This manual contains specific precautions related to worker safety. The hazard alert image denotes safety related instructions and warnings in this manual. DO NOT operate or perform maintenance on this collector until you have read and understood the instruction and warnings contained within this manual.
IMPORTANT NOTES
This guide has been supplied to explain how to navigate the web-based dashboard that is used with Donaldson iCue Connected Filtration Services for dust collectors.

TRADEMARKS & COPYRIGHT
Donaldson Company, Inc., Donaldson iCue, and the Donaldson logo are trademarks or registered trademarks in the United States and other countries worldwide. All other trademarks mentioned in this document are property of their respective owners.
© 2019 Donaldson Company, Inc. All rights reserved.

DISCLAIMERS
Information in this document is subject to change without notice and does not represent a commitment on the part of the Donaldson Company, Inc. Donaldson provides this document “as is,” without warranty of any kind, expressed or implied, including, but not limited to, the implied warranties of fitness or merchantability for a particular purpose. Donaldson may make improvements and/or changes in this manual or in the product(s) and/or the programs described in this manual at any time.
## CONTENTS

1. **Getting Started** ................................................................. 4  
   - Introduction .................................................................................. 4  
   - Starting the Donaldson iCue Dashboard ...................................... 4  
   - Signing in as a New User on the Donaldson iCue Home Page ...... 6  
   - Getting Familiar with the Donaldson iCue Interface .................. 6  
   - Getting Help .............................................................................. 6  

2. **The Donaldson iCue Dashboard** ........................................ 7  
   - Overview .................................................................................... 7  
   - Setting Up Your Profile .............................................................. 7  
   - The Machines Tab ....................................................................... 8  
   - The Sensors Tab ........................................................................ 9  
   - The Users Tab ........................................................................... 10  
   - The Facilities Tab ..................................................................... 11  
   - Alarm Overview .......................................................................... 11  

3. **Monitoring Data** ................................................................. 13  
   - Overview ................................................................................... 13  
   - Monitoring Data at the Enterprise Level .................................... 13  
   - Monitoring Data at the Facility Level ......................................... 14  
   - Monitoring Data at the Machine Level ....................................... 15  
   - Weekly Report ........................................................................... 15  

**Appendix A – Trouble Shooting Guide** .................................. 16
1. GETTING STARTED

Introduction
Welcome to Donaldson iCue™ connected filtration service for dust collectors. Once installed and set up, this service monitors industrial dust and fume collectors and provides real-time data directly to facility management teams via an online dashboard, email alerts, and weekly status reports. The information is designed to prompt timely maintenance that can help improve production uptime and reduce operating costs.

This user guide provides basic information about some of the more common features of the Donaldson iCue dashboard. It does not cover installation of gateway hardware on dust collector systems. For that information, refer to your hardware documentation.

This user guide is designed primarily for customer administrators. Other users may not have permission to perform some of the tasks described in this guide. More information on user levels is included in Section 2 of this guide.

This section of the User Guide shows you how to get started with the Donaldson iCue dashboard and become familiar with the user interface.

Starting the Donaldson iCue Dashboard
Donaldson iCue connected filtration service is a web-based service that you access via the Internet. You do not have to install special Donaldson iCue software on your computer.

Donaldson iCue connected filtration service is supported on the following browsers:

• Chrome (Recommended)
• Internet Explorer
• Safari (Mobile Device Only)
• Microsoft Edge

You should receive a welcome email with registration information to grant you initial access to the system. You should then log in to the system as described below to confirm access; however, you will not be able to complete the setup until your gateways are installed on the dust collectors you are monitoring.

Note: The Donaldson iCue dashboard supports single sign-on for corporate accounts as follows:

• If you are using a corporate email and your company uses either Microsoft Azure® or Microsoft® 365®, your password will be the same as your corporate account.
• If you are using a Gmail® address, your password will be the same as your Gmail account.
• Otherwise you will need to register for a new account and password.

The following steps describe the process for a user setting up a company account on the Donaldson iCue application for the first time. If your company has already set up the account and you are being added as an additional user, skip to the following section.

To log in and start using the Donaldson iCue dashboard:

1. Fill out the registration form at DonaldsoniCue.com/registration. This link was also sent to you in the welcome email. The following fields are required: First Name, Last Name, Phone #, Email Address, Company Name, Facility Name, and Facility Address.

   Note: The Facility Address and Facility Name are for the location where the dust collectors are being monitored.

