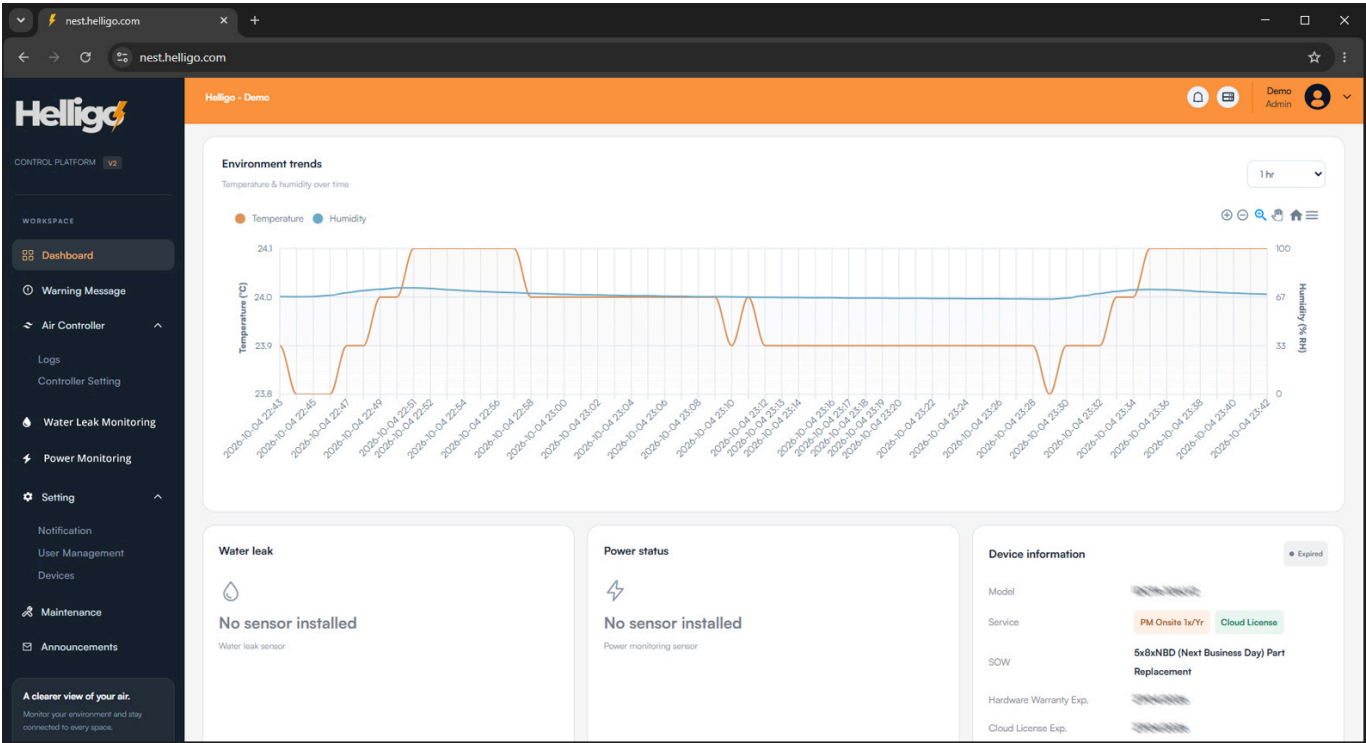


CLOUD CONTROL PLATFORM

- USER GUIDE -

A Centralized Management Platform Unifying Helligo Smart Hardware, Environmental Sensors, and Infrastructure Controls into an Efficient Cloud Ecosystem for Critical Server Rooms and Data Centers.

