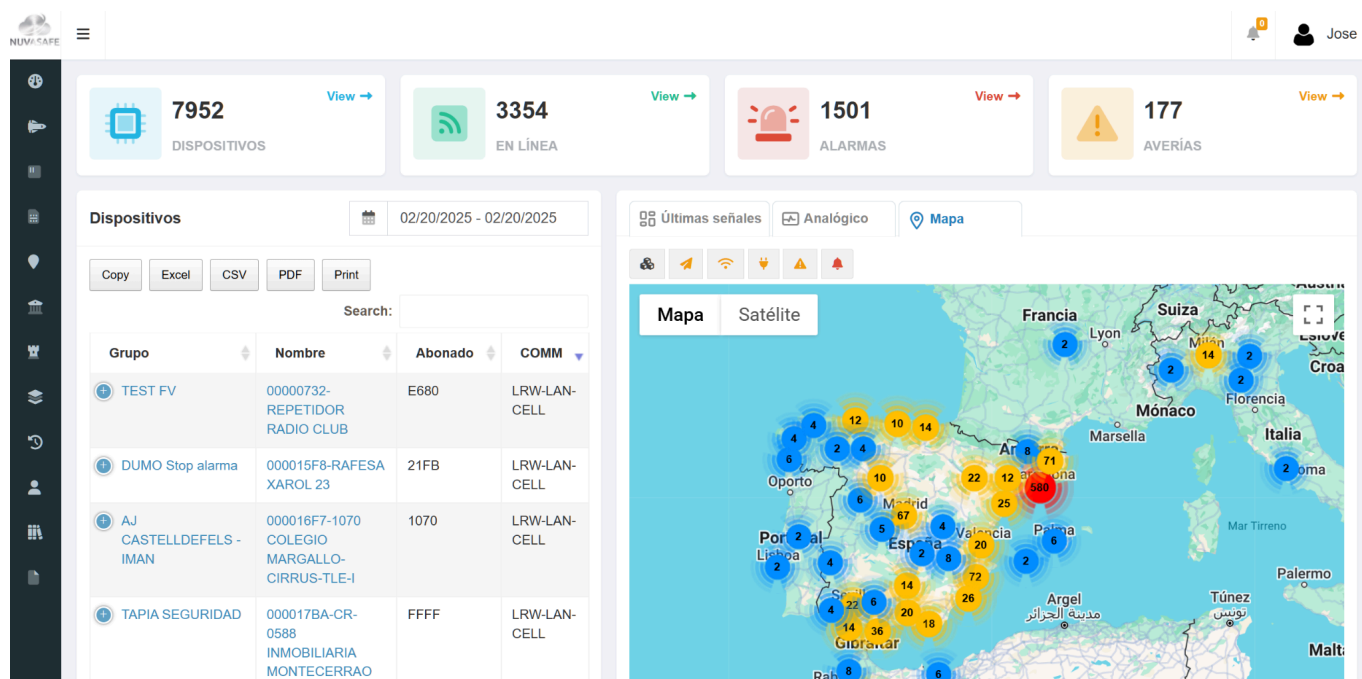




NUVA-CLOUD



Version 2.30 (20/08/2025)

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Nuva Cloud

Nuva Cloud is a powerful tool for analysis, monitoring, configuration, control, and diagnostics for both individual devices and the entire system.

The system automatically adapts to the credentials of the user logging in, assigning one of five access levels:

- **End User:** Has control only over their own devices.
- **Group User:** An end user with visibility over a group of devices.
- **Professional User:** An installer or maintenance technician with access to all devices in their group; can be granted visibility over all groups. Can create users with equal or lower roles.
- **Administrator:** Tied to a company, responsible for creating groups and users with equal or lower roles within that company.
- **Distributor:** Can create companies and administrator users within those companies.

According to the **EN50136 standard**, these levels correspond to:

- Level 2: End User / Group User
- Level 3: Installer User
- Level 4: Distributor

Distributors

Distributors manage companies and have visibility over their groups, users, and devices.

Companies

Companies can be treated as separate businesses or as branches of a single company. Devices and users are assigned to companies.

Groups

Within a company, groups can be created for geographic, security-level, or subcontracting purposes. Users assigned to a group can only see devices within that group.

- **Administrators** can create users with visibility across all groups in the same company.
- **Distributors** can create users with visibility across all companies and groups.

Login

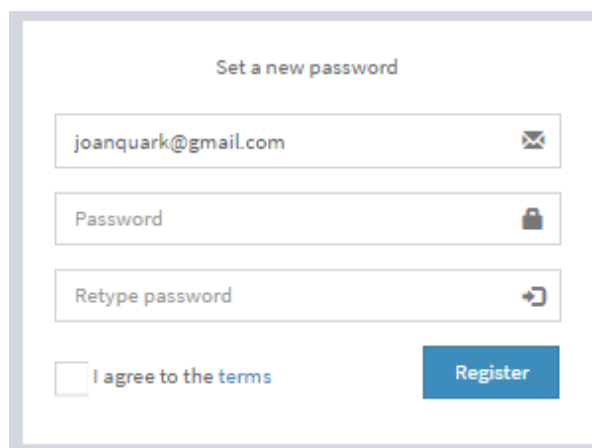


The image shows the NuvaSafe login interface. At the top is the NuvaSafe logo with the tagline 'SAFER IN THE CLOUD'. Below the logo is a 'Login' heading. There are two input fields: one for the email address 'sat.nuvathings@gmail.com' and another for the password, which is masked with asterisks. Below the password field are two checkboxes: 'Recuerdame' (checked) and 'Aceptar cookies' (checked). To the right of these checkboxes is a blue 'Login' button. Below the login fields is a link that says 'Olvidó su contraseña?'. At the bottom of the form is a reCAPTCHA section with a green checkmark and the text 'No soy un robot', and a reCAPTCHA logo with links for 'Privacidad' and 'Términos'.

Remember Me: Keeps the user logged in for at least a week.

Cookie consent is required for login (as login result is stored in a cookie).

The “Forgot Password” link sends a recovery email.



The image shows the 'Set a new password' form. It has a title 'Set a new password' at the top. There are three input fields: one for the email address 'joanquark@gmail.com', one for the 'Password', and one for 'Retype password'. Below the password fields are two checkboxes: 'I agree to the terms' (unchecked) and a 'Register' button. The form is enclosed in a light blue border.

Upon successful login, the user is directed to the **Dashboard**.

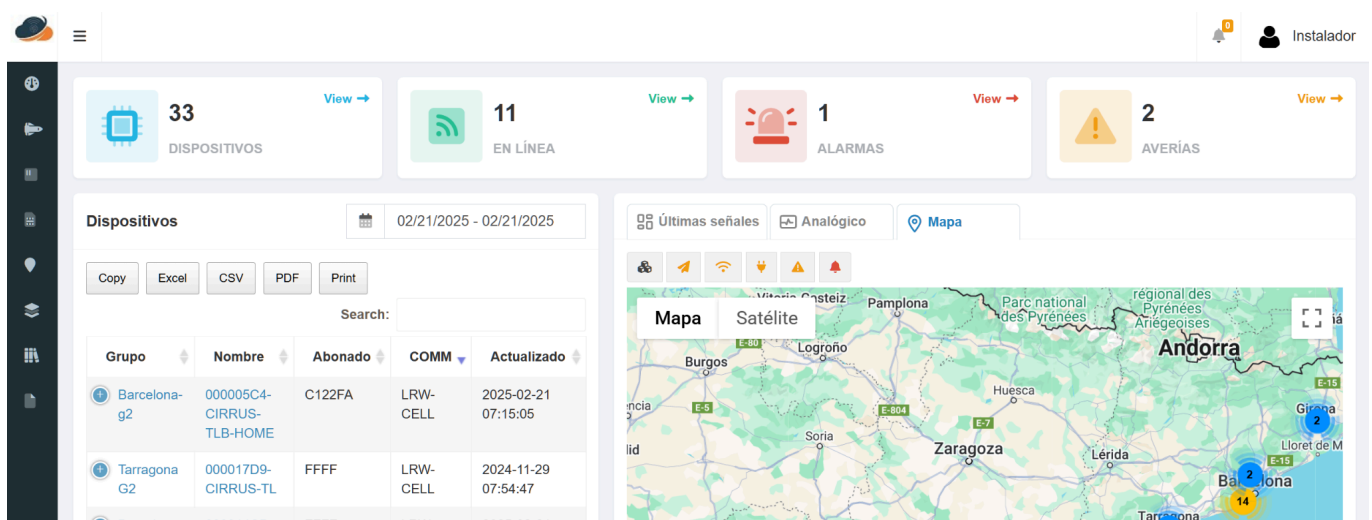
Failed Logins

After **3 failed attempts**, login is blocked for **90 seconds**.

Password must be entered within **60 seconds**, or it's counted as a failed attempt.

Dashboard – Overview

The dashboard is the main screen of the Cloud system, providing a summary of the general status of the devices (administrator view).



