MATOS Monitoring

Full User Guide

Ver. 1.3

1) 'LANDING' Page

Your MATOS Monitoring provider should have provided you with a personalised Username and Password for access to the units monitored at your location. This Username and Password combination will be provided on the date of commission and will allow access to your data via any device with Internet Access.

Open a web browser and navigate to www.matosmonitoring.com and enter your Username and Password in the dialogue boxes [shown in Figure 1.1].

USERNAME: _____________
PASSWORD: _____________

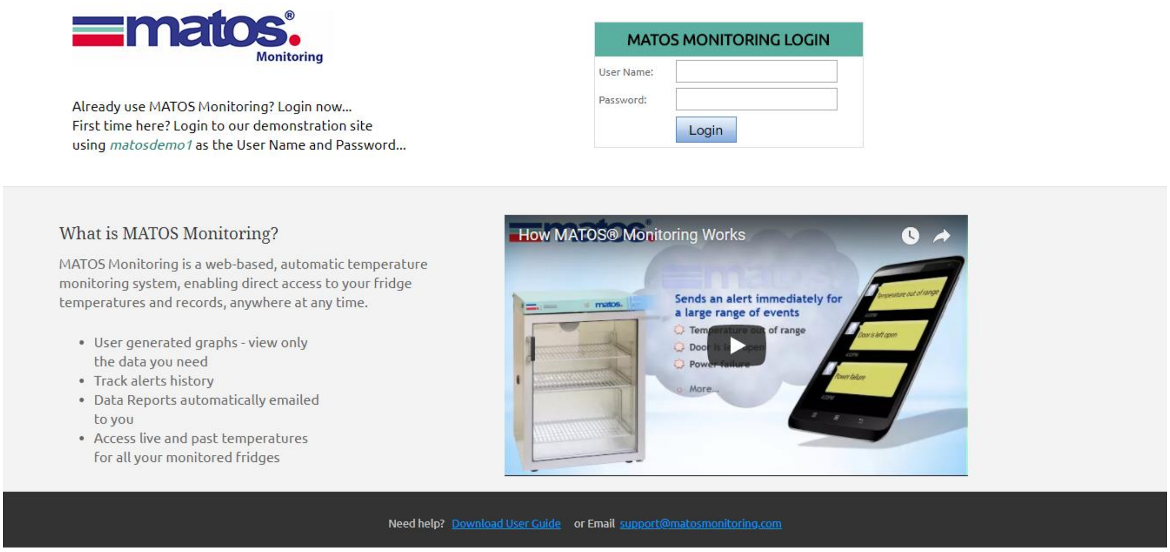


Figure 1.1

Once logged in you will be directed to the Overview page [shown in Figure 2.1] which acts as the homepage for rollexmonitoring.com, from which you are one click away from more information.

Alerts [explained in Section 10] are generated when the unit either losses communication, losses power, expeirinces a prolonged door opening or a temperature excursion outside the user defined temperature ranges.

To log out at any point, click the logout link and the top right of the page.

2) 'OVERVIEW' Page

The Overview page lists all assets currently associated with your account. This page allows you to view the status of each unit at a glance. Green signifies all ok and Red signifies active alert status.

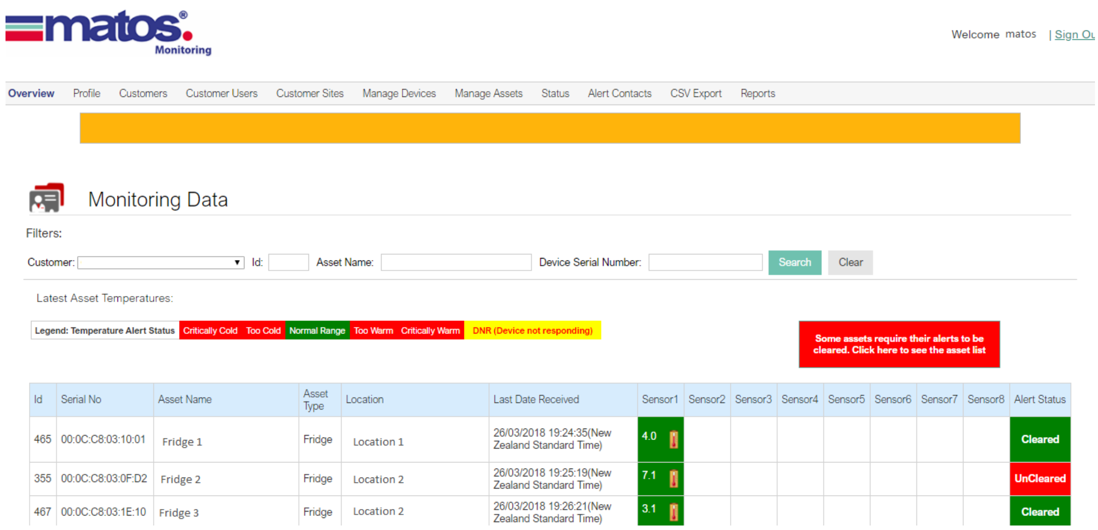


Figure 2.1

Temperatures for each unit are displayed in the columns named 'Sensors 1-8' and are colour coded to indicate their current status. A green temperature indicates the last recorded temperature was within the predefined temperature limits. A red temperature indicates the last temperature recorded was outside of the defined alarm limits.

If a device stops communicating with the server for longer than 15 minutes, the temperature box will be coloured yellow and will display 'DNR'.

The final box in the row indicates the asset's current alert status. Green indicates no active alert status and red means the asset is currently in alert and requires action. Please note the asset alert status will remain red until the active alert has been cleared. i.e. if the asset goes back into the correct temperature range, or the door is closed the alert will persist until acknowledged by a user. The temperature display box will return to green automatically once it returns to the normal range.

The account group alert indicator is located above the units last recorded information on the upper right of the page. This will be displayed red if **<u>any</u>** of the assets associated with the account are currently in alert status or have alerts yet to be cleared.

If your account has access to multiple customers/accounts/locations etc, the drop-down box 'Customer' will enable you to select the specific location to be displayed. You may also search for a specific unit using the ID, Name or Serial Number. The ID is a unique identifier allocated to each device when it is added to the website. The Serial number relates to the monitoring device that is collecting the data and may be utilised by multiple assets.

To quickly check the temperature history of a unit, hover the mouse cursor over the required unit's temperature display box and select either 'Daily', 'Weekly' or 'Monthly' to see the corresponding information [shown in Figure 2.2].

Clicking on an Asset Name will take you directly to the status page for the selected asset.

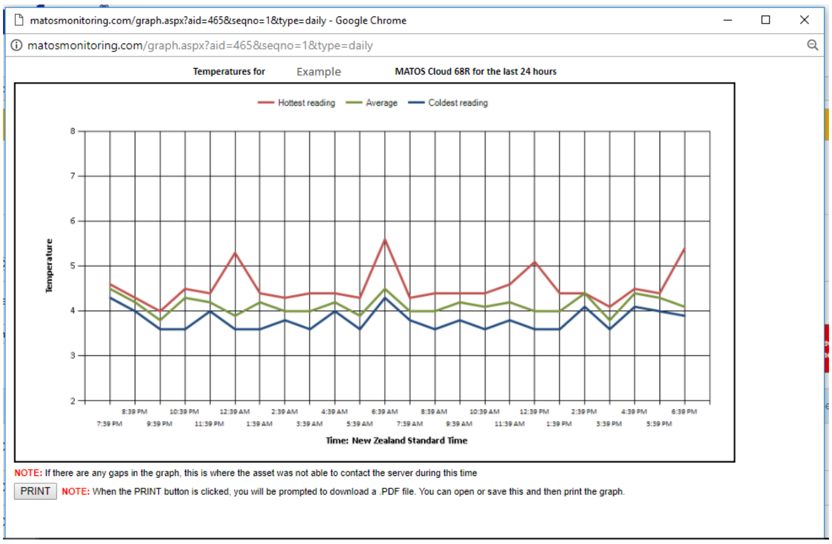


Figure 2.2

This graph will show the highest, lowest and averages temperatures of an asset for the selected period. A red shaded area indicates temperatures that are above the pre-set high alarm limit and a blue shaded area indicates temperatures that are below the pre-set low alarm limit. This graph can be printed as displayed by clicking the 'PRINT' button.