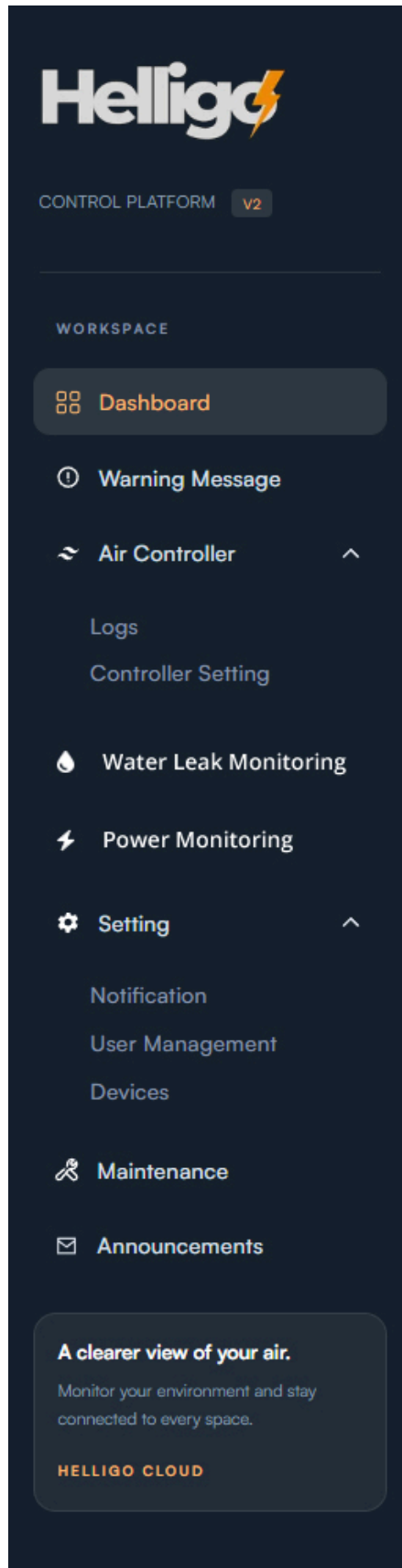


Let's Start

Get familiar with the Helligo Cloud Control Platform sidebar navigation. Designed for seamless centralized management, the platform groups all essential monitoring modules, hardware settings, and system configurations into an intuitive workflow, allowing you to oversee your entire Data Center environment effortlessly.

Navigation Menu Breakdown

This section provides an overview of the platform's navigation structure, guiding you through each menu item and its operational purpose to help you manage your Helligo cloud ecosystem efficiently.



WORKSPACE

- **Dashboard** : The central command overview displaying real-time telemetry, operational statuses, and quick metrics across all connected Helligo devices.
- **Warning Message** : Real-time alert console that logs critical events, threshold violations, and system alarms for immediate action.

