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About this Help Guide

This manual has been written as a guide to the RF500 Web-View software only. There is a companion manual entitled “RF500-SystemManual” which covers installation, operation and maintenance of the individual pieces of equipment which comprise an RF500 wireless logging system. The RF500 System Manual is provided in printed form and also as a Adobe PDF downloadable from the Gateway. The RF500 Web-View Guide is only provided as a Adobe PDF downloadable from the Gateway.

This manual is associated with: RF500A Software Release 3.

Navigating through this Guide

Each chapter in this guide has been written so that it can be read as a standalone guide albeit with references to other chapters. It is formatted to be read on the screen in a similar manner to the conventional help found in an installed application program. Bookmarks are also used throughout, which, when clicked will jump to the appropriate place in the guide making navigating this large document very easy.

This guide has been written for the following devices:
RF500A  This is an updated version of the Gateway which replaces the original RF500. This Gateway cannot be fitted with a Modem.
RF500AP  This is an updated version of the Gateway which replaces the original RF500; this version includes a Power over Ethernet adapter. This Gateway cannot be fitted with a Modem.

As this guide covers all permutations of hardware some sections will not be relevant to all devices.

Conventions Used in this Guide

To aid understanding and help the user quickly find the information he/she requires, extensive use of coloured text and different fonts has been used to denote various items. These are shown below.

**Button**  Denotes a Web Page button
**Link**  Denotes a Web Page link.
**Field**  Denotes a field name. A piece of information is shown to the right of a field name.
**Example**  Denotes an example of a piece of information the Gateway provides.
**User Entry Example**  Denotes an example of a piece of information a user is expected to enter.
**Gateway Terminology**  Denotes terminology used by the RF500 Gateway. Clicking this item will jump to the definition of the term.
**Bookmark**  Denotes a link in the document. Click to jump to further information on the topic.
Logging Into RF500 Web View

The RF500 Gateway requires all users to be identified. Anonymous access to the Gateway is not permitted. Authentication is the process of ensuring that a user cannot masquerade as another user. RF500 users are authenticated using passwords. Authentication is required for the following actions:

- **Initial Logon**
  - The Gateway login screen is the first page presented after the user enters the Gateway IP address into the browser address bar. Each screen that causes a change to the Gateway database such as alarm acknowledgement requires authentication by password.

**Login Screen**

Start the Web Browser on the PC and enter the IP address of the Gateway into the Address Bar. Press the Enter key or click Go.

![Figure 1 - Browser Address Bar](image1)

There are separate screens for entry of **User Name** and **Password**, this is done to defeat the “Save Password” feature of common Web Browsers such as Firefox and Internet Explorer because they are incompatible with the Authentication used in RF500.

Both **User Name** and **Password** are case sensitive. In case your **User Name** or **Password** is not recognised, check the Caps-Lock key.

![Figure 2 – Gateway Login Screen](image2)

**Inactivity Logout**

After 1 hour of inactivity the Gateway will automatically log you out, you will be asked to log back in on further use of the Gateway.
Gateway Language

The language used throughout the Gateway for web pages and in emails can be changed as follows:

Login as an Administrator then click the Administration button then the Language button to bring up this page.

Select Language

Click the radio button below the flag corresponding with your choice of language.

Enter your password and click the Submit button.

Figure 3 – Select Language

The language selected is used immediately for all web pages and emails generated for all users. There is no need to reset the Gateway or Login again.
Gateway Navigation

The RF500 Gateway Web-View features several types of screens which allow the user to perform actions such as viewing readings or alarm events. After logging in, you will see the HOME screen. Navigation to other screens in the Gateway is via buttons in the blue banner across the top of the screen. Exiting from screens can be by two methods, either completing a form or selecting the appropriate button to finish or cancelling by selecting cancel or back.

Button Bar

This blue strip is a feature in the heading of most Gateway Web View pages. The number of buttons and their functions offered in each page can vary, and in fact some pages may not even display a Button Bar. Generally, these buttons direct the user onward to other pages; buttons which perform an action on the current page are generally located in the main body of the page.

Calendar

There are several pages which show data records or Events by day, week or month; these have a Calendar date picking function which helps significantly in finding information for a specific time. To use the Calendar function on pages which it is available, click the Calendar link to display a calendar as in the example below.

This partial view of the Calendar function (all months are shown) shows all the days that data and Events exist. Days highlighted blue show that data exists for that day; days highlighted in red indicate that an Event occurred on that day.

Where an alarm Event occurs on a particular day, there will always be data records for that day also.

When viewing transmitter data, clicking any coloured day will cause the preceding display page to show data records or Events for that day.

When viewing the Audit Trail, clicking any coloured Event will cause the preceding display page to show information for that day, week, or month.
Gateway Home Page

In the figure below an example of a Gateway well populated with transmitters is shown with the main areas of information highlighted as yellow balloons.

Figure 6 – Home Page

**Button Bar**
This strip contains buttons which direct the user onward to other pages. See Button Bar for more information.

**Warnings**
This red text area shows a brief summary of alarms and faults. The user can see at a glance when the Gateway or transmitters require attention. Each possible warning is explained below.

**Summary Table**
This area shows every transmitter active on the Gateway in a single table which should be totally visible without scrolling. Coloured blocks indicate various states as in the key above the grid.

**Transmitter Status**
This area shows for each transmitter, the transmitter serial number, the Task Description, the date and time of the last received record, any commands waiting to be sent to the transmitter and any detected faults for the transmitter.

**Daily Readings Summary**
This area shows for each transmitter, the enabled channels with Channel Name. The last received record, the minimum, maximum and average readings for the current Daily Interval.

**Daily Graph Summary**
This area shows for each transmitter, a small graph for all enabled channels over the current Daily Interval.
Warnings

Each possible warning that may be displayed in the Warnings Area is explained here. Some warnings give a count of the number of transmitters to which the warning applies. The prefix COUNT is a place-holder for the number in these warnings.

COUNT Tx with unacknowledged alarm(s) / COUNT Tx in alarm One or more transmitters have Active Alarms; i.e. have either unacknowledged alarm or are currently in alarm – This is a link to the Active Alarm List page.

COUNT Tx with No Signal The Gateway has not received any signal from a transmitter for a long time - Usually 1 hour or 5 times the transmitter's radio rate whichever is longest.

Email fault The Gateway has failed to send an email successfully for at least 1-hour; Click the Administration button then the Setup Email button then the Comark button to view the error report.

No Automatic Backup The Gateway has not received a response from the RF500 Backup Server within the time period specified in the Data Backup page.

Manual Backup Overdue The scheduled interval for Manual Backup has passed. See the Data Backup page.

Requesting Manual backup A manual backup has been requested - See the Data Backup page.

Creating Backup file The Gateway is preparing a backup archive for later download - See the Data Backup page.

Manual Backup file ready A new backup archive is ready for download - See the Data Backup page.

Memory Low The Gateway data storage is greater than 80% used; For continued Gateway operation, contact Comark Instruments Technical Support at the earliest opportunity.

Memory Full (no data will be saved) The Gateway data storage is full - Contact Comark Instruments Technical Support.

Fault with Gateway (See Hardware Page) A Gateway fault has occurred, the Hardware Page will provide further information to aid Comark Technical Support in the diagnosis.

COUNT Transmitters with Sensor Fault One or more transmitters has reported a fault with one of the channels. For example an external probe may have become disconnected.

COUNT Backbone transmitters with no external power One or more Backbone transmitters has detected that external power has failed. The Mains adaptor for this transmitter may have been unplugged.

COUNT Transmitters with Battery Events One or more transmitters is reporting that its battery voltage is low. Batteries should be replaced as soon as possible, consult the RF500 System Manual for instructions and precautions for changing the battery.

Converting Images Uploaded images are being prepared for viewing. Images are not available for viewing during this time.
Home Page Button Bar

**Refresh**
Click this button to manually update the Home page. See Home Page Automatic Refresh for more details.

**Administration**
Click this button to go to Administration choices.

**My Preferences**
Click this button to configure personal display preferences. See My Preferences for more details.

**Logout**
Click this button to log out. The Login Screen will be shown.

**Multi-Graph**
View a graph showing traces for multiple transmitters. See Multi-Graph for more details.

**Map**
View a visual representation of Locations and pictures of individual transmitters. See Map for more details.

---

Home Page Automatic Refresh and Daily Interval

The Home Page shows summaries for transmitter data over a Daily Interval. This is done because of the nature by which transmitter readings are stored, that is in separate daily files for each transmitter. The effect of this 24-hour cycle is that at midnight (00:00) the Daily Readings Summary and Daily Graph Summary are both reset. The Daily Readings Summary shows no accumulated data and the Daily Graph Summary shows a blank graph. As data is transmitted to the Gateway the Daily Readings Summary is updated and fresh information is then available for download, graphs however are redrawn every minute but only if new data exists. The traces will extend from left to right during the day as fresh data is available and fills the area at 23:59 just before being reset again at 00:00.

The Home Page, by default, will automatically refresh itself at one minute intervals so that updated summaries and and redrawn graphs are always displayed.

If you are examining a particular transmitter on the Home Page, the Automatic Refresh feature can interfere with your viewing it can therefore be disabled in My Preferences.
Summary Table

A Summary Table at the top of the Home Page shows the eight most important selected status criteria for each transmitter. Each criterion is denoted by a coloured block shown in a legend at the top of the table as in the figure below. The eight statuses are described below.

<table>
<thead>
<tr>
<th>Data for today</th>
<th>System Manual</th>
<th>Webview Help</th>
<th>RF515 Guide</th>
<th>Whats New</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Signal</td>
<td>In Alarm</td>
<td>Unack. Alarm</td>
<td>Snoozed</td>
<td>Power Fault</td>
</tr>
<tr>
<td>MICKS OFFICE</td>
<td>NPL Lab</td>
<td>Air Vents</td>
<td>Goods In</td>
<td>15 MIN BAT</td>
</tr>
</tbody>
</table>

Figure 7 – Summary Table

Each transmitter is identified by its current Task Description so for example in the Figure below, the transmitter with the Task Description MICKS OFFICE has an unacknowledged alarm. The absence of any coloured blocks indicates either that the transmitter has no issues or that it is in a state which cannot be shown in the Summary Table. All transmitter states are shown as text entries in the transmitter Status section of the Home Page.

The Summary Table has Hover Text enabled, therefore when placing the mouse pointer over the Task Description a pop-up text box will appear after a short delay which provides extra information about that transmitter, see Home Page Hover Text for details.

The Task Description is also a link; Clicking on the text of Task Description will cause the lower section of the Home Page to jump to show the Daily Readings Summary and Daily Graph Summary for the selected transmitter.

The RF500 System Manual and Webview Help (this document) are available for download as Adobe PDF using the links at the top of the Summary Table.

Summary Table Status and Colour Code

- **OK**: If all is well with a transmitter all fields will be blank.
- **No Signal**: The Gateway has not received any signal from a transmitter for a long time. Usually 1 hour or 5 times the radio rate whichever is longest.
- **In Alarm**: This transmitter has raised an alarm Event for a channel which is currently still in alarm. See Active Alarm List.
- **Unacknowledged Alarm**: This transmitter has raised an alarm Event which has not yet been acknowledged. See Active Alarm List.
- **Snoozed**: This transmitter has an Active Alarm which the user has Snoozed.
- **Power Fault**: This Backbone transmitter has detected that external power has failed. The Mains adaptor for this transmitter may have been unplugged.
- **Low Battery**: The transmitter is reporting that its battery voltage is low and should be replaced as soon as possible. Please consult the RF500 System Manual for the part number of replacement battery, instructions and precautions for changing the battery and notes on disposal of the exhausted battery.
- **Sensor Fault**: The transmitter has reported a fault with one of the channels. For example an external probe may have become disconnected.
- **Command**: A Command has been sent to the transmitter, For example after performing an Alarm Acknowledge / Snooze.
Transmitter Status

Transmitter Status is a small text area showing the following information:

- The Serial number of the transmitter and the Date and Time of the last received reading
- The transmitter’s Location
- The Task Description for the transmitter’s current Task
- The Transmitter Status, Command Queue and any Errors

The example above shows for transmitter serial number BA04060006:

- The last received reading is more than 24 hours old, indicated by the date in red.
- It is in Location number 21 named PRODUCTION.
- It has a Task Description of MICKS OFFICE.
- It has reported that the battery requires replacement and has ceased to transmit information to the Gateway.

For transmitter serial number CC11051003:

- The green plug symbol indicates that external power is connected.

