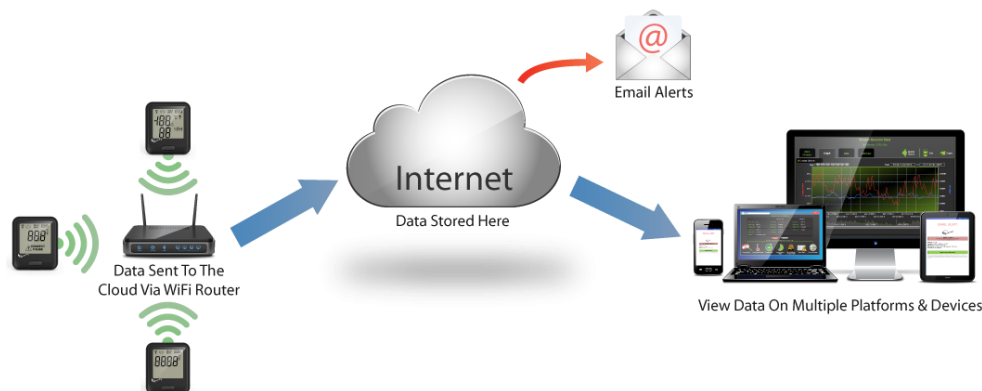## What is this?

This Help Guide has been produced to offer guidance on choosing the correct FilesThruTheAir™ account to suit your requirements.

Which FilesThruTheAir™ Cloud account is right for me?

The FilesThruTheAir™ Cloud makes sensor data universally accessible from any internet enabled device.

You can manage your devices and make changes to any sensor setting remotely, including changing alarm levels. This potentially gives the user the ability to monitor hundreds of our WiFi sensors in different countries from one location.

The Cloud has the ability to graph sensor data online and can send you email alerts when alarms occur or if a device needs your attention. Users can also access 'Event Logs' which will give a record of all triggered alarm events on all WiFi data loggers configured by the user with an alarm threshold.

A Cloud account is easily created during the WiFi sensor set-up process using our basic software.

There are three types of Cloud account:

Free	Personal	Professional
• 45 days of data storage	• Unlimited data storage	• Unlimited data storage
• 100 email alerts/month	• Unlimited email alerts	• Unlimited email alerts
• 2 devices max	• Multi-format data export	• Multi-format data export
	• Report printing	• Report printing
		• Multiple locations
		• Multiple users
		• Administration panel
		• Device audit trail

Issue 2

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Account Comparison

		FREE	PERSONAL	PROFESSIONAL
✉🔔	Unlimited Email Alerts	**100/month**	✓	✓
📁	Unlimited Data Storage	**45 days**	✓	✓
📱	Unlimited Devices	**2**	✓	✓
👤🔒	Management Of Users & Individual Privileges	–	–	✓
🧭	Locations & Time Zones	–	–	✓
👥	Multiple Users	–	–	✓
📄👤	Device Audit Trail	–	–	✓
🐦	Export Device Data	–	✓	✓ Assignable Privilege
🖨	Print Device Data	–	✓	✓ Assignable Privilege
✉👤	Email Alert Recipients	**5** Per Device	**5** Per Device	**100** Per Device

Account Differences Explained

Email Alerts	FREE	PERSONAL	PROFESSIONAL
Unlimited Email Alerts	**100/month**	✓	✓
Email Alert Recipients	**5** Per Device	**5** Per Device	**100** Per Device

Email alert messages are sent when alarms are triggered, or to tell you that something is wrong. A typical email alert might contain a temperature alarm, a battery warning, or an AC power report.

On the Cloud, Email Alerts are configured in the **Change Device Settings** page.

Free/Personal   **Professional**

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Free/Personal - Email Alerts

In Free or Personal accounts you can add a total of 5 email addresses including the email address you used when you Signed Up. All email recipients share the same options. *i.e*. if Temperature Alarms is ticked, *all* recipients will receive these Email Alerts.

