STACKWATCH

REMOTE FUEL CELL MONITORING SYSTEM

INSTALLATION & USER MANUAL V2

Welcome

Welcome to StackWatch!

Our monitoring system allows you to check on the status of your fuel cell remotely providing peace of mind that your equipment is running smoothly.

The system can be setup so that should a problem or significant status change occur, automatic alerts can be sent out to as many people as you think need to know. This can be easily modified by you should your needs change.

The modems operate on the 3G network using UK roaming SIM cards. This allows us to utilise any UK network, providing you with the best coverage possible.

The following guide will show you how to connect the modem to your fuel cell and how to access the features of StackWatch through your web browser.

Box Contents

3G Modem with SIM Card

3G Antenna

EFOY to Modem Data & Power Cable

Installation Instructions

Step 1

Connect the Antenna to the 3G Modem

Step 2

Connect the Data Cable to the 3G Modem

Step 3

Connect the Power Cable to the 3G Modem

Step 4

Connect the Data Cable to the Fuel Cell using the Data Interface Port on the unit.

Step 5

A green light should show on the 3G Modem indicating a power.

Configuration

Open an internet browser (such as Edge, Chrome or Firefox) and navigate to:

http://portal.fuelcellsystems.co.uk
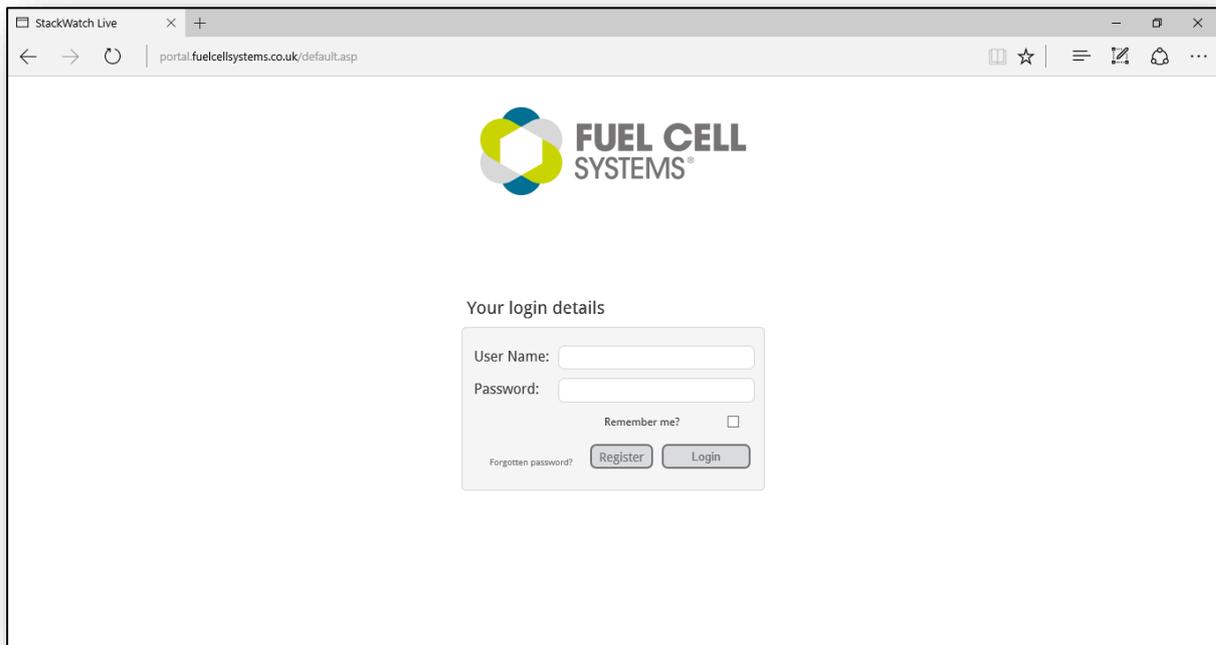
Register for StackWatch

If this is your first time using StackWatch, you will need to register a new password. To do this, click on Register.

You will be prompted for your email address and asked to create a new password. Complete these fields and click on Register. An email will be sent to the address provided with further instructions.

If your email address is not recognised, please call Fuel Cell Systems on 01488 507050 and ask for the address to be assigned to your equipment.

Log in to StackWatch

If you already have an account, please log in with your user name and password.

Using StackWatch

Once logged into StackWatch, you will be presented with a screen similar to the following for each piece of equipment you have monitored.

Last Updated
The date and time of the last piece of data stored for this piece of equipment

ID
The unique ID assigned to this equipment

Serial Number
The Serial Number of the fuel cell unit we expect to be monitoring

Licensed Until
The date that the service license expires

License Key
The service license for the monitoring of each piece of equipment.

