Introduction

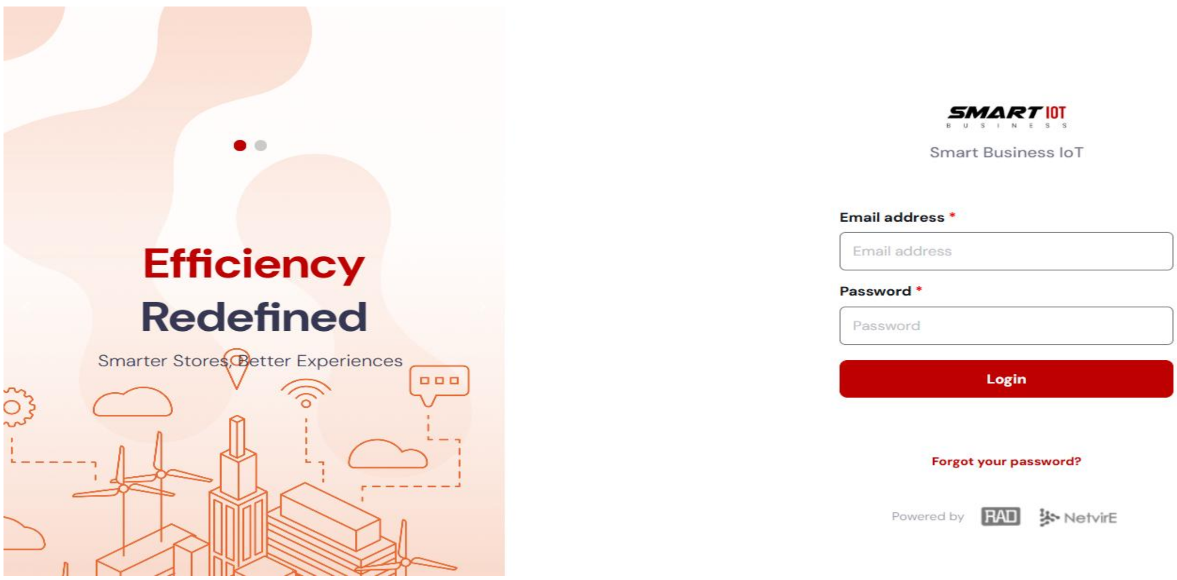
The **Smart Business IoT** application allows the user to view and manage the data of various sensors installed on different sites. The user can monitor data focusing on light intensity, temperature, humidity, and carbon dioxide levels through installed devices. The application connects multiple sites and acts as a single data point. The user can add events, set event rules, generate reports based on the collected data, and manage administration through the application.

Login

The login page enables the user to access the **Smart Business IoT** application using the credentials. Once logged in, the user can navigate the application and explore the features.

Perform the following steps to log in to **Smart Business IoT**:

1. Launch any web browser and enter the application's URL to log in. The login page appears.

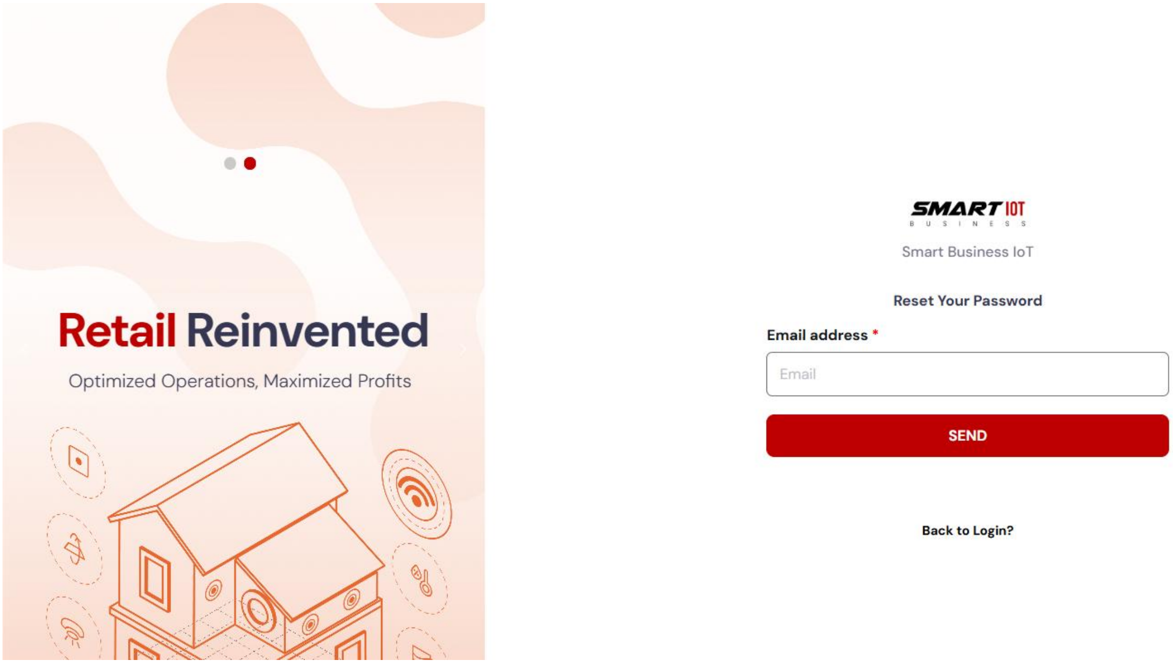


2. Enter the **Email address** and **Password** in the respective fields.
3. Click **Login**.

Reset Password

The user can recover the account through the **Forgot your password?** feature.

To reset the password, click **Forgot your password?** on the login page. The **Reset your password** section appears.

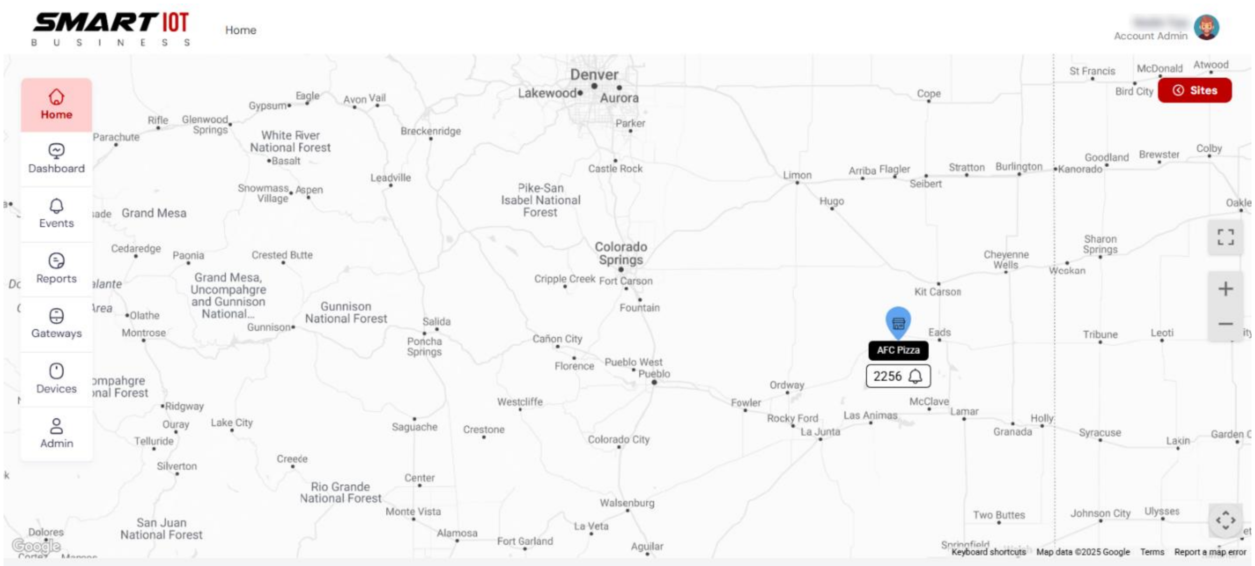


Enter the email address associated with the account and click **Send**.

A password reset link is sent to the registered email id. Follow the instructions in the mail to reset the password

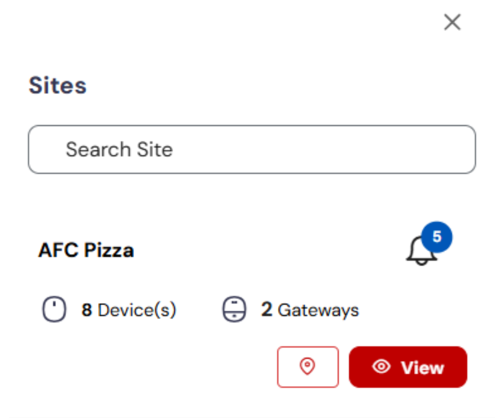
Home

Home is the landing page of the application. The **Home** page displays the location of the sites on the map. The following page appears when the user logs in:



The **Home** page represents each site location using the  icon. The user can also find the number of alerts from the respective sites along with the icon. Click on the site location to access the site dashboard.

Click **Sites** to view the list of all sites. The **Sites** pop-up appears.



Search for the required site from the list using the **Search Site** option.

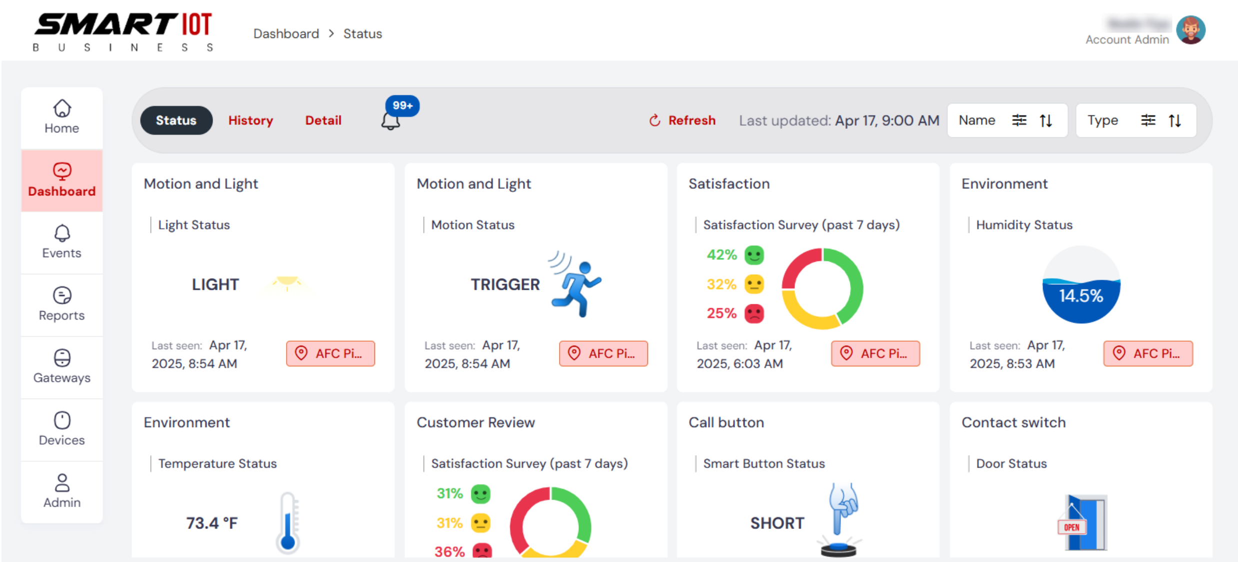
The **Sites** pop-up displays the list of all sites along with the following information:

- Number of devices installed on the sites.
- Number of gateways connected to the sites.
- Number of alarms generated on the site.

The user can view the site location on the map using the icon. Click **View** to navigate to the site dashboard. For more information, see Site DashboardSite Dashboard.

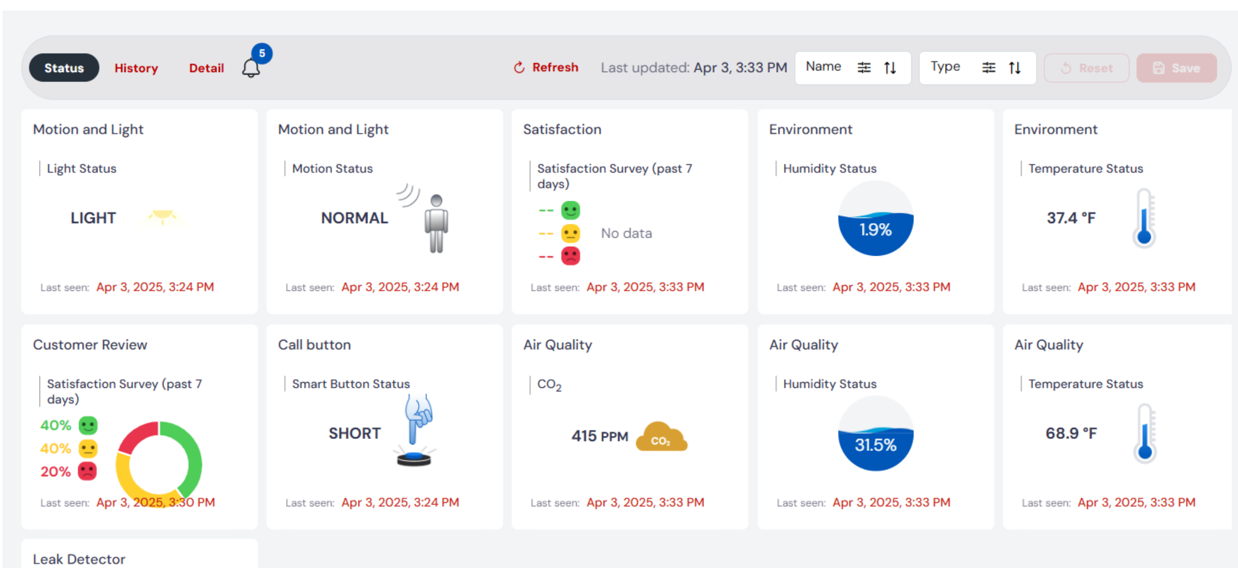
Site Dashboard

The site dashboard provides the user with the status, history, and statistics of the devices installed on the site. The user can access the site dashboard from the site location icon on the map or through the **Sites** pop-up. The site dashboard appears as follows:

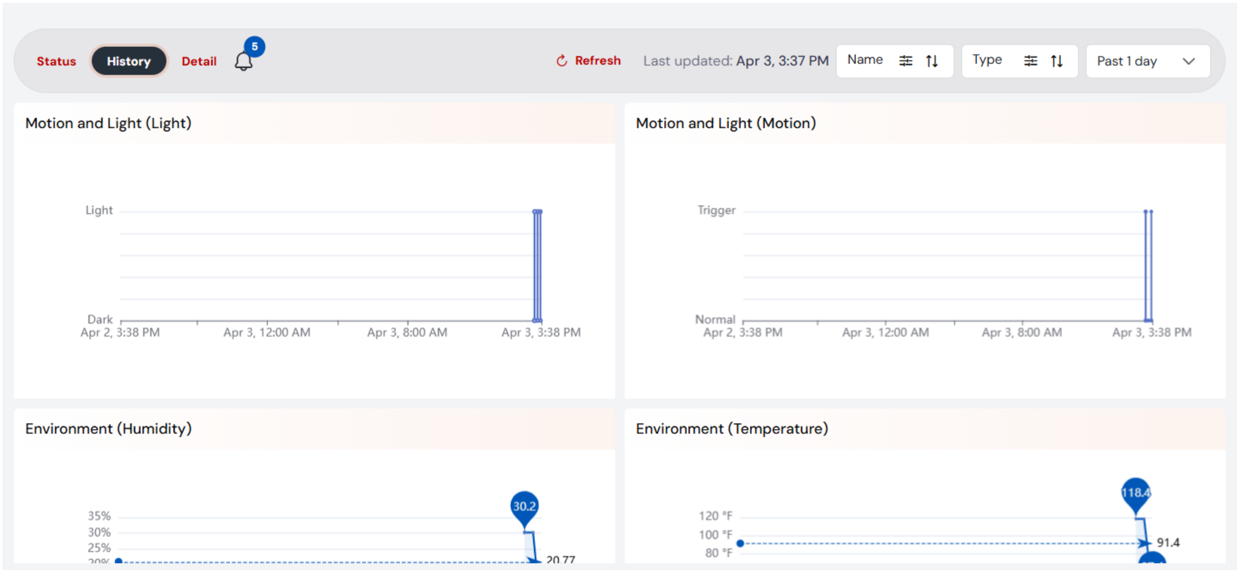


The site dashboard provides the user with the following options:

- **Status**: Displays the current status of the devices installed on the site along with the last connected date and time.

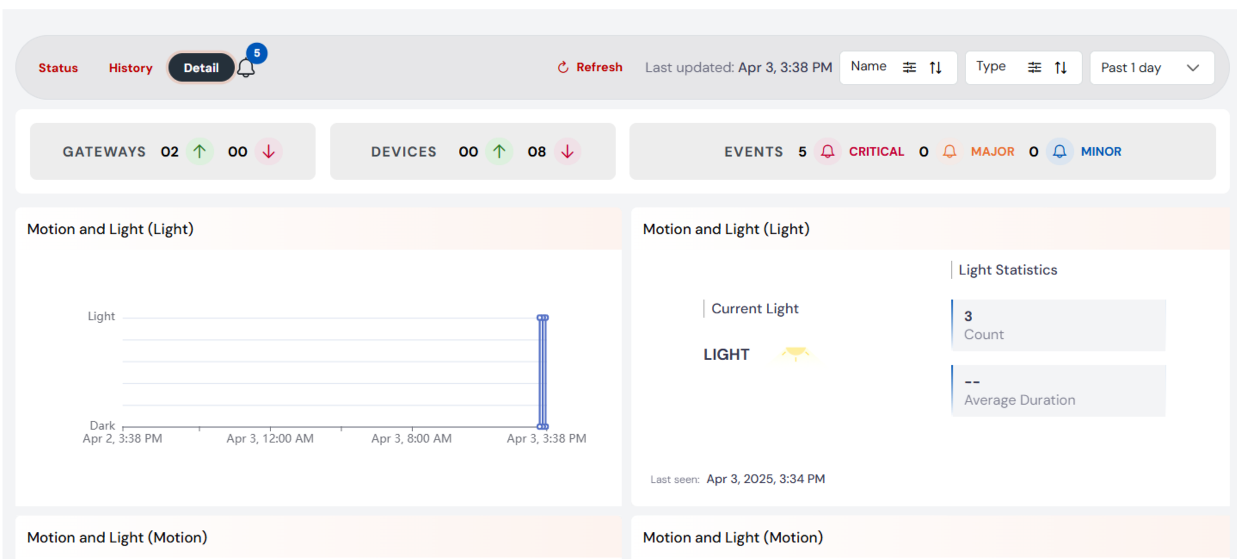


- **History**: Displays the history of the devices installed on the site using graphical representations.



The graph is plotted using the measured value of each device against time. Hover over the graph to view the history at a given point of time.

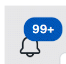
- **Detail**: Displays the statistics of the devices installed on the site along with the respective graphs.



The **Detail** tab also provides the following information about the sites:

- Number of active and inactive gateways.

    - Number of active  and inactive  devices.
    - Number of events generated on the site categorized as follows:
        - **Critical**
        - **Major**
        - **Minor**

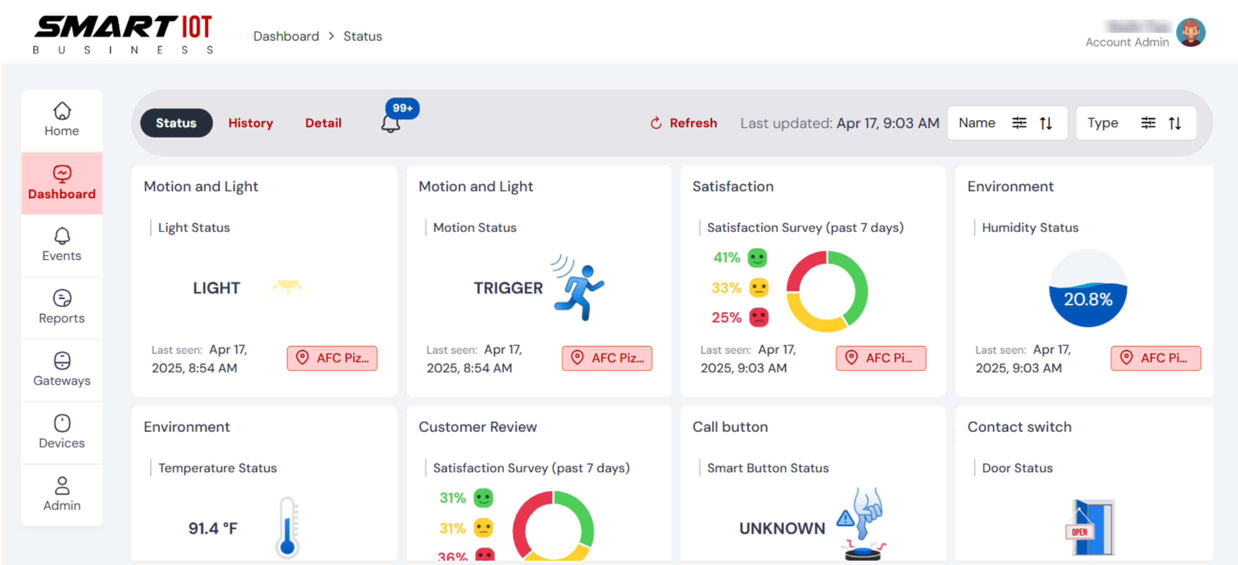
- Events 

: Displays the number of events generated on the site.
- **Refresh**: Allows the user to refresh the contents on the site dashboard.
- **Last updated**: Displays the date and time when the data is last updated.
- **Name**: Allows the user to filter the data based on the device name.
- **Type**: Allows the user to filter the data based on the device type.
- Date filter: Allows the user to filter the data based on predefined time intervals. The information displayed on the page is set to display data from the **Past 1 day** by default.
  The application also provides the option to view data within a custom range filter according to user preference. Click **Custom range** from the drop-down and select the required date and time range from the **Select date range** calendar.

Note: The **Custom range** filter appears only when the user opens the **History** and **Detail** tab.

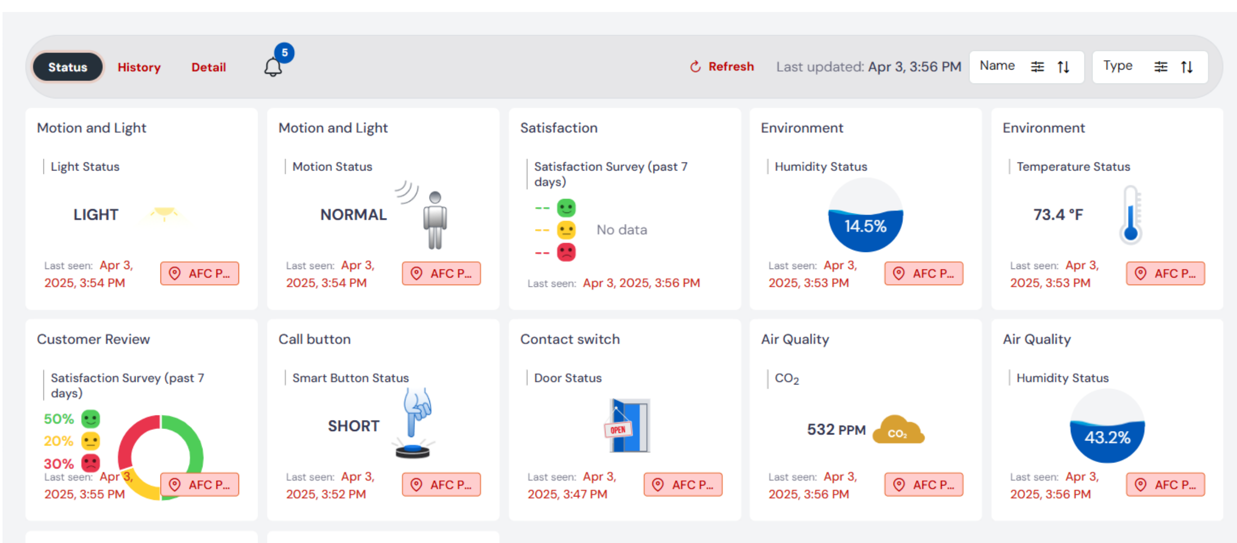
Dashboard

The **Dashboard** provides users with information about the devices installed at all locations. Users can view the status, history, and statistics of each device on the sites. Click **Dashboard** from the left panel. The following page appears:



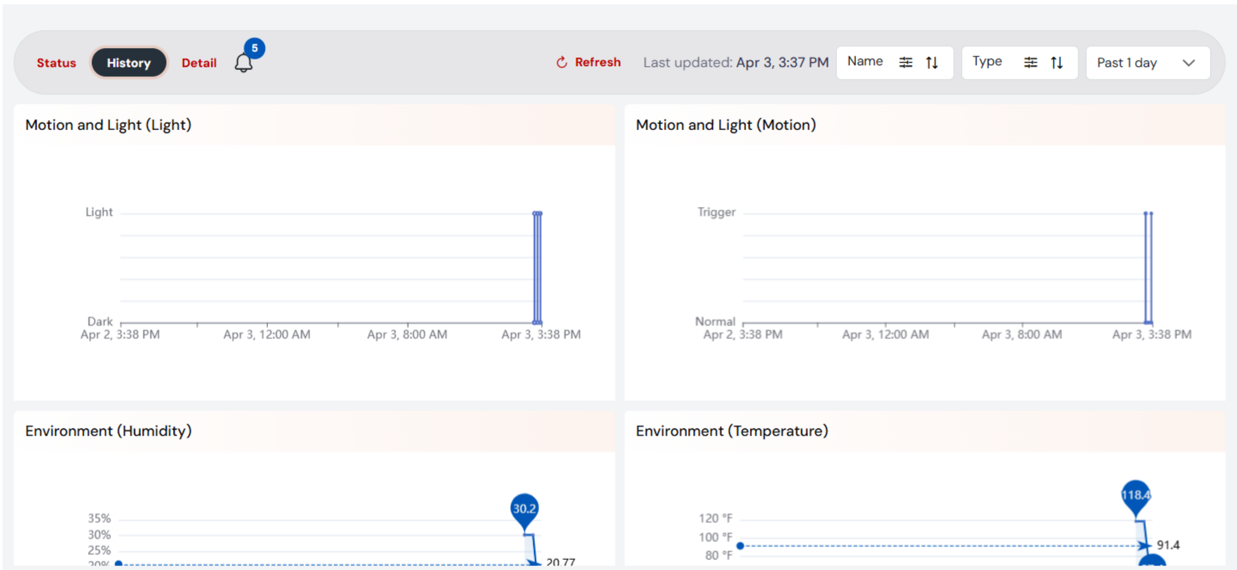
The **Dashboard** provides the user with the following options:

- **Status**: Displays the current status of the devices installed along with the last connected date and time. Click on the site icon on the device information to go to the site dashboard.



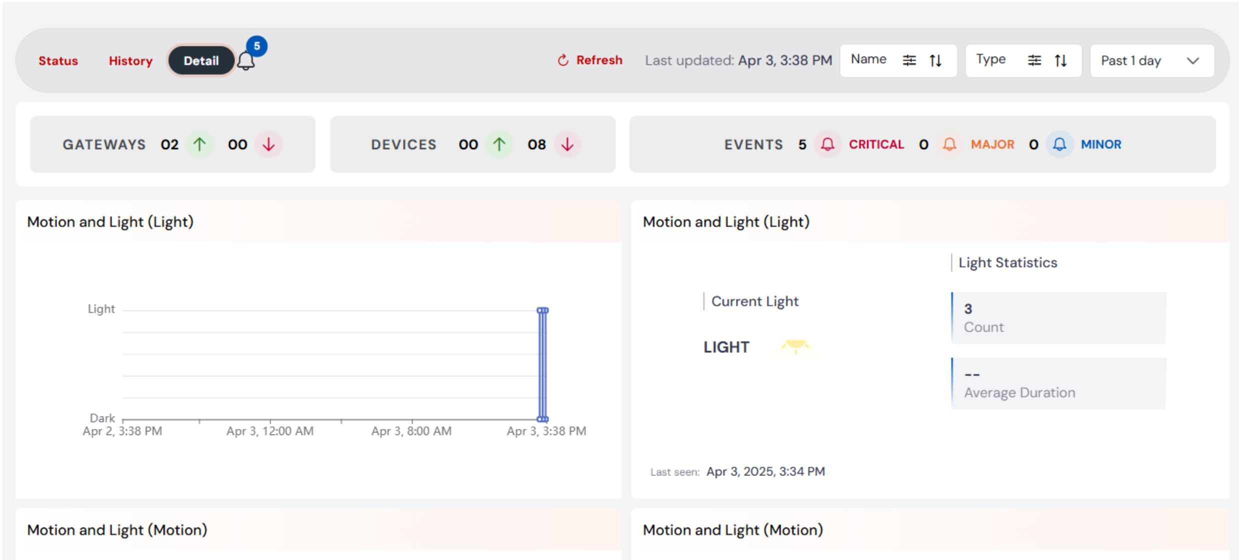
To change the layout of the dashboard, drag the sensor information to the required position and click **Save**. The **Save** button appears only when the user changes the layout. Click **Reset** to reset the previous layout.

- **History**: Displays the history of the devices installed using graphical representations.



The graph is plotted using the measured value of each device against time. Hover over the graph to view the history at a given point of time.

- **Detail**: Displays the statistics of the devices installed along with the respective graphs.



The **Detail** tab also provides the following information:

- Number of active and inactive gateways.
- Number of active and inactive devices.
- Number of events generated on the site categorized as follows:
    - **Critical**
    - **Major**
    - **Minor**

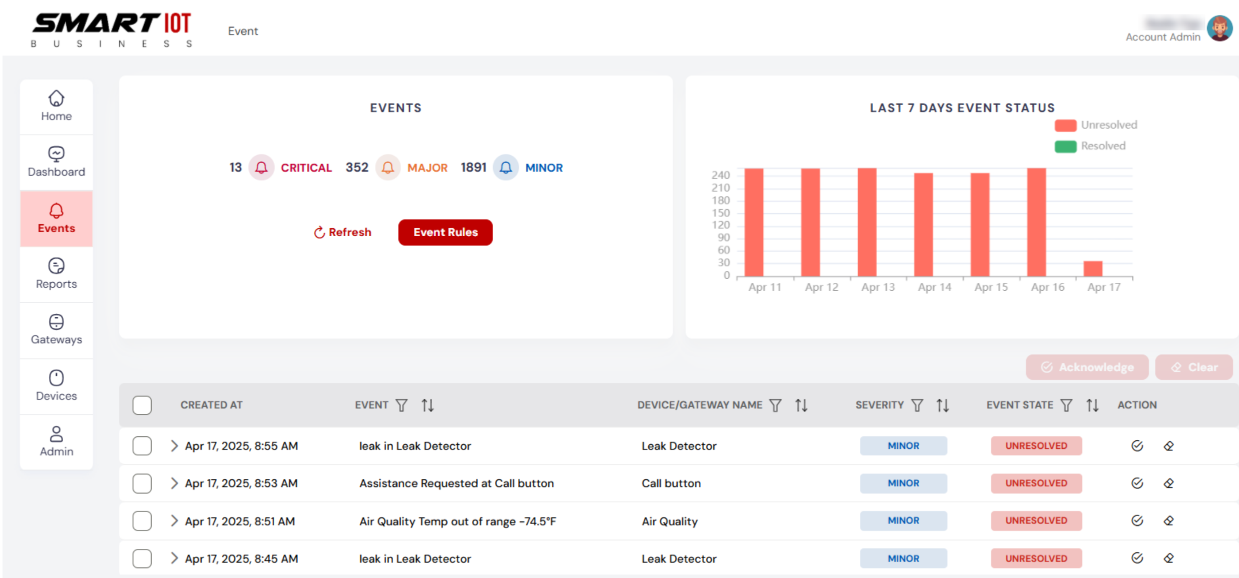
- Events : Displays the number of events generated.
- **Refresh**: Allows the user to refresh the contents on the dashboard.
- **Last updated**: Displays the date and time when the data is last updated.
- **Name**: Allows the user to filter the data based on the device name.
- **Type**: Allows the user to filter the data based on the device type.
- Date filter: Allows the user to filter the data based on predefined time intervals. The information displayed on the page is set to display data from the **Past 1 day** by default.

  The application also provides the option to view data within a custom range filter according to user preference. Click **Custom range** from the drop-down and select the required date and time range from the **Select date range** calendar.

Note: The **Custom range** filter appears only when the user opens the **History** and **Detail** tab.

