

TS CLOUD MANUAL

https://tscloud.io/



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Introduction

TS Cloud is a portal that enables you to configure and monitor all of your devices at the same time. When combined with the *Pulse Intel* and the *Transmitter Solutions Roaming SIM card*, you are getting an all-in-one management solution for your equipment. All of your information in one place: supervised, secure and simple.



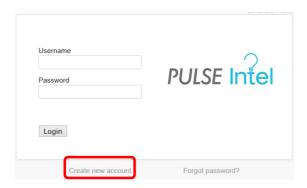
Getting started

- 1. Create a TS Cloud account
- 2. Add a new device to the Cloud
- 3. Configure a device
- 4. Functional check

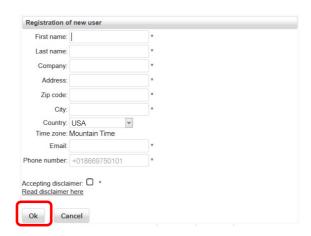


Create an account

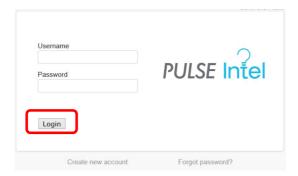
1. If you do not already have an account, click on Create account.



2. Enter your details and click on OK.

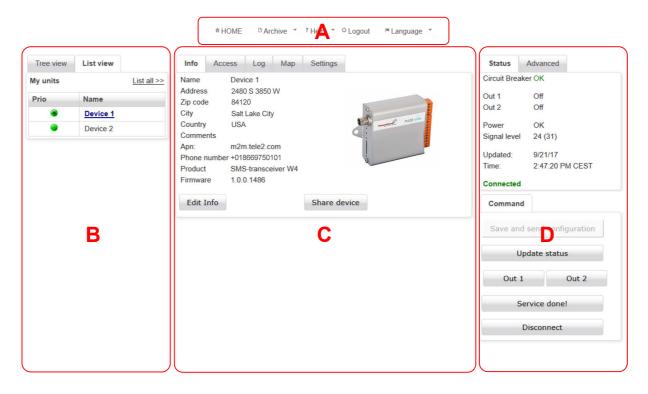


- 3. An email will automatically be sent to the email address provided, containing a user name and password.
- 4. Return to the login page and use the details that were sent to your email address to log into your account. Then click on *Log in*.





Navigation - What you can see



- A. Via the menu bar you can do things like add or remove devices and switch language.
- B. You can either manage your devices in a hierarchical tree structure or as a list. From the *Tree view*, right click on a device or group for more functions. From the *List view* (shown above), you access the functions via *File* in the menu bar. The black dot in the *Device* icon shows that the device is connected to the TS Cloud.
- C. This box changes depending on the selected device's properties. For more information, refer to the section on Using TS Cloud.
- D. Status and Commands box.

Under *Status* you can see the device's last known status even if it is currently offline. Only filtered values are displayed here. This means that the values displayed will only change once the input's set filter time has lapsed. Under the *Advanced* tab, you will see live input values for devices that are online. In other words, you can even see input changes that do not generate an alert as they are shorter than the filter time.

There are various shortcut buttons in the *Commands* box. For example, you can connect to a device, remotely control an output or confirm that a service has been carried out (see <u>Counter</u> for more information). This is also where you transfer new settings to an online device.



Using TS Cloud

What you see when you are OFFLINE

Offline devices transmit filtered status changes to TS Cloud. You always have an up to date overview of your devices, showing you which devices have activated alerts or are in need of service.

Connect to a device

To connect with a device, you simply click on that device in the *Tree* or *List view* and then click on *Connect*, in the *Commands* box. Once a connection has been established you will see the device change status in the <u>Status</u> box. When you are done, disconnect from the device.

What you see when you are on ONLINE.

When you are connected to a device, you can see all of the live changes in the <u>Status box</u>. Under the *Advanced* settings tab, you can see live values for each input. You can also make changes to any of the device's settings while you are online.

