VorTech & Vectra: Mobius Firmware June 1st

Information and Q&As

Contents

Goodbye
EcoSmart Live

Hello Mobius.™

Vectra and VorTech Pumps with Mobius Onboard

Starting June 1, 2020

What's Happening

VorTech and Vectra Pumps will start shipping with Mobius firmware onboard.

When

Manufacture of all QuietDrive VorTech and Vectras preloaded with Mobius firmware will start on June 1st, 2020. Shipping will commence shortly thereafter.

Why

The free Mobius iOS and Android app offer a significantly improved user experience through direct control and programming of Mobius enabled devices. Mobius will improve equipment performance and end the need for an internet Wi-Fi-to-RF bridge (the Reeflink). This is the next development milestone in the Mobius control platform.

Significance

Pumps manufactured before June 1st will need a firmware update to be Mobius compatible (this will be enabled in Mobius soon – see *Updating ESL VorTech and Vectras*. Pumps manufactured after June 1st that have Mobius firmware will need to be downgraded to ESL through the Mobius app to be compatible with EcoSmart Live and the Reeflink bridge. Rolling back to EcoSmart live firmware on a VorTech or Vectra can be done through the Mobius app.

Mobius Onboard Packaging Identification

Following the June 1st manufacture of Mobius compatible VorTech and Vectra pumps, these pumps pre-loaded with Mobius firmware will begin to arrive at LFSs (local fish stores). To help identify which version of firmware is loaded on an in-box pump, look for the following:

1. Packaging for (VorTech MP10, MP40, and MP60, Vectra S2, M2, L2) (boxes) will include a sticker/decal on the front/top indicating that Mobius is installed.
2. Packaging (boxes) will have a sticker/decal covering the UPC with a new UPC. The new part number for Mobius pumps with have an "m". - e.g. MP40mQD

VorTech MP10   **VorTech MP40**   **VorTech MP60**

Vectra S2   **Vectra M2**   **Vectra L2**

New Control
Same Pumps, Same Price

Same Pumps

With the changeover to Mobius firmware, there will be no physical changes to any of the pumps. Performance, modes, etc. will be identical out of the box. Any features added or subtracted will be related to the addition of Mobius control vs. ESL control.

Same Price

MRP pricing for VorTech and Vectras will not change with the changeover to Mobius firmware on shipped units.

New Flow Numbers

EcoTech has traditionally advertised conservative flow numbers for its pump products. With the launch of Mobius combined with an increase in the overall pump product line, this modest advertising approach has proved more confusing than helpful.

Concurrent with the launch of Mobius firmware, other marketing, and informational material may change to reflect closer to actual flow rates for some EcoTech pumps. Actual performance is, however, unchanged.

New Packaging

EcoTech product packaging evolves periodically for various reasons. With the changeover to Mobius firmware, a cosmetic change to packaging following any temporary (sticker/decal) changes are possible. In this case, this may not signify a new version of these products.

General FAQs

How will I know if an unopened Vectra or VorTech has ESL or Mobius firmware installed?

The VorTech and Vectra products with Mobius firmware preinstalled will have a Mobius sticker on them, indicating their compatibility.

What if I purchase an unopened Vectra or VorTech with ESL firmware and want to use it on Mobius?

You will need to use the legacy product update feature in Mobius when it is available to update the firmware. This process takes about 10 minutes.

What about VorTech and Vectra pumps that are currently in use on EcoSmart Live accounts?

They will be upgradeable to Mobius in the future. Depending on the date of manufacture, they may need a firmware update available through the app. Older units may also require an RF module change. To determine whether an existing Vectra or VorTech is compatible, review the product information under the Devices tab in EcoSmart Live.

Will EcoSmart Live continue to operate and be supported after this changeover?

Yes.

When will VorTech and Vectras running ESL firmware be upgradeable to Mobius in the Mobius app?

We anticipate inviting random Mobius users in increasing numbers shortly after the shipping firmware changeover June 1st, 2020.

Why is EcoTech not opening up legacy upgrades to all Vectra and VorTech users immediately?

We are committed to a managed and pain-free upgrade process. The changeover to Mobius represents a significant change in our products' functionality – particularly our existing products – we, therefore, wish to manage it carefully to provide the best user experience possible. We also want to maintain sufficient available resources to ensure that we can support any customers that may need assistance during this process. We will have the best ability to do this by staggering the roll-out and offering upgrades in batches.

When you say groups of users will get invited to upgrade legacy VorTech and Vectras in Mobius what does that mean?

That means that when opening the app - the ability to do a firmware upgrade will become available to users at different times. The rollout will be done randomly and increase in number until all Mobius users have this ability. As a result, there is no need to request or contact EcoTech to acquire this functionality. Simply use the Mobius app concurrently with ESL until that ability is unlocked or wait until the full rollout is completed and announced.

