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NOX

After-hours HVAC scheduling made easy

Welcome to 7NOX!

Thanks for choosing 7NOX as your after-hours HVAC booking solution! Your tenants can now easily schedule and manage their own after-hours HVAC requests from their desktop or mobile device.

Go Mobile!

With the 7NOX mobile app, you can schedule on-the-go!

Download on the **Apple Store** or on **Google Play**.

How to Use This Guide

In this **Manager Guide** you will find everything you need to quickly master the 7NOX desktop app. (**Note**: Guides for the 7NOX mobile app can be found on the website **Training Page**).

TIPS AND TRICKS

Look for these special information boxes to gain knowledge and tips about using 7NOX.

NOX NOTE: These notes provide special information about features and functions of the 7NOX interface.

Pro Tips give you useful strategies for using 7NOX to get more functionality and performance.

HOW-TO VIDEOS

Throughout this Guide, you will find links to training videos within each section. These videos demonstrate how to perform specific tasks. Use them to support your learning.
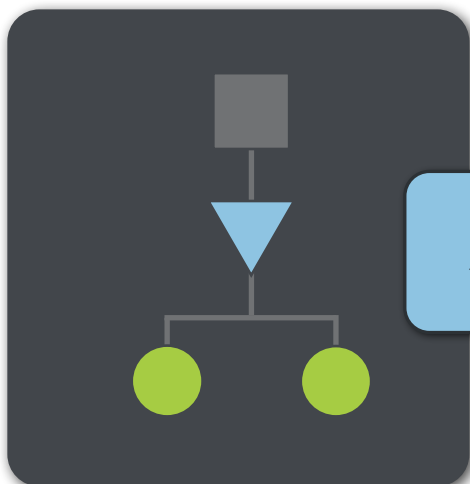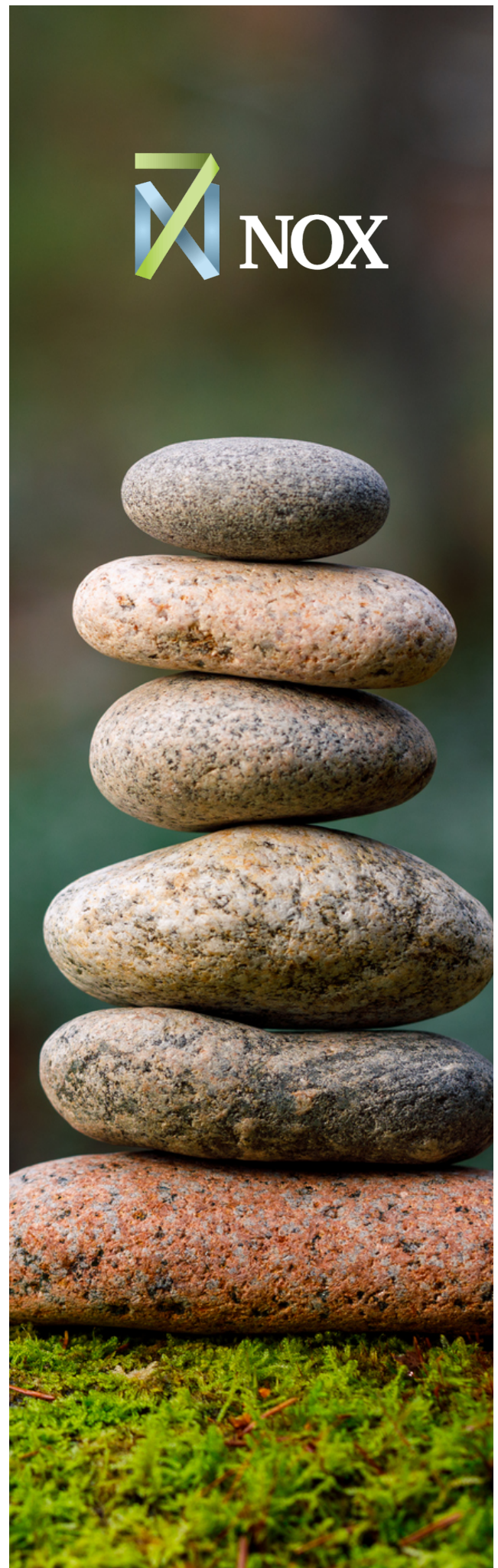
Look for this button

VIDEO>

TROUBLESHOOTING

Use the Troubleshooting Chart at the end of the Guide to solve common issues.

Contents

System Requirements

Apple OS   iOS 11.2 or +
Android OS Android 4.0.3 or +
Browser   Internet Explorer 11+, Firefox 59.0.2+, Chrome 67.0.3396.87+

Login to 7NOX Portal

You should have received an email with your login credentials and a URL (e.g., us.7nox.com). If not, email us at **info@opsyssolutions.com**. Otherwise, navigate to the 7NOX portal URL and login. For security, we recommend you change your pre-assigned password after login.

Calculate Your Hourly Rate

Have you figured your hourly rate for bookings yet? If not, get started with our **After-Hours Rate Calculator**. While every property and tenancy is different, the Calculator can be a helpful guide in identifying common charges that make up this important charge.