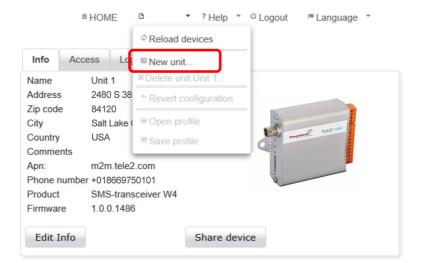
Add a new device

There are two ways to add a new device, via the List view or the Tree view.



Add a new device via the List view:

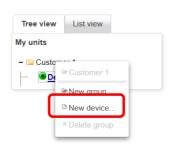
Click on File in the dropdown menu and select New device.





Add a new device via the Tree view:

Right click on the group you want to add a unit to and select New device.



Specify which group the device will fall under (only applies to the List view).

Specify the name you wish to give the device (e.g. Gate 1).

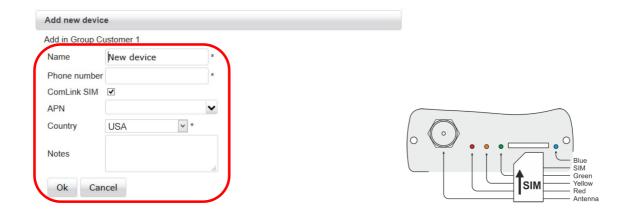
The device's telephone number must always include the country code (e.g. +18669750101).

Check the *Transmitter Solutions SIM* box if you have a *Transmitter Solutions Roaming SIM card* in your device.

You only have to provide an APN if you have your own SIM card. Ask your service provider for the correct APN.

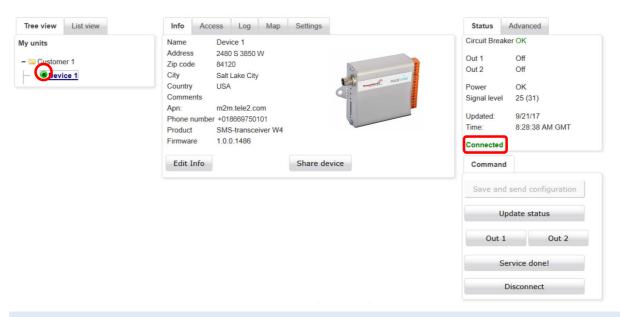
Make sure the device is switched on and logged in (the red light on the device should flash every 3 seconds).

Click on OK. This will initiate the connection process.





When the device connects for the first time, TS Cloud checks the device's functions and synchronizes the settings. Once synchronization is complete, you will be able to edit the fields and change the settings. A black dot in the device's icon and the word *Connected* in the *Status* box indicate that the device is online.



Info

Click on Edit info to change a device's address details.

The address details you provide will determine its location in the map view later on.



Share the device

To share access to a device with another account, click on Shared rights.





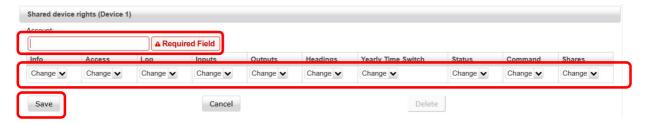
A new window will appear showing who has access to the device.

Click on the green + button. **No more than 5** shares are permitted per device.



Enter the email address for the account you wish to share the device with (**the account must already exist** before you can share a device with it).

Specify what rights the account will have for each setting. *None* means the function will be completely hidden, *Visible* means the function can be seen but not changed and *Change* allows full access. Click on *Save* to approve the share.



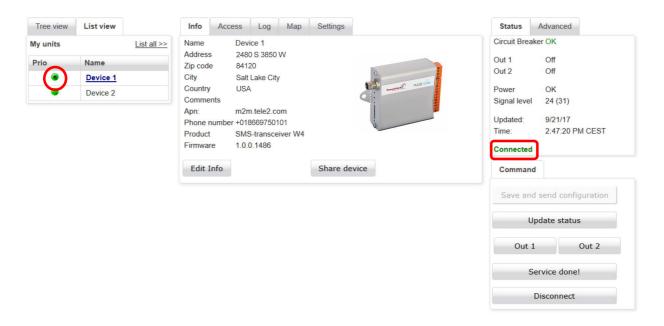
Connect to a device

In order to change a device's settings, you must be connected to it. Select the device you wish to change from the list and click on *Connect*.



