MadgeTech Cloud Services

User Guide

MADGETECH
WE BUILD DATA LOGGERS

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Introduction

Compact, accurate and affordable, MadgeTech data loggers can measure and record data for a variety of parameters. Now, with the addition of MadgeTech Cloud Services, monitoring data from around the world is easier than ever. Data is securely transmitted from the MadgeTech 4 Data Logging Software into the cloud where it can be viewed from any internet enabled device, including laptops, tablets, and smartphones.

MadgeTech Cloud Services gives users remote access to monitor sensitive environments and the ability to address problems that could compromise products. To better understand and accommodate the needs of customers, MadgeTech welcomes and appreciates any feedback.

Thank you for choosing MadgeTech for all of your data logging needs.

About MadgeTech, Inc.

MadgeTech, Inc. is a global company based in New England and founded on old-fashioned principles, customer service, quality and trust. MadgeTech's President, Norman Carlson, started the company in 1996 and charted the growth of the product lines and services while maintaining those solid core principles.

Our can-do team of engineers and technical staff consistently incorporate new and innovative ideas into our data loggers. In short, we push the envelope, raising the bar in innovation and quality. Our competitors have praised us by adopting many of our ideas as their own. Over time, MadgeTech has become the industry standard in the data logger market.

MadgeTech continuously develops new, cutting-edge products, creating solutions for our customers around the world in industries across the board. Our growing network of distributors has expanded our presence to markets far beyond our home headquarters in New Hampshire; our products are now sold in over 70 countries around the world.

Our employees are committed to quality and customer satisfaction. Behind the full range of MadgeTech's products and services is the cumulative expertise of experienced engineers, manufacturing and electronic professionals and technicians. Our knowledgeable sales team can offer technical advice to assist in selecting the right product for each application, as well as providing after-sales support.

MadgeTech is dedicated to providing customers with reliable, affordable products, hassle-free ordering and excellent service, saving customers time and money. It is our goal to earn your trust in meeting your needs and providing innovative solutions. The products and services that bear the MadgeTech name come with quality assurance and the best support in the industry today.

Getting Started

System Requirements

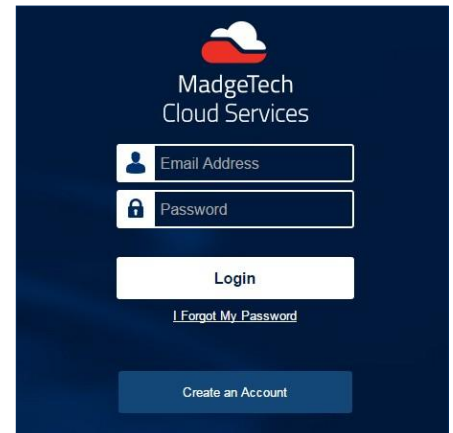The MadgeTech Cloud Services is available for use on any internet enabled device.

Creating an Account for the MadgeTech Cloud Services

Requirements:
- At least one MadgeTech Wireless Data Logger and Transceiver.
- A computer with internet access, running the latest version of the MadgeTech 4 Data Logger Software.
- Data loggers must be running in real time recording mode for cloud monitoring.

To create a MadgeTech Cloud Services account:
1. Navigate to http://cloud.madgetech.com. Click **Create an Account.**
2. Fill out all of the required fields and click Sign Up to create a free account.
3. An email notification will be sent. Click the Verify Your Account link in the email to complete setup.

Logging into the MadgeTech Cloud Services

Log into the MadgeTech Cloud Services account within the MadgeTech 4 Software.

Logging into the MadgeTech Cloud Services in the MadgeTech Software:
1. Open the MadgeTech 4 Software, click the **File** tab, and then click the **Options** button located at the bottom of the menu.
2. Click the **Cloud** tab located on the left sidebar.
3. Sign in with the username and password for the Cloud Services account and click **Log in**. The screen will then show the amount of data loggers, currently being used.

Logging into the MadgeTech Cloud via web browser or mobile device:
1. Navigate to http://cloud.madgetech.com. Type in the email and password of the account and click **Login**. *(Note: Apple Safari, Mozilla Firefox and Google Chrome are the only supported web browsers. Incognito browser tabs and Private browser tabs are not supported.)*
2. Once logged in, the browser will display the summary of loggers. If there are loggers connected, they will display as either **Active**, **Stopped** or **Disconnected**. If there are no loggers currently connected to the MadgeTech Cloud, there will be a prompt telling the user that.

