ONSET

InTempConnect® User Guide

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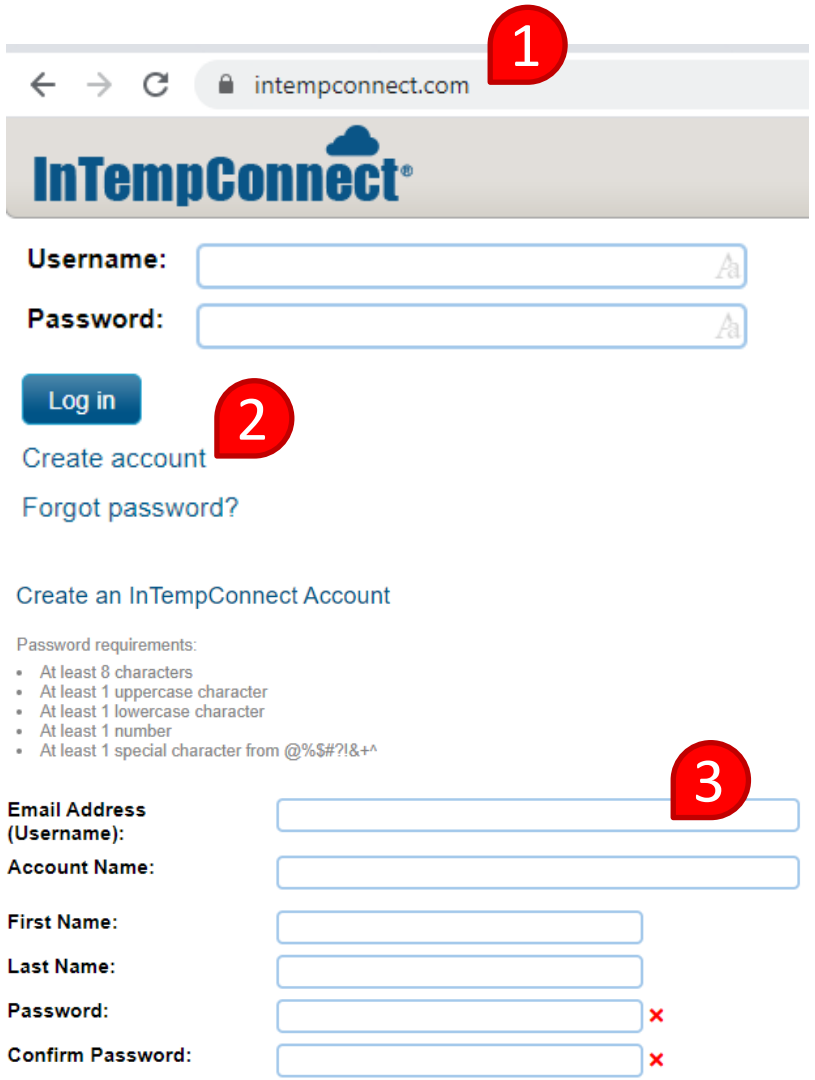
Account Creation

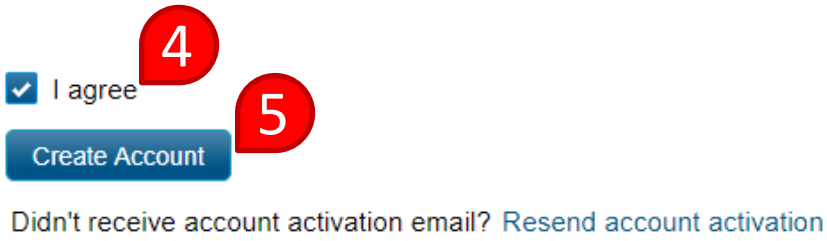
Create a New ITC Account

1. Go to www.intempconnect.com
2. Click “Create Account”
3. Fill out all fields



Create a New ITC Account

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



Signing In

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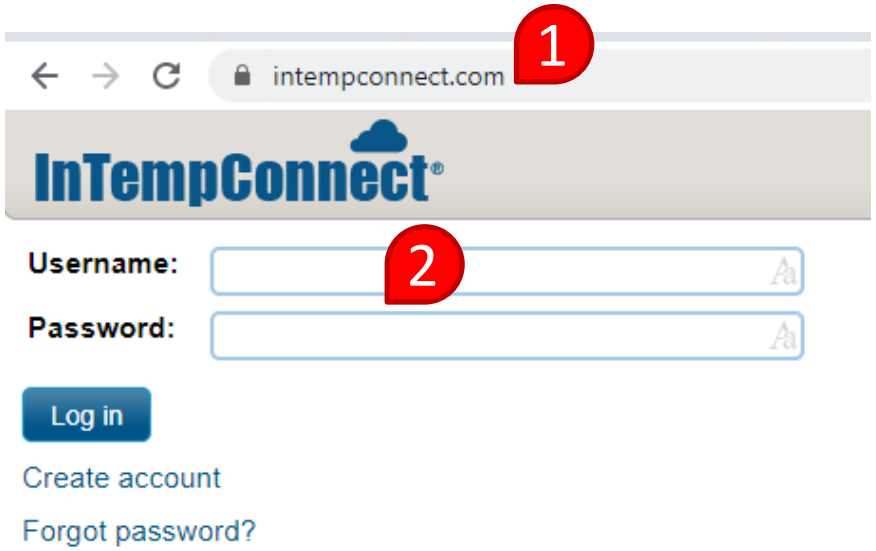
Signing In

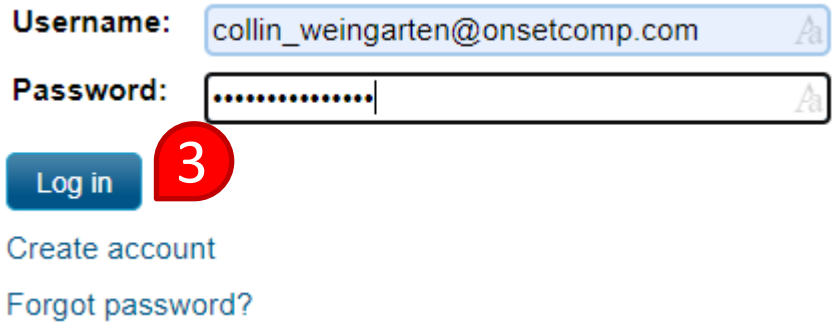
1. Go to www.intempconnect.com
2. Enter your username (email address) and password
   - If you forgot your password, click on the “Forgot password?” link
   - Do not create a new account if one already exists. Doing so will create a database separate from your existing data



ONSET

Signing In

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



Click here for Onset Tech Support contact information

Signing In

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

Managing Users & Roles

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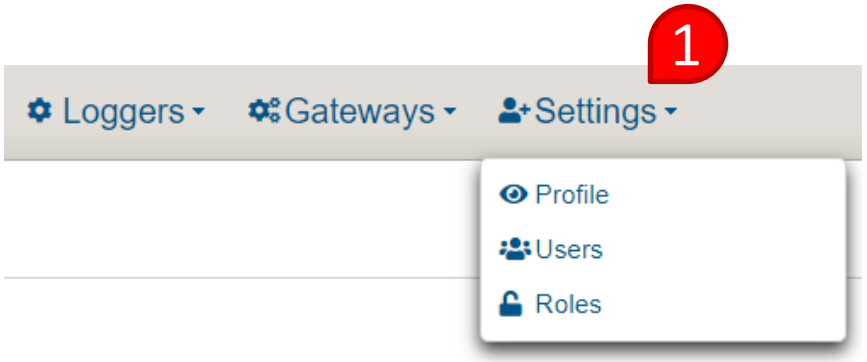
Managing Users & Roles

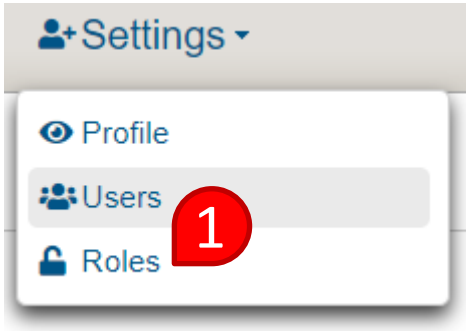
1. To create roles, add users, and manage user permissions, click on the “Settings” tab

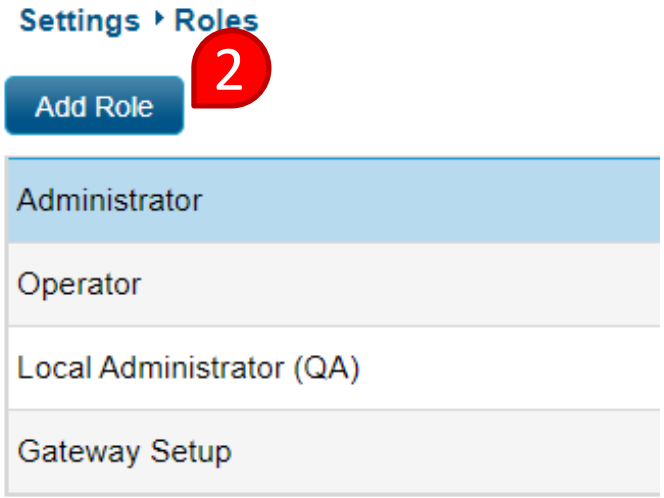


- User = Person/username
- Role = A user’s privileges within the system

Create a New Role

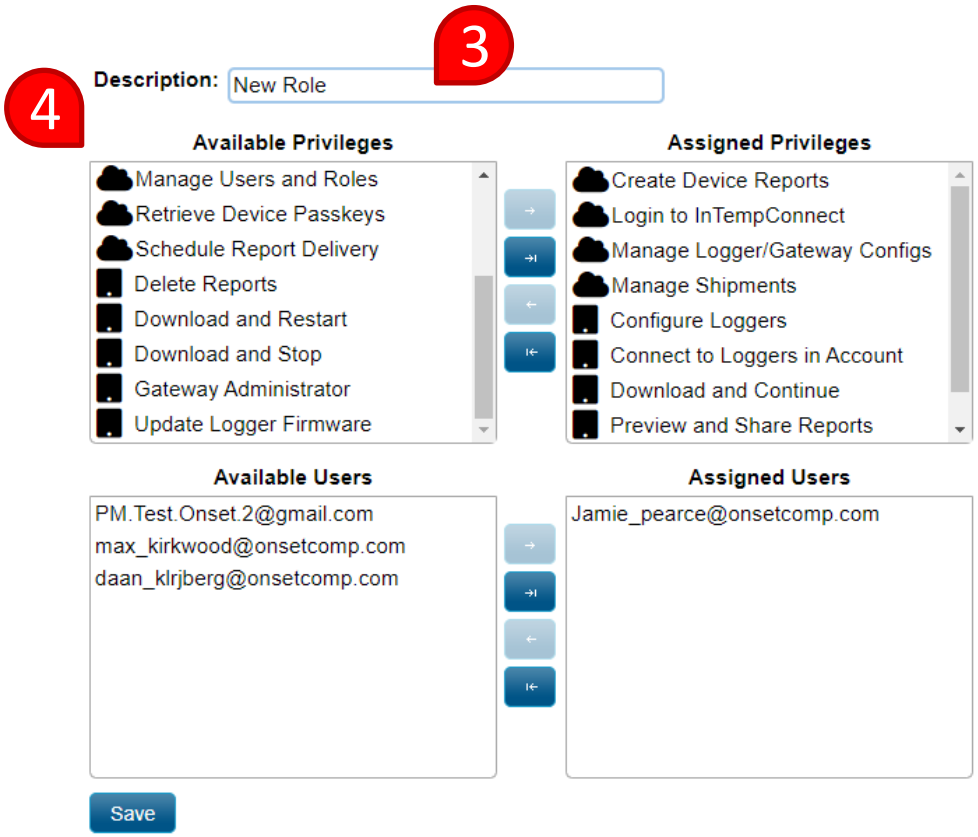
1. To add a new role, click “Roles” under the “Settings” tab
2. Click “Add Role”