Events

An event is triggered when the data from the sensor meets certain predefined conditions or rules. The users are notified using an alarm whenever an alarm occurs.
The **Events** page monitors and keeps track of the events generated on the sites. The user can manage and view the event list on the Events page.
Click **Events** from the left panel. The following page appears:



The **Events** page provides the following information:

- **Events**: Displays the number of events generated categorized as follows:
    - **Critical**
    - **Major**
    - **Minor**
- Click **Event Rules** to add an event rule. For more information, see Event RulesEvent Rules. Use the **Refresh** button to refresh the information on the page.
- **Last 7 Days Event Status**: Displays the graphical representation of the event statuses from the last 7 days. The event statuses are categorized into the following:
    - **Unresolved**

- **Resolved**

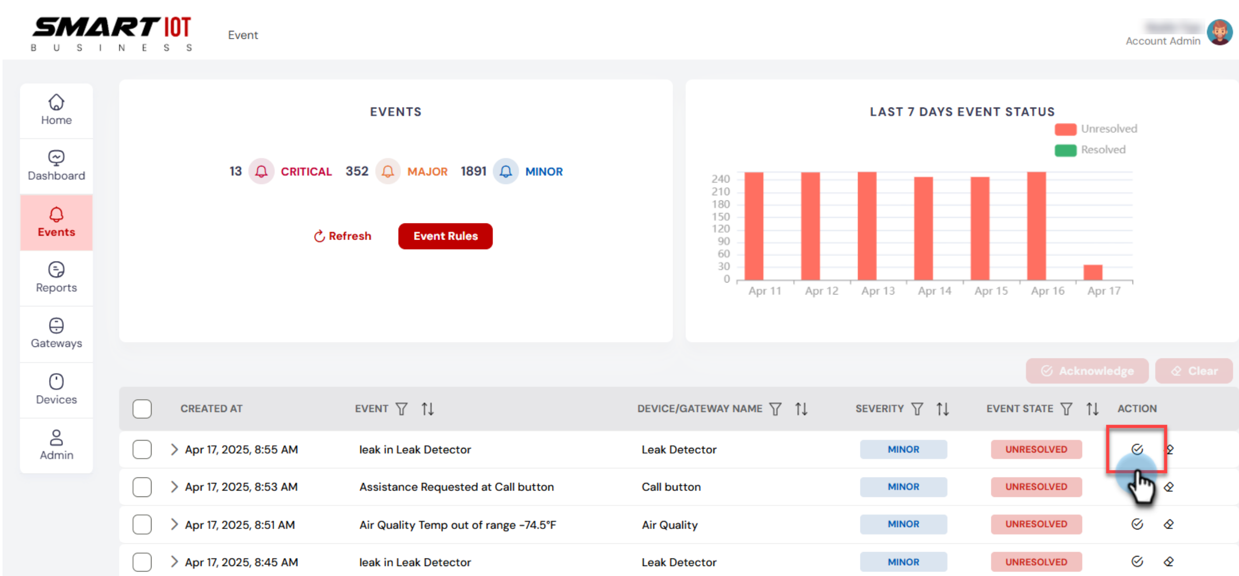
- Event list: Displays the list of events generated with the following fields:
    - **Created At**: Displays the date and time of the event generation.
    - **Event**: Displays the title of the event.
    - **Device/ Gateway Name**: Displays the device or gateway where the event is generated.
    - **Severity**: Displays the severity of the event.
    - **Event State**: Displays the state of the event.
    - **Action**: Displays the actions available on the event. The actions are:
        - **Acknowledge**
        - **Clear**

Acknowledge Event

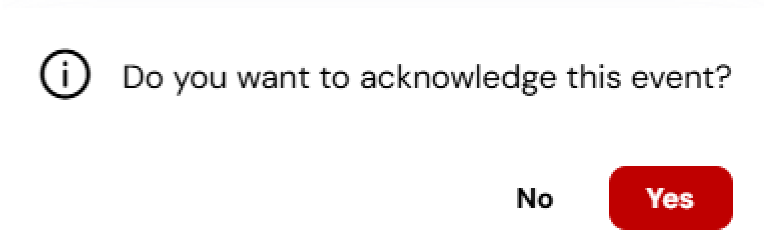
The acknowledge event option allows the user to mark an event as acknowledged for further actions.

Perform the following steps to acknowledge an event:

1. Click against the respective event.



The following pop-up appears:



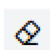
2. Click **Yes** to acknowledge the event or **No** to cancel.

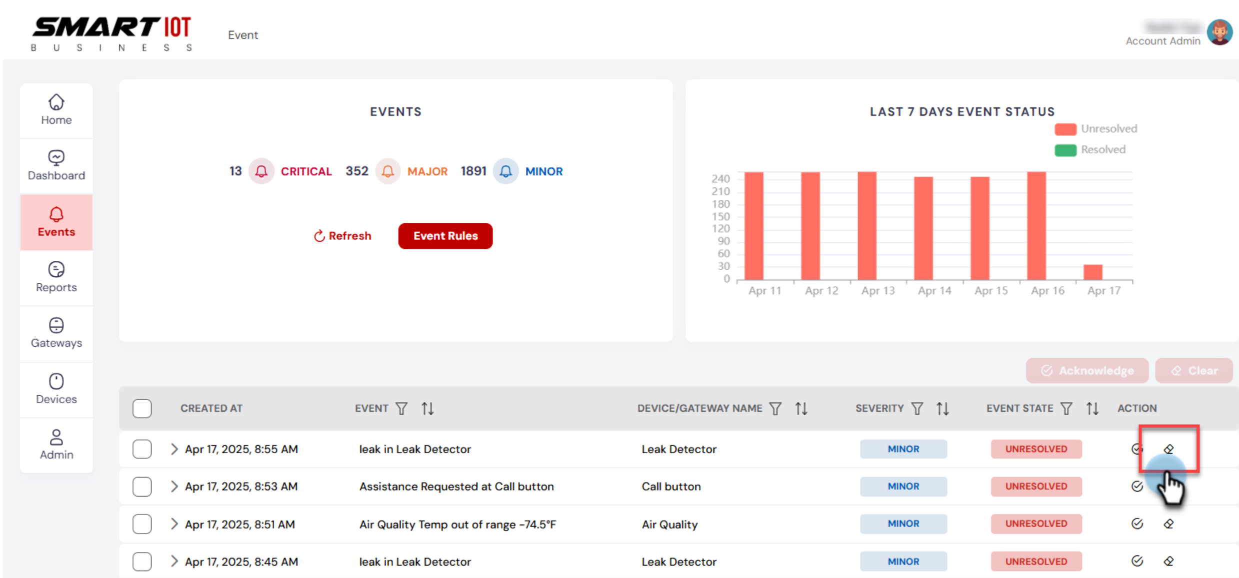
To acknowledge multiple events, select the required events and click the **Acknowledge** button at the top of the event list.

Clear Event

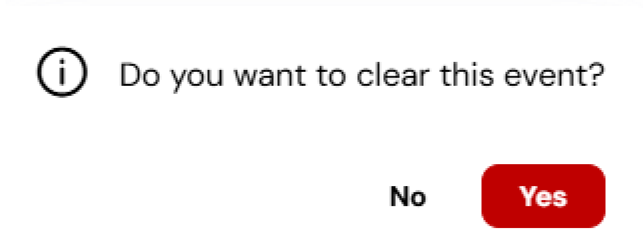
The clear event option allows the user to mark an event as closed.

Perform the following steps to clear an event:

1. Click  against the respective event.



The following pop-up appears:



2. Click **Yes** to clear the event or **No** to cancel.

To clear multiple events, select the required events and click **Clear** at the top of the event list.

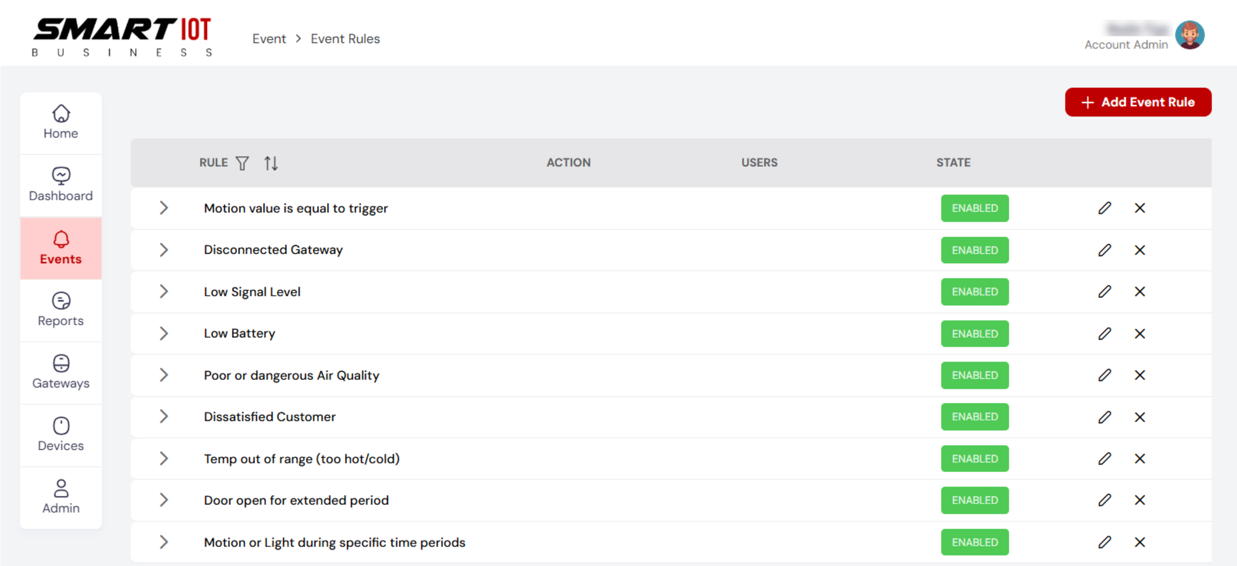
The user can manage the display preferences of the events list using the following options:

- Click  next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click  next to the column name to filter the list and display only the preferred items.
- Use the pagination option to navigate between different sections of the list.
- Use the page size selector to choose the number of items displayed at a time.

Event Rules

Event Rules are a set of user-defined conditions that detect events when the sensor data meets the conditions and triggers a corresponding action. The **Event Rules** page enables the user to create and manage event rules.

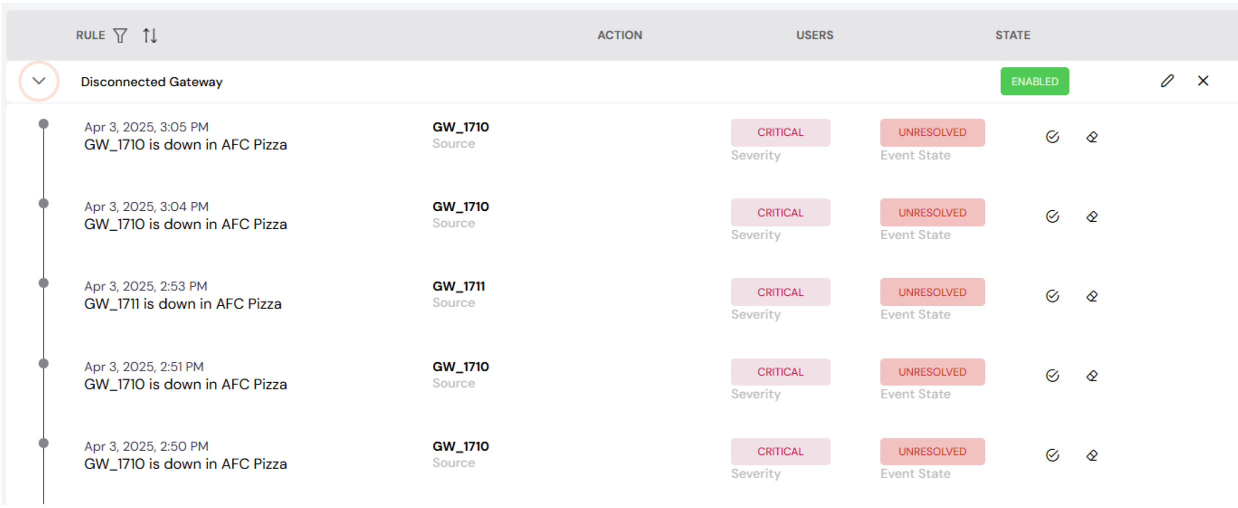
Click **Event Rules** from the **Events** page. The following page appears:



The **Event Rules** page displays the list of event rules created with the following fields:

- **Rule**: Displays the title of the event rule.
- **Action**: Displays the action corresponding to the rule.
- **Users**: Displays the users to notify during the event.
- **State**: Displays the current state of the rule.
- Edit
- Delete

Click to view the history of the event rule. The events generated from the particular rule appear as follows:

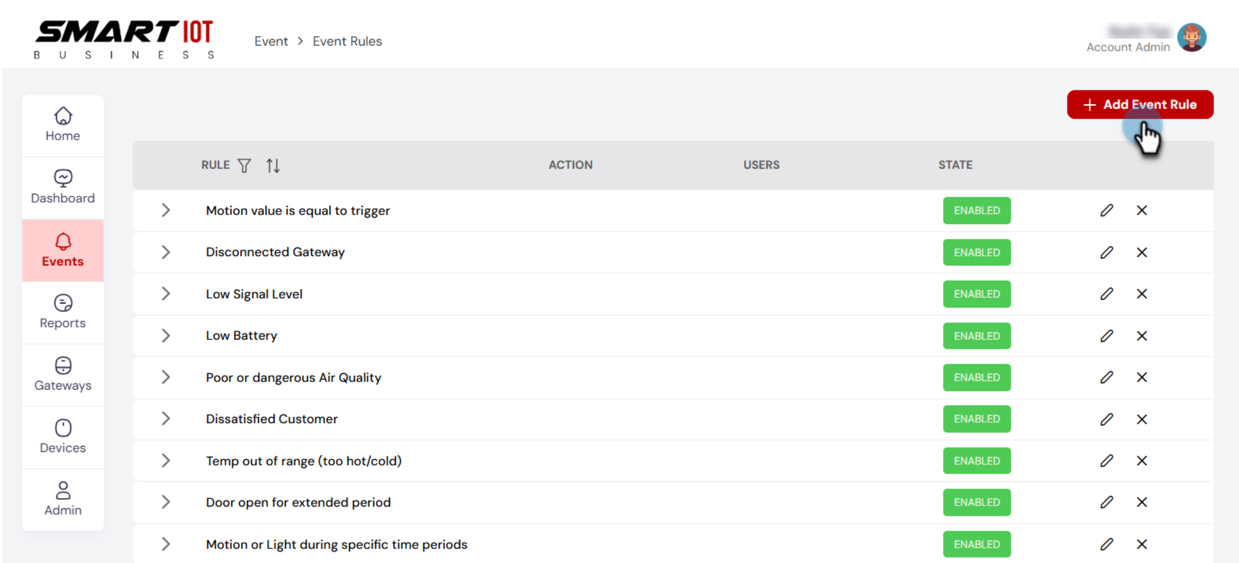


- Click to acknowledge the event. For more information, see Acknowledge EvenAcknowledge Event.
- Click to clear the event. For more information, see Clear EventClear Event.

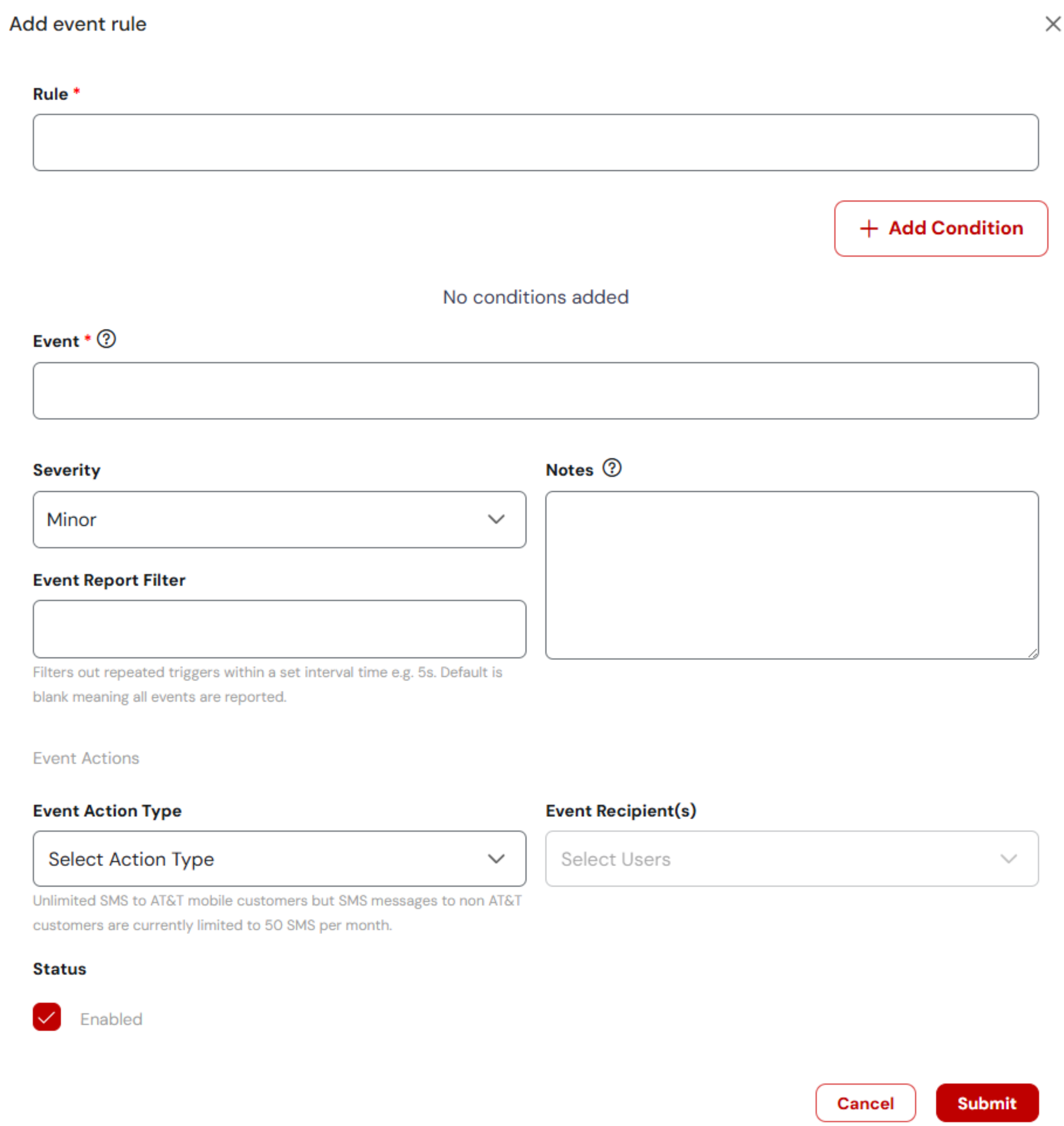
Add Event Rule

The **Add Event Rule** option allows the user to create an event rule. Perform the following steps to add a new event rule:

1. Click **Add Event Rule** on the **Event Rules** page.

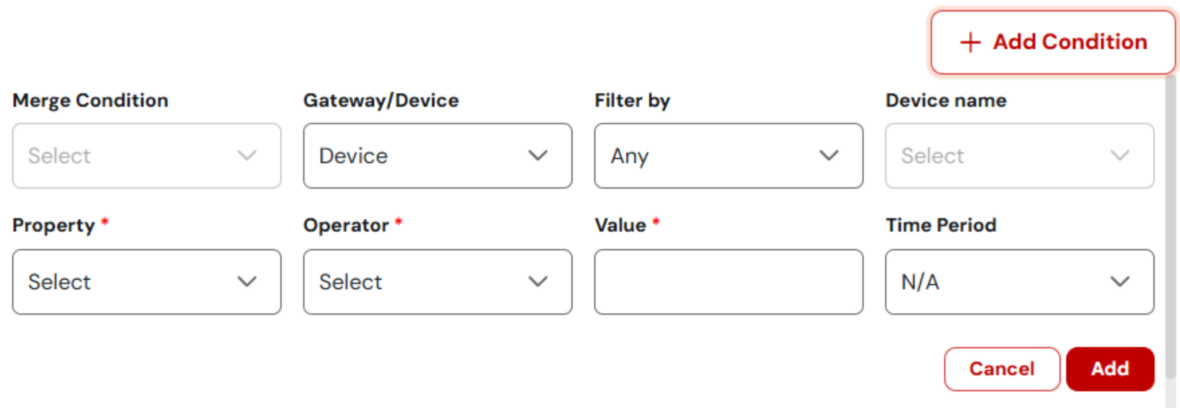


The **Add event rule** pop-up appears.



2. Fill in the following fields:
    a. **Rule**: Enter the title of the rule.

b. **Add Condition**: Click **Add Condition** to add the rule. The following fields appear:



i. **Merge Condition**: The Merge Condition field is enabled only when at least one condition is added. Select the required option from the drop-down to merge the conditions.

ii. **Gateway/Device**: Select the required option from the Gateway/Device drop-down.

1. **Gateway**: Allows the user to define the event rule based on the gateways.
2. **Device**: Allows the user to define the event rule based on the devices.

iii. **Filter by**: Select the required filter option from the drop-down.

For the **Gateway** option, the following filter options appear:

1. **Any**: Allows the user to select all the devices.
2. **Gateway**: Allows the user to select a specific gateway.

iv. For the **Device** option, the following filter options appear:

1. **Any**: Allows the user to select all the devices.
2. **Device type**: Allows the user to select a device of a specific type.
3. **Device name**: Allows the user to select a specific device.

v. **Property**: Select the required property from the drop-down.

vi. **Operator**: Select the required operator from the drop-down.

vii. **Value**: Enter the required threshold value.

viii. **Time Period**: Select the required time period option from the drop-down. The available options are:

1. **N/A**: Select N/A if time period is not applicable.
2. **Duration**: Allows the user to specify a particular time duration. Enter the required time duration in the **Time** field that appears below.
3. **Interval**: Allows the user to select a time interval. Select the required interval from the **Start Time** and **End Time** fields that appear below.

ix. Click **Add** to submit the condition or **Cancel** to clear the condition.

c. **Event**: Enter the event description. Click to view and select the dynamic fields. Copy and paste the required options in the field. The application replaces the fields with actual values.

d. **Severity**: Select the severity of the event from the drop-down. The available options are:

i. **Major**

ii. **Minor**

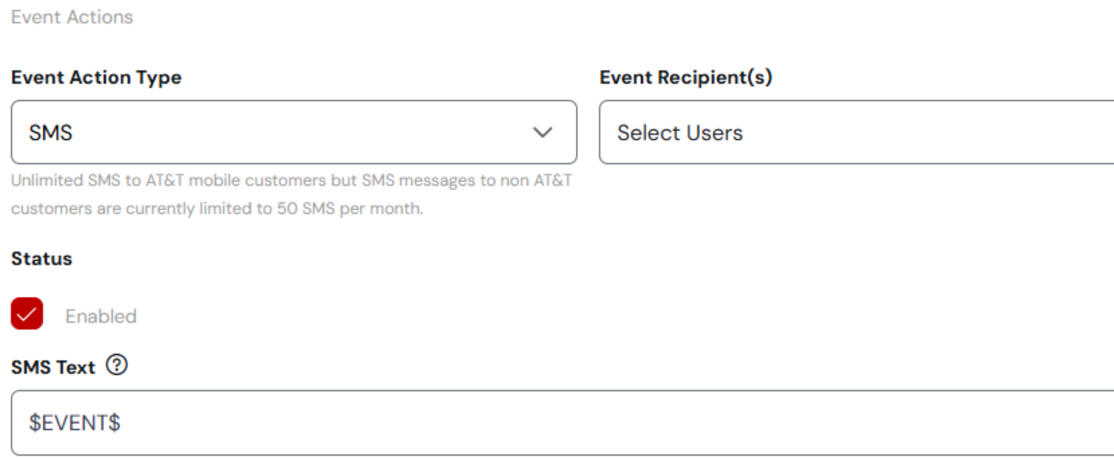
iii. **Critical**

e. **Notes**: Enter the comments or notes, if any. Click to view and select the dynamic fields. Copy and paste the required options in the field. The application replaces the fields with actual values.

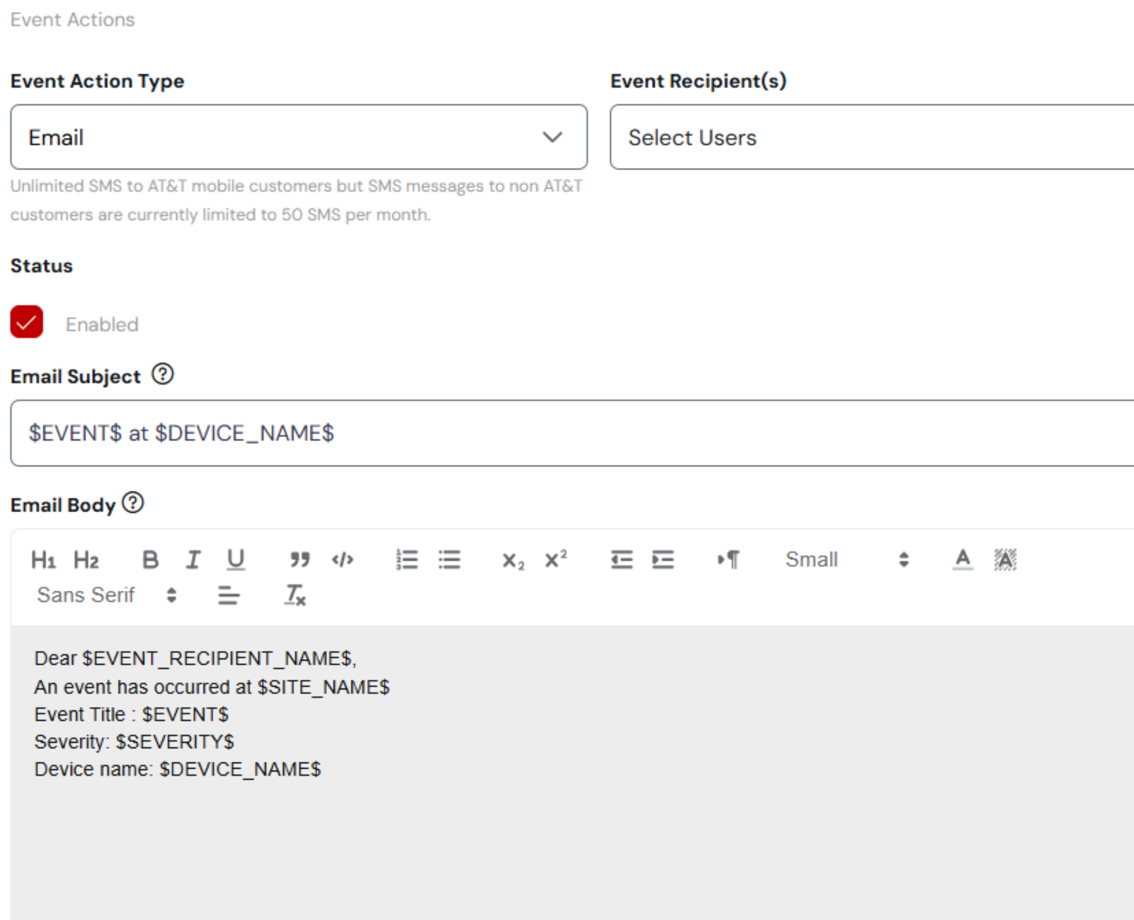
f. **Event Report Filter**: Enter the threshold time interval to detect the events to avoid repeated triggers.

g. **Event Action Type**: Select the required event action type from the drop-down. The available actions are:

i. **SMS**: The **SMS Text** field appears when the user selects the **SMS** option in the **Event Action Type** field. Enter the message required to send to the recipients.



ii. **Email**: The **Email Body** field appears when the user selects the **Email** option in the **Event Action Type**. Enter the email content required to send to the recipients.



Click to view and select the dynamic fields. Copy and paste the required options in the field. The application replaces the fields with actual values.

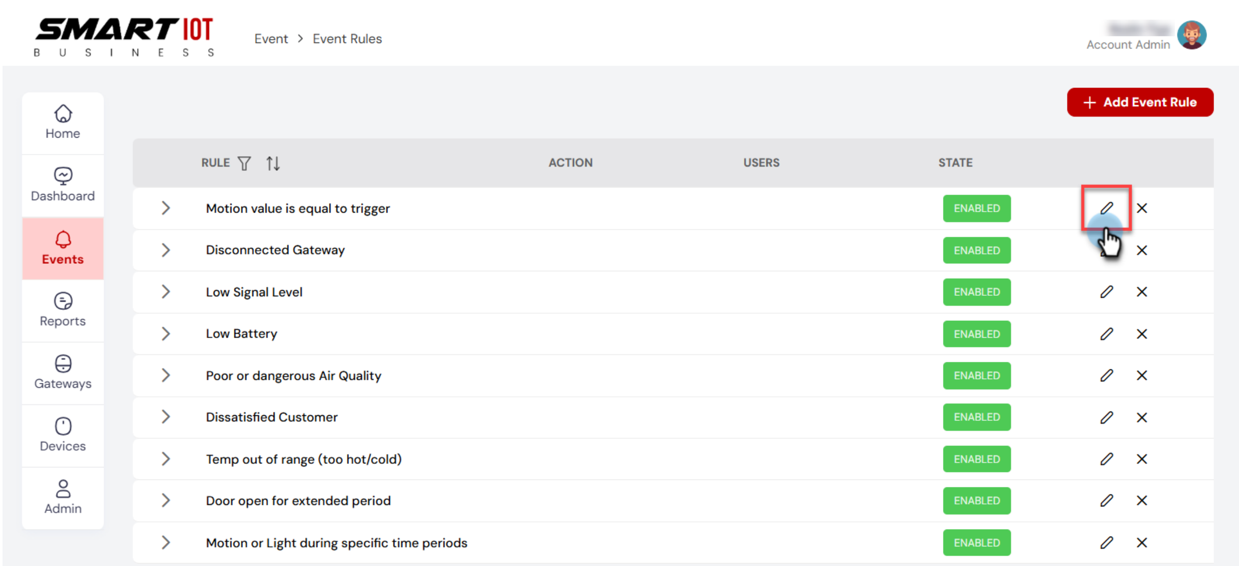
h. **Event Recipient(s)**: Select the users to notify during the event from the drop-down.

3. Select the **Enable** checkbox to enable the rule and click **Submit**.

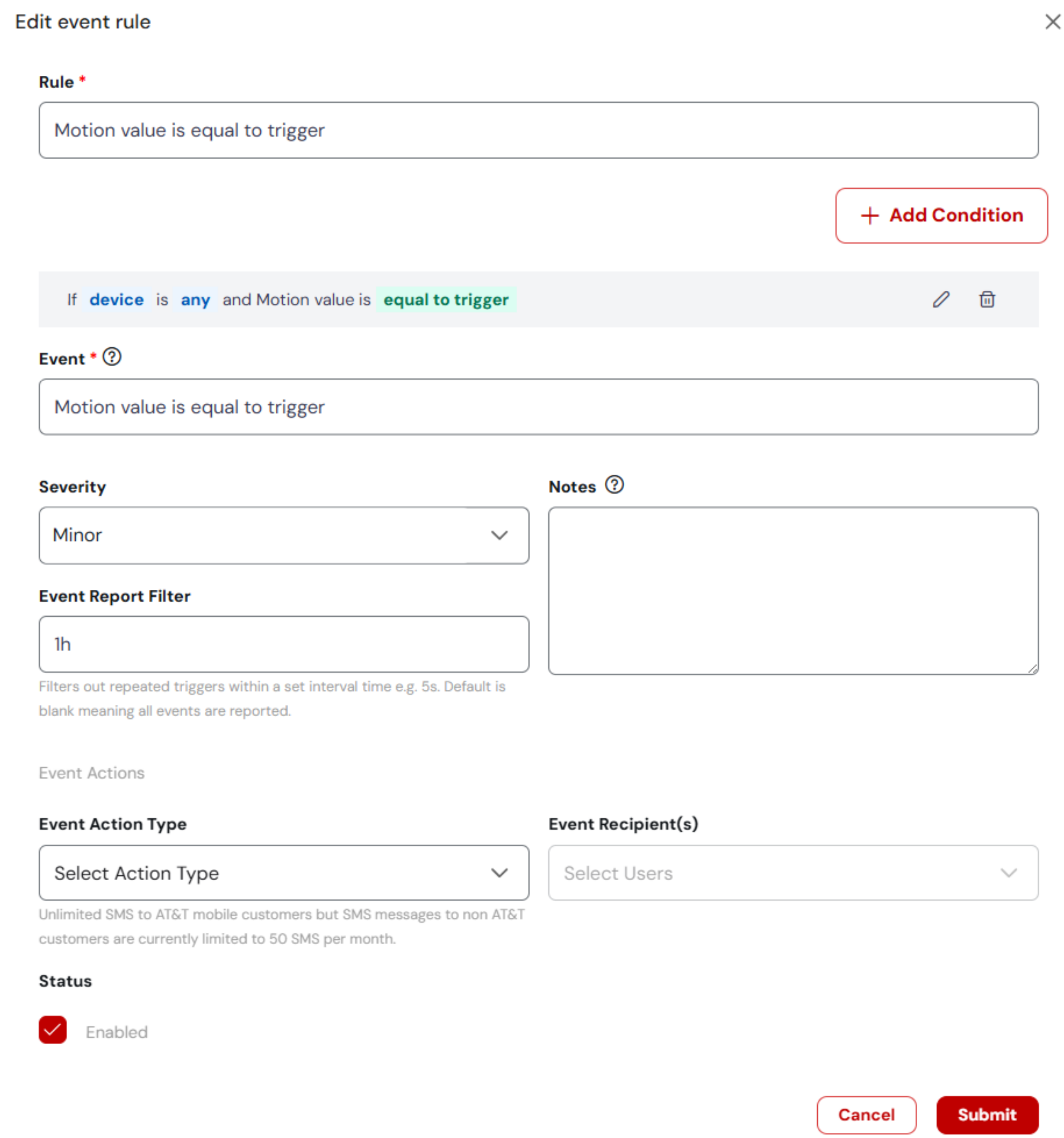
Edit Event Rule

The application enables users to update and manage the existing rules using the edit option. Perform the following steps to edit a rule:

1. Click against the respective event rule.



The **Edit event rule** pop-up appears.

