



Remote Monitoring



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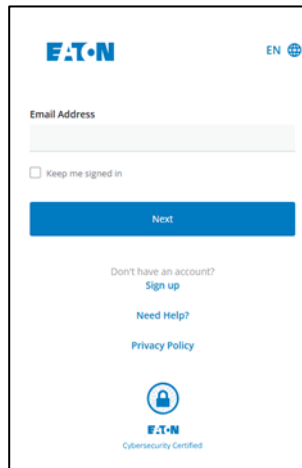
Chapter 1: Introduction

Welcome to the Eaton Remote Monitoring Application

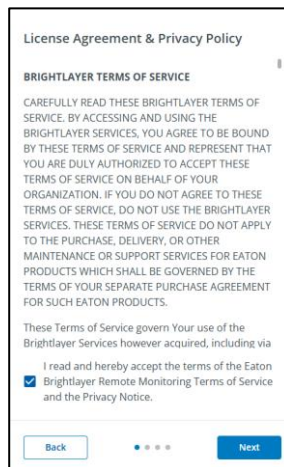
The Eaton cloud-connected devices systems are managed by the Eaton Remote Monitoring Application supported by Eaton's Brightlayer platform so that users can connect to their Eaton devices anywhere. All from the touch of a mobile device or desktop computer. Whether a user is setting up one or several units, commissioning has never been more straightforward.

User Enrollment and Activation

1. Visit the direct link brightlayer-remote-monitoring-eu.eaton.com to launch the application in a web browser.
2. Click the *Sign-Up* link on the login screen.



3. Please read and check the box agreeing to the EATON CORPORATION END USER LICENSE AGREEMENT FOR Brightlayer Software Suites Remote Monitoring. Then click Next.



4. Enter a valid email address to verify your account. A verification code will then be sent to your email account. Click Next.

The screenshot shows a mobile application screen titled "Create an Account". Below the title is a paragraph of instructions: "To register for an Eaton account, enter the required information below. You will need to verify your email address to continue." There is a single text input field labeled "Email Address". At the bottom of the screen, there is a "Back" button on the left, a progress indicator consisting of four dots (the second one is filled), and a "Next" button on the right.

5. Enter the verification code and click Next.

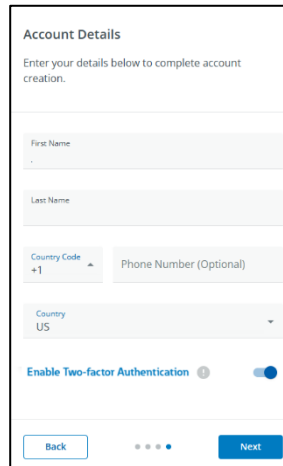
The screenshot shows a mobile application screen titled "Verify Email". Below the title is a paragraph of instructions: "A verification code has been sent to the email address you provided. Click the link or enter the code below to continue. This code is valid for 30 minutes." There are six input boxes arranged horizontally for entering a 6-digit code. Below the boxes is the text "Didn't receive an email?" followed by a blue link "Send Again". At the bottom of the screen, there is a "Back" button on the left, a progress indicator consisting of four dots (the second one is filled), and a "Next" button on the right.

6. The new user account has now been created; press. Press the log-in button, and an email notification will be sent to activate the account.

The screenshot shows a mobile application screen titled "Welcome". At the top center is a blue circular icon with a white person silhouette. Below the icon is the text "Welcome" and a paragraph: "Your account has been successfully created. Please log in with your Okta account email and password". At the bottom of the screen is a blue button with the text "Log In".

The screenshot shows a mobile application screen with a blue header containing the "EATON" logo and the text "Brightlayer Remote Monitoring". Below the header is the text "Hi Your Name !". This is followed by a paragraph: "Thank you for registering with us, you have been added to Brightlayer Remote Monitoring. In order to activate your account please click the button below." Below this is a large blue button with the text "Activate Account". At the bottom of the screen, there is a link "Edit Notification Preferences", the "EATON" logo, and the text "© Copyright 2024 Eaton All Rights Reserved".

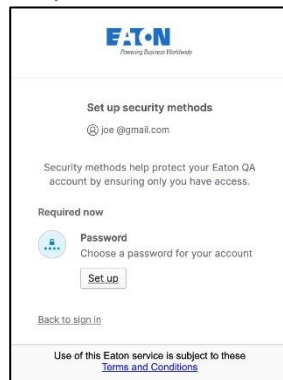
7. Enter the account information to complete the account creation. Eaton recommends that the Two-factor Authentication option remain enabled to prevent unauthorized access to the account. When finished, click Next.



The screenshot shows a mobile application screen titled "Account Details". Below the title, it says "Enter your details below to complete account creation." There are several input fields: "First Name" and "Last Name" are empty text boxes. Below them is a "Country Code" dropdown menu showing "+1" and a "Phone Number (Optional)" text box. Underneath is a "Country" dropdown menu showing "US". At the bottom of the form, there is a toggle switch for "Enable Two-factor Authentication" which is currently turned on. At the very bottom of the screen, there are three buttons: "Back", a set of three dots, and "Next".

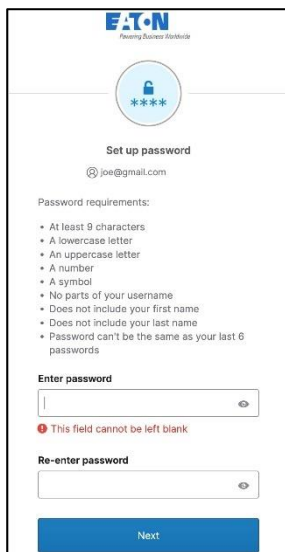
NOTE: If your country is not part of the list yet, it can be changed later from the User Profile menu.

8. Click on Set up to set up an account password.

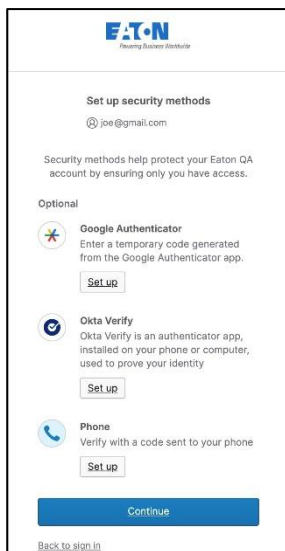


The screenshot shows a mobile application screen titled "Set up security methods". At the top is the Eaton logo with the tagline "Powering Business Worldwide". Below the logo, it says "Set up security methods" and shows an email address "joe@gmail.com". A message states: "Security methods help protect your Eaton QA account by ensuring only you have access." Underneath, it says "Required now" and shows a "Password" section with a lock icon and the text "Choose a password for your account". There is a "Set up" button. At the bottom, there is a link "Back to sign in" and a footer that says "Use of this Eaton service is subject to these Terms and Conditions".

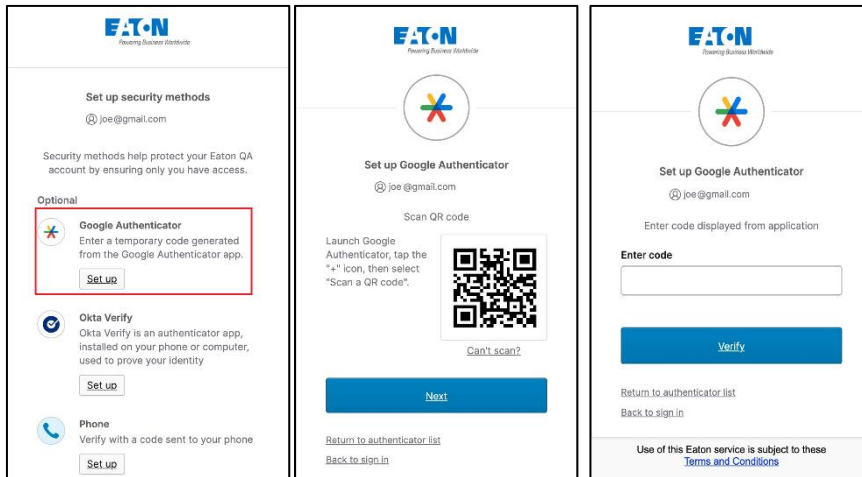
9. Create a password that meets the requirements to log into the application. When finished, click Next.



