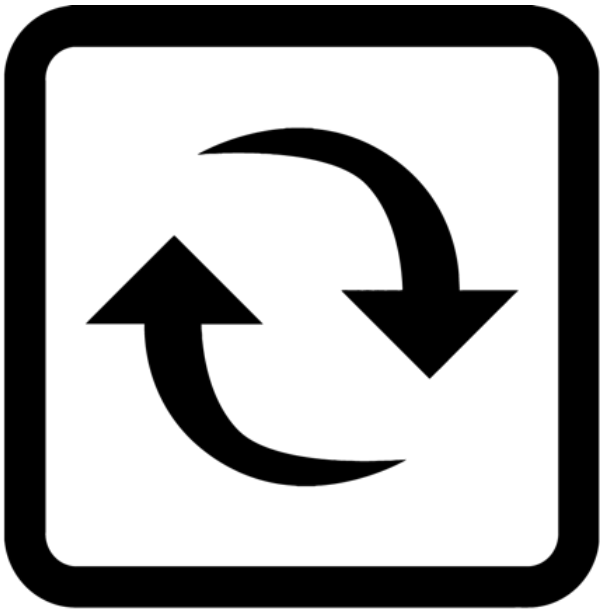
SENSORS PLATFORM
USER MANUAL



INFRASENSING

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Revision # 97- Sensors Platform

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For UL compliant use we refer to the UL compliancy guide available on http://manuals.serverscheck.com/UL_Compliancy_Guide_v1.pdf

Warranty:
For the warranty on this product please visit
https://infrasensing.com/
OPENING SENSORGATEWAY, ADDON, EXPANSION HUB, SENSOR OR ANY OTHER HARDWARE VOIDS THE WARRANTY

Certifications:

The InfraSensing sensors are FCC (Class A) & CE (Class B) certified. Certificates can be downloaded from https://infrasensing.com/sensors

Safety precautions

Caution

For safety reasons, the SensorGateways (base units), add-ons, expansion hubs and sensor probes may never be moved, disconnected, connected fully or partially covered while operating. Disconnect any power supply before performing installation or maintenance work.

Danger

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH FOR POWER SENSORS OR SENSORS IN ELECTRICAL ENVIRONMENTS

Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. In the USA, see NFPA 70E.
Only qualified electrical workers should install electrical equipment like our power sensors. Such work should be performed only after reading this entire set of instructions.
NEVER install if something is not clear.
NEVER work alone.
Before performing visual inspections, tests, or maintenance on this equipment, disconnect all sources of electric power. Assume that all circuits are live until they have been completely de- energized, tested, and tagged.
Turn off all power supplying the power sensors and the equipment (such as base units) in which it is installed before working on it.
Always use a properly rated voltage sensing device to confirm that all power is off.
The successful operation of this equipment depends upon proper handling, installation, and operation. Neglecting fundamental installation requirements may lead to personal injury as well as damage to electrical equipment or other property.
NEVER bypass external fusing.
Before performing testing on any equipment in which the power sensors are installed, disconnect all input and output wires to the power meter. High voltage testing may damage electronic components contained in the electronics.
The power sensors should be installed in a suitable electrical enclosure.

Failure to follow the above instructions may result in damage of the equipment, serious personal injury or death.

Table of Contents

Note:

For technical support kindly visit https://infrasensing.com/support

In June 2018 we did rebranded our sensor platform from ServersCheck to **InfraSensing.** This document may still include references to ServersCheck in graphics and images while the InfraSensing name is now being used

1 InfraSensing Sensors Overview

1.1 Unboxing video of the InfraSensing sensors

We invite you to watch following unboxing video before unpacking, installing and configuring your InfraSensing sensors:
https://infrasensing.com/sensors/

1.2 SensorGateway quick overview

The SensorGateway is the heart of the InfraSensingsensors. This base unit is where all the smart logic resides: from connection to monitoring, reporting and alerting.

The SensorGateway is connected to the network via a standard network cable over a 10/100Mbps network. It supports PoE too. This allows for powering the sensors without having to rely on external power adapters. If you don't have a PoE network then a power adapter is optionally available.

Note: If a power adapter (BASE-PWR) and POE is plugged into the gateway to supply power at the same time the gateway will automatically switch to the power adapter and use POE as backup, Also the gateway will not shutdown or restart if either one is unplugged.

In the following sections of this user manual, we are going to describe in detail the configuration and operation of the base unit.

It is recommended to verify the calibration of the temperature probe in your environment and if an offset is noticed, to recalibrate the sensor as explained in **section 6** of this document.

The maximum tested length between a PoE switch and the SensorGateway is 330ft or 100meters (Using Cat6 shielded cables). Actuals may vary depending on cable quality, switch and environmental factors.

1.3 SensorGateway's LED table

The following table details the different led indication combinations. Each combination allows you to visually get the nature of the state/issue

Yellow LED (Network/Online)	Green LED (Sensor)	Description
Flashing (fast, ~1/10 sec)	On	Updating firmware after reboot. Reboot time is about 5 seconds before SensorGateway is ready.
Flashing (slow, ~1 sec)	Any	Can't sync with NTP (time) server
On	Any	Synchronized with NTP (time) server
Any	Flashing	Can't communicate with external sensor probe
Any	On	Connected with external sensor probe

Normal Power on Reset, No New Firmware Uploaded

Power ON state: Yellow & Green LED are ON for 2 seconds and start flashing

Run state: Yellow & Green LED are both flashing
Green LED is ON if able to connect with external sensor probe
Yellow LED is ON if able to sync with NTP (time) server

Reboot, New Firmware Uploaded

Power ON state: Yellow & Green LEDs are ON for 1 second and Yellow LED starts flashing

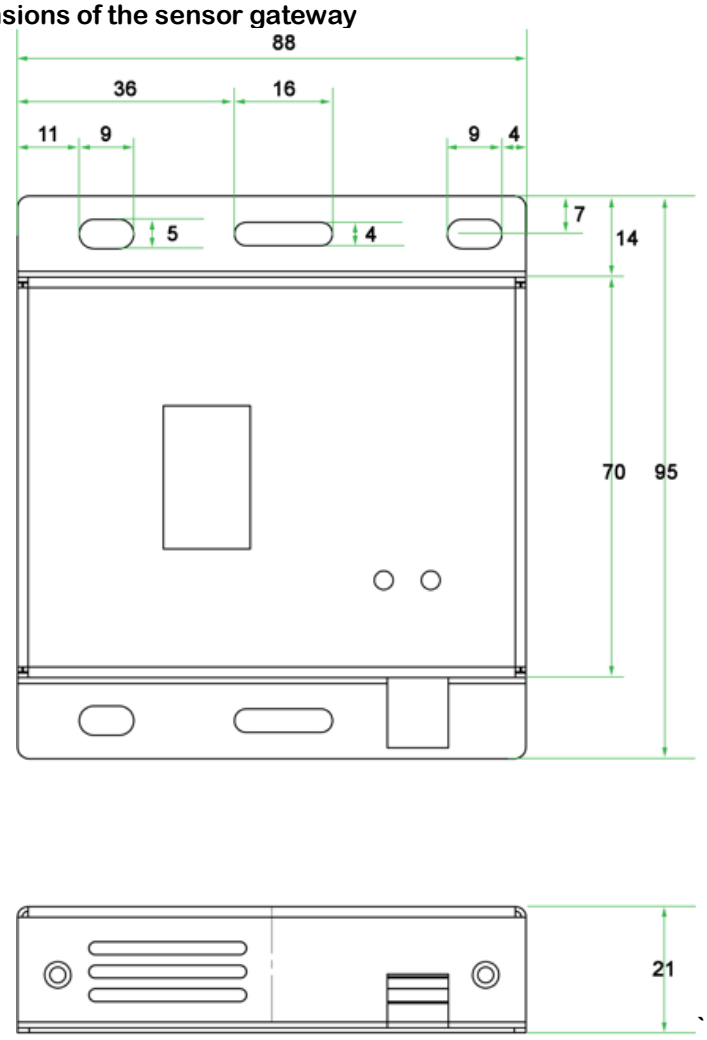
Updating firmware state: takes around 20 seconds
Green LED stays ON
Yellow LED will flash very fast (about 1/10 seconds)

Ready state: Yellow & Green LED are both flashing
Green LED is ON if able to connect with external sensor probe
Yellow LED is ON if able to sync with NTP (time) server

1.4 OLED display subscripts

The OLED display gives one a quick view of the values the SensorGateway reading. The reference for the order of the subscript numbering is completely dependent on how the web page is showing it.

1.5 Dimensions of the sensor gateway

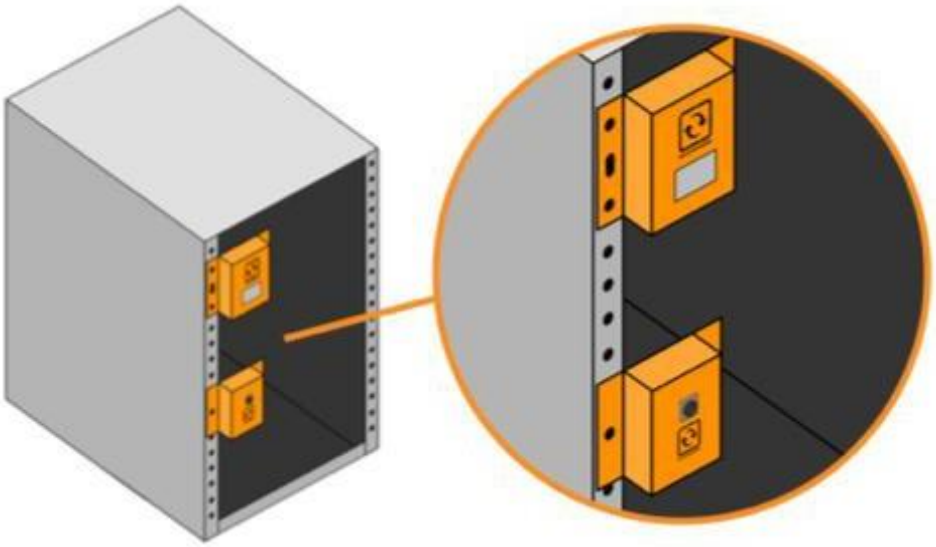


Measurement unit in millimeter (mm)

1.6 Rack mounting

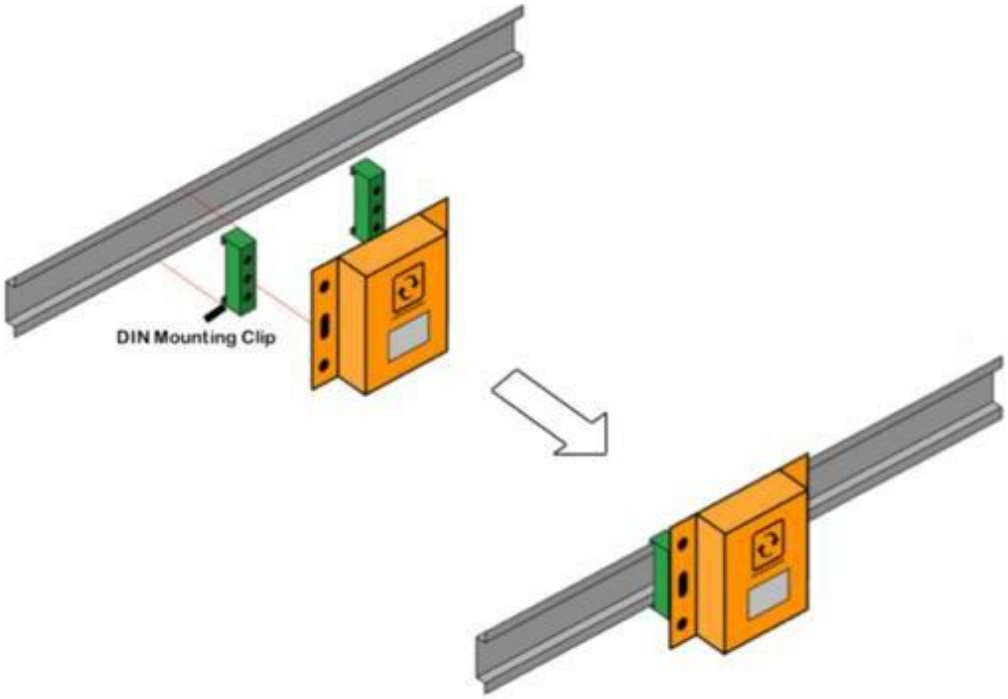
The SensorGateway and most of our sensors are 0U devices that can be easily and securely mounted in a rack using standard rack mount screws with a head of at least 0.65cm / 0.26 inch. Although one screw is sufficient to hold the whole equipment in place, a second one improves stability.

Typically, the sensors are mounted at the rear of the rack where ample place is available so that it doesn't use any space reserved for server and other network rack mounted equipment.



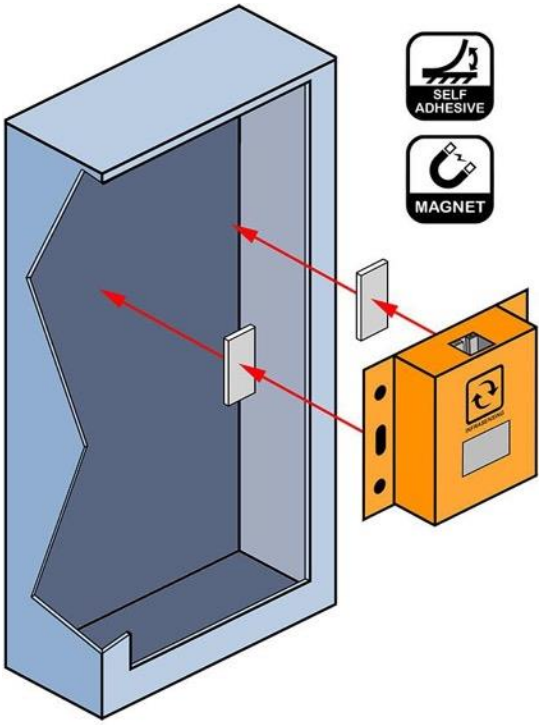
1.7 DIN rail mounting

The base unit has DIN mounting provisions that can be easily attached on DIN mounting clips using standard screws with a head of at least 0.6cm / 0.24 inch. The clips are then mounted on DIN rails as shown on the image below.



1.8 Magnetic mounting

As our base unit, add-ons, expansion hubs, and most sensors feature a metal steel enclosure, the devices can also be mounted using simple magnets.



1.9 SensorGateway interface overview

Connect to the InfraSensing SensorGateway using your browser and on the IP address defined in the next section.

Image of the left side of the main page.

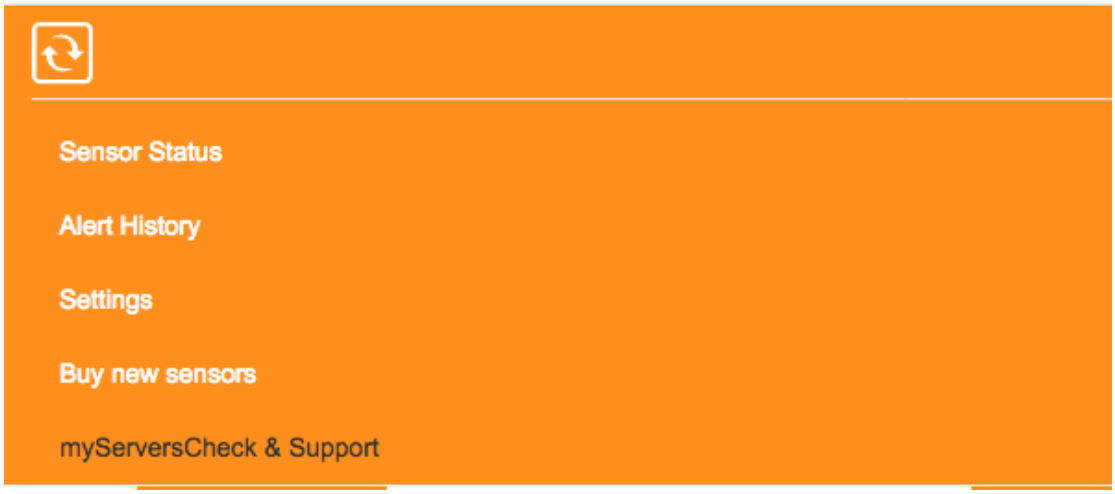
(1) This is the Home Button which will bring you to the sensor information page whenever it is clicked.

(4) The sensors will be shown on this portion of the page

(5) Additional options will appear on this area depending on the sensor connected (Wireless Hub, Thermal Image, etc.)

Image of the right side of the main page.

(2) The Menu Button, when clicked will show the options on the image below.



(3) Edit button to configure the thresholds and alerting features for each of your sensor

1.10 Configuring the SensorGateway to the network

The SensorGateway can have 2 types of IPv4 addresses: Fixed or Dynamic (using DHCP).

By default, the gateway will try to get an IP address via DHCP to connect to your

network.
If this fails, then the default IP address from factory of the SensorGateway is **192.168.11.160**

To change the IP address to a different fixed one, proceed as follows.

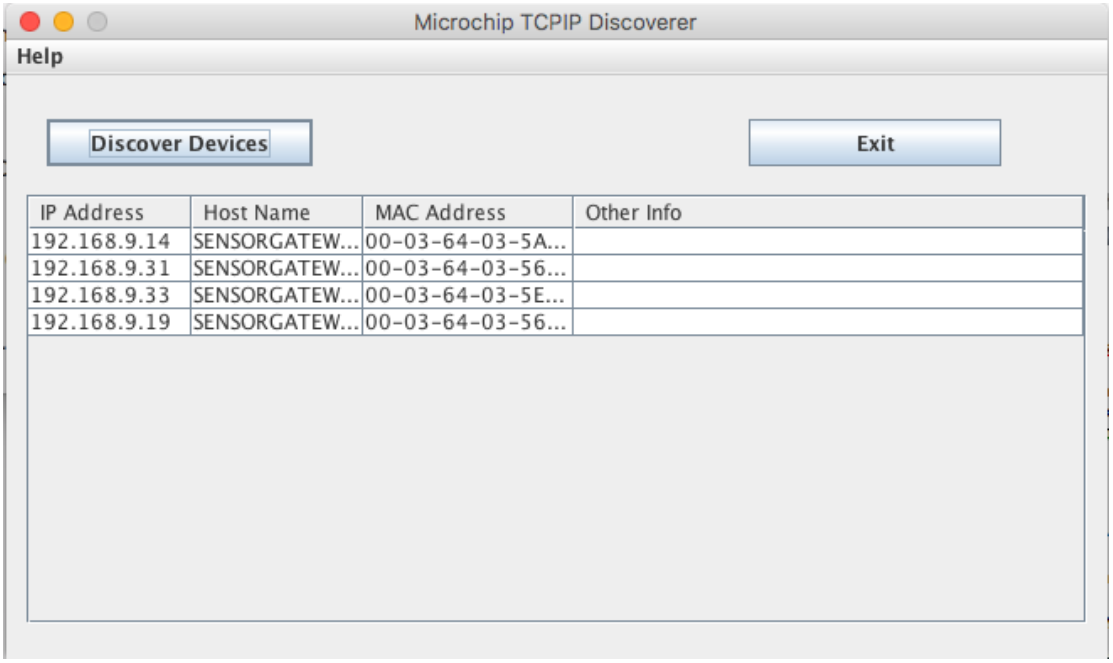
We highly recommend not using DCHP but instead to use fixed IP addresses.

Make sure the SensorGateway is plugged with a network cable into the network.

1.11 SensorGateway discovery tool

If you have connected multiple gateways and wanted to check their IP/MAC address you can use our tool to immediately show all the SensorGateway connected within your network. All you have to do is run the software, which can be downloaded, from https://infrasensing.com/support/downloads.asp

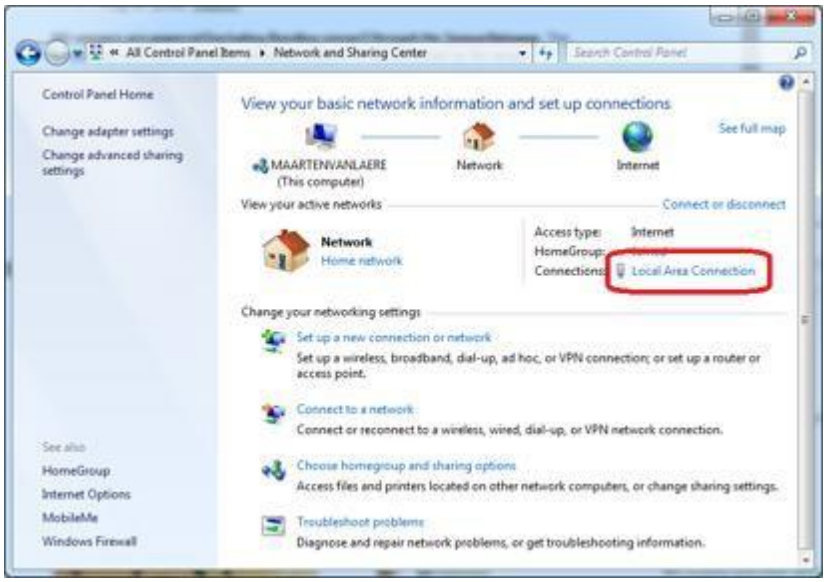
Works with Windows(Discoverer.exe) and Mac OS(Discoverer.jar).



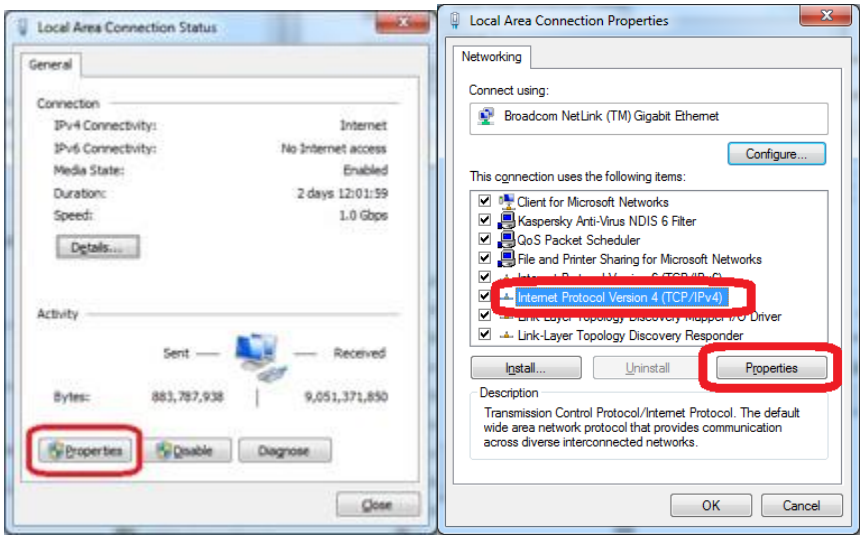
1.12 Set your PC in the same network segment as the SensorGateway

The steps below apply to a Windows 7 system. For other systems (Windows, Mac, Linux) steps are similar. You may skip the instructions entirely, provided your gateway received an IP address from your DHCP server (you can check via our Network Discovery Tool) or your network segment is already the same as the gateways default IP and that the IP 192.168.11.160 is not being used/leased.

Go to Network Panel > Network & Sharing Center



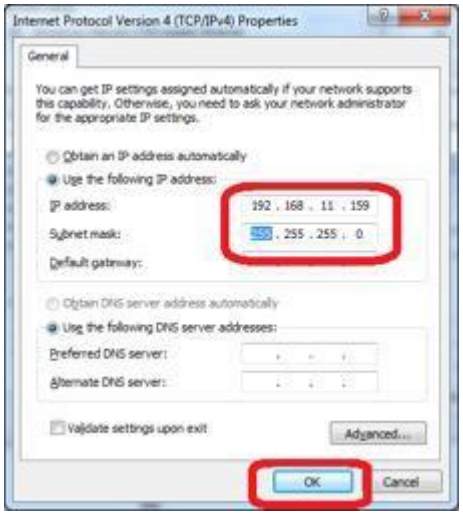
Click on **Local Area Connection** and then click on **Properties.** In the new window select **Internet Protocol Version 4** and click on the **Properties** button.



Now you need to set in the Properties window your PC in the same IP range as the sensor. Remember the current settings of your PC before changing any value!

We recommend setting it to 192.168.11.159 as shown below. When done, click on the **OK** button.

You can now plug your gateway directly to your PC



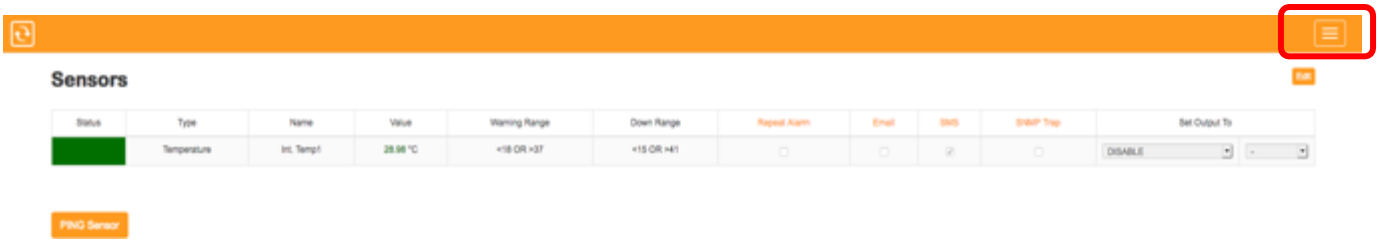
Note: the gateway needs a Power Adapter so you can directly connect it via the PC's Ethernet port unless the port supports PoE.

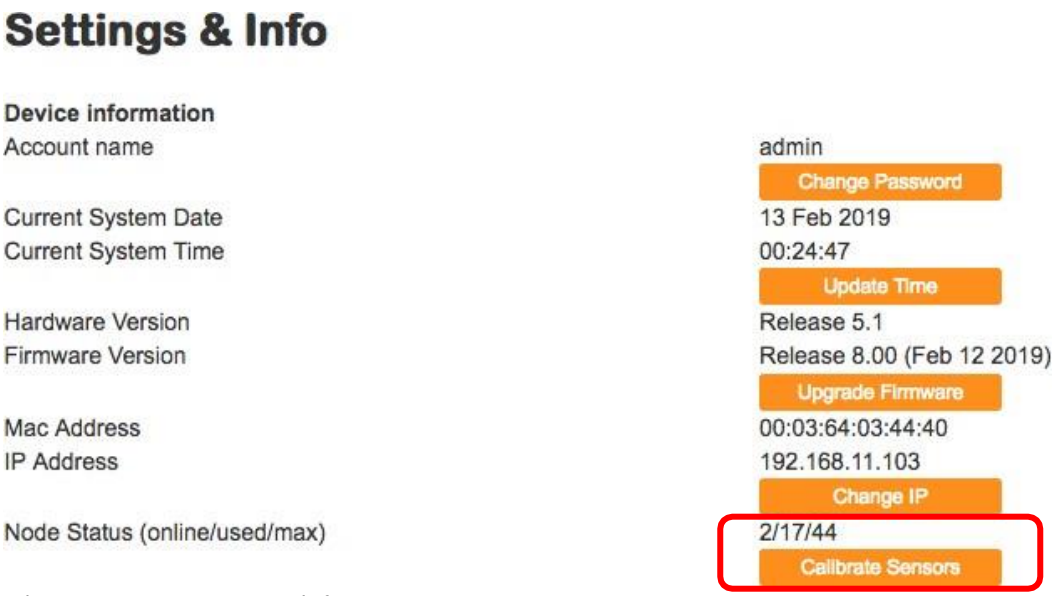
1.13 Connecting to the SensorGateway via the default IP

Once you have completed **Section 2.9**, Open your browser and surf to http://192.168.11.160 A connection will be made to the web server on board of the SensorGateway and you will be prompted for a username & password. Default username and password is: **admin / admin**

When logged in you will be shown the main screen of the SensorGateway with the first sensor reading being the built-in temperature probe.

In the main window, click on the **Menu button** located on the upper right corner of the page. Then click on settings, and once the page loads click on "**Change IP**"



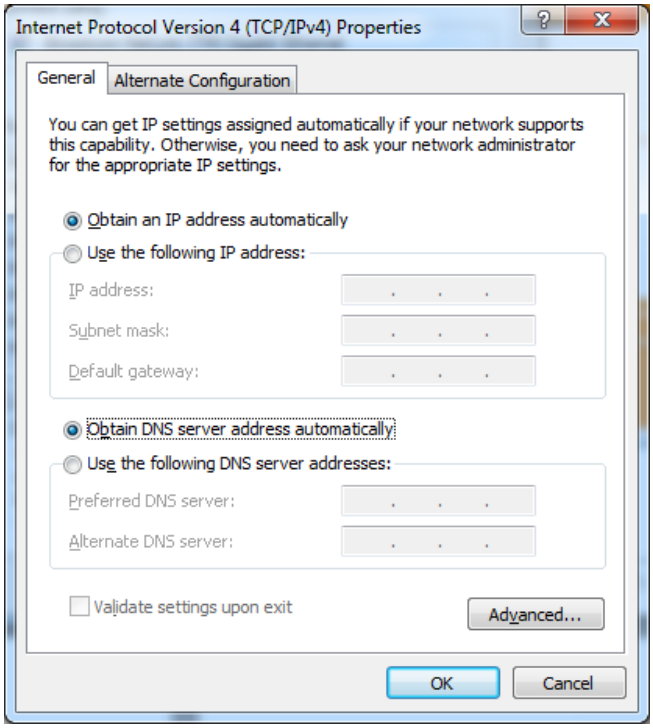


You can now change the SensorGateway's IP address to any value you like: either to DHCP or to a fixed IP that would fit your local network. We will now set it to 10.0.0.36 with its default gateway to 10.0.0.1 respectively. As for the DNS server feel free to use any, in this set up, we will use 4.2.2.2 and 8.8.8.8. You can also see the MAC address of the gateway and set the Net BIOS Name.

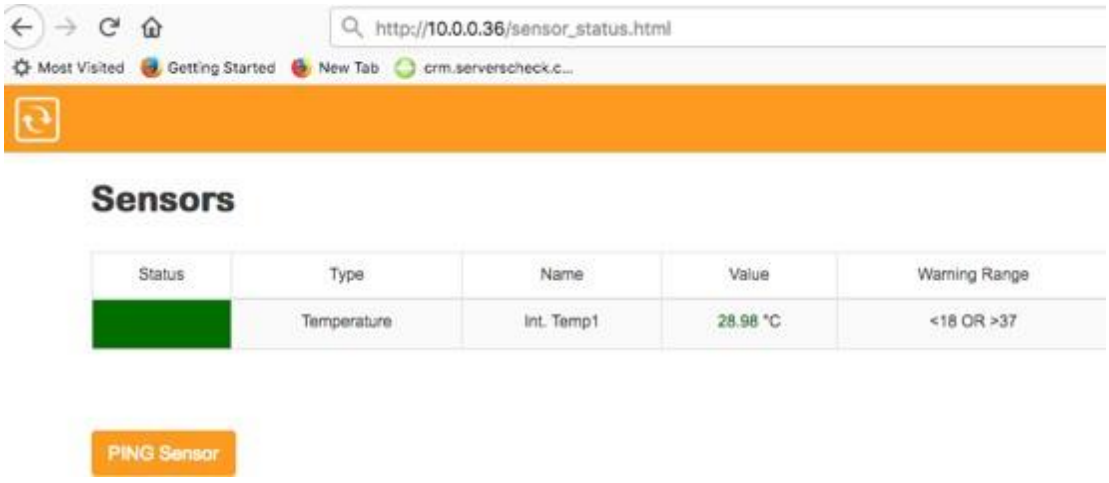
Note: If you want to make a device accessible via DNS please make sure that the Net BIOS Name is 15 or more characters if not, then it will be appended with a blank space because of the padding process of Microsoft please see link. https://technet.microsoft.com/en-us/library/cc958811.aspx

Once the value has been changed, the SensorGateway will reboot itself and will then be accessible through the newly defined IP.

Now reset your system to its normal IP address. In our case we reset it to DHCP.



We will now check the SensorGateway and connect to its new IP address by connecting to it using a browser.

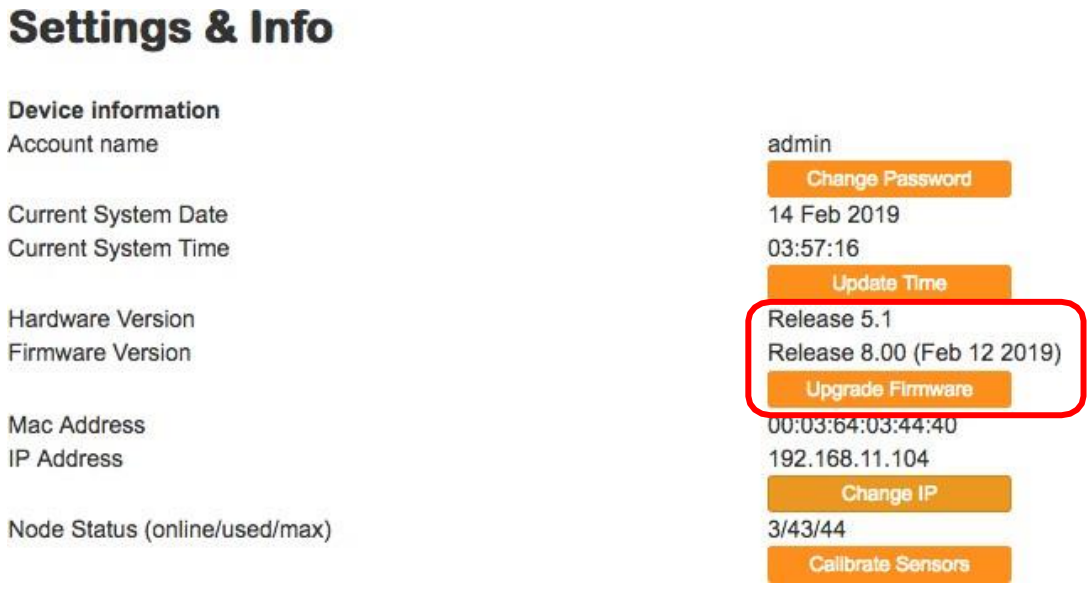


As seen on the image above, We were able to access the gateway via its new IP address since our network segment is set at 10.0.0.X and we set our computer back to DHCP the gateway is now connected and can be accessed through our network.

1.14 Updating the firmware of the SensorGateway

InfraSensing may release from time to time new firmware versions for its SensorGateways.

You can check your currently installed firmware version by going to your SensorGateway, and then click on the menu option then settings.



Go to http://www.serverscheck.com/sensors/firmware.asp to check for new firmware releases. Simply check on that page the latest firmware version available for your SensorGateway

You must be on firmware version 8.5 or above before uploading the latest firmware.

Download the firmware to your PC and then go with your browser to the SensorGateway you wish to upgrade.

Click on the **Upgrade Firmware** option and then click on the **Browse** button to locate the downloaded firmware file. Only then click on the **Upload** button.

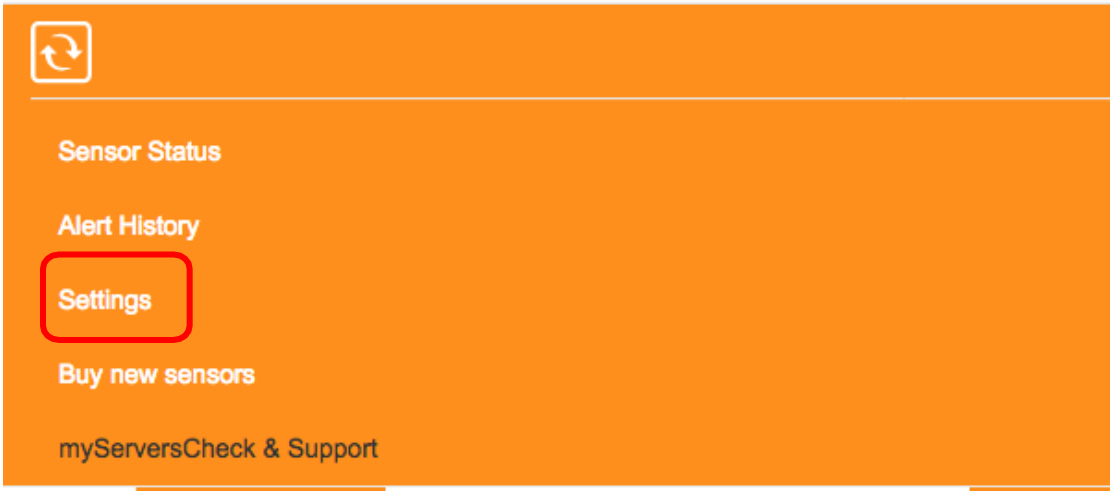
Your SensorGateway will now start loading the new firmware. Your SensorGateway will be available on http://192.168.11.160 (Default) or via the IP address shown on its OLED after the firmware update has been completed

Note: Should the upgrade fail and should the SensorGateway be unresponsive then perform a factory reset as described in section 8.

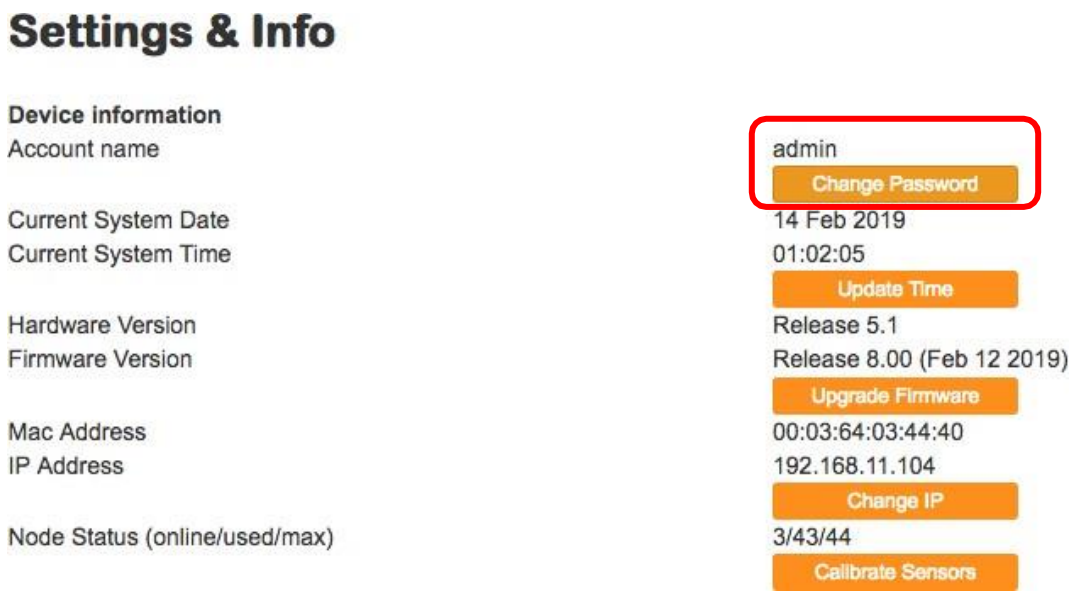
1.15 Configuring the SensorGateway's access security

The SensorGateway's can be username and password secured. Default factory values are **admin/admin**

To change the values, click on the **Settings** menu option



Click on "Change Password" and enter the new username and password

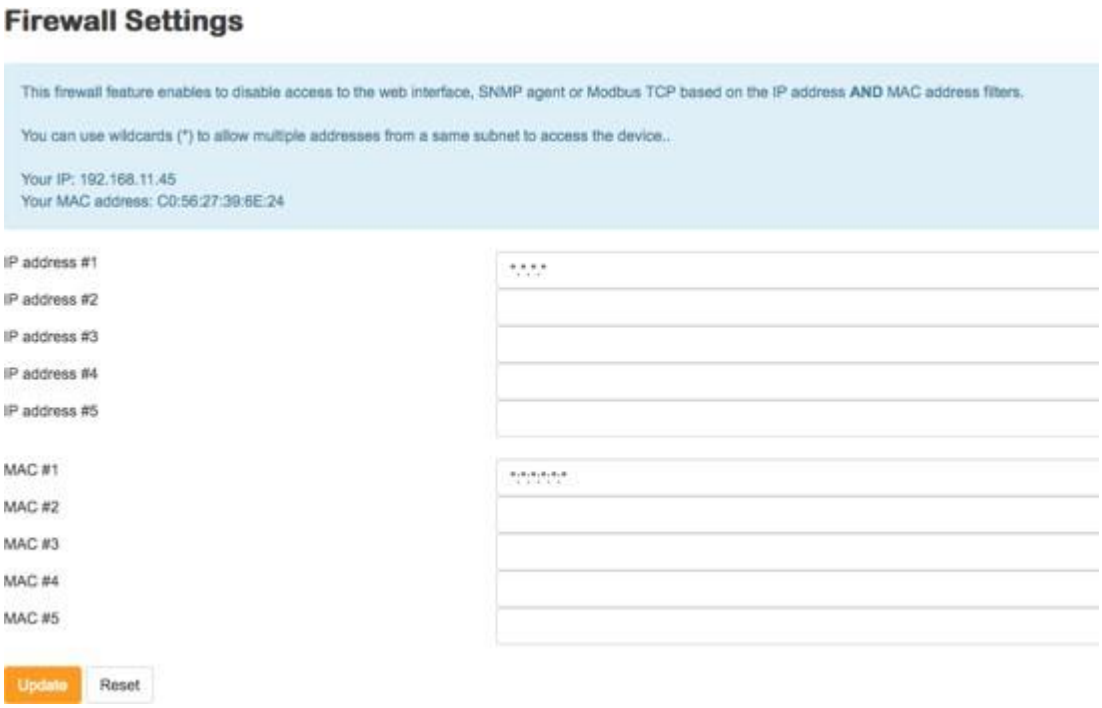


2 SensorGateway features and configuration

2.1 Firewall settings

Firewall can be accessed through your gateway's settings by clicking on the button on the upper right,

With this feature you may configure your gateway to allow access to specific IP/MAC or a range of IP/MAC addresses.



Note that both fields cannot be left blank. The input "*.*.*.*" will allow all IP and as for allowing all MAC address we need to input "*:*:*:*:*:*" , they are already typed in by default.

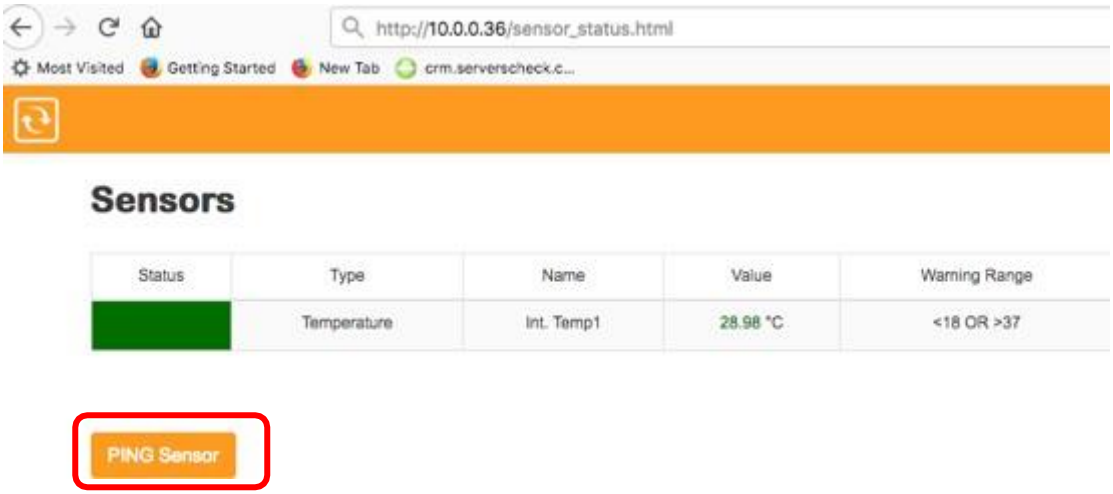
Note: MAC address letters should always be in upper case.

2.2 Int. ping

Once you have updated to firmware 8.0 and above an internal ping check is added on our sensor list where in you can check the status of your connection to a specific URL or IP address in which a great example is trying to ping another gateway (BASE-WIRED).

How to set it up

1. Access your gateway and click on the "**PING**" option.

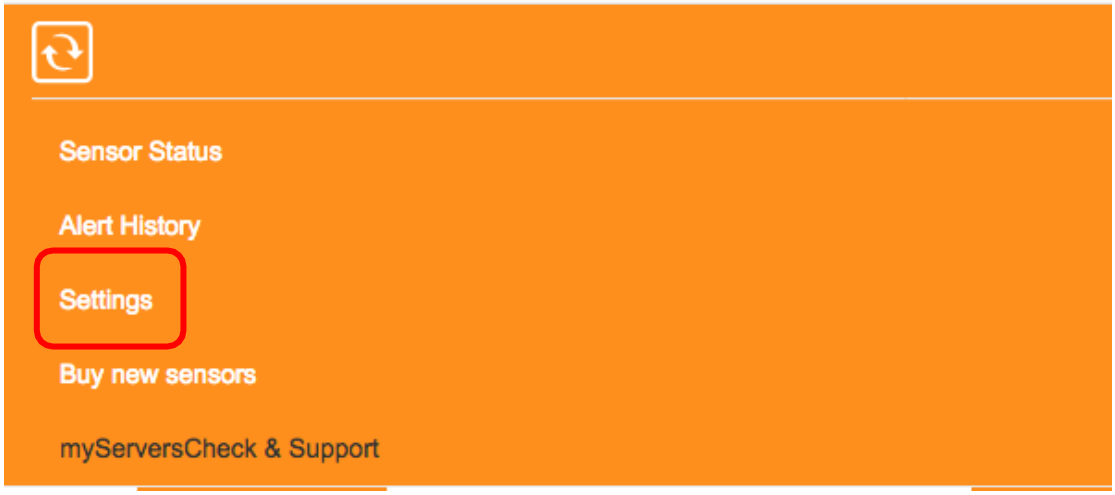


2. Make sure to click on "Enable Ping"

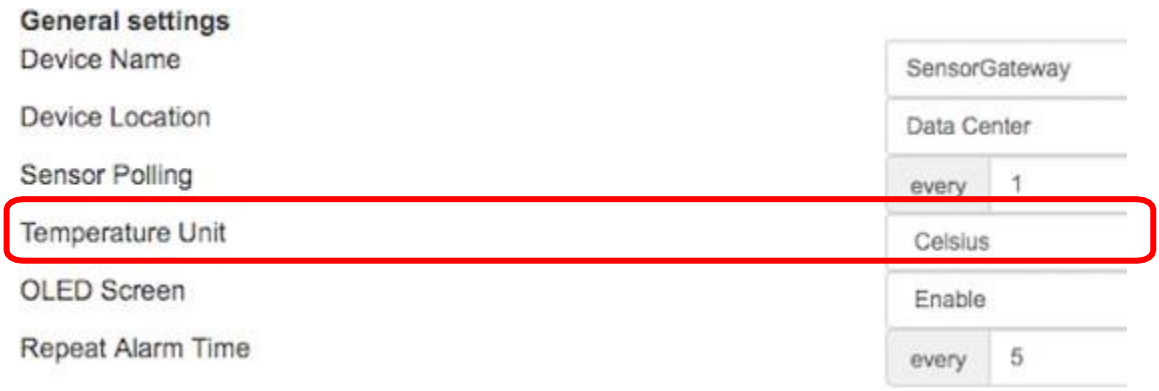
3. Input the URL / IP address you wanted you check and then click on UPDATE.

2.3 Configuring the Fahrenheit / Celsius readings

The default setup is readings in Celsius. However, through a simple switch, the sensor readings can be set to Fahrenheit. Simply connect to the SensorGateway, go to the menu option and click on settings.

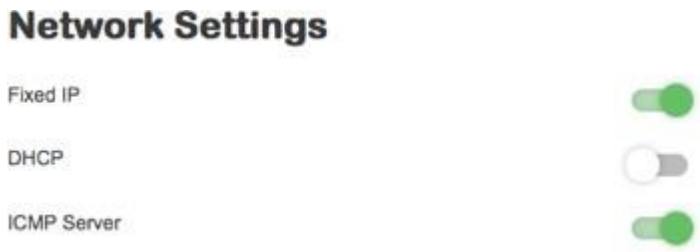


Change the value from Celsius to Fahrenheit under general settings.



2.4 ICMP server

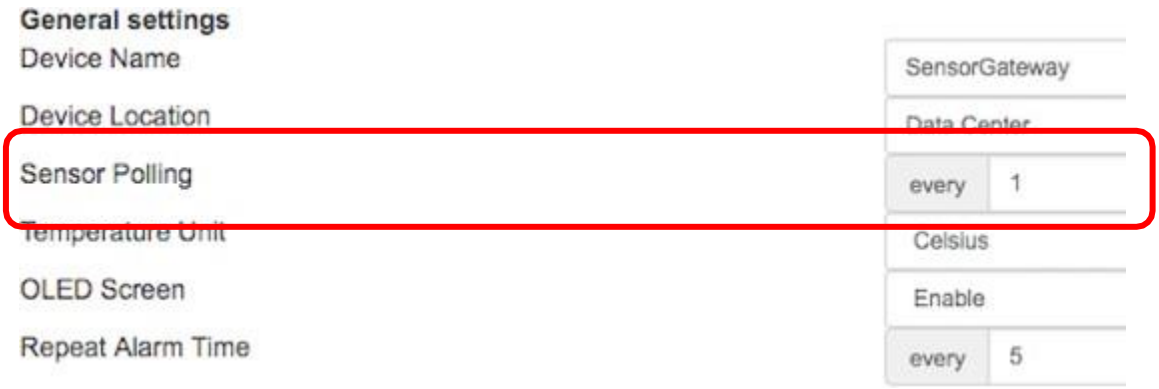
The Internet Control Message Protocol (ICMP) is widely used for diagnostic purposes



By Default your ICMP Server is enabled, you may disable it through your network settings page.

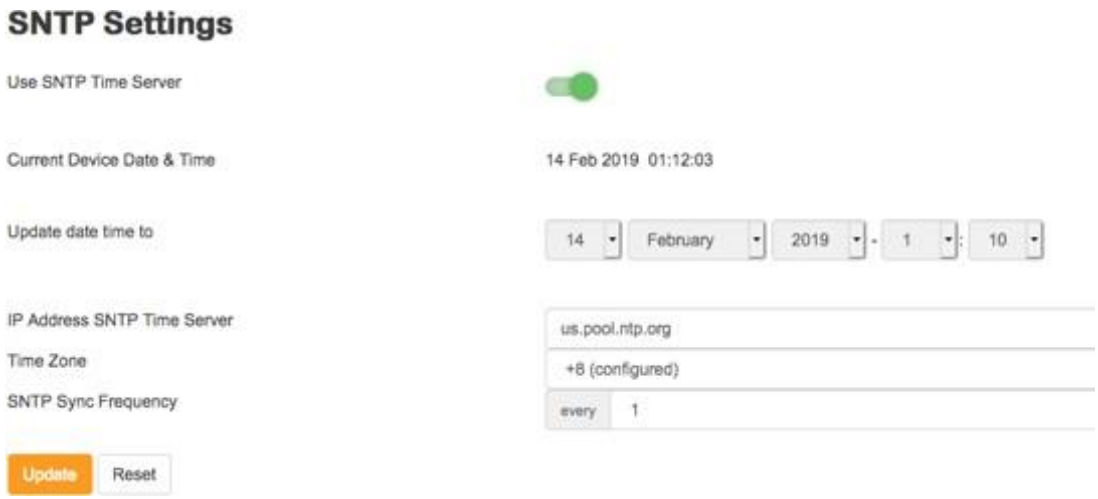
2.5 Sensor polling/refresh time

Can also be found under general settings, the unit dictates the time the gateway polls/gets the data from any of the sensors connected to it. Recommended setting is from 1-5 seconds.



2.6 Configuring internal clock of the SensorGateway

To modify the internal clock, click on the menu option and then go to settings and then click on "Update Time". You can either set it manually or have it synchronized with a timeserver as shown in the picture below. Click on **Update** when done



Following table provides a list of time zones in UTC offset per country.

Country	UTC time offset	Country	UTC time offset
A		M	
Afghanistan	+04	Macedonia *	+01
Albania *	+01	Madagascar	+03
Algeria	+01	Malawi	+02
Andorra *	+01	Malaysia	+08
Angola	+01	Maldives	+05
Antigua and Barbuda	−04	Mali	±00
Arg'entina	−03	Malta *	+01
'Ar'enia	'04	Marshall Islands	+12
Australia – 5 time zones		Mauritania	±00
Western Australia'08 Northern Territory +09		Mauritius	+04
South 'Australia * +09 Austra'lian C'apital		Mexico * – 3 time zones	
Territory * +10 New South Wale's * +10		The state o'Baja California −08 The states of	
Queens'a'+10 Tasmania * '10 Victoria * +'0 Lor'		Baja California Sur, Chihuahua, Nayarit,	
Howe Island'* +10 M'c'uraei Is'and +11		Sinaloa and Sonora −07 Most of Mexico −06	
Australian Overseas Territories – 6 time zones		Micronesia – 2 time zones	
		The states of Chuuk and Yap +10 The states of Kosrae and Pohnpei +11	
Heard Island and McDonald Islands +05			
Cocos (Keeling) Islands +06 Christmas Island		Moldova *	+02
+07 Ashmore and Cartier Islands +08 Coral		Monaco *	+01
Sea Islands +10 Norfolk Island +11		Mongolia * – 2 time zones	
Austria *	+01	Provinces of Khovd, Uvs, Bayan-Olgii +07	
Azerbaijan *	+04	Ulaanbaatar and most of the country +08	
B		Montenegro *	+01
Bahamas *	−'5	Morocco *	±00
Bahrain	+03	Mozambique	+02
Bangladesh	+06	Myanmar (Burma)	+06::
Barbados	−04	N	
Belarus	+03	Namibia	+01
Belgium *	+01	Nauru	+12
Belize	−06	Nepal	+05:45
Benin	+01	Netherlands *	+01
Bhutan	+06	Netherlands Overseas Territories – 1 time	

Bolivia	−04
Bosnia and Herzegovina *	+01
Botswana	+02
Brazil – 4 time zones Acre and Southwestern Amazonas −05 Most part of the Amazonas State, Mato Grosso, Mato Grosso do Sul, Rondônia, Roraima −04 The Southeast, the South, the Northeast Regions (except some islands), Goias, Distrito Federal, Tocantins, Pará, Amapa −03 Islands on the east coast of Brazil (Fernando de Noronha, Trindade, Martin Vaz, Atol das Rocas, Saint Peter and Paul Rocks) −02	
Brunei	+08
Bulgaria *	+02
Burkina Faso	±00
Burundi	+02
C	
Cabo Verde	−01
Cambodia	+07
Cameroon	+01
Canada – 6 time zones Larger western part of British Columbia, Tungsten and the associated Cantung Mine in Northwest Territories, Yukon −08 Alberta, some eastern parts of British Columbia, the Northwest Territories, Nunavut (west of 102°W and all communities in the Kitikmeot Region), Lloydminster −07 Manitoba, Nunavut (between 85°W and 102°W except western Southampton Island), Ontario (Northwestern Ontario west of 90°W with some exceptions and Big Trout Lake area east of 90°W), Saskatchewan except Lloydminster −06 Nunavut east of 85°W and entire Southampton Island, Ontario east of 90°W (except Big Trout Lake area), the most part of Quebec −05 Labrador (all but southeastern tip), New Brunswick, Nova Scotia, Prince Edward Island, eastern part of Quebec −04 Labrador (southeastern), Newfoundland −03	
Central African Republic	+01
Chad	+01
Chile	−04
Chile - Easter Island	−06
China	+08
Colombia	−05
Comoros	+03
Congo, Republic of the	+01
Congo, Dem. Rep. - Kinshasa	+01
Congo, Dem. Rep. - Lubumbashi	+02
Costa Rica	−06
Cote d'Ivoire	±00
Croatia *	+01
Cuba *	−05
Cyprus *	+02
Czech Republic	+'1
D	
zones Aruba −04 Caribbean Netherlands −04 Curaçao −04 Sint Maarten −04	
New Zealand *	+12
New-Zealand's Dependent Territories – 4 time zones Niue −11 Cook Islands −10 Chatham Islands +12:45 Tokelau +13	
Nicaragua	−06
Niger	+01
Nigeria	+01
North Korea	+09
Norway *	+01
O	
Oman	+04
P	
Pakistan	+05
Palau	+09
Palestine *	−06
Panama	−05
Papua New Guinea	+10
Paraguay	−04
Peru	−05
Philippines	+08
Poland *	+01
Portugal *	±00
Portugal - Azores *	+01
Q	
Qatar	+03
R	
Romania *	+02
Russia – 9 time zones Kaliningrad Oblast +03 Most of European Russia and all railroads throughout Russia +04 Bashkortostan, Chelyabinsk Oblast, Khanty–Mansia, Kurgan Oblast, Orenburg Oblast, Perm Krai, Sverdlovsk Oblast, Tyumen Oblast, and Yamalia +06 Altai Krai, Altai Republic, Kemerovo Oblast, Novosibirsk Oblast, Omsk Oblast and Tomsk Oblast +07 Khakassia, Krasnoyarsk Krai and Tuva +08 Buryatia and Irkutsk Oblast +09 Amur Oblast, western Sakha Republic and Zabaykalsky Krai +10 The Jewish Autonomous Oblast, Khabarovsk Krai, Primorsky Krai, central Sakha Republic and Sakhalin Island +11 Magadan Oblast, eastern Sakha, Kuril Islands, Chukotka and Kamchatka Krai +12	
Rwanda	+02
S	
St. Kitts and Nevis	−04
St. Lucia	−04
St. Vincent and The Grenadines	−04
Samoa	+13
San Marino *	+01
Sao Tome and Principe	±00
Saudi Arabia	+03
Senegal	±00

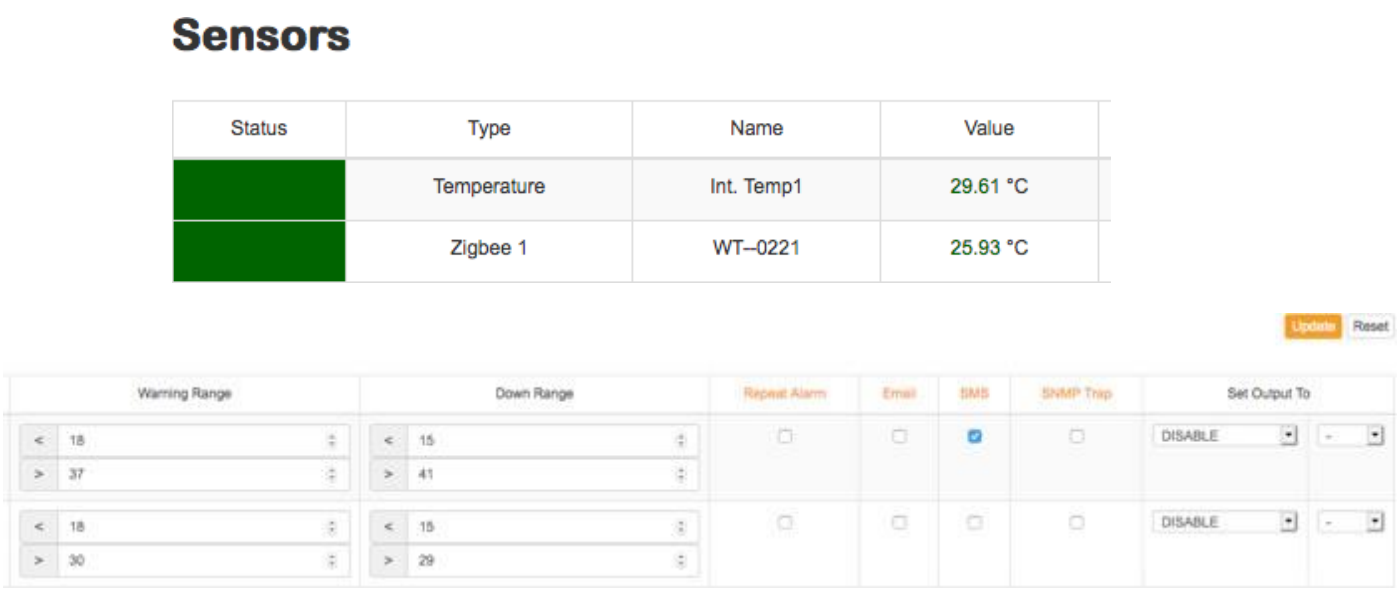
Denmark *	+01
Denmark's Dependent Territories * – 4 time zones The most of Greenland, including inhabited south coast and west coast −03 Greenland - Thule Air Base −04 Greenland - Ittoqqortoormiit −01 Faroe Islands ±00	
Djibouti	+03
Dominic	−04
Dominican Republic	−04
E	
Ecuador	−05
Ecuador - Galapagos Province	−06
Egypt	+02
El Salvador	−06
Equatorial Guinea	+01
Eritrea	+03
Estonia *	+02
Ethiopia	+03
F	
Fiji	+12
Finland *	+02
France *	+01
French Overseas Territories – 10 time zones French Polynesia - Tahiti Island −10 French Polynesia - Marquesas Islands −09 French Polynesia - Gambier Islands −09 Clipperton Island −07 Guadeloupe −04 Martinique −04 Saint Barthelemy −04 Saint Martin −04 French Guiana −03 Saint Pierre and Miquelon * −03 Mayotte +03 Réunion +04 Kerguelen Islands +05 New Caledonia +11 Wallis and Futuna +12	
G	
Gabon	+01
Gambia	±00
Georgia	+04
Germany *	+01
Ghana	±00
Greece *	+02
Grenada	−04
Guatemala	−06
Guinea	±00
Guinea-Bissau	±00
Guyana	−04
H	
Hait'i *	−05
Honduras	−06
Hungary *	+01
I	
Iceland	±00
India	+05
Indonesia – 3 time zones Islands of Sumatra, Java, provinces of West Kalimantan and Central Kalimantan +07 Islands of Sulawesi, Bali, provinces of East Nusa Tenggara, West Nusa Tenggara, E'st Kalimantan and South Kalimantan +08 Provinces of Maluku, North Maluku, Papua and West Papua +09	
Serbia *	+01
Seychelles	+04
Sierra Leone	±00
Singapore	+08
Slovakia *	+01
Slovenia *	+01
Solomon Islands	+11
Somalia	+03
South Africa	+02
South Korea	+09
South Sudan	+03
Spain *	+01
Spain - Canary Islands *	±00
Sri Lanka	+05
Sudan	+03
Suriname	−03
Swaziland	+02
Sweden *	+01
Switzerland *	+01
Syria *	+02
T	
Taiwan	+08
Tajikistan	+05
Tanzania	+03
Thailand	+07
Timor-Leste	+09
Togo	±00
Tonga	+13
Trinidad and Tobago	−04
Tunisia	+01
Turkey *	+02
Turkmenistan	+05
Tuvalu	+12
U	
Uganda	+03
Ukraine	+02
United Arab Emirates	+04
United Kingdom *	±00
British Overseas Territories – 9 time zones Pitcairn Islands −08 Cayman Islands −05 Anguilla −04 Bermuda −04 British Virgin Islands −04 Montserrat −04 Turks and Caicos Islands −04 Falkland Islands −03 South Georgia and the South Sandwich Islands −02 Saint Helena ±00 Ascension and Tristan da Cunha ±00 Guernsey * ±00 Isle of Man * ±00 Jersey * ±00 Gibraltar * +01 Akrotiri and Dhekelia * +02 British Indian Ocean Territory +06	
United States of America * – 6 time zones Hawaii, most of the Aleutian Islands −10 Most of the state of Alaska −09 The states on the Pacific coast plus Nevada, parts of Idaho −08 Arizona, Colorado, Montana, New Mexico, Utah, parts of Idaho, Kansas, Oregon, North Dakota, South Dakota, Texas −07 Gulf Coast, Tennessee Valley, U.S. Interior Highlands, Great Plains, most of Texas −06 The states on the Atlantic coast, the eastern two-thirds of the Ohio Valley,	

Iran *	+03
Iraq	+03
Ireland *	±00
Israel *	+02
Italy *	+01
J	
Jamaica	−05
Japan	+09
Jordan *	+02
K	
Kazakhstan - Oral, Aktobe	+05
Kazakhstan 'Almaty, Astana	+06
Kenya	+03
Kiribati – 3 time zones Gilbert Islands +12 Phoenix Islands +13 Line Islands +14	
Kosovo *	+01
Kuwait	+03
Kyrgyzstan	+06
L	
Laos	+07
Latvia *	+02
Lebanon *	+02
Lesotho	+02
Liberia	±00
Libya	+01
Liechtenstein *	+01
Lithuania *	+02
Luxembourg *	+01

most of Michigan −05	
US Dependent Territories – 7 time zones Baker Island −12 Howland Island −12 American Samoa −11 Kingman Reef −11 Midway Islands −11 Palmyra Atoll −11 Jarvis Island −10 Johnston Atoll −10 Navassa Island −05 Puerto Rico −04 US Virgin Islands −04 Guam +10 Northern Mariana Islands +10 Wake Island +12	
Uruguay	−03
Uzbekistan	+05
V	
Vanuatu	+11
Vatican City (Holy See) *	+01
Venezuela	−04
Vietnam	+07
Y	
Yemen	+03
Z	
Zambia	+02
Zimbabwe	+02

2.7 Setting threshold values in the SensorGateway for alerting

Connect to the SensorGateway and click on “EDIT” located on the upper right corner just below the menu button. You will now see the button change into “Updated and Reset”



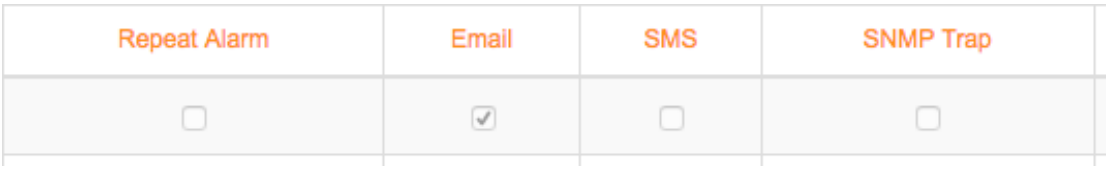
Status: this shows if the internal sensor or the external sensor probe is working or not
Type: type of reading for the sensor
Name this is the name of the sensor and will be used in alerting
Value: this is the latest reading for both the internal sensor and the external sensor probe
Warning range: below the minimum value and above the maximum value a WARNING alert will be sent. Current value color will change to orange
Down range: below the minimum value and above the maximum value a DOWN alert will be sent. Current value color will change to red. DOWN overrules WARNING
Repeat alarm: when set then this will trigger an alert to be sent every 5 minutes Only if the status is on a DOWN state.
Email: when checked then email alerts will be sent for this sensor value
SMS: When checked then SMS or Voice call alerts will be sent for this sensor value
SNMP trap: when checked then a SNMP Trap will be sent for this sensor value

Note that the repeat alarm is customizable from the settings menu under General Settings.

