Eaton Brightlayer Remote Monitoring Application Note

BC-RNC series UPS

Remote Monitoring

EATON

EATON

Powering Business Worldwide

p/n: 934BC9
Revision A

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	• 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 .

Table of Contents

1 Introduction 1
1.1 Welcome to the Eaton Remote Monitoring Application 1
1.2 User Enrollment and Activation 1

2 Screens and Navigation 11
2.1 User Interface 11
2.2 Login Screen 11
2.3 Organizational Summary Screen 12
2.3.1 Organizational Hierarchy Menu 13
2.3.2 Tabs Menu 14
2.3.3 Help Menu 14
2.3.4 Settings Menu 15
2.3.5 User Menu 16
2.3.6 Timeline Tab 20
2.3.7 Groups Widget 23
2.3.8 Device Widget 23

3 User Management 27
3.1 Managing Users 27

4 Group Management 29
4.1 Creating a Group Within An Organization 29

5 Device Management 33
5.1 Adding a Device 33
5.1.1 Adding a Device with the Mobile Application 35
5.1.2 Device Configuration via NFC 37

6 Alerts and Notifications 41
6.1 Setting Alerts and Notifications 41
6.2 Setting Custom Notifications 42

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

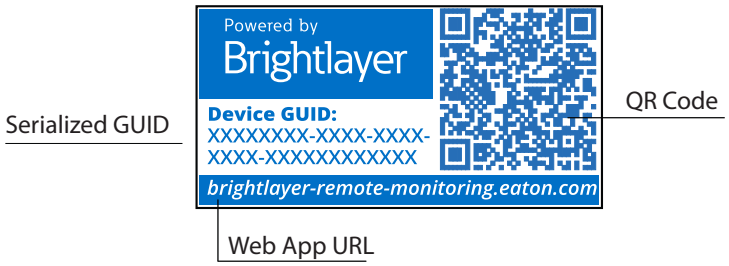
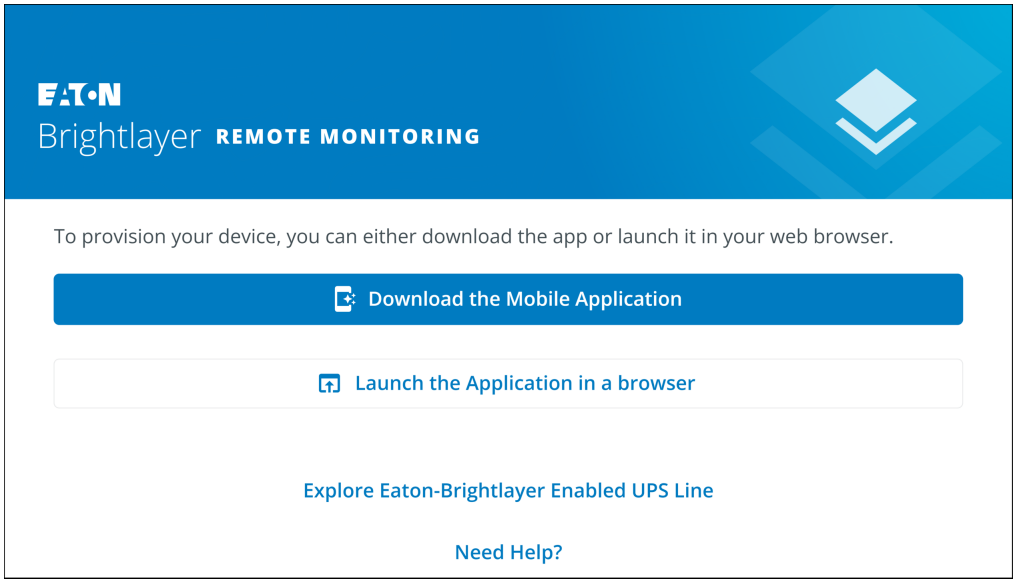


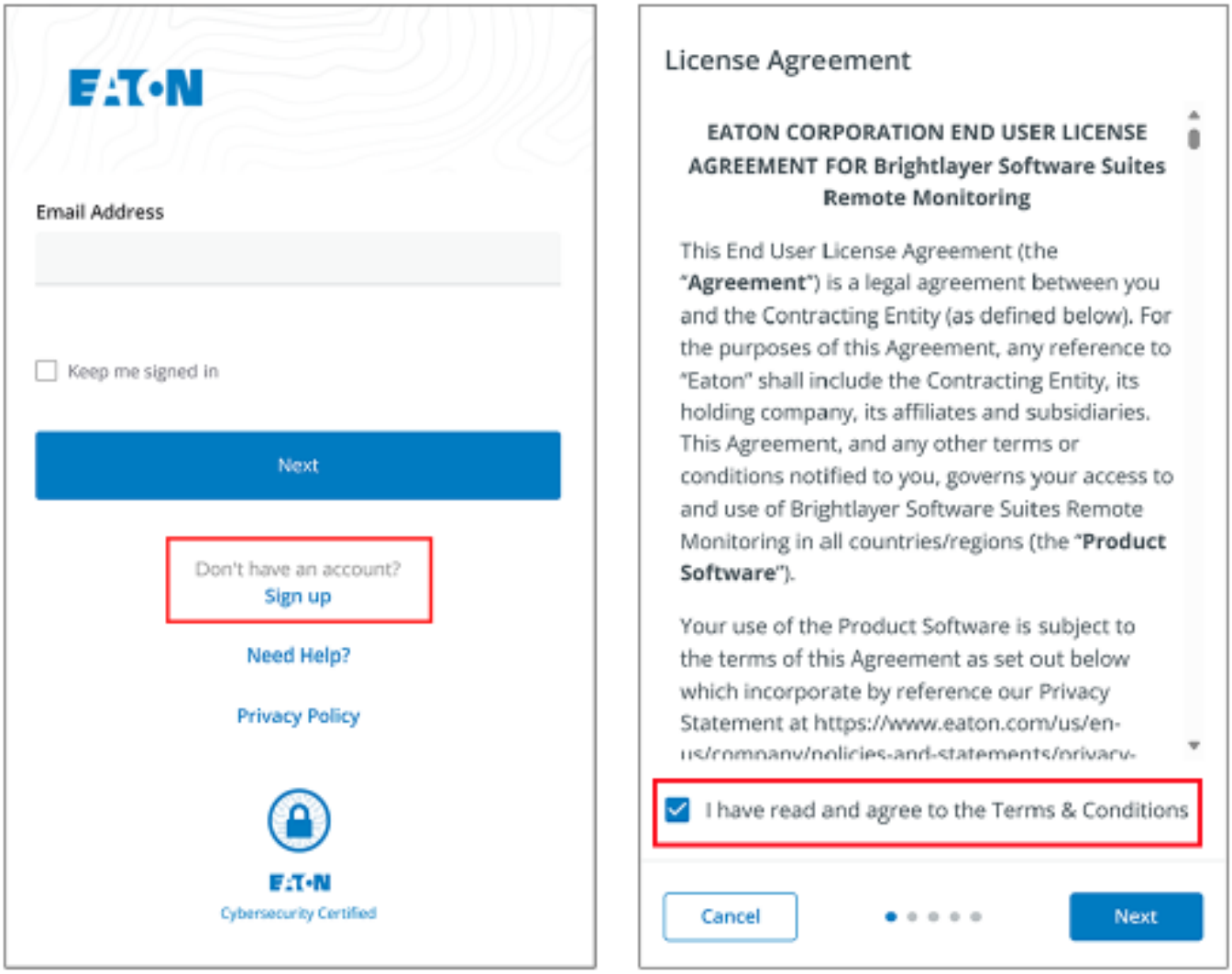
Figure 2. Web Application Page



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

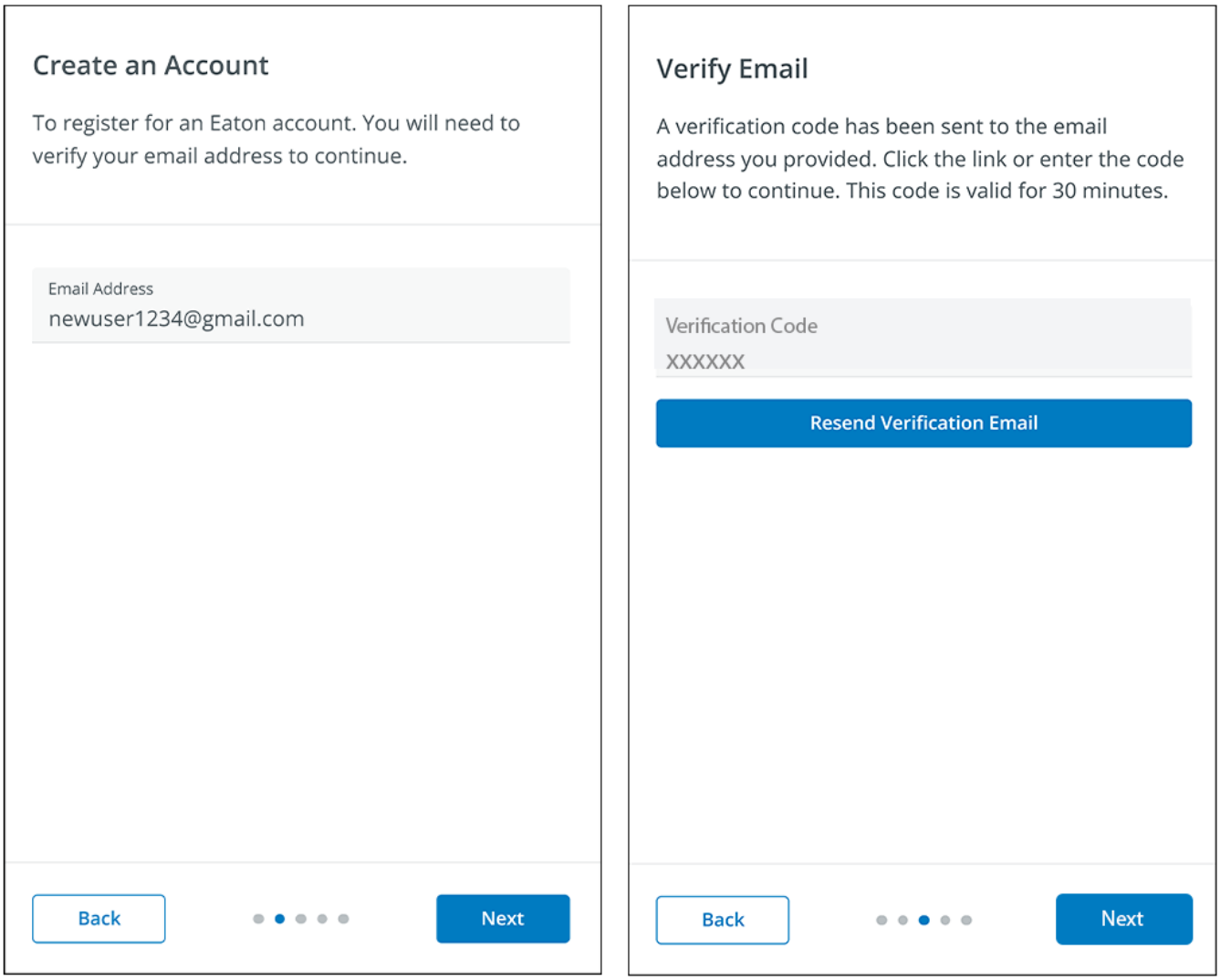
2. Click the *Sign-Up* link on the login screen.
3. Please read and check the box agreeing to the EATON CORPORATION END USER LICENSE AGREEMENT FOR Brightlayer Software Suites Remote Monitoring. Then click *Next*.

Figure 3. Sign In Screen and End User License Agreement



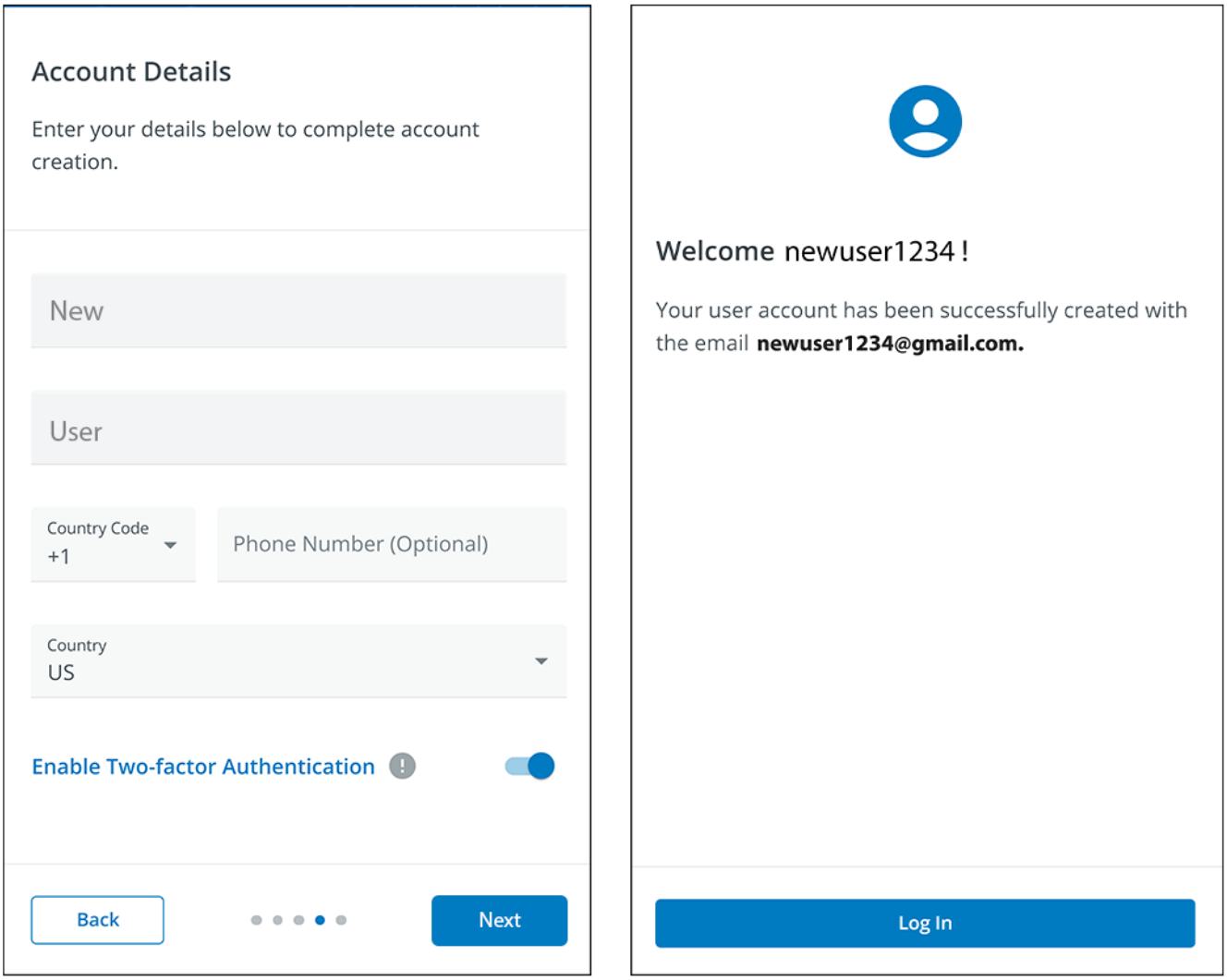
4. Enter a valid email address to verify your account. A verification code will then be sent to your email account. Click Next. Click *Next*.
5. Enter the verification code and click *Next*.

Figure 4. Create an Account and Verify Code



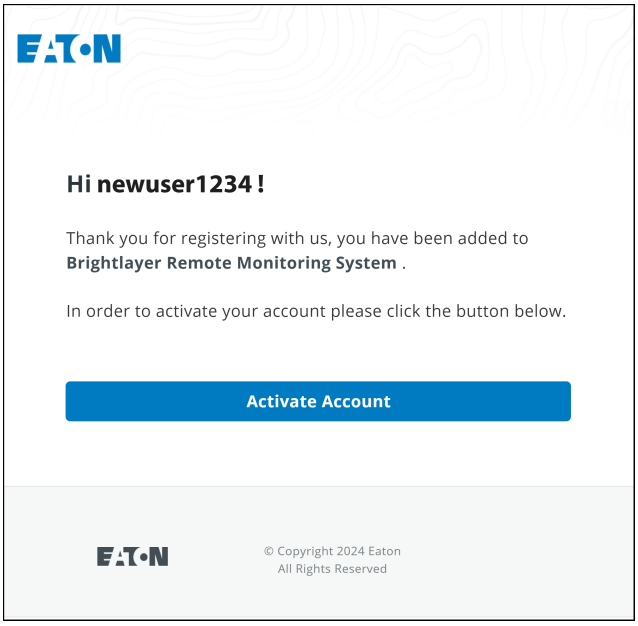
6. Enter the account information to complete the account creation. Eaton recommends that the Two-factor Authentication option remain enabled to prevent unauthorized access to the account. When finished, click *Next*.
7. The new user account has now been created. Press the log-in button, and an email notification will be sent to activate the account.

Figure 5. Account Details



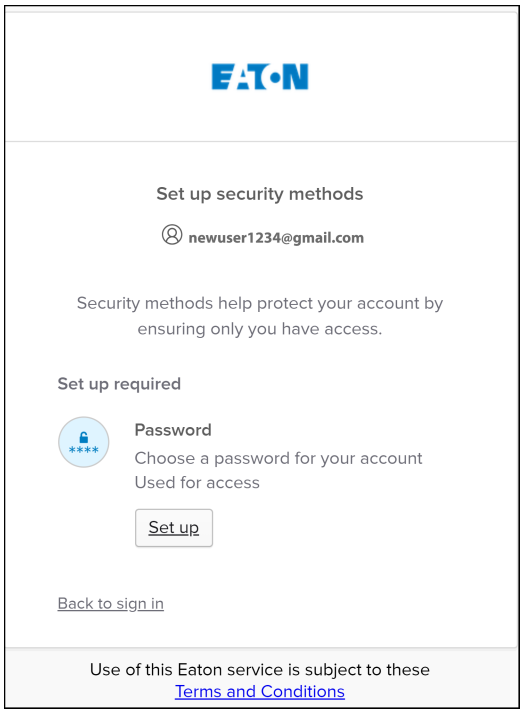
8. Click the *Activate Account* button provided in the email notification.