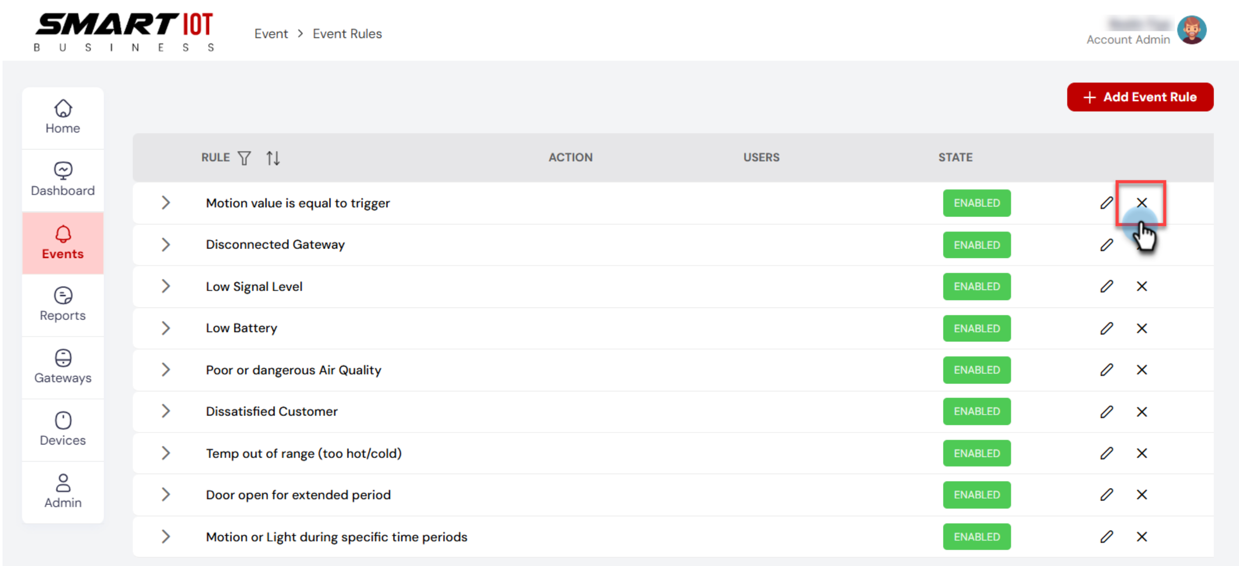


2. Edit the necessary fields and click **Submit**.

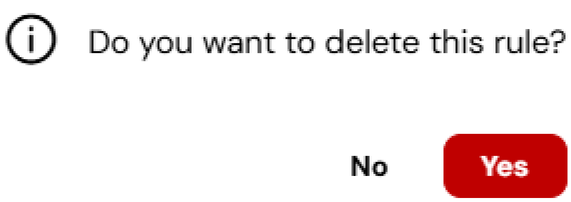
Delete Event Rule

The delete option allows the user to remove an event rule. Perform the following steps to delete an event rule:

1. Click  against the respective event rule.

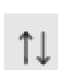
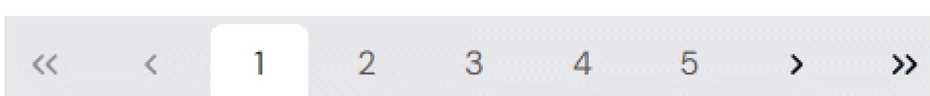


The following pop-up appears:



2. Click **Yes** to delete the rule or **No** to cancel.

The user can manage the display preferences of the Event Rules list using the following options:

- Click  next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click  next to the column name to filter the list and display only the preferred items.
- Use the pagination option  to navigate between different sections of the list.

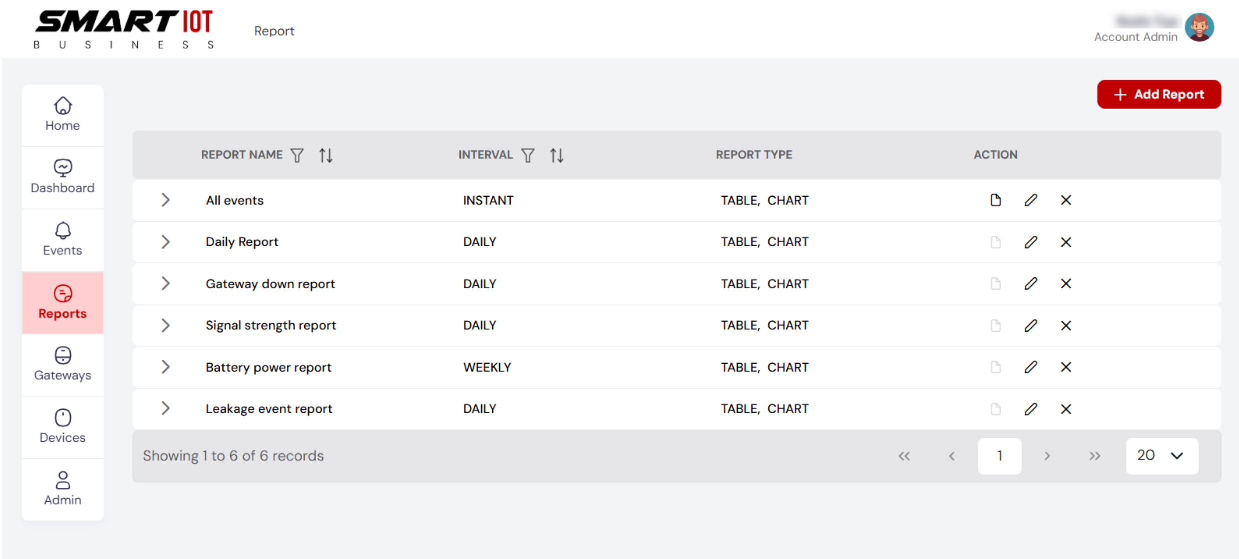
- Use the page size selector 

 to choose the number of items displayed at a time.

Reports

Reports help the users to track and analyze the events generated on the sites. The **Reports** page on the application enables the user to create and manage reports using table and chart representation.

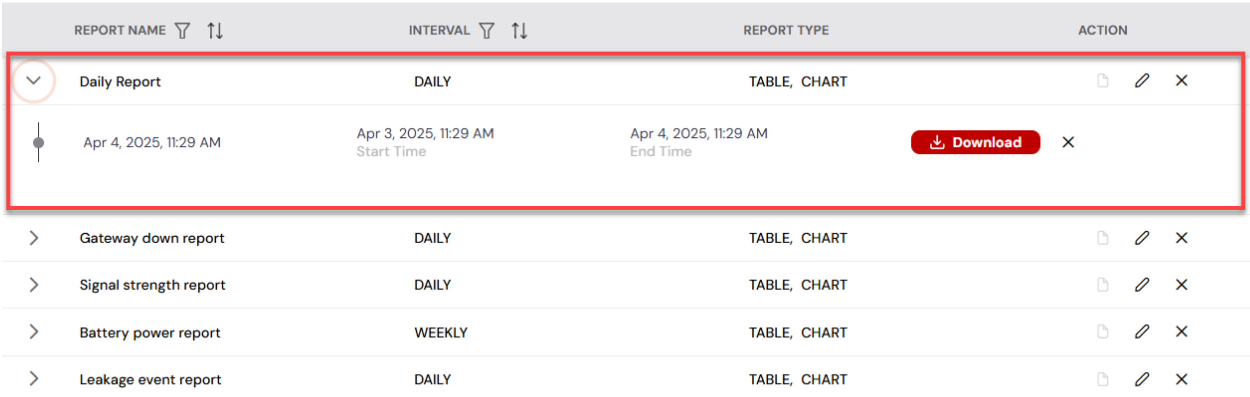
Click **Reports** on the left panel. The **Reports** page appears as follows:



The **Reports** page displays the list of reports created with the following fields:

- **Report Name**: Displays the name of the report.
- **Interval**: Displays the selected time interval for report generation.
- **Report Type**: Displays the type of the report generated.
- **Action**: Displays the action available for the report. The actions are:
    - Generate report
    - Edit report
    - Delete report ×

Click to view the history of the report. The details of the generated report appear here.



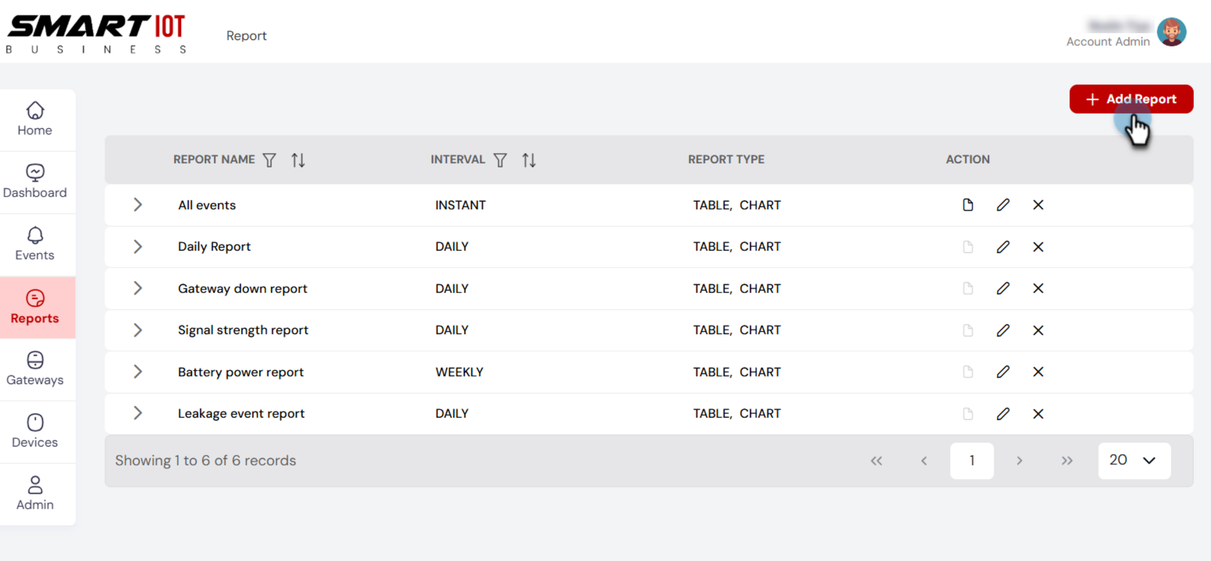
Click **Download** to download the report and ✕ to delete the report.

Add Report

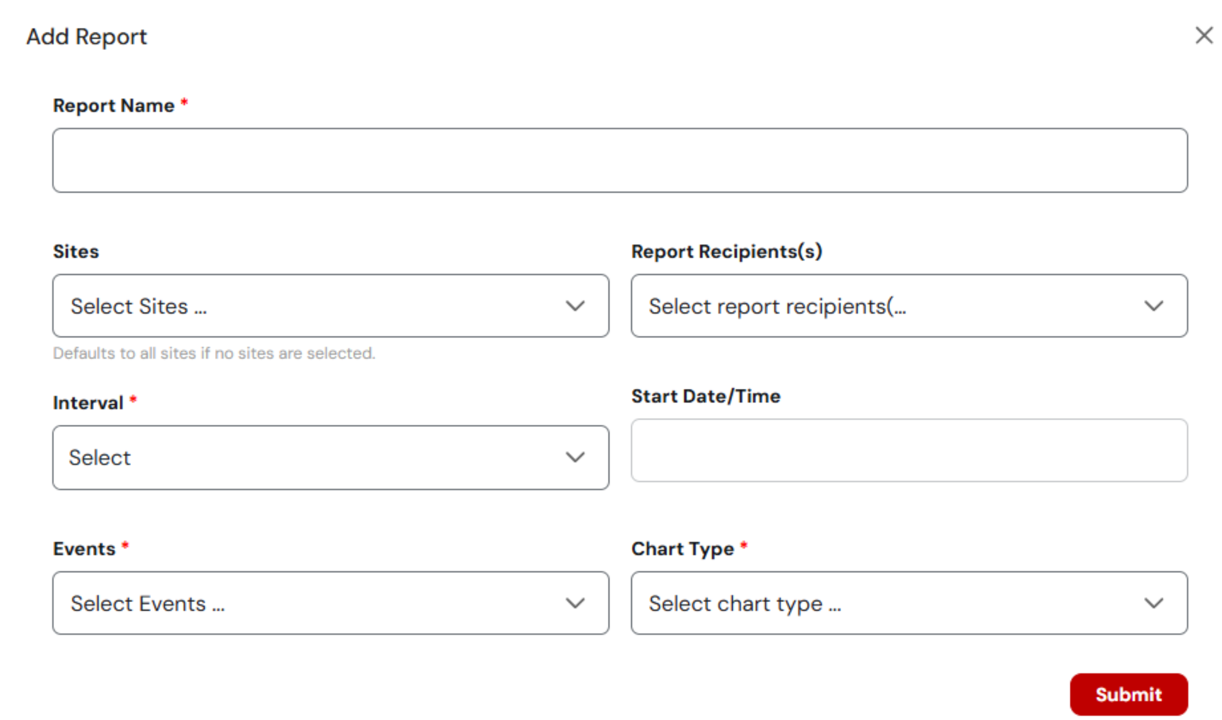
The **Add Report** option allows the user to add a new report.

Perform the following steps to add a report:

1. Click **Add Report** on the **Reports** page.



The **Add Report** pop-up appears.



2. Fill in the following fields:
    1. **Report Name**: Enter the name of the report.
    2. **Sites**: Select the required sites from the calendar.
    3. **Report recipients(s)**: Select the required recipients from the calendar.
    4. **Interval**: Select the interval to generate the report from the drop-down. The available intervals are:
        1. **Instant**: Allows the user to generate reports instantly.
        2. **Daily**: Allows the user to generate a report daily.
        3. **Weekly**: Allows the user to generate a report every week.
        4. **Monthly**: Allows the user to generate a report every month.
        5. **Yearly**: Allows the user to generate a report every year.
    5. **Start Date/ Time**: Select the required start date and time from the calendar.
    6. **Events**: Select the required event from the drop-down.

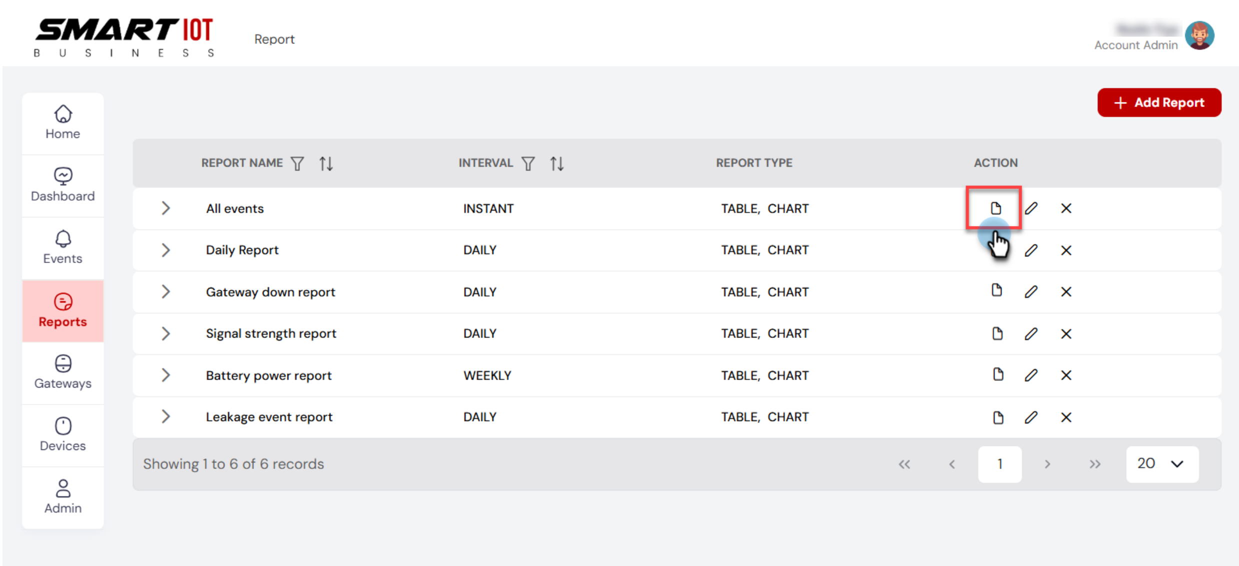
7. **Chart Type**: Select the required type of chart from the drop-down to represent the report. The available options are:
    1. **Chart**: Allows the user to create a chart in the report.
    2. **Table**: Allows the user to create a table in the report.
3. Click **Submit**.

Generate Report

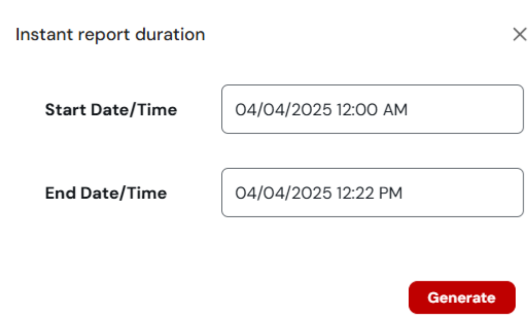
The generate report in the **Reports** page option allows the user to generate the report for a specific period.

Perform the following steps to generate a report:

1. Click against the respective report.



The **Instant report duration** pop-up appears.



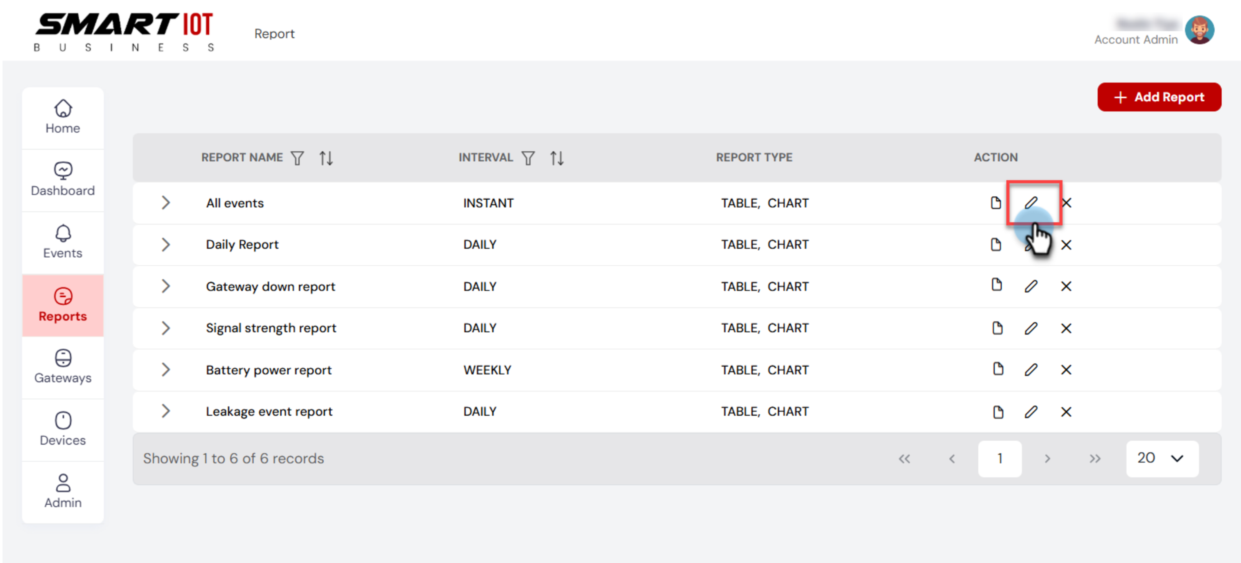
2. Select the **Start Date/Time** and **End Date/Time** from the calendar.

3. Click **Generate** to generate the report.

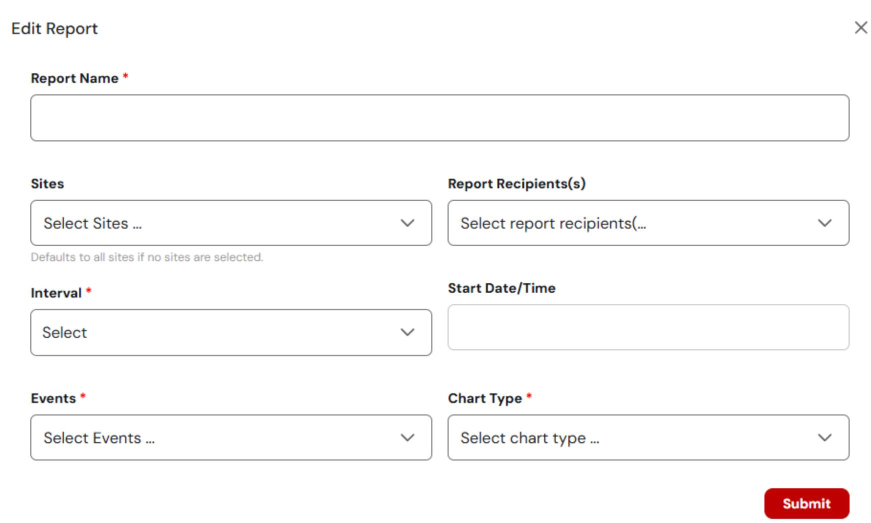
Edit Report

The user can make changes to the report created using the edit option. Perform the following steps to edit a report:

1. Click  against the respective report.



The **Edit Report** pop-up appears.

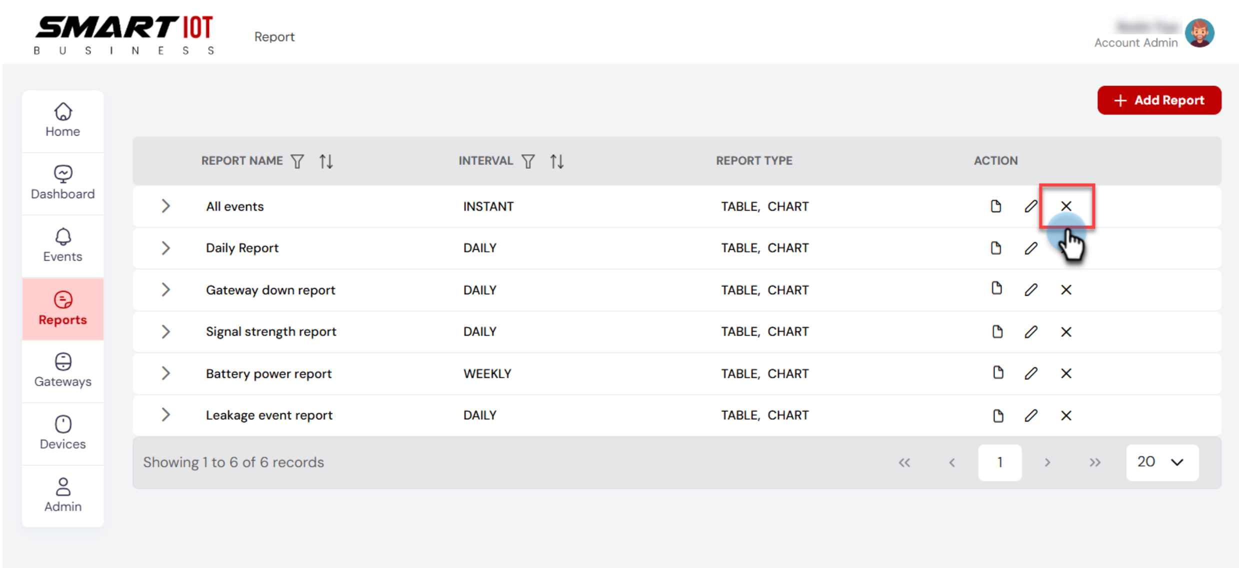


2. Edit the necessary fields and click **Submit**.

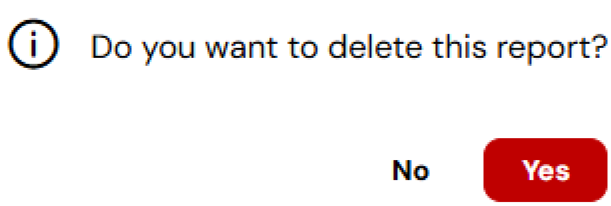
Delete Report

The user can remove the report from the list using the delete report option. Perform the following steps to delete a report:

1. Click  against the respective report.

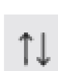


The following pop-up appears:

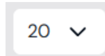


2. Click **Yes** to delete the report or **No** to cancel.

The user can manage the display preferences of the Reports list using the following options:

- Click  next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click  next to the column name to filter the list and display only the preferred items.

- Use the pagination option 

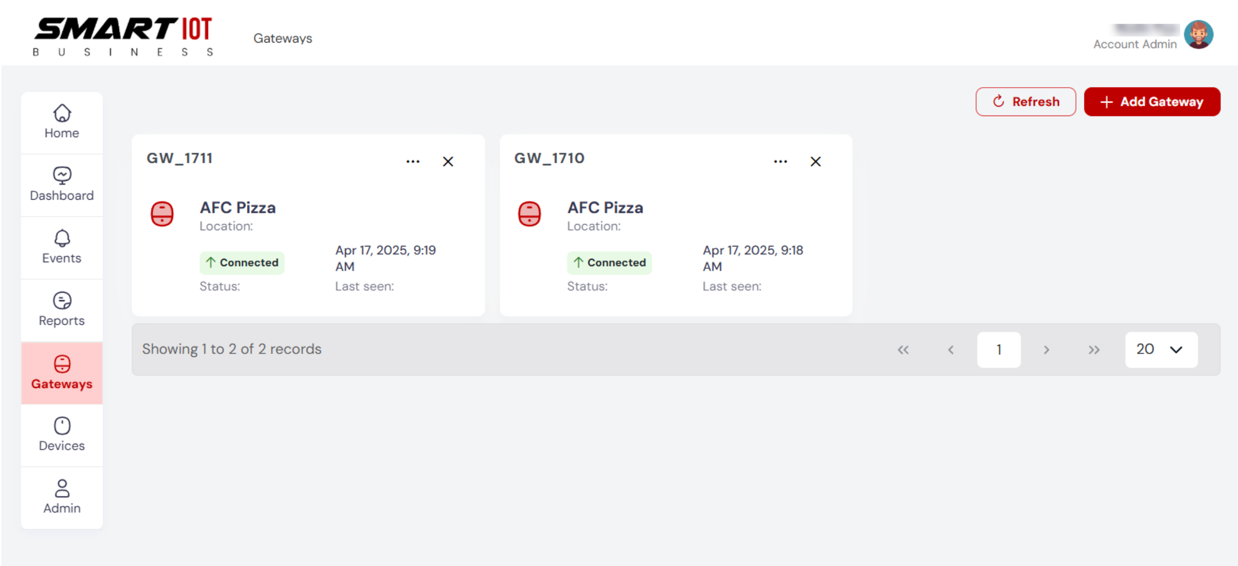
to navigate between different sections of the list.
- Use the page size selector 

to choose the number of items displayed at a time.

Gateways

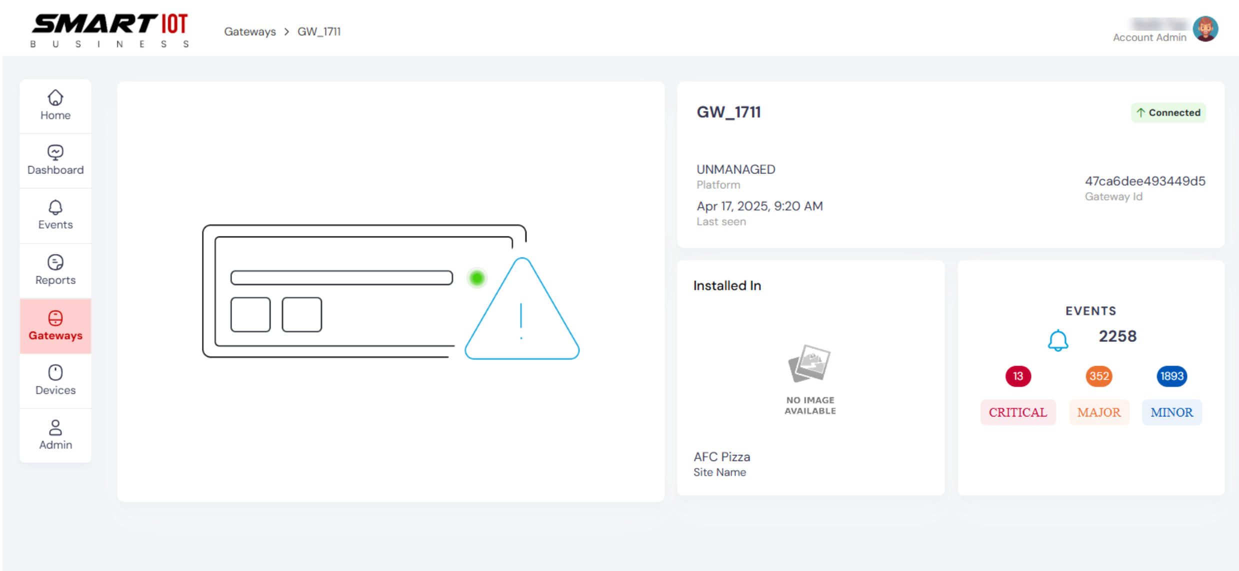
Gateways serve as an interface between a device and the local server. The function of the gateway is to facilitate communication between devices and collect information for processing, analysis, and monitoring. The **Gateways** page enables the user to add and manage the functioning of gateways.

Click **Gateways** from the left panel. The following page appears:



The **Gateways** page displays the available gateways along with the basic details.

Click on the gateway to learn more. The gateway dashboard appears.