Transmitter Statuses, Command Queue and Errors

- **Transmitter:** The transmitter has external power connected; both Backbone and normal transmitters can show this symbol.
- **A:** A command to adjust the transmitter clock is queued. Transmitter clocks are synchronised with the Gateway at midnight each day.
- **bat:** The transmitter has sent a battery warning. There will be more detailed information in the Audit Trail.
- **qF:** New Firmware has been programmed for this transmitter, however it has not yet been completely sent to the transmitter. Once the transmitter starts running the new firmware, this item will clear.
- **qT:** A new Task has been programmed for this transmitter, however it has not yet been completely sent to the transmitter. Once the transmitter starts running the new Task, this item will clear.
- **qC:** A command unrelated to Tasking, Firmware or Clock adjustment, for example Start Logging, is queued for the transmitter.
- **qTr:** The Gateway is waiting to Retrieve Task and Data from a transmitter.
- **No Signal:** The Gateway has not received any signal from a transmitter for either 1 hour or 5 times the radio rate whichever is longest.
- **Removed:** The transmitter has been removed from the Gateway.
- **No Data:** The Gateway has not received any data corresponding with the current transmitter Task. This may be due to a recent re-Tasking or the transmitter has been set to Not Logging.
- **Power Fault:** This Backbone transmitter has detected that external power has failed. The Mains adaptor for this transmitter may be unplugged.
- **Task?** The transmitter has reported an unknown Task, i.e. it is running a different Task to the one the Gateway thinks it is running. This situation can be cleared by reprogramming a new Task.
- **Period?** The transmitter has reported an unknown Period. This situation can be cleared by reprogramming a new Task.
Daily Readings Summary

For each transmitter and channel this summary shows the following items:

- The Channel and Channel Name.
- The Last or most up to date reading in the current Daily Interval.
- The minimum and maximum readings in the current Daily Interval.
- The average reading accumulated over the current Daily Interval.

Various colour codes along with symbols and labels indicate numerous pieces of status information, the most obvious being:

When a channel has a high or low Active Alarm which is yet to be acknowledged, the Channel Name is shown with a solid red or blue background respectively.

In the example opposite, the Internal Channel on BA04060006 has an unacknowledged high alarm.

--- is shown where there are no data records for the current Daily Interval.

This transmitter has no problems, its channels readings are all within alarm limits.

The Last reading shown in red indicates the reading is above the high alarm limit. Blue text would indicate a reading below the low alarm limit.

-\(\times\) is shown where a channel has been in a Fault condition during the current Daily Interval. Even after the Fault is cleared, normal readings will only be shown in the following Daily Interval.

For the door channel the percentage reading gives a moving average of how much time the door has been open. See Transmitter Tabular Data – Door Readings for more detail about the percentage reading. The label ave alarm indicates an average door alarm and con alarm indicates a continuous door alarm. If con alarm appears in red then the door is still open otherwise the door is now closed.

See Door Alarms for more detail about average and continuous door alarms.
Daily Graph Summary

For each transmitter this summary shows a mini graphical view of each channel’s readings for the current Daily Interval.

The top transmitter shows a blank graph because there is no data collected for today. I.e. the period of time from midnight to the current time-of-day.

For each graph summary that shows data, the trace colours are given by the vertical bar at the right hand edge of each channel row.

The right hand Y-axis shows the scale for the Door and Humidity channels.

The left hand Y-axis shows the scale for all other channels.

E.g. The third transmitter has four enabled channels.

The Int channel named “Ambient” has a blue bar which indicates it is drawn as the blue trace. It is a temperature channel so the scale is 20.0 – 28.0 °C

The Door channel named “North Door” has a black bar so is drawn as the black trace. It is a door channel so the scale is 0% - 100%

The Ext1 & Ext2 channels are not drawn because they have a Fault which can be seen on the Daily Readings Summary page.

Figure 9: Daily Graph Summary
When the mouse cursor is moved over the Daily Graph Summary or the Task Description in the Transmitter Status, a yellow box is displayed showing the following:

- The transmitter Serial Number
- The Task Description for the transmitter
- The transmitter model and whether it is logging data or not
- The date and time of the last reading transmitted
- The date and time of the last signal from the transmitter
- The channel type, channel name and last reading for each enabled channel
My Preferences allows each user to set his/her own preferences for the displayed information on the home page. Any changes made in the My Preferences page will be automatically saved as your user preferences. Every time you log in the Gateway, your personal preferences will take effect.

**Preferences for NigelWinterbottom**

<table>
<thead>
<tr>
<th>Preference</th>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enable Graph Preview</strong></td>
<td>On</td>
<td>Shows the Daily Graph Summary on the Home Page.</td>
</tr>
<tr>
<td><strong>Enable Auto Refresh</strong></td>
<td></td>
<td>See Home Page Automatic Refresh.</td>
</tr>
<tr>
<td><strong>Model Type</strong></td>
<td>On</td>
<td>Allows only the selected transmitter models to be included in the Home Page view.</td>
</tr>
<tr>
<td><strong>Filter</strong></td>
<td>On</td>
<td>These radio buttons cause only transmitters with the selected attribute to be included in the Home Page view. Only one attribute may be selected.</td>
</tr>
<tr>
<td><strong>Locations</strong></td>
<td>On</td>
<td>When the Following locations only button is selected, only transmitters in each ticked Location are included in the Home Page view. Any Restricted Locations are greyed out.</td>
</tr>
</tbody>
</table>

- Enable Graph Preview
- Enable Auto Refresh
- Model Type
- Filter
- Locations

**Figure 11 – My Preferences**

When the settings in My Preferences cause the Home Page to exclude any active transmitters from view, a warning message will be displayed on the Home Page.
Transmitter Graph Page

By clicking on either the Daily Graph Summary or the Task Description in the Transmitter Status, a graph view of the transmitter data is shown. This page is the main means of changing transmitter settings and viewing current or historic data.

This is one of the most functional pages produced by the Gateway, These functions will be grouped by similarity and described below.
Transmitter Graph – Important Notifications

Ack / Snooze Alarm
A link to the Alarm Acknowledge / Snooze page for this transmitter so that Acknowledge or Snooze actions can be performed.

Unit in Alarm
There is an unacknowledged alarm, but the User does not have permission to acknowledge alarms.

Historic Data
Data from a previous Task or Period is being displayed.

External Power Fault
This as Backbone transmitter has detected that external power has failed. The Mains adaptor for this transmitter may be unplugged.

Low battery / Dead battery
The transmitter has sent a battery warning. There will be more detailed information in the Audit Trail.

Sensor Fault
The transmitter has reported a fault with one of the channels. For example an external probe may have become disconnected.

No Signal
The Gateway has not received any signal from a transmitter for either 1 hour or 5 times the radio rate whichever is longest.

Sign Data
This data can be signed. See Signing Data.

Data not Signed
This data is not signed but the User does not have permission to sign data. See Signing Data.

Transmitter Graph – Data View Info

Gateway Details
The Gateway Name, Serial No. and Software Revision.

Location at Start
The transmitter Location at the start of the Task being viewed. The current Location is given if different.

Description
The Task Description of the Task being viewed.

Period
The Period No. of the Task being viewed. From indicates the time stamp of the first data point.

Task
The Task Description of the Task being viewed.

Serial No.
The Serial Number of the transmitter. Eg. BA05080008, this is also a link to the Transmitter Properties page.

Version
The Firmware release of the transmitter/radio module respectively.

Model
The model code of the transmitter.

Browse Period
Choose a Period to view from a list of historical Periods for the Task selected, (if any available).

Browse Task
Choose a Task to view from a list of historical tasks for the transmitter, (if any available).

View Image
View the Image of the transmitter (if programmed). See Transmitter Images.

View Map
View the Map for the transmitter's Location (if programmed). See Map.
Transmitter Graph - Button Bar

Home
Return to the Gateway Home Page.

Update
Refreshes the display with the latest information. (Useful for seeing live data).

Start/Stop Logging
This button shows either Start Logging or Stop Logging depending on whether the transmitter is currently logging or not. See Start.

Task
View the Task associated with the displayed data. A new Task can be created from this page. See Transmitter Task.

Tabulate Data
View data records in tabular format. See Transmitter Tabular Data Page.

Events
View Events for the first day in the interval over which data is graphed. See Transmitter Events Page.

Transmitter Graph – Graph Scaling

The default graph view is with Auto Scale Mode enabled, this adjusts the Y-Axis maximum and minimum values so that traces are shown unclipped. By editing the maximum or minimum Y-Axis values (in the example above; 0.00 or 32.00 for temperature and 0.00% or 100.00%) then clicking Set Scale the graph enters User Set Scale Mode allowing a section of the graph to be view with greater resolution. The graph remains in User Set Scale Mode however selecting a new Period or Task is selected or using the Calendar function will revert the graph to Auto Scale Mode.

Transmitter Graph – Graph Navigation

The default graph view interval has the X-Axis showing data for today starting from midnight See Daily Interval. The following controls allow this interval to be changed to examine any areas of interest.

Calendar
View the Calendar for this transmitter. Allows jumping directly to a particular day.

Graph Zoom
The graph is divided into 6 or 8 sections, click on any section of the graph to zoom in. This also changes the current view interval.

The maximum zoom is an view interval of 1 hour.

Available at view interval of 1 day or greater. Go back 28 days or to earliest Period date.

Available at view interval of 1 day or greater. Go back 7 days or to earliest Period date.

Go back by the current view interval or 1 day whichever is smallest.

Unzooms the graph one view interval.

Go forward by the current view interval or 1 day whichever is smallest.

Available at view interval of 1 day or greater. Go forward 7 days or to latest Period date.

Available at view interval of 1 day or greater. Go forward 28 days or to latest Period date.
Transmitter Graph – Reading Statistics Minimum Maximum Average

The area under the grey bar at the bottom of the Transmitter Graph Page shows, Minimum Maximum and Average readings for each channel calculated over the current view interval from the graph.

The Last reading received for this transmitter is also shown although the associated date and time is rather displaced from the reading.

Transmitter Graph – Graphical Alarm Limits

Graph On / Off
Alarm Limits On / Off

For each enabled channel, the graph trace can be toggled on and off. For each enabled channel, the display of alarm limits can be enabled or disabled. Alarm limits for multiple channels however cannot be displayed. Note that User Set Scale Mode could cause the alarm limits not to be displayable.

Transmitter Graph – Export

Export

Allows the user to download a file in Comma Separated Values (CSV) format which contains exported data between the dates as defined by the current view interval from the graph. This file can be opened directly by Microsoft Excel, Open Office and many other spreadsheet programs.
The table is generated in reverse order with the most recent data records at the top of the page. This means that after clicking **Update** no scrolling is necessary to see the most up-to-date records.

### Figure 13 – Transmitter Tabular Data Page

<table>
<thead>
<tr>
<th>Date / Time</th>
<th>Fence</th>
<th>Gate</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 Dec 2007 23:45</td>
<td>6.7 °C</td>
<td>fault</td>
</tr>
<tr>
<td>02 Dec 2007 23:30</td>
<td>8.5 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 23:15</td>
<td>8.3 °C</td>
<td>Over Range</td>
</tr>
<tr>
<td>02 Dec 2007 23:00</td>
<td>8.2 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:45</td>
<td>8.1 °C</td>
<td>Under Range</td>
</tr>
<tr>
<td>02 Dec 2007 22:40</td>
<td>8.2 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:35</td>
<td><em>7.8 °C</em></td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:31</td>
<td>7.9 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:25</td>
<td>8.0 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:21</td>
<td>8.0 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:17</td>
<td><em>7.8 °C</em></td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:15</td>
<td>8.1 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:14</td>
<td>9.0 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:12</td>
<td><em>7.5 °C</em></td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:02</td>
<td>7.9 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 22:00</td>
<td>8.0 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 21:55</td>
<td><em>7.5 °C</em></td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 21:48</td>
<td>7.8 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 21:45</td>
<td>7.5 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 21:38</td>
<td>7.9 °C</td>
<td></td>
</tr>
<tr>
<td>02 Dec 2007 21:35</td>
<td>8.1 °C</td>
<td></td>
</tr>
</tbody>
</table>
The top section of the Transmitter Tabular Data Page is identical to the top section of the Transmitter Graph Page, the following sections show any differences:

Transmitter Graph – Important Notifications
This section on the Transmitter Graph Page is identical.

Transmitter Graph – Data View Info
This section on the Transmitter Graph Page is identical.

Transmitter Graph - Button Bar
The button bar on the Transmitter Tabular Data Page removes the Tabulate Data button and instead shows a Graph button which returns back to the Transmitter Graph Page.

The table shows records for one day only; the date to show is taken from the first data point on the graph in the preceding Transmitter Graph Page and of course a new date can be selected through the Calendar function.