3 SensorGateway alerting feature

3.1 Email alerting

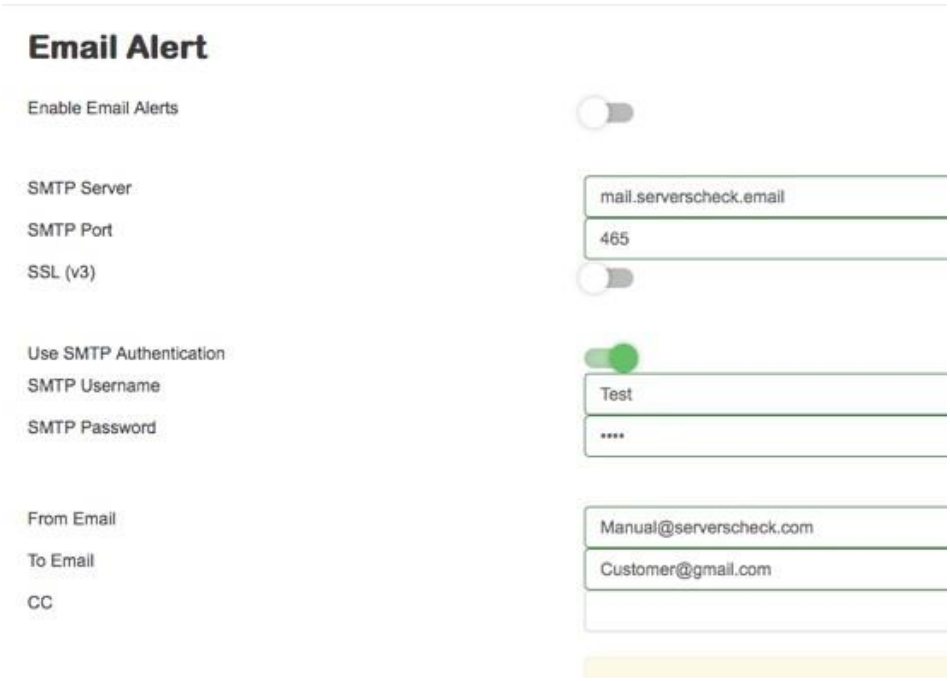
The InfraSensing sensors can generate autonomous alerts via SNMP Traps and also via email. Make sure that the email checked as one of the alerting options for any of your sensors.



To setup email alerting, Go to the menu option, then settings and then click on the **Email** option under Industrial and external use.

This screen consists of 3 main parts:
Mail server settings
Mail heading settings (from, to, subject …)
Mail content (body)

NOTE : Please make sure you have whitelisted us in your system so that these emails can be delivered without delay or disruption. Also, we don't currently support gmail as of the moment, only outlook and yahoo.

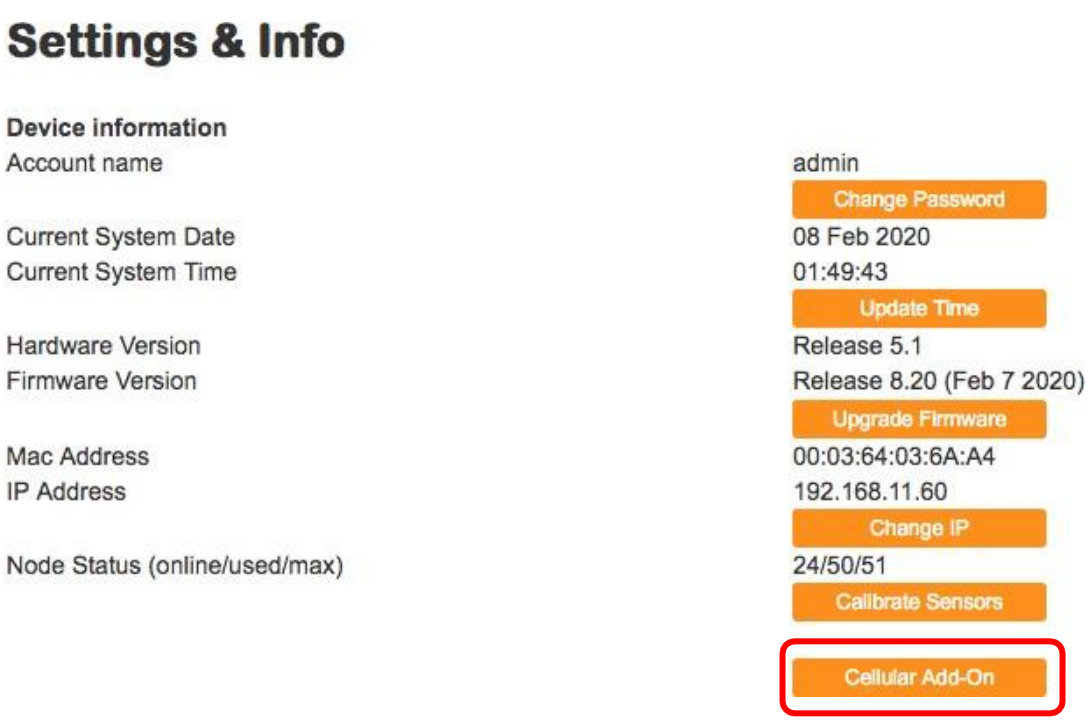


Note: Sending to multiple recipients can be separated by a comma however in respect to the "To" and "Cc" fields, To is limited to 90 characters and Cc is limited to 70, So if you need to send an email to multiple addresses then it is advised that you create a "group mail" and use that instead.

For email alerting, InfraSensing supports standard outgoing mail servers like the ones used by ISP's (SMTP relay servers) or corporate SMTP mail servers requiring standard username & password authentication. SSL mail servers are not supported. For use of SSL, web-based emails are recommended.

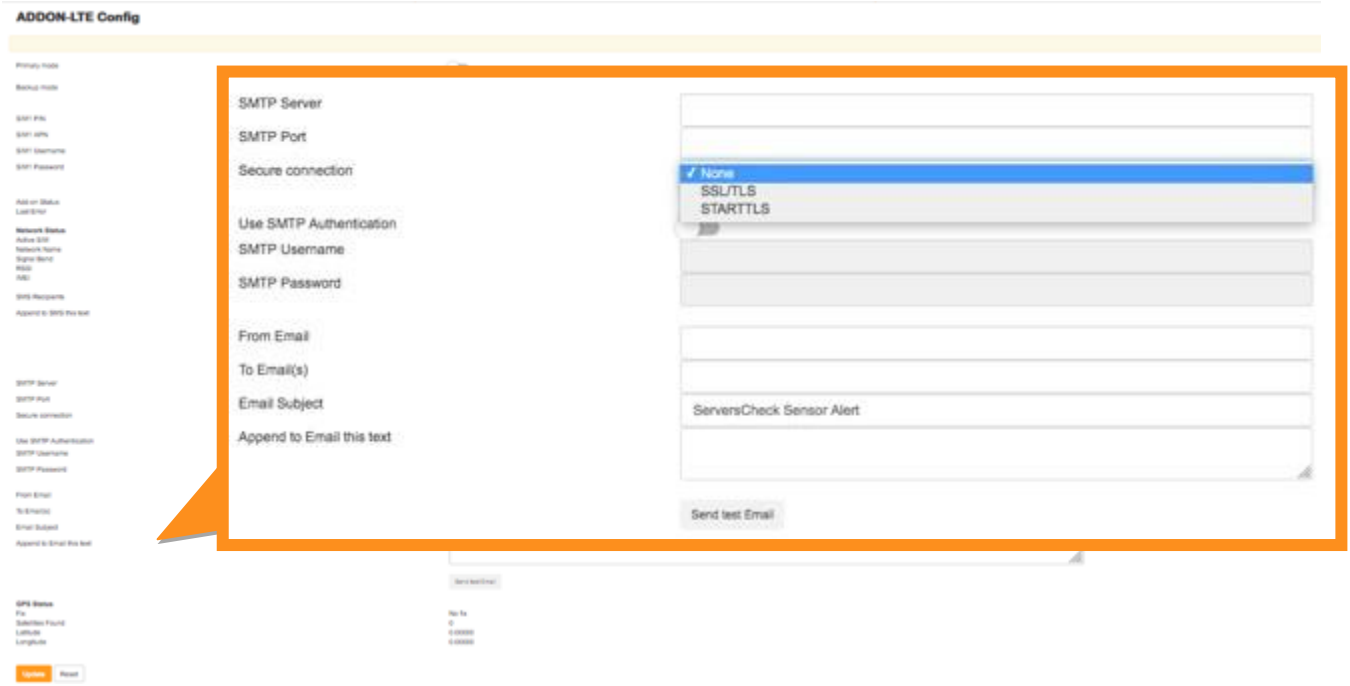
In some cases, it may happen that you don't have a non-SSL server available in your network or from your ISP. In such situations, we have 4 alternative solutions that may fix the issue.

3.2 Email alerts using the ADDON-LTE



Access the base unit and go to settings, under settings click on the Cellular Add-On button and then scroll down to access the email configuration.

Note: (see section for the ADDON-LTE) The built-in email feature of the SensorGateway will be disabled upon using the ADDON-LTE



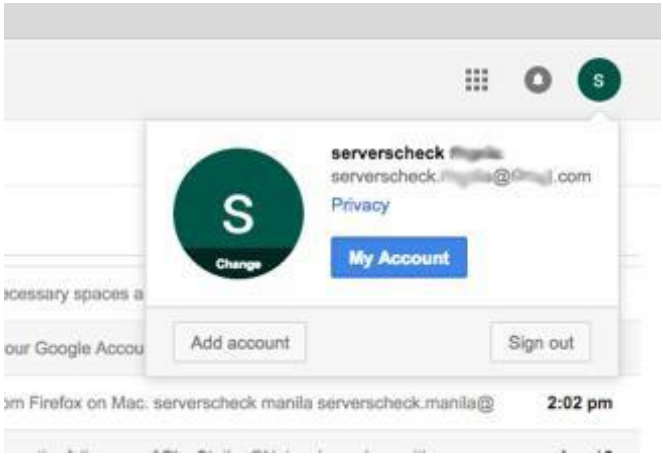
Input your email settings and perform a test mail, the ADDON-LTE is tested to work on our free email server, Gmail and yahoo mail. (Continue reading for sample email set up).

3.2.1 Gmail as e-mail server (https://mail.google.com)

In order to use GMAIL as a mail server, you need to have a Gmail account and port 25 should not be blocked by your ISP. If it is blocked by your ISP and your ISP doesn't offer an 'open' mail server then see option 6.3.

Also make sure that your Gmail account options for "allow less secured apps" is turned ON below are instructions on how to do that.

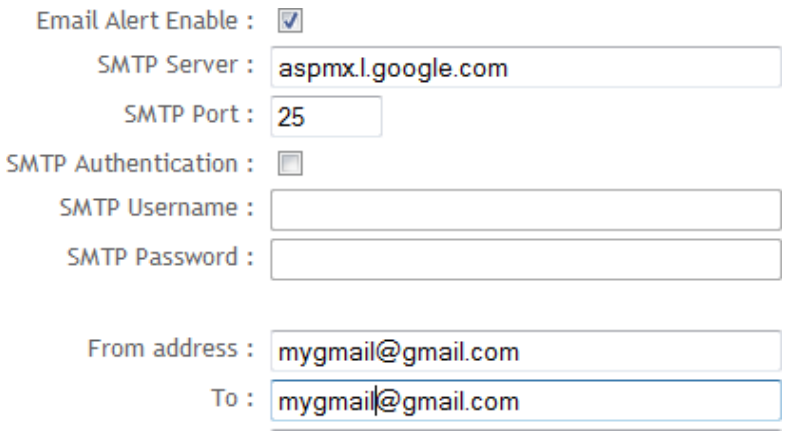
1. Log in on your Gmail account and access "My Account"



2. Once you are logged in go to the following links

https://myaccount.google.com/lesssecureapps -> should be ON
https://accounts.google.com/b/0/DisplayUnlockCaptcha -> click continue or agree

3. Once done you can now configure the gateway using your Gmail account. Below are examples.



Non-Secure Settings
SMTP Server: aspmx.l.google.com
SMTP Port: **25**
SMTP Authentication: **Off / Unchecked**
From address: **yourgmailname@gmail.com**
To address: same as from address

The emails will arrive in your SPAM filter unless you whitelist the IP address on Gmail from which you are sending the alerts.

For SSL, the settings will be:
SMTP Server: smtp.gmail.com
SMTP Port: **465**
SMTP Use SSL: **Checked**
SMTP Authentication: **Checked**
SMTP Username/Password: **Filled out**
From/To address: Filled out. Not required to be the same.

For TLS, the settings will be:
SMTP Server: smtp.gmail.com
SMTP Port: **587**
SMTP Use SSL: **UnChecked**
SMTP Authentication: **Checked**
SMTP Username/Password: **Filled out**
From/To address: Filled out. Not required to be the same.

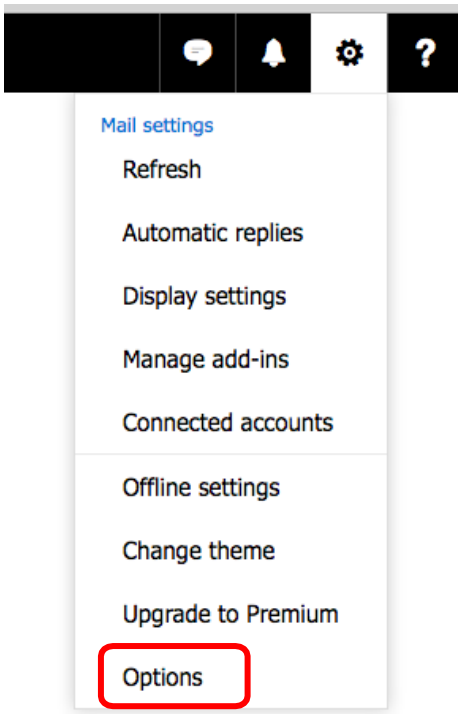
Note: Only version 5 SensorGateways are supported with Gmail's SSL ever since they offered RSA 2048-bit encryption.

3.2.2 Outlook mail as e-mail server (https://outlook.live.com)

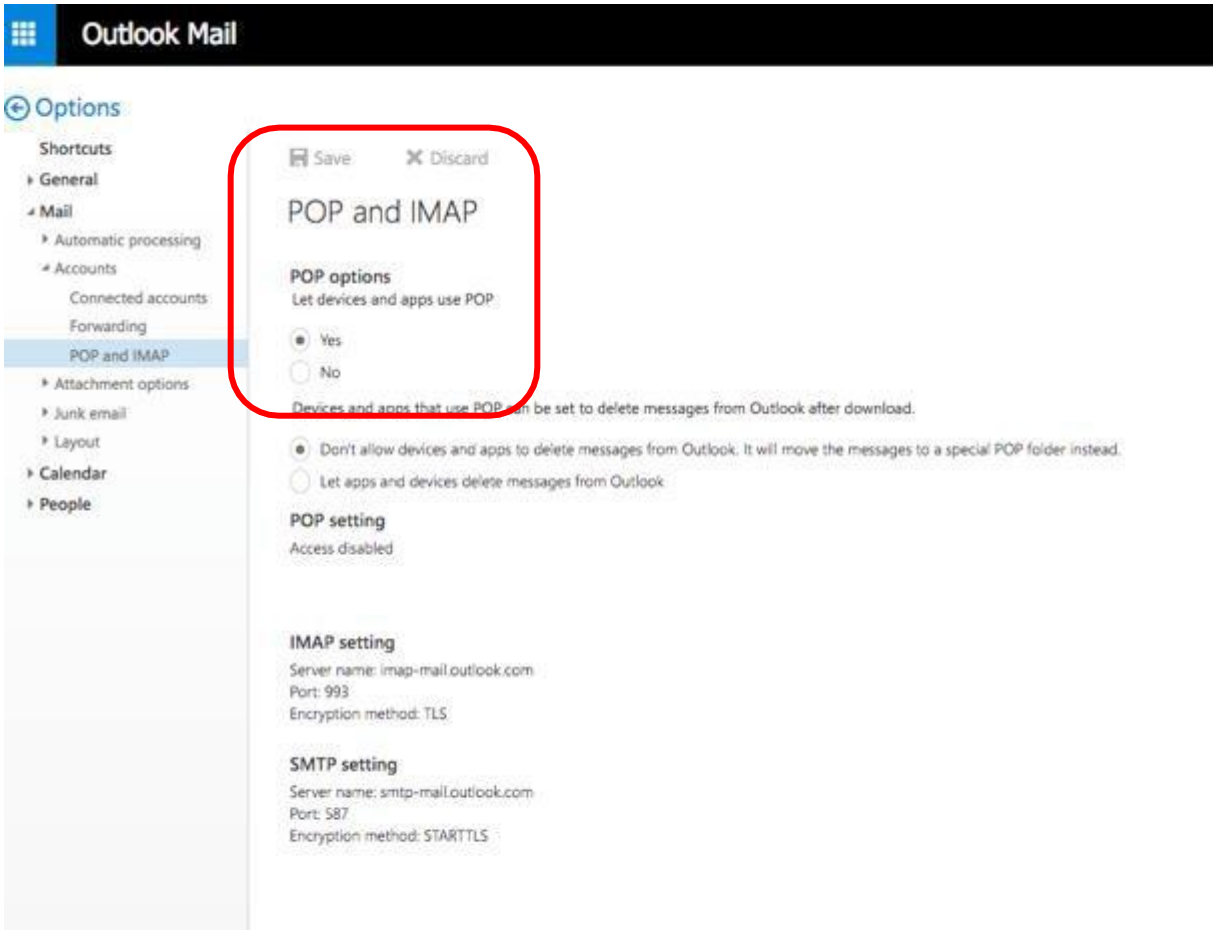
Outlook mail is another example of an SMTP server, which can be used on the gateway

However, you have to turn the option for “Let devices and apps use POP” to YES and then make sure you save it.

To do so just log in onto your account and click on the settings Icon beside your log-in name. Then choose options.



Then Click on “Mail” on the left panel to expand it then expand “Accounts” then click on “POP and IMAP”



Now choose YES under “let device and app use POP” and save it.

You can now set the gateway using the SMTP settings of outlook mail.

For TLS, the settings will be:
SMTP Server: smtp-mail.outlook.com
SMTP Port: **587**
SMTP Use SSL: Un**Checked**
SMTP Authentication: **Checked**
SMTP Username/Password: **Filled out**
From/To address: Filled out. Not required to be the same.

Note:
Check if your account allows User Consent to apps:

1. In the admin center, go to **Settings**>**OrgSettings**>**Services** page, and select **User Consent to apps**.
2. On the **User consent to apps** page, select the option to turn user consent on or off.

3.2.3 Using InfraSensing premium e-mail (https://my.serverscheck.com)

**A premium Account is free to create and is required to enjoy the service **

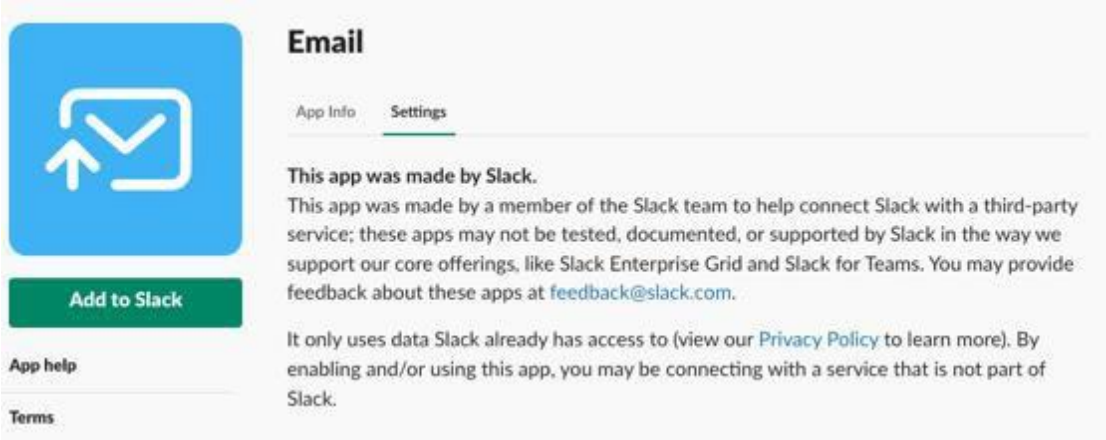
1. Log in to your InfraSensing Premium account and click on Alerts and then **Email Alerts** or simply log in and go to this link https://my.serverscheck.com/email/

2. You should now see the configuration you have to copy in to your gateway's email settings to receive alerts using your accounts UID and PIN.

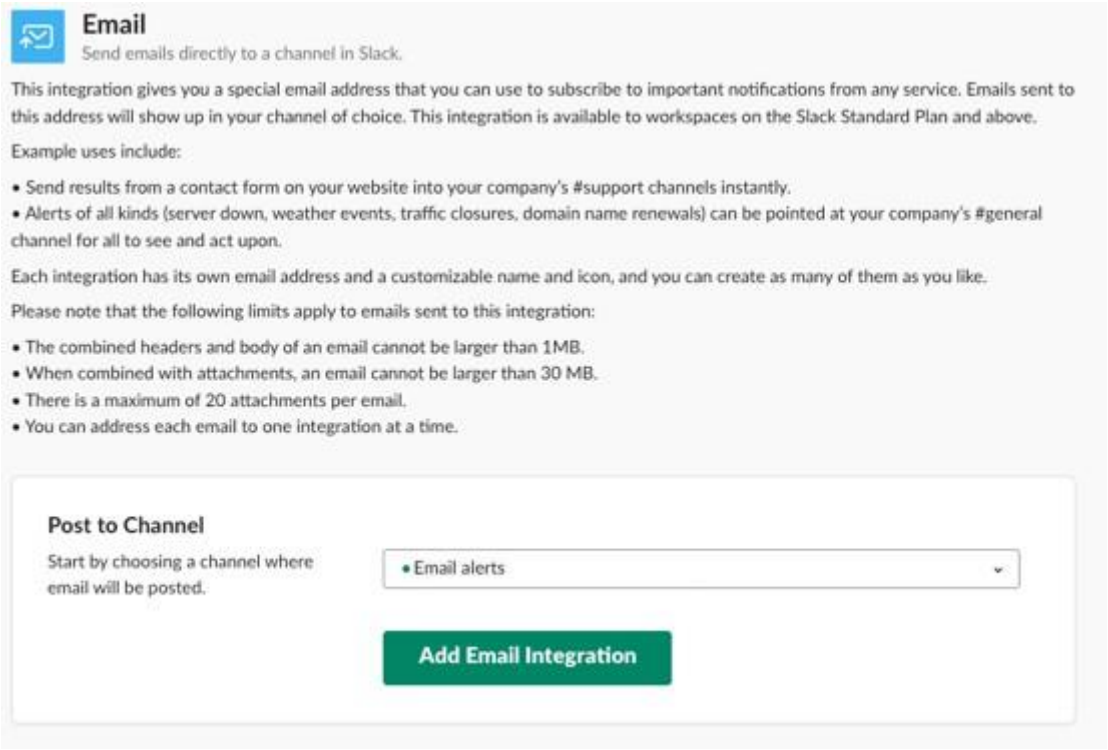
Note: Make sure you copy all details and leave the box for SSL unchecked. The service is FREE on every premium account.

3.3 Slack channel integration via e-mail alerts

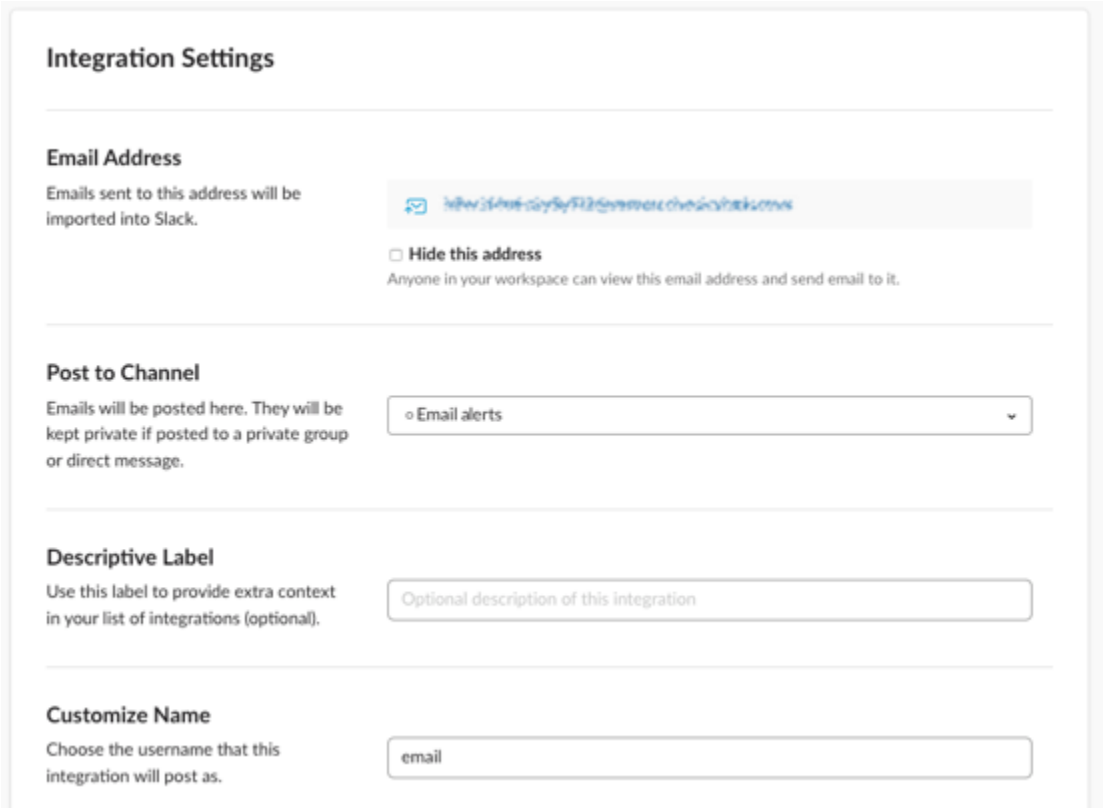
To receive alerts via slack we first need to have the email app integrated into our slack account



As shown on the image above we need to add the email app into our slack account.



Once we add the app you will be prompt to choose a channel were the alerts will be received



Once done you will then see the email address that you can use to receive alerts, you can place the email address on the "To" or "Cc" field see **section 4.1.**

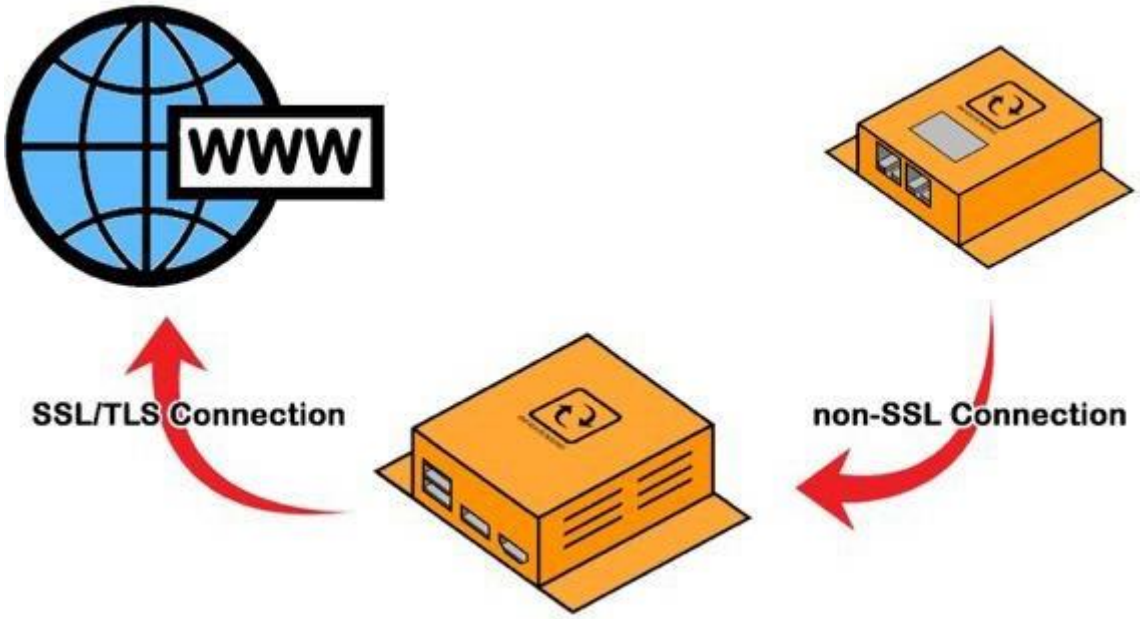
3.4 Tunneling an SSL connection

In this guide we will be using the STunnel software installed on our InfraSensing Monitoring Appliance.

You can use STunnel to allow non-SSL devices such as the SensorGateway to connect to a secure mail server in which the SensorGateway will connect to STunnel using non-SSL SMTP then STunnel will bridge the connection to for example Google Mail using an SSL connection.

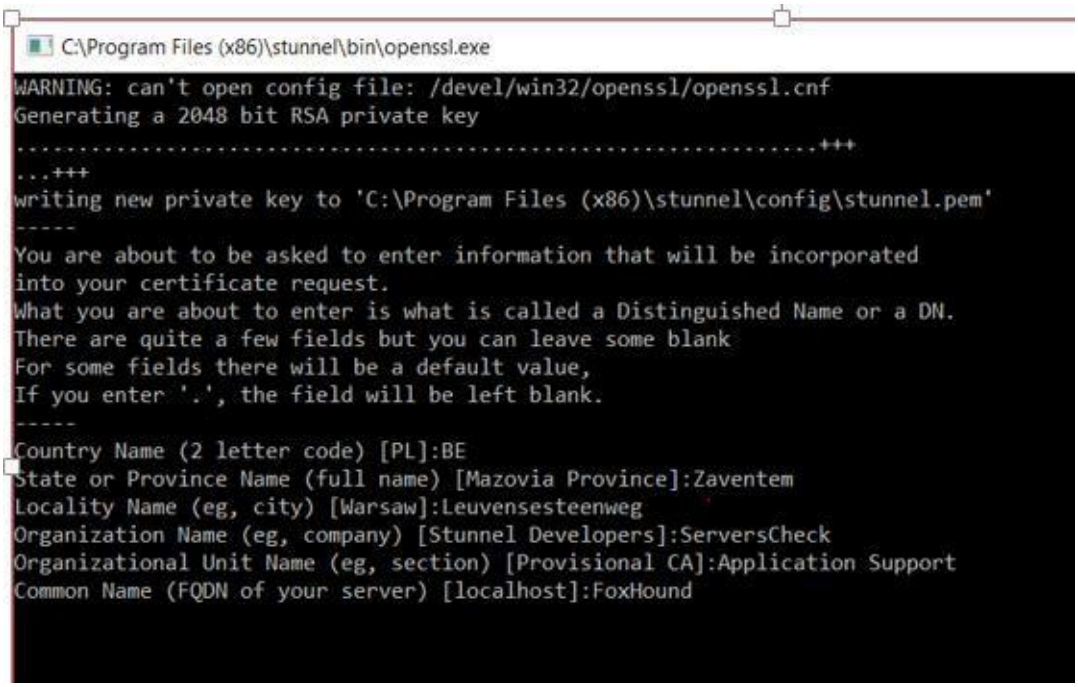
Network Diagram

The Image below will show that the gateway sends via Non-SSL smtp connection going to the monitoring appliance, the data is then relayed using an SSL/TLS connection going to Gmail's smtp server.

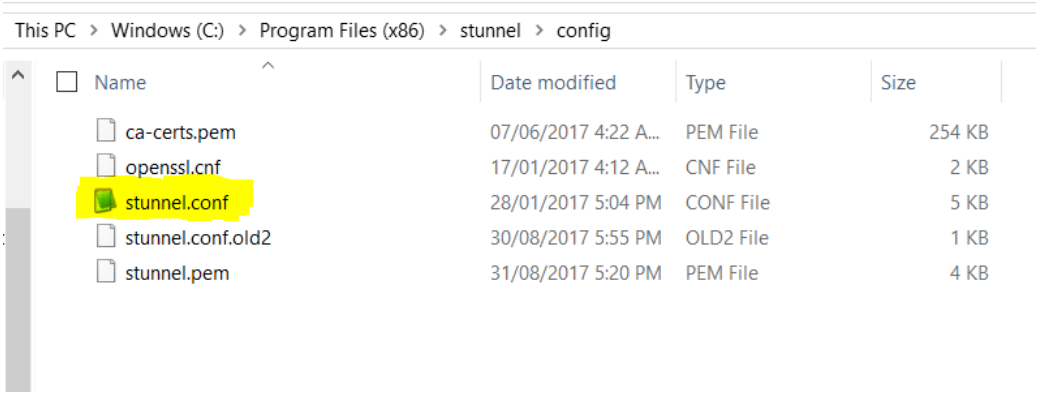


How to do it:

1. Download and Install the STunnel Software (can be downloaded from: http://www.stunnel.org/)
2. During the installation you will be prompt to input details, which will be needed to created certificates.



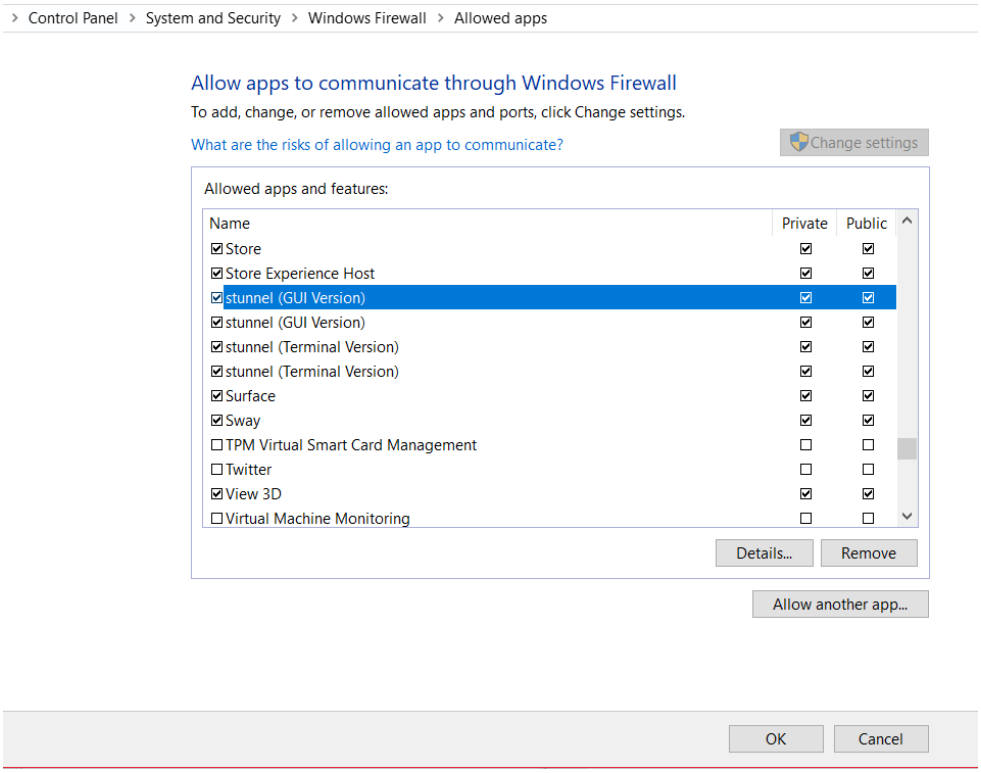
3. Access the config folder as shown in the image below and open stunnel.conf using a text editor.
   Ex. Notepad, Notepad++



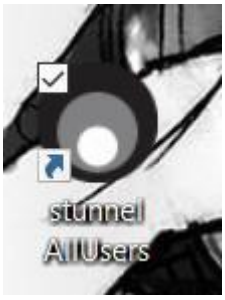
4. You should be able to see sample configuration commands. You can either edit the current or add the configuration below. Then save the file.

```
[gmail-pop3]
client = yes
accept = 110
connect = pop.gmail.com:995
verifyChain = yes
CAfile = ca-certs.pem
checkHost = pop.gmail.com
OCSPaia = yes

[gmail-imap]
client = yes
accept = 143
connect = imap.gmail.com:993
verifyChain = yes
CAfile = ca-certs.pem
checkHost = imap.gmail.com
OCSPaia = yes

[gmail-smtp]
client = yes
accept = 25
connect = smtp.gmail.com:465
verifyChain = yes
CAfile = ca-certs.pem
checkHost = smtp.gmail.com
OCSPaia = yes
```

5. Make sure STunnel is added on your allowed application in the firewall list

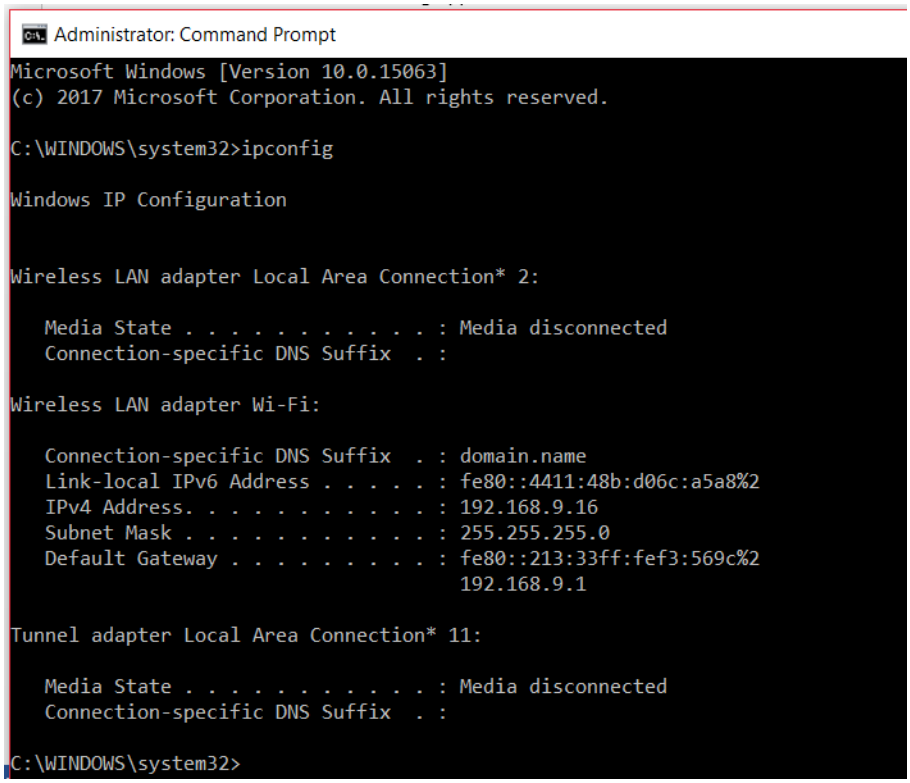


6. Click on the desktop icon of the STunnel. You can also see and choose options on the Icon created on the system tray.

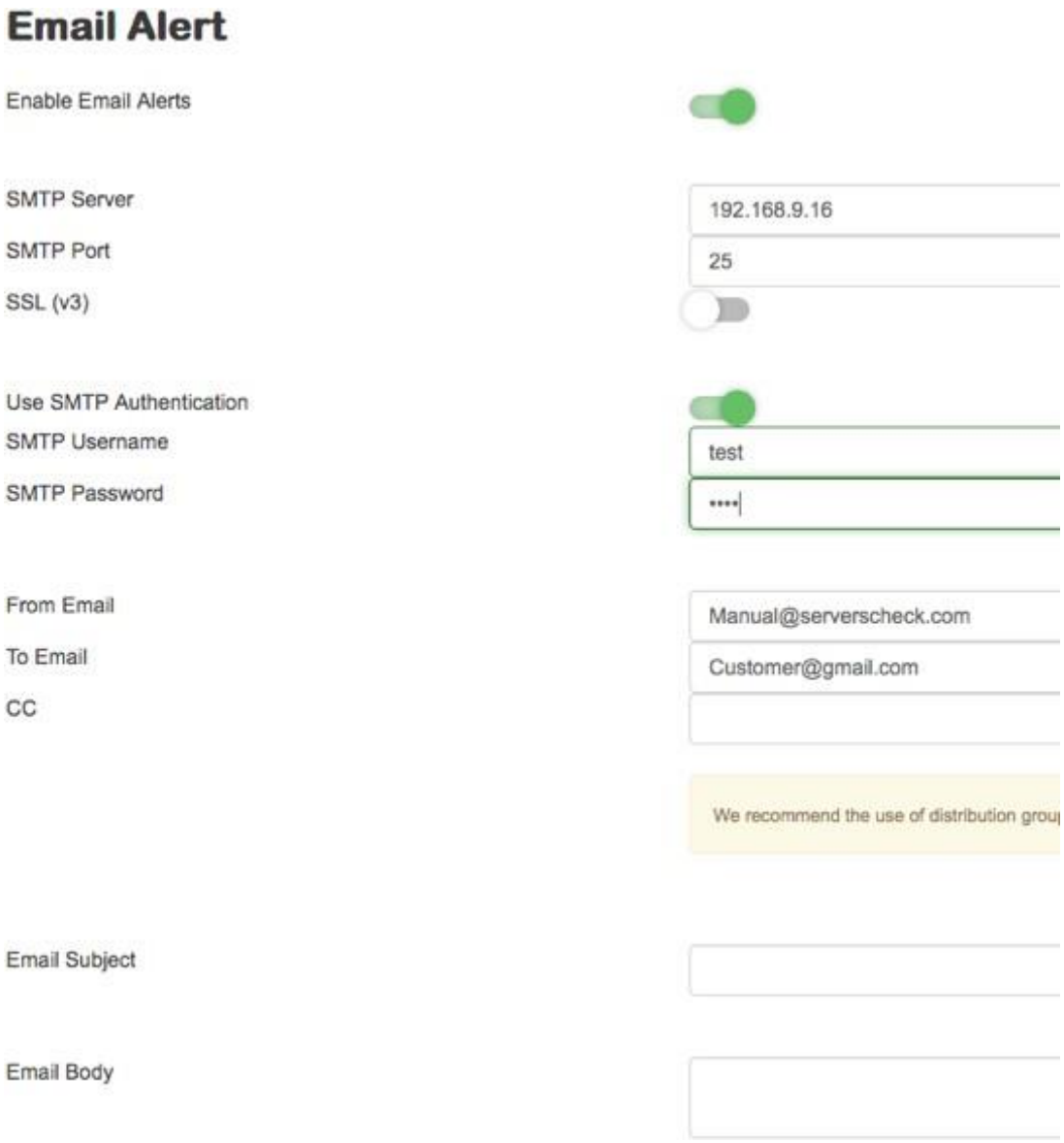


7. You should see a result like the image below once successful.

8. Check the IP address of the Appliance/Computer. In this example our Monitoring Appliance is at 192.168.9.16. (Note: One method to get the IP address of the Monitoring appliance is by opening a command prompt and typing in the command “ipconfig”)



9. Access your gateway and go to email alerts. Then configure as shown in the image. (**192.168.9.16** is the IP of the Monitoring Appliance where STunnel is installed)



10. Then click on submit and check if the email was sent successfully.

3.5 Mail service like AuthSMTP.com

If you don't have a non-SSL mail server on your network and you don't want to use STunnel and you can't use Gmail because your operator blocks it, then we could recommend AuthSMTP.com which provides a solid SMTP relay service.

With AuthSMTP.com you can subscribe to use their relay servers on a port such as 2525 while using standard authentication (non-SSL).

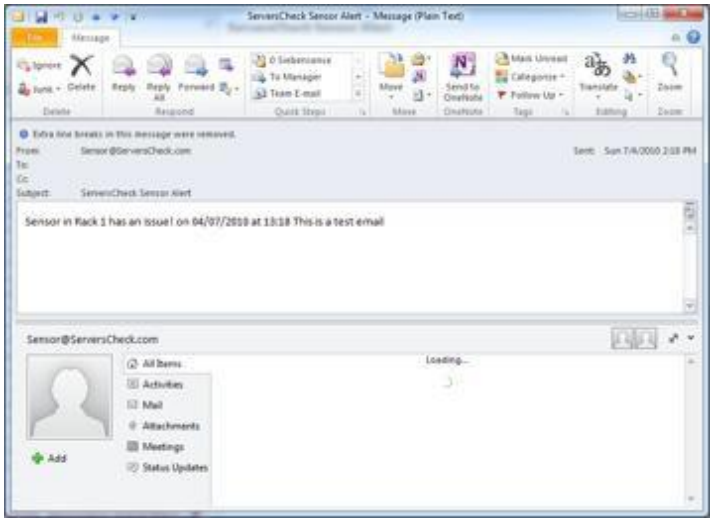
More information on http://www.authsmtp.com

Note:
If you need to send alerts to multiple recipients, then the best option is to create a group in your mail server to send out the email alerts to multiple people.

In the email body we suggest to put in the location of the sensor. When you have multiple sensors, a user easily knows where to look for when receiving the alert.

When done click on the **Submit** button. It will now try to send a test message to the mail account.

Below is the test email as received in Outlook 2010.



3.6 Beta TLS/STARTTLS firmware (Beta 8.x)

The Beta firmware allows user to send emails that require TLS/STARTTLS protocol. It also supports HTTPS and custom certificates. You can download the BETA firmware here

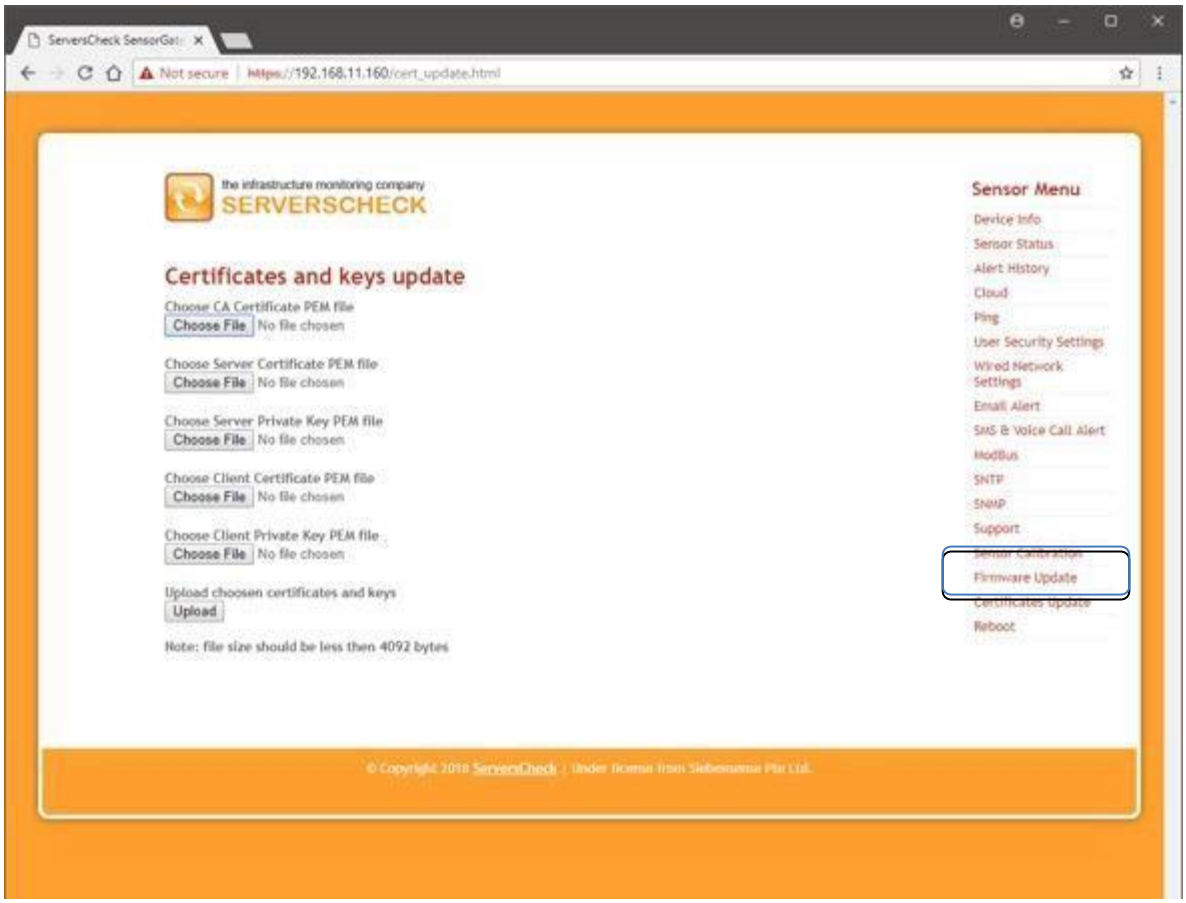
DOWNLOAD BETA FIRMWARE

3.7 HTTPS and custom certificates (BETA Firmware 8.x)

To access the gateway with the BETA firmware instead of http://192.x.x.x it is now by default in HTTPS https://192.x.x.x

It takes a couple of seconds more to load than the regular firmware due to the added security.

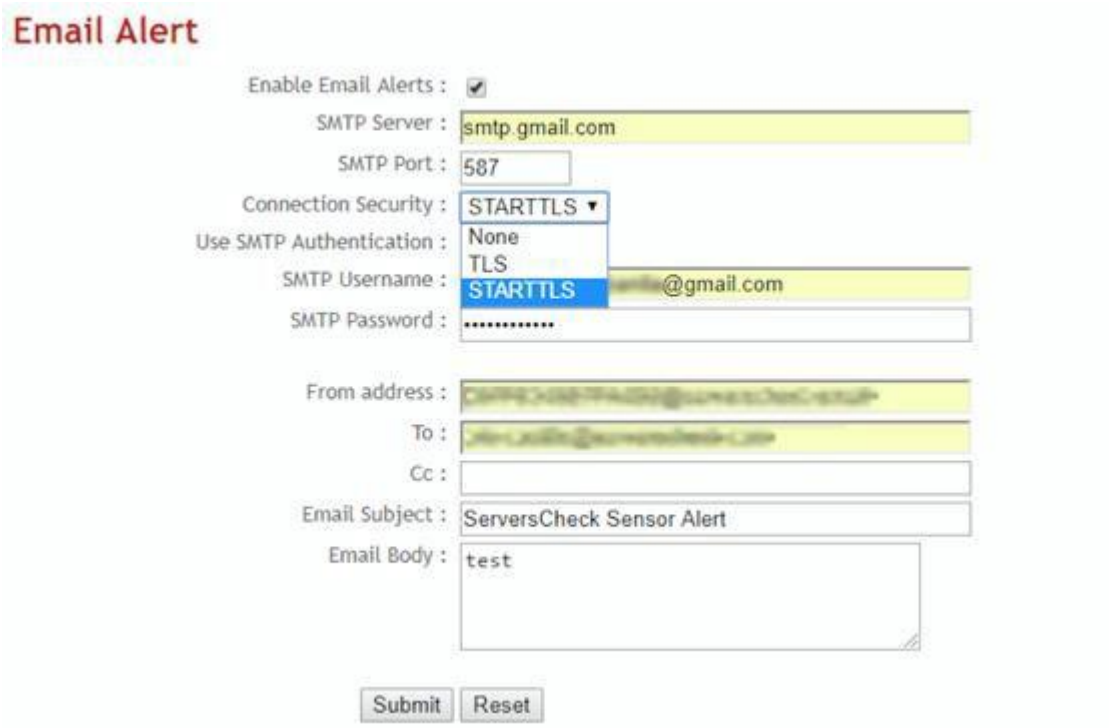
The image below shows the option where you upload your custom certificate.



3.8 TLS / STARTTLS support

The email option will look different than the regular email option we have on our official firmware.

A new interface where you can choose between TLS or STARTTLS has been implemented similar to the ADDON-LTE.



Configuration examples

GMAIL TLS

SMTP Server: smtp.gmail.com
SMTP port: 465
Connection Security: TLS
Username: “your email address” @gmail.com
Password: the password of your email

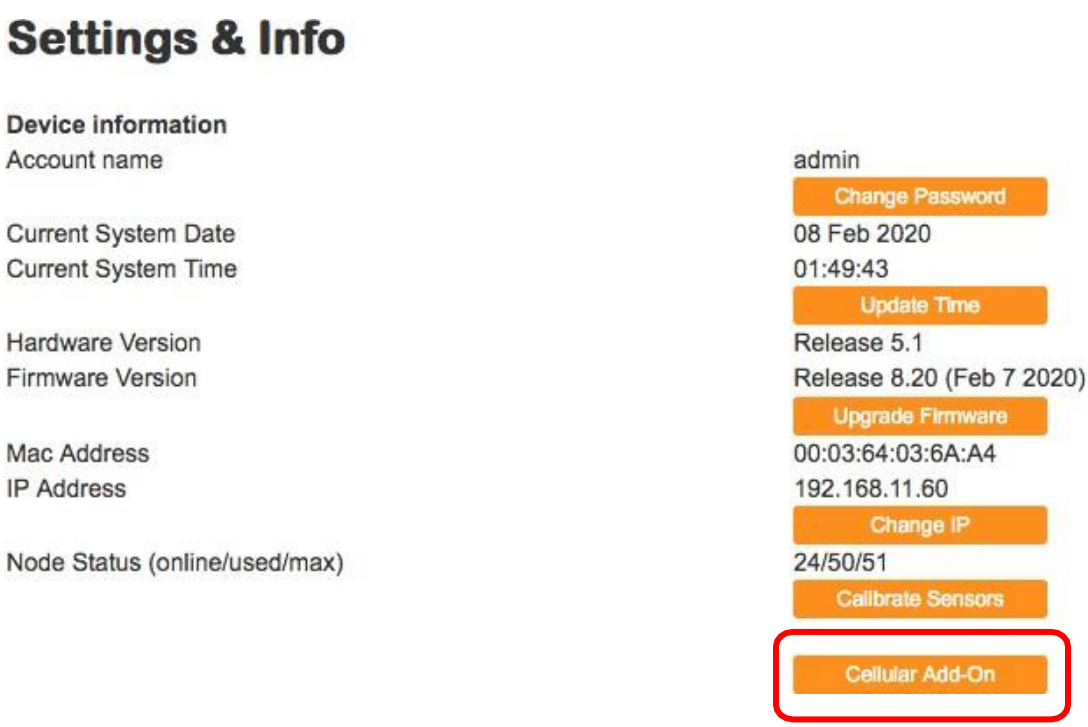
GMAIL STARTTLS

SMTP Server: smtp.gmail.com
SMTP port: 587
Connection Security: STARTTLS
Username: “your email address” @gmail.com
Password: the password of your email

Note: as the Firmware is still in BETA some SMTP servers might not work. The firmware was tested working on GMAIL, YAHOO and OUTLOOK. The firmware is also not compatible with Mac OS Sierra but can be accessed using Mac OS High Sierra

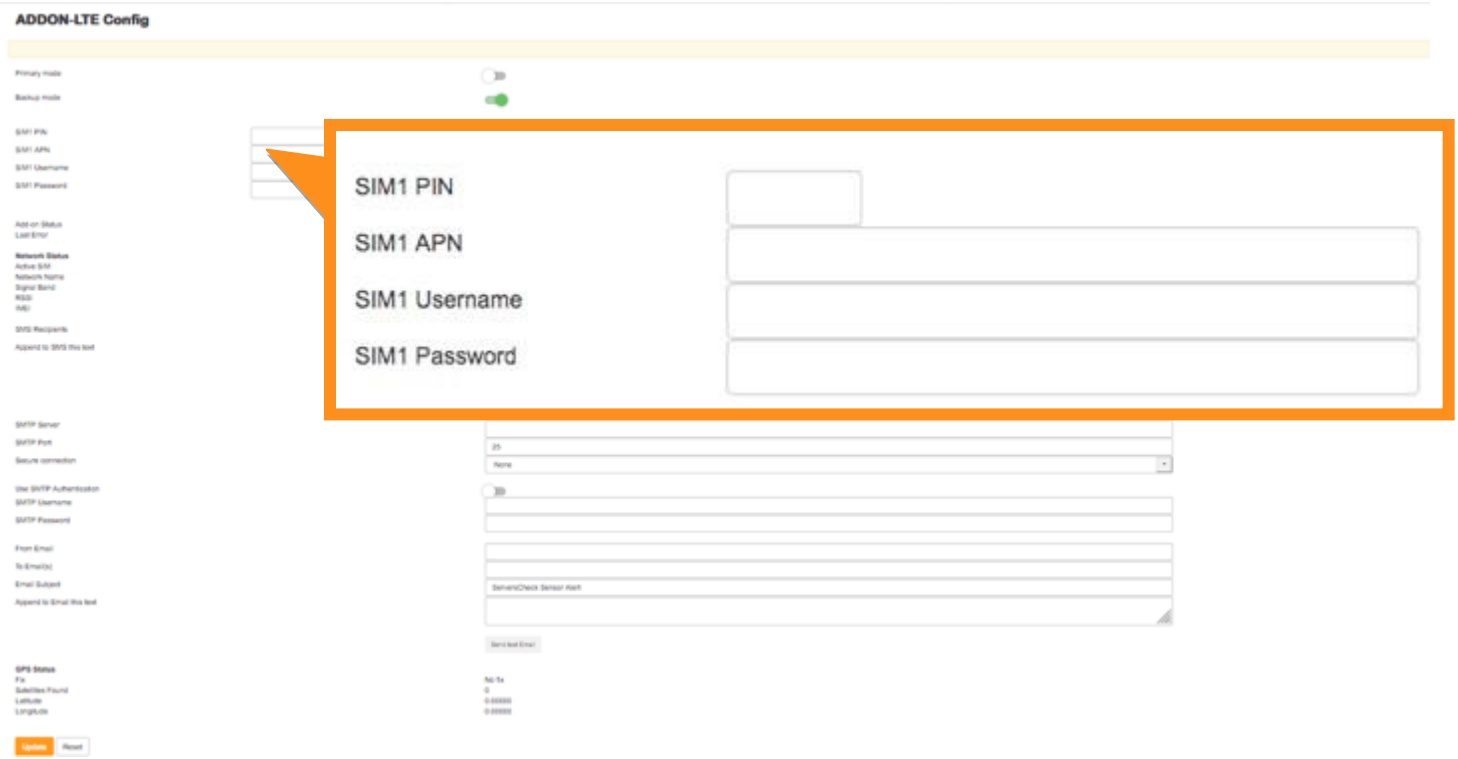
3.9 SMS alerting from SensorGateway

3.9.1 SMS alerts via ADDON-LTE

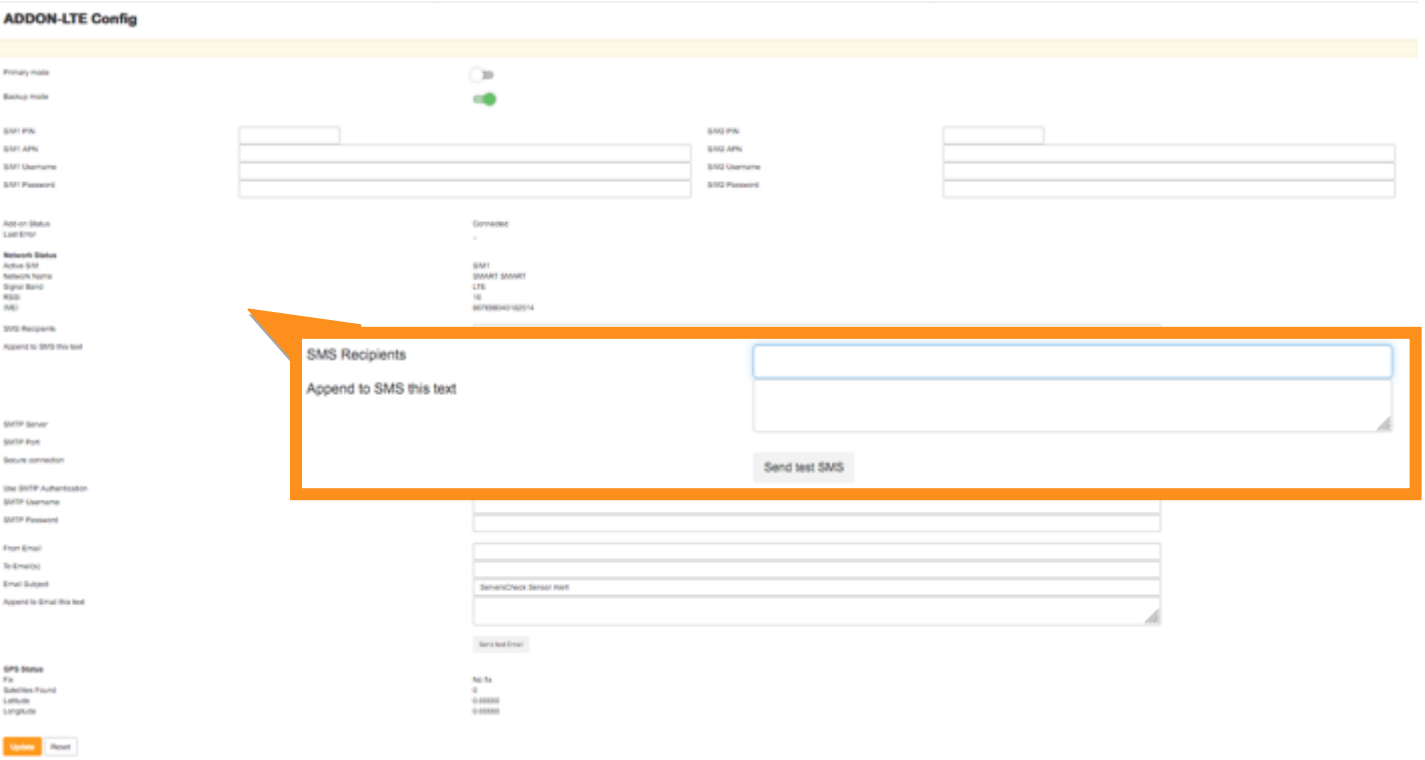


Access the base unit and go to settings, under settings click on the Cellular Add-On button to access the configuration.

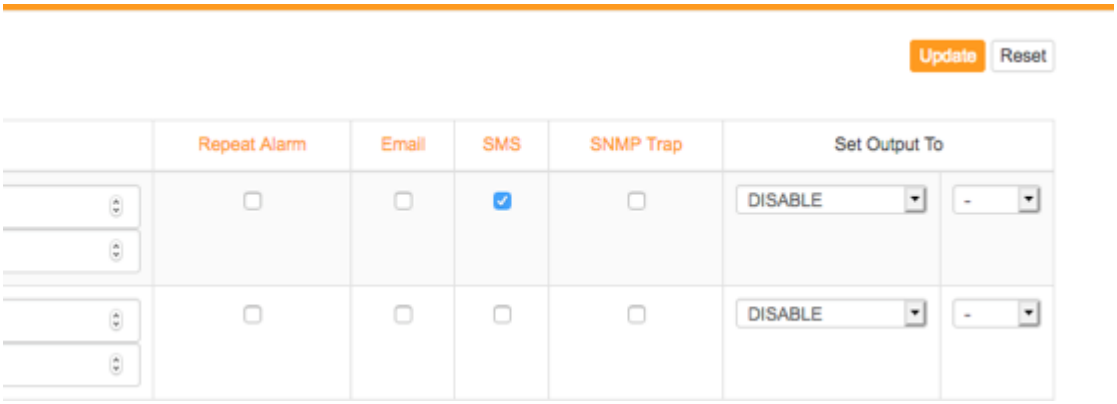
Note:The built inPremium SMS feature of the SensorGateway will be disabled upon using the SMS functionality of the LTE addon



Enter the SIM information, if the SIM does not have a security PIN then leave it blank.



A maximum of 5 recipients can be added separated by a comma.