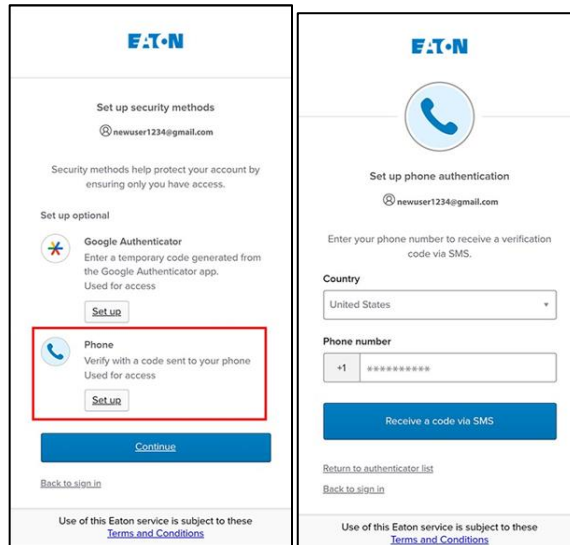
10. Set up the authentication method that is available to access the account. Click Setup.



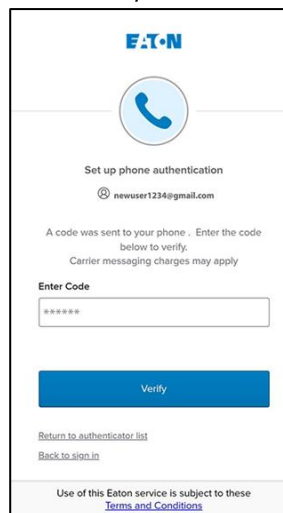
- a Authentication with Google Authenticator



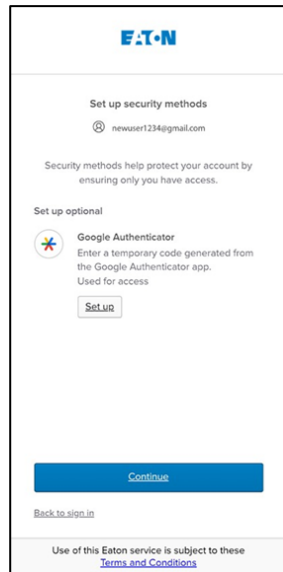
- b Authentication by Phone
Enter a phone number and click Receive a Code via SMS



Enter the code received via SMS. Click Verify.



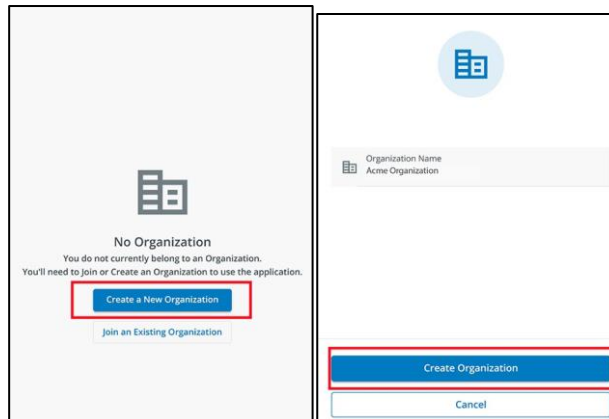
Click Continue once the code has been accepted



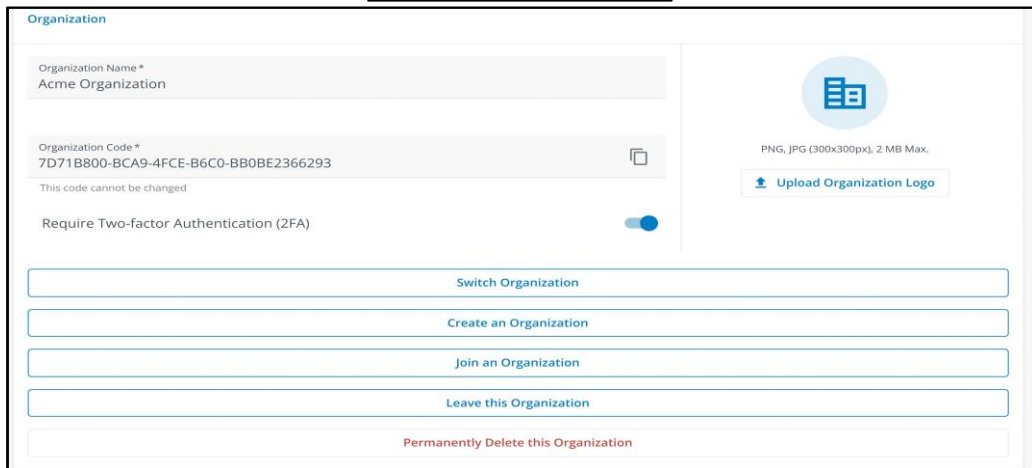
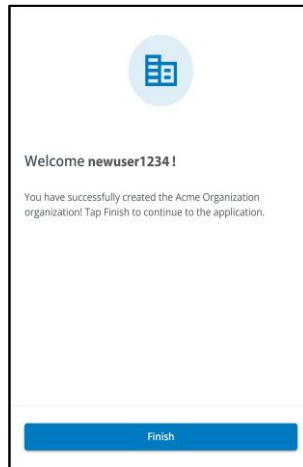
11. Click Create a New Organization

NOTE: If joining an existing organization, contact the administrator to obtain the organizational code and click Join an Existing Organization.

12. Enter the name of the new organization. Click Create Organization



13. The new organization has been created, and the initial enrollment has been completed. Click Finish.



Chapter 2: Screens and Navigation

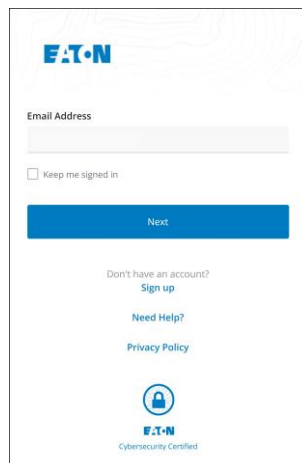
User Interface

The Eaton Remote Monitoring Application includes a simple summary and detailed views of the connected devices. You can view it with a computer browser, such as Google Chrome™.

NOTE: Occasionally clear the browser cache, click the reload button to refresh the Remote Monitoring interface, or adjust your browser resolution settings. New features and updates or adjusting the browser resolution settings corrects login or data visibility issues.

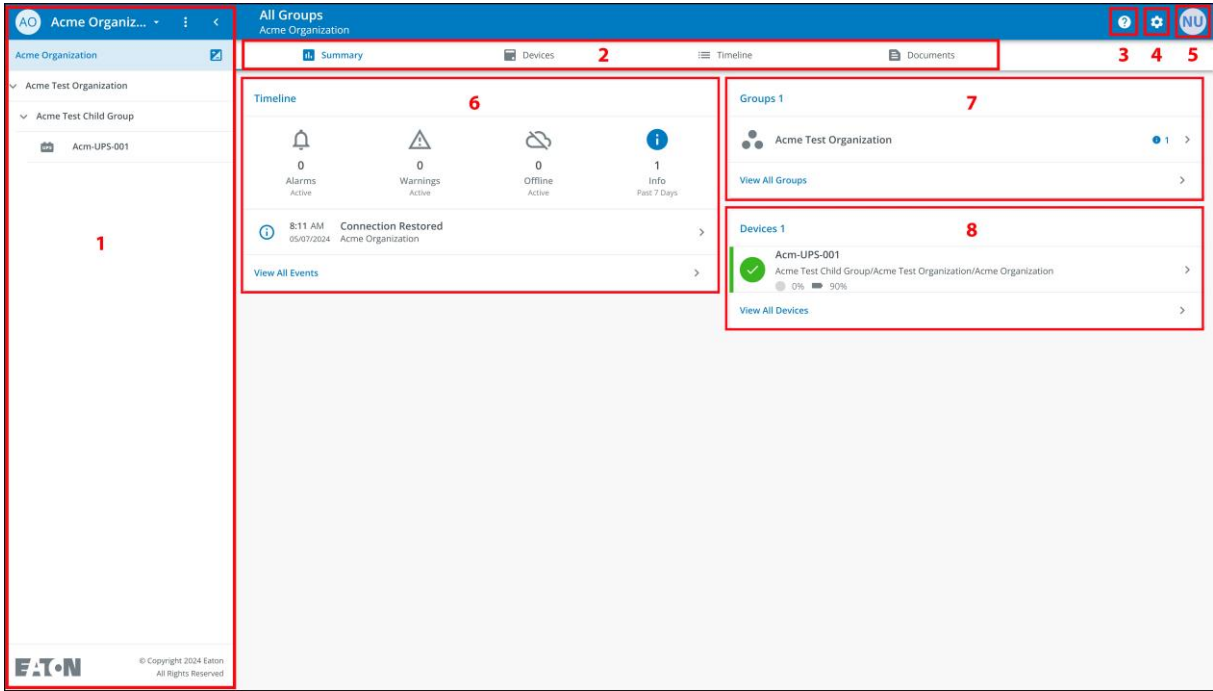
Login Screen

Below image shows the Eaton Remote Monitoring Application login screen viewed on an internet browser. From the login screen, the user can enter a new enrollment, reset the password, or log in to open the application's overview (home) screen.



