

# UDRIVE

## FAQ



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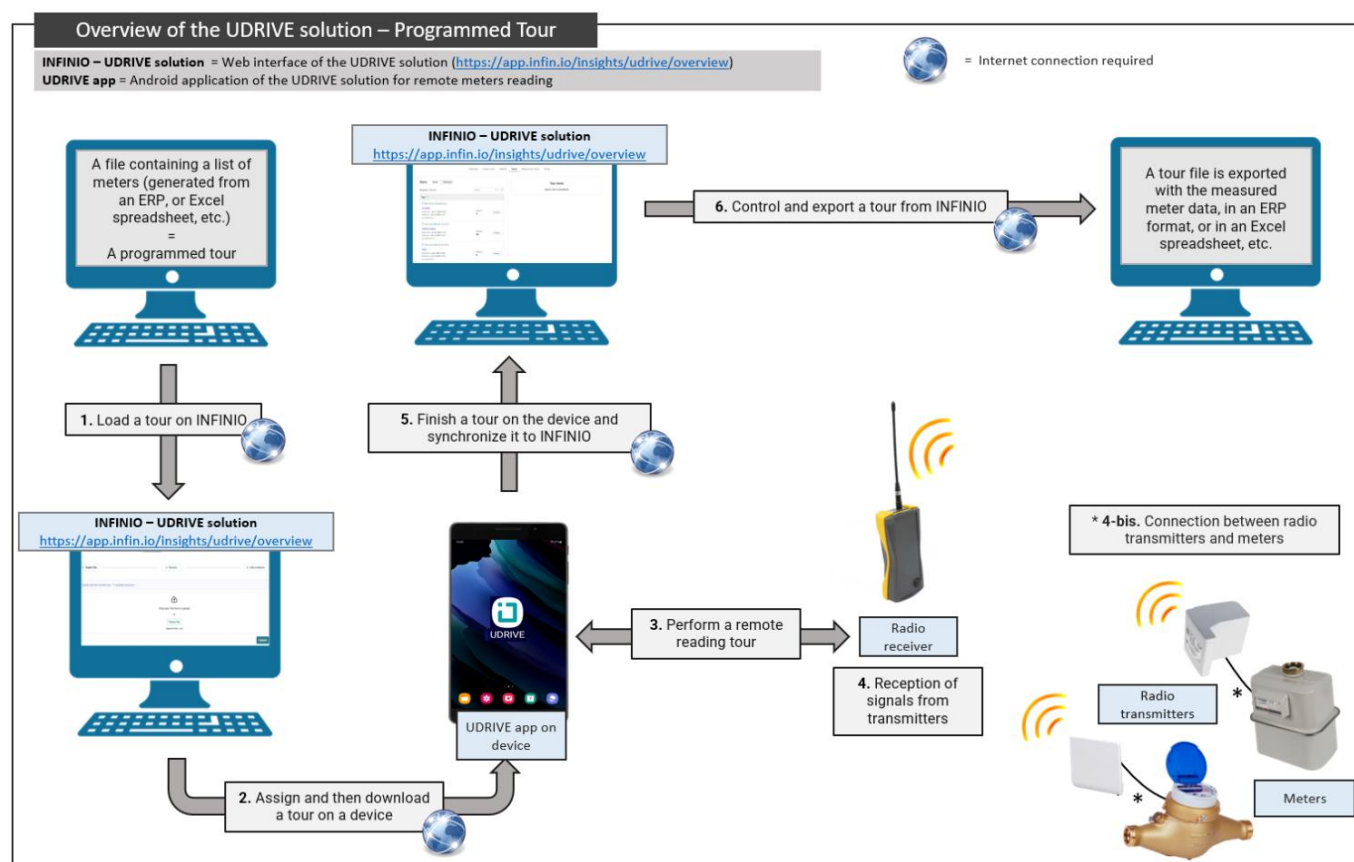
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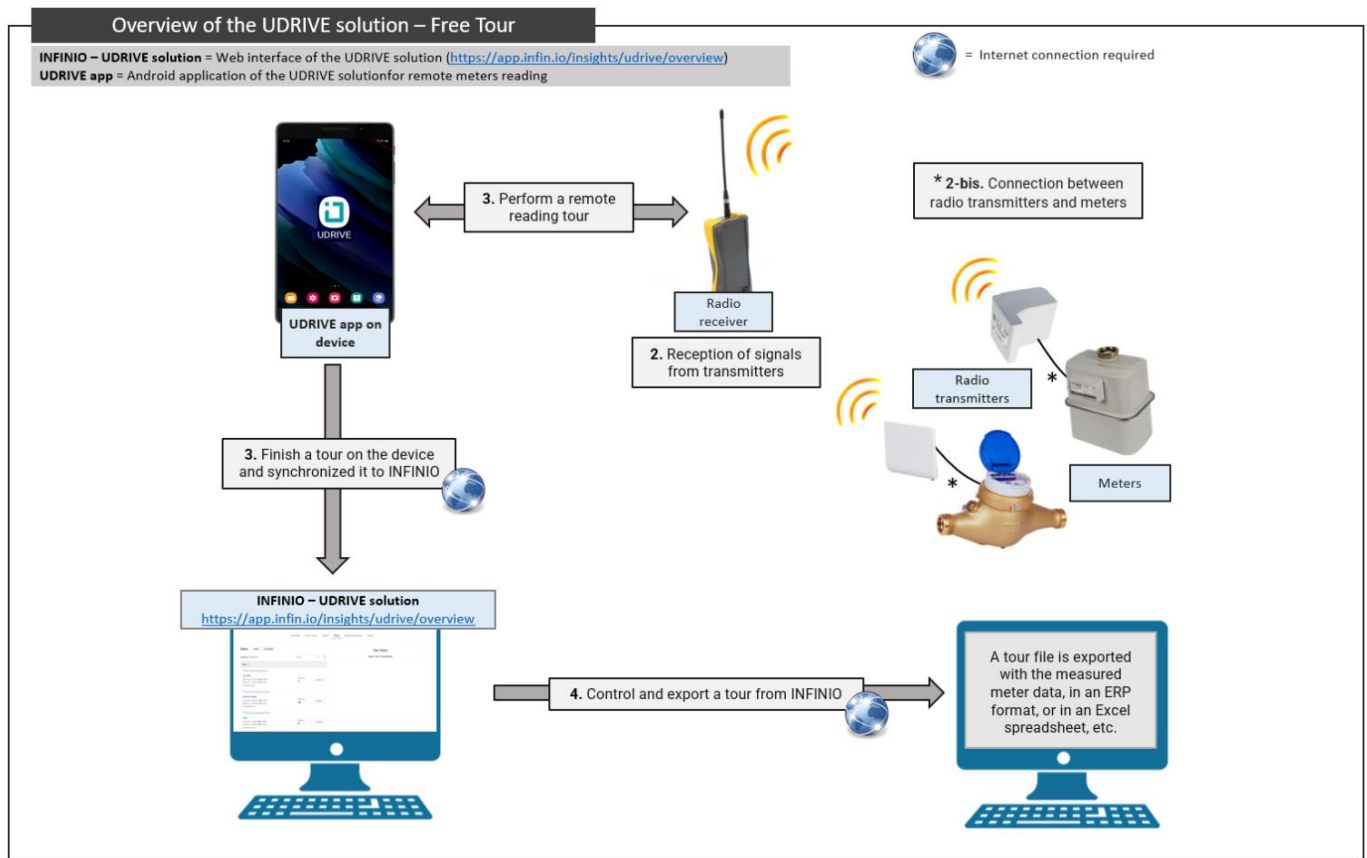
|                                                                                                                             |           |
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## 1 GETTING STARTED

### 1.1 What is the UDRIVE solution and how does it work?

The UDRIVE solution is made by GWF AG to collect data from various types of meters (water, gas, heat & cooling, electricity). It can also receive data from non-GWF meters that use the Wireless M-Bus radio protocol. To use this solution, you will need a radio receiver antenna as well as an Android device. With this equipment, you can perform drive-by readings in the field and collect data transmitted by radio modules or meters. Once a tour is completed, the collected data can be synchronized with the INFINIO cloud platform and exported to your ERP system for billing and further processing. Below is the operating process:





The full user manual is available here: [User Manual UDRIVE](#)

## 1.2 What do I need to use UDRIVE?

There are two prerequisites to use UDRIVE:

1. An Android smartphone or tablet running Android 10 or higher, with the **UDRIVE app** installed from Google Play.

[UDRIVE Mobile App - Google Play](#)

[INFINIO UDRIVE Platform](#)

2. A compatible readout device:

- **MBWBlue** for radio readout
- **CAB-05** for inductive readout

Both of those devices can be provided by GWF AG.

[MBWBlue device](#)

[CAB-05 device](#)

## 1.3 Which meters are compatible with UDRIVE?

The UDRIVE solution is compatible with the following Wireless M-Bus meters.

In addition, the UDRIVE solution is also compatible with non-GWF meters. If the meter model does not appear on the table, please contact us to check whether it is already integrated into our solution.

| Medium         | Manufacturer | Meter Model                                                   | Radio Module            |
|----------------|--------------|---------------------------------------------------------------|-------------------------|
| Water          | GWF          | SONICO® NANO                                                  | Included                |
| Water          | GWF          | MTKcoder® MP                                                  | RCM®-H200               |
| Water          | GWF          | MTKcoder®                                                     | RCM®                    |
| Water          | GWF          | UNICOcoder® MP                                                | RCM®-H200               |
| Water          | GWF          | Meistream, Meistream Plus, Meitwin, WPV-MS with GWFcoder® MP  | RCM®-H200               |
| Water          | GWF          | Meistream, Meistream Plus, Meitwin, WPV-MS with GWFcoder® IEC | RCM®                    |
| Water          | GWF          | SONICO® EDGE with module EC01                                 | RCM®-H200               |
| Water          | Ittron       | Intelis                                                       | Included                |
| Water          | Sensus       | iPERL®                                                        | Included                |
| Water          | Kamstrup     | flowIQ® 2200                                                  | Included                |
| Water          | Kamstrup     | flowIQ® 3100 ★                                                | Included                |
| Water          | Kamstrup     | MULTICAL® 21                                                  | Included                |
| Water          | INTEGRA      | AMTRON® SONIC D ★                                             | IZAR RADIO EXTERN M-BUS |
| Water          | INTEGRA      | TOPAS SONIC ★                                                 | Included                |
| Water          | INTEGRA      | TOPAS ESKR ★                                                  | Included                |
| Water          | INTEGRA      | TOPAS ESKR 2 ★                                                | Included                |
| Water          | INTEGRA      | Aquabasic PMK-basic ★                                         | Aquastream Radio        |
| Water          | Sontex       | Superaqua 1 ★                                                 | Included                |
| Gas            | GWF          | BGZcoder® MP AE5 with ACM 5.1 ECO / ACM 5.1.1 ECO             | RCM®-H200               |
| Gas            | GWF          | BGZcoder MP CM3 with ACM 5.1 ECO / ACM 5.1.1 ECO              | RCM®-H200               |
| Gas            | GWF          | BGZcoder® MP CM3 with ACM 5.5 SCR or CM3.1 SCR                | RCM®                    |
| Gas            | GWF          | BGZcoder® IEC with neutral module                             | RCM®                    |
| Gas            | GWF          | RABOcoder with Encoder S1D SCR or Encoder S1D SCR+            | RCM®                    |
| Heat / Cooling | Kamstrup     | MULTICAL® 403                                                 | Radio 868 MHz module    |
| Heat / Cooling | Kamstrup     | MULTICAL® 603                                                 | Radio 868 MHz module    |
| Heat / Cooling | Kamstrup     | MULTICAL® 803                                                 | Radio 868 MHz module    |

★ Limited integration

If your model does not appear in the table, please contact us so that we can check whether it is already integrated into our solution.

Is your meter not listed?

[Request a meter integration here](#)

## 1.4 Can I use UDRIVE on iOS?

No. Currently, UDRIVE is only available on Android version 10 or higher.

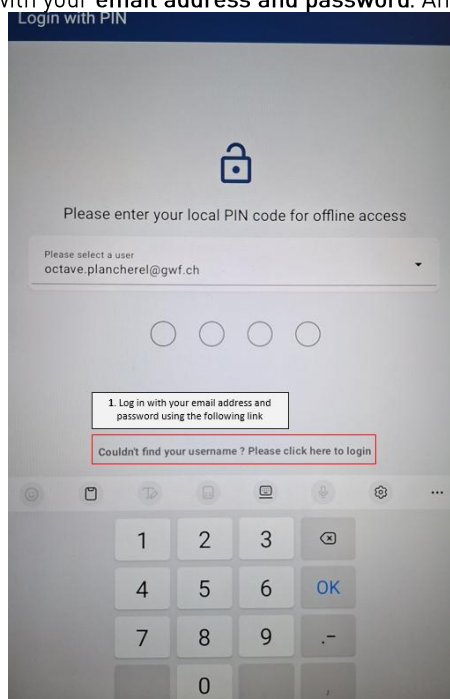
## 2. ACCOUNT & SECURITY

### 2.1 Why do I need to set up a PIN?

Setting up a PIN allows you to securely access the UDRIVE app even when you do not have an internet connection. Instead of entering your email and password every time, you can simply use your PIN to log in offline. A quick, convenient, and secure way to ensure you can always access important features, no matter where you are.

