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	COGO-ENG-MAN-003	Revision: 002	

CoGo User Manual

Cloud Portal

Revision History

Revision	Date	Notes	Contributor(s)	Approver
001	2024-04-23	Initial Release	Lachlan Pedersen	Billy Lo
002	2024-08-29	Updated for new cloud portal user interface.	Lachlan Pedersen	Billy Lo

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1. Introduction

Welcome to the comprehensive user guide for the CoGo Portal. This manual is designed to provide users with detailed instructions on how to effectively navigate and utilize the CoGo Portal for monitoring and managing their CoGo IoT devices. By following this guide, users will gain a robust understanding of the portal's functionalities, enabling efficient asset management and risk mitigation.

Objectives of this Guide:

- **Educate:** Introduce the functionalities and layout of the CoGo Portal.
- **Navigate:** Guide users through the portal interface, illustrating how to access various features.
- **Operate:** Demonstrate how to monitor and manage IoT devices and sensors effectively.
- **Troubleshoot:** Offer solutions to common issues and explain how to access support for more complex problems.

The CoGo Portal is an integral part of the CoGo Asset Management system, providing a central interface for the real-time monitoring and management of all connected CoGo IoT sensors and devices.

Refer to *COGO-ENG-MAN-001* for the AGW Asset Gateway.

Refer to *COGO-ENG-MAN-002* for the MA1 Movement Alert Sensor.

This document applies to version 1.x.x of the Cloud Portal.

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2.2.1. Home Page Map

The Home Page Map is a central feature of the CoGo Portal, providing a visual overview of your site's status. It allows you to quickly assess the health and activity of all connected devices, identify issues, and navigate directly to detailed information when needed.

Navigating the Map

- Zooming and Panning:
 - Use your mouse scroll wheel or the "+" and "-" buttons on the screen to zoom in and out of specific areas of the map.
 - Click and drag the map to pan across different regions of your site.
- Site Selection:
 - If you manage multiple sites, you can switch between them using the Site Selection dropdown located above the map. This will update the map to display the devices and status information for the selected site.

Map Icons

- Device Status Indicators:
 - Devices are represented by icons that change color based on their status:
 - **Green:** Device is operating normally.
 - **Red:** Device has a critical issue or alarm.
 - **Black:** Device is offline.
 - CoGo Sensors and Gateways are each represented by icon markers on the map.
 - CoGo Gateways are represented by a gateway icon.
 - CoGo Sensors are represented by an icon corresponding to the Asset Type.
 - Click on a map marker to display the photo and status of a device.

Notification Center

- Provides a quick, high-level overview of the current state of your site.
 - **Alarms:** Displays the current number of active alarms.
 - **Gateways:** Lists the number of gateways installed at your site.
 - **Monitored Assets:** Indicates the number of assets being monitored by the CoGo ARM solution, compared to the total number of assets on the site.
- From the map, clicking the chevron on the site info tile opens a device list pane.

Layer Controls

- Toggle between Satellite and Map views on the map.

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2.2.2. Account Selection

Use the dropdown menu to select your account. Depending on your roll and organization structure, you may see one or multiple accounts. Selecting an account will filter the portal to the sites and devices belonging to that account.

2.2.3. Site Selection

Use the dropdown menu to select your site. Depending on your roll and organization structure, you may see one or multiple sites. Selecting a site will filter the portal to the devices assigned to that site.

2.2.4. Locale Selection

Use the dropdown menu to select your locale. This will update the language and formatting settings for the portal.

3. Device Setup

CoGo simplifies device setup by automatically adding new devices to your portal upon purchase. During the order process, we gather information about the sensor's intended location and asset type, allowing us to pre-configure the device based on your specific use case. This eliminates the need for manual portal setup. Simply install the devices following the provided instructions, and your portal will be ready to use—just Connect and Go.

