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User Manual:

WebREACT

Software version 4

Introduction

WebREACT is a PC-based supervisory control and data acquisition system that enables you to monitor sensor inputs from a practically unlimited number of different areas and devices on a single PC. It will raise alarms if any sensor input is outside of acceptable limits, and keeps a full log of historical data to meet your reporting and auditing needs.

Contents

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Accessing Your WebREACT System

WebREACT is a web-enabled system that can be accessed via any PC that has Internet Explorer and a connection to the Internet.

1. Open Internet Explorer

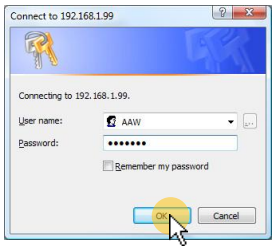
You will need to be running Internet Explorer version 7 or 8.

2. Type in the address (URL) for your WebREACT system and press Enter on the keyboard.

Once your WebREACT system has been set up, you will be given a unique URL for accessing it. It will probably be worth making this your home page so that you are taken to it directly when you open Internet Explorer.

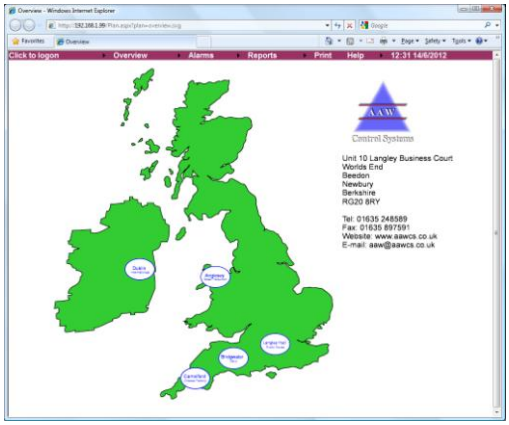
3. If required, enter your network user name and password and click **OK**

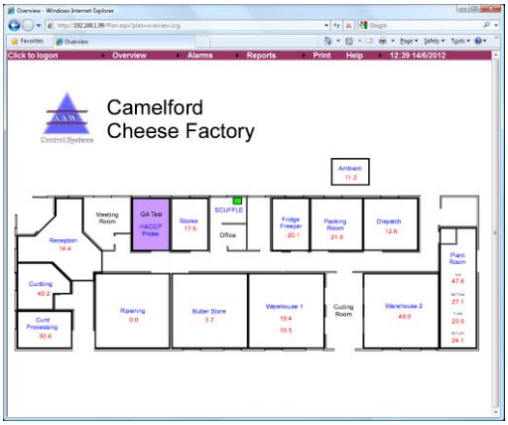
Depending on your security setup, you may be prompted for a network user name and password. These should have been issued to you by your IT Services department.



4. Wait for the *Overview* page to be displayed.

Depending on the setup of your WebREACT system this will either be a map of Great Britain showing the various locations being monitored, or a floor plan of the particular facility being monitored.





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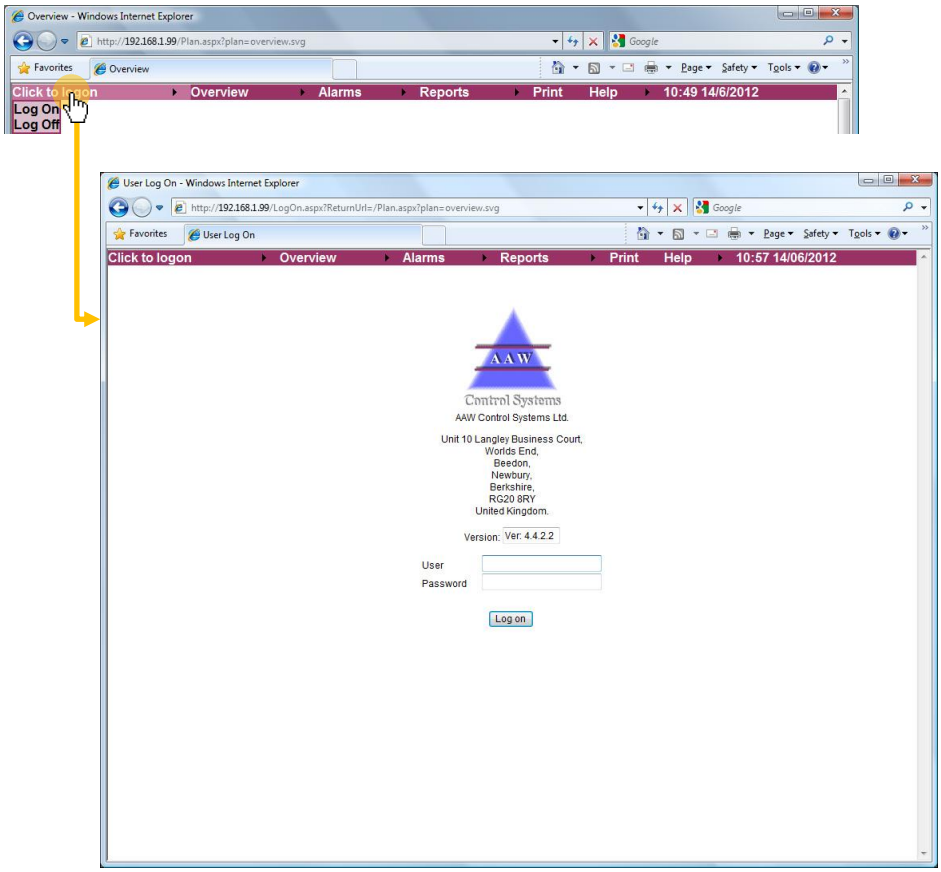
Logging On to WebREACT

In order to perform certain functions you will first need to log on as a specific user.

1. Click **Click to logon** in the menu bar.

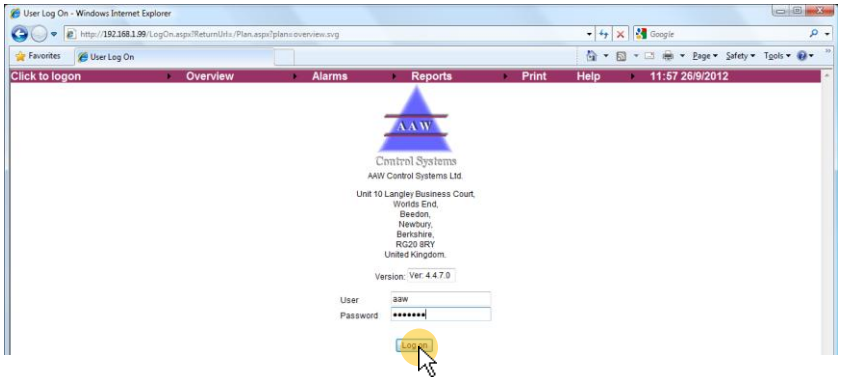
The *User Log On* page will be displayed.



2. Type in your user name and password and click **Log on**

You will be returned to the page from where you initiated the logon process.

Note: The name of the logged-on user will be shown in the menu bar.



Name of logged-on user

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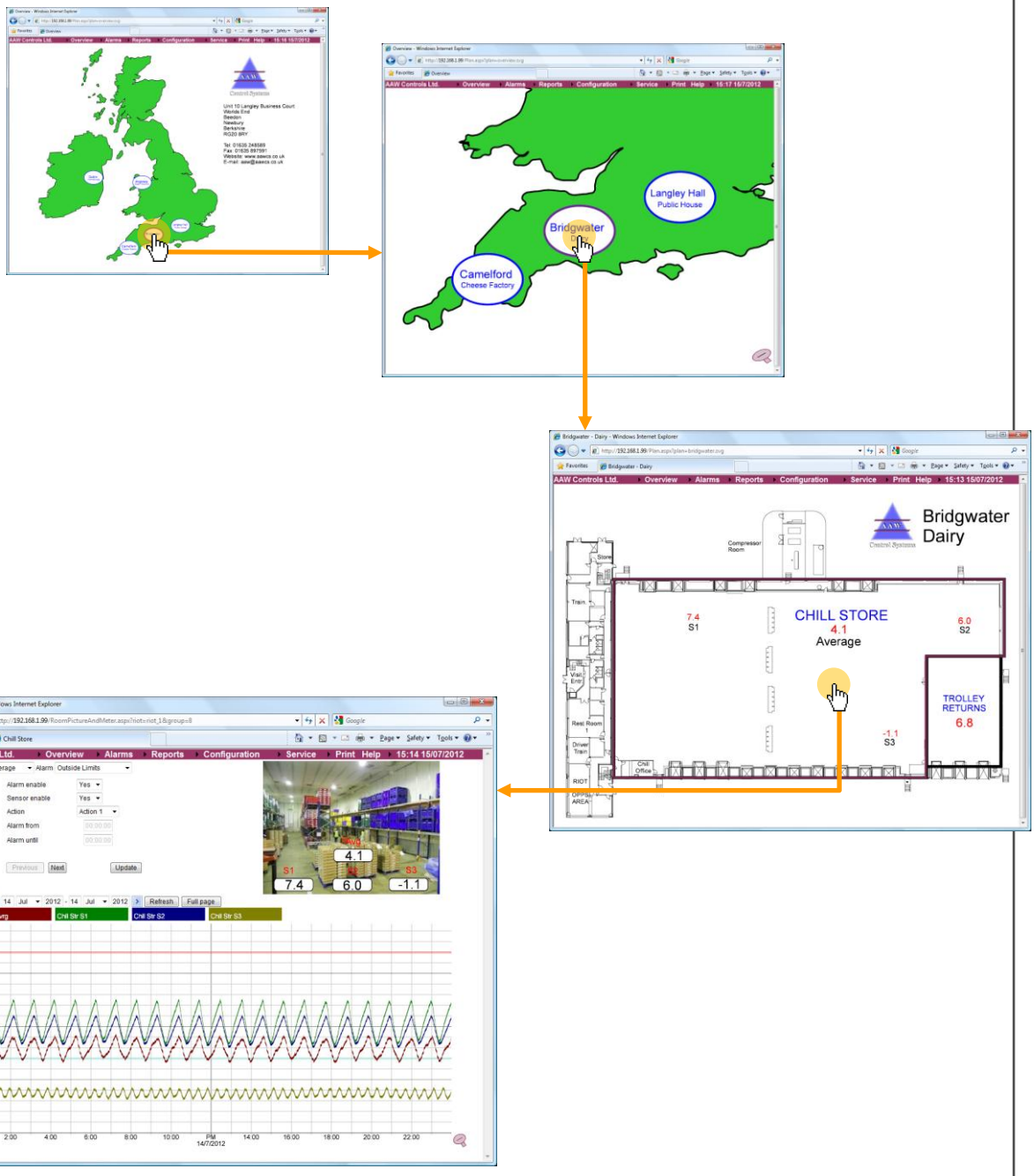
Viewing Your Locations and Facilities

WebREACT offers an intuitive interface for viewing the locations and facilities that you're monitoring. As a general rule, if you want to look at a particular location or facility in more detail then simply click on it.

Tip: the cursor will change from an arrow to a hand when it is positioned over something on the page that is active for you to click on.



Viewing the *Site Status* Page

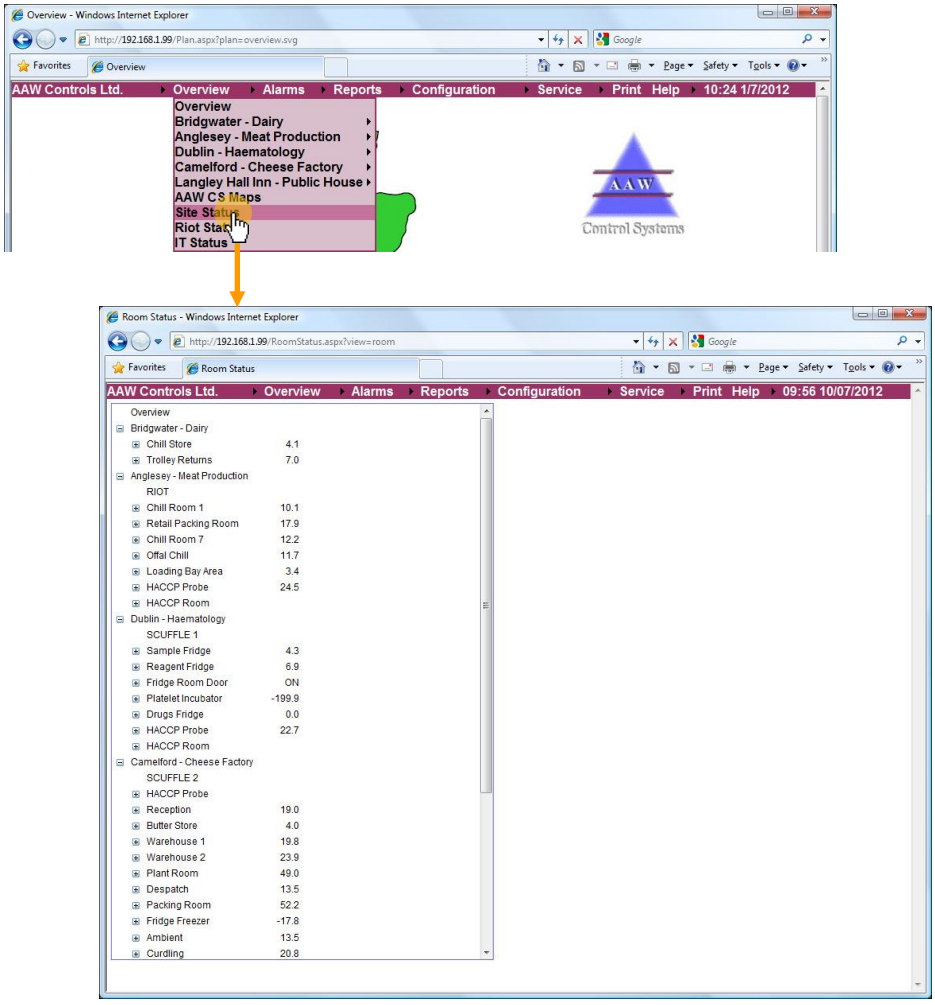
The *Site Status* page provides a tree-view summary of all the monitored points. It allows you to quickly see the alarm condition of each point and to enter the room relating to that point - for example to acknowledge an alarm.

1. To view the *Site Status* page, go to the *Overview* menu and click **Site Status**

The *Room Status* page will be displayed.

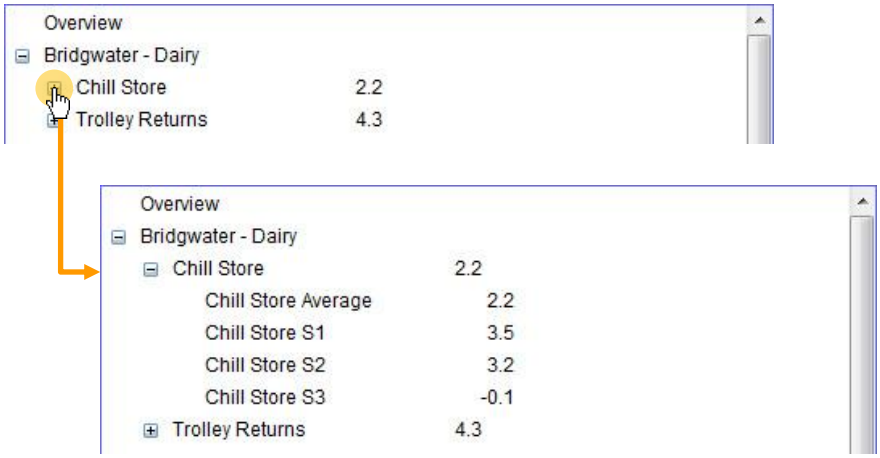
If a room has an unacknowledged alarm it will be flashing orange.

If a room has an acknowledged alarm that has not yet cleared, then it will be highlighted in yellow.



2. To expand or collapse a particular branch of the tree i.e. to see more or less detail, click on the ⊞/⊟ symbol next to the title of the branch.

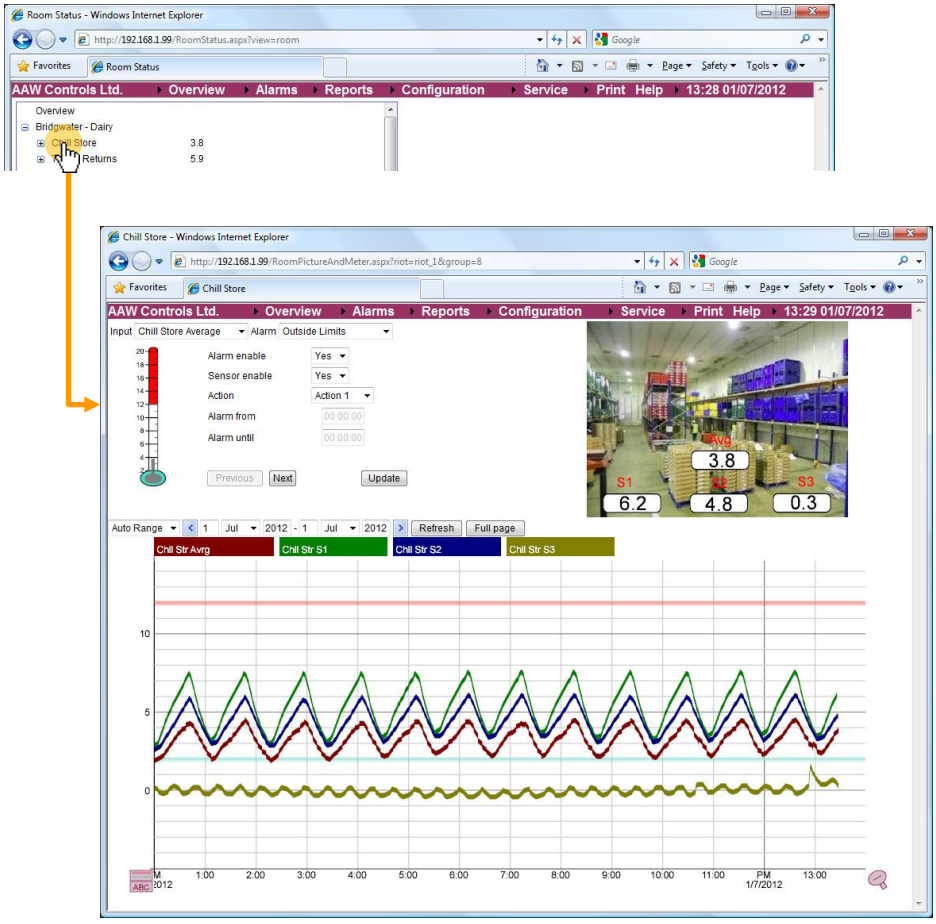
The symbol will change from a ⊞ to a ⊟ and vice versa depending on whether the branch is collapsed or expanded.



3. To enter a room - for example to acknowledge an alarm, click the name of the room.

The *Room Picture* page for that room will be displayed.

Note: If you've expanded a branch so that it shows the individual inputs within a room, then to enter the room you need to click the name of the room not the name of any of the inputs.

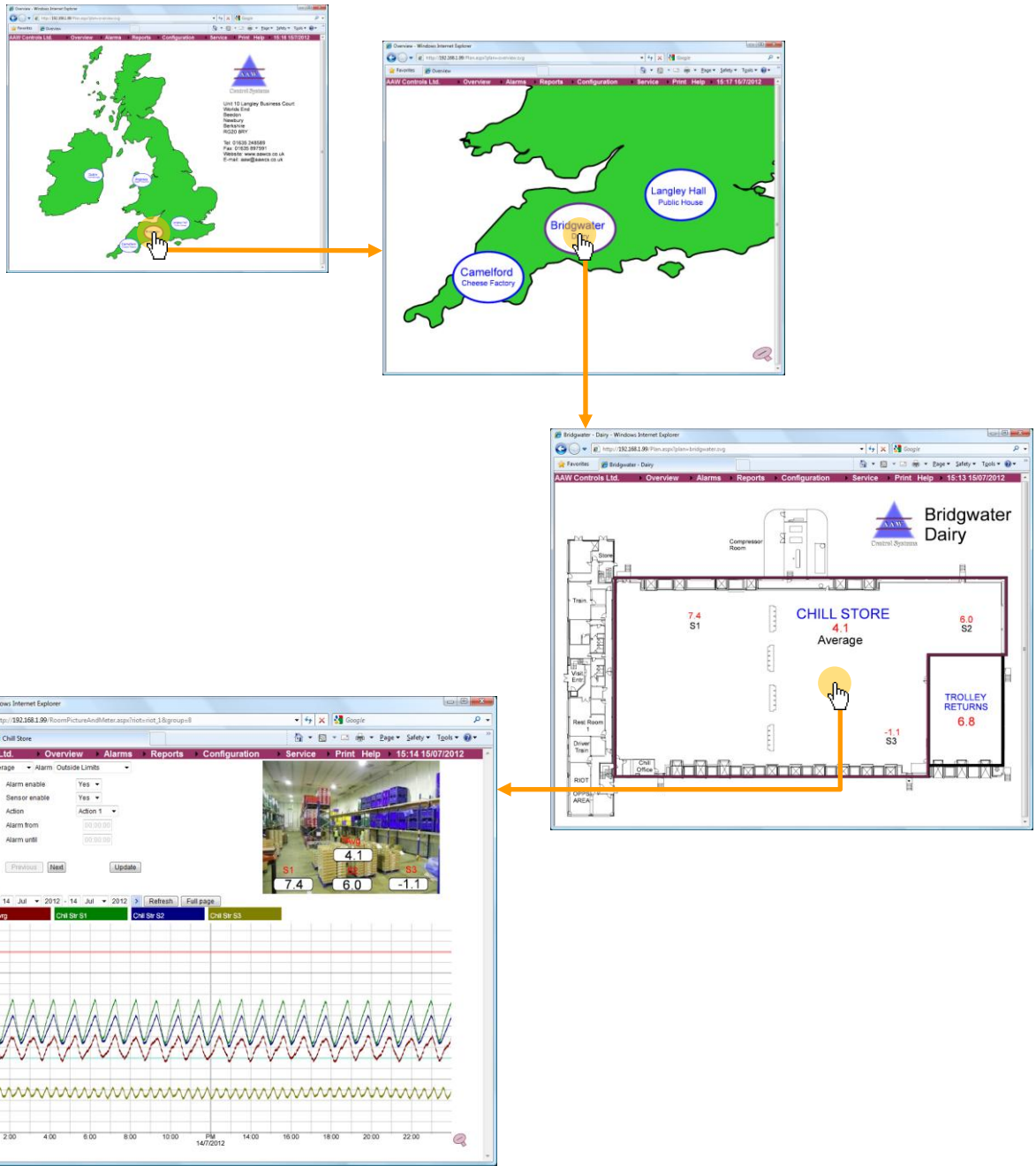


Viewing the *Room Picture* Page

The *Room Picture* page provides a detailed overview of a single room or unit of equipment. It allows you to quickly see the current sensor readings and alarm condition for that room/unit, the current configuration settings such as the alarm limits and delays, and a graphical trace of the day's sensor readings.

1. To view the *Room Picture* page for a particular room or unit of equipment, click into it from the *Overview* page.

   Alternatively you can access the *Room Picture* page from the *Site Status* page or via the *Overview* menu.



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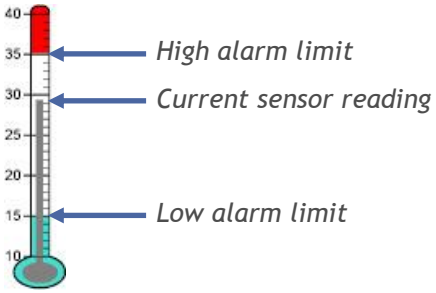
2. The *Room Picture* page shows a thermometer as a visual representation of the current sensor reading and the high and low alarm limits.

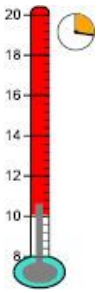


When a sensor reading first goes outside of the acceptable limits, a timer symbol is shown next to the thermometer to indicate that the alarm delay* is counting down.

