

InTemp[®] System User's Guide

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Chapter 1

Getting Started

CX series loggers, the InTemp® app, and InTempConnect® web-based software work together to form the InTemp temperature monitoring solution. Using the InTemp app on your phone or tablet, you can configure CX series loggers and then download them to share and view logger reports, which included logged data, excursions, and alarm information. When you are logged into the app as an InTempConnect user, downloaded logger data is also automatically uploaded to InTempConnect, where you can build custom reports and monitor trip information. In addition, the CX5000 Gateway is available for downloading CX series loggers automatically on a regular basis.

Where do I begin?

I want to use my logger with both the InTemp app and InTempConnect.

1. Go to www.intempconnect.com and follow the prompts to set up an administrator account. You'll receive an email to activate the account.
2. Log in to the account at www.intempconnect.com and add roles for the users you will be adding to the account. Click Settings and then the Roles tab. Click Add Role and enter a description (i.e. shipper, receiver, etc.). Select the privileges the role should have and either click the right arrow button or drag them to the Assigned Privileges list. Click Save. For more details, see [Adding Roles and Assigning Privileges](#).
3. Click the Users tab to add users to your InTemp account. Click Add and enter the email address and first and last name of the user. Select the roles for the user and either click the right arrow button or drag them to the Assigned Roles list. Click Save. For more details, see [Adding Users and Assigning Roles](#). **Note:** If your organization is already using InTempConnect, contact your administrator to receive a user name and password for the account.
4. New users will receive an email to activate their user accounts.
5. Download the InTemp app to your phone or tablet.
6. Open the app and log in with your InTempConnect user credentials. **Note:** Your mobile device must be able to connect to the internet if you are using a new account or if it has not connected within the last seven days.
7. Connect to the logger and configure it (see [Connecting to a Logger and Configuring a Logger](#) for more details). You can also create custom configuration profiles and add fields to enter trip information when configuring the logger (see [Managing Configuration Profiles and Setting up Trip Information Fields](#) for details). Note that you must have the required privileges for these tasks.

See [Setting up the CX5000 Gateway](#) for details on automatically downloading loggers and uploading data to InTempConnect.

Important: CX501, CX502, CX602, and CX702 loggers can only be started once. Do not configure these loggers until you are ready to use them.

I want to use my logger with the InTemp app only.

1. Download the InTemp app to your phone or tablet.
2. Open the app and create a local user account. Tap Save when done and log in to the account when prompted.

3. Connect to the logger and configure it. See [Connecting to a Logger and Configuring a Logger](#) for more details.

Important: CX501, CX502, CX602, and CX702 loggers can only be started once. Do not configure these loggers until you are ready to use them.

Connecting to a Logger

Note for InTempConnect users: You must have the required privileges to connect to the logger. See [Adding Roles and Assigning Privileges](#).

To connect to a logger:

1. Tap the Devices icon in the app.
2. For a CX500, CX600, or CX700 logger, press the button on the logger to wake it up.
3. Find the logger you want the phone or tablet to connect to in the list. If you are working with multiple loggers, press the button on the logger again to bring the logger to the top of the list (CX500, CX600, and CX700 loggers only). You can also search for a specific logger with the Search field using the logger serial number or the deployment name of the logger (if it was already configured).
4. Tap the logger to connect to it. See [Working with Loggers in the App](#) for details on the actions available while connected to a logger.

A logger must be within range of the phone or tablet to connect to it. Tips for connecting to the logger:

- Make sure Bluetooth is enabled in the phone or tablet.
- If you are working with a CX500, CX600, or CX700 logger, make sure you press the button on the logger to wake it up.
- Check the signal strength icon for the logger in the Loggers screen in the app to see if it within range of the phone or tablet and move closer if necessary. Only one or two blue bars indicate the Bluetooth signal is weak while all gray bars indicate that a signal is not found.
- If your device can connect to the logger intermittently or loses its connection, move closer to the logger, within sight if possible.
- Change the orientation of your phone or tablet to ensure the antenna in your device is pointed toward the logger (refer to your device's manual for the antenna location). Obstacles between the antenna in the device and the logger may result in intermittent connections.
- If the logger appears in the list, but you cannot connect to it, close the app, power down the mobile device, and then turn it back on. This forces the previous Bluetooth connection to close.
- Make sure you have the privileges to connect to the logger. Only InTempConnect users with privileges for connecting to the loggers in an InTempConnect account can connect to a logger once it is configured (configuring the logger also requires privileges). When an InTempConnect user first configures a logger, it is locked with an encrypted passkey that is automatically generated by the InTemp app. After the logger is configured, only active users associated with that account will be able to connect to it. If a user belongs to a different account, that user will not be able to connect to the logger with the app, which will display an invalid passkey message. Administrators or users with the required privileges can obtain the passkey from the deployment page if necessary (see [Viewing Logger Deployment Details in InTempConnect](#)).

See [Setting up the CX5000 Gateway](#) later in this chapter for details on connecting to loggers automatically.

Configuring a Logger

Note for InTempConnect users: You must have the required privileges to configure a logger. See Adding Roles and Assigning Privileges.

When your phone or tablet is connected to a logger, you can select one of the default configuration profiles available for starting the logger or your own custom configuration (if applicable). A logger configuration contains the logging interval, information on when the logger will start, and any alarm settings. For information about creating your own configuration profile, see Managing Configuration Profiles if you are in an InTempConnect user or Changing App Settings if you are using the app only. You can also set up custom trip information fields in InTempConnect to enter details about the trip in the app when configuring the logger (see Setting up Trip Information Fields).

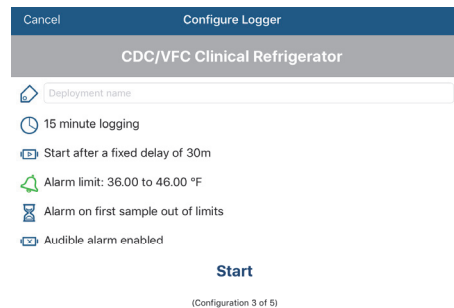
Configure one logger at a time

To configure a logger:

1. Tap the Devices icon. Find the logger you want to configure and tap it to connect to it. **Note:** Any custom configurations or trip information fields as described above should be set up before completing this step.
2. Once connected, tap Configure. **Note:** You cannot configure a logger that is currently logging or has data that has not been downloaded. **Download the logger** and then continue with the configuration (InTempConnect users require privileges to download).

Important: CX501, CX502, CX602, and CX702 loggers cannot be restarted once logging begins. Do not configure these loggers until you are ready to use them.

3. Swipe left or right to select one of the preset logger configurations like the following example.



Note: The default order of the appearance of the configurations can be changed. See Managing Configuration Profiles if you are an InTempConnect user or Changing App Settings if you are using the app only.

4. Type a name for the logger deployment.
5. If the configuration included a start time option of "On date/time," select the date and time you want the logger to begin logging.
6. Tap Start. **InTempConnect users:** If trip information fields were set up for this account, then fill in the fields with the necessary details and tap Start in the upper right corner.
7. The selected configuration is loaded to the logger. Logging will begin as determined by the start option in the configuration. If "On button push" or "On button push with fixed delay" was selected for the start option, then you can press the Start button on the logger to begin logging. **Reminder: CX501, CX502, CX602, and CX702 loggers cannot be restarted once logging begins. Note:** If the connection is lost

between the logger and your phone or tablet before tapping Start, you will need to reconnect and reconfigure the logger. Configure settings are not loaded onto the logger until you tap Start.

After logging begins, you can download the logger and generate a report to view the logged data and other key information about the logger (InTempConnect users require privileges for this). See [Downloading a Logger](#) for details. You can also download the logger automatically on a regular basis with the CX5000 Gateway. See [Setting up the CX5000 Gateway](#) for details.

Configuring multiple loggers

To configure multiple loggers of the same type at once:

1. Tap the Devices icon.
2. Tap Bulk Configure in the upper right corner.
3. Select the loggers you want to configure. The selected loggers move to the top of the list with a checkmark. You can only select loggers of the same series type (i.e only CX400 loggers or only CX500 loggers). Tap a checked logger to deselect it; the checkmark is removed and the logger moves back into the list with all other unselected loggers.

Important: CX501, CX502, CX602, and CX702 loggers cannot be restarted once logging begins. Do not select these loggers for configuration until you are ready to use them.

4. Tap Configure (number) Loggers at the bottom left corner, where (number) is the number of loggers you selected.
5. Select the deployment name to use for each logger: the current logger name (which is the name used when the logger was last configured), the serial number, or select Enter Manually and type a new name. The name you enter will be used for all loggers.
6. Swipe left or right to select one of the preset logger configurations. The configuration you select will be used for all loggers.
7. If the configuration included a start time option of "On date/time," select the date and time you want the loggers to begin logging.
8. **InTempConnect users:** If trip information fields were set up for this account, then fill in the fields with the necessary details. The same information will be used for all loggers.
9. Tap Start. All the selected loggers will be downloaded and then configured. If the configuration failed for any of the selected loggers, a message appears along with an option to retry. If retrying is not successful, move closer to the logger and configure it individually as described in [Configuring one logger at a time](#).

Logging will begin as determined by the start option in the configuration. If "On button push" or "On button push with fixed delay" was selected for the start option, then you can press the Start button on the logger to begin logging. **Reminder: CX501, CX502, CX602, and CX702 loggers cannot be restarted once logging begins.**

See [Downloading a Logger](#) for details on downloading each logger individually or see [Setting up the CX5000 Gateway](#) for details on downloading multiple loggers automatically and uploading data to InTempConnect.

Downloading a Logger

Note for InTempConnect users: You must have the required privileges to download a logger. See [Adding Roles and Assigning Privileges](#).

You can download the logger and generate reports that included logged data, events, user activity, alarm information, and more. Reports can be shared immediately upon download or accessed later in the app from the Reports icon (see [Working with App Reports](#)) or from the deployment page in InTempConnect (see [Viewing Logger Deployment Details in InTempConnect](#)). Logger data is also automatically uploaded to InTempConnect if you are logged into the app as an InTempConnect user. You can then build and share custom reports in InTempConnect

with the uploaded data (if you have the required privileges). See Building a Multiple Device Report in InTempConnect.

To download a report:

1. Tap the Devices icon and select a logger to connect to it.
2. Once connected, tap Download.
3. Choose a download option:
 - **Download & Continue.** The logger will continue logging once the download is complete.
 - **Download & Restart (CX400, CX503, CX603, and CX703 models only).** The logger will start a new deployment using the same configuration once the download is complete. You will be prompted to enter trip information again (if applicable). Note that if the logger was originally configured to start with a button push, you will need to push the button on the logger for logging to restart.
 - **Download & Stop.** The logger will stop logging once the download is complete.

Note that each download option requires a specific privilege for InTempConnect users.

Important: CX501, CX502, CX602, and CX702 loggers cannot be restarted if they are already logging. If you want a CX501, CX502, CX602, or CX702 logger to continue logging after the download is complete, select Download & Continue.

A report is generated in the app using the default type (as selected in the app settings). If Report Sharing is set to Offer All Options in the app settings, then select an option for sharing the report (the options will vary based on your device). If Report Sharing is set to Email Automatically in the app settings, then an email opens for you to send. The report is also available in both formats for sharing at a later time. See Working with App Reports for more details.

If you were logged into the app as an InTempConnect user, then the downloaded data will also be uploaded to InTempConnect. Users with report building privileges can then create custom reports in InTempConnect as needed. See Building a Multiple Device Report in InTempConnect or see Viewing Logger Deployment Details in InTempConnect if you want to run the same report that was generated in the app.

See Setting up the CX5000 Gateway later in this chapter for details on downloading loggers automatically.

Setting up the CX5000 Gateway

The CX5000 Gateway is a device that uses Bluetooth Low Energy to regularly download CX series loggers and upload the data to InTempConnect automatically via Ethernet or WiFi.

Getting started with the gateway

1. Create or edit a role to add gateway privileges and assign a user to the role. Administrators automatically have gateway privileges. See Adding Roles and Assigning Privileges in the next chapter for details.
2. Set up a gateway configuration profile in InTempConnect. See Managing Configuration Profiles in the next chapter for details.
3. Open the InTemp app and log in with your InTempConnect user credentials.
4. Set up and start the loggers. See Configuring a Logger for details.
5. Power up the gateway.
 - a. Connect the AC adapter to the gateway and plug it in.
 - b. Plug in an Ethernet cable if the gateway will be using Ethernet network settings.
 - c. Wait a couple of minutes for it to completely power up before continuing. The LED will be yellow-green while it powers up and then change to a deep green once it is ready to set up.
6. Configure gateway network settings.

- a. In the InTemp app, tap the Devices icon and then tap Gateways at the top of the screen. (Don't see Gateways? You must have Gateway Administrator privileges.)
- b. The gateway should appear in the list and can be identified by its serial number. (The serial number is located on the outside of the box or on the back of the gateway). Tap anywhere in the row to access gateway settings. If the gateway does not appear, make sure it is powered up and within range of your phone or tablet or press the button on the gateway.
- c. If the gateway will be using Ethernet with DHCP, the network settings should be automatically configured. A green cloud icon indicates that the gateway is connected to the network. Continue to step 7.

If you need to set up Ethernet for static IP addresses or WiFi, tap Network Settings and tap Ethernet or WiFi.

- d. **For Ethernet using static IP addresses:** Disable DHCP. Tap IP Address, Subnet Mask, or Router to edit the addresses (consult your Network Administrator). Tap Add DNS Server and enter an address. Repeat if necessary (the app can store up to three DNS server addresses). Tap Save.

For WiFi: Select Use Current WiFi Network or type the network name (SSID) and password. (Tap Reset WiFi on Gateway to remove an existing WiFi configuration and enter a different network name and password.) Tap Save.

