

# Vantage Portal User Guide – Version 0.A

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## Revision History

Version	Date	Author	Summary
0.A	11/18/2020	C. Weiland	Initial Release
	12/3/24	M. Banks	Update format and name changes

## Portal Access- First Log In

Prior to logging into the Portal, a temporary password link is emailed to the new user. This can be completed in two different ways by contacting:

1. Customer Support Team; call (256) 885-9768 or email [support@Outdoorlinkinc.com](mailto:support@Outdoorlinkinc.com).
2. Colleague of New User that has Administrator Privileges.

Once completed, a system generated temporary login email (including username & password) is sent directly to the new user's email address. Follow the Portal link included in the email and log in using the temporary credentials.

Upon logging in for the first time, the user is prompted to accept the Outdoorlink user agreement. The full agreement is available at <https://outdoorlinkinc.com/agreement/>.

A permanent password is set in the user settings page. Click the initialed thumbnail located next to the "Need Help?" icon to access the user settings page.



Figure 1: Need Help? & User Settings Icons

It is recommended that the direct link listed below be used for Portal Log In. A second path to reach the Portal is available at the Outdoorlink Control website by selecting the Portal link.

Both options allow the user to reach the log in page.

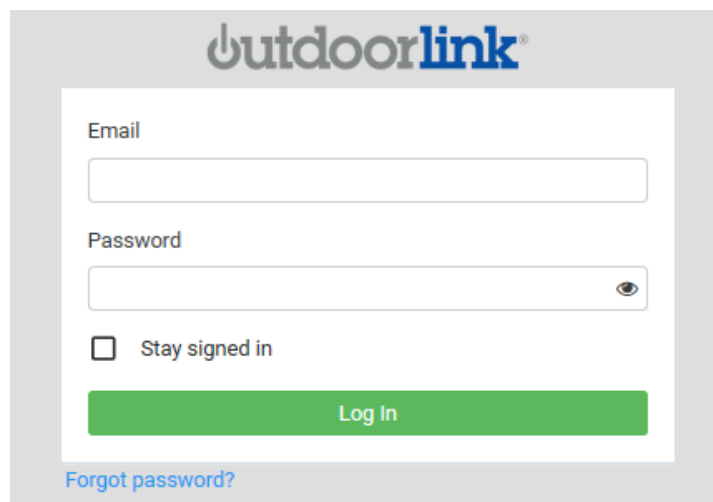


Figure 2: Portal Log in Page

Direct Link:

<https://portal.Outdoorlinkinc.com/login>

# Portal Navigation

## View Options

Upon log in to the Portal site, users will find themselves on the site group list page. Displayed here is an overview of all plants within the selected account.

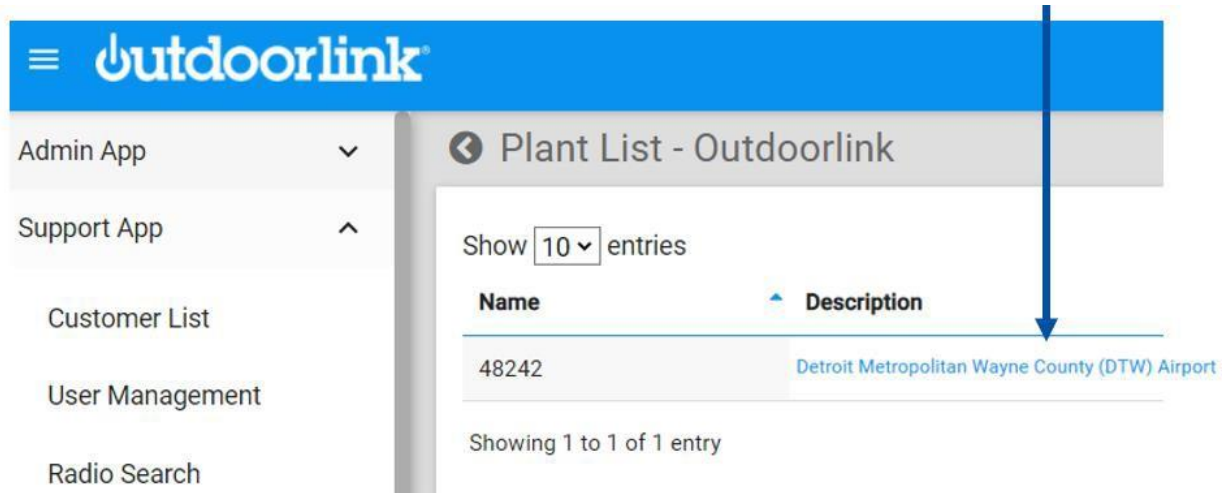


Figure 3: Customer Plant List Following Portal Log In

Users can then select a plant to view specific structures by clicking the text description or the “Select” icon.

After choosing a plant, a user can see all inventory assigned to that plant.

## Searching Individual Locations & Filters

When accessing an individual location from the list view, simply click select. To locate a specific structure or group of structures, use the filter and search features.

### Sort Using Filters



Figure 4: Searching Individual Structures within Specific Plant

If a user is looking for a specific location, they may use the Search box to find it. Additionally, users can filter inventory using the radio/device filters, alarms, or status options.

**Filters:** Search by radio type, radio installed, device type or prepaid devices

**Alarms:** Sort inventory based on presence of active alarms.

**Status:** Sort structures based on color-coded operating status.

The **Status** sort features has five categories. A user can quickly identify site status based on the color code. The legend is available in the Portal by hovering off the information icon. A description of each status is provided below.