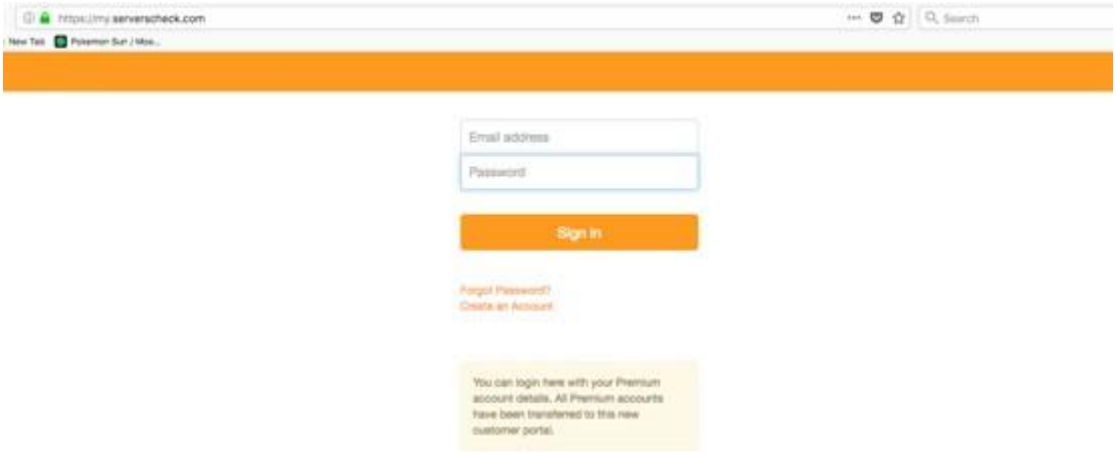
Make sure that the SMS checkbox is ticked to receive alerts via SMS for the sensors you are monitoring.

3.9.2 SMS alerts via my.serverscheck premium credits

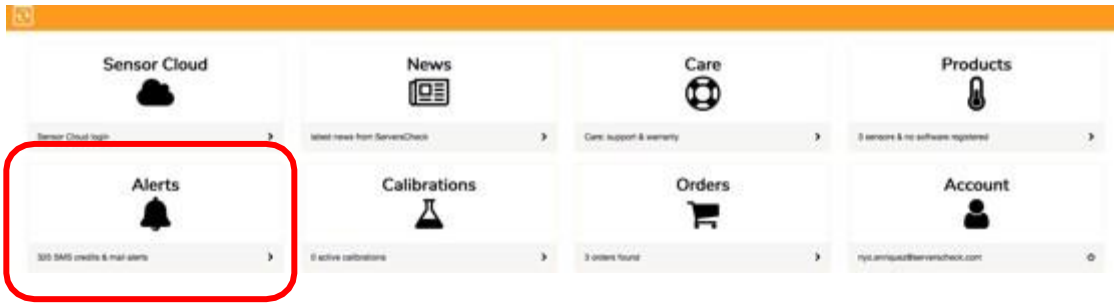
Requirements for SMS alerting:
An active account created on https://my.serverscheck.com
An active Premium Plan
Firmware 2.10 or higher on SensorGateways
Outbound communication on port 80 from SensorGateway to Internet

For SMS alerting, SMS messages are sent by InfraSensing's SMS Gateway. SensorGateways make a connection over TCP/IP with the SMS Gateway servers for delivering SMS messages.

As per above requirements you need to create an account first on https://my.serverscheck.com

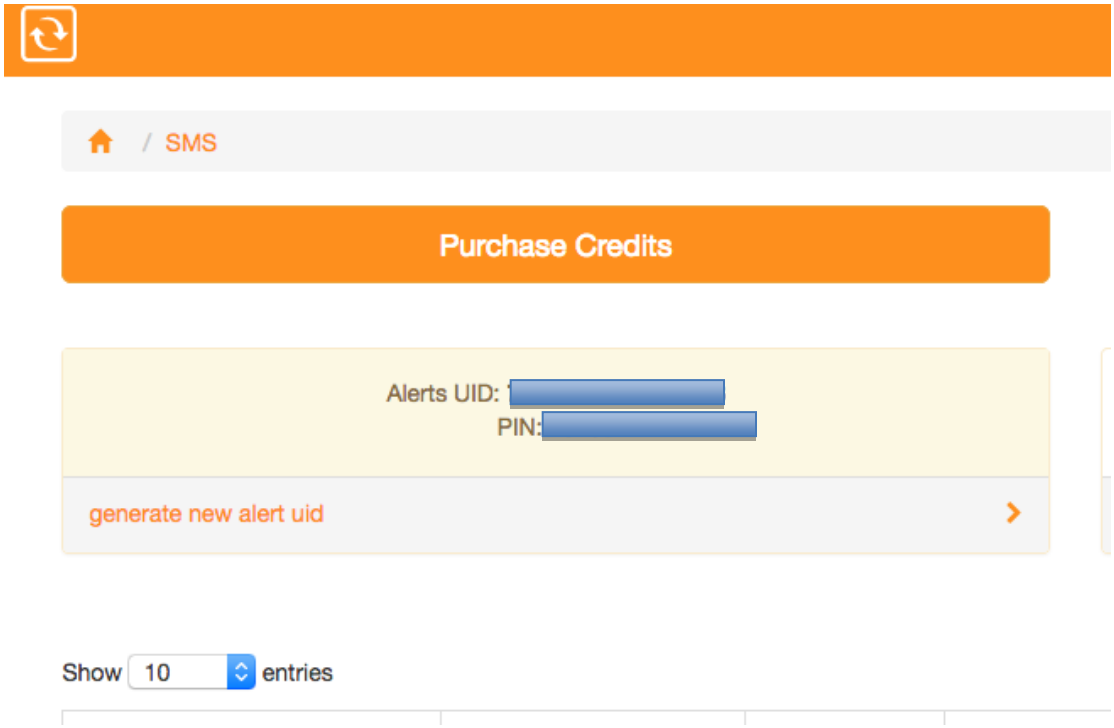


When you have completed above steps to create your account, then you will receive an email with your username and temporary password to login.



Note: Premium Credits are required for the SMS & Voice feature, Credits can be purchased through your account.

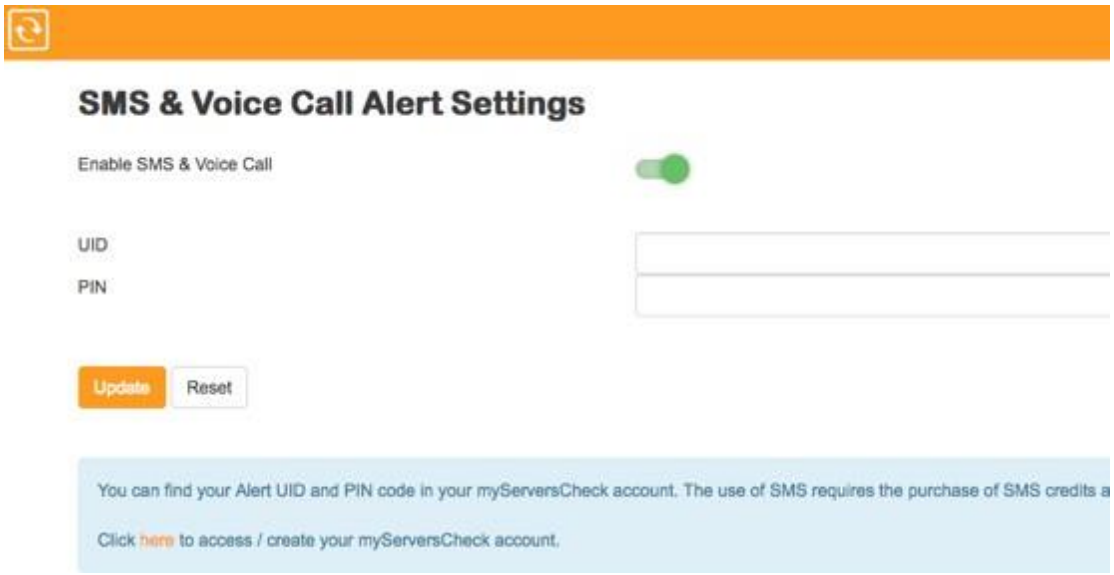
To check for the configuration and remaining SMS/Voice Call Credit we need to click on the “Alerts” Icon and then “SMS” in the middle of your Home page.



You need to note down the following configuration info: the **UID** and **PIN** codes. These have to be entered in the SensorGateway in order to have the SMS alerting work. You may also Generate a new alert UID, should you wish to do so.

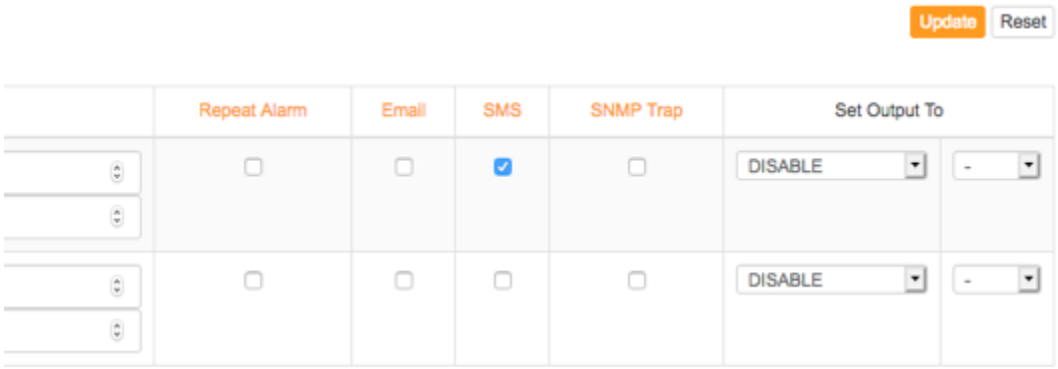
From the above personal page, you can check your SMS credits status, Upgrade into New Plans or check your SMS alerting history. You can also add additional SMS recipients if you want SMS alerts to be send to multiple mobile numbers.

Now connect to your SensorGateway, click on the Menu button and go to settings then click on SMS



Activate the **Enable SMS& Voice Call** option. Then enter the **UID** and **PIN** from your account page. Click on the **Submit** button and wait for an SMS test alert to be sent on your cell phone.

Didn't you receive the SMS test alert? Verify your network settings especially if the DNS server has been configured correctly in the **Network** menu settings. If the DNS server has been correctly defined then make sure that no firewall is blocking outgoing HTTP calls from the SensorGateway to the InfraSensing SMS Gateway.

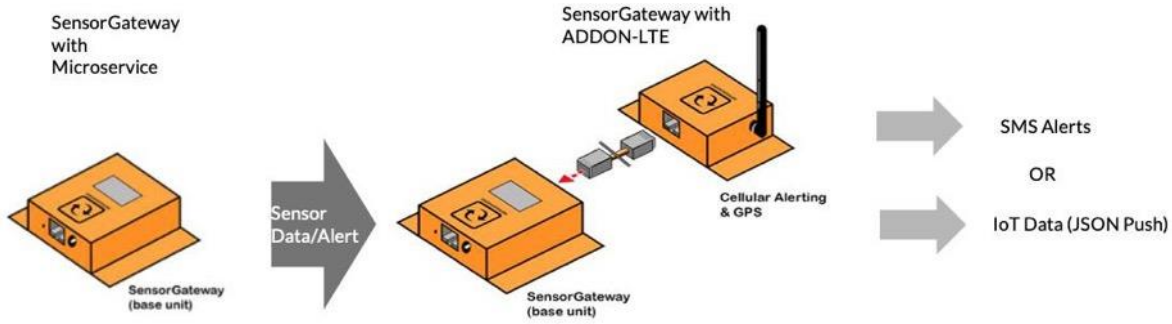


Now click on the SMS checkbox to receive alerts via SMS for the item you are monitoring.

3.9.3 Sending SMS alerts and JSON Push data using the Microservice feature

Starting from SensorGateway firmware 8.7,the Microservice feature of the SensorGateway lets you send SMS alerts and JSON Push data through the ADDON-LTE of another SensorGateway that is within the same network.

How the Microservice works

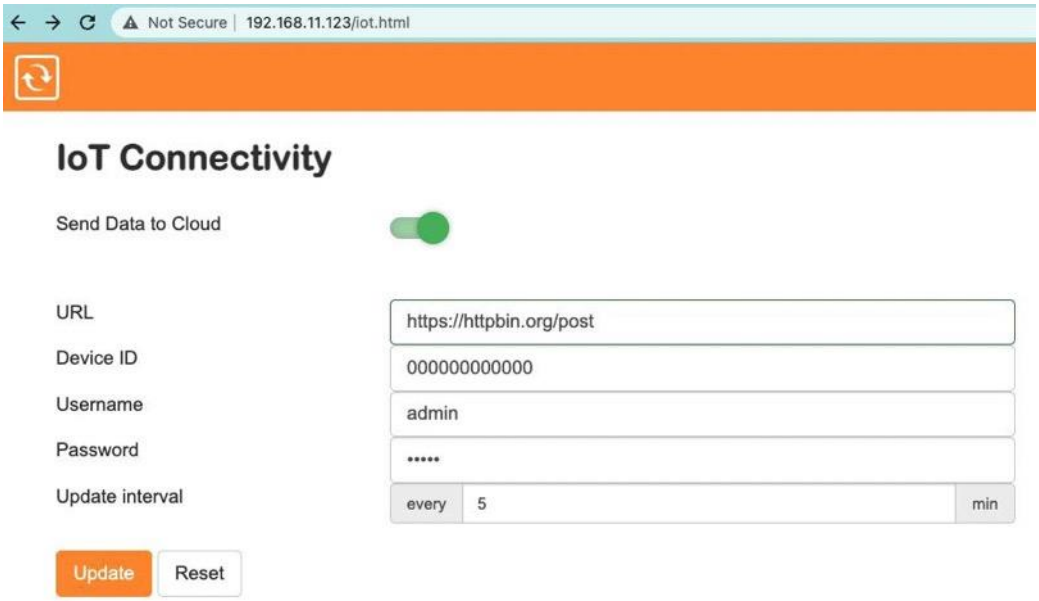


Requirements:

- SensorGateway to use the feature
- SensorGateway with connected ADDON-LTE(with attached SIM card) to host the Microservice
- Both SensorGateways must be on the same network

Setting up the host SensorGateway

1. On the Web Interface of the SensorGateway, go to the Menu > Settings > IoT. You should be able to see a window like this:



2. Turn on Send Data to Cloud.
3. Fill in the following data:
   - URL that will receive JSON Push data
   - Device ID of the SensorGateway (alphanumeric)
   - Username and Password
   - Update interval of the SensorGateway to send data over the Microservice

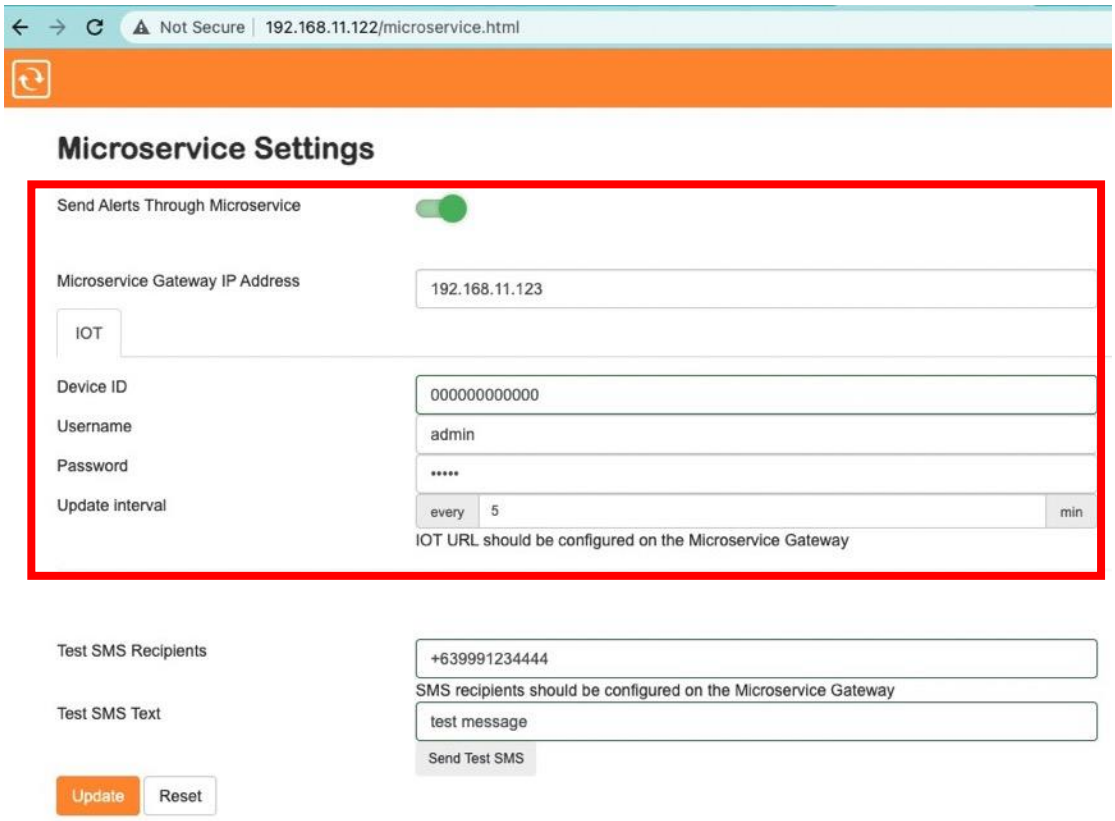
4. After the details are entered, click **Update**.

Setting up the SensorGateway that will use the Microservice

1. On the Web Interface of the SensorGateway, go to Menu > Settings > Microservice.

Take note that the Microservice Settingsbutton will only appear on SensorGateway with firmware version 8.7 and up.

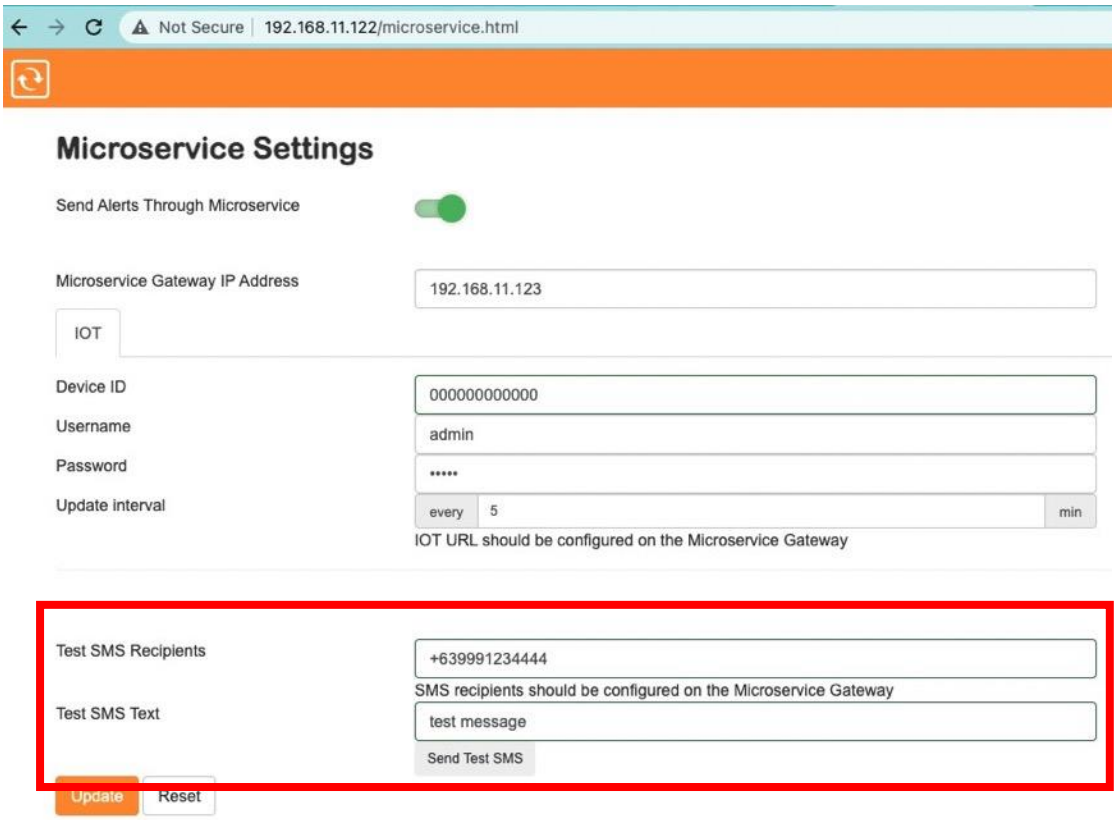
You should be able to see a window like this:



2. Turn on the Send Alerts Through Microservice.
3. Fill in the following data:
   - The Microservice Gateway IP Address (host IP Address)
   - Device ID of the host SensorGateway
   - Username and Password of the host
   - Update interval

4. Click **Update**.

Sending Test SMS for Microservice



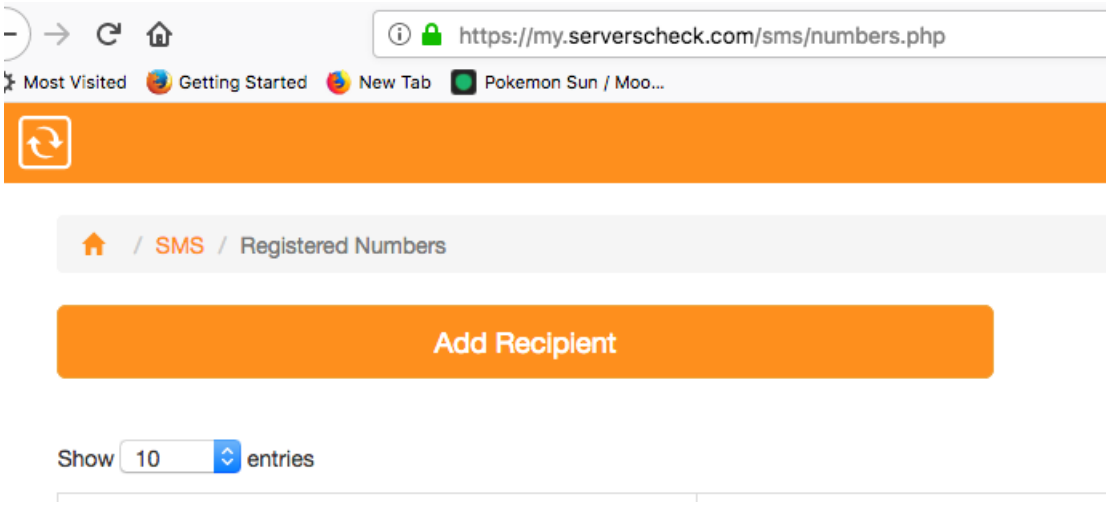
1. On the Microservice Settings, fill in the mobile numbers for the Test SMS Recipients.
2. Input the Test SMS Text that the recipients should receive.
3. Click **Send Text SMS**.

3.10 Voice call alerts

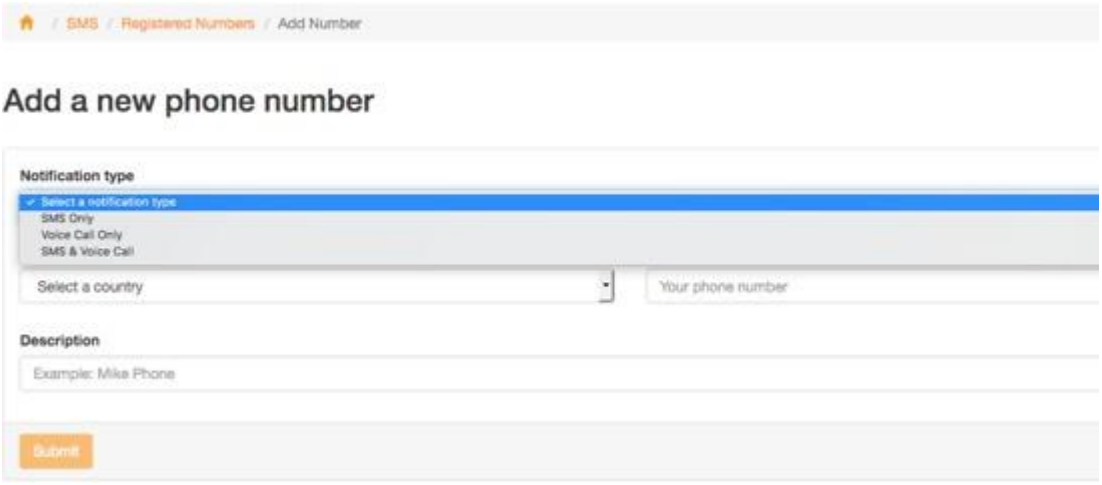
Aside from SMS messages, InfraSensing also offers voice calls as an alert by using text-to-speech technology. This feature could be utilized to monitor your mission-critical environments and/or devices. It works by dialing the recipient's number then informing him/her of the error message.

Voice call alerts are configured on the SMS portal and can be used by purchasing the same credits used for your SMS alerts.

To get started, add a new recipient by proceeding to the "Manage Numbers" page of the SMS portal. From there, as seen on the screenshot below, you'll have to choose the alert type for the new recipient which can be for SMS, voice call, or both.



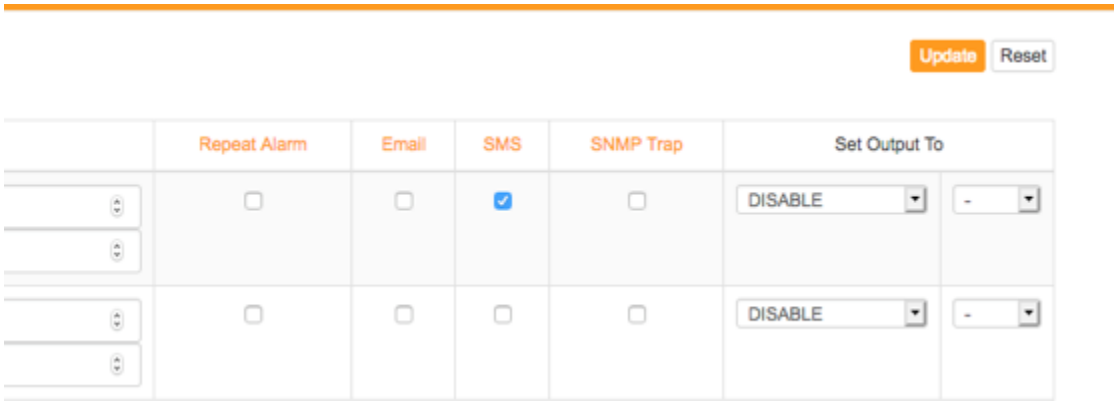
Fill in the required fields



Then select “Voice” or “SMS and Voice”

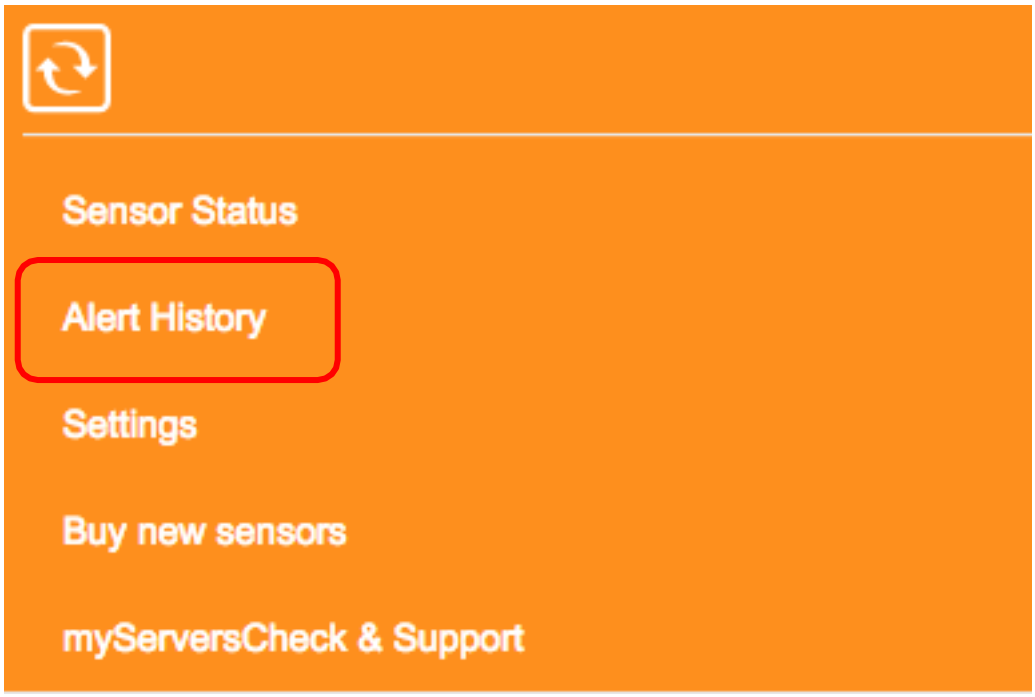
After which, you’ll have to verify the added number by clicking the “Activation Pending” link as seen below.

Once activated, we’ll have to go the SensorGateway’s web page to specify the sensors where you want the voice call alert to be used. In order to do so, make sure the SMS and Voice Call alert option on the Settings page is ticked.



Depending on the active recipients on the SMS portal, each time the specified sensor sends an alert, you will receive an SMS and/or voice call alert(s). If the active recipient(s) is only enabled for SMS, then you'll only be receiving an SMS alert. Other options are voice only, or both SMS and voice.

4 Alert history



Each time a threshold is hit, an entry is automatically recorded on the log. And as seen on the screenshot, recovery alerts are also included. The SensorGateway is able to store up to 2048 entries and are downloadable in CSV format. On column F of the CSV file, the following legend is used for the alerts - *0:Recovery; 1:Warning; 2:Down.*

5 Configuring the SensorGateway for SNMP

In this section we are going to explain how the InfraSensing sensors can interact with SNMP enabled management systems.

The SensorGateway supports 2 kinds of SNMP messages:
Pulling: a network management system's requests status for the sensors through SNMP get requests
Pushing: the SensorGateway pushing SNMP notifications (called SNMP Traps) to network or building management systems

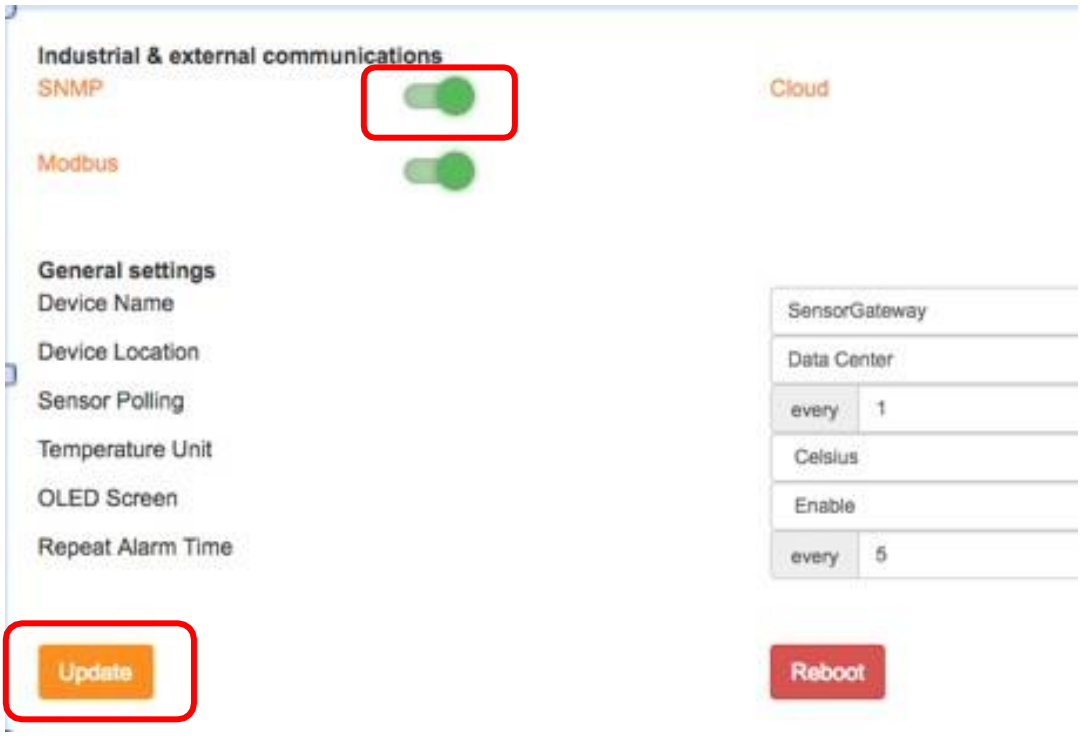
To illustrate SNMP, we will use the free (for personal use) SNMP Browser from iReasoning which is available from the following URL:
http://ireasoning.com/mibbrowser.shtml

5.1 SNMP get requests

In the SensorGateway the built-in SNMP agent needs to be enabled to allow for querying of the sensor by external applications using the SNMP GET protocol.

The SensorGateway has its own MIB file, which can be downloaded here:
http://downloads.serverscheck.com/sensors/SensorGateway.mib

1. To enable SNMP, connect to the SensorGateway, Click on the menu button and go to settings and then under industrial and external communications *toggle on "SNMP"*and click *Update*.

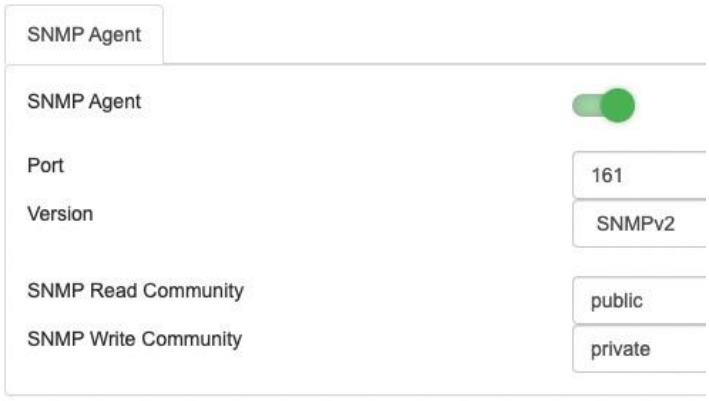


Community string is limited to 16 characters.

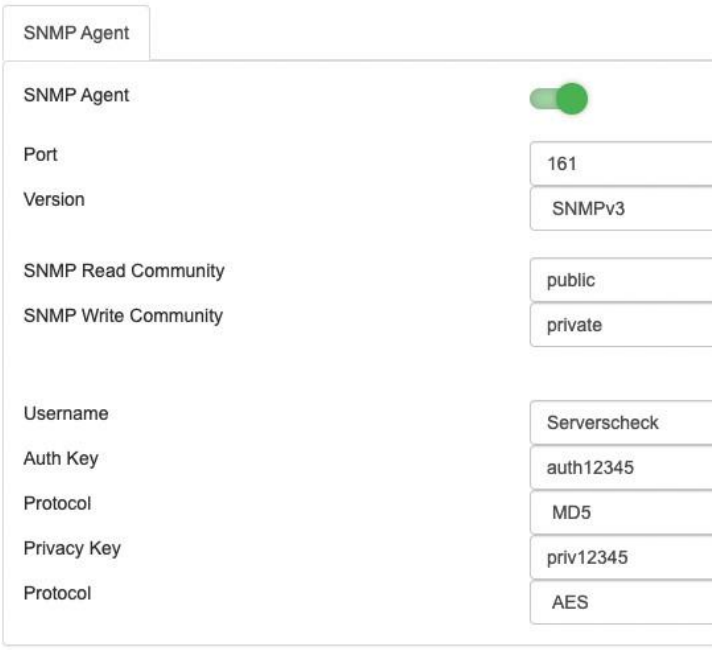
2. You need now to enable the **SNMP Agent**. Click on *SNMP* to proceed to the SNMP settings.

3. On the SNMP Settings, click on the *SNMP Agent* toggle and enter the *Port* number to be used(default port for this UDP is *161* for Windows OS and *5555* for MAC OS). If you want to use a different community string, then you can change the value up to 16 characters. Default value for a read community is typically *public*, and *private* for write community.

4. Select the SNMP Version (SNMPv2 or SNMPv3). Refer to the illustration for settings of each version:



SNMP settings for v2

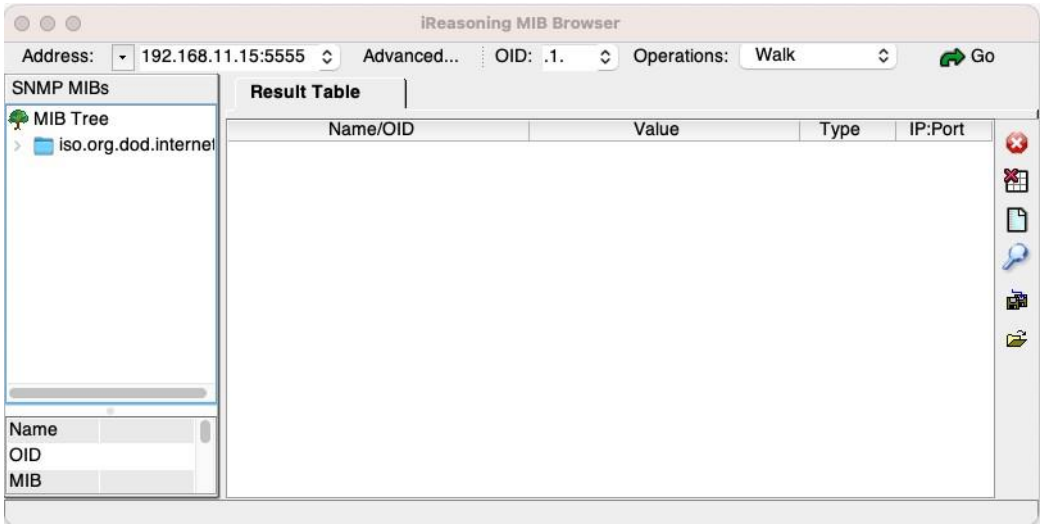


SNMP settings for v3

Note. On v3, additional settings will appear. Select a username, then select *MD5* and *AES* for the 1st and 2nd Protocol respectively, and enter a Auth Key and Privacy Key.

5. After all the SNMP settings are done, click *Update*.

6. Now let's proceed to opening the iReasoning MIB Browser.

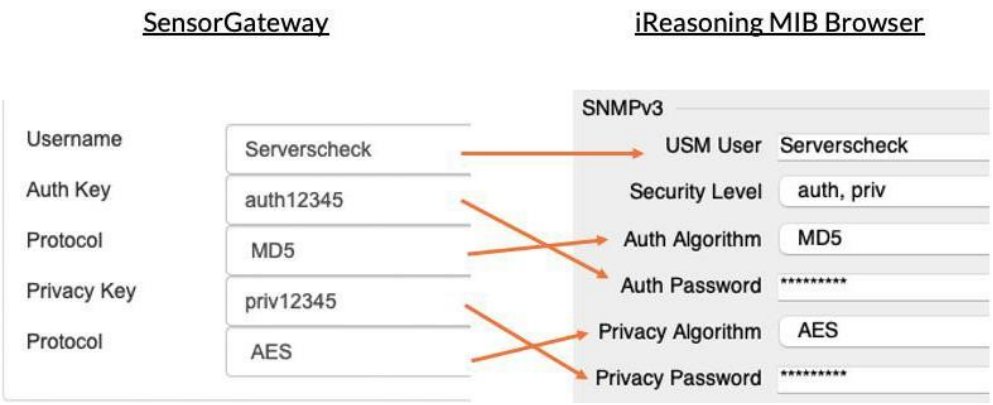


iReasoning MIB Browser main screen

7. Set the Address field to the IP address of your SensorGateway.

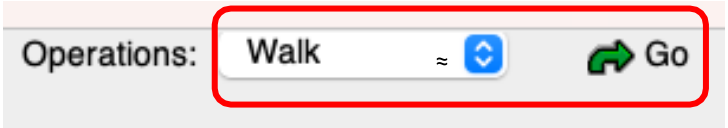
8. Next, click *Advanced*to go to the advanced properties of the SNMP agent.
9. In the Advanced Properties window, enter the following details:
   - IP Address of the SensorGateway
   - Copy details from the SNMP settings of the SensorGateway such as Read and Write Community string, and Port number
10. Select the SNMP version (2 or 3)

Note. When SNMP Version 3 is selected, there will be additional settings to fill out.
For the *Security Level*, select *auth, priv* then for the rest, copy from the SNMP settings of the SensorGateway.

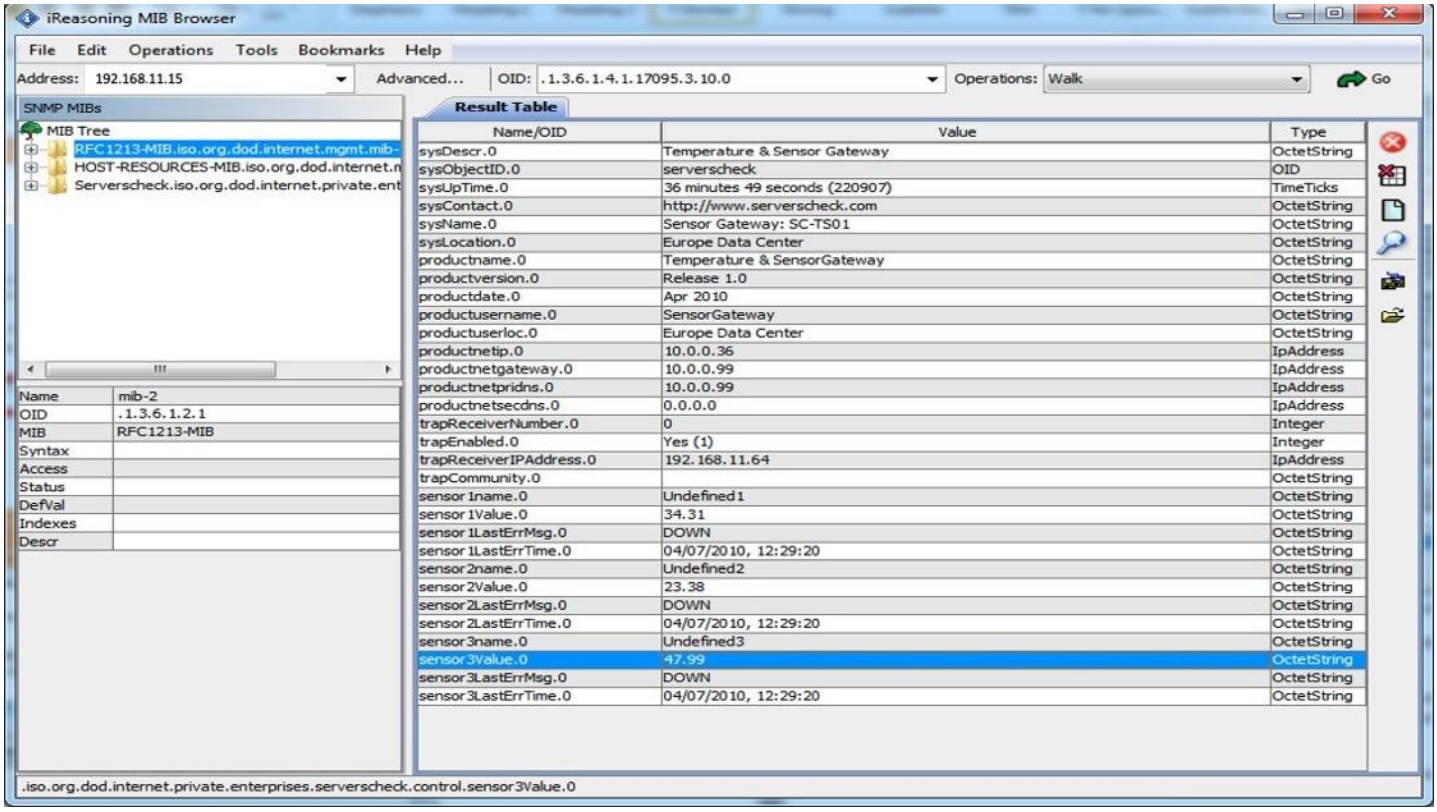


For the remaining settings of SNMPv3, leave it blank and it will later have values after it has undergone the SNMP Walk operation.

11. After the SNMP v2 or v3 settings are entered, click *OK*.
12. Go to the main screen and perform SNMP walk by selecting *Walk* on Operations and then click *Go*.



13. The image below shows the example output of the SNMP walk.



In the above screen copy you see all the SNMP parameters as made available by the InfraSensing SensorGateway.

At the bottom you will see the values of the internal temperature sensor connected to the appliance (**sensor1Value.O**) and then of the values returned by external sensor probes connected to it.

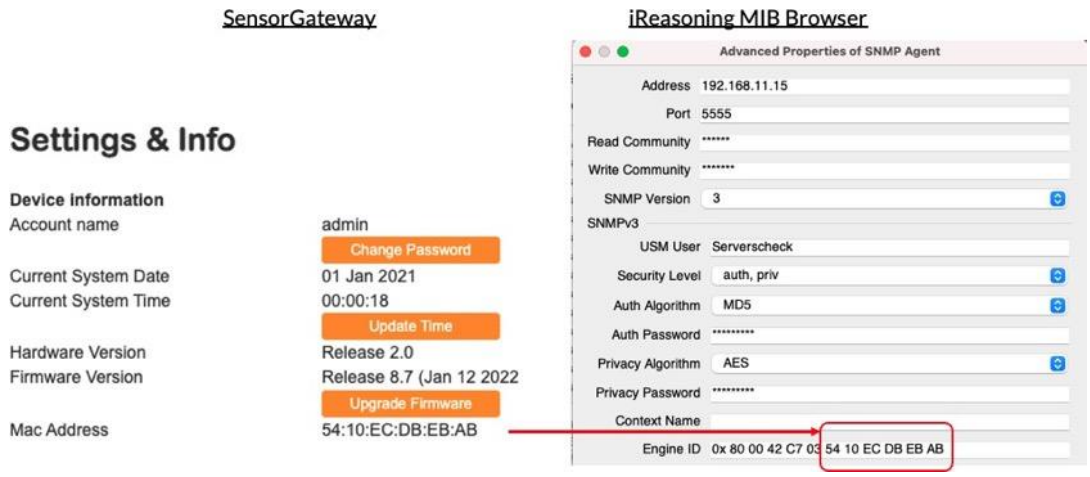
In this example we added an external temperature & humidity probe to it. By clicking on a field, you can see the matching OID for that field at the top. In above example the OID for the humidity reading is **.1.3.6.1.4.1.17095.3.10.0**

Note: for Firmware 7.5 and above a new OID structure is implemented which would have sensor values as String and Integer. The update will not affect the OLD OID structure and can still be used.

Below is an Example of the new structure added on top of our current structure.

1.3.6.1.4.1.17095.1010.10.3.0	25.62	OctetString	192.168.11....
1.3.6.1.4.1.17095.1010.10.4.0	25	Integer	192.168.11....
1.3.6.1.4.1.17095.1010.10.5.0	WARNING	OctetString	192.168.11....
1.3.6.1.4.1.17095.1010.10.6.0	1	Integer	192.168.11....
1.3.6.1.4.1.17095.1010.10.7.0	WARNING	OctetString	192.168.11....
1.3.6.1.4.1.17095.1010.10.8.0	05 July 2018,14:49:47	OctetString	192.168.11....

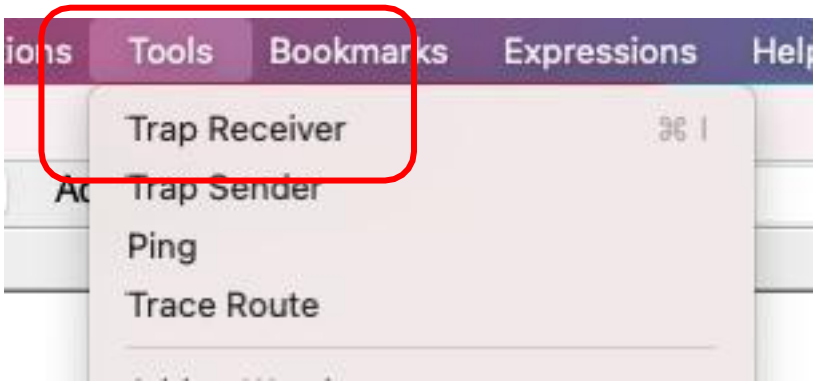
Note. After the walk operation, the SNMPv3 advanced properties(Engine ID, Localized Auth Key and Localized Priv Key) will have values. The engine ID is composed of the initial default value and followed by the MAC Address of the SensorGateway. It can be seen by looking into the Main Settings of the gateway.



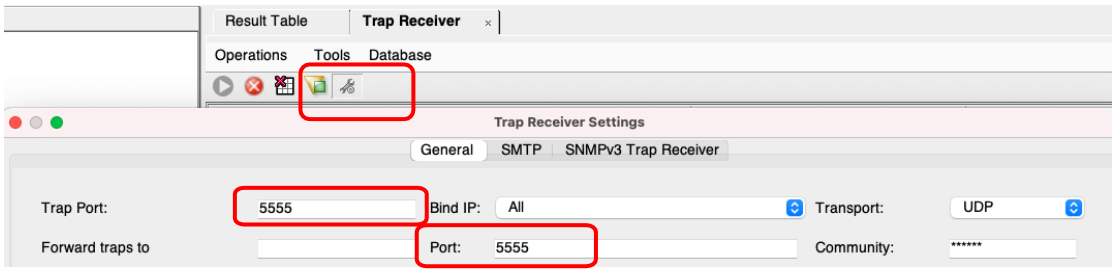
5.2 SNMP traps

When threshold values are exceeded or on failure (water detection or power failure), the SensorGateway can send out SNMP Traps to network management systems.

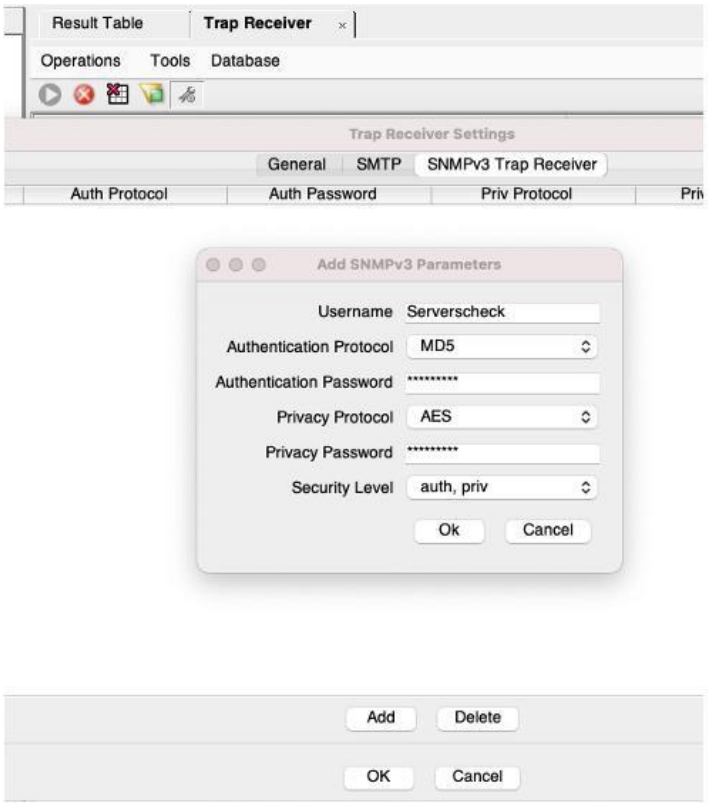
1. On our system we have installed the iReasoning MIB Browser. Go to **Tools > Trap Receiver**



2. In the Trap Receiver, click on the Tools button for SNMP Trap settings.
Set the Trap Receiver Port. This is the UDP port used by the SNMP Trap Receiver to receive incoming messages. In our example we set it to 5555.



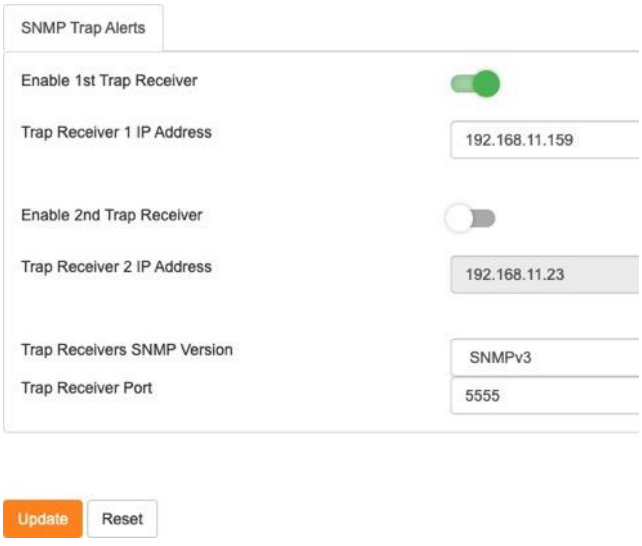
For SNMPv3, additional settings should be added by going to the *SNMPv3 Trap Receiver* tab and then click *Add*, the Add SNMPv3 Parameters will show,thencopy the SNMPv3 settings from the SensorGateway to the iReasoning MIB Add SNMPv3 Parameters. After that, click *Ok*.



The iReasoning is now ready to receive SNMP Trap alerts from the SensorGateway.

3. Go back to the SensorGateway to set the SNMP Trap Alerts by:
   3.1. Click on the Enable 1st Trap Receiver
   Note: With the firmware version 7.40 and above you can have up to 2 trap receivers meaning you can install iReasoning or any trap receiver on any two computers and have the gateway send trap alerts on both.

   3.2. Define the IP address of the system on which the SNMP Trap Receiver runs.
   3.3. Selecting the Trap Receivers SNMP Version.
   3.4. Set the Trap Receiver Port.



4. Click on the **Update** button when done. Once you click the update button, the SensorGateway will reboot and will start sending SMS trap alerts.

Above shows the SNMP Trap as received by iReasoning MIB Browser

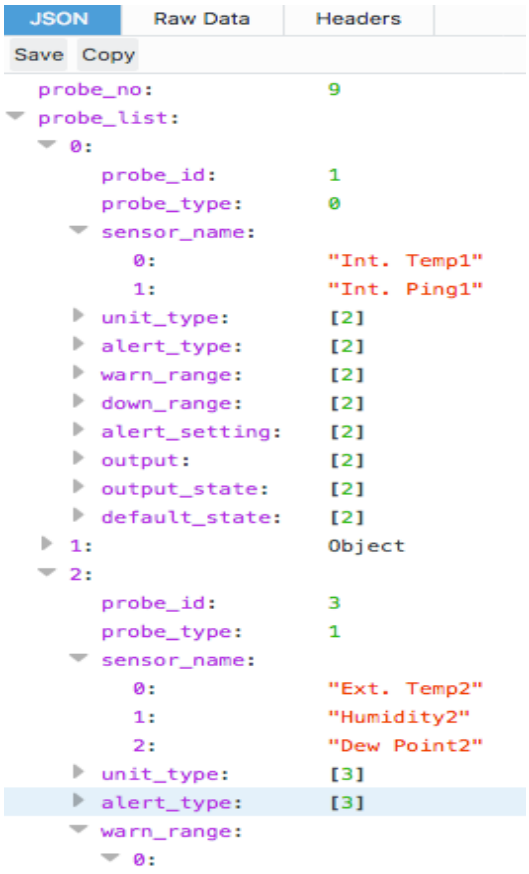
5.3 JSON (PULL)

To integrate using JSON, We just have to type in the URL the following extensions along with the IP address of your gateway.

http://IP_ADDRESS/probe_list.json
This call returns the list of sensor probes connected to the SensorGateway and their

settings. Example:

http://192.168.1.1/probe_list.json

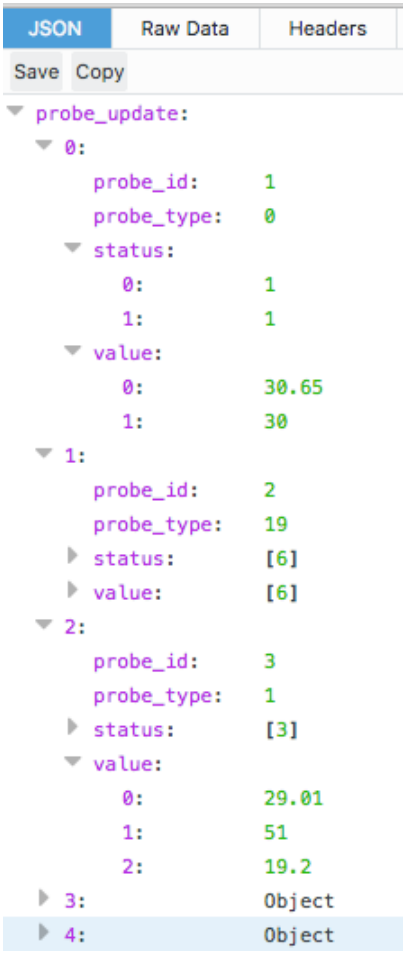


http://IP_ADDRESS/probe_update.json

And this call returns the latest values of all the sensor probes.

Example:

http://192.168.1.1/probe_update.json

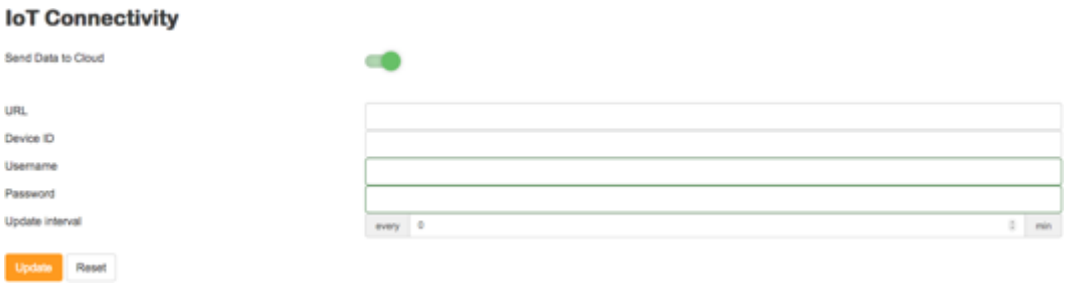


5.4 JSON (PUSH) with ADDON-LTE

With the use of our ADDON-LTE, we are now enabled to integrate into your IoT platforms.

Once we connect the LTE add-on into ourbase unit, we will have a new option for IoT under the settings menu.

Click on the IoT option and it will bring us to the set up page for our IoT integration.



You can now input the URL where the data should go, the Device ID that will identify the gateway sending the data, Username and password for security and the update interval.

Note: Update interval has a minimum of 5 minutes

JSON structure is as follows:


```
{"t":"2020-02-21T05:20:33Z","d":"000364037961","u":"user","p":"pass","lo":"27.674","la":"53.874","nsg":"14","nty":"3G","nsi":"sim1"}
{"t":"2020-02-21T05:20:33Z","d":"000364037961","u":"user","p":"pass","sensors":[{"si":"1","sn":"Int. Temp1","st":"Int. Temp","sv":"24.40"}]}
{"t":"2020-02-21T05:20:33Z","d":"000364037961","u":"user","p":"pass","sensors":[{"si":"2","sn":"Int. Ping1","st":"Int. Ping","sv":"1.00"}]}
...
{"t":"2020-02-21T05:21:36Z","d":"000364037961","u":"user","p":"pass","IOs":[{"si":"9","sn":"UndefineIO 1","st":"Dry Contact","sv":"0"}]}
```


t = is the timestamp in UTC
d = is the device ID
u = is the username
p = is the password

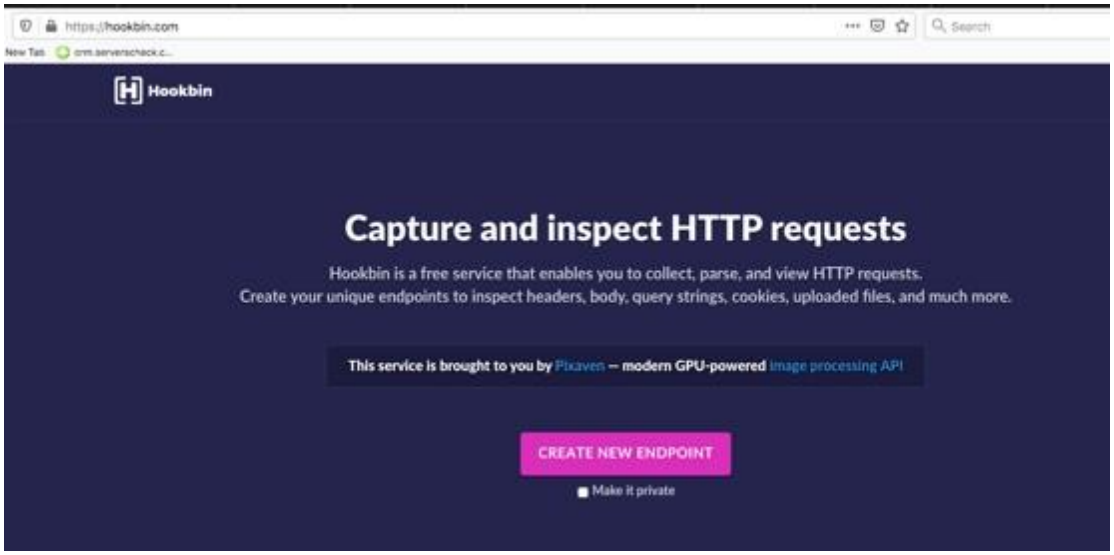
The first call is the connectivity details:
lo: longitude from GPS
la: latitude from GPS
nsg: network signal strength
nty: network type 4G/3G/2G
nsi: sim used


```
"sensors":[{"si":"1","sn":"Int. Temp1","st":"Int. Temp","sv":"24.40"}]}
```

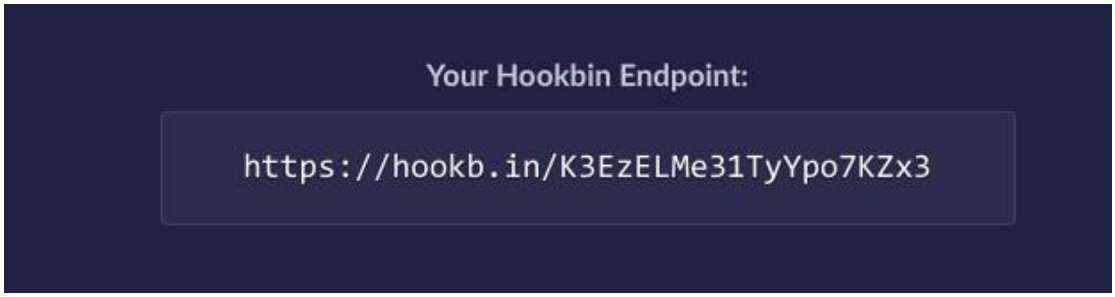

This is the sensors structure:
si: sensor sequential identifier
sn: sensor name
st: sensor type
sv: sensor value

5.5 JSON (PUSH) with ADDON-LTE - Adding Hookbin Endpoint

First, we need to go to https://hookbin.com/ and then click on create new endpoint.



We will then generate a link for our endpoint; this link will be the one copied into our IoT settings. Make sure that the browser remains open for the remainder of the process.

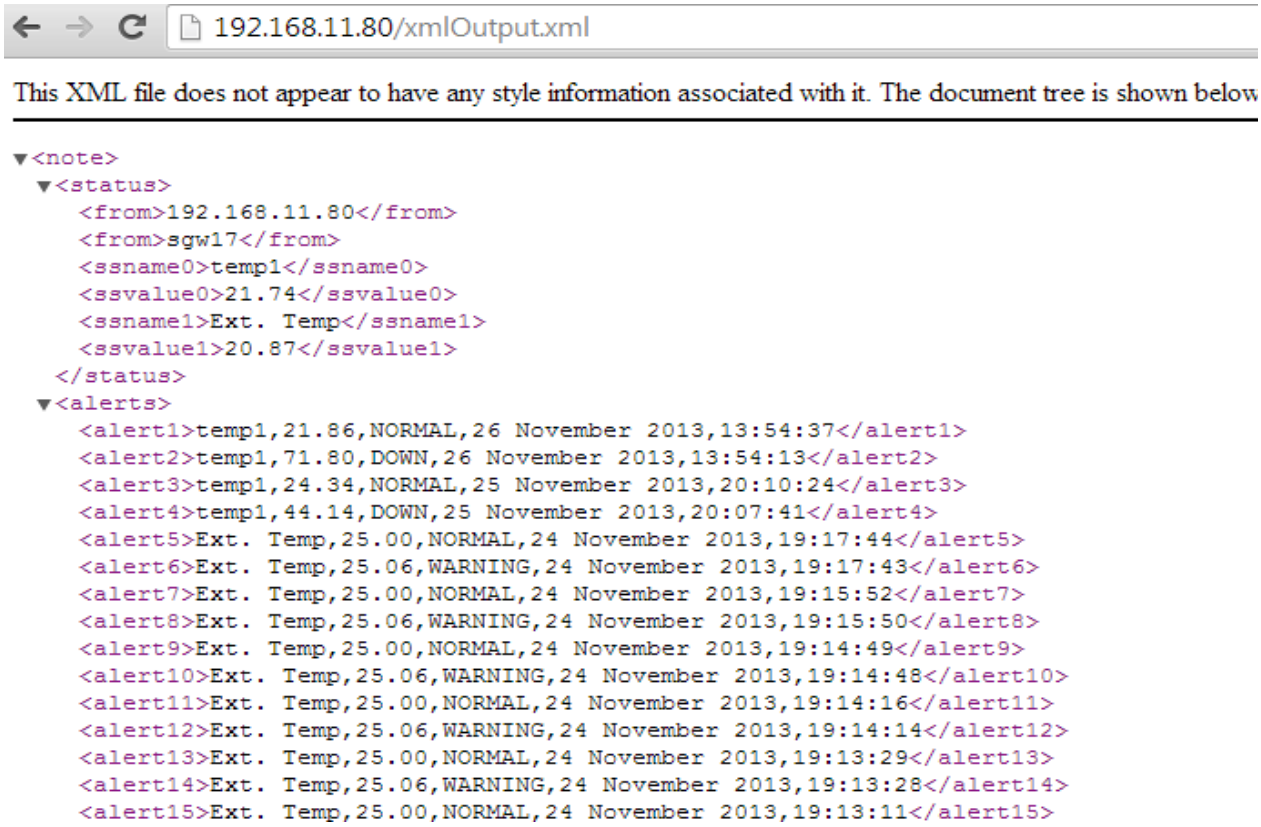


Once set-up we will now go back into our IoT settings to input the credentials

Above is an example input using the newly generated endpoint. The device ID, username , password and interval are all customizable.

