

ESSPI

DNOC Quick Start Guide

Using the ESSPI Customer Portal

Document: DNOC-QSG-001 · Revision: A · Date: October 2026 · Company: ESSPI

About This Guide

The DNOC is an early-warning device for lithium-ion battery hazards. It measures the air around your batteries for the earliest signs of thermal runaway and sends every reading to the ESSPI cloud. You see it, and manage it, in the **ESSPI Customer Portal** from any computer, tablet, or phone.

This guide covers the portal:

1. Creating your account and activating a device
2. Your devices, what their status means, and managing a subscription
3. The dashboard
4. Alerts: email, phone notifications, and what to do in an alarm
5. Managing who has access, and getting help

For the device itself (its switch, lights, alarm, Wi-Fi setup, and troubleshooting), refer to the **DNOC User Guide (DNOC-UG-001)**.

The portal and its emails also call the product the **Li-Ion Locker**. The DNOC is the monitoring unit inside it.

WARNING: The DNOC is an early-warning aid. It does not suppress fires or prevent battery failure, and it is not a substitute for code-required fire detection or suppression systems. Always follow your facility's emergency response plan.

1. Getting Started

1.1 Create Your Account

Each device carries a label with a QR code, a serial number, and a 6-digit activation code.



Figure 1. An example device label: QR code, serial number, and activation code

1. Scan the QR code on the device label with your phone. The ESSPI Customer Portal opens at **esspi.com/portal**.
2. Select **Create Account** if this is your first device, or **Login** if you already have an ESSPI account.
3. Complete the form: first name, last name, company, phone, email address, and a password. Select **Sign up**.
4. Check your inbox for an email from ESSPI and select its verification link. This confirms your email address.

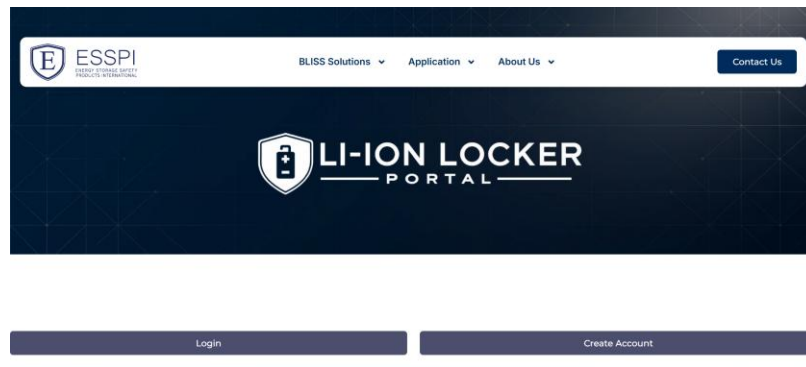


Figure 2. The ESSPI Customer Portal before you sign in

Figure 3. Creating an account

NOTE: Use an email address your team can reach. Alert emails and support replies go to it.

If a colleague invited you, sign up or sign in with **the same email address** the invitation was sent to. If you are creating a new account, select the verification link in the email from ESSPI (step 4); the device then appears in your portal within a couple of minutes.

Later, sign in by going to **esspi.com/portal** on any computer, tablet, or phone and selecting **Login**. To sign out, select **Log Out** at the top of the portal.

1.2 Activate Your Device

After you sign in, the activation form opens with the serial number already filled in from the QR code.

1. Check the **Serial Number**.

2. Enter the 6-digit **Activation Code** from the label. Type the six digits only: the space printed on the label (for example "543 210") is just for readability.
3. Enter a **Device Nickname** that says where the device is, for example "Warehouse Unit 1, Loading Dock".
4. Optionally enter the **Install Location**, for example "Basement, Michigan".
5. Choose the **Application**: what the device monitors (Cabinet, Truck, Drone, Warehouse, Pallet, Rail car, Drum, or Container), or **Not sure yet**. This sets the picture on the device's card; you can change it later.
6. Select **Activate**.

Welcome, Jordan!

Complete the form below to activate your Li-Ion Locker Device.