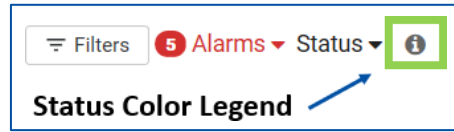


Figure 5: Status Color Code Legend Information Icon

- **Good:** The site is operating normally.
- **Offline:** The unit missed a check-in but is probably operating fine. It hasn't yet thrown an offline alarm.
- **Alarming:** This site has at least one active alarm.
- **Maintenance:** There is an active maintenance entry on this site.
- **No Unit:** There is no unit in the system for this site yet.

Figure 6: Color Legend

### Structure Dashboard

After selecting a structure from either view option (list or map), the user arrives at the structure dashboard. This is where users send commands, set schedules, receive alarm notifications, and manage all information specific to a location.

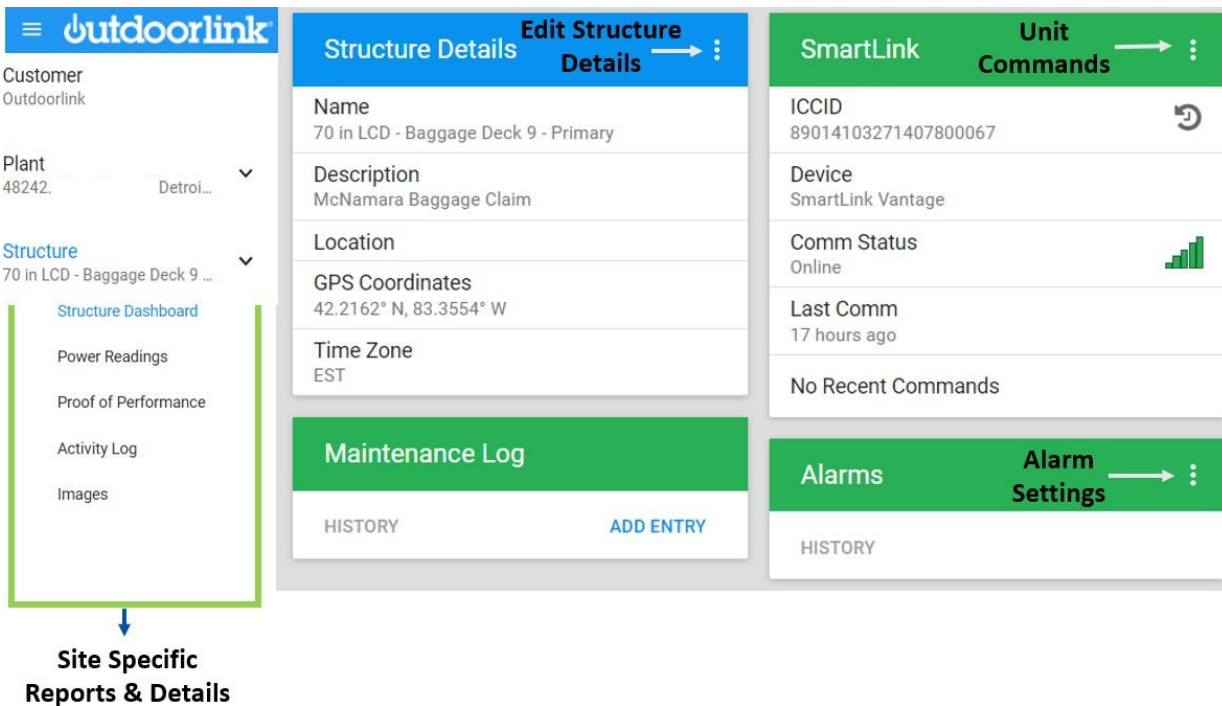


Figure 7: Structure Dashboard

Users may edit structure details and configure the way this information is displayed. Select the “Edit Structure Details Icon” to edit site details, relocate site (to a different plant/site group) or configure display to match user preferences.

When editing site details, a user is required to provide the full list of basic details with an option to provide extra details.

The Green box titled “Smartlink” displays live unit data. A user can select the Unit Commands option to get unit status, get live power and perform other actions.

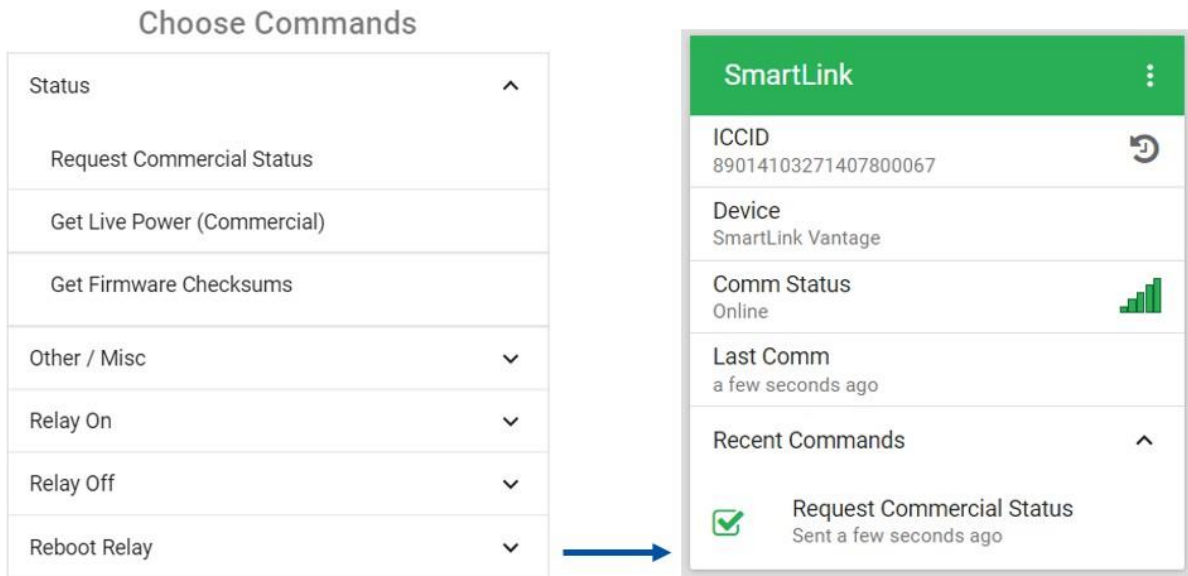


Figure 8: Issuing Unit Commands

Sent commands are displayed and updated automatically once processed. Recent commands are displayed in the lower portion of the box.