Figure 6. Email Activation Notification



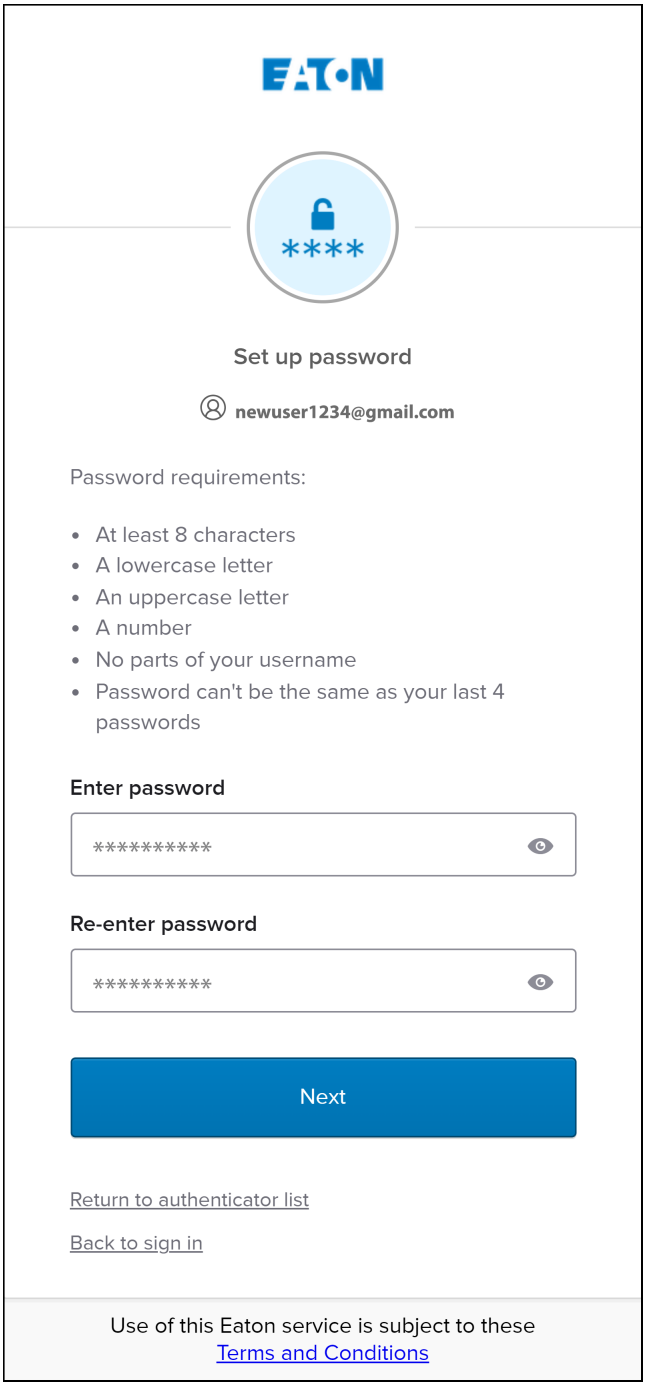
9. Click on *Set up* to set up an account password.

Figure 7. Set Up Password Screen



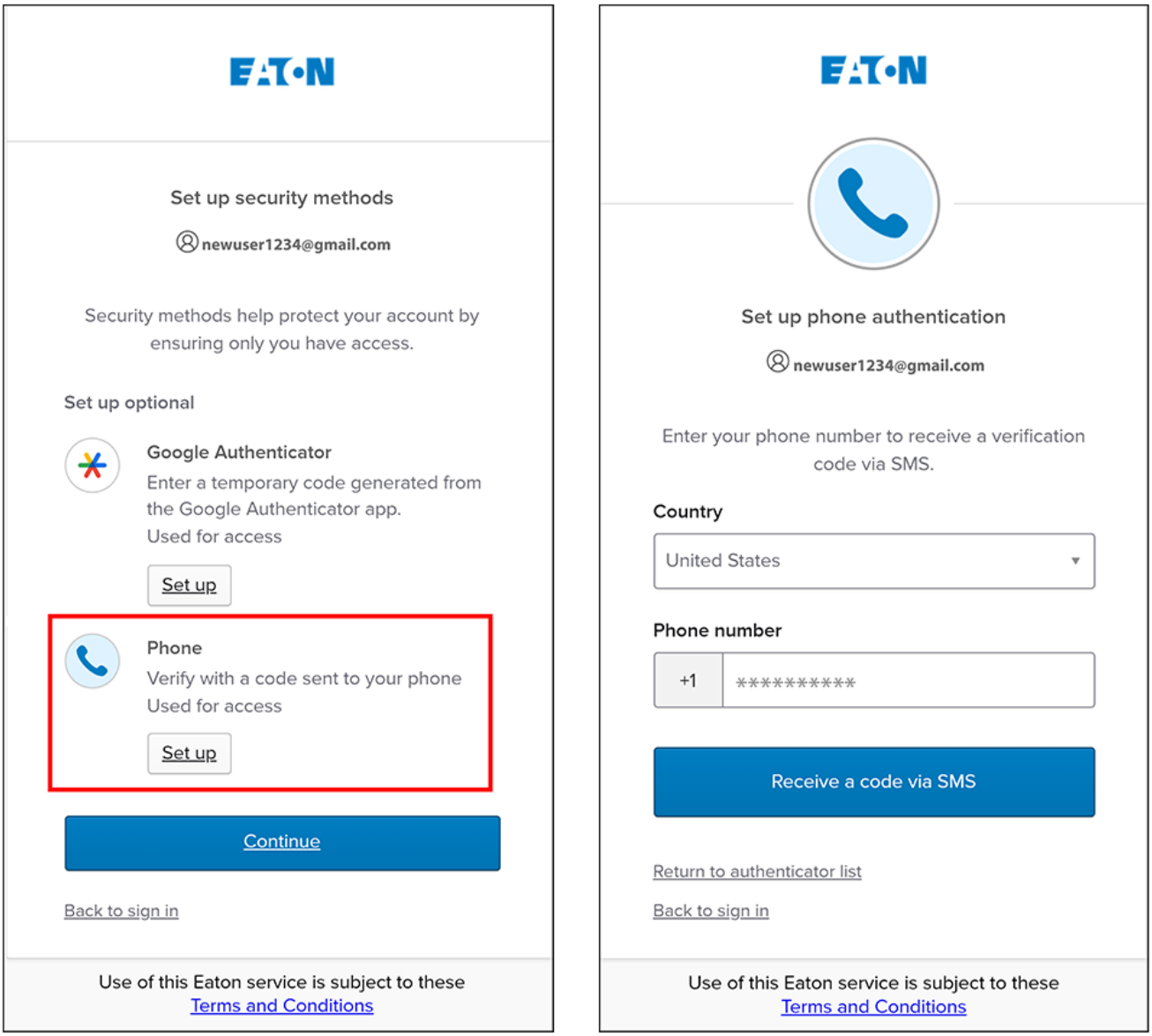
10. Create a password that meets the requirements to log into the application. When finished, click *Next*.

Figure 8. Set Up Password



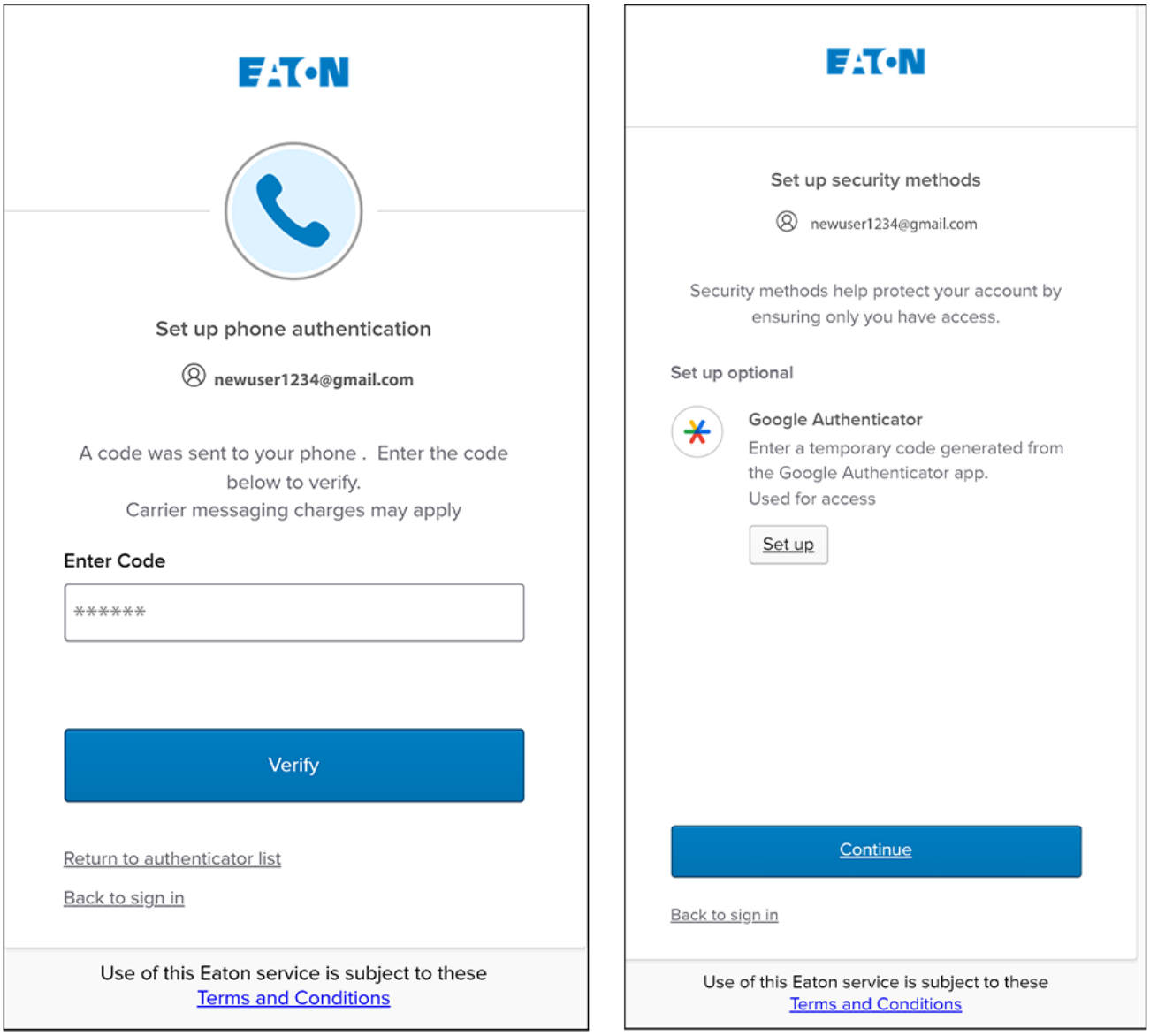
11. Set up the authentication method that is available to access the account. Click *Setup*.
12. Enter a phone number and click *Receive a Code via SMS*.

Figure 9. Security Authentication Setup



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

Figure 10. Continue Setup

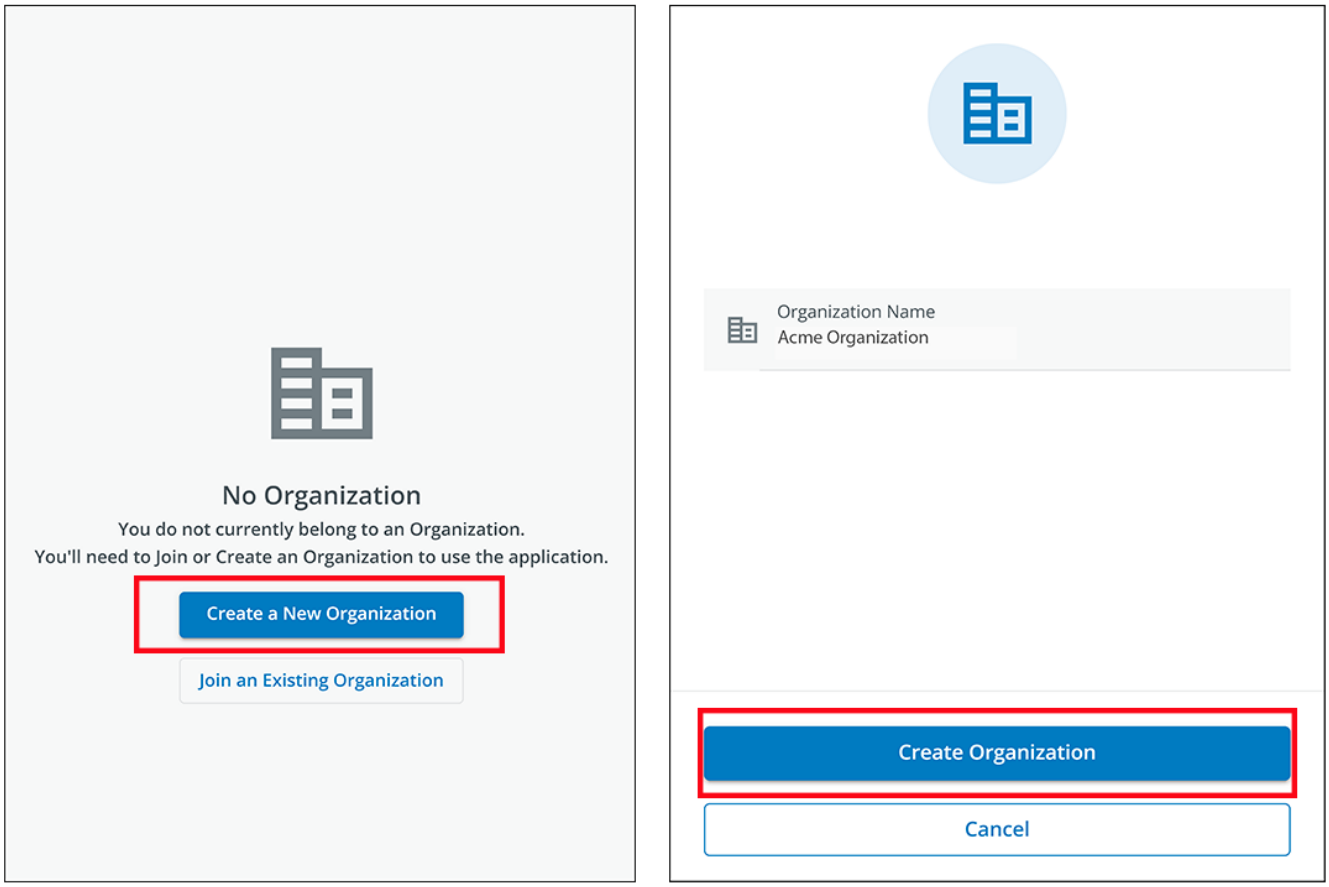


15. Click *Create a New Organization* .

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



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

Figure 12. Organization Created Successfully

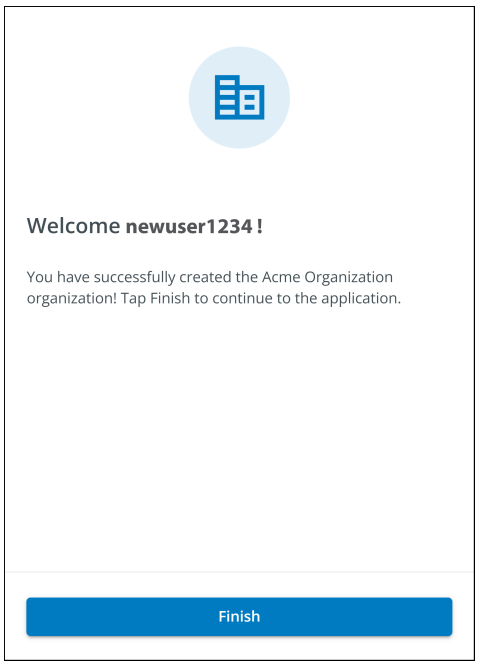
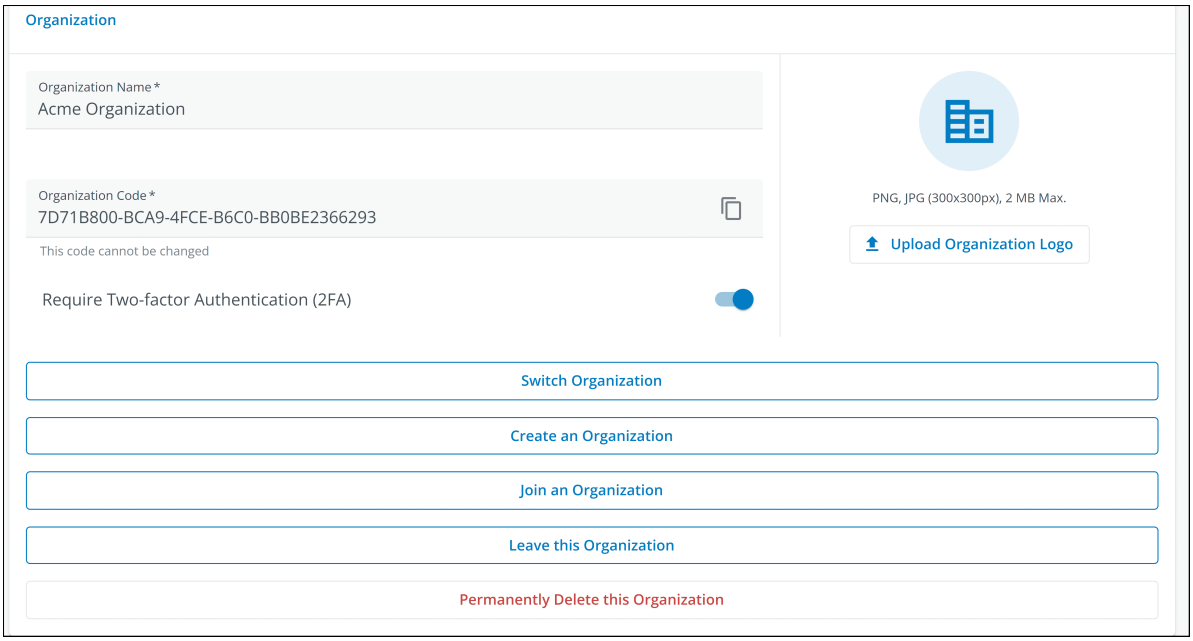


Figure 13. Organization Management Screen



Chapter 2 Screens and Navigation

2.1 User Interface

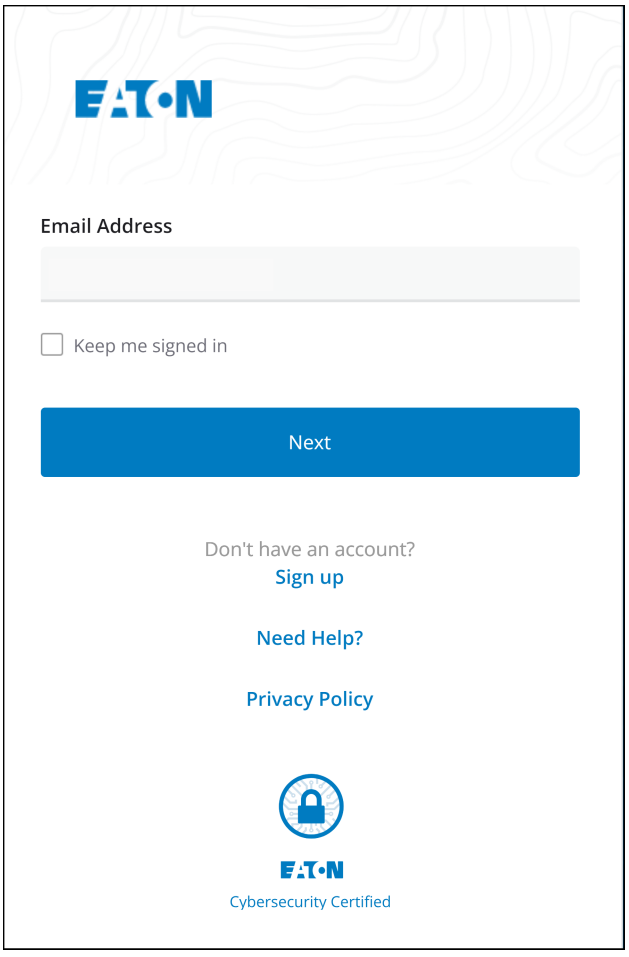
The Eaton Remote Monitoring Application includes a simple summary and detailed views of the connected devices. You can view it with a computer browser, such as Google Chrome™, or any mobile device.