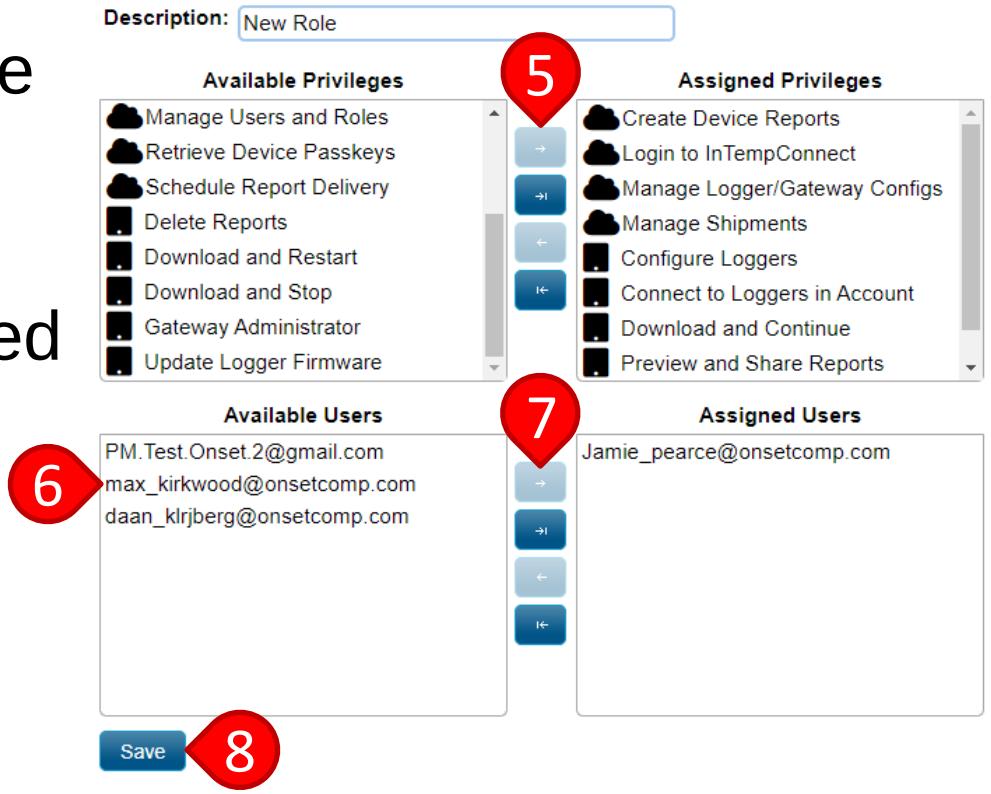
Create a New Role

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



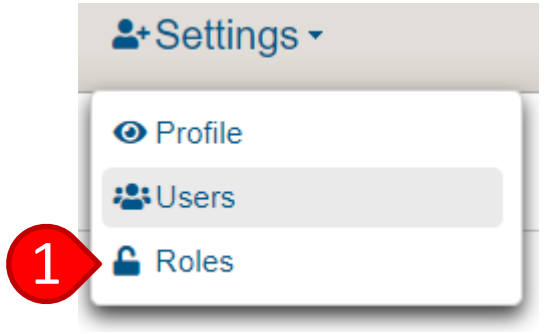
Create a New Role

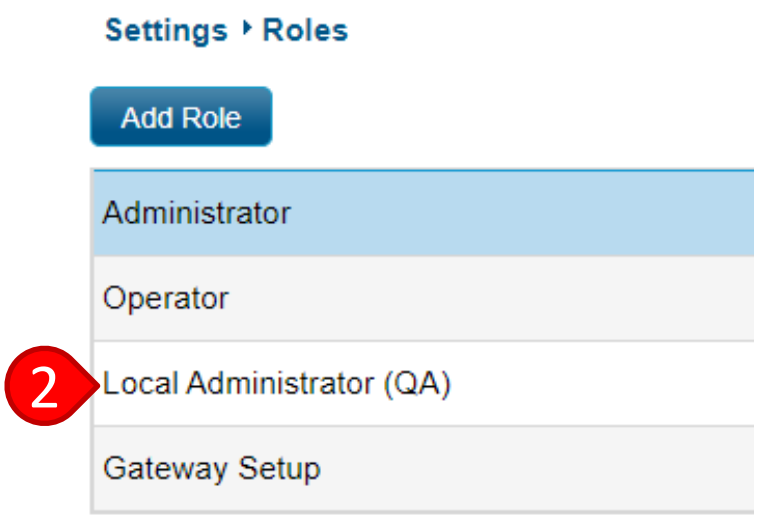
5. Click the → button to add the privileges to the role
6. If available, select any users you want assigned to the new role
7. Click the → button to add users to the role
8. Click “Save”



Edit an Existing Role

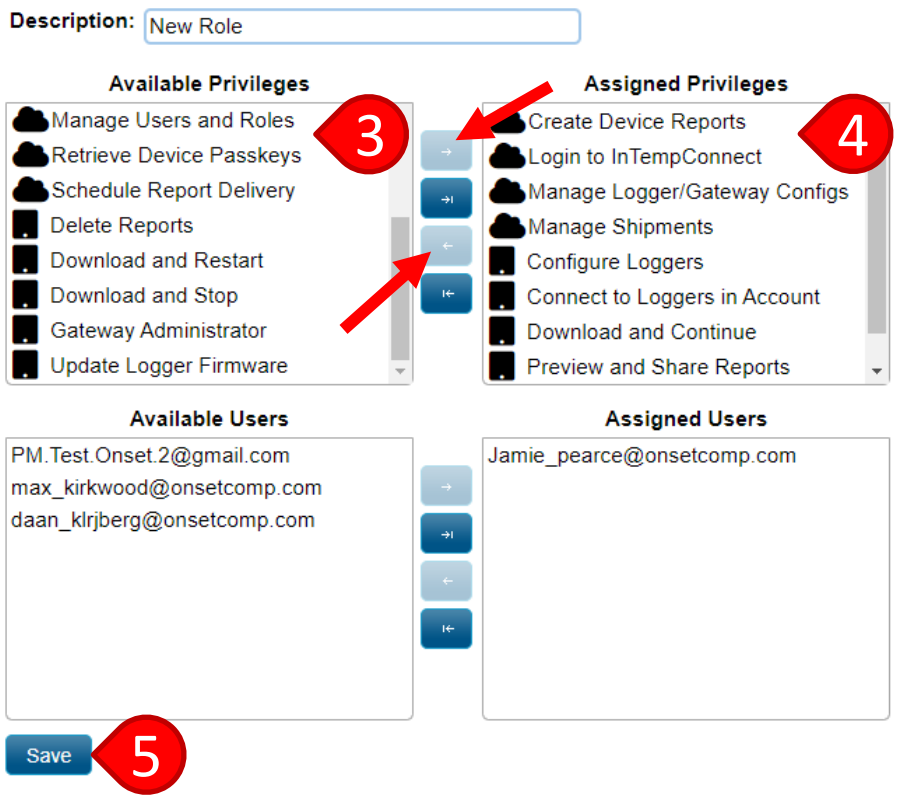
1. To edit an existing role, click “Roles” under the “Settings” tab
2. Click the role you want to edit (found below the “Add Role” button)





