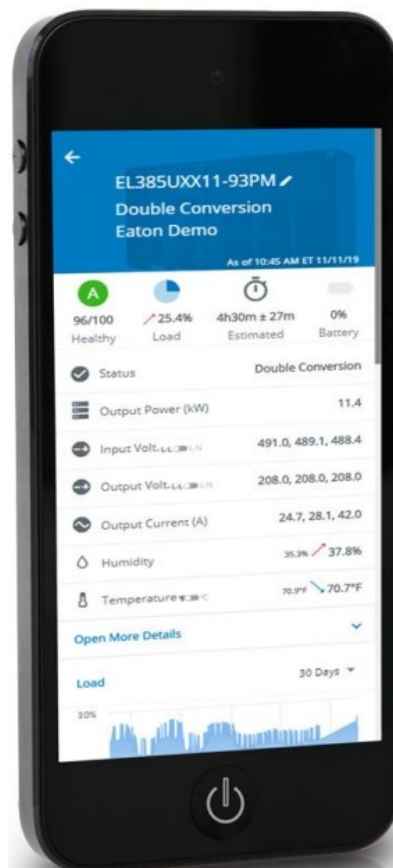


EATON PredictPulse Remote Monitoring Service User Guide

[Home](#) » [EATON](#) » EATON PredictPulse Remote Monitoring Service User Guide 

EATON PredictPulse Remote Monitoring Service User Guide



Welcome to Eaton's PredictPulse remote monitoring service. This guide goes over what's included, explains how this service works and helps you set it up.

Eaton PredictPulse is a cloud-based subscription service for data center power infrastructure devices (Eaton UPSs) that allows Eaton to remotely monitor and manage system health 24x7, as well as notify users to events and critical alarms with an expedited response.

Getting started with PredictPulse is quick and easy, and Eaton is ready to help you with any questions 24x7 (USA call 800.843.9433, option 2, then 5 or email predictpulseoperations@eaton.com).

What do I need to get started with PredictPulse?

- An Eaton UPS that is started and on-line
- Eaton network connectivity card (with password access) and environmental monitoring probe installed
- Latest firmware from Eaton.com uploaded to each connectivity card
- Network or physical access and an IP address for each device to be activated
- 4G/LTE PredictPulse Wireless modem/router OR SMTP email network ready connection
- Enroll at <https://predictpulseapp.eaton.com> and create a user account and activate your device(s)
- PredictPulse can be self-installed or Eaton can install if the network is ready

What is included with PredictPulse?

- Remote monitoring of all your subscribed devices by Eaton 24x7
- Real-time access to your alarms and performance via a dashboard and mobile app
- Summary report emailed to you each month
- Remote diagnosis and response to critical alarms
- Expedited response by Eaton during critical events, resulting in faster resolutions. Eaton also keeps you informed from alarm alert to resolution.¹

¹ Based on the service agreement contracted period of maintenance and response time for covered equipment; PredictPulse may be purchased separately from any other service coverage.

How does PredictPulse work?

After you enroll at <https://predictpulseapp.eaton.com>, create a user account, and activate your device(s), the subscribed devices will send health and alarm data to and automatically appear on your dashboard and mobile app.

Device data is sent using one-way outbound email (SMTP) to maximize security; Eaton cannot interrogate or control any devices. Health data is sent either every 15 minutes or daily, based on the connectivity card. Alarm data is sent real-time. Eaton will call you or your primary contact on urgent alarms and dispatch a field technician or arrange a repair based on your service contract or extended warranty level.

