

# Eaton Brightlayer Remote Monitoring Application Note

SMART-PSRTNC Series UPS



## Remote Monitoring



*Powering Business Worldwide*

p/n: 934CF9  
Revision A

## Change Log Sheet

<b>Revision</b>	<b>Date</b>	<b>Mobile App Version</b>	<b>Chapter, Description of Change</b>
A	June 2024	1.0	Official release of the Eaton Remote Monitoring Applications Guide.
B	July 2024	1.0	<ul style="list-style-type: none"><li>• Added new image to</li><li>• Added instructions on how to delete user accounts based on the role assignment to the section .</li></ul>
C	September 2024	2.0	Added test

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## Chapter 1 Introduction

### 1.1 Welcome to the Eaton Remote Monitoring Application

The Eaton Tripp Lite Series cloud-connected UPS systems are managed by the Eaton Remote Monitoring Application supported by Eaton's Brightlayer platform so that users can connect to their UPS anywhere. Receive alerts, control outlets, or shutdown devices – all from the touch of a mobile device or desktop computer. Whether a user is setting up one or several units, commissioning has never been more straightforward. The Eaton Remote Monitoring Application can be downloaded from the Apple or Android app stores.

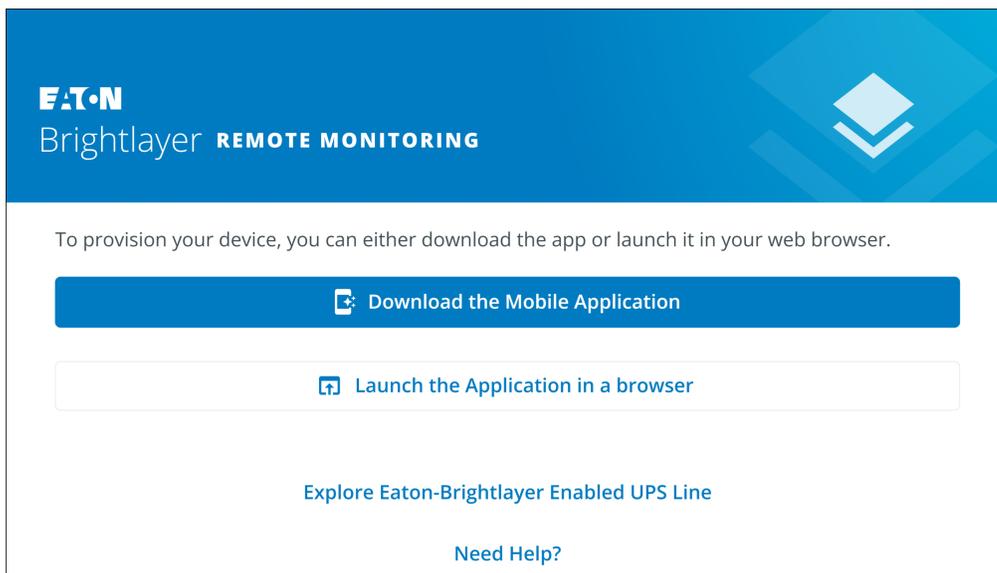
### 1.2 User Enrollment and Activation

1. Locate and scan the QR code on the left-hand side of the UPS cover or visit the direct link [Eaton Brightlayer Remote Monitoring Application](#) to launch the application in a web browser or to download it to a remote Device.

**Figure 1. QR Code Location**



**Figure 2. Web Application Page**

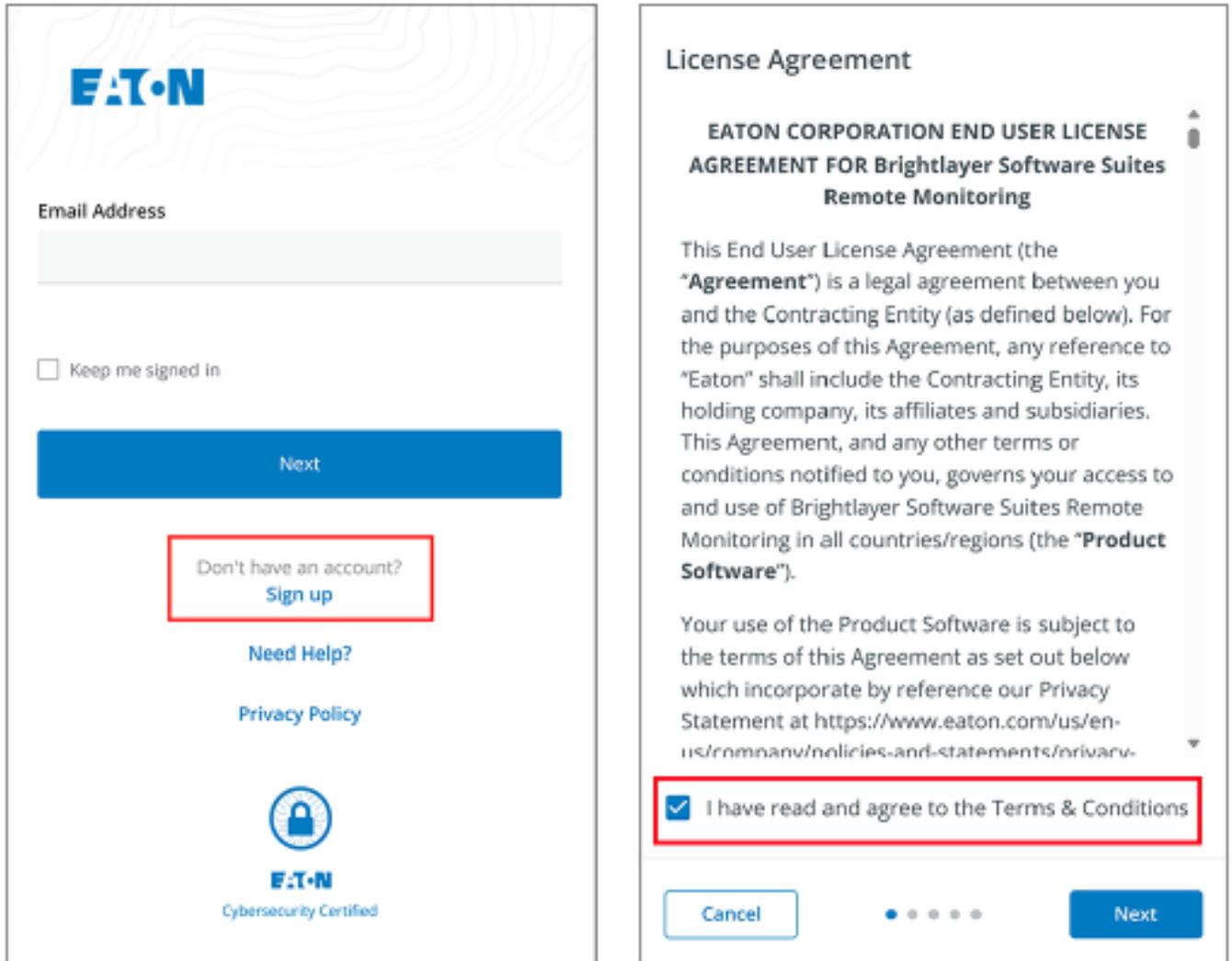


**NOTE**

Chrome, Firefox, Edge, and Safari are the supported internet browsers. Do not use Microsoft Internet Explorer.

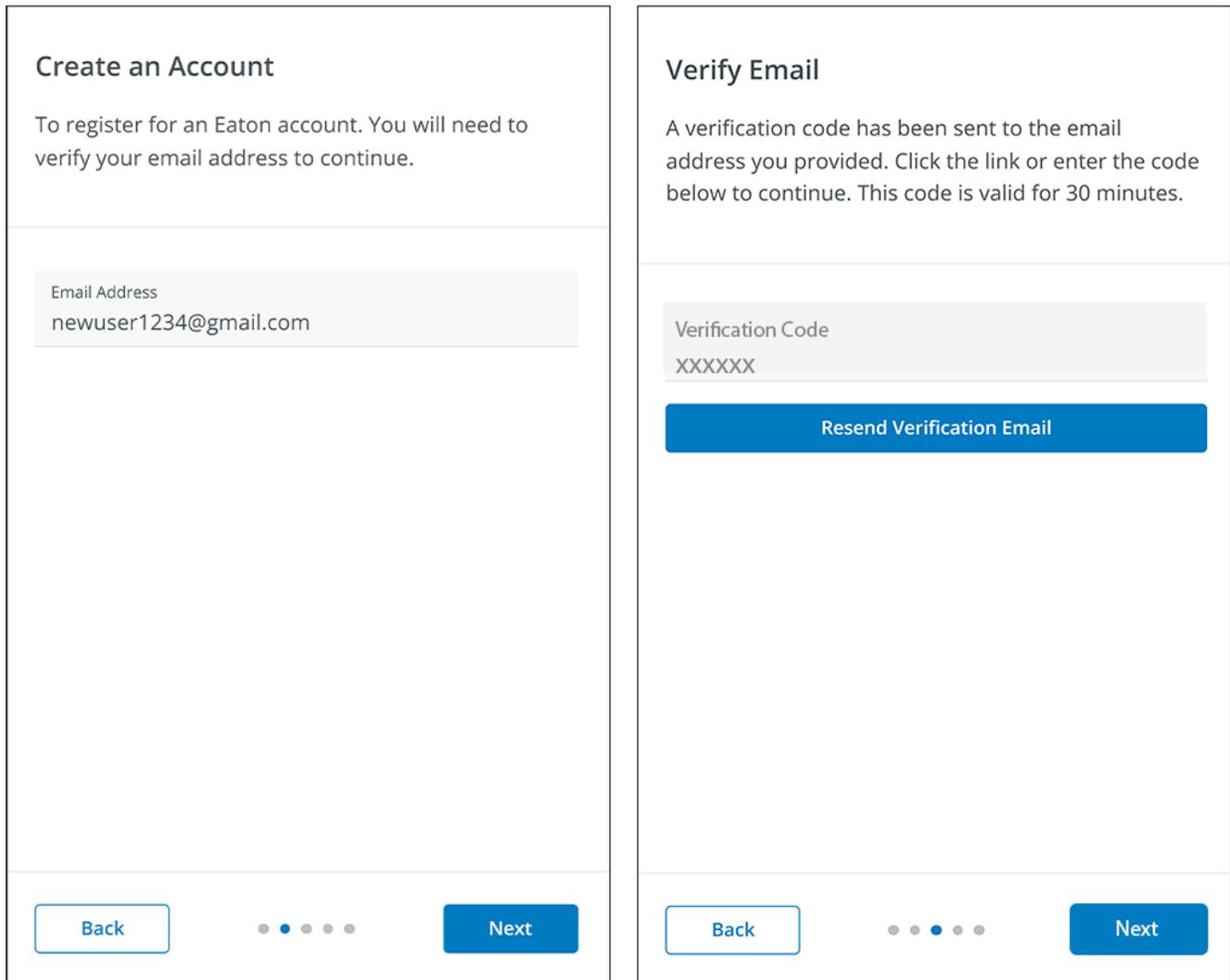
2. Click the *Sign-Up* link on the login screen.
3. Please read and check the box agreeing to the EATON CORPORATION END USER LICENSE AGREEMENT FOR Brightlayer Software Suites Remote Monitoring. Then click *Next*.

**Figure 3. Sign In Screen and End User License Agreement**



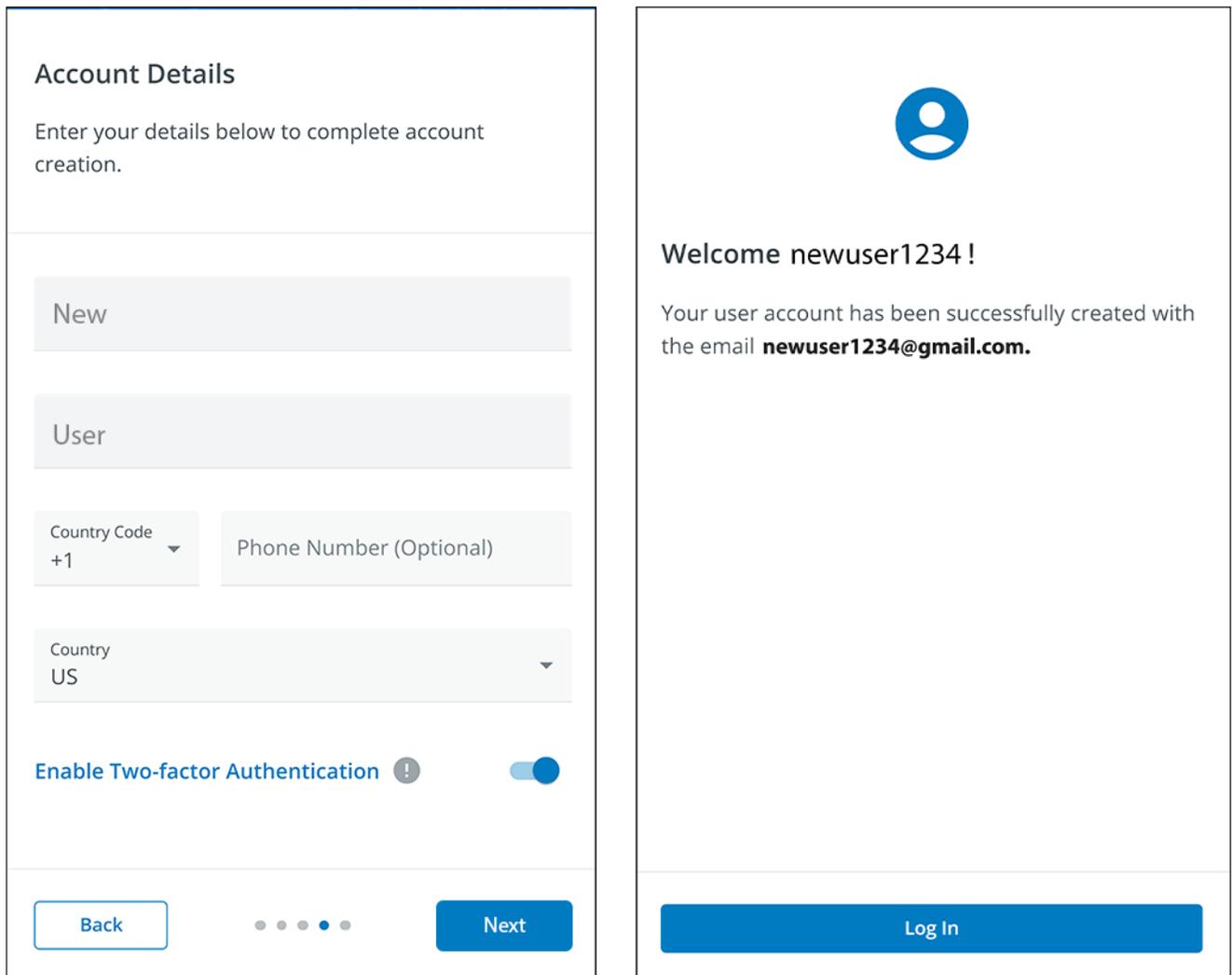
4. Enter a valid email address to verify your account. A verification code will be sent to your email account. Click *Next*. Click *Next*.
5. Enter the verification code and click *Next*.

