



ROAMview Operation, Programming and Maintenance Manual

Project Name:
Project Location:
Acuity Agency:
Order #:
PO #:
Project ID:
Date:

Controls Tech Support:

1-800-535-2465 - option 1: nLight; option 2: SSI; option 3: Fresco; option 4: Synergy; option 5: LC&D/Bluebox; option 6 ROAM

To preschedule a call with tech support (providing a 4 hour business lead time) go to the following link:

<http://www.acuitybrands.com/resources/schedule-support-request>

Additional Technical Literature:

<https://www.acuitybrands.com/products/controls/roam>

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Quick Reference Guide



Install the Server

1. Unbox the server
2. Connect the USB Mouse and Keyboard
3. Connect the USB/Ethernet adapter (male end into the server)
4. Connect the server to the network, if it is to be accessible by anyone on the network
5. Connect the AC power cord and turn on the server



Install the Gateway

1. Unbox the gateway
2. Connect the antenna
3. Mount the gateway
4. Connect the gateway to the network or server
5. Power the gateway

Setup the Server/Gateway

1. Use the ROAMView setup Program to
 - a. Configure the gateway
 - b. Load a default Map Image
 - c. Establish center Lat/Long points



Install ROAMview Nodes

1. Unbox each node and install them on the fixtures
2. Capture location information during the installation that will be used in the next step

Add Devices to the Portal

1. Log into the portal
2. On the map screen, right click on the map where each fixture should be and select 'Place New Device Here'
3. Follow the wizard to complete the installation using information collected during the previous step

Add Gateway to the Portal

1. On the map screen, right click on the map where the gateway is located and select 'Place Gateway Here'
2. Follow the wizard to complete

Troubleshooting

If you have this issue,	This could be the solution...
<p>Icons are not visible on this map</p>	<p>Rerun Diagnostics and then relog into the portal.</p> <ul style="list-style-type: none"> • Go to Admin • Click on Misc • Click on Diagnostics • Click on Rerun Diagnostics • Logout and wait 30 seconds before logging back in
<p>The square gateway icon is red</p>	<p>This is to be expected when the gateway is first added to the system. If it is still red the next morning after diagnostics have run, confirm the physical connection from the gateway to the network/server.</p>
<p>I cannot log onto the system</p>	<p>Have your admin verify that your account has been flagged as active.</p>
<p>The ROAMview setup program cannot locate the server or gateway IP addresses</p>	<p>The program assumes that it is running on a PC on the same subnet as both devices. If this is not the case, contact Acuity Brands Support and someone will walk you through the steps of getting the IP addresses loaded so that you can continue the setup process.</p>
<p>All round icons are blue</p>	<p>This indicates that the nodes are not sending in data because of a communications issue.</p> <ul style="list-style-type: none"> • Confirm that the gateway is connected to the server/network properly • Confirm that all services have been started • Confirm that all fixtures have power
<p>My commands are not being sent to the fixtures</p>	<p>Confirm that the nodes have sent in data recently</p> <ul style="list-style-type: none"> • On the map, hover over one of the fixture icons and make sure the last comm date/time is within six hours <p>Confirm that all services have been started</p>
<p>Some of my icons are Red, but the lights did burn last night</p>	<p>This indicates that the device was not configured correctly when it was added to the portal. On the map screen, edit the device and make sure that appropriate Lamp Type has been selected. If the necessary lamp type is not available, please contact your admin and have them add a new lamp type to the system.</p>

For any other issues not covered by this list, please contact Acuity Brands' Tech Support at 800-533-2719.

ROAMview™

ROAMview
User Guide

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Getting Started

In this Section

- Compatible Software
- How to Access your ROAMview Web Portal
- Username / Password
- How to Log In

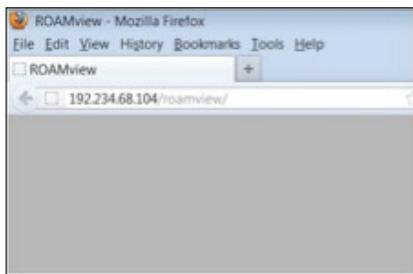


Exhibit A

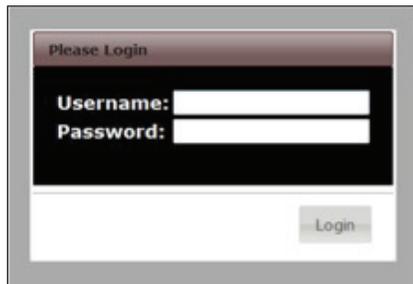


Exhibit B

Compatible Software

The current release of the ROAMview Web portal is compatible with the following browsers:

- Internet Explorer 9.0+
- Google Chrome (<http://www.google.com/chrome>)
- Firefox 6.0+ (<http://www.mozilla.org/en-US/products/download.html>)

If you do not have one of the browsers listed above installed on your computer, you will need to have one of them installed before you can proceed. If you need assistance with the installation, please contact your system's administrator.

How to Access your ROAMview Web Portal

You will need to know the address or URL of the ROAMview portal before it can be accessed. Your system administrator should be able to provide you with the address of the server. Most users are accustomed to typing an address that consists of letters. In this case, since the ROAMview server is on your network, the address will look similar to this: **<http://192.168.1.254/ROAMview>**. (Exhibit A. Note: This is not the actual address, only an example.)

Username / Password

You will need to have a username and password assigned to you before you can log in. Contact your system's administrator and ask for a username and password to use in conjunction with the ROAMview product. It should only take a couple of minutes to create a new user and provide you with the information.

How to Log In

Follow these steps to log in:

1. Open the Web browser that you prefer (from the list above).
2. Type in the web address that was provided by your system administrator.
3. Press ENTER.
4. The system will take a moment to load and you will then see a log-in screen (Exhibit B).
5. Enter the username and password provided by your system administrator.
6. If either is incorrect, you will be given the opportunity to try again.
7. Press ENTER.
8. The system must validate your username and password before you can continue.
9. You will be presented with a EULA (End-User License Agreement) the first time you log in. You will have to scroll to the bottom and accept the EULA before you can continue.
10. Congratulations! You have successfully logged in to your ROAMview Web portal.

