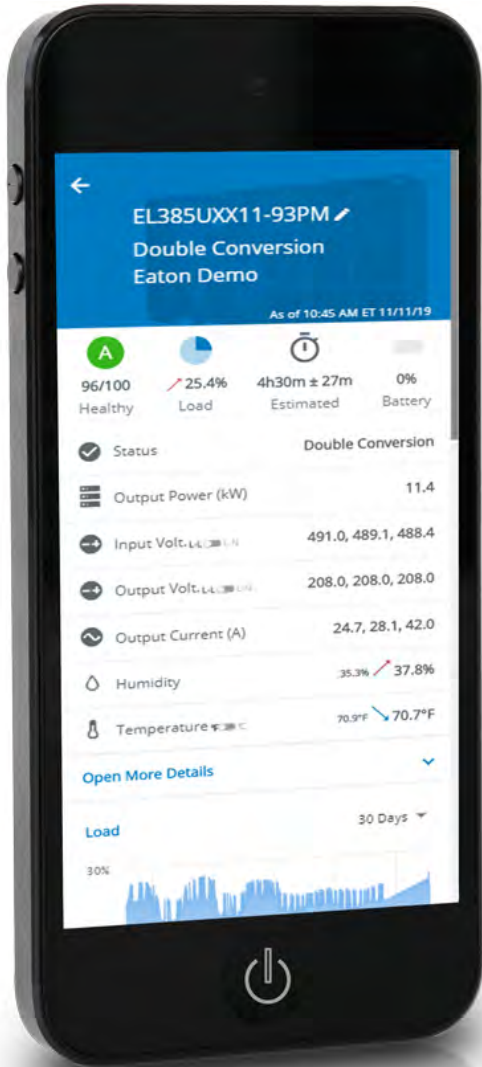


## Eaton® PredictPulse™ Quick Start Guide



Welcome to Eaton’s PredictPulse remote monitoring service. This guide goes over what’s included, explains how this service works and helps you set it up.

Eaton PredictPulse is a cloud-based subscription service for data center power infrastructure devices (Eaton UPSs) that allows Eaton to remotely monitor and manage system health 24x7, as well as notify users to events and critical alarms with an expedited response.

Getting started with PredictPulse is quick and easy, and Eaton is ready to help you with any questions 24x7 (**USA call 800.843.9433, option 2, then 5 or email [predictpulseoperations@eaton.com](mailto:predictpulseoperations@eaton.com)**).

### What do I need to get started with PredictPulse?

- An Eaton UPS that is started and on-line
- Eaton network connectivity card (with password access) and environmental monitoring probe installed
- Latest firmware from Eaton.com uploaded to each connectivity card
- Network or physical access and an IP address for each device to be activated
- 4G/LTE PredictPulse Wireless modem/router OR SMTP email network ready connection
- Enroll at <https://predictpulseapp.eaton.com> and create a user account and activate your device(s)
- PredictPulse can be self-installed or Eaton can install if the network is ready

### What is included with PredictPulse?

- Remote monitoring of all your subscribed devices by Eaton 24x7
- Real-time access to your alarms and performance via a dashboard and mobile app
- Summary report emailed to you each month
- Remote diagnosis and response to critical alarms
- Expedited response by Eaton during critical events, resulting in faster resolutions. Eaton also keeps you informed from alarm alert to resolution.<sup>1</sup>

<sup>1</sup> Based on the service agreement contracted period of maintenance and response time for covered equipment; PredictPulse may be purchased separately from any other service coverage.



### How does PredictPulse work?

After you enroll at <https://predictpulseapp.eaton.com>, create a user account, and activate your device(s), the subscribed devices will send health and alarm data to and automatically appear on your dashboard and mobile app.

Device data is sent using one-way outbound email (SMTP) to maximize security; Eaton cannot interrogate or control any devices. Health data is sent either every 15 minutes or daily, based on the connectivity card. Alarm data is sent real-time. Eaton will call you or your primary contact on urgent alarms and dispatch a field technician or arrange a repair based on your service contract or extended warranty level.

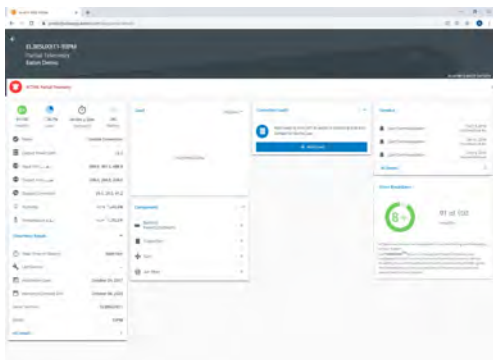
### Dashboard or mobile user interface

PredictPulse includes a simple set of summary and detailed views of your connected devices. You can view PredictPulse with either a laptop browser, like Chrome, or any smart phone. Eaton uses a progressive web application (PWA) technology instead of native apps, so the same application can run on most browsers and mobile devices and adapt based on your device and screen size. Most features work on laptop browsers and mobile with two exceptions: phone calls can only be made from mobile devices and device activation (Eaton PredictPulse Wizard) can only be run from a laptop on the device’s network.