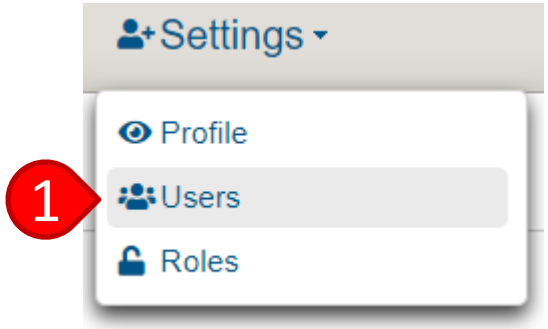
Edit an Existing Role

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



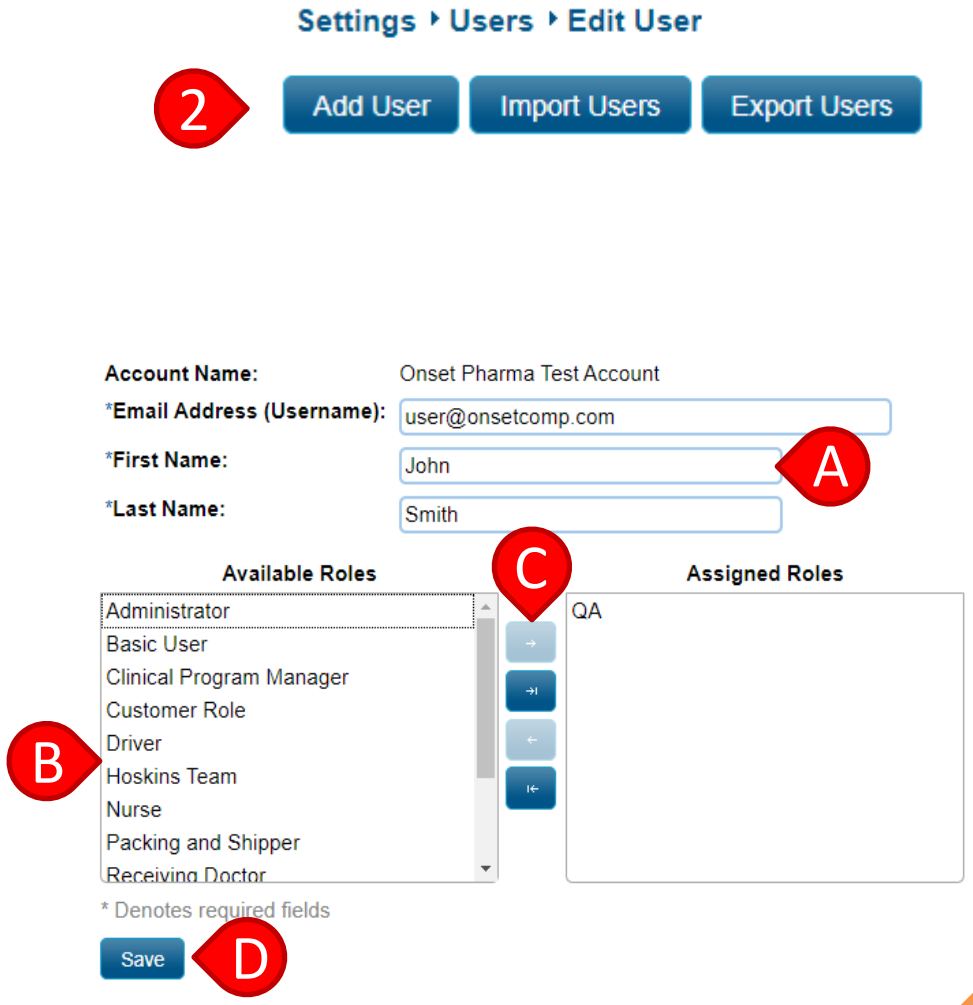
Creating New Users

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



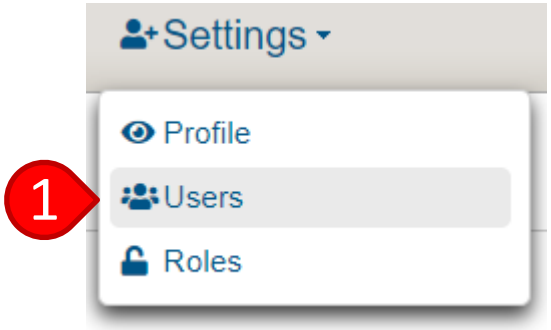
Add a User

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



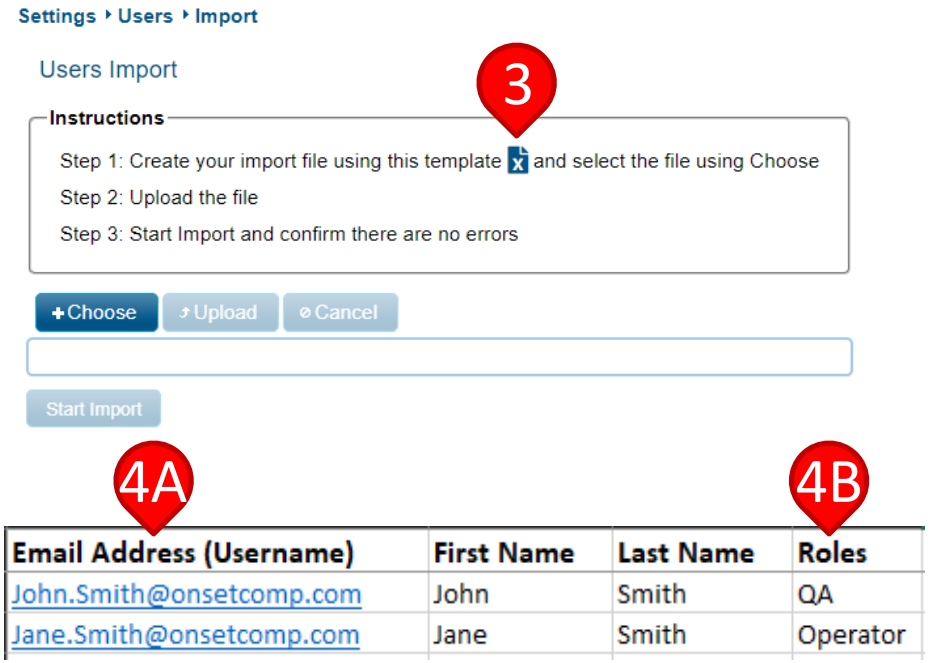
Import Users

1. To import users, click “Users” under the “Settings” tab
2. Click “Import Users”



Import Users

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

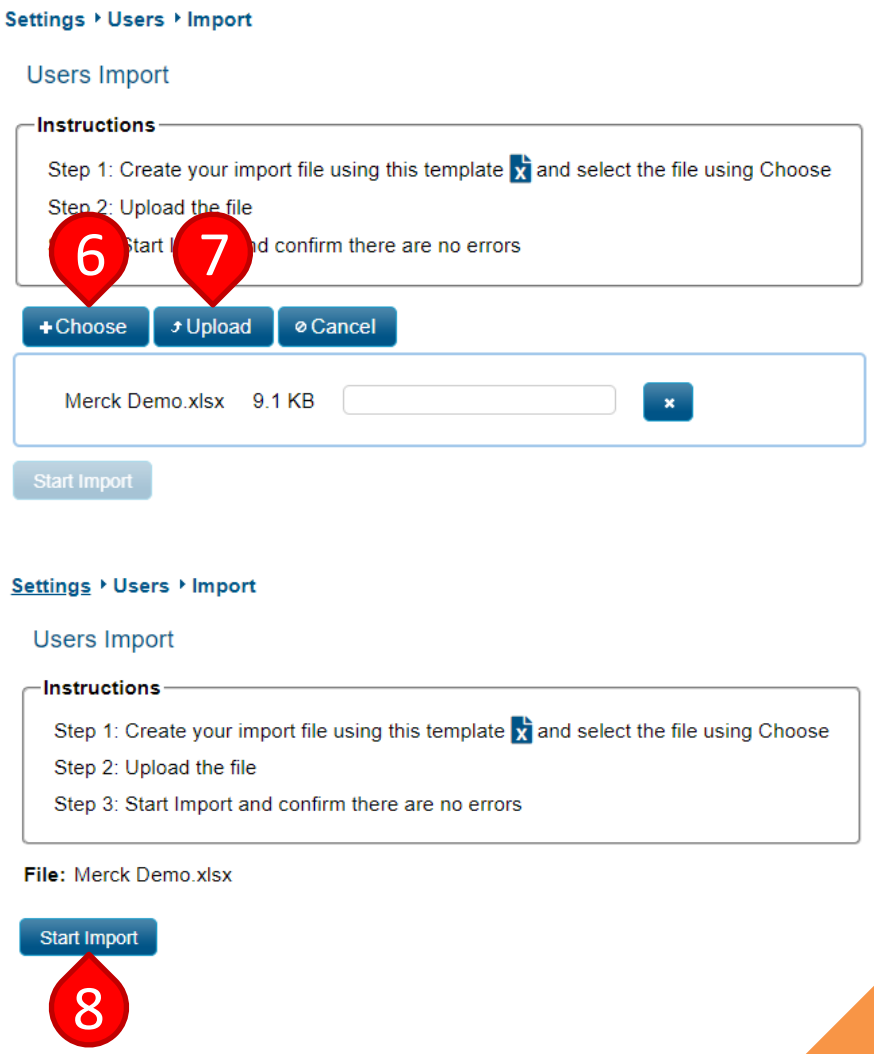


Import Users

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

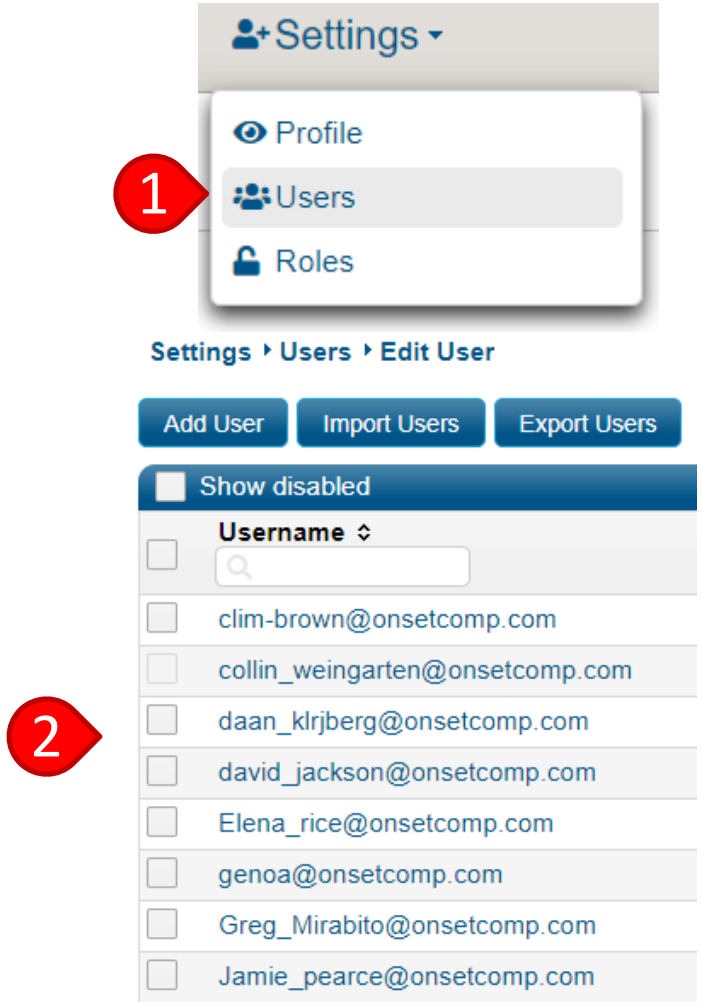
The system will notify you of any errors. If this happens:

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



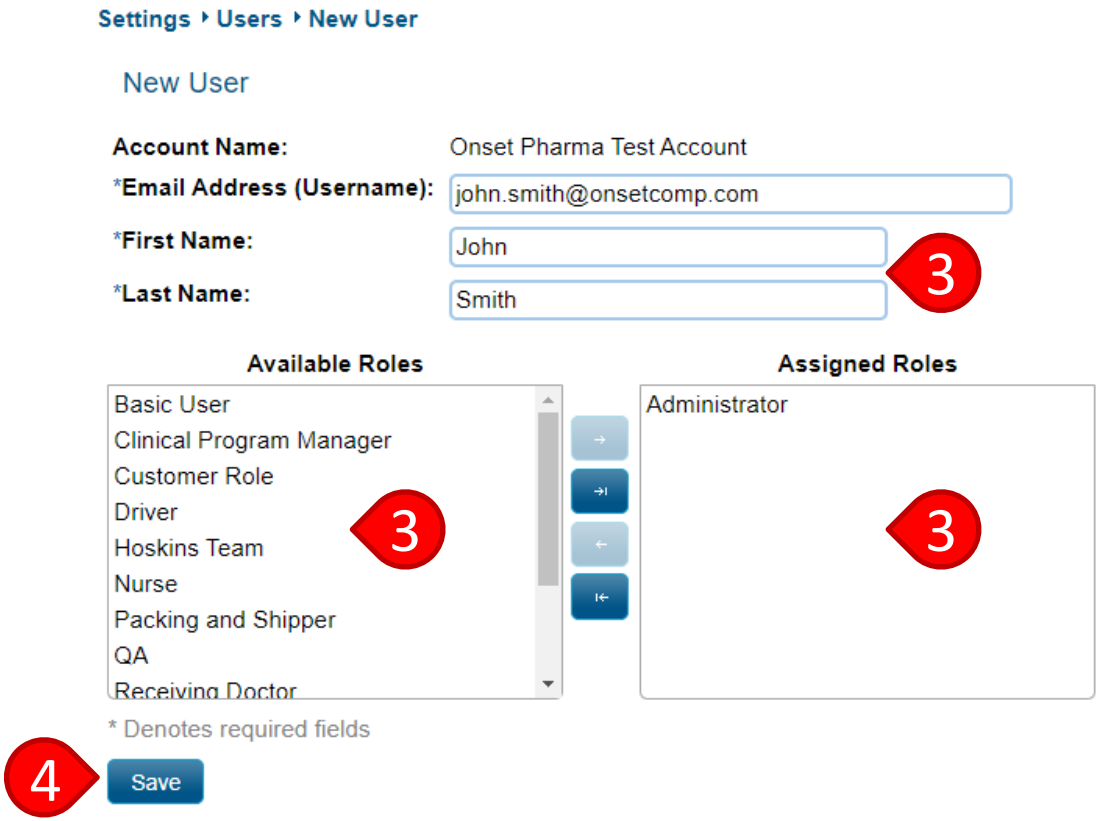
Edit Users

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



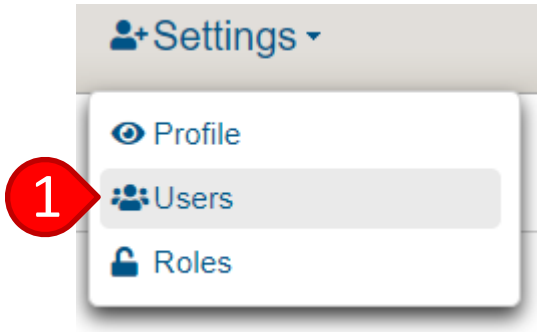
Edit Users

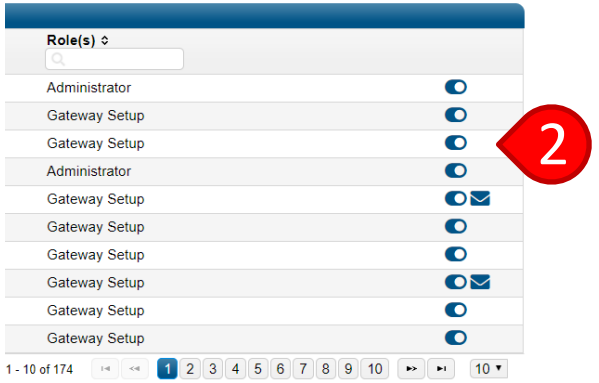
3. Update the selected user's:
   - first name
   - last name
   - role
4. Click "Save"