2. Once the registration form is submitted, a Donaldson customer success representative (CSR) will set up and approve your account. This may take up to 24 hours to complete.

Microsoft® Azure® and Microsoft® 365® are registered trademarks of Microsoft Corporation.
Gmail® is a registered trademark of Google Inc.
3. Once the account is set up, you will receive an email invitation to access applications in the Donaldson Company, Inc. organization. This email will come from Microsoft and will include a link to set up your user credentials in the Donaldson iCue dashboard. You can also click on the **Follow the Instructions** link in the account set up process to complete the set up of your account.

4. After you accept Donaldson’s terms and conditions, EULA, and other permissions and respond to the verification email, you will be redirected to the Donaldson iCue dashboard and see the Donaldson iCue home page. The Donaldson iCue dashboard can be found at [DonaldsoniCue.com](http://DonaldsoniCue.com). You may want to bookmark this URL for later use.

5. Click **Sign in with Microsoft** to display the accounts available.

6. Click the correct account name you will be using.

7. Type your password in the **Enter Password** box, and click **Sign In**.
Signing in as a New User on the Donaldson iCue Home Page
If your company account is already set up and you are being added as a new user, follow the process below to complete your user setup.

1. You will receive an email invitation to access applications in the Donaldson Company, Inc. organization. This email will come from Microsoft. This email will contain a link to set up your user credentials in the dashboard.

2. Follow the steps for the registration process after going to the URL above.

3. When the previous step is complete, you will be directed to the Donaldson iCue dashboard. To access the dashboard in the future, go to DonaldsoniCue.com. You may want to bookmark this URL for access later.

Getting Familiar with the Donaldson iCue Interface
When you start using the Donaldson iCue dashboard, you’ll see the Donaldson iCue home page, which includes a map, information about facilities, and access to various Donaldson iCue dashboard features. Along the left side of the screen is the Navigation pane, which enables you to navigate to other facilities and machines on your account. Subsequent sections of this user guide will provide information about configuring the Donaldson iCue dashboard and monitoring your equipment.

Getting Help
This user guide is intended to supplement the online help and tool tips embedded in the application.

To view tool tips, hover your cursor over a command to display information about that command.

You can send a help request to the Donaldson customer success team by clicking Help on the lower left portion of the Navigation pane. You will then be provided a form where you can enter your question or provide feedback. This is the preferred method to request support. Many changes to your user profile or account can only be made if Donaldson verifies that you are a valid user in the platform and of the corporate account. By submitting a help request through the application, this validates that you are an authorized user.

If you cannot access the platform, you can also submit an email to iCueSupport@Donaldson.com.
2. THE DONALDSON iCUE DASHBOARD

Overview

When you have successfully logged into the dashboard for the first time, you should configure the system to match your preferences. You can change these settings later if necessary. If you log in and there are no machines added to the account, you will get a pop-up message asking you to add machines. Click the Click Here link to access the Configure Page.

You can also go to the Configuration Page by clicking Configure on the Navigation Pane on the left side of the screen.

Setting Up Your Profile

After you click Configure, you will see the Configure Page. From here you can make changes to your profile, add machines and sensors, and configure alarm values. Along the top of the Page are several tabs: My Profile, Machines, Sensors and Alert, Analytics, Users, and Facilities. By default, the My Profile tab is displayed initially.
On the **My Profile** page, verify that all information is entered correctly.

- **Company Name** is auto-populated for your account and cannot be changed by the user. If you wish to change the company name, click Help in the Navigation pane and submit a help request.

- Edit **First Name** and **Last Name** as needed.

- Email is auto-populated and is the email address used to login to the account. It is also the email address to which alerts and weekly reports will be sent. If you wish to change the email address, click Help in the Navigation Pane and submit a help request.

- If you do not want to receive email alerts or weekly health reports, you can turn those off by clicking the button to the right of each item. It is recommended that you keep those enabled.

- **User Roles** are auto-populated. See the Users Tab section of this guide for more information. Click Help in the Navigation Pane and submit a help request to change this information.

- Edit your Phone number as needed.

- Select Units to be displayed from the drop-down menu – either metric or imperial units.

- Choose your preferred language

**The Machines Tab**

When you click **Machines**, you will see the Machines page. From here you can fill in fields for each machine on which you have installed the gateway. In most cases, machines will refer to dust collectors.