Section 1: Terms and Definitions

In this Section

- Diagnostics
- Maps
- Reports
- Schedules
- Events
- Groups
- Help
- Mesh
- Gateway
- Node
- Voltage
- Wattage
- Override Commands

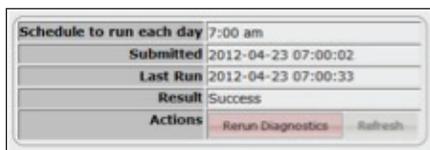


Exhibit 1-A

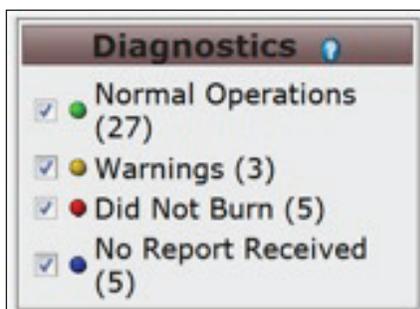


Exhibit 1-B

Diagnostics

Diagnostics categorize the operational status of each device that is on the ROAMview Web portal. Without accurate diagnostics, you would have to visually inspect each lamp at night to determine if it was burning, and a visual inspection would not cover all of the possible problems a device might have.

ROAMview collects the data transmitted by every device and uses this data to make an educated determination on how the device functioned the previous day. The typical duty cycle that ROAMview uses is from midnight-to-midnight, so you should keep in mind that the diagnostic indicators on the ROAMview Web portal are for data collected since midnight of the previous day.

Daily Refresh

Although data are collected throughout the day, ROAMview diagnostics are scheduled to run at 7 a.m. each morning (Exhibit 1-A). However, your ROAMview administrator has the ability to force the diagnostics process to rerun, as needed. If you happen to be online between midnight and 7 a.m. (local time), you will see the same diagnostic values as those for the previous day.

Diagnostic States (Exhibit 1-B)

- Normal Operations
Devices that have been diagnosed as “Normal Operations” are those that had a lamp burning during the nighttime hours. On a perfect day when there were no issues during the previous duty-cycle, you would expect to see all lights marked as “Normal Operations.”
- Warnings
Devices that have been diagnosed as “Warnings” are those that did burn for at least 1 (one) hour during the nighttime hours, but ROAMview detected some issues that could affect the ability of the light to continue to perform adequately. The two warnings that currently detected are:
 - **Cycling Lamp:** A cycling lamp is one that turns on and off multiple times throughout the night. If this happens more than 5 (five) times per hour, it is flagged as cycling. Lamps that cycle are typically reaching their end-of-life state and should be replaced.
 - **Dayburner:** A day-burning lamp is one that burned during both the day and night. Maintenance should be performed to check the photocontrol device and voltage at the location to determine the reason(s) for the failure.
- Did Not Burn
Devices that have been diagnosed as “Did Not Burn” are those that did not turn on as expected during the nighttime hours. Maintenance should be performed to check the photocontrol device, fixture, lamp and wattage at the location to determine the reason(s) for the failure.
- No Report Received
Devices that have been diagnosed as “No Report Received” are those that did not transmit data during the previous duty-cycle. This could be because of an electrical issue or the photocontrol. Maintenance should be performed to determine the reason(s) for the failure.

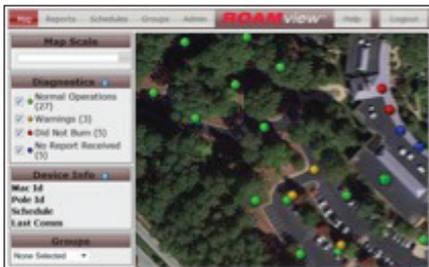


Exhibit 1-C

Maps

The Map screen (Exhibit 1-C) provides a visual representation of the location of your fixtures. Expanded features also are available that will allow you to interact with the fixtures, as needed.

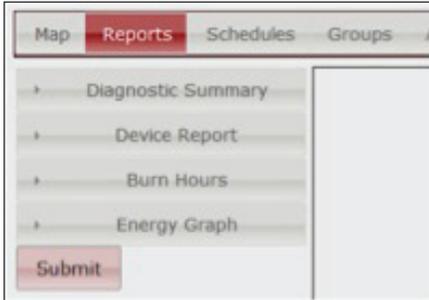


Exhibit 1-D

Reports

ROAMview comes with four standard reports that can be used to monitor the performance of your outdoor lighting fixtures. These reports are available at any time using the Reports screen (Exhibit 1-D).



Exhibit 1-E

Schedules

The Schedules panel (Exhibit 1-E) is used to send a set of instructions to a group of fixtures as to when the fixtures will be on, off or dimmed each day. Schedules should be used when you want a group of fixtures to use the same burn pattern over multiple consecutive days. Schedules are not immediately sent to the fixtures, so the system provides a calendar interface that allows you to plan ahead. Schedules also are comprised of a weekday and a weekend component so that you can use a single schedule even if you want the fixtures to function differently on weekends.

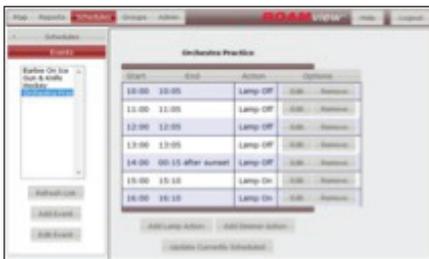


Exhibit 1-F

Events

Events (Exhibit 1-F) also are used to send a set of instructions to a group of fixtures. However, events should be used when you want to apply a burn pattern to a single day. Events are not immediately sent to the fixtures; the system provides a calendar interface that allows you to plan ahead.



Exhibit 1-G

Groups

Groups (Exhibit 1-G) are used to define a collection of fixtures for the purpose of issuing an override command or attaching a schedule or event to the lighting commands.