Disable Users

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





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Managing Gateway Profiles

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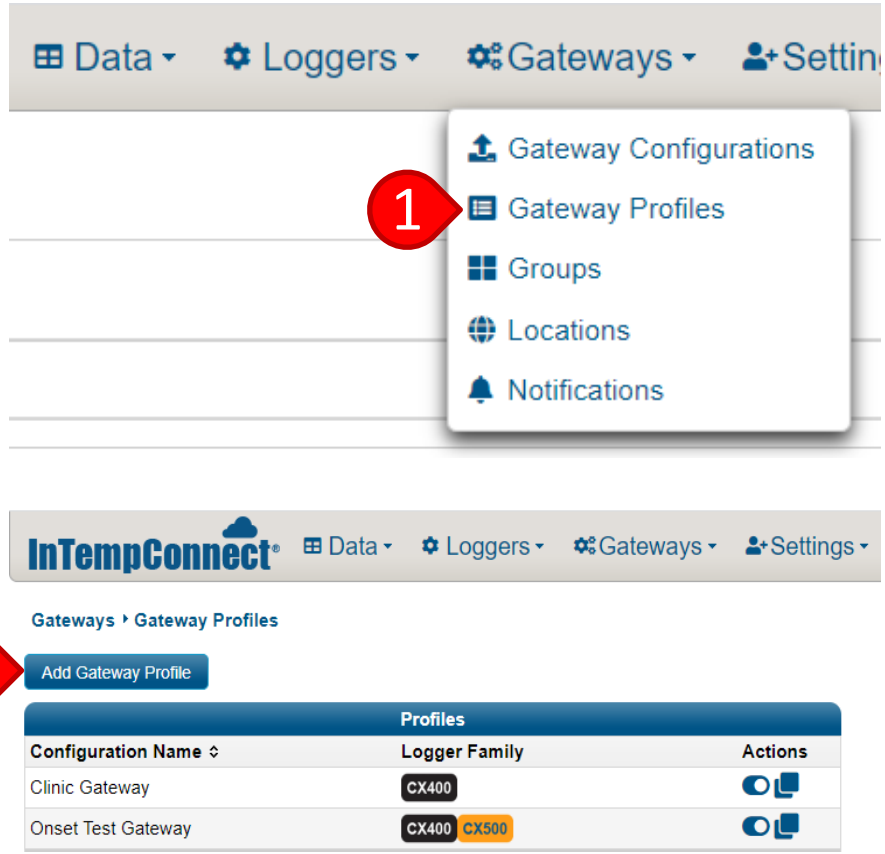
Gateway Profiles

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

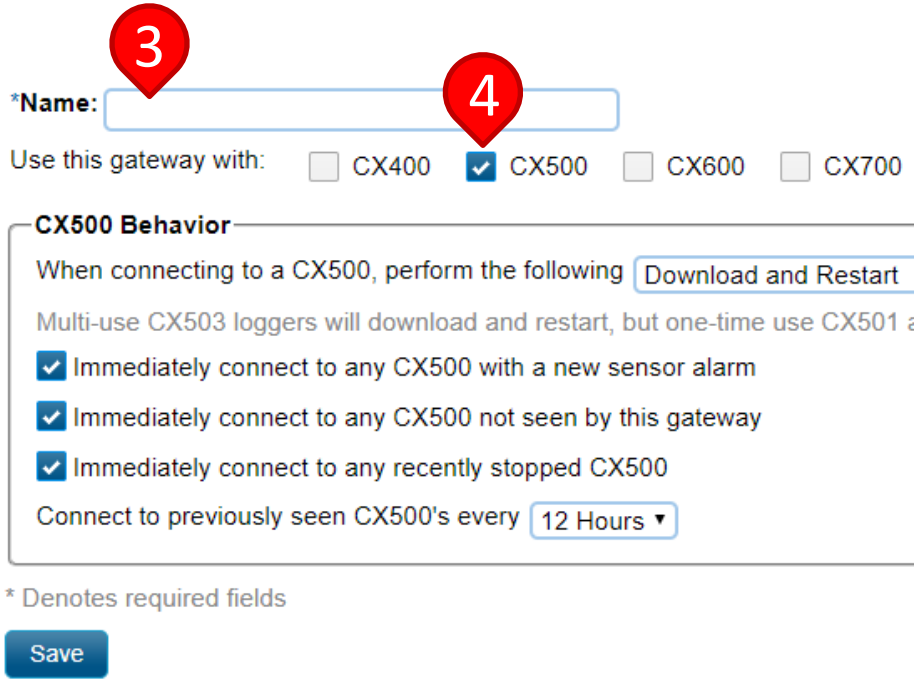
Creating a Gateway Profile

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



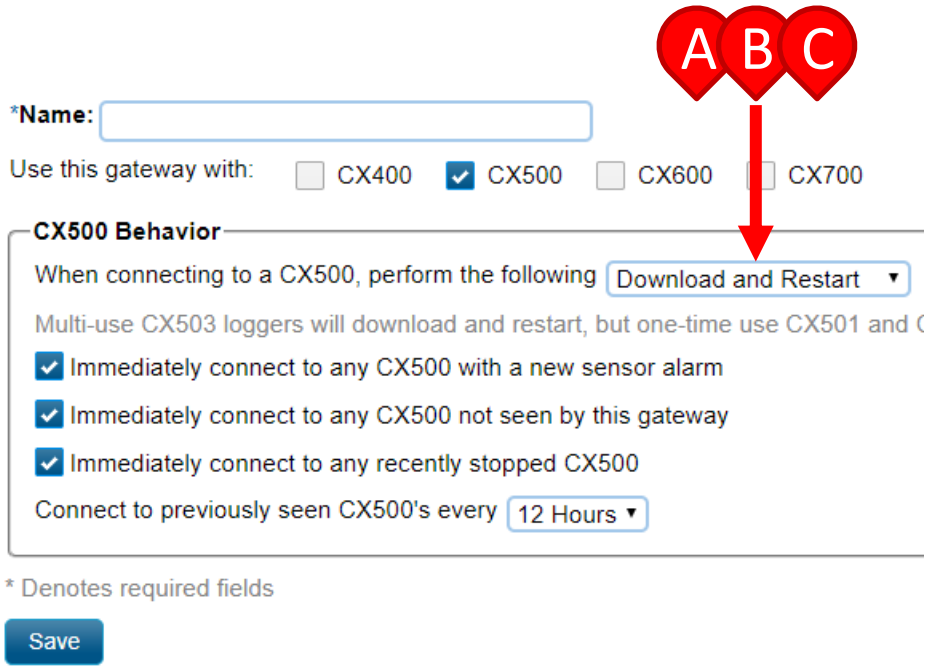
Creating a Gateway Profile

3. Type in a name for the profile
4. Choose which CX loggers to use with the Gateway
   - Note: if not selected, that logger type will be ignored by the Gateway(s) configured with this profile



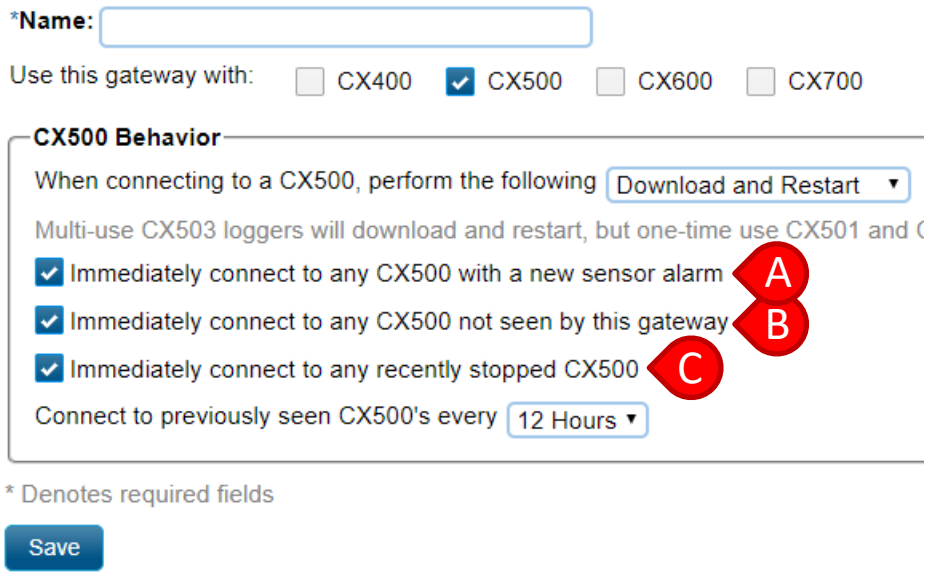
Creating a Gateway Profile

5. Select options for how you want the Gateway to behave
   a) “Download and Restart” will download the logger and restart it
   b) “Download and Continue” will download the logger and allow it to continue logging
   c) “Download and Stop” will download the logger and stop it completely



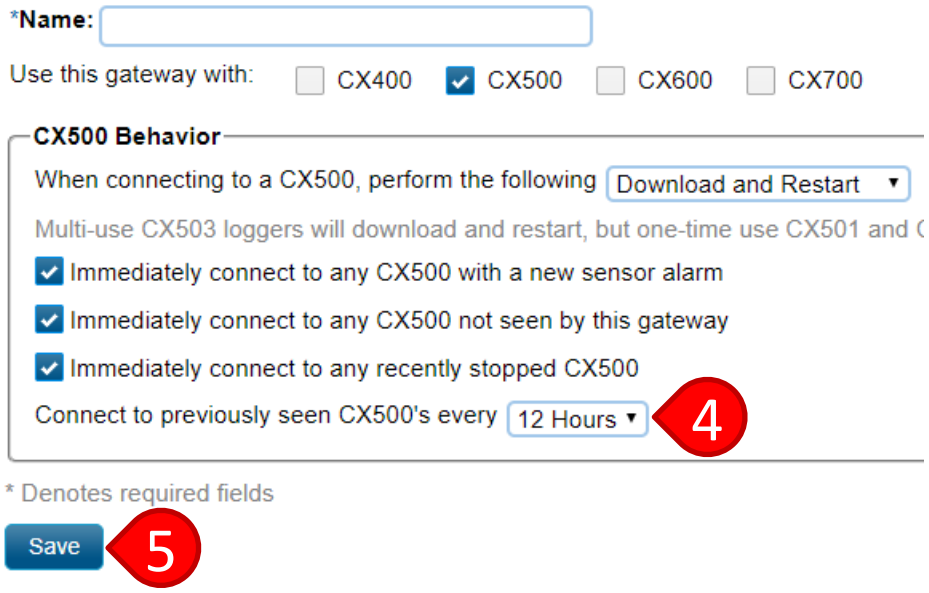
Creating a Gateway Profile

6. Select additional options for how you want the Gateway to behave, based on the chosen download behavior:
   a) Download a logger with an alarm
   b) Download a logger never seen by that Gateway
   c) Download a logger that has recently been stopped



