
New cloud-based version of Eaton PredictPulse™ launched

A new version of Eaton's PredictPulse remote monitoring and PredictPulse Insight predictive analytics service is now available for Eaton UPS products in the US. This redesigned cloud-based service leverages Eaton's latest IoT platform, cybersecurity managed assessment and threat detection processes and a modern user interface developed with Eaton's Studio Blue, PX White and Microsoft Azure platform.

Building on Eaton delivering UPS remote monitoring service since 1979, this latest version of PredictPulse features a comprehensive mobile user interface with real-time trended health data, smart alarms, reports and collaboration with Eaton monitoring and service experts.

PredictPulse is compatible with most Eaton UPS products equipped with Eaton network cards and environmental monitoring probes and can be self-installed or installed by an Eaton field technician.

Availability

PredictPulse is available April 16, 2020 for new customers and existing customers will be migrated from the prior platform to the new version starting mid-April. Existing customers will receive email communications and an activation link to self-enroll in the new version of PredictPulse. There are no other updates or activation steps beyond customers enrolling at <https://predictpulseapp.eaton.com> **when they've received their invitation in the coming weeks.**

Key Features

- 24/7 expert remote monitoring of Eaton power quality devices
- Integrated with Eaton field service technicians, technical support and monitoring analysts
- Real-time visibility on the go - mobile and browser app display of alarms, trends
- 24/7 notification call and dispatch on critical alarms
- Remote diagnostic for faster on-site repairs
- Alarm, event notification by SMS text message, email and phone
- High temperature critical alarms
- Lost communication alerts
- Intuitive reports - Monthly and on-demand summary reports
- Smart alarms, alarm log summary
- Cloud, subscription based (Microsoft Azure based)
- Self-installable or Eaton field service installed (PredictPulse Insight includes Eaton install)

Free Trial and Bundled One Year Subscription (US)

A free 90-day trial is available to all new or existing customers at <https://predictpulseapp.eaton.com>. Customers enroll and activate Eaton UPS devices from their network using a wizard installer and their SMTP email network. PredictPulse remote monitoring service is included for the first year at no charge for Eaton 3-phase UPS systems and customers may upgrade to PredictPulse Insight predictive analytics during the warranty period for a nominal charge.

Compatible Devices

UPS Model	Required Connectivity Card	Required Connectivity Card Part Number	Required Environmental Monitoring Probe (EMP) Part Number
Eaton 5P, 5PX, 9P, 9PX, 9PXM	Network-M2	744-A3983	744-A4026
Eaton 9155, 9355	Power Xpert Gateway UPS (PXGXUPS)	103007974-5591	116750224-001
Eaton BladeUPS	Power Xpert Gateway UPS (PXGXUPS)	103007974-5591	116750224-001
Eaton 9390, 9390IT	Power Xpert Gateway UPS (PXGXUPS)	103007974-5591	116750224-001
Eaton 93E (9E)	Network-M2	744-A3983	744-A4026
Eaton 93PM	Power Xpert Gateway Mini Slot (PXGMS)	P-116000035	116750224-001
Eaton Power Xpert 9395, 9395P, 9395C, 9315	Power Xpert Gateway UPS (PXGXUPS)	103007974-5591	116750224-001

End of Service Life

Legacy UPS models and network cards no longer compatible with PredictPulse as of July 30, 2020 include:

- Eaton Evolution, Evolution S, EX, MX, EX RT
- Eaton 5125
- Eaton 9130
- Eaton 9125
- Eaton 9135
- Eaton 9140
- Eaton 9170
- Eaton 9330
- Eaton Network-MS connectivity card (replace with Gigabit Network-M2 connectivity card)

PredictPulse customers with an EOSL UPS will be contacted starting in late April 2020 with offers to replace their UPS with a compatible PredictPulse model or credits will be arranged for the unused portion of their subscription. The prior version of PredictPulse will be disconnected in Q3 2020.

PredictPulse Wireless

PredictPulse Wireless is a new version of PredictPulse and bundles the PredictPulse subscription, the appropriate 4G wireless modem and a wireless data plan for either customer self-installation or an optional PredictPulse Remote Monitoring Labor Installation. Modems can be connected to multiple UPS's via an Ethernet switch and



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customer supplied LAN; it's recommended that each modem has a dedicated network card and EMP to increase cybersecurity.

PredictPulse Wireless bundles include as-needed Universal Accessories Power (UAP) field upgrade, to power the 4G modem, and an Ethernet switch to connect multiple UPS's to a single modem. If a UAP is required (when a site has no protected 120VAC convenience outlet), customer will need the PredictPulse Labor Installation. PredictPulse Wireless excludes the network card, EMP or labor installation.

Sales tools and collateral

New brochure, customer presentations, SOW's, Privacy Policy, EULA, user help and FAQ content is available on the PredictPulse landing page Eaton.com/PredictPulse. Pricing and sales ordering guides are on the PQ Salesweb.

For more information about PredictPulse remote monitoring service, visit Eaton.com/PredictPulse.

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