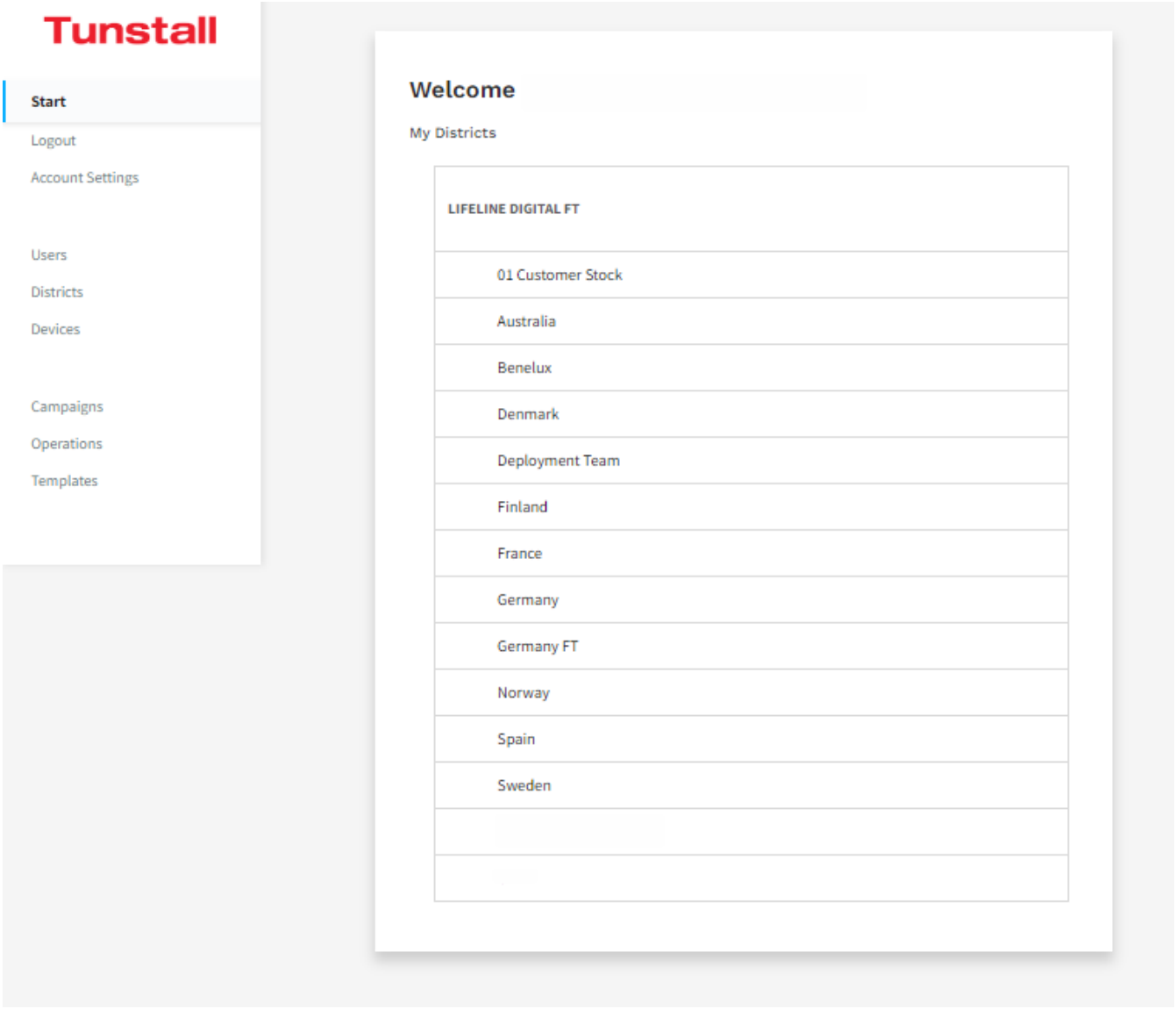
Device Management Platform (DMP)

User manual

DMP 4.3



English

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1. Introduction

Tunstall's Device Management Platform - DMP - is a cloud-based system that enables remote monitoring, administration and configuration of your devices. Within DMP you can view the current status of each device as well as a detailed event log. DMP also enables you to configure and amend the configuration settings of your devices.

1.1. Functionality

The main functions of DMP are to monitor, administrate and configure the connected devices. DMP and the devices communicate over the internet using cellular networks or fixed line networks.

DMP constantly monitors the status of each device and provides an overview of the devices that are active, inactive or have communication issues. The system can also provide detailed information about each device.

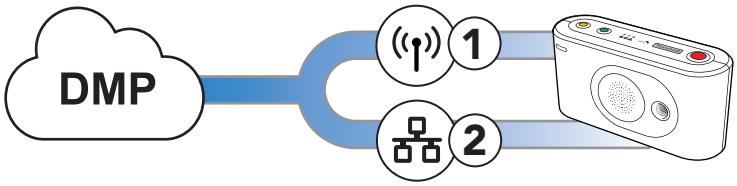
DMP holds a record of current configuration settings and firmware for each device. Within the system it is possible to configure and amend device settings manually or using pre-configured template settings. DMP automatically downloads any configuration changes to the device or devices.

Within DMP, devices are held and maintained in districts. Access is delegated to users by assigning permission profiles. All user accounts contain a permission profile that defines what type of operations the user can perform within the system.

NOTE
DMP is not part of the alarm distribution and holds no information about care recipients.

1.1.1. Communication paths

DMP communicates with each device over the internet. A device can connect to DMP across a cellular data network ① or an Ethernet/fixed-line network ②. The connection is used to transmit data such as heartbeats, firmware and configuration updates between DMP and the device. Each device has a unique identification number that allows DMP to keep track of all devices.



1.1.2. Monitoring

DMP constantly monitors the heartbeats sent from each device. A heartbeat contains a status update and is represented by a status icon within the system. With DMP you can view current status and recent status changes as well as the event log of each device. In addition, DMP generates and distributes email reports related to device status and events.

1.1.3. Firmware updates

Firmware is the software that controls how the devices behave and it is embedded into each device. Firmware updates typically contains enhancements, new features, and protection against new security threats.

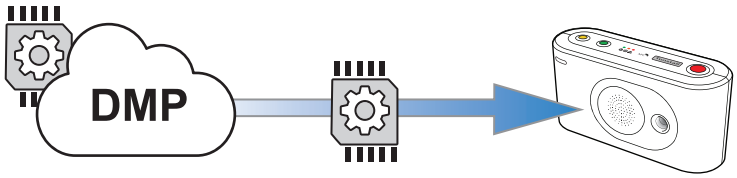
Firmware for Lifeline Digital:

Firmware updates for Lifeline Digital are deployed by your supplier or Tunstall.

Firmware for Lifeline Smart Hub:

DMP notifies users when new firmware is available. It is recommended that you update the firmware on your devices as soon as new firmware becomes available.

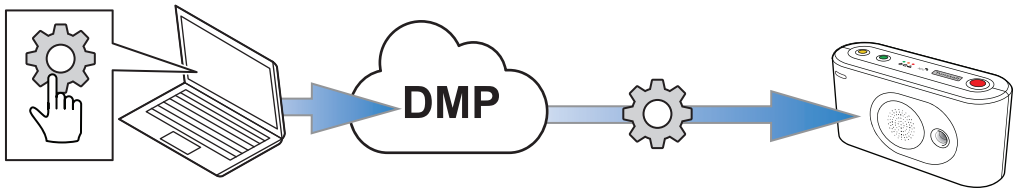
Within DMP campaigns define when and how firmware updates are deployed to one or a cluster of devices. Start a new campaign to define when and how DMP is to deploy new firmware.



1.1.4. Configuration settings

DMP holds a record of each device that contains current configuration settings and details about firmware status and events. Each device has a unique identification number that allows DMP to keep track of all devices.

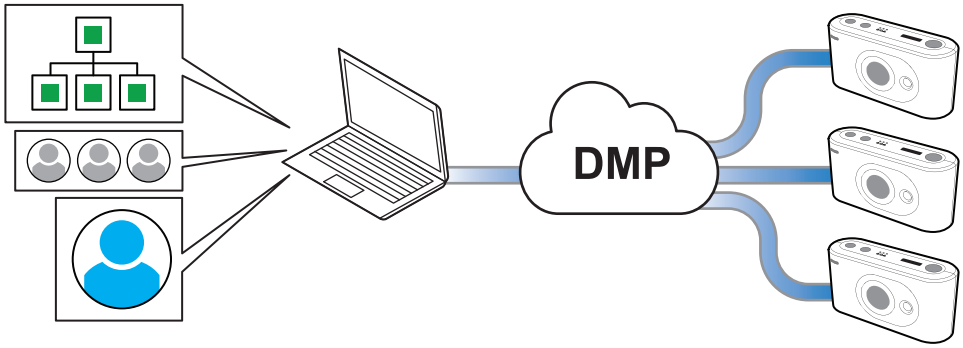
Within the system, you can configure and amend device settings either manually or using pre-configured template settings. Templates can be applied to a single device or a cluster of devices. Configuration changes are initially saved to the internal record. DMP then waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.



1.1.5. Administering DMP

In order to manage the your devices, you can:

- Create and maintain districts, that is, defined groups of devices. Using districts simplifies monitoring and administration of the devices
- Create and maintain user accounts, including permission profiles
- Maintain your own account details, including which reports to receive from DMP



1.2. Versions

1.2.1. What's new in 4.3

- District setting for low signal strength warning
- Peripherals (e.g., radio sensors) as connected devices for Lifeline Digital
- Show SIM card information and associated cellular service information for Lifeline Digital

1.2.2. What's new in 4.2 - maintenance release

- Create copies of templates
- Move templates between customers

1.2.3. What's new in 4.2

- Support for Lifeline Digital
- Search for devices based on telephone numbers

1.2.4. What's new in 4.1

- Peripherals (e.g., radio sensors) as connected devices are monitored and displayed in the *Connected Devices* tab
- Single-Sign-On (SSO) with PhenixID
- Fetching new settings on heartbeat instead of waiting for online poll. Every heartbeat asks DMP for new settings and, if available, triggers an ad-hoc online poll to fetch the settings
- User permission profile with time limitation

1.3. About this document

This document describes how to use DMP. All sections in this document is not relevant to all permission profiles. Your screen may differ from the illustrations in this document.

It is assumed that staff using the system has received training specific to DMP and any other relevant system or product.

1.3.1. Symbols used in this document

CAUTION
The caution symbol indicates the possibility of damage to the equipment.

NOTE
The note symbol indicates additional information.

2. Getting started

To access DMP you must have a username and a password. You receive an email that invites you to generate a password whenever:

- your administrator creates a user account for you
- you click **Forgot password?** on the login page
- your password is close to expiring

Tunstall recommends the following web browsers: Google Chrome, Firefox or Edge. Make sure the web browser you use is up to date to minimize potential performance and security risks.

2.1. Generate a password

When you receive an email from DMP that invites you to generate a password:

a) Click on the link in the email or copy and paste the link into the address bar of your browser and press **Return/Enter**.

   The *Change Password* page is displayed.

b) Enter the new password in both fields (minimum 8 characters).

c) Click **Save**.

2.2. Log in to DMP

To log in to DMP:

a) Go to the *DMP login* page.

   The web address (URL) is provided by your organisation, supplier or Tunstall.

> **NOTE**
> Bookmark the web address (URL) for faster access in the future.

b) Enter your username (your email address) and password, then click **Login**.

   DMP displays the *Start* page.

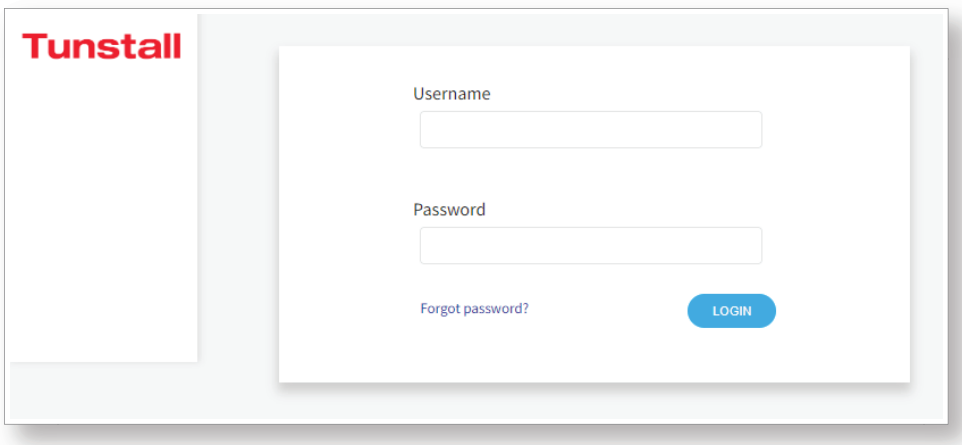
c) If you do not remember your password:

   i. Click **Forgot password?**

      DMP redirects to the *Password reset* page.

   ii. Enter your username (your email) and click **Submit**.

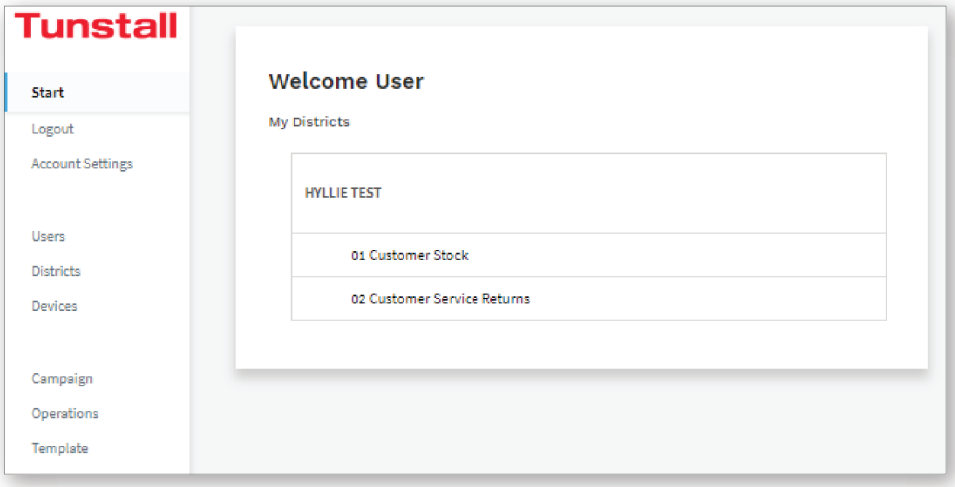
      The system sends an e-mail inviting you to generate a new password.



2.3. Start page

DMP displays the *Start* page whenever you log in. The sidebar menu lists the types of settings and information you can access according to your current permission profile. The main part of the *Start* page contains a list of the districts you have access to. If you have access to more than one customer, the districts are listed by customer.

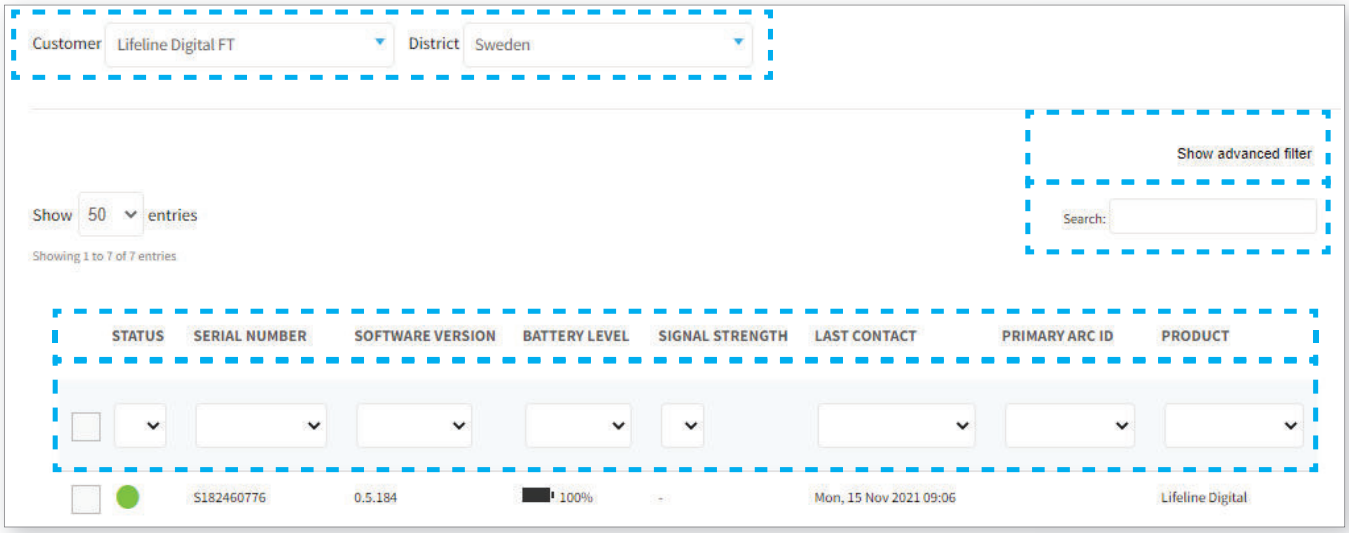
From the **Start** page you can access and view the devices that belong to your districts by clicking on a district in the list or clicking **Devices** in the sidebar menu.



2.3.1. Search, sort and filter

DMP displays most information in the form of lists and tables. You can **search**, **sort** and **filter** most lists and tables:

- **Search** the list by entering a search term in the *Search* field
- **Sort** the list by clicking a column header. Click again to toggle between ascending and descending order
- **Filter** the list by selecting an option in the drop-down list below a column heading
- **Advanced filters** are available on some pages
- If you have access to multiple districts and customers, click the *District* and *Customer* drop-down lists to select the appropriate customer and district



2.3.2. View the status of a device

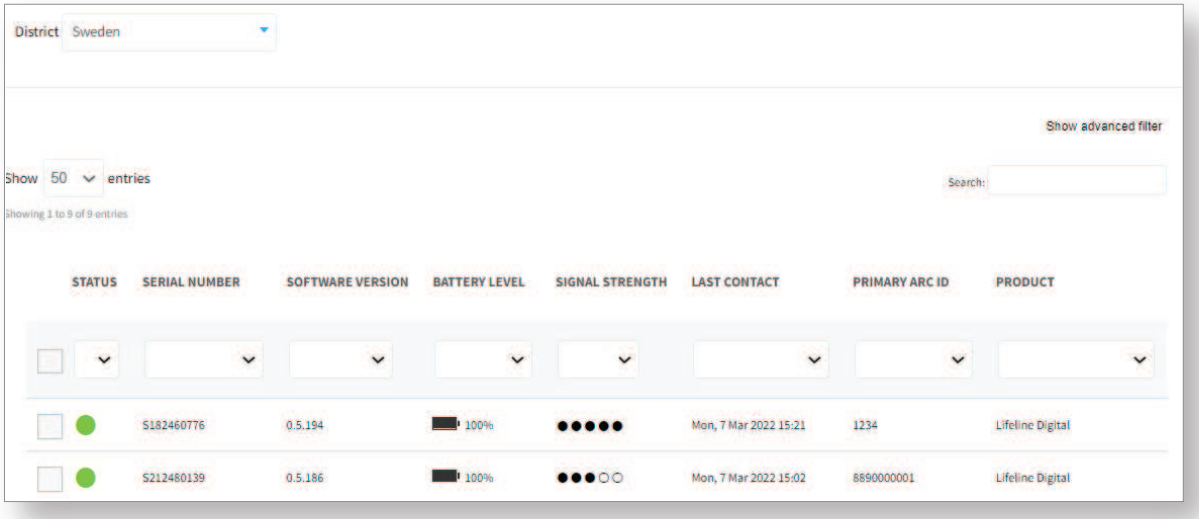
To view the status of a device:

a) On the **Start** page, click on the appropriate district in the list or go to **Devices**.

The **Devices** page displays a list of all devices within the current district. The list contains general information and status of each device.