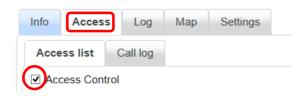


When the device is online, there will be a black dot in the *Device* icon and the word *Connected* will appear in the *Status* box.



Access control

The settings for the device's access control can be found under the *Access* tab. Control is activated by default. If you wish to deactivate it, simply click on the box to uncheck it. This means that absolutely anyone will be able to call the device to activate a relay output or send a status request by text message.



You can add up to 1024 names and telephone numbers to the access list. To add a new record, complete the fields under *New access record* and then click on *Add to list*.

Remember that you must always include the country code (+1) for all telephone numbers.

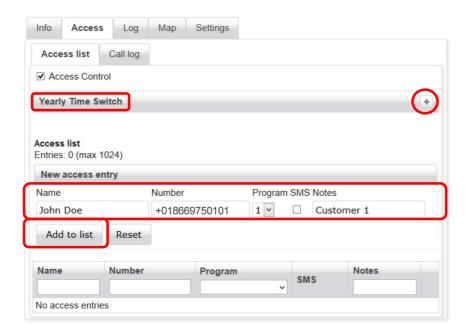
Click on the *SMS* (text message) check box if you want that person to be able to manage and query the device via text message.

This box must be checked in order for the device to respond to texts from that number.

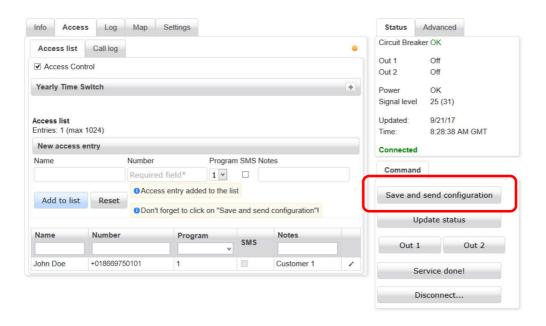


The Annual timer bar can be expanded to show the contents of each schedule.

The schedule you choose determines when you will have access to and can manage the functions. Find out more about the *Annual timer* function and how to change the settings under the heading <u>Annual timer</u>. Here you can only view the *Annual timer* settings, not change them.



When new access records have been added to the list, you <u>must</u> click on *Save and send configuration* to send the new settings to the device. Make a habit of clicking on *Save and send configuration* every now and then, as the device automatically disconnects after a period of inactivity.





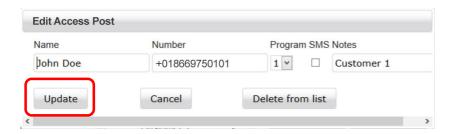
You can click on the headings to sort the records by column. You can also enter seach words for each column, which makes it easier to find a specific user.

To edit a record, click on the pen to the far right. This will open a pop-up window in which you can make changes.



Once you have updated the access record, click on *Update*.

Don't forget to click on Save and send configuration to send the changes to the device.



Call logging

All incoming calls are logged and listed in TS Cloud. You can sort these by clicking on the column headings. The most recent 50 events are listed. Click on *Show full history* to see all stored data. Once this is checked, you also have the option of using the search box for specific users, numbers, etc. You can also export the log data as CSV or XLS files. If someone who is not on the access list has called the device, their caller ID will be displayed instead of a name.

Update collects updated information from the device (if it is online).

Delete clears the log, once it has exported and stored a list (in case you need it at a later date).