**Transmitter Tabular Data - Record Colouring**

<table>
<thead>
<tr>
<th>Colour/Background</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black Text</td>
<td>Normal reading not in alarm.</td>
</tr>
<tr>
<td>Blue Text</td>
<td>Reading below the low alarm limit, but channel not in alarm.</td>
</tr>
<tr>
<td>White Text–Blue Background</td>
<td>Channel in low alarm.</td>
</tr>
<tr>
<td>Red Text</td>
<td>Reading above the high alarm limit, but channel not in alarm.</td>
</tr>
<tr>
<td>White Text–Red Background</td>
<td>Channel in high alarm.</td>
</tr>
<tr>
<td>Asterisk by Reading</td>
<td>This record is the Maximum or Minimum reading detected during an out-of-limit condition.</td>
</tr>
</tbody>
</table>

The yellow boxes in the figure above are display examples of the following error conditions:

- Channel fault
- Channel reading Over Range
- Channel reading Under Range

**Transmitter Tabular Data – Door Readings**

The tabular data shown above represents a door being opened a few seconds before 21:35 and remaining open for more than 60 minutes. The readings reported for the door channel are given as two values:

- The first number is the cumulative number of minutes that the door has been open throughout the averaging interval, which in this example, is the preceding 60 minutes.
- The value in parentheses is the cumulative number of minutes that the door has been open throughout the averaging interval given as a percentage of the averaging interval.
**Transmitter Events Page**

<table>
<thead>
<tr>
<th>Ack / Snooze Alarm</th>
<th>Engineering 0606041 1.00/1.04Beta/C/2.0</th>
<th>Serial No. RA05060008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location at start:– Comark Rear Car Park</td>
<td>Version 1.3.5/RF1.1B</td>
<td></td>
</tr>
<tr>
<td>Description Outside Temperature</td>
<td>Model RF612</td>
<td></td>
</tr>
<tr>
<td>Period 2 of 2 from 29 Nov 2007 10:53</td>
<td>Browse Period View Image</td>
<td></td>
</tr>
<tr>
<td>Task 7 of 7 created on 11 Jul 2007 10:07</td>
<td>Browse Task View Map</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 14 – Transmitter Events Page**

The top section of the Transmitter Events Page page is identical to the top section of the Transmitter Graph Page, the following sections show any differences:

**Transmitter Graph – Important Notifications**

This section on the Transmitter Graph Page is identical.

**Transmitter Graph – Data View Info**

This section on the Transmitter Graph Page is identical.

**Transmitter Graph - Button Bar**

The button bar on the Transmitter Events Page page removes the Events button and instead shows a Graph button which returns back to the Transmitter Graph Page.

The table shows transmitter Event records for one day only; the date to show is taken from the first data point on the graph in the preceding Transmitter Graph Page and of course a new date can be selected through the Calendar function.
Transmitter Task

Data cannot be collected from a transmitter until a Task has been programmed. To create a new Task, click the Task button on the Transmitter Graph - Button Bar, the Transmitter Task page will appear.

Transmitter Task – Button Bar

Copy Other Task
Link to copy Tasks from other transmitters of same model for quick programming.

Use Alarm Zones
See Dynamic Alarms.

Program Task
Enter your password and click to send new Task to transmitter.

Transmitter Task – Tasking

Once the Program Task button is clicked, the Daily Readings Summary on the Gateway Home Page will indicate No Data and qT to indicate Tasking. It can take several minutes for the Task to be sent to the transmitter because the Gateway must first wait for the transmitter to contact it.

Figure 15 – Task Setup

<table>
<thead>
<tr>
<th>Channel Name</th>
<th>Enable Ch</th>
<th>Enable Alarm</th>
<th>Alarm Delay</th>
<th>Lo</th>
<th>Hi</th>
</tr>
</thead>
<tbody>
<tr>
<td>Int</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ext 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ext 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Door</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description**
Up to 16 characters available to describe transmitter, e.g., transmitter Location.

**Enable Ch**
Enable or disable individual channels.

**Enable Alarm**
Enable alarm limits for individual channels.

**Channel Name**
Text box to identify each channel. (Up to 23 characters available)

**Use Lethality/mkt**
See Mean Kinetic Temperature and Lethality.

**Temperature Scale**
Choose °C or °F as required.

**Humidity Scale**
Choose %rh or dew point as required.

**Log rate**
Selection of log rate - available log rates: 1, 2, 3, 5, 10, 15, 20, 30, 60 minutes.

**NB** log rate of less than 15 minutes will reduce battery life.

**Wait for Manual Start**
If this box is ticked then the transmitter will not automatically start logging and must be started manually See Start / Stop Logging.

**Alarm Delay**
Set alarm time delay, e.g., for defrost cycle.
Transmitter Task – RF515

The Task page for RF515 deserves special mention because it is very different from other transmitters, in that this page caters for both regular task setup and also configuration of scale mapping between analog units and engineering units of the sensor.

**Sensor Type**
Select the option to match the sensor output
- 0V to 1V
- 0V to 10V
- 4mA to 20mA

**Units**
Engineering units for sensor. (Up to 8 characters available)

**Decimal Places**
The number of decimal places required for engineering units. (0 to 5)

**Display xxxx as yyyyy**
These 2 sets of numbers define the scale mapping between measured units (V or mA) and sensor units. The example for Ext1 shows 4-20mA mapping to 0-100%rh

**Lo Alarm & Hi Alarm**
Alarm limits are entered using engineering units for the sensor.

The allowable range of values for yyyyy in the Display xxxx as yyyyy field and also in Lo Alarm & Hi Alarm depends on the number of decimal places selected. See the table below.

<table>
<thead>
<tr>
<th>Decimal Places</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>±32000</td>
</tr>
<tr>
<td>1</td>
<td>±3200.0</td>
</tr>
<tr>
<td>2</td>
<td>±320.00</td>
</tr>
<tr>
<td>3</td>
<td>±32.000</td>
</tr>
<tr>
<td>4</td>
<td>±3.2000</td>
</tr>
<tr>
<td>5</td>
<td>±0.32000</td>
</tr>
</tbody>
</table>
Transmitter Alarms

The graph below shows a temperature profile for a transmitter tasked for 15 minutes log rate, the High Alarm at 5.0 and Low Alarm at 1.0, and 5 minute alarm delay.

The curve indicates the actual temperature being sampled by RF500. The small dots indicate the sampling at 1 minute intervals. The large black dots indicate readings logged at 15 minute (log rate) intervals. When the temperature goes out-of-limit, extra records are logged as indicated by the blue dots as follows:

A  The record logged as the temperature goes out-of-limit (high)
B  The record logged because the temperature has remained out-of-limit throughout the alarm delay
C  The maximum temperature reached for the out-of-limit period
D  The record logged as the temperature again becomes within limits
E  The record logged as the temperature goes out-of-limit (low)
F  The minimum temperature reached for the out-of-limit period
G  The record logged because the temperature has remained out-of-limit throughout the alarm delay
H  The record logged as the temperature again becomes within limits

Points B and G correspond to data records which generate alarm Events. They cause the transmitter to have an unacknowledged alarm which in turn generates notifications according to the Location in which the transmitter is placed. These alarm Event records are shown as entries in the Transmitter Events Page and in the Audit Trail.
Door Alarms

RF500 includes two types of Door Alarm:

- **Continuous Door Alarm**: Alarm on Door continuously open for a period of more than X minutes.
- **Average Door Alarm**: Alarm on Door open for more than X minutes cumulatively in a given period of up to 60 minutes. This alarm captures many individual shorter door open times that may fail to trigger a continuous door alarm but are nonetheless still important.

Both continuous and average door alarms are enabled or disabled together, therefore if the average door alarm is not required, setting the average limit equal to the average period causes the average alarm never to occur because the limit can not be exceeded.

Whenever a continuous door alarm is triggered, an *Event* only is generated, tabular data will not be coloured to indicate the alarm.

<table>
<thead>
<tr>
<th>Date / Time</th>
<th>Fence</th>
<th>Gate</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Jul 2010 08:07</td>
<td>25.7 °C</td>
<td>12 (32.19%)</td>
</tr>
</tbody>
</table>

A representation of tabular data shown above shows a typical reading. The readings reported for the door channel are given as two values:

- The first number is the cumulative number of minutes that the door has been open throughout the averaging interval, which in this example, is the preceding 60 minutes.
- The value in parentheses is the cumulative number of minutes that the door has been open throughout the averaging interval given as a percentage of the averaging interval.

The percentage gives a measure of how much time a door actually spends opened which could represent a problem in a real world application. Consider the following scenario:

A door to a laboratory is monitored using RF500 and the continuous alarm is set to 20 minutes to capture a “door left open” event. If that door is opened then closed after 19 minutes have elapsed, then immediately opened again for 19 minutes then closed, the continuous alarm event would not have been generated; however that door has effectively been open for 38 minutes during the previous 40 minutes or so. With an averaging interval of 60 minutes the RF500 system would report a door reading of approximately 63% or with an averaging interval of 40 minutes a door reading of close to 100% would be reported. It may be the case that this high level of “door open” condition may cause environmental controls to be overloaded.
Dynamic Alarms

Dynamic alarms allow the transmitter to vary the alarm limits or indeed disable alarms for each 30-minute timeslot throughout a 7-day period. Typical uses for this feature include cycling incubators which cycle between temperatures and chillers which are only active for certain times during the week.

From the Task Setup page, click the Use Alarm Zones button to activate this function. The fixed alarm limits for each channel are replaced by Dynamic Times buttons. For each enabled channel, click the Dynamic Times button to configure the alarm limits for each timeslot of the 7-day period.

Dynamic Alarm Setup for CA07060243, channel Int

<table>
<thead>
<tr>
<th>slot</th>
<th>Hi</th>
<th>Lo</th>
<th>Set All</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFF</td>
<td>-6.0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-18.0</td>
<td>-30.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20.0</td>
<td>40.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-40.0</td>
<td>60.0</td>
<td></td>
</tr>
</tbody>
</table>

Figure 18 – Dynamic Alarm Setup

Each cell represents the alarm limits for a 30-minute timeslot the first beginning at midnight 00:00 and the last beginning at 23:30. Enter up to four sets or zones of alarm limits as required. To allocate an alarm zone to each cell first click the Slot coloured block to the left of the alarm zone then click the cell to allocate to the selected zone. The area above the $M$ representing Monday, shows which alarm zone has been selected. (In the Figure above the 20.0 to 40.0 zone has been selected and the cell for Tuesday 12:30 is about to be clicked yellow.)

To quickly set the entire grid to one alarm zone click the Set All colour to the right of the chosen alarm zone.

When done click the OK button on the button bar.

Dynamic Alarms for Door Switch

Setup of dynamic alarms for Door Switches is as per temperature or RH channels except only the average alarm limit for Door can be changed dynamically, the continuous alarm limit remains in effect at all times.
Mean Kinetic Temperature and Lethality

Mean Kinetic Temperature Background

Good warehousing and distribution practice requires that warehouse temperatures are monitored and controlled and that appropriate actions are taken if temperatures exceed the specified storage conditions. Those actions are based on the calculation of the mean kinetic temperature as a verification of exceeded storage conditions.

The International Conference on Harmonisation of Technical Requirements for Registration of Pharmaceuticals for Human Use (ICH) stability testing guidelines define mean kinetic temperature (MKT) as 'a single derived temperature which, if maintained over a defined period, would afford the same thermal challenge to a pharmaceutical product as would have been experienced over a range of both higher and lower temperatures for an equivalent defined period'.

In other words, MKT is a calculated, fixed temperature that simulates the effects of temperature variations over a period of time. It expresses the cumulative thermal stress experienced by a product at varying temperatures during storage and distribution. Mean kinetic temperature refers to a datum, which can be calculated from a series of temperatures. It differs from other means (such as a simple numerical average or arithmetic mean) in that higher temperatures are given greater weight in computing the average. This weighting is determined by a geometric transformation, the natural logarithm of the temperature number. Disproportionate weighting of higher temperature in a temperature series according to the MKT recognises the accelerated rate of thermal degradation of materials at these higher temperatures. MKT accommodates this non-linear effect of temperature.

The formula for MKT is:

\[ T_K = \frac{-DH}{R} \ln \left( \frac{\sum \exp \left( \frac{-DH}{R \times T_n} \right)}{n} \right) \]

where

- \( DH \) is the activation energy,
- \( R \) is the universal gas constant (0.0083144 kJ/molK),
- \( T \) is the temperature in degrees K,
- \( n \) is the total number of (equal) time periods over which data are collected,
- \( \ln \) is the natural log and \( \exp \) is the natural log base.
- \( \sum \) is the mathematical function of building up a total over \( n \) time periods, starting with time period 1.

The practical application of the equation is less complex than it first appears. For a huge range of pharmaceuticals \( DH \) is within the range of 42 - 125 kJ/mol. In cases where an exact knowledge of the activation energy is important, it is possible to determine this factor with the help of a differential scanning calorimetry (DSC) analysis. \( T_1 \) is the average temperature recorded over the first time period and \( T_n \) is the average temperature recorded over the \( nth \) time period.

As an example of how the MKT calculation will affect an expressed mean for a calculation (important for the long term storage of critical drugs and chemicals), here is an illustration. If the temperature is constant for a period of time, but is 'out of spec' for some moments of time, there will be a difference in the calculated arithmetic mean (the sum of all of the measurements divided by the number of measurements - a simple mean) and the kinetic mean.

Mean kinetic temperature: value = 9.4°C
Arithmetic mean temperature: value = 6.3°C

Conclusion: Depending on temperature conditions the effect may be dramatic, it is clear that the MKT method weights the higher temperatures in a series more than the lower temperatures.

This is a more appropriate way of calculating an overall thermal effect because of the acceleration of thermally driven processes of degradation at higher temperatures.

For ageing a secondary calculation is used to determine the shelf life reduction due to incorrect storage conditions of a drug substance or drug product. The formula for this calculation is based on the Arrhenius2 life-stress model. This is not included on RF500.