On the **left**, a navigation bar gives access to the main server sections:

- Devices
- Sensors
- SIMs
- Beacons (trackers)
- Groups
- History
 - Events
 - Logging
- Admin
 - Orders
 - Invoices
 - Proformas
 - Delivery Notes
 - RMAs

- Support Tickets

At the **top**, four colored boxes summarize:

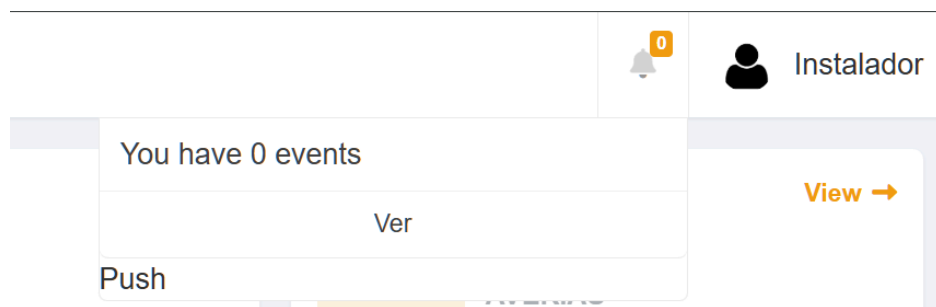
- Total number of devices
- Devices online
- Devices with zone faults
- Devices with active alarms

Clicking “View” on each box shows the device list, which can be exported as PDF or CSV.

Access to Profile and Notifications

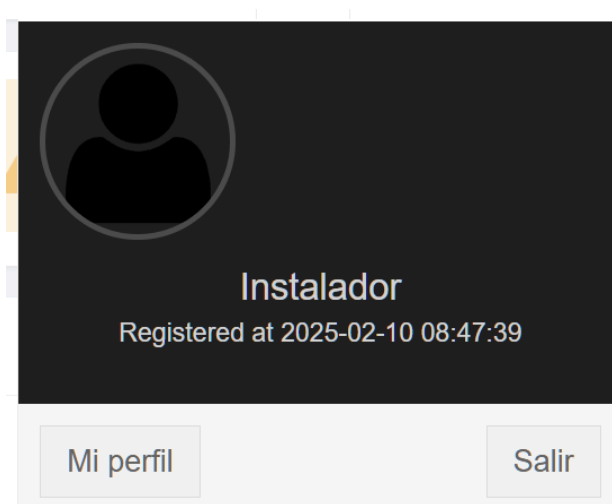
In the top-right corner:

- Access pending notifications.
- Activate/deactivate push notifications using the “Subscribe” button.



Next to this is the **user dropdown**, where you can:

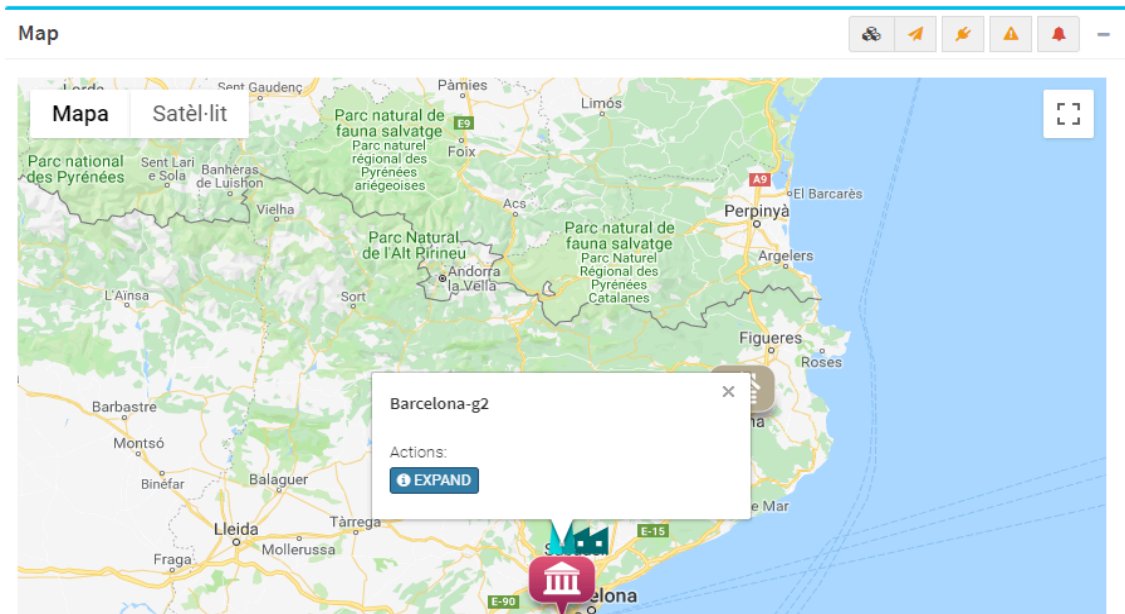
- Edit your profile.
- Log out.



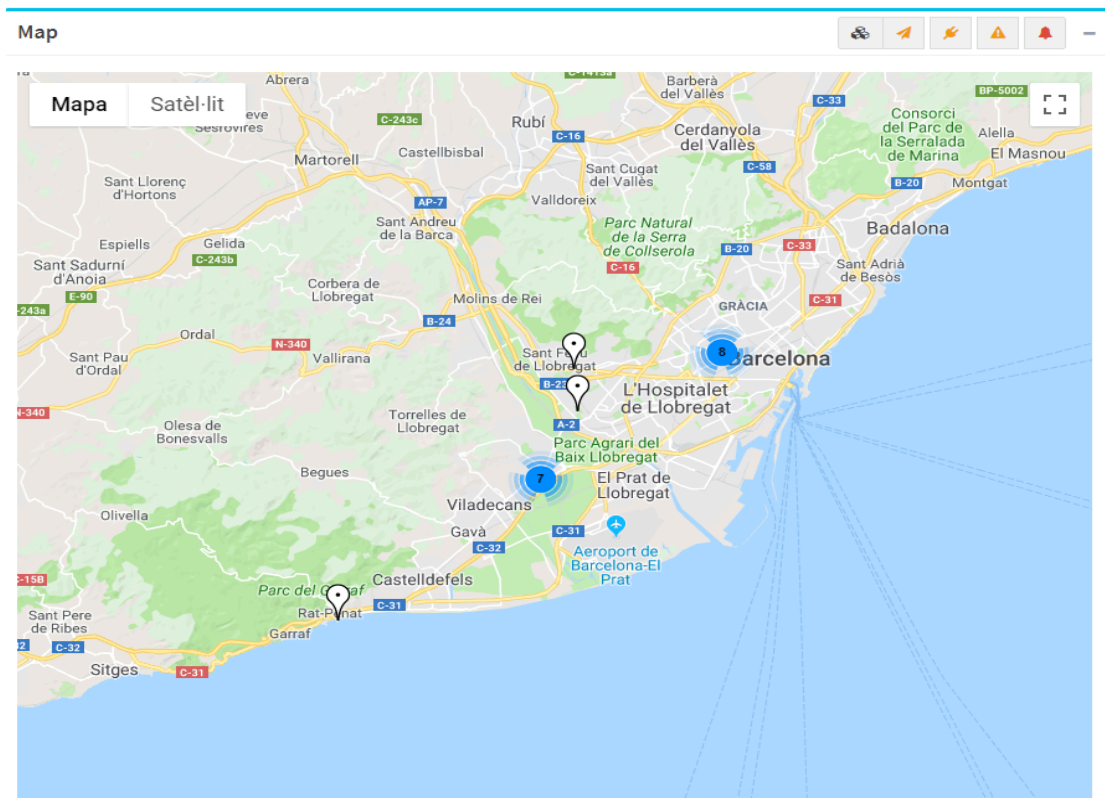
Map

If the user's login level allows visibility of more than one group, the map shows icons representing each group.

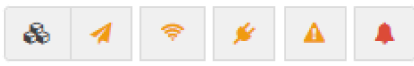
Clicking a group icon opens an info window with the option to expand and view the group's devices.



For **single-group users** (like end users), the map shows only their devices.



Devices are shown with colors matching their group. There are five **filter options**:



Group filter

Communication/polling failure filter

Black: polling failure

Grey: communication failure on one or more channels

LORA coverage heat map

Power supply failure filter

Yellow: power issues

Zone/sensor failure filter

Purple: sensor faults

Alarm/tamper filter

Red: active alarm

LORA Coverage Maps

Both Nuva devices and **The Things Network** gateways create an **anti-jamming network** available throughout many parts of **Spain and Europe**.

When clicking the “**Lora Links**” button after selecting an area on the map (avoid very large areas to prevent memory overload), a heatmap shows estimated coverage of devices and/or gateways in that area.

Exterior devices (LORA antenna elevation $\neq 0$) have a larger radius.

