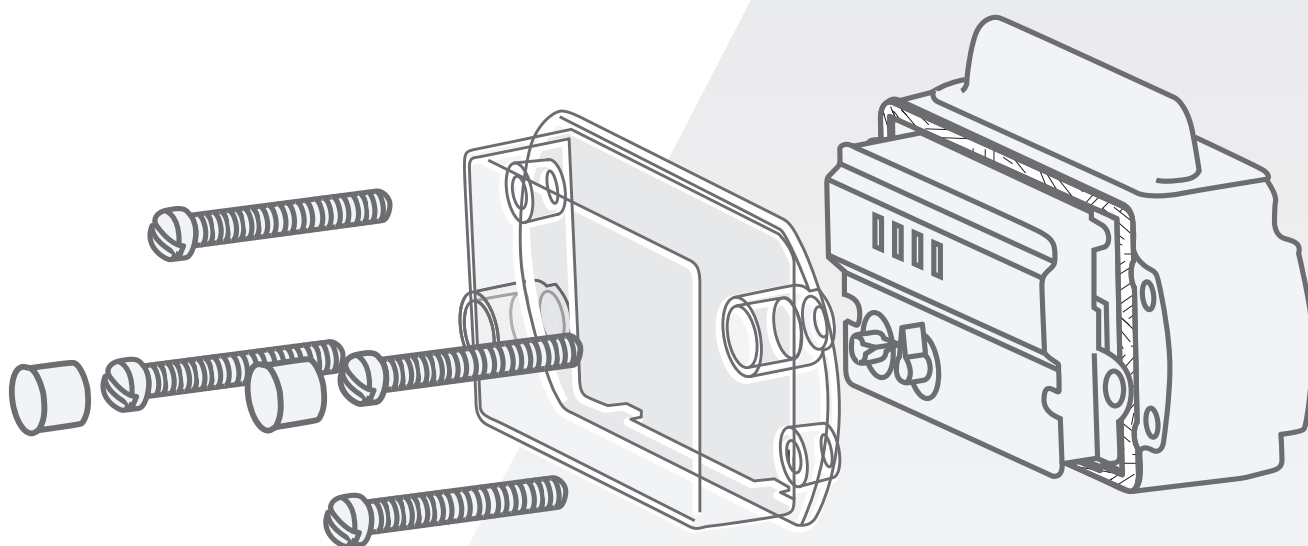


## Installation Guide

# Smart Volumetric Adapter for Diaphragm Gas Meter

**Volumetric Meter**

**Model: VM3020**



### **Original instructions**

Read this manual before using the equipment

Retain this manual for future use



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## **Intended purpose**

The purpose of this guide is to provide instructions and information for the safe installations of the Otodata Smart Volumetric Adapter for Diaphragm Gas Meter (VM3020).

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

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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](https://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.



