



RSC-900 CENTRAL MONITORING STATION

User Manual

www.RelianceDetection.com

888-771-4929

1. General Information

1.1. Introduction

Building owners and property managers need to efficiently and effectively manage their buildings. Visibility into what is happening within their buildings is certainly a key to meeting that need.

1.2. RSC-900 Cloud-Based System

The basic RSC-900 cloud-based leak detection system provides an app-based system(s) management platform for all connected RSC-900 systems and devices.

The RSC-900 app enables users to take advantage of advanced features offered within the RSC-900 lines of products. RDT enables all users to benefit from using the RSC-900 smartphone app to remotely control their plumbing leak detection systems, including remotely closing/opening shut-off valves and receiving push notifications in the event of a leak, freezing temperatures, low battery, etc.

1.2 Cloud-Based Central Monitoring Station

The **RSC-900 Central Monitoring Station (CMS)** platform is offered for users or applications where the monitoring of multiple or even hundreds of systems would be impractical to do via the app alone. The CMS platform is cloud based, which means it is accessible anywhere, anytime. The CMS provides access to summary system status information (OK, Leak, Fault) and in-depth system analysis – including individual device status, system event logs and manual system overrides – all from your desktop computer screen.

1.3 System Overview

- **Full visibility:** View all connected systems at a glance.
- **Supports unlimited number of systems:** Simultaneously displays color-coded status information from all designated systems.
- **Preventive action capabilities:** Immediate notifications are sent directly in case of low battery, low temperature, offline devices and, of course, water leaks.
- **Audit trail event handling:** Comprehensive recording of all system statuses and operators’ activities.
- **Flexible reporting tools:** Filter data by multiple fields of your choosing.
- **Full alarm history and status reports:** All events are logged and recorded for auditing purposes.
- **Cost Effective:** No need to download or install software, and no complicated activation keys. Authorized users can access status information via any Internet-enabled device anywhere in the world.

2. User Access Levels

All Users on the System are Operators. Adding Operators or changing Operator permission levels can only be done through Reliance Detection Technologies.

Operators can be assigned appropriate levels of access to INDIVIDUAL SYSTEMS, depending on individual requirements.

Operator Permission Levels:

Read Only – limited user rights; can view system and device status; cannot make changes or control devices (command a valve to close or open, disable a sensor, etc.)

Full – has full rights; can view system and device status; can make changes and control devices (command a valve to close or open, disable a sensor, etc.)

3. Logging in to the RSC-900 Central Monitoring Station (CMS)

Access to the RSC-900 CMS requires setup by RDT. Please wait to be notified by RDT that your access has been granted before attempting to login for the first time.

To log in to the RSC-900 Central Monitoring Station, portal go to:

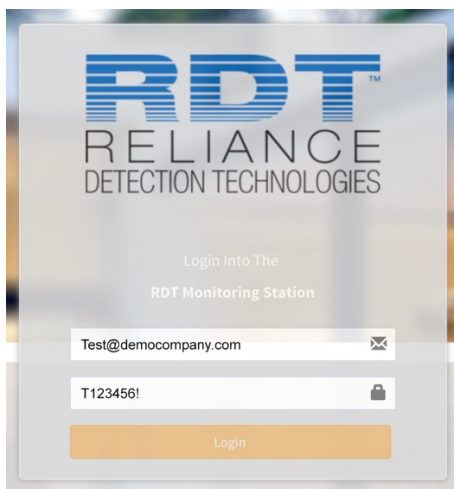
<http://monitor.reliancedetection.com/#/>

Supported Browsers: For best performance, we recommend using the Chrome browser to access the CMS.

Enter your Username: Username = the email address provided to RDT for this purpose for this user

Enter your Password: Password = the first capital letter of the user email address, followed by 123456! – example: for User Name = Test@democompany.com, password = T123456!

Click Login



Upon Login, you will see the **CMS Dashboard** landing page.



4. Navigation Bar

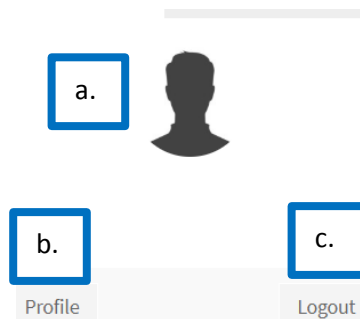
4.1 User Profile

Use the User Profile to change preferences, personalize your user image, etc.