**Figure 4. Create an Account and Verify Code**



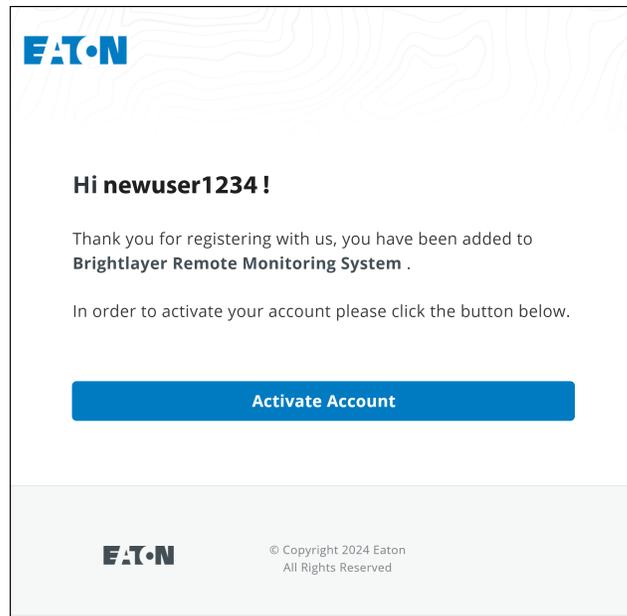
6. Enter the account information to complete the account creation. Eaton recommends that the Two-factor Authentication option remain enabled to prevent unauthorized access to the account. When finished, click *Next*.
7. The new user account is now created. Press the *Log-In* button, and an email notification is sent to activate the account.

**Figure 5. Account Details**



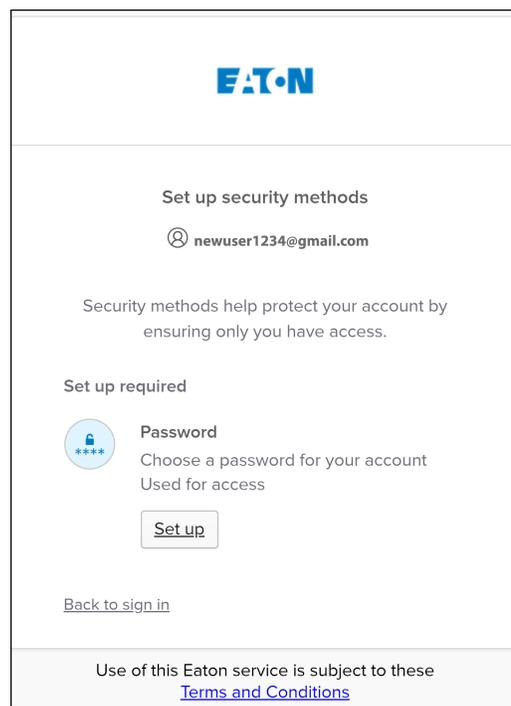
8. Click the *Activate Account* button provided in the email notification.

**Figure 6. Email Activation Notification**



9. Click *Set up* to create your account password.

**Figure 7. Set Up Password Screen**



10. Create a password that meets the requirements to log into the application. When finished, click *Next*.

**Figure 8. Set Up Password**

**EATON**

  
\*\*\*\*

**Set up password**

 newuser1234@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 4 passwords

**Enter password**

\*\*\*\*\* 

**Re-enter password**

\*\*\*\*\* 

**Next**

[Return to authenticator list](#)

[Back to sign in](#)

Use of this Eaton service is subject to these [Terms and Conditions](#)

11. Set up the authentication method that is available to access the account. Click *Set up*.
12. Enter a phone number and click *Receive a code via SMS*.

**Figure 9. Security Authentication Setup**

**EAT·N**

Set up security methods

newuser1234@gmail.com

Security methods help protect your account by ensuring only you have access.

Set up optional

**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
Used for access  
[Set up](#)

**Phone**  
Verify with a code sent to your phone  
Used for access  
[Set up](#)

[Continue](#)

[Back to sign in](#)

Use of this Eaton service is subject to these [Terms and Conditions](#)

**EAT·N**

Set up phone authentication

newuser1234@gmail.com

Enter your phone number to receive a verification code via SMS.

**Country**

United States ▼

**Phone number**

+1 \*\*\*\*\*

[Receive a code via SMS](#)

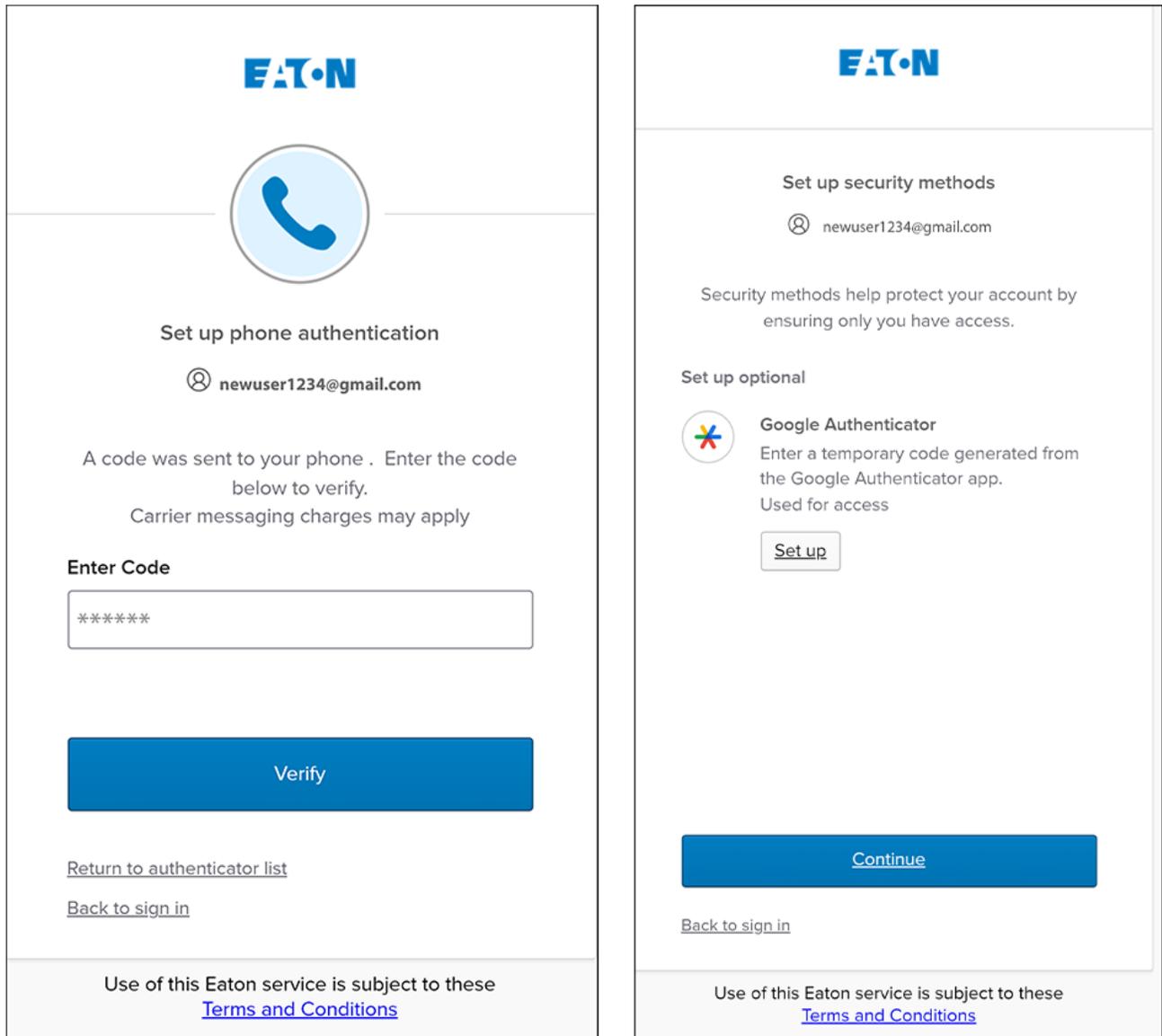
[Return to authenticator list](#)

[Back to sign in](#)

Use of this Eaton service is subject to these [Terms and Conditions](#)

13. Enter the code received via SMS. Click *Verify*.
14. Click *Continue* once the code is accepted.

**Figure 10. Continue Setup**



15. Click *Create a New Organization*.

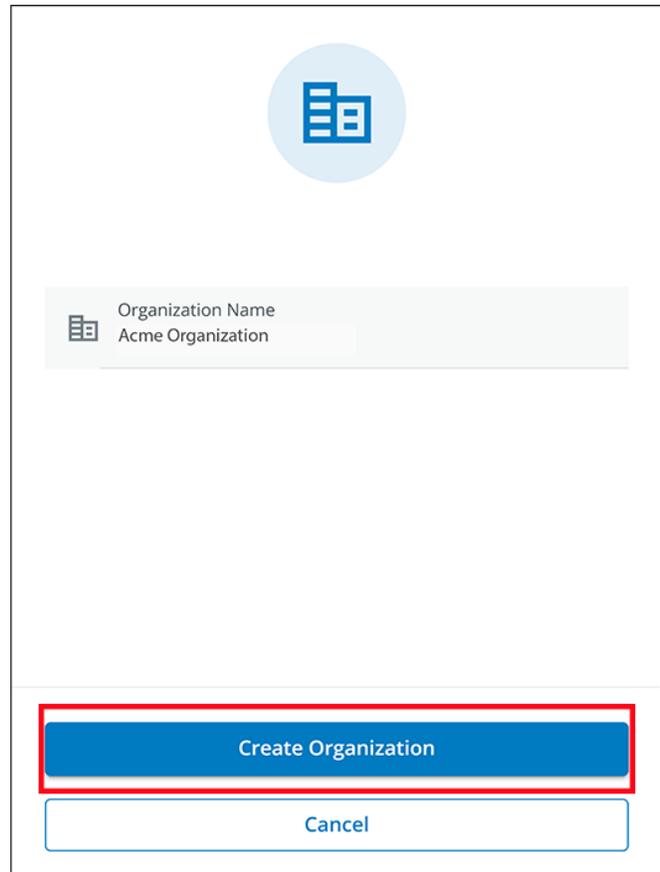
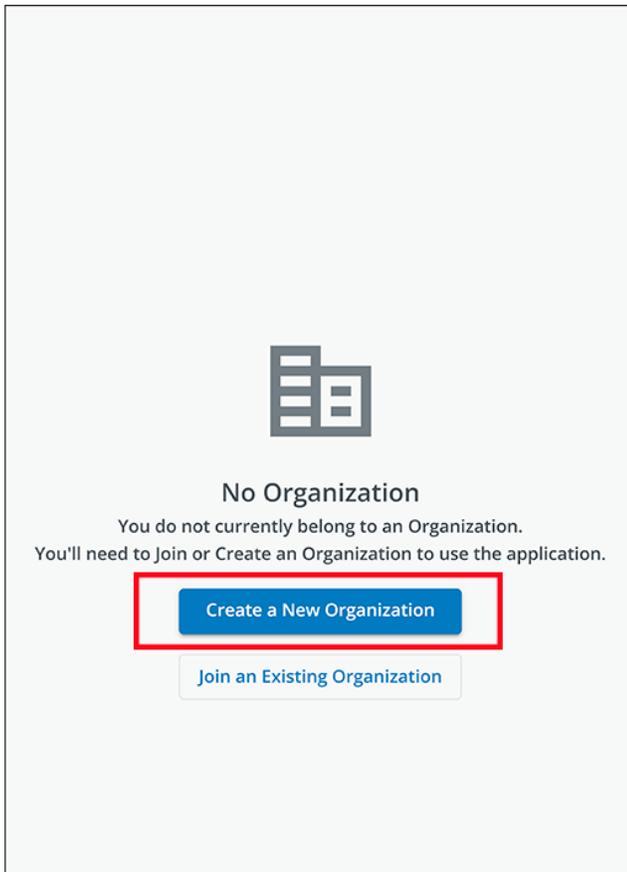


**NOTE**

If joining an existing organization, contact the administrator to obtain the organizational code and “*Click Join and Existing Organization*”.

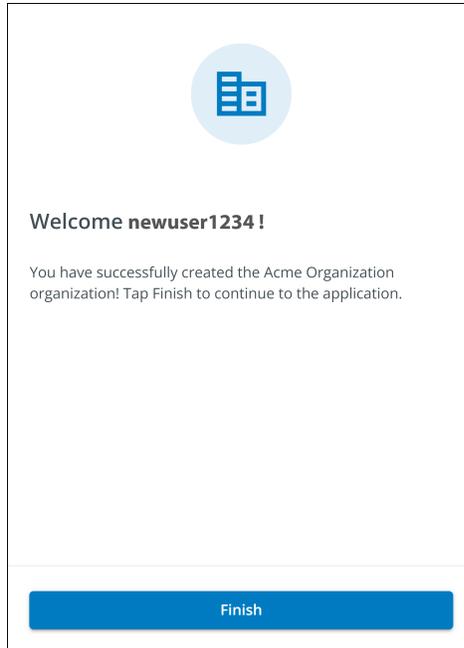
16. Enter the name of the new organization. Click *Create Organization*.

