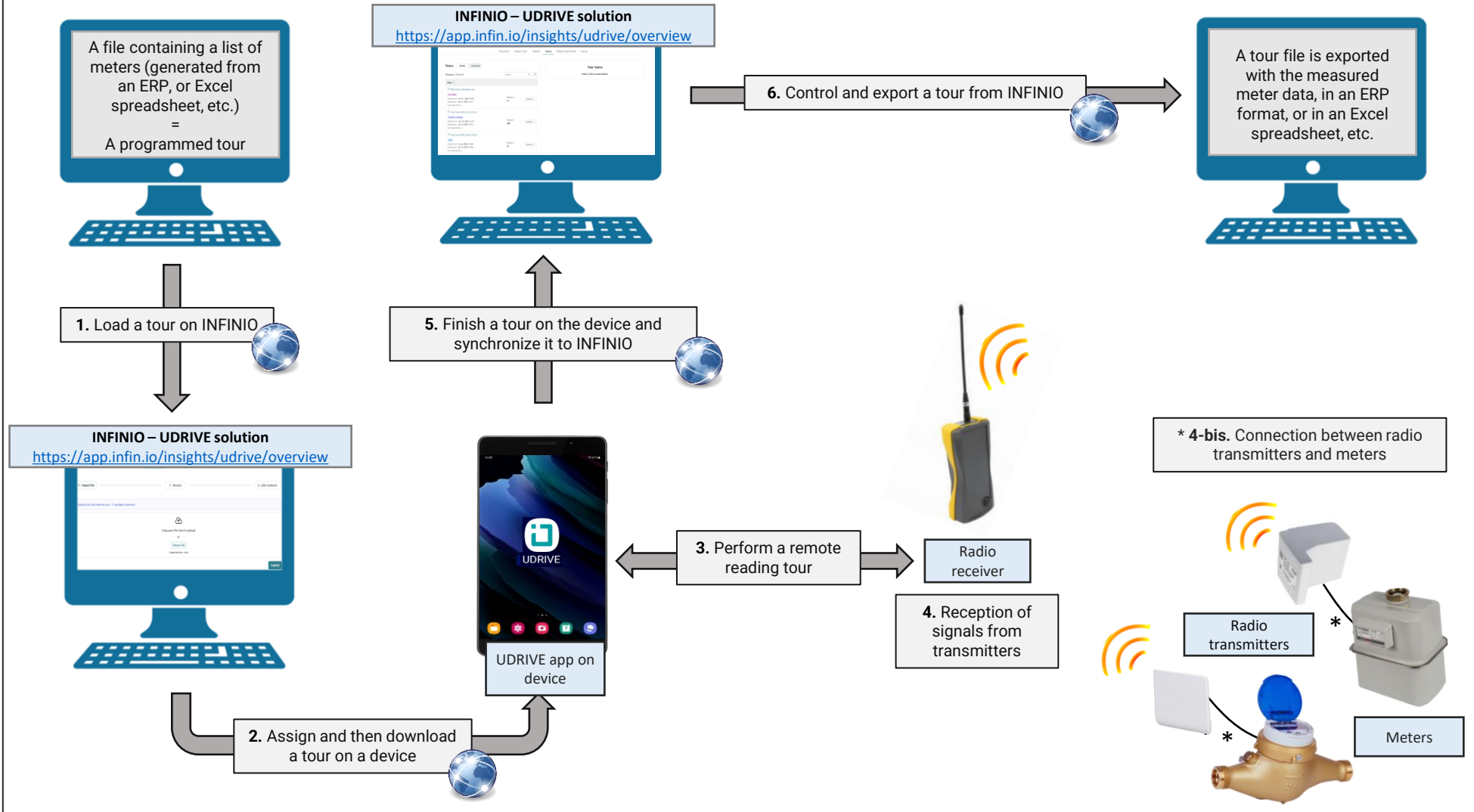


Overview of the UDRIVE solution

INFINIO – UDRIVE solution = Web interface of the UDRIVE solution (<https://app.infin.io/insights/udrive/overview>)
UDRIVE app = Android application of the UDRIVE solution for remote meters reading



= Internet connection required



1. Import a Tour to UDRIVE

To upload a tour to your UDRIVE interface, go online and access the INFINIO platform at the following address: <https://app.infin.io/login>

You will be asked to enter an **email** address and a **password** (these were created with you during the setup of your UDRIVE solution).

