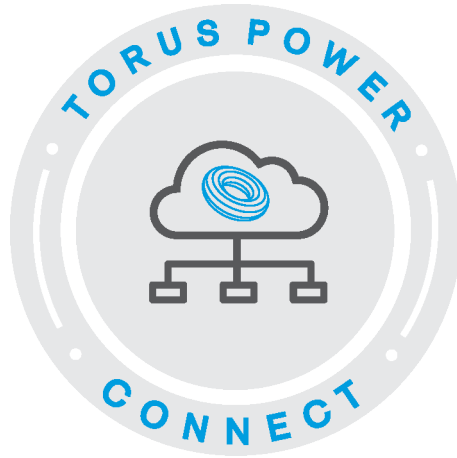


TORUS POWER CONNECT



Dealer Guide

Torus Power Connect is a powerful cloud-based website developed by Torus Power for control, data logging and reporting. Torus Power Connect provides Dealers and Installers with a custom dashboard to access each Installation, and enabling remote access, trouble-shooting, and control. The same features are available for Torus Power Connect users for their individual installation.

A five-year subscription to the Torus Power Connect service is included with each new AVR Elite purchase.

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TIP Navigate directly to any section in the Table of Contents. Move the mouse cursor over the section and click while holding down the Ctrl key.



Get information by hovering the mouse cursor over (computer or tablet) or clicking on (smart phone) this icon to open a popup window with information about the fields on that specific screen.

