# ION

# WiseFind, WiseWay GUI & WiseInsight

UPS Software User Manual
for ION-F18L-Series UPS
(with generation 1 SNMP cards)

# INTRODUCTION

Thank you for choosing ION UPS for your Uninterruptible Power Supply needs! We hope our Lithium-Ion UPS products serve you well. If they don't, remember that we have a 5-year limited lifetime warranty on electronic components and a 5-year battery warranty.

For service or warranty replacement needs, please contact us at 1300 700 805.

Please save this manual for future reference.

**ION Software described in this manual is license-free and can be installed on as many computers/servers as you would like.**

## ADVISORY

All ION Software is "on premises" and runs on your own local network. No program data is cloud based and it does not connect to any ION servers in any form. All monitoring and alerts are done through users own network and internet systems (SNMP monitoring, SMTP email alerts, traps, etc.)

## WARNING

This software does not run as a service item in Windows. It runs as an EXE file and should be left open for full operation and optimization. Programs can be set to launch at system startup.

## WARNING

This software is compatible with the following OS: Microsoft Windows XP, Microsoft Windows 7, Microsoft Windows 8, Window 10, Microsoft Windows Server 2003, Microsoft Windows Server 2008 R2, Microsoft Windows Server 2012. Use with other operating systems may cause the software to be come unstable. See addendum for installation information on Windows 10.

# CONTENTS

## ADVISORY

This manual is designed for use with ION Generation 1 SNMP cards.
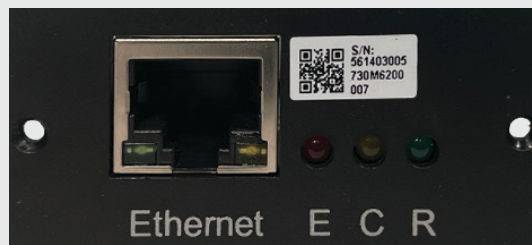
Gen 1 cards have a single ethernet port and three round lights (red, amber, green).

# For Your Records

It is recommended you keep a record of your serial numbers, IP addresses and the location description of your UPS devices. For your convenience we've included a table to keep your notes:

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

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|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

| Unit Description | Model # | UPS Serial # | SNMP Serial # | SNMP MAC # |
|---|---|---|---|---|
| | | | | |
| Physical Location: | | | | |

# Terminology Note

| Abbreviation | Description |
|---|---|
| SNMP | Simple Network Management Protocol |
| HTTP | HyperText Transfer Protocol |
| DHCP | Dynamic Host Configuration Protocol |
| DNS | Domain Name System |
| MAC Address | Media Access Control Address |

# QUICK START GUIDE
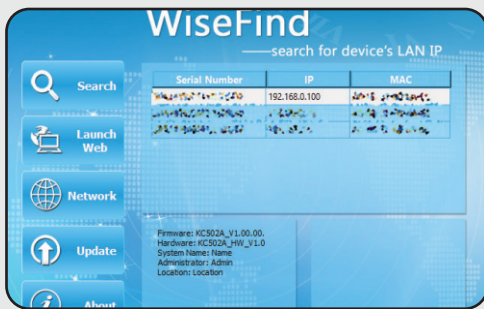
## 1. WiseFind (UPS ID)

WiseFind is used to identify ION UPS products on your network. UPS devices must be connected to the network with Ethernet cable via the included SNMP card. Start with WiseFind to change the IP/Subnet/Gateway info of the card with WiseFind. The default IP is 192.168.0.100. This must be changed to use your UPS SNMP Card.
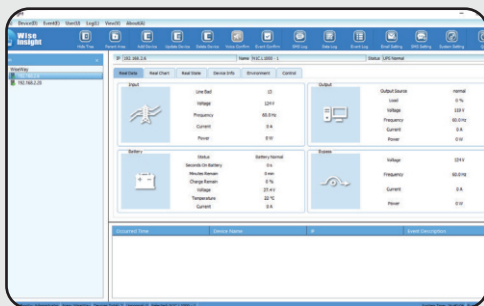
## 2. WiseWay (UPS GUI)

Log in to the UPS GUI (called WiseWay) to monitor and remotely control functions of your UPS. View real-time data, export event logs, remote shutdown and restart, program alerts, set planned tasks, add users, and more. (*There is no program installer for WiseWay.)
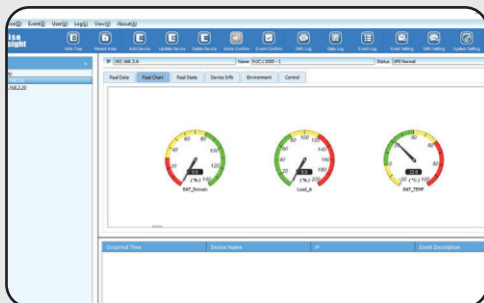
## 3. WiseInsight (UPS Monitoring)

Add multiple UPS devices to WiseInsight by IP address (including some other brands). Here, you can monitor statistical data about each network-connected UPS, such as input and output voltage, load, temperature, power interruptions, and more.

## 4. WiseInsight (UPS Map & Alerts)

Set alerts in WiseInsight to receive emails, screen pop-ups and audible alarms when there is a power event that affects your UPS system. Use WiseInsight "map" your UPS network, find problems, and launch the UPS WiseWay GUI to control problem units, including shutdown and restart.

## 5. WiseClose (Safe Shutdown)

Use WiseClose to safely shutdown your Windows-based PC or server before the UPS battery is exhausted during a long-duration power outage or a UPS alarm event.

# COMPONENTS

There are four critical pieces of software used to monitor and control aspects of your ION UPS systems, including:

| WiseFind | WiseWay |
|---|---|
| WiseInsight | WiseClose |

**WiseFind**

WiseFind is designed for finding and modifying the network connectivity of the ION **F18L-Series** UPS systems attached to your network SNMP cards. **Use it first** to **find** the ION UPS systems you have on your network and **change** the default IP Address (192.168.0.100) to a unique, static IP, Subnet and Gateway that are usable on your network, or choose to have the IP assigned by DHCP.

WiseFind will also let you view the Serial Number and MAC Address of your SNMP Card. If more than one UPS is installed, these are important in identifying the device and its physical location on your network. Use the "For Your Records" table on the previous page to make a note of this information, which is useful later when setting up the WiseInsight monitoring software. SNMP card serial numbers and MAC addresses are found on stickers located on the card, next to the network port.
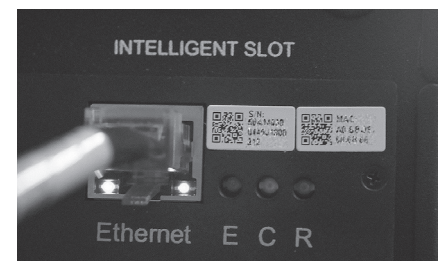
SNMP Serial & MAC Add.

**WiseWay**

WiseWay is the HTML/Browser-Based monitoring of individual SNMP cards. Only web-browsing software is needed to use WiseWay GUI on your computer. Navigate to the UPS's IP address (or double click it within WiseFind) to open the GUI on your browser. Once logged in, you can do many **monitoring and control** functions of that single UPS. To get to the GUI of a different UPS, navigate back to the WiseFind application and double-click the new device, or enter the other device's IP address in your browser.

**WiseInsight**

WiseInsight is a multi UPS monitoring software for use with one or more network-connected ION UPS devices. If you only have one or a few UPS systems, you may not need to use WiseInsight. If you have more than one it is a very useful program. The software:
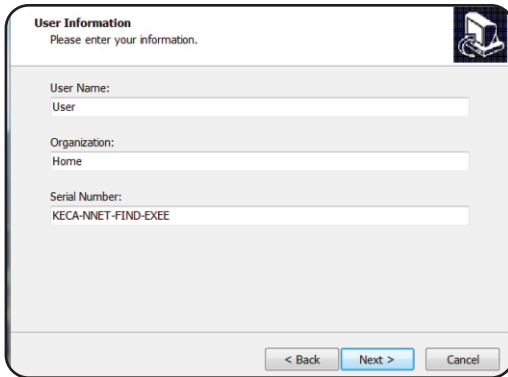- Shows, collects and saves real-time and historical data, which can be exported to a database.
- Sends alerts by email, audible tones and pop-up dialog when there are system alarms.
- Manages the devices by area so you know where devices are located if problems occur.
- Supports up to 1,000 connected UPS devices on the network.