Start Learning

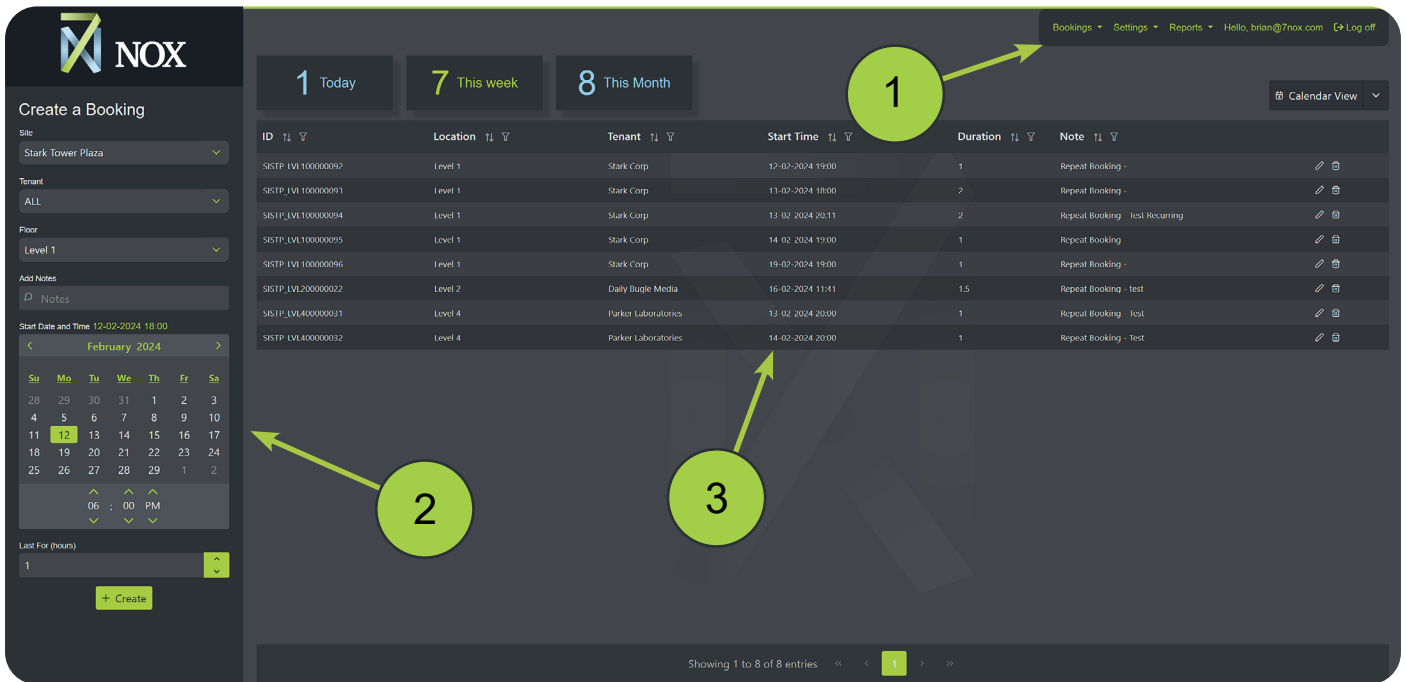Our **Training Page** contains a complete library of 7NOX guides and videos.

User Training

Tenant Welcome Guide—Email to tenants for a quick intro to 7NOX.
7NOX User Guide—Comprehensive training guide for tenants.
7NOX Mobile App Guide—How to use the 7NOX app for iOS and Android.

7NOX Dashboard Overview

1 **Main Menu**—Contains menus for Bookings, Managers, & Reports.

2 **Create Area**—The left-hand side of the Dashboard is where you will create and edit bookings, logins, tenants, floors, holidays, reports, and histories.

3 **Display Area**—Searchable list of all bookings, logins, tenants, floors, holidays, reports, and histories.

Changing Your Password

VIDEO>

1. Click on your username on the Main Menu.
2. Enter your current password and choose a new one.

NOTE: Passwords must contain one upper case, one number, and one special character.

Create a Booking

Location: **Main Menu > Bookings > Single Booking**

1. Set the desired site, tenant, and floor
2. (Optional) Add a note
3. Choose a date and time
4. Enter the number of hours
5. Hit the "Create" button

VIDEO>

Create Repeat Booking

Location: Main Menu > Bookings > Repeat Booking

1. Set the desired site, tenant, and floor
2. (Optional) Add a note
3. Choose day(s)
4. Set start time
5. Enter duration (hrs)
6. Set a start and end date
7. Hit the "Create" button

Pro Tip: The Start and End dates for your repeat bookings are a handy feature for holidays or special events where repeat bookings are temporary.