**Figure 11. Create a New Organization**

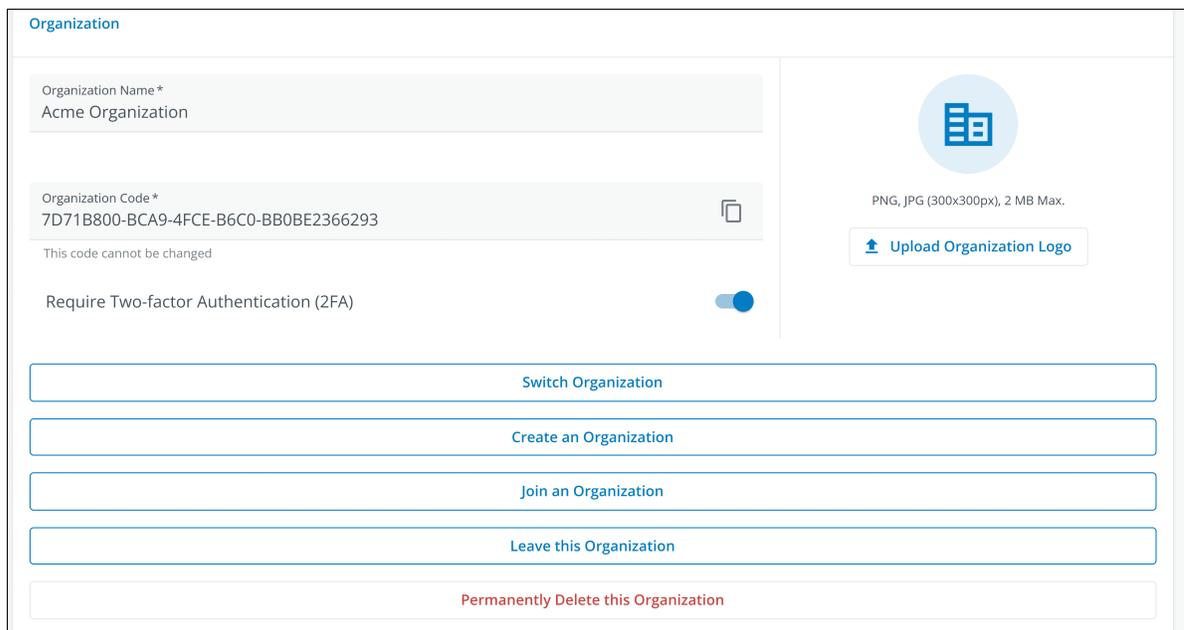


17. The new organization is created, and the initial enrollment is complete. Click *Finish*,

**Figure 12. Organization Created Successfully**



**Figure 13. Organization Management Screen**



## Chapter 2 Screens and Navigation

### 2.1 User Interface

The Eaton Remote Monitoring Application includes a simple summary and detailed views of the connected devices. You can view it with a web browser on a PC, such as Google Chrome, or any mobile device.



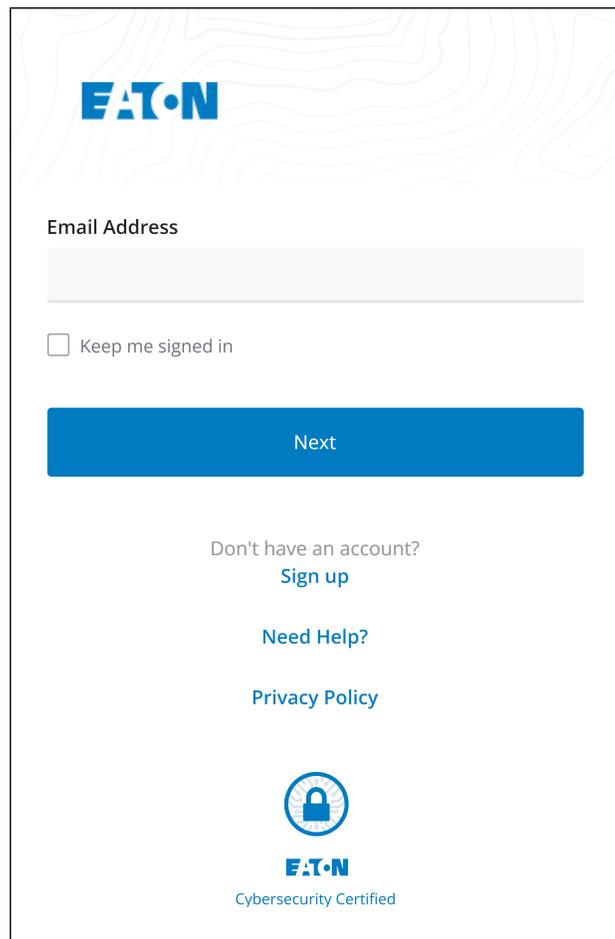
**NOTE**

Occasionally clear the browser cache, click the *Reload* button to refresh the Remote Monitoring app, or adjust your browser resolution settings. New features and updates will be released over time, and clearing the browser cache or adjusting the browser resolution settings corrects login or data visibility issues.

### 2.2 Login Screen

[Figure 14](#) shows the Eaton Remote Monitoring Application login screen viewed in a web browser. From the *Log In* screen, the user can enter a new enrollment, reset their password, or log in to open the Application's Overview (Home) screen.

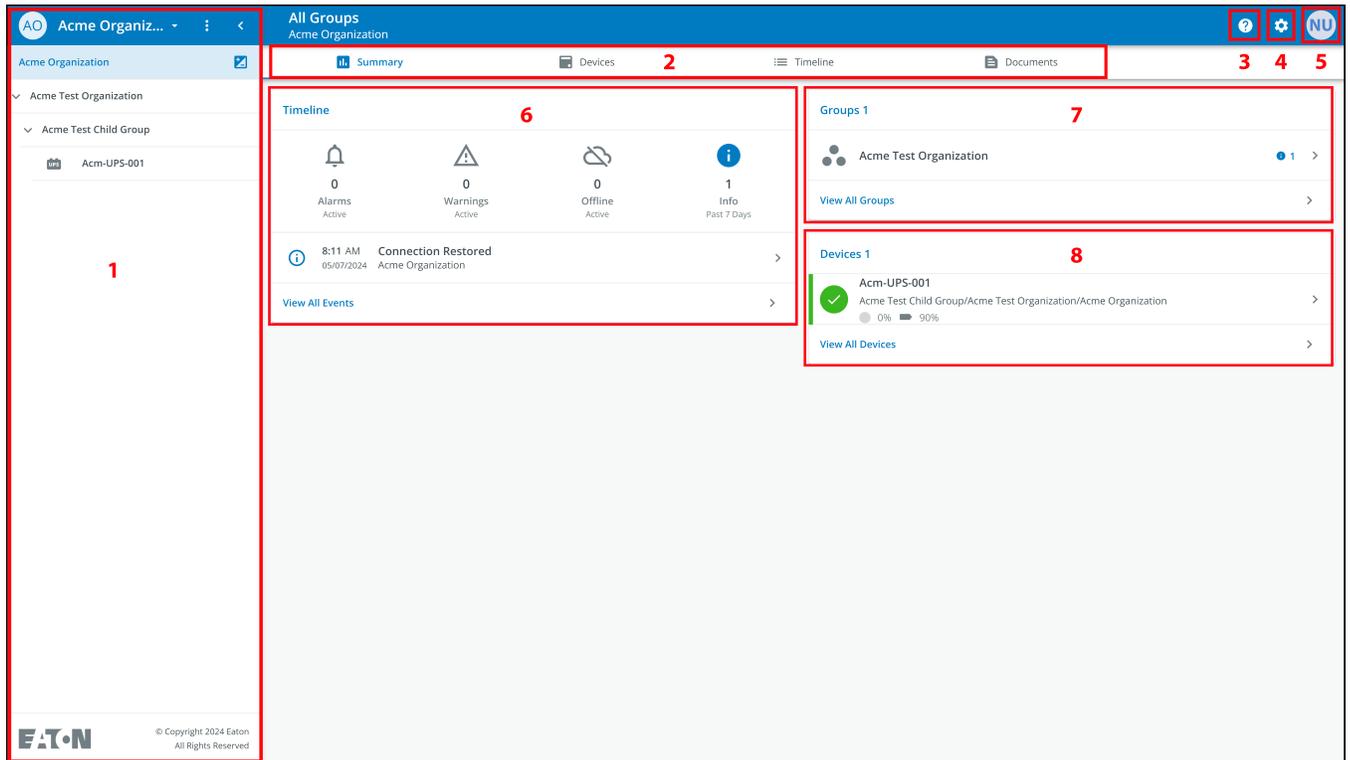
**Figure 14. Log In Screen**



## 2.3 Organizational Summary Screen

The *Organizational Summary Screen* displays information for all organizational groups and devices, providing easy-to-navigate paths to display information.

**Figure 15. Organizational Summary Screen**



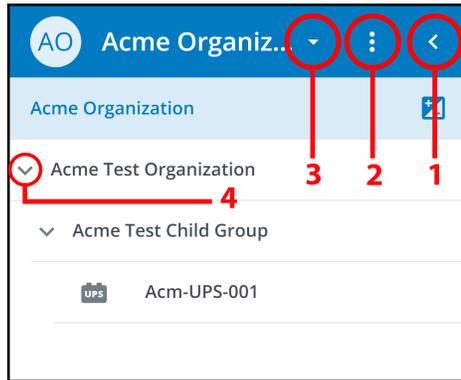
**Table 1. Organizational Summary Screen Sections**

① Organizational Hierarchy menu	⑤ User menu
② Tabs menu	⑥ Timeline widget
③ Help menu	⑦ Groups widget
④ Settings menu	⑧ Devices widget

## 2.3.1 Organizational Hierarchy Menu

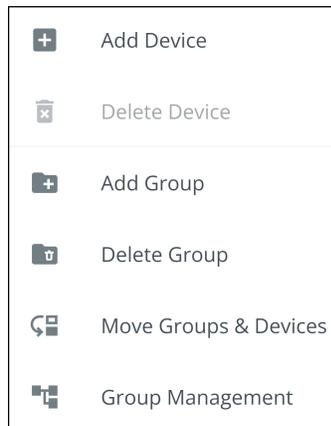
The *Organizational Hierarchy* menu manages organizational hierarchy and devices and allows users to switch between Organizations and Groups.

**Figure 16. Organizational Hierarchy Menu**



1. Hides or displays the Organizational Hierarchy.
2. Displays the Organizational Hierarchy function to manage groups and devices.

**Figure 17. Organizational Hierarchy Menu Options**



3. Switches between Organizations if more than one exists.
4. Displays the Organizational Hierarchy.

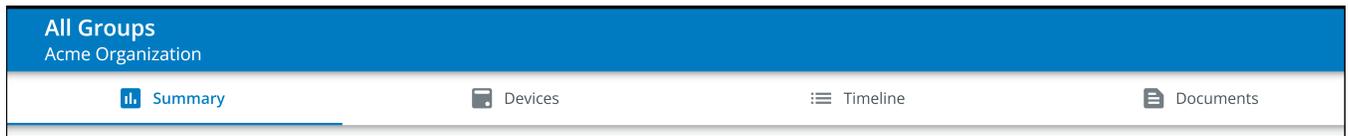
Selecting a group in the Organizational Hierarchy Menu will display the Organizational Summary Screen see .

Selecting a Device in the Organizational Hierarchy menu will display the *Device Summary* screen, which provides essential information on the status of the UPS. See .

### 2.3.2 Tabs Menu

The *Tabs* menu summarizes all of the data for the Organization, Group, or Device, selected in the Organizational Hierarchy Menu.

**Figure 18. Tabs Menu**

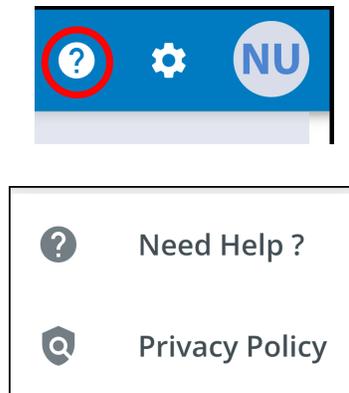


- **Summary Tab-** displays information for each Organization, Group, or Device as selected in the Organizational Hierarchy Menu.
- **Devices Tab-** when selected, the *Device Management* screen displays all devices that are set up for an Organization and controls adding or editing those devices.
- **Timeline Tab-** provides an overall summary of events for a specific Organization or Group that can be exported into a .csv file.
- **Documents Tab-** displays Eaton’s Cloud-Connected User’s Guide and sales brochures.

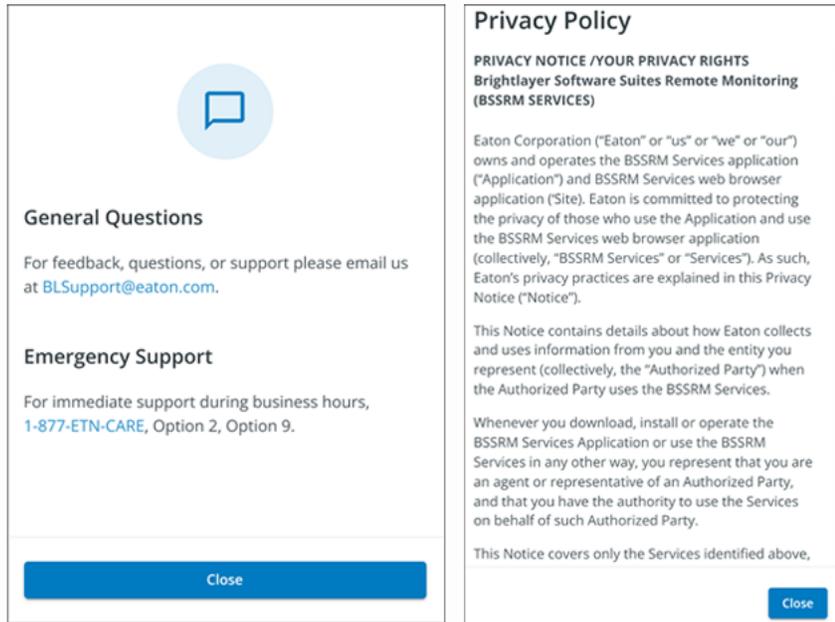
### 2.3.3 Help Menu

Clicking on this menu will explain how to contact Eaton for help and the privacy policy.

**Figure 19. Help Menu Location**



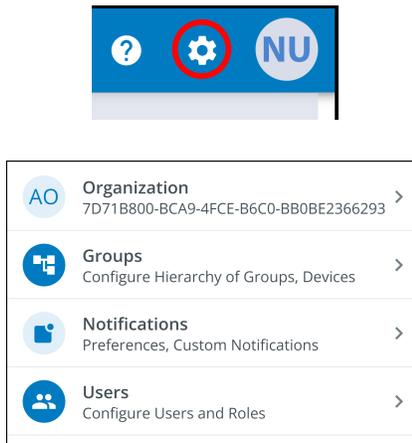
**Figure 20. Help Menu Information**



### 2.3.4 Settings Menu

Provides access to all application user settings and configuration settings.

**Figure 21. Settings Menu**



- **Organizational Management Settings-** displays all of the settings available to manage an Organization (see ).
- **Group Management-** add, edit, move, or delete Groups within an Organization (see ).
- **Notification Settings-** set and configure alarm, warning, and event notifications via email or text (SMS). Custom Notifications can also be set (see and ) here.
- **User Management Settings-** allows administrators to invite other users or coworkers to enroll in the Eaton Remote Management Application either as users or as administrators. It also provides control over deleting, disabling, or enabling user accounts (see ).

### 2.3.5 User Menu

Access the *User* menu by clicking the User avatar in the upper right corner of the *Main Organization* screen, which allows you an option to view or edit profile settings, or log out of the application.

The first section of the user profile page includes general profile information, such as email, phone number, country, an option to enable multi-factor authentication, and to designate a location to upload an image.

The second section is the role that the User holds within the Organization.