Cloud Enabling Data Loggers

Log into the MadgeTech Cloud Services account within the MadgeTech 4 Software to enable cloud capability.

Enabling a Data Logger for the MadgeTech Cloud

**Enabling a data logger for the MadgeTech Cloud:**

1. In the MadgeTech 4 Software, select the data logger to connect to the MadgeTech Cloud. Multiple devices can be selected, by holding the **CTRL** or **Shift key** and either selecting additional devices or pressing the arrow keys.
2. On the **Device** tab, in the **Control** group, click **Enable Cloud Monitoring**. Users can also right-click on the device and select **Enable Cloud Monitoring** in the context menu.
3. In the **Connected Devices** panel, there is a Cloud column. If the Cloud column is not visible, right click on any of the other columns and a drop down menu will appear with other column options. Make sure the Cloud option is selected and a checkmark is visible.
4. If data logger is cloud enabled and is running in real time the Cloud icon will be colored. If the data logger is cloud enabled but stopped or not running in real time, the icon will appear grey. If the data logger is not connected to the cloud at all, there will be no icon in the Cloud column.
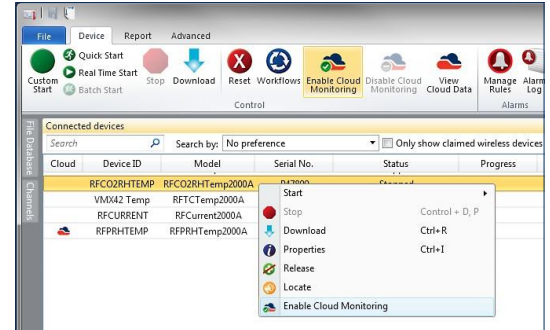
Disabling a Data Logger from the MadgeTech Cloud

Disabling a data logger from the MadgeTech Cloud:

1. In the MadgeTech 4 Software, select the data logger to connect to the MadgeTech Cloud. Multiple devices can be selected, by holding the **CTRL** or **Shift key** and either selecting additional devices or pressing the arrow keys.
2. On the **Device** tab, in the **Control** group, click **Disable Cloud Monitoring**. Users can also right-click on the device and select **Disable Cloud Monitoring** in the context menu.
3. In the **Connected Devices** panel, once the data logger is disabled from the cloud, the icon from the cloud column will disappear.
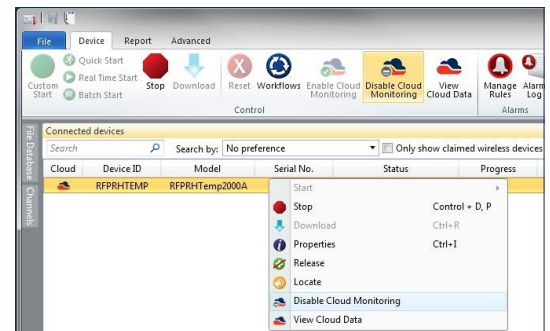
Viewing Cloud Data

View the cloud data from a mobile device or remote PC.

Options for viewing and monitoring cloud data:
1. From a mobile device or remote PC, navigate to **http://cloud.madgetech.com**. Type in the username and password and click **Login**.
2. From a mobile device, scan the QR code in the Cloud **Options** menu within the MadgeTech 4 Software.
3. In the MadgeTech 4 Software, on the **Device** tab, in the **Control** group, click **View Cloud Data**. Users can also right-click on a cloud enabled device and select **View Cloud Data** in the context menu.