Help

The Help button (Exhibit 1-H) on the menu bar will display useful information that is specific to the current screen selection.

Mesh

ROAMview uses the term "Mesh" to describe the network (Exhibit 1-I) of Gateways and Nodes that have been installed as part of the system. It is similar to a wireless network, but dedicated to a very specific task.

Gateway

Within the Mesh, the Gateway (Exhibit 1-I) is a collection point for data that are transmitted from the fixtures. The Gateway takes the data it receives and forwards it to the ROAMview Nodes.

Node

Nodes are the small devices that fit on top of the fixtures to transmit information to the Gateway regarding the fixture performance (Exhibit 1-I). Nodes are similar to a standard photocontrol that turns light on and off based on light levels. Nodes, however, have the ability to detect changes in the fixture to which they are attached and then upload this data to the Gateway.

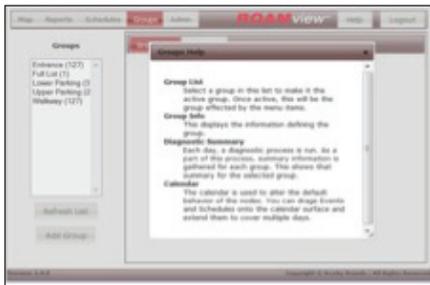


Exhibit 1-H

Voltage

Voltage is the constant supply of energy to each fixture. A loss or severe drop in voltage would result in the fixture not being able to turn on.

Wattage

Wattage is the measurement of power that is used by a fixture. Changes in wattage help the system identify problems at the fixture that need to be addressed.

Override Commands

Override Commands are the on/off/dim commands that you would send out immediately to the appropriate lighting fixture whose behavior you want to set. If lights must come on quickly, then an Override Command is the best choice. If you are able to plan ahead for lighting behavior, then a Schedule or Event would be a better option.



Exhibit 1-I

Section 2: The Map Screen

In this Section

- Visual Reference for Map Screen
- Map Navigation (zoom, pan, select/deselect, bounding box)
- Icons
- Information Behind the Icon
- Device Options
- Relocating Fixtures
- Displaying and Updating Groups



Exhibit 2-A

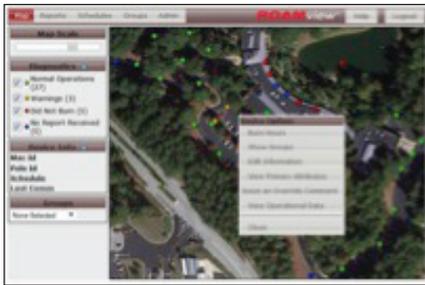


Exhibit 2-B



Exhibit 2-C

Visual Reference (Exhibit 2-A)

- A – Zoom bar: used to change the scale of the map image.
- B – Diagnostics: legend of the different diagnostic categories. Clicking the box beside each will hide or show the fixtures that fall within each category.
- C – Device info: As you mouse over a fixture icon, the information in this box will update with information about each specific fixture.
 - Mac ID: Identifier used by ROAMview to keep track of information about that fixture.
 - Pole ID: Identifier you provide for the fixture. May be blank if the pole ID was not entered when the fixture was added to the system.
 - Schedule: Name of schedule assigned to this fixture.
 - Last Comm: The last time information was uploaded from the fixture, including the on/off status.
- D – Groups interface: When a group name is selected from the list, all of the fixtures that are in that group are indicated on the map.
- E – Map image: Shows each fixture in your ROAMview network; sourced by Google Earth.

Map Navigation

ROAMview has implemented many of the standard navigational controls that are commonly used by other mapping programs:

- To move the map: Press and hold the left mouse button and drag the map.
- To zoom the map: Use the slider at the top left of the screen to change the size of the image.
- To select/deselect a single fixture icon: Click the left mouse button while on the fixture icon.
- To select/deselect multiple fixture icons: Press Shift Key + Left mouse button to draw a selection rectangle around the fixtures that you wish to select. Any fixtures that are already selected will be unselected.
- Pop-up menus: With the arrow cursor above a fixture icon, right-click on the mouse to view a Device Options (Exhibit 2-B) menu specific to each fixture.

Icons

Each fixture that has been added to the system is represented by a circular icon (Exhibit 2-C). The color of the icon gives an indication of the health of the fixture.

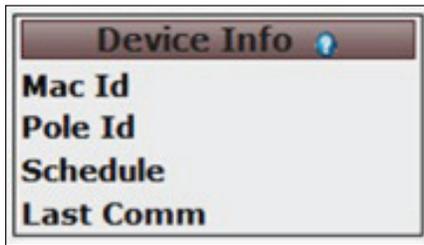


Exhibit 2-D

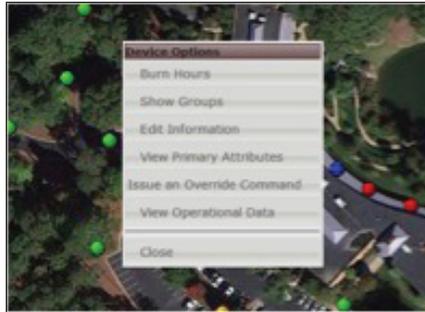


Exhibit 2-E



Exhibit 2-F

Information Behind the Icon

There are two ways to access additional information associated with each icon:

- Hover over the icon: Refreshes the device information (Exhibit 2-D).
- Click the right-mouse button: Displays a pop-up menu that will offer you a set of Device Options per fixture (Exhibit 2-E).

Device Options

- Burn Hours: Displays burn hours and kWh information for the previous day as well as cumulative values.
- Show Groups: Displays the group(s) to which the selected node belongs.
- Edit Information: Allows you to modify some of the basic device information that was collected when the fixture was added to the map. Use this feature to swap out a ROAMview node.
- View Primary Attributes: Displays some of the most important attributes (lamp type, wattage, pole information, etc.) about each fixture.
- Issue an Override Command: Displays a pop-up window that will allow you to send on/off/dim commands to that specific fixture.
- View Operational Data: Displays the previous day's data reports for the selected fixture in 15-minute increments.

