

# Timeview3 Telemetry

receiving and forwarding time series data and alarms



Welcome back, ADMINISTRATOR

[Change Password](#) [User Guide](#)

[Log Out](#) 24th February 2026 11:59 UTC

## View

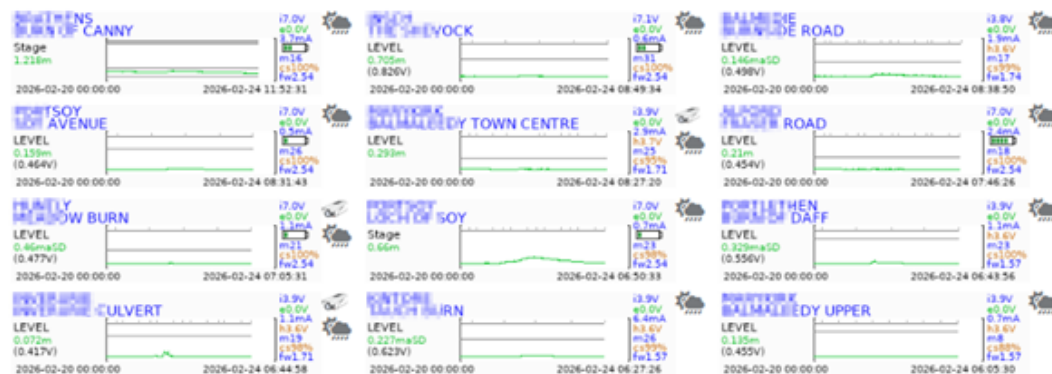
- All Accounts
- Spare Logger List
- List Latest
- Map View
- Alarms
- List Stations
- List Selected
- List Dynamic
- List Cameras
- Timeview DBI

[Go Back](#)

Latest Alarms - [Barrackpore Council](#) Remaining Alarm Credit 966

| Group       | Tag           | Serno  | Alarm Detail                     | Alarm Time          | Received            | Actions              |
|-------------|---------------|--------|----------------------------------|---------------------|---------------------|----------------------|
| BARRACKPORE | BURN OF CANNY | 1877EE | Low Battery - Check on Timeview2 | 2026-02-24 09:57:36 | 2026-02-24 09:57:16 | <a href="#">View</a> |
| BARRACKPORE | BURN OF CANNY | 1877EE | Low Battery - Check on Timeview2 | 2026-02-24 09:12:35 | 2026-02-24 09:12:15 | <a href="#">View</a> |
| BARRACKPORE | BURN OF CANNY | 1877EE | Low Battery - Check on Timeview2 | 2026-02-24 08:42:35 | 2026-02-24 08:42:14 | <a href="#">View</a> |
| BARRACKPORE | BURN OF CANNY | 1877EE | Low Battery - Check on Timeview2 | 2026-02-24 08:27:34 | 2026-02-24 08:27:14 | <a href="#">View</a> |
| BARRACKPORE | BURN OF CANNY | 1877EE | Low Battery - Check on Timeview2 | 2026-02-24 08:12:34 | 2026-02-24 08:12:13 | <a href="#">View</a> |

Latest Data - [Barrackpore Council](#) currently displaying 12 of 17



## Alarm Configuration

- Groups and Recipients
- Message Contents
- Logger Alarm Routing
- Send Message to Group
- Logger Search
- Camera Search
- Overdue Checkins
- User Management
- Account Settings
- Billing Information

## Service/Maintenance Options

- Distributor Details
- Service Costs
- Deployment Alerts

# Hydro-Logic® Timeview User Manual

## Contents

|  |    |
|--|----|
| Support website.....                             | 4  |
| Sales enquiries.....                             | 4  |
| Revision history.....                            | 4  |
| Using Hydro-Logic® Timeview.....                 | 5  |
| Finding your data on Timeview.....               | 5  |
| Resetting logger clock with Timeview.....        | 7  |
| Main features of the Hydro-Logic® Timeview.....  | 8  |
| Viewing options.....                             | 9  |
| Detailed plot.....                               | 9  |
| CSV download option.....                         | 10 |
| XDQ download option.....                         | 10 |
| Overdue check-ins.....                           | 10 |
| Data upload.....                                 | 11 |
| Data storage limits.....                         | 11 |
| Map View.....                                    | 11 |
| Weather reports.....                             | 12 |
| Camera view.....                                 | 12 |
| Logger configuration.....                        | 12 |
| Edit Logger Profile.....                         | 12 |
| Alarm Routing.....                               | 13 |
| Camera Details.....                              | 13 |
| Reset Logger Clock.....                          | 13 |
| Reset Battery.....                               | 13 |
| Reboot Logger.....                               | 13 |
| Regenerate Data.....                             | 13 |
| Remove/Swap Logger.....                          | 13 |
| Other Reset Options.....                         | 14 |
| Alarm Set Points.....                            | 14 |
| Level Offset.....                                | 14 |
| Logger Group/Tag.....                            | 14 |
| Full (via Harvest).....                          | 14 |
| Alarms.....                                      | 15 |
| Understanding Alarms: Detection vs. Routing..... | 15 |

|   |    |
|---|----|
| Alarm Triggering (The Logger) .....             | 15 |
| Alarm Routing (Timeview) .....                  | 15 |
| At-a-Glance: Detection vs. Routing.....         | 16 |
| Best Practice: Avoiding "Nuisance" Alerts ..... | 16 |
| Alarm Configuration.....                        | 16 |
| Logger alarm configuration .....                | 16 |
| Timeview alarm configuration.....               | 18 |
| End-to-end testing.....                         | 20 |
| Logger registration and access .....            | 22 |
| Registering new loggers .....                   | 22 |
| Logger expiry.....                              | 22 |
| Service level.....                              | 22 |
| Accounts and User Access.....                   | 23 |

**Support website**

For technical assistance with any of our products, please contact our technical support team at:

[hydro-int.com/LoggerSupport](http://hydro-int.com/LoggerSupport)

If it is necessary to return the equipment to us for service / repair, please follow the shipping instructions provided by technical support. Be sure to include a note describing the issue. This will aid in the prompt return of the equipment.