**WiseClose**

WiseClose is a "safe shutdown" software for your Windows PC or server. It monitors an individual UPS by its IP address. If that UPS goes into battery mode or an alarm state, WiseClose will begin a user-defined countdown timer. If power is not restored or the alarm is not cleared before the timer reaches 00:00, WiseClose will issue a shutdown command to the PC/Server in attempt to have it shut down safely before the battery is exhausted.

# INSTRUCTIONS - WISEFIND

## WiseFind

**1. Install**

Open the WiseFind_Setup.exe program to install the software. (See addendum, Page 35, for information on Windows 10 installation.)   Follow the on-screen instructions provided by the setup wizard. On the User Information Screen, you may change the name of the user and organization. **DO NOT CHANGE the default software serial number: KECA-NNET-FIND-EXEE**
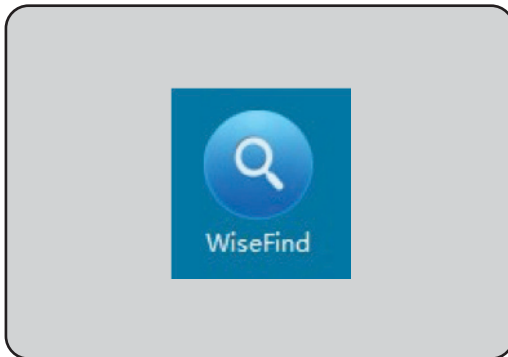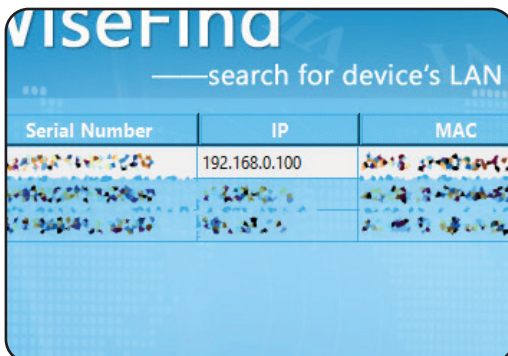
**2. Launching Program**

After installation, WiseFind can be opened by double-clicking the program icon.

**3. Main Interface**

The main WiseFind screen includes capabilities to search for UPS devices, launch the WiseWay GUI interface on your browser, assign and change network information for connected UPS devices (including IP addresses for connected devices).
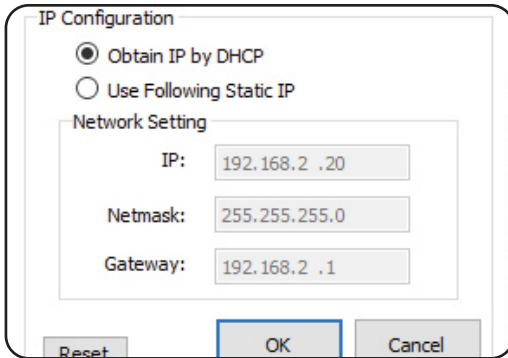
**4. Search**

After ION UPS devices are attached to your network and switched on, perform a search by clicking the search button. The initial IP of the device(s) should read 192.168.0.100. You will also see the SNMP card serial number and MAC address for each ION device on your network. The software will search every 20 seconds automatically.
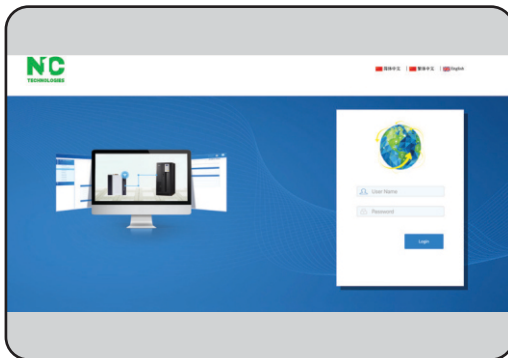
## WiseFind



## 5. Change IP of Connected UPS

WiseWay and WiseInsight software will not work with the default IP address. Highlight a UPS from the list, then click the Network button to re-assign its IP address to a static IP or obtain one by DHCP. You may also change the Subnet and Gateway settings of static IP addresses, if necessary. If the network environment cannot assign IP by DHCP, please use a unique static IP.

It is important to make note of the IP address for UPS systems (identified by the SNMP Serial Number and MAC Address) and their physical location in your facility. This will help when using the WiseInsight UPS monitoring software, which allows you to "map" locations of devices and rename them to something more memorable.



## 6. WiseWay (UPS GUI)

To launch WiseWay, the graphical user interface of the ION UPS SNMP Card, double click a device from the list in WiseFind, or highlight a device and click "Launch Web." The GUI will open in your default Web browser. Use the default information to login:

**Username: admin**
**Password: admin**

See additional instructions for WiseWay GUI starting on next page.

# INSTRUCTIONS - WISEWAY
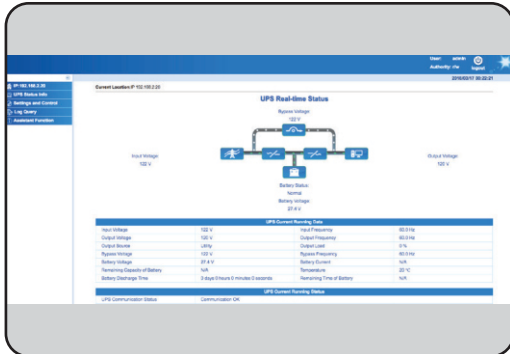
## WiseWay



### 1. WiseWay GUI monitoring/control

WiseWay has many useful features and lets you monitor and control one UPS at a time. See real-time data from your unit (monitoring), and send remote commands (control) to it, such as running a 10-second selftest, switch to bypass, restart, etc. Some of the monitoring features are also available in WiseInsight.
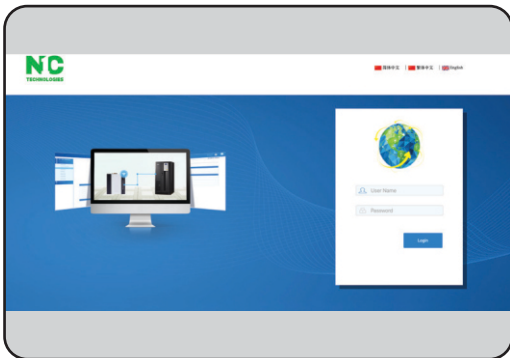


### 2. WiseWay Login

To launch WiseWay double click a device from the list in WiseFind, or highlight a device and click "Launch Web." The GUI will open in your default Web browser. If you know the IP address, you can enter it manually into your browser's address bar.

Use the default information to login:

**Username: admin   Password: admin**

*You can change the admin password after first login. Look under "Settings and Control" then click "Network Setting."*



### 3. Browser Compatibility

WiseWay is suitable any web browser, including:

- Chrome
- Safari
- Edge
- Firefox
- Opera

WiseWay GUI is also accessible on MAC computers.
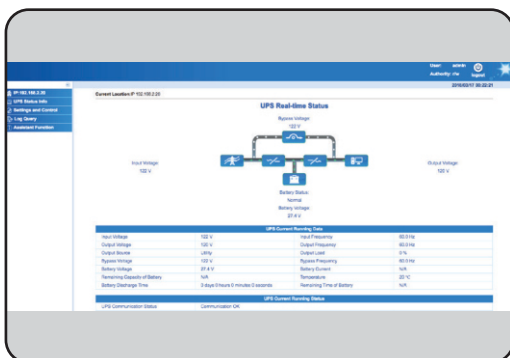


### 4. WiseWay Home Screen

Click the IP address on the top left menu to see the WiseWay home screen, which shows live real-time data for the connected UPS. The next pages of this manual will go through other left-side menu options available in WiseWay.

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# INSTRUCTIONS - WISEWAY

## WiseWay - UPS Status Info Menu

The UPS Status Info menu shows "read only" real-time data for your UPS system. There are no settings to be changed in these menus.

### 1. System Status Info

This menu provides the an overview of system information, UPS system information and network status information.

### 2. Basic Info

This menu provides basic information about your UPS device, including manufacturer, model number, firmware number, and input/output voltage information.

### 3. Real-Time Data

This menu shows the real-time data of the UPS, including communications status, input and output information, bypass information and battery information. Use it to see if your UPS is functioning normally.