SERIAL NUMBER * 0625-ABCD-0001
Auto-filled from QR code

ACTIVATION CODE * 543210
Found on the device label, below the serial number

DEVICE NICKNAME * Warehouse Unit 1
A friendly name to distinguish specific location

INSTALL LOCATION (OPTIONAL) Detroit, Michigan
General location of the device

APPLICATION * Warehouse
Sets the device's icon. You can change it later from the device's menu.

Activate

Figure 4. The activation form

The device now appears under **My Devices**. To add another device later, select **+ Add Device**.

1.3 Subscribe

A device without a Cloud Subscription shows **Inactive**. Monitoring, alerts, and the dashboard all need one.

1. On the device card, select **Subscribe**. (Only Owners and Admins see this button.)
2. Check the plan, then select **Continue to secure checkout**.

Start Your Cloud Subscription

Select a monitoring plan below for Cold Storage 2.

Li-Ion Locker Monitoring - Monthly
\$99 / month

Continue to secure checkout

You pay on Zoho's secure page, then come straight back here. Your card details never touch this site.

Figure 5. Starting a Cloud Subscription

3. A secure Zoho payment page opens. Enter your card details there and confirm. Your card details go to Zoho, ESSPI's billing provider, and never pass through the portal.

4. You return to the portal, which shows **Subscription active** for the device. Its status changes to its risk level (**OK** when readings are normal) and a **Dashboard** button appears.

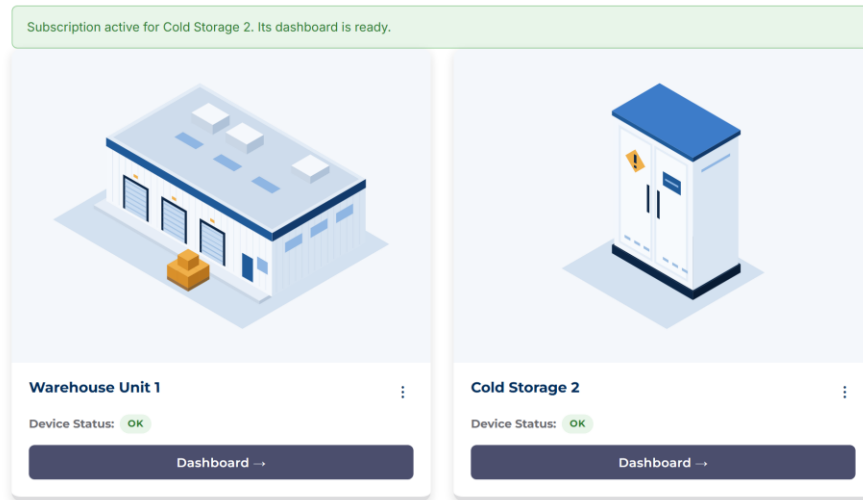


Figure 6. Back in the portal after paying: the device is active

If the device still shows **Inactive** a few minutes after you paid (for example, because you closed the payment page early), refresh the portal. If it stays Inactive, contact ESSPI support (Section 5.3).

Each device has its own subscription, billed monthly. To change or cancel it later, refer to Section 2.1.

2. Your Devices

Each device appears as a card under **My Devices**, showing its name, its **Device Status**, and a picture of what it monitors. Select **Dashboard** for live readings, or **:** for more options.