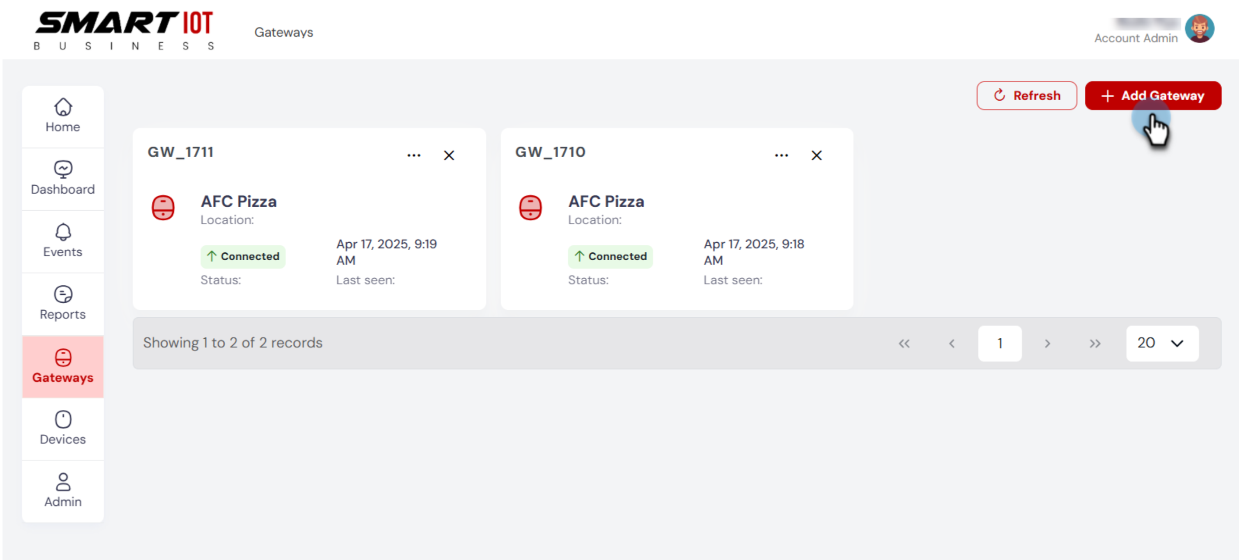
The gateway dashboard displays a pictorial representation of the gateway along with the following information:

- Status: Displays the current status of the gateway. The statuses displayed are:
  - **Connected**
  - **Disconnected**
  - **Unknown**
- **Platform**: Displays the type of platform. The platforms are:
  - **Managed**: Displays when the organization manages the platform.
  - **Unmanaged**: Displays when the organization does not manage the platform.
- **Last Seen**: Displays the date and time when the gateway is last connected.
- **Gateway Id**: Displays the unique gateway id.
- **Installed In**: Displays the name of the site connected along with the site image.
- **Events**: Displays the number of events generated categorized as the following:
  - **Critical**
  - **Major**
  - **Minor**

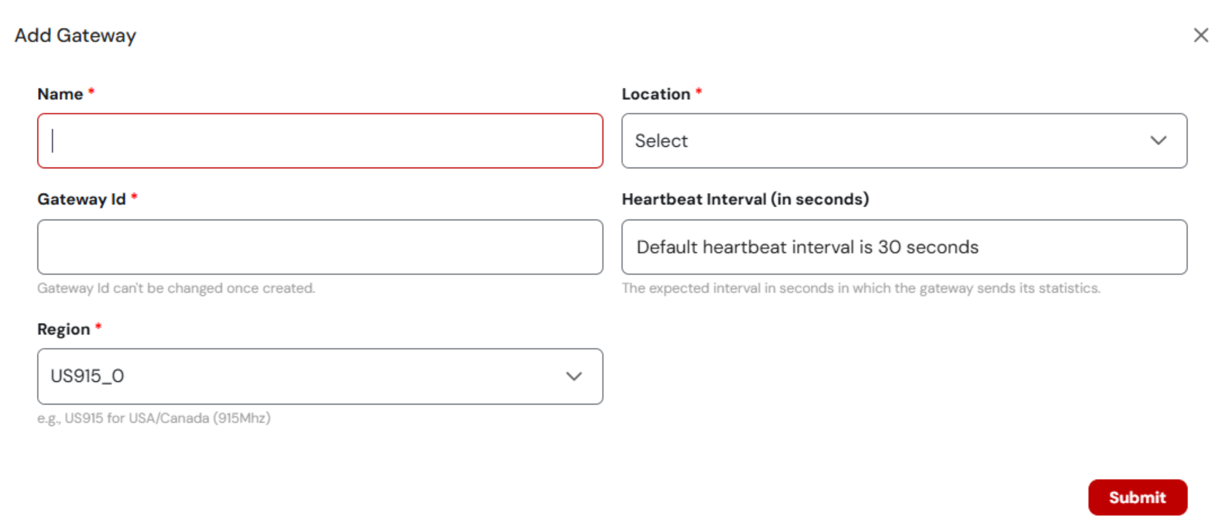
Add Gateway

The **Add Gateway** option allows the user to add a new gateway. Perform the following steps to add a gateway:

1. Click **Add Gateway** on the **Gateways** page.



The **Add Gateway** pop-up appears



2. Fill in the following fields:
    1. **Name**: Enter the name of the gateway.
    2. **Location**: Select the required location from the drop-down.
    3. **Gateway Id**: Enter the unique gateway id.

4. **Heartbeat Interval**: Select the time interval in which the gateway sends the statistics using the button.
5. **Region**: Select the required region from the drop-down.

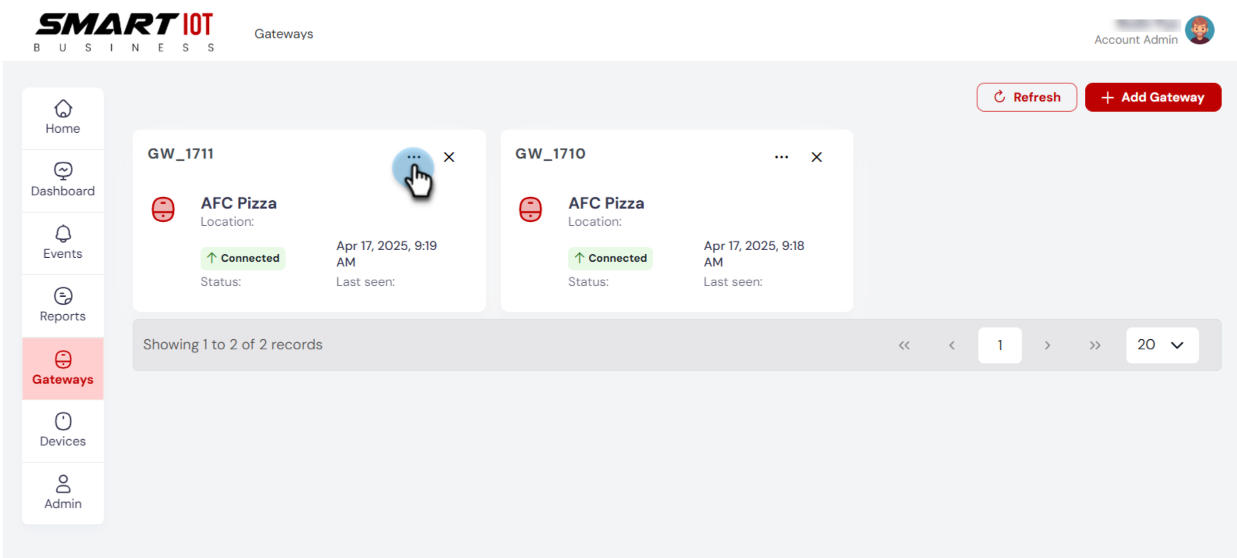
3. Click **Submit**.

Edit Gateway

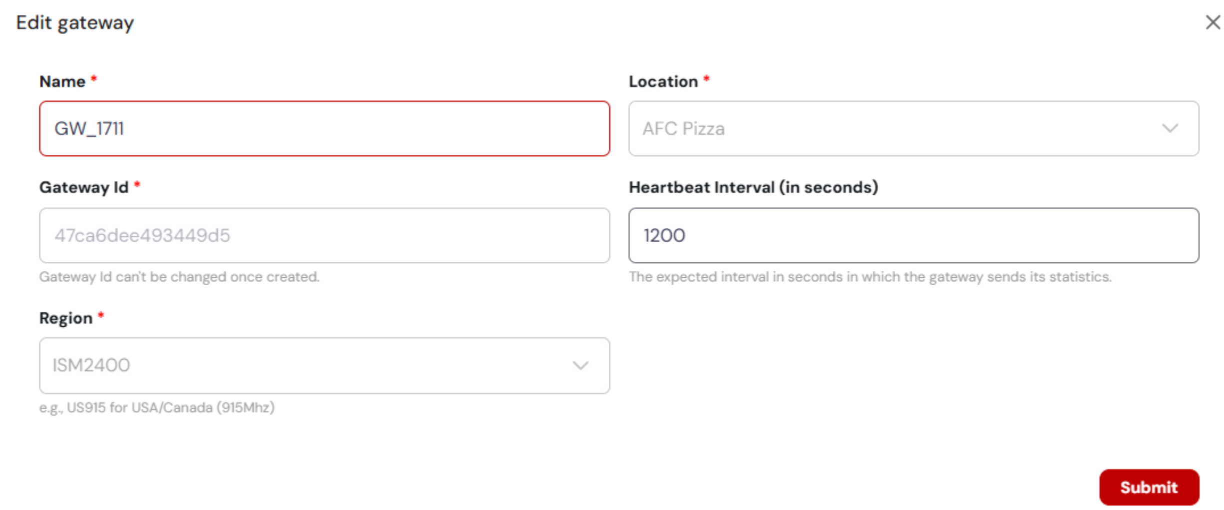
The user can make changes to the gateway details using the edit gateway option.

Perform the following steps to edit a gateway:

1. Click ••• on the gateway details.



The **Edit gateway** pop-up appears.



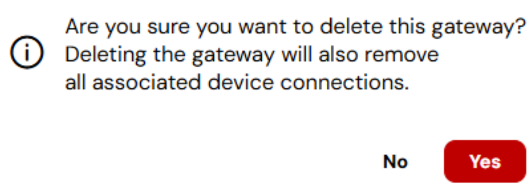
2. Edit the necessary fields and click **Submit**.

Delete Gateway

The **Gateway** page provides the option to remove a gateway using the delete option. Perform the following steps to delete a gateway:

1. Click on the gateway details.

   The following pop-up appears:



2. Click **Yes** to delete the gateway or **No** to cancel.

Use the following options to manage the content on the Gateway page:

- Click **Refresh** to refresh the contents on the page.
- Use the pagination option 

to navigate between different sections of the list.
- Use the page size selector

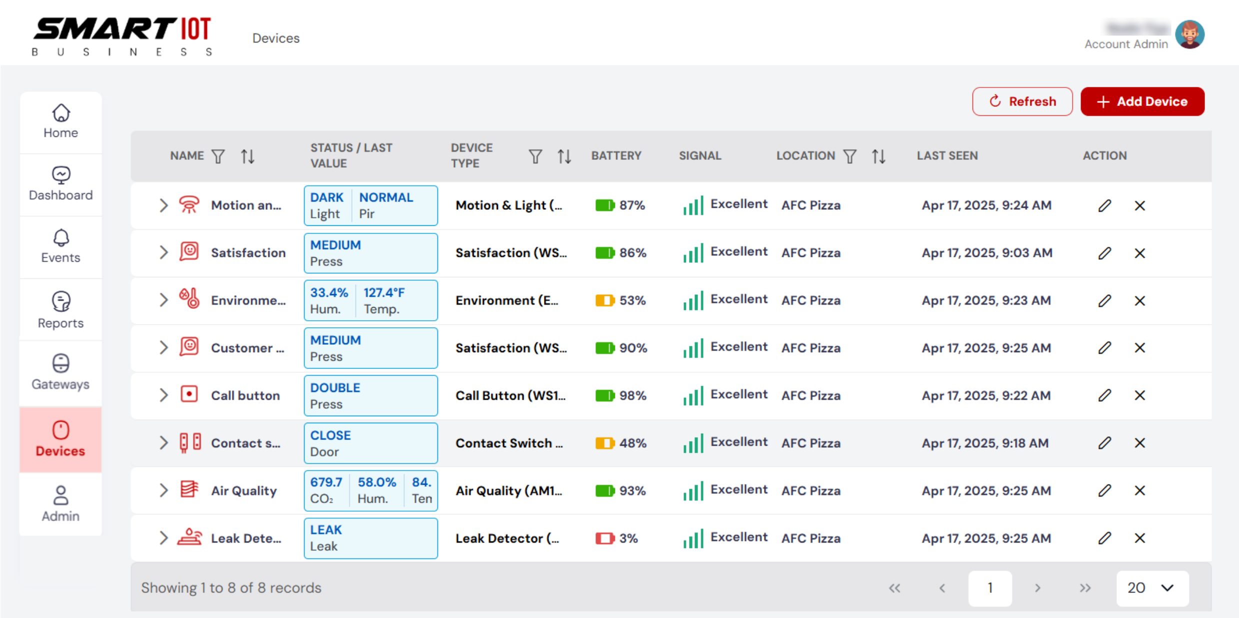
to choose the number of items displayed at a time.

Devices

Devices are the sensors installed on various sites to monitor and notify the conditions of the sites.

The **Devices** page allows the user to add and analyze the data from the devices at different sites.

Click **Devices** from the left panel. The following page appears:

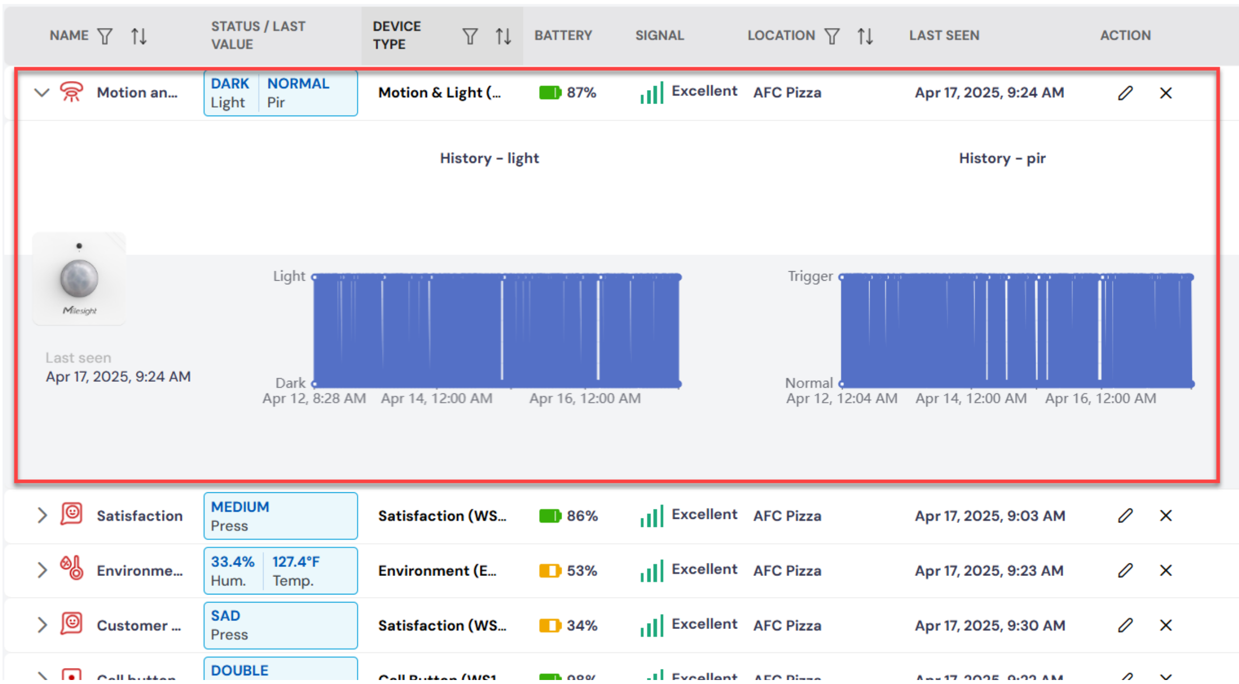


The **Devices** page displays the list of available devices with the following details:

- **Name**: Displays the name of the device.
- **Status/Last Value**: Displays the current value from the device.
- **Device Type**: Displays the type of the device.
- **Battery**: Displays the battery strength of the device.
- **Signal**: Displays the signal strength of the device.
- **Location**: Displays the site where the device is installed.
- **Last Seen**: Displays the date and time when the device is last connected.
- **Action**: Displays the actions available for the device. The actions are:
  - Edit 

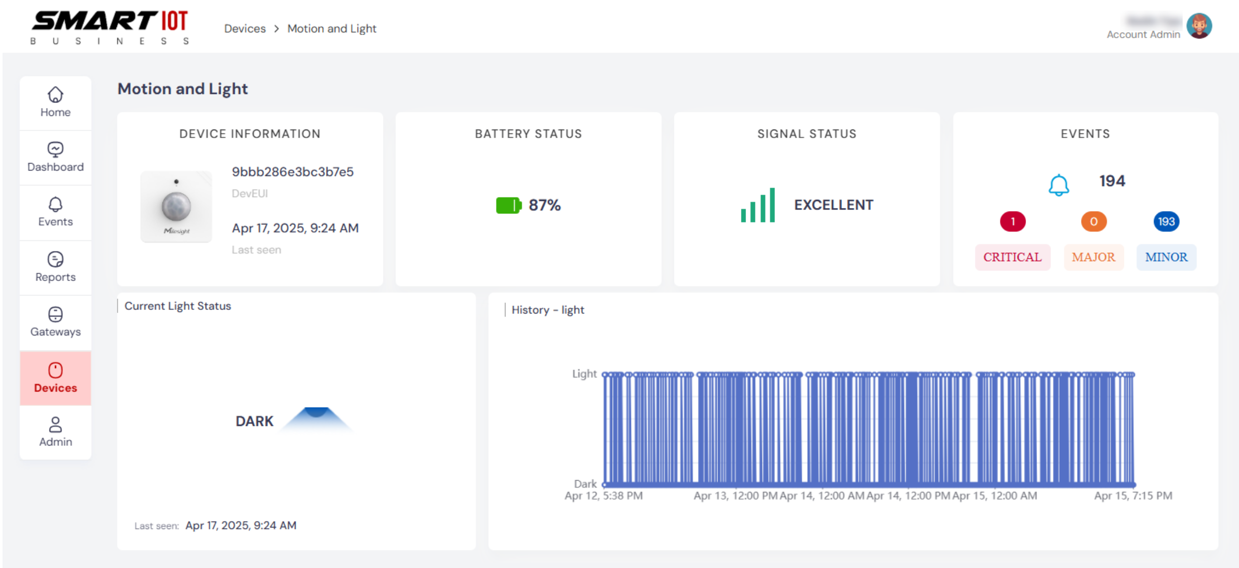
- Delete ✕

Click › to view the graphical representation of the device history. Hover over the graph to see the device status at a specific date and time.



Device Dashboard

The device dashboard provides detailed information about the device. Click on the device name to view the dashboard.



The device dashboard displays the following information:

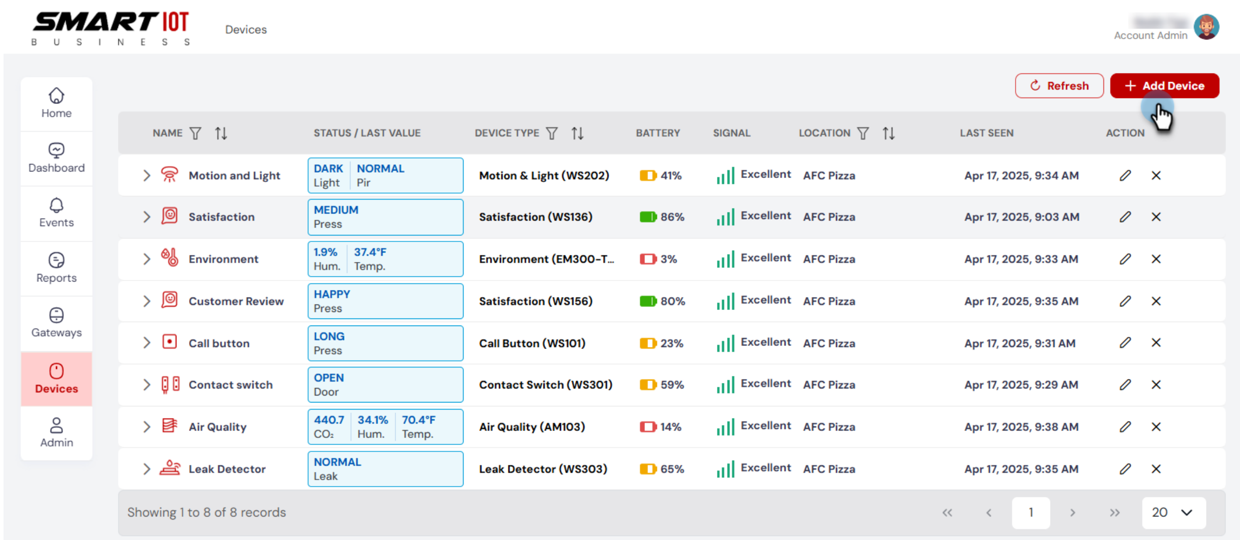
- **Device Information**: Displays the device details such as:
  - **DevUI**: Displays the unique DevUI ID.

    Last seen: Displays the date and time when the device is last connected.
- **Battery Status**: Displays the battery status of the device.
- **Signal Status**: Displays the signal strength of the device.
- **Events**: Displays the number of events generated on the device.
- **Current Status**: Displays the current status according to the device property.
- **History**: Displays the graphical representation of the device history.

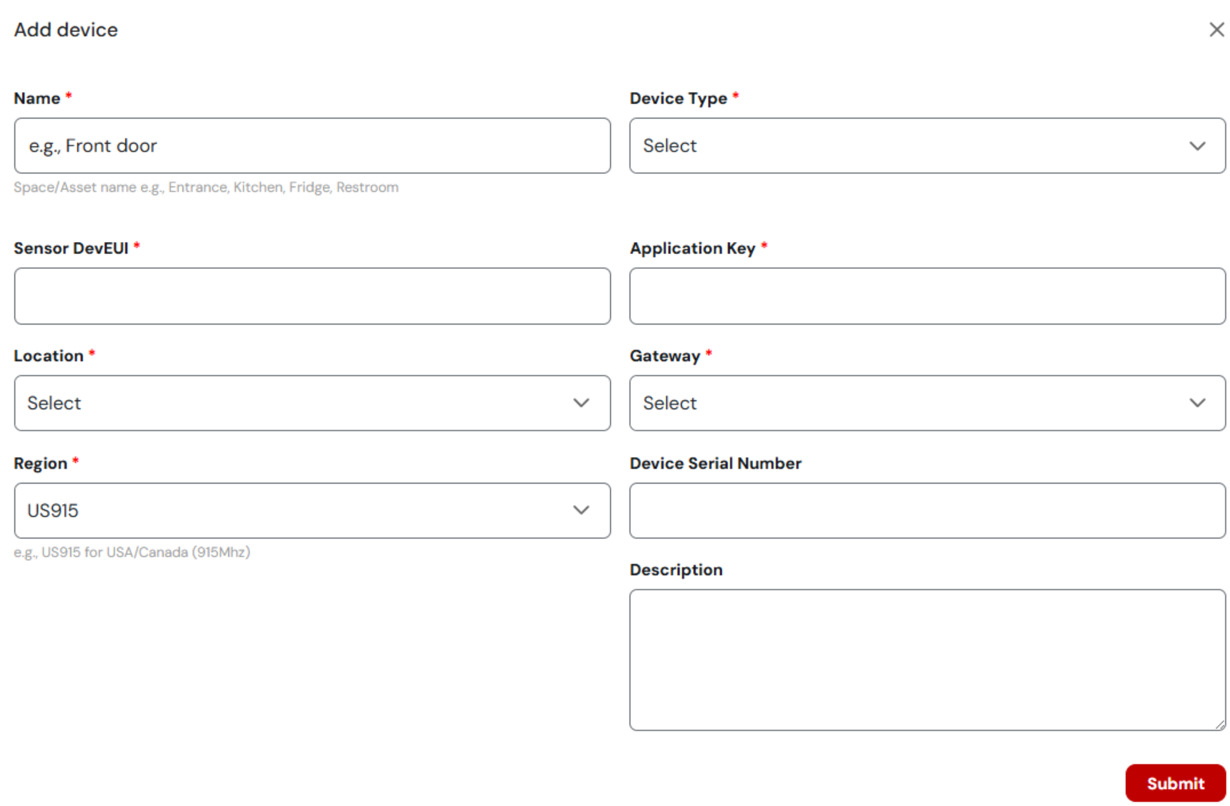
Add Device

The **Add Device** option allows the user to add a device. Perform the following steps to add a new device:

1. Click **Add Device** on the **Devices** page.



The **Add Device** pop-up appears.



2. Fill in the following fields:
   1. **Name**: Enter the name of the device.
   2. **Device Type**: Select the required device type from the drop-down.

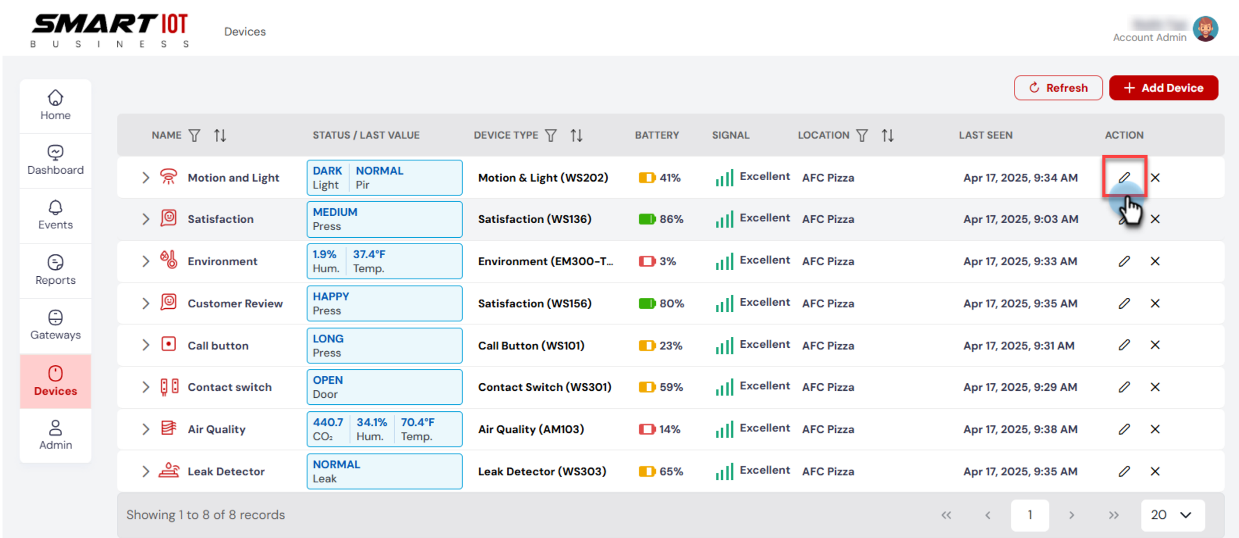
   3. **Sensor DevEUI**: Enter the DevEUI obtained during the device purchase.
   4. **Application Key**: Enter the application key obtained during the device purchase.
   5. **Location**: Select the site to install the device from the drop-down.
   6. **Gateway**: Select the required gateway from the drop-down.
   7. **Region**: Select the required region from the drop-down.
   8. **Device Serial Number**: Enter the serial number of the device, if required.
   9. **Description**: Enter a description for the device.

3. Click **Submit**.

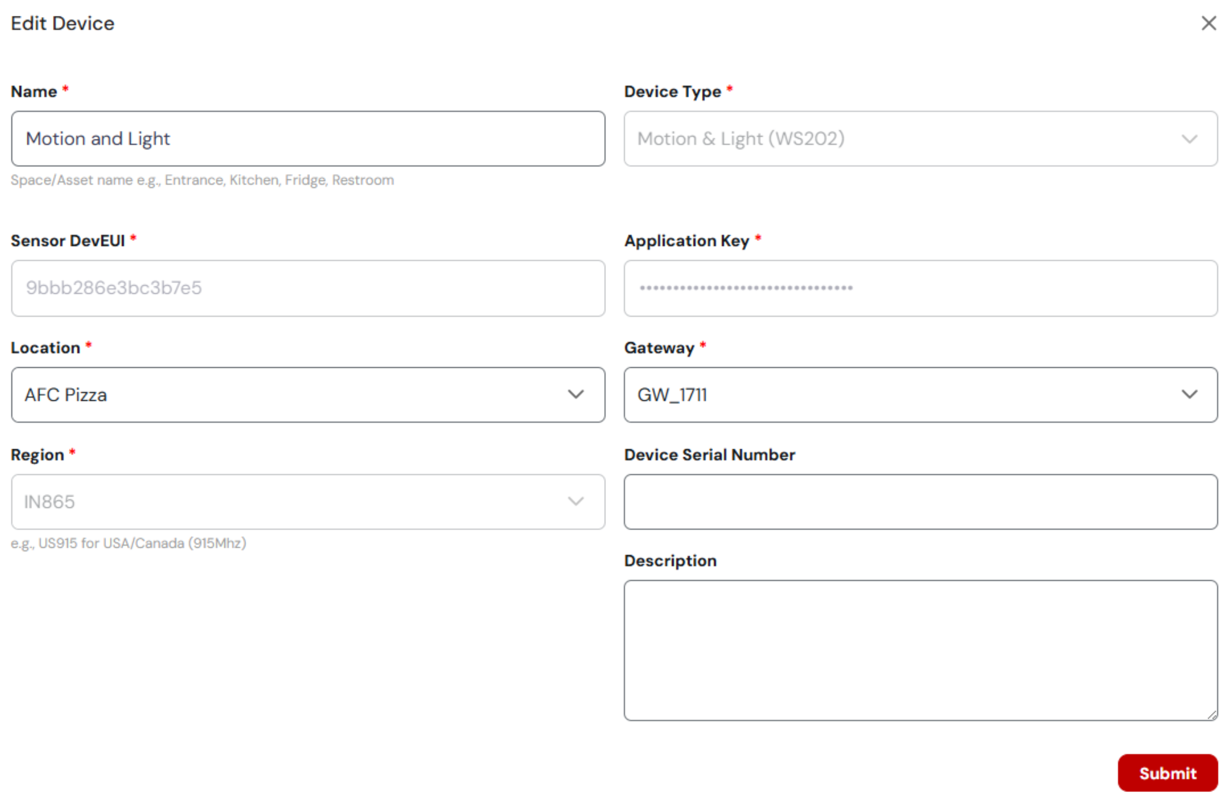
Edit Device

The user can make changes in the device details using the edit device option. Perform the following steps to edit a device:

1. Click  against the respective device.



The **Edit Device** pop-up appears.

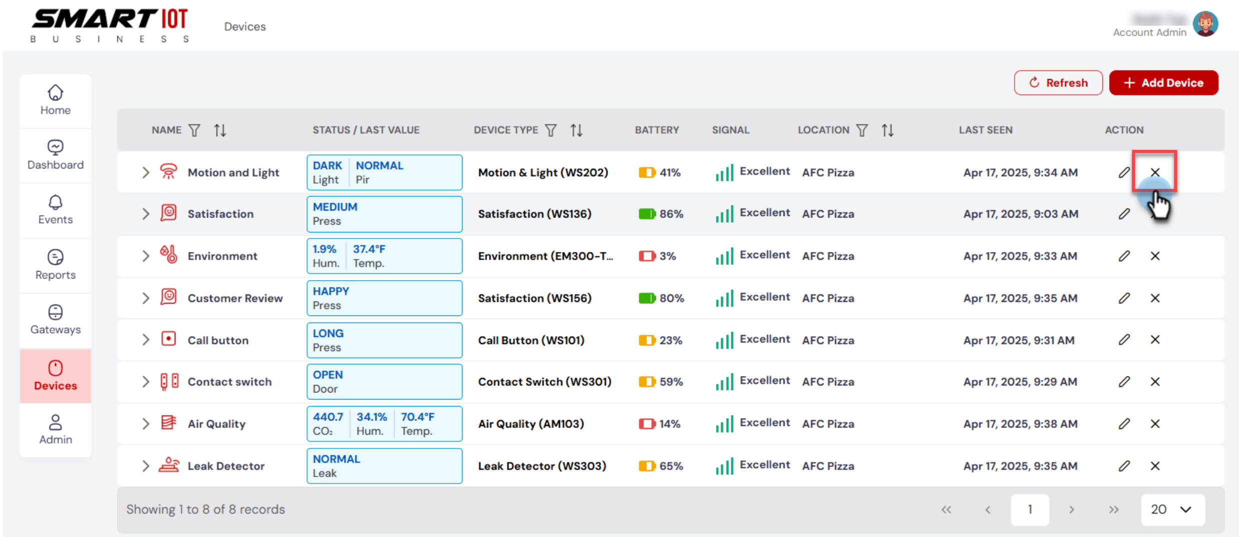


2. Edit the necessary fields and click **Submit**.

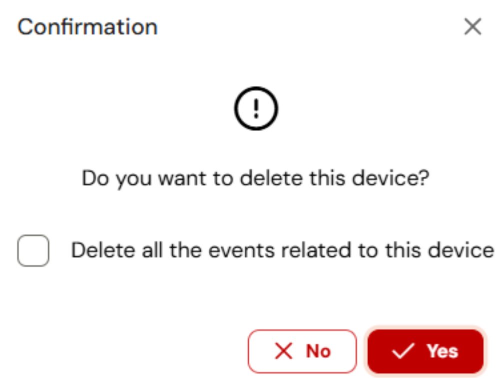
Delete Device

The user can remove a device from the list using the delete device option. Perform the following steps to delete a device:

1. Click  against the respective device.

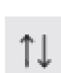


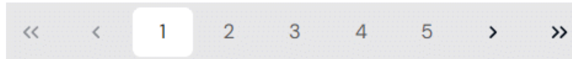
The following pop-up appears:

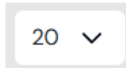


2. Enable the checkbox to delete all the events related to the device.
3. Click **Yes** to delete or **No** to cancel.

The user can manage the display preferences of the Devices list using the following options:

- Click  next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click  next to the column name to filter the list and display only the preferred items.