Go back to your browser where your endpoint is opened and results will start to populate.

5.6 XML output



The log can be accessed by appending *xmlOutput.xml* at the end of the SensorGateway's IP address/FQDN as seen on the screenshot. More than the alerts, it also gives you the current status of the device. This option shows the latest 500 alert entries.

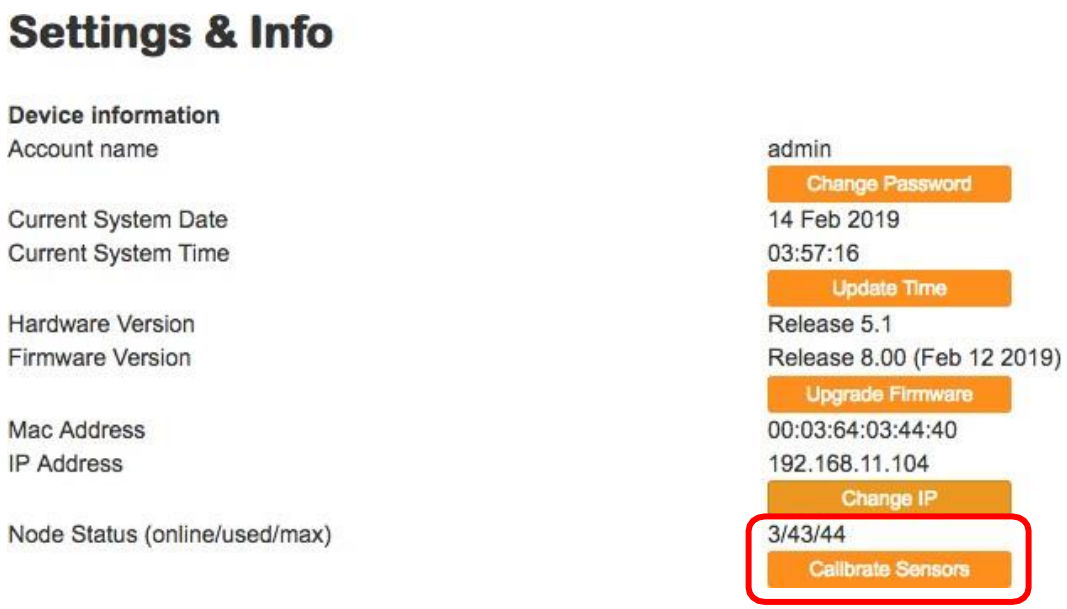
5.7 ModBus TCP / RTU

We have a separate manual for ModBus just click on this linkLINK TO MODBUS, then click on ModBus Manual.

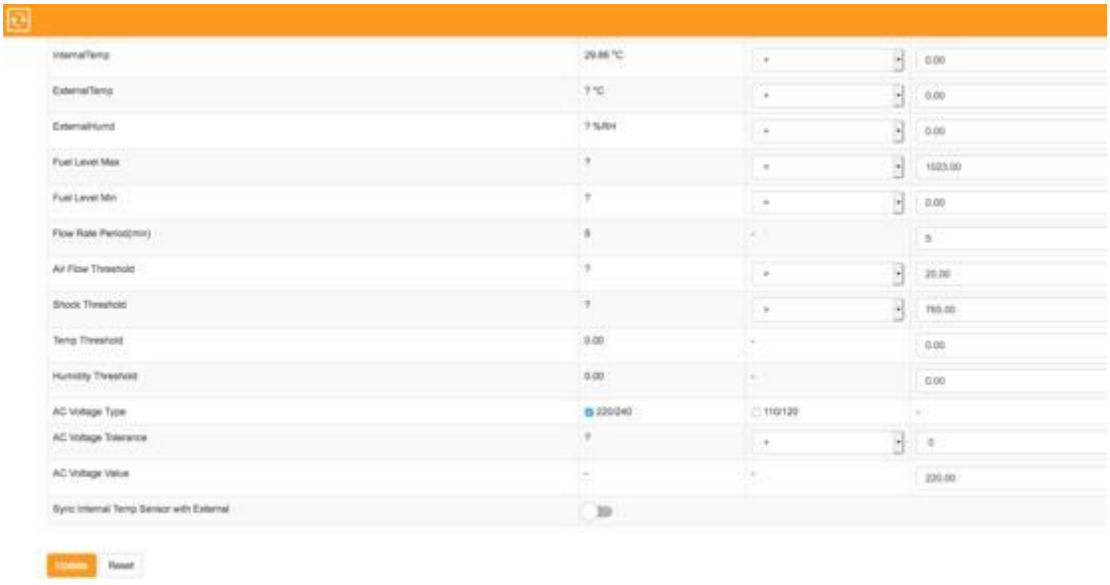
6 Sensor calibration

A unique feature of the InfraSensing SensorGateway and external probes is that the SensorGateway has a calibration feature available from the web interface. This feature allows to correct temperature and humidity readings based upon, for example a NIST Traceable measurement system.

To recalibrate the built-in or external probes, Go to Menu and then Settings.

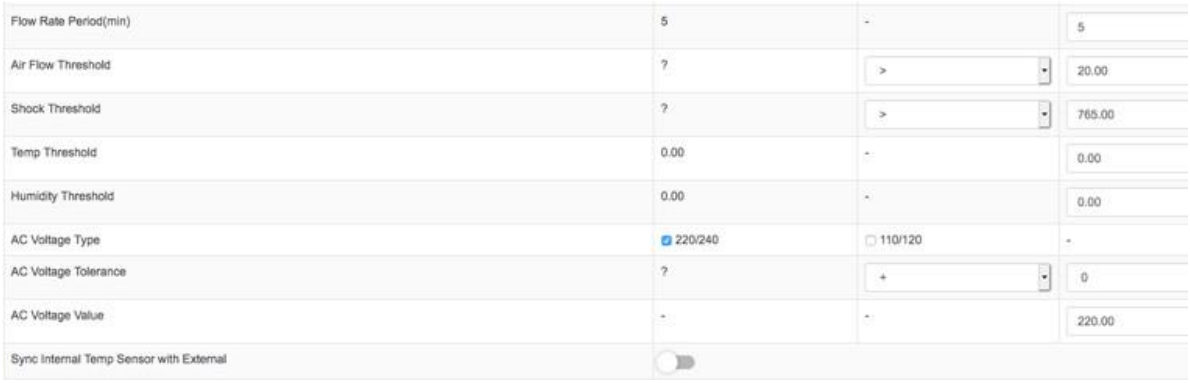


Adjust your sensor readings by modifying the offset value (either + or -) and click on **Update**.



** Our sensors are pre calibrated by our manufacturer However we do offer our very own Calibration Certificate more information can be found here https://infrasensing.com/lab/**

6.1 Tolerance level



As you can see in the image above, you can also set the tolerance level (threshold) which is a parameter where in a trigger won't go off immediately if its within tolerance levels.

An example on how it is used is if you have an alert that would trigger at 30 degree Celsius and a tolerance set at "5" what happens is, if your actual temperature goes on to 30 degrees an alert would trigger and you would only receive a recovery alert or an "OK" status once the value goes down to 25 degrees as set on the tolerance level. That way, if in case the temperature goes down between
25.1 – 29.99 then goes back to 30 or above you won't get spammed with alerts or recovery emails or in a case where a device is set to turn on when the threshold is met and would turn off if not, you would avoid having that device to turn on and off countless times.

Note. Starting from firmware version 8.8 and above, there will be additional calibration options for SEC-TILT(Reset Counter) and ENV-THIMG(Thermal Emissivity) sensors.

Warning. For Thermal Emissivity calibration, it is recommended to be set to 0.95 or depending on the surface to be scanned with ENV-THIMG.Failure to calibrate may give off incorrect values for the ENV-THIMG sensor.

7 Factory resetting of SensorGateway

7.1 SensorGateways v1 and v2

Following only applies to SensorGateways v1 & v2 - the matching models are shown below

You can always hard reset the SensorGateway to its default factory settings as follows.

Resetting the device to factory default will result in all settings to be lost

1. Plug in power adapter or PoE cable
2. Within 2 seconds from plugging the power adapter or PoE cable, push the **Reset** button with a pen or similar and hold it for 5 seconds before releasing it.
3. Wait until the yellow LED doesn't blink anymore
4. Reconnect to the SensorGateway's web interface at **http://192.168.11.160**

7.2 SensorGateway v3 and v4

Following only applies to SensorGateways v3 and v4 - matching the picture below

Kindly note that due to a mistake in the boot loader of v3 units, the internal system specifications show it as a v2 unit. However, those are v3 units (or v4 for dual sensor probes) when they match the picture below.

You can always hard reset the SensorGateway to its default factory settings as follows.

Resetting the device to factory default will result in all settings to be lost

Remove the external sensor probe
Remove the power adapter or PoE cable
Push the **Reset** button
While the **Reset** button is pushed, plug in the power adapter or PoE Cable
After 10 seconds the Green & Yellow LED's will be on steady (not blinking)
Remove power adapter or PoE cable
Wait 3 seconds
Plug in power adapter or PoE cable
After a few seconds both Green & Yellow LED's are blinking
Reconnect to the SensorGateway's web interface at **http://192.168.11.160**

7.3 SensorGateway v5

Following only applies to SensorGateways v5

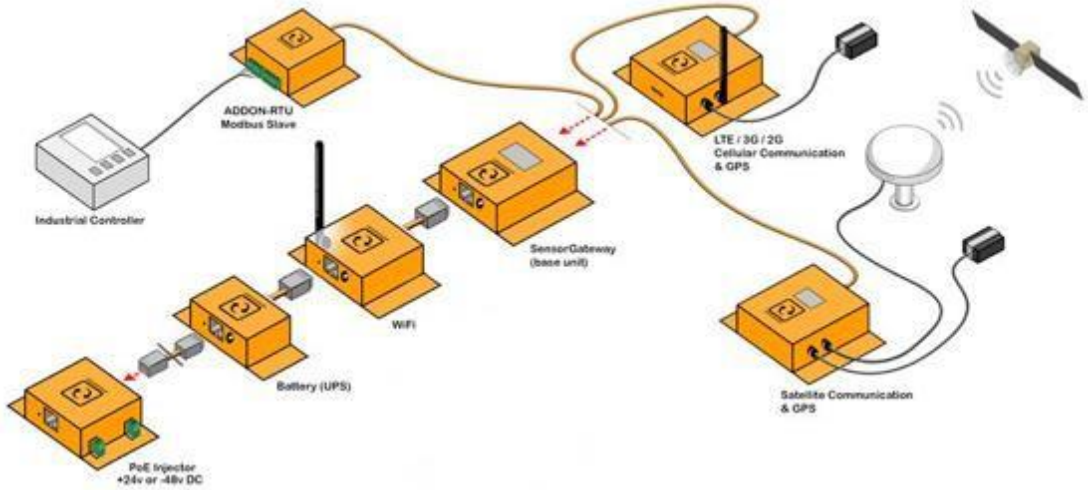
Resetting the device to factory default will result in all settings to be lost

1. Remove the external sensor probe.
2. Remove the power adapter or PoE powered network cable.
3. Push the **Reset** button.
4. While the **Reset** button is pushed, plug in the power adapter or PoE powered network cable .
5. Hold it for 15 seconds before releasing it. The yellow LED should be blinking fast.
6. Wait until the yellow LED is not blinking fast anymore.
7. On the LED display, the SensorGateway will reboot. After a few seconds both Green & Yellow LED's should be flashing slowly.
8. While the PoE or power adapter is plugged in, push the **Reset** button.
9. Hold it for 15 seconds before releasing it.
10. On the LED display, the SensorGateway will reboot. After a few seconds both Green & Yellow LED's should be flashing slowly.
11. The base unit will reset by loading to the firmware 3.2; it might not have an OLED display active
12. Reconnect to the SensorGateway's web interface at **http://192.168.11.160** If you are unable to connect on that IP address then lookup the IP address of the device either from your DHCP server or using the Sensor Discovery Tool - https://infrasensing.com/support/downloads.asp

(Refer to section 2.8)

8 Add-Ons for the Base Unit

The SensorGateway, the base unit, requires by default a network cable and 12v DC or POE power input. With the optional add-on modules, customers can add other network and power connectivity options to the base units.



8.1 **Wifi Add-On**

The InfraSensing Add on Wifi module is an expansion unit to the SensorGateway which enables wired and wireless networking application. The Add on Wifi module supports 802.11n
standards, and provides backward compatibility with older 802.11b/g standards as well. The up- to-150Mbps wireless speed makes it ideal for handling multiple data streams at the same time that ensures your network is stability and reliability

8.1.1 Features

Portable design
Connects directly to the SensorGateway
Directly powers the SensorGateway via the 12v DC adapter output
GUI accessible using any browser
USB support for 3G and LTE dongles
Pre-encryption that prevents unauthorized access from users outside of the network

It enables you to:
Add a Standard Wireless Router mode that creates an instant private wireless network to access and configure the SensorGateway
Add an Access Point mode that creates a wireless network for Wi-Fi devices to access and configure the SensorGateway
Add a client mode functionality that works as a wireless adapter for any Ethernet enabled devices to access and configure the SensorGateway
Add an 3G and LTE USB data connection to your network when there is no ISP available

8.1.2 View of the Wifi Add-On connected to the SensorGateway

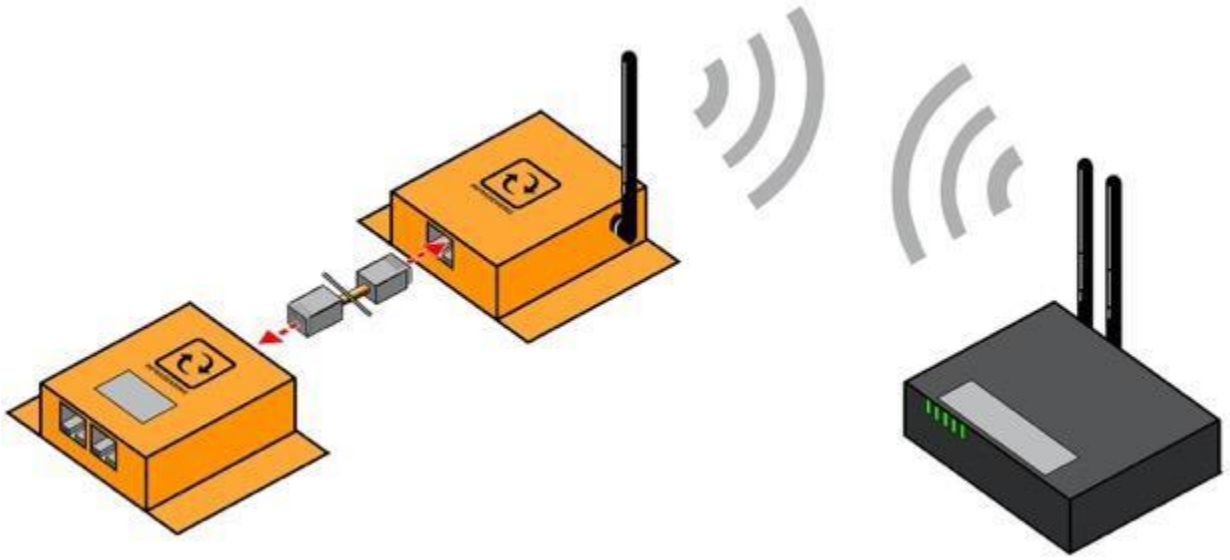
8.1.3 Hardware interface

Interface	Description
ANT	Wireless antenna
ETH1	WAN/LAN port
ETH0	LAN port to SensorGateway
DC IN	12-volt DC adapter socket
USB1	USB for 3G and LTE dongle

8.1.4 Getting started

Powering the Add-On Wifi module with SensorGateway

1. Connect the 12-volt DC adapter to the DC IN socket
2. Wait for the RED LED to turn solid
3. Connect the SensorGateway to the Add on Wifi module via ETH0 and DC OUT



System requirements

PC with working LAN/WLAN interface
TCP/IP protocol installed on the PC
Web browser (Chrome, Firefox, IE, Safari etc.)
LAN cables (RJ 45)
RJ 45 male to female adapter for configuration via ETH0

8.1.5 How to access the Graphical User Interface (GUI)

We can access the GUI via WLAN and/or LAN connection. Configurations will be done on the GUI

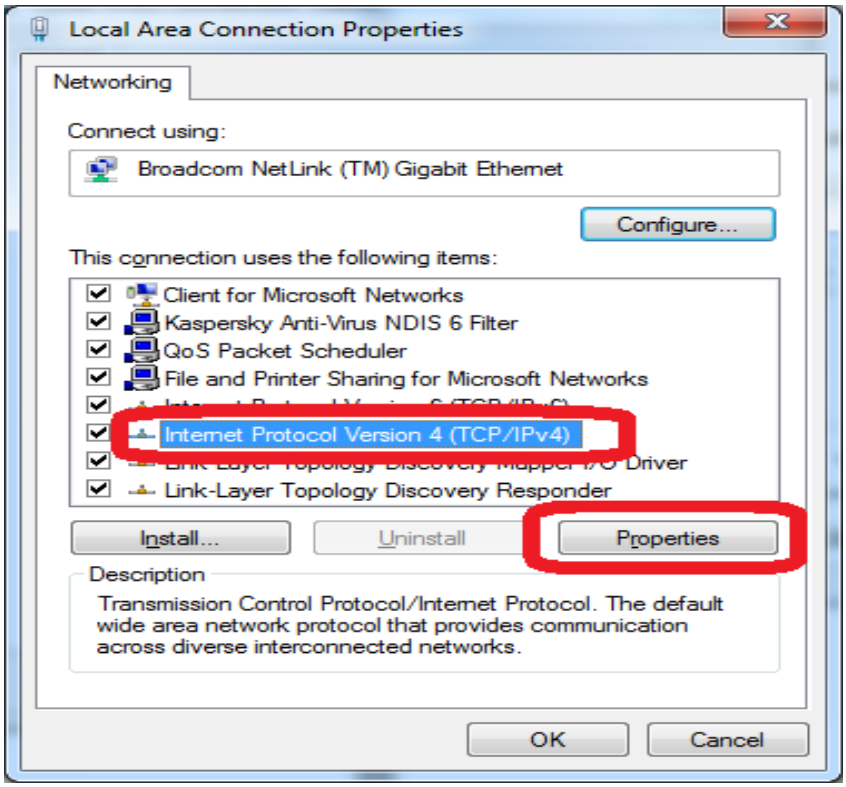
As an access point (WLAN)

Power on the Add on Wifi module
Connect via Wifi to the unsecured SSID “ServersCheck”
Launch a web browser and type the default IP 192.168.1.1 to the address bar
By default there is no password that has been set
Username must always be “root”
Click LOGIN to access main menu page
SensorGateway GUI will be available from the IP address on the OLED screen
Make sure that the Add on Wifi module and SensorGateway has the correct IP range
Setting the SensorGateway to DHCP is recommended

LAN connection to PC (LAN)

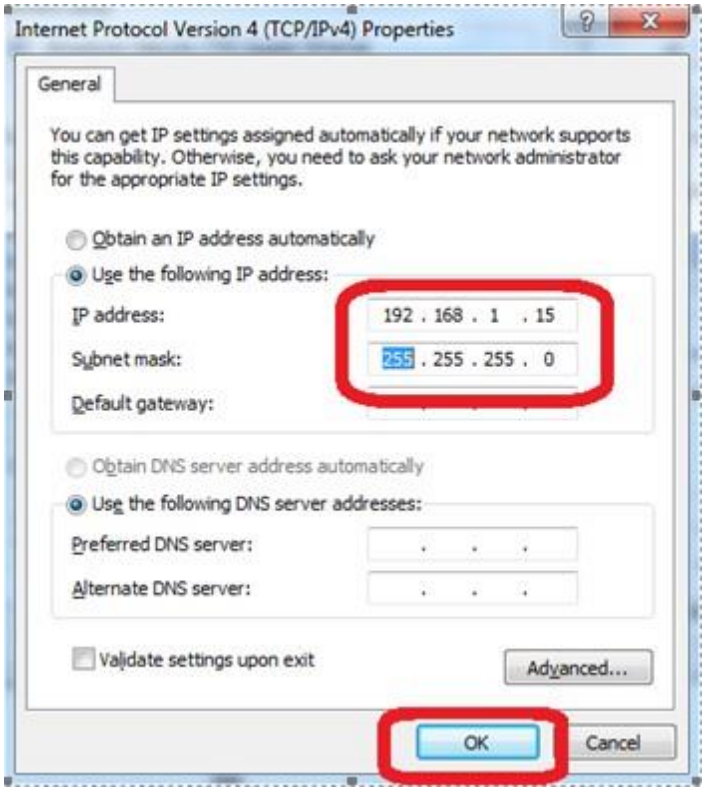
The steps below apply to a Windows 7 system. For other systems (Windows, Mac, *Nix) steps are similar

Power on the Add on Wifi module
Connect ETH1 to the LAN port of your
PC
Go to Network Panel > Network & Sharing Center
Click on **Local Area Connection** and then click on **Properties.** In the new window select **Internet Protocol Version 4** and click on the **Properties** button.

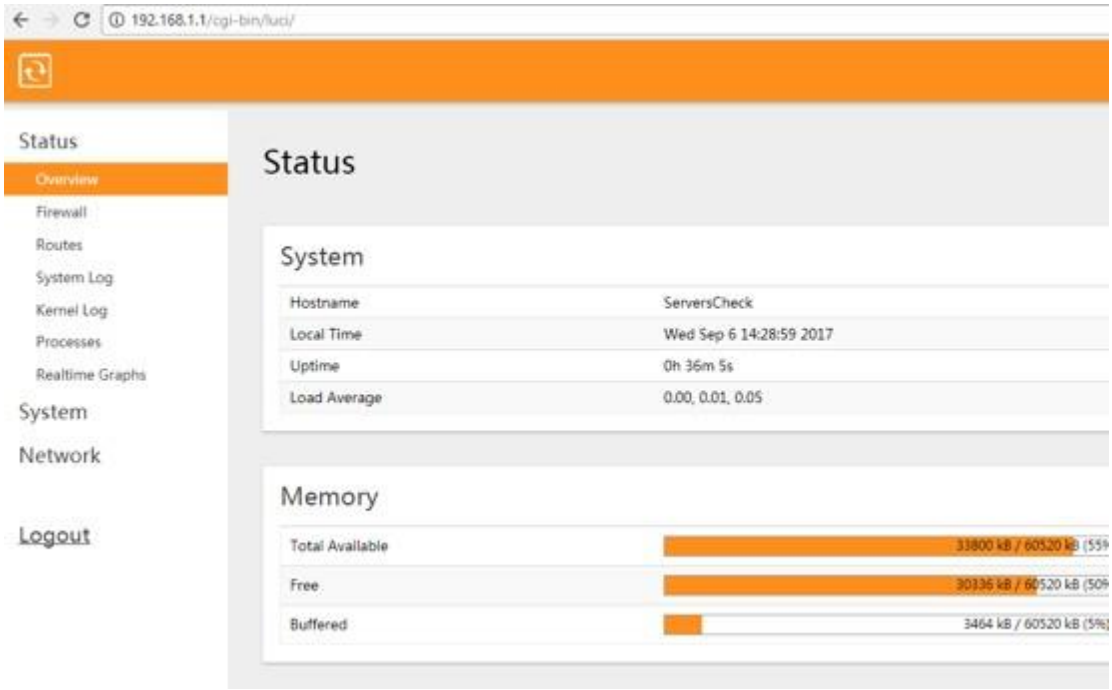


Set the corressponding IP ranges

We recommend setting it to 192.168.1.15 as shown below.
When done, click on the **OK** button.



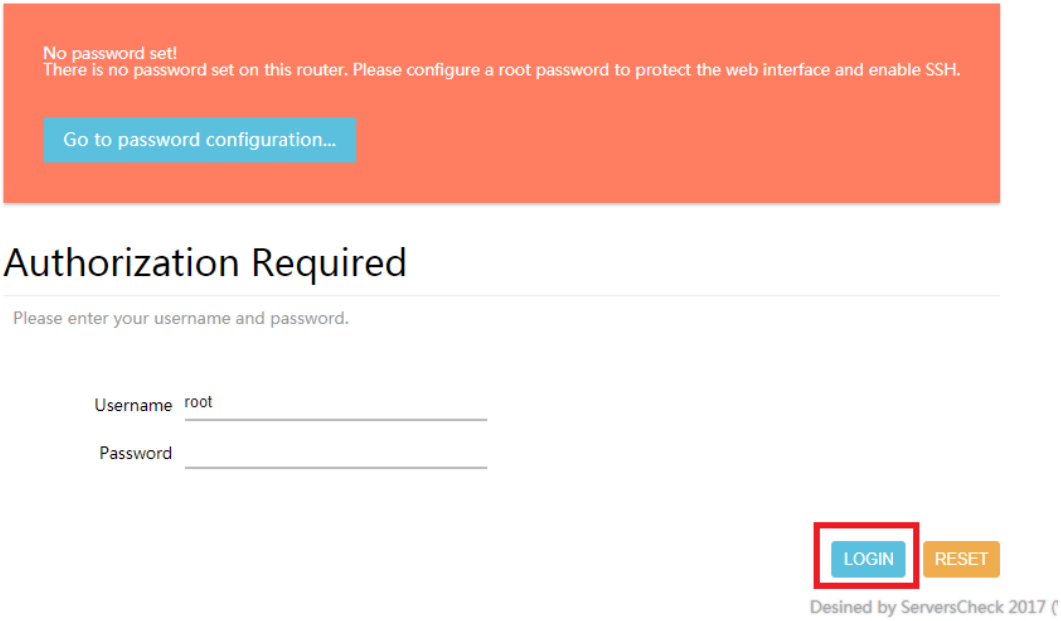
Launch a web browser and type the default IP 192.168.1.1 to the address bar. By default there is no password that has been set.
Username must always be “root”.
Click LOGIN to access main menu page.



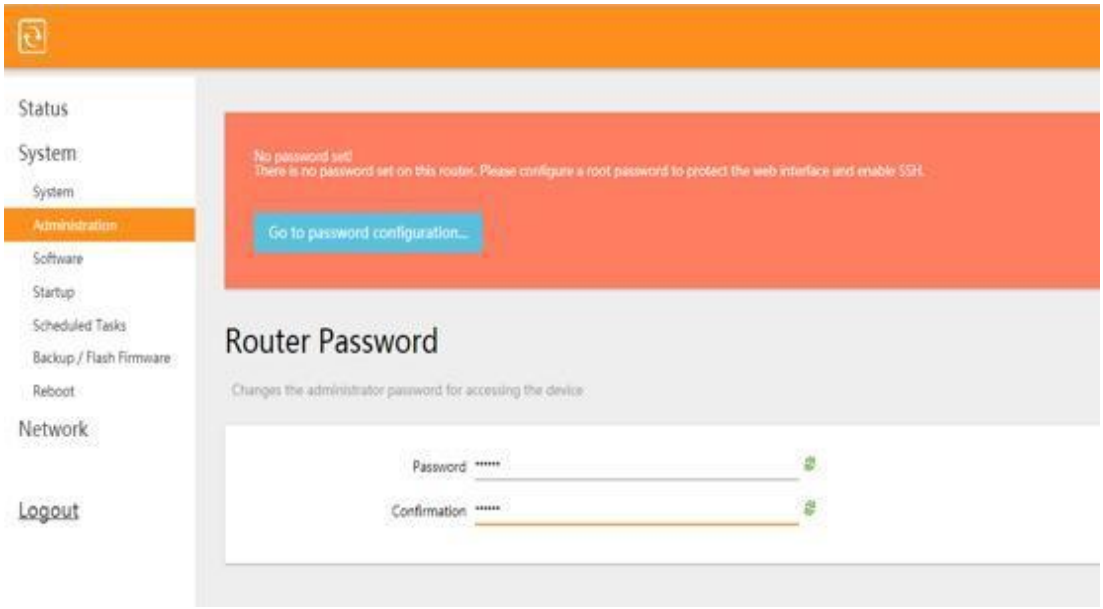
SensorGateway GUI will be available from the IP address on the OLED screen.
Make sure that the Add on Wifi module and SensorGateway has the correct IP range.
Setting the SensorGateway to DHCP is recommended

8.1.6 Username and password settings

Access the GUI.
By default there is no password that has been set. Username must always be “root”.
Click LOGIN to access main menu page.



Go to System > Administration
Set and confirm password
Click SAVE and APPLY

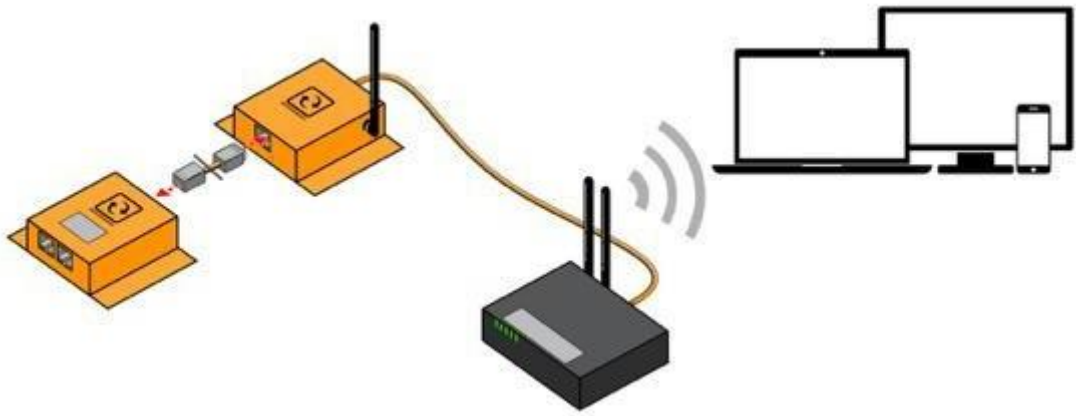


There will be a notification that the password was successfully set

8.1.7 Configuration modes

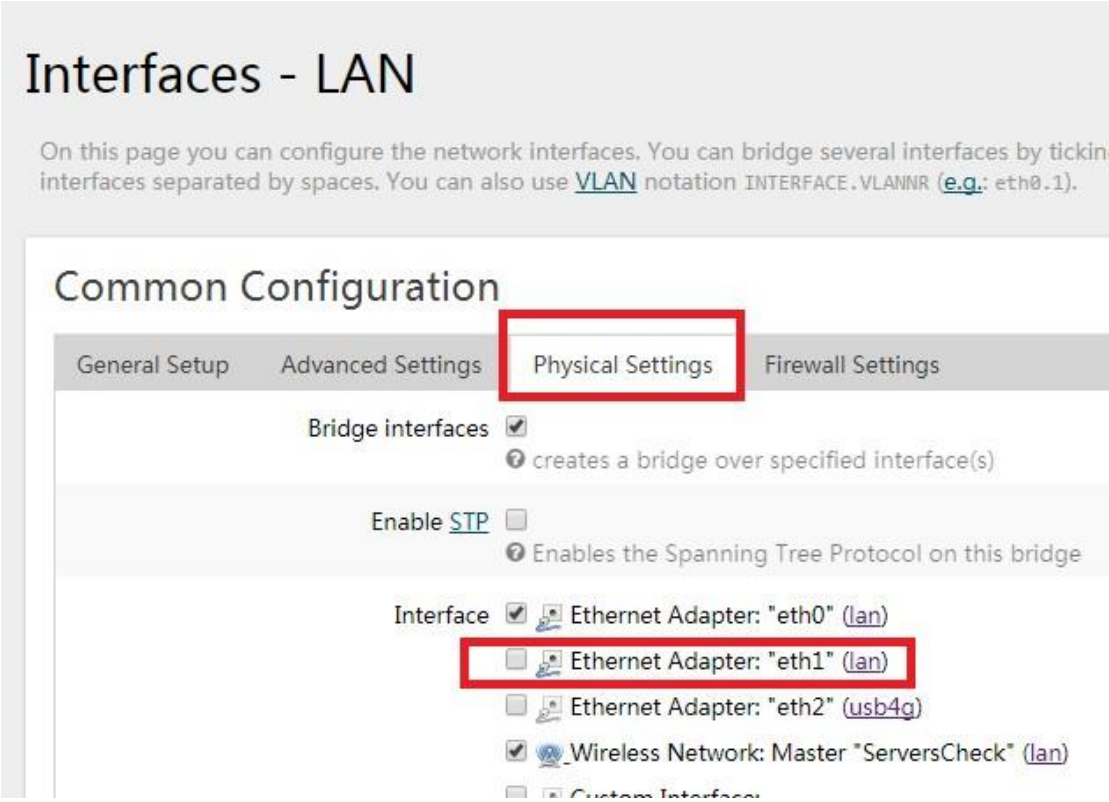
Adding Internet connection to the SensorGateway via ETH0 can be done with the following modes.

As wireless router

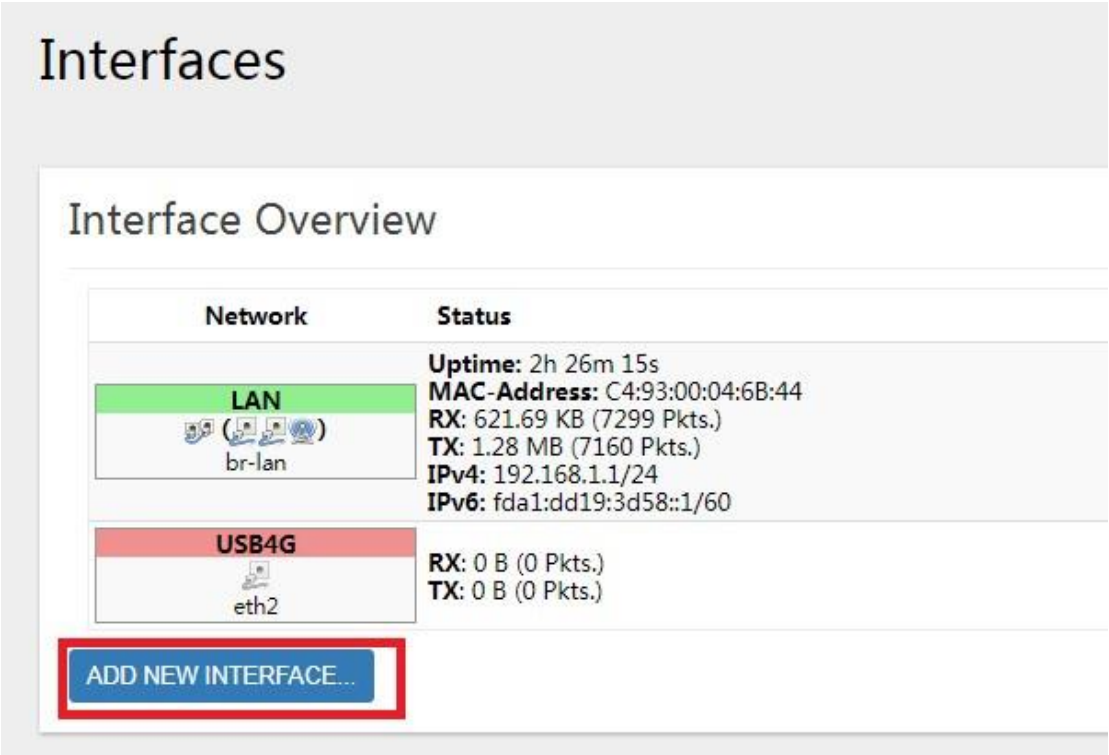


Access the GUI using WLAN
Go to Network > Interfaces
Edit LAN network

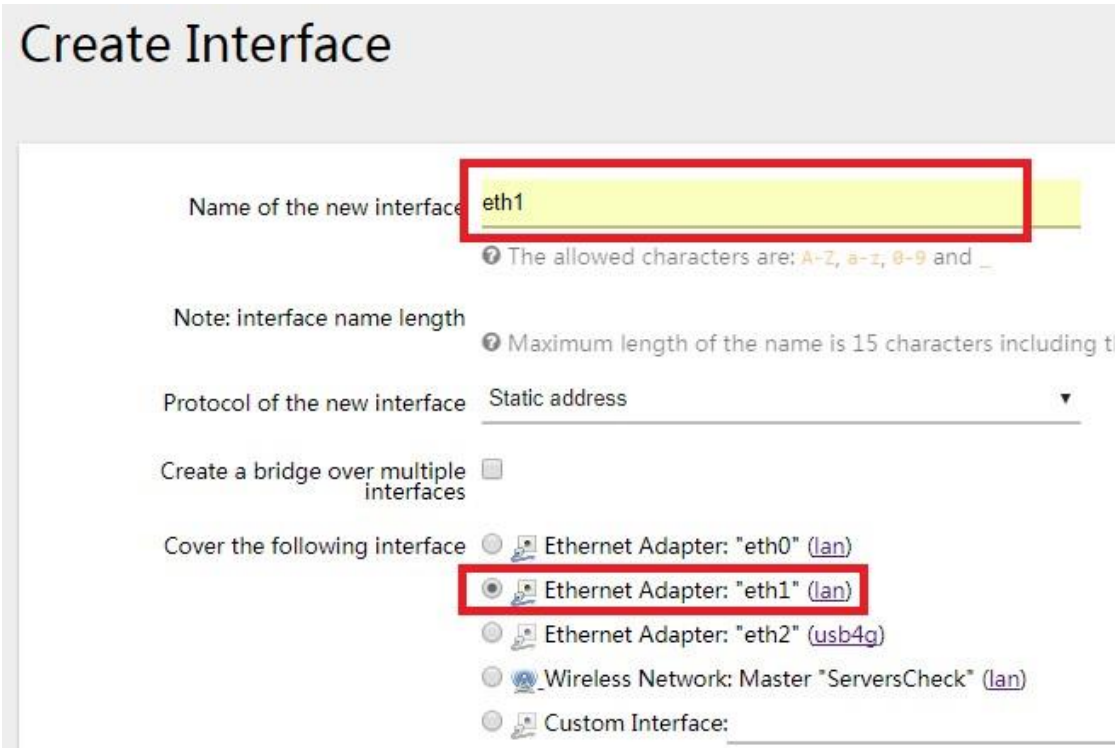
Go to Physical Settings tab and uncheck Ethernet adapter: eth1 (LAN)



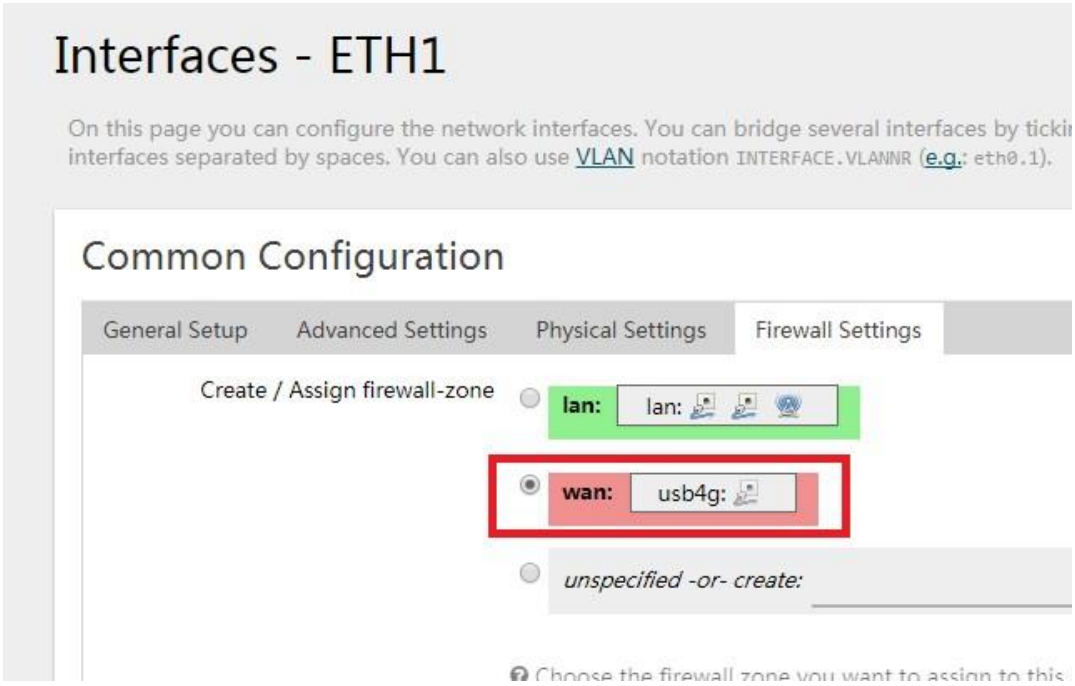
Click SAVE and APPLY
Go to Network > Interfaces
ADD NEW interface



Name the new interface and select Ethernet adapter: eth1 (LAN)



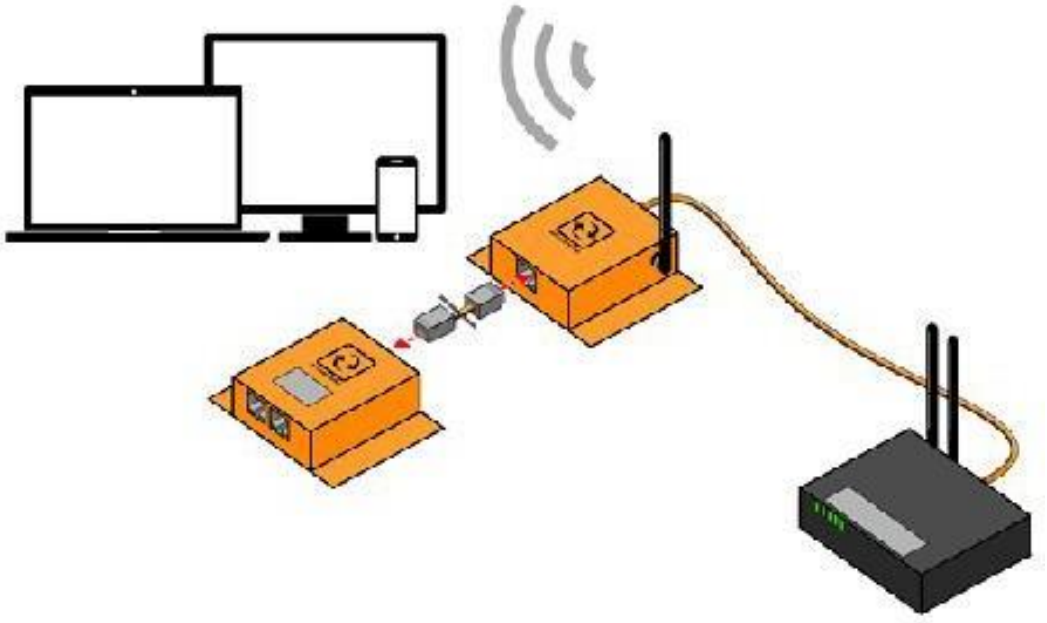
Choose between DHCP Client or Static protocol
Click SUBMIT
On the Firewall setting Tab chose WAN



Click SAVE and APPLY
Connect ETH1 to WAN port

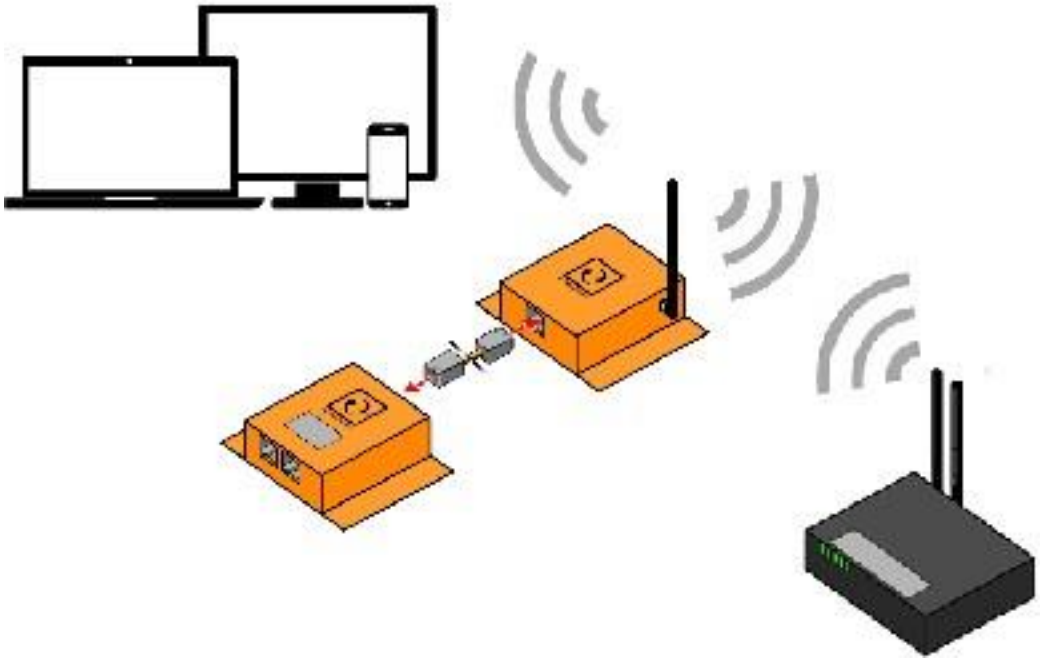
Internet connection will be available on ETH0

As an access point

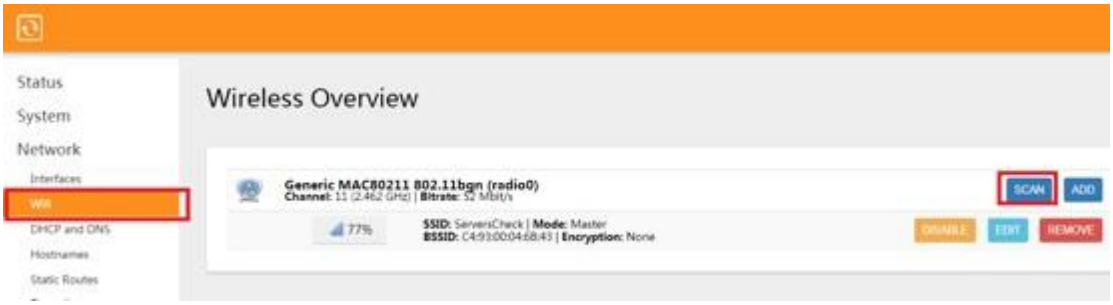


Do steps 1 to 12 from Wireless Router configuration (section 9.1.7)
Connect ETH1 to any of the LAN port of the Router
Internet connection will be available on ETH0

As a Wifi client

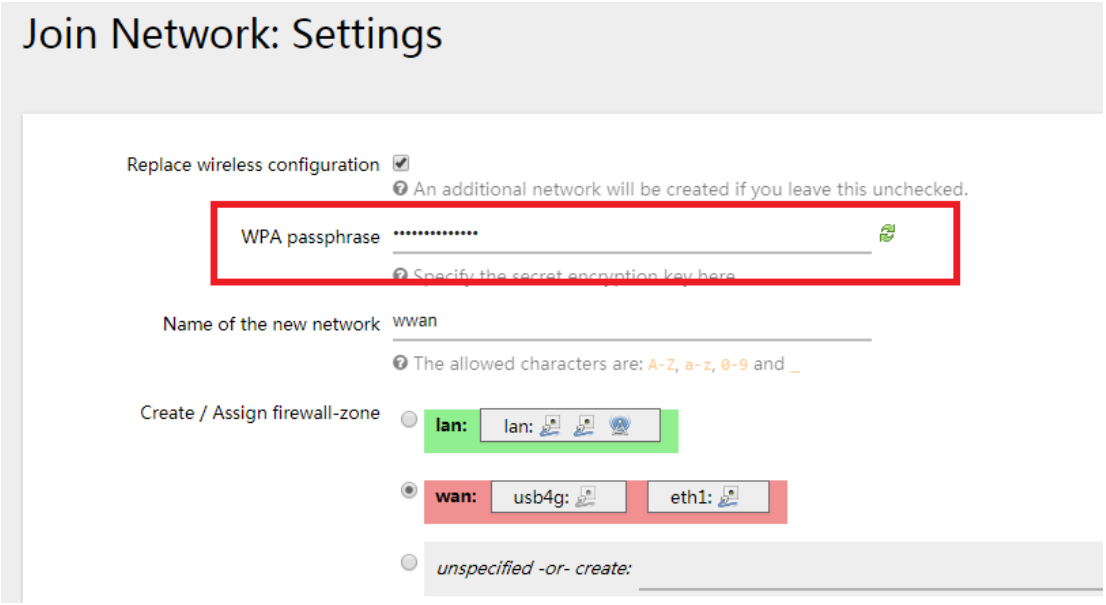


Access the GUI using WLAN or LAN
Go to Network > Wifi
Do a SCAN for available Wireless networks



Join the desired Wifi network

Type the password for the Wifi network and uncheck the “replace wireless configuration”

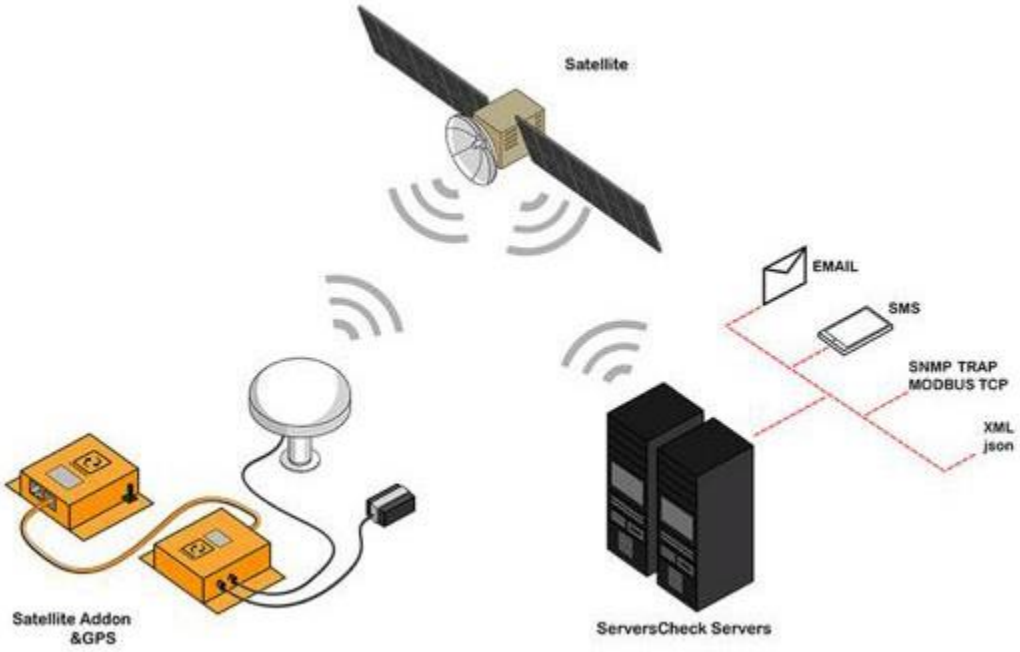


Click SUBMIT
Internet connection will be available on ETH0

NOTE: The WIFI add-on serves as a router and designed for you to connect directly to the device, In the event that you want to integrate the device into your network it is indeed possible by having a network engineer configure the routing tables or protocols to be used for the connection.

8.2 Satellite Communication Add-On (ADDON-SATELLITE)

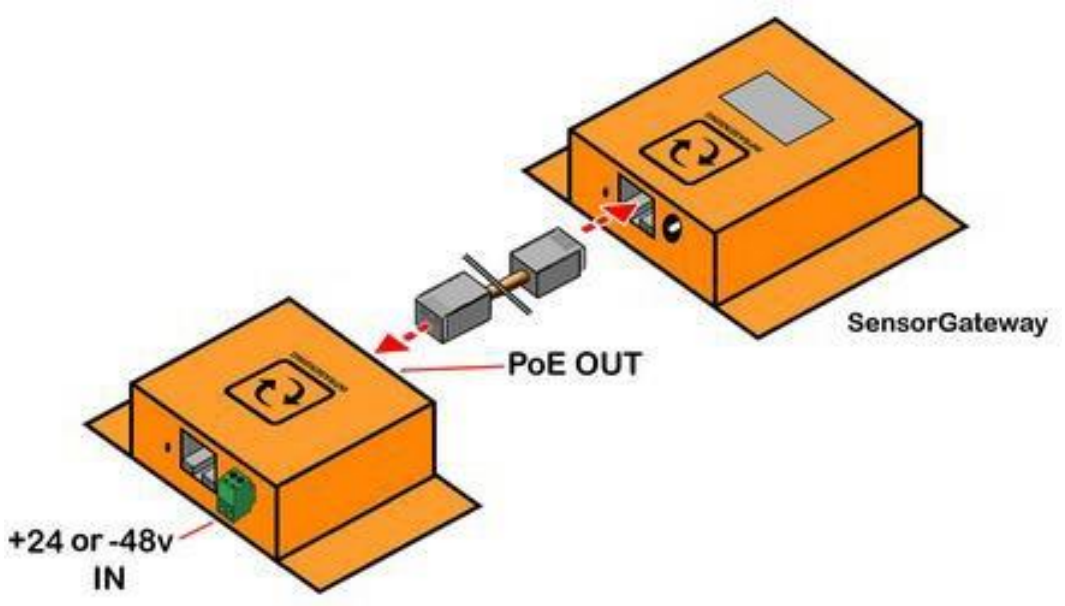
The addon is used to send alerts via Satellite connection, it has global satellite coverage from pole to pole. Can be used as primary or back up connection
enables you to receive alerts via email, SMS through space and has built-in GPS.



In order to use the add-on a monthly subscription through ServersCheck is required to connect the device onto the satellite network. Credits are required per message sent or received by the SensorGateway

8.3 Industrial PoE+ Injectors +24 or -48v (ADDON-POE-24 / ADDON-POE-48)

Designed to support the deployment of our sensor platform in industrial environments operating on +24v DC and for the telecom industry, the telecom version PoE addon supports negative -48v DC as power input. This second generation of our DC Power Add-On has been modified so that we not just support our base units, but any PoE 802.3at enabled device. Up to 22 Watts.



8.4 LTE/2G/3G Communication Add-On (ADDON-LTE)

Designed to send alerts even when your IP network is down. Supports Global LTE/3G/2G connection and can send SMS alerts using your local micro SIM card. (Micro SIM + Data Plan required)

The addon features support for two(2) micro SIM cards. When the network on SIM1 fails, then automatically it will use the network of the backup SIM to send out the alerts and data.

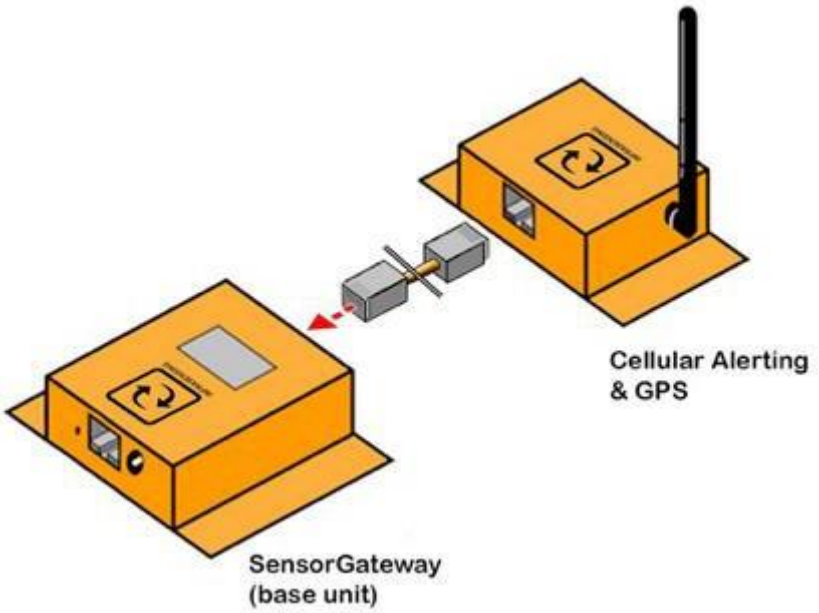
The Cellular alerting addon has the Quectel wireless module embedded. This module has international carrier and regulatory approval as follows:

Carrier approvals: Deutsche Telekom(Europe), AT&T/Sprint/U.S. Cellular (North America), Telus (Canada)

Regulatory approvals: GCF (Global), CE(Europe) , FCC/PTCRB (North America), IC (Canada), Anatel (Brazil), IFETEL (Mexico), SRRC/CCC/NAL (China), KC (South Korea), NCC (Taiwan, China), JATE/TELEC (Japan), RCM (Australia & New Zealand), FAC (Russia), NBTC (Thailand), IMDA (Singapore), ICASA (South Africa)

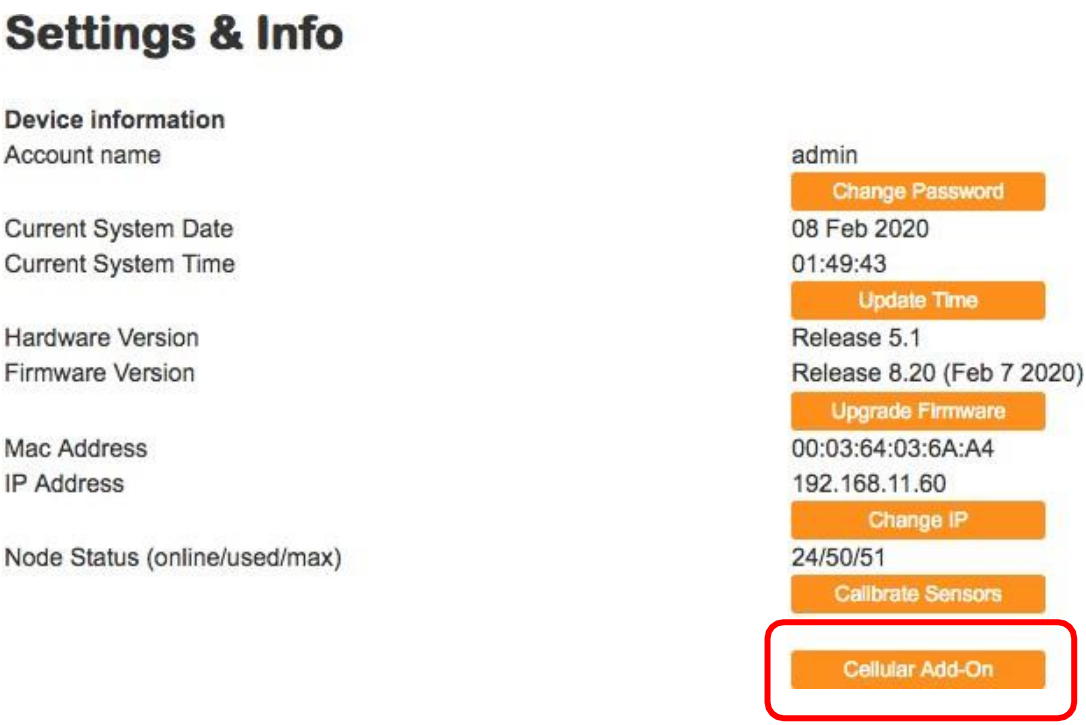
Note: The LTE add-on currently does not support cloud data upload and will automatically disable the cloud option when connected. The add-on will also disable the default SMS option of the base unit that uses premium credits.

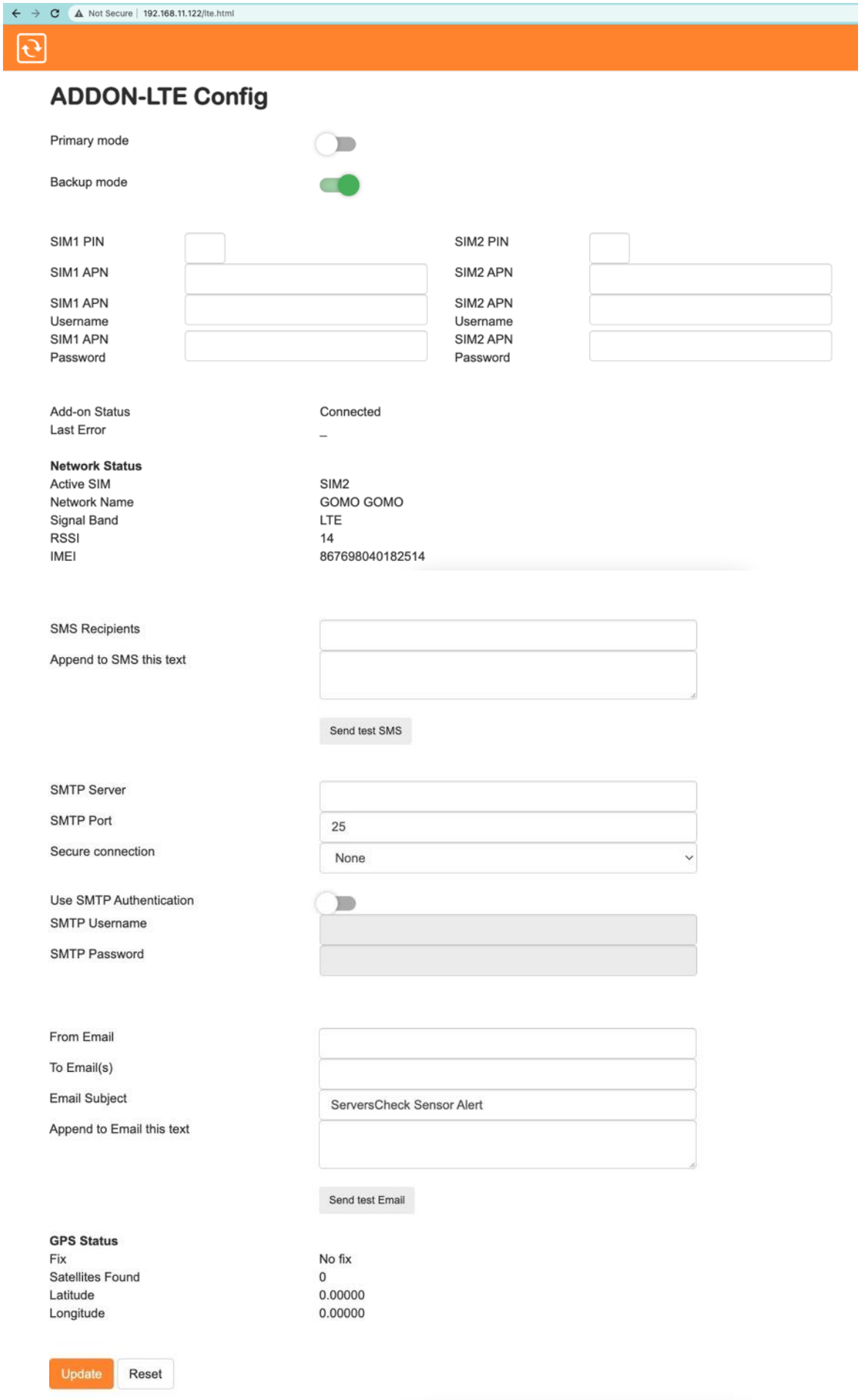
The LTE addon can connect to the SensorGateway or Sensorhubs (EXP-4HUB/ EXP-8HUB) in the same convention as our regular sensors.



