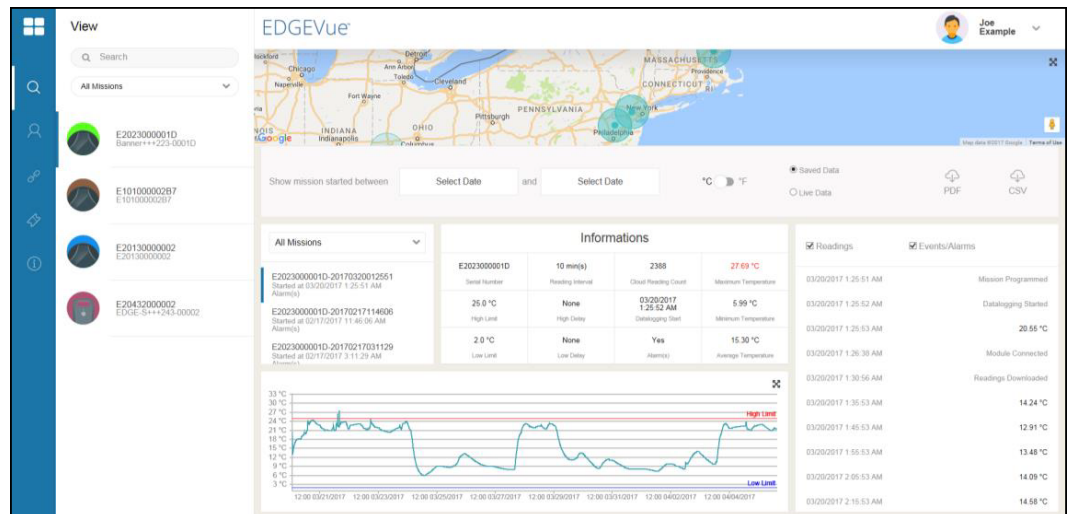


EDGEVue

Web Application



User Guide



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Publication Date

January 28, 2021

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About This Document

Overview

Congratulations and thank you for choosing EDGEVue Web.

This user guide describes the EDGEVue Web application, which enables you to configure and use EDGECloud services for your M-300 Series and S-400 Series temperature dataloggers.

The overall process for using EDGEVue Web is divided into three steps:

1. If you are using M-300 Series modules, you must enter a voucher number and pair your modules with your user account to use EDGECloud services. Please contact your sales representative for more information.
2. If you are using S-400 Series modules, a voucher is not necessary since they are pre-authorized to store data on EDGECloud.
3. Use EDGEVue Web to create your company account, add users, and pair your M-300 Series modules.
4. Download and install EDGEVue Mobile for each smartphone or tablet you wish to use to program, start, view or stop missions, and push data to the Cloud. Refer to EDGEVue Mobile user guide for more details on that application (user guide available directly from within the app).

Temperature readings and other mission data can be pushed to the EDGECloud by your smartphone or tablet from your S-400 Series or M-300 Series module, using your device's regular Internet connection (i.e. cellular or Wi-Fi). The data can then be accessed anywhere in the world by other users in your organization running EDGEVue Web software.



NOTE: If you are programming a mission for which you want data pushed to EDGECloud when the module is read by a mobile device, you must provide a valid EDGECloud user account name in EDGEVue mobile, on the smartphone or tablet that is used to program the module. This user account must be valid and listed for your company account, as described in this user guide.

Module(s) can be read at any point on their mission by other users with EDGEVue mobile installed on their mobile device. Those users do not have to enter any configuration information into EDGEVue Mobile. They can remain entirely anonymous and do not need to be added to your company's Cloud account to push data to the Cloud. All they need is an Internet connection to push data.

Figure 1 EDGEVue Shows Temptime Sensor Data Pushed from Anywhere



The following features of EDGEVue Web software are described in this user guide:

- Login, company account creation and user management
- Adding M-300 Series modules to your account (pairing)
- Viewing mission data uploaded by M-300 Series and S-400 Series modules
- Managing vouchers for accessing the service.

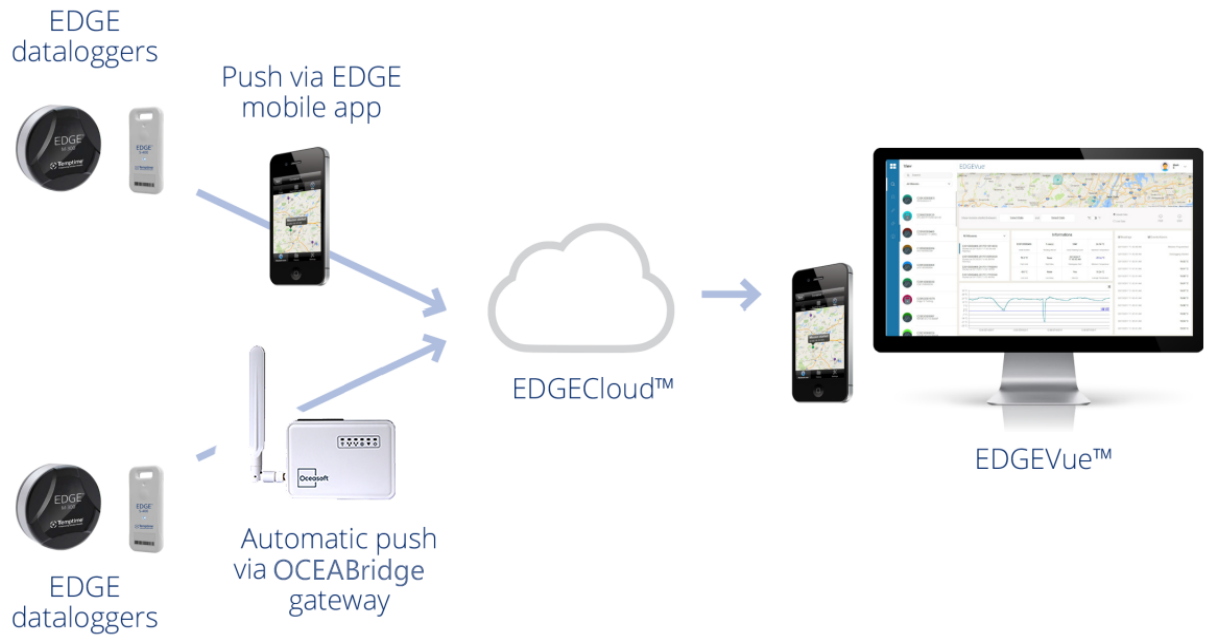
How It Works

EDGECloud is TEMPTIME's Cloud storage and data management platform for data collected from M-300 Series and S-400 Series modules.

First, the EDGEVue mobile application on your smartphone or tablet enables you to read modules wirelessly via Bluetooth at any time and upload the data to EDGECloud. This option is configurable in the mobile application. You may also use the OCEABridge Bluetooth-enabled gateway to collect module information automatically.

Users then log into their Cloud accounts on EDGEVue Web application to view and download information collected from modules, either via their mobile device or OCEABridge gateway.

Figure 2 Accessing Module Data via the Cloud from EDGEVue Web



Getting Started

Requirements

To use EDGEVue Web application, you will need:

- Personal computer or Android/iOS tablet
- Internet connection
- Supported browsers:
 - Google Chrome version 57.0.2987.133m or higher
 - Mozilla Firefox version 52.0.2 or higher
 - Microsoft Internet Explorer version 9 or higher
 - Safari version 9 or higher
- One or more M-300 Series or S-400 Series modules
- For M-300 Series modules, a voucher is required to enable your EDGECloud services. Please contact your sales representative to obtain a voucher. S-400 Series modules are Cloud-enabled by default and do not require the purchase of a voucher.
- A compatible smartphone or tablet with the EDGEVue Mobile application.

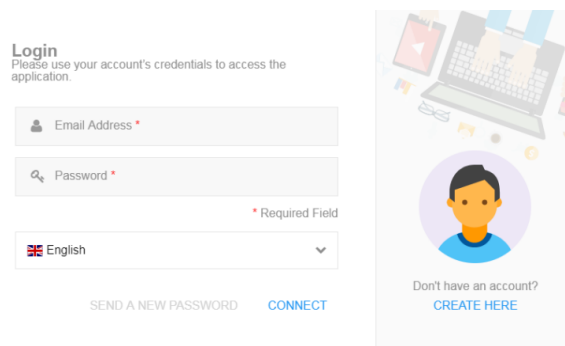
Accessing EDGEVue Web

1. Launch your Internet browser application.
2. Enter the address: edgevue.temptimecorp.com.

Logging into the Cloud Service

When you first access EDGEVue Web, the application detects the language of your Internet browser automatically and displays the login window either in English for all browser languages except French) or is French):

Figure 3 Connection Page



The screenshot shows the 'Login' section of the application. It includes the following elements:

- Title:** Login
- Instruction:** Please use your account's credentials to access the application.
- Form Fields:**
 - Email Address ***: A text input field with a red asterisk indicating it is required.
 - Password ***: A text input field with a red asterisk indicating it is required.
 - Language:** A dropdown menu currently set to 'English' with a small downward arrow on the right.
- Buttons:** 'SEND A NEW PASSWORD' and 'CONNECT'.
- Footer:** '* Required Field'.

To change the application language, click on the button and select the desired language from the drop-down menu.

If you have an account, enter your login information (e-mail address and password), and click on Connect.

