Phase-Guard Cloud
User Guide
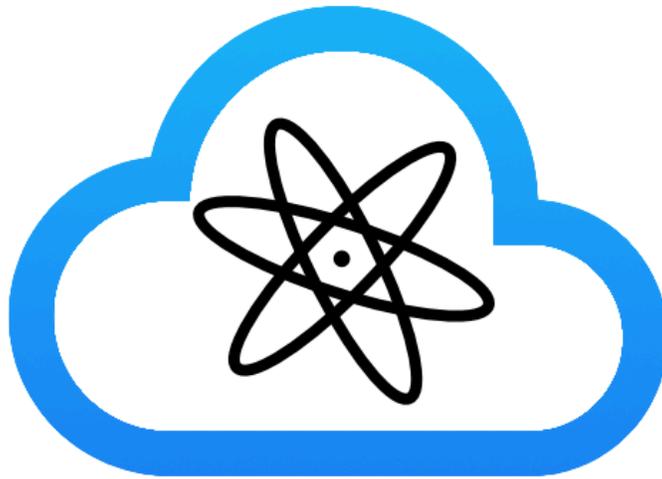
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Login / Account Creation

An active Phase-Guard Cloud account is required to set up text and email alerts for receiving notifications from each CloudCom.

Access your Phase-Guard Cloud account at:
https://phaseguard.cloud/login

If you have an existing account, enter the email address and password to login.

To create an account, follow these steps:
1. Click on the "Create Account" link.
2. Fill out the required account information in the provided form.
3. Press the "Create Account" button to finalize the process.

Create New Account

Name

First Last

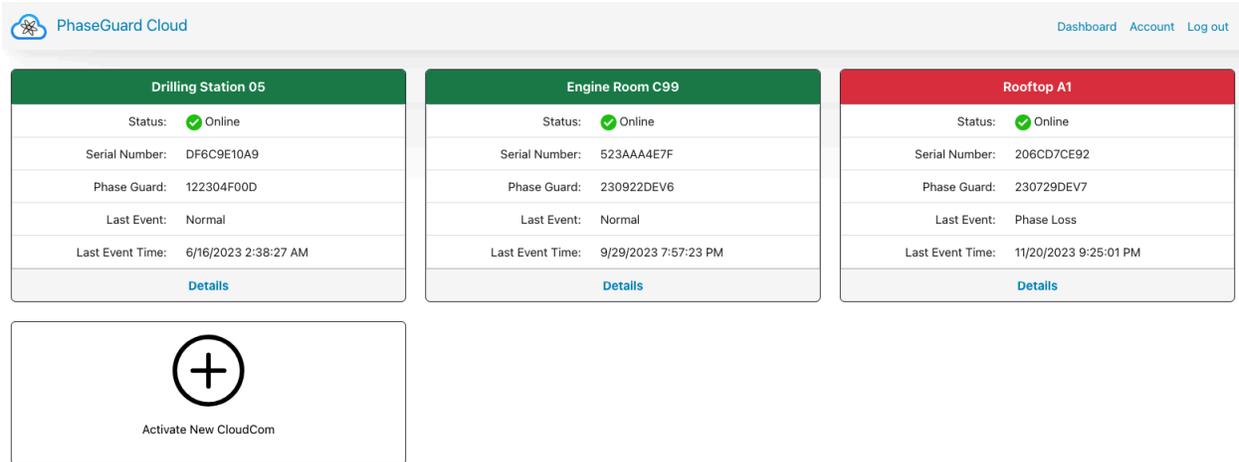**Email address**

email@address.com

Password

8 characters or more

Confirm Password

8 characters or more

Create Account

Dashboard

Upon logging in, you will be directed to the Dashboard, which offers a comprehensive overview of all Phase-Guards currently under monitoring by your Cloud account.

CloudCom and Phase-Guard Status

On the Dashboard, you'll find two primary status categories:
1. **CloudCom connection status**: Located at the top, denoted by a circle with a check mark. This indicates the current status of the connection
2. **Phase-Guard last event status:** Displayed on the two lines at the bottom of the Dashboard. This section provides details regarding the latest events registered by the Phase-Guard devices.