The third section displays customizable language, time zone, and date format options.

**Figure 22. User Menu**

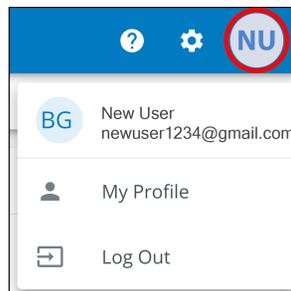
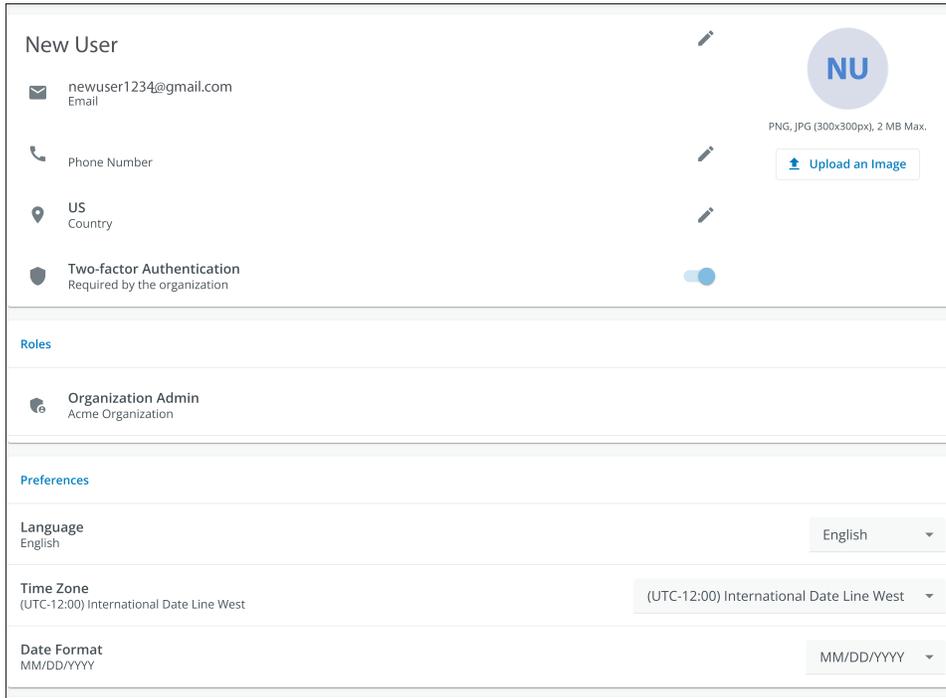


Figure 23. User Profile Screen



### 2.3.6 Timeline Tab

The *Timeline* section is a valuable tool that displays active or inactive alarms and events for the entire Organization. It provides a link to specific event details and a link to the *Event Management* screen. This screen allows you to export events into a .csv file, a feature that significantly aids in data analysis and reporting. This feature helps keep track of all critical events and alarms. It can be accessed via the *Timeline* navigation tab.

Figure 24. Timeline Widget

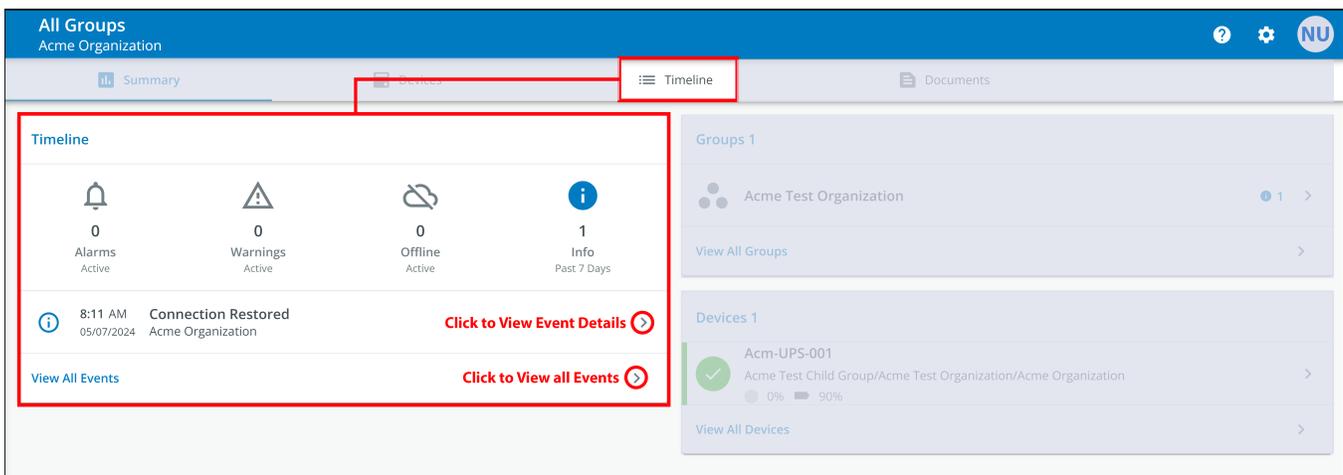


Figure 25. Event Details

**Acm-UPS-001**  
Connection Restored

**Description**  
Connectivity to the device has been restored

Event Details		History	
Event Name	Connection Restored	Last Update Received	05/07/2024, 08:11:35
Severity	Informational	Time of Event	05/07/2024, 08:11:35

Device Details	
Name	Acm-UPS-001
Group	Acme Organization
Model	BC350RNC
Serial #	3403AV4BC884900002

Figure 26. Timeline Screen

**All Groups**  
Acme Organization

Summary | Devices | **Timeline** | Documents

Search...

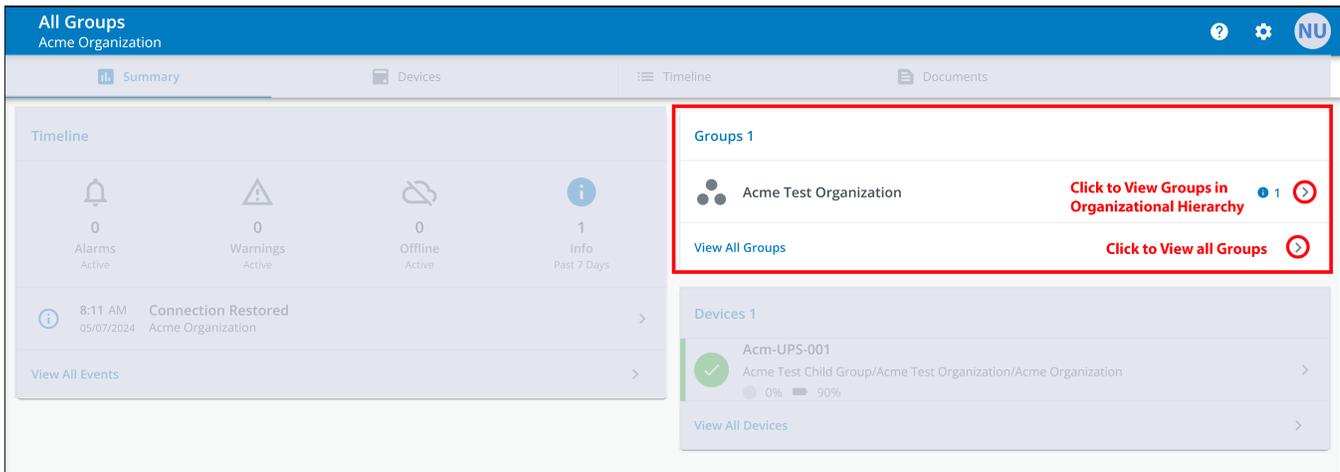
Status	Date	Type	Device	Group	
	12:56 PM 05/08/2024	On Utility	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization	>
	12:56 PM 05/08/2024	Input Power Ok	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization	>
	12:56 PM 05/08/2024	On Battery	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization <b>CLEARED</b>	>
	12:56 PM 05/08/2024	Input Power Not Ok	Acm-UPS-001 #3403AV4BC884900002	Acme Test Child Group < Acme Test Organization < Acme Organization <b>CLEARED</b>	>
	8:11 AM 05/07/2024	Connection Restored	Acm-UPS-001 #3403AV4BC884900002	Acme Organization	>

Items per page: 10 | 1-5 of 5 | < < > >

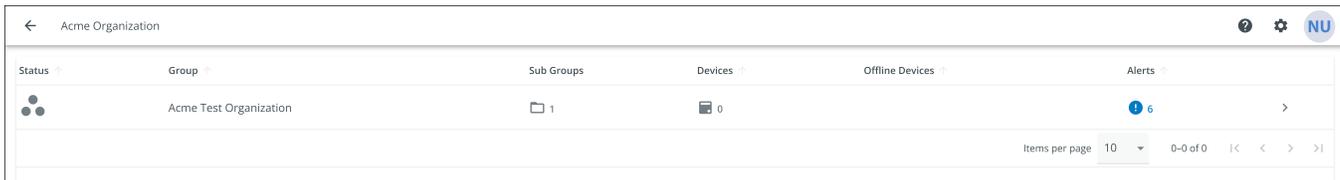
### 2.3.7 Groups Widget

The Groups widget provides a view of Groups or Child Groups within an Organizational hierarchy. It allows users to view all Groups within an Organization.

**Figure 27. Groups Widget**



**Figure 28. View All Groups**



### 2.3.8 Device Widget

Devices can be viewed and managed by selecting the options on the Main Application page or using the Organizational Hierarchy.

#### Viewing Devices Main Application Page

Click any of the following areas to view a specific screen or a Device:

1. Navigate to the *Device Management* screen, which lists the Devices associated with the Organization account and allows users to move, add, or delete Devices. (See [Figure 30](#)).
2. Navigates to the *Device Summary* screen and allows users to display all of the details for a specific Device. (See [Figure 31](#)).

Figure 29. Device Widget

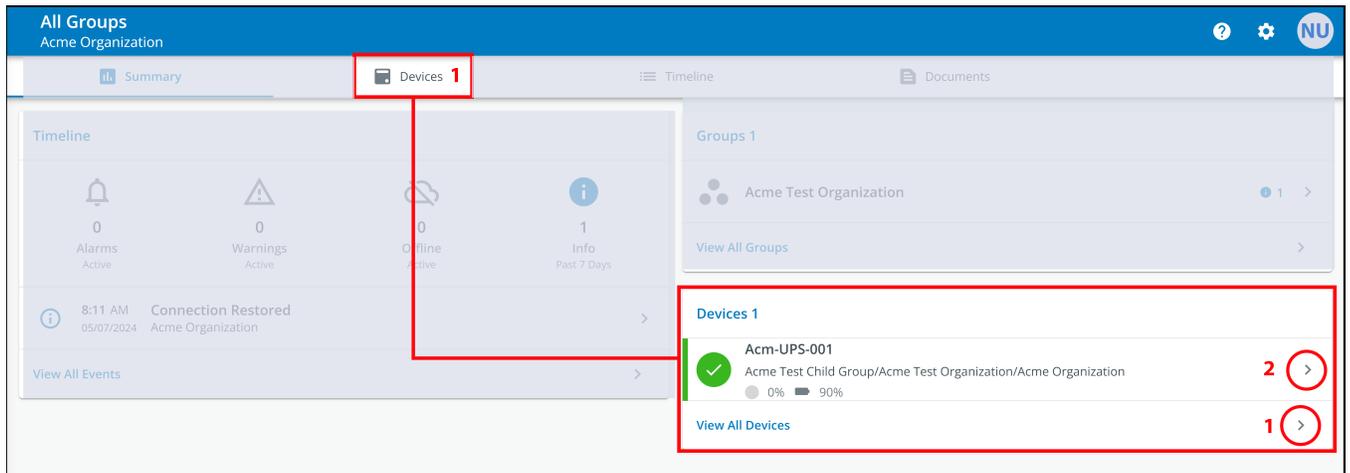
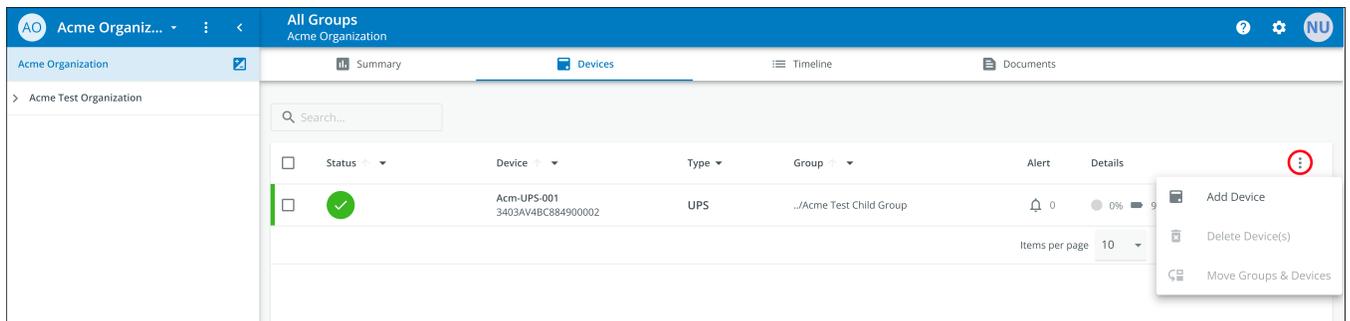


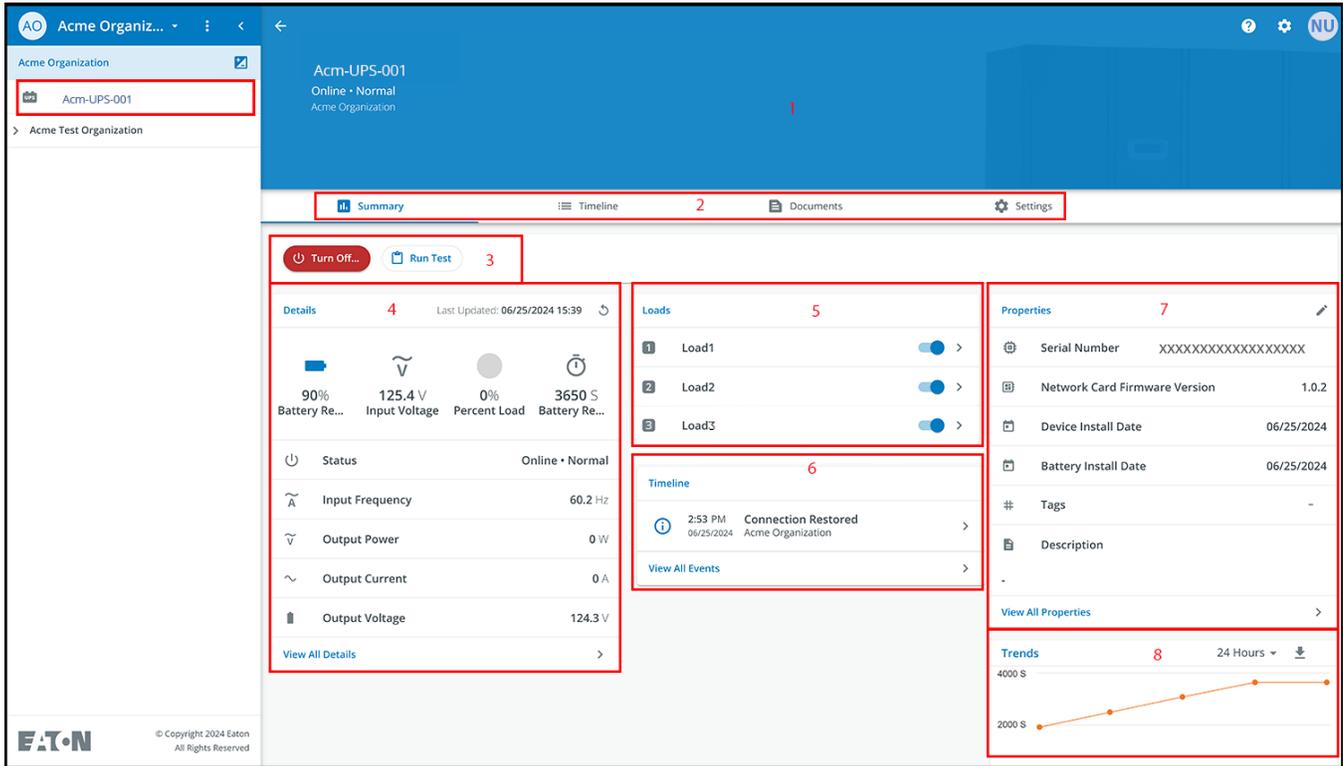
Figure 30. Device Management



**The Device Management Screen**

The *Device Summary* screen provides a real-time operational snapshot of all Organization-specific Devices: Status, Device Name and Serial Number, Type, Group, Alert, and details.