- e. The gateway will automatically test the network connection after saving the settings. You can cancel the test if necessary. If the test is not successful, make sure all your settings are entered correctly and saved.

7. Configure the gateway.

- a. In the InTemp app, tap the Devices icon and then tap Gateways at the top of the screen.
- b. Tap the gateway to connect to it.
- c. Tap Configure.
- d. Select a gateway configuration. Swipe left and right if there are multiple configurations.
- e. Type a name for the gateway deployment. The gateway serial number will be used if no name is entered.
- f. Tap Start. The status of the gateway should change to Running in the app.

The gateway will begin connecting to loggers within range and downloading them based on the settings in the configuration profile. Data will be uploaded to InTempConnect, where you can search logger deployments, run reports, or schedule regular delivery of logged data and other logger information via email. A heartbeat will also be sent to InTempConnect every 10 minutes to make sure the gateway is still active. See InTempConnect Devices and Data for details on monitoring gateway deployments in InTempConnect. For details on gateway operation and mounting, see the gateway manual at <http://www.onsetcomp.com/intemp/resources/cx5000-manual>.

Setting up the Gateway for Future Use at a Different Site

Follow these instructions if you need to configure/start the gateway for use at a different site or to set up network settings for the gateway for a different location than the current site (for example, you are an IT administrator who is setting up a gateway that will be used at a different office). Note that you must have an InTempConnect user account with Gateway Administrator privileges and the InTemp app to continue.


Note: If the gateway will be deployed in a location that supports Ethernet with DHCP and you do not need to set up network settings in advance, then follow the steps for Getting Started with the Gateway instead.

1. **Power up the gateway.** Connect the AC adapter to the gateway and plug it in. Plug in an Ethernet cable if you will be using Ethernet at your current location. Wait a couple of minutes for it to completely power up before continuing. The LED will be yellow-green while it powers up and then change to a deep green once it is ready to set up.

2. **If you will not be configuring the gateway and only setting up network settings for the different site:** Go to step 4.
If you will be configuring the gateway and have Ethernet with DHCP at your current location: Go to step 3.
If you will be configuring the gateway and using Ethernet with static IP addresses or WiFi at your current location: Follow these steps to set up temporary network settings:
 - a. Tap the Devices icon and tap Gateways at the top of the screen. Find the gateway in the list and tap anywhere in the row to open it.
 - b. Tap Network Settings and tap Ethernet or WiFi.
 - c. **To use Ethernet with static IP addresses at the current location:** Disable DHCP. Tap IP Address, Subnet Mask, or Router to edit the addresses. Tap Add DNS Server and enter an address. Repeat if necessary (the app can store up to three DNS server addresses). Tap Save.
 - d. **To use WiFi at the current location:** Select Use Current WiFi Network to use your phone or tablet's existing WiFi SSID and then type your password. Tap Save.
3. **Configure the gateway.**
 - a. Connect to the gateway (tap the Devices icon and then tap Gateways at the top of the screen and tap the gateway to connect to it).
 - b. Tap Configure.
 - c. Select a gateway configuration; swipe left or right if there are multiple configurations. (Don't see a configuration? Ask your InTempConnect administrator to set one up as described in the first section. Log out of the InTemp app and back in to see any new configurations.)
 - d. Type a name for the gateway deployment. The gateway serial number will be used if no name is entered.
 - e. Tap Start. The status of the gateway should change to Running in the app.
4. **Set up network settings for the location where the gateway will be deployed.**
 - a. Connect to the gateway (tap the Devices icon and then tap Gateways at the top of the screen and tap the gateway to connect to it).
 - b. Tap Network Settings.
 - c. **To use Ethernet with DHCP at the remote site:** Tap Ethernet, enable DHCP, and tap Save.
To use Ethernet with static IP addresses at the remote site: Tap Ethernet and disable DHCP. Tap IP Address, Subnet Mask, or Router to edit the addresses for the location where the gateway will be deployed. Tap Add DNS Server and enter an address. Repeat if necessary (the app can store up to three DNS server addresses). Tap Save.
To use WiFi at the remote site: Tap Reset WiFi on Gateway to remove any existing WiFi configuration. Type the SSID and password for the location where the gateway will be deployed and tap Save. **Note:** If a WiFi password is changed at the site after you set up it, the WiFi settings will need to be reconfigured. This will require a phone or tablet with the InTemp app.
 - d. Note that you will not be able to test the network connection for a different location. Pause any network test that is attempted.
5. The gateway is ready to use at the other site. Remove the power and package it back up. To start using it at the site, plug in the gateway in and plug in the Ethernet cable if necessary.

Chapter 2

InTempConnect Basics

InTempConnect is cloud-based data warehousing software where you can search CX series logger deployments, build reports from data uploaded from the InTemp app, manage trip information, set up alarm notifications, and more. There are two types of InTempConnect accounts: Administrator accounts and user accounts. Administrators have all privileges in InTempConnect by default; this cannot be changed. Users have specific roles and privileges assigned to them by either an administrator or another user who has the appropriate privileges. When logged in as an Administrator, a plus appears in the icon next to your login user name . The account name is listed below the top InTempConnect navigation bar to switch between accounts if needed.

This is the recommended workflow for new administrators:

1. Create an account as described in Getting Started (click Settings if you need to edit an existing account profile).
2. Add roles to the account and assign privileges.
3. Add users and assign roles.

Administrators or users with the required privileges can then click Settings to:

1. Configure default report settings.
2. Create any custom configuration profiles.
3. Add trip information fields
4. Set up or modify notifications.

Once all setup work is complete, administrators or users with the required privileges can then configure and download loggers as needed. Click Devices and Data to:

- Search all logger deployments associated with the account.
- See details on individual deployments.
- Build reports to monitor trip information, alarm conditions, logged data, and more.
- Schedule a regular email delivery of logged data, alarm details, and more.

InTempConnect Settings

Click Settings and then click one of the following tabs to change the settings in InTempConnect:

- **Profile.** Change the account password, name, or default units used in InTempConnect and click Save. The account name and username cannot be changed. If your email address has changed or you need to change the account name, create a new account.
- **Roles.** See Adding Roles and Assigning Privileges.
- **Users.** See Adding Users and Assigning Roles.
- **Report & Export.** See Selecting Report and Export Settings.
- **Configuration Profiles.** See Managing Configuration Profiles.
- **Trip Information.** See Setting up Trip Information Fields.

- **Notifications.** See Setting up Notifications.





Note that only administrators and those with the required privileges can access these settings.

Adding Roles and Assigning Privileges

InTempConnect administrators are initially responsible for adding roles to the account and determining what privileges will be assigned to each role (administrators can also assign the privilege of managing users and roles to another user if desired). Administrators or those with the required privilege then add users to the account and assign roles to users as described in Adding Users and Assigning Roles. By default, administrators are automatically assigned all privileges within the system; this cannot be changed.

Note: If you were using InTempConnect prior to 2017, a Basic User role was added for all existing non-administrator users. Administrators can modify the privileges for a Basic User, delete the Basic User role, and/or add roles as needed.

To add a role:

1. Click Settings and then click the Roles tab.
2. Click Add Role.
3. Type a description of the role, i.e. Shipper, Manager, Data Analyst, etc. Note: You cannot edit the name of roles after you create them; you can copy an existing role and change the description in the copy.
4. Select the privileges you want to assign to the role from the Available Privileges list.
5. Click the right arrow  to move the selected privileges to the Assigned Privileges list for the role. Click the add all right arrow  to move all privileges to the Assigned Privileges list for the role.
6. If users have already been added to the account, select the user from the Available Users list and click the right arrow  to move that user to the Assigned users list. Click the add all right arrow  to move all users to the Assigned Users list for the role. Note that a user can have more than one role.

If no users have been added to the account, you can add users and assign roles later as described in Adding Users and Assigning Roles.

7. Click Save.

To edit a role:

1. Click Settings and then click the Roles tab.
2. Click the role you want to edit. Note: You cannot edit the Administrator role.
3. Use the left and right arrow buttons to remove and add privileges from the Assigned Privileges list as needed.
4. Use the left and right arrow buttons to remove and add users from the role as needed.
5. Click Save.

Note: You cannot edit the description for the role. If you want to rename a role, make a copy of an existing role and then change the description of the copy. You can then delete the first role (if desired) and keep the renamed role. Or, you can add a new role with a new description.

To copy a role:



1. Click Settings and then click the Roles tab.
2. Click the role you want to copy and click the Copy link.
3. Type a description of the role, i.e. Shipper, Manager, Data Analyst, etc.
4. Use the left and right arrow buttons to remove and add privileges from the Assigned Privileges list as needed.





















5. Use the left and right arrow buttons to remove and add users from the role as needed.
6. Click Save.


To delete a role:

1. Click Settings and then click the Roles tab.
2. Click the role you want to delete. Note: You cannot delete the Administrator role.
3. Remove any assigned users from the role and click Save. You cannot delete a role if it has users assigned to it.
4. Click the role you want to delete and click the Delete link. Confirm that you want to delete the role.

Details on available privileges

This table describes the privileges available to assign to users. Privileges related to InTempConnect are noted with a cloud icon  and privileges related to the InTemp app are noted with a mobile device icon .

 or  This privilege:	Allows you to:
 Create Custom Reports	Run any custom report from the Report Builder tab under Devices and Data. See Building a Multiple Device Report in InTempConnect .
 Create Device Reports	Run a report from the Deployment Details page by clicking the Export link. See Viewing Logger Deployment Details in InTempConnect .
 Login to InTempConnect	Log in at www.intempconnect.com with your username and password.
 Manage Gateways	View a list of gateway deployments associated with the account by clicking Devices and Data and then the Devices tab. See InTempConnect Devices and Data .
 Manage Logger/Gateway Configs	Add or edit the configuration profiles that are used to set up the logger or the CX5000 Gateway with the InTemp app. See Managing Configuration Profiles .
 Manage Notifications	Configure InTempConnect to send an email when an alarm trips on a logger. See Setting up Alarm Notifications .
 Manage Trip Information Fields	Add or edit trip information fields that are completed in the InTemp app when configuring the logger and also available in the deployments list and for custom reports. See Setting up Trip Information Fields .
 Manage Users and Roles	Add users and assign roles in InTempConnect. See Adding Users and Assigning Roles .
 Retrieve Device Passkeys	See the passkey for a logger on the Deployment Details page if a user needs to enter a passkey for a logger. See Viewing Logger Deployment Details in InTempConnect .
 Schedule Report Delivery	Use future functionality that will be added to InTempConnect for scheduling automatic delivery of custom reports.
 Configure Loggers	Start a logger with the InTemp app, which includes selecting a configuration profile. See Configuring a Logger .
 Connect to Loggers in Account	Select a logger in the InTemp app and connect to it with a mobile device. See Connecting to a Logger .
 Delete Reports	Delete reports that are stored in the app. See Working with App Reports .
 Download and Continue	Download the logger and continue logging. See Downloading a Logger .
 Download and Restart	Download the logger and restart it (CX400, CX503, CX603, and CX703 loggers only). See Downloading a Logger .
 Download and Stop	Download the logger and stop logging. See Downloading a Logger .
 Gateway Administrator	Manage CX5000 Gateway devices with the InTemp app. See Working with Gateways in the App .
 Preview and Share Reports	Preview reports upon downloading the logger and share them others. See Working with App Reports .

 or <input type="checkbox"/>	This privilege:	Allows you to:
<input type="checkbox"/>	Reset Logger Passkey	Enter a passkey for the logger if needed. See <i>Working with Loggers in the App</i> .
<input type="checkbox"/>	Update Logger Firmware	Update the logger firmware when connected to the logger (if the Update Firmware action appears). See <i>Working with Loggers in the App</i> .

Adding Users and Assigning Roles

Click the Users tab to view a list of all users, add new users to your account and assign them roles, and enable or disable existing users. **Note:** Only administrators and users with required privileges can change user settings.

When viewing the Users list, use the up and down arrows next to a column heading to change the sort order of the column. Use the fields below the column headings to search for specific users by username, first and last name, or roles.

To add a new user:

1. Click Settings and then click the Users tab.
2. Click Add User.
3. Type the email address, first name, and last name.
4. Select one or more roles from the Available Roles list and click the right arrow to move the selected roles to the Assigned Roles list for the user. If no roles are available, you can create a role and assign it to the user at a later time (see *Adding Roles and Assigning Privileges*).
5. Click Save. The user will then receive an InTempConnect email to activate the account or an email indicating they've been added to the account if the email address has already been registered with another InTempConnect account.

To edit an existing user:

1. Click Settings and then click the Users tab.
2. Click the username.
3. Change the first or last name or role. Use the left and right arrows to add or remove assigned roles.
4. Click Save.

Note: User email addresses cannot be changed. Create a new account if a user has a new email.

To disable a user, select the checkbox next to username, click Disable, and then click Yes. To enable a user, click the "Show disabled" checkbox. Select the checkbox next to the user you want to enable, click the toggle button in the rightmost column for that user, and then click Yes. When you enable a user, an email is automatically sent to the user indicating his or her user account has been reactivated.

To export a list of all users in the account:

1. Click Settings and then click the Users tab.
2. Click Export. An .xlsx file is automatically generated. Save it or open when prompted.

For each user associated with the account, the spreadsheet includes the username, the date the user was created in InTempConnect, the date the user was added to the account, and the role(s) assigned to the user (if any).

Selecting Report and Export Settings

Custom reports can be run from the Devices or Report Builder tab (see *Building a Multiple Device Report in InTempConnect*). Device reports that were generated from the InTemp app can be exported from the deployment page (see *Viewing Logger Deployment Details in InTempConnect*). You can choose the settings that are selected by default when building custom reports or exporting device reports. Note that you also have the option to change these settings each time you run a report.

