DENTCloud™ v1.2 Launch

Questions & Answers

Q: Is the cloud feature only available on the new PS48HD's?
A: No! In the new release of version 1.2 of the cloud ALL PowerScout HD meters (3, 12, 24, and 48) are Cloud enabled.

Q: Do you have any plans for enabling the ELITPRO for DENTCloud?
A: The ELITEPRO XC (our current product version) will not have the ability to be enabled for DENTCloud. However, the next generation of ELITEPRO most certainly will. We currently do not have a release date for this product but will keep you all posted.

Q: What is the cost difference for the cloud-enabled PS48HD?
A: The cost differs depending on the meter, but ther is a nominal increase for the cloud enabled version, compared to the standard PSHD version.

Q: What was the monthly or yearly fee per meter or site?
A: FREE. When you purchase a cloud-enabled PSHD meter, you get the cloud for free. All data created from normal use of the meter is stored on in the cloud free of charge.

Q: Can DENTCloud be added to an existing PowerScout meter?
A: Currently all PowerScout HD meters need to be ordered with DENTCloud enabled.

Q: Are DENTCloud enabled meters API accesible?
A: Yes, with the release of version 1.2 all cloud enabled meters are API accesible. You will first need to create a DENTCloud account and connect it to your meter(s). Then, follow additional instructions located on our website for how to set up and access a private API.

Q: Does DENT plan on any updates to their Cloud solution?
A: Absolutely! The first release of DENTCloud, version 1.1, was only the beginning. As of August 2024 we have launched v1.2 and are currenlty working on v1.3. We have a whole host of features and capabilities on our product roadmap that we plan to add, and we would love to hear your thoughts on new functionality as well.

Q: What hardware is required to connect to the cloud?
A: All you need is a cloud-enabled PS48HD and an internet connection. Just plug the PS48HD into the local network with an ethernet cable or into a cellular modem if you want to keep it independent of the local network.

Q: Can more than one DENTCloud account access the same meter?
A: Yes. Multiple people can access the data from a single meter.

Q: Can a single DENTCloud account handle multiple PSHD meters? Even if they are in different buildings?
A: Yes. A single DENTCloud account can view and manage as many meters as you want -regardless of physical location.

Q: How long is the data stored in the cloud?
A: There is no limit to how much or how long data can be stored with DENTCloud.

Q: What is the logging interval, and is it adjustable?
A: The logging interval is 15 minutes. It is currently not adjustable, but future versions will likely support different logging intervals and support user-defined data values to be sent to the Cloud as mentioned earlier.

Q: Is the data stored on the meter or in the cloud?
A: Both. The data shown in DENTCloud is stored in the Cloud. This has the advantage of being faster to access, as well as giving you unlimited historical storage. The PowerScouts also store some data (kWh) in non-volatile memory at 15-minute intervals. The meter data storage is a "FIFO" (first in, first out also called a ring memory) and holds the most recent 60 days (about 2 months) before a new data record overwrites the oldest data record.

Q: Does the Cloud support or remove the 60 days of local storage?
A: No. Your meter will continue to store 60 days (about 2 months) of data locally on the meter.

Q: Can you do billing?
A: The data collected by the PS48HD is revenue grade per ANSI C12.20-2012 Class 0.1, so the data from DENTCloud can be used for billing. There is no billing module yet, so the data must be exported to create the monthly bills using another program such as Excel.

Q: Is the cloud able to send alarms such as High/Low values?
A: In the initial release of DENTCloud, we do not have data alarms available; however, alarm functionality is on the roadmap for future DENTCloud upgrades.

Q: How is the data uploaded? http or https?
A: The data is uploaded using the secure MQTT messaging protocol.

Q: What ports must be open on the firewall for the meter to communicate with the cloud?
A: 1883 and 8883 for the MQTT communications.

Q: Is there support for a non-tcp connection?
A: For the meter to reach the cloud, it requires an internet connection through the local network or a cellular modem.

Q: Do the PSHD meters have a built-in modem?
A: No. It requires connecting to the local internet or a separate cellular modem to reach DENTCloud.

Q: Can the PSHD meters use BACnet and DENTCloud simultaneously?
A: A cloud-enabled PS48HD can use MODBUS and the cloud simultaneously, but the Cloud-enabled meter no longer has BACnet capabilities. This is being reviewed for future release.

Q: If the meter loses internet connectivity, is the data lost?
A: Yes and No. While the values that would have been logged to the Cloud during the internet connection failure will not be uploaded, some interval data is stored in the meter's nonvolatile memory. Also, accumulated values, e.g., kWh, kVARh, kVAh, when they do post after connectivity is restored, will be the correct values at the time of the restoration. Though the 15-minute interval data may not be available (except for what is in the meter memory), cumulative (integrated) values like kVARh will be available. We are also looking at retrieving the data stored in the meter and posting it to the Cloud.

Q: Can you describe how the cloud data is time-stamped relative to the meter date and time?
A: The PowerScout meters have an internal real-time clock (RTC) set through ViewPoint. The RTC is now synchronized with the cloud which corrects for any time-drift that occurs. The data in the cloud is timestamped with the time it arrives to the Cloud in a UTC/GMT time format.

Q: Descriptions/Labels showing
A: Currently, there are only labels for the whole meter, I.e., a general description field and a location field. In its first release, the DENTCloud does not receive the System Description or the Element Descriptions from the meters. That will be added later.

Q: How is the display shown for mixed 3 and single phases in a 48?
A: Every data field sent to the Cloud, whether a channel-level parameter or an element-level parameter, is shown in the tabular data presentation. The column heading follows the format of PARAMETER/ELEMENT/CHANNEL. We will likely change how we show the column headings in future versions of the DENTCloud. Also, in version 1.1 of the DENTCloud, a limited data set is sent from the meter to the Cloud. In future versions, the data sent by the meter to the Cloud will be user-configurable. The data currently being sent are voltage, current, kW (now, demand, max), Line Frequency, kWh, kVARh, kVAh, aPF, dPF (both meter and channel, where applicable).

Q: Are the values average or instantaneous?
A: The values posted to the Cloud are the same as those in the meter. That is, if the value in the meter is an average, the Cloud value would be too. Likewise, if the meter value is instantaneous, the Cloud value will be instantaneous at the time the data was posted to the Cloud.