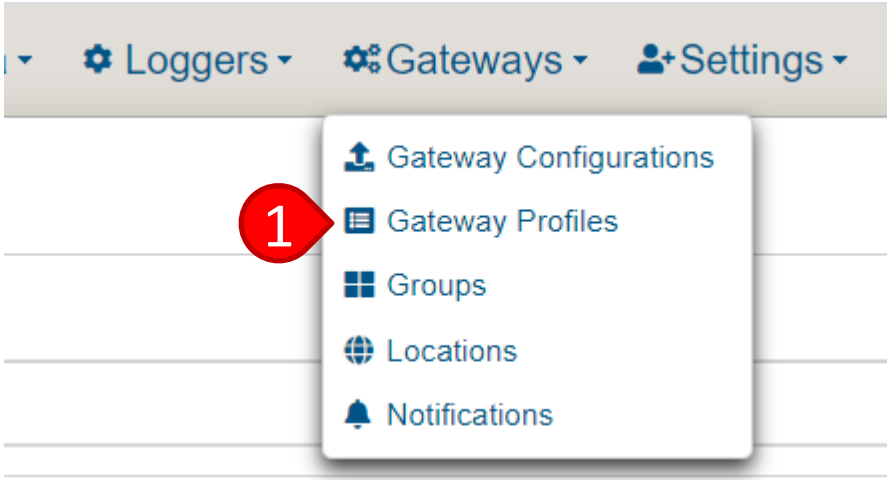
Creating a Gateway Profile

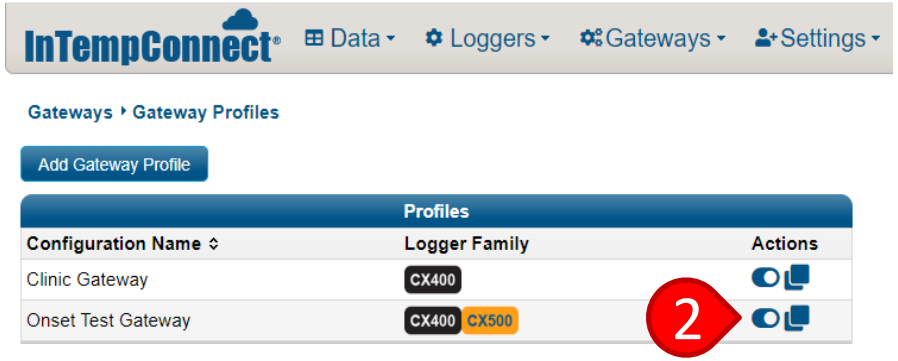
4. Choose how often you want a Gateway to connect to and download previously-seen loggers. This will automate regularly-scheduled downloads
   - Note: This is primarily for product storage monitoring. For transportation, it is recommended to choose the greatest amount of time
5. Click “Save”



Disabling a Gateway Profile

1. Under the “Gateways” tab, click on “Gateway Profiles”
2. Click the slider button to disable
   - Note: This is simply to hide the option when configuring a Gateway. You can always re-enable the profile, if necessary





Gateway Management

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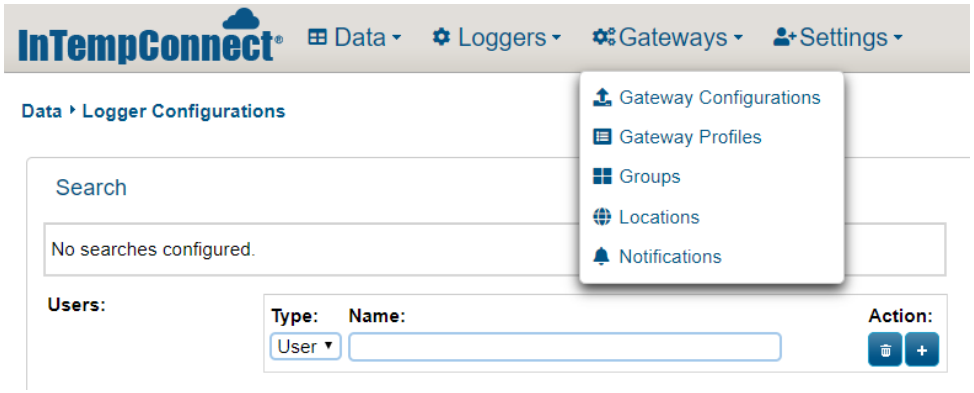
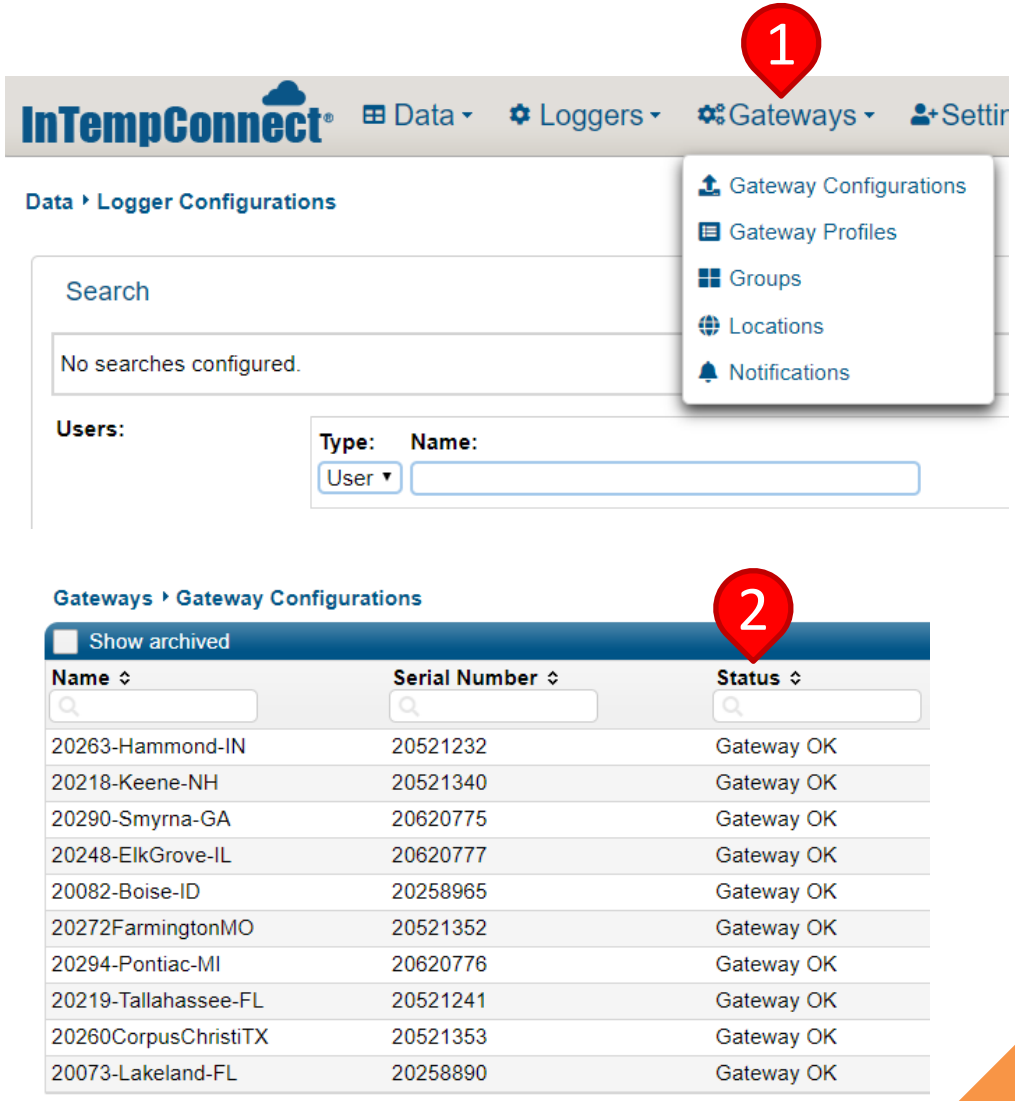
Gateway Management

- Under the “Gateways” tab, you can:
  - View the status of active Gateways
  - Update Gateway firmware
  - Change the Gateway profile
  - Create Gateway locations
  - Create Gateway groups



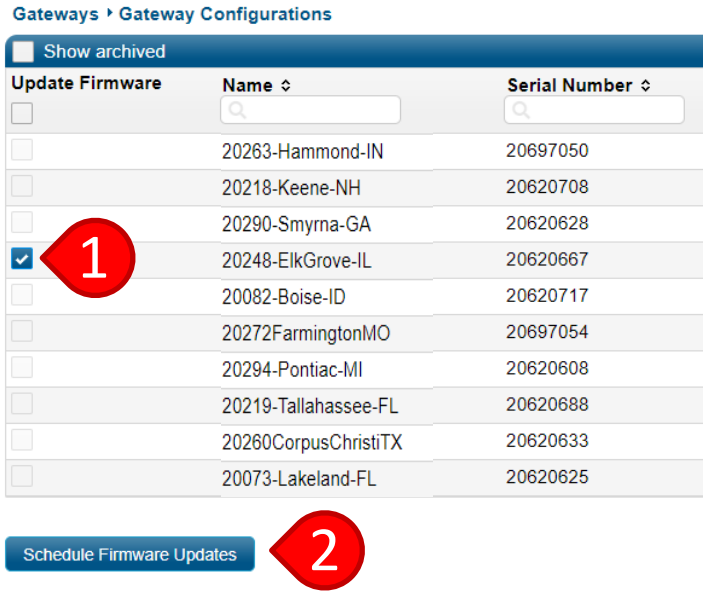
View Gateway Status

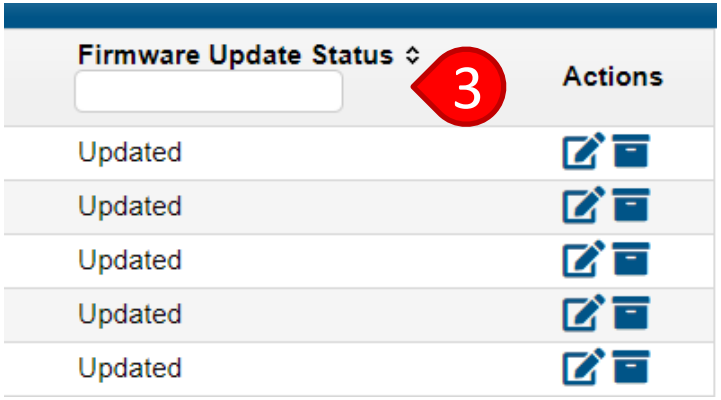
1. Under the “Gateways” tab, click “Gateway Configurations”
2. From this screen, you can view the status of your Gateways



Gateway Firmware Update

1. To update Gateway firmware, click on the box under the “Update Firmware” Column
2. Click “Schedule Firmware Updates”
3. Confirm the Gateway was updated using the “Firmware Update Status” column
   - If the Gateway does not update after an hour, contact Onset Tech Support





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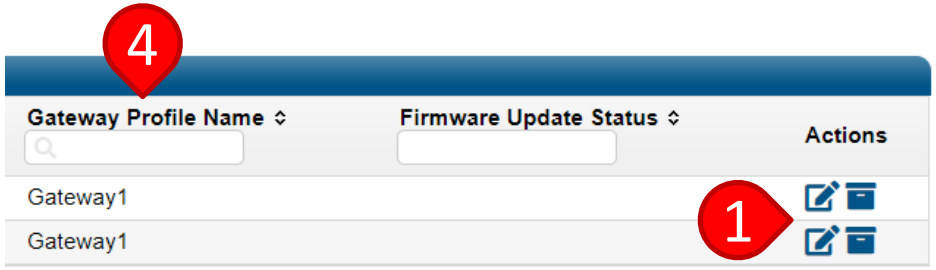
Gateway Profile Change

