

VisualEyes Frequently Asked Questions

- Q.** Can I set a probabilistic threshold using Smart Windows?
- A.** No the Smart Window filters apply to the most likely forecast value only. The probabilistic element is provided in the fact that the charts show the full ensemble range.

- Q.** When I open the charts I can't see the scroll bar. How do I view charts lower down the list or to the right of the screen?
- A.** The charts can be scrolled by a "click and hold" on the mouse. If you hold the left mouse button down, then you can drag the charts to the position that you need

- Q.** I can see an alert icon for icing – where is the chart?
- A.** Icing is a new algorithm, and is not a weather parameter that has a scale to it. The output of the algorithm is high medium or low, and the icon amber reflect medium, while the red reflects high risk, so a chart might not be that helpful.

In addition, icing is not a well understood condition for wind turbines, and so this feature is somewhat experimental so at the moment we have only added it as an alert with no charts.

Because the output of the filter is fixed, there are no user definable parameters, and it does not appear on the threshold setting interface.

- Q.** On my mobile phone, I don't seem to be able to see the map.
- A.** The map is not displayed on phones because it contains a large volume of data that would be slow to load and update. Therefore, to improve performance we have excluded it on mobile phones.

- Q.** On my mobile I can't access the settings menu, why is that?
- A.** The mobile design has been built around the standard field operative, who would not normally be a super user. As the administration screens are specific to the super user, and rather complex (best viewed on a larger screen of at least tablet size), we did not feel it was necessary to make them available to mobile phones.

- Q.** What time zone is the clock aligned to?
- A.** The clock reflects local time, as does the time-line on the map layers. This means that they automatically adjust to daylight savings time changes.

Q. I just updated my thresholds, but they don't seem to have been applied.

A. The first version of VisualEyes was not designed to integrate settings across multiple users and locations. To overcome this we now collect settings on a Met Office server, and recalculate the thresholds as the forecast updates. This means that there could be a delay of up to 7 hours, but this will ensure that all users in your organisation will see the same thresholds, and they will see updates at the same time.

Q. Why does it take up to 7 hours to update thresholds on my alerts

A. When you change a threshold, it is saved immediately, but alerts are calculated when the forecast updates. Forecast updates nominally take 6 hours, but may take a little longer, and there is an additional period for the recalculation and dissemination of alerts to all user devices.

Normally the update will be quicker because 7 hours is a maximum.

Q. What is the priority order of icons?

- A.** 1) Any red alert has priority over any Amber alert
2) Any Lightning alert has priority over any other alert
3) The priority order for weather parameters is:
- Lightning
 - Hub Height Gust
 - Hub Height Wind
 - Surface Gust
 - Surface Wind
 - Rain
 - Snow
 - Temperature
 - Visibility

Q. I cannot see the notices or MyServices icon

A. When the menu is open the app moves to the right, so the notes and "MyServices" buttons are shifted out of view until the menu is closed. This also means that some of the timeline control buttons are inaccessible until the side menu is closed.