If you have access to several customers and districts, use the *Customer* and *District* drop-down lists to select which district to view.

See Devices page, page 35 and Status icons - simplified, page 13 for more details.

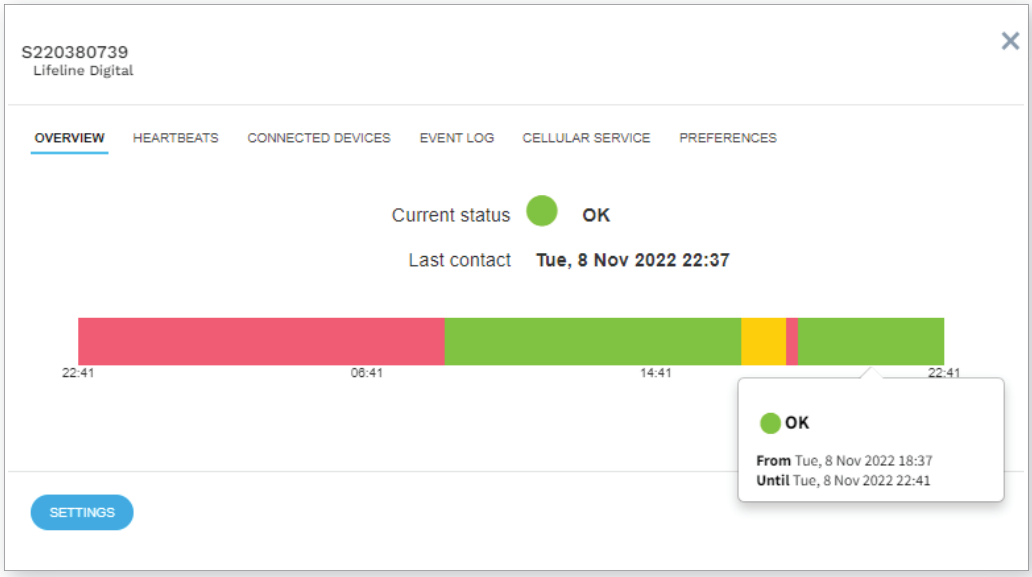


b) Click on the device that you want to view.

DMP opens the Device information window:

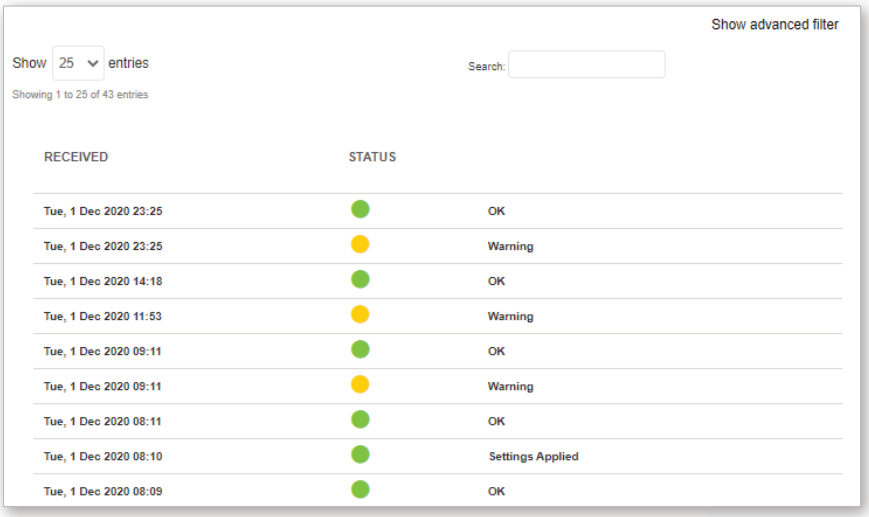
- The **Overview** tab contains a status summery of the device over the last 24 hours.
  - Hover the mouse cursor over the different sections of the time bar to view detailed information.

  See View the overview tab, page 36 and Status icons - simplified, page 13 for more details.



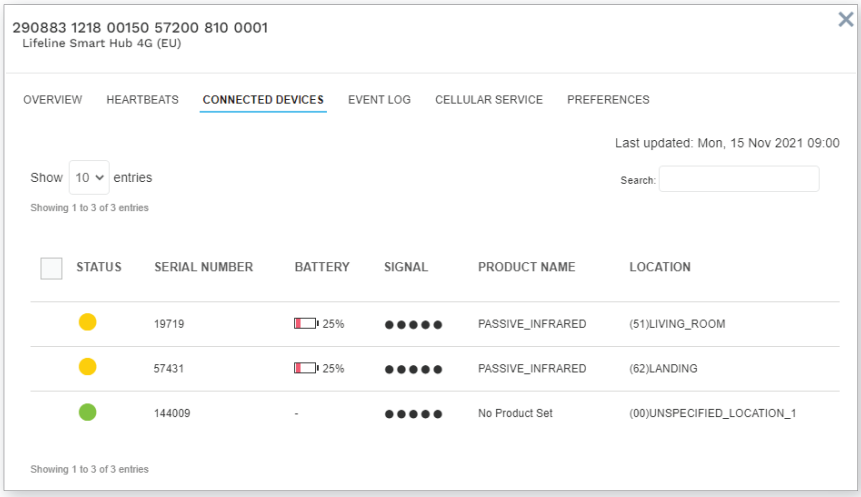
- The **Heartbeats** tab contains a list of heartbeats received from the device over the last 7 days. A heartbeat contains a status update from the device and is represented by a status icon within DMP.

  See View the heartbeats tab, page 37 and Status icons - simplified, page 13 for more details.



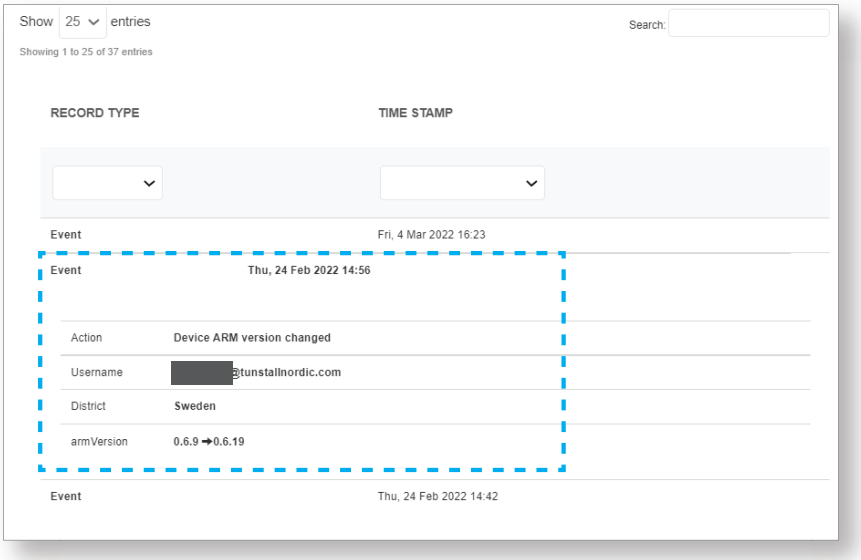
- The **Connected devices** tab displays a list of connected devices and their status. Within DMP, peripherals are monitored and displayed as connected devices.

  See View the connected devices tab, page 38 and Appendix B: Connected device status, page 60 for more details.



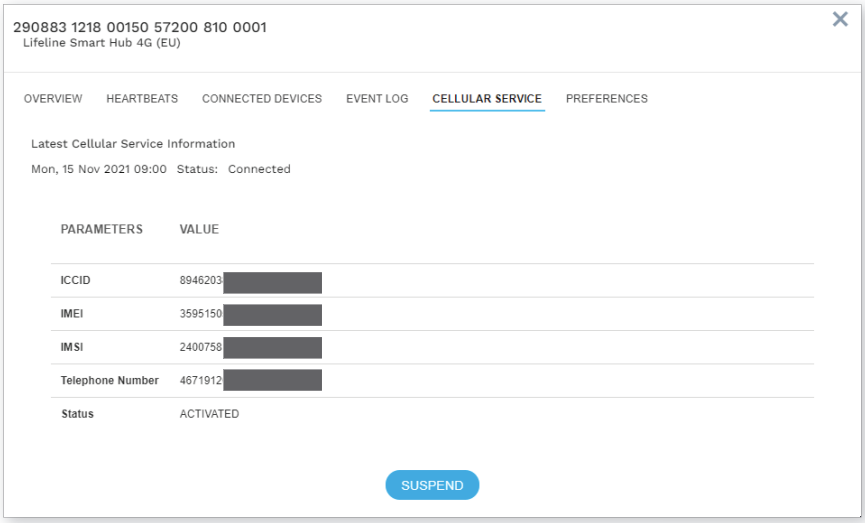
- The **Event log** tab contains a list of all events associated with the selected device.
  - Click on an event in the list to view detailed information about that event.

  See View the event log tab, page 39 for more details.



- The **Cellular service** tab contains information about the device's SIM card and associated cellular service.

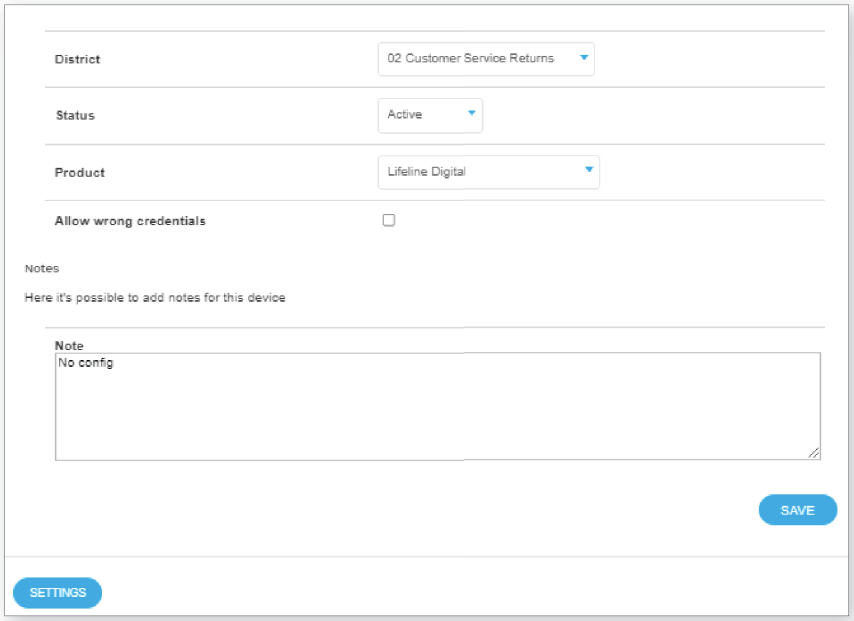
  See View the cellular service tab, page 40 for more details.



- The **Preferences** tab contains general device properties that you can view and edit, including status and location of the device.

  See View and edit device preferences, page 41 for more details.

NOTE
Do not enter any personal information about care recipients or end users. Storing personal information may breach data privacy regulations.



c) Click **X** to close the window.

2.3.2.1. Status icons - simplified

For more detailed information, see Appendix A: Status icons, page 59

Status	Description
Green	The device is functioning correctly and is sending heartbeats at the expected heartbeat interval. If connected devices are supported, they are also functioning correctly.
Blue	The device sends heartbeats but has a technical status, for example: • There is a mains power failure • The device has a battery error • The device is in the process of updating its firmware or settings • The device lost contact with a connected device (peripheral) Hover the mouse cursor over the status icon to view additional information.
Yellow	The status of the device is unclear, for example: • There is a temporary communication problem such as temporary network issue • The device has low cellular signal level • The backup battery is low • The device is connected incorrectly • The device is registered within the system but has not yet sent a heartbeat • There is a connected device warning
Red	This status indicates an error that requires action, for example: • The device is switched off • The device has lost all connectivity • There is an connected device error
White	The device is set to inactive within DMP.

2.4. Log out of DMP

To log out of DMP:

a) Click **Logout** in the sidebar menu.

b) Close the web browser after you have been logged out.

3. Account settings

DMP allows you to view and edit your personal data that is held within the system. You can change basic information such as name, account language and password. However, you cannot to change the e-mail address (username) you use to log in to the system.

If your organization uses two-step verification, you must register DMP with Google Authenticator under **Account Settings**.

3.1. Edit your account settings

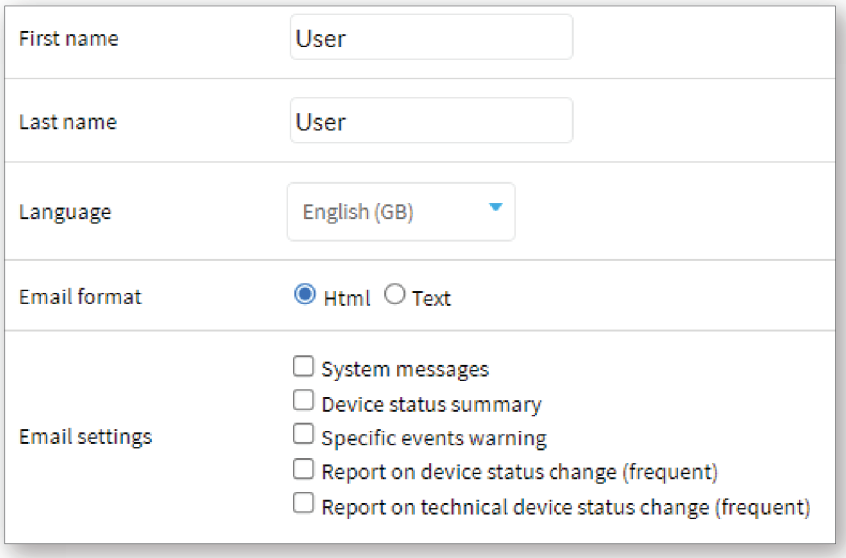
To edit your account details:

a) Go to **Account settings**.

Within this page, you can view and edit the following fields:

- *First name* and *Last name*
- *Language*
- *Email format*. For email reports, HTML is default.
- *Email settings*. Select which email reports to receive:
  - *System messages*
  - *Device status summary*. This report lists each device within the district together with their current status.
  - *Specific events warning*
  - *Report on device status change*. This report is produced whenever a device changes its status and details the device and status change.
  - *Report on technical device status change*. This report is produced whenever a device changes its status and details the device and status change.

b) Click **Save** to save changes.



3.2. Change your password

To change your password:

a) Go to **Account settings**.

b) Enter your current password in the *Current password* field.

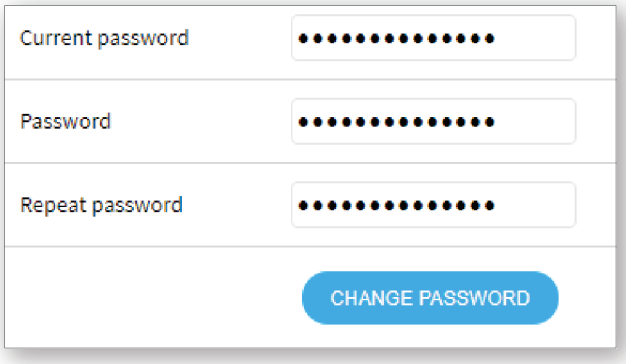
c) Enter the new password (min. 8 characters) in the *Password* and *Repeat password* fields.

d) Click **Change Password**.

DMP displays a confirmation message.

e) Click **Close**.

Your password has been changed.



3.3. Two-step verification

If your organisation uses two-step verification, you must install Google Authenticator on your phone or equivalent device and register your DMP user account. Google Authenticator provides verification codes for certain operations within DMP.

You can download Google Authenticator from Apple App Store or Google Play.

3.3.1. Setup two-step verification

Before you proceed to set up two-step verification you must download and install the Google Authenticator app on your phone.

To setup two-step verification:

a) Go to **Account settings**.

b) Click **Setup**.

DMP opens the *Two-step verification* window.

c) Click **Next**.

The **Verify account** tab displays the following message: "A one-time code has been sent to your e-mail".

d) Go to your mail account, open the email from DMP and copy the code.

e) Go to DMP and paste the code *Password* field.

f) Click **Next**.

DMP generates a QR code.

g) Open Google Authenticator on your phone and use the app to scan the QR code.

Google Authenticator displays the name of your system, your token value and the email address you use to access the system. The token is a six-digit code that changes at regular intervals.

h) Go to DMP and click **Next**.

DMP opens the **Verify mobile app code** tab.

i) Enter the token currently displayed in the Google Authenticator app in the **Password** field and click **Next**.

DMP authenticates the token and displays a confirmation message.

j) Click **Close**.

4. Users

Within DMP a user account contains:

- General information and data about the user including name, password, and e-mail address
- A permission profile that defines what information and operations the user account can access. A time limit can be applied to permission profiles.
- Access to one or more customers

4.1. Permission profiles

A permission profile defines what types of information and operations a user can access within DMP.

Permission profiles are assigned and managed at customer level. A time limit can be applied to give a user temporary access to a customer.

The **Customer Basic** permission profile allows a user to:

- view and maintain account setting
- view and maintain devices
- view campaigns
- migrate devices between districts
- view associated templates

The **Customer Advanced** permission profile allows a user to:

- perform any "Customer Basic" operation
- view and maintain user accounts, including permission profiles
- add new users accounts
- view and maintain districts
- add new districts
- view and maintain templates
- add new templates
- copy and migrate templates between customers
- view details and end a campaign

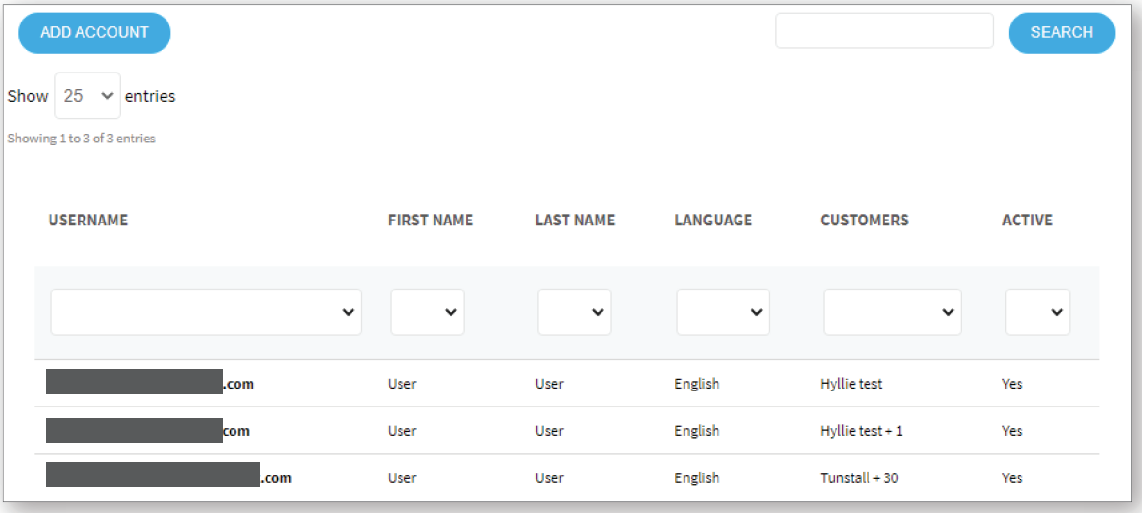
4.2. Users page

The **Users** page displays a list of the user accounts that you have access to. The list contains information such as username, name and status.

Use the **Users** page to view and maintain details of the user accounts that belongs to your customer. If you have access to multiple customers select the customer you want to view in the *Customer* drop-down list.

Within the **Users** page you can:

- **Search**, **sort** and **filter** the list of user accounts
- Add a new user account by clicking **Add account**. DMP opens an *Add new account* window.
- View and edit a user's details by clicking a user account in the list. DMP opens an *Edit user* window.