Supported Device Parameters:
- Temperature *(Thermocouple based and Internal Sensor based)*
- Humidity
- Pressure
- Carbon Dioxide *(CO2)*
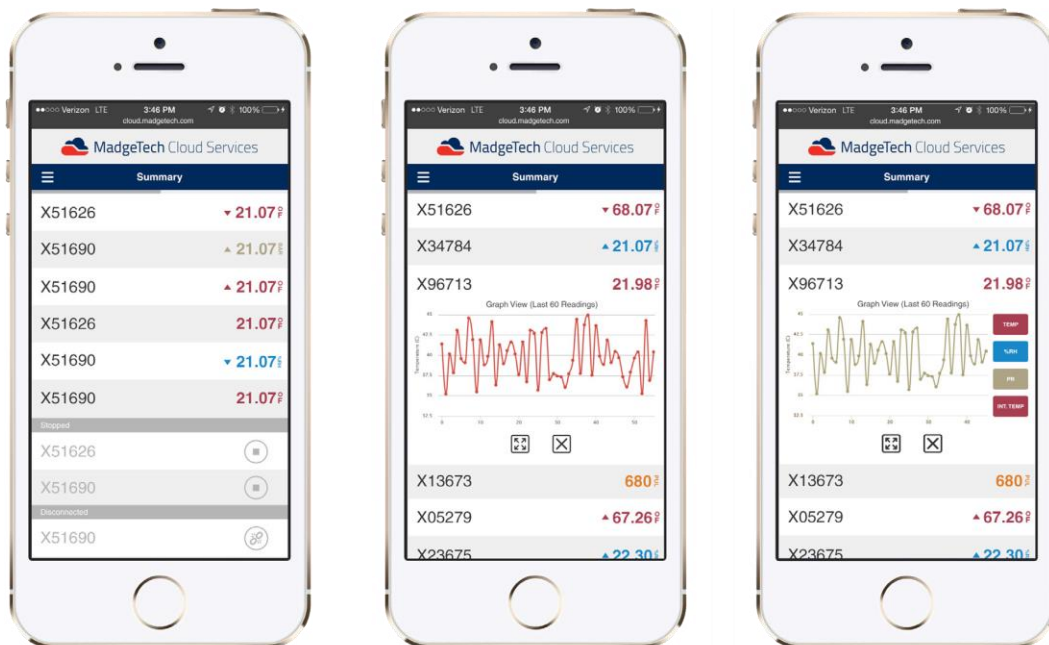
MadgeTech Cloud Navigation

The Sidebar Menu

The Sidebar menu can be accessed by selecting the icon located at the top left, next to the **Summary** header.

- **Summary:** The home page for the cloud. It will show **Active**, **Stopped** and **Disconnected** data loggers
- **Logger Settings:** The page will show **Active** or **Inactive** data loggers. Users can choose to show or hide the loggers on the cloud and information about the loggers can be displayed here including the Model, Serial Number, Cloud ID, Device ID, Status and Display Options.
- **Preferences:** The user can select the units to display and the time clock formatting.
- **Account:** The user account information shows the number of current data loggers, contact information and billing information. There is also the option of increasing and reducing the amount of connected data loggers for the account.
- **Email Support:** To contact support, the user can click the button to **Email Support** and the default email carrier will launch.
- **Logout:** This will log the user out of the MadgeTech Cloud Services account on the device being used.
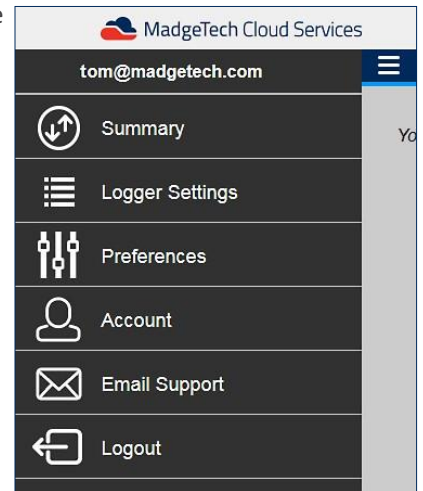
The Summary Page

The **Summary** page of the MadgeTech Cloud Services is where all of the **Active**, **Stopped** and **Disconnected** loggers will be displayed.