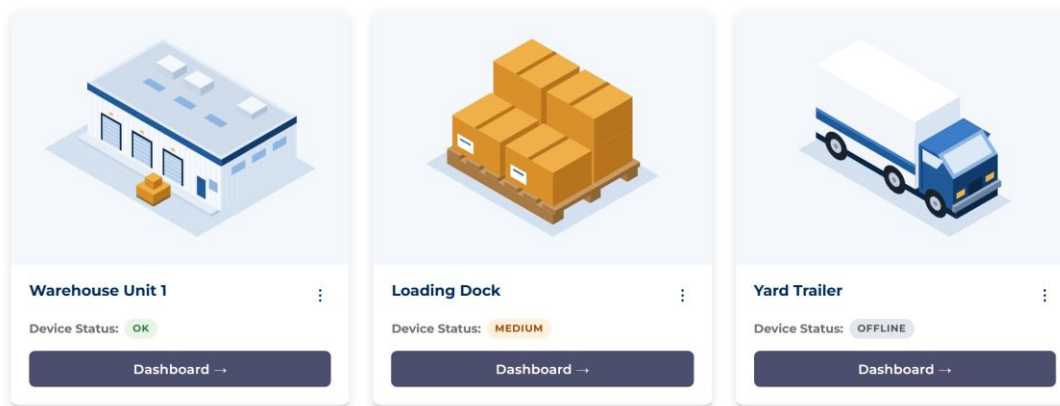


Figure 7. Device cards: one normal, one in a Medium alarm, one offline

Status	Colour	Meaning
OK	Green	Reporting normally. All readings are below the alert thresholds.
ONLINE	Green	Reporting; its first readings are still being checked. Shows briefly, then changes to a level.
LOW	Yellow	A reading is slightly elevated. This is not an alarm.
MEDIUM	Orange	Alarm. Refer to Section 4.5.
HIGH	Red	Alarm. Refer to Section 4.5.

Status	Colour	Meaning
NO SENSOR DATA	Grey	The unit is online, but a sensor has stopped sending readings.
OFFLINE	Grey	The unit has stopped reporting. It may be switched off, or it may have lost power or its network.
INACTIVE	Grey	No Cloud Subscription yet. Refer to Section 1.3.
PENDING	Yellow	Payment is being processed. The status updates on its own.
PAYMENT DUE	Yellow	The last payment did not go through. An Owner or Admin selects Fix payment , then Update payment card (Section 2.1).
CANCELLED	Grey	The subscription has ended. An Owner or Admin selects Subscribe to start a new one (Section 1.3).

The  menu on the card offers:

- **View device info:** the serial number, nickname, install location, activation and warranty dates, your access level, and status. Owners and Admins can select **Edit Device Info** here to rename the device or change its location.
- **Mute notifications:** stop alerts about this device reaching you (everyone; refer to Section 4.2). Select **Unmute notifications** to undo it.
- **Change device icon:** the picture on the card, chosen by what the device monitors (Owner and Admins).
- **Manage users:** who has access to the device (Owner and Admins; refer to Section 5).
- **Manage subscription:** billing for this device (Owner and Admins, once subscribed; refer to Section 2.1).

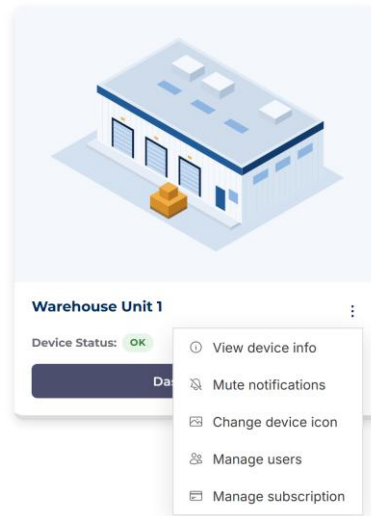


Figure 8. The  menu on a device card, as an Owner sees it

Changing the picture (Owners and Admins). Select , then **Change device icon**, choose what the device monitors (or **Not sure yet**), and select **Save icon**. Everyone with access to the device sees the same picture.

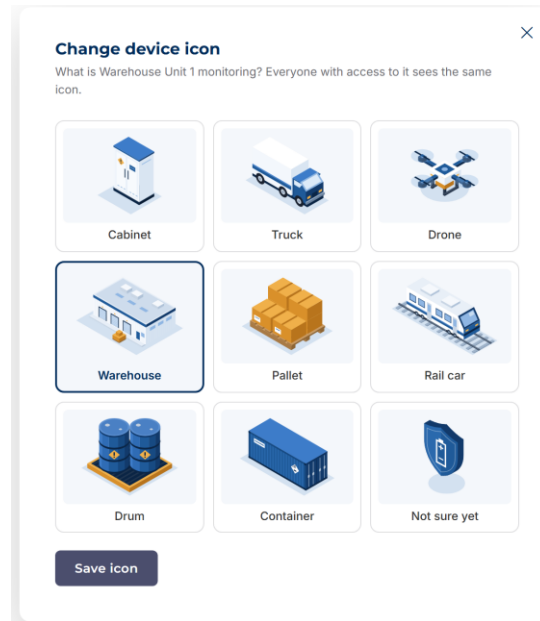


Figure 9. Choosing a device's icon

2.1 Manage Your Subscription

Owners and Admins manage a device's subscription from its card: select , then **Manage subscription**. The window shows the plan, its status, and the date and amount of the next payment. The last four digits of the card are shown only to the person who pays.