To change the default report and export settings:

1. Click Settings and then click the Report & Export tab.
2. Select the default time zone to be used in reports.
3. Select the default file format: PDF, Excel XLSX, or VFC CSV.
4. Select the default data range:
 - All data, which includes all available data on all dates.
 - Over the past number of days that you select (for example, type 7 if you want data from the past week).
5. Enable "Include alarm report" if you want the report to include all information related to alarms for the deployment (applies to exported device reports only; not available when VFC CSV is selected).
6. Enable "Include tabular data" if you want the report to include all logged data points for the deployment (applies to exported device reports only; not available when VFC CSV is selected). Note that running a report with a lot of data, such as from a logger with full memory, may take a few minutes.
7. Click Save. These settings will be selected automatically when building custom reports or exporting device reports. You can also override the settings as needed when running an individual report.

Managing Configuration Profiles

There are two types of configuration profiles: logger and gateway configurations. A logger configuration profile contains the settings used to set up and start the logger, such as the logging interval, start mode, and alarm limits. There are preset configuration profiles with commonly used settings for all CX series loggers or you can create a custom configuration profile. All enabled configuration profiles are available in the InTemp app when configuring any loggers associated with your account.

A gateway configuration profile contains the settings used to connect to and download loggers via the CX5000 Gateway. This allows you to automatically download loggers within range of the gateway every 12 hours (CX500, CX600, or CX700 loggers only), day, week, or month.

Note: Only administrators and users with required privileges can manage configuration profiles.

Logger Configuration Profiles

Under the Configuration Profiles tab, click Logger Configurations to view a list of logger configuration profiles sorted by logger family with enabled preset configuration profiles listed first followed by custom configuration profiles. Any disabled configuration profiles are listed last. Use the arrows next to a column heading to sort the list by that column in ascending or descending order. Use the fields below the column headings to refine the list to show only the profiles that match what was entered in the field. **Note:** Any changes to the sort order of the list does not affect the order in which the profiles appear in the InTemp app. Use the InTemp app settings to change the order of the profiles in the app.

To add a new logger configuration profile:

1. Click Settings and then click the Configuration Profiles tab.
2. Click Logger Configurations and then click Add Configuration.
3. Type a name for the configuration profile, up to 30 characters.
4. Select the Enabled box if you want the profile to be available in the InTemp app. Deselect Enabled if you do not want it available for selection in the InTemp app.
5. Select Include Location if you want to save the location (latitude/longitude) of the logger in events generated from the InTemp app. For example, when the logger is downloaded with the InTemp app, the location of the logger at the time of the download will be saved and listed in the logger PDF reports and in any applicable data notifications. **Note:** Latitude/longitude will only be listed if location services are enabled on the phone or tablet with the InTemp app installed.

6. Select the logger family: CX400, CX500, CX600, or CX700.
7. Select the logging interval in hours, minutes, and seconds.
8. For Start, select how the logger will start logging:
 - **Now.** The logger will begin logging immediately.
 - **On Interval.** The logger will begin logging on the next even interval (such as 11:00 or 11:05).
 - **On Button Push.** The logger will begin logging when you press the Start button on the logger.
 - **After Elapsed Time.** The logger will begin logging after a certain period of time, such as five minutes or three hours. Select the elapsed time in hours, minutes, and seconds.
 - **On Date/Time.** The logger will begin logging on a specific date and time. Note that the specific date and time is not selected now. You will select the date and time when you configure the logger.
 - **On Button Push Delay (CX500, CX600, and CX700 loggers only).** The logger will begin logging when you press the Start button after a delay that you select (for example, if you choose a delay of one hour, then you will be able to press the button to start the logger one hour after the logger is configured). Choose the delay in hours, minutes, and seconds.
9. **For CX500, CX600, and CX700 loggers:** Enable Stop on Button Push if you want to be able to stop logging by pressing the button on the logger.
10. **For CX400 loggers:** Select whether you want to record daily logger checks. Choose Never, Once Daily, or Twice Daily.
 - If you choose Twice Daily, a Perform Morning Check action will be listed in the Connected screen from 12:01 AM until 12:00 PM and then Perform Afternoon Check will be listed from 12:01 PM to 12:00 AM.
 - If you choose Once Daily, an action will be listed in the Connected screen to Perform Daily Check.
 - Once the action is completed, it is recorded as a logged user action available for view in an XLSX report and the action is listed as performed in the Connected screen. Missed checks will also be recorded by the logger itself.
 - Changes to this setting will take effect the next time the logger is configured.
 - When Once Daily or Twice Daily is selected, the minimum and maximum values displayed on the logger LCD represent the minimum and maximum readings within the current 24-hour periods and will reset every 24 hours. Otherwise, if Never is selected, the minimum and maximum values represent the entire logging period and only reset when the logger is downloaded and restarted or stopped and reconfigured (they will not reset if you download the logger and continue logging).
 - When logger checks are set up, you can also set a reminder on your mobile device to perform the check with the InTemp app settings.
11. Under Logger Alarms, enable the High Alarm and Low Alarm if desired (these are the sensor alarms set on the logger). Enter an alarm limit for each. For a high alarm, an alarm will trip if the sensor reading rises above the value you enter in the High Alarm field. For a low alarm, an alarm will trip if the sensor reading falls below the value you enter in the Low Alarm field.


For Trip Alarm After, select how many hours and minutes should pass before the alarm trips. If you want an alarm to trip immediately on the first reading outside the limits, set Trip Alarm After to zero. Also select whether the alarm will trip on cumulative or consecutive samples. If you select Cumulative, the alarm will trip when the time the sensor is out of range over the course of the deployment is equal to the selected duration. If you select Consecutive, the alarm will trip when the time the sensor is continuously out of range is equal to the selected duration. For example, if you select Cumulative and the high alarm is set to 45°F with a "Trip alarm after" time of 30 minutes, then an alarm will trip once the sensor reading has been at or above 45°F for a total of 30 minutes since logging started. This could be 15 minutes above 45°F in the morning and then 15 minutes above 45°F again in the afternoon. If Consecutive was selected

instead, then the alarm would only trip if all sensor readings were at or above 45°F for a continuous 30-minute period.

Note: For CX500, CX600, and CX700 loggers, you can select separate Trip Alarm After settings for both the high and low alarms. For CX400 loggers, the Trip Alarm After settings are shared for both the high and low alarms.


12. **For CX400 loggers:** If you enabled High or Low Alarm (logger alarms, not cloud alarms set up in the next step), select Enable Audible Alarm if you want the logger to beep when a high or low alarm trips. **Note:** If you are using the CX400 logger for shipping applications that may result in the logger being placed on an airline, this feature must be disabled.
13. Configure any cloud alarms, which are monitored by InTempConnect as data is downloaded from the logger. Select High or Low and enter a value (the units are set by the Profile tab). For Trip Alarm After, select how many hours and minutes to wait before the cloud temperature alarm trips. Also select whether the alarm will trip on cumulative or consecutive samples. Enable Total Trip Length if you want an alarm to trip when a logger arrives after a specific number of hours. Choose one of the default settings or select custom to enter your own number of hours. **Note:** Cloud alarms will not trip an alarm on the logger; they will only generate an email notification (this requires setting up a sensor alarm notification from the Notifications tab). Enable the High or Low Alarm described in step 10 if you want to set up an alarm for the logger itself. In addition, cloud alarms cannot be modified once configured. If you need to revise a cloud alarm, make a copy of the logger configuration and edit the cloud alarm settings in the copy.
14. Click Save. The new configuration is added below the list of preset configurations for the appropriate logger family. Click the arrow at the beginning of the configuration row to see a summary of the configuration, including when it was created and last updated (if applicable).

To enable or disable a logger configuration profile:


1. Click Settings and then click the Configuration Profiles tab. Click Logger Configurations.
2. Click the Enable/Disable icon  for the configuration profile you want to enable or disable.

Disabled configuration profiles are grayed and appear at the bottom of the list by default. "No" is listed in the Enabled column for a disabled configuration profile, which means it will not be available as a configuration option in the InTemp app.

To copy a logger configuration profile:

1. Click Settings and then click the Configuration Profiles tab. Click Logger Configurations.
2. Click the Copy icon  for the configuration you want to copy.
3. Edit the settings in the copy and click Save. The new configuration is added to the list below the configuration from which it was copied.


To edit a custom logger configuration profile:

1. Click Settings and then click the Configuration Profiles tab. Click Logger Configurations.
2. Click the Edit icon  for the configuration profile you want to modify.
3. Make changes to the settings as needed and click Save.

Note: Preset logger configuration profiles and cloud alarm settings cannot be edited. If you need to make a change to cloud alarms, copy the logger configuration profile, make any edits in the copy, and then save the copy.

To delete a custom logger configuration profile:

1. Click Settings and then click the Configuration Profiles tab. Click Logger Configurations.

2. Click the Delete icon  for the configuration profile you want to modify and confirm that you want to delete it. The configuration profile is removed from the list.

Note: Preset logger configuration profiles cannot be deleted.

Gateway Configuration Profiles

Under the Configuration Profiles tab, click Gateway Configurations to view a list of gateway configuration profiles sorted by name. These profiles are available in the app and control how the CX5000 Gateway interacts with loggers within range.

To add a new gateway configuration profile:

1. Click Settings and then click the Configuration Profiles tab.
2. Click Gateway Configurations and then click Add Configuration.
3. Type a name for the configuration profile, up to 30 characters.
4. Select the logger family that will be used with the gateway (you can select more than one).
5. Select what you want the gateway to do with each logger when connected: Download and Restart, Download and Continue, or Download and Stop.

Important: Make sure you select either Download and Restart (CX400, CX503, CX603, and CX703 loggers) or Download and Continue if you want all loggers to continue logging once the gateway connects to them. Otherwise, if you select Download and Stop, all logging will stop once the gateway connects to the loggers and they will need to be restarted with the InTemp app. In addition, Download and Restart is not available for CX501, CX502, CX602, and CX702 loggers. These loggers will stop logging upon download if you select this option.


6. Select additional connection controls.
 - **Immediately connect to any <logger> with a new sensor alarm.** Select this if you want the gateway to connect to and download any CX logger (as applicable) any time a new alarm trips on the logger.
 - **Immediately connect to any <logger> not seen by this gateway.*** The gateway will automatically connect to a new logger when it is first recognized. If this option is disabled, the logger will continue logging, regardless of what you selected for the Download option in step 5. If this option is enabled, the gateway will follow the download setting selected in step 5. This means if you selected Download and Restart or Download and Stop in step 5, the logger will restart or stop upon the first gateway connection.

***Note:** Primarily used for shipping applications. Not ideal for storage applications.
 - **Immediately connect to any recently stopped <logger>.** Select this if you want the gateway to connect to and download a CX500, CX600, or CX700 logger when it stops logging instead of waiting for the next scheduled connection.
7. Choose how frequently the gateway will connect to and download a CX logger (as applicable): every 12 hours (CX500, CX600, and CX700 loggers only), day, week, or month.
8. Repeat steps 4 through 7 for the other logger family if desired.
9. Click Save. The new configuration is added to the list of gateway configuration profiles. Use the arrows next to Configuration Name to sort the list by ascending or descending order. Click a CX logger series to show a summary of the settings for that logger family.

Note that gateway configuration profiles cannot be edited. They can be enabled/disabled or copied and then modified.


To enable or disable a gateway configuration profile:

1. Click Settings and then click the Configuration Profiles tab. Click Gateway Configurations.

2. Click the Enable/Disable icon  for the configuration profile you want to enable or disable.

Disabled configuration profiles are grayed and appear at the bottom of the profiles list by default.

To copy a gateway configuration profile:


1. Click Settings and then click the Configuration Profiles tab. Click Gateway Configurations.
2. Click the Copy icon  for the configuration you want to copy.
3. Edit the settings in the copy and click Save. The new configuration is added to the list below the configuration from which it is was copied.

Setting up Trip Information Fields

You can set up custom fields that will appear in the InTemp app when a logger is configured. This gives you the ability to track the movement of the logger during a deployment or trip. For example, you can create Origin and Destination fields that will require the person configuring the logger to select the cities where the deployment started and ended. You can then run reports in InTempConnect using the information entered in these fields.

Note: Only administrators and users with required privileges can manage trip information fields.

Note: Once you add a trip information field, you cannot delete it from InTempConnect. However, you can disable it if you no longer want it to appear in the app. It is also recommended that only minor edits, such as fixing a typo, should be made to an existing trip information field as any edits will affect all loggers associated with the account, including past deployments. Therefore, take time to determine exactly the type of fields and information you want to gather from these fields before setting them up.

You can access trip information for a specific deployment by clicking the truck icon  in the deployments list or in the reports list. You can then add or edit the user-entered information if necessary. See InTempConnect Devices and Data for details. You can also import trip information from a spreadsheet into InTempConnect. See Importing Trip Information for details.

To add a trip information field:

1. Click Settings and then click the Trip Information tab.
2. Type the name of the field as you want it to appear in the app. Some field name examples: Origin, Destination, Shipment Mode, Product, Shipper, Trip ID, Packaging Type, Shipment Date, etc. The names should represent the information you want to be able to track about the shipment being monitored by the logger. **Note:** For shipping or production environments, these fields should correspond to existing SOPs or fields within existing ERP systems to reduce errors in handling.
3. Select Enabled if you want the field to appear in the InTemp app when configuring a logger. If you do not want it to appear at this time, deselect Enabled (you can enable it later).
4. Select Required if you want the field to be a required field that the user must complete when configuring the logger (an asterisk will appear in the app next to the field to indicate that it is required). Do not select Required if you want the field to appear in the app, but you do not require it to be completed by the user.
5. For the Logger Family, select All if you want these fields to appear for all logger families or select a specific logger family. For example, if you select CX400, then the fields will only appear in the app for CX400 loggers and not for the other CX logger families.
6. For Value Type, select the format in which the user will enter information into the field.
 - Select Text if you want the user to type any characters into the field in the app. This is recommended when the information being entered is unique or you cannot define a set amount of possible entries (for example, a trip ID number that will be unique to every shipment). Select the maximum amount of characters you want the user to be able to enter in the field.
 - Select Date if you want the user to be able to select a date for the field in the app.