Relocating Fixtures

If a fixture on the system is not in the correct location on the Map screen, you can move it by following these steps:

1. Mouse over the fixture icon
2. Press and hold the Shift Key + Control Key + left mouse button
3. Move the mouse and the fixture will follow it
4. Release the left mouse button and the fixture will be released at the new location.
5. Release the Shift + Control keys.

Displaying and Updating Groups

You can view the list of existing groups (Exhibit 2-F) and by selecting one of the group lists you can see all of the fixtures within each group. You also can add or remove fixtures from a group by selecting or deselecting one or more fixtures (see Map Navigation section, above) and then clicking on "Update Group Devices." The changes will be sent to the server and you should see a confirmation message within a few moments.

Section 3: The Reports Screen

In this Section

- Visual Reference for Reports Screen
- Diagnostic Summary
- Device Report
- Burn Hours
- Energy Graph



Exhibit 3-A

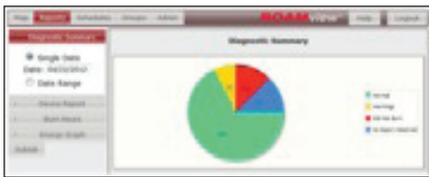


Exhibit 3-B



Exhibit 3-C



Exhibit 3-D

Visual Reference (Exhibit 3-A)

For each report, the “Submit” button at the bottom of the input fields must be clicked for the reports to render on the Report Output screen.

- A – Diagnostic Summary
- B – Device Report
- C – Burn Hours
- D – Energy Graph
- E – Report Output

Diagnostic Summary

The Diagnostic Summary displays a graph of the current diagnostic results for the entire system (Exhibit 3-B). The default report will display the current diagnostic results, but you can change the date to view any date in the past, up to a year. The Diagnostic Summary report also has an option to view the results over a date range (Exhibit 3-C). This shows a bar graph of each day in the selected date range, with the default being a single month of history.

Device Report

The Device Report (Exhibit 3-D) displays a list of all of the fixtures in the system that match the selected filters. The default setting displays all fixtures and the current diagnostic result.

Three filters that you can change are:

- Target Date: Displays the diagnostic results for the date selected.
- Diagnostic Status: Limits the results based on which diagnostic status settings are selected (use the Control Key + Left mouse button to select more than one). You may find this a useful report to limit the Diagnostic Status to “Did Not Burn” to focus on the fixtures that did not turn on the previous night. Keep in mind that the Date field must be set to the previous date for this report to be most useful.
- Groups: Limits the results to only those fixtures that match the other filters AND that are in the selected group. You can only select one group at a time.

If you click on a row on the generated report, two options appear at the bottom of the screen:

- Seven-Day History: Displays the diagnostic summary for the previous 7 days in a pop-up window.
- Show On Map: Displays the Map screen with the selected fixture centered and pre-selected. To exit the Map screen and return to the Device Report, click on the Reports tab.
- Show Hourly Data: Displays a data report for the selected fixture in 15-minute increments.

Section 4: The Schedules Screen

In this Section

- Visual Reference for Schedules Screen
- Schedules and Events
- Schedule and Event Options
- Schedule and Event Details
- Schedules: Add/Edit Lamp Actions
- Schedules: Create/Edit Dim Action
- Schedules: Things you should know

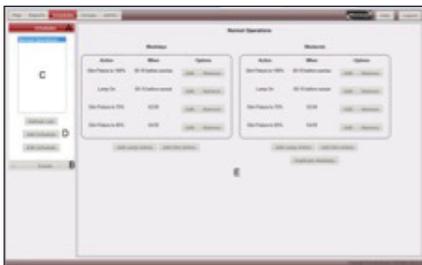


Exhibit 4-A

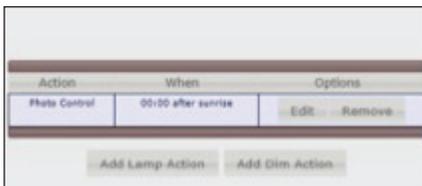


Exhibit 4-B



Exhibit 4-C

Visual Reference (Exhibit 4-A)

- A – Schedules
- B – Events
- C – Schedule/Event List
- D – Schedule/Event Options
- E – Schedule/Event Details

Schedules and Events

The Schedules screen provides access to two types of time-management functions: Schedules and Events. By clicking on “Schedules” or “Events” in the left column, you will see a list of the existing Schedules and Events, plus options for editing those or creating new ones.

Schedule and Event Options

For both Schedules and Events, the options buttons below each have similar functions:

- Refresh List: Reloads the current list of Schedules or Events from the server.
- Add Schedule/Event: Displays a pop-up window to guide you through creating a new Schedule/Event by supplying a name and description.
- Edit Schedule/Event: Displays a pop-up window to guide you through making changes to the name or description of the Schedule/Event.

Schedule and Event Details

This section of the screen is where you will make most of your changes that affect the burning of fixtures. Keep in mind that you are only defining how a fixture will burn at this point; you are not assigning this burn pattern to a specific group of fixtures yet. That is done under the Groups menu option. (Exhibit 4-B)

Two types of actions are available:

- Lamp Action: This is the ability to turn the lamp on or off at a set time. You can assign four lamp actions per Schedule and eight lamp actions per Event. The system will prevent you from going over the limit.
- Dim Action: This is the ability to dim the lamp at a set time. You can assign four dim actions per Schedule and eight lamp actions per Event. The system will prevent you from going over the limit.

Schedules: Things you should know

You should keep in mind that Schedules are applied each day from midnight to midnight. As a result, any lamp that does not have a lamp action at midnight will return to Normal Operations, which in almost all cases will turn the light on since the ambient light levels are usually very low at midnight. The lamp also will return to full brightness at midnight if there is no dimming action set in the schedule.