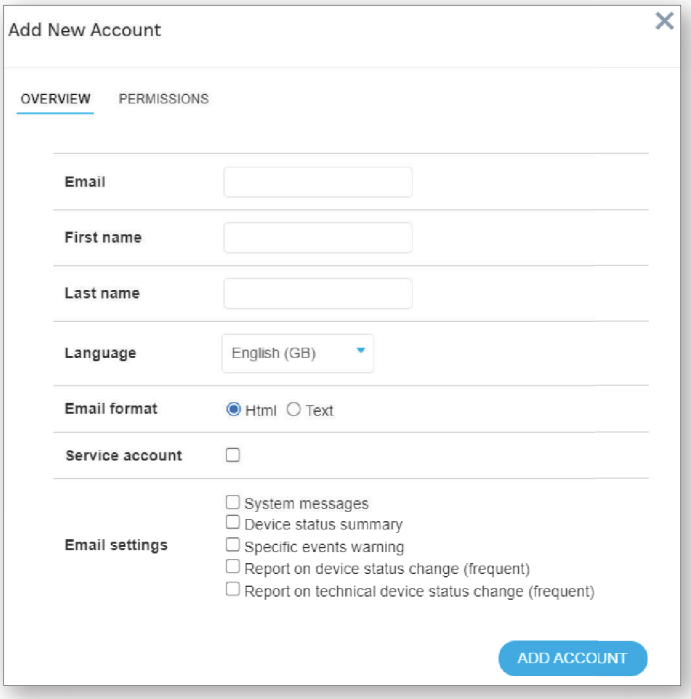
4.3. Add new account window

DMP opens the *Add new account* window when you click the **Add account** button on the **Users** page.

Within this window you configure:

- The **Overview** tab contains general details about the user
- The **Permissions** tab contains settings for permission profiles

If you have access to only one customer, the new user account will automatically be associated with that customer.



4.3.1. Add a user account

To add a user account:

a) Go to **Users**.

b) If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.

c) Click **Add account**.

DMP displays the *Add new account* window.

d) In the **Overview** tab, enter the following information:

i. *Email*. The user's email is also their username.

ii. *First name* and *Last name*

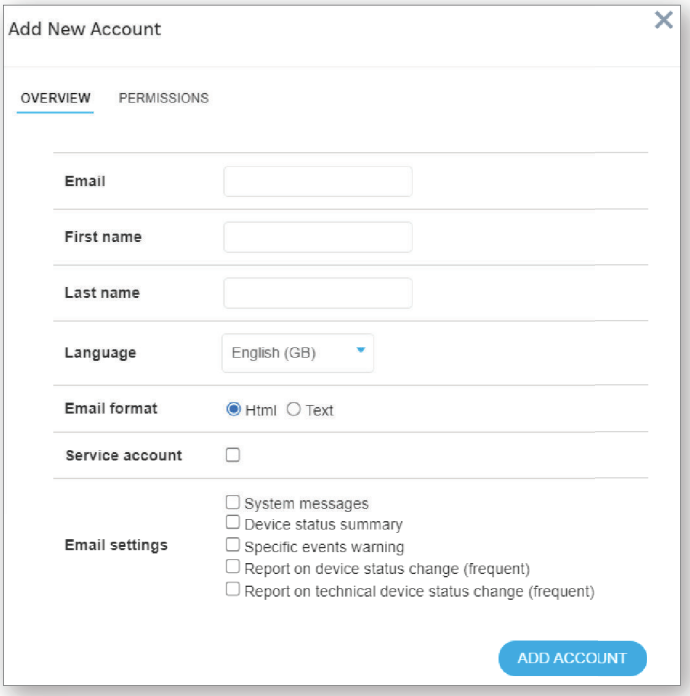
iii. *Language*

iv. *Email format*. For email reports, HTML is default.

v. *Email settings*. Select which reports the user is to receive:

- *System messages*
- *Device status summary*. This report lists each device within the district together with their current status.
- *Specific events warning*
- *Report on device status change*. This report is produced whenever a device changes its status and details the device and status change.
- *Report on technical device status change*. This report is produced whenever a device changes its status and details the device and status change.

vi. Click **Add account**.



e) In the **Permissions** tab:

i. Select a permission profile in the *Permission profile* drop-down list.

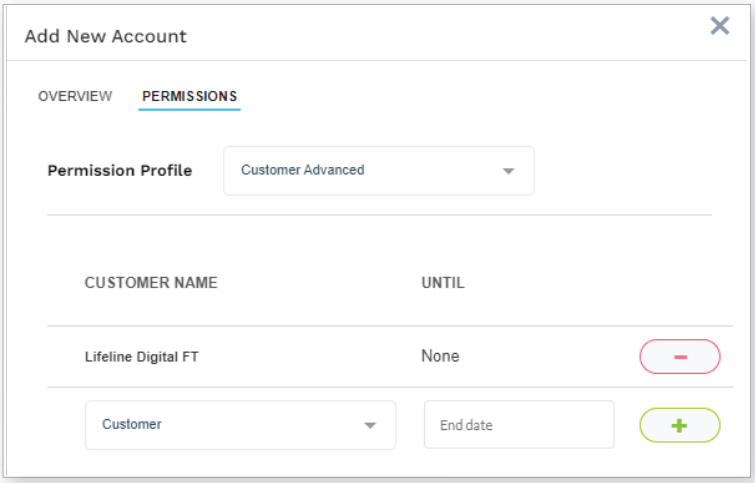
ii. If applicable, select an additional customer in the *Customer* drop-down list:

- If required, click the **End date** box to select a time limit for the selected permission profile.
- Click + to add the customer to the user's permissions.

f) Click **Save** to create the user account.

The new user account is listed on the **Users** page.

The system automatically sends an e-mail that invites the new user to generate a password.

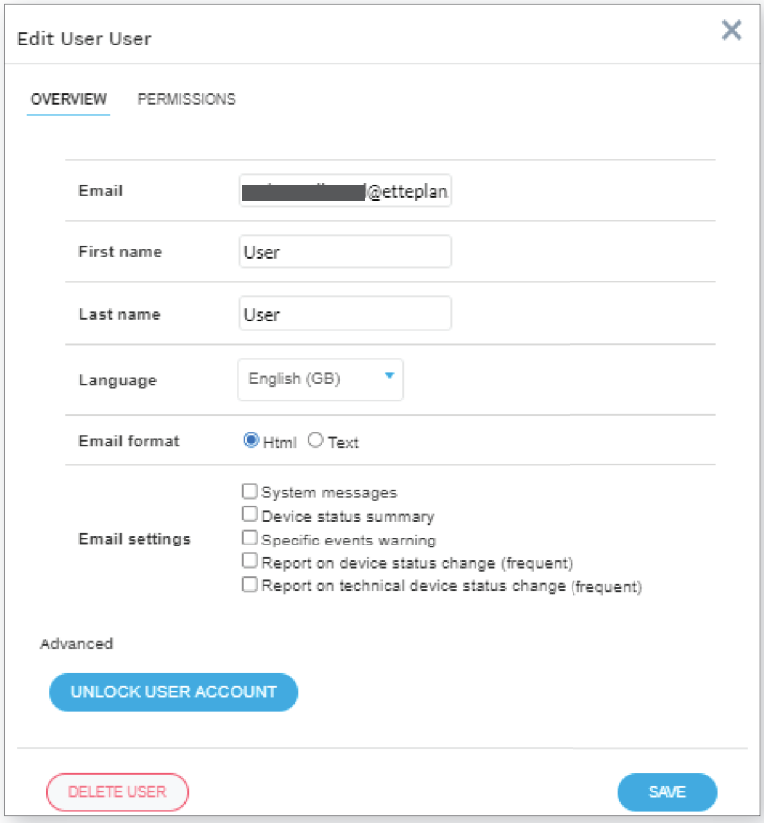


4.4. Edit user accounts window

DMP opens the *Edit user account* window when you select a user account on the **Users** page.

Within the *Edit user account* window, you can view and edit:

- The **Overview** tab contains general details about the user
- The **Permissions** tab contains settings for permission profiles



4.4.1. Edit a user account

NOTE
Do not change the email address of a user because the email address is also used as username. If the email address is changed the user will not be able to log in.

To edit a user account:

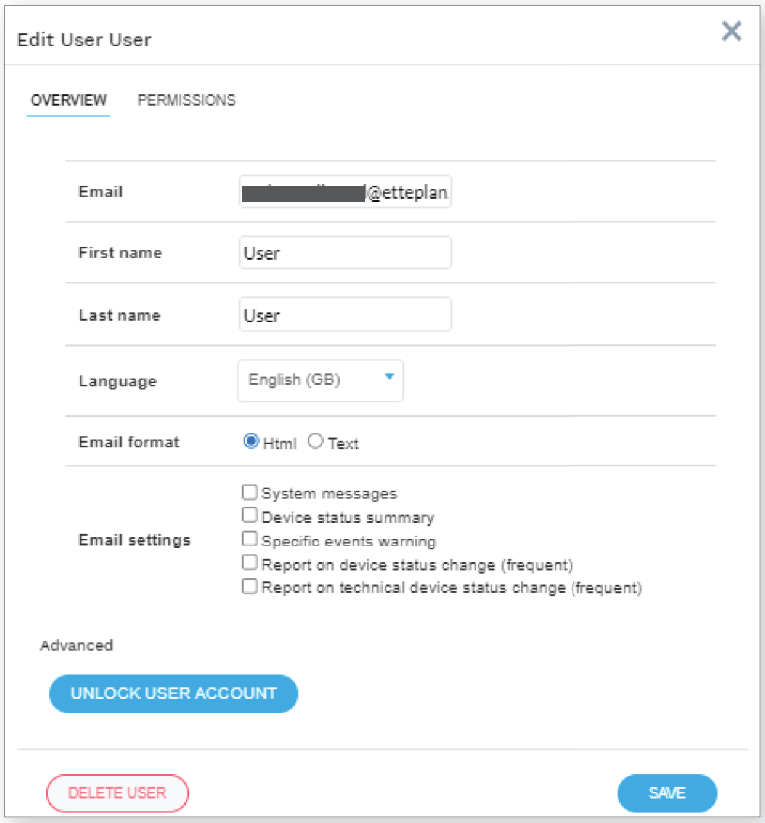
a) Go to **Users** and click on the user that you want to view or edit.

   DMP displays the *Edit user* window.

b) In the **Overview** tab, you can view and edit the following fields:

   - *Email*. The user's email is also their username.
   - *First name* and *Last name*
   - *Language*
   - *Email format*. For email reports, HTML is default.
   - *Email settings*. Select which reports the user is to receive:
     - *System messages*
     - *Device status summary*. This report lists each device within the district together with their current status.
     - *Specific events warning*
     - *Report on device status change*. This report is produced whenever a device changes its status and details the device and status change.
     - *Report on technical device status change*. This report is produced whenever a device changes its status and details the device and status change.

c) Click **Save** to save changes.



4.4.2. Manage permission profiles

To manage a user's permission profile:

a) Go to **Users** and click on the user that you want to view or edit.

   DMP displays the *Edit user* window.

b) Go to the **Permissions** tab.

c) Select a permission profile in the *Permission profile* drop-down list.

d) To add a customer to the user's permission profile:

   i. Select a customer in the *Customer* drop-down list.
   ii. If required, click the **End date** box to select a time limit for the selected permission profile.
   iii. Click ⊕.

   The customer is added to the permissions list.

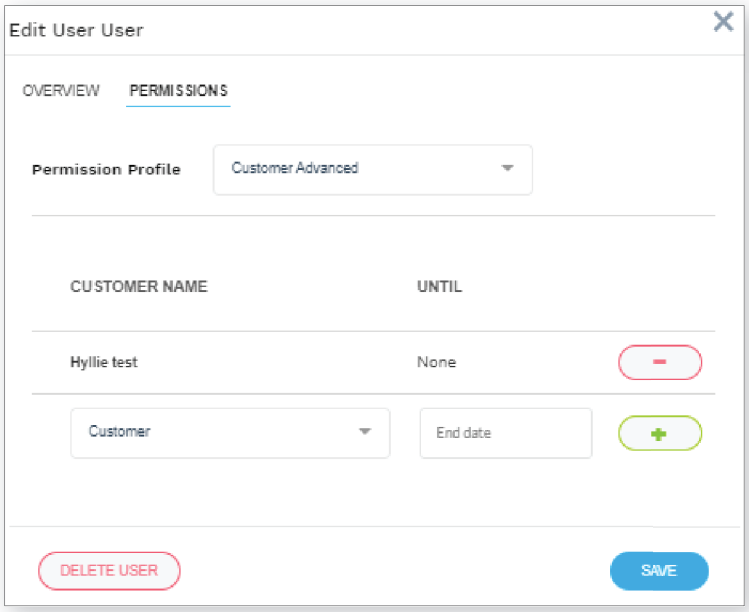
e) To remove a customer from the user's permission profile:

   i. Click ⊖.

   The customer is removed from the permissions list.

f) Click **Save** to save changes.

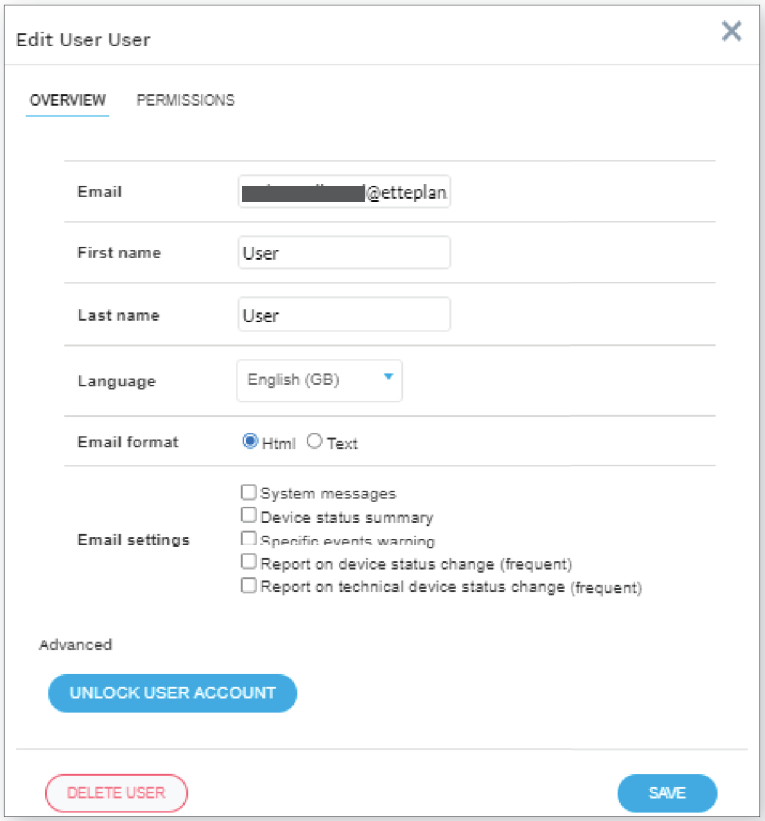
   The user account's permission profile has been changed.



4.4.3. Unlock a user account

To unlock a user account if the user has been locked out of the system:

a) Go to **Users** and click on the user that you want to unlock. DMP displays the *Edit user* window.
b) Click **Unlock user account**. DMP unlocks the user account and displays a confirmation message.
c) Click **Close** to close the confirmation message.



4.4.4. Delete a user account

To delete a user account:

a) Go to **Users** and click on the user that you want to delete.

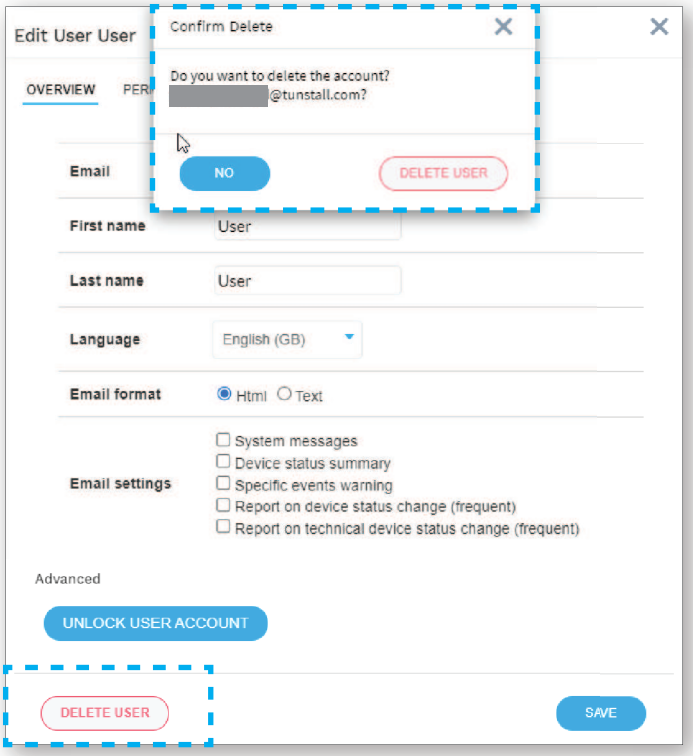
DMP displays the *Edit user* window.

b) Click **Delete user**.

DMP displays a confirmation message.

c) Click **Delete User**.

The user account is removed from the **Users** page.


Edit User User
Confirm Delete
Do you want to delete the account?
[redacted]@tunstall.com?
NO
DELETE USER
OVERVIEW
Email
First name
User
Last name
User
Language
English (GB)
Email format
Html
Text
Email settings
System messages
Device status summary
Specific events warning
Report on device status change (frequent)
Report on technical device status change (frequent)
Advanced
UNLOCK USER ACCOUNT
DELETE USER
SAVE

5. Districts and customers

Customers are arranged in hierarchies, with each customer having a single "parent" customer. A customer can have one or several sub-customers. Each customer has a set of sub-groups known as districts.

Within DMP a district is a defined group of devices. Using districts simplifies monitoring and administration of the devices.

Access to customers and districts depends on what type of permission profile the users have and how customers are organised. In some cases, users can only view districts and devices that belong to one customer. In other cases, some users may have access to districts and devices across several customers.

By default, every customer has the following districts:

- **01 Customer Stock**

  This is the district where all new devices are located when purchased from Tunstall.
- **02 Customer Service returns**

  This district is used to locate devices which have been returned to Tunstall within a device's warranty period.

Do not delete or edit these districts, they are required as part of the logistics process when receiving or returning devices.

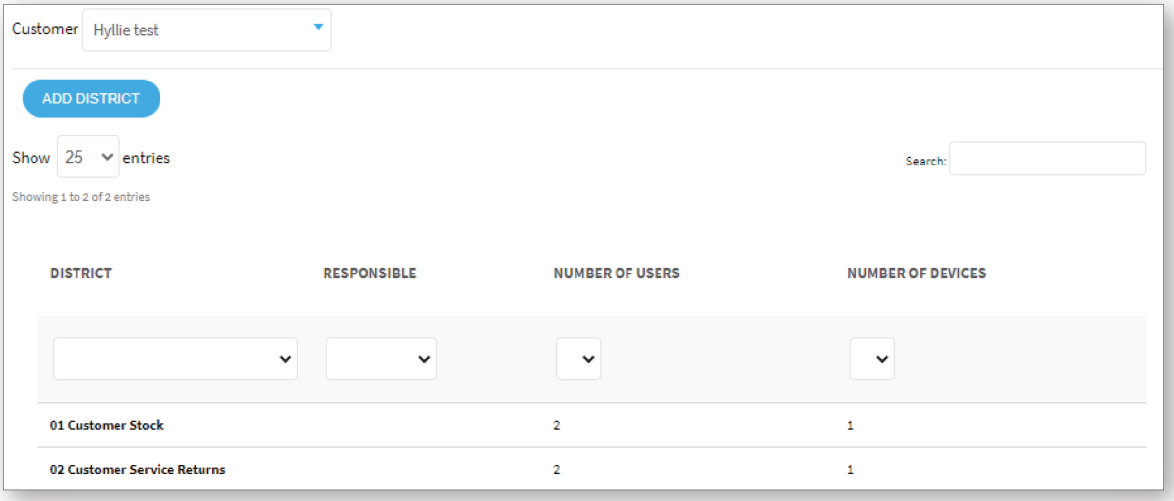
5.1. Districts page

The *Districts* page displays a list of the districts that you have access to. The list contains information such as the number of users and devices associated with the district.

