10 FAQs Answered: Installing the Stratus EMS Remote Monitoring System in Your Server Room

SENSAPHONE®
REMOTE MONITORING SOLUTIONS

No matter the size of your facility, you need to keep your server room running around the clock. This means you and your staff must constantly monitor the status of environmental conditions and critical equipment, especially if you don't have a data center infrastructure management (DCIM) system. Installing a remote monitoring system can save time, money and anxiety. Sensaphone's Stratus EMS uses cloud-based technology to let you see the real-time status of all monitored conditions and receive alerts on your mobile device of potential problems.

The Stratus EMS also allows you to monitor power consumption and energy usage, so you can better manage cooling and other costs associated with running a server room. Additionally, it can provide cost-efficient redundant support of your DCIM system.

Installing the Stratus EMS system and sensors is easier than you might think. *Here are answers to ten frequently asked questions that facility managers ask about installing the system in server rooms:*

1 What is required to run the Stratus EMS system?

The Stratus EMS system requires an internet or WiFi connection and access to an electrical outlet. If you don't have an internet connection at your location, you can include our LTE Cellular Modem with battery backup for the Stratus EMS. We have modems that support AT&T, Verizon or Rogers cellular service, and we offer low-cost cellular plans. Before purchasing a cellular device, you'll want to make sure there's sufficient signal strength at your site.

2 How do we configure the system for our server room?

Sensaphone's well-trained support team can assess your needs and determine the most efficient use of the Stratus EMS for your application — even without a site visit. If you feel you need our staff to check out your server room, we can set up a video conference or FaceTime chat. Alternatively, we might be able to recommend a local contractor who has experience in server room installations of the Stratus EMS.

Our support team will work with you to determine the number of base units and types of sensors you will need. You will need to provide details about the scope of your server room operation. The Stratus EMS supports Modbus RTU/485 and Modbus TCP, so be certain to include a list of intelligently controlled equipment that is connected to data and integrated sensors. This equipment includes uninterruptible

power supplies (USP), net meters, power distribution units (PDUs), HVAC systems, intermediate distribution frames (IDFs) and building automation systems.

The Stratus EMS can pull real-time data from up to 64 of these electronic sources, so you can view it all in one place and receive instant alerts when values fall out of range.

3 What types of sensors will we need, and are they included with the Stratus EMS system?

If you're using the system to pull data from existing sources, no additional sensors are required. The Stratus EMS communicates with them via its internet connection. However, the Stratus EMS has 12 additional inputs for connecting external sensors, which are sold separately. The sensors you select depend upon the conditions you want to monitor. For server rooms, we recommend monitoring conditions like ambient temperature, server rack hot and cold zones, humidity, water leaks, airflow, power fluctuations and physical security breaches.

All 12 inputs provide a selectable 24VDC source for each sensor, so you can more easily wire sensors that require an operating voltage. This also provides added cost savings by eliminating the need for an additional power supply.

4. Does the Stratus EMS only work with Sensaphone's sensors?

No. You can connect the system with most digital, analog or Modbus sensors and transmitters regardless of the brand. However, Sensaphone sensors are designed to work specifically with our monitoring systems. If you choose universal components made by a third party, you'll want to find out if they have been tested with the Stratus EMS. And you will need to work with another vendor to purchase the parts.

5. Do we need to hire an electrician to help with installation?

Generally not. The Stratus EMS is easy to install, and users can often set it up themselves. It has only a few simple physical installation steps:

- Mount the device in a 1U server rack

- Plug it into an electrical outlet

- Connect to the internet or cellular network

- Connect and program the equipment and/or sensors

Once you complete the physical setup steps, you then can create an account on www.sensaphone.net and begin using your device. We also recommend downloading our mobile app, which lets you see real-time data, change settings, disable alarms and readjust temperature limits remotely. The optional rack-mounted LCD provides an at-a-glance reading for a quick, convenient visual check of current sensor information.

Our technical experts are on hand to provide free support via the phone or email. They can walk you through the installation process and answer any questions you might have about programming and use.

6. What is the monthly fee to access all of the Stratus EMS system's functionality?

You can use the Stratus EMS without paying for a subscription. It's as simple as creating an account on www.sensaphone.net and registering your device. Our premium subscription, which has a low monthly fee of $14.95, unlocks features such as text messaging, phone call alerts and unlimited data logging access. As mentioned earlier, if you are using the LTE Cellular Modem, you'll need to subscribe to our low-cost cellular plan.

7. What is the difference between a wired and wireless monitoring system?

Wireless can mean two different things as it relates to monitoring: How the system communicates its data and sends alerts to the outside world and how the sensors communicate with the system.

As noted above, the Stratus EMS requires an internet or WiFi connection or the LTE Cellular Modem to communicate with users.

In general, sensors communicate with the base units either through wires that connect them to the monitoring device, or wirelessly through built-in radio transmitters that communicate with the base unit. The Stratus EMS can accommodate wired sensors only.

8. How are we notified if a sensor reading falls out of the desired range?

The Stratus EMS system immediately alerts personnel on your contact list.

The Stratus EMS can notify an unlimited number of people by email, text message or voice phone calls in the event of an alert. It automatically cycles through the contact list until someone responds. It also allows for flexible scheduling, so off-duty personnel don't receive alerts.

9   What happens if there's a power outage?

The Stratus EMS provides up to 30 hours of extended battery backup life. Because it is a cloud-based system, it constantly communicates a signal to the cloud to validate its online status. If the communication link is interrupted — for example by a power outage or someone switching off the unit — the system generates an alert indicating that the internet connection is lost or that there is a cellular communications problem. Users are alerted about the disruption through phone, text or email. All data collected during this time is stored in the device and will be uploaded to the cloud when the internet/cellular connection is restored.

10   Is technical support included?

Yes. Our experienced tech support team members will walk you through any questions you have about your monitoring system. Often, they can diagnose and correct unit setup and programming issues over the phone.

If the system stops working as it should, we offer full repair services. If possible, please record your observations regarding the issue so the tech team can look for trends and relevant circumstances to better analyze the problem.

As you can see, installing the Stratus EMS monitoring system is an easy and affordable way to make sure your server room equipment is running properly. It makes sure that environmental conditions are in the required safe zone. That means you keep your company online without costly interruption or downtime.

Have Questions? Need Advice? Talk with a Sensaphone server room expert today. Call **877-373-2700** or visit **www.sensaphone.com.**

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