

# **PowerPanel<sup>®</sup> Cloud**

Rev. 7.1

**SAVE THESE INSTRUCTIONS**

Please read this manual and follow the instructions for installation and use.

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# Table of Contents

Chapter 1	Overview .....	1
Chapter 2	Getting Started.....	1
2.1	Prerequisites.....	2
2.1.1	UPS.....	2
2.1.2	Connectivity.....	2
2.1.3	Smartphone.....	2
2.1.4	Web Browser .....	2
2.2	Set Up .....	3
2.2.1	Register an Account.....	3
2.2.2	Add a Device.....	6
2.2.3	Free Trial .....	17
Chapter 3	Using PowerPanel® Cloud Solution .....	18
3.1	On Web Browser.....	18
3.1.1	Monitor the UPS.....	18
3.1.2	Device Map.....	22
3.1.3	Global Map.....	22
3.1.4	Event Log.....	26
3.1.5	Status Log.....	27
3.1.6	Alert Setting.....	28
3.1.7	Plan Setting.....	29
3.1.8	Device Setting .....	30
3.1.9	Purchase History .....	31
3.1.10	Preferences .....	32
3.2	On App .....	33



3.2.1	Monitor the UPS.....	33
3.2.2	Event .....	38
3.2.3	Status Log.....	39
3.2.4	Setting .....	40
3.2.5	Account.....	41
Chapter 4	Purchase.....	42
4.1	Plan.....	42
4.2	Plan Setting .....	42
4.2	History.....	46
Chapter 5	FAQ.....	48

# Figures

Figure 1.1 Application Scenario.....	1
Figure 3.1 Dashboard on Web Browser .....	18
Figure 3.2 Distinct areas in the Dashboard.....	19
Figure 3.3 UPS Detail Page.....	20
Figure 3.4 UPS Event Page.....	20
Figure 3.5 Device Setting.....	21
Figure 3.6 Device Map .....	22
Figure 3.7 The Steps of Adding a Map .....	23
Figure 3.8 Map Setting .....	24
Figure 3.9 Drag & Drop the Device .....	24
Figure 3.10 Real-time Information of Device .....	25
Figure 3.11 Global Map.....	25
Figure 3.12 Event Log.....	26
Figure 3.13 Status Log on Web Browser .....	27
Figure 3.14 Alert Setting.....	28
Figure 3.15 Plan Setting .....	29
Figure 3.16 Device Setting .....	30
Figure 3.17 Device Detail.....	31
Figure 3.18 Purchase History.....	32
Figure 3.19 Preferences.....	32
Figure 3.20 Dashboard On App.....	33
Figure 3.21 Distinct areas in the Dashboard.....	34
Figure 3.22 UPS Detail Page .....	35
Figure 3.23 Device Event .....	36
Figure 3.24 Device Setting .....	37
Figure 3.25 Firmware Update.....	37

Figure 3.26 Battery Expiration .....	37
Figure 3.27 Event .....	38
Figure 3.28 Status Log On App.....	39
Figure 3.29 Setting .....	40
Figure 3.30 Account.....	40
Figure 4.1 Plan.....	42
Figure 4.2 Purchase Plan.....	43
Figure 4.3 Plan Options.....	44
Figure 4.4 Select Plan.....	45
Figure 4.5 History.....	46
Figure 4.6 Purchase List.....	47
Figure 4.7 Order detail .....	47

# Tables

Table 2.1 The free trial.....	17
Table 3.1 The color definition of device status.....	19
Table 3.2 Device Map function description .....	23
Table 3.3 The steps description.....	23
Table 3.4 Alert Setting function description.....	28
Table 3.5 The icon definition of device status.....	30
Table 3.6 The color definition of device status .....	34
Table 4.1 Plan Difference.....	43

# Chapter 1 Overview

Keeping 100% system uptime is crucial for today’s businesses. UPS is used to provide critical backup power to maintain normal operation when power failure happens. CyberPower PowerPanel® Cloud provides a proactive approach to manage and monitor a UPS system attached to a network, eliminating the risk of downtime by ensuring the UPSs are operating correctly.

PowerPanel® Cloud is a cloud-based system that adopts the client-server architecture, allowing users to remotely access the system through a web browser on a computer or app on a smart phone. See Figure 1.1 for the application scenario. It consists of CyberPower UPS, and CyberPower software or CyberPower Remote Cloud Card for collecting the detailed information on every UPS and sending them to the PowerPanel® Cloud server.

PowerPanel® Cloud provides 24/7 UPS monitoring and real-time status alarm to users by email and app notification. Users can manage multiple UPS with one account. For long-term UPS status analysis, PowerPanel® Cloud saves historical records for tracing logs and drawing historical trend.

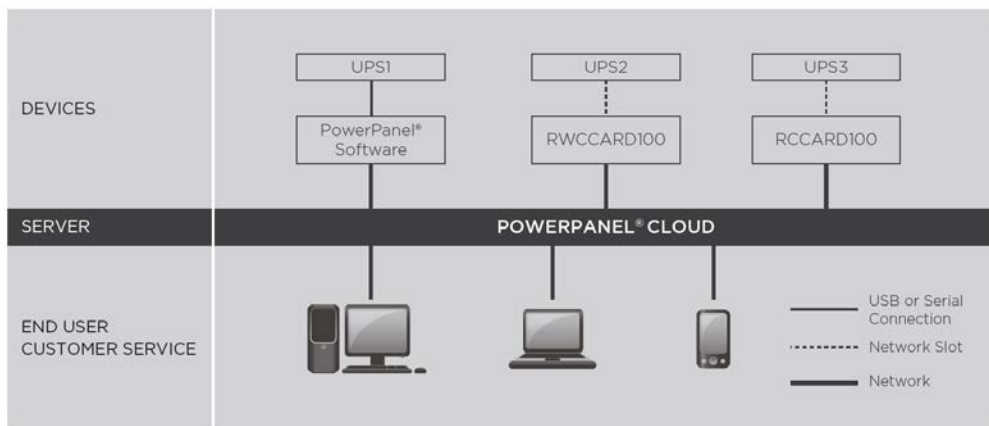


Figure 1.1 Application Scenario



# Chapter 2 Getting Started

## 2.1 Prerequisites

### 2.1.1 UPS

CyberPower UPS with network connectivity and working network connection.

### 2.1.2 Connectivity

There are 2 ways to add a UPS to PowerPanel® Cloud.

- Using the PowerPanel® software
- Using a Remote Cloud Card

#### Connect with the PowerPanel® software

A server or a PC that is always on with:

- PowerPanel® Personal
- PowerPanel® Business

#### Connect with the Remote Cloud Card

- RCCARD100
- RWCCARD100

#### Connect with PowerPanel® web portal

<https://powerpanel.cyberpower.com/>

### 2.1.3 Smartphone

iOS 9.0 and later

Android 6.0 and later

### 2.1.4 Web Browser

Google Chrome / Firefox / Safari / Microsoft Edge

## 2.2 Set Up

### 2.2.1 Register an Account

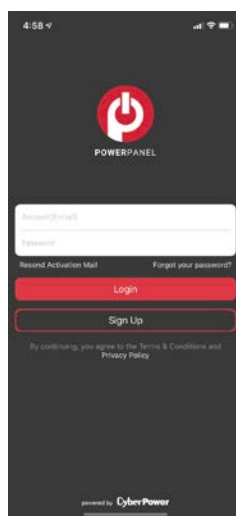


Users can register an account through PowerPanel® App or CyberPower Website.

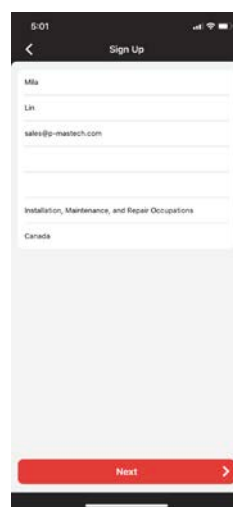
#### Through PowerPanel® App

Download the PowerPanel® App at iOS / Android platform.

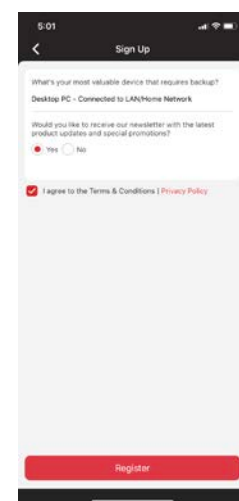
Click “Sign Up”



Fill in the information

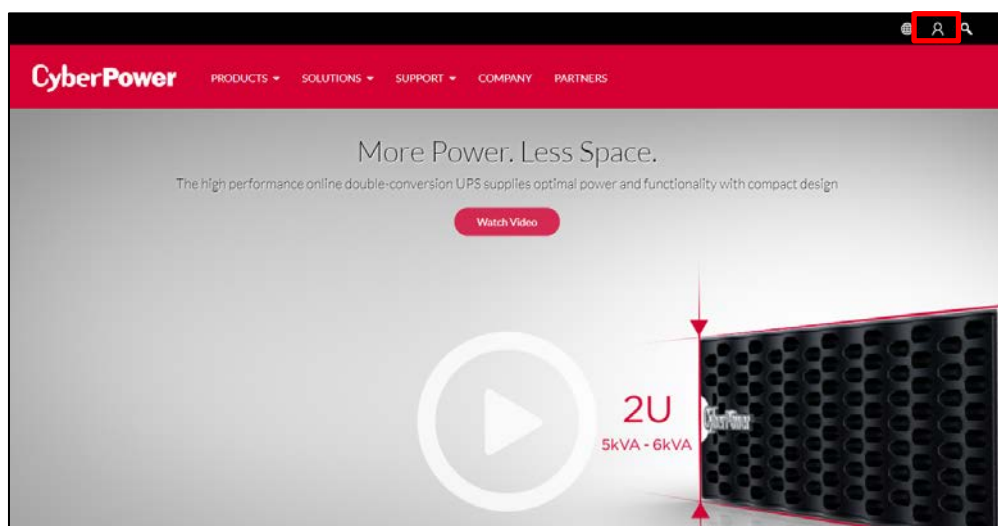


Click “Register”

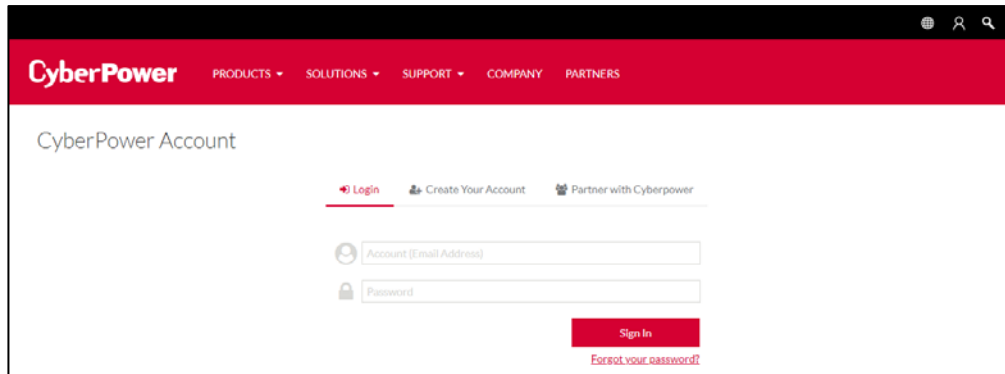


#### Through CyberPower Website

Go to CyberPower Website <https://www.cyberpower.com> and Click “My Account”.

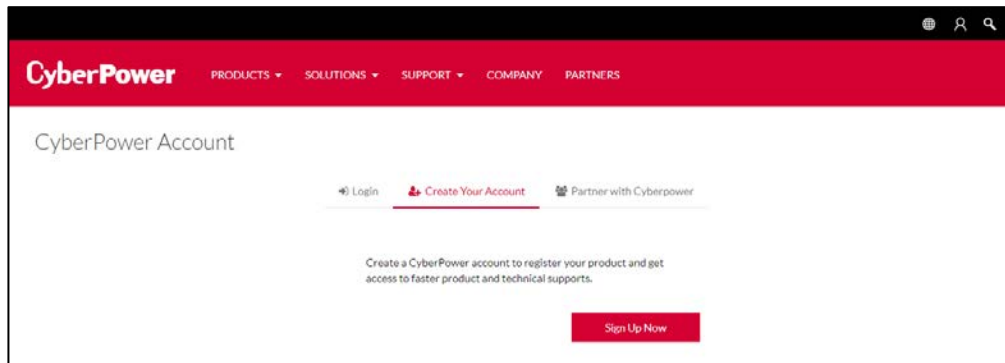


Click "Create Your Account".



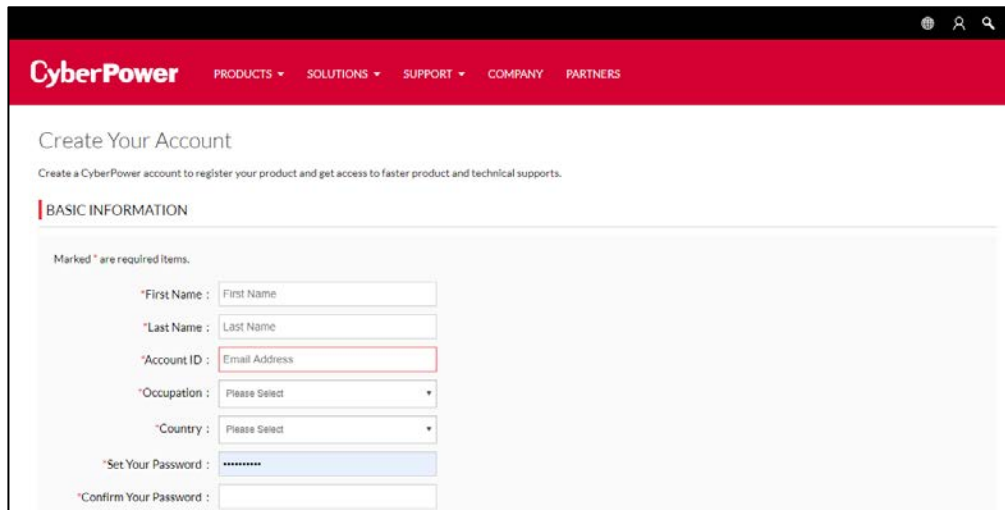
The screenshot shows the CyberPower Account page. At the top, there is a red navigation bar with the CyberPower logo and menu items: PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and PARTNERS. Below the navigation bar, the page title is "CyberPower Account". There are three links: "Login", "Create Your Account", and "Partner with Cyberpower". The "Create Your Account" link is highlighted with a red underline. Below the links, there are two input fields: "Account (Email Address)" and "Password". A red "Sign In" button is positioned to the right of the password field. Below the button, there is a link that says "Forgot your password?".