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



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

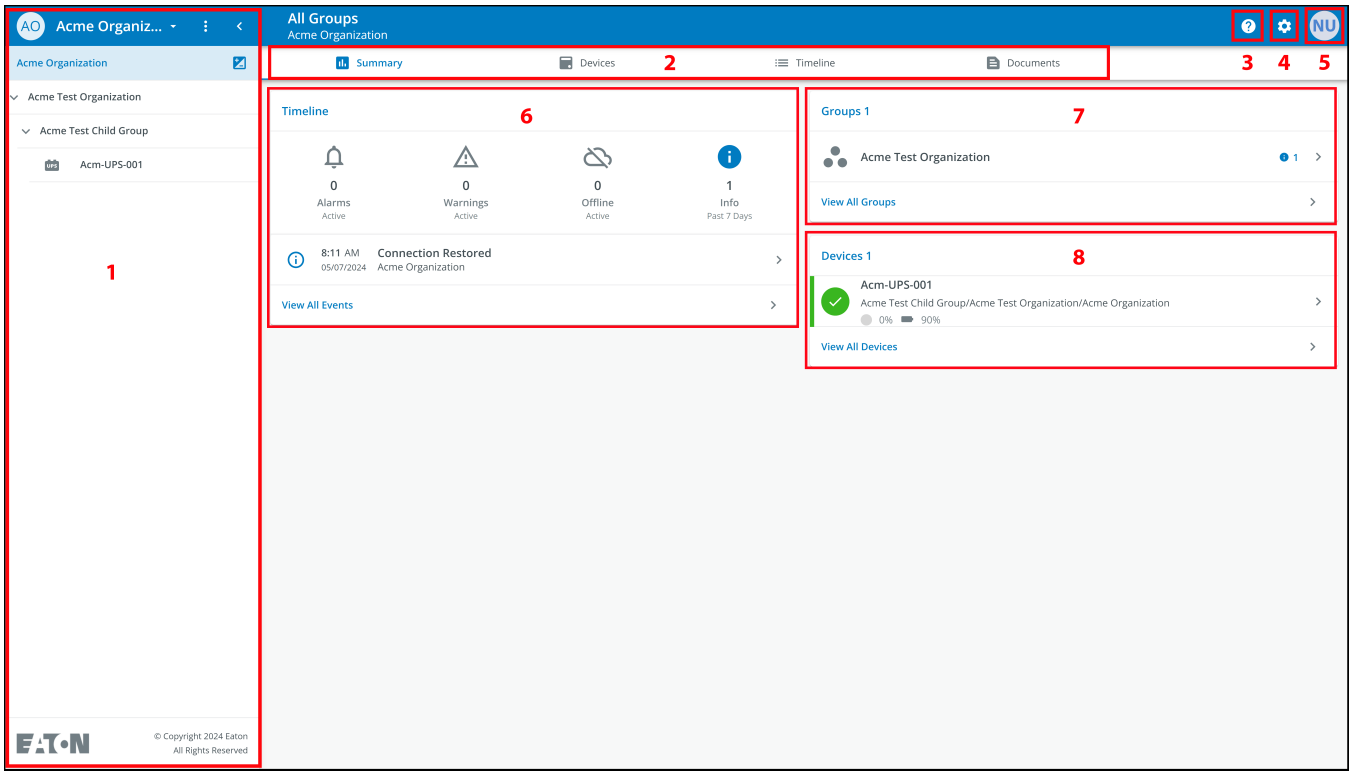


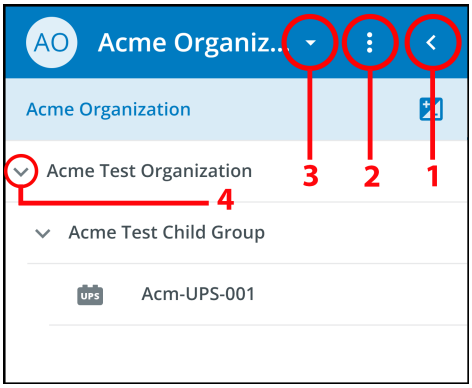
Table 1. Organizational Summary Screen Sections

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

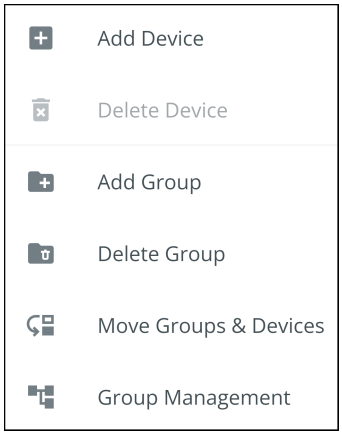
The Organizational Hierarchy Menu manages organizational hierarchy and Devices and allows users to switch between Organizations and Groups.

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

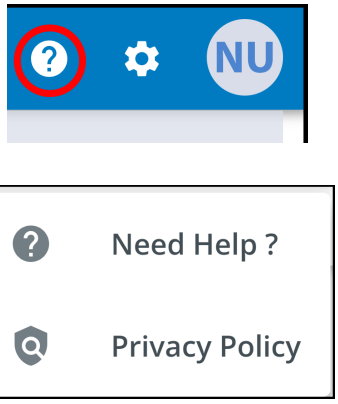
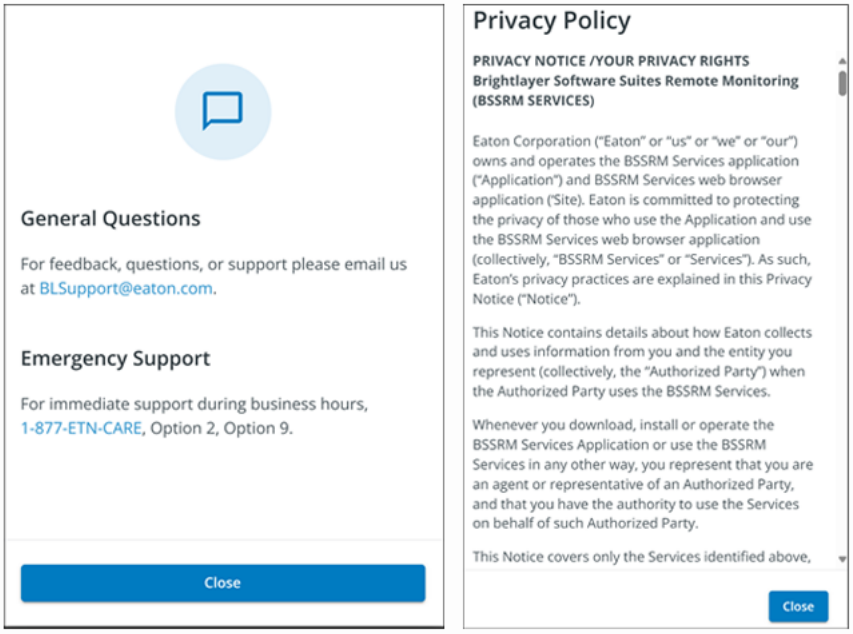


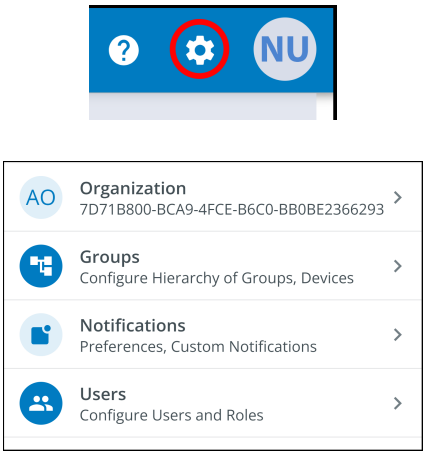
Figure 20. Help Menu Information



2.3.4 Settings Menu

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

Figure 21. Settings Menu

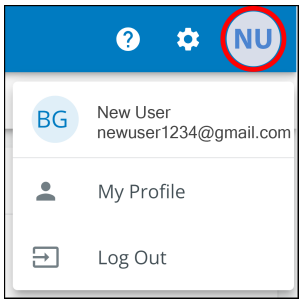


- **Organizational Management Settings-** displays all of the settings available to manage an Organization (see Figure 13).
- **Group Management-** add, edit, move, or delete Groups within an Organization (see).
- **Notification Settings-** set and configure alarm, warning, and event notifications via 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.

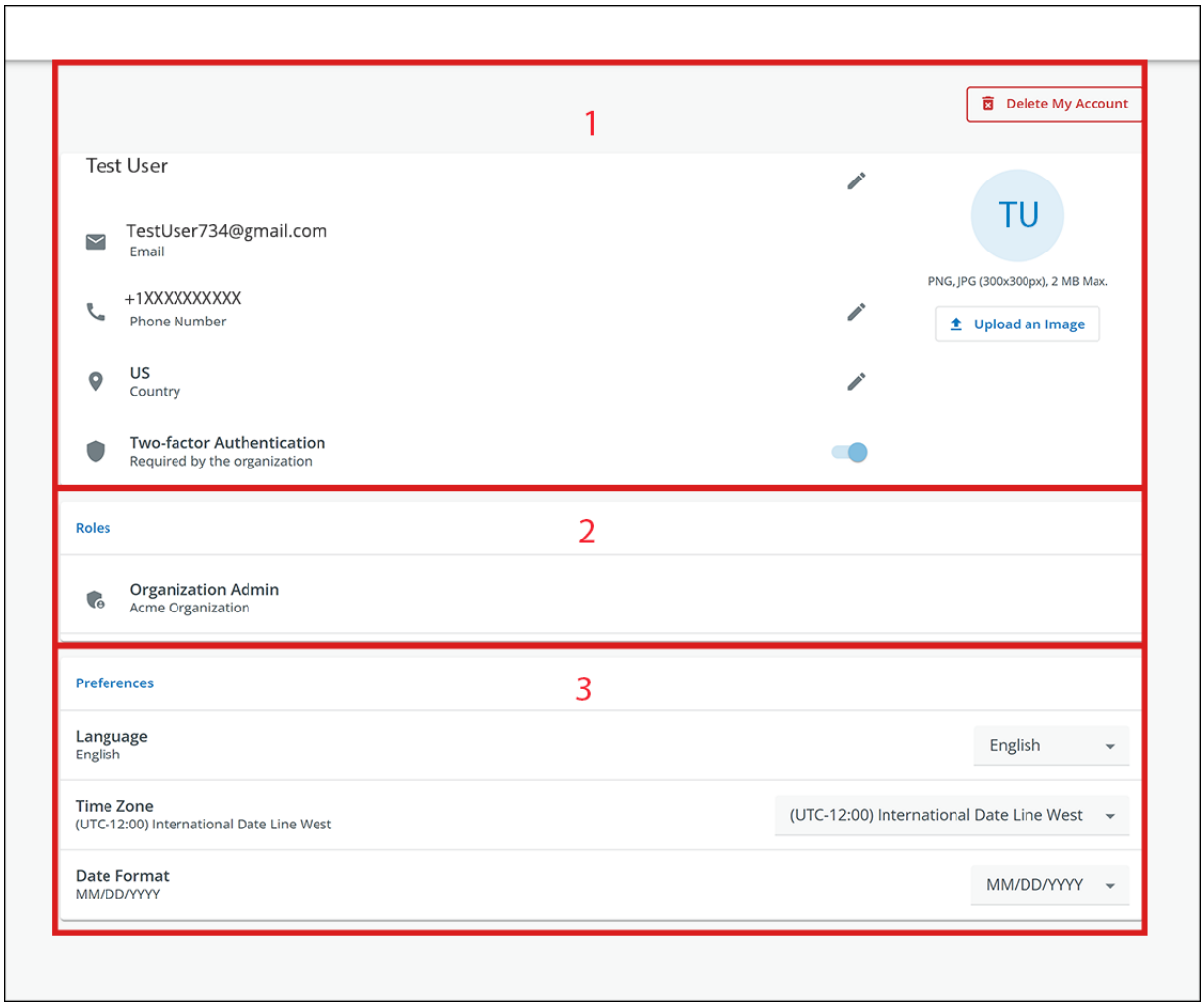
Figure 22. User Menu



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

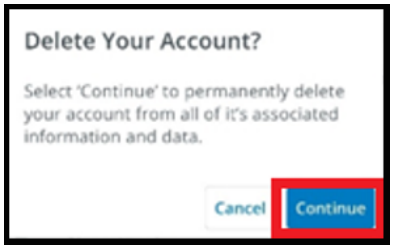
- General profile information, such as email, phone number, country, an option to enable multi-factor authentication, delete your account, and a location to upload an image.
- The role that the User holds within the Organization.
- Displays customizable language, time zone, and date format preferences.

Figure 23. User Profile Screen

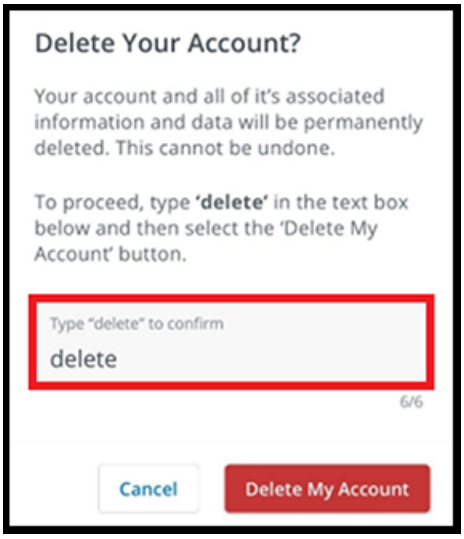


Account Deletion if assigned a role of Viewer or Manager

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



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

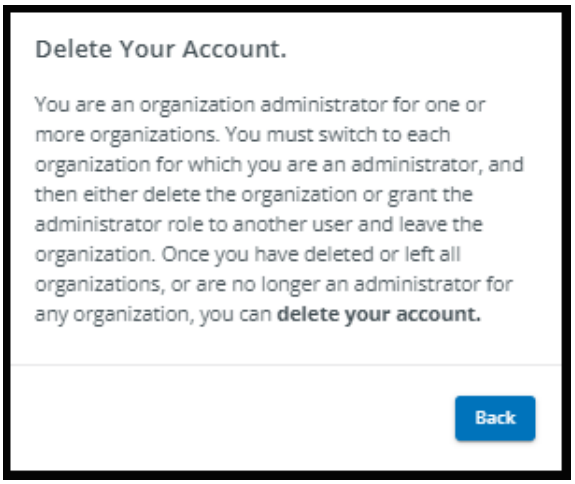


4. The account is now deleted and the User will be logged out.

To delete an account if assigned a role of Administrator:

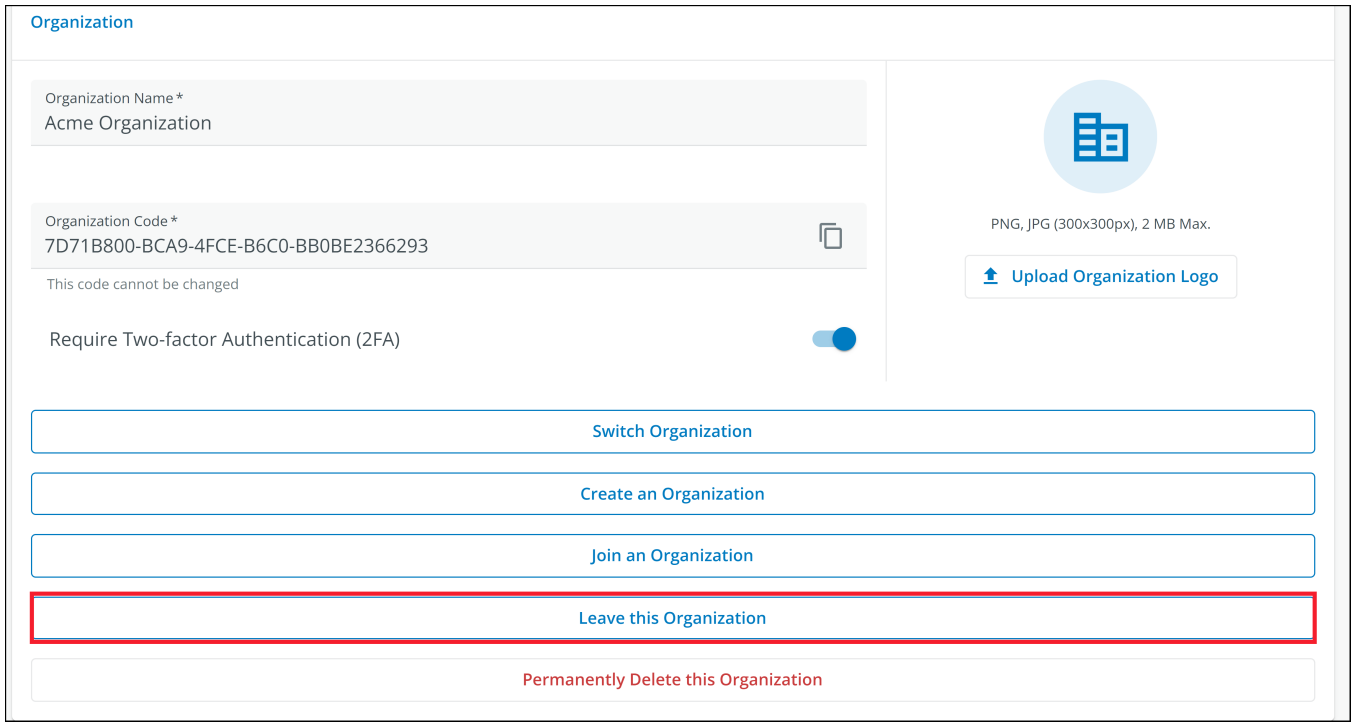
NOTE To delete an account, the User must not be an organizational administrator for any organization. Switch to each organization and then delete it, or grant the administrator role to another user and then leave the organization. Once the User has left or deleted all Organizations, the account can be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

