

# *RTiQ™ User's Guide*

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*Version 1.0*

*July 16, 2018*



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## Introduction

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RTiQ makes it easy to remotely support any RTI system. With a simple software update to your existing RTI XP series control processor, RTiQ can monitor not only network devices but any device connected to the XP processor. You will be able to see the status of RTI and third-party devices that you have configured for remote monitoring, get alerts when failures occur, and trigger custom actions remotely to resolve problems.

### Prerequisites

- An RTI control system with an XP series control processor
- Internet access for the monitored system
- An RTiQ account
- The latest version of firmware for the XP processor
- The latest version of Integration Designer 9 or Integration Designer APEX 10.

### How it works

RTiQ consists of two main parts: the XP series control processor in your system and the RTiQ service in the cloud. You use Integration Designer to enable RTiQ and configure devices to monitor and custom actions to remotely service the system. When RTiQ is enabled, the XP processor continuously reports on the health of the system and any monitored external devices to the RTiQ cloud service. At any time, and from anywhere with an Internet connection, you can log into the RTiQ web dashboard to check on the health of the system and remotely trigger actions to resolve problems without having to visit the site. You can also configure text and SMS alerts to keep you informed about the health of the system. The RTiQ cloud also keeps a history of system events to help you track down intermittent problems.

### Feedback

Your feedback is very important in helping us to make RTiQ a success.

Every page in the RTiQ Dashboard includes a feedback field at the bottom. If you notice anything wrong on a page, or have any other suggestions relating to that page, type your comment into the “It would be nice if RTiQ did this...” field and click the Give Feedback button.

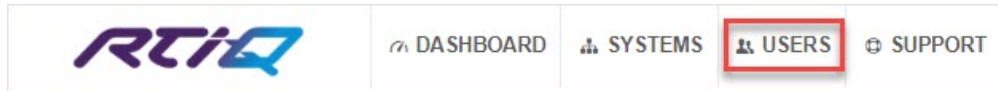
You can also visit the RTI Dealer forums with comments, suggestions, questions, and bug reports.

<https://forums.rticorp.com>

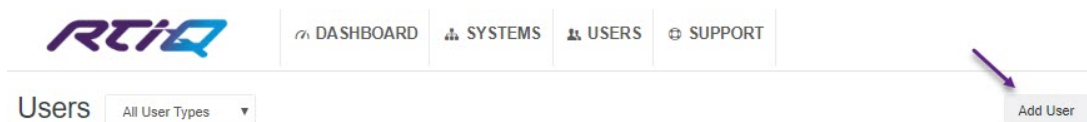
## Account Registration Process

RTiQ is designed to be administrated by the owner of the company, who can create individual user accounts for employees and customers. The registration process is as follows:

- Log in into the Dealer Portal
- Click on this link: <https://www.rticorp.com/dealer/rtiq>
  - This will take you to the RTiQ dashboard.
- Click on the “USERS” tab in the top menu.



- On the right side of the screen, click on “Add User”



- Select the drop-down menu to add available users.
  - Those listed in the drop-down would be the people who are associated with the account. If you do not see the people you are looking for, you will need to contact RTI Customer Service to get that person added/associated to your account for you to activate.
  - PLEASE NOTE: Customer Service will need to know the following information to add a new user:
    - What email address do they use to log into the Dealer Portal?
    - Are they an employee or a contracted worker?
      - This could mean they offer programming services to other dealers.
    - If there are community user credentials, each person that needs to be added to RTiQ will need to go through the “Become a Dealer” process and fill out the form. This will be processed like a normal request, and a distribution partner **must** approve them.

## Add User

Dealer: RTI

User\* No users available to add

Status\*  Active  Inactive

Access Level:\* Select One

Notification Defaults: Send On:  System Offline  System Recovery  IP Change  
 Device Error  Device Recovery  Daily Report  
 "Calm" Report

New Systems:  Automatically add notifications  
 DO NOT automatically add notifications

Existing Systems:  Add notifications  DO NOT Add notifications  
(Allowed Systems Only)

Cancel

- Once the person is selected, you will need to give them the appropriate access level to your RTiQ account.

## Add User

Dealer: RTI

User\* No users available to add

Status\*  Active  Inactive

Access Level:\* Select One

Notification Defaults: Select One  System Recovery  IP Change  
 Device Error  Device Recovery  Daily Report

New Systems:  DO NOT automatically add notifications

Existing Systems:  Add notifications  DO NOT Add notifications  
(Allowed Systems Only)

- The permission section is important to fill out each user you are authorizing.

### ERROR MESSAGE

If you receive the following error when trying to activate your account or clicking the RTiQ menu option on the dealer page, you will need to work with Customer Service to get your account activated.



## RTiQ ACTIVATION REQUIRED

Thank you for trying RTiQ remote monitoring!

Your company must be activated before you are able to use RTiQ.

### COMPANY ACTIVATION PROCESS

Please contact RTI Customer Service with the following information:

- Company name
- Primary Contact - This person should be an owner/officer of the company and will become the administrator for the RTiQ account.
- Email address - The email address used to login into the RTI dealer website.

RTI Customer Service:

- Phone: +1(952)253-3136
- Email: [custserv@rticorp.com](mailto:custserv@rticorp.com)

### USER REGISTRATION

If your company is already activated but you are unable to gain access to RTiQ, there are a couple reasons this may happen:

1. You may not have been associated with your company as an authorized user by the primary account holder for your company (RTiQ administrator).
2. The company information (company name, address etc) on your RTI dealer website account does not exactly match the information supplied by the primary contact for your company.

Please check with the RTiQ Administrator for your company to see if you have been set up as a user.

If you are still unable to access RTiQ, please contact RTI Customer Service.

The appropriate steps to take are as follows:

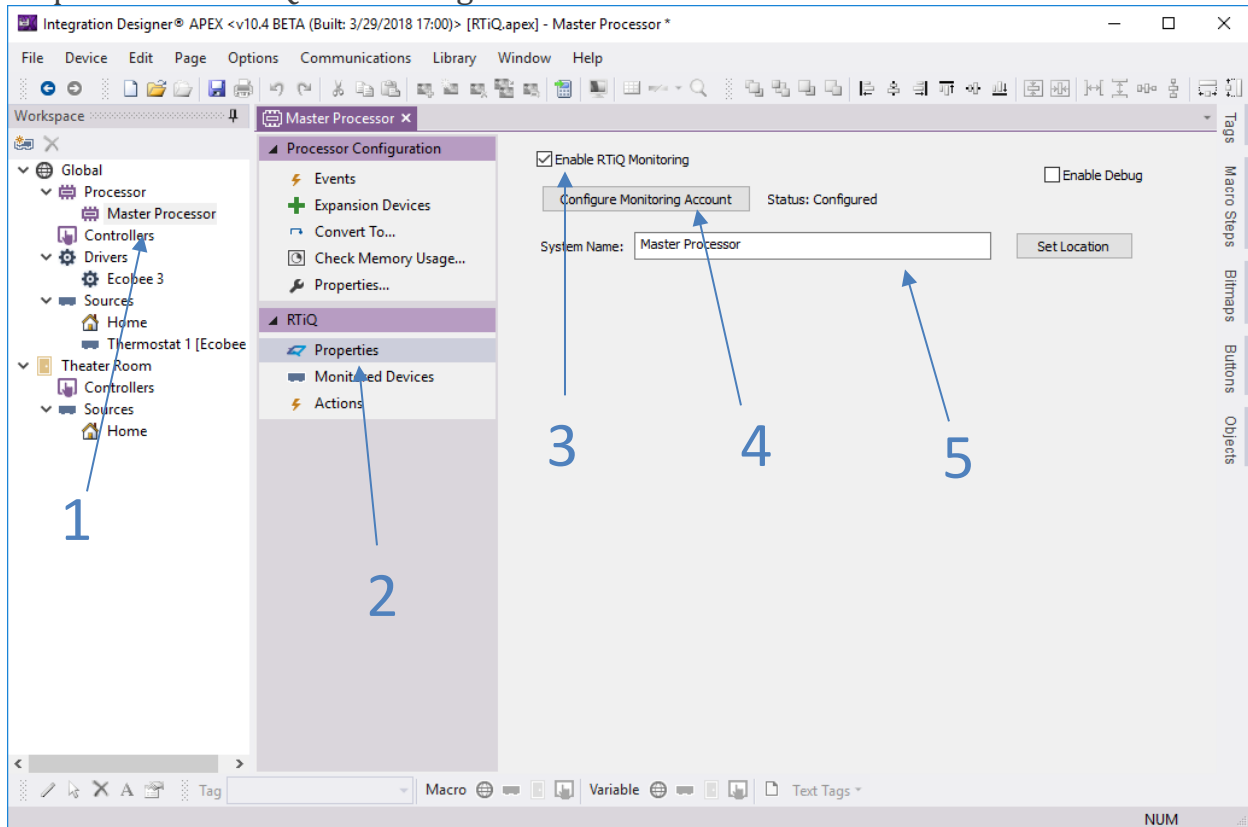
1. Contact RTI customer service to have your RTiQ account created.
2. Identify yourself, or someone in your organization, who is the owner of the company.
  - a. This person will be primary contact for your RTiQ account and will be responsible for accepting all legal and organizational agreements.
3. Once the primary contact is identified, Customer Service can create the account.
  - a. It would be beneficial at this time to let Customer Service know if there is anyone else within your organization who would like to have access to this account, so you won't have to repeat the process.
4. The primary contact can then activate the account by going to <https://www.rticorp.com/dealer/rtiq>
5. Once they activate the account, they will then need to activate users.
6. If there are no users in the drop-down menu, the primary contact will need to contact Customer Service to add users.
  - a. This part can also be done in the previous steps (step 3a) when creating the account.
7. If there are users associated with the account, then the primary contact can grant them the appropriate access. See the Users section on page 16 for more information.

# Integration Designer Configuration

RTiQ monitoring can be enabled for systems programmed using either Integration Designer 9 or Integration Designer APEX 10. The steps to enable RTiQ for both versions are described below.

## Integration Designer APEX 10

### Step 1: Enable RTiQ monitoring



RTiQ monitoring is enabled by checking the *Enable RTiQ Monitoring* checkbox (3) under the RTiQ Properties section (2) of the master processor (1).

Once you have checked the *Enable RTiQ Monitoring* checkbox, click the *Configure Monitoring Account* (4) button. A prompt will appear asking for your RTi dealer site username and password. Once the credentials are entered, click OK to close the login dialog.

The *System Name* (5) defaults to the name of the processor. This is the name that will be displayed on the RTiQ dashboard, so if you would like a more descriptive name, enter it here.

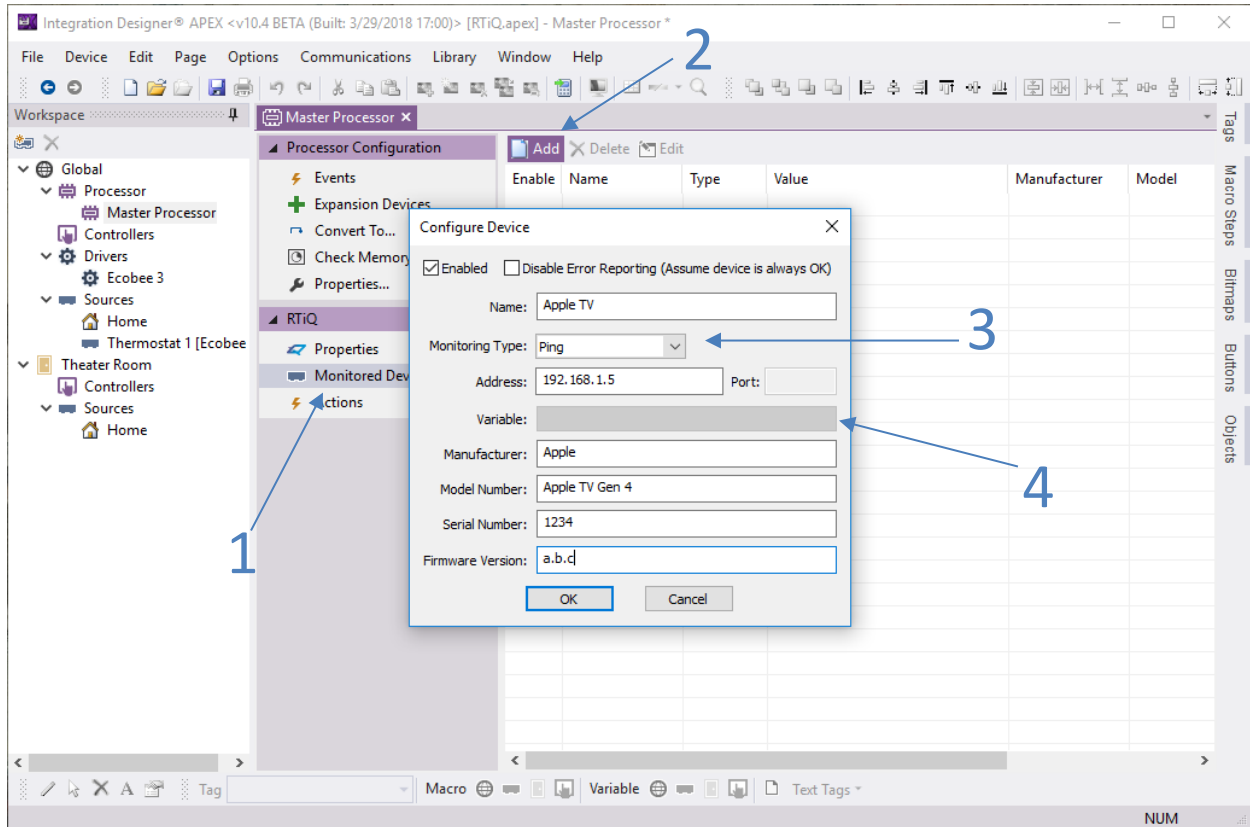
The *Set Location* button allows you to set the physical address of the system, which is used by the dashboard to create a map of the systems that you are monitoring. This is currently not implemented, you will have to set the address manually on the dashboard.

