

# **ONSET**

## **InTempConnect<sup>®</sup> User Guide**

# Table of Contents

- ▶ [Account Creation](#)
- ▶ [Signing In](#)
- ▶ [User Profile Settings](#)
- ▶ [Managing Users & Roles](#)
- ▶ [Managing Gateway Profiles](#)
- ▶ [Gateway Management](#)
  - ▶ [Payment Status](#)
  - ▶ [Create Gateway Groups](#)
- ▶ [Create Locations](#)
- ▶ [Managing Logger Profiles](#)
- ▶ [Data Search](#)
  - [Shipments](#)
- [Trip Fields](#)
- ▶ [Data Management](#)
  - [Download Certificate](#)
  - [Segment Data](#)
  - [Public Configuration Details](#)
- ▶ [Logger Management](#)
  - ▶ [Configure Logger](#)
  - ▶ [Download Logger](#)
- ▶ [Report Creation](#)
  - ▶ [Single Device Report](#)
  - ▶ [Saved Searches](#)
  - ▶ [Multi-Device Report](#)
  - ▶ [Scheduled Report](#)
  - ▶ [ITC Audit Report](#)
- ▶ [Shipment Management](#)
- ▶ [Managing Notifications](#)

# Table of Contents

- ▶ [Security Settings](#)
- ▶ [Cellular Logger Registration](#)
- ▶ [Dashboard](#)
- ▶ [Retrieving Logger Passkey](#)
- ▶ [Resetting Gateway Passkey](#)
- ▶ [Troubleshooting](#)
- ▶ [Onset Key Contacts](#)

# Account Creation



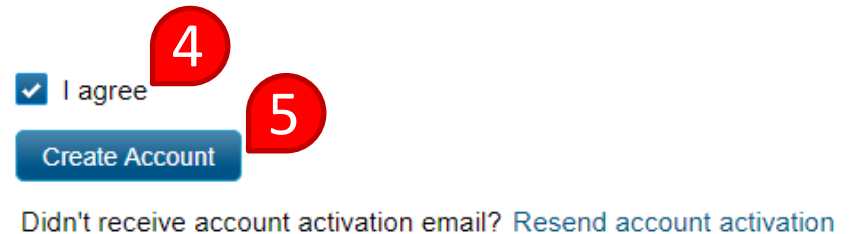
# Create a New ITC Account

1. Go to [www.intempconnect.com](http://www.intempconnect.com)
2. Click “Create Account”
3. Fill out all fields

The screenshot shows the InTempConnect website's account creation interface. A red circle with the number '1' is positioned over the browser's address bar, which contains 'intempconnect.com'. Below the browser, the InTempConnect logo is displayed. There are two input fields for 'Username:' and 'Password:', each with a small 'A' icon on the right. A blue 'Log in' button is present, with a red circle and the number '2' next to it. Below the button are links for 'Create account' and 'Forgot password?'. A section titled 'Create an InTempConnect Account' lists password requirements: at least 8 characters, at least 1 uppercase character, at least 1 lowercase character, at least 1 number, and at least 1 special character from @%\$#!&+^\$. A red circle with the number '3' is placed over the 'Email Address (Username):' input field. Below this are fields for 'Account Name:', 'First Name:', 'Last Name:', 'Password:', and 'Confirm Password:'. The 'Password:' and 'Confirm Password:' fields have a red 'x' icon to their right, indicating a validation error.

# Create a New ITC Account

4. Check “I agree” to agree to the terms of service
5. Click “Create Account”
6. Complete the process by clicking on the “Account Activation” link sent to your email address



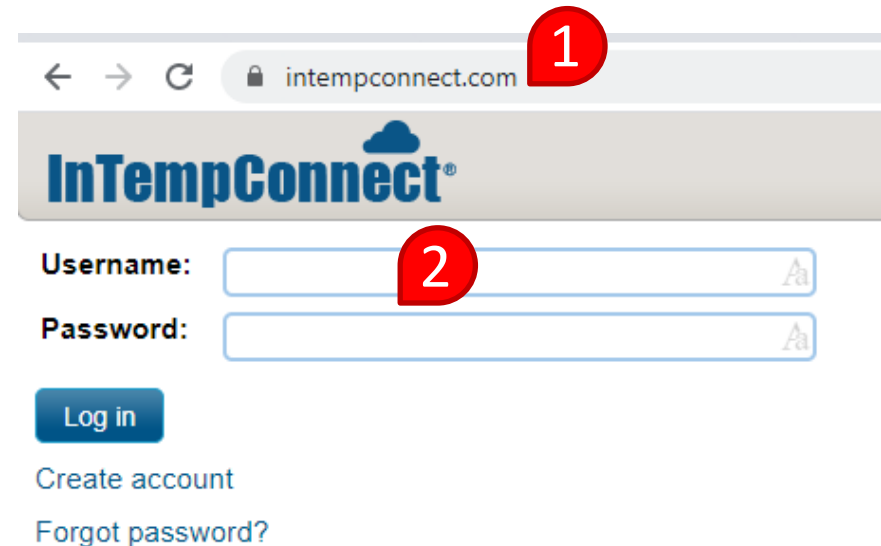
# Signing In



[Back to Top](#)

# Signing In

1. Go to [www.intempconnect.com](http://www.intempconnect.com)
2. Enter your username (email address) and password
  - If you forgot your password, click on the “[Forgot password?](#)” link
  - Do not create a new account if one already exists. Doing so will create a database separate from your existing data
  - A new account should have a unique account name. Do not re-use an old name/organization when creating a new account



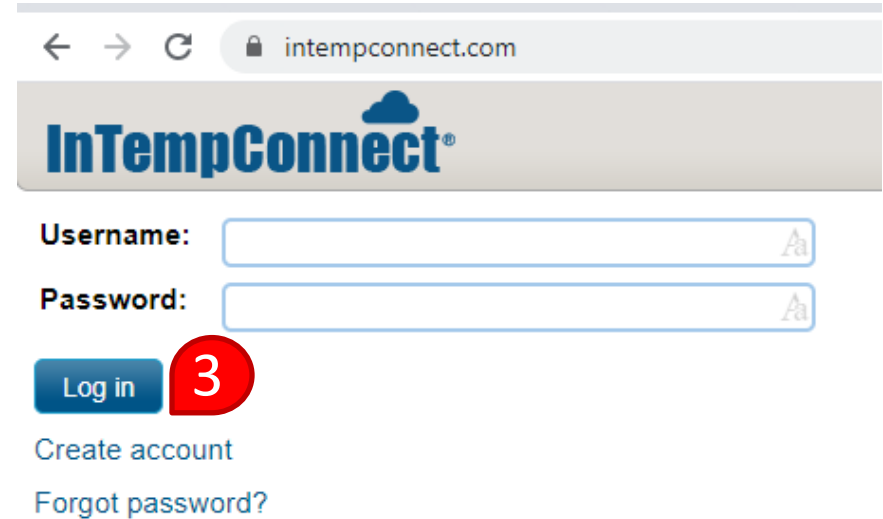
The screenshot shows the InTempConnect login interface. At the top, the browser address bar displays 'intempconnect.com' with a red circle containing the number '1' next to it. Below the address bar is the InTempConnect logo. Underneath the logo are two input fields: 'Username:' and 'Password:'. A red circle with the number '2' is positioned over the Username input field. Below the input fields is a blue 'Log in' button, and below that are two links: 'Create account' and 'Forgot password?'.



# Signing In

3. Click “Log in”
  - For any issues with logging in, please contact the Onset Technical Support team

Click [here](#) for Onset Tech Support contact information



The screenshot shows a web browser window with the URL [intempconnect.com](http://intempconnect.com). The page features the InTempConnect logo at the top. Below the logo are two input fields: "Username:" and "Password:". Underneath the password field is a blue "Log in" button with a red circular badge containing the number "3". Below the "Log in" button are two links: "Create account" and "Forgot password?".

# Signing In

4. Confirm that you've logged into the correct account by checking the account name in the upper right-hand corner of the screen



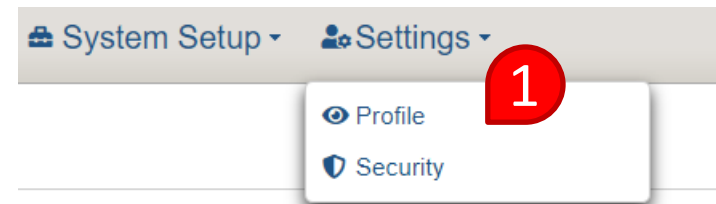
# Profile



[Back to Top](#)

# User Profile Settings

1. To edit profile settings, including the account password, personal info, measurement settings, default saved search settings, data export settings and default report settings, go to the “Settings” tab and click on “Profile.”



# User Profile Settings

2. Change your account password
3. Edit any personal information
4. Set the default unit system for temperature and distance used in InTempConnect
5. Select a default Saved Search  
Note: Selecting a default saved search will automatically populate the search criteria in the [Logger Data](#) page
6. Set the default Data Export settings
  - Single Device Report
7. Select the default Report Builder settings –
  - Multi-device Report. For more information on these settings, see [Report Creation](#)
8. Click “Save”

The screenshot shows the 'Settings > Profile' page with the following sections and callouts:

- 2** Callout points to the 'Sign In & Security' section, which includes a 'Change Password' link.
- 3** Callout points to the 'Personal Info' section, which includes fields for 'Account Name' (Kevtest), 'Username' (kevin\_cummings@onsetcomp.com), 'First Name' (Kevin), and 'Last Name' (Cummings).
- 4** Callout points to the 'Measurement Settings' section, which includes 'Default Temperature Unit System' (°C) and 'Default Distance Unit System' (Miles).
- 5** Callout points to the 'Saved Search Settings' section, which includes a 'Default Saved Search' dropdown menu.
- 6** Callout points to the 'Data Export Settings' section, which includes 'Default Time Zone' (US/Eastern), 'Default File Format' (PDF (.pdf)), and checkboxes for 'Include alarm report' and 'Include tabular data'.
- 7** Callout points to the 'Report Builder Settings' section, which includes 'Default Time Zone' (UTC), 'Default File Format' (PDF (.pdf)), 'Default Data Range' (All data), and checkboxes for 'Raw Data (XLSX only)', 'Alarms', 'Summary Stats', 'Multi-Graph (PDF only)', and 'Tabular Data'.
- 8** Callout points to the 'Save' button at the bottom of the page.

# Managing Users & Roles

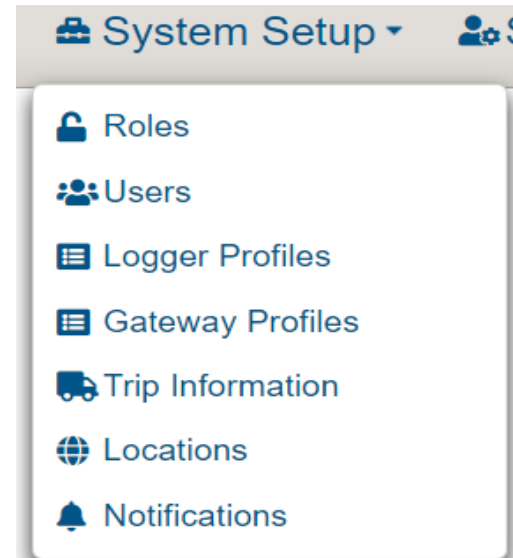


[Back to Top](#)

# Managing Users & Roles

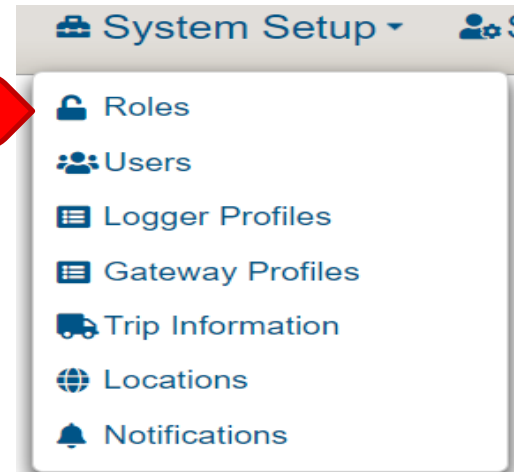
To create roles, add users, and manage user permissions, go to the “System Setup” tab

- User = Person/username
- Role = A user’s privileges within the system

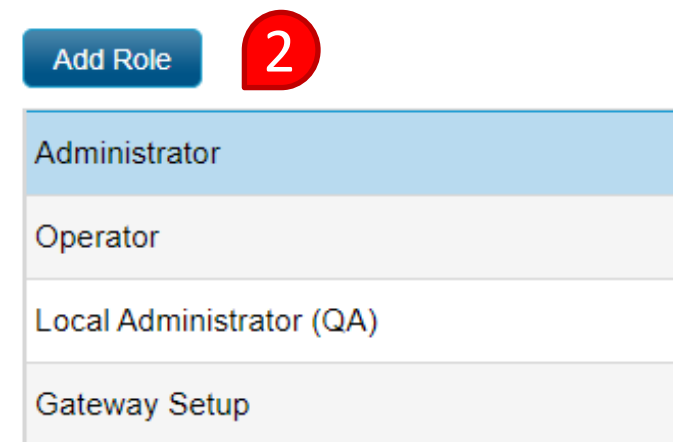


# Create a New Role

1. To add a new role, click on the “Roles” page under the “System Setup” tab
2. Click “Add Role”



System Setup › Roles





# Create a New Role

3. Add a name/description for the new role
4. Select the “Available Privileges” that you want associated with the role
  - Note: Hold the Ctrl on Windows and Command on MAC to select multiple privileges at once
  - Descriptions of privileges can be found in the [InTemp System User’s Guide](#)

Description:

**Available Privileges**

- Archive Logger Configs
- Audit Report
- Create Bluetooth Shipment
- Create Cellular Shipment
- Create Custom Reports
- Create Device Reports
- Download Now and Continue
- Download Now and Restart



**Assigned Privileges**

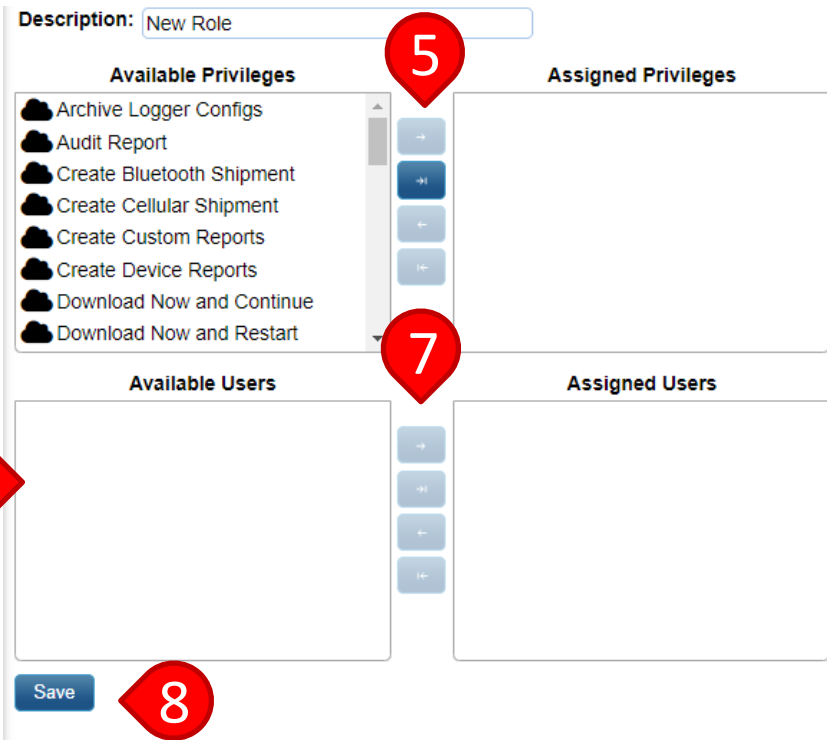
**Available Users**

**Assigned Users**

Save

# Create a New Role

5. Click the  button to add the privileges to the role
6. If available, select any users you want assigned to the new role
7. Click the  button to add users to the role
8. Click “Save”



The screenshot shows a web interface for creating a new role. At the top, there is a text input field labeled "Description:" containing the text "New Role". Below this, the interface is divided into four main sections: "Available Privileges", "Assigned Privileges", "Available Users", and "Assigned Users".

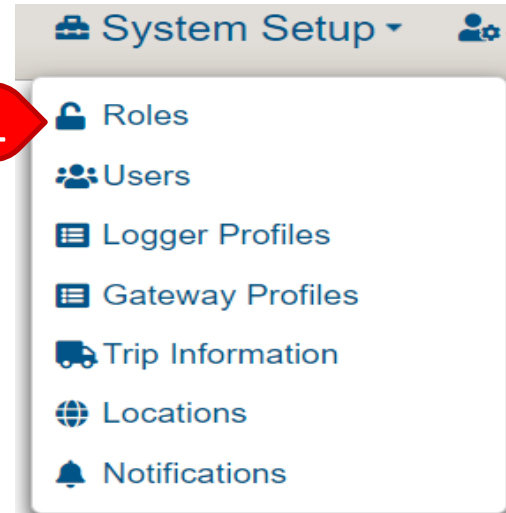
- Available Privileges:** A list of privileges with cloud icons, including "Archive Logger Configs", "Audit Report", "Create Bluetooth Shipment", "Create Cellular Shipment", "Create Custom Reports", "Create Device Reports", "Download Now and Continue", and "Download Now and Restart". A vertical scrollbar is on the right. A blue button with a right arrow is positioned to the right of the list.
- Assigned Privileges:** An empty rectangular box.
- Available Users:** An empty rectangular box.
- Assigned Users:** An empty rectangular box.

Four red callout bubbles with white numbers are overlaid on the interface:

- 5:** Points to the blue arrow button in the "Available Privileges" section.
- 6:** Points to the "Available Users" section.
- 7:** Points to the blue arrow button between the "Available Users" and "Assigned Users" sections.
- 8:** Points to a blue "Save" button at the bottom left of the interface.

# Edit an Existing Role

1. To edit an existing role, click on the “Roles” page under the “System Setup” tab
2. Click the role you want to edit (found below the “Add Role” button)



System Setup > Roles

Add Role



Administrator

Operator

Local Administrator (QA)

Gateway Setup

# Edit an Existing Role

3. To add privileges to the role, make selections from the list of “Available Privileges” and click the  button
4. To remove privileges, make selections from the “Assigned Privileges” list and click the  button
5. Click “Save”

Description:

**Available Privileges** 3

- Archive Logger Configs
- Audit Report
- Create Bluetooth Shipment
- Create Cellular Shipment
- Create Custom Reports
- Create Device Reports
- Download Now and Continue
- Download Now and Restart

**Assigned Privileges** 4

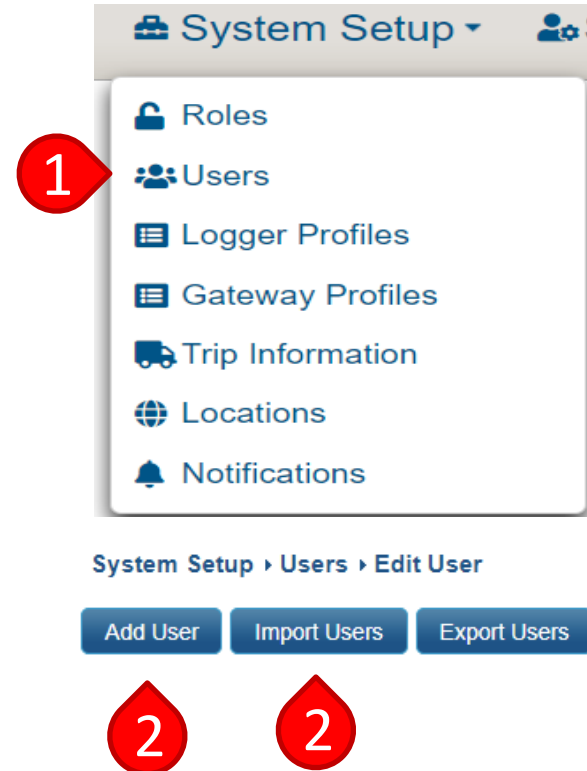
**Available Users**

**Assigned Users**


5

# Creating New Users

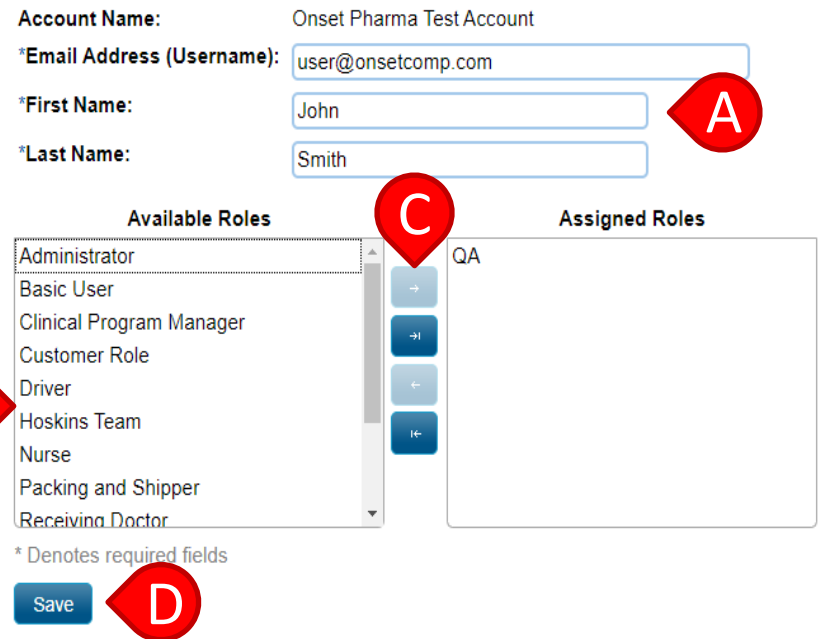
1. To add or manage users, click on the “Users” page under the “System Setup” tab
2. You can either add a new user manually or you can import users via a Microsoft Excel file



# Add a User

2. To add a user manually, click “Add User”
  - a) Enter the user’s email address, first name, and last name
  - b) Choose an available role
  - c) Click the  button
  - d) Click “Save”

System Setup › Users › Edit User



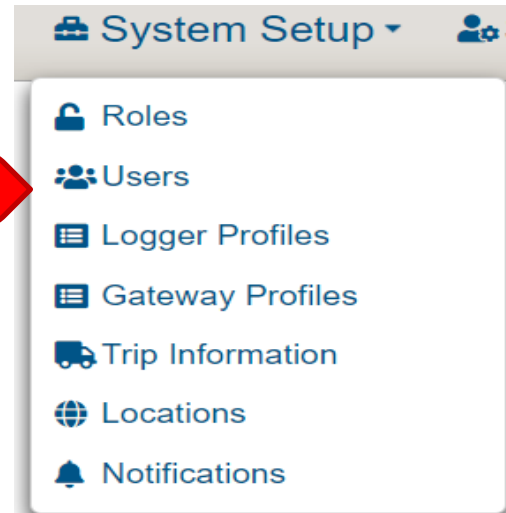
A screenshot of the 'Edit User' form. The form includes the following fields and elements:

- Account Name:** Onset Pharma Test Account
- \*Email Address (Username):** user@onsetcomp.com
- \*First Name:** John
- \*Last Name:** Smith
- Available Roles:** A list of roles including Administrator, Basic User, Clinical Program Manager, Customer Role, Driver, Hoskins Team, Nurse, Packing and Shipper, and Receiving Doctor. A red circle labeled 'B' is next to this list.
- Assigned Roles:** A list containing 'QA'. A red circle labeled 'C' is next to this list.
- Navigation:** A set of four buttons (right arrow, left arrow, double right arrow, double left arrow) is located between the Available Roles and Assigned Roles lists.
- Save:** A 'Save' button at the bottom, highlighted with a red circle labeled 'D'.