Click "Sign Up Now".



The screenshot shows the CyberPower Account page. At the top, there is a red navigation bar with the CyberPower logo and menu items: PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and PARTNERS. Below the navigation bar, the page title is "CyberPower Account". There are three links: "Login", "Create Your Account", and "Partner with Cyberpower". The "Create Your Account" link is highlighted with a red underline. Below the links, there is a paragraph of text: "Create a CyberPower account to register your product and get access to faster product and technical supports." Below the text, there is a red "Sign Up Now" button.

Fill in the information.



The screenshot shows the CyberPower "Create Your Account" form. At the top, there is a red navigation bar with the CyberPower logo and menu items: PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and PARTNERS. Below the navigation bar, the page title is "Create Your Account". There is a paragraph of text: "Create a CyberPower account to register your product and get access to faster product and technical supports." Below the text, there is a section titled "BASIC INFORMATION". Below the section title, there is a note: "Marked \* are required items." Below the note, there are several input fields: "First Name" (text input), "Last Name" (text input), "Account ID" (text input with "Email Address" entered), "Occupation" (dropdown menu with "Please Select" selected), "Country" (dropdown menu with "Please Select" selected), "Set Your Password" (password input with "\*\*\*\*\*" entered), and "Confirm Your Password" (password input).

Accept the terms, enter the code, and click “Register”.

The registration form is divided into two sections: "OTHER INFORMATION" and "ACCEPTANCE OF TERMS".

**OTHER INFORMATION**

- Where did you hear about CyberPower?
- \*What's your most valuable device that requires backup?
- \*Would you like to receive our newsletter with the latest product updates and special promotions?  
 Yes  No

**ACCEPTANCE OF TERMS**

- I agree to the [Terms and Conditions](#) | [Privacy Policy](#)
- \*Please prove to us that you are human  
Enter Code

### Through PowerPanel® Cloud Website

Go to PowerPanel® Cloud Website

<https://powerpanel.cyberpower.com/> and Click “Sign Up”.

The login page features the PowerPanel logo at the top. Below the logo, the text "Sign in to PowerPanel Cloud" is centered. The form includes fields for "Username" (with the example email "mila.lin@cyberpower.com") and "Password" (masked with dots). There are links for "Resend Activation Mail" and "Forget password?". A prominent red "LOG IN" button is centered below the password field. At the bottom, there is a link: "Don't have an account? **Sign Up**".

## 2.2.2 Add a Device

There are 3 ways to add a UPS to PowerPanel® Cloud.

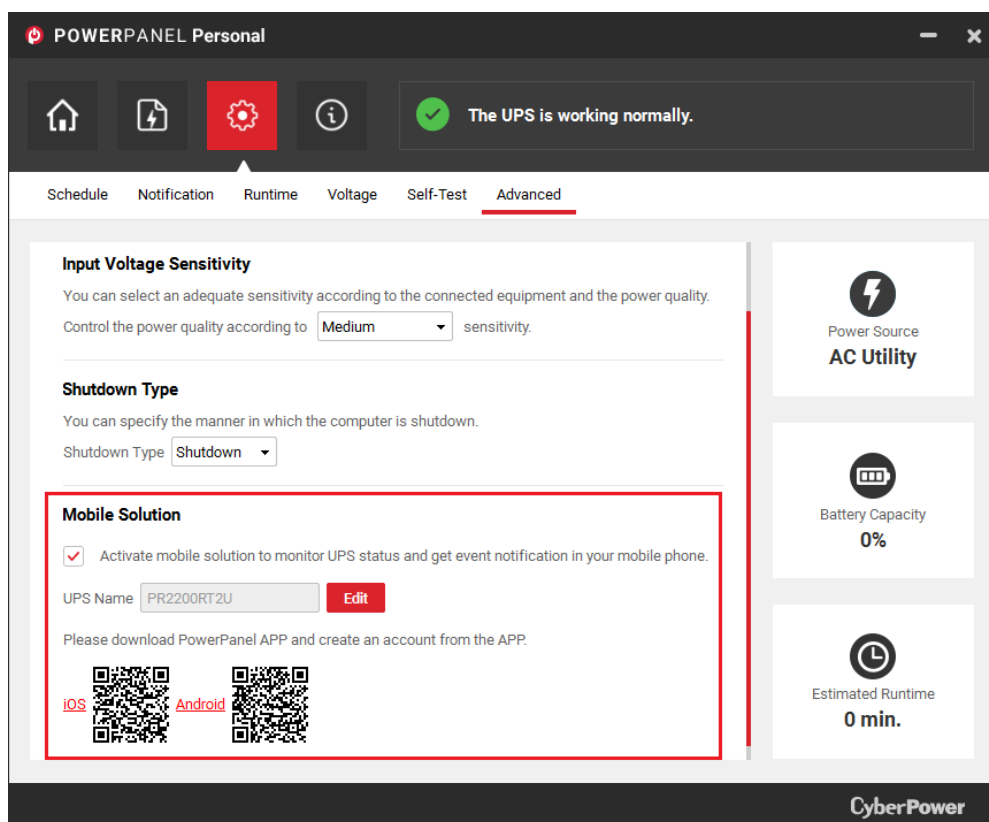
- Using the PowerPanel® software
- Using Remote Cloud Card via App
- Using Remote Cloud Card via Web portal

Note: PowerPanel® Cloud provides free trial. About the free trial, please see the instructions in [2.2.3](#).

### Add with PowerPanel® software

- PowerPanel® Personal:

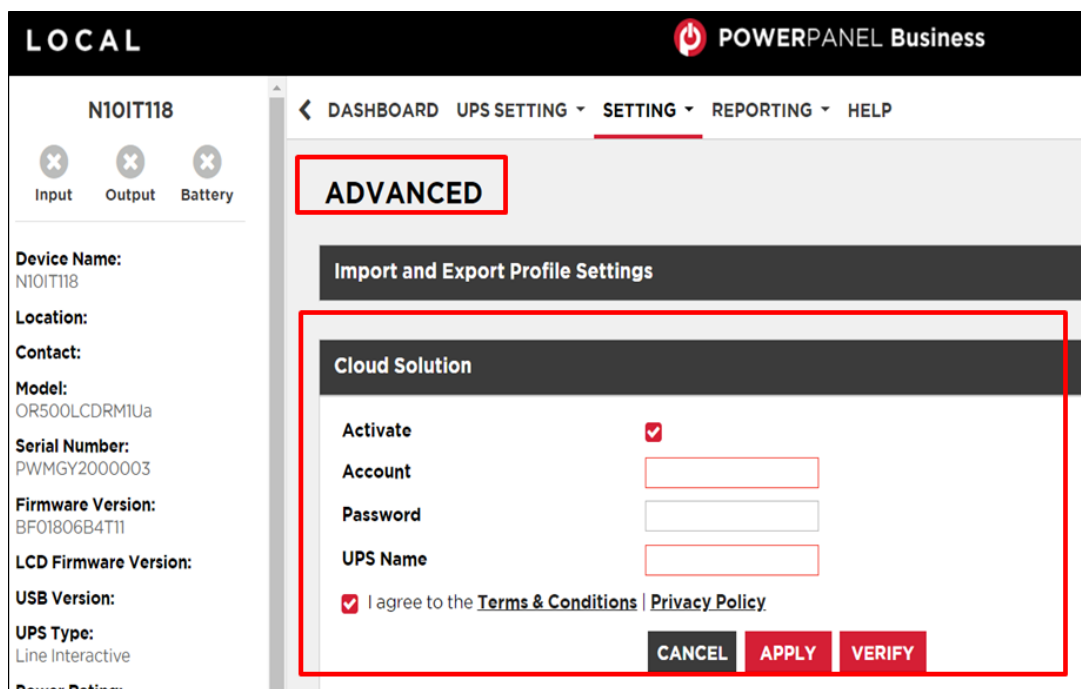
Go to **Settings >> Advanced >> Mobile Solution**. Activate the Mobile Solution and log in with the registered account. The UPS, that the computer is connected to, will be added to PowerPanel® Cloud.



- PowerPanel® Business Local:

Go to **Settings >> Advanced >> Cloud Solution**. Activate the Cloud Solution and log in with the registered account.

The UPS, that the computer is connected to, will be added to PowerPanel® Cloud.



## Add with Remote Cloud Card via App

- RCCARD100

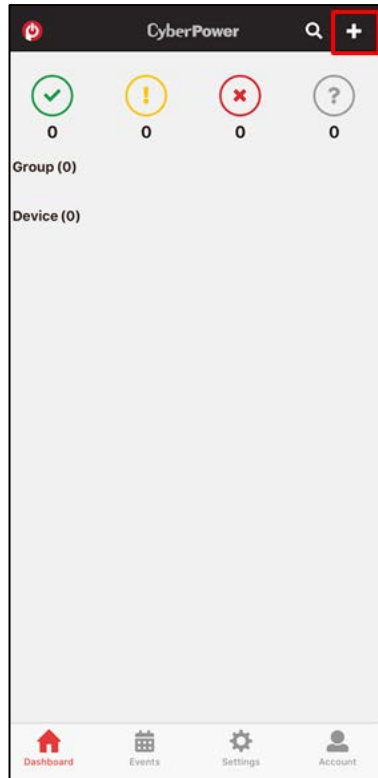
Install the RCCARD100 to the UPS and connect with the network.



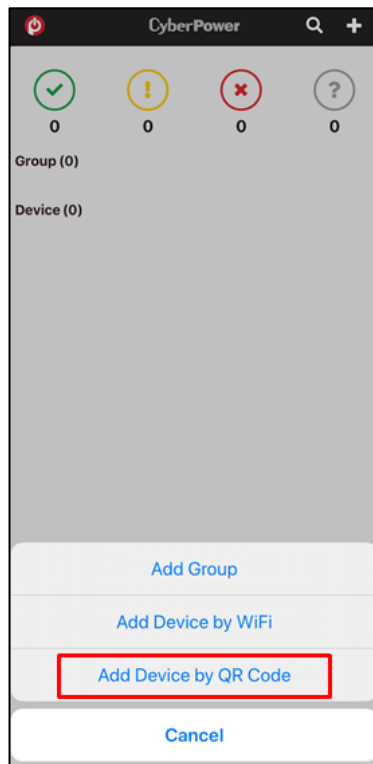
Make sure the light turns on and wait for 2-3 minutes.



Open PowerPanel® App and click “+”.



Select “Add Device by QR Code”

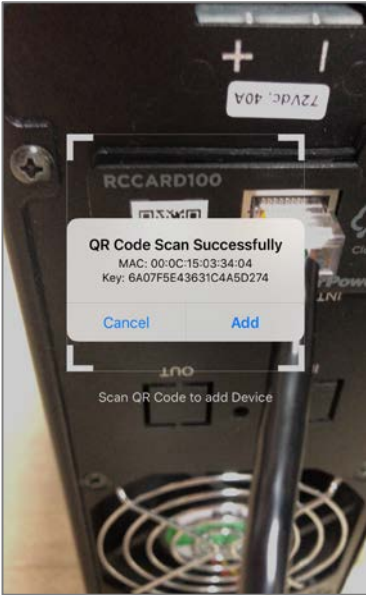




Scan the QR Code on RCCARD100.

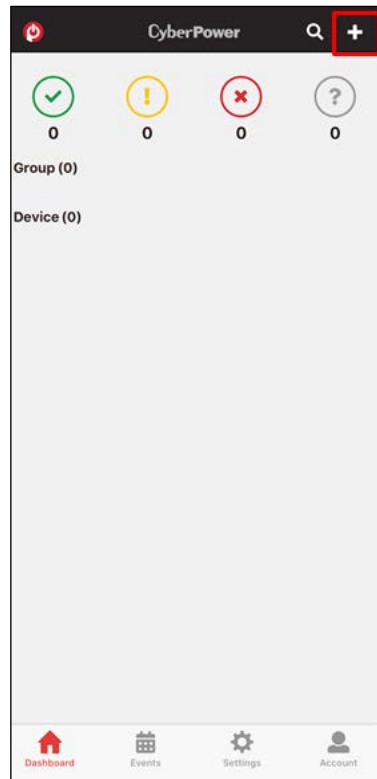


Click "Add".