Forgot Your Password?

If you cannot remember your username or password, click Send a new password on the Login:

A new password will be sent to the address configured for your account.



NOTE: The password is only sent to an already-registered user with a valid e-mail address.

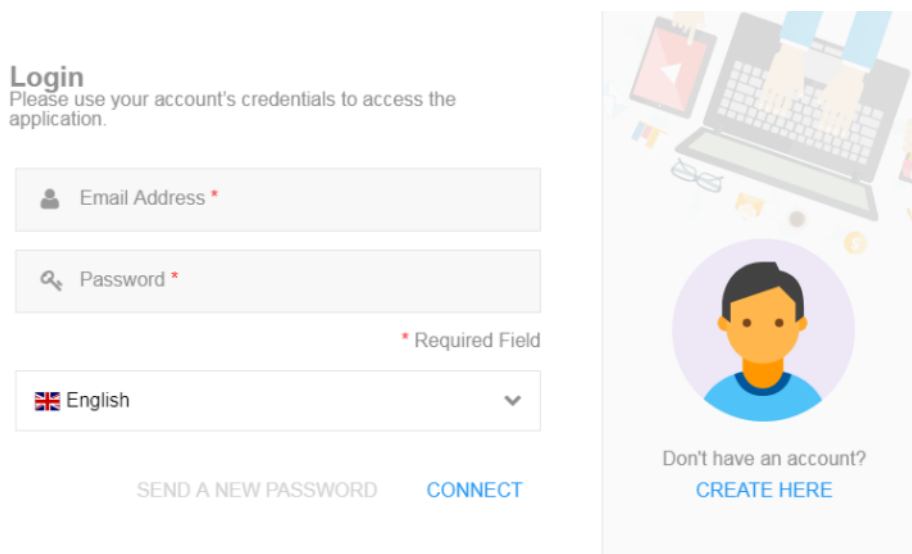
Creating Your Company Account

If you do not yet have a company account, you must first create one in order to use it and manage nearby EDGEVue modules. If you are using M-300 Series modules, you will be prompted to enter a voucher number.

To create your company account and create the first user profile:

1. Click **CREATE HERE** on the **Login** screen:

Figure 4 Login Screen




This screenshot is identical to Figure 3, showing the login form with fields for Email Address, Password, and Language. The 'CONNECT' button is highlighted in blue. On the right side, there is a larger illustration of a person's profile with the text 'Don't have an account? CREATE HERE' below it.

2. Fill in the required fields (marked with *). Passwords must only contain letters and numbers (no special characters).
3. Select the voucher type from the drop-down list.
4. Enter the voucher number that was sent to you by e-mail when you purchased Cloud services. If you intend to use both M-300 Series and S-400 Series modules, enter a voucher for the M-300 Series modules. None is required for S-400 Series modules, which are Cloud-enabled by default.
5. Click **CREATE** when done.
You will be automatically logged in after creating the account.

Figure 5 Entering Account Information and Voucher Number

Create Company Account
Please enter information about yourself in order to register.


Personal Information

First Name * Last Name *

Email Address *

Password * Confirm Password *

Host: Americas


Company Name *

Address 1 Address 2

City Postal Code

Phone Number

Country: -Select country-

 Voucher: EDGE M-300 and S-400

Voucher Key *

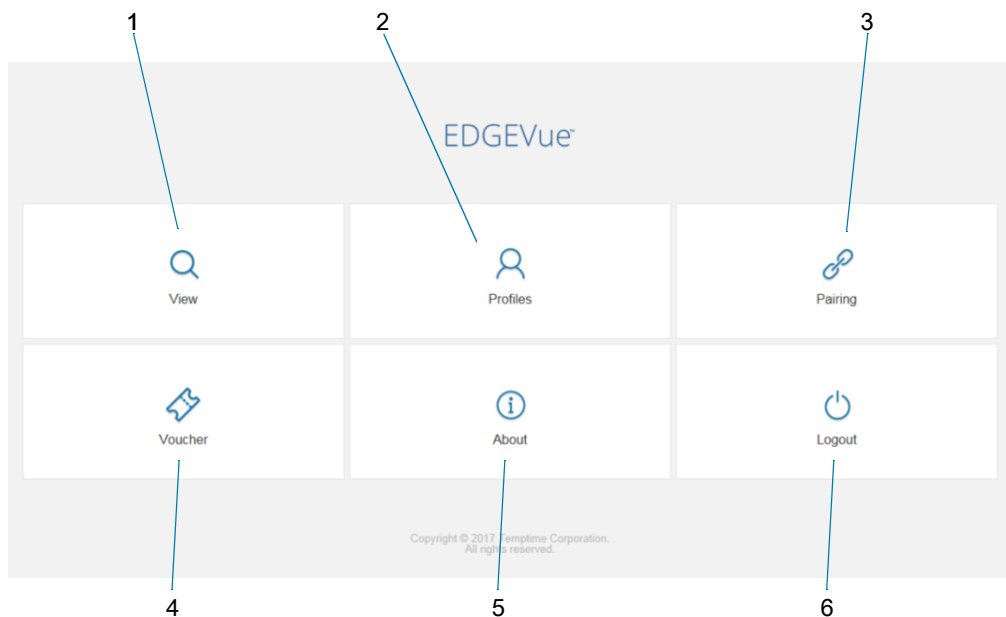
* Required Field

[I ALREADY HAVE AN ACCOUNT](#) [CREATE](#)

Using EDGEVue Web

The EDGEVue Web home page opens when you log into the application. This screen gives you direct access to key features:

Figure 6 Application Home Screen









For a better readability, the background color of a feature changes when your mouse passes over it, or when you select it.

Item	Feature	Description
1	View	Information from the various modules associated with your company account
2	Profiles	User and company information
3	Pairing	Add modules to the Cloud service
4	Voucher	Manage Cloud credits for your modules
5	About	General information about product, accessories, and user manual
6	Logout	Close your EDGEVue session

Click on a feature, such as **Voucher Management**.

Figure 7 Voucher Management Screen with Toolbar



Item	Feature	Description
7	Toolbar	The Toolbar contains icons that give you quick access to the different features of EDGEVue Web Interface: <ul style="list-style-type: none">  Home page  View  Profile  Pairing  Voucher management  About
8	Options	Additional menu for the current feature
9	Workspace	Main working area

Managing Vouchers

EDGECloud is a flexible service that allows you to manage data collected by your M-300 Series and S-400 Series modules. As mentioned previously, you must purchase credits in the form of a voucher to use your company account and benefit from Cloud storage and access for your M-300 Series modules. S-400 Series modules are activated for Cloud use at the time of purchase and therefore do not require a voucher code.

Vouchers provide Cloud access for 12 months and for a specified number of M-300 Series modules. Please contact TEMPTIME or your sales representative for more information.

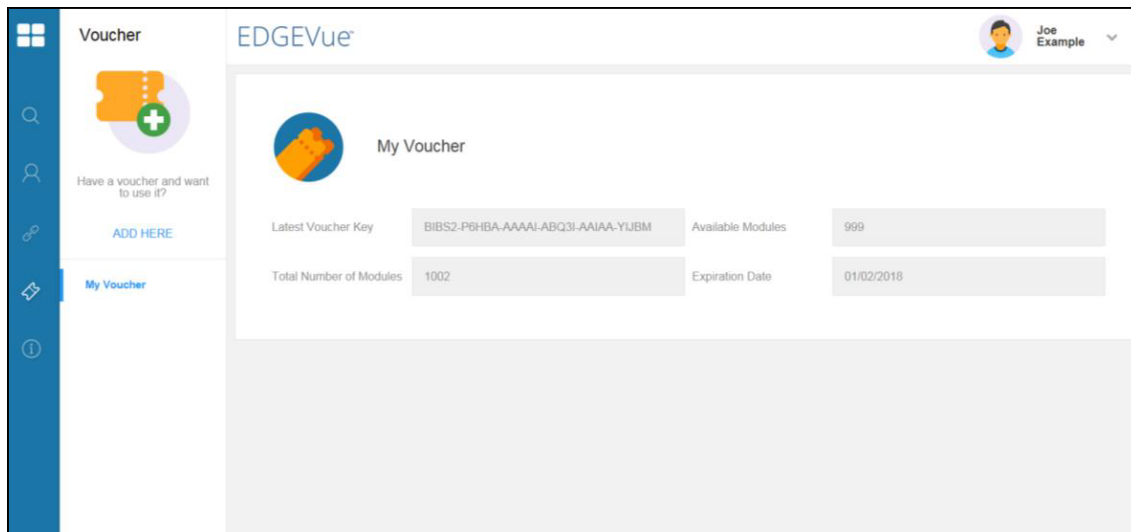
Recharging Your Voucher Account (M-300 Series Only)

When you purchase credits to recharge your account, you will receive a voucher with information to enter in EDGEVue Web.