DEVICE MONITORING MODULES

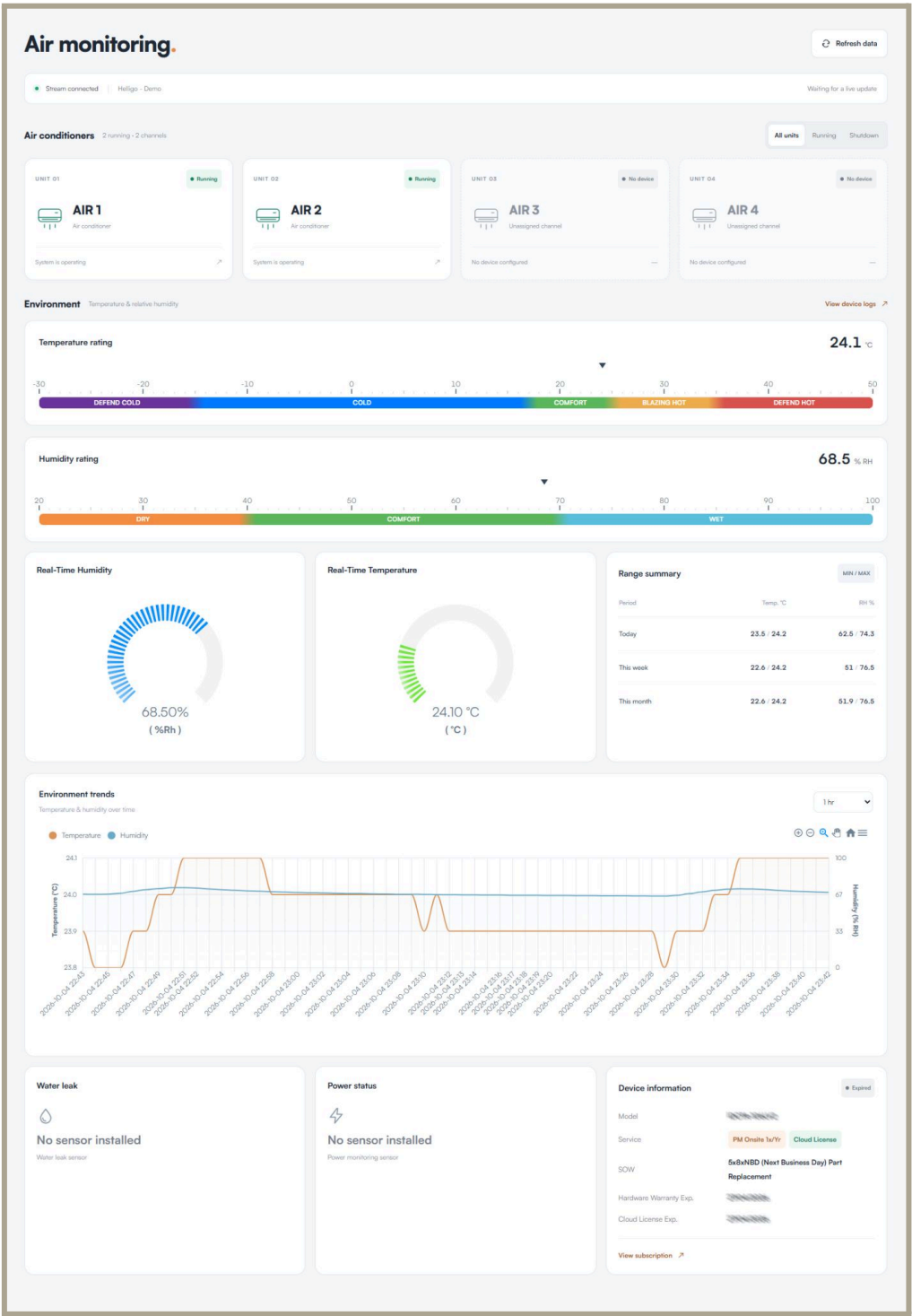
- **Air Controller** :
 - **Logs** : Historical performance data and telemetry logs for temperature, humidity, and air conditioning operations.
 - **Controller Setting** : Threshold configuration interface to adjust operating parameters (e.g., Time Air, Overlap Time, High Temp, Smart Analyzer).
- **Water Leak Monitoring** : Dedicated dashboard to detect, track, and alert on liquid spill risks across your critical facilities (Requires optional Helligo Water Leak Detection hardware).
- **Power Monitoring** : Real-time tracking of electrical power metrics, voltage stability, and energy consumption status (Requires optional Helligo Power Monitoring hardware).

SYSTEM ADMINISTRATION

- **Setting** :
 - **Notification** : Configure alert rules, dispatch triggers, and notification channels (e.g., Email, Discord, Telegram, SMS).
 - **User Management** : Manage account permissions, assign roles, and grant access rights to team members.
 - **Devices** : Manage connected hardware units, add new controllers, and edit device profiles.
- **Maintenance** : Equipment maintenance logs and manage routine upkeep operations by Helligo Support.
- **Announcements** : System news, platform update releases, and important notices from Helligo.

Dashboard Overview

The Dashboard serves as the central command console of the Helligo Cloud Platform, offering a real-time, unified view of your entire facility's environmental status, active device metrics, and system operations to ensure seamless daily management



Logs Overview

The Logs module provides high-precision historical data auditing across the system, categorized into two main log types : Air Controller Logs and Warning Messages. All telemetry and events are recorded with second-by-second accuracy, with up to 90 days of cloud data retention. Users can query records within a maximum 7-day range per search and export complete datasets to CSV format for reporting and analysis.