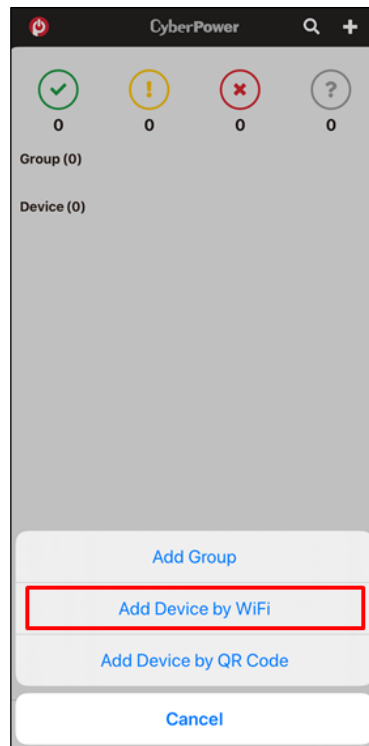


- RWCCARD100

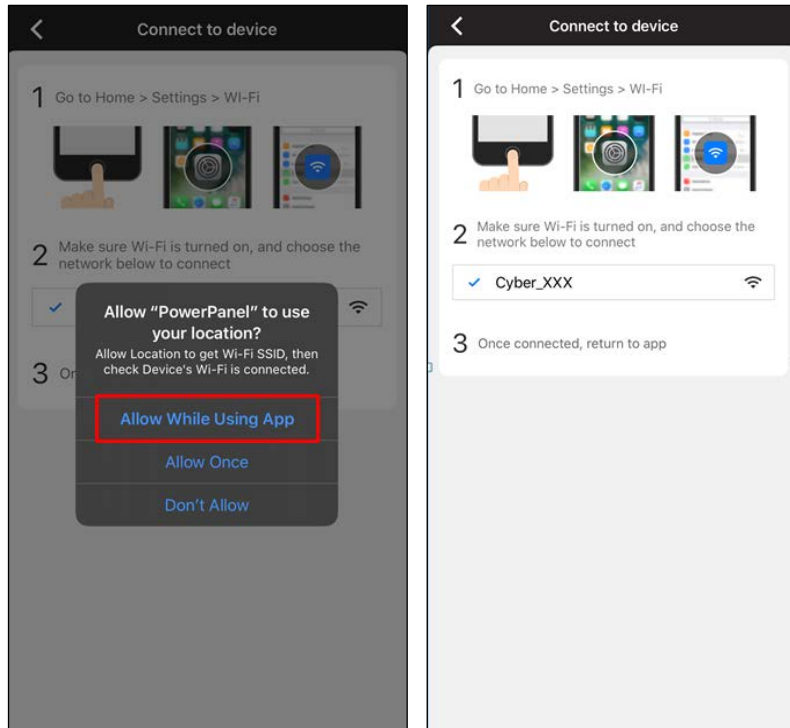
Open PowerPanel® App and click “+”.



Select “Add Device by WiFi”



Follow the instructions to set up WiFi connection.



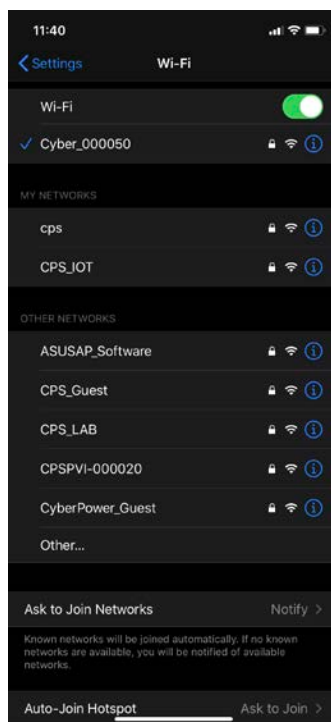
Press and hold the RESET button on RWCCARD100.



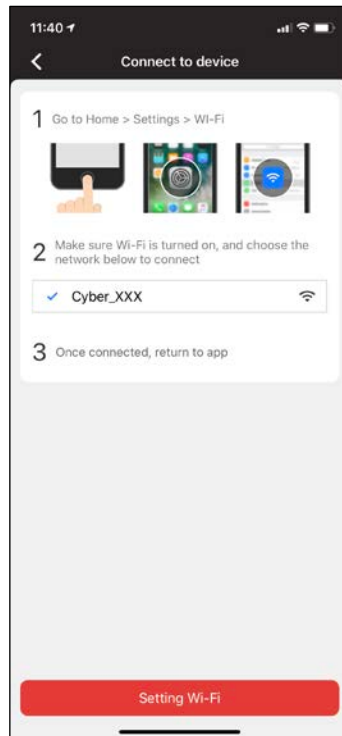
Make sure the STATUS light turns blue.



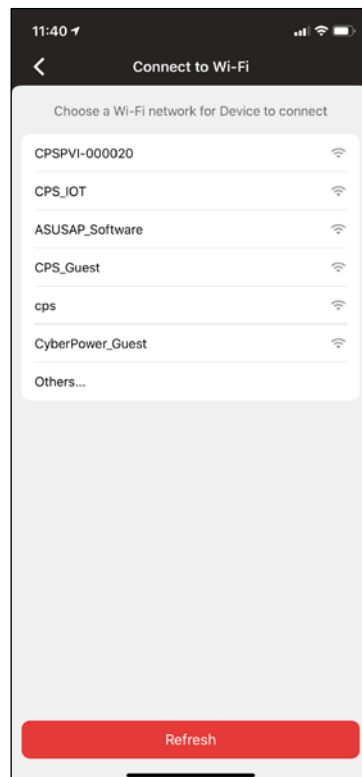
Go to Wi-Fi setting page and choose Cyber\_XXXXXX. The default password is “cyberpower”.



Return to PowerPanel® App and click “Setting Wi-Fi”.



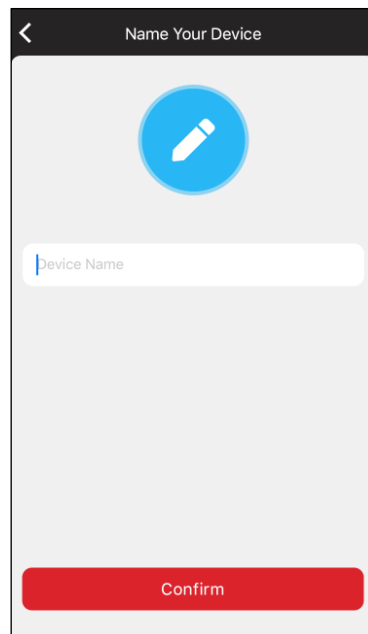
Choose a Wi-Fi network for Device to connect.



Check for Wi-Fi connectivity.



Name your device, and click “Confirm” to add the device.

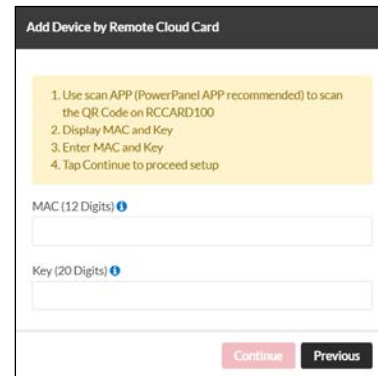
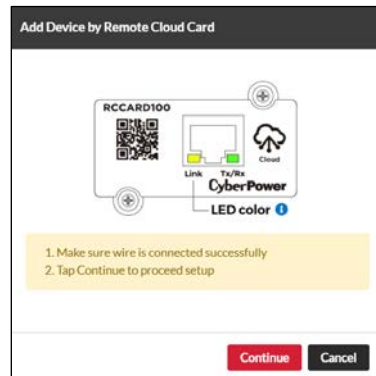
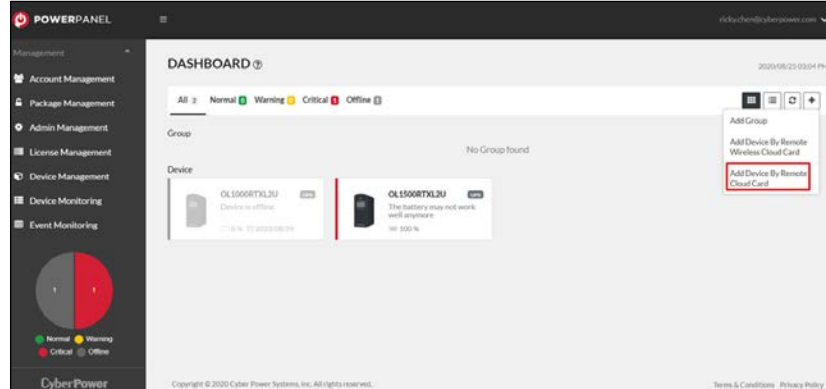


You can also edit name of device later.

## Add with Remote Cloud Card via web portal

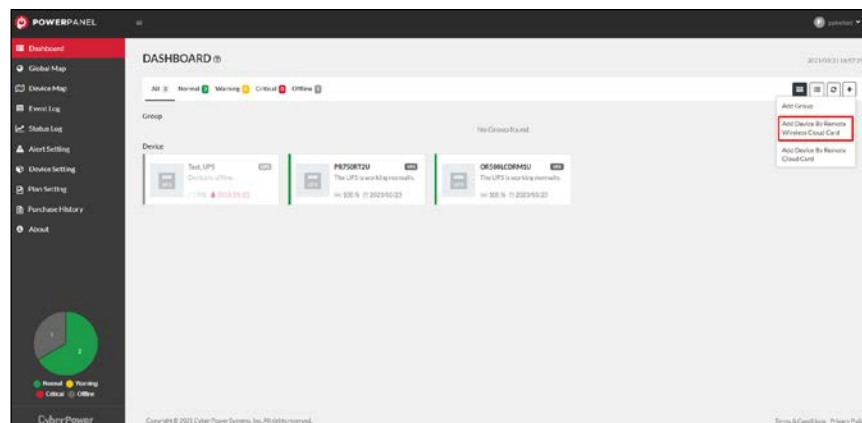
-RCCARD100

Please follow the setup instruction from web portal



-RWCCARD100

Please follow setup instruction from web portal



### 2.2.3 Free Trial

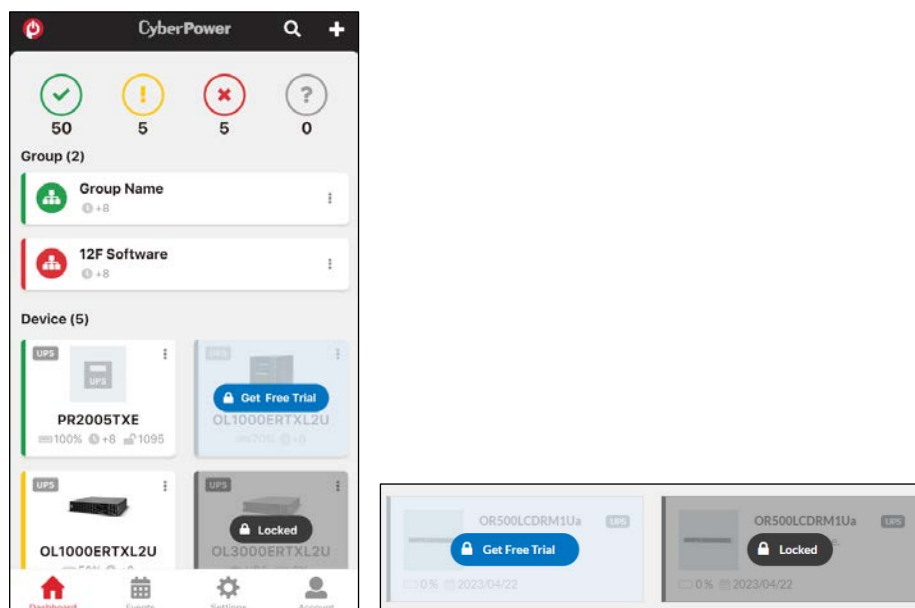
If the device is added to PowerPanel® Cloud through PowerPanel® software or Remote Cloud Card, users will be eligible for free trials.

Table 2.1 The free trial rule

Source	Period
PowerPanel® software	30 days / 90 days (select models)
Remote Cloud Card	1095 days (=3 years)

Note:

1. Remote Cloud Card includes RWCCARD100 and RCCARD100
2. Free trial policy is subject to different countries
3. User has to activate Free Trial by clicking **Get Free Trial** after adding devices to PowerPanel® Cloud by software or Remote Cloud Card (see below screens)



4. After trial expires (Locked), users can purchase Plan through PowerPanel® App (see 4.1 and 4.2)



# Chapter 3 Using PowerPanel® Cloud Solution

PowerPanel® Cloud allows users to monitor and manage the device status anytime and anywhere through web browser or app.

## 3.1 On Web Browser

Log in to PowerPanel® Cloud at <http://powerpanel.cyberpower.com/>.

### 3.1.1 Monitor the UPS

PowerPanel® Cloud builds clear device structure to display multiple UPS in Dashboard (Figure 3.1). PowerPanel® Cloud also defines four colors to show different device status. The details of status are described in Table 3.1. Useful filter and statistics are also available on the page, helping users get the overall UPS status at a glance.

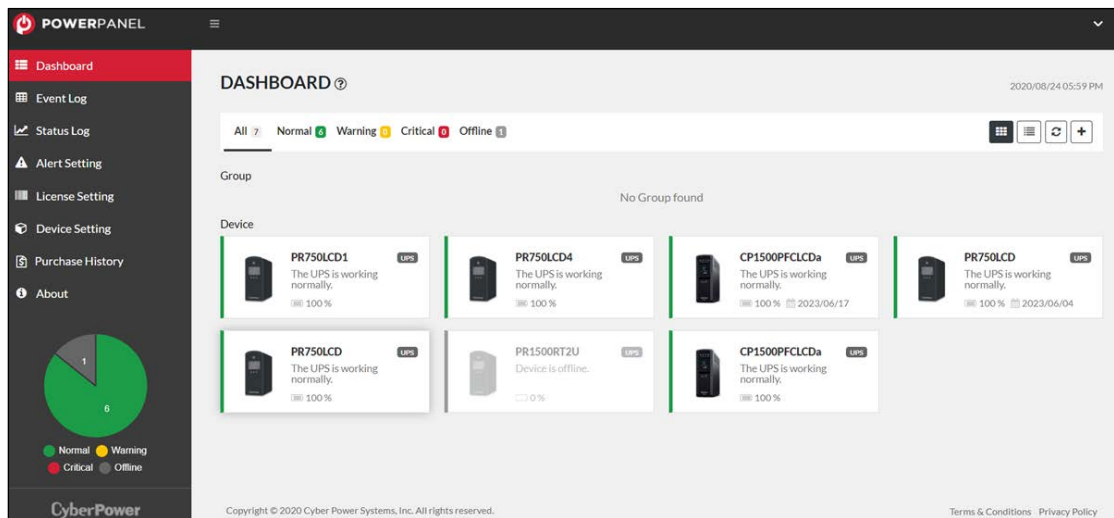


Figure 3.1 Dashboard on Web Browser

Table 3.1 The color definition of device status

Color	Status
Green	Normal status. The communication is normal and no event happens.
Yellow	Warning status. The warning event happens.
Red	Warning status. The critical event happens.
Gray	Communication lost.

The dashboard is split into distinct areas. The upper area is the tool bar. It includes the filter of the UPS status and the Add Group feature (1 in Figure 3.2). The middle area is the UPS list displayed by the group (2 in Figure 3.2). The bottom area is the UPS list (3 in Figure 3.2). Each UPS is displayed in colors to show its status. Users can easily spot a UPS that has a problem. At the bottom-left corner, the overall statistics of the UPS are displayed (4 in Figure 3.2).