- Select List if you have a set number of choices you want to make available to the user in the app, such as a list of cities or shipping modes. Click Add Value and type the name as you want it to appear in the list for the InTemp app user (for example, Atlanta or FedEx). Repeat for as many items as you want to appear in the list.

Note: If you will be setting up a sensor alarm notification based on trip information, you must select List. Sensor alarm notifications cannot be configured based on trip information fields that use Text or Date.

7. Click Save. The details about the field is added to the Trip Info Fields list. The order in the list is also the order the fields will appear in the app. If you want to change the order in the app, drag and drop the rows in the list.

To enable or disable an existing field:

1. Click Settings and then click the Trip Information tab.
2. Click the Disable or Enable link for the field you want to enable or disable. The Enabled fields appear in the app; disabled fields do not. On the Trip Information tab, disabled fields are grayed and appear at the bottom of the list by default.

To copy an existing field:

1. Click Settings and then click the Trip Information tab.
2. Click the Copy link for the field you want to copy.
3. Edit the field settings as needed.
4. Click Save. The copy is added to the end of the list of enabled fields, which means it will also be listed last in the app. Drag and drop the row if you want to change the order it appears in the app.

To edit an existing field:

1. Click Settings and then click the Trip Information tab.
2. Click the Edit link for the field you want to change.
3. Edit the field settings as needed.

Important: Any changes you make affect both previous and future logger deployments. Do not edit the fields (other than for insignificant changes like typos) if you want to be able to run reports on older deployments using these fields. Instead, make a copy of the field with the changes you need and then disable the original field.

4. Click Save.

Setting up Notifications

There are two types of notifications: alarms and data. For alarms, you can be notified by email or text when an alarm trips in one of the loggers associated with the account or with a missing CX5000 Gateway. For data, you can be notified by email or text when a logger is downloaded. You also have the option to include the PDF report from the logger download with the email notification. **Note:** Only administrators and users with required privileges can manage notifications.

Alarm Notifications

To set up an alarm notification:

1. Click Settings and then click the Notifications tab.
2. Select the units that will be used for the notification (this affects notifications only; it does not affect the overall account units set with the Profile tab).

3. Select the time zone that will used for the notification (this affects notifications only; it does not affect the overall account time zone set with the Profile tab).
4. Click Alarms.
5. Under Sensor Alarms, click Add (or skip to step 8 if you only want to set up a missing gateway alarm).
6. Under Apply To:
 - Select All to receive alarm notifications for all loggers associated with the account.
 - Select Configuration to receive alarm notifications for loggers using a specific configuration profile. Select the name of the logger configuration from the Configurations drop-down list.
 - Select Trip Info to receive alarm notifications for loggers with specific trip information. Select the Trip Info field name under Trip Info and the selection for that field under Trip Info Values. **Note:** This option is only available for trip information fields in which the user is selecting from a list of choices (the Value Type was set to List). This option is not available for trip information fields in which the user enters text or selects a date.
 - Select Configured By to receive alarm notifications for all loggers configured by the user. The person who configured the logger will automatically receive all alarm notifications at the address used during configuration.
 - Select Downloaded By to receive alarm notifications for all loggers downloaded by the user. The person who downloaded the logger will automatically receive all alarm notifications at the address used during the download.
7. Under Type (if you selected All, Configuration, or Trip Info):
 - Select Email and type the email address that should receive the notification.
 - Select Text Message. Select the country code and type the mobile phone number that should receive the notification by text.
8. Repeat steps 5–7 for any additional sensor alarms.
9. Under Missing Gateway Alarms, click Add and select a gateway. Under Type, select Email and type the email address that should receive the notification. Or, select Text Message then select the country code and type the mobile phone number that should receive the notification by text.
10. Repeat step 9 for any additional gateway notifications. Note that a missing gateway email notification is automatically added for new gateways.
11. Click Save.

For sensor alarms, the logged values are checked against the thresholds set in the configuration profile for the logger as data is uploaded to InTempConnect. A notification is sent if a value is outside of the high or low alarm limits and includes the temperature reading that tripped the alarm, the date and time of the tripped reading, the logger name, the configuration profile being used, and any trip information.

For missing gateway alarms, a notification is sent when a gateway is missing for more than an hour (i.e. no heartbeat is sent from the gateway to InTempConnect).

Data notifications

To set up a data notification:

1. Click Settings and then click the Notifications tab.
2. Select the units that will be used for the notification (this affects notifications only; it does not affect the overall account units set with the Profile tab).
3. Select the time zone that will used for the notification (this affects notifications only; it does not affect the overall account time zone set with the Profile tab).

4. Click Data.
5. Under Data, click Add.
6. Under Apply To:
 - Select All to receive a notification every time a logger associated with the account is downloaded.
 - Select Configuration to receive a notification when a logger with a specific configuration profile is downloaded. Select the name of the logger configuration from the Configurations drop-down list.
 - Select Trip Info to receive a notification when a logger with specific trip information is downloaded. Select the Trip Info field name under Trip Info and the selection for that field under Trip Info Values.
Note: This option is only available for trip information fields in which the user is selecting from a list of choices (the Value Type was set to List). This option is not available for trip information fields in which the user enters text or selects a date.
 - Select Configured By to receive a notification when a logger configured by a specific user is downloaded. The person who configured the logger will automatically receive an email at the address used during configuration every time the logger is downloaded.
 - Select Downloaded By to receive a notification when a logger is downloaded by a specific user. The person who downloaded the logger will automatically receive an email at his or her address.
7. Under Type (if you selected All, Configuration, or Trip Info):
 - Select Email and type the email address that should receive the notification.
 - Select Text Message. Select the country code and type the mobile phone number that should receive the notification by text.
8. Select Attach PDF to automatically include the PDF report from the downloaded logger with the email notification (not available for text messages).
9. Select On Stop Only to receive a notification only if Download & Stop is selected when downloading the logger. When this option is enabled, a notification will not be sent if Download & Continue or Download & Restart is selected when downloading the logger.
10. Repeat steps 5–9 to add additional data notifications.
11. Click Save.

Notes for all notifications:

- To stop a notification, click Remove next to the notification you wish to stop. To stop sending all notifications, click Remove next to all notifications.
- Once sensor alarm or data notifications are set up for an account, they will be sent for all loggers associated with that account. Alarm or data notifications cannot be selected on a per-logger basis.
- For alarm notifications, alarm conditions are defined by the configuration profile selected for the logger. See *Managing Configuration Profiles* for details on setting alarm thresholds. See *Configuring a Logger* for how to select a profile when starting the logger.
- For data notifications, only PDFs can be attached to an email notification. Use the Reports feature in the InTemp app or InTempConnect to view data in Excel spreadsheets.
- For data notifications, location information (latitude/longitude) is included in applicable events if the Include Location feature was enabled in the InTempConnect configuration profile used to start the logger.


InTempConnect Devices and Data

Click Devices and Data and then click the Devices tab to view a list of all deployments associated with the account. Click Logger Deployments to view a list of each deployment for the loggers in your account or click Gateway Deployments to view a list of CX5000 Gateways.

Logger Deployments

By default, a new logger deployment appears when a logger is configured in the app by an InTempConnect user. CX501, CX502, CX602, and CX702 loggers have a single deployment per logger serial number. CX400 series, CX503, CX603, and CX703 loggers can be deployed multiple times; a new deployment is added to the list each time the logger is configured. **Note:** If your phone or tablet does not have access to the internet while configuring the logger, the deployment information will be uploaded to InTempConnect the next time your phone or tablet connects to the internet.

Click Logger Deployments and scroll to the bottom to view the logger deployments list, which includes the following information:

- **Trip Info.** Click  to view the trip information that was entered for the deployment. Click Edit if you need to change the information entered or click Add to enter information and then click Save. You can also import trip information from a spreadsheet if you need to fill in fields for numerous deployments. See Importing Trip Information for details. See also Setting up Trip Information Fields if you need to set up new fields.
- **Configuration Name.** This is the deployment name entered in the app. If no name was entered, the logger serial number is listed. Click a name in this column to see more detailed deployment information as described in Viewing Logger Deployment Details in InTempConnect.
- **User Name.** This is the email address for the user who configured the logger.
- **Type.** This is the logger model number.
- **Serial Number.** This is the serial number for the logger.
- **Config Date.** This is the date and time the logger was configured in the app.
- **Stop Date.** This is the date and time the logger stopped logging (if applicable).
- **Start Date.** This is the date and time the logger started logging (if applicable).
- **Last Download Date.** This is the data and time the logger was last downloaded (if applicable).
- **High Alarm/Low Alarm.** These columns show an alarm icon if a high or low alarm tripped during the logger deployment.

You can customize the rows in this list by searching for specific deployments (see Searching Logger Deployments in InTempConnect). You can then save the search to use when building a report (see Building a Multiple Device Report in InTempConnect).

Use the arrows next to a column heading to change the sort order of the column. Drag and drop a column heading to reorder the columns. Click Columns in the upper right corner of the list to enable or disable columns.

Use the page numbers or left and right arrow buttons to view all pages of the deployment list. Change the default number of entries with the drop-down arrow.

Click Export Configurations to save the entries currently shown in the logger deployments list to an Excel spreadsheet. The columns in the spreadsheet are listed in the same order as the columns in the deployment list. A trip information column will also be included in the spreadsheet if trip information fields have been created for the deployments.

To archive a deployment:

1. Click Archive.
2. Click the checkbox(es) in the leftmost column next to the deployment(s) you want to remove from the list.
3. Click Archive.
4. Click Yes. The deployment(s) will no longer be visible in the deployment list and will not be available for reports.

To view archived deployments, click Archive and page through the list to see the deployments with checkmarks in the leftmost column. Click the checkbox to remove the checkmark next to any deployments that you want to remove from archival. Click Archive and click Yes. The deployment will be visible again in the list and will be available for reports.

Gateway Deployments

Click Gateway Deployments to view a list of CX5000 Gateways. After a gateway is started with the app, a heartbeat is sent every 10 minutes to InTempConnect to indicate the gateway is active. The gateway then is added to the gateway deployments list in InTempConnect. Gateways that are actively sending a heartbeat at least once an hour are active. Gateways that have not sent a heartbeat in an hour or more are listed as missing and are shaded red. Missing gateways will always remain in the gateway deployments list.

The gateway deployments list includes:

- The name of the deployment as entered in the app. If no name is listed, the gateway serial number will be used.
- The serial number of the gateway.
- The status of the gateway.
- The date and time of the last successful upload of logger data via the gateway.
- The date and time of the last contact between the gateway and InTempConnect, whether a heartbeat or data upload.
- The name of the configuration selected in the app for the gateway (to create or modify a gateway configuration, see Managing Configuration Profiles).
- Firmware update details (if applicable). If a firmware update is available and not yet applied to the gateway, a Schedule Firmware Updates button will appear. Click this button to schedule a firmware update for the gateway.

Use the arrows next to a column heading to change the sort order of the column. Use the search fields under the column headings to refine the list to show only the gateways that match the characters typed in the field. Use the page numbers or left and right arrow buttons to view all pages of the deployment list. Change the default number of entries with the drop-down arrow.

To archive an entry in the deployment list, click the Archive button at the end of the row. The row will be removed from the list. To see archived deployments, Enable the Show Archived checkbox in the top left corner. Rows with archived deployments are gray.

To view any data uploaded from loggers via a gateway and run a report, see Viewing Logger Deployment Details in InTempConnect or Building a Multiple Device Report in InTempConnect.

Importing Trip Information

You can import trip information from a Microsoft® Excel® spreadsheet into InTempConnect to automatically complete trip information fields for multiple logger deployments. This can be helpful when you are working with numerous loggers and the trip information was not entered in the InTemp app. If only a few loggers are missing trip information, then consider adding trip information one logger at a time as described in the Logger Deployments section of InTempConnect Devices and Data.

Before you can import trip information, you must create an .xlsx spreadsheet that is structured in a specific way.

- For the column A header, type Serial Number.
- For the column B header, type Start Date.
- For any additional column headers, enter the enabled trip information field names in the order they are listed in InTempConnect. Go to Settings > Trip Information to view the Field Names. Each column heading must match the field name exactly.


- For each row in the spreadsheet, enter:
 - The logger serial number.
 - The logger start date in this format: DD-MON-YYYY (e.g. 06-JUN-2017 or 11-NOV-2016).
 - The values you want to display under each field name. These values can be any format (text, numerals, etc), but dates must be listed as: dd-MMM-yyyy hh:mm:ss (e.g. 05-MAY-2017 12:15:32).

This is an example spreadsheet formatted for importing trip information fields. Note that the column headers C–F (numbered in the example) match the Field Names in InTempConnect (also numbered). The values entered in those columns are what will be imported into the corresponding logger deployment in InTempConnect.