### Relay Details and Scheduling

The relay boxes display site specific information. This is where users can send on/off commands, edit relay settings, add panels, and change schedules.

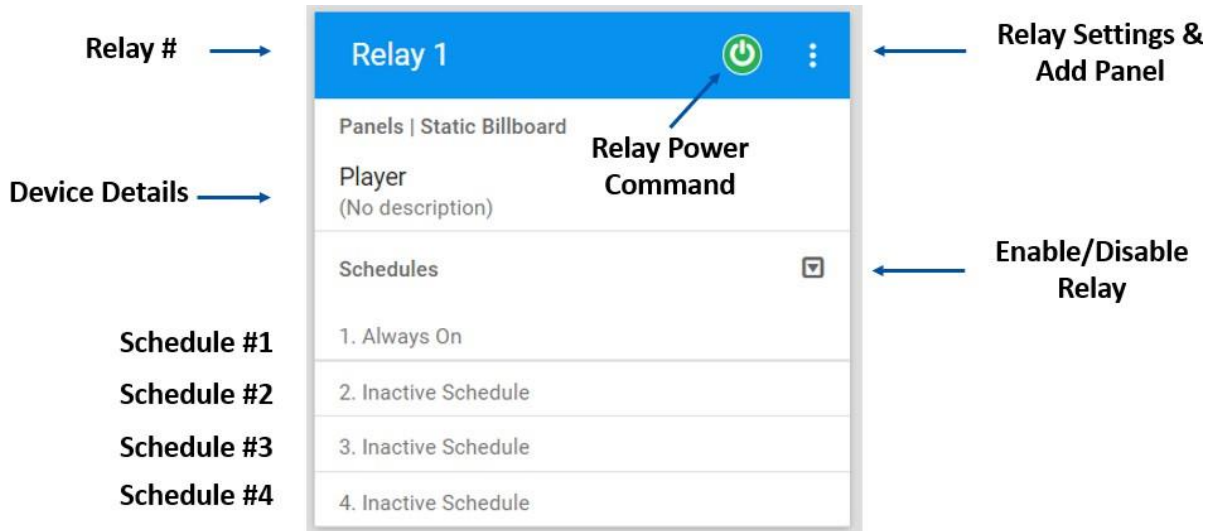


Figure 9: Relay View on Structure Dashboard

Each relay can be programmed with four separate day of week and time schedules. The user inputs a specific time window or a sunrise/sunset offset for a floating schedule. The user also inputs what days each schedule should run. The system automatically adjusts for daylight savings time, variable length of day and daily sunrise/sunset change when operating in offset mode.

To set schedules, simply enable scheduling by clicking the drop-down icon followed by “Enable.” The same process is followed to disable an active relay.

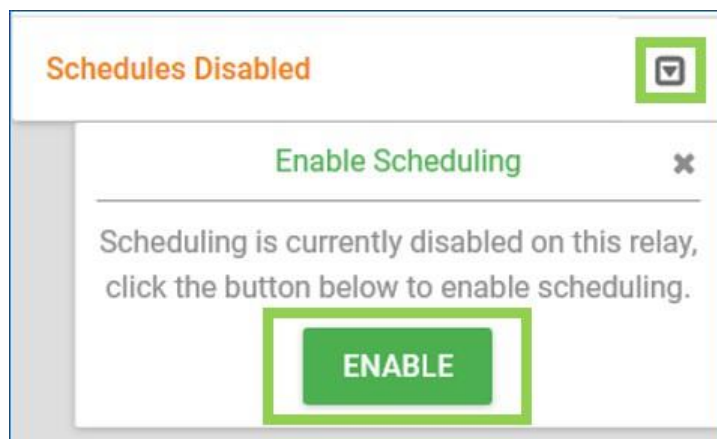


Figure 10: Enabling Relays

After enabling a relay, proceed to set the relay schedules at the desired time.