### 4. Real-Time Status

This menu shows the real-time status of the UPS, including system information, input information, output information, bypass information and battery information. Items in the table are things that often will trigger an alarm (input overload, system on bypass mode, system on battery mode, battery low voltage, fan abnormal, etc.) Use it to see if your UPS is functioning normally.
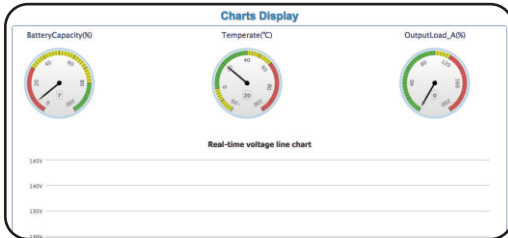
### 5. Module Real-Time Status

This menu shows real-time data from SMS Relay modules.
*SMS modules are not available for ION UPS systems.*

# INSTRUCTIONS - WISEWAY

## WiseWay - UPS Status Info Menu



### 6. Charts

This menu shows real-time data in a graphical manner including battery capacity percentage*, temperature and output load percentage. Below the dials is a real-time voltage line chart showing input, output and bypass voltage.

*Enable the Battery Management setting in UPS Setting menu.*

## WiseWay - Settings and Control Menu

The Settings and Control Menu is used to set and control the SNMP card and the UPS. Settings within the sub-menus allow you to remotely control the unit, change UPS settings (including data log and alarm settings), schedule tasks for the UPS, set Wake On LAN settings, adjust network settings, User name and password setup, SNMP card settings, Email alarm settings, SMS Settings* and system settings.
*(*NOTE:  SMS Module not available on ION UPS systems.)*
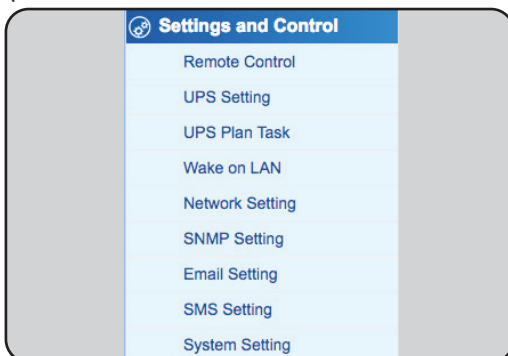


### 1. Settings and Control

Click "Settings and Control" on the left menu to see the sub menus where you can adjust settings and remotely control your UPS system.

# INSTRUCTIONS - WISEWAY

## WiseWay - Settings and Control Menu



## 2. Remote Control

The Remote Control menu allows you to do several remote control functions of your UPS device:

- **10-second selftest** (will switch UPS to battery mode for 10 seconds)
- **UPS discharge test** (set a time length for your UPS to temporarily run on battery mode)
- **Test Until Low Voltage** (run your UPS on battery mode until it reaches low voltage. System will convert back to online double-conversion power when low-voltage is reached.*)
- **Cancel UPS Test** (cancels any activate test mode above and returns to UPS normal operation)
- **UPS Shutdown** (switches off the UPS inverter and puts it into bypass mode)
- **UPS to Standby** (switches UPS to bypass mode for a desired number of minutes)
- **UPS Wake-up from Standby State** (switches UPS back to normal operation)
- **Restart the UPS** (restarts the UPS inverter and returns it to normal operation; it will switch to bypass mode temporarily during a restart)

*Note: Use caution when using the **"test until low voltage"** function. Lithium ion batteries run at their nominal voltage for >95% of the run - time on battery. The battery voltage can drop extremely fast at the end of the battery life. This rapid DC volt - age drop may cause the UPS to lose power before the UPS can cancel the battery test and restore AC power. Do not use this function if your connect - ed equipment can be damaged by abrupt loss of AC power.



## 3. UPS Setting

The UPS settings page allows you to change various settings for your UPS, including specific parameters, the log capture rate, alarm settings and port settings.

**Recommended UPS Parameters**

- UPS Communication Protocol: 1 In 1 Out/3In 1 Out
- Enable Battery Management: Yes
- Single Battery Full Charge Voltage: 13.5
- Single Battery End of Discharge Voltage: 10.5

**UPS Log**

- Set the record interval time for the UPS log. Default is 5 min.

## WiseWay - Settings and Control Menu



## 3. UPS Setting (continued)

**Alarm settings**

- Set time for an alarm to trigger when a communications failure is determined. Default is 30 seconds.
- Set upper limit of UPS load capacity before triggering an alarm. Default is 100%
- Set upper limit of battery over-heating temperature before triggering an alarm. Default is 80ºC

**Port Setting**

- These are settings for the SNMP card to receive data from the internal UPS components. These must remain in their default state (2400 baud, 8 data bits, no parity 1 stop bit) for proper operation.



## 4. UPS Plan Task

Use the settings on this page to schedule tasks for the UPS device. Check the Enable box for a row on the left and choose a task from the corresponding drop-down menu, including:

- Discharge Test for 10 seconds
- Discharge test to low-voltage
- Discharge for a specified period of time
- Cancel a test
- Shutdown UPS immediately (switch to bypass power)
- Enter standby (bypass) mode for a specified period of time
- Wake up UPS from standby mode

Next, select a date and time for the task to run and choose an execution cycle from the right drop-down menu:

- Only once
- Every day
- Every XX Days (user selected number of days)
- Every week

Press "Apply" button to save tasks. You can save up to 10 tasks per UPS device.

To receive an email alert in advance of the task, set the Forecast Alarm Setting to how much advanced notice you wish to receive.

# INSTRUCTIONS - WISEWAY

## WiseWay - Settings and Control Menu

### 5. Wake On LAN

Wake On LAN can remotely "wake" specific supported devices on the network via a magic packet. When power is restored after a lengthy outage that depletes the battery, the UPS will automatically restart and begin recharging. It will also power its outlets and devices connected to it. The SNMP Wake On Lan feature can send a magic packet to device MAC addresses and turn them on. This requires the connected hardware to support Wake On LAN and be configured correctly.

### 6. Network Setting

This page allows you to view and change the network connection information for the UPS system's SNMP card. Adjust these settings carefully to maintain network connectivity with the UPS.

You can let your DHCP server automatically set the IP of your UPS device, or assign it an unused, static IP address, subnet and gateway address. You can also change other network settings such as the primary DNS Server IP and secondary DNS Server IP addresses. You may change how the WiseWay GUI logs in with your browser (HTTP or HTTPS or either).

**Remote Login Page**
- Change the password for the "admin" user here if desired. You cannot remove the "admin" user. **Do not lose the admin password. It can not be recovered.**
- Add additional users and passwords, and control whether that user has read/write access or read-only access.
- Leave the "IP Address Management field set to "*.*.*.*" for access from anywhere on your network, or allow logins only from certain network IP addresses.

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# INSTRUCTIONS - WISEWAY

## WiseWay - Settings and Control Menu



### 7. SNMP Setting

The default settings on the SNMP Setting page, under the SNMP Configuration menu:

| Community | SNMP Port | Trap Receiving Port | Trap Sending Type |
|-----------|-----------|---------------------|-------------------|
| public | 161 | 162 | RFC1628 |

The additional settings on this page can be adjusted (based on network requirements) to receive SNMP Trap notifications on your network monitoring tools or SNMP agents. The ION SNMP card can send traps notifications to network managers /monitoring software about important events (outages, faults, etc).

*NOTE: SNMP Permission Settings must be configured to issue Remote Control commands from WiseInsight. See page 30.*



### 8. Email Setting

Use the Email Setting page to set up email alerts in the event of alarm situations for your UPS.

You will need your email's outgoing server settings, a valid sender email address, and username and password. Emails will come "from" that address. You can send a test email using the field at the bottom of the page to ensure your email settings are correct.

Choose up to 8 recipients for the alert emails and select which alarm events trigger emails for them. Change the "Email sent when event occurs warning" drop-down to "Yes." Enter an email in the appropriate field and click "Event Set" to choose which of the 27 alarms trigger an email to that recipient. Click "Apply" to save changes.



You can also choose to specify up to four emails to receive daily reports sent from the UPS at a specific time. Change the "daily reports sent on time" drop-down to "Yes" and select a time in the appropriate field. Enter email addresses in the accounts boxes below and click "Apply."

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# INSTRUCTIONS - WISEWAY

## WiseWay - Settings and Control Menu



## 9. SMS Setting

The SMS Setting is **NOT compatible** with ION UPS systems at this time. Leave all settings in their default state.



## 10. System Setting

This page allows you to view and name your UPS device, the name of the system administrator for it, and the name of a specific location of the device. These are handy to change if you have multiple UPS devices on your network so you can easily identify the UPS system and its location during an alarm event.

You can also change the time zone settings and date of your SNMP card and the language of the WiseWay GUI interface. We suggest keeping it set to English as the default language.