\* Denotes required fields

# Import Users


1. To import users via an Excel file, click on the “Users” page under the “System Setup” tab
2. Click “Import Users”



System Setup > Users > Edit User




# Import Users

3. Click on  to download the Excel template
4. Create an Excel file by adding as many users as needed to the template
  - a) Include email, first name, and last name (required)
  - b) Designate roles (role names must match exactly)
5. Save the Excel file

System Setup › Users › Import

Users Import

**Instructions**

- Step 1: Create your import file using this template  and select the file using Choose
- Step 2: Upload the file
- Step 3: Start Import and confirm there are no errors

+ Choose

↗ Upload

⊗ Cancel

Start Import

Email Address (Username)	First Name	Last Name	Roles
<a href="mailto:John.Smith@onsetcomp.com">John.Smith@onsetcomp.com</a>	John	Smith	QA
<a href="mailto:Jane.Smith@onsetcomp.com">Jane.Smith@onsetcomp.com</a>	Jane	Smith	Operator



# Import Users

6. Click the “+Choose” button and select the saved Excel file
7. Click the “Upload” button
8. Click “Start Import”


The system will notify you of any errors. If this happens:

- Open the original Excel document to view and fix any errors
- Repeat the process, starting from step 6

System Setup › Users › Import

Users Import

Instructions

Step 1: Create your import file using this template  and select the file using Choose

Step 2: Upload the file

Step 3: Start Import and confirm there are no errors

+Choose

Upload

Cancel

Merck Demo.xlsx 9.1 KB




Start Import

System Setup › Users › Import

Users Import

Instructions

Step 1: Create your import file using this template  and select the file using Choose

Step 2: Upload the file

Step 3: Start Import and confirm there are no errors

File: Merck Demo.xlsx

Start Import

8

# Edit Users

1. To edit users, click on the “Users” page under the “System Setup” tab
2. Click on one of the existing users under the “Username” column

The screenshot displays the ONSET System Setup interface. At the top, there is a 'System Setup' dropdown menu with a gear icon. Below it, a list of menu items is shown: Roles, Users, Logger Profiles, Gateway Profiles, Trip Information, Locations, and Notifications. A red circle with the number '1' highlights the 'Users' menu item. Below the menu, there are three buttons: 'Add User', 'Import Users', and 'Export Users'. Underneath these buttons is a 'Show disabled' checkbox. The main content area is a table with a search bar and a list of users. A red circle with the number '2' highlights the first user in the list. The table has a header row with a search icon and the text 'Username'. The list contains the following usernames:

Username
rebecca_alani@onsetcomp.com
kristy_elma@onsetcomp.com
daniel_cearra@onsetcomp.com
marilou_camilla@onsetcomp.com
aimee_ethelyn@onsetcomp.com
fredric_jordan@onsetcomp.com
eric_kaeden@onsetcomp.com
nigel_claude@onsetcomp.com

# Edit Users

3. Update the selected user's:

- first name
- last name
- role

4. Click "Save"

System Setup > Users > Edit User

## Edit User

Account Name: Kevtest

Email Address (Username): InTemp\_Trainings@Onsetcomp.com

\*First Name:

\*Last Name:

### Available Roles

Clinic Manager  
Gateway Administrator  
Logger Management  
Nurse



### Assigned Roles

Administrator  
Driver

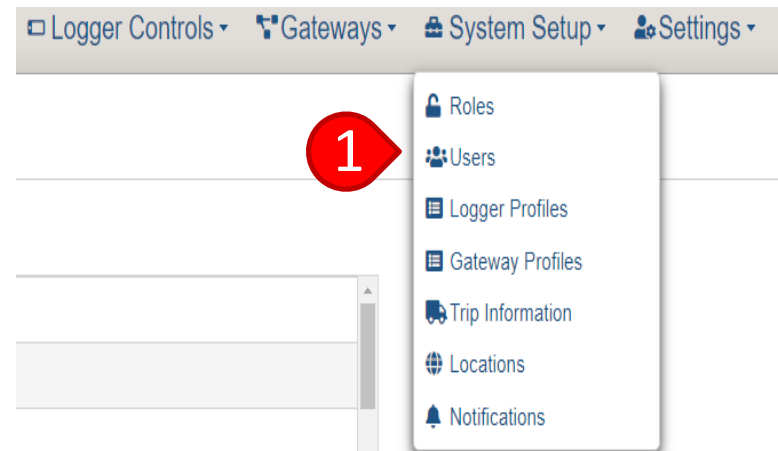
\* Denotes required fields

4

Save

# Disable Users

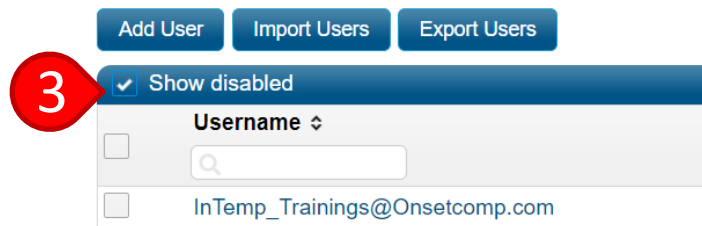
1. To disable a user, click on the “Users” page under the “System Setup” tab
2. Click on the sliding button to the right of the username & Role(s)
3. To re-enable a user, check “Show disabled” and click on the sliding button to the right of the username



A screenshot of the 'Users' list table. The table has a search bar for 'Role(s)' and a list of users with their roles. A red circle with the number '2' is placed over the sliding button to the right of the 'Gateway Setup' role for the second user.

Role(s)	
Administrator	<input type="checkbox"/>
Gateway Setup	<input type="checkbox"/>
Gateway Setup	<input type="checkbox"/>
Administrator	<input type="checkbox"/>
Gateway Setup	<input checked="" type="checkbox"/>
Gateway Setup	<input type="checkbox"/>
Gateway Setup	<input type="checkbox"/>
Gateway Setup	<input type="checkbox"/>
Gateway Setup	<input checked="" type="checkbox"/>
Gateway Setup	<input type="checkbox"/>
Gateway Setup	<input type="checkbox"/>

System Setup › Users › Edit User



# Managing Gateway Profiles



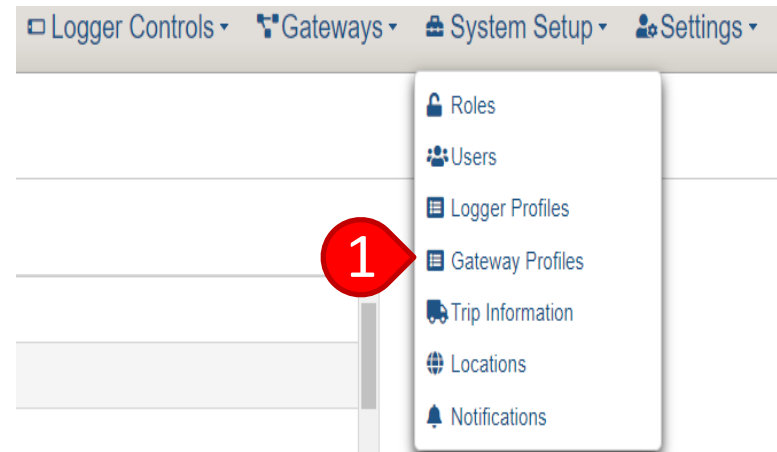
[Back to Top](#)

# Gateway Profiles

- Gateway Profiles define the behavior of your Gateway – how, when, and how often it downloads loggers
- You must create a Gateway Profile prior to configuring the Gateway
- You can create multiple profiles with different settings so you can select the appropriate one when configuring the Gateway (e.g., a Gateway monitoring storage loggers may be configured differently from a Gateway downloading transportation loggers)
- Click on the information icon to learn more about each Gateway profile settings

# Creating a Gateway Profile


1. Under the “System Setup” tab, click on “Gateway Profiles”
2. Click “Add Gateway Profile”



System Setup › Gateway Profiles



Add Gateway Profile

Profiles		
Configuration Name ↕	Logger Family	Actions
StartOnly		

# Creating a Gateway Profile

3. Type in a name for the profile
4. Choose which CX loggers to use with the Gateway

Note: If not selected, that logger type will be ignored by the Gateway(s) configured with this profile

\*Name:

Use this gateway with the selected logger families:  CX400  CX450  CX500  CX600  CX700

**CX400 Behavior**

When connecting to a CX400, perform the following  every

- Immediately connect to any CX400 not seen by this gateway
- Immediately connect to and download any CX400 with a new sensor alarm
- Immediately connect to any CX400 with a new low battery alarm

Enable reverse logistics for shipment loggers after

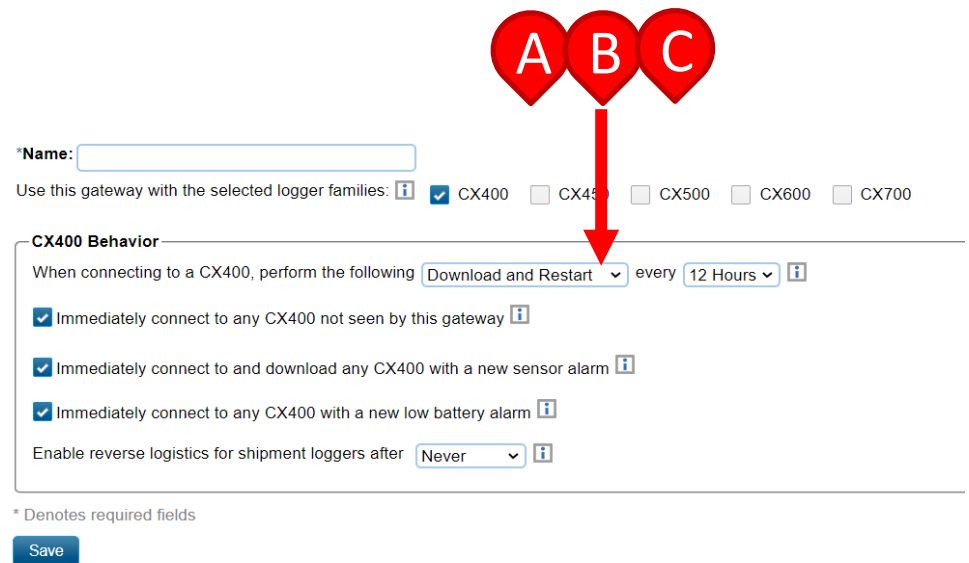
\* Denotes required fields



# Creating a Gateway Profile

5. Select options for how you want the Gateway to behave

- a) “Download and Restart” will download the logger and restart it
- b) “Download and Continue” will download the logger and allow it to continue logging
- c) “Download and Stop” will download the logger and stop it completely



\*Name:

Use this gateway with the selected logger families:  CX400  CX400  CX450  CX500  CX600  CX700

**CX400 Behavior**

When connecting to a CX400, perform the following  every

Immediately connect to any CX400 not seen by this gateway

Immediately connect to and download any CX400 with a new sensor alarm

Immediately connect to any CX400 with a new low battery alarm

Enable reverse logistics for shipment loggers after

\* Denotes required fields

# Creating a Gateway Profile


6. Choose how often you want a Gateway to connect to and download previously seen loggers. This will automate regularly scheduled downloads


Note: This is primarily for product storage monitoring. For transportation, it is recommended to choose the greatest amount of time


\*Name:


Use this gateway with the selected logger families:  CX400  CX450  CX500  CX600  CX700


**CX400 Behavior**

When connecting to a CX400, perform the following  every  


Immediately connect to any CX400 not seen by this gateway 

Immediately connect to and download any CX400 with a new sensor alarm 

Immediately connect to any CX400 with a new low battery alarm 

Enable reverse logistics for shipment loggers after  

\* Denotes required fields



# Creating a Gateway Profile

7. Select additional options for how you want the Gateway to behave, based on the chosen download behavior:
- Download a logger never seen by that Gateway
  - Download a logger with a sensor alarm
  - Download a logger that has recorded a low battery alarm
  - Download any logger that has been stopped and is no longer recording data

Note: This is for CX500, CX600 and CX700 logger families only

\*Name:

Use this gateway with the selected logger families:  CX400  CX450  CX500  CX600  CX700

**CX400 Behavior**

When connecting to a CX400, perform the following  every

Immediately connect to any CX400 not seen by this gateway **A**

Immediately connect to and download any CX400 with a new sensor alarm **B**

Immediately connect to any CX400 with a new low battery alarm **C**

Enable reverse logistics for shipment loggers after

\* Denotes required fields

Save

# Creating a Gateway Profile

- For reverse logistics, select a time (30 minutes to 24 hours) to enable downloads for shipments. Any logger that leaves the Bluetooth range of a Gateway that has been configured for reverse logistics will be forgotten by the Gateway after the selected time has elapsed. Once the loggers return from the shipment and are within range of the original Gateway, data download will be prompted automatically

Note: Reverse logistics are for shipping/logistics applications only.

- Click on “Save”

System Setup > Gateway Profiles > New Profile

New Gateway Configuration Profile

\*Name:

Use this gateway with the selected logger families:  CX400  CX450  CX500  CX600  CX700

**CX400 Behavior**

When connecting to a CX400, perform the following  every

Immediately connect to any CX400 not seen by this gateway

Immediately connect to and download any CX400 with a new sensor alarm

Immediately connect to any CX400 with a new low battery alarm

Enable reverse logistics for shipment loggers after   **8**

\* Denotes required fields

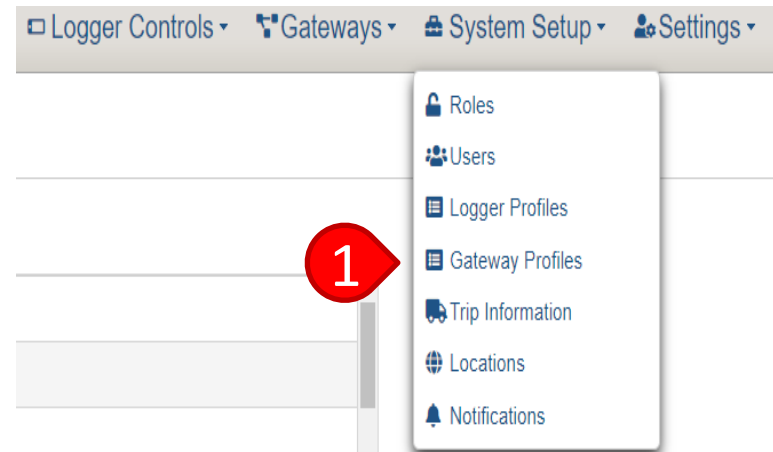
**9**

- Never
- Never
- 30 Minutes
- 1 Hour
- 2 Hours
- 4 Hours
- 8 Hours
- 12 Hours
- 24 Hours

# Disable a Gateway Profile


1. Under the “System Setup, click on “Gateway Profiles”
2. Click the slider button to disable

Note: This is to hide the option when configuring a Gateway. You can always re-enable the profile, if necessary



System Setup > Gateway Profiles

Add Gateway Profile

Profiles		
Configuration Name ↕	Logger Family	Actions
StartOnly		



# Copy a Gateway Profile

1. Click on the copy button to create a new version of the Gateway profile

Note: This will allow you to change the settings of the selected Gateway profile. After clicking “save” a new Gateway profile will be created

## System Setup › Gateway Profiles

Add Gateway Profile

Profiles		
Configuration Name ⇅	Logger Family	Actions
StartOnly		 

1

## System Setup › Gateway Profiles › New Profile

New Gateway Configuration Profile

\*Name:

Use this gateway with the selected logger families:  CX400  CX450  CX500  CX600  CX700

### CX400 Behavior

When connecting to a CX400, perform the following  every

Immediately connect to any CX400 not seen by this gateway

Immediately connect to and download any CX400 with a new sensor alarm

Immediately connect to any CX400 with a new low battery alarm

Enable reverse logistics for shipment loggers after

### CX450 Behavior

When connecting to a CX450, perform the following  every

Immediately connect to any CX450 not seen by this gateway

Immediately connect to and download any CX450 with a new sensor alarm

Immediately connect to any CX450 with a new low battery alarm

Enable reverse logistics for shipment loggers after

\* Denotes required fields

Save

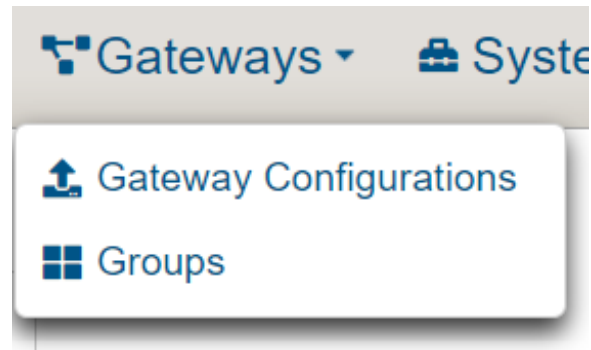
# Gateway Management



[Back to Top](#)

# Gateway Management

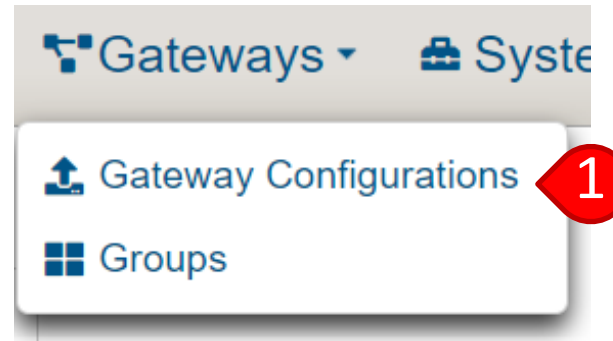
- Under the “Gateways” tab, you can:
  - View the status of active Gateways
  - Check your Gateway payment status
  - Create Gateway groups





# View Gateway Status

1. Under the “Gateways” tab, click “Gateway Configurations”



# View Gateway Status

2. View your Gateway name. If you did not assign a Gateway name, the serial number will be displayed
3. View the Gateway serial number
4. View the Gateway model
5. View the current Gateway status
6. View the Gateways last upload date
7. View the Gateways last contact date

Show archived (3)	Gateway Configurations				
Name ↕	Serial Number ↕	Model ↕	Status ↕	Last Upload ↕	Last Contact ↕
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Clinic 1 Gateway	21024989	CX5000	Missing	Jan 17, 2024 09:56 EST	Mar 26, 2024 15:44 EDT

2

3

4

5

6

7

Note: It takes up to 24 hours to receive an invoice transaction after the payment is processed, the payment status will change to "Paid".


# View Gateway Status

8. View your Gateway profile name
9. Check your Gateway firmware version
10. Check your Gateway payment status


Note: The payment status will show either “Paid”, “Upcoming Payment”, “Pending” or “Overdue”

Note: It can take up to 24 hours to complete an invoice transaction. After the payment is processed, the payment status will change to “Paid”

Note: If the payment status is showing “Upcoming Payment” or “Overdue” a pop-up link will be provided in your InTempConnect account, and it will bring you to the Gateway Configurations page. Click on “Upcoming Payment” or “Overdue” status to pay the annual service fee

Gateway Profile Name ▾	Firmware Version ▾	Payment Status ▾	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Download_Restart_ALL- every12	2.10.1.65	Upcoming Payment	 
			

# Gateway Profile Change

1. To change the profile of a Gateway, click on the  button
2. If necessary, change the Gateway name
3. Choose the new configuration profile
4. Click “Save”
5. Ensure that the configuration profile was updated using the “Gateway Profile Name” column

Gateway Profile Name ⇅	Firmware Version ⇅	Payment Status ⇅	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	 
Storage	2.12.0.73	Paid	 

Displaying 1 - 1 of 1 

5

1

Gateways > Gateway Configurations > Edit Gateway

Edit Gateway

Name:

Serial Number: 21024989

Configuration Profile:

2

3

#### CX500 Behavior

- When connecting to a CX500, perform a download and continue
- Immediately connect to any CX500 with a new sensor alarm
- Immediately connect to any CX500 not seen by this gateway
- Immediately connect to any recently stopped CX500
- Connect to previously seen CX500's every month

4

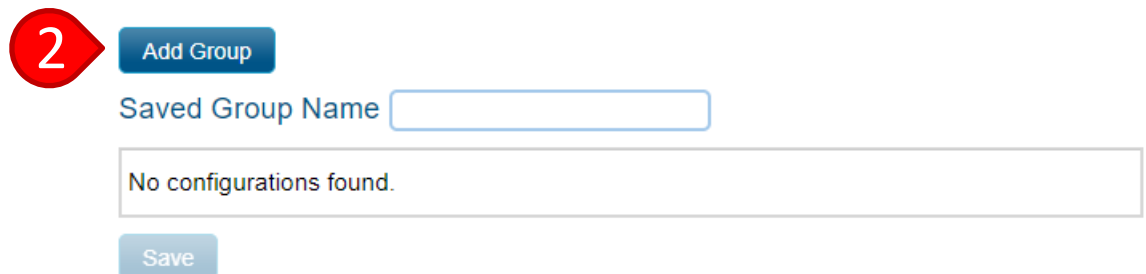
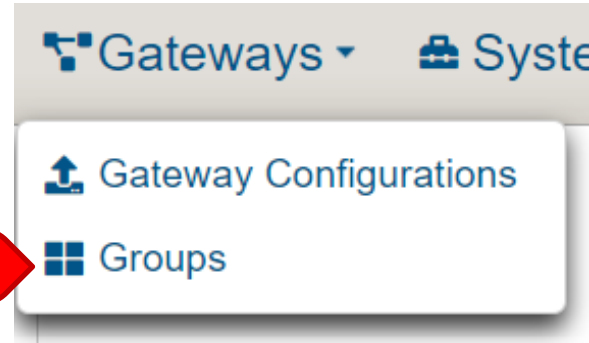
# Create Gateway Groups

Gateway Groups can be used for:

- 1) Multiple Gateways in the same proximity
  - a) If multiple Gateways are within proximity of each other, place them all into the same group. This will allow them to work together so that duplicate reports are not created
- 2) Gateway Groups for shipments
  - b) Adding a location to a group will enable the Gateway(s) to automatically download and stop BLE loggers that have been programmed with that destination location, regardless of Gateway profile settings. All other Gateways will only download and continue the logger. The Gateway associated with the origin location will be the only Gateway that configures the loggers to begin the shipment.
  - c) Gateway Groups are for Bluetooth logger shipments only and are not relevant to cellular loggers

# Create Gateway Groups

1. Under the “Gateways” tab, click “Groups”
2. To create a new group, click “Add Group”



# Create Gateway Groups

3. Click “Select a Gateway profile” and choose the desired Gateway profile
4. Click “Select a location” and choose the desired location. See [Create Locations](#) for details.
5. Name the group

**Gateway Profile:**  
Select a gateway profile ▾ **3**

Note: Gateways with the same profile can be grouped together. If a gateway is added to a group, and the gateway profile is changed at a later time, that gateway will be removed from the group.

**Location (optional):** Manage Locations  
Select a location ▾

**Location (optional):** Manage Locations  
Site 2 (Receiving ) ▾ **4**

**Description:**  
New Group **5**


**Available Gateways**  
Steve's GW

**Assigned Gateways**

→  
→  
←  
←

Clear Save

# Create Gateway Groups


6. Click on the desired Gateway(s) under “Available Gateways”
7. Click the  button
8. Click “Save”

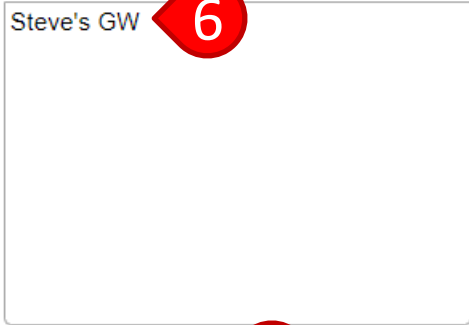
Location (optional): [Manage Locations](#)

Site 2 (Receiving )

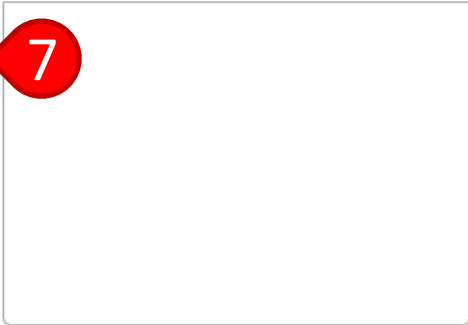
Description:



**Available Gateways**


Steve's GW 





**Assigned Gateways**














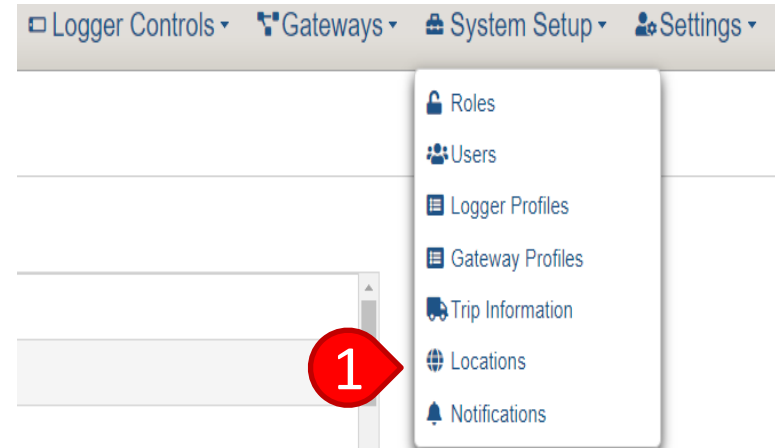
# Create Locations



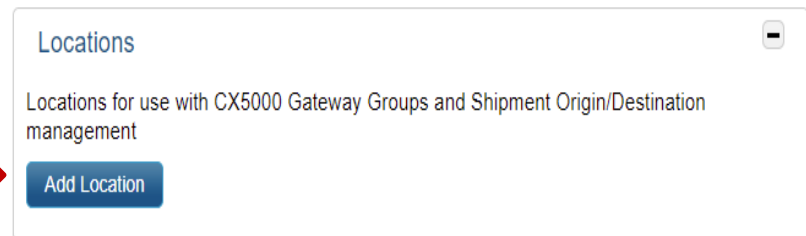
[Back to Top](#)

# Create Locations

1. Under the “System Setup” tab, click “Locations”
2. To create a new location, click “Add Location”



## System Setup > Locations



# Create Locations

3. Enter the shipping or receiving address in the location line
  - A location can be used for the origin or destination. There is no need to enter the location twice
  - This is powered by Google Maps, so site names can be used
4. Optional: enter Area/Room (e.g., Receiving)
5. Click “Save”

System Setup > Locations > New Location

The screenshot shows a 'New Location' form with the following fields and buttons:

- \*Location:** 470 MacArthur Blvd, Bourne, MA 02532, USA (Callout 3 points to the location input field)
- Area/Room:** Shipping (Callout 4 points to the area/room input field)
- Location Label:** 470 MacArthur Blvd, Bourne, MA 02532, USA (Shipping) (Callout 4 points to the label text)
- Buttons:** Confirm Location (Callout 3 points to this button), Cancel, and Save (Callout 5 points to the Save button)

# Managing Logger Profiles



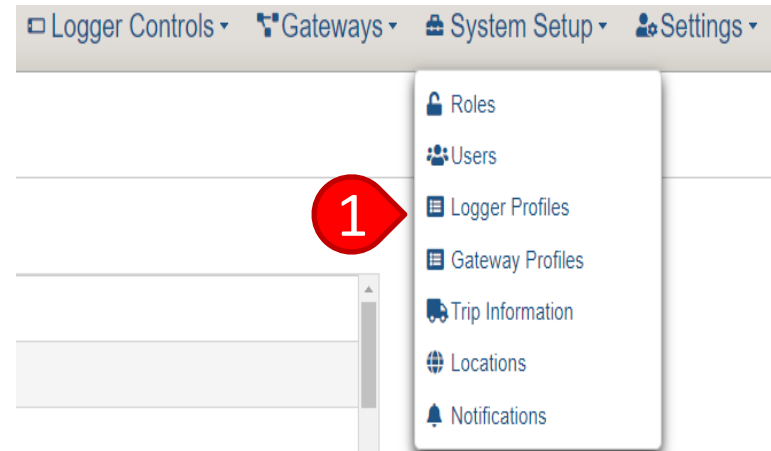
[Back to Top](#)

# Logger Profiles

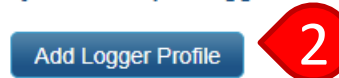
- Logger Profiles define the behavior of your loggers (recording interval, alarm setting, start and stop behavior, etc.)
- Multiple Logger Profiles can be created so you can select the appropriate one when configuring and starting the logger (e.g., one logger profile may be created for refrigerated storage, another for ambient storage, and another for transportation with 5-minute recording intervals vs transportation with 1-minute intervals)
  - Note: Logger Profiles only need to be created once. You will select a previously created profile when configuring a logger for startup. Different profiles should be created for different scenarios (new alarm limits, recording interval, etc.)