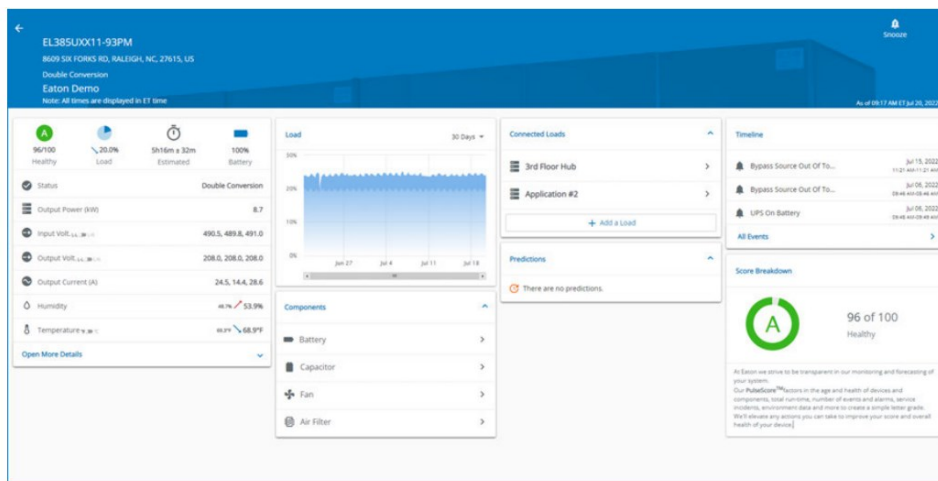
Dashboard or mobile user interface

PredictPulse includes a simple set of summary and detailed views of your connected devices. You can view PredictPulse with either a laptop browser, like Chrome, or any smart phone. Eaton uses a progressive web application (PWA) technology instead of native apps, so the same application can run on most browsers and mobile devices and adapt based on your device and screen size. Most features work on laptop browsers and mobile with two exceptions: phone calls can only be made from mobile devices and device activation (Eaton PredictPulse Wizard) can only be run from a laptop on the device's network.

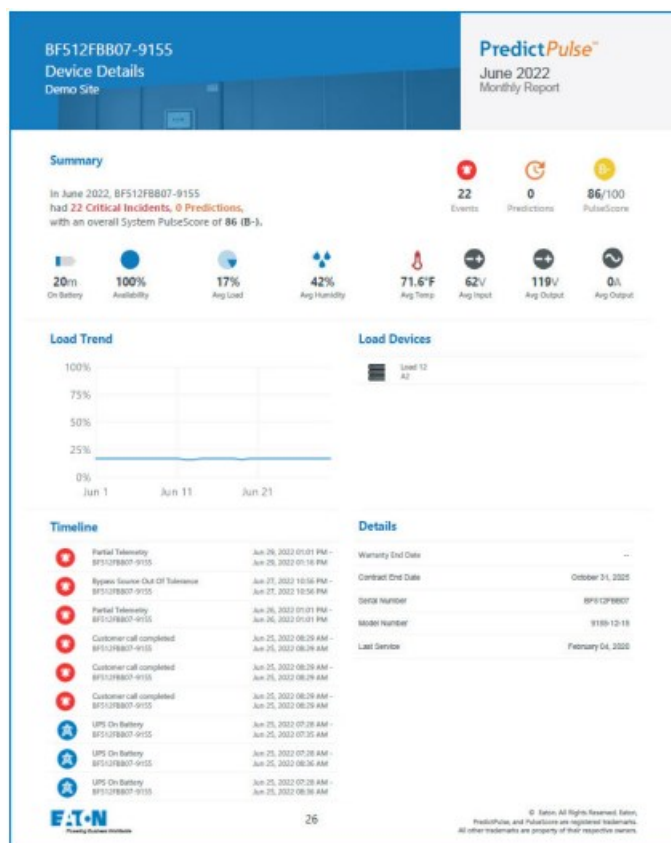
NOTE: You may need to clear your browser cache or click your reload button to refresh the PredictPulse app occasionally. New features and updates will be released over time and clearing the browser cache often corrects login or data visibility issues.

The layout of information adapts to your device's screen. PredictPulse uses scrolling to view more information and

expanding/collapsing menu selections.



