Migrate from SugarHeld to H2O Connect

A step-by-step guide to keep your existing setup and start collecting data with H2O Connect.

> ⓘ **YOUR EXISTING SETUP IS PRESERVED**
>
> **Tablet, gateway, radio channel, sensors, names and thresholds.**

WHO IS THIS FOR?

Producers using SugarHeld on a tablet with a Bluetooth gateway.

ESTIMATED TIME

About 15 minutes on the tablet, followed by a few minutes in the web interface.

> ⚠ **BEFORE UNINSTALLING SUGARHELD**
>
> Wait until you have confirmed that all sensor types are showing recent data in H2O Connect.

10 STEPS • BACKUP → INSTALLATION → IMPORT → VERIFICATION



Before you begin

This guide covers the complete migration of your SugarHeld setup to H2O Connect. Follow the steps in order. Do not uninstall SugarHeld until you have confirmed that all sensor types are reporting recent data.

HOW IT WORKS AND SUBSCRIPTION

The H2O Connect app lets you view your sensors directly on your tablet. An annual subscription is required to access your data remotely and use the advanced features of the H2O Connect web platform. You will select and pay for your plan in Step 9.

ⓘ HOW TO READ THESE INSTRUCTIONS

Buttons to select appear in **orange outlines**, with their exact on-screen labels. Menu paths appear like this: Settings > Apps > SugarHeld.

⚠ IMPORTANT

Throughout this guide, “select” means choosing an on-screen control, whether on a tablet, mobile phone or computer.

What you will need

- The tablet currently running SugarHeld.
- The powered-on RNBT Bluetooth gateway, placed near the tablet.
- A working Internet connection on the tablet (Wi-Fi or cellular data).
- Access to your email on a phone or computer to approve the tablet.
- On Samsung tablets: in Settings > Security and privacy, turn off Auto Blocker.

ⓘ OLDER TABLETS

The security menu may be called “Biometrics and security” or “Lock screen and security”. If Auto Blocker is unavailable, Android may instead ask you to allow installation from unknown apps or unknown sources. Allow this to continue.

ⓘ MIGRATING MORE THAN ONE TABLET?

Complete Steps 1–8 on each tablet using the same email address. Wait for “Collection active” on one tablet before starting the next. Then proceed to Step 9. Your plan will cover all sensor boxes in one payment.

1 Create a recent backup in SugarHeld

This backup contains the devices and settings to be transferred.

Open SugarHeld , select the **CFG** tab in the upper-right corner, then scroll down to the Database section.

Select **Save table** or **DB backup**, enter a simple backup name such as “h2o”, then select **OK**.

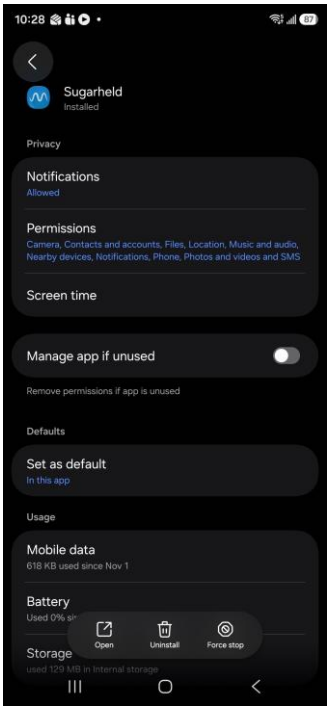
> ⓘ **EXPECTED RESULT**
>
> The backup is saved in Smartrek > Sugarheld > backupDB. H2O Connect will automatically select the most recent backup in Step 7.

2 Force stop SugarHeld

Only one app can use the Bluetooth gateway at a time.

On the tablet home screen, open the tablet or search for “Settings” using the tablet search function. Then go to Settings > Apps > SugarHeld.

VISUAL GUIDE — the “Force stop” button is at the bottom right of the App info screen.



Select **Force stop** . On the tablet, this button is at the bottom right of the screen. Select **OK** when the warning appears.

3 Download the H2O Connect app

Use the direct link or QR code.

DOWNLOAD H2O CONNECT

On the tablet, open camera and scan “DOWNLOAD H2O CONNECT” qr code.

If Chrome displays “File might be harmful” or a similar download warning, select **Keep**.

When the download finishes, select **Open** to open the downloaded file.

4 Allow installation and install H2O Connect

Follow this order: Open > Allow > Install.

1. Select **Open**. Android then displays the permission screen.
2. Select **Allow from this source**, or the equivalent Android setting for Chrome.
3. Return to the installation screen and select **Install**.

If a warning appears, select **More details** > **Install without scanning** or **Install anyway**.

ⓘ INSTALLATION OUTSIDE THE PLAY STORE

This warning may appear because H2O Innovation distributes the app directly. On a slower tablet, the installation progress bar may appear frozen for about a minute. Wait for the “App installed” message.

5 Allow background operation

This permission keeps data collection running when the screen is off.

Open H2O Connect and select **Allow** to enable background operation.

When asked whether to stop optimizing battery usage, select **Allow** again.

> ⚠ **WHY THIS PERMISSION MATTERS**
>
> Without this permission, Android may close the app overnight and interrupt data collection.

6 Create your account and approve the tablet

No password is required directly on the tablet.

Enter your personal or business email address. A phone number is optional. Select **Continue**.

On your phone or computer, open your email inbox. Look for “Add this tablet?” from H2O Connect (info@easyflowy.io). Select **View and approve tablet**, then **Approve**. Your H2O Connect account is created automatically and the tablet proceeds to the next step.