# Adding Bluetooth Logger Profiles

1. Under the “System Setup” tab, click “Logger Profiles”
2. Click the “Add Logger Profile” button



System Setup > Logger Profiles



# Adding Bluetooth Logger Profiles

3. Name the Logger Profile
4. Choose the logger model you are using under “Logger Family”
5. Select your desired “Logging Interval”

System Setup ▶ Logger Profiles ▶ New Profile

New Logger Configuration Profile

\*Name:  3

\*Logger Family:  4

Enabled:

InTempVerify (ITV) Enabled:  ?

Include Location:  Include location in events from the InTemp app

\*\*Logging Interval:    M 5 18 hours

Start:

Stop on Button Push:

## Logger Alarms

High Temperature Alarm:

Trip High Temperature Alarm After:  of  samples

Low Temperature Alarm:

Trip Low Temperature Alarm After:  of  samples

# Adding Bluetooth Logger Profiles

## 6. Choose a logger “Start” option

- “Start Now” starts the logger immediately upon configuration
- “Start on Interval” starts the logger on a pre-defined logging interval
- “Start on Button Push” starts the logger when you press and hold the button on the logger
- “Start After Elapsed Time” starts the logger after a pre-defined amount of time
- “Start on Date/Time” starts the logger on a defined date and time
- “Start on Button Push Delay” starts the logger when you press and hold the button on the logger after a pre-defined amount of time. This is available for the CX500, CX600 and CX700 logger families

System Setup > Logger Profiles > New Profile

New Logger Configuration Profile

\*Name:

\*Logger Family:

Enabled:

InTempVerify (ITV) Enabled:  ?

Include Location:  Include location in events from the InTemp app

\*\*Logging Interval:    Maximum of 18 hours

Start:  **6**

Stop on Button Push:

Start:  **6**

Stop on Button Push:

Logger Alarms

High Temperature Alarm:

Trip High Temperature Alarm After:  of  samples

Low Temperature Alarm:

Trip Low Temperature Alarm After:  of  samples



# Adding Bluetooth Logger Profiles

## 7A. Select the high and low temperature “Logger Alarms”

- Logger alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
- “Cumulative” = total time above a given temperature over the entire duration of a trip
- “Consecutive” = the number of consecutive readings above a given temperature

System Setup > Logger Profiles > New Profile

### New Logger Configuration Profile

\*Name:

\*Logger Family:

Enabled:

InTempVerify (ITV) Enabled:  ?


Include Location:  Include location in events from the InTemp app

\*\*Logging Interval:    Maximum of 18 hours


Start:

Stop on Button Push:

### Logger Alarms

High Temperature Alarm:   

Trip High Temperature Alarm After:  of  samples

Low Temperature Alarm:   

Trip Low Temperature Alarm After:  of  samples

# Adding Bluetooth Logger Profiles

## 7B. Select the high and low humidity “Logger Alarms”

- Logger alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
- A humidity audible alarm can be enabled
- Humidity logger alarms are for the CX450 family only

System Setup > Logger Profiles > New Profile

### New Logger Configuration Profile

\*Name:

\*Logger Family:

Enabled:

InTempVerify (ITV) Enabled:  ?

Include Location:  Include location in events from the InTemp app

\*\*Logging Interval:    Maximum of 18 hours

Start:

### Logger Alarms

High Temperature Alarm:

Low Temperature Alarm:

High RH Alarm:   **7B**

Low RH Alarm:

High and low RH alarms trip after first sample

Enable RH Audible Alarm:  **7B**

Enable Low Battery Audible Alarm:

# Adding Bluetooth Logger Profiles

8. Select high and low “Cloud Alarms,” if applicable
  - Cloud alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
  - Cloud alarms are for reporting purposes only; they will not notify you of a temperature excursion in real time

### Cloud Alarms

High	0.00 °C	8	
Trip Alarm After:	0h 0m	of Cumulative	samples
Low	0.00 °C	8	
Trip Alarm After:	0h 0m	of Cumulative	samples
MKT High	0.00 °C		
MKT Low	0.00 °C		

Total Trip Length:

Cloud Alarms are handled differently than Logger Alarms. A Cloud Alarm on its own will not notify you of a temperature excursion in real time. Please use Logger Alarms for temperature excursions that require real time notification. Note that Cloud Alarms are included in Reports.

\* Denotes required fields

\*\* Logging Interval must be greater than 0

Save

# Adding Bluetooth Logger Profiles

9. Select Mean Kinetic Temperature (MKT) high and low alarms
  - MKT alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
  - MKT is usually used for loggers in transport. It is not typically used for storage monitoring, but can be if regulations/product stability requires it

10. Click “Save”

### Cloud Alarms

High	0.00 °C		
Trip Alarm After:	0h 0m	of Cumulative	samples
Low	0.00 °C		
Trip Alarm After:	0h 0m	of Cumulative	samples
MKT High	0.00 °C	9	
MKT Low	0.00 °C	9	

Total Trip Length:

Cloud Alarms are handled differently than Logger Alarms. A Cloud Alarm on its own will not notify you of a temperature excursion in real time. Please use Logger Alarms for temperature excursions that require real time notification. Note that Cloud Alarms are included in Reports.

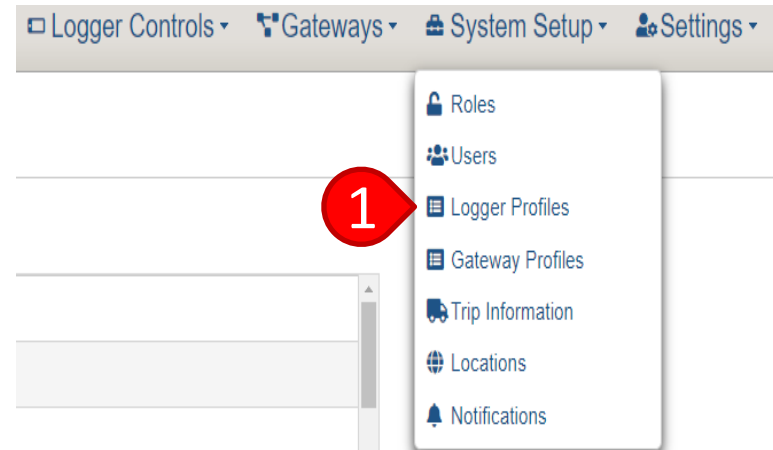
\* Denotes required fields

\*\* Logging Interval must be greater than 0

Save 10

# Adding Cellular Logger Profiles

1. Under the “System Setup” tab, click “Logger Profiles”
2. Click the “Add Logger Profile” button



System Setup › Logger Profiles

Add Logger Profile



# Adding Cellular Logger Profiles

3. Name the Logger Profile
4. Choose a cellular logger family

System Setup > Logger Profiles > New Profile

New Logger Configuration Profile

\*Name:

3

\*Logger Family:

Select Family

CX400

CX450

CX500

CX600

CX700

CX1000

CX1600

CX1700

4

When you select a family, the logging and ping intervals will be applied to the logger 1 hour after shipment creation.

Logging Interval:

Ping Interval:

Start:

# Adding Cellular Logger Profiles

## 5. Select the logging interval

Note: A cellular logging interval will range from 5 minutes to 8 hours

## 6. Select your desired ping interval. The ping interval is how often the cellular logger will send data to InTempConnect

Note: Ping interval options are based on the logging interval that was selected

Note: For the CX1000, if you choose both a 5-minute logging and ping interval, a warning will be displayed saying temperature cannot be recorded at this interval

System Setup ▶ Logger Profiles ▶ New Profile

### New Logger Configuration Profile

\*Name:

\*Logger Family: CX1000 ▼

Enabled:

Logging Interval: 5 Minutes ▼

Ping Interval: 30 Minutes ▼

A 3 second button push will apply the logging and ping intervals immediately. Otherwise, the logging and ping intervals will be applied to the logger 1 hour after shipment creation.

Start: Start Now ▼

Stop on Button Push: Start Now  
Start After Elapsed Time  
Start On Date/Time

#### Logger Alarms

High Temperature Alarm:

Low Temperature Alarm:

# Adding Cellular Logger Profiles

7. Choose a logger “Start” option
- “Start Now” starts the logger immediately upon configuration
  - “Start After Elapsed Time” starts the logger after a pre-defined amount of time
  - “Start on Date/Time” starts the logger on a defined date and time

System Setup > Logger Profiles > New Profile

## New Logger Configuration Profile

\*Name:

\*Logger Family:

Enabled:

Logging Interval:

Ping Interval:

A 3 second button push will apply the logging and ping intervals immediately. Otherwise, the logging and ping intervals will be applied to the logger 1 hour after shipment creation.

Start:

Stop on Button Push:

Logger Alarms

High Temperature Alarm:

Low Temperature Alarm:





# Adding Cellular Logger Profiles

8. Click to enable button push start override

Note: This is only available with the Start on Date/Time and Start After Elapsed Time options

9. Click to enable a stop on button push

10. Select the high and low temperature “Logger Alarms”

11. Select high and low “Cloud Alarms,” if applicable

Note: Cloud alarms are for reporting purposes only; they will not notify you of a temperature excursion in real time

Enable Button Push Start Override:  **8**

Stop on Button Push:  **9**

**Logger Alarms**

High Temperature Alarm:

Low Temperature Alarm:

**Cloud Alarms**

Select Temperature High/Low **10**

Select MKT High/Low **11**

Total Trip Length:

Cloud Alarms are handled differently than Logger Alarms. A Cloud Alarm on its own will not notify you of a temperature excursion in real time. Please use Logger Alarms for temperature excursions that require real time notification. Note that Cloud Alarms are included in Reports.

# Adding Cellular Logger Profiles

12. Select Mean Kinetic Temperature (MKT) high and low alarms
13. Click “Save”

**Cloud Alarms**

High	0.00 °C	
Low	0.00 °C	
MKT High	0.00 °C	
MKT Low	0.00 °C	

Total Trip Length:

Cloud Alarms are handled differently than Logger Alarms. A Cloud Alarm on its own will not notify you of a temperature excursion in real time. Please use Logger Alarms for temperature excursions that require real time notification. Note that Cloud Alarms are included in Reports.

\* Denotes required fields

\*\* Logging Interval must be greater than 0

Save

13









# Managing Logger Profiles

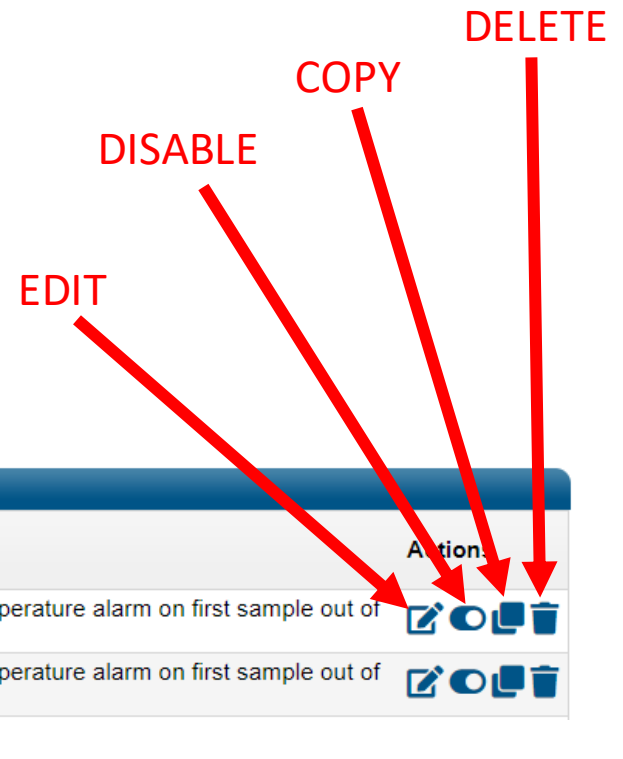
- To edit, disable, copy, or delete a Logger Profile, click the appropriate button on the “Logger Profiles” page under the “System Setup” tab



System Setup > Logger Profiles

Add Logger Profile

Enabled	Name	Logger Family	Logging Interval	Action
<input type="checkbox"/> Yes	+2°C to +8°C	CX500	15m	temperature alarm on first sample out of    
<input type="checkbox"/> Yes	+2°C to +8°C (1 Minute)	CX500	1m	temperature alarm on first sample out of    



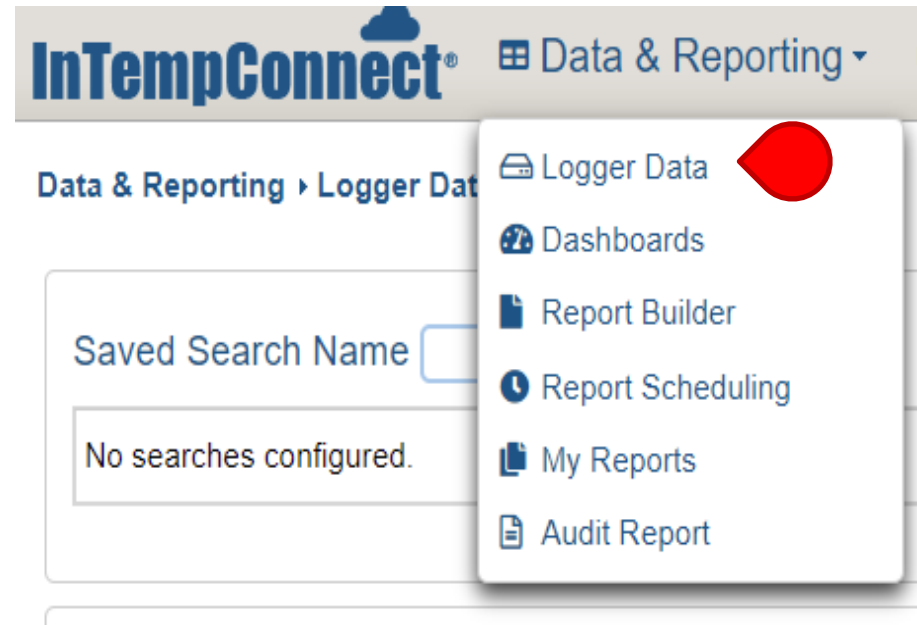
# Data Search



[Back to Top](#)

# Data Search – Logger Data

- Upon signing into InTempConnect, you will be automatically directed to the “Logger Data” page under the “Data & Reporting” tab



The screenshot displays the InTempConnect web application interface. At the top, the 'InTempConnect' logo is visible on the left, and a navigation menu on the right shows 'Data & Reporting' with a dropdown arrow. Below the logo, the breadcrumb 'Data & Reporting > Logger Data' is shown. A dropdown menu is open, listing several options: 'Logger Data' (highlighted with a red circle), 'Dashboards', 'Report Builder', 'Report Scheduling', 'My Reports', and 'Audit Report'. In the background, the 'Logger Data' page is partially visible, featuring a 'Saved Search Name' input field and a message box that reads 'No searches configured.'

# Data Search – Logger Data

- Use the search fields to narrow down the results you want to see

Note: The results show configurations with and without downloads to keep track of all active loggers in the field

Note: Use a [default saved search](#) to automatically populate configurations upon sign-in

The screenshot shows a web interface for searching logger data. It is divided into several sections: Saved Search Name, Basic Search, Logger Search, and Shipment Search. The Saved Search Name section has a text input field and a message 'No searches configured.' The Basic Search section includes fields for Users (Type: User, Name: [input], Action: [trash] [plus]), and Dates (Event: Configured, Range: Since, Date: [input], Action: [trash] [plus]). The Logger Search section includes fields for Serial Number, Logger Label, Device Type (All), and Trip Information (Select Name), each with a trash and plus icon. The Alarms section has a list of checkboxes: High Temperature Alarms, Low Temperature Alarms, High Humidity Alarms, Low Humidity Alarms, Probe Disconnect Alarms, and Low Battery Alarms. The Shipment Search section includes fields for Shipment Origin, Shipment Destination, and Shipment ID, with a View Shipments link and trash/plus icons. At the bottom, there are buttons for Clear, Save, and Save Search As, followed by a text input field for the search name.

**REMOVE A SEARCH FIELD**

**ADD AN ADDITIONAL SEARCH FIELD OF THE SAME TYPE**

**SAVE SEARCH CRITERIA FOR FUTURE USE & REPORT BUILDER**

# Data Search – Logger Data

- Search results will populate after you fill out search fields and click on “Search”
- To remove a search field, click on the trash button
- To add an additional search field of the same type, click on the plus button (e.g., serial number 1234 and serial number 5678)
- Create saved searches by filling out the appropriate search fields, entering a search name, and clicking “Save Search As”

Note: Saved searches are required for scheduling the automatic delivery of custom reports ([Report Scheduling](#)) and they help optimize the report building process ([Report Builder](#))

REMOVE A SEARCH FIELD

ADD AN ADDITIONAL SEARCH FIELD OF THE SAME TYPE

SAVE SEARCH CRITERIA FOR FUTURE USE & REPORT BUILDER

Saved Search Name

No searches configured.

Basic Search

Users: Type: Name: Action:

Dates: Event: Range: Date: Action:

Logger Search

Serial Number:

Logger Label:

Device Type: All

Trip Information: Select Name

Alarms:  High Temperature Alarms  Low Temperature Alarms  High Humidity Alarms  Low Humidity Alarms  Probe Disconnect Alarms  Low Battery Alarms

Shipment Search

Shipment Origin:  View Shipments

Shipment Destination:

Shipment ID:

Clear Save Save Search As <Enter search name>

# Data Search – Logger Data

1. Click on the truck icon to see [trip data](#)
2. Click on the logger label to view data for that configuration
3. Import Configurations via an Excel file
4. Export the logger configurations table
5. Import trip info for selected configurations
6. Link to the “[Report Builder](#)” page.

Note: Select a previously created Saved Search, perform a regular search using the Saved Search filters, or select individual configurations in the Logger Data page. Then click on “Build Report” and you will be brought to the “Report Builder” page.

7. Show Archived Configurations
8. Change the results table view

Drag and drop to reorder columns

Trip Info	Logger Label
 Shipment 123456789	
 Shipment 123456789	
 SN 20545650	

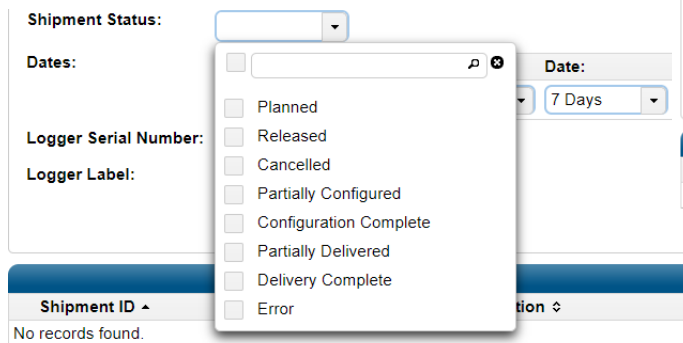
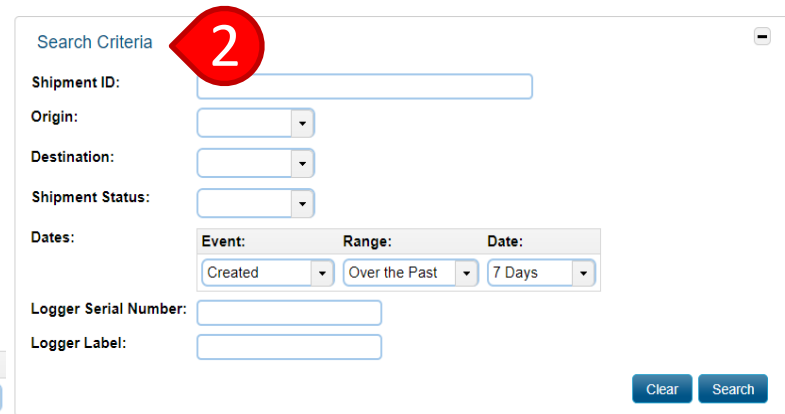
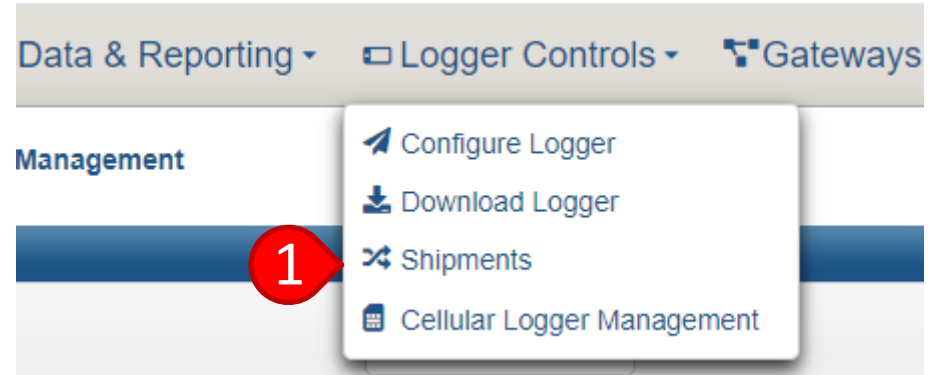
Import Configurations   Export Configurations   Import Trip Info   Build Report

Show Archived (0) | Columns



# Data Search – Shipments

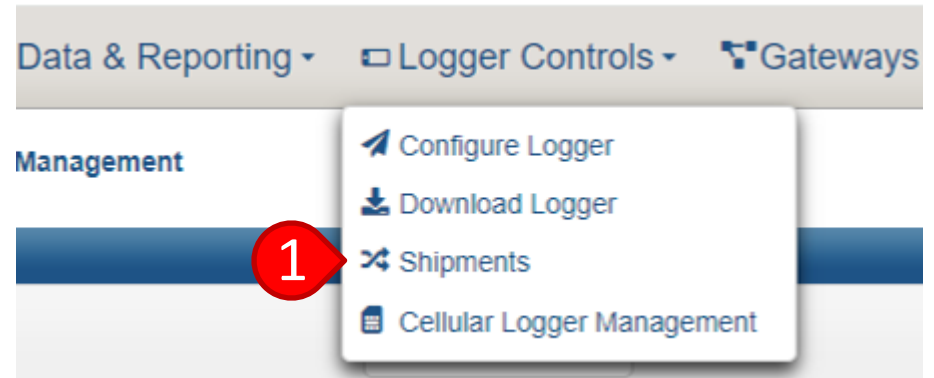
1. Click on “Shipments” under the “Logger Controls” tab
2. Use the search fields to narrow down your search
  - a) View shipment status here



Shipments				
Shipment ID	Origin	Destination	Status	Created By
No records found.				