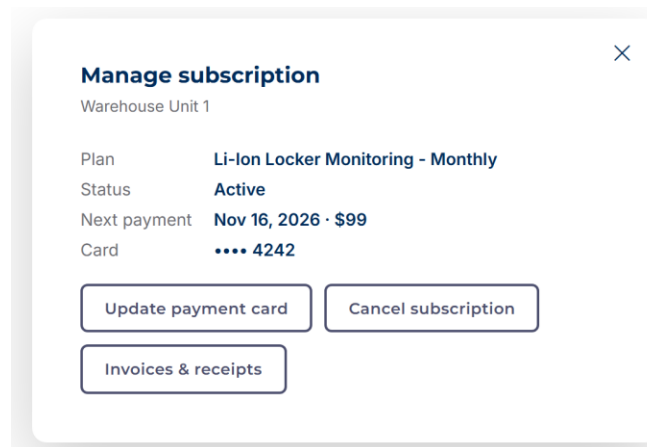
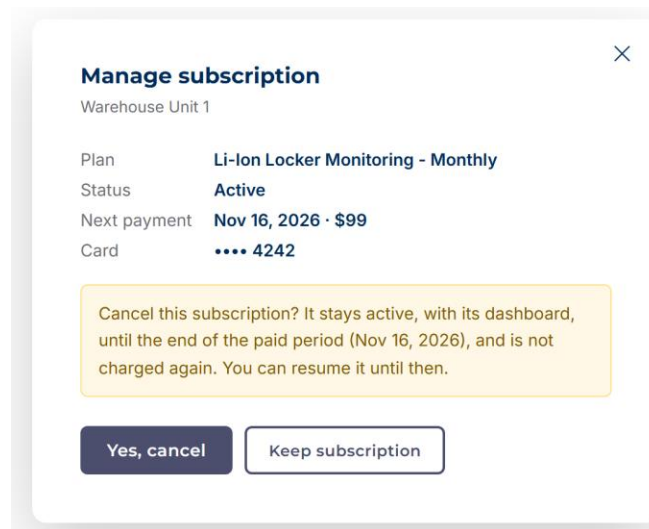


Figure 10. Managing a device's subscription

- **Update payment card:** opens Zoho's secure page, with no separate sign-in. Enter the new card and save; you return to the portal.
- **Cancel subscription:** the portal asks you to confirm. The subscription then ends at the close of the period already paid for. Until that date the device stays active, with its dashboard, and nothing more is charged.
- **Resume subscription:** shown after cancelling, until the paid period ends. Select it to keep the subscription going as before.
- **Invoices & receipts:** opens Zoho's customer portal. The person who pays receives every invoice by email and signs in there with that email address.



Manage subscription ×

Warehouse Unit 1

Plan **Li-Ion Locker Monitoring - Monthly**

Status **Active**

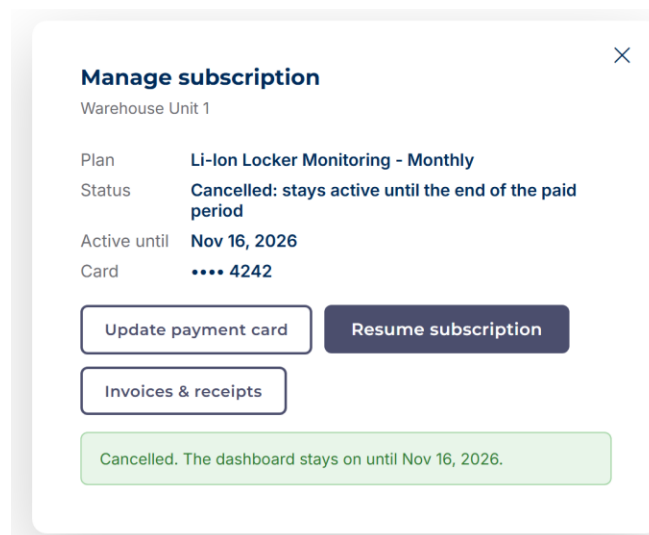
Next payment **Nov 16, 2026 · \$99**

Card **.... 4242**

Cancel this subscription? It stays active, with its dashboard, until the end of the paid period (Nov 16, 2026), and is not charged again. You can resume it until then.