To see your account's voucher status:

1. On the home page, click **Voucher**.
2. Click on **My Voucher**.

Figure 8 Checking Current Voucher Status



The screenshot displays the EDGEVue web interface. On the left is a blue navigation sidebar with icons for home, search, user profile, vouchers, and help. The main content area is titled 'EDGEVue' and shows the user 'Joe Example'. The 'My Voucher' section contains a table with the following data:

Field	Value
Latest Voucher Key	BIIBS2-P6HBA-AAAAI-ABQ3I-AAIAA-YIJBM
Available Modules	999
Total Number of Modules	1002
Expiration Date	01/02/2018

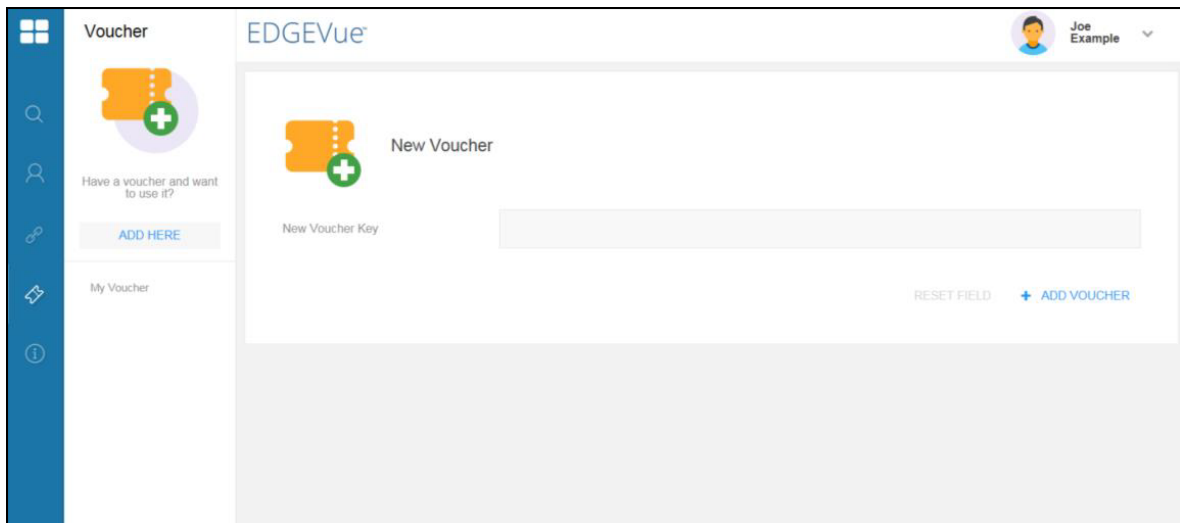
Attributes	Description
Latest Voucher Key	Number of the last voucher key you entered.
Available modules	Remaining number of M-300 Series modules that you may pair with the service. If you delete a module from the service, this number increases automatically.
Total Number of Modules	Number of M-300 Series modules covered by the voucher.
Expiration Date	Date at which the EDGECloud service expires for the overall pool of modules. You may still access your data, but no new data can be stored. You must renew your annual EDGECloud subscription service and receive a new voucher number in order to maintain access to the data.

Entering a New Voucher Key

When you receive a new voucher for your M-300 Series modules:

1. On the home page, click on **Voucher**.
2. On the left of the **Voucher** screen, click on **ADD HERE**.
3. Enter the new voucher key in the text box and click on **ADD VOUCHER**.

Figure 9 Entering a New Voucher Key



Managing Modules

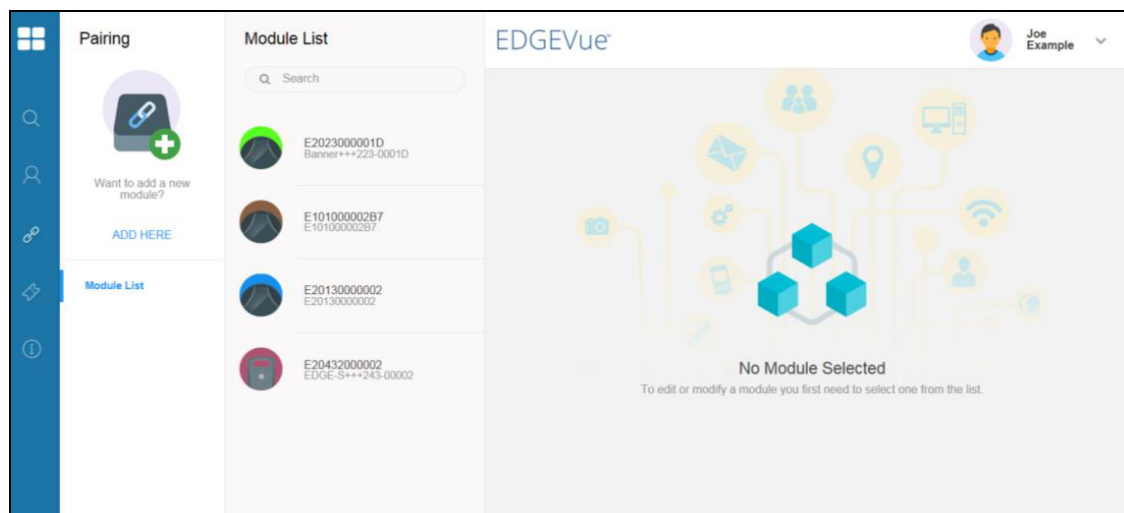
Pairing M-300 Series Modules with the Service

You must register each of your M-300 Series modules with the Cloud service.

To add modules to the service:

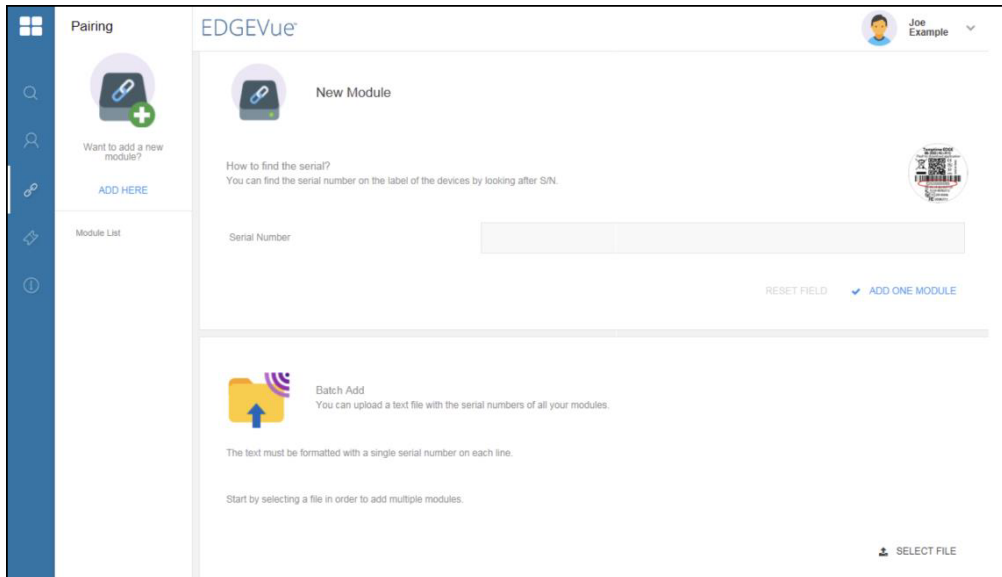
1. On the home page, click on **Pairing**.
2. On the left of the **Pairing** screen, click on **ADD HERE**.

Figure 10 List of Modules from the Pairing Page



3. Enter the serial number of the module you wish to add, then click on **ADD ONE MODULE**.

Figure 11 Adding an M-300 Series Module to the Cloud Service



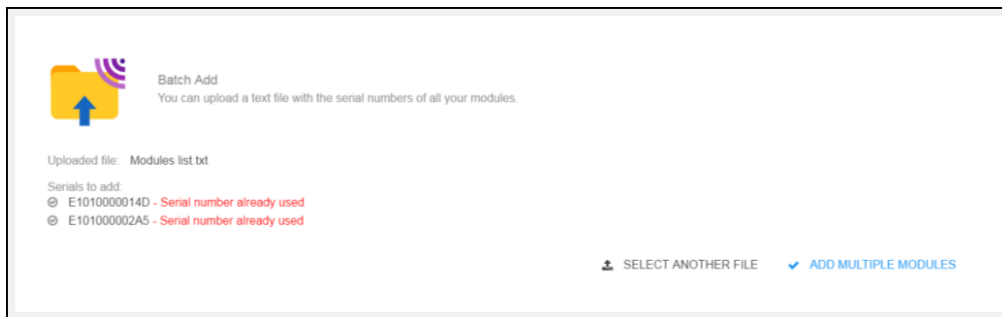
4. The system identifies the type of sensor on the module based on its serial number. If you enter an incorrect serial number, an error message is displayed. Click on **OK** to end the process. Check the serial number and try again. Contact technical support if the problem persists.

You can also add a batch of modules by dragging and dropping a .txt file containing their serial numbers in the **Batch Add** section of the page.

After adding the txt file, you will see a list of modules from that file.

In case an error occurs while adding a batch of modules, only the valid modules are added. The modules that caused the error are not added and the corresponding errors are displayed on the screen for each module.