**Sales enquiries**

For logger, sensor, Timeview and accessory sales and our pre-wiring and sensor configuration service, contact:

[enquiries@hydro-int.com](mailto:enquiries@hydro-int.com)

Hydro International welcomes feedback that would improve products or the information presented in this manual.

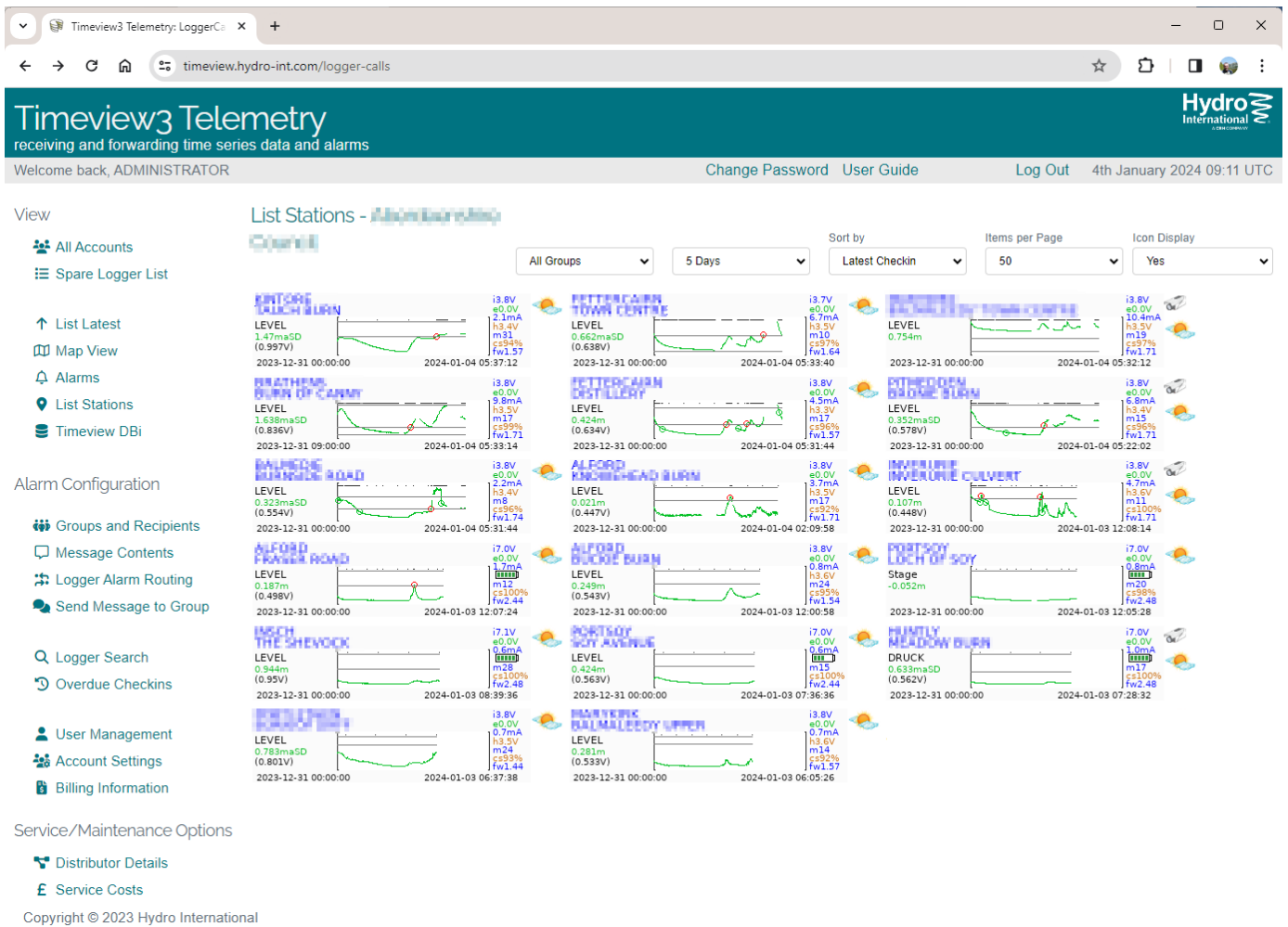
Hydro International is continually improving its products and reserves the right to change product specifications without notice.

**Revision history**

|      |             |            |   |
|------|-------------|------------|---|
| 1.01 | 24 Feb 2026 | T Campbell | First version   |
| 1.02 | 11 Mar 2026 | T Campbell | Resolve inconsistencies; editorial fixes; terminology and date alignment. |

### Using Hydro-Logic® Timeview

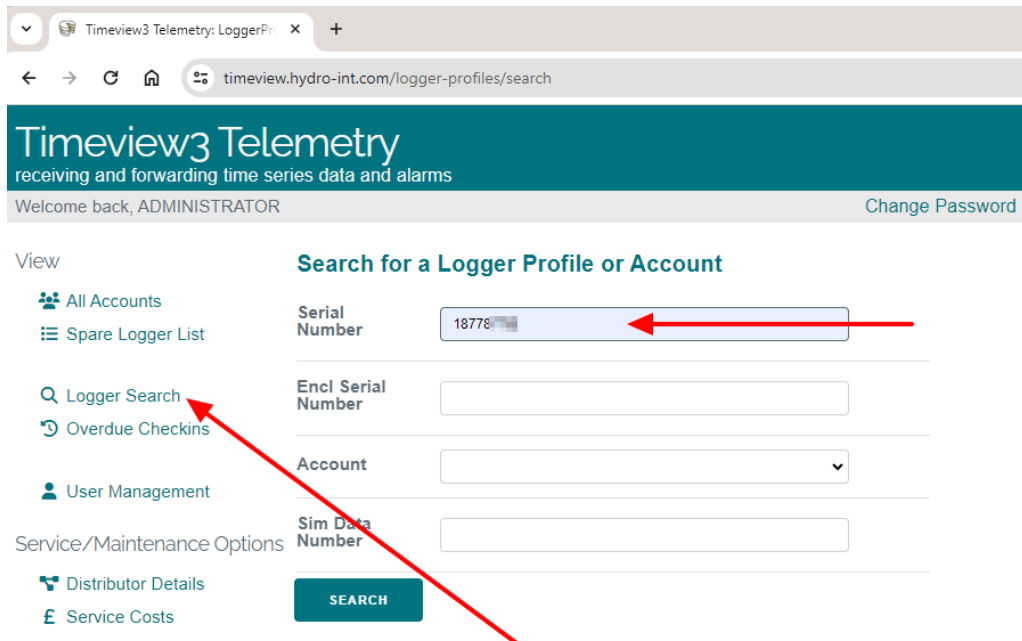
Timeview is a website hosted by Hydro International where data from the Hydro-Logic® Flexi Logger 105 can be displayed and downloaded. This way, you can monitor your site assets remotely, from your desktop.