3) ‘PROFILE’ Page

The profile page is used to view and edit the login and contact information for the account currently in use. This page allows you to adjust the information allocated to this account. Similar changes can be made to the Customer and Customer User level accounts [shown in Figure 5.1 and Figure 6.1]

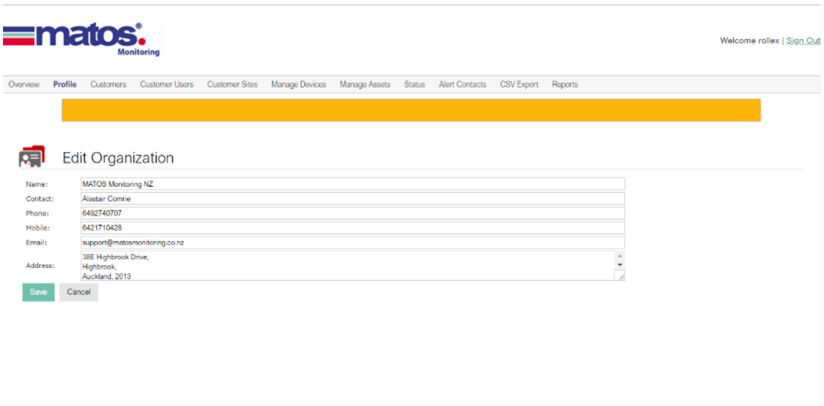


Figure 3.1

To view or change your contact information, edit the appropriate fields, and click the save button.

4) 'CUSTOMERS' Page

The Customers page lists all the customer accounts under an Organization account. Each account will be displayed with the name, contact details and number of users. This will only be visible when logged in as an Organization level account.

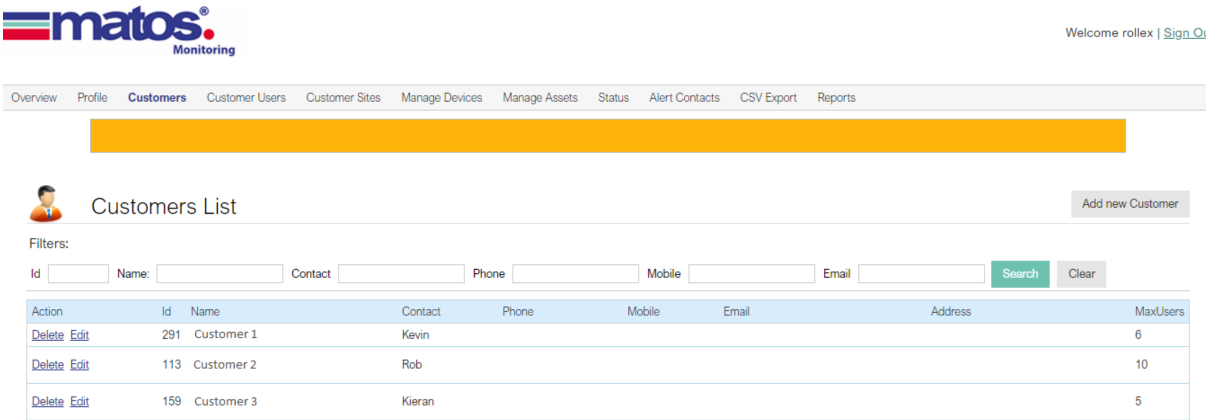


Figure 4.1

To add a new Customer account, click the 'Add New Customer' link. Fill in the required fields (indicated with a red asterisk), including a username and password for the customer account [shown in Figure 4.2]. This account will have access to the specific units outlined in the device setup page [shown in Figure 7.1]

Figure 4.2

To view or edit an account click the edit link next to the account in question. To delete an account, click the delete link and confirm.

The Customer Pages can only be viewed by an Organisation level account.

5) 'CUSTOMER USERS' Page

The Customer Users page displays all the Customer User level accounts linked to a Customer level account. If logged in at Organization level, different Customers can be selected via the dropdown box. If a specific Customer is not selected, all Customer Users for all Customers under the Organisation account will be displayed. This page is only viewable if you are logged in as an Organization or Customer level account.

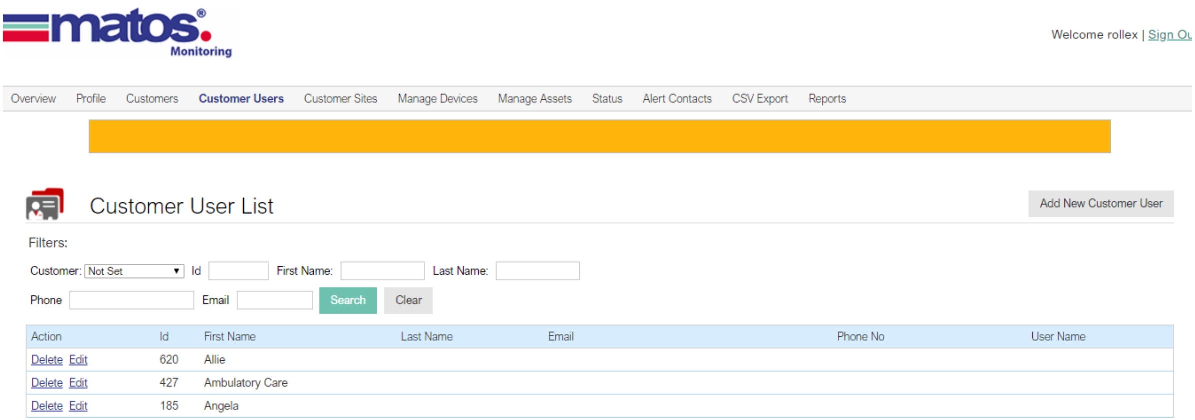


Figure 5.1

To add a new Customer User account, click the 'Add New Customer User' link above the table. Fill in the required fields (indicated with a red asterisk) [shown in Figure 5.2], including a username and password for the customer account. At this level you must also select which site and assets you wish that account to see. If no sites have yet been set up for a Customer, these must be set up first before the checkboxes can be selected.

To view or edit an account click the edit link next to the account in question. To delete an account, click the delete link and confirm.