# INSTRUCTIONS - WISEWAY

## WiseWay - Log Query Menu

The Log Query menu lets you view, sort and export data logs from the UPS device.

### 1. Event Log

The Event Log shows all alarm events that have occurred on the UPS for a given month. You can page through all events and view on WiseWay GUI, or you can click the "Export" button to initiate a CSV file download with the event data for a particular date.

### 2. SMS Log

The SMS Log is **NOT compatible** with ION UPS systems at this time. It may say the SMS module lost connection. This is normal as the L-Series SNMP card does not have an SMS module.

### 3. UPS Data Log

The UPS Data Log keeps a record of UPS power data by date, including input and output voltage, input and output frequency, battery load percentage, battery capacity and battery temperature.

You can choose which date to view using the Query Date option at the top. You can also click the "Export" button to initiate a CSV file download with the UPS Data Log.

# INSTRUCTION - WISEWAY

## WiseWay - Assistant Function Menu

The Log Query menu lets you view, sort and export data logs from the UPS device.

### 1. Firmware Update

In the event new firmware for your UPS system or SNMP card become available, navigate to the Firmware Update screen and upload the files in the appropriate areas. Firmware updates are available on our website,   lithium-ion-ups.co  m.

Location Update - Use location update for updating firmware on individaul UPS systems. Download firmware from our website and browse to the file using the location update. Follow on-screen prompts.

FTP Update - Use FTP Update to automatically update firmware on multiple UPS systems. Download firmware from our website. Place file on an internal FTP server. Provide proper FTP server address, credentials and when to scan for an automatic update. If a new firmware update file is found, the card will automatically update.

(NOTE: After update, the card takes about 2-3 mins to restart. If you are unable to log in after a firmware update, clear your brower's cache.)

### 2. Port Debug

The Port Debug tool allows you to download files that may be sent to the manufacturer for analysis in the event of a system failure or warranty claim.
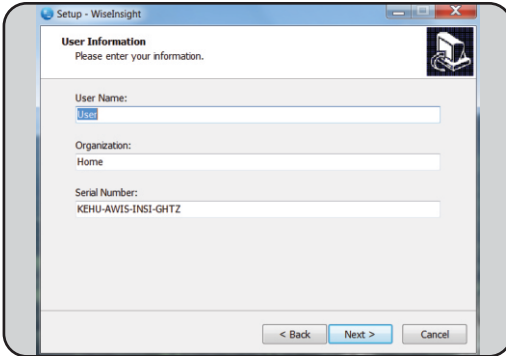
### 3. About

The About screen shows various other data about the ION UPS System, including hardware and firmware version numbers and serial number of the SNMP card.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - Getting Started

### 1. Install

Open the WiseInsight_Setup.exe program to install the software. (See addendum, Page 31, for information on Windows 10 installation.) Follow the on-screen instructions provided by the setup wizard. On the User Information Screen, you may change the name of the user and organization. **DO NOT CHANGE the default software serial number: KEHU-AWIS-INSI-GHTZ**

### 2. Launching Program

After installation, WiseInsight can be opened by double-clicking the program icon.
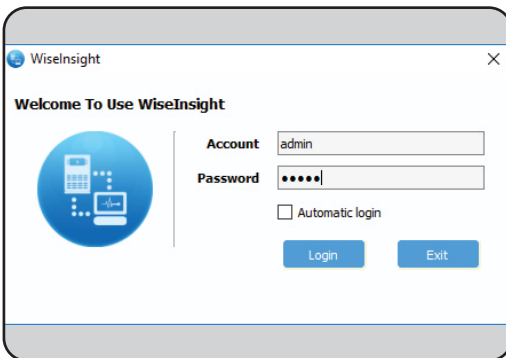
### 3. Login Screen

At login, enter the default credentials:
**Account: admin**
**Password: admin**
You may change the "admin" password under "User" menu after initial login. **Do Not Lose This Password**. If automatic login is checked, it will login automatically with the last-used account next time. This can also be changed through the System->System Setting menu.
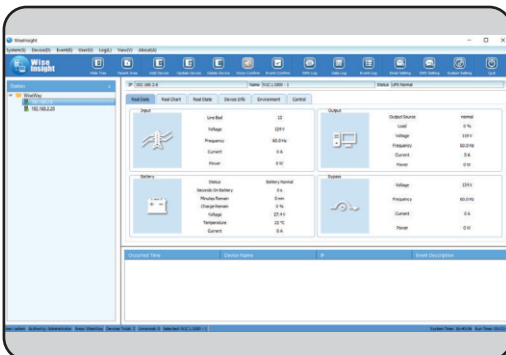
### 4. Main Screen

The main screen will show all connected UPS devices on the "station" menu at left. You will first need to add devices to WiseInsight (See instructions in "Device Menu" section). Once added, double-click a device in the menu to see real-time data for it. Right-click a device to update device info, or "launch device" to open up the WiseWay GUI web interface for it. These options are also available under the "Device" menu.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - System Menu

The following instructions will go through options available under the "System" menu. These settings can only be adjusted by a user who has read/write access.



### 1. System Setting - System Tab

Use this to change how to display devices (by text name or by IP address), how frequently to save data, how frequently to collect data, set auto login (if checked, it will log in with last-used credentials), enable/disable run at startup (if checked will run program automatically at PC startup), enable/disable time server (if checked, it will open the time server and the network adapter will adjust the system time automatically), enable/disable the audible voice alarm (if checked an audible voice will play through PC speakers when an alarm is triggered), enable/disable the dialog alarm (if checked, a screen alert pop-up appears if an alarm is triggered).



### 2. System Setting - Protocol Tab

Use this menu (second tab in system setting menu option) to change the SNMP trap protocols. The default values are:
SNMP Version: V2
Retry: 3                          Timeout(s): 3
SNMP Port: 161                    Trap Port: 162
Community: Public

In WiseInsight, the configuration of SNMP protocol should be consistent with the protocol of the network adapter, which ensures the communication with the SNMP card is normal.
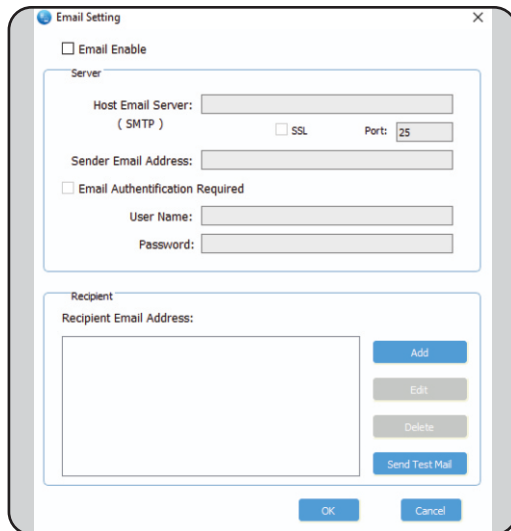


### 3. System Setting - Device Tab

Use this menu (third tab in system setting menu option) to change what live data is shown on the main screen tabs. EG: If the UPS SNMP cards do not have an environmental monitoring device, you can uncheck all boxes in the "Environment" sub-tab. When unchecked, they will not show any data or values in the Environment tab when viewing data of a UPS.
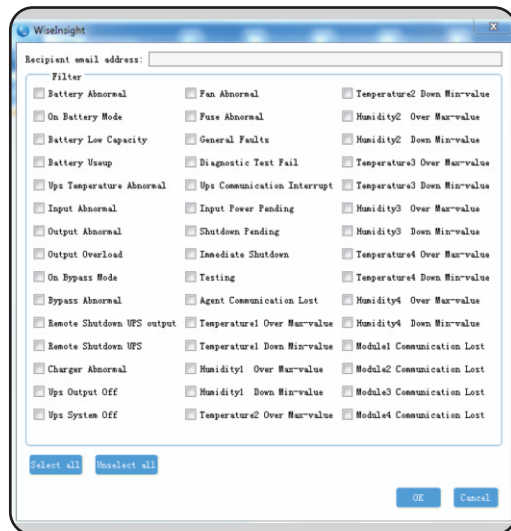
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# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - System Menu



## 4. Email Setting

The email settings allow you to enter settings for your email service provider to have the software send email alerts in the event of a system alarm. Adjust these settings to the requirements of your outgoing email server. You can add recipients of the emails in the recipient box and select which types of events will trigger email alerts.



When adding a new email recipient, enter their email address at the top of the box.

There are 45 available options to select from for email alerts. You can select them all with the "select all" button, or choose individually. Press "OK" to save. You can send a test email to any of the recipients, or edit their settings at any time using the appropriate options on the main Email Settings window.