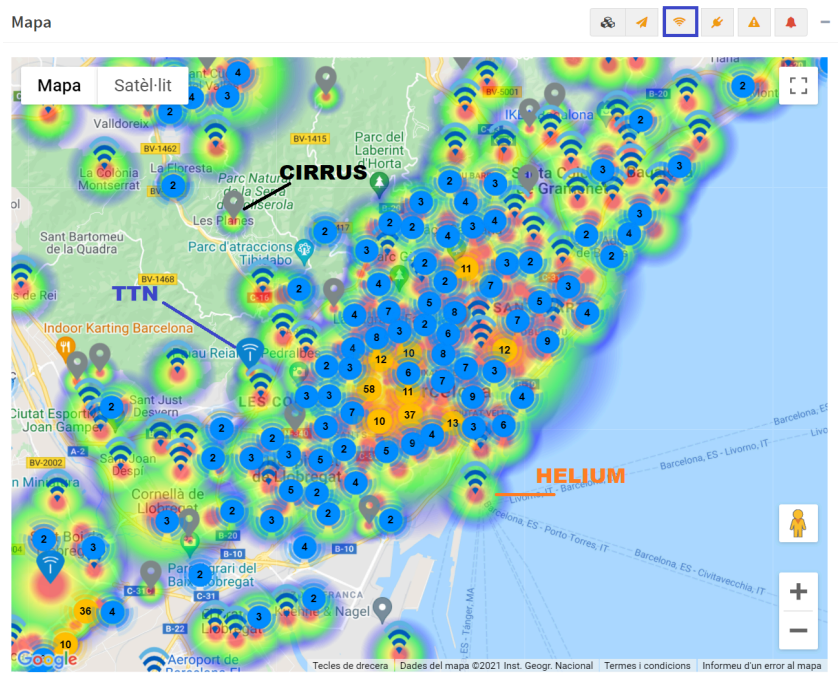
Interior devices (elevation = 0) have a smaller radius.

Indoor gateways have a radius like interior devices.

Outdoor gateways have a radius 4x larger.

Coverage colors:

- **Red**: Likely indoor coverage
- **Yellow/Green**: Outdoor or favorable indoor (e.g., near windows)
- **Grayish**: Outdoor-only coverage

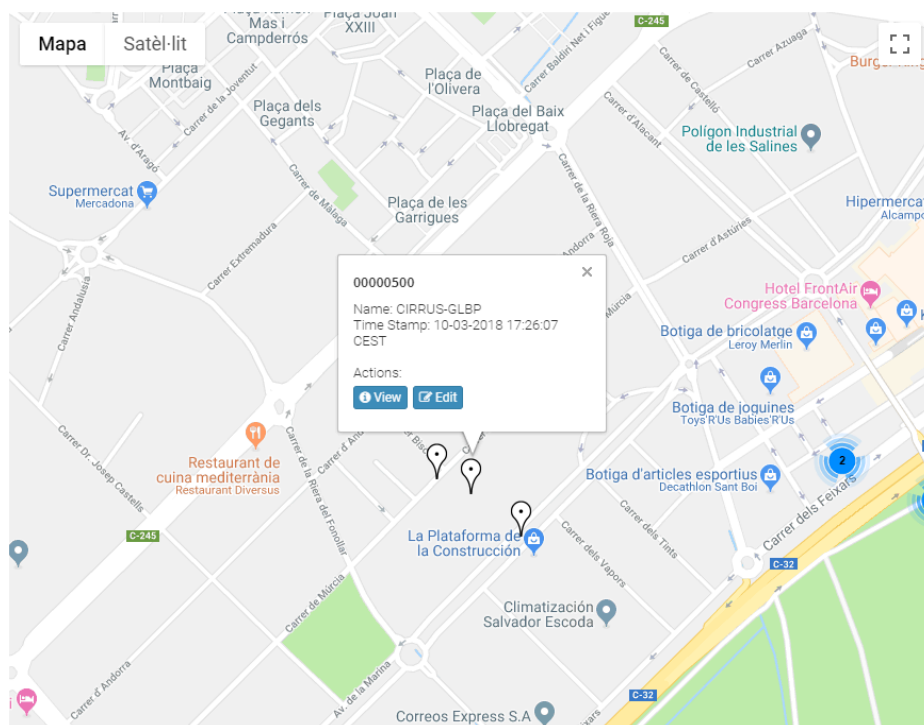


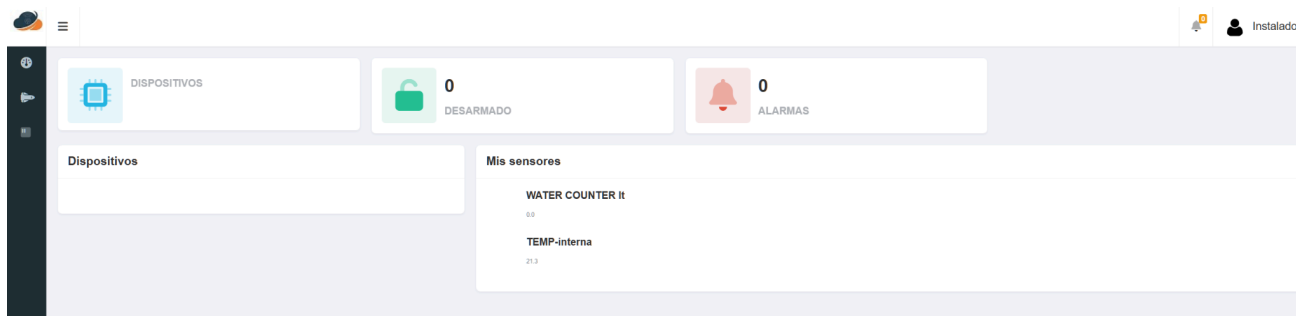
Device pins:

- **Gray:** No LORA link
- **Green:** LORA backup available

Clicking on a specific device marker opens a contextual menu showing:

- Serial number
- Device name
- Buttons for **status view** and **edit**





Devices

The **Devices** screen shows a list of available equipment according to the user's login level. You can access it via the menu or by clicking the summary boxes at the top of the Dashboard.

The 'Dispositivos' screen includes a search bar, a filter dropdown set to 'ALL', and buttons for 'Copy', 'PDF', 'CSV', 'Excel', and 'Print'. The table below lists two devices:

Acciones	Número de serie	Nombre	FACTORY	Abonado	Grupo	Organización	APPID	VER	ICCID	IMEI	CSQ	Entradas	Actualizado
[Icons]	00001D67	ZEL COSTA BRAVA	PYRUS-TLE - OF11272	3149	-	Junta Central de Usuarios del Vinalopó, L'Alacantí y Consorcio de Aguas de la Marina Baja	1001	220-09/01/25	-		0	LAN	14/03/2025 14:27:17 CET
[Icons]	000014A5	ZARAGOZA CO2 SALON PLANTA 2	STR4TA-AIR-CO2 - OF10508	FFFF	-	Arvum Maroc	4020	210-00/00/00	-		0	LRW	07/08/2024 05:38:05 UTC

The list includes a **search field** that scans all columns. Entering a client or group name quickly filters the visible devices.

Clicking **"Add Device"** allows the creation of a new device from scratch. However, devices automatically generate a default version upon first connecting to the platform, visible to administrators.

Available options per device:

- **Edit device** – Modify device data
- **View status** – Opens device monitoring and control panel
- **Config** – Configure device parameters
- **Delete** – Remove the device from the user's company

Register New Device

When you acquire a new device, it won't appear in the device list. To add it:

1. Click **"Add Device"**
2. Enter the **8-digit serial number (SN)**

Número de serie:

- A green highlight confirms that the SN exists.
- 3. Enter device details, then click **Update**
- 4. The system prompts for the **VC code** (on the device label) to verify ownership
 - If the VC is invalid: **“VC code doesn’t match”**
 - If valid: the device is registered and ready for SIM activation in a second edit.

Edit Device

After registration, the top of the edit screen shows the **SIM card** status. If inactive, it can be activated there.

ICCID:

Estado:

You can enter basic device data, assign it to a **company, group**, and set the **installation location**.

Dispositivo NEW
Dispositivos > Dispositivo NEW

Número de serie:

Nombre:

Abonado:

Abonado forzado:

Primera zona ATS:


Panel asociado COM2:

Zonas Panel:

Altura antena lora exterior:

Red LORAWAN:

Geolocalización:



Latitude:

Latitude:

Dirección:

Tipo:

Grupo:

DIRECT:

Zona horaria:

Thumb: Ningún archivo seleccionado

Select the appropriate **LORAWAN network**: The Things Network or Helium.

Integrations:

- When a panel is connected through COM2 (serial or keyboard bus), zones can be defined.
- These appear in the mobile app, replacing the default transmitter inputs.
- This supports security and fire control panels (PCI).

“First ATS Zone”: Defines the zone for internal transmitter events, allowing receiver systems to distinguish between panel and transmitter events.

👉 For more, refer to the **Registration & Commissioning Manual**.