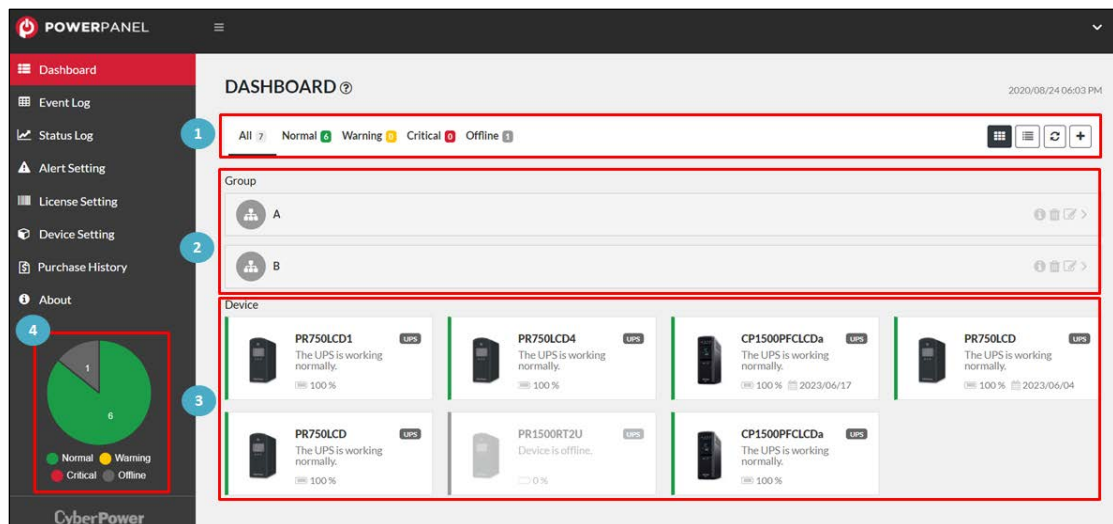


Figure 3.2 Distinct areas in the Dashboard

All UPS added to the PowerPanel® Cloud with the same account are displayed in the Dashboard (Figure 3.1). Users can monitor the UPS directly with the statistics at the bottom-left corner. With this information, users can check device list on the right to find out which UPS has problems. PowerPanel® Cloud provides Group mode and UPS mode to display the UPS structure (2, 3 in Figure 3.2).

Click the **Group** to display the UPS list classified by group. The UPS in the same group has the same time zone. Click the **UPS** to enter the UPS detail page (Figure 3.3). On the detail page, users can see the UPS real-time status (1 in Figure 3.3); view battery test section and the event list displayed in the bottom area (2, 3 in Figure 3.3).

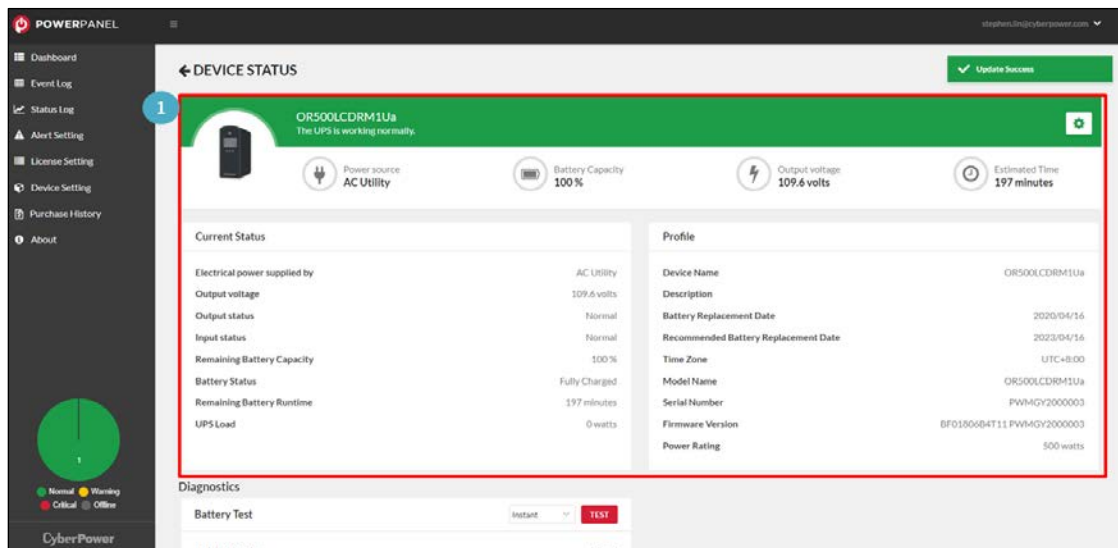


Figure 3.3 UPS Detail Page

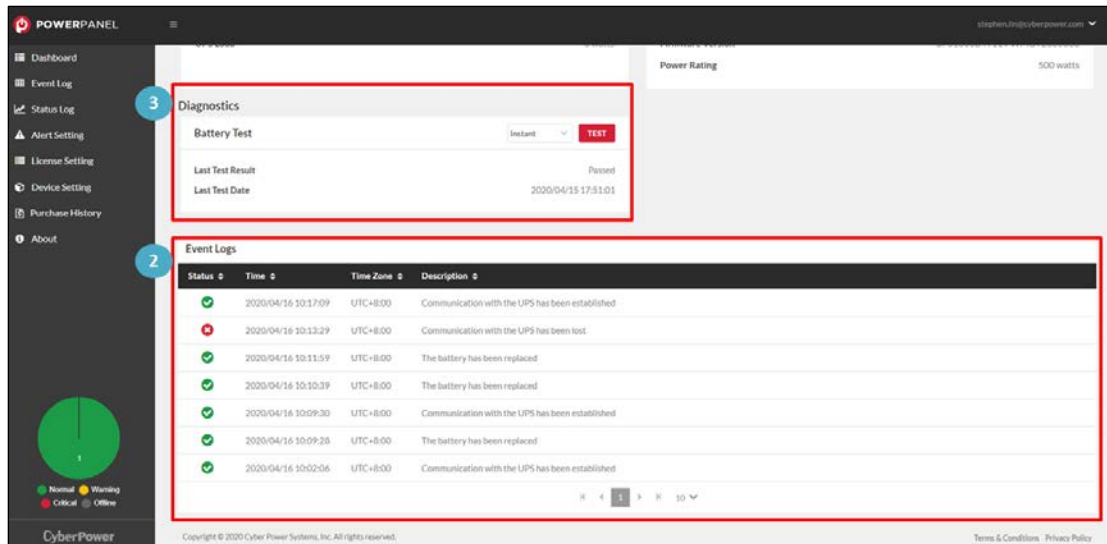




Figure 3.4 UPS Event Page

At the top-right corner of the real-time status area, click  to open the device setting window to edit the UPS name, description, battery replacement date and time zone of the device (Figure 3.5).

**Device Settings** ✕

UPS Name

Description

Battery Replacement Date  
 

Recommended Battery Replacement Date  
2023/05/28

Time Zone  
 ▼

Figure 3.5 Device Setting

### 3.1.2 Device Map

The **Device Map** provides the Map View to monitor the status and real-time information of all devices.

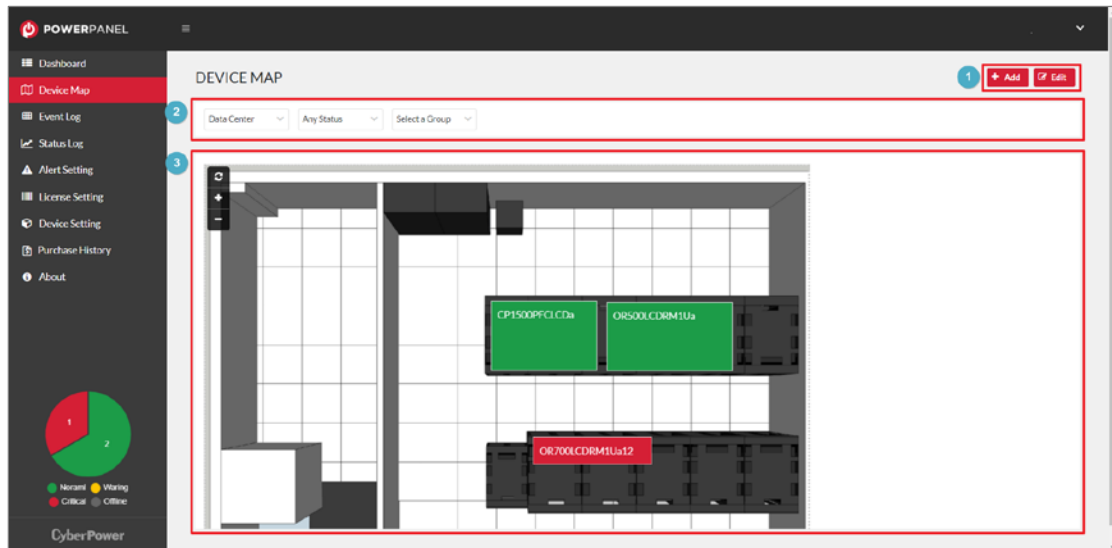




Figure 3.6 Device Map

At the top-right corner, users can click to edit the details of the map or add a new one (① in Figure 3.6). The functions are described in Table 3.2. The method of adding a new map is described in Figure 3.7 ~ Figure 3.9 and Table 3.3. To open a device map, select the device map in the filter (② in Figure 3.6). After opening the device map, users can view the device distribution in the map. The device is displayed as a color block in the map, and changes the color in real time according to its status. Click the color block to view the detailed information of the device on the right side of the page (Figure 3.10). **This feature is only available in Level 2, Level 3 and Level 4.**

Table 3.2 Device Map function description

Content	Description
	Click to add a new map in the table.
	Click to edit the selected map in the table.

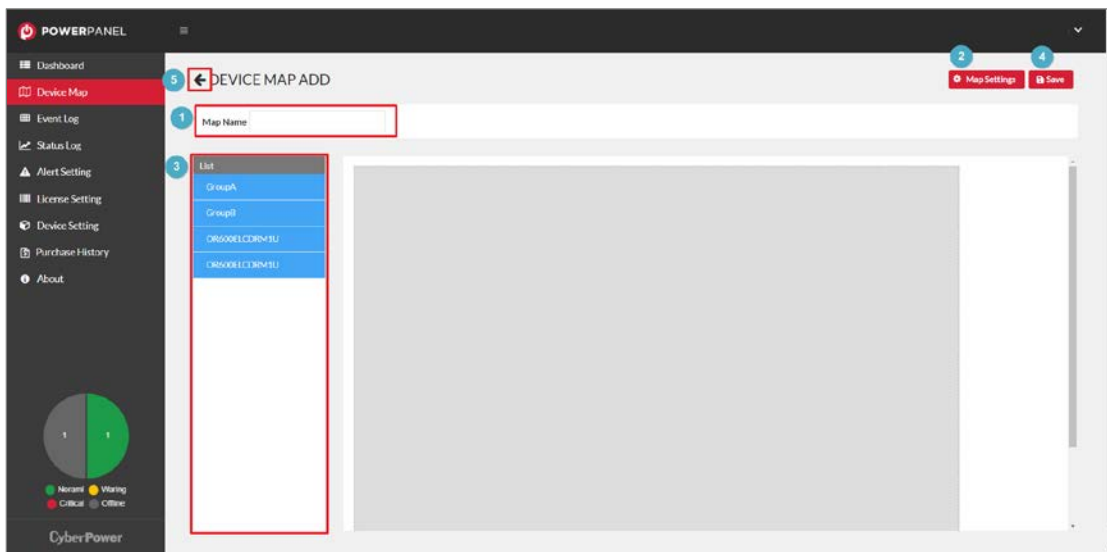


Figure 3.7 The Steps of Adding a Map

Table 3.3 The steps description

Step	Description
1	Fill in Map Name.
2	Adjust the layout size of the map. Upload the background image or the site plan, and the image format must be .PNG or .JPEG files. (Figure 3.8)
3	Drag & drop the device from the list to the device map in the display panel. See Figure 3.9 for detail.
4	Save the map.
5	Go back to <b>Device Map</b> page, and the new map name will be displayed in the filter.