8.4.1 GUI of the ADDON-LTE

To access the ADDON set up, login to your base unit and go to settings, under settings click Cellular Add-On

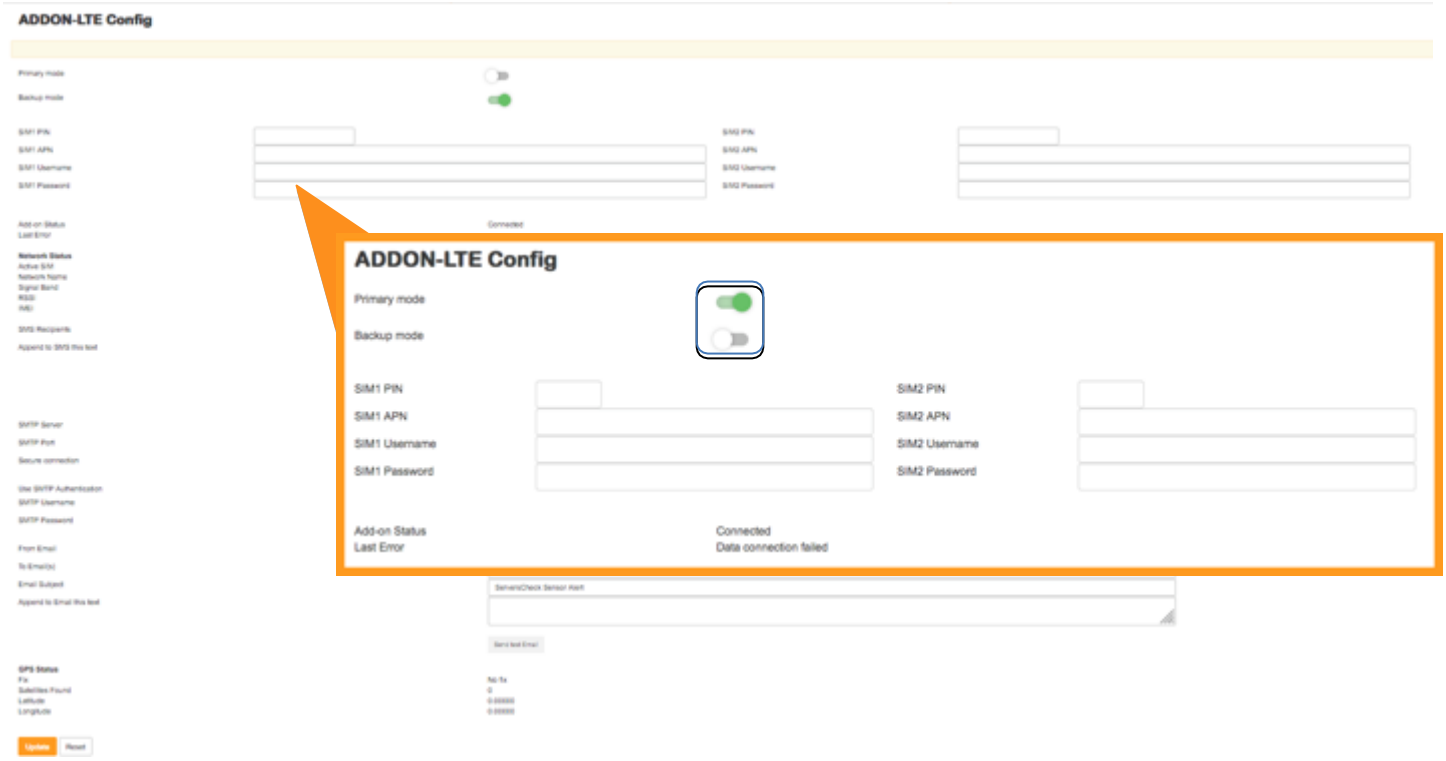



Not Secure | 192.168.11.122/lte.html
ADDON-LTE Config
Primary mode
Backup mode
SIM1 PIN
SIM2 PIN
SIM1 APN
SIM2 APN
SIM1 APN Username
SIM2 APN Username
SIM1 APN Password
SIM2 APN Password
Add-on Status
Connected
Last Error
–
Network Status
Active SIM
SIM2
Network Name
GOMO GOMO
Signal Band
LTE
RSSI
14
IMEI
867698040182514
SMS Recipients
Append to SMS this text
Send test SMS
SMTP Server
SMTP Port
25
Secure connection
None
Use SMTP Authentication
SMTP Username
SMTP Password
From Email
To Email(s)
Email Subject
ServersCheck Sensor Alert
Append to Email this text
Send test Email
GPS Status
Fix
No fix
Satellites Found
0
Latitude
0.00000
Longitude
0.00000
Update
Reset

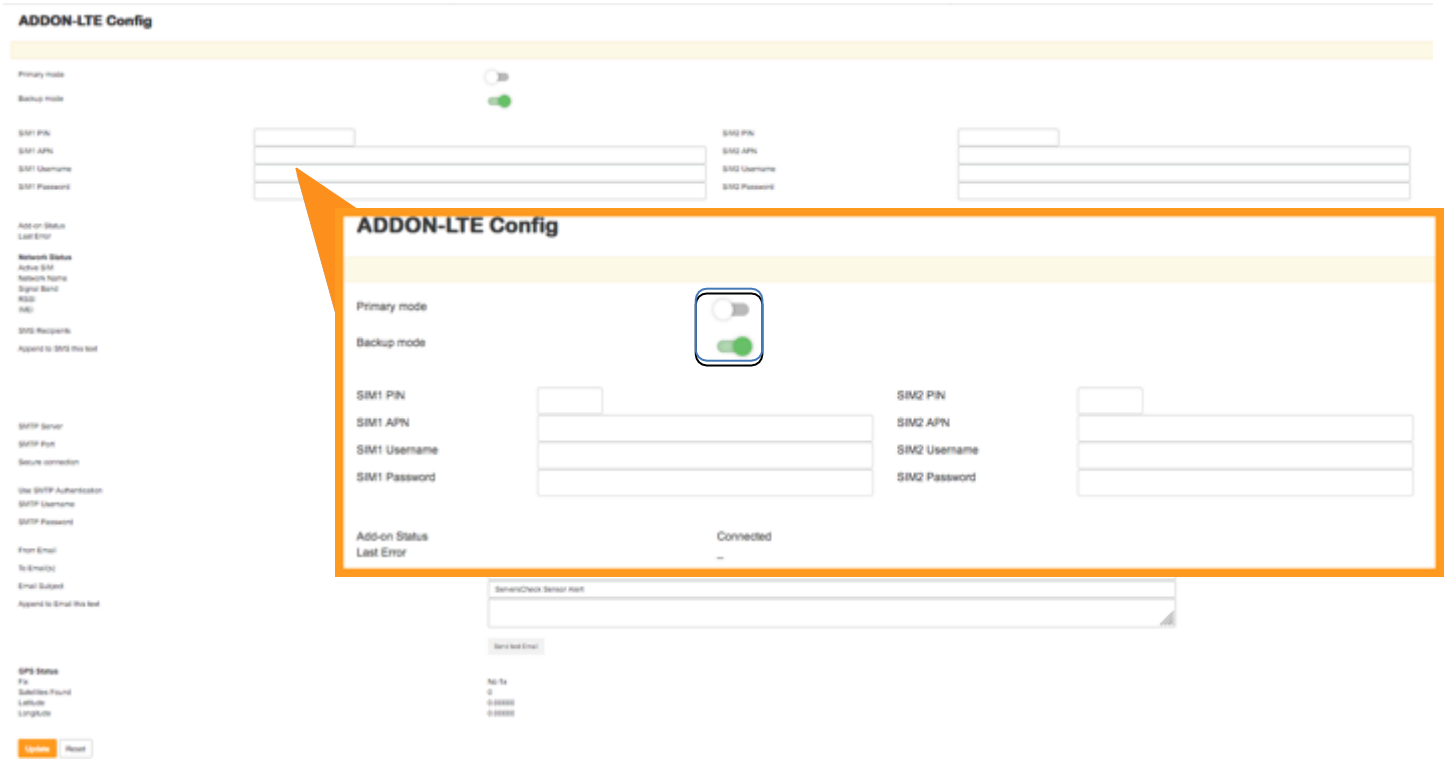
The Image above is the configuration page of the LTE addon and each section will be discussed further.

8.4.2 ADDON-LTE modes

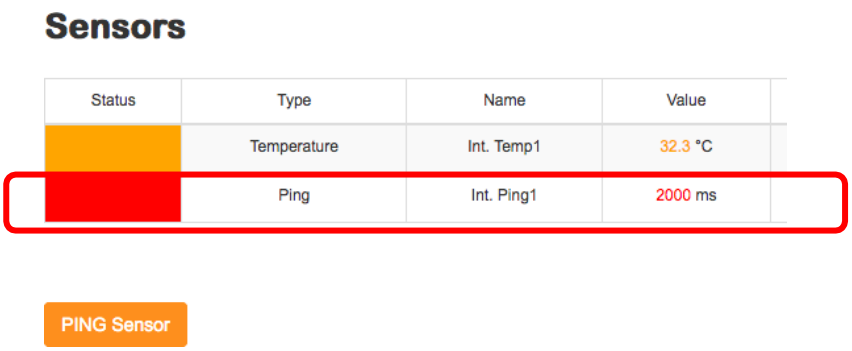
There are two modes you can set your addon into, the Primary mode and the Backup mode. When set in "**Primary mode**" the add-on will primarily use the SIM's data connection to send alerts.



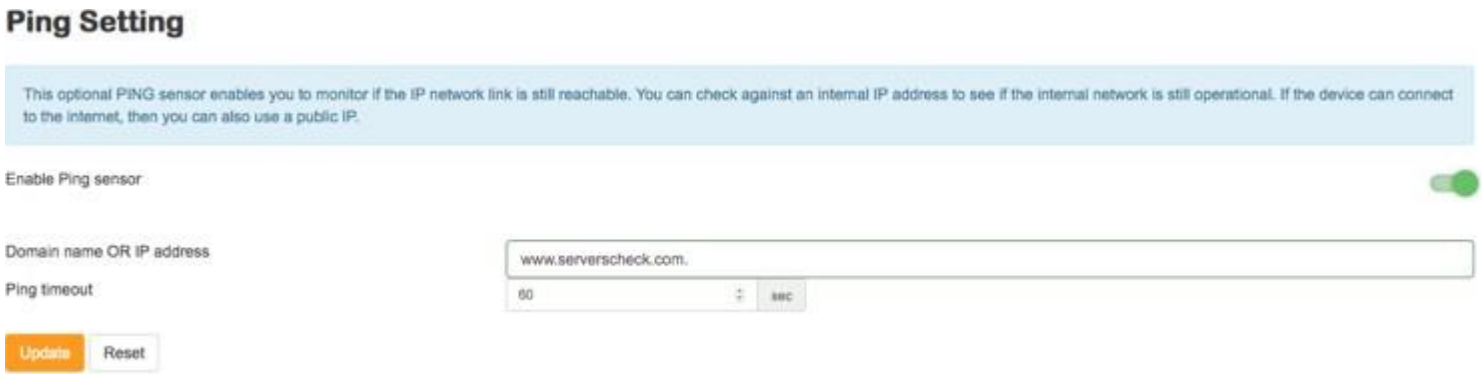
When set in "**Backup mode**" the addon uses the SIM's data connection to send alerts only when your network connection is unavailable. The LTE addon checks for the internal PING parameter to identify if your local Internet is down.



As shown on the image below the Internal ping is down, this will then signal the LTE add-on that the local network is down and will now use the SIM's data connection to send alerts.



In Backup mode, the internal Ping is required to be enabled (Ping set-up is under **Section 3.2**) and ideally input an IP address or website outside of your local network with at least 60sec on the timeout counter like the example below.

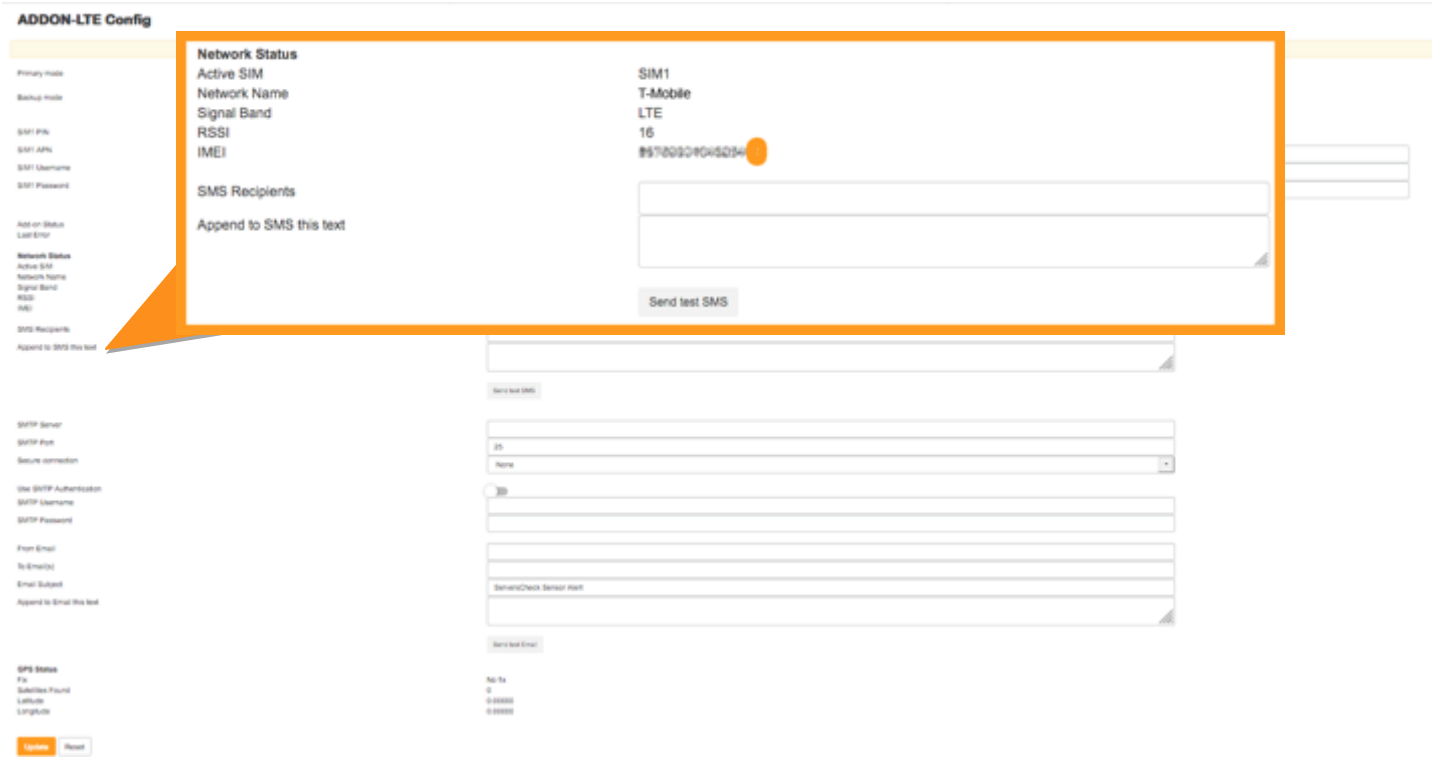


Note: The LTE add-on does not provide Internet connection for your base unit and that data connection will only be used for sending alerts via the LTE addon configuration. With that in mind the Ping parameter will still be down until your local Internet is restored.

8.4.3 Setting up data connection

Data settings for your SIM include the APN, PIN, Username and Password. If any of the given are not applicable then we can just leave it blank.

Here is an example from T-mobile using the APN: fast.t-mobile.com (all other fields are blank since we only need the APN for T-mobile)



We suggest performing a test mail to make sure you have data connection and that your APN is correct (see section 4.1 for test mail)

here are other known APN's (subject to change depending on

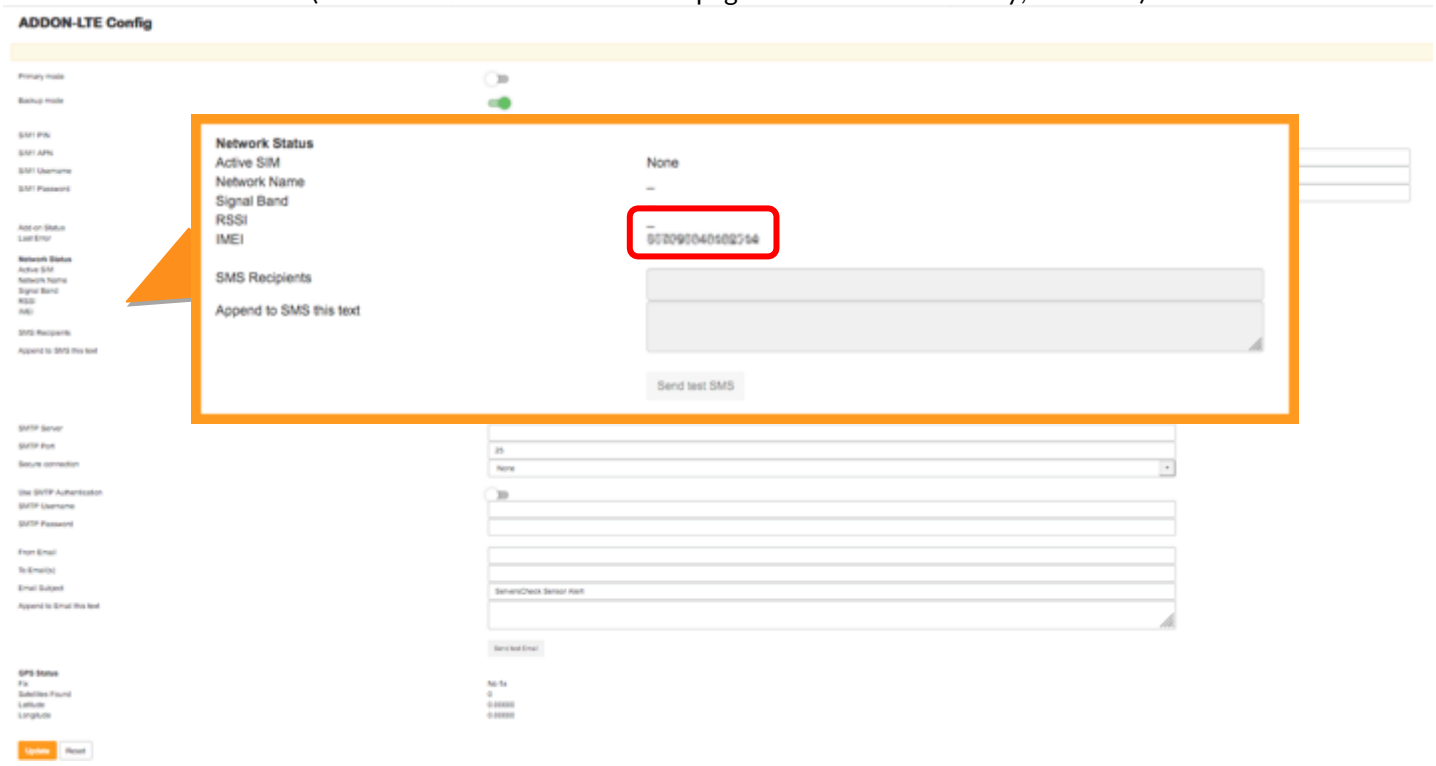
provider) T-mobile - fast.t-mobile.com
AT&T for IoT devices - m2m.com.attz

The device has been tested to work with AT&T's network.

if you don't see your provider from the above please contact them for your APN settings

Setting up the Cellular Add-On device with AT&T

Prior to setting up, you will need a Prepaid or Postpaid ATT SIM card and the IMEI number of the device (this can be found in the lte.html page of the SensorGateway, base unit).



IMEI number shown on the illustration above.

To setup the device:

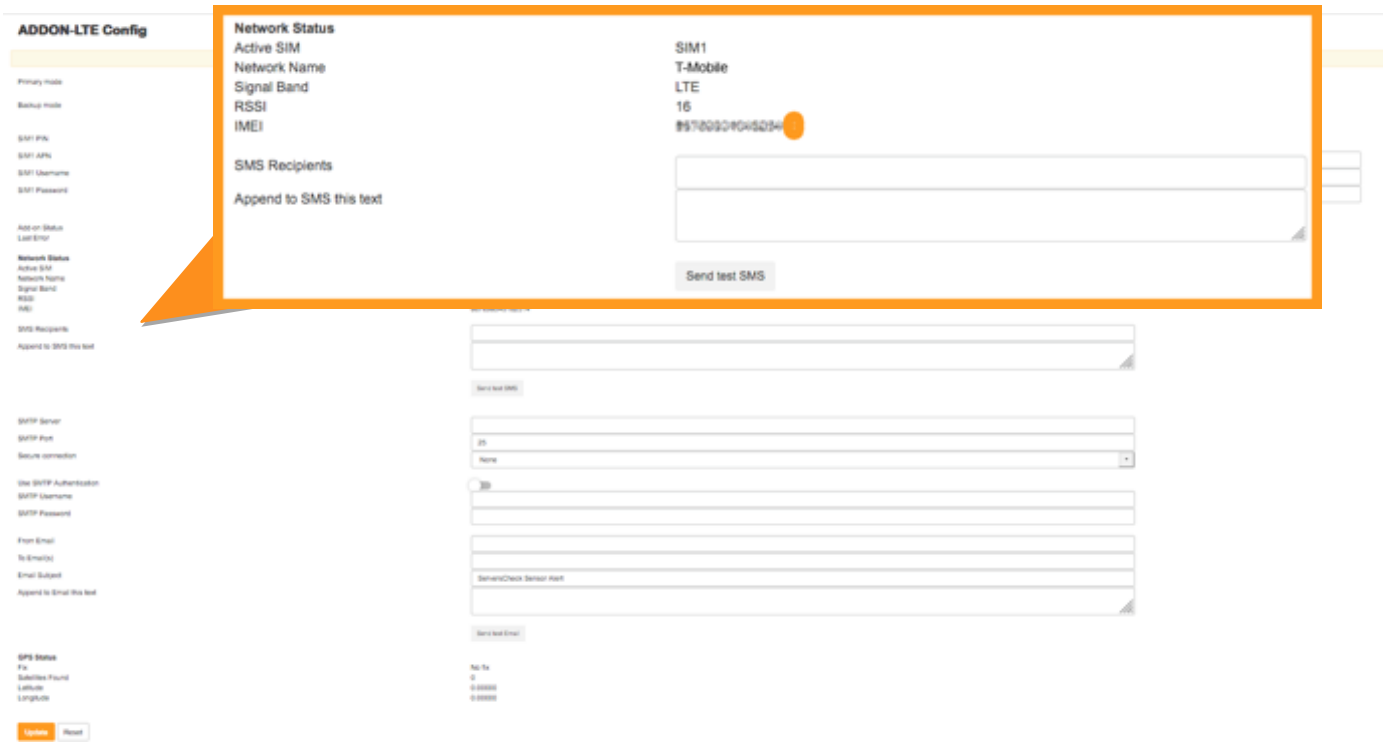
- Call AT&T to add the IMEI number to the SIM card. Any plan will work; you will not need a voice plan.
- For alerting you only need data (for email) and SMS can be purchased as an add-on.
- The IMEI number will need to be provided for the device to register on the network. You will need to tell AT&T that this is an “other” device and not a phone or modem
- Once the plan and IMEI number is associated with the SIM, ensure that the antenna is attached and to the GSM port on the addon
- Once powered up, the initial registration on the network will take longer than the subsequent power on times
- The initial startup will take between 3-5 minutes and is normal
- Once the device is registered, the OLED screen on the addon will have AT&T on the top line
- If the device does not register, power off the device, wait 60 seconds and reseat the SIM card and repeat the procedure, the registration can take up to three attempts depending on the availability of bandwidth on the network
- After registration, the subsequent power on instances will take between 45-60 seconds

Troubleshooting steps

- Ensure that the IMEI number is associated with SIM card for the plan to sync to the device
- A voice plan is not needed, it will simply need texting and data only. However, a voice plan associated will not cause any problems
- A prepaid SIM works as well as a postpaid SIM; the plan will not affect the ability for the device to work

8.4.4 SIM section

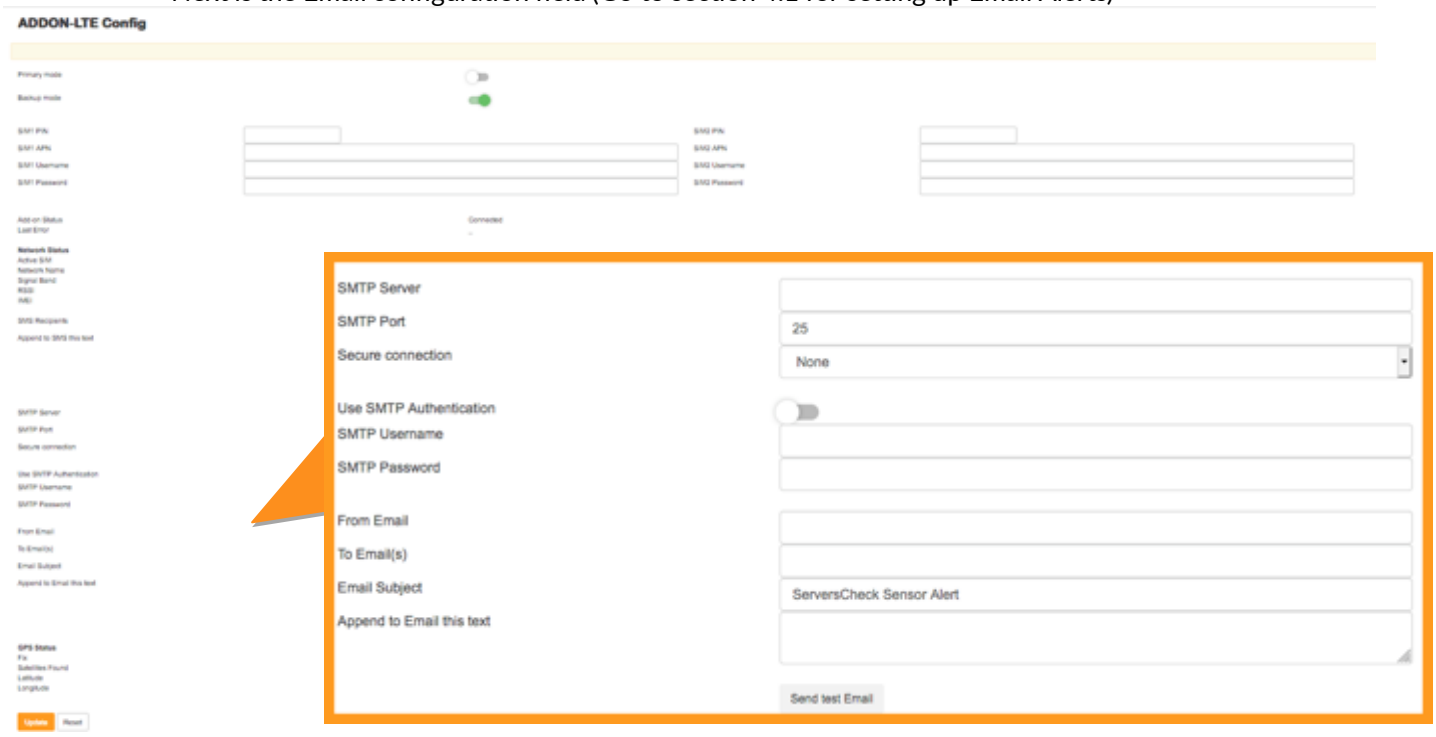
Following the data settings is the SIM information and SMS settings



See section 8.4.7 on how to insert a SIM card and foralerting, see section 3.9

8.4.5 Email section

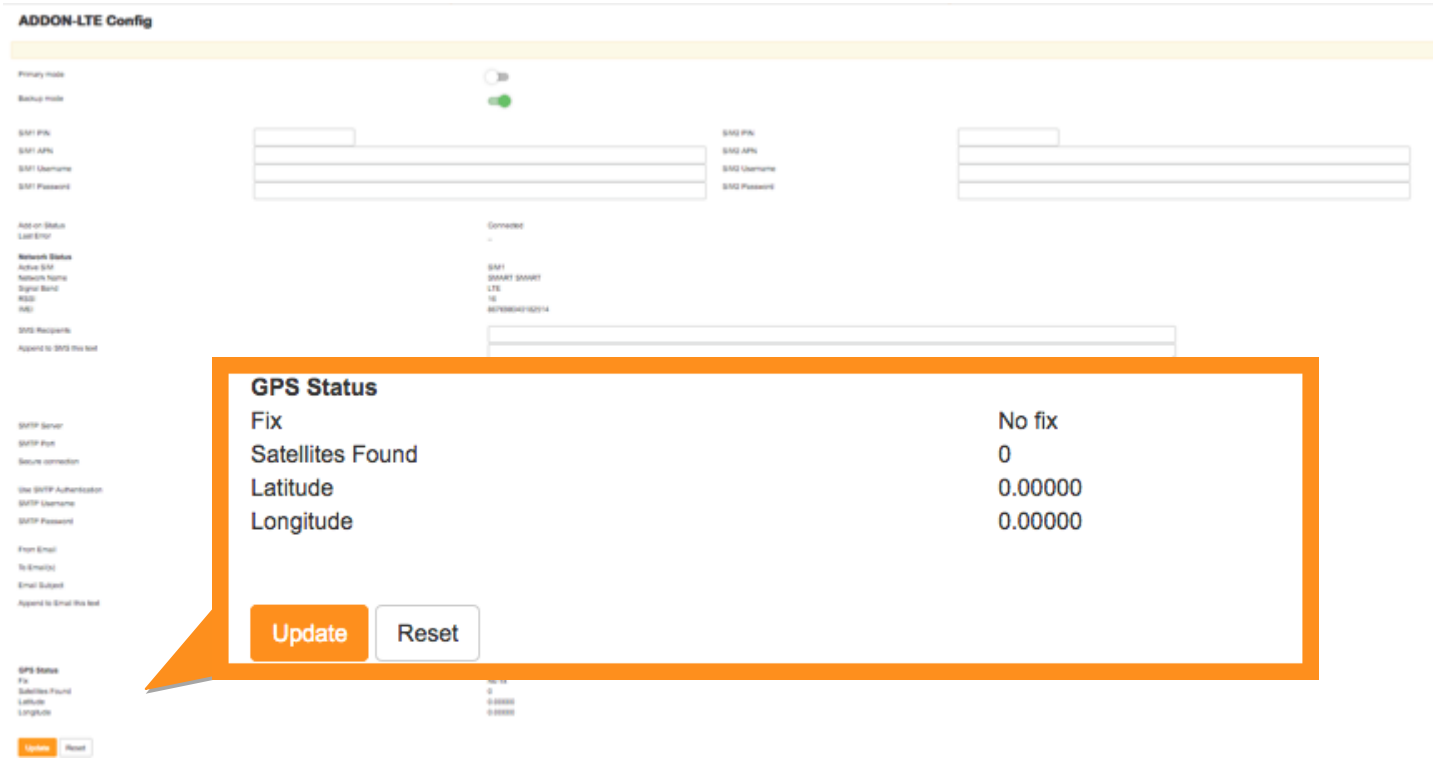
Next is the Email configuration field (Go to section 4.1 for setting up Email Alerts)



8.4.6 GPS section

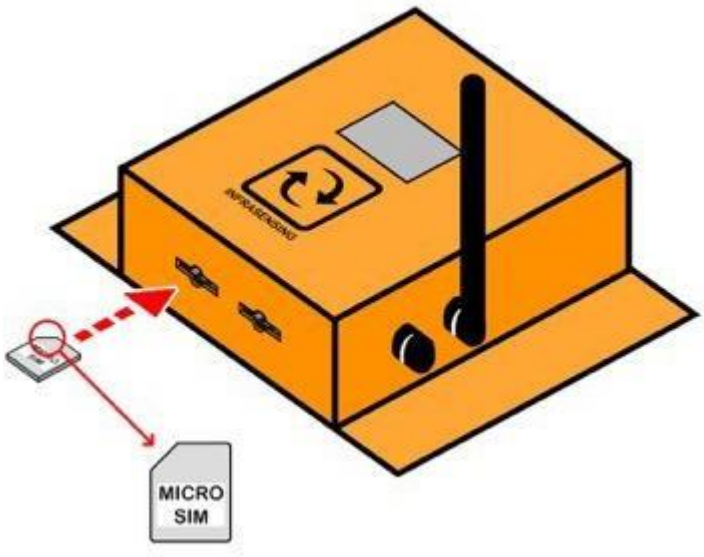
When you avail of the optional GPS feature you will have the information on the OLED screen of the LTE add-on as well as on the GPS section.

At the bottom most part of the Add-on settings we would see the optional GPS information as well as the update and reset buttons.

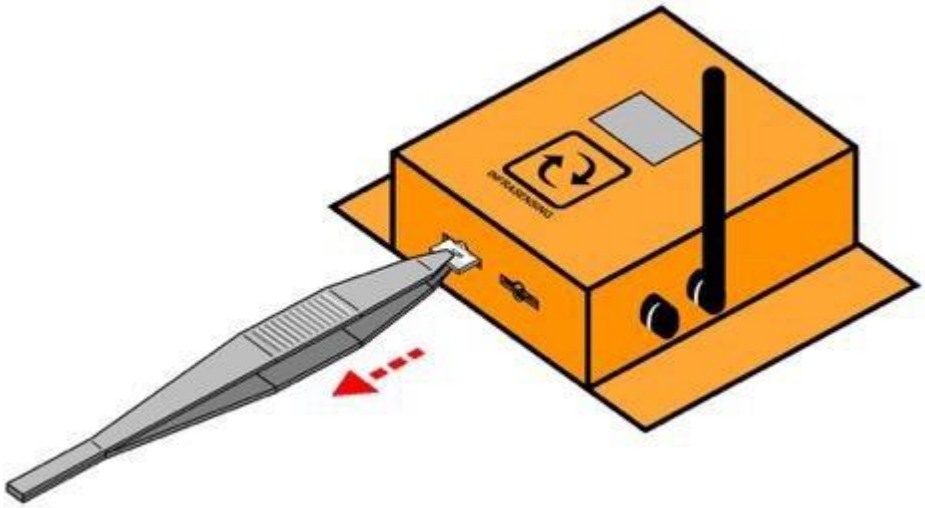


8.4.7 Inserting the SIM card into the LTE Add-On

1. Insert the SIM card(s) as shown in the image below(SIM card should be inserted all the way to the back).

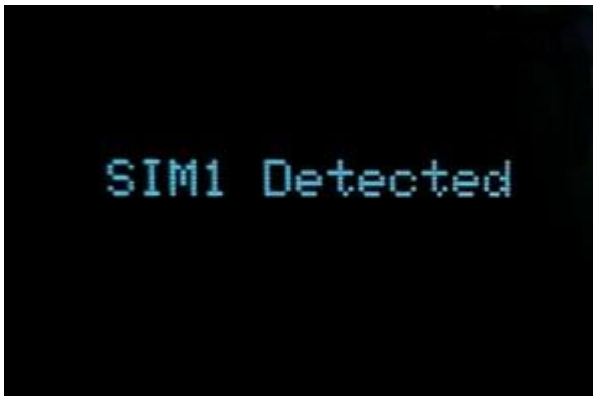


Note: that for security reasons the only way to remove the SIM card is by using tweezers as shown on the illustration below.



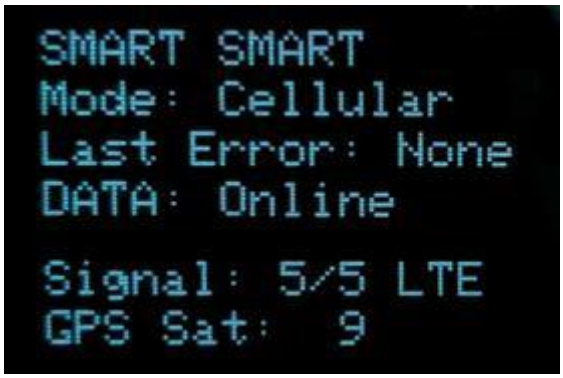
2. Connect your ADDON-LTE into your base unit, initialization will start.

3. If SIM is inserted correctly the device will show that it has been detected and will start to register into your mobile network.



Note: That if it keeps on initializing and does not go to “Registering to network” then it means that the SIM card is not well inserted.

4. After the device successfully registers, it will have the default screen below showing the status of your ADDON-LTE.



5. If you have the optional GPS feature then please allow 5-10 minutes before the GPS signal is established.

6. Your ADDON-LTE will be ready for use, for SMS set up please go to section 3.9 and for email set-up go to section 3.2.

9 InfraSensing sensor probes

9.1 External sensor probes

InfraSensing uses external sensor probes for its environmental monitoring solution.

Only the power sensor requires a power adapter plugged into it; the power adapter's current sent to the sensor will be used to analyze the power state.

You can replace the shipped RJ45 cable with a custom standard RJ45 for a length of up to 10 meters or 33 ft between the SensorGateway and an external probe. And can go longer with the use of CAT6/ CAT7 cables for up to 100m or 330 ft.

9.2 General instructions

The sensor should be connected as shown in the picture below. The RJ45-to-RJ45 cable goes from the external sensor probe into the bottom of the SensorGateway using the RJ45 connector labeled **Serial** (for SensorGateway v1, v2 & v3) SensorGateway v4 or higher have 2 connectors for external probes labeled **Probe1** and **Probe2**

On the top you plug in your network cable connected to a switch and this into the RJ45 connector labeled **LAN/PoE** If you don't have a PoE enabled network, then you will need the optional 12DC power adapter and plug it into the connector on top labeled **DC 12V**

Important note: It is highly recommended to reboot the SensorGateway after adding or removing any sensor probes for stability. Also, using incorrect power supplies or wrong PoE source may permanently damage the equipment and void the warranty.

10 THERMAL IMAGING SENSORS

10.1 Thermal Imaging Sensor (THIMG-STD-XXX)

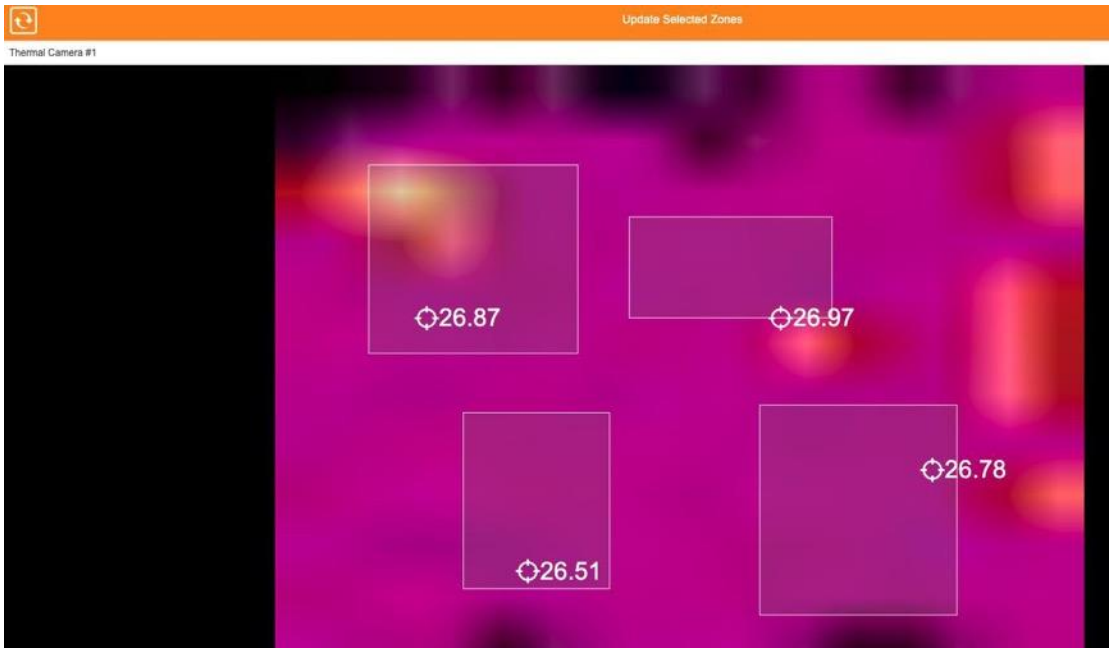
The world's first SNMP & Modbus temperature monitoring sensor that tells you what it actually sees. 192(XS), 768(S), 4800(M), or 19200(L) temperature measurement points in one image, analyzed every 2 seconds.

THIMG-STD-(XS/S)

THIMG-STD-(M/L)

10.1.1 Installation of Thermal Image

Once the Thermal Sensor is plugged in, you should see a button on the gateway's GUI named "Thermal Camera" (firmware 8.0 and above). Once you click the option you will see the live feed of your thermal camera.



The SensorGateway can accommodate **one** Thermal Imaging Sensor with or without the Expansion Hub for Firmware 7.2 to 7.41.

With firmware version 7.5 to 8.8, our gateway can cater up to **two** Thermal Imaging Sensors. Unit would only work with sensor hubs release 2016 onwards. The unit should be plugged in one of the High-Speed Ports on either of the multisensory hub or the sensor hub.

With firmware version 9, the SensorGateway can connect up to 5 Thermal Imaging Sensors

provided that they are connected to the high-speed ports (1, 2, 3, 4, and 7) of the SensorHub.

NOTE: Due to transit or unforeseen events, in rare occasions the values of thermal camera sizes M and L are not displayed. This is possibly due to the sensor getting slightly loose. This is remedied by pressing down on the lens assembly in front of the case to reseat it in its socket.

Link : https://infrasensing.com/sensors/sensor-thermal-image-temperature.asp

10.1.2 Adding Zones to the Thermal Imaging Sensor Camera

From firmware version 8.8, you can add zones within the thermal view page to specifically pinpoint the highest temperature recorded in each zone.

To add a zone, please follow these steps :

1. On the main screen, click Thermal Camera and you will be redirected to the thermal view page.
2. You can add up to 4 zone. To add a zone, simply highlight an area within the camera vie w.
3. Once done, click “Updated Selected Zones”

10.1.3 Delete Zones from the Thermal Imaging Sensor Camera

1. On the Thermal View, press middle-click **(scroll button)** on your mouse to delete a zone.
2. Once done, click “Updated Selected Zones”

10.2 Industrial Infrared Spot Sensor (THIMG-STD-IRSPOT)

Works by capturing the emitted infrared radiation within a wide field of view (90°)

11 Gas Sensors

11.1 1234yf Gas Sensor (GAS-1234YF)

Measures 1234yf in the air between 1,000 to 10,000 ppm (parts per million)

11.2 Refrigerant A1 (R-404A, R-22, and R-410A) Gas Sensor (GAS-A1)

Measures ASHRAE A1 Class refrigerant gas sensor

11.3 Refrigerant A2L (R-32, R-1234yf, R-1234ZE and R-454B) Gas Sensor (GAS-A2L)

Measures ASHRAE A2L Class refrigerant gas sensor

11.4 Refrigerant A3 (R-290) Gas Sensor (GAS-A3)

Measures ASHRAE A3 Class refrigerant gas sensor

11.5 Ethylene (C2H4) Gas Sensor (GAS-C2H4)

Measures Ethylene in the air between 0-100 ppm (parts per million)

11.6 Furfural (C5H402) Gas Sensor (GAS- C5H402)

Measures Furfural in the air between 0-100 ppm (parts per million)

11.7 Formaldehyde (CH2O) Gas Sensor (GAS-CH2O)

Measures Formaldehyde in the air between 0-10 ppm (parts per million)

11.8 Methyl Mercaptan (CH3SH) Gas Sensor (GAS-CH3SH)

Measures Methyl Mercaptan in the air between 0-10 ppm (parts per million)

11.9 **Methane (CH4) Gas Sensor (GAS-CH4)**

Measures Methane in the air between 0-100% LEL (lower explosive limit)

11.10 **Chlorine (CL2) Gas Sensor (GAS-CL2)**

Measures Chlorine in the air between 0-10 ppm (parts per million).

11.11 **Carbon Monoxide (CO) Gas Sensor (GAS-CO)**

Measures Carbon Monoxide (CO) in the air between 0-1000 ppm (parts per million).

11.12 **Carbon Dioxide (CO2) Sensor (GAS-CO2)**

Measures Carbon Dioxide (CO) in the air between 0-40000 ppm (parts per million).

11.13 **Carbon Dioxide (CO2-NDIR) Gas Sensor (GAS-CO2-NDIR)**

Measures Carbon Dioxide (CO) in the air between 0-5000 ppm (parts per million).

11.14 **CO2 and VOC Sensor (GAS-CO2-VOC)**

Measures CO2 and VOC, with photoacoustic NDIR as the detection methodology.

11.15 **CO2, VOC, and Temperature Sensor (GAS-CO2-VOC-TEMP)**

Measures CO2 and Volatile Organic Compound(VOC) and temperature.

11.16 **Ethylene Oxide (ETO) Gas Sensor (GAS-ETO)**

Measures Ethylene Oxide in the air between 0-20 ppm (parts per million)

11.17 **Hydrogen (H2) Gas Sensor (GAS-H2)**

Measures Hydrogen in the air between 0 to 100% LEL (lower explosive limit)

After powering the sensor through your SensorGateway, the H2 sensor needs 10 minutes to warm up.

Green – _less than 10% LEL
Orange – _10-50%
Red – _50% - 100%
Magenta – _Greater than 100%

11.18 **Hydrogen Sulfide (H2S) Gas Sensor (GAS-H2S)**

Measures Hydrogen Sulfide in the air between 0 to 100 ppm (parts per million

11.19 **Hydrogen Chloride (HCL) Gas Sensor (GAS-HCL)**

Measures Hydrogen Chloride in the air between 0 to 20 ppm (parts per million

11.20 **Hydrogen Fluoride (HF) Gas Sensor (GAS-HF)**

Measures Hydrogen Fluoride in the air between 0 to 10 ppm (parts per million

11.21 **Ammonia (NH3) Gas Sensor (GAS-NH3)**

Measures Ammonia in the air between 0 to 100 ppm (parts per million

11.22 **Nitric Oxide (NO2) Gas Sensor (GAS-NO)**

Measures Nitric Oxide in the air between 0 to 250 ppm (parts per million)

11.23 **Nitrogen Dioxide (NO2) Gas Sensor (GAS-NO2)**

Measures Nitrogen Dioxide in the air between 0 to 20 ppm (parts per million

11.24 **Oxygen (O2) Gas Sensor (GAS-O2)**

Measures Oxygen in the air between 0-5% Vol. Max detection of 30% vol

11.25 **Ozone (O3) Gas Sensor (GAS-O3)**

Measures Ozone in the air between 0-5 ppm (parts per million)

11.26 **Phosphine (PH3) Gas Sensor (GAS-PH3)**

Measures Phosphine in the air between 0-2000 ppm

11.27 **Refrigerant (R134a) Gas Sensor (GAS-R-134A)**

Measures refrigerant (R-134a) in the air between 0-2000 ppm (parts per millions)

11.28 **R32 Gas Sensor (GAS-32)**

Measures R32 in the air between 1,000 to 10,000 ppm (parts per million)

11.29 **R-290 Gas Sensor (GAS-290)**

Measures R290 in the air between 1,000 to 10,000 ppm (parts per million)

11.30 **Freon (R-404a) Gas Sensor (GAS-404a)**

Measures R404 in the air between 1,000 to 10,000 ppm (parts per million)

11.31 **R410a Gas Sensor (GAS-410a)**

Measures R410a in the air between 1,000 to 10,000 ppm (parts per million)

11.32 **Sulfur Hexafluoride (SF6) Gas Sensor (GAS-SF6)**

Measures SF6 gas concentration up to 1,000ppm

11.33 **Sulfur Dioxide (SO2) Gas Sensor (GAS-SO2)**

Measures Sulfur Dioxide in the air between 0-20 ppm (parts per million)

11.34 **VOC Sensor (GAS-VOC)**

Measures Volatile organic compound. MOx as the detection methodology.

11.35 **CO2, VOC, Temperature and Humidity Sensor (GAS-CO2-VOC-THUM)**

Our industrial grade temperature and humidity sensor with carbon dioxide gas and VOC monitoring.

11.36 **VOC and NOx Sensor (GAS-VOC-NOx)**

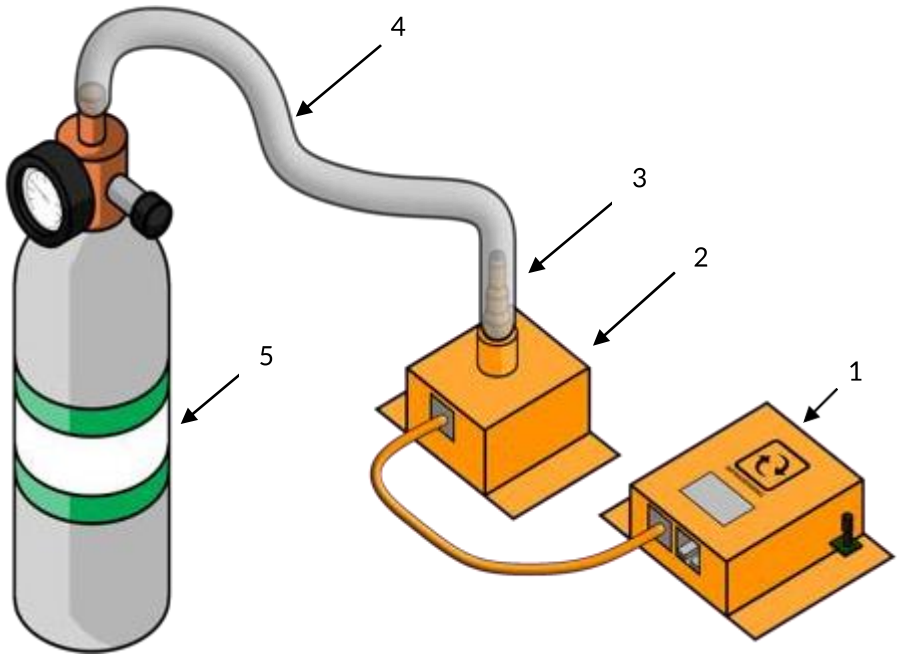
Designed for monitoring off-gas in batter systems. Measures VOC and NOx.

11.37 **Gas Sensor Bump Test**

We recommend to periodically test the operation of the gas sensor in critical environments. OSHA defines a bump test as “a qualitative function check in which a challenge gas is passed over the sensor(s) at a concentration and exposure time sufficient to activate all alarm settings.”

Required equipment:

1. SensorGateway (BASE-WIRED)
2. Gas sensor (ENV-GAS-H2, ENV-GAS-HF, ENV-GAS-O3, ENV-GAS-O2)
3. Bump test adapter (SPARE-GAS-H2-BUMP)
4. Gas canister (from your local gas supplier)
5. Gas tubing (from your local gas supplier)



Note: For the amount of pressure, we can only apply up to 1000 PSIG.

Procedure:

1. Connect the Gas sensor to the SensorGateway.
2. Next, connect the bump test adaptor to the gas sensor.
3. Attach one end of the tube to the adaptor.
4. Attach the other end of the tube to the gas cylinder source
5. Open the cylinder valve to apply gas until detected.
6. Stop applying gas by closing the cylinder valve.

12 Environmental Sensors

12.1 Temperature Sensor (ENV-TEMP)

12.2 Temperature & Humidity Sensor (ENV-THUM)

Considerations for humidity sensor:

- Very dependent on air flow
- For rooms with different levels of air flows which is usually those in front of AC units and those that aren't, you can calibrate accordingly for more accurate results of ambient level and rack or other specific point levels of humidity

12.3 Magnetic Surface Temperature Sensor (ENV-TEMP-MAGNETIC)

The magnetic probe can be attached to any metal surface and measure its temperature.

12.4 Digital Sound and Noise level Sensor(dbA) (ENV-NOISE)

Note: Detection for ENV-NOISE Takes up to 30 seconds before appearing on your interface.

12.5 Indoor Air Quality (IAQ) Sensor (ENV-TVOC)

12.6 Differential Air Pressure and Temperature Sensor (ENV-AIRPRESSURE)

12.7 **Optical Dust Sensor Probe (ENV-DUST)**

Air Quality (dust) is an invisible threat to Data Centers, server rooms, equipment rooms, telecom shelters, also Haze due to forest fires or fossil fuels is a common source of dust particles. Typically air-conditioning units can purify the air but when high peaks of pollution are reached, then they may no longer cope. Dust deposits on circuit boards can damage it. This may result in permanent loss of IT equipment such as servers, network and storage systems.

Our sensor is designed to monitor dust particles in data centers, server rooms & cabinets.

12.8 **Water Leak Sensor (ENV-WLEAK-COMBO5M)**

*Fuel and battery cables are also available and all cables can be expanded up to 200m or 660ft (ENV-FLEAK-COMBO and ENV-BLEAK-COMBO)

IMPORTANT NOTICE FOR WATER / FLOODING SENSORS

The flooding / water detection sensor consists of 2 parts: the sensor (gray box with InfraSensing label on it) and the yellow water sensing cable (shown left). **Only the yellow cable may be submerged** – this is the water sensitive part of the sensors! The sensor probe (gray box) has to be kept at all times above the water level.

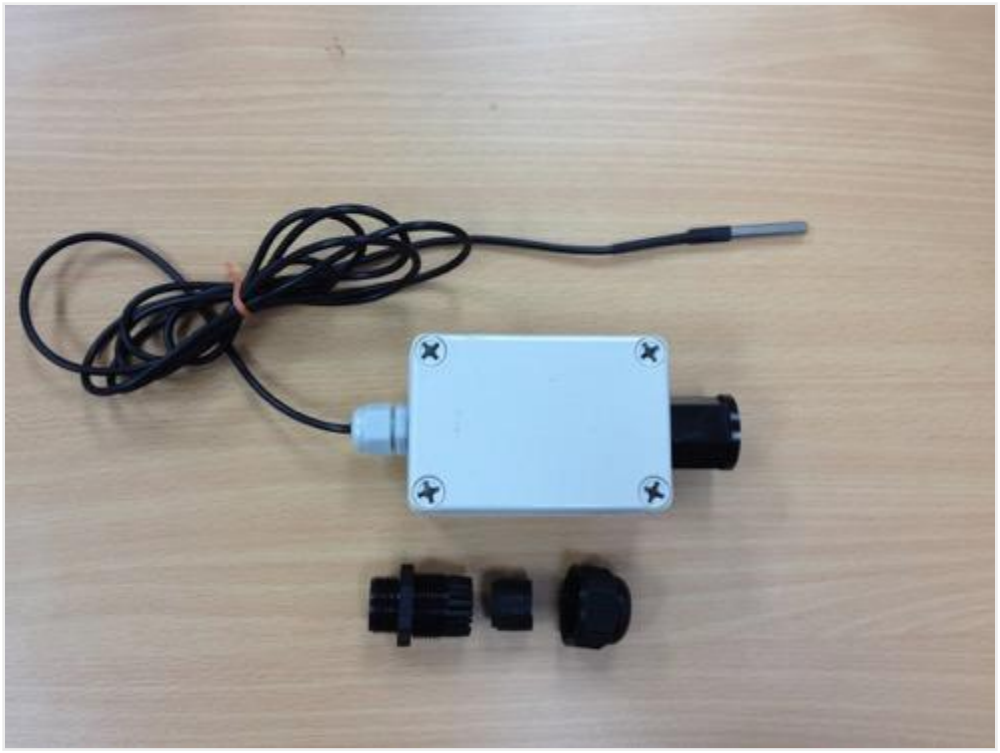
Should you need to pinpoint the exact location of the leak, then we also have a Water leak location module. (ENV-WLEAK-LOC-COMBO5)

12.9 **Stainless Steel Temperature Probe (ENV-TSTAIN)**

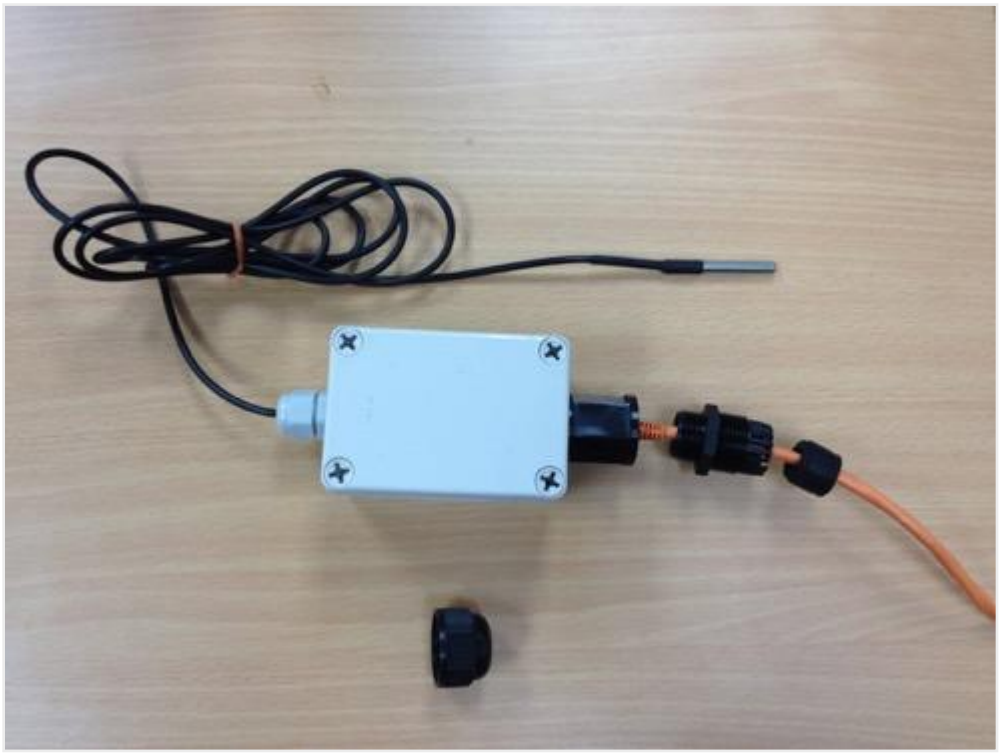
12.10 **Industrial Surface Temperature Sensor (ENV-TSURFACE)**

12.11 **IP rated sensor assembly (leak, industrial probes, etc.)**

Out from the box, for the Ethernet connector, you should have the 3 parts that are yet to be assembled: the over-nut, rubber gasket, and contracting gland (from left to right).

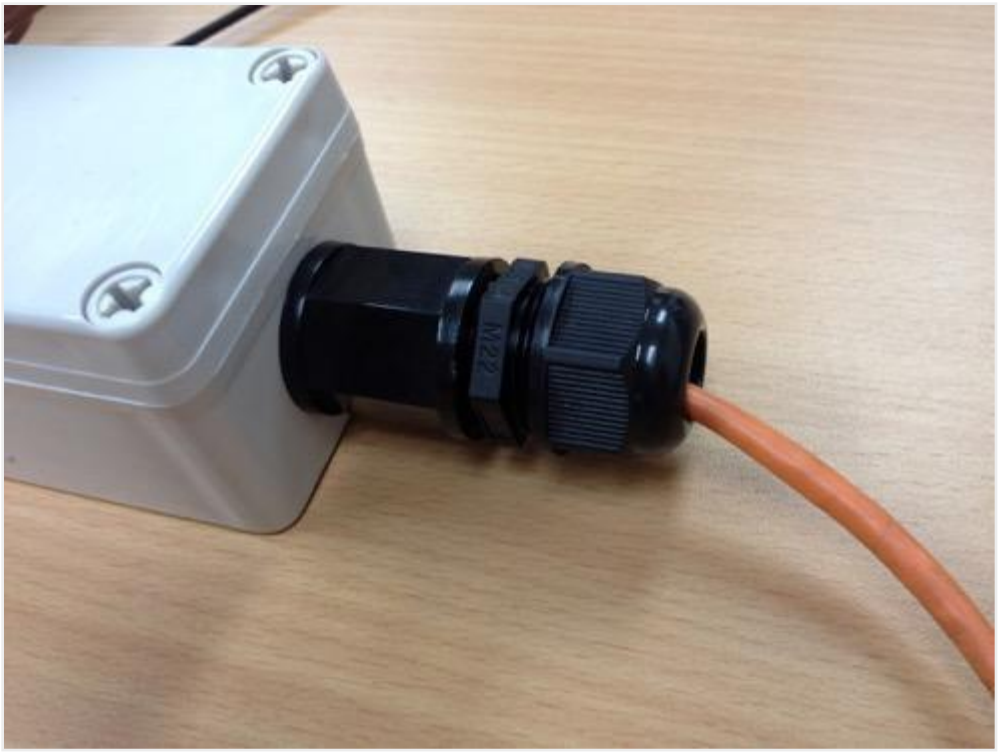


To get started, insert the over-nut and rubber gasket in your LAN cable then plug it in on the protruding RJ 45 connector from the sensor probe.

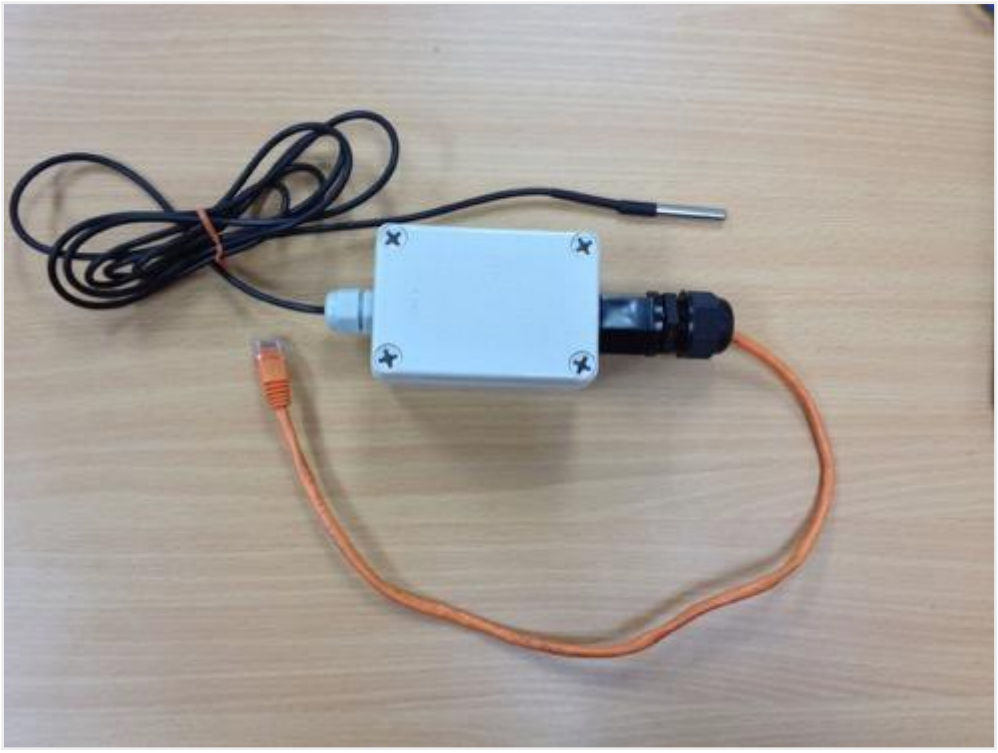


Once that’s done, insert the rubber gasket all the way inside the over-nut.

After that, connect them both on the RJ 45 connector of the sensor.



Now that we have that, we just need to insert the contracting gland to seal the Ethernet passthrough. Your stainless steel temperature sensor should now look similar to the following image.



12.12 **Water Spot Detection Sensor (monitors a specific spot) (ENV-WSPOT)**

Note: Once an alert is triggered using our water spot detection sensor, make sure the metal prongs are dried before reusing.

12.13 View of the Airflow Sensor (ENV-AIRFLW)

The displayed side will be the one where the air should be allowed to flow. As an example, on an environment where floor cooling is utilized, the implementation would be similar to the ff. figure:

As we're utilizing floor cooling on this example, the side where the air should flow is placed facing downwards to detect the airflow it should have.

13 Daisy Chain

This icon represents sensors with the optional Daisy Chain Version.

Please upload the special firmware to your SensorGateway (BASE-WIRED) for the daisy chain sensors to work. You may download the firmware here Daisy Chain Firmware

Please refer to **section 2.11** on how to properly upload the firmware.

13.1 Daisy Chain Start (DAISY-STARTER)

The DAISY-STARTER serves as the controller for the daisy-chained sensors. It is required for all our daisy chain sensors.

Note:

The DAISY-STARTER cannot be connected to Sensorhub (EXP-8HUB) and Multi-Sensor & Hub (EXP-4HUB)

Only one DAISY-STARTER can be connected to one SensorGateway (BASE-WIRED).

13.1.1 Connecting Daisy Chain Sensor

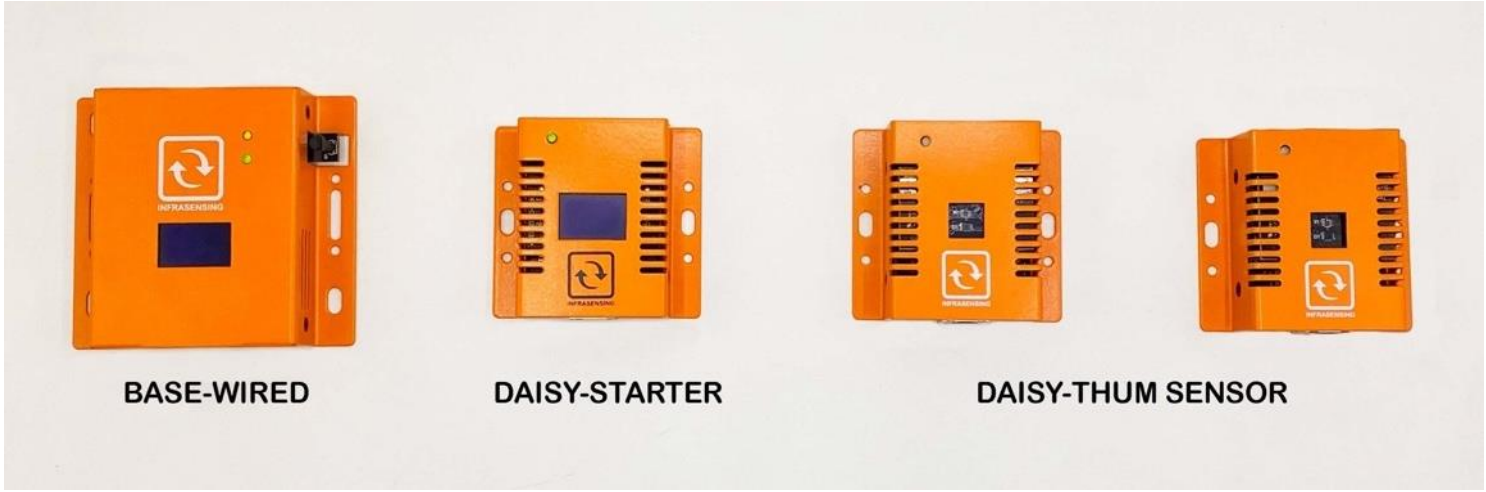
The ports on DAISY-STARTER and DAISY SENSORS are labeled **"IN"** and **"OUT"**. This is to ensure that you are connecting each device accordingly. See images below for reference.