Document Revision	Date
1.2	06/22

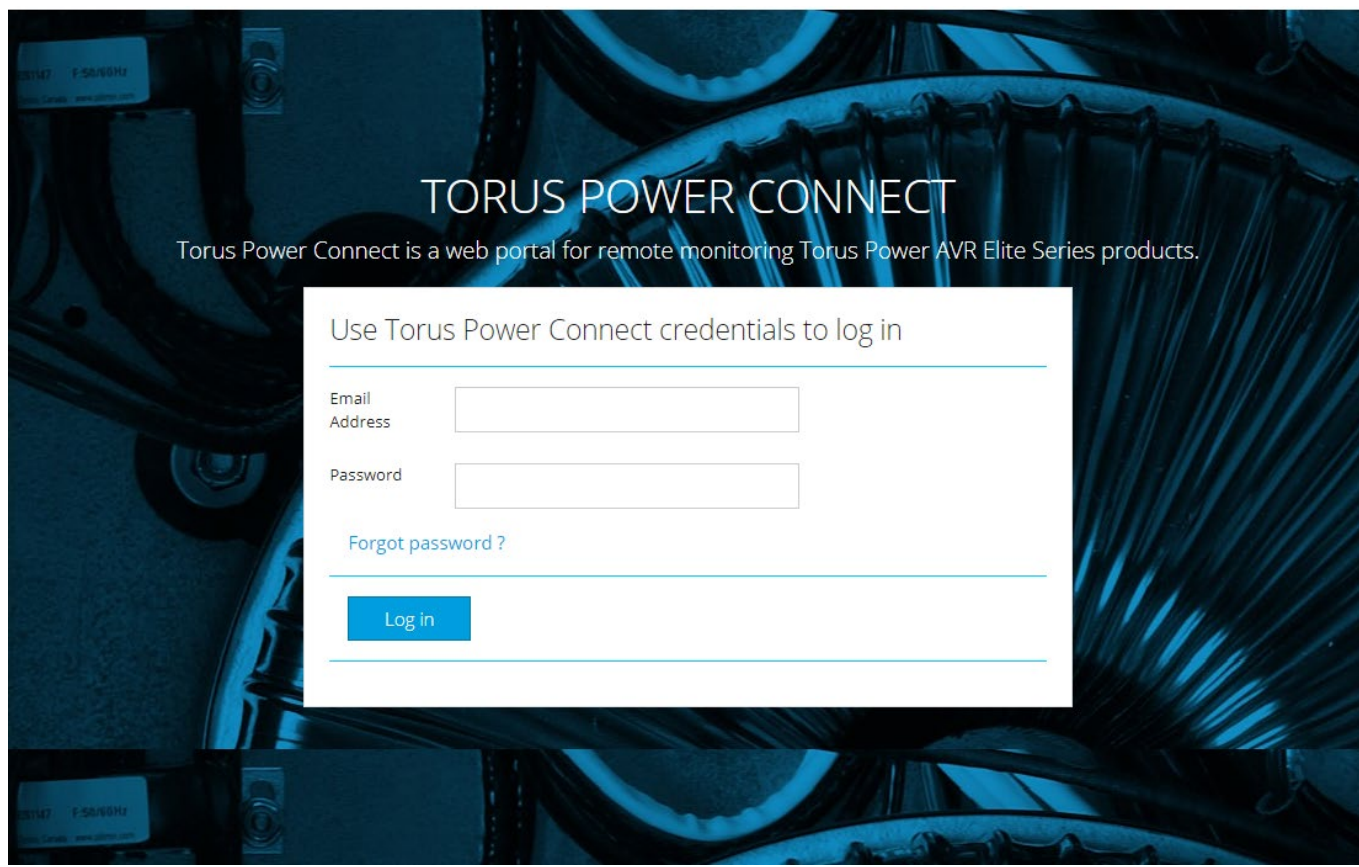
Dealer Setup

A dealer profile must be setup initially to allow the dealer to then register a customer's AVR ELITE unit and activate its subscription to enable remote connection to the unit.

Please email (tpc@toruspowerconnect.com) or contact Torus Power Connect directly (1-877-337-9480) and provide the following information.

- Company name
- Company location
- Company phone number
- Company email address to be used for this service

The Torus Power Connect administrator will then create your dealer profile and a temporary password will be sent to the email address provided. The dealer must login to the Torus Power Connect web site (www.toruspowerconnect.com) within 30 days to set a new secure password and activate their Torus Power Connect account.



TORUS POWER CONNECT

Torus Power Connect is a web portal for remote monitoring Torus Power AVR Elite Series products.

Use Torus Power Connect credentials to log in

Email Address

Password

[Forgot password ?](#)

[Log in](#)

Dealer Dashboard



Dealer Dashboard

Devices

Users

Device Registration

User Registration

Dealer Information

The Dealer Dashboard banner is used to access each of the main sections of Torus Power Connect and is always present for easily moving between sections.

Menu Overview

Devices

Shows a listing of all registered devices and their assigned User (by Owner email address), as well as the control, status, setup, and configuration options.

Users

Shows a listing of all Users registered to your dealer's account. The User's personal information can be edited on the Details screen and an AVR Elite can be assigned or deleted from the User on the Devices screen.

Device Registration

Add an unregistered AVR ELITE here. Only a registered AVR ELITE can be assigned to a User (under the Users > Devices screen).

User Registration

Enter a User's information to register them in your Torus Power Connect Dealer account. Once registered, a user can be assigned to one or more specific AVR ELITE units to enable them to get live control and status of their unit via a web browser interface (computer, tablet, smartphone).

Dealer Information

Shows your dealer account details. Change your dealer's Torus Power Connect login password here.

Contact

Submit an inquiry by entering your name, email address, and detailed question.

Help

Click on Help to go to the Torus Power web site page with the product manuals for viewing or download.

User Registration

There are a number of required fields to be completed on this screen in order to link the user to the dealer and subsequently be assigned to an AVR ELITE device by the dealer. When all mandatory fields are completed click the *Register User* text bar to complete the registration. The user will receive an email with a temporary password. The user must login to the Torus Power Connect web site (www.toruspowerconnect.com) within 30 days to set a new secure password in order to access their AVR ELITE device(s) for control, status, setup, and configuration purposes.

