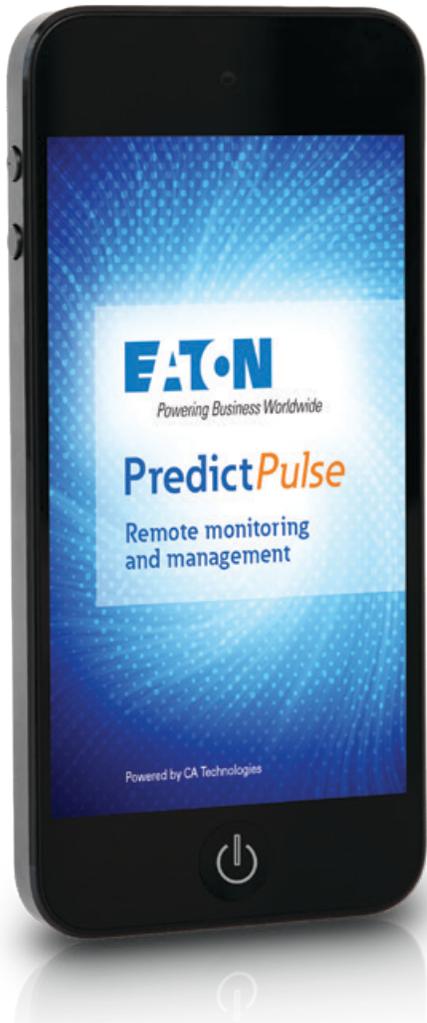


PredictPulse™

Quick start guide



Welcome to Eaton's PredictPulse monitoring and management service. This guide goes over what's included, explains how this service works and helps you set it up. You'll be up and running in no time!

For additional information about PredictPulse, visit eaton.com/predictpulse. If you have specific questions, call Eaton (in the US) at **800.843.9433, option 2, then 5**, or send an email to predictpulsesupport@eaton.com.

What do I need to get started with PredictPulse?

- Eaton UPS with connectivity support that's started and on-line
- Eaton connectivity card and environmental monitoring probe installed and connected to your network
- Network access and an IP address for each device to be activated

What's included with PredictPulse?

- Remote monitoring of all your subscribed devices by Eaton 24x7
- Real-time access to your alarms and performance via a dashboard and mobile app
- Summary report emailed to you each month
- Remote diagnosis and response to critical alarms
- Expedited response by Eaton during critical events, resulting in faster resolutions. Eaton also keeps you informed from alarm alert to resolution.¹

How does PredictPulse work?

After you activate one or more Eaton UPS devices and your profile at Eaton's portal (MyEaton), subscribed devices will send health and alarm data to Eaton. Aggregated PredictPulse data will automatically appear on your dashboard. Additionally, alarm data can be viewed using the PredictPulse mobile app.

Device data is sent using one-way outbound email (SMTP) to maximize security; Eaton cannot interrogate or control any devices. Health data is sent either every 15 minutes or daily, based on the connectivity card. Alarm data is sent real-time.

Where can I set up PredictPulse?

On devices located in the United States (limited exceptions for international sites), PredictPulse can be self-installed and activated.

What if I don't have the connectivity parts?

Call or email Eaton to request or purchase any missing parts, get help with installing parts, or to make an appointment for an Eaton field technician to install PredictPulse. Find a list of PredictPulse compatible Eaton products and connectivity parts at eaton.com/predictpulse.

What information can I get from my PredictPulse dashboard?



Figure 1. PredictPulse dashboard

- **Key performance gauges**—shows most current average value of all devices based on duration
- **Duration**—view information based on the last 24 hours, 7 days or 30 days of data (if available)
- **Range and trend**—shows minimum, average and maximum values, plus trend rate of change in percentage as green, yellow or red based on duration; this offers insight to positive or negative changes
- **Alarm view**—shows most current alarms from all devices based on duration; click on links to see alarm detail by device
- **Relative Performance Index (RPI)**—shows most current overall power equipment health by 30-, 60- and 90-day trends as green, yellow or red; green is positive, yellow is caution and red is negative
- **Availability**—shows availability of devices to protect loads based on duration (100 percent means all devices were always online)

List views—like the one you see under alarms—can be sorted by any column header. To view all dashboard pages and functions, including reports, go to eaton.com/predictpulse.

What's the monthly summary report?

All PredictPulse customers will receive a monthly report aggregating all device performance data, trends and alarms. Similar to the dashboard, green, yellow and red colors offer at-a-glance insight into the operating status of your power equipment.