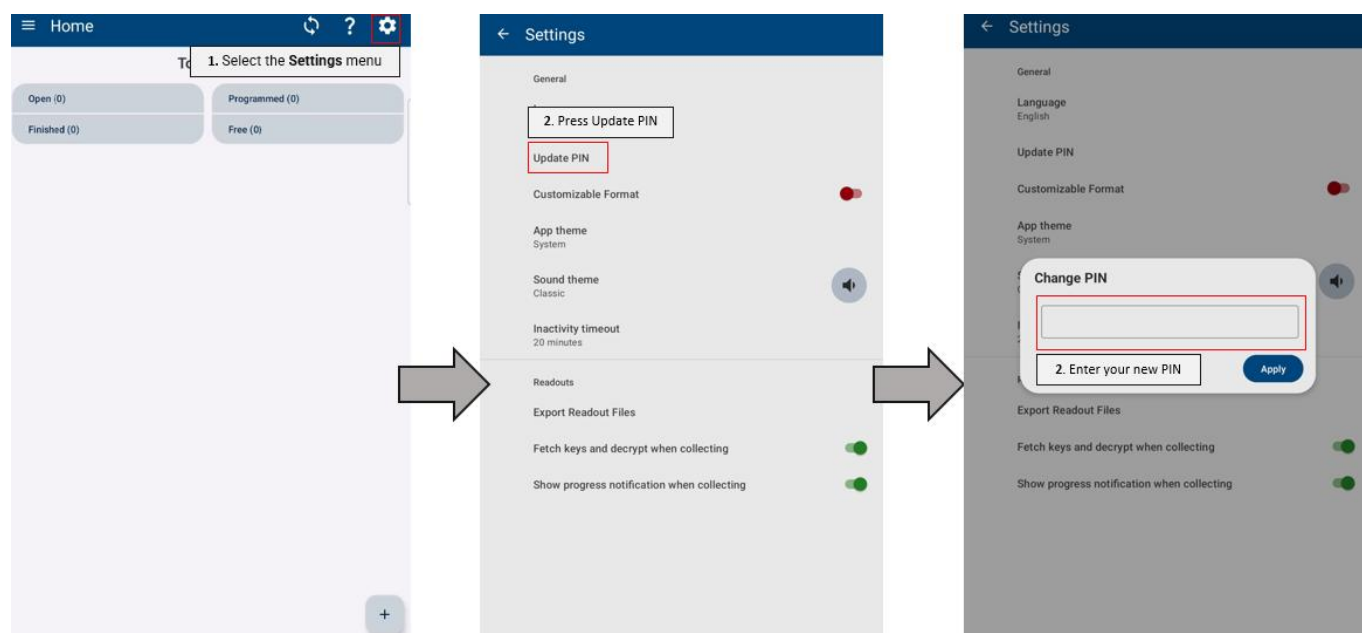
### 2.2 I forgot my PIN code. What should I do?

You can still access UDRIVE by logging in with your **email address and password**. An Internet connection is required.



### 2.3 I want to change my PIN code. What should I do?

You can set a new PIN code directly in the application, without needing to know the previous one.



## 2.4 What should I do if I lose my device with the readouts on it?

Note 1: We recommend contacting our support team (Phone: +41 41 319 52 00 or Email: [support@gwf.ch](mailto:support@gwf.ch)).

Note 2: For extra security, we also recommend before doing the Tablet removal operation, to also change the password of the account. To do that, please check Question 2.5.

Note 3: Be aware that this operation will change the status of all assigned tours on this device to *Open* and prevent the tablet from using UDRIVE anymore. Besides, any data already collected will be lost. The Tours will have to be performed from the beginning.

You should remove the tablet from the INFINIO platform. For that, go to the **Devices** section and choose the tablet you want to remove and press the **Delete** button.

Overview Import Tour **Devices** Tours Measuring Points Setup

1. Click on the **Devices** tab from the menu

**Tours**

Showing 1-10 of 26

Tour name

Tour

**Devices**

Search

| Device                        | Tours No. | Updated at          | Select/View       |
|-------------------------------|-----------|---------------------|-------------------|
| Galaxy Tab Active3            | 0         | Nov 14, 2025, 17:10 | <a href="#">→</a> |
| Android id 3cb89886c689dd20   | 1         | Jul 17, 2025, 14:18 | <a href="#">→</a> |
| Brand samsung                 | 0         | Nov 14, 2025, 16:53 | <a href="#">→</a> |
| Manufacturer samsung          | 0         | Aug 25, 2025, 11:09 | <a href="#">→</a> |
| Model SM-T570                 | 0         | Aug 21, 2025, 13:40 | <a href="#">→</a> |
| App version code 16           | 0         | Aug 19, 2025, 16:36 | <a href="#">→</a> |
| App version name 1.0.2        | 0         | Aug 20, 2025, 14:15 | <a href="#">→</a> |
| Build id TP1A.220624.014      | 0         | Aug 21, 2025, 16:57 | <a href="#">→</a> |
| Build product gtactive3wifixx | 0         | Sep 9, 2025, 16:56  | <a href="#">→</a> |
| Build release                 | 0         | Aug 25, 2025, 11:07 | <a href="#">→</a> |
| Build sdk version 33          | 0         | Nov 6, 2025, 07:31  | <a href="#">→</a> |

2. Select the device you want to delete by clicking on it

3. Click the **Delete** button to remove the device

## 2.5 How do I change my password?

You can do this operation from the INFINIO platform by navigating to the **Profile** section and then to **Password** section.

**Profile**

1. Click on the **Profile** icon on top-right corner

2. Select the **Profile** section

**Edit your information**

First name

Last name

Phone number

Email

**Update Profile**

**Authentication & Security**

**Access**

Your last login was at

**Password**

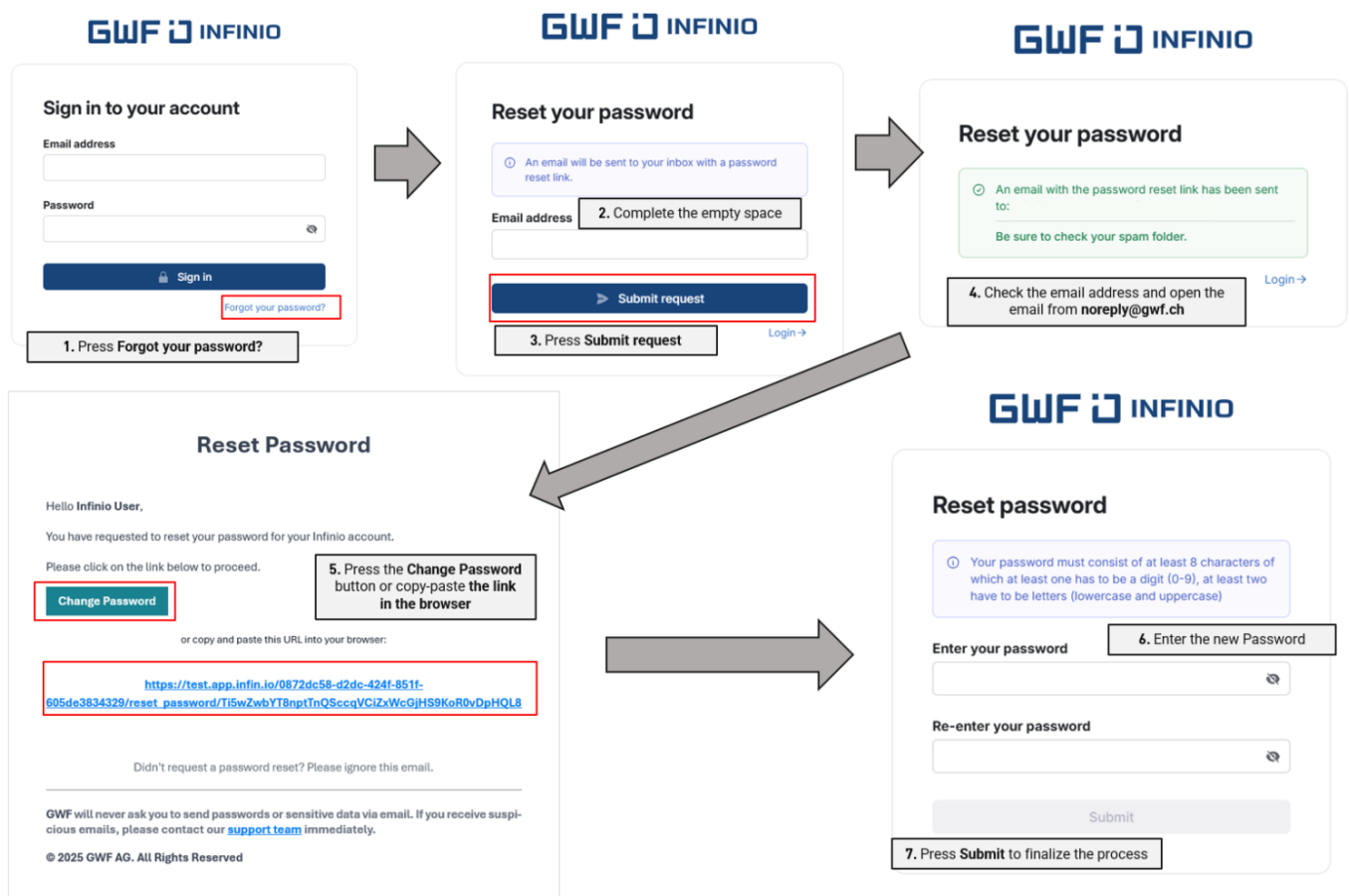
It is advisable to change your password every 6 months.

**Change Password**

3. From the Password section, select **Change Password**

## 2.6 I forgot my password. What should I do?

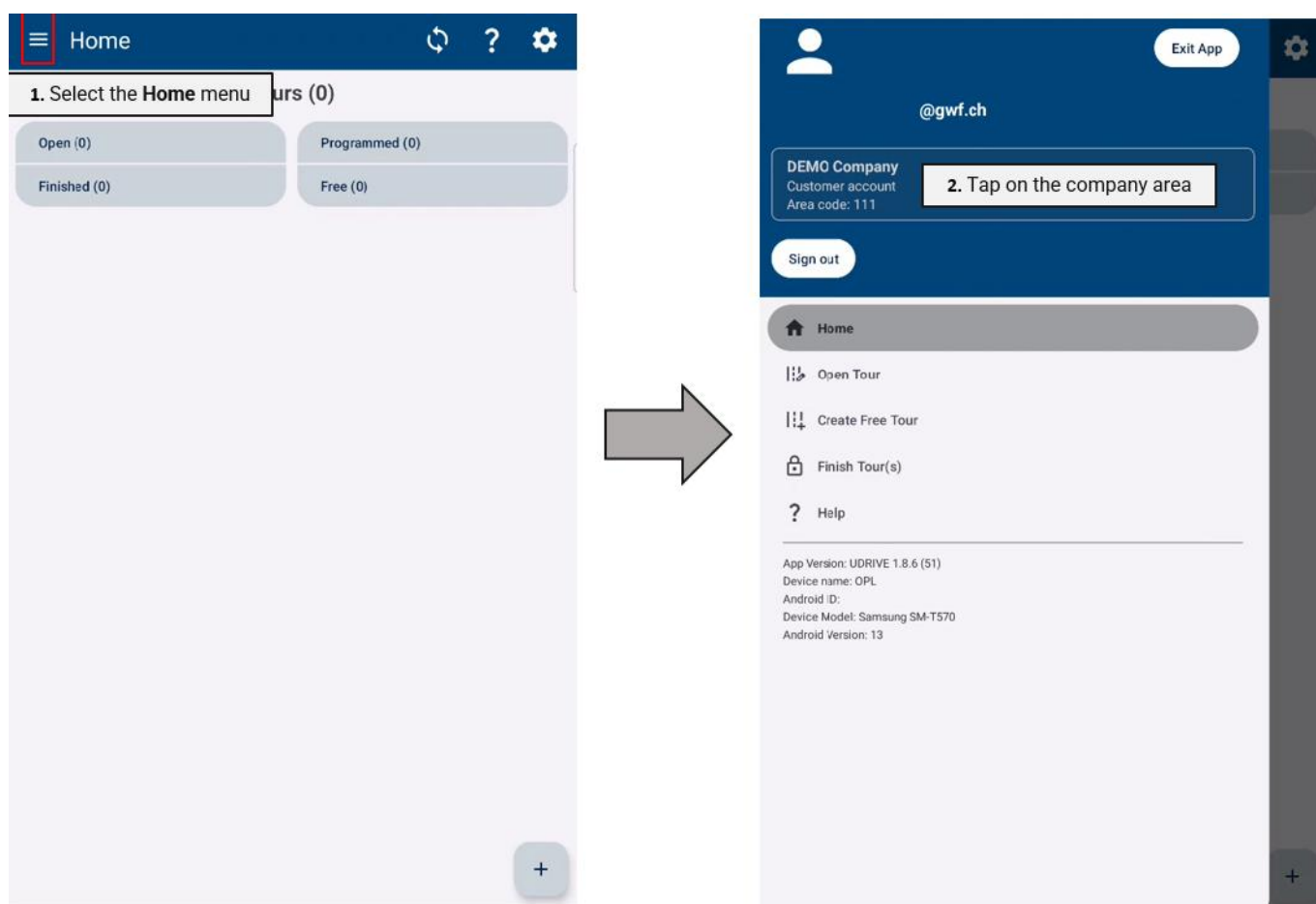
If you forget the password and you are in the UDRIVE app, you can just press the **Forgot your password?** and you will be redirected to the INFINIO page. **Be aware that you need to be connected to the internet to do this process!** An email will be sent to your email with a secured link to reset your password. If you want to change the password from the INFINIO platform, you can follow the instructions below:



## 2.7 How do I switch to another company in UDRIVE?

You can switch to another company directly in UDRIVE. Before doing so, make sure that:

- You have an active internet connection.
- All tours on the device have been synchronized or deleted.