**Figure 31. Device Summary Screen**



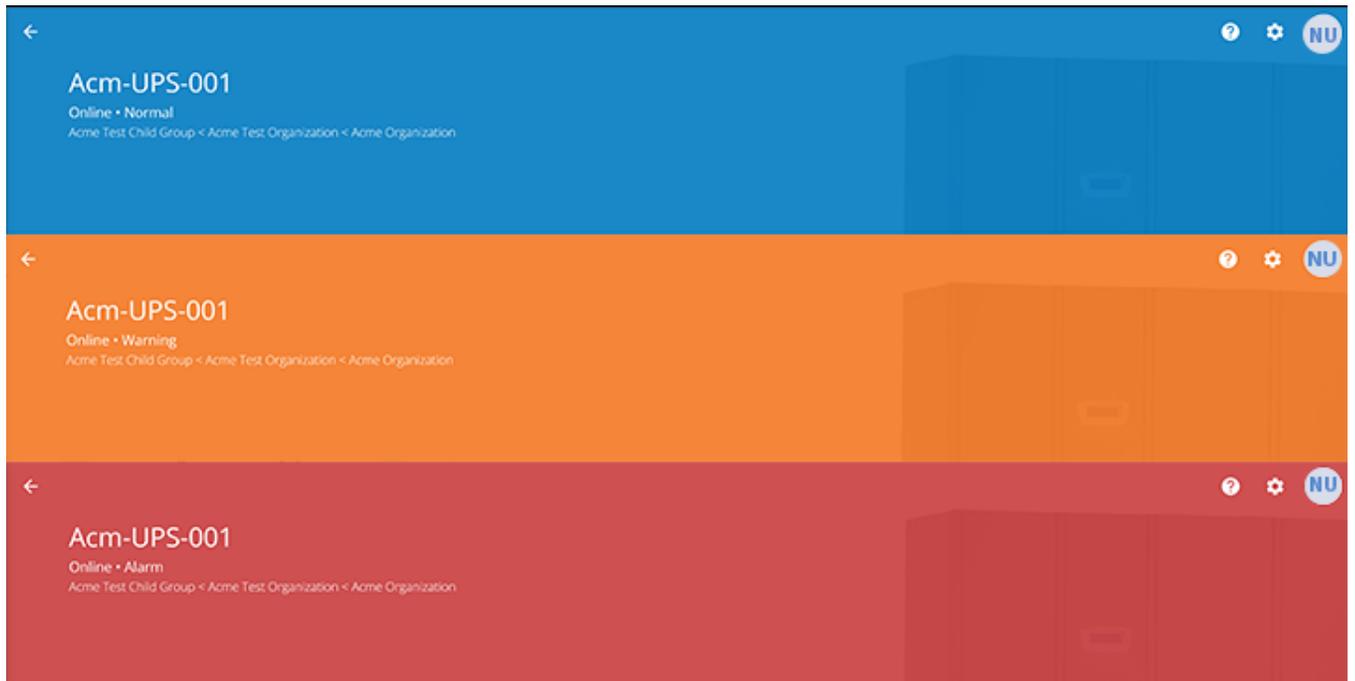
**Table 2. Device Summary Screen Areas**

① Device Summary Screen banner	⑤ UPS Output control
② Tabs menu	⑥ Timeline
③ Device control	⑦ Device Properties
④ Device details	⑧ Trends

1. **Device Summary Screen Banner**- changes colors, indicating the different UPS operational modes.

- Blue- Online Normal mode.
- Orange- Online Warning
- Red- Online Alarm

Figure 32. Device Summary Screen Banner



2. **Tabs Menu:**

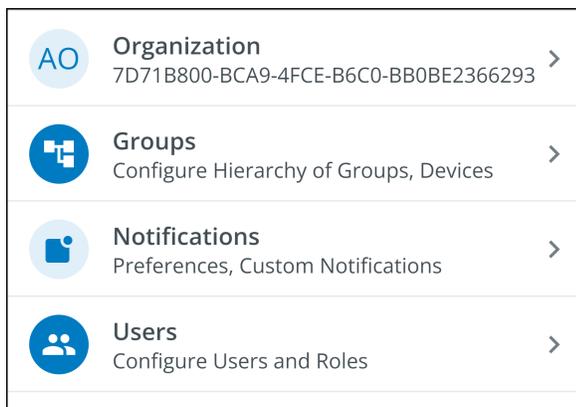
- Summary- displays the *Device Summary Screen*.
  - Timeline- provides an overall summary of events for the Device, which can be exported into a .csv file.
  - Documents- displays the Eaton Cloud-Connected User's Guide and sales brochure files.
  - Settings- general UPS settings.
3. **Device control**- provides limited control over the Device, such as turning the Device ON/OFF/CYCLE, and running a battery test.
  4. **Device details**- displays an overview of the Device's operating status, trends, and properties.
  5. **Device load control**- gives control over the output load segment(s) associated with the selected Device.
  6. **Timeline**- displays active or inactive alarms and events that can be exported into a .csv format(see ).
  7. **Device Properties**-allows you to edit or view the Device information.
  8. **Trends**- displays specific UPS performance data that can be customized and downloaded over a 31-day time interval.

## Chapter 3 User Management

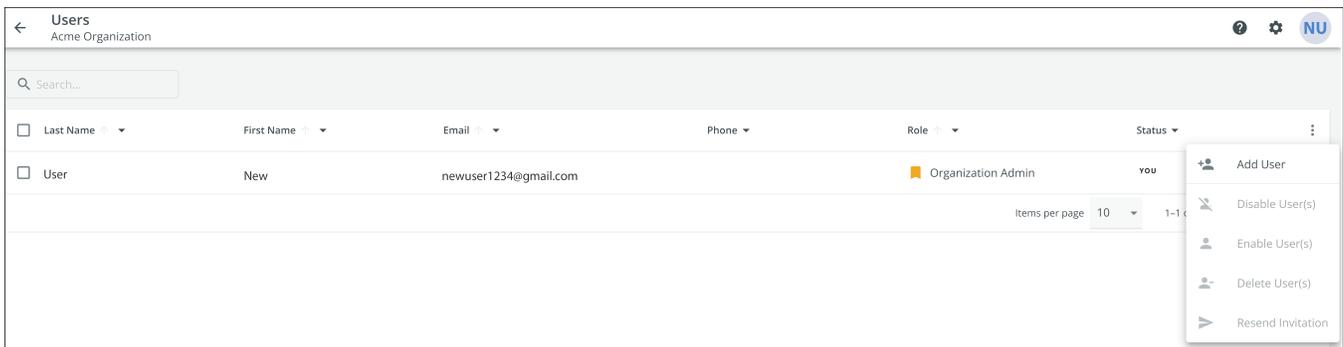
### 3.1 Managing Users

The *User Management* screen allows the administrator or other users to add, invite, or remove inactive members from an Organization.

To access the *User Management* screen, click on the Settings menu and select Users (Configure Users and Roles).



To add a User, click the three dots to the right of the page, then select Add User.



Enter the User information and click the Invite User button. An email will be sent to invite the new User to the Organization.



**NOTE**

The new Users will have to set up an account if they do not have one. See [User Enrollment and Activation](#).

**Figure 33. Invite New User**

### Invite User to Acme Organization

Fields marked with an asterisk(\*) are required.

First Name <input type="text" value="New"/>	Last Name <input type="text" value="User2"/>
Email Address* <input type="text" value="newuser2@gmail.com"/>	
Country Code <span style="float: right;">▼</span>	Phone Number <small>A mobile number is required in order to receive SMS notifications.</small>
Select a Role* <input type="text" value="Viewer"/> <span style="float: right;">▼</span>	
Assign to Group(s)* <input type="text" value="Acme Test Child Group"/> <span style="float: right;">▼</span>	

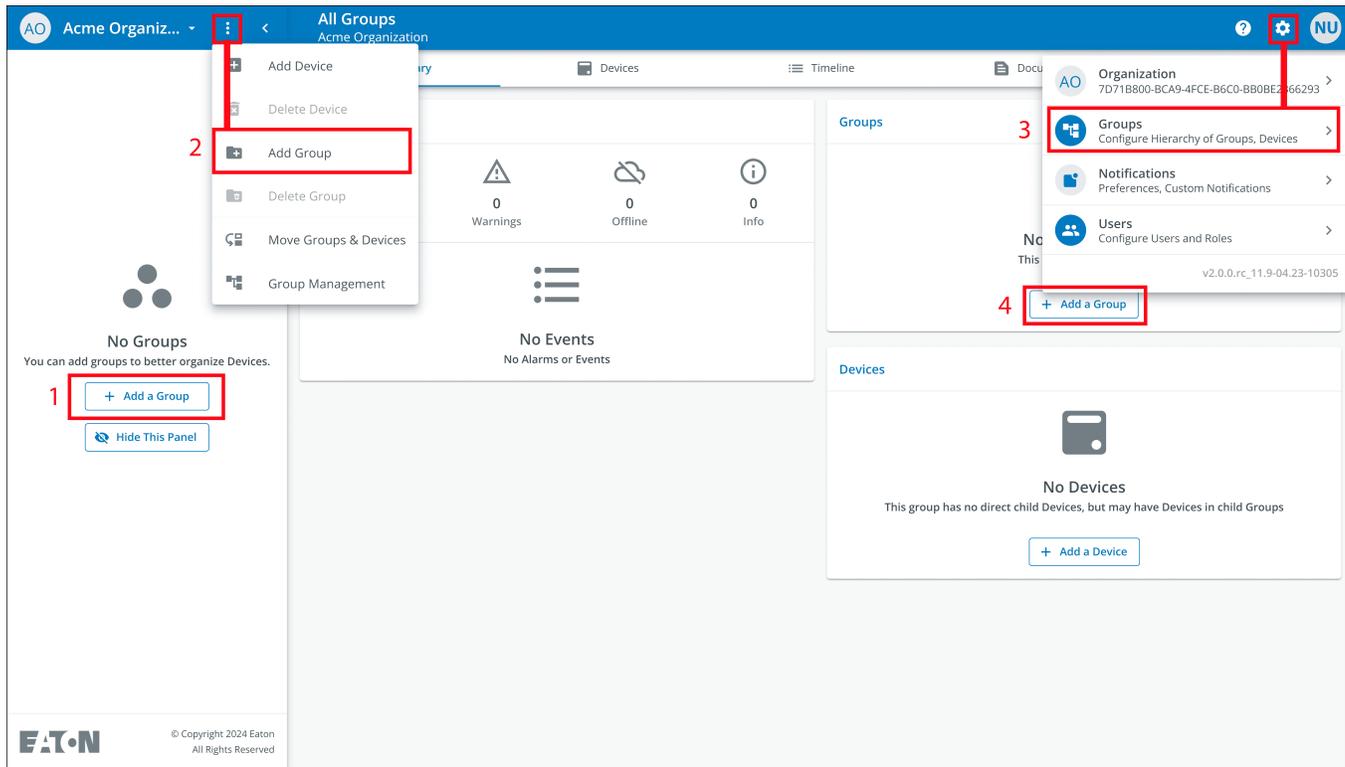
To Enable/Disable/ Delete a User select the User, and click the three dots to open the *Management* menu.

## Chapter 4 Group Management

### 4.1 Creating a Group Within An Organization

1. Click on the *Add a Group* option on any one of the four areas on the summary screen.

**Figure 34. Adding a Group**



2. Enter in a name and then select the parent organization where the new Group will reside. Click *Next*.

**Figure 35. Group Details**

**New Group**

**Group Details**

Group Name\*

Acme Test Organization

e.g. Location, Region, Division, etc. 22/24

Group Short Name

ATC

A short name can be used when displaying a breadcrumb or auto-naming a device 3/6

Parent Group\*

Acme Organization (Organization Root) ▼

This structure can also be edited from the main hierarchy page with a drag-and-drop function

Cancel
• • • •
Add Group & Finish
Next

3. Move any existing Groups to the newly created Group (if applicable).

**Figure 36. Move Groups**

**New Group**

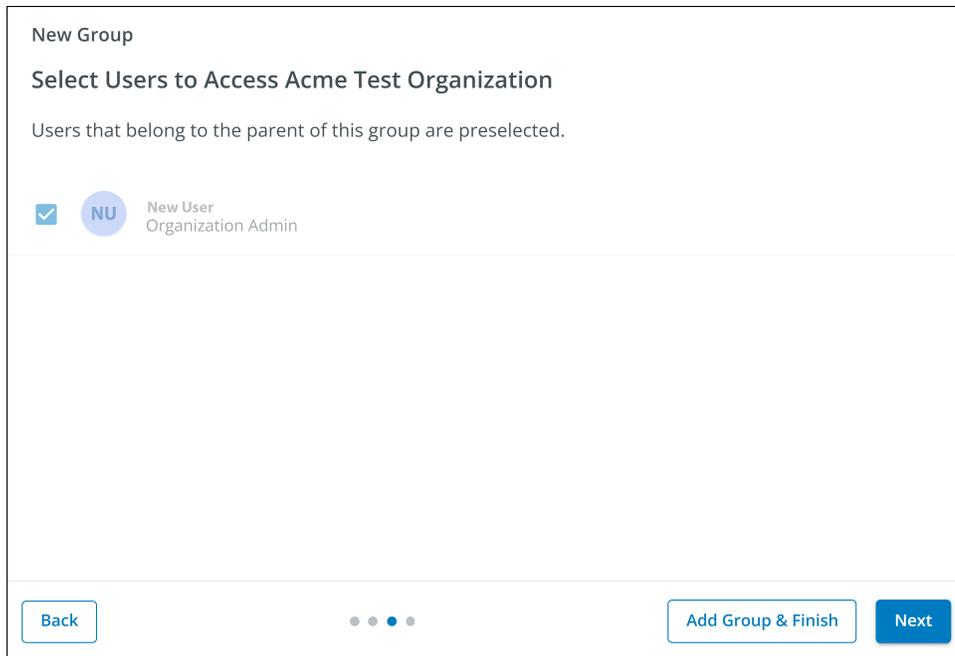
**Move Existing Groups & Devices to Acme Test Organization**

Existing groups can be moved to this group. Moving groups will also move their children.