Schedules operate on an, “At this time, perform this action” concept. Once that action is performed, the lamp will change how it is operating until a new action from the schedule is executed, or until midnight occurs or the set schedule expires.

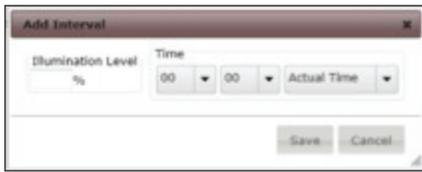


Exhibit 4-D

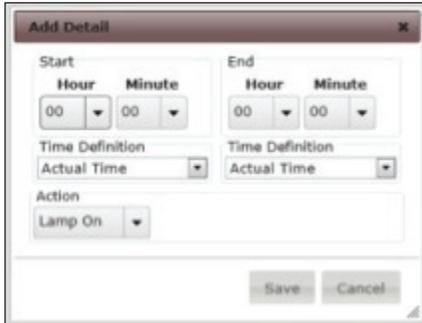


Exhibit 4-E

Schedules are much more efficient at the system level than Events because they are transmitting to the fixtures once and an update is only sent if a schedule changes, a new schedule takes effect, or once a week if any of the times are based on sunrise/sunset offsets.

If a fixture loses power, the schedule will stay in memory so that when power is restored the schedule will again take effect.

Schedules: Add/Edit Lamp Actions

This feature is used to create a new Lamp Action or edit an existing one. (Exhibit 4-C)

- Action: From the drop-down list, select the action the lamp should perform.
 - Lamp On: Forces the lamp on.
 - Lamp Off: Forces the lamp off.
 - Normal: Uses the photocontrol device to determine if the lamp should be on or off.
- Time
 - If you choose "Actual Time" from the final drop-down menu, enter the specific time that this action should occur.
 - If you choose one of the offset options (time before/after, sunrise/sunset), enter the hour and minutes of the offset. If you are trying to save energy by shaving a few minutes of burn time per day, then you would leave the Hours drop-down at 0 and only change the Minutes drop-down value.

Schedules: Add/Edit Dim Actions

This feature is used to create a new Dimming Action or edit an existing one. (Exhibit 4-D)

- Illumination Level: Defines how bright the lamp should be. 100% is full brightness and 0% is as low as the fixture will allow. In some cases, this may not be off, but a very dim state.
- Time:
 - If you choose "Actual Time" from the final drop-down, enter the specific time that this action should occur.
 - If you choose one of the offset options (time before/after, sunrise/sunset), enter the hour and minutes of the offset.

Exhibit 4-E

Events: Things you should know

Events are sent to the fixtures two hours ahead of the time of the event. Any changes made to the event after it has been uploaded to the fixtures will not be applied. Since Events are transmitted more often, they are less efficient (from a system standpoint) than schedules.

If a fixture loses power, the Events are not stored in permanent memory at the fixture. When power is restored to the fixture, it will not be aware of any existing Events.

Events: Add/Edit Lamp Actions

This feature is used to create a new Lamp Action or edit an existing one. (Exhibit 4-E)

- Action: From the drop-down list, select the action the lamp should perform.
 - Lamp On: Forces the lamp on.
 - Lamp Off: Forces the lamp off.
 - Normal: Uses the photocontrols to determine if the lamp should be on/off.
- Time: Provides Start and End time ranges.
 - If you choose "Actual Time" from the final drop-down list, then enter the specific time that this action should occur.
 - If you choose one of the offset options (time before/after, sunrise/sunset), then enter the hour and minutes of the offset. If you are trying to save energy by shaving a few minutes of burn time per day, then you would leave the Hours drop-down at 0 and only change the Minutes drop-down.

Events: Add/Edit Dim Actions

This feature is used to create a new Dimming Action or edit an existing one. (Exhibit 4-F)

- Illumination Level: This defines how bright the lamp should be. 100% is full brightness and 0% is as low as the fixture will allow. In some cases, this may not be off, but a very dim state.
- Start and Time Ranges:
 - If you choose "Actual Time" from the final drop-down list, then enter the specific time that this action should occur.
 - If you choose one of the offset options (time before/after, sunrise/sunset), then enter the hour and minutes of the offset.

Schedules vs. Events

To better manage the burn pattern of your lighting system, it is suggested that rather than using only Schedules or Events, that you use them together. The intended use for Schedules is when you want the burn pattern to be set for long periods of time, like weeks or months. The intended use for Events is when you want to make small adjustments for a single date or a short range of dates.

Priority

When thinking about how a fixture should burn, please keep the following in mind:

- The photocontrol on top of the fixture is the lowest form of control. It will turn the lamp on when the ambient light reaches a low level, and then turn it off when the ambient light reaches a high level.
- The Schedule is the next-highest level of control. It will override the operation of the photocontrol based on the Lamp and Dimming actions that you enter.
- The Event is the next-highest level of control after the Schedule. It will override any Schedule in place, as well as the photocontrol.
- The Override Command is the highest level of control. It takes precedence over Events, Schedules and the photocontrol. Immediate lighting changes can be made to the system using the Override Command from the Map or the Groups screens.

Also, keep in mind that as each of the above settings expire, the lamp will check to see if there is an action from the next level down that it should perform. For example, when an Event has reached its end time, the system will check to see if there is a Schedule in place and, if so, use it. If a Schedule is not found, then it will finally revert to photocontrol operation.