Figure 12 Error Messages - Adding M-300 Series Modules to the Cloud Service in Batch Mode



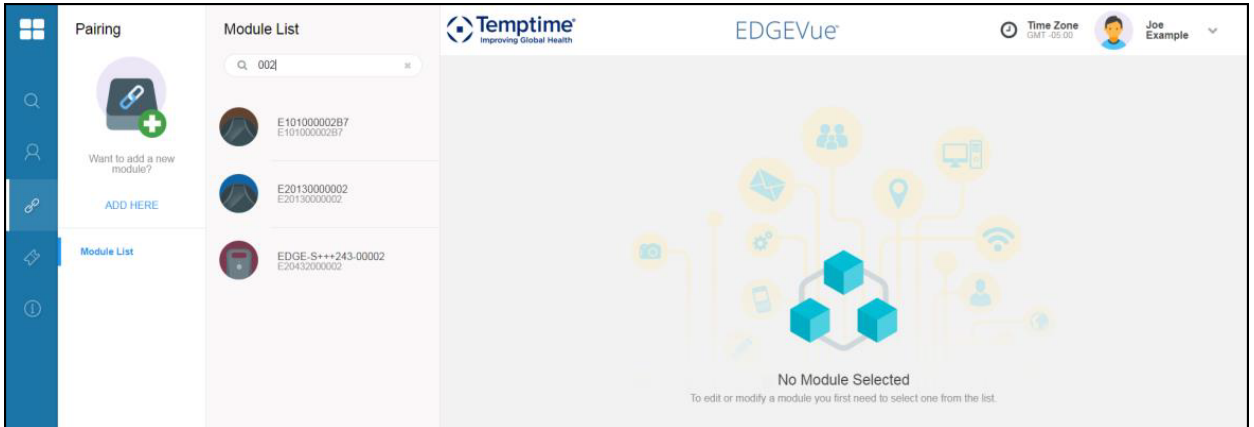
Viewing or Removing Modules

Click on **Pairing** on the home page to see all the modules you have paired with EDGECloud.

The **Pairing** screen contains a **Search** field that you may use to filter the module list.

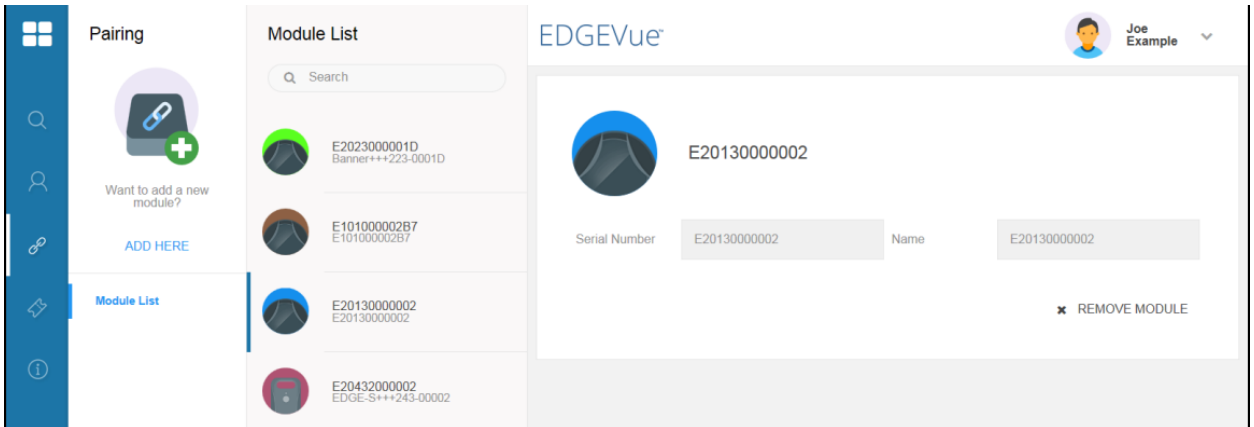
1. Type the text you want to use as a filter in the search field. The contents of the list are filtered in real-time as you type to display only items containing that text.
2. To clear the active filter, simply delete the text in the field.

Figure 13 Filtering the List of Modules Currently Paired



If you wish to remove a module from the service, select the module and click **Remove module**.

Figure 14 Viewing or Removing Modules from the Service



Renaming Modules

Module names are assigned when a mission is defined using the EDGEVue Mobile application.

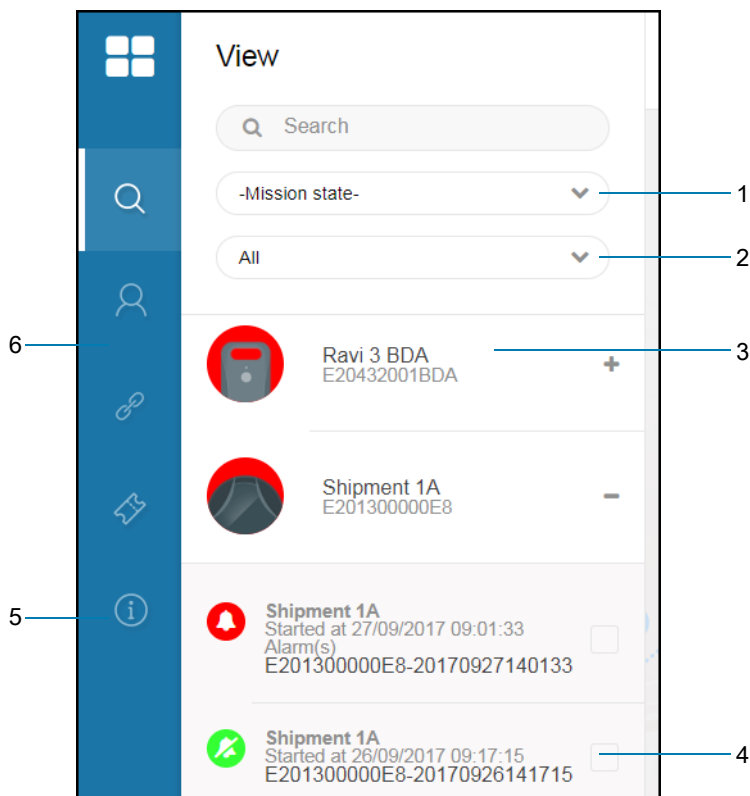
Module names cannot be changed using the EDGEVue Web application.

Viewing Data Uploaded by Modules

You can use EDGEVue Web to access all the information uploaded to the Cloud by mobile devices that read your modules or by your OCEABridge receiver(s). The modules are organized by alarm status first and then alphabetically.

On the home page, click on **View**.

Figure 15 Viewing Uploaded Data



- Click on a module or on the [+] sign to unfold the list of associated missions (3). Click again on the module or on the [-] sign to hide the list.
- The colored icon next to each sensor indicates its current status:
 - Red: one or more alarms have been detected during the current mission.
 - Green: no alarm detected.
 - Orange: one or more technical alarms have been detected.
 - Grey: non-programmed module.

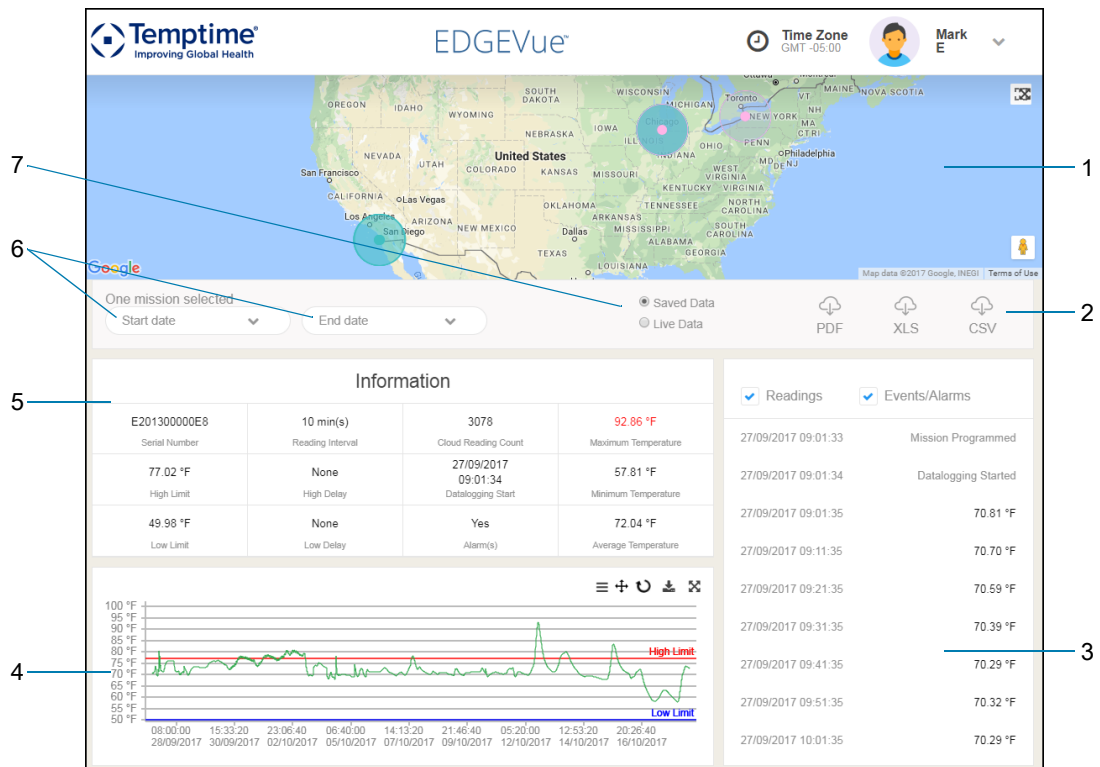
Viewing Data Uploaded by Modules

- Different colored icons are used to indicate the individual mission status (5):
 - Red: high and/or low alarm limit exceeded during the current mission
 - Green: mission within programmed high and low alarm limits (no alarm)
 - Orange: one or more technical alarms have been detected (low battery or radio transmission issues ...)
- You can filter the modules according to mission status or the presence/absence of alarms (1).
- You may restrict the list of displayed modules by selecting the time period (Last 24 hours, Last week, Last month, or date range) using the pull-down menu (2).
- Select the desired mission by clicking on the corresponding box (6). You may select several missions to monitor multiple graphs simultaneously. See [Viewing Multiple Sensor Graphs on page 25](#).

