

Overview

1) Do I need Asset intelligence (Ai) Portal access?

Ai Portal access is not required to use the Mobile App and the sensor.

2) Why would I want Ai Portal access?

The Ai Portal provides the ability to view a large number of sensors deployed over many locations easily; it also had additional analysis features not available with the free App, such as overall plant health, long-term trend views, ability to overlay data, 3-D waterfall plotting of FFT data, and report generation.

Signing up

3) Is the Ai Portal a free product?

The Ai Portal is a paid subscription, fee based on number of sensors. Pricing can be found here: <https://www.i-alert.com/pricing/>

4) Do I need to load software on the PC to use the Ai Portal?

The Ai Portal is a cloud-based service, no software to download.

5) How do I sign up?

Simply fill out the “upgrade now to view” on the Ai Website (<https://www.i-alert.ai>)

6) Is payment monthly or annual?

ITT/Goulds will accept monthly or annual payment. You may be eligible for a discount for accounts paid annually in advance.

7) How many users allowed for each subscription?

Currently there is no limit to the number of users.

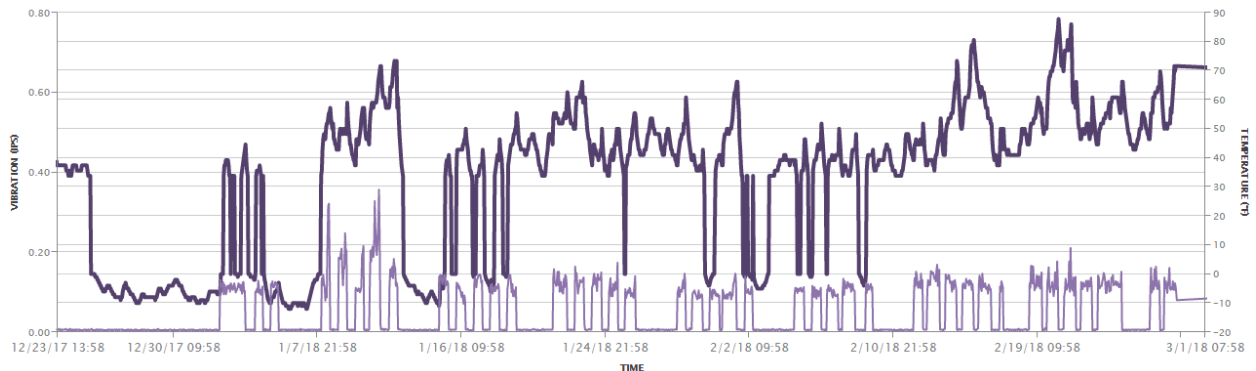
Data and Security

8) How long is the data stored on the Ai Portal?

Data is displayed up to 6 months for all sensors. [You can export raw data at any time](#)

9) Can the Ai Portal overlay trend data?

The Ai Portal can display overlaid data from different devices and/or assets as well as waterfall data.



10) How does the data get to the Ai Portal?

Data is collected from the sensors by walk around using a smart device (phone or tablet). The data is then transferred to the cloud based server through Wi-Fi when the smart device is connected and the App is running.

11) How are sensors arranged in the Ai Portal?

The sensors are assigned to assets using the following hierarchy Plant, Area, Zone, Asset. An asset can have any number of sensors associated with it. A Zone is a group of assets in a common area; a plant is the overall location.

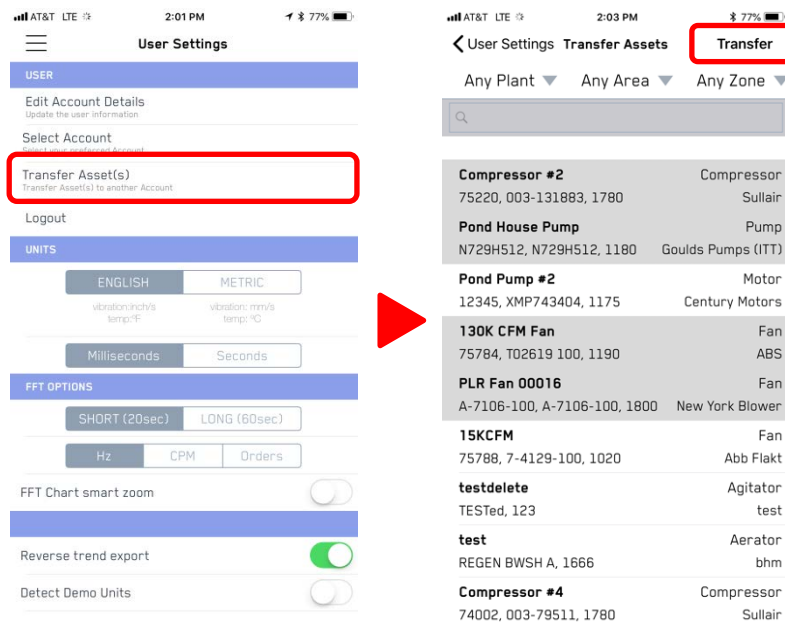
12) I have many sensors deployed across many locations; is there an easy way to see their data quickly using the Ai Portal?

The Site View in the Ai Portal allows a user to locate sensors and view the corresponding data quickly from a list. For large installations, the Map View allows a convenient way to view data from geographically distant assets.



13) How do I transfer a sensor to another asset?

Transferring a sensor can be done from the mobile App using the Transfer Asset(s) feature found under User Settings. Transfer can also be done using the Ai Portal. By checking the desired sensor under the Asset list in the Configuration Tab, the sensor can be re-assigned.



14) Can I limit a user's access rights?

Yes, you can manage user access rights from the User Tab. There are 3 (three) levels of user rights:


- Account Admin: Has account level editing rights for billing, user rights, asset information, asset/sensor associations and comments
- Plant Admin: Has user rights, asset information, asset/sensor associations and comments
- Standard User: Has access to collect and view data as well as add machine notes and FFT/TWF comments

15) Can I limit how much a user can see?

From the User Tab, by changing access rights, limits on account(s) visibility can be set. Same levels as described above (Question 14).

16) I see blurred out sensors, how can I change that?

Click on your name in the upper right hand corner of the screen -> Select Account -> Set your sensor from 'Inactive' to 'Active'.

	Temperature Alarm	3000000	Inactive	Inactive	Inactive	i-Alert	3000000		SFO Test > RSD > Test 1
	Vibration Warning	30K CFM	75782	Fan	30KCFM-MDE.2	i-Alert	LOW		Seneca Falls > Foundry > North
	Normal	15KCFM	75788	Fan	PNDHOUS-MDE	i-Alert	LOW		Seneca Falls > Foundry > South

17) I don't see any data

Make sure you are in the correct account – select from the dropdown box in the top left side of the Ai Portal Site View screen; make sure you are filtered on the correct hierarchy. It may for example automatically show “i-ALERT Demo” if you requested access to the SFO demo site.

18) I still do not see any sensors

If you do not see any sensors on the page after logging in it is likely that the sensor ownership is not set to the correct account. To set ownership of your sensor from the mobile App, refer to: [Application Guide](#)

19) I don't see any data on my trend window

Make sure you are connected to WiFi with the phone or tablet and that you are able to reach our website (<https://www.i-alert.ai>) using your WiFi.

20) What type of security is there on the data?

The System is hosted on AWS (Amazon Web Services) with state of the art built in security including: restful API's, regular penetration testing, end-to-end data encryption.

Still have questions? Reach out to us at any of the following:

Web: <https://www.i-alert.com>

email: support@i-alert.ai

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