Professional – Email Alerts

In Professional accounts you can add a total of 100 email addresses including the email addresses of Users belonging to this device's Location (See the **Administration** section for more information). Each recipient has their own email options.
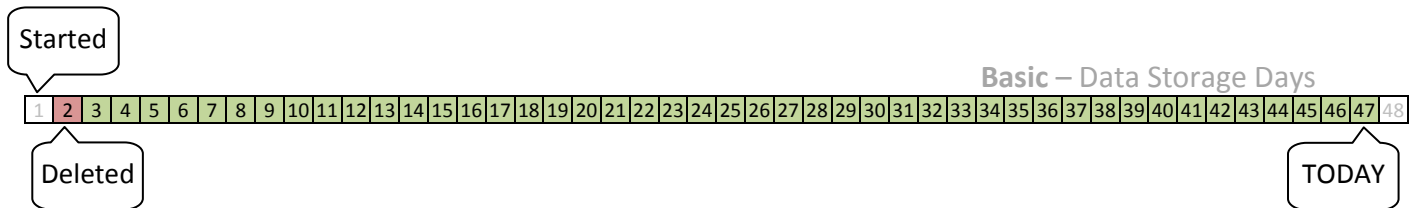
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Data Storage		FREE	PERSONAL	PROFESSIONAL
📁	Unlimited Data Storage	**45 days**	✓	✓

With a Free account you can see only the last 45 days of data. Any previous data is deleted.

Started

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 |

Basic – Data Storage Days

Deleted

TODAY

Personal and Professional accounts have no data storage limit.

Number of Devices		FREE	PERSONAL	PROFESSIONAL
📱	Unlimited Devices	**2**	✓	✓

You can connect a maximum of two WiFi Sensor devices to a Basic account. In Personal and Professional accounts the maximum number of devices is determined by the pricing tier you select when Signing-Up.

Tier	BASIC	PERSONAL	PROFESSIONAL
	Maximum number of WiFi Sensor devices		
-	2	-	
❶	-	5	
❷	-	10	
❸	-	20	
❹	-	50	
❺	-	100	
❻	-	*Contact Us*	

If you Sign-Up for a Basic account you can easily upgrade later to a Personal or Professional account. You can also upgrade or downgrade to a different Personal or Professional account tier at any time.
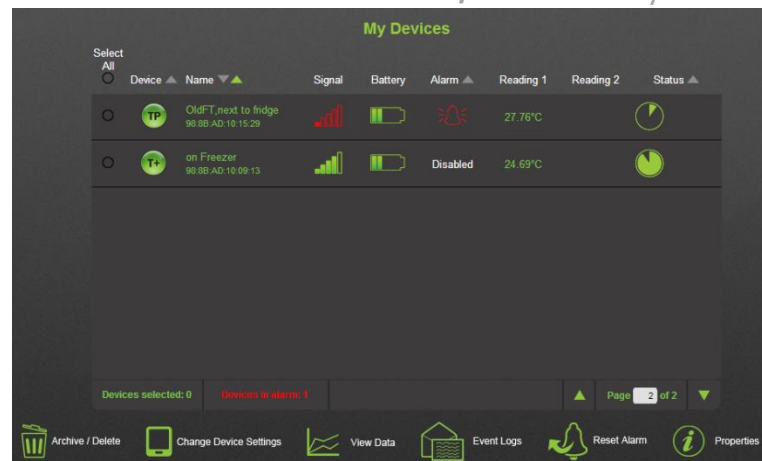
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Administration		FREE	PERSONAL	PROFESSIONAL
👤🔒	Management Of Users & Individual Privileges	–	–	✔
🧭	Locations & Time Zones	–	–	✔
👥	Multiple Users	–	–	✔

Free/Personal – My Devices

All WiFi Sensor Devices connected to either Free or Personal accounts occupy a single location. That is, you always see all your devices in one list. Your Sensors have a configurable name, 'Fridge', 'Hallway', 'Glass-House' so they're easy to identify. Basic and Personal accounts have a single time-zone which you set at the time you Sign-Up.