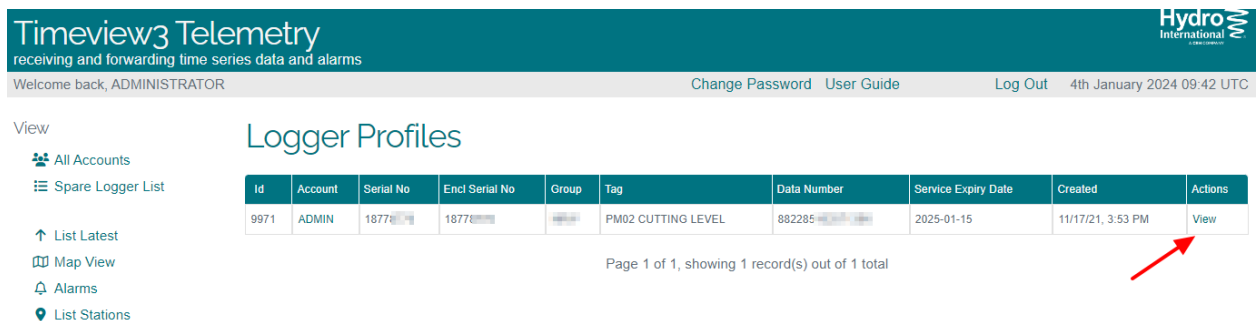
### Finding your data on Timeview

\*You should have received a *username and password* for an account on Timeview. Go to this website and enter that username and password.

Now go to the **Logger Search** option on the left side of the page. Enter the serial number from the logger cap, or from the delivery note or box label. Either is fine. Then press **Search**.

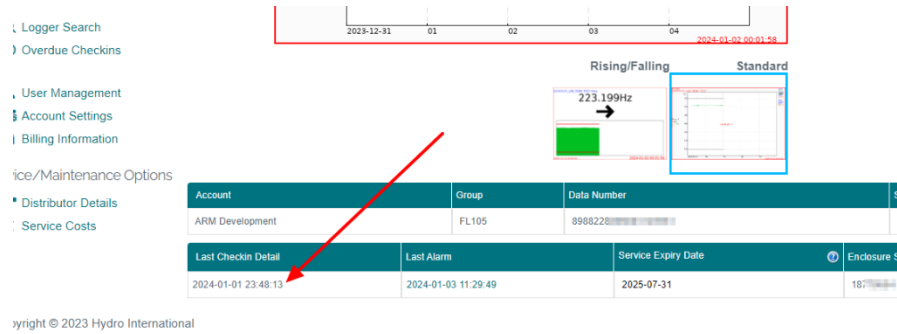


Your logger serial number should now appear in the Logger Profiles page. Press View.



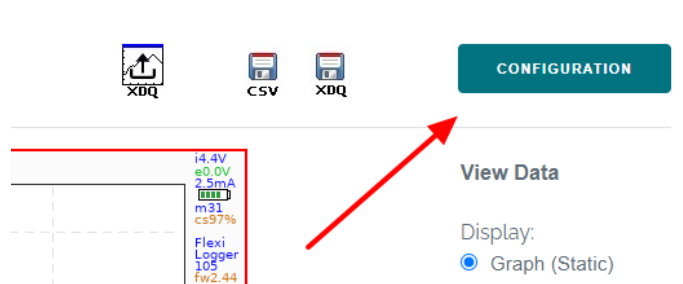
You should now see a page showing data from the logger. There will be no data there, because there is no sensor connected. The logger has been off, so the clock will not be accurate. Both faults are reported on the plot, which has a red border to indicate the error conditions.

The important field is the Last Checkin Details, which should be the time that the logger dialled in. Note that this is always Standard Time – Daylight Saving or Summer-time is not displayed on Timeview.

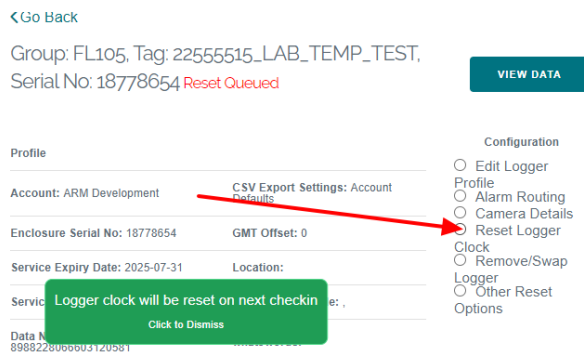


### Resetting logger clock with Timeview

You can clear the clock error message and set the logger clock accurately using Timeview. Do this by selecting Configuration:



Then select Reset Logger Clock (and confirm you want to do this)



The next time the logger calls in, the clock will be reset:

Use the magnet or push the internal dial-out button (yellow flash/single beep) to trigger a call. After the logger LED goes back to a 2s blue flash, refresh the page on your browser. The clock error message should be cleared.

### Main features of the Hydro-Logic® Timeview

The screenshot displays the 'Timeview3 Telemetry' interface. At the top, it says 'receiving and forwarding time series data and alarms'. Below this is a navigation bar with 'Welcome back, ADMINISTRATOR', 'Change Password', 'User Guide', 'Log Out', and the date '4th March 2026 08:54 UTC'. The main content area is divided into two sections: 'Latest Alarms' and 'Latest Data'. The 'Latest Alarms' section contains a table with columns for Group, Tag, Serno, Alarm Detail, Alarm Time, Received, and Actions. The 'Latest Data' section shows a grid of 12 time-series data charts for various stations, each with a title, y-axis label, and x-axis representing time. A sidebar on the left contains navigation options like 'All Accounts', 'Spare Logger List', 'List Latest', 'Map View', 'Alarms', 'List Stations', 'List Selected', 'List Dynamic', 'List Cameras', 'Timeview DBI', 'Alarm Configuration', 'Groups and Recipients', 'Message Contents', 'Logger Alarm Routing', 'Send Message to Group', 'Logger Search', 'Camera Search', 'Overdue Checks', 'User Management', 'Account Settings', and 'Billing Information'. Three red circles with numbers 1, 2, and 3 are overlaid on the screenshot to highlight specific features: (1) points to an alarm entry in the 'Latest Alarms' table; (2) points to a data chart in the 'Latest Data' section; and (3) points to the 'User Management' option in the sidebar.