Organizational Summary Screen

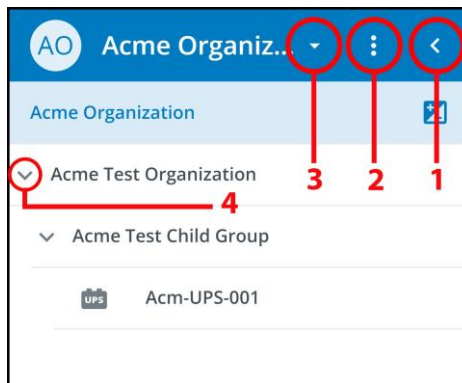
The Organizational Summary Screen displays information for all organizational groups and devices, providing easy-to-navigate paths to display information.



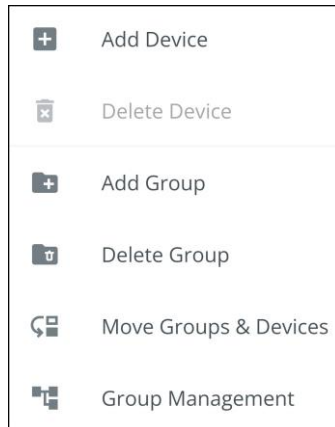
① Organizational Hierarchy Menu	⑤ User Menu
② Tabs Menu	⑥ Timeline Widget
③ Help Menu	⑦ Groups Widget
④ Settings Menu	⑧ Devices Widget

Organizational Hierarchy Menu

The Organizational Hierarchy Menu manages organizational hierarchy and Devices and allows users to switch between Organizations and Groups.



1. Hides or displays the Organizational Hierarchy.
2. Displays the Organizational Hierarchy function to manage Groups and Devices.



3. Switches between Organizations if more than one exists.
4. Displays the Organizational Hierarchy.

Selecting a Group in the Organizational Hierarchy Menu will display the Organizational Summary Screen. Selecting a Device in the Organizational Hierarchy Menu will display the Device Summary Screen, which provides essential information on the status of the device.

Tabs Menu

The Tabs Menu summarize all the data for the selected Organization, Group, or Device, as selected in the Organizational Hierarchy Menu.



Summary Tab- displays information for each Organization, Group, or Device as selected in the Organizational Hierarchy Menu.

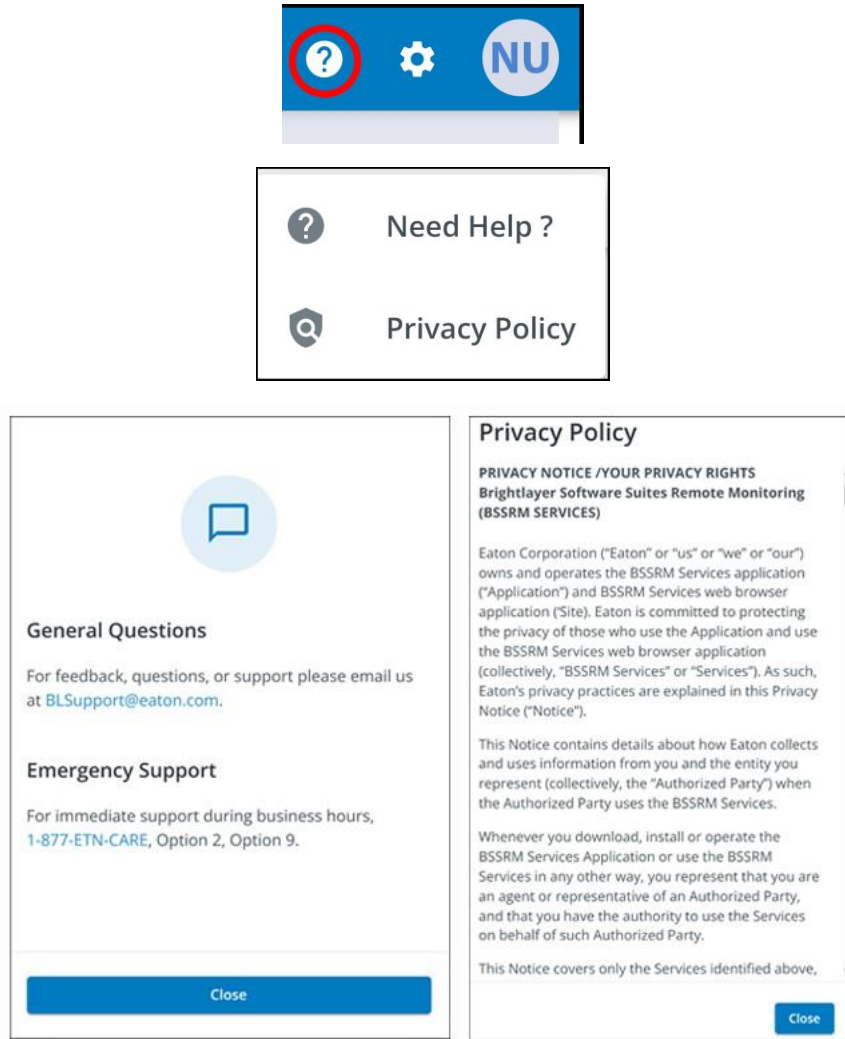
Devices Tab- when selected, the Device Management Screen displays all devices set up within an Organization and controls adding or editing those devices.

Timeline Tab- provides an overall summary of events for a specific Organization or Group that can be exported into a .csv file.

Documents Tab- displays Eaton's Cloud-Connected User's Guide and sales brochure files.

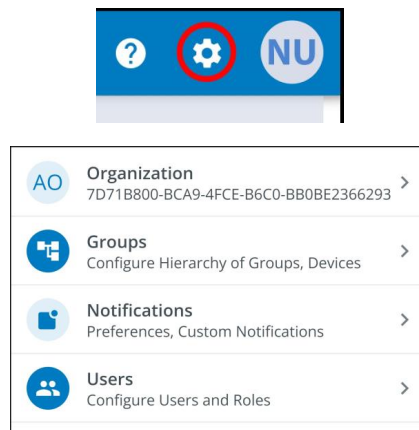
Help Menu

Help Menu- clicking on this menu will explain how to contact Eaton for help and the privacy policy.



Settings Menu

Settings Menu- provides access to all application user settings and configuration settings.



Organizational Management Settings- displays all of the settings available to manage an Organization.

Group Management- add, edit, move, or delete Groups within an Organization.

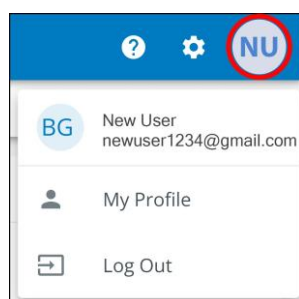
Notification Settings- set and configure alarm, warning, and event notifications via email or text (SMS).

Custom Notifications can also be set (see [Setting Alerts and Notifications](#) and [Setting Custom Notifications](#)).

User Management Settings- allows administrators to invite other users or coworkers to enroll in the Eaton Remote Management Application either as users or as administrators. It also provides control over deleting, disabling, or enabling user accounts (see [Managing Users](#)).

User Menu











The User Menu can be accessed by clicking on the User avatar in the upper right-hand corner of the Main Organization Screen providing an option to view or edit profile settings or to log out of the application.