Delete email recipients by highlighting their email address from the email settings screen and press the "Delete" button.



## 5. SMS Setting

The SMS Setting is **NOT compatible** with ION UPS systems at this time. Leave all settings in their default state.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - System Menu

### 6. Export Setting

The "Export Setting" option in the system menu allows you to save the system's configuration to your PC. It automatically opens a Windows dialog box that allows you to choose the location of where the configuration file will be saved. The export configuration file (ends in .wicf) includes the system settings and email settings. These files can be re-imported if necessary, or saved to another computer with WiseInsight software and imported there to save you setup and configuration time.

### 7. Import Setting

The "Import Setting" allows you to navigate to a saved Export file (.wicf) and import its contents to WiseInsight. This will overwrite existing configuration settings. Navigate to the saved file in the Windows dialog box that pops up when you click Import Settings from the System Menu.
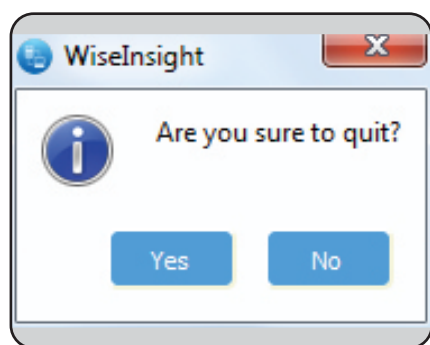
### 8. Quit

Exits the program.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - Device Menu

The following instructions will go through options available under the "Device" menu. A UPS device must be highlighted under the "Station" menu for several of these options to work.
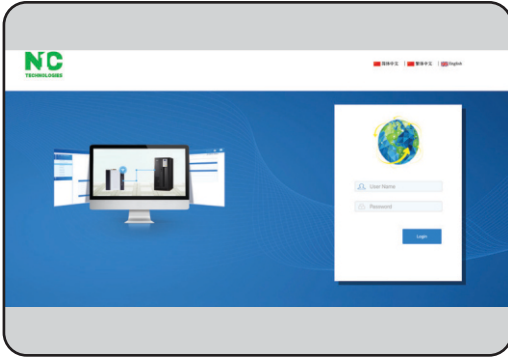


### 1. Launch Device

Choosing "Launch Device" will open the WiseWay GUI in your default web browser for any device selected (highlighted) in the station menu.



Found 3 Devices

### 2. Search Device

Search Device will scan your network for any ION UPS systems, and potentially other brand UPS systems on your network, so you can add them to the WiseInsight software. Note: This software may not be compatible with all brands of UPS devices.
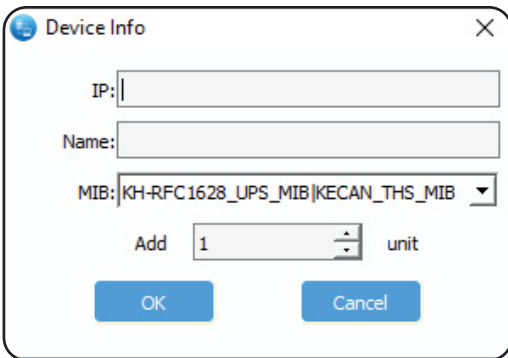


### 3. Add Device

Add a device manually by entering its IP Address. Give it a name to help you remember the device.
In the MIB setting field, for ION devices, choose the setting:
**"KH-RFC1628_UPS_MIB|KECA_THS_MIB"**

*(NOTE: for Gen 2 SNMP cards on UPS units purchased after June 2022, use KH-RFC1628_UPS_MIB. Gen 2 cards have 2 lights, not 3, and also have a green "AB" terminal port. Gen 1 cards have 3 lights and no green terminal port.)*
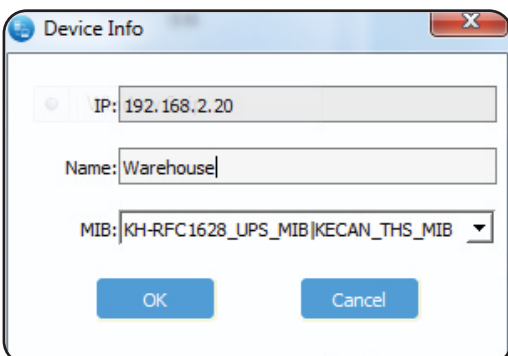


### 4. Update Device

Allows you to change the name of the device highlighted in the Station menu. You can also change the MIB setting.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - Device Menu
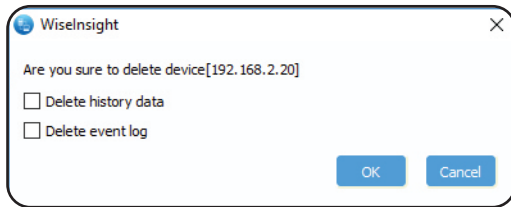


### 5. Delete Device

Allows you to delete the device highlighted in the Station menu. You can remove the device history data and event log from your monitoring dashboard. Removing data and logs is irreversible. You can re-add deleted devices using the "Add Device" or "Search Device" menu options.

### 6. Export Device

Click "Export Device" to export device information in the form of .db file. It includes the area where the device is located and the device information.

### 7. Import Device

Click "Import Device" to import the device information from a previously-exported .db file. Importing device will overwrite the information for devices with the same IP address. This is irreversible.

## WiseInsight - Event Menu

The following instructions will go through options available under the "Event" menu.

### 1. Voice Confirm

Deactivates an audible alarm that plays after an alarm. Voice alarm will repeat until deactivated or alarm ceases.

### 2. Event Confirm

Alarm events appear in the event confirmation dialog. After checked and confirmed, the checked event will not display in the "event display area" in the main page.



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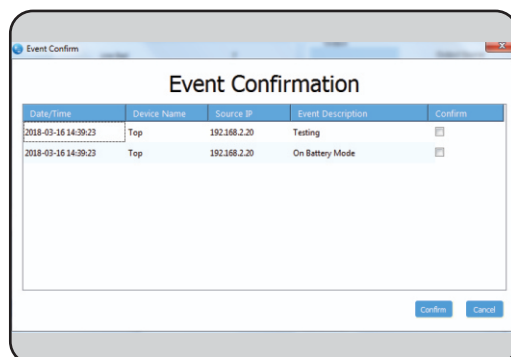
# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - User Menu

The following instructions will go through options available under the "User" menu.
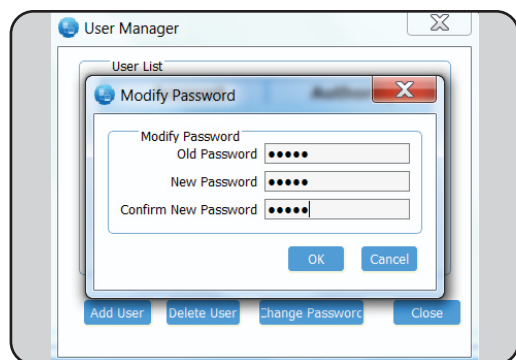


## 1. Change Password

Here, you can change the password of the logged-in user. Enter the existing password in the "Old Password" field. Then enter a new password in the two fields below to confirm the change.

This is where you can change the name of the "admin" user. **Do not lose this password. It cannot be recovered if lost.**
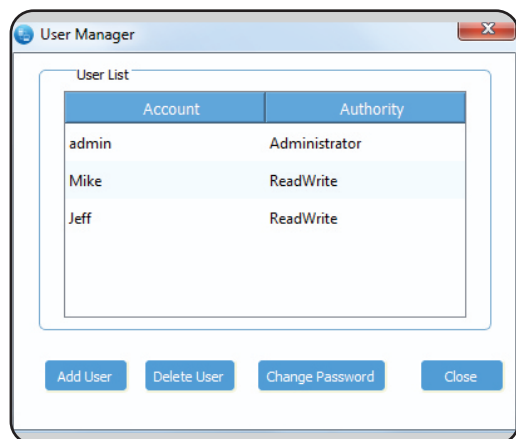


## 2. User Manager

Only the administrator (admin) can display this menu and add or delete users. The admin account can also change the password for any users if they know that user's existing password.

Click the Add User button to add a user. Enter a name or identifier in the "Account" field, and a password. In the "Authority" drop-down choose whether the user has "Read Only" or "Read/Write" access. "Read Only" will prevent the user from making any changes to the software settings or connected UPS Systems.