Click on the User Profile icon in the upper right-hand corner of the screen to:



- a. **Add a profile picture to the user profile.** Click on the center icon –

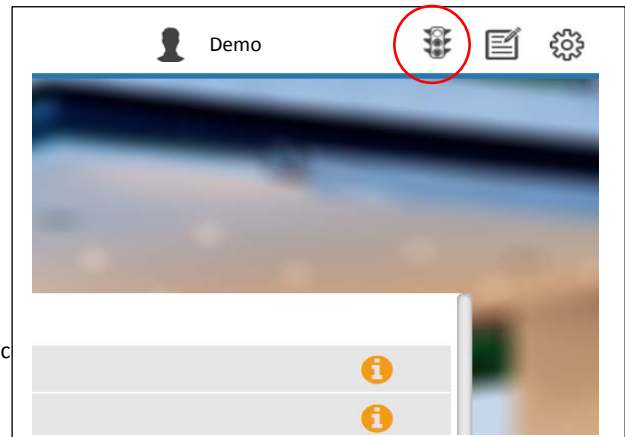
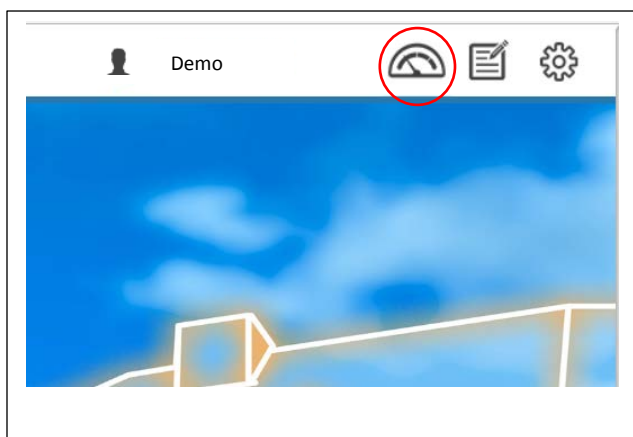


Click on “Select Image” and browse to find the file, select the file and then click “Upload.” To finish click on “X” to close the window.

- b. **Change User Information.** Click on “Profile,” fill out the field on the central window and click “Update.” *Note: Permission levels cannot be changed – contact RDT to request permission level changes.*
- c. **Logout.** To Logout from the system, click “Logout.”

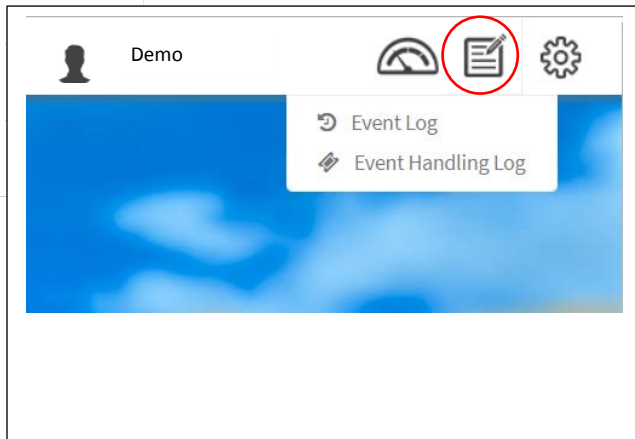
4.2 Toggle Between Views

Toggle to switch from “Dashboard” (represented by the speedometer icon) to “System List View” (represented by the traffic light) screens. You can also switch from “Dashboard” to “System List View” by clicking anywhere on the screen.



4.3 System Queries

In “System Query,” select “Event Log” to see all events related to all your systems. Select “Event Handling Log” to see all events that were handled.



4.4 Settings

In settings, change specific parameters to personalize your Monitoring Station – language, Screen Saver Timeout, etc.



5. Dashboard Screen

The Dashboard screen will display every time you login to the CMS. The Dashboard provides a snapshot of all systems assigned:

Green Light = All systems are functioning normally.

Yellow Light = One or more system has a fault – low battery, temperature, etc.

Red Light = One or more systems is reporting a leak.





6. System List View:


From the Dashboard, you can click anywhere on the screen to switch to System List View, which will provide access to individual system status information.