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

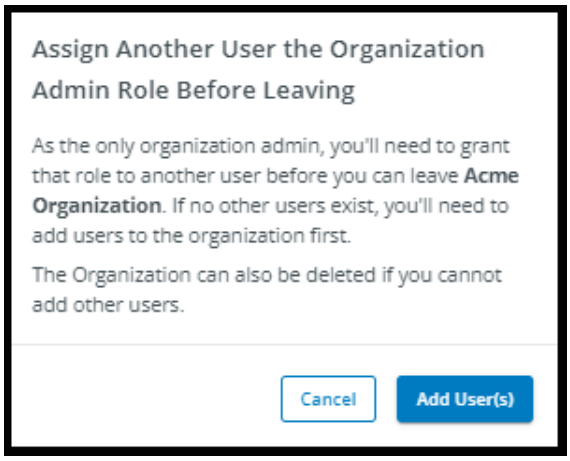


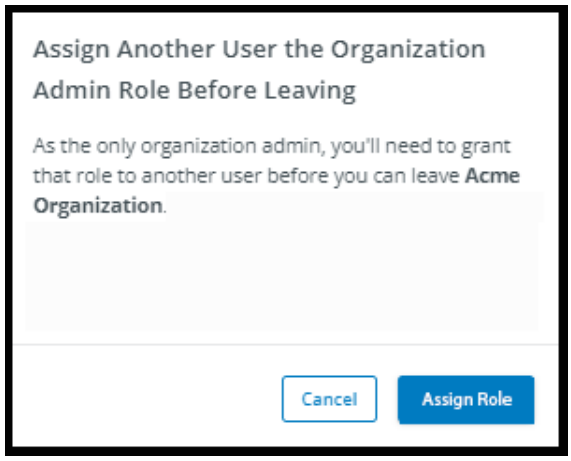
2. Press the gear icon in the upper right hand corner of the screen and then select the Organization.

3. Click on *Leave this Organization* .

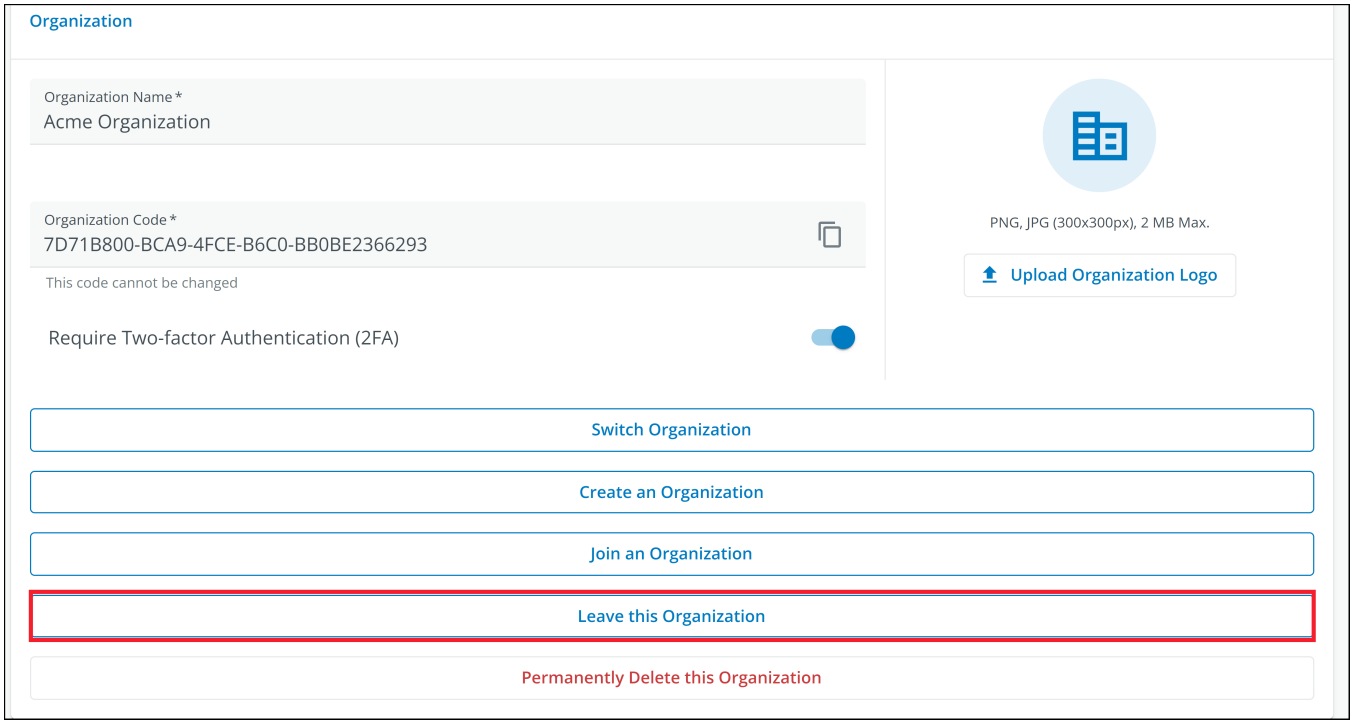


4. Add or assign the Users to grant the administrative permissions to.

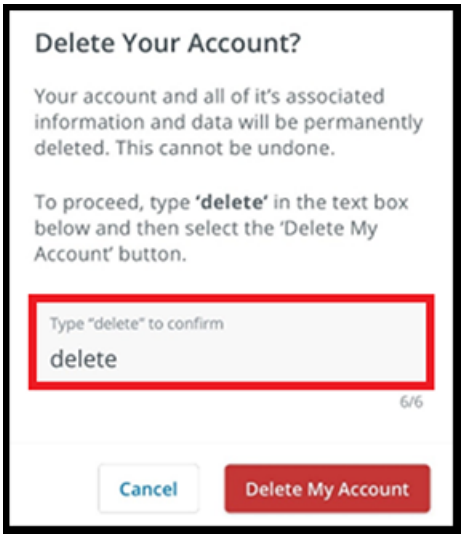




5. Once the new user has been granted the role of Administrator click on leave Organization and the user will be removed from the Organization.



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.



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

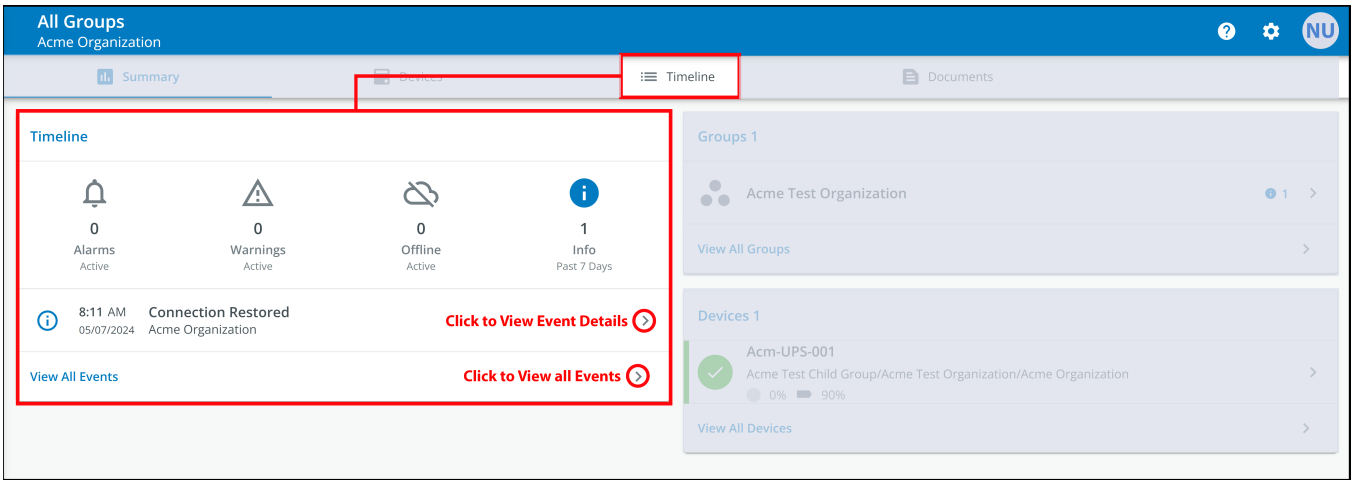


Figure 25. Event Details

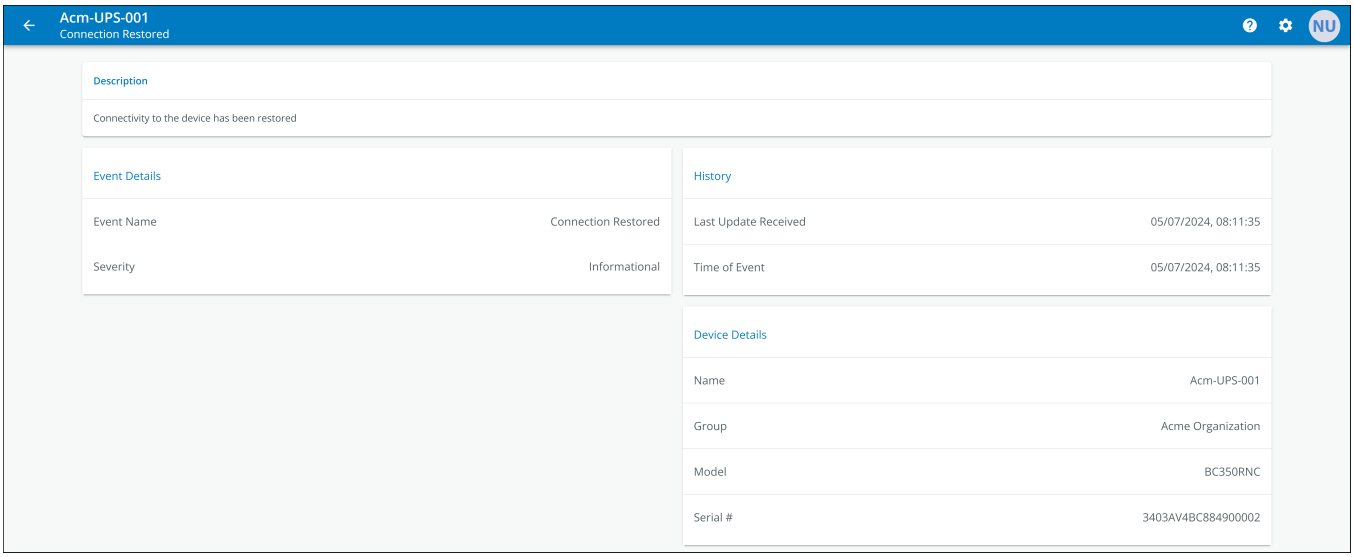
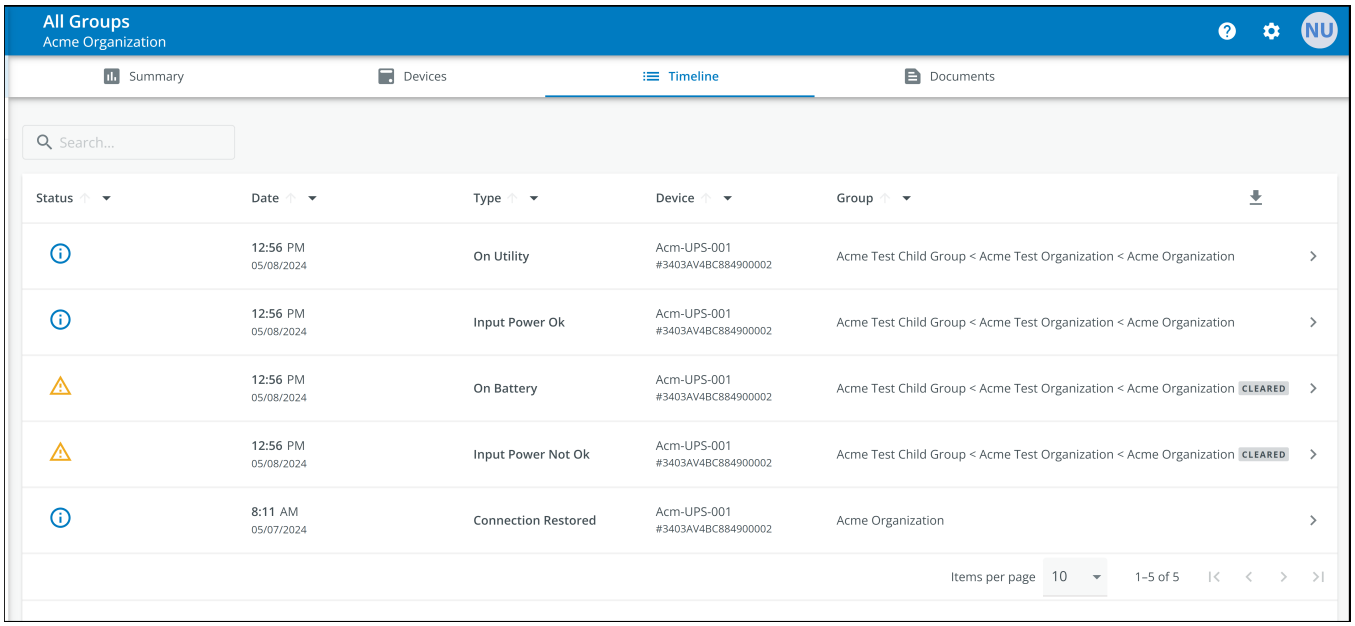


Figure 26. Timeline Screen



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

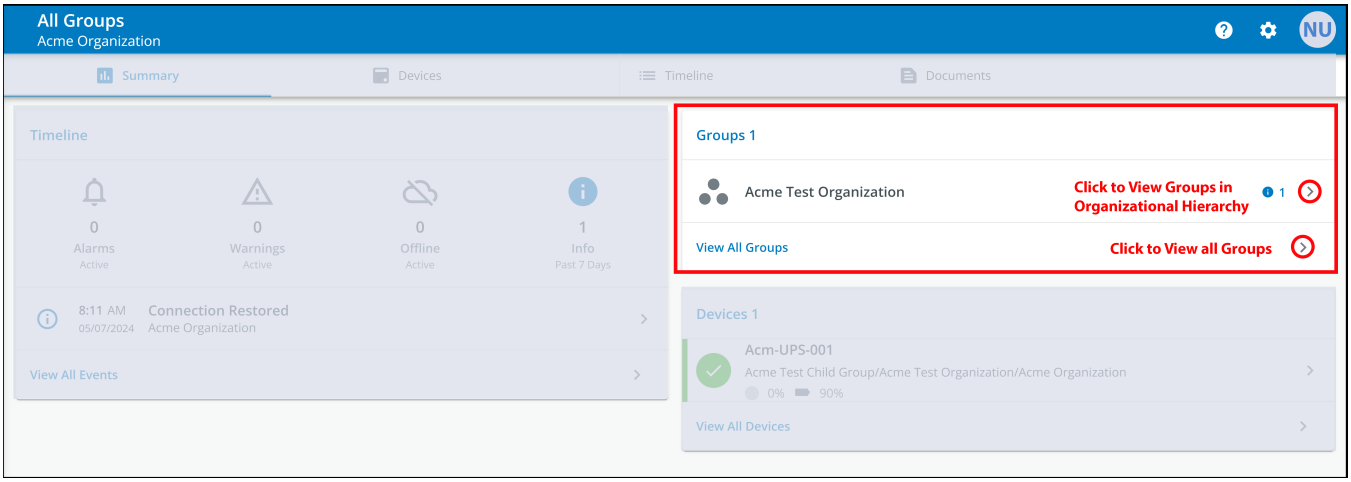
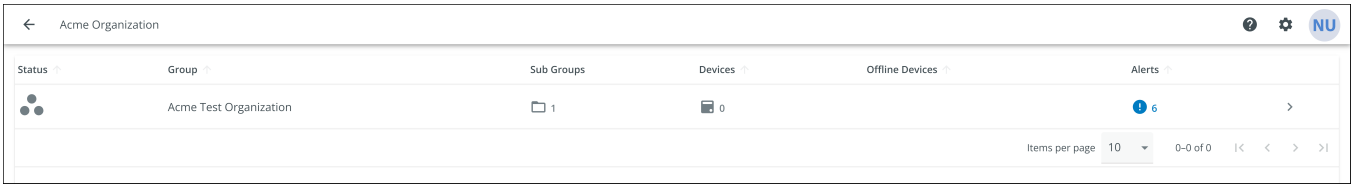