# Data Search – Shipments

1. Shipment search results automatically default to the past seven (7) days. Change the date range to see more results
2. Use the search criteria to narrow down the results



A screenshot of the 'Search Criteria' form. The form contains several input fields: 'Shipment ID' (text), 'Origin' (dropdown), 'Destination' (dropdown), 'Shipment Status' (dropdown), 'Dates' (table with 'Event', 'Range', and 'Date' columns), 'Logger Serial Number' (text), and 'Logger Label' (text). The 'Dates' table has 'Created' selected for 'Event', 'Over the Past' for 'Range', and '7 Days' for 'Date'. A red circle with the number '2' is placed over the 'Over the Past' range selection, indicating the second step in the process. 'Clear' and 'Search' buttons are located at the bottom right of the form.

Event:	Range:	Date:
Created	Over the Past	7 Days

A screenshot of the 'Shipments' table. The table has a header row with columns: 'Shipment ID', 'Origin', 'Destination', 'Status', and 'Created By'. Below the header, the first row contains the text 'No records found.'.

Shipment ID	Origin	Destination	Status	Created By
No records found.				

# Data Search – Shipments

- Status definitions
  - “Planned” = shipment created, but Gateway will not configure and start loggers until you manually click the “Release” button
  - “Released” = shipment was created, and the Gateway will configure and start loggers as soon as they are in range of it
  - “Cancelled” = shipment was manually cancelled

The screenshot shows a web interface for searching shipments. It includes several input fields: "Shipment Status:" with a dropdown menu, "Dates:" with a date range selector, "Logger Serial Number:", and "Logger Label:". A dropdown menu is open over the "Shipment Status:" field, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields is a table header with "Shipment ID" and a "Date" column. The table content shows "No records found." The interface has a blue header bar and a white background.

# Data Search – Shipments

- Status definitions (cont'd)
  - “Partially Configured” = some, but not all, loggers associated with that shipment have been configured
  - “Configuration Complete” = all loggers associated with that shipment have been configured

The screenshot shows a web interface for searching shipments. It includes several input fields: 'Shipment Status' (a dropdown menu), 'Dates' (a date range selector), 'Logger Serial Number', and 'Logger Label'. A 'Date' field is set to '7 Days'. A dropdown menu is open over the 'Shipment Status' field, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields is a table header with 'Shipment ID' and a 'No records found.' message.

# Data Search – Shipments

- Status definitions (cont'd)
  - “Partially Delivered” = some, but not all, loggers associated with that shipment have been download by the destination Gateway
  - “Delivery Complete” = all loggers associated with that shipment have been downloaded by the destination Gateway

The screenshot shows a web interface for searching shipments. On the left, there are input fields for "Shipment Status:", "Dates:", "Logger Serial Number:", and "Logger Label:". On the right, there is a "Date:" field with a dropdown menu set to "7 Days". A dropdown menu is open over the "Shipment Status:" field, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields, there is a table header with "Shipment ID" and a "No records found." message.

# Data Search – Shipments

- Status definitions (cont'd)
  - “Error” = an error occurred with the shipment, and you should contact Onset’s Technical Support team for assistance

The screenshot shows a web application interface for searching shipments. It includes several input fields: 'Shipment Status' (a dropdown menu), 'Dates' (a date range selector), 'Logger Serial Number', and 'Logger Label'. A 'Date' dropdown is set to '7 Days'. A modal window is open over the 'Shipment Status' dropdown, displaying a list of status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields, a table header for 'Shipment ID' is visible, and the text 'No records found.' is displayed in the table area.

Click [here](#) for Onset Tech Support contact information

# Managing Trip Fields



[Back to Top](#)

# Trip Fields

- Trip Fields are an industry-standard term for Data Tags. Data Tags allow you to attach additional information to your temperature data, so you can sort, organize, and analyze your data by that tag
- A Trip Field (Data Tag) can be anything you want (courier, fridge type, package type, truck number, warehouse name, etc.)
- When configuring a logger to start, you can add as many Trip Fields as you like. The logger is then tagged with the values you assigned to it

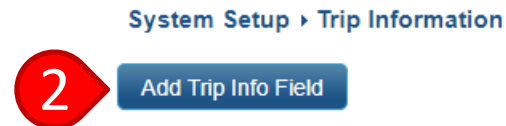
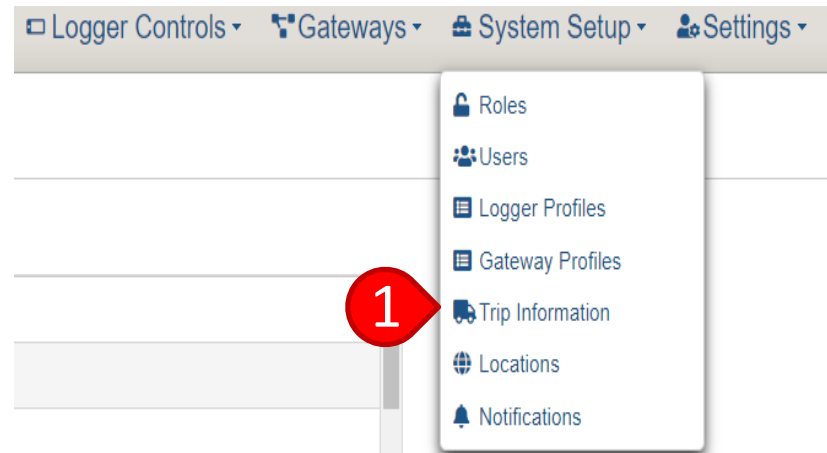


# Trip Fields

- Trip Fields are a very powerful tool that can help you reduce costs and increase efficiency within your storage areas and supply chain. With these tags, you can assess courier or package performance, easily identify the refrigeration unit a data logger belongs to, identify and monitor multiple sites within a larger network, and more
- Trip Fields also allow you to more easily organize and group your data for efficient analysis

# Add a Trip Field

1. Click “Trip Information” under the “System Setup” tab
2. Click the “Add Trip Info Field” button



# Add a Trip Field

3. Enter the “New Trip Info Field” name that describes the data you are intending to track/collect (clinic name, shipping method, etc.)
4. If you want it to be a required field, check the “Required” box

Note: If “Required” is checked, a value type for this data tag must be entered when configuring a logger

System Setup ▶ Trip Information ▶ New Field

New Trip Info Field

Name:

Enabled

Required

Logger Family:

Value Type:

Max characters:

Save

# Add a Trip Field

5. Choose the logger type from the “Logger Family” drop-down list (e.g., CX500)
6. Choose the value type
  - “Text” forces the user to type in the entry
  - “Date” lets the user select a date
  - “List” lets you create multiple entries for the user to select from a drop-down list

System Setup ▶ Trip Information ▶ New Field

New Trip Info Field

Name:

Enabled

Required

Logger Family:

5

Value Type:

6

Max characters:

Text

Date

List

Save

# Add a Trip Field

7. If using a list, click the “Add Value” button for each entry
8. Click “Save”

System Setup ▶ Trip Information ▶ New Field

New Trip Info Field

Name:

Enabled

Required

Logger Family:

Value Type:

List:

Value	Action
<input type="text" value="Clinic 1"/>	
<input type="text" value="Clinic 2"/>	
<input type="text" value="Clinic 3"/>	

Add Value

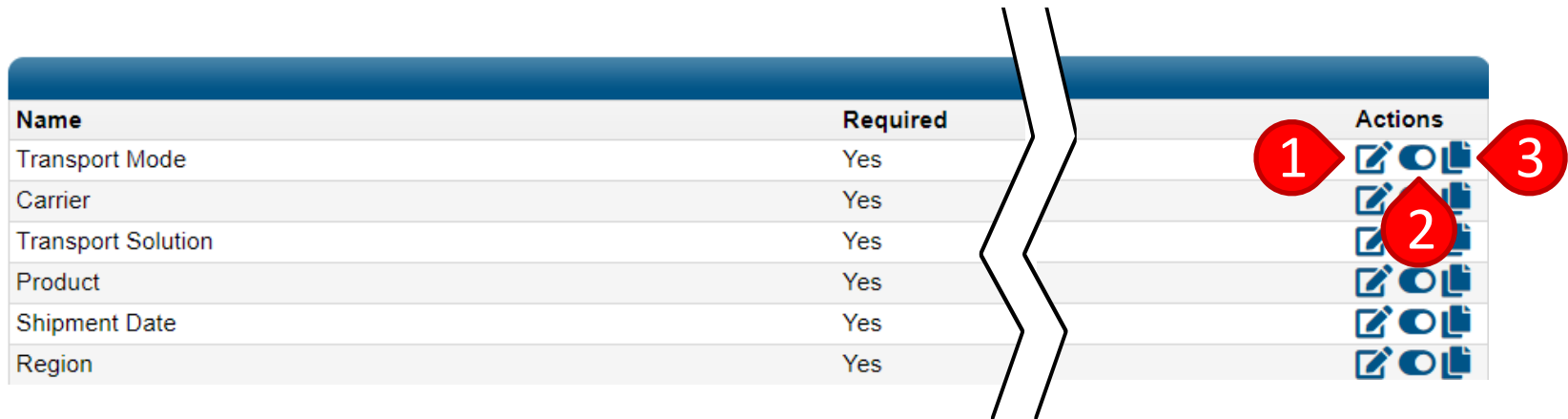
Save



















8

7

# Manage Trip Fields

1. Click the edit button to edit an existing trip field
2. Click the slider button to disable a trip field (note: this button will not appear for user who is programming a logger)
3. Click the copy button to copy a trip field



Name	Required	Actions
Transport Mode	Yes	  
Carrier	Yes	  
Transport Solution	Yes	  
Product	Yes	  
Shipment Date	Yes	  
Region	Yes	  

# Data Management



[Back to Top](#)

# Edit Trip Fields

1. Click on “Logger Data” under the “Data & Reporting” tab
2. Click on a configuration in the Configurations table
3. Click “Edit” next to “Trip Information” under the “Configuration Info” table

The screenshot shows the InTempConnect interface. At the top, the 'Data & Reporting' menu is open, with 'Logger Data' highlighted and marked with a red circle containing the number 1. Below this, a 'Saved Search Name' field is visible with the text 'No searches configured.' Below that, a table with columns 'Trip Info' and 'Logger Label' is shown. The first two rows are 'Shipment 123456789' and are marked with a red circle containing the number 2. Below the table, a 'Configuration Info' panel is open, showing details for a logger. The 'Trip Information (Edit)' link is highlighted with a red circle containing the number 3.

**InTempConnect** Data & Reporting ▾

Data & Reporting ▸ Logger Data

Saved Search Name

No searches configured.

Drag and drop to reorder columns

Trip Info	Logger Label
	Shipment 123456789
	Shipment 123456789
	SN 20545650

**Configuration Info**

- Logger Model: CX503
- Configured By: kevin\_cummings@onsetcomp.com
- Serial Number: 21180308
- Logger Passkey: 1382513304
- Logger Name: SN21180308
- Trip Information (Edit)**
- Package Types: Package C
- Config Date: 04/12/2022 10:42:43 EDT
- Start Date: 04/12/2022 10:43:09 EDT
- Stop Date: 04/13/2022 08:04:13 EDT
- Download Date: 04/22/2022 08:45:18 EDT
- Data: Export
- NIST Certificate: Download



# Download NIST Certificate

1. Click on “Logger Data” under the “Data & Reporting” tab
2. Click on a configuration in the “Configurations” table
3. Click “Download” next to “NIST Certificate” under the “Configuration Info” table

The screenshot shows the InTempConnect web application interface. At the top, the 'Data & Reporting' menu is open, with 'Logger Data' highlighted and marked with a red circle containing the number '1'. Below this, a table of configurations is visible, with the row 'SN 20545650' highlighted and marked with a red circle containing the number '2'. To the right, the 'Configuration Info' panel is open, showing details for the selected configuration. At the bottom of this panel, the 'NIST Certificate' option is highlighted with a red circle containing the number '3', and a 'Download' link is visible next to it.

**InTempConnect** Data & Reporting ▾

Data & Reporting ▸ Logger Data

Saved Search Name

No searches configured.

Drag and drop to reorder columns

Trip Info	Logger Label
	Shipment 123456789
	Shipment 123456789
	SN 20545650

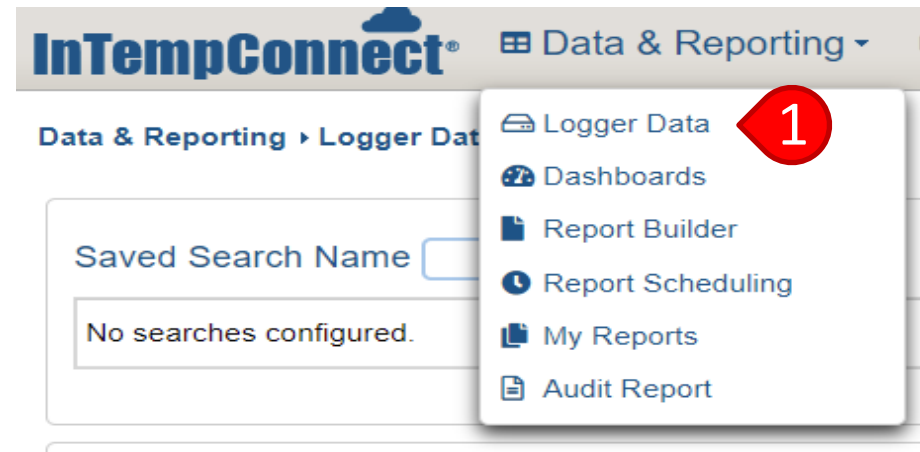
**Configuration Info**

- Logger Model: CX503
- Configured By: kevin\_cummings@onsetcomp.com
- Serial Number: 21180308
- Logger Passkey: 1382513304
- Logger Name: SN 21180308
- Trip Information (Edit)
- Package Types: Package C
- Config Date: 04/12/2022 10:42:43 EDT
- Start Date: 04/12/2022 10:43:09 EDT
- Stop Date: 04/13/2022 08:04:13 EDT
- Download Date: 04/22/2022 08:45:18 EDT
- Data: Export
- NIST Certificate: Download




# Segment Data

Segmenting data does not erase or alter the data in any way. Instead, it filters data from the report and adjusts temperature statistics accordingly. Perform data segmentation when the logger start and stop times do not reflect correct data (e.g., different shipment start and stop times). Segmentation is available for the CX500, CX600, CX700 and Cellular logger series

1. Click on “Logger Data” under the “Data & Reporting” tab
2. Click on a configuration in the “Configurations” table



Drag and drop to reorder columns

Trip Info	Logger Label
	Shipment 123456789
	Shipment 123456789
	SN 20545650

A red circle with the number '2' is placed over the first row of the table.

# Segment Data

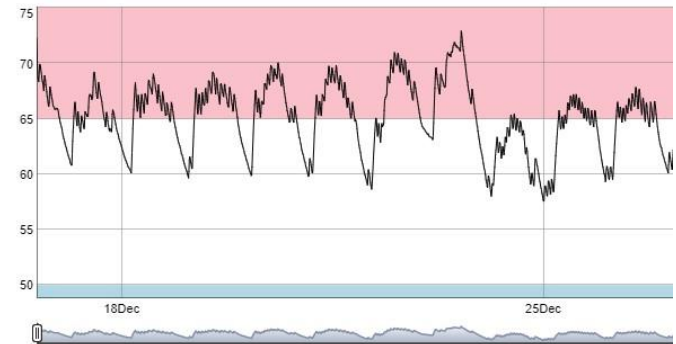
3. Click “Enable Segmentation” under the graph

Data & Reporting > Logger Data > SN 21180308

Configuration Info	
Logger Model	CX503
Configured By	kevin_cummings@onsetcomp.com
Serial Number	21180308
Logger Passkey	1382513304
Logger Name	SN 21180308
Trip Information (Edit)	
Package Types: Package A	
Config Date	12/16/2022 14:13:59 EST
Start Date	12/16/2022 14:14:13 EST
Stop Date	01/12/2023 08:17:51 EST
Download Date	01/12/2023 08:17:51 EST
Data	Export
NIST Certificate	Download

Graph

— Temperature °F

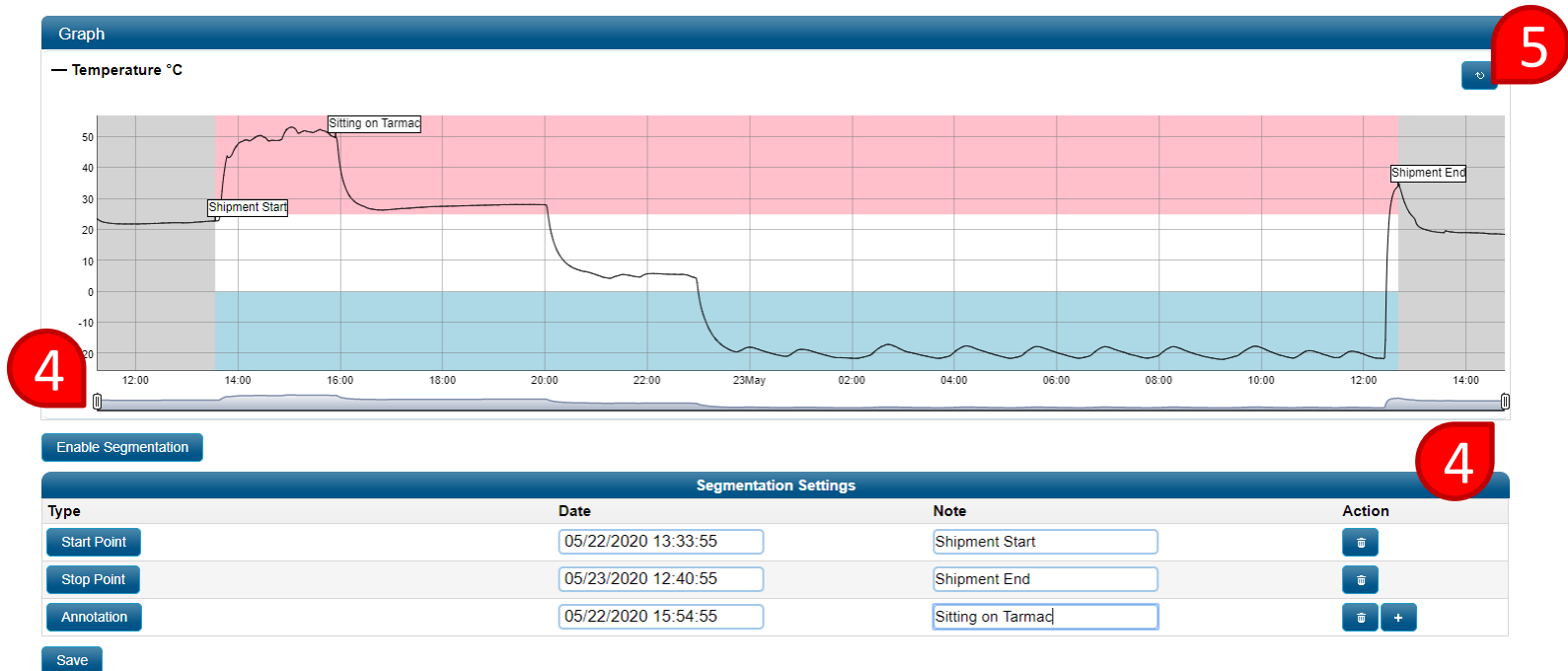


Enable Segmentation



# Segment Data

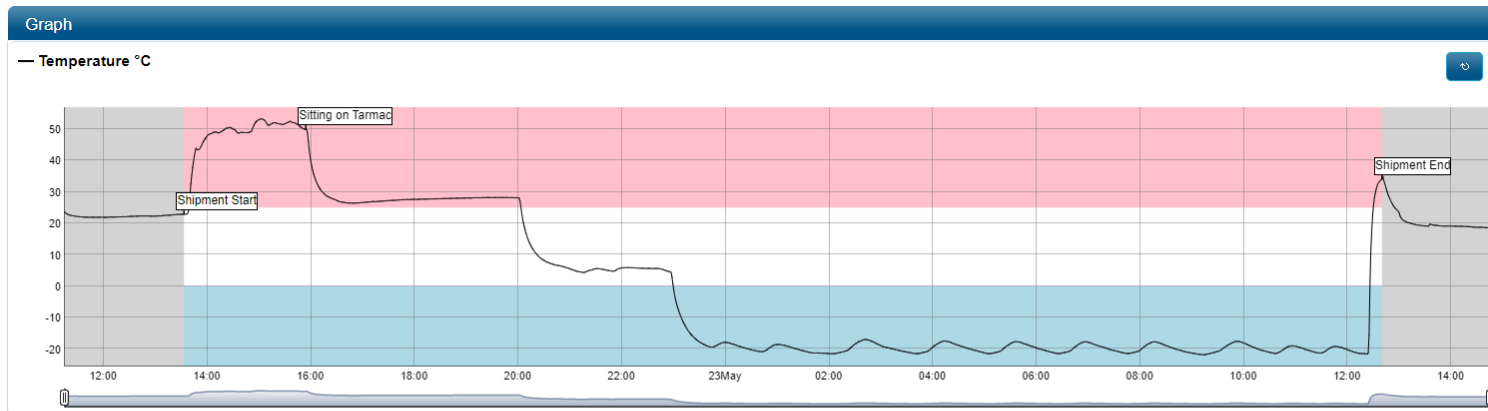
4. Use the “Slider” to change how much data is shown in the graph
5. Click on “Refresh” to “refresh” the graph to its original view



# Segment Data

6. Enter a date and time next to both the “Start Point” and “Stop Point” buttons

7. Enter a note for both points

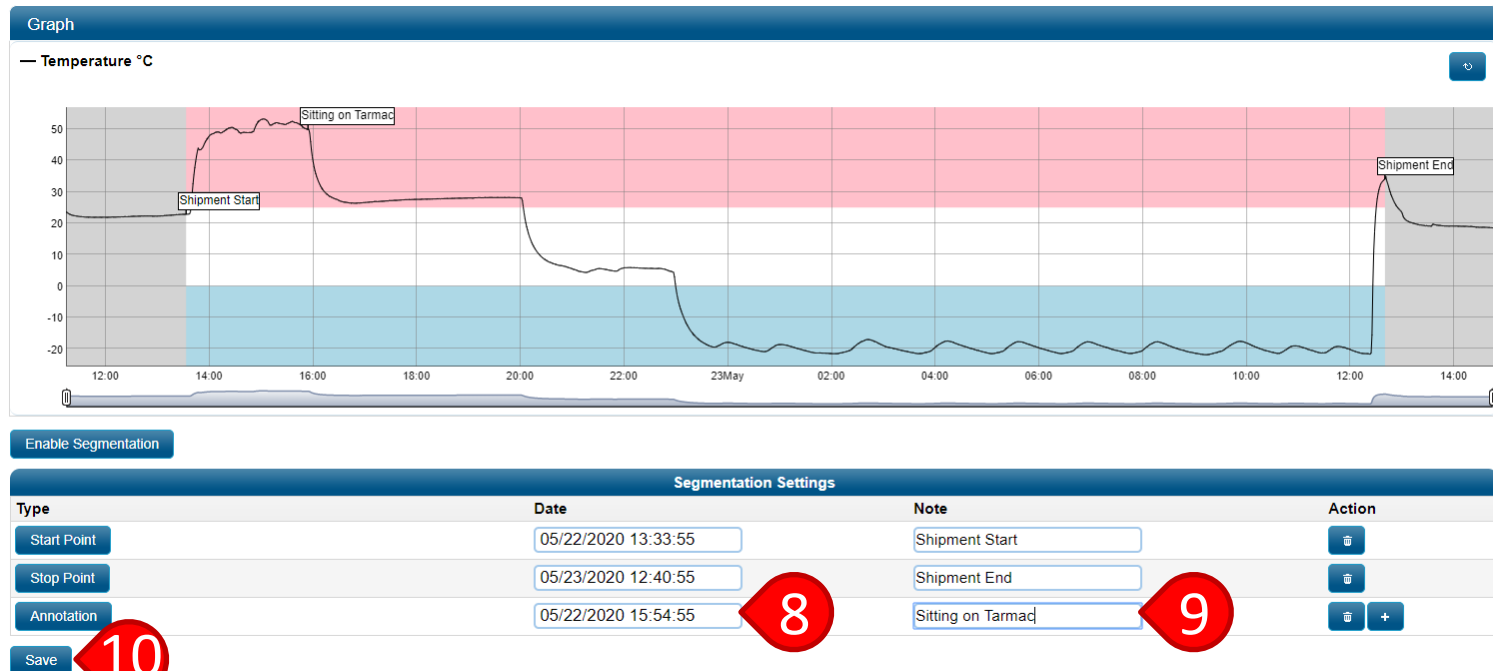


Enable Segmentation

Segmentation Settings			
Type	Date	Note	Action
<input type="button" value="Start Point"/>	<input type="text" value="05/22/2020 13:33:55"/>	<input type="text" value="Shipment Start"/>	<input type="button" value="🗑"/>
<input type="button" value="Stop Point"/>	<input type="text" value="05/23/2020 12:40:55"/>	<input type="text" value="Shipment End"/>	<input type="button" value="🗑"/>
<input type="button" value="Annotation"/>	<input type="text" value="05/22/2020 15:54:55"/>	<input type="text" value="Sitting on Tarmac"/>	<input type="button" value="🗑"/> <input type="button" value="➕"/>

# Segment Data

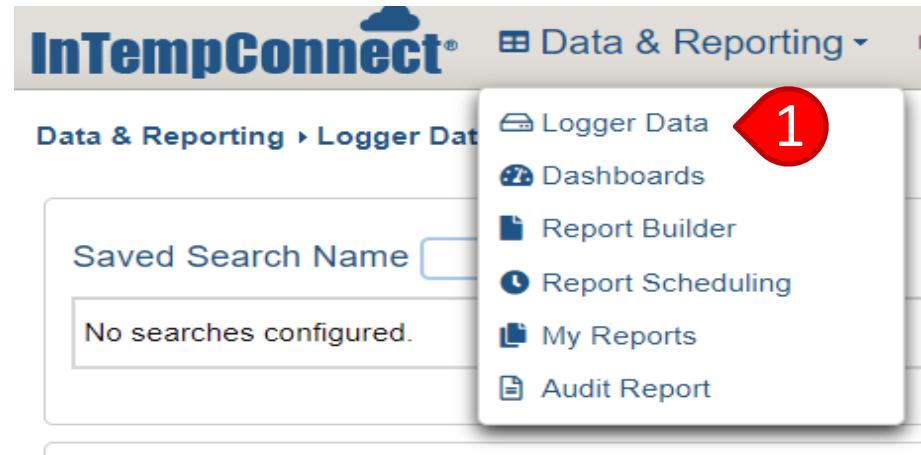
- If you want to add an annotation, enter a date and time next to the “Annotation” button
- Add a note for the annotation
  - An annotation can be anything – (e.g., it can explain an excursion, corrective action, critical event, shipping event, or the like)
- Click “Save”






# Public Configuration Details

The “Configuration Details” page now contains a sharable public URL. This link allows a 3<sup>rd</sup> party who does not have access to InTempConnect to view only the selected logger configuration.