Back
• • • •
Add Group & Finish
Next

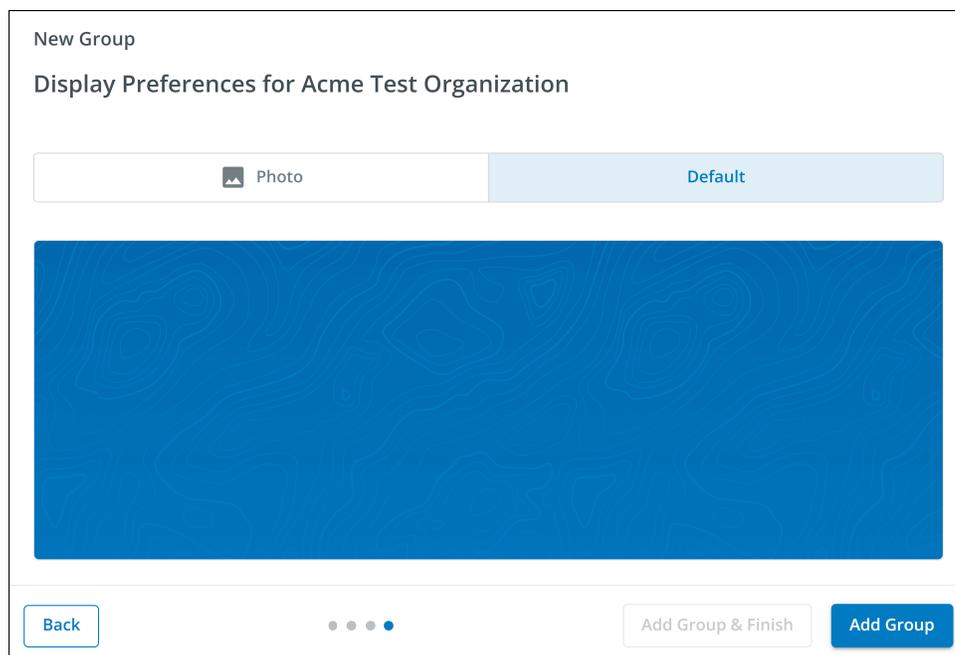
4. Assign users to the newly created Group.

**Figure 37. Select Users**



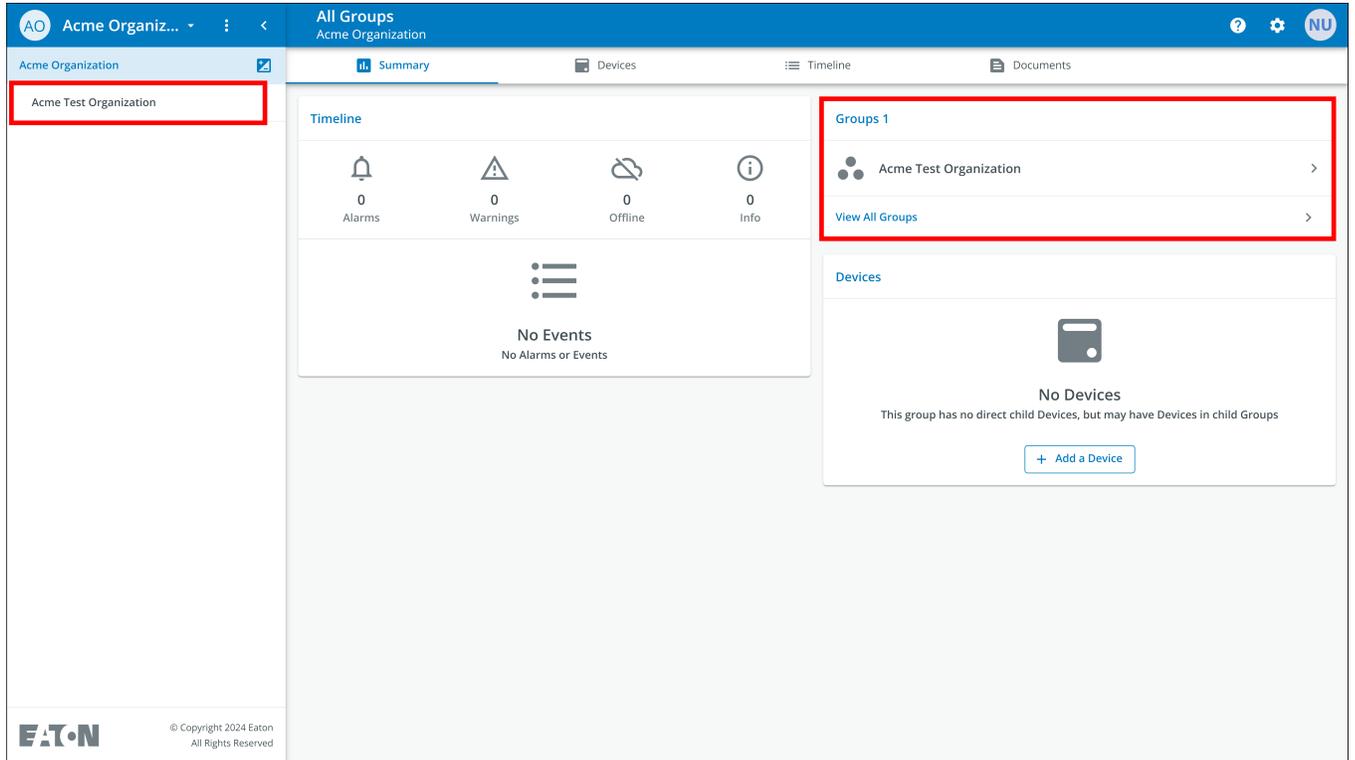
5. Choose between the default image or upload a new photo to help identify the Group. Click *Add Group* when finished.

**Figure 38. Display Preferences**



- The newly created Group has now been created under the Acme Organization and can now be viewed on the application Organizational Hierarchy Screen.

**Figure 39. New Group**



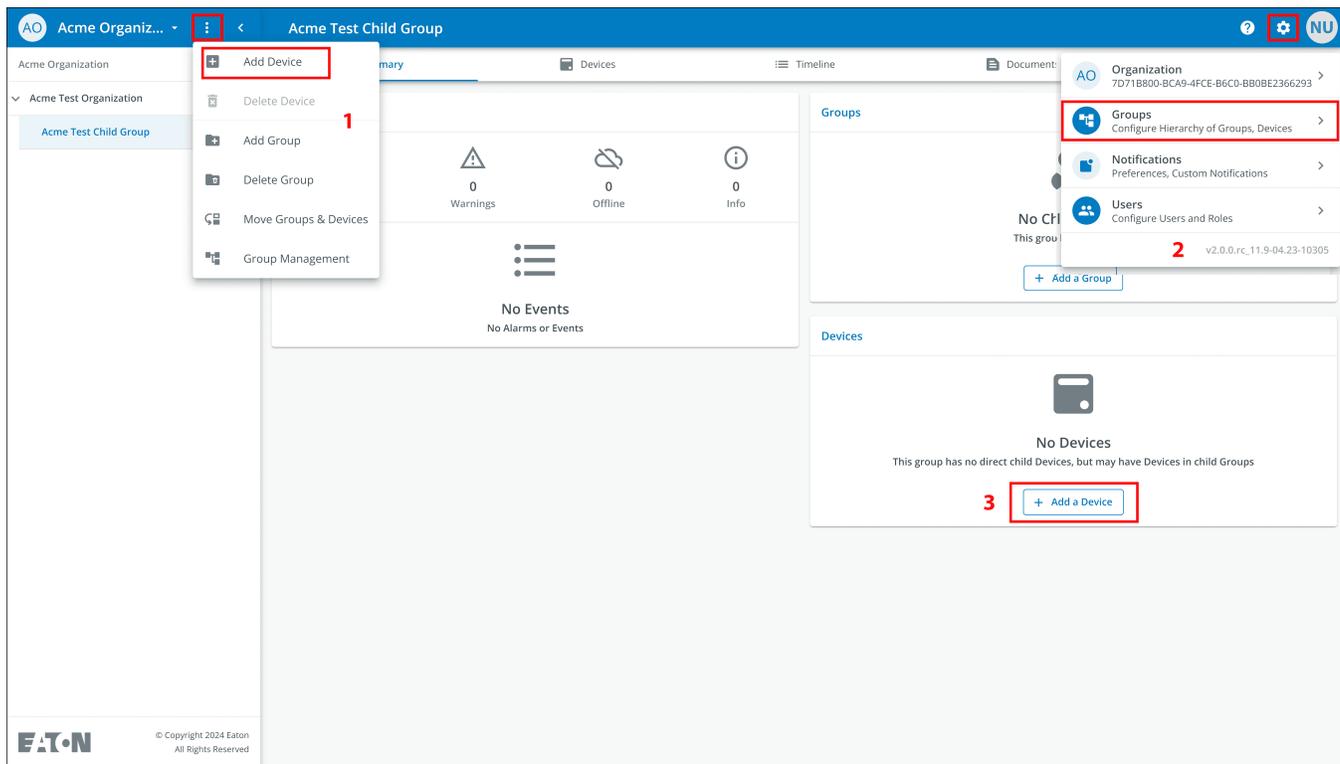
## Chapter 5 Device Management

### 5.1 Adding a Device

#### Adding a Device Manually

1. Power the UPS ON and verify that it is in Online mode.
2. Connect an Ethernet cable (not supplied) from an active network connection to the port on the UPS.
3. Click the organization or group to which the device will be added in the sidebar menu.
4. Click one of the three areas of the *Group* screen or in the *Device Management* screen (see ).

Figure 40. Add Device Options



- Enter all of the required information about the device. Click **Save Device**.

**Figure 41. Add Device**

### Add Device to Acme Organization

Fields marked with an asterisk(\*) are required when adding a Device.

Assign to Group(s)  
Acme Test Child Group

Device Type\*  
UPS

Device Name\*  
Acm-UPS-001 11/32

GUID\* GUID is located on the UPS QR code label 0/36

Tags 0/16

6 tags maximum

Description  
Server Rack 1 Room 1 20/256

Cancel

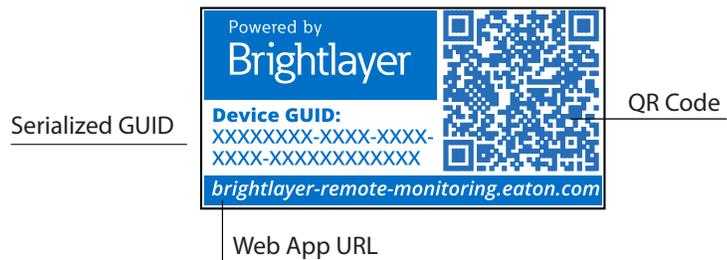
Save & Add New Device

Save Device



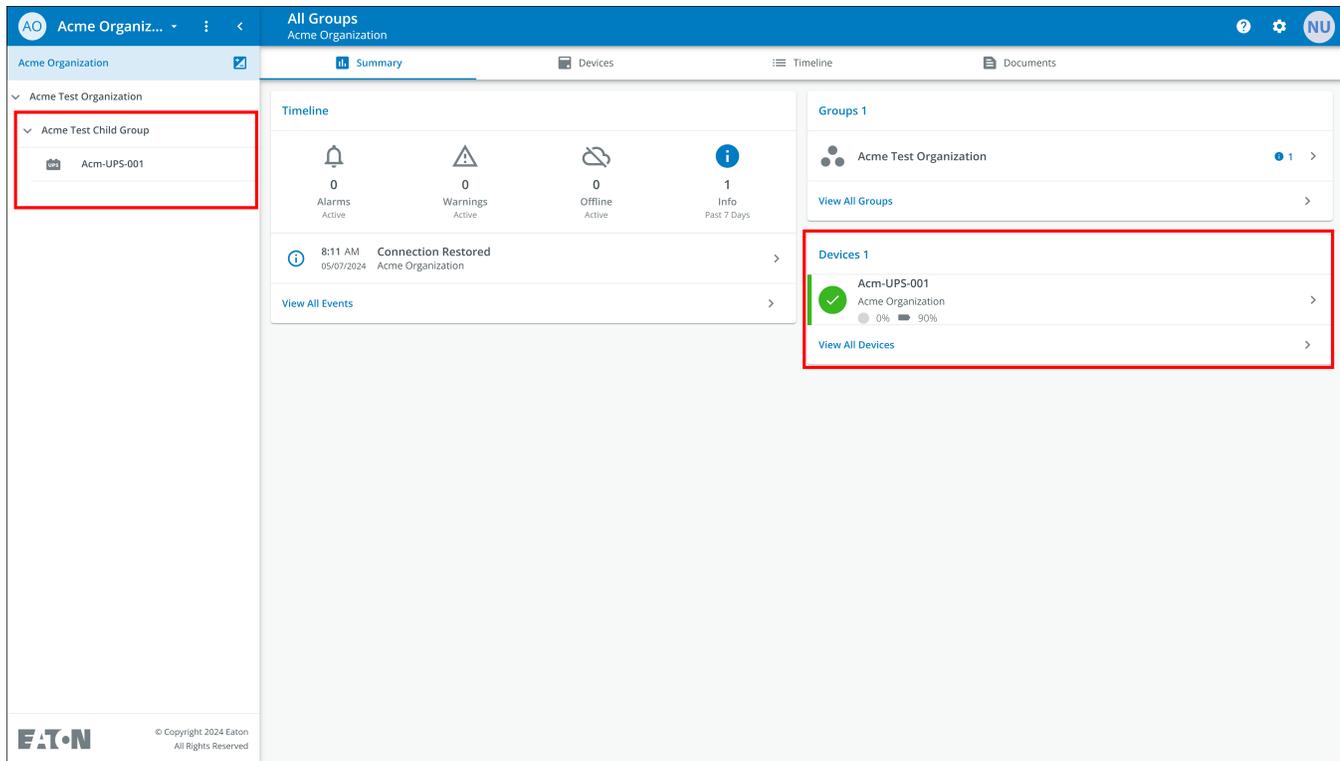
**NOTE**

The GUID can be found on the QR code sticker on the UPS cover.