Figure 28. View All Groups



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

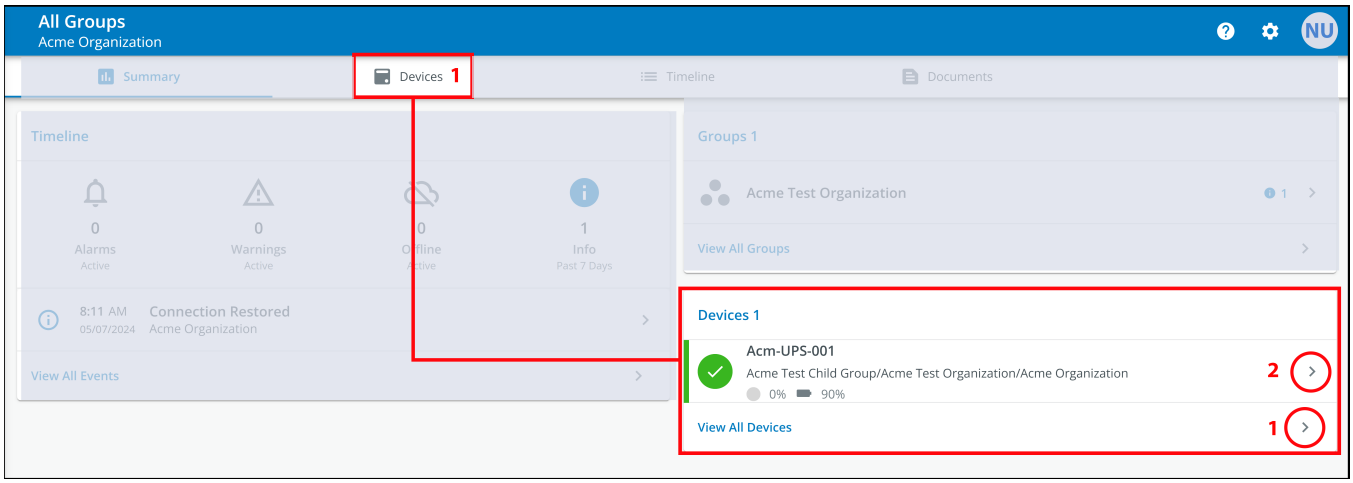
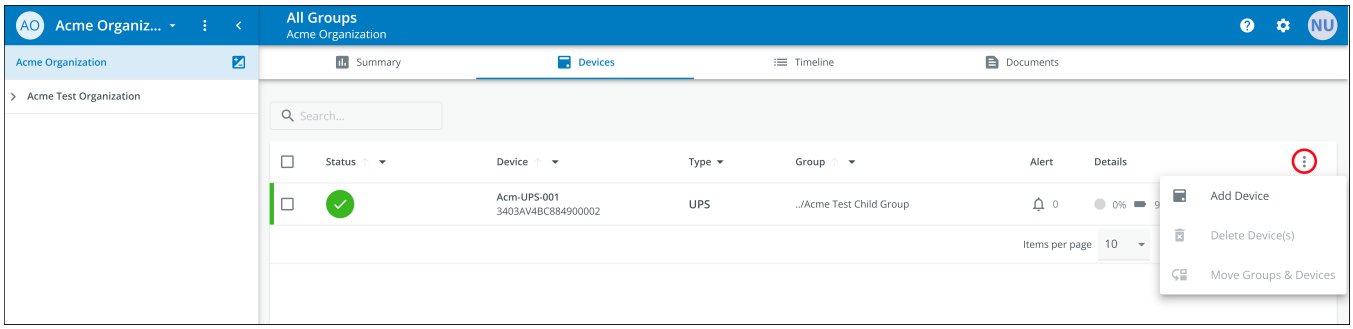


Figure 30. Device Management



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

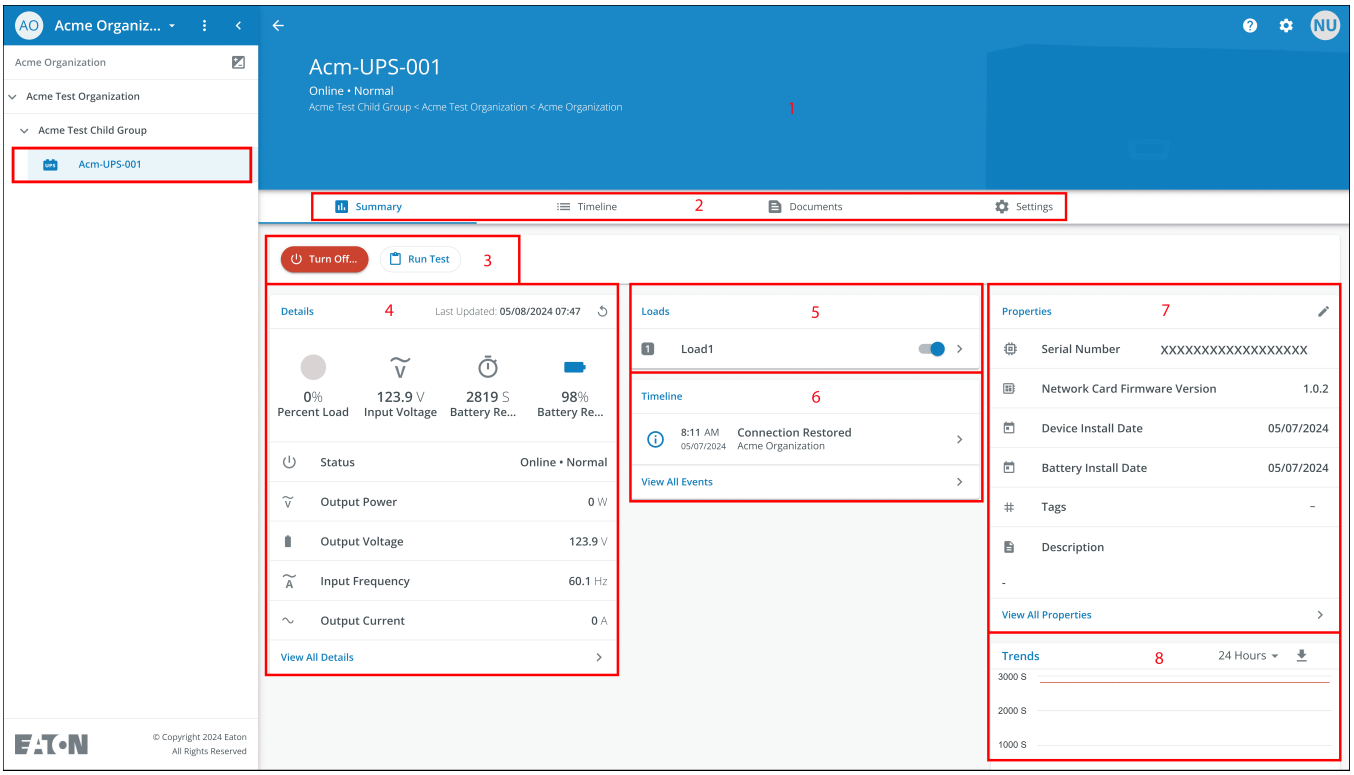
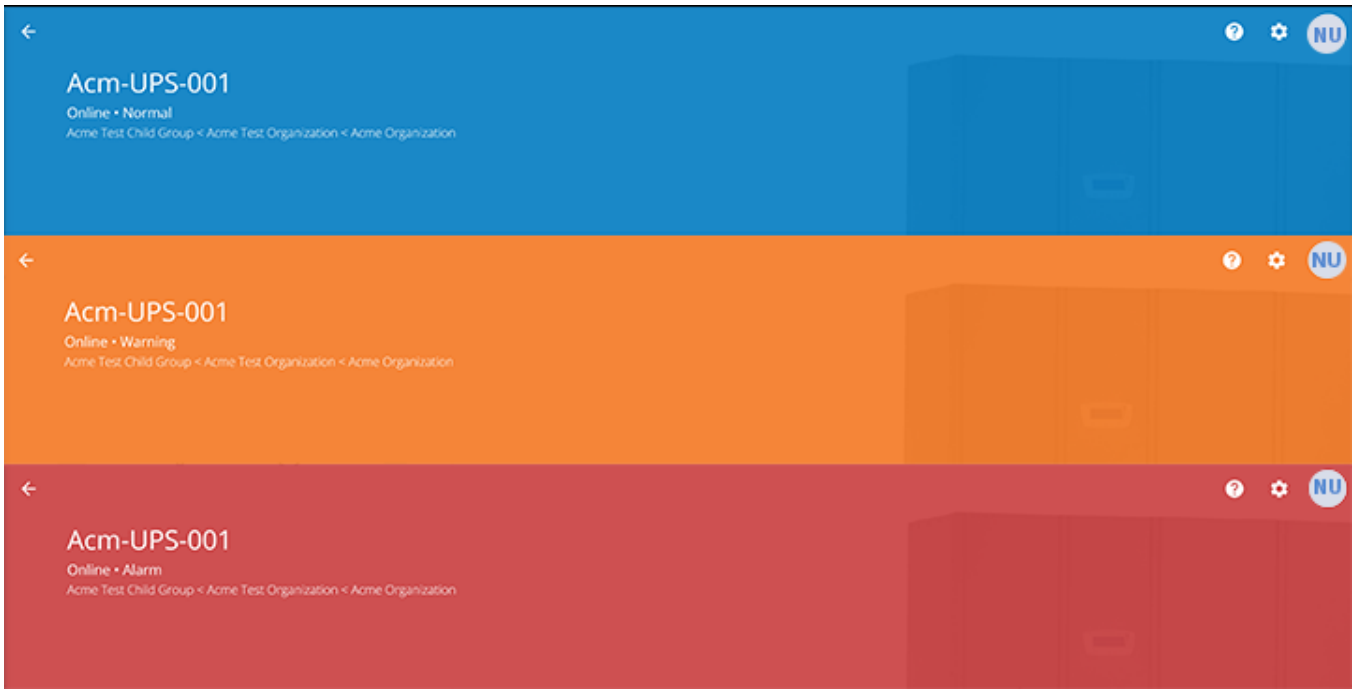


Table 2. Device Summary Screen Areas

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



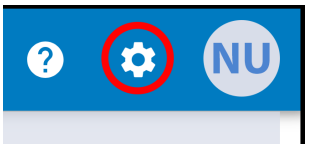
2. **Tabs Menu:**
   - Summary- displays the Device Summary Screen.
   - Timeline- provides an overall summary of events for the Device that can be exported into a .csv file.
   - Documents-displays the Eaton Cloud-Connected User's Guide and sales brochure files.
   - Settings- general settings that 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.

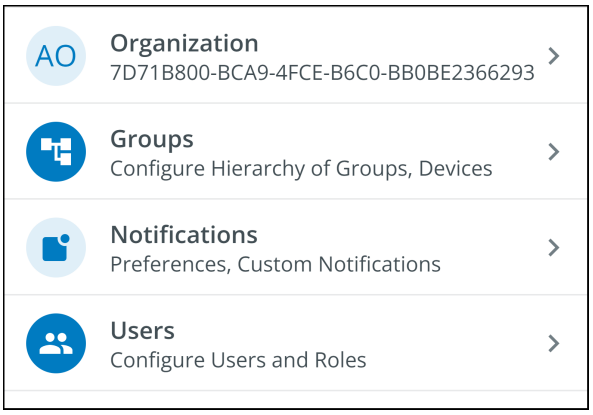
Chapter 3 User Management

3.1 Managing Users

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

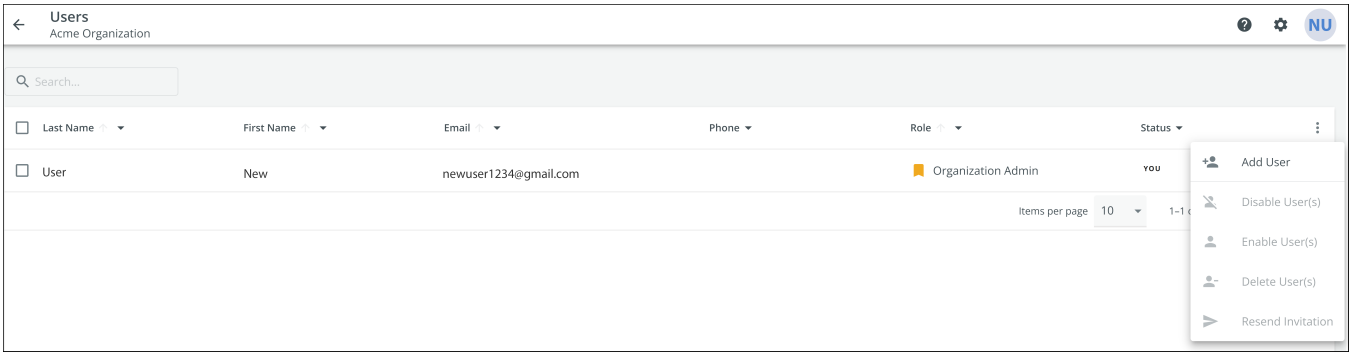
To access the User Management Screen, click on the Settings Menu then Users (Configure Users and Roles).





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

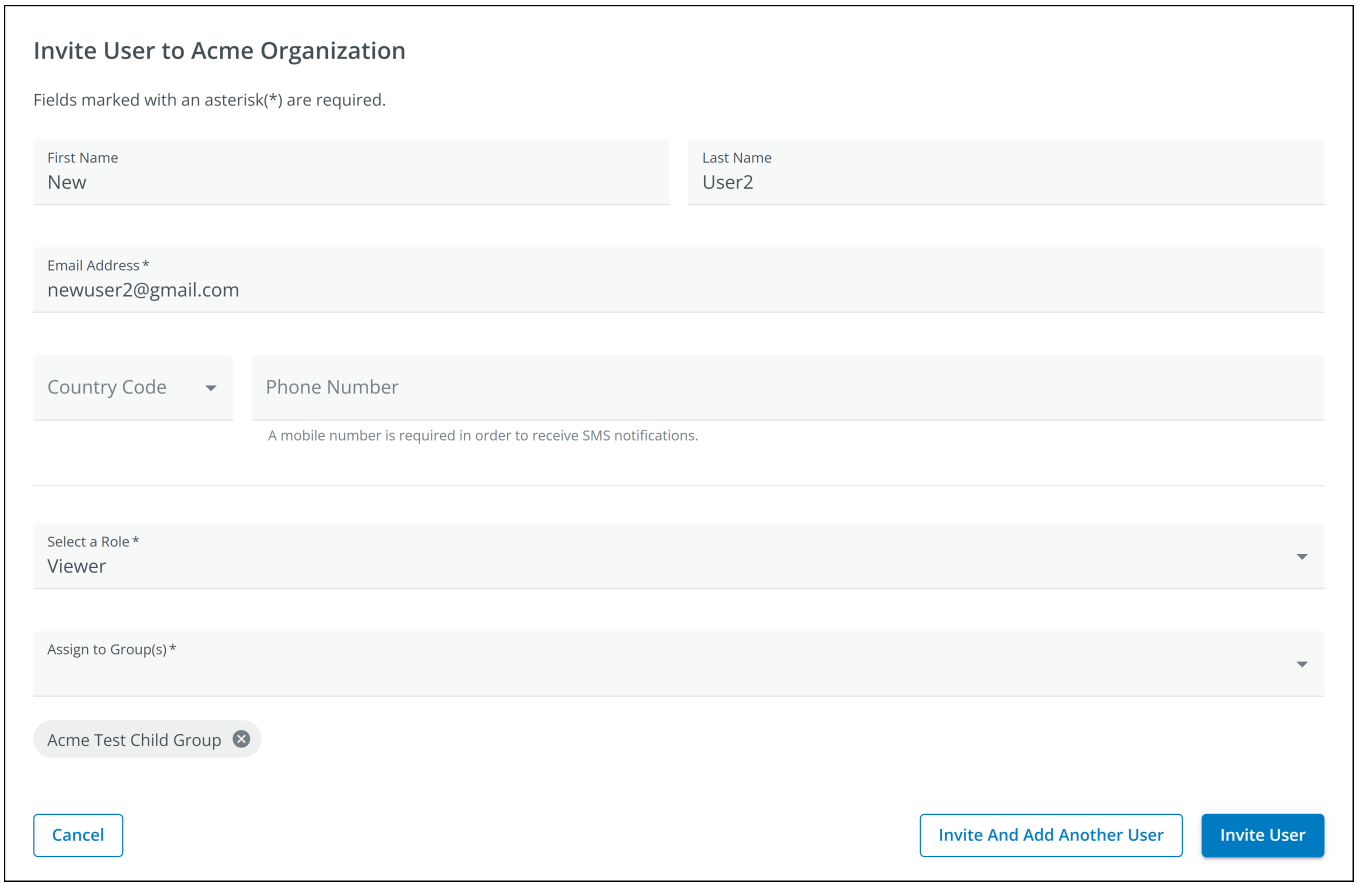
To delete or Enable/Disable/or Delete a User, select the User and then the three dots to being up the User Management Menu.