Professional - Devices

A Professional account accommodates multiple Locations, which appear as a tree structure on the left of your **Devices** page. You can organise your WiFi Sensor Devices into these Locations when they are connected to the Cloud. Each Location has its own time-zone setting. Selecting a Location in the tree, displays only the Sensors in that Location.
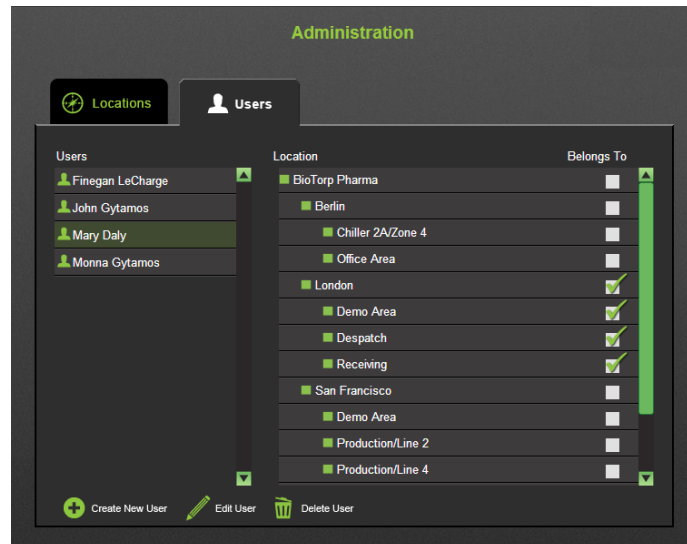
Both Free and Personal accounts have a single user (the person who Signed-Up and created the account).
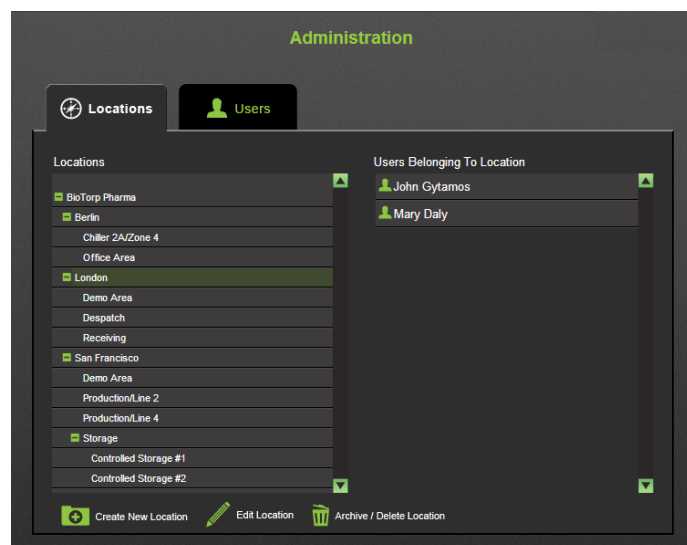
Professional - Users

In the Professional account a user with the Administrator privilege can access the Administration page to add, edit or delete users and Locations.
The Administrator can also decide which Locations each user can see.
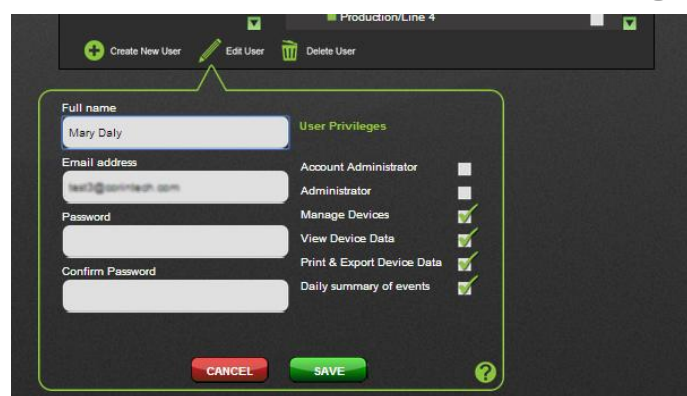

Professional - Locations

Professional – User Privileges

By assigning privileges an Administrator can determine what actions each user is allowed to perform.

Audit Trail		FREE	PERSONAL	PROFESSIONAL
	Device Audit Trail	–	–	✔

On the Sensor Session Data page, you can see the **Session Audit.** This continuously records the reasons why each recording session was started, including any changes to the WiFi Sensor settings. In a Professional account, you can export a comprehensive **Device Audit** as a PDF document.

Professional – Device Audit Export

Example exported Device Audit (PDF).

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Print & Export		FREE	PERSONAL	PROFESSIONAL
	Export Device Data	–	✓	✓ Assignable Privilege
	Print Device Data	–	✓	✓ Assignable Privilege

In Personal and Professional accounts you can Print and Export graphical and tabular data.

In a Professional account **Print and Export Device Data** is an assignable user privilege; an Administrator can decide which users are allowed to do this.

Personal/Professional – Graph Data Print & Export

The Basic account does not allow Print or Export of data.

Personal/Professional – Tabular Data Print & Export