EOM

**ENGINEERING OPERATION
& MAINTENANCE**
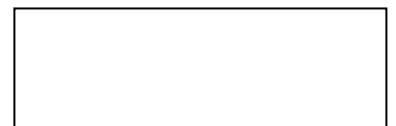
Wilden SafeGuard™

User Interface

www.wildensafeguard.com

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Data Security and Privacy Policy

The use of Wilden SafeGuard Remote Monitoring and Alert System requires agreement to Wilden's Privacy Policy, End User License Agreement, and Master SaaS Agreement. For copies of these policies, please visit www.psgdover.com/wilden/products/performance-monitoring-and-alert-system/wilden-safeguard

User Interface Updates

Please note that we are continuously updating the user interface in order to provide a better experience for our customers. The user interface may differ slightly from this instruction manual. If you have any questions or need assistance, place contact wildensafeguard@psgdover.com.

WILDEN®

Account Setup

Wilden will assist with creating the initial account set up. For account setup, please reach out to wildensafeguard@psgdover.com. Once the account is set up, logins can be created to give access to other team members or admins.

1. Click on your name in the upper right-hand corner of the login screen and select "Users".
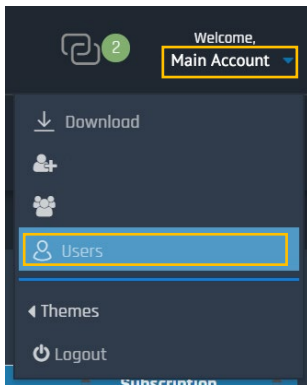
2. Select the Account from the drop down of where the User will be created and Select "New" to create a new User.
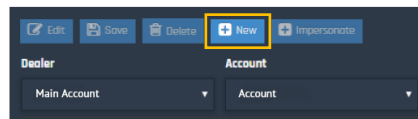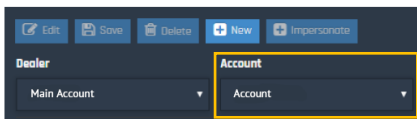
3. Complete the User Details Form. Each User must have their own unique email address.

4. Select Access Level

   a. Account Admin

   b. User

5. Click Save to create the user. An activation email will automatically be sent to the Primary Email address in the User Details Form.
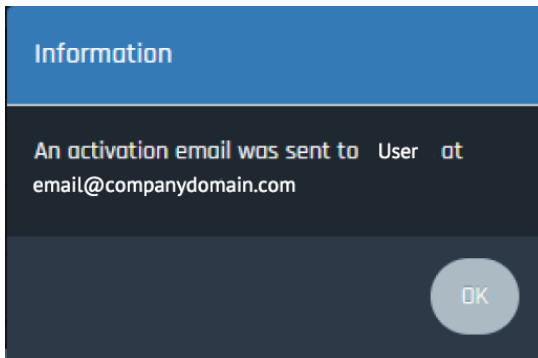
To Edit an Existing User (Account Admin Access Level Only)

1. Click on your name in the upper right-hand corner of the screen and select "Users"

2. Click on the User you with to make changes to

3. Click "Edit"

4. Edit the fields you wish to change (Note: You cannot change the Login Name)

5. Click "Save" to save the information and update the user

To Delete an Existing User (Account Admin Level Access Only)