Calendar View

The **Calendar View** feature is an intuitive and visual way for users to quickly make single bookings. The default view for the **Display Area** is the **Table View**. You can switch to the Calendar View by hitting the "Calendar View" button.
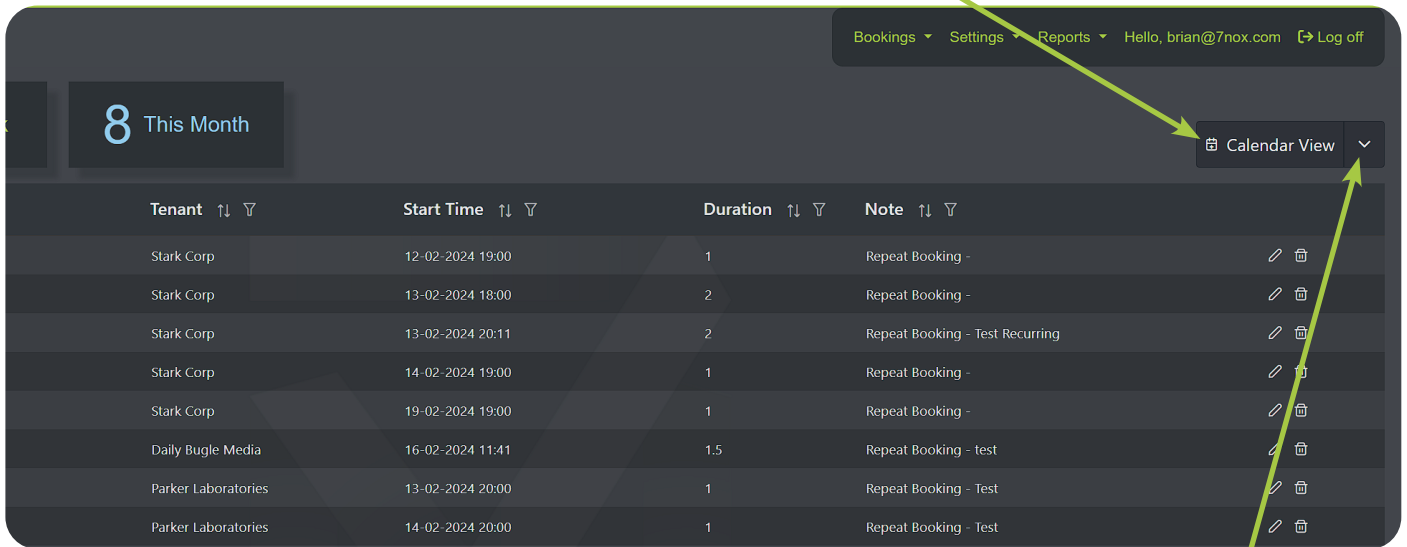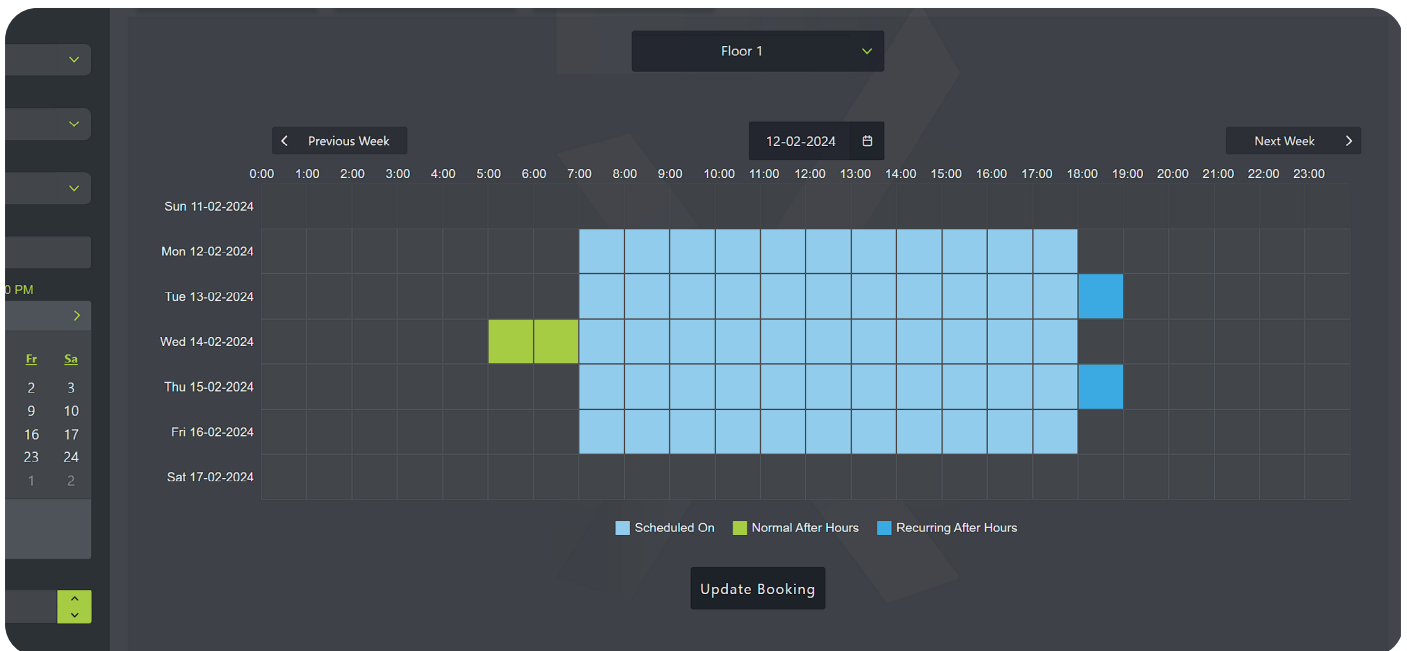

The **Calendar View** button also gives users access to your site's **Occupancy Times**, **Floor Plans**, and the **Event Log**.

The Calendar View has three different time types:

- **Scheduled On:** Site operating hours. Bookings *CAN'T* be made.
- **Normal After Hours:** Single booking times. Bookings *CAN* be made.
- **Recurring After Hours:** Recurring bookings. Single bookings *CAN'T* be made.

Create a Booking (Calendar View)