The details of the selected mission appear on the screen (see below).

Mission Details

Figure 16 Details of the Selected Mission



Description	
1	Google Map showing points at which the module was programmed, read, and stopped (if location services activated on mobile device running EDGEVue Mobile)
2	Create reports in CSV, PDF or XLS format of information currently visible on the screen and graph (files are saved in the folder defined in browser settings).
3	List of all temperature readings, events, and alarms with date/time stamp. At the top of the list, you may click on Readings or Events/Alarms to filter and show the information you want.
4	Graph of temperature readings over the entire mission.

Description	
5	Module and mission data.
6	Date filter to select the time period for your graph.
7	View stored data or live data from modules using the Watch Mode function.

Live Data vs Saved Data

Live data mode shows readings transmitted by your mobile device running in Watch Mode. With Watch Mode, your mobile device captures temperature information contained in Bluetooth wireless advertisement frames on an ongoing basis. It then sends the information to EDGECloud at an interval specified in EDGEVue Mobile. The value then shown in EDGEVue Web is therefore the latest received reading at the programmed transmission time.



NOTE: Live temperature data is not actually stored in datalogger memory. It is only that which is sent in Bluetooth wireless advertisement frames.

Readings corresponding to a period with alarms are shown in color:

- Red if the reading is strictly higher than the programmed high limit
- Blue if the reading is strictly lower than the programmed low limit

Events and alarm types are not displayed in the list in this display mode.

The other option, Saved data, shows the data that was actually recorded by the datalogger and sent by a mobile device with EDGEVue Mobile when specific events occur, namely when: the mission is started, read/downloaded, or stopped. With the Saved data option, you may use the checkboxes to show readings and/or events, and alarm types. This option also shows stored readings that were transferred by an OCEABridge gateway.

Module Geolocation



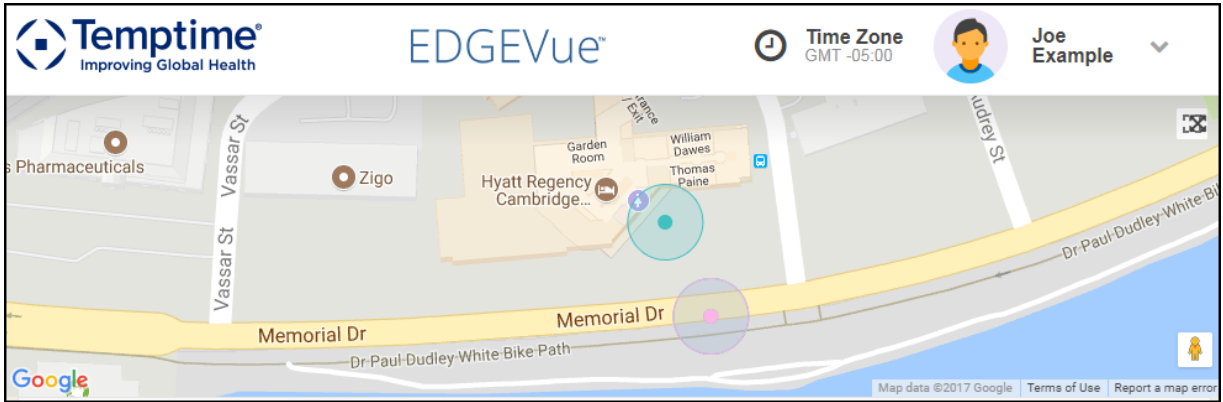
IMPORTANT: The map view displays for one mission only. This feature is disabled when selecting multiple missions.

The map shows the last known location of the selected module and all events detected during the mission (Module connected, Readings downloaded, Mission programmed, Mission stopped). Geolocation information is retrieved and updated from your mobile device when you connect to the application.

Each event with GPS position is represented by an indicator on the map with color coding showing the mission status (red for “Mission programmed” and “Mission stopped” events and blue for “Module connected”, and “Readings downloaded” events).

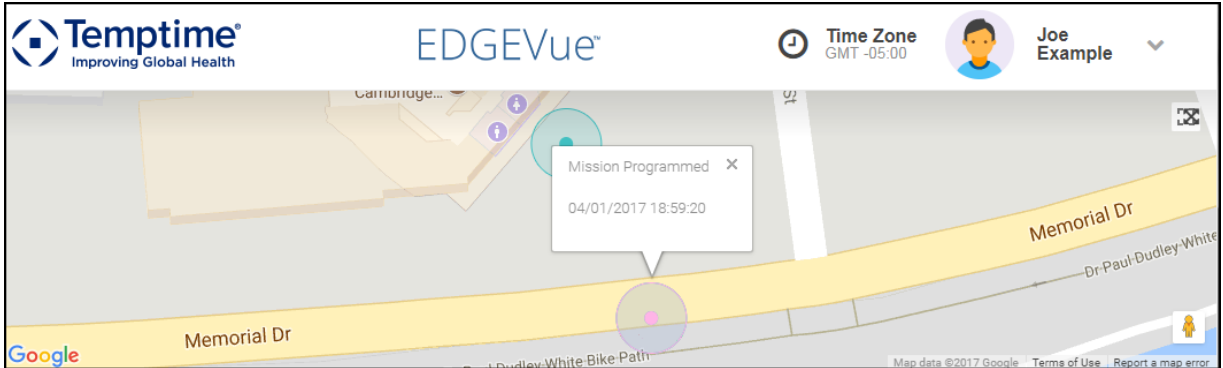
You may expand the map by clicking on the button in the top right corner. The map opens in a new window in full-screen mode. To reset the map back to its original scale, click on the button.

Figure 17 Map showing Last Known Location of the Selected Module



Clicking on the position indicator shows a thumbnail with the type of event and the date and time when it occurred.

Figure 18 Event Details



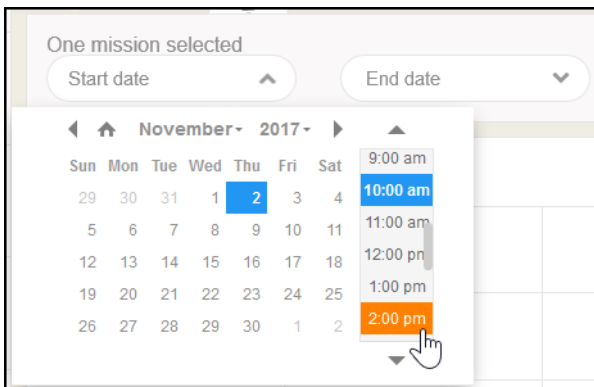
The thumbnail automatically displays on the map if you click on an event in the list (check the Events/Alarms option). Click on the x in the corner of the thumbnail to hide it.

Using the Date Filter

You may adjust the dates for displaying graphs by selecting the mission start and end dates.

Click in the start and end date fields and use the pop-up calendar to select a date and a time slot. The current date is selected by default.

Figure 19 Mission Date Selection Filters



The graph automatically adjusts on-the-fly to display only temperature values over the selected period of time.



IMPORTANT: The date range of your selection may have an effect on multi-graph displays.

Clear the active filter by clicking on the x icon in the field.

Figure 20 Mission Date Selection Filters



Viewing Module Data

The **Information** panel shows the module and mission data, as configured in EDGEVue Mobile:

- Module serial number
- High and low temperature limits
- Reading interval
- Number of readings pushed to the Cloud
- Minimum and maximum temperature values collected during the mission
- Presence of alarms.

Data outside the upper and lower temperature limits are shown in red in the panel:

Figure 21 General Module Information

Information			
E30402000864	1 min(s)	322	87.46 °F
<small>Serial Number</small>	<small>Reading Interval</small>	<small>Cloud Reading Count</small>	<small>Maximum Temperature</small>
86.0 °F	None	16/06/2017 11:52:22 am	77.85 °F
<small>High Limit</small>	<small>High Delay</small>	<small>Datalogging Start</small>	<small>Minimum Temperature</small>
None	None	Yes	79.93 °F
<small>Low Limit</small>	<small>Low Delay</small>	<small>Alarm(s)</small>	<small>Average Temperature</small>



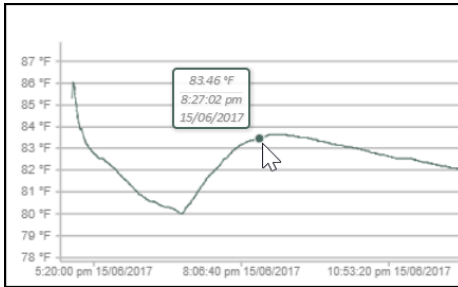
IMPORTANT: The display format of temperature readings (temperature unit in °C or °F, date and time format, decimal separator) can be configured in the Profile page. See [Managing Users](#) for more information.

Viewing Sensor Graph



A tracking graph shows a list of sensor readings and their time-stamps over the mission.