1. Click on “Logger Data” under the “Data & Reporting” tab
2. Click on a configuration in the “Configurations” table



Drag and drop to reorder columns

Trip Info	Logger Label
 Shipment 123456789	
 Shipment 123456789	
 SN 20545650	

A red circle with the number '2' is placed over the first row of the table.

# Public Configuration Details

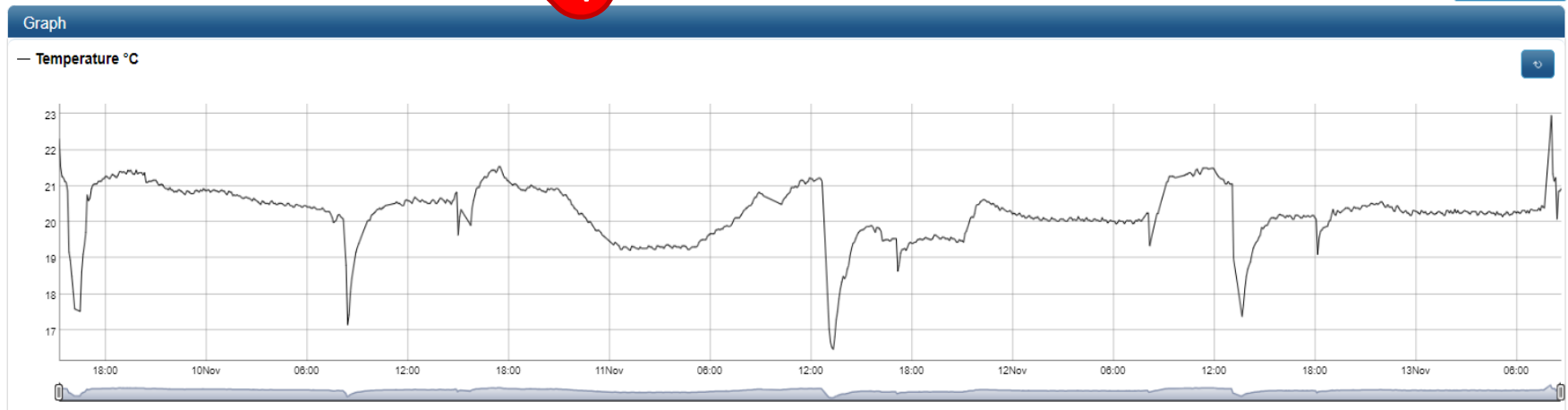
3. Click on “Grant” access to bring up the public link.
4. Copy and send the link to a 3<sup>rd</sup> party to access this page  
Note: The URL will automatically be copied to your clipboard
5. “Optional” - Click on “Revoke Access” to withdraw access to the public link

Public Link: <https://dev.intempconnect.com/p/cfd6e49af040d6a1f388c4c8af59f657>

4

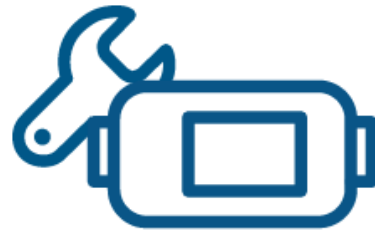
Revoke Access

3





# Logger Management



[Back to Top](#)

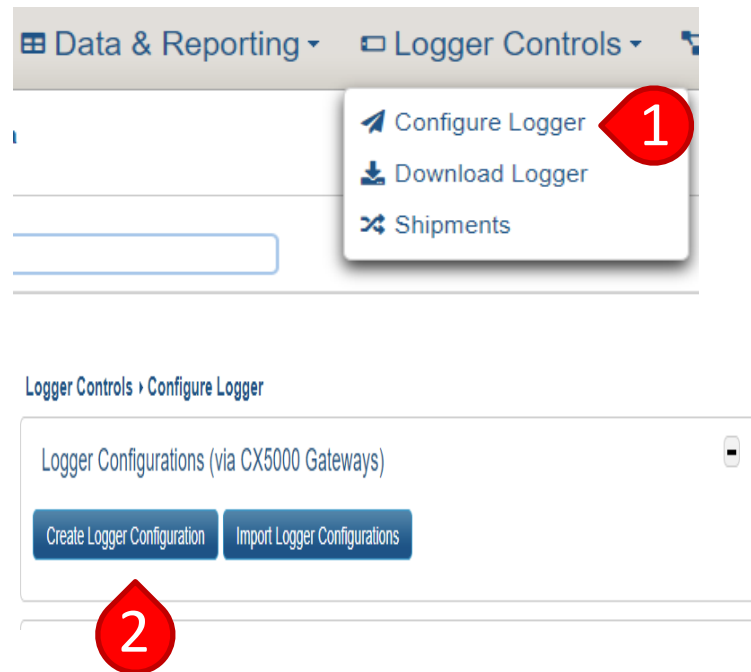
# Configure Logger

The “Configure Logger” feature allows you to configure loggers remotely via ITC if you own a Gateway.

- Feature Behavior & Requirements
  - Must own a Gateway
  - Loggers must be in range of a Gateway
  - Loggers must be on and actively advertising
    - Does not need to be actively recording data
    - For CX450, CX500, CX600, and CX700 loggers, you may need to press the button on the logger to wake it up and start advertising
      - You can do this before or after you create the logger configuration in InTempConnect, but the logger must be actively advertising
    - CX400 loggers start advertising as soon as batteries are installed
  - If a logger is currently recording data, the Gateway will automatically perform a “Download & Stop” before it reconfigures and starts the logger
  - A Cellular logger cannot be configured by using the “Configure Logger” feature

# Create a Logger Configuration

1. Click on “Configure Logger” under the “Logger Controls” tab  
Note: to configure a Cellular logger logger, please follow the steps outlined in [Create a Cellular Shipment](#)
2. Click on “Create Logger Configuration”



# Create a Logger Configuration

3. Input logger serial number and click “Find Logger”
4. Define a logger label
5. Choose the logger profile. For more information, see [Logger Profiles](#)
6. Add any trip information. For more information, see [Trip Fields](#)
7. Click “Save” to save the logger configuration

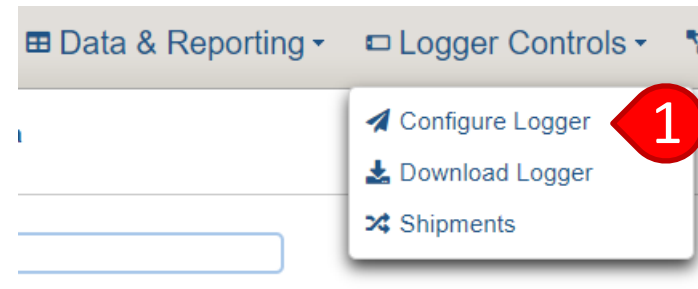
Note: the Gateway will not configure the logger until you click “Release.” Click “Save and Release” to immediately begin the logger configuration

The screenshot shows a web form titled "Create Logger Configuration" with the following sections and elements:

- Create Logger Configuration:** Contains a text input for "\*Serial Number:" with the value "21180308", a "Find Logger" button, and a red callout bubble with the number "3". Below this is a "Type:" field with the value "CX503".
- Logger Profile:** Contains a dropdown menu for "\*Logger Profile Name:" with the text "Select a logger profile" and a red callout bubble with the number "5".
- Trip Information:** Contains several fields: "\*Clinic Name:" (dropdown), "Courier:" (text input with "25 maximum characters"), "\*Fridge ID:" (dropdown), "\*Hospital name:" (dropdown), and "\*Package Types:" (text input with "25 maximum characters"). A red callout bubble with the number "6" is positioned to the right of these fields.
- Buttons:** At the bottom right, there are two buttons: "Save" and "Save and Release". A red callout bubble with the number "7" is positioned below the "Save and Release" button.
- Legend:** A small asterisk "\*" is followed by the text "Denotes required fields".

# Import a Logger Configuration

1. Click on “Configure Logger” under the “Logger Controls” tab
2. Click on “Import a Logger Configuration”



Logger Controls > Configure Logger

Logger Configurations (via CX5000 Gateways)

Create Logger Configuration

Import Logger Configurations

2

# Import a Logger Configuration


3. Click the Excel icon to download the template
4. Open the template and fill out all essential fields in the Excel file
5. Click the “Choose” button and select the Excel file you just completed

Logger Controls ▸ Configure ▸ Import

Logger Configuration Import

3

**Instructions**

- Step 1: Create your import file using this template  and select the file using Choose
- Step 2: Upload the file
- Step 3: Start Import and confirm there are no errors

5

+ Choose   ↗ Upload   ✕ Cancel

Release on import

Start Import

# Import a Logger Configuration



6. Click the “Upload” button
7. Check the “Release on import” box if you want the logger configuration to be completed immediately
8. Click the “Start import” button

Note: The system will alert you if there are errors in the Excel file


Logger Controls > Configure > Import

Logger Configuration Import

Instructions


Step 1: Create your import file using this template  and select the file using Choose  
Step 2: Upload   
Step 3: Start Import and confirm there are no errors

Webinar\_Account\_LoggerConfigTemplate.xlsx 8.9 KB

  Release on import

Logger Configuration Import

Instructions

Step 1: Create your import file using this template  and select the file using Choose  
Step 2: Upload the file  
Step 3: Start Import and confirm there are no errors

File: Webinar\_Account\_LoggerConfigTemplate.xlsx

Release on import



# View & Edit & Search for Logger Configurations

- Go to the “Logger Controls” tab and click on the “Configure Logger” page to view and edit logger configurations
  - Note: It is recommended that all users view this table to verify logger configuration status

## Logger Controls > Configure Logger

Logger Configurations (via CX5000 Gateways) ⊞

[Create Logger Configuration](#) [Import Logger Configurations](#)

Search Criteria ⊞

Status: Planned ✕ ▾

Logger Configurations with a Status of Configured, Cancelled or Error remain in the Search results for 7 days past their Last Updated date.  
Also see [Logger Configurations](#) for all those in a Configured state.

Logger Serial Number:

Logger Label:

[Clear](#) [Search](#)



Logger Configurations (via CX5000 Gateways)										
<input type="checkbox"/>	Serial Number	Type	Logger Label	Logger Profile Name	Status	Status Details	Created By	Creation Date	Last Updated Date	Action
<input type="checkbox"/>	21180308	CX503	21180308	Cold Chain	Planned		kevin_cummings@onsetcomp.com	06-Apr-2022 11:29:10 EDT	06-Apr-2022 11:29:10 EDT	<a href="#">↶</a> <a href="#">✎</a> <a href="#">🗑️</a>



# View & Edit & Search for Logger Configurations

1. To search for a logger configuration, make selections with one or all the given search fields
2. Click “Search”

Search Criteria

Status:  **1**

Logger Configurations with a Status of Configured, Cancelled or Error remain in the Search results for 7 days past their Last Updated date.  
Also see [Logger Configurations](#) for all those in a Configured state.

Logger Serial Number:  **1**

Logger Label:  **1**

**2**

# View & Edit & Search for Logger Configurations

- A. View the status of a logger configuration under “Status”
- B. Click the “Arrow” icon to release a logger configuration
- C. Click the “Pencil” icon to edit a logger configuration
- D. Click the “Trash” icon to delete a logger configuration

Logger Configurations (via CX5000 Gateways)										
<input type="checkbox"/>	Serial Number	Type	Logger Label	Logger Profile Name	Status	Status Details	Created By	Creation Date	Last Updated Date	Action
<input type="checkbox"/>	21180308	CX503	21180308	Cold Chain	Planned		kevin_cummings@onsetcomp.com	06-Apr-2022 11:29:10 EDT	06-Apr-2022 11:29:10 EDT	  



# Download Logger

The “Download Logger” feature allows you to download a logger remotely via InTempConnect if you own a Gateway

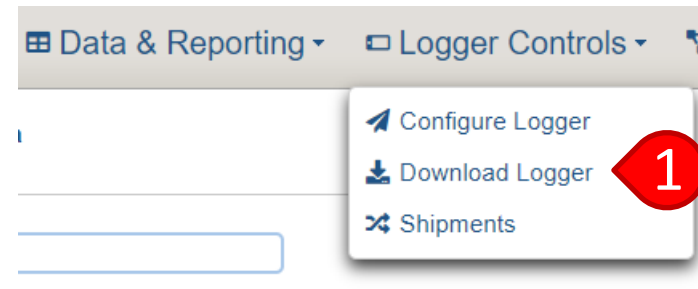
- Feature Behavior & Requirements
  - May take up to 10 minutes to perform download – plus additional time for data to travel to the cloud
  - The logger must be in Bluetooth range of a Gateway
  - Download shows up on the “Logger Data” page once completed
    - Only the Gateway selected in the process will perform the download. All other Gateways in range will ignore the logger
    - Works with “Gateway Groups”
  - A Cellular logger cannot be downloaded by using the “Download Logger” feature

# Download Logger

- Feature Behavior & Requirements
  - An individual logger can only be download again after the first download finishes
    - Cannot download a logger if the existing download for that logger is in “pending” status
    - User can cancel a download while in pending status
  - Downloads cannot be performed on loggers that are part of a shipment
  - Cannot download a stopped logger
  - Loggers must be on and actively recording data
  - Download history automatically deletes after two (2) days
  - If user has notifications set up, a notification will be sent out for that download

# Download Logger

1. Click on “Download Logger” under the “Logger Controls” tab
2. Select the Gateway used to download the logger
3. Select the logger to download. You can select multiple loggers.
4. Choose the download type: Download and Restart  
Download and Continue  
Download and Stop
5. Click on “Download”
6. Check the download status



## Logger Controls > Download Logger

Gateway Name:



Logger Configuration Selection				
<input type="checkbox"/>	Trip Info	Label	Serial Number	Configuration Date
<input type="checkbox"/>		SN 21180306	21180306	Oct 14, 2021 15:13 EDT



When connecting, perform the following:



Download Requests						
Label	Serial Number	Request Date	Perform	Download Date	Status	Actions
21169985	21169985	Apr 15, 2022 10:52 EDT	Download and Restart			



# Cellular Logger Management

- The Cellular Logger Management page allows you to change the settings of a registered cellular logger while it is in sleep mode/not on an active shipment.
- The logger settings that can be updated include the logging interval, and the temperature, light and shock sensors
- Changing any logger settings on this page will only change the settings when the logger is not on an active shipment (sleep mode). When a logger on a shipment, the settings will be based on the selected [Logger Profile](#)

# Cellular Logger Management

## The Cellular Logger Management page includes:

- Updating the logger ping interval, temperature, light and shock alarms
- Check the logger battery percentage
- See when the logger was last updated
- Downloading a NIST certificate

Serial Number	UID	Battery Percentage	Last Updated	NIST Certificate
<input type="checkbox"/>				
<input checked="" type="checkbox"/> 21367511	30951341			
<input type="checkbox"/> 21367512	52580014			
<input type="checkbox"/> 21417514	f412fa445800	0.0	Jul 26, 2022 14:29 EDT	
<input type="checkbox"/> 21417516	f412fa44581c	0.0	Oct 28, 2022 19:55 EDT	
<input type="checkbox"/> 21417517	f412fa445838	0.0	Oct 12, 2022 08:50 EDT	
<input type="checkbox"/> 21417518	f412fa445944			
<input type="checkbox"/> 21417519	f412fa4459bc	0.0	Oct 22, 2022 09:10 EDT	
<input type="checkbox"/> 21417520	f412fa445a28	0.0	Oct 14, 2022 12:40 EDT	
<input type="checkbox"/> 21417521	f412fa445874	0.0	Oct 14, 2022 16:10 EDT	
<input type="checkbox"/> 21417522	f412fa44595c	0.0	Oct 13, 2022 09:15 EDT	

Edit Logger Settings

Note: This setting affects both battery life and the "Start Now" option in the Logger Profile settings. The more frequent the ping rate, the faster the battery will drain. The less frequent the ping rate, the longer it takes for the logger to receive its new Logger Profile settings if the "Start Now" option was selected during shipment configuration. For example, a once daily ping rate would mean it takes up to one (1) day for the logger to receive its new Logger Profile settings once a shipment is started. This applies only if the "Start Now" option is selected in the Logger Profile settings but does NOT apply if "Start After Elapsed Time" or "Start on Date/Time" options are selected. However, it's possible to bypass the wait time by pressing the button for three (3) seconds.

Ping Interval: 0d 0h

Temperature  Light  Shock

Save

# Cellular Logger Management

To change the sleep mode settings of a logger that is not currently on a shipment:

1. Click on one or more checkboxes to select the logger(s) whose settings you want to change
2. Update the logger ping interval

Note: This will affect the logger battery life while it is in sleep mode. A shorter ping interval will drain the battery faster

Registered Devices				
Serial Number	UID	Battery Percentage	Last Updated	NIST Certificate
<input checked="" type="checkbox"/> 21367511	30951341			
<input type="checkbox"/> 21367512	52580014			
<input type="checkbox"/> 21417514	f412fa4458d0	0.0	Jul 26, 2022 14:29 EDT	
<input type="checkbox"/> 21417516	f412fa44581c	0.0	Oct 28, 2022 19:55 EDT	
<input type="checkbox"/> 21417517	f412fa445838	0.0	Oct 12, 2022 08:50 EDT	
<input type="checkbox"/> 21417518	f412fa445944			
<input type="checkbox"/> 21417519	f412fa4459bc	0.0	Oct 22, 2022 09:10 EDT	
<input type="checkbox"/> 21417520	f412fa445a28	0.0	Oct 14, 2022 12:40 EDT	
<input type="checkbox"/> 21417521	f412fa445874	0.0	Oct 14, 2022 16:10 EDT	
<input type="checkbox"/> 21417522	f412fa44595c	0.0	Oct 13, 2022 09:15 EDT	

Displaying 1 - 10 of 25

[Edit Logger Settings](#)

Note: This setting affects both battery life and the "Start Now" option in the Logger Profile settings. The more frequent the ping rate, the faster the battery will drain. The less frequent the ping rate, the longer it takes for the logger to receive its new Logger Profile settings if the "Start Now" option was selected during shipment configuration. For example, a once daily ping rate would mean it takes up to one (1) day for the logger to receive its new Logger Profile settings once a shipment is started. This applies only if the "Start Now" option is selected in the Logger Profile settings but does NOT apply if "Start After Elapsed Time" or "Start on Date/Time" options are selected. However, it's possible to bypass the wait time by pressing the button for three (3) seconds.

Ping Interval:

Temperature  Light  Shock

[Save](#)



# Cellular Logger Management

3. Enable or disable the temperature, light and shock sensors
4. Click on “Save”

Registered Devices ⓘ				
Serial Number ▾	UID ▾	Battery Percentage ▾	Last Updated ▾	NIST Certificate
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input checked="" type="checkbox"/>	21367511	30951341		
<input type="checkbox"/>	21367512	52580014		
<input type="checkbox"/>	21417514	f412fa4458d0	0.0	Jul 26, 2022 14:29 EDT
<input type="checkbox"/>	21417516	f412fa44581c	0.0	Oct 28, 2022 19:55 EDT
<input type="checkbox"/>	21417517	f412fa445838	0.0	Oct 12, 2022 08:50 EDT
<input type="checkbox"/>	21417518	f412fa445944		
<input type="checkbox"/>	21417519	f412fa4459bc	0.0	Oct 22, 2022 09:10 EDT
<input type="checkbox"/>	21417520	f412fa445a28	0.0	Oct 14, 2022 12:40 EDT
<input type="checkbox"/>	21417521	f412fa445874	0.0	Oct 14, 2022 16:10 EDT
<input type="checkbox"/>	21417522	f412fa44595c	0.0	Oct 13, 2022 09:15 EDT

Displaying 1 - 10 of 25

Edit Logger Settings

Note: This setting affects both battery life and the "Start Now" option in the Logger Profile settings. The more frequent the ping rate, the faster the battery will drain. The less frequent the ping rate, the longer it takes for the logger to receive its new Logger Profile settings if the "Start Now" option was selected during shipment configuration. For example, a once daily ping rate would mean it takes up to one (1) day for the logger to receive its new Logger Profile settings once a shipment is started. This applies only if the "Start Now" option is selected in the Logger Profile settings but does NOT apply if "Start After Elapsed Time" or "Start on Date/Time" options are selected. However, it's possible to bypass the wait time by pressing the button for three (3) seconds.

Ping Interval:

Temperature  Light  Shock

Save



# Report Creation



[Back to Top](#)

# Single Device Report

1. Go to the “Data & Reporting” tab and click on the “Logger Data” page
2. Go to the “Configurations” table
3. Click on the ‘Logger Label’ of a single device configuration

The screenshot shows the InTempConnect web application. At the top, there is a navigation bar with the InTempConnect logo and a 'Data & Reporting' dropdown menu. The dropdown menu is open, showing options: 'Logger Data' (highlighted with a red circle containing the number 1), 'Dashboards', 'Report Builder', 'Report Scheduling', 'My Reports', and 'Audit Report'. Below the navigation bar, there is a 'Data & Reporting > Logger Data' section with a 'Saved Search Name' input field and a message 'No searches configured.'. Below this is an 'Archive' table with the following columns: 'Trip Info', 'Logger Label', 'User Name', 'Type', and 'Serial Number'. The table contains 12 rows of data. A red circle containing the number 3 is positioned over the 'Logger Label' column of the second row.