The first section of the user profile page includes general profile information, such as email, phone number, country, an option to enable multi-factor authentication, and a location to upload an image.

The second section is the role that the User holds within the Organization.

The third section displays customizable language, time zone, and date format options.

New User			
	newuser1234@gmail.com Email		
	Phone Number		 Upload an Image
	US Country		
	Two-factor Authentication Required by the organization	<input checked="" type="checkbox"/>	
Roles			
	Organization Admin Acme Organization		
Preferences			
Language English			English ▾
Time Zone (UTC-12:00) International Date Line West			(UTC-12:00) International Date Line West ▾
Date Format MM/DD/YYYY			MM/DD/YYYY ▾

Timeline Tab

The Timeline information section is a valuable tool that displays active or inactive alarms and events for the whole Organization. It provides a link to the specific event details and a crucial link to the Event Management screen. This screen is where you can export events into a .csv file, a feature that greatly aids in data analysis and reporting. This comprehensive feature helps keep track of all critical events and alarms and can be accessed via the Timeline navigation tab.

The screenshot shows the 'All Groups' dashboard for 'Acme Organization'. The 'Timeline' tab is selected and highlighted with a red box. The dashboard includes a navigation bar with 'Summary', 'Devices', 'Timeline', and 'Documents'. The main content area shows a 'Timeline' section with four status indicators: Alarms (0), Warnings (0), Offline (0), and Info (1). Below these indicators, a specific event is listed: '8:11 AM Connection Restored' for 'Acme Organization'. Two red boxes highlight the 'Click to View Event Details' and 'View All Events' links.

The screenshot displays the 'Acm-UPS-001' event details page. The page is titled 'Acm-UPS-001 Connection Restored'. It features several sections: 'Description' (Connectivity to the device has been restored), 'Event Details' (Event Name: Connection Restored, Severity: Informational), 'History' (Last Update Received: 05/07/2024, 08:11:35; Time of Event: 05/07/2024, 08:11:35), and 'Device Details' (Name: Acm-UPS-001, Group: Acme Organization, Model: BC350RNC, Serial #: 3403AV4BC884900002).

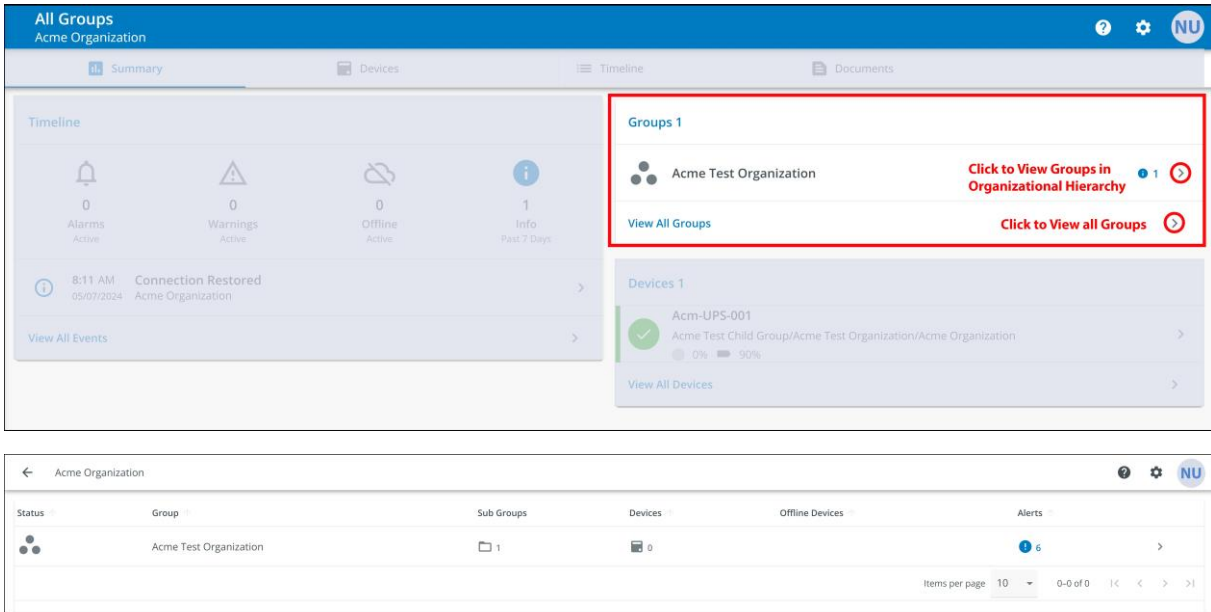
The screenshot shows the 'All Groups' dashboard with the 'Timeline' tab selected. A search bar is present at the top. Below it is a table of events with the following columns: Status, Date, Type, Device, and Group. The table contains five rows of event data.

Status	Date	Type	Device	Group
Info	12:56 PM 05/08/2024	On Utility	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization
Info	12:56 PM 05/08/2024	Input Power Ok	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization
Warning	12:56 PM 05/08/2024	On Battery	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization CLEARED
Warning	12:56 PM 05/08/2024	Input Power Not Ok	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization CLEARED
Info	8:11 AM 05/07/2024	Connection Restored	Acm-UPS-001 #3403AV4BC884900002	Acme Organization

At the bottom right of the table, there is a pagination control showing 'Items per page 10' and '1-5 of 5'.

Groups Widget

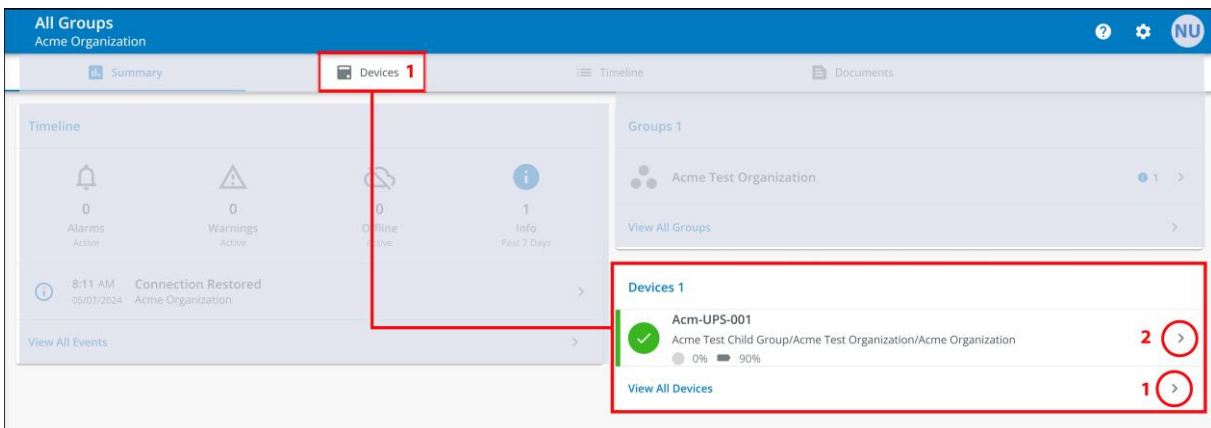
The Groups Widget provides a view of Groups or Child Groups within an Organizational hierarchy and allows users to view all Groups within an Organization.



Device Widget

Devices can be viewed and managed by selecting the options on the Main Application Page or utilizing the Organizational Hierarchy.