* *Each point is configured with an alarm delay which defines how long the sensor reading needs to be outside of the acceptable limits before the alarm is triggered. This delay helps to avoid the system being over-sensitive to momentary temperature fluctuations.*

If the sensor reading does not return to an acceptable value within the alarm delay period, then the alarm will be triggered and the thermometer will change to orange to indicate an unacknowledged alarm.

When the alarm is acknowledged the thermometer will change to yellow until the sensor reading returns to an acceptable value and the alarm clears, or until the alarm repeat period elapses and the alarm is re-triggered.



Alarm delay counting down

Unacknowledged alarm

Acknowledged alarm

3. The *Room Picture* page shows a photograph of the actual room/unit being monitored, on top of which is superimposed the current reading from each sensor.

If a sensor reading is outside of acceptable limits and the alarm has been triggered but not yet acknowledged, then the display of that reading will flash orange to indicate an unacknowledged alarm.

When the alarm is acknowledged the display of the sensor reading will change to yellow until it returns to an acceptable value and the alarm clears.

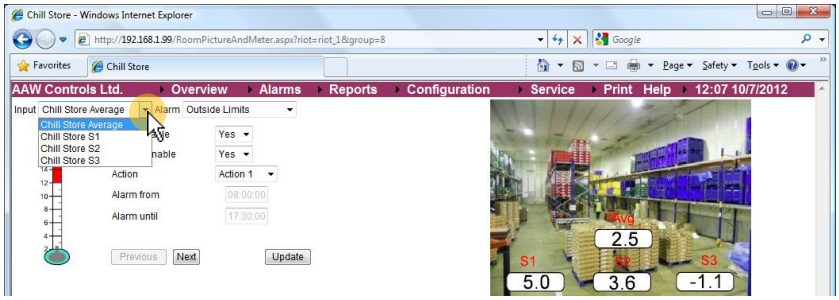
Reading within acceptable limits

Unacknowledged alarm

Acknowledged alarm

4. If a room is being monitored by multiple sensors, then you can select the particular sensor that you want to view/modify using the drop-down list.

Note: This does not change the sensors that are shown on the sensor graphs. For more information on using the sensor graphs, see **Viewing the Sensor Graphs** on page 15.



5. The configuration settings for the selected input/alarm are shown.

Click **Next** to see the next group of settings.

If your access level permits, you can change the configuration settings.

Note: If you change any of the configuration settings you need to click the *Update* button to save them/apply them to the system. The *Update* button will flash red to remind you to do this.

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Input Configuration Settings

The following table summarises the purpose of the different configuration settings that control each input.

Setting:	Description:
Alarm enable	Controls whether the input will trigger an alarm if the sensor reading goes outside the allowed limits. **Note:** It is highly recommended that your alarms are enabled at all times. **Note:** Disabling an alarm will disable the alarms on all the inputs in the group.
Sensor enable	Controls whether the input is taking/logging readings. Note: Disbaling a sensor requires the super-user access level.
Action	Controls the actions that will take place in the event of an alarm being triggered.
Alarm from Alarm until	Shows the times for today during which the input will trigger an alarm. 00:00:00 to 00:00:00 means all of the day. 12:00:00 to 12:00 :00 means none of the day. **Note:** This setting cannot be changed directly from the *Room Picture* page, but is instead controlled through the *Shift* that is associated with the selected *Alarm Action*.
High limit	Controls the maximum value allowed for the input before a high alarm is triggered.
Low limit	Controls the minimum value allowed for the input before a low alarm is triggered.
Alarm delay	Controls the length of time that the sensor reading needs to remain outside the allowed limts before an alarm is triggered. This delay helps to avoid the system being over-sensitive to momentary temperature fluctuations.
Alarm repeat	Controls the length of time that the sensor reading can remain outside the allowed limits after the initial alarm has been acknowledged before the alarm is triggered again.
Averaging factor	
Flat line count	Controls the length of time (in seconds) that can elapse since a sensor's last reading was received before a "Flatline" alarm is triggered to indicate a loss of communication with that sensor.
Log alarm limits	Controls how often the alarm limits are plotted on the sensor graphs. Usually the alarm limits remain unchanged so do not need to be plotted too frequently.
Inhibit enable	
Pulldown	

Dial-out:	
Email : Alarm Email	
Report: Delivery Report	
SMS:	
Service	Controls whether the alarm is temporarily inhibited whilst the sensor is being cleaned/serviced.
Duration	Controls the length of time that the alarm is temporarily inhibited for. This time will begin when the *Service* setting is changed from "Off" to "On".
Next	Specifies the next date when the sensor should be serviced. On this date the system will add an event to the *Alarm List* to alert you that the next service is now overdue.
Days between services	Enables the system to automatically update the next service date after each service is completed.
Input name	
Address	Indicates whether the input is wired (I/O) or wireless (IT). If wireless, …

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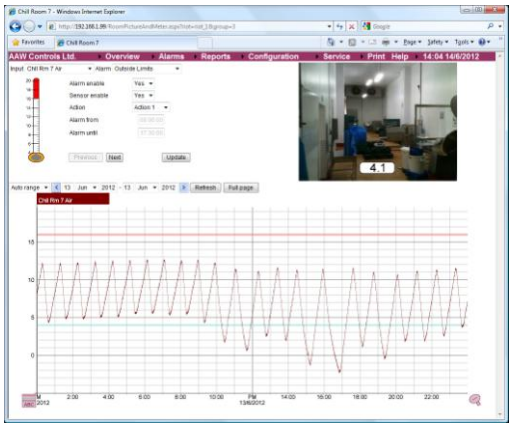
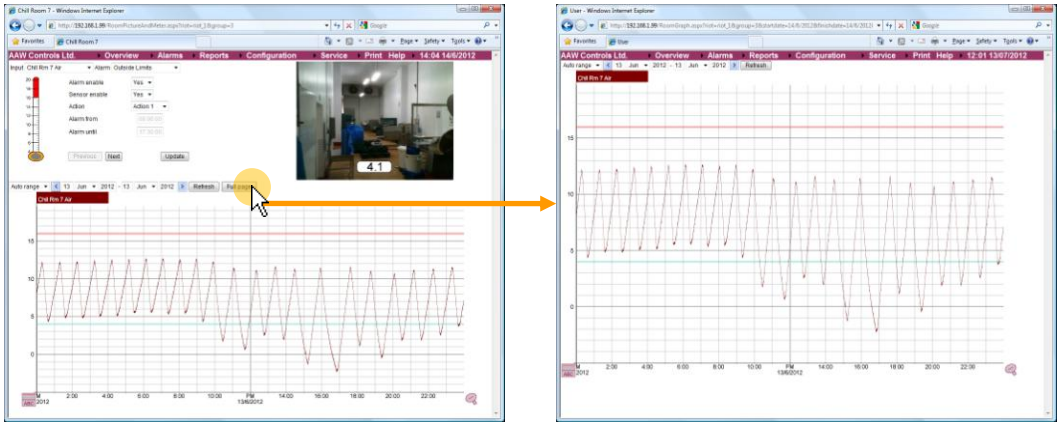
Viewing the Sensor Graphs

WebREACT provides an interactive graphical display of the data collected by each sensor.

1. To view a sensor graph, go to the *Room View* page for that sensor.

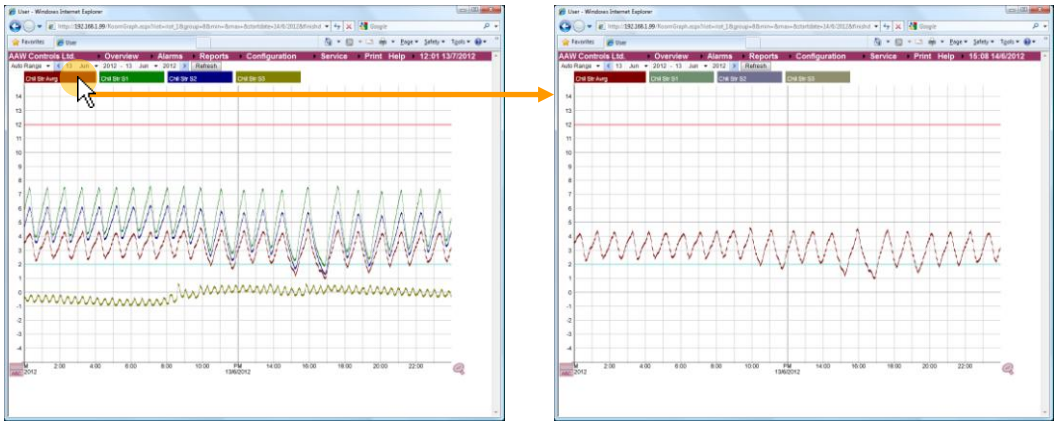


2. To view a sensor graph full screen, click the **Full page** button.

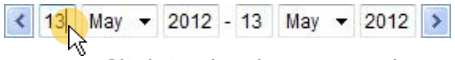


3. If there are multiple sensor traces shown on the same graph, then you can show/hide particular traces by clicking on the name of the sensor.

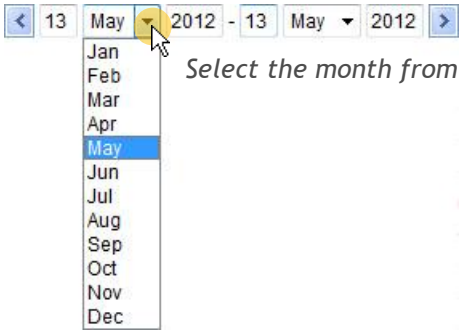
Note: You can double double click on the name of a sensor to show just that trace.



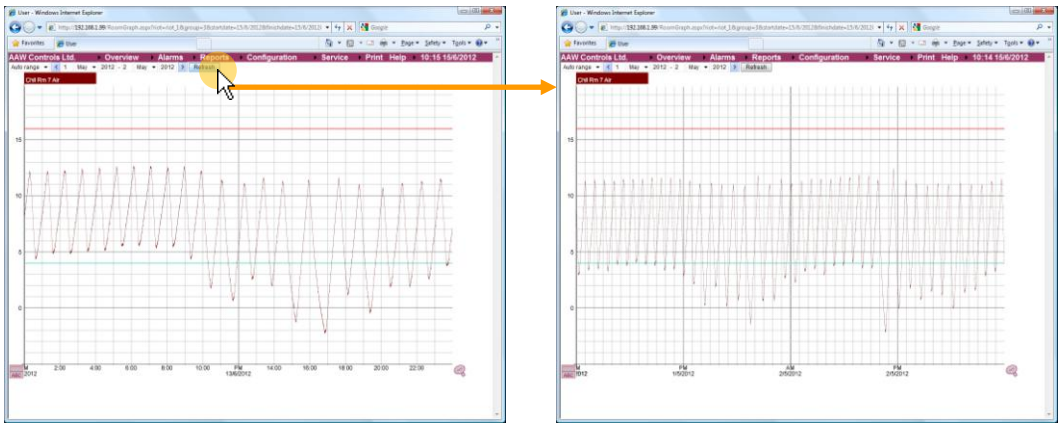
4. To change the period that the data is displayed for, click in the approriate date boxes, enter/select the required date values, and click **Refresh**.



Click in the day or year boxes to edit the value.



Select the month from the drop-down list.



Alternatively, click the left and right arrows on either side of the date range to move the date range forwards/backwards.

Note: The sensor graph will be updated automatically i.e. you do not need to click the *Refresh* button.

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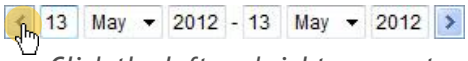


Click the left and right arrows to move the date range forwards/ backwards.

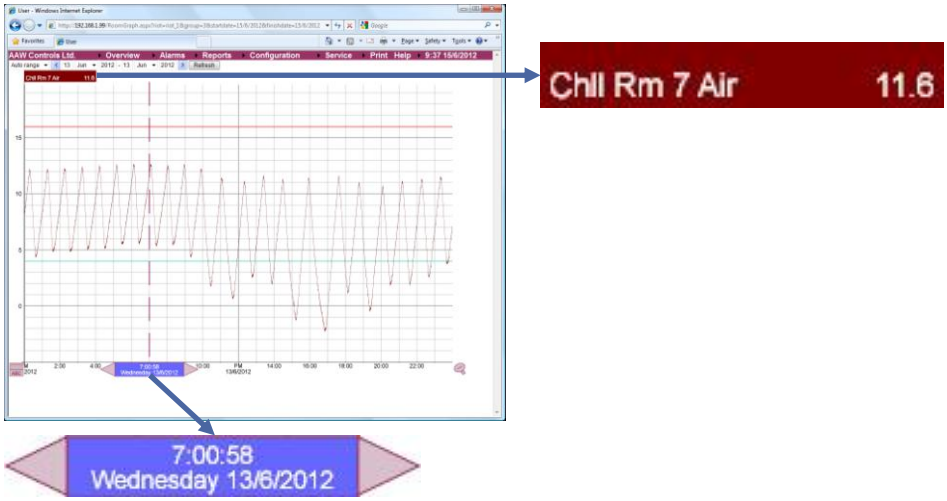
The dates will be moved forwards/backwards according to the duration of the current date range.

For example, if the current date range is for a single day, then clicking an arrow will move the dates forwards/backwards by a single day.

If the current date range is for 7 days, then clicking an arrow will move the dates forwards/backwards by 7 days.

5. To see the exact measurement for a given point on the graph, double click on the graph at the point you're interested in.

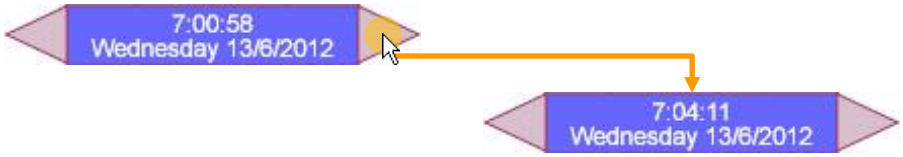
A vertical line will be displayed at that point with the exact date and time shown in a box at the bottom of the line and the measurement recorded shown next to the sensor name at the top of the graph.



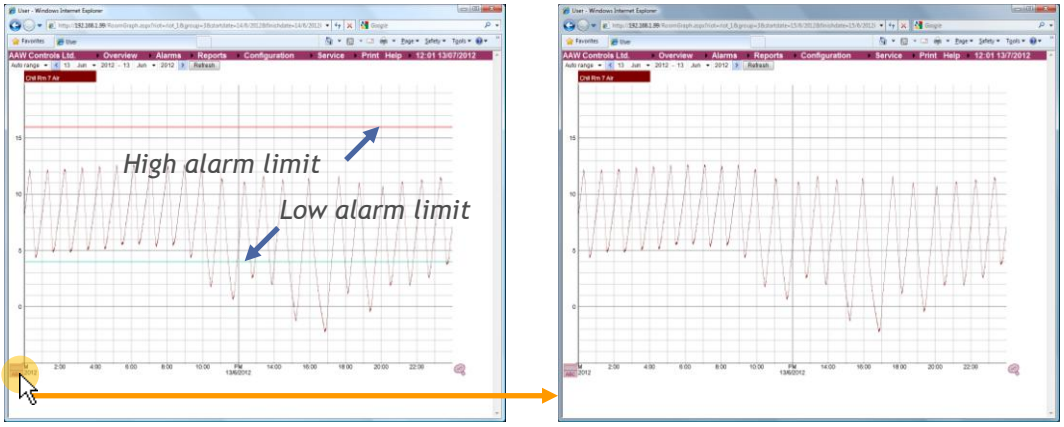
You can "nudge" the line forwards/backwards by clicking the arrows to either side of the time and date box.

The measurements shown next to the sensor names will be updated automatically.

How far the line is nudged will depend on how "zoomed in" you are..



6. To show/hide the alarm limits, click the ABC button in the bottom left corner of the graph.

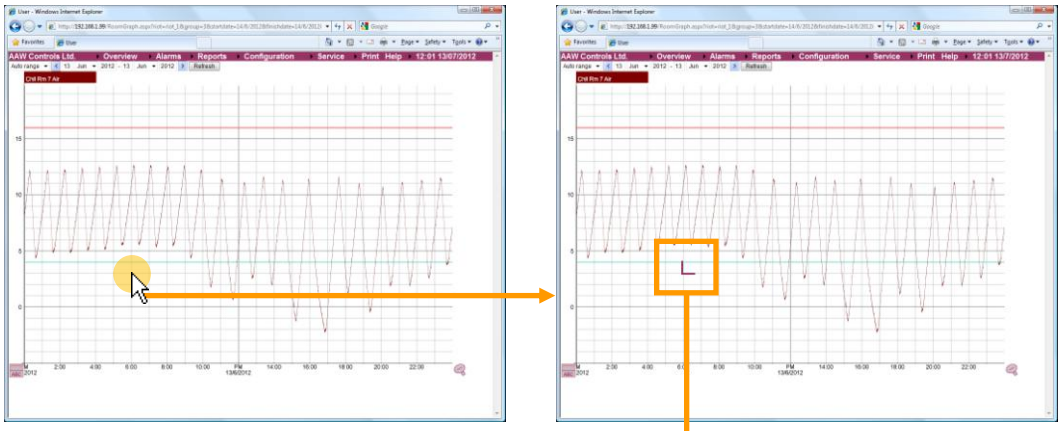


7. To “zoom in” on a part of the graph, click in one corner of the area you’re interested in - a right angle will be displayed at that point.

   Click in the diagonally opposite corner of the area you’re interested in - a second right angle will be displayed.

   Finally click anywhere within the area enclosed by the two right angles to “zoom in”.

   Note: If required, you can zoom in repeatedly to get to the information/view that you need.



A right angle will be displayed indicating the corner of the area that will be zoomed into.

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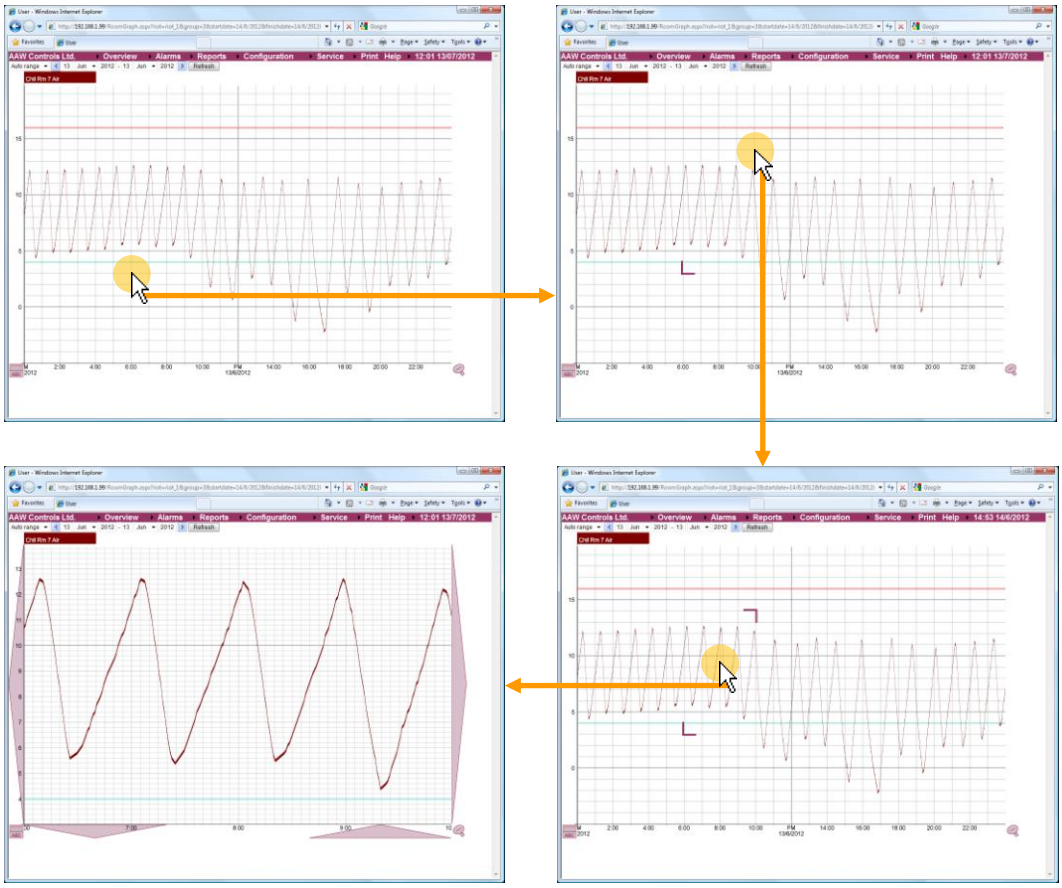
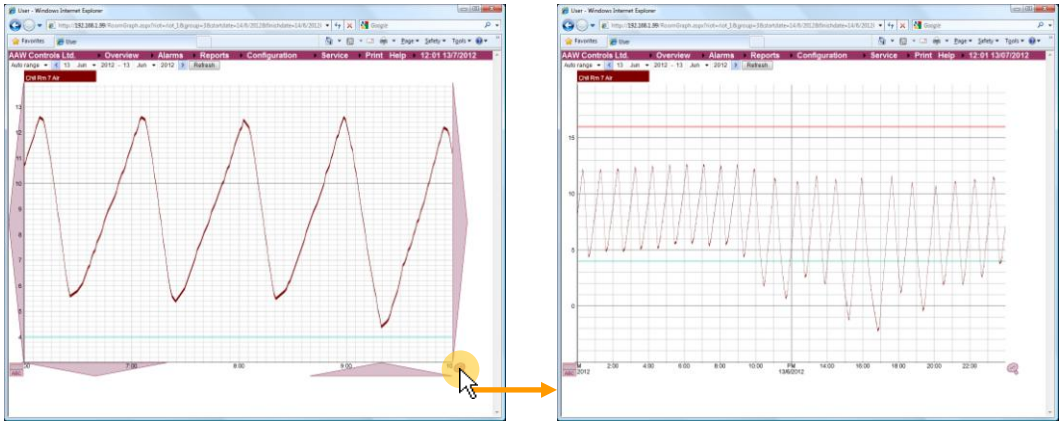


8. After zooming in on the graph, you can then scroll the view using the arrows to either side of the graph and underneath.

9. To “zoom out” of a graph, click the zoom out button in the bottom right corner of the graph.



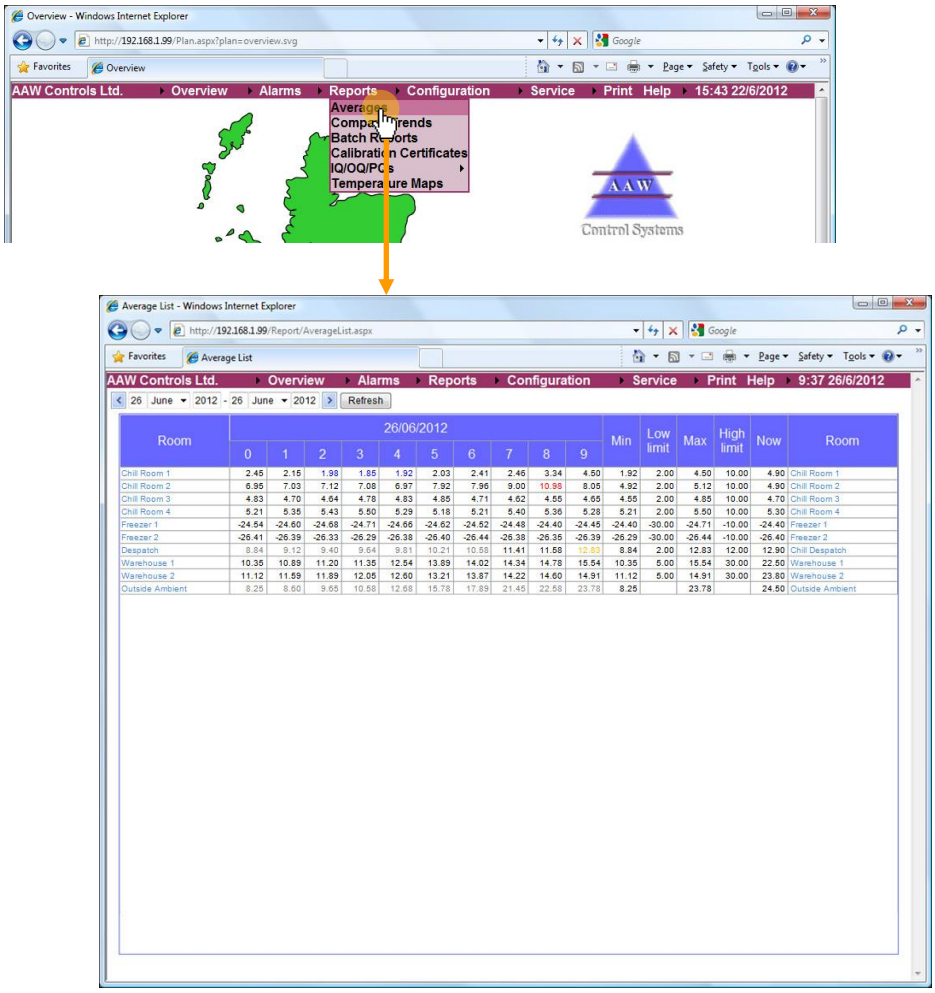
Viewing the Averages Report

The *Averages* report provides an hour-by-hour summary of the average reading recorded for each room.