Example: Due to the incorrect treatment during the unloading of a pharmaceutical product, its shelf life has been dramatically reduced from ten days down to 4.3 days.
Lethality

Lethality equivalent time is calculated using the formula:

$$\text{LET} = \text{SUM}(10^{((T_n - T_{ref})/Z)}) \times T_{inc}$$

$T_n$ is a temperature reading in Celsius

$T_{ref}$ is the reference temperature in Celsius

$Z$ is a constant just known as the ‘Z value’

$T_{inc}$ is the reading time increment in seconds

$T_{ref}$ and $Z$ are entered on task setup form.

Standard lethality (Fo) uses $T_{ref} = 121.1^\circ\text{C}$ and $Z = 10$

If the channel does not read in temperature then the result will be shown as ‘N/A’.
Starting with release M5 of RF500A operating software, the Gateway features a repeat alarm function which sits alongside the concept of Active Alarms. The diagram below summarises this feature showing the sequence of operation whilst an alarm Event is Active.

The operation described below will only occur whilst the alarm Event is considered Active; that is: The alarm is either not Acknowledged or a channel reading is still in alarm. Once both the alarm is Acknowledged and also all channels return to normal readings then the alarm becomes In-Active and repeating notification ceases.

---

**Figure 19 – Repeat Alarm Operation**

When any transmitter channel with enabled alarms goes into alarm, the transmitter generates an alarm Event. This Event becomes a new Active Alarm and appears in the Active Alarm List. Initial email notifications are generated and relay outputs are activated if enabled.

After a time delay controlled by the setting Default Repeat Alarm Period (configured in Transmitter Properties) a reminder notification is generated and the relay outputs once again are activated.

This cycle repeats at an interval controlled by the Default Repeat Alarm Period until the alarm becomes In-Active.

At any time during the life of an Active Alarm, a user with Acknowledge privileges can change the actual Repeat Alarm Period in use as above, or even turn it off. This is achieved via the Alarm Acknowledge / Snooze action which de-activates the relay outputs and resets the Repeat Alarm Period timer.

NB Turning off the Repeat Alarm can only be achieved whilst Acknowledging the alarm.
Active Alarm List

Whenever any transmitter generates a new alarm Event, the Gateway posts a new Active Alarm into this Active Alarm List.

If there already is an existing entry for the transmitter, that entry is updated with the new alarm Event details. Only one entry per transmitter will be shown – although as can be seen for CA11070401 below; multiple channels can appear in the list.

The Event will only be shown in this list if it is considered Active; that is: The Event is either not Acknowledged or a channel reading is still in alarm. Once the Event is Acknowledged and also all channels return to normal readings then the Event becomes In-Active and is removed from this list.

The Tx Serial No., Location, Description and Ch Name (Channel Name) entries are read from the current transmitter task. The Alarm Acknowledged status is simply whether that transmitter's alarm is acknowledged or not.

Alarm Snoozed in essence indicates whether this alarm influences the relay output. Therefore to de-activate the relays, ALL Active Alarms must be Acknowledged or Snoozed. The Snoozed indicator is cleared once the Next Repeat time is reached.

<table>
<thead>
<tr>
<th>Tx Serial No.</th>
<th>Location</th>
<th>Description</th>
<th>Alarm Acknowledged</th>
<th>Alarm Snoozed</th>
<th>Repeat Alarm Period</th>
<th>Ch.</th>
<th>In Alarm</th>
<th>Ch Name</th>
<th>Next Repeat</th>
</tr>
</thead>
<tbody>
<tr>
<td>BA04060016</td>
<td>location 2</td>
<td>window</td>
<td>Yes</td>
<td>No</td>
<td>5 Minutes</td>
<td>Ack / Snooze</td>
<td>Int</td>
<td>temp</td>
<td>26 Mar 2013 17:09</td>
</tr>
<tr>
<td>BA04060034</td>
<td>location 1</td>
<td>desk</td>
<td>No</td>
<td>Yes</td>
<td>15 Minutes</td>
<td>Ack / Snooze</td>
<td>Int</td>
<td>desk</td>
<td>26 Mar 2013 17:21</td>
</tr>
<tr>
<td>CE04090003</td>
<td>location 1</td>
<td>CE04090003</td>
<td>Yes</td>
<td>No</td>
<td>Not Set</td>
<td>Ack / Snooze</td>
<td>Int</td>
<td>int ch</td>
<td></td>
</tr>
<tr>
<td>CC10100030</td>
<td>location 1</td>
<td>CC10100030</td>
<td>No</td>
<td>No</td>
<td>Not Set</td>
<td>Ack / Snooze</td>
<td>Int</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CC10100060</td>
<td>location 1</td>
<td>CC10100060</td>
<td>No</td>
<td>No</td>
<td>15 Minutes</td>
<td>Ack / Snooze</td>
<td>Ext1</td>
<td>test rh</td>
<td>25 Mar 2013 17:09</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Ext2</td>
<td>No</td>
<td>test temp</td>
<td>25 Mar 2013 17:09</td>
</tr>
<tr>
<td>CA11070401</td>
<td>location 1</td>
<td>cabinet 56</td>
<td>Yes</td>
<td>No</td>
<td>Not Set</td>
<td>Ack / Snooze</td>
<td>Int</td>
<td>amb</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Ext1</td>
<td>Yes</td>
<td>Ext 1ch</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Door</td>
<td>Yes</td>
<td>door</td>
<td></td>
</tr>
</tbody>
</table>

To Acknowledge or Snooze an alarm, click the Ack / Snooze link for the transmitter of interest and the Alarm Acknowledge / Snooze page will be shown.
**Alarm Acknowledge / Snooze**

For an **Active Alarm** it is possible to either **Snooze** the alarm on a temporary basis if a corrective action cannot yet be performed; or **Acknowledge** the alarm and enter a corrective action report.

Both Snooze and Acknowledge actions will clear the relay outputs effectively silencing any connected klaxon. When Snoozing or Acknowledging a repeat timer can be started. When this timer expires, the relay outputs will be re-enabled and reminder email notifications sent so that ongoing Active Alarms are less likely to be overlooked.

Active Alarms are identified on the **Gateway Home Page** in three ways:

1. A message such as *1 Tx with unacknowledged alarm* will appear in the warnings area.
2. As a colour coded block in the **Summary Table**.
3. The channel name is shown with a solid red or blue background in the **Daily Readings Summary**.

---

**Acknowledge Alarm for BA05060050**

Password required: ***

| ch. Int | Alarm Clear | desk |

Note down any action taken below. Alphanumeric characters only, 100 characters max

---

**The following periods have unacknowledged alarms**

**Period 1**

**Figure 20 – Alarm Acknowledge Page**

The action of Alarm Acknowledge or Alarm Snooze and note entered is recorded in the Audit Trail.

Note: The transmitter as a whole must be acknowledged rather than channels individually. Ensure your notes entered below reflect this.

The channels affected by this alarm event are listed in the shaded box.

There is a text entry box where the reason for the alarm can be entered, along with corrective actions or reasons for snooze.

Select a repeat time and ensure you have entered your password before clicking the **Acknowledge Alarm** or **Snooze** button.

All unacknowledged alarms for all channels across all **Periods** are acknowledged together in one operation. You are advised to use the **Events Calendar** to view the alarm events that will be acknowledged by this operation. There could be many.
When programming a transmitter Task using the Task Setup page, there is a Wait for Manual Start option. If this box is ticked then the transmitter will not automatically start logging when the Task programmed but must be started manually using the Start Logging button on the Transmitter Graph Page, the Transmitter Tabular Data Page or the Transmitter Events Page.

The Stop Logging button can be used at any time to suspend the monitoring activity of transmitters to prevent false alarms, for example, due to equipment maintenance. Logging can also be resumed at any time.

The function of the Start/Stop Logging button changes depending on the current logging status of the transmitter:

- **Start Logging**: The transmitter is not currently logging and can be started.
- **Stop Logging**: The transmitter is currently logging and can be suspended.

Each separate session of monitoring created by use of the Start/Stop Logging button will create a new Period.
Locations

RF500 Locations are simply a logical or administrative grouping of transmitters for the purpose of filtering and directing notifications. These Locations may correspond to the physical siting of transmitters but more usually group transmitters monitoring equipment or environments “owned” by an individual person or department.

A transmitter must be allocated to a single Location, but it can be changed at any time without reprogramming its Task.

The RF500 Gateway provides 32 Locations which can be individually named to aid recognition.

The administration of Locations can only be performed by an Administrator. From the Gateway Home Page click the Administration button then the Locations List button. A grid of the 32 Locations is displayed. Click the name of the Location to be configured. The Edit Location page is shown.

### Setup for Location no. 11

**Location Name (15 characters max)**

Enable switch op1 on alarm

Enable switch op2 on alarm

Enable LED on alarm

Enable internal speaker on alarm

Enable Emails/SMS on alarm

Enable Emails/SMS on alarm clear

Enable Emails/SMS on battery / mains power event

Enable Emails/SMS on no signal

**Emails to:**

1) Nick

2) Nigel

3) Paul

4) Andy

5) Dave

6) Pete

7) Dave F

8) Dave F2

9) Nigel@Home

10) 11)

**Figure 21 – Edit Location**

**Save**

**Location Name**

Switch OP1 activates on alarm. See Hardware.

Switch OP2 activates on alarm. See Hardware.

The Gateway Alarm LED flashes on alarm.

The Gateway speaker beeps on alarm.

The Gateway generates a notification on transmitter alarm for the enabled recipients.

The Gateway generates a notification on clearing of transmitter alarm for the enabled recipients.

The Gateway generates a notification on alarm for the enabled recipients.

The Gateway generates a notification on alarm for the enabled recipients.

The Gateway generates a notification on No Signal for the enabled recipients.

**Emails/SMS on No Signal**

List of Email Recipients Setup recipients with tick-boxes to enable or disable sending of Emails/SMS

**Back**

Return to the Locations List page - Any unsaved changes will be lost

Save changes and return to the Locations List

A name to identify the Location

Switch OP1 activates on alarm. See Hardware.

Switch OP2 activates on alarm. See Hardware.

The Gateway Alarm LED flashes on alarm.

The Gateway speaker beeps on alarm.

The Gateway generates a notification on transmitter alarm for the enabled recipients.

The Gateway generates a notification on clearing of transmitter alarm for the enabled recipients.

The Gateway generates a notification on alarm for the enabled recipients.

The Gateway generates a notification on battery / mains power event for the enabled recipients.

The Gateway generates a notification on alarm for the enabled recipients.

The Gateway generates a notification on No Signal for the enabled recipients.

List of Email Recipients Setup recipients with tick-boxes to enable or disable sending of Emails/SMS
User Management

The RF500 has two types of user, each with different levels of user permissions:

- **Administrator**  Has unrestricted access to all Gateway functions.

- **Restricted User**  Does not have unrestricted access to all Gateway functions and must be granted permission to access each major Gateway function.

There are no defined limits to the number of users that can exist. Any number of Administrators and Restricted Users can be created.

Password Format

When choosing a password the Gateway enforces a minimum password length of 6 characters and allows a maximum of 31 characters. These characters can be any mixture of the following:

- Alpha-numeric: A-Z, a-z or 0-9 and space
- Special characters: ! @ $ % * ( ) - _ ‘full stop

This scheme allows companies that require use of strong passwords to implement them.

The Gateway will not validate that an entered password is strong, this check must be performed by the person entering it.

Account Expiry

All Restricted User accounts will expire 180 days after they are created or renewed. Administrator accounts do not expire.

When an account is due to expire within 14 days, a warning message such as **Warning: Your account will expire on Sat Jun 16 11:59:53 2007** will show on the Login Screen. After an account has expired the user will not be able to login to the Gateway until renewed by an Administrator using the **Renew User** option in Editing User Options.
Adding New Users

To add another Restricted User or Administrator on the Gateway, complete the new user details allocating an individual password to each user. Login as an Administrator then click the Administration button then the Users button and then the New user button to bring up this page.

Restricting Locations

Any user whether an Administrator or a Restricted User can have access limited to a sub-set of the Locations. In this way several systems can co-exist on the one Gateway but other users will not be able to see transmitters from other users’ Locations. To restrict users from some or all Locations un-tick the appropriate boxes. When Restricted Locations are in force, the Home Page will display a message to indicate that some Locations are excluded from display.
### Editing User Options

To edit the options for an existing user on the Gateway, click the **Administration** button then the **Users** button and then the **Edit Existing User** button. Use the drop down list to select the user you wish to edit and then click **Submit** to show the User Options page.

This page is very similar to the New User page above. When editing your own user options, only the Password and Restricted **Locations** can be changed.