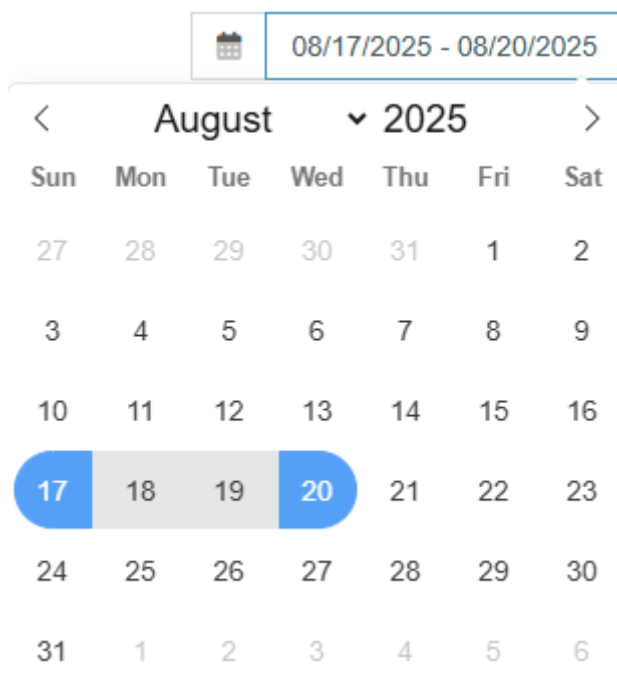
View/Control Device

This screen shows the device's status and allows:

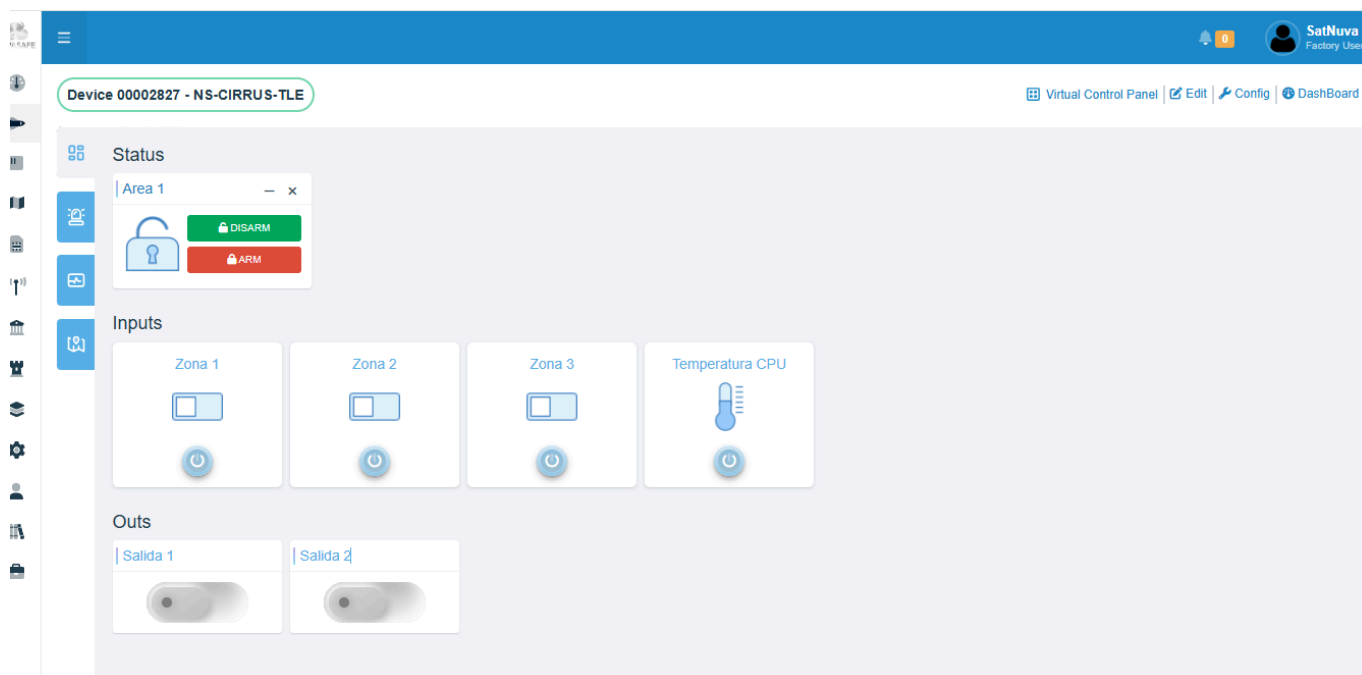
- **Arming/disarming** partitions
- **Activating/deactivating** outputs
- **Bypassing/restoring** zones

You'll see a **tabbed view**, and at the top:

- A **calendar selector** allows you to choose a date range to view:
 - Analog data
 - Historic on COM tab.
 - Device positions

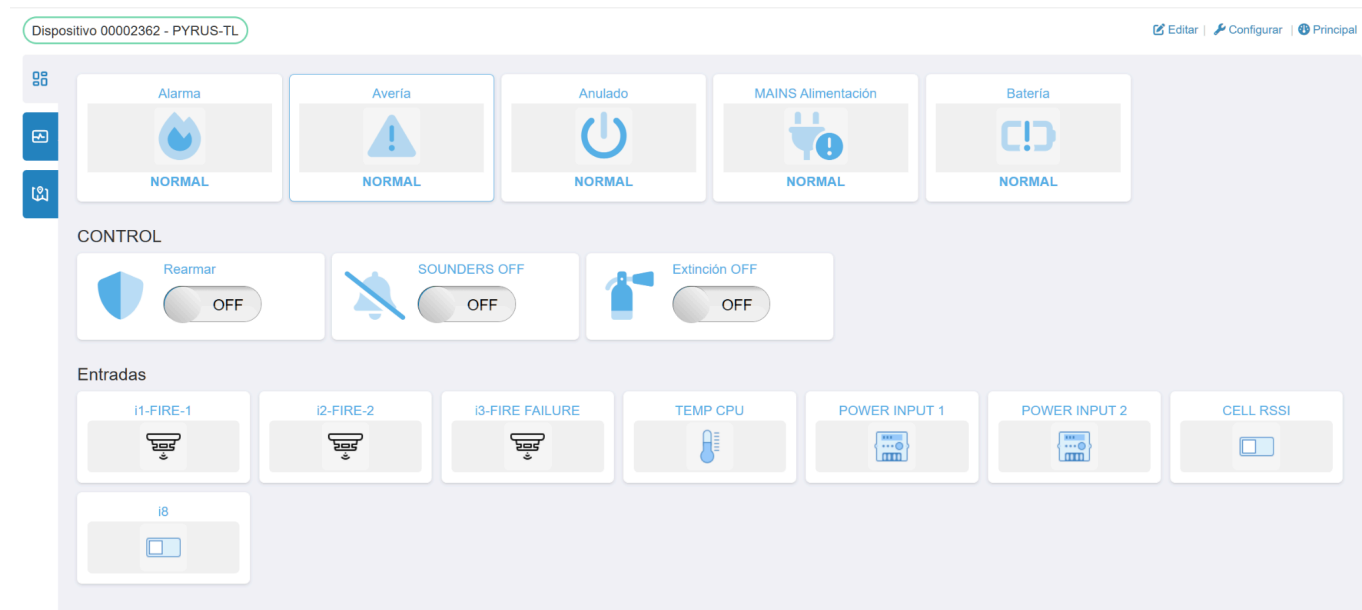


Security Panel Partitions Status



- if the control panel is integrated, the actions over the partitions will be executed on main control panel, if not this will only affect the status of the CIRRUS transmitter.
- On the Panel tab, the zones of main control panel, partition status and general status icons will be shown.

Fire Panel Status

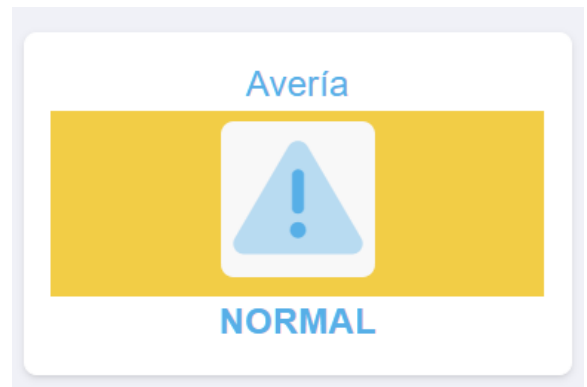
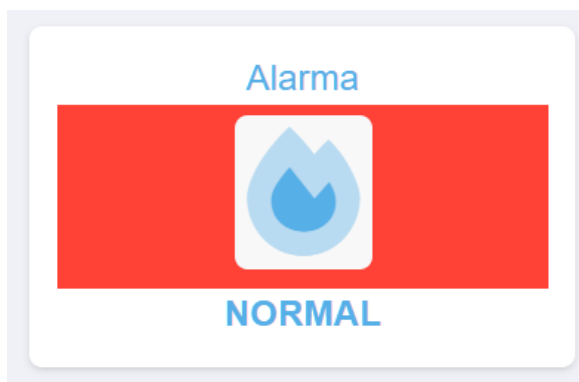


- If the device is configured with **work grade 054**, the system displays **fire panel status**.
- Without serial integration, it shows the device's own input statuses.

Control options include:

- **Resetting** or **silencing sirens**, which triggers outputs 5 and 6 on the I/O expansion module.

If integrated via **BUS**, commands are injected directly into the panel's bus to trigger actions.



Associated Panel Inputs

(For firmware version ≥ 2.20)

When using **COM2 integration** via serial or keyboard bus, the device can show the **input status of the connected panel**.

Setup steps:

1. During registration, define the **number of zones** on the panel
2. In configuration, assign **names** to each zone
3. in case of fire Panels, if there is import , please import the configuration file (several formats)

Fire Panel status

Dispositivo 00002362 - PYRUS-TL

Editar | Configurar | Principal

PANEL

undefined undefined

SIREN 1

SIREN 2

Zonas

Zone1

Zone2

Zone3

Zone4

Zone5

1

LOOPS

+

↺

-

×

Print

Search:

Acciones	Estado	Nombre	Tipo	Analógico
		OPTIC	OPTIC	0
		OPTIC	OPTIC	0
		MODULE	MODULE	0

Security panel Status

UVC-CAPE

0

SatNuva
Factory User

Device 00002827 - NS-CIRRUS-TLE

Virtual Control Panel | Edit | Config

GENERAL

Zone1

Zone2

Zone3

Zone4

Zone5

Zone6

Zone7

Zone8

Icon display is influenced by **channel name**. Default: a switch icon.