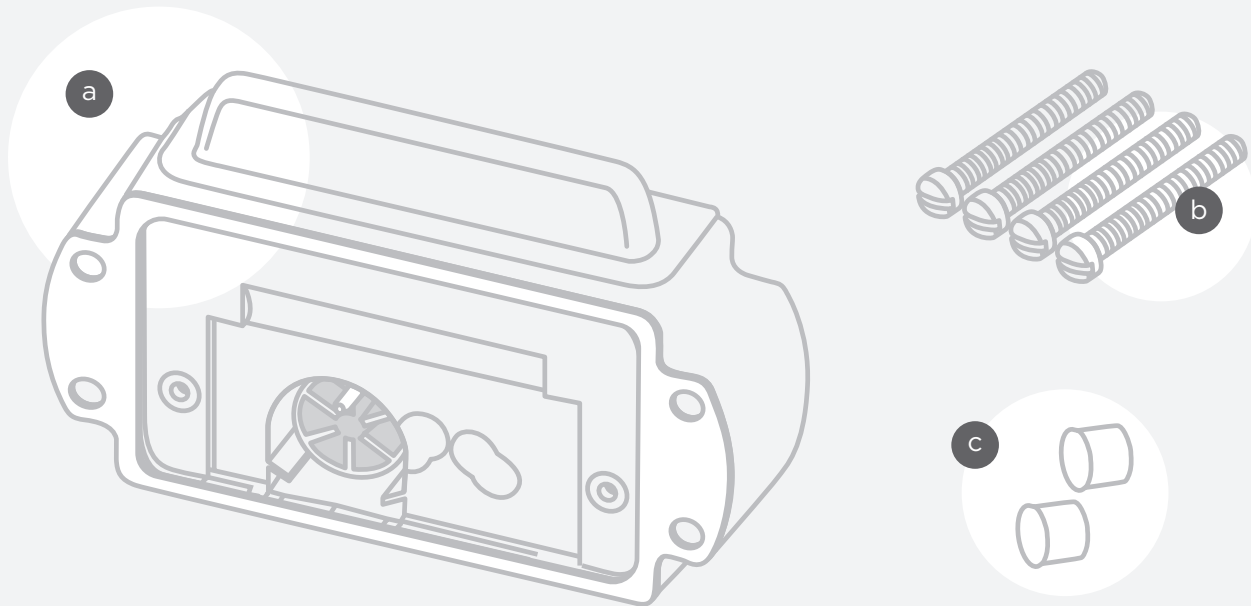
**Camera:** Please select Allow.

## Box Contents

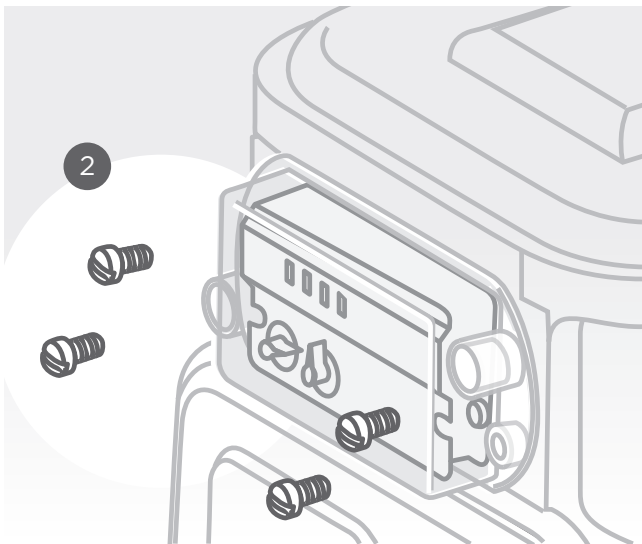
Your volumetric Meter kit will contain the following items:

- a. One Smart Volumetric Adapter
- b. Four 1/4-20 x 2" screws in plastic bag
- c. Two 1/4" tamper seals in plastic bag

Note: Verify that the volumetric meter is properly equipped with black neoprene gaskets on both sides. If this is not the case, contact Otodata customer service.



## Installation Instructions



### 1. Inspect for safety concerns

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

- 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.