After June 1st, the most immediate way to use a Vectra and VorTech with Mobius is to purchase a new unit with the firmware onboard is that correct?

Yes. However, replacing existing product for that reason is unnecessary as the wait for legacy upgrade capability is coming to an end. Depending on the age of your equipment, you may also need to upgrade the driver or the RF radio component - the level of equipment compatibility can be determined under the devices section in ESL.

Are there any disadvantages to using Mobius to control VorTech and or Vectra pumps.

The functionality currently offered in Mobius is largely the same as is available in ESL; however, offsite (web access) will not be supported as of this changeover. That functionality is anticipated to be re-enabled in the future.

What about older model Radions and compatibility with Mobius?

Depending on the model of Radion and its age, the Radion may be upgradeable in the future to operate with Mobius. This will be a separate event and will be made available after VorTech and Vectra integration. EcoTech anticipates operating a similar invite rollout process as with the VorTech and Vectra.

Mobius Beta Users Information

Mobius Beta for iOS and Android has concluded, and we thank all the Beta users who have contributed to the improvements of the Mobius platform.

With the start of VorTech and Vectra inclusion on June 1st, we recommend all Beta testers migrate to the production versions of Mobius available on their respective app store. Mobius's current production version will allow the app to locate and update any legacy equipment that was previously updated to Mobius using the Beta app.

In the case of the Vectra and VorTech, the communications platform is different, and several updates may be required to make this change.

Make sure to record/export program settings etc. before migrating.

Mobius Beta Users FAQs

The Mobius Beta for iOS and Android has concluded, and we thank all the Beta users who have contributed to the improvements of the Mobius platform.

What does this firmware update/changeover mean for me as a Beta user?

As of now, May 2020, we have completed the Mobius Beta program. It is time for our Beta user community to move over to production Mobius. Development has stopped on the Beta app and focuses on completing the rollout and integration of our entire user community into Mobius.

This means that you should complete the process of transitioning your equipment to the production Mobius app before purchasing new equipment that has Mobius firmware onboard. It also means that you should move to the production app to do any further upgrades of ESL firmware equipment to Mobius.

What do I need to do to switch from Beta to Production and why is this necessary?

As a Beta user, you have, through no fault of your own, ended up with two different communication protocols running. One is a proprietary platform used by G5 Radions and Versa pumps; the other is the third party Thread platform on which Mobius was originally based.

Throughout the beta, Thread proved the lesser platform and was scrapped in favor of our proprietary one. As a result, the Beta app has many Mobius upgraded VorTechs and Vectras running Thread.

VorTech and Vectras, which have just started shipping Mobius-ready, use our proprietary platform. This means that the firmware on your devices is not the current communication platform and must be changed over.

Non-beta users who upgrade will need to change from ESL to Mobius current – Beta users will need to change from Thread to Mobius current. Therefore while recognizable by the production Mobius app, they will not be usable until upgraded. This process will take 5-10 minutes per device (like the first beta Mobius upgrade) and may involve a couple of attempts. Depending on the date of manufacture, they may need a firmware update available through the app. Older units may also require an RF module change. To determine whether an existing Vectra or VorTech is compatible, review the product information under the Devices tab in EcoSmart Live.

Will getting off Beta onto Production resolve bugs and improve connectivity and responsiveness in VorTechs and Vectras.
Yes. That's why the development direction (see above) was chosen – overall significantly better performance.

After the changeover will I have access to all my equipment that I have already upgraded to Mobius while in Beta?

Yes – once you install the production app, you will be able to see all the previously upgraded equipment running Mobius and bring them into the production version for firmware upgrade and inclusion in your tank(s).

I have lot of lights and pumps is there a reliable/cautious/ smarter way to change over to production?

Yes – There is if you have an extra smart device and a different email address that you can use during the process.

This must be done on a separate device with a different account, or you will overwrite changes continuously. Additionally, you cannot run the production and beta versions of Mobius at the same time on the same device.

1. Create a new account and install Mobius production on the new/ secondary smart device.
2. Remove one equipment item from your beta account.
3. Use the new production account and add that device to a tank there.
4. Complete any firmware upgrades required by the production account. (5-10 minutes)
5. (run steps 2 through 4 for each additional piece of equipment)

This process will prevent you from having your currently programmed equipment in limbo while you attempt to connect and upgrade each device. Each device could take 10 minutes assuming that there is no need to restart/power cycle or factory reset the device – and by leaving all but one piece of equipment programmed – should you need to leave/ pause or have an issue this will not cause a significant disruption to your system.

I currently have some AI devices accessible through Mobius – will I still be able access them through production Mobius?

AI devices on the Mobius beta app are currently running Thread (see above), so they will not be compatible with the Mobius production app – they will, however, become upgradeable/included in the future.