RTiQ monitoring is now enabled for the system. If you send the system file to the processor, it will begin reporting its status to the RTiQ cloud and will be visible on the RTiQ dashboard.



## Step 2: Configure external devices for monitoring

By default, RTiQ will monitor all the Ethernet-connected RTI devices (keypads, processors, etc.) configured in your Integration Designer system file. You can also use RTiQ to monitor external devices in three ways: by “pinging” them, by connecting to a specific IP address and port (for example, to verify that a web server is listening on the device), or by monitoring a system variable provided by a driver.



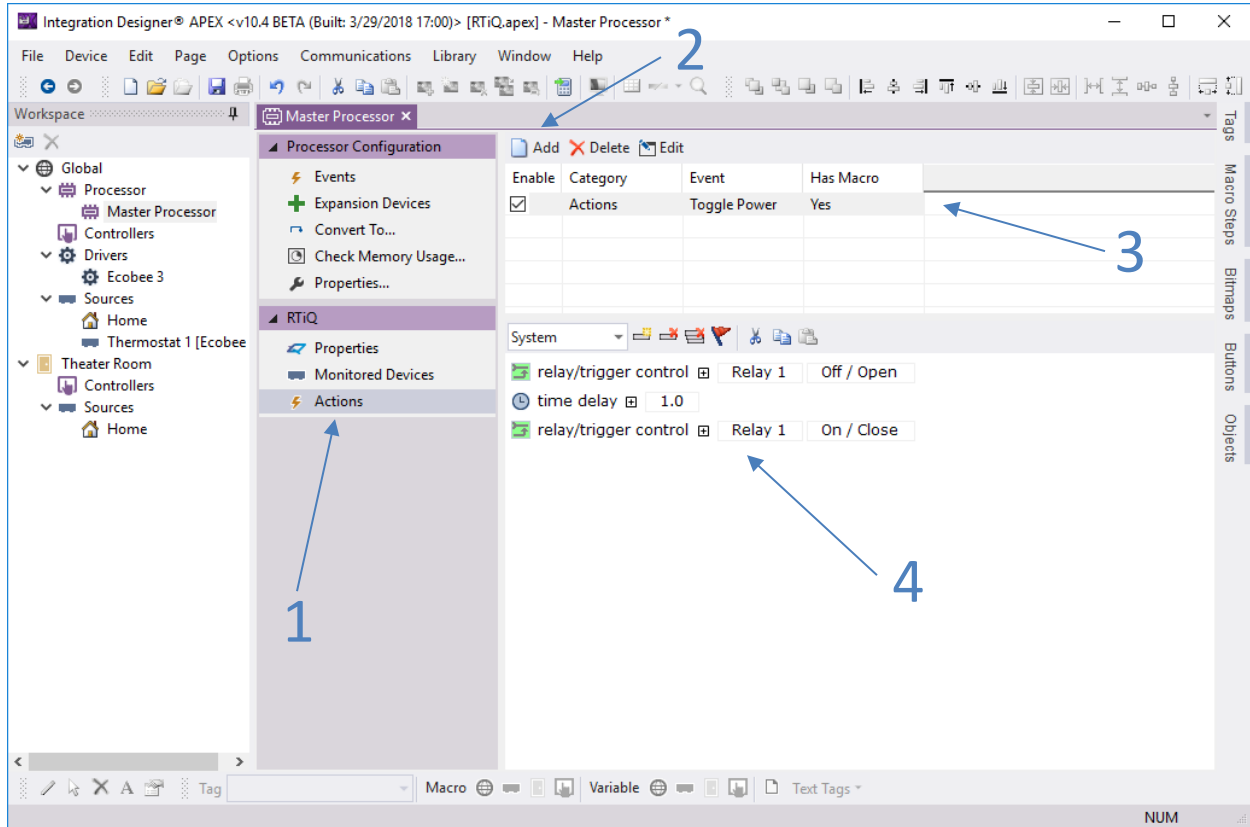
This example shows how to configure a network device for monitoring using Ping. First, click the *Monitored Devices* section (1), and click the *Add* button (2). Choose *Ping* as the monitoring type (3) and fill in the rest of the fields. The *Address* field is where you enter the IP address or hostname to ping, and the *Name* field sets the name that will be displayed on the RTiQ dashboard. The *Manufacturer*, *Model Number*, *Serial Number*, and *Firmware Version* fields are for your reference only, they are displayed on the dashboard but are not automatically discovered.

To monitor a device controlled by a control driver on the XP processor, set the *Monitoring Type* to *System Variable*, and then click the *Variable* button (4) to select the Boolean system variable that indicates the health of the device controlled by the driver.

Repeat these steps for each external device you wish to monitor.

## Step 3: Configure actions

RTiQ can also be used to create “Actions”, which are macros that you can trigger remotely by clicking a button on the RTiQ dashboard.