- The device will show that it is attached to the group or organization.

**Figure 42. Organization Summary Screen**



## 5.1.1 Adding a Device with the Mobile Application

- Download the Remote Monitoring Application and create an account or log into your existing account.

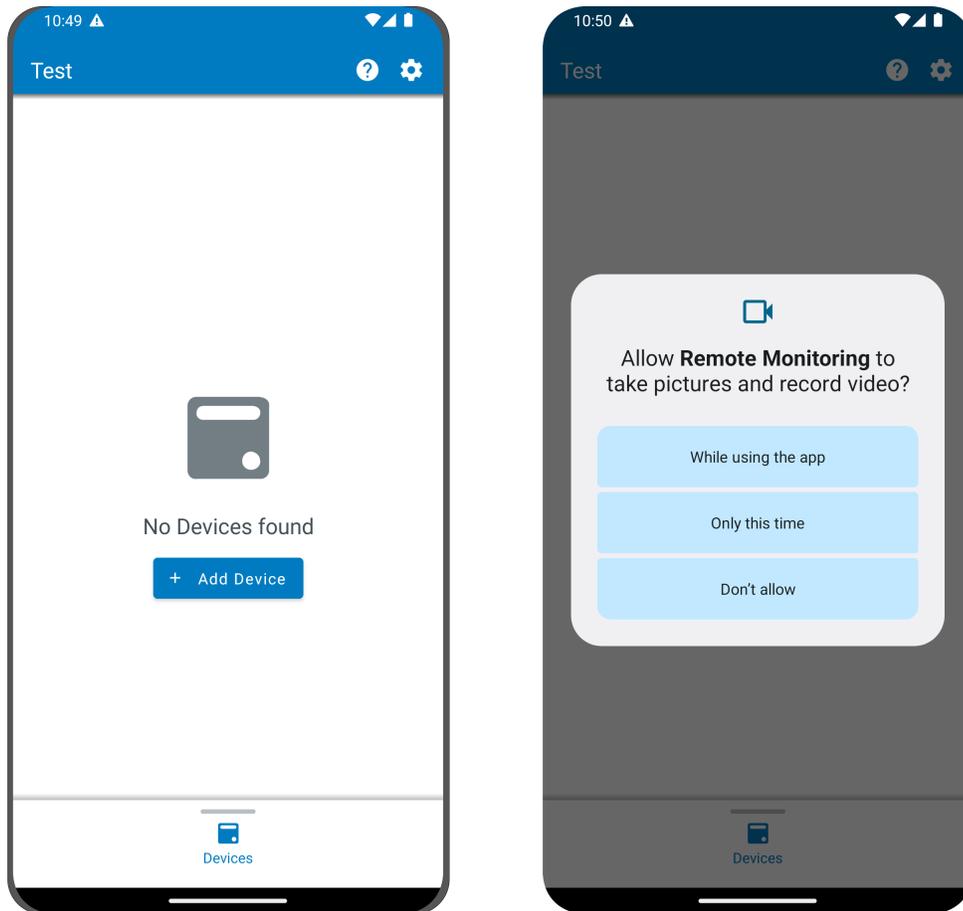


**NOTE**

If the Remote Monitoring Application has already been downloaded to the device, the QR code will automatically take you to the *Add Device* screen in the application. If it was not previously downloaded, scanning the QR code will redirect the user to the App Store to download it and set up a user account.

- Power the UPS ON and verify that it is in Online mode.
- Connect an Ethernet cable (not supplied) from an active network connection to the port on the UPS.
- Navigate to the Organizational Summary screen and click on **Devices**.
- Click **Add Device** icon button.
- Click **OK** to allow camera access.

Figure 43. Adding a Device

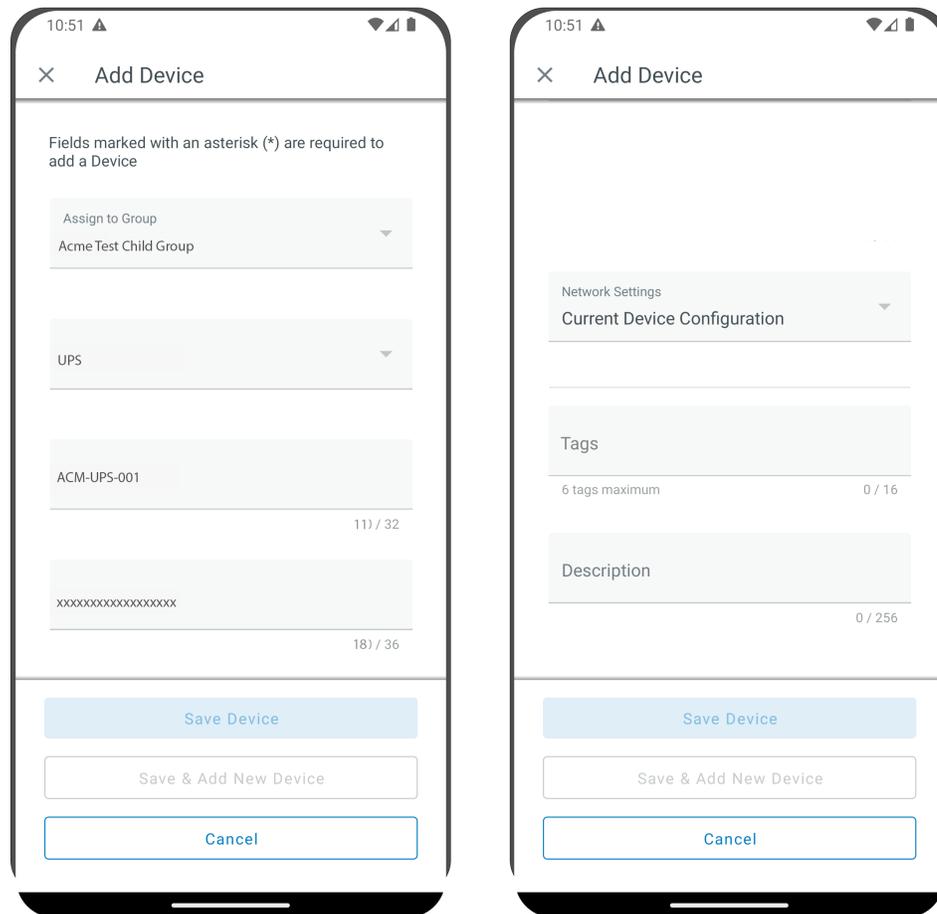


7. Scan the QR code on the UPS cover.



8. Edit the Device Name, Tags, and Description. The Product ID, Serial Number, and GUID information will automatically populate. Click **Save Device**.

**Figure 44. Device Information**

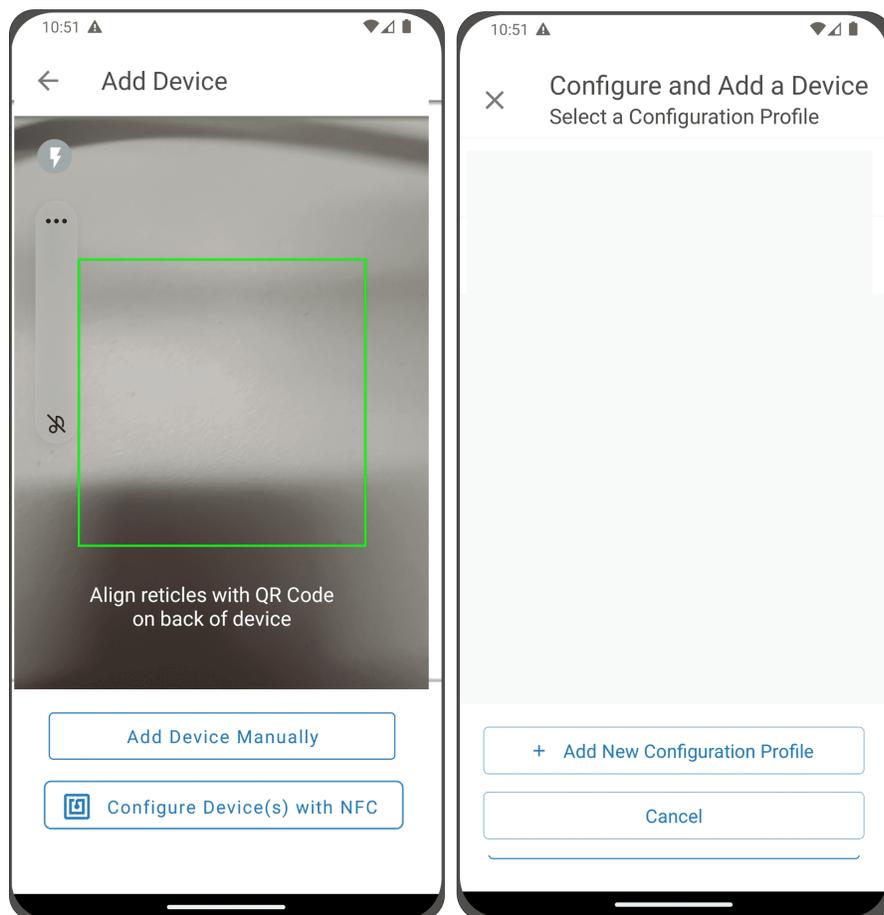


9. Check the *Organizational Summary* screen in the Application to ensure that the Device was added successfully.

### 5.1.2 Device Configuration via NFC

1. Power the UPS ON and verify it is in Online Mode.
2. Connect an Ethernet cable (not supplied) from an active network connection to the port on the UPS.
3. Scan the QR code label on the UPS with an NFC enabled smartphone or tablet device and create an account if needed.
4. Navigate to the Eaton Remote Monitoring Organizational Summary Screen.
5. Select the *Add Device* icon button

Figure 45. Add and Configure Device



6. Click on Configure Device(s) with NFC.
7. Click on + Add New Configuration Profile.
8. Enter in a Configuration Profile Name.
9. Select the IPv4 Method, DHCP (Automatic) or Static.

**NOTE**

If the IPv4 method selected is Static then the subnet mask and default gateway address must be entered.

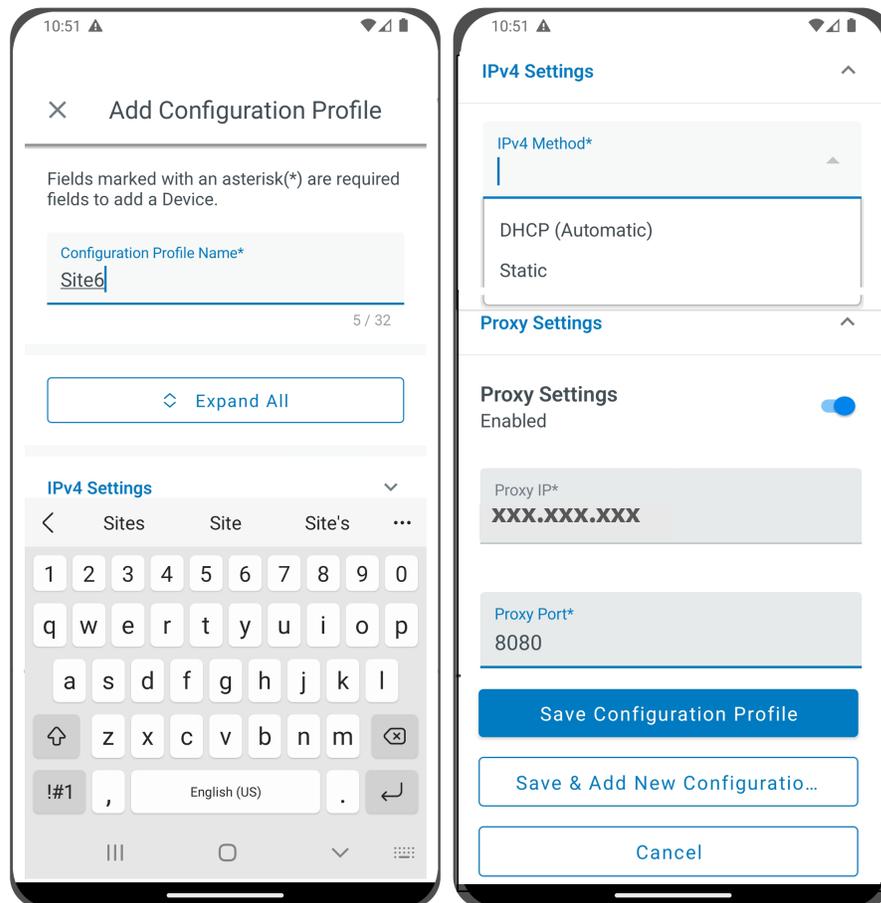
10. Set the Proxy IP address and the Proxy Port number.

**NOTE**

An additional proxy user name and password may be required.

## Adding a Device

11. Click Save Configuration Profile. The Profile is now saved and ready to apply to the UPS.



12. Select a NFC profile.



13. Scan the QR code on label of the UPS to obtain the GUID.



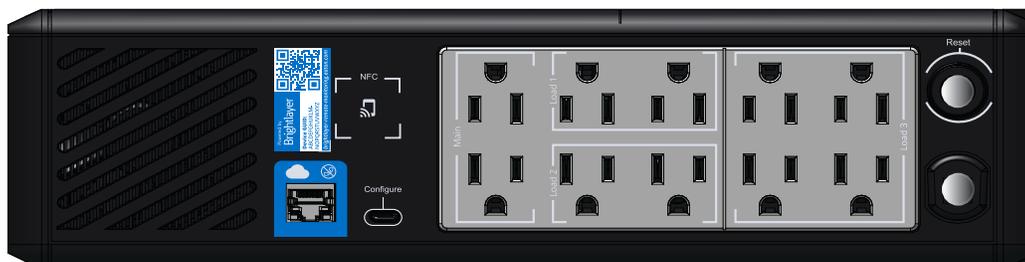
- Align the phone with the NFC label location on the UPS. A popup will appear if the configuration is updated. If there is a problem, an error popup will appear with the option to scan again.