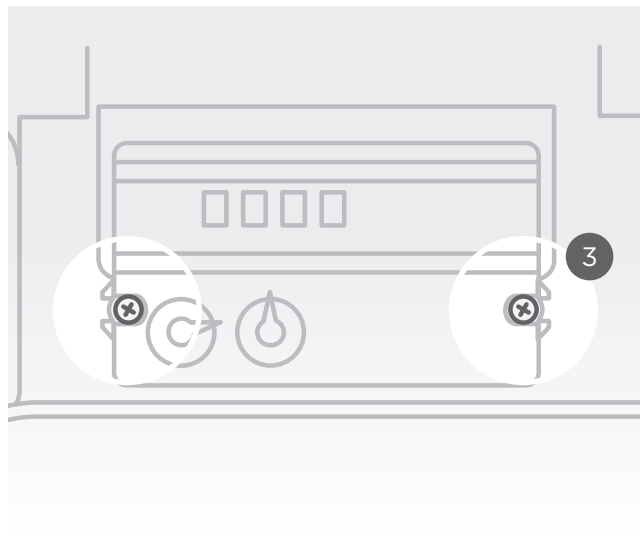
### 2. Remove transparent cover

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

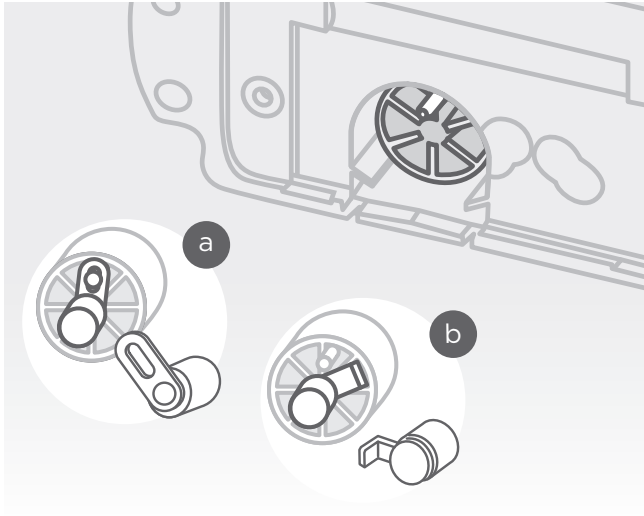
Proceed to remove the two small screws that secure the register in place. Then, carefully detach the device.

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

### 4. Clean interior

Clean the interior area.

## Installation Instructions



### 5. Determine axle compatibility

Identify the gas meter's axle type:

**a.** Female (Oblong hole) or **b.** Male (Square tab).

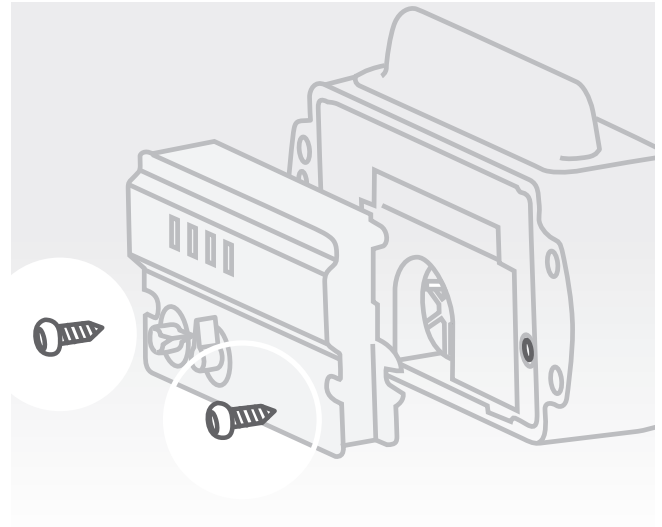
The front side of Otodata's Volumetric Meter has the ability to mate with both female and male axles. It has a prong that can be mated with the oblong hole (female), and, 5 cavities in the wheel where the square tab (male) can be inserted.