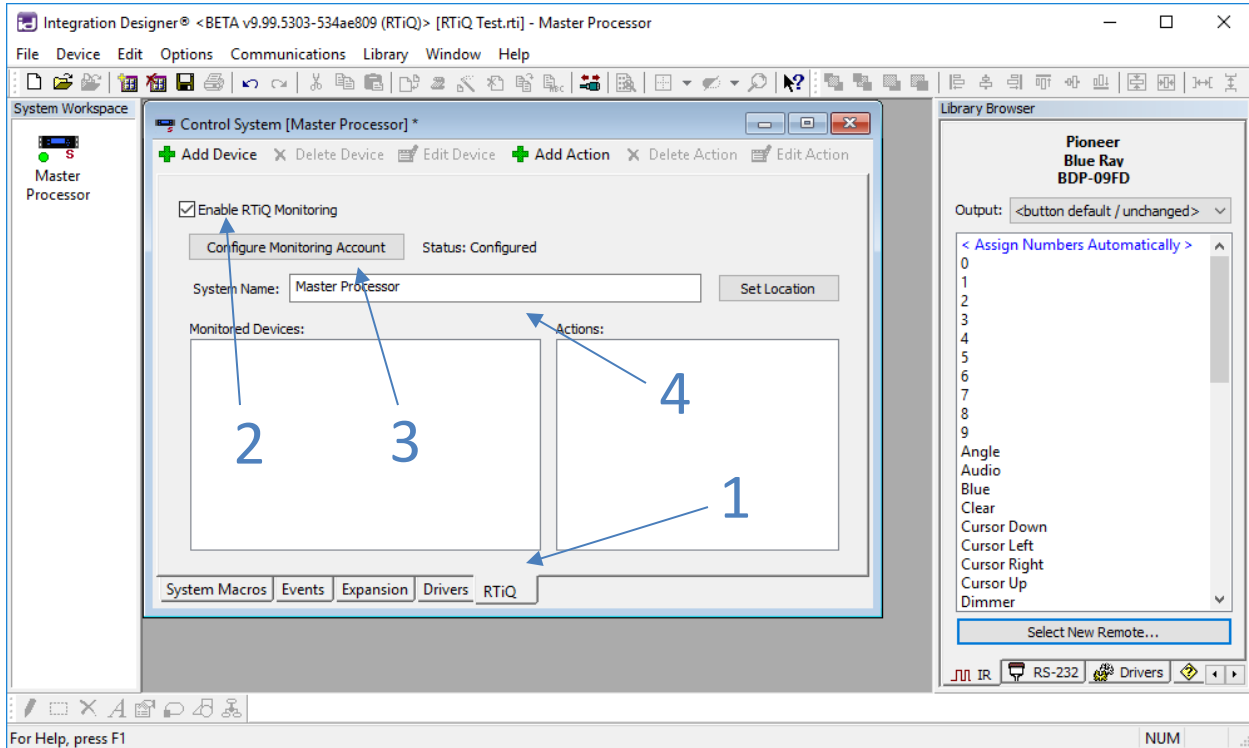
To create an action, select the *Action* section (1) of the RTiQ configuration panel, and then click the *Add* button (2). Give the action a name, and then select it (3). Drag the macro steps from the Macro Steps pane into the action macro (4). This macro will be run whenever you click the corresponding button on the RTiQ dashboard.

Repeat these steps for each action you wish to create.

## Integration Designer 9

### Step 1: Enable RTiQ monitoring

RTiQ monitoring is enabled by checking the *Enable RTiQ Monitoring* checkbox (2) on the RTiQ Properties tab (1) of the master processor.



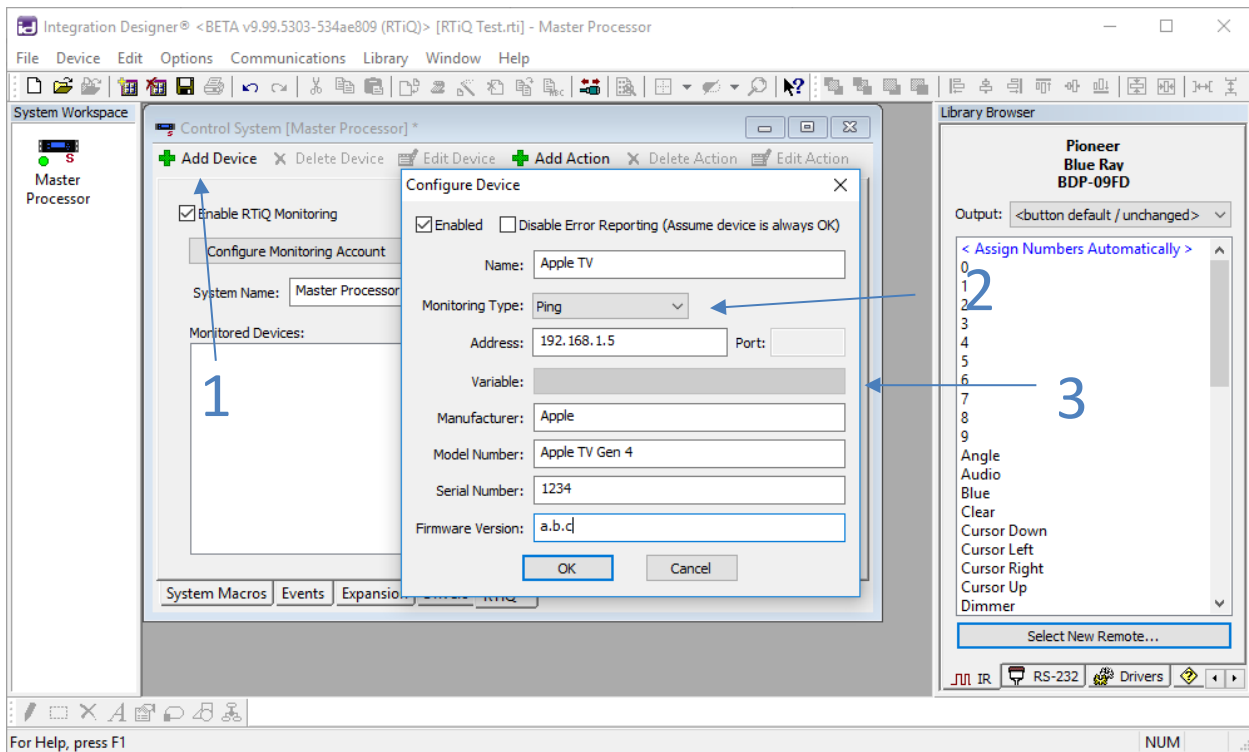
Once you have checked the Enable RTiQ Monitoring checkbox, click the *Configure Monitoring Account* (3) button. A prompt will appear asking for your RTi dealer site username and password. Once the credentials are entered, click OK to close the login dialog. The *System Name* (4) defaults to the name of the processor. This is the name that will be displayed on the RTiQ dashboard, so if you would like a more descriptive name, enter it here.

The *Set Location* button allows you to set the physical address of the system, which is used by the dashboard to create a map of the systems that you are monitoring. This is currently not implemented, you will have to set the address manually on the dashboard.

RTiQ monitoring is now enabled for the system. If you send the system file to the processor, it will begin reporting its status to the RTiQ cloud and will be visible on the RTiQ dashboard.

### Step 2: Configure external devices for monitoring

By default, RTiQ will monitor all the Ethernet-connected RTi devices (keypads, processors, etc.) configured in your Integration Designer system file. You can also use RTiQ to monitor external devices in three ways: by “pinging” them, by connecting to a specific IP address and port (for example, to verify that a web server is listening on the device), or by monitoring a system variable provided by a driver.



This example shows how to configure a network device for monitoring using Ping. First, click the *Add Device* button (1). Choose *Ping* as the monitoring type (2) and fill in the rest of the fields. The *Address* field is where you enter the IP address or hostname to ping, and the *Name* field sets the name that will be displayed on the RTiQ dashboard. The *Manufacturer*, *Model Number*, *Serial Number*, and *Firmware Version* fields are for your reference only, they are displayed on the dashboard but are not automatically discovered.

