



June 2016



- rCloud Beta app overview
- How to download the app.
- How to activate your rCloud account.
- Options to connect your DM32 gauge to rCloud.
- How to report bugs and feature requests to Retrotec.
- The costs associated with rCloud and when they will take effect.



Please email your questions, features or issues to:

rCloud@retrotec.com

Please include some basic information like ...

- rCloud version.
- What device were you were using.
- Type of WiFi and/or internet connection.
- What were you doing when when the issue occurred.
- Anything else that can help diagnose the issue.

Requirements



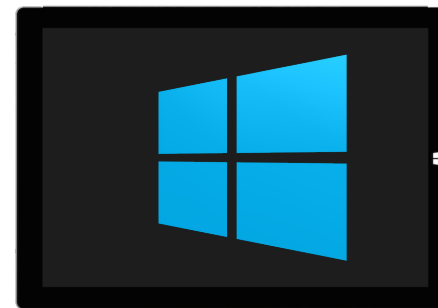
DM32
WiFi enabled

+



rCloud
account

+



Windows tablet or PC
Running 8.1 or 10



Windows Phone

Current beta version only works
on a Windows Tablet or PC.



Coming soon



DM32
WiFi enabled





Android Tablets and Phones
Late summer 2016



Apple iPads and iPhones
Late summer 2016



Getting started

- Download and install the rCloud app.
- Setup your rCloud account.



Getting started

- Download rCloud.
 - Download directly from Microsoft's Store



Select the Store icon and
search for "Retrotec" or "rCloud"

Works on Windows 8.1 and 10

Setting up your rCloud account

- A rCloud account is just a Retrotec.com account with the rCloud features activated.
- Your rCloud account can be activated by ...
 - Option 1** - Tapping the "Create new account" in the rCloud app
Note: the device must have an internet connection.
 - Option 2** - Going to Retrotec.com and signing in to your existing account or registering a new account.

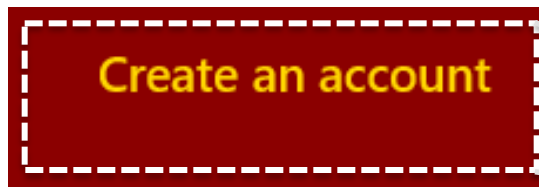


Sign up for a rCloud account in the app

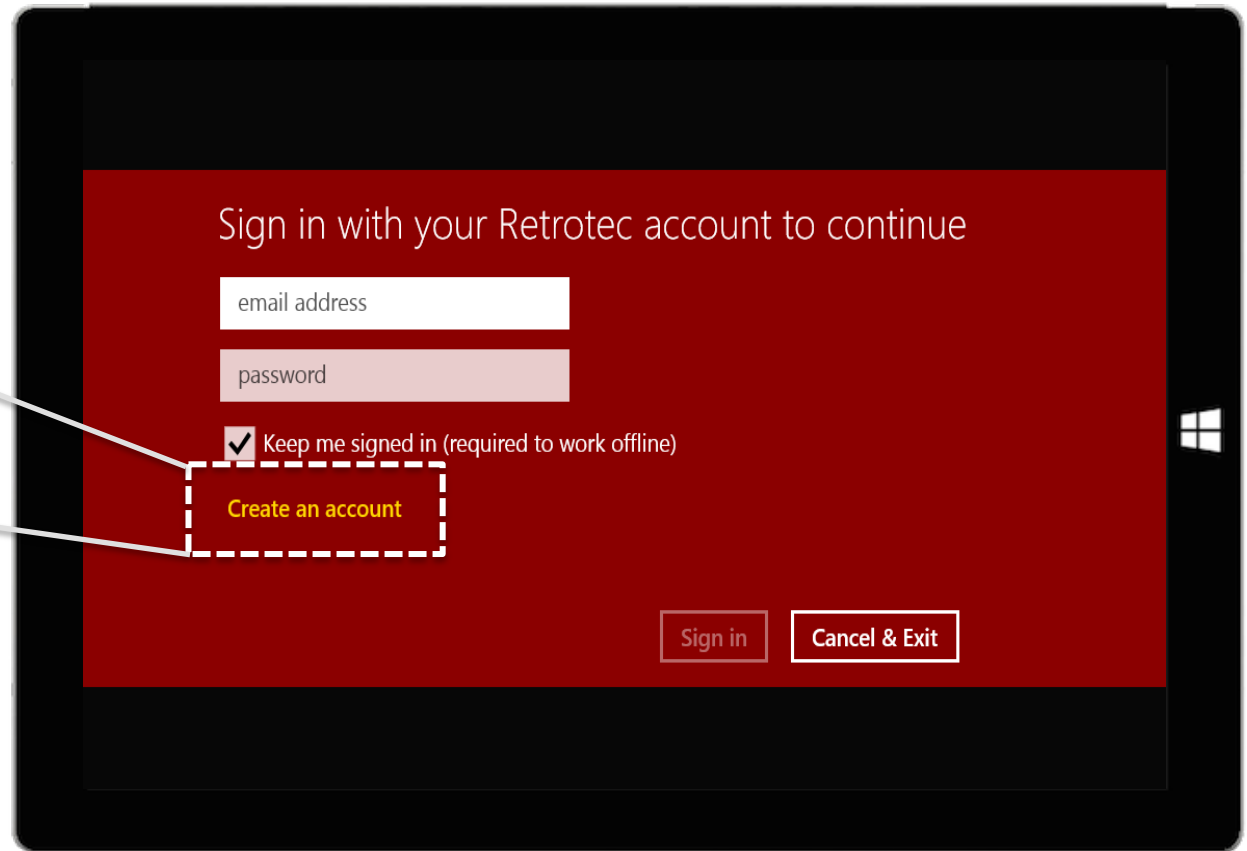
To create an account the device must be connected to the internet.

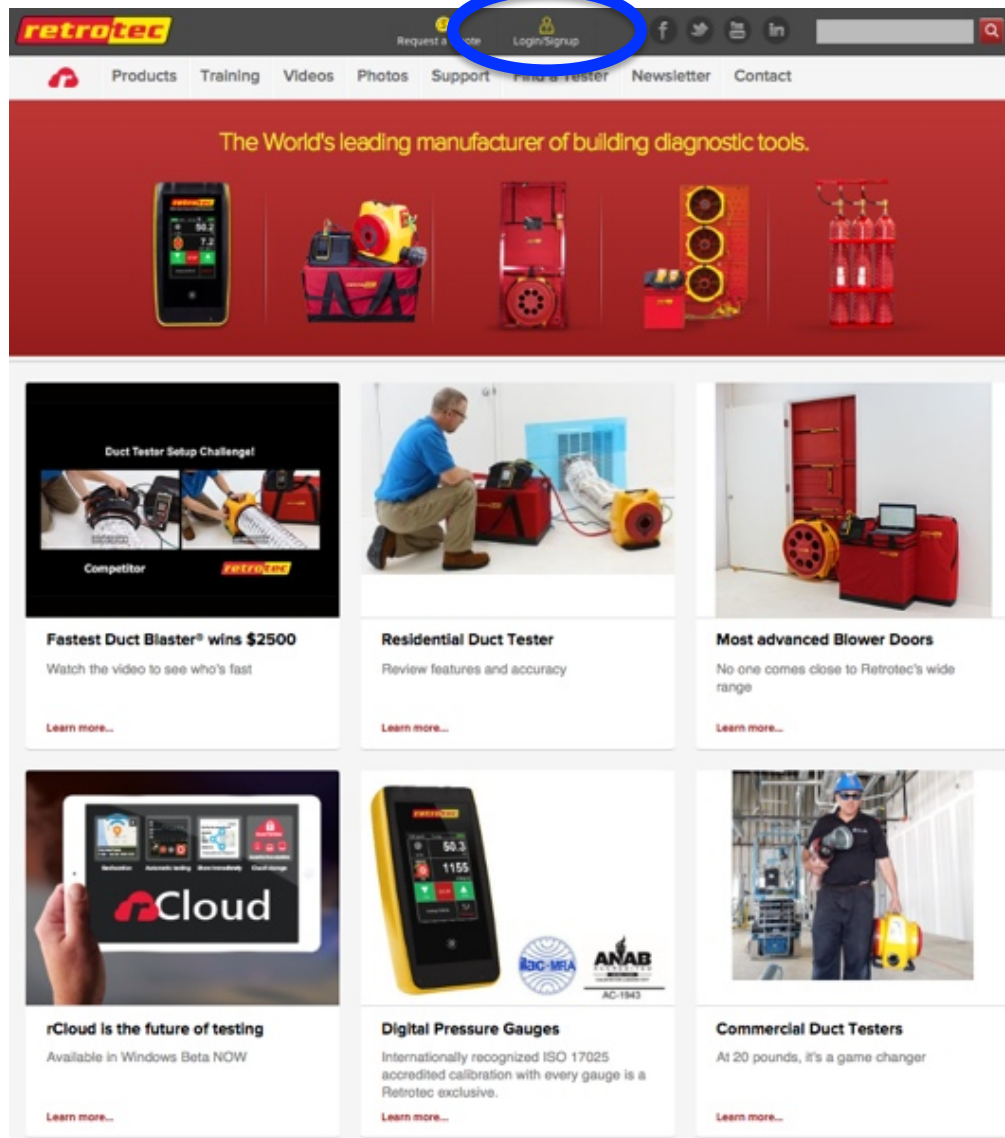
Option 1

Select "Create an account"



This will open the browser on your device and take you to Retrotec.com Login/Signup page.

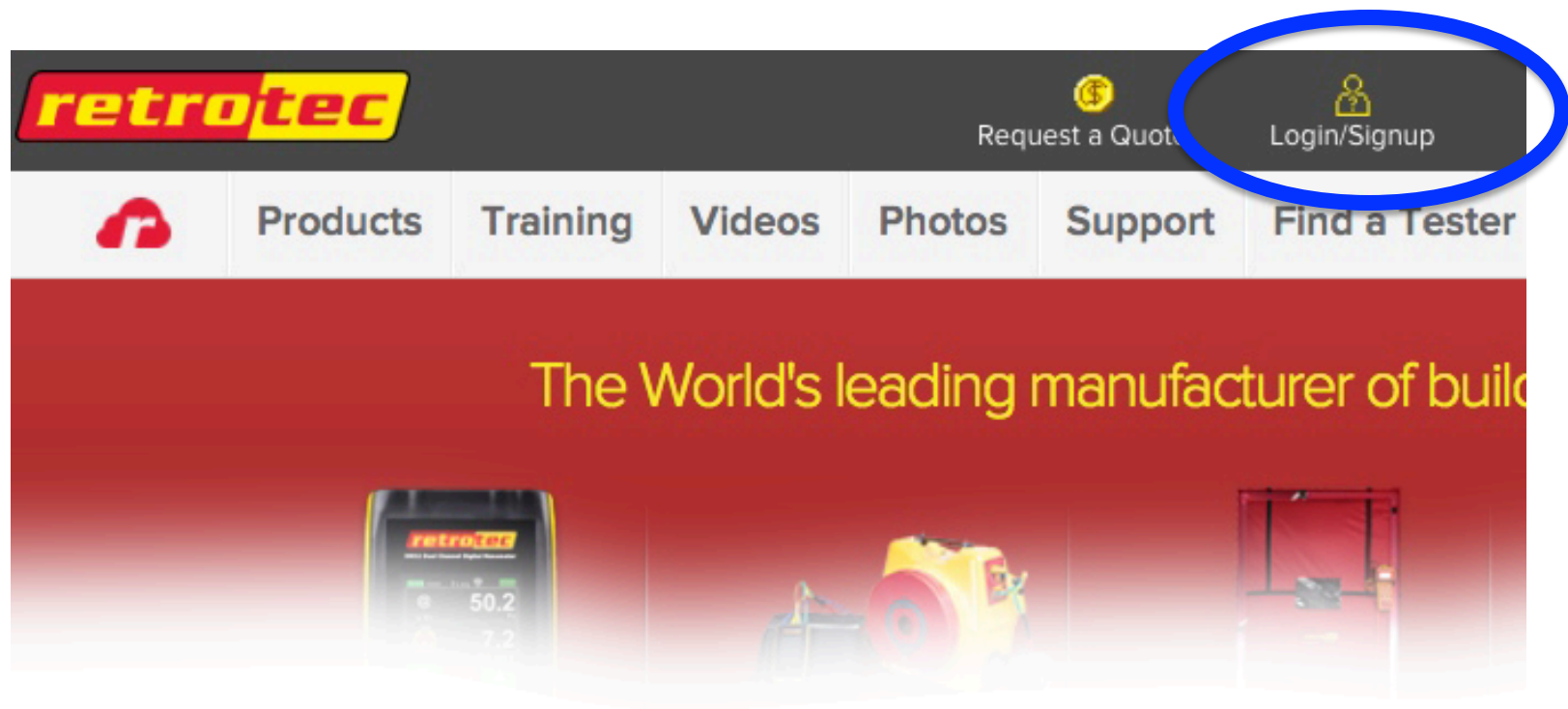




Sign up for a rCloud account at Retrotec.com

Option 2

Select "Login / Signup"



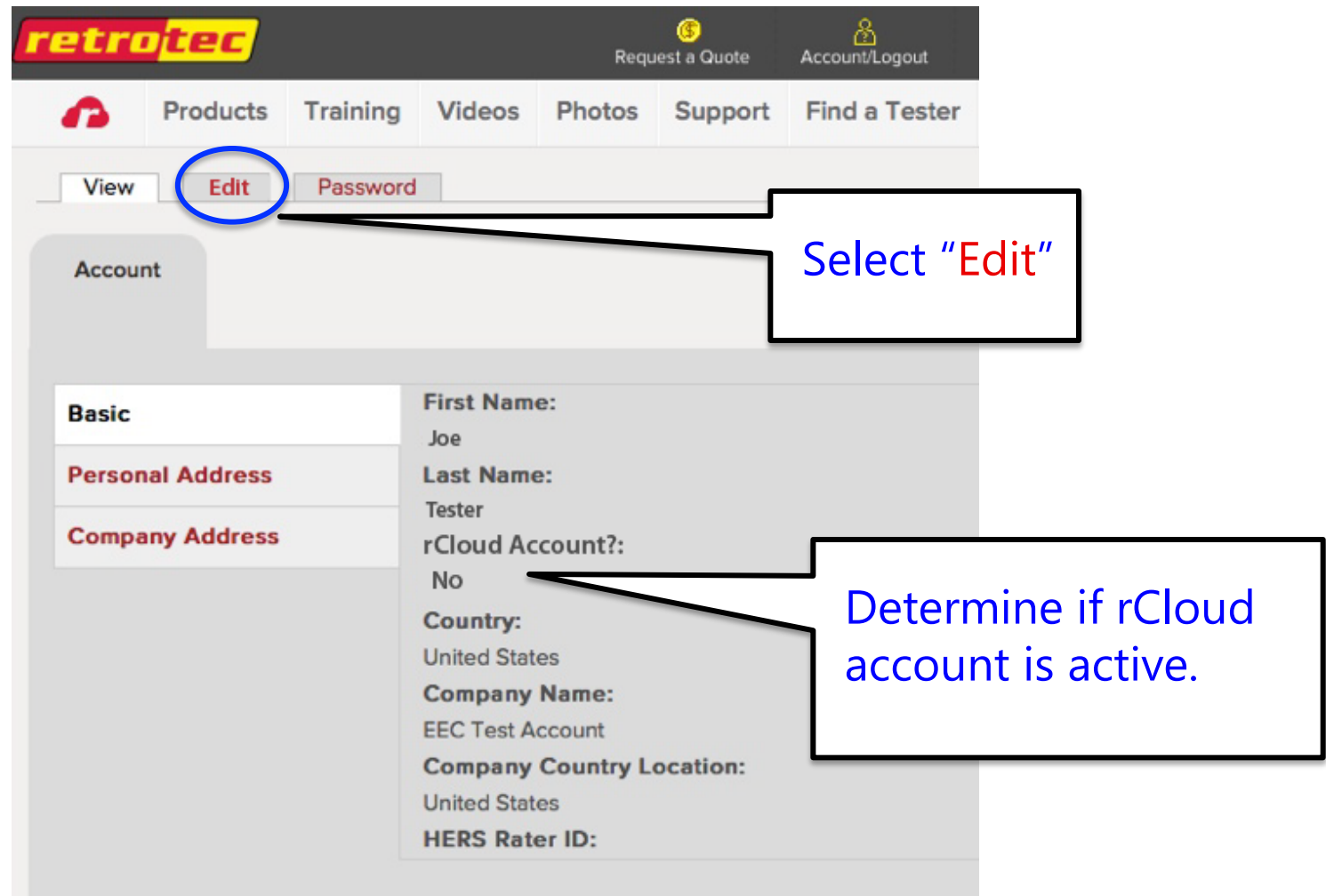
Sign up for a rCloud account at Retrotec.com

Note: Option 1, from the rCloud app goes to this same page.