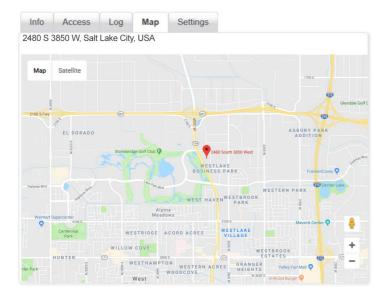
Log

There are two types of log under the *Log* tab: the *Status log*, which logs all filtered messages, and the *Live log*, which displays the device's status in real time. The *Live log* only works when you are connected to the device, perfect for troubleshooting online equipment as you can see how the online components behave in real time. The first column is color coded. Hold your mouse over the box to see which type of event caused the entry.



Map

The map view shows the location of the device, based on the address you provided for the device under the *Info* tab.





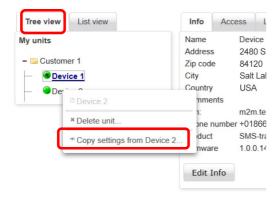
Settings

Under the *Settings* tab you can change all of the settings that affect the device's function. In order to change any settings, <u>you must be connected to the device</u>. Click on the device you wish to connect to in the *Tree view* or the *List view* and then click on *Connect* in the *Commands* box.



Copy settings

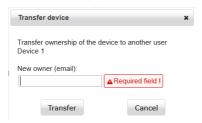
The device you wish to change the settings TO must be online. Right click on the device you wish to copy the settings FROM and select *Copy settings* from the menu. Accept the copy request in the popup window. All settings will then be copied to the selected device, but they have not yet been transferred. Review and adjust as necessary. Complete the process by clicking on *Save and send configuration*. By right clicking on a device in the *Tree view*, you can also delete a device or transfer ownership to another account.



Transferring a device to another account

By right clicking on a device in the *Tree view*, you can also transfer ownership to another account (as shown above). The device must be disconnected for it to be transferred.



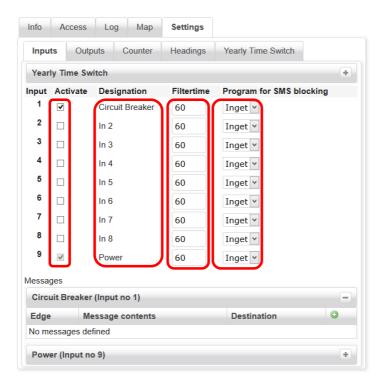


Inputs

Under the *Inputs* tab you can specify which text messages are to be sent when an input is affected, as well as the filter times for the inputs, etc. When the device connects for the first time, all inputs are deactivated. Check the boxes of the inputs you wish to use for the device. The text displayed under Classification can be changed under Settings -> <u>Classifications</u> (explained later).

Specify the filter time to be used for each input. This setting means that no text messages will be sent until the input has been <u>constantly</u> affected for the set amount of time. The same duration also applies when resetting. The inputs must return <u>constantly</u> for the set amount of time before text messages can be sent.

Under the setting for *Text message blocking software*, you can specify a period of time in which the inputs are blocked from alerts by text message. Click on the + sign on *the Annual timer* title bar to expand it and see the times for each schedule. More information under Annual timer. This function can also be used to manage text message schedules for different recipients, depending on when the event occurs (e.g. daytime and on-call staff). For this you need to connect the same transmitter/signal to two separate inputs, which you then block at different times.



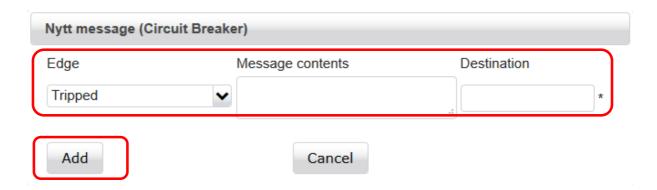
To add a new message, click on the green + sign for that input.







A pop-up window will appear, where you can specify which flank (level) you wish the message to be sent at. When setting up a new device, you can choose between *High* or *Low* (High = power to the input, Low = no power to the input.) More options are available when you adjust the settings under the *Classification* tab. Enter your message text and the recipient's telephone number (including country code), then click on *Add*.



You can add up to 8 messages per input.