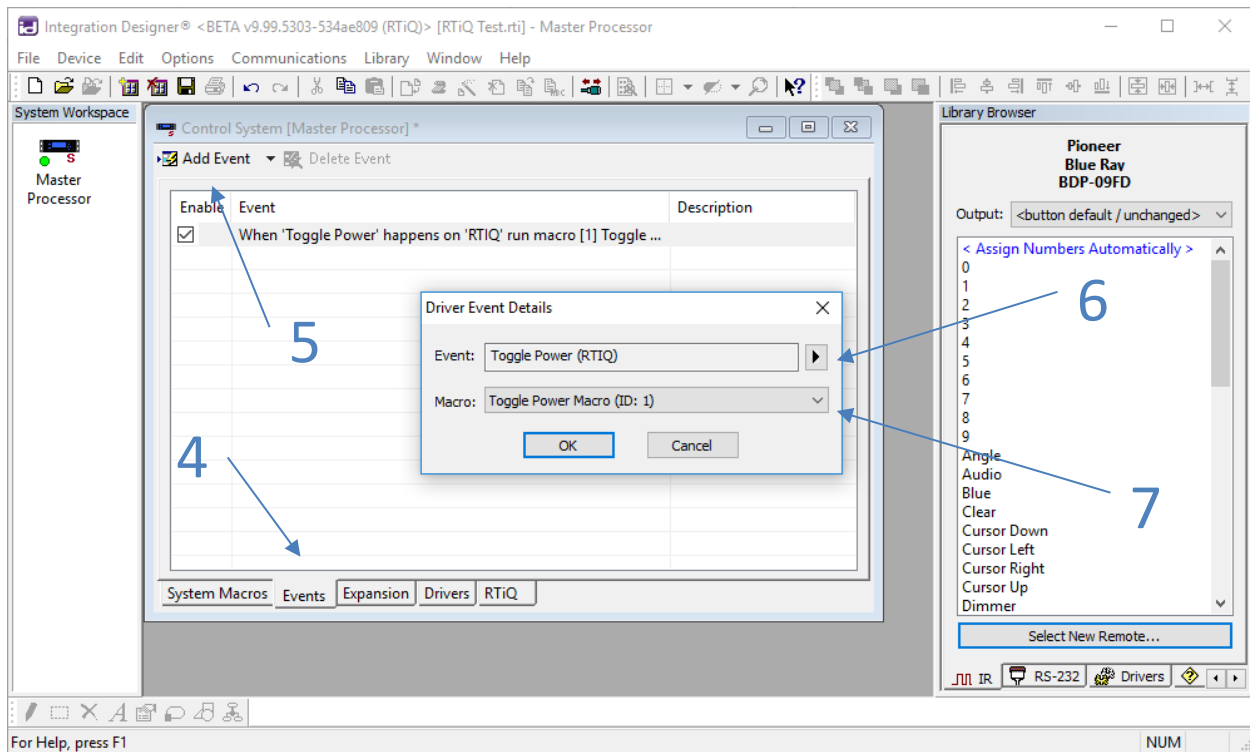
To monitor a device controlled by a control driver on the XP processor, set the *Monitoring Type* to *System Variable*, and then click the *Variable* button (3) to select the Boolean system variable that indicates the health of the device controlled by the driver.

Repeat these steps for each external device you wish to monitor.

### Step 3: Configure actions

RTiQ can also be used to create “Actions”, which are macros that you can trigger remotely by clicking a button on the RTiQ dashboard.





Finally, on the *Events* tab (4), create a new *Driver Event* (5). Under the RTiQ Driver, you will see the names of all the actions that have been created for RTiQ. Choose the action (6) and select the macro you created in the previous step (7).

Repeat these steps for each action you wish to create.

# RTiQ Web Dashboard

The RTiQ dashboard is the place on the web where you can remotely monitor the status of your installed systems and trigger actions on them.

## Access

You can access the RTiQ dashboard using any web browser. Begin by logging into the Dealer Portal and click on the following link: <https://www.rticorp.com/dealer/rtiq>

## Sections

### Dashboard

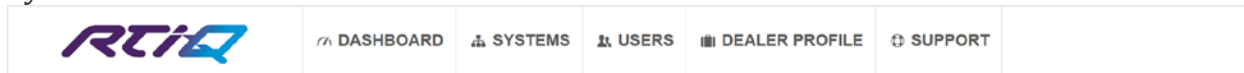
System	Status	Uptime
Kevin's Office	Error	22 minutes

The dashboard is the first thing you will see when logging into RTiQ. On the left is a map with markers for each installed system with a configured street address. The marker color indicates the state of the system:

- Green: No problems detected.
- Yellow: One or more errors detected.
- Red: The system (or its connection to the Internet) is offline.
- Blue: The system is in Service mode

The box on the right lists all the systems that currently have issues. Systems with no problems detected are not listed here. You can click the “System” tab at the top of the screen to view all systems, including those functioning normally. Click on the name of any system to view detailed information on that system.

## Systems



### Systems

System	Status	Uptime
Kevin's House	Ok	13 minutes
Kevin's Office	Error	22 minutes
System	Status	Uptime

Showing 1 - 2 of 2

The Systems page shows all configured systems. Click on the system name to view detailed information on that system.

## Users



### Users

All User Types ▼ Add User

23 Users Found

User	Access Level	Status
Smith, Tim	Dealer User	active
Jones, Ray	Dealer Admin	active

The Users tab allows you to add and view employees in the company that are designated to monitor and receive alerts. The list of users by name and access level, and their status, whether active or inactive. Once added, the administrator can edit a variety of permissions and custom tailor the types of reports the user will receive. To add a new user, select the “Add User” button in the top right.



## Edit User

Dealer: RTI

First Name:\* Demo User (demouser@rticorp.com)

Status:\*  Active  Inactive

Access Level:\* Dealer User ▼

Permissions:\*

Systems >	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
Devices >	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
Dealer Info >	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Edit	
Users >	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Add

Allowed Systems:\*  Check All

- MarkM Office
- Matt's House
- Matt's XP-8v
- Mike KX3
- Mike XP8

Notification Defaults: Send On:

<input checked="" type="checkbox"/> System Offline	<input checked="" type="checkbox"/> System Recovery	<input type="checkbox"/> IP Change
<input type="checkbox"/> Device Error	<input type="checkbox"/> Device Recovery	<input checked="" type="checkbox"/> Daily Report
<input checked="" type="checkbox"/> "Calm" Report		

New Systems:  Automatically add notifications  
 DO NOT automatically add notifications

Existing Systems:  Update notifications with defaults  DO NOT Update notifications with defaults  
(Allowed Systems Only)

The user tab is designed to add users and set access levels, permissions and the type of reports the user will receive.

### Status

The dealer admin can choose if the user is active or inactive

### Access Level

- Dealer Admin
  - Control over all systems and user accounts for a company
  - Assign permissions to Dealer Users and Customers
    - Assign individual systems
    - System permissions to view, edit and delete
    - Device permissions to view, edit and delete
    - Dealer info permissions to view and edit
    - Dealer user permissions to view, edit, delete or add
    - User account status (active or inactive for that company)
    - Notifications
  - This level is typically used for dealer administrators, company owners, project managers, and lead technicians/programmers.