Once you are logged in, click on the **UDRIVE** module.

Welcome to your account,

The UDRIVE module interface will appear. Click on the **Import Tour** tab.

Step 1: Upload a tour file by dropping it into the designated area, then click **Submit** once the file has been added.



When importing, you may encounter four types of errors:

<p>Errors</p> <p>The file could not be parsed, please check if you are using the correct converter.</p>	<p>Explanation: Unsupported file format by the system.</p> <p>Solution: Check the content of your file.</p>
<p>Errors</p> <p>Missing, blank or unknown value in fields: obis_code.</p>	<p>Explanation: Mandatory fields are missing.</p> <p>Solution: Check the content of your file.</p>
<p>Errors</p> <p>This serial number exists in another active tour.</p>	<p>Explanation: The serial number is already present in another tour.</p> <p>Solution: Archive the file before importing this meter's serial number.</p>
<p>⚠ Tour already exists. View tour.</p>	<p>Explanation: The tour already exists.</p> <p>Solution: Rename the file before importing it again or archive the existing tour.</p>

Step 2: If your tour contains LoRa meters, you can directly check the LoRa readouts using **Option 1**. **Option 2** allows you to skip this step. Note that you can still retrieve the LoRa meter data later.

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

✓ Import file ————— 2. Results ————— 3. LoRa readouts

Before assigning the tour to your tablet, you may optionally check for LoRa readouts.

Option 1: Check for LoRa readouts Option 2: Go to tablet assignment

Choose one of the two options

Serial No. [input] All items [dropdown]

Showing 1-9 of 9

Serial No.	Measuring Point	Medium
22809409	CH1001	07

Search for a place [input] Plan Satellite [dropdown]

Step 3: If you selected **Option 1: Check LoRa readings**, you can specify a time period for retrieving the data. Only the most recent reading within the selected interval will be taken into account.

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

✓ Import file ————— ✓ Results ————— 3. LoRa readouts

Provide a period which you will synchronize lora readouts. Current acceptance period: Nov 1, 2025 - Nov 17, 2025

November 2025

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Synchronize LoRa readouts

2. Click Synchronize LoRa readouts

1. Select a period for data retrieval

Go to tablet assignment

At the end of the process, you can see whether the synchronization was successful and for which meters it was applied.

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

✓ Import file ————— ✓ Results ————— 3. LoRa readouts

Provide a period which you will synchronize lora readouts. Current acceptance period: Nov 1, 2025 - Nov 17, 2025

November 2025

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Synchronize LoRa readouts

2 meter(s) synchronized
23052455
24100119

You can see how many meters are synchronized

Go to tablet assignment

2. Assign and download a tour to a device

Once the tour has been imported, you can assign it to a device. To do so, click on the **Devices** tab.

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

Your tours are displayed on the left and your devices on the right. First, select the device of your choice, then assign it by clicking on **Assign**.

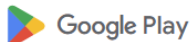
Overview Import Tour **Devices** Tours Measuring Points Setup

Device	Tours No.	Updated at	Select/View
Galaxy A52s 5G APE	0	Nov 14, 2025, 17:10	[button]
Galaxy Tab Active3	0	Jul 17, 2025, 14:18	[button]

1. Select a device

2. Assign the selected device to the tour

Next, launch the UDRIVE app (pre-installed on the device or available on Google Play), then log in using the email address and password of the meter reader account. These credentials were created with you during the setup of your UDRIVE solution. They are the same login details you use for your INFINIO account.