**\*NOTE about "admin" account:** The "admin" user cannot be deleted. It is the only account that has full administrative access to the software. **DO NOT LOSE THE ADMIN PASSWORD.** If lost, there is no way for the admin password to be retrieved other than to uninstall and reinstall the software and update all settings.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - Log Menu

The following instructions will go through options available under the "Log" menu.
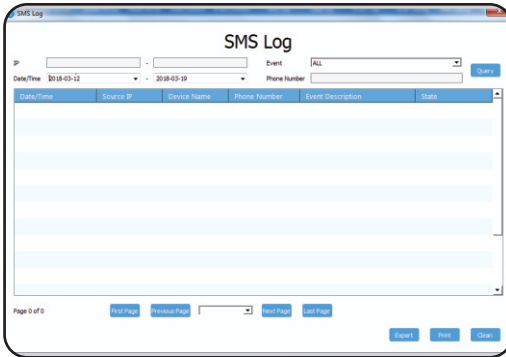


### 1. SMS Log

Unavailable with ION UPS systems.
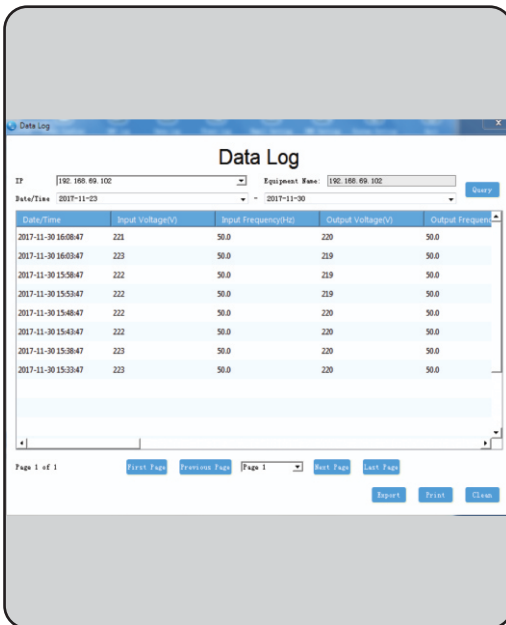


### 2. Data Log

Data Log shows you power data about the selected UPS for given times, such as input voltage, input frequency, output voltage, output frequency, load percentage, unit temperature, and more. This is useful for diagnosing problems with your UPS or the available power source.

Change selected UPS using the drop-down menu from the top left of the Data Log window. Change the date range of the displayed data using the two drop-down menus on the row below and press "Query" to sort.

You can navigate page-by-page using the tools below the data display.

Export the data into a CSV using the Export button. Print the data using the Print button.

"Clean" will erase the data in the log. This cannot be undone.

## WiseInsight - Log Menu
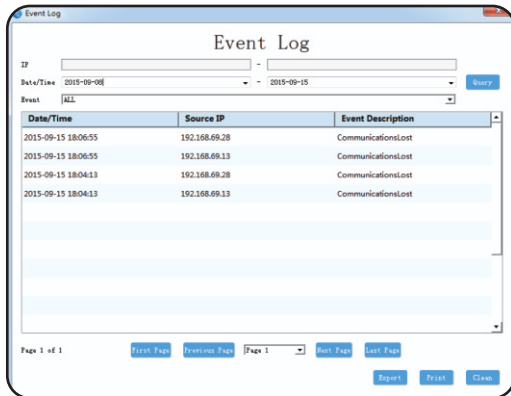


### 3. Event Log

Event Log shows you a listing of all past alarms for connected UPS devices.

Sort by individual or a series of IP addresses in the top two fields. Choose dates to search in the middle row of fields.
Choose which types of events to display using the "Event" drop-down menu. Press "Query" to filter and sort the data.

You can navigate page-by-page using the tools below the data display.

Export the data into a CSV using the Export button. Print the data using the Print button.

"Clean" will erase the data in the event log. This cannot be undone.

## WiseInsight - View Menu

The following instructions will go through options available under the "View" menu. These settings change the appearance of the WiseInsight main dashboard window.
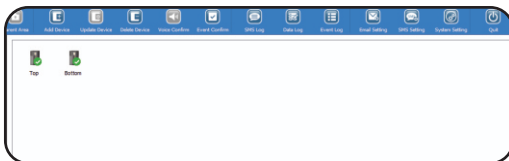


### 1. Icon

Icon View shows all connected UPS units as icons in the main display window. Double-click to view data about selected icon.
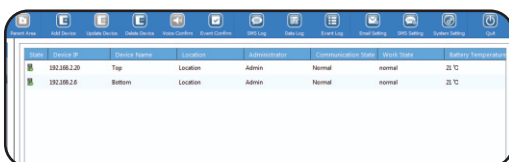


### 2. Table

Table View shows all connected UPS units as icons in the main display window. Use the horizontal scroll bar at the bottom of the window to see additional information about UPS systems in the selected folder.
Select the top-most folder in the station area to see all items. Select sub-folders in the station area to view only those UPS systems in that sub-folder.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - View Menu
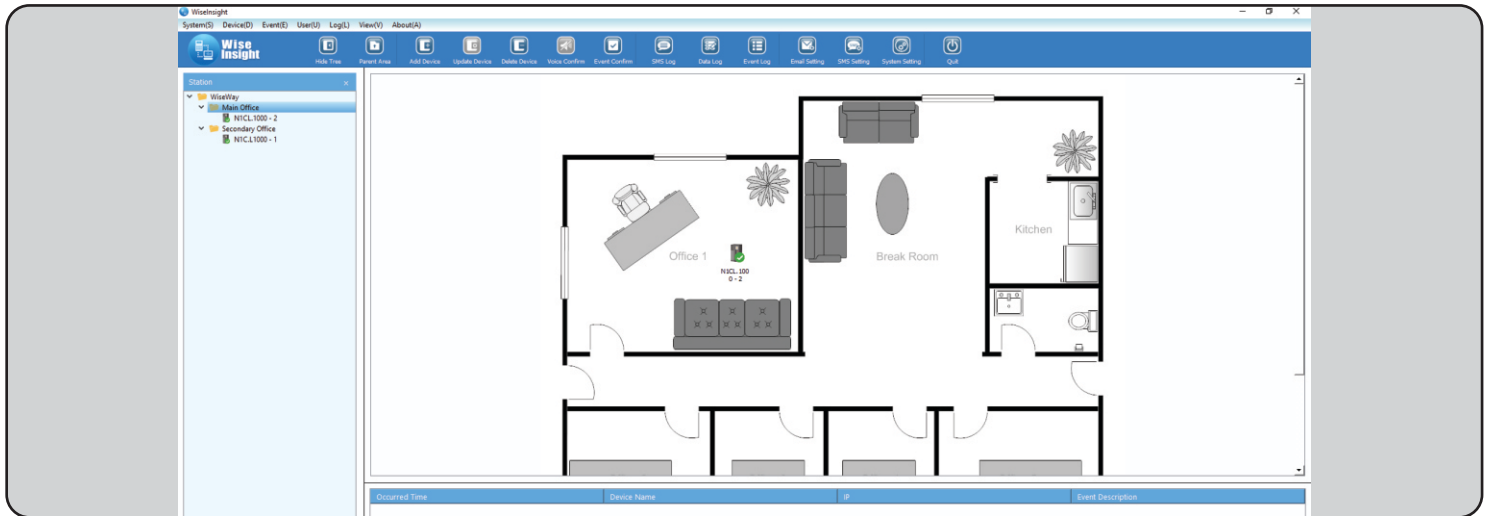


## 3. Map

Map View lets you view uploaded floor plans, photos, diagrams or maps (must be a .jpg file) and arrange your UPS device icons on them to get a visual representation of the physical location where each device is located in the physical world. This is useful if you have a large building or multiple locations/buildings, and multiple UPS devices.

To upload a map, you need to have at least one "area" or sub-folder in the station tree menu. Right-click the top-most folder (default name is "WiseWay") and choose "Add Area." Give the area a name that represents the location of the UPS (examples: building name, building address, wing or floor number).

If needed, you can create multiple areas, and even sub-areas (such as a building, then by floor level) in the station tree hierarchy.

Drag and drop your UPS icons from the Station tree menu into the appropriate Area folder. The UPS devices will appear below the folders in the folder hierarchy.

Right-click on an area folder and choose "set map." Click "Browse" and navigate to the file you wish to upload. Then, highlight the folder and select "map" from the "View" menu.