The screenshot shows the Retrotec website's Login / Signup page. The page has a dark header with the Retrotec logo, a 'Request a Quote' button, a 'Login/Signup' link, and social media icons. Below the header is a navigation bar with links to Products, Training, Videos, Photos, Support, Find a Tester, Newsletter, and Contact. The main content area is titled 'Login / Signup page'. It features a 'Login' section with fields for 'E-mail Address' and 'Password', each with a red asterisk indicating a required field. Below the password field are links for 'Forgot your password?' and 'Didn't get your activation email?'. A 'Log In' button is at the bottom of the login section. To the right of the login section is a 'Don't have an Account?' link and a red 'Create an account' button. Two callout boxes are present: one on the left pointing to the login fields with the text 'Existing Retrotec users, sign in here to activate your rCloud account.', and one on the right pointing to the 'Create an account' button with the text 'Click here to create a new Retrotec account and activate the rCloud account.'

Sign up for a rCloud account at Retrotec.com

Existing Retrotec users.



The screenshot shows the Retrotec user profile page. The 'Edit' button is circled in blue, with a callout box pointing to it that says 'Select "Edit"'. The 'Basic' tab is selected, showing user details. A callout box points to the 'rCloud Account?: No' field with the text 'Determine if rCloud account is active.'.

retrotec Request a Quote Account/Logout

Products Training Videos Photos Support Find a Tester

View **Edit** Password

Account

Basic

Personal Address

Company Address

First Name: Joe

Last Name: Tester

rCloud Account?: No

Country: United States

Company Name: EEC Test Account

Company Country Location: United States

HERS Rater ID:

Select "Edit"

Determine if rCloud account is active.

Sign up for a rCloud account at Retrotec.com
Existing Retrotec users, activate rCloud.

The screenshot shows the Retrotec website's user account management interface. The top navigation bar includes the Retrotec logo, links for 'Request a Quote', 'Account/Logout', and social media icons. Below this is a secondary navigation bar with links for 'Products', 'Training', 'Videos', 'Photos', 'Support', 'Find a Tester', 'Newsletter', and 'Contact'. The main content area is titled 'Account' and has three tabs: 'View', 'Edit', and 'Password'. The 'Edit' tab is active, showing a form with the following fields: 'Current password' (with a placeholder), 'E-mail address' (with the value 'youremail@email.com'), 'First Name' (with the value 'Joe'), and 'Last Name' (with the value 'Tester'). Below these fields is a checkbox labeled 'Use rCloud' with the text 'Check to create rCloud account' underneath it. A speech bubble points to this checkbox.

retrotec

Request a Quote Account/Logout

Products Training Videos Photos Support Find a Tester Newsletter Contact

View Edit Password

Account

Getting Started *
Personal Address
Company Address

Current password

Enter your current password to change the E-mail address. [Request new password.](#)

E-mail address *

youremail@email.com

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

First Name *

Joe

First name of the user for this account

Last Name *

Tester

Last name of the user for this account

☐ Use rCloud
Check to create rCloud account

Click here to activate
your rCloud account

Sign up for a rCloud account at Retrotec.com

Creating a New Retrotec and rCloud account .

Home - User account

retrotec

Request a Quote Login/Signup

Account

Getting Started *

Personal Address

Company Address

E-mail *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password *

Confirm password *

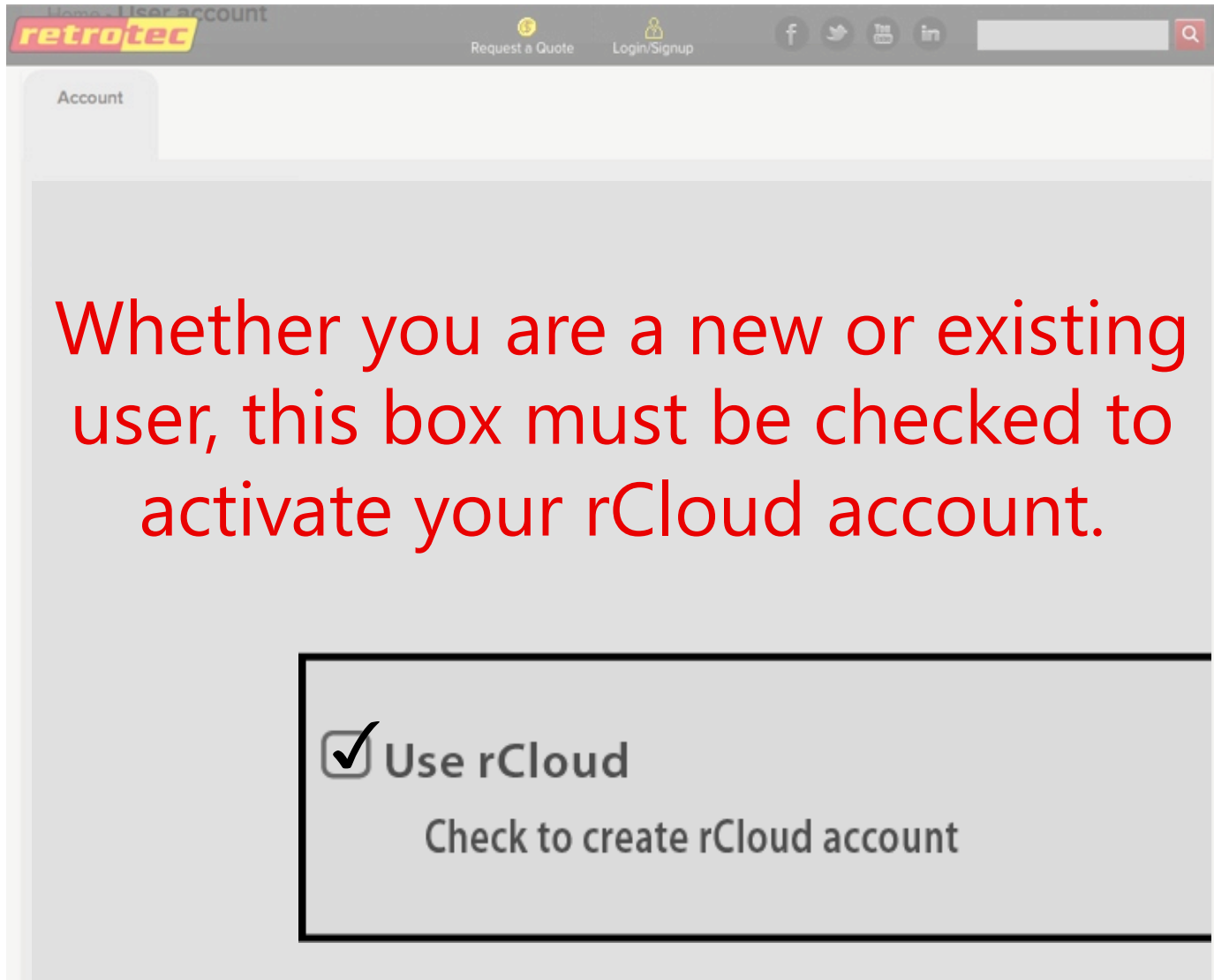
Provide a password for the new account in both fields.

First Name *

Last Name *

Check to create rCloud account

Activating your rCloud account.



The screenshot shows the 'User account' page on the retrotec website. The page has a header with the retrotec logo, a 'Request a Quote' button, a 'Login/Signup' button, and social media icons. Below the header, there is a tab labeled 'Account'. The main content area is a light gray box. Inside this box, there is a large red text overlay that reads: 'Whether you are a new or existing user, this box must be checked to activate your rCloud account.' Below this text, there is a checkbox labeled 'Use rCloud' with a checkmark inside it. Underneath the checkbox, it says 'Check to create rCloud account'.

Whether you are a new or existing user, this box must be checked to activate your rCloud account.

☒ Use rCloud
Check to create rCloud account

When your logged in...



Tap here to
access your
rCloud account



Overview & features



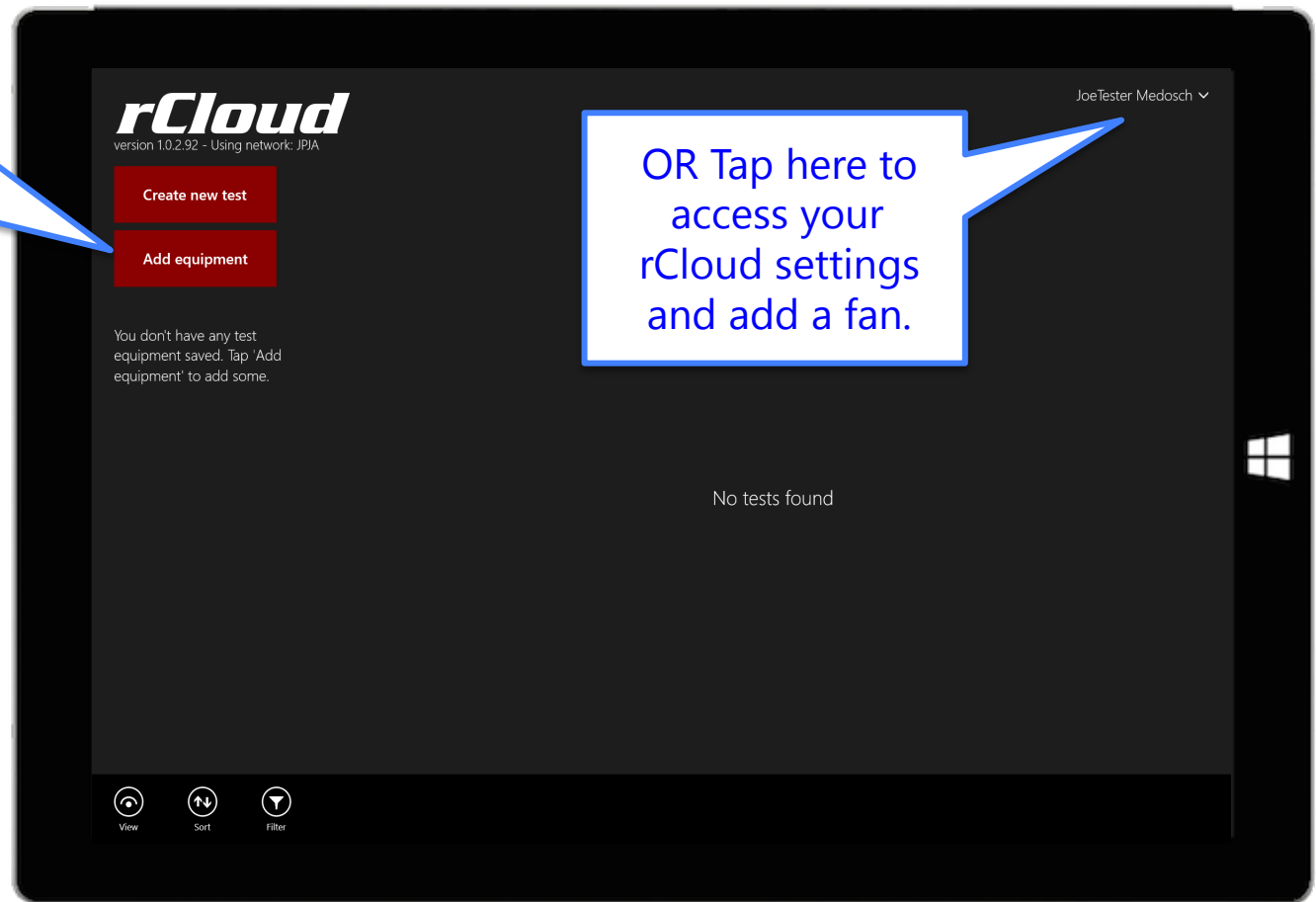


First time opening rCloud.

Home page.