Trip Info	Logger Label	User Name	Type	Serial Number
	21169985	kevin_cummings@onsetcomp.com	CX403	21169985
	21169985	kevin_cummings@onsetcomp.com	CX403	21169985
	SN 21180308	kevin_cummings@onsetcomp.com	CX503	21180308
	SN 21180306	kevin_cummings@onsetcomp.com	CX503	21180306
	21169985	kevin_cummings@onsetcomp.com	CX403	21169985
	21169985	CX5000-21024989	CX403	21169985
	21169985	CX5000-21024989	CX403	21169985
	21169985	CX5000-21024989	CX403	21169985
	SN 21169985	kevin_cummings@onsetcomp.com	CX403	21169985
	SN 21169985	kevin_cummings@onsetcomp.com	CX403	21169985

# Single Device Report

4. Click on the “Export” option under “Configuration Info”
5. Choose the report time zone and
6. Choose the report file format
7. Click to include an alarm report / tabular data
8. Click “Run Report”

Configuration Info	
Logger Model	CX503
Configured By	kevin_cummings@onsetcomp.com
Serial Number	21180308
Logger Passkey	1382513304
Logger Name	SN 21180308
Trip Information (Edit)	
Package Types: Package C	
Config Date	04/12/2022 10:42:43 EDT
Start Date	04/12/2022 10:43:09 EDT
Stop Date	04/13/2022 08:04:13 EDT
Download Date	04/22/2022 08:45:18 EDT
Data	Export
NIST Certificate	Download



## Report Contents and Format

Configuration Name: 21169985

Time Zone: US/Eastern

File Format: PDF (.pdf)

Include alarm report

Include tabular data

Run Report



# Create a Saved Search

1. Go to the “Data & Reporting” tab and click on the “Logger Data” page
2. Fill out the relevant search criteria
3. Enter a search name
4. Click “Save Search As”

The screenshot shows the InTempConnect interface. At the top, the 'Data & Reporting' menu is open, with 'Logger Data' highlighted by a red circle with the number 1. Below the menu, the 'Logger Data' search configuration page is visible. It includes a 'Saved Search Name' field, a 'Basic Search' section with 'Users' and 'Dates' filters, a 'Logger Search' section with 'Serial Number', 'Logger Label', 'Device Type', and 'Trip Information' filters, and an 'Alarms' section with checkboxes for various alarm types. At the bottom, the 'Shipment Search' section is partially visible. A red circle with the number 2 is placed over the 'Logger Label' field. A red circle with the number 3 is placed over the 'Save Search As' button. A red circle with the number 4 is placed over the 'Save Search As' button. The 'Save Search As' button is highlighted in blue.

# Create a Custom Report

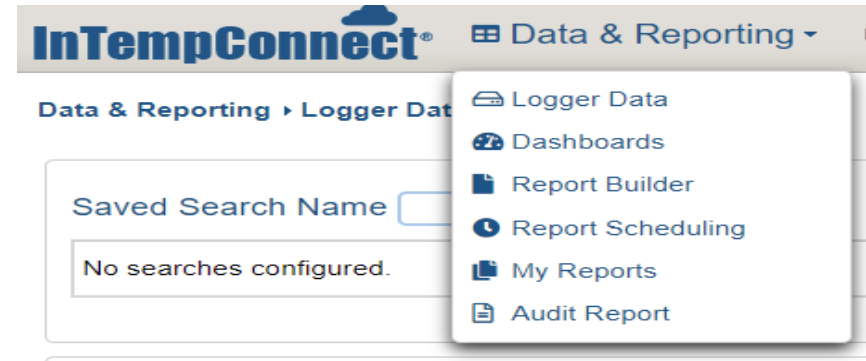
1. Go to the “Data & Reporting” tab and click on the “Report Builder” page. This page can also be accessed by clicking “Build Report” on the [Logger Data](#) page after choosing the appropriate search parameters
2. Select a Saved Search to automatically populate the data you want in the report

The screenshot displays the InTempConnect web interface. At the top, the 'Data & Reporting' menu is open, showing options: 'Logger Data', 'Dashboards', 'Report Builder' (highlighted with a red circle and the number 1), 'Report Scheduling', 'My Reports', and 'Audit Report'. Below this, the 'Data & Reporting > Logger Data' page is visible, featuring a 'Saved Search Name' field and a message 'No searches configured.'.

The main part of the screenshot shows the 'Data & Reporting > Report Builder' page. Under the heading 'Report Contents and Format', there is a section 'Run the following saved search:' with a dropdown menu labeled 'Select Search' (highlighted with a red circle and the number 2). Below this, the 'Include the following:' section has several checkboxes: 'Raw Data (XLSX only)', 'Alarms', 'Summary Stats', 'Multi-Graph (PDF only)', and 'Tabular Data' (which is checked). At the bottom, there are three dropdown menus: 'Time Zone' set to 'US/Eastern', 'File' set to 'PDF (.pdf)', and 'Data Range' set to 'All data'.

# Create a Custom Report

3. Choose how you would like the data to be organized and presented
  - a) “Raw Data” can only be exported in Excel format
  - b) “Alarms” will give you a summary section of all alarms that occurred



## Data & Reporting > Report Builder

### Report Contents and Format

Run the following saved search:

Select Search

Include the following:

Raw Data (XLSX only) **A**

Alarms **B**

Summary Stats

Multi-Graph (PDF only)

Tabular Data

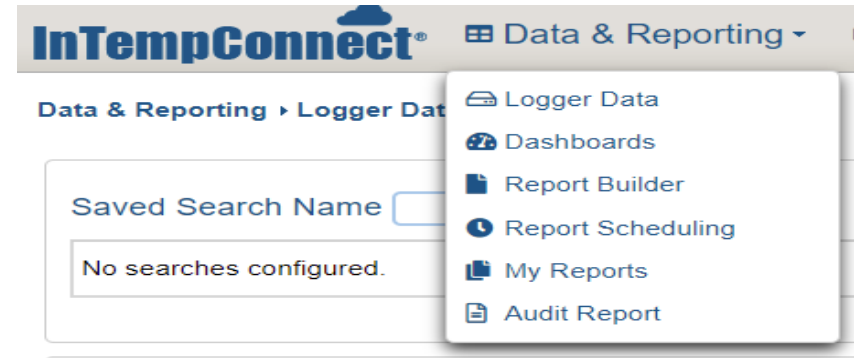
Time Zone:

File:

Data Range:

# Create a Custom Report

3. Choose how you would like the data to be organized and presented (continued)
  - c) “Summary Stats” will group data by a [Trip Field](#) (Data Tag) and provide the summary statistics based on that Trip Field (e.g., summary statistics by courier, storage unit brand, or package type)



Data & Reporting > Report Builder

Report Contents and Format

Run the following saved search:

Select Search

Include the following:

Raw Data (XLSX only)

Alarms

Summary Stats

Multi-Graph (PDF only)

Tabular Data

Time Zone:

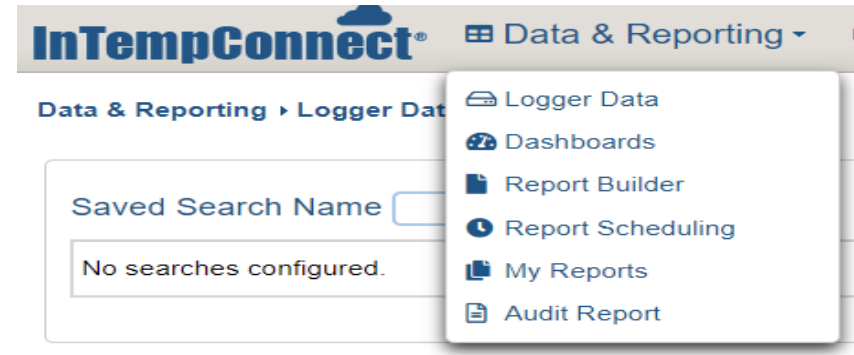
File:

Data Range:



# Create a Custom Report

3. Choose how you would like the data to be organized and presented (continued)
- d) “Multi-Graph” will provide a graph with all logger downloads represented (PDF only)
  - e) “Tabular Data” will provide summary data for each configuration included in the multi-device report



## Data & Reporting > Report Builder

### Report Contents and Format

Run the following saved search:

Select Search

Include the following:

Raw Data (XLSX only)

Alarms

Summary Stats

Multi-Graph (PDF only)

Tabular Data



Time Zone:

File:

Data Range:

# Create a Custom Report

4. Choose the time zone
  5. Choose the file type
- Note: “Raw Data” can only be in Excel format and “Multi-Graph” can only be in PDF format
6. Choose the data range
  7. Check the box if you want the report emailed to you
  8. Click “Submit Report”

**InTempConnect®** Data & Reporting ▾

Data & Reporting ▸ Logger Data

Saved Search Name

No searches configured.

- Logger Data
- Dashboards
- Report Builder
- Report Scheduling
- My Reports
- Audit Report

Data & Reporting ▸ Report Builder

Report Contents and Format

Run the following saved search:

Select Search ▾

Include the following:

- Raw Data (XLSX only)
- Alarms
- Summary Stats
- Multi-Graph (PDF only)
- Tabular Data

Time Zone: US/Eastern ▾

File: PDF (.pdf) ▾

Data Range: All data ▾

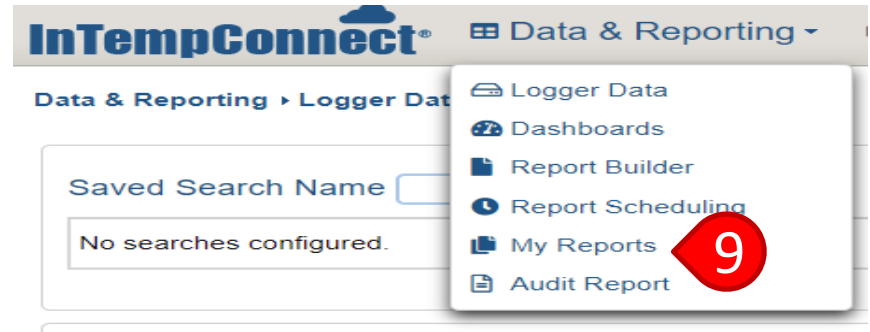
Email Report to: collin\_weingarten@onsetcomp.com

**Submit Report**

All reports run in the Report Builder can be found in 'My Reports'

# Create a Custom Report

- To view the report, navigate to the “Data & Reporting” tab and click on the “My Reports” page
- The report will initially be “Pending.” Refresh the webpage to check its status
- Click on the download button to download the report



The screenshot shows a table with three columns: 'Name', 'Status', and 'Status Details'. The table contains three rows of data. A red circle with the number '10' is placed over the 'Pending' status in the second row. A red circle with the number '11' is placed over the download button in the third row. A jagged white arrow points from the 'Pending' status in the second row to the 'Complete' status in the third row.

Name	Status	Status Details
8993_Fri Jul 31 16:37:36 UTC 2020	Pending	
8993_Wed Jun 24 13:39:34 UTC 2020	Complete	
Custom Report	Complete	

# Schedule a Custom Report

1. Go to the “Data & Reporting” tab and click on the “Report Scheduling” page
2. Click on “Add Schedule” and name the new schedule
3. Specify how often you would like to receive the report
4. Specify the time when you would like to receive the report

The screenshot displays the InTempConnect web interface. At the top, the 'Data & Reporting' menu is open, with 'Report Scheduling' highlighted by a red circle with the number 1. Below this, the 'Report Scheduling' page is shown. A red circle with the number 2 points to the 'Add Schedule' button. A new schedule entry 'New Schedule' is visible in the 'Saved Schedules' list. A red circle with the number 3 points to the 'Deliver Every' dropdown menu, which is set to 'Day'. A red circle with the number 4 points to the 'Report Type' section, where 'Multi Device Report' is selected. The 'Contents and Format' section is also visible, showing options for 'Saved Search', 'Include the following' (with checkboxes for Raw Data, Alarms, Summary Stats, Multi-Graph, and Tabular Data), 'Time Zone' (set to UTC), 'File Format' (set to PDF), and 'Data Range' (set to All data).

# Schedule a Custom Report

5. If you want an emailed notification in the event of a failed delivery, check the “Email on delivery failure” box
6. Select “Multi-Device Report”
7. Choose the saved search for the report you want

Note: You must create a “Saved Search” prior to creating the schedule. Saved searches used for report scheduling require an "Over the Past" date range. If a saved search does not include that date range type, it will not be shown in the list. See [Saved Search](#)

Data & Reporting • Report Scheduling

Saved Schedules

Add Schedule

\* New Schedule

Schedule

Deliver Every: Day

Hour: 0

Email on delivery failure

Report Type

Multi Device Report  Audit Report

Contents and Format

Saved Search: Select Search

Include the following:

Raw Data (XLSX only)

Alarms

Summary Stats

Multi-Graph (PDF only)

Tabular Data

Time Zone: UTC

File Format: PDF (.pdf)

Data Range: All data

Destination

\*Email Address:

Compress email attachments

\* Denotes required fields


# Schedule a Custom Report

7. Select how you would like the data presented. See [Custom Reports](#)
8. Choose the time zone
9. Choose the file format
10. Choose the data range

Data & Reporting • Report Scheduling


Saved Schedules



Add Schedule

\*New Schedule 

---

Schedule

Deliver Every: Day 

Hour: 0  

Email on delivery failure

---



Report Type

Multi Device Report  Audit Report


---

Contents and Format

Saved Search:

Select Search  

Include the following:



Raw Data (XLSX only) 



Alarms


Summary Stats

Multi-Graph (PDF only)


Tabular Data

Time Zone: UTC  

File Format: PDF (.pdf)  

Data Range: All data 

---

Destination 

\*Email Address

Compress email attachments

\* Denotes required fields

# Schedule a Custom Report

11. Enter the email address to receive the report
12. Click “Compress email attachments” if file size is a concern
13. Click “Save”

Destination

\*Email Address:

Compress email attachments

\* Denotes required fields

Save

13

# Schedule Audit Report

1. Go to the “Data & Reporting” tab and click on the “Report Scheduling” page
2. Click on “Add Schedule” and name the new schedule
3. Specify how often you would like to receive the report
4. Specify the time when you would like to receive the report
5. If you want an emailed notification in the event of a failed delivery, check the “Email on delivery failure” box

Data & Reporting ▶ Report Scheduling

Saved Schedules

**2**

\*New Schedule

Schedule

**4**  **3**

Deliver Every: Day

Hour: 0

Email on delivery failure **5**

Report Type

Multi Device Report  Audit Report

Contents and Format

Username:

\*Time Zone:

\*Data Range: 1  days Note: Maximum of 1 week

Destination

\*Email Address:

Compress email attachments

\* Denotes required fields




# Schedule Audit Report

6. Click on “Audit Report”
7. Select a specific username (optional). Do not select a name if you want the report to include all users
8. Select the time zone
9. Select the data range for the report. The range can be from 1 to 7 days
10. Enter an email address
11. Click “Save”

Data & Reporting ▶ Report Scheduling

Saved Schedules

Add Schedule

\*New Schedule 

---

Schedule


Deliver Every: Day

Hour: 0

Email on delivery failure


---


Report Type


Multi Device Report  Audit Report 

---

Contents and Format


Username:  

\*Time Zone:  

\*Data Range: 1  days  maximum of 1 week


---

Destination

\*Email Address:  

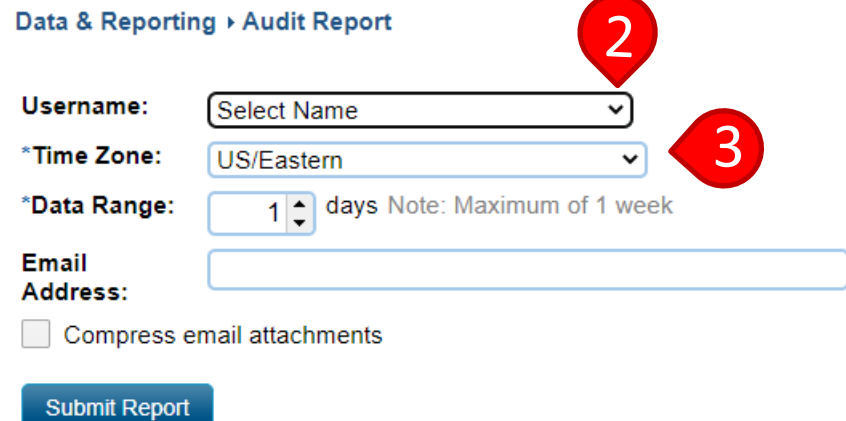
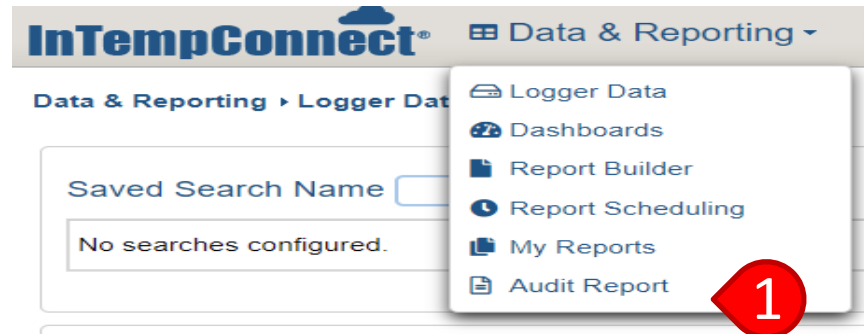
Compress email attachments

\* Denotes required fields

Save 

# ITC Audit Report

1. To create an audit report, go to the “Data & Reporting” tab and click on the “Audit Report” page
2. Select a specific username (optional). Do not select a name if you want the report to include all users
3. Select the time zone

A screenshot of the 'Data & Reporting > Audit Report' form. The form contains several fields: 'Username:' with a dropdown menu showing 'Select Name'; '\*Time Zone:' with a dropdown menu showing 'US/Eastern'; '\*Data Range:' with a spinner box set to '1' and the text 'days Note: Maximum of 1 week'; and 'Email Address:' with a text input field. A checkbox labeled 'Compress email attachments' is below the email field. A blue 'Submit Report' button is at the bottom. Red callouts with numbers '2' and '3' are placed over the 'Time Zone' dropdown and the 'Data Range' spinner, respectively.

\* Denotes required fields

All submitted audit reports can be managed in 'My Reports'

# ITC Audit Report

4. Select the data range for the report. The range can be from 1-7 days
5. Enter an email address (Optional)
6. Click submit report

**InTempConnect** Data & Reporting ▾

Data & Reporting ▸ Logger Data

Saved Search Name

No searches configured.

- Logger Data
- Dashboards
- Report Builder
- Report Scheduling
- My Reports
- Audit Report

Data ▸ Audit Report

Username:

\*Time Zone:

\*Data Range:  days Note: Maximum of 1 week **4**

Email Address:  **5**

Compress email attachments

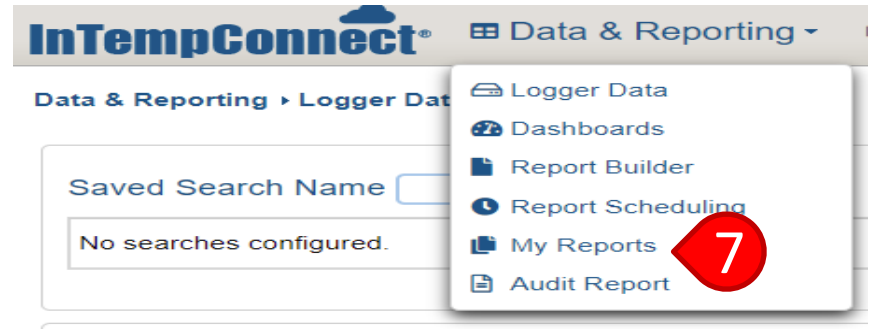
**6**



\* Denotes required fields

All submitted audit reports can be managed in 'My Reports'

# ITC Audit Report

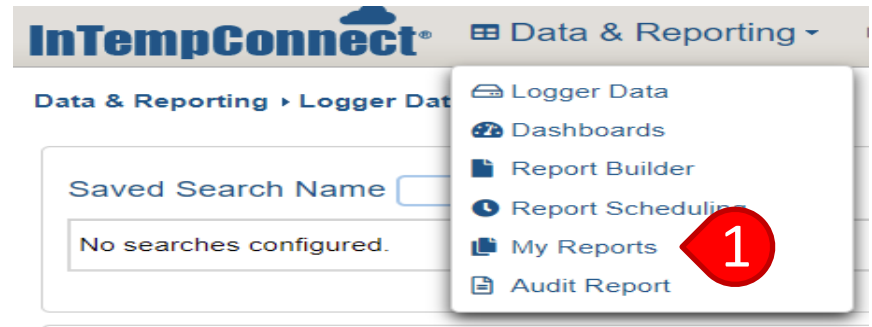
7. To view the report, navigate to the “Data & Reporting” tab and click on the “My Reports” page
8. The report will initially be “Pending.” Refresh the webpage to check its status
9. Click on the download button to download the report

A screenshot of a table showing report status. The table has three columns: "Name", "Status", and "Status Details". A red circle with the number "8" is placed over the "Status" column header. A red circle with the number "9" is placed over the "Status Details" column header. A jagged white arrow points from the "Status" column to the "Status Details" column. The table contains three rows of data.

Name	Status	Status Details
8993_Fri Jul 31 16:37:36 UTC 2020	Pending	
8993_Wed Jun 24 13:39:34 UTC 2020	Complete	 
Custom Report	Complete	 

# View Reports

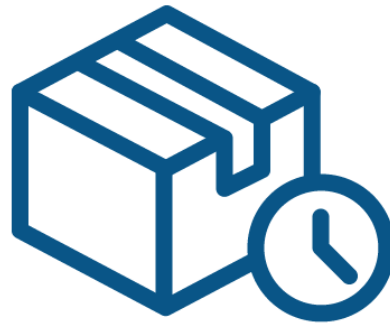
1. To view the report, navigate to “My Reports”
2. Click on the download button to download the report
3. Click on the trash button to delete



The screenshot shows a table of reports. The table has columns for "Name", "Status", "Status Details", and "Actions". A red circle with the number "2" is placed over the download icon in the "Actions" column, and a red circle with the number "3" is placed over the trash icon in the "Actions" column. A white arrow points from the "My Reports" menu item in the previous screenshot to the "Name" column of this table.

Name	Status	Status Details	Actions
8993_Fri Jul 31 16:37:36 UTC 2020	Pending		
8993_Wed Jun 24 13:39:34 UTC 2020	Complete		
Custom Report	Complete		

# Shipment Management



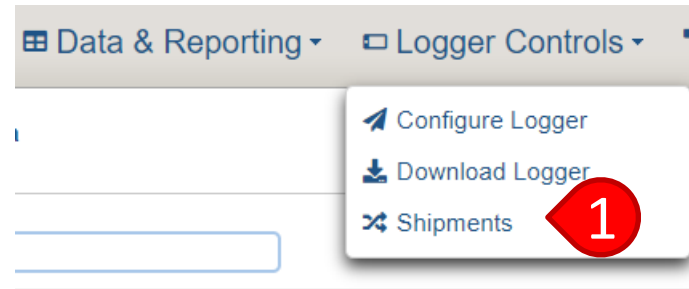
[Back to Top](#)

# Shipments

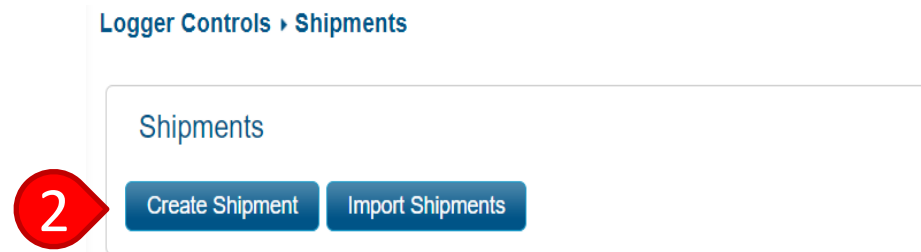
- Shipments can be created to automate your supply chain processes
- The Gateway at the shipment origin will automatically configure and start your loggers and the Gateway at the shipment destination will automatically download and stop your loggers
- All other Gateways will only download and continue the logger to act as waypoints along the shipping route
- You can group loggers under one shipment and add essential shipment information using “Trip Fields”

# Create Individual Shipment

1. Go to the “Logger Controls” tab and click on the “Shipments” page



2. Click “Create Shipment” to create an individual shipment





# Create Individual Shipment

## 3. Choose the logger type(s)

Note: A Cellular logger cannot be combined with other logger families

## 4. Select a logger profile

- a) If multiple loggers are being used on a shipment and those loggers will use different logger profiles, uncheck the “Apply to All Loggers Box.” This will allow individual logger profiles to be selected in the Shipment Loggers table. See how to select individual logger profiles [here](#)

Logger Controls > Shipments > Create Shipment

Logger Families Manage Logger Profiles

Please select the logger family(s) for the loggers that will be included in this shipment.

Enabled	Family	Logger Profile Name	Apply to All Loggers
<input type="checkbox"/>	CX400		
<input type="checkbox"/>	CX450		
<input checked="" type="checkbox"/>	CX500	Cold Chain	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CX600		
<input type="checkbox"/>	CX700		
<input type="checkbox"/>	CX1000		

Note: Cannot combine CX1000 shipments with other logger families.

Shipment Details Manage Locations

\*Shipment ID:

\*Origin:

\*Destination:

\*Logger Label:   Apply to All Loggers

# Create Individual Shipment

5. Enter “Shipment ID”
6. Choose “Origin”
7. Choose “Destination”
  - [Create a Location](#)
8. Choose a “Logger Label.”  
This will name the physical logger and will appear in the InTemp mobile app and ITC
  - a) If multiple loggers exist and those loggers will use individual logger labels, uncheck the “Apply to All Loggers” box. This will allow individual logger labels to be selected in the [Shipment Loggers](#) table

## Logger Controls > Shipments > Create Shipment

Logger Families Manage Logger Profiles

Please select the logger family(s) for the loggers that will be included in this shipment.