You decide whether they are alerts, resets or any combination of both.

To edit or delete a message, click on the pen to the far right.



Don't forget to click on Save and send configuration to transfer the settings to the device.





Outputs

timer:

Activate the relay output by clicking in the *Use* checkbox.

You can then specify whether you wish to control the relay via:

Call: Specify how long the relay output should connect when you call the device.

Set at zero if you do not want it to close via incoming calls.

Alternate closes and opens the relay on every second call to the device.

Cloud: There are two buttons in the <u>Commands box</u> that can remotely control the relays when

you are online.

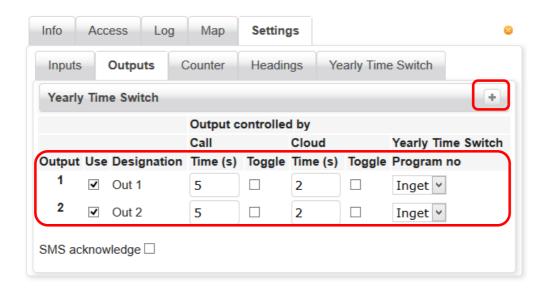
Set at zero if you do not want to close the relay by tapping the button.

Alternate closes and opens the relay on every second tap.

Annual The relays can be controlled by an *Annual timer*. Choose a schedule to determine when

the relay should be closed. Click on the + sign on the *Annual timer* title bar to inspect

each schedule.





Pulse counter

The *Pulse counter* function on input 1 can, for example, be used to monitor the number of starts/openings and service intervals for the equipment. All pulses on inputs lasting more than 100mS increase the counter's value by one. Check the *Activate* box to use the *Counter* function.

You can change several settings:

Service period: The longest period of time permitted before a service is due.

Service interval: Maximum number of pulses before a service is due.

Estimated time interval: Service intervals are calculated on average usage levels over a specific

period of time. The longer the period, the longer it will take any changes in usage levels to impact the estimated service date. Three months is a

good place to start.

Estimated service date: The estimated date for the next service is based on the average number

of pulses a day and the service period.

Total Sum counter: The total sum counter's value can be set to match the equipments

existing counter.

Last service: The date of the last service (when you clicked on the Serviced button in

the <u>Commands box</u>.) The Serviced button also resets the interval

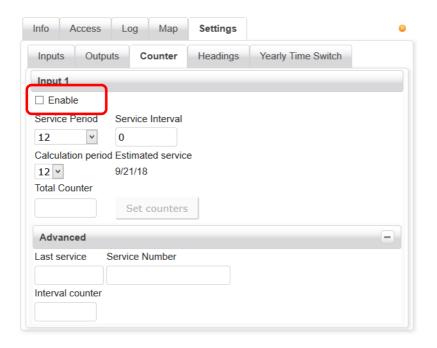
counter.

Service number: Recipient of predefined text messages when 75% and 100% of the

service interval has passed.

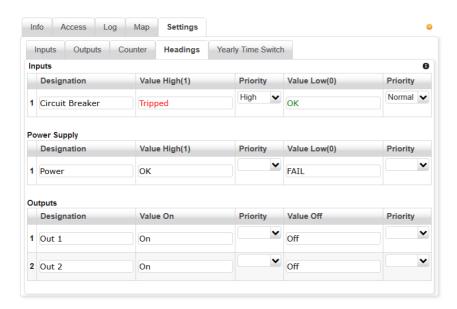
Interval counter: The number of pulses counted since the last service.





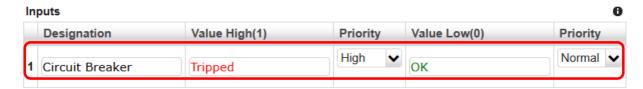
Classification

Under the *Classification* tab, you can provide details about how the device is connected. Name the inputs and outputs, define their values and rank their priority.