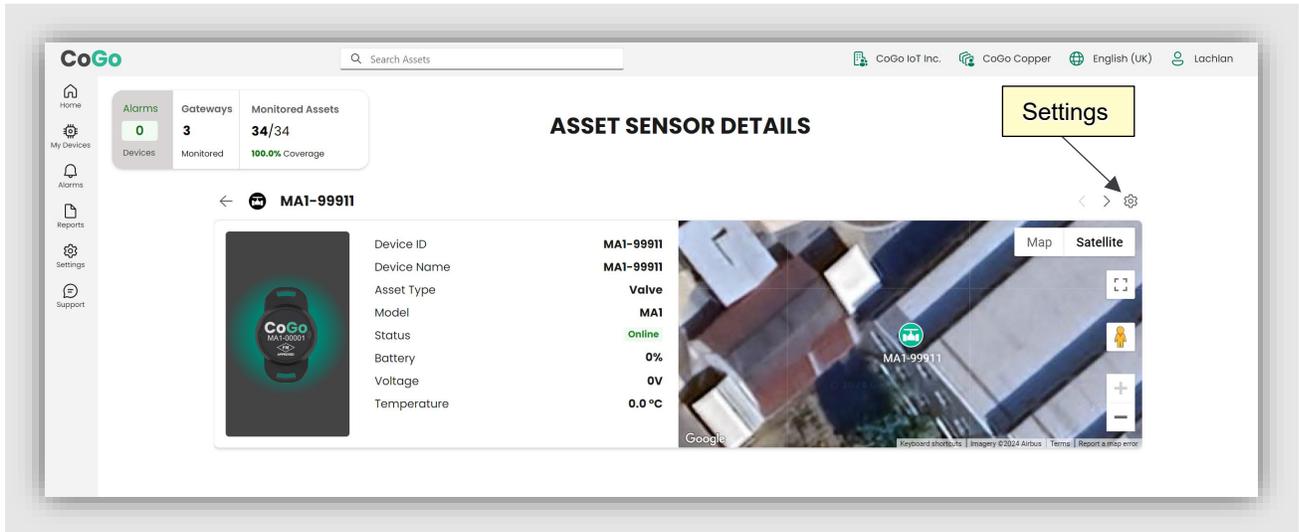
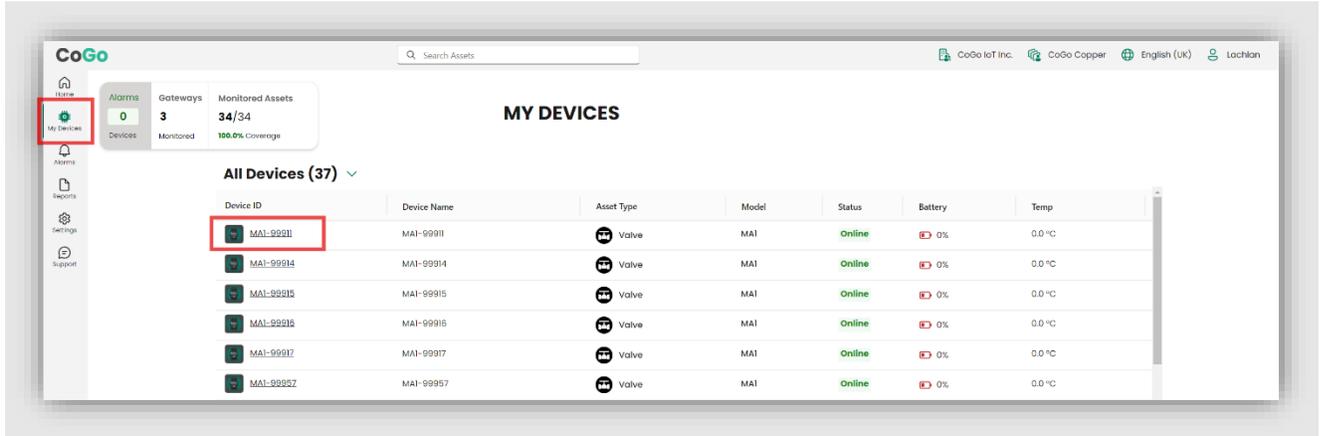
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3.1. Device Settings