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

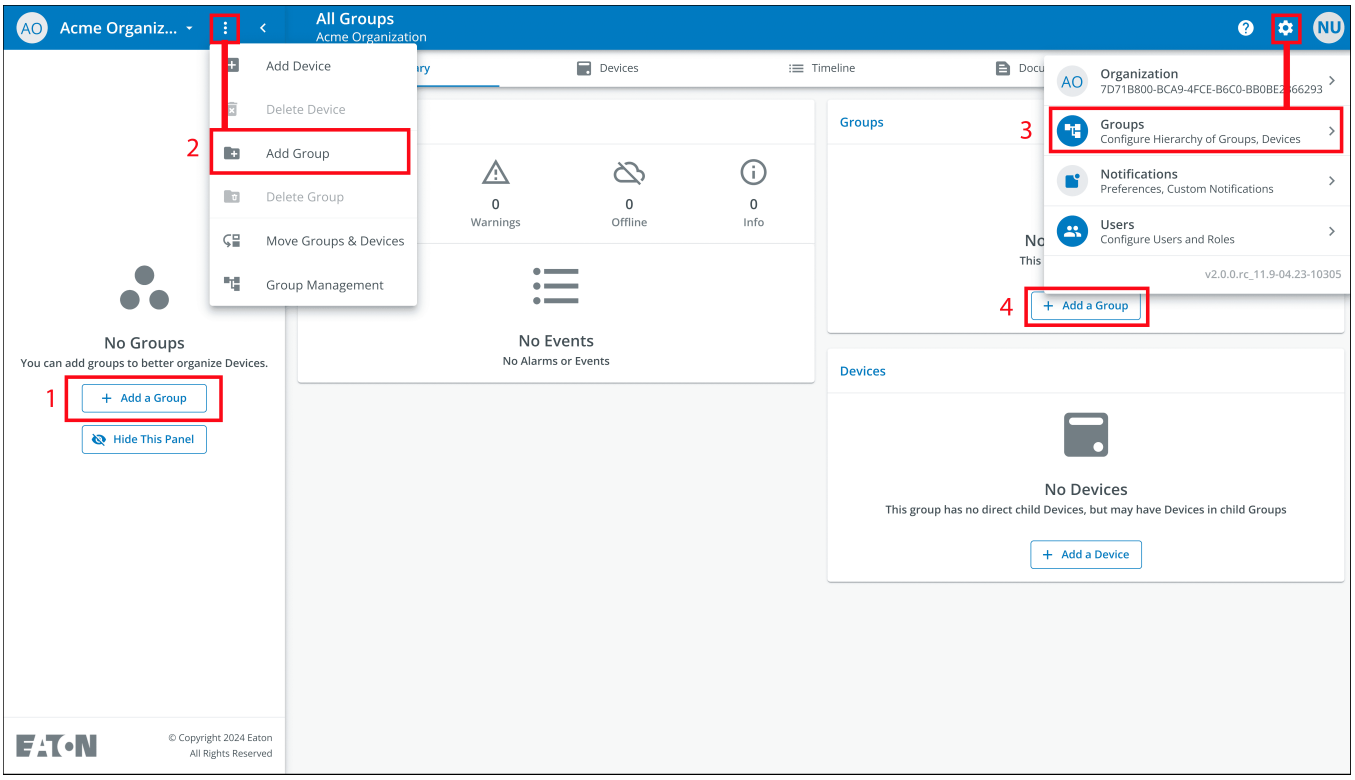


Chapter 4 Group Management

4.1 Creating a Group Within An Organization

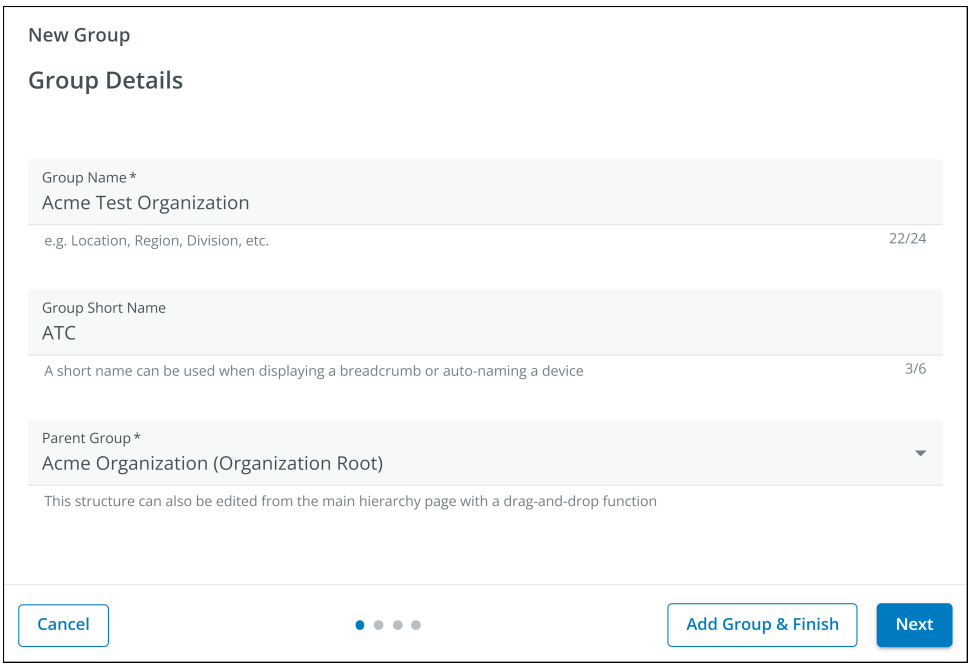
1. Click on the *Add a Group* option on any one of the four areas on the summary screen.

Figure 34. Adding a Group



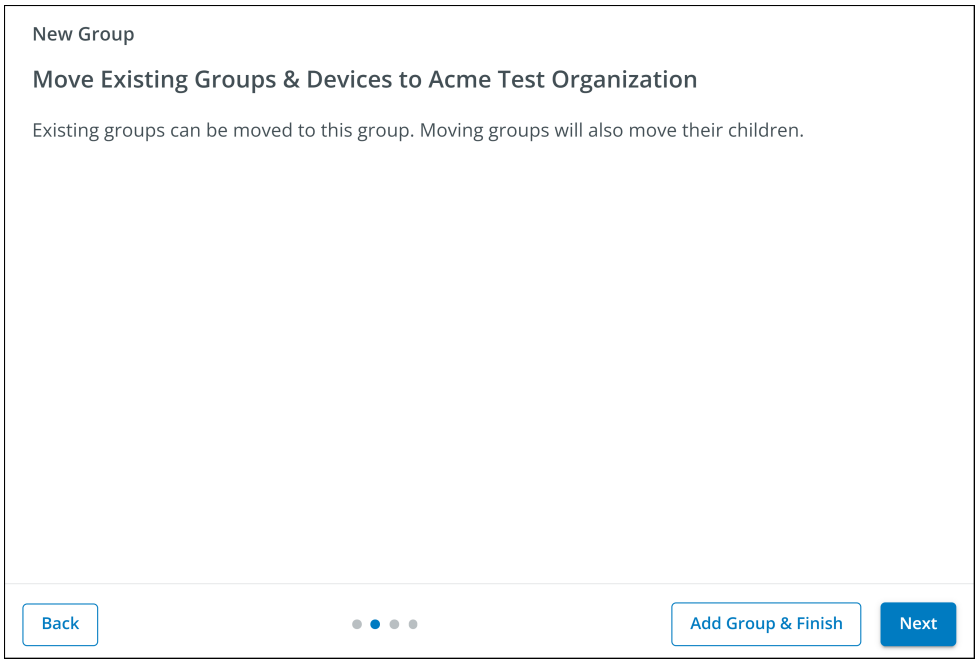
2. Enter in a name and then select the parent organization where the new Group will reside. Click *Next*.

Figure 35. Group Details



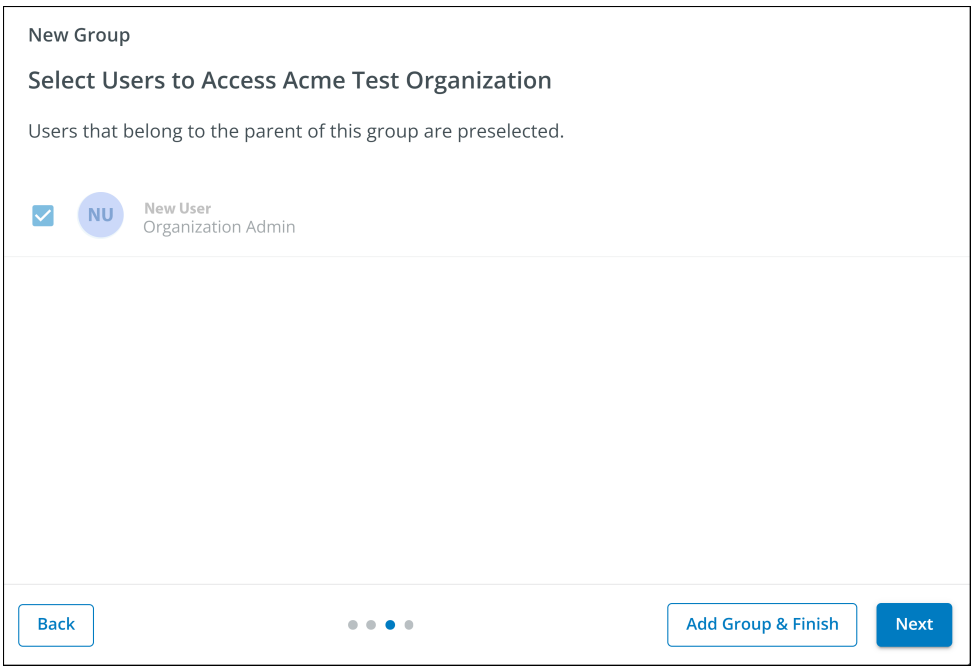
3. Move any existing Groups to the newly created Group (if applicable).

Figure 36. Move Groups



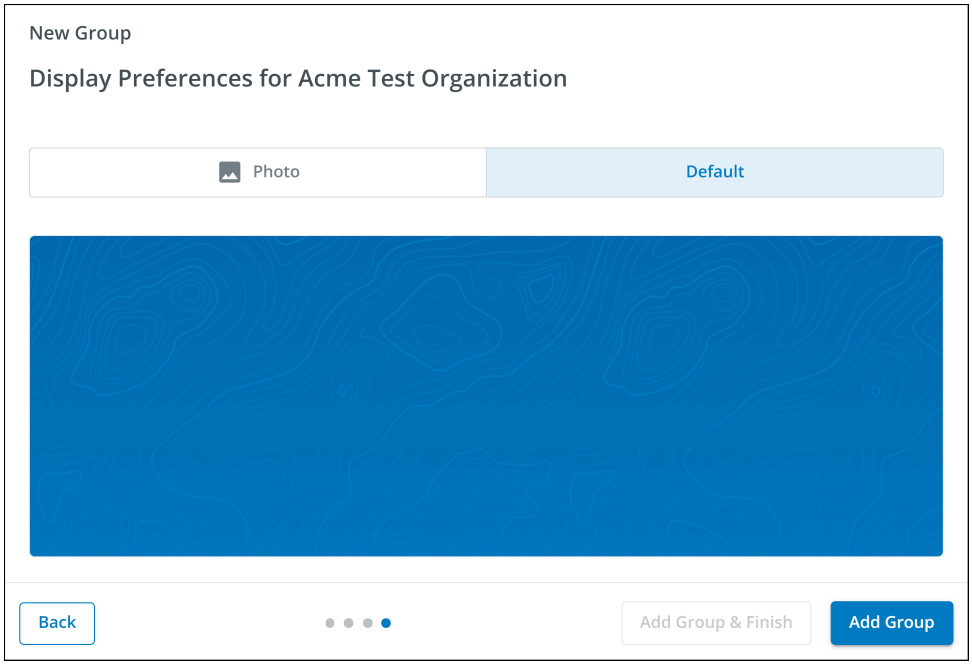
4. Assign users to the newly created Group.

Figure 37. Select Users



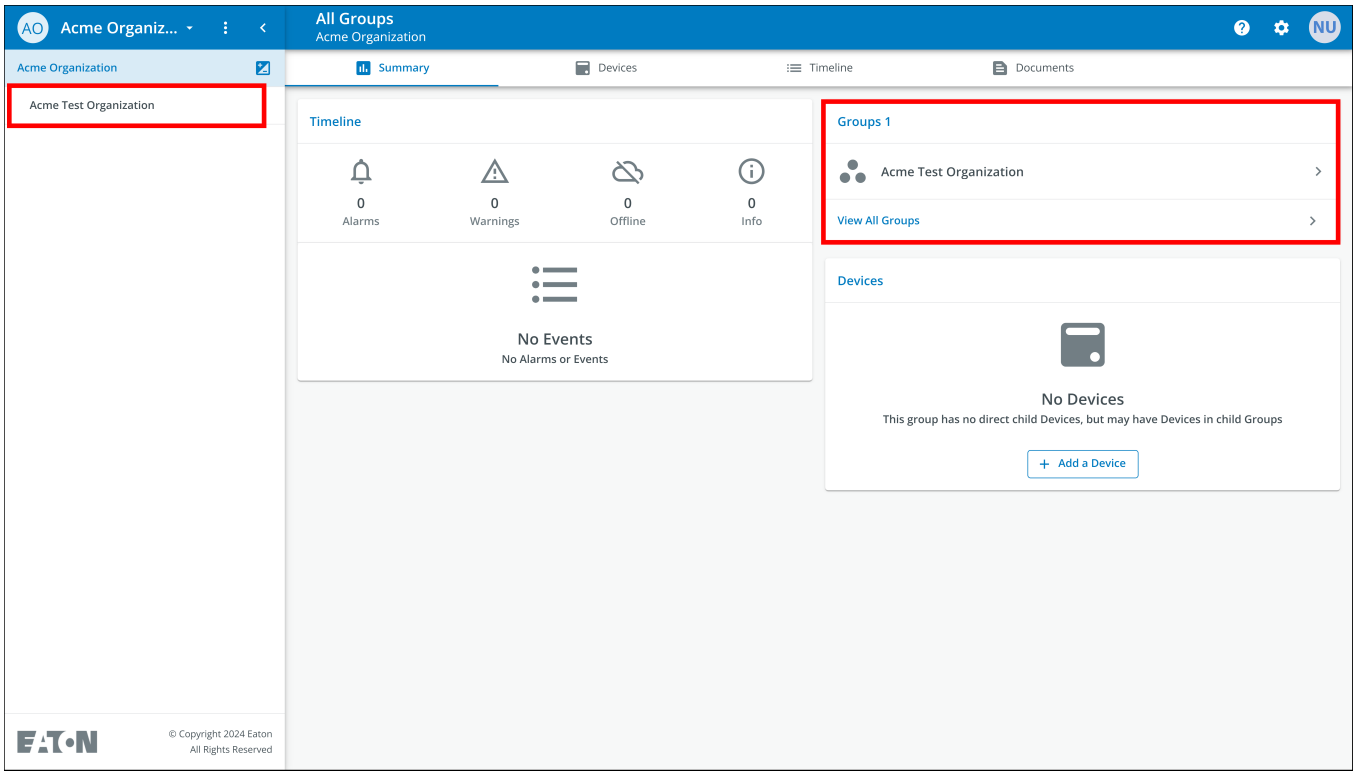
5. Choose between the default image or upload a new photo to help identify the Group. Click *Add Group* when finished.

Figure 38. Display Preferences



6. 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



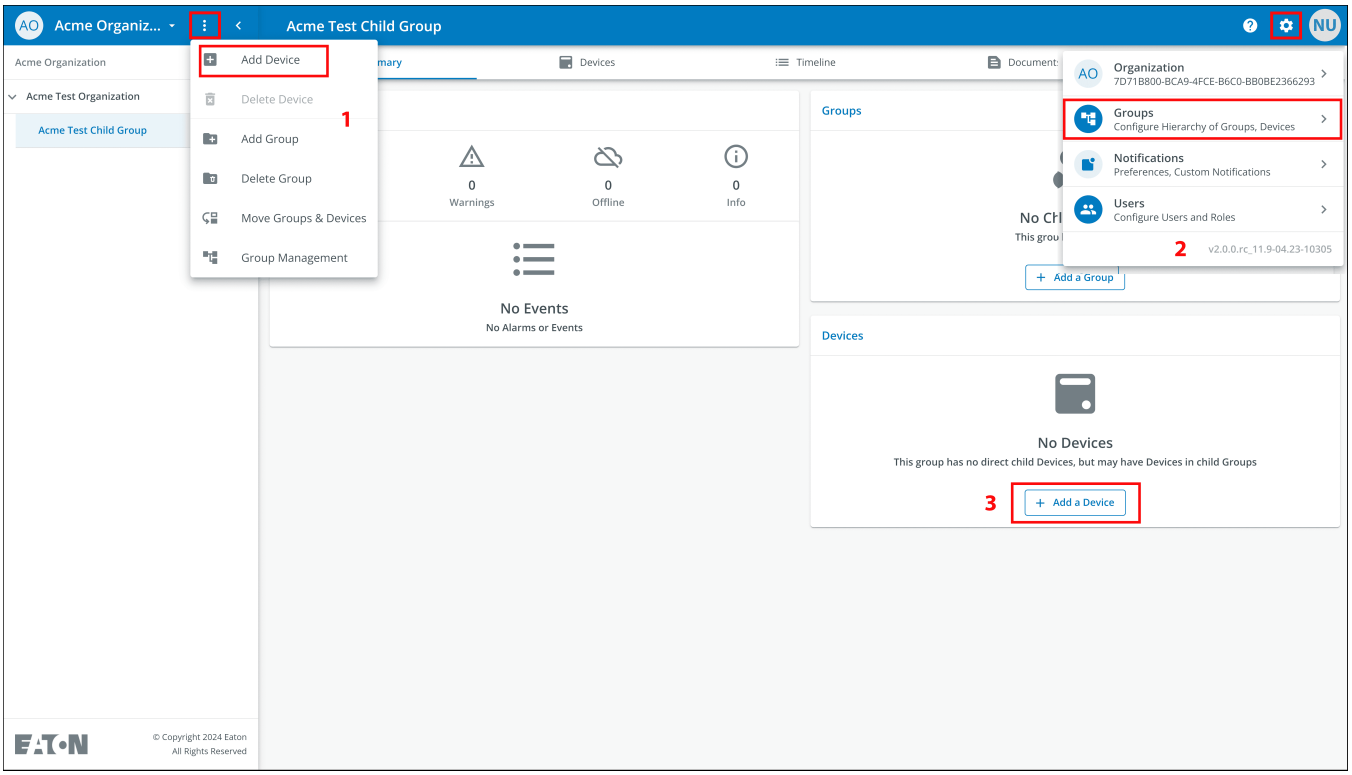
Chapter 5 Device Management

5.1 Adding a Device

Adding a Device Manually

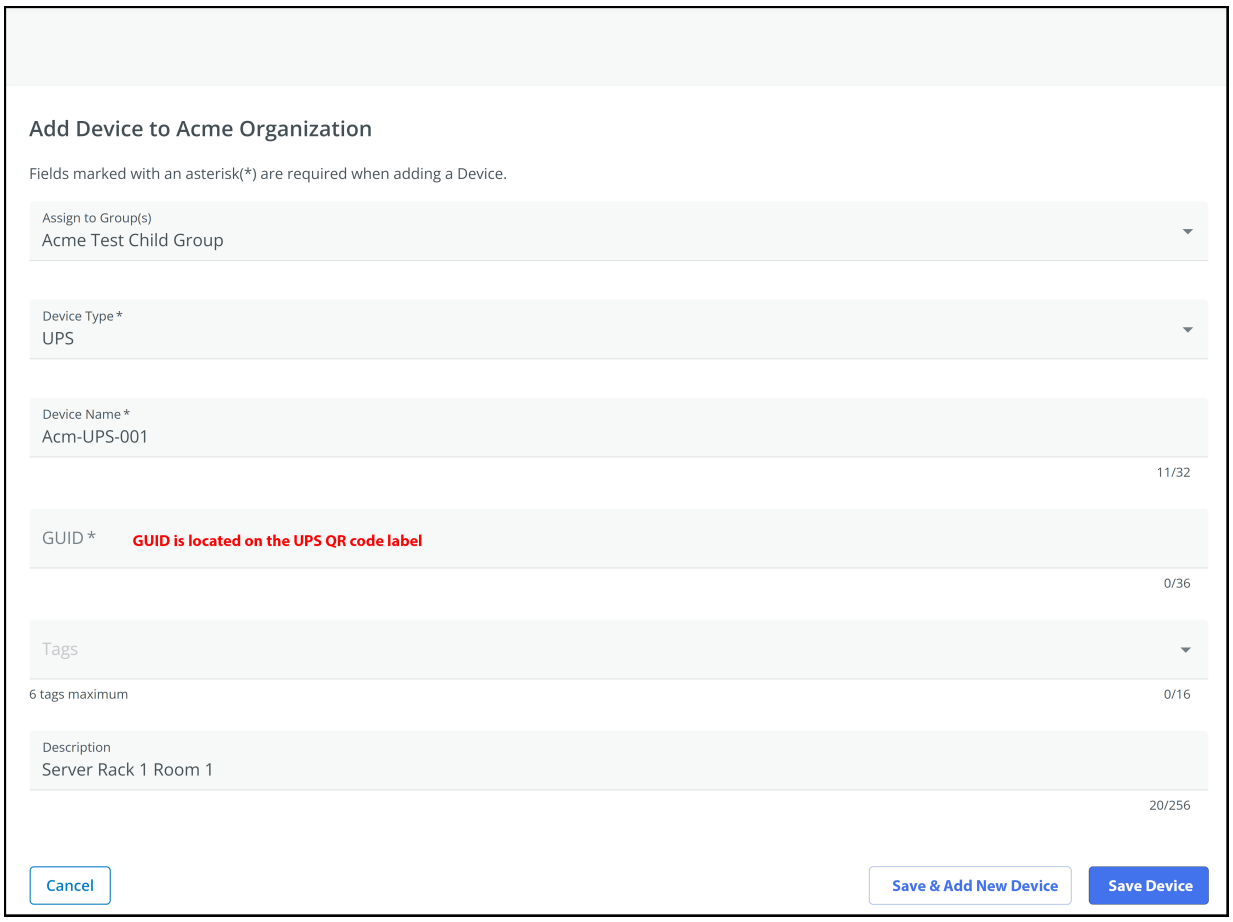
1. Power the UPS ON and verify it is in Online Mode.
2. Connect an Ethernet cable (not supplied) from an active network connection to the port on the UPS.
3. Click on the organization or the group to which the device will be added in the Organizational Hierarchy Menu.
4. Click one of the three areas of the Group Screen or in the Device Management Screen (see Figure 30).