█	Ok	+	AFG01-000034	25/07/2018	09:47:49		i
█	Ok	+	USA01-000136	25/07/2018	09:48:06	Updating...	i
█	Ok	+	USA01-000114	25/07/2018	09:47:52		i
█	Ok	+	USA01-000137	25/07/2018	09:48:02		i
█	Ok	+	USA01-000143	25/07/2018	09:47:47	↓	i
█	Ok	+	USA01-000141	25/07/2018	09:47:55		i
█	Ok	+	USA01-000140	25/07/2018	09:47:44		i
█	Ok	+	USA01-000138	25/07/2018	09:47:59		i
█	Ok	+	USA01-000113	25/07/2018	09:47:57		i
█	Ok	+	USA01-000128	25/07/2018	09:47:51		i

The status of each system is indicated on the left-hand side:

 = System OK

 = System needs attention – ex: low battery, temperature issue, or lost communications

 = Leak has been detected

 = System is Offline with the Internet/cloud

Click on the  for any system to view system component details, including:

Status: Displays the status of the individual device – OK, Offline, Leak, etc.

Device Type: Controller (Hub), Flood Sensor, Shutoff Unit, etc.

Serial Number: Unique device serial number for identification.

Signal: Shows the last reported wireless signal strength between the Hub and the device.


Temperature: Presents the last temperature recorded at the device.


Battery: Presents the last reported device battery life.

Date/Time: Time stamp for the last time the device communicated with the Hub.

Command: Enable activating specific commands per the specific device – Close, Open, Disable, etc. (Appropriate user permissions are required.)


Info:

Click  under system information for specific information about the device – Name, Location, Type, Serial Number.

Click  along the right-hand side at anytime to display Account Name and Account Contact information.


7. Event Handling

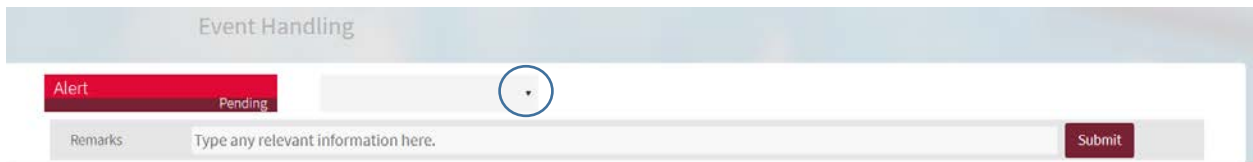
When the Dashboard screen traffic light displays an Orange or Red light, click anywhere on the screen to switch to System List View.

1. Find and click on the Yellow, Grey or Red  icon for details on the system device's issue(s).
2. An Event Handling section will appear on the bottom of the screen. Here the Operator manages the events according to your monitoring station policy.



The screenshot shows the 'Event Handling' section with a red 'Alert' status and a 'Pending' label. A plus sign icon is visible in the top right corner.

3. Click on  to create or record an "Event Handling Action."
4. Choose the action from the dropdown list –



The screenshot shows the 'Event Handling' section with a dropdown menu. A plus sign icon is circled in blue. The 'Remarks' field contains the text 'Type any relevant information here.' and a 'Submit' button is visible.

Example: Open Shutoff Units

Close Shutoff Units

Enable Sensor

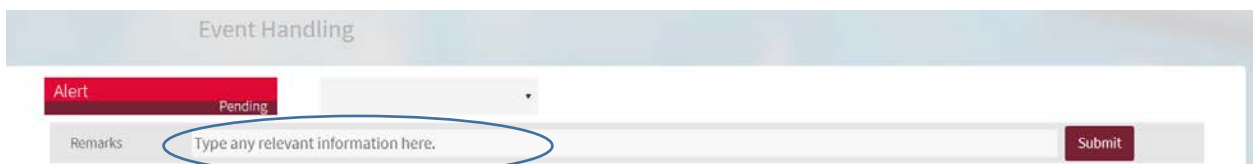
Disable Sensor

Contact Responder

Contact Service Provider


Other

5. Add any notes or remarks, as necessary, in the "Remarks" field.



The screenshot shows the 'Event Handling' section with the 'Remarks' field circled in blue. The 'Remarks' field contains the text 'Type any relevant information here.' and a 'Submit' button is visible.

6. Click "Submit."

Once the issue has been addressed, click back into the Event Handling screen and click on the check mark  to close out the event.