When opening the application for the first time, you will be asked to configure a PIN code. This PIN will allow you to access the UDRIVE app more quickly and securely, even without an internet connection.

Make sure that **GPS** and **Bluetooth** are activated on your device.

To download the tour onto the device, click on the **synchronize** icon. **You must have an internet connection for this step**



Once you press the button, a message will appear confirming that a tour is available for download. If no message appears, check the device's internet connection.

At the end of the process, a message confirms that the tour has been downloaded successfully. You can then find it on your home page.

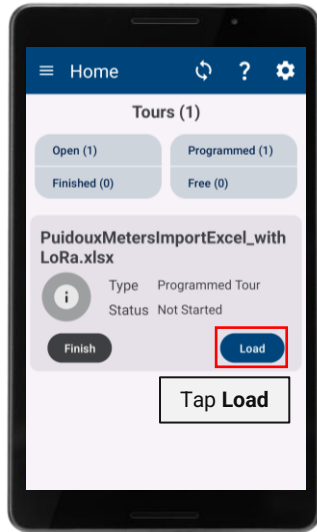
1. Tap Synchronize

2. Tap Close

The tour is now ready to use.

3. Perform a remote meter reading tour

On the UDRIVE app home screen, tap **Load** to start the tour.

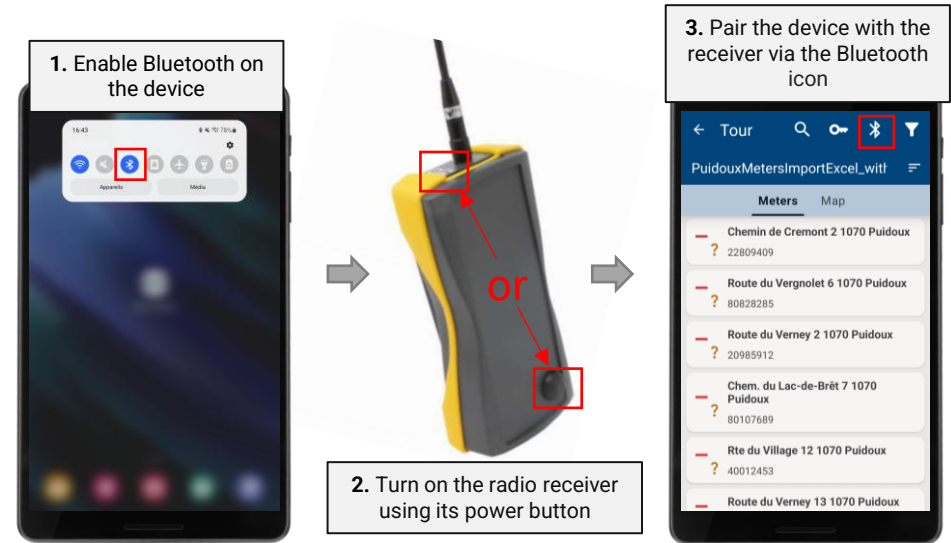


Now that the tour has been loaded onto the device, the field readout can begin.

It is recommended to:

- Check before departure that the device and the radio receiver are fully charged.
- Have an internet connection to decrypt in real time meters that are encrypted with an individual key.

To retrieve data, the radio receiver must be switched on and connected to the device via Bluetooth. To do so:



Below are the different icons used:

	Readout OK		Readout but not decrypted		Other
	Not readout (Programmed Tour)		Meter state error or alarm		Unknown
	Readout but not decrypted (Free Tour)		Water		Datetime of a key date value
	Readout but not decrypted (Programmed Tour)		Hot Water		Meter state
	Meter state error or alarm		Gas		User remarks
	Readout OK		Heat		Meter location
	Not readout		Electricity		Manufacturer of the meter

4. Reception of radio transmitter signals



The reception of radio signals from the meter-linked transmitters is highly dependent on the surrounding conditions. In open air without obstacles, the signal range is approximately 600 meters. However, the thickness of walls, floors, and their materials are important factors to consider, as they significantly affect radio signal attenuation in real conditions, and therefore the distance at which a meter can be read.

