



HAWK

MONITOR USER GUIDE

V1.0 Hardware

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Roost display

After installing, open the e-Monitor by selecting the app icon on the desktop of your Roost.

Note: your personal notifications and alerts may change the initial appearance of the home screen.



Anatomy of the e-Monitor

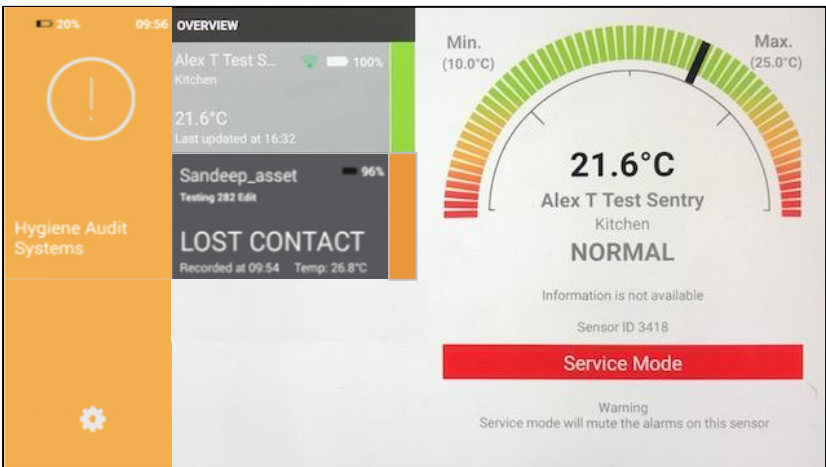
The status column on the left notifies users if any issue occur. When the column appears grey, it means that everything is normal. Orange means that attention is needed in order to prevent an imminent alert. Red means that an immediate action must be taken.

The middle part is the Overview and displays a list of all connected assets, their last recorded temperatures, and their status.

The right panel gives information about the number of alerts recorded on the day and week, as well as what type of alert they are, the actions taken to resolve them, and the name of the person who fixed them.

Tapping on an asset will display the normal range of temperature for that specific asset, as per the example below:

Note: In situations where immediate attention is required to prevent an imminent alert, the column on the left will also become amber, even if all other assets present a green status.



E-Monitor key elements 1/3

- **Alarm categories**

Alarms are classified by three colours – Green, Amber and Red.

1. Green - All the assets, sensors and receivers are working properly. Every is operating within a normal range.
2. Amber – When an Amber alert is displayed, this means that there has been a shift in status and action is required to prevent an imminent threat. Changes might include a loss of contact between the sensors and receivers, an out of range temperature, or low battery in sensors .
3. Red - Immediate action is required

Please note:

- The colour of the bar on the left reflects the status of all of the sensors – if they are all green, the bar will turn grey. In this mode, all sensors are ranked in order of most recently updated.
- On the left bar, only one colour will be displayed. If sensors are not uniformly displaying a Green status, the bar will either turn Amber or Red. Only one sensor needs to be Red to turn the entire bar that colour.

E-Monitor key elements 2/3

- **Types of alarms**

The e-Monitor displays three types of alarms to capture user's attention and inform them of an action that needs immediate attention. They are:

1. Lost contact – The e-Monitor will raise an alarm of 'Lost Contact' if there is no communication between the Sentry and the receiver for 15 minutes. This can be due to:

- Poor or no Internet connection
- An asset door being left open
- A faulty sensor – In this case please contact the Hawk Support team.

Note: the sensors data packet is sent every second for the first 30 minutes after batteries are inserted into the sensors. After the first 30 minutes, data is sent every minute.

2. Temperature out of range – If the temperature of the asset goes above or below the range configured in settings, the 'temperature out of range' alarm will sound.

3. Low Battery – The alarm for 'Low Battery' will appear on the base station if the Sentries are low on battery.

E-Monitor key elements 3/3

- **Alarm delay and email alerts**

Two alarm features can be set through the web app:

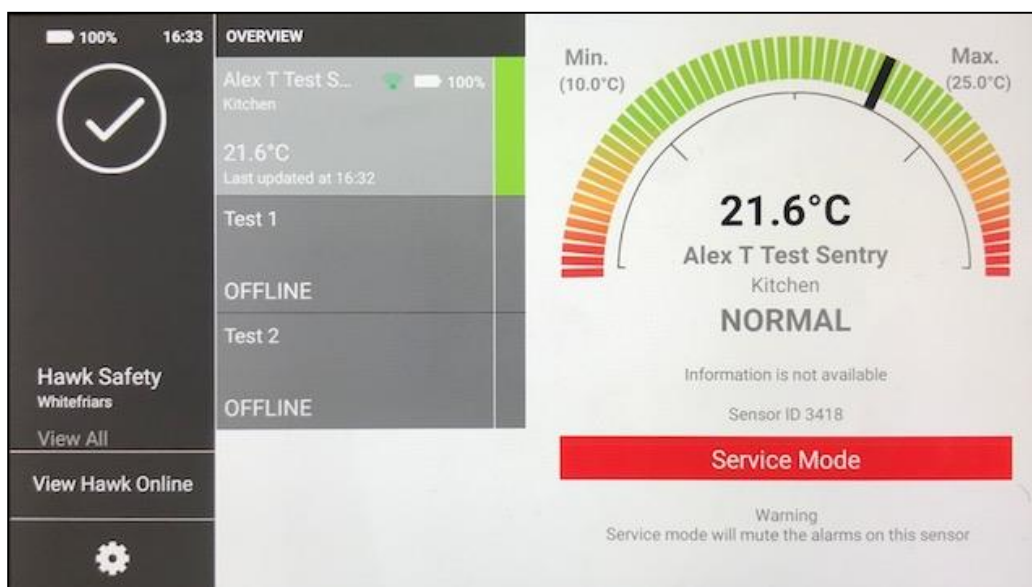
- An alarm delay is a pop-up window that notifies the user before the green column turns amber after the fact. This type of delay can only be created in the case of 'lost contact'
- Two levels of email alerts – L1 and L2. For each level, you can choose which users to alert and when, to take care of the issue.