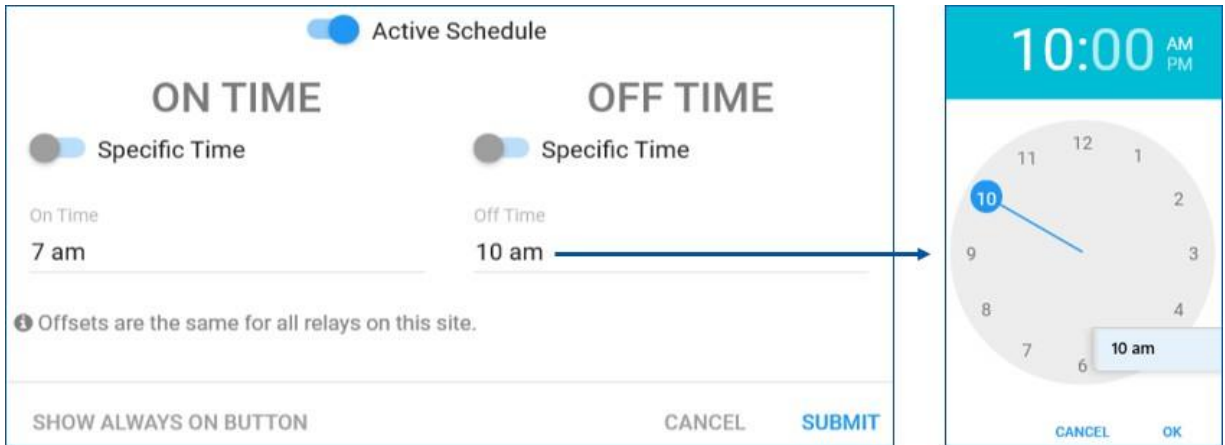


Figure 11: Setting Relay Schedules – Specific Time

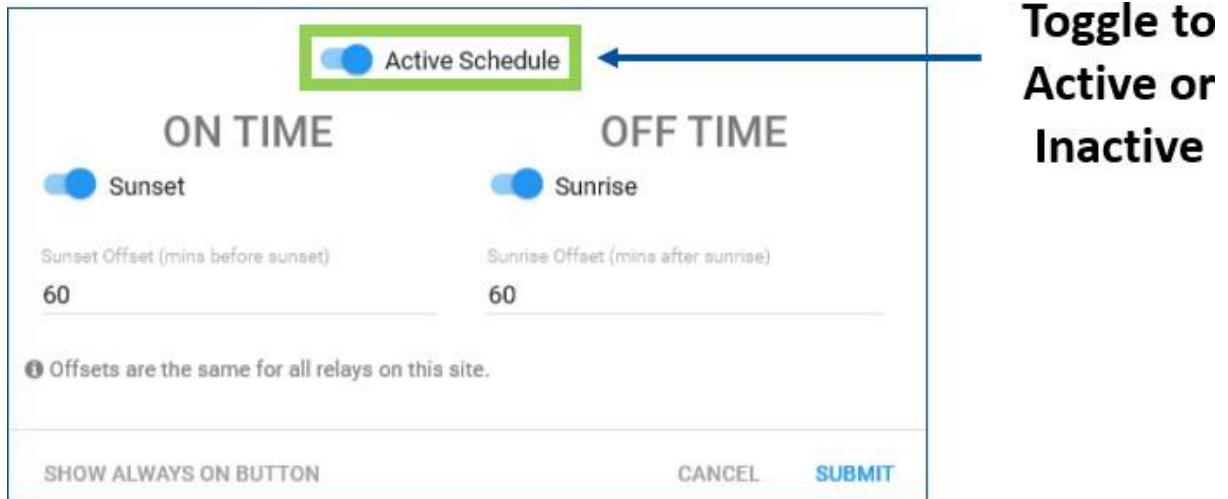
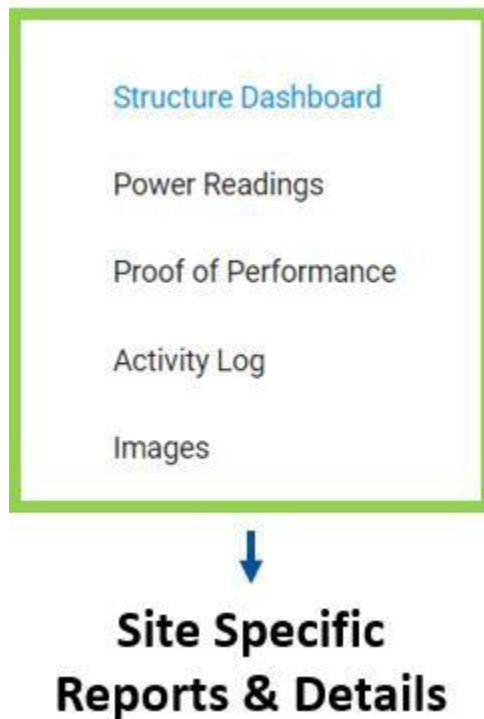


Figure 12: Setting Relay Schedule - Sunrise/Sunset Offset

If desired, Relays can be instructed to “Always On” status by clicking and “Show Always on Button” and then selecting that option. Additionally, a schedule can be switched to inactive by toggling the “Active Schedule” button.

Each relay can be functioned manually. Select the Relay Power Command icon to reach the Relay Power Commands option. Select the desired relay position, either on or off, and click confirm to configure the relay into the desired position. Please note that the relay will remain in this position until the next active schedule initiates.

From the left side of the Structure Dashboard page users may view various report pages.



*Figure 13: Locating Site Specifics on Structure Dashboard*

**Power Readings:** This page provides input voltage, current draw, and consumed power details for each relay. These details are presented for view in tabular and graphical form. A user may toggle between power and current plots by clicking the change option beneath the plot title. Data points are retrieved during automatic system check-ins, alarm status changes and user status requests.

**Proof of Performance:** This report displays any failure of operation during a scheduled time frame. The Proof of Performance report can be generated for each individual relay over a specific date range. Select the Excel or PDF icon to export the report.

**Activity Log:** This page reports command and status history. Activity is recorded by username and timestamp. The activity report can be generated for a specific date range. Select the Excel icon to export the report.

**Images:** The Portal allows for images to be uploaded for each site.



## Alarms & Notifications

Reporting performance issues with alarms and notifications are central to the Vantage system. It is important to have a clear understanding of the types of alarms and likely causes to reduce the troubleshooting time and resolve issues efficiently.

### Addressing Alarms

Once logged in, active alarms are clearly displayed in red, both on the alarms drop down, and next to the location. The type of alarm and the time it was reported are displayed.

Alarms are visible in two areas. The first is the Structure List page. The second is the Structure Dashboard.

