

BC-RNC series UPS



Remote Monitoring

EAT•N

Change Log Sheet

Revision	Date	Mobile App Version	Chapter, Description of Change
A	June 2024	1.0	Official release of the Eaton Remote Monitoring Applications Guide.
B	July 2024	1.0	<ul style="list-style-type: none"> Added new image to Figure 23 Added instructions on how to delete user accounts based on the role assignment to the 2.3.5 User Menu section .

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Chapter 1 Introduction

1.1 Welcome to the Eaton Remote Monitoring Application

The Eaton Tripp Lite Series cloud-connected UPS systems are managed by the Eaton Remote Monitoring Application supported by Eaton's Brightlayer platform so that users can connect to their UPS anywhere. Receive alerts, control outlets, or shutdown devices – 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. The Eaton Remote Monitoring Application can be downloaded from the Apple or Android app stores.

1.2 User Enrollment and Activation

1. Locate and scan the QR code on the left-hand side of the UPS cover or visit the direct link [Eaton Brightlayer Remote Monitoring Application](#) to launch the application in a web browser or to download it to a remote Device.

Figure 1. QR Code Location

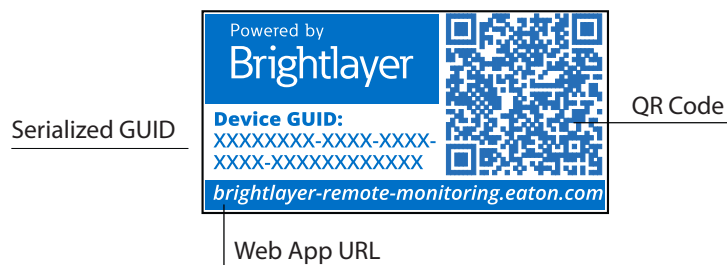
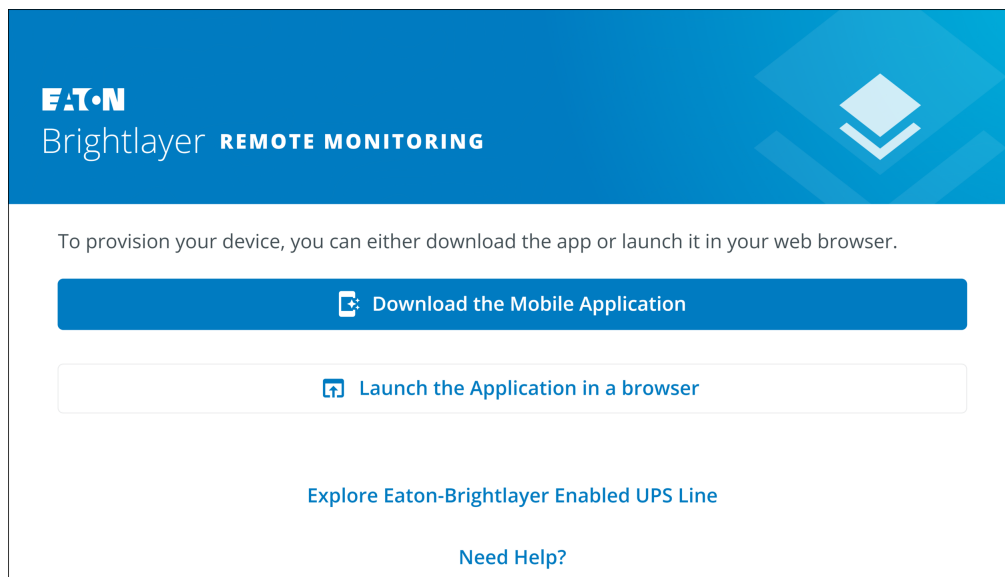


Figure 2. Web Application Page



NOTE

Chrome, Firefox, Edge, and Safari are the supported internet browsers. Do not use Microsoft Internet Explorer.

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*.

Figure 3. Sign In Screen and End User License Agreement

EATON

Email Address


☐ Keep me signed in

Next

Don't have an account?
[Sign up](#)

[Need Help?](#)

[Privacy Policy](#)


EATON
Cybersecurity Certified

License Agreement

EATON CORPORATION END USER LICENSE AGREEMENT FOR Brightlayer Software Suites Remote Monitoring

This End User License Agreement (the "**Agreement**") is a legal agreement between you and the Contracting Entity (as defined below). For the purposes of this Agreement, any reference to "Eaton" shall include the Contracting Entity, its holding company, its affiliates and subsidiaries. This Agreement, and any other terms or conditions notified to you, governs your access to and use of Brightlayer Software Suites Remote Monitoring in all countries/regions (the "**Product Software**").

Your use of the Product Software is subject to the terms of this Agreement as set out below which incorporate by reference our Privacy Statement at <https://www.eaton.com/us/en-us/cmmnany/policies-and-statements/privacy>.

☒ I have read and agree to the Terms & Conditions

Cancel • • • • • Next

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

Figure 4. Create an Account and Verify Code

Create an Account

To register for an Eaton account. You will need to verify your email address to continue.

Email Address
newuser1234@gmail.com

Back

• • • • •

Next

Verify Email

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.

Verification Code
XXXXXX

Resend Verification Email

Back

• • • • •

Next

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

Figure 5. Account Details

Account Details

Enter your details below to complete account creation.

New

User

Country Code
+1

Phone Number (Optional)

Country
US


Enable Two-factor Authentication

!

☒

Back

Next



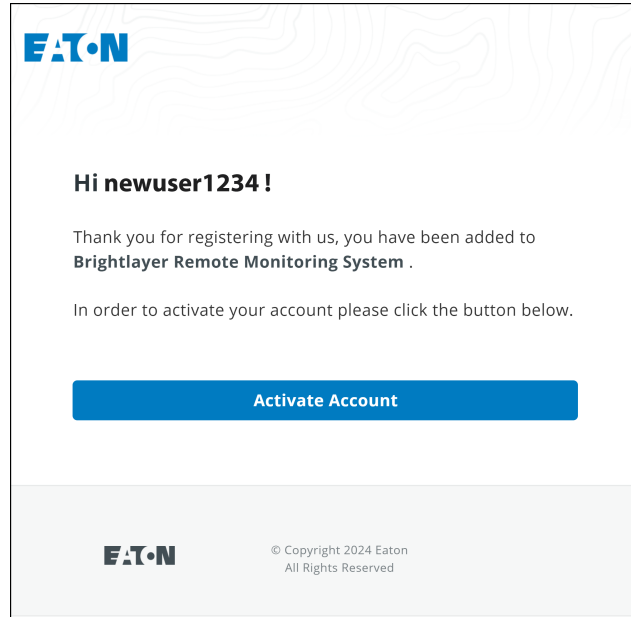
Welcome newuser1234 !

Your user account has been successfully created with the email **newuser1234@gmail.com**.

Log In

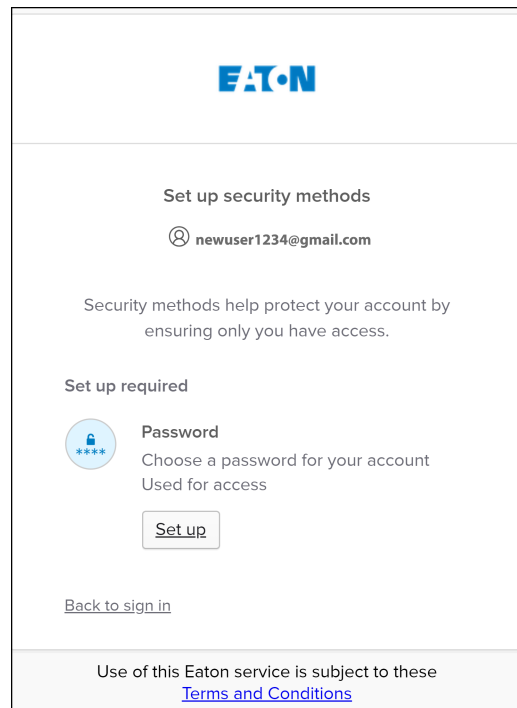
8. Click the *Activate Account* button provided in the email notification.

Figure 6. Email Activation Notification



9. Click on *Set up* to set up an account password.


Figure 7. Set Up Password Screen




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

Figure 8. Set Up Password

EATON




Set up password

 newuser1234@gmail.com


Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 4 passwords

Enter password

***** 

Re-enter password

***** 

Next


[Return to authenticator list](#)

[Back to sign in](#)


Use of this Eaton service is subject to these [Terms and Conditions](#)

11. Set up the authentication method that is available to access the account. Click *Setup*.
12. Enter a phone number and click *Receive a Code via SMS*.

Figure 9. Security Authentication Setup




Set up security methods

 newuser1234@gmail.com


Security methods help protect your account by ensuring only you have access.

Set up optional



Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
Used for access

[Set up](#)




Phone
Verify with a code sent to your phone
Used for access


[Set up](#)

[Continue](#)


[Back to sign in](#)

Use of this Eaton service is subject to these [Terms and Conditions](#)





Set up phone authentication

 newuser1234@gmail.com

Enter your phone number to receive a verification code via SMS.

Country

United States ▼

Phone number

+1 *****

[Receive a code via SMS](#)

[Return to authenticator list](#)

[Back to sign in](#)







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13. Enter the code received via SMS. Click *Verify*.
14. Click *Continue* once the code has been accepted.

Figure 10. Continue Setup

<div data-bbox="461 472 592 514"></div> <div data-bbox="449 573 607 730"></div> <div data-bbox="365 766 686 800">Set up phone authentication</div> <div data-bbox="396 819 667 854"> newuser1234@gmail.com</div> <div data-bbox="279 907 774 1003">A code was sent to your phone . Enter the code below to verify. Carrier messaging charges may apply</div> <div data-bbox="263 1029 388 1056">Enter Code</div> <div data-bbox="269 1068 787 1134"><input type="text" value="*****"/></div> <div data-bbox="269 1232 787 1314"><div>Verify</div></div> <div data-bbox="263 1365 518 1392">Return to authenticator list</div> <div data-bbox="263 1409 410 1438">Back to sign in</div> <div data-bbox="303 1491 750 1549">Use of this Eaton service is subject to these Terms and Conditions</div>	<div data-bbox="1117 464 1242 504"></div> <div data-bbox="1052 600 1307 632">Set up security methods</div> <div data-bbox="1060 646 1302 680"> newuser1234@gmail.com</div> <div data-bbox="964 724 1403 785">Security methods help protect your account by ensuring only you have access.</div> <div data-bbox="941 819 1094 846">Set up optional</div> <div data-bbox="946 869 1006 930"></div> <div data-bbox="1027 869 1240 898">Google Authenticator</div> <div data-bbox="1027 900 1404 987">Enter a temporary code generated from the Google Authenticator app. Used for access</div> <div data-bbox="1044 1008 1120 1043"><div>Set up</div></div> <div data-bbox="953 1339 1416 1400"><div>Continue</div></div> <div data-bbox="941 1428 1076 1455">Back to sign in</div> <div data-bbox="977 1501 1386 1556">Use of this Eaton service is subject to these Terms and Conditions</div>
---	---