Note: Green will turn to amber as soon as a discrepancy occurs. Amber will turn Red after a time specified during set up, after which email alerts will be sent out. If no actions are taken after L1, another chain of email alerts will be sent to those classified as L2. If no corrective actions are taken after L2, a constant email alerts will be sent within a gap minutes or hours, as per the initial set up.

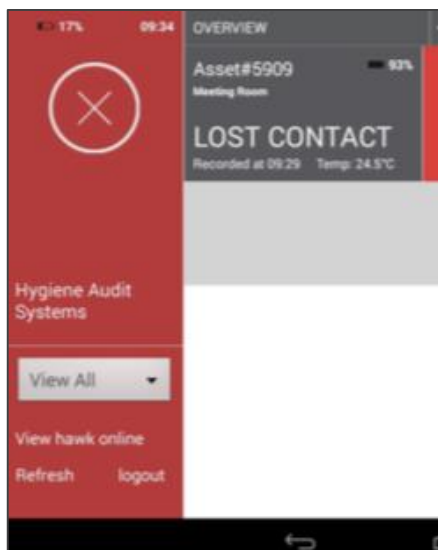
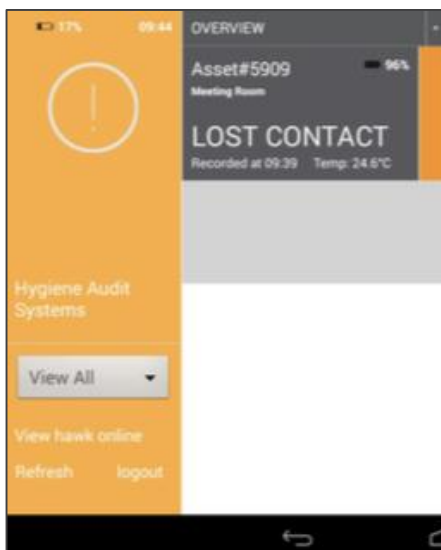
Taking corrective actions through e-Monitor App 1/3

Corrective actions can be taken to return an abnormal situation to normalcy.

When all assets are operating with no discrepancies, the e-Monitor screen will appear as follows:



When a discrepancy does occur - for instance battery not inserted properly – an emergency alarm of 'lost contact' will ring and change the grey display to Amber first. If no actions are taken, it will turn Red.



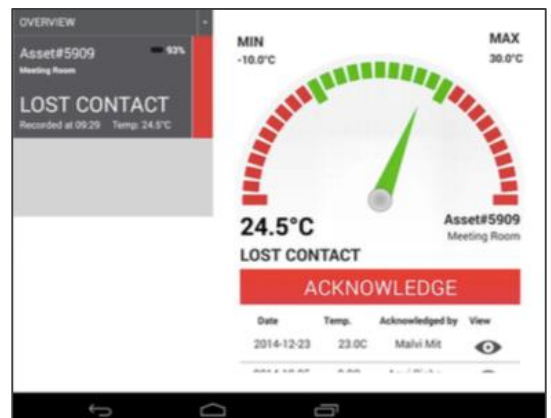
Taking corrective actions through e-Monitor App 2/3

There are two ways to clear Red alerts:

1. By checking if batteries are inserted properly and that the fridge or freezer doors are closed properly.

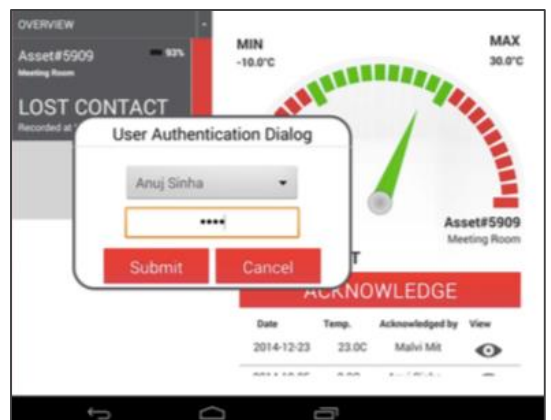
2. From the e-Monitor app:

Select 'Lost contact' on the 'overview' page, and then click the red ACKNOWLEDGE button to show that action is being taken to restore to Green.