Use the **District** page to view and maintain details of the districts that belongs to your customer. If you have access to multiple customers, select the customer you want to view in the *Customer* drop-down list

Within the *Districts* page you can:

- **Search**, **sort** and **filter** the list of districts
- View and edit a district's details by clicking on a district in the list. DMP opens an *Edit district* window.
- Add a new district by clicking **Add district**. DMP opens an *Add new district* window.

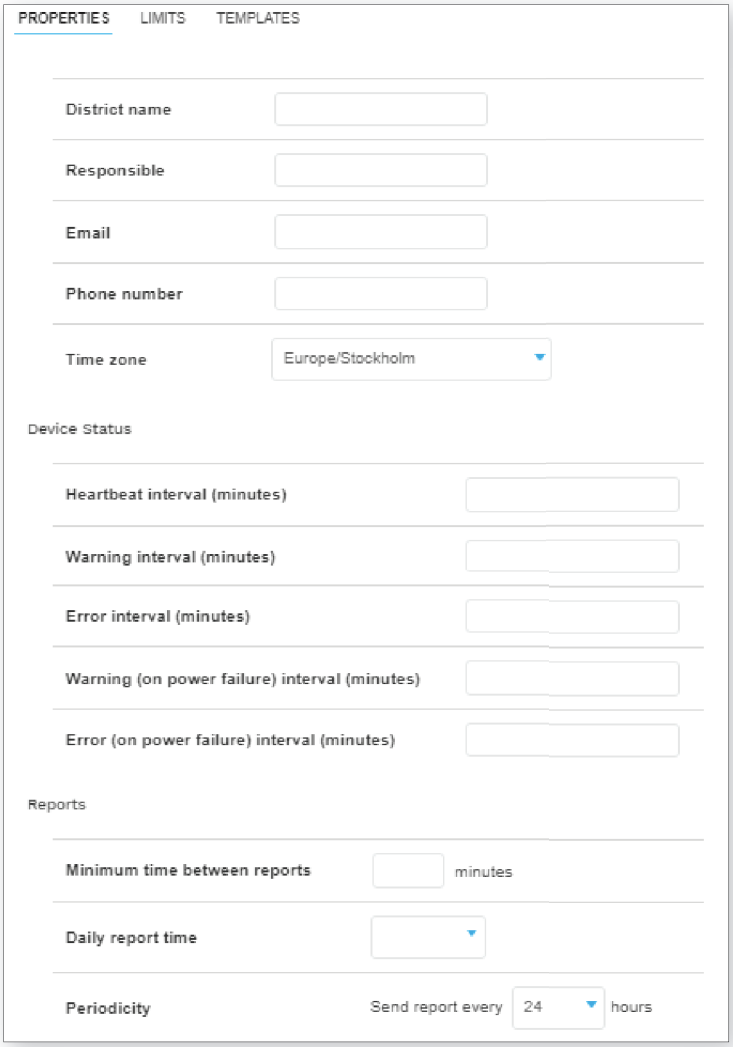


5.2. Add new district window

DMP opens the *Add new district* window when you click the **Add district** button on the **Districts** page.

To create a new district, you may only need to configure general details in the **Properties** tab depending on your specific case. However, within the *Add new district* window you can configure:

- The **Properties** tab contains general details, device status parameters and settings for reports.
- The **Limits** tab contains warning state timers for devices in the district, that is, how long DMP is to wait before changing a device's status to "warning" or "error" following certain events.
- In the **Templates** tab it is possible to add and remove the templates that can be applied to the devices in the district. Templates contain configuration attributes for devices and allows for consistent configuration across multiple devices.



5.2.1. Add new district

a) Go to **Districts**.

b) If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.

c) Click **Add district** .

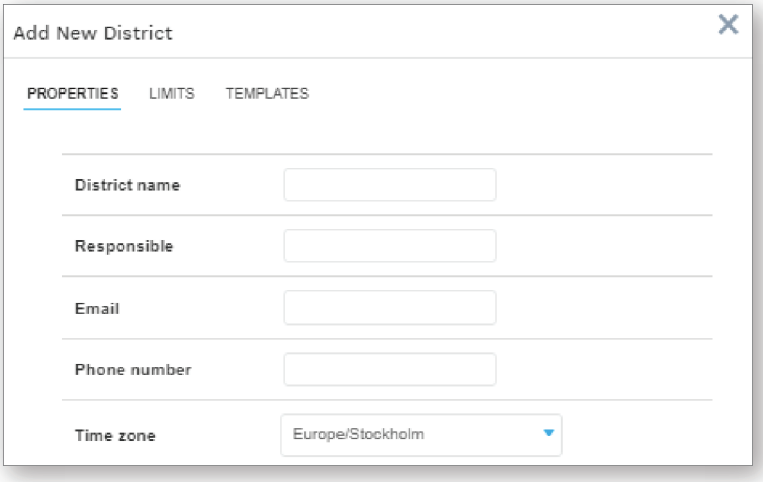
DMP displays the *Add new district* window.

d) Go to the **Properties** tab.

i. Enter the appropriate information in the following fields:

- *District name*
- *Responsible*. The name of the person who is responsible for the district.
- *Email*. The email address to which DMP sends system-generated reports.

- *Phone number*. Telephone number to the person responsible for the district.
- *Time zone* of the district



ii. If required, configure device status parameters under *Device status*:

NOTE
Do not change settings or values unless advised by your supplier or Tunstall. Unauthorized changes may disrupt communication and cause connectivity failure.

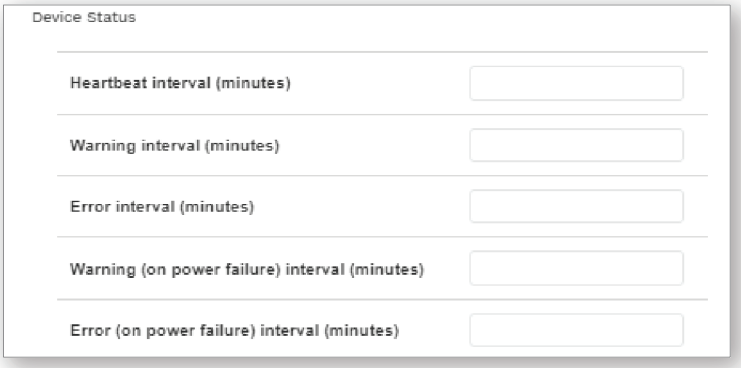
- *Heartbeat interval (minutes)* defines how often DMP expects to receive heartbeats from devices in this district.
- *Warning interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using mains power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to a warning status, indicated by the yellow status icon 🟡
  - DMP sends a warning email to the registered email address

  Must be several minutes longer than the heartbeat interval to allow for short-term communication problems.
- *Error interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using mains power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to an error status, indicated by the red status icon 🔴
  - DMP sends an error email to the registered email address

  Must be significantly longer than the warning interval.
- *Warning (on power failure) interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using battery power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to a warning status, indicated by the yellow status icon 🟡
  - DMP sends a warning email to the registered email address

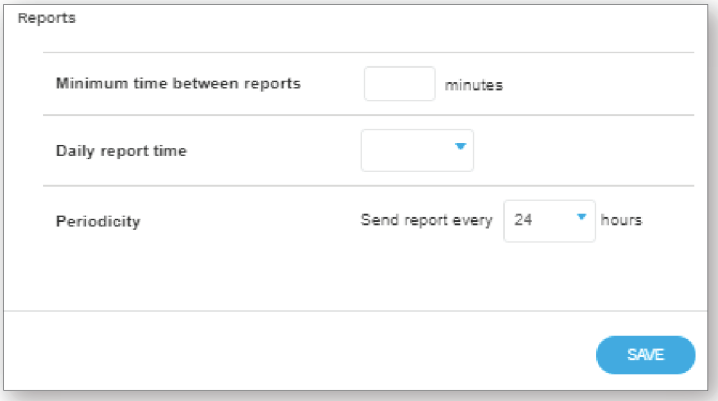
  Must be several minutes longer than the heartbeat interval to allow for short-term communication problems.
- *Error (on power failure) interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using battery power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to an error status, indicated by the red status icon 🔴
  - DMP sends an error email to the registered email address.

  Must be significantly longer than the warning interval.



iii. If required, configure report settings under *Reports*:

- *Minimum time between reports*. Typically, DMP generates reports every time there is a change of state or technical state. However, if the period between two changes is shorter than this interval then no report will be generated for the second change until the interval ends. DMP will then generate a report of all changes that occurred within the interval.
- *Daily report time* defines when the first device status summary report is generated each day
- *Periodicity* defines in hours the interval between device status summary reports. Typically set to 24 so that the system generates a daily summary.



iv. Click **Save** to create the district or go to the next step to continue configuration.

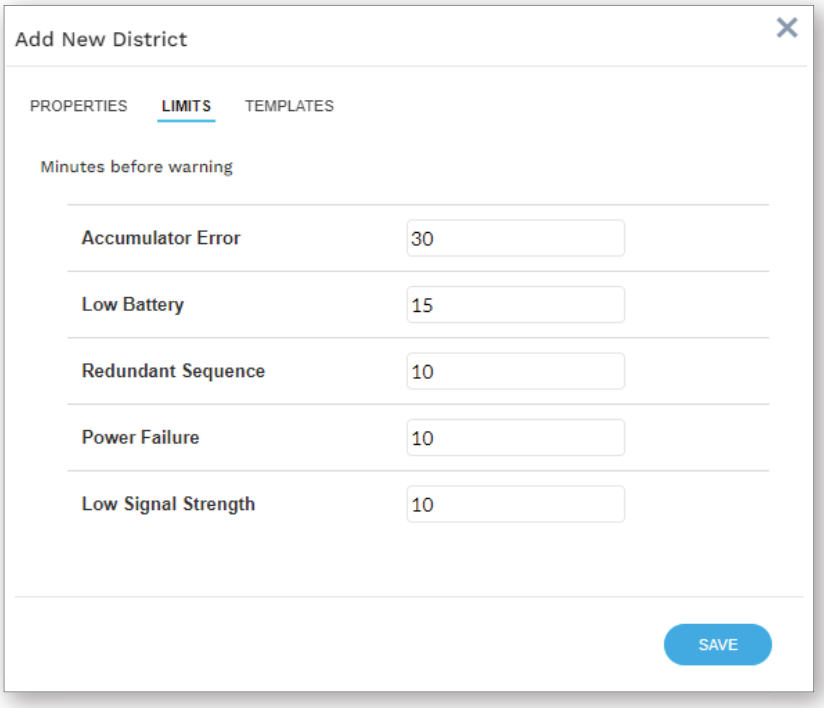
e) Go to the **Limits** tab:

> **NOTE**
> Do not change settings or values unless advised by your supplier or Tunstall. Unauthorized changes may disrupt communication and cause connectivity failure.

i. If required, amend the time limits for warning states:

- *Accumulator Error* defines the number of minutes to elapse between DMP receiving a battery error status from a device and changing to a warning state
- *Low Battery* defines the number of minutes to elapse between DMP receiving a low battery status from a device and changing to a warning state
- *Redundant Sequence* defines the number of minutes to elapse between DMP receiving a redundant sequence status from a device and changing to a warning state
- *Power Failure* defines the number of minutes to elapse between DMP receiving a power failure status from a device and changing to a warning state
- *Low Signal Strength* defines the number of minutes to elapse between DMP receiving a low signal strength status from a device and changing to a warning state

ii. Click **Save** to create the district or go to the next step to continue configuration.



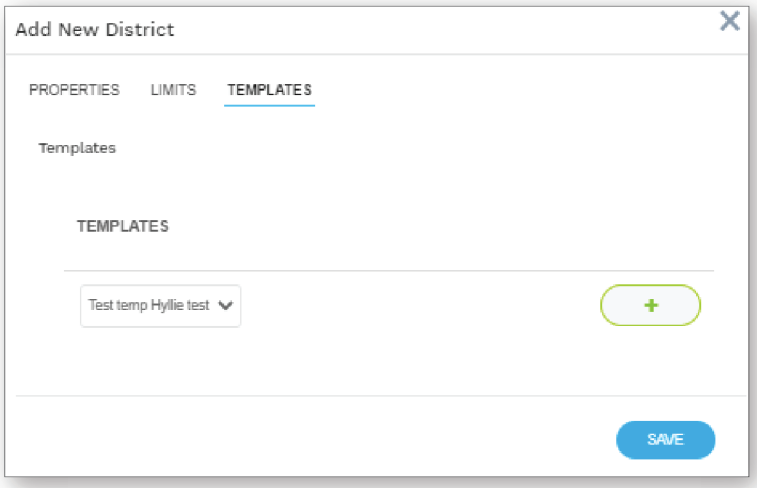
f) Go to the **Templates** tab:

i. Select a template in the *Templates* drop-down list and click +.

ii. If required, repeat the previous step to add additional templates.

iii. Click **Save** to create the district.

The added templates can now be applied to the devices within the district.



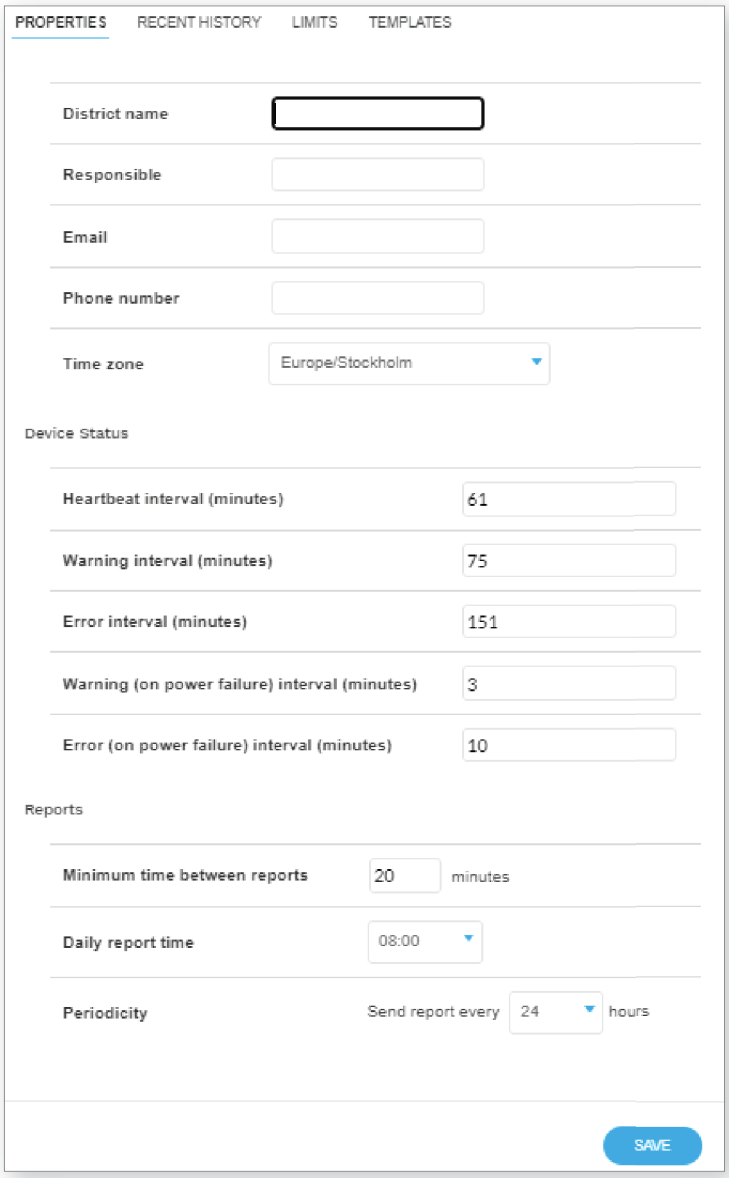
When the district has been created, it is listed on the **Districts** page.

5.3. Edit district window

DMP opens the *Edit district* window when you select a district on the **Districts** page. Within the *Edit district* window, you can view and edit:

- The **Properties** tab contains general details, device status parameters and settings for reports.
- The **Limits** tab contains warning state timers for devices in the district, that is, how long DMP is to wait before changing a device's status to "warning" or "error" following certain events.

- The **Recent history** tab displays a list of status changes associated with the district's devices.
- In the **Templates** tab it is possible to add and remove the templates that can be applied to the devices in the district. Templates contain configuration attributes for devices and allows for consistent configuration across multiple devices.



5.3.1. Edit district properties

NOTE
Do not change settings or values unless advised by your supplier or Tunstall. Unauthorized changes may disrupt communication and cause connectivity failure.

To view and edit district properties:

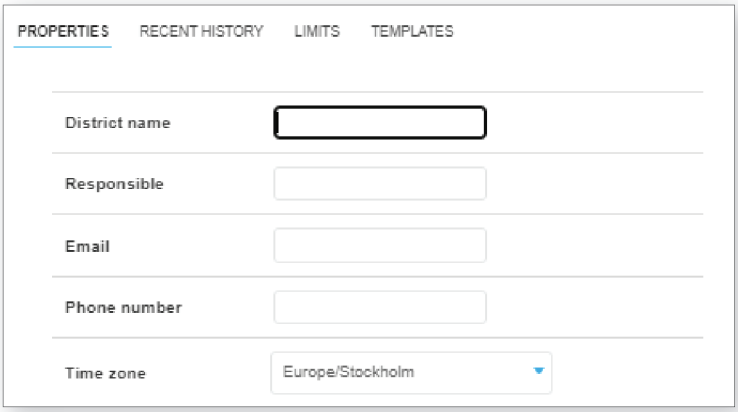
a) Go to *Districts* and click on the district that you want to view or edit.

DMP opens the *Edit district* window.

b) On the **Properties** tab you can amend the following fields:

- *District name*
- *Responsible*. The name of the person who is responsible for the district.

- *Email*. The email address to which DMP sends system-generated reports.
- *Phone number*. Telephone number to the person responsible for the district.
- *Time zone* of the district



c) Under *Device status* you can amend device status parameters:

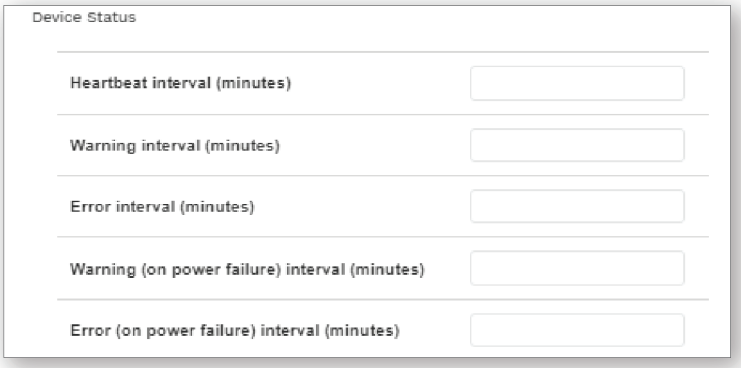
- *Heartbeat interval (minutes)* defines how often DMP expects to receive heartbeats from devices in this district.
- *Warning interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using mains power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to a warning status, indicated by the yellow status icon 🟡
  - DMP sends a warning email to the registered email address

  Must be several minutes longer than the heartbeat interval to allow for short-term communication problems.
- *Error interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using mains power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to an error status, indicated by the red status icon 🔴
  - DMP sends an error email to the registered email address

  Must be significantly longer than the warning interval.
- *Warning (on power failure) interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using battery power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to a warning status, indicated by the yellow status icon 🟡
  - DMP sends a warning email to the registered email address

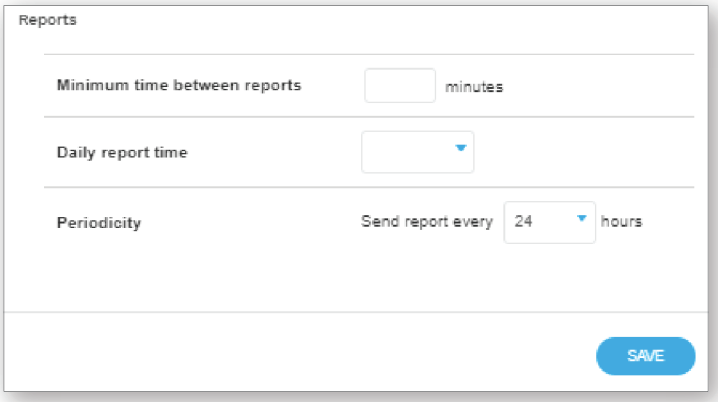
  Must be several minutes longer than the heartbeat interval to allow for short-term communication problems.
- *Error (on power failure) interval (minutes)* defines for how long DMP is to wait for the next heartbeat from a device using battery power. If no heartbeat is received before the end of the interval:
  - DMP sets the device to an error status, indicated by the red status icon 🔴
  - DMP sends an error email to the registered email address.