15. Click *Create a New Organization*.

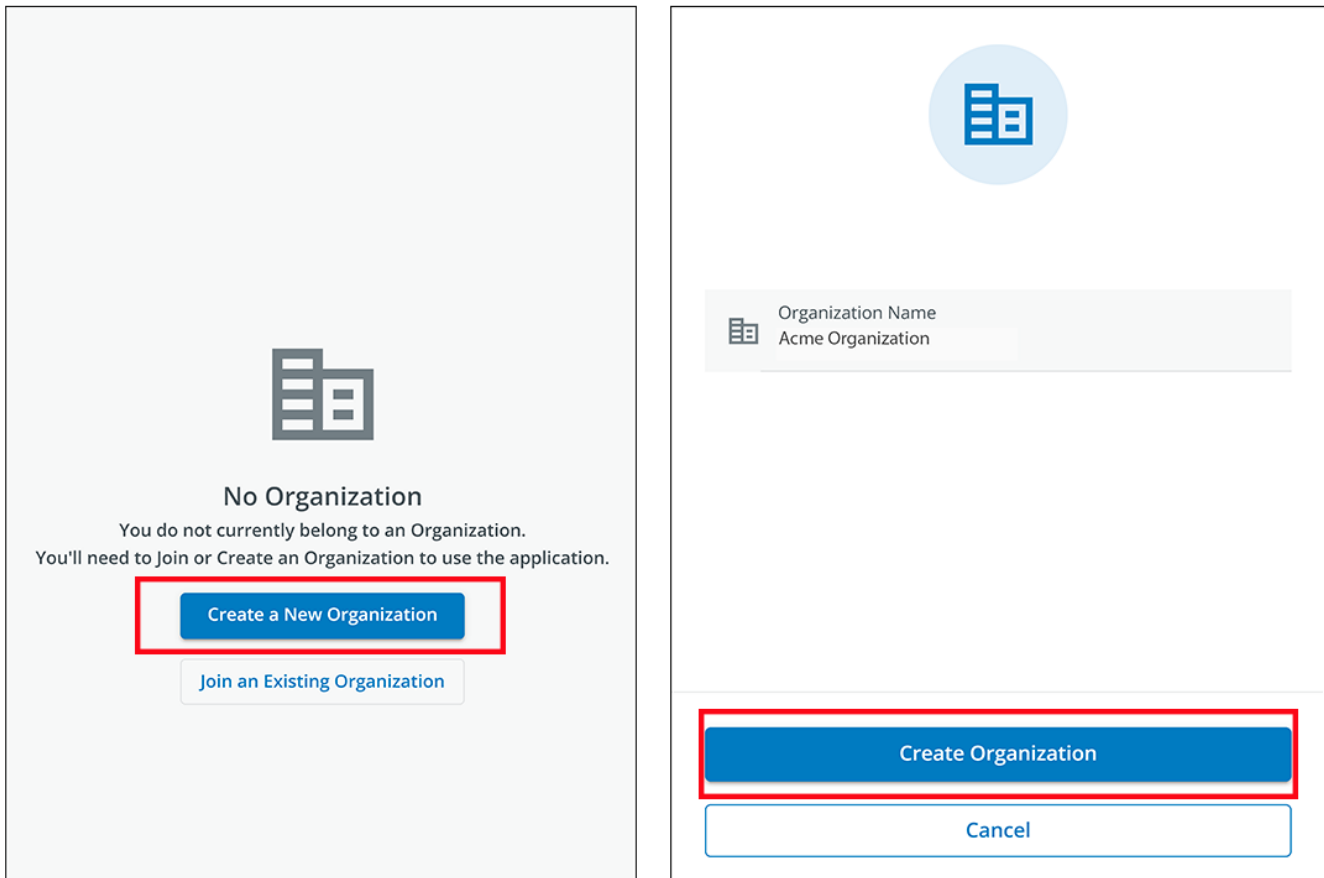


NOTE

If joining an existing organization, contact the administrator to obtain the organizational code and “Click *Join and Existing Organization*”.

16. Enter the name of the new organization. Click *Create Organization*.

Figure 11. Create a New Organization

The figure consists of two side-by-side screenshots of a web application interface. The left screenshot shows a message: 'No Organization. You do not currently belong to an Organization. You'll need to Join or Create an Organization to use the application.' Below this message are two buttons: 'Create a New Organization' (highlighted with a red rectangle) and 'Join an Existing Organization'. The right screenshot shows the 'Create Organization' form. At the top is a blue circular icon with a white building icon. Below it is a text input field labeled 'Organization Name' with the text 'Acme Organization' entered. At the bottom of the form are two buttons: 'Create Organization' (highlighted with a red rectangle) and 'Cancel'.

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

Figure 12. Organization Created Successfully

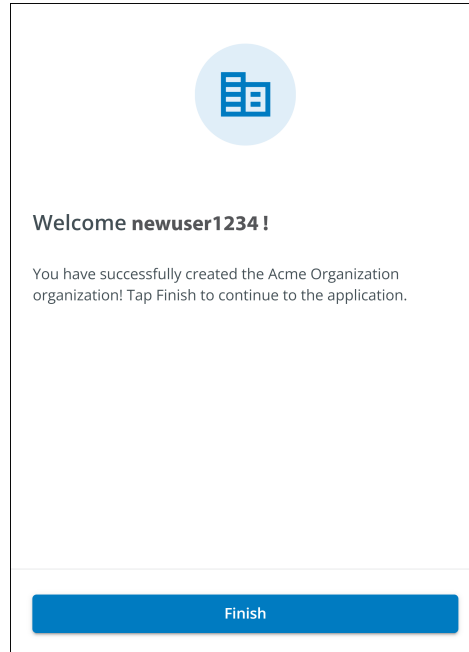


Figure 13. Organization Management Screen

Organization

Organization Name *

Acme Organization


Organization Code *

7D71B800-BCA9-4FCE-B6C0-BB0BE2366293


This code cannot be changed

Require Two-factor Authentication (2FA)

☒



PNG, JPG (300x300px), 2 MB Max.

 Upload Organization Logo

Switch Organization

Create an Organization

Join an Organization

Leave this Organization

Permanently Delete this Organization

Chapter 2 Screens and Navigation

2.1 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™, or any mobile device.

**NOTE**

Occasionally clear the browser cache, click the reload button to refresh the Remote Monitoring app, or adjust your browser resolution settings. New features and updates will be released over time, and clearing the browser cache or adjusting the browser resolution settings corrects login or data visibility issues.

2.2 Login Screen

[Figure 14](#) 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.

Figure 14. Login Screen

The login screen features the Eaton logo at the top left. Below it is a text input field labeled "Email Address". Underneath the field is a checkbox labeled "Keep me signed in". A large blue button labeled "Next" is positioned below the checkbox. At the bottom of the screen, there are three links: "Don't have an account? Sign up", "Need Help?", and "Privacy Policy". The screen concludes with a circular icon containing a padlock, the Eaton logo, and the text "Cybersecurity Certified".

EAT•N

Email Address

☐ Keep me signed in

Next

Don't have an account?
[Sign up](#)

[Need Help?](#)

[Privacy Policy](#)

A circular icon with a padlock inside, representing cybersecurity certification.

EAT•N
Cybersecurity Certified

2.3 Organizational Summary Screen

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

Figure 15. Organizational Summary Screen

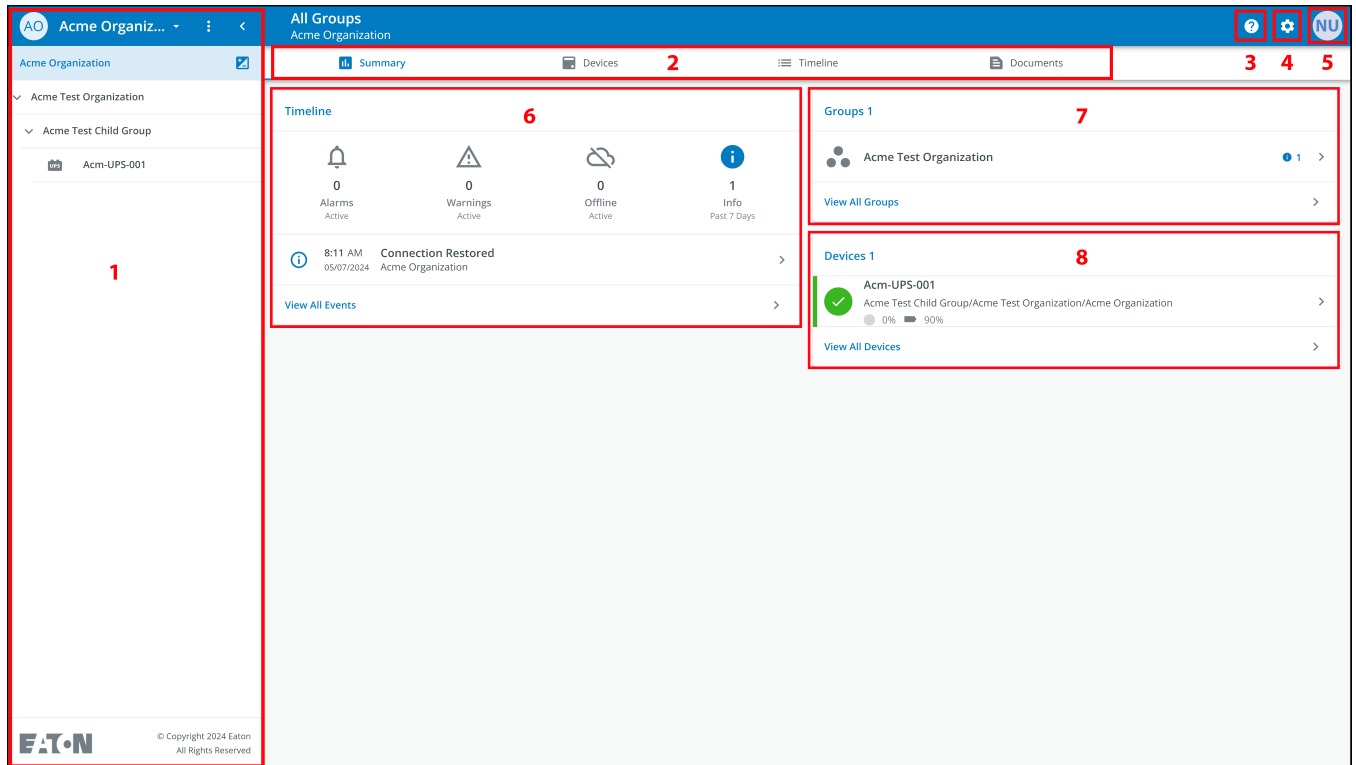


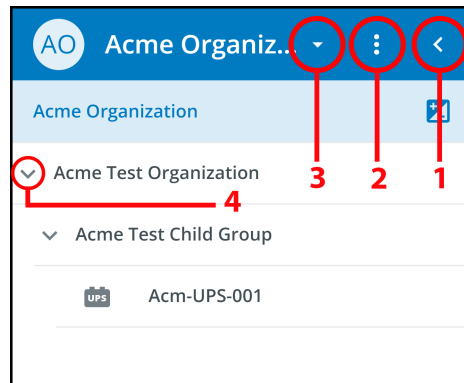
Table 1. Organizational Summary Screen Sections

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

2.3.1 Organizational Hierarchy Menu

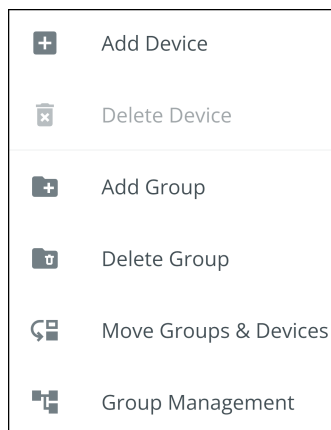
The Organizational Hierarchy Menu manages organizational hierarchy and Devices and allows users to switch between Organizations and Groups.