Section 5: The Groups Screen

In this Section

- Visual Reference for Groups Screen
- Group List
- Group Options
- Group Info
- Calendar
- Viewing Results of a Schedule/Event
- Timing

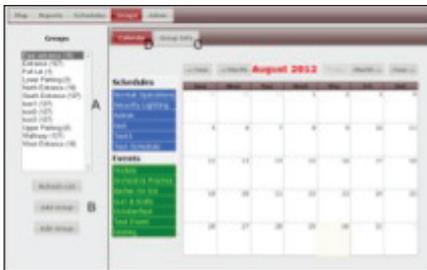


Exhibit 5-A

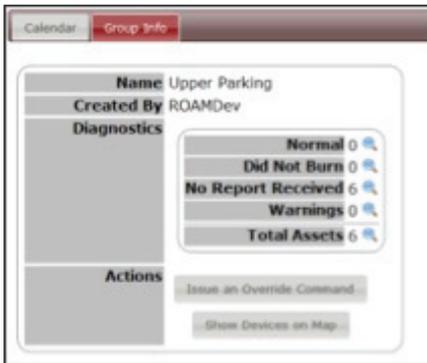


Exhibit 5-B

Visual Reference (Exhibit 5-A)

- A – Group List
- B – Group Options
- C – Group Info
- D - Calendar

Group List

This box lists all of the Groups of lighting that have been created for strategic purposes by you or anyone else with access to the portal. Clicking on a Group name will load and display the information on the Group Info Tab (C).

Group Options

The three buttons under the Group List are used as follows:

- Refresh List: Reloads the current list of Groups, Schedules and Events from the server. If someone creates a Group, Schedule or Event after this screen has already loaded, you will need to press “Refresh List” before you will be able to see it.
- Add Group: Displays a pop-up you can use to add a new Group. You will need to fill in the Group name and scheduling priority. The priority (see Section 4) is used when a fixture is located on more than one group and each of those groups have an associated Schedule or Event planned for the same date/time. The fixture will be sent the Schedule/Event from the Group with the higher priority (1 = high; 255 = low).
- Edit Group: Displays a pop-up you can use to modify the Group Name or scheduling priority.

Group Info (Exhibit 5-B)

The Group Info screen contains information and actions specific to the selected Group:

- Name: Name of the Group.
- Created By: User who initially created the Group.
- Diagnostics: Current diagnostic summary for the fixtures in the assigned Group. The blue magnifying glass will show detailed information.
- Actions:
 - Issue an Override Command: Displays a command pop-up similar to that on the Map screen that will allow you to send a command to all of the fixtures that are in the assigned Group.
 - Show Devices on Map: Switches you to the Map screen and highlights all the fixtures that are in the assigned Group.



Exhibit 5-C

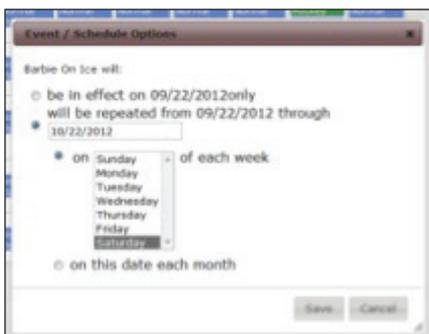


Exhibit 5-D

Calendar (Exhibit 5-C)

The Calendar is used to attach Schedules and Events to specific dates, range of dates or recurring dates for a group. As stated earlier in the manual, Schedules and Events are not assigned to a specific Group when they are initially created, but instead are usable by any number of Groups.

To attach a Schedule or Event to a date, grab the Schedule or Event with your mouse and drop it on the date. A new pop-up will be shown that will give you a few options to define how the Schedule or Event is to be attached (Exhibit 5-D).

- It can be attached to a single date.
- It can be set to recur:
 - Every day (Schedules Only)
 - Selected days of the week
 - Same day each month

Viewing Results of a Schedule/Event

To see how many of the expected fixtures responded to the Schedule or Event, left-click on the Schedule or Event within that date's box. This will display a pop-up that gives a summary of the Schedule or Event, and there is a button for "Show Results." Be aware that the results are only available for Schedules and Events that have occurred in the past.

This pop-up also contains a button for "Delete." If you attach a Schedule or Event incorrectly, you can use the Delete button to remove it and try again.

Timing

It is very important to pay attention to when you can attach a Schedule or Event to the calendar and expect it to function properly. Schedules and Events can be attached to future dates without an issue. Schedules attached to the current date will not take effect until 11:30 p.m. Events attached to the current date must be done so more than 2 hours before the event is to occur. The "Issue an Override Command" is a good back-up function when you need to quickly turn the lights on or off if you are unable to attach a Schedule or Event based on the above restrictions.

Section 6: The Admin Screen

In this Section

- Dimmer Configuration
- Fixtures
- Lamp Types
- Manufacturers
- Misc.
- Pole Types
- Roles
- Users
- Mesh
- Services
- Admin: Activation
- Prerequisites
- Placing Devices on the Map
- Admin: Database Backup and Archive

The Admin screen is not visible to all users. It will only be accessible by those that have been given the proper permissions. This screen is for:

- Populating data fields that are used during device activation
- Simple system maintenance
- Managing the health of the system

Manufacturers (Exhibit 6-B)

Asset management is one of the benefits of ROAMview. It allows you to collect information about your system, information that will be displayed to users on other screens. The system allows you to maintain a list of manufacturers that can be associated with other asset-management fields. Having a correct list of manufacturers will not affect the ability of the system to function properly, but it will help you manage your installation.

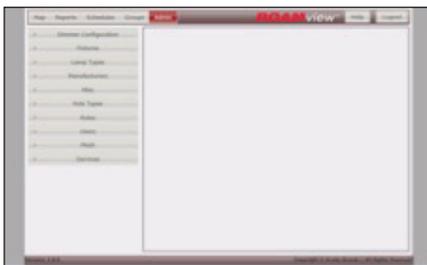


Exhibit 6-A

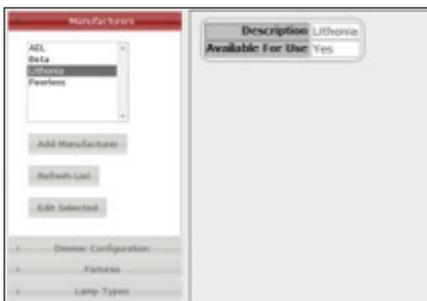


Exhibit 6-B



Exhibit 6-C

Dimmer Configuration (Exhibit 6-C)

If your system contains dimmable fixtures, it is important that information about the different drivers for each lamp is entered into the system. Without this information, the lamps will not dim properly and problems could arise with the daily diagnostics. ROAM maintains a list of the fixtures that have been approved for dimming and the relevant information needed to make sure the fixtures dim properly. Please contact ROAM Support to retrieve the information needed to configure your dimming properly.