With the exception of the image upload, all fields on this page are required. To edit these fields:

1. Click the pen-and-paper icon at the right end of the row (启用).

2. Fill in the fields as follows:

   **Image**: This is a graphic image you can associate with the machine. To upload an image, click the pencil icon (启用) next to the image, then click **Change Image**. You can then navigate to select an image file from your system and upload it to Donaldson iCue. This is optional.

   **Note**: When taking pictures from a tablet or phone, it is recommended that you hold the device horizontally when taking the picture. If you are having issues with a picture getting rotated incorrectly, use the following steps to correct:

   - Insert or copy the picture into a PowerPoint slide.
   - Rotate the picture as necessary.
   - Right-click on the picture and select **Save as Picture**.
   - Upload the new picture to the platform.
Machine Name: This is what you want to call the machine (e.g., “West Fabricator”) and determines how the machine will appear in the dashboard.

# of Pulse Valves: Enter the number of pulse valves on your dust collector. This is information is used by the application to calculate pulse valve data and health.

Note: If there are multiple valves connected to one output on the controller board, enter the number of controller board outputs, not the number of valves.

Application: Click the down arrow beside the application name and select the option from the pull-down menu that best fits your application.

Manufacturer: This is the manufacturer of your dust collector. If it is not known, you can type in “Unknown.”

Part Number: This is the part or model number of the dust collector. Select Unknown if you do not know or cannot find the part number.

Serial Number: This is the serial number of the dust collector. Select Unknown if you do not know or cannot find the serial number.

Gateway ID: This is an 8-digit number that will be on the label of the gateway you received when you ordered the product.

3. Click Save when your changes are complete.

Note: Donaldson uses information on your application and your dust collector to provide the best possible support and analytics on your data. The more accurately these fields are filled in, the more accurate the analytics can be.

The Sensors and Alerts Tab

When you click the gear icon at the right end of the row of each machine, you will see the Sensors and Alerts page. You can also access this page by clicking the Sensors and Alerts tab on the Configure page. From here you can fill in fields for each sensor on a particular machine.

Gateway Not Reported Alarm: The iCue Gateway should report data to the iCue application at least every 15 minutes. If the gateway does not report data over a customer defined interval a level 1 alert is generated. This interval is customer configurable; the default is 24 hours. To minimize nuisance alarms but still alert users promptly when there is a problem, Donaldson recommends an interval between 24 and 72 hours.

Editing Sensors and Alarm Thresholds: The Sensors page has two tables. The top table shows Embedded/Standard Sensors that are standard with the product. These will be active by default. The bottom table shows optional sensors purchased from Donaldson and installed on your dust collector.

To edit embedded sensor information:

1. Select the pen-and-paper icon at the end of the row.
2. Edit the sensor information as follows:

- **Sensor Type**: The type of sensor (e.g., Ambient Temperature, Compressed Air Pressure, etc.) This cannot be changed.

- **Sensor Description**: This is how the sensor will be displayed in the dashboard. You can change this or leave the default value if you wish.

- **Alarm Levels**: These are the high and low alarm thresholds for the sensor. These are optional and each sensor can have anywhere from 0 to 4 alarm levels. Note that alarm thresholds entered must follow the rule: L3<L2<H2<H3. For more information on alarms, see the Alarm Overview section.

- **Unit**: This is the unit of measurement for each sensor (e.g., psi). Changing the units from imperial to metric can be done in the My Profile page.

3. Click **Save** when your changes are complete.

*Note*: Embedded sensors are active by default. It is recommended that you leave them all active.

To edit optional sensor information:

*Note*: To ensure compatibility with the iCue service, optional sensors should be purchased directly from Donaldson. If you would like to use an existing sensor or one that is not approved by Donaldson, please contact iCuesupport@donaldson.com before installing. These steps should be performed AFTER the sensors have been installed.

1. Select the pen-and-paper icon at the end of the row.

2. Enter the sensor information as follows:

   - Choose the **Input Type** that matches the input to which the sensor is wired on the gateway (analog 1-4 or digital 1-2).
   - Select the **Active** check box to indicate the sensor is active.
   - Select the appropriate sensor from the drop-down list.
   - If you wish to change the sensor description, type that in the description box. The sensor description is how the data from that sensor will be labeled in the dashboard.
     *Note*: If you have multiple sensors of the same type, you must enter a unique sensor description.
   - If you wish to enable alarms on the sensor, enter them in the Alarm menu. See the Alarm Overview section for more information.
   - **Unit**: This is the unit of measurement for each sensor (e.g., psi).