---

**Figure 23 – Edit User Options**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>User login expire date</td>
<td>16 Jun 2007</td>
<td>Shows the date after which the user will be unable to login to the Gateway</td>
</tr>
<tr>
<td>Change password</td>
<td></td>
<td>Tick this box to enable the password change options.</td>
</tr>
<tr>
<td>Password</td>
<td></td>
<td>Enter the new login password for user. If required.</td>
</tr>
<tr>
<td>Verify Password</td>
<td></td>
<td>Re-enter the new login password for the user.</td>
</tr>
<tr>
<td>Disable User</td>
<td></td>
<td>Shows the enabled/disabled state of the user</td>
</tr>
<tr>
<td>Renew User</td>
<td></td>
<td>Renew users password - See <strong>Account Expiry</strong></td>
</tr>
<tr>
<td>Make user administrator</td>
<td></td>
<td>If not ticked, the user will be a <strong>Restricted User</strong></td>
</tr>
<tr>
<td>Allow user to acknowledge alarms</td>
<td></td>
<td>See <strong>Alarm Acknowledge / Snooze</strong></td>
</tr>
<tr>
<td>Allow user to sign data</td>
<td></td>
<td>See <strong>Signing Data</strong></td>
</tr>
<tr>
<td>Allow user to start / stop logging</td>
<td></td>
<td>See <strong>Start / Stop Logging</strong></td>
</tr>
<tr>
<td>Allow user to create new task</td>
<td></td>
<td>See <strong>Transmitter Task</strong></td>
</tr>
<tr>
<td>Allow user to add/remove transmitter</td>
<td></td>
<td>See <strong>Transmitter Management</strong></td>
</tr>
<tr>
<td>Submit</td>
<td></td>
<td>Submits changes to the Gateway - Your own password must be entered in the password box at the top of the page</td>
</tr>
<tr>
<td>Cancel</td>
<td></td>
<td>Cancels any changes</td>
</tr>
</tbody>
</table>

Users cannot be deleted from the Gateway, only disabled. This is because the Gateway keeps a record in the **Audit Trail** of all users actions such as creating a **Transmitter Task**, **Signing Data** or each **Alarm Acknowledge / Snooze** for auditing purposes. If a user were to be deleted these records would also be deleted.
**Network Settings**

Click the **Administration** button then the **Setup Network** button to show the Network Settings page.

### Network Settings

<table>
<thead>
<tr>
<th>Static IP Address</th>
<th>192.168.25.217</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net mask</td>
<td>255.255.255.0</td>
</tr>
<tr>
<td>Default Gateway</td>
<td>192.168.0.1</td>
</tr>
<tr>
<td>DNS no</td>
<td>192.168.0.1</td>
</tr>
</tbody>
</table>

### Network Details

- **Static IP Address**: The IP address which has been allocated to the Gateway. E.g. 192.168.25.217
- **Net mask**: The subnet mask associated with the above IP address. E.g. 255.255.255.0
- **Default Gateway**: The IP address of the network gateway to allow access by users on a different subnet
- **DNS no**: The IP address of your LAN name server

### Modem Email Details (Not for RF500Lite)

- **DNS no**: The IP address of your dial-up ISP name server.
- **Domain name**: The domain name of your ISP
- **Phone No.**: The number the modem must dial to connect with your ISP
- **Account Name**: The username for logging into your ISP. E.g. myname.myisp.co.uk
- **Account Password**: The password for logging into your ISP
- **Verify Password**: Retype the Account Password for validation

### Email Options (RF500 only)

- **Email via network**: See Email Options below
- **Email via modem**: See Email Options below
- **Email via modem during power-cut else use network**: See Email Options below

---

**Figure 24 – Network Settings**
Network Details

Usually your IT Department will allocate a static IP address and subnet mask for the Gateway. Enter these using dotted decimal notation into their respective fields. If access from different subnets is required also enter the Network Gateway IP address. Users who implement MAC address access security will find the MAC address of the LAN interface displayed in this screen.

Modem Email Details

Modem Email Details only appear for RF500. The settings are saved but not used if there is no modem fitted. To enable emails to be sent by modem you will require a dial-up account with an Internet Service Provider (ISP). Information to be entered in the above fields is provided on account registration and also in their support web pages:

Email Options

Email Options only appear for RF500. The selection is saved but not used if there is no modem fitted. This set of radio buttons allows choice of email sending methods. Do not select the Email via modem options if the modem is not fitted.

Email via network The Gateway will always send emails via the Ethernet LAN using the settings in Email Account Setup. The modem will not be used.
Email via modem The Gateway will always send emails via the modem, the Ethernet LAN will not be used.
Email via modem during power-cut else use network The Gateway will send emails via the Ethernet LAN when power is connected. When running off internal batteries, during a power-cut, for instance, the modem will be used.

To save changes enter your Gateway password and click the Save button. The Gateway may automatically reset after this step.

Depending on network settings entered above the Gateway may reset. You may need also to undo network changes on the PC, remove any cross-over Ethernet cable and connect both the PC and Gateway to the LAN.
Set Gateway Clock

Click **Administration** button then the **Set Clock** button.

Enter the current date and time using a 4-digit year. Enter your password and click the **Submit** button. The Gateway will automatically reset after this step. The new time will be sent to each transmitter when it next contacts the Gateway.

**Set Clock**

Password required to make changes

<table>
<thead>
<tr>
<th>Year</th>
<th></th>
<th>Month 1 to 12</th>
<th></th>
<th>Date 1 to 31</th>
<th></th>
<th>Hour 0 to 23</th>
<th></th>
<th>Minute 0 to 59</th>
<th></th>
<th>Second 0 to 59</th>
<th></th>
</tr>
</thead>
</table>

**Submit**  **Cancel**

Figure 25 – Network Settings
Gateway Name

A Gateway name must be entered for email operation.

Click **Administration** button then the **Gateway Name** button.

The Gateway Name is any name you choose for the Gateway and will be used in the form `gatewayname@comarkltd.com` as the default in the ‘From:’ field in email and SMS notifications. This is important if you have more than one Gateway in your wireless system and all should be unique.
Email Recipients Setup

The primary method for remote notification of Transmitter alarms and Events is email. SMS is supported via an “Email to SMS” service such as TextMagic™. The RF500 Gateway sends all email via SMTP mail servers. As of Gateway Software Release 28, SMTP servers that require authorisation using SSL or a validated FROM address are also supported.

If a Yahoo! Mail or Google GMail account is used solely for RF500 emails then you should regularly log into the account using a web browser otherwise these organisations suspect the account is dormant and suspend it.

RF500 allows up to 12 email/SMS recipients. To configure these; click the Administration button then the Setup Emails button; a table showing the 12 available email recipient slots in shown. Each slot can be assigned an identification name.

<table>
<thead>
<tr>
<th>Email / SMS Setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Username</th>
<th>Email-Address</th>
<th>SMS No.</th>
<th>Email</th>
<th>SMS</th>
<th>Set Times</th>
<th>Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nick</td>
<td><a href="mailto:nick@example.com">nick@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nigel</td>
<td><a href="mailto:nigel@example.com">nigel@example.com</a></td>
<td><a href="mailto:07888423456@textmagic.com">07888423456@textmagic.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pat</td>
<td><a href="mailto:pat@example.com">pat@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andy</td>
<td><a href="mailto:andy@example.com">andy@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steve</td>
<td><a href="mailto:steve@example.com">steve@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pete</td>
<td><a href="mailto:pete@example.com">pete@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bob</td>
<td><a href="mailto:bob@example.com">bob@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steve C</td>
<td><a href="mailto:stevec@example.com">stevec@example.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:Nigel@live.com">Nigel@live.com</a></td>
<td><a href="mailto:nigel@live.com">nigel@live.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 26 – Email//SMS Setup**

- **OK**: Saves the current settings
- **Clear Emails**: Clears down the email queue in case a “stuck” email causes problems
- **Refresh**: Updates the Emails waiting to go value
- **Output**: Comark Technical Support diagnostics
- **Email Account**: The settings page for email server and account details - See Email Account Setup

The Emails waiting to go value shows the number of emails that are queued awaiting transmission to the email server.

- **Username**: This field is used to identify the email / SMS recipient in other Gateway screens. There is no relation here between Username and the username for logging in. A typical entry for this field could be “Nigel’s Phone”
- **Email Address**: The recipient’s email address for notifications
- **SMS No.**: The recipient’s phone number for SMS notifications. NB. Use the format required by your email to SMS provider. For TextMagic™ an example is 07890123456@textmagic.com
- **Email**: Enable notifications using email settings
- **SMS**: Enable notifications using SMS settings
- **Set Times**: This function allows setting of an availability for the recipient. See below for information on email set times.
- **Test**: This button will send a test email and/or SMS.
Email Set Times

This feature allows suppression of email notifications at programmable times throughout a 7-day weekly period. To use Email Set Times, enter your password in the Email / SMS Setup page and click the **Set Times** button alongside the email slot of your choice. The Email Set Times page is displayed.

The page displays a grid of cells corresponding to every 30 minute timeslot throughout a 7-day weekly period. When this feature is enabled email notifications generated by the Gateway for the associated recipient are either allowed or disallowed. Grey cells denote those times during which notifications will not be generated, coloured cells denote those times during which notifications will be generated.

For example, the page below shows that recipient “Nigel” only wishes to receive notifications between the hours of 08:00 and 16:59 on Monday through Friday.

![Email Set Times Page](image)

**Figure 27 – Email Set Times Page**
Email Account Setup

Click the **Administration** button then the **Setup Emails** button then the **Email Account** button.

![Email Account Page](image)

**Network Mail Server**
- **Mail Server**: smtp.comarkltd.com
- **Use Default from Addr**
- **Server requires authentication**

**Network SSL**
- **Username**
- **Password**
- **Port Number**

**Modem Mail Server**
- **Modem Mail Server**: smtp.mail.yahoo.com
- **Use Default from Addr**
- **Server requires authentication**

**Modem SSL**
- **Username**
- **Password**
- **Port Number**

**SMS Details**
- **Account Name**: myname@textmagic.co.uk

**Network SSL**
- **Server requires authentication**

**Modem SSL**
- **Server requires authentication**

**SMS Details**
- **Account Name**: myname@textmagic.co.uk

**Network Mail Server**
- **Mail Server**: Use a **from**: email address as displayed
- **Use Default from Addr**
- **Server requires authentication**

**Network SSL**
- **Username**
- **Password**
- **Port Number**
- **Modem Mail Server**
- **Modem SSL**
- **Server requires authentication**

**Modem Mail Server**
- **Username**
- **Password**
- **Port Number**

**SMS Details**
- **Account Name**: This text is used as the **Subject:** field in an Email-to-SMS notification. No longer required by TextMagic™. Consult the Email-to-SMS provider for more details.
Network Mail Server

Usually your IT Department will provide the information for this section and whether a custom from address is required. However if you are using an ISP's mail server or web mail service you will find the information required on that company's support web pages.

Due to the proliferation of email spam, many USA based Internet Service Provider (ISP) companies and also web-based email services such as Google and Yahoo require user authentication before allowing emails to be sent using their servers. This authentication is typically performed using SSL encryption which is configured as above.

If a Yahoo! Mail or Google GMail account is used solely for RF500 emails then you should regularly log into the account using a web browser otherwise these organisations suspect the account is dormant and suspend it.

Modem Mail Server

Modem Email Details only appear for RF500. The settings are saved but not used if there is no modem fitted.

To enable emails to be sent by modem you will require a dial-up account with an ISP. Information to be entered in the above fields is provided on account registration and also in their support web pages:

SMS Details

The Gateway supports SMS notifications via a third party “Email-to-SMS” conversion service. Comark have tested TextMagic™ www.textmagic.com

To enable SMS notifications to be sent, subscribe to the TextMagic™ service and configure your account using instructions provided on their website.

Other “Email-to-SMS” conversion services may well work with RF500 but are untested. Those providers may require entry of your email address into the Account Name field:
Transmitter Management

The administration of transmitters can only be performed by an Administrator, although the right to add a new transmitter can be granted to a Restricted User. From the Gateway Home Page click the Administration button then the Transmitters button. A categorised list of transmitter serial numbers is displayed.

- **Back**
- **Refresh**
- **Add New**

**Transmitter List**

Searching for the following transmitters

- BA03060001

Found the following transmitters

- BA04060040
- BA05060060
- BE03060016
- BE0306019
- BE0306016
- BE02060003
- CC11051007
- CE110510D8

Transmitters waiting to be removed

- CC11051006

Transmitters removed

- CE11053001
- CC11051008
- CC11051002
- BA03060002
- CA03060001
- CC11059999

Figure 29 – Transmitter List Page
Add a New Transmitter

Click the Add New button; a form will be presented as follows:

![Form for adding a new transmitter](image)

**Serial Number**
Enter the serial number of the Transmitter provided for your installation.

**Make this a Backbone unit (Not used for RF542)**
Those Transmitters which have been identified as Backbone units during the site survey must have this box ticked. Do not tick for Transmitters which have no mains adaptor connected.

**Disable Display**
Disable the LCD for those Transmitters where the local display is not required.

**Radio Tx rate (Not used for RF542)**
(Radio Transmission Rate). This setting controls the rate at which batches of readings are transmitted to the Gateway. A drop-down-list of intervals is presented. Choose 15 minutes unless a faster update rate is necessary.

**Add to Location**
Choose an administrative Location for this Transmitter. See Locations.

**Default Repeat Alarm Period**
The Repeat Alarm Period used for new Active Alarms. See Active Alarms / Repeat Alarms.

Figure 30 – Adding New Transmitters
Enter your password and click the Save button. The newly added Transmitter will be added to the Searching for the following Transmitters list.

Note that the serial numbers are case sensitive, i.e. BA03060001 is correct, Ba, bA or ba is incorrect and will not be recognised.

Setting a Radio Tx rate faster than 15 minutes has a detrimental effect on battery life.