- Login screen (new enrollment, password reset)
- Overview page (at-a-glance of all devices) — Preferences, activate devices, invite users
- Device list view — Navigation buttons (overview, inviteuser, user, devices, help)
- Device detail view — More details views (expand/collapse)



Monthly reports

PredictPulse customers receive a monthly report aggregating all device performance data, trends, and alarms. Like the dashboard, reports offer at-a-glance insight into the operating status of your power equipment. Customers with multiple devices will see a summary and detailed device report view including a log of all alarms.

Creating an Account / Activating devices

A new account may have devices previously activated or, typically, no devices will be displayed. From a non-mobile device (laptop) on the same internal network as the device ready for PredictPulse, click the **Download Wizard** button from the side menu.

NOTE: If there are already activated devices for your account, your PredictPulse administrator should invite you to that account rather than a new account be created.

Can I register multiple devices at the same time?

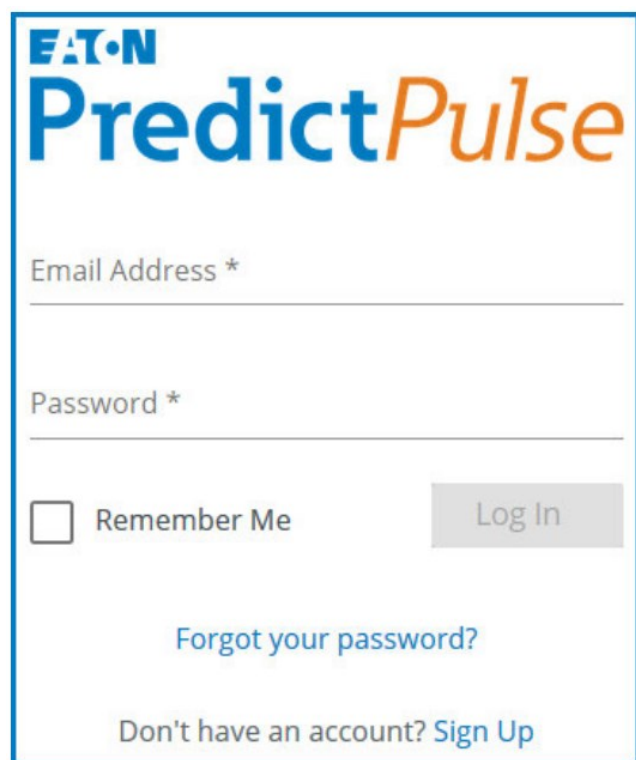
The PredictPulse Wizard allows you to activate additional devices after you've successfully registered a device to save time. Click the **+ Add UPS** button in the wizard tool.

What if I need help or connectivity parts?

Visit <https://eaton.com/predictpulse> for resource documents, videos and technical information or call Eaton (in the US) at **800.843.9433, option 2, then 5**, or send an email to predictpulseoperations@eaton.com.

How do I activate PredictPulse?

Step 1: From your laptop or smart phone, go to the PredictPulse web portal login page, <https://predictpulseapp.eaton.com>. The browsers supported include Chrome, Firefox, Edge, and Safari. Do not use Internet Explorer 11 or older



EAT•N
PredictPulse

Email Address *

Password *

☐ Remember Me

[Forgot your password?](#)


Don't have an account? [Sign Up](#)


- Click **Sign Up** to go to the **New User Registration** page.

Eaton PredictPulse

New User Registration

To sign up for PredictPulse access, enter the required information below.
You will need to verify your email address to continue registration.

 First Name * Last Name *

 Email Address * Confirm Email Address *

Already have an account? [Log In](#)

- Enter your name and email address and click NEXT.
- Review and accept Eaton's PredictPulse Terms and Conditions.
- You will receive an email with a verification code for your email address

Eaton PredictPulse™

Hi Eaton Customer,

In order to complete your PredictPulse account registration you must verify your email address. Click the link below, or input the verification code provided to continue.

381988
Verification Code

If you didn't attempt to verify your email address with PredictPulse, please disregard or delete this email.

- Click **Verify Email Address** to display the **Verify Email Address** page.