DAISY-STARTER

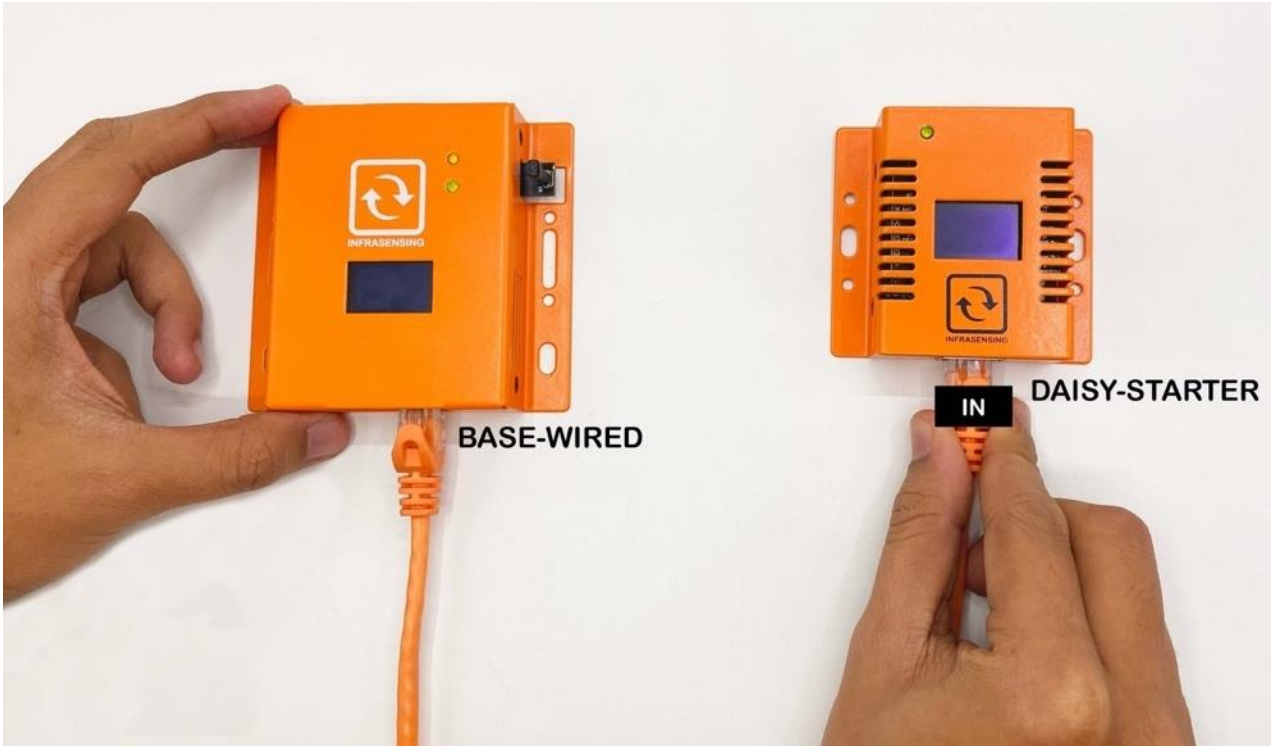
DAISY-THUM

Images above shows the IN and OUT ports labeled on your sensors.

Before proceeding, it's important to prepare all the necessary devices. Ensure that you have both the BASE-WIRED and DAISY-STARTER devices on hand. Keep in mind that each BASE-WIRED can only connect to one DAISY-STARTER. In the example below, we used DAISY-THUM SENSOR.



First, connect your BASE-WIRED to your DAISY-STARTER using a regular RJ45 cable. Refer to the image below for reference :

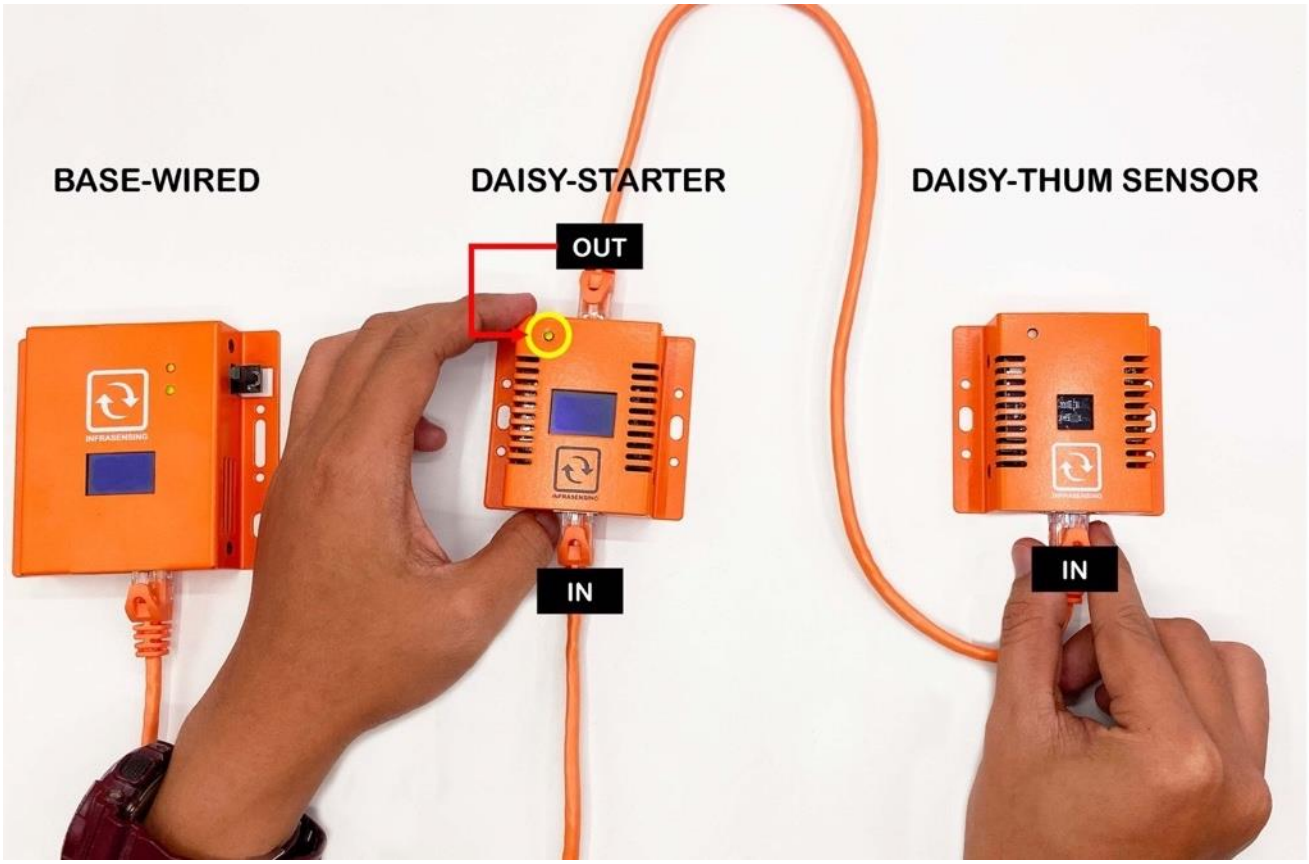


Once you have connected the BASE-WIRED and DAISY-STARTER, it's time to connect the DAISY-THUM sensor. Begin by locating the OUT port on the DAISY-STARTER and the IN port on the DAISY-THUM sensor. These ports are typically labeled for easy identification.

Next, take a regular RJ45 cable and connect one end to the OUT port on the DAISY-STARTER and the other end to the IN port on the DAISY-THUM sensor. Ensure that the cable is securely plugged in on both ends to establish a stable connection. Please refer to the image below for reference.

Take care not to force the cable into the ports, and avoid pulling on the cable once it is connected. Once the connection is established, you're ready to move on to the next step.

NOTE: The port near the led indicator is always the OUT port. Even you have a label that would say IN, but it's near the led indicator, that would basically be the OUT port.

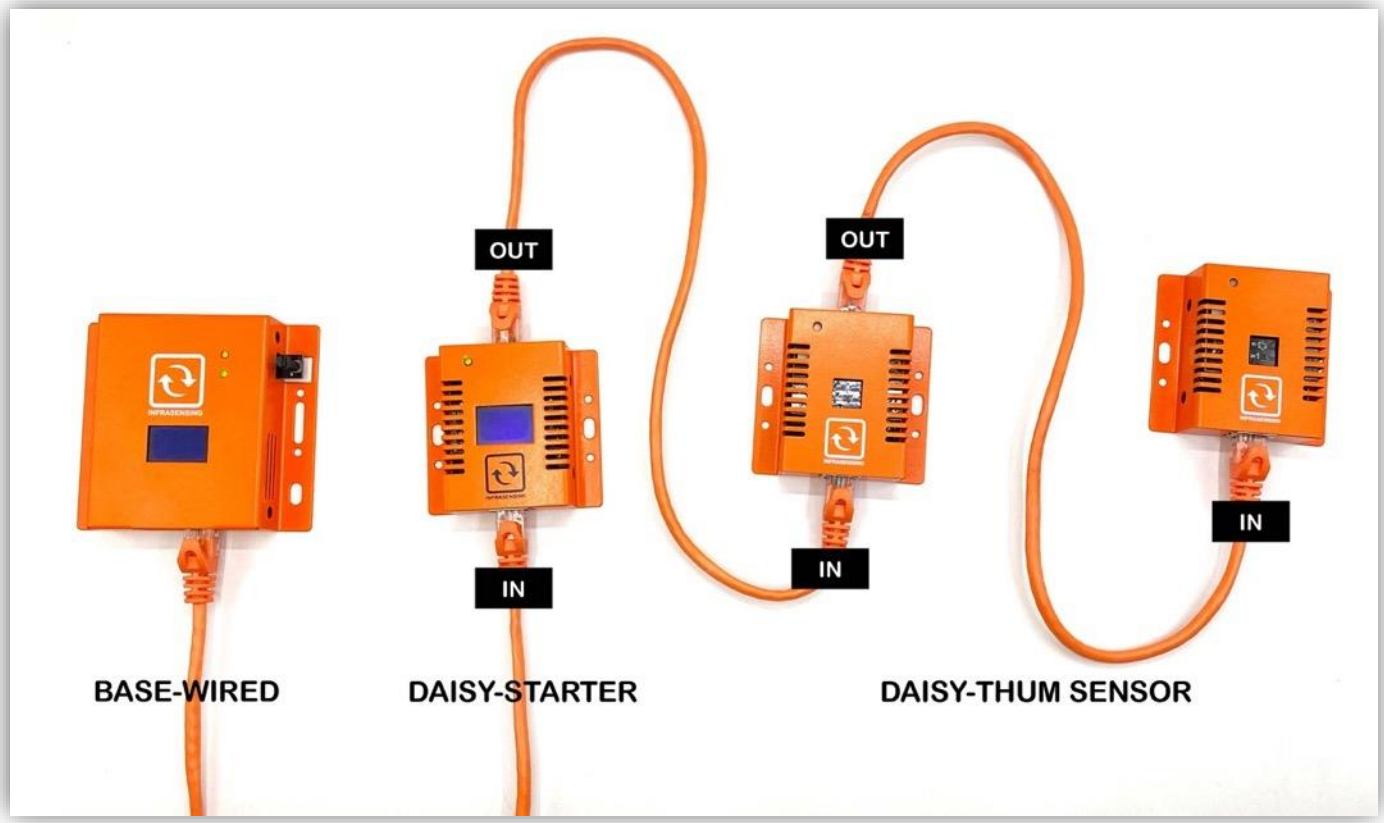


Now that you've successfully connected the first DAISY-THUM sensor, you can repeat the same process for any additional sensors you have. Remember to locate the OUT and IN ports labeled on each sensor.

Using a regular RJ45 cable, connect the OUT port of the first sensor to the IN port of the next sensor. Keep repeating this process until all of your sensors are connected.

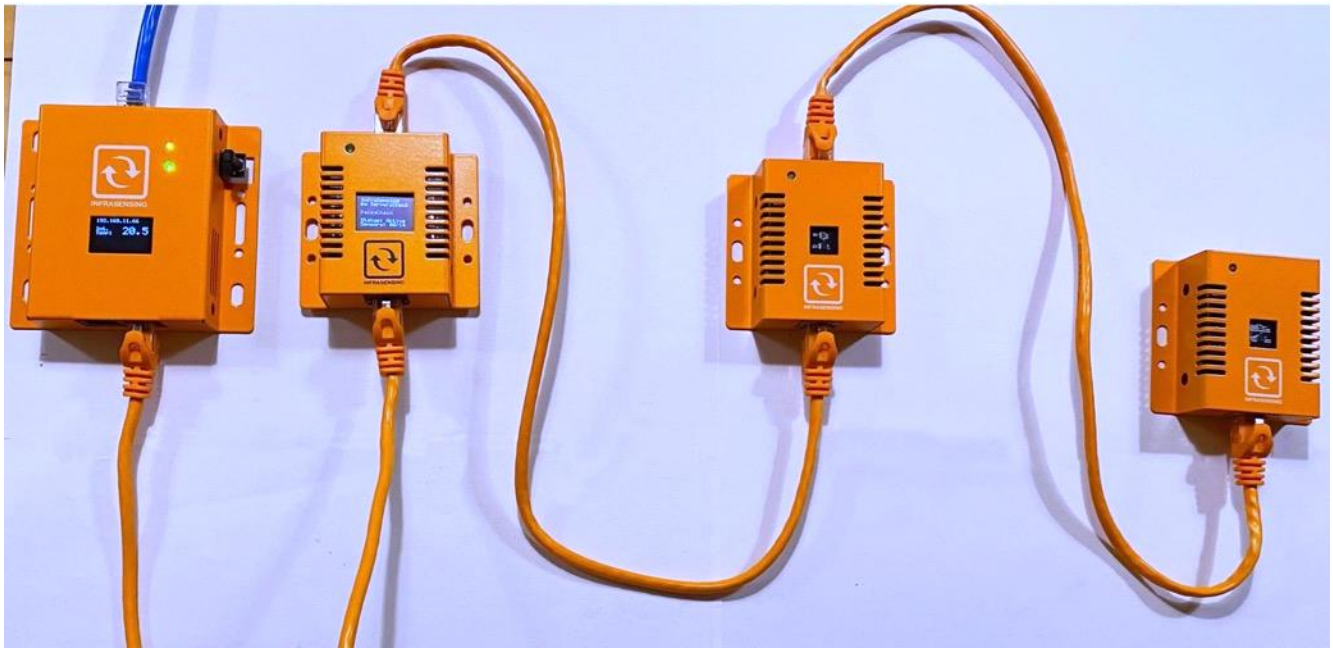
Make sure to refer to the diagram below for guidance. It's important to ensure that all sensors are securely connected and that the cables are not tangled or stretched too far.

NOTE: You can only connect up to 20 DAISY-THUM / DAISY-TEMP sensors.



Now that all of your sensors are connected, it's time to power up your SensorGateway. You have several options for powering your device:

1. POE (Power over Ethernet): You can power your SensorGateway directly through the Ethernet cable.
2. BASE-PWR: You can also use power adapter to plug your SensorGateway directly into an electrical outlet.
3. BASE-PWR-USB: If you don't have access to an electrical outlet, you can power your SensorGateway using a USB cable connected to a computer or other USB-enabled device.



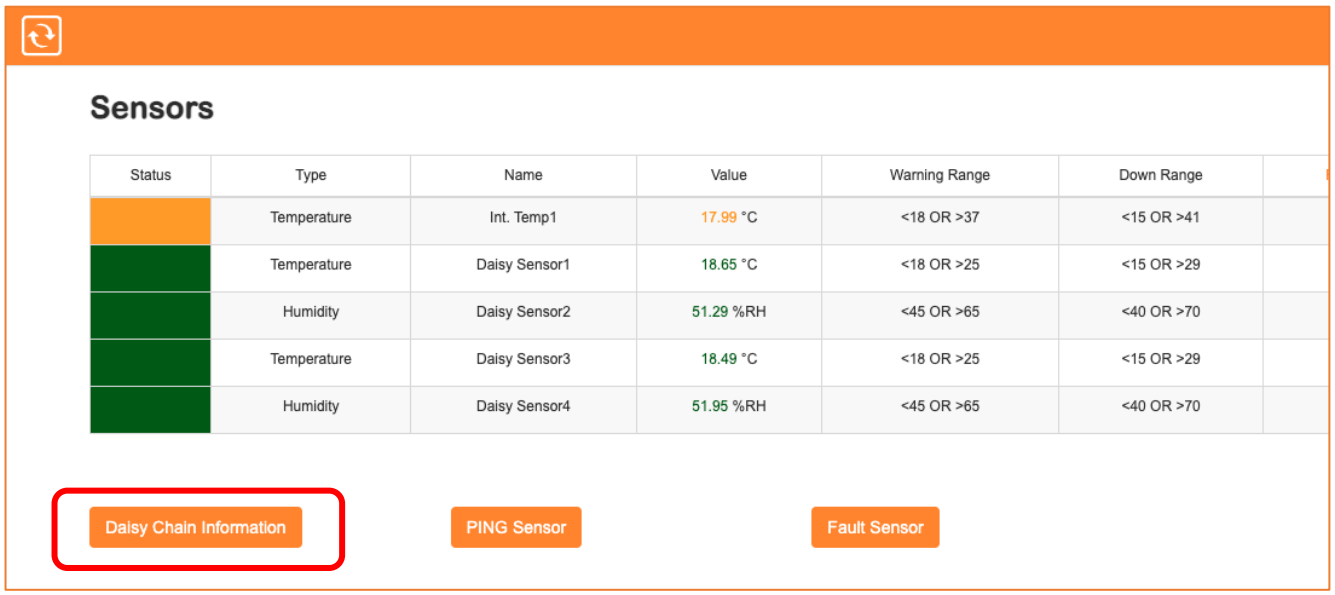
Note:

The SensorGateway and Daisy Chain Start connecting cable should not be more than 2 meters (6.6 ft.) in length. Additionally, the total length of the daisy chain, including the Daisy Start and Gateway, should not exceed 100 meters. However, if you require a longer distance, you may extend the daisy chain with the use of Daisy Booster.

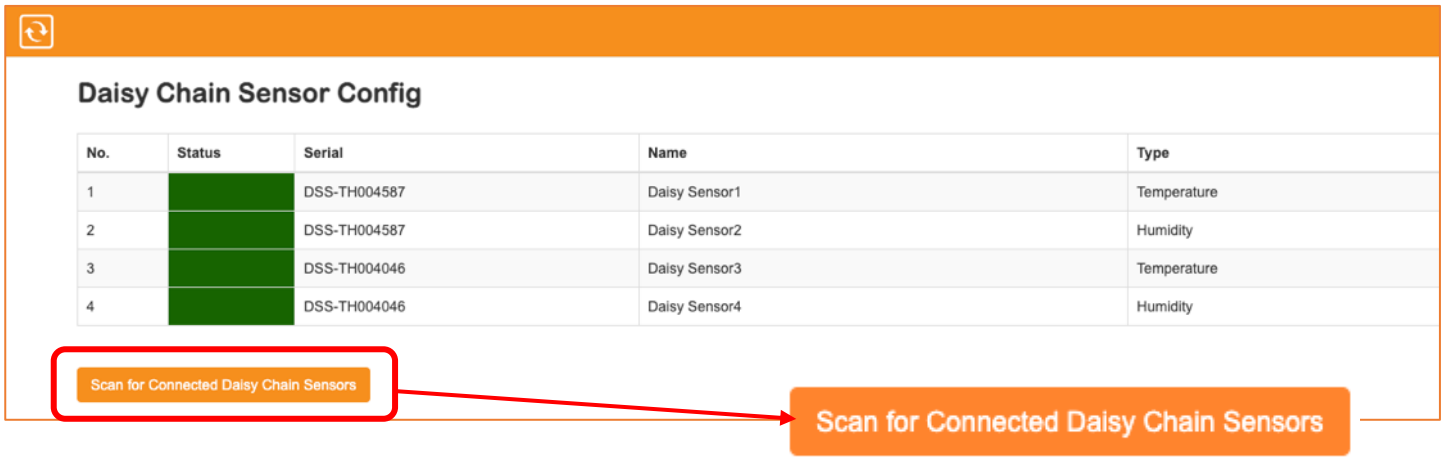
Now that you have everything set up and your SensorGateway is powered on, you can access it by obtaining the IP address displayed on the device. To do this, check the device manual or packaging for instructions on how to find the IP address.

Once you have the IP address, enter it into your web browser to access the SensorGateway's user interface. From there, you can view and manage your sensors and configure settings for your system.

If you have daisy-chained sensors, you may see a new menu that displays all of your connected sensors. Refer to the image below for an example of what this menu might look like.



To identify the chained sensors in your Daisy chain, simply click on the “Scan for connected Daisy Chain Sensors” option. This will prompt your Gateway to perform a scan, which typically takes less than a minute. If you need to scan again, you may click on the same button after one minute.



13.2 Daisy Booster

The DAISY-BOOSTER extends the operating length of the daisy chain sensors from 100 meters up to 200 meters. It is connected between 2 sensors on the daisy chain for those applications where the standard total length of 100m/300ft for a daisy chain is too short.

You can add a DAISY-BOOSTER anywhere on your daisy chain. When adding a booster, be sure to pay attention to the color indications to ensure that it is properly connected. It has a led to show optimal placement of DAISY-BOOSTER.

Color Indicator :

Red		The placement of the Daisy Booster is not optimal
Yellow		The placement of the Daisy Booster is fairly good
Green		The placement of the Daisy Booster is optimal

13.3 Using the Wireless Sensors (ENV-W-TEMP/THUM)

13.3.1 Connect wireless hub to SensorGateway

Firstly, as shown in the picture, connect the Wireless Hub to the **2nd Port(right port)** of the SensorGateway using an RJ45 connector as that will be the medium between the wireless sensors and the SensorGateway.

The option "**Wireless Sensors"** should appear on the homepage of your gateway
Click the option and then you should see a drop-down menu to connect, check and disconnect a wireless sensor.

13.3.2 Connect a wireless sensor to wireless hub

In preparation for this section, make sure to have with you a pin or some similar object that will fit through the tiny hole on the left side of the wireless sensor.

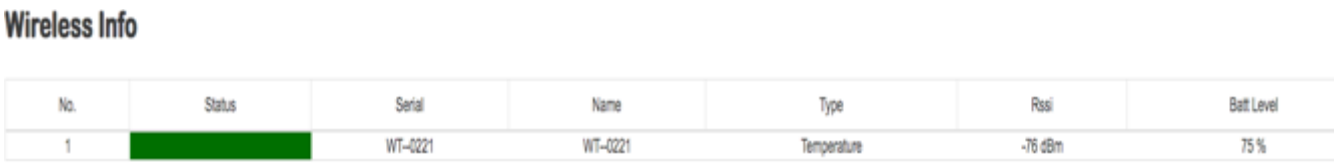
1. Click “Start Scan” under “Scan for new wireless devices”

2. Press the button on the wireless sensor for 4 consecutive times within 5 seconds (duration between pressing must be 1 second)

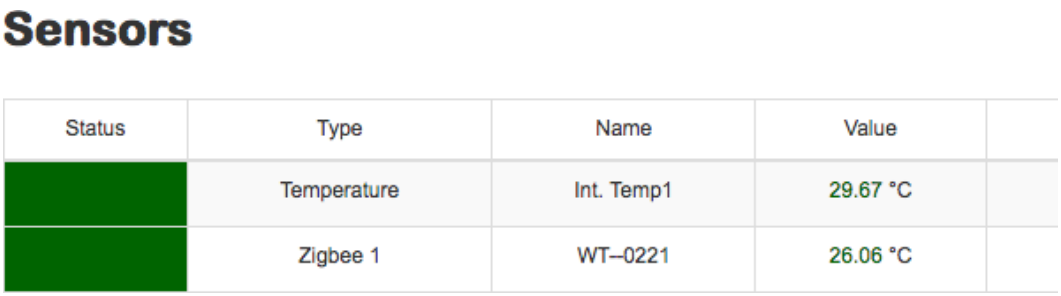
3. LED on the wireless sensor should blink twice 1st blink is after a successful connection
2nd blink is after a successful sending of data

4. Wireless sensor values should appear within 1 to 2 minutes on the wireless Information page

From the Wireless Information page, you should now see a signal being received on the Rssi column as well as its type. Serial, Name, and Batt Level.



Finally, after which, you will now be able to view your wireless sensors. From here on, the wireless sensor will update the wireless hub every 2 minutes.



13.3.3 Check wireless sensor connection status

1. Press the button on the wireless sensor once
2. If LED on the wireless sensor blinks for 4 times, wireless sensor is currently not connected
3. If LED on the wireless sensor blinks once, Wireless sensor is currently connected (but may blink twice if the pressing of the button is close to the time that the wireless sensor is sending data)

13.3.4 Disconnect a wireless sensor to a wireless hub

1. Press and hold the button on the wireless sensor for 10 seconds
2. The LED on the wireless sensor will blink for 4 times
3. The corresponding wireless sensor should disappear from the wireless information page.

Note: If current status of the wireless sensor is disconnected, the LED will not blink even after you press it for 10 seconds

13.3.5 Restrictions

Only one (1) wireless hub can be connected to the SensorGateway. While the wireless hub is able to retrieve values from 30 sensors, please be reminded that this doesn't mean 30 physical sensors can be read by it. This dilemma arises when using a temperature and humidity sensor since one physical sensor will count for two logical sensors. Thus when opting for that type of sensor, for example, you'll be restricted to permit 15 temperature and humidity sensors to your wireless hub. But otherwise for the temperature (only) sensor, you can go for up to 30 physical temperature sensors. Also the sensors will not work if there is an existing 2.5GHz connection nearby as well as other WI-FI interferences such as led lights, walls , lamps etc.

13.3.6 Reconnection window

For a number of reasons, if a wireless sensor fails to send its update, it will try to connect every minute for 3 times. After that, if it still fails, it will try to reconnect every 5 minutes for 1 hour (12 times). If during that period the sensor still fails to push its data, it will now go to sleep in order to save it battery. From that point onwards, you'll have to manually rejoin the wireless sensor once more as indicated on the Wireless Information section.

14 Power Sensors

14.1 View of Power Failure Sensor (PWR-AC-FAIL/ PWR-DC-FAIL)

Note : For our DC Power Failure Sensor it detects power outage or power failure from a AC/DC power sources via terminal block.

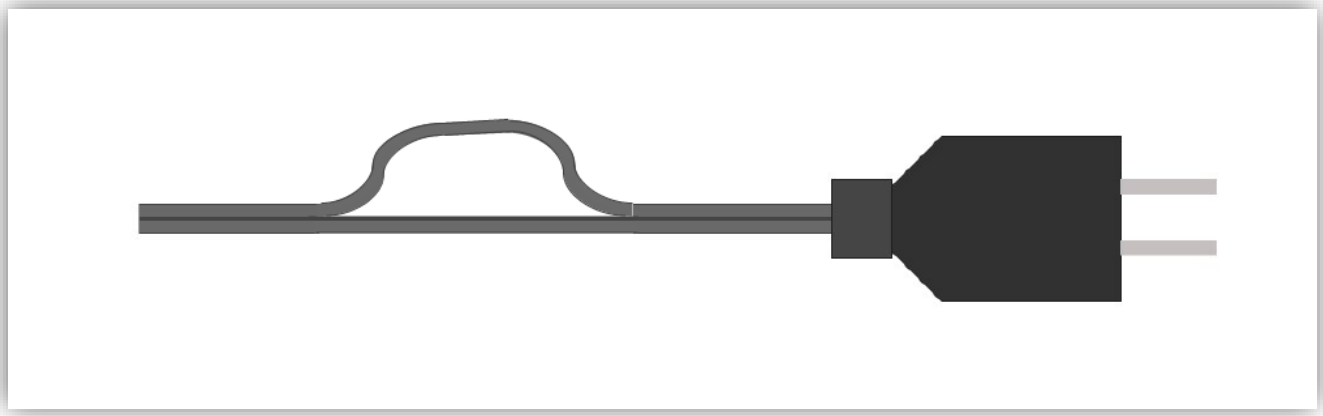
14.2 View of Current Sensor (PWR-AC-CUR)

Connecting the Current Sensor

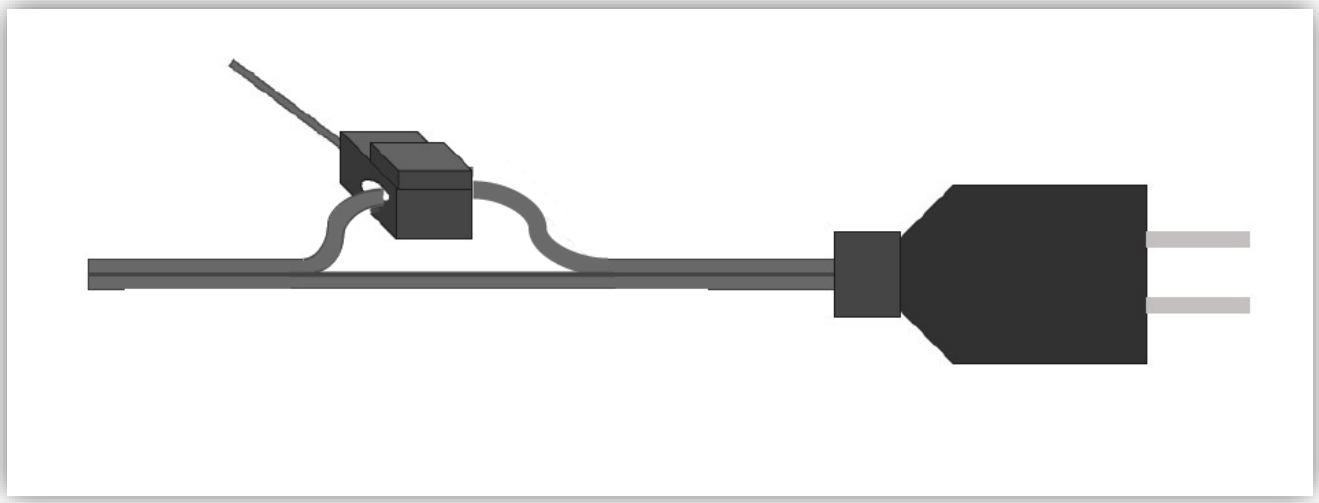
1. Just plug the sensor to your gateway via Ethernet cable.
2. Make sure you place the current clamp correctly as shown below.

Example Plug going to the wall outlet

Make sure you separate the wire as shown on the image below
You do not have to peel the protective rubber covering the wire but make sure that the two wires are separate.



Clamp the transducer on either of the wires and check if you have reading over the gateway GUI.



14.3 View of AC power failure (PWR-AC-FAIL)

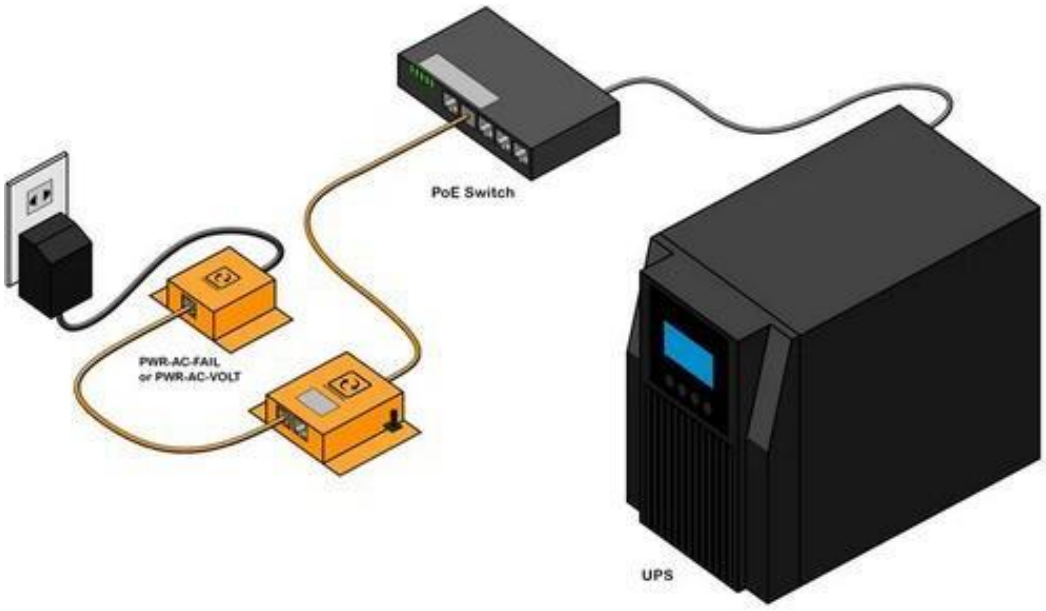
The power failure sensors enable you to get alerts when the main power goes out.

14.3.1 AC Power Failure and Voltage Sensor (PWR-AC-VOLT)

Almost any server room is equipped with UPS systems (batteries) that kick in when the main power supply goes out. However knowing when this occurs is a different thing. While the more expensive UPS systems have some kind of management and alerting system, the most popular ones don't have it.

The power failure sensors from enable you to get alerts when the main power goes out as well as measure the actual voltage.

In combination with our PWR-AC-CUR, you can measure power more accurately.



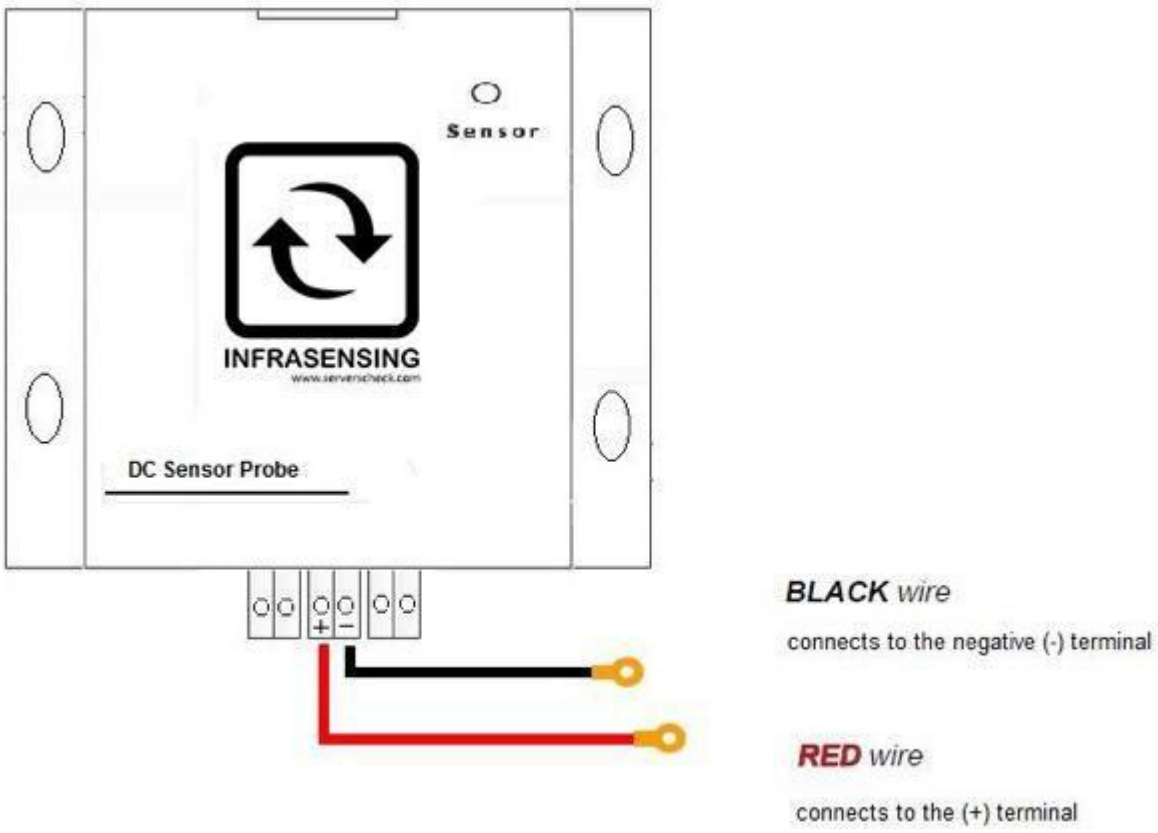
Set up example

Note that if you plan to use 2 or more PWR-AC-VOLT in a single gateway, you would need a power adapter as PoE might not able to supply the necessary power.

14.3.2 DC Volt as a stand-alone (PWR-DC-VOLT)

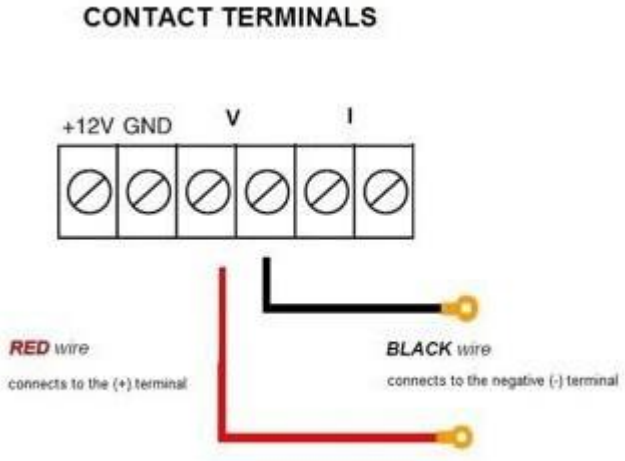
The DC sensor probe has a built in 12-volt power supply and a provision for current reading but it will require a transducer provided by ServersCheck (Explained in **4.3.2**). For DC sensor probe operation, it only uses the middle two terminals labeled under “V”.
The DC sensor probe is a Infrasensing probe that measures DC voltage from 0 to 56 volts. It is Suitable in measuring health and status of battery banks or any DC voltage target device.

Basic Wiring Diagram

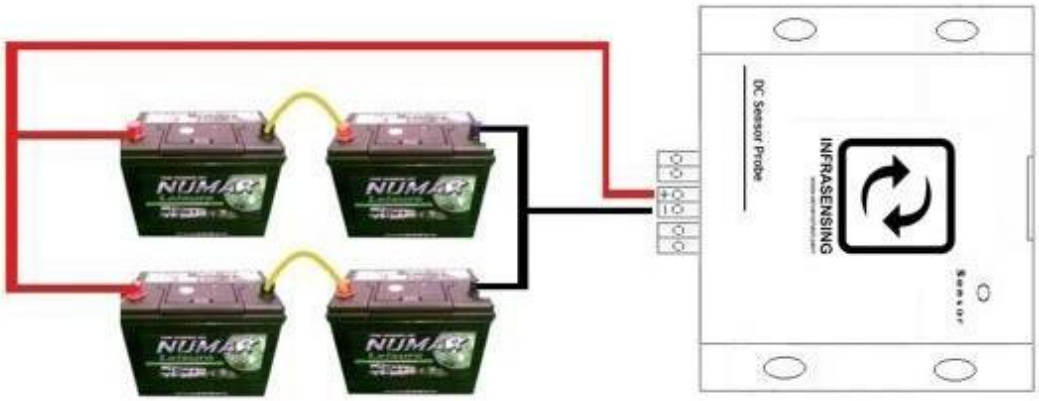


\+ --

NOTE:+12V / GND will be used to supply power for the Transducer. As for the (+) terminal “I” will be used to poll the data from the transducer (-) terminal will not be used



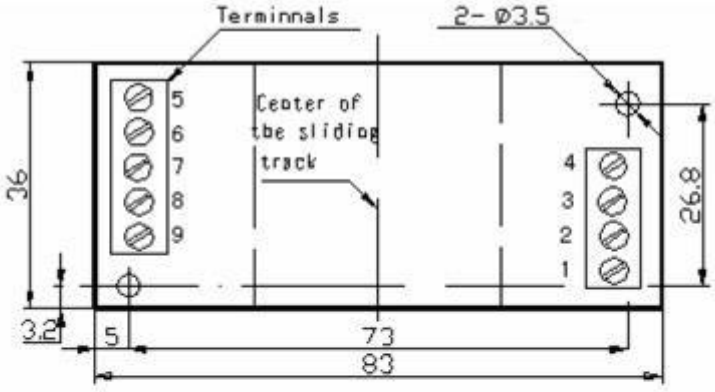
Connection to Batteries in PARALLEL



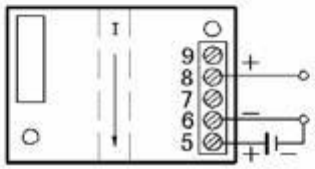
14.3.3 DC Power Current Sensor Probe (PWR-DC-VOLT 0-50v)

With DC Transducer (PWR-DC-TRANS) for Current and Power kWh monitoring

DC Transducer Terminals



Connections Diagrams

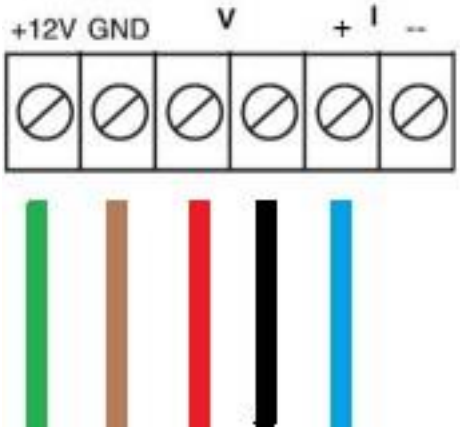


Terminal 5: VCC，Positive power supply
Terminal 6: GND，Negative power supply
Terminal 8: Voltage output
Don't use all terminals named NC.

Connecting the DC Transducer to the Sensor Probe

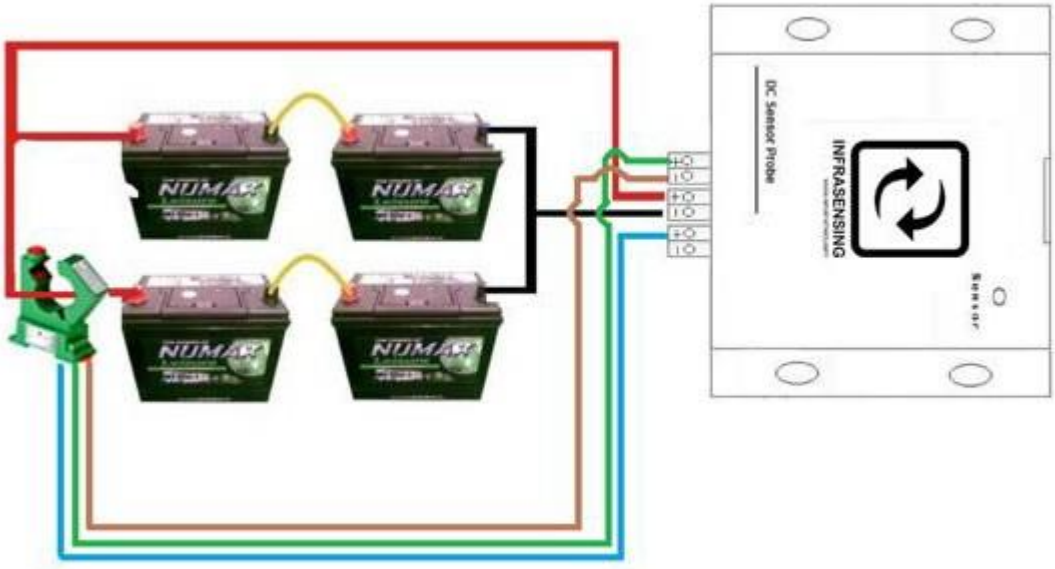
SENSOR PROBE (PWR-DC-VOLT)

CONTACT TERMINALS

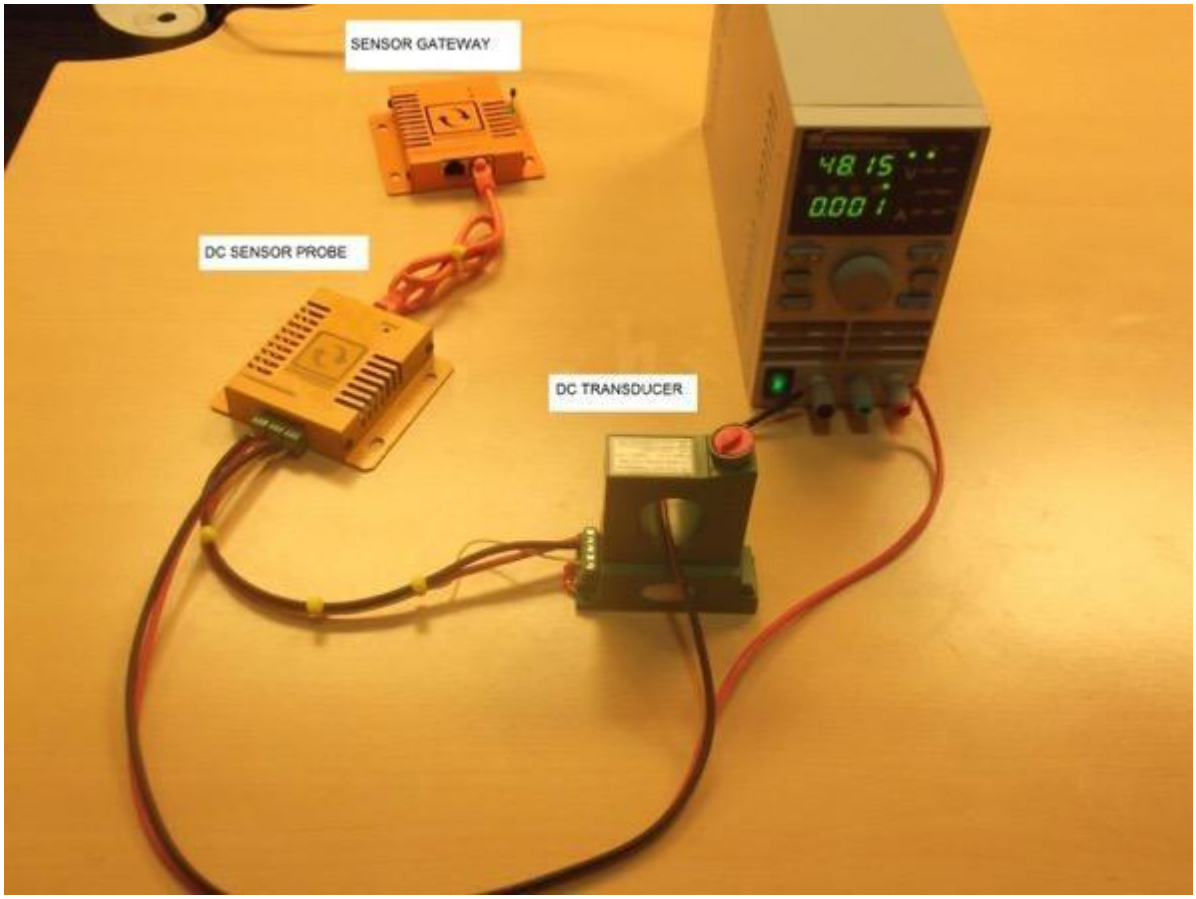


Black and Red – Connects to battery terminals Green- Connects to Terminal 5 of transducer Brown– Connects to Terminal 6 of transducer

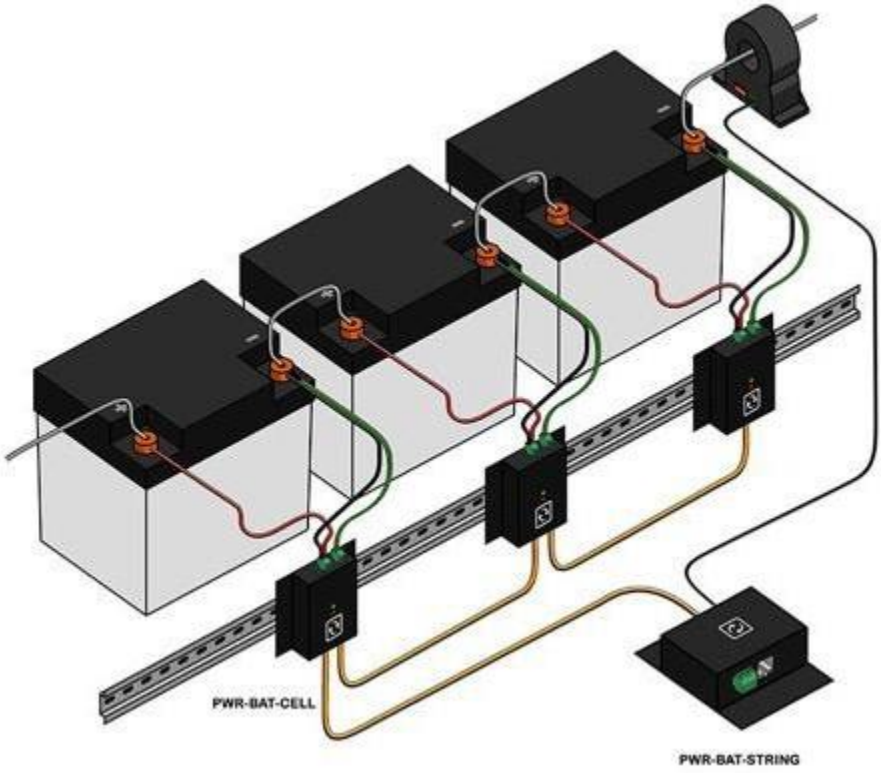
On our earlier example we now place the transducer to be able to read the electric current



Here is an actual image of the Sensor, Monitoring the DC supply which acts as a battery / Rectifier



Battery Monitoring System (BMS) (PWR-BAT-STRING and PWR-BAT-CELL)



14.3.4 Main sensor unit (PWR-BAT-STRING)

Main unit for the battery monitoring system where the battery cell sensors as well as the string current sensor are connected.

Sensor Units (PWR-BAT-CELL)

Note:- for Li-Ion batteries monitor for following toxic gasses: Hydrogen Fluoride (HF), Carbon Monoxide (CO) or Carbon Dioxide (CO2)

- for lead acid batteries the primary gas to monitor is the Hydrogen gas (H2). Monitoring up to 100% Lower Explosive Limit (LEL).

The gas detectors can be optionally mounted onto the PWR-BAT-STRING module or can be purchased as separate gas sensors.

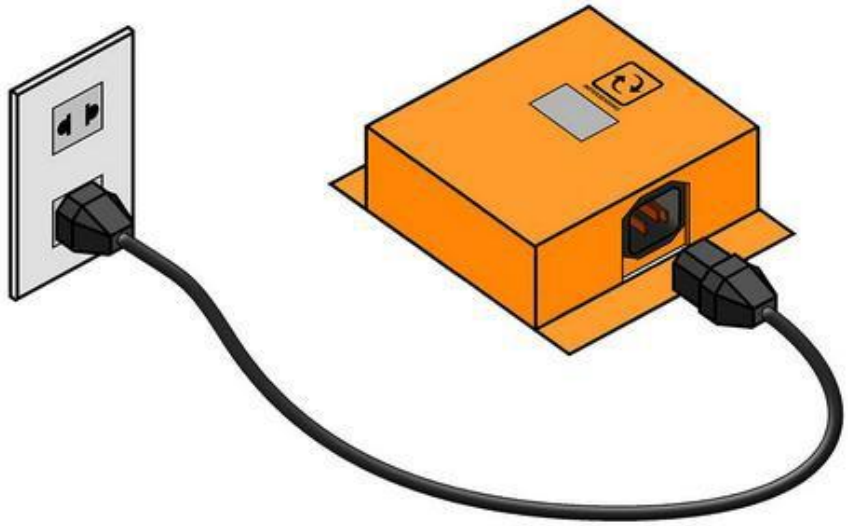
You can chain connect up to 15 PWR-BAT-CELL for every PWR-BAT-STRING.

14.4 **Power Quality Sensor (PWR-AC-QUAL)**

Using industry standards, it will analyze and translate your power quality in simple and actionable information.

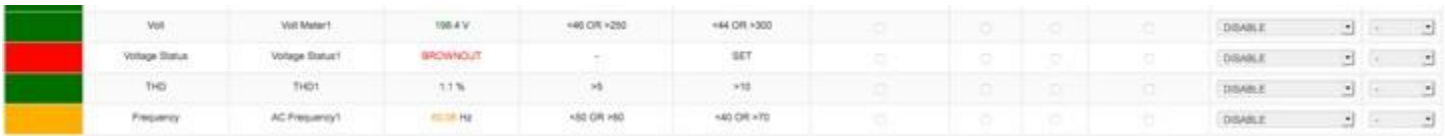
Plug and play. Simply connect an IEC C13-C14 cable to the unit and into the power wall outlet you want to monitor. As soon as it is powered, it starts monitoring. It is that simple.

It is designed to monitor single-phase power quality in your critical facilities and edge infrastructure sites.

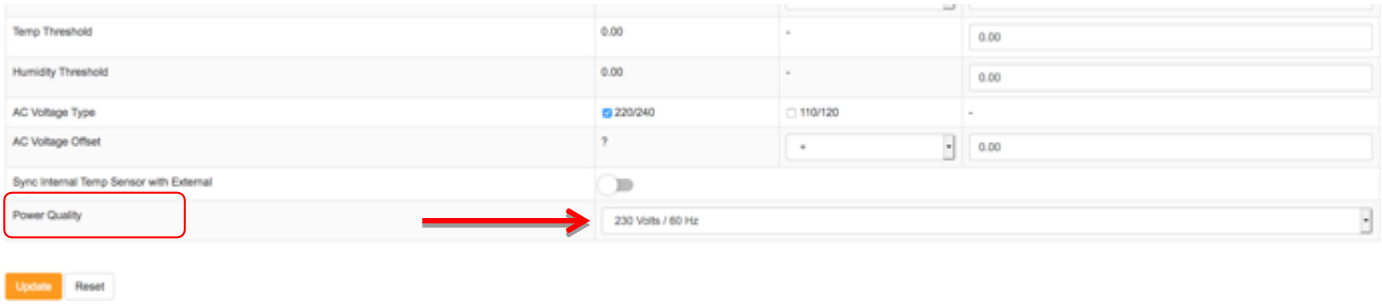


14.4.1 Initial set up for the power quality sensor using BASE-WIRED

1. Connect your power quality sensor into your power outlet using an IEC C13-C14 cable, then via Ethernet cable going into your SensorGateway.



2. Access your SensorGateway, the above image should be visible from your homepage, now we have to set up the correct reference voltage, to do this we have to go to Settings>Calibrate Sensors



3. Under the Calibration option, just scroll down until you see the option for Power Quality, then apply the correct Voltage reference. The power quality sensor would also sync its time with SensorGateway upon updating the calibration option.

Although you can fully customize the alerting parameters, we recommend the table below as your guide.

State	Description	Actual V	Voltage Threshold	Duration
OK		Within +/-6%	+/-6% from reference	
Warning	SAG	Low voltage	- 6% from reference Voltage	0 to 1min
Down	BROWNOUT	Low voltage	- 6% from reference Voltage	> 1min
Warning	SWELL	High voltage	+6% from reference Voltage	0 to 1min
Down	LONG SWELL	High voltage	+6% from reference Voltage	> 1min
Down	INTERRUPTION	Zero Voltage	Voltage is zero	< 5 sec
Down	FAILURE	Zero Voltage	Voltage is zero	>= 5 sec
Down	TRANCIENT	Sudden Spike	>30%	Few milliseconds (lightning, etc.)

14.4.2 Initial set up for the power quality sensor using SD card .ini file

1. Connect your power quality sensor into the power outlet using an IEC C13-C14 cable, then connect it to the PC using the USB Type-B to USB cable.
2. Access then SD Card using your PC's file explorer, then open the .ini file. The .ini file contains the parameters that are used by the PWR-AC-QUAL.
3. In the .ini text file, change the following:

Parameter	Value
"VOLT_DEFAULT"	230
"F_DEFAULT"	60
"SET_TIME" • After you have enabled this option, set the YEAR, MONTH, DAY, HOUR, MIN, and SEC according to the current timestamp.	YES

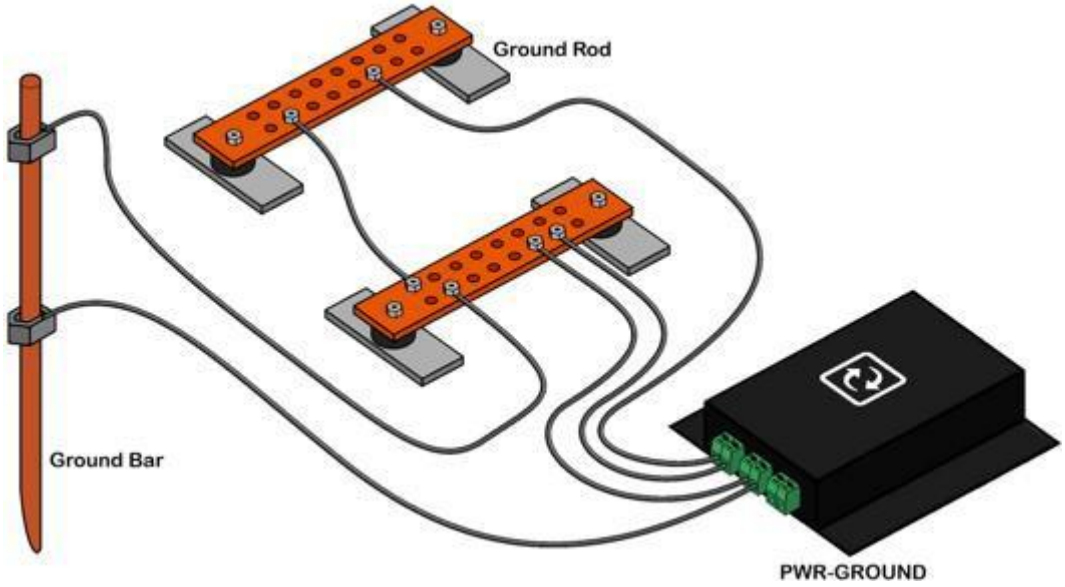
Sample file:

```
"RELEASE"               3.00
"DATE"
                        Sep_25_201
9  "VOLT_DEFAULT"               230
"F_DEFAULT"             60
"CALIBRATED"            YES
"VOLT_OFFSET"                   1
"VOLT_CODE100"                  455300
"VOLT_CODE200"                  912400
"SET_TIME"              YES
"YEAR"          2022
"MONTH"         02
"DAY"           03
"HOUR"          17
"MIN"           24
"SEC"           00
}
```

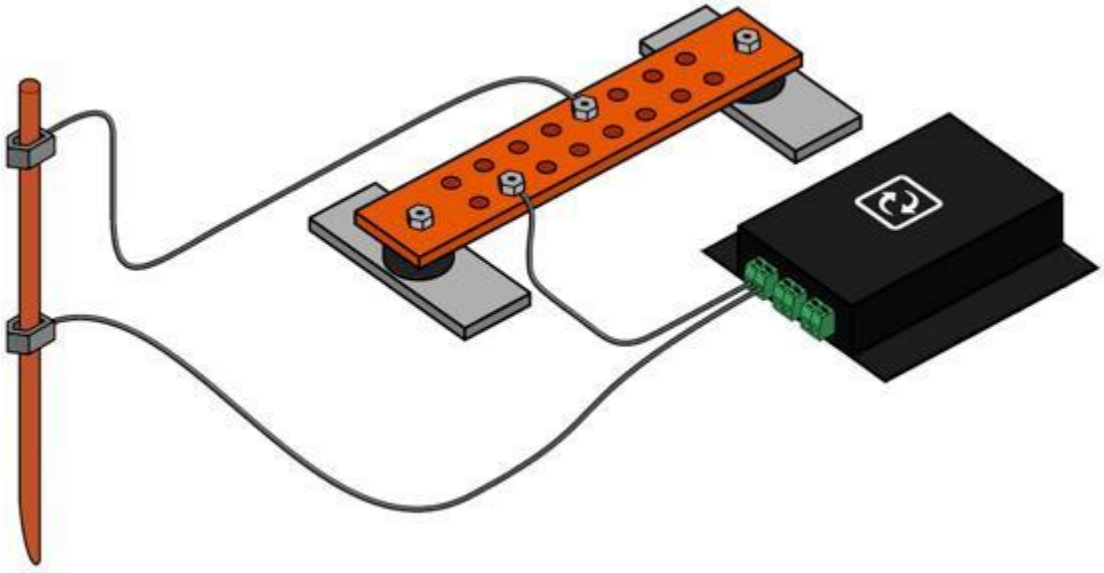
4. After the parameters are changed, save the file.

14.4.3 Ground (Earthing) Monitoring Sensor (PWR-GROUND)

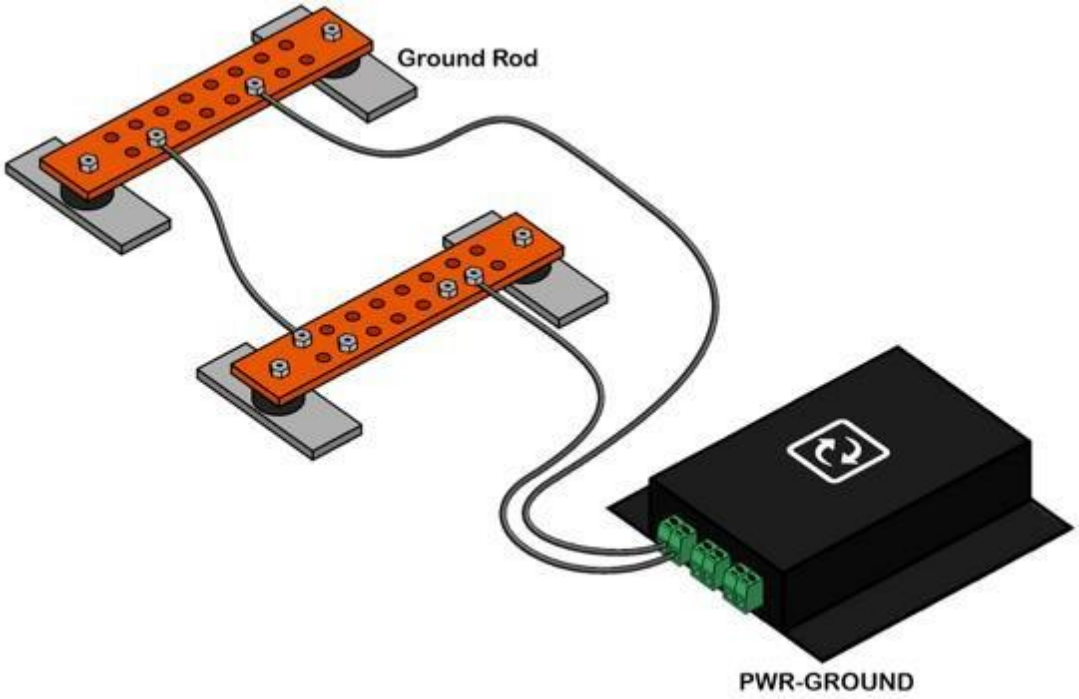
The ServersCheck Grounding Monitoring system connects to your facilities or sites electrical ground system. It checks non-stop the grounding's resistance. This allows you to get early warning on your grounding system.



The above image shows our grounding sensor which checks the ground bar connected to the ground rod as well as the connectivity of 2 ground rods.



Ground bar connected to your Ground Rod



Ground rod connected to another ground rod

The above applications show that our sensor would continuously check if there are changes in your grounding system such as:
- accidental disconnected grounding systems
- corrosion of copper ground bars due to environmental conditions
- copper ground theft

Use solid/stranded wires with sizes 26-16 AWG to connect to the terminal blocks of the sensor.