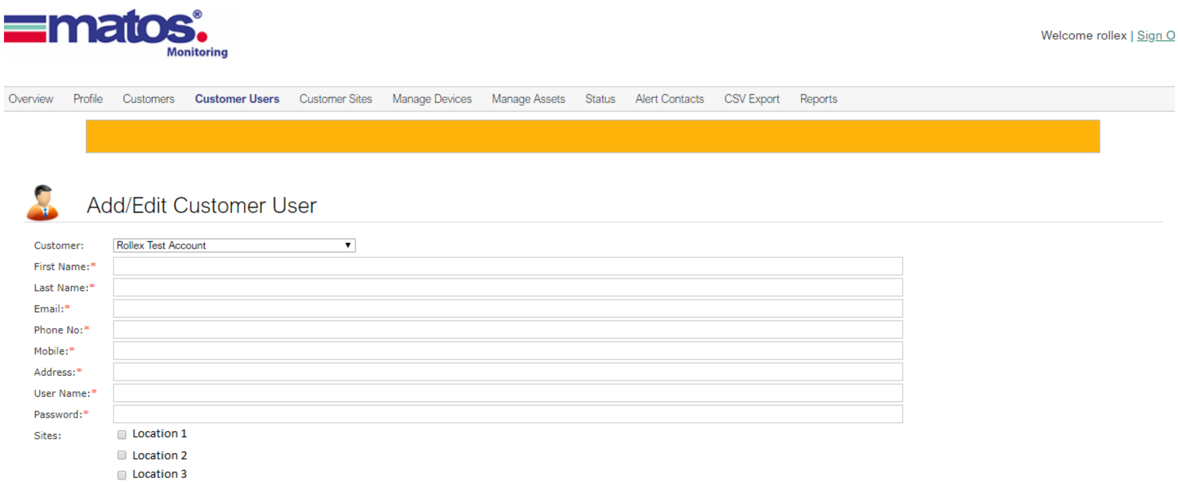


Figure 5.2

This page can only be viewed by an Organisation Level or Customer Level account.

6) 'CUSTOMER SITES' Page

The Customer Sites page lists all sites under a customer level account. The site name and location/address are displayed in the table.

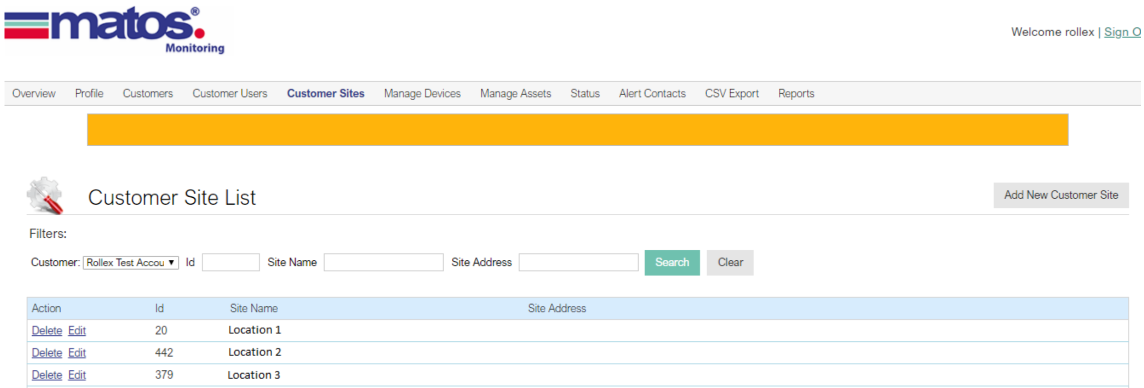


Figure 6.1

To add a new Customer Site, click the 'Add New Customer Site' link above the table. Select which Customer account is to be loaded under from the dropdown box and enter the required details (indicated by the red asterisk) [shown in Figure 6.2].

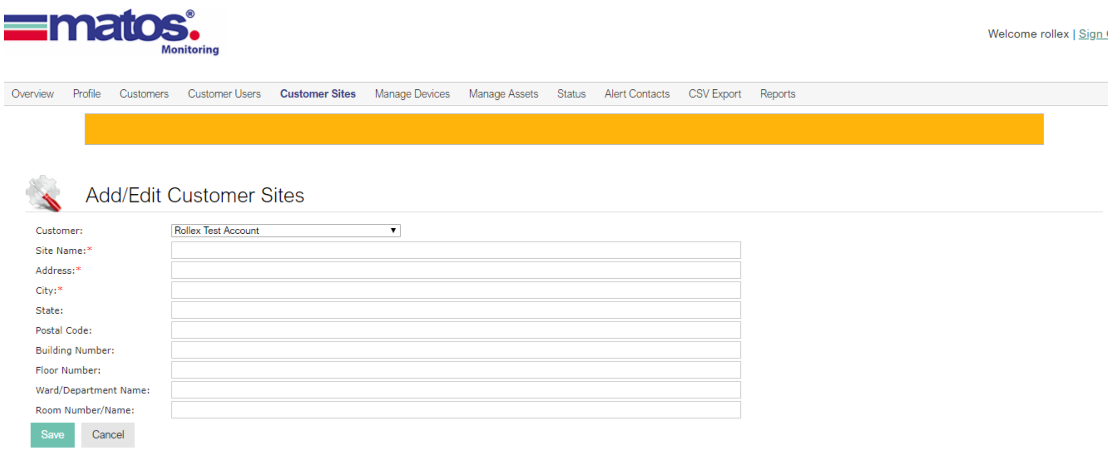


Figure 6.2

To view or edit a Customer site, click the 'Edit' link next to the site in question. Make any changes and click save to save the changes.
To delete a Customer Site, click the 'Delete' link and confirm.
Please be aware that deleting a Customer Site will cause all devices and assets assigned to the site to be unassigned, and will require adding to another site before they can be accessed.

This page can only be viewed by an Organisation or Customer Level account.

7) 'MANAGE DEVICES' Page

The Manage Devices page lists all monitoring devices currently assigned to a Customer Site. A device is the monitoring unit or Data Acquisition Device connected to a particular asset. These devices are identified by their unique Serial Number, ID or Device Name. Note that it is possible to have multiple assets assigned to one device, however they must all be at the same location.

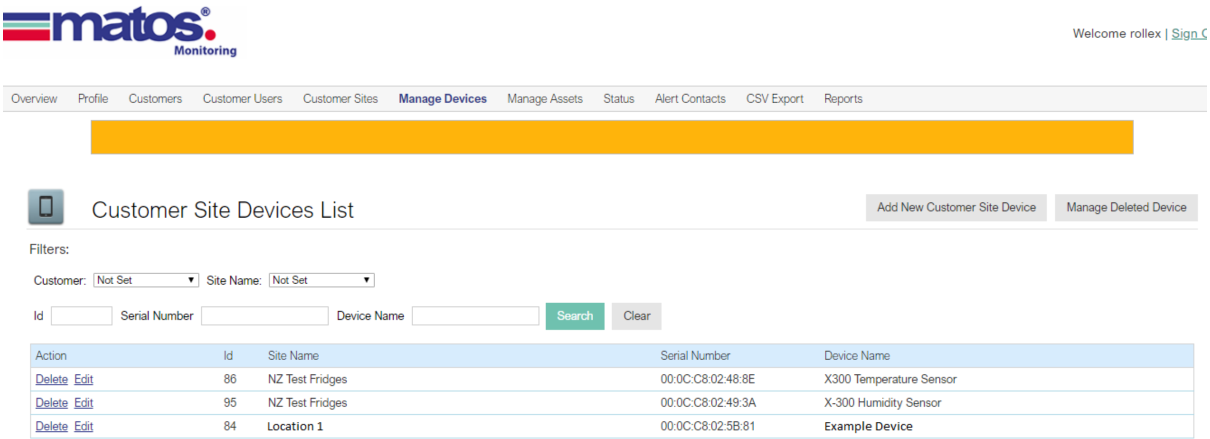


Figure 7.1

To add a new device, click the 'Add New Customer Site Device' link.

Select the Customer and Site Name that the device is allocated to and enter the Devices' Serial Number in the form XX:XX:XX:XX:XX:XX.   E.g. 00:0C:C8:02:AA:99.

Give the device a name that indicates where it is installed e.g. "Fridge 1 Pharmacy", and select the type of device to be added from the dropdown box: MATOS, MATOS DC, X-300, X-310 etc.