User Registration

Account Information

First Name *

Last Name *

Email Address *

Email Confirmation *

Address and Phone

Street Address *

City/Town *

Province/State *

Postal/Zip Code *

Country *

Phone Number *

Register User

User Registration

Enter a User's information to register them in your Torus Power Connect Dealer account. Once registered, a user can be assigned to one or more specific AVR ELITE units to enable them to get live control and status of their unit via a web browser interface (computer, tablet, smartphone).

Device Registration

Each AVR ELITE device to utilize the Torus Power Connect service by the dealer and user must be registered. There is a unique Device ID called a MAC address for each AVR ELITE device. The MAC address can be found on the label close to the Ethernet connection jack on the back of the unit. It can also be found by scrolling through the information shown on the front panel’s LCD display by pressing the small button below the display when the unit is powered on. The MAC address consists of numbers (0 to 9) and letters (a to f) separated by colons (for example, 01:ab:23:cd:45:ef).

Once the MAC address and a Device Description (optional but recommended) is entered click the *Register Device* text bar. Now the device can be assigned to a user.

Device Registration

Device Information

MAC Address

MAC Address

Confirm

Location

Description

Device ID

N/A

Register Device


Device Registration

Add an unregistered AVR ELITE here by entering its MAC address as found on the label on the back panel of the unit and on its LCD display. It is recommended to add a location description (up to 40 characters) to help identify and manage each AVR ELITE registered under your dealer account. Each AVR ELITE can only be registered once in Torus Power Connect. Only a registered AVR ELITE can be assigned to a User (under the Users > Devices screen). Only one User can be assigned to each AVR ELITE but the same User can be assigned to multiple AVR ELITE units.

Users

The Users home screen shows a listing of all users registered to the dealer's account. This list can be sorted alphabetically based on [Last Name](#), [First Name](#), or [Email Address](#) by clicking on the desired sort field header.

Users



Last Name	First Name	Email Address	Full Address	Details	Devices
Collins	Gary	garywc@cogeco.ca	534 Wellington Crescent, Oakville, ON, Canada, L6L 4X5	Edit	Show
Collins	Gary	gcollins@toruspower.com	2861 Sherwood Heights Drive. Unit 26, Oakville, ONT, Canada, L6J 7K1	Edit	Show
Collins	Cameron	garywc60@gmail.com	26-2861 Sherwood Heights Drive, Oakville, ON, Canada, L6J 7K1	Edit	Show

Search

By Last Name

By Last Name

By First Name

By Email Address

By Full Address

Search

[Contact Us](#) [Privacy Statement](#)

Search

The Search function can be used to filter the displayed list. It will show just the users which have any of their information matching the search text entered. By entering more specific search text the resulting list will be shortened.

Example: Entering just the letter **s** for the search text will give a list of every user with an s in any of their information fields. However, entering **smith** will provide a shorter list by only showing users with **smith** in any of their information fields.

Edit Details

Click the *Edit* text bar for a user to view and edit their account information (name, email address, location address, and phone number) or to delete the user’s account.

User Information

Account Information

First Name

Gary

Last Name

Collins

Email

gcollins@toruspower.com

Address

Registered by

Torus Power Inc

Return to User List

User Information

Personal Data

First Name

Gary

Last Name

Collins

Address

Street

2861 Sherwood Tr

Street (optional)

Drive, Unit 26

City/Town

Oakville

Province/State

ONT

Country

Canada

Postal/ZIP Code

L6J 7K1

Phone

Phone Number

416 477-4799

Save User Information

User Information

Deleting User

User Account can be deleted if User owns no Torus Device. Please use the Device Information page in order to be sure that there are not any devices registered for the User.

User

gcollins@toruspower.com

Email

Delete User

Show Devices

Click the [Show](#) text bar for a user to show basic user information and the assigned AVR ELITE device information (including the subscription expiration date).

Device Information

User Information

Email

gcollins@toruspower.com

Name

Gary Collins

Return To User List

Device Information

Device Operation

Location

Description

Torus Power Offices

Device ID

04916229e22b

Subscription End

8/7/2020

Update Location Description

Exclude From User

Device Information

Add Device

Device ID

Add Device For User

To remove an AVR ELITE device from the user select the appropriate Device ID from its drop down list and click the [Exclude From User](#) text bar.