  Must be significantly longer than the warning interval.



d) Under *Reports* you can amend report settings:

- *Minimum time between reports*. Typically, DMP generates reports every time there is a change of state or technical state. However, if the period between two changes is shorter than this interval then no report will be generated for the second change until the interval ends. DMP will then generate a report of all changes that occurred within the interval.
- *Daily report time* defines when the first device status summary report is generated each day
- *Periodicity* defines in hours the interval between device status summary reports. Typically set to 24 so that the system generates a daily summary.



e) Click **Save** to save changes.

5.3.2. View recent history

To view recent history:

a) Go to *Districts* and click on the district that you want to view or edit.

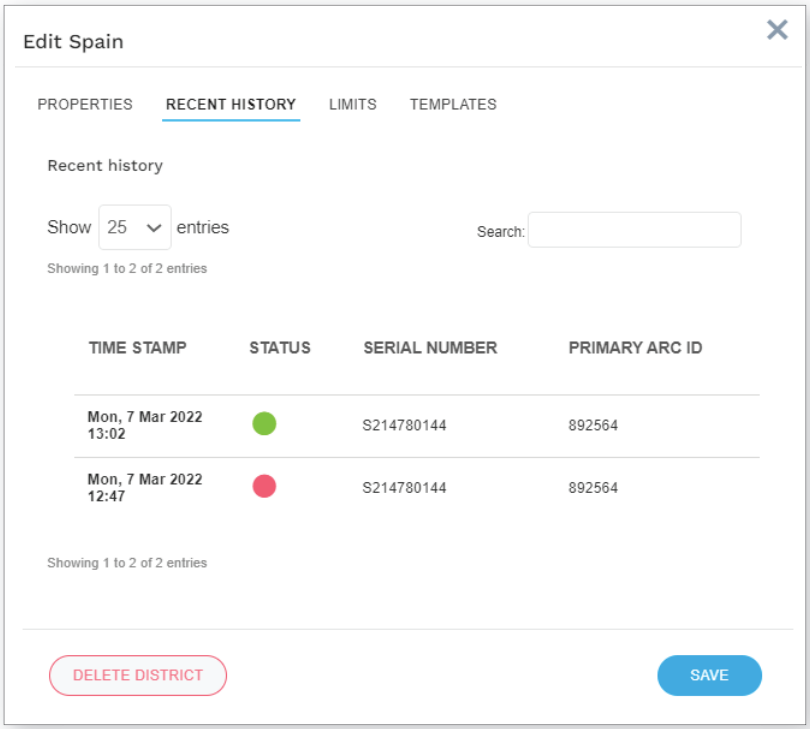
DMP opens the *Edit district* window.

b) Go to the **Recent history** tab.

The **Recent history** tab displays a list of status changes associated with the district's devices.

Within this tab you can:

- **Search**, **sort** and **filter** the list



c) Click **X** to close the window.

5.3.3. Edit district limits

NOTE
Do not change settings or values unless advised by your supplier or Tunstall. Unauthorized changes may disrupt communication and cause connectivity failure.

To amend time limits for warning states :

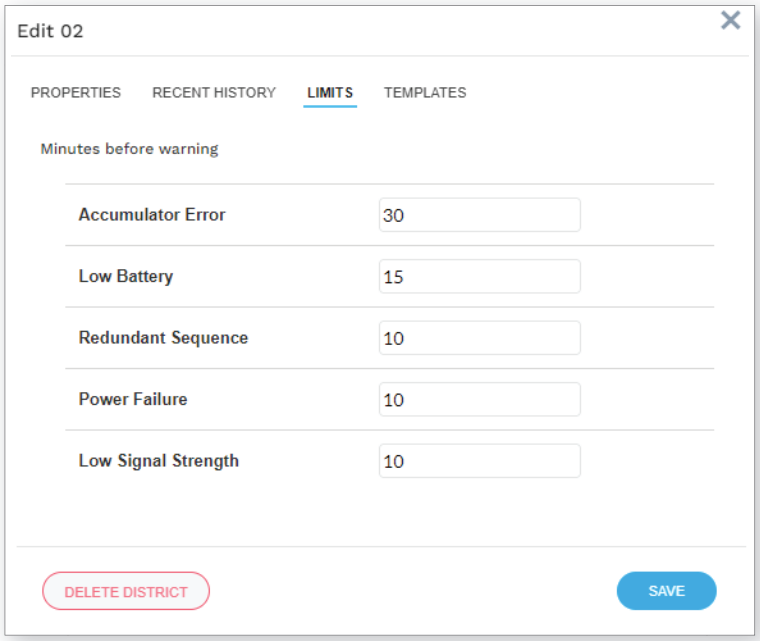
a) Go to *Districts* and click on the district that you want to view or edit.

DMP opens the *Edit district* window.

b) Go to the **Limits** tab to configure the following settings:

- *Accumulator Error* defines the number of minutes to elapse between DMP receiving a battery error status from a device and changing to a warning state
- *Low Battery* defines the number of minutes to elapse between DMP receiving a low battery status from a device and changing to a warning state
- *Redundant Sequence* defines the number of minutes to elapse between DMP receiving a redundant sequence status from a device and changing to a warning state
- *Power Failure* defines the number of minutes to elapse between DMP receiving a power failure status from a device and changing to a warning state
- *Low Signal Strength* defines the number of minutes to elapse between DMP receiving a low signal strength status from a device and changing to a warning state

c) Click **Save** to save changes.



5.3.4. Manage district templates

To manage district templates:

a) Go to *Districts* and click on the district that you want to view or edit.

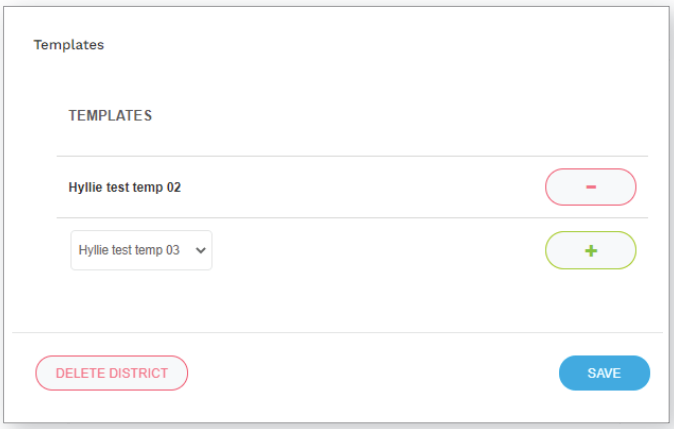
DMP opens the *Edit district* window.

b) Go to the **Templates** tab.

c) To assign a template to the district:

i. Select a template in the *Templates* drop-down list.

ii. Click +.



d) To remove a template from the district:

i. Click −.

e) Click **Save** to save changes.

Assigned templates are listed on the district's **Templates** tab.

6. Devices

Within DMP a device is defined as a single carephone unit. The main functions of DMP are to administer and monitor the devices to ensure that they are functioning correctly.

DMP constantly monitors the heartbeats sent from each device. A heartbeat contains a status update from a device and is represented by a status icon within DMP. In addition to heartbeats, DMP records each event that relates to the administration of the devices.

When updating the configuration settings or firmware of a device, DMP waits until it receives a heartbeat from a device and then starts to download the new settings or firmware to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon 🔵.

NOTE
DMP is not part of the alarm distribution and holds no information about care recipients.

6.1. Devices page

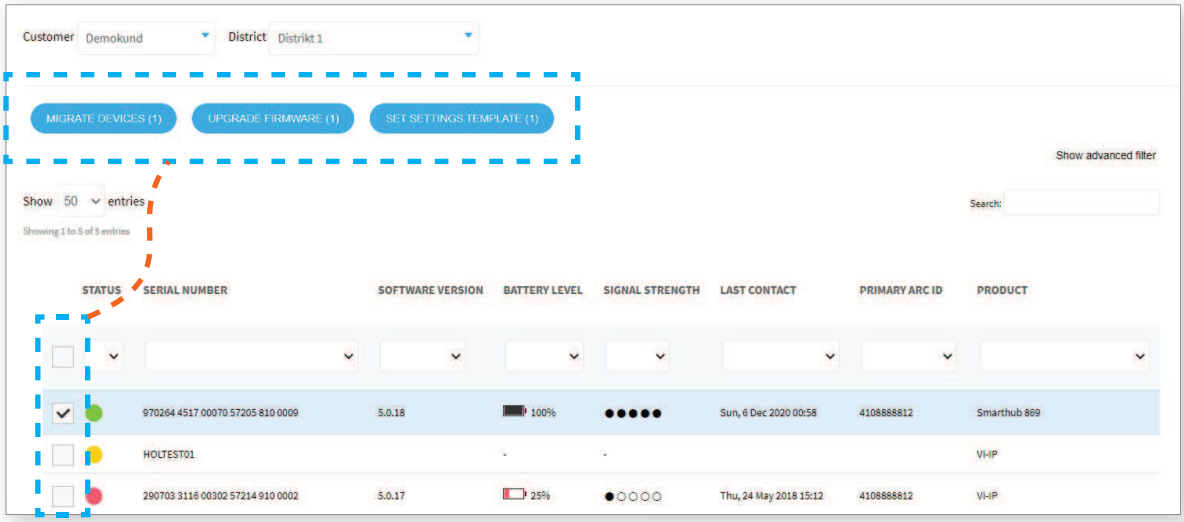
The **Devices** page displays a list of all devices within the current district. The list contains general information and status of each device, see Appendix A: Status icons, page 59 for details.

Use the **Devices** page to view and maintain details of the devices that belongs to your customer or customers. If you have access to multiple customers, select the customer you want to view in the *Customer* drop-down list.

Within the **Devices** page you can:

- **Search**, **sort** and **filter** the list of devices
- Click **Show advanced filter** and select filter parameters below, then click **Search** to view the list according to the selected parameters:
  - Select a status in the *Devices with status* drop-down list to view only devices with this status.
  - Select a value in the *Devices that has not been in contact in* drop-down list to view devices that has not been in contact with DMP for the selected amount of time.
  - Enter a serial number or a partial serial number in the *Serial number* field.
  - Enter a telephone number or a partial telephone number in the *Telephone number* field to search for device SIM cards. You can only search for SIM cards that have been supplied by Tunstall.
  - If supported, tick the *Include connected devices in search* checkbox to include connected devices in search. Within DMP, peripherals are monitored and displayed as connected devices.
- View and edit a device's details by clicking on the device in the list. DMP opens a Device information window
- Select one or several devices and initiate migration by clicking **Migrate devices**. DMP opens the *Migrate devices* window, see Migrate devices, page 42.
- Select one or several devices and initiate firmware download by clicking **Upgrade firmware**. DMP opens the *Start campaign* window, see Start a campaign (upgrade firmware), page 43.
- Select one or several devices and assign a template by clicking **Set settings template**. DMP opens the *Assign template* window, see Assign a template to devices, page 45.

NOTE
Not all features are supported by all types of devices.



6.2. Device information window

DMP opens the Device information window when you select a device on the **Devices** page.

Within the Device information window, you can view information relating to a single device:

- The **Overview** tab contains a status summery of the device over the last 24 hours.
- The **Heartbeats** tab contains a list of heartbeats received from the device over the last 7 days. A heartbeat contains a status update from the device and is represented by a status icon within DMP.
- The **Connected devices** tab displays a list of connected devices and their status. Within DMP, peripherals are monitored and displayed as connected devices.
- The **Event log** tab contains a list of all events associated with the selected device.
- The **Cellular service** tab contains information about the device's SIM card and associated cellular service.
- The **Preferences** tab contains general device properties that you can view and edit, including status and location of the device.

NOTE
Not all features are supported by all types of devices.

6.2.1. Warning icon

A warning icon appears next to the serial number if the status is updated while the *Device information* window is open. In this case, close and re-open the window to update the device details.

6.2.2. View the overview tab

To view the **Overview** tab:

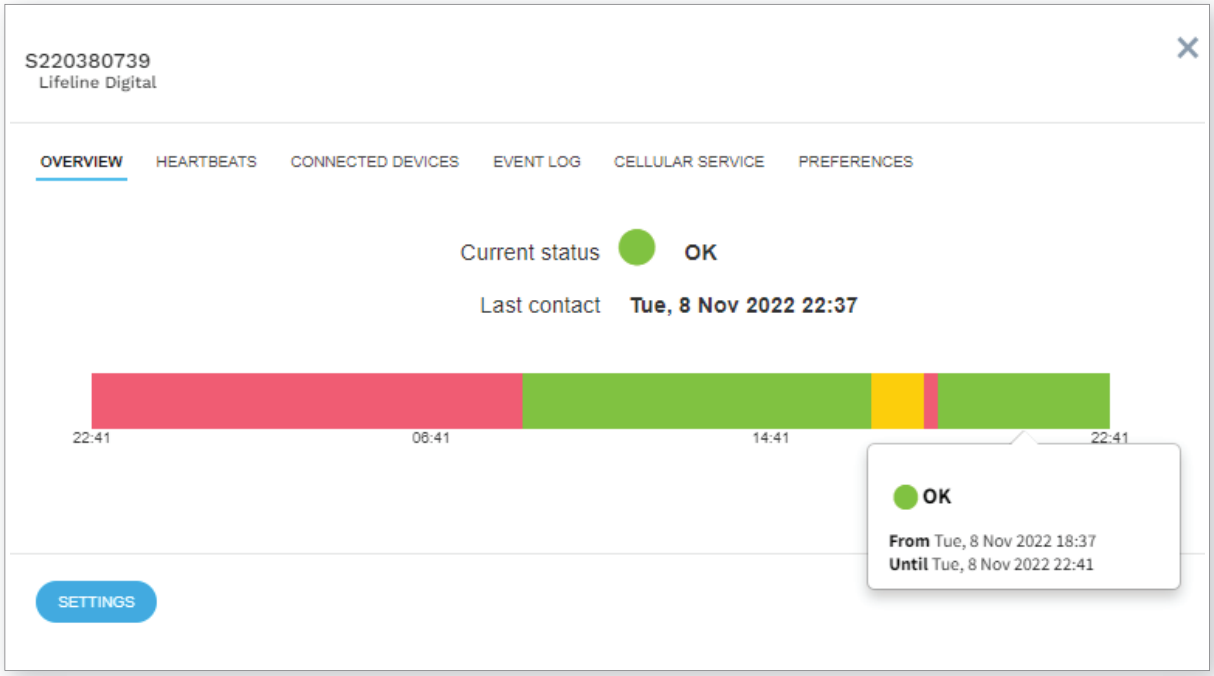
a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

b) Go to the **Overview** tab to view a status summary of the device:

- *Current status* indicates the current status with a status icon
- *Last contact* is a timestamp of the last recorded contact
- The colour coded time bar shows any status changes over the last 24 hours
  - Hover the mouse cursor over the different sections of the colour coded time bar to view detailed information.

c) Click **X** to close the window.



6.2.3. View the heartbeats tab

To view the **Heartbeats** tab:

a) Go to **Devices** and click on the device that you want to view.

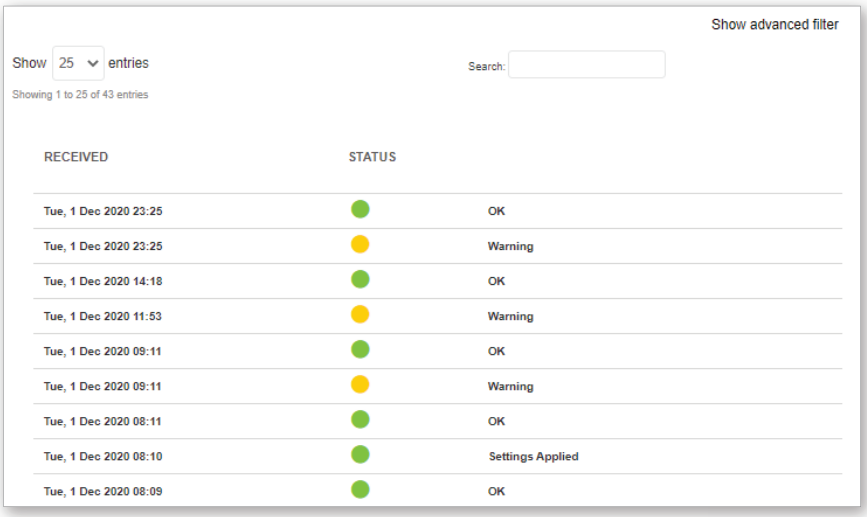
DMP opens the Device information window.

b) Go to the **Heartbeats** tab to view a list of the heartbeats received from the device. See Appendix A: Status icons, page 59 for more information about the status icons and color coding.

Within this tab you can:

- **Search**, **sort** and **filter** the list of heartbeats
- Click the **Show advanced filter** and select filter parameters below, then click **Filter** to view the list according to the selected parameters:
  - Tick the *Show technical status* checkbox to include heartbeats that reported a technical status.
  - Tick the *Show only status change* checkbox to include heartbeats whose status was not the same as the previous heartbeat status.

c) Click **X** to close the window.



Status	Description
Green	The device is functioning correctly and is sending heartbeats at the expected heartbeat interval. If connected devices are supported, they are also functioning correctly. The property that defines the expected heartbeat interval is: • *Heartbeat interval* in the district's **Properties** tab
Blue	The device sends heartbeats but has a technical status, for example: • There is a mains power failure • The device has a battery error • The device is in the process of updating its firmware or settings • The device lost contact with a connected device (peripheral) Hover the mouse cursor over the status icon to view additional information.
Yellow	The status of the device is unclear, for example: • There is a temporary communication problem such as temporary network issue • The device has low cellular signal level • The backup battery is low • The device is connected incorrectly • The device is registered within the system but has not yet sent a heartbeat • There is a connected device warning DMP displays the yellow status icon when no heartbeat has been received as defined in the district settings. The properties that define this status changeover are: • *Warning interval (minutes)* in the district's **Properties** tab • *Warning (on power failure) interval (minutes)* in the district's **Properties** tab
Red	This status indicates an error that requires action, for example: • The device is switched off • The device has lost all connectivity • There is an connected device error DMP displays the red status icon when no heartbeat has been received as defined in the district settings. The properties that define this status changeover are: • *Error interval (minutes)* in the district's **Properties** tab • *Error (on power failure) interval (minutes)* in the district's **Properties** tab
White	The device is set to inactive within DMP.

6.2.4. View the connected devices tab

Within DMP, peripherals are monitored and displayed as connected devices.

To view the **Connected devices** tab:

a) Go to **Devices** and click on the device that you want to view.