The report also shows the high and low limits for each room, the highest (Max) and lowest (Min) average value recorded during the period being reported on, and the current value being recorded.

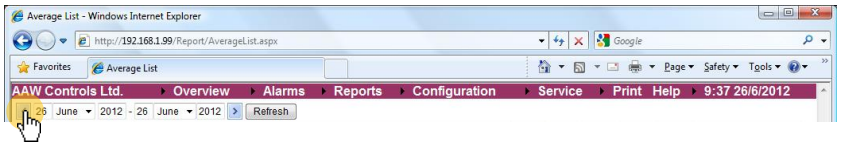
1. Go to the *Reports* menu and click **Averages**

The *Average List* page will be displayed showing the average values of today's sensor readings.



2. If you want to view the average sensor readings from an earlier period, then you can adjust the date settings at the top of the page.

The report will be refreshed automatically.



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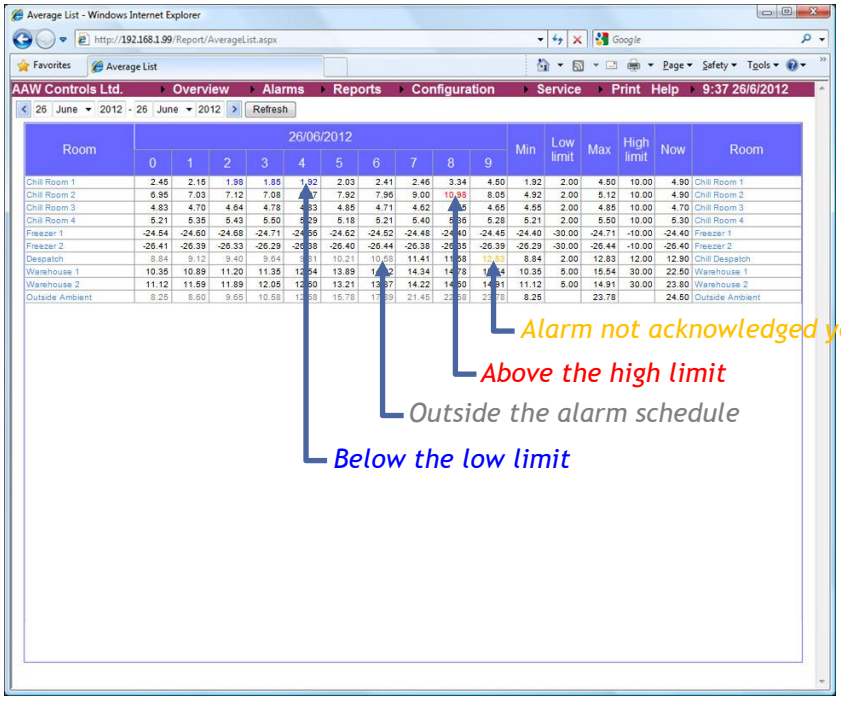


The average values are calculated from all the readings recorded during each hour-long period. For example, the value shown in the 7 column is the average of all the readings recorded between 07:00 and 07:59

Where there are multiple sensors monitoring a particular room, the average values are calculated from all the readings recorded by all the sensors.

A value shown in **blue** indicates that the average value was below the low limit.

A value shown in **red** indicates that the average value was above the high limit.

A value shown in **orange** indicates that the average value was outside the acceptable limits therefore triggering an alarm, but the alarm has not yet been acknowledged.

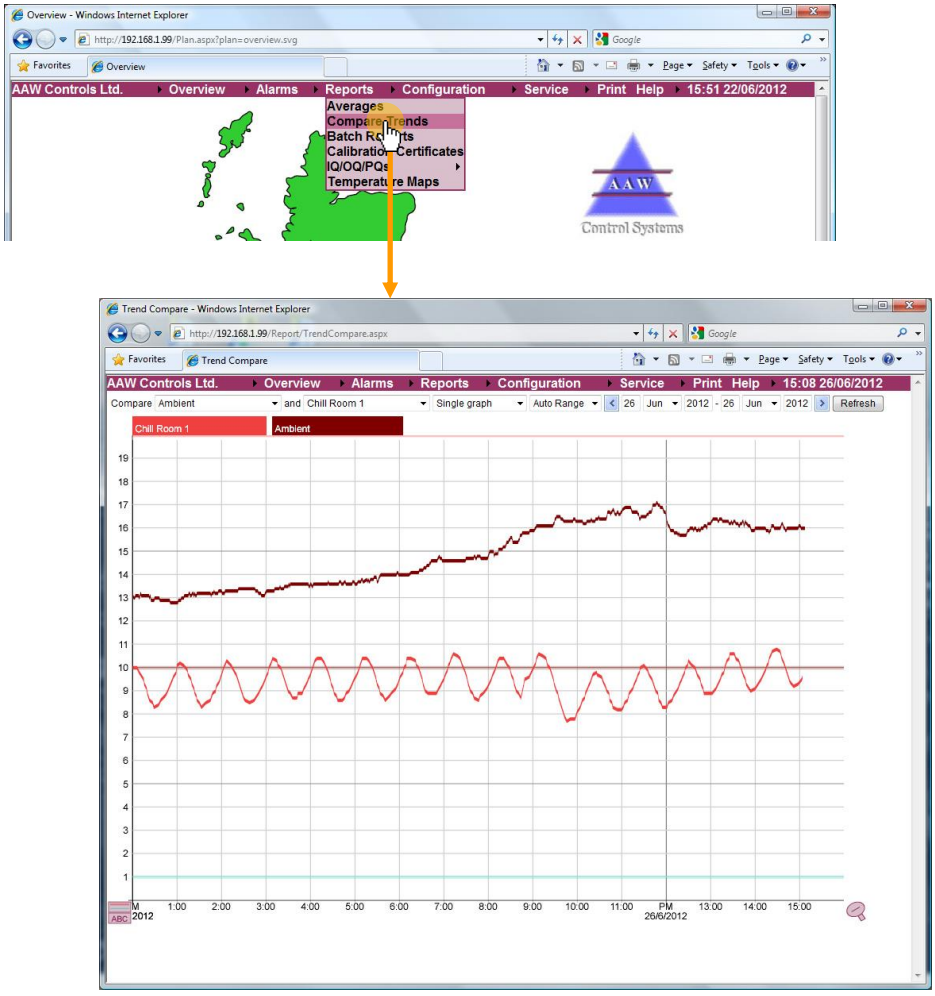
A value shown in **grey** indicates that the average value was for a time that is outside of the room's alarm schedule i.e. when an alarm would not have been triggered even if the average value was outside the acceptable limits.

Viewing the Compare Trends Report

The *Compare Trends* report enables you to compare the sensor traces for two different rooms alongside each other – either on the same graph or as two separate graphs.

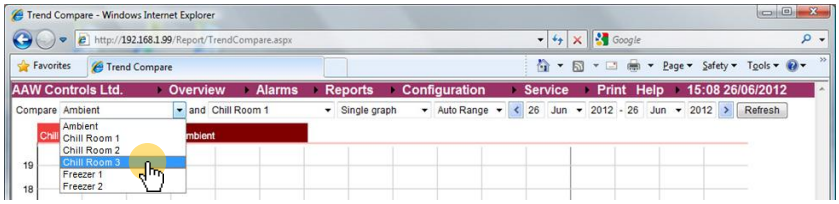
1. Go to the *Reports* menu and click **Compare Trends**

The *Trend Compare* page will be displayed showing the sensor traces for the first two rooms (as ordered on the *Room Status* page).



2. Use the drop-down lists to change the rooms that are being compared.

If the room you select is being monitored by multiple sensors, then the graph will show a separate trace for each sensor.



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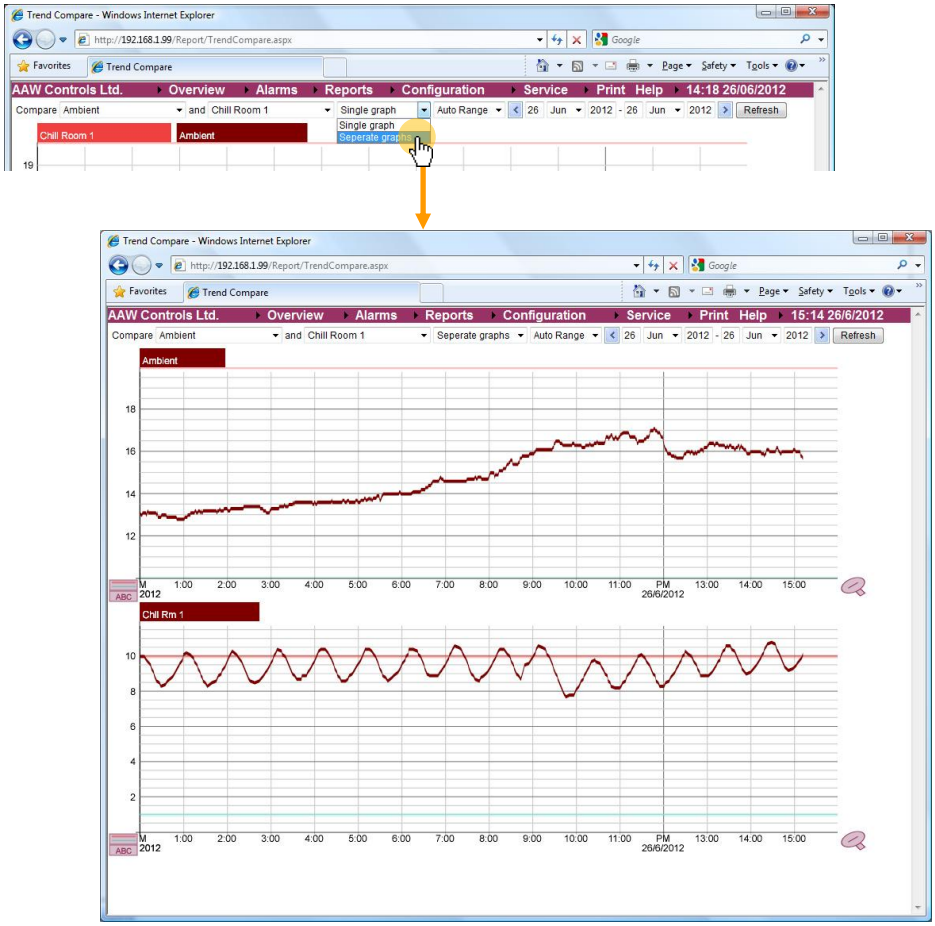
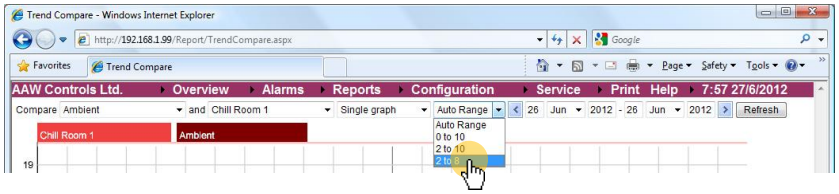
3. If required, use the drop-down list to choose whether to compare the rooms on a single graph or on separate graphs.



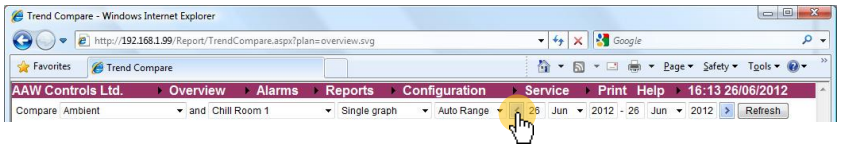
4. If required, use the drop down list to change the vertical scale.

The system will automatically set the horizontal scale according to the rooms that are being viewed. If required, however, you can change this scale to one of the other options in the drop-down list.



5. If required, adjust the date settings at the top of the page to compare the rooms over a particular date period.

The graph(s) will be refreshed automatically.



Tip: You can also zoom into the graph(s) and see the exact values for a particular point as described for the sensor graphs – see **Viewing the Sensor Graphs** on page 15.

If you are viewing separate graphs, then zooming in on one of those graphs does not automtically zoom in on the other. You will need to do this manually if required.

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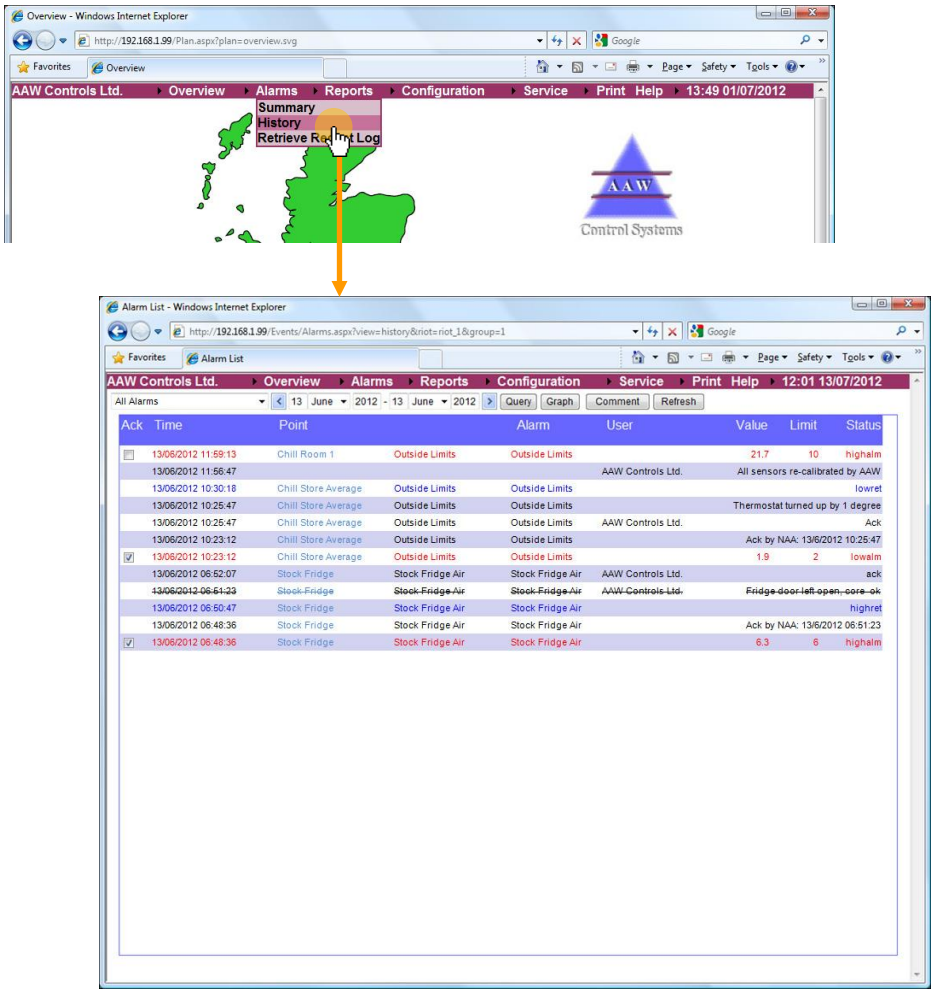
Viewing the Alarm History

The *Alarm History* page provides a chronological log of the events that have occurred on the system. This includes alarms, alarm acknowledgments, and configuration changes.

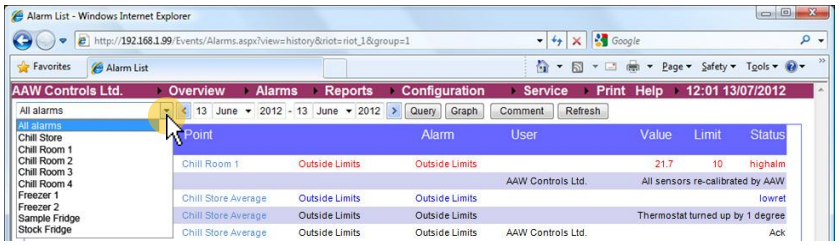
1. To view the Alarm History, go to the *Alarms* menu and click **History**

   The *Alarm List* page will be displayed, showing all events for today.

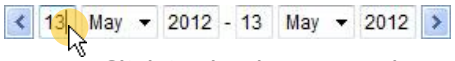


2. To filter the list of alarms/events to a particular room or facility, use the drop down list.

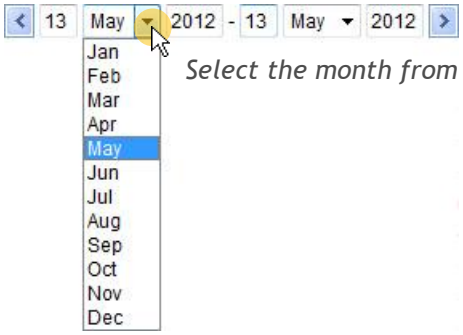
   The list of alarms/events will be updated automatically.



3. To change the period that the alarms/events are displayed for, click in the approriate date boxes, enter/select the required date values, and click **Refresh**.



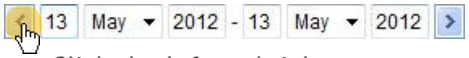
Click in the day or year boxes to edit the value.



Select the month from the drop-down list.

Alternatively, click the left and right arrows on either side of the date range to move the date range forwards/backwards.

Note: The list of alarms/events will be updated automatically i.e. you do not need to click the *Refresh* button.



Click the left and right arrows to move the date range forwards/ backwards.

The dates will be moved forwards/backwards according to the duration of the current date range.

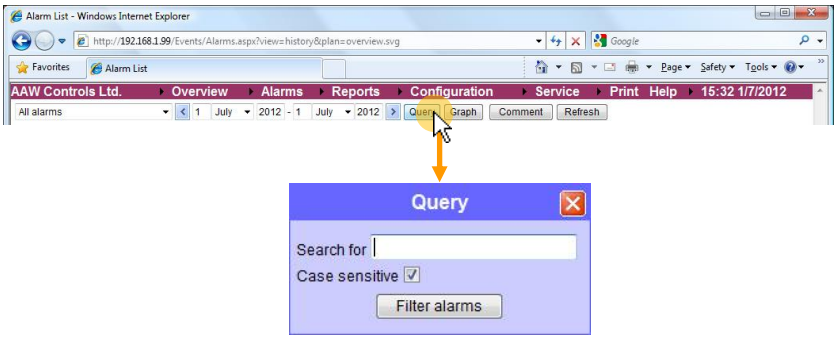
For example, if the current date range is for a single day, then clicking an arrow will move the dates forwards/backwards by a single day.

If the current date range is for 7 days, then clicking an arrow will move the dates forwards/backwards by 7 days.

4. To search the list of alarms/events for a particular word or phrase, click the *Query* button:

4.1. Click **Query**

A *Query* box will be displayed.



4.2. Enter the word or phrase you want to search for, select whether you want the search to be case sensitive, and click **Filter alarms**

The list of alarms/events will be updated to only show those that contain the required text.

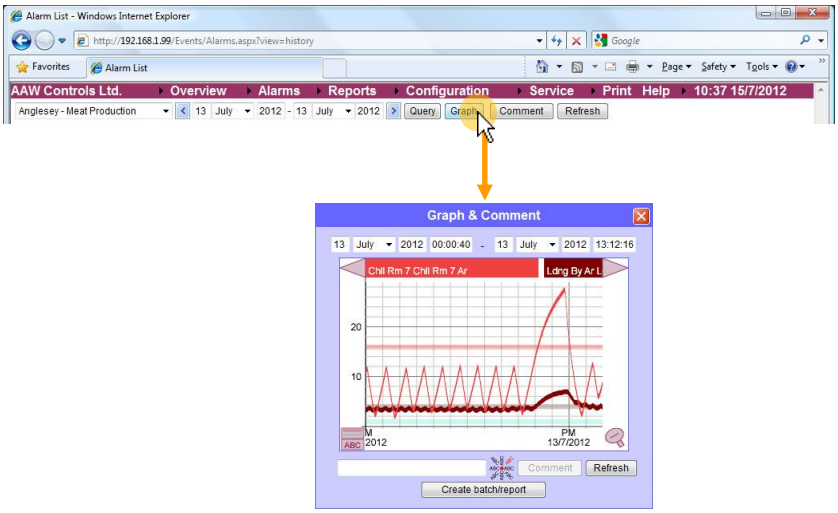
5. To add a comment to a sensor graph, click the *Graph* button:

5.1. Filter the alarm history to the relevant room/alarms/events, then click **Graph**

A *Graph & Comment* box will be displayed showing the sensor traces for all the rooms currently listed in the *Alarm History*.

Note: You can only add a trace comment to one graph at a time. Before you use the *Graph* function you may therefore want to filter the *Alarm History* so that it only shows the alarms/events for a single room. This can be done using the drop-down list of rooms/the date and time range/the *Query* function.

Alternatively you can select the partcular graph that you want to add the trace commentto by clicking/double-clicking on the names of the sensors.



5.2. If required, amend the date/time range.

By default the date/time range that the sensor traces are shown for will be from the earliest alarm/event currently shown in the *Alarm History* to the latest alarm/event currently shown in the *Alarm History*.

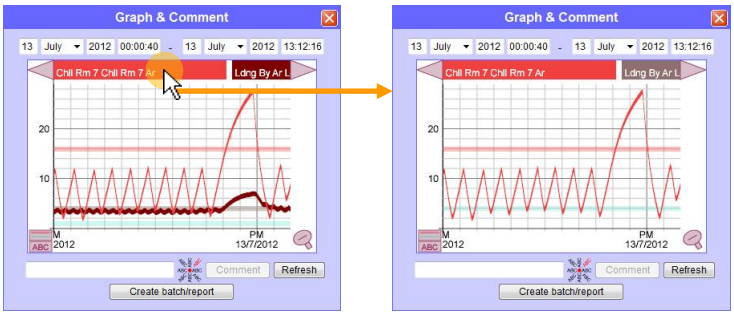
If required, you can change the date/time range manually by clicking in the date/time boxes and amending/selecting the values as required. You will then need to click the *Refresh* button to update the sensor traces.

Alternatively you can zoom in to a section of the graph in the same way as on the main sensor garphs – see **Viewing the Sensor Graphs** on page 15.

5.3. If required, select the single input that you want to add the trace comment to.

Note: You can only add a trace comment to one graph at a time. If there is more than one sensor trace shown on the graph, then you will need to select the one input that you want to add the comment to.