3. Click **Save** when your changes are complete.

**Analytics Tab**

The Analytics page has two tables. The top table shows the Hours of Service configurations. These will be active by default. The bottom table shows pulse valve health configuration:

To edit the hours of service counters and pulse valve health functionality, select the pen and paper icon at the end of the row.
Hours of Service table

- **Active**: When selected, the hours of service counter will be displayed in the machine view.
- **Counter**: This is the default name of the hours of service (HOS) counter, this cannot be changed.
- **Description**: This is how the counter will be displayed in the machine view and alert notifications. This can be changed by customer administrators.
- **Alarm levels**: Customer administrators can set level 2 and 3 high thresholds for hours of service on each counter. When these levels are exceeded an alarm and alert email are generated. Low level alarms are not supported on the HOS counters.
- **Unit**: Units are hours for the HOS counters, this cannot be changed.

Pulse Valve Health Alerts

The pulse valve health algorithm will determine when there may be a pulse valve failure on your dust collector. For this feature to work, the # of pulse valves must be configured properly in the configure-machines page. Alert level is automatically determined by the iCue applications pulse valve health algorithm.

- **Send alert when alarm level is at or above**: Customer administrators can select what level of pulse valve health alarm will generate an alert or disable alerting. The default is level 3.

Pulse Valve Health Table:

- **Active**: When selected value will displayed in the machine view. This is disabled by default.
  
  *Note: The # of pulses and missed pulses can vary greatly depending on whether the dust collector is in a cleaning cycle and the duration of the cleaning cycle.*

- **Data Type**: This is the default name of the analytics counter; this cannot be changed.

- **Description**: This is how the analytics will be displayed in the machine view and alert notifications. This can be changed by customer administrators.
  
  *Note: There are no configurable alert levels for the pulse valve health. Alarm levels are determined by the pulse valve health algorithm.*

The Users Tab

The Donaldson iCue dashboard has various user levels to control who has access to make modifications to the dashboard and alarm levels. Enterprise users can see multiple facilities from the same customer. Facility users can only view a single facility. Administrators can configure a system, enter alarm values, and make other changes to their company’s dashboard. Viewers can only view data. A brief summary of user levels is shown in the following table.

<table>
<thead>
<tr>
<th>Level</th>
<th>Views</th>
<th>Configure Machines</th>
<th>Reset House of Service</th>
<th>Configure Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Administrator</td>
<td>Multiple Facilities</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Enterprise Viewer</td>
<td>Multiple Facilities</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Facility Administrator</td>
<td>Single Facility</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Facility Viewer</td>
<td>Single Facility</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

*Note: Only Donaldson customer success representatives can add/delete users or change a user’s level. There are no automated notifications generated when an administrator changes or disables alarms*
When you click the **Users** tab, you will see the Users page, which displays information about the various users who have access to the Donaldson iCue service. The information on this page can only be changed by a Donaldson Customer Success Representative (CSR). To request additional users for your platform click the help button and note that you want to request a new user.

**The Facilities Tab**

The **Facilities** page displays information about the various facilities associated with this account. This information is primarily pre-populated and captured upon registration of the account.

The Custom alert text box is an optional field. Text entered in this box will appear at the end of every email alert that is sent out. It is recommended that users enter the contact information for ordering replacement parts/filters and for service.
Alarm Overview

The Donaldson iCue service uses alarms and automated email alerts to notify users when a condition on the machine may require attention. The following table summarizes alarm types.

<table>
<thead>
<tr>
<th>Type</th>
<th>Color</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>Red</td>
<td>This is the highest priority alarm and occurs when sensor value is above level 3 threshold (for high limits) or below level 3 threshold (for low limits). For pulse valve health alerts, the alert level is determined by an algorithm in iCue.</td>
</tr>
<tr>
<td>Level 2</td>
<td>Orange</td>
<td>Sensor value is either: a) above level 2 threshold, but less than level 3 threshold (for high limits); or b) below level 2 threshold, but greater than level 3 threshold (for low limits). For pulse valve health alerts, the alert level is determined by an algorithm in iCue.</td>
</tr>
<tr>
<td>Level 1</td>
<td>Yellow</td>
<td>This level is reserved for diagnostic alarms for the system. This alarm will occur when no data have been received from a machine for &gt;24 hours.</td>
</tr>
<tr>
<td>Unknown</td>
<td>Grey</td>
<td>The machine has never reported data to the application or there is insufficient data available.</td>
</tr>
<tr>
<td>Normal</td>
<td>Green</td>
<td>No alarms. Note: If a user has not defined alarms on a specific data point, that data point will always be green.</td>
</tr>
</tbody>
</table>