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

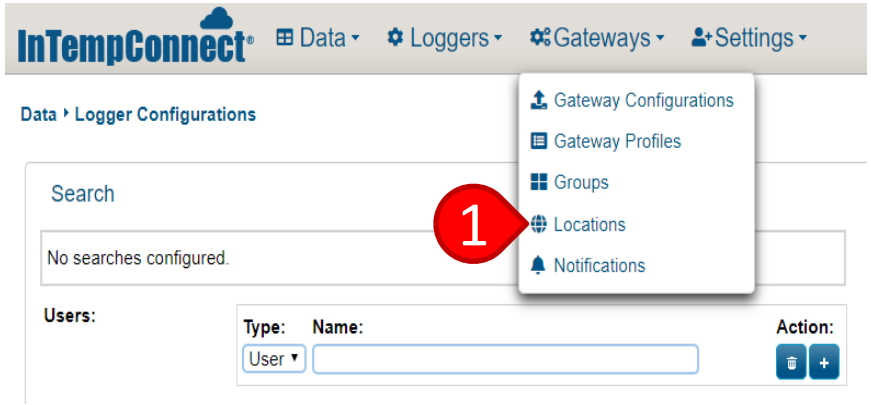


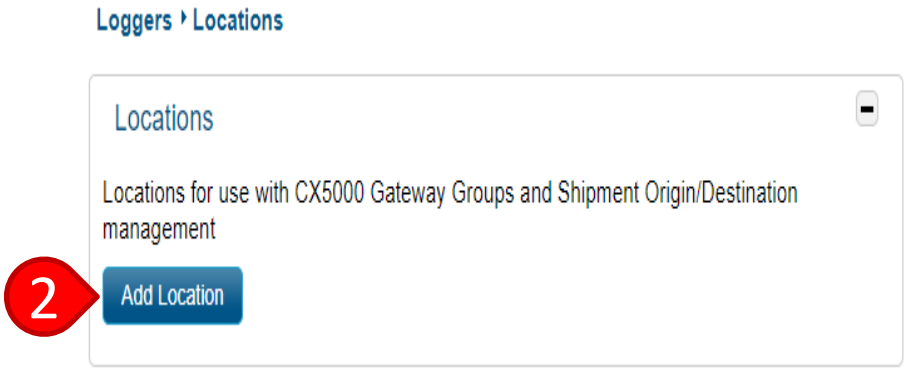
Create Gateway Locations

- Locations can be assigned to Gateways to create additional automation within the system in conjunction with the “Shipment” feature.
- If a logger reaches its destination Gateway, the Gateway will automatically download and stop the logger.
- All other Gateways will simply download and continue the logger operations.

Create Gateway Locations

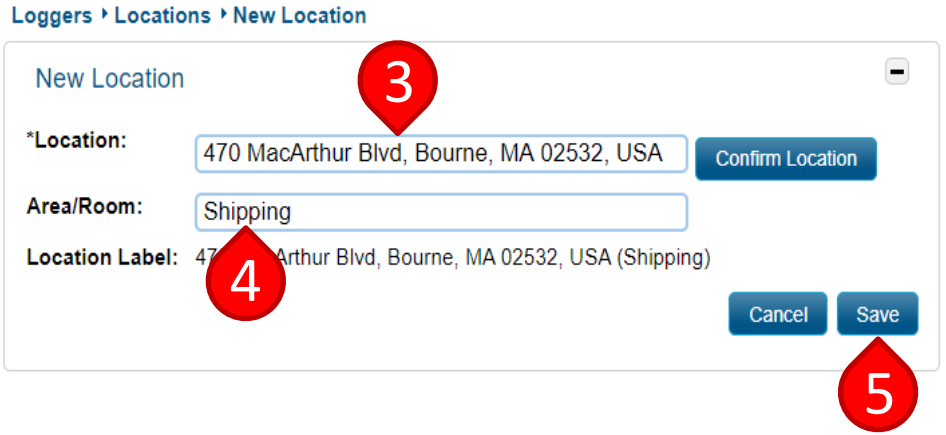
1. Under the “Gateways” tab, click “Locations”
2. To create a new location, click “Add Location”





Create Gateway Locations

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



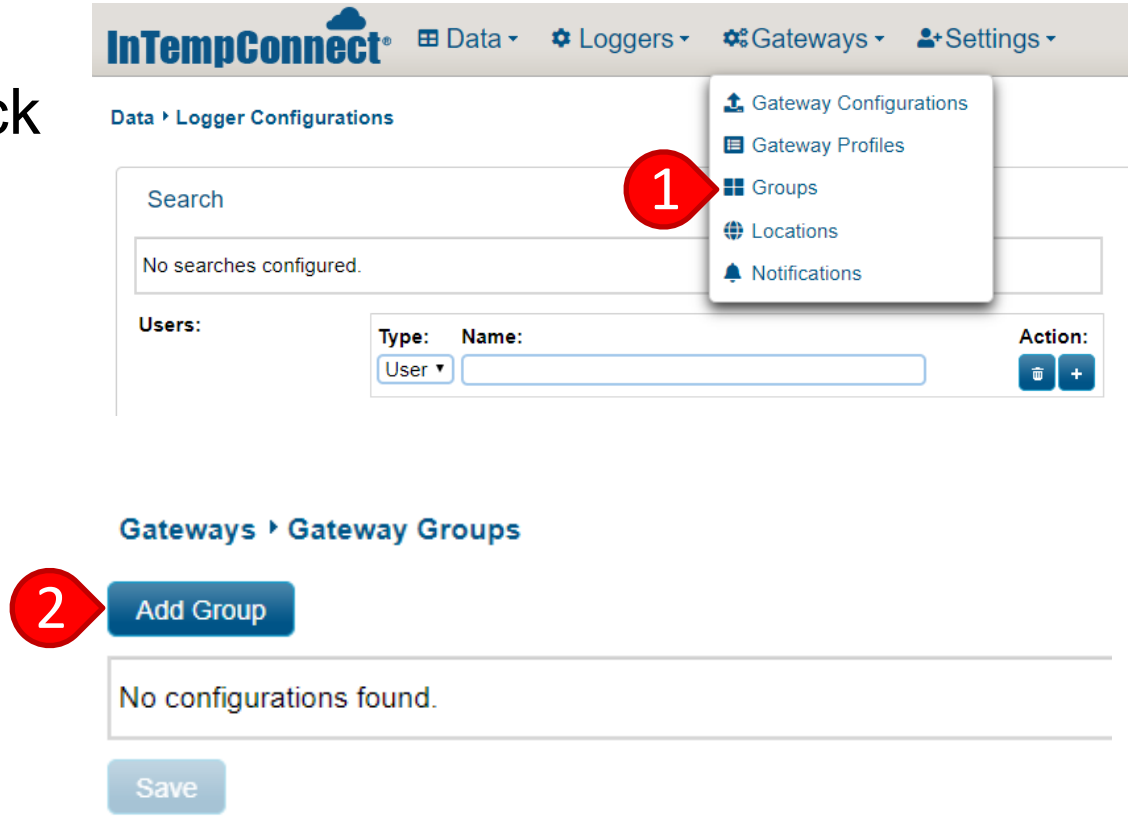
Create Gateway Groups

Gateway Groups can be used for:

1. Multiple Gateways in the same proximity
   - If multiple Gateways are within proximity of each other, place them all into the same group. This will allow them to work together so that duplicate reports are not created
2. Gateway Groups for shipments
   - If a Gateway Group is being used for a shipment, add only one Gateway per group/location. The location will enable the Gateway to automatically download and stop loggers that have been programmed with that end location. All other Gateways will only download and continue the logger

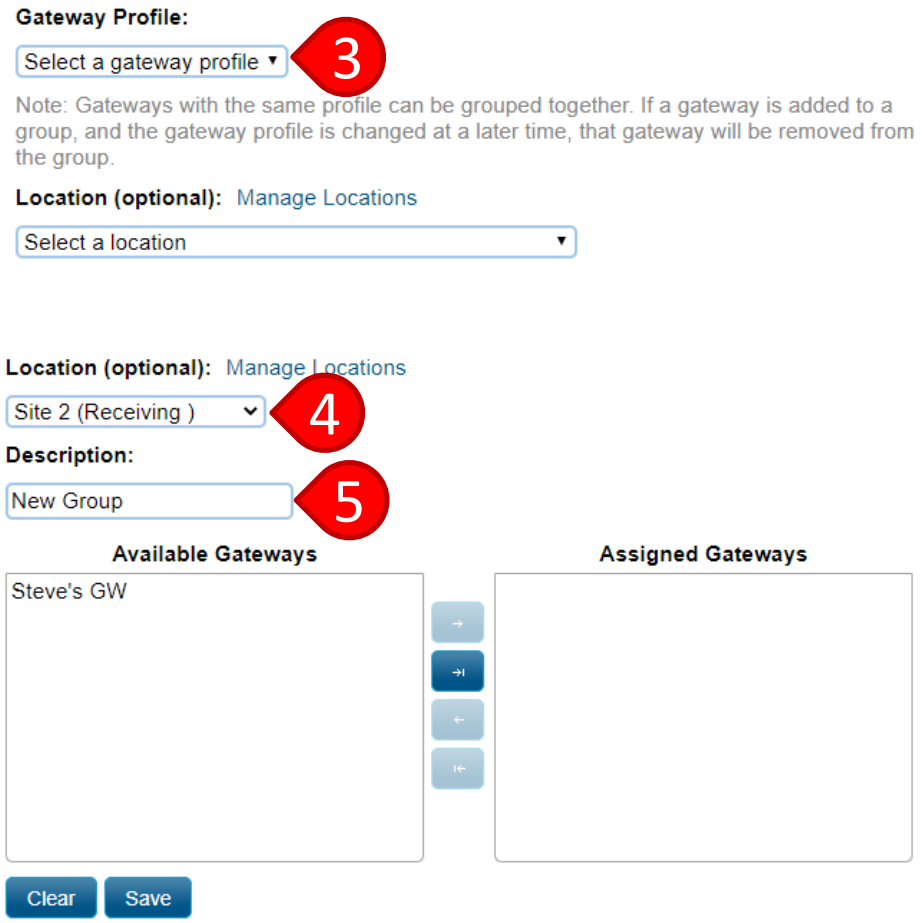
Create Gateway Groups

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



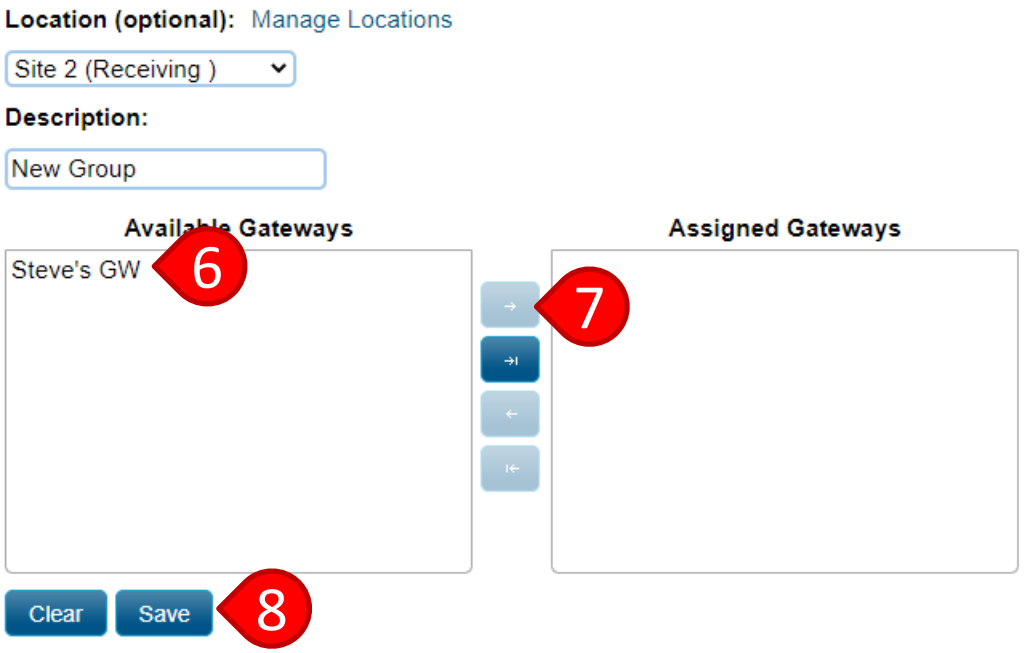
Create Gateway Groups

3. Click “Select a gateway profile” and choose the desired Gateway profile
4. Click “Select a location” and choose the desired location
5. Name the group