- Use the pagination option 

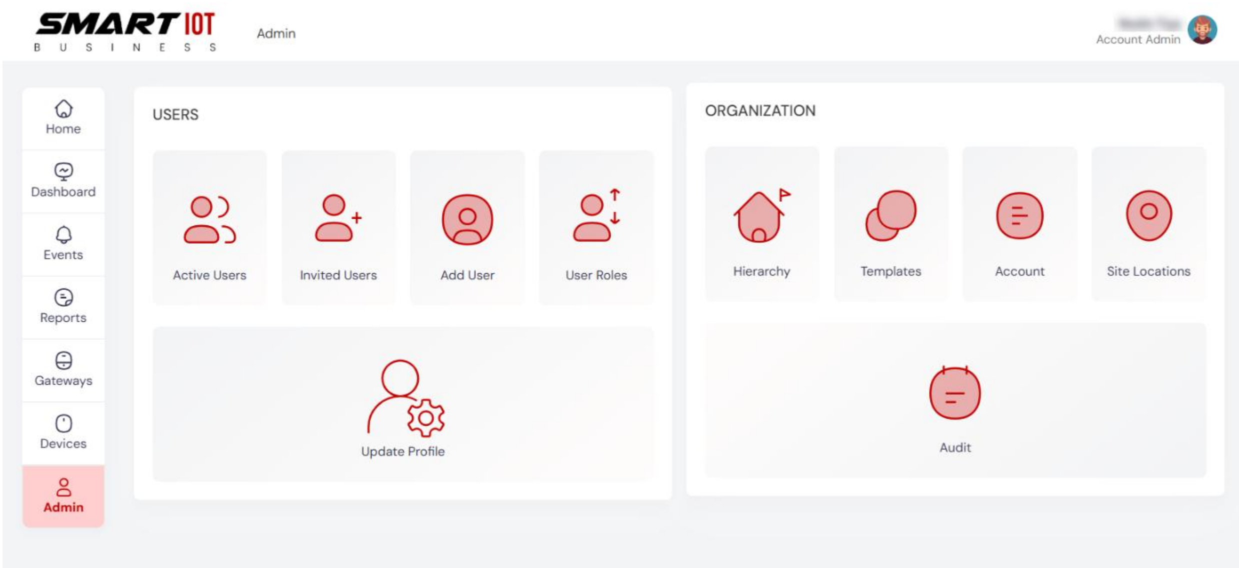
to navigate between different sections of the list.
- Use the page size selector 

to choose the number of items displayed at a time.

Admin

The **Admin** page provides an overview of key functionalities available within the application. The page shows various widgets that contain specific information and configuration options.

Click **Admin** from the left panel. The following page appears:



The **Admin** page displays the following features:

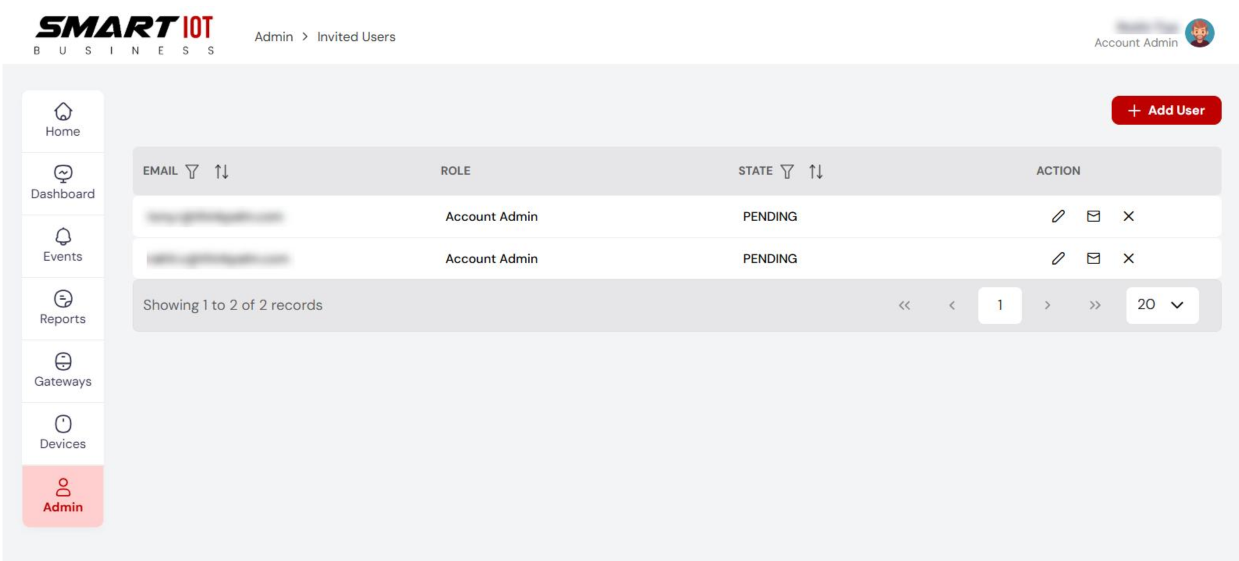
- **Users**
    - **Active Users**: Displays active users of the application. For more information, see Active Users[Active Users](#).
    - **Invited Users**: Displays registered users of the application. For more information, see Invited Users[Invited Users](#).
    - **Add User**: Allows the user to add a new user. For more information, see Add User[Add User](#).
    - **User Roles**: Allows users to configure roles. For more information, see User Roles[User Roles](#).
    - **Update Profile**: Allows the user to update the profile details. For more information, see Update Profile[Update Profile](#).
- **Organization**

- **Templates**: Allows users to configure templates. For more information, see TemplatesTemplates.
- **Hierarchy**: Allows users to configure hierarchy. For more information, see HierarchyHierarchy.
- **Account**: Allows users to configure account details. For more information, see AccountAccount.
- **Site Locations**: Allows the user to configure the site locations. For more information, see Site LocationsSite Locations.
- **Audit**: Displays audit activities of the users. For more information, see AuditAudit.

Invited Users

The **Invited Users** page displays invited user information, where the users can view and manage relevant details.

Click **Invited Users** from the **Admin** page. The following page appears:



The **Invited Users** page displays the following information:

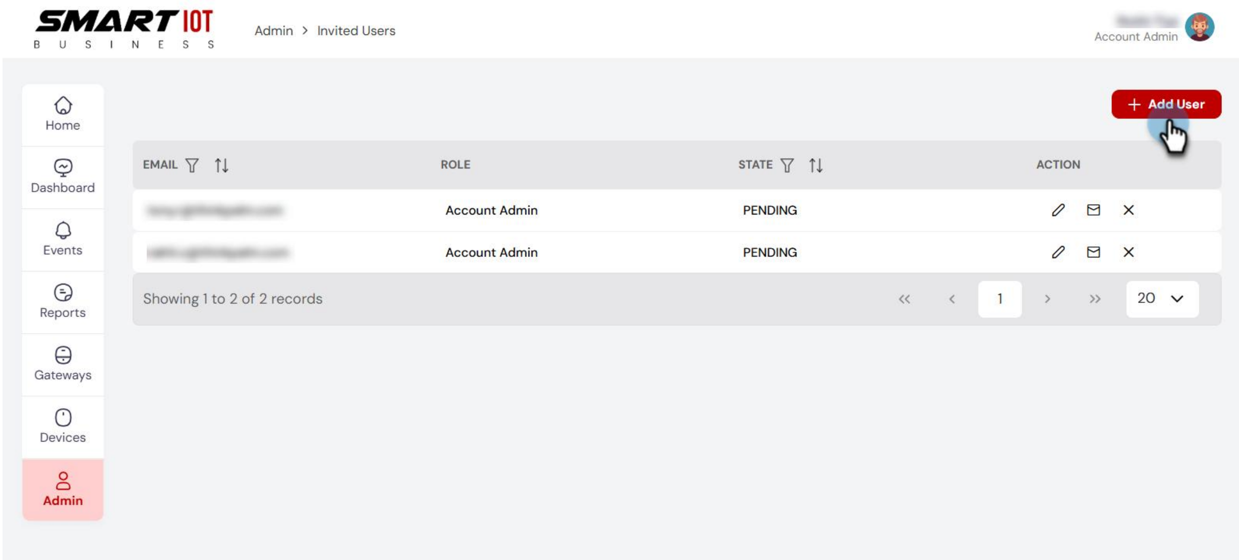
- **Email**: Displays the registered user's Email ID.
- **Role**: Displays registered user's role.
- **State**: Displays registered user's status.
- **Action**: Displays available actions, which include:
  - Edit
  - Delete
  - Resend Activation Link

Add Invited User

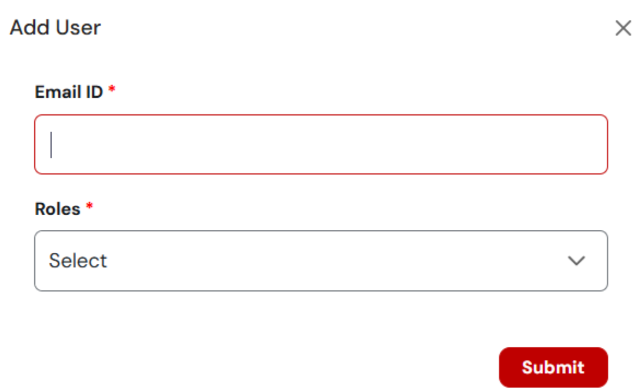
The **Add User** option in the **Invited Users** page allows the user to add an invited user.

Perform the following steps to add an invited user:

1. Click **Add User** on the **Active Users** page.



The **Add User** pop-up appears.



2. Fill in the following fields:
   1. **Email ID**: Enter the registered user's Email ID.
   2. **Roles**: Select the required role from the drop-down. The available roles are:
      - **Account User**
      - **Account Admin**
3. Click **Submit**.

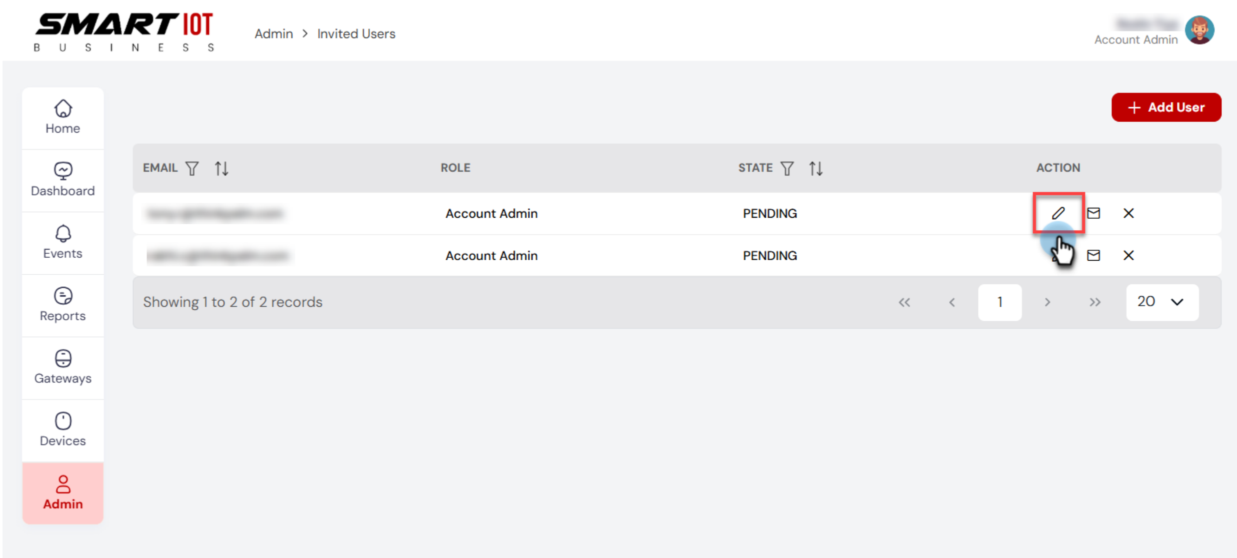
   An activation link is sent to the user's email id. After the user account is activated via the link, the user is added to the active users list. For more information, see Active UsersActive Users.

Edit Invited User

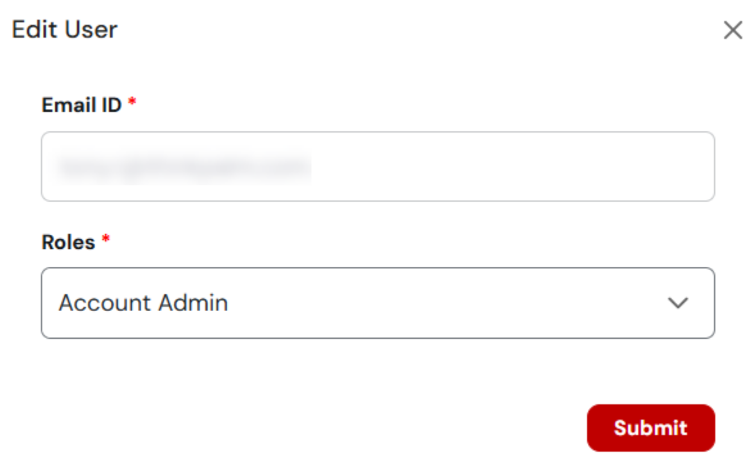
The edit user option in the **Invited Users** page allows the user to edit the invited user details.

Perform the following steps to edit a user:

1. Click against the respective user.



The **Edit User** pop-up appears.



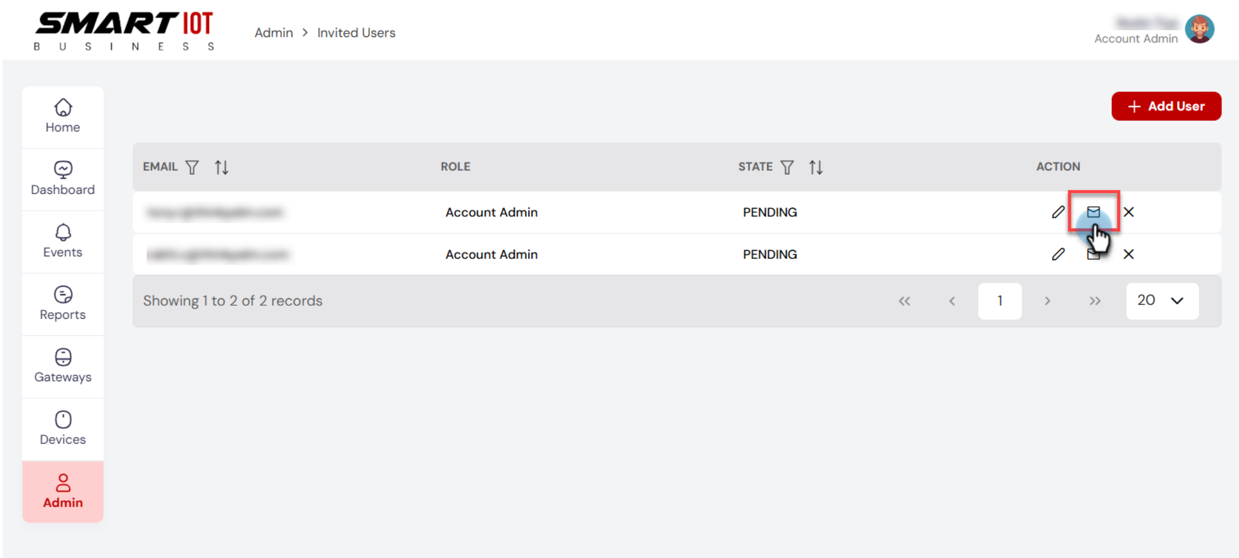
2. Edit the necessary fields and click **Submit**.

Resend Activation Link

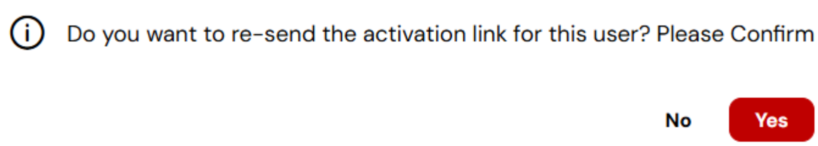
The resend activation link option in the **Invited Users** page allows the user to send the activation link to the invited users.

Perform the following steps to resend the activation link:

1. Click against the respective user.



The following pop-up appears:



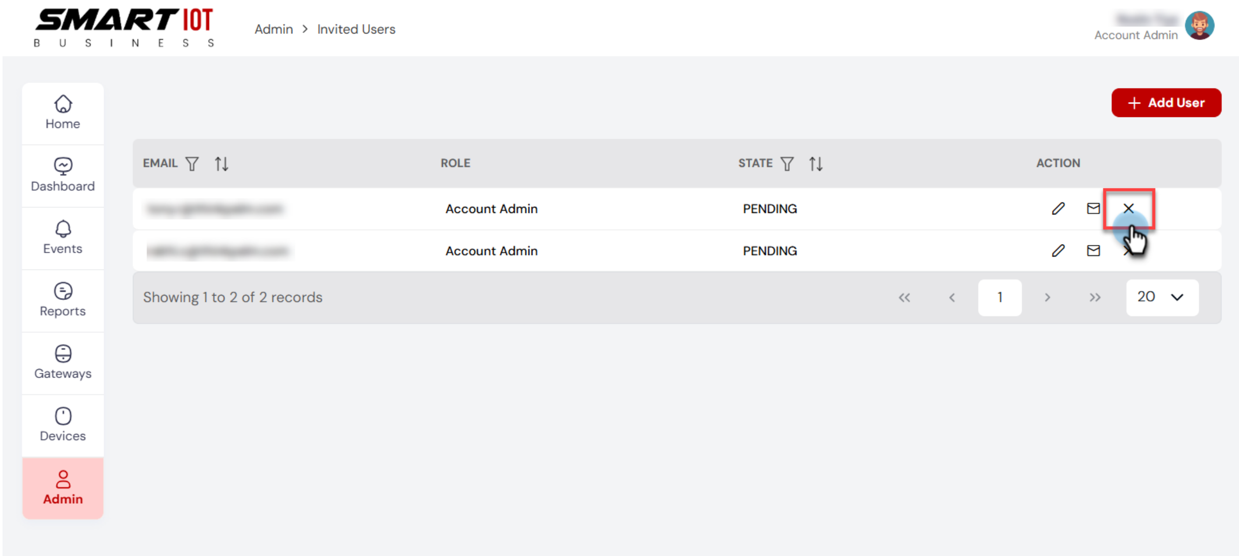
2. Click **Yes** to resend the activation link or click **No** to cancel.

Delete Invited User

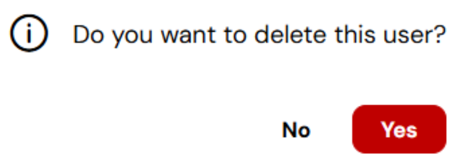
The delete user option in the **Invited Users** page allows the user to delete the user details.

Perform the following steps to delete a user:

1. Click against the respective user.



The following pop-up appears:



2. Click **Yes** to delete the user.

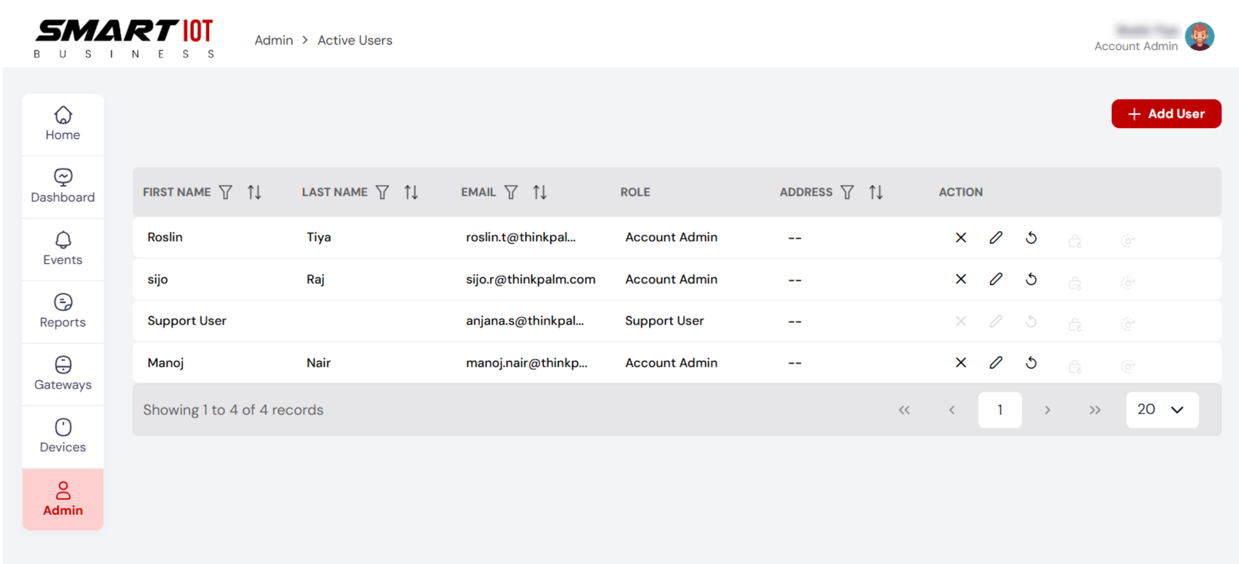
The user can manage the display preferences of the Invited Users list using the following options:

- Click next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click next to the column name to filter the list and display only the preferred items.
- Use the pagination option to navigate between different sections of the list.
- Use the page size selector to choose the number of items displayed at a time.

Active Users

The **Active Users** page displays the details of the active users and allows the user to view and manage user details. The users invited or registered, receives an activation mail. Once the account is activated, the user is added to the active users list.

Click **Active Users** from the **Admin** page. The following page appears:



The **Active Users** page displays the following fields:

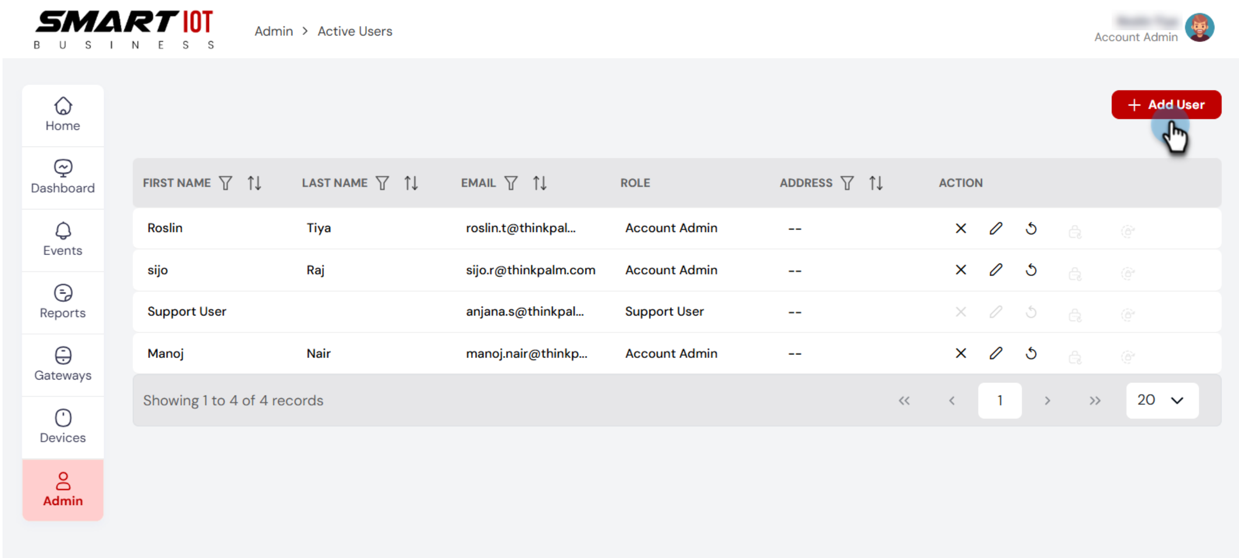
- **First Name**: Displays the first name of the active user.
- **Last Name**: Displays the last name of the active user.
- **Email**: Displays the email id of the active user.
- **Role**: Displays the role of the active user.
- **Address**: Displays the address of the active user.
- **Action**: Displays the available actions such as:
  - Edit
  - Delete
  - Reset password

Add Active User

The **Add User** option in the **Active Users** page allows the user to add a new user.

Perform the following steps to add a new user:

1. Click **Add User** on the **Active Users** page .



The **Add User** pop-up appears.

2. Fill in the following fields:
    1. **Email ID**: Enter the registered user's Email ID.
    2. **Roles**: Select the required role from the drop-down. The available roles are:
        - **Account User**
        - **Account Admin**

3. Click **Submit**.

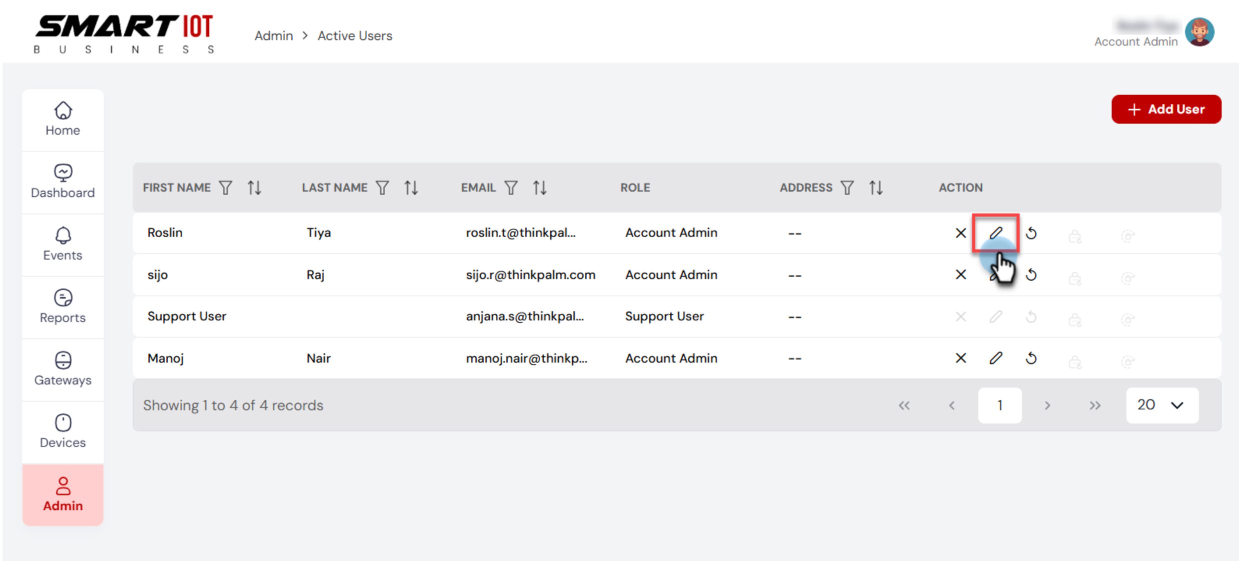
   An activation link is sent to the user's email id. After the user account is activated via the link, the user is added to the active users list.

Edit User

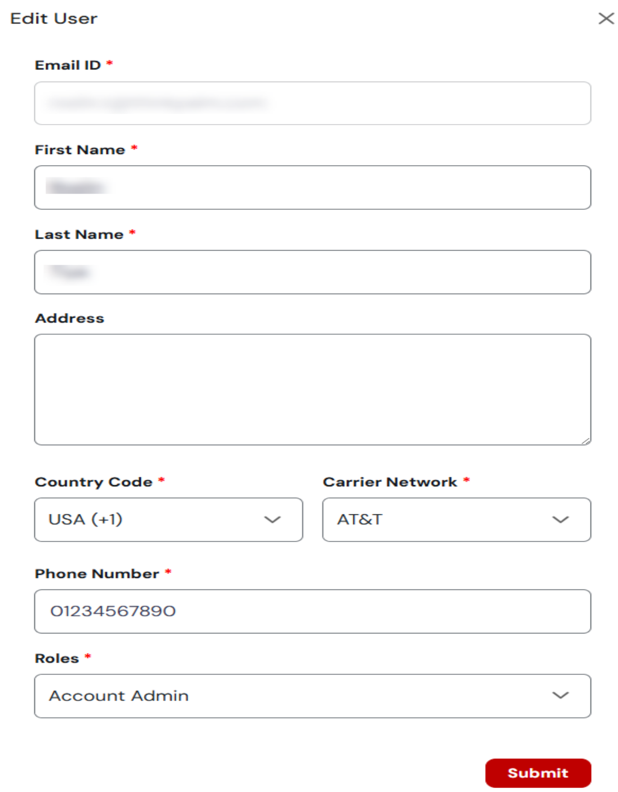
The edit user option on the **Active Users** page allows users to edit the active user details.

Perform the following steps to edit a user:

1. Click against the respective user.



The **Edit User** pop-up appears.



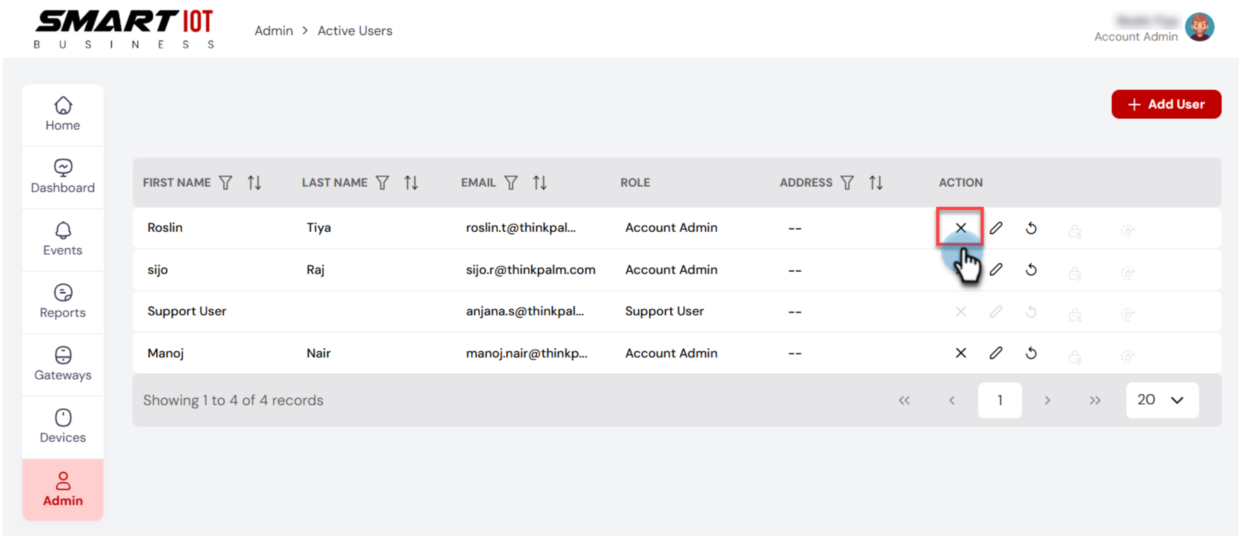
2. Fill in the following fields:
    1. **Email ID**: Enter the Email ID of the user.
    2. **First Name**: Enter the user's first name.
    3. **Last Name**: Enter the user's last name.
    4. **Address**: Enter the user's address.
    5. **Phone Number**: Enter the user's phone number.
    6. **Roles**: Enter the user's role.
3. Click **Submit**.

Delete Active User

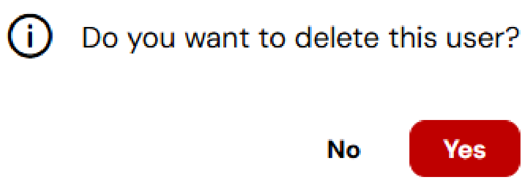
The delete user option in the **Active Users** page allows the user to delete the user details.