1. Click on your name in the upper right-hand corner of the screen and select "Users"

2. Click on the User you wish to delete

3. Click "Delete"

4. Confirm in the pop-up box
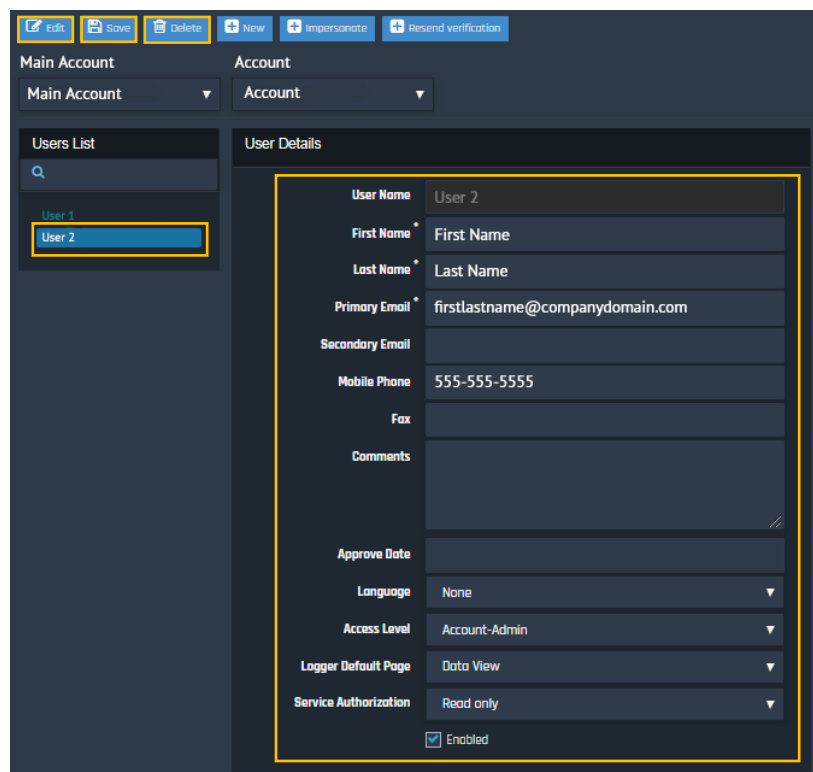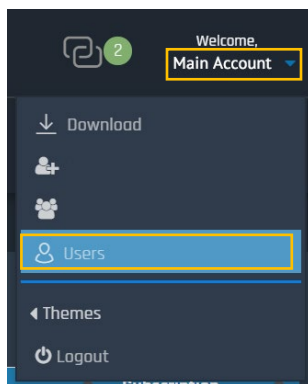
Icons and Color Key

Wilden SafeGuard User Interface contains icons as well as colors to indicate equipment as well as their current status and condition. The following is a guide to what each icon and color identifies.

Gateway Node

A Gateway Node is identified by the following icons

- Indicates a Gateway Node that is active and communicating with the servers

- Indicates a Gateway Node that is inactive and NOT communicating with the servers

An Edge Device (a connected Pump) is identified by the following icons

- Indicates an Edge Device (Pump) that is active and communicating with the servers

- Indicates an Edge Device (Pump) that is inactive and NOT communicating with the servers

Color Indications

- In general, items that are colored "green" indicate that relevant item is on, active, or connected
- In general, items that are colored "blue" indicate that the relevant item is performing normal
- In general, items that are colored "orange" indicate a warning
- In general, items that are colored "red" indicate an alert

VIEWING CONNECTED PUMPS

## Viewing and Searching for connected Pumps and Gateway Nodes

There are multiple ways to search for, find, and select a Pump or a Gateway Node.

- From Tree
- From Fleet Overview – List
- From Fleet Overview – Map
- From Search