Tap "Add equipment"
to add fans

Add equipment



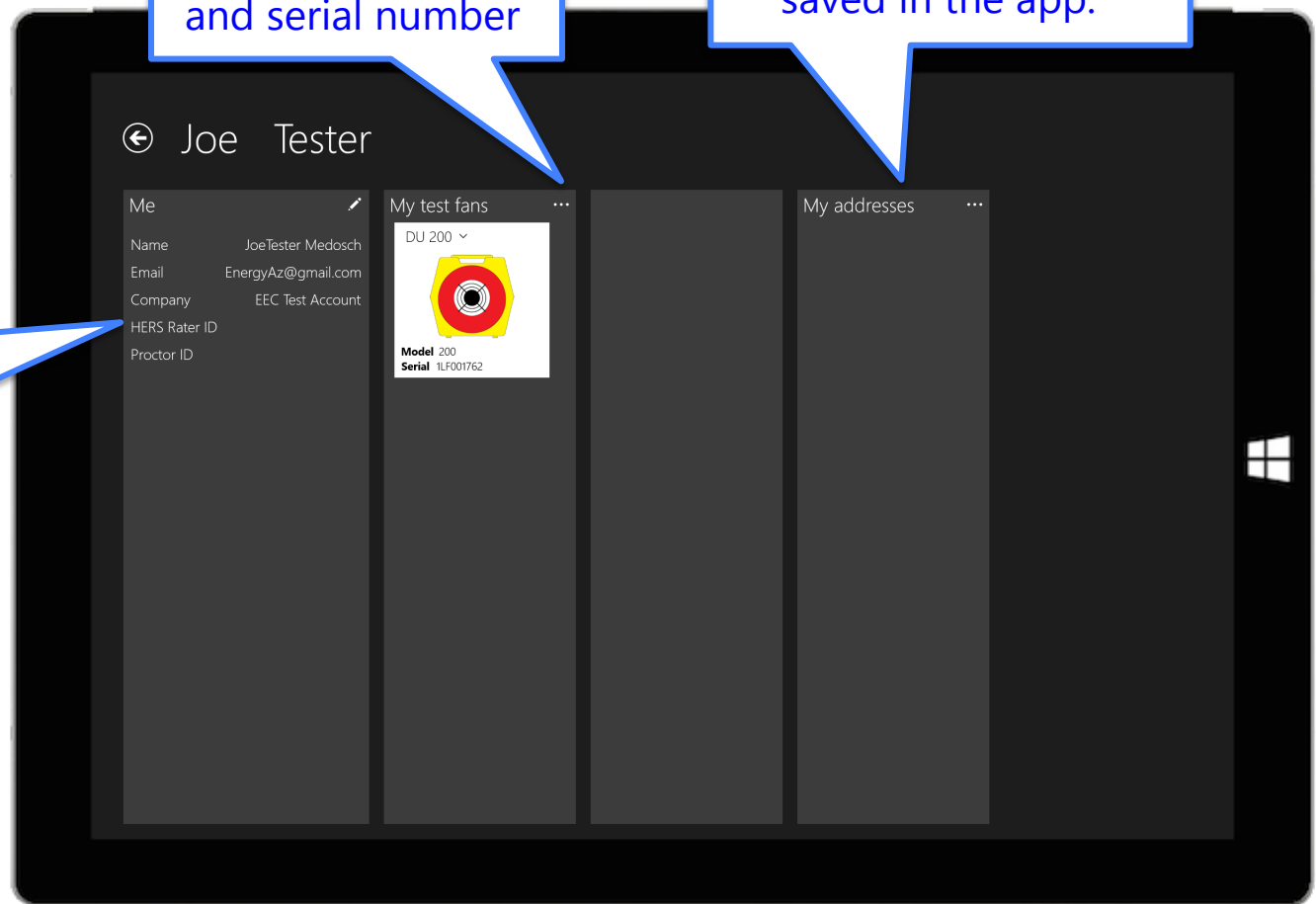


Individual rCloud app settings

Tap the "- - -" and
add the fan type
and serial number

"My Addresses" are
addresses that are
saved in the app.

rCloud account info
Is based your
Retrotec Account.
Edits require
Internet access





Home screen overview

Home page.

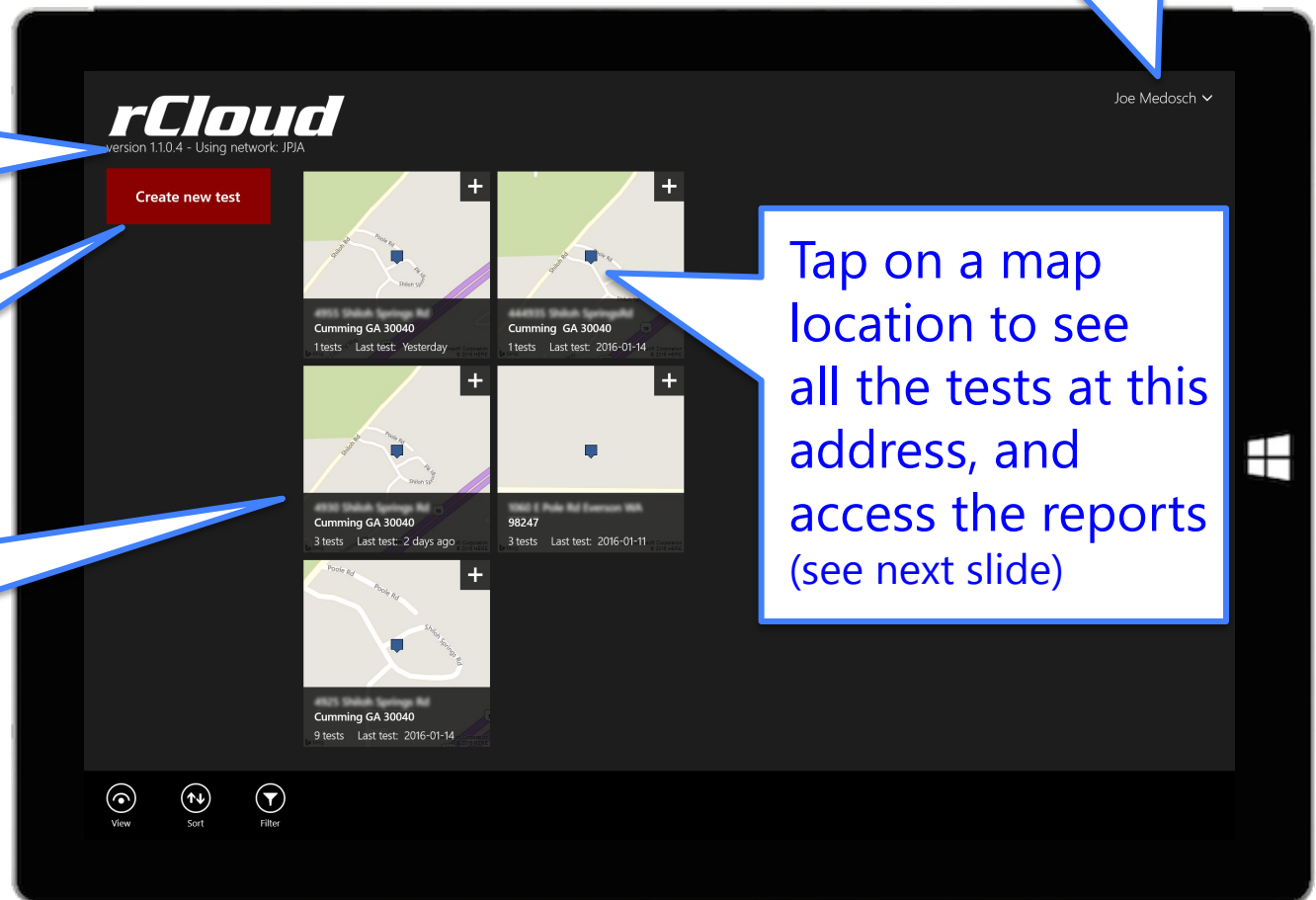
User account tab

Displays internet connection OR "Off Line"

Tap to create a New test location

Existing test locations and number of tests

Tap on a map location to see all the tests at this address, and access the reports (see next slide)

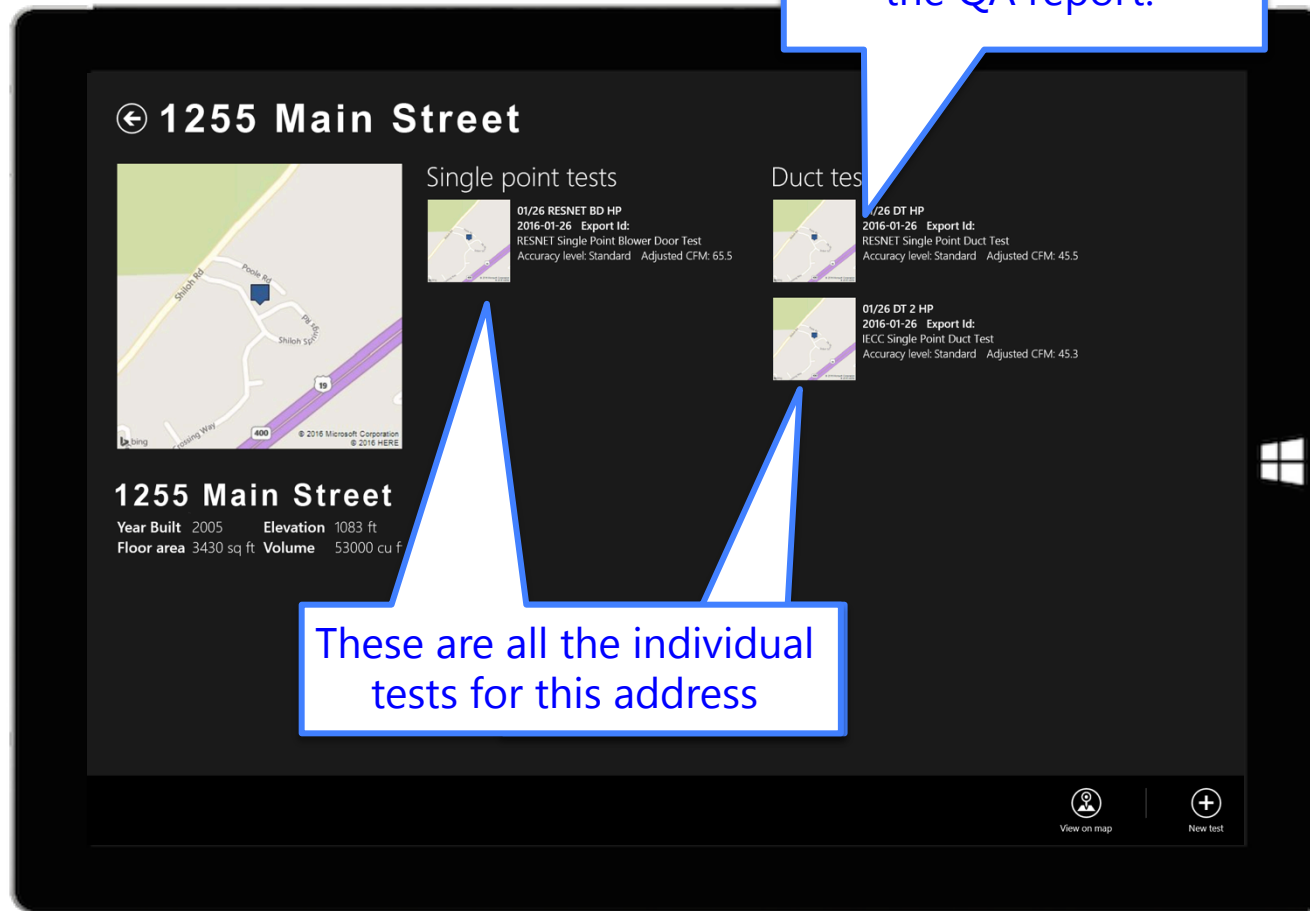




Displaying all tests for this location

Home page.

Tap on a test to open the QA report.



These are all the individual tests for this address



Create new location or add a new test.

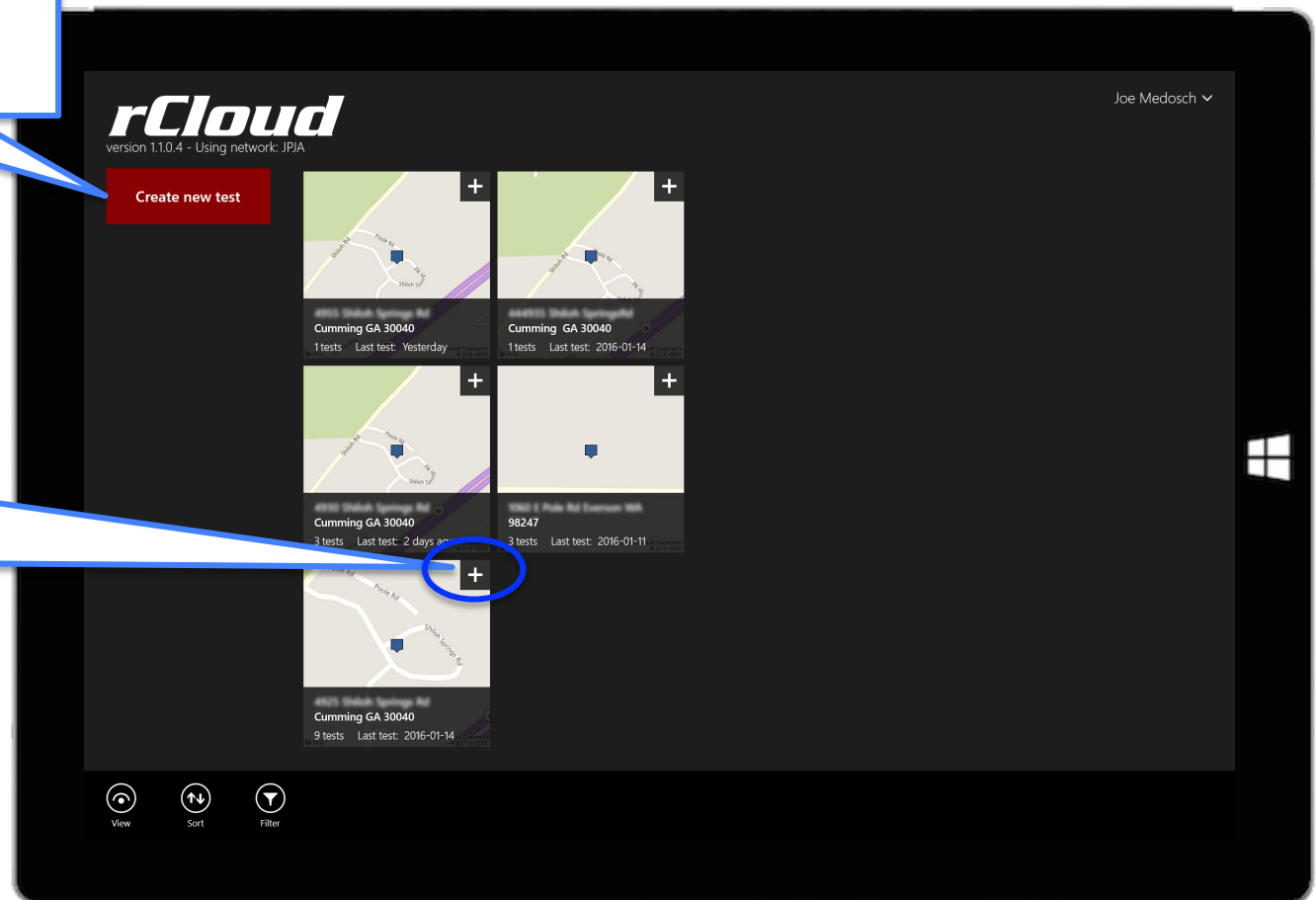
Tap to create new test
for new test location

Create new test

OR

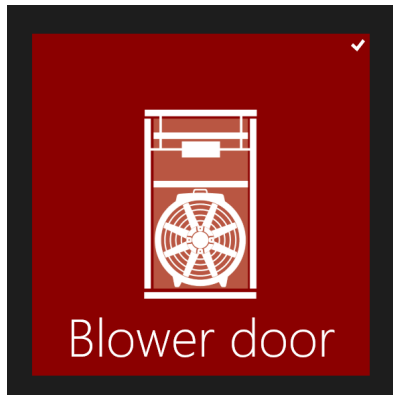
Tap "+" to perform
a test at an
existing location

Home page.