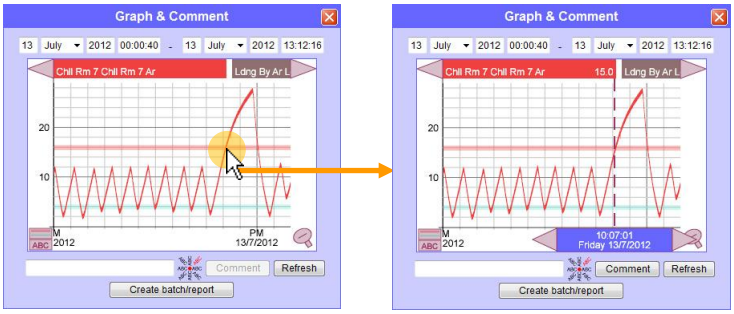
To select a single input, double click on the name of that input to hide all the other traces. Alternatively you can single click on the name of an input to show/hide that particular trace.



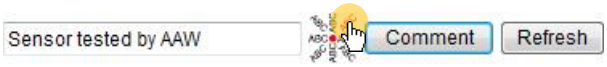
5.4. Double click on the graph at the point you want to insert the comment.

A vertical line will be displayed at that point with the exact date and time shown in a box at the bottom of the line and the measurement recorded shown next to the sensor name at the top of the graph.

If required you can "nudge" the line forwards/backwards by clicking the arrows to either side of the time and date box.



5.5. Enter the comment and select the required orientation of the text.



5.6. Click **Comment**

After a few seconds a confirmation message will be displayed stating "*1 comment(s) added*" and the graph will be refreshed to show the comment.

Note: When the graph is refreshed it will show all the sensor traces again, not just the one you selected in step 5.3 above.

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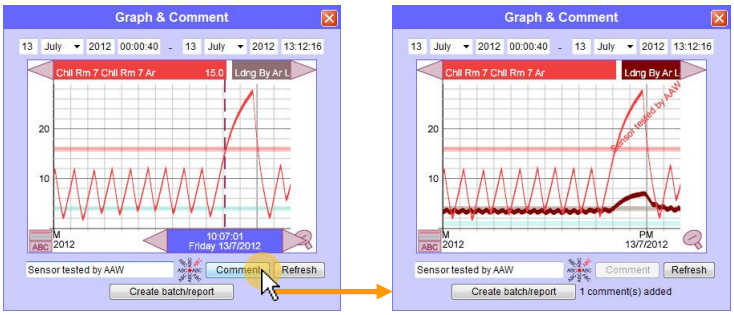


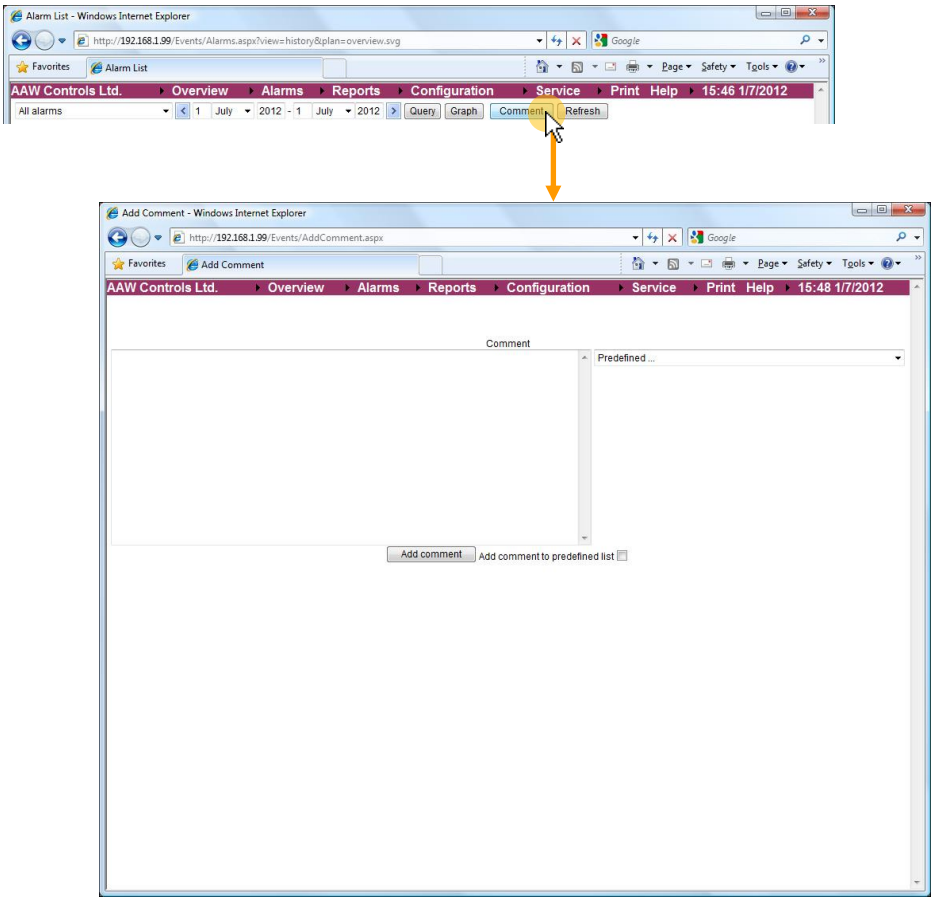
6. To add a general comment onto the system click the *Comment* button:

Entering appropriate comments adds further information to the system which can be invaluable when looking back over your alarm history.

Tip: If you filter the *Alarm History* to a particular room or control unit before adding a comment, then the comment will be assigned to that room/control unit.

6.1. Click **Comment**

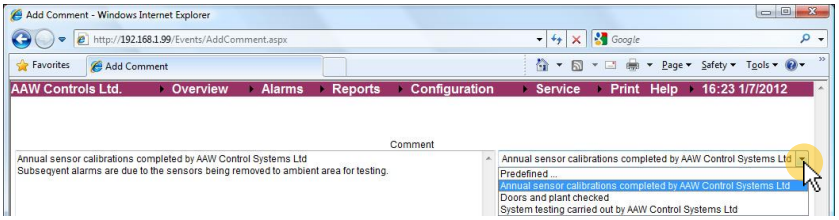
An *Add Comment* page will be displayed.



6.2. Enter the required comment and click **Add comment**

After a few seconds a confirmation message will be displayed stating "*1 comment(s) added*".

Tip: If appropriate, you can select a pre-defined comment from the drop-down list. The selected comment will then be displayed in the main comment box allowing you to amend it or add further information to it as required.



Tip: You can add the current comment to the list of pre-defined comments by selecting (ticking) the *Add comment to predefined list* box prior to clicking the *Add comment* button.

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Alarm History Events

The Alarm History will typically include the following events.

Status:	Description:
lowret	A sensor reading returned to an acceptable value before the low alarm that it triggered had been acknowledged.
highret	A sensor reading returned to an acceptable value before the high alarm that it had triggered had been acknowledged.
ack	An alarm was acknowledged.
clr	An acknowledged alarm was cleared when the sensor reading returned to an acceptable value.
highalm	A sensor reading rose above its high limit for long enough to trigger an alarm.
lowalm	A sensor reading dropped below it
=>	A configuration setting was changed. Note: “ indicates that the setting was empty prior to the change. For example, Duration “ => 00:30:00
Service overdue	Detail will give the name of the point

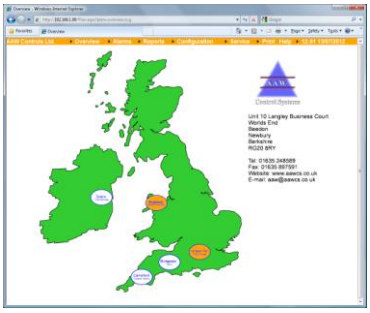
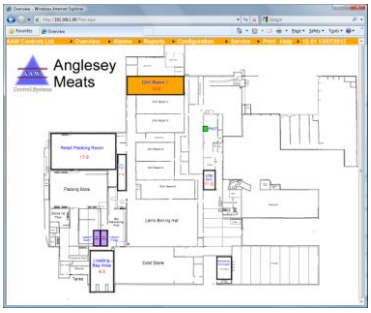
Recognising when WebREACT is in Alarm

If a facility or item of equipment is found to be operating outside of its acceptable limits, then WebREACT will go into alarm. For example, if a fridge is supposed to be operating between 2˚C and 6˚C, but a temperature of 7˚C is recorded.

WebREACT will also go into alarm if it loses communication with a sensor or other hardware unit such as a RIOT or SCUFFLE.

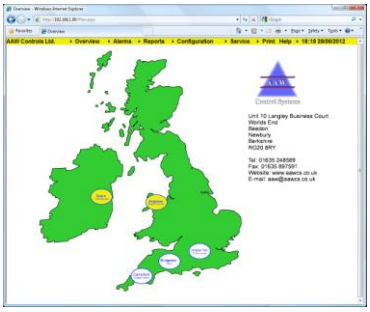
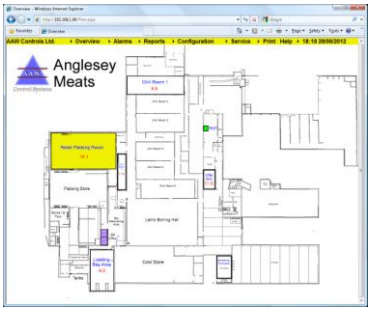
Flashing Orange - Unacknowledged Alarm

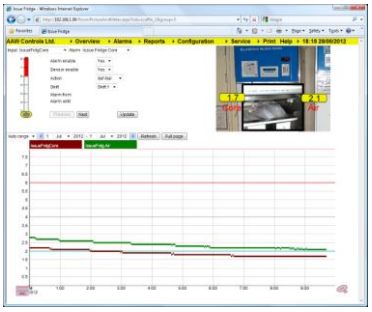
If a new alarm is triggered, or an alarm that has previously been acknowledged is repeated (due to the alarm condition persisting), then the menu bar and the location/ facility/piece of equipment that is in alarm will flash orange.

Yellow - Acknowledged Alarm

If an alarm has been acknowledged but the facility or item of equipment continues to operate outside of its acceptable limits, then the menu bar and the location/facility/ piece of equipment that is in alarm will be shown in yellow.



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Acknowledging an Alarm

1. Go to the *Room Picture* page for the point that is in alarm.

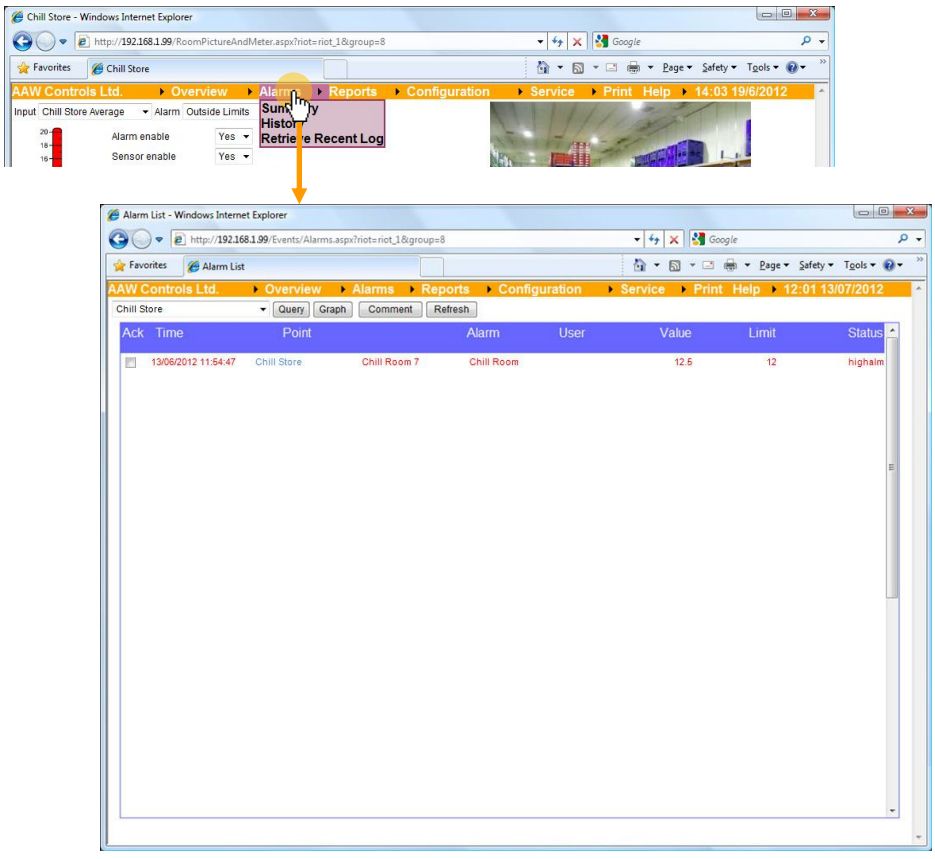
You can click into the required *Room Picture* from the *Overview* page, or alternatively access it from the *Site Status* page or via the *Overview* menu.

This will enable you to see exactly which area/item of equipment is in alarm so that it can be investigated and resolved.

2. Click **Alarms** in the menu bar.

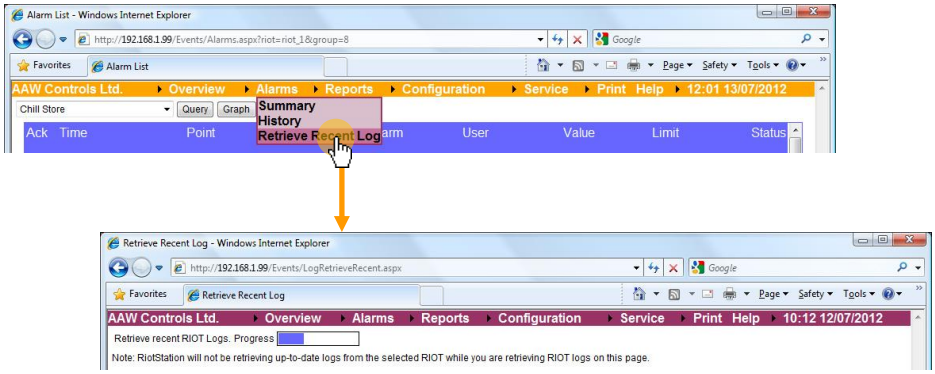
The *Alarm List* will be displayed showing any events that have occurred against the particular point during the last 7 days.

This should include the alarm that you're wanting to acknowledge.



Tip: If you can't see the alarm you want to acknowledge, then go to the *Alarms* menu and click **Retrieve Recent Log**

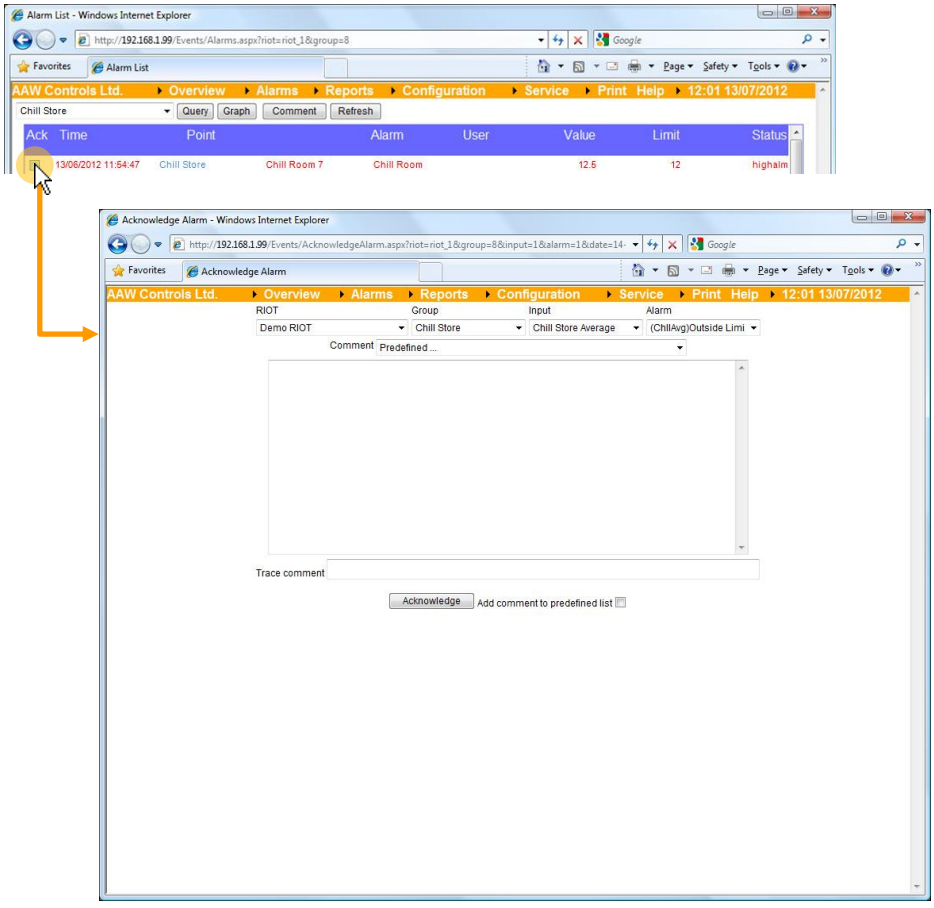
The *Retrieve Recent Log* page will be displayed. A progress bar is shown and will indicate when the requested log has been retrieved.



3. Select the alarm you want to acknowledge.

Click the acknowledge (Ack) box for the alarm you want to acknowledge.

This will display the *Acknowledge Alarm* page.

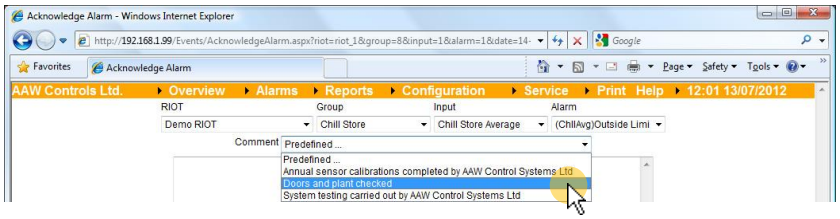


4. Enter a comment and, if required, a trace comment.

The main comment will form an important part of your system's alarm history and must be enetered.

The trace comment will be added to the sensor graph at the point when the alarm was triggered and is optional.

Tip: If appropriate you can select a pre-defined comment from the drop-down list. The selected comment will then be displayed in the main comment box allowing you to amend it or add further information to it as required.



Tip: You can add the current comment to the list of pre-defined comments by selecting (ticking) the *Add comment to predefined list* box prior to clicking the *Acknowledge* button.

5. Click **Acknowledge**

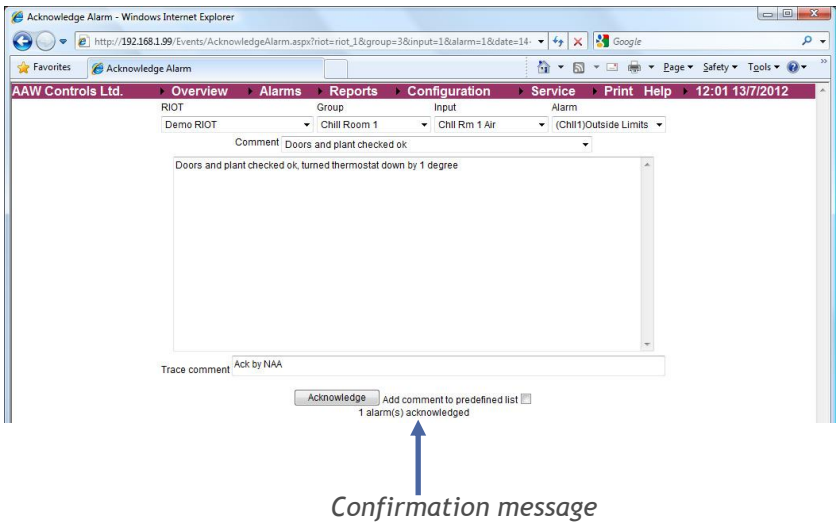
After a few moments the page will display a confirmation message.

If your WebREACT system is running off a RIOT unit, then the message will state "*1 alarm(s) acknowledged*".

If your WebREACT system is running off a SCUFFLE unit, then the message will state "*1 alarm(s) acknowledged. Some alarms acknowledged offline*".

Note: It can take up to a minute for the acknowledgment to be communicated with the relevant control unit and for the confirmation message to be displayed.

Be patient. You do not need to click the *Acknowledge* button again.



Confirmation message

QRS: Acknowledging an Alarm

QUICK REFERENCE SHEET

1. Go to the *Room Picture* for the point that is in alarm.

2. Click **Alarms** in the menu bar.

3. Select the alarm you want to acknowledge.

   Tip: If you can't see the alarm you want to acknowledge, then go to the *Alarms* menu and click **Retrieve Recent Log**

4. Enter a comment and, if required, a trace comment.

5. Click **Acknowledge**

   Note: It can take up to a minute for the acknowledgment to be communicated with the relevant control unit and for the confirmation message to be displayed.

   Be patient. You do not need to click the *Acknowledge* button again.

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Understanding the Confirmation Message when Acknowledging an Alarm

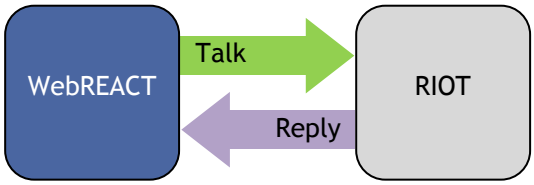
When you acknowledge an alarm on WebREACT the confirmation message will either state "*1 alarm(s) acknowledged*" (if your WebREACT system is running off a RIOT unit) or it will state "*1 alarm(s) acknowledged. Some alarms acknowledged offline*" (if your WebREACT system is running off a SCUFFLE unit).

The difference between these confirmation messages is due to the different way that WebREACT communicates with a RIOT unit compared to a SCUFFLE unit.

Communication with a RIOT unit is always initiated by WebREACT, passing information such as alarm acknowledgments to the RIOT and pulling back any data in return. This means that the alarm acknowledgment is communicated to the RIOT immediately (assuming that the RIOT is online).

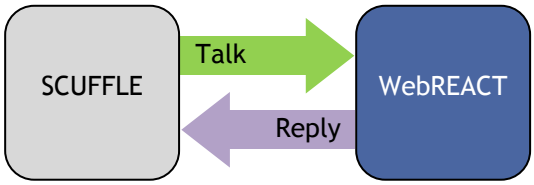
Communication with a SCUFFLE unit is always initiated by the SCUFFLE unit, which pushes data such as sensor readings to WebREACT and receives any information such as alarm acknowledgments in return. This means that the alarm acknowledgment is not actually communicated to the SCUFFLE until the SCUFFLE initiates its next communication.

In both cases, however, WebREACT logs the actual time when the user acknowledged the alarm – see **Understanding the Alarm History when an Alarm is Acknowledged** on page 38.



Communication between WebREACT and a RIOT unit;

All conversations are initiated by WebREACT.



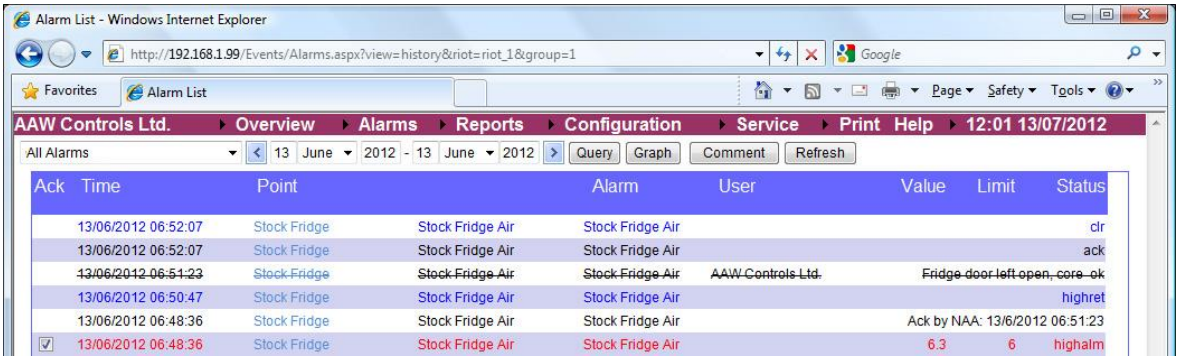
Communication between WebREACT and a SCUFFLE unit;

All conversations are intiated by the SCUFFLE unit.