To add/edit the device description first select the appropriate Device ID from its drop down list under the Device Operation section, then enter the description (up to 40 characters) and click the [Update Device Description](#) text bar.


To assign an AVR ELITE to a user select the appropriate Device ID from its drop down list under the Add Device section and click the [Add Device For User](#) text bar. A user can be assigned to more than one device and each device can be assigned a single user.

Devices

The Devices home screen shows a listing of all registered devices and their assigned user, the Torus Power Connect service expiration date, and control, status, setup, and configuration options.

This list can be sorted alphabetically based on *Location Description*, *Owner Email Address*, *Device ID*, or *Subscription End* by clicking on the desired sort field header.

Devices



Location Description	Owner Email Address	System Status	Live Data	Power Control	Historical Charts	Historical Data	Report	Schedule	System Setup	Device ID/MAC Address	Subscription End
Fake Test Device	NO_OWNER	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	01072020aabb	01-07-2020
Torus Power Offices	gcollins@toruspower.com	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	04916229e22b	08-07-2020
Cameron's	garywc60@gmail.com	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	123456788765	03-20-2023
Test MAC	NO_OWNER	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	1a2b3c4d5e6f	01-22-2020
Description Test Device	NO_OWNER	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	201911040914	01-07-2020
Gary's test	gcollins@toruspower.com	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	a1b2c3d4e5f6	12-04-2019
Test Fake Device	gcollins@toruspower.com	Show	Show	Control	Plot	Retrieve	Send	Manage	Setup	TP201905271313	11-14-2020

Search


By Location Description

Search

Show System Status

Click the [Show](#) text for a specific AVR ELITE device to view its system status details. This will provide a snapshot of the values at the time of the request. Clicking the [Refresh](#) text bar will update the System Status details every 3 seconds for 1 minute. A pulsing icon will appear beside the [Refresh](#) text bar during the auto refresh cycle.