Figure 16. Organizational Hierarchy Menu



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

Figure 17. Organizational Hierarchy Menu Options



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 see [Figure 15](#).

Selecting a Device in the Organizational Hierarchy Menu will display the Device Summary Screen, which provides essential information on the status of the UPS. See [Figure 31](#).

2.3.2 Tabs Menu

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

Figure 18. Tabs 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.

2.3.3 Help Menu

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

Figure 19. Help Menu Location

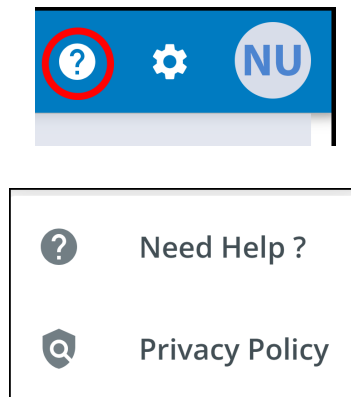
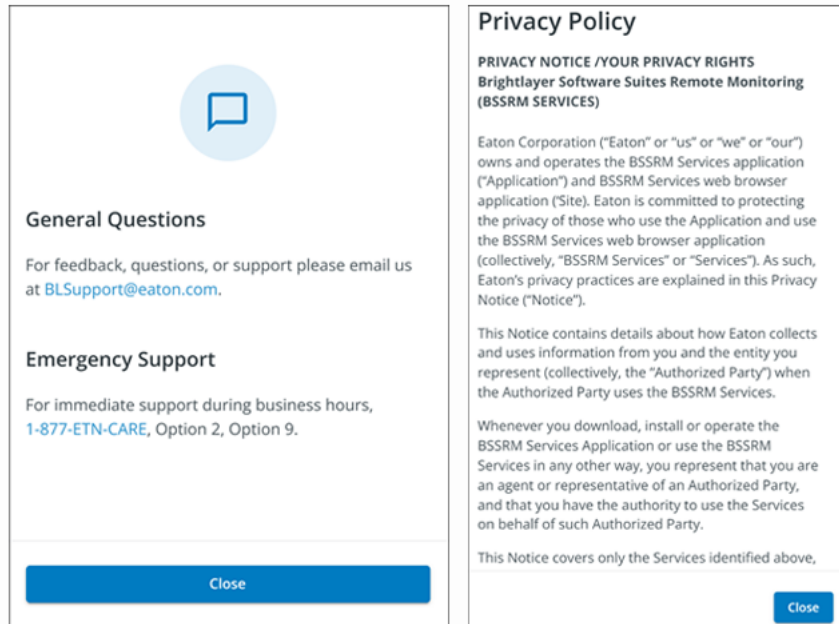


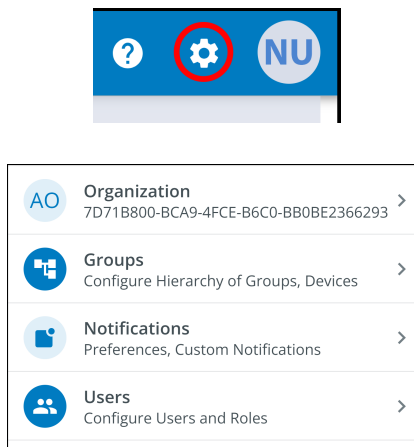
Figure 20. Help Menu Information



2.3.4 Settings Menu

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

Figure 21. Settings Menu

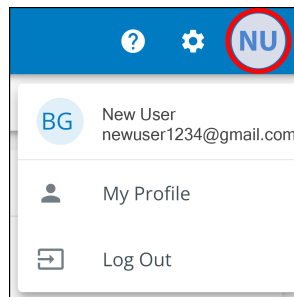


- **Organizational Management Settings-** displays all of the settings available to manage an Organization (see [Figure 13](#)).
- **Group Management-** add, edit, move, or delete Groups within an Organization (see).
- **Notification Settings-** set and configure alarm, warning, and event notifications via email or text (SMS). Custom Notifications can also be set (see [6.1 Setting Alerts and Notifications](#) and [6.2 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 [3.1 Managing Users](#)).

2.3.5 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.

Figure 22. User Menu



The User Profile Screen consists of the following sections (see [Figure 23](#)):

- General profile information, such as email, phone number, country, an option to enable multi-factor authentication, delete your account, and a location to upload an image.
- The role that the User holds within the Organization.
- Displays customizable language, time zone, and date format preferences.

Figure 23. User Profile Screen

The image shows a 'User Profile Screen' for a 'Test User'. The screen is divided into three main sections, each highlighted with a red box and a red number:

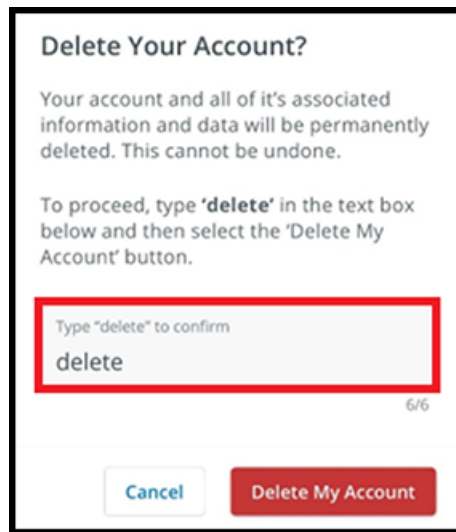
- Section 1 (Top):** Contains user details and a 'Delete My Account' button in the top right corner. The details include:
 - Test User** (with an edit icon)
 - Email:** TestUser734@gmail.com
 - Phone Number:** +1XXXXXXXXXX (with an edit icon)
 - Country:** US (with an edit icon)
 - Two-factor Authentication:** Required by the organization (with a toggle switch)
 - Profile Picture:** A circular placeholder with 'TU' and an 'Upload an Image' button. Below the button, it says 'PNG, JPG (300x300px), 2 MB Max.'
- Section 2 (Middle):** Titled 'Roles', it shows the user is an 'Organization Admin' for 'Acme Organization'.
- Section 3 (Bottom):** Titled 'Preferences', it includes:
 - Language:** English (dropdown menu)
 - Time Zone:** (UTC-12:00) International Date Line West (dropdown menu)
 - Date Format:** MM/DD/YYYY (dropdown menu)

Account Deletion if assigned a role of Viewer or Manager

1. In the User Profile Screen click on *Delete My Account*.
2. Click on continue to permanently delete the account.

A confirmation dialog box titled 'Delete Your Account?'. The text inside reads: 'Select 'Continue' to permanently delete your account from all of it's associated information and data.' At the bottom, there are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a red box.

3. Confirm that you want to delete the account by typing delete into the text box.



4. The account is now deleted and the User will be logged out.

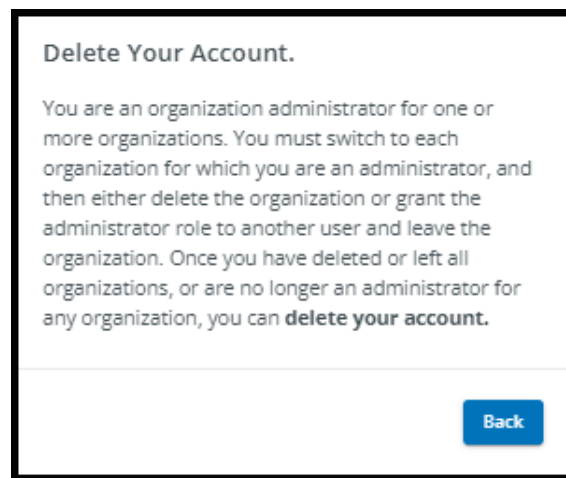
To delete an account if assigned a role of Administrator:



NOTE

To delete an account, the User must not be an organizational administrator for any organization. Switch to each organization and then delete it, or grant the administrator role to another user and then leave the organization. Once the User has left or deleted all Organizations, the account can be deleted.

1. In the User Profile Screen click on *Delete My Account* then press the back button.



2. Press the gear icon in the upper right hand corner of the screen and then select the Organization.



Organizational Summary Screen

3. Click on *Leave this Organization*.

Organization

Organization Name *
Acme Organization

Organization Code *
7D71B800-BCA9-4FCE-B6C0-BB0BE2366293

This code cannot be changed

Require Two-factor Authentication (2FA) ☒

PNG, JPG (300x300px), 2 MB Max.

[Upload Organization Logo](#)

[Switch Organization](#)

[Create an Organization](#)

[Join an Organization](#)

[Leave this Organization](#)

[Permanently Delete this Organization](#)

4. Add or assign the Users to grant the administrative permissions to.

Assign Another User the Organization Admin Role Before Leaving

As the only organization admin, you'll need to grant that role to another user before you can leave **Acme Organization**. If no other users exist, you'll need to add users to the organization first.

The Organization can also be deleted if you cannot add other users.

[Cancel](#) [Add User\(s\)](#)

Assign Another User the Organization Admin Role Before Leaving

As the only organization admin, you'll need to grant that role to another user before you can leave **Acme Organization**.

[Cancel](#) [Assign Role](#)

5. Once the new user has been granted the role of Administrator click on leave Organization and the user will be removed from the Organization.

Organization

Organization Name*
Acme Organization

Organization Code*
7D71B800-BCA9-4FCE-B6C0-BB0BE2366293

This code cannot be changed

Require Two-factor Authentication (2FA) ☒

Switch Organization

Create an Organization

Join an Organization

Leave this Organization

Permanently Delete this Organization

Upload Organization Logo

PNG, JPG (300x300px), 2 MB Max.

6. Navigate to the User Profile Screen, and then click on *Delete my Account* (see [Figure 23](#)).
7. Confirm that you want to delete the account by typing delete into the text box.

Delete Your Account?

Your account and all of its associated information and data will be permanently deleted. This cannot be undone.

To proceed, type 'delete' in the text box below and then select the 'Delete My Account' button.

Type "delete" to confirm

delete

6/6

Cancel Delete My Account

8. The User account is then deleted and logged out of the application.

2.3.6 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.