The CloudCom headers at the top of the Dashboard identify each Phase-Guard device. They will be GREEN when both the CloudCom and Phase-Guard are operating as expected. However, any interruption of power or internet connectivity will cause the header to change to RED.
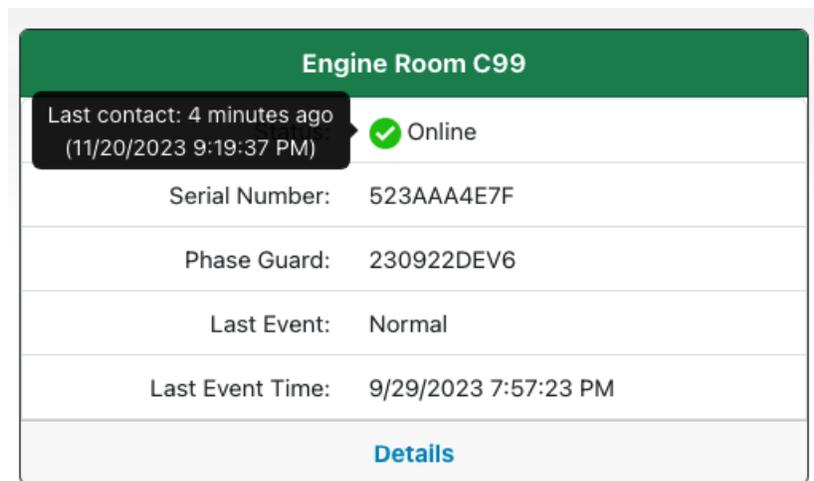
Connection Status

The "Status" row, located next to the check mark, indicates the current connected state of the CloudCom unit.

- **Online**: This status is displayed when the CloudCom is operating normally and actively communicating with the server.
- **Offline**: This status appears if the CloudCom has not communicated with the server for over 30 minutes.

The 'Offline' message may appear due to the following reasons:

- The CloudCom unit or Phase-Guard has lost power.
- The CloudCom unit has lost internet connection to the server.
- The CloudCom unit has lost USB connection to the Phase-Guard.

Hovering over the "Status" will provide information on the last time the CloudCom communicated with the server.

Phase-Guard Status

The "Last Event" section displays the most recent known state of the Phase-Guard.

Note: If the CloudCom unit is unable to communicate with the server, the 'Last Event' shown in the display may not reflect the actual current status of the Phase-Guard. When communication is restored, the 'Last Event' status will automatically update, and any undelivered notifications will appear.

Activate New CloudCom

Upon receiving your CloudCom device, you must activate it on your account to ensure it appears on the Dashboard.

To activate your CloudCom device, follow these steps:

1. Navigate to the "Activate CloudCom" section of the Dashboard.

Activate New CloudCom

2. Enter the following information about your CloudCom device:
   - **Serial Number:** This is the hardware serial number for the CloudCom being activated. Your CloudCom device will ship with an instruction sheet that includes the serial number.
   - **Name / Description:** Enter a descriptive name that will be associated with this CloudCom device. This name is useful for easily identifying various CloudComs, especially when multiple devices are activated on the same account.
   - **Time Zone:** Specify the local time zone of the Phase-Guard being monitored. This setting enables the CloudCom to synchronize and maintain the Phase-Guard's clock accurately, including adjustments for daylight saving time shifts, ensuring that event times displayed on the Cloud service align with the Phase-Guard's local time zone.

CloudCom Details

The details page offers additional information about the selected CloudCom device and the associated Phase-Guard that is connected to it.

Custom Name

You can customize the name of the CloudCom by clicking on the pencil icon located to the right of the current name at the top of the details page. Changing the name can help organize and facilitate easy identification of a CloudCom, especially when managing multiple devices within your account.

Event Log

Additionally, the details page features an event log that provides a history of events that have occurred on the paired Phase-Guard and CloudCom. This log enables you to access the latest events triggered on the Phase-Guard from anywhere in the world by logging into your cloud account.

Rooftop A1 ✎

Status:	✅ Online
Serial Number:	206CD7CE92
Last Contact:	0 minutes ago
IP Address:	172.125.116.41
Phase Guard:	230729DEV7
Firmware Version:	1.13 (2079)
Last Event:	Phase Loss
Last Event Time:	11/20/2023 9:25:01 PM
Timezone:	US/Central ✎

Event	Time	Frequency (Hz)	Input Leg
Phase Loss	11/20/2023 9:25:01 PM	18	1
Normal	11/13/2023 9:25:40 PM	25	1
Normal	11/5/2023 9:02:52 PM	18	0
Phase Loss	11/5/2023 9:01:57 PM	33	1
Normal	11/1/2023 4:38:53 PM	18	1
Phase Loss	11/1/2023 4:38:08 PM	49	2
Normal	10/29/2023 10:53:04 PM	60	2

[Send Test Notification] [Deactivate CloudCom]

Test Notification

The "Send Test Notification" button allows you to deliver a notification to the addresses you have configured in the Account settings page. This feature simulates your CloudCom sending a notification, enabling you to verify all settings during the setup process.

Deactivation

To transfer a CloudCom to a different cloud account, you must first deactivate it from the current account. Use the "Deactivate CloudCom" button located on the details page.

After completing this process, the CloudCom will no longer be visible in the current account and can then be activated on another cloud account.