Understanding the Alarm History when an Alarm is Acknowledged

When an alarm is triggered, WebREACT keeps a detailed history of the events associated with that alarm and its subsequent cknowledgment. This audit trail can be seen within the Alarm History.

Example of a typical alarm history when an alarm is acknowledged on a point that is monitored via a SCUFFLE control unit.



At 06:48:36 on 13/06/2012 the Stock Fridge was recognised as having been above limit for longer than the alarm delay period and an alarm was triggered.

At 06:50:47 the Stock Fridge was recognised as being back within limits.

Despite the reading being back within limits, the alarms on both WebREACT and on the SCUFFLE unit would have continued to beep/flash as they are configured to only clear an alarm after it has been acknowledged. This is to make sure that someone is aware and accountable that an alarm has been triggered.

At 06:51:23 the alarm was acknowledged on WebREACT with a comment of "*Fridge door left open, core ok*" and a trace comment of "*Ack by NAA*".

At this point the alarm on WebREACT would have stopped beeping/flashing. The alarm on the SCUFFLE until would have continued for a few moments longer until the acknowledgement had been passed on to it.

The comment is shown with a line through it to indicate that WebREACT would not have passed the acknowledgment on to the SCUFFLE unit immediately. This is due to the way in which WebREACT and the SCUFFLE talk to each other with conversations only being initiated by the SCUFFLE.

Although the trace comment shows a log time of 06:48:36 (the same as the alarm), it was actually recorded on the system at 06:51:23 – which is shown as part of the detail of the comment. It is necessary for the trace comment to be given the same log time as the alarm so that the comment can be placed on the sensor graph at the point when the alarm was triggered.

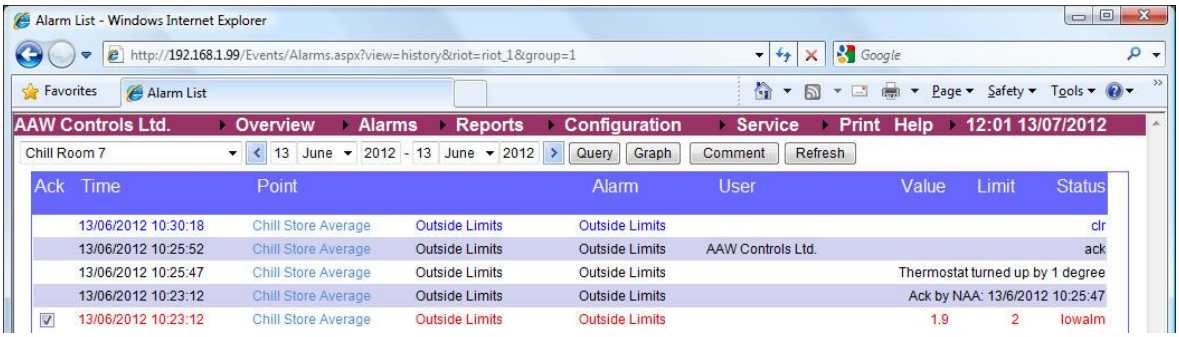
At 06:52:07 WebREACT passed the acknowledgement through to the SCUFFLE and the SCUFFLE sent a reply back to WebREACT confirming that the acknowledgement had been received.

This would have been when the SCUFFLE next talked to WebREACT.

At this point the alarm on the SCUFFLE would have stopped beeping/flashing.

At this point the alarm was cleared as the reading was back within limits and the alarm had been acknowledged.

Example of a typical alarm history when an alarm is acknowledged on a point that is monitored via a RIOT control unit.



At 10:23:12 on 13/06/2012 the Chill Store was recognised as being below limit for longer than the alarm delay period and an alarm was triggered.

At 10:25:47 the alarm was acknowledged on WebREACT with a comment of "*Thermostat turned up by 1 degree*" and a trace comment of "*Ack by NAA*".

At this point the alarms on WebREACT and on the RIOT unit would have continued beeping/flashing.

At this point WebREACT would have passed the acknowledgement immediately and directly to the RIOT unit (assuming that the RIOT unit was online*).

* *If the RIOT unit was not online, then the comment would be shown with a line through it to indicate that the acknowledgement was not passed immediately to the RIOT unit. There would then be a later "ack" in the alarm history which would indicate when communication with the RIOT was restored. At this point the RIOT would have been able to receive the acknowledgement from WebREACT and send a reply back to WebREACT confirming that the acknowledgement had been received.*

Although the trace comment shows a log time of 10:23:12 (the same as the alarm), it was actually recorded on the system at 10:25:47 – which is shown as part of the detail of the comment. It is necessary for the trace comment to be given the same log time as the alarm so that the comment can be placed on the sensor graph at the point when the alarm was triggered.

At 10:25:52 the RIOT sent a reply back to WebREACT confirming that the acknowledgement had been received.

At this point the alarm on WebREACT and the alarm on the RIOT unit would have stopped beeping/flashing.

At 10:30:18 the Chill Store was recognised as being back within limits and the acknowledged alarm was cleared.

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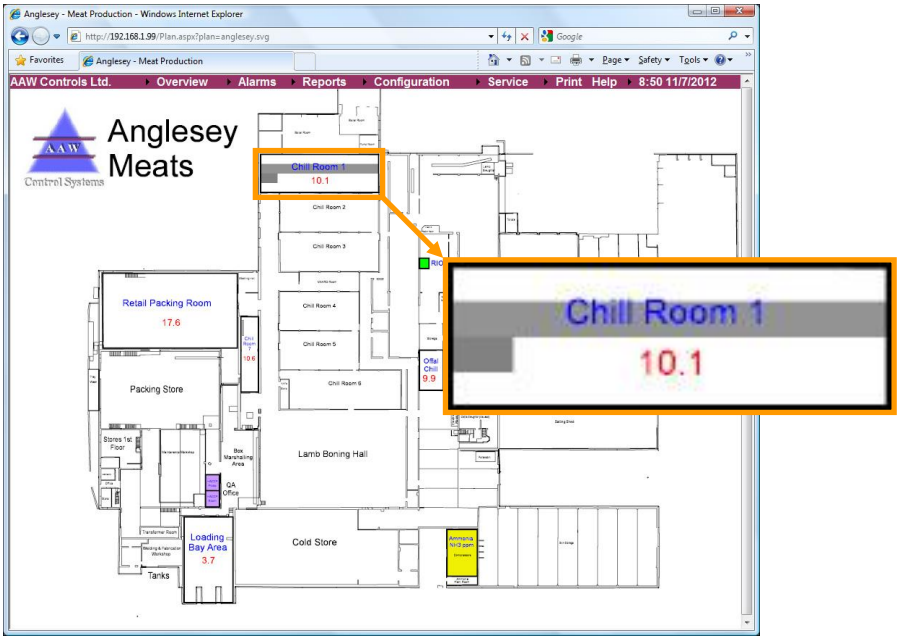
Recognising when Servicing is in Progress/Overdue

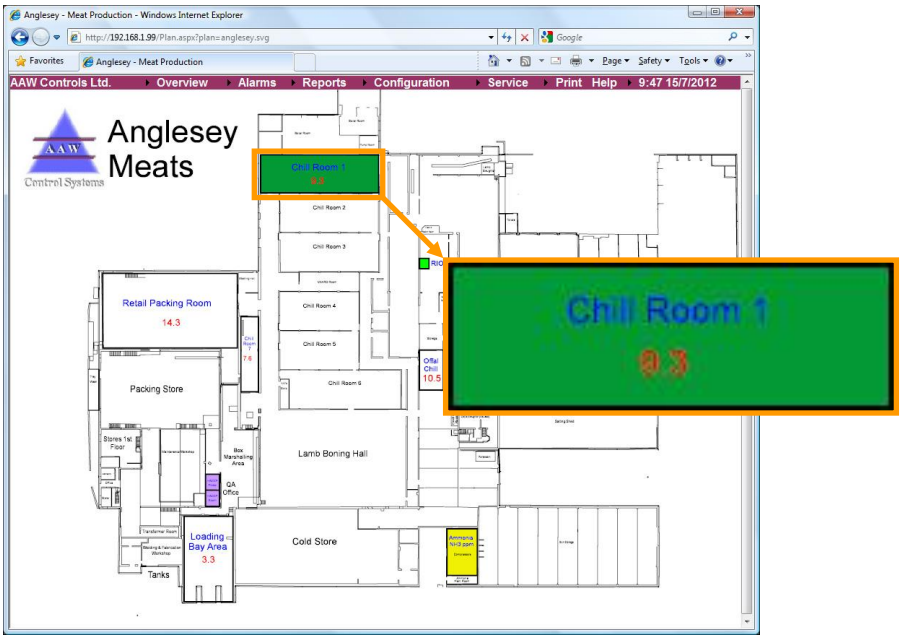
Servicing in Progress

If a point is in servicing mode, meaning its alarms will be inhibited (will not go off), then the *Site Plan* will show a grey bar sweeping across the room that the sensor is monitoring.



Servicing Overdue

If a point's servicing is overdue (based on its next service date), then the *Site Plan* will highlight the room that the sensor is monitoring in green.

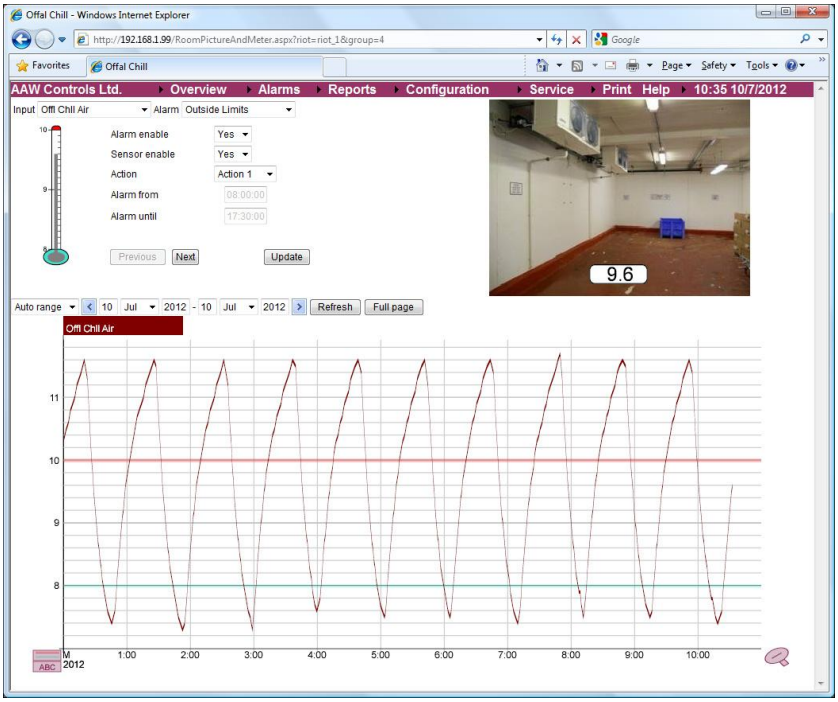


Putting a Point into Servicing Mode

Putting a point into servicing mode temporarily inhibits its alarm for a specified period of time. This allows rooms and sensors to be cleaned/serviced - during which the operating temperature may well go outside of the allowed limits, without the alarms being triggered.

1. Go to the *Room Picture* page for the point you want to put into servicing mode.

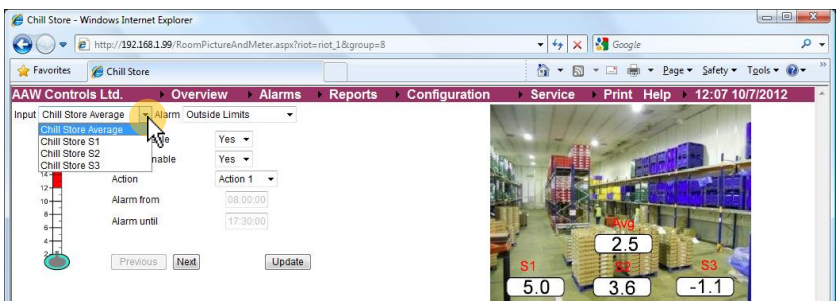
You can click into the required *Room Picture* from the *Overview* page, or alternatively access it from the *Site Status* page or via the *Overview* menu.



2. If there are multiple inputs for the room, then select the required input from the drop-down list.

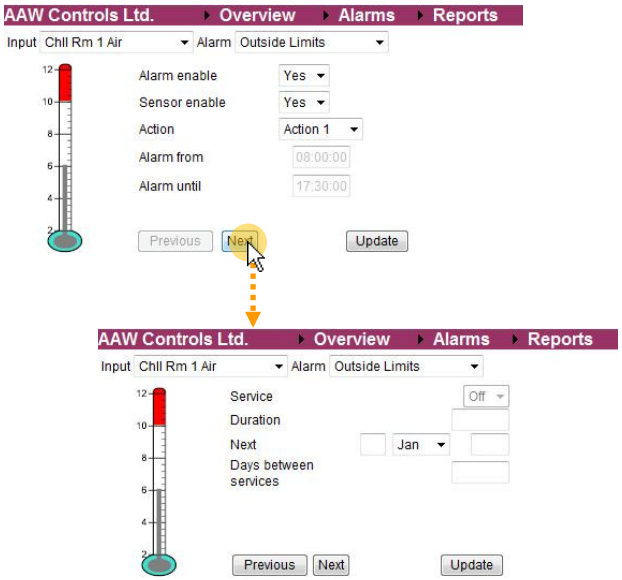
If the room is being monitored by multiple sensors then you will need to use the drop-down list to select the particular input that you want to put into servicing mode.

If all of the inputs need to be put into servicing mode, then you will need to do this separately for each input in turn.



3. With the required input selected, click **Next** until the servicing settings are displayed.

You will need to click *Next* several times to get to the servicingsettings.



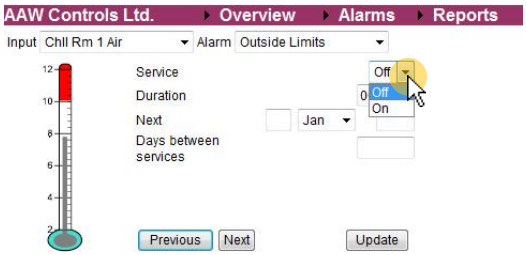
4. In the *Duration* box, enter the length of time that the alarm needs to be inhibited for

The time needs to be entered in the format hh:mm:ss

Note: The system will retain the duration you enter for future use.

5. Change the *Service* setting to "On".

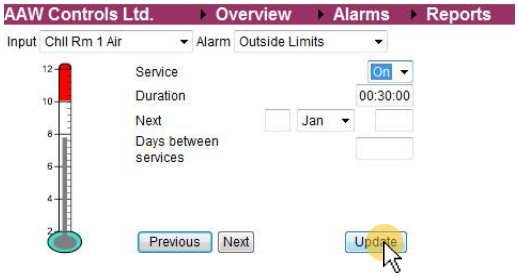
Note: The first time you put a point into servicing mode you will need to activate the *Service* setting (which will initially be disabled) by clicking the *Update* button after entering the duration. It may then take several seconds after clicking the *Update* button before the *Service* setting is enabled.



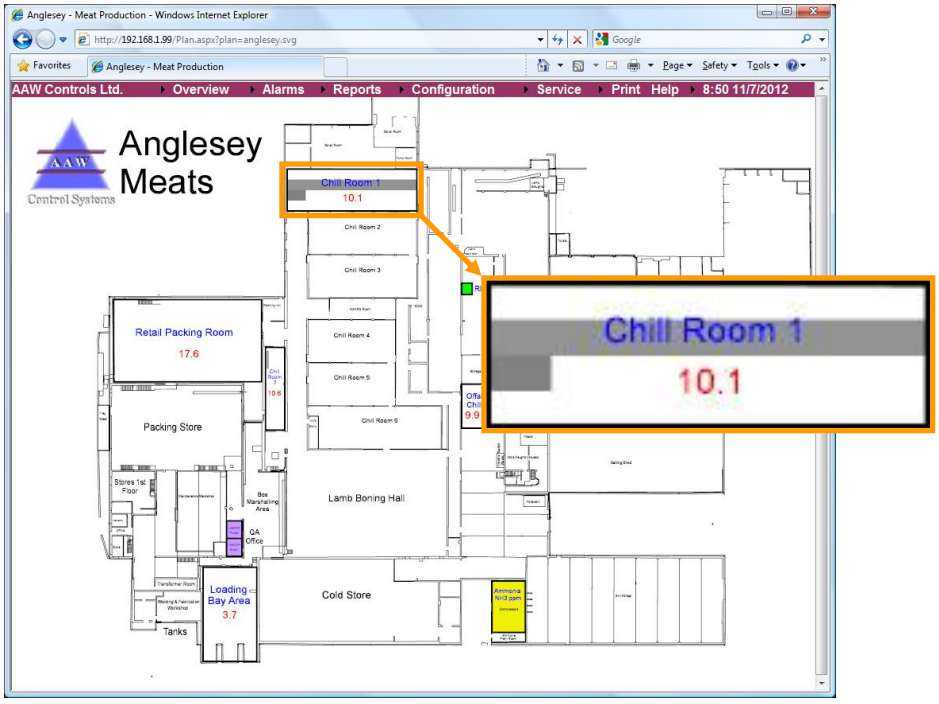
6. Click **Update**

Clicking *Update* with the *Service* setting set to "On" will begin the servicing period during which the alarm will be inhibited (will not go off).

The servicing period will end automatically (and the alarm will be re-activated) once the defined duration has elapsed.



Note: While the room is in servicing mode, the Site Plan will show a grey bar sweeping across it.



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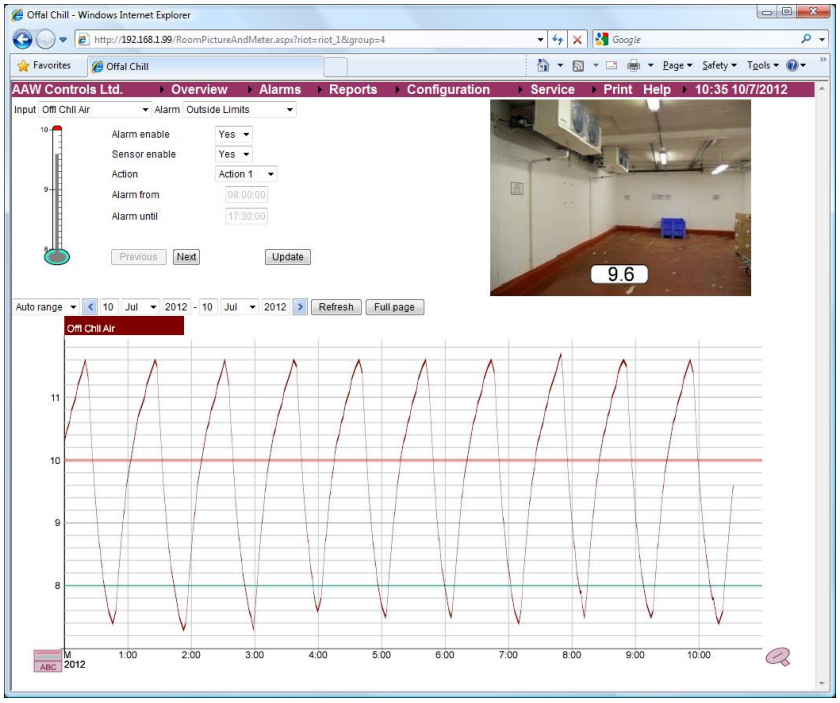
Scheduling the Next Service

To help you manage the servicing of your system and facilities, WebREACT will automatically remind you when a point is due to be serviced.

1. Go to the *Room Picture* page for the point you want to schedule the next servicing for.

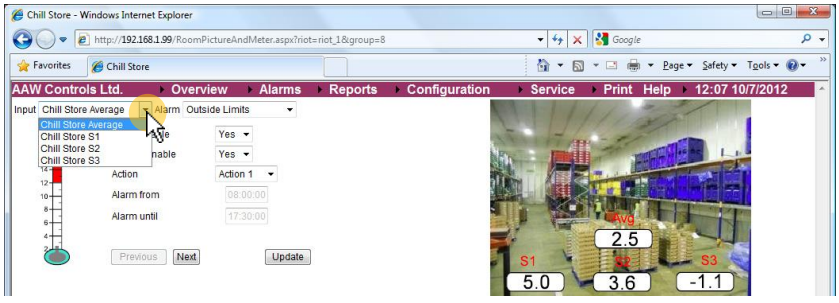
You can click into the required *Room Picture* from the *Overview* page, or alternatively access it from the *Site Status* page or via the *Overview* menu.



2. If there are multiple inputs for the room, then select the required input from the drop-down list.

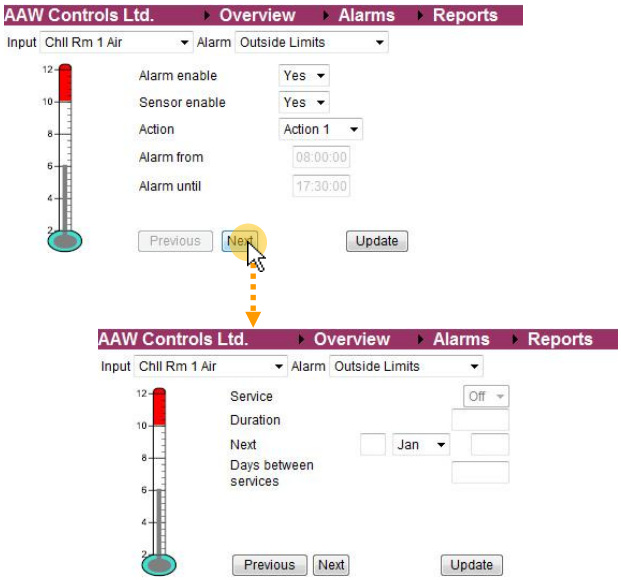
If the room is being monitored by multiple sensors then you will need to use the drop-down list to select the particular input that you want to put into servicing mode.

If all of the inputs need to be scheduled for servicing, then you will need to do this separately for each input in turn.



3. With the required input selected, click **Next** until the servicing settings are displayed.

You will need to click *Next* several times to get to the servicingsettings.



4. In the *Next* boxes, enter/select the date for the point's next servicing.

Note: If you have previously put the point into servicing mode then the system will have assigned a next servicing date automatically.

5. In the *Days between services* box, enter the required number of days.

After the point is put into servicing mode, the system will automatically update the date of the next service based on this value.

If there isn't a value entered in the *Days between services* box, then the system will schedule the next service for 7 days' time.

6. Click **Update**

This will apply the settings to the system.

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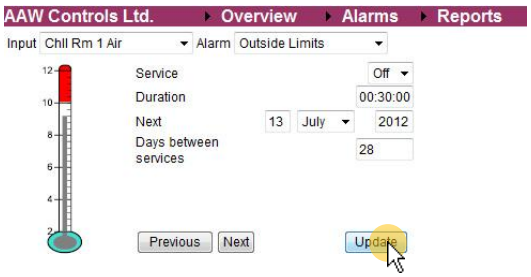

Testing a Point on Your System

You should test each point on your system regularly to make sure it goes into high alarm and low alarm correctly, can be acknowledged correctly, and clears correctly.

After completing a set of tests a Procedural Qualification should be created as this will provide a convenient way of referring back to the tests in the future – see **Adding a New Procedural Qualification (PQ)**These steps should then be repeated so that the point is tested for both its high alarm and its low alarm.

Adding a New Procedural Qualification (PQ) on page 50.

Note: To make sure the individual sensors are working correctly, you should aim to test every point at least once every 12 months.