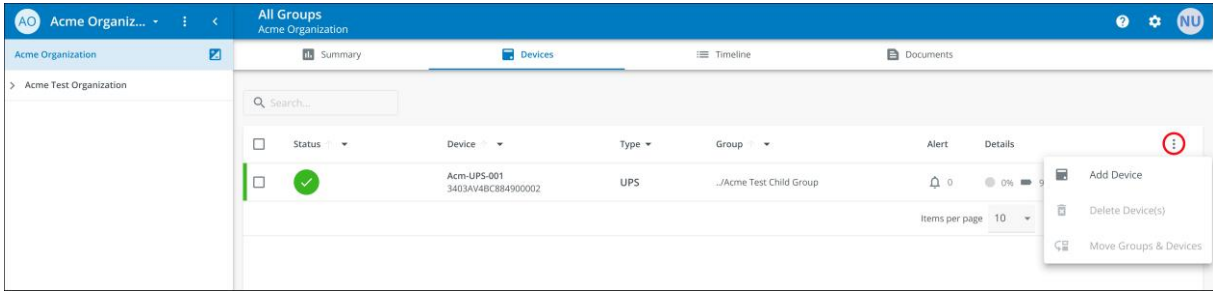
NOTE: Device specific features might not be available for your device



Viewing Devices Main Application Page

Click on any of the following areas to view a specific screen to view or manage a Device:

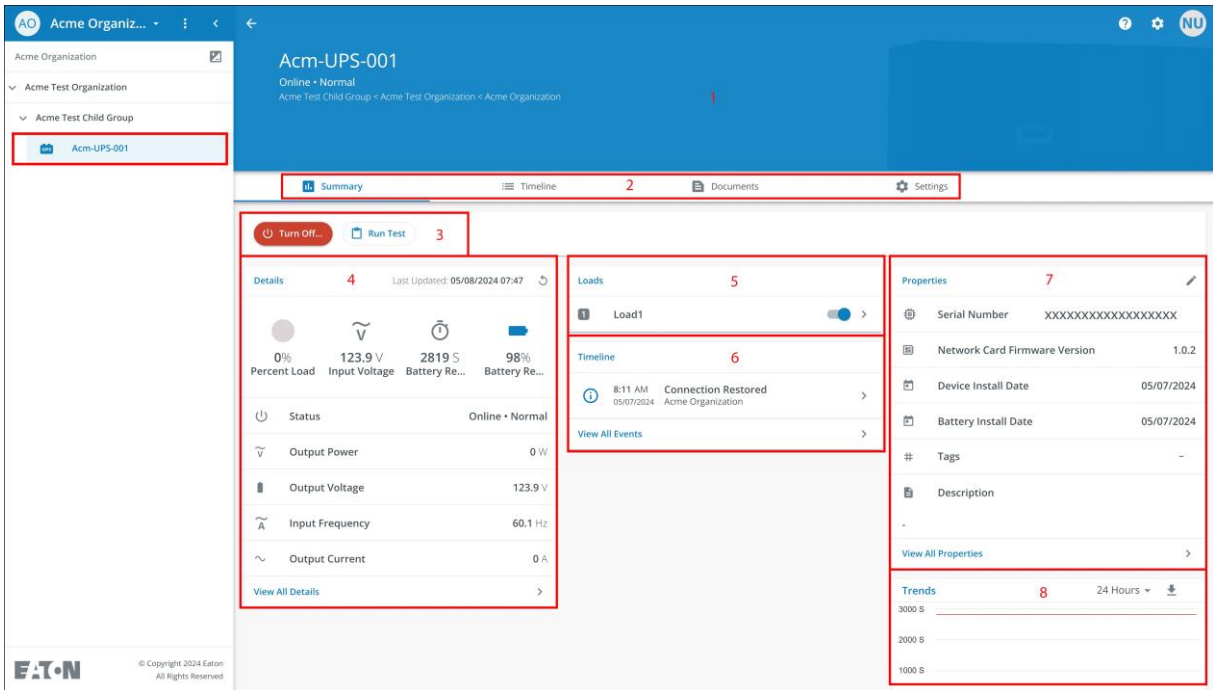
-Navigates to the Device Summary Screen and allows users to display all the details for a specific Device.



The Device Management Screen

The Device Summary Screen provides a real-time operational snapshot of all Organization specific Devices Status, Device (Name, Serial Number), Type, Group, Alert, and its Details.

-Navigates to the Device Management Screen, which lists the Devices associated with the Organization account and allows users to move, add, or delete Devices.



① Device Summary Screen Banner	⑤ Device Load Control
② Tabs Menu	⑥ Timeline
③ Device Control	⑦ Device Properties
④ Device Details	⑧ Trends

Device Summary Screen Banner- changes colors, indicating the different device operational modes.

- Blue- Online Normal Mode.
- Orange- Online Warning
- Red- Online Alarm



2. Tabs Menu:

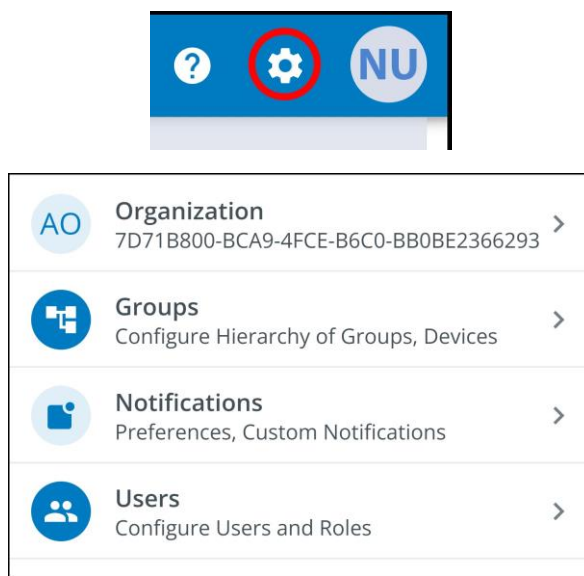
- Summary- displays the Device Summary Screen.
 - Timeline- provides an overall summary of events for the Device that can be exported into a .csv file.
 - Documents-displays the Eaton Cloud-Connected User's Guide and sales brochure files.
 - Settings- general settings that can be set on the devices.
3. **Device control-** provides limited control over the Device, such as turning the Device ON/OFF/CYCLE, running a battery test.
 4. **Device details-** displays an overview of the Device's operating status, trends, and properties.
 5. **Device load control-** gives control over the output load segment(s) associated with the selected Device.
 6. **Timeline-** displays active or inactive alarms and events that can be exported into a .csv format.
 7. **Device Properties-**provides the ability to edit or view the Device information.
 8. **Trends-** displays specific device performance data that can be customized and downloaded over a 31-day time interval.

Chapter 3: User Management

Managing Users

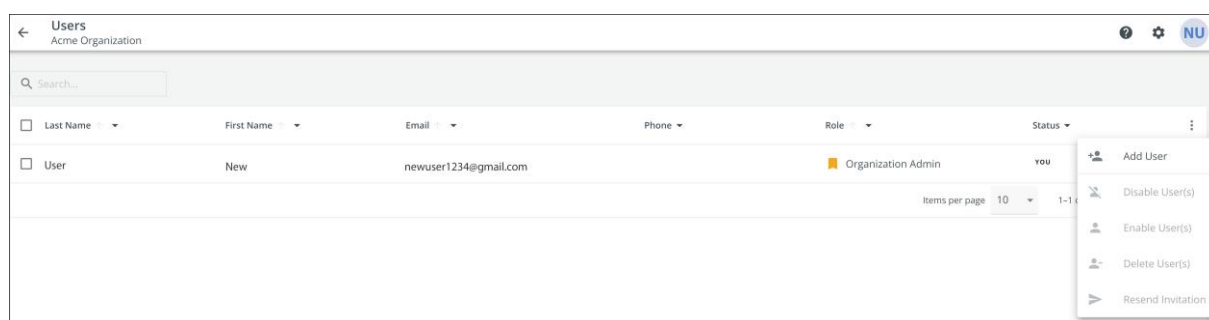
The Users Management Screen allows the administrator or other users to add, invite, or remove inactive members from an Organization.

To access the User Management Screen, click on the Settings Menu then Users (Configure Users and Roles).



To add a User, click on the three dots to the right of the page, then select Add User.

To delete or Enable/Disable/or Delete a User, select the User and then the three dots to bring up the User Management Menu.



Fill out the User information. Then select the Invite User button. An email will be sent to invite the new User to the Organization.

NOTE: The new Users will have to set up an account if they do not have one. See [User Enrollment and Activation](#).

Invite User to Acme Organization

Fields marked with an asterisk(*) are required.

First Name New	Last Name User2
-------------------	--------------------

Email Address*
newuser2@gmail.com

Country Code ▾	Phone Number
----------------	--------------

A mobile number is required in order to receive SMS notifications.