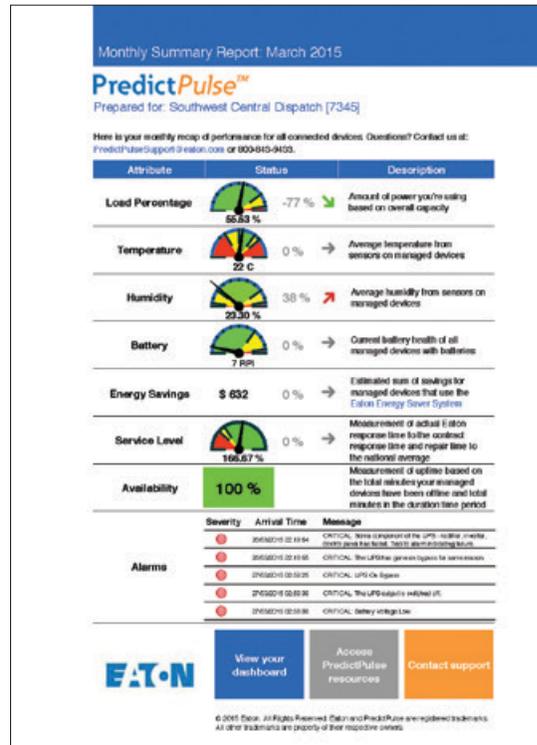


Figure 2. Monthly summary report

How do I activate PredictPulse?

There are two ways to activate your PredictPulse subscription: a wizard tool or a special set-up feature for newer connectivity cards.

Which option is best?

- The Eaton PredictPulse Wizard works with all devices and new and legacy connectivity cards. While most universal, the wizard must be on the same network and you must have admin rights to each connectivity card (if passwords have been created).
- The Eaton Power Xpert Gateway UPS and Mini-Slot connectivity cards (PXGXUPS, PXGMS) include a new PredictPulse activation set-up feature. As long as these cards are on your network, you can quickly activate subscriptions without the wizard and save time. You must have admin privileges to log into the Power Xpert Gateway or Power Xpert Mini-Slot connectivity card.

Eaton uses a two-step activation process

- **Step 1** happens via the device you are activating—it sends Eaton an activation request using your email system.
- **Step 2** is an email from Eaton confirming your request. It will include a registration link for the MyEaton portal (my.eaton.com). Clicking on this link directs you to a special profile page and your PredictPulse dashboard.

Can I register multiple devices at the same time?

The Eaton PredictPulse Wizard allows you to activate additional devices after you've successfully registered a device to save time.

How to activate PredictPulse using the Wizard installer

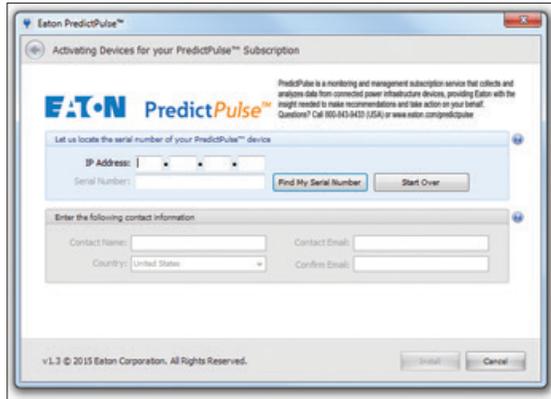


Figure 3. Wizard installer application

Note: The PredictPulse Wizard must have access to the same network (subnet) that the Eaton devices are on. You'll also need connectivity card passwords if those have already been created.

The PredictPulse Wizard installer can be downloaded from eaton.com/predictpulse to discover and activate all Eaton devices already on your network. You just need to have the device IP address handy and access to your email network.

Step 1: Activate your device's subscription

- Open the PredictPulse Wizard installer application
- Enter the device's IP address and click the "Find My Serial Number" button
- Confirm that the serial number displayed is the one for the desired device. If the wrong device is displayed, click the Start Over button and reenter the correct IP address.
- Enter your name (first and last), email address and country (default is United States)
- Click the "Install" button to proceed or "Cancel" button to stop all set-up actions
- Confirm that you want this device to be activated by Eaton for your PredictPulse subscription. Once you do this, the wizard pulls the necessary device information, tests your email network and sends an email request to Eaton to activate your device and subscription.

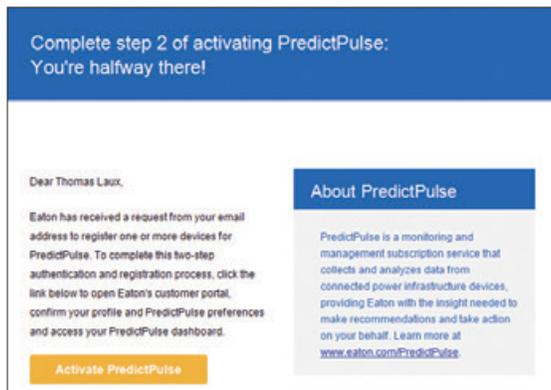


Figure 4. Sample activation email from Eaton

Step 2: Confirm your subscription and access your dashboard

- Click on the link in the activation confirmation email from Eaton. This will direct you to your contact profile information on the MyEaton portal.
- Create a password. This is required the first time you visit the MyEaton portal.
- Edit your contact information and click OK
- Use the blue toolbar at the top of the page to view PredictPulse support information and download the mobile app from the Apple or Android app stores.
- Access your PredictPulse dashboard.