Example: Suppose Input 1 is connected to a circuit breaker, then you could name this input *Circuit Breaker*. When this circuit breaker has been tripped, the connected input on the device will be activated. When it is unaffected and running normally, the input will remain inactive. Defining what the various events mean, for example, affected/tripped and unaffected/OK in this example, enables you to get a quick status overview of the various functions. Under *Priority* you can also specify the severity of each status (normal, medium, high).





These settings also affect how the input is presented on TS Cloud page as well as in response to status query text messages.



The *Priority* settings affect the color of each icon in the *Tree* and *List views*. You can also set the *List view* to display the top priority devices first.



Annual timer

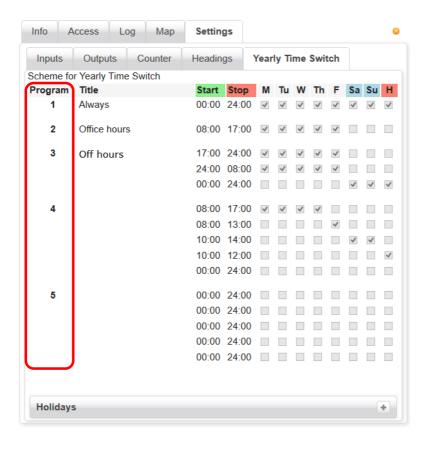
Under the *Annual timer* tab you can define up to five different timing schedules. Each schedule has one or more 'track', which you can use to customize the schedule. Each track begins and ends at midnight, so if you want to set up a schedule that begins before and ends after midnight, you have to use two tracks, with one ending at 12:00 midnight and the other starting at 00:00 the next morning. Each day begins at 00:00 am and ends at 12:00 midnight (24:00).

The schedule can be used for 3 different functions:

For restricting incoming calls and text messages controlling the outputs.

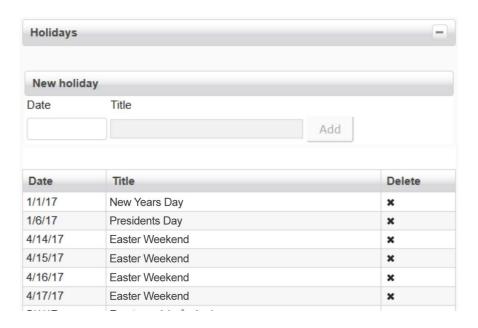
For preventing the device from sending text messages.

For automatic control of the relay outputs according to a particular schedule.



To configure public, national, religious and bank holidays, expand the *Bank holidays* title bar by clicking on the + sign. We have already added a list of US bank holidays, so all you have to do is add or remove holidays from the list. <u>Note! The device must be online in order to edit the holidays list.</u>

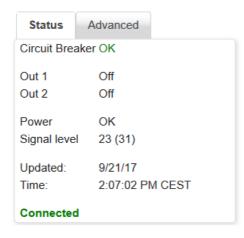




Status box

Status

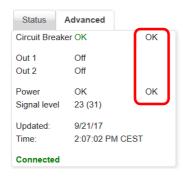
Displays a filtered status overview for the inputs and outputs in use. *Filtered* means that the status will not change until the input's set filter time has lapsed (see Inputs). It also displays service information if the *Counter* function is being used, as well as when the information being displayed was last updated. Information is automatically updated when a status changes. In other words, you are always seeing the current status of all devices even when you are not connected to them.





Advanced

Under *Advanced*, you can also see live values (right-hand column) for inputs and outputs when you are online. You can see if the input is affected or not, even when the filter time has not yet lapsed. The word *Disconnected* at the bottom of this box (grey) will switch to *Connected* and turn green when you are online. Another way to see that you are online is if there is a black dot in the device's icon in the *Tree* or *List views*.



Commands box

Most common function buttons.



Save and send configuration

Update status

Button 1

Button 2

Serviced

Connect/Disconnect

Sends the updated settings to the device.

Updates the access log, etc.

Controls relay 1 (classification label depends on your

Classification settings).

Controls relay 2 (classification label depends on your

<u>Classification</u> settings).

Confirms that the device was serviced (when using the

Counter function.)

Connects to selected device or disconnect.