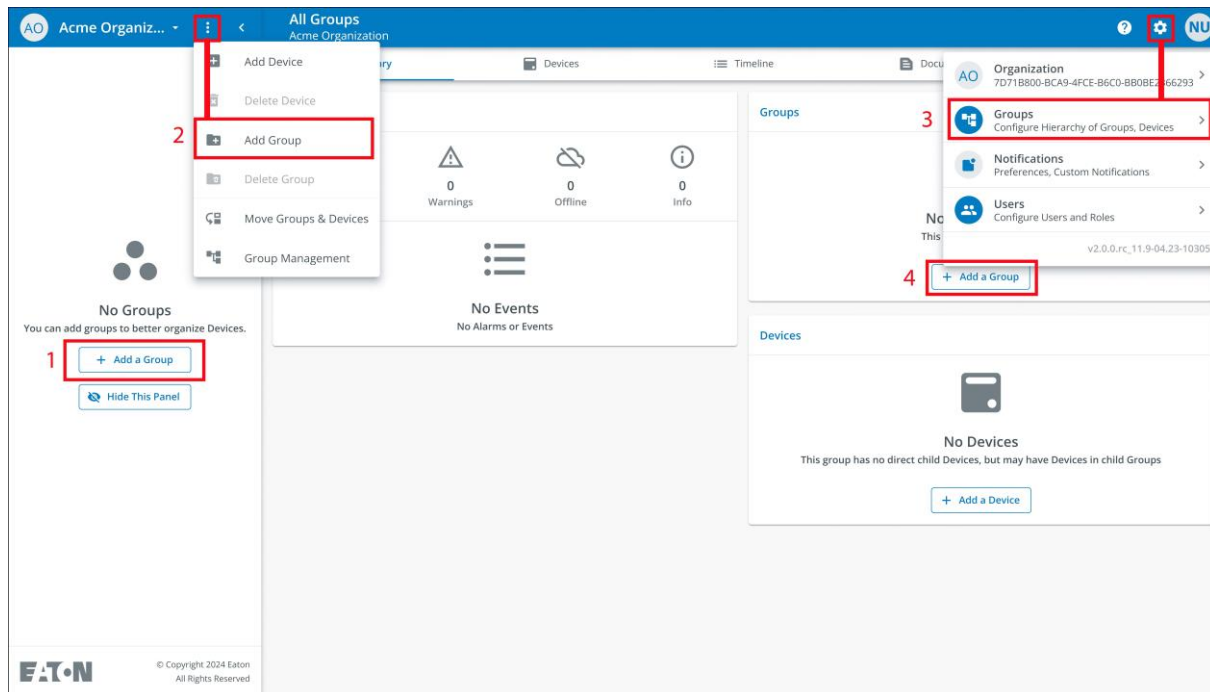
Select a Role*
Viewer ▾

Assign to Group(s)*
Acme Test Child Group ✕

Chapter 4: Group Management

Creating a Group Within An Organization

1. Click on the Add a Group option on any one of the four areas on the summary screen.



2. Enter in a name and then select the parent organization where the new Group will reside. Click Next.

New Group

Group Details

Group Name *

Acme Test Organization

e.g. Location, Region, Division, etc. 22/24

Group Short Name

ATC

A short name can be used when displaying a breadcrumb or auto-naming a device 3/6

Parent Group *

Acme Organization (Organization Root)

This structure can also be edited from the main hierarchy page with a drag-and-drop function

Cancel

● ● ● ●

Add Group & Finish

Next

3. Move any existing Groups to the newly created Group (if applicable).

New Group

Move Existing Groups & Devices to Acme Test Organization

Existing groups can be moved to this group. Moving groups will also move their children.


● ● ● ●

4. Assign users to the newly created Group.

New Group

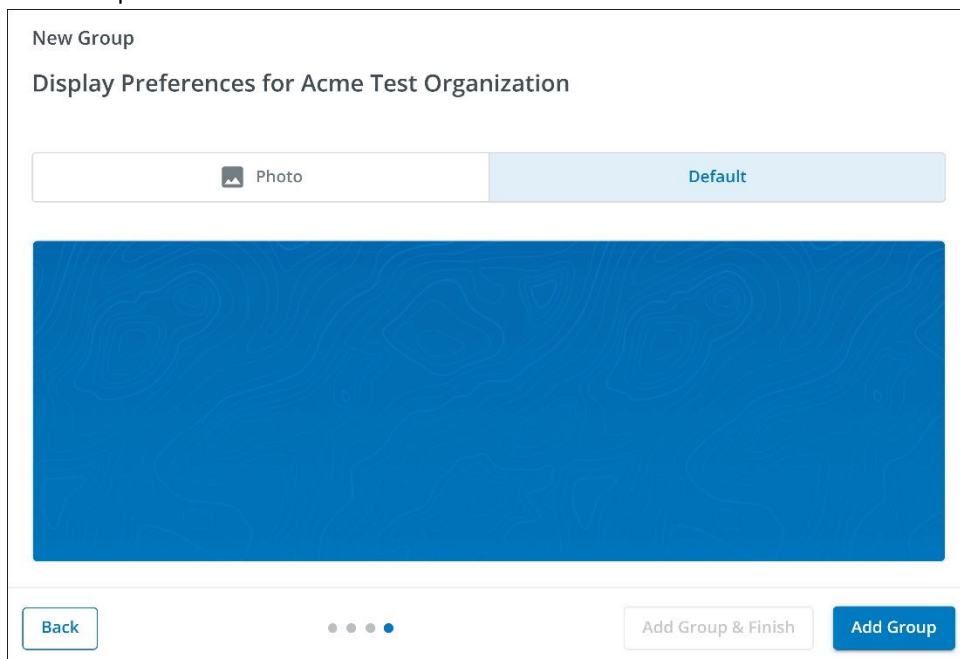
Select Users to Access Acme Test Organization

Users that belong to the parent of this group are preselected.

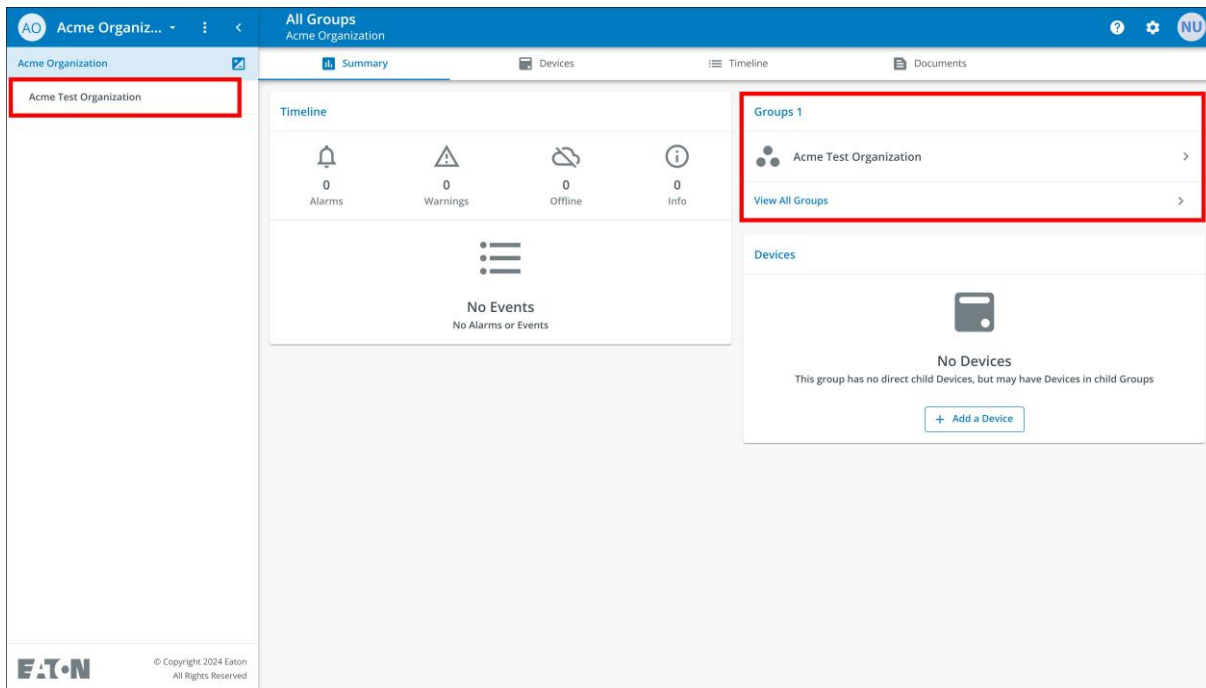
<input checked="" type="checkbox"/>		New User Organization Admin
-------------------------------------	---	--------------------------------

● ● ● ●

5. Choose between the default image or upload a new photo to help identify the Group. Click Add Group when finished.



6. The newly created Group has now been created under the Acme Organization and can now be viewed on the application Organizational Hierarchy Screen.