Yes, cancel **Keep subscription**

Figure 11. Cancelling asks you to confirm first



Manage subscription ×

Warehouse Unit 1

Plan **Li-Ion Locker Monitoring - Monthly**

Status **Cancelled: stays active until the end of the paid period**

Active until **Nov 16, 2026**

Card **.... 4242**

Update payment card **Resume subscription**

Invoices & receipts

Cancelled. The dashboard stays on until Nov 16, 2026.

Figure 12. After cancelling: active until the end of the paid period, and Resume subscription

If a payment fails, the card shows **PAYMENT DUE** and a **Fix payment** button. Select it, then **Update payment card**, and enter a working card; Zoho then retries the payment.

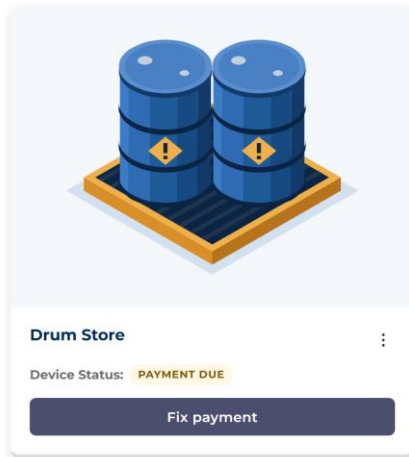


Figure 13. A device whose last payment did not go through

3. The Dashboard

Select **Dashboard** on the device card to open live readings.

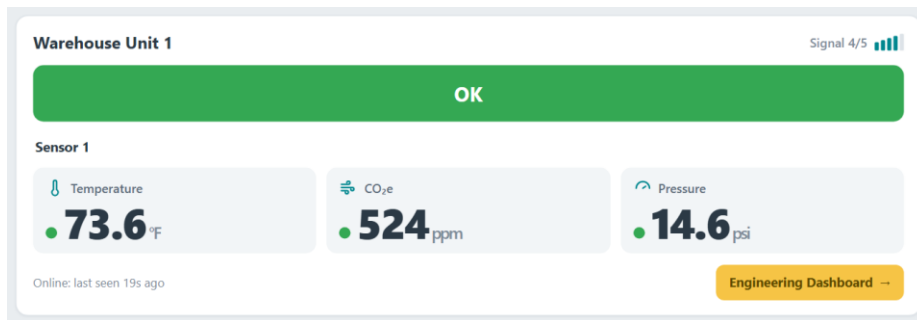


Figure 14. The dashboard for one device

The dashboard shows:

- **The status banner:** the device's current risk level. **OK** means normal.
- **Readings from each sensor:** temperature (°F), gas as a CO₂ equivalent (ppm), and pressure (psi). A unit has one or more sensors, depending on its model.
- **Signal:** the strength of the unit's network signal, out of 5.
- **Last seen:** when the unit last reported. "Online" and a recent time mean it is reporting.

The **Engineering Dashboard** button, at the bottom right, opens a more detailed view with charts and the alarm controls described in Section 4.5.

Owners and Admins can name a sensor (for example "Left bay"): select the pencil beside its name, type a name, and select **Save**. Everyone with access sees the new name.

Risk levels. The level rises as soon as any reading crosses a threshold, and returns to normal as soon as the readings drop back below it.

Level	Portal status	Notified?
Normal	OK	No
Low risk	Low	No
Medium risk	Medium	Yes

Level	Portal status	Notified?
High risk	High	Yes

The unit also shows the level with its own lights and alarm. Refer to the DNOC User Guide.

