Using TempTrack Software FAQ

Please contact us at support@temptrack.com.au or on 1300 871 223 if you require assistance.

Topic	FAQ	Solution/Explanation
ALARMS AND ALERTS	When a battery is low, will it trigger an alert?	Low battery can trigger alerts. Alarm alerting is via email and/or sms, and status reports confirms when temperatures have stabilised. Both email and sms can be configured from the software, and so that multiple users receive the alerts.
	When are alarm alerts issued?	When temperatures move outside the range you set, alarm alerts are activated and issued.
	Can we receive alerts for low battery or no communications?	The software can generate logger specific alarms for No communication, No Mains Power (emulated) and Low Battery.
	Can you have different frequency/timing of alerts for each type of event, e.g. low battery alerts sent daily, but the out of range temperature alert sent hourly?	With SMS alerts, you can filter for the type of event i.e. Low battery alert sent once/day whilst out of range temperature alert sent every hour. The user guide details how to filter for the events you want to be notified via SMS. There is no filtering capability for email alerts.
	Our email alerts have been set up with the TempTrack company mail server. Do we need to change to our company mail server before we start using it?	The email alert has been set up with our company mail server but should be changed to your company mail server. Go to Setup and click on administrator. That will give you administration rights to change settings. Click on Setup, System Setup and select the Email tab. Change the sender's email and outgoing server.
	If we switch off the low battery alert, will it still show up as an event?	The low battery will still show as an event if alerts via email/sms for low battery is turned off. They are independent.
	Are user name, date and time recorded for comments posted for any event?	Comments entered for event list as logged by userid (of windows user), time and date.
	Can we set an audible and visual alarm?	Yes. The LED on loggers start to flash to indicate an alarm. A local audible alarm can be set on the PC running TempTrack software client through the speaker.
	Can the system be set so that mandatory annotation is required for alarm events?	Events will remain in the event list and any automated reports until comments are entered in the event and user specifically "close" the event. If the event is not "closed" by user action, it will continue to be added to any new automatically generated reports to indicate that the event is still outstanding.
BATTERIES	What batteries does the logger use?	Each logger is powered by x3 AA alkaline batteries. There is no advantage in using top of the range expensive batteries as these batteries are designed for high current use and our logger power consumption is not in that category.
	How long do the batteries in the logger last for?	In general, logger battery life is expected to be between 6 and 12 months.

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		If the loggers are not dropping in/out of radio range, they should last anywhere between 6 and 12 months. If you have frequent No Communications alarms, it indicates that the logger(s) involved are dropping out and trying to re-establish communications. The process of re-establishing communications is the major cause of power consumption in the logger. In any event, you will receive a low battery indicator on the software as well as a reminder email when the battery level reaches 30%.
	How will I know if the batteries in the logger need replacing?	You will receive a low battery indicator on the software as well as a reminder email when the battery level reaches 30%. You can then replace the batteries with x3 AA alkaline batteries. The low battery threshold is set to 30% but the logger can still operate for quite a while after the low battery alarm is raised. For loggers with good signal strength, the logger/s can still operate for 1-2 months after the low battery warning.
	How do I replace the batteries in the logger?	Open the back casing of the logger enclosure and replace. Just unscrew the 2 screws, replace the batteries and press the reset button on the logger after replacing the batteries.
COMMS	Why does 'No communications' appear?	'No communications' is most likely caused by wireless interference and we would normally try to select a wireless channel that is not used by Wi Fi channels. Keep in mind that the software can generate logger specific alarms for no communications.
CONTINUOUS MONITORING	How long does the system monitor for?	The system monitors 24 hours a day, 7 days a week, 365 days a year.
	How frequently does logging occur?	Logging occurs at the interval/frequency of your choosing for In range logging interval, out of range logging interval and alarm delay for the sensors. You can select the logging interval by going to set up and logger setup from the main screen.
	Where does the temperature data go or where is it stored?	Data is downloaded to a comprehensive database which can be accessed at any time for reporting/audit purposes.
CUSTOMERS	Can we speak to other customers who have deployed the system, before we purchase?	If you would like to speak to any of our customers we can easily arrange this - they would be very happy to give you feedback on their TempTrack systems.
DATABASE BACKUP	Can we make a backup copy of the database?	Either you or we can make a copy of the database so you have a remote copy on file in case your PC crashes. Contact us to arrange this.
INSTALLATION	Can we install the system ourselves?	Installation is very straight forward. The product is designed as a plug and play system, simple to install, cutting expensive labour costs for installation. Most of our local and overseas customers choose self installation. We supply directly to you and provide remote assistance for installing both the hardware and software. We can work with your IT staff to configure the equipment prior to delivery so you only need to plug in and go.