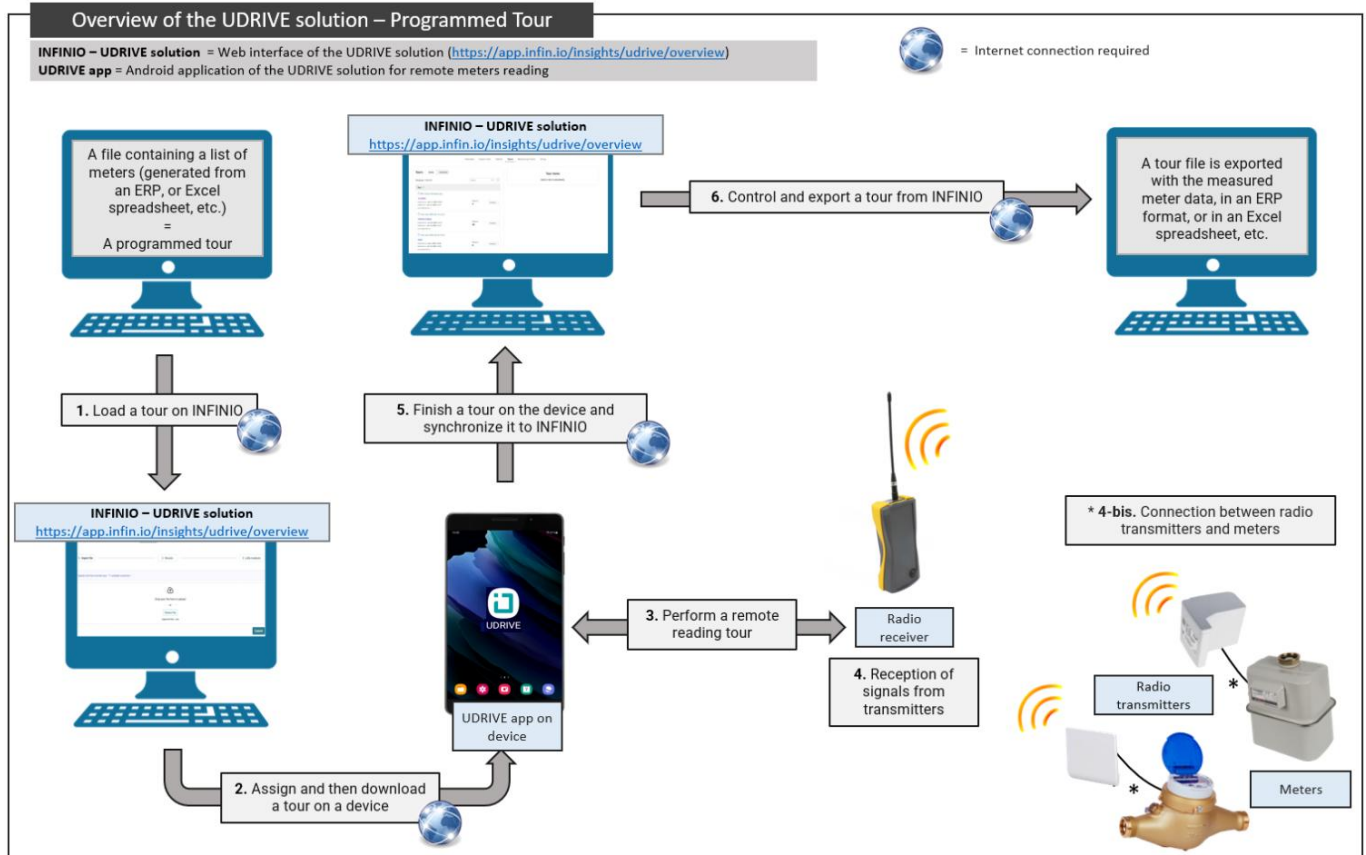


Once completed, you will be asked to sign in again. You will then be able to select another company.

## 3 TOURS & METER READING

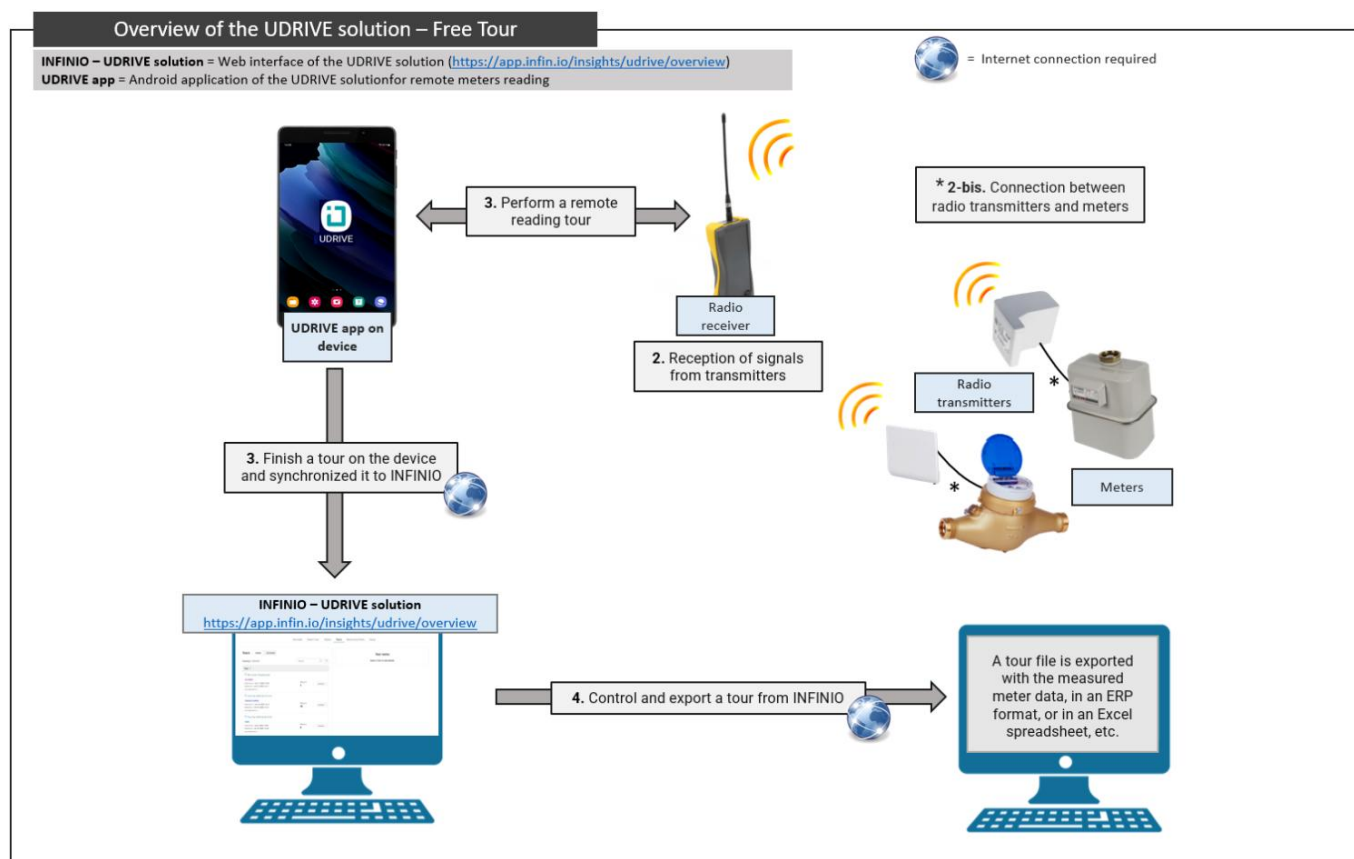
### 3.1 What is a Programmed Tour?

A **Programmed Tour** is a type of tour in which an operator performs a drive-by reading based on a predefined list of meters to be collected. This list is imported into the system in advance. All meters to be collected are displayed in a clear list and on a map. This type of tour is mainly used for billing purposes or for collecting data from a defined set of meters. If you want to learn more about how to import a predefined list of meters, please refer to Question 4.1. Below you can see how to use the UDRIVE solution in case of a Programmed Tour.



## 3.2 What is a Free Tour?

A **Free Tour** is a type of tour in which an operator performs a drive-by reading without any predefined list of meters. In this mode, UDRIVE collects data from all compatible meters that are within radio range, without any prior selection. This option is recommended if you want to perform readouts in a specific area without knowing in advance which meters are present, or if you want to do a random collect at a specific location. Below you can see how to use the UDRIVE solution in case of a Free Tour.



## 3.3 What is the difference between a Free Tour and a Programmed Tour?

A **Programmed Tour** is used to collect meter data based on a predefined list of meters that has been imported in advance. In contrast, a **Free Tour** allows the operator to collect data from any compatible meters within range, without relying on a preloaded list.

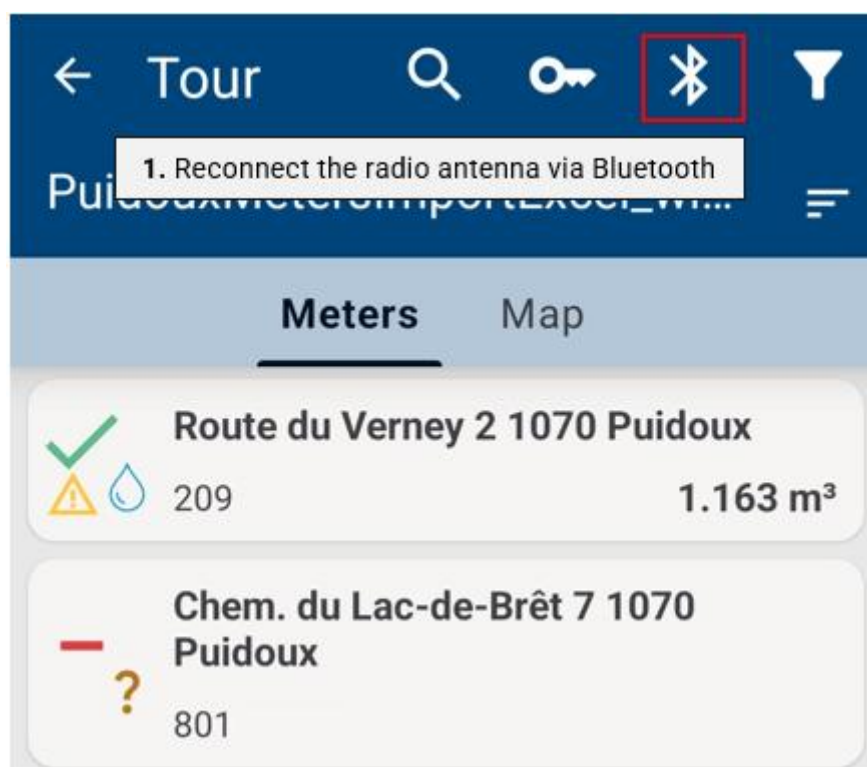
Here is a quick comparison to highlight the differences:

| Feature                      | Programmed Tour                                               | Free Tour                                               |
|------------------------------|---------------------------------------------------------------|---------------------------------------------------------|
| <b>Meter List</b>            | Uses a list of meters imported in advance                     | No pre-defined list required                            |
| <b>Data Collection Scope</b> | Only meters from the imported list are displayed and recorded | All detected meters in range are displayed and recorded |
| <b>Use Case</b>              | For planned routes and specific meter targets                 | For exploratory (drive-thru) meter reading              |
| <b>Device Display</b>        | Displays only meters from the pre-defined list                | Displays all meters detected during the tour            |

Table 1. UDRIVE solution features for each tour type

## 3.4 How do I resume a tour after an interruption?

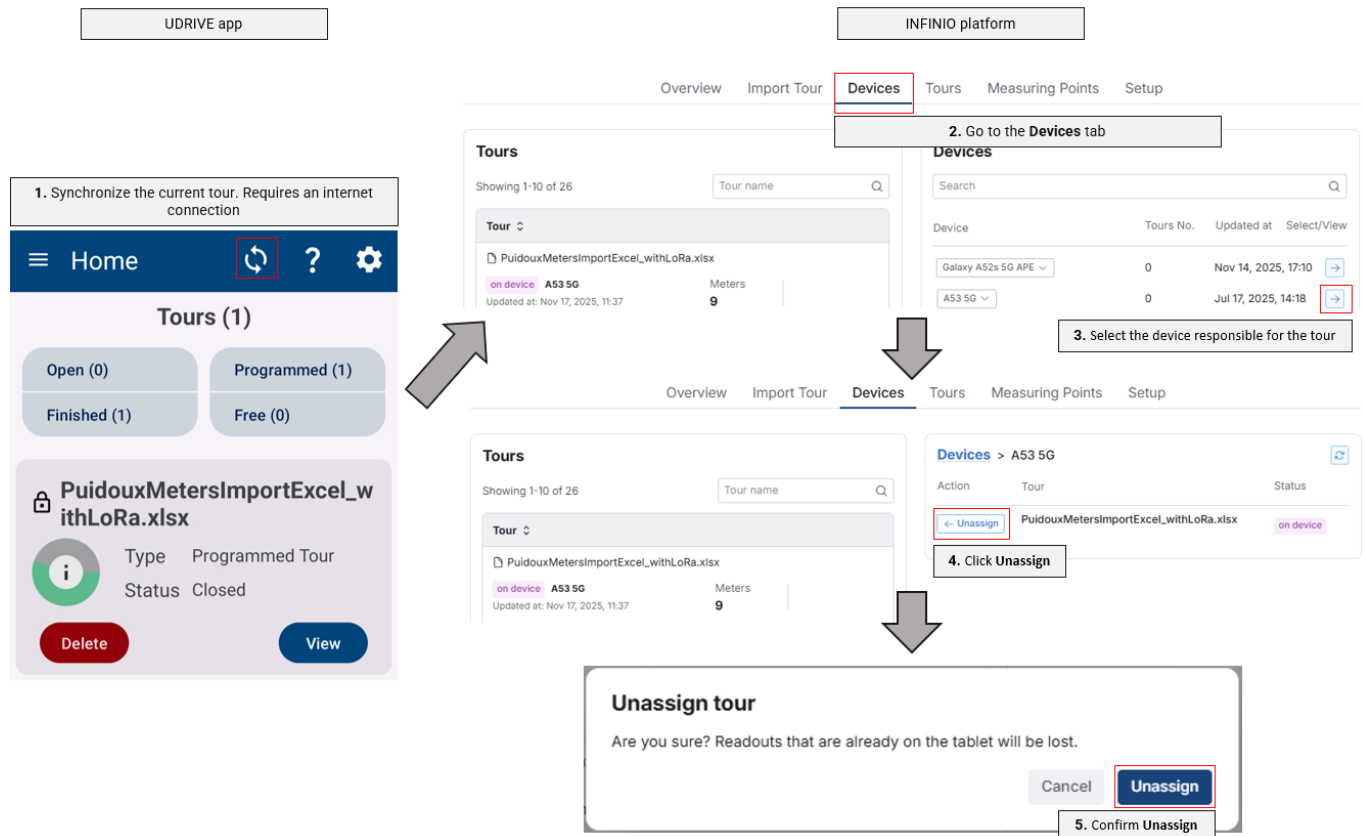
To resume a tour after an interruption, reconnect the radio antenna via Bluetooth and continue the data collection.