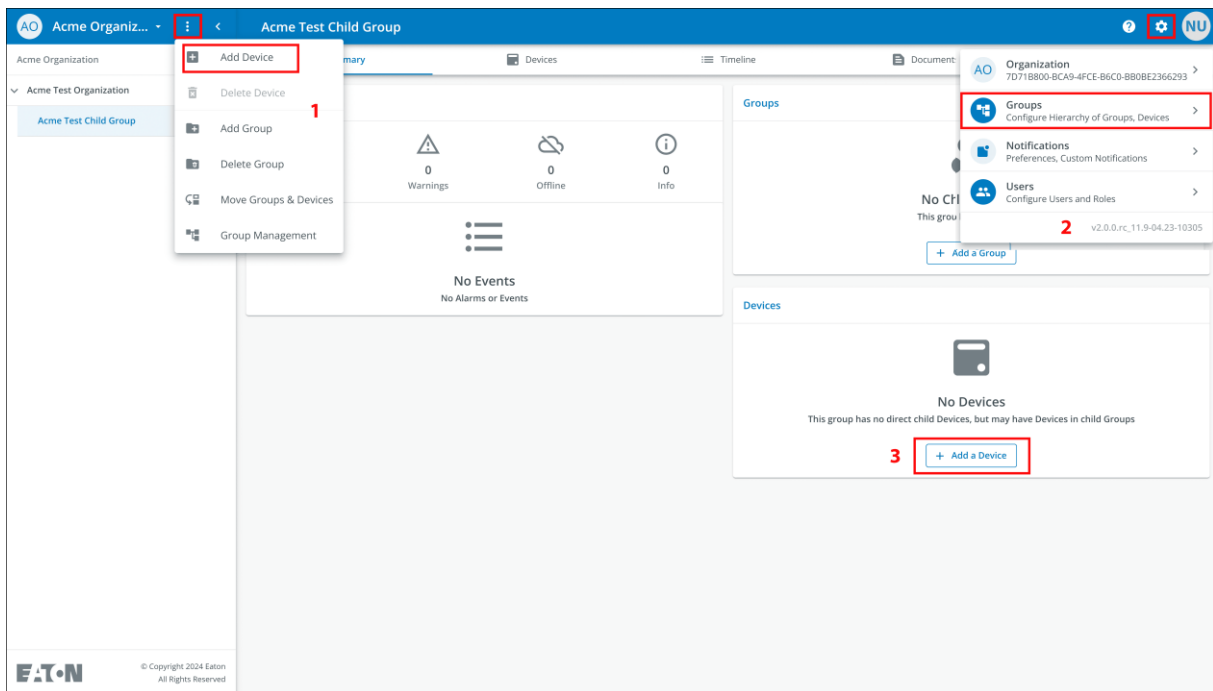


Chapter 5: Device Management

Adding a Device

Adding a Device Manually

1. Power the Device ON and verify it is in Online Mode.
2. Connect an Ethernet cable (not supplied) from an active network connection to the port on the device.
3. Click on the organization or the group to which the device will be added in the Organizational Hierarchy Menu.
4. Click one of the three areas of the Group Screen or in the Device Management Screen.



5. Enter all the required information about the device. Click *Save Device*.

Add Device to Acme Organization

Fields marked with an asterisk(*) are required when adding a Device.

Assign to Group(s)
Acme Test Child Group

Device Type*
UPS

Device Name*
Acm-UPS-001 11/32

GUID* *E.G. For CLOUD-PS card, GUID is located on the QR code label* 0/36

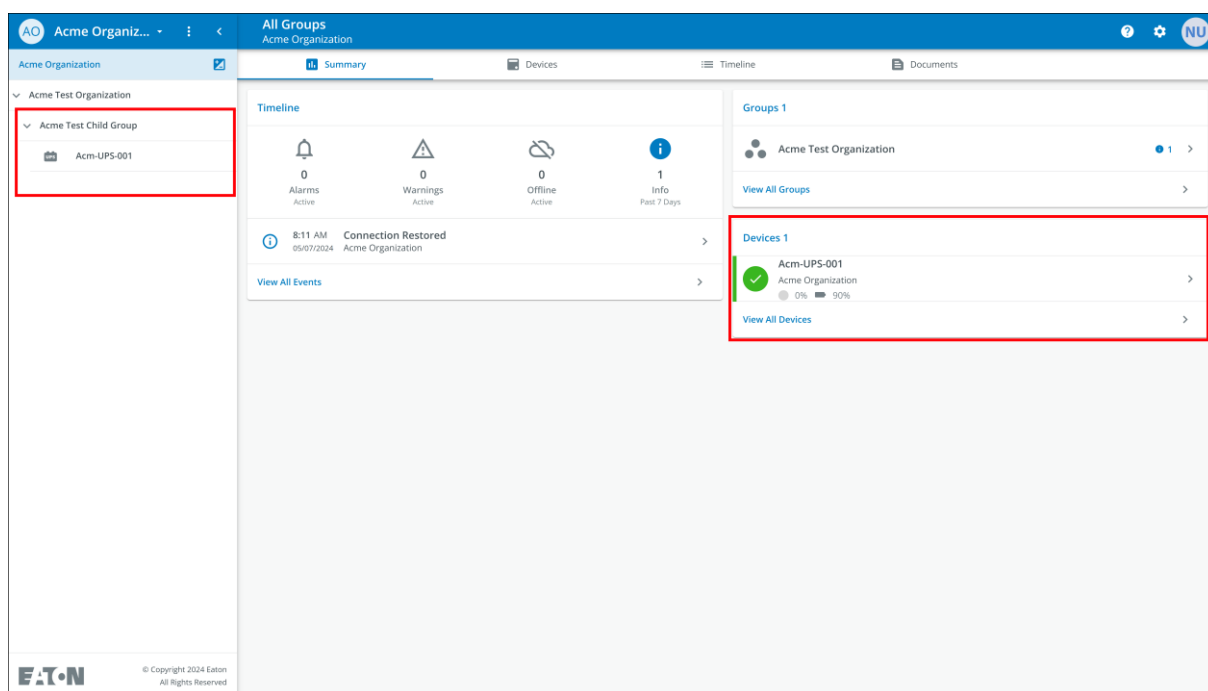
Tags 0/16
6 tags maximum

Description
Server Rack 1 Room 1 20/256

NOTE: The GUID can be found on the QR code sticker on CLOUD-PS card



- The device will now show that it is attached to the group or organization.



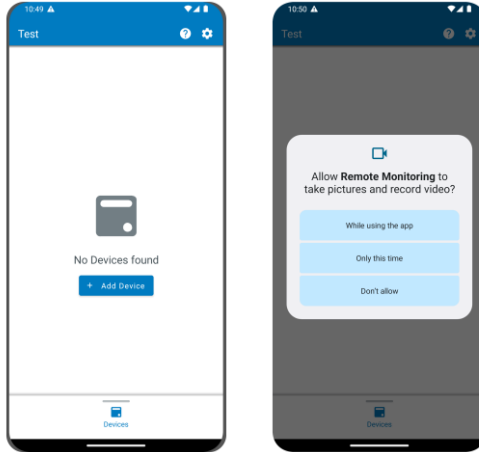
Adding a Device with the Mobile Application

- Download the Remote Monitoring Application and create an account or log into your existing account.

NOTE: If the Remote Monitoring Application has been downloaded to the mobile device, the QR code will automatically redirect to the add device screen within the Application. If it was not previously downloaded, scanning the QR code will redirect the user to the app store to download it and set up a user account.

NOTE: Mobile application might not be available on all the countries.

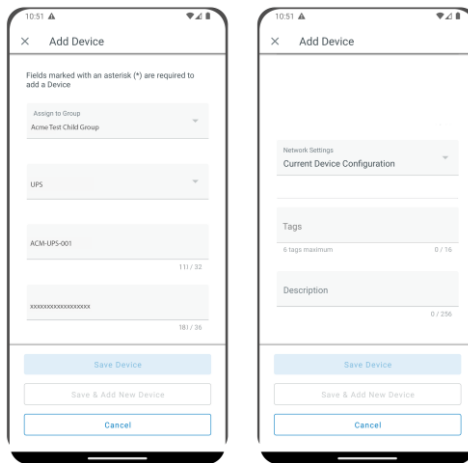
- Power the device ON and verify it is in Online Mode.
- Connect an Ethernet cable (not supplied) from an active network connection to the port on the device.
- Navigate to the Organizational Summary screen and click on devices.
- Select the Add Device icon button.
- Select OK to allow camera access.