(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

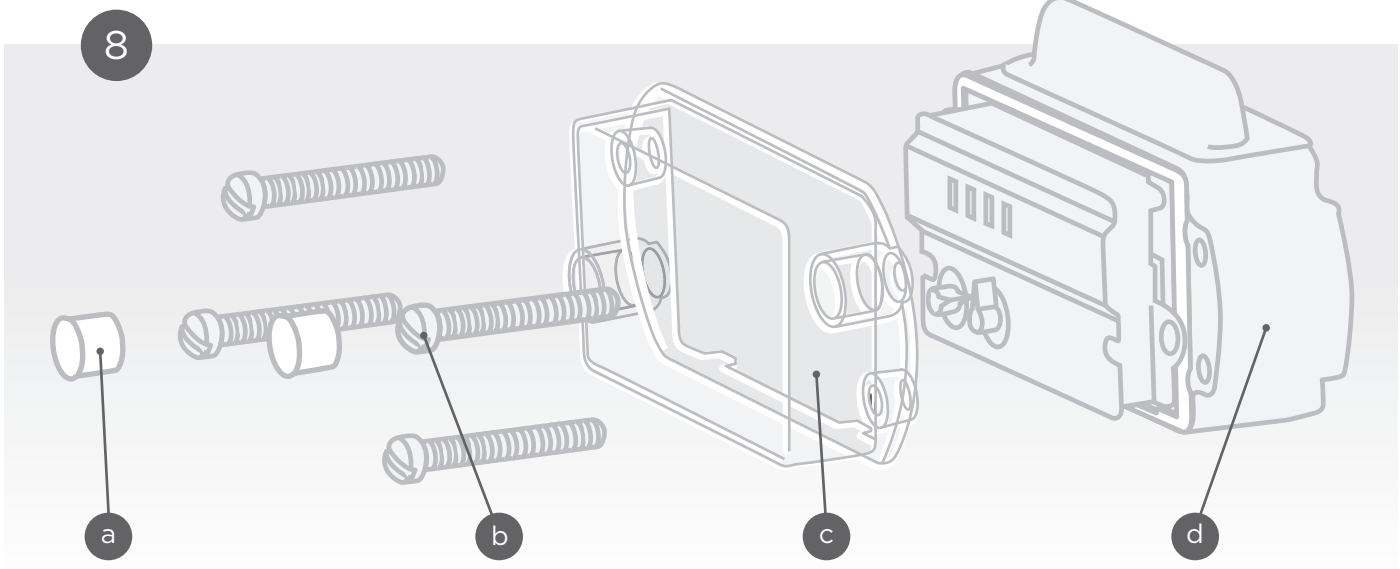
Attach the register to the Volumetric Meter.

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.

## Installation Instructions



### 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.** Smart Volumetric 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. 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.

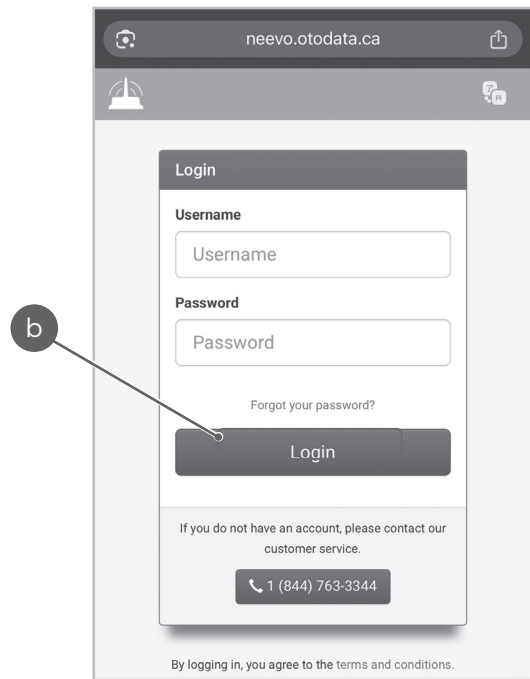
Follow the steps below to reset your Nee-Vo Portal password:

**a.** Open your web browser and go to <https://nevo.otodata.ca>

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

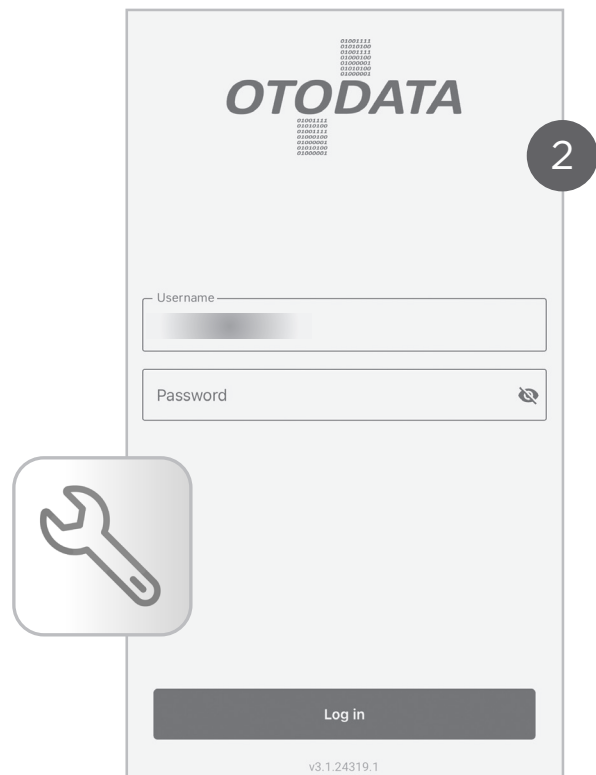
New users: click "*Forgot your password?*" below the password field and input the same email address used to process the order. Then follow the instructions on-screen.

Note: If you are unsure what login credentials to use, please contact Otodata's customer support team (see 2<sup>nd</sup> 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.