Location: **Calendar View Button**

1. Navigate to the desired week
2. Click available squares for day(s) and time(s)
3. Hit the "Update Booking" button
4. Choose "Yes" in the popup window to save changes
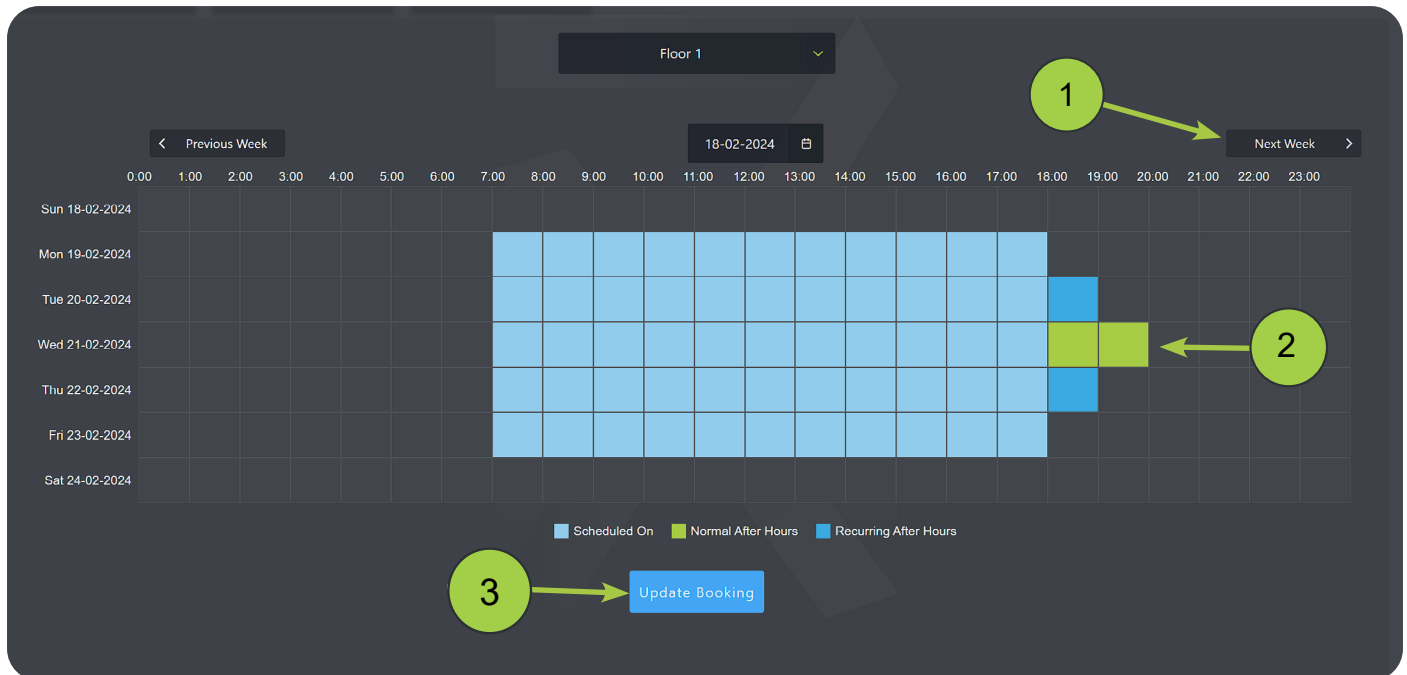
After creation, your booking will be visible in the default **Table View**, where you can add notes, edit times, etc.

NOX NOTE: Users can only make single bookings in the **Calendar View**. Recurring bookings must be made in the default **Table View**.
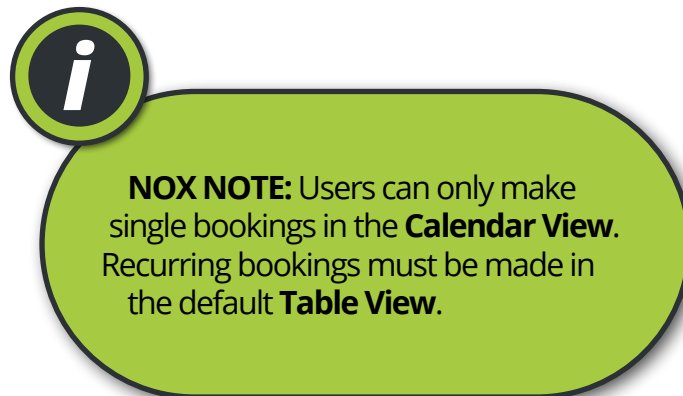
Site Manager

Location: **Main Menu > Settings > Site Manager**

The Site Manager lets you manage your contact info, occupancy times, costs, and other settings.

Contact Information

It's important to keep your Site's phone number up-to-date.

Alarm Email Enable notifies someone, like an engineer, if the system goes offline.

Include any emails to receive automated monthly reports. You can add multiple emails by separating them with a semicolon.

NOX NOTE: You cannot modify your Site ID.

NOX

Edit Site

Site ID
SI

Site Name
Stark Tower Plaza

Contact Person
Tony Stark

Phone Number
(555) 123-4567

☑ Alarm Email Enable
engineering@starkindustries.com

Email Report Destination
tony@starkindustries.com

Occupancy	Cost	Others

Day	Start	Stop
☑ Mon	07:00	18:00
☑ Tue	07:00	18:00
☑ Wed	07:00	18:00
☑ Thu	07:00	18:00
☑ Fri	07:00	18:00
☐ Sat	07:00	18:00
☐ Sun	07:00	18:00

1. Click your Site in the Display Area
2. Hit the Edit button
3. Adjust the days, start and stop times
4. Hit the Update button.

VIDEO>

The Cost tab in the Site Manager is where you can adjust your fixed rate, taxes, and fees.