14.5 IP68 Ultrasonic Fuel Level Sensor (PWR-FUEL)

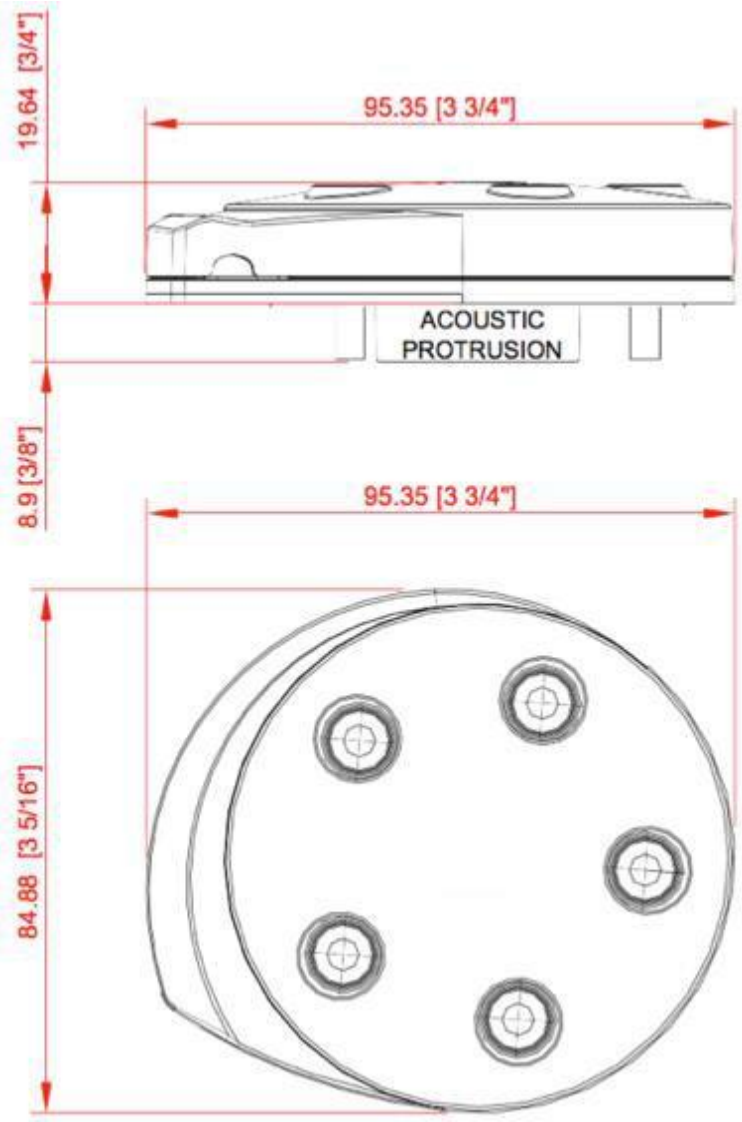
14.5.1 Features

- Plug & Play
- Contactless (ultrasonic) fuel level measurement
- Operating distance of 0mm to 2000mm maximum
- Measures fuel level inside tanks with depths of up to 2m (6.5ft) with wall thickness of up to 6mm.
- Supports metal and plastic tanks
- Extremely low profile only 20mm high once mounted
- IP68 rates for outdoor use
- Calibrated in factory based on specs of your tank
- In operating temperatures of 4°C to 65°C (39F to 148F)
- ISO 884 6ignition protected
- Fire Resistance tested to ABYC, US Coast guard and ISO 10088Industry standard SAE-5 stud mounting pattern with gasket seal and washers. Resistant to Petrol and Diesel

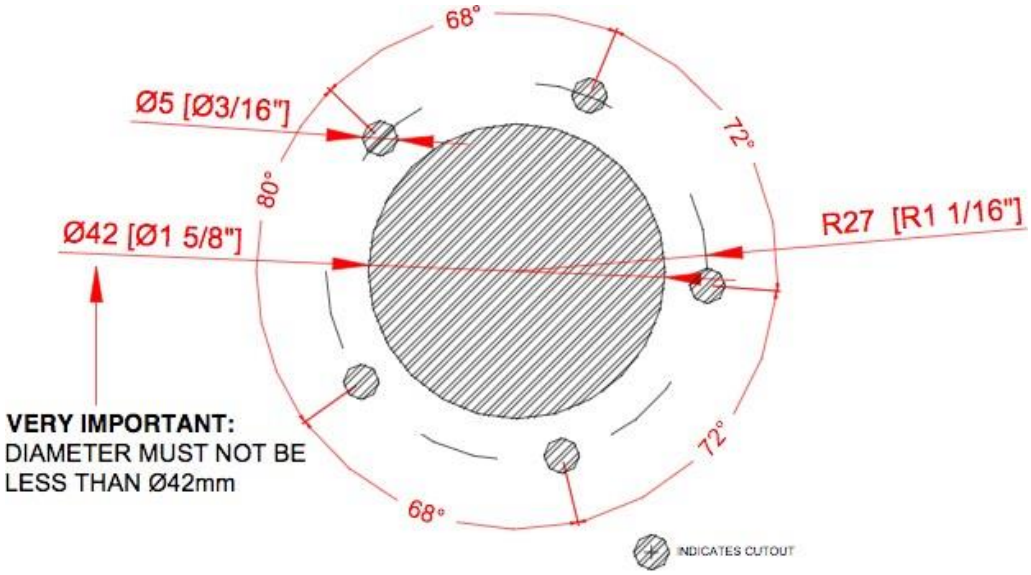
14.5.2 Maximum Tank Depths

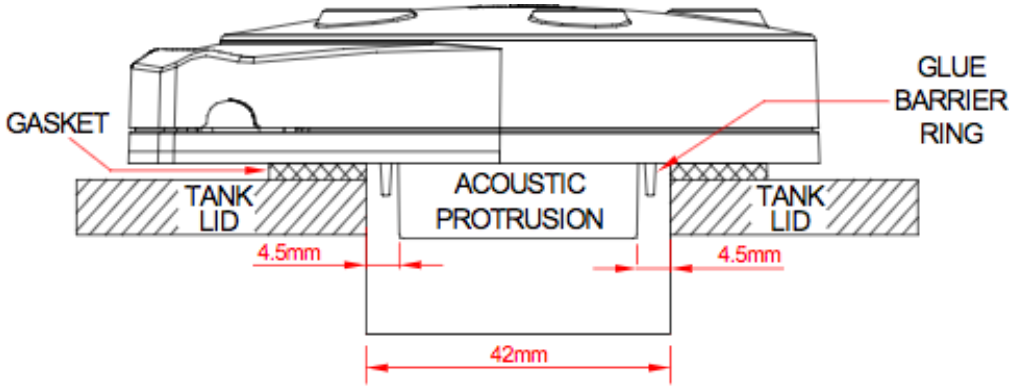
- Operating distance of 0mm to 1100mm for Petrol tanks
- Operating distance of 0mm to 2000mm for Diesel tanks
- Operating distance of 0mm to 1500mm at 55°c

14.5.3 Dimensions



14.5.4 Mounting and installation





IMPORTANT
SIDE WALLS OF ACOUSTIC PROTRUSION MUST BE NO CLOSER THAN 4.5mm TO THE TANK SIDES OF THE CUTOUT HOLE

- The acoustic protrusion should be positioned in the tank aperture in the center of the hole. The protrusion should ideally be protruding into the tank and not be recessed in the hole. See drawing above.
- For tightening screws ensure base and washers are sitting flat. Tighten screw until screw head makes contact with the washer, and then tighten another 2 full turns.

Maximum torque for the mounting screws is 0.5 Newton meter.

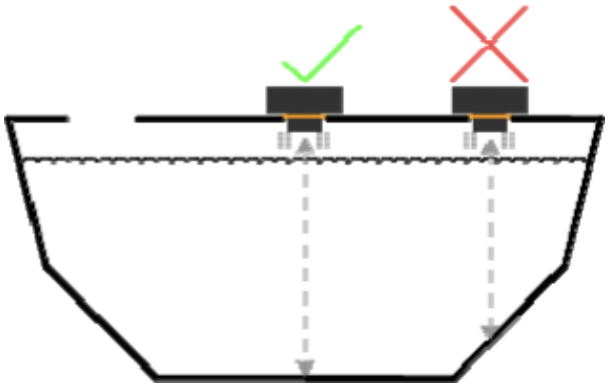
Note: Drawing is not to scale. Please use the tank gasket as a template and make sure the tank hole is 42mm.

14.5.5 Tips and example installations

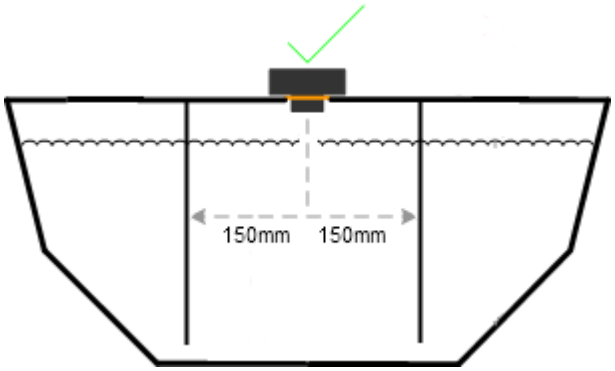
- The sensor must not be mounted closer than 150mm from the center to the sides of the tank, baffles or other intrusions.
- Only use on tanks greater than 200mm in depth.
- Sensor must be mounted parallel to the surface of the liquid.
- Make sure that sensor protrusion is NOT in contact with any object including Sealan ts when mounted.
- Use gasket and fittings as provided.
- Mount above deepest point of the tank.

Case 1
The sensor must be mounted at the deepest tank point!

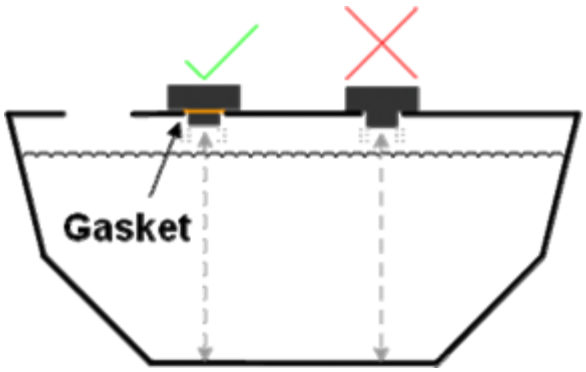
It is recommended the sensor is mounted in the middle of the tank, this is particularly important on low or no baffled tanks that are mounted in moving vehicles or vessels. This allows the sensor to average waves of fuel to the correct level when the depth is varying due to wave slop.



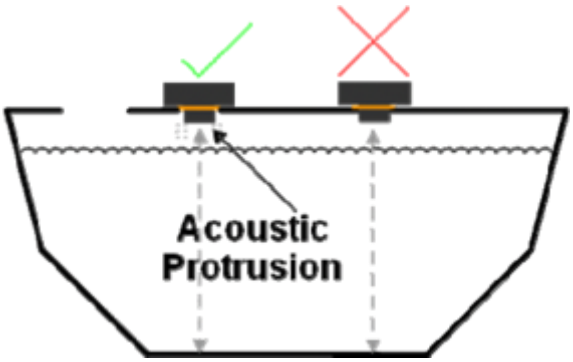
Case 2
The sensor must be mounted at least 150mm from a vertical tank baffle, tank walls and piping.



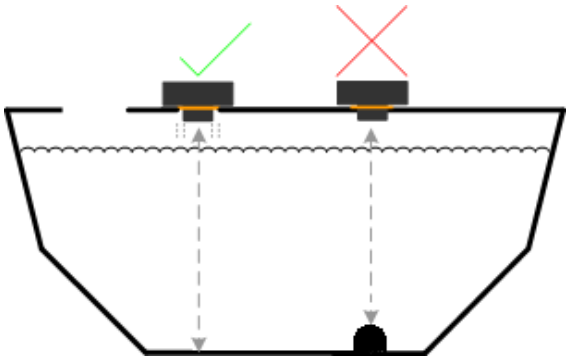
Case 3
Use 5 washers provided, washers must be placed under screw heads to prevent rubber lid damage.



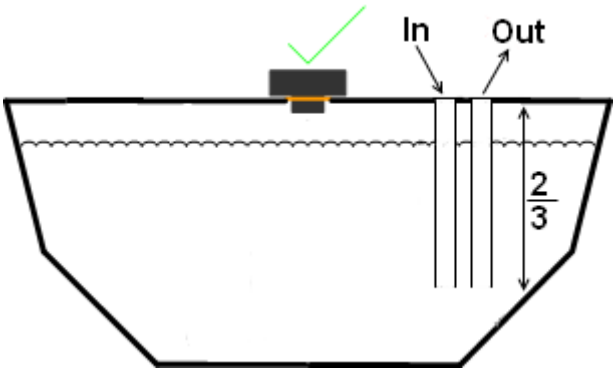
Case 4
Acoustic protrusion must not touch the tank frame.



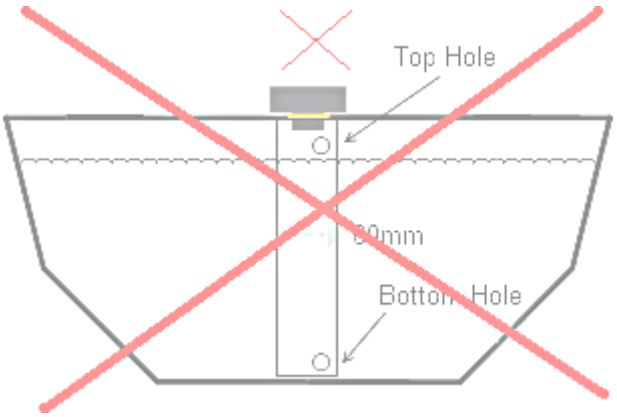
Case 5
The sensor must be mounted so it can see the bottom of the tank if the fuel is to be measured to the bottom.



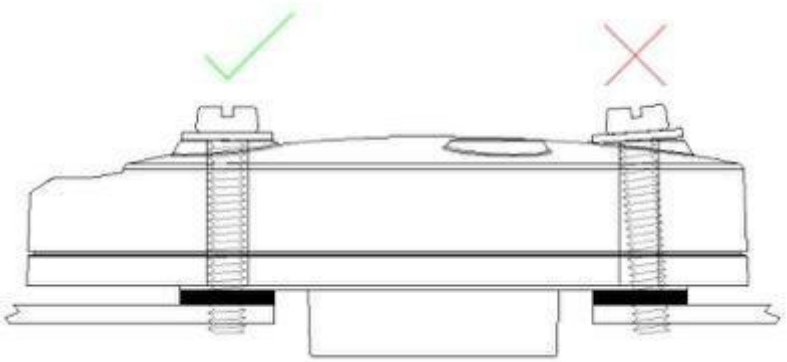
Case 6
Inlet and Outlet piping must go in at least 2⁄3rds of the way in to the tank to stop turbulence when filling.



Case 7
Do not fit the sensor with a tube.



Case 8
Ensure bolts and mounting holes are aligned properly to keep plastic body isolated acoustically from tank.
Do not over tighten the screws.



15 Industrial sensor

15.1 The IO Sensor Probe – 16 Dry Contacts IN & 4 OUT (IND-IO)

15.2 General description

The IO sensor probe is a 16-zone expander for the SensorGateway that adds up to 16 dry contacts for sensor alarm detection and indication. It has 4 output lines that can drive sirens and strobe lights. It is also capable of giving a 12-volt power supply and a maximum of 700 mA current capacity, enough to power several sensors and output devices.

Note: Only one IO Sensor Probe per SensorGateway with no other sensors connected, It needs to be directly plugged in one of the ports (does not work with expansion hubs)

15.3 Applications

- SNMP interface sensor trigger and status
- SNMP traps sent when a change of state occurred
- SNMP polling for zone/sensor status
- SNMP set capability for OUTPUT purposes
- 12-VDC power source for sensors

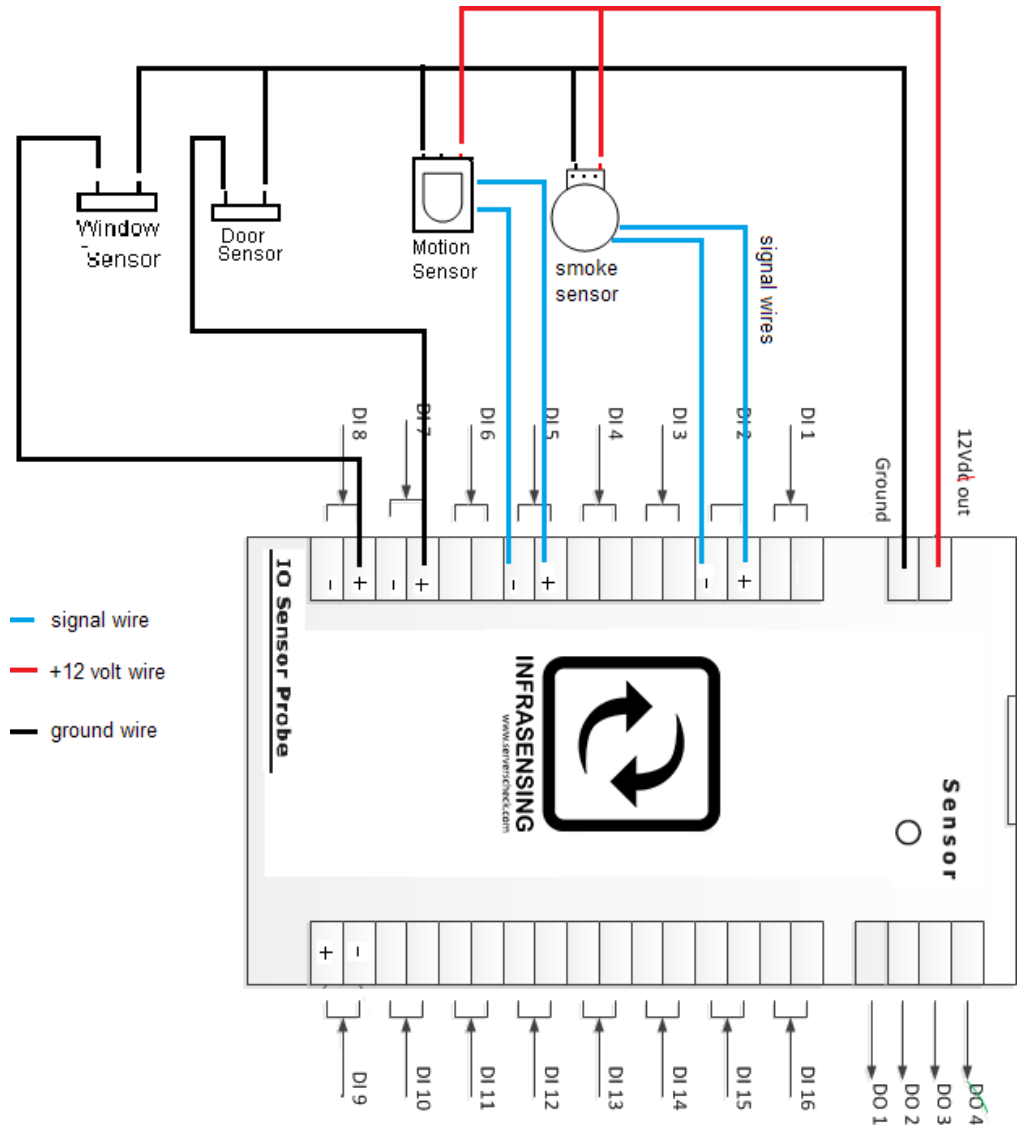
15.4 Terminal description

TERMINAL BLOCKS

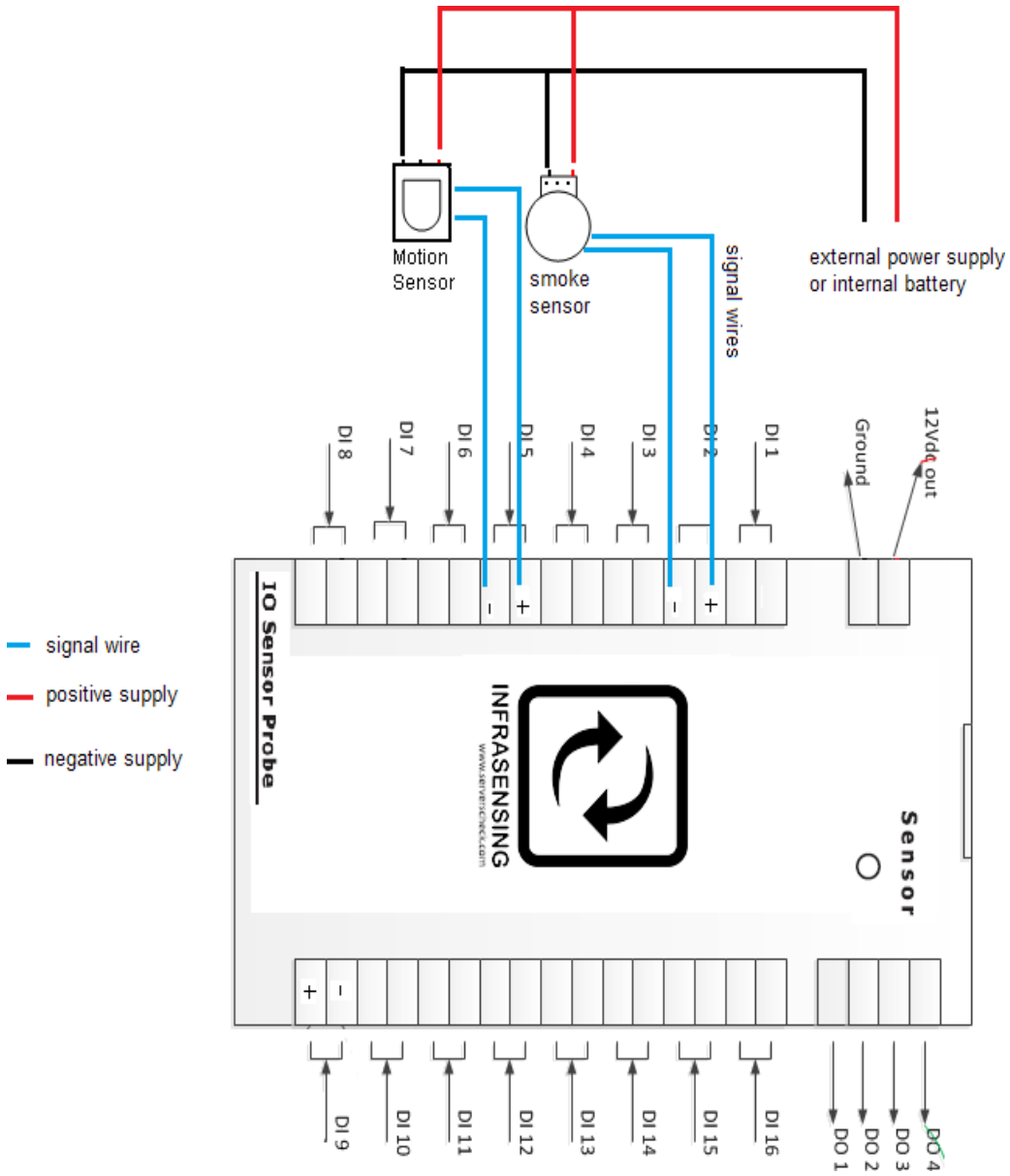
DI1 to DI16 : 16 digital inputs
DO1 to DO4 : 4 digital outputs
+12V : 12 VDC supply
GND : supply ground

15.5 Basic wiring diagram

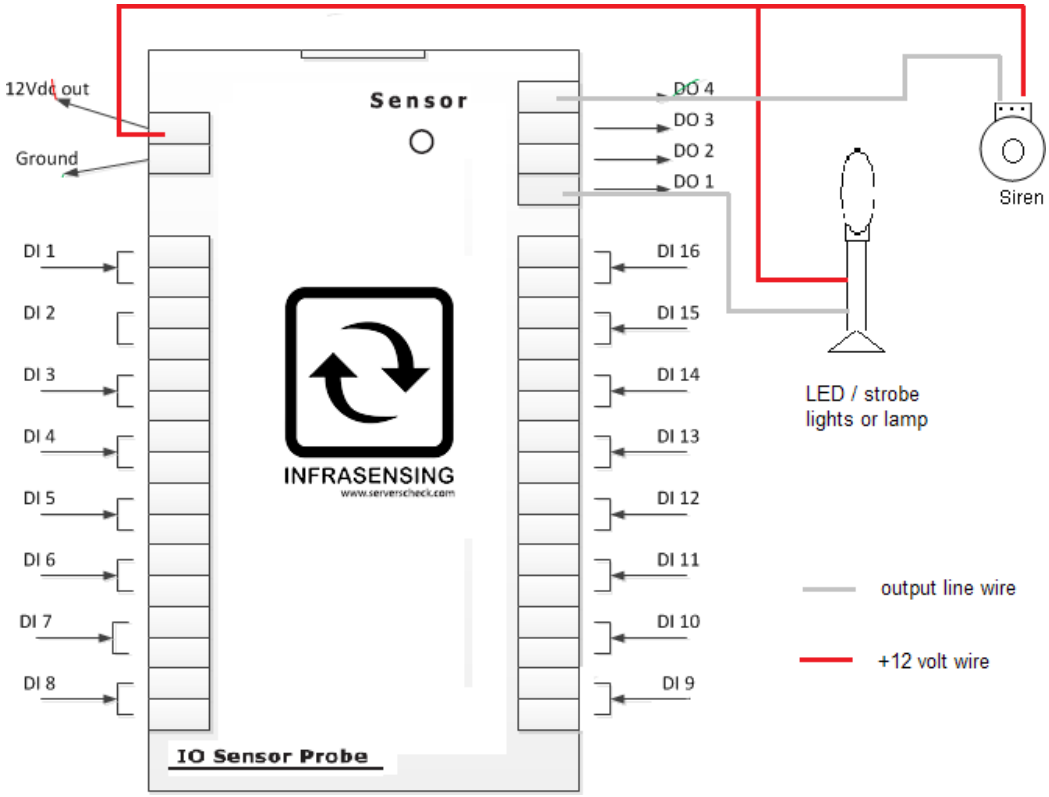
Inputs: if sensors are getting their power supply from the IO sensor probe



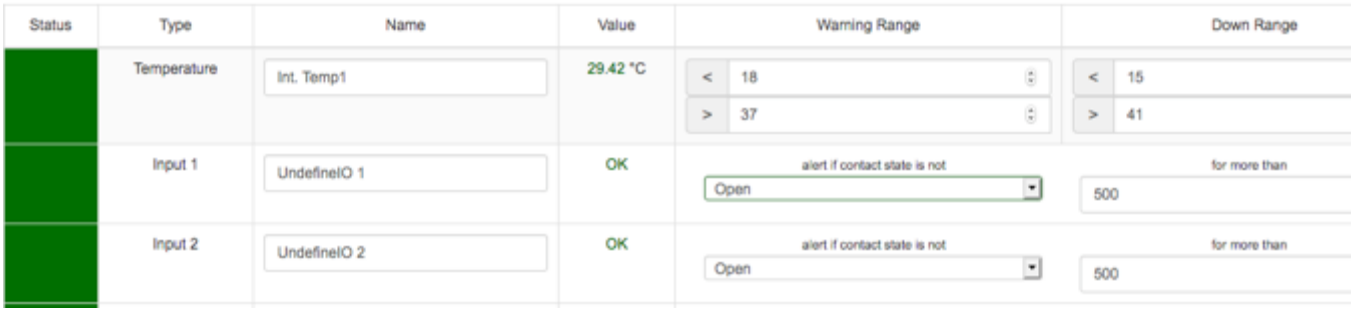
Inputs: if sensors are getting their power supply from an external source or internal battery

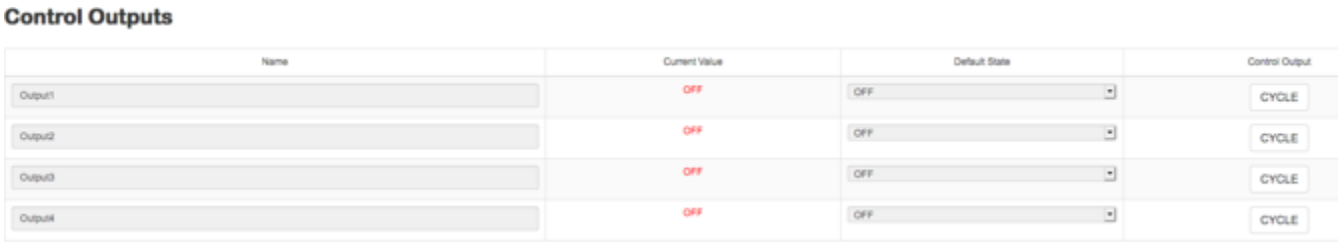


Outputs: to drive a siren, lamp/strobe or any output device



15.6 SensorGateway IO sensor probe interface





Name
- Is used to assign a name to a zone or sensor (i.e. motion1, smoke1, door1)
- Due to memory limitations, make sure that the maximum number of characters on this field doesn't exceed 31.

Value
- Shows the status of a zone. OK = normal condition, Trig = a zone/sensor has been triggered

Time (milliseconds)
- A time period that can be set which serves as a "wait period" before the IO sensor probe considers a change of state of a zone/sensor as an alert or a trigger

Normal State
- This will set the "logic" of the Input on how to define a trigger /change of state coming from the sensors
- It can be set as "open" for normally open (NO) logic or "closed" for normally closed (NC) logic.

ALWAYS CLICK "UPDATE" AFTER EVERY CHANGE IN VALUES/PARAMETERS for changes to take effect

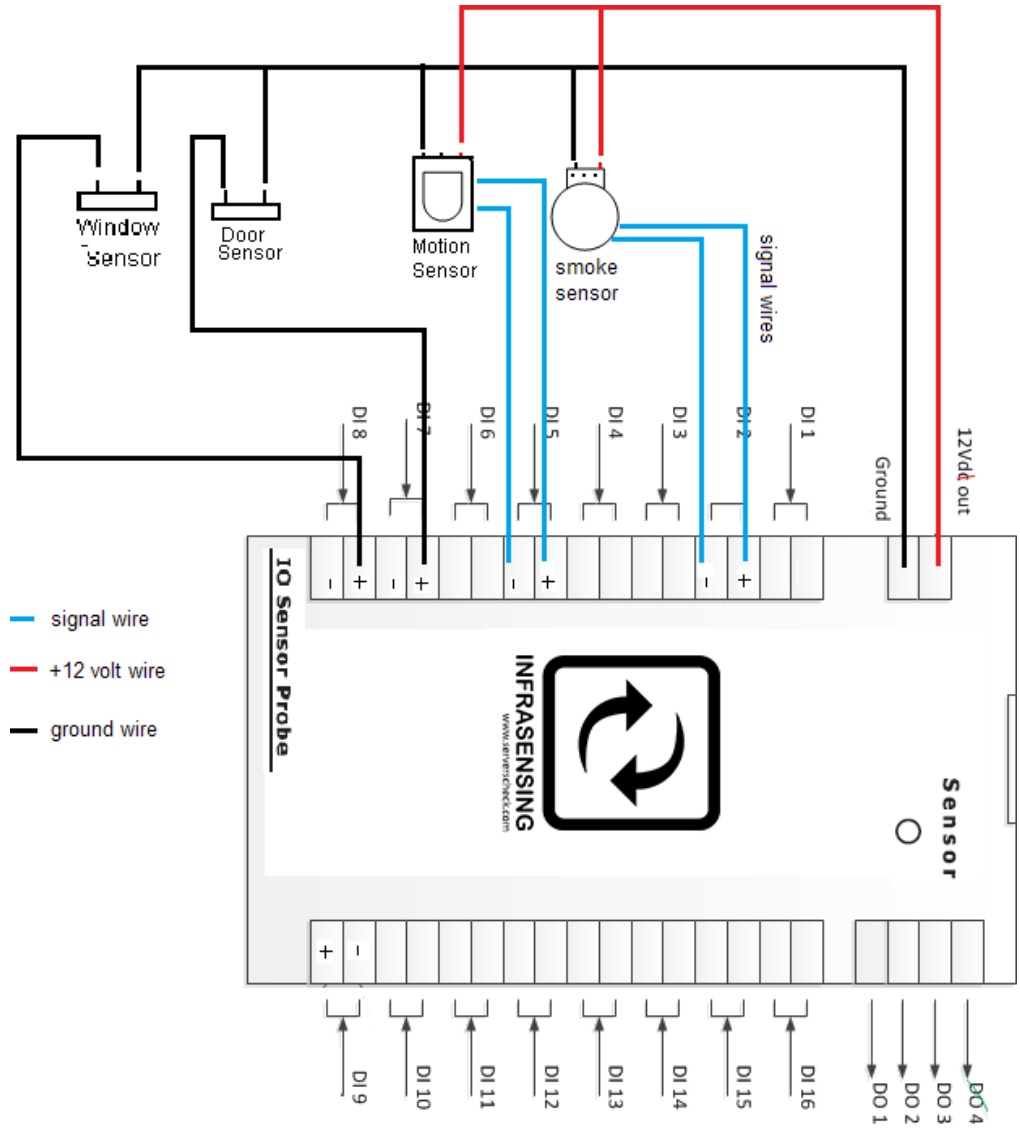
OUTPUT1 TO OUTPUT4
- The default state can be set to either ON or OFF and is used in conjunction with triggers (ex. siren or strobe /lamp)
- CYCLE button is used to switch the button on and then off or vice versa depending on the default state.

15.7 Wiring configuration and settings (anti tampering)

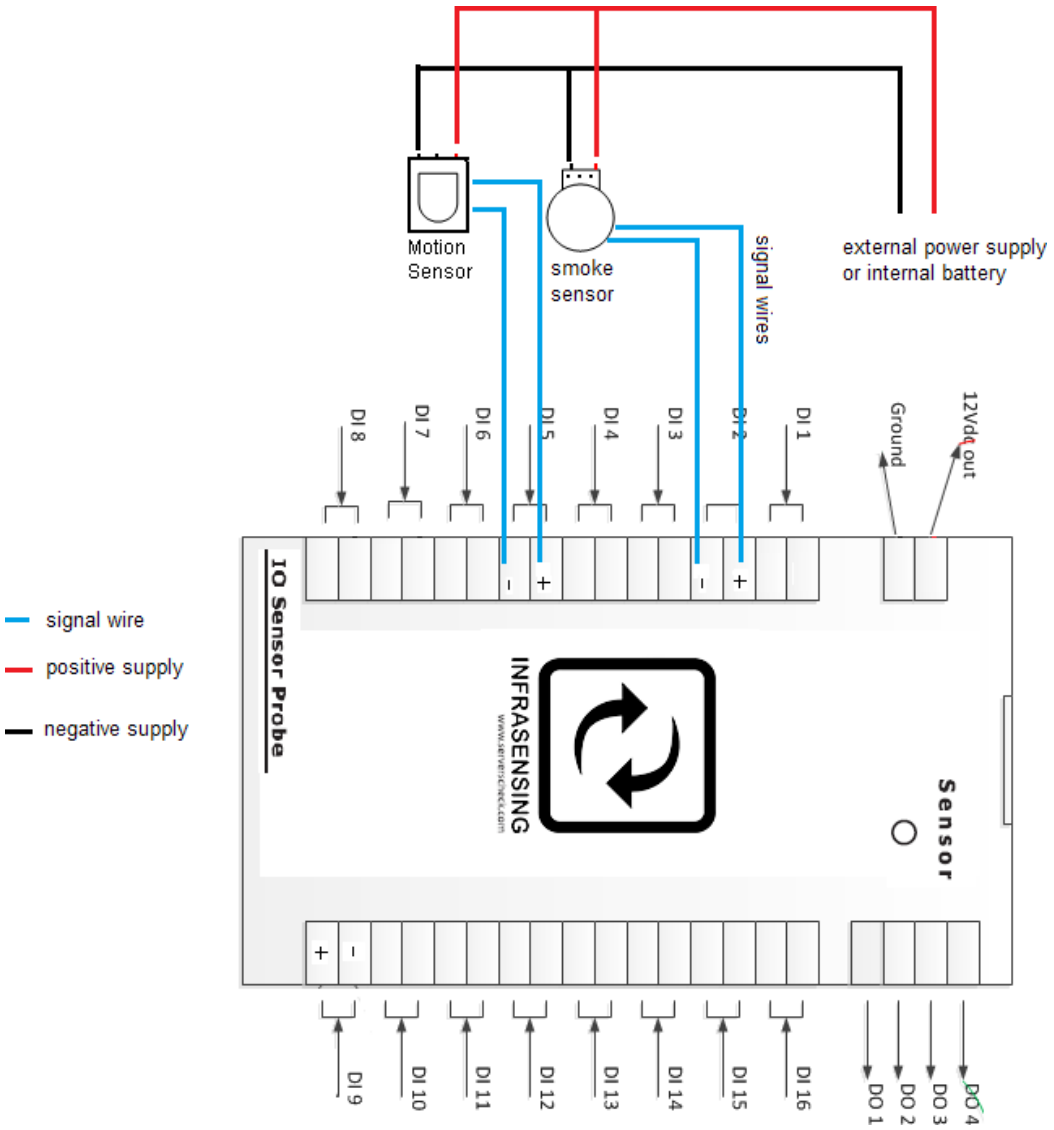
The IO sensor probe does not have the ability to give out specifically a “tamper” alert. But it can be wired and set to give out a “normal” alert.
If ever a power supply wire or a signal wire was cut off in which case the monitoring team must still attend to.

Basic wiring diagram for Inputs still applies

Inputs: if sensors are getting their power supply from the IO sensor probe



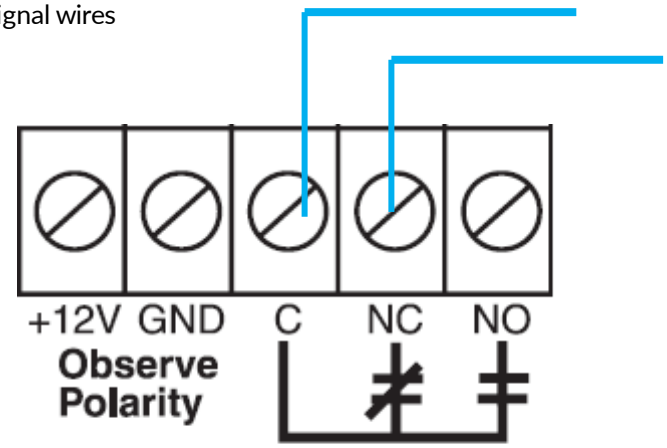
Inputs: if sensors are getting their power supply from an external source or internal battery



A typical sensor (motion, smoke, CO, etc.) has dry contacts as its signal output to a control panel (usually located inside of the sensor, at the back or already exposed via 3 wires and a terminal connector)

Connect the signal wires from the IO sensor probe (can be interchanged) to NC and C terminals of the sensor

Signal wires



DRY CONTACT TERMINALS

NO : normally open (open circuit if not triggered **/** short circuit when triggered)

NC : normally closed (short circuit if not triggered / open circuit when triggered)

C : common (common terminal)

Set the all Normal State to **"Closed"** (setting the trigger logic to normally closed)

IMPORTANT NOTICE WHEN MONITORING VIA SNMP

When monitoring the IO Sensor via SNMP then one should use the SNMP traps feature instead of using the SNMP Get requests. Through SNMP GET one only receives the status of the contact at the time when the request is made. With the SNMP Traps it will trigger an alert as soon as the condition is met

15.8 **Output triggering**

The output triggering can toggle between automatic / assigned or manual/direct using the corresponding buttons on the sensor page. This requires firmware 6.00 or higher for the new Logic architecture.

Automatic/Assigned Output on Sensor Thresholds

The output triggering (digital and relay) can be set using the assigned threshold on a particular sensor. Simply assign an output from the drop down menu and its state you want it to do. Several sensors can share and be assigned to a particular output.

so to say after meeting a threshold, it can direct a device to either turn on or off

16 Security Sensors

16.1 General description

InfraSensing's security solution allows detection of doors, motion, and smoke. Underneath all of these security probes is a simple logic that's adjustable to be close or open. Upon setting a given value, the sensor will instantly be triggered once the opposite is detected which will end up sending you an alert on the event that currently occurred. Being adjustable however, means there's room for changes whenever the situation requires you. This allows for maximum flexibility of what defines an alert.

In this figure, the actual probe that's attached is the door sensor with the logic defaulting to *CLOSE*. Upon opening, we see how it is triggered and thus will eventually send alerts depending on the alerting options chosen.

It is important to note that all security probes have the same web interface so it is advisable to attach one at a time and immediately rename it according to your naming conventions.

16.2 Door Sensor (SEC-DOOR)

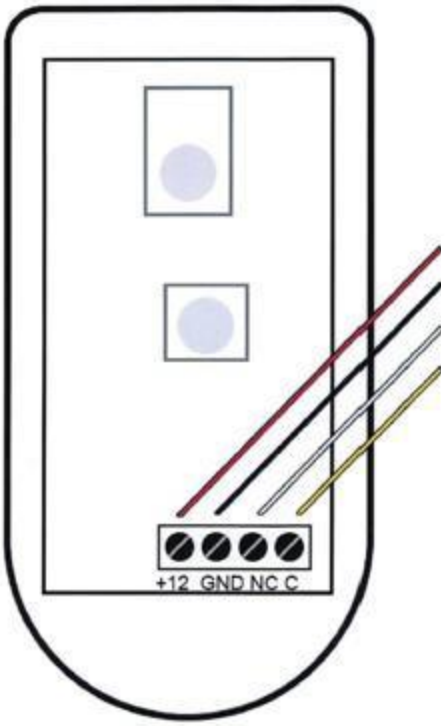
The door contact sensor can be mounted inside racks, cabinets, or server room doors. It triggers an alert when the door is opened.

16.3 Motion Sensor (SEC-MOTION)

Installation guide for motion sensor

As shown on the image, to remove the cover the lock should be pressed.

Once opened you should see 4 screws where you can connect the wires.



Red
Black
White/Brown
Yellow/Orange

Red Wire: Connect to the Positive terminal (+12) of the Motion Sensor.

Black Wire: Connect to the Negative terminal or GND of the Motion Sensor.

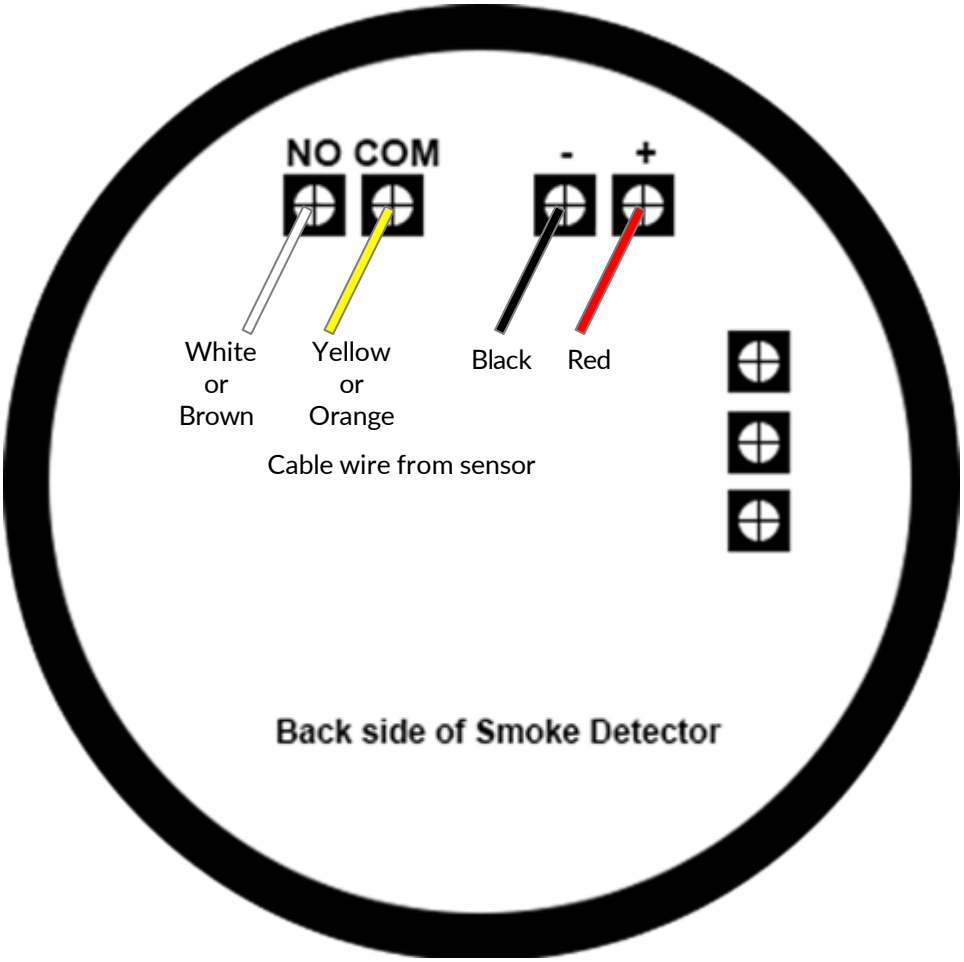
Yellow or Orange Wire: Connect to the Common terminal (C) of the Motion Sensor.

White or Brown Wire: Connect to the Normally Closed (NC) Terminal of the Motion Sensor.

16.4 **Smoke Sensor (SEC-SMOKE)**

16.4.1 Installation guide for Security Smoke Sensor

Wiring



There are 4 wires from the Security Sensor

1. Red Wire: Connect to the Positive terminal of the Smoke Detector.
2. Black Wire: Connect to the Negative terminal of the Smoke Detector.
3. Yellow or Orange Wire: Connect to the Common terminal of the Smoke Detector.
4. White or Brown Wire: Connect to the Normally Open Terminal of the Smoke Detector.

How to turn off alarm after smoke detection.

Disconnect the RJ45 cable connecting the smoke sensor from the SensorGateway or SensorHub

16.5 Sound Sensor (SEC-SOUND)

With the data center demanding a very conducive environment for the services it provides, we know that the people making all those possible needs to be safeguarded as well from any anomaly-producing situations.

This sensor probe measures sound levels in decibels (dB) which allows you to be notified from a number of noise-producing deviations within your data center. Maximum level allowed is up to 100 dB.

16.6 Digital Luminosity Sensor (LUX) (SEC-LUX)

16.7 Shock / Vibration Sensor (SEC-SHOCK)

17 OEM-XXX Sensors

17.1 CO2, VOC, and Temperature Sensor (OEM-STD-OFFGAS)

18 The Sensor Hub (EXP-8HUB)

18.1 General description

The sensor hub is a port expander attachment / peripheral for the SensorGateway that allows it to accommodate up to 8 sensor probes. It has 4 input dry contacts for sensor alarm detection and indication, 4 output lines that can drive sirens and strobe lights, 2 relay outputs for contact control requirements. It is also capable of giving a 9 to 12-volt power supply and a maximum of 500 mA current capacity, enough to power several sensors and output devices.

18.2 **Probe restrictions**

- must not be connected with IO sensor probe
- must not be connected with wireless probe
- must not be connected with QoS probe
- Thermal camera and other sensors indicated should be connected to High-speed ports

Ports 1 to 4: High speed ports
Ports 5 to 8: Regular ports

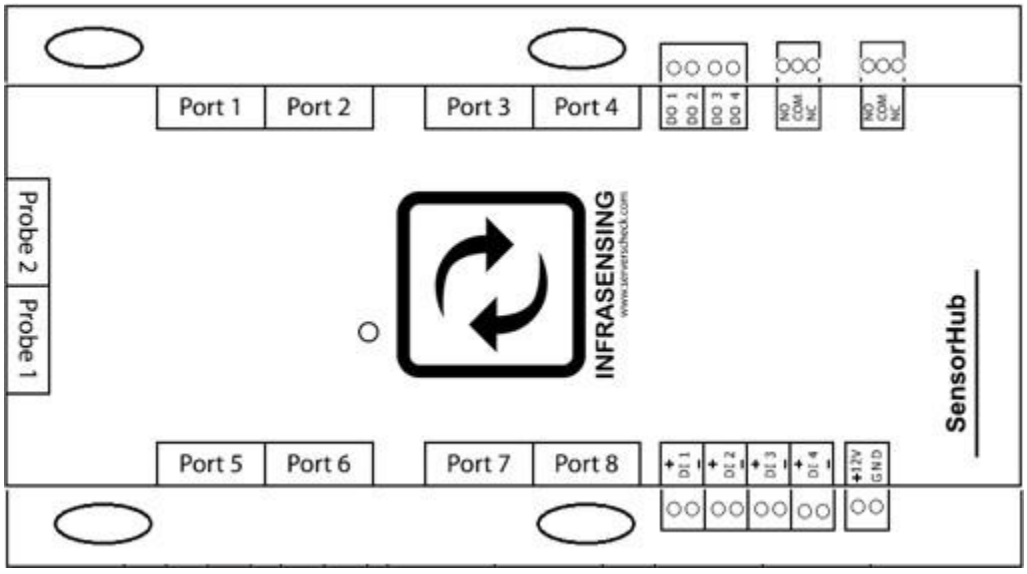
18.3 **Connecting the SensorHub to the SensorGateway**

The sensor hub connects through regular RJ45 cables to the SensorGateway. The connection from the base unit going to the SensorHub should not exceed 1 meter / 3.3 ft.

Plug the 2 RJ45 cables in the 2 ports of the SensorGateway and the other end going to the 2 ports of the SensorHub.

Do note that port label can be disregarded as long as 2 cables are connected, any combination would work, please refer to the image below.

18.4 **Terminal connections**

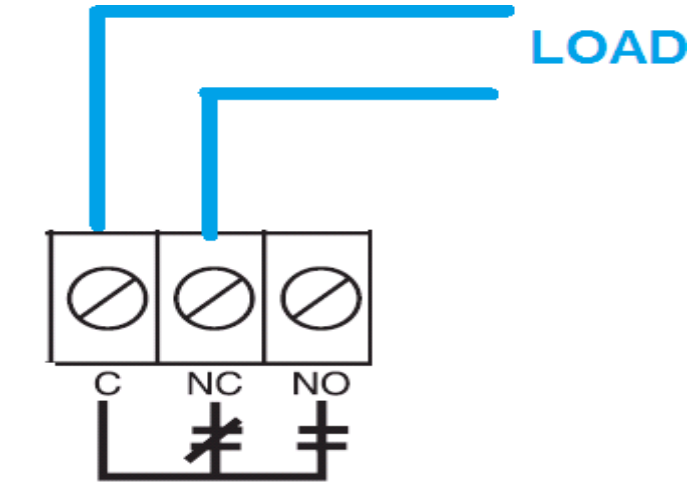


PROBE 1 AND PROBE 2:connect to SensorGateway using two RJ 45 cables
PORT 1 TO PORT 8 : connect sensor probes

DI 1 to DI 4 :connect to 4 dry contact inputs
DO 1 to DO4 :connect to 4 digital outputs
NO, COM and NC :relay outputs

18.5 Basic wiring

INPUTS (dry contact) : same wiring diagram as the IO sensor probe for inputs
OUTPUTS (digital) : same wiring diagram as the IO sensor probe for outputs
OUTPUTS (relay) : connection to a load will depend on the wiring convention



relay terminals

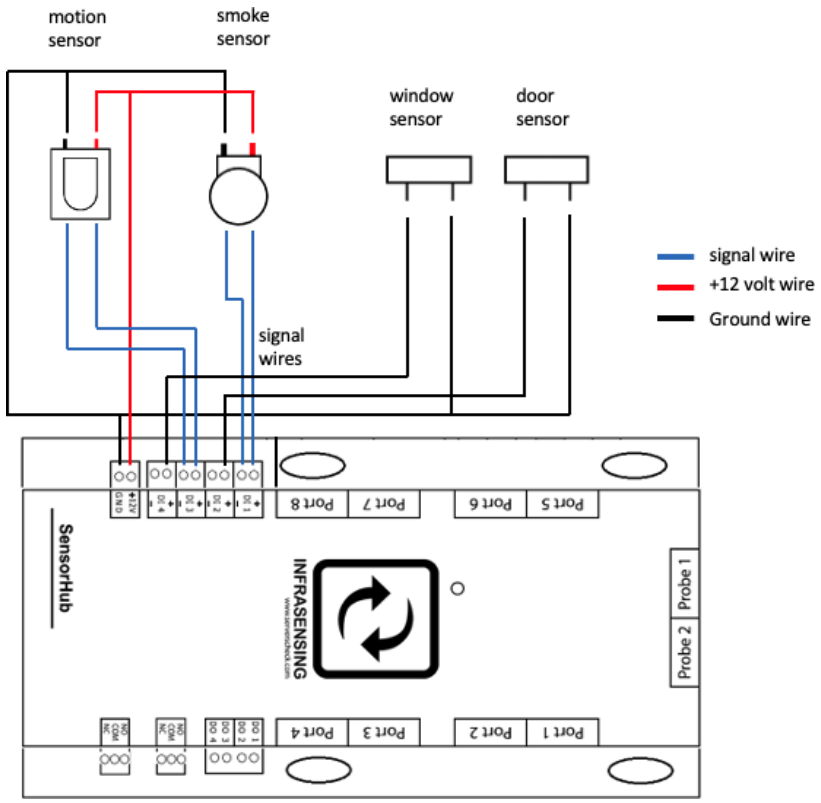
NO : normally open(always open contact/not connected)

NC : normally closed(always shorted contact/connected)

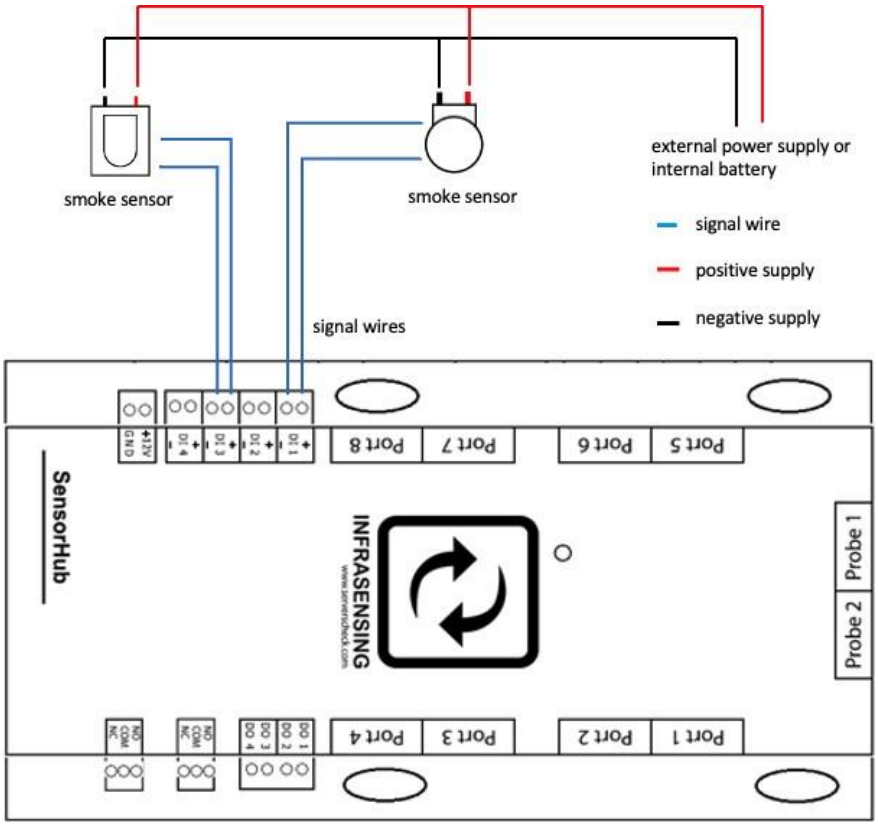
C : common(common terminal)

18.6 Basic wiring diagram

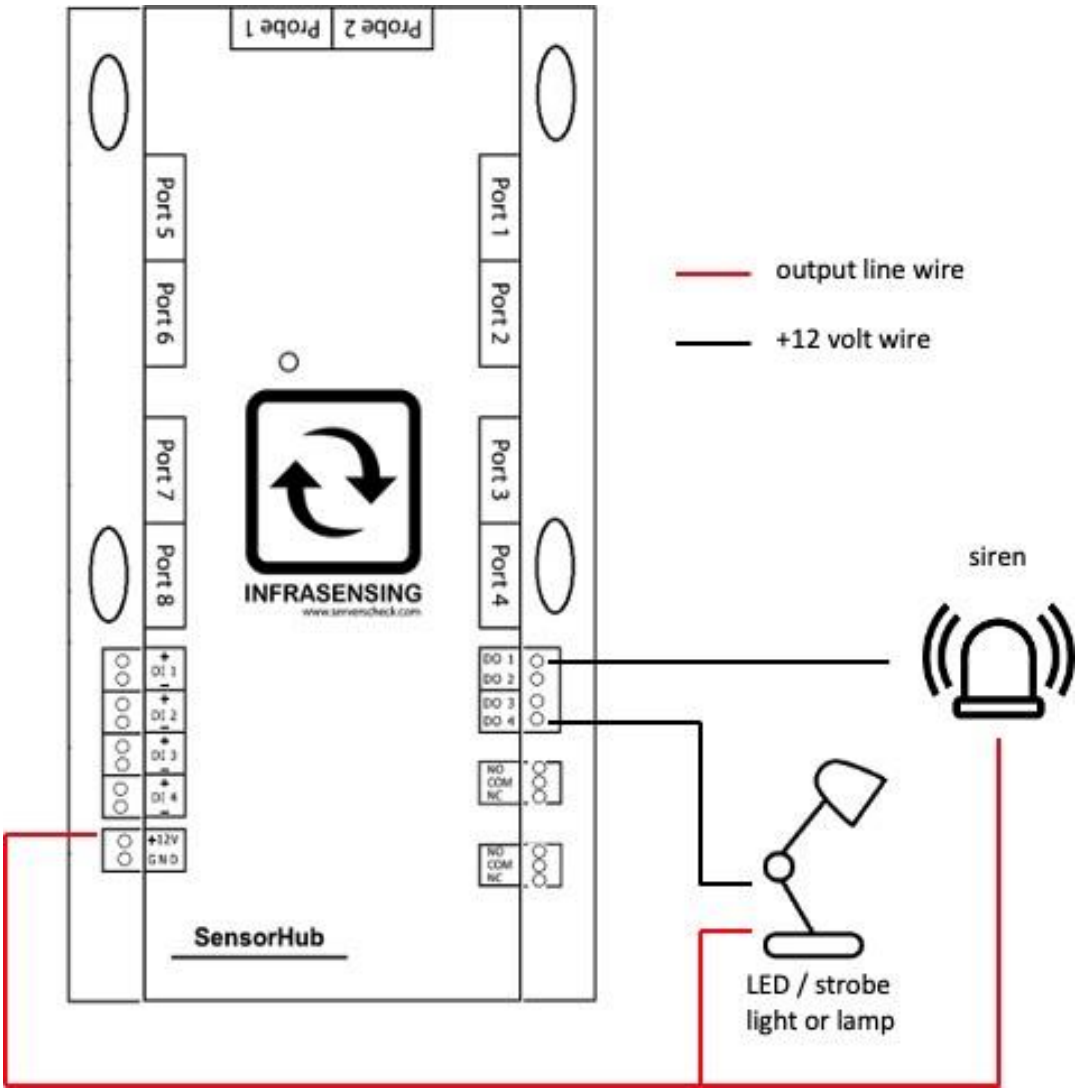
INPUTS: If sensors are getting their supply from the EXP-8HUB



INPUTS: If sensors are getting their power supply from an external source or internal battery



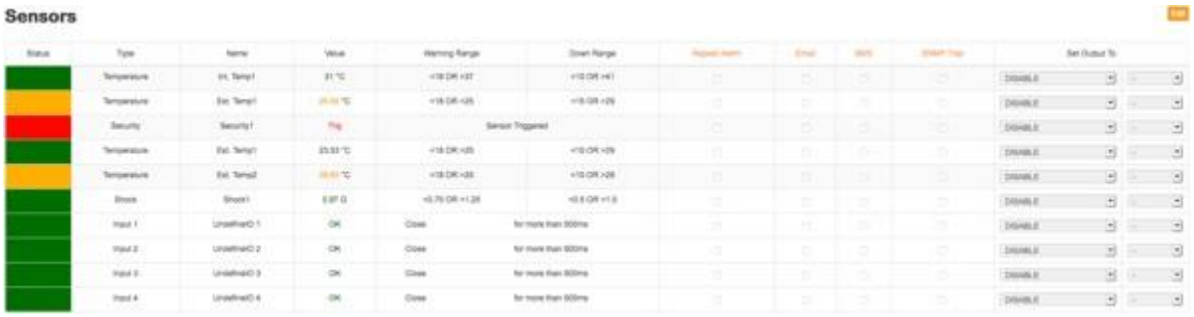
OUTPUTS: To drive a siren, lamp/strobe or any output device



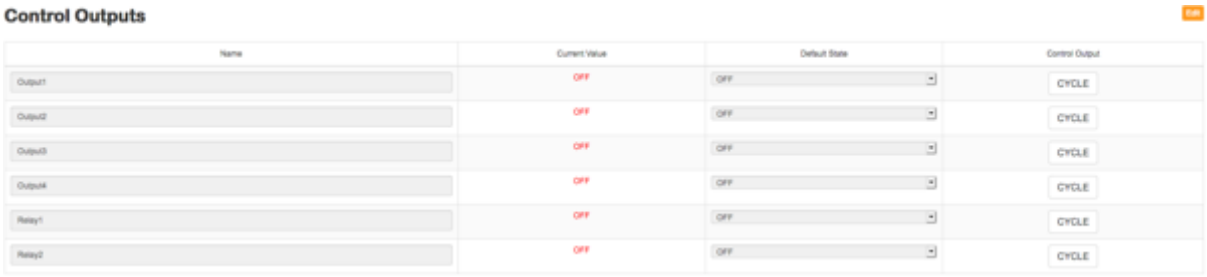
18.7 SensorHub web interface

When you access the SensorGateway with the SensorHub Connected you can see the images below.

Expansion of probes along with Inputs along with a new option for outputs.



Outputs



We will discuss triggering outputs in the in section 16.1.

19 The Multi-Sensor and Hub (EXP-4HUB)

19.1 General description

The Multi-Sensor and Hub was originally designed for monitoring remote distributed network hubs for the IDA Smart Nation project in Singapore, the Multi-Sensor & Hub is the result of a long analysis of what a sensor box should be able to monitor inside a server room or remote cabinet.

The unique device is an expansion hub for our SensorGateways, the base unit. The base unit plugs into this device. (please use the cables provided, max length from the base unit should not exceed 1m/3.3ft)

The unit features 10 sensor metrics on board that are most commonly required for monitoring remote cabinets and smaller server rooms.

The unit also features 8 dry contact inputs for legacy sensors and equipment. It also features 4 dry contact outputs allowing you to control 3rd party equipment such as HVAC units, generators, etc.

And the device is a sensor hub: you can expand the device with up to 4 additional sensors.

19.2 **Built-in sensors**

The device has 10 sensor metrics:

- Temperature
- Humidity
- Dew Point
- Shock
- Sound
- Motion
- Power Failure
- Luminosity (light in Lux)
- Smoke
- Water Leak sensor & 5ft sensing cable

19.3 **Terminal description**

Terminal blocks input

DI1 to DI8 : 8 Digital inputs

Terminal blocks output

DO1 to DO4 : 4 Digital outputs
+12V : 12 VDC supply
GND : Supply ground

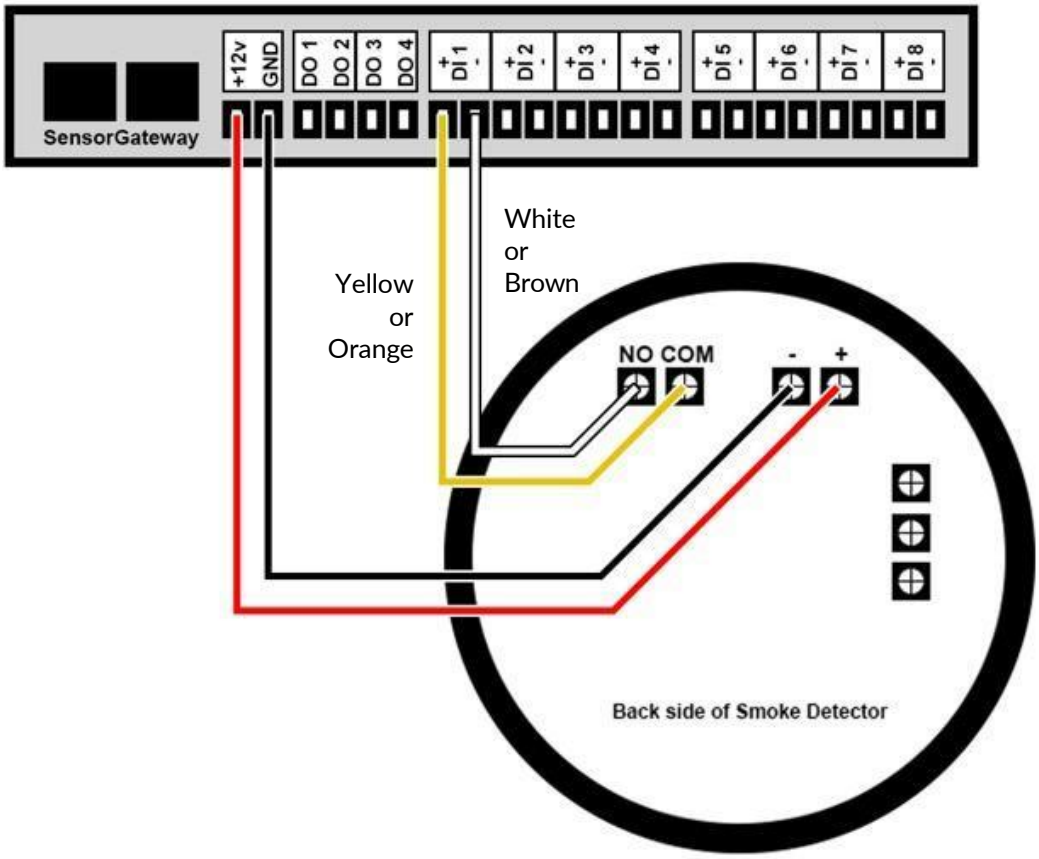
5 external sensor ports

Ports 1 to 4 : High Speed Ports. Any ServerCheck Sensor can be connected as an additional option
The Leak Port : Dedicated port for Flooding Sensor

Power Failure Sensor: Dedicated plug for the Power Failure Sensor Probe

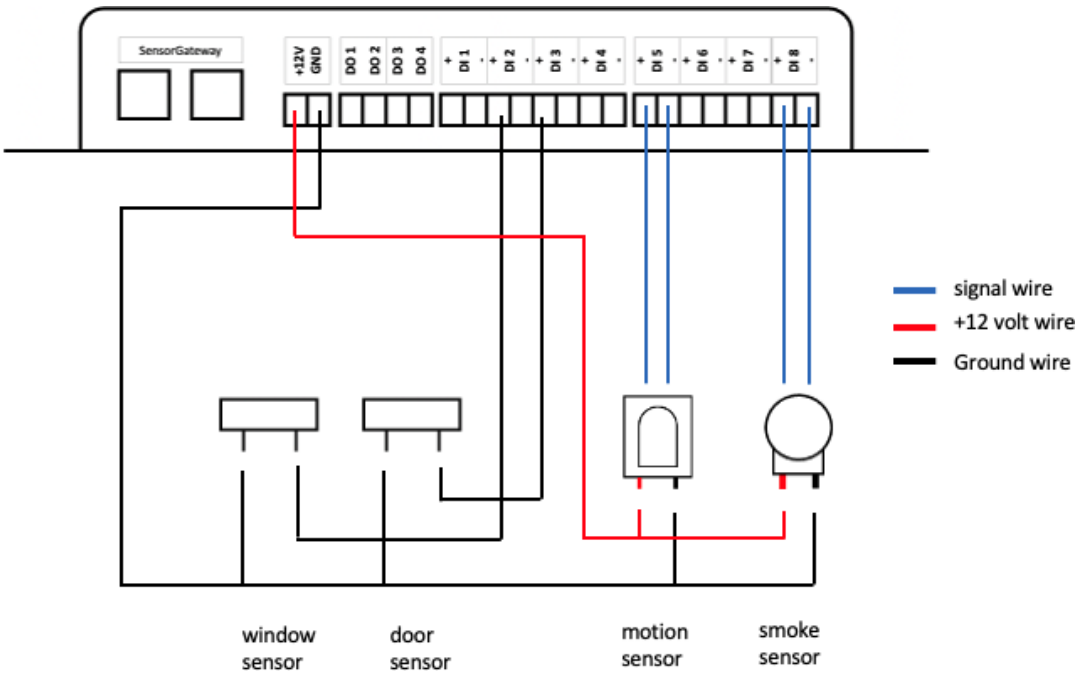
19.4 **Connecting the Smoke Sensor wires into the hub terminals**

Below illustrate how the wires should be connected from the back of the Smoke Sensor then into the hub terminals.

