



# SyncTide

## User Manual

Operation Guide for Platform Users

Version 1.6.0 — April 2026



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## 1. Introduction

SyncTide is an industrial data monitoring and management platform. It collects data from field devices via CSV file ingestion, displays real-time dashboards and maps, generates automated reports, and sends multi-channel alarm notifications (SMS, Email, Telegram, WhatsApp).

This manual covers the day-to-day operation of the platform from the perspective of Viewers, Operators, and Administrators.

### 1.1 User Roles

Role	Access Level	Description
Viewer	Read-only	Can view dashboards, reports, map, and messaging history. Cannot modify any configuration.
Operator	Read + Messaging	Same as Viewer plus can manage messaging contacts, escalation lists, and alarm rules.
Admin	Full access	Full control over all platform features including user management, equipment configuration, and system settings.

### 1.2 Accessing the Platform

1. Open a web browser and navigate to the SyncTide URL (default: <http://localhost:8501>).
2. Enter your username and password on the login page.
3. Select your preferred language (English or Portuguese) from the language selector.
4. After login, the navigation sidebar appears with links to all pages you have permission to access.

*Note: If this is your first login with a default password, you will be required to change it before proceeding.*



## 2. Home Page

The Home page is the entry point of SyncTide. After logging in, you see:

- A welcome message with your username and role
- Quick-access cards linking to Dashboard, Reports, and Messaging Center
- The Asset Tree on the left sidebar showing all monitored devices grouped by category
- An interactive map displaying device locations with real-time status colours

### 2.1 Asset Tree

The Asset Tree organises devices into a hierarchical category structure. Each device shows a colour-coded status indicator:

Colour	Status
Green	Online — device is sending data normally, no active alarms
Red	Alarm — one or more alarm conditions are active
Grey	Offline — device has not sent data within the configured timeout

Click on a device name to expand its alarm details. Open alarms are shown in a scrollable list (up to 5 visible at a time).

### 2.2 Alarm Acknowledgment

When alarms are active, you can acknowledge them to indicate you are aware of the situation:

- Per-alarm: Click the 'Ack' button next to a specific alarm event
- Per-device: Click 'Ack All' on a device's alarm section to acknowledge all its alarms
- Global: Click the 'Ack All' button at the top of the Asset Tree to acknowledge all alarms across all devices

*Note: Acknowledging an alarm does not clear it. The alarm remains active until the condition returns to normal.*

### 2.3 Interactive Map

The map shows device locations as coloured dots (green/red/grey). Hover over a marker to see device details. Devices without coordinates are listed below the map. The map uses free CARTO tiles by default; satellite imagery is available if a Mapbox API key is configured.



## 3. Dashboard

The Dashboard provides trend visualisation and data analysis for your monitored devices.

### 3.1 Summary Metrics

Four cards at the top show system-wide statistics:

- Total Devices — number of devices registered
- Total Measurements — total data points stored
- Source Files — number of CSV files ingested
- Tags — number of unique measurement tags

### 3.2 Filters

Use the sidebar filters to select what data to display:

5. Group: Select one or more equipment groups to filter devices
6. Devices: Select specific devices from the filtered groups
7. Tags: Select which measurement tags to plot (e.g., Flow, Pressure, Temperature)
8. Time Interval: Choose a preset (Today, 24h, 7 Days, 30 Days, etc.) or a custom date range

### 3.3 Trend Chart

The interactive chart plots measurement values over time. Each device + tag combination appears as a separate colour-coded line. Hover over data points to see exact values.

For large date ranges, the system automatically aggregates data into hourly or daily buckets to maintain performance. The mode indicator below the chart shows whether you are viewing raw data or aggregated data.

### 3.4 Data Table & Export

Below the chart, a data table shows the raw measurements matching your filters. Click the download button to export the data as CSV for further analysis in Excel or other tools.

*Note: The raw data table is limited to 150,000 rows for performance. Use a narrower time range if you need specific data.*



## 4. Reports

SyncTide generates Excel and PDF reports from your measurement data.

### 4.1 Simple Reports

Generate an on-demand report by selecting:

- Report type: Excel Summary or Raw Data Export
- One or more devices
- One or more tags
- Period: Daily, Monthly, Yearly, or Custom date range

Click Generate to create the report. It will appear in the History & Jobs section for download.