From Tree View

Upon login, on the left side of the main screen, click on the Main Account. From there, different account(s) under the main account will be listed. Select the account you want to view and all Pumps and Gateway Nodes assigned within that account will be listed.
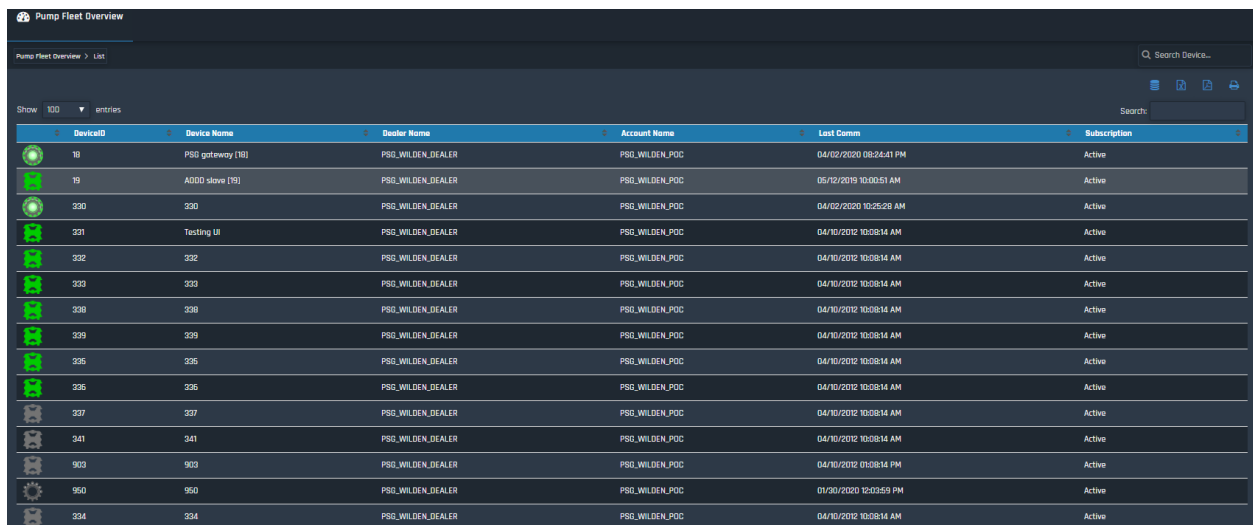
Click on the desired Pump or Gateway Node to view.
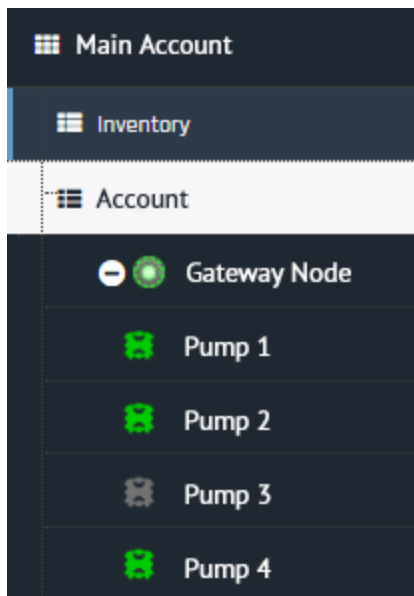
From Fleet Overview – List View

As an alternative way to view and search for Pumps, upon login, click the Global View link and select List. From there, a full list of Pumps as well as Gateway Nodes will appear.

Click on the icon next to the desired Pump or Gateway Node to view.

From Search

To search for a Pump or Gateway Node by using the search functionality, use the search box in the upper right-hand corner of the screen. In this box you can enter the ID or name of the Pump or Gateway Node you are searching for.
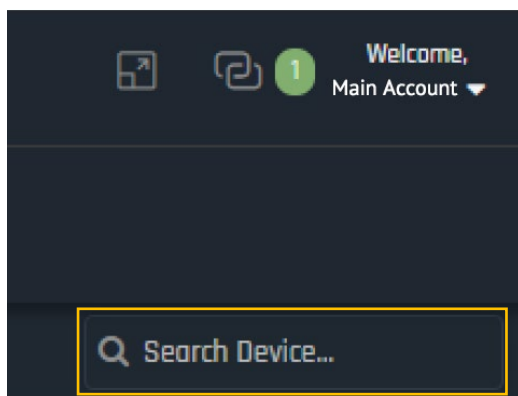
Dashboard

Once you've selected the appropriate Pump you'd like to view, you are then taken to the Pump's Dashboard. From the Dashboard you can:

- View an overview of the Pump's current performance status
- View current stroke rate and stroke count
- View and set parameters of stroke warning and stroke fault
- View leak, stroke count threshold warning, and stroke count threshold fault indicators/alerts
- View operation history over time
- Reset count after failure addressed
- Review service/maintenance history
- Review relevant documents
- Review any relevant reports