4. Alerts and Notifications

4.1 What Sends an Alert

Event	Alert sent
The unit enters Medium or High, including Medium to High	Yes
The unit has stopped reporting for 15 minutes	Yes
The unit reports again after being offline	Yes
The unit returns to normal after Medium or High (All clear)	Yes
Normal to Low, or Low back to Normal	No. Low is not an alarm.
High to Medium	No. The unit is still in alarm.

A change must last about 40 seconds before an alert is sent, so a brief flicker does not alert. Short network drop-outs of less than 15 minutes do not alert at all.

Who receives alerts: everyone with access to the device (Owner, Admins, and Viewers), unless they have changed their own notification settings or muted the device (Section 4.2). The device's Owner always receives High alarms.

Every alert is also listed under **Recent Alerts** in the portal, whether or not a notification reached you. That list is the complete record. Select **Mark seen** on an alert, or **Mark all seen**, to clear it from your count, and tick **Hide seen** to show only new ones.

Figure 15. Recent Alerts. New alerts are marked; Mark seen clears them

4.2 Your Notification Settings

Each person chooses what reaches them. Select **Notifications** at the top of the portal to choose:

- **Email and Push notifications**, on or off
- **Which alarms:** Medium and High, or High only
- **Connection:** whether to be told when a unit stops reporting, and when it is back

Select **Save settings** to keep your choices.

Figure 16. Notification settings

To silence one device for yourself only, open its **:** menu and select **Mute notifications**. A muted card says so.

NOTE: If you own a device, High alarms always reach you, whatever these settings say. Every alert is still listed under Recent Alerts.

4.3 Email Alerts

Unless you turn email off, alerts are emailed to the address you sign in with. They come from **support@esspi.com**, and the subject line names the device and the level, for example "Warehouse Unit 1: HIGH".

Add **support@esspi.com** to your safe-senders list so that alerts do not go to spam.

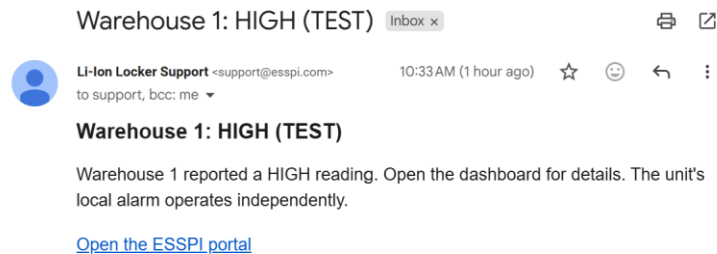


Figure 17. An alert email. The subject names the device and the level

4.4 Phone and Computer Notifications

You can also receive alerts as notifications on your phone or computer. Turn them on separately on each device you use.

Android phones, and computers (Chrome, Edge, Firefox, Safari):

1. Sign in to the portal in your browser.
2. In the **Recent Alerts** header, select **Notify me**.
3. When your browser asks, select **Allow**.

The button changes to **Notifications on**. To stop them, select **Turn off**.

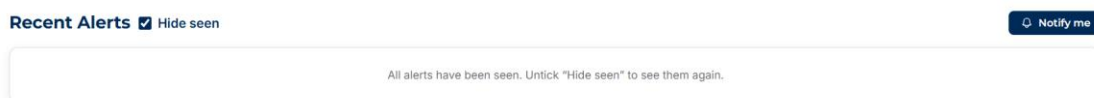


Figure 18. Notify me, in the Recent Alerts header

iPhone and iPad: Apple delivers notifications only to websites added to the Home Screen.

1. Open **esspi.com/portal** in **Safari**.
2. Tap **Share**, then **Add to Home Screen**, then **Add**. An **ESSPI** icon appears on your Home Screen.
3. Open the portal from the **ESSPI** icon (not from Safari), and sign in.
4. Tap **Notify me**, then **Allow**.

Recent Alerts ☒ Hide seen

To get alerts on iPhone or iPad, tap **Share** then **Add to Home Screen**, and open the portal from there.

All alerts have been seen. Untick "Hide seen" to see them again.

Figure 19. On an iPhone, the portal shows how to add it to the Home Screen first

NOTE: If the portal says notifications are blocked, you declined the permission earlier. Allow notifications for esspi.com in your browser or phone settings, then reload the portal.