The Transmitter will attempt to transmit Events back to the Gateway within a minute of their occurrence irrespective of radio rate selected. Whilst there is an Event awaiting transmission the radio rate is temporarily set to 1 minute. Once all Events are transmitted the radio rate is returned to the user set value.
## Transmitter Properties

The Transmitter List page shows the serial number of every Transmitter associated with the Gateway in blue underlined; click on the serial number to view the properties for the Transmitter.

### Properties for transmitter CA11070639

<table>
<thead>
<tr>
<th>Property</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>RF512</td>
</tr>
<tr>
<td>Version</td>
<td>3.0.0/RF1.1R (00006F000004878C) cd tx.1.0 gw.1.0</td>
</tr>
<tr>
<td>Backbone</td>
<td>No</td>
</tr>
<tr>
<td>Default Repeat Alarm Period</td>
<td>15 Minutes</td>
</tr>
<tr>
<td>Current Repeat Alarm Period</td>
<td>1 Hour</td>
</tr>
<tr>
<td>In Alarm</td>
<td>Yes</td>
</tr>
<tr>
<td>Snoozed</td>
<td>No</td>
</tr>
<tr>
<td>Logging Status</td>
<td>Yes</td>
</tr>
<tr>
<td>Radio Rate</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Battery mV</td>
<td>3401</td>
</tr>
<tr>
<td>Battery Status</td>
<td>9</td>
</tr>
<tr>
<td>Last RF Transmission</td>
<td>28 Mar 2013 11:48</td>
</tr>
<tr>
<td>Last Event Transmission</td>
<td>28 Mar 2013 11:47 (Tx time)</td>
</tr>
<tr>
<td>Display</td>
<td>Yes</td>
</tr>
<tr>
<td>Location</td>
<td>location no 1) Meat Chillers</td>
</tr>
</tbody>
</table>

**Transmitter Found**

![Figure 31 – Transmitter Properties](image)

- **Back**
  - Return to the Transmitter List page
- **Refresh**
  - Update details for the selected Transmitter
- **Edit**
  - Edit settings for the selected Transmitter
- **Model**
  - The Model name of the selected Transmitter
- **Version**
  - Transmitter firmware RF Module f/w (EUI-64), Transmitter and Gateway command set
- **Backbone**
  - Indicates Transmitters which were identified as Backbone units during the site survey
- **Default Repeat Alarm Period**
  - The Repeat Alarm Period used for new Active Alarms. See [Active Alarms / Repeat Alarms](#).
- **Current Repeat Alarm Period**
  - This is the Repeat Alarm Period for the current Active Alarm if it has been modified from the default
- **In Alarm**
  - Indicates that the transmitter has at least one channel that has triggered an Alarm Event.
- **Snoozed**
  - Indicates that an Active Alarm for this transmitter has been snoozed. See [Active Alarms / Repeat Alarms](#).
- **Logging Status**
  - Yes/No. See [Start / Stop Logging](#)
- **Radio Rate**
  - The rate at which the Transmitter contacts the Gateway
- **Battery mV**
  - The voltage of the Transmitter lithium battery
- **Battery Status**
  - Estimated battery capacity from 0-10. Where 10 is new and 0 is dead
- **Mains Power**
  - Shows whether RF520 PSU is connected
- **Last RF Transmission**
  - The last Transmitter contact time
- **Last Event Transmission**
  - The Transmitter internal clock time as determined at the Last RF Transmission
- **Display**
  - Indicates whether the Transmitter is configured to show readings on its display
- **Location**
  - The Transmitter’s Location - See [Locations](#)
- **Data in Buffer**
  - RF500A based systems only; temporary indication that data has been received but is not ready for viewing
- **Transmitter Found**
  - Message to aid technical support
Edit Transmitter Properties

From the Transmitter Properties page described above, click the Edit button to display the Edit Transmitter Properties page.

Figure 32 – Edit Transmitter Properties

Setting a Radio Tx rate faster than 15 minutes has a detrimental effect on battery life.
The Transmitter List page shows the serial number of every Transmitter associated with the Gateway in blue underlined; click on the serial number to view the properties for the Transmitter.

### Properties for transmitter BN12341234

<table>
<thead>
<tr>
<th>Property</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>RF542</td>
</tr>
<tr>
<td>Version</td>
<td>2.4.2l/ cd tx.1.0 gw.1.0</td>
</tr>
<tr>
<td>Mac Address</td>
<td>00-07-3C-1D-0B-F1</td>
</tr>
<tr>
<td>IP Address</td>
<td>192-168-25-164</td>
</tr>
<tr>
<td>Default Repeat Alarm Period</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>Current Repeat Alarm Period</td>
<td>1 Hour</td>
</tr>
<tr>
<td>In Alarm</td>
<td>Yes</td>
</tr>
<tr>
<td>Snoozed</td>
<td>No</td>
</tr>
<tr>
<td>Logging Status</td>
<td>Yes</td>
</tr>
<tr>
<td>Battery mV</td>
<td>3290</td>
</tr>
<tr>
<td>Battery Status</td>
<td>8</td>
</tr>
<tr>
<td>Last Network Transmission</td>
<td>22 Dec 2011 12:04</td>
</tr>
<tr>
<td>Last Event Transmission</td>
<td>22 Dec 2011 12:03 (Tx time)</td>
</tr>
<tr>
<td>Display</td>
<td>Yes</td>
</tr>
<tr>
<td>Location</td>
<td>location no 1) Meat Chillers</td>
</tr>
</tbody>
</table>

### Transmitter Found

Figure 33 – RF542 Transmitter Properties

**Back**  Return to the Transmitter List page  
**Refresh** Update details for the selected Transmitter  
**Edit** Edit settings for the selected Transmitter  
**Model** The Model name of the selected Transmitter  
**Version** Transmitter firmware / Transmitter and Gateway command set  
**Mac Address** The unique hardware address of the transmitter  
**IP Address** The IP address assigned to the transmitter by the network  
**Default Repeat Alarm Period** The Repeat Alarm Period used for new Active Alarms. See Active Alarms / Repeat Alarms.  
**Current Repeat Alarm Period** This is the Repeat Alarm Period for the current Active Alarm if it has been modified from the default  
**In Alarm** Indicates that the transmitter has at least one channel that has triggered an Alarm Event.  
**Snoozed** Indicates that the Active Alarm for this transmitter has been snoozed. See Active Alarms / Repeat Alarms.  
**Logging Status** Yes/No - See Start / Stop Logging  
**Battery mV** The voltage of the Transmitter lithium battery  
**Battery Status** Estimated battery capacity from 0-10. Where 10 is new and 0 is dead  
**Last Network Transmission** The last Transmitter contact time  
**Last Event Transmission** The Transmitter internal clock time as determined at the Last Network Transmission  
**Display** Indicates whether the Transmitter is configured to show readings on its display  
**Location** The Transmitter’s Location - See Locations  
**Transmitter Found** Message to aid technical support
From the Transmitter Properties page described above, click the **Edit** button to display the Edit Transmitter Properties page.

**Properties for BN12341234**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enable Display</strong></td>
<td>Select to enable the LCD for this transmitter.</td>
</tr>
<tr>
<td><strong>Remove</strong></td>
<td>Select to remove the transmitter from the Gateway.</td>
</tr>
<tr>
<td><strong>Retrieve task &amp; data</strong></td>
<td>Request removal of the transmitter from the Gateway.</td>
</tr>
<tr>
<td><strong>Add to Location</strong></td>
<td>Choose an administrative Location for this transmitter.</td>
</tr>
<tr>
<td><strong>Default Repeat Alarm Period</strong></td>
<td>Change the Repeat Alarm Period used for new Active Alarms.</td>
</tr>
<tr>
<td><strong>Auto scale graph</strong></td>
<td>This option causes the graphs in Daily Graph Summary and Transmitter Graph Page to auto-range their axes to always show the entire set of data.</td>
</tr>
<tr>
<td><strong>Pre-set graph scale</strong></td>
<td>This option forces the graphs in Daily Graph Summary and Transmitter Graph Page to use the axes limits from the table.</td>
</tr>
</tbody>
</table>

**Transmitter Image**

![Image Browse and Upload](image.png)

**Figure 34 – RF542 Edit Transmitter Properties**
RF500 includes a full Audit Trail for purposes of complete record keeping complying with the requirements of 21 CFR Part 11.

Click the Administration button then the Audit Trail button.

### Audit Trail for week No. 12 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Action</th>
<th>User</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 Mar 2013 11:01</td>
<td>Transmitter Alarm</td>
<td>System</td>
<td>Alarm Event for CA11070694 Task 1: Panel 1: Rate test 22 Mar 2013 11:01: Sensor Exp External gone into HI alarm</td>
</tr>
<tr>
<td>22 Mar 2013 10:09</td>
<td>Transmitter Snoozed</td>
<td>Gateware</td>
<td>Alarm snoozed for CA11070639 Task 7, during Period 1 actions taken: Snz</td>
</tr>
<tr>
<td>22 Mar 2013 10:06</td>
<td>Login</td>
<td>Gateware</td>
<td>System call, Export or Backup status.</td>
</tr>
<tr>
<td>21 Mar 2013 09:16</td>
<td>Transmitter Snoozed</td>
<td>Camarck</td>
<td>Alarm snoozed for CA11070639 Task 7, during Period 1 actions taken: what ever 3</td>
</tr>
<tr>
<td>22 Mar 2013 09:14</td>
<td>Alarm Acknowledged</td>
<td>Camarck</td>
<td>Serial No. CA11070496 Task 1, during Period 1 actions taken: what ever 2</td>
</tr>
<tr>
<td>22 Mar 2013 09:08</td>
<td>Transmitter Snoozed</td>
<td>Camarck</td>
<td>Alarm snoozed for CA11070639 Task 7, during Period 1 actions taken: what ever</td>
</tr>
<tr>
<td>22 Mar 2013 08:44</td>
<td>System Call</td>
<td>System</td>
<td>CSV data export resumed</td>
</tr>
<tr>
<td>22 Mar 2013 05:44</td>
<td>Login</td>
<td>Camarck</td>
<td>System call, Export or Backup status.</td>
</tr>
<tr>
<td>22 Mar 2013 05:25</td>
<td>Transmitter Properties Changed</td>
<td>Gateware</td>
<td>Properties for CA11070496 changed</td>
</tr>
<tr>
<td>22 Mar 2013 05:24</td>
<td>Login</td>
<td>Gateware</td>
<td>System call, Export or Backup status.</td>
</tr>
<tr>
<td>22 Mar 2013 05:14</td>
<td>Invalid Password</td>
<td>nick k</td>
<td>System call, Export or Backup status.</td>
</tr>
</tbody>
</table>

### Figure 35 – Audit Trail

**Items categories recorded in the Audit Trail are:**

- **Transmitter Alarm**: Alarm events generated by transmitters.
- **Transmitter Event**: Transmitter events such as Low Battery or No Signal.
- **System Call**: System actions such as Gateway Switch On, Export or Backup status.
- **User Action**: User actions such as Alarm Acknowledge, Login, User Administration etc.

The default display shows activity for the current day, sorted in descending time order with all categories displayed.
Audit Trail Filtering

The default view of the Audit Trail can become cluttered if there are many entries. Release M5 of Gateway software allows the user to filter out each of the categories detailed above and also filter out Transmitter Alarm and Transmitter Event entries to those concerning a only single selected transmitter.

In addition to the filters it is still possible to sort entries by Time or Action although use of the filters is now recommended over use of sort because of the finer resolution of the resulting view:

- **Time** sorts the Audit Trail view in descending time order.
- **Action** groups the Audit Trail view by action order.
- **Remove Alarms** filter out Alarm Events generated by transmitters.
- **Remove Tx Events** filter out Transmitter Events such as Low Battery or No Signal.
- **Remove System Events** filter out System Events such as System actions such as Gateway Switch On, Export or Backup status.
- **Remove User Events** filter out User actions such as Alarm Acknowledge, Login, User Administration etc.
- **Search Tx** filter out Transmitter Alarms and Transmitter Events for all except the selected transmitter serial number.

When any of the *Remove ...* filters are active, the text colour changes to red and the description changes to *View ...*. *Warning Filter on* will be visible at this time to remind the user that items may be suppressed from view:

All view settings are remembered as part of the user profile and will remain in effect next time the user logs on.

Using the **Day Mode**, **Week Mode**, and **Month Mode** buttons it is possible to change the amount of information displayed as follows:

- **Day Mode** displays entries by Day.
- **Week Mode** displays entries for the current week where Monday is considered the start of the week.
- **Month Mode** displays entries for the current Month.

**Calendar** mode allows the selection of archived **Events** by date.
Hardware

Click Administration button then the Hardware button. The Hardware page is normally used for status checking for diagnostic purposes although the Switch outputs are configured here also.