- **Active**: Displays loggers running in real time mode that are connected to the cloud account and are cloud enabled, showing refreshed information every 60 seconds.
- **Stopped**: Displays loggers that are enabled for the cloud, connected in the MadgeTech 4 Software and running in any other mode other than real time or are stopped.
- **Disconnected**: Displays loggers that are registered to the cloud account but are not online.
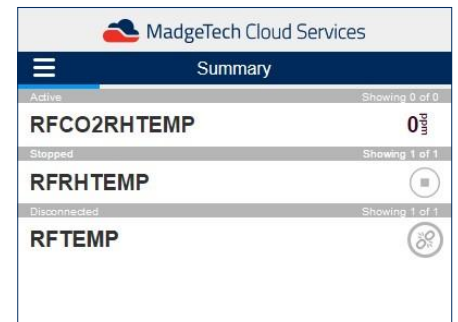
Summary Screen

Active Data Loggers

In the Summary screen, in the **Active** section, data loggers that are currently running in real time and cloud enabled within the MadgeTech 4 Software, will appear here. The name of the logger and the current reading are visible.

Active loggers will have the ability to display a graph when a user clicks on the Device Name or ID. To shuffle through different parameters for loggers with more than one channel, the user can click on the current reading.

If the logger is listed as Active, all the following are true:
- The MadgeTech 4 Software is running.
- The user is logged into the cloud account *(within the MadgeTech 4 Software)*.
- The logger is online and claimed *(can see within the MadgeTech 4 Software)*, Cloud enabled, and running in real time.

Stopped Data Loggers

Data loggers that are currently running in any other mode other than real time or are stopped, but are still within the MadgeTech 4 Software to be Cloud enabled, will appear as **Stopped** on the Summary screen. No actions can be taken with these loggers on the Cloud Page.

If the logger is listed as Stopped, all the following are true:
- The MadgeTech 4 Software is running.
- The user is logged into the cloud account *(within the MadgeTech 4 Software)*.
- The logger is online and claimed *(can see within the MadgeTech 4 Software)*, cloud-enabled, and in any other state that's not real time.

Disconnected Data Loggers

In the **Disconnected** section, on the Summary screen, data loggers that are registered to the account but are not online, will appear as disconnected.

If the logger is listed as disconnected, at least one of the following is true:
- The MadgeTech 4 Software is not running.
- The MadgeTech 4 Software is running but the user is not logged into the cloud account.
- The MadgeTech 4 Software is running and the user is logged in but has no internet connection, or it can't connect to the cloud server.
- The MadgeTech 4 Software is running and the user is logged in, but the logger is offline, unclaimed, or otherwise missing.

Logger Settings Screen

In the sidebar menu, the **Logger Settings** section allows the user to toggle the visibility of connected data loggers, by clicking the hiding or showing button on the right side, This will change how the loggers are seen in the cloud Summary screen.

Clicking the icon to the left of the logger will show information on the logger:
- **Model**: The type of logger
- **Serial**: The physical device serial number
- **Cloud ID**: The Cloud ID number for that data logger
- **Device ID**: The customized Device ID that can be changed in the MadgeTech 4 Software
- **Status**: This will display if the logger is running, stopped, or disconnected.
- **Display**: Toggle the Device ID or the Serial number, which changes in the Summary screen.
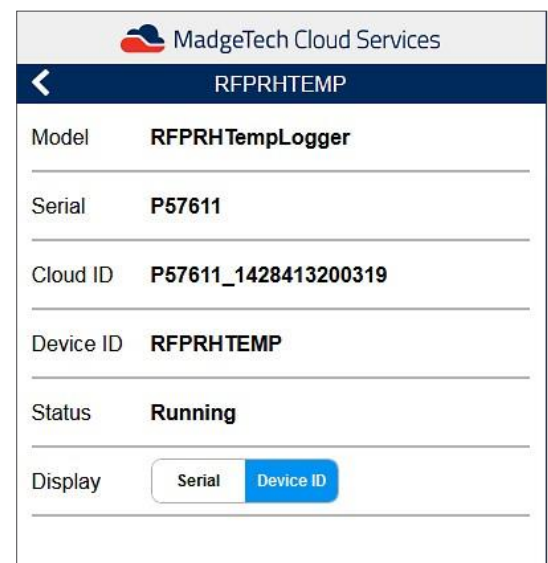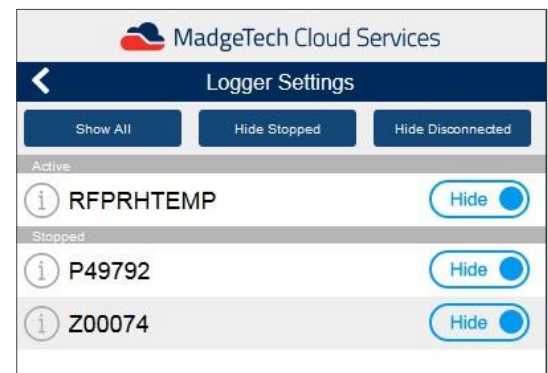
Preferences Screen