System Status



Device Status

Location Description

Torus Power Offices

Device ID

04916229e22b

MAC Address

04:91:62:29:e2:2b

System Power

ON

Model Type

North American 120

Status

System is functioning normally

Device Last Time

1/28/2020 11:36:38 AM

Time Zone

-5 Hours, GMT

Refresh Mode

No updates

Refresh

Subscription End

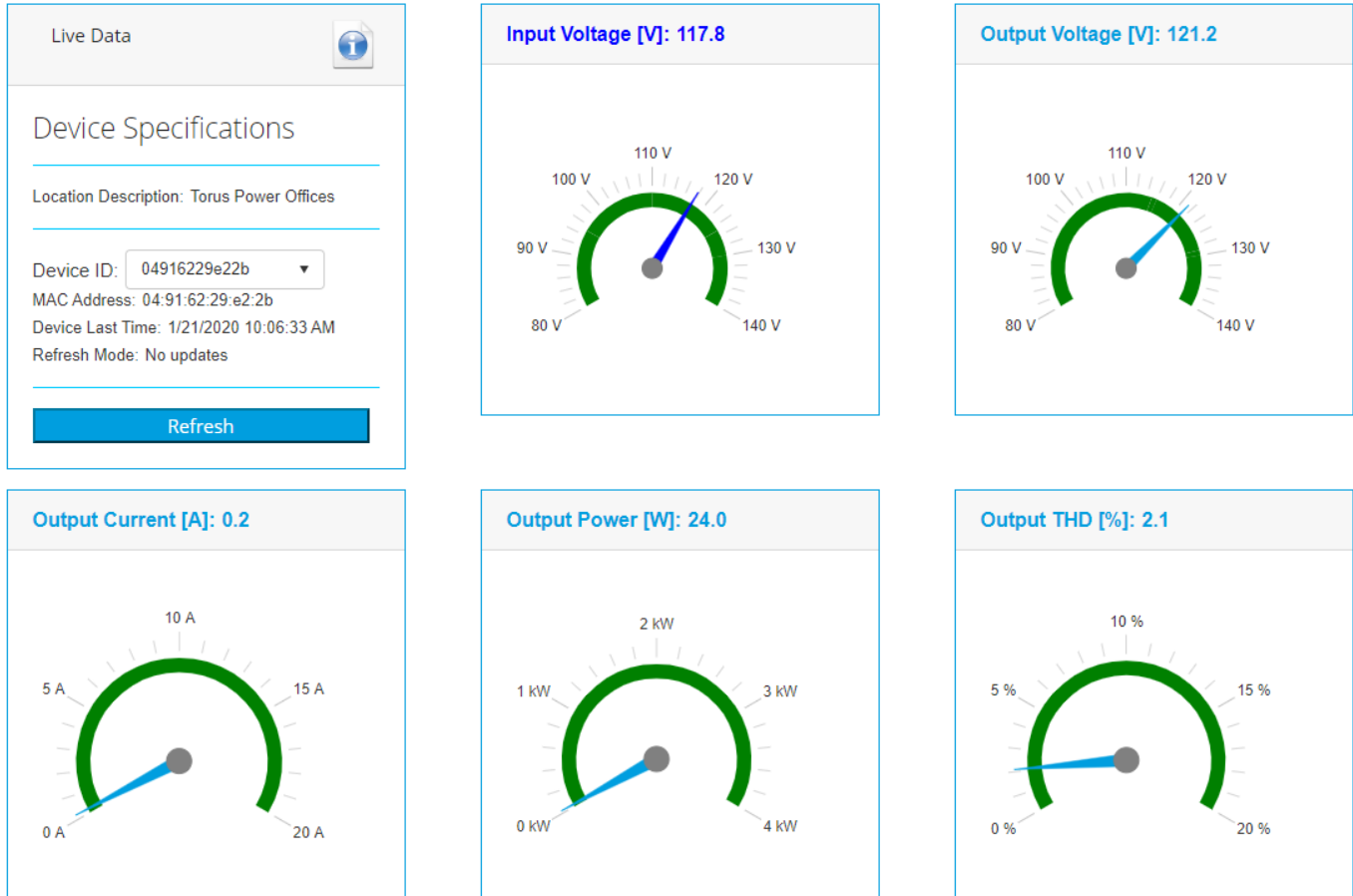
8/7/2020

System Status	
Electrical Values	
Voltage In [V]	118.0
Voltage Out [V]	121.4
Current Out [A]	0.2
Power Out [W]	24.0
Output THD [%]	4.2
Tap Number	3

System Status	
Zone Values	
Zone A Subs	OFF
Zone B Amps	OFF
Zone C Video hardware	OFF
Zone D Components	OFF
Zone R Network Equipment	ON

Show Live Data

Click the [Show](#) text for a specific AVR ELITE device to easily view its input voltage, output voltage, input current, output current, and output Total Harmonic Distortion values. Clicking the [Refresh](#) text bar will update the Live Data details every 3 seconds for 1 minute. A pulsing icon will appear beside the [Refresh](#) text bar during the auto refresh cycle.



Control Power Control

Click the *Control* text bar for a specific AVR ELITE device to manually control (ON/OFF) the unit’s power mode or the power state of each individual outlet zone. Clicking on the Desired state will toggle its value and clicking on *Enable Desired Settings* will initiate the change on the AVR ELITE. Click the *Refresh Reported Values* text to confirm the specific action was successful.

When the AVR ELITE’s main power is in the OFF mode the LCD display is still active to view real time values and system information.