Figure 40. Add Device Options

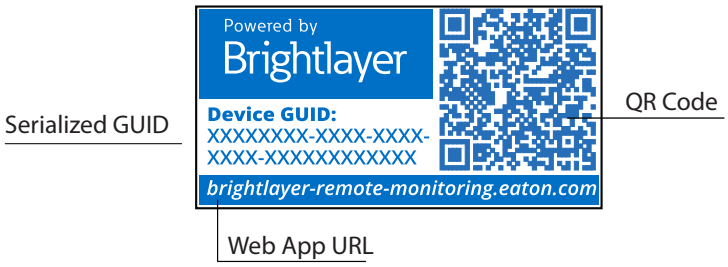


5. Enter all of the required information about the device. Click *Save Device*.

Figure 41. Add Device

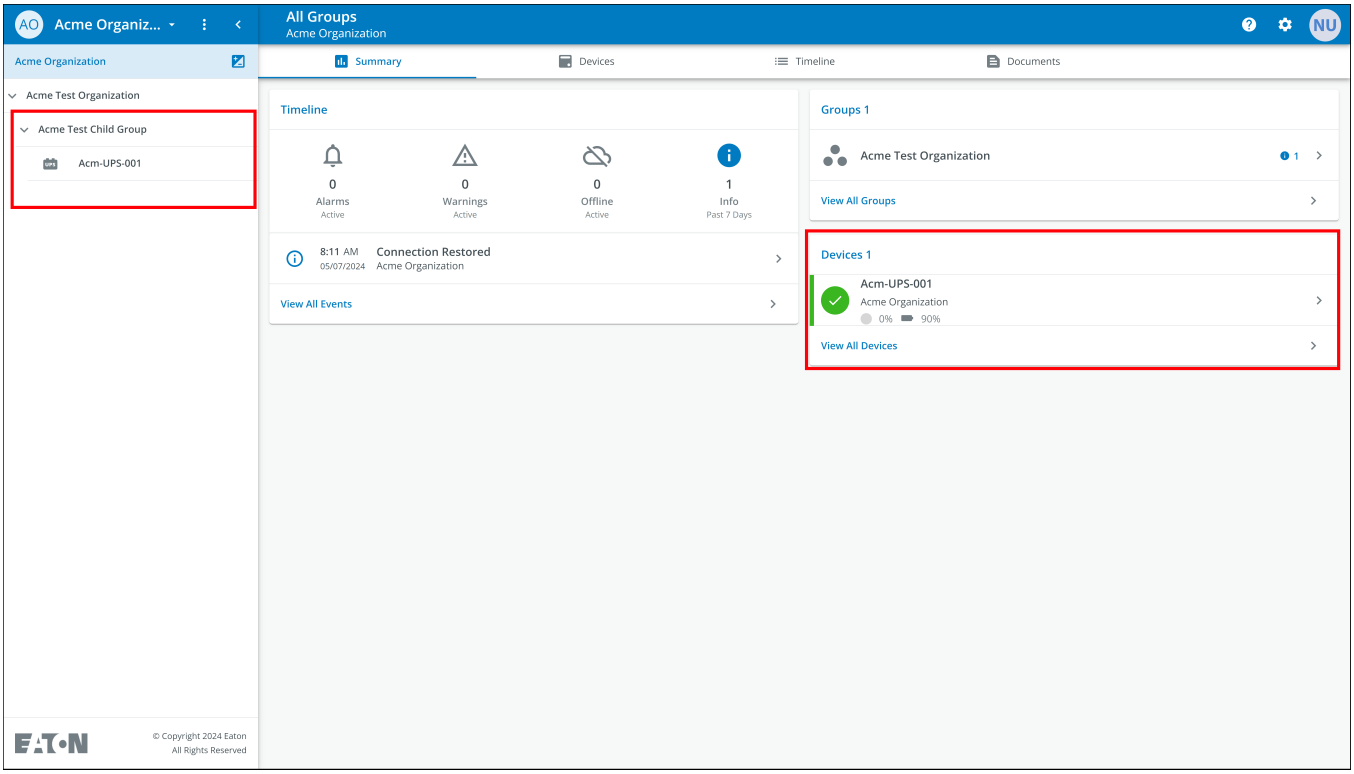


NOTE The GUID can be found on the QR code sticker on the UPS cover.



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

Figure 42. Organization Summary Screen



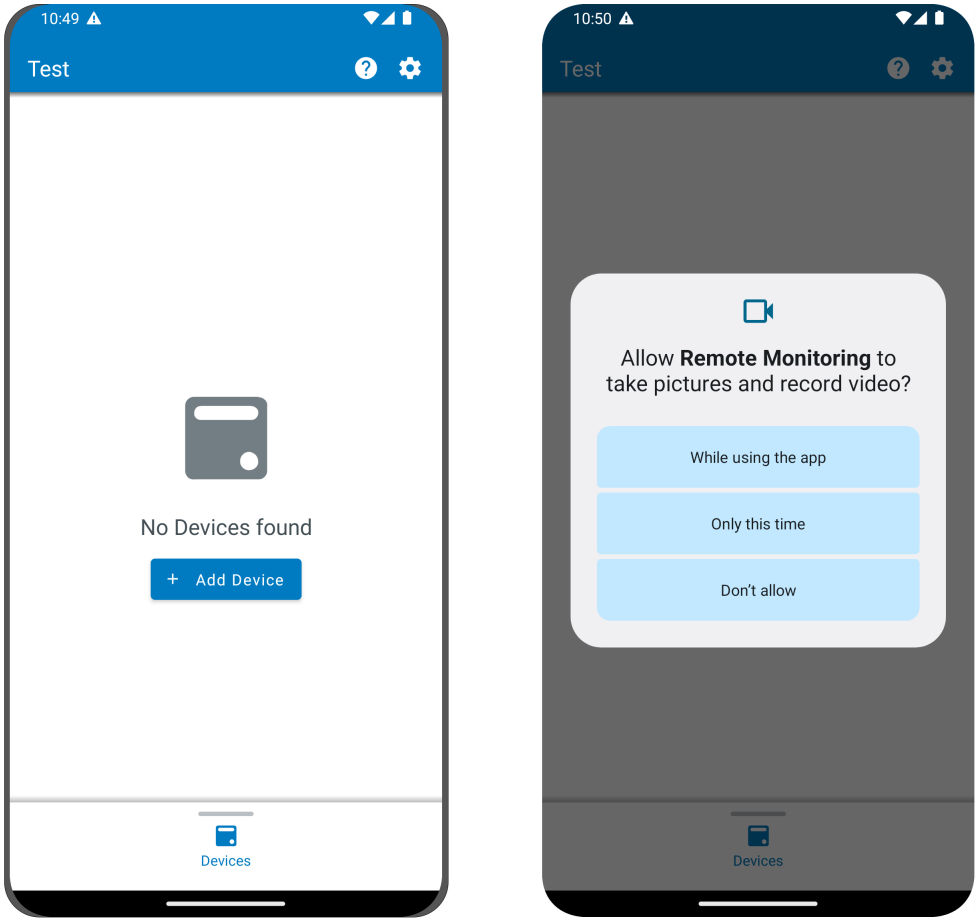
5.1.1 Adding a Device with the Mobile Application

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

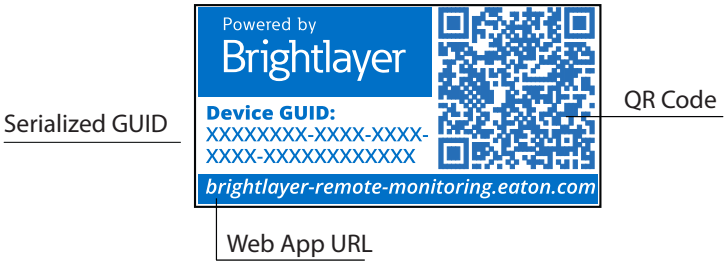
NOTE If the Remote Monitoring Application has been downloaded to the mobile device, the QR code will automatically redirect to the add device screen within the Application. If it was not previously downloaded, scanning the QR code will redirect the user to the app store to download it and set up a user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

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

Figure 43. Adding a Device

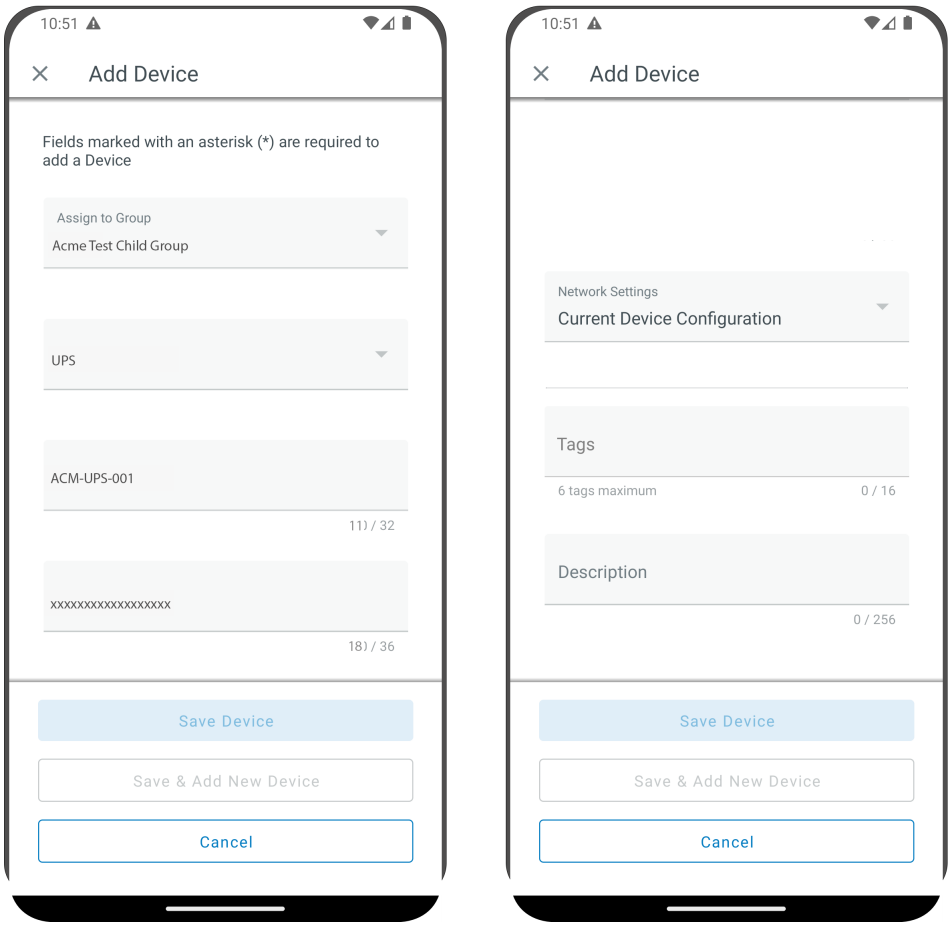


7. Scan the QR code on the UPS cover.



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

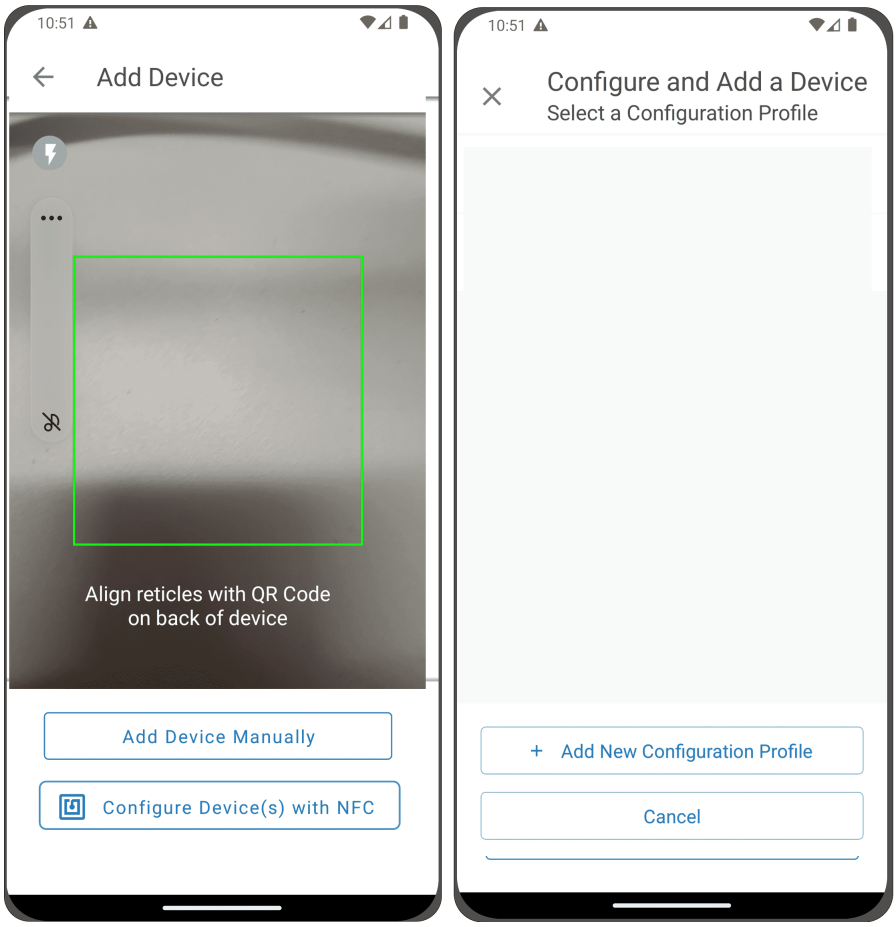


9. Check the Organizational Summary Screen within the Application to ensure the Device was successfully added.

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



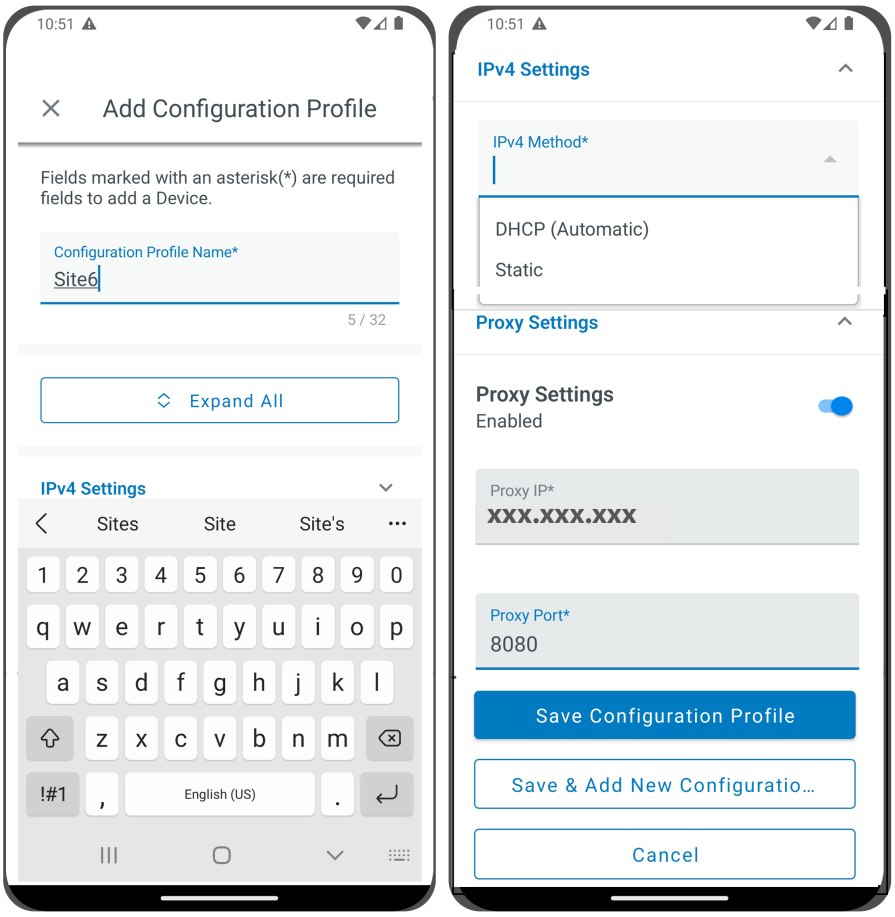
6. Click on Configure Device(s) with NFC.
7. Click on + Add New Configuration Profile.
8. Enter in a Configuration Profile Name.
9. Select the IPv4 Method, DHCP (Automatic) or Static.

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.