	A	B	C	D	E	F
1	Serial Number	Start Date	1 Origin	2 Shipment Mode	3 Destination	4 Expiration Date
2	10943309	06-JUN-2017	Atlanta	FEDEX	Boston	15-AUG-2019
3	10943310	06-JUN-2017	Atlanta	FEDEX	London	15-AUG-2019
4	10943311	06-JUN-2017	Atlanta	FEDEX	Paris	15-AUG-2019

Trip Info Fields					
Enabled	Field Name	Required	Logger Family	Value Type	
Yes	1 Origin	Yes	All	Text (25 maximum characters)	
Yes	2 Shipment Mode	No	All	Text (25 maximum characters)	
Yes	3 Destination	Yes	All	Text (25 maximum characters)	
Yes	4 Expiration Date	Yes	All	Date	

To import the spreadsheet:

1. Click Devices and Data and then click Logger Deployments.
2. Click the “Import trip info” link at the top right corner of the Deployments List.
3. Select the time zone to use for the import data.
4. Select the deployment start date search tolerance in \pm number of days, up to 7. Use this setting when the actual logger start date may vary up to 7 days before or after the date you entered in the spreadsheet. For example, if you entered a start date of 06-JUN-2017 in the spreadsheet, but the logger could have been started anywhere from June 2 to June 9, then enter a search tolerance of \pm 3 days.
5. There may be multiple deployments associated with the serial number entered in the spreadsheet because the logger was started and stopped and then reconfigured (CX400, CX503, CX603, and CX703 loggers only). Select how you want the import to handle it when multiple deployments are found for a single row:
 - **Treat as an error.** Select this if you want multiple deployments to be flagged as an error that you correct individually.
 - **Apply trip info to most recent deployment.** Select this if you want the information entered in the row to be added to the trip information fields associated with the most recent deployment of that logger only. Any other deployments associated with that logger serial number will not be changed.
 - **Apply trip info to all deployments.** Select this if you want the information entered in the row to be added to the trip information fields for any deployment associated with that logger serial number.
6. Click Select File and select the spreadsheet you want to use for the import.
7. Click Start Import. The trip information fields for each deployment will be updated with the information from the spreadsheet. Click  in the logger deployments list to view imported trip information. You may need to correct some fields in InTempConnect if multiple deployments were found for a single logger and you selected the option “Treat as an error.”

Searching Logger Deployments in InTempConnect

Click Devices and Data and then click Logger Deployments from the Devices tab to see a list of all logger deployments associated with your account. You can then use the Search functionality to refine the list and save the search to use when building reports.

To search for specific deployments:

1. Make selections in any of the search fields. The list is refined to only show the applicable deployments that meet the search criteria. As you make additional changes to the search fields, the list will continue to be updated automatically.
2. If you want to save the criteria for future searches or reports, type a search name and click Save Search As. Note that searches are saved with the account and accessible to all users associated with that account.
3. Click Build Report to run a report on the deployments in the refined list. (If you were to click the Report Builder tab instead, all deployments associated with the account would be listed instead of only those found in the search.) See Building a Multiple Device Report in InTempConnect for details on running the report.

You can also do the following:

- To use an existing search, select the search from the Saved Searches list. The list is refined to only show the applicable deployments that meet the criteria in the saved search that you selected.
- To edit an existing search, select the search from the Saved Searches list. Make any changes to the search field and then click Save. The list is updated with the latest changes from the search.
- To delete an existing search, select the search from the Saved Searches list and click Delete.
- To clear the entries in the search fields and revert to the list of all deployments, click Clear.
- Click Export Configurations to save the deployments list to an Excel spreadsheet. Only the entries that meet the search criteria and are displayed in the list will be included in the spreadsheet.

If you want to automatically email data relating to the logger deployments in a saved search, see Scheduling Delivery of Data and Logger Information.



Using Search Fields

The following table explains the available search field options that you can use to refine the deployments list.



Search Fields	Description
Users	Select a user by user name or by role. <ul style="list-style-type: none"> • Select User and type the email address for the user. Only the deployments that were configured by users with that email address will be listed. • Select Role and then choose the type of role to include in the search, as defined by the roles available in your account. Only the deployments that were configured by users in that role will be listed.
Alarms	Select deployments with high or low alarms. The list will include only deployments in which a high or low alarm was tripped respectively.
Trip Information	From the first drop-down list, select a trip information field if available (as created in InTempConnect with associated privileges) and then select the available corresponding trip information comments from the second drop-down list as entered in the InTemp app.
Dates	<ol style="list-style-type: none"> 1. Select a logger event. <ul style="list-style-type: none"> • Configured (when the logger was configured) • Start (when logging started) • Stop (when logging stopped) • Last Downloaded (when the logger was last downloaded). Only the deployments that include the selected event will be listed. 2. Select a date range for the selected event. <ul style="list-style-type: none"> • Over the Past Day, Week, Month, or Year. • Before a specific date.

Search Fields	Description
	<ul style="list-style-type: none"> • Since a specific date. • Between two specific dates. Only the deployments for the selected event and date range will be listed.
Serial Number	Type the serial number (or a partial serial number) for the logger. Only deployments associated with that number will be listed.
Device Type	Select the type of devices to show in the list. Select all to show all device types in the list or select a logger family to show only deployments from that family in the list.
Configuration Name	Type the name entered in the InTemp app for the deployment. Only deployments with that name will be listed.

Adding or Deleting Multiple Search Fields



You also have the option to add multiple entries for most search fields. Click  (if available) to add an entry for a search field. For example, if you want to include the deployments associated with two different user email addresses, click  after the first email address that you entered:


Users:

Type:	Name:	Action:
User	<input type="text" value="jsmith@onsetcomp.com"/>	 

To add another field where you can enter a second email address as in this example.


Users:

Type:	Name:	Action:
User	<input type="text" value="jsmith@onsetcomp.com"/>	
User	<input type="text" value="tjones@onsetcomp.com"/>	 




Click  to delete an added search field.

Frequently Used Searches

To search for late shipments:

1. Use the Dates fields to search for late shipments (for example, a week late). Under Event, select Configured.
2. Under Range, select Before.
3. Under Date, select a day from the calendar (for example, to show shipments that are week late, select the date from a week ago).
4. Click  to the right of the date field to add another set of fields.
5. Under Event, select Last Downloaded.
6. Under Range, select Never.

Dates:

Event:	Range:	Date:	Action:
Configured	Before	<input type="text" value="November 10, 2016"/>	
Last Downloaded	Never		 

The deployments list is updated to show the applicable deployments. Save the search for future use if needed. Click Build Report to run a report on these deployments.

Viewing Logger Deployment Details in InTempConnect

Each logger deployment has its own page with details from the deployment, including statistics, settings, graphs, and more. To view these additional details:

1. Click Devices and Data and then click Logger Deployments from the Devices tab.

2. Scroll through the deployments list or enter search criteria to find a specific deployment.
3. Click the link in the Configuration Name column to view the deployment details page.

Click the + or - to expand or collapse each section of the page. Click the Back to List link to return to the deployments list.


The Deployment Info section includes:

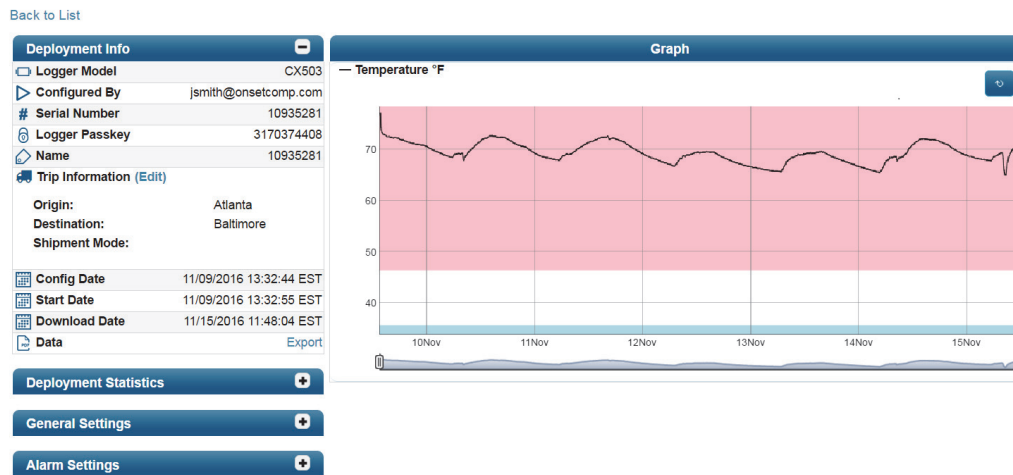
- Logger model type.
- User who configured it.
- Logger serial number.
- The passkey automatically assigned to the logger. Only administrators or those with the required privileges can view this information.
- The name entered in the app when configuring the logger.
- Trip information. Click Edit if you need to change the information entered in the trip information fields or click Add to enter information and then click Save. You can also import trip information from a spreadsheet if you need to fill in fields for numerous deployments. See [Importing Trip Information](#) for details. See also [Setting up Trip Information Fields](#) if you need to set up new fields.
- The date and time when the logger was configured, started, downloaded, and stopped (as applicable).
- A link to export the device report that was created when the logger was downloaded. This is the same report that is available in the app (see [Working with App Reports](#)). Click Export and then choose the time zone and file format for the report and whether you want to include alarm information or logged data. You can also create your own custom report from the Report Builder tab if you need to further refine the content of this device report. See [Building a Multiple Device Report in InTempConnect](#). Note that when you click Export, a condensed version of the Report Builder tab will open, where you can run a PDF, Excel, or VFC CSV report (the VFC option is only available when clicking Export). To return to the deployment page, click the Devices tab, find the deployment in the list, and click the link in the Configuration Name column.

The Deployment Statistics section shows the average, standard deviation, minimum, maximum, and mean kinetic temperature. It also shows the total logged data points for the deployment. This data is only available after the logger has been downloaded.

The General Settings section shows the logging interval and start logging settings used for the deployment.

The Alarm Settings section shows the high and low alarm settings, including how many samples are required to trip the alarm. This section is only available if alarms were configured for the logger.

The Graph section shows a plot of the logged data, including shading to indicate alarm limits (red for high limits and blue for low limits). Hover over the plot line to see individual data point values with the date and time they were logged. You can also zoom in and out using the zoom control bar at the bottom of the graph. To return to the default view, click the Refresh Graph  button.



Building a Multiple Device Report in InTempConnect


You can build a custom report for one or more logger deployments in PDF or XSLX format to analyze logged data, trip length, statistics, tripped alarms, and more. **Note:** If you want to schedule a regular email delivery instead of running a single report, see [Scheduling Delivery of Data and Logger Information](#) later in this chapter. If you want to run a VFC CSV report, click [Export](#) from the deployment page (see [Viewing Logger Deployments in InTempConnect](#)).

To build a report:

1. Click [Devices and Data](#).
2. Determine which starting point to use for building the report: the [Devices](#) tab or the [Report Builder](#) tab.
 - Start at the [Devices](#) tab if you want to narrow the Deployments list using search criteria. Make selections in the search fields as detailed in [Searching Logger Deployments in InTempConnect](#), which also lists frequently used searches. The Deployments list is updated automatically based on your search criteria. Enter a name for the search if you want to use it again in the future, click [Save Search As](#), and then click [Build Report](#). The [Report Builder](#) tab displays the same deployments in the list for the report that were shown in the [Applicable Deployments](#) list on the [Devices](#) tab. Note that you can still select or deselect individual deployments from the [Deployments in Report](#) list if needed.
 - Start at the [Report Builder](#) tab if you want to use a previously saved search to narrow the deployments list or if you want to select all or individual deployments from the list.
3. From the [Report Builder](#) tab, select a saved search to use if applicable. This will update the [Deployments in Report](#) list to include only those deployments that met the criteria of the saved search.
4. If you will be creating an XLSX report, select [Raw Data](#) to include all logged sensor data in the report. If you will be creating a PDF report, you cannot include the logged data points.
5. Select [Alarms](#) to include details on any tripped alarms in the report. **Note: Alarm data is not available for reports on deployments that started in 2016.**
6. Select [Summary Stats](#) to include the combined statistics based on how the deployments are grouped for the report (as selected in [Group By](#)). This may include the number of loggers involved, the average, maximum, and minimum length of the trip (defined by the start and stopping of logging), and statistics for the temperature readings (mean, standard deviation, minimum, maximum, and mean kinetic temperature).

7. Select Multi-Graph to include all deployments plotted on a single graph in the report (available for PDFs only).
8. Select Tabular Data to include details on each individual deployment in the report, including the trip information entered (if applicable), the length of the trip (defined by the start and stopping of logging), and the statistics for the temperature readings (mean, standard deviation, minimum, maximum, and mean kinetic temperature).
9. Select a time zone or use the default time zone listed.
10. Select PDF or Excel XLSX for the file format.
11. Select the Data Range for the report:
 - All data, which includes all available data on all dates.
 - Over the past number of days that you enter (for example, type 7 if you want data from the past week).
 - Before a specific date that you select.
 - Since a specific date that you select.
 - Between two specific dates that you select.
12. Select or deselect the checkboxes next to individual deployments as needed. Click the top checkbox next to the column headings to quickly select or deselect all deployments. At least one deployment must be selected to run a report.
13. Click Submit Report to add the report to the queue for processing. Click the checkbox next to "Email Report to <email address>" if you want the report to be emailed to the account holder's email address when it is finished processing. Click the My Reports tab to view the status of the report and to download it. Reports are available for two weeks after submitted. See Downloading Reports in InTempConnect for more details.


Notes:


- Click  to view the trip information that was entered for the deployment. Click Edit if you need to change the information entered in the trip information fields or click Add to enter information and then click Save. You can also import trip information from a spreadsheet if you need to fill in fields for numerous deployments. See Importing Trip Information for details. See also Setting up Trip Information Fields if you need to set up new fields.
- Use the arrows next to a column heading to change the sort order of the column. Drag and drop a column heading to reorder the columns. Click Columns in the upper right corner of the list to enable or disable columns.

Downloading Reports in InTempConnect

Reports created from Report Builder in InTempConnect are available to download from the My Reports tab. When viewing the list of reports, use the up and down arrows next to a column heading to change the sort order of the column. Use the fields below the column headings to search for specific reports by name, date submitted, or status.

To download a report:

1. Click Devices and Data and click the My Reports tab.
2. Find the name of the report you wish to download. Only reports with a status of "Complete" can be downloaded.
3. Click  to download and save the report to a location determined by your browser.

Click  to permanently delete the report. Reports will automatically be deleted after two weeks. You can build a report again from the Report Builder tab with the same criteria if a report you needed is deleted; see Building a Multiple Device Report in InTempConnect).