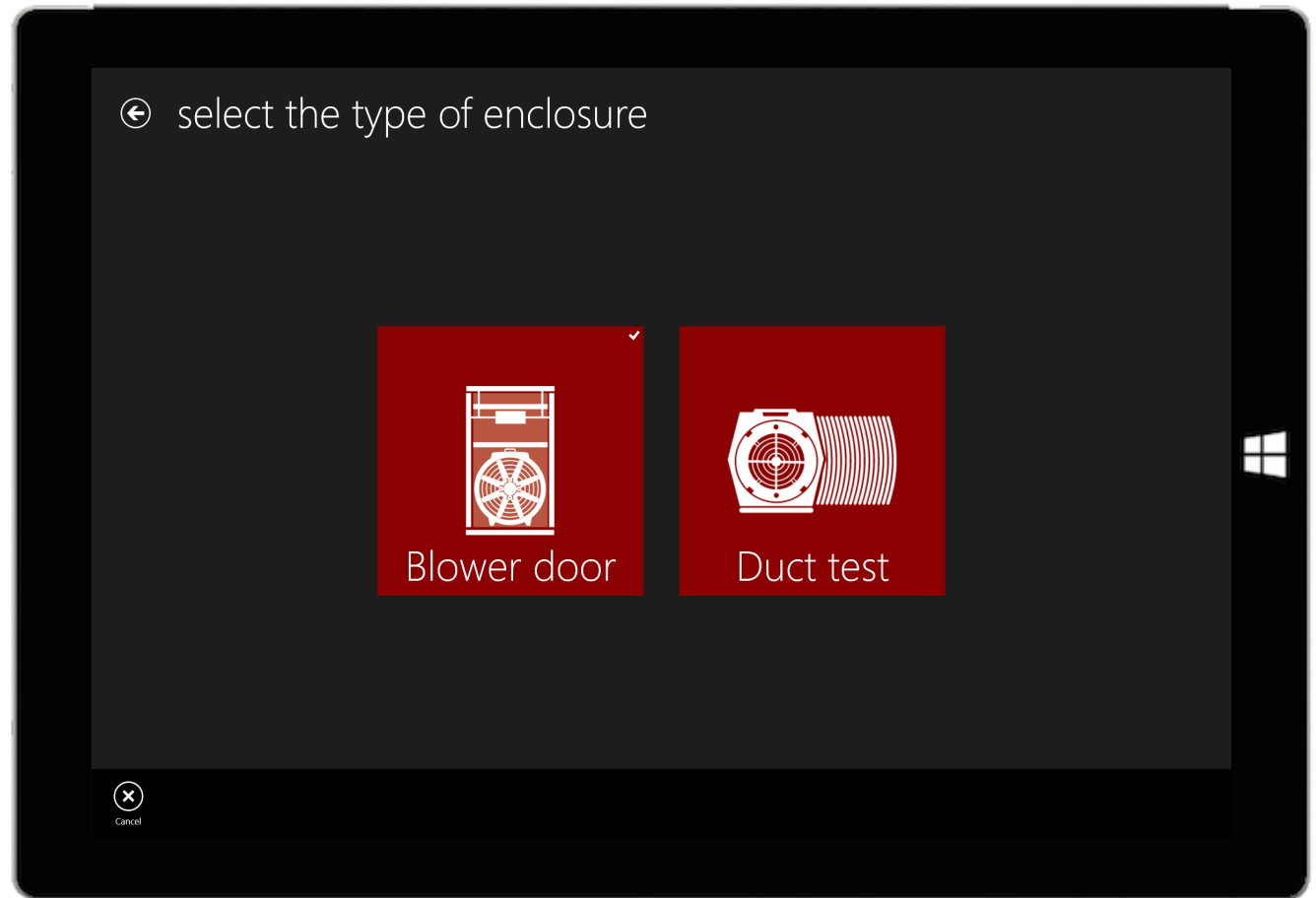
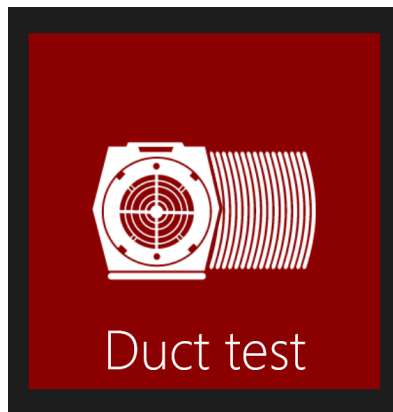




Start with selecting a type of test

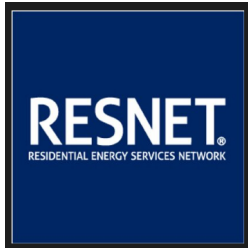


or





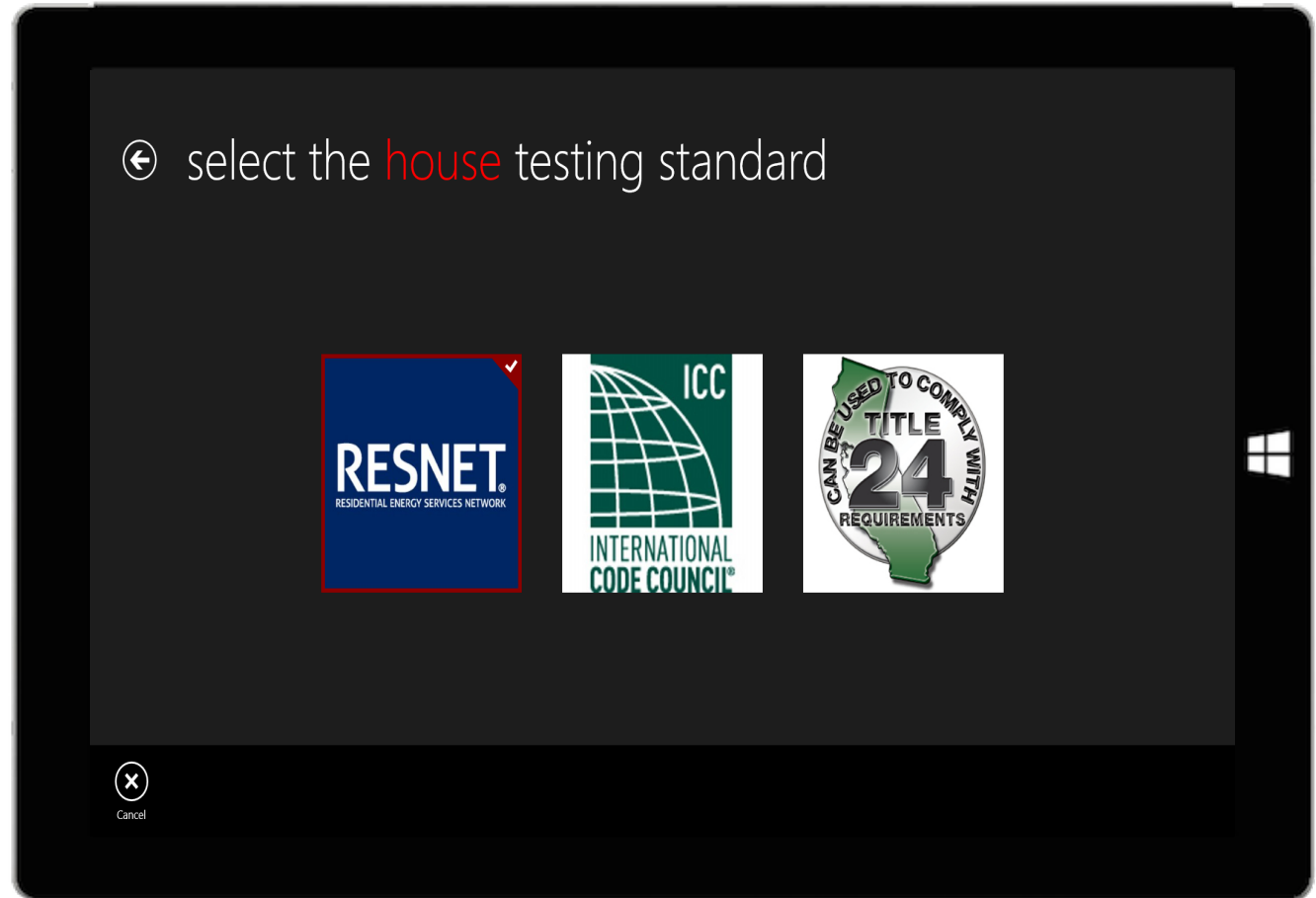
Select the testing standard



or

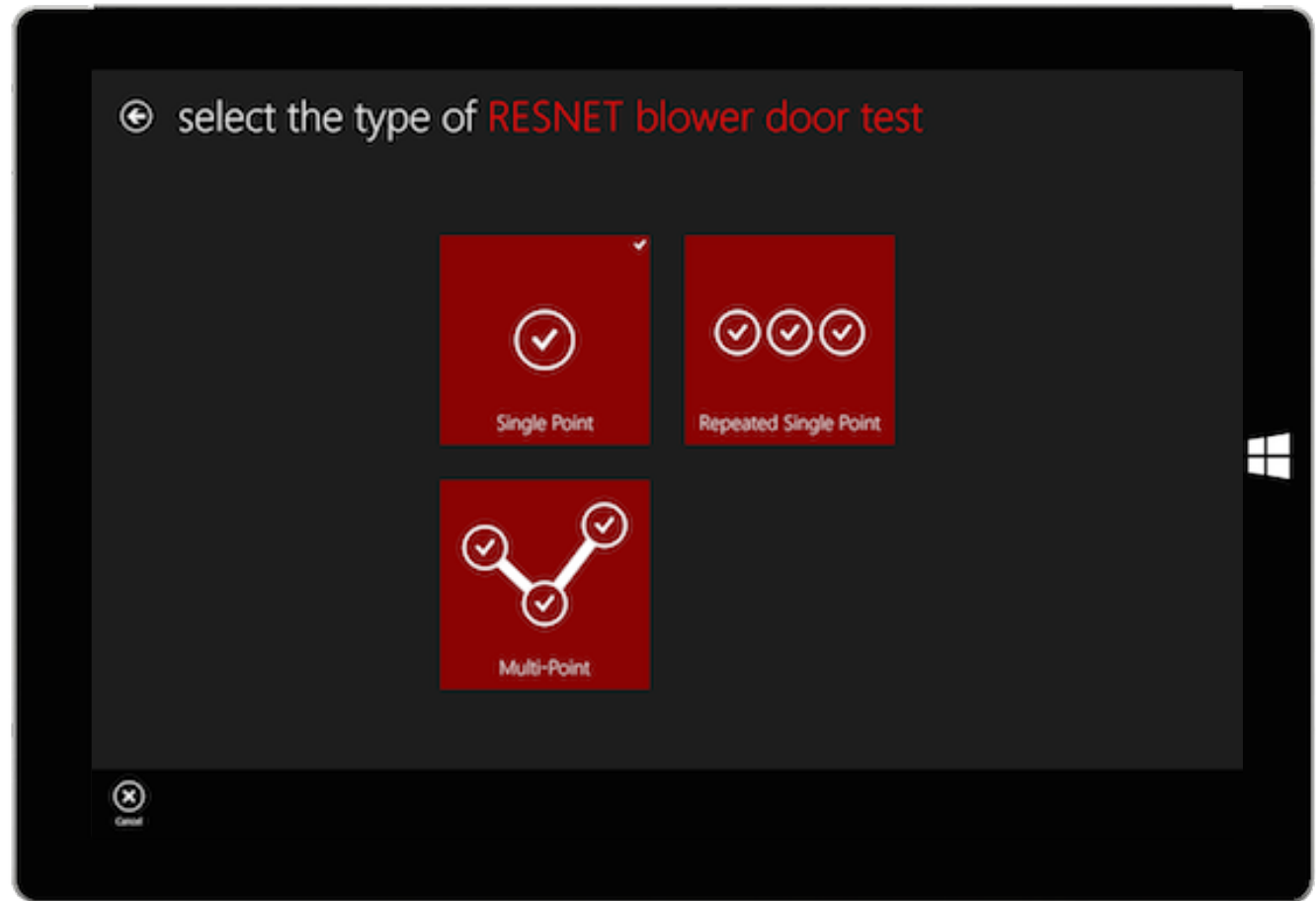
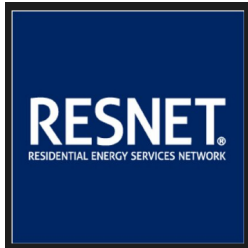


or





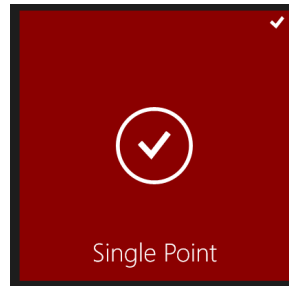
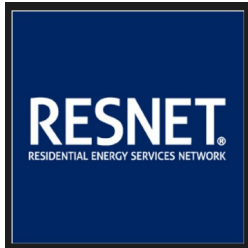
Select the type of test for that standard



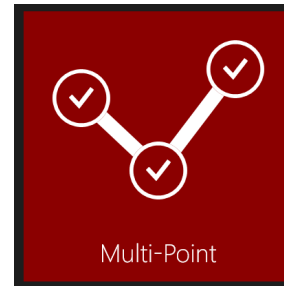
Example of the RESNET blower door test options



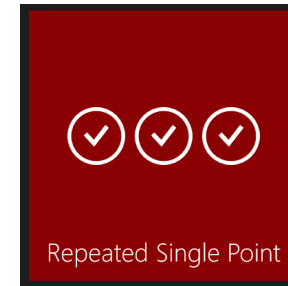
Individual blower door test options



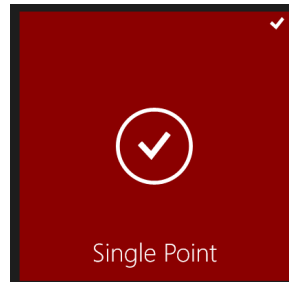
Single Point



Multi-Point



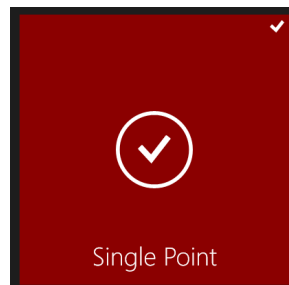
Repeated Single Point



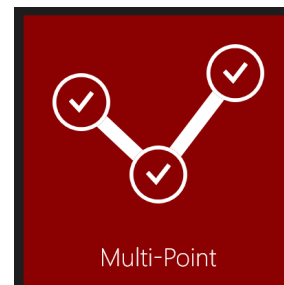
Single Point



Multi-Point



Single Point



Multi-Point

← pass/fail parameters

(Optional) Enter the parameters required for the IECC

Passing result

Corrected flow is less than or equal to ▼

Amount

e.g. 120.0

CFM

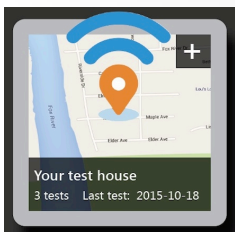
In Progress



Cancel



Next



Enter test location OR Geolocate

Address

☐ New construction / not mapped

My saved addresses

None

Country

United States

Address # Street name

Required Required

City

Required field.