Note: To make sure the control units (RIOTs or SCUFFLEs) are working correctly, you should aim to test at least one of the points on each unit at least once every month.

1. Note the time when you start the test.

This will be needed when you create the Procedural Qualification.

2. Add a comment against the room/point that you're testing to record that you're starting the test and how you will be creating an alarm condition.

2.1. Go to the Room Picture for the point that you're testing.

2.2. Click **Alarms** in the menu bar.

The *Alarm List* page will be displayed.

2.3. Click **Comment**

The *Add Comment* page will be displayed.

2.4. Type in an appropriate comment and click **Add comment**

After a few seconds a confirmation message will be displayed stating, "*1 comment(s) added*".

3. Create an alarm condition on the point that you're testing.

This can either be done by removing the sensor to a different location where it will give a reading that is outside of the point's acceptable limits, or by temporarily changing the point's alarm limits so that the sensor's normal operational reading will fall outside of those limits.

Tip: You will probably also want to reduce the point's alarm delay so that you're not waiting too long for the alarm to be triggered.

4. Check that all expected alarms are triggered correctly.

You should check that the alarm is triggered on both the PC-based WebREACT system and also on the relevant control unit (RIOT or SCUFFLE).

You should also check that any text/email/voice dial-out alerts are raised according to the setup of your system.

5. Acknowledge the alarm via WebREACT, adding an appropriate comment and trace comment.

See **Acknowledging an Alarm** on page 33.

6. Check that the alarm has been acknowledged correctly.

Any audible alarms should stop beeping and the room on WebREACT should be highlighted in yellow rather than flashing orange.

7. Add a comment against the point that you're testing to record that you're removing the alarm condition.

8. Remove the alarm condition.

Depending on how you created the alarm condition, this will either mean replacing the sensor to its correct location, or restoring the alarm limits to their original values.

Note: If you changed the alarm delay so that the alarm would be triggered more quickly,then don't forget to also restore this to its original value.

9. Check that the alarm condition has cleared correctly.

The room on WebREACT should be shown without any highlighting.

10. Add a comment against the point that you're testing to record that you're ending the test.

11. Note the time when you end the test.

This will be needed when you create the Procedural Qualification.

These steps should then be repeated so that the point is tested for both its high alarm and its low alarm.

QRS: Testing a Point on Your System

QUICK REFERENCE SHEET

You should test each point on your system regularly to make sure it goes into high alarm and low alarm correctly, can be acknowledged correctly, and clears correctly.

Action	Done
Note the time when you start the test. This will be needed when you create the Procedural Qualification.	☐
Add a comment against the point that you're testing to record that you're starting the test and how you will be creating an alarm condition. ***e.g. Alarm test started by changing the alarm limits/delay.***	☐
Create an alarm condition either by changing the alarm limits or by "spiking" the sensor. **Tip:** In either case you will probably also want to reduce the alarm delay so that you're not waiting too long for the alarm to be triggered.	☐
Check that all expected alarms are triggered correctly on both the control unit and WebREACT.	☐
Acknowledge the alarm via WebREACT, adding an appropriate comment and trace comment. ***e.g. Alarm test.***	☐
Check that the alarm has been acknowledged correctly on both the control unit and WebREACT.	☐
Add a comment against the point that you're testing to record that you're removing the alarm condition. ***e.g. Alarm settings restored.***	☐
Remove the alarm condition.	☐
Check that the alarm condition has cleared correctly on both the control unit and WebREACT.	☐
Add a comment against the point that you're testing to record that you're ending the test. ***e.g. Alarm test ended.***	☐
Note the time when you end the test. This will be needed when you create the Procedural Qualification.	☐

These steps should then be repeated so that the point is tested for both its high alarm and its low alarm.

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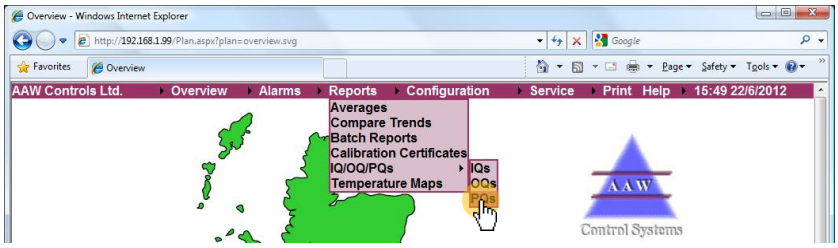
Adding a New Procedural Qualification (PQ)

A Procedural Qualification provides a convenient way of referring to the operational tests that have been carried out on your system to make sure it is working fully and correctly.

Before adding a new Procedural Qualification, you should complete a full test of one or more of your points as described on page 48. This test should check that the point goes into high alarm and low alarm correctly, can be acknowledged correctly, and clears correctly when the sensor reading returns to being within acceptable limits.

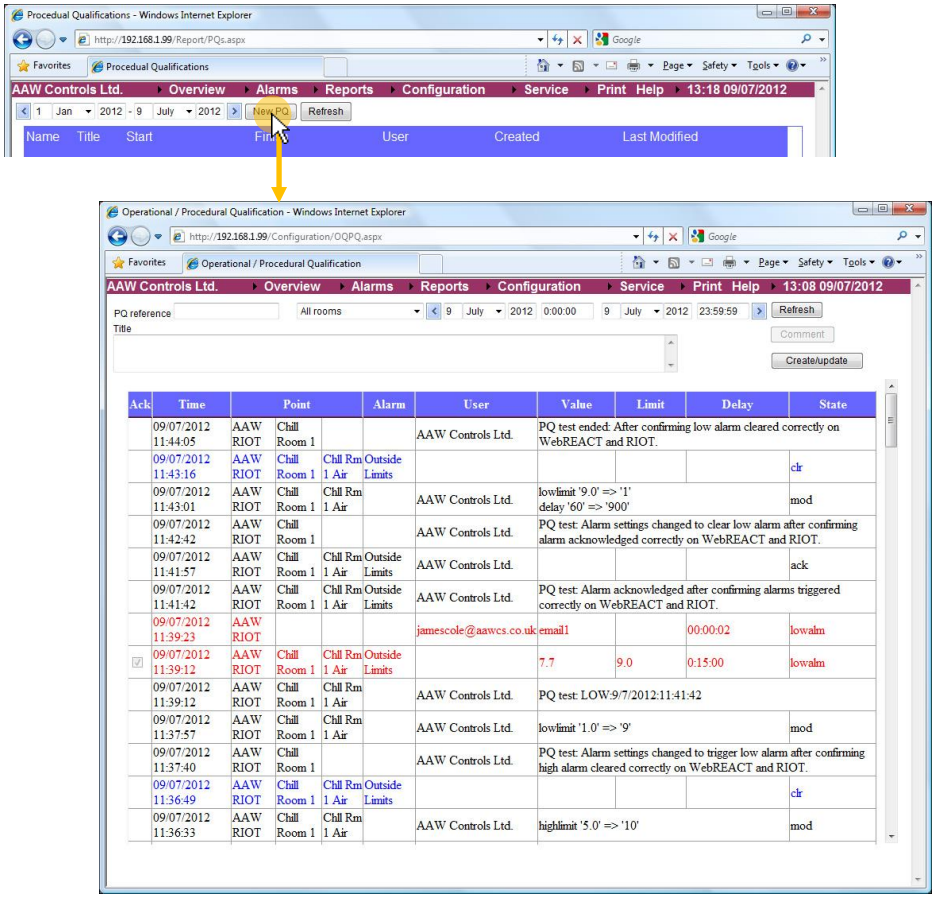
1. Having tested one or more points as described on page 48, go to the *Reports* menu, go to *IQ/OQ/PQs* and click **PQs**

The *Procedural Qualifications* page will be displayed showing any qualifications that have been added during the current year.



2. Click **New PQ**

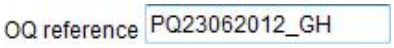
The *Operational/Procedural Qualification* page will be displayed.



3. Enter a *PQ reference*.

Each PQ must be given its own unique reference. This can be made up of alpha and/or numeric characters.

Tip: We recommend you devise a standard format for these references, for example: "PQ" followed by the date, followed by the user's initials.

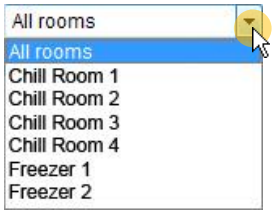


Note: You can only use letters, numbers and '_' for the PQ reference.

4. Select the room that you tested.

This will ensure that the PQ only includes the events that were part of your system test.

Note: A PQ is intended to be for a single room only. If you do not select a specific room then the system will save the qualification as an OQ instead of a PQ.



5. Select/enter the dates and times between which you completed your testing.

This will ensure that the PQ only includes the events that were part of your system test.

Click in the day, year or time boxes to edit the value. (Times must be entered in the format hh:mm:ss)

Select the month from the drop-down list.

Click the left and right arrows to move the date range forwards/ backwards.

The dates will be moved forwards/backwards according to the duration of the current date range.

For example, if the current date range is for a single day, then clicking an arrow will move the dates forwards/backwards by a single day.

If the current date range is for 7 days, then clicking an arrow will move the dates forwards/backwards by 7 days.

6. Enter a *Title*.

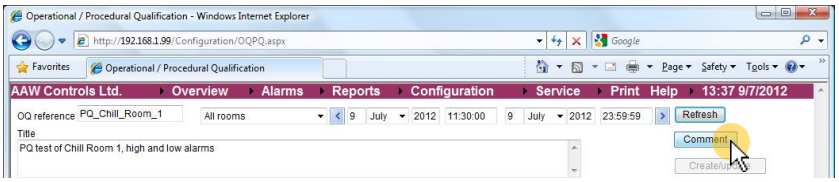
The title should provide a concise but meaningful description of the PQ for future reference.

7. If required, add a comment.

Any comment you add will become part of the overall alarm history of the system – see Viewing the Alarm History on page 25.

7.1. Click **Comment**

A *Comment* box will be displayed.



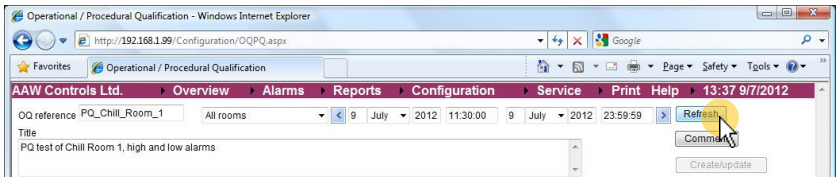
7.2. Enter the required comment and click **Add comment**

Your comment will be saved on the system and the *Comment* box closed.

8. Click **Refresh** (which should be flashing red).

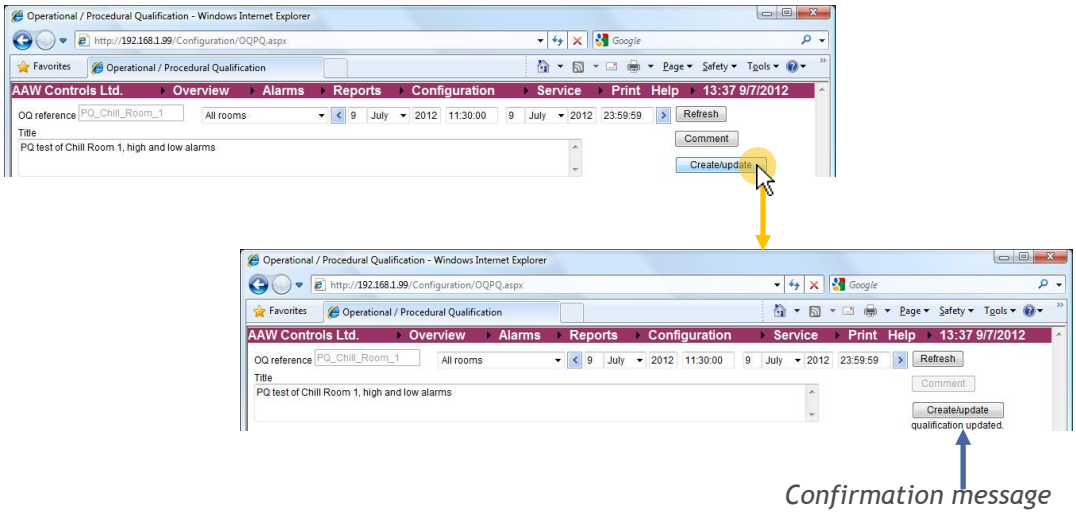
Clicking the *Refresh* button will update the list of events so that it includes alarms that have taken place during the specified date range. It also activates the *Create/update* button.

Note: If you have added a comment then the *Create/update* button will already be active and you will not need to click the *Refresh* button.



9. Click **Create/update** (which should be flashing red).

A confirmation message will be displayed next to the *Create/update* button stating "qualification updated".



Confirmation message

Tip: If the PQ you created/updated is not immediately visible when you return to the *Procedural Qualifications* page, then click the *Refresh* button to update the list.

Note: A PQ is intended to be for a single room only. If you do not select a specific room then the system will save the qualification as an OQ instead of a PQ.

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QRS: Adding a New PQ

QUICK REFERENCE SHEET

A Procedural Qualification provides a log of an operational test that has been carried out on your system to make sure it is working fully and correctly.

Before adding a new Procedural Qualification, you should complete a full test of one or more of your points as described on page 48. This test should check that the point goes into high alarm and low alarm correctly, can be acknowledged correctly, and clears correctly when the sensor reading returns to being within acceptable limits.

1. Having tested one or more points as described in **Testing a Point on Your System** on page 48, go to the *Reports* menu, go to *IQ*/*OQ*/*PQs* and click **PQs**

2. Click **New PQ**

3. Enter a *PQ reference*.

   Note: You can only use letters, numbers and '_' for the PQ reference.

4. Select the room that you tested.

   Note: A PQ is intended to be for a single room only. If you do not select a specific room then the system will save the qualification as an OQ instead of a PQ.

5. Select/enter the dates and times between which you completed your testing.

6. Enter a *Title*.

7. If required, add a comment.

8. Click **Refresh** (which should be flashing red).

9. Click **Create/update** (which should be flashing red).

Viewing Your Procedural Qualifications (PQs)

The Procedural Qualifications provide a log of the regular operational tests you carry out on your system to make sure it is working fully and correctly.

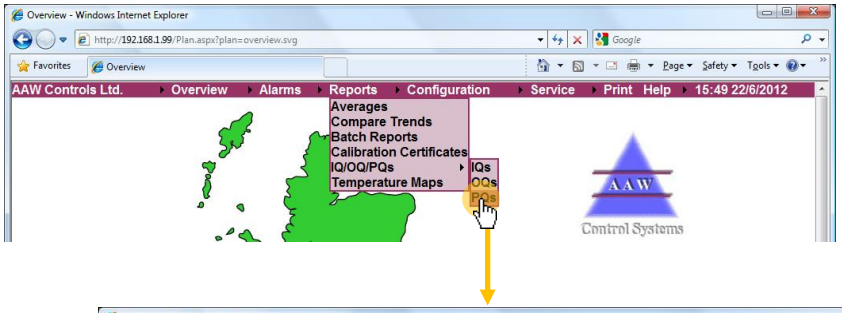
Each Procedural Qualification should show that a particular point goes into high alarm and low alarm correctly, can be acknowledged correctly, and clears correctly when the sensor reading returns to being within acceptable limits.

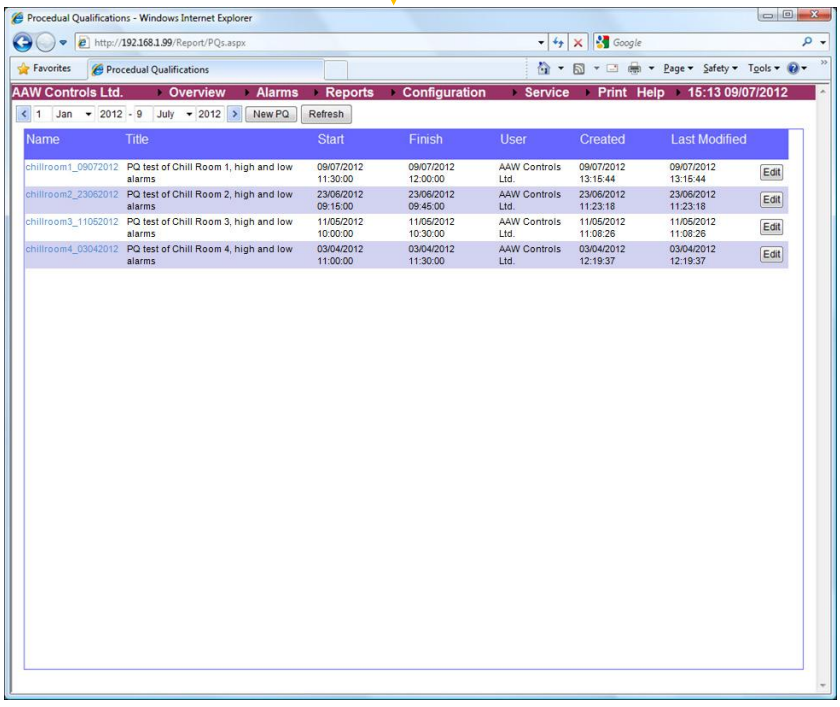
To make sure the individual sensors are working correctly, you should aim to test every point at least once every 12 months.

To make sure the control units (RIOTs or SCUFFLEs) are working correctly, you should aim to test at least one of the points on each unit at least once every month. You should also test that an alarm is triggered if communication is lost with that control unit.

1. Go to the *Reports* menu, go to *IQ/OQ/PQs* and click **PQs**

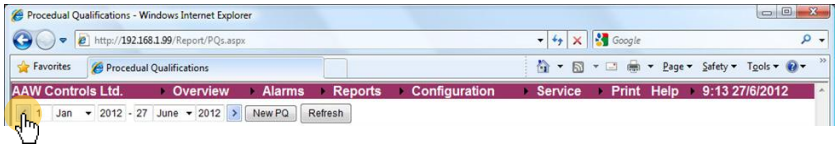
The *Procedural Qualifications* page will be displayed showing any qualifications that have been added during the current year.





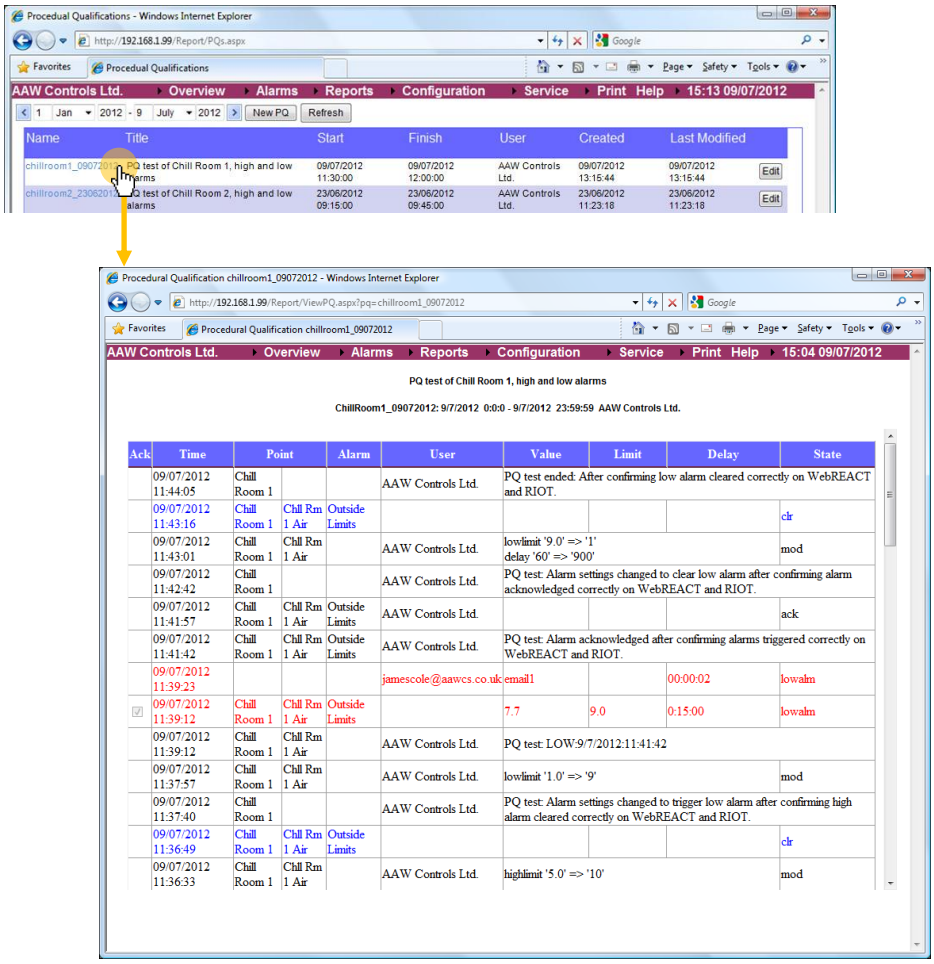
Tip: If you want to view a qualification from an earlier period, then you can adjust the date settings at the top of the page.

The list of qualifications will be refreshed automatically.



2. Click the name of the qualification you want to view.

The details of the qualification will be displayed. This should show a commented history of a particular point going into alarm (high and low), being acknowledged, and clearing when the sensor reading returns to being within acceptable limits.



Viewing Your Operational Qualifications (OQs)

The Operational Qualifications provide a log of the operational tests completed by AAW Control Systems Ltd. across the entire system to make sure it is working fully and correctly.

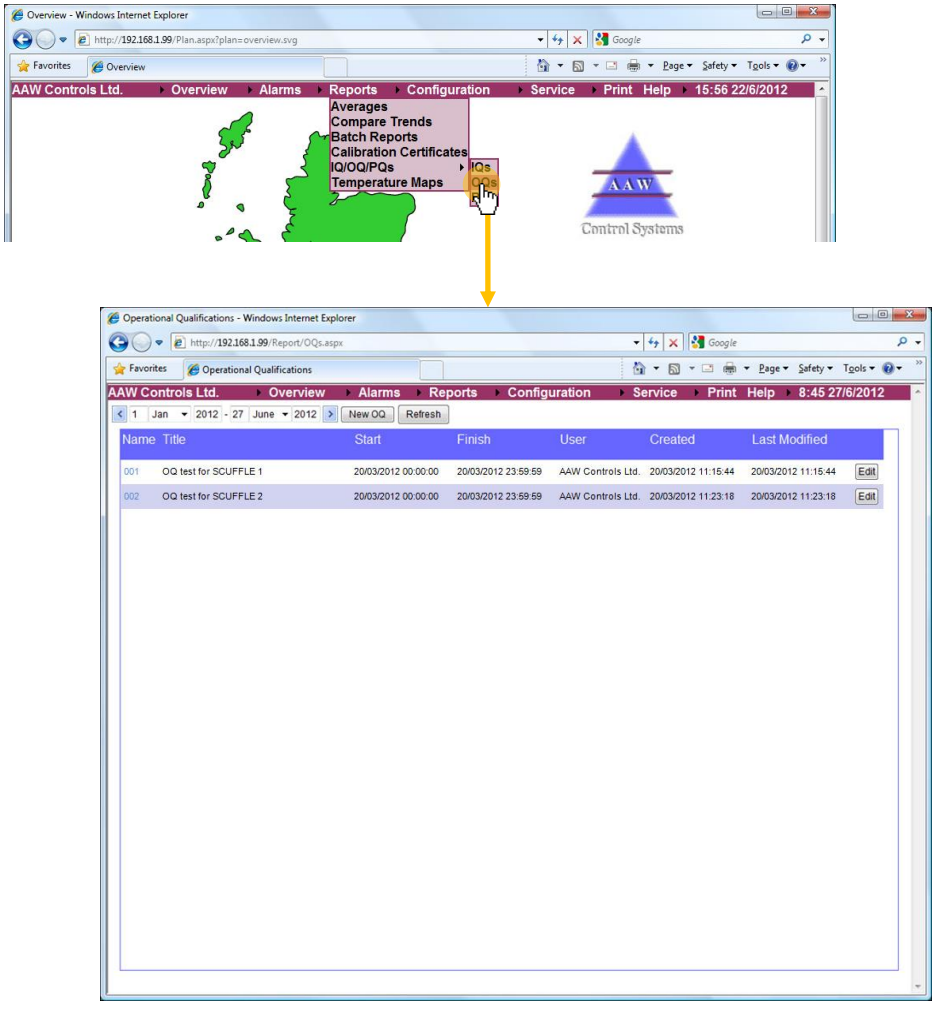
Each Operational Qualification should test/show that every point on the system goes into high alarm and low alarm correctly, can be acknowledged correctly, and clears correctly when the sensor reading returns to being within acceptable limits.