Perform the following steps to delete a user:

1. Click ✕ against the respective user.



The following pop-up appears:

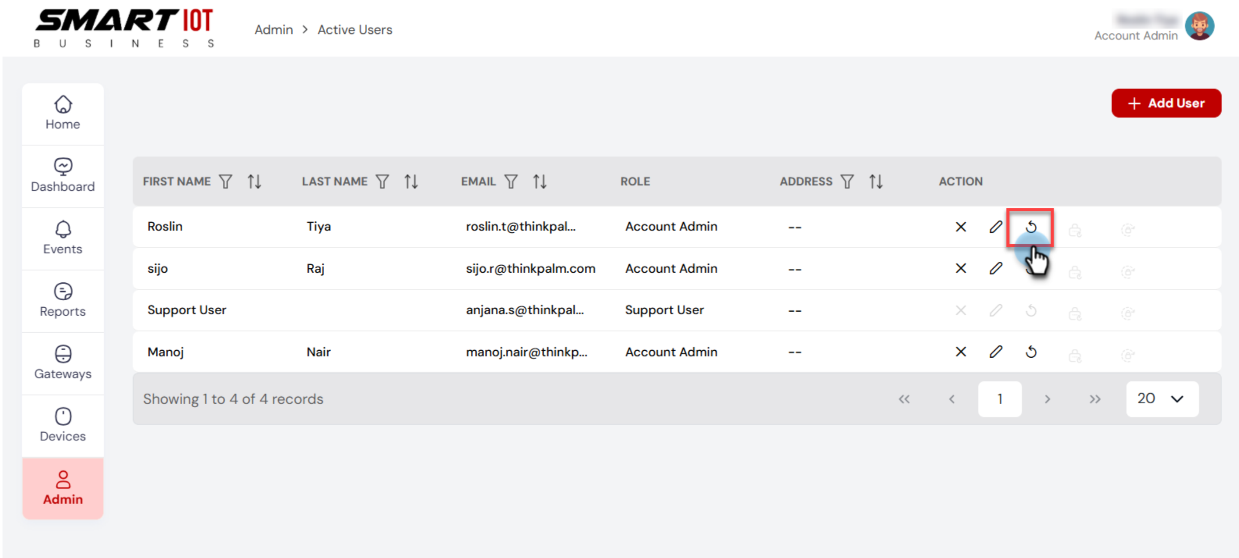


2. Click **Yes** to delete the user. The user information is deleted.

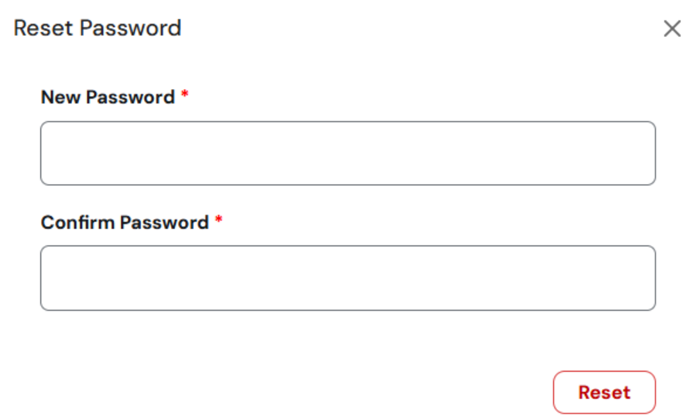
Reset Password

The reset password option in the **Active Users** page allows the user to Perform the following steps to reset the password:

1. Click against the respective user.



The **Reset Password** pop-up appears.



2. Enter the new password in the following fields:
    1. **New Password**
    2. **Confirm Password**
3. Click **Submit**.

The user can manage the display preferences of the Active Users list using the following options:

- Click next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).

- Click next to the column name to filter the list and display only the preferred items.
- Use the pagination option to navigate between different sections of the list.
- Use the page size selector to choose the number of items displayed at a time.

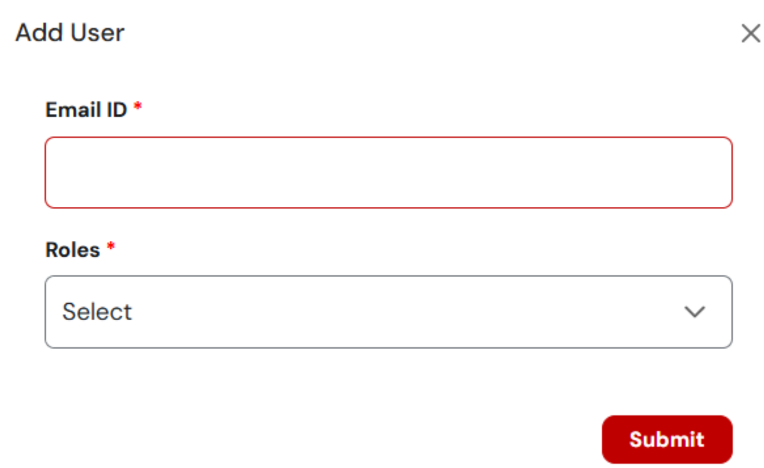
Add User

The **Add User** option allows the user to add a new user.

Perform the following steps to add an invited user:

1. Click **Add User** on the **Admin** page.

   The **Add User** pop-up appears.

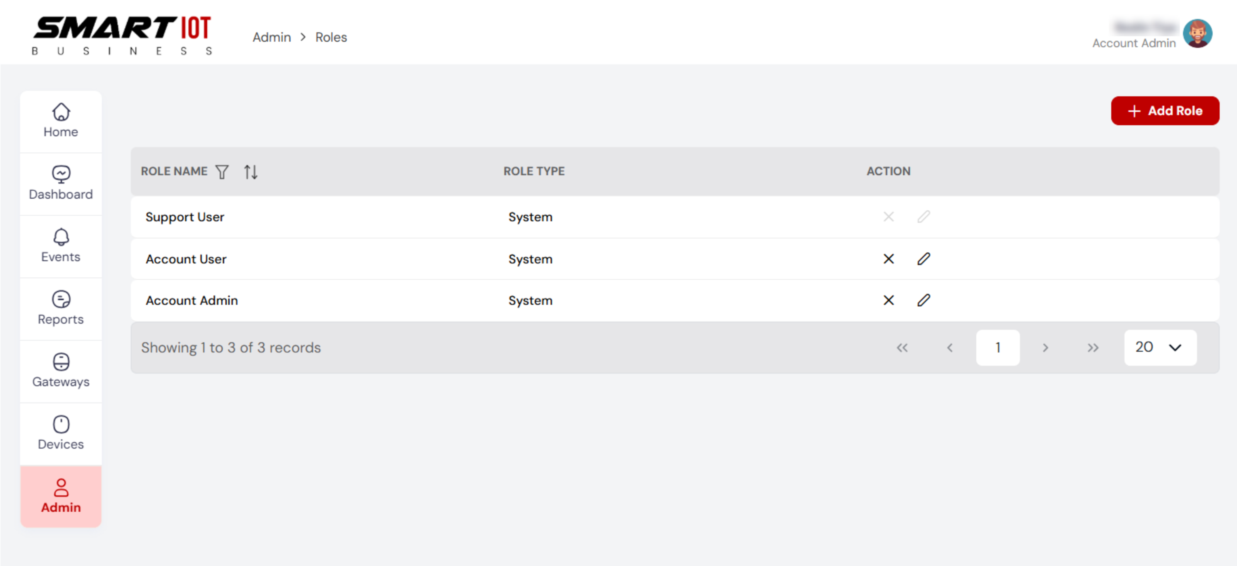
2. Provide the necessary information in the following fields:
   1. **Email ID**: Enter the registered user's Email ID.
   2. **Roles**: Select the required role from the drop-down.
3. Click **Submit**.

   An activation link is sent to the user's email id. After the user account is activated via the link, the user is added to the active users list. For more information, see Active UsersActive Users.

User Roles

The **User Roles** page allows the user to configure different roles. The admin configures the roles and provides the users with permissions to various functions.

Click **User Roles** on the **Admin** page. The following page appears:



The **User Roles** page displays the following information:

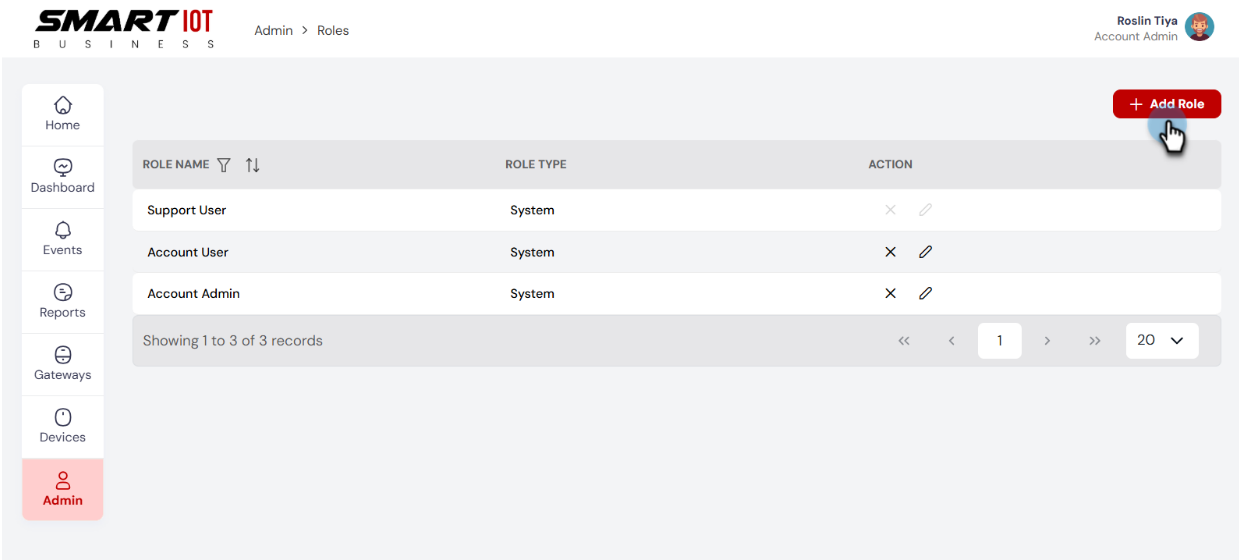
- **Role Name**: Displays the name of the user role.
- **Role Type**: Displays the type of user role. The application selects **System** as the default role type.
- **Action**: Displays the available actions. The actions are:
  - Edit
  - Delete

Add User Role

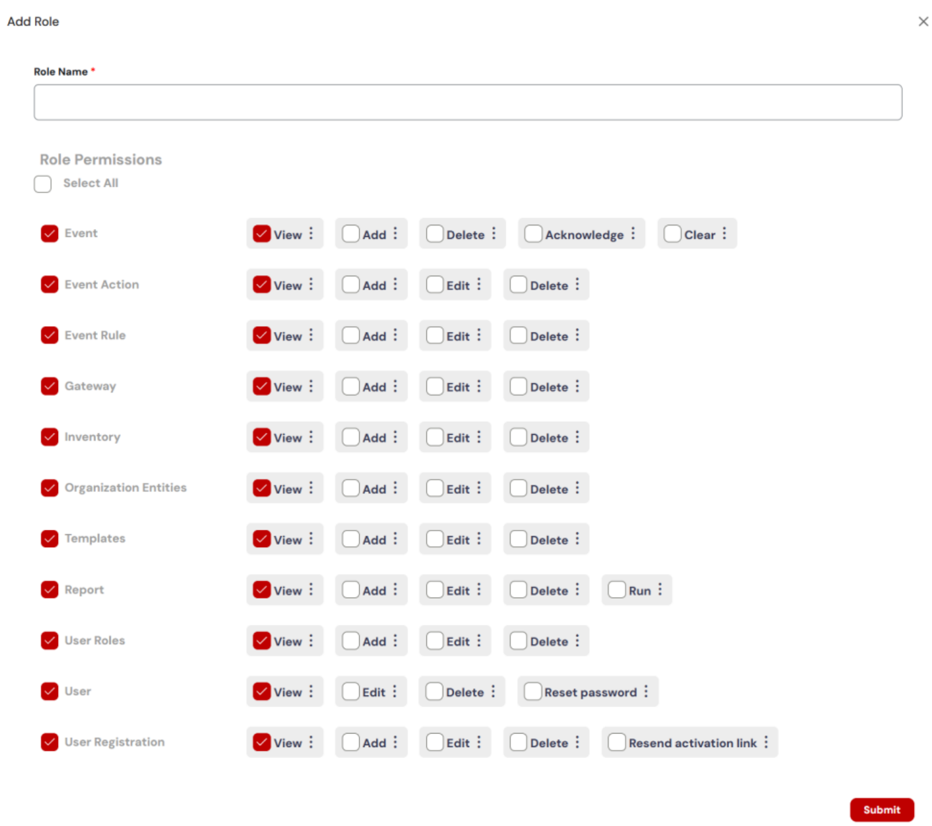
The **Add Role** option in the **User Roles** page allows the user to add a user role.

Perform the following steps to add a user role:

1. Click **Add Role** on the **User Roles** page.



The **Add Role** pop-up appears.



2. Provide the necessary information in the following fields:
    1. **Role name**: Enter the name of the user role.

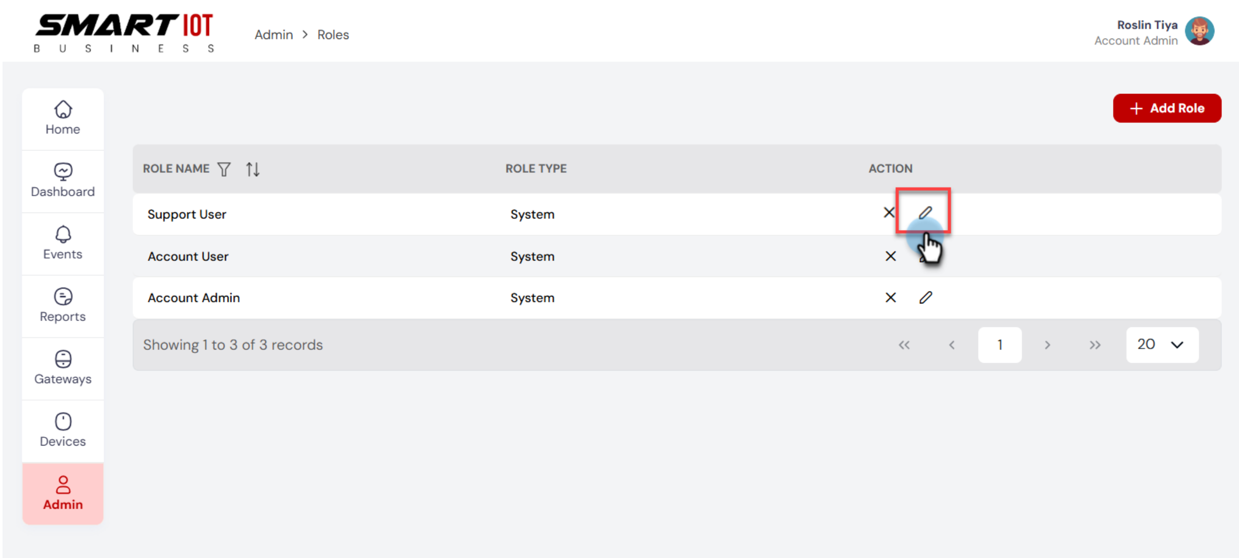
2. **Role Permissions**: Select the required checkboxes against the required functionalities to provide permissions.
    1. **Select All** - Select this checkbox to grant access to all functionalities.
3. Click **Submit**.

Edit User Role

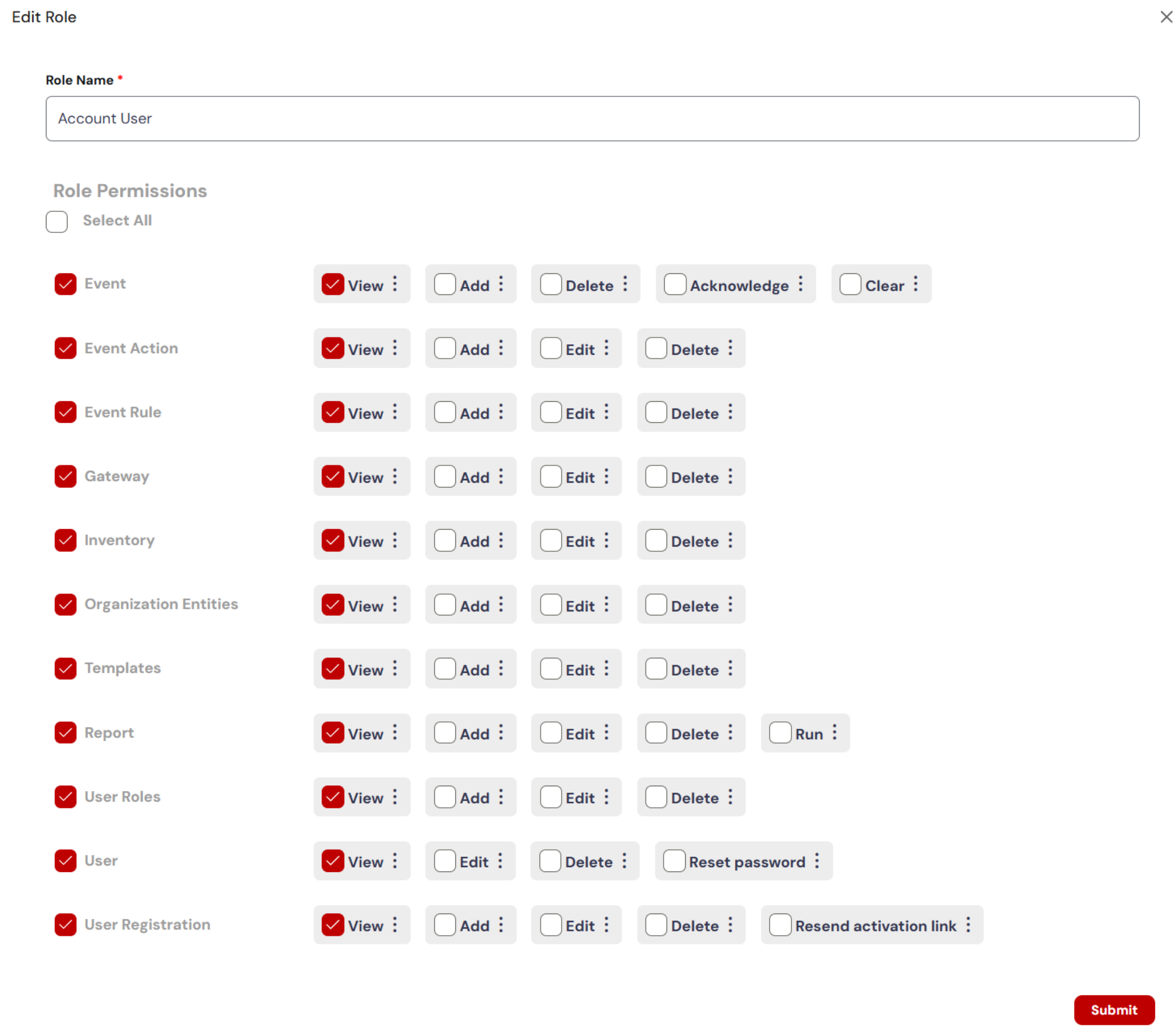
The edit user role option in the **User Roles** page allows the user to edit a user role.

Perform the following steps to edit a user role:

1. Click  against the respective user role.



The **Edit Role** pop-up appears.



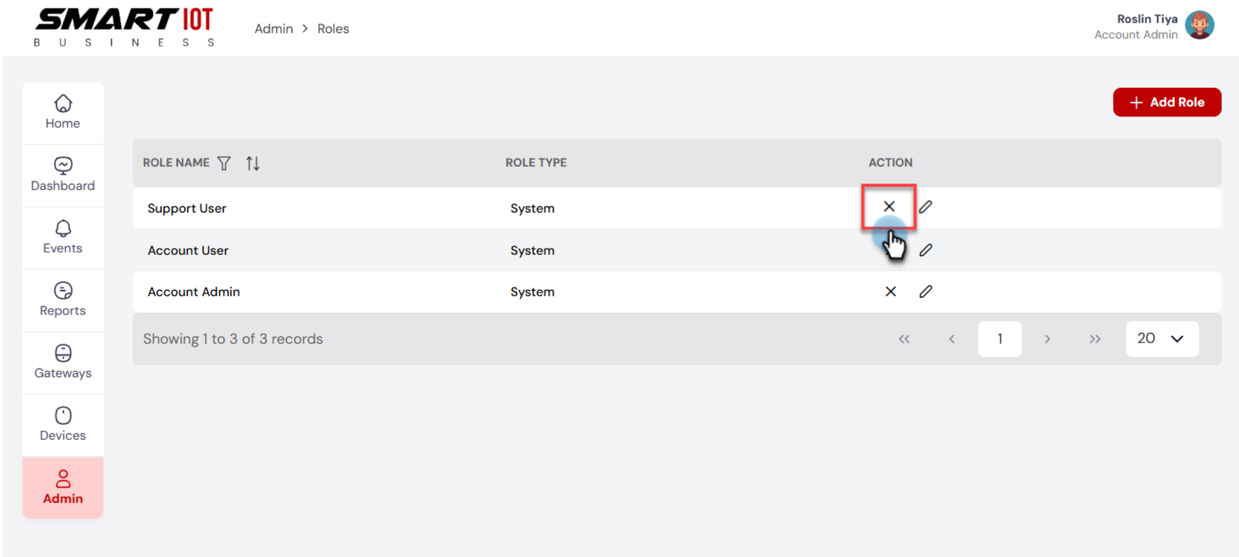
2. Edit the necessary information in the required fields.
3. Click **Submit**.

Delete User Role

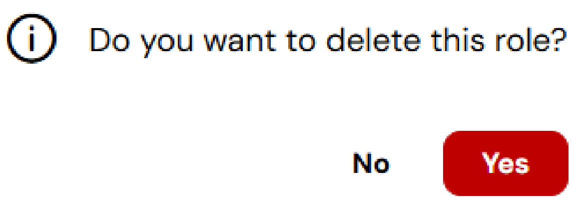
The delete user role option in the **User Roles** page allows the user to delete a user role.

Perform the following steps to delete a user:

1. Click against the respective user role.



The following pop-up appears:



2. Click **Yes** to delete the user role or **No** to cancel.

The user can manage the display preferences of the User roles list using the following options:

- Click next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click next to the column name to filter the list and display only the preferred items.
- Use the pagination option  to navigate between different sections of the list.

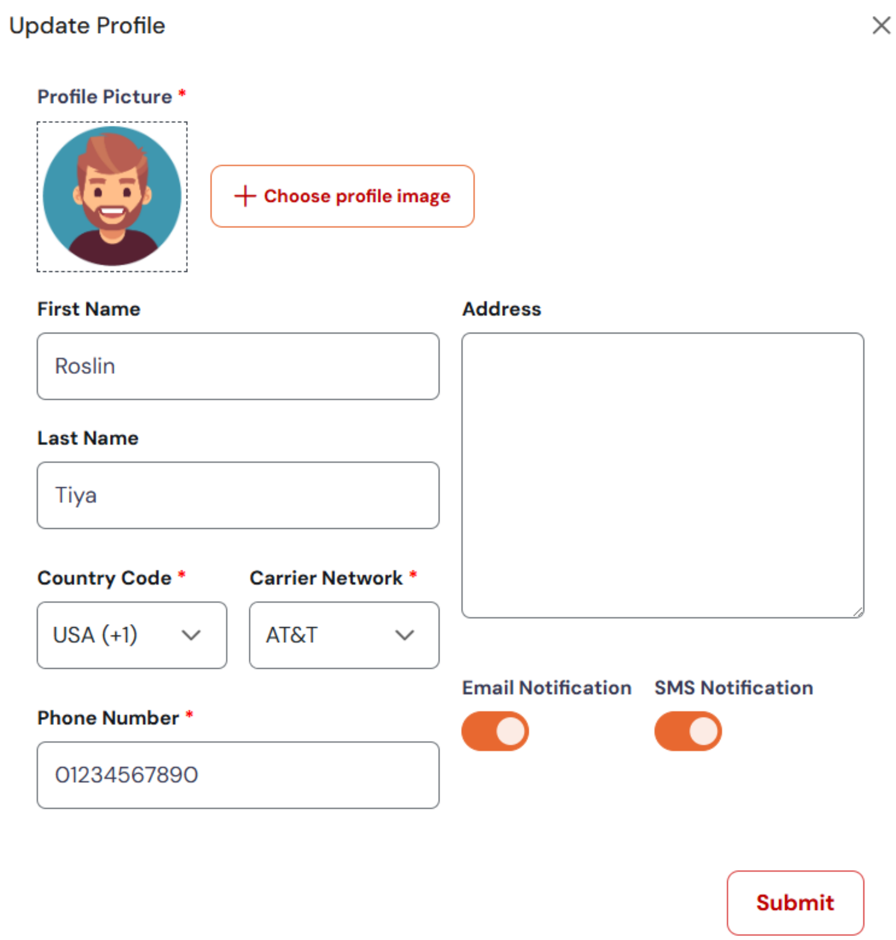
- Use the page size selector 

to choose the number of items displayed at a time.

Update Profile

The **Update Profile** option allows the user to edit the profile details.

Click **Update Profile** on the **Admin** page. The following pop-up appears:



Perform the following steps to update the profile:

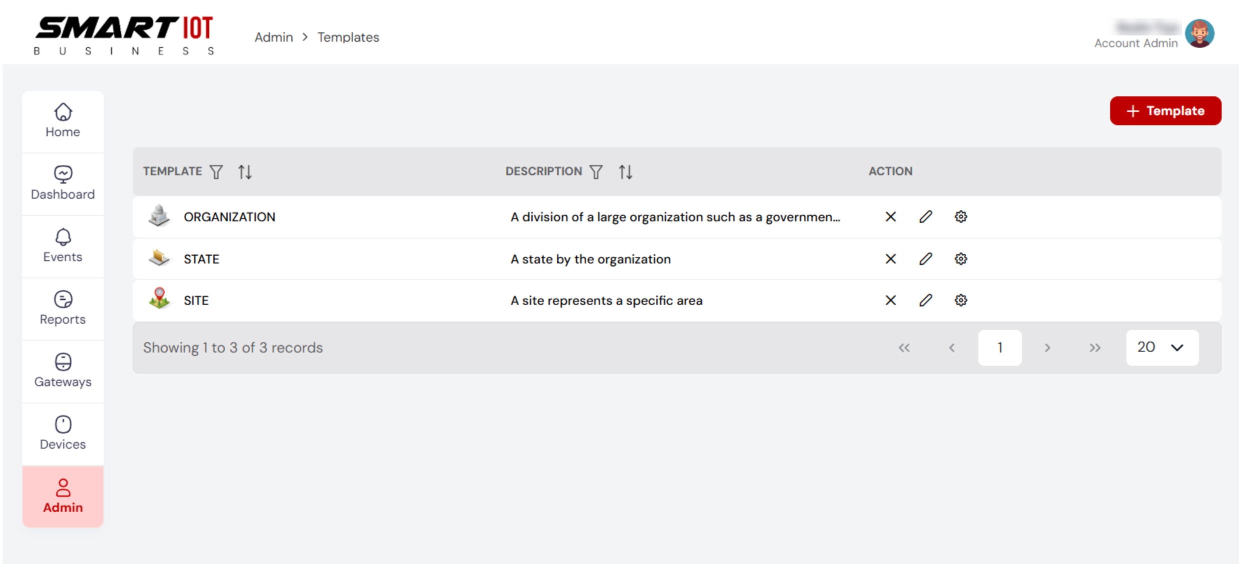
1. Click **Choose profile image** to navigate to the user's folder and select a profile image.
2. Edit the following fields:
    1. **First Name**: Enter the user's first name.
    2. **Last Name**: Enter the user's last name.
    3. **Phone Number**: Enter the user's phone number.
    4. **Address**: Enter the user's address.

3. Enable the **Email Notification** and **SMS Notification** buttons to receive notifications.
4. Click **Submit**.

Templates

The **Templates** page allows the users to manage and configure the templates of the organization on the Hierarchy page.

Click **Templates** on the **Admin** page. The following page appears:



The **Templates** page displays the following information about a template:

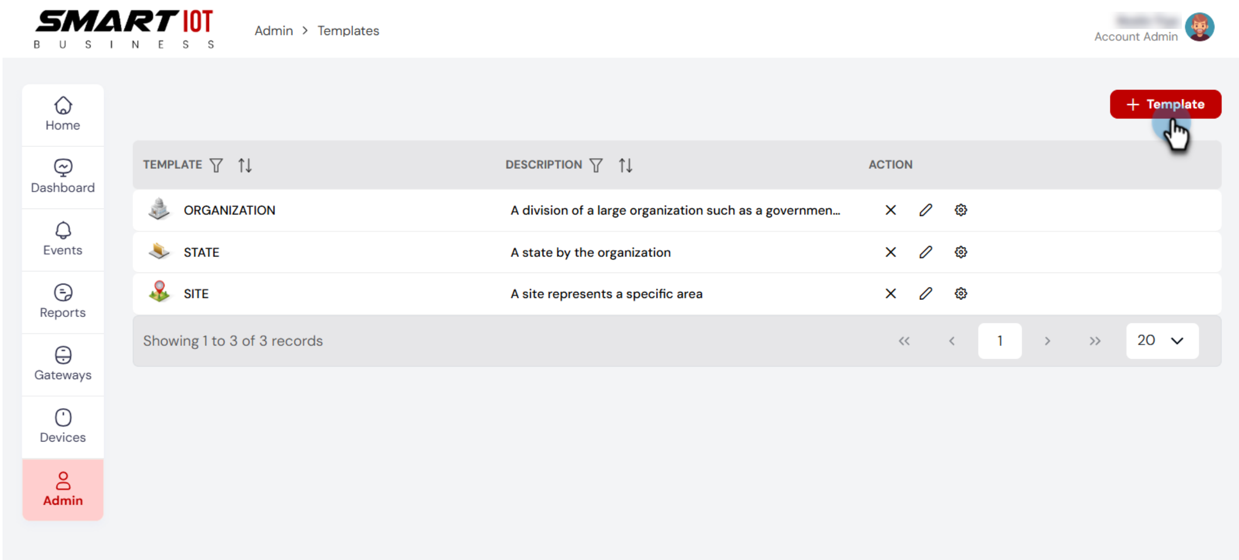
- **Template**: Displays the type of template.
- **Description**: Displays the description of the template
- **Action**: Displays the available actions. The actions are:
    - Edit
    - Delete
    - Configure

Add Template

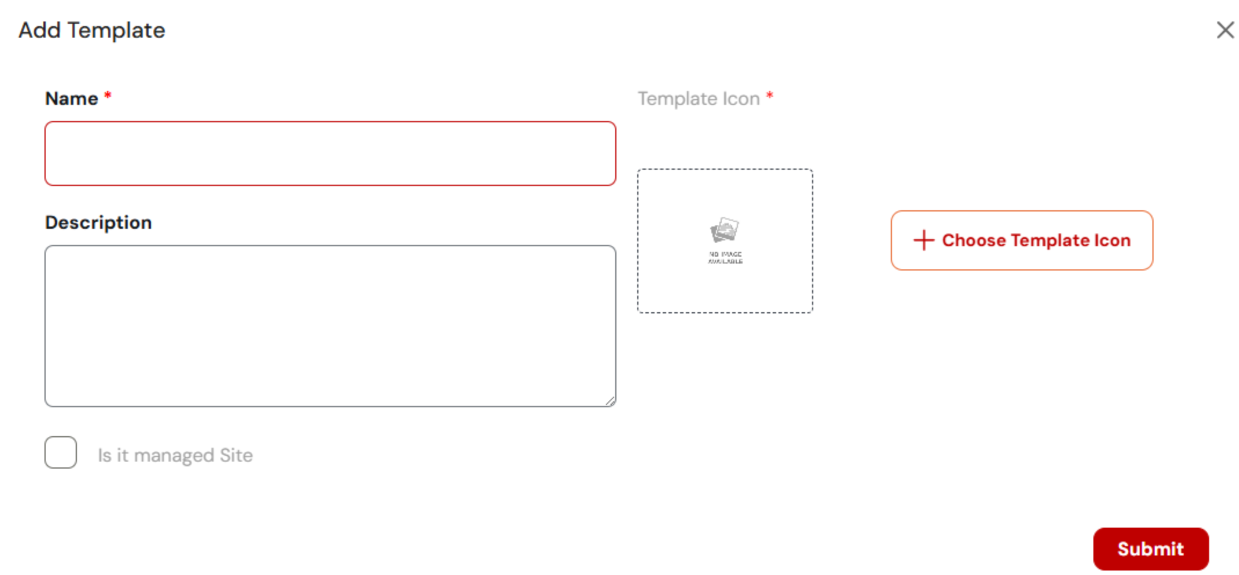
The add template option in the **Template** page allows the user to add a new template.