Figure 24. Timeline Widget

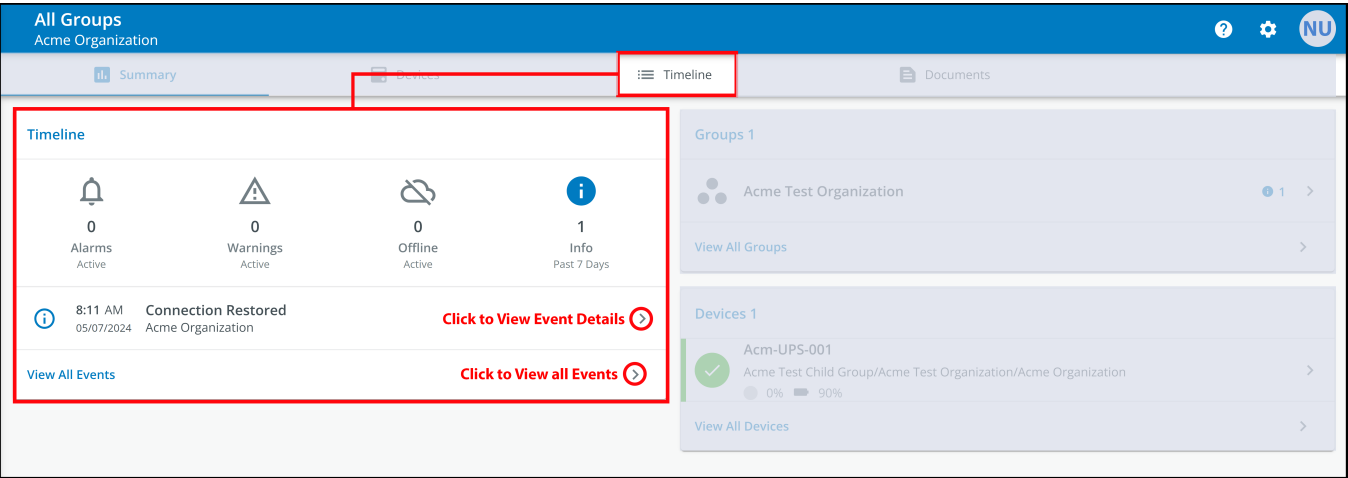


Figure 25. Event Details

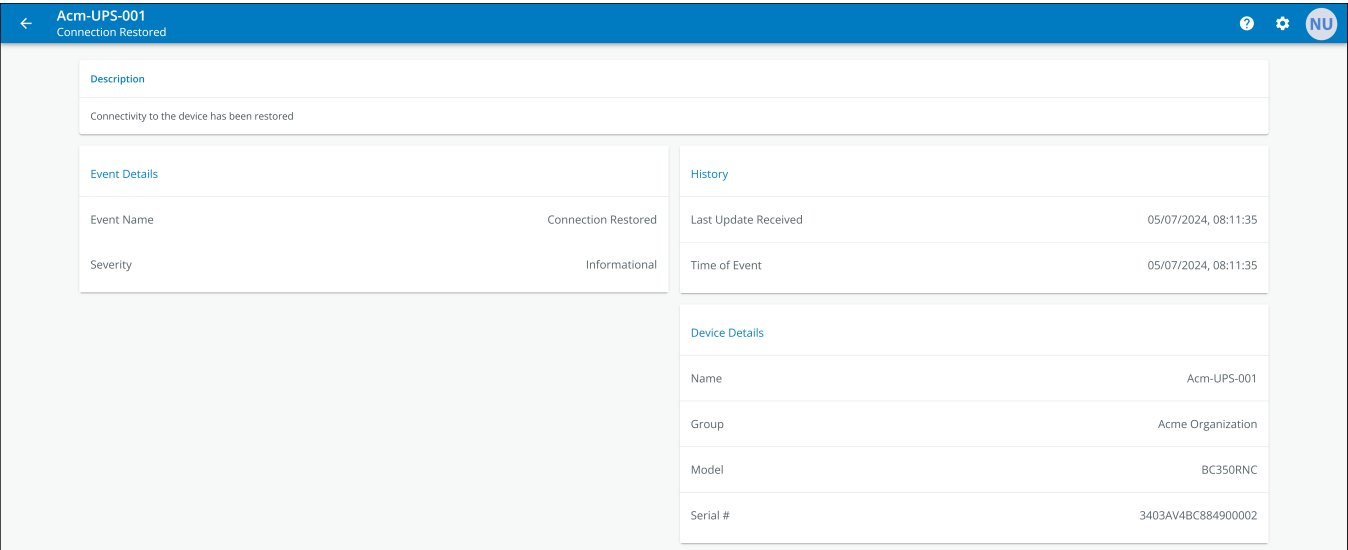







Figure 26. Timeline Screen

All Groups Acme Organization					
Summary Devices Timeline Documents					
Q Search...					
Status ↑ ▾	Date ↑ ▾	Type ↑ ▾	Device ↑ ▾	Group ↑ ▾	Download
	12:56 PM 05/08/2024	On Utility	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization	>
	12:56 PM 05/08/2024	Input Power Ok	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization	>
	12:56 PM 05/08/2024	On Battery	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization CLEARED	>
	12:56 PM 05/08/2024	Input Power Not Ok	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization CLEARED	>
	8:11 AM 05/07/2024	Connection Restored	Acm-UPS-001 #3403AV4BC884900002	Acme Organization	>
Items per page 10 ▾ 1-5 of 5 < < > >					

2.3.7 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.

Figure 27. Groups Widget

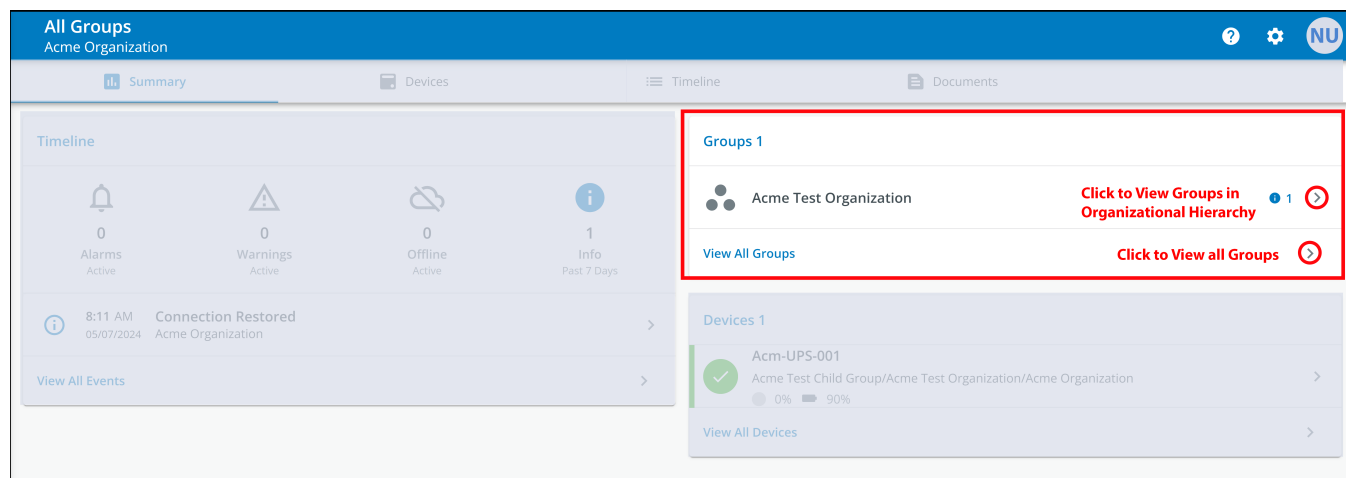
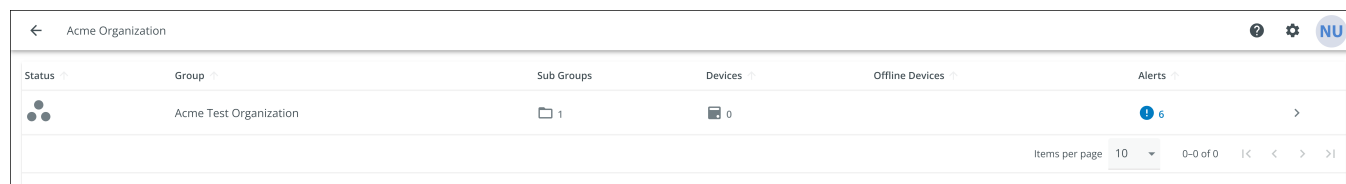


Figure 28. View All Groups



2.3.8 Device Widget

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

Viewing Devices Main Application Page

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

1. Navigates to the Device Management Screen, which lists the Devices associated with the Organization account and allows users to move, add, or delete Devices. (See [Figure 30](#)).
2. Navigates to the Device Summary Screen and allows users to display all the details for a specific Device. (See [Figure 29](#)).

Figure 29. Device Widget

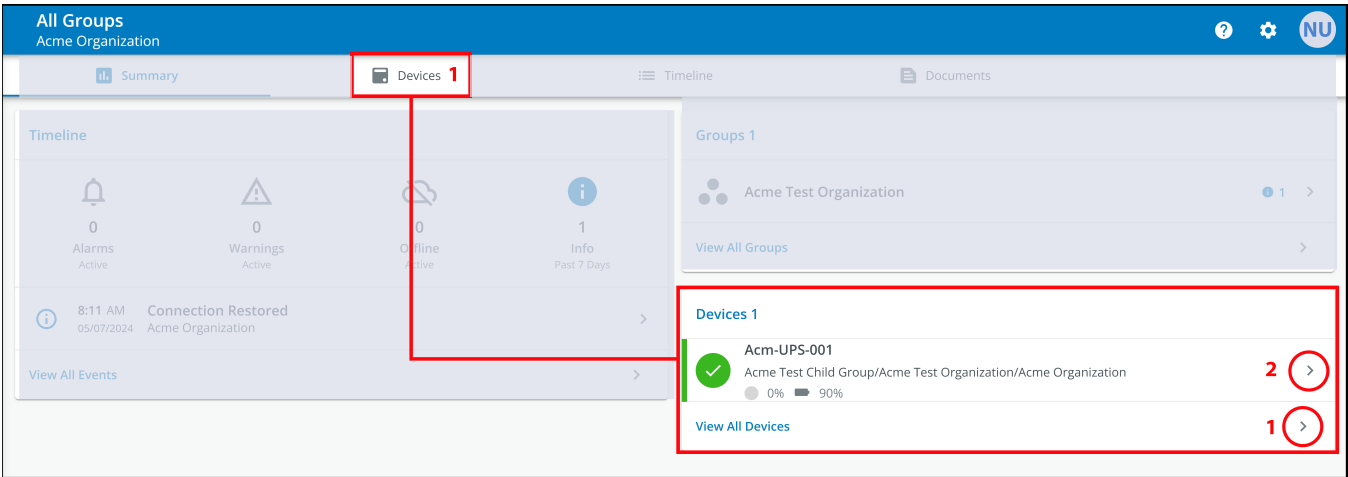
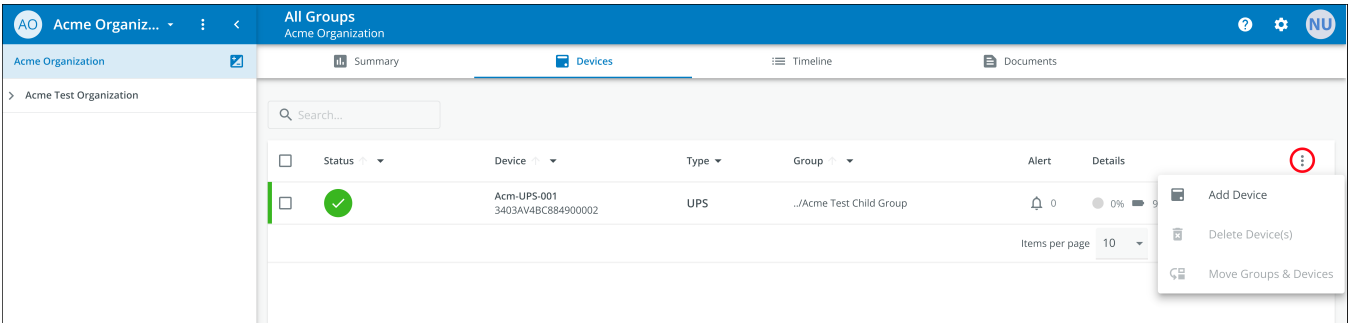


Figure 30. Device Management



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.