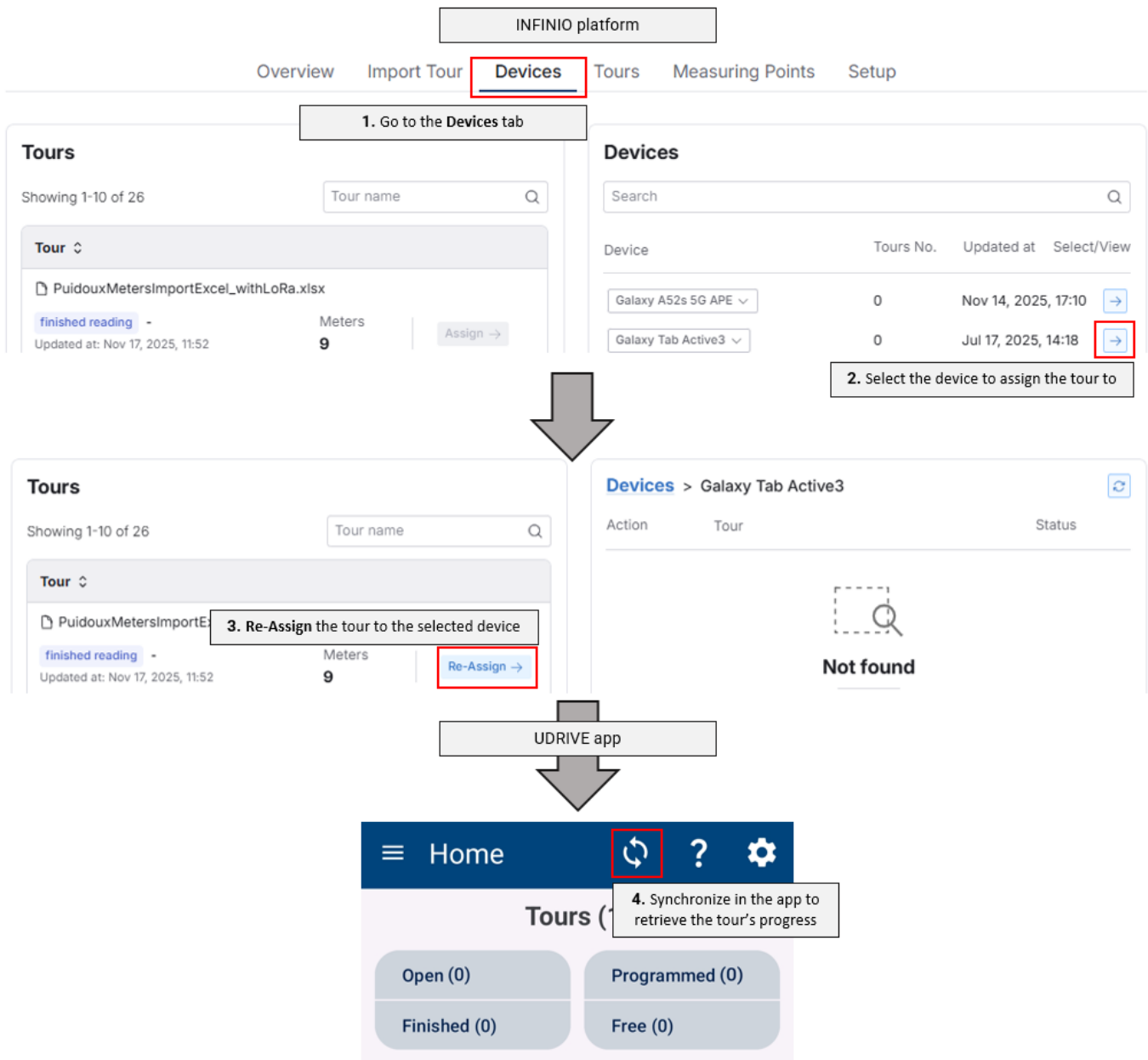
### 3.5 Can I assign or reassign a tour that has already started?

Yes. If you need to reassign a tour, first make sure that the technician currently responsible has synchronized their progress. In INFINIO, open the **Devices** tab, select the device currently assigned to the tour and unassign it. Then select the new device and assign the tour to it.

## 3.5.1 Step 1: Unassign a tour.



### 3.5.2 Step 2: Reassign a tour.



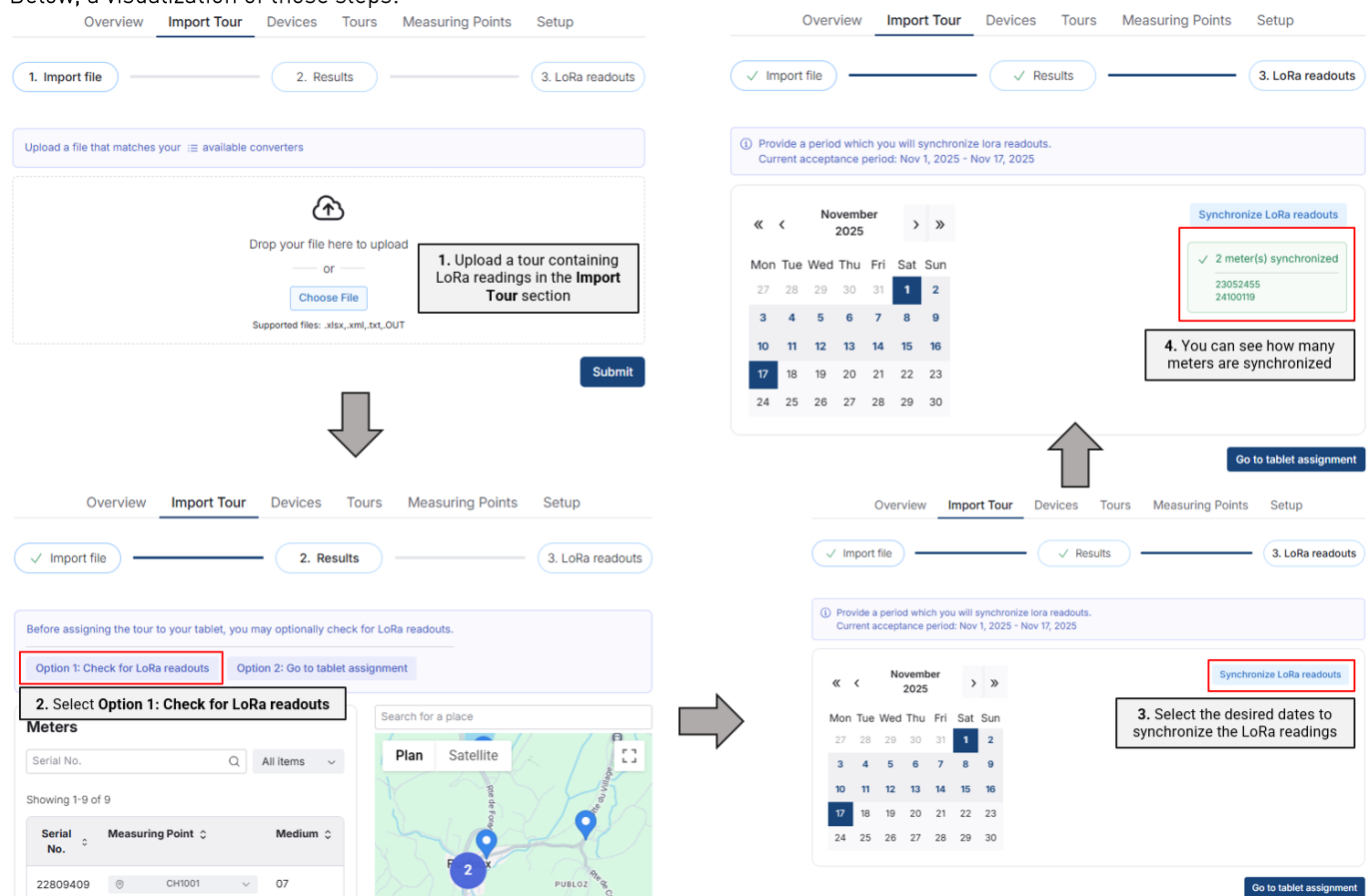
## 3.6 What should I do if I delete a tour by mistake?

Go to the INFINIO platform, unassign the tour from the device, and then reassign it. Please note that any unsynchronized data will be lost. You can follow the same procedure as described in Question 3.5.

## 3.7 I have LoRa devices. How can I include them in a Programmed Tour?

To do this, you need to upload your Tour which contains active LoRa devices on the **INFINIO** platform, as you upload a normal Programmed Tour (in the **Import Tour** section). Afterwards, our system will detect that the tour contains LoRa meters with existing readouts and will give you the option to check for them with **Option 1: Check for LoRa readouts**. If this option is chosen, then you can select specific dates for the LoRa synchronization – **the most recent LoRa readout within the specified timeframe will be chosen**. At the end of the process, you can see if the synchronization process was successful and for what meters this applied.

Below, a visualization of those steps:



## 3.8 How do I perform a manual readout or manually correct an index in UDRIVE and INFINIO?

In UDRIVE, you can perform a manual readout or manually correct an index directly from the app.

←

Tour

🔍

🔑

📶

🔊

Puidoux\_meters\_demo.xlsx

☰

Meters

Map

—

Chemin de Cremont 2 1070 Puidoux

?

22809409

—

?

19000147

🏭

🔗

No Error

🗨

✎

🏠

ZI du Verney 1 1070 Puidoux

✎

📄

"dumb"UNICO avec RCMH200 - Eau - Dans mon placard

?

Medium type is missing

+

Register

2. Click the pen icon next to the register to enter a manual readout

Volume

8-0:1.0.0

✎

m<sup>3</sup>

Clear

Close

🕒

20000727

✓

⚠

💧

Rte du Village 34 1070 Puidoux

77345947

96.415 m<sup>3</sup>

—

?

ZI du Verney 1 1070 Puidoux

19000147

1. Select the meter you want to perform a manual readout on

📄

Symbols info

31%

Collected: 7 | Total: 22

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In INFINIO, you can also perform a manual readout or manually correct an index.

Overview

Import Tour

Devices

Tours

Measuring Points

Setup

Meter Serial No. 22809409

Readout

Status/Meter State

not read

Remarks

-

Description

Meistream avec RCMsplit - Eau - Compteur d'eau sous sol

Paired AES Key

exists

Readout at

-

Payload

-

Measurements

Value

Timestamp

Source

8-0:1.0.0

Alarms

-

Metadata

Last Value

225 m³

Jul 17, 2025, 02:00

Min/Max Plausible

200 / 300.254

Manufacturer

-

Medium

Water

App Version

-

Radio Number

-

1. Select the Tours tab

Puidoux\_meters\_demo.xlsx

Tour Items

Showing 1-10 of 22

Serial number

Serial no.