Log Categories :

- **Air Controller Logs** : Tracks real-time operations of the cooling control system, including temperature, relative humidity, and air conditioner operational statuses.
- **Warning Messages** : Records system errors, operational anomalies, threshold breaches, and real-time alert events from connected hardware and peripheral sensors.

Air Controller Logs

Dashboard / Air Controller Logs

Device history

Review sensor readings and air conditioner status.

Helligo - Demo

Start date

End date

Max 7 days between dates

Export CSV

Date / Time	Temperature (°C)	Humidity (% RH)	Air 1 ON/OFF	Air 2 ON/OFF	Air 1 Status	Air 2 Status	High humidity	High temperature	Low temperature
2026-10-04 23:58:06	24.00	66.00	ON	ON	Normal	Normal	Fail	Normal	Normal
2026-10-04 23:58:04	24.00	66.00	ON	ON	Normal	Normal	Fail	Normal	Normal
2026-10-04 23:57:49	24.00	66.00	ON	ON	Normal	Normal	Fail	Normal	Normal
2026-10-04 23:57:33	24.00	66.00	ON	ON	Normal	Normal	Fail	Normal	Normal

Warning Message

Dashboard / Warning Message

Start Date: 09/28/2026

End Date: 10/05/2026

max 7 days

Export CSV

Date	Temperature	Humidity	Air 1 ON/OFF	Air 2 ON/OFF	Air 1 Status	Air 2 Status	HIGH HUMID	HIGH TEMP	LOW TEMP	Fire Alarm
2026-10-05 09:06:26	23.20	65.10	ON	ON	Normal	Normal	Fail	Normal	Normal	
2026-10-05 09:06:11	23.20	65.10	ON	ON	Normal	Normal	Fail	Normal	Normal	
2026-10-05 09:05:55	23.20	65.10	ON	ON	Normal	Normal	Fail	Normal	Normal	
2026-10-05 09:05:40	23.20	65.10	ON	ON	Normal	Normal	Fail	Normal	Normal	
2026-10-05 09:05:38	23.20	65.10	ON	ON	Normal	Normal	Fail	Normal	Normal	

Air Controller Setting

The Controller Settings module offers ultimate convenience and global accessibility, allowing engineers to manage and configure precision climate settings for any server room from anywhere in the world. At its core is the Smart Analyzer an intelligent feature operating much like an Auto-Pilot system. By evaluating historical temperature and humidity patterns, Smart Analyzer automatically calculates and applies optimal control parameters, seamlessly adapting to future heat-load shifts and infrastructure expansions in your data center.

Controller Settings

Dashboard / Controller Settings

Configure your controller. Changes are sent only after you review and confirm.

01

Timing

Time air and overlap settings

Time air

5 hrs

Overlap time

5 min

02

Temperature

Low, high and return values

Low temperature

19 °C

High temperature

25 °C

Return temperature

± 2 °C

03

Humidity

High and return humidity values

High humidity

70 % RH

Return humidity

± 5 % RH

Device details

The controller these settings apply to

Device name

Helligo - Demo

Controller

SMART-AC-MID24-DW

Smart Analyzer

Automatic configuration mode

Enabled

Enable Smart Analyzer

Available for this controller.

Manual mode: adjust values in the form, then save your changes.

Unsaved changes

Reset to defaults updates the form only. Save changes applies your selection.

Reset to defaults

Save changes

Air Controller Tools

The Helligo Air Controller provides comprehensive temperature and humidity management through the following functions

TIME AIR :

A timer function that sets the continuous operational duration for air conditioners under standard temperature control mode.

OVERLAP TIME :

A function that sets a concurrent "staggered" runtime for air conditioners during unit rotation to maintain a steady ambient temperature.

Example : If set to 4 minutes, the second unit will start 4 minutes before the first unit shuts down, preventing temperature spikes or fluctuations during transition.

HIGH TEMP :

An accelerated cooling function that commands all air conditioners to run simultaneously when the room temperature exceeds the set threshold.

LOW TEMP :

An automatic standby function that halts cooling operations across all units until room temperature returns to a normal state. This prevents overcooling and minimizes excess condensation risks.