Figure 31. Device Summary Screen

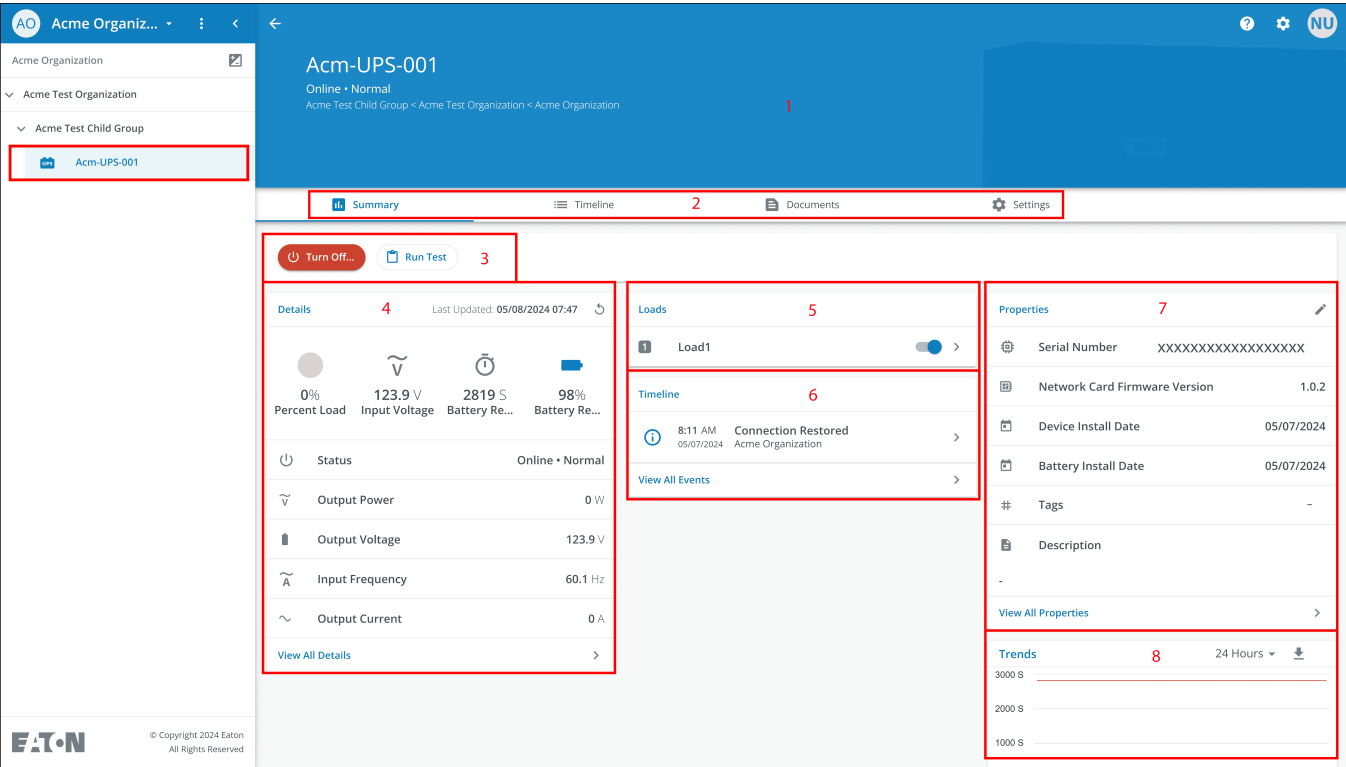


Table 2. Device Summary Screen Areas

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

1. **Device Summary Screen Banner-** changes colors, indicating the different UPS operational modes.
- Blue- Online Normal Mode.
 - Orange- Online Warning
 - Red- Online Alarm

Figure 32. Device Summary Screen Banner

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 UPS.
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(see [Figure 56](#)) .
 7. **Device Properties-**provides the ability to edit or view the Device information.
 8. **Trends-** displays specific UPS performance data that can be customized and downloaded over a 31-day time interval.





Chapter 3 User Management

3.1 Managing Users

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

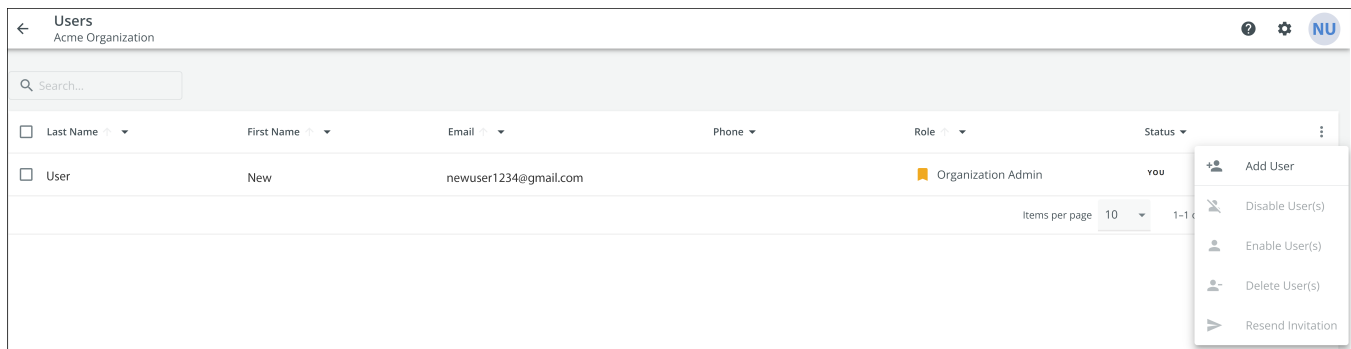
To access the User Management Screen, click on the Settings Menu then Users (Configure Users and Roles).



	Organization 7D71B800-BCA9-4FCE-B6C0-BB0BE2366293 >
	Groups Configure Hierarchy of Groups, Devices >
	Notifications Preferences, Custom Notifications >
	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](#).

Figure 33. Invite New User

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 ✕

Cancel

Invite And Add Another User

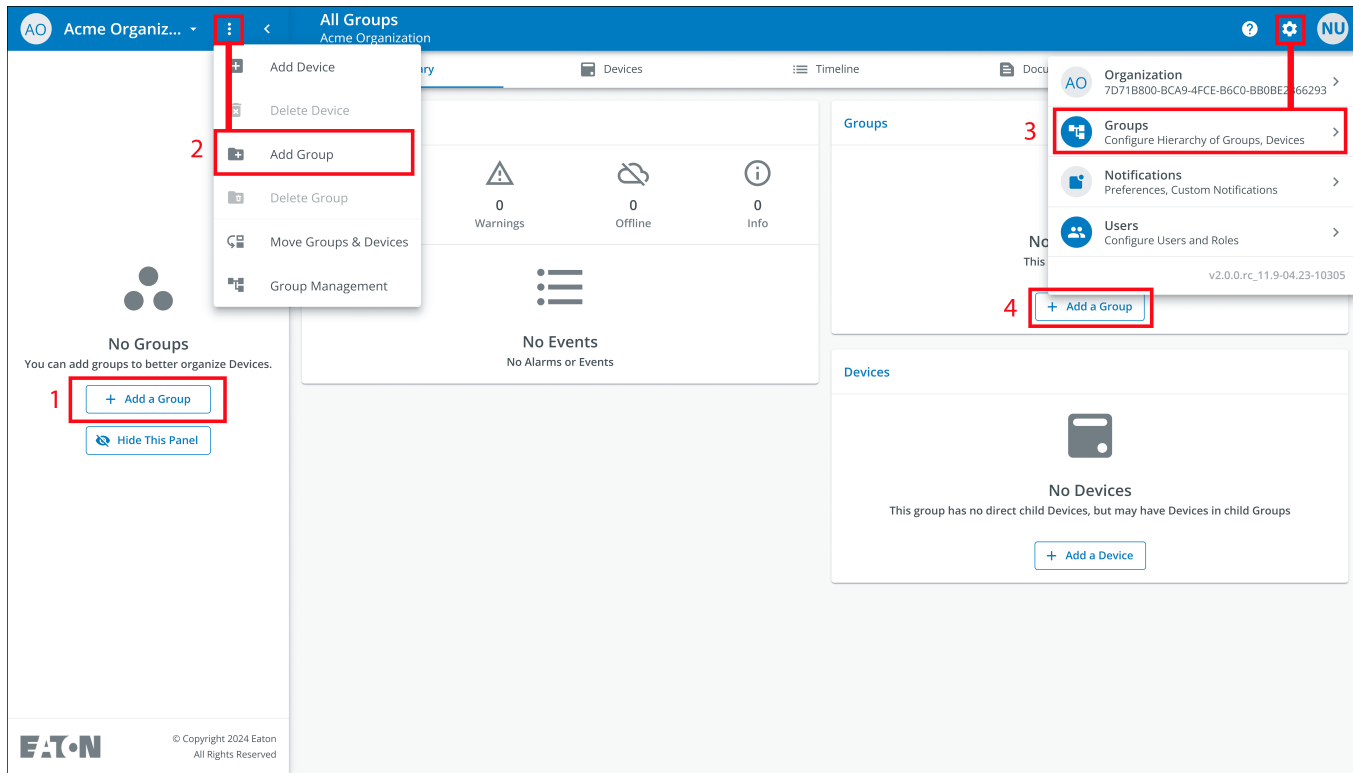
Invite User

Chapter 4 Group Management

4.1 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.

Figure 34. Adding a Group



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

Figure 35. Group Details

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).