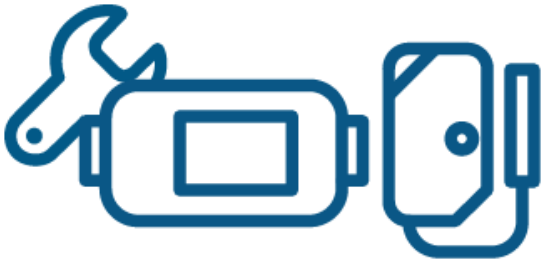


Create Gateway Groups

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



Managing Logger Profiles



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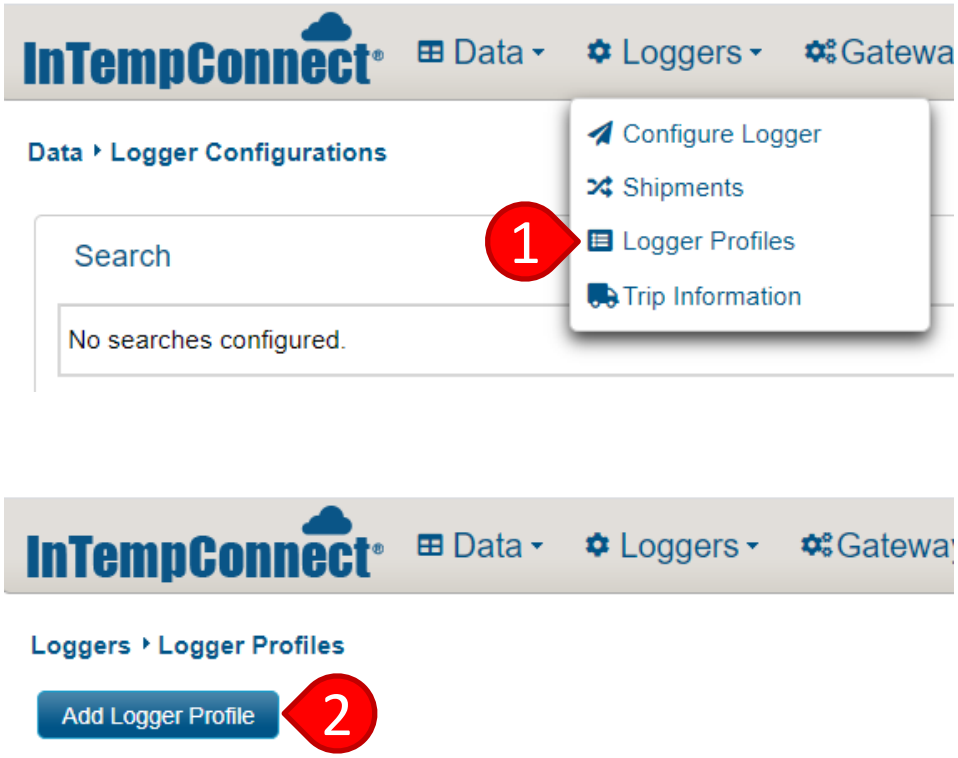
Logger Profiles

- Logger Profiles define the behavior of your loggers (e.g., recording interval, alarm setting, start and stop behavior, etc.)
- Multiple Logger Profiles can be created so you can select the appropriate one when configuring and starting the logger (e.g., one logger profile may be created for refrigerated storage, another for ambient storage, and another for transportation with 5-minute recording intervals vs transportation with 1-minute intervals, etc.)

Adding Logger Profiles

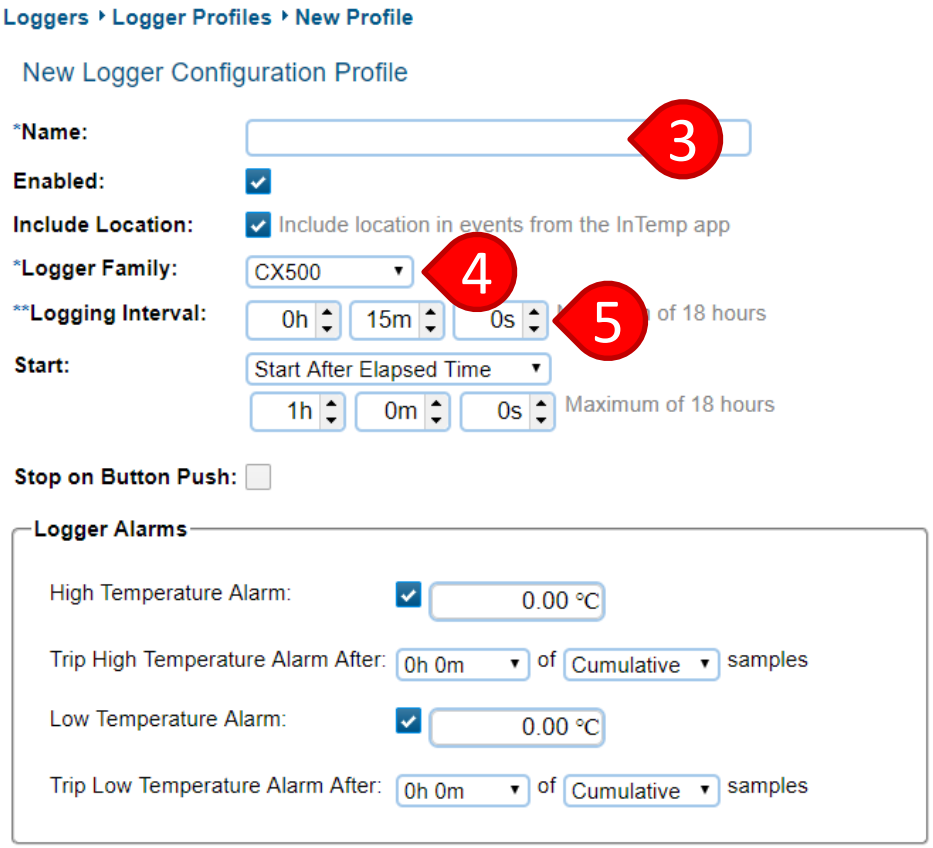
1. Under the “Loggers” tab, click “Logger Profiles”
2. Click the “Add Logger Profile” button

- Note: Logger Profiles only need to be created once. You will select a previously created profile when configuring a logger for startup. Different profiles should be created for different scenarios (e.g., new alarm limits, recording interval, etc.)



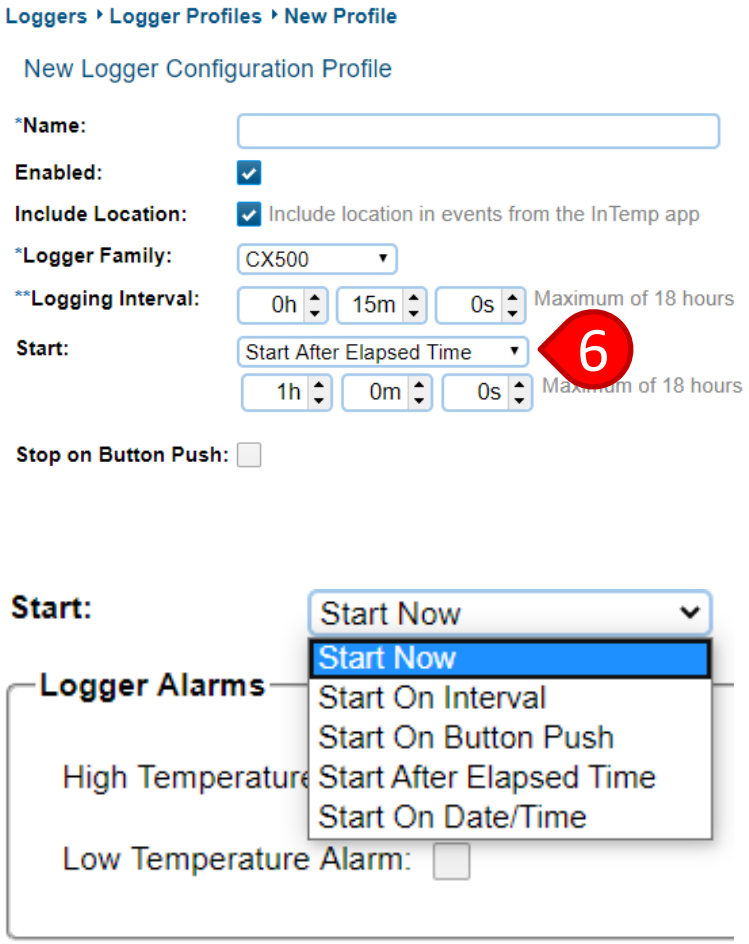
Adding Logger Profiles

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



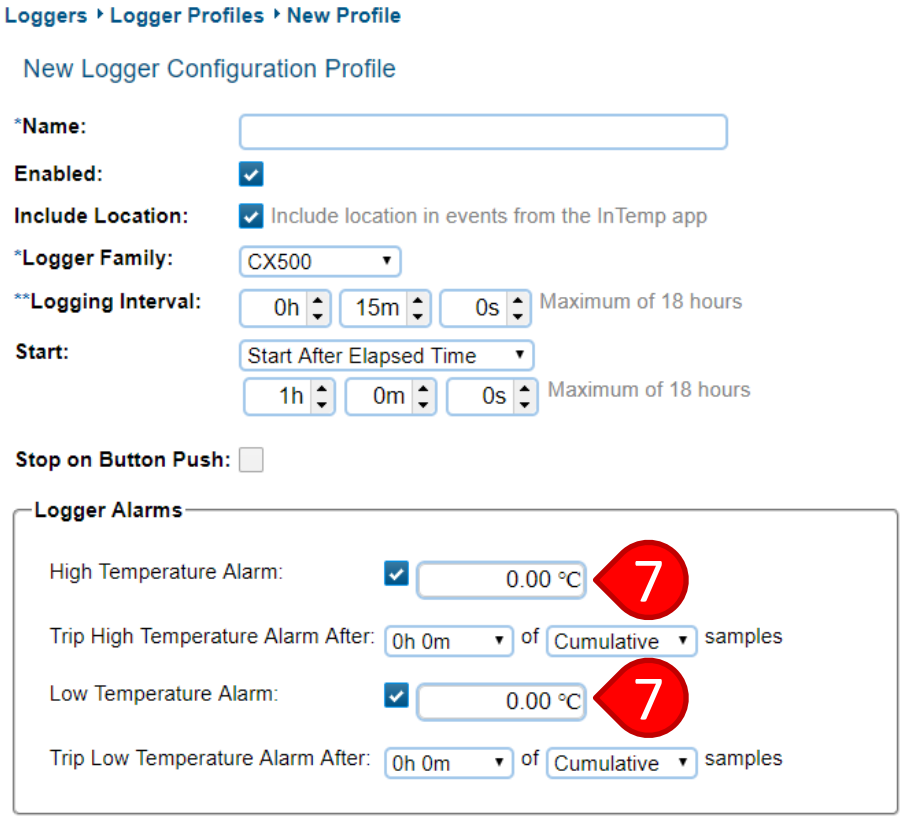
Adding Logger Profiles

6. Choose a logger “Start” option
   - “Start Now” starts the logger immediately upon configuration
   - “Start on Interval” starts the logger on a pre-defined logging interval
   - “Start on Button Push” starts the logger when you press and hold the button on the logger
   - “Start After Elapsed Time” starts the logger after a pre-defined amount of time
   - “Start on Date/Time” starts the logger on a defined date and time