Scheduling Delivery of Data and Logger Information

You can configure InTempConnect to automatically deliver logged data, alarm information, and other details from the logger deployment to an email address on a schedule that you specify.

To set up a scheduled delivery:

1. Click Devices and Data and click the Delivery Schedules tab.
2. Type a name for the new delivery schedule.
3. Under Schedule, select how frequently you want receive delivery: every day, week, or month. Select the day (if applicable) and hour you wish to receive the data. Enable "Email on delivery failure" if you want to receive an email when a delivery does not occur as scheduled.
4. Under Contents and Format, select the saved search that contains the logger deployments you want to include in the delivery. See Searching Logger Deployments in InTempConnect for details on saving a search.
5. Select what you want the delivery to include:
 - Select Raw Data to include all logged sensor data in the report (available in XLSX format only).
 - Select Alarms to include details on any tripped alarms in the report. **Note:** Alarm data is not available for reports on deployments that started in 2016.
 - Select Summary Stats to include the combined statistics based on how the deployments are grouped for the report (as selected in Group By). This may include the number of loggers involved, the average, maximum, and minimum length of the trip (defined by the start and stopping of logging), and statistics for the temperature readings (mean, standard deviation, minimum, maximum, and mean kinetic temperature).
 - Select Multi-Graph to include all deployments plotted on a single graph in the report (available in PDF format only).
 - Select Tabular Data to include details on each individual deployment in the report, including the trip information entered (if applicable), the length of the trip (defined by the start and stopping of logging), and the statistics for the temperature readings (mean, standard deviation, minimum, maximum, and mean kinetic temperature).
6. Select a time zone or use the default time zone listed.
7. Select either PDF or Excel XLSX for the file format. **Note:** VFC CSV files are not available for automatic delivery. You can export them by clicking Export from the deployment page (see Viewing Deployment Details in InTempConnect)
8. Select the data range:
 - All data, which includes all available data on all dates.
 - Over the past number of days that you select (for example, type 7 if you want data from the past week).
9. Type the email address(es) to receive the delivery (separate multiple addresses with commas). Enable "Compress email attachments" to minimize the file size of the email attachments.
10. Click Save. The information you selected under Contents and Format will be delivered to the email addresses entered on the schedule that you chose.

To add a schedule, click Add Schedule and follow the steps above. To delete a schedule, click Delete next to the schedule you want to remove.

Chapter 3

InTemp App Basics

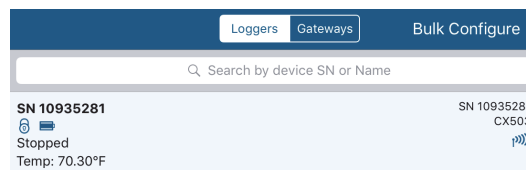
The InTemp app is software for mobile devices and designed for Bluetooth® Low Energy-enabled CX series loggers. Use the InTemp app to configure loggers, download them, and view and share reports (requires privileges if you are also using InTempConnect). When logged in to the InTemp app with your InTempConnect account, reports are also automatically uploaded to InTempConnect. You can also use the app to set up and configure CX5000 Gateways, which can automatically download loggers and upload data to InTempConnect. See Working with Gateways in the App.

To begin using the InTemp app with a logger:

1. Download the app to your phone or tablet.
2. For CX400 series loggers, install the batteries and insert the external probe (if applicable).
3. Open the app and enable Bluetooth in your device settings if prompted.
4. **If you will be using both InTempConnect and the InTemp app:** Log in with your InTempConnect user credentials or create an InTempConnect user account and then log in. See Getting Started for details.

If you will be using the app only: Create a local user account. Enter an email address, first and last name, password, and the optional company name, notes, and profile photo (choose an existing photo or use the camera to take a new photo). Tap Save when done and then log in when prompted.

5. Tap the Devices icon. If you are working with both loggers and gateways, tap Loggers at the top of the screen. The logger should appear in the list like the example below. If it does not, make sure it is within range of your phone or tablet or press the button to wake up the logger (CX500, CX600, or CX700 series only). Tap the logger to connect to it. See Connecting to a Logger for additional connection tips.







Important: CX501, CX502, CX602, and CX702 loggers can only be started once. Do not configure these loggers until you are ready to use them.

6. Once connected, tap Configure. Swipe left and right to select one of the preset logger configurations. Type a name for the logger deployment and tap Start to load the selected configuration to the logger. If you have multiple loggers to configure, you can select Bulk Configure to set them up. See Configuring a Logger for details. **Note:** You can also create your own custom configuration under Settings if using the app only or in InTempConnect if using both (see Managing Configuration Profiles; requires privileges).

Important: Loggers configured by an InTempConnect user can then only be accessed by InTempConnect users associated with the same administrator account (and with required privileges).

All the features within the InTemp app are accessed through the three icons at the bottom of the screen. Note that if you are also an InTempConnect user, some of those features require privileges.

Tap this icon:	To do this:
 Devices	View loggers or gateways within range of your phone or tablet. Connect to a device to configure it, perform a check (CX400 loggers only), download data from loggers, and more.
 Reports	Generate logger reports and share them with others.
 Settings	Add or edit logger configurations (if using the app only) and change report settings, units, time zone, and more. Get help with the app and view contact information if you have additional questions.
 User	Log out of the app. In addition, if you are logged in as a local user, edit your user profile or add users. If you are logged in as an InTempConnect user, check your user information and roles.

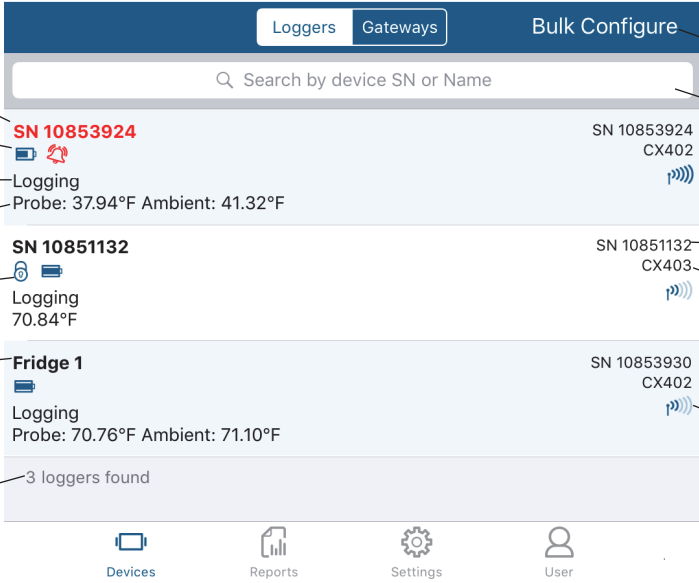
Working with Loggers in the App

Tap the Devices icon to view a list of the loggers currently in communication range of your phone or tablet. Connect to a logger within range to configure it, download data, and more. For information on gateways, see Working with Gateway Loggers in the App.

Note for InTempConnect users: You must have the required privileges for working with loggers. See Adding Roles and Assigning Privileges.

Finding Loggers

The InTemp app uses Bluetooth Low Energy to communicate with all loggers within broadcast range of your phone or tablet. These loggers are displayed in the list in the Loggers screen. Each row in the list represents a single logger, which displays key information such as the deployment name, battery power, status, sensor readings, serial number, and signal strength. Swipe the screen up and down to view all loggers within range of your device; pull the screen down to refresh the list. You can also use the search tool to find a specific logger. Tap the Search field and type the serial number or name for the logger.



The screenshot shows the 'Loggers' screen in the InTemp app. At the top, there are tabs for 'Loggers' and 'Gateways', and a 'Bulk Configure' button. Below the tabs is a search bar with the placeholder text 'Search by device SN or Name'. The main area displays a list of loggers. Each logger entry includes a name, a status indicator (e.g., 'Logging'), current readings (e.g., 'Probe: 37.94°F Ambient: 41.32°F'), a serial number, and a model number. A signal strength indicator (represented by blue bars) is shown next to each logger. At the bottom of the screen, there are four icons: 'Devices', 'Reports', 'Settings', and 'User'. A callout at the bottom left indicates that '3 loggers found' are displayed.

Callouts in the image explain the following elements:

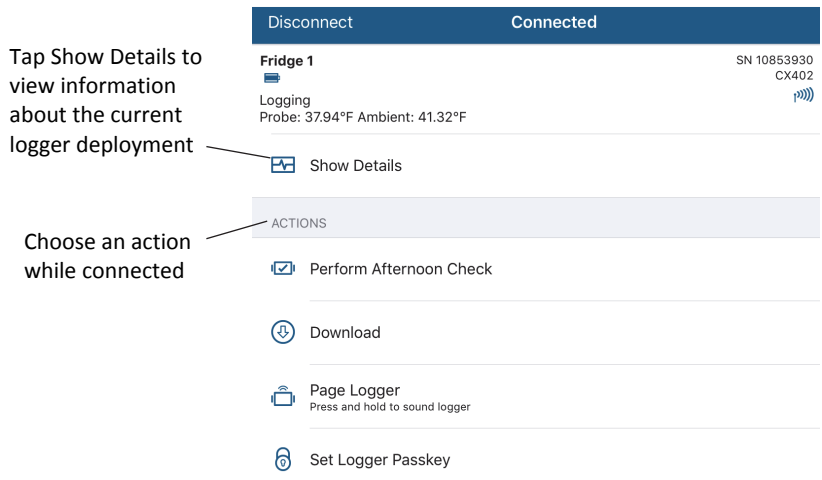
- An alarm has tripped (logger name is in red):** Points to the red text 'SN 10853924'.
- Logger battery indicator:** Points to the battery icon next to the red text.
- Current logger status:** Points to the 'Logging' status.
- Current readings:** Points to the 'Probe: 37.94°F Ambient: 41.32°F' text.
- A passkey has been set for the logger:** Points to the padlock icon.
- Name for logger; the logger serial number is displayed if a name has not been set up:** Points to the name 'Fridge 1'.
- The number of loggers within range of your phone or tablet:** Points to the text '3 loggers found'.
- Tap this to set up multiple loggers at once:** Points to the 'Bulk Configure' button.
- Tap the Search field to find a logger by its serial number or name:** Points to the search bar.
- Logger serial number:** Points to the text 'SN 10851132'.
- Logger model number:** Points to the text 'CX403'.
- Strength of the logger's Bluetooth signal being received by the phone or tablet; the more blue bars there are, the stronger the signal:** Points to the signal strength indicator (blue bars).

Note for CX400 loggers: Probe and sensor readings are displayed as "--" when the logger is stopped. "Error" is displayed if the probe is disconnected from the logger. Probe and sensor readings are updated at a different rate than the logging interval and may not match what is currently displayed on the logger LCD.





Actions Available while Connected




After you find the logger that you want to connect to, tap the row in the list. See [Connecting to a Logger](#) for tips on connecting.

Once connected, you can tap Show Details to see information about the current logger deployment, including start time, logging interval, alarm limits, and firmware version. Tap Disconnect to close the Bluetooth connection to the logger. **Note:** There can be up to a 15-second delay if the logger has moved out of range.



You can perform the following actions while the logger is connected to your phone or tablet.

Icon	Action	Description
	Configure	Tap Configure to set up the logger and start logging. See Configuring a Logger for details.
	Start Logging Now	This option is available when the logger is waiting for a delayed start or a button push to start. Tap Start Logging Now to override the start settings currently in place and begin logging immediately.
	Perform Check (CX400 loggers only)	Tap Perform (Morning, Afternoon, or Daily) Check when you need to record a logger check on your CX400 logger as part of your daily routine. Your user information and the time the check is performed will be recorded with the logger data and a checkmark will illuminate on the logger LCD. This action appears if Record Logger Checks in the app settings is set to either Twice Daily or Once Daily. If it is set to Twice Daily, then Perform Morning Check will be listed from 12:01 AM until 12:00 PM and Perform Afternoon Check will be listed from 12:01 PM to 12:00 AM. If it is set to Once Daily, then Perform Daily Check will be listed. A message will also appear if you do not perform a check as expected (for example, it is afternoon and a morning check was not performed). Once a check is completed, the action will change to “<Morning, Afternoon, Daily> Check Performed” as appropriate and will be grayed out. You can also set up a notification to display on your phone or tablet to remind you to perform a check. Use the Reminders option under the app settings. Also, when this setting is enabled, the minimum and maximum values displayed on the logger LCD represent the minimum and maximum readings within the current 24-hour periods and will reset every 24 hours. Otherwise, if this setting is not enabled, the minimum and maximum values represent the entire logging period and only reset when the logger is downloaded and restarted or stopped and reconfigured (they will not reset if you download the logger and continue logging).
	Download	Tap Download to offload data from the logger and generate a Secure PDF or XLSX report. If the logger is still logging, then you have the option to continue, restart (not available for CX501, CX502, CX602, and CX702 loggers), or stop the logger upon completion of the download. Once the download is complete, you can share the report immediately or access it later via the Reports icon (see Working with App Reports for more details). If you are an InTempConnect user, then the report will also be automatically uploaded to InTempConnect and available to export from the deployment page (see Viewing Logger