- (1) Alarms listing from loggers on site. These alarms are also forwarded by SMS and email to selectable groups of users
- (2) Thumbnail and detail display of time series data from loggers
- (3) User and device management features

**Note:** Sidebar menus change for different user levels. If the user has access to only one account, then the main menu will only show the loggers they have access to in that account. If the user has access to all (or multiple accounts) then they will be presented with a list of accounts instead. Selecting one will present the user with a new main menu with options for that specific account.

Once logged in, the user will see a list of links on the left-hand side of the window where they can access the various features of Hydro-Logic® Timeview. The options available will differ based on the access level of the user.

Alarms for Stations in a particular “Group” can be selected via a dropdown list, as can the number of alarms per page. The time covered in thumbnail plots can also be selected via a dropdown list.

There is also an option in the time dropdown to display just the latest channel values rather than a thumbnail plot. This is shown as “List details” in the dropdown menu.

### Viewing options

- List Latest shows one page of alarms and data thumbnails
- List Stations just shows the thumbnails
- List Selected presents a selection list of sites within an account and shows only the thumbnails that were selected
- List Dynamic shows multiple plots with a synchronized cursor for up to 3 months of data.

Plots can be set to show between 1 day and 1 year of data, and once 1 year is selected, other years of data become visible below.



### Detailed plot

When a thumbnail plot is selected, the user will be taken to a more detailed plot of the station as shown below.

To the immediate right of the plot, the internal and external battery voltages, estimated battery capacity, modem signal strength, call success rate, logger type and firmware version.

The Current Value from the logger is shown where applicable.

In “**Graph (Dynamic)**” view, the user will be presented with an interactive graph. Hovering the mouse over the data plot will display the value below the graph in the “Selected Value” field. To zoom in, click-and-drag the mouse on the graph. Double-clicking the plot will zoom out. Holding down left-shift on the keyboard and clicking and dragging the mouse on the plot will pan the graph horizontally and vertically.

“**Table View**” displays the values of the currently selected channel in a simple table format. **Note:** Table View is not accessible to “User” (read-only) access levels.

“**Logger Status**” displays details of the logger itself such as power consumption, battery voltages, mode, signal etc. This graph can be navigated in the same fashion as the Graph (Dynamic) option described above.

Through the Logger Properties option, the user can view details on the station such as product serial numbers, SIM settings and battery levels.

### **CSV download option**

The CSV Download option lets you download the selected date range of data in a Comma Separated Values format that can be loaded directly into Microsoft Excel for further graphing, analysis, archiving and manipulation. The following screenshot is an example of the CSV format.

When exporting data as a CSV, the user will receive a CSV containing the data of the specified view mode. For example, selecting ‘Daily’ as a view mode before downloading the CSV will result in a file producing and displaying daily totals.

### **XDQ download option**

The XDQ download option lets you download the selected date range of data in XDQ format that can be loaded directly into the Harvest software that is used for reading and configuring Hydro-Logic® Flexi Loggers. If the XDQ data file is large it will be downloaded as a ZIP file which you will have to unpack before it can be loaded into Harvest software for analysis.

### **Overdue check-ins**

On the main menu will be a link called “Overdue Check-ins”. This menu lists the loggers on the user group which have not checked in when expected. Clicking the hyperlink in the “Serial No” column will take you to the logger profile screen where data will be displayed.

All loggers will appear in the Overdue Check-in list if they have not checked in. The time allowed before a logger is classed as ‘late’ depends on its check-in settings.

For example, if a logger is set to check in daily then it will appear in the ‘Overdue Checkin’ list after 2 days of not checking in. Similarly, hourly check-ins will need to be 2 hours late before appearing on the Overdue Check-in list.

### Data upload

Data read from loggers on site can be uploaded to fill in gaps in time series data. The uploaded XDQ file must have the same number of channels as the current configuration. The maximum size of XDQ data file is 10MB.

### Data storage limits

There is a distinction between **data storage** and **data visualization** in Timeview:

**Unlimited Storage:** There is **no limit** to the total amount of time series data stored on Timeview.

**Plot Limits:** Individual plots are limited to a **maximum length of one year**.

**Navigation:** Historical data remains accessible and can be viewed by navigating through it **year by year**. Once you select the date range of 1 year (1), the years become selectable below the main plot (2)

### Map View

The Map View provides a geographic overview of all loggers within your user group using an integrated Google Maps interface.

#### 1. Setup and Navigation

**Location Entry:** Loggers are positioned on the map based on the coordinates entered in their Logger Profile.

**Logger List:** A sidebar on the right of the map displays all loggers by Group and Tag name.

**Centring:** Clicking a Logger's name in the list centres the map on its location and opens its data thumbnail.

#### 2. Monitoring and Interaction

**Map Pins:** Loggers are represented by "Map Pins."

**Blue Pin:** Normal operating state.

**Red Pin:** Active alarm state. The pin reverts to blue once the alarm clears.

**Visual Previews:** Hover the mouse over a pin to view a thumbnail preview of the logger's recent data.

**Detailed Data:** Click the View Data Profile button within the thumbnail to access comprehensive data plots.

#### 3. Alarm Limitations

**Note:** The red alarm status does not apply to Rainfall or Status Input alarms. These loggers will always display a blue pin, as the system cannot detect an active alarm state for these specific input types.

## Weather reports

If a British latitude/longitude is entered in the logger profile, a weather icon will appear in the List Latest and List Stations views. Highlighting the icon will display a forecast for that area. In map view, the forecast can be found in the 'Weather' tab next to the 'Data' and 'Camera' tabs (if applicable) in the thumbnail window.