Figure 36. Move Groups

New Group

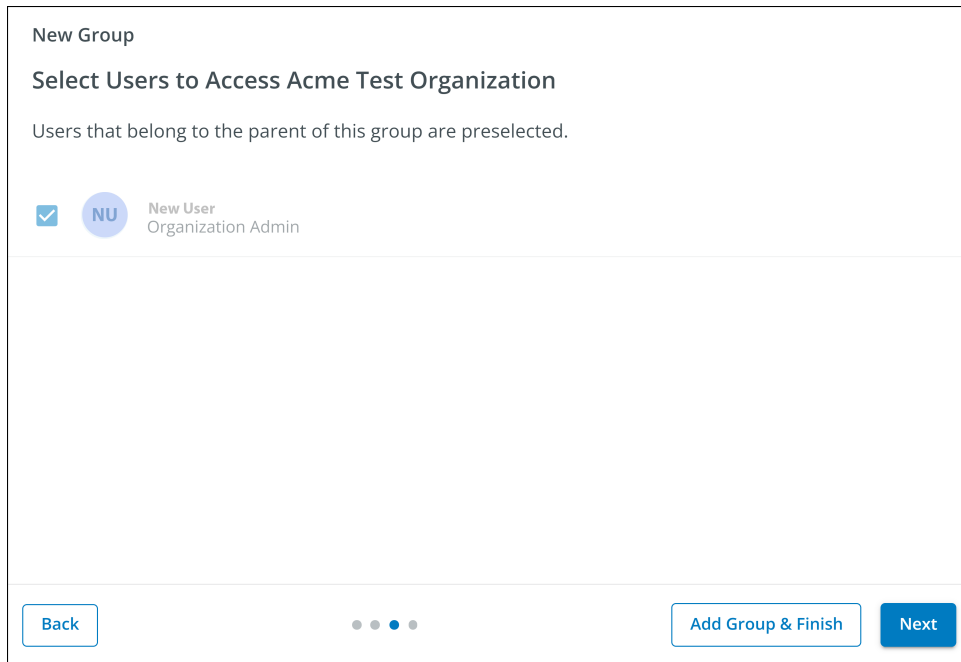
Move Existing Groups & Devices to Acme Test Organization

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

Back Add Group & Finish Next

4. Assign users to the newly created Group.


Figure 37. Select Users



New Group

Select Users to Access Acme Test Organization

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

☒  New User
Organization Admin

Back

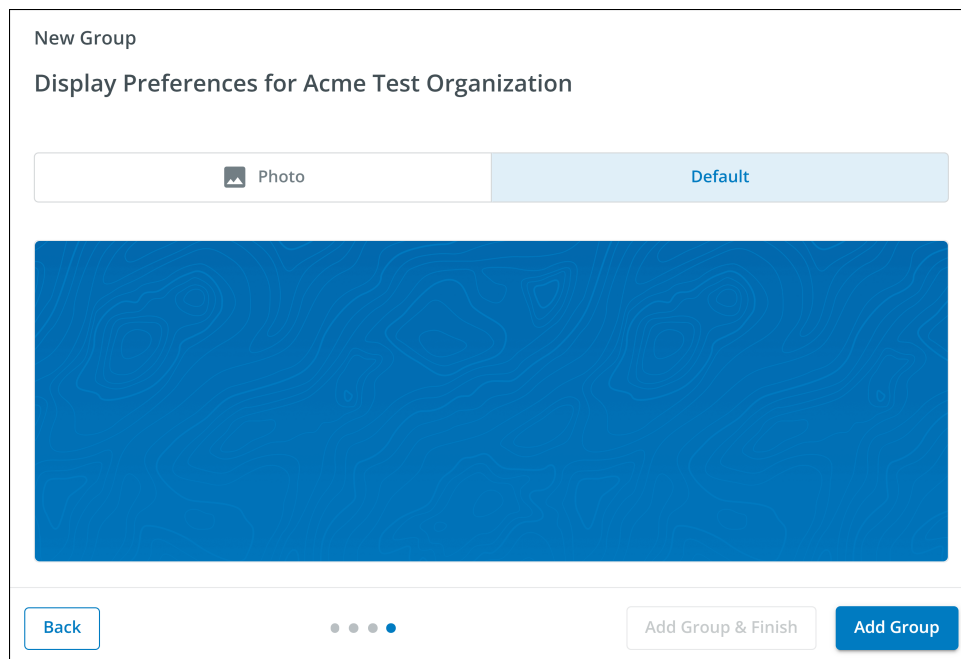
● ● ● ●

Add Group & Finish

Next


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

Figure 38. Display Preferences




New Group

Display Preferences for Acme Test Organization

 Photo

Default



Back

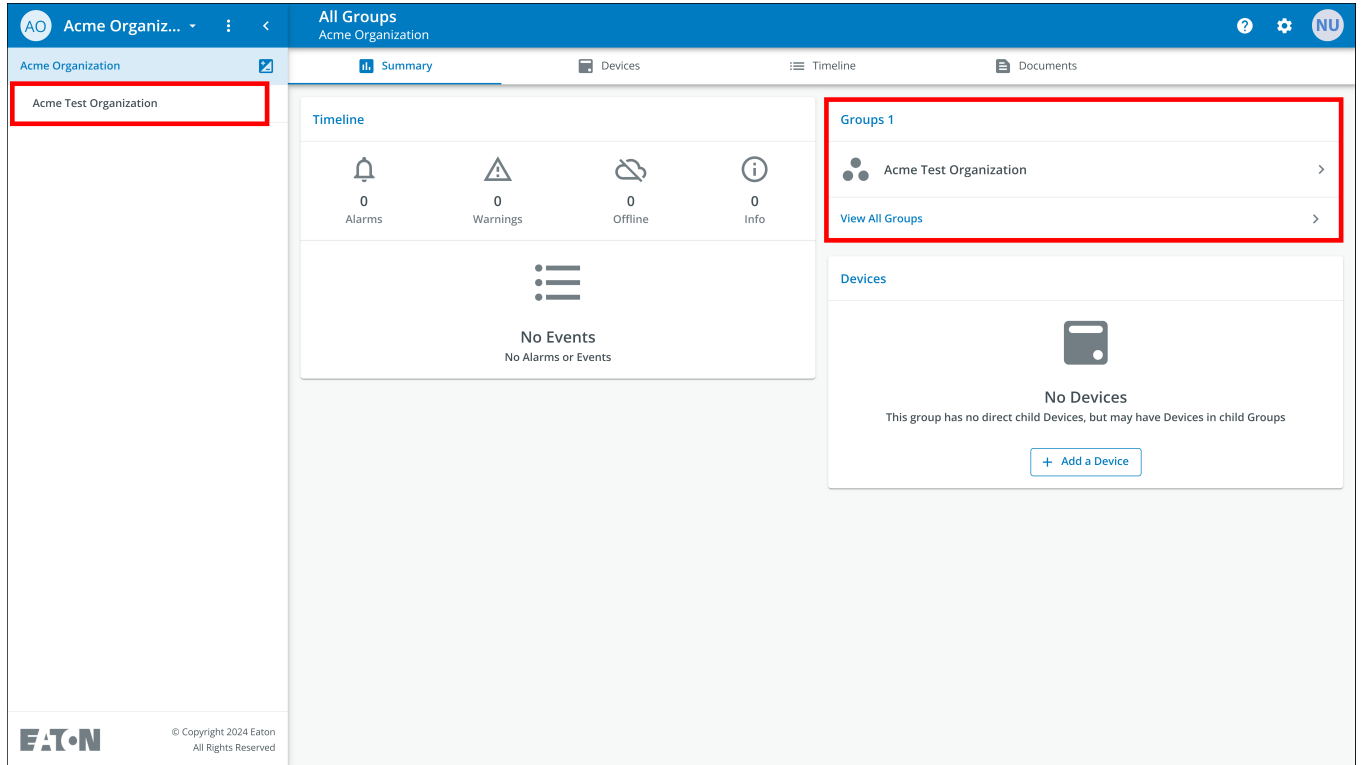
● ● ● ●

Add Group & Finish

Add Group

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

Figure 39. New Group



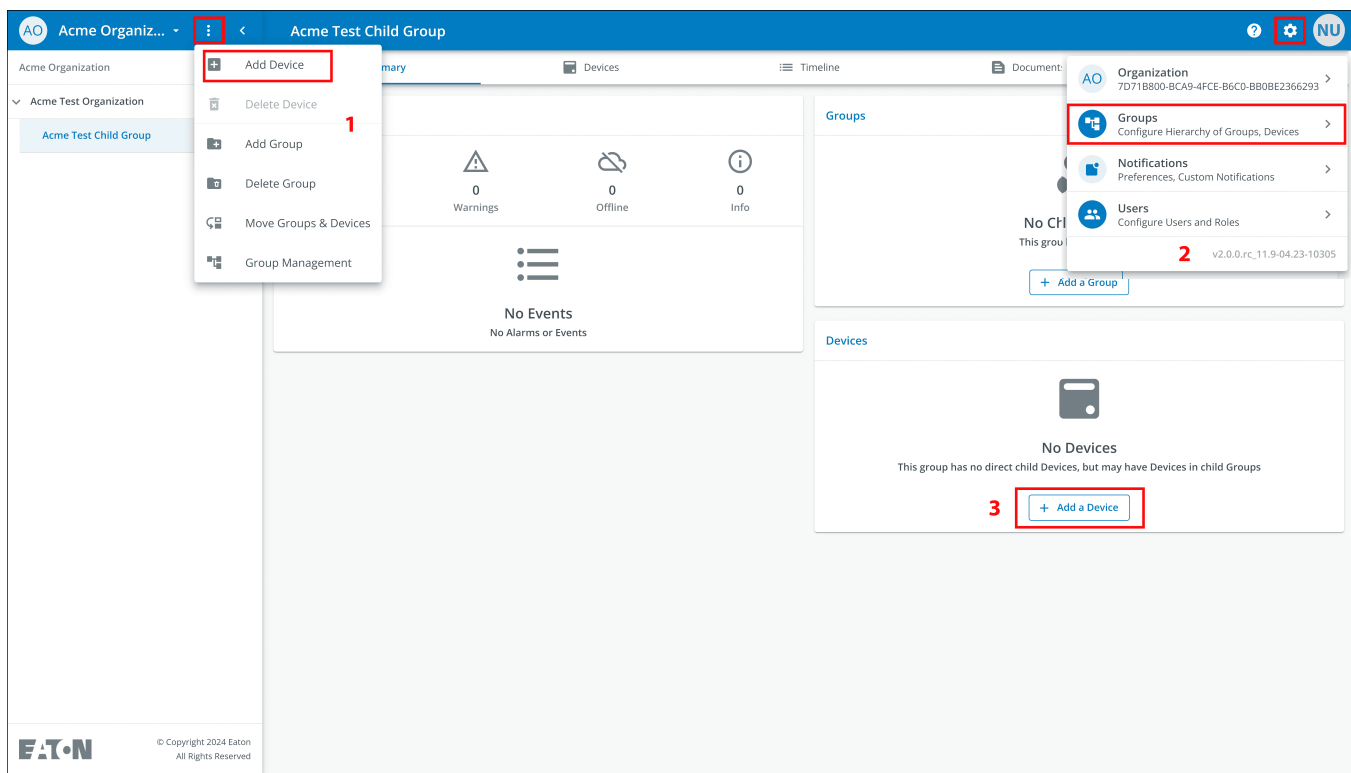
Chapter 5 Device Management

5.1 Adding a Device

Adding a Device Manually

1. Power the UPS 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 UPS.
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 (see [Figure 30](#)).