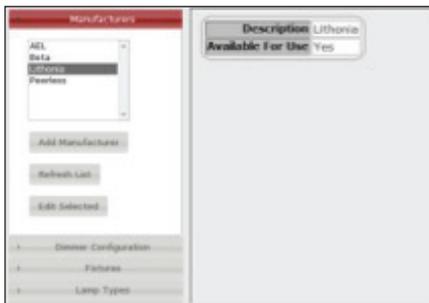


Exhibit 6-D

Fixtures (Exhibit 6-D)

The Fixtures field is an asset-management field that is not important to the functioning of the system. However, it does make it easier to manage the system. To maximize functionality of your ROAMview system, enter each of the different fixtures that are installed at your location.



Exhibit 6-E

Lamp Types (Exhibit 6-E)

The ROAMview system will come pre-populated with some of the most common types of fixtures. This data is important to the proper functioning of the system because it is used during the diagnostics process.

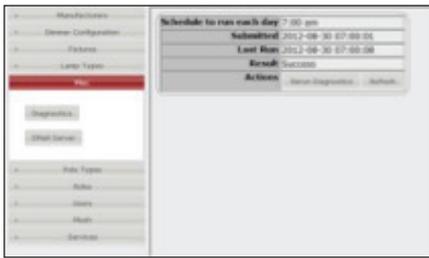


Exhibit 6-F

Misc (Exhibit 6-F)

The Miscellaneous feature contains options that will help you maintain the system.

- **Diagnosics:** Displays the last time diagnostics were submitted and performed. A "Rerun Diagnostics" button allows you to re-run diagnostics, if needed.
- **Email Server:** If you have an SMTP server and some of the ROAMview users prefer to receive emails daily about lighting problems, you will need to enter the server information.

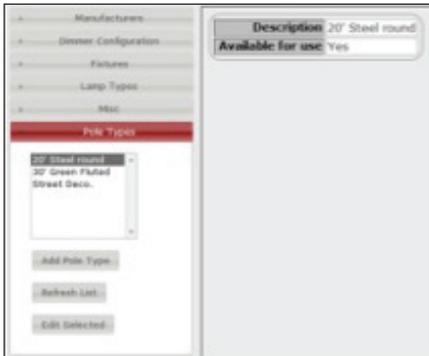


Exhibit 6-G

Pole Types (Exhibit 6-G)

The Pole Types field is an asset-management function that is not important to the functioning of the system. However, it does make it easier to manage the system.

To maximize functionality of your ROAMview system, enter each of the different Pole Types that are installed at your location.

Roles (Exhibit 6-H)

The Roles fields are used to define the type of actions that users can perform on the system. Instead of having to set the permissions for each user, ROAMview allows you to create Roles; then, one or more users can be assigned a specific Role, or function capability.

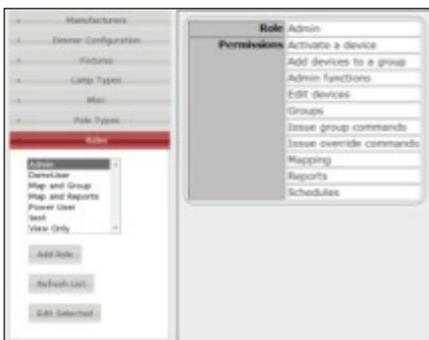


Exhibit 6-H



Exhibit 6-I

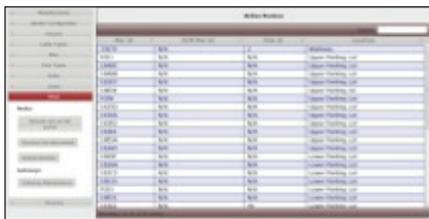


Exhibit 6-J



Exhibit 6-K

Users (Exhibit 6-I)

The Users screen is used to create, update, and deactivate users. Each user must be assigned a Role before he or she can use the system. If you include an email address in a user profile, a user will receive a daily email of lighting problems. The only field that you cannot update is the "Accepted EULA" field; it is updated by the system during the initial log-in.

Mesh (Exhibit 6-J)

The Mesh prescribes how the devices in the field communicate with each other and send data back to the server. This screen gives you visibility into the devices installed on your system:

- Devices not on the website

These are devices that were communicating at one time, but are no longer visible on the website. In most cases, these will be the devices that have been taken down or replaced. If you know that the device will not be used again, then it is ok to delete it from the system.

- Devices not discovered

These are the devices that have been added to the website (from the map screen), but have not connected to the server. Sometimes it takes an hour or so for new devices to establish a connection once they have power. A device that stays on this list for a longer period of time could either:

- Have not been setup correctly. In most cases, this is a case of the MacID not being entered properly. To address this issue, use the Edit Device feature from the Map screen to update the MacID.
- No power at the fixture. Without power, the node would not be able to communicate.

- Active Devices

These are the devices that have been entered on the website portal and that are communicating properly. You should not need to do anything with the devices on this list.

Services (Exhibit 6-K)

A lot of the work performed by the ROAMview server is performed by special types of programs called *Services* and *Jobs*. This screen will provide you with a list of Services and Jobs, as well as the ability to manage them and view their logs. You likely will not need to use this screen unless there is a systemic problem and are directed to access this screen by ROAMview support.

Admin: Activation

When your ROAMview system is delivered, it arrives without any devices loaded. As the systems administrator, one of the first things you'll want to do is get these loaded. The ROAMview Setup Guide includes instructions on how to collect the necessary information as each device is installed. You should have this information in front of you before you begin.