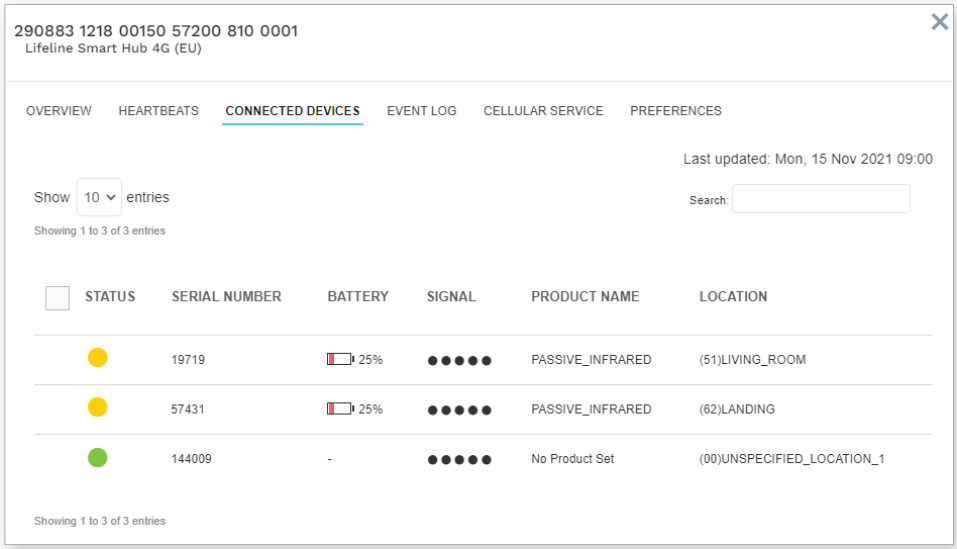
DMP opens the Device information window.

b) Go to the **Connected devices** tab to view the status of connected devices. See Appendix B: Connected device status, page 60 for more information about the status icons and color coding.

Within this tab you can:

- **Search**, **sort** and **filter** the list of connected devices.

c) Click **X** to close the window.



6.2.5. View the event log tab

To view the event log:

a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

b) Go to the **Event log** tab to view a list of all events associated with the selected device. Within this tab you can:

- **Search**, **filter** and **sort** the event log list.

c) Click on an event in the list to view detailed information about that event.

For Lifeline Digital you can view:

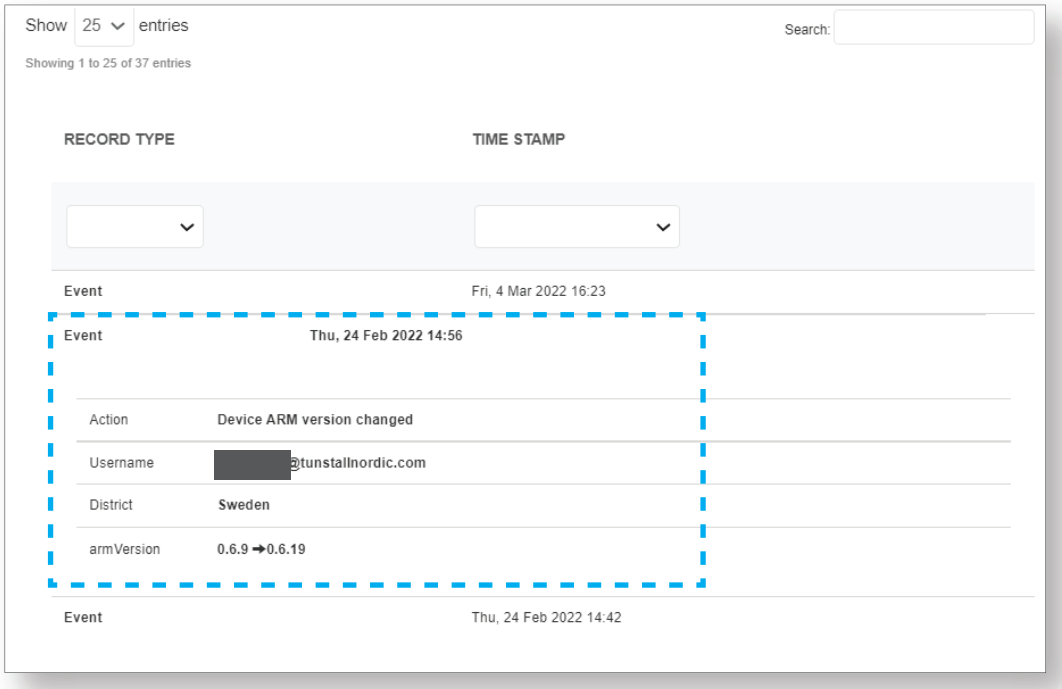
- Events that originate from within DMP, such as updates and changes made to the selected device. For example, when the device is registered, the device changes districts or when the device settings have been updated.
- Device log events such as online polls, test alarms, or online updates

For Lifeline Smart Hub you can view:

- Events that originate from within DMP, such as updates and changes made to the selected device. For example, when the device is registered, the device changes districts or when the device settings have been updated.
- Plain text device logs in a text logging format

Refer to the installation or reference guide of the selected device for information about specific events and alarms.

d) Click **X** to close the window.



6.2.6. View the cellular service tab

NOTE
This feature is only supported by SIM cards that have been provided by Tunstall.

To view the **Cellular service** tab:

a) Go to **Devices** and click on the device that you want to view.

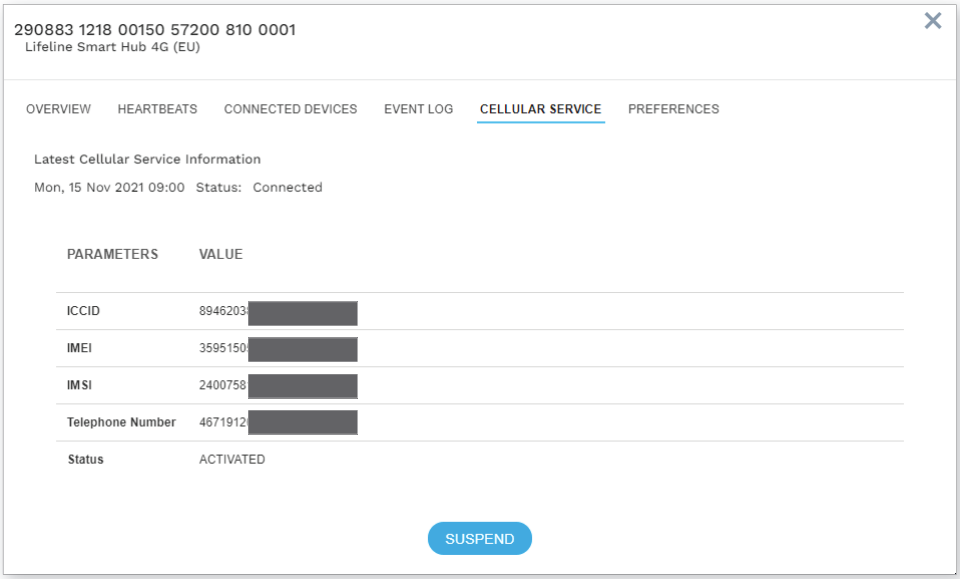
DMP opens the Device information window.

b) Go to the **Cellular service** tab.

The **Cellular service** tab contains information about the device's SIM card and associated cellular service.

NOTE
The **SUSPEND** button deactivates the SIM card and sets the status to inactive. It is not possible to make alarm calls using the SIM card when the status is inactive.

c) Click **X** to close the window.



6.2.7. View and edit device preferences

To view and edit the device **Preferences** tab:

a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

b) Go to the **Preference** tab.

The **Preferences** tab contains general device properties that you can view and edit.

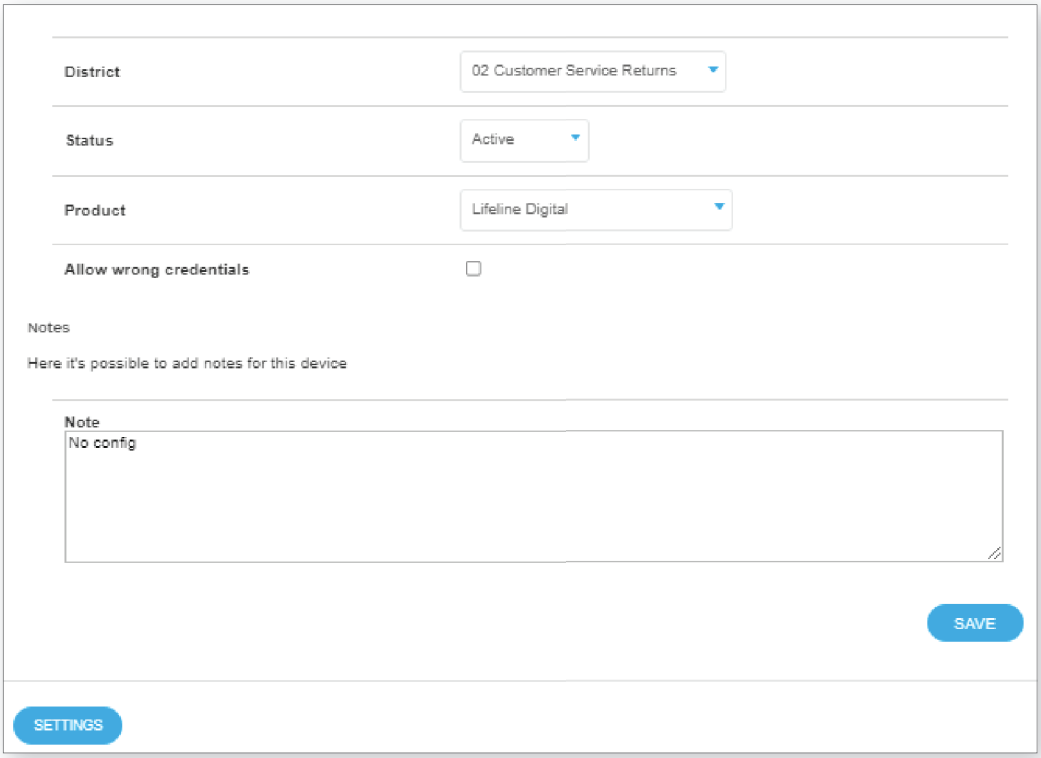
Within this tab you can view and edit the following fields:

- *Customer*. Defines to which customer the device belongs.
- *District*. Defines in which district the device is located.
- *Status* . Indicates whether the device is operational or not in DMP.
- *Product*. Indicates the type of product model.
- *Allow wrong credentials*. Enables a device to communicate with DMP even though it does not have the correct password. This option is only relevant for Lifeline Smart Hub.

c) Click anywhere within the **Note** field to enter information about this device.

NOTE
Do not enter any personal information about care recipients or end users. Storing personal information may breach data privacy regulations.

d) Click **Save** to save changes or click **X** to close the window.



6.3. Migrating devices

Move one or more devices to a different district using the **Migrate devices** button.

Also see Operations, page 51.

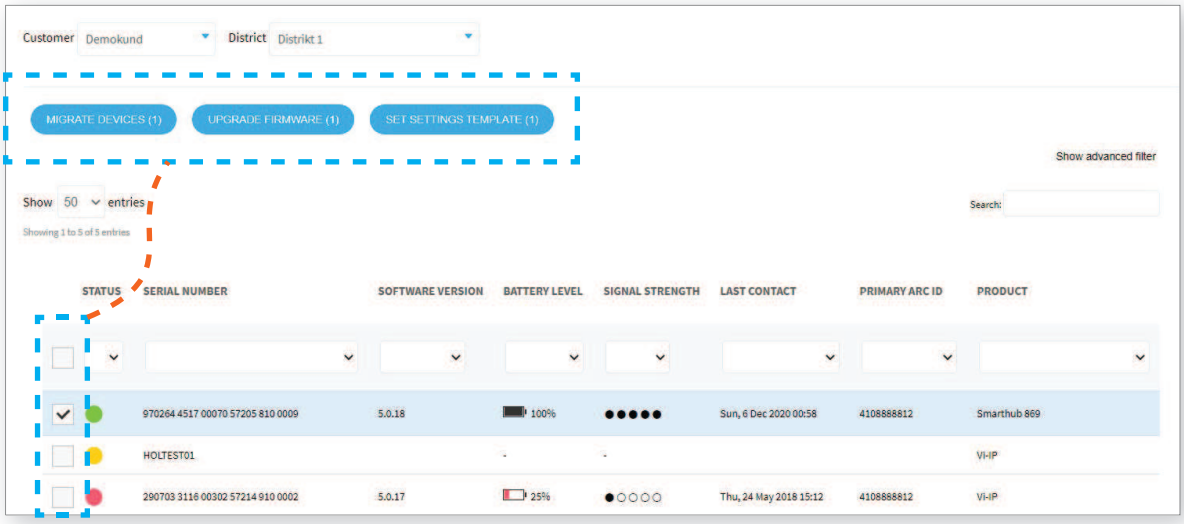
6.3.1. Migrate devices

To migrate one or more devices:

a) Go to **Devices**.

The **Devices** page displays a list of devices.

b) Tick the checkbox of each device to be migrated.



c) Click **Migrate Devices**.

DMP opens the *Migrate devices* window.

d) Select destination customer in the *Customer* drop-down list.

e) Select destination district in the *District* drop-down list.

f) Select destination status in the *Status* drop-down list, that is, whether the device or devices are **Active** or **Inactive** at the destination.

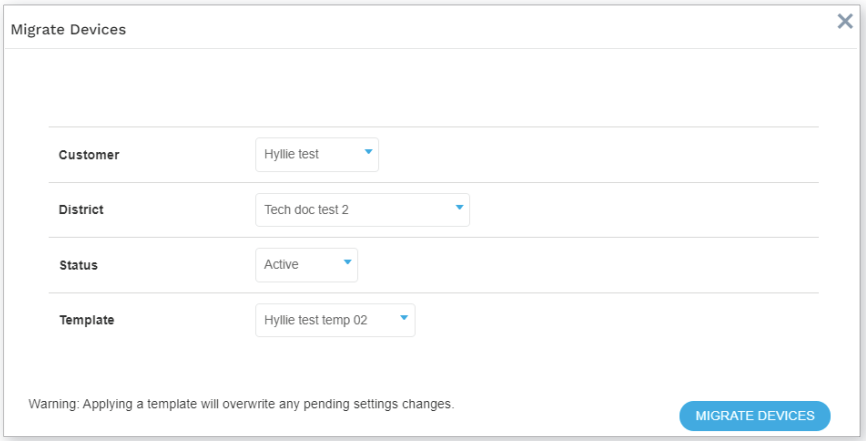
g) If the destination district has been assigned one or more templates, select a template in the *Template* drop-down list.

   The selected template will be automatically applied to the selected devices.

h) Click **Migrate devices**.

   DMP migrates the selected device or devices to the specified destination.

   If a template has been selected as part of the migration process, DMP waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.



6.4. Starting a campaign (upgrade firmware)

Within DMP a campaign defines when and how firmware updates are deployed to one or a cluster of devices.

Start a new campaign to define when and how DMP is to deploy the new firmware.

For more information see Campaigns, page 48.

NOTE
This feature is only supported by Lifeline Smart Hub.

6.4.1. Start a campaign (upgrade firmware)

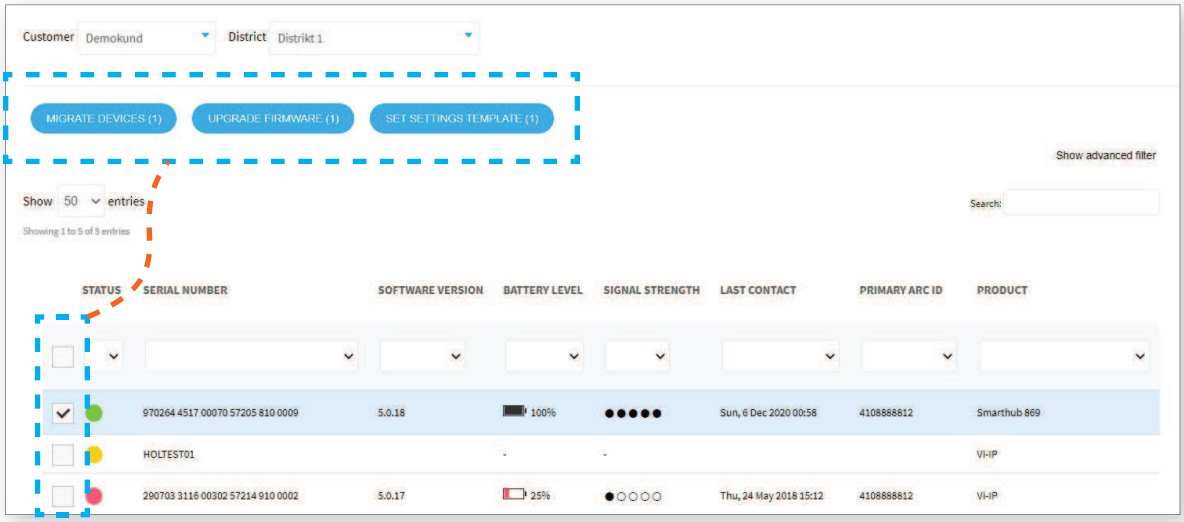
NOTE
This feature is only supported by Lifeline Smart Hub.

To start a campaign to upgrade device firmware:

a) Go to **Devices**.

   The **Devices** page displays a list of devices.

b) Tick the checkbox of each device to be upgraded.



c) Click **Upgrade firmware**.

DMP opens the *Start Campaign* window.

d) Enter a unique name for the campaign in the *Campaign name* field or keep the default name.

e) Select which version of firmware to deploy in the *Firmware* drop-down list.

f) Select how to deploy firmware in the *Campaign type* drop-down list:

- **Rollout at once** makes the firmware available to all selected devices when *Campaign Start Date* is reached
- **Start with 10** makes the firmware available to batches of 10 devices at a time

g) Select start date and time in the *Campaign Start Date* field.

h) Select end date and time in the *Campaign End Date* field.

When the campaign ends, any outstanding update will not be downloaded. However, all ongoing downloads will be completed.

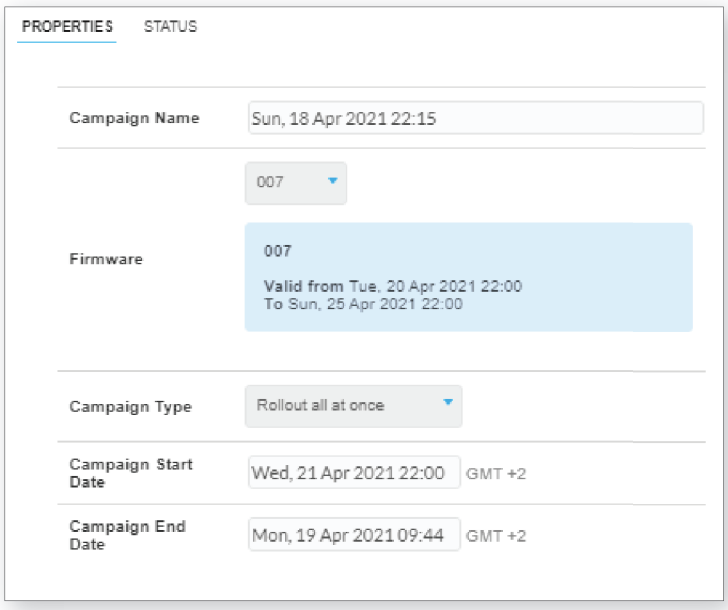
i) Click **Start campaign** and confirm start in the confirmation message.

DMP displays a summary of the campaign.

j) Click **Close**.

DMP starts to deploy the new firmware at the specified campaign start.

DMP waits until it receives a heartbeat from a device and then starts to download the new firmware to the device.



6.5. Assigning templates

Templates contain configuration attributes for devices and allows for consistent configuration across multiple devices.

For more information see Templates, page 54.