Settings

If at any time you wish to edit the Pump or Gateway Device Settings such as Name, Main Account, Account, Time Zone, or Daylight Saving, click on "Service" and then "Device Settings".
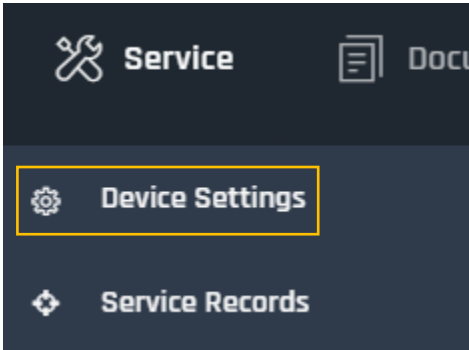
Customizing Parameters and Alerts

There are several opportunities to set up customized parameters and alerts based on your system requirements. You can customize the parameters and identify the users that receive alerts for:

- Pump Status (on or off)
- External Power (on or off) (Applicable to Tier 3 Models Only)
- Stroke Rate
- Leak Detection (Tier 2 Only)
- Stroke Count Warning
- Stroke Count Fault
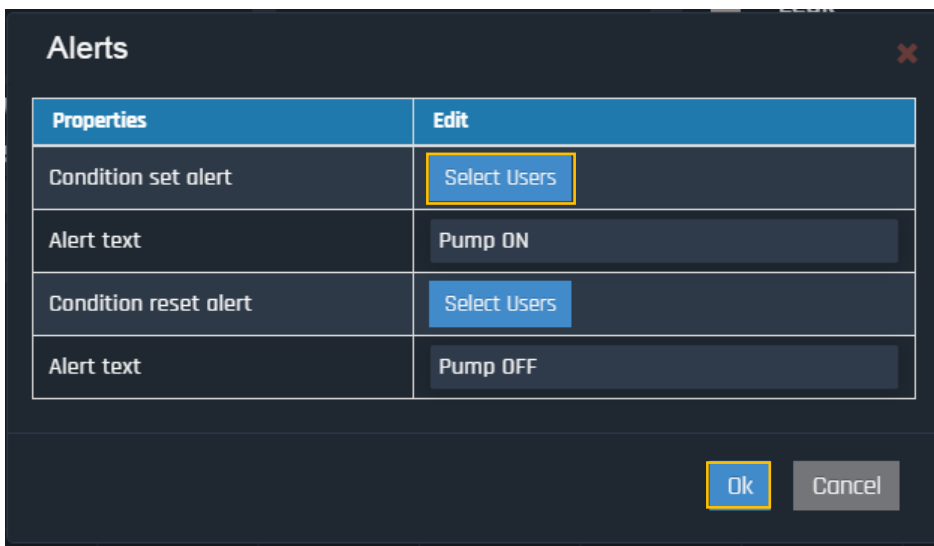
To customize the alerts, click on the appropriate item on the Dashboard:

For Pump Status

If an Edge Device is triggered "On" or "Off" you can set up who will receive the alert, how they will receive it, the message they will receive, and who the alert will be escalated to if left unaddressed. To set the alerts click "Pump". An Alert setup box will appear. The setup will allow you to determine which users and what text they should receive any time the Pump is On or triggered to Off.

To select users to receive alerts, click "Select Users". From there, you can identify whether they receive an email (@1 for Primary Email and @2 for Secondary Email) and/or an SMS as well as identify the User the alert will get escalated to if the initial one is not addressed within 5 minutes. Click "Save" when complete. Then, back on the Alerts box, click "Ok" when done.

For External Power (Applicable to Tier 3 Models Only)

External Power is set up exactly the same way as Pump Status. To set the alerts to notify users if the External Power is On or Off, click "External Power". An Alert setup box will appear. The setup will allow you to determine which users and what text they should receive any time the External Power is On or Off.