Update
Places the unit into the Stackwatch dial queue to retrieve the latest data (in advance of the next automatic update)

Details
Displays the Details page providing more information on the unit

Alerts
Allows you to add and remove recipients of email and SMS alerts

Events
Displays the event log for this unit

Notifications

From this screen you can set who receives which notifications and by which means.

Type
Email or SMS notifications

Name
Name of the person receiving the notification

Mobile/Email
Either a mobile number or email address

In Hours / Out of Hours
Tick to receive messages in and out of business hours. (0900 – 1700)

Normal / Information / Warning / Alarm / Serial Alarm
Tick to receive alerts for the different levels of alarm.

Delete
Tick to delete this contact

Save
Saves the above information

Details Page
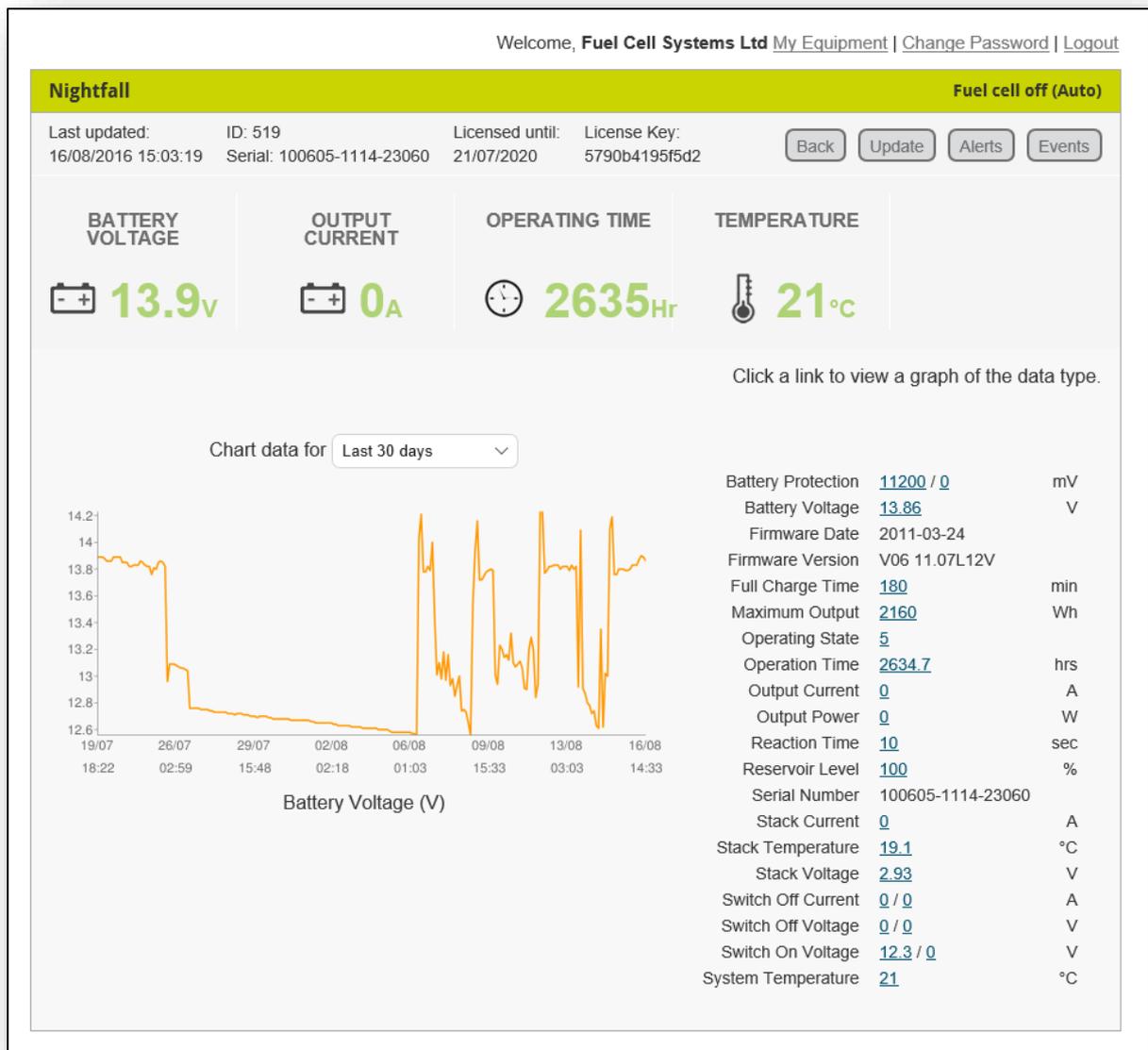
The right hand side displays the last values stored by StackWatch. By clicking on any item, a graph will appear on the left hand side showing the historic data. You can change the time period this is displayed over by using the drop down menu above the graph.

Contact

If you need any help installing your modem or understanding the user interface, please contact us on:

01488 507050