Power Control

Switch Main Power

Location Description

Torus Power Offices

Device ID

04916229e22b

MAC Address

04:91:62:29:e2:2b

System

Reported

Desired

Power

ON

ON

Enable Desired Settings

Refresh Reported Values

Power Control

Zone Power Control

Zone	Reported	Desired
A	OFF	OFF
B	OFF	OFF
C	OFF	OFF
D	OFF	OFF
R	ON	ON

Enable Desired Settings

Refresh Reported Values

Power Control

Power Zone Description

Zone	Description
A	Subs
B	Amps
C	Video hardware
D	Components
R	Network Equipment

Save Zone Descriptions

Plot Historical Charts

The Historical Charts function is used to get a graphical representation of previous system values. Click the [Plot](#) text for a specific AVR ELITE device to then define the date, time period, and type of information to be charted for viewing or emailing as a PDF document. The Requested Time entered is the time of the first data value and the Requested Interval is the duration to be charted (1, 2, 3, 6, 12, or 24 hours). Choose the Chart Type to plot voltages (input and output), or output current, or output power, or total harmonic distortion, or the isolation transformer’s active primary tap.

Click the [Get Chart](#) text bar to create the chart for online viewing or click the [Save PDF Chart](#) text bar to have it emailed as a PDF document to the email address of your registered account. The chart will show the values for each minute for the criteria selected.

Move the mouse cursor to one of the plot points to get the value and time for that data point.