**RF500**

<table>
<thead>
<tr>
<th>Hardware Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RF500</strong></td>
</tr>
<tr>
<td><strong>Radio Address</strong></td>
</tr>
<tr>
<td><strong>Power Mode</strong></td>
</tr>
<tr>
<td><strong>PSU o/p</strong></td>
</tr>
<tr>
<td><strong>Battery pack 1</strong></td>
</tr>
<tr>
<td><strong>Battery pack 2</strong></td>
</tr>
<tr>
<td><strong>Battery pack 3</strong></td>
</tr>
<tr>
<td><strong>Clock Battery</strong></td>
</tr>
<tr>
<td><strong>Clocks</strong></td>
</tr>
<tr>
<td><strong>Switch output 1</strong></td>
</tr>
<tr>
<td><strong>Switch output 2</strong></td>
</tr>
</tbody>
</table>

- **Power Mode**
  - **FULL_POWER** indicates running from external dc.
  - **BATTERY_PACKS** indicates running from internal battery packs.

- **PSU o/p**
  - The voltage and temperature of each battery pack

- **Clock Battery**
  - The backup battery voltage Nominal 3.6V
  - The internal real time clock.

- **Switch output X**
  - Select either normally open or normally closed for each switch contact output. This setting must be saved by entering your password and clicking **Save**

- **Toggle Mode**
  - The relay output pulse width will be limited to 3 seconds.

- **ShutDown Gateway**
  - Enter your password and click to shutdown the RF500

- **Reset Gateway**
  - Enter your password and click to reset the RF500

**On hardware event Email**

Select who from the email list will receive emails relating to hardware issues.

---

**Figure 37 – Hardware Status**
The possible reasons for a Hardware Event email are as follows:
At least one responsible person should choose to receive Hardware Event emails so that any faults are recognised in good time.

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Start-up</td>
<td>The Gateway has been started</td>
</tr>
<tr>
<td>Gateway Shut-down</td>
<td>The Gateway has been shut down (either by side switch or by the Hardware page)</td>
</tr>
<tr>
<td>Gateway Shut-down due to low battery</td>
<td>The Gateway is running on batteries which have become low charge</td>
</tr>
<tr>
<td>Gateway Reset</td>
<td>The Gateway has reset (either by a user request or for some other internal reason)</td>
</tr>
<tr>
<td>Battery Pack 1,2,3 Fault</td>
<td>A problem with battery pack 1, 2 or 3 has been detected</td>
</tr>
<tr>
<td>Reserve Battery Pack Fault</td>
<td>A problem with the reserve battery pack has been detected</td>
</tr>
<tr>
<td>Gateway Overheat</td>
<td>The internal temperature of the Gateway has exceeded limits, the fan may be blocked by an obstruction</td>
</tr>
<tr>
<td>Clock Error</td>
<td>There is a large difference between the two Gateway clocks</td>
</tr>
<tr>
<td>Clock battery low</td>
<td>The real time clock battery is low voltage</td>
</tr>
</tbody>
</table>
**RF500A & RF500AP**

*Toggle Mode* adapts the relay outputs for connection to equipment such as a Building Monitoring System. Do not enable for Klaxon type installations.

---

**Figure 38 – Hardware Status**

- **Radio Address**: The EUI64 of the Radio Module
- **Power Mode**: Indicates current power source for the Gateway
- **Battery Status**: Indicates both voltage under load and current temperature of the pack
- **Charging Status**: This will display either the remaining time until full charge or indicate trickle charging if full charge is achieved
- **Power Input**: Indicates external power source
- **System**: Information for Comark service personnel only
- **Internal Backup**: Files waiting to be transferred to the secondary SD card for internal backup
- **Data Packets**: Displays amount of saved but unprocessed data
- **Clocks**: The internal real time clock
- **Switch output X**: Select either normally open or normally closed for each switch contact output. This setting must be saved by entering your password and clicking Save
- **Toggle Mode**: Limit the relay output pulse width to 3 seconds
- **Memory Status**: Displays current usage of memory systems
- **Shutdown Gateway**: Enter your password and click to shutdown the RF500
- **Reset Gateway**: Enter your password and click to reset the RF500
- **On hardware event Email**: Select who from the email list will receive emails relating to hardware issues
The possible reasons for a Hardware Event email are as follows:
At least one responsible person should choose to receive Hardware Event emails so that any faults are recognised in good time.

<table>
<thead>
<tr>
<th>Gateway Start-up</th>
<th>The Gateway has been started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Shut-down</td>
<td>The Gateway has been shut down (either by side switch or by the Hardware page)</td>
</tr>
<tr>
<td>Gateway Shut-down due to low battery</td>
<td>The Gateway is running on batteries which have become low charge</td>
</tr>
<tr>
<td>Gateway Reset</td>
<td>The Gateway has reset (either by a user request or for some other internal reason)</td>
</tr>
<tr>
<td>Gateway Overheat</td>
<td>The internal temperature of the Gateway has exceeded limits, the fan may be blocked by an obstruction</td>
</tr>
<tr>
<td>External Power Lost</td>
<td>This could be either 12V adapter or the power over Ethernet module if fitted</td>
</tr>
<tr>
<td>External Power Returned</td>
<td>This could be either 12V adapter or the power over Ethernet module if fitted</td>
</tr>
<tr>
<td>Fault Codes</td>
<td>Some fault codes can be registered safely without the Gateway requiring immediate shut-down</td>
</tr>
</tbody>
</table>
Data Backup

Data backup for RF500 comes in three formats: Two methods of Automatic Backup and one Manual Backup. The Backup files created are compressed and encrypted for data security. The Restore facility will fail if any data tampering attempt is detected.

RF500A and RF500AP also have “designed-in” redundancy by having two SD cards and a constant rolling backup process as part of its normal operation. Restoration of Gateway data from a backup set produced by any of the methods described below can only be performed by Comark Instruments technical staff. Comark technical support therefore may ask for the Manual Backup file or a zipped copy of the folders and files created by Automatic Backup.

Automatic Backup

The advantage of Automatic Backup is that data is backed up continuously as data is received from Transmitters and therefore your Gateway will always have up-to-date backups. This process is completely automated and once configured, no user involvement is required.

Backup to Microsoft Network Share

It is recommended that a Microsoft Network share is created specifically for the purpose of Gateway backup and that this share be protected from inadvertent modification by username & password. The share must of course have read, write and modify permissions. Comark recommend that the share be created on a file server which is subject to an off-site backup policy.

A “top-level” folder is created and named according to the Gateway serial number of each Gateway accessing the network share for backup. This folder contains the backup files and folders associated with each Gateway.

RF500 Backup Server

Use of this method of Gateway backup is considered by Comark Instruments as legacy support for existing systems only. It is not recommended for new installations. This method is not compatible with RF500A or RF500AP.
Click the **Administration** button then the **Data Backup** button for Automatic Backup Settings.

**RF500 Settings**

![RF500 Automatic Backup Table]

<table>
<thead>
<tr>
<th>Enable automatic backup</th>
<th>Server</th>
<th>Share Name</th>
<th>User Name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable via Share Drive</td>
<td></td>
<td>rf500backup</td>
<td>backup</td>
<td>********</td>
</tr>
<tr>
<td>Via PC Software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Enable automatic backup** Enables Automatic Backup using one of the methods selected below

**Via Shared Drive** Enable Backup to a Microsoft Network Share

**Via PC Software** Enable Backup using Comark Backup Server

- **Server** The Server name or IP address for the Microsoft Share host
- **Share Name** The Microsoft Network share name
- **User Name** The username for logging onto the share
- **Password** The password associated with the username above

**Automatic backup via** Select either Network or Modem operation. RF500 Backup Server must be configured to match this Gateway setting

- **Backup Message://** Time of last file saved or any error message
- **Email list** The list of email recipients for Backup and CSV Export notifications. See **Email Recipients Setup** for details.

**Notify by email if no data transfer in** Enter a number of days or hours to use as a timeout for notification by email, of a problem with Automatic Backup, Manual Backup or CSV Export.

---

**Note1:** Depending on your network configuration it may be necessary to provide a fully qualified domain name for the **Server** field.

**Note2:** If the file server is part of a Microsoft Domain it may be necessary to use the **DOMAIN\username** format in the **User Name** field.
RF500A & RF500AP Settings

Enable automatic backup

Via Shared Drive
- Enable Backup to a Microsoft Network Share
- The Server name or IP address for the Microsoft Share host
- Share Name
- The Microsoft Network share name
- User Name
- The username for logging onto the share
- Password
- The password associated with the username above
- Backup Message://
- Time of last file saved or any error message
- Email list
- The list of email recipients for Backup and CSV Export notifications. See Email Recipients Setup for details.

Note: Any changes made here also affect the Email list settings in Manual Backup and CSV Export.

Notify by email if no data transfer in
- Enter a number of days or hours to use as a timeout for notification, by email, of a problem with Automatic Backup, Manual Backup or CSV Export.

Figure 40 – Automatic Data Backup

Note1: Depending on your network configuration it may be necessary to provide a fully qualified domain name for the Server field.

Note2: If the file server is part of a Microsoft Domain it may be necessary to use the DOMAIN\username format in the User Name field.
Manual Backup

Manual backup provides the means to backup the Gateway periodically as a downloadable archive file which can be stored according to your site backup policy. This file is a total Gateway backup and can grow to a size of several gigabytes for a very large system that has been operating for many years. The archive file is made available for download on the Data Backup page with a CBK extension (standing for Comark Backup).

Click the Administration button then the Data Backup button then the Manual Backup button for Manual Backup Settings.

Send an email ??? days from last manual backup
Enter the interval between Manual Backups your backup policy requires. You will receive a reminder by email when the backup is due.

Keep the backup download ...
This is simply a reminder to store the backup file in a secure location, preferably off-site.

Click here to start a manual backup
Click this button to request a Manual Backup. Note: This button is replaced by other messages below after requesting a Manual Backup.

Click here to download backup and save
Click this link to download a previously built Backup Archive. Once the file is successfully downloaded, the link no longer appears.

Last manual backup ...
Reports the date of the most recently completed Manual Backup

Email list
The list of email recipients for Backup and CSV Export notifications. See Email Recipients Setup for details.

Note: Any changes made here also affect the Email list settings in Automatic Backup and CSV Export

Requesting Manual backup
A manual backup has been requested.

Creating Backup file
The Gateway is building a backup archive for later download. This stage could take up to 2 hours for a very large backup archive.

Manual Backup file ready
A new backup archive is ready for download. The download link appears as above.
Data Export

The Data Export function allows for continuous export of RF500 data in CSV format to enable a means, independent of RF500, for viewing the information. The purpose could be as simple as a human readable archive or to enable the creation of a reporting program with real-time update.

Click the Administration button then the Data Backup button then the CSV Export button for Manual Backup Settings.

Note 1: Depending on your network configuration it may be necessary to provide a fully qualified domain name for the Server field.

Note 2: If the file server is part of a Microsoft Domain it may be necessary to use the DOMAIN\username format in the User Name field.
Multi-Graph

The Multi-Graph page allows data from several different transmitters to be graphed together simultaneously.

This page initially shows a blank graph with no transmitter channels selected. The transmitters as selected for view on the Gateway Home Page are shown in a grid below the graph. The list of transmitters can be changed using My Preferences.

To add a transmitter channel to the Multi-Graph click the check box on the row associated with the channel, then click the Refresh button. (Multiple check boxes can be enabled or disabled before clicking the Refresh button)

The All On and All Off buttons respectively, enable and disable every available channel.

The coloured blocks serve as a legend to identify the graph traces.

The graph scaling and time span can be changed in the same manner as on the Transmitter Graph Page.

Limitations

- There is no method to select a historic Task or Period, therefore only the latest Period data can be Multi-Graphed.
- Only Transmitters displayed on the Gateway Home Page can be Multi-Graphed, and because My Preferences only allows "Removed" Transmitters to be shown exclusively, it is impossible to Multi-Graph "Removed" and "Live" Transmitters together.
- Trace colours are fixed by the layout of the grid. If the chosen channels have too similar colours, it may be possible to add or remove Transmitters using My Preferences so that colours are more evenly distributed.
- Channel selections are not saved when exiting the page.
- RF515 scales will always appear on the left-hand-side, even if it has been configured with % as a user scale.
Signs of data is a feature of RF500 required for compliance to the electronic signature section of 21 CFR Part 11.

From the perspective of 21 CFR Part 11 the definition of an electronic signature is as follows:

**12.2.2 Electronic Signature**

A computer data compilation of any symbol or series of symbols, executed, adopted or authorised by an individual to be a legally binding equivalent of the individual’s handwritten signature.

Signed data as far as the FDA is concerned means that the signer accepts that the data is true and good, and that he is taking legal responsibility for it. It is no different to printing off the page and signing it with a pen. It can be deemed as legally binding as shown above.

As far as RF500 is concerned each historic Period of data can be individually signed. A Period cannot be signed if it is still live and capable of storing extra data.

![Sign data](image)

Use the Browse Task and Browse Period links on the Transmitter Graph Page, Transmitter Tabular Data Page or Transmitter Events Page to find the historic Period to be signed.

In order to sign a live Period the Period must be closed using either Start / Stop Logging or Tasking the transmitter. Only once it has become historic it is possible to sign the data.

To sign data, click the Sign Data link and the following page will be displayed:

![Figure 44 – Find Data to Sign](image)
To sign data, enter the reason for signing the data and your authority to sign, enter your password and click the **Sign Data** button. The data is then digitally signed and the text entered is displayed on the **Transmitter Graph Page**, **Transmitter Tabular Data Page** and **Transmitter Events Page**.