### 4.2 Template Reports

Template-based reports use pre-designed Excel templates with charts and formatting. Select a device, tag, and template type (Daily, Monthly, Yearly). The system fills in the data, calculates min/avg/max, and generates a formatted report.

### 4.3 Scheduled Reports (Automatic Export)

Set up recurring reports that generate automatically:

9. Select a report template and device
10. Choose frequency: Daily, Monthly, or Yearly
11. Set the run time (HH:MM)
12. For monthly/yearly, specify the day of month
13. Enable the job — it will generate reports automatically

Scheduled jobs can be enabled/disabled, run immediately, or deleted from the History & Jobs section.

### 4.4 Viewing & Downloading Reports

All generated reports appear in the History & Jobs tab. Click to preview (PDF inline, Excel as data table) or download the file.



## 5. Messaging Center

The Messaging Center manages alarm notifications via SMS, Email, Telegram, and WhatsApp.

### 5.1 Dashboard

The overview tab shows:

- Active alarm rules count
- Messages sent in the last 24 hours and 7 days
- Delivery rate percentage
- Gateway status (online/offline)
- Recent failures with error details

### 5.2 Contacts

Manage the people who receive alarm notifications:

- Name, phone number, email, Telegram chat ID
- Active/inactive toggle — inactive contacts are skipped during notifications
- Click the pencil icon to edit, or use the Add Contact form to create new entries

### 5.3 Escalation Lists

Escalation lists define the order in which contacts are notified during an alarm event.

- Each list has one or more members with a priority level (1 = first to be notified)
- Members at the same priority level are notified simultaneously
- If no one at level N acknowledges within the timeout, the system escalates to level N+1
- Lists can have a parent list — after exhausting all members in the current list, the system continues escalating through the parent list's members

Example: Team A (3 members) with Parent = Supervisors (2 members) creates a 5-level escalation chain.

### 5.4 Alarm Rules

Alarm rules link device alarms to escalation lists and define notification behaviour:

- Scope: Specific device + tag, or entire alarm category
- Escalation list: Which list to use
- Channel: SMS, Email, Telegram, WhatsApp, Voice, or Any (uses default gateway)
- Cooldown: Minimum minutes between repeat notifications for the same alarm
- Max escalations: How many levels to process before stopping
- Response timeout: Seconds to wait for acknowledgment before escalating to the next level
- Message template: Customise the notification text using variables (\$device\_name, \$tag\_name, \$value, \$unit, \$operator, \$threshold, \$timestamp)



## 5.5 Acknowledgment

When a message includes an ACK token (e.g., 'Reply ACK-abc123 to acknowledge'), the recipient can acknowledge via:

- SMS/WhatsApp reply with the ACK token
- Clicking an acknowledgment link (Email/Telegram)
- Acknowledging from the platform UI

Once acknowledged, escalation stops for that alarm event.

## 5.6 Message History

View all sent messages with filters for status (Pending, Sent, Delivered, Failed, Acknowledged) and date range.



## 6. User Profile

Access your profile settings from the User Configuration page:

- Update your full name
- Change your password (requires current password)

*Note: Passwords must not match common default passwords (admin, password, 123456, etc.).*



## 7. Troubleshooting

### 7.1 Common Issues

Issue	Possible Cause	Solution
<b>Cannot log in</b>	Wrong password or account inactive	Contact your administrator to verify credentials or reactivate account
<b>No data on Dashboard</b>	No devices selected or no data for selected period	Check filters — ensure devices, tags, and time range are correctly set
<b>Device shows Grey on map</b>	Device not sending data	Check the device's data connection and the configured timeout in Equipment Configuration
<b>Alarm not triggering notifications</b>	No alarm rule configured or gateway offline	Verify an active alarm rule exists for the device/tag and the gateway is online
<b>Report generation fails</b>	LibreOffice not installed (for PDF)	Contact administrator to install LibreOffice on the server

### 7.2 Getting Support

If you encounter issues not covered above, contact your system administrator with the following information:

- Your username and the page where the issue occurs
- The exact error message (if any)
- Steps to reproduce the issue