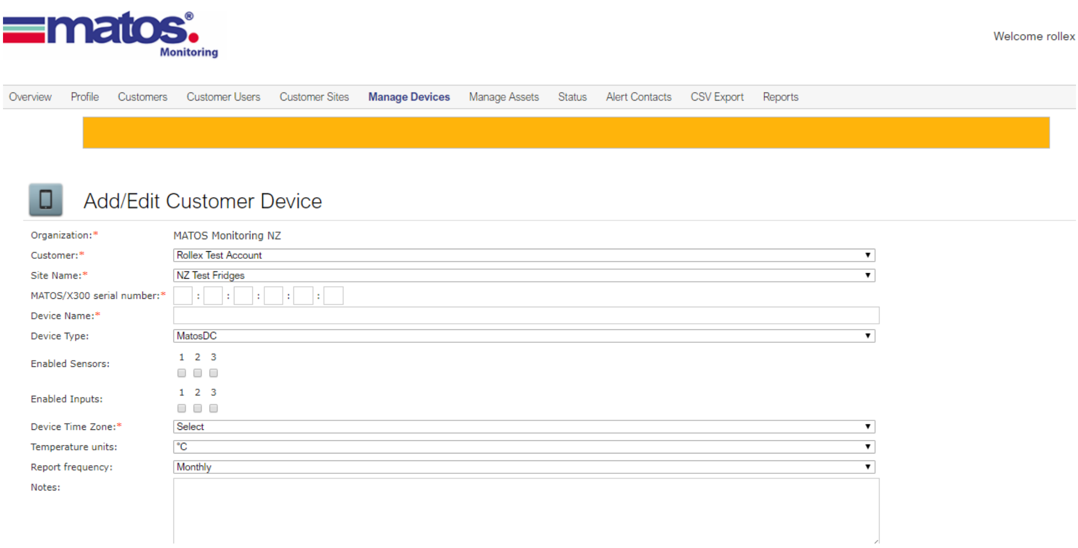


Figure 7.2

Next, select which sensors are in use from the radio buttons labelled 'Enabled Sensors'.
Select the enabled inputs from the radio buttons labelled 'Enabled Inputs' e.g. Power & Battery Status or Door Status for a fridge.

Select the time-zone of the device from the dropdown box, along with the appropriate temperature units (Celsius by default).
Device Frequency refers to the frequency of generation of automatic pdf reports which are emailed to the main contact of the account.
Finally, you may wish to add notes to the notes field to further identify the device in the future, or to make a note of a device's local network settings. Click Save to save the changes.

To view or edit a device's details, click the 'Edit' link next to the device in question.

To delete a device, click the 'Delete' link to remove the device from the active list. This will unassign the device from all related contacts.
To view deleted devices, click the 'Manage Deleted Devices' link. You can then restore a deleted device or permanently delete.
Warning: permanently deleting a device will result in the loss of all stored records for that device and is only necessary in extreme cases. Do not permanently delete unless you are absolutely sure this is necessary.

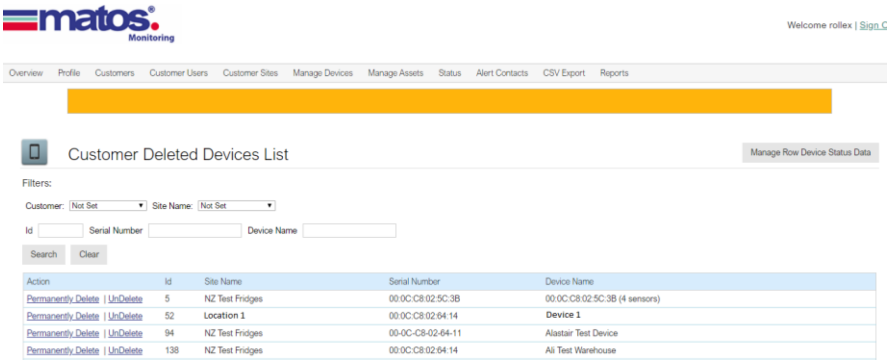


Figure 7.3

8) 'MANAGE ASSETS' Page

The Manage Assets page lists all assets assigned under assigned to a Customer Site. The asset is the object or environment that is being monitored and is associated with a particular device. E.g. 'Fridge 1 Pharmacy Internal Temperature'.

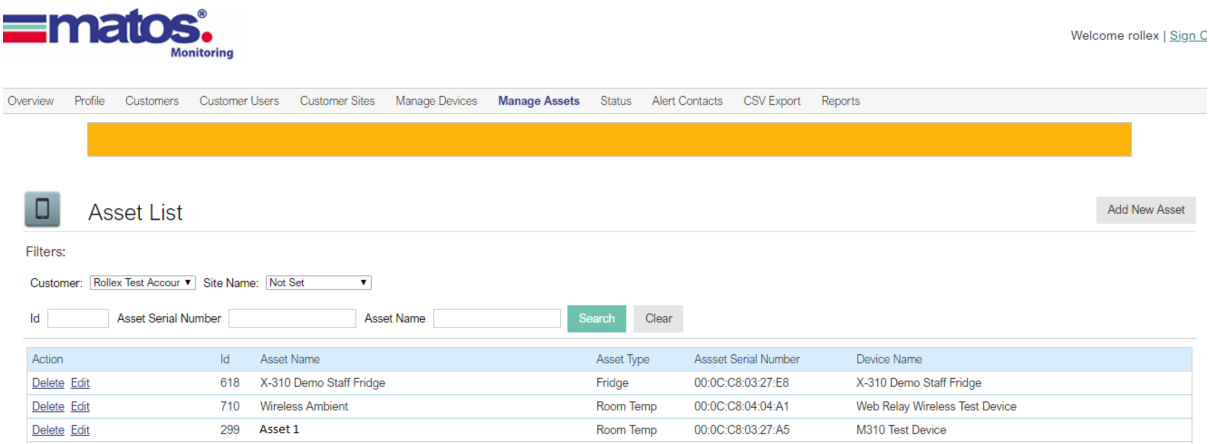


Figure 8.1

To set up an asset, click the 'Add New Asset' link above the table. From the dropdown boxes, select the Customer, Site Name, and the Device Name for the asset [as shown in Figure 8.2]. These must be added prior to setting up an asset. Select the asset type from the dropdown list and give the asset a name to identify it.

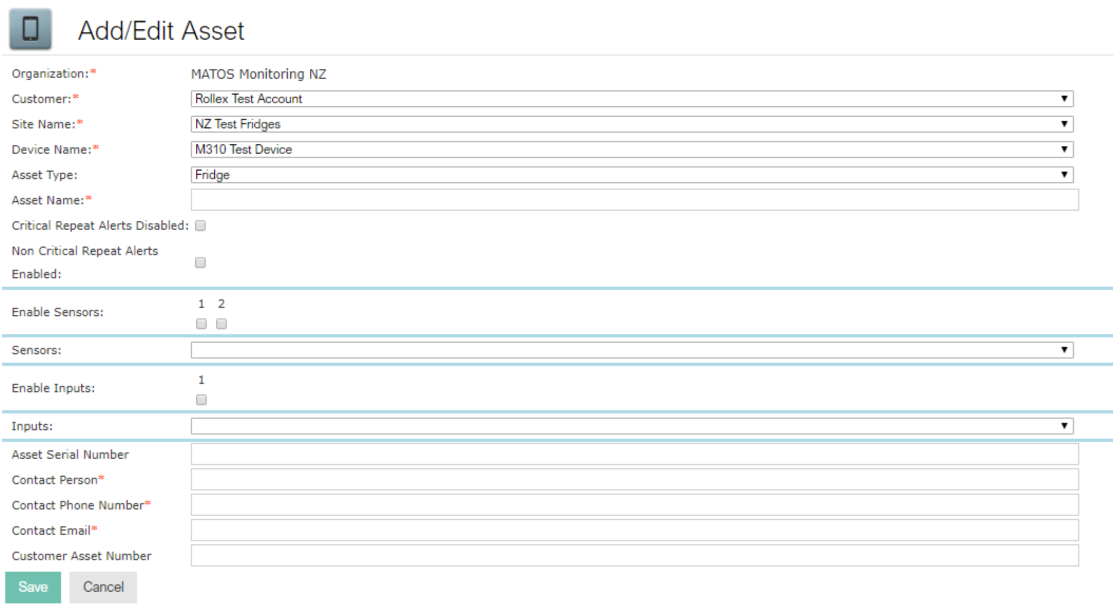


Figure 8.2

You can select to either *disable* Critical alert repeats or *enable* Non-Critical alert repeats using the checkboxes. Critical alert repeats are on by default and consist of Power, Battery, Network or Critical Temperature Alerts. Non-Critical alert repeats are off by default and consist of Door, Caution or Warning Temperature Alerts.