---

 **NOTE** The NFC label location may vary depending on the UPS model.

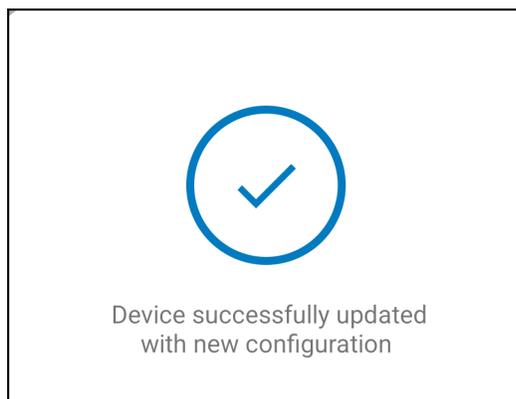
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**Figure 46. UPS NFC Label Location Example**



- The device is now updated with the configuration.

**Figure 47. Application Update Success**



## Chapter 6 Alerts and Notifications

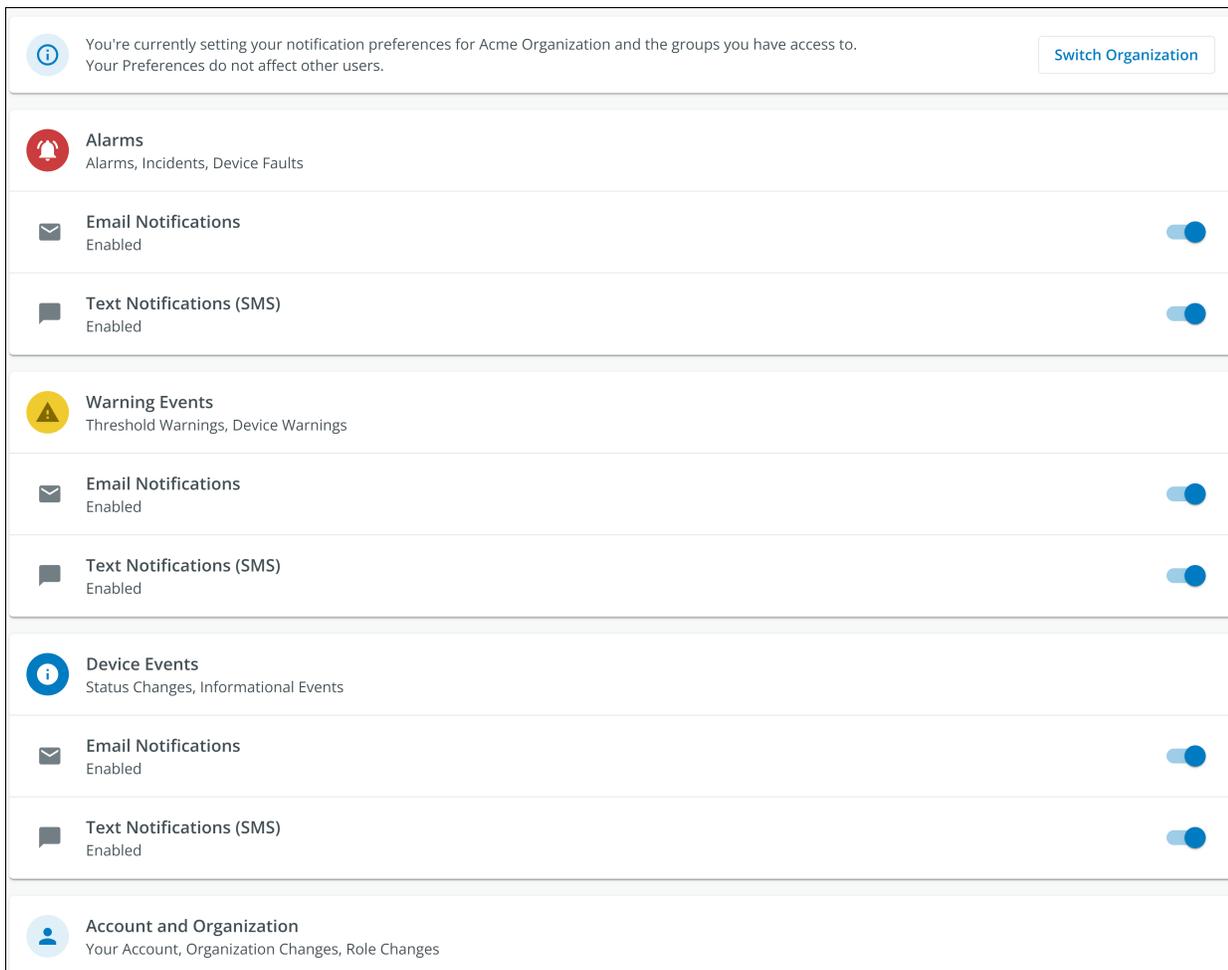
### 6.1 Setting Alerts and Notifications

The *Notifications* page allows you to configure individual preferences for receiving notifications of device events via email and SMS text messages.

Three categories of notifications may be enabled or disabled.

1. **Alarms**- Alarms, incidents, device faults
2. **Warning Events**- Threshold warnings, device warnings
3. **Device Events**- Status changes, informational events

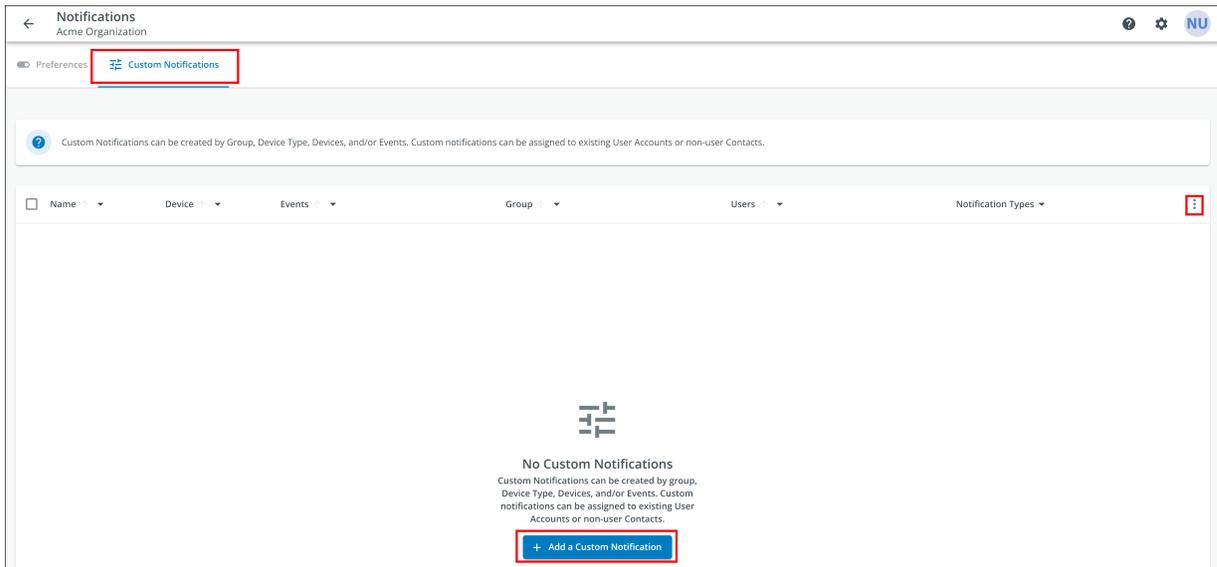
**Figure 48. Preferences Notifications Screen**



## 6.2 Setting Custom Notifications

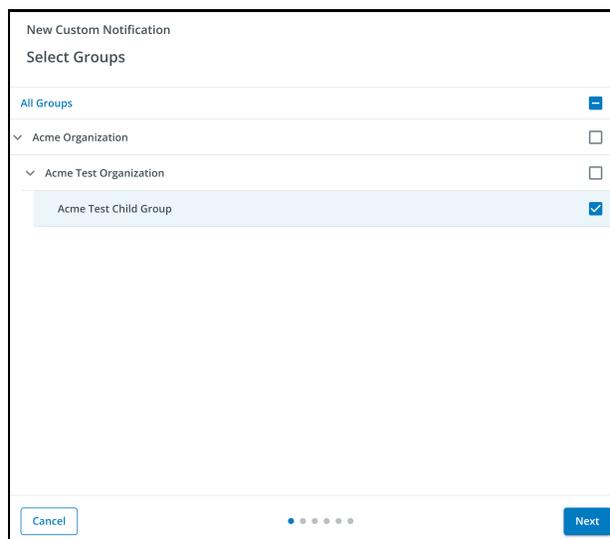
1. Click **Custom Notifications** in the top left corner of the page.
2. Click **Add Custom Notification** at the bottom of the page or the three dots on the right side of the page to add a custom notification.

**Figure 49. Add Custom Notification**



3. Select the Group or Organization.

**Figure 50. Select Groups**



4. Select the Device Type.

**Figure 51. Device Type**

The screenshot shows a mobile application interface for setting a custom notification. The title is "New Custom Notification" and the current step is "Select Device Types". There are two rows of selection options, each with a checkbox on the right. The first row is "All Device Types" with a checked checkbox. The second row is "UPS" with a checked checkbox. At the bottom, there is a "Back" button on the left, a "Next" button on the right, and a progress indicator in the center consisting of five dots, with the second dot from the left being filled.

5. Choose the Device.

**Figure 52. Select the Device**

The screenshot shows the same mobile application interface, but the current step is "Select Devices". There are two rows of selection options, each with a checkbox on the right. The first row is "All Devices" with a checked checkbox. The second row is a specific device: "Acm-UPS-001" with the path "Acm Test Child Group < Acme Test Organization < Acme Organization" below it, and a checked checkbox. At the bottom, there is a "Back" button on the left, a "Next" button on the right, and a progress indicator in the center consisting of five dots, with the third dot from the left being filled.

- Select the specific event types for the notification.

 **NOTE** Enable the Advanced feature in the top left corner to set a custom notification delay.

**Figure 53. Select Event Types**

New Custom Notification  
Select Events

Advanced Delay 30s

All Events -

Input Wiring Fault UPS	<input checked="" type="checkbox"/> Input Wiring Fault	<input type="checkbox"/> Input Wiring Ok
Over Temperature UPS	<input checked="" type="checkbox"/> Over Temperature	<input type="checkbox"/> Device Temperature Ok
Input Power Not Ok UPS	<input type="checkbox"/> Input Power Not Ok	<input type="checkbox"/> Input Power Ok
Poor Battery Health UPS	<input type="checkbox"/> Poor Battery Health	<input type="checkbox"/> Battery Health Ok
Overload UPS	<input type="checkbox"/> Overload	<input type="checkbox"/> Load Ok
Internal Fault UPS	<input type="checkbox"/> Internal Fault	<input type="checkbox"/> Internal Fault Cleared
Offline	<input type="checkbox"/> Offline	<input type="checkbox"/> Connection Restored

Back Next

- Select the User who will receive the notifications.

**Figure 54. Add Users**

New Custom Notification  
Select Users

All Users With Access ✓

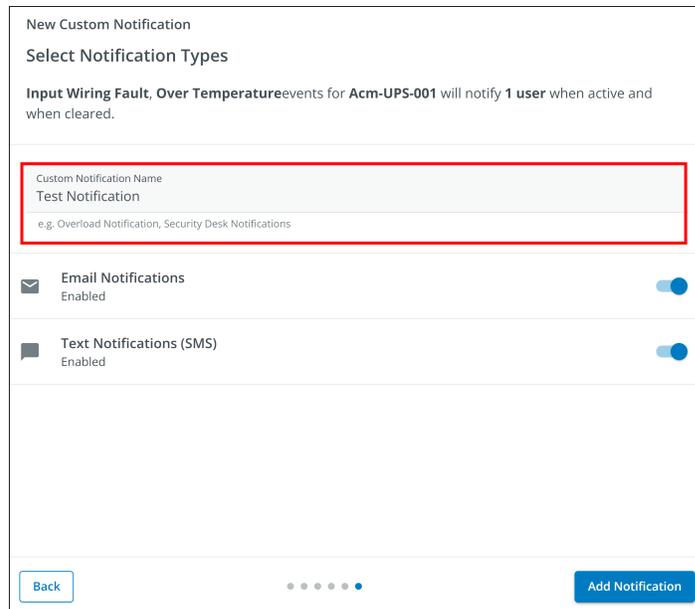
 New User Organization Admin	<span>You</span> <input checked="" type="checkbox"/>
--	--

Back Next

## Setting Custom Notifications

8. Give the notification a name and enable email or text notifications. Click **Add Notification**.

**Figure 55. Set Name of Notification**



New Custom Notification

Select Notification Types

Input Wiring Fault, Over Temperature events for Acm-UPS-001 will notify 1 user when active and when cleared.

Custom Notification Name  
Test Notification  
e.g. Overload Notification, Security Desk Notifications

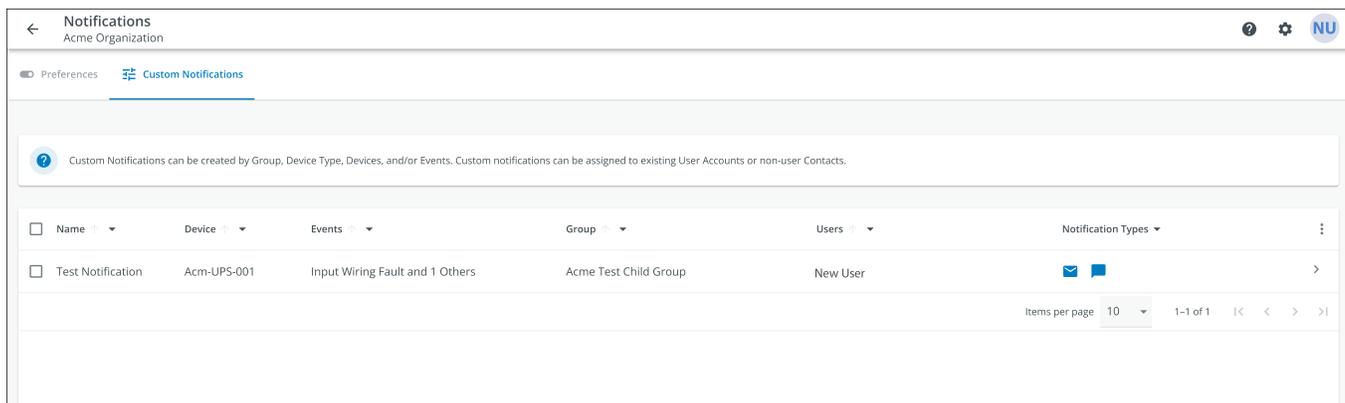
Email Notifications  
Enabled

Text Notifications (SMS)  
Enabled

Back Add Notification

9. The notification is created and active.

**Figure 56. Custom Notification Success**



Notifications  
Acme Organization

Preferences Custom Notifications

Custom Notifications can be created by Group, Device Type, Devices, and/or Events. Custom notifications can be assigned to existing User Accounts or non-user Contacts.

Name	Device	Events	Group	Users	Notification Types
<input type="checkbox"/> Test Notification	Acm-UPS-001	Input Wiring Fault and 1 Others	Acme Test Child Group	New User	

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