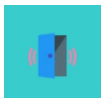


Examples of name-based icons:

“PIR” → motion sensor



“CN”, “DOOR”, “PUERTA” → door



“SMK”, “FIRE”, “HUMO”, “FUEGO” → fire/smoke



“TEMP” → temperature



“HIGRO” → humidity



Other keywords for icons include:

“SIREN”, “PULS”, “FIRE
PULL”, “EVAC”, “EMERG”, “EXTIN”, “CO2”, “COUNT”, “GAS”, “SOIL”, “RAIN”, “Solar”, “Energy”, “ENER”, “Energía”, “P
WR”, “Power”, “Potencia”, “Voltage”, “VOLT”, “Tensión”, “WATER”, “Agua”, “BATT”, “Batt”, “WIND”, “PRES”, “DUST”,
“LIGHT”, “PH”.

El estado de la entrada se visualiza por modificación del color de fondo del icono, siendo los colores:

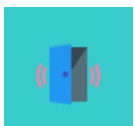
- **Red:** Alarm



- **Yellow:** Failure



- **Navy blue:** Detection



- **Dark gray:** Bypassed

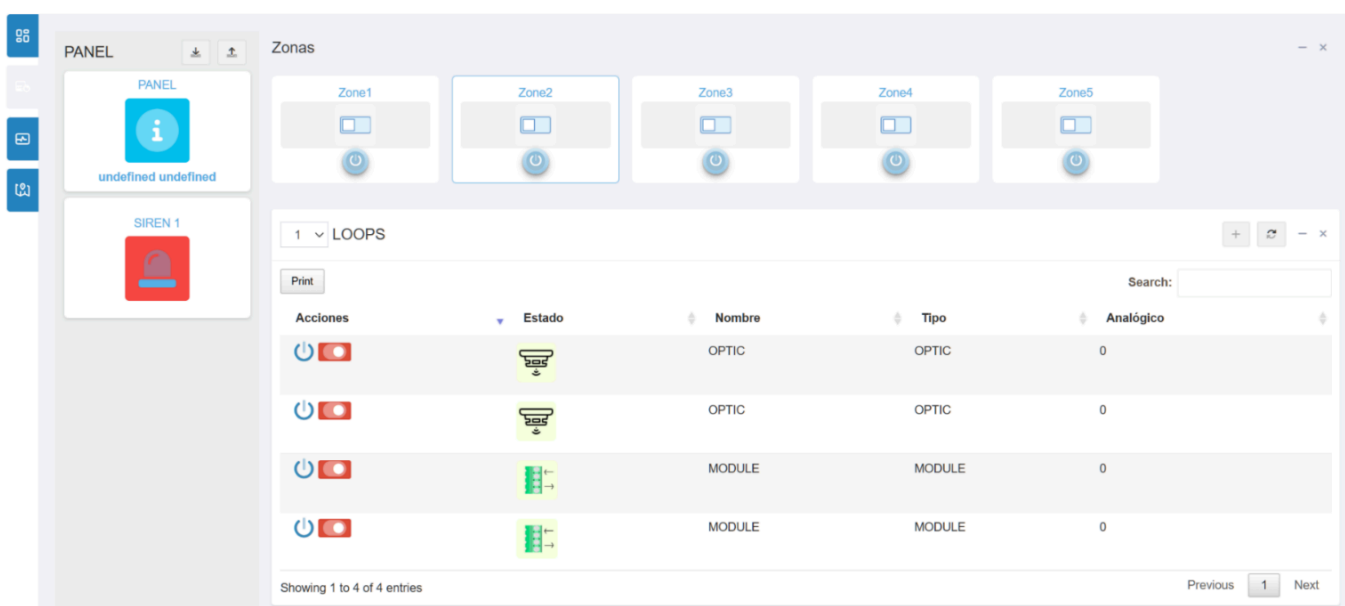


SCADA CLOUD (in development)

The **SCADA Cloud** tool automatically detects the sensors connected to different loops of the control panel.

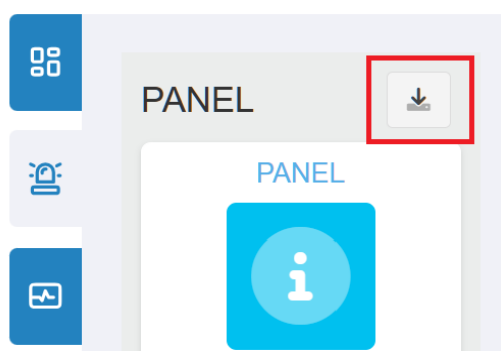
Access requirements:

- Must be using a supported integration
- Must define the number of panel zones in the **Edit** section (Num Zonas Panel)

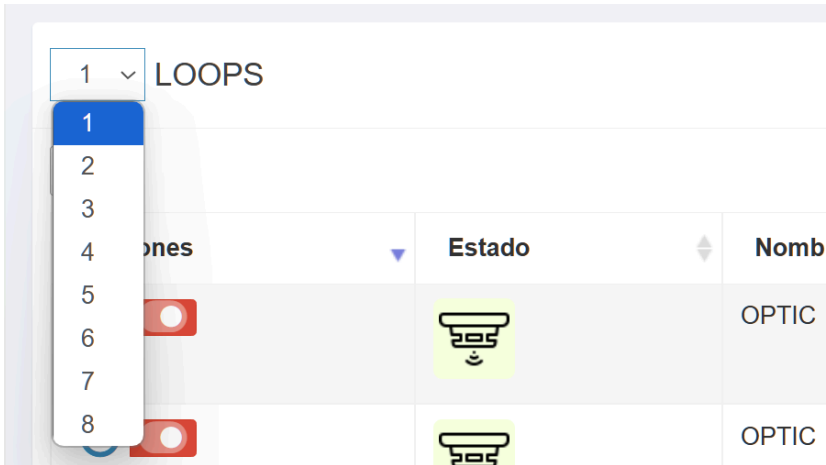


Once configured:

- A new PANEL tab will appear on the device screen (refresh if needed)
- It allows you to view:
 - Zones
 - Loops
 - Sensors connected to each loop











In the **LOOPS** dropdown, select the desired loop.



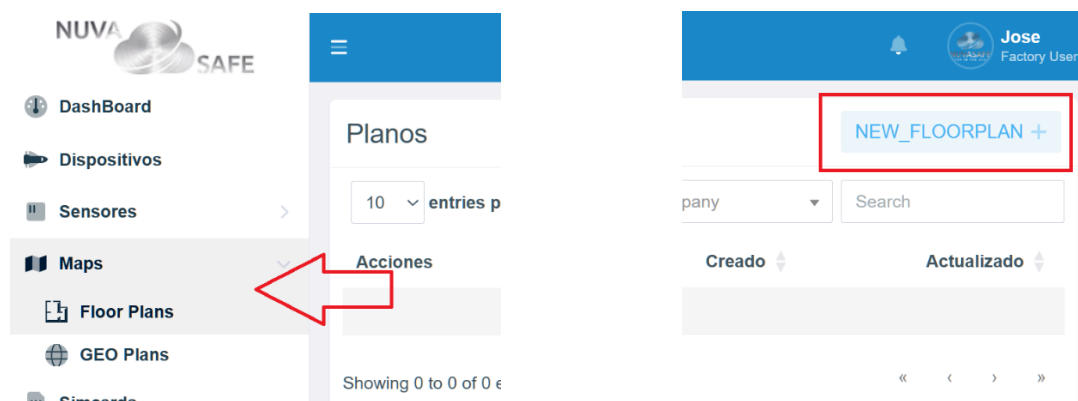
A table will show:

- Sensor status
- Name (e.g., Loop 1 Sensor 1)
- Sensor type
- Analog value (useful for checking sensor dirtiness)

Acciones	Estado	Nombre	Tipo	Analógico
 		L1S1	OPTIC	0
 		L1S2	OPTIC	0
 		L1S3	OPTIC	0

Floor plans

To create floor plans, go to MAPS in the side menu and then select NEW FLOORPLAN.



The following window will appear, where you'll need to name the floor plan, select the organization, and enter the geolocation.

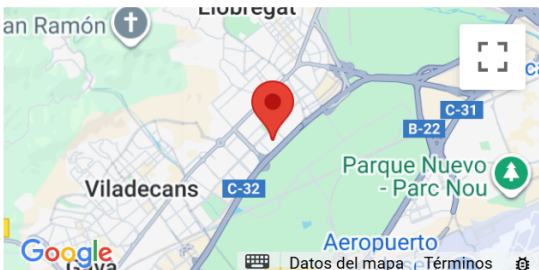
New Floor Plan ×

Nombre:

Organización:

Zona horaria:

Geolocalización:



Latitude


Longitude

Prueba

General Information

FLOOR_MAPS

No map yet. Please [add a floor map.](#)



On the next page, first click on “ADD A FLOOR MAP.”

New Floor Map ×

Nombre:

Map Image: Ningún archivo seleccionado

Name the floor plan and select the image of the plan you want to upload, in PNG or JPG format.

Then, select the group, the device (which must be previously registered), and choose in the TYPE field what you want to add to your floor plan.

Grupo

Barcelona-g2

Dispositivo

00001FC9-PYRUS-TL

Type

Sensor

Sensor

Fire Element

Fire Control

Fire Panel

Click on Search

Grupo
Barcelona-g2

Dispositivo
00001FBC-PYRUS-TLE PRUEBAS

Type
Sensor

⬆️ ➡️ 🔍

The available elements will appear. Select the desired element by double-clicking on it.