Status

Remarks

Value

Readout at

22809409

Chemin de Cremont 2  
1070 Puidoux  
Charles Baudelaire -  
ID1234

not read

-

-

80828285

Route du Vergnolet 6  
1070 Puidoux  
Victor Hugo - ID2345

not read

-

-

20985912

Route du Verney 2 1070  
Puidoux  
Alfred de Musset -  
ID3456

read

1.163 m³  
1 alarm(s)

Jun 29, 2026

24100119

Rte de Sous-la-Ville 2  
1070 Puidoux  
Πυθαγόρας - ID5555

not read

-

-

23052455

Route du Verney 4 1070  
Puidoux  
Leonhard Euler -  
ID6666

not read

-

-

3. Click the pen icon next to the register to enter a manual readout

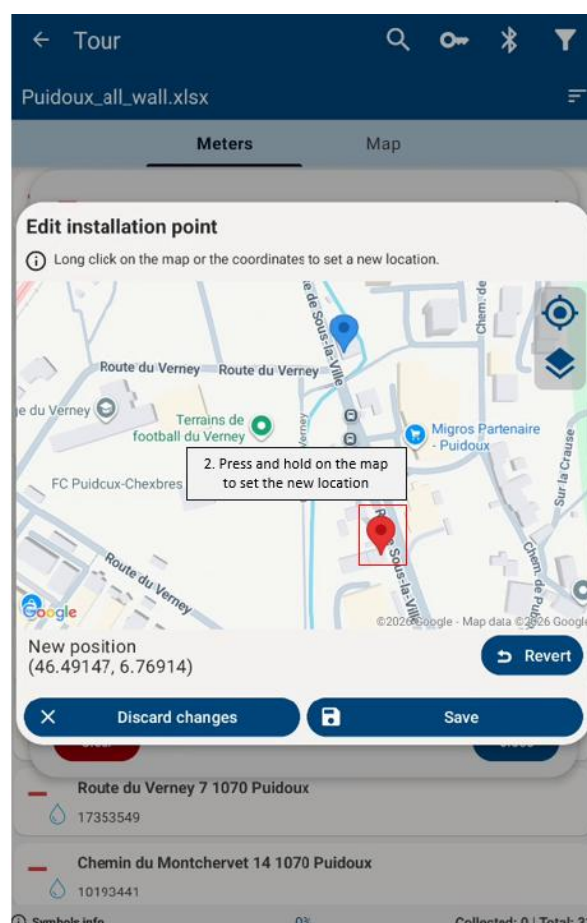
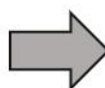
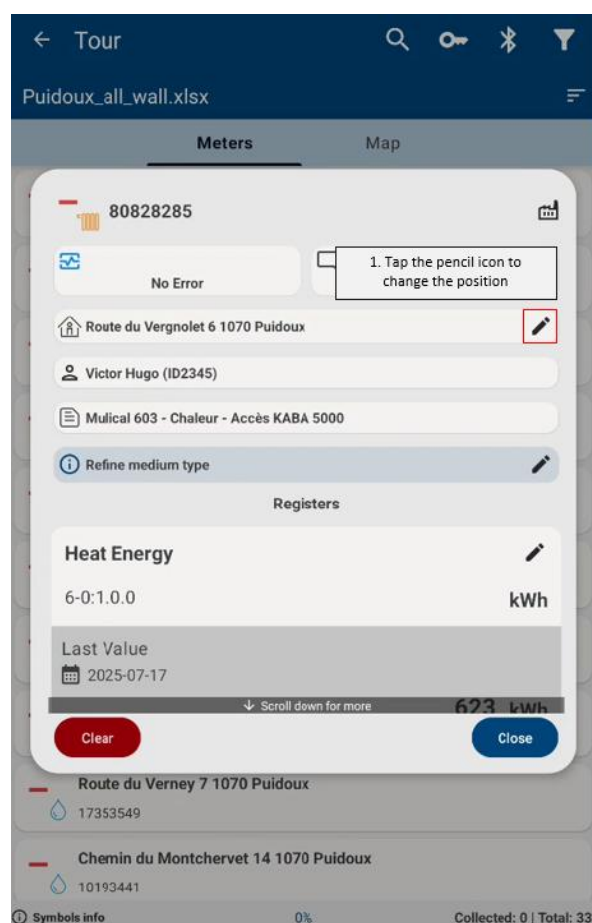
## 3.9 How can I change the location of my meters in the UDRIVE application?

You can directly change the position of a meter in the UDRIVE application.

From the "Meters" list view, select the meter whose position you want to change, then tap the pencil icon next to its address. From the "Map" view, select the meter whose position you want to change directly on the map.

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## 3.10 How do I export specific data from a tour (battery life, alarms, etc.)?

In addition to the usual measurements, it is possible to export additional information about your tours, such as battery life or alarms. To do so:

1. Go to the Tours tab

## Tours

Active

Archived

Actions

Showing 1-10 of 1038

Name



Tour

Puidoux\_all\_wall\_2026:08:17T12:36:54Z.xlsx

archived

Imported at: Aug 13, 2026, 15:33 Meters  
Updated at: Aug 17, 2026, 14:36 **33**  
Last exported at: Aug 14, 2026, 10:47

2. For the desired tour, click "Actions", then "Export" and select "Excel Custom"

Actions

Export

Delete

Default Converter

Excel Custom

Puidoux\_all\_wall\_2026:08:17T12:36:54Z.xlsx

## Tour Items

Showing 1-10 of 33

Serial number



Serial no.

Status

Remarks

Value

R

409

Chemin de

Cremont 2

read

com\_error\_1

301 m³

No alarms

## Excel Custom Converter

1. Select the data to export

Select OBIS codes to include in the export.

actuality\_duration

-

seconds



error\_flag\_bin

-



air

0-0:98.0.0



daily\_air\_in\_pipe

0-0:98.0.0



empty\_pipe

0-0:98.0.0



no\_usage

0-0:98.0.0



t1 below measuring range or

3 of 35 selected

monthly air in pipe

Select all

Close

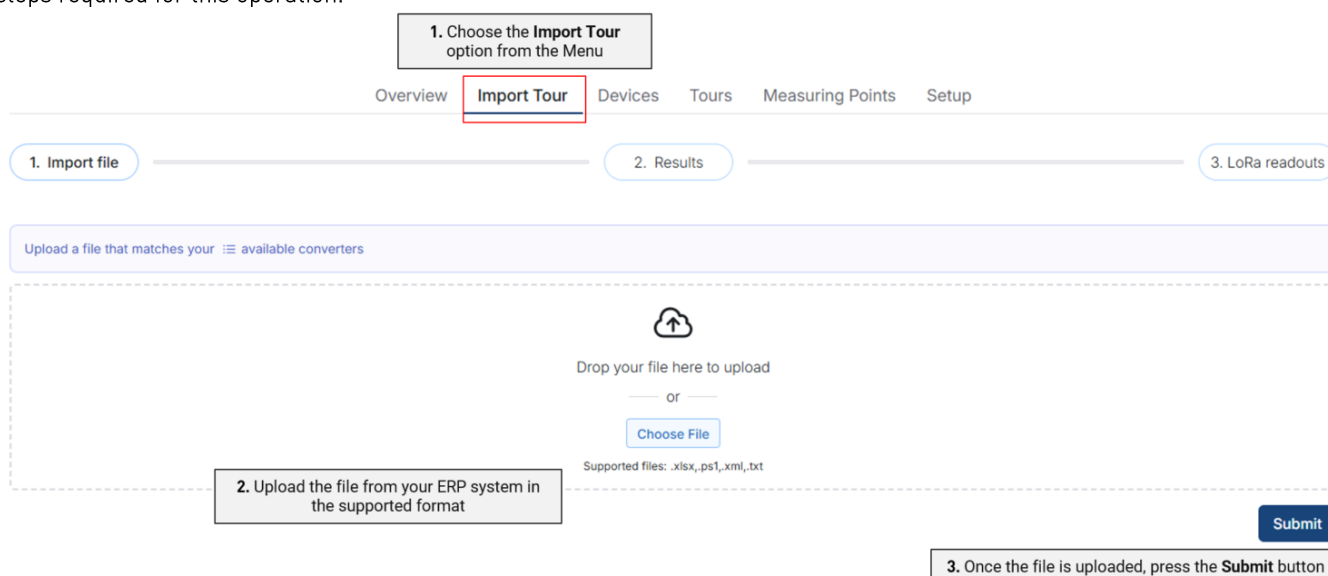
Download

2. Click Download

## 4 ERP & DATA INTEGRATION

### 4.1 How do I import meters from my ERP into UDRIVE?

To import a tour, go to the INFINIO platform and open the Import Tour tab, then upload your ERP file. Below, you can see the steps required for this operation.



The screenshot shows the 'Import Tour' tab selected in the top navigation bar. Below the navigation bar is a progress bar with three steps: '1. Import file', '2. Results', and '3. LoRa readouts'. The first step is active. Below the progress bar is a large dashed box for file upload. Inside the box, there is a cloud icon with an upward arrow, the text 'Drop your file here to upload', and a 'Choose File' button. Below the button, it says 'Supported files: .xlsx, .ps1, .xml, .txt'. To the right of the upload area is a 'Submit' button. Three numbered callouts are present: 1. '1. Choose the Import Tour option from the Menu' points to the 'Import Tour' tab. 2. '2. Upload the file from your ERP system in the supported format' points to the upload area. 3. '3. Once the file is uploaded, press the Submit button' points to the 'Submit' button.

### 4.2 What should I do if I change my ERP system?

If you change your ERP system, please contact our support team: (Phone +41 41 319 52 00 or Email: [support@gwf.ch](mailto:support@gwf.ch)). GWF support is available in the following languages: DE, FR, EN, IT. When contacting support, please make sure to provide your account number (See Question 7.3 for finding your account number).

### 4.3 I do not have an ERP. How can I perform a Programmed Tour?

If you want to perform a Programmed Tour without any specific ERP, you can rely on the Excel File which is in the **Setup** Tab, under the **Converters** section. In this Excel you will list all the meters you want to collect. Please make sure to fill the mandatory fields in orange and to keep the format of this document as a XLSX.

1. Choose the **Setup** tab from the menu



## Export by email Disabled

This option will enable you to receive data when the tour is finished and synchronized with infin.io by the mobile device. You must provide one or more email addresses (separated by comma) to which the data will be sent.

☐ Disabled

Submit



## Converters 2. Download our ERP template in Excel format

Download the [Excel\\_Template.xlsx](#) which can be used as a converter during Import Tour.

## 4.4 How do I interact with my specific ERP system? How can I change my converter to support other formats?

You can check which converters you have set up in your account and what is their status (**Enabled/Disabled**). For that, you navigate to the **Profile** section. Afterwards, by selecting the **Converters** option, you can see all converters configured in your account and their status. If a specific converter is set as **Enabled**, then it is ready to be used when an ERP file is uploaded on the **INFINIO** platform.

**Note** that to add/delete/change the status of a converter, you need to contact our support team (Phone +41 41 319 52 00 or Email: support@gwf.ch). GWF support is available in the following languages: DE, FR, EN, IT. Please also provide your account number when you contact the support (See Question 7.3 for finding your account number).

OP

Profile

API Keys

Users

2. Select Converters

Converters

Sub Companies

Language (en)

Theme

Logout

1. Click on the **Profile Icon** on top-right corner

Converters

Converters used to fill out your billing files.

Showing 1-5 of 5

3. Check the **status** of different converters

File type

All

Enabled

Disabled

| Name           | File type | Status   |
|----------------|-----------|----------|
| Excel          | xlsx      | Enabled  |
| 30ISE001       | xml       | Enabled  |
| 20HiSoft001    | txt       | Disabled |
| 12OfisaGeFi001 | txt       | Enabled  |
| Urbanus        | OUT       | Enabled  |

## 4.5 How can I send my tours directly from UDRIVE to my email?

Our UDRIVE solution enables you to directly send your finished Tours to your email inbox without having the need to use the INFINIO platform. To activate this option, you have to go on the **INFINIO** platform, in the **Setup** section. There, you have the option of **Export by email**. In that section, specify the desired email and make sure that the **Enable** button is activated. From that moment, every time you finish a Tour on your device and press the **Synchronize** button, you will receive those Tours in your email inbox. *Remark: the Tours will be also accessible on your INFINIO platform later.*

Overview

Import Tour

Devices

Tours

Measuring Points

Setup

1. Choose the **Setup** option from the Menu

Export by email

Disabled

This option will enable you to receive data when the tour is finished and synchronized with infin.io by the mobile device. You must provide one or more email addresses (separated by comma) to which the data will be sent.

Enabled

Email address, separate by comma for multiple

3. Enter the Email here

2. Check to have the **Enabled** option activated

4. Once the file is uploaded, press the **Submit** button

Submit

Converters

Download the [Excel\\_Template.xlsx](#) which can be used as a converter during Import Tour.

If you cannot see the blank field, then press the **Disabled** button to make it **Enabled**.



## Export by email

Disabled

This option will enable you to receive data when the tour is finished and synchronized with infin.io by the mobile device. You must provide one or more email addresses (separated by comma) to which the data will be sent.

☐ Disabled

If the button is **Disabled**, press it to make it Enabled

Submit



## Converters

Download the [Excel\\_Template.xlsx](#) which can be used as a converter during Import Tour.

## 5 METER DATA & DECRYPTION

### 5.1 What is the storage volume?

The storage volume is a value stored by the meter at a specific date. It indicates the volume measured at that date. This value corresponds to the keydate value from the previous MEx Solution.

| Measurements                                                                           | Value      | Timestamp           | Source |
|----------------------------------------------------------------------------------------|------------|---------------------|--------|
| Volume is the current measured volume                                                  |            |                     |        |
| volume (8-0:1.0.0)                                                                     | 844.318 m3 |                     | radio  |
| volume_due_date (8-0:1.2.0)                                                            | 843.811 m3 | 2026-02-28 00:00:00 | radio  |
| Volume_due_date is the <u>storage volume</u> at the date shown in the Timestamp column |            |                     |        |

To export these values, go to the Setup tab in INFINIO, enable the corresponding option and then proceed with the export as usual.



### Export by email Disabled

This option will enable you to receive data when the tour is finished and synchronized with infin.io by the mobile device. You must provide one or more email addresses (separated by comma) to which the data will be sent.

☐ Disabled

Submit



### Storage volume activation Enabled

This option will enable your default converter export to use storage volume instead of current volume.