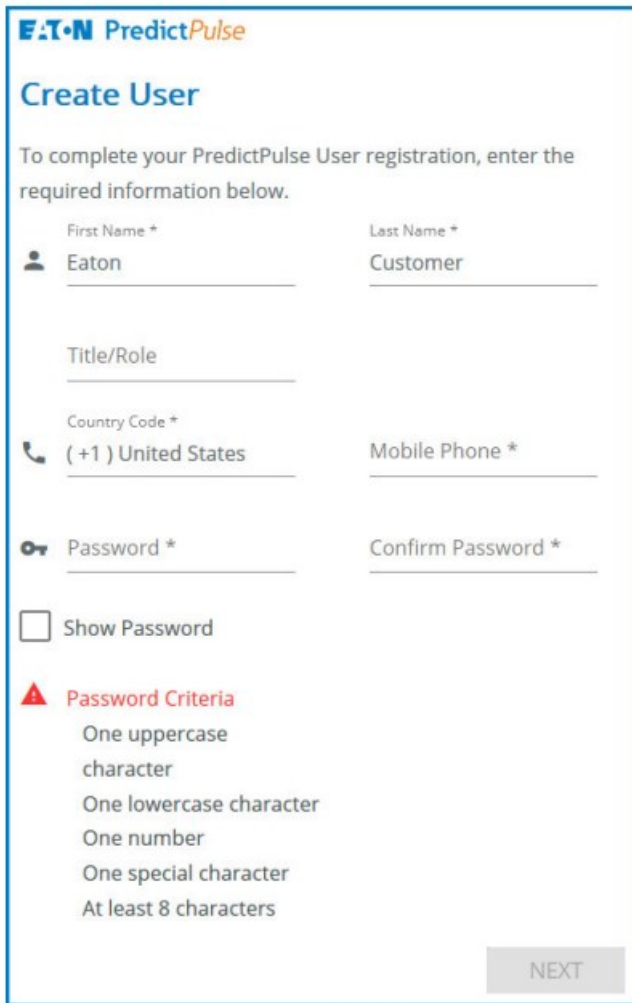
Eaton PredictPulse

Verify Email Address

An email has been sent to EatonCustomer@yahoo.com. Enter the verification code or follow the link provided to continue.

Verification Code * [Resend Code](#)

- Enter the verification code from the email and click **NEXT** to display the **Create User** page.



Eaton PredictPulse

Create User

To complete your PredictPulse User registration, enter the required information below.

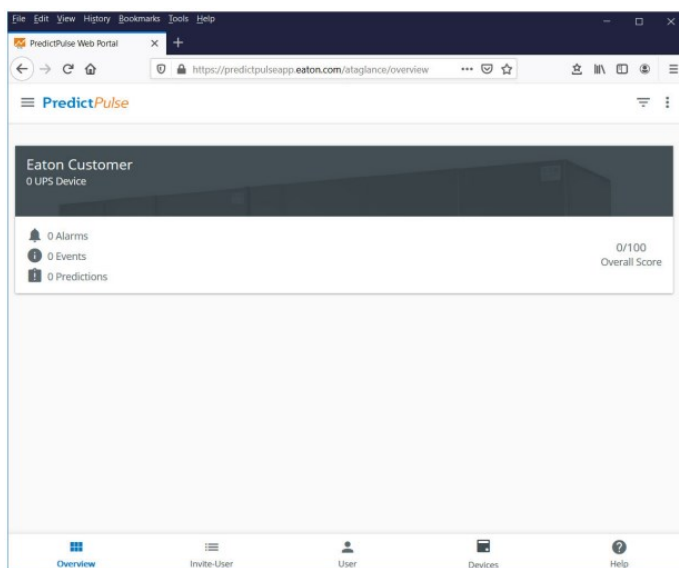
First Name *	Last Name *
<input type="text" value="Eaton"/>	<input type="text" value="Customer"/>
<input type="text" value="Title/Role"/>	
Country Code *	Mobile Phone *
<input type="text" value="(+1) United States"/>	<input type="text"/>
Password *	Confirm Password *
<input type="checkbox"/> Show Password	

⚠ Password Criteria

- One uppercase character
- One lowercase character
- One number
- One special character
- At least 8 characters

NEXT

- Enter the required information and click **NEXT** to return to the web portal login page. Enter your email address and password to display the PredictPulse web portal.

