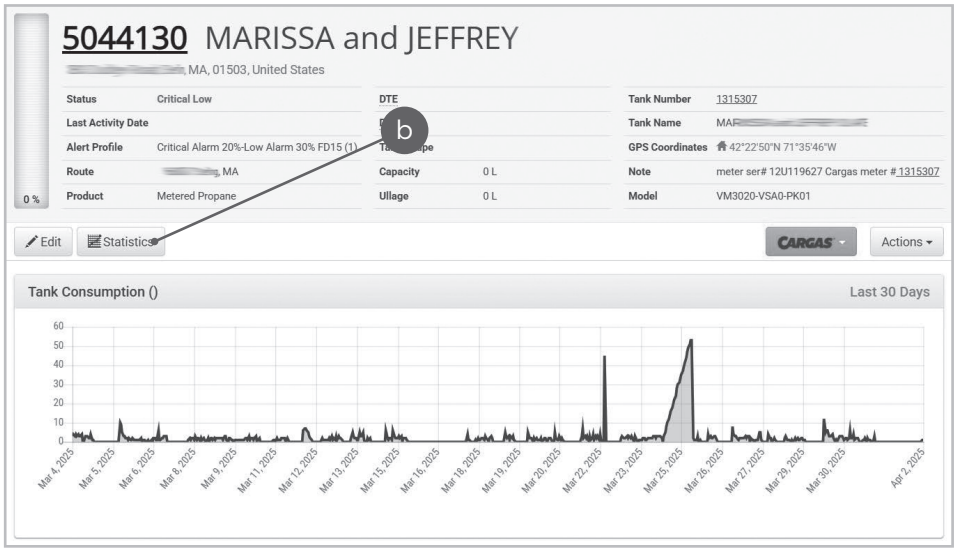
a. Click the device's Serial Number (S/N) from the list to go to the *Details* page.

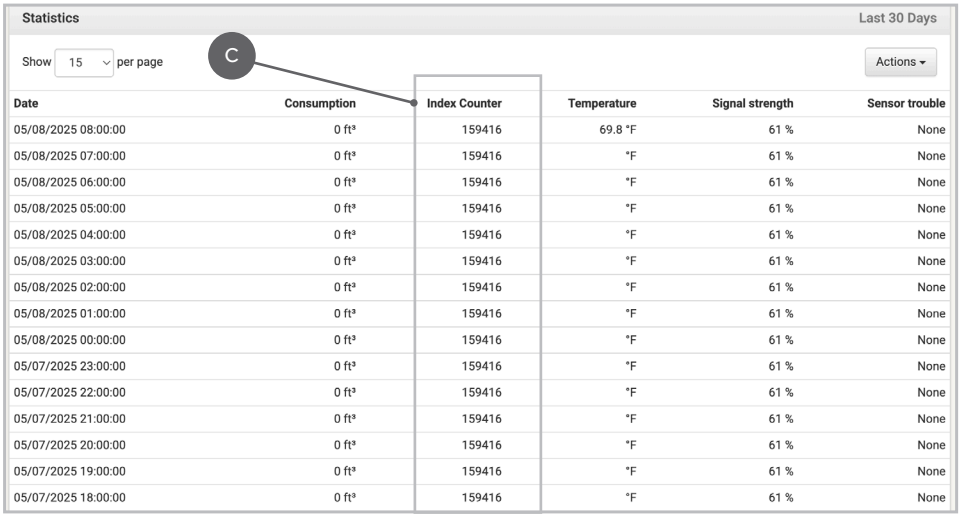
b. Then click the Statistics button to see more detailed data (including the Consumption Chart).

c. Scroll down to the *Statistics table* to see a list of all Index Counter entries.

A successful installation will produce increasing Index Counter. An unsuccessful installation will produce unchanging values.







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	UNDERGROUND TANKS
Do not install monitors under lids.	**Plastic lid suggested. Metal lids will obstruct signal.**

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