Donaldson iCue Intelligent Alarms

Alarms do not change state when a machine is off, is transitioning from on to off or off to on. With standard control system alarms, turning a dust collector off will cause some alarms to clear prematurely (e.g., a high differential pressure alarm) while also causing other false alarms (e.g., low relative airflow or compressed air pressure). Similar issues can occur when a machine is turned on.

Donaldson iCue Intelligent alarms detect the state change of the dust collector and will prevent prematurely clearing alarms or triggering nuisance alarms when this occurs.

Email alerts are only sent once per day. To minimize the number of emails sent to customers, Donaldson customers are only notified of an alarm on a single data point once per day. If the data point is still at an alarm level 24 hours later, another email alert will be sent, but customers will receive no additional alerts on that data point in between. The only exception is when an alarm increases in severity. For example, if an alarm level increases from level 2 to level 3 in a 24-hour period, an additional alarm notification will be sent.

The following flow chart provides more information about alarms.
Alarm Flow Chart

1. New Data Read
2. Has Machine on/off state changed?
   - Yes
   - Send machine on/off alert
   - No
   - Is machine on?
     - Yes
     - Is data in alarm range?
       - Yes
       - Has alarm state changed?
         - Yes
         - >24 hours since last alert?
           - Yes
           - Sent Alert, log data
           - No
           - Log data, alarm state unchanged
         - No
         - Log data, alarm state = off
       - No
       - Send alert, update alarm state, log data
     - No
     - Log data, alarm state unchanged
3. MONITORING DATA

Overview

You can monitor data at three different levels:

- Enterprise
- Facility
- Machine

When you start the Donaldson iCue dashboard, you will see either the Enterprise page (if you are an Enterprise user) or the Facility page (if you are a Facility user).

Monitoring Data at the Enterprise Level

If you are an Enterprise user, you will see the enterprise associated with your account in the Navigation pane at the left side of the page. Below the enterprise name, the Donaldson iCue dashboard displays a list of facilities for this enterprise. Near the center of the page, a status summary is displayed. The Status column displays the highest level active alarm at that facility.

To view additional data about alarms, click the Alarm History tab. The Donaldson iCue dashboard displays a list of facilities for this enterprise, along with information about each alarm.

Note: Alarm history is stored for 90 days or up to 100 active and inactive alarms.
On the Alarm History Page, the following parameters define the alarm:

**Date:** The date the alarm originally occurred.

**Facility Name:** Facility at which the alarm occurred.

**Machine:** Machine on which the alarm occurred.

**Alarm Level:** See the Alarm Overview section earlier in this guide for more information.

**Alarm Age:** For active alarms, this is the time since the alarm first went active. For inactive alarms, this is the total time the alarm was active.

**Alarm Name:** For most alarms this will be the Sensor name, followed by High or Low.

**Alarm Status:**
- Active Alarms: The last data point received was still in the alarm range.
- Inactive Alarms: Since the alarm went active, a data point was reported that was not in alarm range.

**Monitoring Data at the Facility Level**

If you are a Facility user, you will see the Facility page when you start the Donaldson iCue dashboard. To monitor data at the Facility level, click a facility in the Navigation pane. The Donaldson iCue dashboard displays a list of machines for this facility, along with the differential pressure and alarm status for each machine.

To view additional data about alarms, click the Alarm History tab. The Donaldson iCue dashboard displays a list of machines for this facility, along with information about each alarm.
Monitoring Data at the Machine Level

To monitor data at the Machine level, click a machine name in the Navigation pane. The Donaldson iCue dashboard displays various data related to that machine.

The top left of the screen shows the image of the collector if you have uploaded a picture, otherwise a stock image will be shown. The other data is detailed below.

**Airflow:** This will be displayed as on or off based on whether air is flowing through the collector.

**Pulse Valves:** This will display the alarm level of the pulse valves. The alarm status is automatically determined by the pulse valve health algorithm in iCue.