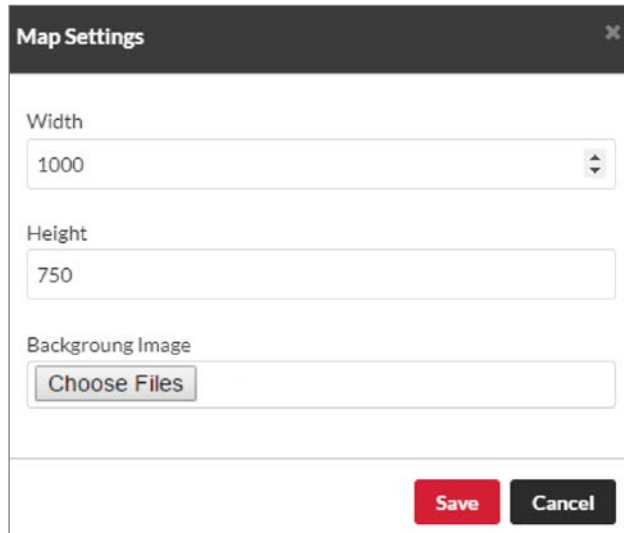


Figure 3.8 Map Setting

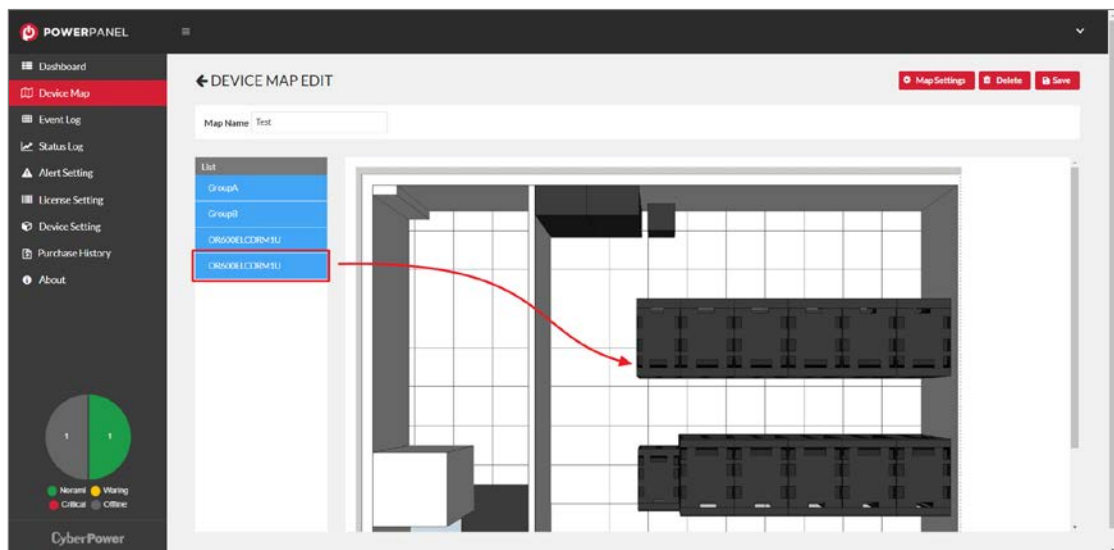


Figure 3.9 Drag & Drop the Device

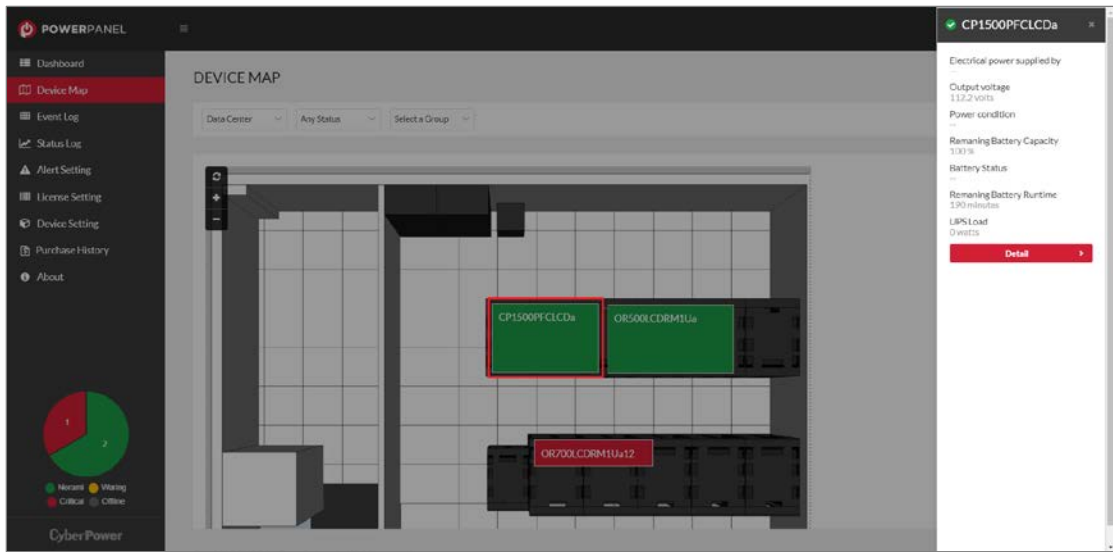


Figure 3.10 Real-time Information of Device

### 3.1.3 Global Map

The **Global Map** page provides the ability to view and monitor status and real-time information of all devices.

Click **Add** to add sites from your devices, group or device map. You may choose address or exact latitude/longitude as the site location.

This feature is only available for Level 2, Level 3 and Level 4 users. For more details, please refer to **4.1 Plan**.

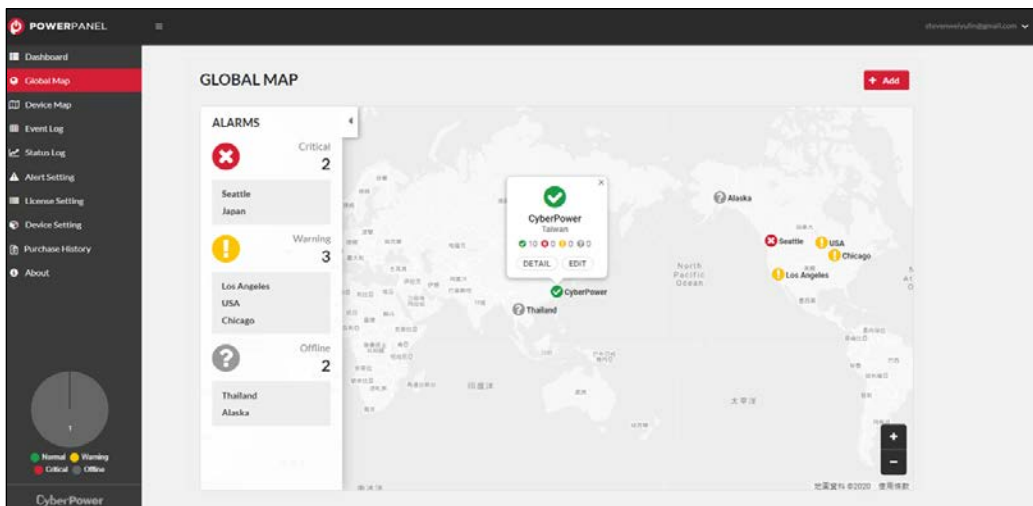


Figure 3.11 Global Map



### 3.1.4 Event Log

The **Event Log** page provides the device event log (Figure 3.12) for users to track the events of all devices.

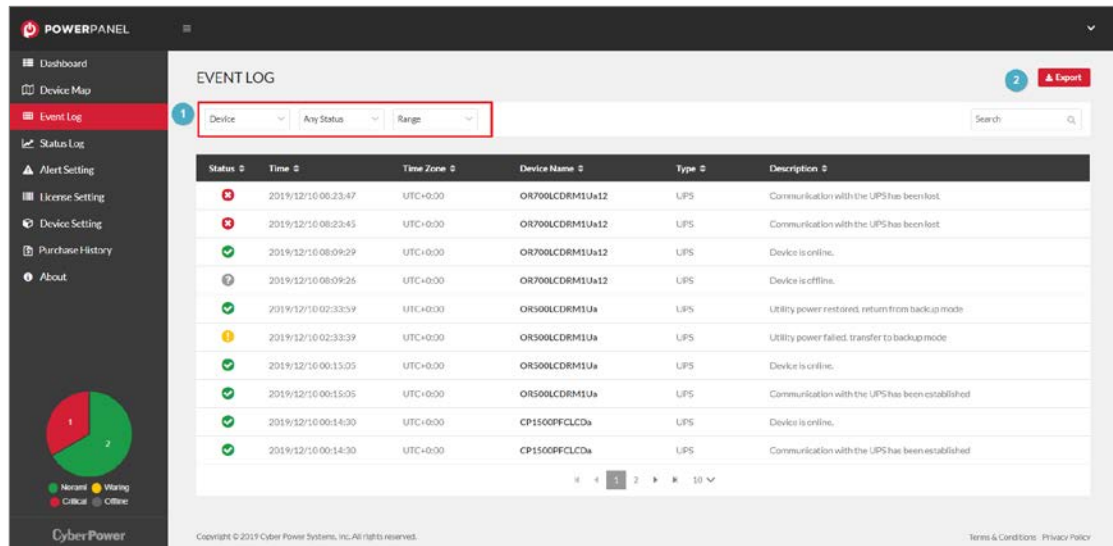


Figure 3.12 Event Log

PowerPanel® Cloud provides device event filtering (① in Figure 3.12) and export function (② in Figure 3.12).

### 3.1.5 Status Log

The **Status Log** page provides the device status log (Figure 3.13) for users to track the status of all devices.

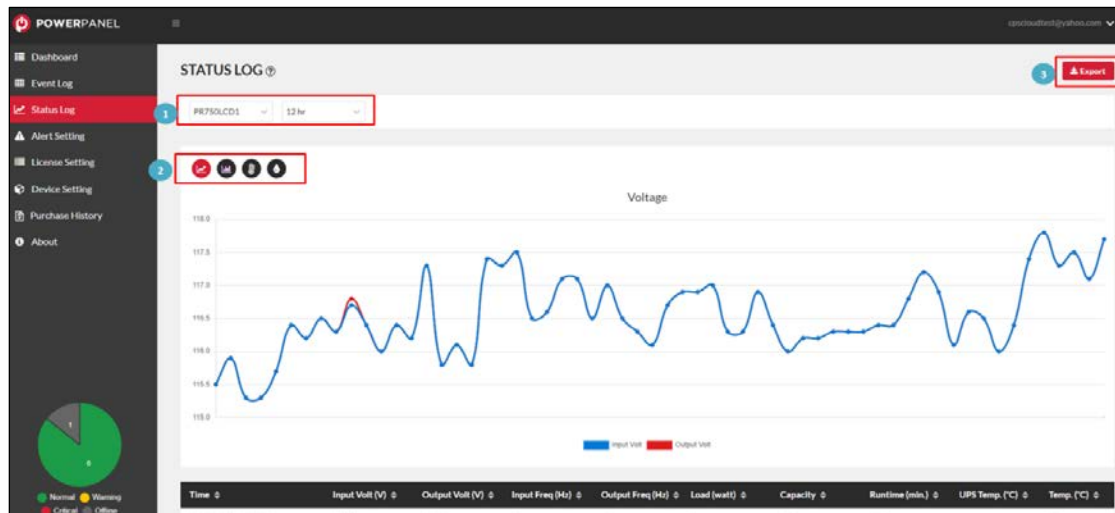


Figure 3.13 Status Log on Web Browser

PowerPanel® Cloud provides device status filtering (① in Figure 3.13) for searching. Users can review the voltage, frequency, temperature and humidity of the device in the trend chart (② in Figure 3.13). The status logs can be output by the export function (③ in Figure 3.13).

### 3.1.6 Alert Setting

The **Alert Setting** page allows users to configure the alert recipients (Figure 3.14). When an event occurs, the alert recipients will be notified via E-mail.

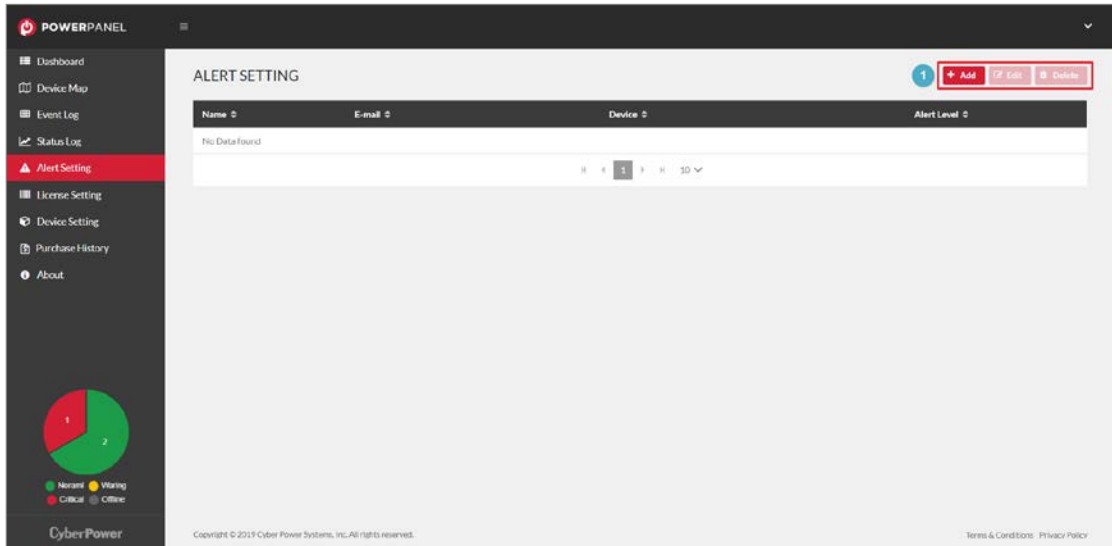


Figure 3.14 Alert Setting

The **Alert Setting** page displays the recipient list. Users can add a new recipient and edit the recipient content (1 in Figure 3.14). The function details are described in Table 3.4.

Table 3.4 Alert Setting function description

Icon	Description
	Click to add a new recipient into the table.
	Click to edit the selected recipient in the table.
	Click to delete the selected recipient in the table.

### 3.1.7 Plan Setting

The **Plan Setting** page provides the Plan management function for users to activate devices (Figure 3.15).

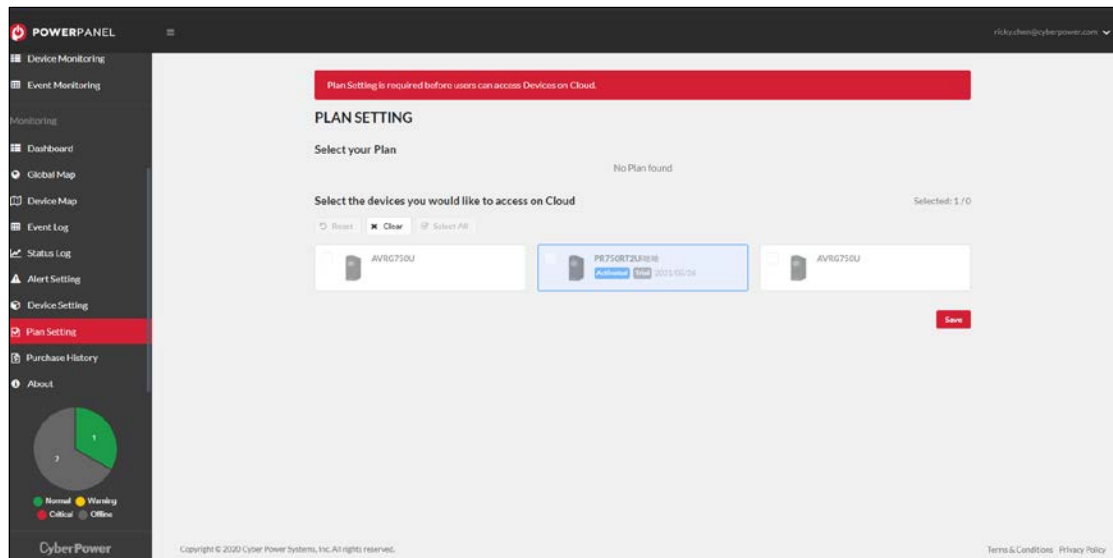


Figure 3.15 Plan Setting

The **Plan Setting** page displays the plan list. Users can choose plan if there is more than one plan. **Select All** means select devices by order; **Reset** means return to default, which is selected by system; **Clear** means deselect devices. Please note that only devices with square or checked can be accessed on your cloud account; others will be locked. If your device number is more than your node limit, you can upgrade your plan through App. Importantly, Plan will be activated only after users click **Save**.