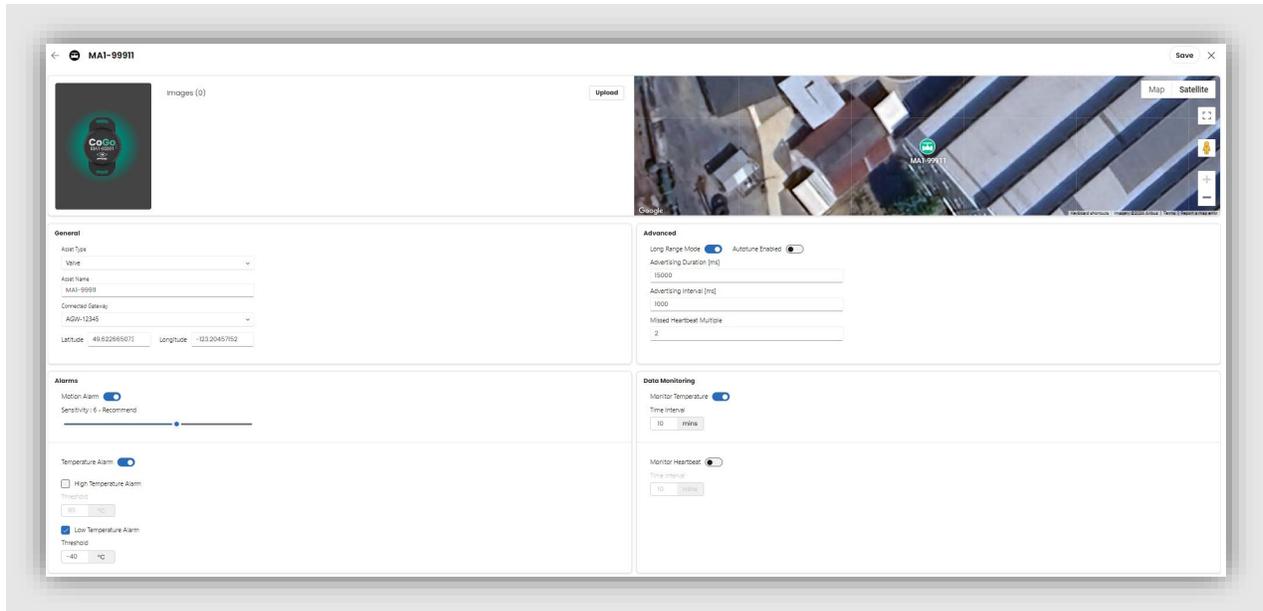
To adjust your device settings, open the device details page and click on the settings icon.



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3.1.1. Images

You can upload up to five images per device. These images are displayed throughout the portal and are intended to help technicians locate devices during alarms. We recommend uploading images of the device, the asset it is mounted on, the surrounding area, and any other identifying features, such as doors, hatches, or landmarks.

You can also select one image as the default. This default image will be shown in views where only a single image is displayed.

To upload images, click the "Upload" button and navigate to the image file you want to upload.

3.1.2. General Settings

Asset Type

The asset type identifies the type of asset the sensor is mounted on, such as a valve, fire extinguisher, pump, or motor. Selecting an asset type automatically applies a default set of configuration values for the sensor and assigns an icon that will be used throughout the portal, including on the map.

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Asset Name

The asset name is the display name used throughout the portal. It can be entered as any value and should be chosen to help technicians easily locate the asset during an alarm. We recommend using your organization's standard naming conventions for the asset the sensor is mounted on, rather than naming the sensor itself.

Connected Gateway

The connected gateway field specifies which gateway the sensor will use for connectivity. The selected gateway should be within Bluetooth range of the sensor.

Latitude and Longitude

The Latitude and Longitude fields are used to pin the device on the map. Ensure that these location values accurately represent the device's position to assist technicians in locating it during an alarm.

3.1.3. Alarms

The Alarm Settings section allows you to configure how and when the sensor will trigger alarms based on specific conditions. Proper configuration of these settings is essential for timely alerts and effective asset monitoring.

Motion Alarm

The motion alarm is used to alert on the undesired motion of a stationary asset. Loss prevention assets like fire valves, fire extinguishers, and confined space entry hatches may be monitored using the motion alarm to ensure that they are not disturbed or tampered with, taking them out of a state of readiness in case of an emergency incident.