Prerequisites:

- Installation information sheet
- Map loaded onto system
- Data populated into the following admin screens:
 - Manufacturers
 - Pole type
 - Fixture type
 - Lamp type
 - Dimming (if applicable)

Placing Devices on the Map

Following are the steps for placing your devices on your representational map:

1. Go to the Map screen.
2. Place your cursor at the position on the map that represents the location of the device.
3. Right click and choose "Place Device Here" from the menu that appears.
4. Fill in the information on the pop-up window.
5. The items in boldface are required.
6. As you progress through the screens, you should recognize some of the information that was entered on the Admin screens.
7. Once all the information has been entered, you will have a chance to review the data before saving it.
8. Repeat the above process for each device.

Admin: Database Backup and Archive

To keep ROAMview running efficiently, the system is set up to retain the detailed information that is transmitted from each device for two months. Once the data is two months old, it will be removed from the system. The summary information that is generated each day will be retained for two years.

So there is always a copy of old data, the system is configured to perform a full daily and full monthly backup of the database. The backup files that are created will be stored on the server at *c:\DBBackup\Daily* and *c:\DBBackup\Monthly*. In case of a server failure, this may be the only way to restore data. The daily backups will be deleted after three days and the monthly backups will be deleted after two months. It is strongly suggested that you move these backup files from this folder onto a different device such as an external USB drive or burn them to a CD or DVD as often as possible.

Administrator: Network Time Protocol (NTP)

The ROAMview server is set to function as an NTP server for the gateways. It is important to keep the time settings on the gateways correct because they make sure the nodes are using the correct time, as well. The gateways will attempt to connect to an NTP server on the Internet first, but if that fails they will default back to the time on the ROAMview server. As the administrator, you should make it a habit to log in once a month to make sure the time is correct on the server.

Support

If you need assistance with ROAMview, please contact Acuity Brands Tech Support at **800-533-2719**.



To learn more, visit roamservices.net

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ROAMview TROUBLESHOOTING GUIDE

PORTAL STATUS	POSSIBLE ISSUE (MOST TO LEAST LIKELY)	TROUBLESHOOTING ORDER
 <p>No Report Received</p> <p><i>No communication from ROAM node during the full previous day</i></p>	<ol style="list-style-type: none"> 1 No power to fixture/blown fuse 2 Locked up, damaged or failed ROAM node (fixture may be dayburning) 3 Broken or loose neutral wire to node (fixture may be dayburning) 4 Low voltage to ROAM node (fixture may be dayburning) 5 ROAM node removed or incorrect MAC ID (recently replaced) in database 6 Internal wiring problem or short in fixture 7 Radio interference 	<ol style="list-style-type: none"> 1 Confirm location by checking MAC ID of node, correct if necessary 2 Verify sufficient voltage under load at terminal block and NEMA receptacle, check for blown fuse or wiring issues and make necessary repairs 3 Reset ROAM node (Unplug for 30 seconds) 4 Replace ROAM node 5 Replace fixture 6 Relocate or shut down nearby radio interference
 <p>Did Not Burn</p> <p><i>Wattage is below the ballast only threshold or below 60% of nominal on LED fixtures</i></p>	<ol style="list-style-type: none"> 1 Bad lamp 2 Bad ballast 3 Bad starter 4 Bad capacitor 5 Broken wire between ROAM node and ballast/lamp 6 Bad NEMA receptacle or connection 7 Incorrect lamp data on portal 8 Failed Current Sensor in ROAM node 	<ol style="list-style-type: none"> 1 Confirm location and MAC ID of node 2 Confirm lamp data is accurate, correct if necessary 3 Check/replace lamp 4 Check/replace capacitor, starter or fixture 5 Verify sufficient voltage under load at terminal block and NEMA receptacle, check for wiring issues and make necessary repairs 6 With fixture burning, verify nominal current with clamp-on ammeter 7 Replace ROAM node
 <p>Warnings</p> <p>Dayburner</p> <p><i>Relay is commanded off, but fixture is still drawing power during day</i></p>	<ol style="list-style-type: none"> 1 Failed ROAM node due to welded relay 	<ol style="list-style-type: none"> 1 Confirm location and MAC ID of node 2 Replace ROAM node
 <p>Warnings</p> <p>Cycling</p> <p><i>Cycle count is 5 or more a night</i></p>	<ol style="list-style-type: none"> 1 Bad lamp 2 Lamp not seated properly 3 Intermittent or low line voltage 4 Broken/loose wire between ROAM node and ballast/lamp 5 Bad ballast 	<ol style="list-style-type: none"> 1 Confirm location and MAC ID of node 2 Inspect/replace lamp 3 Verify constant/sufficient voltage under load 4 Check for wiring issues and make necessary repairs 5 Replace fixture
 <p>Warnings</p> <p>DCM no Comm</p> <p><i>No communication from DCM during the full previous day</i></p>	<ol style="list-style-type: none"> 1 No power to fixture/blown fuse 2 Broken or loose hot/neutral wire to DCM 3 Low voltage to DCM 4 DCM removed or incorrect MAC ID in database 5 Radio interference 	<ol style="list-style-type: none"> 1 Confirm location by checking MAC ID of DCM, correct if necessary 2 Verify sufficient voltage under load at terminal block and at DCM (black/white wires) 3 Replace DCM 4 Replace fixture 5 Relocate or shut down nearby radio interference

ADDITIONAL ROAM RESOURCES

(hyperlinks provided below)

User Guides

[ROAMview Setup Guide](#)
[Deco Utility Installation Guide](#)
[DCM Installation Guide](#)
[ROAMview System Information Requirements](#)
[ROAMview Installation Worksheet](#)
[ROAM Enterprise / Concierge Manual Installation Worksheet](#)
[Cellular Gateway Quick-Start Guide](#)
[Ethernet Gateway Quick-Start Guide](#)
[ROAM Enterprise / Concierge Activation Options](#)
[ROAM Concierge Pre-Deployment Checklist](#)
[ROAM Enterprise Pre-Deployment Checklist](#)
[Onsite Service Request Form](#)
[DCM Installation Guide](#)