To select users to receive alerts, click "Select Users". From there, you can identify whether they receive an email (@1 for Primary Email and @2 for Secondary Email) and/or an SMS as well as identify the User the alert will get escalated to if the initial one is not addressed within 5 minutes. Click "Save" when complete. Then, back on the Alerts box, click "Ok" when done.

For Leak Detection, Stroke Count Warning, and Stroke Count Fault

The Stroke Count Warning and Fault Limits can be customized to your system requirements and can be set right from your Pump dashboard. Enter the limits (number of strokes) in the value box and click the "Save" icon. It's recommended to set the Threshold Warning Level at 80% of the value of your Threshold Fault. For Example: If your Threshold Fault is 1,000 Strokes, we would recommend you set your Threshold Warning at 800 Strokes.

Whether a Leak, Stroke Count Threshold Warning or Threshold Fault is identified, you can set up users to receive the alert, how they receive it, the message received and the escalation users if the alert is not addressed. To set each alert, click the item you want to set, for example, click "Leak". An Alert box will appear. The setup will allow you to determine which users and what text they should receive any time a Leak is detected or cleared.

To select users to receive alerts, click "Select Users". From there, you can identify whether they receive an email (@1 for Primary Email and @2 for Secondary Email) and/or an SMS as well as identify the User the alert will get escalated to if the initial one is not addressed within 5 minutes. Click "Save" when complete. Then, back on the Alerts box, click "Ok" when done.

For Stroke Rate

When it comes to Stroke Rate, you're able to customize the minimum threshold and the maximum threshold required for your system that would require an Alert. To set these thresholds, click "Stroke Rate". A Gauge Alert window will pop up. From there, indicate the number of strokes you require as the Minimum Threshold and the Maximum Threshold. At the same time, you can also select the Users you wish to receive the Alert once a Minimum or Maximum Threshold is met as well as the message they will receive.

Additionally, you can customize to view the percentage threshold and the account.

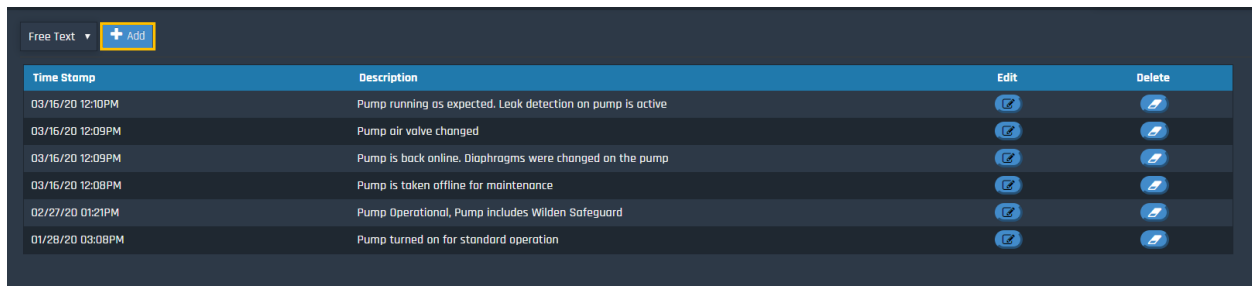| User	@ 1	@ 2	SMS	Escalation 1	Escalation 2
User 1	☐	☐	☐	None ▼	None ▼
User 2	☐	☐	☐	None ▼	None ▼
User 3	☐	☐	☐	None ▼	None ▼
User 4	☐	☐	☐	None ▼	None ▼
User 5	☐	☐	☐	None ▼	None ▼
User 6	☐	☐	☐	None ▼	None ▼
User 7	☐	☐	☐	None ▼	None ▼

Select Users

Save   Cancel

Click "Save" when complete. Then, back on the Gauge Alerts box, click "Ok" when done.