An OQ should also test/show that alarms are triggered if communication is lost with any of the system's control units (RIOTs or SCUFFLEs).

The first Operational Qualification will be completed by AAW Control Systems Ltd as part of the initial commissioning of your system. Subsequent OQs may then be completed by AAW following any major change to the system.

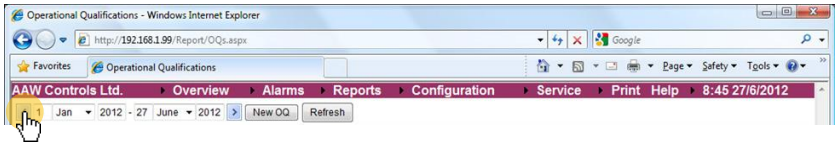
1. Go to the *Reports* menu, go to *IQ/OQ/PQs* and click **OQs**

The *Operational Qualifications* page will be displayed showing any qualifications that have been added during the current year.



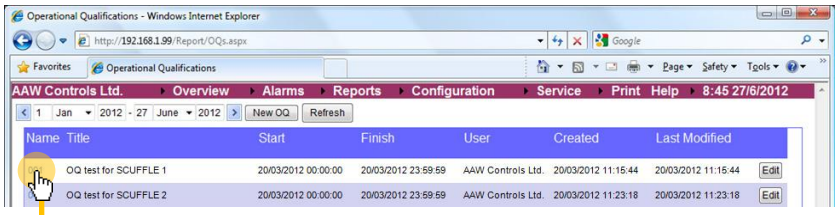
Tip: If you want to view a qualification from an earlier period, then you can adjust the date settings at the top of the page.

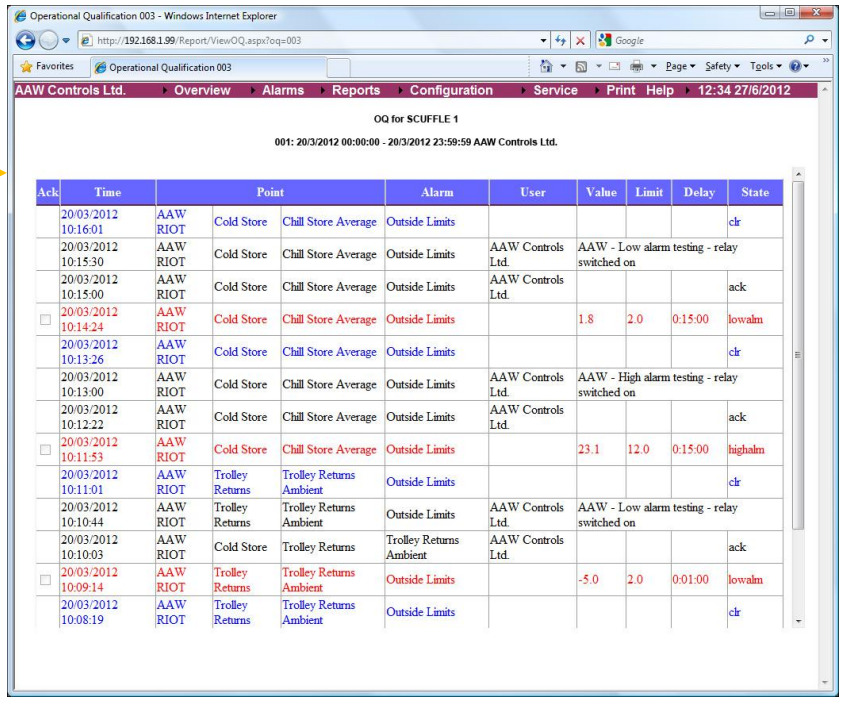
The list of qualifications will be refreshed automatically.



2. Click the name of the qualification you want to view.

The details of the qualification will be displayed. These should show each point going into alarm (high and low), being acknowledged, and finally clearing when the sensor reading returns to being within acceptable limits.





Ack	Time	Point			Alarm	User	Value	Limit	Delay	State
	20/03/2012 10:16:01	AAW RIOT	Cold Store	Chill Store Average	Outside Limits					clr
	20/03/2012 10:15:30	AAW RIOT	Cold Store	Chill Store Average	Outside Limits	AAW Controls Ltd.	AAW - Low alarm testing - relay switched on			
	20/03/2012 10:15:00	AAW RIOT	Cold Store	Chill Store Average	Outside Limits	AAW Controls Ltd.				ack
	20/03/2012 10:14:24	AAW RIOT	Cold Store	Chill Store Average	Outside Limits		1.8	2.0	0:15:00	lowalm
	20/03/2012 10:13:26	AAW RIOT	Cold Store	Chill Store Average	Outside Limits					clr
	20/03/2012 10:13:00	AAW RIOT	Cold Store	Chill Store Average	Outside Limits	AAW Controls Ltd.	AAW - High alarm testing - relay switched on			
	20/03/2012 10:12:22	AAW RIOT	Cold Store	Chill Store Average	Outside Limits	AAW Controls Ltd.				ack
	20/03/2012 10:11:53	AAW RIOT	Cold Store	Chill Store Average	Outside Limits		23.1	12.0	0:15:00	highalm
	20/03/2012 10:11:01	AAW RIOT	Trolley Returns	Trolley Returns Ambient	Outside Limits					clr
	20/03/2012 10:10:44	AAW RIOT	Trolley Returns	Trolley Returns Ambient	Outside Limits	AAW Controls Ltd.	AAW - Low alarm testing - relay switched on			
	20/03/2012 10:10:03	AAW RIOT	Cold Store	Trolley Returns	Trolley Returns Ambient	AAW Controls Ltd.				ack
	20/03/2012 10:09:14	AAW RIOT	Trolley Returns	Trolley Returns Ambient	Outside Limits		-5.0	2.0	0:01:00	lowalm
	20/03/2012 10:08:19	AAW RIOT	Trolley Returns	Trolley Returns Ambient	Outside Limits					clr

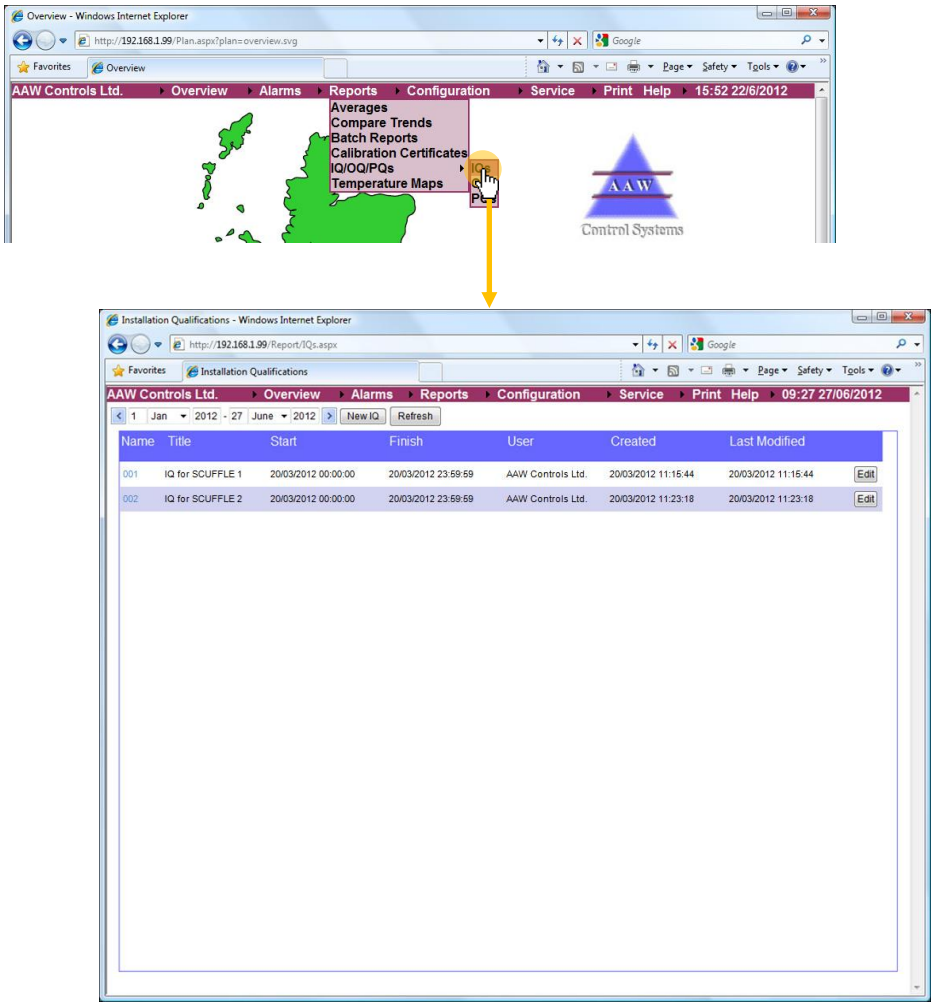
Viewing Your Installation Qualifications (IQs)

The Installation Qualifications provide a summary of the configuration of your system at a particular moment in time. They also indicate whether points have gone into alarm, thereby providing additional evidence of the system working fully and correctly.

The first Installation Qualification is normally completed by AAW Control Systems Ltd as part of the initial commissioning of your system.

1. Go to the *Reports* menu, go to *IQ/OQ/PQs* and click **IQs**

The *Installation Qualifications* page will be displayed showing any qualifications that have been added during the current year.



Tip: If you want to view a qualification from an earlier period, then you can adjust the date settings at the top of the page.

The list of qualifications will be refreshed automatically.

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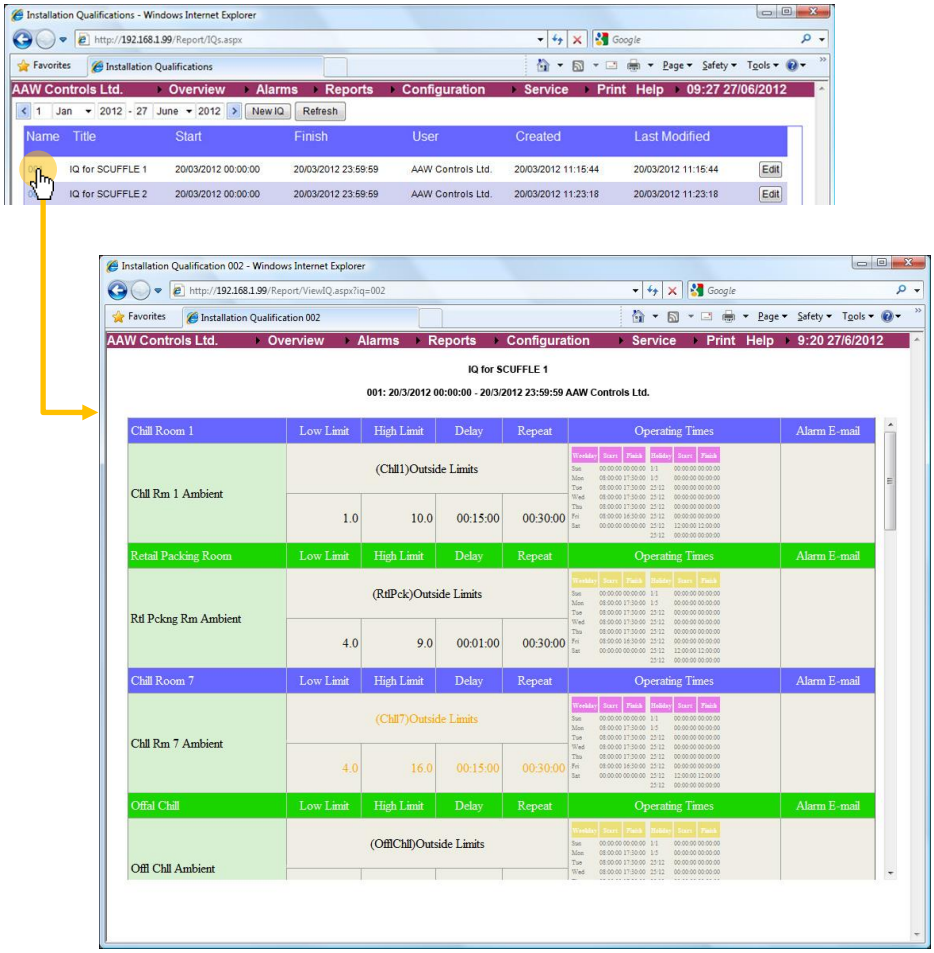
2. Click the name of the qualification you want to view.

The details of the qualification will be displayed. These include the alarm settings (low limit, high limit, delay and repeat) and operating times for each sensor.

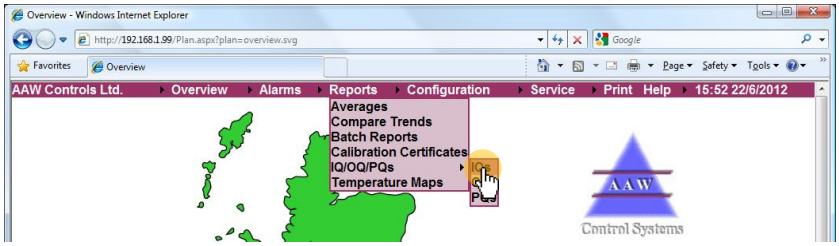


Adding a New Installation Qualification

An Installation Qualification provides a summary of the configuration of your system at a particular moment in time. It also indicates whether your monitored points have gone into alarm, thereby providing additional evidence of the system working fully and correctly.

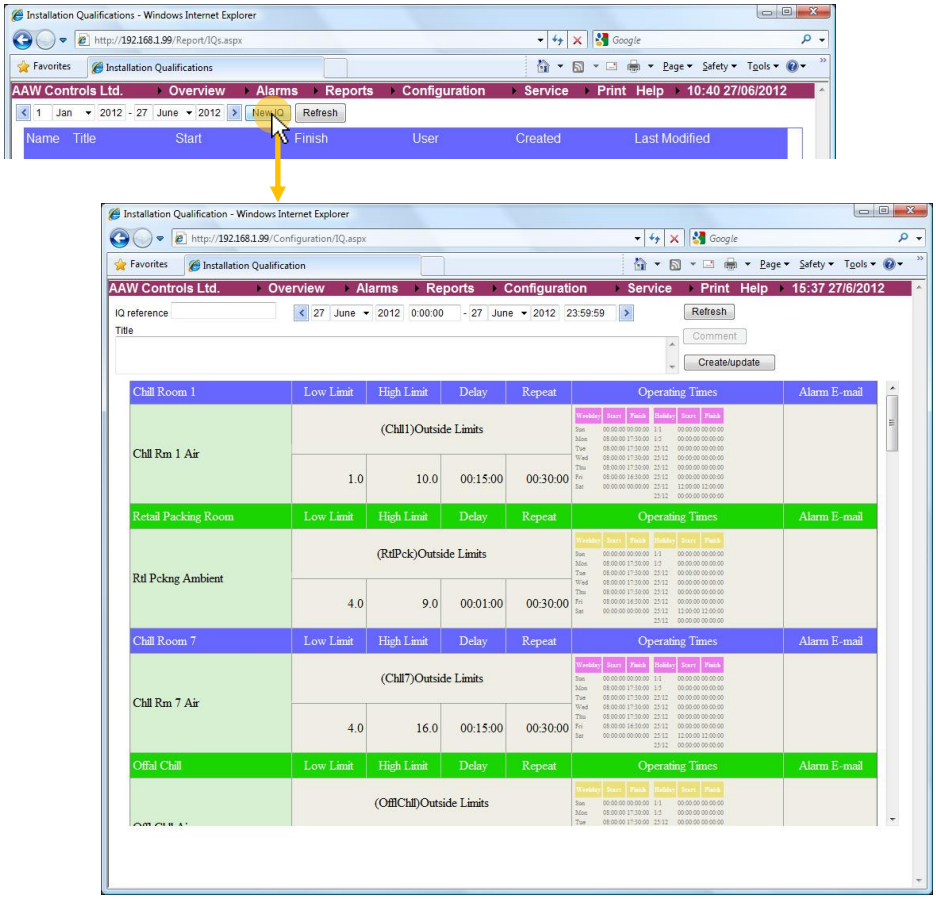
1. Go to the *Reports* menu, go to *IQ/OQ/PQs* and click **IQs**

The *Installation Qualifications* page will be displayed showing any qualifications that have been added during the current year.



2. Click **New IQ**

The *Installation Qualification* page will be displayed.

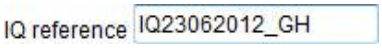


3. Enter an *IQ reference*.

Each IQ must be given its own unique reference. This can be made up of alpha and/or numeric characters.

After entering a reference the *Refresh* button and the *Create/update* button will start to flash red to remind you that these need to be used to complete the new IQ.

Tip: We recommend you devise a standard format for these references, for example: "IQ" followed by the date, followed by the user's initials.

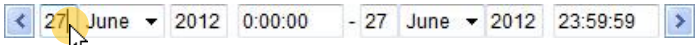


Note: You can only use letters, numbers and '_' for the IQ reference.

4. Select/enter the required date and time range.

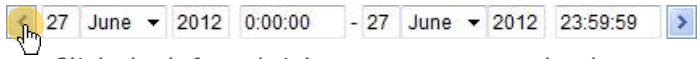
For each point, the IQ will indicate whether it went into alarm during the specified date range.

If a point went into alarm within the specified date range then the alarm settings (low limit, high limit, delay and repeat) are shown in orange text. If the point didn't go into alarm then the alarm settings are shown in black text.



Click in the day, year or time boxes to edit the value. (Times must be entered in the format hh:mm:ss)

Select the month from the drop-down list.



Click the left and right arrows to move the date range forwards/ backwards.

The dates will be moved forwards/backwards according to the duration of the current date range.

For example, if the current date range is for a single day, then clicking an arrow will move the dates forwards/backwards by a single day.

If the current date range is for 7 days, then clicking an arrow will move the dates forwards/backwards by 7 days.

5. Enter a *Title*.

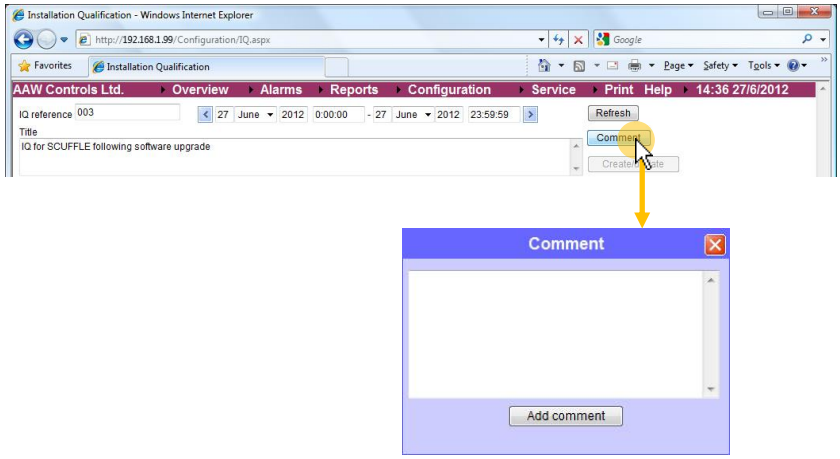
The title should provide a concise but meaningful description of the IQ for future reference.

6. If required, add a comment.

Any comment you add will become part of the overall alarm history of the system – see Viewing the Alarm History on page 25.

6.1. Click **Comment**

A *Comment* box will be displayed.



6.2. Enter the required comment and click **Add comment**

Your comment will be saved on the system and the *Comment* box closed.

7. Click **Refresh** (which should be flashing red)

Clicking Refresh checks for alarms that have taken place during the specified date range and activates the *Create/update* button.

Note: If you have added a comment then the *Create/update* button will already be active and you will not need to click the *Refresh* button.

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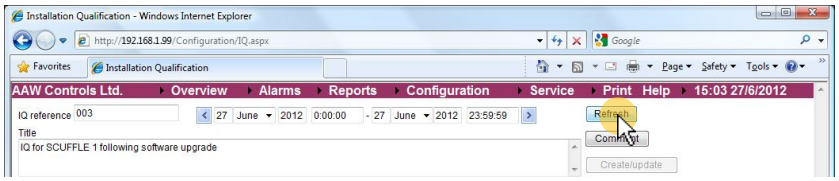
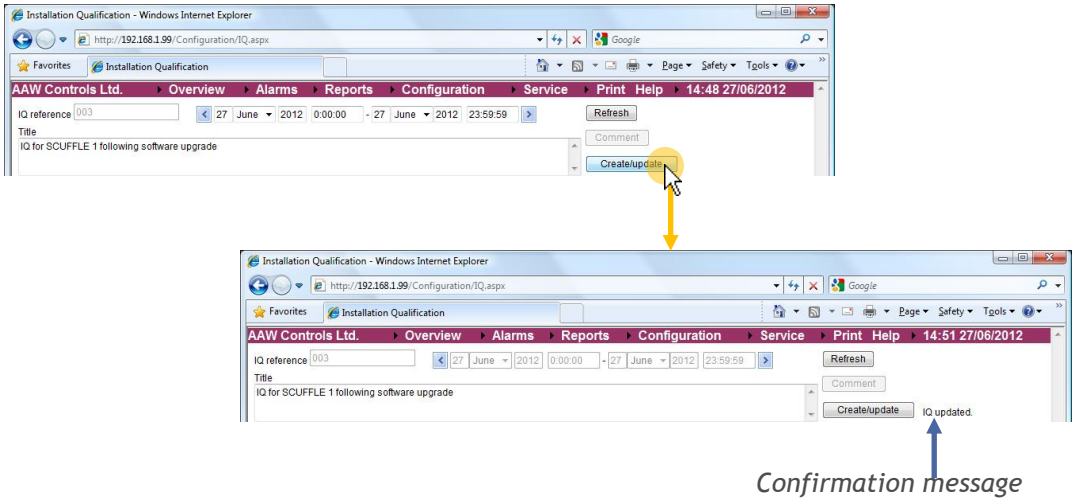


8. Click **Create/update** (which should be flashing red)

A confirmation message will be displayed next to the *Create/update* button stating "IQ updated".



Tip: If the IQ you created/updated is not immediately visible when you return to the *Installation Qualifications* page, then click the *Refresh* button to update the list.