- Dealer user
  - A user can view and monitor systems that the Dealer Admin granted permissions for.
  - This level is typically used for dealer technicians.
- Customer
  - This level is for the end-user or client and it will give them access to their system and all notifications.

## Allowed Systems

Available systems will be populated here, and a checkbox will be applied for each system that the user needs access to.

## Notification Defaults (for this user)

- System Offline
  - Turns on notifications for this user when is system is deemed offline.
- System Recovery
  - Turns on notifications for this user when a system returns online.
- IP Change
  - Turns on notifications for this user when the WAN address of a system change is detected.
- Device Error
  - Turns on notifications for this user when a device is deemed offline.
- Device Recovery
  - Turns on notifications for this user when a device is deemed online.
- Daily Report
  - Turns on a single daily notification sent at 7am eastern time that provides a combined summary of all systems and devices that are assigned to this user.
- Calm Report
  - Turns on a single summary notification that are sent at top of each hour if there were any issues in the past hour for all systems and devices that are assigned to this user.
  - If this was the only notification selected for a user, the maximum number of emails they would receive a day is 24.

## New Systems

- Automatically add notifications
  - If this is selected, the default notifications will be added for this user on each new system that comes online.
  - For a Dealer User, this automatically gives the dealer user access to all systems that come online, and a checkbox is automatically applied for all new systems in the Allowed Systems section.
- DO NOT automatically add notifications
  - If selected, notifications or access to systems will NOT be applied to new systems that come online.

## Existing Systems

- For existing systems, typically used to quickly modify notifications globally for a user.
- Add notifications

- If selected, the default notifications will be added for this user for all existing systems the user has access to.
- DO NOT add notifications
  - If selected, the default notifications will NOT be added for this user for all existing systems this user has access to.

## System Details – Devices

The screenshot shows the 'System Details – Devices' page for a system named 'Kevin's House'. At the top left, system information is displayed: Public IP, Master XP-8v (status: Ok), Online 9 minutes, Model: XP-8v, IP: 10.21.12.20, ID: MAC: 00:15:26:00:02:17, Firmware: 1.1.16, ID Software Version: 9.14.0.7852, File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rti, CPU (last): 4%, Memory Load (last): 28%, and Memory Free (last): 744263680. A green box indicates 37 OK Devices. A line graph shows 'Devices with Errors (past 48 hours)' with a peak of 2 errors around 6 PM on 07/15. Below the graph are tabs for Devices, Drivers, Actions, Notifications, Settings, Notes, History, and Reports. The 'Devices' tab is active, showing a table of monitored devices with columns for Device, Status, Uptime, Note, and Address. All devices listed have a status of 'Ok'.

Device	Status	Uptime	Note	Address
Apple TV G3	Ok	Ok 8 minutes	Ping Ok	10.21.12.48
Apple TV G4	Ok	Ok 8 minutes	Ping Ok	10.21.12.52
Deck KX7	Ok	Ok 8 minutes	Ok	10.21.12.26
Deck T21	Ok	Ok 8 minutes	Ok	
Den CX7	Ok	Ok 8 minutes	Ok	10.21.12.35
Den T3-V+	Ok	Ok 8 minutes	Ok	
Den Virtual Panel	Ok	Ok 8 minutes	Ok	
Dinette KX7	Ok	Ok 8 minutes	Ok	10.21.12.25
Dining RK3-V	Ok	Ok 8 minutes	Ok	10.21.12.27

The Devices tab of the System Details screen shows all the devices that RTiQ is monitoring in the system, both the ones that were manually configured in Integration Designer as well as the RTI devices in the system. In the shaded box at the top of the page there is a system information summary, including the external (public) IP address of the system, firmware version and memory usage of the processor, and information on the data file and version of Integration Designer last used to program the system.

The bottom portion of the page lists the status of each individual device in the system. Click on any device name to examine detailed information for that device.

## System Details - Device Details

The Device Details screen contains three sections: Details, Notifications, and History. Click the heading to select which section to view.

The screenshot displays the RTI web interface. At the top, there is a navigation bar with the RTI logo and menu items: DASHBOARD, SYSTEMS, USERS, and SUPPORT. Below the navigation bar, the main content area is titled "Kevin's House". It shows a public IP address, a "Master XP-8v" device with an "OK" status, and various system metrics like online time, model, IP, ID, MAC, firmware, and software version. A green box indicates "37 OK Devices". To the right, a line graph titled "Devices with Errors (past 48 hours)" shows error counts over time, with a tooltip for "07/15 12 AM - 6 AM" showing "Devices: 0". Below the graph, there are tabs for "Devices", "Drivers", "Actions", "Notifications", "Settings", "Notes", "History", and "Reports". The "Details" tab is selected, showing a breadcrumb "Details / Notifications / History" and the details for an "Apple TV G4" device, which is also "Ok". The details include fields for Device ID (1002), Device Address (10.21.12.52), Device Mfg (Apple), Device Model (Apple TV (Fourth Generation)), Device Firmware (N/A), and Device Serial (N/A). A "Delete Device" button is located at the bottom of the details section.

The Details section shows the device information configured in Integration Designer for manually-configured devices and shows automatically detected information (including device type and firmware version) for RTI devices.

## Apple TV G4 Ok

Ping Ok  
Ok 12 minutes

**Device Notifications:**  On  Off System Notifications must be on or this setting will be ignored.

**Delay Notifications:**  Yes  No  seconds

Delayed Notifications means if the device has a problem but returns to normal within the delay time then no notifications will be sent. Use this carefully as it can mask problems.

Save

The Notification section allows you to enable or disable notifications for individual devices.

## Apple TV G4 Ok

Ping Ok  
Ok 12 minutes

Clear Device History

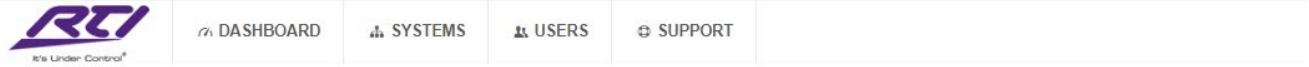
Search:

Time	Status	Device	Note
2018-03-30 19:20:25	Unknown	Apple TV G4	New!
Time	Status	Device	Note

Showing 1 - 1 of 1

The History section shows a timeline of status changes for the device.