☒ Enabled

## 5.2 What about the encryption key?

### 5.2.1 Why do we need keys for reading the data from meters?

Almost all meters transmit encrypted data. Many modern meters use an individual key, while some installations still use a generic manufacturer key. This is to guarantee the privacy and confidentiality of the data. Anyone equipped with a radio receiver can store this encrypted data, but only the ones who have the correct cryptographic key which belongs to the meter or the manufacturer of the meter are able to decrypt the data and hence read it. Nowadays, each meter has its own individual key. If you are using a meter or a radio module provided by GWF AG, each bound key is available on the **INFINIO** platform and will be synchronized automatically to make sure you are able to decrypt your data inside the **UDRIVE** solution. If you are using meters not provided by GWF, see Question 5.2.2 and 5.2.3

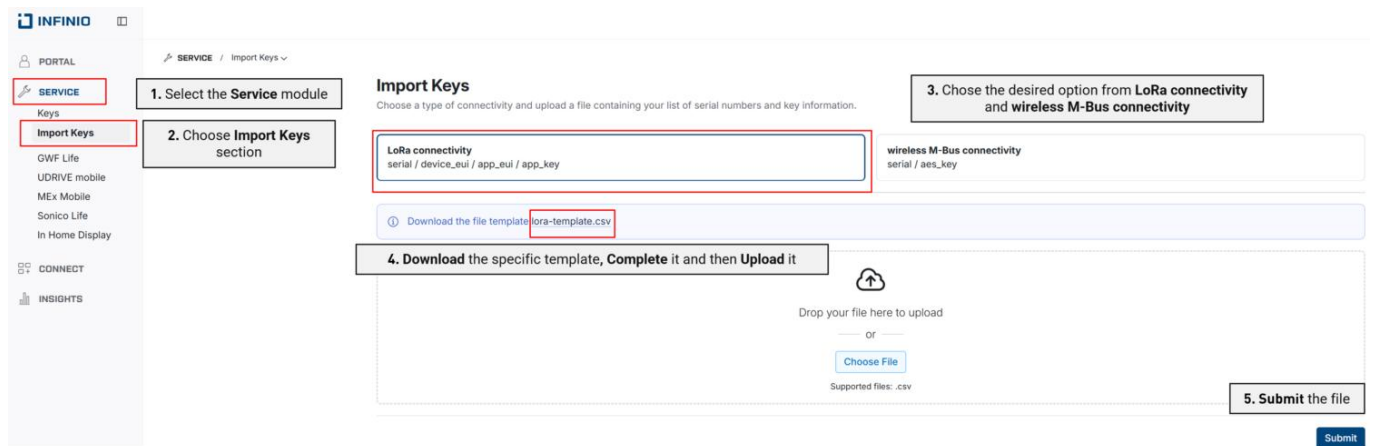
### 5.2.2 How do I upload a key that belongs to a specific manufacturer?

For this action you need to contact our support team (Phone: +41 41 319 52 00 or Email: support@gwf.ch) and give them the specific key. GWF support is available in the following languages: DE, FR, EN, IT. Please also provide your account number when you contact the support (See Question 7.3 for finding your account number).

### 5.2.3 How do I import the keys which belong to specific meters?

If you have different meters and you also know their keys, it is possible to add them in the **INFINIO** platform, such that the meter's data become readable in the **UDRIVE** solution. For that, you have to select the **Service** module from the **INFINIO** platform and then choose the **Import Keys** section. In the new page, you can select the type of connectivity the meters have (LoRa or wMBus) and then you can download the specific template. It is important to mention that the key fields (**app\_key** for LoRa + **aes\_key** for wMBus) should contain 32 characters which represent hexadecimal digits (characters from 0 to 9 and letters from A to F). After completing the template, you can **Upload** it and then **Submit** it.





The screenshot shows the 'Import Keys' page in the INFINIO portal. The left sidebar contains a menu with 'SERVICE' and 'Import Keys' highlighted. The main content area is titled 'Import Keys' and includes instructions: 'Choose a type of connectivity and upload a file containing your list of serial numbers and key information.' There are two radio button options: 'LoRa connectivity' (selected) and 'wireless M-Bus connectivity'. Below these, a link 'Download the file template' points to 'lora-template.csv'. A large dashed box indicates where to drop the file, with a 'Choose File' button and 'Supported files: .csv' text. A 'Submit' button is at the bottom right.

**1. Select the Service module**

**2. Choose Import Keys section**

**3. Chose the desired option from LoRa connectivity and wireless M-Bus connectivity**

**4. Download the specific template, Complete it and then Upload it**

**5. Submit the file**

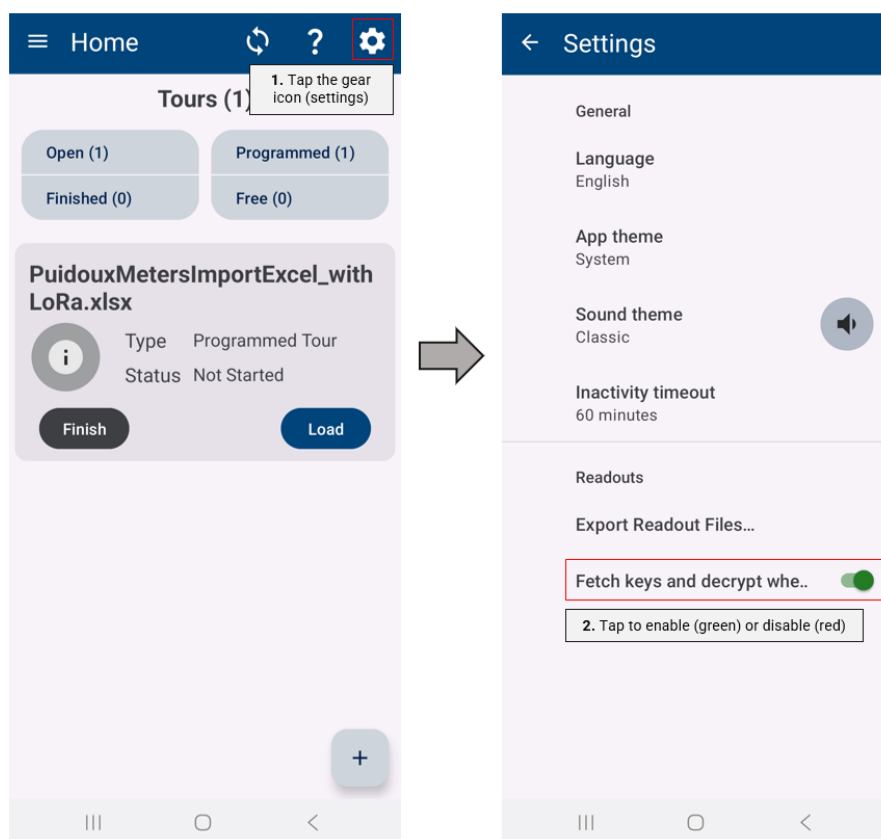
## 5.3 How do I decrypt one or more meter readouts in the UDRIVE app?

You have three methods to decrypt the meters you have read.

**Important:** to keep the values readable (i. e., not encrypted), the keys must be retrieved **before** synchronizing with INFINIO.

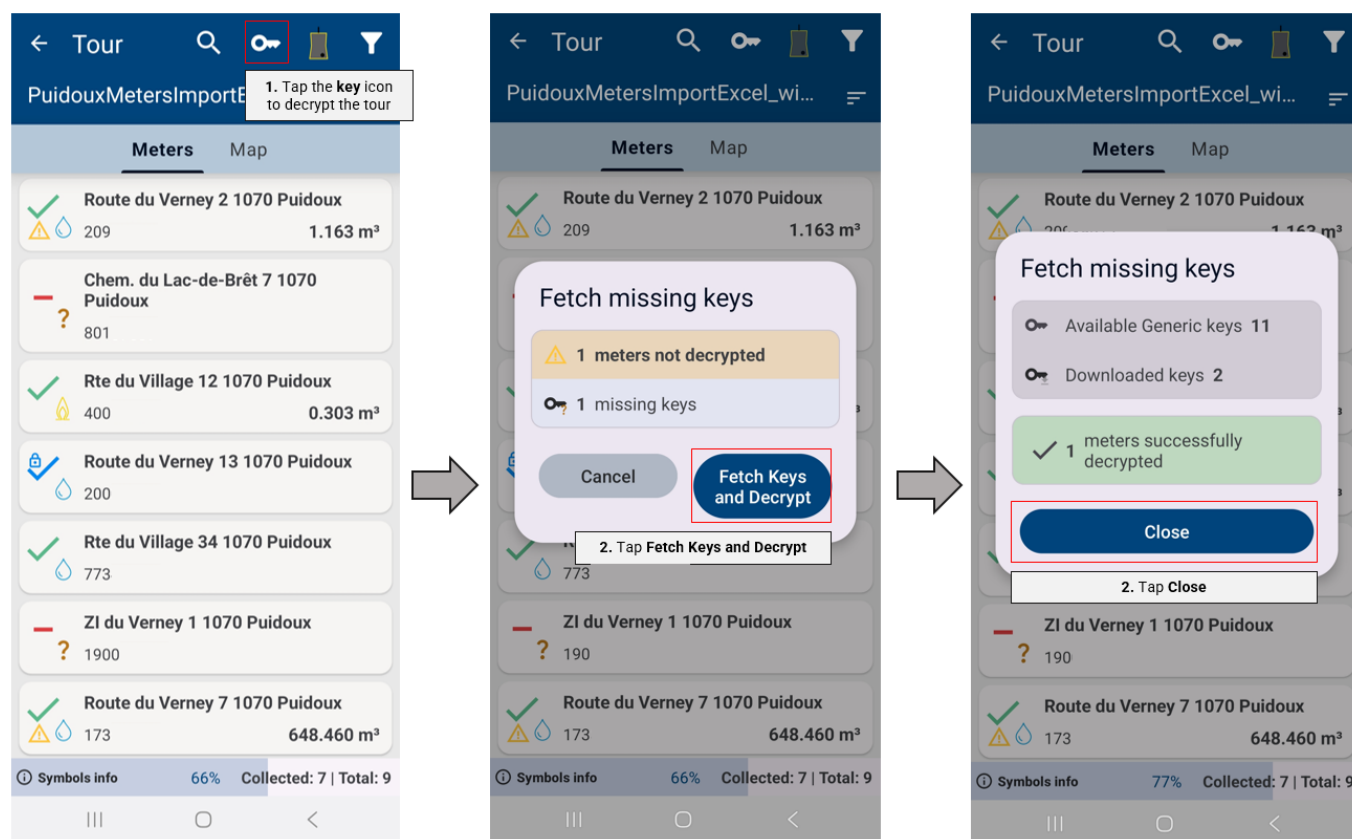
### 5.3.1 Automatic decryption method (default, with internet)

The automatic method is enabled by default and works only when the device is connected to the internet. To enable or disable it, open the settings (icon at the top right of the screen), then toggle the option **Retrieve keys and decrypt**.



## 5.3.2 Manual decryption method for all meters (with internet)

To manually decrypt all meters in a tour, open the corresponding tour and tap the key icon at the top of the screen. The application will display the number of missing keys. Tap **Retrieve keys and decrypt**. The application will then automatically download the keys and decrypt the data. When finished, tap **Close**.



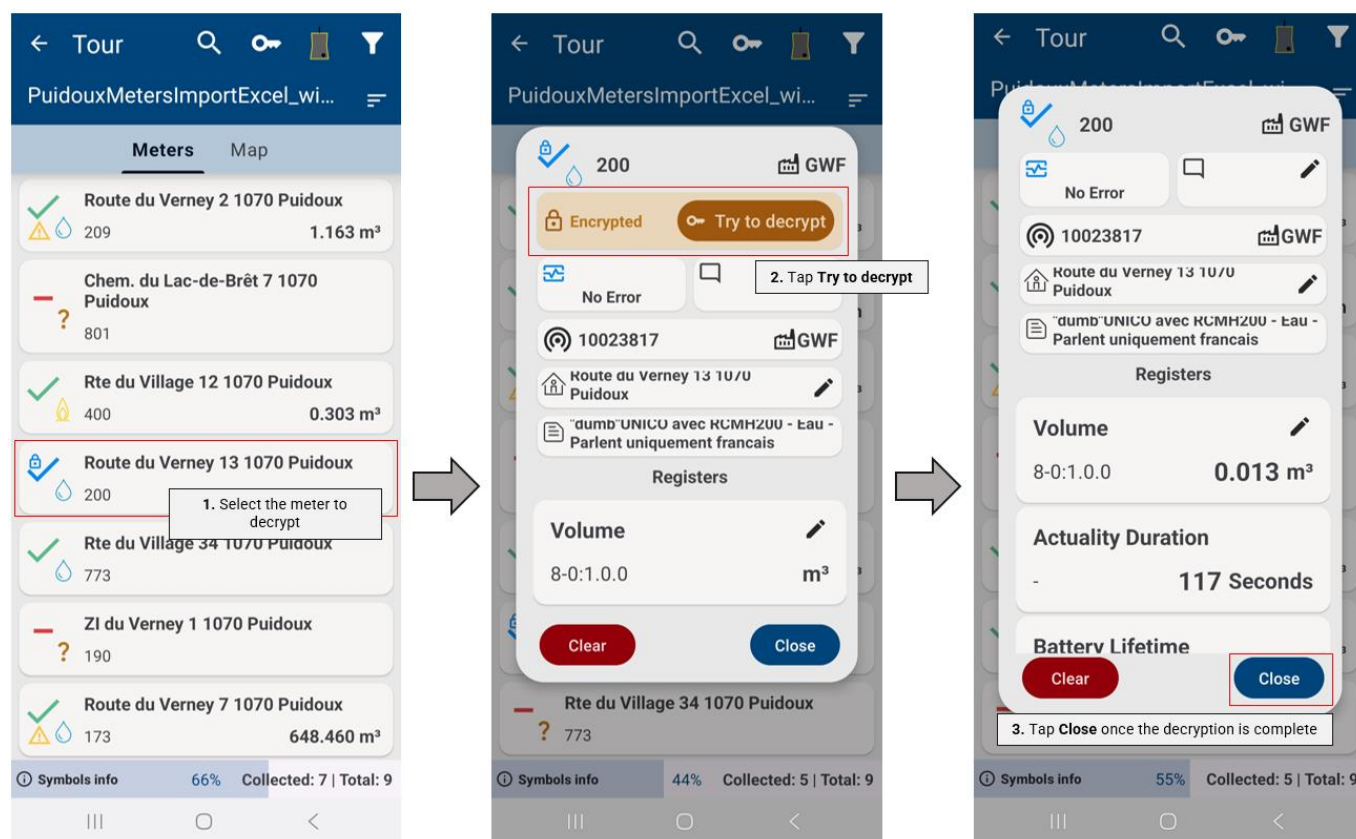
A **generic key** is a legacy key used by manufacturers that can decrypt multiple meters. An **individual key** is a unique key specific to each meter.