Icon	Action	Description
		Deployment Details in InTempConnect). You can also build a custom report with the downloaded data (see Building a Multiple Device Report in InTempConnect).
	Page Logger (CX400 loggers) or Page Logger LED (CX500, CX600, and CX700 loggers)	CX400 loggers: Use this feature to locate the logger. Tap Page Logger and the logger will beep one time. Press and hold Page and the logger will continue beeping. CX500, CX600, and CX700 loggers: Tap Page Logger LED and the two LEDs on the logger will be illuminated for 4 seconds.
	Set Logger Passkey	This option is only available when you are logged into the app as a local user; it is not available if you are logged in as an InTempConnect user (passkeys are automatically generated for InTempConnect users). Tap Set Logger Passkey to create an encrypted passkey for the logger that will be required if another phone or tablet attempts to connect to it. This is recommended to ensure that a deployed logger is not mistakenly stopped or purposely altered by others. Type a passkey up to 10 characters, and tap Save. Only the phone or tablet used to set the passkey can then connect to the logger without entering a passkey; all other mobile devices will be required to enter the passkey. For example, if you set the passkey for the logger with your tablet and then try to connect to the device later with your phone, you will be required to enter the passkey on the phone but not with your tablet. Similarly, if others attempt to connect to the logger with different devices, then they would also be required to enter the passkey. To reset a passkey, tap Reset to Factory Default on the Set Logger Passkey screen or simultaneously press both the top and bottom button on a CX400 logger for 3 seconds. Note: A passkey set from this menu will override the default passkey listed in the app settings. If you would rather use a default passkey, enable Default Logger Passkey in app settings and type a passkey there. You then do not need to set a passkey from this screen. The logger will automatically be configured with the default passkey.
	Reset Logger Passkey	This option is available only for InTempConnect users who have the Reset Logger Passkey privilege. Select this and then tap Reset to Factory Default to return to the original passkey assigned to the logger.
	Update Firmware	If new logger firmware is available for the logger, Update Firmware is added to the list of available actions. Tap Update Firmware and follow the onscreen instructions. Note that if there is a communication failure during the firmware update process, the logger will revert to the previous firmware. For CX500 loggers, a Firmware Update Pending status displays for the logger in the Loggers list if the connection is lost between the logger and the mobile device during a firmware update. Connect to the logger and select Restore Logger (or Update Firmware if that option is available) to continue updating the firmware. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">Important: Before updating the firmware on the logger, always download the logger first (CX400, CX503, CX603, and CX703 loggers). Check that the logger is showing at least two bars on the battery indicator. Make sure you have the time to complete the entire update, which requires that your device remains within range of the logger during the update process. The update will take a few minutes to complete. Do not switch to another app, turn off Bluetooth, or disturb the logger while the update is underway.</div>
	Force Offload	If there is a problem with the logger, Force Offload is added to the list of available actions. A message may also appear above the actions indicating that an error was found in the logger configuration. It is recommended that you tap Force Offload any time it appears in the list to ensure you have saved all data currently stored in the logger. To correct a logger that has encountered an error, configure the logger (CX400, CX503, CX603, and CX703 loggers only).

Working with Gateways in the App

If you have Gateway Administrator privileges in InTempConnect, then you will be able to view, connect to, and set up CX5000 Gateways with the app. **Note:** To set up a CX5000 Gateway for the first time, see Setting up the CX5000 Gateway in Chapter 1.

To connect to the gateway with the app:

1. Tap the Device icon and tap Gateways.
2. Tap the gateway in the list to connect to it.

The screenshot shows the 'Gateways' tab in the InTempConnect app. At the top, there are tabs for 'Loggers', 'Gateways', and 'Bulk Configure'. Below them is a search bar with the placeholder text 'Search by device SN or Name'. The main area displays a list of gateway cards. One card is highlighted, showing 'SN 20146805' and 'CX5000'. A lock icon and the word 'Running' are visible on the left side of the card. A signal strength icon is on the right. Callouts point to these elements with the following descriptions:

- Name for the gateway deployment; if no name entered, the serial number is used:** Points to the search bar.
- Gateways are locked for a single account, where all users in the account can access it; press the button on the gateway 10 seconds to reset it:** Points to the lock icon.
- Status of the gateway:** Points to the 'Running' text.
- Gateway serial number:** Points to 'SN 20146805'.
- Gateway part number:** Points to 'CX5000'.
- Signal strength between the gateway and your phone or tablet:** Points to the signal strength icon.
- Gateway internet connectivity status:** Points to the internet connectivity icon.

If the gateway does not appear in the list or if it is having trouble connecting:

- Make sure you have Gateway Administrator privileges in InTempConnect.
- Press the button on the gateway and then check the list again.
- Make sure the gateway is within range of your phone or tablet when connecting to it. If your mobile device can connect to the gateway intermittently or loses its connection, move closer to the gateway, within sight if possible.
- Change the orientation of your phone or tablet to ensure the antenna in your device is pointed toward the gateway. Obstacles between the antenna in the device and the gateway may result in intermittent connections.

Once your phone or tablet is connected to the gateway, you can check how many loggers are in range or click Show Details to see the last time the gateway connected to a logger and to InTempConnect. You can also select one of the following actions:

Icon	Action	Description
	Configure	Select a configuration for the gateway. You can create a new gateway configuration profile in InTempConnect under Settings > Configuration Profiles.
	Network Settings	Change the Ethernet or WiFi settings. See Setting up a CX5000 Gateway in Chapter 1 for details.
	Start Gateway	Start a gateway with the current configuration settings.
	Stop Gateway	Stop a running gateway. Loggers will no longer be downloaded until you configure the gateway again.

Working with App Reports

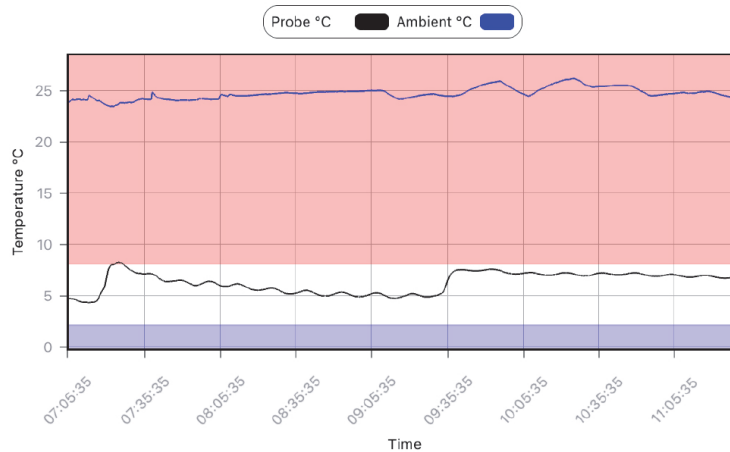
You can download a logger and generate a report in Secure PDF, XLSX, or VFC CSV (if enabled) format that includes logged data, user activity, alarm information, and more. Reports can be shared immediately upon download or accessed later in the app. If you are logged into the app as an InTempConnect user, then reports are also automatically uploaded to InTempConnect and available to export from the deployment page (see Viewing Logger Deployment Details in InTempConnect). You can also build a custom report with the downloaded data (see Building a Multiple Device Report in InTempConnect). To download a logger, connect to it and then select a download option. See [Downloading a Logger](#) for more details.

Note for InTempConnect users: You must have the required privileges for downloading loggers and previewing or sharing reports. See [Adding Roles and Assigning Privileges](#).

Secure PDF reports contain the following information:

- The name and email for the user who created the report and any notes associated with that local user profile (not available when logged in as an InTempConnect user).

- The time the report was generated and information about the logger deployment, including the name, logger model and serial number, start date, download date, logging interval, and total data points.
- Alarm details for the deployment, including the high and low alarm limits, number of tripped alarms, duration of alarms, number of probe disconnects (CX400 loggers only), elapsed time outside the alarm limits, and elapsed time the probe was disconnected (CX400 loggers only).
- A graph of the logged sensor data. Red shading shows the high alarm range and blue shading shows the low alarm range.



- A table with the logged data (if Include Table Data in PDF is enabled in the **app settings**). Readings outside the alarm limits are in red.
- Deployment statistics, including minimum, maximum, and average temperature, standard deviation, and mean kinetic temperature.
- An audit report table listing user events, including the logger start, any downloads, and logger checks and missed checks (CX400 loggers only), and logger location (if the Include Location setting was enabled for the configuration profile in InTempConnect).
- Daily statistics, including the daily minimum, maximum, and average temperature.
- An alarm report detailing the start and end time for each alarm and the maximum or minimum temperature during the alarm.

XLSX reports contain the following information:

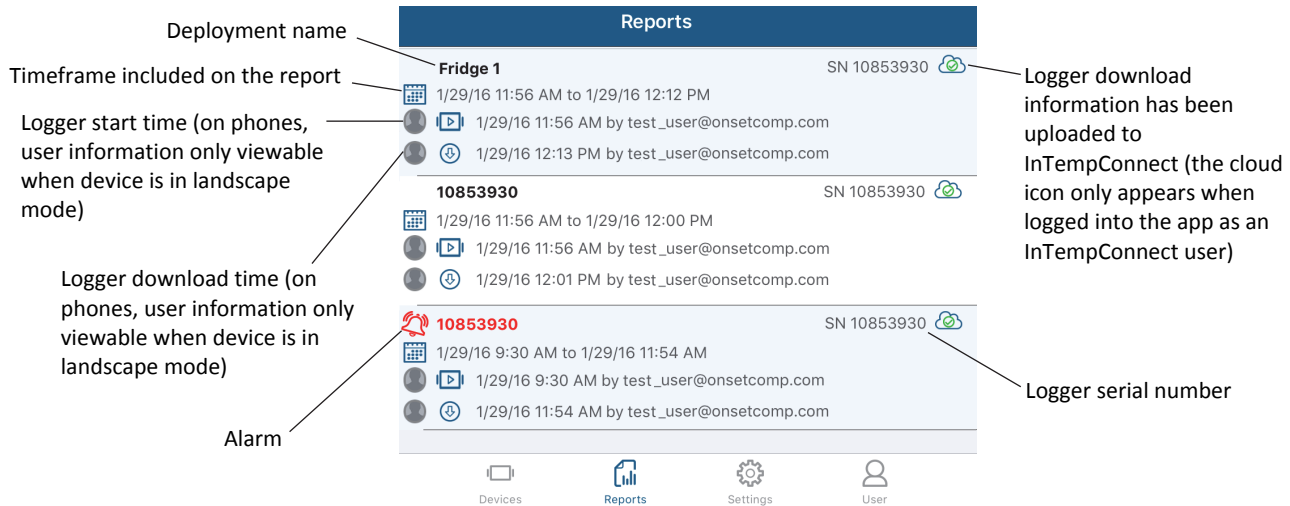
- Logged probe and/or ambient sensor readings. Readings outside the alarm limits are in red.
- Events, including tripped and cleared alarms, probe disconnects and connects (CX400 loggers only), who started the logger, downloaded it, and performed checks or missed checks (CX400 loggers only).
- Daily maximum and minimum readings (on the Daily tab).

VFC CSV reports contain the following information:

- User ID heading.
- Logger name (or serial number if no name was entered in the app).
- Date, time, and value of all logger readings.

Viewing, Sharing, and Deleting Reports in the App

The reports that are available to share are listed in the Reports screen. Each report listed includes the deployment name, the timeframe represented on the report, and user actions such as logger start time and download time. User actions are listed with the user picture (if available; local app users only).



To share a report from the app:

1. Tap the Reports icon.
2. Tap the report you want to share. The report will be generated in the default type.
3. If Report Sharing is set to Offer All Options in the app settings, then select an option for sharing the report (the options will vary based on your device). If Report Sharing is set to Email Automatically in the app settings, then an email opens for you to send.

To select the format of the report you wish to share:

1. Tap the Reports icon.
2. Swipe left on the report you want to share.
3. Tap Share PDF, Share XLSX, or Share VFC (if enabled in Settings).
4. If Report Sharing is set to Offer All Options in Settings, then select an option for sharing the report (the options will vary based on your device). If Report Sharing is set to Email Automatically in Settings, then an email opens for you to send.

To delete a report in the app:

1. Tap the Reports icon.
2. Swipe left on the report you want to delete.
3. Tap Delete Report.

Note: If you are logged in as an InTempConnect user, the report will still be available in InTempConnect even if it is deleted from the app if the phone or tablet was connected to the internet at the time of the original download.

Changing App Settings

Tap the Settings icon to access the following app settings.

Configurations

A logger configuration contains the settings used to set up and start a logger, such as the logging interval, start mode, and alarm limits. If you are only using the app with your logger (not using InTempConnect) and logged in as a local user, the InTemp app includes presets for common configurations used by the logger. You can also create or delete your own custom configuration, copy or edit an existing configuration, enable or disable configurations, and change the configuration sort order. If you are using both the app and InTempConnect, custom configuration profiles can be created in InTempConnect with the required privileges (see Managing Configuration Profiles).

InTempConnect users: A gateway configuration contains the settings for how a CX5000 Gateway interacts with loggers within range of the gateway. You can create, edit, and enable/disable gateway configurations in InTempConnect only (with the required privileges).

To create a new logger configuration (local users only):

1. Tap the Settings icon and select CX400, CX500, CX600, or CX700 Logger.
2. Tap the plus in the upper right corner.
3. Type a configuration name.
4. Tap Logging Interval. Select a logging interval and tap Save.
5. Tap Start and select one of the following start options:
 - **Immediately.** The logger will begin logging immediately.
 - **On next even interval.** The logger will begin logging on the next even interval (such as 11:00 or 11:05).
 - **On date/time.** The logger will begin logging on a date and time you specify. Note that the specific date and time is not selected now. You will select the date and time when you configure the logger.
 - **After a fixed delay.** The logger will begin logging after a certain period of time, such as five minutes or three hours.
 - **On button push.** The logger will begin logging when you press the Start button on the logger.
 - **On button push after a fixed delay (CX500, CX600, and CX700 loggers only).** The logger will begin logging when you press the Start button after a delay that you select (for example, if you choose a fixed delay of one hour, then you will be able to press the button to start the logger one hour after the logger is configured). Choose the delay and then tap Save.
6. For CX500, CX600, and CX700 loggers: Enable "Stop on button push" if you want to be able to stop the logger by pressing the button.
7. Enable the High Alarm and Low Alarm if desired. Enter an alarm limit for each. For a high alarm, an alarm will trip if the sensor reading rises above the value you enter in the High Alarm field. For a low alarm, an alarm will trip if the sensor reading falls below the value you enter in the Low Alarm field.