Figure 40. Add Device Options



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

Figure 41. Add 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

GUID* **GUID is located on the UPS QR code label**

Tags

Description
Server Rack 1 Room 1

Cancel

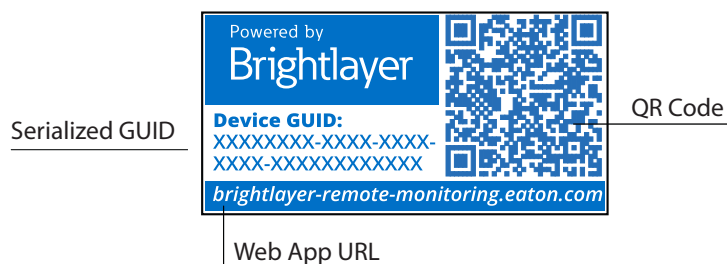
Save & Add New Device

Save Device



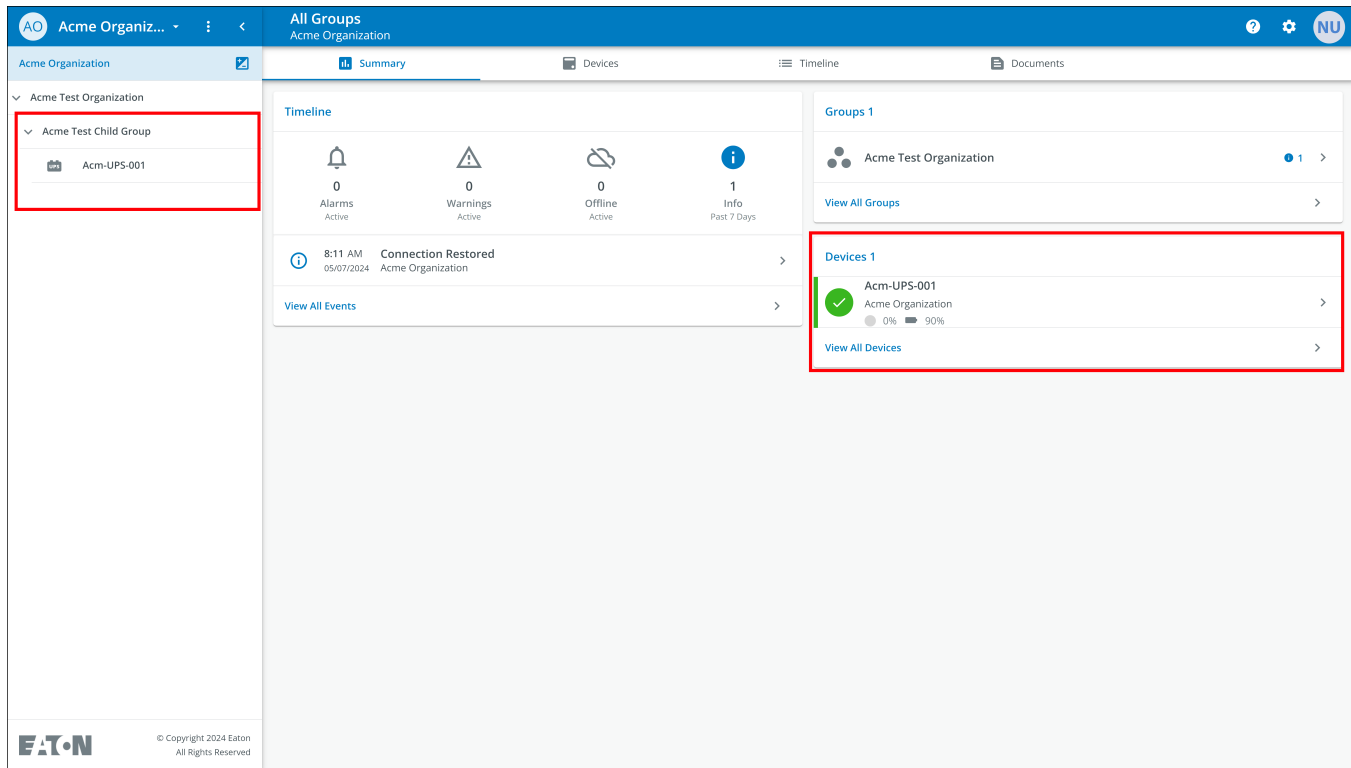
NOTE

The GUID can be found on the QR code sticker on the UPS cover.



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

Figure 42. Organization Summary Screen



5.1.1 Adding a Device with the Mobile Application

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

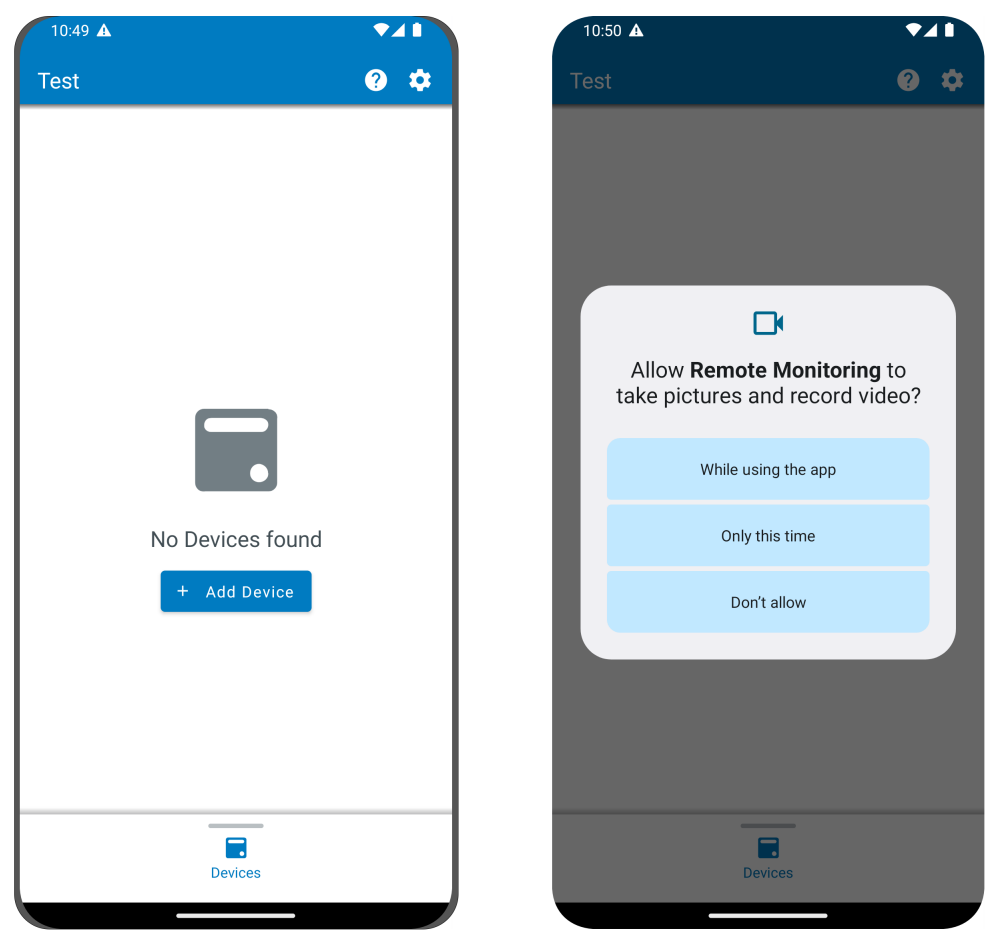


NOTE

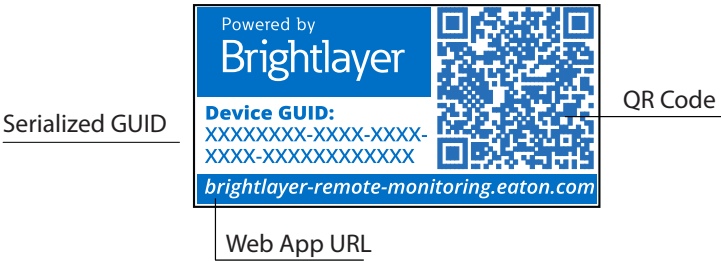
If the Remote Monitoring Application has been downloaded to the mobile device, the QR code will automatically redirect to the add device screen within the Application. If it was not previously downloaded, scanning the QR code will redirect the user to the app store to download it and set up a user account.

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

Figure 43. Adding a Device



7. Scan the QR code on the UPS cover.



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

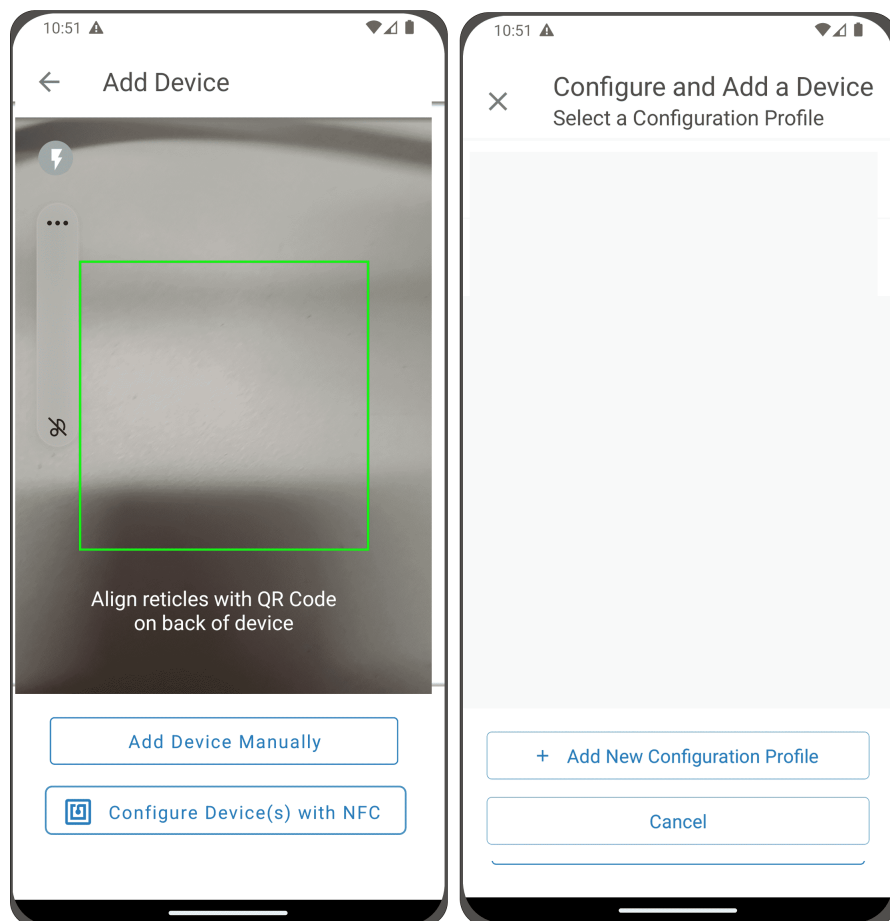
Figure 44. Device Information

The figure displays two side-by-side screenshots of the 'Add Device' screen in the Eaton Brightlayer Remote Monitoring Application. Both screens show the same top navigation bar with a close button and the title 'Add Device'. The left screenshot shows the 'Assign to Group' dropdown set to 'Acme Test Child Group', the 'UPS' dropdown, and the 'ACM-UPS-001' product ID. The right screenshot shows the 'Network Settings' dropdown set to 'Current Device Configuration', the 'Tags' field with '6 tags maximum' and '0 / 16', and the 'Description' field with '0 / 256'. Both screens have a 'Save Device' button, a 'Save & Add New Device' button, and a 'Cancel' button at the bottom.

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

5.1.2 Device Configuration via NFC

1. Power the UPS 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 UPS.
3. Scan the QR code label on the UPS with an NFC enabled smartphone or tablet device and create an account if needed.
4. Navigate to the Eaton Remote Monitoring Organizational Summary Screen.
5. Select the *Add Device* icon button

Figure 45. Add and Configure Device

6. Click on Configure Device(s) with NFC.
7. Click on + Add New Configuration Profile.
8. Enter in a Configuration Profile Name.
9. Select the IPv4 Method, DHCP (Automatic) or Static.