When you move the mouse pointer over the graph, a tooltip displays the temperature reading and the date when the value was read by the sensor:

Figure 22 Detail of a Temperature Reading

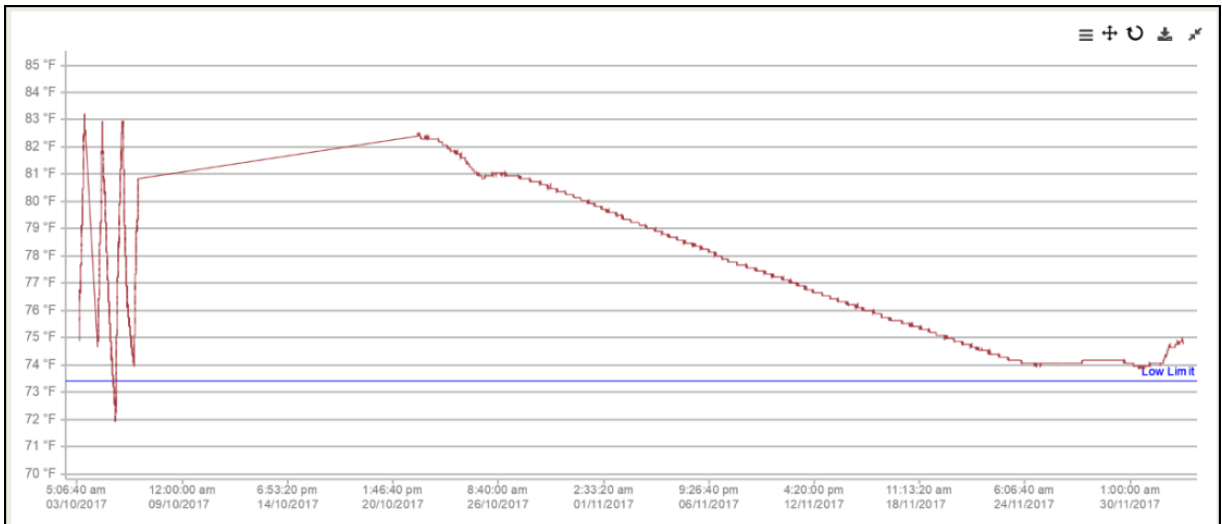


The display format of temperature readings depends on parameters set in the user profile. At any time, you can change the temperature unit (°C or °F), select the date format or set the decimal separator. See [Managing Users](#) for more information.

You may expand the graph display by clicking on the  button in the top right corner. To reset the graph back to its original scale, click on the double arrow .

If the selected sensor contains data outside the programmed temperature limits, the upper boundary (in red) and lower boundary (in blue) are shown on the graph.

Figure 23 Display of Temperature Boundaries on the Graph

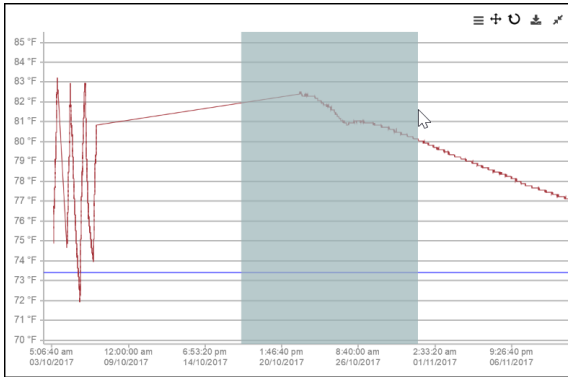


Zooming and Panning in the Graph

You may zoom into a specific area in the graph to examine details:

- Click and drag the mouse pointer at the desired location in the graph.
- Release the left mouse button to zoom to that region.
- Repeat these steps to get a higher zoom level.

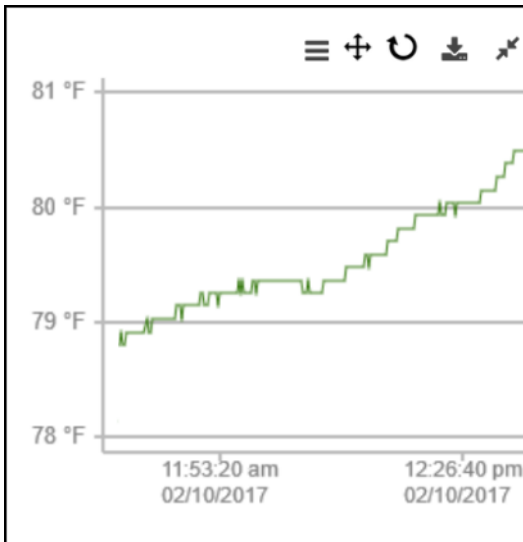
Figure 24 Select the Region to Examine Details










As you zoom into a specific area in the graph, the mission start and end change accordingly in the date fields.

Additional tools are active in the upper right-hand side.

Figure 25 Graph Control Tools



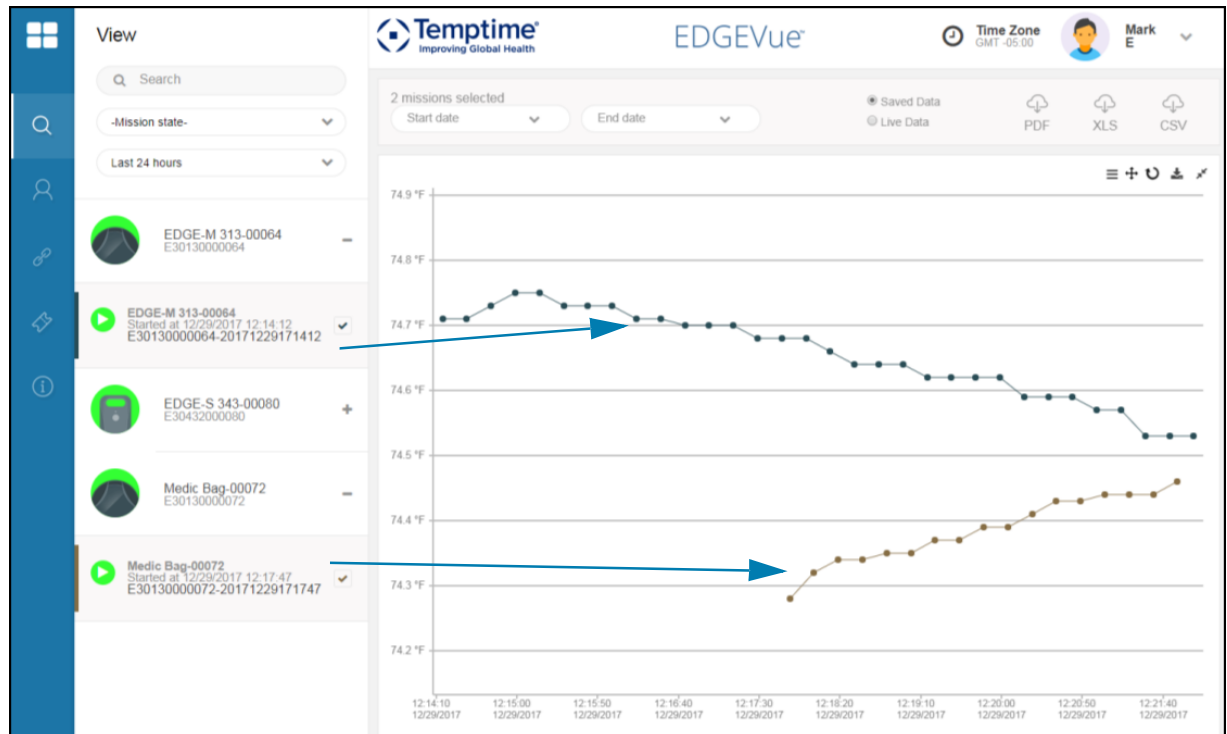
	Changes the temperature axis scaling to make the intervals larger so that you can see units more clearly.
	Click on this button to enable panning. The button turns into a magnifying glass. Then, click anywhere on the graph and, while keeping the mouse button pressed drag right or left to focus on particular regions of the graph.
	Turns off panning mode.
	Clears zoom or pan effects and resets the graph back to its original scale.
	Exports the current active curve(s) to a .PNG image file.
	Enlarges the graph area.
	Resets the graph back to its original scale.

Viewing Multiple Sensor Graphs

You can view the temperature graphs of several sensors at the same time in order to monitor fluctuations over various missions or to compare similar equipment.

1. Click on the desired module(s) in the list and then, click on the checkbox(es) next to the missions you want to view. A colored check mark will be displayed for each selected mission. The same color as the checkmark is used on the graph to differentiate sensors.
2. A graph is drawn from readings stored for each selected sensor.

Figure 26 Viewing Multiple Sensor Graphs



EDGEVue will show the upper (in red) and lower (in blue) temperature boundaries on the graph if several sensors have the same high and low limits.

You may use the available zoom and controls to examine the graph in detail.

Managing Reports

As mentioned earlier, EDGEVue can create reports in .PDF format for viewing, or .XLS and .CSV (comma-separated value) text file format for use in MS Excel or other compatible spreadsheet software. As before with the Viewing, the date filters can be set to limit the reports generated to just the time period specified.

Generating Reports

To generate a report in .PDF, XLS or .CSV:

1. Choose a mission.
2. Click on the .PDF, XLS or .CSV icons to create your file.
3. Specify the location and click on Save.