Historical Charts

Device Information

Location Description

Torus Power Offices

Device ID

04916229e22b

MAC Address

04:91:62:29:e2:2b

Requested Date

21/01/2020

Requested Time

10:56 AM

Chart Interval

1 hour

Chart Type

Voltages

Device Last Time

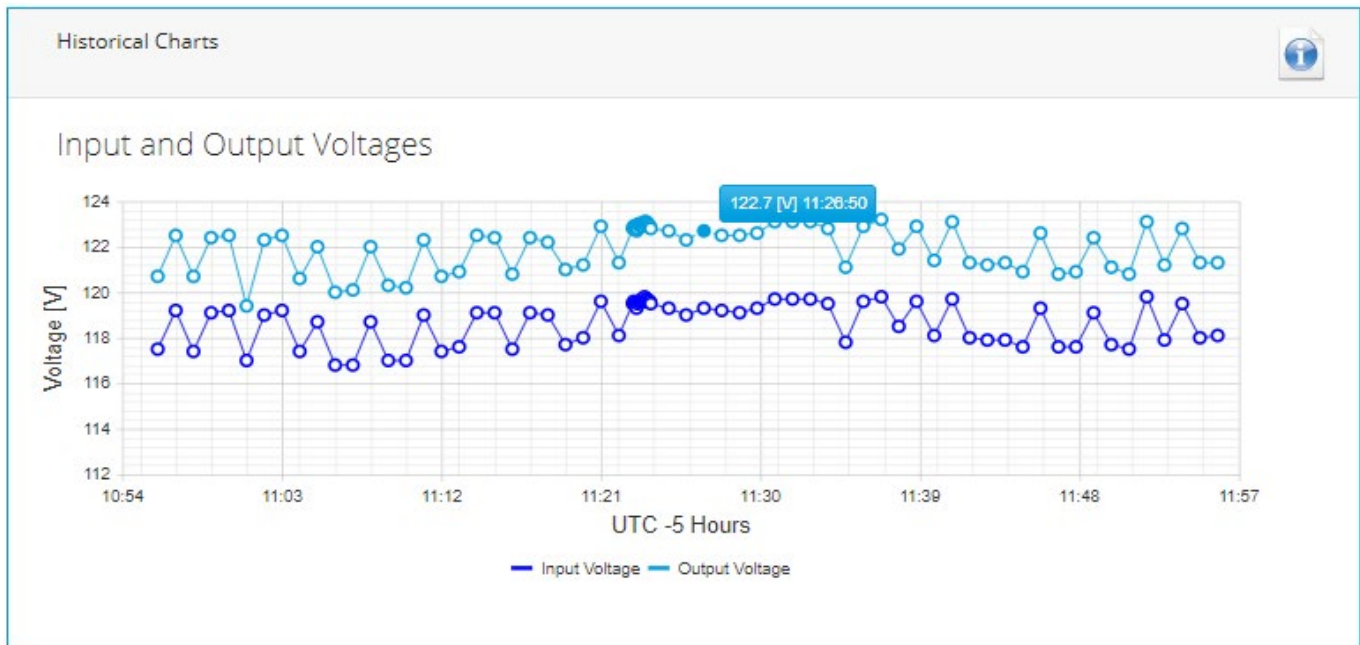
1/28/2020 12:03:38 PM

Time Zone

-5 Hours, GMT

Get Chart

Save PDF chart



Retrieve Historical Data

The Historical Data function is used to generate a table of previous system values for voltage, current, total harmonic distortion, the isolation transformer's active primary tap, and ID of any fault condition at that time. Click the [Retrieve](#) text bar for a specific AVR ELITE device to then enter the desired date and time period. The Requested Time entered is the time for the first data values and the Requested Interval is the time period duration to be provided (1, 2, 3, 6, 12, or 24 hours).

Click the [Get Data](#) text bar to create the table for online viewing. The data is listed chronologically in one minute intervals as the default sort order. The data can be sorted by the values in any of the columns by clicking on the specific column header (e.g. Output Voltage [V]). The first click on the specific column header will sort the values from highest to lowest. Clicking the same column header a second time will sort its data from lowest to highest.

Historical Data



Device Information

Location Description Torus Power Offices

Device ID 04916229e22b

MAC Address 04:91:62:29:e2:2b

Requested Date 28/01/2020

Requested Time 10:56 AM

Requested Interval 1 hour

Device Last Time 1/28/2020 11:55:37 AM
Time Zone -5 Hours, GMT

Get Data

1 2 3 4 5 6 7 8 9 10

Date/Time	Input Voltage [V]	Output Voltage [V]	Output Current [A]	Output Power [W]	Output THD [%]	Tap Number	Fault
12/27/2019 12:49:24 PM	121.2	119	0	0	3.3	2	0
12/27/2019 12:50:24 PM	121.3	119.1	0	0	3.4	2	0
12/27/2019 12:51:23 PM	121.3	119.1	0	0	2.7	2	0
12/27/2019 12:52:24 PM	119.5	117.4	0	0	2.8	2	0
12/27/2019 12:53:23 PM	120.8	118.7	0	0	3.2	2	0
12/27/2019 12:54:24 PM	120.8	118.6	0	0	2.9	2	0
12/27/2019 12:55:24 PM	120.8	118.7	0	0	4.1	2	0
12/27/2019 12:56:24 PM	119.1	116.9	0	0	4.2	2	0
12/27/2019 12:57:24 PM	120.8	118.7	0	0	3.4	2	0
12/27/2019 12:57:27 PM	120.8	118.6	0	0	4.6	2	0
12/27/2019 12:57:30 PM	120.8	118.6	0	0	4.6	2	0
12/27/2019 12:57:33 PM	120.7	118.5	0	0	4.6	2	0

1 2 3 4 5 6 7 8 9 10

Send Report

The Report function can provide two report types which are emailed to the address of the user assigned to the AVR ELITE.

The Raw Data CSV Report will contain the same information as shown in the table provided under the Historical Data function but it can be used to cover a larger time period. This report is sent as a CSV format file to be imported into a spreadsheet software program such as Microsoft Excel so it can be manipulated to filter/present the information in the desired format.


The Power Quality Report provides a summary of;

- * input and output voltages (low, high, and average)
- * high value for current, power, and THD
- * number of occurrences for events such as high and low voltage, system on/off, relay faults, and transformer tap changes to regulate to the output voltage
- * a table with the time and date for each event

Click the [Send](#) text bar for a specific AVR ELITE device and enter the report's start and end date or use the up/down arrows to scroll to the desired value. Now click on the text bar for the desired report type.

NOTE: Both reports are automatically sent each month to cover the previous month.