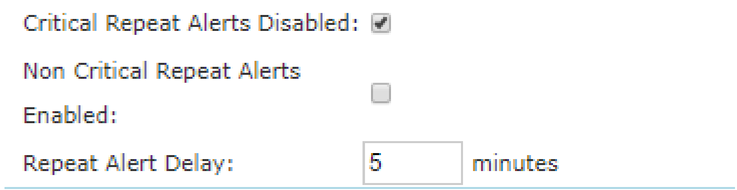


Figure 8.3

The Sensor information will prepopulate based on the number of sensors enabled on the device, and the asset type. Enable each required sensor using the checkboxes. If no sensors are available to select, they must first be enabled on the Device page.
Check the sensor temperature thresholds by selecting the appropriate sensor from the dropdown box. If these are incorrect, or you wish to have different temperature thresholds, these can be changed in the fields below. The default temperature thresholds are based upon the asset type selected.

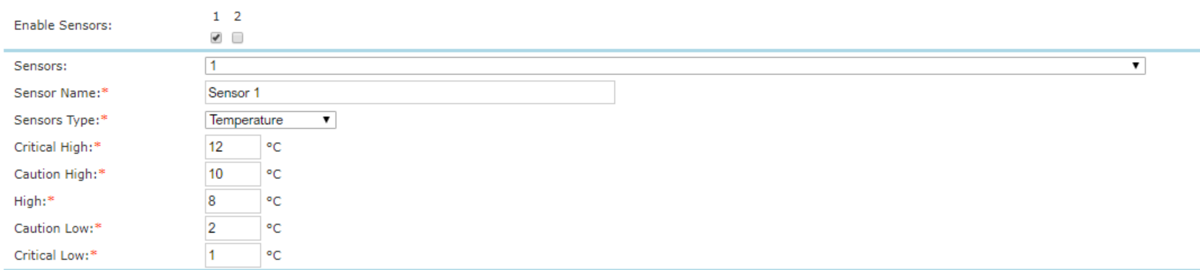


Figure 8.4

The sensor alarm thresholds work as follows:

Critical High: Instant alert is sent if a temperature is recorded above or equal to this value.
Caution High: Two Consecutive readings at or above this value will cause an alert to be sent.
High: Two readings within five minutes will cause an alert to be sent.
Caution Low: Two Consecutive readings at or below this value will cause an alert to be sent.
Critical Low: Instant alert is sent if a temperature is recorded below or equal to this value.

Select required digital inputs using the checkboxes to enable them. If no inputs are available to select, they must first be enabled on the Device page.

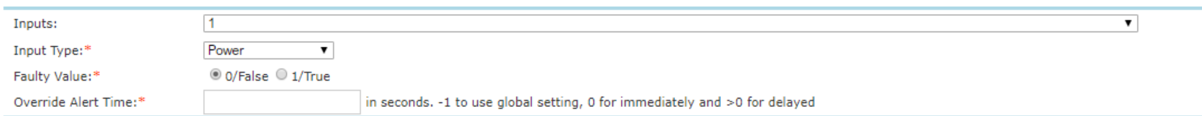


Figure 8.5

Check the Inputs are correct by selecting them individually from the input dropdown box and select either Power, Door or Battery status, depending on which inputs are in use. The faulty value indicates whether true (1) or false (0), indicates an alarm state for the selected digital input.
Finally, fill in the contact details for the person in charge of maintaining the asset along with its serial number.

9) 'STATUS' Page

The status page shows detailed status information for a single asset at a time.

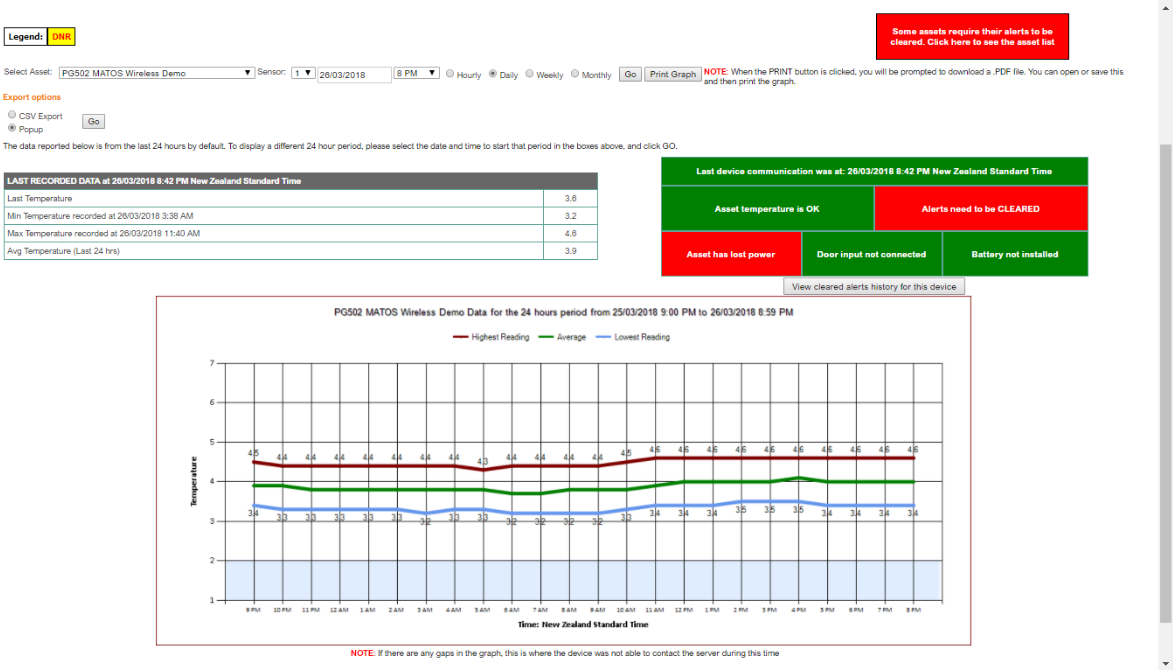


Figure 9.1

To select which asset to view, choose from the dropdown box and select which sensor you require detailed information for.
Select the time period you require (the last connection time is the default), the time period for your quick graph (daily, weekly or monthly) and click 'Go' to refresh the graph and data.

