

Connected Workflow Applications: CWa for Technician User Guide

Building Technologies and Solutions

www.johnsoncontrols.com

2024-09-09

LIT-12014106

Release 1.0



Contents

Connected Workflow Applications introduction.....	5
CWa mobile device compatibility.....	5
CWa equipment compatibility.....	5
CWCVT Wireless MS/TP Converter.....	5
Detailed procedures.....	6
Logging on to the CWa.....	6
Connecting to the BACnet IP network.....	6
Connecting to the BACnet MS/TP network.....	6
Troubleshooting.....	7
Frequently asked questions.....	7
Related documentation.....	7
Software terms.....	8
Patents.....	8
Single point of contact.....	9
Contact information.....	9

Connected Workflow Applications introduction

Connected Workflow Applications (CWA) is a mobile application that is primarily designed for field installers and technicians to deliver on-site validation and commissioning workflows of BAS equipment at the customer site. CWA for Technician, one of the modules of CWA, combined with the Connected Workflow Wireless MS/TP Converter (CWCVT), is the successor to the Mobile Access Portal (MAP) Gateway, a web-based user interface. For more information about the CWCVT, see [CWCVT Wireless MS/TP Converter](#) and refer to the *CWCVT Wireless MS/TP Converter Catalog Page (LIT-1901198)*.

CWA mobile device compatibility

CWA is a native application for Android™ and Apple™ iOS® operating systems, and mobile devices or tablets. To download CWA, visit the Google Play® Store or the Apple App Store and search for the Connected Workflow Application.

Table 1: CWA supported operating systems and devices

Operating system	Version	Devices
Android	13.x or higher	Smartphones and tablets
Apple iOS	16.x or higher	iPhone® and iPad®

CWA equipment compatibility

The CWA can communicate with the following equipment:

- BACnet® IP and BACnet MS/TP equipment controllers of several different systems, including Metasys and Facility Explorer. Requires network access to connect to multiple controllers.
- Smart Equipment rooftop units (RTUs) with Simplicity SMART Equipment (SSE) control boards. Requires a CWCVT.
- Johnson Controls branded BACnet MS/TP equipment controllers, including FEC, FAC, VMA, PCA, PCG, PCV, CGM, and CVM Series devices. Requires a CWCVT.
- Johnson Controls branded BACnet IP equipment controllers, including CGE and CVE Series devices. Requires network access to connect to multiple controllers.
- TEC3000 Series Thermostats. Requires a CWCVT connected to the BACnet MS/TP network.

Note: The CWA and the CWCVT cannot be used on Smoke Control systems or Metasys for Validated Environment (MVE) sites.

CWCVT Wireless MS/TP Converter

The CWCVT is a pocket-sized communications converter that provides a temporary wireless connection between a host device and equipment controllers that support the BACnet MS/TP protocol. Through the CWCVT, the host device application can discover controllers connected to an MS/TP trunk, download applications, and commission the equipment. The CWCVT supports a Bluetooth wireless connection to iOS and Android mobile devices that run the CWA. The CWCVT also supports a Wi-Fi wireless connection for Windows computers that run Johnson Controls BAS Tools, such as the Controller Configuration Tool (CCT) or Application Parameter Loading Tool (APLT).

For more information about the CWCVT, refer to the *CWCVT Wireless MS/TP Converter Catalog Page (LIT-1901198)* and *CWCVT Wireless MS/TP Converter User Guide (LIT-12014120)*.

Detailed procedures

This section describes how to log on to the CWa and how to connect to devices, but does not address equipment controller details. For more information about individual controller and application settings, see [Related documentation](#).