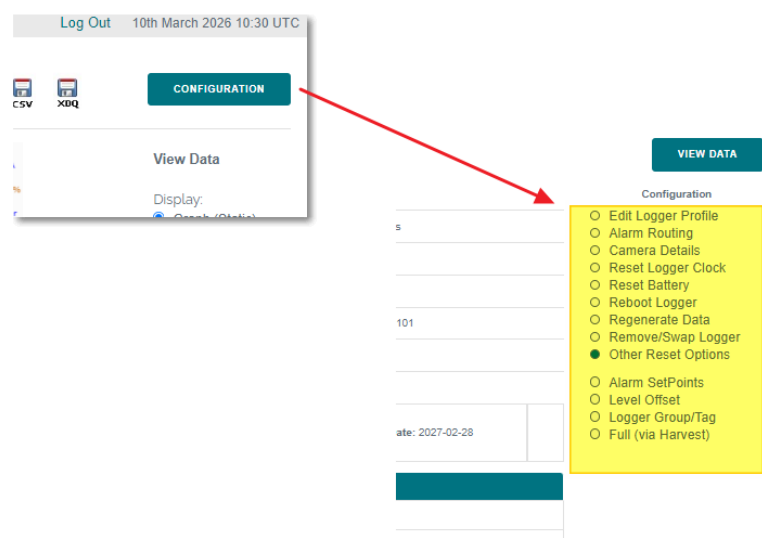
## Camera view

Some sites have cameras installed at them. These are separate from the logger, but the image from them are linked to the site if you follow the links on the View Data side bar or the symbol next to the logger thumbnail. Cameras are configured to send images automatically. Once the camera page is visible, clicking on the Camera Symbol on the top left will trigger a new image.

## Logger configuration

Configuration options can be selected via the "Configuration" button at the upper right corner on the logger profile data plot screen. User and Intermediate level logins can view but not change the current configuration.

Similarly, loggers which are beyond their service expiry date are restricted to view access only regardless of user level.



*Logger Configuration View Screen*

## Edit Logger Profile

Allows Manager or Administrator to change logger location, CSV export settings, time zone and logger data number. This information stored on Timeview, instead of the logger itself.

The Logger Profile consists of:

- The Account to which the logger belongs
- The service expiry date (Hydro-Logic® Timeview service for a logger is generally renewed annually)
- The SIM card data number can be entered here. This is not filled automatically, and this information can be obtained from the SIM supplier.
- Field to include the logger enclosure serial number.
- GMT offset for data storage - used to plot logger data in 'local time'
- Location details - used to site the logger on the map view. The latitude and longitude should be entered directly.
- The option to use account export defaults or select a different export format for the logger.

### **Alarm Routing**

This is an entry point for setting up alarm forwarding. See [Alarms](#)

### **Camera Details**

If the logger has a camera associated with it, the ID, Data Number, Service Level and API details are configured here.

### **Reset Logger Clock**

You can clear clock errors by resetting the logger clock with this selection.

### **Reset Battery**

If you have recently changed the battery of a logger, you can the logger it has a new battery, either lithium or alkaline. This will reset the green battery level indicator bars. The logger does not always detect battery changes correctly by itself, so it's best to explicitly tell the unit that a new battery was fitted when the logger next checks-in.

### **Reboot Logger**

A reboot command can be left for the logger which can be useful sometimes for clearing fault conditions.

### **Regenerate Data**

This regenerates the data archives and associated static images for this logger profile, mainly for clearing erroneous gaps in the data displayed on Timeview.

This will take a few minutes to complete.

### **Remove/Swap Logger**

If a Distributer is logged-in with Manager level access or above, then the logger may be swapped with another logger residing in the Spare Logger List

(accessible from the main menu). Ensure you have downloaded any data first. Alternatively, the logger can simply be moved to the Spare Logger List without swapping it with another to take it out of service.

### **Other Reset Options**

Displays additional functions below:

#### **Alarm Set Points**

Change the alarm set points which trigger alarms from the logger. They are updated when the logger next checks-in.

#### **Level Offset**

If a voltage or SDI12 level is being recorded on a logger channel, then an offset can be applied to the values being recorded on that channel. Enter the offset value required and queue a reset to apply the offset to the channel when the logger next checks in. The offset will be applied to readings taken from this point.

#### **Logger Group/Tag**

Change these identifiers for the logger. **Read the data from the logger first and download it off-site** because after the Group and Tab has changed the old data will no longer be shown for the site.

#### **Full (via Harvest)**

This allows you to download the most recent data from site, edit the configuration using Harvest software, then leave the edited configuration on Timeview to be applied to the logger when it next checks in. Obviously, this requires care because it's possible to misconfigure the logger, so it no longer checks in. Only use this option if you are confident and you know what you are doing.

## Alarms

### Understanding Alarms: Detection vs. Routing

In the Hydro-Logic® system, it is important to distinguish between **where an alarm is triggered** and **how it is communicated**.

### Alarm Triggering (The Logger)

All alarms originate at the logger level. The logger is configured (via **Harvest™** software) with specific thresholds for its sensors.

1. **Detection:** The logger compares every reading against your set points.
2. **The "Wake-Up" Event:** When a threshold is breached, the logger immediately initiates an unscheduled communication to the Timeview server to report the event.
3. **Configuration:** Because the trigger logic lives on the hardware, changes to alarm thresholds typically require a configuration update to be sent to the logger.

### Alarm Routing (Timeview)

While the logger "shouts" that an alarm has occurred, **Timeview** decides who hears it. Once the server receives the alarm signal from the logger, it processes the distribution based on your web settings.

**Notification Groups:** You can create groups of users to receive alerts via **SMS** or **Email**.

**Audit Trail:** Timeview records exactly when the alarm was received and to whom the notifications were successfully dispatched.