Motion Sensitivity determines the sensitivity of the motion sensor, adjusting how much movement is required to trigger an alarm. High sensitivity levels are ideal for assets that should remain stationary, detecting even slight vibrations. Conversely, low sensitivity levels are better for assets that undergo significant handling or movement, like a large sectional butterfly valve handle that requires multiple rotations to operate. These settings help avoid false alarms from normal ambient vibrations by requiring a more substantial movement to trigger an alarm. Sensitivity can be adjusted on a scale from 0 to 10, with detailed guidance provided for each level to help users make informed choices based on their specific needs.

Event Count Threshold refines the detection of motion-related events by counting how many movements occur within a short timeframe. It's particularly useful for monitoring assets like large valve handles, which require multiple deliberate movements for operation. By setting a higher event count threshold, incidental vibrations common in industrial environments - such as those caused by nearby machinery or environmental factors - are less likely to trigger an alarm.

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For example, setting the threshold to 3 means the system will only raise an alarm if there are three or more motion events detected in quick succession. This threshold helps ensure that only continuous, significant movements associated with asset operation, or unintentional disturbances are flagged, thus reducing false alarms.

Temperature Alarm

Low Temperature Alarm and associated Threshold. Enabling the low temperature alarm configures the device to raise an alarm if the temperature drops below the low temperature alarm threshold.

High Temperature Alarm and associated Threshold. Enabling the high temperature alarm configures the device to raise an alarm if the temperature rises above the high temperature alarm threshold.

3.1.4. Data Collection

The Data Collection section allows you to configure how the sensor gathers and stores data over time. This data is used for trend analysis, performance monitoring, and long-term reporting. By setting specific parameters, you can ensure that the sensor collects relevant information at appropriate intervals, enabling you to analyze the health and performance of your assets effectively.

Temperature Monitoring

Enable or disable temperature monitoring and set the time interval. The time interval sets the spacing between collected temperature measurement events. A shorter interval creates higher resolution data but will also decrease the sensors battery life.

Heartbeat Monitoring

The heartbeat functionality is used to collect battery life information and ensure the device stays connected. A shorter heartbeat interval will reduce the potential latency for alarms due to a sensor losing connectivity but will also reduce battery life of the sensor.

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3.1.5. Advanced Settings

A typical user will not need to adjust the advanced settings. These setting should only be adjusted under consultation with CoGo support to address unique install scenarios.

Long Range Mode

Enabling Long Range Mode switches the device to use Low Energy Coded PHY. This adds redundancy to the Bluetooth messages which increases the reception range. This is enabled by default.

Autotune

When autotune is enabled, the gateway will adjust the advertising duration automatically based on the connection strength between the sensor and the gateway.

Continuous Advertising

When continuous advertisements are enabled, the device will continue to send Bluetooth advertisements at the advertising interval indefinitely. This can be valuable to speed up the configuration application time, but drastically reduces the battery life of the device.

Advertising Duration

This is length of time that an event will be advertised from a sensor. If continuous advertisements are enabled, this value will be respected when there are pending events in the sensor advertisement queue, but when the queue is empty the last advertisement will be transmitted indefinitely. The advertising duration must be a minimum of 4x the advertising interval. A value of 120,000ms (2 minutes) is recommended for most applications.

Advertising Interval

This is the interval at which advertisements are transmitted during the advertisement window (set by the advertising duration). A value of 1000ms (1 second) is recommended.

3.2. Device Status

Sensor and Gateway status can be viewed throughout the portal. The status of devices provides information on the connectivity, battery level, and alarm status of the device.

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3.2.1. Device Health

Connectivity

All devices display a status value of Online or Offline to indicate their connectivity status. This status may change to Alarm if there is an active alarm on a sensor.

Battery

Battery powered devices display the battery voltage and percentage in the device details page. All CoGo battery powered devices are low energy devices designed to last multiple years.

3.2.2. Alarm Status

If a sensor has an active alarm, it will be identified throughout the portal.

The alarm status of a device is indicated by the icon color, status field, alarm tags on the device details page, presence of active alarms in the alarms list, alarms badge, and alarm count in the notification center.

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4. Alarms

4.1. Setup

4.1.1. Notification Settings

CoGo support will assist you with configuring your notification settings per site during the onboarding phase. If notification settings need to be adjusted, please contact CoGo support.