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	Can we install with your help?	If you need us to help with configuration and installation of software, we can arrange a time for me to access via TeamViewer (remote desktop software www.teamviewer.com). We have a licence for Teamviewer so you do not need to purchase a licence for this purpose.
LICENCES	Is the software licence a once off cost or annual cost?	The software licence cost is only a once off cost.
	Once logged into the software am I time limited?	There is no time limit once you are logged into the system.
REMOTE LICENCES	Are we limited in the number of devices we can install the TempTrack client software on?	The licence only limits the number of concurrent users. You can install the TempTrack client software on any number of PC's. We can increase the number of licences if required.
	Is it possible to increase the number of remote licenses we already have?	We can increase the number of remote licences if required.
REMOTE SUPPORT SOFTWARE	What remote software do you use so we can resolve questions online and from remote locations?	We use Teamviewer. https://www.teamviewer.com/en/download/windows/ You may want to get IT to install Teamviewer on the PC's where the TempTrack server is located. If you have any issues we can log in via Teamviewer to go through with you. We have a Teamviewer business licence, so you don't need to take out a licence for us to work with you remotely.
REPORTS	Can I automatically receive reports or do I need to manually produce them?	The reporting function enables the user to generate reports as required. Comprehensive reporting is available either automatically or manually. You can receive email status reports (frequency at your choosing) and other email reports of readings/alarms/reminders on your phone. You can print out reports. To configure reports, from the main screen, select file > reports.
	Can reports be emailed to particular people?	Yes, while setting up the reports you can specify recipients to receive the report either on a regular basis or as you select manually. From the main screen, select file > reports > setup > add report > email recipients
	What reports can I receive?	Basic reports available are: 1. Event list can be printed/saved as PDF reports. 2. Charts can be printed/saved as PDF reports. Detailed PDF reports can also be generated per sensor, per logger, a group of sensors/loggers or for all loggers within a zone. The reports can be generated periodically or manually, and can be saved as a file or sent via email. CSV reports can also be generated.
RE-PROGRAMMING THE RECEIVER	We are configuring one of the TempTrack devices remotely and reprogramming the wireless receiver. When I upload the IP address via the configuration.txt file using the	To reprogram the wireless receiver, the wireless receiver must be on the same subnet as the PC it is talking to. Also check that there are no firewall rules that are blocking the TempTrack Commtool from running.