Left-click the folder you wish to edit in the station menu. The image file should appear on the main window of the dashboard. Drag-and-drop the UPS device icons to the appropriate location on the image you've uploaded. These icons will change color in the event of an alarm trigger (such as a loss of power or communication). This will let you easily see where the problem area is so you can send help to that area.
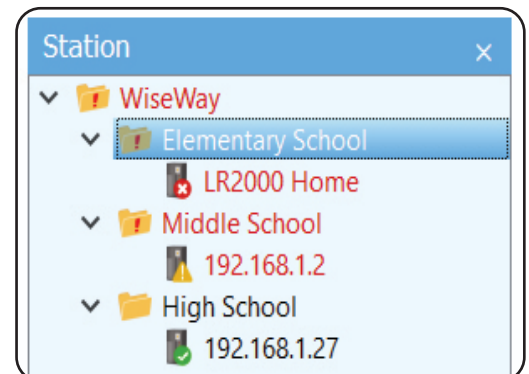


| green: normal | amber: alarm | red: off-line/no communication |

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - Main Dashboard Tabs


Real Data | Real Chart | Real State | Device Info | Environment | Control
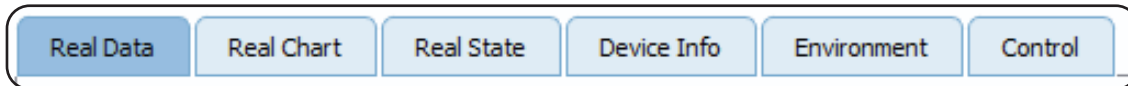
The main dashboard "tabbed" menu, which becomes visible after double-clicking a UPS device in the "Station" menu, provide real-time data on the selected UPS.
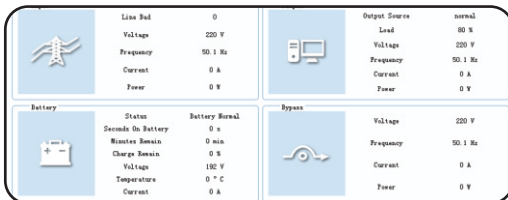


### 1. Real Data

Displays the real-time data of the device, including input, output, battery, load, and bypass information.



### 2. Real Chart

Display the real-time data of the device by diagram. This is real-time data. The dials show battery remaining percentage*, UPS load percentage, and unit temperature. The line graph across the bottom displays the real-time voltage curve and updates every few seconds.  It shows input voltage, output voltage and bypass voltage. On single-phase UPS systems like ours, input and bypass voltage is the same.

*Must have battery management enabled in SNMP UPS Settings menu.*
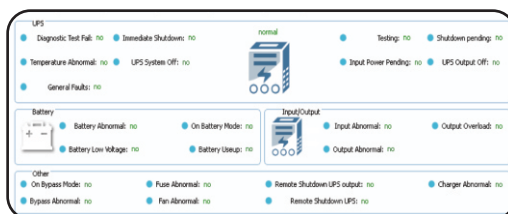


### 3. Real State

Displays the real-time alarm status of the UPS. During normal operation, all indicators should read "no" in green. During an alarm or abnormal state, you will see a red "yes" indicator next to the issue at hand.



### 4. Device Info

Displays basic information of the device, including the device name, model number, location, etc. Some of these settings can be set in the WiseWay GUI when connected to the device under the "Settings and Control"-->"System Setting" menu.

# INSTRUCTIONS - WISEINSIGHT

## WiseInsight - Main Dashboard Tabs

### 5. Environment

The Environment tab will display the temperature and humidity of the ambient environment around the UPS when collected by an environmental module *(available from third-party manufacturers for use with other SNMP cards compatible with ION UPS).*
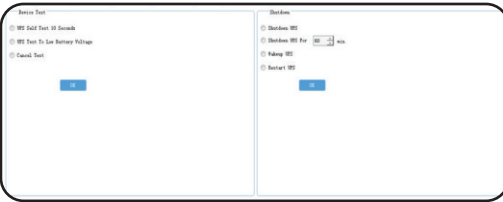
### 6. Control

The Control page allows for the software to control certain aspects of the UPS system (selftest, remote shutdown, etc.).

*NOTE: For this function to work properly, the Permission Setting in the WiseWay GUI "SNMP Setting" menu needs to be configured.*
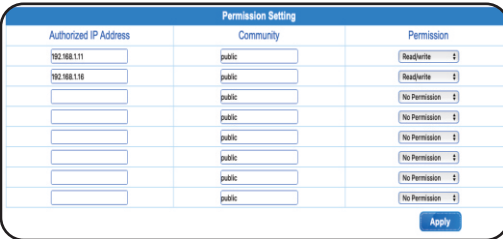
*The IP address of the PC or Server WiseInsight is residing on must be listed in the Authorized IP address field. The Community string must also be named and the Permission setting from th drop down should be set to "Read/Write."*

*Then, the SNMP trap command sent by remote control tab in the WiseInsight program can be read by the SNMP card and the command can be issued to the UPS.*

# WiseInsight - Main Program Icon Menu

The following instructions will go through options available under the main "Icon" menu. These are primarily shortcuts to items located in the main software drop-down menus.

| Hide Tree | Parent Area | Add Device | Update Device | Delete Device | Voice Confirm | Event Confirm | SMS Log | Data Log | Event Log | Email Setting | SMS Setting | System Setting | Quit |

**Hide/Show Tree:** Hides and shows the Station Menu on the left, which shows the folder and device hierarchy.
**Parent Area:** Returns the software to the main view screen.
**Add Device:** Opens the Add Device Interface, allowing  you to add a device by IP address.
**Update Device:** Opens the Update Device Interface, allowing you to rename the selected UPS.
**Delete Device:** Opens the Delete Device Interface, allowing you to delete the selected device from the hier     - archy, along with the device history data and event log. Deleting the history and event log cannot be undone.
**Voice Confirm:** Silences an activated voice alarm.
**Event Confirm:** Opens the alarm event window, allowing you to confirm alarm instances.

**SMS Log:** Shows a log of sent SMS messages. (*SMS messaging not-yet compatible with ION devices. We hope to add this functionality in the future.)

**Data Log:** Opens the Data Log window, allowing you to query and export data logs for the selected UPS device.
**Event Log:** Opens the Event Log window, allowing you to query and export event logs for the selected UPS device.
**Email Setting:** Opens the Email Settings menu window, allowing you to adjust email alarm settings.
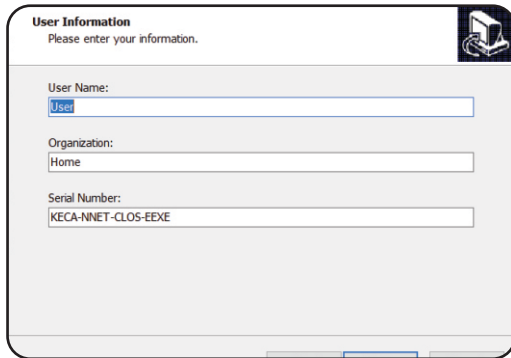**SMS Setting:** Opens the SMS Settings menu window, allowing you to adjust SMS alarm message settings.
**System Setting:** Opens the System Settings menu window, allowing you to change system and SNMP proto     - col preferences.
**Quit:** Exits the program.

# INSTRUCTIONS - WISECLOSE

## WiseClose - Installation

### 1. Install

Open the WiseClose_Setup.exe program to install the software. Follow the on-screen instructions provided by the setup wizard. On the User Information Screen, you may change the name of the user and organization. **DWiseCIO NOT CHANGE the default software serial number: KECA-NNET-CLOS-EEXE**
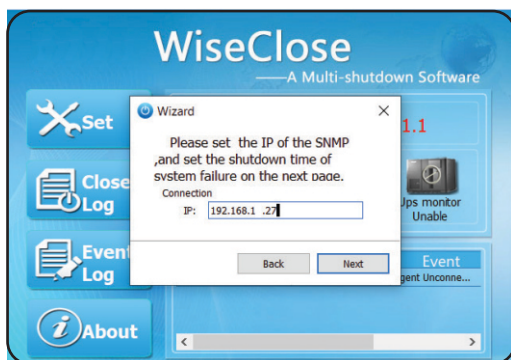
### 2. Launching Program

After installation, WiseClose can be opened by double-clicking the program icon.

### 3. Quick Setup Wizard

After the initial launch of WiseClose, a setup Wizard allows you to quickly connect to a UPS and adjust main settings.

### 4. Quick Setup - IP Address

Enter the IP address you wish to monitor with WiseClose. If the monitored UPS goes into battery or alarm mode, WiseClose will then begin a countdown timer before attempting to shut down the operating system safely when the timer reaches 00:00.