Other factors, such as outages or electromagnetic interference, may also occur and make radio reading difficult or even impossible.

If a meter is not read during the tour (icon ■ in the UDRIVE app), it is recommended to follow the steps below, in order:

- Use an external antenna when performing a tour from a vehicle.
- Position the receiver as close as possible to the meter's radio transmitter.
- Wait at least 1 minute (the radio transmitter may be in slow mode, transmitting once per minute).
- Move even closer to the meter's radio transmitter, until you can physically see it.
- Wait again for at least 1 minute.
- Check that the meter's radio transmitter is not damaged or obstructed (placed behind furniture, etc.).
- Verify that the meter's serial number matches the one displayed on the device.
- Check that the connections between the meter and the radio transmitter are correct (see opposite).
- Replace the radio transmitter, then wait 24 hours before attempting a new reading.
- If the issue persists, contact GWF for assistance or replace the meter.

4-bis. Meter-Transmitter wiring

Here is an extract of the different connection types between meters and radio transmitters. For more information, please check the manuals of the respective meters:

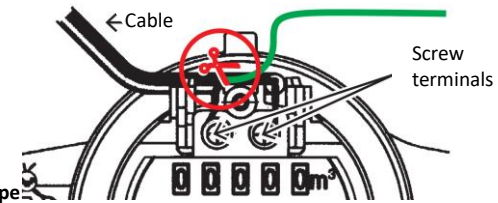
- Meter with 3 terminals (MP / IEC / SCR / ECO):

Depending on your model, the wires may have different colors. However, the green wire must **always** be placed in the center. The black, red, brown, and white wires are interchangeable. **Note:** When wiring a Meistream/Meitwin to an RCM-H200, wire red to brown, green to green, and black to white



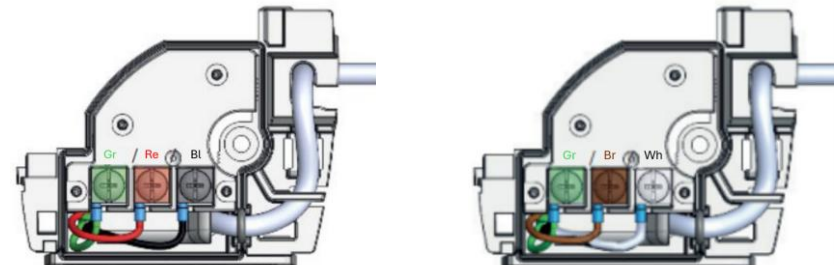
- Meter with 2 terminals (IEC / SCR):

The green wire is not used. The black and red wires are interchangeable.




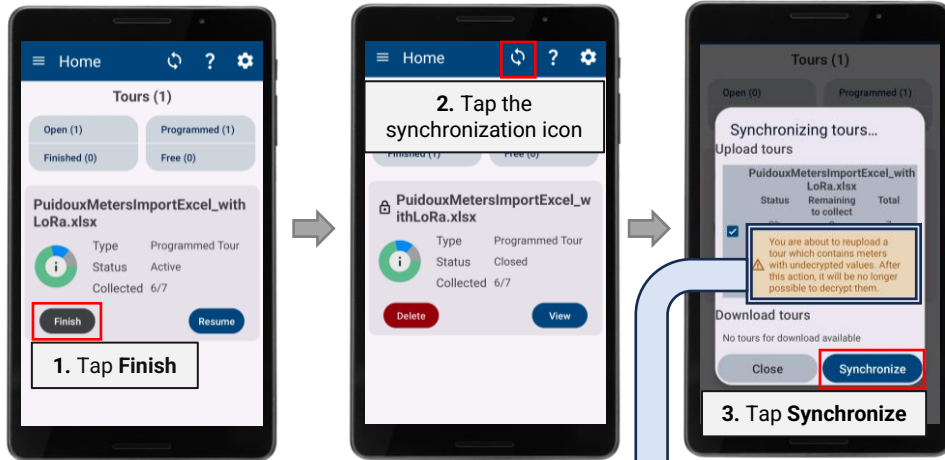
- Gas meter BGZCoder type:

Depending on your model, the wires must be connected as shown below.