### At-a-Glance: Detection vs. Routing

| Task                         | Location        | Purpose   |
|------------------------------|-----------------|---|
| <b>Threshold Detection</b>   | <b>Logger</b>   | Monitoring the physical environment and forcing a data upload when limits are exceeded. |
| <b>Communication Routing</b> | <b>Timeview</b> | Managing the list of recipients and delivery methods (SMS/Email) for those alerts.      |

### Best Practice: Avoiding "Nuisance" Alerts

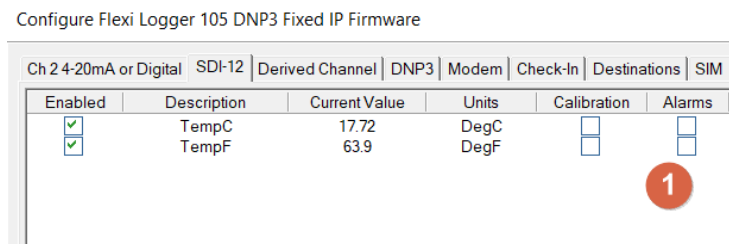
Since every alarm trigger causes the logger to power up its modem and transmit data, frequent alarms will significantly reduce battery life. Ensure your **Hysteresis** values are set correctly on the logger to prevent multiple transmissions if a water level is "bouncing" around a threshold.

### Alarm Configuration

Harvest software is used for configuring alarms on the logger. There is also some setup required on Timeview. Both the logger and Timeview configuration must be correct for alarms to work properly.

#### Logger alarm configuration

The Alarms check box (1) is on the sensor tab:



Once selected, you get the alarm config box:

The dialog box 'TempC Alarms' contains the following fields:

| Set Point | Alarm Condition                            |
|-----------|--|
| 1. 23     | Rises above setpoint and returns to normal |
| 2. 0      | Never                                      |
| 3. 0      | Never                                      |
| 4. 0      | Never                                      |

Below the table are two sections:

- Hysteresis:** A text input field with '1' and the unit 'DegC'. Below it is a note: "This is used to stop multiple alarms if the value is hovering near a setpoint. A value of 0 disables hysteresis."
- Alarm Filtering:** A dropdown menu set to 'No Filtering (default)'.

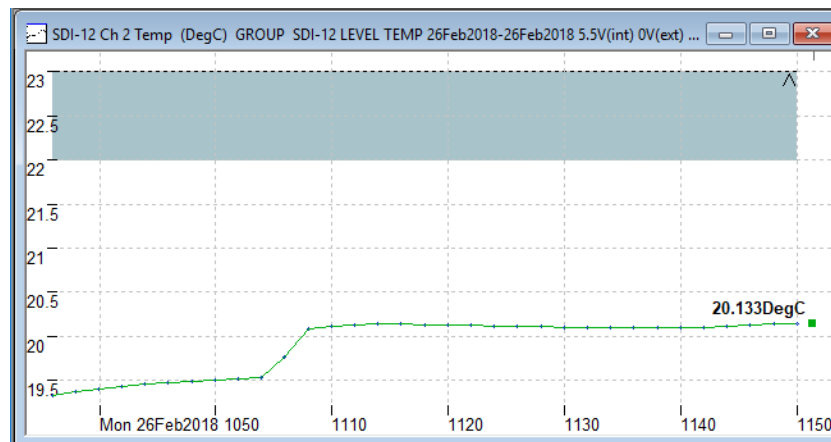
At the bottom are 'OK' and 'Cancel' buttons.

### Set point and alarm condition

There are up to 4 alarms for every channel. The **Alarm Condition** field sets how the logger should react when the **Set Point** is crossed. Here, we want the logger to contact Timeview whenever the temperature exceeds 23 degrees, and when it returns to normal.

### Hysteresis

This is used to prevent multiple alarms if the sensor value is near the set point. This parameter is shown as a grey bar on the plot:



The temperature must rise above 23 degrees to trigger the alarm but *fall below 22 degrees* before the logger checks-in with a return-to-normal event.

The Alpha field can be used to provide some noise reduction in special circumstances but should normally be left as 0.

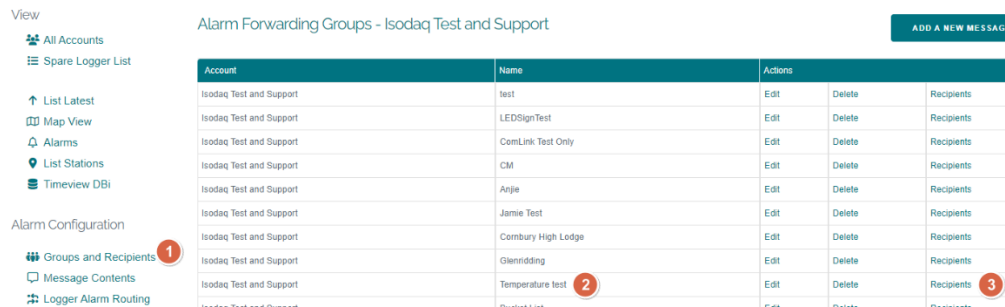
Provided the logger is transferring data to Timeview correctly, there is no more alarm setup required on the logger.

Once you have configured alarms on the logger, trigger a dial-out to Timeview so that the logger alarm configuration information is transferred.

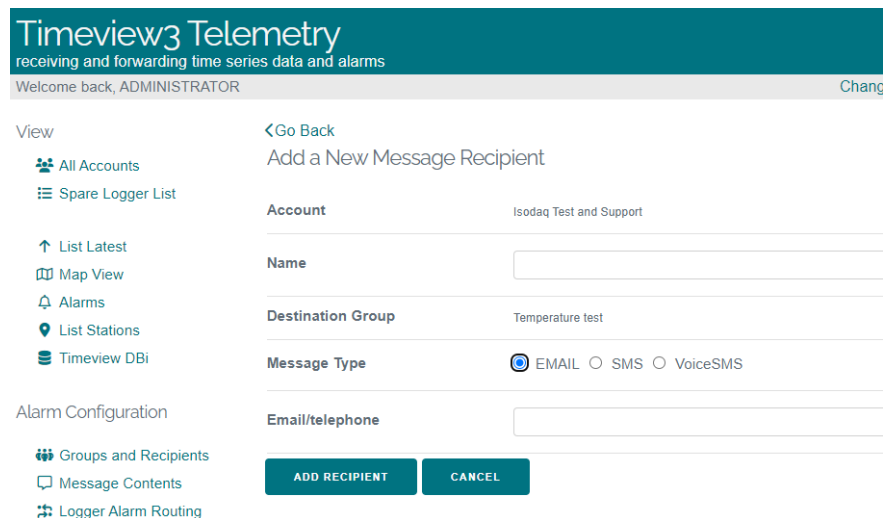
## Timeview alarm configuration

### Groups and recipients

The logger calls Timeview when it detects an alarm condition. *It does not contact alarm recipients direct.* Timeview does that via the Groups and Recipients page (1). Create a New Message Group, here called Temperature test (2):



Then select Recipients (3) and add the names and either email addresses or SMS mobile numbers. You can add many recipients to each group.



