



ClientApp



The perfect app for system integrators

HOOC CLIENTAPP

Designed for the remote management of your technical sites, the HOOC ClientApp is the perfect tool for system integrators. It allows to access your sites over VPN, monitor their status, adjust setpoints and analyze trend data.



Additionally, you can customize alarm notifications for each site, choosing from push notifications, emails, voice calls, or SMS alerts. You can easily acknowledge or pause incoming alerts and even mute specific alarm receivers. These advanced features empower you to maintain full control over your systems, ensuring smooth technical operation and efficient maintenance.

Compatible with Windows, macOS, iOS, and Android, the HOOC ClientApp caters to a wide range of professionals, including building engineers, technical managers, and automation specialists.

DOWNLOAD

Download your ClientApp from Google Play, App Store or the HOOC ManagementPortal (see Downloads) and log in with your user data (identical to those from the HOOC ManagementPortal).

LOGIN

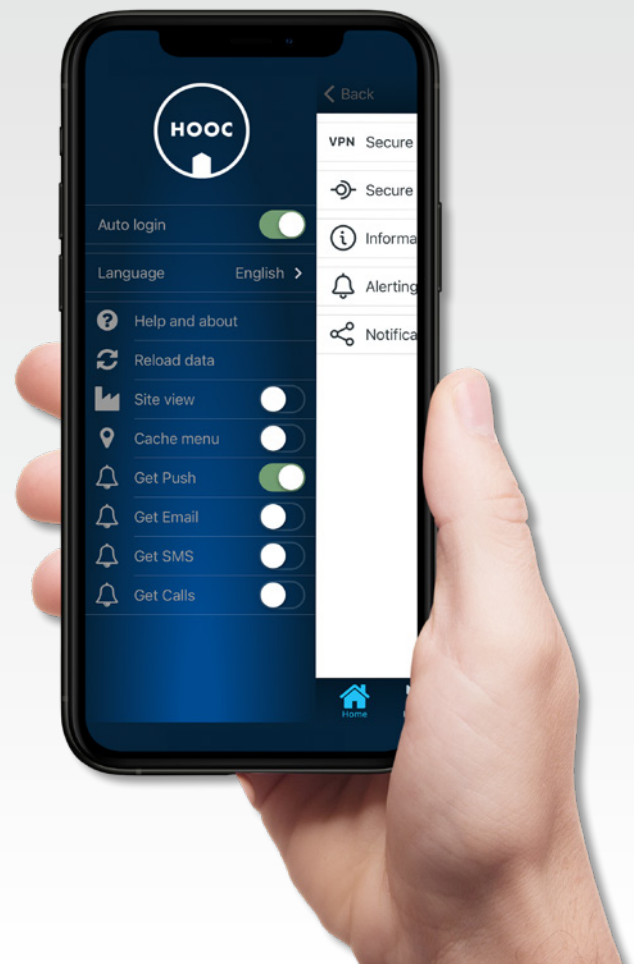
If you do not wish to log in manually, go directly to the automatic login.

CONFIGURE

Under «More» you can also customize the language, update your data and define the alert channel. Under the «Site view», all systems will be displayed at the same level (i.e. without subdivision). If you have activated the «Cache menu» feature, the app will restart at the last view rather than the standard menu.


MANAGE

In order to manage your sites from remote, please find more helpful information on the following pages.





HOME

Here you will find an overview of all the sites and site groups you are in charge of. If you swipe the relevant field  to the right, the important contact details and/or the system number will appear.



FAVORITES

By swiping left, you can save a specific site or site group as a favorite. Such a list of favorites is particularly useful if you manage many different sites.

SERVICES




If you tap on a field of a site group, all sites belonging to this infrastructure will appear. If you click on one of these sites, you can see the connected services.

Among others, the services include Remote Access (VPN), Remote Control, Secure Proxy (web access) and Alerting. All services can be individually activated in the HOOC ManagementPortal by the system integrator.

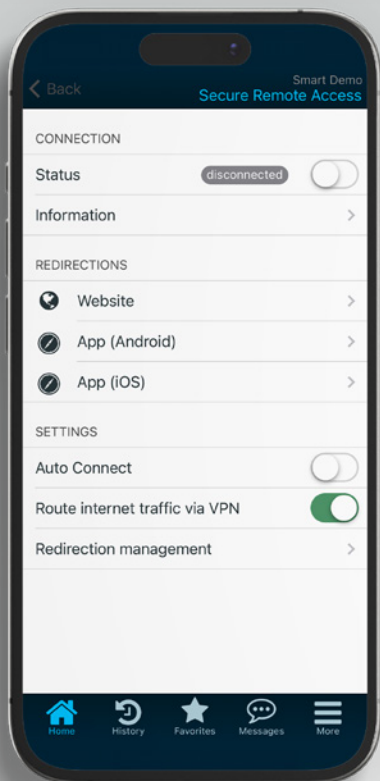


HISTORY, FAVORITES, MESSAGES & MORE

In the menu bar at the bottom right of the home page, you see the icons for your history and favorites, for your messages and other settings.

In your history  you will find a list of the devices recently connected via VPN. If you click on one of these, the services connected to it will also appear. The same applies to your favorites, which you have previously defined under «Home» and which are now displayed under . The Messages  contain your digital mailbox with all your notes, information, alerts, reports and webshop notifications. As mentioned before, you can also make additional basic settings under «More». These include automatic login, language settings and the definition of alert channels (email, SMS, call or push message).

This service includes secure remote access over VPN to all your sites and systems.



CONNECTION – STATUS

With this feature, you can activate the VPN connection manually. If you want it to be established automatically, go further below to settings – «Auto Connect».

CONNECTION – ACCESSES

Please note that you are entitled to a limited number of simultaneous accesses depending on your license. This means that if several people want to access the same system or use the VPN at the same time, it may not be possible to establish the connection.

SETTINGS – INTERNET TRAFFIC

If this item is activated, not only the system access but all Internet traffic runs via the VPN tunnel.

REDIRECTIONS

If configured that way, the redirections (e.g. a website or external application) will be displayed here. Instead of activating it manually, you can also set up an automatically under settings – «Redirection management». The possible destination option will then be displayed directly.

This service provides an overview of all site values. It is only displayed if it has been activated and configured in advance by the system integrator in the HOOC ManagementPortal.

DATA POINTS

If one of the bars or icons appears red, this means that its value has not been updated for a certain period of time.

TREND DATA

If you swipe the corresponding field to the right, the trend data icon will appear. By clicking on it, the actual values of the last few hours will be displayed. For an extended overview of your trend data (weeks and months), please go to the HOOC ManagementPortal.






SECURE PROXY

With the Secure Proxy service, you can safely access company websites or end devices (e.g. web cameras, personal computers, etc.).




INFORMATION BOARD

Under  you will find further site-related information such as protocols and more. The Information Board is only displayed if it has been activated and configured by the system integrator in the HOOC ManagementPortal.




ALERTING

Under  you will see a list of the alarm rules previously configured in the ManagementPortal. By swiping to the right, you can pause or acknowledge them. By clicking on the alarm rules, you will find the most recent five alerts. The alarm service is also only displayed if it has been activated and configured in advance by the system integrator in the HOOC ManagementPortal.



NOTIFICATION CENTER

The Notification Center  basically shows you all the people who will be informed in the event of a malfunction according to a predefined rule. If you swipe the corresponding rule to the right, you can pause or completely deactivate it. You can also activate/deactivate the recipients by swiping them to the right.

CONTACT

HOOC AG

Torweg 8 | 3930 Visp
+41 27 948 46 00

info@hooc.ch

www.hooc.ch

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