Each Site may have a different alarm notification setup. The email notifications follow an escalation process which is defined by the customer. CoGo will provide the following table to define the notification settings for a site:

Escalation Level	Time to next escalation [mins]	Notification Email(s)
1	120	contact1@org.com
2	120	contact1@org.com, contact2@org.com
3	120	contact_1@org.com, contact_2@org.com, contact_3@org.com

In the example above, 3 escalation levels are defined with 120 minutes between them. When an alarm is first raised, the contact(s) on level 1 will be notified via email immediately.

If the alarm is not cleared after 120 minutes from this notification, a second email notification will be sent to the contact(s) on level 2.

If the alarm remains uncleared for 120 minutes after the second notification is sent, a third email will be sent to the contact(s) on level 3.

When providing the information to CoGo, a user may specify any number of escalation levels, and a reasonable number of contact emails for each level.

4.2. Receiving Alarms

4.2.1. Portal Notifications

When an alarm is activated, a notification will appear in the portal. In addition to the alarm notification message, the alarm will be indicated prominently throughout the portal including the sensor icon color, sensor status, notification center alarm count, alarm count badge, my devices list, device details status and alarm tags, and the alarm list.

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4.2.2. Email Notifications

When an alarm is activated, an email will be sent to the notification contacts at that alarm level as described above.

The alarm email will be sent from noreply@cogo.global. See below for an example of an alarm notification:



Note that the email notification does not include a link to the portal to clear the alarm. This is omitted intentionally to avoid phishing attacks. CoGo will never include a link in any automated email communications. For security purposes, do not click any links in emails, instead, visit the portal to view and clear an alarm.

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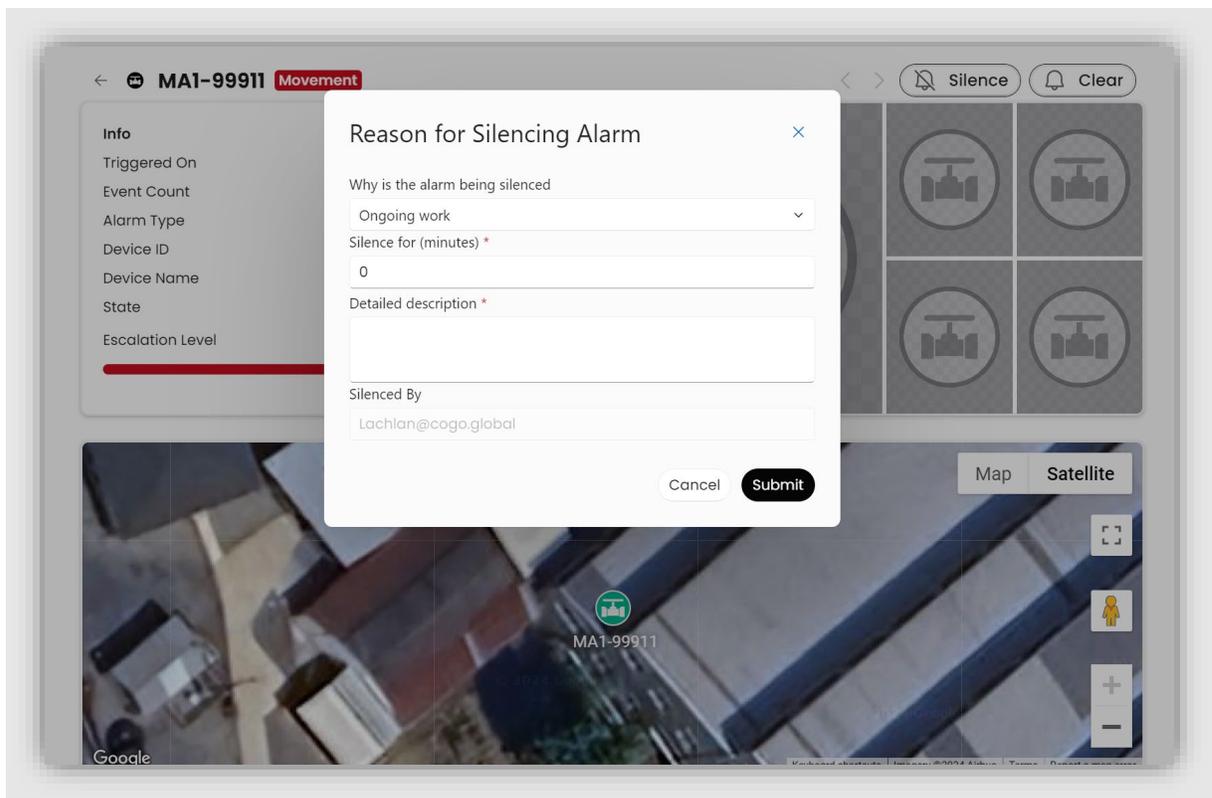
4.3. Responding to Alarms