If a meter cannot be decrypted during a planned tour, please contact our support team: (phone: +41 41 319 52 00 or email: support@gwf.ch).

**Note:** during a free tour intended for exploration, it is normal that some meters cannot be decrypted because they may belong to other customers.

### 5.3.3 Manual decryption method for a specific meter

To decrypt a specific meter, select it from the list to open its detail window, then tap **Try to decrypt**. The meter will be decrypted. Close the window to return to the list.



## 6 CONNECTIVITY & TROUBLESHOOTING

### 6.1 What is the difference between online and offline mode in UDRIVE?

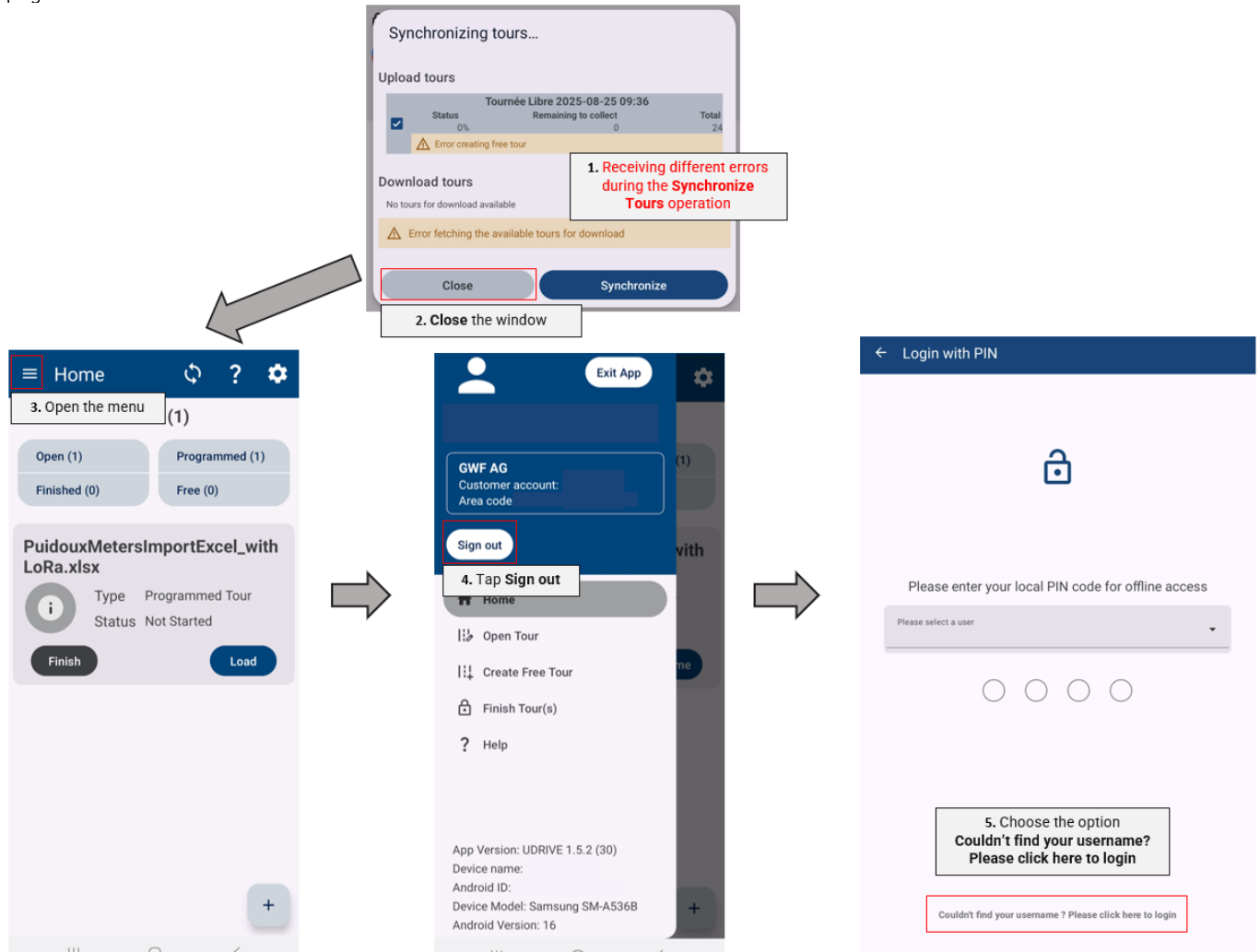
When you are **online**, the UDRIVE app uses your email and password to securely verify your identity with our server. This gives you full, real-time access to all latest data attached to your account (Tours, Keys, Access level).

When you are **offline**, you can still access the app using your PIN, but only for a limited time: **up to 24 hours**. After that, you will need to go online and log-in with your email and password again to revalidate your session. This ensures that your account stays secure and up to date.

### 6.2 What should I do if I encounter errors in the UDRIVE app (downloading tours, creating a Free Tour, synchronizing data)?

In case of errors during the synchronization process on the mobile app, you should **log back** into the UDRIVE app using your **Email** and **Password**. For that, you should press the **Sign out** button in the **Slide Menu**, and then choose the option to not

Login using the PIN by choosing the option **Couldn't find your username? Please click here to login** from the bottom of the page



## 7 USER INTERFACE & SETTINGS

### 7.1 What do the tour tags mean in INFINIO?

On the INFINIO platform, the following tags may apply to your Tours:

open

The Tour is successfully imported on the INFINIO platform and is ready to be assigned to a device.

free

The Tour is a Free Tour.

assigned

The Tour is assigned to a device. Now use UDRIVE app to download it on your device.

on tablet

The Tour is synchronized on the device. You can now use UDRIVE app to start a drive-by collect.

finished reading

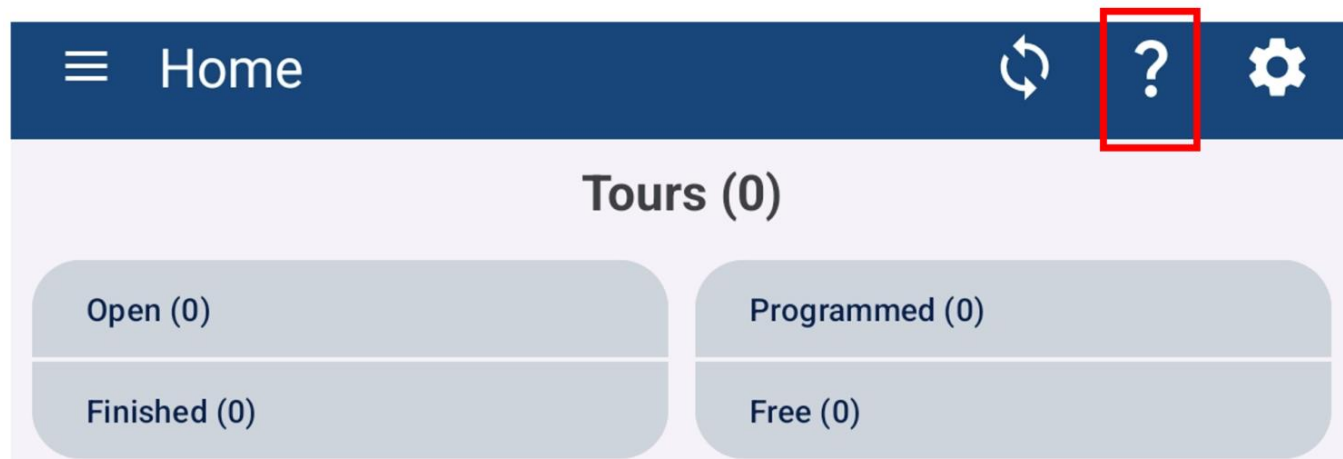
The Tour has been completed on the device and has been uploaded back to INFINIO platform. The Tour is ready for export.

archived

The Tour is not active anymore and cannot be assigned again to a device. However, the Tour is available for a new export.

## 7.2 What is the meaning of the symbols in the UDRIVE app?

To see the explanation for each symbol in the UDRIVE App, you can use the Help menu as shown below:



Furthermore, below you can find the meaning of all symbols used in the UDRIVE app:

|                                                                                   |                                             |
|-----------------------------------------------------------------------------------|---------------------------------------------|
|  | Readout OK                                  |
|  | Not readout (Programmed Tour)               |
|  | Readout but not decrypted (Free Tour)       |
|  | Readout but not decrypted (Programmed Tour) |
|  | Meter state error or alarm                  |

|                                                                                   |             |
|-----------------------------------------------------------------------------------|-------------|
|  | Water       |
|  | Hot Water   |
|  | Gas         |
|  | Heat        |
|  | Electricity |
|  | Other       |
|  | Unknown     |

|                                                                                     |                            |
|-------------------------------------------------------------------------------------|----------------------------|
|    | Readout OK                 |
|   | Not readout                |
|  | Readout but not decrypted  |
|  | Meter state error or alarm |

|                                                                                     |                              |
|-------------------------------------------------------------------------------------|------------------------------|
|    | Datetime of a key date value |
|    | Meter state                  |
|   | User remarks                 |
|  | Meter location               |
|  | Manufacturer of the meter    |

## 7.3 How do I find my account number?

You can find your account number on the **INFINIO** platform or on the **UDRIVE** App.

### 7.3.1 INFINIO platform

On the **INFINIO** platform, navigate to the **Profile** section and then to **Accounts** section from the bottom of the page. There you can find your **account number**.

INFINIO platform

1. Click on the **Profile** icon on top-right corner

2. Select the **Profile** section

3. Find the **Account number** at the bottom of the page

## Profile

### Edit your information

First name

Last name

Phone number

Email

[Update Profile](#)

### Authentication & Security

#### Access

Your last login was at Aug 26, 2025, 10:04

Role: **Admin**

You have full access on all modules, additionally you may invite new users/admins and edit current users and their access level.

#### Multi-Factor Authentication (MFA)

Add authentication security with an additional factor such as email.

[Enable MFA](#)

#### Password

It is advisable to change your password every 6 months.

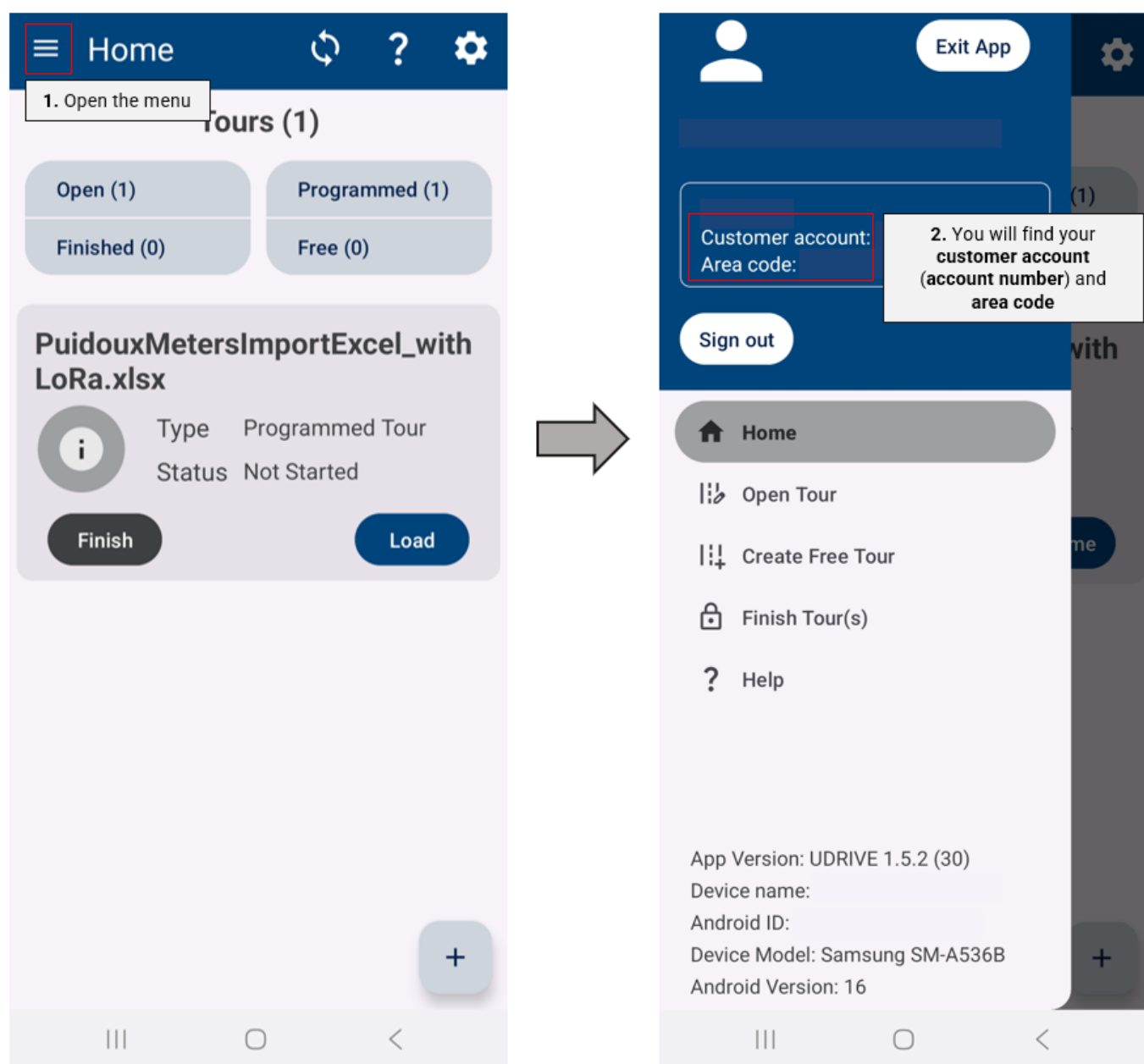
[Change Password](#)