RETURN TEMP :

A differential value used by the system to verify whether the room temperature has stabilized within a safe range before allowing the air conditioners to revert from HIGH TEMP or LOW TEMP back to normal operation.

HIGH HUMIDITY :

A humidity control function that activates all air conditioners concurrently when room humidity exceeds the set limit, accelerating moisture extraction and dehumidification.

RETURN HUMIDITY :

A differential value used by the system to verify whether room humidity has normalized before allowing the air conditioners to exit HIGH HUMIDITY mode and return to standard operation.

SMART ANALYZER :

An automated, self-learning system that analyzes and processes historical temperature and humidity logs. Available after 60 days of continuous operation, this feature automatically optimizes control settings and instantly recalculates parameters upon detecting weather changes, ensuring maximum stability in environmental control.

Notifications Overview

The Notifications module is a critical and indispensable feature that ensures real-time situational awareness across your facility, allowing duty engineers to respond to critical events immediately. The system supports multi-channel alert dispatching via Email, Discord, Telegram, and SMS (SMS delivery available as an add-on service). Users can precisely customize notification triggers across all primary monitoring domains

Environment Alerts : Thermal and humidity threshold events, including High Temperature, Low Temperature, and High Humidity.

Air Conditioner Failures : Individual equipment fault reporting across cooling units (e.g., AIR 1 failure, AIR 2 failure, AIR 3 failure, AIR 4 failure).

Water Leak Monitoring Alerts : Immediate notifications upon liquid detection or sensor cable faults to prevent flooding damage in server rooms.

Power Monitoring Alerts : Critical alerts for electrical anomalies, power supply outages, or voltage fluctuations.

System & Safety Events : High-priority incidents such as Sensor Error and Fire Alarm signals.

WORKSPACE SETTINGS

Notifications.

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Choose what matters. Get the right alerts, in the right place.



Enable notifications

Send alerts for the events selected below.

Enabled 

01 / EVENTS

What to notify

7 selected

Select the events you want to hear about.

Environment

Temperature & humidity

High temperature

Temperature rises above the configured limit.



Low temperature

Temperature drops below the configured limit.



High humidity

Humidity rises above the configured limit.



Air conditioners

Equipment failures

AIR 1 failure

A fault is reported by air conditioner 1.



AIR 2 failure

A fault is reported by air conditioner 2.



02 / DELIVERY

Where to send

Configure one channel for your alerts.

Notification channel

Telegram

Send alerts to a Telegram chat or group through your bot.

Telegram Token

Show

The bot token used to send your Telegram notifications.

Chat ID

The destination chat or group ID. Group IDs may start with a minus sign.

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7

Subscription & Our Support

Ensure maximum operational uptime and continuous peace of mind with Helligo's Annual Cloud Subscriptions and Maintenance Support (MA) Plans. Beyond uninterrupted access to the Cloud Control Platform, our flexible yearly packages combine proactive preventive care with dependable emergency support. Dedicated emergency response services operate independently from scheduled preventive maintenance (PM) visits, ensuring immediate assistance whenever critical issues arise.

Available Annual Plans (1-Year Coverage) :

- **Basic Plan - 1Y** : Includes 1x/Year Onsite PM + Cloud License. Covers Maint. Excl. Parts and Emergency 5x8 NBD support.
- **Business Plan - 1Y** : Includes 1x/Year Onsite PM + Cloud License. Covers Maint. Inc. Parts and Emergency 5x8 NBD support.
- **License Plan - 1Y** : Cloud License Only, backed by Per-Incident MA support.

ACCOUNT & SERVICES

Subscription.

Your plan, service coverage and support contacts.

SMART AIR CONTROLLER

Basic Plan - 1Y

Start date

27 Apr 2025

Expiry date

27 Apr 2026

Business Warranty

Coverage recorded for your plan

Cloud Controller License

1x/Year

Hardware Support

24x7x365 Next Business Day

On-Site Maintenance

1x/Year

Service Level Agreement (SLA)

4x4 NBD (Next Business Day) Part Replacement