To see an overview of active alarms, click on the Alarms dropdown. Selecting a specific alarm will filter the list to show only structures with that type of alarm.

A detailed Alarm History is available on the Structure Dashboard page. The alarms are timestamped and dated both when they occurred, and when they were cleared for user reference.

To clear alarms on the displayed on the Portal, simply resolve the issue remotely or onsite. The system will automatically detect that the alarm event is no longer present and clear the alarm. Alternatively, a user may manually clear an alarm by clicking on the location with the active alarm, selecting the alarm to clear, and clicking the clear button. Please note that a user manually “clearing” an alarm only removes the alarm notification from the Structure Dashboard. Clearing an alarm does not resolve the issue that triggered the alarm. The same alarm will be reported again if the alarm event is still ongoing during next status check-in.

### Reviewing Alarms from Structure List

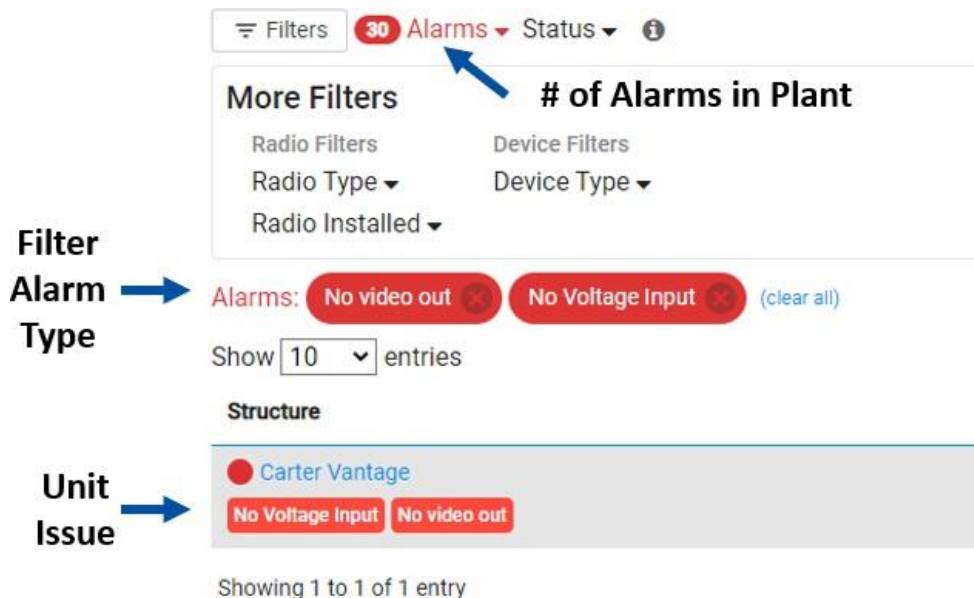


Figure 14: Addressing Alarms Via Structure List View

## Reviewing Alarms from Structure Dashboard

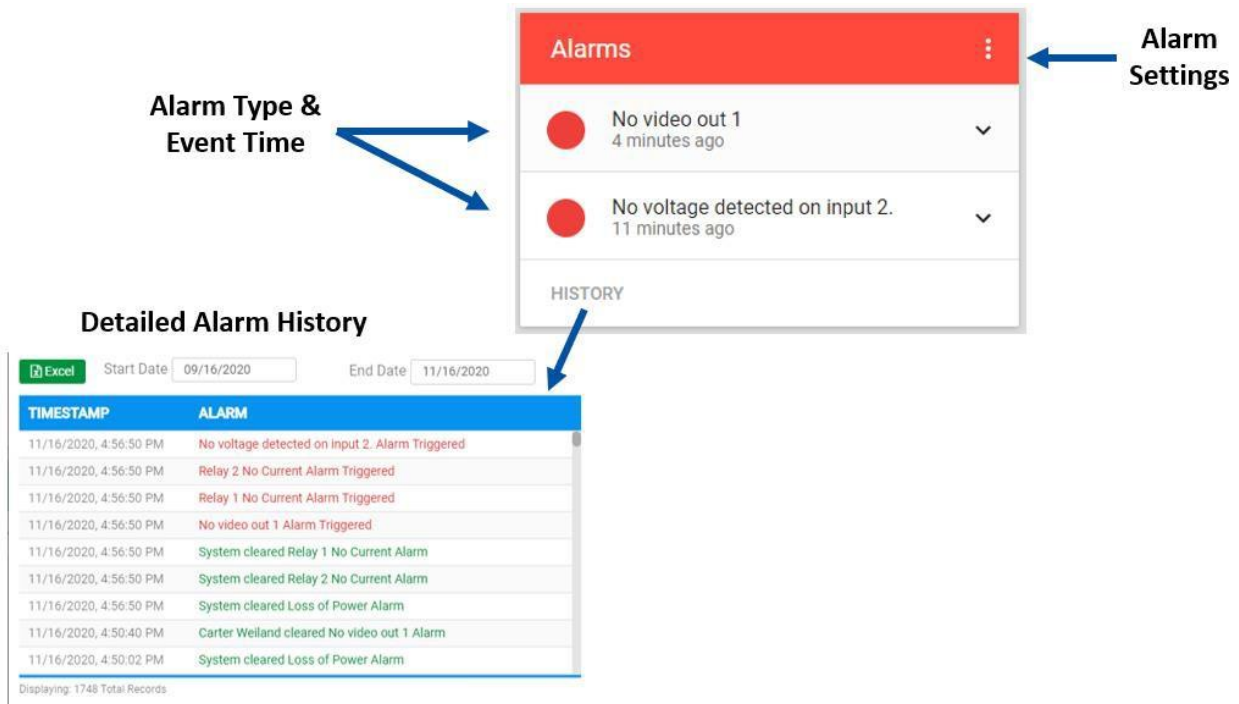


Figure 15: Reviewing Alarms Via Structure Dashboard

### Clearable Alarms

This type of alarm can be cleared by the user via the Portal. Users have the option to Enable or Disable clearable alarms. Smartlink Vantage will not report alarms that are user disabled.