Each action of Data Signing is recorded in the Audit Trail.
Transmitter Images

This feature allows an image to be associated with each transmitter added to the Gateway for use as a visual aid to what the transmitter is actually monitoring.

Properties for CA11070639

Password required

Make this a backbone unit
Disable Display
Remove
Retrieve task & data
Radio Tx rate
Add to Location
Default Repeat Alarm Period

Auto scale graph as default
Pre-set graph scale to:

<table>
<thead>
<tr>
<th></th>
<th>Low Limit</th>
<th>High Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature scale</td>
<td>0.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Percent scale %</td>
<td>0.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Note: There is a 5MB file size restriction for the transmitter image.

To add a Transmitter Image navigate to the Edit Transmitter Properties page.

1. Click the Browse button and select an image file (JPEG, BMP or GIF)
2. Click the Upload Image button

The page will reload and show the uploaded image.

The Transmitter Image is shown on the Transmitter Properties page.
Map

Mapping allows RF500 to graphically present details about the location of Transmitters within your organisation. RF500 provides two levels of mapping:

Site Map Represents Locations superimposed onto a Site Map image Useful for a whole system overview.

Location Map Represents transmitters superimposed onto a Location Image.

To view the Site Map: From the Gateway Home Page click the Map button.

On the Site Map each placed Location is represented by a flashing rectangle. The colour of each rectangle cycles through a sequence with each colour representing whether any transmitter in that Location has generated one of the five Events:

- No Signal (Cyan)
- Unacknowledged Alarm (Magenta)
- Power Fault (Green)
- Low Battery (Grey)
- Sensor Fault (Yellow)

If none of the above Events have occurred for any transmitter within a Location then the rectangle remains clear.

If the mouse cursor is moved over a rectangle then the Location no and name is displayed as "Hover Text".

Note: The image for the map has a file size restriction of 5MB and the maximum resolution is 900x570, anything larger than this resolution could result in cropping.

Location Map

If a flashing Location rectangle is clicked then the Location Map for that Location is displayed. This page operates in exactly the same way as the Site Map except that on the Location Map Transmitters are displayed as flashing rectangles with the colour sequence representing events on the individual transmitter. The "Hover Text" for the Location Map is identical to Home Page Hover Text and if a flashing Transmitter Rectangle is clicked then the Transmitter Graph Page is shown.
Map Administration

To add images to the Gateway Map function, click the Administration button then the Map button to bring up the following screen.

To add a Site Map or Location image:

1. Use the Browse button at the top of the page to select an image file (JPEG, BMP or GIF)
2. Click the Upload Image button

After a short delay, the page will reload and show the page for placing locations or transmitters onto the respective Site Map or Location Map. See the next page for details.

Note: The Location image has a file size restriction of 5MB and the maximum resolution is 900x570, anything larger than this resolution could result in cropping.
Placing Locations and Transmitters

The procedure for placing Locations or transmitters onto their respective Site Map or Location Map is almost identical so only the steps to place Locations onto the Site Map will be described here.

Figure 48 – Placing Locations onto Map

To add a Location to the Map:

1. Using the drop-down list select the Location to be added to the Map. (The * by the Location name indicates that it already has been added to the Map)
2. Click on the Map where the Location is to be placed
A flashing rectangle will indicate the placed Location

To Remove or choose a new placement for a Location:

1. Using the drop-down list select the Location of interest. (The * by the Location name indicates that it already has been added to the Map)
2. Click the Remove button
The Location is now deleted from the Map and can be re-added as above if required.
Printing with RF500

Printing with RF500 is completed by using the Print function within Internet Explorer or your preferred Browser. However there is some configuration required to ensure that screens and colours are displayed correctly.

For Internet Explorer (Ver 6)

From any page:
Select Tools – Internet Options
Select the Advanced tab
Scroll down as shown and tick the box Print Background colors and images.
Select OK to finish.

![Internet Options](image)

Figure 49 – Printing in I.E.
From the home page:
Select *File - Page Setup* to bring up the following screen
Tick the box *Print Background (colours & images)* to ensure that RF500 printed web-pages print correctly.
Continuous Monitoring and Alarms

RF500 transmitters provide a continuous monitoring activity as opposed to a standard logger. This technique allows an RF500 system to reduce the amount of data logged but still able to detect any out-of-limit Events even if their duration is less than the log rate. This has several benefits for a wireless monitoring system.

- There is less radio activity making it more likely a radio transmission reaches the Gateway without interference from other transmitters. Some competing systems have transmitters send a radio message every 30 seconds which in a large system increases the likelihood of two transmitters “talking” at the same time, the result being neither message is received causing missing data.

- Each transmitter can log data over a longer time. RF500 transmitters can store records covering 3 months at recommended settings.

- The Gateway can store more data. RF500 can store records for 128 transmitters for more than 10 years at recommended settings.

A standard temperature logger set for a log rate of 15 minutes will only sample the temperature once every 15 minutes. This means that any out-of-limit periods with a duration of less than 15 minutes could be missed entirely.

RF500 transmitters sample the inputs at 1 minute intervals making RF500 much more responsive to out-of-limit Events. Samples taken at the log rate are logged to memory at transmitted via radio to the Gateway. If however the input goes out-of-limit then extra readings are logged and alarm Event notifications generated if necessary.

See the section on Transmitter Alarms for an explanation of how alarm Events and extra readings are generated.
Definitions of Gateway Terminology

Avg – This is the average reading recorded in the Period being displayed. On the Home screen this is the average reading over the period of time from midnight to the time stamp of the latest reading received. In the summary pages the average reading could be over a much longer period of time.

Active Alarm – A transmitter can generate an alarm event which is considered active whilst it is either unacknowledged or has a channel still in alarm. The active state causes it to appear in the Active-Alarm list and optionally generate reminder emails at regular intervals. It remains active until it is both acknowledged and also the channel readings have returned to normal.

Backbone – A Transmitter during setup can be designated to be part of the Wireless Network Backbone. This requirement is identified during site surveys. A Backbone Transmitter will be mains powered and constantly active. It will therefore (almost) always be available to re-transmit messages received from nearby Transmitters.

Event – All Transmitters have the capacity to measure from one or more sensor inputs at a number of pre-defined logging intervals. However should an alarm event occur between log intervals then the Transmitters will wake up to record this event. As soon as the alarm is triggered, a Transmitter will wake up and transmit the alarm back to the Gateway via the mesh network. This technique allows for long intervals between logging static readings knowing that if an alarm does occur it will be captured. This results in a robust system that log an extra reading when there is an event to record.

Gateway Name – A customer selectable name for each Gateway for easy identification.

Last – This is the last known good reading from the Transmitter. It does not imply that the Transmitter is functional or currently within range.

Location – A logical grouping of transmitters for the purpose of filtering and directing notifications. These Locations may correspond to the physical siting of transmitters but more usually group transmitters monitoring equipment or environments “owned” by an individual person or department.

Login Page – A user name and password are required in separate pages to log in to the Gateway to perform any setup changes or maintenance.

Max – This is the Maximum reading recorded in the Period being displayed. On the Home screen this is the maximum reading over the period of time from midnight to the time-stamp of the latest reading received. In the summary pages the maximum reading could be over a much longer period of time.

Min – This is the minimum reading recorded in the Period being displayed. On the Home screen this is the minimum reading in the period of time from midnight to the time-stamp of the latest reading received. In the summary pages the minimum reading could be over a much longer period of time.

Mesh Network – The technology used in the RF500 system to increase wireless reception reliability. Transmitters are setup to be either part of a Backbone or to be a regular Transmitter. Those designated as part of the Backbone remain in RF contact with each other. By doing this the system is able to dynamically adapt to changing conditions automatically ensuring the integrity of the system at all times.

Modem Emails – If the Gateway is not network enabled, or in the event of power failure to the network, the modem can send emails via dial-up connection.

No Signal – The Gateway has not received any signal from a Transmitter for a long time. Usually 1 hour or 5 times the Radio Rate whichever is longest.

Period – A continuous session of logged records. Any break in monitoring will result in the creation of a new logging Period.

PST – Precision Semiconductor Technology or Thermistor, a sensor for measuring temperature.

Radio Rate – The rate at which a Transmitter enables its radio to contact the Gateway. The default is once every 15 minutes.

Restricted User – A user of RF500 who can only perform a selection of functions.

Self-Healing – As part of the Mesh technology the system is able to adapt automatically if one part of the system is damaged, i.e. Radio Contact is lost with part of the Backbone. Only the regular Transmitters directly reliant on the faulty part of the system will be affected with the rest of the Transmitters simply finding alternative routes for the data.
Snooze – The temporary disabling of the alarm relay output due to an Active Alarm. The relay output and reminder email notifications will be reactivated after a configurable delay if the event is still active.

Task – The name given to the collection of logging parameters for a specific monitoring job. Tasking is the action of entering these parameters into RF500 and sending them to the Transmitter.

TextMagic™ – Internet Email-to-SMS provider (www.textmagic.com) Warning emails sent from the Gateway can be converted to SMS messages using this service. Other service providers may also work but only TextMagic has been tested.

Transmitter – A transmitter is a device connected wireless to the system. This device records data locally from a number of sensors and sends the information back to the Gateway using RF. A transmitter is powered via battery or AC adaptor.
Glossary

**21 CFR Part 11** – The FDA (Food and Drug Administration) in the USA, issued regulations Title 21 CFR (Code of Federal Regulations) Part 11 that provide criteria for acceptance by FDA or an approved regulatory body, for the acceptance of electronic records, electronic signatures, and handwritten signatures executed to electronic records as equivalent to paper records and handwritten signatures executed on paper. These regulations, which apply to all FDA program areas, are intended to permit the widest possible use of electronic technology, compatible with the FDA’s responsibility to promote and protect public health. Part 11 applies to any record governed by an existing FDA predicate rule that is created, modified, maintained, archived, retrieved, or transmitted using computers and/or saved on durable storage media. In other words any record from a data logger for instance that is at some stage stored on a PC or where a PC is used to retrieve the data, 21 CFR Part 11 can be applied. The RF500 system is designed to aid compliance with 21 CFR Part 11.

**Acknowledge Alarm** – A user can acknowledge an alarm to record some corrective action report against an Active Alarm.

**Administrator** – An Administrator is a user who has unrestricted access to all Gateway functions.

**Antenna** – Electrical device for collecting or disseminating RF energy. The interface between a radio transmitter or receiver and transmission medium (air).

**Autodialler** – A device when triggered (by Gateway alarm for example) to dial a specific telephone number to playback a pre-recorded alarm message.

**Ethernet/Network/LAN** – Terms used to describe the connection of the Gateway to various users with access to the system. Personal Computers are connected together using a network, via Ethernet ports combining to make a Local Area Network of many users.

**FCC** – Federal Communications Commission.

**FDA** – Food and Drug Administration. A regulatory body in the USA.

**Firmware** – The software program operating the various components of RF500 e.g. Transmitter, RF module and RF500 Gateway.

**Frequency** – Number of oscillation cycles-per-second of a radio signal.

**IE** – Microsoft Internet Explorer.

**IP address** – Internet Protocol address. Unique identifier for each device connected to a network.

**ISP** – Internet Service Provider.

**Licence free** – Term used to describe the frequency band in which the system operates in terms of licence to broadcast. RF500 uses the licence free ISM band of 2.4GHz where operators and users are not required to purchase any kind of licence in order to use the product.

**Modem** – Device for connecting to an analogue phone line to communicate with another Personal Computer remotely. Used to dial-in to the Gateway for user access and service. Can also be used to send email alarms via Internet dial-up account.

**Password** – A password is a string of characters that is used for user authentication. The password is personal and should be kept secret.

**Pt100** – Platinum Resistance Device for measuring temperature.

**RF** – An abbreviation of the words Radio Frequency. Commonly used to describe “wireless radio communication”.

**RH** – Relative Humidity. The amount of water vapour present in the atmosphere expressed as a percentage of the maximum that could be present at the same temperature.

**Users** – A user is anyone who is able to log onto an IT system such as RF500.
# Revision History

**Release-8  20130328**  
Added Audit Trail Filters and Repeat Alarms.  
Updated Home Page to suit above.

**Release-7  20120329**  
Added RF542 information.

**Release-6  20110628**  
Added RF500A and RF500AP information (Hardware Page).  
Backup methods edited.  
Site image restrictions added.

**Release-5  20101007**  
Data Backup extensively modified  
Network Setup modified  
Email Account added.  
Data Export added.  
Door Readings explanation added.  
Gateway Terminology & Glossary entries added.

**Release-4  20090722**  
Many minor text changes for clarity  
Add RF515 Task Page.  
Modify Data Backup Page.  
Re-worded battery warnings.  
Re-worded User Account Expiry.  
Added note about RF515 to Multi-Graph section.

**Release-3  20090216**  
All unfinished sections now complete.

**Release-2  20080930**  
Added Locations section.
Added section on Gateway Language.
Added warning about selecting Email via Modem options with no modem fitted.
Changed Modem details to reflect RF500M & RF500.

Release-1 20070702

Original Release