Note: The system is recording all system Events and Event Handling entries. These entries are stored in the CMS and can be accessed at any time.

8. Event Log

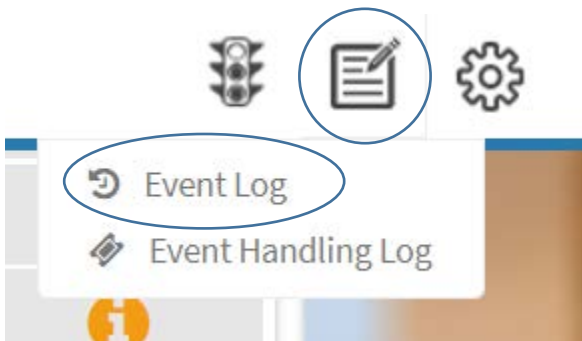
Click on System Query to view the System Event Log or Event Handling Log.



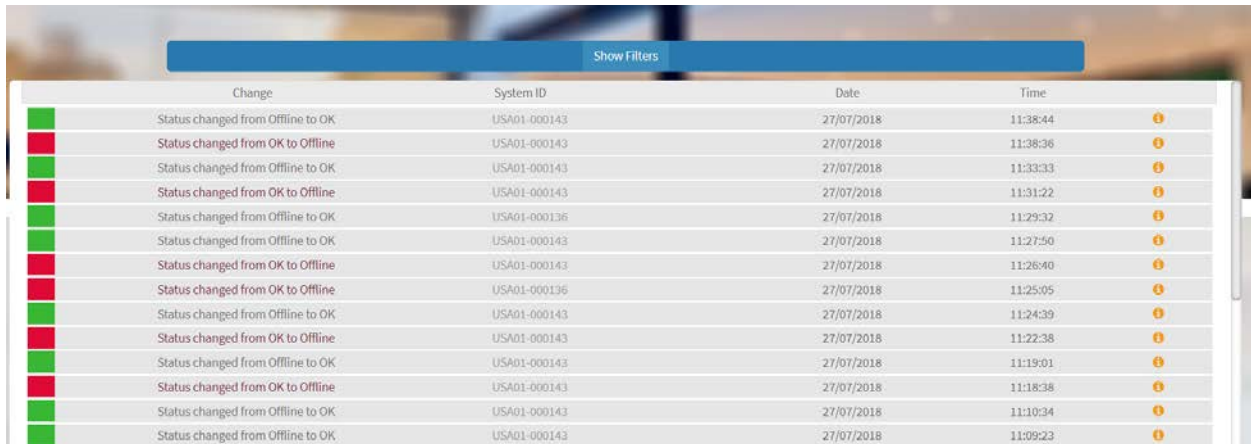
Note: All logs are stored on the RDT Cloud.

8.1 Event Log

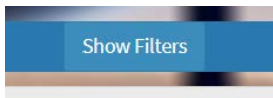
Choose Event Log from the System Query menu to view all system events.



By default, the system will present all events for all systems.




Change	System ID	Date	Time	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:38:44	
Status changed from OK to Offline	USA01-000143	27/07/2018	11:38:36	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:33:33	
Status changed from OK to Offline	USA01-000143	27/07/2018	11:31:22	
Status changed from Offline to OK	USA01-000136	27/07/2018	11:29:32	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:27:50	
Status changed from OK to Offline	USA01-000143	27/07/2018	11:26:40	
Status changed from OK to Offline	USA01-000136	27/07/2018	11:25:05	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:24:39	
Status changed from OK to Offline	USA01-000143	27/07/2018	11:22:38	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:19:01	
Status changed from OK to Offline	USA01-000143	27/07/2018	11:18:38	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:10:34	
Status changed from Offline to OK	USA01-000143	27/07/2018	11:09:23	



Click on  to start a specific query.


To view specific logs, delete the word "All" and begin making appropriate search criteria selections:

- **System ID:** Search by specific system ID.
- **Device Type:** Search by specific device type (Shutoff Device, Flood Sensor, etc).
- **Modification:** Search for a specific change in device status or specific operator command.
- **Date To and From:** Make appropriate selections for Record Type, Event Type, Date From and Date To, or select "All."

Click  to view the query results.

Click  to reset the filters.