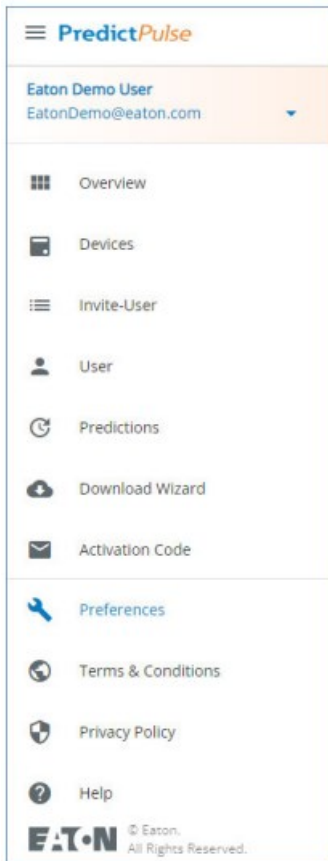


Step 2: Activate a device by downloading the PredictPulse Wizard tool:

NOTE: Refer to the appropriate connectivity card quick start guide on <https://eaton.com/predictpulse> before attempting

activation.

- From your laptop, open the web portal sidebar menu.



NOTE: Activation cannot be done on a mobile device.

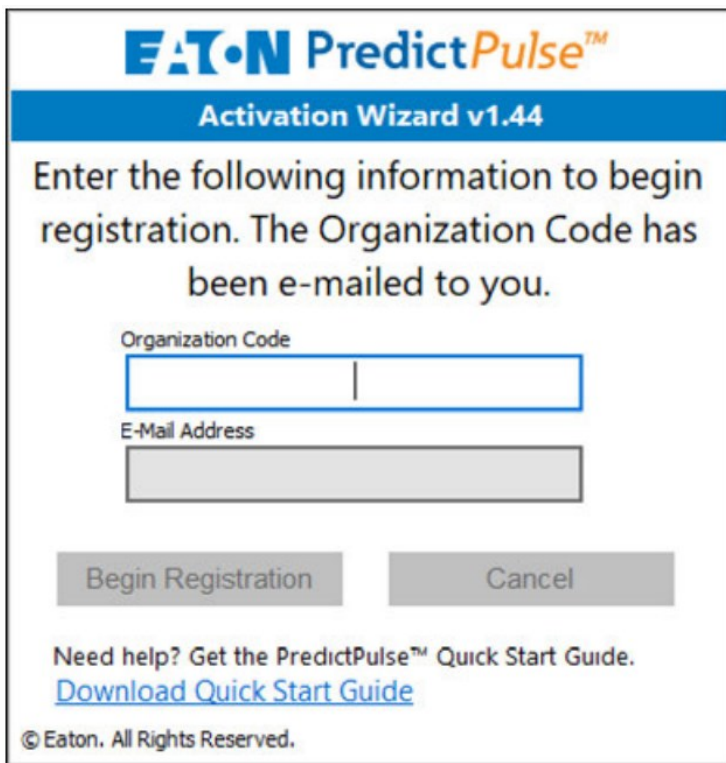
- Click **Download Wizard**. The wizard executable file (ActivatePredictPulse.exe) downloads and a PredictPulse organization code is sent to your email address.

PredictPulse Activation

PredictPulse Activation code has been sent to your email eatoncustomer@yahoo.com

Okay

- Run the wizard. A popup window displays.



EAT•N PredictPulse™

Activation Wizard v1.44

Enter the following information to begin registration. The Organization Code has been e-mailed to you.