1. Click the Cost tab
2. Adjust your Price Per Hour or kWh
3. (optional) Add any Fees & Taxes
4. Set your Hourly Increment (see below)*
5. Hit the Update button.
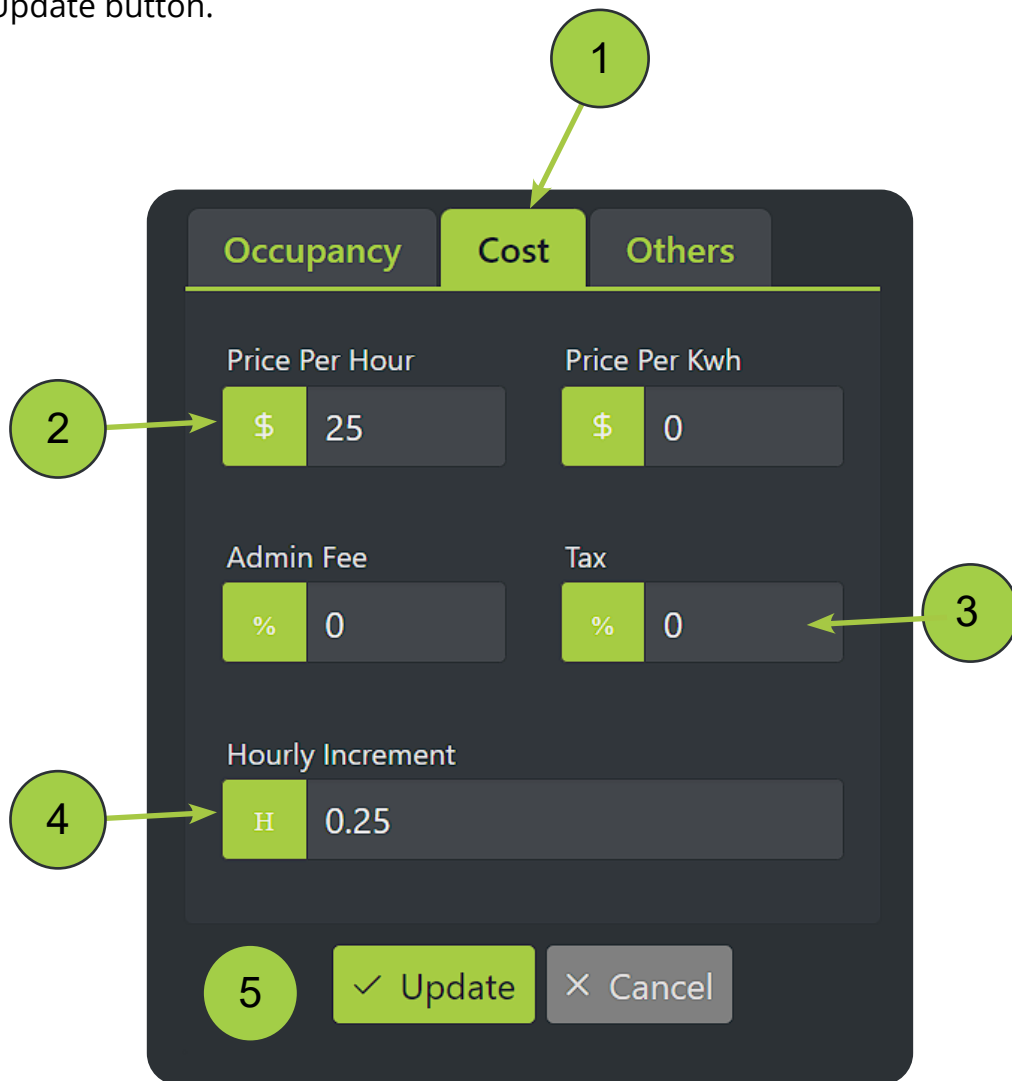
*Your Hourly Increment determines the time increments your Users can advance while making bookings. Setting a value of "1" will let Users make bookings in one hour increments, a value of "0.5" will result in thirty minute increments. The Site in the example above allows for 15 minute increments ("0.25").
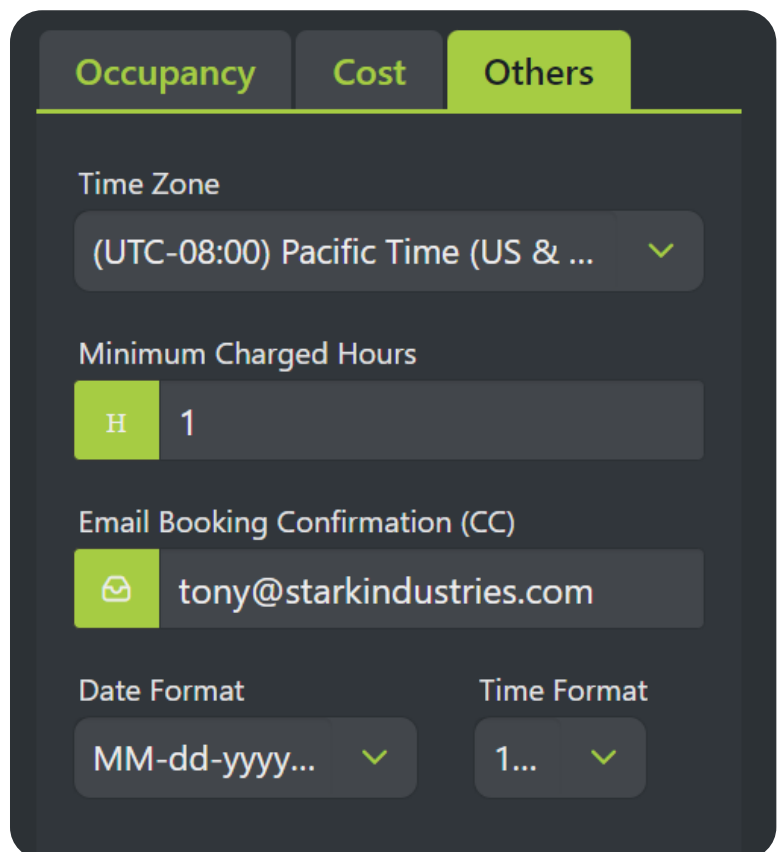
The Others tab in the Site Manager is where you can set your time zone, minimum charged hours, email confirmations and date/time formats. Here are the definitions of the settings in the Others tab.

Time Zone—The time zone you want to use for your Site. If your Site contains multiple offices, you'll need to keep this time in mind when setting up Holidays.

Minimum Charged Hours—The minimum amount of time you will charge per booking. The example Site below has a MCH of 1. Therefore, any User making a booking less than one hour will still be charged a minimum of 1 hour.

Email Booking Confirmation—The email entered will be cc'ed on any confirmation emails. Sites with high after-hours usage can generate many emails, so keep this in mind when cc'ing others.