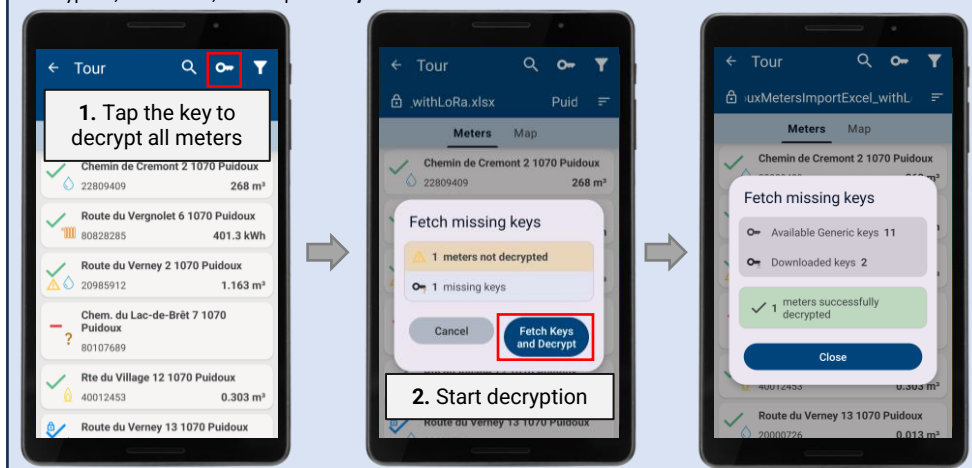


5. Closing a tour on the device and sending it to INFINIO

To close a tour on the device, return to the home page and press **Finish**. Then, with an active internet connection  click the synchronization icon to send the tour values to INFINIO.

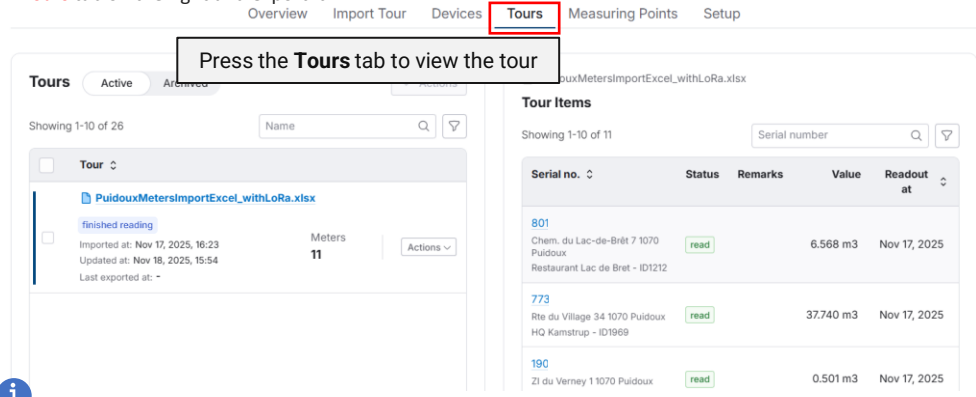


Warning before synchronizing: make sure that all meter data are decrypted. You will no longer be able to decrypt the data once synchronization is completed. At this stage, if some meter data remain to be decrypted, click **View**, then tap the **key icon**.