State/Province

Required field.

Zip/Postal code

Required field.

test location

Address

☐ New construction / not mapped

My saved addresses

None

Country

United States

Address # Street name

Required Required

City

Required field.

State/Province

Required field.

Zip/Postal code

Required field.

Building

Building type

Stand Alone

Test fan location

Front door

Elevation (ft)

Required field.

Floor area (sq ft)

Required field.

Volume (cu ft)

Required field.

Year constructed

Required field.

Conditions

Wind speed (mph)

Required field.

Outside temperature (°F)

Required field.

Inside temperature (°F)

Required field.

Notes

My Location

Your location has not been saved.

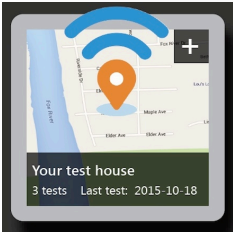
This will record your current location using the sensors on your device.

Note: You will not be able to change this once the test is started.

Get my location

Get my location

Cancel Clear all Get weather My location Verify address Save address Next



Enter test location OR Geolocate

Tap "Get my location" to Geolocate your location

test location

Address

☐ New construction / not mapped

My saved addresses

None

Country

United States

Address # Street name

Required Required

City

Required field.

State/Province

Required field.

Zip/Postal code

Required field.

Building

Building type

Stand Alone

Test fan location

Front door

Elevation (ft)

Required field.

Floor area (sq ft)

Required field.

Volume (cu ft)

Required field.

Year constructed

Conditions

Wind speed (mph)

Outside temperature (°F)

Required field.

Inside temperature (°F)

Required field.

Notes

My Location

Your location has not been saved.

This will record your current location using the sensors on your device.

Note: You will not be able to change this once the test is started.

Get my location

My Location

Your location has not been saved.

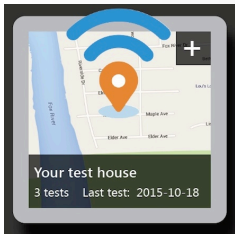
This will record your current location using the sensors on your device.

Note: You will not be able to change this once the test is started.

Get my location

Cancel Clear all Get weather My location Verify address Save address Next

Geolocation feature may be limited by the device.

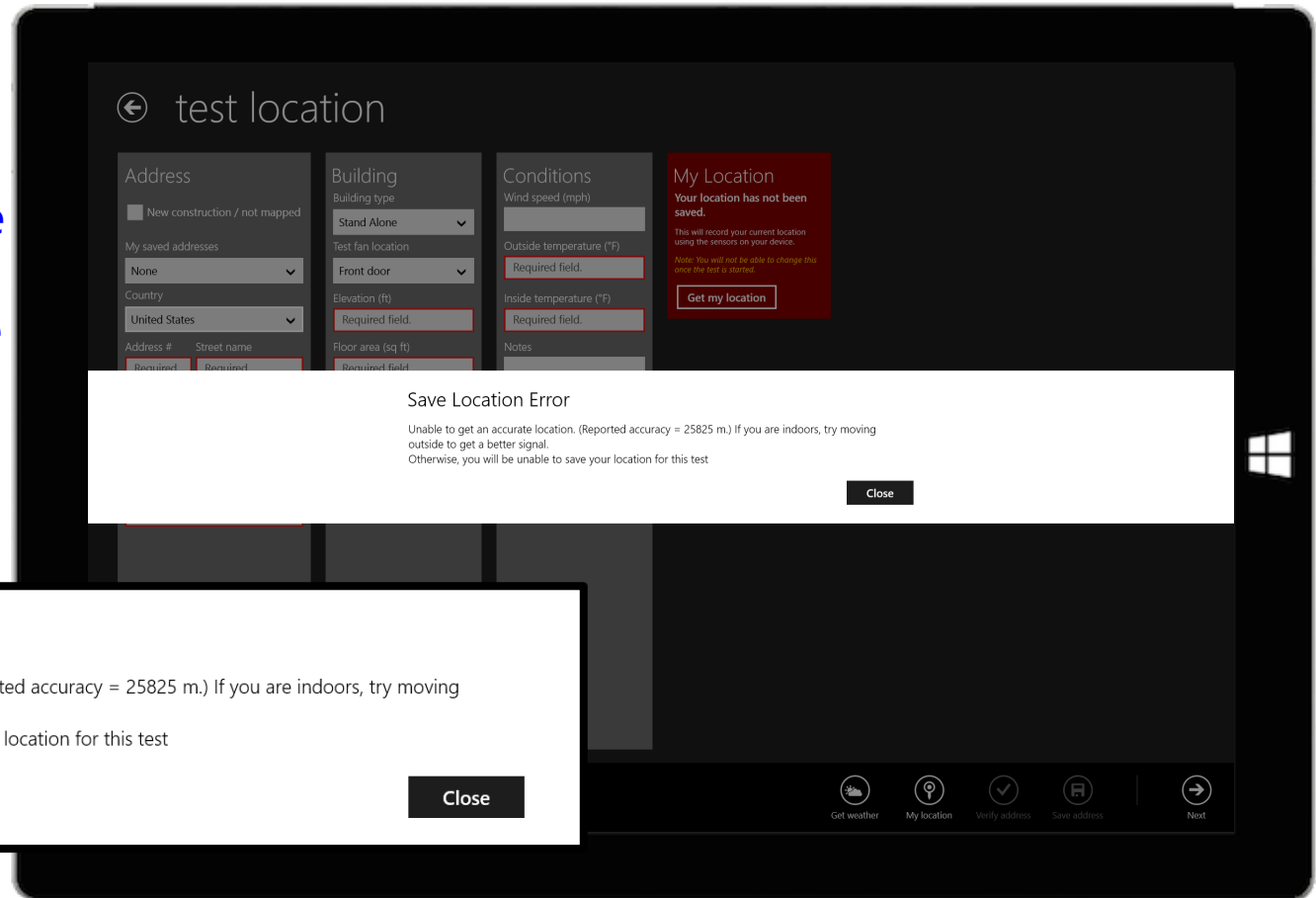


ERROR - Geolocation Service Unavailable

Get my location

Note: Devices that are not 3G/4G enabled may not be able to provide a geolocation.

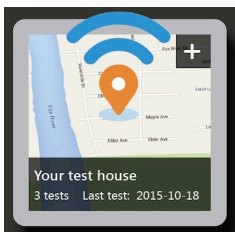
You may get an error if geolocation is not available. Typically due to device limitations (not 3G/4G) or may be a result of poor connectivity.



Save Location Error

Unable to get an accurate location. (Reported accuracy = 25825 m.) If you are indoors, try moving outside to get a better signal.
Otherwise, you will be unable to save your location for this test

Close



Geolocate and confirm test location

test location

Address

☐ New construction / not mapped

My saved addresses

None

Country

United States

Address #

Required

Street name

Shiloh Crossing Wi

City

Cumming

State/Province

GA

Zip/Postal code

30040

Building

Building type

Stand Alone

Elevation (ft)

Required field.

Floor area (sq ft)

Required field.

Volume (cu ft)

Required field.

Year constructed

Conditions

Wind speed (mph)

4

Outside temperature (°F)

61

Inside temperature (°F)

Required field.

Notes

My Location

Your location has been saved.

Latitude 34.143928

Longitude -84.198579

Accuracy: 60 m

Clear

My Location

Your location has been saved.

Latitude 34.143928

Longitude -84.198579

Accuracy: 60 m

Clear

Cancel

Clear all

Get weather

My location

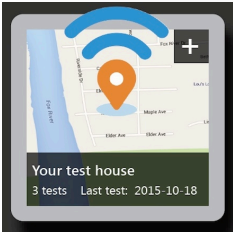
Verify address

Save address

Next

Street, City, State and zip code are entered

Nearest weather station data is entered

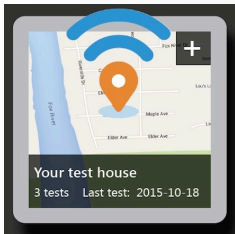


"My Location" accesses Zillow and similar sites.

"My Location" works independently of Geolocation. It locates the address on a map.

Enter street numbers and confirm street

Tap the "My Location" icon to access Zillow and populate additional information.



"My Location" accesses Zillow and similar sites.

Verified info Clear

PROVIDED BY
Zillow

Address
4955 Shiloh Springs Rd
Cumming GA 30040
United States
Elevation (ft)
1089
Floor Area (sq ft)
3424
Year constructed
2005
Wind speed (mph)
4
Outside temperature (°F)
61

Elevation and additional
information was
automatically populated

Must enter Volume and
Indoor Temperature

test location

Verified info Clear

PROVIDED BY
Zillow

Address
4955 Shiloh Springs Rd
Cumming GA 30040
United States
Elevation (ft)
1089
Floor Area (sq ft)
3424
Year constructed
2005
Wind speed (mph)
4
Outside temperature (°F)
61

Building
Building type
Stand Alone
Volume (cu ft)
Required field.

Conditions
Indoor temperature (°F)
Required field.
Notes

My Location
Your location has been saved.
Latitude 34.143917
Longitude -84.198581
Distance from address: 64 m
(±56 m)

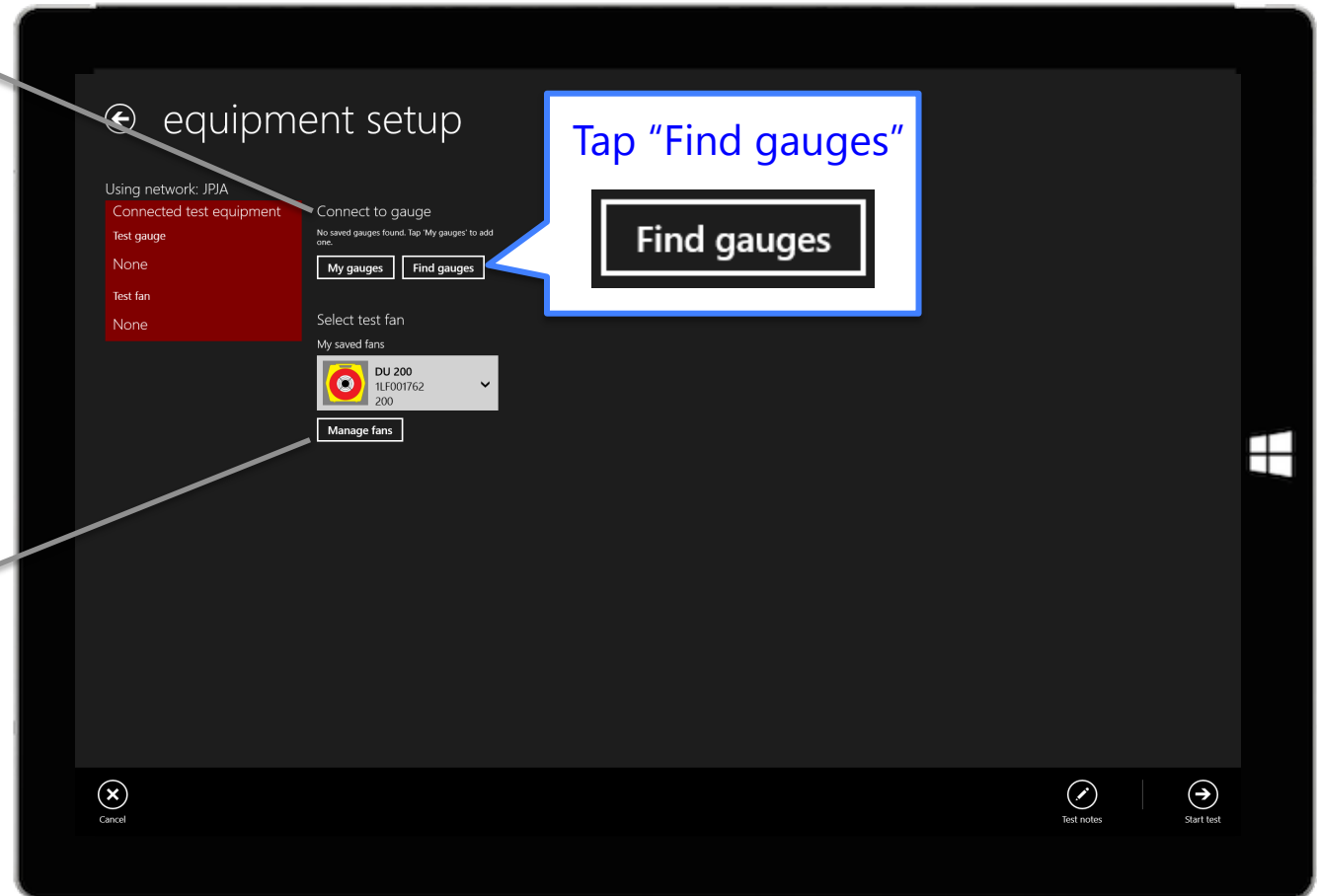
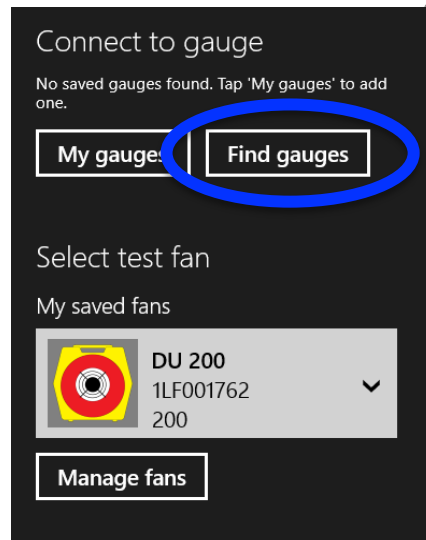
Clear