The **Preferences** section allows the user to change the display units for compatible wireless data loggers and the time format. The time format can either be a 12 hour or 24 hour clock. *(Note: The clock time is related to the user's location, not the location of the data logger.)*

The current compatible device types are as follows:
• Temperature *(Thermocouple based and Internal Sensor based)*
• Humidity
• Pressure
• Carbon Dioxide *(CO$_2$)*

Account Screen

In the sidebar menu, the Account section shows a multitude of options for the account user that is logged in.

Account Info Section:
- **Account ID:** Shows the user email associated with the account.
- **Devices**: Shows the number of devices that the account has access to. Here the user can also increase or reduce the number of loggers that can be connected to the cloud. Increasing the number of loggers will incur a fee for each active month. *(Note: Reducing the number of loggers for the account before the end of the billing cycle period will not refund the months purchase.)*
- **Billing**: Shows the billing cycle of the account.

The contact information section and the credit card information can be viewed here as well. Deactivating the account will result in immediate termination. *(Note: Cancellation of account is effective immediately and all MadgeTech Cloud Services purchases are non-refundable.)*

Email Support

In the sidebar menu, the Email Support button will allow the user to contact MadgeTech for any support or technical questions. This will launch the default email on the phone or tablet.

Logout

In the sidebar menu, the Logout button will log the user out of the Cloud account on the device.

Cloud FAQ's

Can I log into my basic cloud account on more than one device?
Yes, a single basic cloud account can log into multiple devices *(ie; mobile phone, tablet, laptop)*.

Can other people use my login?
Each basic cloud account is tied to a unique email address for one user to remotely view data. As with any membership or service, sharing login information exposes personal information and/or access to preference settings. Sharing login credentials is not prohibited but is not recommended.

Why is my data not showing up in the cloud interface?
Confirm that the data logger has been successfully enabled for cloud monitoring, is actively logging in real time mode, and is measuring and recording a supported parameter *(temperature, humidity, pressure, CO2)*.

I am monitoring data loggers in a different time zone. Which time zone is the cloud displaying?
Cloud data is displayed on remote devices with the recipient's local time zone.

I started my device in real time, shut down my computer, and now the cloud is saying the data logger is disconnected. Why can I not see my data?
The MadgeTech 4 Data Logging Software must be up and running on the central PC in order to transmit the data to the MadgeTech Cloud.

Why can I only connect 5 devices to the cloud?
MadgeTech Cloud Services basic allows the user to access the data of up to five data loggers. Unlimited upgrades are available in increments of 5 data loggers and are available for purchase from the Account Management page when logged in.

My reading rate is set to 15 seconds. Why is my cloud data not refreshing that fast?
MadgeTech Cloud Services is set to refresh every 60 seconds. However, expanding the graph will display each reading taken at the user selected reading rate.

I am recording with a multi-parameter device. How do I view the other parameters?
Clicking on the current reading will scroll through the various parameters being recorded.

I want to view my data in Fahrenheit, not Celsius. Can I change this?
Yes, the Preferences page includes option to customize the display units.

How do I know when my free trial is up?
The Account Management page will tell you when your free trial is up and display the last payment made on the account.

Can I sign up for automatic payments?
Yes, billing is automatic and will be deducted from the connected account on the first of every month.

How do I cancel my account?
At the bottom of the Account Management page, there is a Cancel My Subscription button that will allow the deactivation of your account.

I cancelled my account but want to use it again. Do I have to sign up again?
No, deactivating your account will still allow you to sign in and access the Account Management page, where you can reactivate your account.

Contact Information

For further information on the MadgeTech Cloud Services, please contact MadgeTech Australian distributor, Pacific Sensor Technologies by phone, email or mail:

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