### 3.1.8 Device Setting

The **Device Setting** page provides the interface for users to update firmware (Figure 3.16).

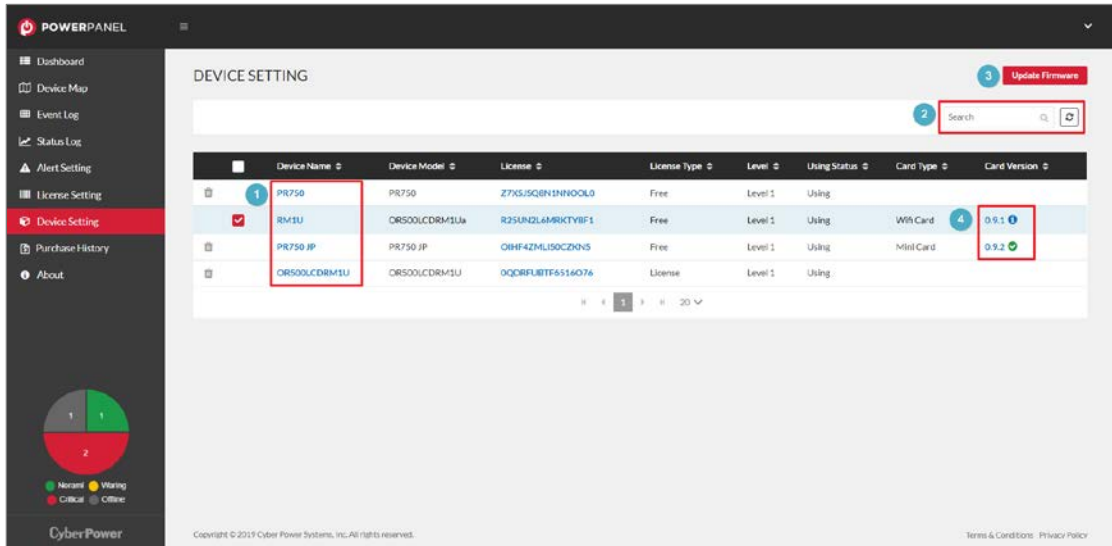


Figure 3.16 Device Setting

PowerPanel® Cloud also provides firmware update of the Remote Cloud Card (③ in Figure 3.16). Click the card version to review the firmware update history (④ in Figure 3.16). The icon of the card version is described in Table 3.5.

Table 3.5 The icon definition of device status

Icon	Application
	There is a new version for the Remote Cloud Card to update the firmware.
	The card version is the latest.

### 3.1.9 Purchase History

The **Purchase History** page allows users to review the purchase history logs (Figure 3.). For the method of purchasing plan, please see **Chapter 4 Purchase**.

ID	Product Type	Grade	PurchaseDate	Period	Price
#201230Z1L0	Plan	Level 1	2020/12/30	1 Year (365 days)	AUD \$ 14.99
#2012250DQH	Plan	Level 2	2020/12/25	1 Year (365 days)	AUD \$ 62.99
#2012245DXY	Plan	Level 3	2020/12/24	1 Year (365 days)	AUD \$ 399.99
#2012249PMK	Plan	Level 3	2020/12/24	1 Year (365 days)	TWDNT\$ 8140
#201224059H	Plan	Level 4	2020/12/24	1 Year (365 days)	0
#20122401DH	Plan	Level 1	2020/12/24	1 Year (365 days)	TWDNT\$ 310
#20122224W4	Plan	Level 1	2020/12/22	1 Year (365 days)	TWDNT\$ 310
#2012224EA2	Plan	Level 2	2020/12/22	1 Year (365 days)	AUD \$ 399.99
#201222KCF	Plan	Level 2	2020/12/22	1 Year (365 days)	TWDNT\$ 1210
#201222509R	Plan	Level 2	2020/12/22	1 Year (365 days)	TWDNT\$ 1210

Figure 3.17 Purchase History

After purchasing the products, users can review the owned plans. Click the icon to review the product information ( Figure 3. ).

**PURCHASE HISTORY** 🔍

Search

ID	Product Type	Grade	PurchaseDate	Period	Price
#201230Z1L0	Plan	Level 1	2020/12/30	1 Year (365 days)	AUD \$ 14.99
#2012250DQH	Plan	Level 2	2020/12/25	1 Year (365 days)	AUD \$ 62.99
#2012245EXV	Plan	Level 3	2020/12/24	1 Year (365 days)	AUD \$ 399.99
#201224PIMX	Plan	Level 3	2020/12/24	1 Year (365 days)	TWD NTS \$140
#201224059H	Plan	Level 4	2020/12/24	1 Year (365 days)	0

*Note: A tooltip for Level 3 shows: 50 records Event Log, 5 hr Status Log, 3 min Data Frequency, 30 days Status Peak/AVG*

Figure 3.18 Product Information

### 3.1.10 Preferences

User can choose his own preference on **Language**, **Temperature Unit** and **Time format**.

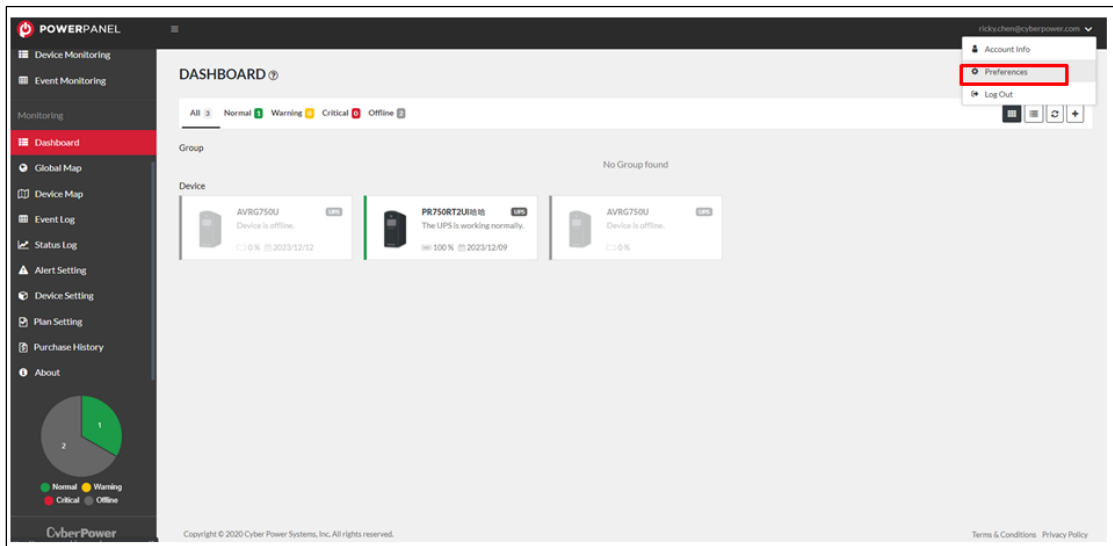


Figure 3.19 Preferences

### 3.2 On App

Download the PowerPanel® App in the smartphone. PowerPanel® App has the same base function as PowerPanel® Cloud, so users can get started quickly.

#### 3.2.1 Monitor the UPS

PowerPanel® App builds clear device structure to display multiple UPS in Dashboard (Figure 3.20). PowerPanel® App defines four colors to show different device status. The details of status are described in Table 3.6. Useful filter and statistics are also available on the page, helping users get the overall UPS status at a glance.

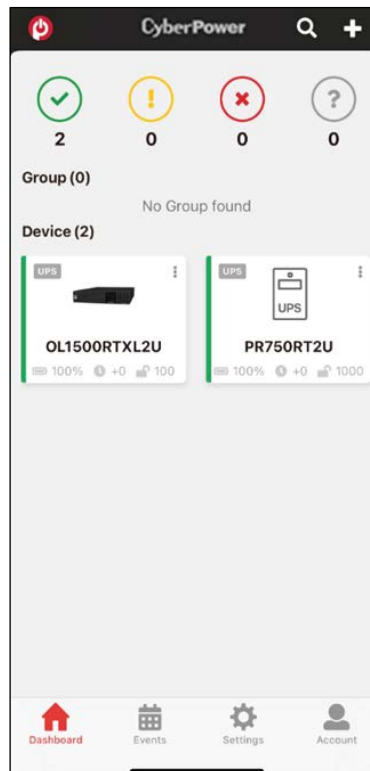


Figure 3.20 Dashboard On App



Table 3.6 The color definition of device status

Color	Status
Green	Normal status. The communication is normal and no event happens.
Yellow	Warning status. The warning event happens.
Red	Warning status. The critical event happens.
Gray	Communication lost.

The **Dashboard** page is split into distinct areas. The upper area is the tool bar. It includes the Search device, Add Group, and Add Device features (1 in Figure 3.21). The middle area is the filter of UPS status (2 in Figure 3.21) and the UPS list displayed by group (3 in Figure 3.22). The bottom area is the UPS list (4 in Figure 3.21). Each UPS is displayed in colors to show its status. Users can easily spot a UPS that has a problem.

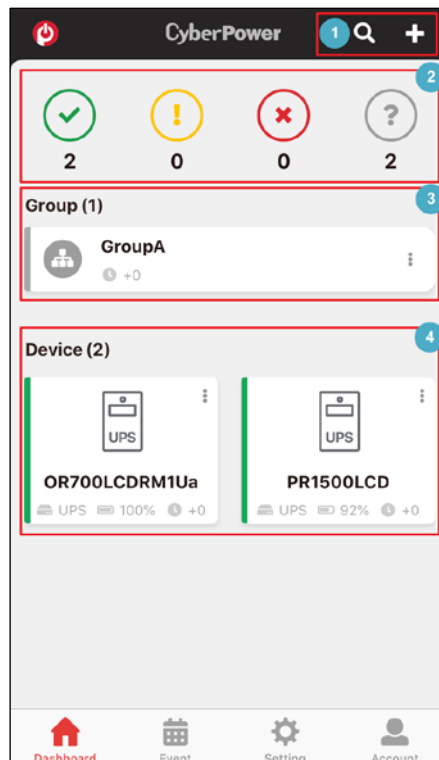



Figure 3.21 Distinct areas in the Dashboard

All UPS added in the PowerPanel® Cloud with the same account are displayed in the Dashboard (Figure 3.21). PowerPanel® App provides Group mode and UPS mode to display the UPS structure (③, ④ in Figure 3.21). Click  to edit the name and time zone of the Group/UPS or delete the Group/UPS.

Click the **Group** to display the UPS list classified by group. The UPS in the same group has the same time zone. Click the **UPS** to enter the UPS detail page (Figure 3.). On the detail page, users can immediately know the UPS real-time status (① in Figure 3.), as well as the device event and the status log displayed in the bottom area (② in Figure 3.). For the description of Status Log, see [3.2.3](#). PowerPanel® App also allows users to update the firmware of the card (③ in Figure 3.).

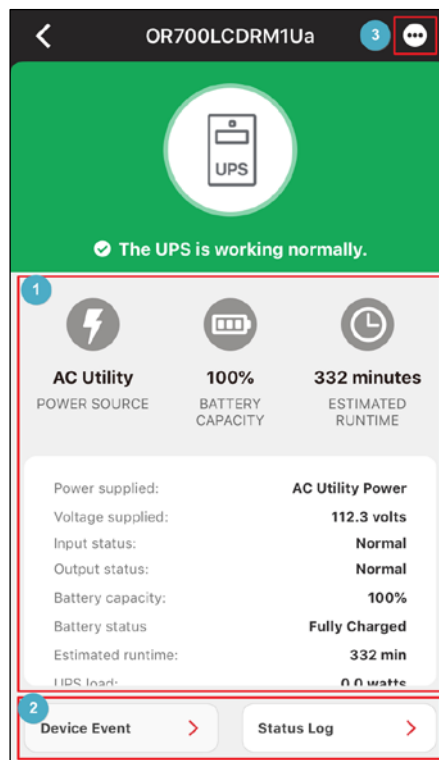


Figure 3.22 UPS Detail Page

On the **Device Event** page (Figure 3.23), the Power Problem Summary summarizes the power condition statistics during different periods of time. This information can be used to analyze the quality of the power source (❶ in Figure 3.23). Users can review the power condition of the device on the **Device Event Log** (❷ in Figure 3.23 and see [3.2.2](#)).

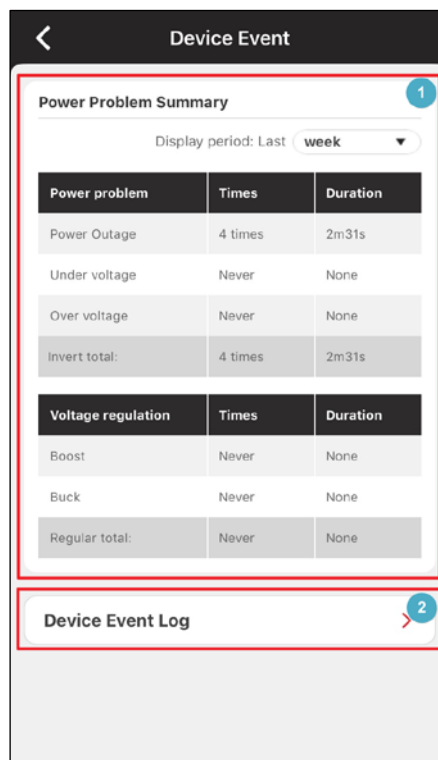


Figure 3.23 Device Event

On the **Device Setting** page, PowerPanel® App displays the current version of the Remote Cloud Card (Figure 3.24). On the **Card Firmware Update** page, click **Update now** to upgrade the Remote Cloud Card (Figure 3.25). Click **Battery Test** to see the last test result and decide the test timing. On the **Battery Replacement Date** page, Next Replacement Date will be updated in accordance with the Battery Replacement Date (Figure 3.24). If Next Replacement Date

expired, the color of battery icon will turn red (in Figure 3.26). Info page includes UPS model name and firmware version.