Get weather Save address Next



Connect the DM32 WiFi gauge

See section on WiFi source and connecting the DM32



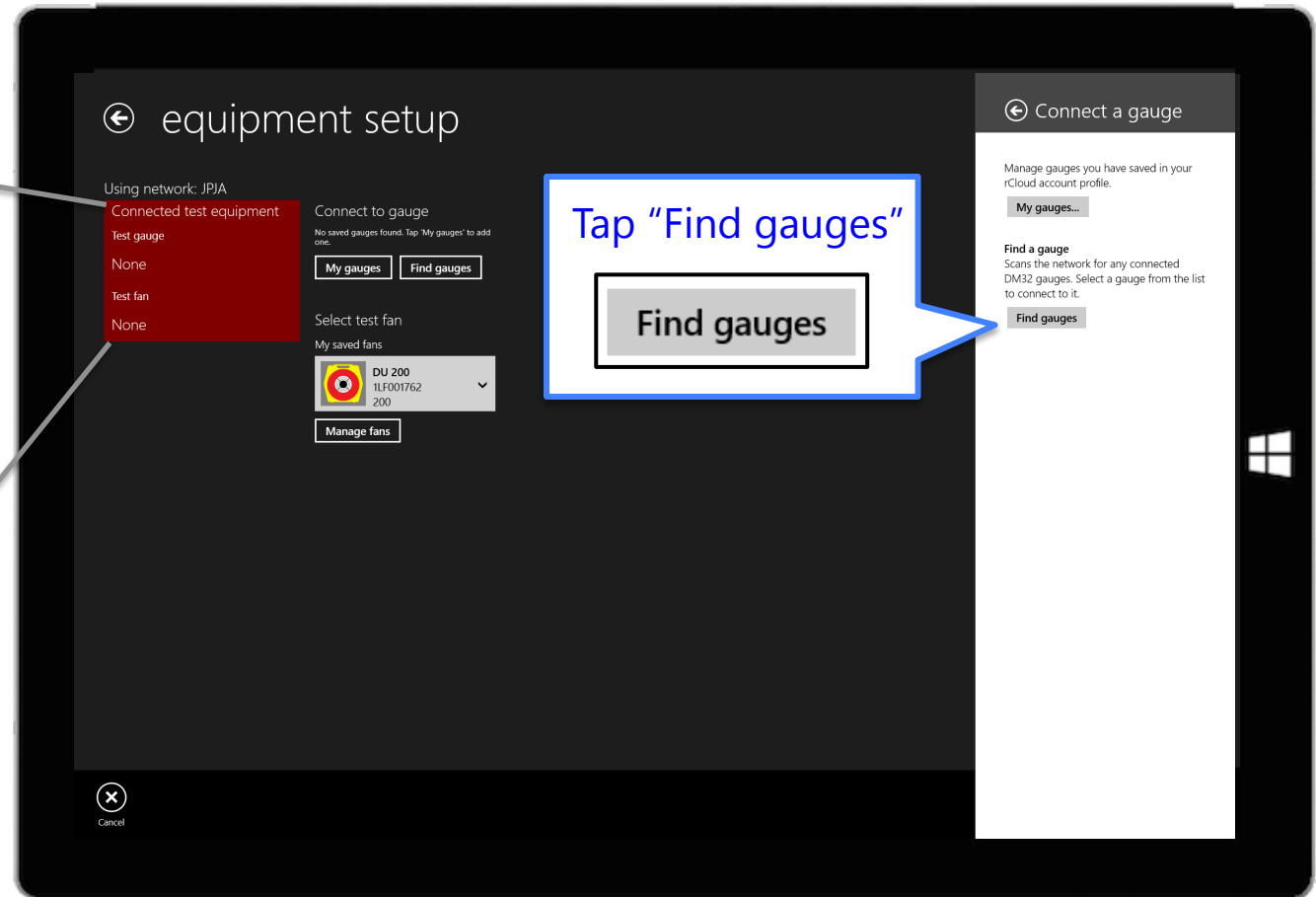


Connect the DM32 WiFi gauge

See section on WiFi source and connecting the DM32

No gauge or fan connected

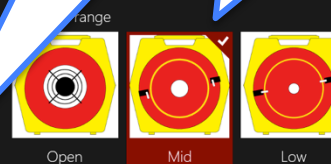
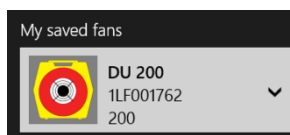
Using network: JPJA
Connected test equipment
Test gauge
None
Test fan
None



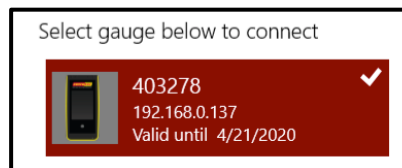


Connect the DM32 WiFi gauge

Select a fan and range



Gauge is found and connected



Using network: JPJA

Connected test equipment

Test gauge

✓  403278
192.168.0.137
Valid until 4/21/2020

Test fan

✓  1LF001762
200
Mid

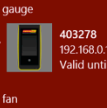
Shows the gauge and fan that are connected to rCloud

equipment setup

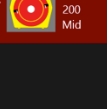
Using network: JPJA

Connected test equipment

Test gauge

✓  403278
192.168.0.137
Valid until 4/21/2020

Test fan

✓  1LF001762
200
Mid

Connect to gauge

No saved gauges found. Tap 'My gauges' to add one.

My gauges Find gauges

Select test fan

My saved fans

DU 200
1LF001762
200

Manage fans

Connect a gauge

Manage gauges you have saved in your rCloud account profile.

My gauges...

Find a gauge

Scans the network for any connected DM32 gauges. Select a gauge from the list to connect to it.

Find gauges

Select gauge below to connect

403278
192.168.0.137
Valid until 4/21/2020

Save to My Gauges




Connected to gauge and ready to test!


Using network: JPJA

Connected test equipment

Test gauge

✓  **403278**
192.168.0.137
Valid until 4/21/2020

Test fan

✓  **1LF001762**
200
Mid


Shows the gauge
and fan that are
connected to rCloud

equipment setup


Using network: JPJA

Connected test equipment

Test gauge

✓  **403278**
192.168.0.137
Valid until 4/21/2020




Test fan

✓  **1LF001762**
200
Mid

Connect to gauge

No saved gauges found. Tap "My gauges" to add one.


Select fan range

Open Mid Low

Select test fan

My saved fans

 **DU 200**
1LF001762
200

Cancel

Start test

test notes

Start test

Tap "Start test" to go
to test page.



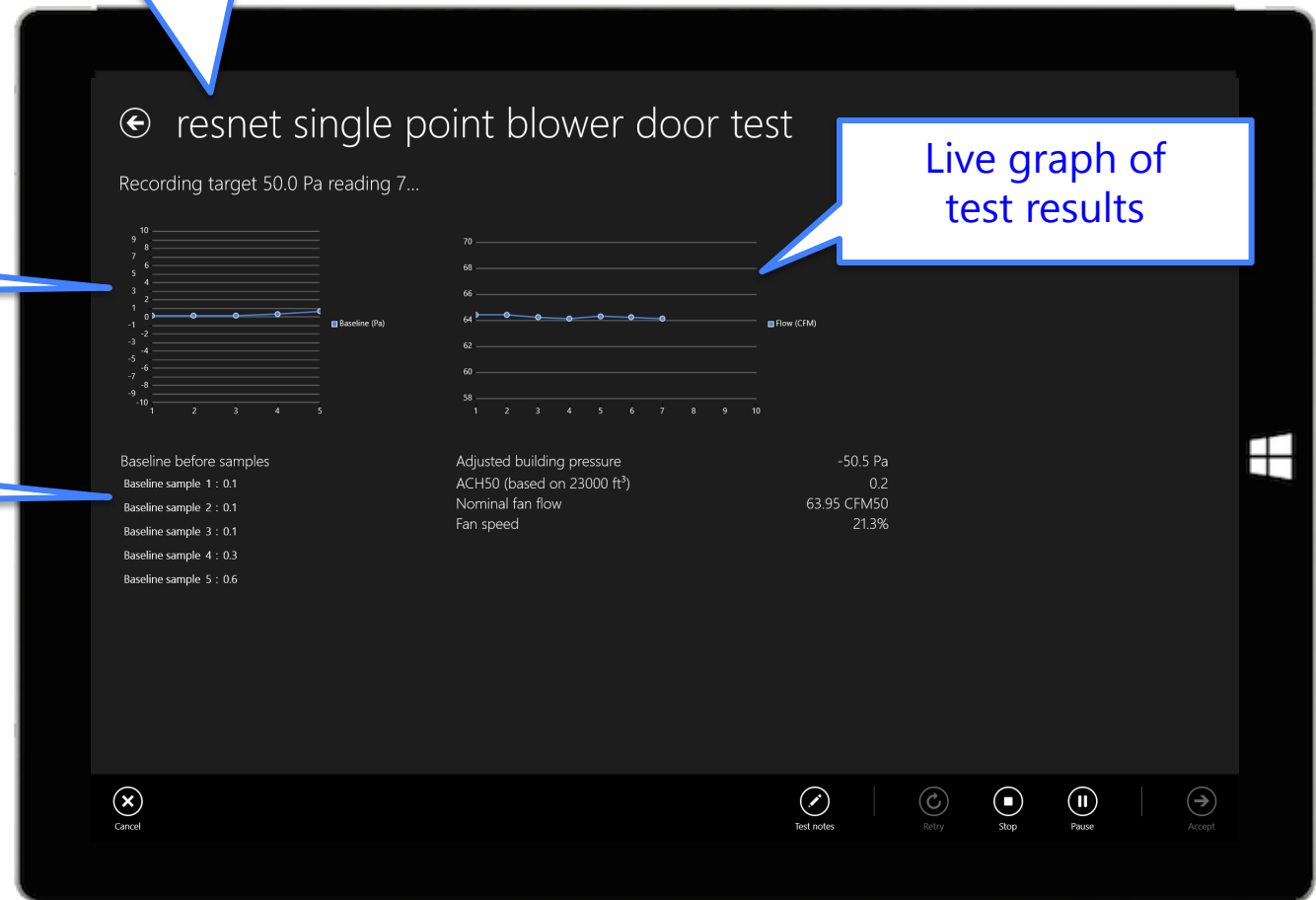
Active blower door test

Type of test

Baseline live graph

Baseline results

Live graph of test results



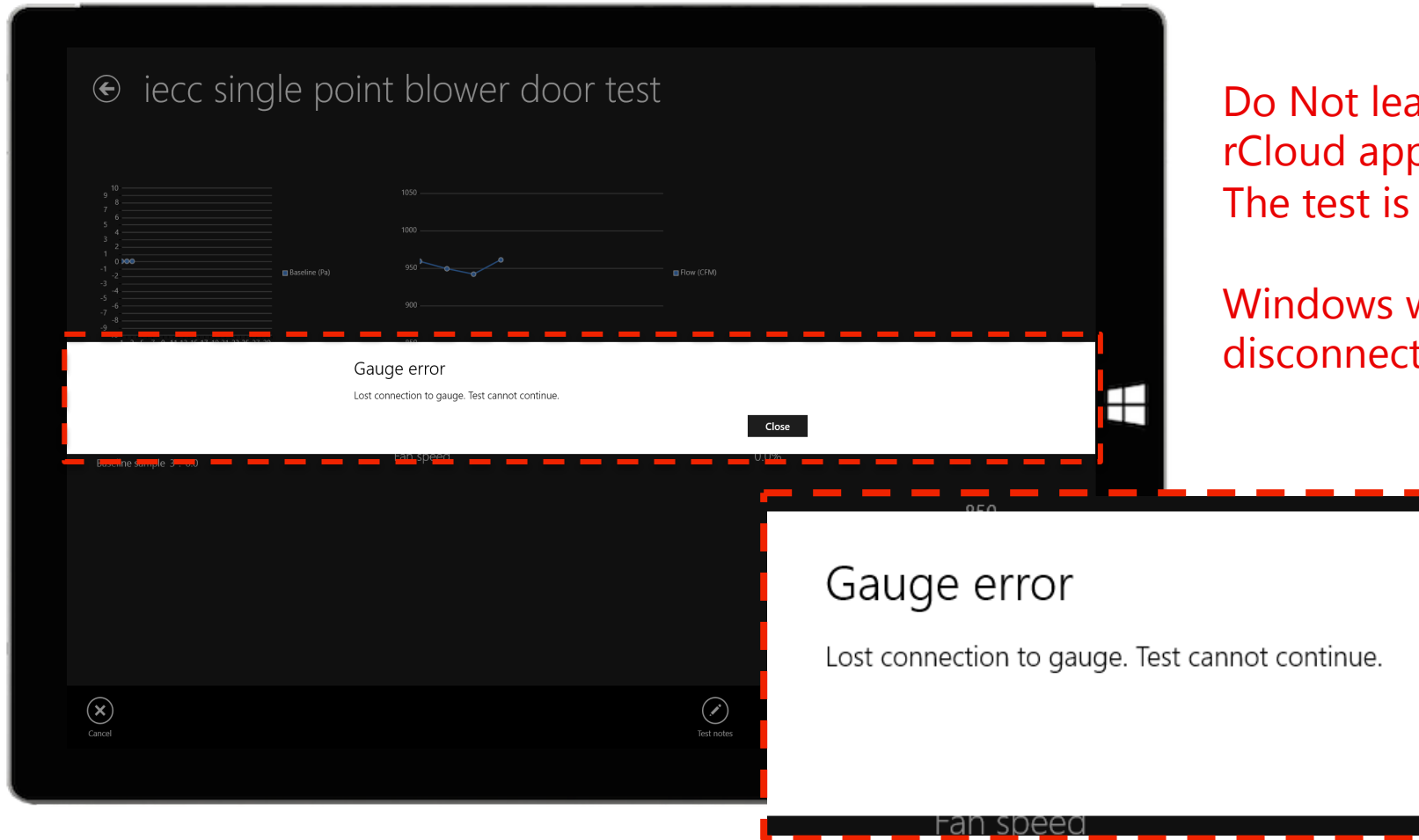


Caution: Keep rCloud active during a test

Windows tablet only

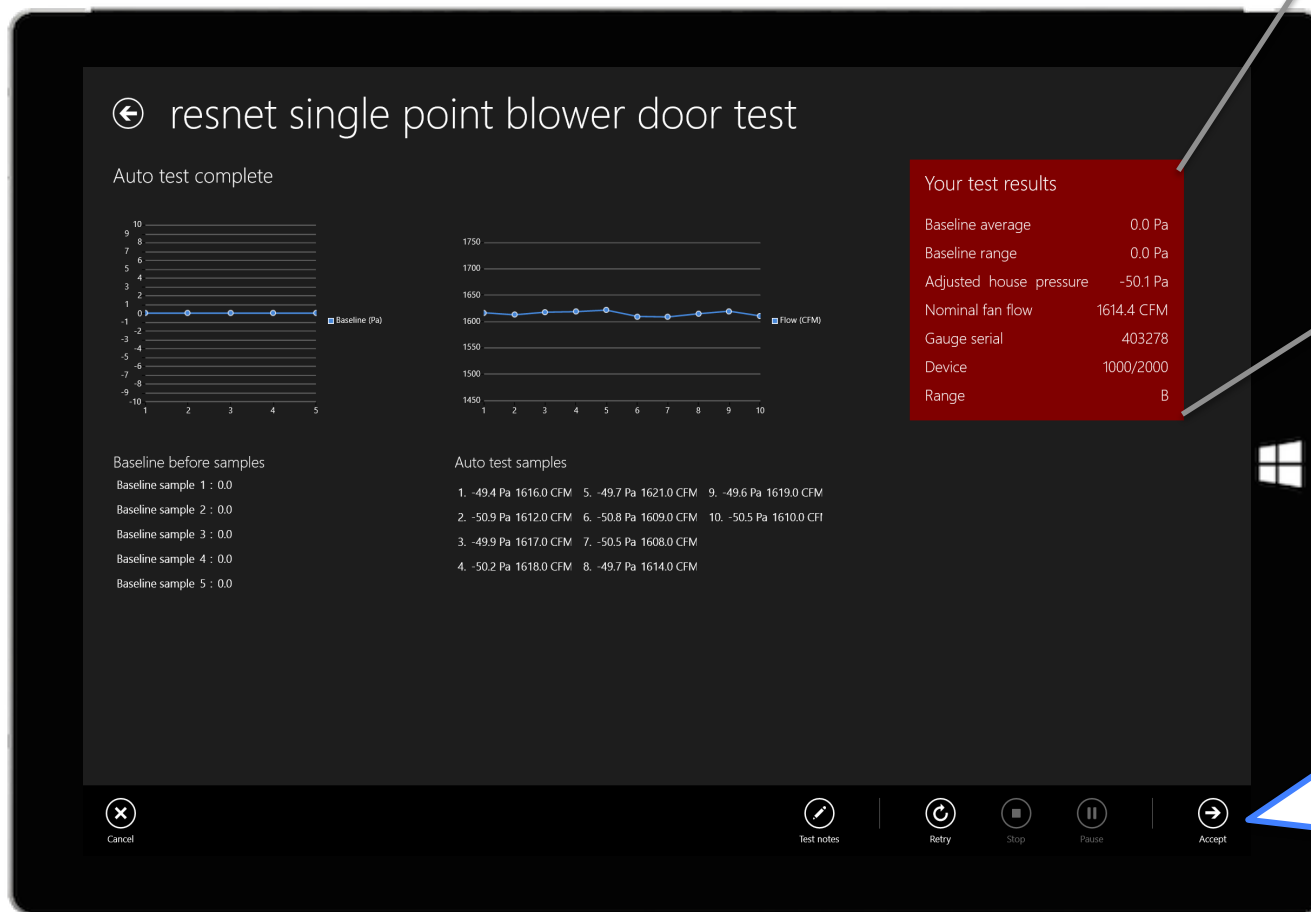
Do Not leave the
rCloud app while
The test is running!