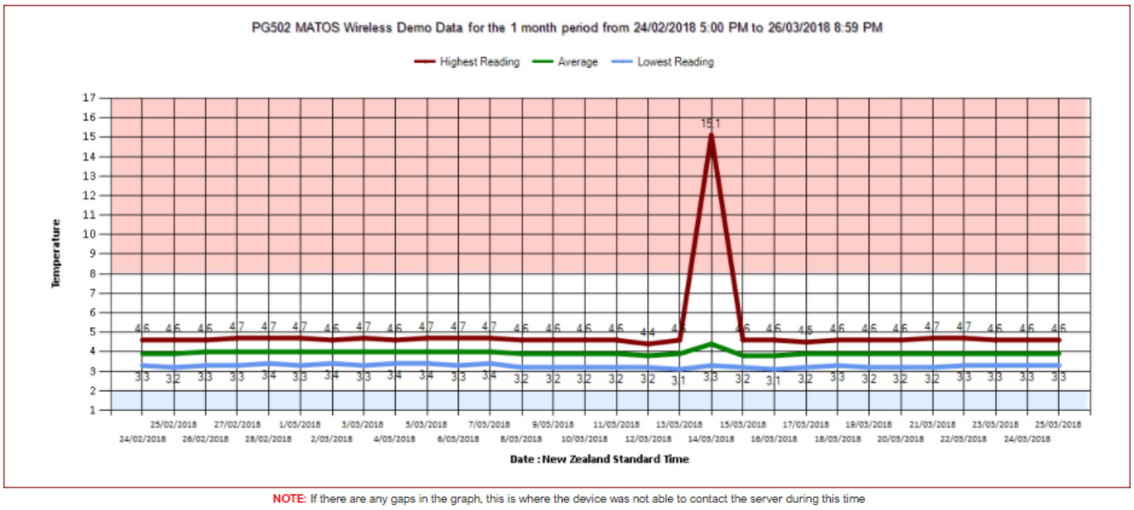


Figure 9.2

If the temperature display box is showing green, the temperatures are in the normal range. If it is showing red, the temperature is currently outside of its alarm thresholds.

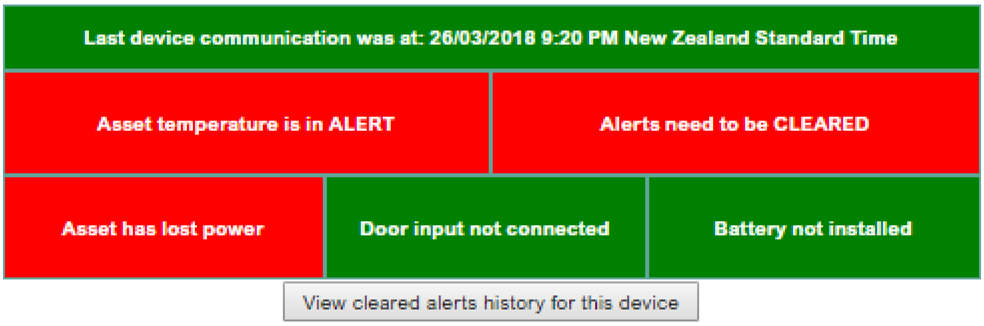


Figure 9.3

If any of the digital input status boxes are showing green, they are currently in a normal state. If they are showing red, the digital input is currently in alarm state.

If the alert status box is currently red, it is indicating there is an active alert for the asset.
Click the box to view the active alerts. To clear an alert, fill in a name, and action taken and select ok. Multiple alerts can be cleared at once if required.

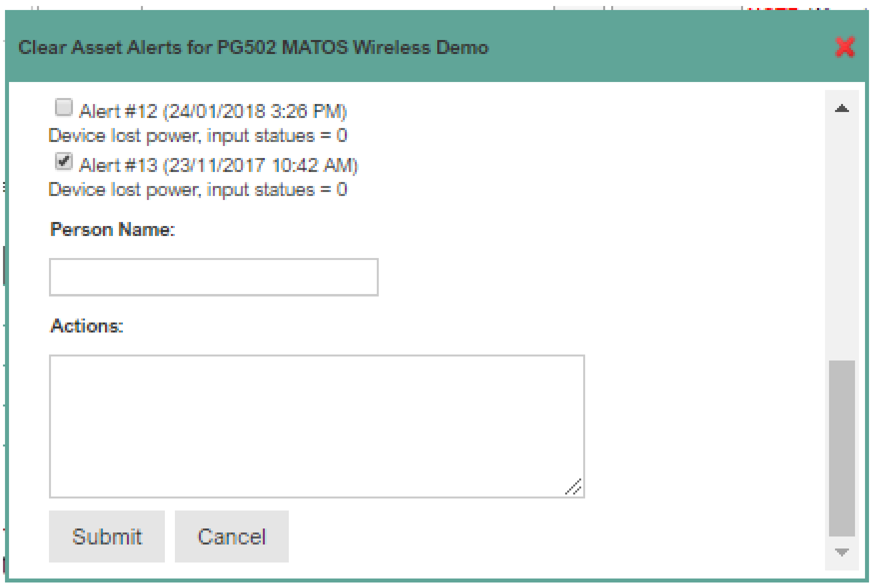
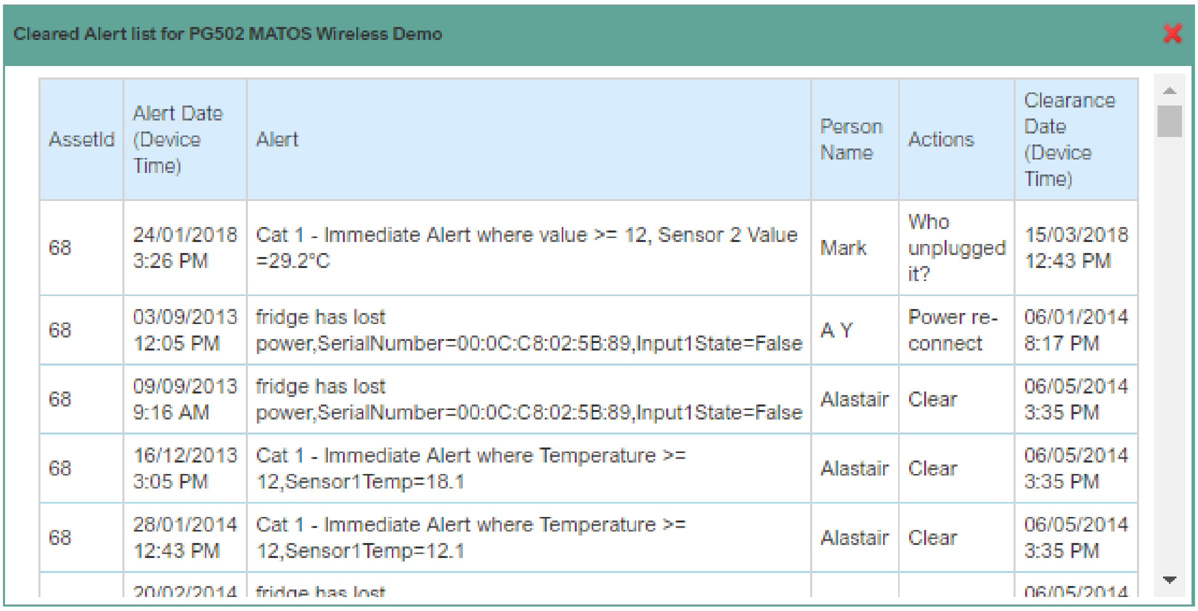


Figure 9.4

Click the button underneath the status boxes to view the cleared alert history for a particular asset. Note that this history cannot be altered.