**NOTE:** You may need to clear your browser cache or click your reload button to refresh the PredictPulse app occasionally. New features and updates will be released over time and clearing the browser cache often corrects login or data visibility issues.

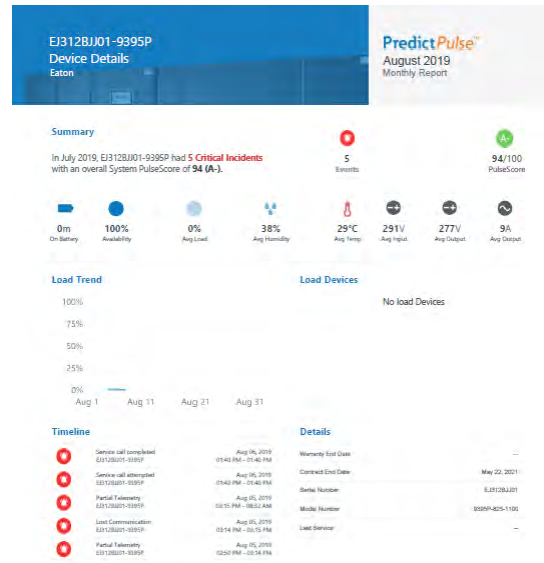
The layout of information adapts to your device’s screen. PredictPulse uses scrolling to view more information and expanding/collapsing menu selections.

- Login screen (new enrollment, password reset)
- Overview page (at-a-glance of all devices) — Preferences, activate devices, invite users
- Device list view — Navigation buttons (overview, invite-user, user, devices, help)
- Device detail view — More details views (expand/collapse)



### Monthly reports

PredictPulse customers receive a monthly report aggregating all device performance data, trends, and alarms. Like the dashboard, reports offer at-a-glance insight into the operating status of your power equipment. Customers with multiple devices will see a summary and detailed device report view including a log of all alarms.



### Activating devices

A new account may have devices previously activated or, typically, no devices will be displayed. From a non-mobile device (laptop) on the same internal network as the device ready for PredictPulse, click the **Activate Device** button from the side menu.

**NOTE:** This cannot be done on a mobile device.

Follow the prompts by entering the device IP address, your email address, and submit. The PredictPulse Wizard will configure the network card and start sending outbound emails to PredictPulse. For help contact Eaton support.

### Can I register multiple devices at the same time?

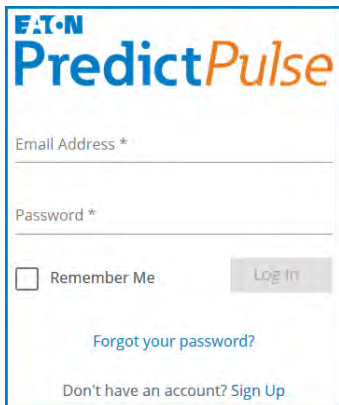
The PredictPulse Wizard allows you to activate additional devices after you’ve successfully registered a device to save time. Click the **+ Add UPS** button in the wizard tool.

### What if I need help or connectivity parts?

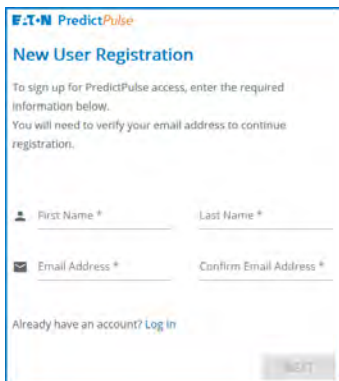
Visit [eaton.com/predictpulse](https://eaton.com/predictpulse) for resource documents, videos and technical information or call Eaton (in the US) at **800.843.9433, option 2, then 5**, or send an email to [predictpulseoperations@eaton.com](mailto:predictpulseoperations@eaton.com).

**How do I activate PredictPulse?**

**Step 1:** From your laptop or smart phone, go to the PredictPulse web portal login page, <https://predictpulseapp.eaton.com>. The browsers supported include Chrome, Firefox, Edge, and Safari. Do not use Internet Explorer 11 or older.



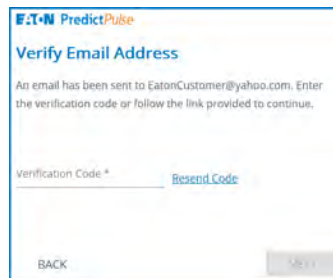
- Click **Sign Up** to go to the **New User Registration** page.



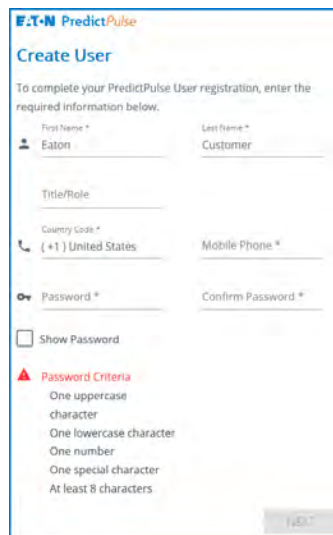
- Enter your name and email address and click **NEXT**.
- Review and accept *Eaton's PredictPulse Terms and Conditions*.
- You will receive an email with a verification code for your email address.