Windows will
disconnect the gauge.





Blower door test results



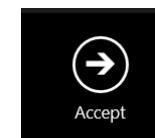
Your test results

Baseline average	0.0 Pa
Baseline range	0.0 Pa
Adjusted house pressure	-50.1 Pa
Nominal fan flow	1614.4 CFM
Gauge serial	403278
Device	1000/2000
Range	B

Your test results

Baseline average	0.0 Pa
Baseline range	0.0 Pa
Adjusted house pressure	-50.1 Pa
Nominal fan flow	1614.4 CFM
Gauge serial	403278
Device	1000/2000
Range	B

Tap "Accept" to
review QA test report
& upload results





Quality Assurance Report

← auto test results summary

Quality Assurance Report

Test information

Test name
Test date 2015-11-03

Technician Joe Medosch
Technician email joe@retrotec.com
Verified location False

Building information

Address 4925 Shiloh Springs Rd
City Cumming
State GA
Zip 30040
Building location 34.1443, -84.1984
Year constructed 2006
Volume 23000 ft³
Conditional floor area 2844 ft²
Elevation 1079 ft

Test conditions

Indoor temperature 70°F
Outdoor temperature 64°F
Wind speed 0 mph
Notes

Test measurements

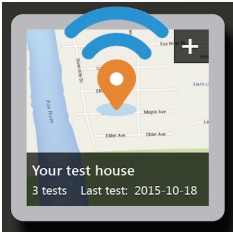
Test type RESNET Single Point Blower Door Test
Level of accuracy Standard
Average baseline 0.2 Pa
Baseline range 0.5 Pa
Induced building pressure -50.1 Pa
Nominal CFM50 64.3 CFM
Corrected CFM50 64.3 CFM
Adjusted CFM50 64.3 CFM

Test measurements

Test type RESNET Single Point Blower Door Test
Level of accuracy Standard
Average baseline 0.2 Pa
Baseline range 0.5 Pa
Induced building pressure -50.1 Pa
Nominal CFM50 64.3 CFM
Corrected CFM50 64.3 CFM
Adjusted CFM50 64.3 CFM
Fan configuration Mid
Fan model Retrotec 200
Fan serial number NA
Pressure gauge model Retrotec DM32 5H
Gauge serial number 404099
Time averaging 10

Lower section of report





Quality Assurance Report

View individual reports on a map

Shiloh T1

Quality Assurance Report

Test information

Test name	Shiloh T1
Test date	2015-11-03
Export ID	H5JVLG6
Technician	Joe Medosch
Technician email	joe@retrotec.com
Verified location	False

Building information

Address	4925 Shiloh Springs Rd
City	Cumming
State	GA
Zip	30040
Building location	34.1443, -84.1984
Year constructed	2006
Volume	23000 ft ³
Conditional floor area	2844 ft ²
Elevation	1079 ft

Test conditions

Indoor temperature	70°F
Outdoor temperature	64°F
Wind speed	0 mph
Notes	

Test measurements

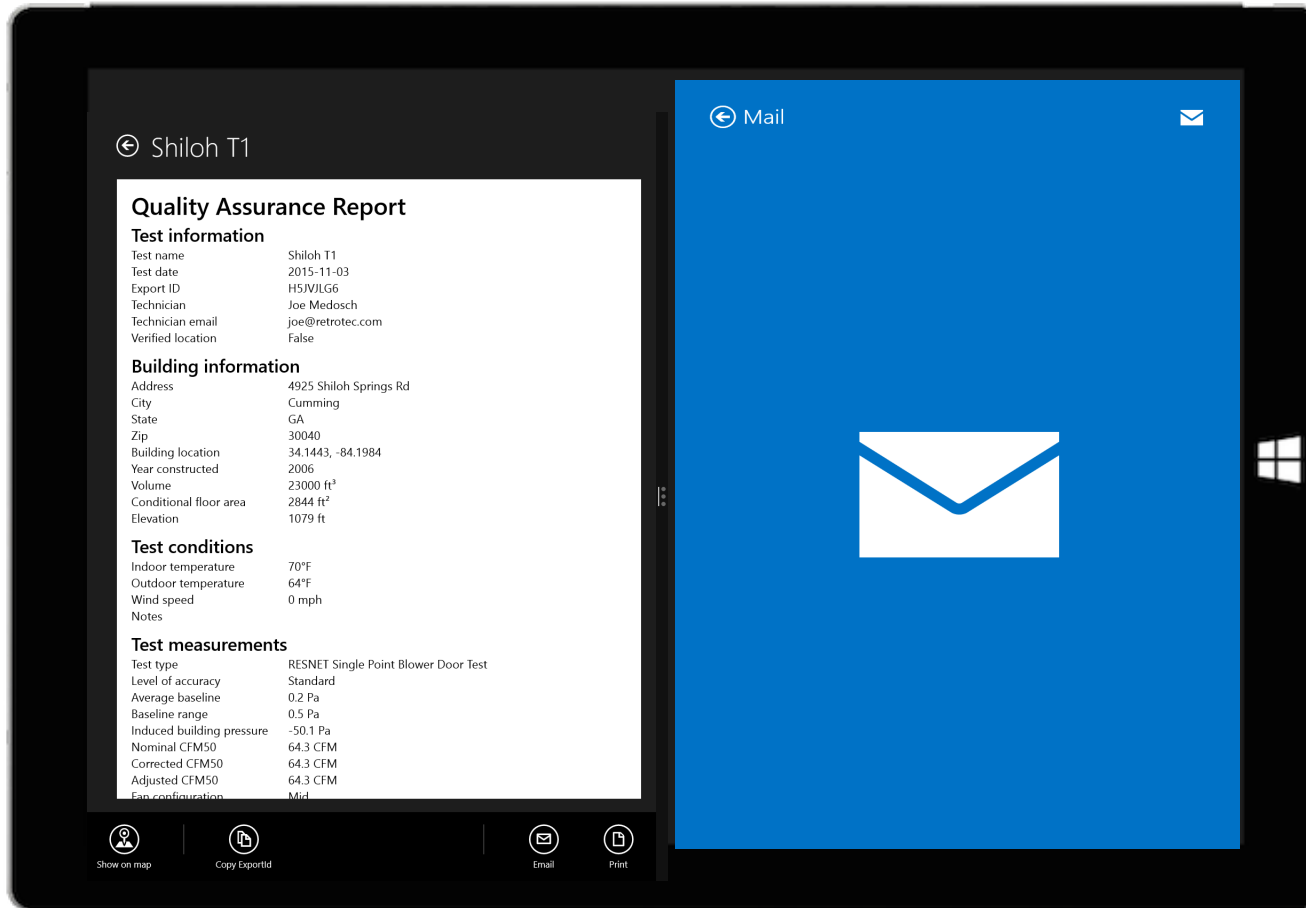
Test type	RESNET Single Point Blower Door Test
Level of accuracy	Standard
Average baseline	0.2 Pa
Baseline range	0.5 Pa
Induced building pressure	-50.1 Pa
Nominal CFM50	64.3 CFM
Corrected CFM50	64.3 CFM
Adjusted CFM50	64.3 CFM
Fan configuration	Mid

Map showing location: 4925 Shiloh Springs Rd Cumming GA 30040. Includes a search bar, map controls, and a scale bar (90 yds, 80 m).



Quality Assurance Report

Share the report immediately via email



rCloud Fee Structure and Billing





rCloud Fee Structure and Billing

\$2 for each blower door test.



May 12 \$2
Blower door test

June 10 \$0
Blower door test

\$2 for each duct test.

Additional blower door test or duct tests,

- at the same address AND
- within a 30 day window, are free.

2 BD tests \$2
SAME ADDRESS
\$2 total

\$2 total for 2 blower door tests because they were performed at the same address during a 30 day window



rCloud Fee Structure and Billing

\$2 for each blower door test.

\$2 for each duct test.

Example: 30 days of testing
15 total tests only \$16

Additional BD / DT tests, in the same 30 days, at the same address are free.



May 12 \$2
Blower door test

June 10 \$0
Blower door test

2 BD tests \$2
SAME ADDRESS
\$2 total



May 13 \$2
Blower door test

May 16 \$2
Duct test

June 9 \$0
Duct test

1 BD tests \$2
2 DT tests \$2
SAME ADDRESS
\$4 total



May 14 \$2
Duct test

May 18 \$2
Blower door test

June 10 \$0
Blower door test

2 BD tests \$2
1 DT tests \$2
SAME ADDRESS
\$4 total



May 16 \$2
Blower door test

May 23 \$0
Blower door test

June 12 \$0
Blower door test

3 BD tests \$2
SAME ADDRESS
\$2 total



May 16 \$2
Duct test

May 22 \$0
Duct test

May 28 \$2
Blower door test

June 12 \$0
Blower door test

2 BD tests \$2
2 DT tests \$2
SAME ADDRESS
\$4 total

Connecting the DM32 to your device





Connecting the DM32 to your device

- The DM32 must be WiFi enabled
- You cannot use a USB cable to connect the gauge to rCloud
- The DM32 can CREATE a WiFi network or JOIN a WiFi network
- Be familiar with the device you're using with the rCloud app
 - You should know if it is 3G/4G enabled
 - OR if it is a WiFi only device
- Determine how you will connect the DM32 to your device
 - Make sure you know the WiFi/Network name
 - Determine if it has a password
- Become familiar with generating a hotspot on your device

Setup - DM32 WiFi options

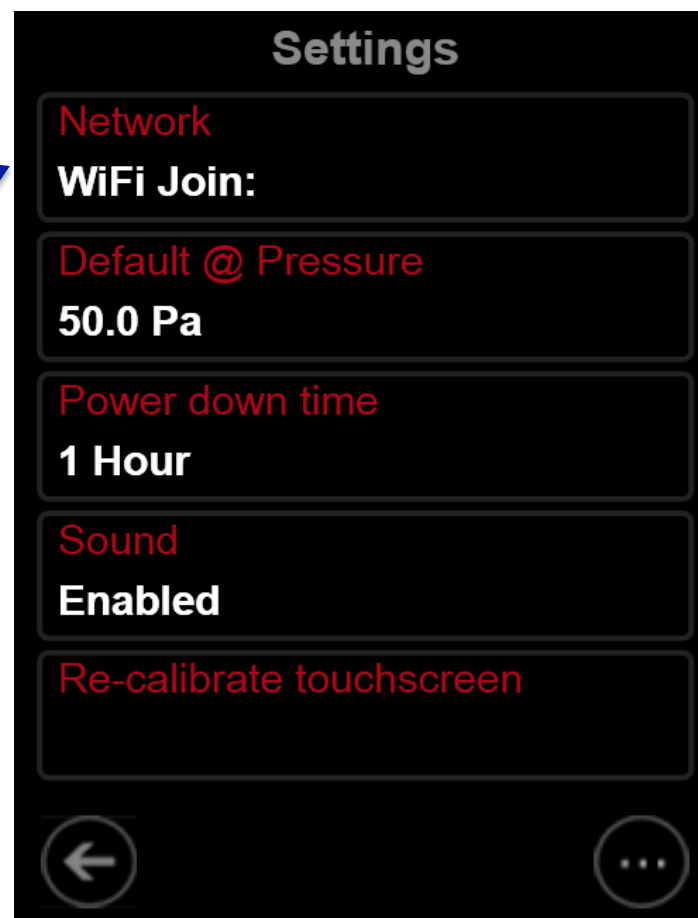
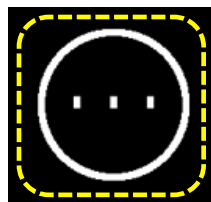
Join vs Create



Note: WiFi is just a communication signal between devices, not an internet connection.



Setup Network Settings



Tap settings, then . The [Network] settings is at the top.