**Bad Neutral:** Occurs when a unit experiences (8) Loss of Power and Power Restored alarms in a 24-hour period.

- **Cause:** Location input supply wiring issues, utility company issues, repeated breaker trips, unplugged supply source or unreliable/degraded power supply.
- **Course of Action:** Contact utility or facility manager. Verify power supply is correctly plugged in. Replace faulty power supply if needed.

**No Voltage Detected on Input 2:** Unit does not sense input voltage to Input 2.

- **Cause:** An issue with the power source or supply to Input 2.
- **Course of Action:** Verify that power supply is correctly plugged. Replace faulty power supply.

**Note:** There are some situations where a user may elect to not use Input 2. A common scenario for this would be when a user has only one device to manage and thus only requires Input 1. Disable the “No Voltage detected on Input 2” alarm in the Alarm Settings page to prevent the unit from triggering this alarm.

**No Sensor 1:** Vantage cannot communicate with optical sensor mounted to display.

- **Cause:** Damaged optical sensor, micro-USB sensor cable disconnected, or sensor improperly removed from screen by a third party.
- **Course of Action:** Verify that the sensor cabling is properly installed. Replace sensor if damaged or lost.

**No Display 1:** Vantage does not sense the presence of display screen.

- **Cause:** Disconnected display video cable, display is in standby mode, display unplugged so that display has no power or broken display.
- **Course of Action:** Restore power to the display. Ensure display is turned on and not in standby mode. Verify video cables are correctly installed.

**No Video 1:** Vantage does not sense the presence of content player.

- **Cause:** Disconnected content player video cable, content player in standby mode or unplugged. Content player not operating properly or broken.
- **Course of Action:** Restore power to the content player. Ensure content player is turned on and not in standby mode. Remotely reboot content player. Verify video cables are correctly installed.

**No Video Out 1:** Vantage does not detect video/images being displayed on screen.

- **Cause:** Display is not presenting an image (off/standby, no cable, broken). Sensor is detached from screen, but still properly connected to controller (i.e. “No Sensor 1” alarm not active). Wrong video input selected. Display brightness or sharpness set a low level.
- **Course of Action:** Inspect video system to ensure all components are plugged in and correctly configured to “On” position. Ensure that the correct video input channel is selected. Verify that the sensor is correctly mounted to the display corner that the system is configured to monitor (top left, top right, bottom left or bottom right). Increase display brightness and sharpness.

**Stuck Video 1:** Ad rotation is not transitioning properly.

- **Cause:** A single, static image/video is being displayed longer than the set threshold. A content controller or display software update may also trigger this alarm as a single, static screen will be displayed during the update process.
- **Course of Action:** Remotely reboot the content player. Reboot the Vantage controller.

## Non-Clearable Alarms

This type of alarm can only be cleared by the Vantage unit. The non-clearable alarm is cleared automatically once the issue is resolved. The user does not have an option to disable or clear this type of alarm.

**Offline:** The unit has lost communication to the server. This alarm will clear itself once the unit communicates back to the server again.

- **Cause:** Prolonged power issues or outages. Site lost power before unit issued loss of power alarm. Most common cause is network issue such as cell tower maintenance.
- **Course of Action:** Confirm site has power.



When offline, the Vantage controller will continue to operate based on the scheduled instructions before the unit went offline. However, when in offline mode, the scheduled runtimes and the other data cannot be updated until communication is restored.



**Loss of Power:** The unit does not detect any power coming in. It will automatically clear itself when power is restored. Loss of Power is only issued on Relay (Port) 1 where the unit will issue "last gasp" to signal power loss and power down.

- **Cause:** Location input supply wiring issues, utility company issues, repeated breaker trips, unplugged supply source or unreliable/degraded power supply.
- **Course of Action:** Contact utility or facility manager. Verify power supply is correctly plugged in. Replace faulty power supply if needed.

**No Current 1, 2 (No Device Power 1,2):** Device connected to Relay (Port) 1 or 2 is not powered on or operating

- **Cause:** Device is powered off or malfunctioning when it is scheduled to be on.
- **Course of Action:** Inspect devices. Ensure devices are correctly plugged into the output connections of the Vantage terminal block or quick connects (if present).

### Clearing an Alarm

A user can clear a clearable alarm from the structure dashboard. Once this type of alarm is triggered, the Alarm section of the structure dashboard will indicate an active alarm. Select the drop-down arrow from the Alarm box for more details on the alarm and for the clear option.

Clear the alarm by selecting the clear option. The alarm trigger and alarm clearing are captured in the alarm history along with time/date and user.

Remember, it is best practice to resolve the issue so that the system automatically before clears the alarm. Manually clearing the alarm only removes the alarm notification from the dashboard. The alarm event will continue to persist and be reported at the next status check in. Only manually clear alarms in special cases.

The figure illustrates the process of clearing an alarm in the Outdoorlink interface. It shows two stages of the 'Alarms' section:

- Initial State:** An alarm titled 'No video out 1' is shown with a red indicator and a dropdown arrow. A callout 'Alarm triggered' points to the alarm entry.
- Clearing Process:** The dropdown menu is expanded, showing a 'CLEAR' button. A callout 'User or system cleared once resolved!' points to this button.
- Alarm History:** Below the main interface, a table shows the 'HISTORY' of events. A callout 'Select for Details on Alarm History' points to the table. The table includes a date range filter (Start Date: 09/16/2020, End Date: 11/16/2020) and an 'Excel' export button.