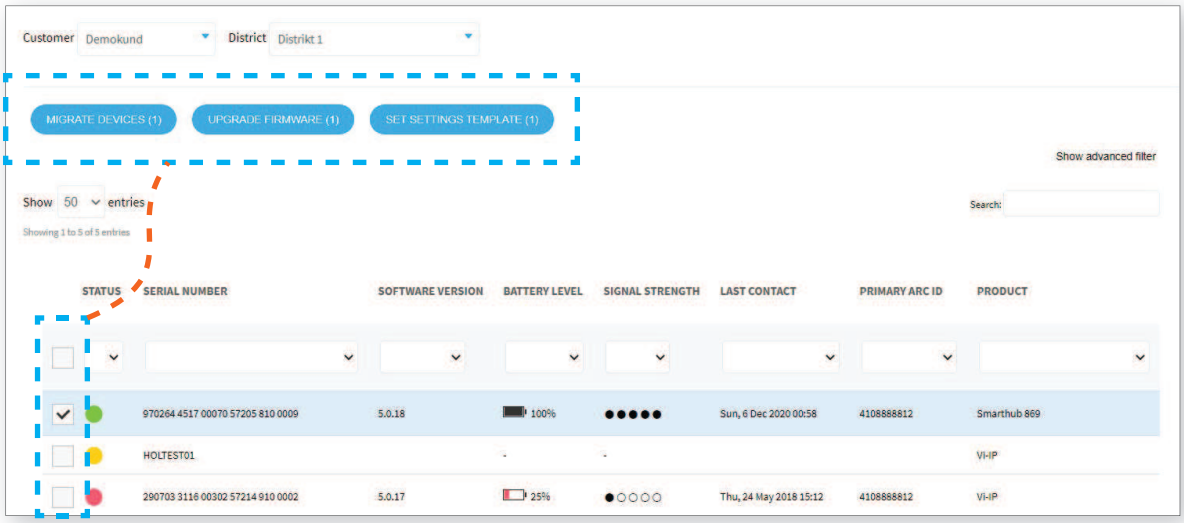
6.5.1. Assign a template to devices

To apply a template to one or more devices:

a) Go to **Devices**.

The **Devices** page displays a list of devices.

b) Tick the checkbox of each device to be amended.



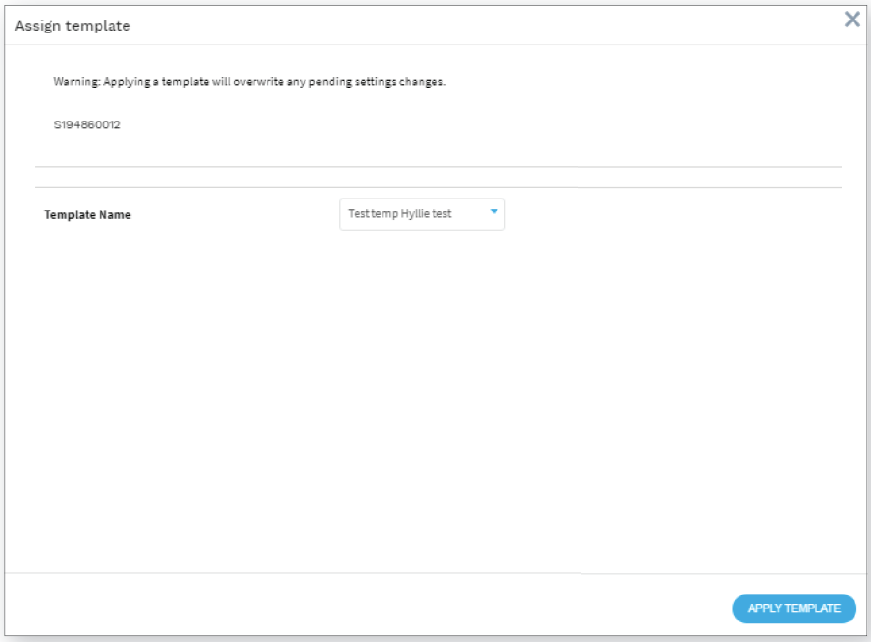
c) Click **Set Settings Template**.

DMP opens the *Assign template* window.

d) Select the template to be applied in the *Template name* drop-down list.

e) Click **Apply template**.

DMP displays a verification message.



f) Click **Verify**.

DMP displays a confirmation message.

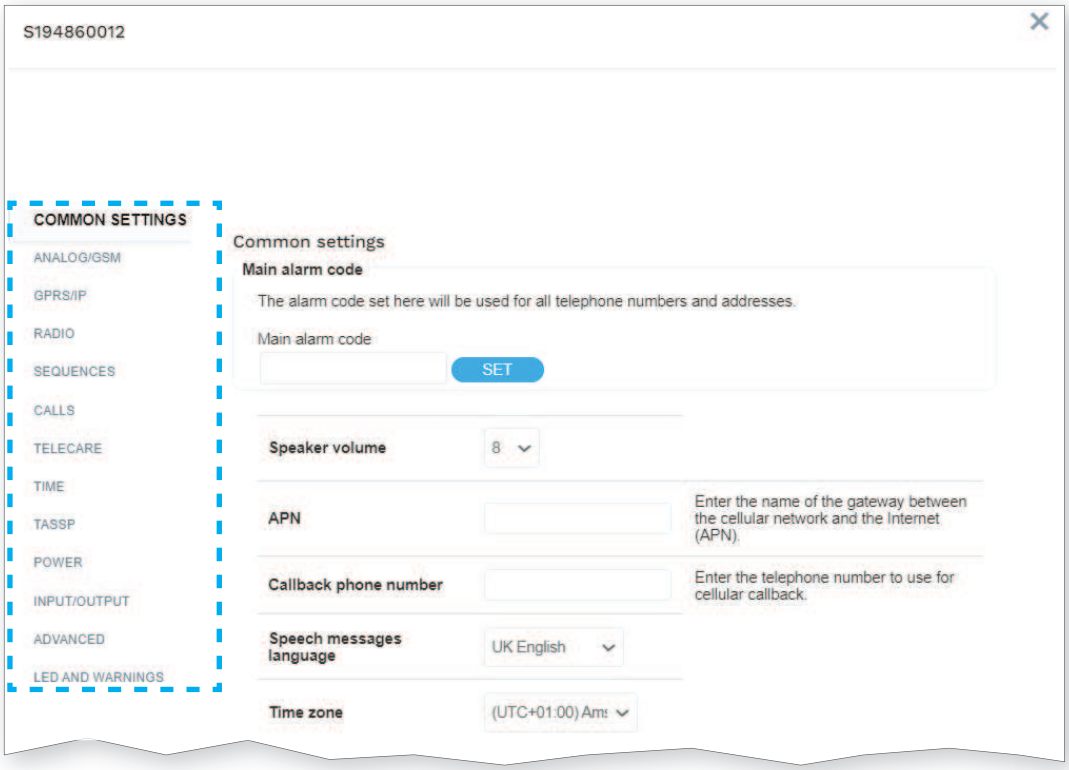
g) Click **Close**.

DMP waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.

6.6. Device settings

DMP is used to maintain the configuration settings of each device. Within the *Device settings* window you can configure most device settings, with a few exceptions. For more information about the configuration settings of a device, refer to the installation guide or reference guide of that specific device.

When you save changes to the configuration settings, they are stored within DMP but not immediately deployed to the device. DMP waits until it receives a heartbeat from the device and then starts to download the amended configuration settings to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon 🔵.



6.6.1. Edit and save device settings

Within the *Device settings* window you can edit and save device settings:

a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

b) Click **Settings**.

DMP opens the Device settings window.

c) Select the required fields and make the relevant changes. When you change a setting, DMP outlines the affected field in red.

d) When you have amended all required settings, click **Save**.

DMP displays a list of the accumulated changes.

e) Make sure that the accumulated changes are correct. If necessary, click **Cancel** and amend the relevant settings.

f) Click **Save**.

DMP displays a verification message.

g) Click **Verify**.

DMP displays a confirmation message.

h) Click **Close**.

DMP waits until it receives a heartbeat from the device and then starts to download the settings to the device.

7. Campaigns

Within DMP a campaign defines when and how firmware updates are deployed to one or a cluster of devices.

Firmware is software embedded in the devices. Firmware controls how the devices behave. It is recommended that you update the firmware on your devices as soon as new firmware becomes available. New firmware typically contains enhancements, new features, and protection from new security threats.

Whenever new firmware is available a message is displayed on the **Start** page. DMP also sends out a system message email that informs of the new firmware.

When a campaign is set to start, DMP starts to deploy the new firmware either in batches or as a wide rollout. For each device DMP waits until it receives a heartbeat before starting to download the new firmware to the device.

When the campaign ends, any outstanding update will not be downloaded. However, all ongoing downloads will be completed.

When updating the configuration settings or firmware of a device, DMP waits until it receives a heartbeat from a device and then starts to download the new settings or firmware to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon 🔵.

NOTE
This feature is only supported by Lifeline Smart Hub.

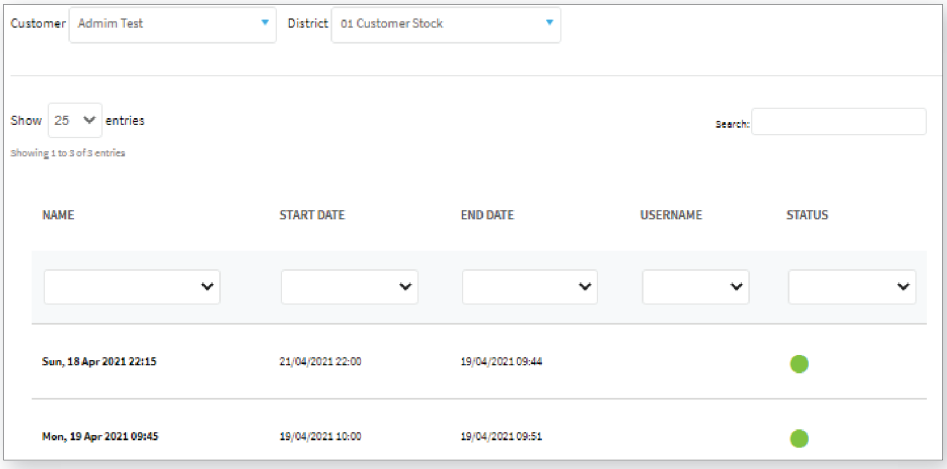
7.1. Campaigns page

The **Campaigns** page displays a list of campaigns associated with your customers and districts. The list contains information about start date, end date and current status of the campaigns.

Use the **Campaigns** page to view and maintain details of associated campaigns. If you have access to multiple customers and districts, select the customer and district you want to view in the *Customer* and *District* drop-down lists.

Within the **Campaigns** page you can:

- **Search**, **sort** and **filter** the list of campaigns
- Click on a campaign to view details. DMP opens a *Campaign information* window.



The current status of a campaign is indicated by the following status icons:

Campaign status icon	Description
Green	Campaign done. The campaign has successfully updated the firmware of the required devices.
Blue	Ready. The campaign is waiting to start or is currently deploying firmware updates.
Yellow/orange	Campaign is done but ended with warnings. The campaign did not successfully update the firmware of all required devices.

7.1.1. View campaign information

NOTE
This feature is not supported by all devices.

To view campaign information:

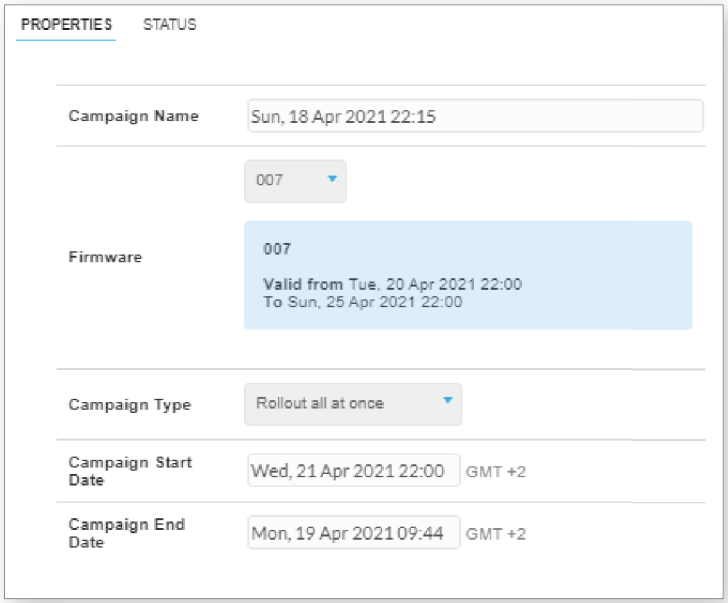
a) Go to **Campaigns**.

The **Campaigns** page displays a list of campaigns.

b) Click on a campaign to open the *Campaign information* window.

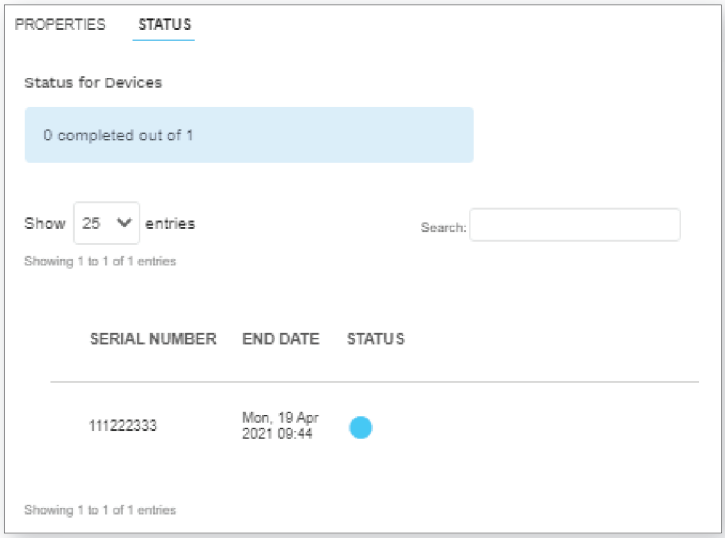
c) The **Properties** tab contains the following fields:

- *Campaign Name* typically includes a timestamp of when the campaign was created
- *Firmware* specifies which version of firmware to be deployed to the devices
- *Campaign type* can be either:
  - **Rollout at once** makes the firmware available to all selected devices when *Campaign Start Date* is reached
  - **Start with 10** makes the firmware available to batches of 10 devices at a time
- *Campaign Start Date*
- *Campaign End Date*. When the campaign ends, any outstanding update will not be downloaded. However, all ongoing downloads will be completed



d) Go to the **Status** tab to view the progress of the campaign.

This tab displays a list of all devices to be upgraded by the campaign and their current status.



e) Click **X** to close the window.

8. Operations

The **Operations** page is used to transfer one or more devices between districts. A key feature of the transfer procedure is that you can assign a template to the devices, if there are any templates associated with the destination district.

8.1. Transfer devices using operations

To transfer devices using operations:

a) Go to **Operations**.

b) In the **Transfer** tab, configure the following settings:

   i. *Source customer*, the current customer to which devices belong.

   ii. *Source district*, the current location of the devices.

   iii. *Serial numbers*. The serial numbers of the devices to be migrated can be entered in one of the following ways:

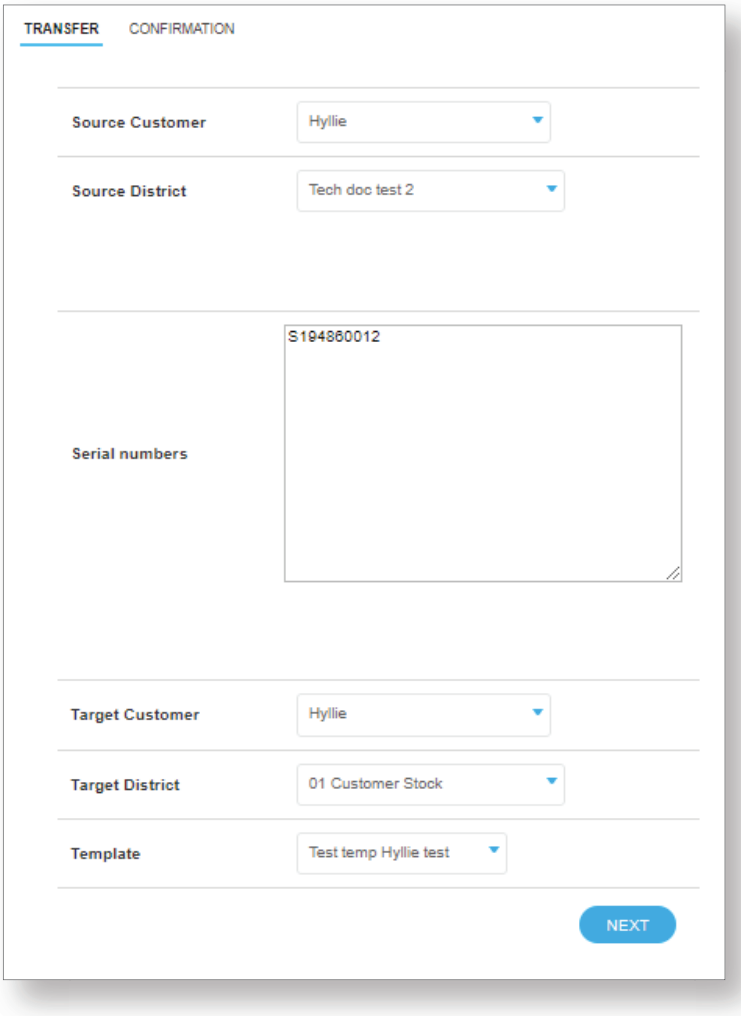
   - Enter the serial numbers manually
   - Copy and paste the serial numbers
   - Use a compatible barcode scanner

   NOTE
   Make sure to enter only one serial number per row.

   iv. *Target customer*, the new customer to which the devices are to be transferred.

   v. *Target district*, the new location of the devices.

   vi. If applicable, select a *Template*. The selected template is automatically applied on transfer.



c) Click **Next** or go to the **Confirmation** tab.

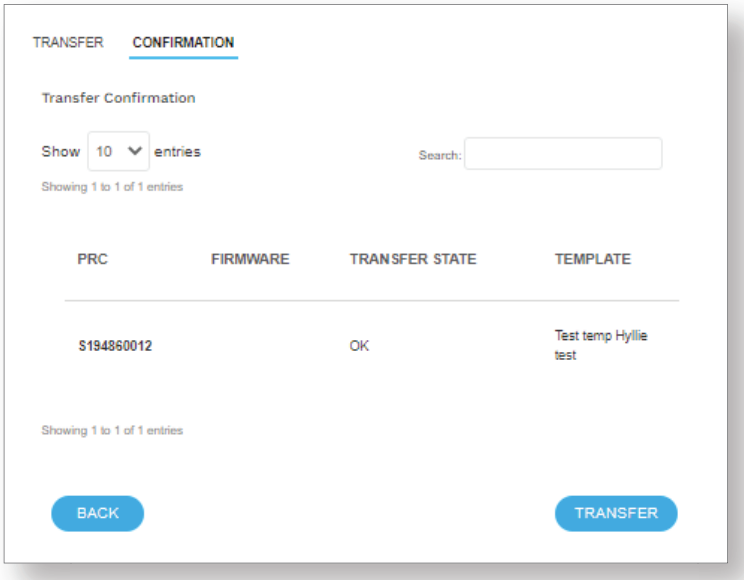
The **Confirmation** tab displays a summary of all selected devices.

d) Make sure that *Transfer state* of all devices in the list is set to "OK", then click **Transfer**.

DMP transfers the selected devices to the target district.

DMP displays a confirmation message when transfers are completed.

If a template has been selected as part of the migration process, DMP waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.


TRANSFER
CONFIRMATION
Transfer Confirmation
Show 10 entries
Search:
Showing 1 to 1 of 1 entries
PRC
FIRMWARE
TRANSFER STATE
TEMPLATE
S194860012
OK
Test temp Hyllie test
Showing 1 to 1 of 1 entries
BACK
TRANSFER

9. Templates

Templates contain configuration attributes for devices and allows for consistent configuration across multiple devices.

Templates are created and held at customer level and assigned at district level. When you create a new template, you assign the template to one or more districts. Alternatively, you can assign an existing template to a district when creating or editing that district, see Districts and customers, page 25.

Then, whenever a user migrates a device to one of these districts, they select the template to be applied to the device. The selected template is automatically applied to the device as part of the migration process. Devices can be migrated from either the **Devices** page (see Devices page, page 35) or the **Operations** page (see Operations, page 51).

Templates can also be applied directly to a device or a cluster of devices on the **Devices** page, see Devices page, page 35.