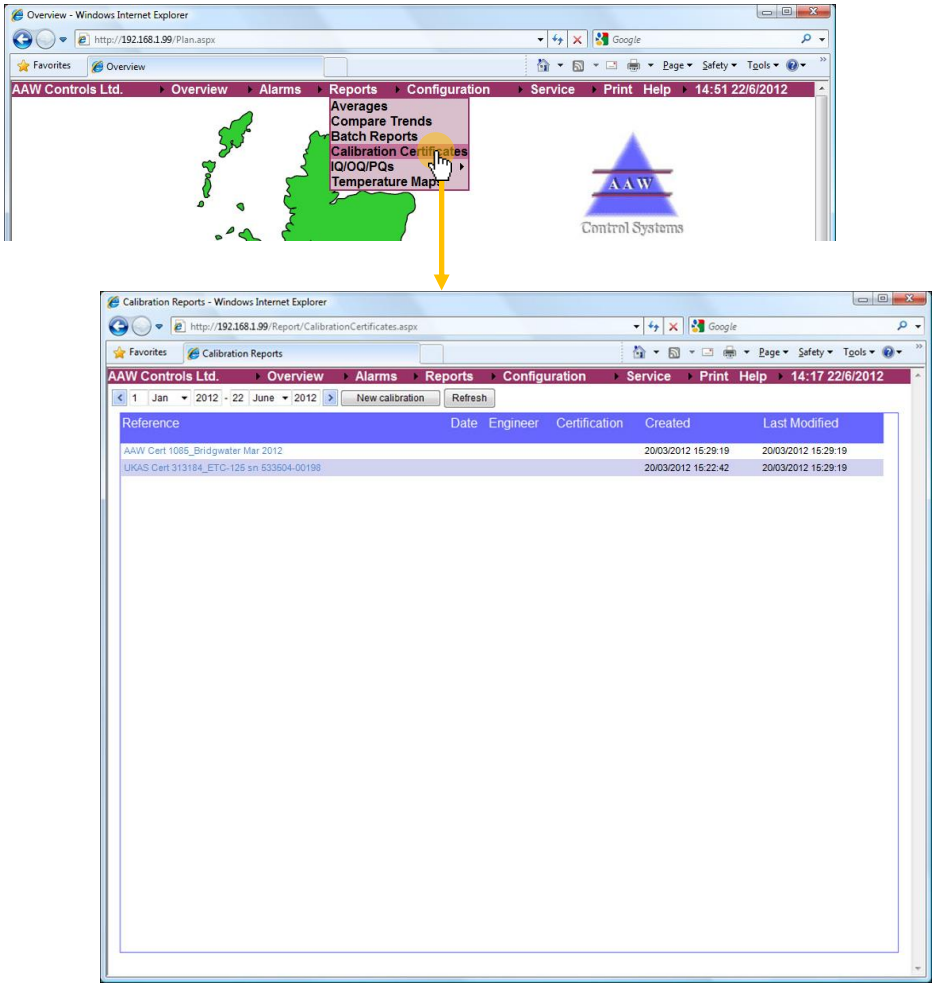
Viewing Your Calibration Certificates

WebREACT is able to store the UKAS-traceable calibration certificates for your sensors, giving you instant access whenever you need it.

To ensure there is an unbroken chain of traceability back to national UKAS standards, WebREACT also stores the UKAS calibration certificates for AAW's calibration equipment.

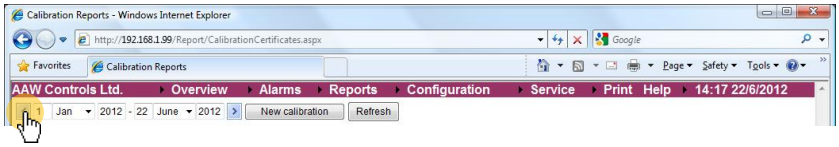
1. Go to the *Reports* menu and click **Calibration Certificates**

The *Calibration Reports* page will be displayed showing any calibration certificates that have been added during the current year.



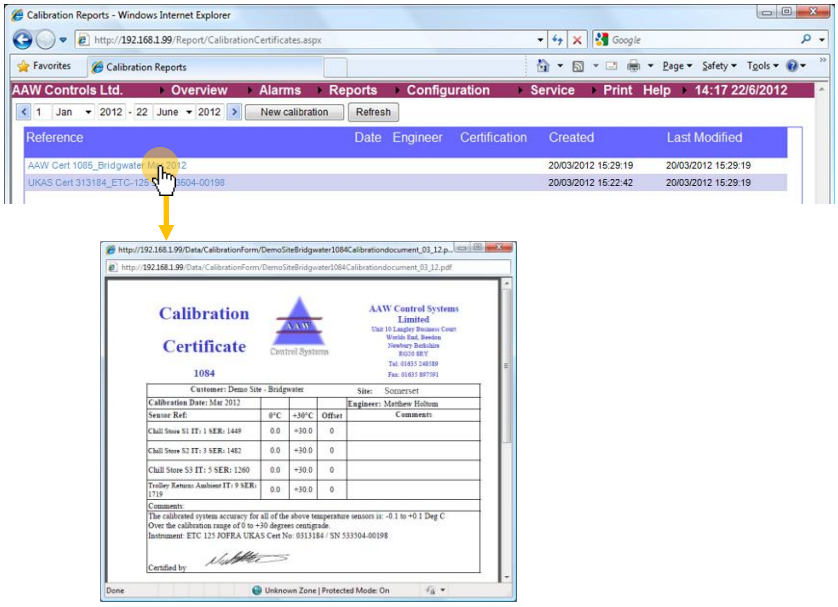
Tip: If you want to view a calibration certificate from an earlier period, then you can adjust the date settings at the top of the page.

The list of certificates will be refreshed automatically.



2. Click the certificate you want to view.

The certificate will be displayed in a new window.



AAW Calibration Certificate

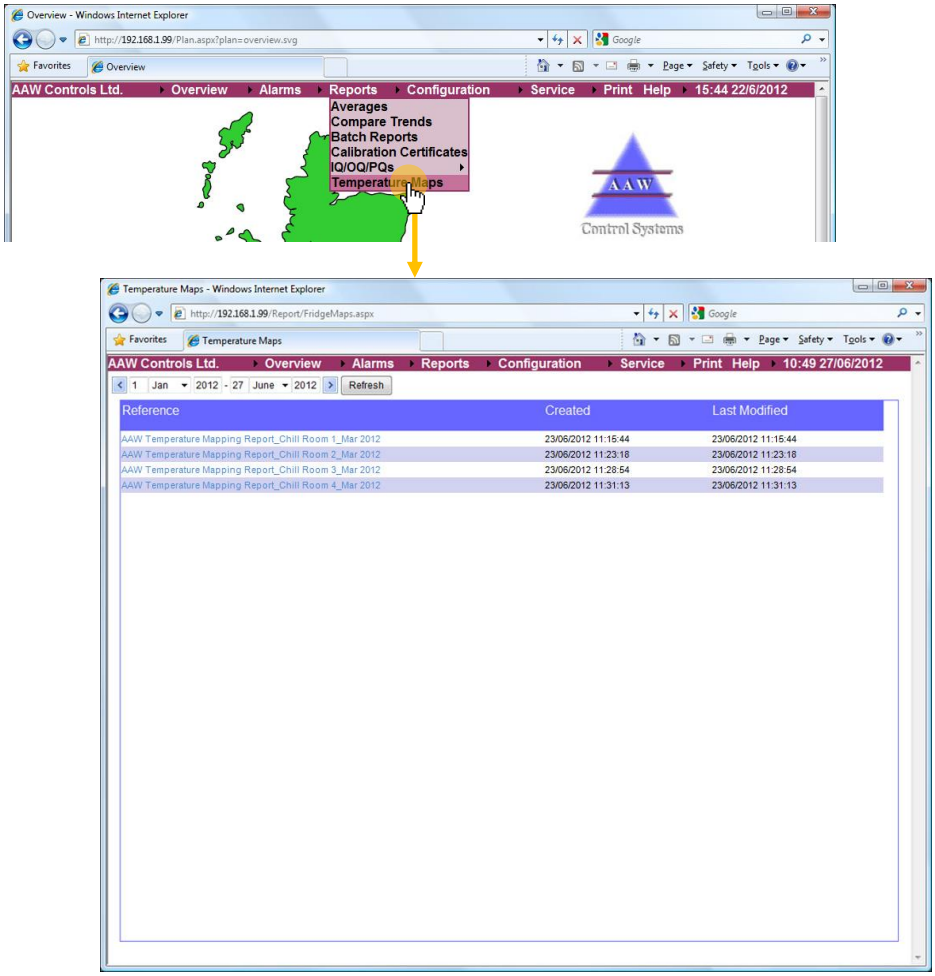
UKAS Calibration Certificate

Viewing Your Temperature Mapping Reports

WebREACT is able to store any Temperature Mapping Reports that have been completed for your storage facilities/equipment.

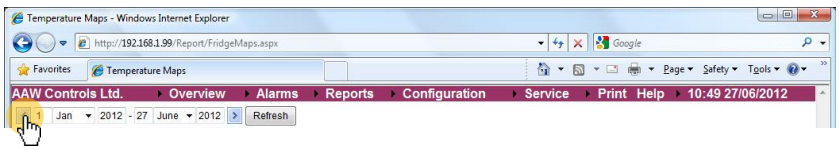
1. Go to the *Reports* menu and click **Temperature Maps**

The *Temperature Maps* page will be displayed showing any remperature mapping reports that have been added during the current year.



Tip: If you want to view a temperature mapping report from an earlier period, then you can adjust the date settings at the top of the page.

The list of reports will be refreshed automatically.



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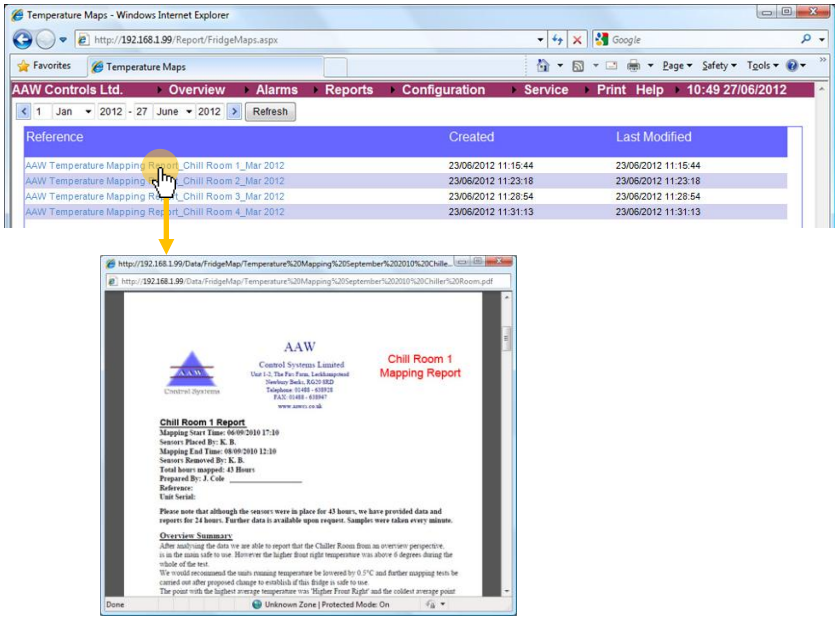
2. Click the report you want to view.

The report will be displayed in a new window.

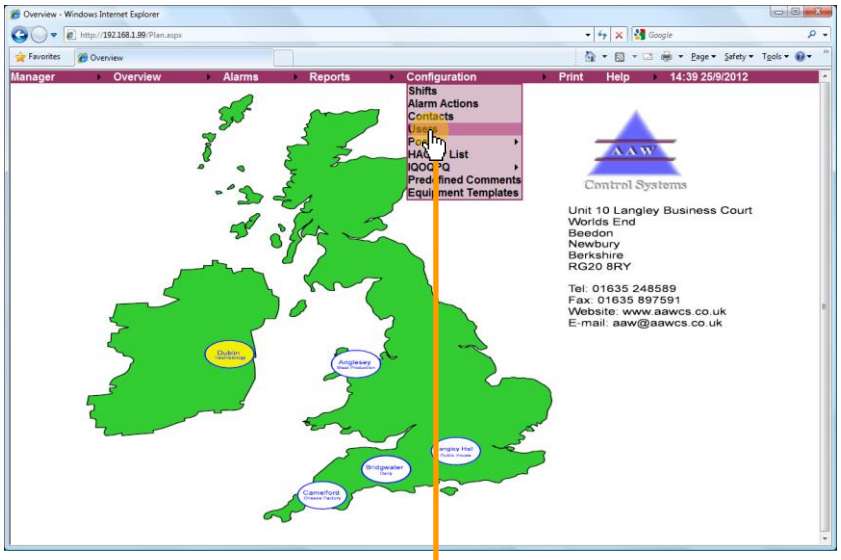


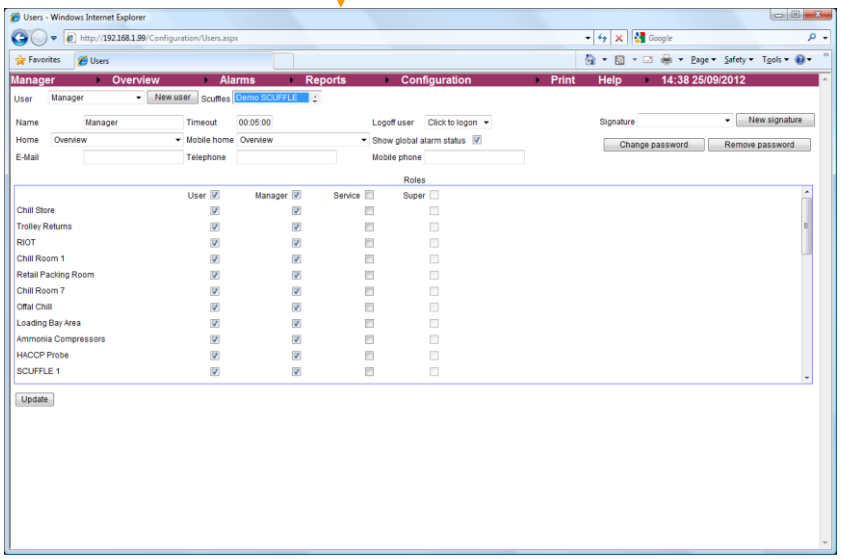
AAW Temperature Mapping Report

Adding a New User

1. Go to the *Configuration* menu and click **Users**

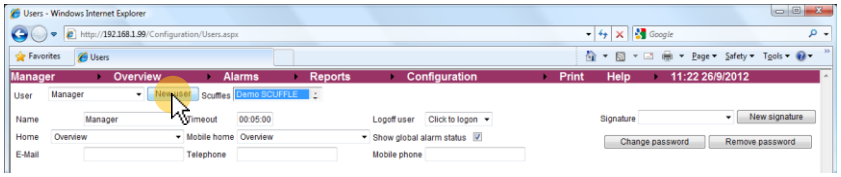
The *Users* page will be displayed showing the configuration settings for the user that is currently logged on.





2. Click **New user**

The *New User & Passcode* box will be displayed.

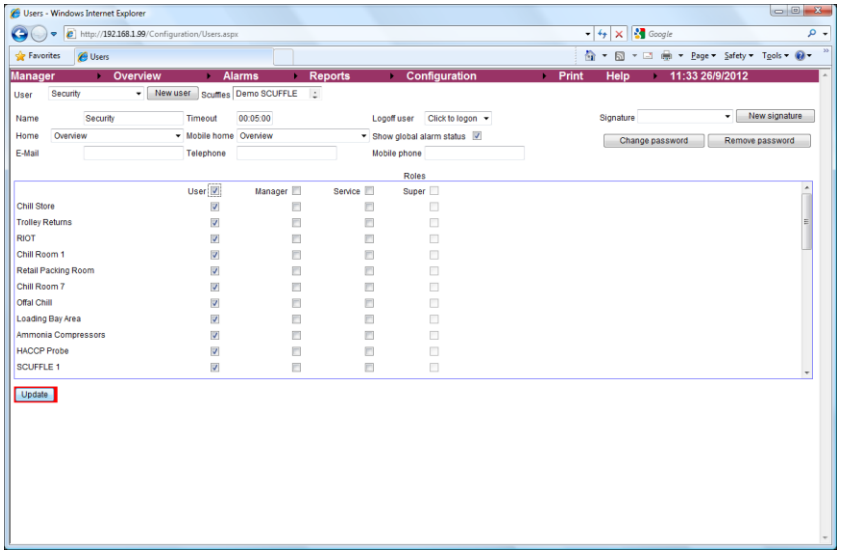


3. Enter the new user's name, enter and re-enter their password, then click **Create User**

The *Users page will be updated with the settings for the new user*.

4. Amend the settings for the new user - in particular giving them the approriate permissions, then click **Update**

You will be prompted to enter the new user's password.



5. Enter the new user's password, then click **Update**

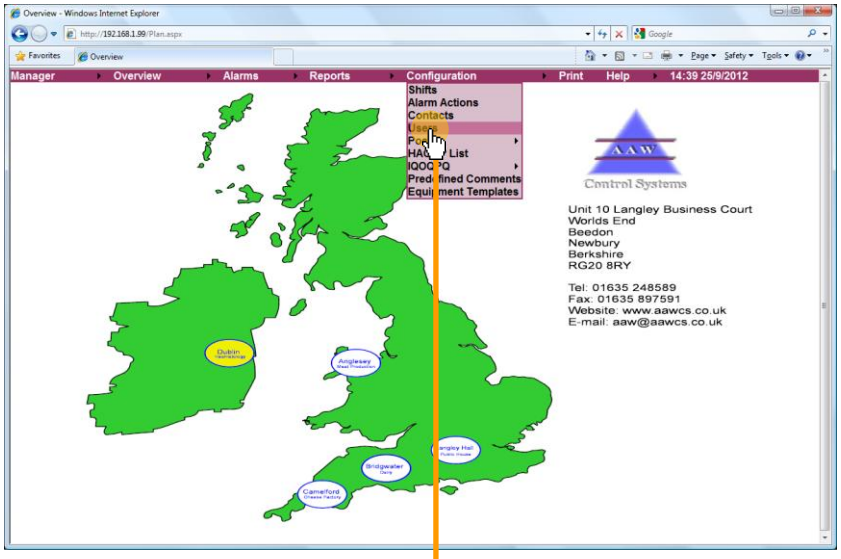
The text "*User updated and will take effect at next log in*" will be displayed next to the *Update* button.

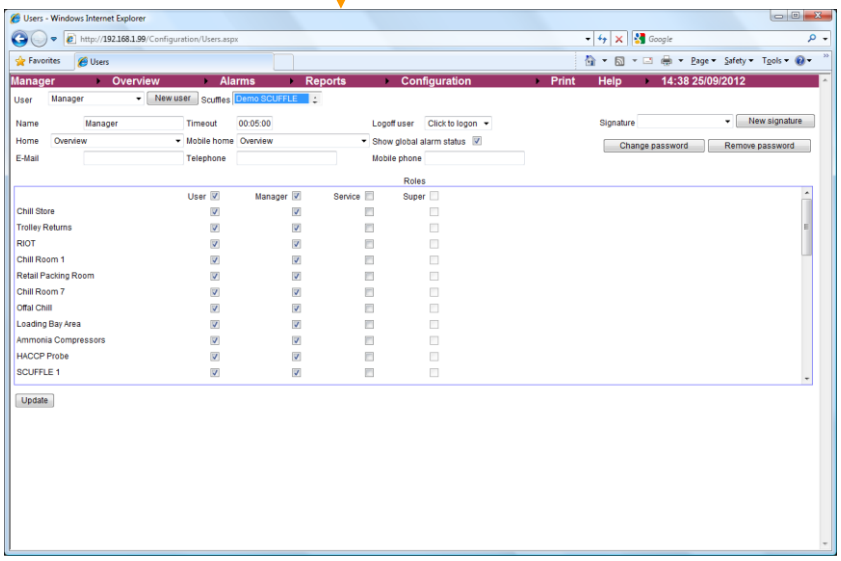
Changing a User's Password

From time to time it may be necessary to change a user's password, for example if they've forgotten it or if they suspect that someone else has found out what it is.

1. Go to the *Configuration* menu and click **Users**

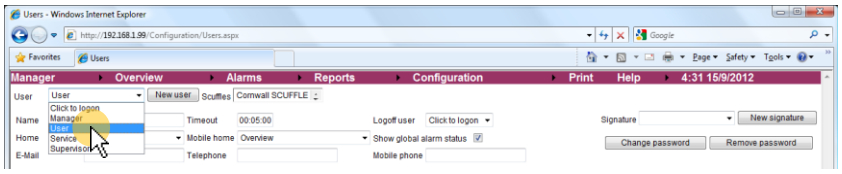
The *Users* page will be displayed showing the configuration settings for the user that is currently logged on.





2. Select the user whose password you need to change.

The configuration settings will be updated according to the selected user.

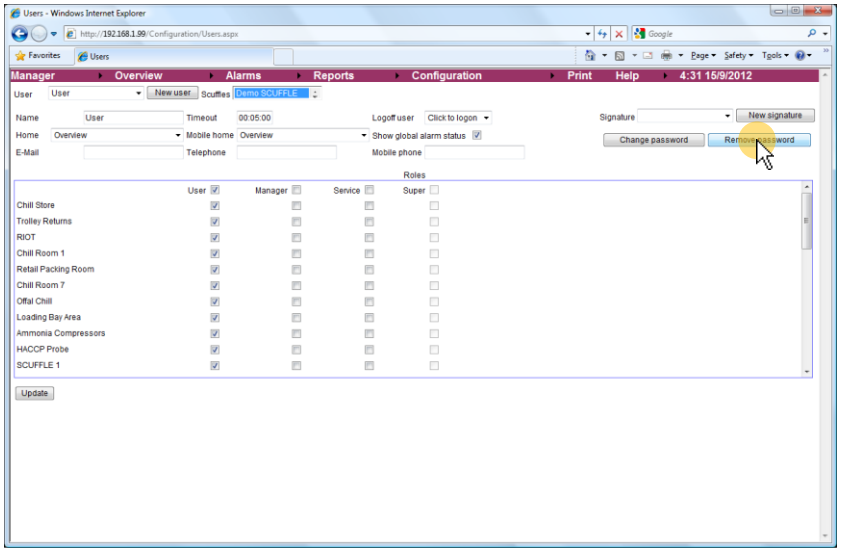


3. If prompted, re-enter your user name and password then click **Select user**

This is required for additional security to make sure that user settings aren't amended without the proper authority.

4. Click **Remove password**

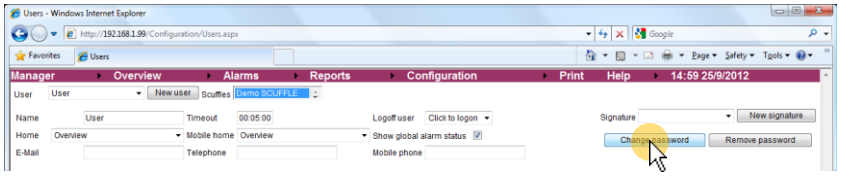
The text "*User updated and will take effect at next log in*" will be displayed next to the *Update* button.



Note: If you know the existing password, then you can change it without needing to remove the password first – see step 5 below. You will, however, need to enter both the existing password and the new password into the *Change Password* box – see step 6 below.

5. Click **Change password**

The *Change Password* box will be displayed.



6. Leave the existing password blank (as it was removed in step 4 above), enter and re-enter the new password, then click **Update password**

   The text "*User updated and will take effect at next log in*" will again be displayed next to the *Update* button.

7. Check that the user is able to log on with their new password.

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Hardware Maintenance

For your WebREACT system to work correctly, it is essential that your temperature-monitoring hardware is also working correctly. To achieve this we recommend the following regular maintenance and testing:

Hardware	Recommended maintenance
RIOT	Put the unit into alarm e.g. by spiking a sensor*, **every month**
RIOT-S	Put the unit into alarm e.g. by spiking a sensor*, **every month** Replace the back-up batteries **every 12 months**
RIOT-S Interface Board	Spike at least one sensor* on the board **every month**
RIOT-S Expansion Board	Spike at a least one sensor* on the board **every month**
Wired sensor	Spike the sensor* at least once **every 6 months** Calibrate **every 12 months**
Wireless IT Radio Sensor	Spike the sensor* at least once **every 6 months** Calibrate the sensor **every 12 months** Replace the batteries **every 12 months** Replace the IP68 waterproof sleeve (if fitted) **every 12 months**
IT Radio Repeater	Visually check the LCD screen to make sure the unit is working **every 3 months**

* Spiking a sensor means getting it to read a value that is different to its normal operating conditions. For a sensor that's monitoring the temperature in a fridge, this could be achieved by simply holding the sensor in your hand.

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