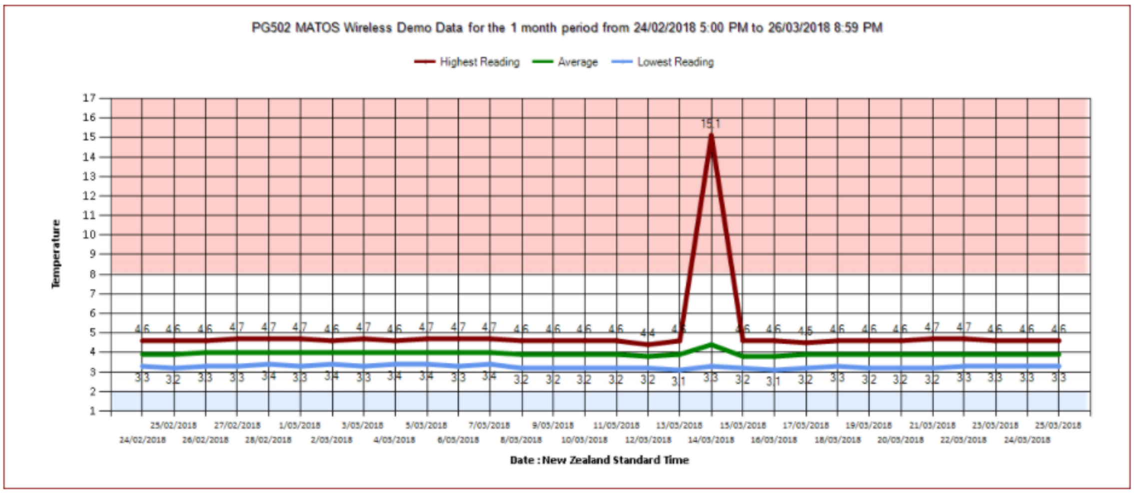


Cleared Alert list for PG502 MATOS Wireless Demo

AssetId	Alert Date (Device Time)	Alert	Person Name	Actions	Clearance Date (Device Time)
68	24/01/2018 3:26 PM	Cat 1 - Immediate Alert where value >= 12, Sensor 2 Value =29.2°C	Mark	Who unplugged it?	15/03/2018 12:43 PM
68	03/09/2013 12:05 PM	fridge has lost power,SerialNumber=00:0C:C8:02:5B:89,Input1State=False	A Y	Power re-connect	06/01/2014 8:17 PM
68	09/09/2013 9:16 AM	fridge has lost power,SerialNumber=00:0C:C8:02:5B:89,Input1State=False	Alastair	Clear	06/05/2014 3:35 PM
68	16/12/2013 3:05 PM	Cat 1 - Immediate Alert where Temperature >= 12,Sensor1Temp=18.1	Alastair	Clear	06/05/2014 3:35 PM
68	28/01/2014 12:43 PM	Cat 1 - Immediate Alert where Temperature >= 12,Sensor1Temp=12.1	Alastair	Clear	06/05/2014 3:35 PM
	20/02/2014	fridge has lost			06/05/2014

Figure 9.5

The auto generated graph appears at the bottom of the page and shows trends for the Maximum, Minimum and Average temperatures for the time period selected; default 24 hours, along with the relevant High/Low recordings. Alternatively, you can click Print Graph to generate a pdf.



NOTE: If there are any gaps in the graph, this is where the device was not able to contact the server during this time

Figure 9.6

Custom graph periods can be viewed via the reports page [shown in Figure 12.1].

The Temperature Summary table on the left lists the last recorded temperature and the time it was received, along with the Maximum, Minimum and Average temperature for the last 24 hours. The time the Maximum and Minimum occurred are also stated.

LAST RECORDED DATA at 26/03/2018 9:22 PM New Zealand Standard Time	
Last Temperature	4.0
Min Temperature recorded at 26/03/2018 3:38 AM	3.2
Max Temperature recorded at 26/03/2018 11:40 AM	4.6
Avg Temperature (Last 24 hrs)	3.9

Figure 9.7

Above the Status box is the Group Alert Indicator which outlines if any of the devices have a current uncleared alert. The box will be coloured red if a device is in alert status and green if there are no uncleared alerts. Click the box to view the list of devices in alert, and links to the relevant status page.

Figure 9.8

10) 'ALERT CONTACTS' Page

The Alert Contacts Page displays all the alert contacts allocated to this account. Alert Contacts can be sorted into three classifications: All Hours, Work Hours, and After Hours. These groups can be displayed separately using the search filters above the table.

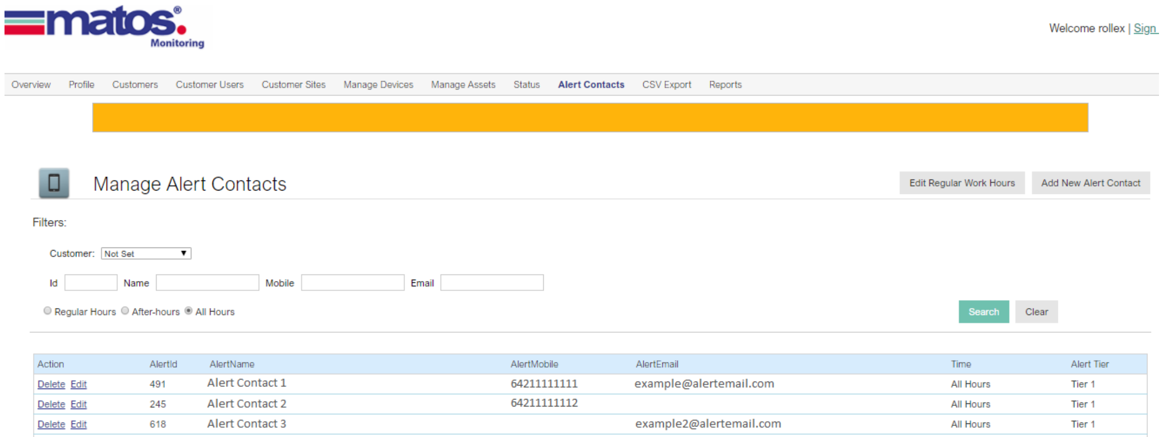


Figure 10.1

To set up a new alert contact, click the 'Add New Alert Contact' link above the table. If you are logged in as an Organisation account, select which Customer to add an alert contact to using the dropdown box. Enter the Alert Contact's Name, email address and mobile number.
The mobile number must include the country code. E.g. mobile 0410 110 110 (Country code 61) would be entered as 61410110110. Using the radio buttons, select whether the Alerts should be sent during work hours, after hours, or all hours.
Alert tier refers to order of receiving repeated alerts.
Select whether a pdf report is to be sent automatically to the email inbox using the checkbox and finally select which assets require alerting. Select the checkbox next to a site to receive alerts for all assets at that location. Individual assets can also be selected if desired.