Note that SMS messages and Voice SMS messages are charged, and you must have credits for them on your Timeview account. Contact [Sales enquiries](#) to arrange this.

### Message contents

The alarm call from the logger contains the channel number, set point and direction of the alarm (set, or return to normal). It does not contain descriptive information about what the alarm means. Timeview adds this information via the Message Contents page (1). Add a new message relevant to your alarm set point – here, “Probe too warm”.

|   |                         |                            |      |        |
|---|-------------------------|----------------------------|------|--------|
| Timeview DBI<br><br>Alarm Configuration<br><br>Groups and Recipients<br>Message Contents <b>1</b><br>Logger Alarm Routing<br>Send Message to Group<br><br>Logger Search<br>Overdue Checkins | Isodaq Test and Support | DN59180FF                  | Edit | Delete |
|   | Isodaq Test and Support | Backup Timeview Test Alarm | Edit | Delete |
|   | Isodaq Test and Support | Battery Low Warning        | Edit | Delete |
|   | Isodaq Test and Support | CRITICAL 25% LOW           | Edit | Delete |
|   | Isodaq Test and Support | DANGER 50% LOW             | Edit | Delete |
|   | Isodaq Test and Support | PRECAUTION 75% CHECK       | Edit | Delete |
|   | Isodaq Test and Support | Glenridding Alarm          | Edit | Delete |
|   | Isodaq Test and Support | Bucket Half Full           | Edit | Delete |
|   | Isodaq Test and Support | Probe too warm <b>2</b>    | Edit | Delete |

### Alarm routing

Locate your logger (see [Finding your data on Timeview](#)) and select Configuration (1):



On the Alarm routing page (1), you can see the alarm set point you configured on the logger (2):

Group: FL105, Tag: TEMPERATURE, Serial No: 18778759 VIEW

Configuration

- Edit Logger Profile
- Alarm Routing
- Camera Details
- Reset Logger Clock
- Remove/Swap Logger
- Other Reset Options

| Channel or Battery Alarm Routing |          |        |         |      |         |
|----------------------------------|----------|--------|---------|------|---------|
| Channel                          | SetPoint | Group  | Message | Test | Add/Del |
| Select                           | Select   | Select | Select  |      | +       |

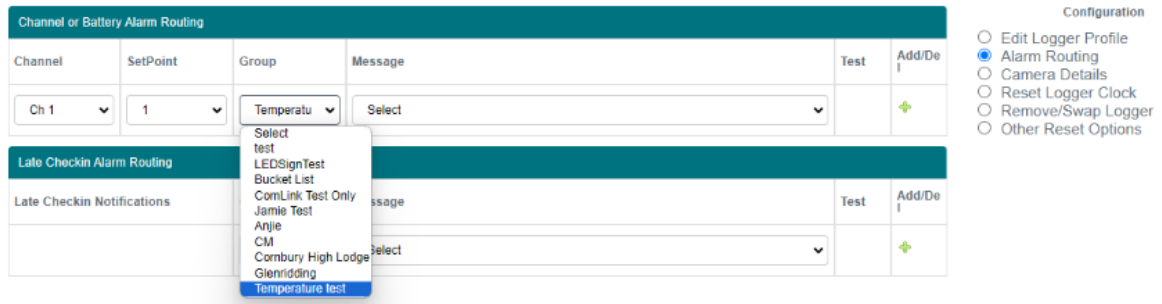
  

| Late Checkin Alarm Routing |        |         |      |         |
|----------------------------|--------|---------|------|---------|
| Late Checkin Notifications | Group  | Message | Test | Add/Del |
|                            | Select | Select  |      | +       |

| Logger Properties                |                  |                                 |   |
|----------------------------------|------------------|---------------------------------|---|
| Server Date: 2024-01-09 16:03:40 |                  | Checkin Every 3 Hours 0400 0900 |   |
| Logger Date: 2024-01-09 16:03:40 |                  |                                 |   |
|                                  | Storage Interval | Hysteresis                      | Alarm SetPoints                                     |
| Ch1 TempC(DegC):                 | 1m               | 1                               | 23.000 (Rises Above and Returns to Normal) <b>2</b> |
| Ch2 TempF(DegF):                 | 1m               |                                 |   |

Use the drop-down selections to choose the channel, set point, group and message, then create the alarm with the green + symbol:



The alarm should now appear in the list. Now you need to test it.

### End-to-end testing

Testing of this sort is very important, so you can be confident that the alarms are correctly set up.

You should do it twice – once before you take the logger to site, and once after installation.

End-to-end means you are simulating the whole alarm process, from the measurement at the sensor to the receiver of the alarm.

For initial testing, you can set a faster Recording Interval to reduce the time required for the testing. Here, use Harvest to set a 1m Recording interval and let the logger record for a few points. Then simulate an alarm condition at the sensor, which may be a bucket of water for a level sensor, or in this case a cup of warm water.

Now wait until the alarm is triggered – you can tell because the LED on the logger will start flashing blue rapidly as the modem is switched on. This will start very shortly after a measurement is taken, and for 1m recording, this happens on the “cardinal points” of time – look at your PC clock for times like 10:01, 10:02, etc, assuming you used this PC to configure and reset the logger.

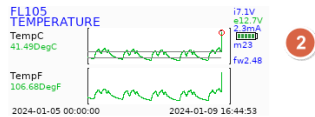
Once the logger has stopped flashing, you should receive the alarm email or SMS message almost immediately.

Look on Timeview, on the List Latest page. The alarm should appear at (1), while the thumbnail plot will show the alarm as a small red circle (2).