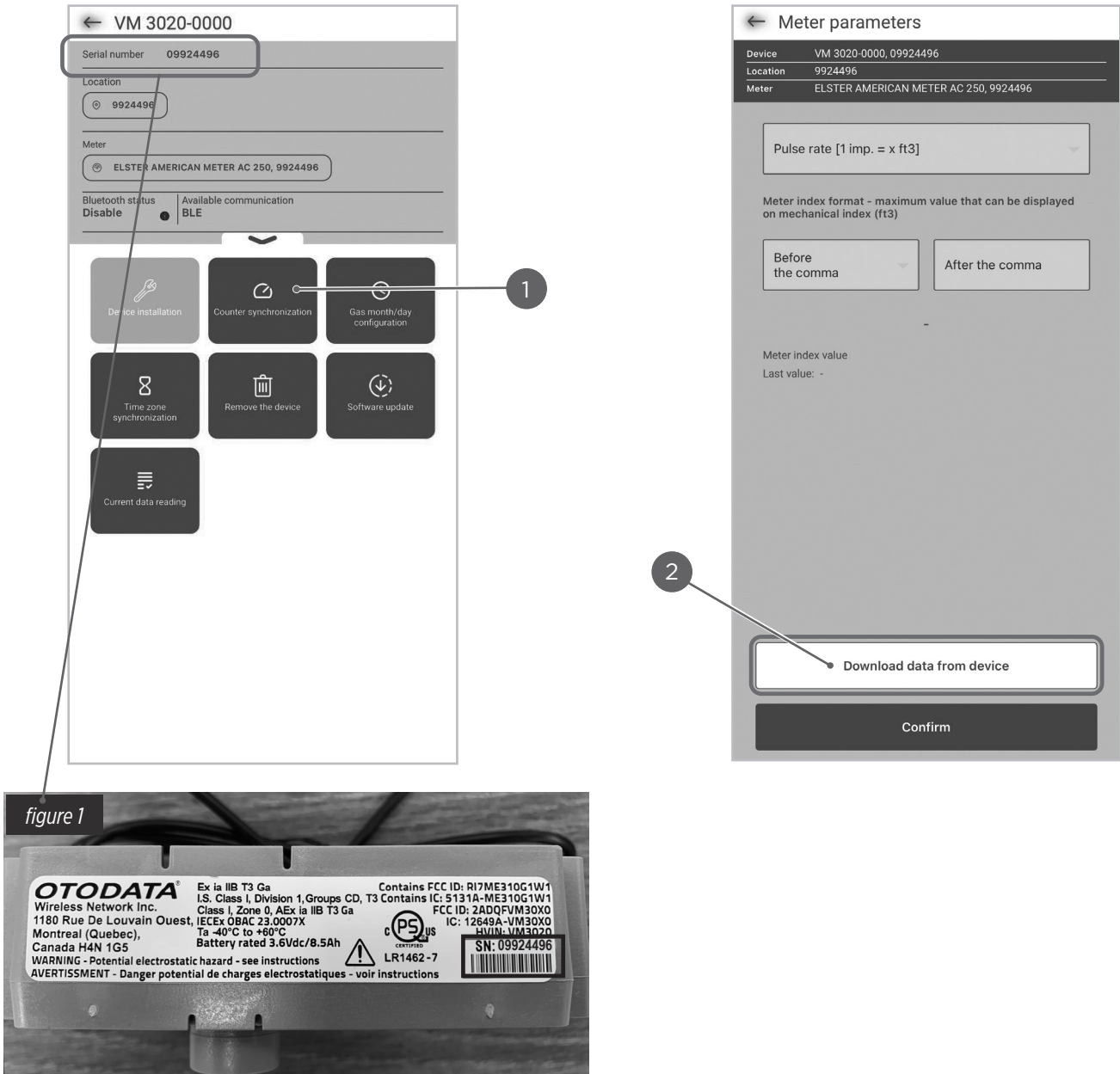
Counter Synchronization

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.

- 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.

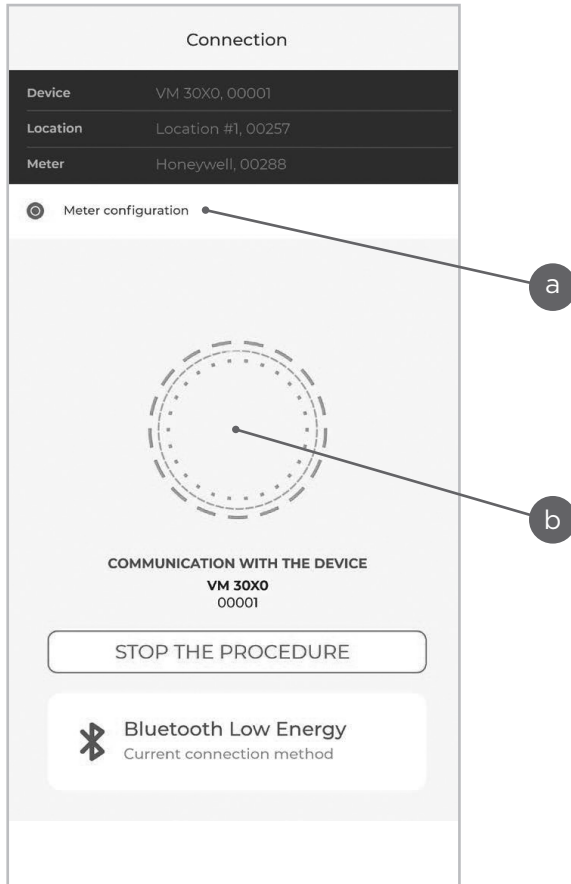
During counter synchronization, the volume registered by the device is synchronized with the volume displayed on the meter.

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



## Counter Synchronization

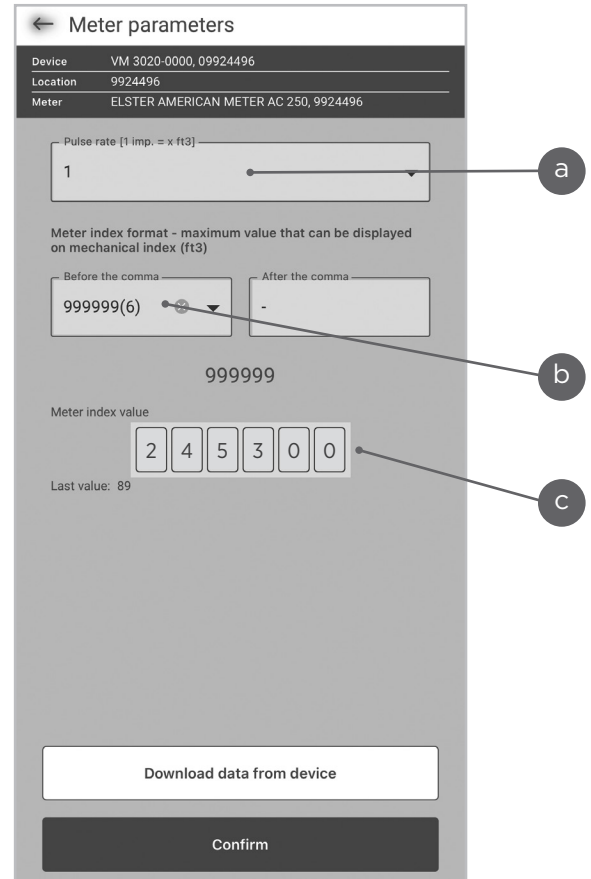
3. Wait for the connection between the device and the application.