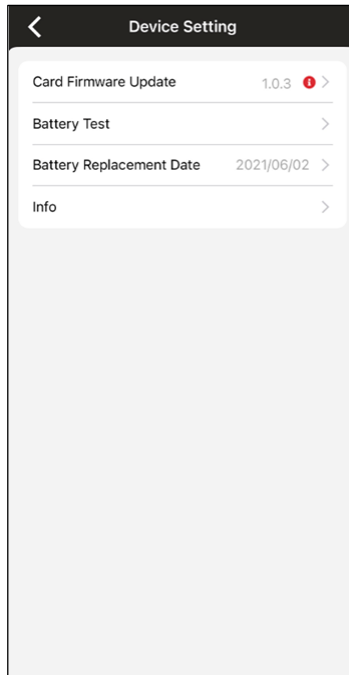


Figure 3.24 Device Setting

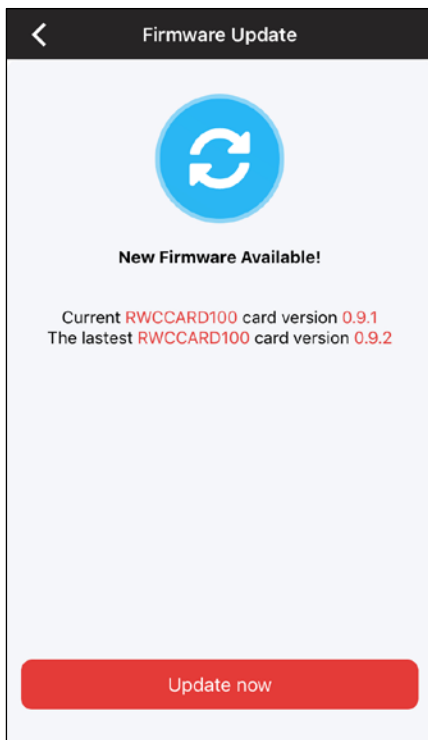


Figure 3.25 Firmware Update

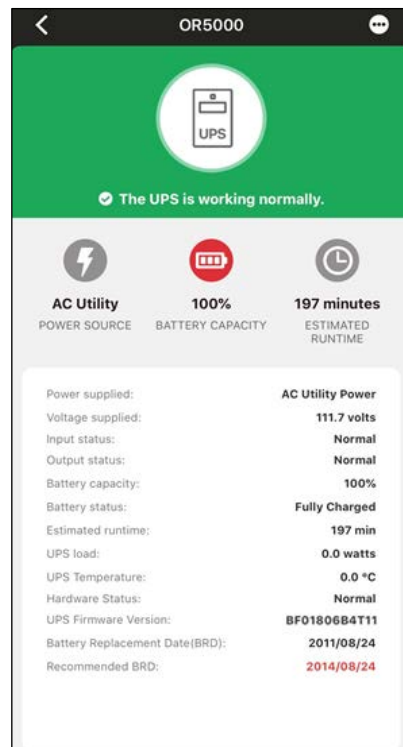


Figure 3.26 Battery Expiration

### 3.2.2 Event

The **Event** page provides the device event log (Figure 3.27) for users to track the events of all devices. Select an event to review the current status information. Filter the device, status or range to find the target event.

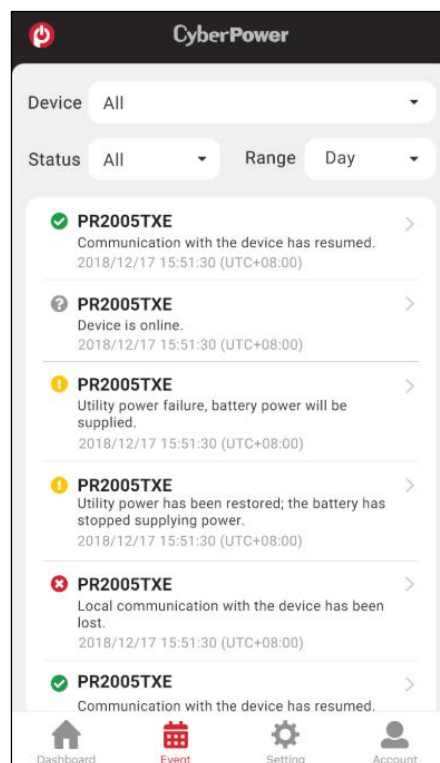


Figure 3.27 Event

### 3.2.3 Status Log

The **Status Log** page provides the device status log (Figure 3.28) for users to track the status of all devices. Select the case to review the detailed information about the current status of the device. Filter the status or range to find the target status log.

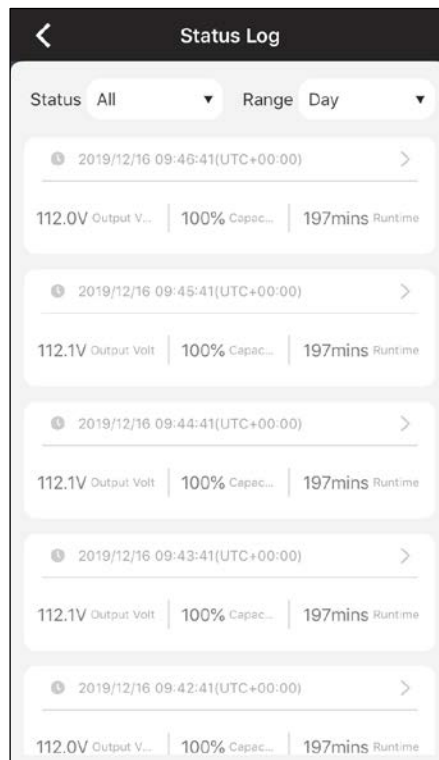


Figure 3.28 Status Log On App

### 3.2.4 Setting

The **Setting** page provides information about version of PowerPanel® Cloud Solution. Users can also set preferences on Temperature Unit and Language. Links for web-based support and the company website are also provided (Figure 3.29). Language selection includes English, French, German, Japanese, Russian and Chinese (Traditional and Simplified.)

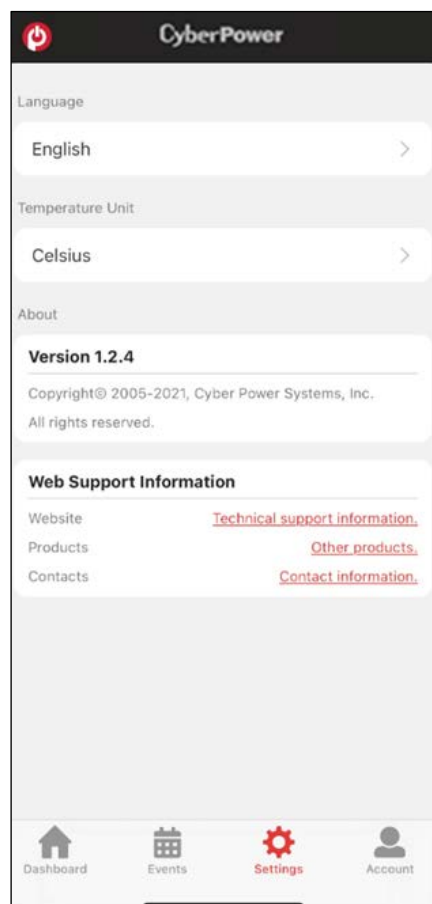


Figure 3.29 Setting

### 3.2.5 Account

The **Account** page allows users to view current plan used, as well as **Purchase Plan** and **Plan Setting** (Figure 3.30).

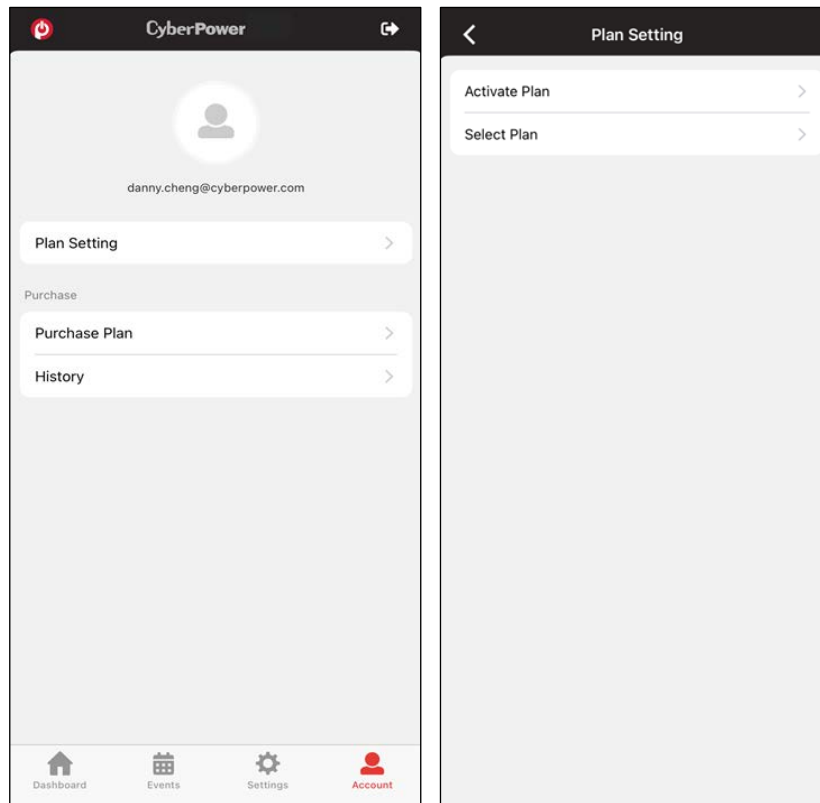


Figure 3.30 Account

**Plan Setting** includes **Activate Plan** and **Select Plan**. User can manually activate plan (by entering Plan Key) or select plan purchased from mobile platform. Details of purchasing is described in Chapter **Purchase**.



## Chapter 4 Purchase

PowerPanel® Cloud provides different plans for users. Users can purchase the service of PowerPanel® Cloud according to number of devices and preferred data coverage, on iOS or Android app platform. This chapter will explain how to purchase the products.

### 4.1 Plan

Level 1 is the standard plan to access and analyze basic data for devices included in PowerPanel® Cloud. PowerPanel® Cloud also provides the Level 2 / Level 3 to include more data for users to utilize. Please refer to Table 4.1 for details (Level 4 is not available on mobile platform. If you are interested, please contact your local CyberPower team.)

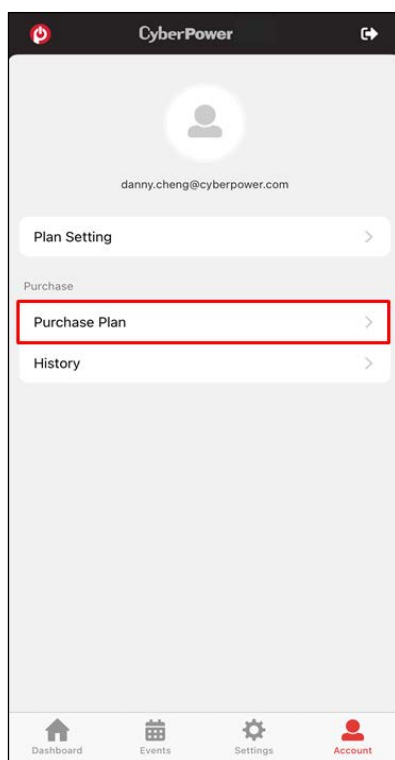


Figure 4.1 Purchase Plan

Click the plan to confirm the service provided for the account. All purchase is based on 1-year.

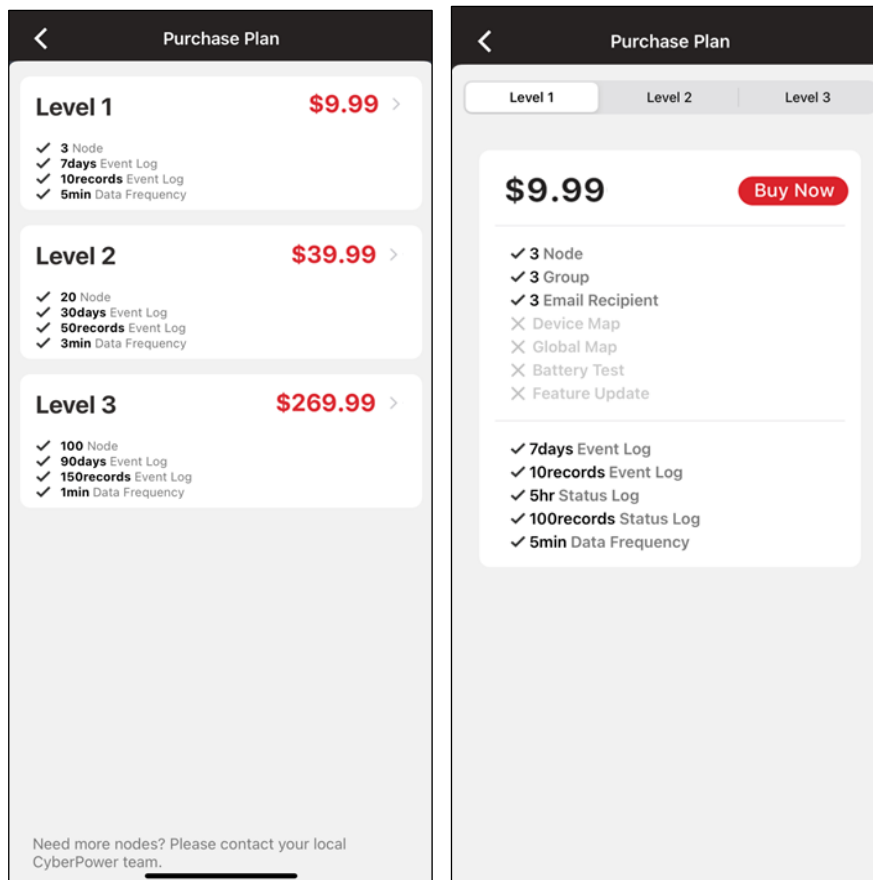


Figure 4.2 Plan Options

After completing the purchase, users will be guided to **Plan Setting**.