Grupo
Barcelona-g2

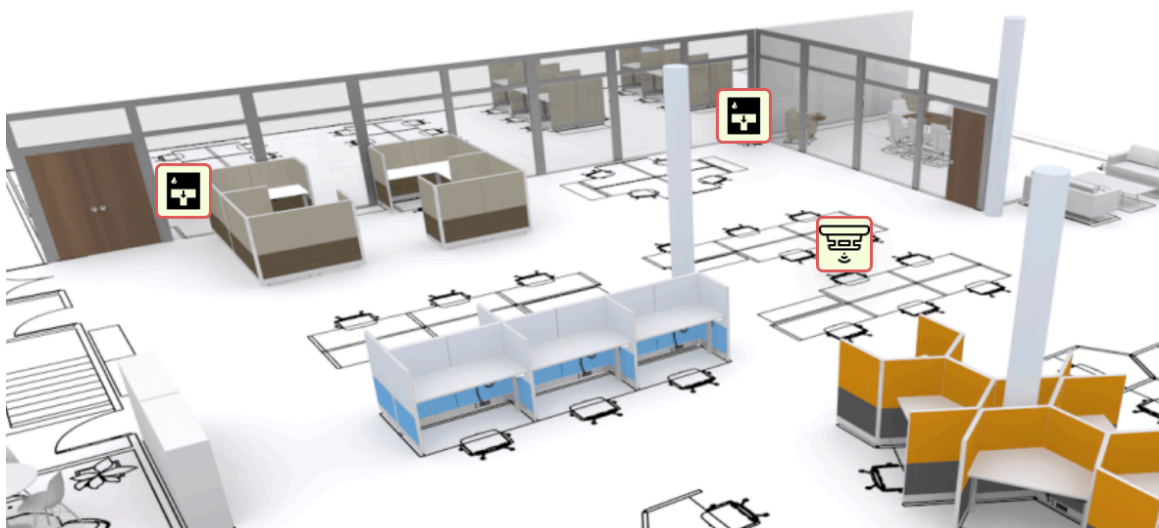
Dispositivo
00001FBC-PYRUS-TLE PRUEBAS

Type
Fire Panel

⬆️ 🔍

Alarma	Pre Alarma	Avería	Anulado
MAINS Ali...	Batería	Alimentaci...	Evacuación
Test	Modo Inge...	Silenciar Si...	

After selecting the element, it will appear in the center of the floor plan, and you can move it to place it where it should go.



We can add sensors, control elements, and panel components. These elements can be interacted with directly from the floor plan.



Device Inputs

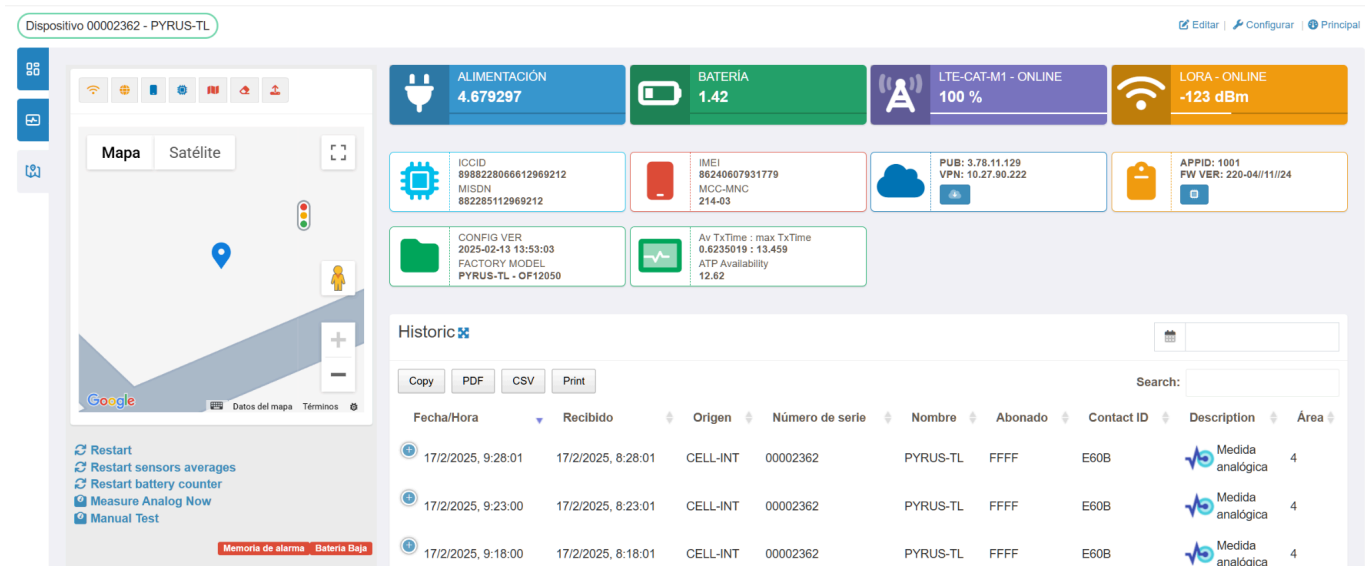
Similar to panel inputs, the device's own inputs are shown:

- **Digital inputs:** NA (Normally Open), NC (Normally Closed), RFL (resistance-based)
- **Analog inputs:** Show the latest value and can be represented by an icon based on the input name

COM (Communication)

EN54-21 – Device: PYRUS

- Use the “**manual test**” function to check LED indicators on the front case.



Analog Data

This screen displays and allows export of **analog measurements** from connected sensors.

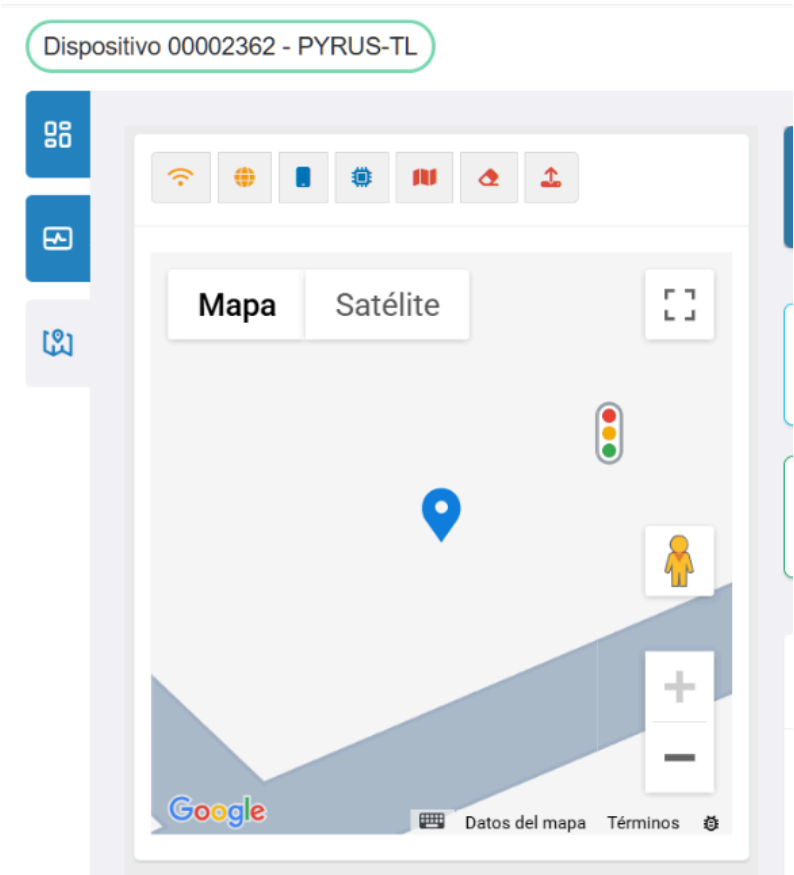
- The sensor names are those defined in the device's configuration.