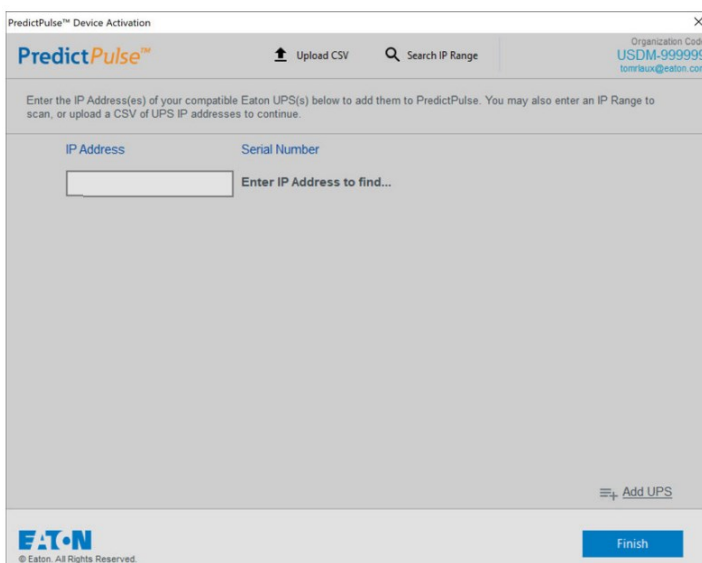
Organization Code

E-Mail Address

Need help? Get the PredictPulse™ Quick Start Guide.
[Download Quick Start Guide](#)

© Eaton. All Rights Reserved.

- Retrieve the email containing the PredictPulse organization code. Enter the organization code and your email address and click Begin Registration. The PredictPulse Device Activation page displays



PredictPulse™ Device Activation

PredictPulse™ Upload CSV Search IP Range Organization Code: USDM-999999, tomleux@eaton.com

Enter the IP Address(es) of your compatible Eaton UPS(s) below to add them to PredictPulse. You may also enter an IP Range to scan, or upload a CSV of UPS IP addresses to continue.

IP Address Serial Number
 Enter IP Address to find...

EAT•N © Eaton. All Rights Reserved.

- Enter the IP address for the device to be found and click +Add UPS or press the Tab or Enter key. The wizard attempts to connect to a device at that IP address. If successful, the wizard determines if the device is a UPS, identifies the connectivity card being used, reads the serial number, and validates the connectivity card firmware.
 - If a firmware upgrade is required, a pop-up window displays showing the current and required revisions, along with a link to the firmware download page.
 - If the required firmware version is present, the wizard displays the serial number and a window to enter another IP address. Repeat for each IP address.
- When all IP addresses have been found, click Finish.

NOTE: If the wizard displays a configuration error message, enter the card's username and password and click **OK**.

Step 3: The PredictPulse wizard activates each card. Upon completion, the wizard displays a confirmation message. If the user is running Microsoft Outlook, an activation email is sent automatically to Eaton's PredictPulse servers. If the user is not running Outlook, the email components are saved in the user's My Documents folder and instructions are provided for sending the activation email manually.

Step 4: Device data will appear in dashboard or mobile device typically within 15 minutes (or the next day based on device or network card).

Step 5: Setup your laptop, smart phone, tablet, or other devices:

- From a browser on your computer bookmark

<https://predictpulseapp.eaton.com>

- From your smart phone or tablet's browser, open

<https://predictpulseapp.eaton.com>, then select Add to Home Screen in your device settings to display a shortcut icon.




Contents

1 Documents / Resources



1.1 References

2 Related Posts

Documents / Resources

	<p>EATON PredictPulse Remote Monitoring Service [pdf] User Guide</p> <p>PredictPulse, Remote Monitoring Service, PredictPulse Remote Monitoring Service, Monitoring Service</p>
---	--

References

-  [Remote monitoring service | PredictPulse | Eaton](#)
-  [PredictPulse Web Portal](#)

Manuals+.