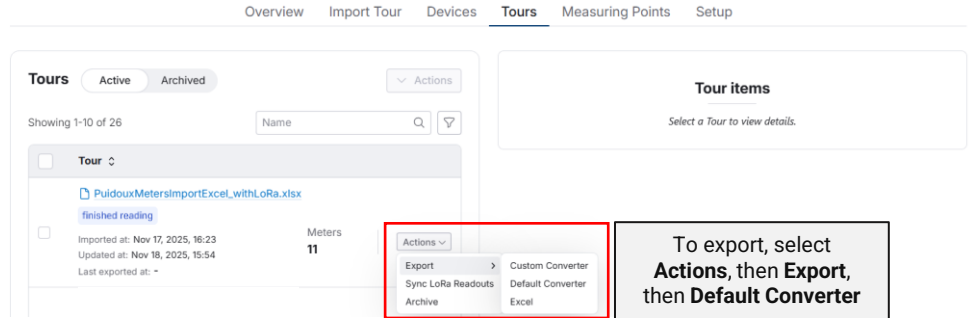
6. Control and export a tour from INFINIO

Now that the tour is completed on the device and uploaded to the INFINIO platform, you can check it in the **Tours** tab on the right and export it.



If the tour is partially completed, you can reassign it to a device via the **Devices** tab in the INFINIO platform (see page 4 of this manual). Only meters that have not been collected will appear in the list on the device.

If the tour is completed, you can export it by clicking the **Actions** button, then **Export**. You can choose the export format during the download process. We recommend using the default converter to export data to your ERP system for billing.




After exporting, please archive your tour to prevent you from performing the same readings again. See Annex B for more information on the export procedure.

To archive, select **Actions** then **Archive**

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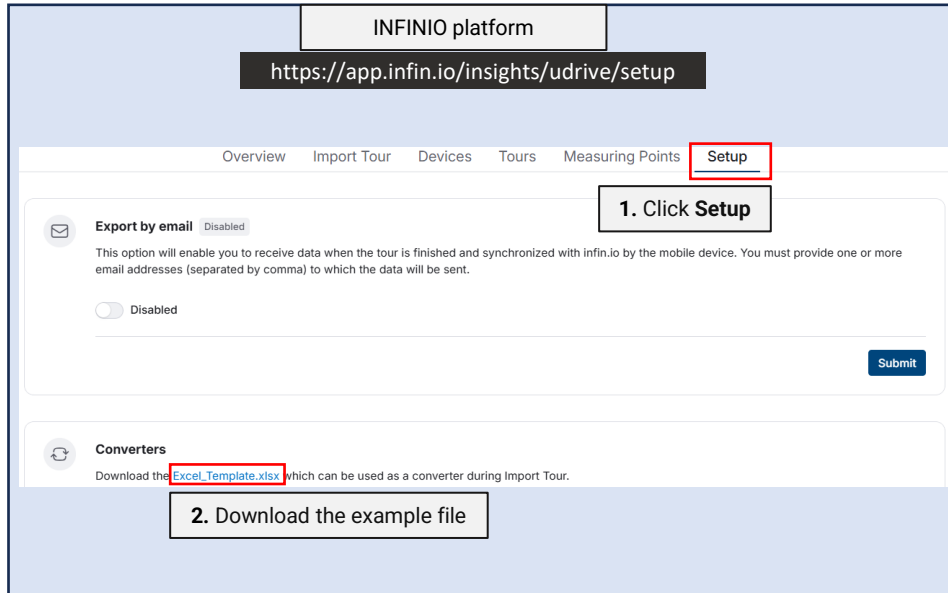
Find all information online

<https://productfinder.gwf.ch/en/udrive>

A. Appendix – Universal Import File Template (Excel)

To perform a remote reading tour, you must have a list of known meters, for example created from your ERP system.

