Adding Message Recipients to a Single Unit

1. From the OmniView™ home screen, locate and click on the Unit ID you want to add messaging to
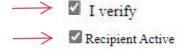
2. Click the "envelope" icon below the unit ID number

3. On your new "Machine Recipients" window, click the "ADD" icon next to any existing recipient

4. Choose the name/address from the "Recipient List" provided if applicable. If this is a new contact, enter the appropriate "name" and "Email/Phone Number" in the fields below recipients.
   a. When setting up text message alerts, enter the 10-digit cell phone number and check the verification box to ensure properly delivery.
      i. Foreign cell phone numbers should be formatted in the appropriate messaging format for that wireless provider. To view proper formats, click "View Cell Provider Messaging Formats"

5. Select "Recipient Type"
   a. HTML = Email Alerts
   b. Text = Text Message Alerts*

6. Choose "Message Type"
   a. For a complete list of message types and explanations, see glossary

7. Click "Update"

8. To add the same recipient to multiple forms of messaging, simply repeat this
 process. Visit our video library for other tutorials regarding the OmniView website.

Resubscribe to Text Message Notifications

1. Text "UNSTOP" to 76197 (U.S.) or 833-582-0628 (CAN)*
   *Note: Message and data rates may apply. 1 Message per event. Reply HELP for help, or STOP to opt out. Customer Assistance: 800-854-7342. See Terms of Service and Privacy Policy

2. Select the Unit ID associated with your mobile number then click the "envelope" icon. Click "edit" next to the mobile number you wish to reactivate. Check the verification box, the "Recipient Active" box, and click "Update"

Daily Activity – A daily report that delivers activity information, that is date & time stamped, for events which occurred over the reporting period

Daily Summary - A daily report that delivers activity information providing a total for the number of times the activity occurred over the reporting period

Fuel – Format that only provides messaging alerts about low fuel level. This messaging requires the fuel level data be delivered to the OmniMetrix device through a Modbus connection or by using one of our Fuel Monitoring options. The thresholds must be set to the proper values and "Persisted" messaging (for the Fuel Level in the Analogs Table) is set up on the unit

- **Best Practice:**   Provided to the Fuel Service company on that generator.

Logon Only – Provides the user the ability to logon to the OmniView system, without receiving any messaging. The user must also be configured in the "Configure User" screen to have visibility on the site. If the user receives any other type of messaging, then "Logon Only" does not need to be used

Monthly Activity - A monthly report that delivers activity information, that is date & time stamped, for events which occurred over the reporting period

Monthly Summary - A monthly report delivering activity information that provides a total for the number of times the activity occurred over the reporting period

Persisted – Format that adds a time filter to a message before that message is sent by our server. This is sent to recipients who only want to know when their generator is in some sort of distress

- **Best Practice:**   Used for customers who want to be alerted only when their generator is in some sort of distress. Used for Dealer customers to be alerted when the generator is in distress, but not receive all of the run information

Service Trouble Ticket 1 – Format that sends messaging, every 12 hours until acknowledged, based on Persisted Message timing. This messaging format must be used in conjunction with the OmniMetrix Trouble Ticket Process (see "View" menu, "Trouble Ticket" tab) which allows the recipient to track repairs on a given unit. This format is a Dealer only option

- **Best Practice:**   Used for Dealer techs in critical power situations. The tech <u>must</u> be trained on the proper use of the OmniMetrix Trouble Ticket System

Service Trouble Ticket 2 – Format that provides escalation to other message recipient (in the dealer group), if the message sent to the Service Trouble Ticket 1 recipients is not acknowledged within 25 hours

- **Best Practice:**   Escalated to higher level Dealer personnel, on critical power situations. This person <u>must</u> be trained on the proper use of the OmniMetrix Trouble Ticket System

Standard – Format that provides messaging on every state change of a generator

- **Best Practice:**   Used for customers who want to see every event on their generator.

Weekly Activity - A weekly report that delivers activity information, which is Date & Time stamped, that occurred over the report period

- **Best Practice:**   Used for residential customers

Weekly Summary - A weekly report that delivers activity information that provides a total for the number of times the activity occurred over the report period