If you set up an alarm, tap "Trip alarm after" and select how many minutes should pass before the alarm trips. If you want an alarm to trip immediately on the first reading outside the limits, set "Trip alarm after" to zero. **Note:** For CX500, CX600, and CX700 loggers, you can select a different amount of time to pass before the alarm trips for both the high and low alarm. For CX400 loggers, you can only select a set amount of time for both the high and low alarms.

Tap either Cumulative or Consecutive. If you select Cumulative, the alarm will trip when the time the sensor is out of range over the course of the deployment is equal to the selected duration. If you select Consecutive, the alarm will trip when the time the sensor is continuously out of range is equal to the selected duration. For example, if you select Cumulative and the high alarm is set to 45°F with a "Trip alarm after" time of 30 minutes, then an alarm will trip once the sensor reading has been at or above 45°F for a total of 30 minutes since logging started. This could be 15 minutes above 45°F in the morning and then 15 minutes above 45°F again in the afternoon. If Consecutive was selected instead, then the alarm would only trip if all sensor readings were at or above 45°F for a continuous 30-minute period. **Note:** For CX500, CX600, and CX700 loggers, you select Cumulative or Consecutive for the high and low alarms separately. For CX400 loggers, this setting is shared by the high and low alarms.


Tap Save in the Alarm Trip Settings screen.

8. For CX400 loggers: If you set up an alarm, enable "Audible Alarm on Trip" if you want the logger to beep when a high or low alarm trips.
9. Tap Save in the Create Configuration screen when done selecting all settings. The new custom configuration is added to the list of enabled configurations.

To enable or disable a logger configuration (local users only):

1. Tap the Settings icon and select CX400, CX500, CX600, and CX700 Logger.
2. Swipe left on the configuration you want to enable or disable.
3. Tap Enable or Disable. The configuration will then be moved to either the Enabled or Disabled Configurations list accordingly. Disabled configurations will not be shown when configuring connected loggers.

The order of enabled configurations from top to bottom will be displayed left to right when configuring the logger or gateway. To change the order of configurations:

1. Tap the Settings icon and select CX400, CX500, CX600, and CX700 Logger or Gateway.
2. Tap the pencil icon.
3. Tap and hold  on a configuration and drag it to the position you want it to appear. Repeat for any other configurations you want to reorder.
4. Tap Done.

To return to the default sort order, tap the pencil icon and tap Default Sort in the bottom right corner.

To copy a configuration (local users only):

1. Tap the Settings icon and select CX400, CX500, CX600, and CX700 Logger.
2. Swipe left on the configuration you want to copy.
3. Tap Copy.
4. Type a name for the new configuration.
5. Make any modifications to the existing settings and tap Save.

To delete a custom configuration (local users only; preset configurations cannot be deleted):

1. Tap the Settings icon and select CX400, CX500, CX600, or CX700 Logger.
2. To delete a single configuration, swipe left on the configuration you want to delete and tap Delete.

To delete multiple configurations at a time, tap the pencil icon, tap each configuration you want to delete, and then tap the trash can icon.

Reports

You can change the following report settings for the app:

- **Default Report.** Switch between PDF, XLSX, and VFC (if enabled). When the logger is downloaded or if you tap a report in the Reports screen, a report is generated in the default report type. Note that regardless of the default report type selected, you can generate a report in either format by swiping the report in the Reports screen and selecting PDF, XLSX, or VFC (if enabled).
- **Enable VFC CSV Report.** Enable this option to add VFC CSV as a type of output for reports generated in the app. This report produces a CSV file that meets VFC program requirements. Note that if you want VFC CSV to be the default type used for all reports, select VFC as the Default Report setting.
- **Include Table Data in PDF.** Enable this option if you want to include all logged data and events in a table at the end of the PDF report (table data is always included in XLSX reports). Note that generating a PDF with large data tables (such as from a logger with full memory) may take a few minutes and may not be able to be emailed.
- **Report Sharing.** Select Offer All Options if you want to view all sharing options for your device each time a report is generated. Select Automatically Email if you want to email a report after it is generated (an email will open that you can edit if desired and send).

- **Default Email Settings.** This option is available when Automatically Email is selected for Report Sharing. Use this if you want the report email message to be pre-populated with a default email address and subject line. Enter one or more email addresses in the Recipients field. Use the plus icon to add addresses from your contact list. Type a default subject in the Subject field. If no subject is entered, the report filename will be listed in the subject line.
- **Use System Time Zone.** Enable this if you want the app to use the same time zone as your phone or tablet. If you want the app to use a different time zone than your phone or tablet, disable this setting and then select the desired time zone. Changes will not take effect with the logger until the next time it is configured. The times listed in the Reports screen will continue to show the time zone in place when the logger was configured. However, the new time zone will be used within an existing report when you share it.

Other Options

You can also change the following app options:

- **Units.** Switch between °F and °C units. The units displayed in the app and generated reports will automatically be updated when you change units. If a CX400 logger is currently logging, the units displayed on the LCD will show the units that were selected at the time the logger was configured. Unit type on the LCD will not change until the logger is reconfigured.
- **Record CX400 Logger Checks (local account users only; InTempConnect users can access this setting when managing configuration profiles).** Choose Twice Daily, Once Daily, or Never. If you choose Twice Daily, a Perform Morning Check action will be listed in the Connected screen from 12:01 AM until 12:00 PM and then Perform Afternoon Check will be listed from 12:01 PM to 12:00 AM. If you choose Once Daily, an action will be listed in the Connected screen to Perform Daily Check. Once the action is completed, it is recorded as a logged user action available for view in an XLSX report and the action is listed as performed in the Connected screen. Missed checks will also be recorded by the logger itself. Changes to this setting will take effect the next time the logger is configured. Also, when this setting is enabled, the minimum and maximum values displayed on the logger LCD represent the minimum and maximum readings within the current 24-hour periods and will reset every 24 hours. Otherwise, if this setting is not enabled, the minimum and maximum values represent the entire logging period and only reset when the logger is downloaded and restarted or stopped and reconfigured (they will not reset if you download the logger and continue logging).
- **Reminders (CX400 loggers).** If you have set up logger checks or the configuration profile for InTempConnect users have logger checks enabled, then you can also set up a notification to appear on your phone or tablet to remind you to perform the check. Tap Reminders and then select Enable Reminders (local account users) or Enable Morning Reminder or Enable Afternoon Reminder (InTempConnect users). Set the time for the reminder(s) and tap Save when done. Note that a reminder notification is a global setting for the mobile device that applies to all users. Reminders cannot be set for each individual user.
- **Default Logger Passkey (local account users only; not available when logging into the app as an InTempConnect user).** Enable this if you want to automatically set a default encrypted passkey for each logger that you configure. Type the passkey you want to use (up to 10 characters). Only the phone or tablet used to configure the logger will be able to connect to the logger without entering the passkey; all other mobile devices will be required to enter it. Note that you can override this default passkey when configuring the logger by selecting Set Logger Passkey in the Connected screen. You can also reset a passkey by tapping Set Logger Passkey when connected to the logger and selecting Reset to Factory Default or by simultaneously pressing both the top and bottom button on a CX400 series logger for three seconds. However, if Default Logger Passkey remains enabled, then the logger will be loaded with your default passkey the next time you configure it.

Diagnostics & Troubleshooting

- **Send Metrics to Onset.** Enable this to share information about the software for troubleshooting and future enhancements.

- **Capture App Diagnostics and View and Share Diagnostics.** Enable these options only when directed by Onset Technical Support.

Working with Users in the App

Tap the Users icon to log out of the app and check your user settings. If you are logged into the app with a local account, you can also add users and make changes.

Local Account Users

If you are logged into the app as a local user (not as an InTempConnect user), you can edit your local user profile, add new local users, and enable or disable local users.

To edit your user profile:

1. Tap the Users icon and then tap My User Profile.
2. Change any of the fields or the photo as needed.
3. Tap Save.

To add a new user:

1. Tap the Users icon and then tap All Users.
2. Tap Add User.
3. Enter the email address, first and last name, password, company (optional), notes (optional), and profile photo (optional, choose an existing photo or use the camera to take a new photo).
4. Tap Save. The new profile will be added to the list of users for the app. Log out of the app if you want to switch to a different user. Tap List Users on the Login screen to select a different user. **Note:** You can also set up a new profile by tapping Create User in the Login screen.

To enable or disable a user (if more than one exists):

1. Tap the Users icon and then tap All Users.
2. Tap the user you wish to enable or disable.
3. Change the Enabled setting and tap Save. The profile will then be moved to either the Enabled or Disabled Users list accordingly. **Note:** You cannot disable a user currently logged into the app.

To log out of the app:

1. Tap the Users icon and then tap My User Profile.
2. Tap Logout.

InTempConnect Users

If you are logged into the app as an InTempConnect user, tap the Users icon to view your user information and your assigned roles and privileges. To log out of the app, tap the Users icon and then tap Logout. To make changes to your user account including changing roles or privileges, log into InTempConnect.

Chapter 4

More Information

Additional information about all Onset products is available at www.onsetcomp.com.

For additional help with CX loggers, the CX5000 Gateway, the InTemp app, or InTempConnect, contact Onset Technical Support at 1-800-LOGGERS or 508-759-9500 or visit www.onsetcomp.com/support/contact.

FAQs

Why isn't my logger appearing in the list on the Loggers screen?

- The logger is not within range of the phone or tablet or something is obstructing the communication. Move closer to the logger. The range for successful wireless communication is approximately 30.5 m (100 ft) with full line-of-sight.
- Bluetooth may not be enabled for your device. Make sure Bluetooth is enabled in your phone or tablet's settings.
- Press the button on a CX500, CX600, or CX700 logger to wake it up.
- The CX400 logger may need new batteries. Symbols will appear on the logger LCD if the batteries have enough voltage remaining and are installed properly.

I see my logger in the Loggers screen, but I can't connect to it. What can I do?

- Close the app and then reopen it.
- Power cycle the mobile device (turn the power off, wait a few seconds, and then turn it back on) and try connecting again.
- Change the orientation of your phone or tablet to ensure the antenna in your device is pointed toward the logger. Obstacles between the antenna in the device and the logger may result in intermittent connections.
- If you are an InTempConnect user, make sure you have the required privileges. Contact your administrator for help.

I was setting up my logger and then I lost the connection. Will my logger still start?

If you did not tap Start before the connection was lost, then the configuration settings will not be loaded to the logger and it will not start logging. Connect to the logger again, finish choosing your configuration settings, and then tap Start.

How do I lock my logger so that no one else can configure it?

If you are logged into the app as a local user (not using InTempConnect), you can set a passkey for the logger. Connect to the logger and tap Set Logger Passkey. Enter a password up to 10 characters. The passkey will then be required any time another mobile device attempts to connect to the logger. The device that configured the logger, however, will automatically retain the passkey so you do not have to type in a passkey each time that device connects to the logger.

If you are an InTempConnect user, a passkey is automatically generated for each individual user associated with the same administrator account. Administrators or those who the required privileges can view the passkey associated with a logger on the deployment page in InTempConnect if it is needed (see Viewing Logger Deployment Details in InTempConnect).

How do I reset the passkey on a logger?

If you are logged in to the app as a local user (not using InTempConnect), tap Reset to Factory Default on the Set Logger Passkey screen or simultaneously press both the top and bottom buttons on the logger for three seconds (CX400 loggers only).

If you are logged in to the app as an InTempConnect user and you see an invalid passkey message, it is because your user account is not associated with the administrator account used to configure the logger. Contact your InTempConnect administrator for help to retrieve the key. If you have Reset Logger Passkey privileges, then a Reset Logger Passkey option is available when connected to the logger.

How do I offload my logger?

Connect to the logger and tap Download. Once the download is complete, a report is generated for sharing. InTempConnect users must have the required privileges.

It is taking more than a minute to download my logger. Is this normal?

A logger with a full memory should take a minute or less to download. If the download is taking longer than a minute, move the mobile device closer to the logger, within a few feet if possible. The further away the mobile device is from the logger, the longer the download can take.

I changed the units in the app settings. Why is my CX400 logger still displaying the old units?

The units displayed on the CX400 logger LCD can only be changed if the logger is reconfigured. To change the units on the logger LCD, select the desired units in Settings, connect to the logger, tap Configure, choose a configuration, and tap Start. The new units will be displayed on the LCD when logging restarts.

I switched to another app and when I returned to InTemp, the Loggers screen was blank. What should I do?

Switch to another screen in InTemp and then switch back. The screen should then appear again as normal.

I am logged into the app as an InTempConnect user and I'm seeing an invalid passkey message when I try to connect to the logger. What do I do?

Only active users associated with the same InTempConnect administrator account used to configure the logger can connect to it. Contact your InTempConnect administrator to retrieve the key to enter when prompted.

Can I log in as an InTempConnect user and a local user with the same logger?

Only until the logger is configured. If you are logged into the app as an InTempConnect user and configure the logger, then you will only be able to connect to that logger in the future as an InTempConnect user.

When I log into the InTemp app and tap Devices, I don't see Gateways at the top of the screen. Why?

You need to have Gateway Administrator rights to see Gateways at the top of the screen. Contact your InTempConnect administrator to add the privileges to your user role.

I can see the gateway in the app, but my mobile device won't connect to it. What can I do?

- Make sure the gateway is within range of your phone or tablet. Move closer to the gateway, within sight if possible. Check the gateway signal strength icon in the app to make sure there is a strong signal between the phone and the gateway. The more blue bars, the stronger the signal.
- Change the orientation of your phone or tablet to ensure the antenna in your device is pointed toward the gateway. Obstacles between the antenna in the device and the gateway may result in intermittent connections.

How can I tell if the gateway is finding all my loggers?

Connect to the gateway. The app will list how many loggers are in range. Reposition the loggers closer to the gateway if not all are found as expected.