Date & Time Fomats—Set your desired formats for dates. Choose between 12 and 24-Hour time.

| Occupancy | Cost | Others |

Time Zone
(UTC-08:00) Pacific Time (US & ...

Minimum Charged Hours
H 1

Email Booking Confirmation (CC)
tony@starkindustries.com

Date Format
MM-dd-yyyy...

Time Format
1...

Pro Tip: Use your fixed rate, taxes, and fees to re-coop costs like accelerated depreciation of your HVAC equipment.

Tenant Manager

Location: **Main Menu > Settings > Tenant Manager**

Tenants are the companies and organizations leasing space in your site (e.g., AAA Auto Insurance). In the Tenant Manager, you can create and manage tenants, apply occupancy and cost overrides, and set the tenant's time zone.

Create New Tenant

1. Enter tenant name.
2. Add tenant email.
3. Add tenant phone numbers.
4. (Optional) Add Occupancy and Cost overrides.
5. Hit the "Create" button.

Tenants in 7NOX are never deleted from the system. If you want to remove a tenant, set their status to **inactive**.

VIDEO>

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Occupancy Overrides give you more control by letting you customize after-hours times for specific Tenants.

By ticking the **Occupancy Override**, you are overriding your Site's business hours *only for the tenant*. This allows them to book after-hours HVAC for *any time or day*.

You may also override the **Occupancy Override** by ticking boxes next to the desired days and times. This essentially redefines the occupancy times for the tenant. Users can only book after-hours *outside these times and days*.

In this **example,** the tenant will **NOT** be able to schedule after-hours on Tuesdays and Thursday between 6:00 and 18:00.

	Occupancy	Timezone	Cost

☑ Occupancy Override

Day	Start	Stop
☐ Mon	06:00	18:00
☑ Tue	06:00	18:00
☐ Wed	06:00	18:00
☑ Thu	06:00	18:00
☐ Fri	06:00	18:00
☐ Sat	06:00	18:00
☐ Sun	06:00	18:00

NOX NOTE: Changing the occupancy settings requires you to check and update any existing bookings to correct discrepancies.

By ticking the **Cost Override**, you are overriding your Site's hourly rate *only for the tenant*. This lets you to customize charges based on Tenant need.

The override also lets you charge customized Admin Fees and Tax rates if needed. In this example, the Tenant is charged $35/hr instead of the Site charge of $25/hr.

	Occupancy	Timezone	Cost

☑ Price Override

Price Per Hour	Price Per kWh
$ 35	$ 0

Admin Fee
% 2

Tax
% 8

Login Manager

Location: **Main Menu > Settings > Login Manager**

The Login Manager lets you can **create, edit or delete** new or existing users. You can manage passwords, and assign each User to a specific site or tenant. There are three different levels of User Accounts: **Manager**, **Coordinator**, and **User**.

Managers

Intended for FMs and owners. Managers are assigned to sites and can create, delete, or change everything within those sites. Managers can create Coordinators, Users, and other Manager logins.

Coordinators

Intended for Tenant office managers or similar roles. Coordinators are assigned to specific tenancies and can only create, delete, or change all bookings and Users within those tenancies.

Users

Intended for Tenant employees. Users are assigned to specific sites and floors and can only create, delete, or edit bookings for them.

1. Enter User email and password
2. (Optional) Force User to change their password.
3. (Optional) Activate "Send Email" to send Users their login credentials.
4. Assign the User's access rights (i.e., Manager, Coordinator, User).
5. "Access Status" is enabled by default. You can disable it at anytime.
6. Assign the User a Site and Tenancy (**see pg 19 & 20**).
7. Hit the "Create" button.

Create a Login

Username

email address

Password

password

Force Password Change   **Send Email**

No   No

Access Right ?   **Account Status**

User ⌄   Enabled

Assigned Site

No Record
Click to Assign Sites

Assigned Tenant

No Record
Click to Assign Tenants

+ Create

VIDEO>

Assigning Users to Sites

1. Select the Site you want to assign to the User.
2. Click the single arrow button.
3. The Site will move from Available to Selected.
4. Hit the Close button.

Pro Tip: Selecting the double arrow button will assign ALL Sites at once, saving you time.

1. Select the appropriate Site from the dropdown.
2. Select the Tenant(s) you want to assign to the User.
3. Click the right-facing single (or double) arrow button.
4. The Tenant will move from Available to Selected
5. Close the popup.

NOX NOTE: To unassign Users, use the left-facing arrows to move from Selected to Available.

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NOTE: Disabled users remain in the 7NOX system to ensure reporting accuracy. Therefore, 7NOX Users are never "deleted". If you receive an error message saying "User already exists" when creating a Login account, that means the User account status is set to "Disabled". To renable the account, simply find the User and set the account status back to "Enabled".

There are two ways to remove a User:

1. Click the trashcan icon next to the User　　**OR**
2. Set the User's account status to Disabled.
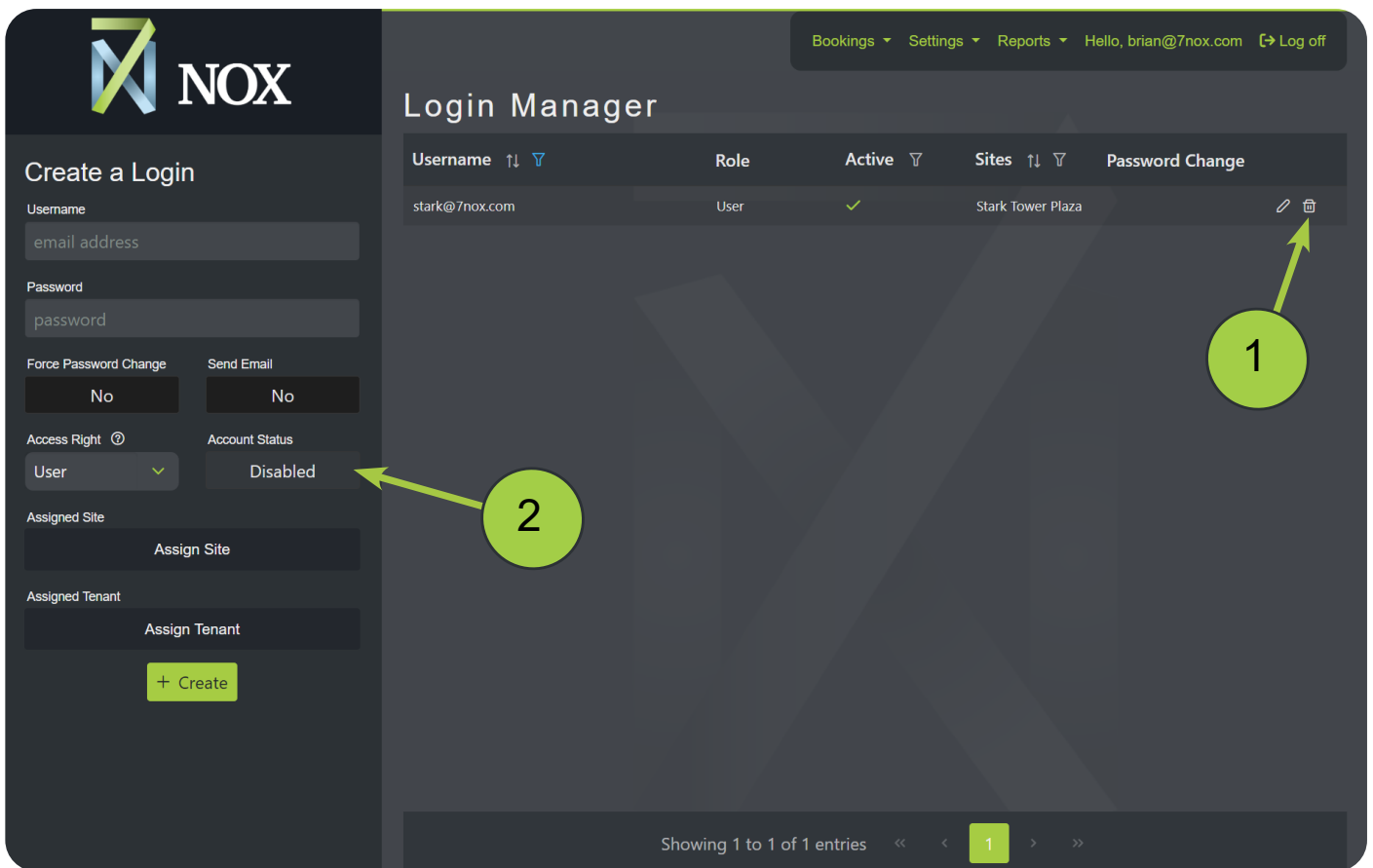
Pro Tip: Use search filters to quickly locate a login account by its username.
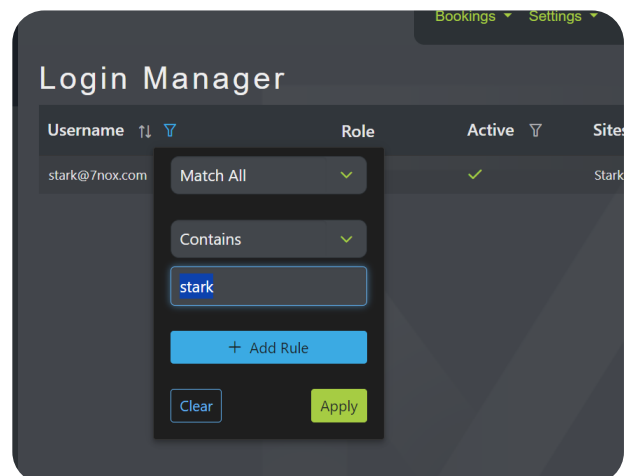
Floor Manager

Location: **Main Menu > Settings > Floor Manager**

Floors are the designated floors, areas, and zones Tenants lease in your site. Use the Floor Manager to create new floors, add price overrides, and upload floor plans.

1. Choose the site
2. Add a Tenant
3. Create a unique Floor Code.
4. Add a Floor Description
5. (Optional) Upload a Floor Plan
6. (Optional) Add a Price Override
7. Hit the Create button.

i

NOX NOTE: The **Price Override** option lets you set a specific hourly rate for a Floor.

VIDEO>

Create a Floor

Site
BlueWave Solutions   1

Tenant
01_Widget Maker   2

Code
27   3

Description
Level 12   4

Floor Plan   **Upload (PDF)**
No   ⬆   5

Cost

☐ Price Override   6

＋ Create   7

1. Tick the Price Override box
2. Enter a Price Per Hour or Price Per kWh
3. Hit the Create button.

Pro Tip: Using a **Price Override** can help you charge special rates for an entire Floor. For example, a data center that requires 24/7 HVAC service.

Create a Floor

Site

BlueWave Solutions

Tenant

01_Widget Maker

Code

27

Description

Level 12

Floor Plan   **Upload (PDF)**

No

Cost

1   ☑ Price Override

Price Per Hour   **Price Per Kwh**

2    $ 25 $ 0

3   + Create

Adding a Floor Plan provides tenants a handy map of zones when making their bookings.

1. Click the Upload PDF button (pop-up will appear)
2. Upload a PDF file
3. Hit the Create/Update button

Pro Tip: Use the Floor Plan button to control tenant visibility. Visibility is set to "Yes" by default. Setting it to "No" will hide the Floor Plan from from the tenant.