Logging on to the CWa

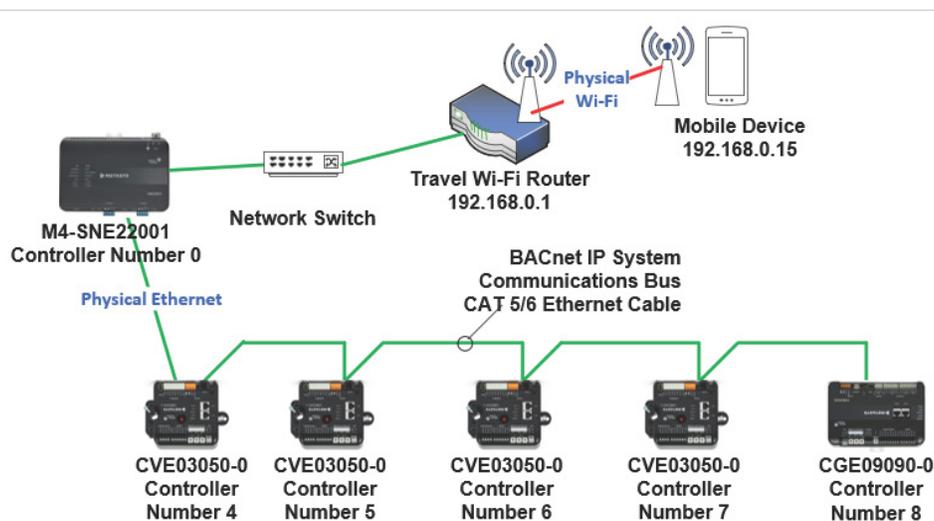
Note: You require a user account and password to logon to the CWa.

1. Launch JCI CWa mobile app on a supported Android or iOS device.
2. On the Select application sign in screen, select **Connected Workflow**, then tap **Next**. Select **Remember my login method** before you tap Next, to skip this step at the next and subsequent logons.
3. Use your registered email address, or global ID for Johnson Controls employees.
4. Enter your password when prompted.
5. To use the CWa, select **I Agree** when presented with the Legal Disclaimer.

Connecting to the BACnet IP network

Connect to the site Wi-Fi network to communicate with the controller that you want to commission.

Figure 1: Sample site diagram BACnet IP



Connecting to the BACnet MS/TP network

Before you begin:

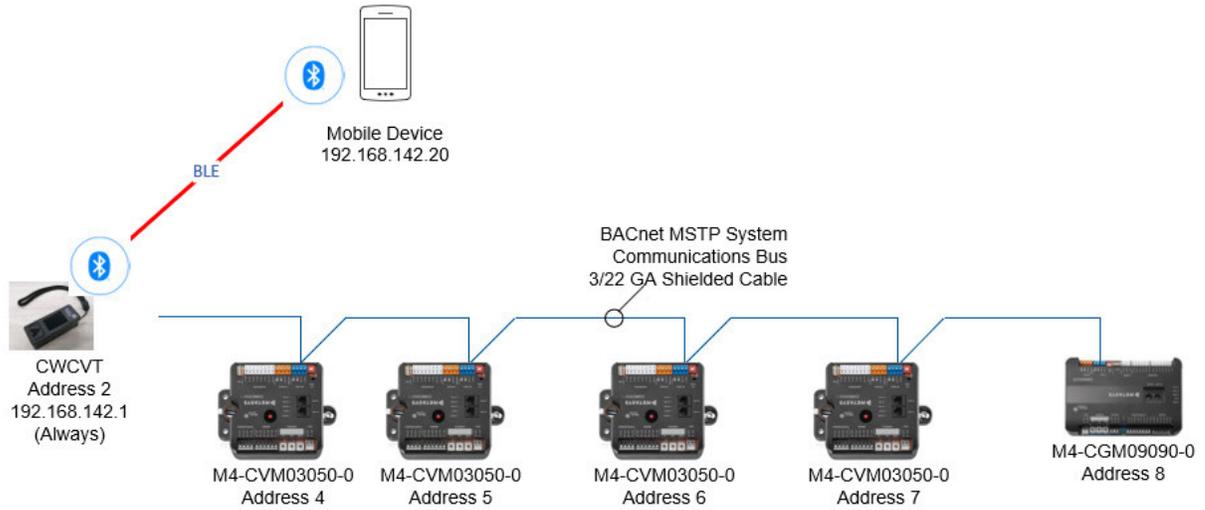
Connect the CWCVT to an equipment controller and set the CWCVT to run in the BLE Router mode before you attempt to use the CWa with the CWCVT. For more information, refer to the *CWCVT Wireless MS/TP Converter User Guide (LIT-12014120)*.