## 5. Quick Setup - Shutdown Timers

The next window allows you to set how long the WiseClose program will wait before attempting to shutdown the PC/Server. First, select the checkbox for Shutdown System.
Then, select the check boxes for Utility Fail Time and UPS Fail Time, and enter minutes as desired.
Do not set a timer for longer than the battery will last. Upon doing so, the battery will exhaust itself causing the UPS to shut down completely before the safe shutodwn command is executed.

*NOTE: it is advised to NOT use the "battery low time" as the lithium ion batteries have a very short low battery window. Batteries may turn off within seconds of a low battery alarm, resulting in the safe shutdown command not being executed on time. This is a product of the lithium ion battery voltage discharge curve over time being very steep at the end of life.*
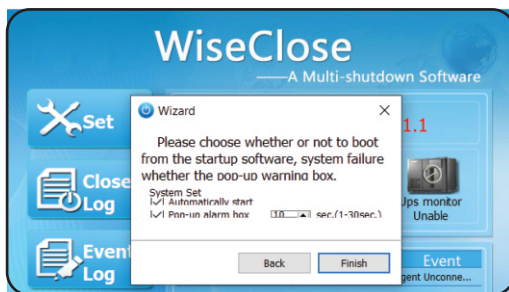
## 6. Quick Setup - Boot at Startup

The last box allows you to automatically boot the program at startup and set how long you want the pop-up timer window to appear on screen. Click "Finish" when done.
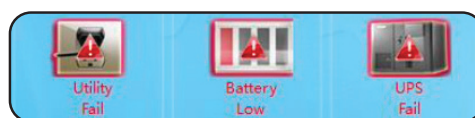
## 7. Quick Setup - Setup Complete

Once done, your screen shoud show the UPS IP address, Utility Normal and UPS normal in Green text. The Battery monitor status should be "greyed out" as it was not selected. Green shows that all systems are normal. If there is a UPS communications error, utility failure or UPS alarm, the icons will turn red (see below).

Normal Operation

Alarm Status
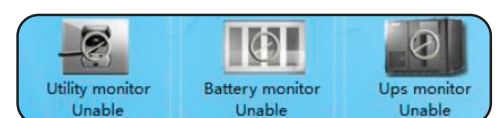
Monitoring Not Active

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# INSTRUCTIONS - WISECLOSE

## WiseClose - Operation



### 1. Settings

Click the "Set" button to change settings initially set up in the Wizard.



### 2. Settings - General Set

The main settings menu will let you adjust all settings initially set up in the Wizard.

In the "Other Set" section, you can click the box to attempt to save any open files before WiseClose issues the shutdown command. Some programs or files may not be saved or closed normally due to program incompatibility.
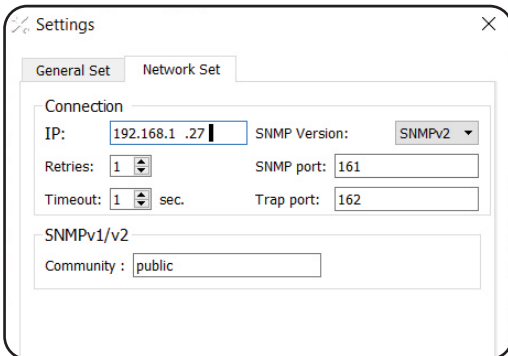
3

You can also set the bottom check box to run a program or script before the shutdown command is issued.
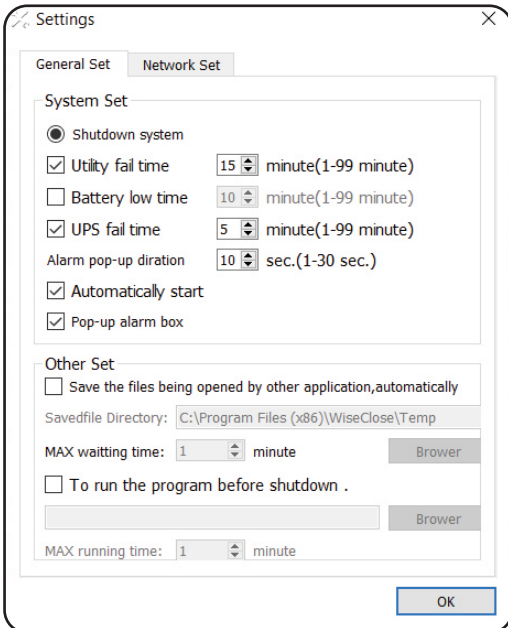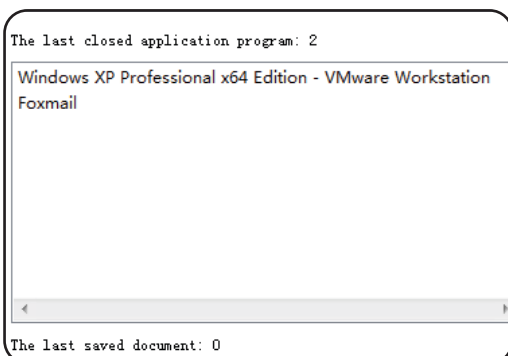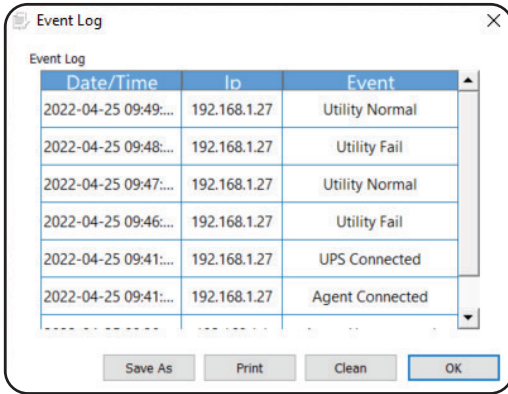


### 3. Settings - Network Set

If you need to change the network settings due to a network configuration change, click the Network Set tab and adjust accordingly to maintain communicaitons with the monitoried UPS.



### 4. Close Log

The Close Log button brings up a window showing a log of the last closed operating system and the last saved documents.
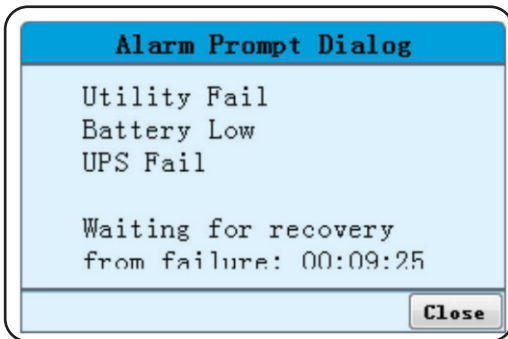
34

## 5. Event Log

The Event Log button brings up a window showing a log of power events captured by WiseClose.

You can also save the log as a CSV file, print it to a local or network printer or clean it (delete entries).

## 6. Alarm Prompt Dialog

When the utility power fails or the UPS has an alarm, an alarm prompt dialog box appears in the lower right corner of the screen with a countdown timer. The countdown timer shows how much time remains before WiseClose sends the operating system of the PC or server the safe shutdown command.

# ADDENDUM - WINDOWS 10 INSTALLATION

## Windows 10 Installation
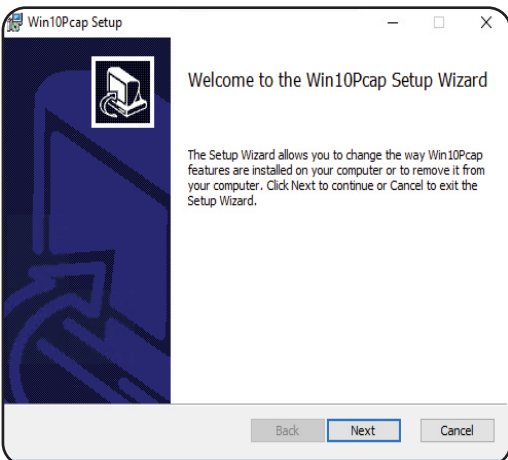
## 1. Win10Pcap Setup Wizard

If installing on WiseFind and WiseInsight on Windows 10, you will need to also install the "Win10Pcap" plugin, which comes with installers for both software pieces.

**You only need to install this once when installing the programs.** EG: If you install WiseFind first and install the Wise10Pcap plugin, you do **NOT** need to install it when doing the WiseInsight setup. Likewise, if you install WiseInsight first, you will not need to install it again during the WiseFind setup process.

The Wib10Pcap installer prompt will pop-up automatically during installation. Follow the on-screen instructions to complete the installation process.