Geo-Location

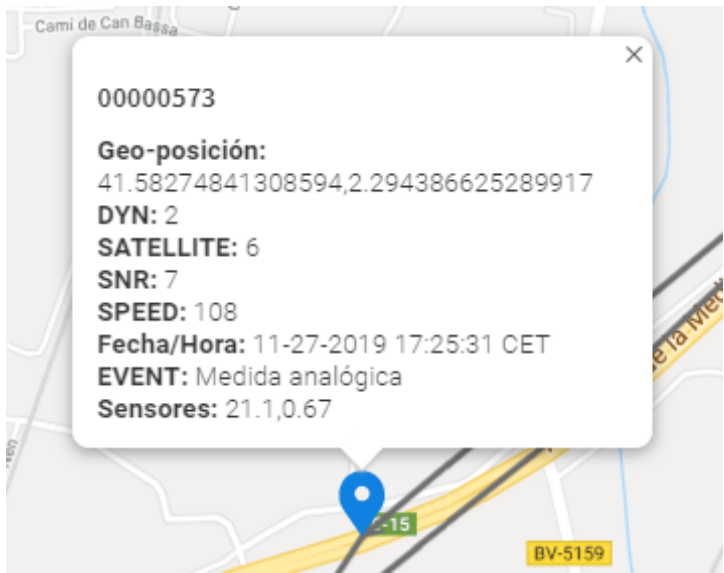
The **Geo-location tab** includes several tools and icons located in the upper-right corner of the map:

**GPS Position History**



Shows a **trail of positions** for mobile devices (default view)

Clicking a position opens a window with:



- DYN:** 0 = stopped, 2 = moving
- SNR:** GPS signal level
- SATELLITE:** Number of visible satellites
- SPEED:** in km/h
- EVENT:** Triggering signal
- Sensors:** Readings at that point



LORA Communication Links

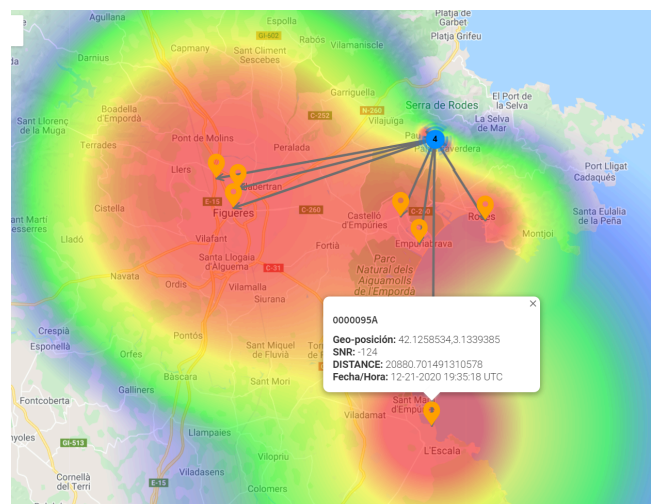
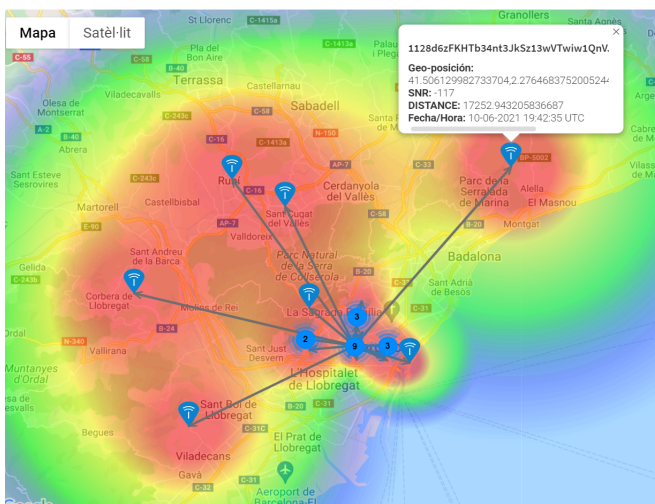
Displays LORA communication links between devices

Clicking a marker shows:

- Distance (meters)
- Signal strength

Orange pins = Nuva devices

Blue pins = LORAWAN gateways



GSM Cell-based Geolocation

Sends a command for the device to geolocate using **cellular towers**

May take a few moments to execute



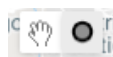
Geo-fence creation

Click the **Geofence button** to activate tools for managing up to **3 geofences** per device.



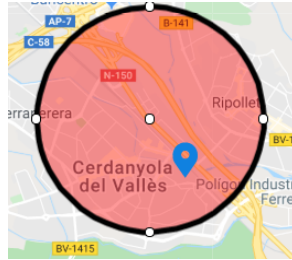
To create:

Click a circle icon for one of the 3 slots



Click and **hold** on the map to draw a circle

Click the **hand icon** and then the geofence button again to exit drawing mode



Once created:

- The geofence appears on the map
- You can **adjust** its position and radius at any time



Send Geofences to Device

While outside drawing mode, select a geofence and press the **delete button**



Send Geofences to Device

- This saves and transmits the geofences to the device
- Battery-powered devices will apply the update **on the next transmission**

When in low-power mode, a device **wakes up** and sends an **Entry/Exit event** upon geofence breach.

Groups

Groups are **logical association** of devices and users. They can represent:

- Types of installations
- Subcontractors
- Local branches of an installer connected to a central monitoring station (CRA)

In the **group management panel**, you can:

- Edit existing groups
- Create new ones

Each group:

- Requires a **name**
- Assigns a **color** for visualization on the dashboard map
- Must be linked to a **CMS (Central monitoring station)**

Grupo


Grupos >> Grupo

Nombre:

Icono mapa: Home_1.svg

APP Tipo: SECURITY SYSTEMS

SERVICE: DB_BASIC

Geolocalización: 

Latitude: 41.38791

Latitude: 2.041109

Dirección:

subir fichero MAP: Ningún archivo seleccionado

TimeZone: Central European Time(UTC + 1)

Central receptora 1: -NONE-

Report 1 protocol: NuvaCS-server

Central receptora 2: -NONE-

Report 1 protocol: NuvaCS-server

Once created:

- You must assign **devices** and **users** to the group

Historic

The **history window** allows **time-based searches** in the event database.

- Apply date filters using the range selector and the **“Apply”** button
- Once data is shown, use the **Search box** to filter across all table columns

Historico

Fecha: 03/14/2025 - 03/14/2025

Organización: All Organización visibility

Grupo: All group visibility

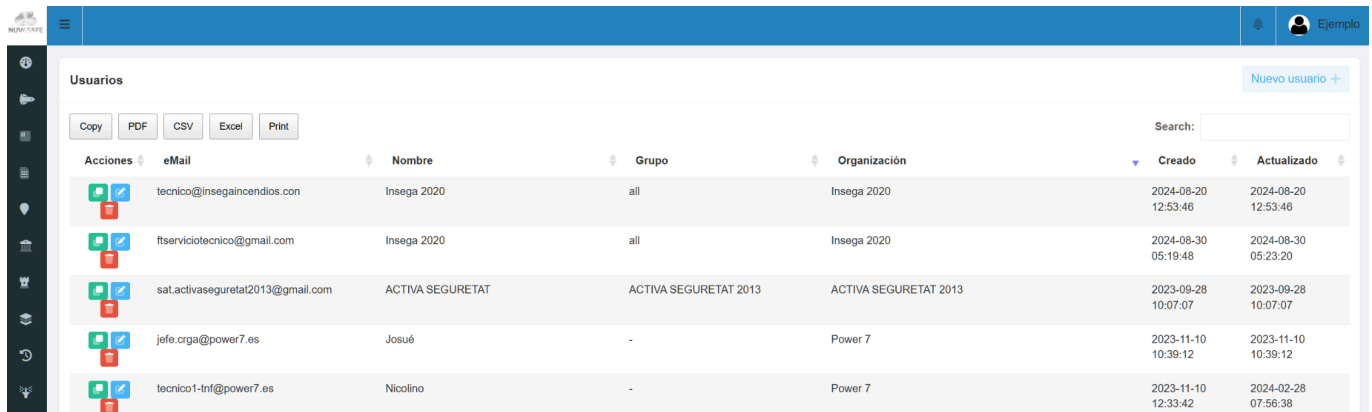
CID:











Copy PDF CSV Print

Search:

Fecha/Hora	Recibido	Origen	Número de serie	Nombre	Abonado	CODE	Descripción	Área	Usuario/Zona	Extra
14-03-2025 00:02:23 CET	14-03-2025 00:02:23 CET	CELL-INT	00000A97	10769- GONZALEZ LORENZO,JESUS	0098	E60C	Test de canales	1	1	
14-03-2025 00:02:23 CET	14-03-2025 00:02:23 CET	CELL-INT	0000198B	IDE ZUERA	2EEB	E60B	Medida analógica	1	1	Temperatura CPU :24.9
14-03-2025 00:02:23 CET	14-03-2025 00:02:24 CET	CELL-INT	00000A97	10769- GONZALEZ LORENZO,JESUS	0098	E60C	Test de canales	1	1	
14-03-2025 00:02:22 CET	14-03-2025 00:02:22 CET	CELL-INT	000017E9	38577 Hotel Luna Blanca 6208	6208	E60B	Medida analógica	4	4	TEMP CPU :31.9,POWER INPUT 1 :28.31,POWER INPUT 2 :28.26,CELL RSSI :100.0

Users



Acciones	eMail	Nombre	Grupo	Organización	Creado	Actualizado
 	tecnico@insegaincendios.con	Insega 2020	all	Insega 2020	2024-08-20 12:53:46	2024-08-20 12:53:46
 	ftserviciotecnico@gmail.com	Insega 2020	all	Insega 2020	2024-08-30 05:19:48	2024-08-30 05:23:20
 	sat.activaseguretat2013@gmail.com	ACTIVA SEGURETAT	ACTIVA SEGURETAT 2013	ACTIVA SEGURETAT 2013	2023-09-28 10:07:07	2023-09-28 10:07:07
 	jefe.crga@power7.es	Josué	-	Power 7	2023-11-10 10:39:12	2023-11-10 10:39:12
 	tecnico1-tnf@power7.es	Nicolino	-	Power 7	2023-11-10 12:33:42	2024-02-28 07:56:38

The **user panel** shows all users visible to the logged-in user.

- Allows searching, editing, creating, and deleting users
- A “super user” can manage users across companies
- Administrators can manage users within their own groups

User Editing

Editing users is a key process, as it determines the user's role and access.