Setup - DM32 WiFi options

Join vs Create



WiFi settings

Network name (SSID)
mywifi

Secure network
No

Password = No

WiFi settings

Network name (SSID)
mywifi

Secure network
Yes

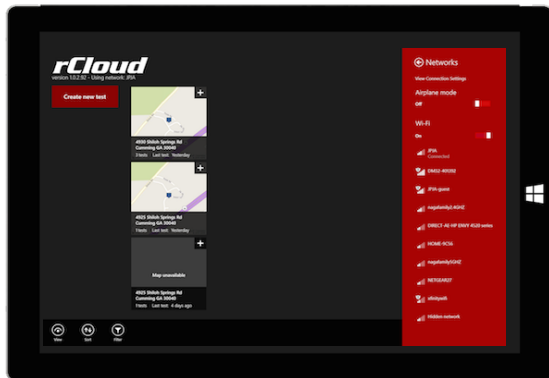
Password = Yes

Device

No 3G/4G

Offline mode

Not connected
to internet

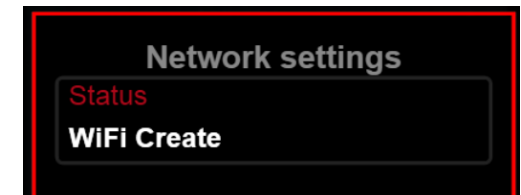


Network Connection

Direct Connect
To DM32



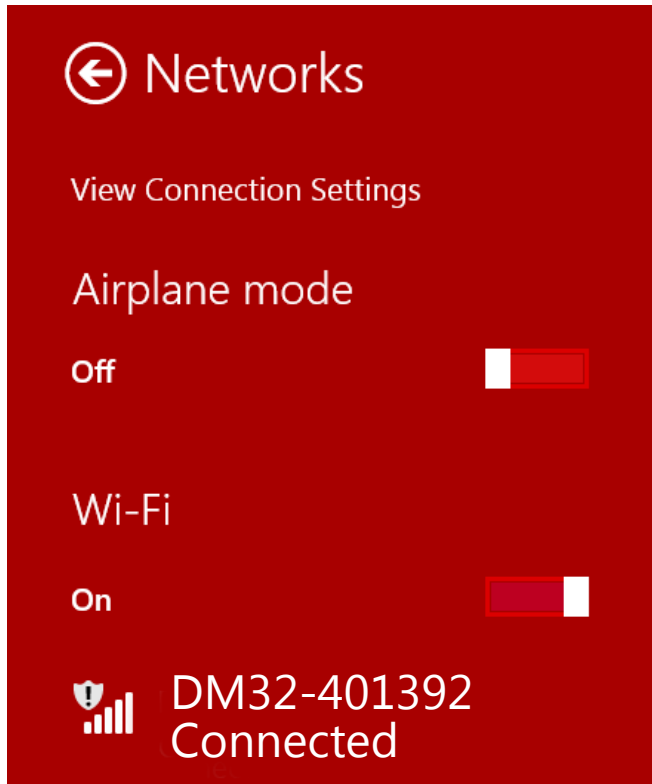
DM32 Settings



DM32 creates a WiFi signal (hotspot)
and the device joins the network

Device

Connect to DM32

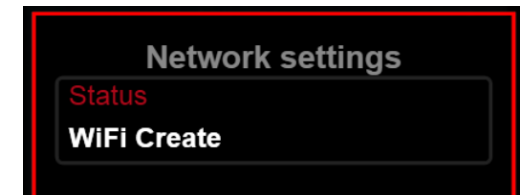


Network Connection

Direct Connect To DM32



DM32 Settings



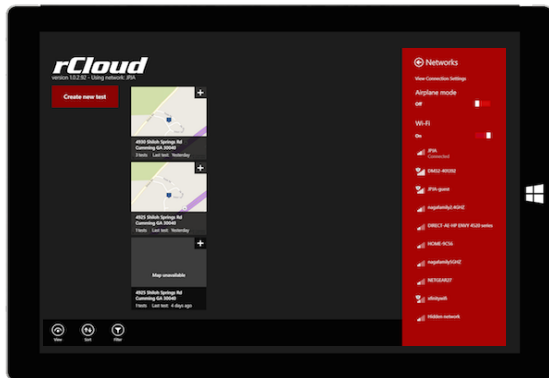
DM32 creates a WiFi signal (hotspot)
and the device joins the network

Device

No 3G/4G

Offline mode

Not connected
to internet



Network Connection

Join router or
other hotspot

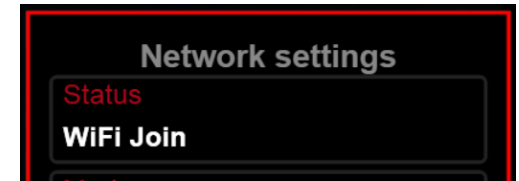
Router



No internet
connection



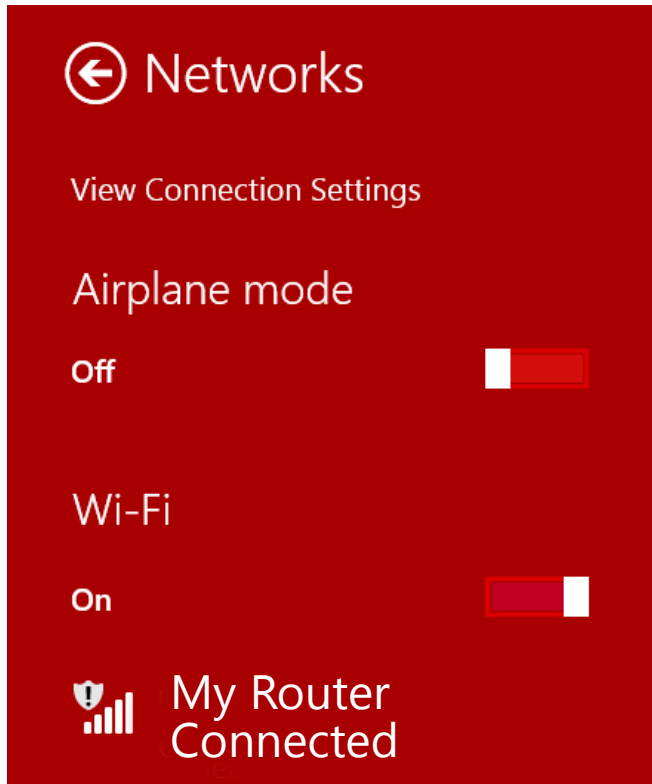
DM32 Settings



Router creates a WiFi signal (hotspot)
and the device and DM32 join the same network

Device

Connect to Router



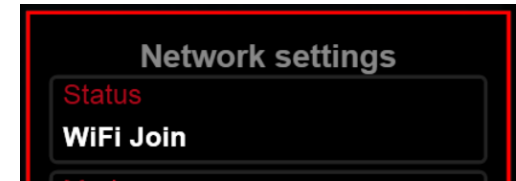
Network Connection

Join router or other hotspot

Router



DM32 Settings

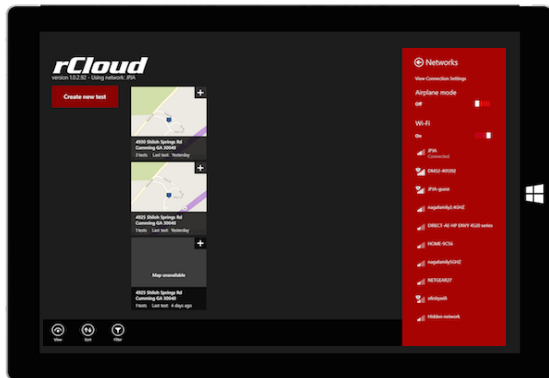


Router creates a WiFi signal (hotspot)
and the device and DM32 join the same network

Device

No 3G/4G

Online –
Connected
to internet



Network Connection

Join Phone or
Mobile hotspot

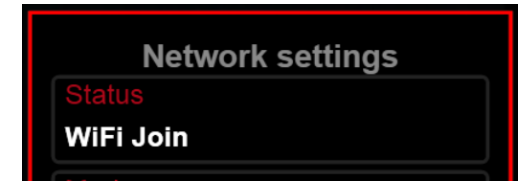
Phone



Mobile Hotspot



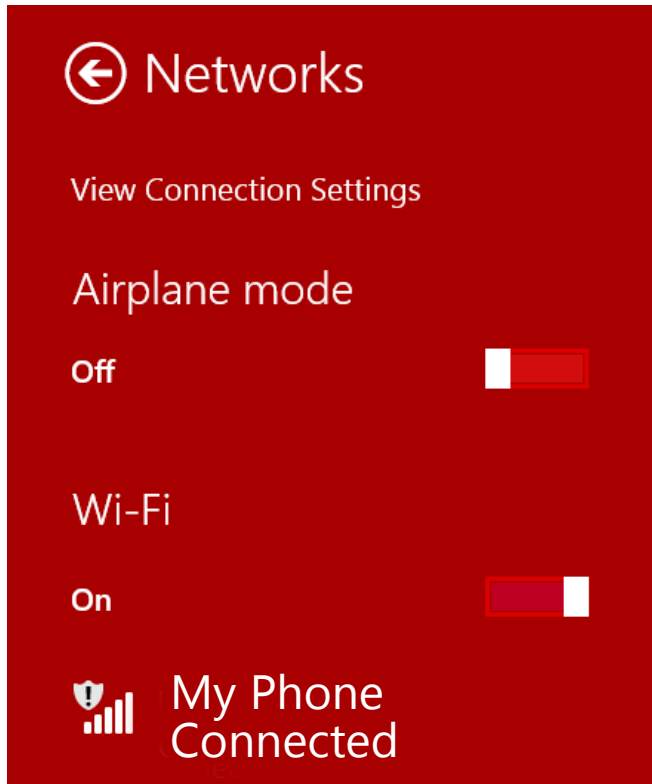
DM32 Settings



Phone creates a WiFi signal (hotspot)
and the device and DM32 join the same network

Device

Connect to Phone



Network Connection

Join Phone or Mobile hotspot

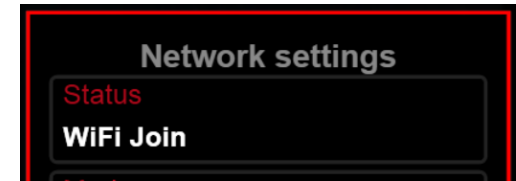
Phone



Mobile Hotspot



DM32 Settings

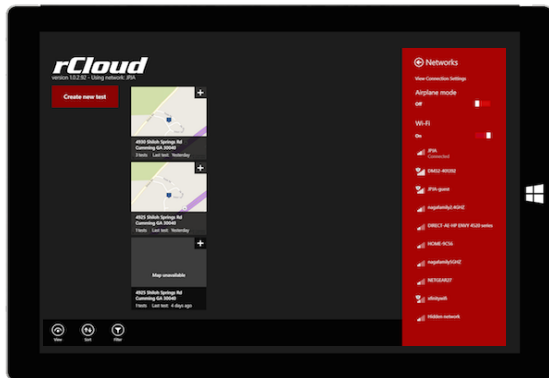


Phone creates a WiFi signal (hotspot)
and the device and DM32 join the same network

Device

Yes 3G/4G

Online –
Connected
to internet

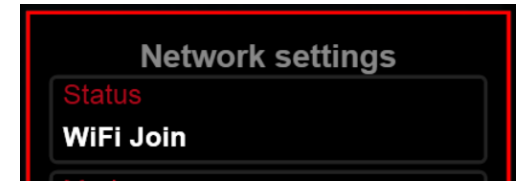


Network Connection

DM32 Joins
Hotspot created
by device



DM32 Settings

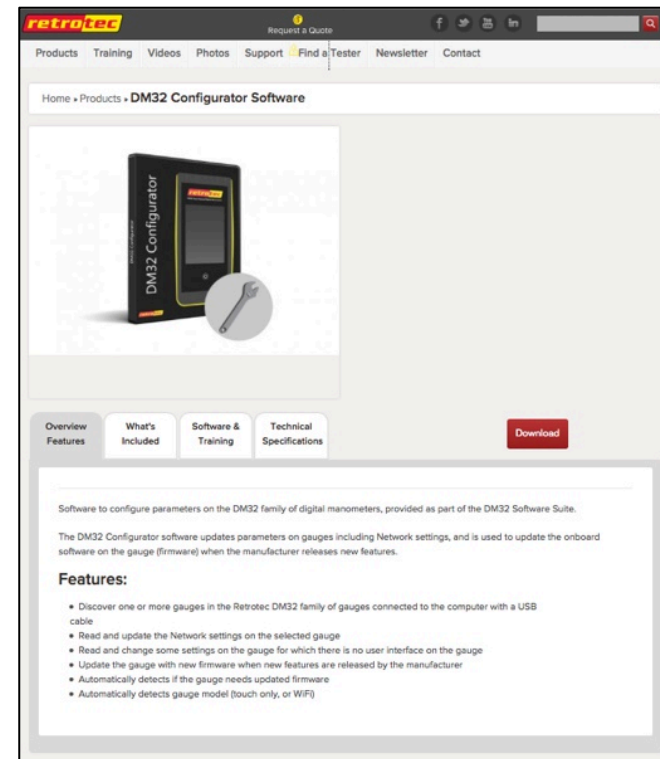


Device creates a WiFi signal (hotspot)
and the DM32 join the network

DM32 Configurator

If the DM32 is set to "Join" a WiFi network that has a PASSWORD, then the DM32 need to connected to the Configurator to enter the PASSWORD

Retrotec.com > Support > Software



DM32 Configurator

This is ONLY if the DM32 is set to "Join" a WiFi source that has a PASSWORD, then the DM32 needs to be connected to the Configurator to enter the PASSWORD

1. Download and install Retrotec's Configurator application.

2. Restart computer

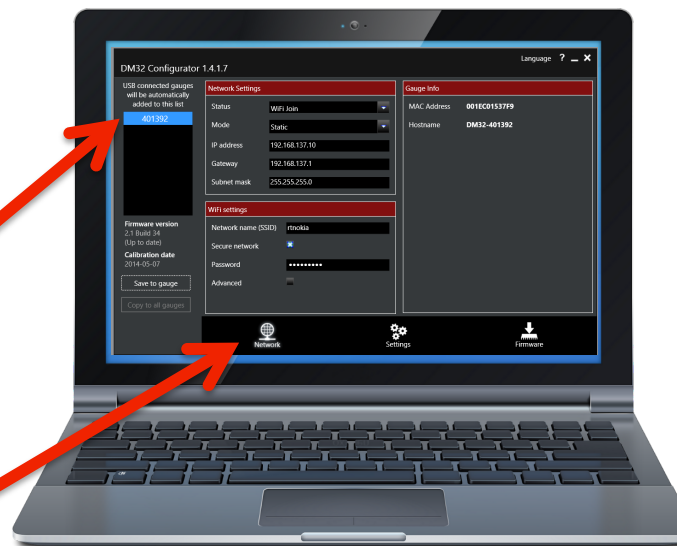
3. Open Configurator

4. DM32 should be OFF

5. Connect the USB to the computer and DM32

6. The configurator will find the gauge and be listed on the left side.

7. Select "Network" from the bottom



USB 

DM32 Configurator

This is **ONLY** if the DM32 is set to "Join" a WiFi source that has a PASSWORD, then the DM32 need to connected to the Configurator to enter the PASSWORD

The screenshot shows the DM32 Configurator 1.4.2.40 interface. On the left, a list of USB connected gauges is shown, with '400588' highlighted. A callout points to this list: "Connected Gauge appears here". Below this, a callout points to the 'Network' icon in the bottom navigation bar: "Select 'Network'". The main area is divided into two sections: 'Network Settings' and 'WiFi settings'. In 'Network Settings', 'Status' is set to 'WiFi Join' (callout: "Select 'WiFi Join'") and 'Mode' is set to 'DHCP' (callout: "Select 'DHCP'"). In 'WiFi settings', 'Network name (SSID)' is set to 'network-name' (callout: "Enter EXACT name of WiFi source. (CaSe SeNsitiVe)"), 'Secure network' is checked (callout: "Select 'Secure network'"), and 'Password' is masked with dots (callout: "Enter EXACT password"). The bottom navigation bar has icons for 'Network', 'Settings', and 'Firmware'.

DM32 Configurator

Temporary condition





Please email your questions, features or issues to:

rCloud@retrotec.com

Please include some basic information like ...

- rCloud version.
- What device were you were using.
- Type of WiFi and/or internet connection.
- What were you doing when when the issue occurred.
- Anything else that can help diagnose the issue.