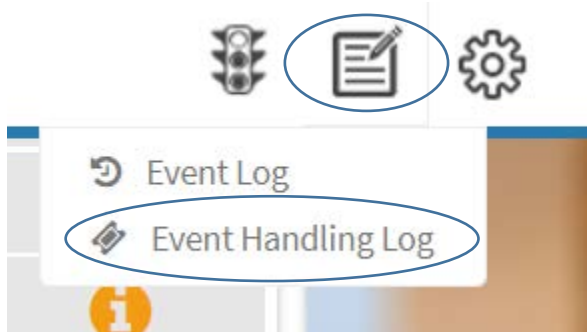
Click  to hide the query box.

Click on  in the query to get information on the specific device


System:	USA01-000143	Name:	Guest toilet upstairs
Action:	Device status changed from Offline to OK	Location:	Guest toilet upstairs
Time:	27/07/2018 11:38:44	Device Type:	Flood Sensor
		Serial Number:	000300000000001C3C


8.2 Event Handling Log

Choose “Event Handling Log” from the System Query menu to view a history of all “handled” events.



By default, the system will present all events.

Click on  to start a specific query.


Make desired query selections by System ID, Event Handling Status, Event Type or Date From and Date To. Click  to view the query results.


Click  to reset the filters.

Click  to hide the query box.

Click on  in the query to get Account information on a specific device.



Click on  to expand Event Handling information.

Status	Type	System ID	Operator	Start Date	Start Time	End Date	End Time	
Completed	Alert	USA01-000078	demo	27/07/2018	11:19:51	27/07/2018	11:21:01	
N	Operation		Remarks					
1	Contact Responder		Test of the Event Handling Log					

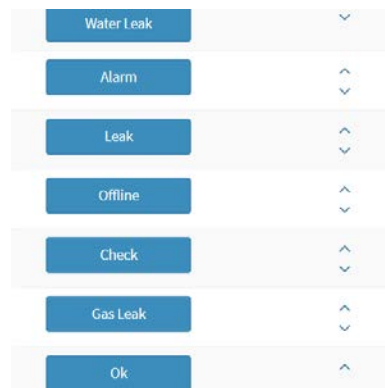
9. System Settings

Click on System Settings from the top navigation bar to update User information, update Status Priorities, view Notifications, add your company logo and set Screensaver activation time.



9.1 Users: Edit First Names, Last Names and Phone Numbers. *Note: Please contact RDT at 888-771-4929 or info@RelianceDetection.com to add, remove or edit user permissions.*

9.2 Status Priorities: As desired, click on “Status Priorities” to change the order of appearance in the System View screen. In case of simultaneous multiple events, for example, it may be more important to list a “Leak” issue on the screen before a “Check” (low battery, temperature) issue.

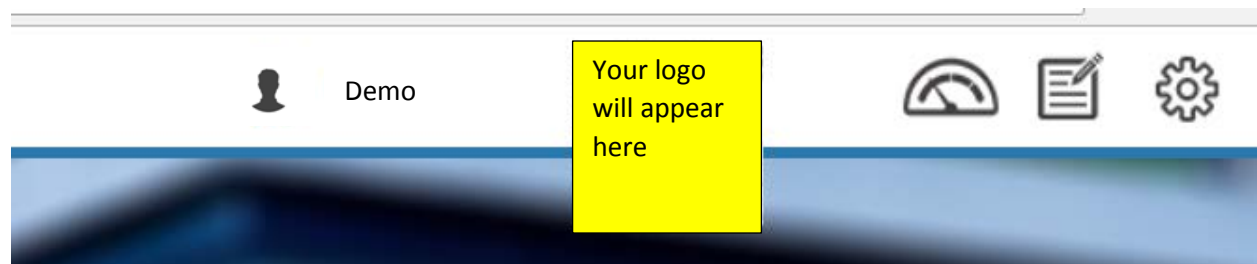


Click the Up or Down arrow next to the event you are moving until desired notification sequence is achieved.

Note: Not all functions are available on all systems, please contact RDT with any questions.

9.3 Notifications: Click on “Notifications” to receive pop-up notifications on your screen when the browser is minimized.

9.4 Logo: Click on “Logo” and “Select Image” if you’d like to add your company logo to the CMS Screen.



9.5 Screensaver: Click on Screensaver to select an appropriate idle time for screensaver to kick in. Choose the desired time period from the pull-down list and click Save.



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