WARNING: Email and phone notifications are a convenience, not a safety system. Delivery depends on your network, your email, and your phone. The unit's own alarm works without the internet. Never rely on a notification to learn about an alarm.

4.5 Responding to an Alarm

When the unit reaches Medium or High:

1. If you see smoke, fire, or venting, or hear the horn and cannot safely confirm the cause, **evacuate the area and call emergency services**. Do not approach the unit to investigate a suspected thermal runaway.
2. Follow your facility's emergency response plan for lithium-ion battery incidents.
3. When it is safe to do so, check the readings and their trend on the dashboard.
4. To silence the horn, an Owner or Admin opens the dashboard, selects **Engineering Dashboard**, and selects **Horn Mute**. Muting silences the horn only; it does not change the risk level or stop the warning light or notifications.
5. When the readings are back below the alarm level, the portal returns to normal and everyone receives the **All clear**. The unit keeps its own alarm on until it is acknowledged: an Owner or Admin opens the dashboard, selects **Engineering Dashboard**, and selects **Acknowledge**.

Viewers cannot mute or acknowledge. If you are a Viewer, ask an Owner or Admin.

5. Users and Getting Help

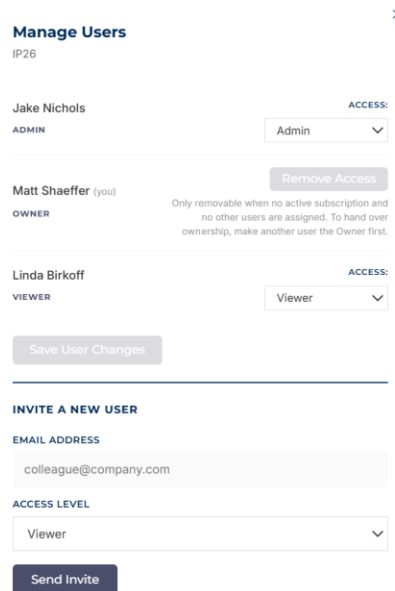
5.1 Access Levels

Each device has exactly one **Owner**, normally the person who activated it. **Admins** manage the device day to day. **Viewers** can see everything but change nothing.

Capability	Owner	Admin	Viewer
See status, readings, the dashboard, and alerts	Yes	Yes	Yes
Receive email and phone alerts	Yes	Yes	Yes
Acknowledge alarms and mute the horn from the portal	Yes	Yes	No
Rename the device and edit its location	Yes	Yes	No
Start or manage the Cloud Subscription	Yes	Yes	No
See who has access	Yes	Yes	No
Invite or remove Viewers	Yes	Yes	No
Invite or remove Admins	Yes	No	No
Change someone's access level	Yes	No	No
Transfer ownership	Yes	No	No

5.2 Inviting Someone

On the device card, select , then **Manage users**. The window lists everyone with access and their access level; your own entry is marked **(you)**.



Manage Users ×

IP26

Jake Nichols
ADMIN ACCESS: Admin

Matt Shaeffer (you)
OWNER Remove Access

Only removable when no active subscription and no other users are assigned. To hand over ownership, make another user the Owner first.

Linda Birkoff
VIEWER ACCESS: Viewer

Save User Changes

INVITE A NEW USER

EMAIL ADDRESS
colleague@company.com

ACCESS LEVEL
Viewer

Send Invite

Figure 20. Manage Users, as seen by the Owner. The invite form is at the bottom

1. Under **Invite a New User**, enter the person's email address.

2. Under **Access Level**, select **Viewer** or **Admin**. Only the Owner can invite an Admin.
3. Select **Send Invite**.
4. Ask the person to sign in to **esspi.com/portal** with that same email address, or to select **Create Account** with it if they are new. The device appears when they sign in.

NOTE: If a message says the invite email could not be sent, access has still been granted. Tell the person yourself.

Changing someone's access level, removing someone, and transferring ownership are covered in the DNOC User Guide, Section 3.7.

5.3 Getting Help

Contact **ESSPI support** at **support@esspi.com**, or use the support form at the bottom of the portal. You can also reply to any alert email.

Please include the device name and serial number (shown under : > **View device info**), what you see in the portal and on the unit, and when it started.