Enabled	Family	Logger Profile Name	Apply to All Loggers
<input type="checkbox"/>	CX400		
<input type="checkbox"/>	CX450		
<input checked="" type="checkbox"/>	CX500	Cold Chain	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CX600		
<input type="checkbox"/>	CX700		
<input type="checkbox"/>	CX1000		

Note: Cannot combine CX1000 shipments with other logger families.

Shipment Details Manage Locations

\*Shipment ID:

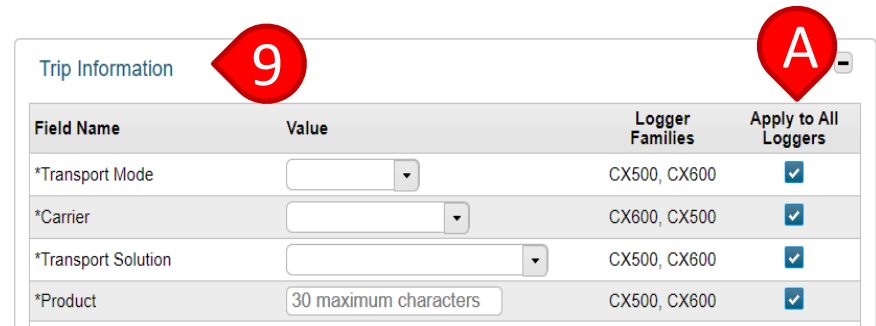
\*Origin:

\*Destination:

\*Logger Label:   Apply to All Loggers

# Create Individual Shipment

9. Enter all required “Trip Information”
  - a) If multiple loggers exist and those loggers will have different trip information, uncheck the “Apply to All Loggers” box next to the corresponding trip fields



Field Name	Value	Logger Families	Apply to All Loggers
*Transport Mode	<input type="text"/>	CX500, CX600	<input checked="" type="checkbox"/>
*Carrier	<input type="text"/>	CX600, CX500	<input checked="" type="checkbox"/>
*Transport Solution	<input type="text"/>	CX500, CX600	<input checked="" type="checkbox"/>
*Product	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>

# Create Individual Shipment

10. Click “Add Logger” for each logger that will be added to the shipment
- a) If different loggers have different profiles, and the “Apply to All Loggers” box has been unchecked, choose the correct profile for that logger.
- Note: When selecting individual logger profiles for multiple loggers, each logger profile must have the same start type. Other logger profile settings, such as the logging interval or high/low alarm thresholds can be different, but the logger start type in each profile must be the same to release the shipment
- a) If different loggers have different trip info, and the “Apply to All Loggers” box has been unchecked, choose the correct trip info for that logger

**10** Add Logger

Shipment Loggers							
*Serial Number	Type	*Logger Label	*Logger Profile Name	Units	Trip Information		Status
<input type="text" value="21180308"/>	CX503	<b>A</b>	Regular	Not Applicable	<b>B</b>	Clinic Name: <input type="text"/> Country: <input type="text"/> Courier: <input type="text"/> *Package Types: <input type="text"/>	PLANNED
<input type="text" value="21169985"/>	CX403		Refrigerator Home	*F		Clinic Name: <input type="text"/> Country: <input type="text"/> Fridge ID: <input type="text"/> *Package Types: <input type="text"/>	PLANNED
<input type="text" value="Enter a serial number"/>				Not Applicable			

Cancel Save Save and Release

Displaying 1 - 3 of 3

# Create Individual Shipment

## 11. Click “Save” or “Save and Release”

- Clicking “Save” will save the shipment and place it into “Planned” status. This means a Gateway will not program the loggers once it sees them and you will have to manually change the status to “Released” once you are ready. Use this option if you want to have the opportunity to make corrections to the shipment before the Gateway programs loggers
- Clicking “Save and Release” will place it into “Released” status. The Gateway will automatically program and start all loggers in this status once they come into range of it. Once a logger is started, it cannot be changed unless it is a multi-use logger

Add Logger

Shipment Loggers						
*Serial Number	Type	*Logger Label	*Logger Profile Name	Units	Trip Information	Status
<input type="text" value="21180308"/>	CX503		Regular	Not Applicable	Clinic Name: <input type="text"/> Country: <input type="text"/> Courier: <input type="text"/> *Package Types: <input type="text"/>	PLANNED
<input type="text" value="21169985"/>	CX403		Refrigerator Home	*F	Clinic Name: <input type="text"/> Country: <input type="text"/> Fridge ID: <input type="text"/> *Package Types: <input type="text"/>	PLANNED
<input type="text" value="Enter a serial number"/>				Not Applicable		

Displaying 1 - 3 of 3

Cancel Save Save and Release

# Create Individual Cellular Shipment

## 1. Choose a cellular logger family

Note: A cellular logger cannot be combined with Bluetooth logger families

## 2. Select a logger profile

a) If multiple loggers exist that will use different profiles, uncheck the “Apply to All Loggers Box.” Then choose individual logger profiles in the [Shipment Loggers Table](#)

### Logger Families Manage Logger Profiles

Please select the logger family(s) for the loggers that will be included in this shipment.

Enabled	Family	Logger Profile Name	Apply to All Loggers
<input type="checkbox"/>	CX400		
<input type="checkbox"/>	CX450		
<input type="checkbox"/>	CX500		
<input type="checkbox"/>	CX600		
<input type="checkbox"/>	CX700		
<input checked="" type="checkbox"/>	CX1000	Select a logger profile	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CX1600	Select a logger profile	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CX1700	Select a logger profile	<input checked="" type="checkbox"/>

Note: Cannot combine Cellular shipments with other logger families.

### Shipment Details Manage Locations

\*Shipment ID:

\*Origin:

\*Destination:

Waypoints:

\*Logger Label:   Apply to All Loggers

# Create Individual Cellular Shipment

3. Enter “Shipment ID”
4. The location fields for cellular shipment are optional. If no location is selected, the origin will be the location of the first logger ping, and the destination will be the location of the last ping

Optional: Choose an Origin and Destination. See how to [Create a Location](#)

Logger Families Manage Logger Profiles

Please select the logger family(s) for the loggers that will be included in this shipment.

Enabled	Family	Logger Profile Name	Apply to All Loggers
<input type="checkbox"/>	CX400		
<input type="checkbox"/>	CX450		
<input type="checkbox"/>	CX500		
<input type="checkbox"/>	CX600		
<input type="checkbox"/>	CX700		
<input checked="" type="checkbox"/>	CX1000	Select a logger profile	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CX1600	Select a logger profile	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CX1700	Select a logger profile	<input checked="" type="checkbox"/>

Note: Cannot combine Cellular shipments with other logger families.

---

Shipment Details Manage Locations

\*Shipment ID:

Origin:

Destination:

Waypoints:

\*Logger Label:   Apply to All Loggers

# Create Individual Cellular Shipment

5. Choose a “Logger Label.”  
This will name the physical logger and will appear in the InTemp mobile app and ITC
  - a) If multiple loggers exist that will use individual logger labels, uncheck the “Apply to All Loggers” box. Then select individual logger labels in the [Shipment Loggers Table](#)

Logger Families Manage Logger Profiles

Please select the logger family(s) for the loggers that will be included in this shipment.

Enabled	Family	Logger Profile Name	Apply to All Loggers
<input type="checkbox"/>	CX400		
<input type="checkbox"/>	CX450		
<input type="checkbox"/>	CX500		
<input type="checkbox"/>	CX600		
<input type="checkbox"/>	CX700		
<input checked="" type="checkbox"/>	CX1000	Select a logger profile	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CX1600	Select a logger profile	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CX1700	Select a logger profile	<input checked="" type="checkbox"/>

Note: Cannot combine Cellular shipments with other logger families.

---

Shipment Details Manage Locations ▾

\*Shipment ID:

Origin:

Destination:

Waypoints:  ☰ + ♥

\*Logger Label:   Apply to All Loggers





# Create Individual Cellular Shipment

6. Enter all required “Trip Information”
  - a) If multiple loggers exist and those loggers will have different trip information, uncheck the “Apply to All Loggers” box next to the corresponding trip fields. Then select individual Trip Information in the [Shipment Loggers Table](#)

Trip Information ▾

Field Name	Value	Logger Families	Apply to All Loggers
Courier	Courier A <span>▾</span>	CX1000	<input checked="" type="checkbox"/>
Package Types	Package A <span>▾</span>	CX1000	<input checked="" type="checkbox"/>

**6**

**A**

# Create Individual Cellular Shipment

7. For a cellular logger, click and drag a logger to the “Shipment Loggers” table. This will add that logger to the shipment. Multiple loggers can be added to the table in a single shipment

Registered Loggers

Drag the desired logger(s) to the Shipment Loggers table.

+ 21367512
+ KB0039
+ KB0066
+ KB0075
+ KB0107



Shipment Loggers				
*Serial Number	Type	*Logger Label	*Logger Profile Name	Status
21367511	CX1002			PLANNED

Cancel Save and Configure

Displaying 1 - 1 of 1

# Create Individual Cellular Shipment

- If different loggers have different logger profiles, trip information, or logger labels, and the “Apply to All Loggers” box has been unchecked, input the correct profile, trip info, or label for each individual logger.

Note: When selecting individual logger profiles for multiple loggers, each logger profile must have the same start type. Other logger profile settings, such as the logging interval or high/low alarm thresholds can be different, but the logger start type in each profile must be the same to release the shipment

## Registered Loggers

Drag the desired logger(s) to the Shipment Loggers table.

+ 21367512  
+ KB0039  
+ KB0066  
+ KB0075  
+ KB0107

*Serial Number	Type	*Logger Label	*Logger Profile Name	Trip Information	Status
21367511	CX1002	<input type="text" value="Enter logger label"/>	Select a logger profile	Courier: <input type="text"/> Package Types: <input type="text"/>	PLANNED
21367512	CX1003	<input type="text" value="Enter logger label"/>	Select a logger profile	Courier: <input type="text"/> Package Types: <input type="text"/>	PLANNED

Cancel Save and Configure

Displaying 1 - 2 of 2

# Create Individual Cellular Shipment

9. Click on “Save and Configure” to release a cellular shipment and configure the logger

Note: A cellular logger must already be [registered](#) in InTempConnect for the logger to appear here

## Registered Loggers

Drag the desired logger(s) to the Shipment Loggers table.

- + 21367512
- + KB0039
- + KB0066
- + KB0075
- + KB0107

## Shipment Loggers

*Serial Number	Type	*Logger Label	*Logger Profile Name	Status
21367511	CX1002			PLANNED

Displaying 1 - 1 of 1

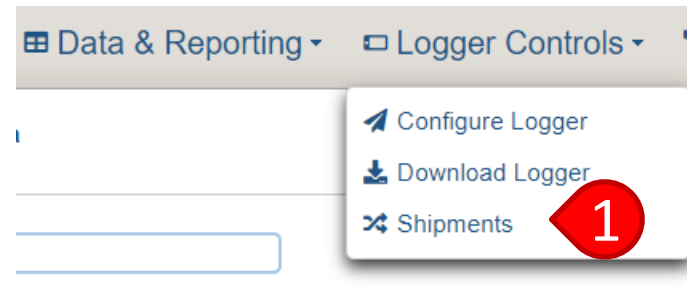
Cancel Save and Configure

9

# Import Shipments

1. Go to the “Logger Controls” tab and click on the “Shipments” page
2. Click “Import Shipments” to create multiple shipments at once via an Excel file

Note: A cellular logger cannot be used with the “Import Shipments” feature



Logger Controls > Shipments



# Import Shipments


3. Click the Excel icon to download the template
4. Open the template and fill out all essential fields in the Excel file
5. Click the “Choose” button and select the Excel file you just completed

Logger Controls › Shipments › Import

## Shipment Import

**3**

**Instructions**

- Step 1: Create your import file using this template  and select the file using Choose
- Step 2: Upload the file
- Step 3: Start Import and confirm there are no errors

Note: CX1000 family loggers are not supported for import

**5**

Release on import

# Import Shipments


6. Click the “Upload” button
7. Check the “Release on import” box if you want the shipment to be in a Released status after it imports
8. Click the “Start import” button

Note: The system will alert you if there are errors in the Excel file

Logger Controls > Shipments > Import

Shipment Import

Instructions

Step 1: Create your import file using this template  and select the file using Choose  
Step 2: Upload the file  
Step 3: Start Import and confirm there are no errors  
Note: CX1000 family loggers are not supported for import



Kevtest\_ShipmentTemplate.xlsx 7.3 KB

Release on import


Logger Controls > Shipments > Import

Shipment Import

Instructions

Step 1: Create your import file using this template  and select the file using Choose  
Step 2: Upload the file  
Step 3: Start Import and confirm there are no errors  
Note: CX1000 family loggers are not supported for import

File: Kevtest\_ShipmentTemplate.xlsx

  Release on import



# View & Edit Shipments

- Go to the main shipments page to view and edit shipments  
Note: It is recommended that all users view this table for increased visibility into the status of loggers in each shipment

Search Criteria

Shipment ID:

Origin:

Destination:

Shipment Status:

Dates:

Event:	Range:	Date:
<input type="text" value="Created"/>	<input type="text" value="Over the Past"/>	<input type="text" value="7 Days"/>

Logger Serial Number:

Logger Label:

Shipments									
Shipment ID	Origin	Destination	Status	Created By	Creation Date	Last Updated Date	Loggers	Actions	
123456789	470 macarthur blvd, bourne, ma (A)	1830A Sierra Ave, Sacramento, CA 94203	Planned	john_smith@gmail.com	27-May-2020 16:16:55 EDT	27-May-2020 16:16:55 EDT	3		
Loggers									
Serial Number	Type	Logger Label	Logger Profile Name	Status	Status Details				
20789751	CX503	123456789	+15°C to +25°C	PLANNED					
20789754	CX503	123456789	+15°C to +25°C	PLANNED					
20789757	CX503	123456789	+15°C to +25°C	PLANNED					

Displaying 1 - 1 of 1 10



# View & Edit Shipments

The screenshot shows a table with two sections: 'Shipments' and 'Loggers'. The 'Shipments' section has columns for Shipment ID, Origin, Destination, Status, and Created By. The 'Loggers' section has columns for Serial Number, Type, Logger Label, Logger Profile Name, Status, and Status Details. A red circle with the number '1' points to a small arrow icon next to the first shipment ID. Another red circle with the number '2' points to the 'Planned' status in the same row.




Shipments				
Shipment ID ▾	Origin ▾	Destination ▾	Status ▾	Created By ▾
123456789	470 macarthur blvd, bourne, ma (A)	1830A Sierra Ave, Sacramento, CA 94203	Planned	john_smith@gmail.com

Loggers					
Serial Number ▾	Type ▾	Logger Label ▾	Logger Profile Name ▾	Status ▾	Status Details ▾
20789751	CX503	123456789	+15°C to +25°C	PLANNED	
20789754	CX503	123456789	+15°C to +25°C	PLANNED	
20789757	CX503	123456789	+15°C to +25°C	PLANNED	

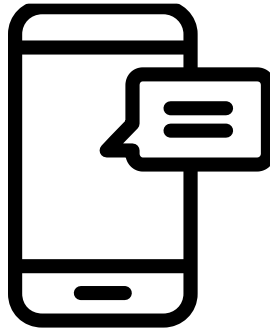
1. To view logger details for a shipment, click the arrow
2. View the status of a shipment under “Status”
3. Click to release a shipment
4. Click to edit a shipment
5. Click to cancel a shipment

The screenshot shows a table with columns for Last Updated Date, Loggers, and Actions. The Actions column contains three icons: a release icon (a blue arrow), an edit icon (a blue pencil), and a cancel icon (a blue trash can). Red circles with numbers 3, 4, and 5 point to these icons respectively. Below the table is a pagination bar showing 'Displaying 1 - 1 of 1' and navigation controls.

Last Updated Date ▾	Loggers	Actions
27-May-2020 16:16:55 EDT	3	  

Displaying 1 - 1 of 1

# Managing Notifications



[Back to Top](#)

# Notifications

- You can create notifications to alert you to any logger alarms, missing Gateways, or Gateway downloads
- The notification can be sent via email or text.
- Bluetooth loggers must be in range (30m/100ft) of the Gateway for a notification to be sent
  - This feature gives you visibility of your loggers while you are not on site and automates your reporting
- Cellular loggers will automatically send alerts over cellular connection

# Managing Notifications

1. To create notifications, go to the “System Setup” tab and click on the “Notifications” page
2. Select your preferred unit of measurement and time zone under “Notification Preferences”
3. Choose a time zone
4. Choose “Alarms” for alarm notifications or “Data” for logger download reports

The screenshot shows the ONSET software interface. At the top, there is a navigation bar with tabs: "Logger Controls", "Gateways", "System Setup", and "Settings". The "Settings" tab is active, and a dropdown menu is open, showing options: "Roles", "Users", "Logger Profiles", "Gateway Profiles", "Trip Information", "Locations", and "Notifications". A red circle with the number "1" points to the "Notifications" option.

Below the navigation bar, the "Notification Preferences" section is visible. It contains three settings:

- Unit System:** A dropdown menu set to "°C". A red circle with the number "2" points to this dropdown.
- Time Zone:** A dropdown menu set to "UTC". A red circle with the number "3" points to this dropdown.
- Send Missing Gateway Alarm After:** A dropdown menu set to "20 minutes".

Below these settings is a blue button labeled "Save Preferences".

At the bottom of the "Notification Preferences" section, there are two tabs: "Alarms" and "Data". The "Alarms" tab is selected, and a red circle with the number "4" points to it.

# Managing Notifications

- “Alarm” notifications are triggered when a logger that’s in range of a Gateway records an alarm
- “[Missing Gateway Alarm](#)” notifications are triggered (and sent after the time selected) it has been detected that a Gateway is not communicating with InTempConnect

Alarms Data

### Sensor Alarms

Add Import

Sensor Type	Apply To	Configuration	Trip Info	Trip Info Value	Type	Destination	Action
<input checked="" type="checkbox"/> Temperature <input checked="" type="checkbox"/> RH <input checked="" type="checkbox"/> Low Battery	Trip Info		Clinic Name	Clinic A	Email	InTemp_Trainings@onsetcomp.com	

Displaying 1 - 1 of 1

---

### Missing Gateway Alarms

Note: To change the timing of when this notification gets sent out, please update the "Send Missing Gateway Alarm After:" setting in the "Notification Preferences" section at the top of this page.

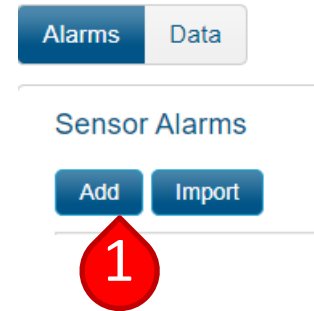
Add Import

Gateway	Type	Destination	Action
SN 21024989	Email	InTemp_Trainings@onsetcomp.com	

Displaying 1 - 1 of 1

# Alarm Notifications

1. Click the “Add” button to add a new notification
2. Select which alarms you want to be notified of: Temperature, Humidity (CX450 only), Low Battery, Light (Cellular only), and Shock (Cellular only)
3. Click “Apply To” to more accurately specify the data to be emailed upon alarm
  - “All” will alert you to all alarms for all loggers
  - “Trip Info” will send an alarm notification for the loggers that have been assigned the values selected in Step 3
  - “Configuration” will send an alarm notification just for loggers with that specific logger configuration
  - “Configured By” and “Downloaded By” will send an alarm notification to the user who configured or downloaded the logger



System Setup > Notifications > Add Data

Add Sensor Alarm Notification

- Temperature
- Humidity
- Low Battery
- Light
- Shock

Apply To:

Type:

Destination:

# Alarm Notifications

4. Choose the notification type (“Email” or “Text Message”)

Note: To receive both types of notifications, you must add separate notifications with the same “Apply To”

5. Enter the email or phone number under “Destination”
6. Click “Save”

System Setup ▶ Notifications ▶ Add Data

Add Sensor Alarm Notification

- Temperature
- Humidity
- Low Battery
- Light
- Shock

Apply To:

Type:

Destination:

4

5

6

# Missing Gateway Notifications

1. Choose the length of time the Gateway will be missing to trigger this notification. Options are 10 to 120 minutes. This is found under “Notification Preferences”

Note: The time selected here will apply to all missing Gateway notifications. It cannot be edited for an individual Missing Gateway notification.

2. Click the “Add” button to add a new notification

Notification Preferences

Unit System: °C ▾

Time Zone: UTC ▾

Send Missing Gateway Alarm After: 20 minutes ▾

Save Preferences

---

Alarms Data

Missing Gateway Alarms

Note: To change the timing of when

Add Import



# Missing Gateway Notifications

3. Choose the Gateway you want alerts for
4. Choose the type of notification (“Email” or “Text”)
5. Add the desired email or phone number under “Destination”
6. Click “Save”

## Add Gateway Alarm Notification

Gateway:  3

Type:  4

Destination:  5

6

# Data Notifications

“Data Notifications” are for sending data reports whenever a download is completed by a Gateway. If a logger records an alarm, and the Gateway performs a download of that alarmed logger, the “Data Notification” can be sent along with the “Sensor Alarm” notification to provide a report for that alarm event

1. Click on the “Data” tab
2. Click “Add”

Alarms Data **1**

Data

Add Import **2**

Apply To	Configuration	Trip Info	Trip Info Value	Type	Destination	Attach CSV (VFC)	Attach PDF	On Stop Only	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Trip Info		Clinic Name	Clinic A	Email	InTemp_Trainings@onsetcomp.com				

Displaying 1 - 1 of 1 1

# Data Notifications

3. Complete the fields as you would for [Alarm Notifications](#)
4. Choose the report type you want – “Email” or “Text”
5. Add the desired email or phone number under “Destination”

## Add Data Notification

**Apply To:**  3

**Type:**  4

**Destination:**  5

Attach CSV (VFC)

Attach PDF

On Stop Only

Attach PDF - A PDF will be attached to the email when a logger is downloaded for the selected 'Apply To' options

Attach CSV (VFC) - A CSV will be attached to the email when a logger is downloaded for the selected 'Apply To' options

On Stop Only - The notification will only occur when a logger is downloaded and stopped (or restarted)

For text notifications, message and data rates may apply. Messages are limited to 140 characters. To view the entire message configure alerts via email or view the data directly in InTempConnect.

# Data Notifications

6. If you are choosing to receive an email notification, choose the reports you want sent with the email.

Note: Reports are not available if receiving a text message

7. Check “On Stop Only” if you want a report on logger stop only

Note: If unchecked, reports will also be sent when a logger is downloaded and continued

8. Click “Save”

## Add Data Notification

Apply To:

Type:

Destination:

Attach CSV (VFC) 6

Attach PDF

On Stop Only 7

8

Attach PDF - A PDF will be attached to the email when a logger is downloaded for the selected 'Apply To' options

Attach CSV (VFC) - A CSV will be attached to the email when a logger is downloaded for the selected 'Apply To' options

On Stop Only - The notification will only occur when a logger is downloaded and stopped (or restarted)

For text notifications, message and data rates may apply. Messages are limited to 140 characters. To view the entire message configure alerts via email or view the data directly in InTempConnect.

Data notifications for CX1000 shipments will not be sent on each device ping/upload, only when the shipment has ended.

# Security Settings



[Back to Top](#)

# Manage Security Settings

1. Click on the “Security” page under the “Settings” tab
2. To specify user password reset frequency, select the number of days, weeks, or months in the “Frequency” box
3. To specify how many new passwords need to be created before using an old password, enter a number in the “Past Limit” box
4. To specify how many times a user can enter an incorrect password, enter the number in the “Max Failed Login Attempts” box
5. Click “Save”
6. Click to view the Onset Privacy Policy

The screenshot shows the Onset user interface for managing security settings. At the top, there are two navigation tabs: "System Setup" and "Settings". The "Settings" tab is active, and a dropdown menu is open, showing "Profile" and "Security". A red circle with the number "1" points to the "Security" option. Below the navigation, the page title is "Settings > Security". There are three main sections: "Password Change Frequency", "Allowable Past Password Use", and "Account Locking". Each section has a title, a description, and a form field. A red circle with the number "2" points to the "Frequency" dropdown menu, which is set to "Never". A red circle with the number "3" points to the "Past Limit" input field. A red circle with the number "4" points to the "Max Failed Login Attempts" input field. A red circle with the number "5" points to the "Save" button. A red circle with the number "6" points to the "Privacy Policy" link at the bottom of the page.

System Setup ▾ Settings ▾

- Profile
- Security 1

Settings > Security

**Password Change Frequency**

Enable this feature to require periodic password changes over the chosen period of time. This will require every user in this account to change their password after that period of time has elapsed. Set the frequency option to 'Never' if you don't want this feature enabled.

Frequency:  Never 2

**Allowable Past Password Use**

Enable this feature to limit the number of past passwords a user can use when changing their password. For example, user cannot use any of the last 5 passwords used when changing their password. This feature can only be used in conjunction with a Password Change Frequency that is not 'Never'. Leave the field below blank if you don't want this feature enabled.