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 2<sup>nd</sup> 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



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.

← Meter parameters

Device

VM 3020-0000, 09924496

Location

9924496

Meter

ELSTER AMERICAN METER AC 250, 9924496

✓ Device configuration

COMMUNICATION WITH THE DEVICE

VM 30X0

00001

Stop the procedure

Bluetooth Low Energy

Current connection method

Summary

Device

VM 3020-0000, 09924496

Location

9924496

Meter

ELSTER AMERICAN METER AC 250, 9924496

Pulse rate [1 imp. = x ft³]:

2 ft3

Meter index format :

999999

Meter index value:

245300 ft3

Confirm

Success

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

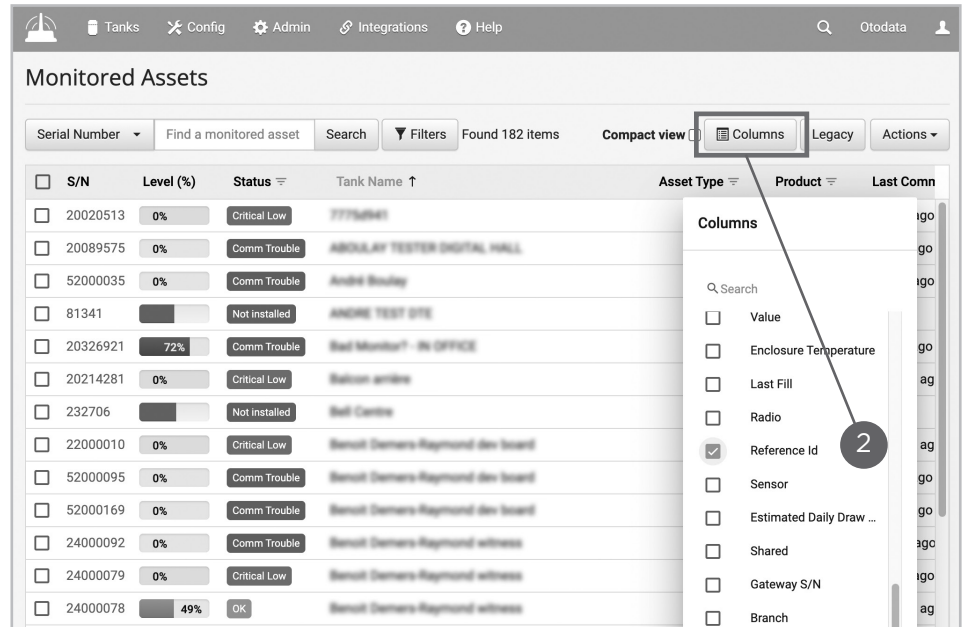
### 1. Go to Monitored Assets page

Once logged in to the Nee-Vo Portal ([neev.otodata.ca](http://neev.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.