Tip: Bookmark the Eaton portal site on your browser so you can easily access your PredictPulse dashboard.

How to activate PredictPulse using an Eaton Power Xpert Connectivity Card



Figure 5. Power Xpert Connectivity Card

Eaton Power Xpert connectivity cards with the latest firmware already include a PredictPulse activation feature. If you need to update your connectivity card's firmware go to powerquality.eaton.com/support/software-drivers and choose "Connectivity upgrades."

Step 1: Activate your device's subscription

- Run the Eaton Power Xpert connectivity card browser software and open the application. For card directions visit powerquality.eaton.com/support/documentation/
- Select PredictPulse from the configuration window (lower left corner) and open the PredictPulse tab
- Enter your name (first and last), email address and country (default is United States)
- Click the "Apply" button to proceed or "Discard" button to stop all set-up actions
- Confirm that you want this device to be activated by Eaton for your PredictPulse subscription. Once you do this, the wizard pulls the necessary device information, tests your email network and sends an email request to Eaton to activate your device and subscription.

Step 2: Confirm your subscription and access your dashboard

- Click on the link in the activation confirmation email from Eaton. This will direct you to your contact profile information on the MyEaton portal.
- Create a password. This is required the first time you visit the MyEaton portal.
- Edit your contact information and click OK
- Use the blue toolbar at the top of the page to view PredictPulse support information and download the mobile app from the Apple or Android app stores
- Access your PredictPulse dashboard

How to use the MyEaton portal

The MyEaton portal (my.eaton.com) is where you confirm device activations and access your PredictPulse dashboard. It also includes support information, links to download the mobile app and other relevant resources.

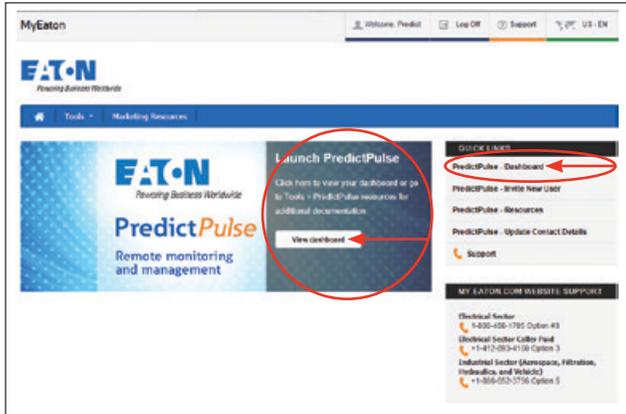


Figure 6. MyEaton portal landing page with multiple ways to launch the PredictPulse dashboard

How to download and use the PredictPulse mobile app

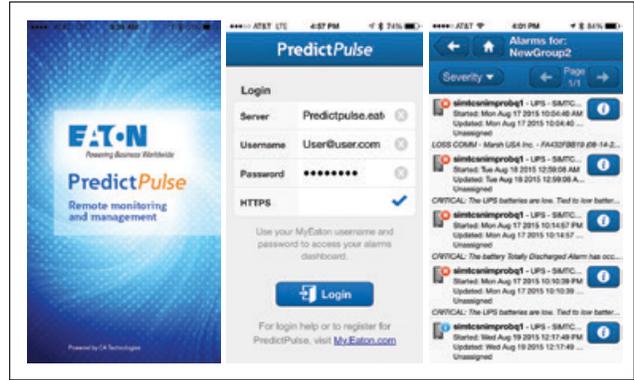


Figure 7. PredictPulse mobile app screens

Tip: Check the HTTPS box before pressing the login button.

Eaton will communicate alarm events and alerts via the PredictPulse mobile app after devices are activated and the two-step activation process is complete.

The app displays alarm data by device, severity and time. Eaton acknowledges and time stamps all critical alarms, displaying the Eaton owner for each alarm. All alarm types are also displayed by severity (critical, major, minor, warning, informational, clear).

Visit the Apple iTunes App Store or Google Play Android Store, search for Eaton PredictPulse and download the free app to your device. To log into the app, use the same username (your email address) and password as you do for MyEaton. In the server field, enter **predictpulse.eaton.com**. Once you log in, the app will store your credentials.

This single sign-on for MyEaton and the mobile app ensures security of your device and account data. Should you forget or need to change your password, go to MyEaton to reset your password. Once reset, your new mobile password should be available within 15 minutes.

1. Based on the service agreement contracted period of maintenance and response time for covered equipment; PredictPulse may be purchased separately from any other service coverage.

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