Latest Alarms - Isodaq Test and Support Remaining Alarm Credit 228

| Group            | Tag         | Serno    | Alarm Detail                    | Alarm Time          | Received            | Actions |
|------------------|-------------|----------|---------------------------------|---------------------|---------------------|---------|
| FL105            | TEMPERATURE | 18778759 | Probe too warm <b>1</b>         | 2024-01-09 16:44:00 | 2024-01-09 16:44:47 | View    |
| FLEXI LOGGER 100 | ALARM TEST  | 204215   | Check-in Failure Alarm          | 2020-06-13 10:23:10 | 2020-06-12 10:47:18 | View    |
| FLEXI LOGGER 100 | ALARM TEST  | 204215   | Chan1: -0.000m Return to Normal | 2020-06-12 10:46:00 | 2020-06-12 10:47:18 | View    |
| FLEXI LOGGER 100 | ALARM TEST  | 204215   | Check-in Failure Alarm          | 2020-04-15 10:23:36 | 2020-04-14 05:34:46 | View    |
| FLEXI LOGGER 100 | ALARM TEST  | 204215   | Check-in Failure Alarm          | 2020-04-13 10:23:38 | 2020-04-12 06:18:32 | View    |

Latest Data - Isodaq Test and Support currently displaying 3 of 3



View the alarm to check the contents and delivery. You can see the alarm time stamps (1), the message recipients (2) and (for SMS messages) a delivery report to confirm if the message has been received by the recipient's phone (3).

Alarm

| Serial No | Group | Tag         | Alarm Detail            | Alarm Time          | Alarm Received      |
|-----------|-------|-------------|-------------------------|---------------------|---------------------|
| 18778759  | FL105 | TEMPERATURE | Probe too warm <b>1</b> | 2024-01-09 16:44:00 | 2024-01-09 16:44:47 |

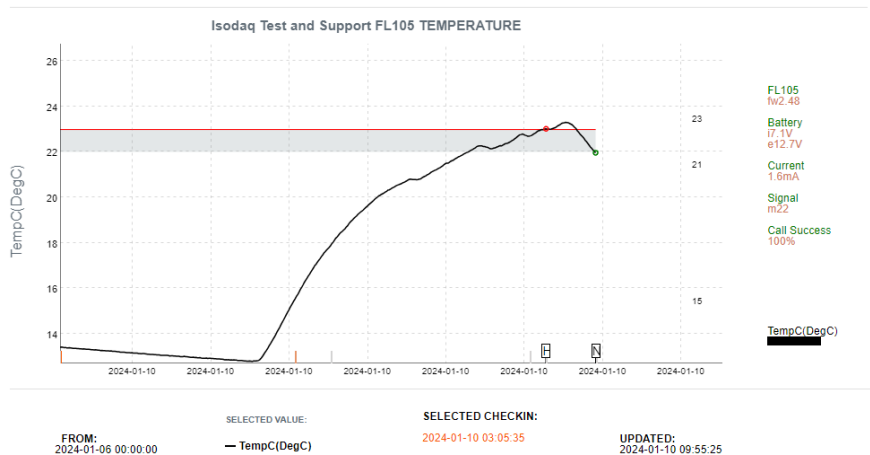
| Message Type | Message   | Recipient                        | Delivery Status                | Credits |
|--------------|---|----------------------------------|--------------------------------|---------|
| EMAIL        | FL105 TEMPERATURE Probe too warm<br>Alarm Setpoint: 1.23<br>Current Value: 41.8096 DegC<br>Alarm Time: 2024-01-09 16:44:00<br>Received: 2024-01-09 16:44:47<br>Serial number: 18778759<br>Channel: 1<br>Chan Tag: TempC<br>Battery: 7.1 12.7136 | tcampbell@hydro-int.com <b>2</b> |                                | 0       |
| SMS          | 2024-01-09 16:44:00 FL105 TEMPERATURE Probe too warm  | 07765240416                      | 4 - Message Delivered <b>3</b> | 1       |

Now remove the alarm condition and wait until the sensor drops below the alarm threshold (with Hysteresis, 22 degrees in this case). The logger will dial out again to report the return-to-normal event.

Viewing alarms on plots

The Graph (Dynamic) is the best way to view alarms on plots. You may need to refresh the page to see recent alarms (use ctrl-refresh to force a page update).

Alarms are shown as red circles on plots, while return to normal events are green. The set point is a red line, and the hysteresis band is grey:



## Logger registration and access

### Registering new loggers

Loggers are granted access to a Hydro-Logic® Timeview account by entering the *serial number* of the logger in a logger profile belonging to the account. These logger profiles can only be created by Hydro International.

The logger profile also contains information about the location of the system (for the map views) and the expiry dates for the Hydro-Logic® Timeview service. After the expiry date, data will continue to be received by Hydro-Logic® Timeview, but no downloading of data or configuration is possible.

### Logger expiry

Access to Hydro-Logic® Timeview data requires an active subscription for each logger, with expired loggers displaying only the tag while data access is suspended. Automated renewal reminders are sent to the billing contact 60, 30, and 15 days before expiration, with prompt alerts shown in the interface as expiry approaches. Contact the Sales team to renew services.

### Service level

Timeview offers two distinct service tiers:

**Standard:** Limited to **one check-in per day**. Exceeding this limit hides data graphs and map thumbnails until the logger is reset or the check-in frequency is reduced.

**Premium:** Permits **multiple daily check-ins** with no data visibility restrictions.

## Accounts and User Access

On **Hydro-Logic® Timeview**, loggers are organised by **Account**. Access is flexible: users can be granted permission to view all loggers within an account or restricted to specific sub-groups.

### User Access Levels

There are four distinct permission levels. Each level inherits the capabilities of the one before it.

| <b>Role</b>          | <b>Key Capabilities</b>   | <b>Restrictions</b>                       |
|----------------------|---|---|
| <b>User</b>          | View plots, map views, site data, and alarm lists.  | Read-only. No downloads or configuration. |
| <b>Intermediate</b>  | All <b>User</b> privileges + Data exports (CSV or XDQ).   | Cannot change device settings.            |
| <b>Manager</b>       | All <b>Intermediate</b> privileges + Basic configuration (clocks, alarm set points/hysteresis) and logger reconfigurations via Harvest. | Cannot manage other users.                |
| <b>Administrator</b> | Full system access + User management (add/edit/delete) and access to the User Audit Log.  | None.                                     |

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