## System Details – Drivers



### Kevin's House

Public IP: [REDACTED]  
**Master XP-8v** OK  
 Online 26 minutes  
 Model: XP-8v  
 IP: 10.21.12.20  
 ID: MAC: 00:15:26:00:02:17  
 Firmware: 1.1.16  
 ID Software Version: 9.14.0.7852  
 File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rti  
 CPU (last): 4%  
 Memory Load (last): 28%  
 Memory Free (last): 744448000

37  
OK  
Devices

Devices with Errors (past 48 hours)

Devices
Drivers
Actions
Notifications
Settings
Notes
History
Reports

### Master

Name	Author	Manufacturer	Ports	Model	Version	CPU (Last)	CPU (Avg)	Mem (Last)	Mem (Peak)	Last Date
Alloysoft Signal	Alloysoft	Alloysoft	TCP:3567	Signal	1.1	0%	0%	223817	237350	Jul 15, '18 05:56
Amazon Alexa Echo	My Device	Amazon Alexa	MCAST:1900 TCPSRV:50006 TCPSRV:49520	Echo/Dot/Tap	1.1	0%	0%	450536	513657	Jul 15, '18 05:56
Apple TV	My Device	Apple	UDP:5353 TCPSRV:6288 TCPSRV:26837 HTTP:3689	Apple TV Generation 1/2/3	3.0	1%	1%	821848	1470954	Jul 15, '18 05:56
AutoPatch	Remote Technologies Inc.	AutoPatch	Master XP-8v:AutoPatch	Precis LT w/DSP	1.2	0%	0%	276723	315018	Jul 15, '18 05:56
Clock	Remote Technologies Inc.	RTI		n/a	1.0	0%	0%	163415	191227	Jul 15, '18 05:56
DirectTV DVR	Remote Technologies Inc.	DirectTV		H21	1.3	0%	0%	344826	437960	Jul 15, '18 05:56
DSC PowerSeries	Remote Technologies Inc.	DSC	Master XP-8v:DSC Security	PowerSeries	1.01	0%	0%	196297	280699	Jul 15, '18 05:56

The Drivers tab shows a list of all the drivers installed on the system, as well as their version number and processor and memory performance statistics. This information can be used to remotely detect outdated drivers, as well as monitor drivers for problems such as excessive CPU usage or memory leaks.

## System Details – Actions

[DASHBOARD](#)[SYSTEMS](#)[USERS](#)[SUPPORT](#)

### Kevin's House

Public IP: [REDACTED]  
Master XP-8v Ok  
Online 30 minutes  
Model: XP-8v  
IP: 10.21.12.20  
ID: MAC: 00:15:26:00:02:17  
Firmware: 1.1.16  
ID Software Version: 9.14.0.7852  
File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rti  
CPU (last): 4%  
Memory Load (last): 28%  
Memory Free (last): 744337408

37  
OK  
Devices

Devices with Errors (past 48 hours)

07/13 1 PM - 7 PM  
Devices: 0

7 AM 7 PM 7 AM 7 PM

Devices Drivers Actions Notifications Settings Notes History Reports

■ = Actionable    ■ = Action in Process

Reboot Processor

Action 1

Shut System Down

It would be nice if RTIQ did this...

Give Feedback

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The Actions tab allows you to trigger the actions that were configured for the system in Integration Designer. When you click the action button, you will be prompted to confirm that you wish to carry out the action. If you approve, a command is sent to the processor to trigger the associated macro.

Action macros can be used for a variety of tasks, using any devices connected to the processor. Some examples would be triggering PDU outlet reboots, opening or closing relays, sending power commands, and anything else that can be done with a macro. These macros can be run remotely as if the dealer was onsite.

There is also one action that is automatically available for every system: “Reboot Processor”. Running this action will cause the master processor to immediately reboot.

## System Details – Notifications

**Kevin's House**  
Public IP: [Redacted]  
Master XP-8v OK  
Online 1 hour 26 minutes  
Model: XP-8v  
IP: 10.21.12.20  
ID: MAC: 00:15:26:00:02:17  
Firmware: 1.1.16  
ID Software Version: 9.14.0.7852  
File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rtl  
CPU (last): 4%  
Memory Load (last): 28%  
Memory Free (last): 743694336

**37 OK Devices**

Devices with Errors (past 48 hours)

Repeat Offline/Error Notifications:  Offline/Error Notifications will be sent hourly if checked.

Service Mode: Off Temporarily suspend all notifications for the designated period.

**Save Settings**

Email Notifications: To ensure accurate delivery, please add noreply@rticorp.com to your email address book or spam filter.

abc@avcompany.com  
Send On:  System Offline  System Recovery  IP Change  
 Device Error  Device Recovery  Daily Report  
 "Calm" Report

123@avcompany.com  
Send On:  System Offline  System Recovery  IP Change  
 Device Error  Device Recovery  Daily Report  
 "Calm" Report

**Add Email** **Save Settings**

Text Notifications: Enter phone numbers in 1112223333 format. Text messages will come from 952-[Redacted], you may want to add this number to your phone book.

9525551212  
Send On:  System Offline  System Recovery  IP Change  
 Device Error  Device Recovery  Daily Report  
 "Calm" Report

**Add Phone #** **Save Settings**

The Notifications tab allows you to configure email and SMS notifications for the following event types:

- System Offline – The system went offline
- System Recovery – The system came back online
- IP Change – The public IP address of the system changed
- Device Error – An individual device has an error (see notes under “Calm” report)
- Device Recovery – The individual device error condition has been resolved
- Daily Report – Sent once a day to summarize changes in the past 24 hours
- “Calm” Report – Sent at most once an hour if have been any issues in the past hour with the system. In most cases, this is preferable to enabling the Device Error and Device Recovery reports, which can generate many notification messages if a device changes state frequently.

You can also place the system in “Service Mode” to temporarily disable notifications while you are working on the system. Service Mode can be selected for a 1, 4, or 8-hour period and notifications will automatically be re-enabled after that period.



## System Details – Settings

The screenshot shows the 'Settings' tab for a system named 'Kevin's House'. On the left, system details are listed: Public IP, Master XP-8v (status: Ok), Online 36 minutes, Model: XP-8v, IP: 10.21.12.20, ID: MAC: 00:15:26:00:02:17, Firmware: 1.1.16, ID Software Version: 9.14.0.7852, File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rti, CPU (last): 4%, Memory Load (last): 28%, and Memory Free (last): 744304640. A central green box displays '37 OK Devices'. To the right, a line graph titled 'Devices with Errors (past 48 hours)' shows a peak of 2 errors at 7 PM on 07/13, with 0 errors between 1 PM and 7 PM. Below the graph is a navigation menu with tabs: Devices, Drivers, Actions, Notifications, Settings (selected), Notes, History, and Reports.

**Dynamic Host Name:** Host name is comprised of a two name prefix, such as last name and numbers of your address.  
(Ex. entering smith and 1311 would create the host name smith.1311.rtiq.net)

.rtiq.net

Address information is used in Dashboard mapping

**Address:**

**Address2 (Unit/Suite):**

**City:**

**Country:**

**State:**

**Zip:**

The Settings tab allows you to configure the street address of the system, which is used to create the Dashboard map. If no street address is configured, the system will not appear on the map.

You can also configure a Dynamic DNS hostname for the system, which will be automatically updated when the external IP address of the system changes. Enter two words in the boxes to create a DDNS hostname in the rtiq.net domain. In the example above, the system would be reachable at **clientname.address.rtiq.net**.