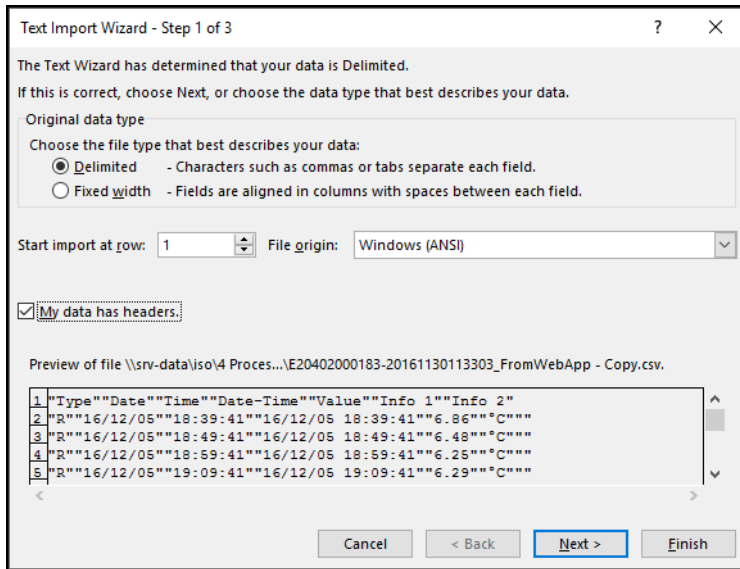
Opening a .CSV file with Excel

The .CSV file generated by EDGEVue contains module mission data in file format called comma-separated format.

To open .CSV file generated by EDGEVue:

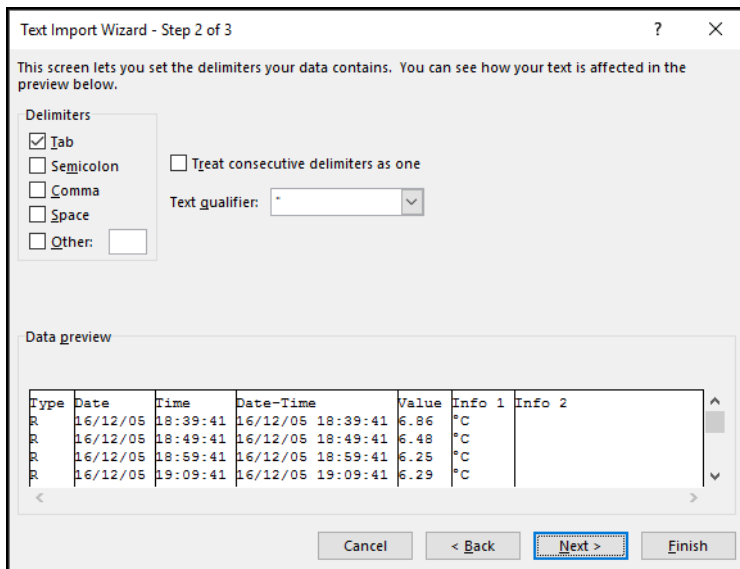
1. Save the file to your computer.
2. Open Excel, then select **File > Open**, and browse to open the file.
3. Excel detects that you have selected a CSV format delimited text file and launches its **Text Import Wizard**. Make sure that **Delimited** and **My data has headers** are selected.

Figure 27 Text Import Wizard, Step 1



4. Make sure that **Tab** is selected as the delimiter.

Figure 28 Text Import Wizard, Step 2



5. Click on **Finish**.
6. The file opens in Excel as shown here. Values displayed in each column as configured in the user profile, in EDGEVue Web (date and time format, temperature unit and decimal separator).

Managing Reports

Figure 29 Contents of a File Generated by EDGEVue Web

The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D	E	F	G
1	Type	Date	Time	Date-Time	Value	Info 1	Info 2
2	R	05-12-16	18:39:41	16-12-05 18:39	6.86 °C		
3	R	05-12-16	18:49:41	16-12-05 18:49	6.48 °C		
4	R	05-12-16	18:59:41	16-12-05 18:59	6.25 °C		
5	R	05-12-16	19:09:41	16-12-05 19:09	6.29 °C		
6	R	05-12-16	19:19:41	16-12-05 19:19	6.46 °C		
7	R	05-12-16	19:29:41	16-12-05 19:29	6.72 °C		
8	R	05-12-16	19:39:41	16-12-05 19:39	7.09 °C		
9	R	05-12-16	19:49:41	16-12-05 19:49	7.47 °C		
10	R	05-12-16	19:59:41	16-12-05 19:59	7.64 °C		
11	R	05-12-16	20:09:41	16-12-05 20:09	7.51 °C		
12	R	05-12-16	20:19:41	16-12-05 20:19	7.17 °C		
13	R	05-12-16	20:29:41	16-12-05 20:29	6.7 °C		
14	R	05-12-16	20:39:41	16-12-05 20:39	6.36 °C		
15	R	05-12-16	20:49:41	16-12-05 20:49	6.16 °C		
16	R	05-12-16	20:59:41	16-12-05 20:59	6.25 °C		

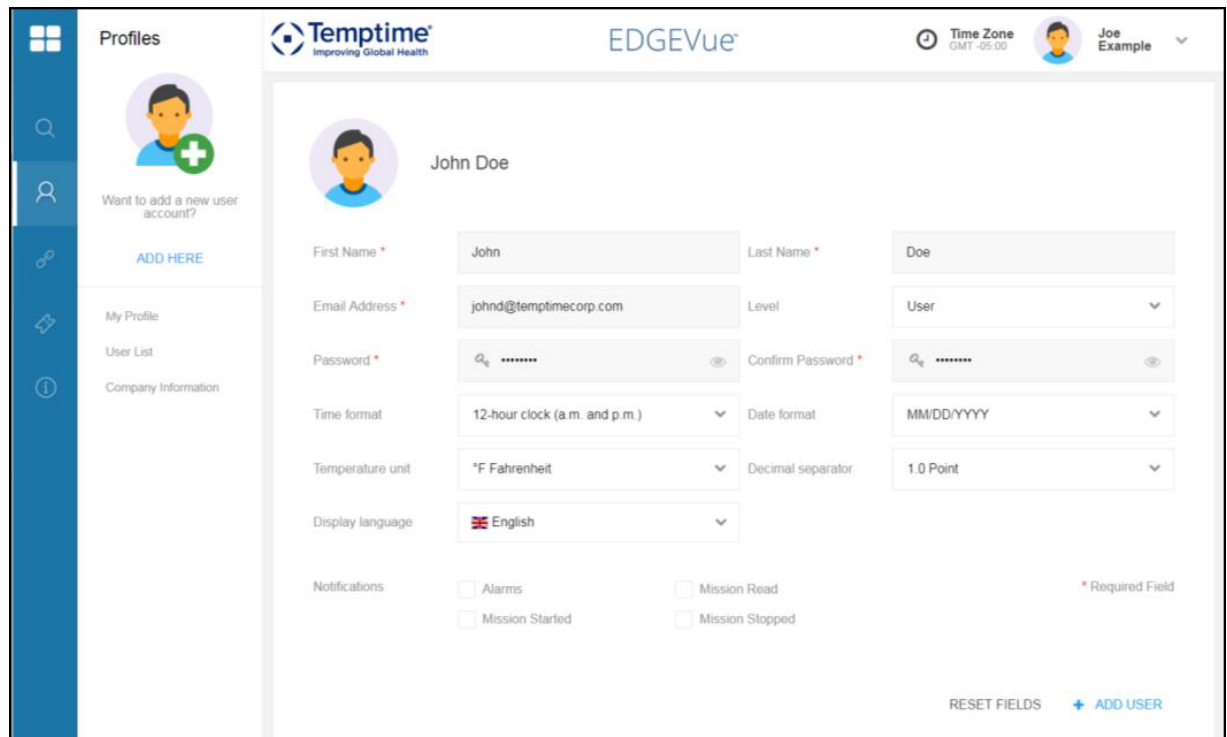
Managing Users

Adding New Users

You can add new users to your EDGECloud account at any time.

1. On the home screen, click on **Profiles**.
2. In the **Profiles** menu, click on **Add here**.
3. Enter the required information in the corresponding fields.

Figure 30 Adding a New User



The screenshot displays the EDGEVue user management interface. On the left, a sidebar menu includes 'Profiles', 'My Profile', 'User List', and 'Company Information'. The main content area shows the 'Add New User' form for 'John Doe'. The form includes fields for First Name, Last Name, Email Address, Password, and Confirm Password. It also features dropdown menus for Level, Time format, Date format, Temperature unit, and Display language. At the bottom, there are checkboxes for Notifications (Alarms, Mission Read, Mission Started, Mission Stopped) and a 'Required Field' indicator. The form is titled 'John Doe' and includes a 'RESET FIELDS' button and an 'ADD USER' button.

4. In the **Level** field, select one of these two options for to assign the desired access rights:
 - **UserRegular** - user with view-only rights.
 - **Administrator** - user with access to all features.
5. You may change the display format of temperature readings on the View page by selecting the required options from the drop-down menus:
 - **Time Format** - Readings can be displayed in the **am/pm** or **24h** format.