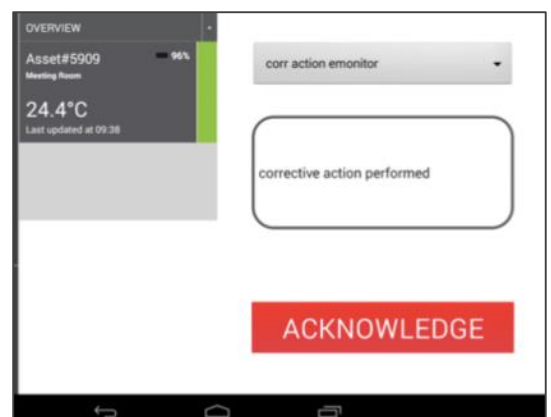
A 'User Authentication Dialog' box will appear.

Select the user name and submit your four-digit authentication PIN.



On the next screen, select 'corrective action e-monitor' and type into the comment box what action was taken

Click ACKNOWLEDGE.



Taking corrective actions through e-Monitor App 3/3

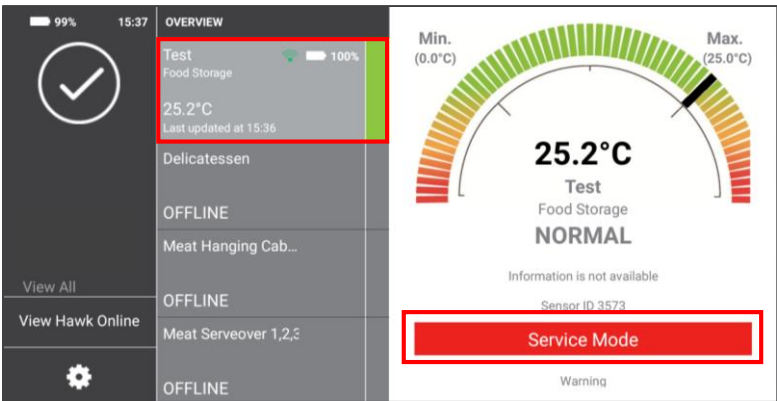
Once these steps have been taken, the screen will return to normal, whilst also having access to all recently acknowledged alerts.



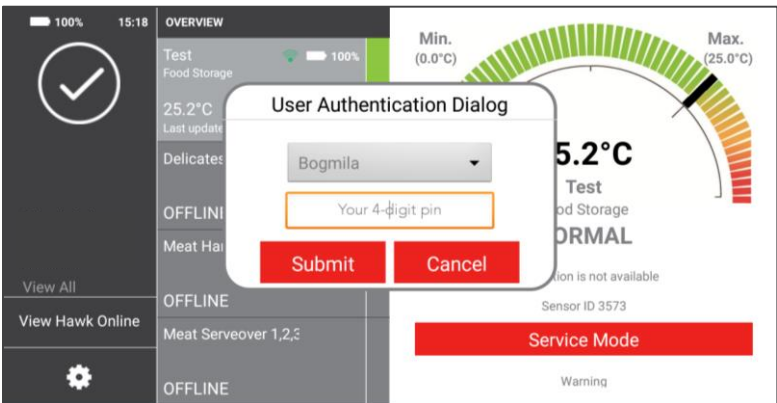
Using 'Service Mode'

'Service Mode' can be used to avoid receiving alerts while the fridge is out of operation.. The sensor will stay connected to the Roost but will not generate alerts whilst in this mode.

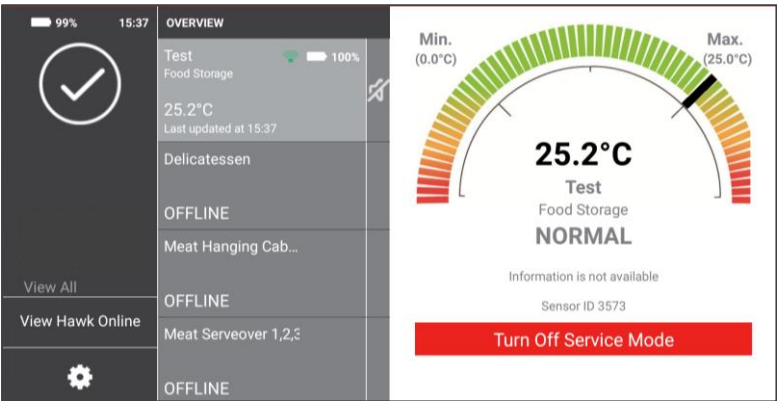
Select the fridge that is to be placed in Service Mode, then click on the red 'Service Mode' button.



A 'User Authentication Dialog' box will appear. Select the user name and submit your four-digit authentication PIN.



Once these steps taken, the screen will show the selected fridge as in Service Mode. To turn off Service Mode, please follow the exact same steps, clicking on the red 'Turn off Service Mode' button.



Further information

If you have any questions, please contact the Hawk team on
+44 3330 14 37 14 or email support@hawksafety.com