4.3.1. Silencing Alarms

In certain situations, it may be more appropriate to silence an alarm rather than clear it. For example, if a technician is dispatched to inspect an asset with an active alarm and discovers that ongoing maintenance work is the cause, silencing the alarm can prevent it from being re-triggered immediately after being cleared.

Silencing an alarm temporarily stops further alarm notifications for a specified period. If the alarm is not cleared before the silence period expires, the alarm will automatically reset to its initial escalation level, becoming active again and resuming notifications.

To silence an alarm, navigate to the active alarm and click the "Silence" button. A prompt will appear, requesting you to provide details on the duration and reason for silencing the alarm. This information is recorded and used for reporting purposes.



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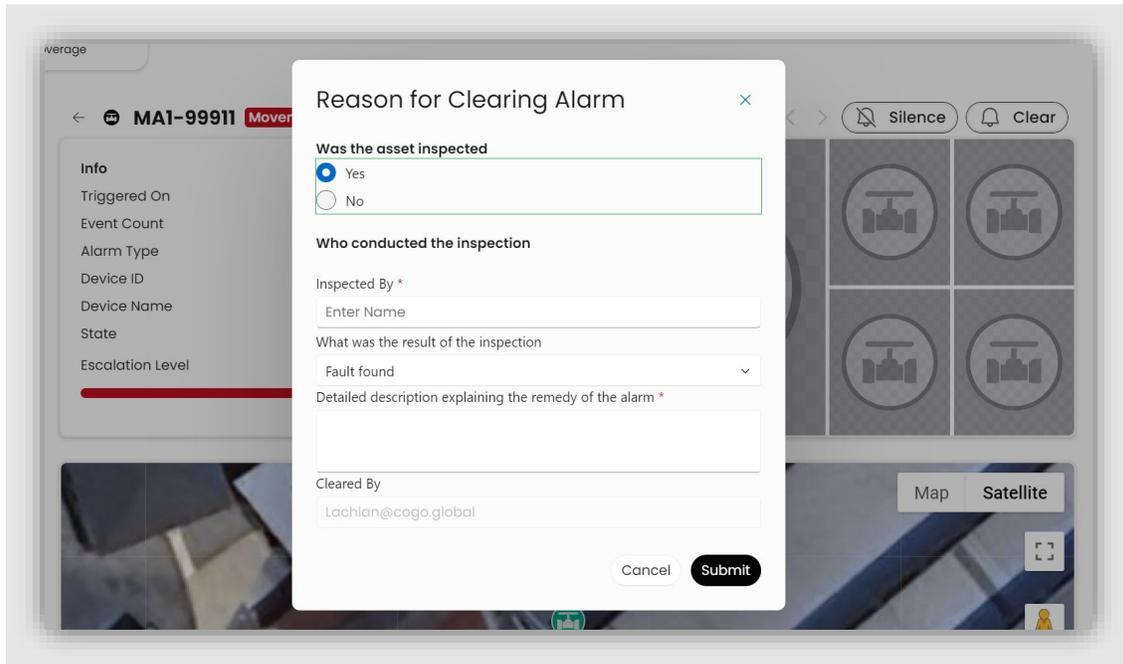
4.3.2. Clearing Alarms

Clearing an alarm is the final step after the underlying issue has been resolved. Once an alarm is cleared, it is removed from the active alarm list, and no further notifications will be sent. Clearing should only be done after a thorough inspection and confirmation that the asset has returned to its normal operating state.