You can assign:

- **User data:** name, alias, phone (only email and password are mandatory)
- **Privilege level:**
 - End User
 - Group User
 - Professional
 - Administrator
 - Distributor
- **Company visibility** (for distributors or higher)
- **Group visibility** (for administrators or higher)
- **Device ownership**
- **Beacon/tracker ownership**

- **Roles:** defines allowed operations in platform or app
- **Notification preferences:** email, push, or in-platform alerts

Mobile App Integration:

User-device linking allows control via Android/iOS apps.

Password change:

Must include at least one uppercase letter and a number for security.

Company/Group assignment:

- Available to super users and administrators

Editing User from "My Profile"

For basic or group-level users:

- The profile screen includes a **consent checkbox** for GDPR compliance
- Users can also manage **notification and communication preferences**
- A setting allows users to **block access** by higher-level support; tech service must request access if needed

Usuario Editar

Usuarios > Usuario Editar

e-Mail: instaladornuva@gmail.com

Nombre: Ejemplo

Alias: Instalador

contraseña: contraseña

Repetir: Repetir

Idioma: Español

Distribuidor: NUVA THINGS DIRECT

Organización: All Organización visibility

Grupo:

Nivel: Factory Usuario

Roles Web:

- * DEVICE CONTROL
- * USER ADD/EDIT/DELETE
- * USER ADD/EDIT/DELETE OF SAME LEVEL
- * NOTIFY PUSH AND EMAIL
- * DEVICE ADD/EDIT/DELETE
- * DEVICE CONFIG
- * DEVICE IP CONFIG
- * CENTRAL STATION USER
- * BEACONS ADD/EDIT/DELETE
- * PHONE ACCESS CONTROL
- * CORPORATIVE
- * ADVANCED
- * DEVELOPPER

Acceso:

Phone:

Dirección:

Ciudad:

Código postal:

Detalles:

Dispositivos: Select a Device

Beacons: Select a B

Notificaciones: ALARMS

Notificaciones:

Telegram Chat ID:

Telegram User ID (Voice Calls):

DashBoard: List dashboard

Thumb: Choose Image

Save **Cancelar**

☒ Este sitio almacena datos personales como su email, nombre y teléfono, con este check acepta que sus datos sean guardados en la base de datos del sistema para que usted pueda operar en el mismo, las preferencias de notificaciones se pueden modificar en cualquier momento accediendo a este formulario

☒ DISABLE HIGHER LEVEL USERS ACCESS TO my DEVICES

My Sensors

This menu option allows **end users or installers** to select which sensors they want to see on the main dashboard.

The system:

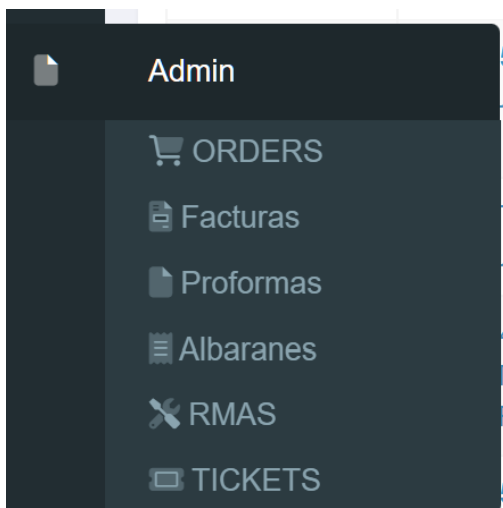
- Scans all analog sensors from visible devices
- Shows a list to **select/unselect** which ones to display

Acciones	Seleccionar	Nombre	INDX	Dispositivo	Valor
Seleccionar	false	HIGRO-ET90	3	000005C4	66.7
Seleccionar	false	CELL SIGNAL	4	000005C4	-58.0
Seleccionar	false	LORA Signal	5	000005C4	-111
Seleccionar	false	BLE RSSI	6	000005C4	-77.6768
Seleccionar	false	TX Time	7	000005C4	318.0
Seleccionar	false	ATS Avail	8	000005C4	100

Administrative Tools

Accessible from the left menu based on user level and roles.

Admin menu options include:



Orders: Confirmed orders with estimated delivery dates and ratings

Invoices: Sorted by year; can be paid via PayPal

Proformas: View and download proforma invoices

Delivery Notes: Issued with your company

RMA: Return authorizations for faulty equipment

Tickets: Support issues and resolutions

Orders, Invoices, Proformas, Delivery Notes

This section lists all the above items:

- View, consult, and download in **PDF**
- Pay invoices via **PayPal**
- Orders, proformas, and delivery notes are **view-only**

POACK

2025

02/21/2025 - 02/21/2025

Refresh

POACK

Copy

PDF

CSV

Excel

Print

Search:

Acciones	Tipo	Número	Fecha	Facturar a	VAT	REF	Total	DUE	PAID	DUE DATE	Notas
<div><div>PDF</div><div>Pago</div></div>	POACK	2025-0027	18/02/25	THINGS4NUVA SL	B67055343	comanda mail 180225	2185.00	2643.85	0.0	2025-02-27	Domiciliada
							2185.00	2643.85	0.00		

Showing 1 to 1 of 1 entries
[Previous](#)[Next](#)

Support Tickets

Tickets are the main method for reporting **device or software issues**.

Purpose:

1. Submit functional issues or questions to the manufacturer
2. The tech team reviews the problem:
 - May resolve it remotely if it's a known issue
 - If related to a device, SAT (technical service) may interact directly with it
 - If resolved, the ticket is closed and user is notified via email
3. If unsolved, it may escalate to an **RMA**



Tickets can also be initiated by support staff via:

- Email: sat@nuvasafe.com / info@nuvasafe.com

ticket Ver - 2023-0011

←ticketS

CREACION DE TICKET

ticket Ver

ticket

TICKET

2023-0011

Número:

Notas:

Ticket de ejemplo

Actualizar

Cancelar

CUSTOMER

Nuvathings

EMAIL:

cliente@nuvathings.com

ticket

06/28/2023

Fecha

AREA PARA AÑADIR PRBLEMAS / DUDAS

Añadir ISSUES

Tipo

Software NuvExpress

SELECCIONAR CATEGORIZAR PROBLEMA

Tipo:

CLOUD

CODIGO CATEGORIA

Problema:

No podemos dar de alta el equipo 0000130C

DESCRIPCION ESCRITA POR EL CLIENTE

Resolución:

Hemos visto que el código VC no corresponde, use el código 22A7 y todo funcionará.


SOLUCION APORTADA POR EL FABRICANTE

Actualizar

To create a ticket:

- Click **"Add Ticket"**
- Fill in:
 - Date
 - Note (no customer/email fields in client view)
 - Problem category and description
 - Click **Update**
- When done, click **"Resume"**

The tech team will be notified and respond with a **PDF resolution report**.


THINGS4NUVA SL
 B67055343
 C/Murcia 35F
 08830, Sant Boi de Llobregat

TICKET

fecha Ticket: 06/28/2023
 Ticket Num : 2023-0011
 Cliente:
 THINGS4NUVA SL
 B67055343
 Cami Vell Sarrià 23, 7e 3a
 08029 Barcelona

type	Issue	Resolution
CLOUD	No podemos dar de alta el equipo 0000130C	el codigo VC no corresponde, use el 22A7 y todo
		funcionará

Nuva Cloud v 2.30

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Nuva Cloud v 2.30

RMA (Return Material Authorization)

Used to return faulty devices to the factory.

Steps:

1. Submit a description of the problem
2. If approved, the system **authorizes return**
3. Customer ships device (shipping **not covered**)
4. Factory inspects the device:
 - If under warranty: return shipping **is covered**
 - If damaged by misuse or out of warranty: a repair quote is sent

RMA View - 2022-0023

←RMAS

RMA

RMA Number: 2022-0023

RMA Date: 09/08/22

Notes: Test customer

Update Cancel

RMA creation

Add Devices

Devices

Device:

Issue:

Resolution:

Update

00001301-SYRUS-TL

0000110E-STR4TA-T X2

00000DF0-CIRRUS-TLW

00001301-SYRUS-TL

00001304-CIRRUS-TLW

00000F74-STR4TA-CZT

00000F76-HELIUS-TL

RMA add items

To create an RMA:

- Click **"Add RMA"**
- Set the date and note, then click **Update**
- Add devices or items by:
 - Typing serial number or name
 - Selecting the device
 - Describing the issue
 - Clicking **Update**

Add Devices

Devices

00001301 SYRUS IL

Device:

00001301

Issue:

It does not communicate

Resolution:

Resolution from Manufacturer

Update

press update to add to the below item list.

selected device

write the issue

RMA View

Copy

PDF

CSV

Excel

Print

Actions	INDEX	Device	Issue	Resolution
<div>Borrar</div>	0	00001301	It does not communicate	

Showing 1 to 1 of 1 entries

Previous

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Next

RESUME

press resume, once all items and devices have been add

Once done, click **“Resume”** to notify the factory. A **PDF resolution** will be sent for each item.

NUVA



THINGS4NUVA SL

B67055343

Cami Vell Sarrià 23, 7e 3a

08029, Barcelona

RMA

fecha Rma:

09/08/22

Rma Num :

2022-0023

Cliente:

THINGS4NUVA SL

B67055343

Cami Vell Sarrià 23, 7e 3a

08029 Barcelona

SN	Issue	Resolution
00001301	It does not communicate	The device SIMCARD was not activated, now it is , please check

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Nuva Cloud v 2.30