Reports



Report Recorded Data

Location

Description

Torus Power Offices

Device ID

04916229e22b

MAC Address

04:91:62:29:e2:2b

Model Name

North American 120

Start Date

29/12/2019

Finish Date

21/01/2020

Send Raw Data CSV Format

Send Power Quality PDF Report

Manage Schedule

Click the *Manage* text for a specific AVR ELITE device to define specific times of each day to automatically turn on and off power for each output zone individually. The *Schedule* box under Setup System must be checked for any defined schedule to apply.

To create a scheduled power on or off click the desired day, then type in the hour and minutes (24 hour format) or use the up/down arrows to scroll to the desired value. Check the box associated with each zone you wish to have power enabled at its outlets at that time.

Click the *Save Schedule on the Device* text bar when the required schedules have been entered.

WARNING: Leaving a zone's box unchecked for a specific time will turn power off for all the zone's outlets at that time.

Schedule Management

Device Schedule

Location

Torus Power

Description

Offices

Device ID

04916229e22b

MAC

04:91:62:29:e2:2b

Address

System

ON

Power

Device

1/28/2020 11:18:36 AM

Time

Save Schedule on the Device

Read Schedule from the Device



		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Hours	Minutes	A	B	C	D	R		
8	00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Setup System Setup

Click the [Setup](#) text for a specific AVR ELITE device to view and edit operational setting of the device.


Click the [Save Setup](#) text bar for changes to be saved on the AVR Elite.

- Zone R/Router Reset – there is a single outlet on the back of the AVR ELITE labelled as zone ‘R’. When this box is checked the outlet should only be used to power a network router or switch. Power to this outlet will automatically cycle when the AVR ELITE detects a loss of internet connectivity.
When this box is checked Zone R state can no longer be controlled through Zone Control (it will not be shown as one of the zones) and it can not have a schedule assigned for automatic on/off control.
- Router Reset Delay Time – enter the time (in minutes from 1 to 255) that Zone R outlet power should be cycled if the initial power cycle failed to restore internet connectivity. This power cycle will be attempted a maximum of three time. This setting requires the Zone R/Router Reset box to be checked.
- Delay Time between Zones – enter the time (in seconds from 1 to 999) for delay between the sequential power up of zones when the AVR ELITE unit is turned on or multiple zones are turned on at the same by a schedule.
- Front Panel Display – choose between 3 modes;
 - Always ON when the AVR ELITE is powered on

- Automatically DIM when the delay time expires (10-255 seconds)
- Automatically turn OFF when the delay time expires (10-255 seconds)

For the automatic dim and off options the display will turn ON when the AVR ELITE is powered ON or the small pushbutton below the LCD display is pushed.

- Schedule – when this box is checked the outlets for each zone can be controlled automatically by a schedule (see Manage Schedule).
- Device Time Zone – enter the value relative to GMT for the location of the AVR ELITE (e.g. enter -5 for Eastern Standard Time, -8 for Pacific Standard Time,)
- Device Time – this displays the current local date and time at the AVR ELITE.

System Setup


Device Settings

Location Description Torus Power Offices

Device ID 04916229e22b

MAC Address 04:91:62:29:e2:2b

Zone R/Router Reset ☐

Router Reset Delay Time 15

Delay Time between zones 15

Schedule ☒

Device Time Zone -5

Device Time 3/24/2020 1:13:49 PM

Front Panel Display

Always ON ☐

DIMMING Delay ☐

OFF Delay ☒

Delay Time 120

Save Setup

Refresh Setup

Dealer Information

The Dealer Information home screen shows the Company Name and email address as provided by the dealer when requesting a Torus Power Connect registration profile. A Torus Power Connect assigned account number is also shown.

The dealer can use the [Change Password](#) text bar at any time to submit a new Torus Power Connect login password.

Dealer Information

Company Name

Torus Power Inc

Account Number

07

Email Address

rwhitney@toruspower.com

Change Password

Current password *

New password *

Confirm new password *

Change Password