Click **Save** and complete the setup procedure.

Table 4.1 Plan Difference

Feature	Level 1	Level 2	Level 3	Level 4
Group	3	5	10	20
Email Recipient	3	5	10	10
Device Node	3	20	100	200
Device Map	No support	Support	Support	Support
Global Map	No support	Support	Support	Support
Battery Test	No support	Support	Support	Support
Event Log (records)	10	50	150	150
Data Frequency (min)	5	3	1	1
Feature Update	No support	Support	Support	Support

## 4.2 Plan Setting

Plan Setting provides users with functions of choosing devices. User can manually activate plan (by entering Plan Key) or select plan purchased from mobile platform. Users can obtain free trial by adding the device with PowerPanel® software or the Remote Cloud Card. When the trial expired, users have to purchase plan so that devices can be accessed from Cloud.

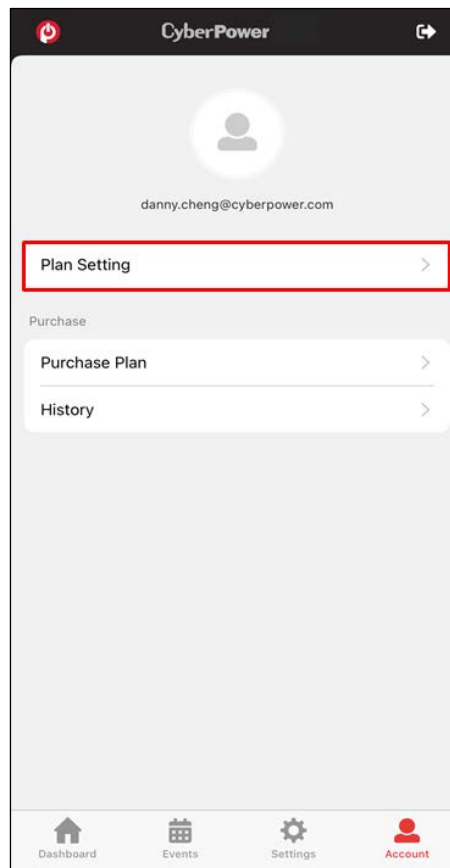


Figure 4.3 Plan Setting

Users need to confirm and save the list before devices normally accessed from PowerPanel® Cloud. When users want to change, click **Select Plan**. Devices qualified with trial will be marked, which can be accessed no matter they are selected or not until they expire. **Select All** means select devices by order; **Reset** means return to default, which is selected by system; **Clear** means deselect devices. **Please note that only devices with square or checked can be access on your cloud account**; others will be locked. If your device number is more than your node limit, you can upgrade your plan. For example, upgrade from Level 1 to Level 2. Very Importantly, Plan will be activated only after users click **Save**.

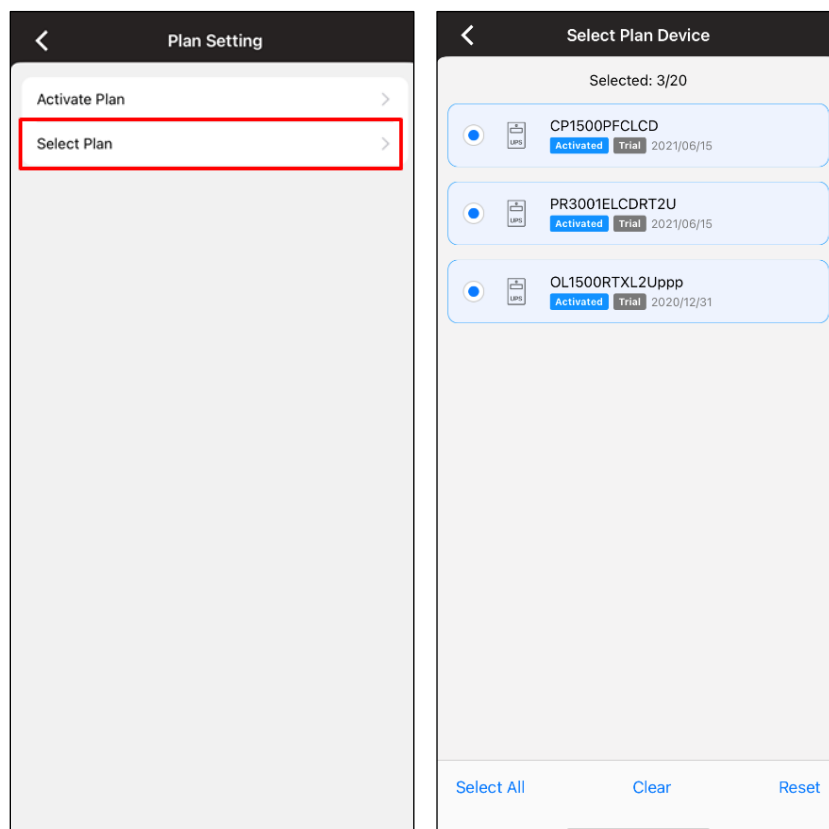


Figure 4.4 Select Plan

### 4.3 History

When the purchase is completed, the **History** page provides a list of the purchase logs and displays the product information (Figure 4.5).

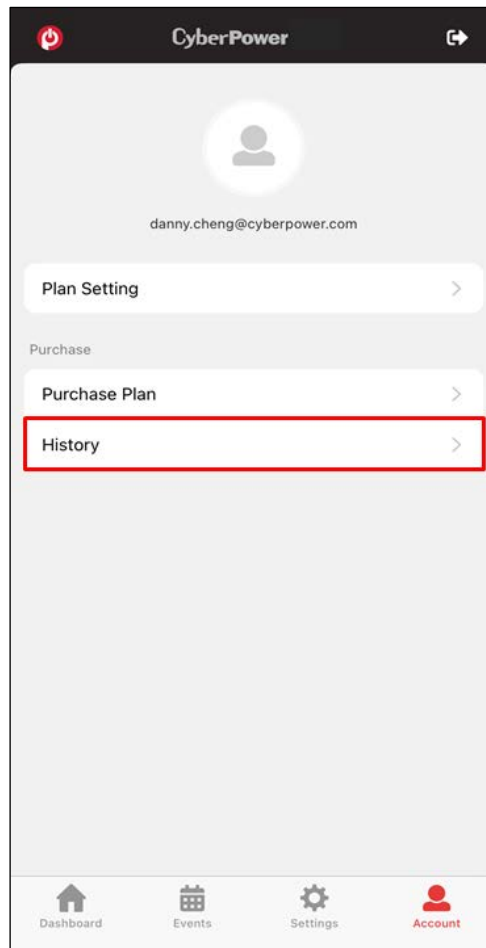


Figure 4.5 History

The details provide the information about the product when it was purchased (Figure 4.7 and Figure 4.7).

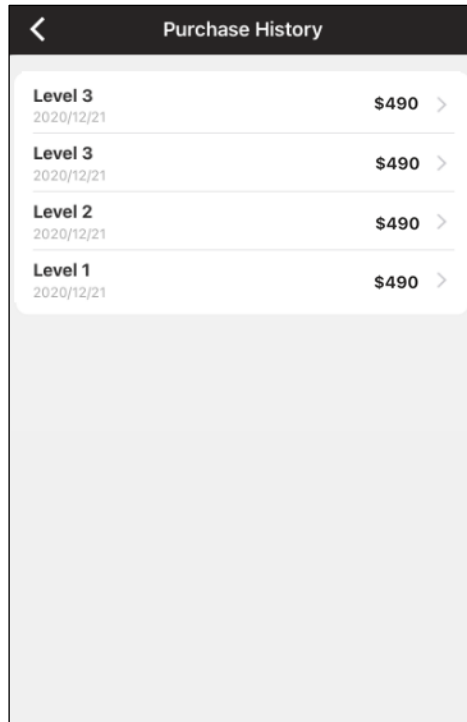


Figure 4.6 Purchase List

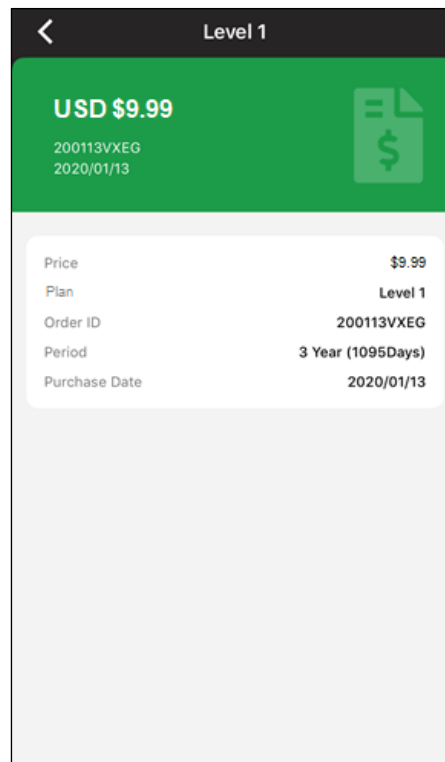


Figure 4.7 Order detail

## Chapter 5 FAQ

### **Q1: What is PowerPanel® Cloud?**

PowerPanel® Cloud is a server that collects information from RCCARD100/RWCCARD100/Software (PPP/PPB) and transmits information to end user via its interface. In cloud solution, UI can be web portal or mobile app.

### **Q2: How does user connect to PowerPanel® Cloud?**

- For users using UPS without network management card interface, they can access via PPP/PPB;
- For users using RCCARD100, they can access via ethernet;
- For users using RWCCARD100, they can access via WiFi.

### **Q3: When I connect my UPS to cloud successfully with RWCCARD100, why can't I finish Internet setup after choosing Internet WiFi?**

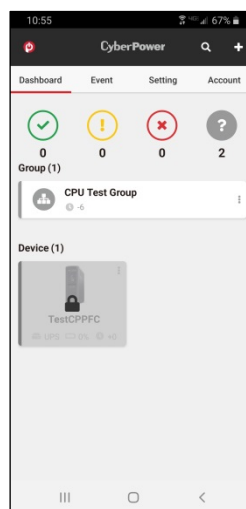
Your mobile phone WiFi might still connect to RWCCARD100 instead of your Internet WiFi. Please check your WiFi setting and try again. Make sure the WiFi you are connecting is Internet WiFi instead of stuck in RWCCARD100's WiFi.

**Q4: I used RWCCARD100/RCCARD100 to connect to Cloud but not getting free trial. My device is locked in the device list. How do I fix this?**

Please check below and try to add the card again.

1. Ensure 8883 port is open on your Router
2. Ensure DNS Server on your WiFi Router is working correctly (we suggest configuring your network settings to use the IP addresses 8.8.8.8 as your DNS servers)

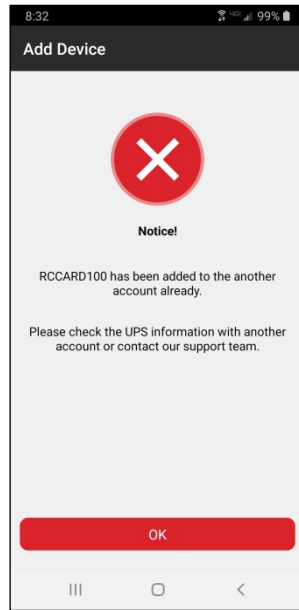
**Q5: I successfully connect my UPS to cloud. Why does lock icon exist?**



The lock icon means that device hasn't been included in valid Plan yet. The valid response could be from the following ways: Remote Cloud Card (3 years), specific UPS models (90 days), and in-app purchase. Sometimes, it will take a while before the device is distributed a valid response from cloud server.



**Q6: What does this message mean?**



It means your RCCARD100 was previously added to another account. For example, you have to delete the device from A account before RCCARD100 can be added in B account.

**Q7: Why am I still receiving notification even if my app status is log-out?**

For security reasons, your app account will be automatically logged out after not using for a while. At the same time, you will be receiving notifications until you manually sign out of the app.

**Q8: Why does the device icon on app/web portal keep showing offline even if the UPS is on?**

It might be in the interval of sending data. Please try unplugging/plugging the USB if you are connecting to PPP/PPB, or try turning on/off your UPS to make sure if data is regularly uploaded to server.

**Q9: When the card is installed on another device, is the free trial removed or added to the device?**

When the system detects the card is installed on another device, the card is automatically converted to the replacement device.

**Q10: When the card is switched to another account, how do I reset?**

When the system detects the card is switched to another account, the card is automatically converted to the new account, and users do not have to manually transfer the card on server.

**Q11: If WiFi network (for RWCCARD100) is changed, what should I do to continue using cloud service?**

If the AP is changed, you have to reset the setup process for RWCCARD100 again before you can normally see your device on app/web portal.

**Q12: What's included in the free trial of RWCCARD100 / RCCARD100?**

User will receive a 3-year of usage coming from the card after the card connects to server. The card has to be brand-new, which mean never transmitting data and connecting to Cloud server. The 3-year free trial will be assigned to the card instead of device/account. With this trial, user is eligible to monitor one device only. After the trial ends, user has to purchase new plans.

**Q13: I try to add my RCCARD100 to Cloud: card is plugged in and the message shows added successfully after QR code is scanned (or MAC/Key entered), but I don't see my device on dashboard. What should I do?**

Please try to log out and log in to your account. If still no device, please check below and try the process again:

1. Ensure 8883 port is open on your Router
2. Ensure DNS Server on your WiFi Router is working correctly (we suggest configuring your network settings to use the IP addresses 8.8.8.8 as your DNS servers)

# CyberPower

**Cyber Power Systems, Inc.**

[www.cyberpower.com](http://www.cyberpower.com)

**For USA and Canada:**

4241 12th Ave East, Suite 400

Shakopee, MN 55379

Toll-free: (877) 297-6937

**For all other regions:**

Please visit our website for local contact information.