### Accounts

|                                        |        |
|----------------------------------------|--------|
| GWF Labs Single Member Private Company | Active |
| Account number: <input type="text"/>   |        |

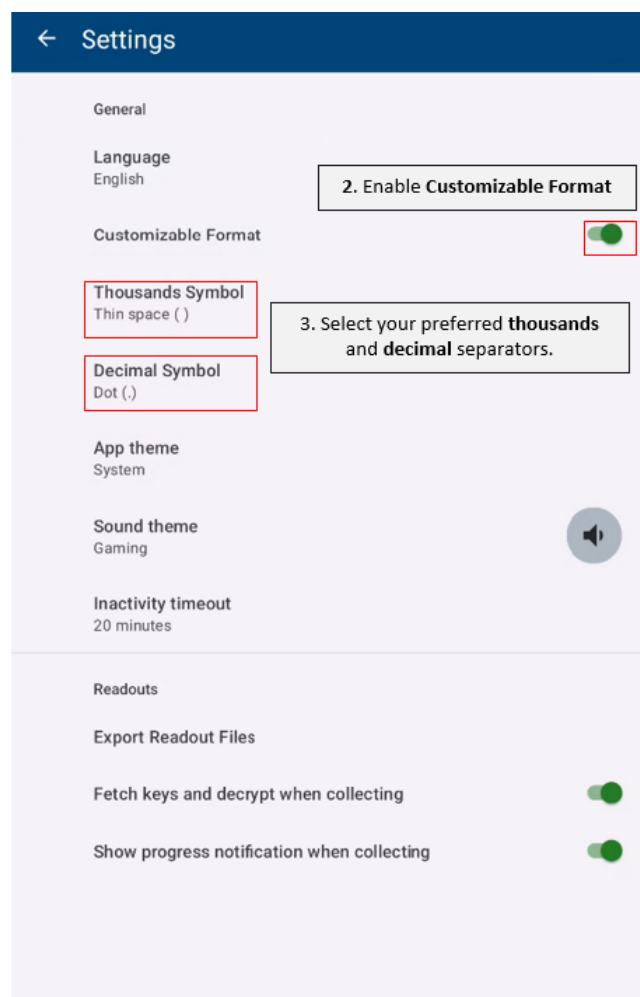
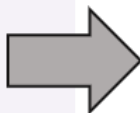
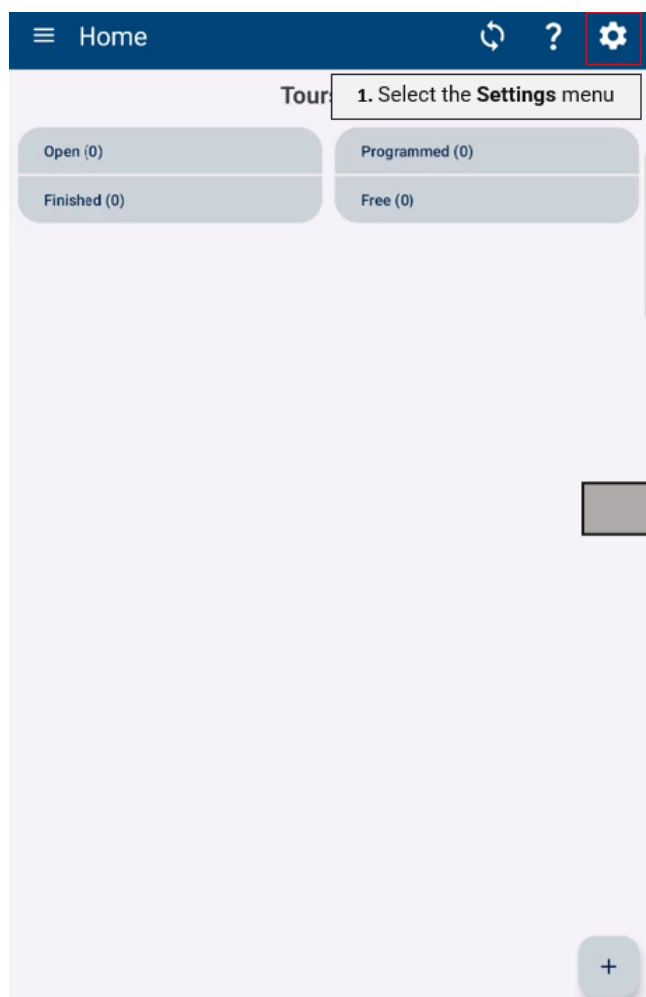
## 7.3.2 UDRIVE app

For the UDRIVE app, from the main page, you select the **Home** menu. On the top you can see your **Customer account** and **Area code**, which comprises the **account number**.



## 7.4 How do I change the number format settings in UDRIVE and INFINIO?

UDRIVE and INFINIO allow you to customize the number format according to your preferences. By default, the application uses your local number format.



1. Click on your Profile

2. Click on Profile

3. Enable Customizable Format

4. Select your preferred **thousands** and **decimal** separators

**Regional Number Format**

1,234,567.89

**Custom separators**

**Thousands Separator**

- Dot (.)
- Comma (,)
- Narrow No-Break Space ( )
- Apostrophe (')

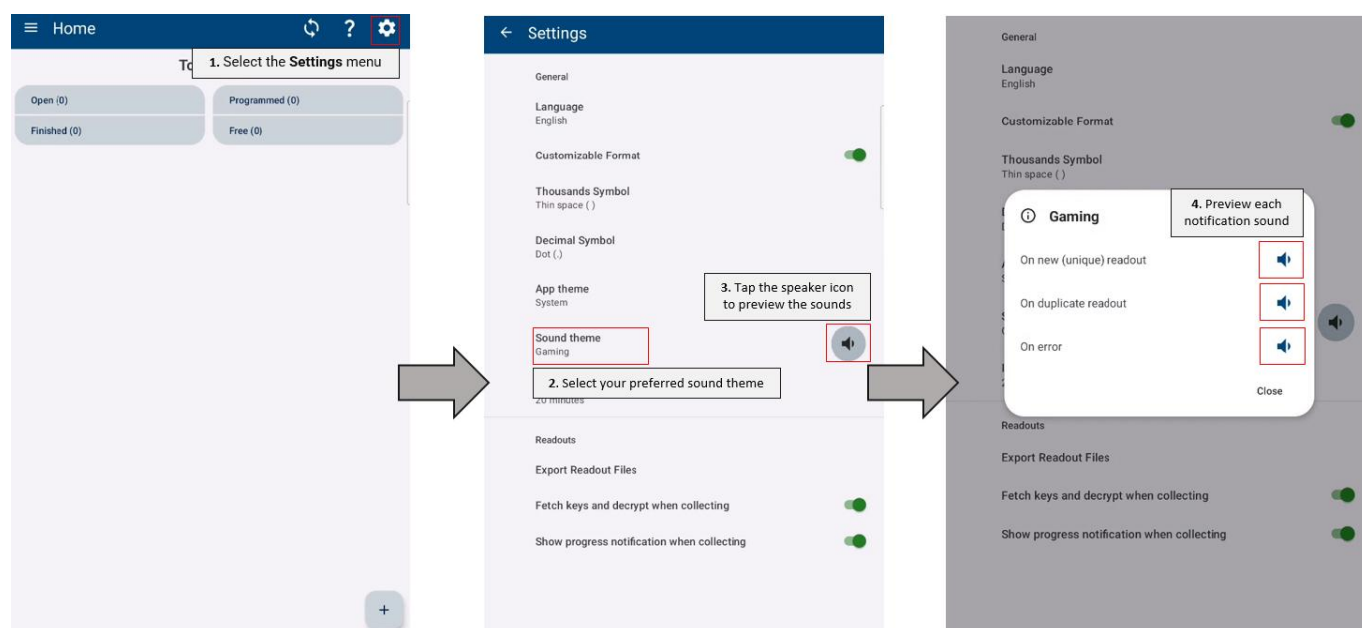
**Decimal Separator**

- Dot (.)
- Comma (,)

Language Theme

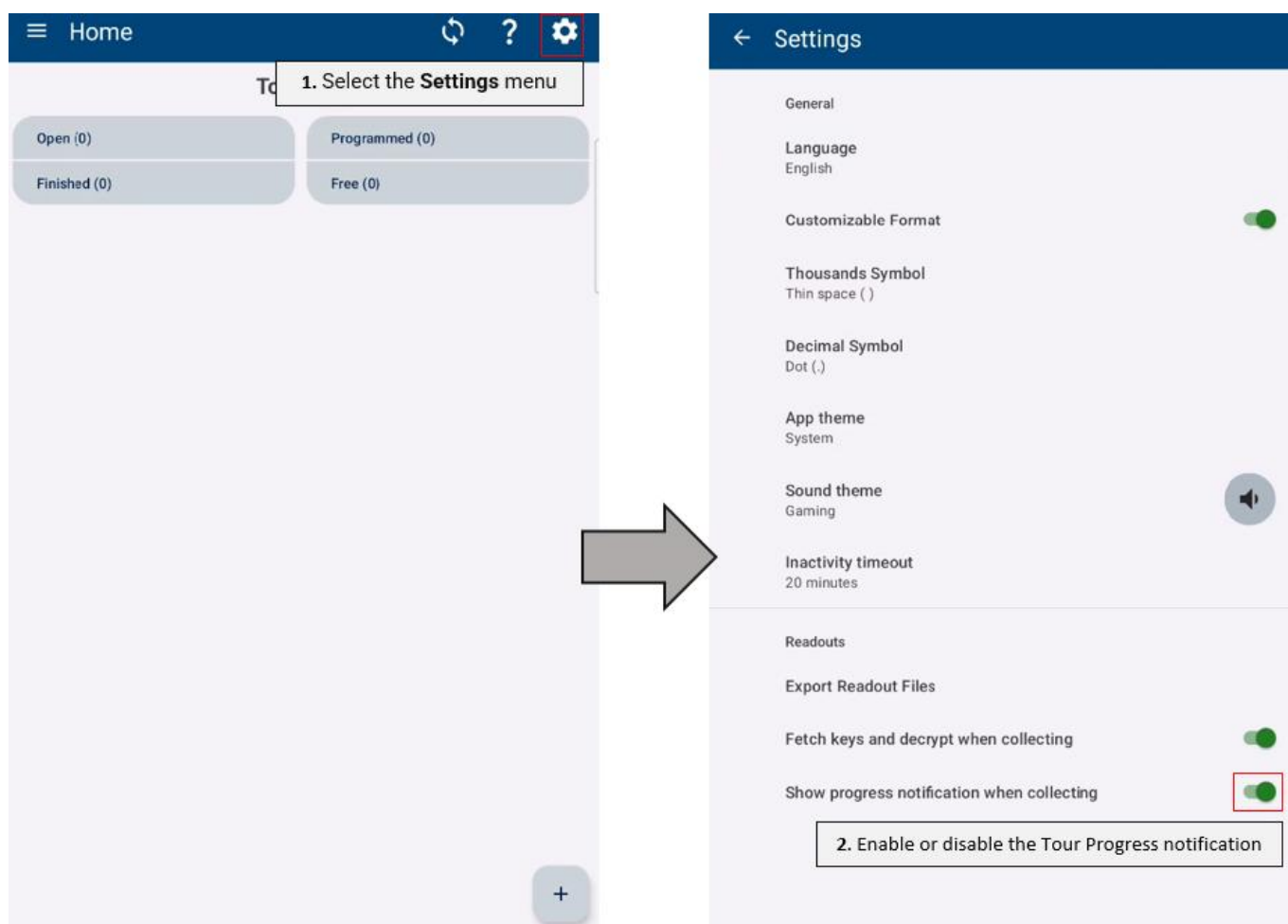
## 7.5 How do I change the sound theme?

UDRIVE allows you to change the sound theme used for new readouts, duplicate readouts, and errors. Follow the steps below to change the sound theme.



## 7.6 How do I enable or disable the Tour Progress notification?

UDRIVE displays a Tour Progress notification while collecting a tour, allowing you to track the collection progress even when using other applications on your tablet. This notification is enabled by default but can be disabled by following the steps below.



## 8 DEVICE INTEGRATION REQUESTS

### 8.1 My meter is not supported. How can I request an integration?

If your device is not yet supported, you can request an integration by filling out our device integration form:

[Request a device integration here](#)