To wirelessly connect the CWa to the CWCVT, complete the following steps:

1. From the CWa app, search for and select the CWCVT-xx:xx:xx device connected to the MS/TP bus.
2. Enter the PIN code, if requested. **Connected Workflow Applications: CWa for Technician User Guide**

- i **Note:** Use the A button on the CWCVT to navigate to the Pairing Info page to view the PIN.
- 3. On the CWCVT display, verify the wireless connection. If the connection is successful, the CWCVT Connect Status bar indicates Conn'd and turns blue. 7
- 4. Use the CWa app to discover and commission the controllers on the MS/TP bus.

Figure 2: Sample site diagram MS/TP



Troubleshooting

Table 2: Troubleshooting

Problem	Solution
What happens if the CWa cannot communicate with the MS/TP controller through my CWCVT?	The CWCVT or mobile device possibly lost its pairing information. Ensure the CWCVT is configured and connected correctly. Refer to the <i>CWCVT Wireless MS/TP Converter User Guide (LIT-12014120)</i> for details.

Frequently asked questions

Table 3: Frequently asked questions about the CWa

Question	Answer
Do I need to install an application on my mobile device to use the CWa?	Yes, to download CWa, visit the Google Play Store or the Apple App Store and search for the Connected Workflow Application.

Related documentation

Table 4: Related documentation

For information about	Refer to
How to order the CWa	<i>Connected Workflow Applications: CWa for Technician Catalog Page (LIT-1901199)</i>
How to order the CWCVT	<i>CWCVT Wireless MS/TP Converter Catalog Page (LIT-1901198)</i>
How to use the CWCVT	<i>CWCVT Wireless MS/TP Converter User Guide (LIT-12014120)</i>
How to use Controller Tool (CCT) software	<i>Controller Tool Help (LIT-12011147)</i>
TEC3000 Series Thermostat Controllers	<i>TEC3000 Color Series Thermostats Product Bulletin (LIT-12013193)</i>
General information about Metasys Field Controllers, including FECs, FACs, VMAs, and IOMs	<i>Metasys System Field Equipment Controllers and Related Products Product Bulletin (LIT-12011042)</i>
General information about Facility Explorer Programmable Controllers, including FX-PCAs, FX-PCGs, FX-PCXs, and FX-PCVs	<i>FX-PC Series Programmable Controllers and Related Products Product Bulletin (LIT-12011657)</i>
General information about Metasys General Purpose Application Controllers, VAV Box Controllers, and Input/Output Expansion Modules	<i>Metasys CG, CV Equipment Controllers and XPM Expansion Modules Product Bulletin (LIT-12013105)</i>
General information about Facility Explorer General Purpose Application Controllers, VAV Box Controllers, and Input/Output Expansion Modules	<i>Facility Explorer CG, CV Series Equipment Controllers and XPM Expansion Modules Product Bulletin (LIT-12013225)</i>
How to get up and running quickly with Smart Equipment Controls (SEC), including RTUs and SSEs	<i>Smart Equipment Controls Quick Start Guide (LIT-12011938)</i>

Software terms

Use of the software that is in (or constitutes) this product, or access to the cloud, or hosted services applicable to this product, if any, is subject to applicable end-user license, open-source software information, and other terms set forth at www.johnsoncontrols.com/techterms. Your use of this product constitutes an agreement to such terms.

Patents

Patents: <https://jciapat.com>

Contact Us

Stromquist & Company

Address

**P.O. Box 724688
Atlanta, GA 31139**

Phone

(800) 241-9471

Email

sales@stromquist.com