- **Unknown:** Pulse Valve health could not be determined. This could be because the number of pulse valves is not configured for this machine or because no pulse valve data has been received
- **Normal:** No pulse valve problems detected
- **Level 2:** One or more valves has an intermittent problem
- **Level 3:** One or more valves has failed

**Hours of Service:** Hours of Service are determined based on airflow through the collector. There are two counters, each of which can have individual alarm thresholds, customizable names and can be reset independently. If either counter has passed an alarm threshold the number will be color coded to indicate the alarm.

In the data display fields on the right side of screen has two sections

**Sensors:** This table will show the standard and any optional sensors enabled on the machine.

**Analytics:** This section will show any analytics that are enabled on this machine.

The sensor and analytics data can be graphed at the bottom of the machine view. Note that sensor data and pulse valve data (pulses and missed pulses) are not always updated at the same time. Exporting a mixture of sensor data and analytics data will result in blank cells in the spreadsheet.
In the lower portion of the page, a graph is displayed for any sensor data selected in the table. By default this graph will show a 24-hour history of differential pressure. You can change which sensor data are shown in the graph as follows:

1. Check the Graph box for the selected sensor or analytic data you wish to graph. You can select more than one sensor data.
2. In the graph area of the page, adjust the Start Date and End Date to the period you wish to view. You can view up to one year of graph data history.
3. Select the resolution. For High Resolution all data points will be displayed, for Low Resolution only four points per day will be displayed. For duration longer than a month selecting high resolution will result in a long delay loading the data.
4. Click View Graph to display a graph of the selected data.
5. If you wish to export the graph for use in other applications, click Export Chart. The Donaldson iCue service will prompt you to open or save the file in a CSV (comma-separated value) format. This format can be viewed in spreadsheet and other applications.

**Weekly Report**

On Friday of each week you will get a weekly report via email for each facility. The weekly report will contain the following information:

- Differential Pressure and Relative Airflow graph for all machines in your facility*
- Active alarms on any machine in the facility
- Inactive alarms that were triggered in the previous week

* _Enterprise users who monitor multiple facilities will receive multiple reports._
## APPENDIX A: TROUBLESHOOTING GUIDE

<table>
<thead>
<tr>
<th>Problem</th>
<th>Probable Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot log in.</td>
<td>Your account is not set up yet or your password is incorrect.</td>
<td>Contact <a href="mailto:iCueSupport@Donaldson.com">iCueSupport@Donaldson.com</a>.</td>
</tr>
<tr>
<td>Can log in, but not able to see Enterprise or Facility.</td>
<td>You have not been properly assigned to your facility.</td>
<td>Contact <a href="mailto:iCueSupport@Donaldson.com">iCueSupport@Donaldson.com</a> or submit a help request.</td>
</tr>
<tr>
<td>No data received for a machine.</td>
<td>Not configured with the correct Gateway ID.</td>
<td>Double-check that the Gateway ID assigned to your machine matches the Gateway ID on the front label of the Gateway.</td>
</tr>
<tr>
<td></td>
<td>No cellular connection.</td>
<td>Verify the cellular antenna is connected and is not damaged. Check to see if the Cellular LED is green.</td>
</tr>
<tr>
<td></td>
<td>No power to Gateway.</td>
<td>Verify the gateway Power LED is on.</td>
</tr>
<tr>
<td>Differential Pressure reading is not correct.</td>
<td>Air lines not connected properly.</td>
<td>Verify that the connections between the compressed air lines are correct.</td>
</tr>
<tr>
<td></td>
<td>Clean air and dirty air lines are swapped.</td>
<td>Verify the clean and dirty air lines are plugged into the correct port.</td>
</tr>
<tr>
<td>Compressed Air Pressure reading is not correct.</td>
<td>Air lines not connected properly.</td>
<td>Verify the compressed air line is connected properly to the gateway.</td>
</tr>
<tr>
<td>Optional Sensors are not reading correctly.</td>
<td>Optional sensor is configured on the wrong input.</td>
<td>Verify that the input (Analog 1-4 or Digital 1-2) the sensors are wired to on the gateway matches the input they are configured on in the sensor screen.</td>
</tr>
<tr>
<td></td>
<td>Optional sensor is not a Donaldson-approved sensor</td>
<td>Only Sensors approved with the Donaldson iCue application and purchased through Donaldson will work correctly in the platform. Contact Donaldson sales to find the correct sensor.</td>
</tr>
</tbody>
</table>
To learn more about the Donaldson iCue connected filtration service, or to request a demo, contact ConnectedSolutions@Donaldson.com.