Remote Monitoring Systems

View Screen

The View Screen allows app or portal uses to view the status of the inputs but does not give the user the opportunity to view users, change settings or access any tools. The outputs can optionally be viewed and operated depending on the user. The log is also visible with hidden phone numbers.

View Screen QR Code

The View Screen QR code allows nearby operators to view the status of the equipment you're monitoring. Anyone with a smart phone can scan the QR code and bring up the view screen. The QR code View Screen does not show the output cards.

Portal View Screen

The portal can send a link to 'View' users via email to give them access to the View Screen only. If this user requires access to the output cards/switches, then the user phone number access level should be set to 'Dial-To-Open'; regardless of whether you have entered a phone number or not.
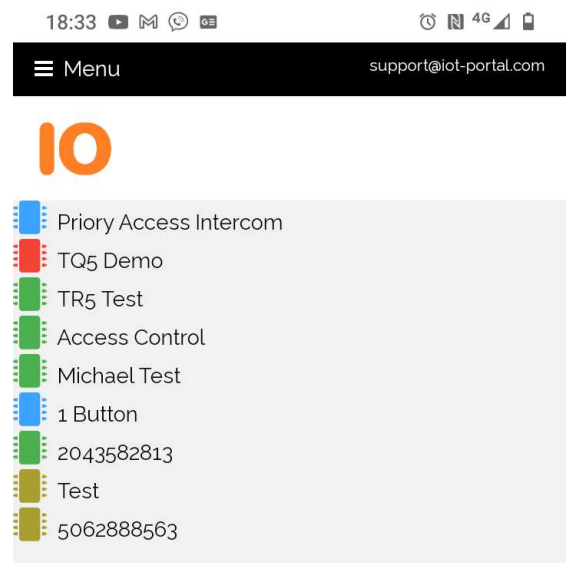

App View Screen

The IoT-Portal App lists all of the devices you have control over or that allow you View Screen access.

Devices in Green: Your phone number is an Admin number or your email address is 'Full Access' type. Device online.

Devices in Red: These devices are offline. Any IoT device not seen by the portal for 10 minutes will appear offline.

Devices in Blue: These devices are SIM Free (with a standard mobile phone SIM) and have not been seen by the portal for 10 minutes.

Devices in Gold: These are View Screen only devices for which you only have View Screen access. If you would like to remove your number from the device (and consequently your app) contact the device admin or contact support@iot-portal.com

View Screen Access in App

The following conditions will allow a device to appear in a user's app as a View Screen access device:
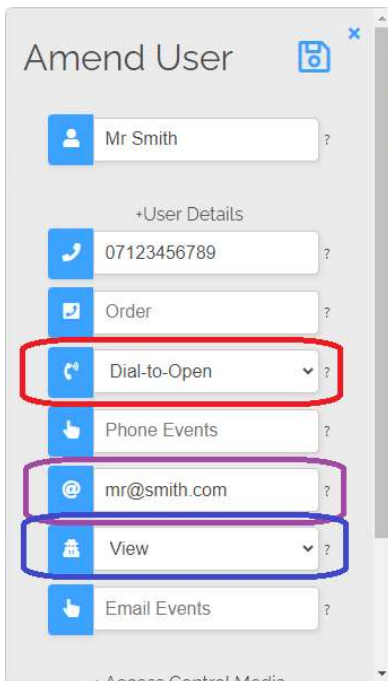
App Access via Email

For users who use an **email address**, enter the email address on the New User/Amend User form. Select View from the **email address type box**.
To give the user access to the output controls via the app (or View Link), set the **phone type** to 'Dial-To-Open'. It does not matter whether a phone number has been entered or not.

App Access via Phone

For users who log in using a phone number, so long as their number is in the device, they will have at least View Screen access with one exception; where the **phone type** is set to 'User' they will not have access.

To give the user access to the output controls via the app (or View Link), set the **phone type** to 'Dial-To-Open'. If this user requires calls and text messages and access to the outputs, enter the user as a separate user with a 'Dial-To-Open' phone type.

Limitations

The View Screen only shows the state of the inputs. Additional display, such as remote keypads and RS485 interfaces, are not displayed on the View Screen.
Outputs are not displayed on the View Screen unless the user is set to 'Dial-To-Open'.
The log is available to View Screen users but all phone numbers are hidden.

Security

Most users with a phone number in a device will have View Screen privileges using the app. Generally, if a user is to be contacted by the device in the event of an alarm, they should be aware their number is in the system and have some visibility as to the state of the system.
If there is a reason to exclude phone numbers from being able to access the View Screen, please email support@iot-portal.com to create an exception for your device(s).
Dial-To-Open users will have access, via the app, to the output switches. If this is undesirable, set them to 'Users'. They will still have basic dial-in ability.

Threats to Existing Installations and Recommended Testing

A 'View' email address type was introduced w/c 13/04/24. Priory to this, the view screen was only accessible using the QR code.
From w/c 13/04/24, phone numbers with greater privileges than the basic 'User' type will have access to the View Screen via the app. Dial-To-Open phone numbers will additionally have access to the output switches.

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