TIMESTAMP	ALARM
11/16/2020, 4:50:40 PM	Carter Weiland cleared No video out 1 Alarm
11/16/2020, 4:50:02 PM	System cleared Loss of Power Alarm
11/16/2020, 4:50:02 PM	No voltage detected on input 2. Alarm Triggered
11/16/2020, 4:50:02 PM	Relay 2 No Current Alarm Triggered
11/16/2020, 4:50:02 PM	Relay 1 No Current Alarm Triggered
11/16/2020, 4:50:02 PM	No video out 1 Alarm Triggered

Figure 16: Clearing a Clearable Alarm

## Alarm Notifications

Users can subscribe for alarm notifications to receive email messages of real-time alerts. A two-step process is necessary to receive email alarm notifications. First, for both clearable and non-clearable alarms, ensure that the desired alarms are enabled, and the notifications icon is active for each enabled alarm. This page is accessed by selecting the Alarm Settings icon at the Structure Dashboard view.

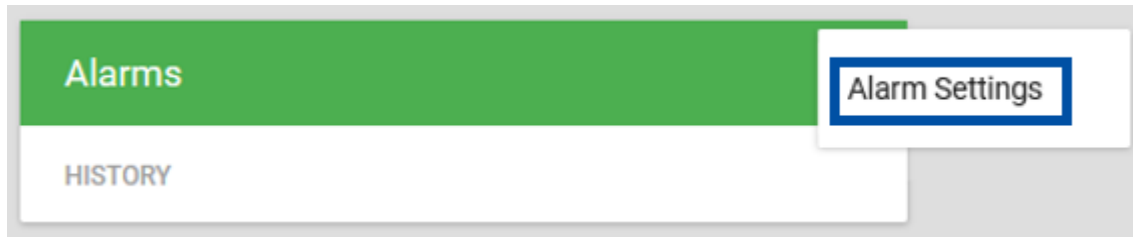


Figure 17: Selecting Alarm Settings

### Clearable Alarms

These alarms require manual clearing after they are triggered. You can freely disable these alarms or simply disable the notifications if you do not want to be alerted about them.

Enabled	Alarm	Notifications
<input checked="" type="checkbox"/>	Bad Neutral	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No voltage detected on input 2. No voltage detected on input.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No Sensor 1 Sensor not detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No Sensor 2 Sensor not detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No display 1 Display not detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No display 2 Display not detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No video 1 No video detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No video 2 No video detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No video out 1 No video detected on output.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	No video out 2 No video detected on output.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Stuck video 1 Stuck video detected.	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Stuck video 2 Stuck video detected.	<input checked="" type="checkbox"/>

Figure 18: Clearable Alarm List

## Non-Clearable Alarms

These alarms will clear themselves out naturally when they are resolved on the unit, but you can still choose if you want to stop the notifications.

Alarm	Notifications
<b>Offline</b> The structure has been offline for at least 2 days (configurable per customer)	<input checked="" type="checkbox"/>
<b>Loss of Power</b> The unit reported a loss of incoming utility/battery power	<input checked="" type="checkbox"/>
<b>Relay 1 No Current</b> The unit has detected excessively low power consumption	<input checked="" type="checkbox"/>
<b>Relay 2 No Current</b> The unit has detected excessively low power consumption	<input checked="" type="checkbox"/>
<b>Schedule Mismatch</b> The schedule reported by the device does not match the configured schedule	<input checked="" type="checkbox"/>

Figure 19: Non-Clearable Alarms List

After configuring notifications in alarm settings, the user must confirm and subscribe to email notifications in the User Account Settings.

Simply activate the email notification icon for each desired alarm and save changes.