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	TempTrack comm tool, the wireless receiver flashes green for a moment then goes orange again and I get "no communication" on the tool. What should I do?	If you can load TeamViewer (remote desktop, www.teamviewer.com) on your PC, we can log in to set it up.
SENSOR CALIBRATION	How accurate are the sensors?	The sensors are factory calibrated digital microprocessors and are within +/- 0.5°C over -10°C to +85°C for the standard sensor. Calibration ensures that the sensor remains within the specified accuracy.
	Can we have our sensors calibrated at any time?	Annual calibration can be done by either renting the reference sensor from us when required or taking out an optional annual maintenance contract which includes us sending you a reference sensor and logger for self-calibration.
	We require calibration certificates for accreditation and quality purposes. Can you supply calibration certificates?	You can purchase calibration certificates at the time of equipment purchase.
	If the sensor error exceeds the tolerance subsequent to calibration, is the system capable of applying an offset value to reduce the error?	Yes, an offset can be applied via software. By Default, this is turned off but it can be turned on through the offsetEnable=true command in the options file. This will then enable the offset screen to be visible so any offset correction can be made. This is normally not required for the digital sensors as they are microprocessors and retains the +/- 0.5oC accuracy through its life span. Analog sensors may need this feature over time.
SMS ALERTS	How do I add another mobile number and/or delete an existing number that we use to receive alerts?	From the main screen, select the 'SMS Alert' tab under 'Systems Settings'. Delete, change or add mobile number.
SOFTWARE UPDATES	How do I know if we have the latest software?	To check for software updates for potential fault fixes or minor functional improvements, click on Start menu, All Programs, TempTrack and select Check for updates. The software will then search the internet for any updates applicable. Click on Next to download the updates and follow the screen instructions to install the update. If you need any assistance, we can log in via Teamviewer to update the software for you.
SYSTEM AND LOGGER SETTINGS	At user level, can user change any settings in the system or logger/s?	No, at user level user can view all system settings, logger settings and enter comments into event list. User will not be able to change any settings. At administrator level, administrator can change system and logger settings.
	At the administrator level, can administrator change system and logger settings?	Yes, the administrator can change system and logger settings.
SYSTEM SETTINGS	Under system settings> general, what do the refresh interval and No Comms window mean?	Refresh interval dictates the frequency the temperature is updated from the loggers to the PC software. Default is 1 minute. A higher frequency will consume more battery power. As the loggers wakes up every 15 seconds to check for alarm conditions, there is no need to change this setting as any alarms detected will be sent immediately.

No Comm window –the time window for reply messages from the logger. If you have a busy wireless network (could be due to other |

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		networks in your area) and the loggers are experiencing interference, the reply from the loggers may not be able to be interpreted and the PC software may time out and generate a no comms alarm. Communications may be restored on subsequent retries to the logger. Increasing this window eliminates a lot of No communications alarms due to temporary loss of communications. If No communications persists, it is likely that we will have to change to another frequency to avoid interference.
	Under SMS and Email Alerts, if I set the Repeat Limit to 5 times, will I keep receiving sms and/or email up to 5 times even when the alarm goes off?	The Repeat limit indicates the number of times the email/SMS will be sent ONLY if the alarm condition is still active. If the alarm condition ceases, you won't receive subsequent emails/SMS for that sensor. If you check the end of alarm box, you will get an email/SMS indicating end of alarm.
TEMPERATURE VARIATIONS	One of our cool-room probes is showing temperatures as low as -10 degrees when the cool-room is set to 1-3 deg. What is happening and what should we do?	The sensor itself is a digital microprocessor so it is unlikely to have a significant deviation of more than 0.5oC. 1. Check if the sensor has ice build-up or if in contact with the metal wall in the cool-room. 2. Check if there is new stock added to the cool room such that air flow is now aimed directly at the sensor. 3. Check the thermostat of the cool room for any malfunction. Try the following if there is no ice build-up, no stock added and change to airflow, or no thermostat problem: Check that there is no offset introduced via the calibration page. If calibration is turned on, it is possible to introduce an offset correction to the sensor reading. If you go to the logger setup page, there will be a calibration tab if calibration is turned on. If it is not there, then it is turned off so ignore this. Unplug the sensor from this port and insert into the second port to check if the reading is still the same. If reading is still the same, it eliminates any offset introduced and it may be a sensor problem.
TRAINING MANUALS	Are there any online training manuals?	From the main screen, select the help menu. The software user guide is accessible from here.
WI-FI	Is it a Wi-Fi based system?	The system does not use Wi-Fi but uses the Zigbee wireless protocol. This eliminates any security risk on your system/s and organisation.
WIRELESS SIGNAL STRENGTH	What should we do if the loggers are dropping in and out of communications?	It is possible that the wireless signal strength is low in this situation. A repeater will strengthen signal strength and improve communications providing the repeater is placed in a location with direct line of sight to the logger/s. Another option to consider is installing a mains power switch in the area with low signal strength and in direct line of sight with the logger/s and locate the repeater there. Another issue to consider is whether there is anything stored on the floor or any densely packed area blocking the wireless signal which may be resulting in lower signal strength readings.