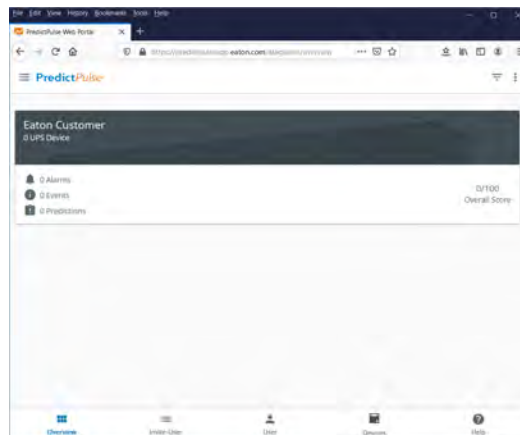
- Click **Verify Email Address** to display the **Verify Email Address** page.



- Enter the verification code from the email and click **NEXT** to display the **Create User** page.

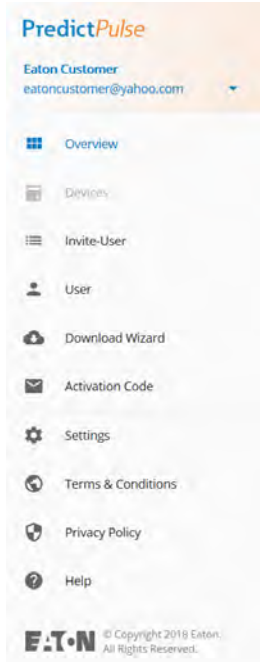


- Enter the required information and click **NEXT** to return to the web portal login page. Enter your email address and password to display the PredictPulse web portal.

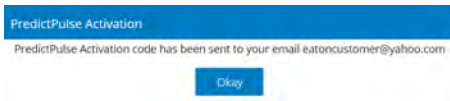


**Step 2:** Activate a device by downloading the PredictPulse Wizard tool:

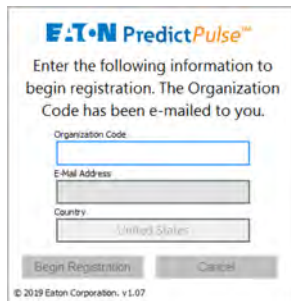
- From your laptop, open the web portal sidebar menu.



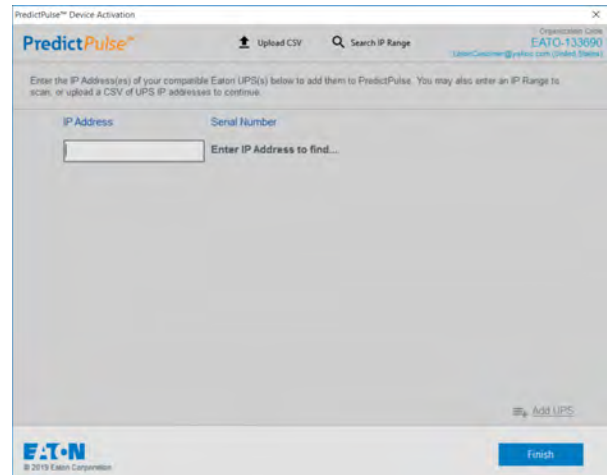
- Click **Download Wizard**. The wizard executable file (ActivatePredictPulse.exe) downloads and a PredictPulse organization code is sent to your email address.



- Run the wizard. A popup window displays.



- Retrieve the email containing the PredictPulse organization code. Enter the organization code and your email address and click **Begin Registration**. The **PredictPulse Device Activation** page displays.



- Enter the IP address for the device to be found and click **+Add UPS** or press the **Tab** or **Enter** key. The wizard attempts to connect to a device at that IP address. If successful, the wizard determines if the device is a UPS, identifies the connectivity card being used, reads the serial number, and validates the connectivity card firmware.
  - If a firmware upgrade is required, a pop-up window displays showing the current and required revisions, along with a link to the firmware download page.
  - If the required firmware version is present, the wizard displays the serial number and a window to enter another IP address. Repeat this step for each IP address.
- When all IP addresses have been found, click **Finish**.

**Step 3:** The PredictPulse wizard activates each card. Upon completion, the wizard displays a confirmation message. If the user is running Microsoft Outlook, an activation email is sent automatically to Eaton’s PredictPulse servers. If the user is not running Outlook, the email components are saved in the user’s *My Documents* folder and instructions are provided for sending the activation email manually.

**Step 4:** Device data will appear in dashboard or mobile device typically within 15 minutes (or the next day based on device or network card).

**Step 5:** Setup your laptop, smart phone, tablet, or other devices:

- If you enrolled on a laptop, go to <https://predictpulseapp.eaton.com> and login on other devices
- Adding a desktop icon – you’ll be prompted to add a desktop shortcut icon to launch PredictPulse from your smart phone or desktop to launch or open the app