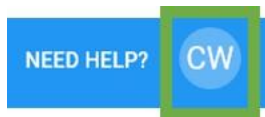


Figure 20: Accessing User Settings

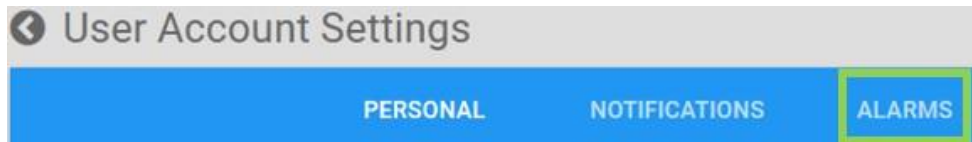


Figure 21: Selecting Alarm Notifications in User Settings

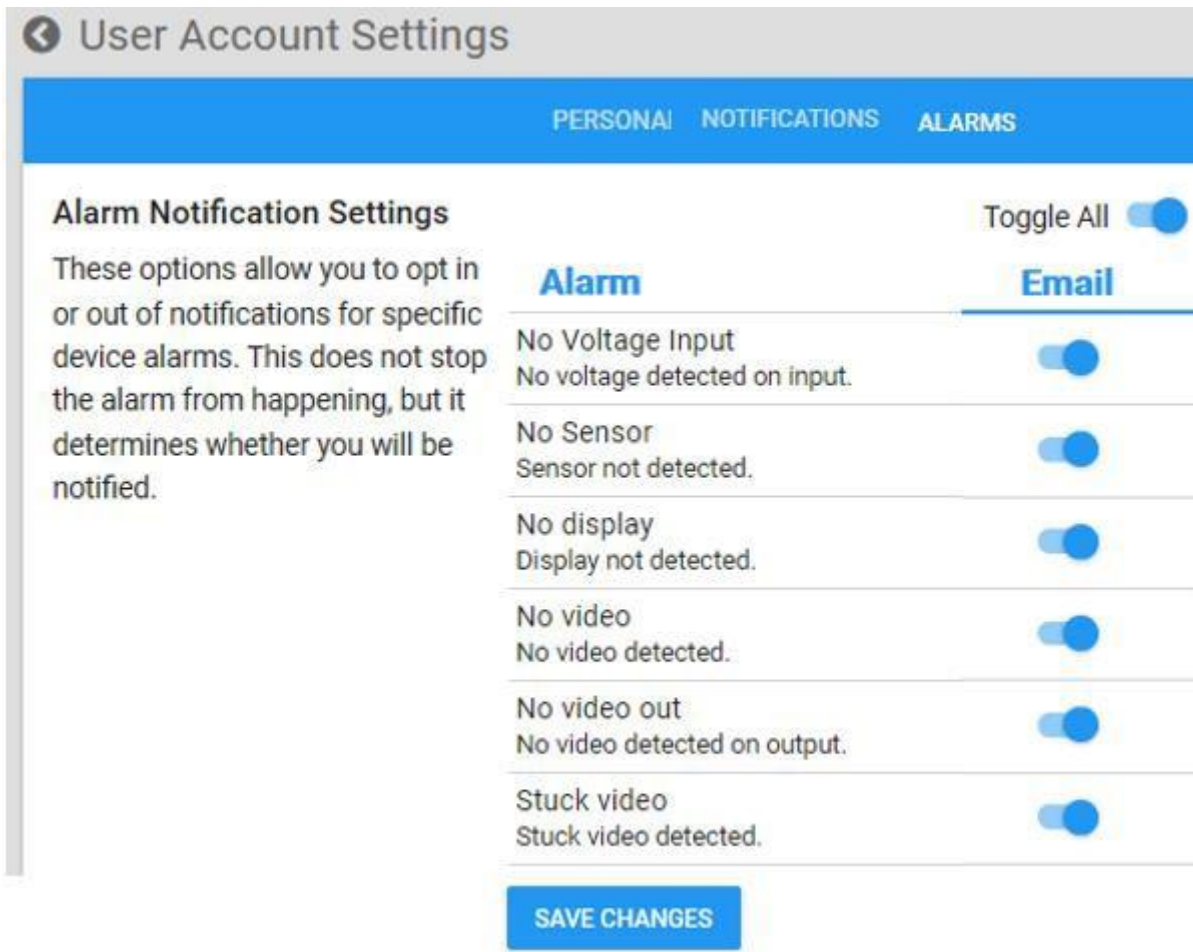


Figure 22: User Account Settings – Subscribing to Email Notifications

**!** NOTE: Please note a user account will receive email alerts for all structures that have notifications enabled within a plant. **!**



## Outdoorlink Mobile-Friendly Browser

The Outdoorlink mobile-friendly browser allows the management of Outdoorlink devices using mobile phones. The mobile feature is especially useful when a user is in the field or a location without access to a desktop computer. The Outdoorlink Portal can be reached by typing the Portal web address (<https://portal.Outdoorlinkinc.com/login>) into a mobile web browser.

A user may also simply type “Outdoorlink Portal” into a web browser search engine and then click the correct returned result. Ultimately, the user will arrive at the familiar log in screen.

To simplify future access when using an iOS device, click the Share Button (highlighted with green square) to create a shortcut to Portal log in page.



Figure 23: Portal Log in Page via Mobile Phone

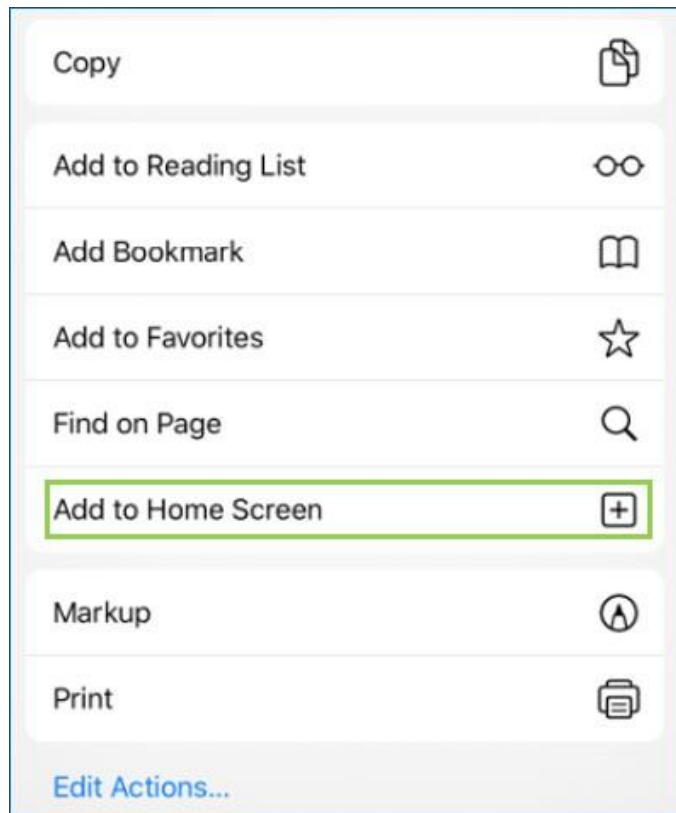


Figure 24: Adding Portal Log in to Home Screen

After clicking “Add to Home Screen” a Outdoorlink Portal icon is added to the mobile phone’s home screen. The icon is presented just like other app icons the phone user has on the home screen.

Simply click the Outdoorlink Portal icon to arrive at the Portal log in page.

Log in using the same credentials used for the Portal web browser. Once logged in, the mobile user has the same presentation, functionality and experience as that of a desktop user.

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