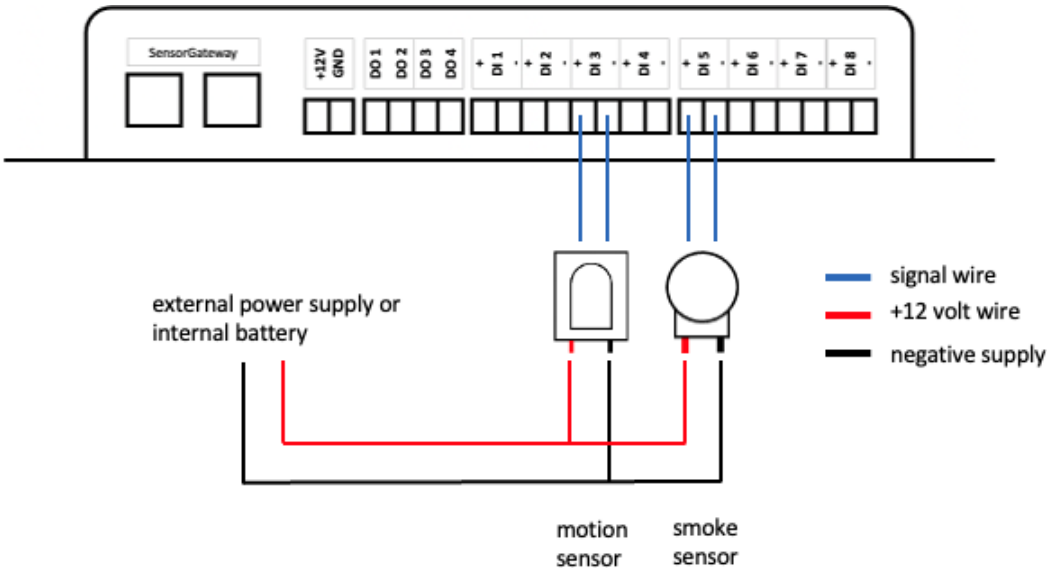


19.5 Basic wiring diagram

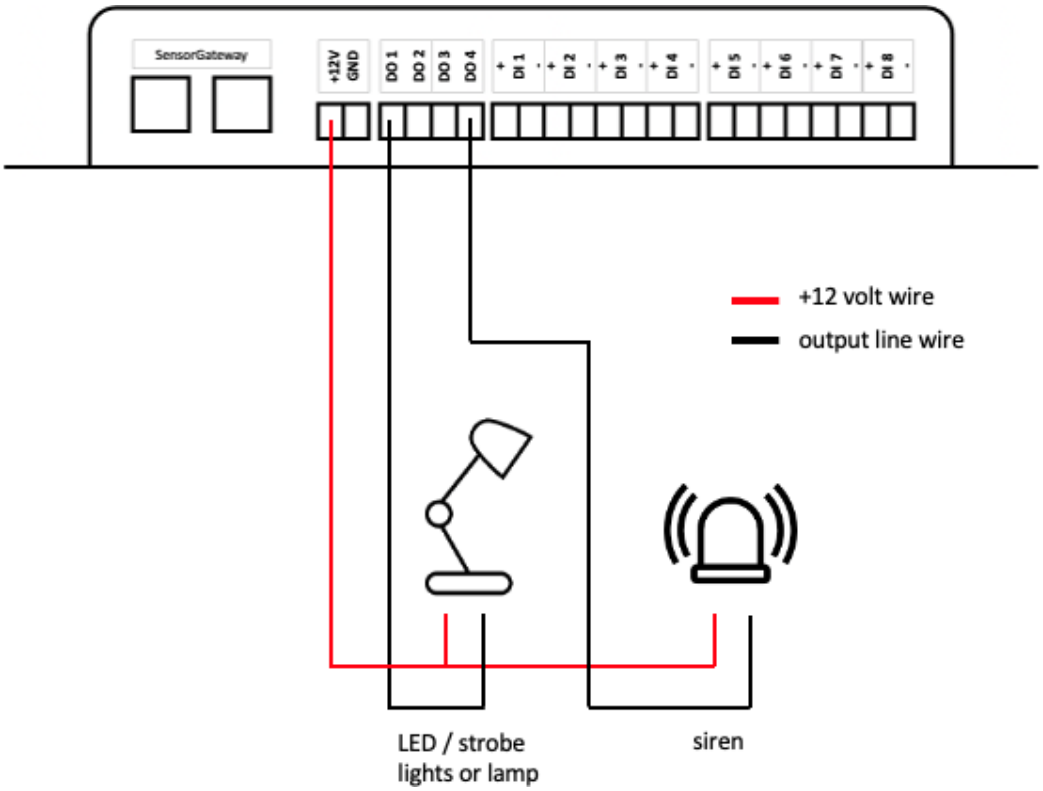
INPUT: If sensors are getting their power supply from the EXP-4HUB



INPUT: If sensors are getting their power supply from an external source or internal battery



OUTPUTS: To drive a siren, lamp/strobe or any output device



19.6 Multi-Sensor and hub web interface

1. Sensor status - this will show you the values for the Internal Temperature Sensor of the SensorGateway plus 9 sensors included with the device.

Sensor Status

State	Id	Type	Name	Current Value	Warning Range	Down Range	Repeat Alarm	Email	SMS/ Voice	SNMP Trap	Trigger Output	Set Output State To
✓	Internal Temp	Temp	Int. Temp	29.79 °C	< 19 or > 35	< 16 or > 40	☐	☐	☐	☐	DISABLE	-
✓	Air Flow	Air FLow	Airflow1	0 m/s	< 1	< 0.5	☐	☐	☐	☐	DISABLE	-
✓	Temperature	Temp	Ext. Temp1	29.25 °C	< 18 or > 25	< 15 or > 29	☐	☐	☐	☐	DISABLE	-
✓	Humidity	Humidity	Humidity1	72.75 %RH	< 45 or > 65	< 40 or > 70	☐	☐	☐	☐	DISABLE	-
✓	Dew Point	Dew Point	Dew Point1	23.8 °C	< 18 or > 25	< 15 or > 29	☐	☐	☐	☐	DISABLE	-
✓	Thermal Low	Temp	Ext. Temp2	33.79 °C	< 18 or > 25	< 15 or > 29	☐	☐	☐	☐	DISABLE	-
✓	Thermal High	Temp	Ext. Temp3	39.88 °C	< 18 or > 25	< 15 or > 29	☐	☐	☐	☐	DISABLE	-
✓	Dust Sensor	Dust	Dust Sensor1	0 mg/M^3	> 0.2	> 0.3	☐	☐	☐	☐	DISABLE	-
✓	Power Fail	Power	PowerFail1	PWR Fail	-	SET	☐	☐	☐	☐	DISABLE	-
✓	Shock Sensor	Shock Sensor	Shock1	0.84 G	< 0.7 or > 1.2	< 0.5 or > 1.5	☐	☐	☐	☐	DISABLE	-

Update | Reset

2. Output control

Output Control

State	Id	Type	Name	Current Value	Default State	Control Output
✓	IO Sensor	Output	Output1	OFF	OFF	CYCLE
✓	IO Sensor	Output	Output2	OFF	OFF	CYCLE
✓	IO Sensor	Output	Output3	OFF	OFF	CYCLE
✓	IO Sensor	Output	Output4	OFF	OFF	CYCLE
✓	IO Sensor	Relay	Relay1	OFF	OFF	CYCLE
✓	IO Sensor	Relay	Relay2	OFF	OFF	CYCLE

Update | Reset

3. Input status

Input Status

Status	DI	Name	Value	Time(ms)	Normal State	Repeat Alarm	Email	SMS	SNMP Trap	Trigger Output	Set Output State To
✓	1	UndefineIO 1	OK	500	Open	☐	☐	☐	☐	Output3	ON
✓	2	UndefineIO 2	OK	500	Open	☐	☐	☐	☐	Output4	ON
✓	3	UndefineIO 3	OK	500	Open	☐	☐	☐	☐	Relay2	ON
✓	4	UndefineIO 4	OK	500	Open	☐	☐	☐	☐	Relay1	CYCLE

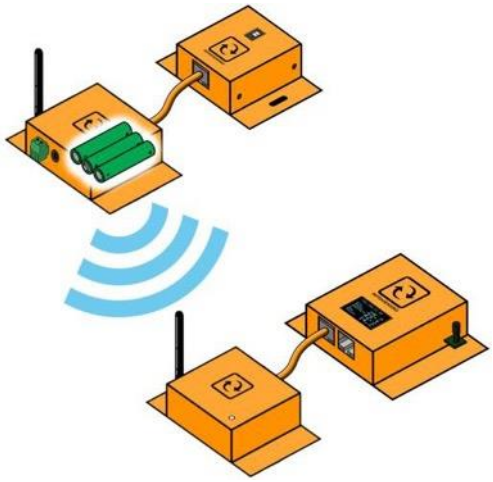
Update | Reset

20 LoRa Wireless Hub and Node

By default our InfraSensing sensors are connected with an RJ45 cable to the base unit, But with the Wireless hub (EXP-LWHUB) and Node (NODE-LW-1P), any sensor can be connected wirelessly.

It works when we connect our wireless hub to our base unit (BASE-WIRED) then any of our sensor to one of the nodes, The node then transmits sensor data over a wireless communication protocol to the Wireless Hub.

The wireless protocol used is called LoRa, a long range and low power communication protocol in the free spectrum.
What you need:

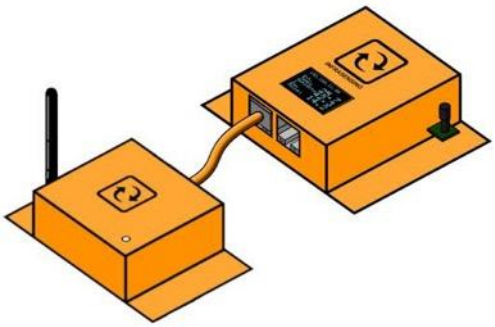


EXP-LWHUB NODE-LW-1P BASE-WIRED Ethernet Cable Sensors

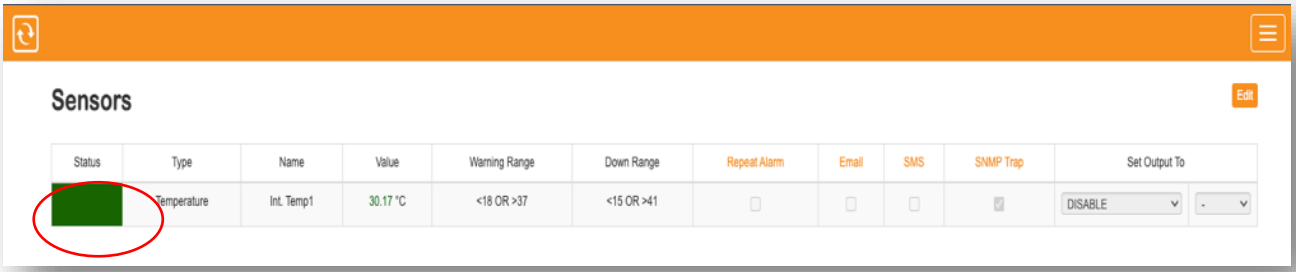
20.1 Connecting and Pairing

Connect the Wireless Hub to the SensorGateway via ethernet cable.

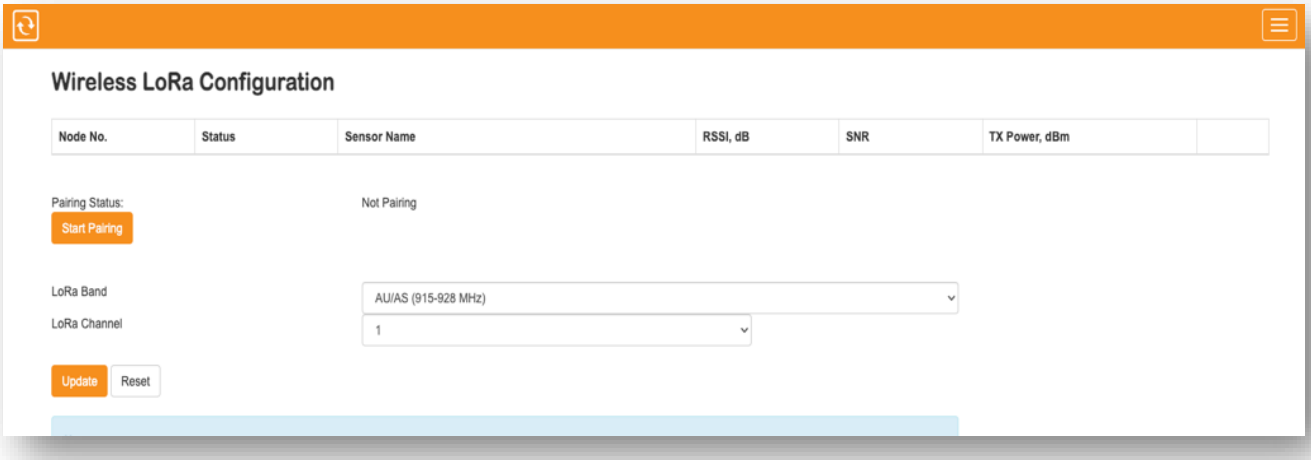
The SensorGateway should be running firmware version 8.9.



Wireless LoRa should appear in the SensorGateway GUI.

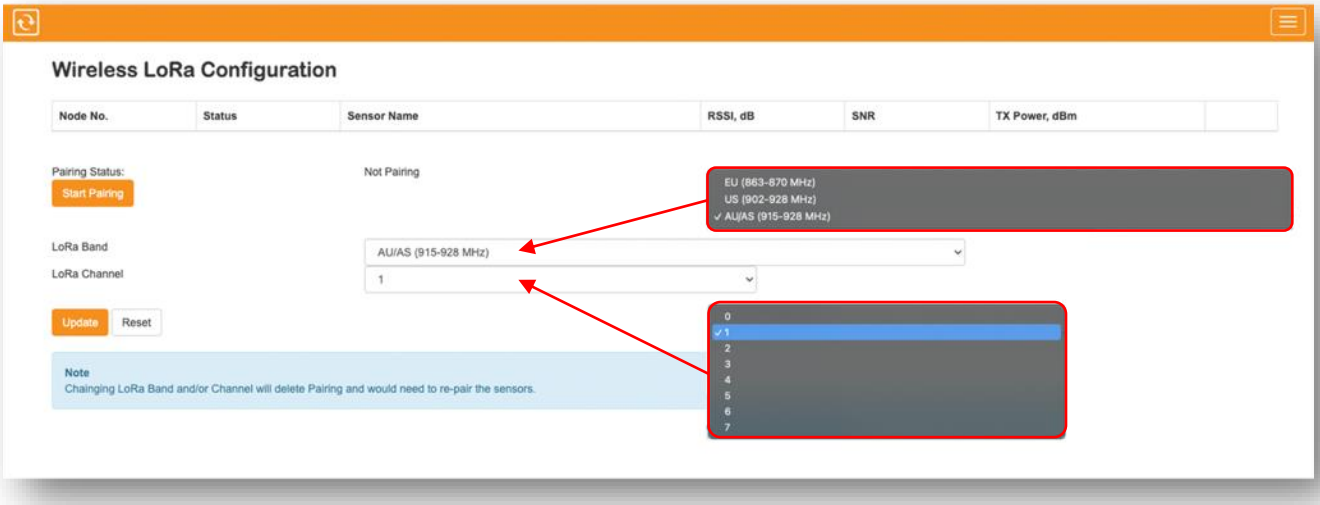


On the SensorGateway GUI, click on Wireless LoRa and you will be taken to the Wireless LoRa Configuration page.



Setup your Band and Channel prior to connecting nodes. After choosing your desired band and channel, click on "Update". Changing the band and channel will disconnect any previously connected nodes and re-pairing them would be required.

It is a good practice to keep adjacent hubs in different channels to avoid wireless congestion. Also, avoid using same LoRa channel to avoid any interference.

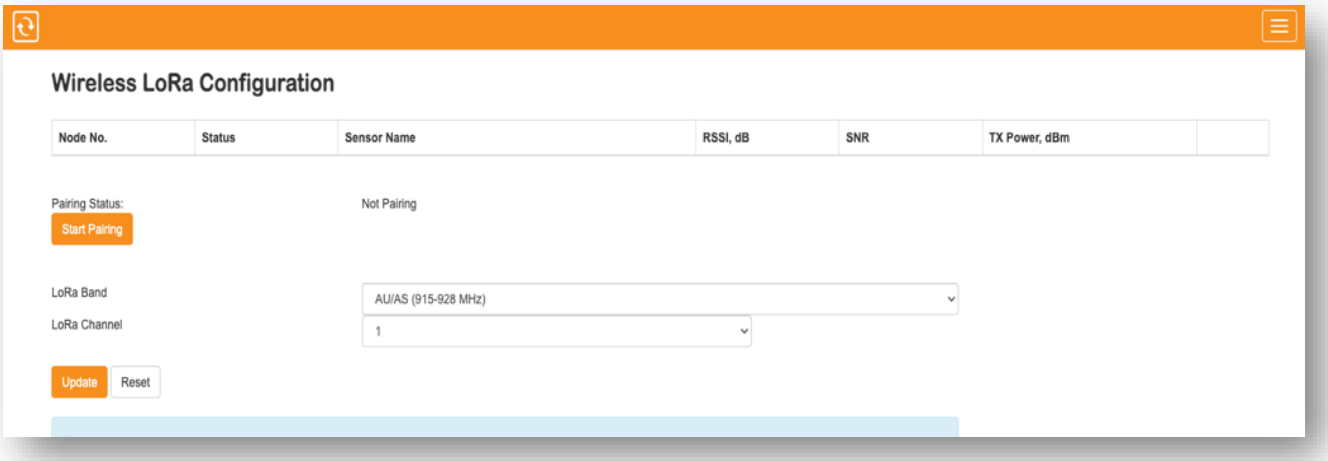


NOTE:

When adding a new node to an existing group of paired nodes, please note that all previously connected nodes will also be unpaired and have to be repaired again. This is done by design.

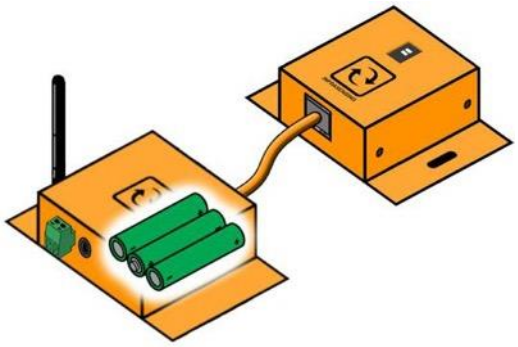
To start the pairing process, on the Wireless LoRa Configuration page, click on "Start Pairing". The LED on the LoRa hub will blink red and green which indicates pairing mode is active.

NOTE : The pairing status will also show "Pairing" when in pairing mode.



To pair a node, you would need to power it up and you will see the LED will blink red and green, it should stop before 5 seconds, that means that the node is paired successfully. If the LED stays ON for more than 10 seconds it would mean that the pairing failed and we would need to start over. To avoid a pairing miss we need to power and pair each node one at a time.

The node can be powered via 12v DC with a terminal block, 12v DC with a barrel jack for an AC/DC adapter, - 5v DC with a USB-C connector or 3x AAA batteries.

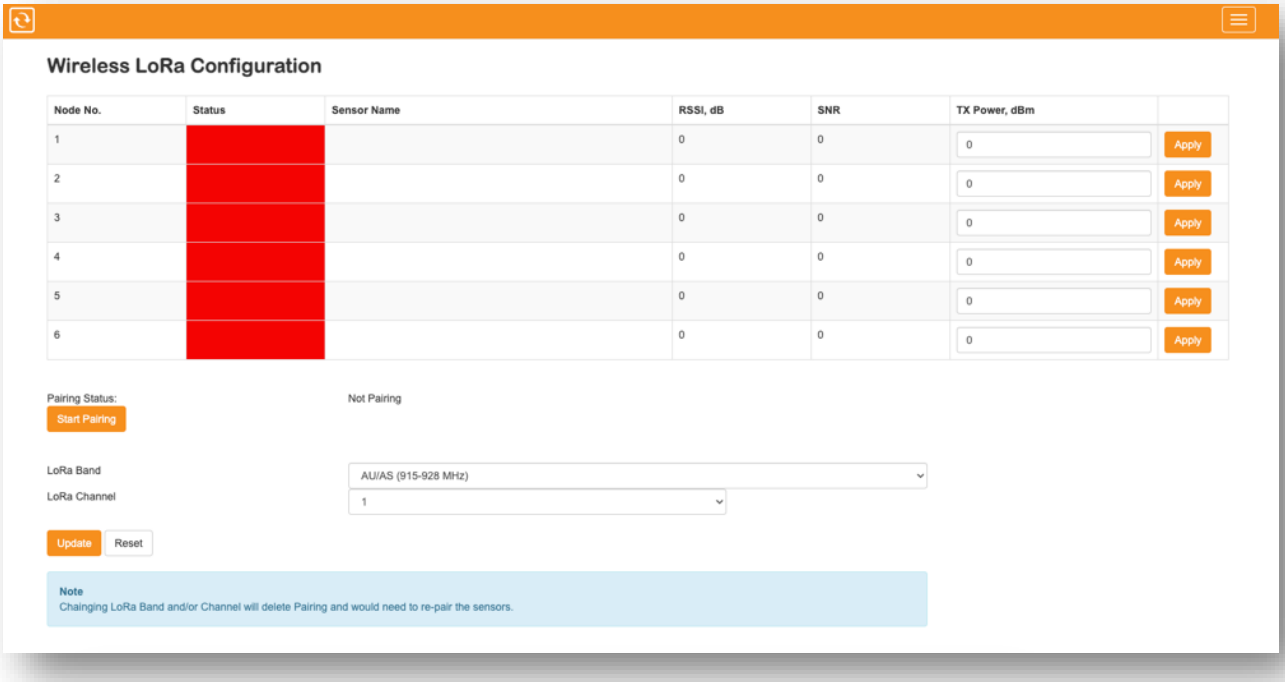


NOTE:

-You can pair the node even without a sensor connected.

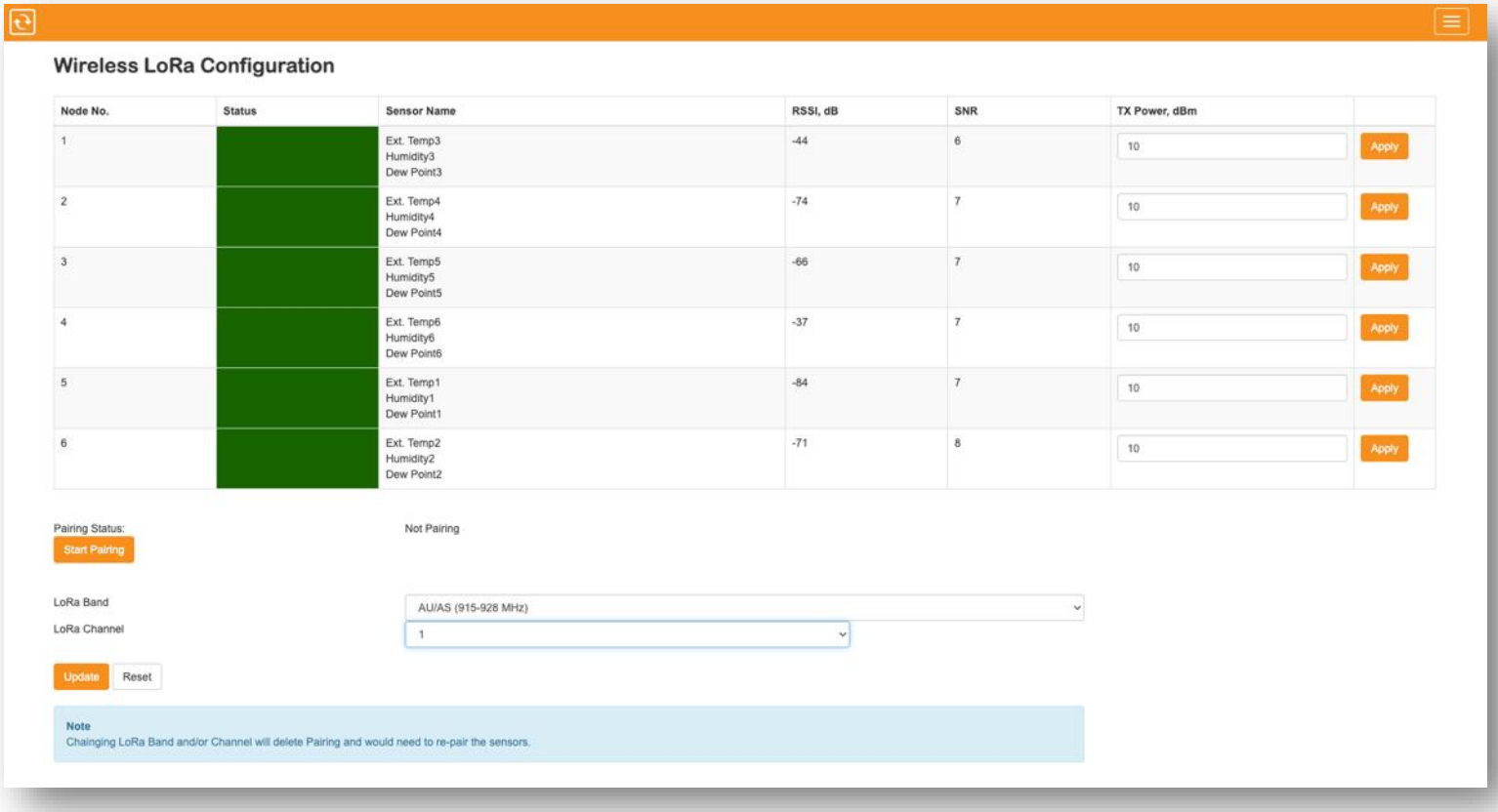
-Up to 16 nodes can be connected

Click on "Stop Pairing" when done. Refresh the page and the list will populate with the connected nodes.



After pairing, the sensor connected to the wireless node should be ready to go.

To ensure no data is lost when transmitting, The minimum Polling Time for the SensorGateway is 5 seconds when connected to a Wireless Hub.



Unpairing Nodes

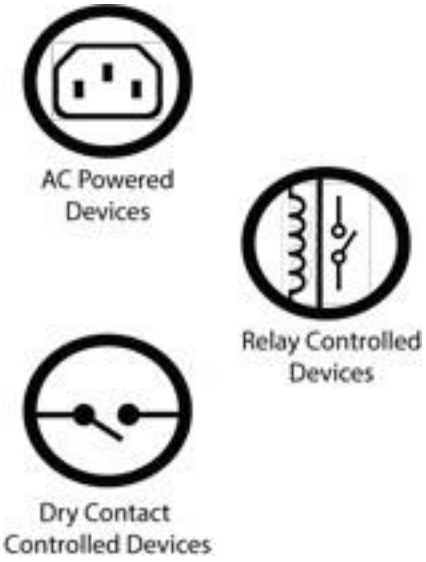
To unpair connected nodes, click on “Start Pairing” then click “Stop Pairing”, this will disconnect all previously connected nodes on the hub. To start the pairing process again, please proceed to “Step 3 (16.1.3)” of this document.

21 Automatic &remote control of equipment

The built-in alerting enables you to be informed when a sensor exceeds defined thresholds or when an incident occurs. Some of these incidents could require an immediate action. For example, when the temperature is too high one may want to start a backup cooling unit; or when water is detected then start a pump.

With InfraSensing's infrastructure monitoring solution you can now also control devices: AC, relay or Dry Contact based. Devices can be controlled either by the SensorGateway in an automatic way (condition based) or remotely through the InfraSensing cloud. In this section we will cover the automatic (condition based) control. For the cloud-based control we refer to **section 17.7**.

Requirement:
To use the control features you need a SensorGateway with firmware 6 or higher and with an IO sensor or a SensorHub.

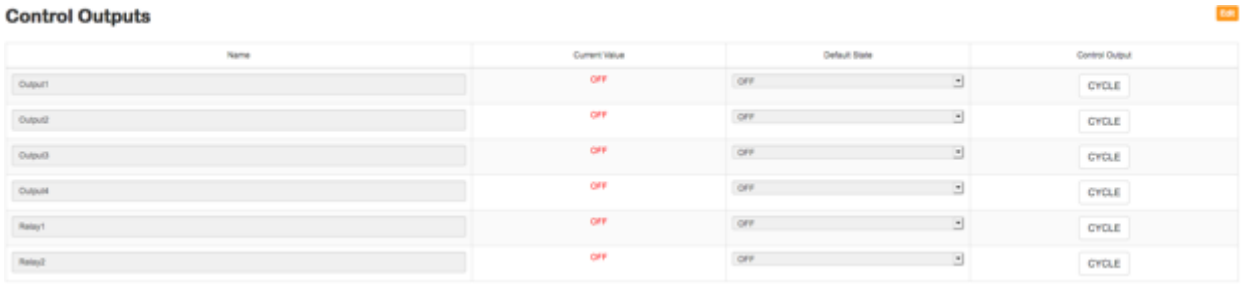


Both the IO sensor and the SensorHub feature dry contact outputs. However only the SensorHub feature relay outputs. AC powered devices can be controlled through an **external relay**which connects to a dry contact port on the SensorHub.

Important Notice:
The maximum capacity for the SensorHub's relay is 400VAC/150VDC and 200VA/192W. If an output device is to be used that exceeds those specifications, an external relay, i.e. solid-state relay, will have to be used.

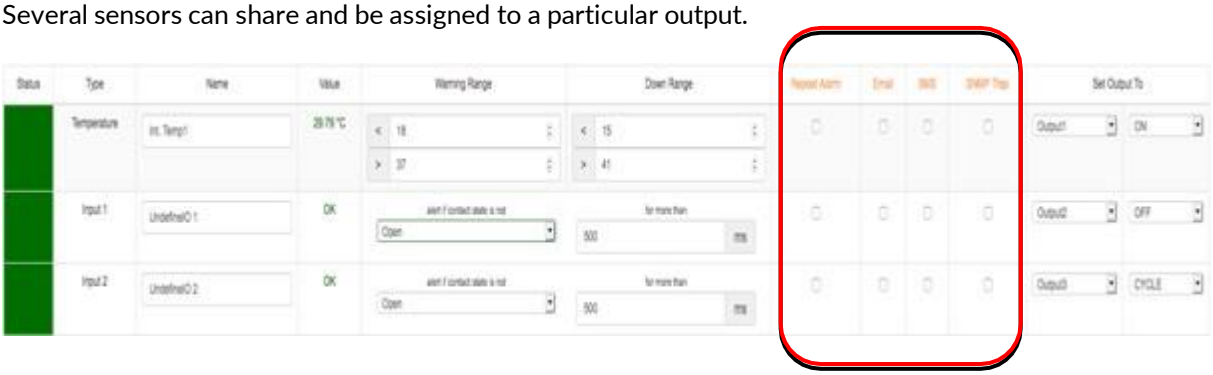
21.1 Triggering outputs through the web interface

The output triggering can toggle between automatic / assigned or manual/direct using the corresponding buttons on the sensor page. This requires firmware 6.00 or higher for the new Logic architecture.



Automatic/Assigned Output on Sensor Thresholds

The output triggering (digital and relay) can be set using the assigned threshold on a particular sensor. Simply assign an output from the drop-down menu and its state you want it to do. Several sensors can share and be assigned to a particular output.



so to say after meeting a threshold, it can direct a device to either turn on or off

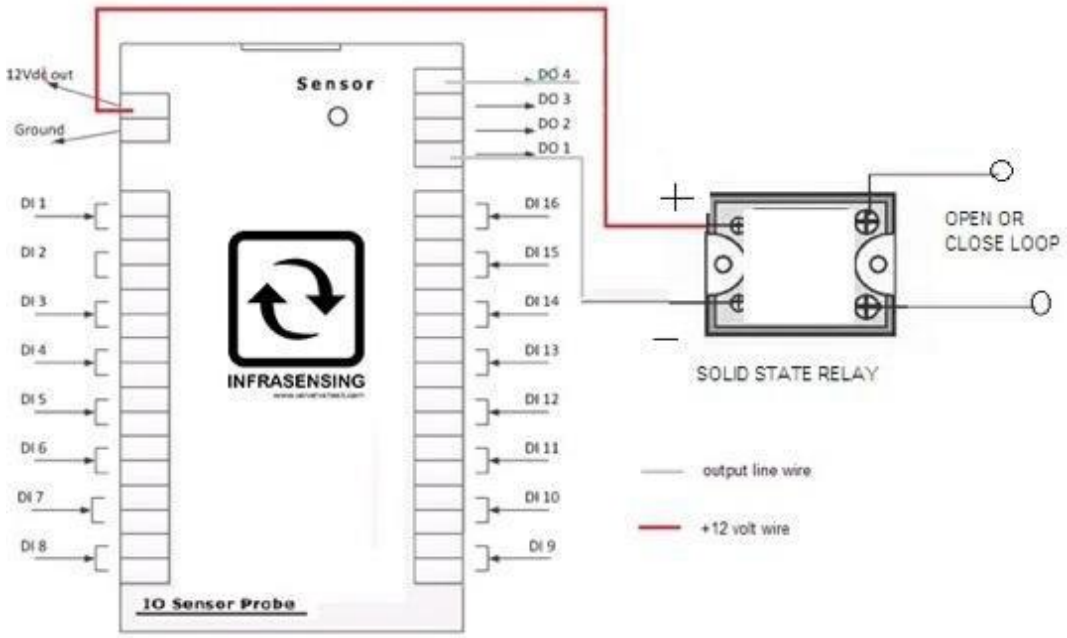
Let's for example configure a scenario where we want to trigger a backup air conditioning unit when the thresholds are exceeded.

Go to your temperature sensor and select the correct output and the state it should be in, as shown below

- Based on the image, the temp threshold danger levels is when it reaches 40 or above and 10 or less thus will trigger the device connected to the "Output1" to turn ON
- Thus if an Air-condition unit is connected to "Output1" if the temperature rises above 40 it will turn ON automatically

21.2 **Wiring for a control output**

Now that we have those configured, for the output wiring, kindly refer to**section13.6**. If an external relay will be used, refer to the following diagram:

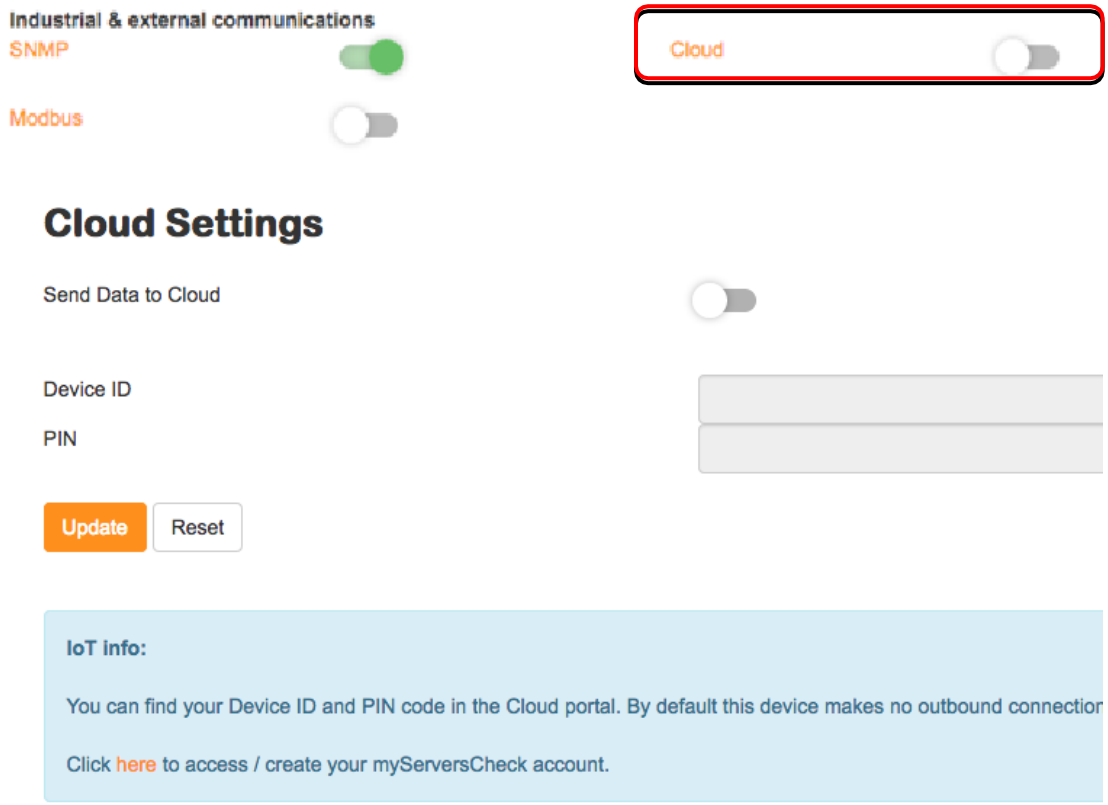


21.3 Cloud platform

With InfraSensing's cloud platform, your SensorGateways will now be more manageable even without the use of other integration software. This feature will only be applicable to SensorGateways running at least on firmware Release 4.0. and with its control feature only available to firmware Release 6.0. and above.

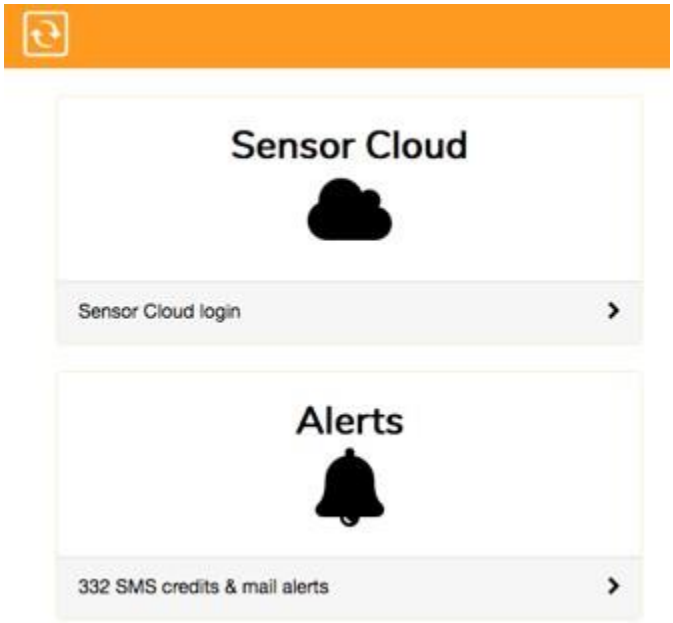
21.4 Registration

Go to Menu, and then Settings afterwards click on the cloud option



The device pin and id can be found on your cloud account and to access your cloud account you must have created an account at https://my.serverscheck.com/

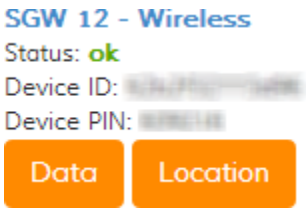
Log in to your account and then click on Sensor Cloud.



Upon doing so, you can now proceed to register your SensorGateway to your cloud account.

21.5 SensorGateway identification

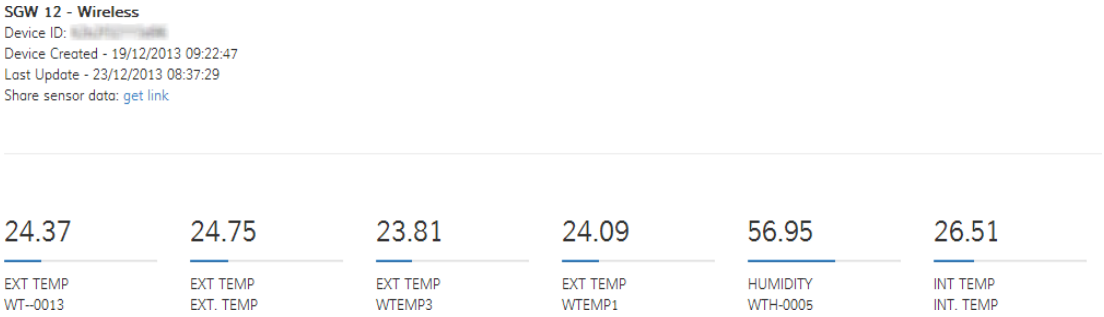
From your cloud dashboard, click “Add New Device” to name your SensorGateway and save it. After that, you will see the credentials associated with that as seen on the screenshot.



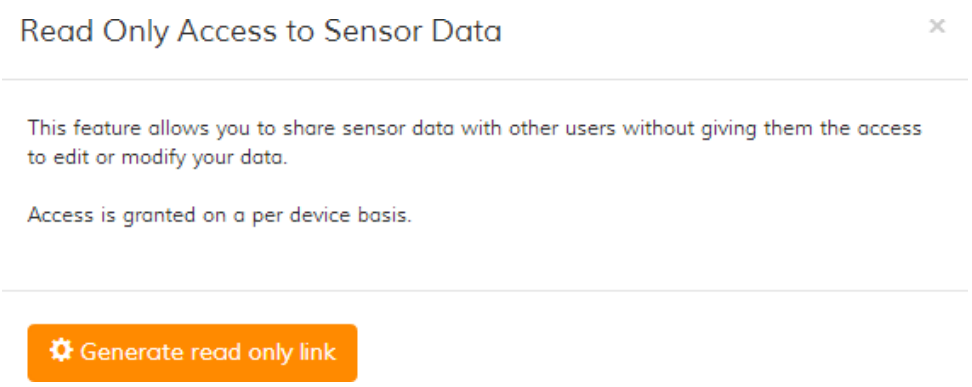
On the SensorGateway that you want to associate with the newly added device, go to the Cloud section and enter the generated credentials. These will of course be unique on each of your SensorGateways.

21.6 Sensor dashboard

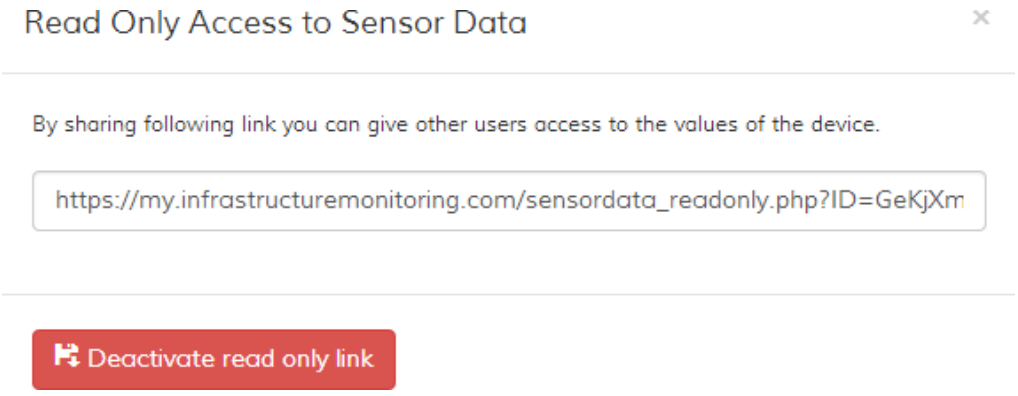
Now that that’s done, after 1-2 minutes maximum, you should now see your sensors by clicking “Data” on the newly added device.



In this section, you can optionally hand out read-only access to this specific SensorGateway by clicking “get link” on “Share sensor data.”



After clicking the generate button, you'll be seeing the following:

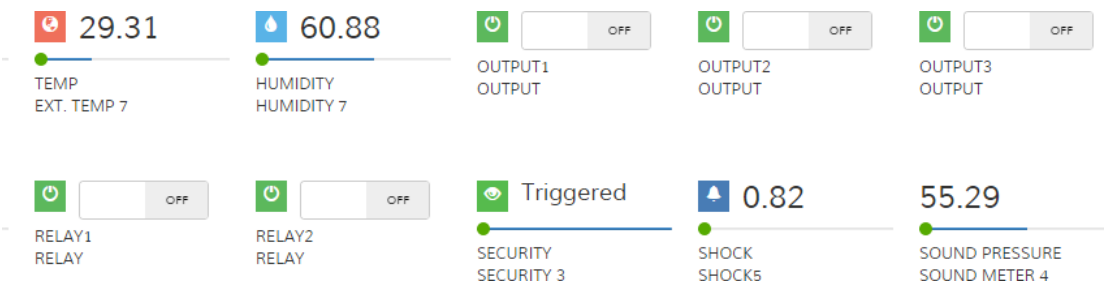


Additionally, after handing them out, you have the option to deactivate the link by simply clicking the associated button.

21.7 Trigger control outputs via the cloud

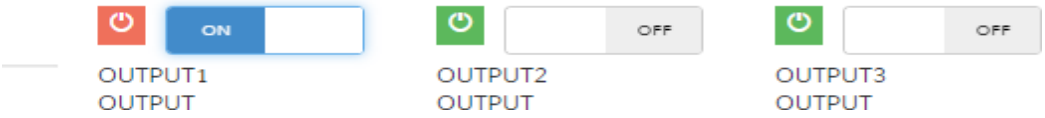
Disclaimer
Only works with firmware version 6, which is available as an update to sensor gateways purchased from 2014 and onwards. And would only work with InfraSensing I/O Probe and Sensor Hub.

How it works
The Control feature of the Cloud platform is with the I/O devices or commonly called the Dry contact solution. This enables you to have the option to turn an Output or a Relay ON or OFF remotely.

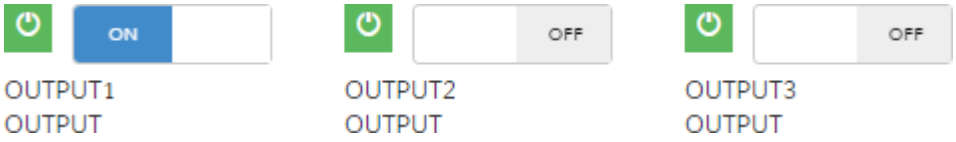


Once the cloud is in sync with the gateway it will show the status of the triggers for the outputs and relays. Upon changing the status to either ON or OFF, the icon will change from green to red which means our cloud is trying to communicate with our gateway.

From OFF to ON

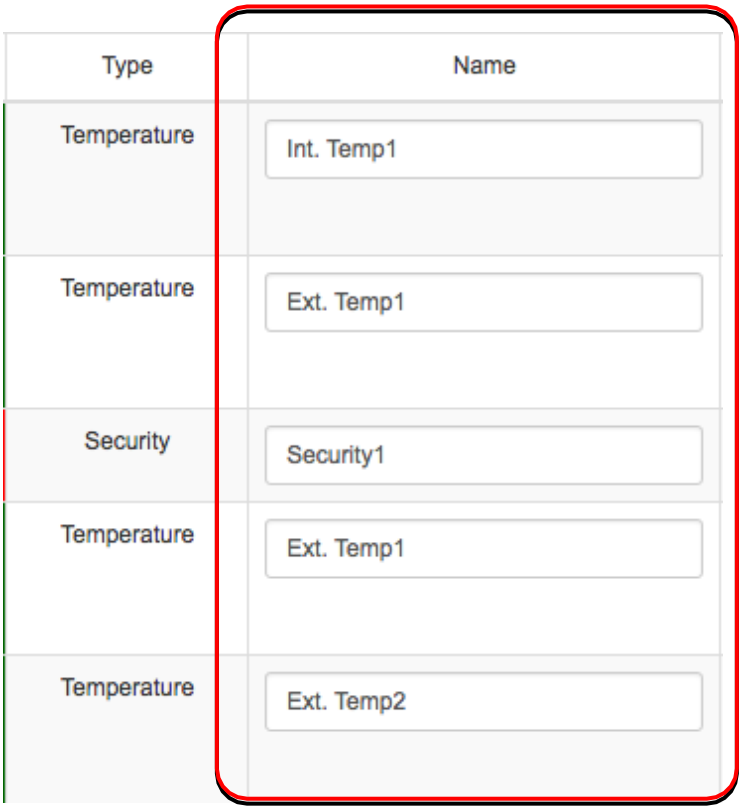


In 1-2 minutes, the status icon should revert back to green and switch to ON



** you can then remotely turn an air conditioning ON or lock an electronic door remotely, these are examples on what you can do with this cloud control**

Note:
Do not use Special characters under the Name Tab and preferably only letters and numbers, refer to the image.



Type	Name
Temperature	Int. Temp1
Temperature	Ext. Temp1
Security	Security1
Temperature	Ext. Temp1
Temperature	Ext. Temp2

* Do not use special characters as an input within the red circle preferably only letters and numbers*

21.8 Alerts

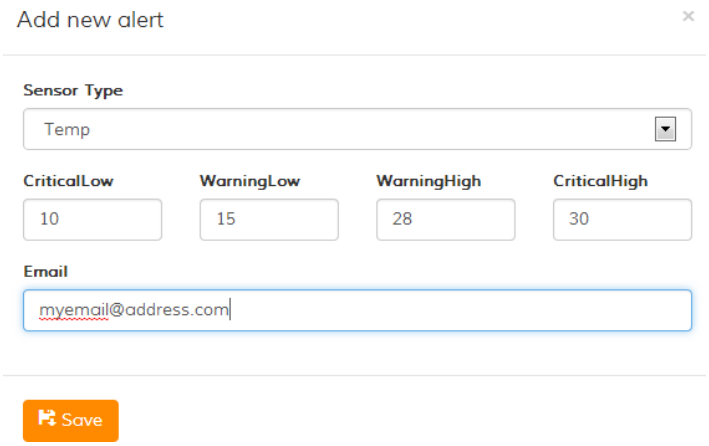
The InfraSensing Cloud Platform provides 2 kinds of alerts: threshold and if-then (IFT) alerts. While the 2 methods will be discussed in greater detail on the following sub-sections, the main difference between the two would be their respective scopes.

For the threshold alerts, configuring an alert would be automatically applied to all devices registered on the Cloud Platform. For IFT alerts, one could filter the alerts so as to apply it only on the desired conditional scenario(s). Despite their difference, both functionalities remain to be interoperable with each other.

21.9 Threshold alerts

Alerts defined here will be completely independent from what was configured on the associated SensorGateway since you'll be defining new thresholds and email address for the alert to be sent.

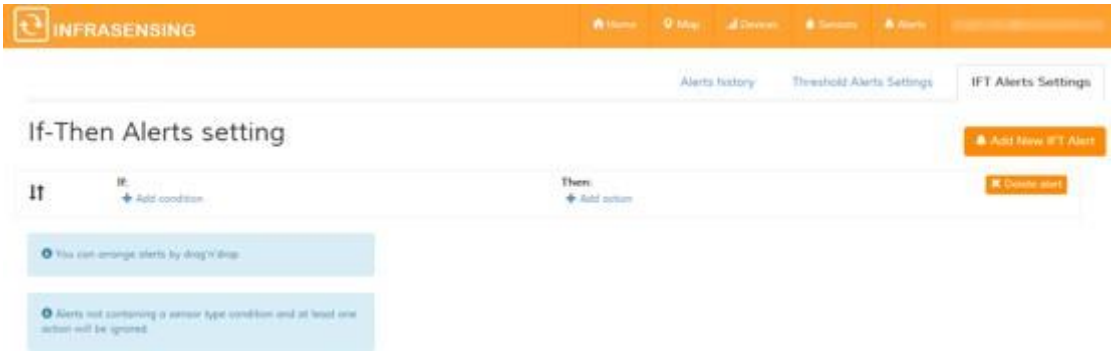
On the "Alerts" tab, click "Add New Alert" to get started.



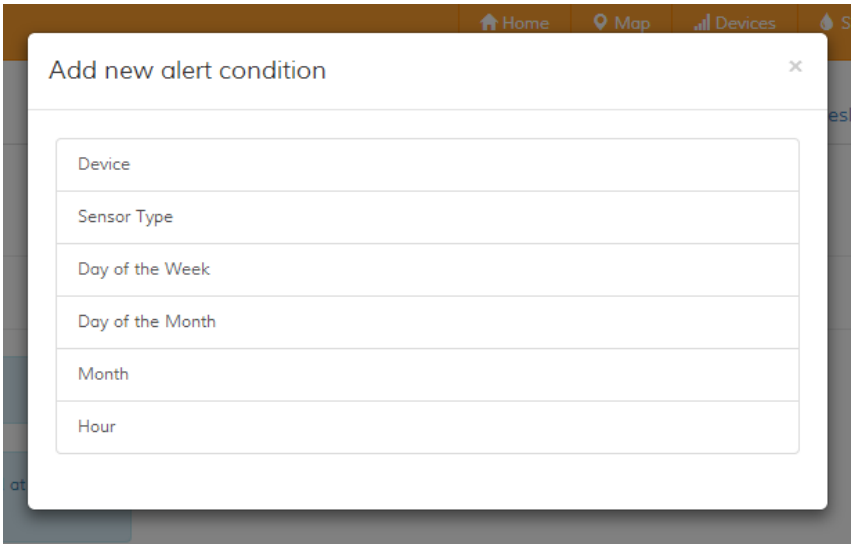
After which, you should now see it listed on the present tab. And as listed, you can easily edit your alert's settings by clicking "Edit."

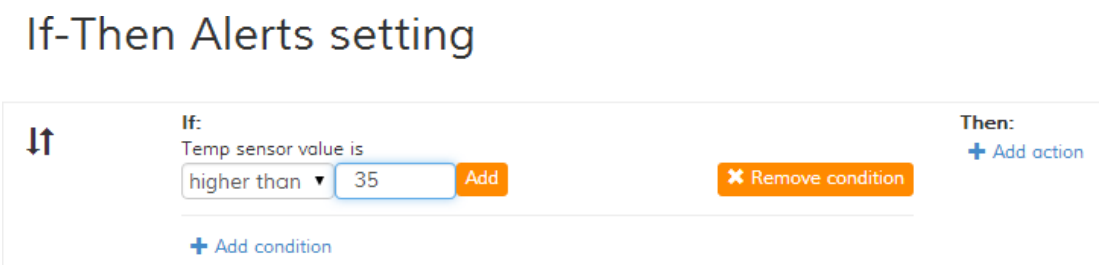
21.10 **If-Then (IFT) Alerts**

To begin with, simply proceed to “IFT Alerts Settings” then click “Add New IFT Alert.” Upon doing so, you should see the first section for your IFT alerts appearing.



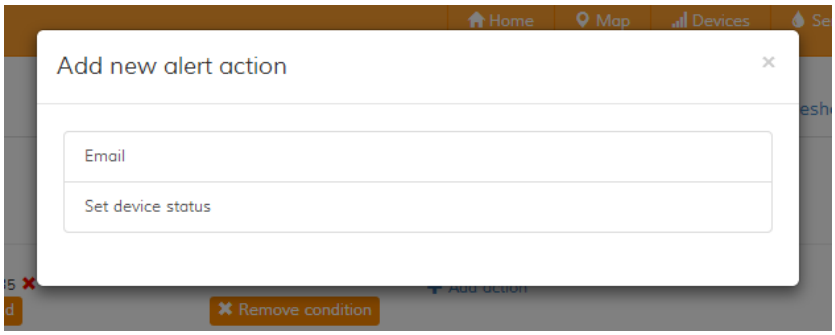
For your conditions, hit “Add condition” and choose whichever parameters you desire. For this demo, we’ll simply select a temperature threshold of 35 degrees for our condition.



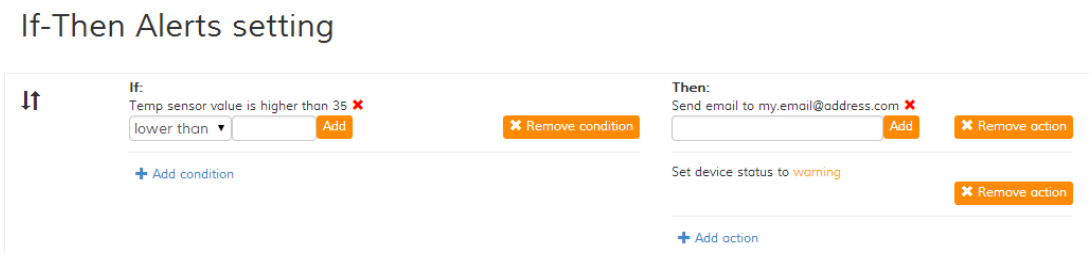


NOTE: As indicated on the blue note on the lower left page, your conditions should at least contain a sensor type.

For our action, by hitting “Add action,” you can choose to send an email alert, set the device status, or both.



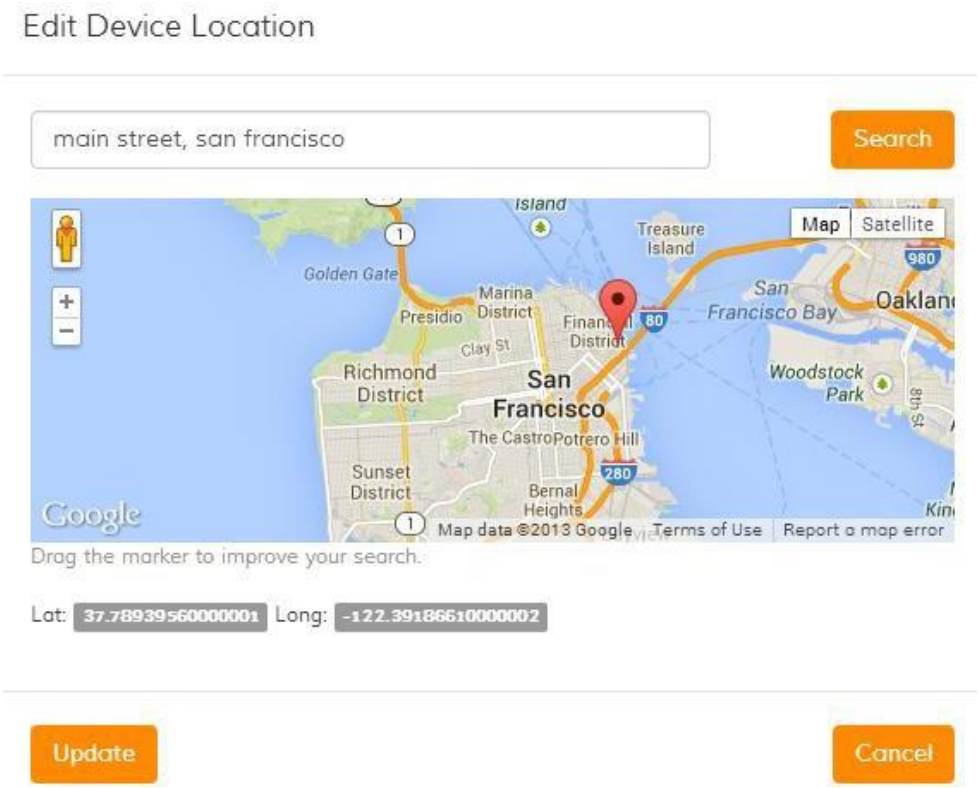
Now after the configured demo, if any of the configured SensorGateway’s temperature sensor goes above 35 degrees, an alert will be sent via email and that device’s status will be set to a “warning” state.



21.11 **Geomapping sensors**

For a more organized view of your over-all monitoring infrastructure, you could setup the location of each of your SensorGateways.

From the “Devices” tab, click “Location” to set it up.



After updating it, you could now navigate to the “Map” tab and view the configured devices.

22 Power rating

A SensorGateway can be provided with up to 12 watts of power from a PoE source. Because of this, careful power budgeting should be done especially when probes like the IO, QoS, and fuel sensors are to be utilized. Below shows the power ratings of InfraSensing sensor modules:

MODULE	POWER RATING
BASE-WIRED SensorGateway	540 mW
EXP-8HUB SensorHub	588 mW
EXP-WHUB-ZB Wireless Hub	180 mW
EXP-4HUB MultiSensor & Hub	650 mW
ENV-TEMP Temperature Sensor Probe	60 mW
ENV-THUM Temperature/Humidity Sensor Probe	60 mW
ENV-W-TEMP Wireless Temperature Sensor	330 mW
ENV-W-THUM Wireless Temperature and Humidity Sensor	330 mW
ENV-TSURFACE Surface Temperature Sensor Probe	60 mW
ENV-TSTAIN Stainless Steel Temperature Sensor Probe	60 mW
ENV-DUST Optical Dust Particle Sensor Probe	156 mW
ENV-AIRFLW Airflow Sensor Probe	84 mW
ENV-WLEAK-COMBO5M Water Leak Sensor Probe	264 mW
ENV-WSPOT Water Spot Sensor Probe	288 mW
ENV-FLEAK-COMBO Fuel Leak Sensor Probe	264 mW
ENV-THIMG-M Thermal Imaging Sensor	492mW
ENV-NOISE Sound and Noise Level Sensor	360 mW
ENV-TVOC Air Quality Sensor	180 mW
ENV-AIRPRESSURE Differential Air Pressure Sensor	240 mW
DAISY -STARTER Daisy Chain Controller	252 mW
DAISY-IRSPOT Daisy Chain IR Sensor	204 mW
ENV-WLEAK-LOC-COMBO5 Water Leak Location Sensor Probe	1200 mW
SEC-LUX Light Sensor lux	60 mW
SEC-SOUND Sound Pressure Sensor Probe	312 mW
SEC-SMOKE Smoke Sensor Probe	204 mW
SEC-DOOR Door Security Probe	204 mW
SEC-SHOCK Shock Sensor Probe	72 mW
SEC-MOTION Motion Sensor	456 mW
PWR-AC-QUAL Power Quality Sensor	2040 mW
PWR-AC-VOLT AC Voltage Sensor	276mW
AC-Volt with voltage transducer	864 mW
PWR-AC-CUR AC Current Sensor	384 mW
PWR-AC-FAIL AC Power Failure Sensor	216 mW
PWR-FUEL Fuel Sensor Probe	1008 mW
PWR-DC-VOLT DC Meter Probe	276 mW
DC Probe with Current Transducer	660 mW
PWR-GROUND Grounding Sensor	36 mW
IND-IO IO Probe	371 mW

With the given power ratings, for best practices, the fuel sensor, power meter sensor probes, QoS probe and the wireless hub should be connected to a dedicated SensorGateway as they are more resource intensive in power and memory than the other ones. Know, however, that in the mentioned list, it would be completely fine to use 2 of them in combination on a single SensorGateway (i.e. SensorGateway with IO and QoS probes).

23 RMA / Repair

Defective InfraSensing hardware can be returned to one of our repair centers through our Return Merchandise Authorization (RMA) program.

RMA requests have to be submitted through your order page or from your my.serverscheck.com account.

If purchased from a reseller, add your products to your my.serverscheck.com account.

Customers with an InfraSensing+ agreement enjoy express warranty service for their warranty covered defects.

Warranty covered repairs:

All InfraSensing products are covered by a limited 1 year world-wide warranty as detailed here.
If the defect to your product(s) is covered by the warranty, then the product(s) will be diagnosed, repaired or replaced and finally tested before returning the product(s) to you.
If the defect is found to be not warranty covered, then an inspection fee of $75 per product will be invoiced. After payment reception of the inspection fee you have 3 options: receive the defective product(s) back, have it repaired (if repairable) or purchase of a new product(s). In the event of a repair or purchase of new product(s), the cost will be discounted with the paid inspection fee.

Out of warranty repairs:

Do you have a defective device outside of its warranty period or is the defect not covered by warranty? It might still be possible to repair it. In such an event, you can also apply for an out of warranty repair. This incurs an inspection fee of $75. After receiving payment for the inspection fee, the RMA will be issued to you. If the device can be repaired, then you will receive a quote for repair with a discount for the paid inspection fee. You may also opt for the purchase of a new unit with a discount for the paid inspection fee.

Depending on the complexity of the defects and availability of parts, you should expect a turn-around time of 2 to 5 weeks. We appreciate your patience while we try to repair the defective units.