> ⓘ **THE EMAIL MAY BE IN YOUR SPAM FOLDER**
>
> If the email is not in your inbox, check Spam or Junk. You can also select “Resend email” or “Change email”. The approval link remains valid for 24 hours.

7 Import your SugarHeld backup

H2O Connect uses the most recent backup.

On your tablet, in H2O Connect, select **Restore my SugarHeld backup**.

The backup folder opens. Select **Use this folder** at the bottom of the screen, then **Allow**.

Check the number of devices shown. The gateway and repeaters are included in this count. Select **Import**, then **OK**.

> ⓘ **DEVICES REQUIRING SETUP**
>
> If the import screen lists incomplete devices, make a note of them. After Step 8, they appear at the top of the Devices list. Open each device and complete the missing settings, such as the full-tank height or relay output state.

> ⓘ **NEW INSTALLATION WITHOUT SUGARHELD**
>
> Select “Scan a sensor QR code” for each sensor, or “Skip – connect gateway first”, then add sensors using the + button. This is not a migration.

8 Connect the gateway and start collecting

Keep the radio channel and communication settings unchanged.

Select **Finish – connect Bluetooth gateway**, then **Connect and start**.

The gateway used by SugarHeld is already selected. No new Bluetooth pairing is needed, and the radio channel remains unchanged. Select **Allow** for nearby devices and then for notifications. Older tablets may not display these requests.

When “Collection active” appears, do not change the radio channel, polling interval or hops. Select **Back** in the upper-left corner to return to the main menu.

ⓘ EXPECTED RESULT

Within 5 minutes, “Collection active” appears in green and each sensor shows “Online”. Gateways and repeaters do not display measurements; this is normal.

9 Choose and pay for your plan in the web interface

On your mobile phone or computer, open the web interface.

OPEN H2O CONNECT WEB
https://h2oconnect.h2oinnovation.com
Scan this QR code with your phone to open H2O Connect Web.

On your phone or computer, open h2oconnect.h2oinnovation.com and sign in using the same email address as on the tablet.

For a Gmail address, select **Sign in with Google**. For any other address, select **First login?** and create a password of at least 8 characters.

When “Plan required” appears, select Choose my plan. Choose Canada for billing in Canadian dollars or United States for billing in US dollars.

Your plan tier is based on the number of installed sensor boxes. Enable or disable the Ask AcerGPT option as needed. The Summer Work module is included for the first year. Select Pay and complete payment by credit card. Taxes are calculated automatically.

ⓘ PAYMENT CONFIRMATION

The payment service may email you a code to confirm your identity. Enter the code. Access is activated as soon as payment is received.

10 Verify your data, then uninstall SugarHeld

Do not uninstall the old app until this check is complete.

On the tablet and in the web interface, verify that all sensor types, including vacuum sensors, level sensors and relays, show recent data.

Only after completing this check, go to Settings > Apps > SugarHeld and select Uninstall.

> ⓘ **MIGRATION COMPLETE**
>
> H2O Connect updates automatically. You can still switch back as long as SugarHeld has not been uninstalled.

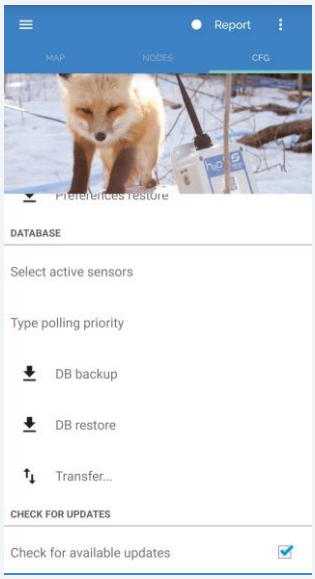
Troubleshooting

WHAT YOU SEE	WHAT TO DO
“Reconnecting...” repeatedly	SugarHeld is still using the gateway. Force stop SugarHeld. In H2O Connect, select Stop collection, then Connect and start. See Steps 2 and 8.
“No backup here”	Create a table backup in SugarHeld, then retry the import. See Step 1 to create the backup and Step 7 to import it.
“Gateway unreachable” repeatedly	Another Bluetooth gateway may be active nearby. Note the last four characters shown under “Bluetooth” on your gateway. In the tablet Bluetooth settings, pair the matching RNBT. Return to H2O Connect, stop collection, select the correct gateway, then restart. See Step 8.
A sensor remains “Needs configuration”	Open the sensor in the Devices list. Its details show the missing setting and the required value. See Step 7 (devices requiring setup).
The approval email does not arrive	Check Spam or Junk. Select Change email or Resend email. The link is valid for 24 hours. See Step 6.
Installation blocked without a message on Samsung	Turn off Auto Blocker in security settings. See “What you will need” before retrying Step 4.
Orange banner at the bottom of the screen	Background operation is not allowed. Select the banner and grant permission. See Step 5.

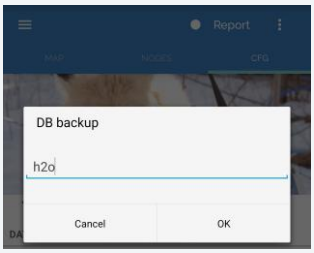
Good to know

- Even without an active subscription, the tablet continues collecting data and allows local viewing. Web access to the data is enabled once the plan is paid for.
- Plan tiers count sensor boxes and relays. The gateway and repeaters do not count.
- If you add sensor boxes during the year, you pay only the prorated difference.
- Payment is annual; renewal is not automatic.
- For more than 300 boxes, contact H2O Innovation for a custom plan.

Visual reminder — SugarHeld backup



CFG tab and DATABASE section



Name the backup, then select OK

NEED HELP?

Technical support: 819-344-2288, option 2 · serv@h2oinnovation.com