## System Details – Notes

**RTI**  
It's Under Control®

DASHBOARD SYSTEMS USERS SUPPORT

### Kevin's House

Public IP: [REDACTED]  
Master XP-8v Ok  
Online 40 minutes  
Model: XP-8v  
IP: 10.21.12.20  
ID: MAC: 00:15:26:00:02:17  
Firmware: 1.1.16  
ID Software Version: 9.14.0.7852  
File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rti  
CPU (last): 4%  
Memory Load (last): 28%  
Memory Free (last): 743862272

37 OK Devices

Devices with Errors (past 48 hours)

Time	Devices with Errors
7 AM	0
7 PM	2
7 AM	1
7 PM	2

07/15 1 AM - 7 AM  
Devices: 0

Devices Drivers Actions Notifications Settings **Notes** History Reports

System Notes:

Enter in relevant information about the client or client's system. In commercial projects, enter in contact information for system admins or business details.

Save

The Notes tab allows you to enter text notes about the system. This can be used to store any desired information about the system and will be visible to any user in your company.

## System Details – History



DASHBOARD

SYSTEMS

USERS

SUPPORT

### Kevin's House

Public IP: [REDACTED]  
**Master XP-8v** Ok  
 Online 43 minutes  
 Model: XP-8v  
 IP: 10.21.12.20  
 ID: MAC: 00:15:26:00:02:17  
 Firmware: 1.1.16  
 ID Software Version: 9.14.0.7852  
 File Path: C:\Users\Kevin\Dropbox\Integration Designer Files\Kensington 36.rti  
 CPU (last): 5%  
 Memory Load (last): 28%  
 Memory Free (last): 744132608

37  
 OK  
 Devices

#### Devices with Errors (past 48 hours)

Devices
Drivers
Actions
Notifications
Settings
Notes
History
Reports

Clear System History

Search:

Time	Status	Device	Note
2018-07-15 00:32:05	<span style="background-color: #76923c; color: white; padding: 2px 5px; border-radius: 3px;">Ok</span>	Roku Player	Sysvar Ok
2018-07-15 00:32:04	<span style="background-color: #76923c; color: white; padding: 2px 5px; border-radius: 3px;">Ok</span>	ZW-9	Sysvar Ok
2018-07-15 00:31:30	<span style="background-color: black; color: green; padding: 2px 5px; border-radius: 3px;">Online</span>	SYSTEM	System is online (Reboot)
2018-07-15 00:31:29	<span style="background-color: black; color: red; padding: 2px 5px; border-radius: 3px;">Offline</span>	SYSTEM	System is offline (Pre-reboot)
2018-07-14 14:32:12	<span style="background-color: #76923c; color: white; padding: 2px 5px; border-radius: 3px;">Ok</span>	NuVo	Sysvar Ok
2018-07-14 14:30:43	<span style="background-color: #ffc000; padding: 2px 5px; border-radius: 3px;">Error</span>	NuVo	Sysvar Failed
2018-07-14 09:32:20	<span style="background-color: #76923c; color: white; padding: 2px 5px; border-radius: 3px;">Ok</span>	Sonos	Sysvar Ok
2018-07-14 09:31:48	<span style="background-color: #ffc000; padding: 2px 5px; border-radius: 3px;">Error</span>	Sonos	Sysvar Failed
2018-07-14 06:26:10	<span style="background-color: #76923c; color: white; padding: 2px 5px; border-radius: 3px;">Ok</span>	ZW-9	Sysvar Ok

The History tab shows a running log of system and device status changes. You can search for changes to certain devices or click the “Clear System History” button to erase all the stored events.

## System Details – Reports

The screenshot shows the RTI web interface. At the top, there is a navigation bar with the RTI logo and links for DASHBOARD, SYSTEMS, USERS, and SUPPORT. The main content area displays system details for 'Kevin's House', including a status indicator '37 OK Devices' and a line graph titled 'Devices with Errors (past 48 hours)'. The graph shows two peaks of 2 errors, one at 7 PM and another at 7 PM on 07/15. Below the details, there is a 'Reports' tab selected among other options like Devices, Drivers, Actions, etc.

### Report

System Errors Past 12 Months [View Report](#)

The Reports tab allows you to download an Excel-formatted report showing overall statistics about the performance of the system.

The screenshot shows an Excel spreadsheet with the following data:

Kevin's House - Errors the Past 12 Months				
	Total System Errors	System Uptime	System ID	System Address
	3	> 99%	00:15:26:00:02:17	1.2.3.4
Device	Total Errors	Uptime	ID	Address
Nest (Dining Room)	1	> 99%		1004 Dining Room Is Online (Nest\Dining Room (Thermostat 1))
ZW-9	7	> 99%		1005 Connection State - Connected (ZW-9\Troubleshooting)

## Support Access

The header features the RTIQ logo on the left and a navigation menu with the following items: DASHBOARD, SYSTEMS, USERS, DEALER PROFILE, and SUPPORT. Below the navigation menu is a yellow banner with the text: "Support access enabled! Click here to disable".

The dashboard for "Kevin's House" displays the following information:

- Public IP: 1.2.3.4
- Master Processor: OK
- Online 15 minutes
- Model: XP-8v
- IP: 10.21.12.20
- ID: MAC: 00:15:26:00:02:17
- Firmware: 1.1.7
- ID Software Version: 10.4 BETA (Built: 3/30/2018 15:57)
- File Path: C:\Documents\RTIQ Demo.apex
- CPU (last): 4%
- Memory Load (last): 27%
- Memory Free (last): 754049024

A central widget shows "36 OK Devices". To the right, a line graph titled "Devices with Errors (past 48 hours)" shows a spike in errors between 03:30 3 PM and 9 PM, with 2 devices affected. Below the graph is a navigation menu: Devices, Controllers, Drivers, Actions, Notifications, Settings, Notes, History, Reports.

With Selected Items  Display:  Active  Deleted

<input type="checkbox"/> Check All	Device	Status	Uptime	Note	Address
<input type="checkbox"/>	Apple TV G3	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ping OK	10.21.12.48
<input type="checkbox"/>	Apple TV G4	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ping OK	10.21.12.52
<input type="checkbox"/>	Deck KX7	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	10.21.12.26
<input type="checkbox"/>	Deck T2i	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	
<input type="checkbox"/>	Den CX7	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	10.21.12.35
<input type="checkbox"/>	Den T3-V+	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	
<input type="checkbox"/>	Den Virtual Panel	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	
<input type="checkbox"/>	Dinette KX7	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	10.21.12.25
<input type="checkbox"/>	Dining RK3-V	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	10.21.12.27
<input type="checkbox"/>	Foyer KX7	<span style="background-color: green; color: white; padding: 2px;">OK</span>	Ok 15 minutes	Ok	10.21.12.28

Selecting the “Allow Support Access” option from the Support menu allows RTI Technical Support temporary access to the system to help you in troubleshooting issues with it. When support access is enabled, every page will show a yellow banner at the top as a reminder. Clicking the “Click here to disable” in the banner will turn support access off.