Maintenance Log

Another feature of the Wilden SafeGuard System is that it allows you to keep track of all service records of your pumps that are connected. To view, add, or edit a service record, click "Service" on the main Dashboard of the particular Edge Device or Gateway Node you are servicing. From the "Service" drop down menu, click "Service Records".
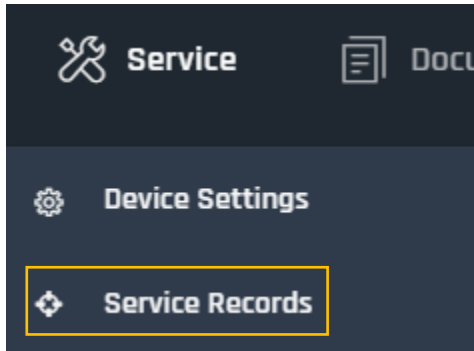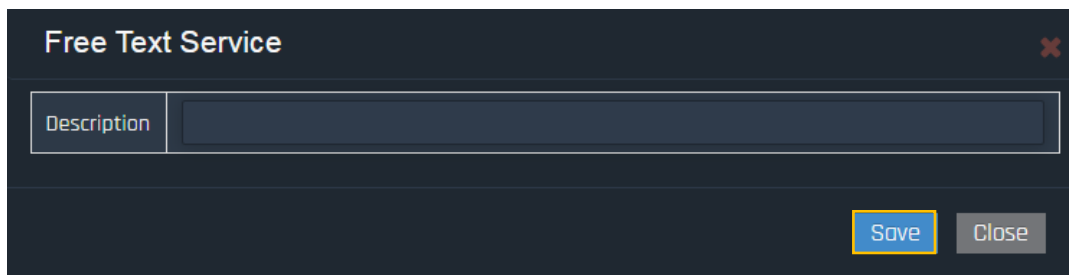
From there, all the service records that have been reported on the selected Edge Device or Gateway Node will appear. To add a new service record, click the "Add" button.

A window will pop up, allowing you to fill in the description of the new service record. Click "Save" when complete. The new service record will then be added to the records list.
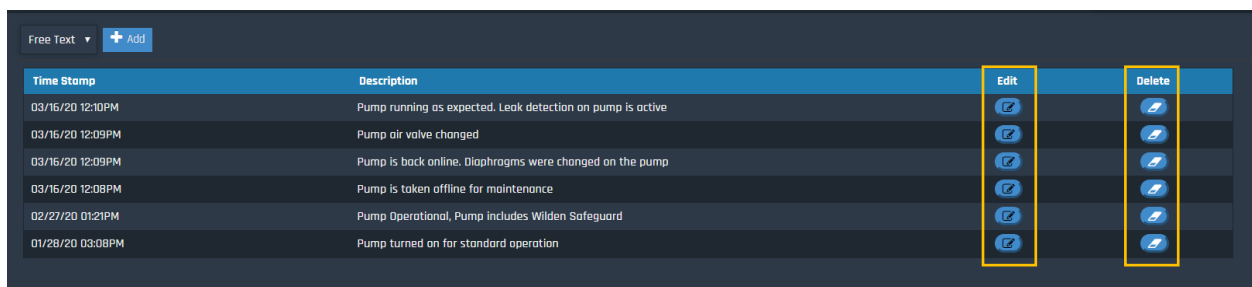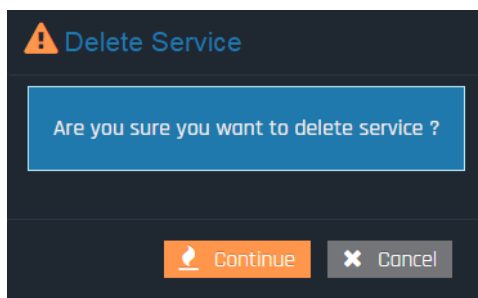

To Edit or Delete an existing Service Record, click the Edit or Delete icon next to the Service Record you wish to Edit or Delete. When editing, click "Save" when complete.

When deleting, a warning window will pop up prior to deletion. To confirm that you wish to delete the Service Record, click "Continue".

Mobile Application

The same features of www.wildensafeguard.com are also available via mobile application for iOS and Android devices. Search for AMI Central on your desired app store. The app gives you the same functionality as the desktop version.

Notes

Notes

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