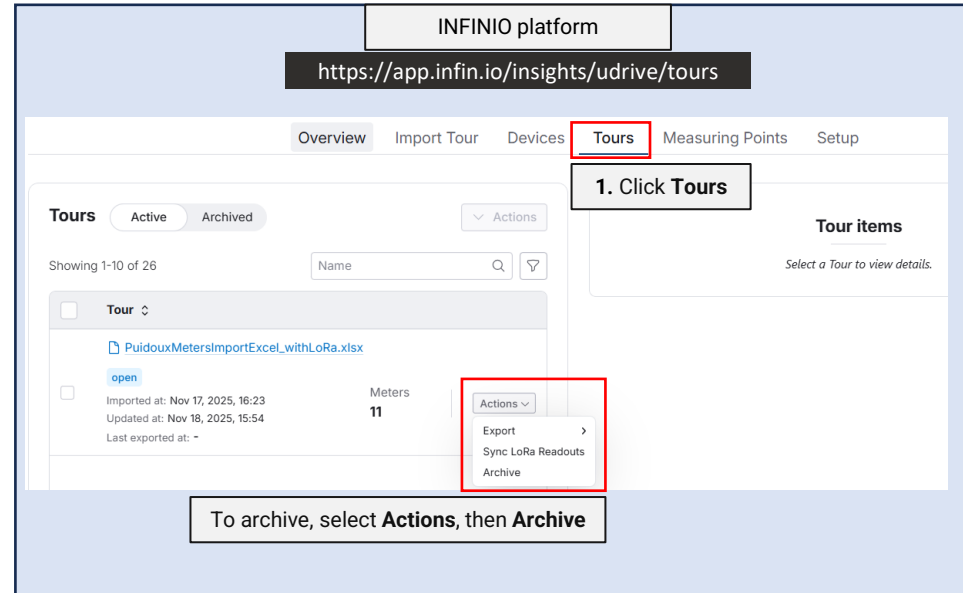
If you do not have an ERP system yet, you can reuse the example file available on INFINIO. This file can be opened and edited using Microsoft Excel or any equivalent software.



The fields in orange are mandatory, the others are optional.

	A	B	C	D	E	F	G	H
5	Mandatory input in the "orange" columns							
6	Measurement Point ID	Meter No.	OBIS Code	Address	ZIP Code	Locality	Customer No.	Customer
7	CH1002	80828285	6-0:1.0.0	Route du Vergnolet 6	1070	Puidoux	ID2345	Victor Hugo
	I	J	K	L	M	N	O	
Information	Max Limit	Min Limit	Description	Meter Reading (Previous)	Unit (Previous)	Date (Previous)		
Mulcair 603 - Chaleur	1000	600	Accès KABA 5000	623	m3	2025-07-17		

B. Appendix – Archiving a Tour



C. Appendix – Table of Compatible Meters

Medium	Manufacturer	Meter	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, MeistreamPlus, Meitwin, WPV-MS with GWFcoder MP	RCM-H200
Water	GWF	Meistream, MeistreamPlus, Meitwin, WPV-MS with GWFcoder IEC	RCM
Water	GWF	SONICO Edge with module ECO1	RCM-H200
Water	Itron	Intelis	Included
Water	Sensus	iPERL	Included
Water	Kamstrup	Multical 21	Included
Water	INTEGRA	TOPAS SONIC*	Included
Water	INTEGRA	TOPAS ESKR*	Included
Water	INTEGRA	TOPAS ESKR 2*	Included
Water	INTEGRA	Aquabasic PMK-basic*	Aquastream Radio
Gas	GWF	BGZcoder MP AE5 with ACM 5.1 ECO	RCM-H200
Gas	GWF	BGZcoder MP CM3 with ACM 5.1 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/Cold	Kamstrup	Multical 403	Radio 868 MHz module
Heat/Cold	Kamstrup	Multical 603	Radio 868 MHz module
Heat/Cold	Kamstrup	Multical 803	Radio 868 MHz module
...

* Limited integration

UDRIVE solution is also compatible with non-GWF meters. Please contact us to verify if your meter type is already integrated in our solution.