Perform the following steps to add a new template:

1. Click **Template** on the **Templates** page.



The **Add Template** pop-up appears.



2. Fill in the following fields:
    1. **Name**: Enter a template name.
    2. **Description**: Enter a description for the template.
    3. **Template Icon**: Click **Choose Template Icon** to select the template icon from the user's system.
    4. **Is it managed site**: Select the checkbox if it is a managed site.

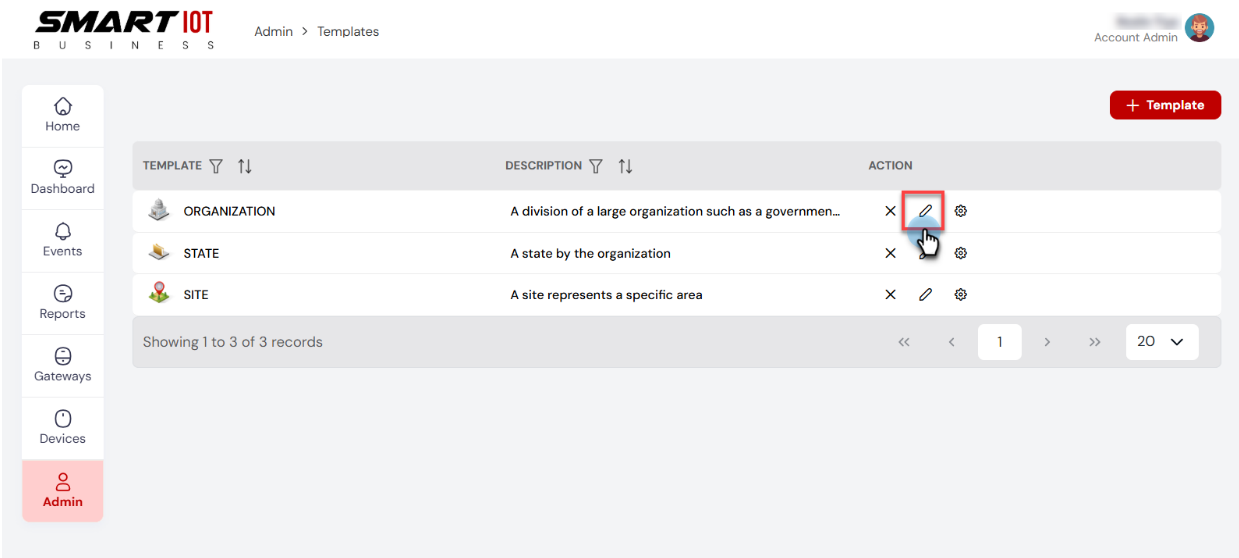
3. Click **Submit**.

Edit Template

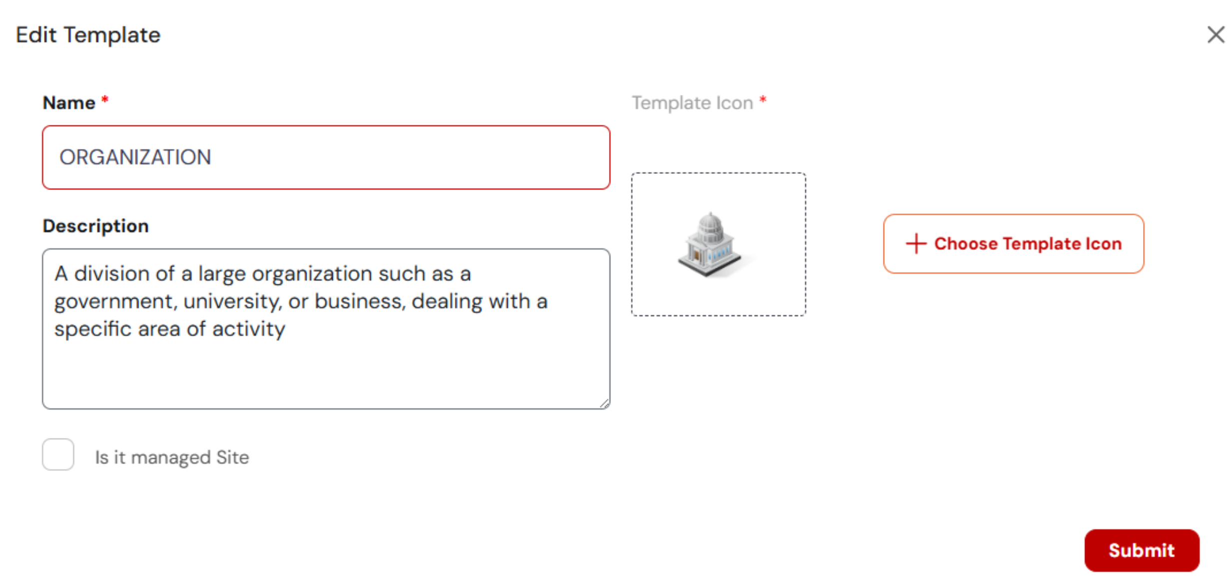
The edit template option in the **Template** page allows the user to edit a template.

Perform the following steps to edit a template:

1. Click against the respective template.



The **Edit Template** pop-up appears.



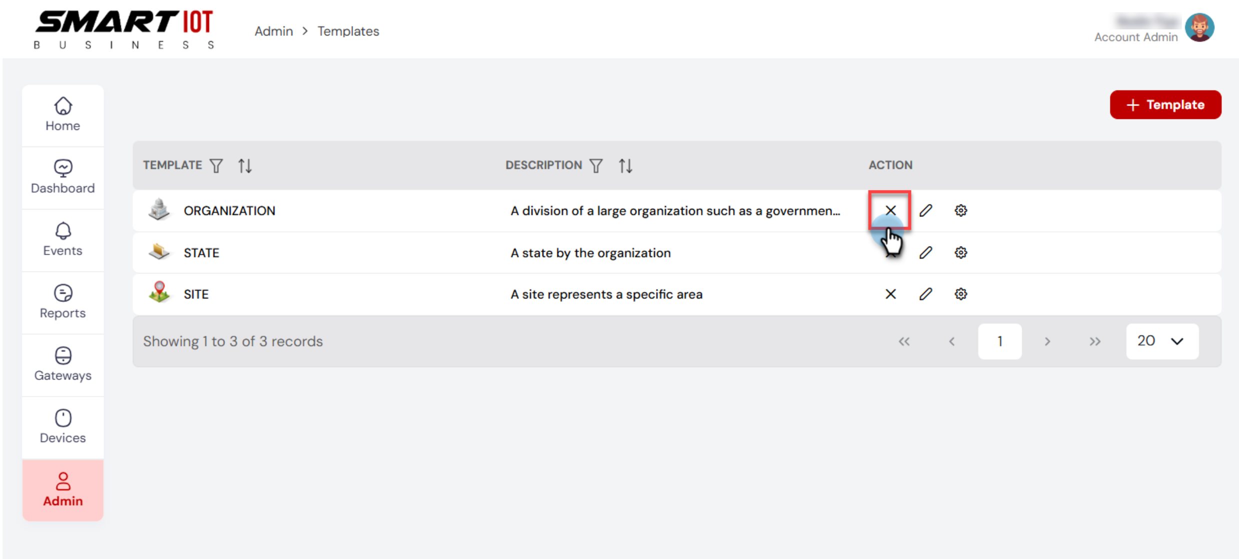
2. Edit the necessary fields and click **Submit**.

Delete Template

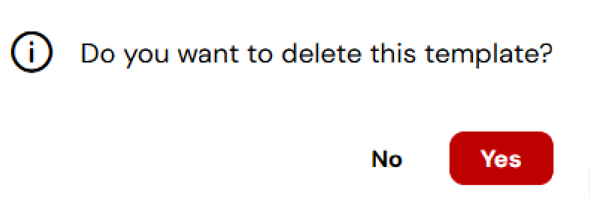
The delete template option in the **Template** page allows the user to delete a template.

Perform the following steps to delete a template.

1. Click against the respective template.



The following pop-up appears:



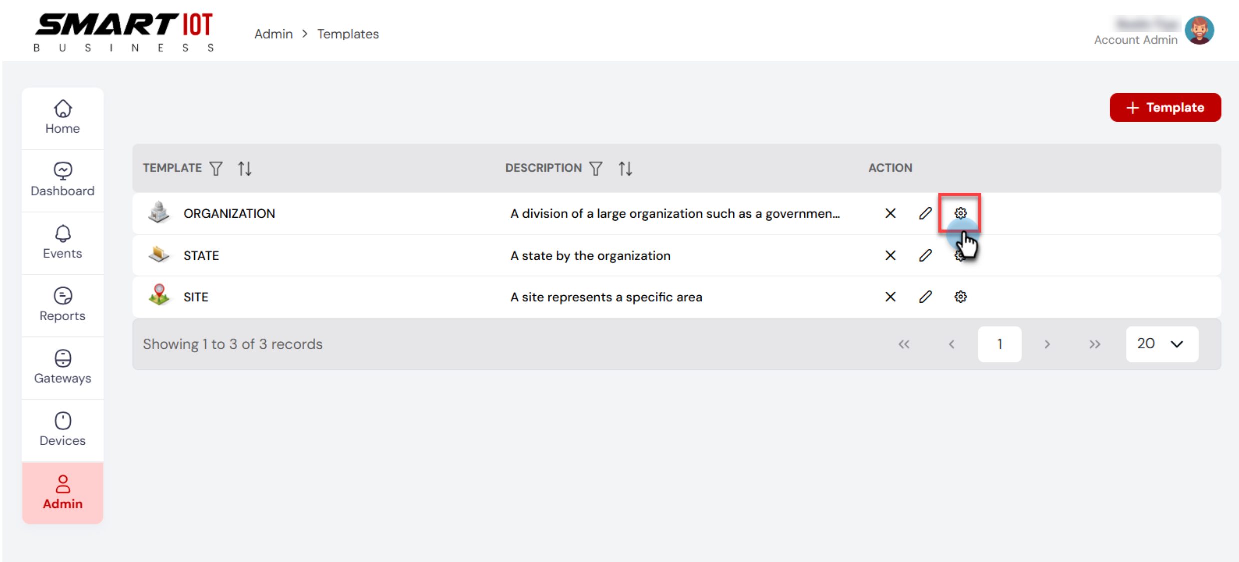
2. Click **Yes** to delete the template or click **No** to cancel.

Configure Template

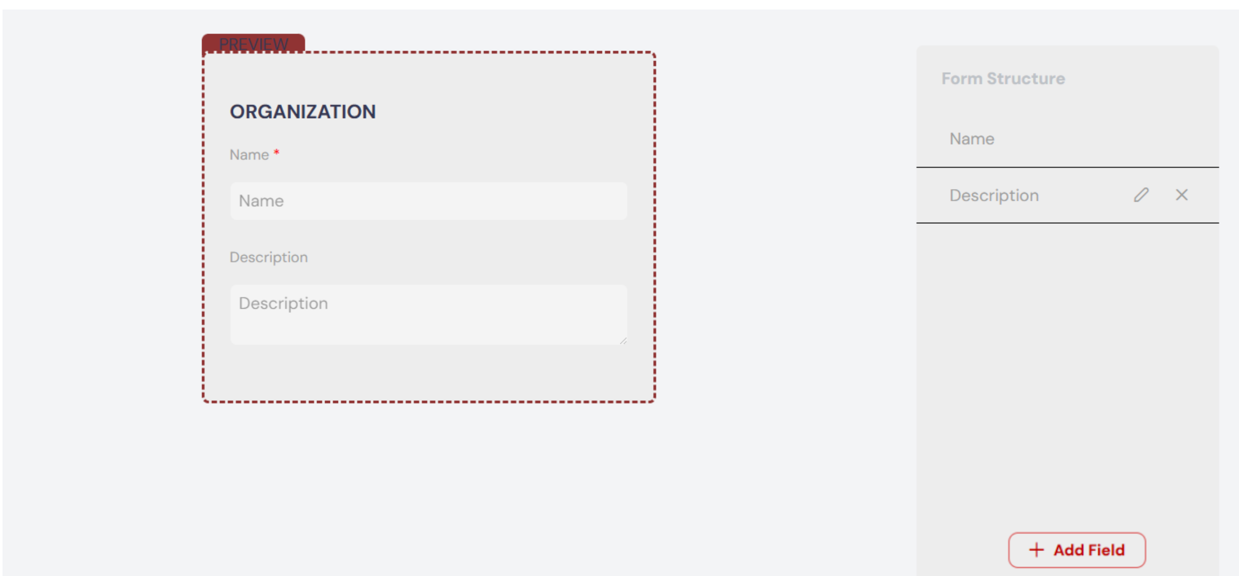
The configure template option in the **Template** page allows the user to configure a template:

Perform the following steps to configure a template.

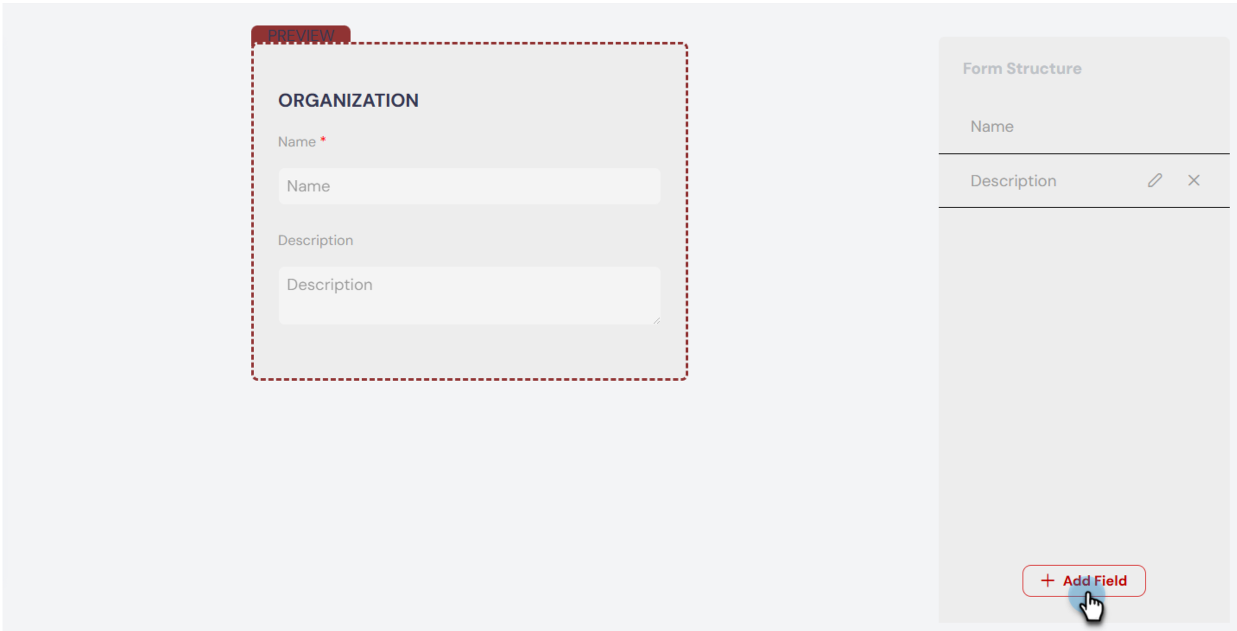
1. Click  against the respective template.



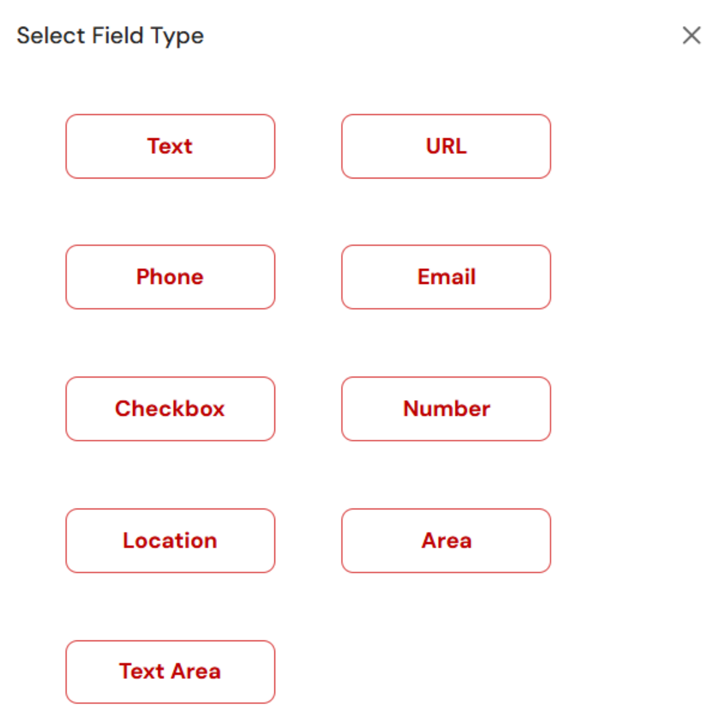
The following page appears.



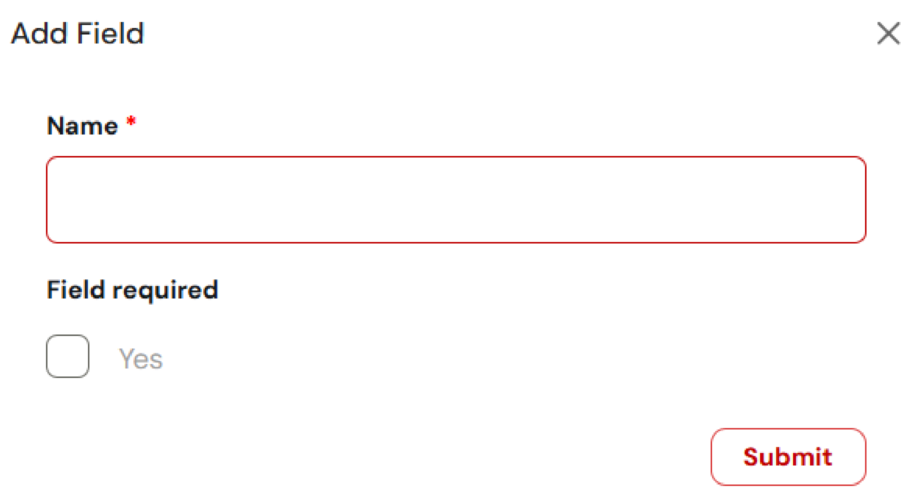
2. Click **Add Field** to add the necessary fields.



The **Select Field Type** pop-up appears.



3. Select the required field.
   The **Add Field** pop-up appears.



4. Fill in the following fields:
   1. **Name** - Enter a field name.
   2. **Field required** - Select the **Yes** checkbox if the field is required.
5. Click **Submit**.

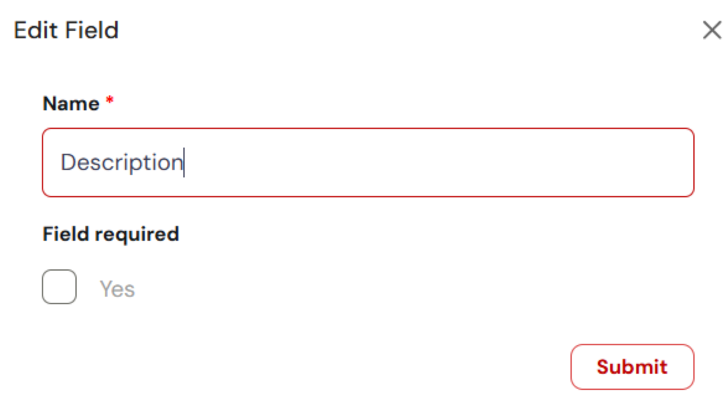
Edit Field

The edit field option in the template configuration page allows the user to edit a field in the template.

Perform the following steps to edit a field:

1. Click  against the required field on the template configuration page.

The **Edit Field** pop-up appears.



2. Edit the necessary fields and click **Submit**.

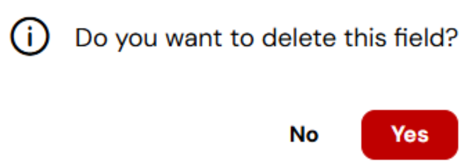
Delete Field

The delete field option in the template configuration page allows the user to delete a field in the template.

Perform the following steps to delete a field:

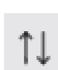
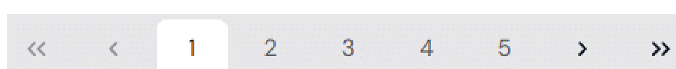
1. Click  against the required field on the template configuration page.

The following pop-up appears:



2. Click **Yes** to delete the field or click **No** to cancel.

The user can manage the display preferences of the Templates list using the following options:

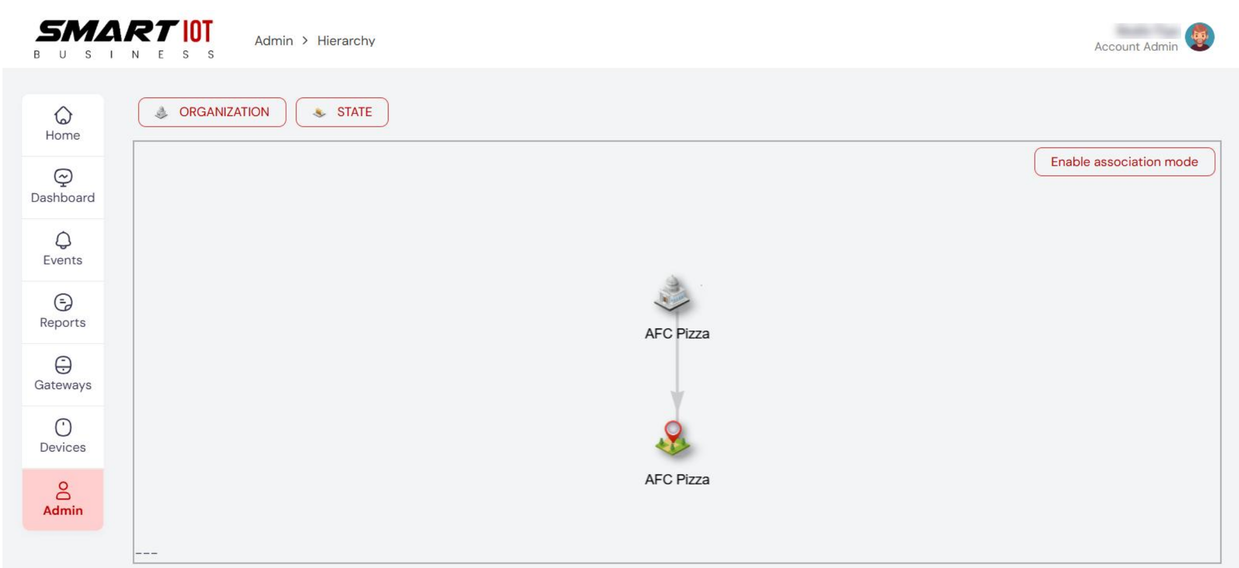
- Click  next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click  next to the column name to filter the list and display only the preferred items.
- Use the pagination option  to navigate between different sections of the list.
- Use the page size selector  to choose the number of items displayed at a time.

Hierarchy

The **Hierarchy** page allows the user to create a hierarchy using the templates. The following are the available default templates:

- **Organization**
- **State**
- **Site**

Click **Hierarchy** on the **Admin** page. The following page appears:



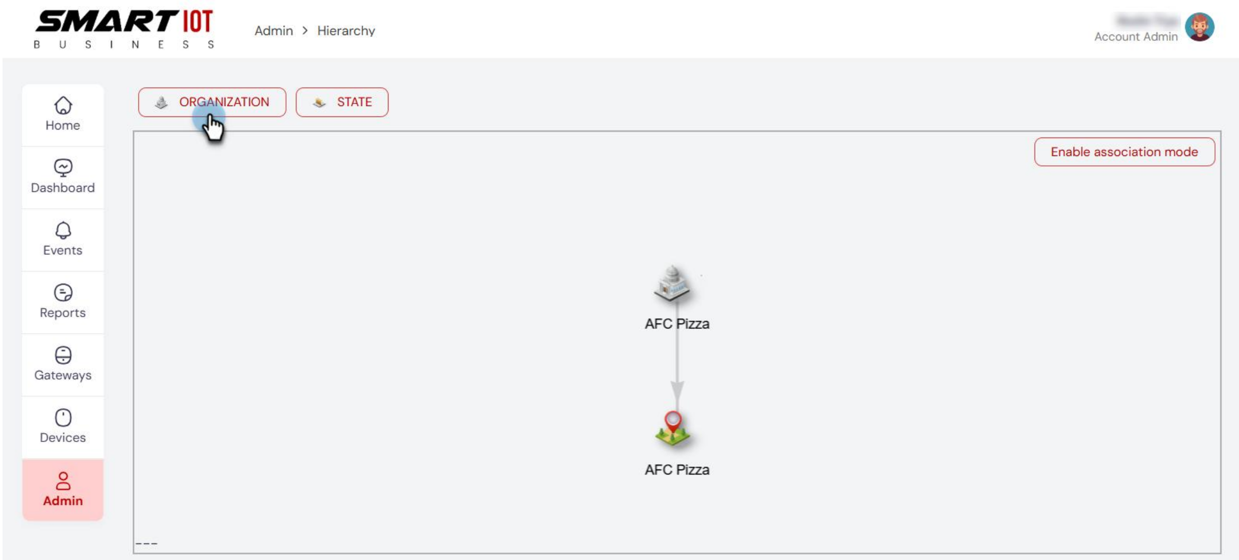
The user can view the hierarchy generated using templates and associations on the **Hierarchy** page.

Add Organization

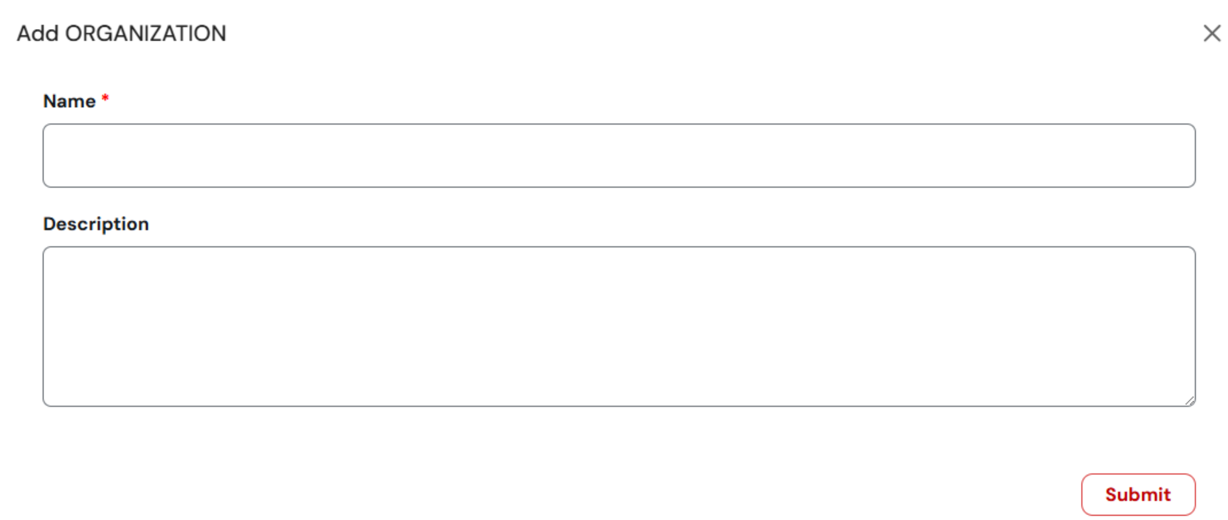
The **Organization** option in the **Hierarchy** page allows the users to add an organization template.

Perform the following steps to add an organization:

1. Click **Organization** on the **Hierarchy** page.



The **Add Organization** pop-up appears.



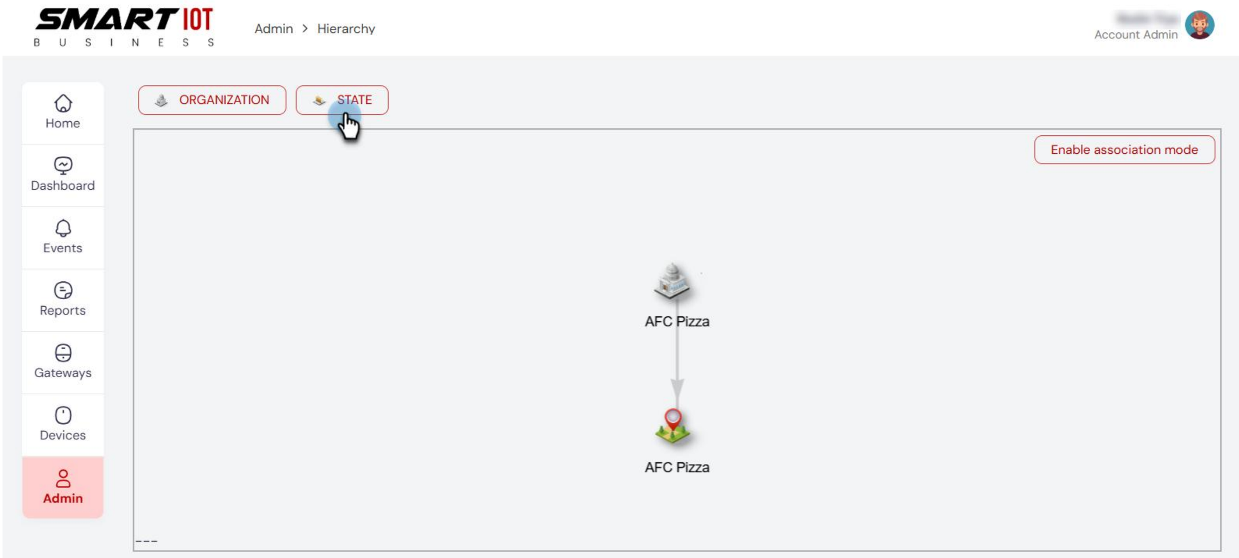
2. Fill in the following fields:
   1. **Name**: Enter an organization name.
   2. **Description**: Enter a description for the organization.
3. Click **Submit**. An entity corresponding to the organization is created on the **Hierarchy** page.

Add State

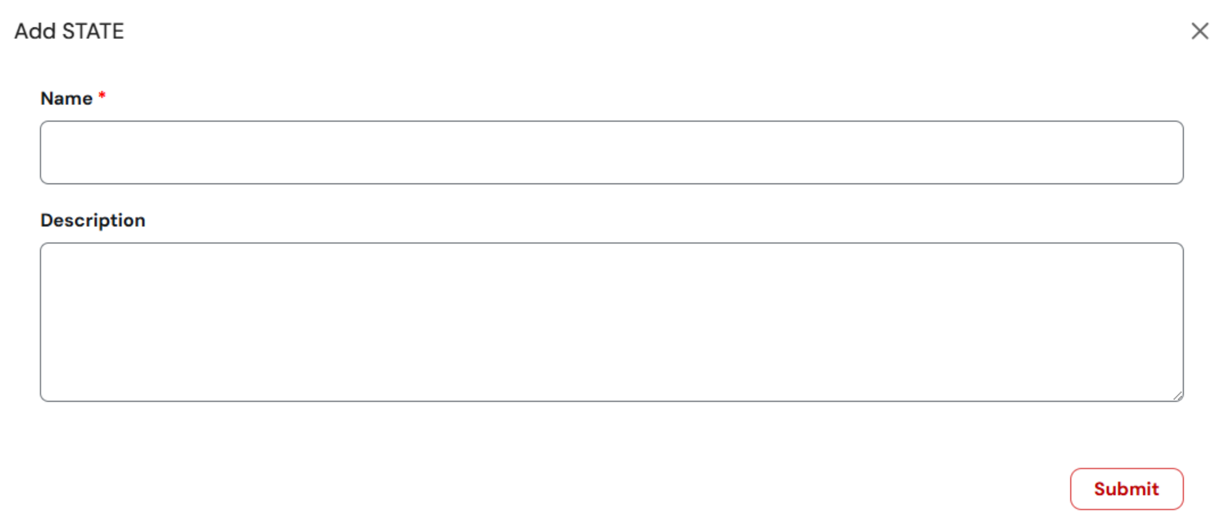
The **State** option in the **Hierarchy** page allows the user to add a state template.

Perform the following steps to add a state:

1. Click **State** on the **Hierarchy** page.



The **Add State** pop-up appears.