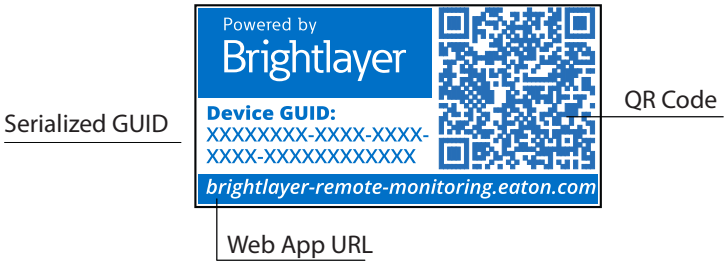
NOTE An additional proxy user name and password may be required.

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.



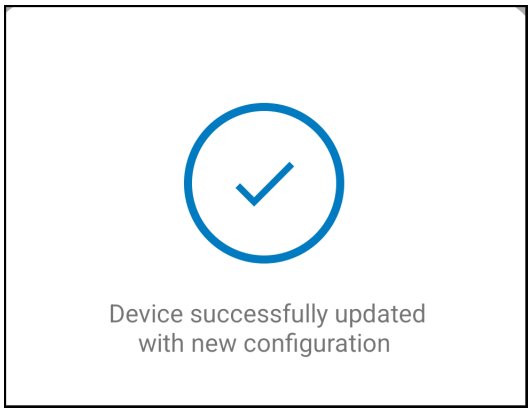
14. Align the phone with the NFC label location on the UPS. A popup will appear if the configuration is updated. If there is a problem, an error popup will appear with the option to scan again.

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

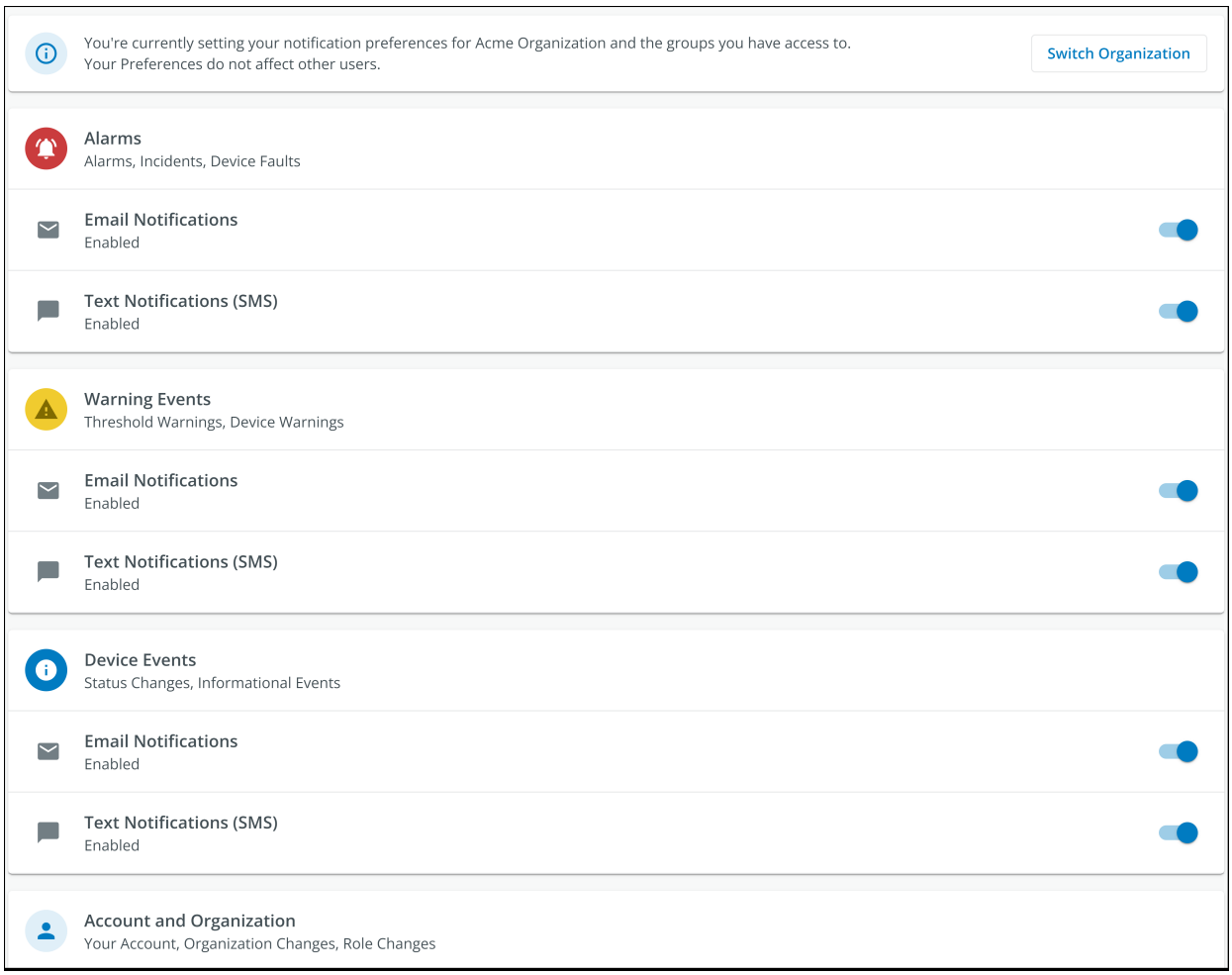
6.1 Setting Alerts and Notifications

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

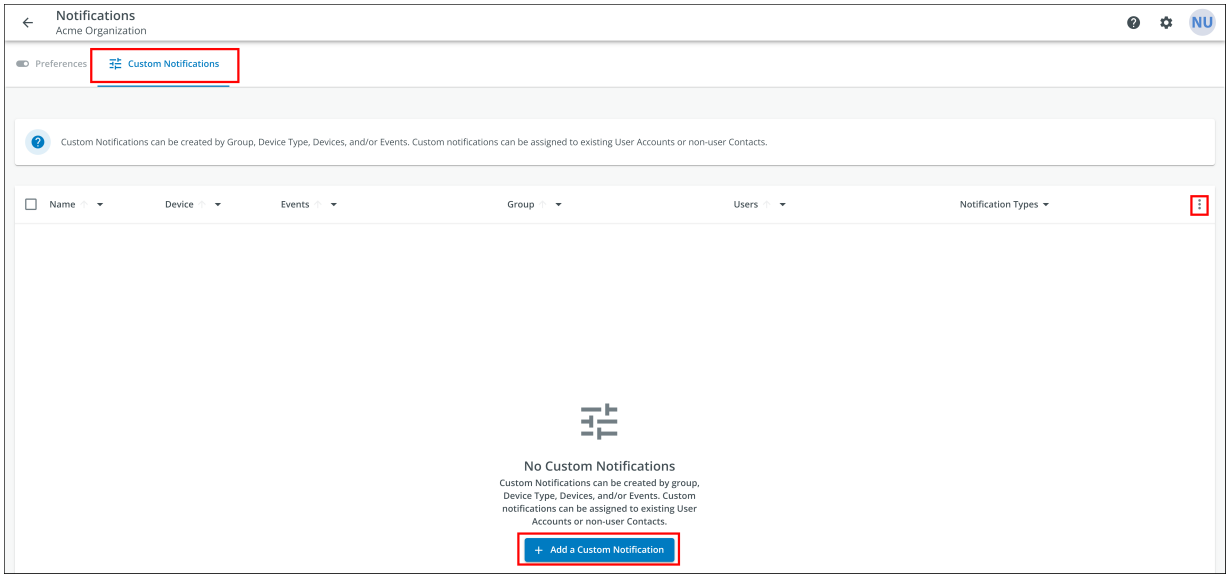
Figure 48. Preferences Notifications Screen



6.2 Setting Custom Notifications

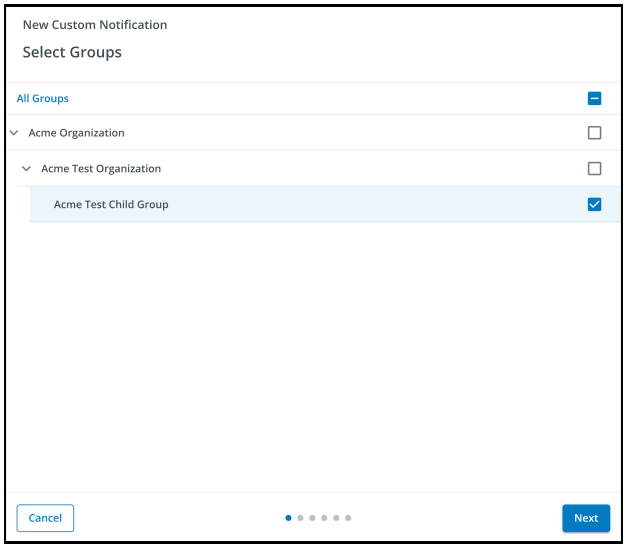
1. Click on Custom Notifications in the top left corner of the page.
2. Click on the Add Custom Notification button at the bottom of the page or the three dots on the right hand side of the page to add a Custom Notification.

Figure 49. Add Custom Notification



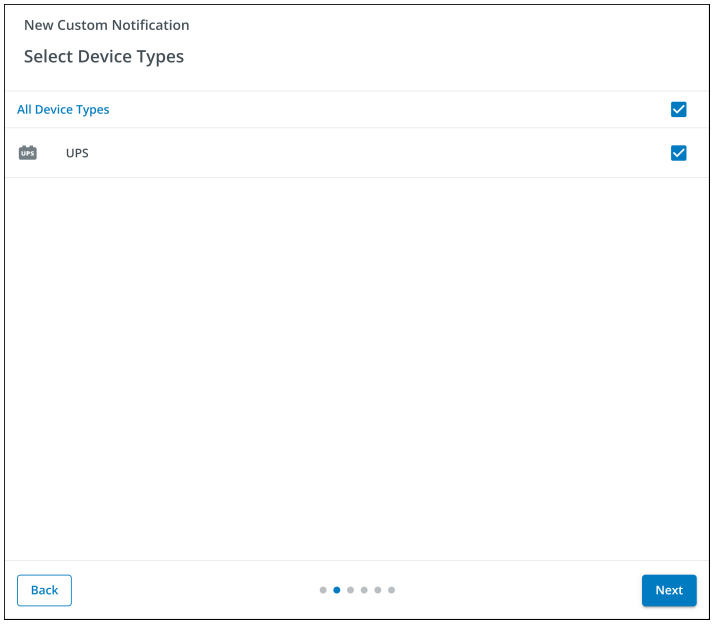
3. Select the Group or Organization.

Figure 50. Select Groups



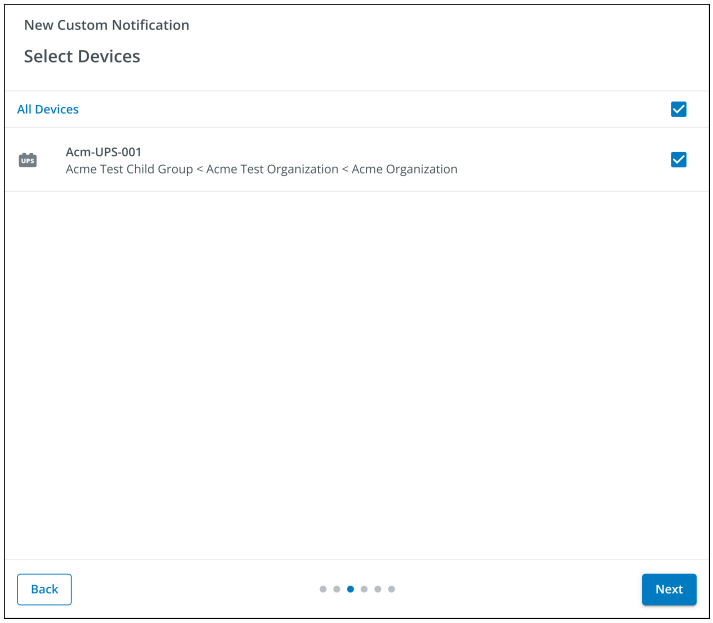
4. Select the Device Type.

Figure 51. Device Type



5. Choose the Device.

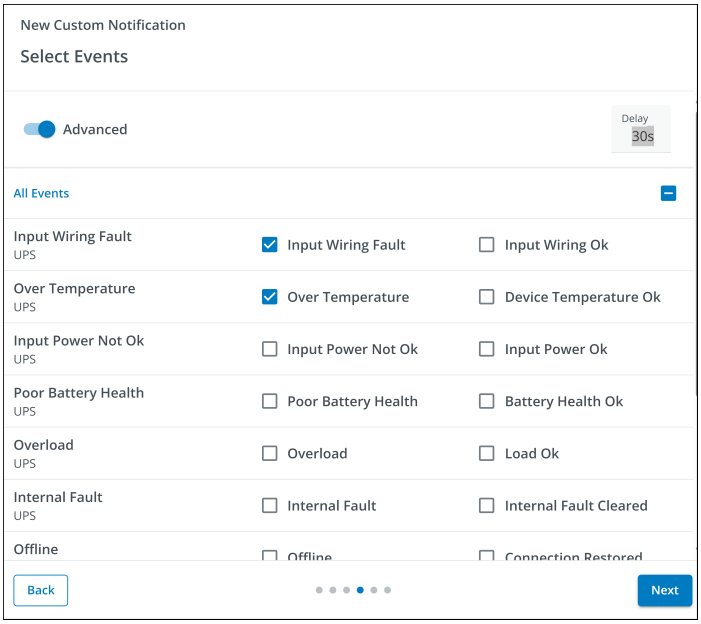
Figure 52. Select the Device



6. Select the specific event types for the notification.

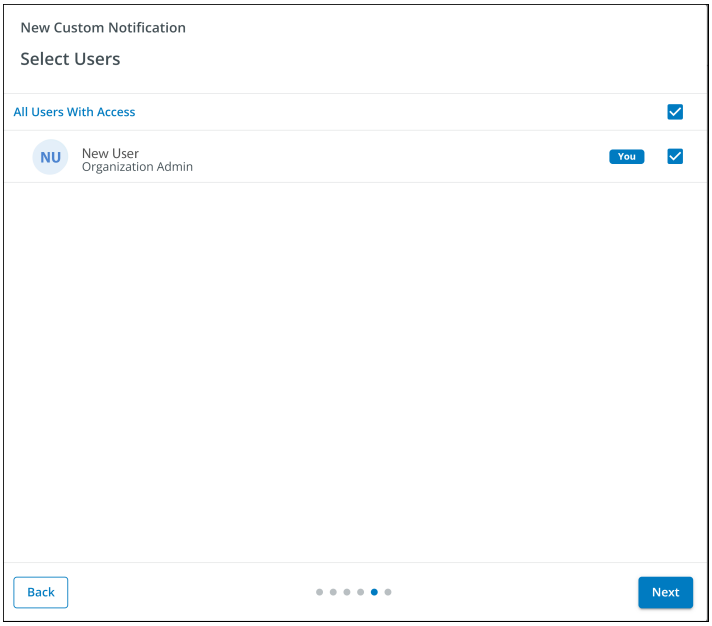
NOTE Enable the Advanced feature in the top left corner to set a custom notification delay.

Figure 53. Select Event Types



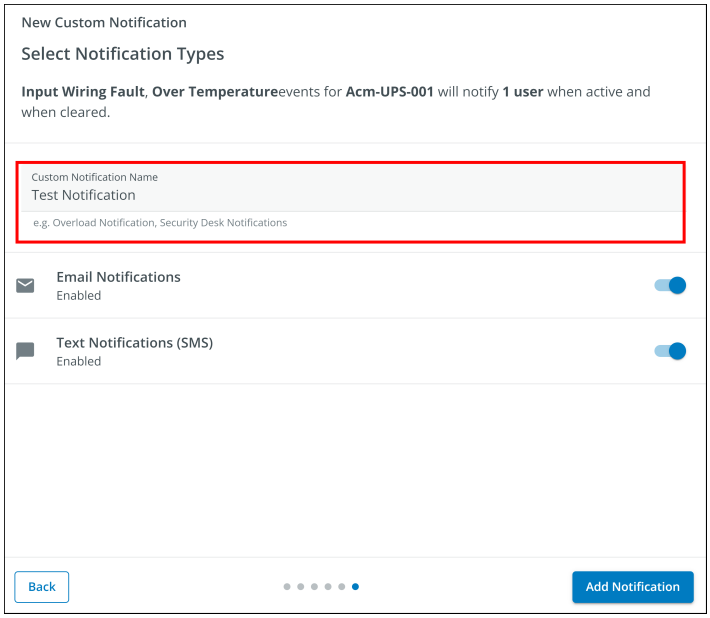
7. Select the User that will receive the notifications.

Figure 54. Add Users



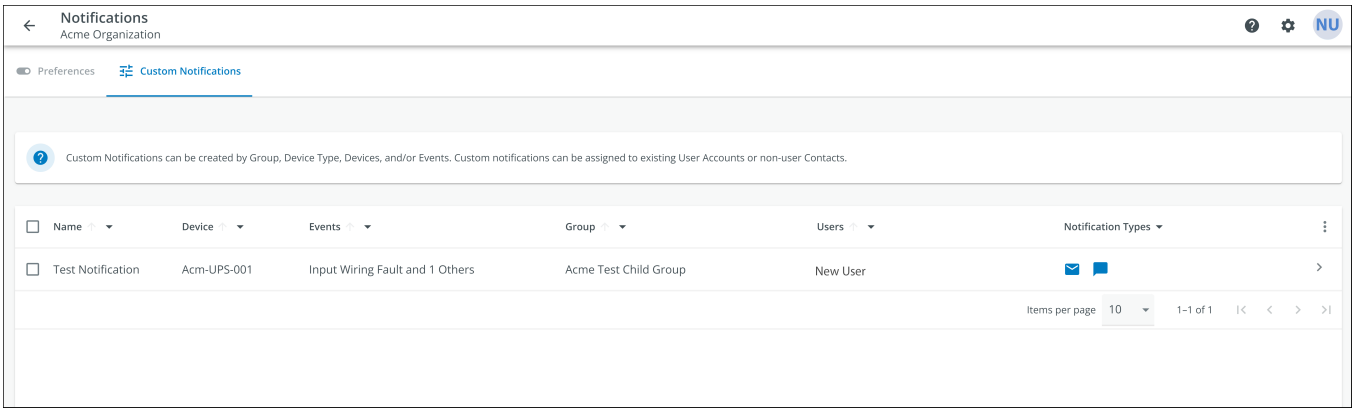
8. Give the Notification a name and enable email or text notifications. Click *Add Notification*.

Figure 55. Set Name of Notification



9. The notification is now created and active.

Figure 56. Custom Notification Success



934BC9 A