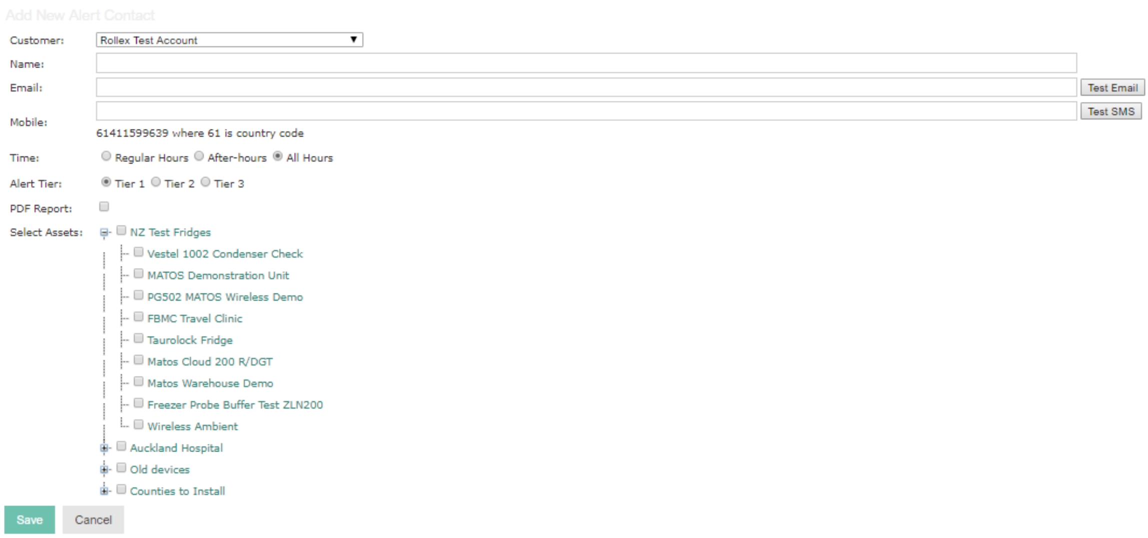


Figure 10.2

To View or edit an alert contact, click the 'Edit' link next to the contact you wish to view in the table. To delete a contact, click the 'Delete' button and confirm.

To adjust 'Normal Working Hours', click the 'Edit Normal Working Hours' link above the table.
If logged in at Organisation Level, select which Customer you want to edit work hours for via the dropdown box.
Set the hours for each day of the week in 24-hour format using the text boxes.
You can set the same hours for a weekday using the checkbox. You may also enable and disable the set work hours using the check box labelled enable. Any alerts generated outside of these work hours will go to contacts that are designated All Hours or After Hours. Any alerts generated during work hours will go to contacts designated Work Hours.

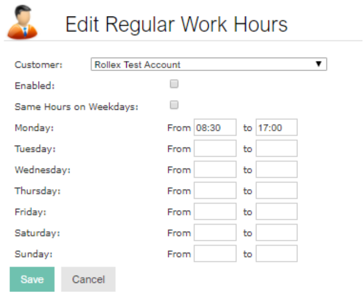


Figure 10.3

11) 'CSV EXPORT' Page

The CSV export page allows you to download all data for a particular asset as a CSV file viewable in any compatible application such as Microsoft Excel. Simply select the Customer and asset from the dropdown boxes and select a start and end date. Clicking export will generate the CSV file and automatically start the download.

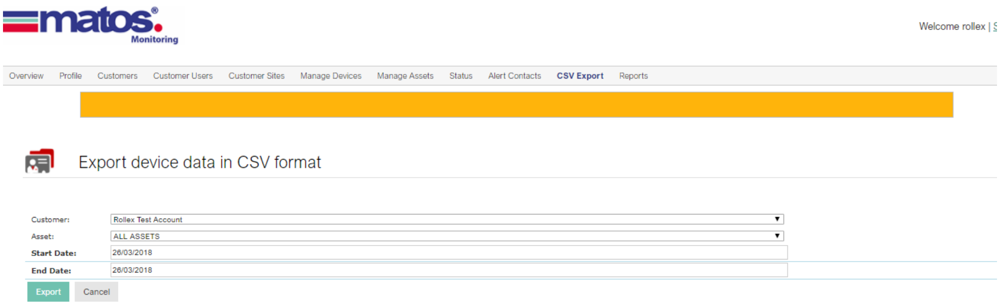


Figure 11.1

12) REPORTS

The reports page generates and displays custom reports as well as lists daily Maximum and Minimum temperatures, alerts that have been generated along with the time each has occurred.

Figure 12.1

To generate a new report, select a Customer Site, Asset and Sensor Number from the dropdown boxes. Select a valid date range and click ‘Display Data’. You may also click ‘Print Graph’ to view a pdf of the graph and report or export as a pdf using the appropriate buttons. Note that you can select to graph multiple sensors along with digital input statuses on the same report.

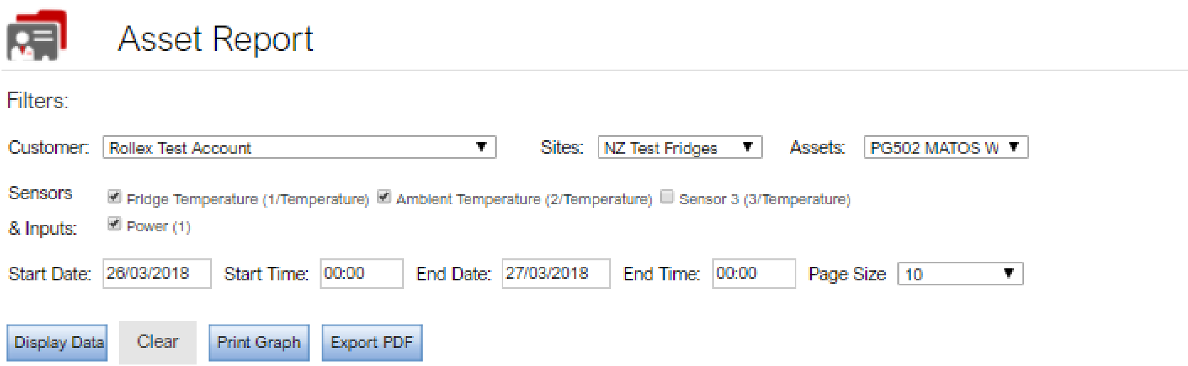


Figure 12.2

A graph will be automatically generated on the page plotting the temperature data for the period specified.

NOTE: If there are any gaps in the graph, this is where the device was not able to contact the server during this time

Figure 12.3

Below the graph will be a table listing the Maximum and Minimum temperature values for each day as well as a record of temperature alerts for the given period. The default quantity of alerts is 10, to increase the size of the page listing these temperature values and alerts, select the page size from the dropdown box above the graph.

Absolute high and low temperature received for each day

Date	High temperature	Low temperature
7/03/2018	4.7	3.4
8/03/2018	4.6	3.3
9/03/2018	4.6	3.2
10/03/2018	4.6	3.2
11/03/2018	4.6	3.2
12/03/2018	4.4	3.2
13/03/2018	4.6	3.1
14/03/2018	15.1	3.3
15/03/2018	4.6	3.2
16/03/2018	4.6	3.1

1 2

Critical Alerts where temperature was below 2 °C and/or above 8 °C

Date	Temperature
14/03/2018 4:12:07 PM	8.3
14/03/2018 4:14:07 PM	8.6
14/03/2018 4:16:07 PM	9.0
14/03/2018 4:18:07 PM	9.2
14/03/2018 4:20:07 PM	9.5
14/03/2018 4:22:07 PM	9.8
14/03/2018 4:24:07 PM	10.0
14/03/2018 4:26:07 PM	10.3
14/03/2018 4:28:07 PM	10.5
14/03/2018 4:30:07 PM	10.8

1 2 3 4

Figure 12.4

13) SUPPORT

For technical support relating to matosmonitoring.com or another MATOS monitoring device please email support@matosmonitoring.com or contact your local MATOS Monitoring Provider/Partner:

Rollex Group Australia
11 Vangeli Street
Arndell Park NSW 2148
Ph: 1300 880 441
sales@rollexmedical.com.au
service@rollexmedical.com.au

Rollex Medical NZ Limited
44c Crooks Rd, East Tamaki, Manukau 2013, Auckland, New Zealand
Phone: +64 9 274 0707
Fax: +64 9 274 0709
sales@rollexmedical.co.nz
service@rollexmedical.co.nz

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Unit 4a, Blacknest Industrial Estate, Bentley, Hampshire, GU34 4PX, United Kingdom
Phone: +44 (0)1372 236 455
info@ethicheck.eu