Past Limit:  3

**Account Locking**

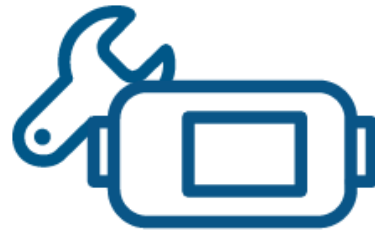
Enable this feature to require a user to change their password after 'Max Failed Login Attempts'. Leave the field below blank if you don't want this feature enabled.

Max Failed Login Attempts:  4

Save 5

Privacy Policy 6

# Cellular Logger Registration



[Back to Top](#)

# Cellular Logger Registration

- The register/unregister page can not be accessed through the InTempConnect tabs. You must scan the logger's QR code or visit <https://www.intempconnect.com/register>
- If you need to use a cellular logger in a different account, the logger must be unregistered and then reregistered in the new account



# Register a Cellular Logger

1. Scan the QR code on the device or visit <https://www.intempconnect.com/register>



# Register a Cellular Logger

2. Log in to InTempConnect
3. Choose an account

Note: The device will be registered in the account that is chosen here. If a cellular logger belongs to another account, or has already been registered to this account, you cannot reregister the logger

4. Click on “Add/Remove Device”

The screenshot shows the InTempConnect login and account selection interface. The top section is the login form, and the bottom section is the account selection form. Red callout boxes with numbers 2, 3, and 4 point to specific elements in the interface.

**InTempConnect®**

Username:

Password:

[Log in](#)

[Create account](#)

[Forgot password?](#)

**Account:**

[Settings](#) > [Device Registration](#)

Device Registration

[Add/Remove Device](#) [Import Devices](#)

Callout 2 points to the Password field.

Callout 3 points to the Account dropdown menu.

Callout 4 points to the Add/Remove Device button.

# Register a Cellular Logger

4. Enter the logger serial number

Note: If the QR code was scanned, the serial number will automatically populate

5. Enter the logger UID number

6. Click the “+” icon to register multiple cellular devices

7. Click on “Register Device”

Note: A NIST certificate will automatically be downloaded after clicking on “Register Device.” A physical copy of the NIST certificate will not be sent upon the purchase of a cellular logger. If multiple loggers are being registered, each NIST certificate must be manually downloaded.

Add/Remove Device



Serial Number:  UID:

7 4 5 6

# Un-Register a Cellular Logger

1. Scan the QR code on the device or visit <https://www.intempconnect.com/register>



# Un-Register a Cellular Logger

2. Log in to InTempConnect
3. Choose an account  
Note: The device will be registered in the account that is chosen here.
4. Click on “Add/Remove Device”

The screenshot shows the InTempConnect login page. At the top, the InTempConnect logo is displayed. Below it are two input fields: 'Username:' and 'Password:'. A red circle with the number '2' is positioned over the password field. Below the input fields is a blue 'Log in' button, and links for 'Create account' and 'Forgot password?'. Below the login section is an 'Account:' dropdown menu with the text 'Select an account' and a downward arrow. A red circle with the number '3' is positioned to the right of the dropdown. Below the account selection is a breadcrumb trail 'Settings > Device Registration' and the heading 'Device Registration'. At the bottom, there are two buttons: 'Add/Remove Device' and 'Import Devices'. A red circle with the number '4' is positioned below the 'Add/Remove Device' button.

# Un-Register a Cellular Logger

4. Enter the logger serial number

Note: If the QR code was scanned, the serial number will automatically populate

5. Enter the logger UID number
6. Click the “+” icon to un-register multiple devices
7. Click on “Un-Register Device”

Add/Remove Device

The image shows a blue and yellow cellular logger device with a screen displaying '-32'. A QR code is visible on the front. Two callout boxes point to the device: one labeled 'Serial Number' pointing to a QR code with 'SN: 2123648' and another labeled 'UID Number' pointing to a label with 'UID: 543210'. Below the device is a form with two input fields: 'Serial Number:' and 'UID:'. To the right of the 'UID:' field is a plus icon. Below the form are two buttons: 'Register Device' and 'Un-Register Device'. Red callout boxes with numbers 4, 5, 6, and 7 point to the 'Un-Register Device' button, the 'UID:' input field, the plus icon, and the 'Un-Register Device' button respectively.

# Import a Cellular Logger Registration

1. Scan the QR code on the device or visit <https://www.intempconnect.com/register>



# Import a Cellular Logger Registration

2. Log in to InTempConnect
3. Choose an account  
Note: The device will be registered in the account that is chosen here.
4. Click on “Import Device”

The screenshot shows the InTempConnect login and account selection interface. The top section is the login form, and the bottom section is the account selection form. Red callout boxes with numbers 2, 3, and 4 point to the 'Log in' button, the 'Account' dropdown menu, and the 'Import Devices' button, respectively.

**InTempConnect®**

Username:

Password:

**2** Log in

[Create account](#)

[Forgot password?](#)

**Account:**

**3**

Settings ▶ Device Registration

Device Registration


**4**



# Import a Cellular Logger Registration

5. Click on the Excel template in “Step 1” and fill out the necessary fields
6. Upload the Excel file to InTempConnect
7. Click on “Start Import”

Note: After importing the logger, the NIST certificate will appear at the bottom of the page

The screenshot shows a web interface for importing devices. At the top, the breadcrumb trail reads 'Settings > Device Registration > Import Devices'. Below this is the title 'Register Devices Import'. A box labeled 'Instructions' contains three steps: 'Step 1: Create your import file using this template  and the file using Choose', 'Step 2: Upload the file', and 'Step 3: Start Import and confirm there are no errors'. A red circle with the number '5' points to the 'Choose' button in the first step. Below the instructions is a row of three buttons: '+ Choose', 'Upload', and 'Cancel'. A red circle with the number '6' points to the '+ Choose' button. Below these buttons is a large empty text input field. At the bottom of the interface is a 'Start Import' button, with a red circle and the number '7' pointing to it.

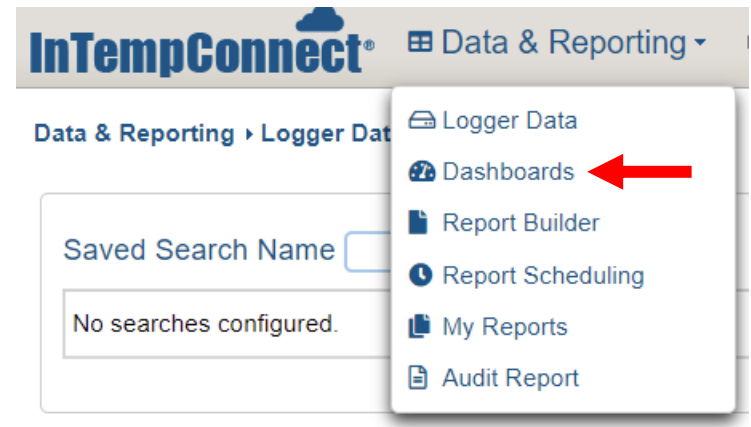
# Dashboard



[Back to Top](#)

# Dashboard

- To manage a cellular shipment, go to the “Data & Reporting” tab and click on the “Dashboards” page
- The cellular logger dashboard provides near real-time logger location tracking, temperature monitoring, and logger alarm monitoring



# Dashboard

- Search for a cellular shipment by entering any search criteria. Then click on “Search”

Data & Reporting › CX1000 Dashboard

Search Criteria

Shipment ID:  [View Shipments](#)

Origin:

Destination:

Shipment Status:

Dates:

Event:	Range:	Date:
<input type="text" value="Created"/>	<input type="text" value="Over the Past"/>	<input type="text" value="7 Days"/>

Logger Serial Number:

Logger Label:

Alarms:

- High Temperature Alarms
- Low Temperature Alarms
- Low Battery Alarms
- Shock Alarms
- Light Alarms



# Dashboard

A. View a near real-time map of the shipment route

Note: Only one shipment can be seen at a time; however, all loggers will be shown for that shipment

B. View the “Shipment ID”

C. View the shipment “Origin” and “Destination”

D. View the shipment “Status”

E. View who created the shipment under “Created By”

F. View the shipment “Creation Date”

G. View the “Last Updated Date” of the shipment

Note: The “Last Updated Date” reflects a change in the shipment status (e.g., if the shipment goes from “Partially Configured” to “Configuration Complete”).

H. View how many cellular logger(s) are in the shipment

Shipments									
	Shipment ID	Origin	Destination	Status	Created By	Creation Date	Last Updated Date	Loggers	Actions
<a href="#">View Map</a>	Mark M Test	Onset Computer	5 Dana Rd, Evesham New Jersey (Receiving)	Configuration Complete	Paul_Rivers@onsetcomp.com	17-Aug-2022 13:33:41 EDT	17-Aug-2022 13:33:41 EDT	1	   

Displaying 1 - 1 of 10



# Dashboard

- I. Click on the “Pencil” icon to edit the shipment
- J. Click on the “X” to cancel the shipment
- K. Click on the “Checkmark” icon to complete the shipment
- L. Click on the “Report” icon to view a shipment report

Note: This report will include a temperature graph, shipment information, the logger trip information, logger temperature details, and logger alarm details

Shipments									
	Shipment ID ↕	Origin ↕	Destination ↕	Status ↕	Created By ↕	Creation Date ↕	Last Updated Date ↕	Loggers	Actions
<a href="#">View Map</a>	Mark M Test	Onset Computer	5 Dana Rd, Evesham New Jersey (Receiving)	Configuration Complete	Paul_Rivers@onsetcomp.com	17-Aug-2022 13:33:41 EDT	17-Aug-2022 13:33:41 EDT	1	   

Displaying 1 - 1 of 1 1 10 ▾



# Dashboard

Click on the “arrow” icon next to the Shipment ID to expand the “Shipments” table to include the “Loggers” table

M. View the logger “Serial Number”

N. View the logger “Type”

O. View the “Logger Label”

Note: Click on the logger label to be brought to the [Configuration Details](#) page. This will show the logger’s configuration information, the temperature data collected, and a map of the shipment journey

P. View the “Logger Profile Name”

Q. View the logger alarm “Status,” including the number of low battery events, low temperature alarms, high temperature alarms, shock alarms, and light alarms

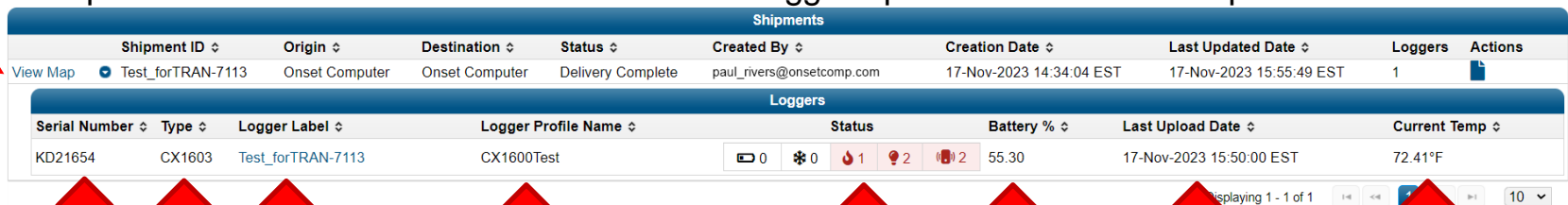
Note: Each number represents the number of events that occurred for each individual alarm since the beginning of the shipment

R. View the current logger battery percentage

S. View the “Last Upload Date”

T. View the “Current Temp”

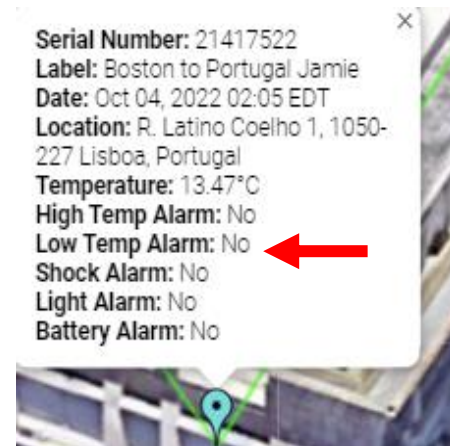
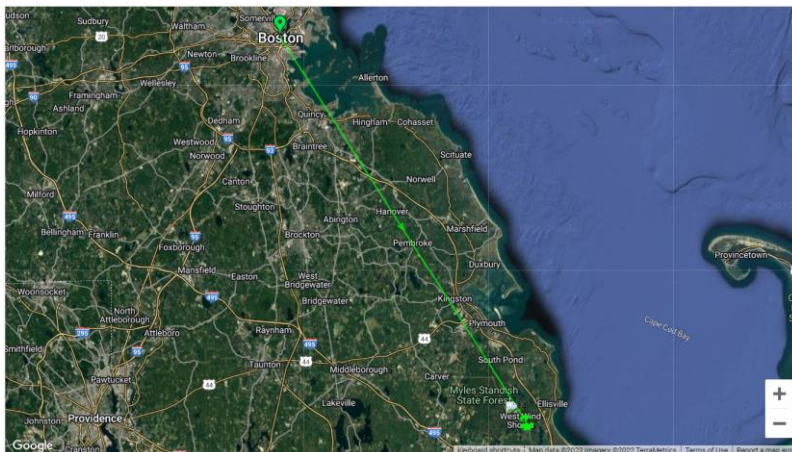
Note: This is the near real-time current temperature of a cellular logger in a shipment. The temperature shown is based on the last time a logger uploaded data to InTempConnect



Shipments									
Shipment ID	Origin	Destination	Status	Created By	Creation Date	Last Updated Date	Loggers	Actions	
<a href="#">View Map</a>	Test_forTRAN-7113	Onset Computer	Onset Computer	Delivery Complete	paul_rivers@onsetcomp.com	17-Nov-2023 14:34:04 EST	17-Nov-2023 15:55:49 EST	1	
Loggers									
Serial Number	Type	Logger Label	Logger Profile Name	Status	Battery %	Last Upload Date	Current Temp		
KD21654	CX1603	Test_forTRAN-7113	CX1600Test	0  1  2  2	55.30	17-Nov-2023 15:50:00 EST	72.41°F		

# Dashboard

- View a map showing the shipment route and the current location of an asset during a shipment
- The logger upload points are color coded for customer convenience. Green represents the origin, red represents the destination, blue for past locations, and orange for the last recorded location
- An upload point will show the logger serial number, logger label, date & time, location, and temperature
- The upload point will show if a logger alarm has occurred with a “Yes” or “No.” A “Yes” indicates that between one upload point and another an alarm occurred





# Cellular Configuration Details

A. View the cellular logger shipment information

Note: This is available for all loggers that are part of a shipment

B. For cellular loggers only, a map showing the shipment journey will be shown below the temperature graph

A

Summary Statistics	
Temperature	
Average/Mean:	18.271°C
Standard Deviation:	6.932°C
Minimum:	4.160°C
Maximum:	27.670°C
Mean Kinetic:	18.104°C
Total Data Points:	3931

Shipment Information	
# Shipment ID	Boston to Portugal Jamie
Origin	Boston Logan International Airport (BOS), Boston, MA 02128, USA (Shipping)
Destination	lisbon portugal (Receiving)
Shipment Status	Delivery Complete
Creation Date	09/29/2022 16:37:34 EDT
Last Updated Date	10/13/2022 15:31:36 EDT

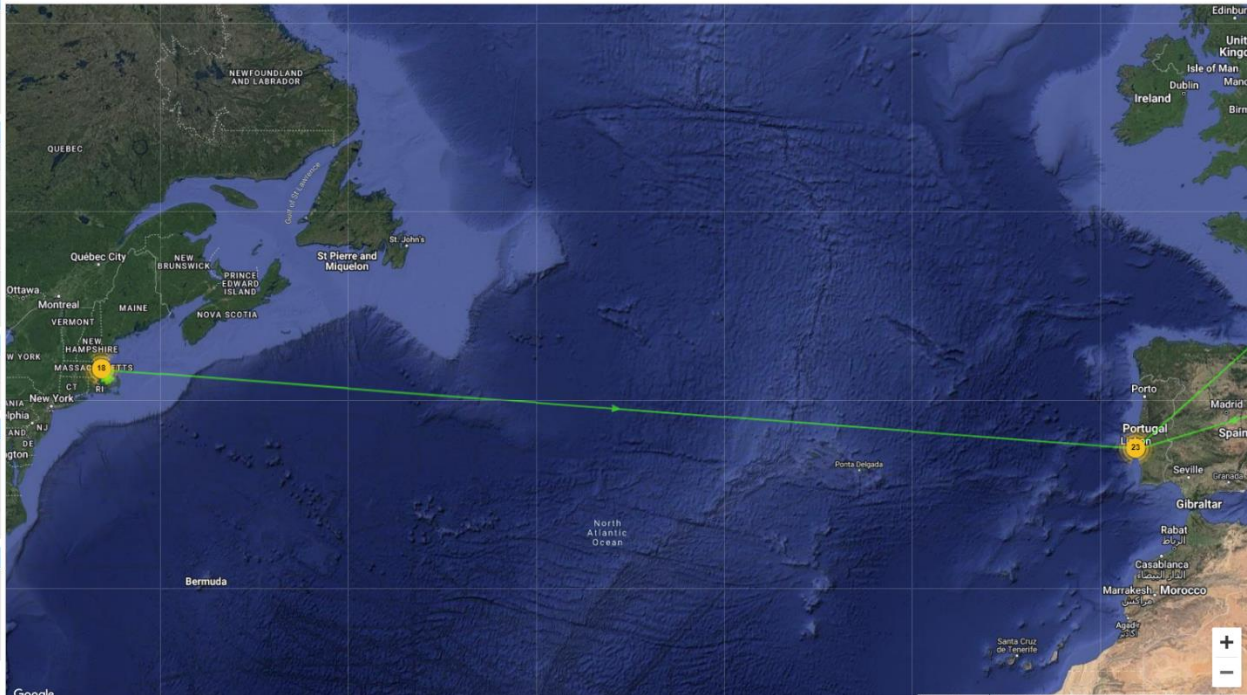
General Settings	
Logging Interval	5m0 samples
Start Logging	Immediately

Alarm Settings	
Temperature	
High Alarm	25.000°C
Low Alarm	15.000°C
Raise Alarm After	First sample out of limits
Audible Alarm on Trip	Disabled

Cloud Alarm Settings	
High Alarm	30.000°C
Raise Alarm After	First sample above 30.000°C
MKT Low Alarm	20.000°C



B

# Retrieving Logger Passkey



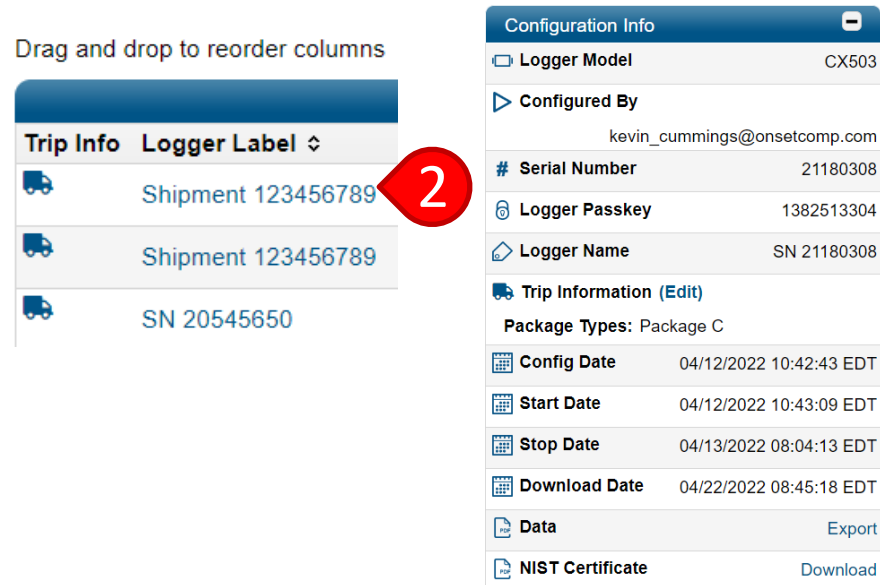
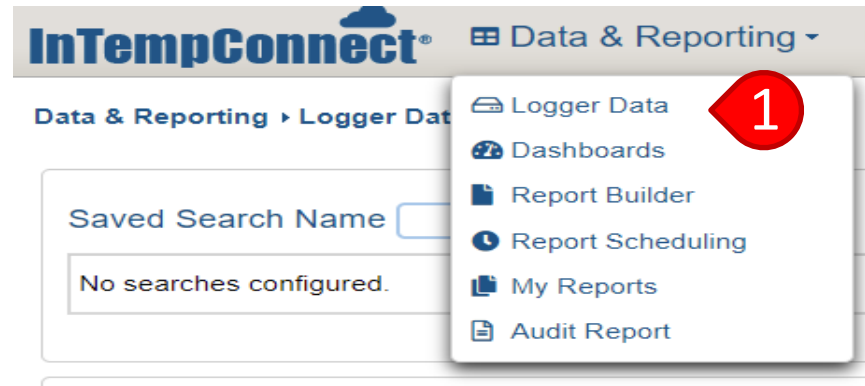
[Back to Top](#)

# Logger Passkey Explanation

- When you configure a logger for the first time, the logger is automatically assigned a passkey that's associated with the specific account
  - Note: A Cellular logger will not be assigned a passkey
- Only users who are part of that account can access those loggers
- If an unauthorized user (outside of the account) tries to access the logger, a message will pop up requesting the passkey. This is done for security reasons

# Retrieve Logger Passkey

1. Go to the “Data & Reporting” tab and click on the “Logger Data” page.
2. Click on the logger label of a configuration in the “Configurations” table
3. Find the “Logger Passkey” in the “Configuration Info” box and type in that number when prompted by the InTemp mobile app



# Resetting Gateway Passkey



[Back to Top](#)

# Reset a Gateway Passkey

- When you configure a Gateway for the first time, the Gateway is automatically assigned a passkey that's associated with the specific account
- Only users who are part of that account can access the Gateway
- If an unauthorized user (outside of the account) tries to access the Gateway, a message will pop up requesting the passkey. This is done for security reasons
- To reset a Gateway Passkey, simply hold down the large blue button on the Gateway for 10 seconds

# Troubleshooting



[Back to Top](#)

# Common Questions & Issues

- My Gateway doesn't seem to be connecting to InTempConnect
  - Check your power and internet connectivity
  - Ensure that ports 123 and 443 are open
  - Protocol for port 123 = 0.us.pool.ntp.org:123, 1.us.pool.ntp.org:123, 2.us.pool.ntp.org:123, 3.us.pool.ntp.org:123
    - Do not use your own time protocol!
  - Ensure that the Gateway is whitelisted for any relevant firewalls
  - Check with your IT group to see if any network updates caused ports 123 or 443 to close or caused any other issues affecting connection
  - Ensure a steady green light is showing on the Gateway after everything above has been assessed



# Common Questions & Issues

- My Gateway doesn't seem to be connecting to the loggers
  - Ensure that the loggers are in range of the Gateway (30 meters/100 feet)
  - Press and hold the button on the loggers for a few seconds to ensure that they are actively advertising
    - The LED indicator lights will flash when you press and hold the button
  - Use the InTemp mobile app to check the battery level to ensure the batteries are not dead

# Common Questions & Issues

- My loggers unexpectedly stopped recording
  - For CX400 loggers, ensure that the batteries are not dead
  - For all loggers, check to see if a download was performed by the Gateway by viewing the [Logger Configurations](#) in InTempConnect
    - If a download was performed, view the report and check to see if the logger ran out of memory
    - Logger memory specs can be viewed on the [Onset website](#)
  - View the logger [Configuration Profile](#) to see if “Stop on Button Push” was selected for that logger. The button may have been accidentally pushed while in transit
  - View the [Gateway Configuration Profile](#) to ensure that it’s programmed with the appropriate settings

# Common Questions & Issues

- My loggers unexpectedly stopped recording
  - The logger may have lost connection with the Gateway while being configured
    - This mostly occurs when the logger is slightly out of range of the Gateway
    - The logger status will change to “Stopped”
    - The Gateway status will change to “Logger error, Relaunch logger(s) with InTemp app”
    - As indicated by the Gateway status message, relaunch the logger(s) using the InTemp app

# Onset Key Contacts

## ▶ Onset Technical Support

- ▶ For InTempConnect, logger, Gateway, and InTemp app help
- ▶ 8am-5pm ET
- Website (best method of contact)
  - <https://www.onsetcomp.com/intemp/contact/support>
  - Chatbot available to speak to a representative directly
- Email: [InTempHelp@onsetcomp.com](mailto:InTempHelp@onsetcomp.com)

# Onset Key Contacts

## ▶ Onset Sales

- Website

<https://www.onsetcomp.com/intemp/contact/sales>

- Phone: 1-508-743-3309

# Onset Key Contacts

## ▶ Onset Customer Service

(for order-related questions only)

- Email: [customer\\_service@onsetcomp.com](mailto:customer_service@onsetcomp.com)
- Phone: 1-508-759-9500