

## PredictPulse glossary of key terms

**Alarms** – on the PredictPulse dashboard, use this button to see the most current alarms from all devices based on duration; click on links to see alarm detail by device

**Anomaly detection** – A check in the PredictPulse process where the parametric data is checked for incoming status emails and the event data is checked for incoming event emails. The data is checked against a set of rules that are looking for various anomalies over a certain period of time. If an anomaly is detected, a notification is sent to the CMC for further investigation.

**Asset management** – on the PredictPulse dashboard, use this button to see all connected devices and their details, service history, planned service and alarms

**Availability** – on the PredictPulse dashboard, this shows your uptime based on the total minutes your managed devices have been offline and total minutes in the duration time period

**Battery** – on the PredictPulse dashboard, this shows the current battery health of all managed devices with batteries

**CMC** – Customer Monitoring Center – Eaton product support group that responds to critical events and anomalies. They also manage your contact and report setting information within the PredictPulse offering.

**Connected devices** – on the PredictPulse dashboard, use this button to see all managed devices reporting data

**CSE** – Customer Service Engineer – an Eaton employee who installs and configures your UPS and connectivity card. Additionally, they troubleshoot, repair, and maintain your unit.

**CSS** – Customer support specialists – team of analysts that support PredictPulse pre and post-sale requests, critical alarm diagnostics and notification, and overall monitoring support

**CSV** – Comma-Separated Variable – the format that the attachments are placed when sending the parametric data and event data logs in the status and event emails. Each value is placed in a text file, separated by a comma. Each data set is separated by a line break.

**Duration** – on the PredictPulse dashboard, use this button to view information based on the last 24 hours, 7 days or 30 days of data (if available)

**Energy savings** – on the PredictPulse dashboard, this shows the estimated sum of savings for managed devices that use the Eaton Energy Saver System

**Event email** – The email that is sent to the remote monitoring servers when the connectivity card detects that a specific event has occurred. The email contains attachments of the connectivity card's parametric data and event data logs. A critical event email will generate a critical event notification to the CMC and to your company contacts.

**FTP** – File Transfer Protocol – a method of transferring files between computers. FTP uses the file system and port 21 for communications.

**Humidity** – on the PredictPulse dashboard, this shows the average humidity from sensors on managed devices

**IFSC** – Independent Field Service Contractor – dedicated contractors providing on-site support for single-phase power quality products

**Key performance gauges** – on the PredictPulse dashboard, these show the most current average value of all devices based on duration

**Load percentage** – on the PredictPulse dashboard, this shows the amount of power you're using based on overall capacity

**Parametric data** – Minute-by-minute data collected by the connectivity card that measures such items as voltages, frequency, temperature, and humidity. The data is stored in the connectivity card's data log before being attached to a status or event email.

**Range and trend** – on the PredictPulse dashboard, reference these for minimum, average and maximum values, plus trend rate of change in percentage as green, yellow or red based on duration; they offer insight to positive or negative changes

**Relative Performance Index (RPI)** – on the PredictPulse dashboard and in your monthly summary report, this shows your system's performance based on the weighted average of data for all managed devices (scale of 1-10, where 10 is perfect); uses color coding: green is positive, yellow is caution, red is negative

**SBM** – System Bypass Module – provides bypass capability for paralleled UPS systems to be serviced without taking the critical load off of protected power.

**Service level** – on the PredictPulse dashboard, this shows the measure of actual Eaton response time to the contract response time and repair time to the national average

**SME** – Subject Matter Expert – someone thoroughly knowledgeable in the Eaton product line on information such as features, operation, and maintenance. The SMEs have provided such items as the rules for anomaly detection, the list of critical events, and the lists of "alarm statements" and "next steps" that are included in the critical emails you receive.

**SMTP** – Simple Mail Transfer Protocol – a protocol used to send email on the Internet. SMTP is a set of rules regarding the interaction between a program sending email and a program receiving email.

**SSH** – Secure Shell – a protocol that allows you to encrypt all data traveling from your computer to your server or other computer using different types of encryption algorithms.

**SSL** – Secure Sockets Layer – a protocol that transmits your communications over the Internet in an encrypted form. SSL ensures that the information is sent, unchanged, only to the server you intended to send it to.

**Status email** – The email that is sent to the remote monitoring servers on a daily basis. It contains attachments of the parametric and event data logs. If a status email is not received by the Remote Monitoring servers within a set timeframe, you will repeatedly receive a lost communication until either five such reports are sent or a status email is received.

**Temperature** – on the PredictPulse dashboard, this shows the average temperature from sensors on managed devices

**Wizard installer** – Eaton-provided proprietary software tool created to easily enable self-configured installations

For more information:

- Visit [Eaton.com/PredictPulse](http://Eaton.com/PredictPulse)
- Call us at 800-843-9433, option 2, then 5
- Send an email to [predictpulsesupport@eaton.com](mailto:predictpulsesupport@eaton.com)