- 7. Scan the device QR code. (E.G. CLOUD-PS QR-code)



- 8. Edit the Device Name, Tags, and Description. The Product ID, Serial Number, and GUID information will automatically populate. Click Save Device.



- 9. Check the Organizational Summary Screen within the Application to ensure the Device was successfully added.

Chapter 6: Alerts and Notifications

Setting Alerts and Notifications

The Notifications page allows a user to set up individual preferences for receiving notifications of device events via email and SMS text messages.

Three categories of notifications can be enabled or disabled.

1. Alarms- Alarms, Incidents, Device Faults
2. Warning Events- Threshold Warnings, Device Warnings
3. Device Events- Status Changes, Informational Events

i You're currently setting your notification preferences for Acme Organization and the groups you have access to.
Your Preferences do not affect other users.

Switch Organization

Alarms
Alarms, Incidents, Device Faults

Email Notifications
Enabled

Text Notifications (SMS)
Enabled

Warning Events
Threshold Warnings, Device Warnings

Email Notifications
Enabled

Text Notifications (SMS)
Enabled

Device Events
Status Changes, Informational Events

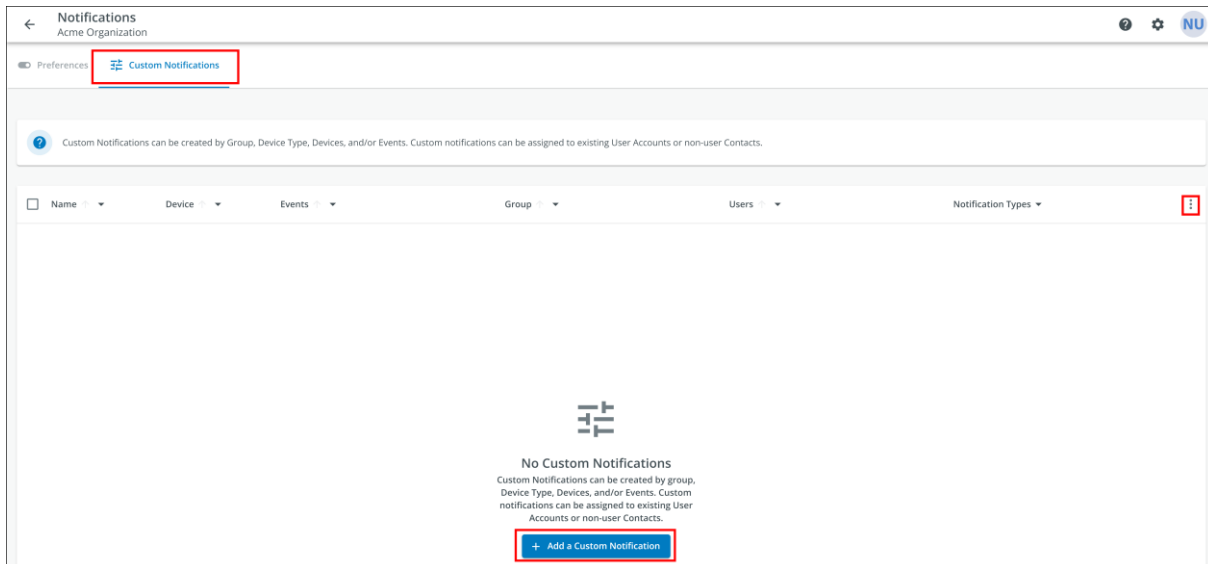
Email Notifications
Enabled

Text Notifications (SMS)
Enabled

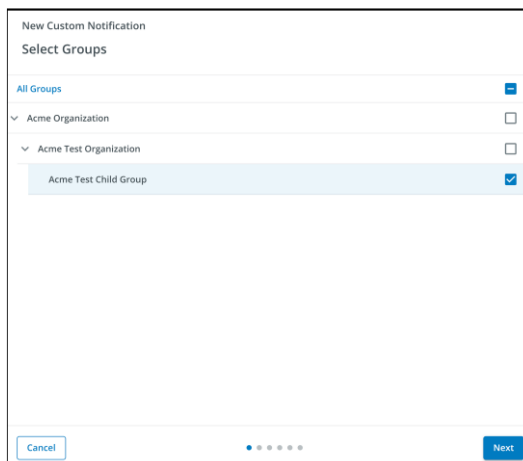
Account and Organization
Your Account, Organization Changes, Role Changes

Setting Custom Notifications

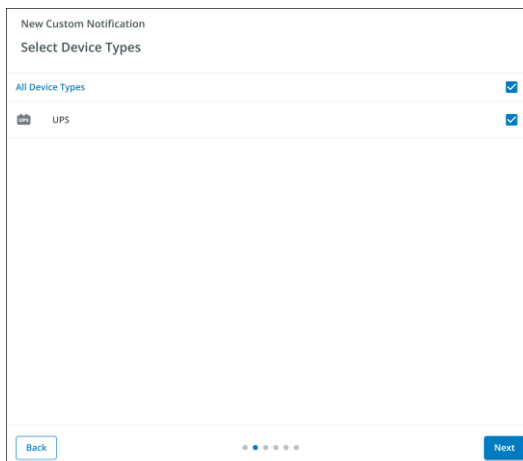
1. Click on Custom Notifications in the top left corner of the page.
2. Click on the Add Custom Notification button at the bottom of the page or the three dots on the right hand side of the page to add a Custom Notification



3. Select the Group or Organization.



4. Select the Device Type



5. Choose the Device.

The screenshot shows the 'New Custom Notification' interface with the 'Select Devices' step. At the top, there is a 'Select Devices' header. Below it, a section titled 'All Devices' contains a list of devices. The first device is 'Acm-UPS-001' with the subtext 'Acme Test Child Group < Acme Test Organization < Acme Organization'. Both the 'All Devices' header and the device entry have a checked checkbox on the right. At the bottom of the interface, there are 'Back' and 'Next' buttons, and a progress indicator consisting of five dots, with the second dot from the left being filled.

6. Select the specific event types for the notification.

The screenshot shows the 'New Custom Notification' interface with the 'Select Events' step. At the top, there is a 'Select Events' header. Below it, there is a toggle for 'Advanced' which is currently turned on, and a 'Delay' dropdown menu set to '30s'. Underneath, there is a section titled 'All Events' with a minus sign icon. Below this, there is a list of event types for 'UPS'. Each event type has two checkboxes: one for the event type and one for the 'Ok' status. The selected events are 'Input Wiring Fault' and 'Over Temperature'. At the bottom, there are 'Back' and 'Next' buttons, and a progress indicator with five dots, the second of which is filled.

NOTE: Enable the Advanced feature in the top left corner to set a custom notification delay.

7. Select the User that will receive the notifications.

The screenshot shows the 'New Custom Notification' interface with the 'Select Users' step. At the top, there is a 'Select Users' header. Below it, a section titled 'All Users With Access' contains a list of users. The first user is 'New User' with the subtext 'Organization Admin'. Both the 'All Users With Access' header and the user entry have a checked checkbox on the right. At the bottom, there are 'Back' and 'Next' buttons, and a progress indicator with five dots, the second of which is filled.

8. Give the Notification a name and enable email or text notifications. Click Add Notification.

New Custom Notification
Select Notification Types
Input Wiring Fault, Over Temperature events for Acm-UPS-001 will notify 1 user when active and when cleared.

Custom Notification Name
Test Notification
e.g. Overload Notification, Security Desk Notifications

Email Notifications Enabled

Text Notifications (SMS) Enabled

Back Add Notification

9. The notification is now created and active.

Notifications
Acme Organization

Preferences Custom Notifications

Custom Notifications can be created by Group, Device Type, Devices, and/or Events. Custom notifications can be assigned to existing User Accounts or non-user Contacts.

Name	Device	Events	Group	Users	Notification Types
<input type="checkbox"/> Test Notification	Acm-UPS-001	Input Wiring Fault and 1 Others	Acme Test Child Group	New User	

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