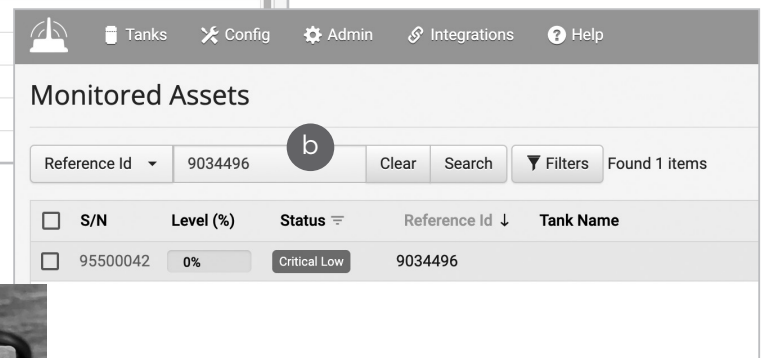
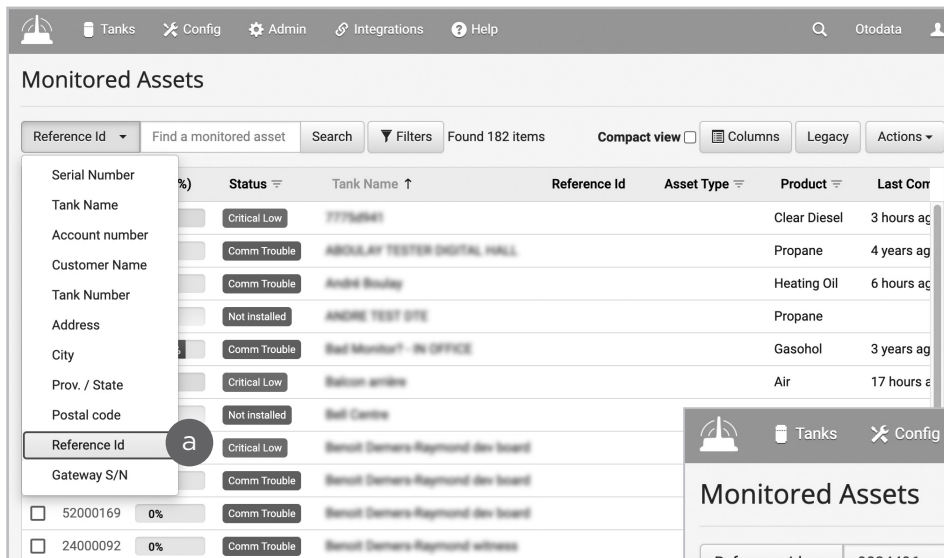


### 3. Search for the device via its Reference Id

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.

Tanks

Config

Admin

Integrations

Help

Monitored Assets

Reference Id 9034496 Clear Search Filters Found 1 items

| <input type="checkbox"/> | S/N      | Level (%) | Status       | Reference Id | Tank Name |
|--------------------------|----------|-----------|--------------|--------------|-----------|
| <input type="checkbox"/> | 95500042 | 0%        | Critical Low | 9034496      |           |

5044130 MARISSA and JEFFREY

MA, 01503, United States

Status Critical Low

Last Activity Date

Alert Profile Critical Alarm 20%-Low Alarm 30% FD15 (1)

Route MA

Product Metered Propane

DTE

Capacity 0 L

Ullage 0 L

Tank Number 1315307

Tank Name

GPS Coordinates 42°22'50"N 71°35'46"W

Note meter ser# 12U119627 Cargas meter #1315307

Model VM3020-VSA0-PK01

Edit Statistics

CARGAS Actions

Tank Consumption () Last 30 Days

Statistics Last 30 Days

Show 15 per page Actions

| Date                | Consumption | Index Counter | Temperature | Signal strength | Sensor trouble |
|---------------------|-------------|---------------|-------------|-----------------|----------------|
| 05/08/2025 08:00:00 | 0 ft³       | 159416        | 69.8 °F     | 61 %            | None           |
| 05/08/2025 07:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 06:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 05:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 04:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 03:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 02:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 01:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/08/2025 00:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/07/2025 23:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/07/2025 22:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/07/2025 21:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/07/2025 20:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/07/2025 19:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |
| 05/07/2025 18:00:00 | 0 ft³       | 159416        | °F          | 61 %            | None           |

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



**Sign up free today**

**[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      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.