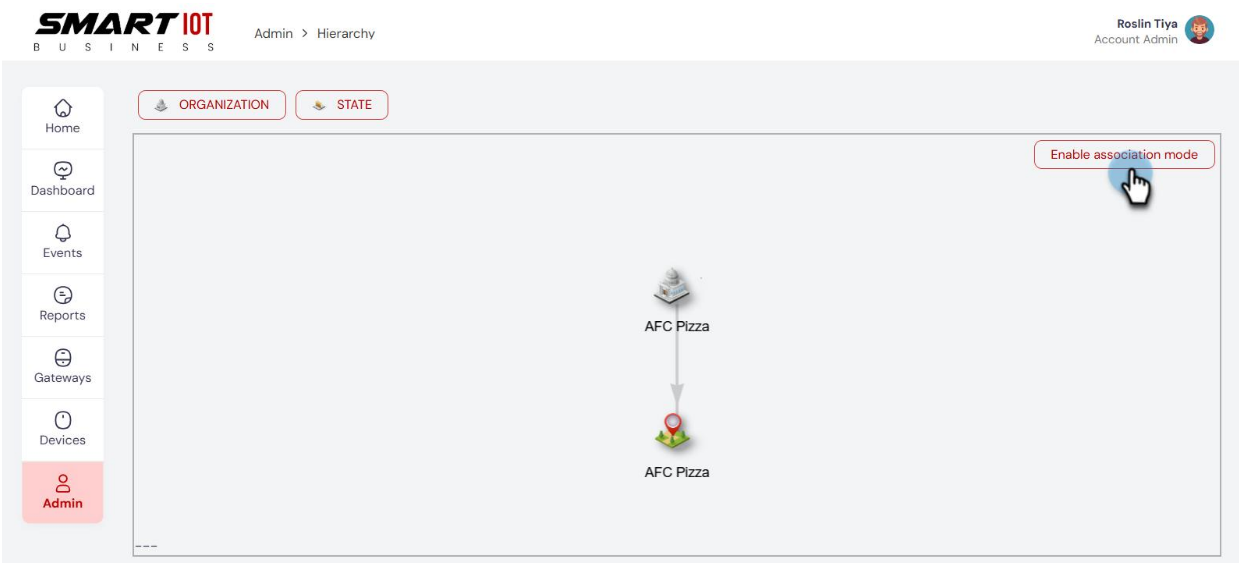
2. Fill in the following fields:
    1. **Name**: Enter a state name.
    2. **Description**: Enter a description for the state.
3. Click **Submit**. An entity corresponding to the state is created on the hierarchy page.

Create Hierarchy

The user can create a hierarchy by establishing associations between templates on the **Hierarchy** page.

Perform the following steps to create a hierarchy:

1. Click **Enable association mode**.



2. Draw connections between the required entities. The hierarchy is created.

To add sites to the hierarchy, see Site LocationsSite Locations.

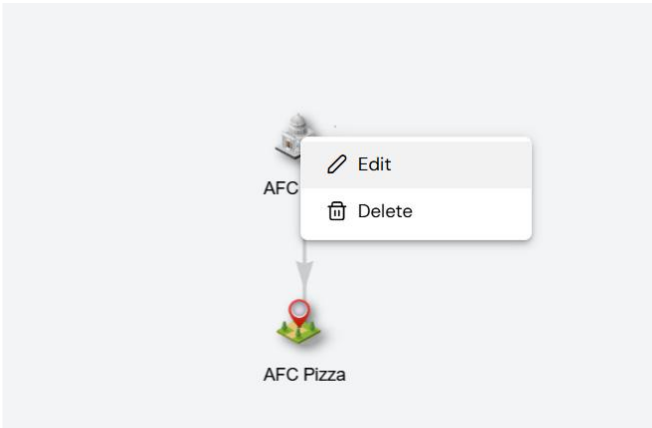
Edit Template

The edit option on the **Hierarchy** page allows the user to edit the template.

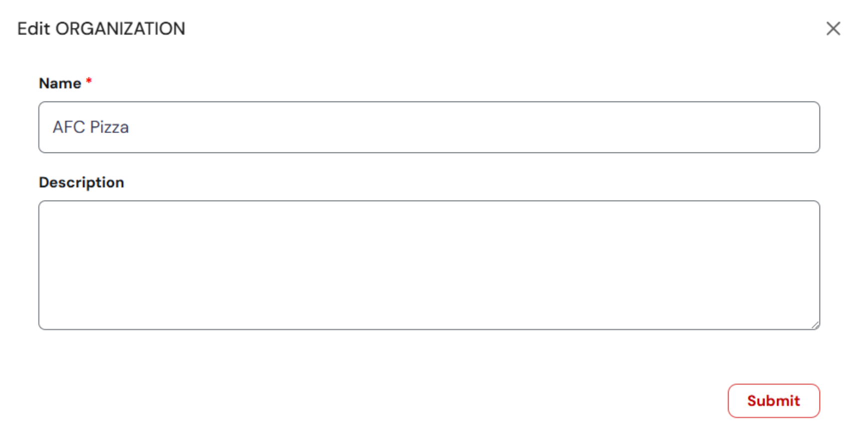
Perform the following steps to edit a template:

1. On the **Hierarchy** page, right-click on the respective template.

   The following pop-up appears:



2. Click **Edit**. The **Edit Entity** pop-up appears.



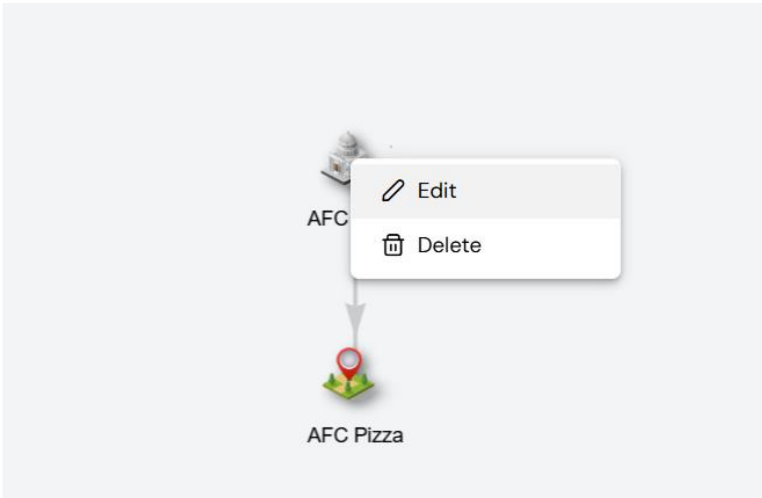
3. Edit the necessary fields and click **Submit**.

Delete Template

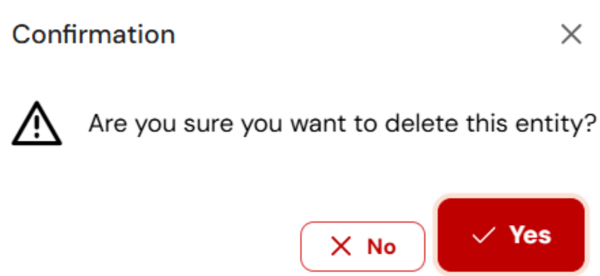
The delete option on the **Hierarchy** page allows the user to delete the template.

Perform the following steps to delete a template:

1. On the **Hierarchy** page, right-click on the template to delete.
   The following pop-up appears.



2. Click **Delete**. A **Confirmation** pop-up appears.



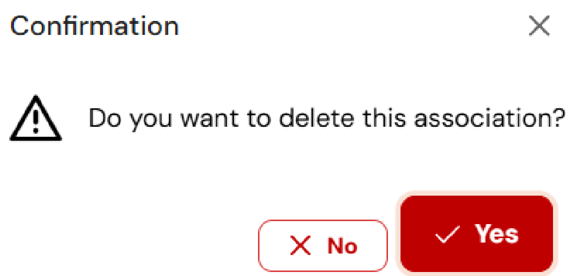
3. Click **Yes** to delete an entity or click **No** to cancel.

Delete Association

The delete association option in the **Hierarchy** page allows the user to delete the association.

Perform the following steps to delete an association:

1. On the **Hierarchy** page, right-click on the respective association. A **Confirmation** pop-up appears.



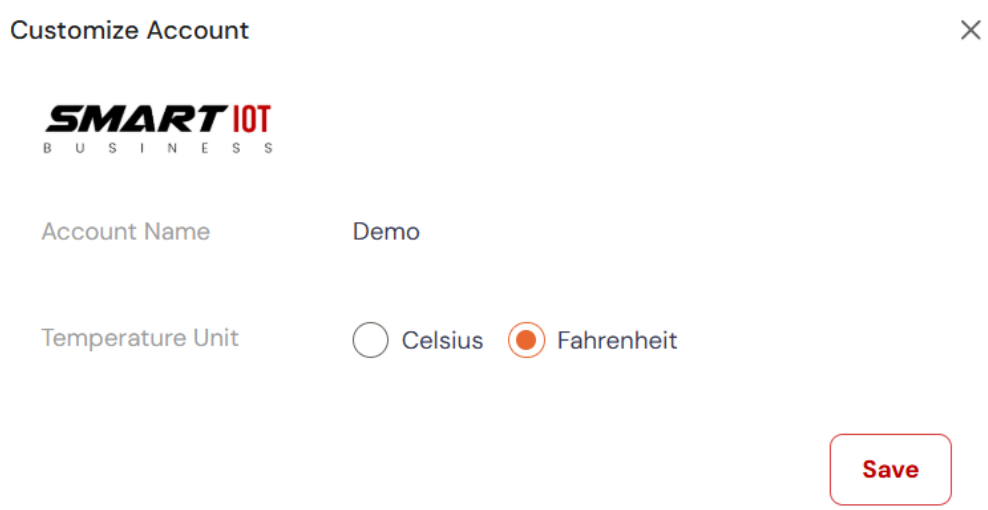
2. Click **Yes** to delete the association or click **No** to cancel.

Account

The **Account** page allows users to configure account details.

Perform the following steps to customize the account:

1. Click **Account** on the **Admin** page. The **Customize Account** pop-up appears.

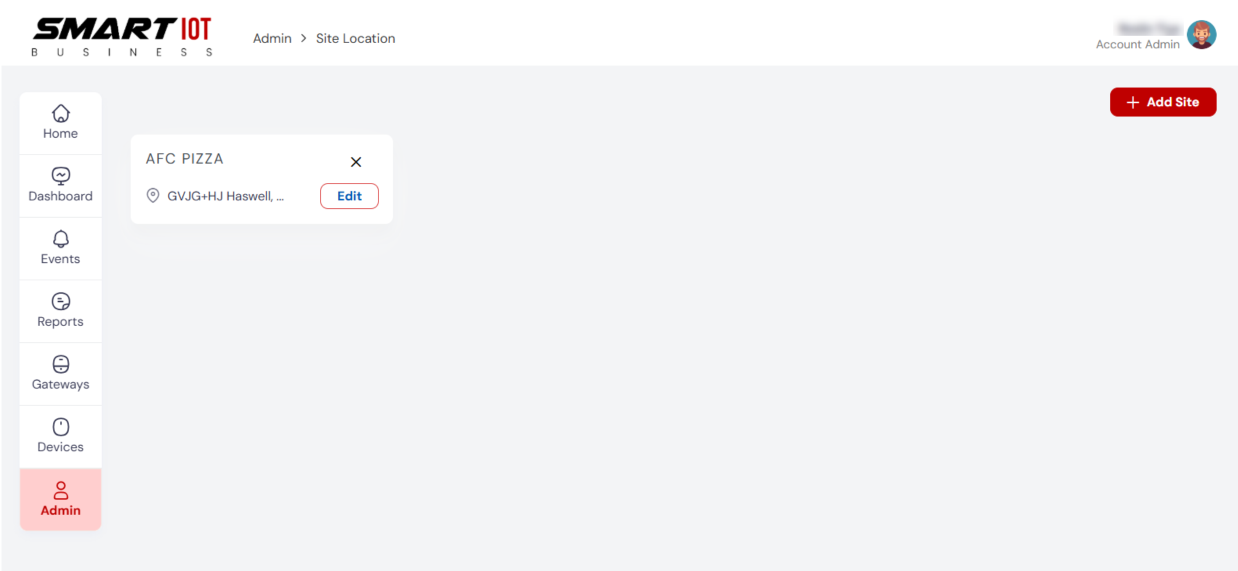


2. Select the required checkbox against the **Temperature Unit** to set the temperature unit for the application and click **Save**.

Site Locations

The **Site Locations** page allows the user to create and manage the location of each site.

Click **Site Locations** on the **Admin** page. The following page appears:



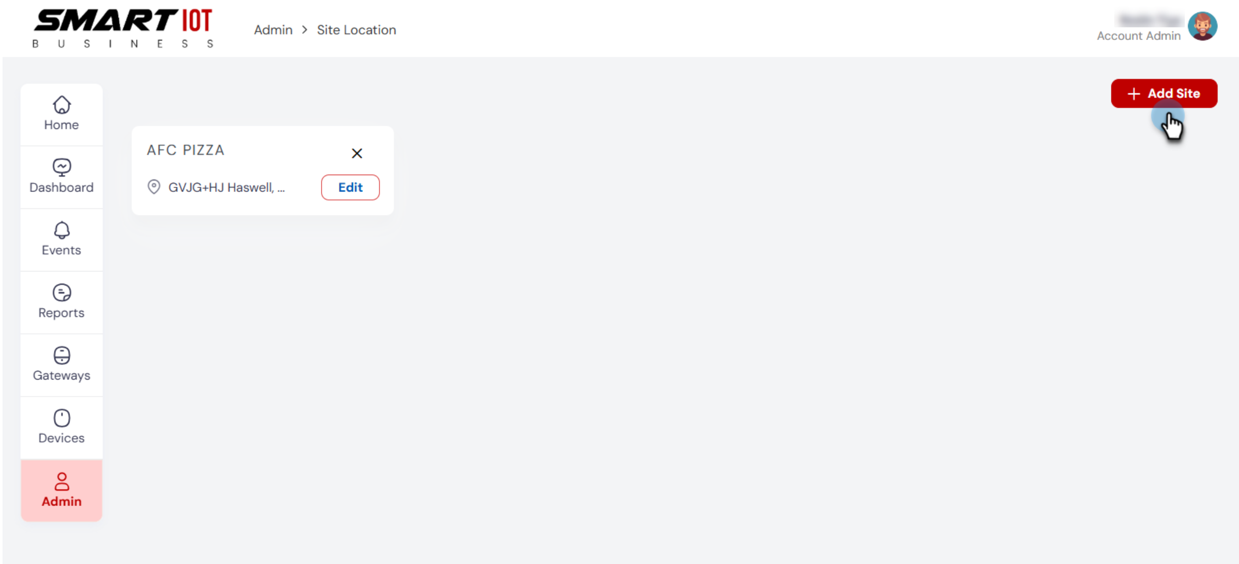
The **Site Locations** page displays the available sites and geographical locations.

Add Site

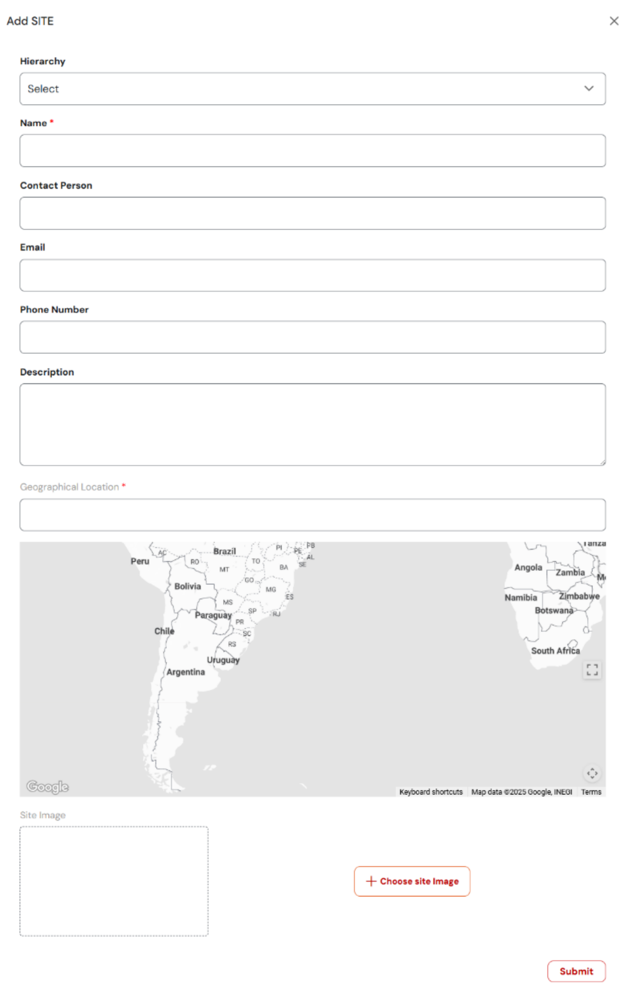
The **Add Site** option in the **Site Locations** page allows the user to add a site location.

Perform the following steps to add a site:

1. Click **Add Site** on the **Site Locations** page.



The **Add Site** pop-up appears.



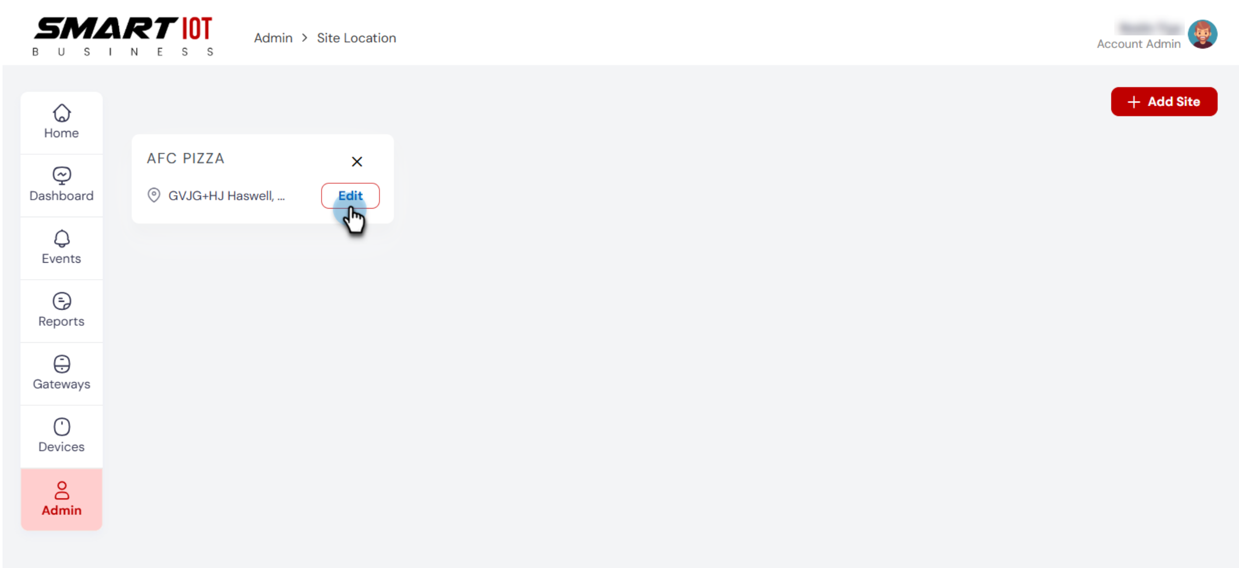
2. Fill in the following fields:
    1. **Hierarchy**: From the drop-down, select the required hierarchy.
    2. **Name**: Enter the site name.
    3. **Description**: Enter a description for the site.
    4. **Geographical Location**: Enter the name of the location in the field or select from the map to choose the location.
    5. **Site image**: Click **Choose site Image** to navigate to the user's file location and select the required site image.
3. Click **Submit**.

Edit Site

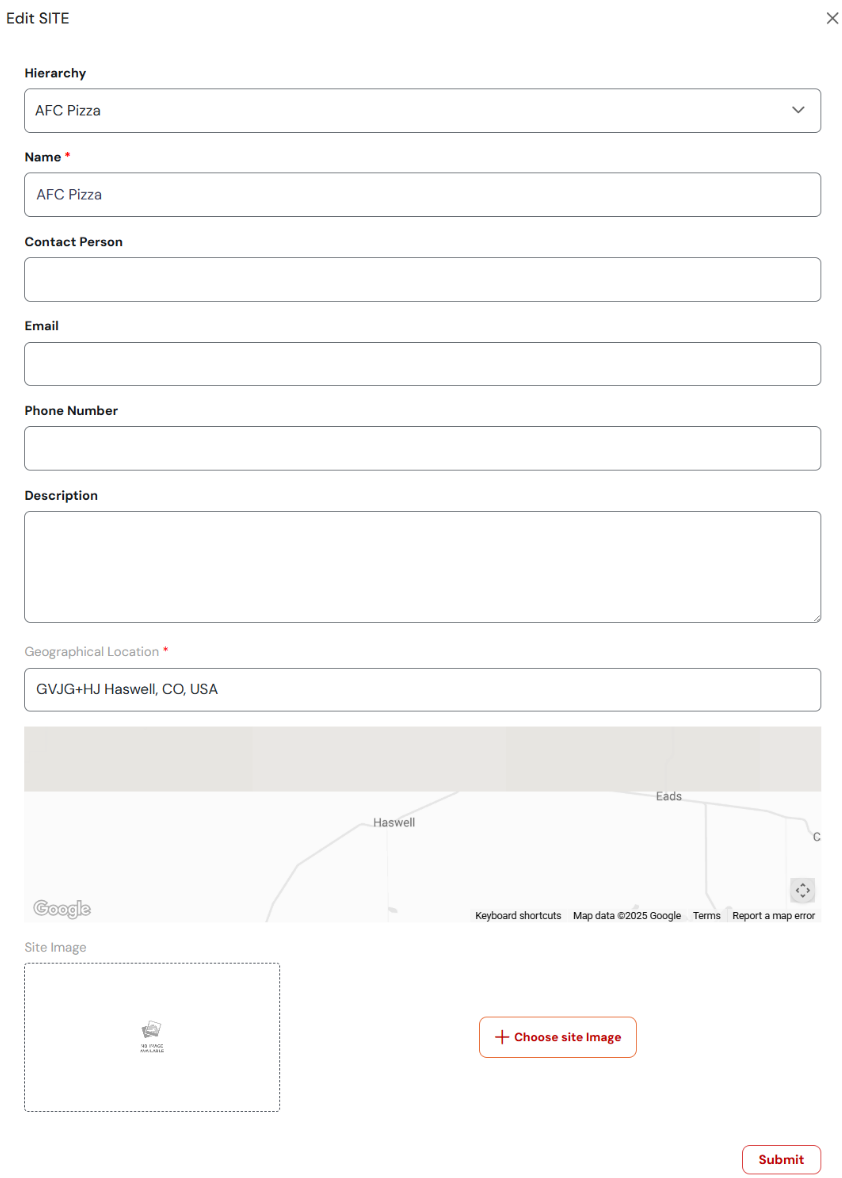
The **Edit** option in the **Site Locations** page allows the user to edit a site location

Perform the following steps to edit a site location:

1. Click **Edit** on the respective site.



The **Edit Site** pop-up appears.



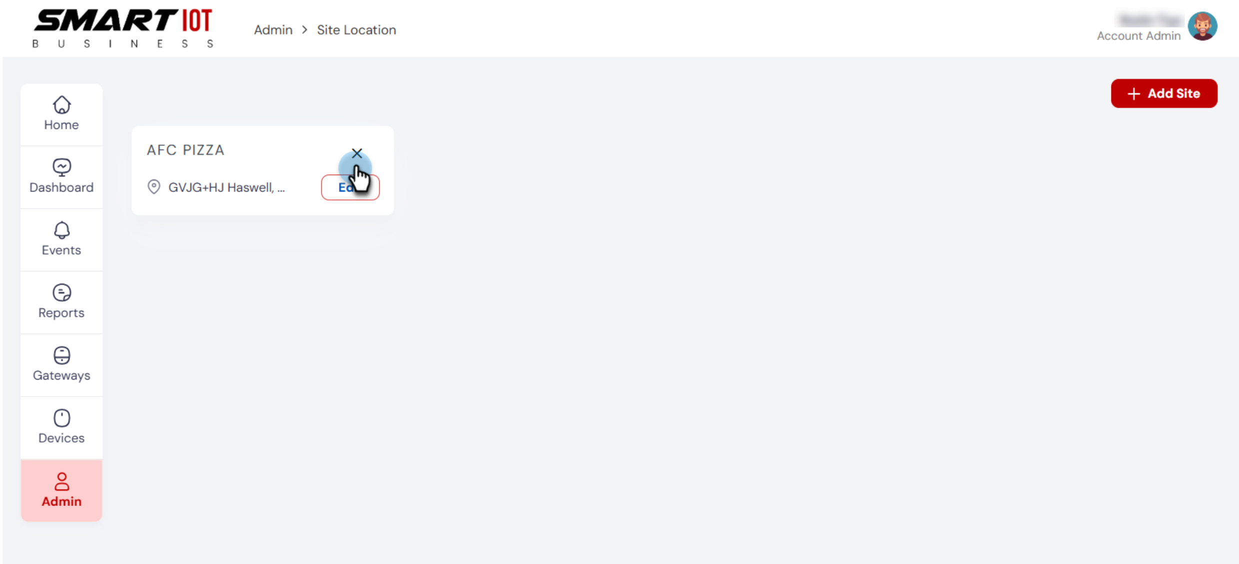
2. Edit the necessary fields and click **Submit**.

Delete Site

The delete site option in the **Site Locations** page allows the user to delete a site location.

Perform the following steps to delete a site location:

1. Click × on the respective site details.



The following pop-up appears:

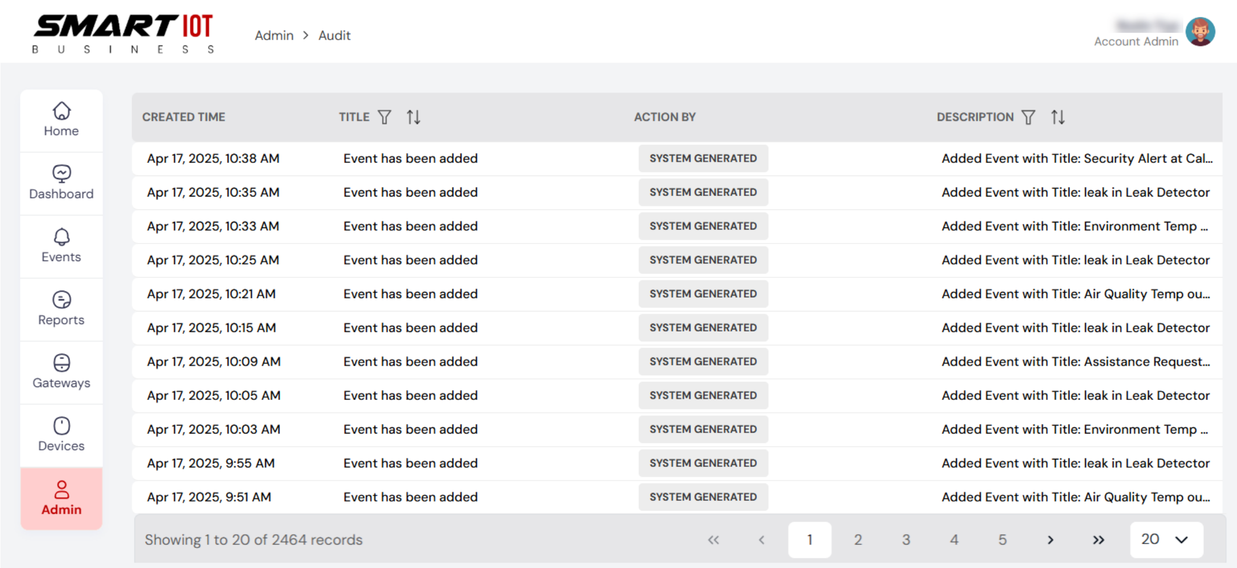
2. Click **Yes** to delete the site location.

   The site location is deleted.

Audit

The **Audit** page displays the log of all the activity within the application. The **Audit** page also provides the relevant data of the activities done along with the date and time of the activity.

Click **Audit** from the **Admin** page. The following page appears:



The **Audit** page displays the following fields:

- **Created Time**: Displays the date and time of the activity.
- **Title**: Displays the title of the activity.
- **Description**: Displays the description of the activity.

The user can manage the display preferences of the Audit list using the following options:

- Click ⇅ next to the column name to sort the list in either ascending(A-Z) or descending order(Z-A).
- Click ▽ next to the column name to filter the list and display only the preferred items.
- Use the pagination option to navigate between different sections of the list.
- Use the page size selector to choose the number of items displayed at a time.

Troubleshooting

1. **Unable to log in to the ATT page:**
    1. **Check Username and Password**: Ensure the username and password are entered correctly.
    2. **Spelling**: Verify that there are no typos in the username or password.
    3. **Ensure Caps Lock is Off**: Check whether Caps Lock is inadvertently enabled.
    4. **Forgotten Password**: If you can't remember the password, Reset Password “can’t login” link on the login screen. You may be able to reset it via email.
    5. **Multiple Failed Login Attempts**: After several unsuccessful login attempts, systems lock the account temporarily for security reasons. If this is the case, contact the service provider to unlock the account.
    6. **Browser Issues**: If you're logging in via a web browser, try clearing your browser's cache, cookies, and history. Also, perform a hard refresh (**Ctrl+Shift+R**) Sometimes, old session data can prevent a successful login.
    7. **Browser Compatibility**: If you're using a web browser and unable to log in, try switching to a different browser or use an incognito/private browsing mode.
    8. **Account Recovery**: If none of the above step’s work and you're still unable to log in, contact customer care via email- id: **netvire.support@thinkpalm.com** They may be able to assist with account recovery or provide more specific troubleshooting for the service.
2. **Gateway is down:**
    1. Check the gateway status is showing up or down in the gateway page also check the last seen of the gateway.

2. Check the validity of your SIM card to ensure your subscription hasn't expired. Confirm that your SIM's service is still active to avoid any disruptions.
3. **Check Power and Connectivity**:
    1. Ensure the edge device is powered on and connected to the network.
    2. Verify that all cables are securely connected and there are no loose connections.
4. **LED Indicators**: Check if the LED status lights on the gateway are steady.
5. **Power Cycle**: Unplug the gateway (modem), wait for 10 minutes then plug it back in. This can resolve many temporary issues.
6. If none of the above solutions work, please contact customer care via mail-id: **netvire.support@thinkpalm.com**.

3. **Data not updating in the connected Devices:**
    1. Check the gateway is up or down in the gateway page.
    2. Check the signal status and battery Health.
    3. Check the device last updated time and date.
    4. Check for any network outages or disruptions.
    5. If the issue persists after troubleshooting, it may be a device-specific or firmware issue. Contact customer support for further assistance via mail-id: **netvire.support@thinkpalm.com**. They will be able to provide firmware updates, advanced troubleshooting, or a hardware replacement.
4. **Events not triggering in Events page:**
    1. Check the Gateway up or down.
    2. Check the device status.
    3. Check the Events rules settings to ensure it is configured to trigger the events. (make sure correct device is selected in the event rule condition).
    4. Check that event repeat interval is blank if so, open event will not repeat.
    5. Check if the threshold levels (temperature, humidity, CO2, etc.) are set correctly for triggering the alarm.

6. Ensure that there is no interference that could be disrupting the communication between the devices system and the dashboard (e.g., Wi-Fi interference, physical obstructions).
7. Ensure that environmental conditions (like lighting or temperature) aren't preventing proper detection for sensor.
8. The alarm is still not triggering the dashboard, contact the customer support team via mail -id: **netvire.support@thinkpalm.com**.

5. **Report Not Generating correctly:**
    1. Check the start end time of the report.
    2. Verify that the devices or sensors are operational and transmitting data.
    3. Check the filters or criteria set for the report. If the filters are too restrictive (e.g., an incorrect date range, specific sites, or user permissions), the report might fail to generate.
    4. For instant report will only be generated for events occurring within the specified date range.
    5. Review User Permissions to ensure the correct access rights for generating reports.
    6. Clear Cache or Refresh the dashboard and test again.
    7. If none of the above solutions work, please contact customer care via mail-id: **netvire.support@thinkpalm.com**.

Maintenance

- Check Sensor Placement for obstructions and correct positioning.
- Clean the Sensors with a soft cloth or compressed air.
- Inspect and Replace Batteries as needed.
- Test Sensor Functionality by manually triggering the sensor and checking for response.
- Update Firmware/Software to keep sensors running efficiently.
- Check for Obstructions/Interference that could affect performance.Monitor Signal Strength (for wireless sensors) and eliminate any interference.
- Inspect for Physical Wear and Tear or damage and replace faulty components.