To clear an alarm, follow these steps:

1. **Inspect the Asset:** Ensure that a technician has inspected the asset and addressed the issue that triggered the alarm.
2. **Open the Active Alarm:** Navigate to the active alarm you wish to clear.
3. **Click the "Clear" Button:** This will prompt a form where you must provide details on the resolution, including the actions taken and the reason for clearing the alarm.
4. **Submit the Information:** After entering the required details, submit the form to clear the alarm.

Once cleared, the alarm's details, including the user who cleared it and the reason provided, are logged in the system for reporting and audit purposes. This ensures a complete record of how and when alarms were resolved.



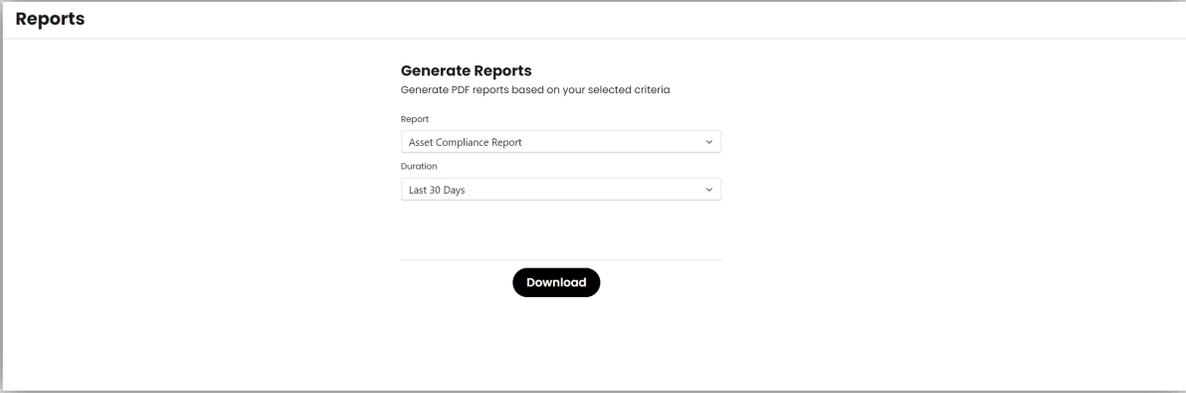
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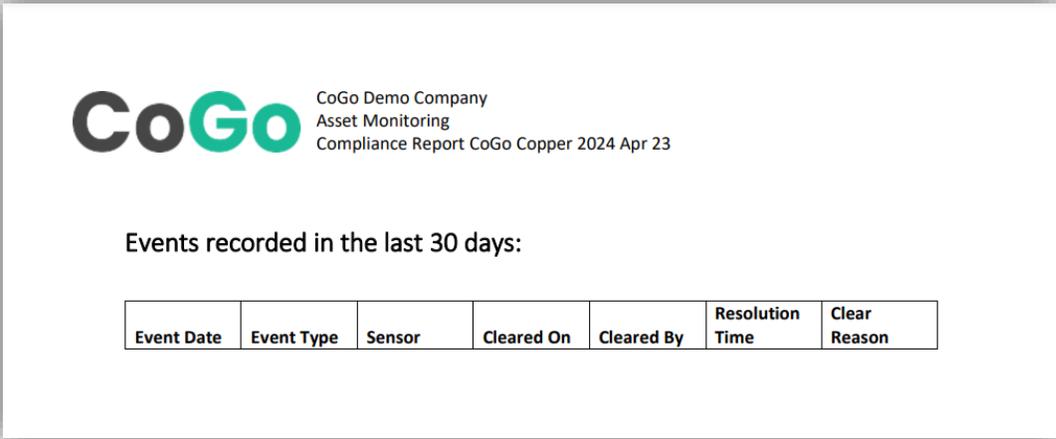
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5. Reports

CoGo provides access to downloadable alarm reports in the reports section. To download a report, select the report and the report parameters from the drop down menus, then click Download.



A PDF report will be generated and downloaded containing information about the cleared alarms at the specified site in the time window selected.



Event Date	Event Type	Sensor	Cleared On	Cleared By	Resolution Time	Clear Reason

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