Account Settings

To access all of the account settings, click on the "Account" link located in the header of the page.

Profile

The Profile section enables you to update the name and email address associated with your account. The email address specified here is used for account login purposes.

You can also change the login password for your account in this section.

Notifications

In the Notification section, you can specify email addresses and textable phone numbers where you want to receive notifications and alerts. Alerts from any CloudCom associated with this account will be sent to all addresses provided in this section.

Billing

In the Billing section, you can manage your subscription. It displays the current status of your subscription and provides options to manage billing settings.

To access more detailed information about your subscription, view invoice history, and update payment information, click on "Manage Billing".

CloudCom Setup

The CloudCom requires three connections:
1. Power (USB-C)
2. Phase-Guard (USB-A)
3. Network (wired or wireless)

Power

A 20W 5V 4.0A USB-C Power Supply is provided, but any USB-C power source that delivers at least 5V 3.0A will suffice for the CloudCom. Simply plug it into the PWR port on the side of the CloudCom.

Additionally, a PoE (Power over Ethernet) splitter can power the CloudCom via USB-C from a PoE-enabled network.

Phase-Guard Connection

Connect the CloudCom to a Phase-Guard using a USB-A to Mini USB cable. You can utilize any of the available USB ports on the front of the CloudCom labeled as "USB to Phase-Guard".

Network Connection

To enable CloudCom to communicate with the cloud service, it requires a functioning internet connection.

Wired (Ethernet)

The recommended method is to use a wired Ethernet connection. Simply plug the Ethernet cable into the front port labeled "Ethernet".

Wireless (Wi-Fi)

For installations where a wired connection is impractical, the CloudCom can connect to a Wi-Fi network (2.4 GHz and 5.0 GHz IEEE 802.11ac). While Wi-Fi connections are less stable than wired connections, they offer greater flexibility in certain installations. It's important to note that without an external antenna, the Wi-Fi signal must be strong in the installation area for reliable communication with CloudCom.

To set up a Wi-Fi connection, follow these steps:

1. Power up the CloudCom without an Ethernet cable attached
2. From your device (phone or computer), connect to the CloudCom via the hosted Wi-Fi network called "**TPG CloudCom**".
3. Once connected, a captive portal should appear, allowing you to select a Wi-Fi network for the CloudCom to connect to. If the captive portal does not appear, try connecting to a webpage in your browser.
4. Select the desired Wi-Fi network for the CloudCom to connect to.
5. Enter the password for the network.
6. Click "Connect" to initiate the connection from the CloudCom to the Wi-Fi network.
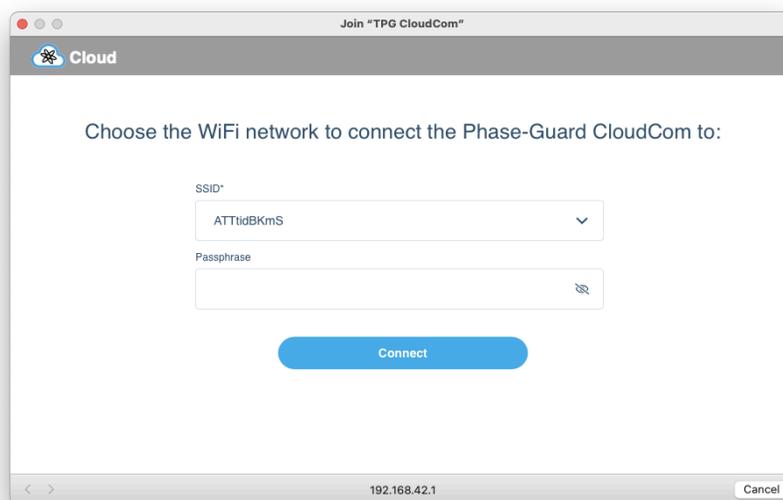
Verify Network Connection

After connecting the CloudCom to the network and Phase-Guard, you can verify the connection by following these steps:

1. Log in to your cloud account at: https://phaseguard.cloud
2. Locate the CloudCom device on the dashboard view.
3. Verify that the "Status" is listed as "Online". Hover over the status (or tap on mobile) to view the last time the CloudCom communicated with the server.

Troubleshoot Wi-Fi Connection

If attempting to connect via Wi-Fi and the CloudCom status does not update to "Online", then check the following:

- Check if you can still connect to the "TPG CloudCom" Wi-Fi network from your computer or phone.
  - If you can connect, try the connection process again. In environments with a weak Wi-Fi signal, the connection may fail on the first attempts.
  - Once a valid Wi-Fi connection has been established, the "TPG CloudCom" network will be disabled.
- Ensure your Phase-Guard is connected to the CloudCom. The CloudCom will only communicate with the server when a Phase-Guard is connected.