When updating the configuration settings of a device, DMP waits until it receives a heartbeat from a device and then starts to download the new settings to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon 🔵.

NOTE
If a device is offline when a template is assigned to it, the device will not download the template settings.

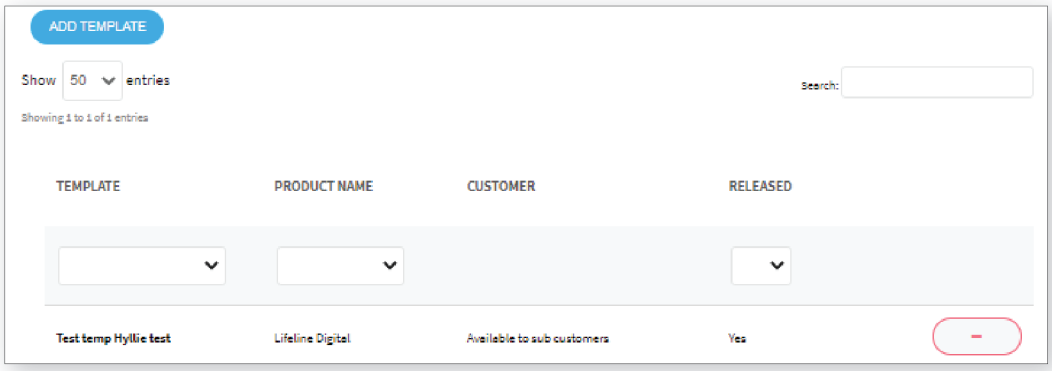
9.1. Templates page

The **Templates** page displays a list of the templates that are available to the current customer.

Use the **Templates** page to view and maintain templates. If you have access to multiple customers, select the customer you want to view in the *Customer* drop-down list.

Within the **Templates** page, you can:

- **Search**, **sort** and **filter** the list
- Add a new template by clicking **Add template**. DMP opens an *Add new template* window
- View and edit a template by clicking on a template in the list. DMP opens the *Edit template* window
- Create a copy of an existing template
- Move a template to another customer
- Delete a template



9.1.1. Add a new template

To add a new template:

a) Go to **Templates**.
b) Click **Add template** to open the *Add template* window.
c) If applicable, select to which customer the template belongs in the *Customer* drop-down list.
d) If required, tick the *Make available to sub customers* checkbox to make the template available to any sub customer.

> **NOTE**
> In some instances, customers may be configured to only allow templates that are directly assigned to their districts and do not allow templates that are made available by a parent customer.

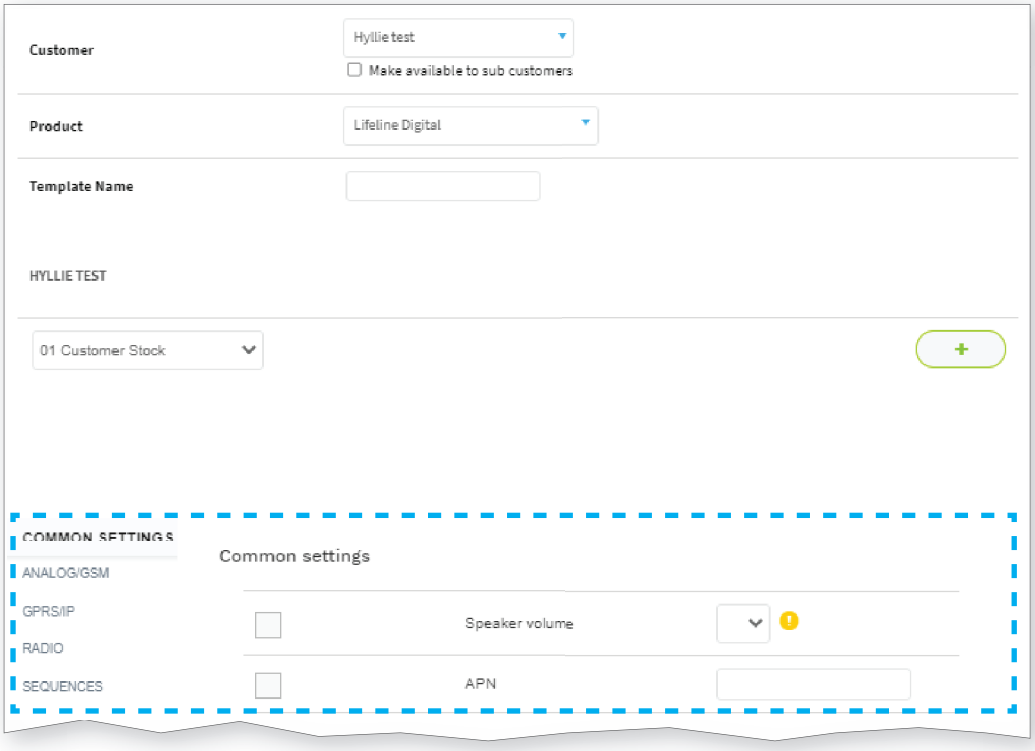
e) Select which type of device to associate with the template in the *Product* drop-down list.
f) Enter a unique name for the template in the *Template name* field.
g) Define a set of districts that can apply the template:
   i. Select a district in the drop-down list.
   ii. Click + to add the selected district.
   iii. Repeat if you want to add more districts.
h) Edit the required device settings and attributes:
   i. Tick the checkbox next to the field to be configured.
   ii. Set/enter the required value in the field.
   iii. Repeat the previous two steps until all settings and attributes are defined.
i) Click **Save as template**.

   DMP displays a summary of all settings.
j) Click **Save as template**.

   DMP displays a verification message.
k) Click **Verify**.

   DMP displays a confirmation message.
l) Click **Close**.

   The template is listed on the **Templates** page.



9.1.2. Edit a template

To edit a template:

a) Go to **Templates** and click on the template that you want to view or edit.

DMP opens the *Edit template* window.

b) Within this window you can amend the following settings:

- *Customer*. Defines to which customer the template belongs
- *Make available to sub customers*. Makes the template available to sub customers

> **NOTE**
> In some instances, customers may be configured to only allow templates that are directly assigned to their districts and do not allow templates that are made available by a parent customer.

- *Product*. Defines which type of device to associate with the template
- *Template name*. Must be unique to the customer

c) If applicable, define a set of districts that can apply the template:

i. Select a district in the drop-down list.

ii. Click + to add the selected district.

iii. Repeat if you want to add more districts.

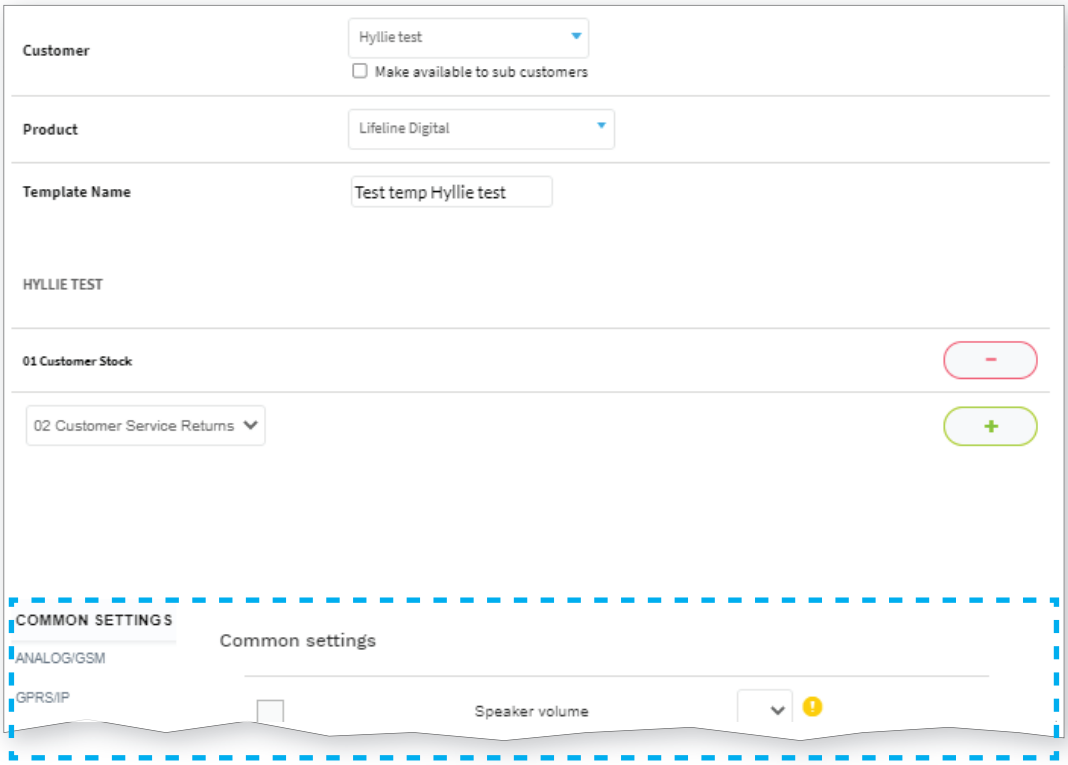
d) If required, click − to remove a template from a district.

e) To edit any required device settings and attributes:

i. Tick the checkbox next to the field to be configured.

ii. Set/enter the required value in the field.

iii. Repeat the previous two steps until all settings and attributes are defined.



f) Click **Save as template**.

DMP displays a summary of all settings.

g) Click **Save as template**.

DMP displays a verification message.

h) Click **Verify**.

DMP displays a confirmation message.

i) Click **Close**.

9.1.3. Create a copy of a template

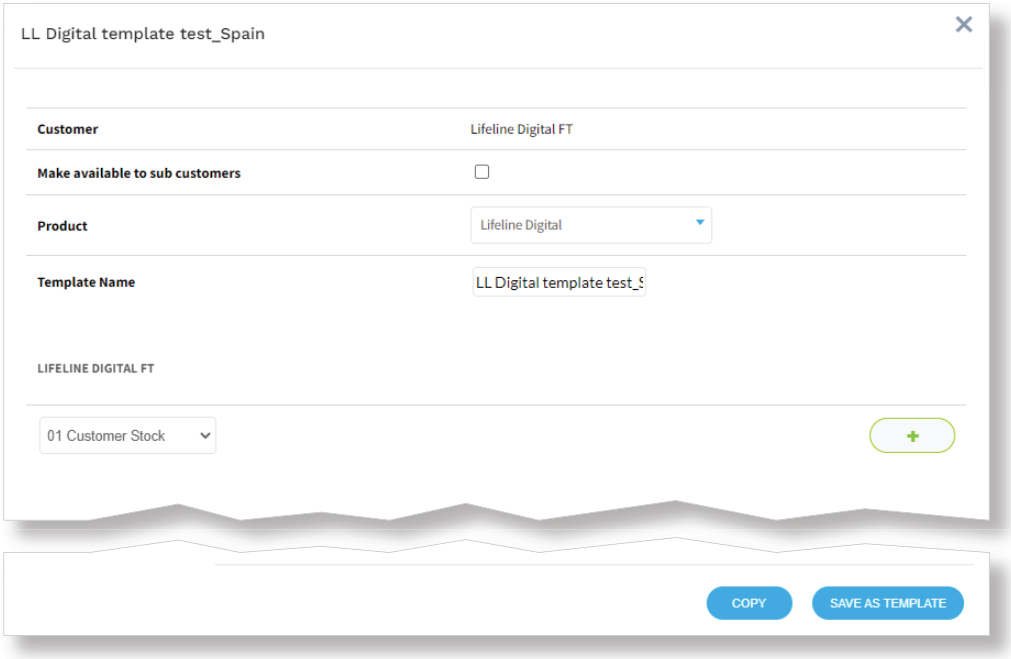
To create a copy of a template:

a) Go to **Templates**.

b) Click on the template that you want to make a copy of. DMP opens the *Edit template* window.

c) Click the **Copy** button to create a copy of the template.

The copy appears in the list on the *Templates* page.



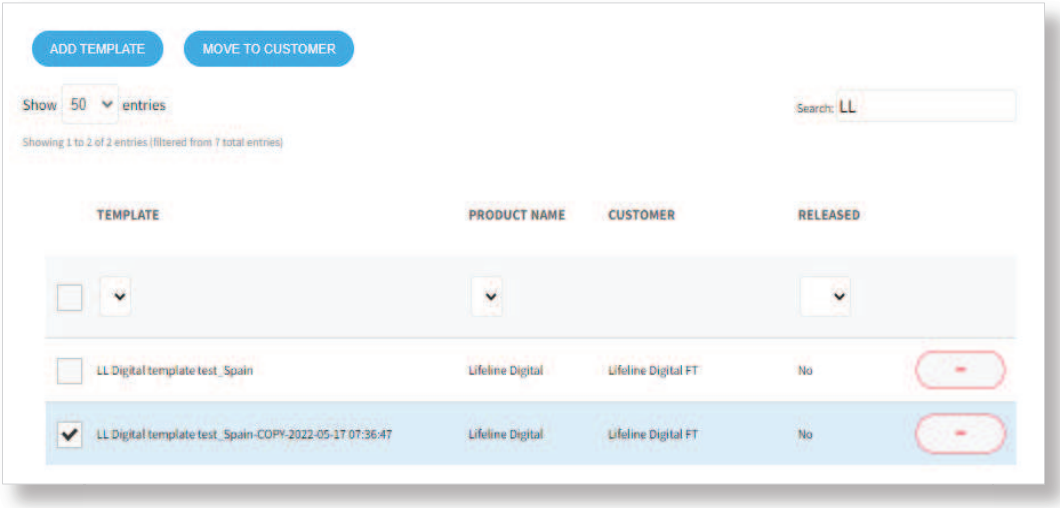
9.1.4. Move a template to another customer

To move a template to another customer:

a) Go to **Templates**.

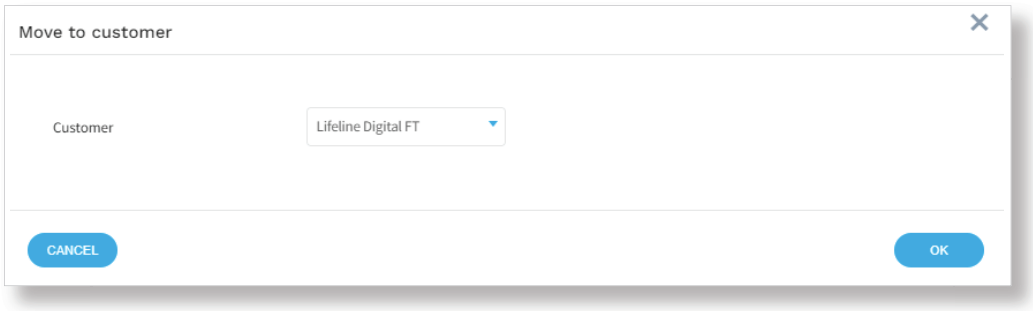
b) Tick the checkbox of each template that you want to move.

c) Click the **Move to customer** button to open the *Move to customer* window.



d) Select the destination customer in the *Customer* drop-down list.

e) Click **OK**.



The template is now available for the destination customer.

9.1.5. Delete a template

To delete a template:

a) Go to **Templates**.

The **Templates** page displays a list of templates.

b) Click the − button next to the district that you want to delete.

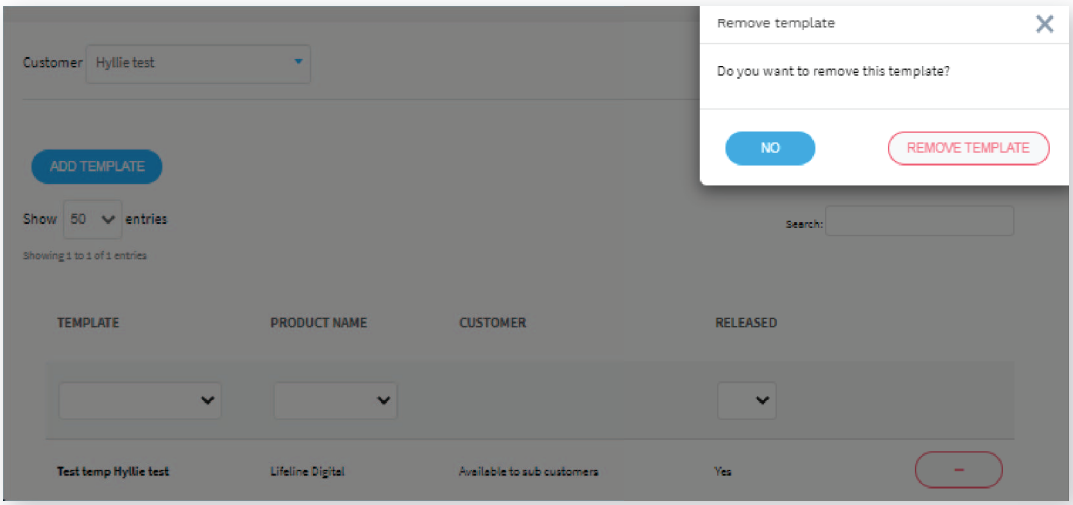
DMP displays a verification message.

c) Click **Remove template**.

DMP displays a confirmation message.

d) Click **Verify**.

DMP removes the selected template from the list.



Appendix A. Status icons

Status	Description
Green	The device is functioning correctly and is sending heartbeats at the expected heartbeat interval. If connected devices are supported, they are also functioning correctly. The property that defines the expected heartbeat interval is: • *Heartbeat interval* in the district's **Properties** tab
Blue	The device sends heartbeats but has a technical status, for example: • There is a mains power failure • The device has a battery error • The device is in the process of updating its firmware or settings • The device lost contact with a connected device (peripheral) Hover the mouse cursor over the status icon to view additional information.
Yellow	The status of the device is unclear, for example: • There is a temporary communication problem such as temporary network issue • The device has low cellular signal level • The backup battery is low • The device is connected incorrectly • The device is registered within the system but has not yet sent a heartbeat • There is a connected device warning DMP displays the yellow status icon when no heartbeat has been received as defined in the district settings. The properties that define this status changeover are: • *Warning interval (minutes)* in the district's **Properties** tab • *Warning (on power failure) interval (minutes)* in the district's **Properties** tab
Red	This status indicates an error that requires action, for example: • The device is switched off • The device has lost all connectivity • There is an connected device error DMP displays the red status icon when no heartbeat has been received as defined in the district settings. The properties that define this status changeover are: • *Error interval (minutes)* in the district's **Properties** tab • *Error (on power failure) interval (minutes)* in the district's **Properties** tab
White	The device is set to inactive within DMP.

Appendix B. Connected device status

Status	Description
Green	The connected device is OK.
Blue	The connected device has a technical status, hover the mouse pointer over the status icon for more information.
Yellow	The connected device has a warning status, hover the mouse pointer over the status icon for more information.
Red	The connected device has an error status, hover the mouse pointer over the status icon for more information.
White	The connected device is inactive.

Appendix C. Campaign status

Campaign status icon	Description
Green	Campaign done. The campaign has successfully updated the firmware of the required devices.
Blue	Ready. The campaign is waiting to start or is currently deploying firmware updates.
Yellow/orange	Campaign is done but ended with warnings. The campaign did not successfully update the firmware of all required devices.

Appendix D. Campaign device status

Device status icon	Description
Green	Campaign done Device upgrade was successful.
Blue	Waiting Device is waiting to be upgraded or the firmware download is in progress.
Red	Error, the device was not upgraded. Correct any errors and add the device to a new upgrade campaign at the earliest opportunity.

Appendix E. Email reports

DMP generates and distributes several types of status reports via email. You can select which reports to receive from your account settings. The following email reports are available:

- **Device status summary report** - a district-level summary of the devices within a district with their current status. The properties that control the interval of this report are:
  - *Daily report time* in the district's *Properties* tab
  - *Periodicity* in the district's *Properties* tab
- **Device status change report** - produced when a device changes its status and details the device and status change. The property that controls the interval of this report is:
  - *Minimum time between reports* in the district's *Properties* tab
- **Device technical status change report** - produced when a device changes its status and details the device and status change.
  - *Minimum time between reports* in the district's *Properties* tab

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