- **Date Format** - The date format of temperature readings can be **day/month/year** or **year/month/day**.
 - **Unit** - The temperature unit can be displayed in degrees **Celsius (°C)** or **Fahrenheit (°F)**.
 - **Separator** - Select the character to use as a decimal separator in mission data.
6. You may change the application language by selecting your default language from the **Display Language** pull-down menu.
 7. Choose the type of e-mail notifications the user will receive for the company's modules programmed by that same user (the Cloud connection must be activated on the mobile device running EDGEVue Mobile when programming the mission, and the Cloud option must be included in the mission settings).
 - **Alarms** - E-mail is sent if an alarm is detected
 - **Mission started** - E-mail is sent when the mission is started
 - **Mission read** - E-mail is sent when the mission is read by the EDGEVue smartphone/tablet application
 - **Mission stopped** - E-mail is sent when the mission is stopped
 8. Click on **ADD USER** when done, or click on **RESET FIELDS** if you want to redo the entered information.



IMPORTANT: Any parameter set in the user profile will be stored and automatically applied the next time the user logs in to EDGEVue Web.

Updating User Information

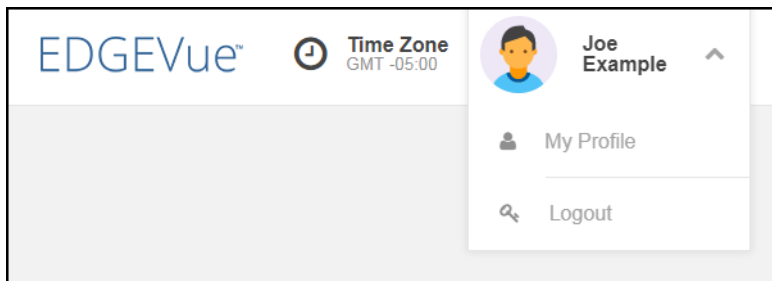
If you do not have Administrator rights, you can only make changes to your own account.

With Administrator rights, you can modify or remove user profiles at any time.

To modify your own account:

1. Click on the drop-down menu in your profile in the top right and click on **My Profile**.

Figure 31 Editing Your Own Profile

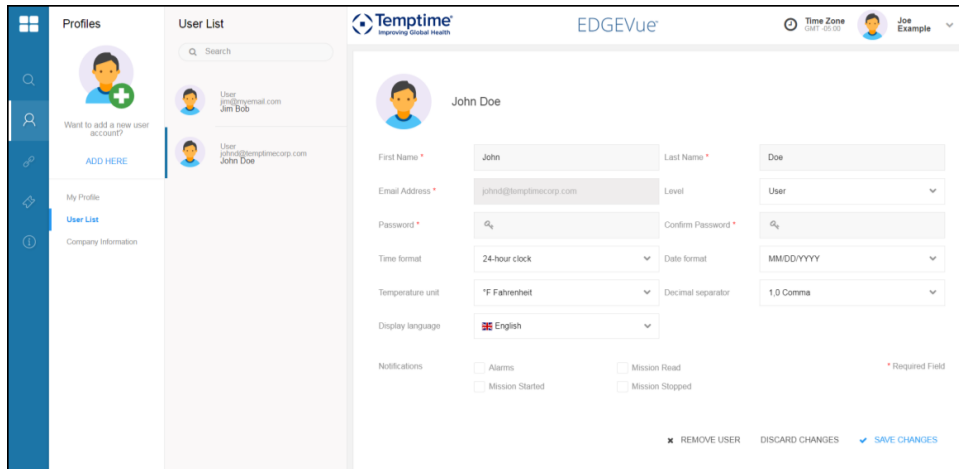


2. Click in the desired field and edit the information as needed.
3. Click on **Save changes** when done, or click on **Discard changes** if you want to revert to the previously saved information.

To modify or remove other user profiles:

1. On the home page, click on **Profiles > User list**.
2. Click on a user name in the list.
3. Edit the information as needed and click on **Save changes**.
4. To delete this user, click on **Remove user**.

Figure 32 Editing / Deleting a User Profile

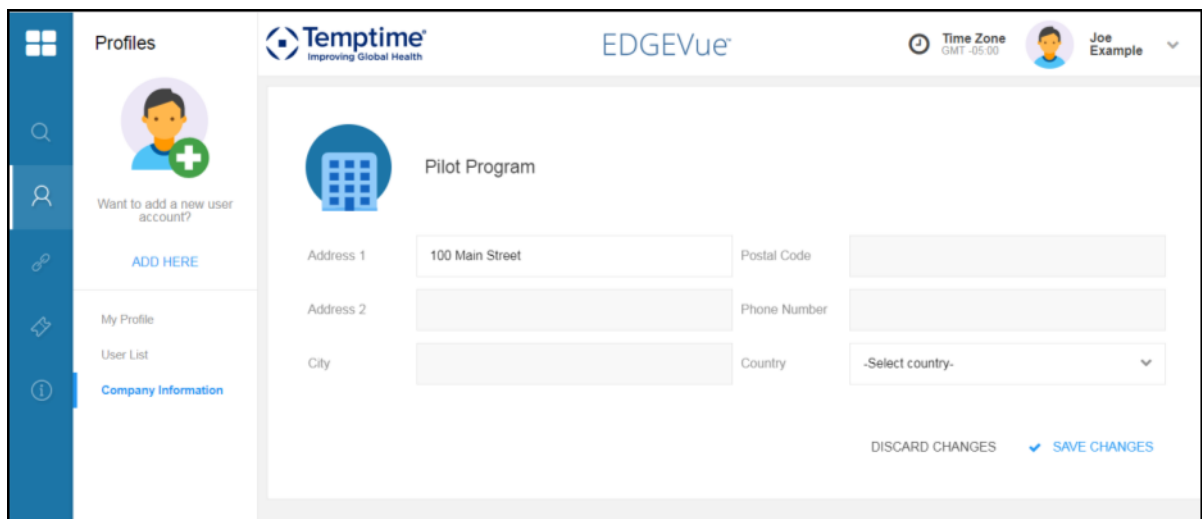


Updating Company Information

With Administrator rights, you may modify company information at any time:

1. On the home page, click on **Profiles > Company information**.
2. Click in the desired field and edit the information as needed.
3. Click on **Save changes** when done, or click on **Discard changes** if you want to revert to the previously saved information.

Figure 33 Updating Company Information

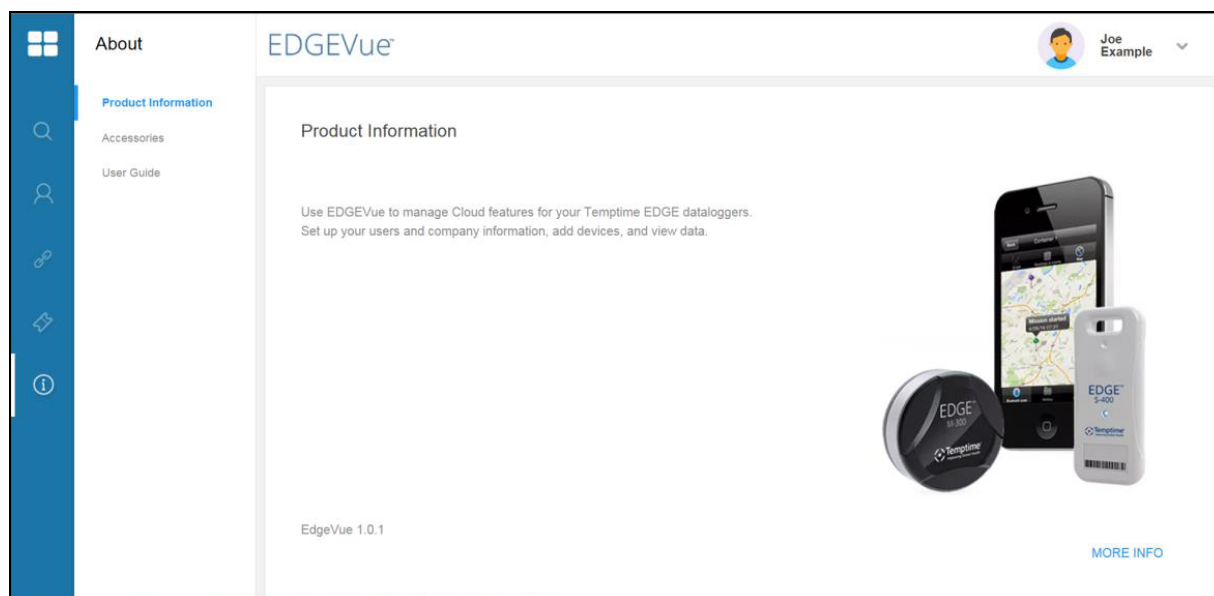


Getting Help

You may access various product information in the **Information** section by clicking on the ⓘ icon on the left-hand side of the screen.

This user guide can be downloaded by clicking on **User Guide > Download**.

Figure 34 Product Information and Access to the EDGEVue Web User Manual



Troubleshooting

If you are having difficulties with your configuration, look at these frequently asked questions before contacting technical support.

My web browser is loading an old version of EDGEVue Web. I cannot see the latest improvements. What should I do?

Refresh your browser display. When using your regular Internet browser, the pages of EDGEVue Web that you visit are automatically stored in cache to make pages load faster when accessed again in the future.

Since your web browser is accessing a cached version of EDGEVue, changes to the application may not be seen because you are viewing an “old version of the application. Errors may occur and alter the correct behavior of your application.

Clearing out your Internet browser’s cache will delete any previous version of EDGEVue Web and display the most recent one. Refer to instructions about clearing the cache in the Settings or Options menu of your favorite web browser. Restart your browser for this to take effect.