**NOTE**

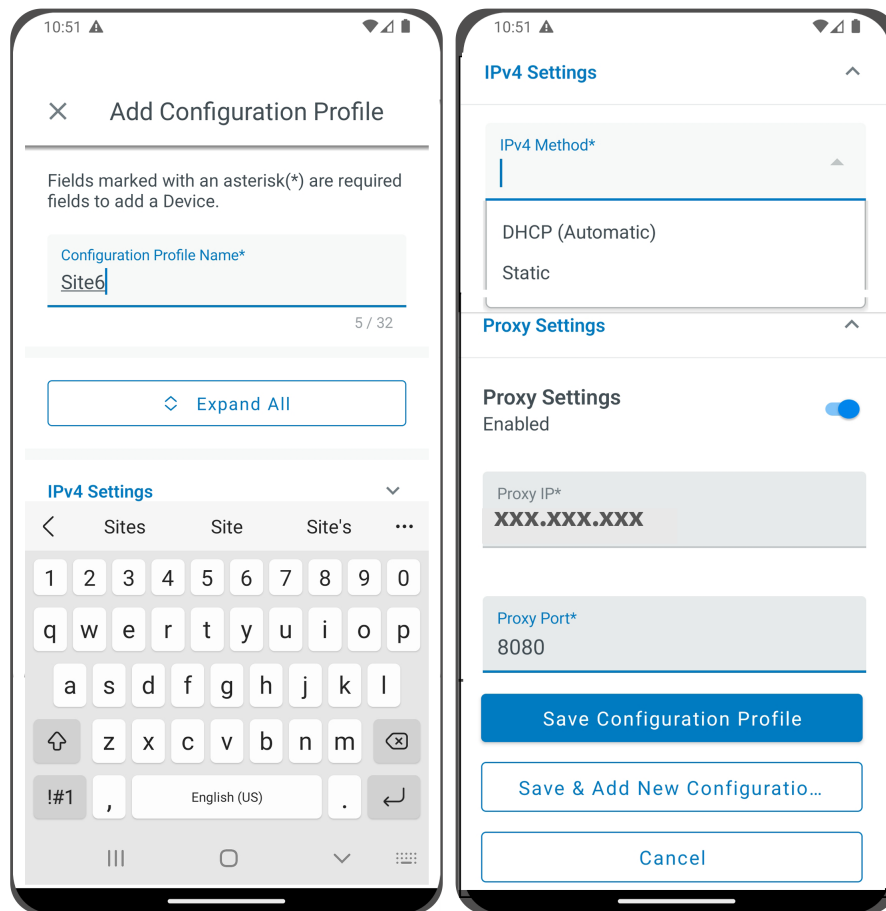
If the IPv4 method selected is Static then the subnet mask and default gateway address must be entered.

10. Set the Proxy IP address and the Proxy Port number.

**NOTE**

An additional proxy user name and password may be required.

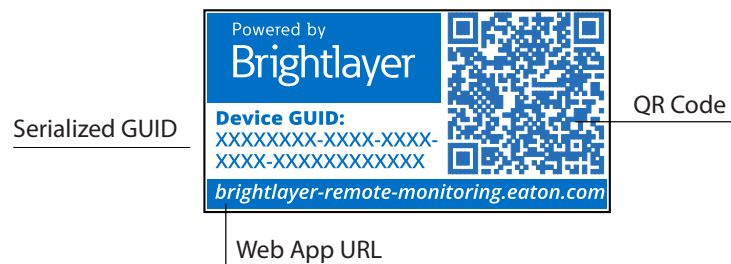
11. Click Save Configuration Profile. The Profile is now saved and ready to apply to the UPS.



12. Select a NFC profile.



13. Scan the QR code on label of the UPS to obtain the GUID.



14. Align the phone with the NFC label location on the UPS. A popup will appear if the configuration is updated. If there is a problem, an error popup will appear with the option to scan again.

**NOTE**

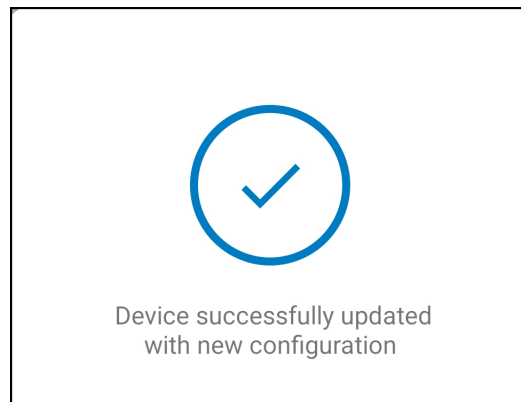
The NFC label location may vary depending on the UPS model.

Figure 46. UPS NFC Label Location Example



15. The device is now updated with the configuration.

Figure 47. Application Update Success



Chapter 6 Alerts and Notifications

6.1 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

Figure 48. Preferences Notifications Screen

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)

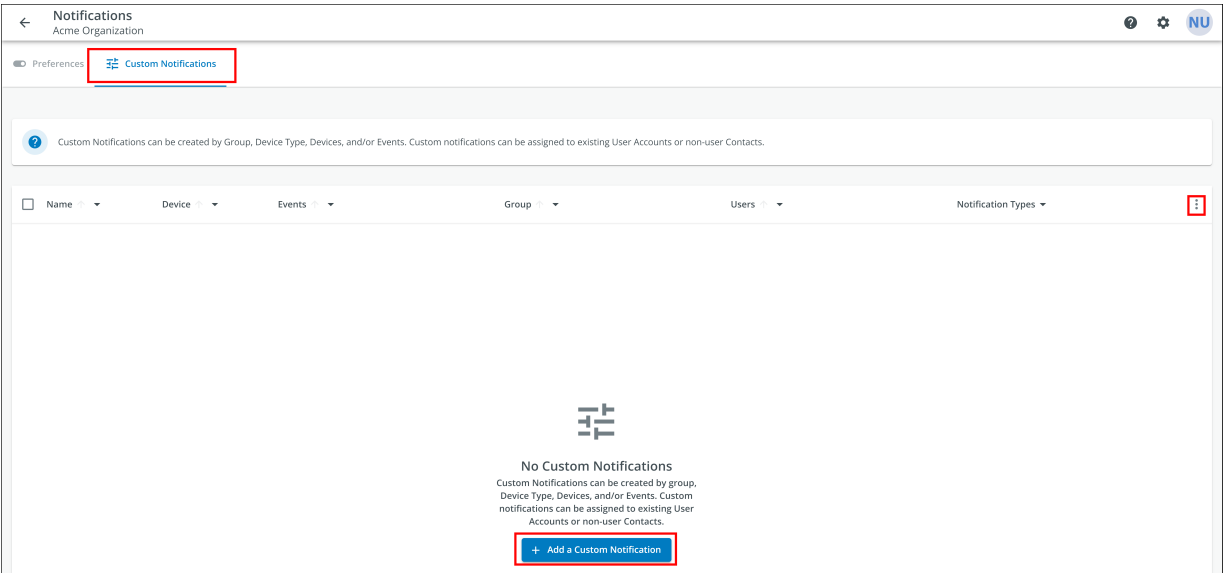
Enabled

Account and Organization
Your Account, Organization Changes, Role Changes

6.2 Setting Custom Notifications

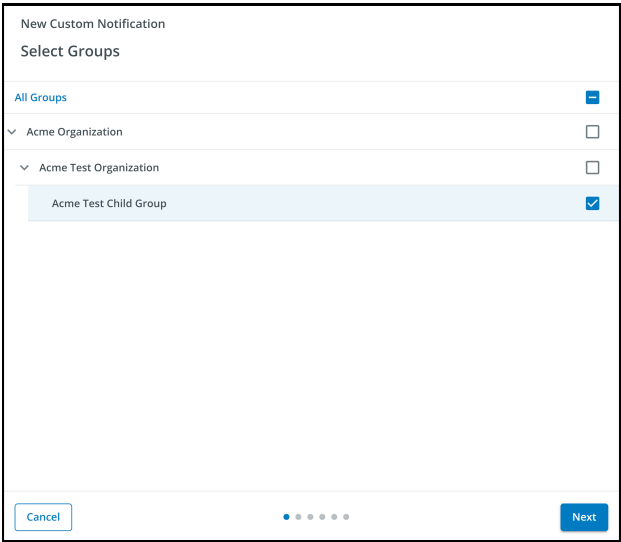
- 1. Click on Custom Notifications in the top left corner of the page.
- 2. Click on the Add Custom Notification button at the bottom of the page or the three dots on the right hand side of the page to add a Custom Notification.

Figure 49. Add Custom Notification



- 3. Select the Group or Organization.


Figure 50. Select Groups



4. Select the Device Type.

Figure 51. Device Type

The screenshot shows a dialog box titled "New Custom Notification" with the subtitle "Select Device Types". It contains a list of device types with checkboxes. The first item is "All Device Types" with a checked checkbox. The second item is "UPS" with a checked checkbox. At the bottom, there are "Back" and "Next" buttons, and a progress indicator showing the current step is selected.


New Custom Notification	
Select Device Types	
All Device Types	<input checked="" type="checkbox"/>
 UPS	<input checked="" type="checkbox"/>

Back ● ● ● ● ● Next

5. Choose the Device.

Figure 52. Select the Device

The screenshot shows a dialog box titled "New Custom Notification" with the subtitle "Select Devices". It contains a list of devices with checkboxes. The first item is "All Devices" with a checked checkbox. The second item is "Acm-UPS-001" with a checked checkbox. Below the device name is the text "Acm Test Child Group < Acme Test Organization < Acme Organization". At the bottom, there are "Back" and "Next" buttons, and a progress indicator showing the current step is selected.

New Custom Notification	
Select Devices	
All Devices	<input checked="" type="checkbox"/>
 Acm-UPS-001 Acm Test Child Group < Acme Test Organization < Acme Organization	<input checked="" type="checkbox"/>

Back ● ● ● ● ● Next

6. Select the specific event types for the notification.


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

Figure 53. Select Event Types

New Custom Notification

Select Events

Advanced

Delay
30s

All Events

Input Wiring Fault
UPS

☒ Input Wiring Fault

☐ Input Wiring Ok

Over Temperature
UPS

☒ Over Temperature

☐ Device Temperature Ok

Input Power Not Ok
UPS

☐ Input Power Not Ok

☐ Input Power Ok

Poor Battery Health
UPS

☐ Poor Battery Health

☐ Battery Health Ok

Overload
UPS

☐ Overload

☐ Load Ok

Internal Fault
UPS

☐ Internal Fault

☐ Internal Fault Cleared

Offline

☐ Offline

☐ Connection Restored

Back

Next

7. Select the User that will receive the notifications.

Figure 54. Add Users

New Custom Notification

Select Users

All Users With Access

NU

New User
Organization Admin

You

☒

Back

Next

Setting Custom Notifications

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

Figure 55. Set Name of Notification

New Custom Notification

Select Notification Types

Input Wiring Fault, Over Temperature events for Acme-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.

Figure 56. Custom Notification Success

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	
Test Notification	Acme-UPS-001	Input Wiring Fault and 1 Others	Acme Test Child Group	New User	Email Text	

Items per page 10 1-1 of 1



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