Holiday Manager

Location: **Main Menu > Settings > Holiday Manager**

The Holiday Manager is where you can add public holidays (e.g., Labor Day) that run during your normal business hours/days. Tenants will be able to make bookings on those days.

1. Choose the site
2. Select your Date
3. Add a description
4. Hit the Create button.

VIDEO>

NOX NOTE: Instead of creating a holiday for every site within the same time zone, simple check "Apply holiday to same time zone".

Energy Manager

Location: **Main Menu > Settings > Energy Manager**

If you're charging tenants a **Price per kWh instead** of a **Price Per Hour**, you can manage your energy points and rates in the Energy Manager.

1. Choose the site
2. Create a Code or Point Name
3. Assign the Tenant
4. Add a description
5. Add a Price per kWh
6. Add a Fixed Charged Runtime
7. Hit the Create button.

Each Energy Point is assigned to a specific zone, level or piece of building equipment (ex. chiller) in your property.

The 7NOX system reads the exact energy consumed, then uses your Price per kWh and any fixed charges to calculate the total after-hours charges for your tenants.

VIDEO>

Creating Reports

Location: **Main Menu > Reports > Report**

Reports are intended as proper tenant invoices for after-hours HVAC charges and are automatically emailed to managers each month at PDFS. However, you can create a report at any time.

Within reports, you can view the dates and times of individual bookings along with the users who made them. Reports are also customizable. You can add your own company logo, so tenants can be reassured they're getting utility invoicing from you.

1. Select the site
2. Select a report type
3. Chose a tenant
4. Set a Start and End Date
5. Hit the Submit button.

VIDEO>

Reports list each booking, taxes, fees, and total costs for the selected date range. You can export a Report as a PDF.

NOX NOTE: You can add your company's logo to your Reports in the Site Manager. Click the photo icon and upload your logo in a PNG file.

Generating Histories

Location: **Main Menu > Reports > History**

Histories exist as spreadsheets and are intended for higher level data analysis. You can manually run a history at any time, either for a tenant or an entire site. Histories make it easy to report on after-hours usage for energy ratings systems such as LEED or neighbors. The history will list booking IDs, location, tenant, start time, duration and any notes. You can use column filters to further narrow your search results

1. Select the site
2. Chose a Tenant (or "All" for site)
3. Set a Start and End Date
4. Hit the Submit button.

Pro Tip: Generating Histories can be a handy source for energy rating programs like NABERS that require overtime hours be recorded separately from normal business hours.

After generating your History report, further refine the results using column filters. Export the filtered list as a CSV file.

Pro Tip: Use column filters to locate all bookings for a specific floor.

Site Summaries & Custom Email Reports

You also have access to two other types of reports: **Site Summaries and Custom Emails.**

Site Summaries contain total after-hours usage and costs *broken down by tenant for an entire site* (see below). These reports give you a high-level glance at your site as a whole, or to quickly identify heavy after-hours users, from occasional users.

Custom Email Reports are a combination of tenant reports and site summaries. You can generate these reports at any time and email to anyone you wish. **Note:** these are not automated reports, rather, they are generated as one-offs that contain invoices for all tenants along with a single site summary. Every email entered into the email field will receive a custom email report. Remember to separate each email address with a semicolon.

Stark Tower Plaza

Afterhours Aircon Summary

| Summary | | | | | Period: | 01-Feb-2024 to 27-Nov-2024 |
| Minimum of 1 hours charge | | | | | Site: | Stark Tower Plaza |

Tenant	Duration (Hours)	Tax	Admin Fee	Energy Cost	Used Time	Total
Banner Research Labs	4.0	$16.8	$10.0	$0.0	$200.0	$226.8
Daily Bugle Media	16.5	$0.0	$16.5	$0.0	$330.0	$346.5
Nelson & Murdock Law Offices	1.0	$0.0	$1.0	$0.0	$20.0	$21.0
Rand Enterprises	89.0	$0.0	$89.0	$0.0	$1780.0	$1869.0
S.H.I.E.L.D.	1.0	$0.0	$1.0	$0.0	$20.0	$21.0
SI Vacant Tenancy	4.0	$0.0	$4.0	$0.0	$80.0	$84.0
Wakandan Consulate	2.0	$0.0	$2.0	$0.0	$40.0	$42.0
	117.5	$16.8	$123.5	$0.0	$2470.0	$2610.3

Troubleshooting Chart (Desktop)

Can't sign into account

- Wrong Username → Reset Username
- Wrong password → Reset password
- Wrong URL → Sign into 7NOX Portal, NOT 7nox.com

Can't make booking

- Not Assigned Tenant → Assign User to Tenant
- Not Assigned Site → Assign User to Site
- Site Device Offline → Call Tech Support
- No Holiday Created → Create Holiday

Can't View Tenant

- Not Assigned Tenant → Assign Tenant

Didn't Receive Monthly Emails

- Email Not Listed in Email Report Desgination → Add Email

Can't Create New Login

- Email Already Used → Choose New Username / Enable Account Status

Document Revisions

This document is version controlled via the use of revision numbers. The revision numbers will be incremented each time the document is changed. A minor revision will be indicated by a change to the number to the right of the point, such as from 1.1 to 1.2. Normally the document will only be formally re-distributed when the major version changes, indicated by a change in the number to the left of the point, such as from 1.2 to 2.0.

Revision	Date	By	Comments
1	19/01/2018	OpSys Solution Ltd	Release
1.1	13/10/2021	OpSys Solution Ltd	2.5 Updates
1.2	27/02/2022	OpSys Solution Ltd	Interface Updates
1.3	10/05/2023	OpSys Solutions Ltd	3.0 Interface Updates
2.0	11/03/2024	OpSys Solutions Ltd	v3.0.20 Updates
2.1	27/11/2024	OpSys Solutions Ltd	v3.2.1

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