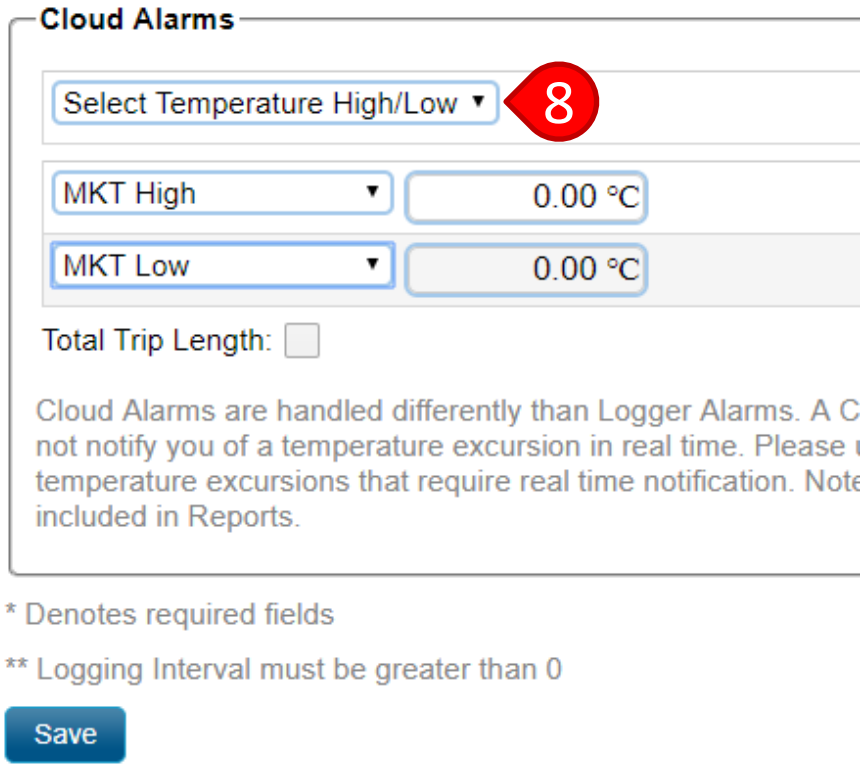
Adding Logger Profiles

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



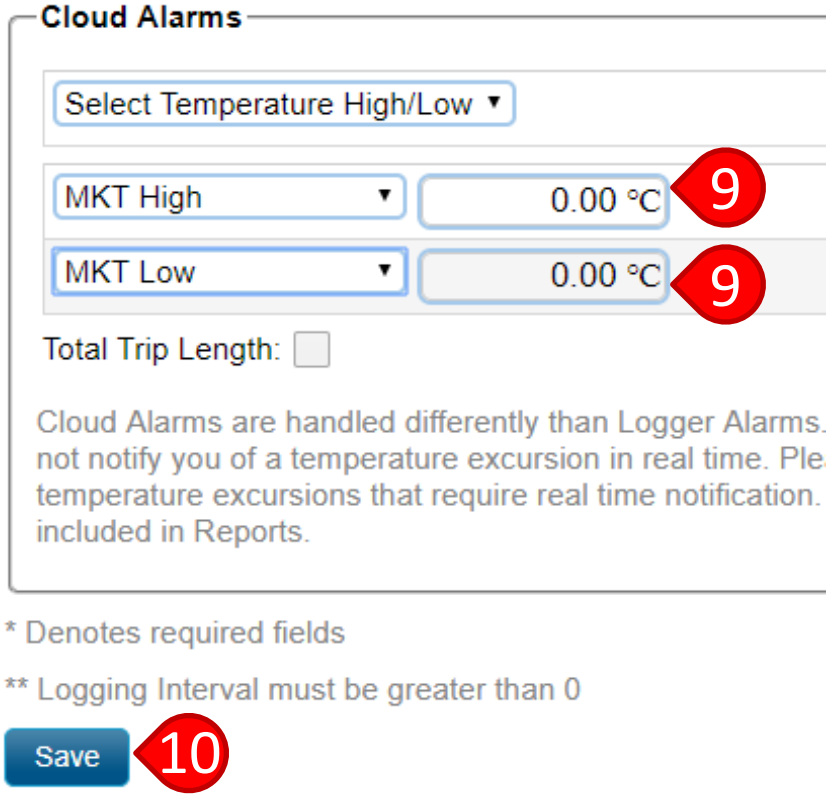
Adding Logger Profiles

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



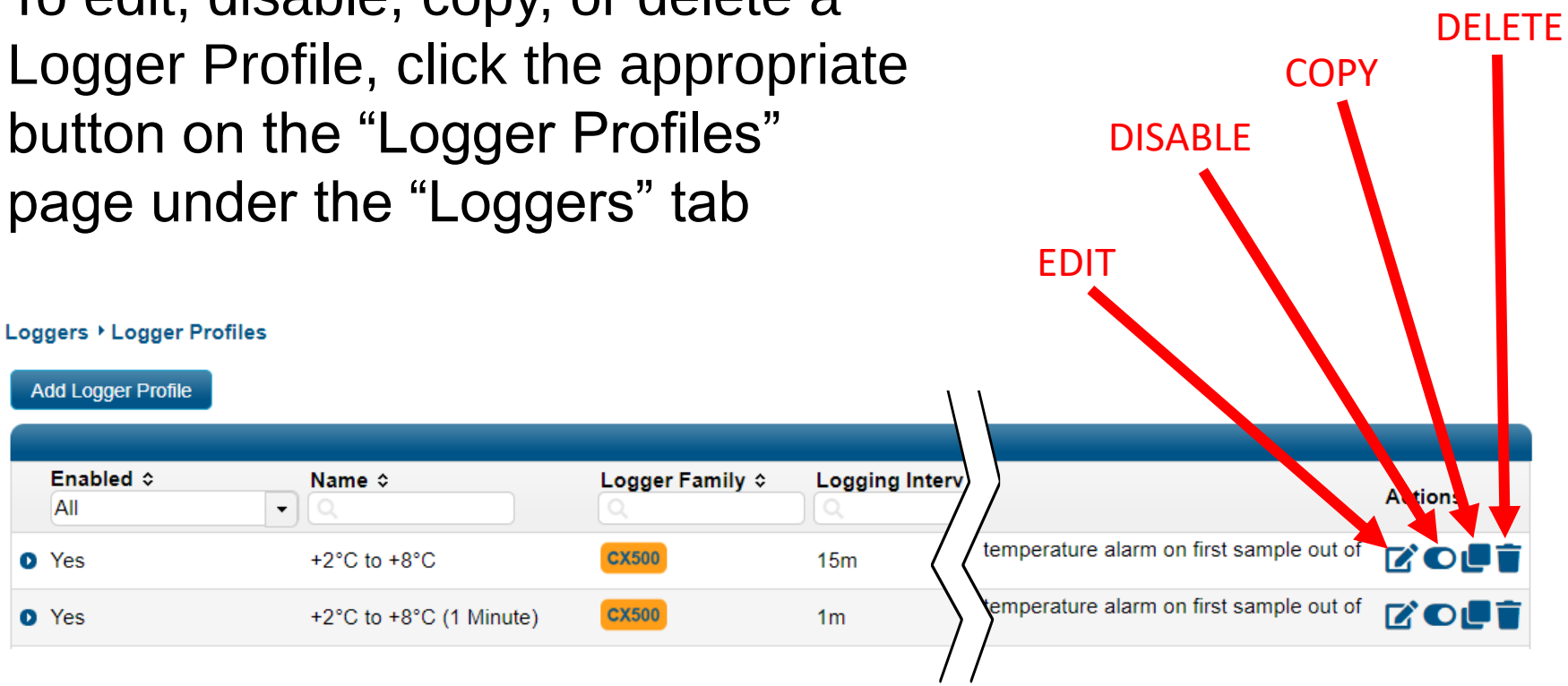
Adding Logger Profiles

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



Managing Logger Profiles

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



Data Search

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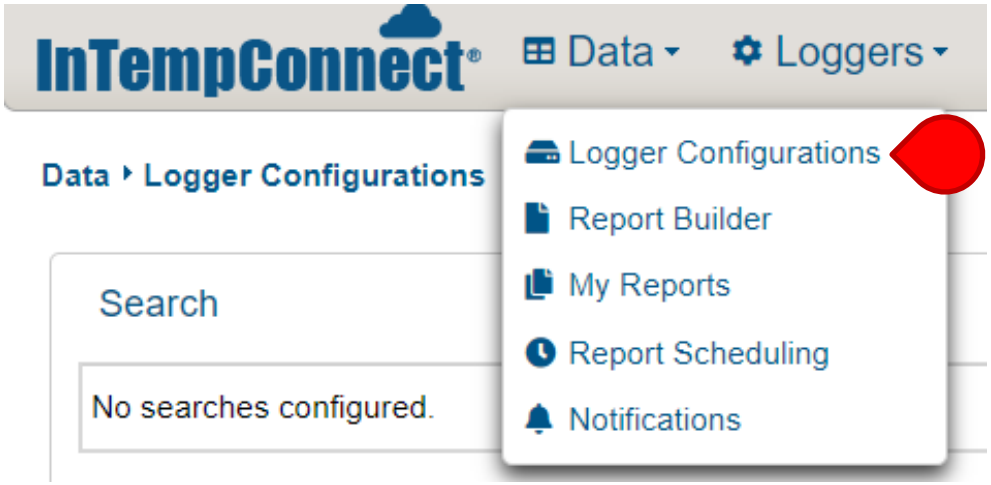
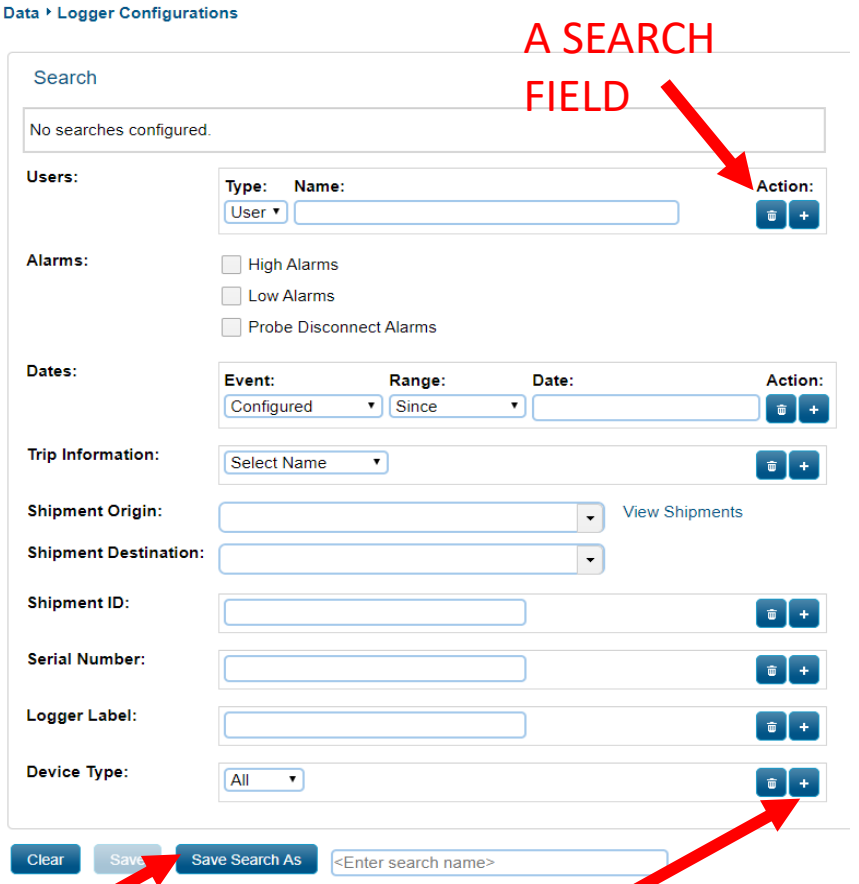
Data Search – Logger Configurations

- Upon signing into ITC, you will be automatically directed to the “Logger Configurations” page under the “Data” tab



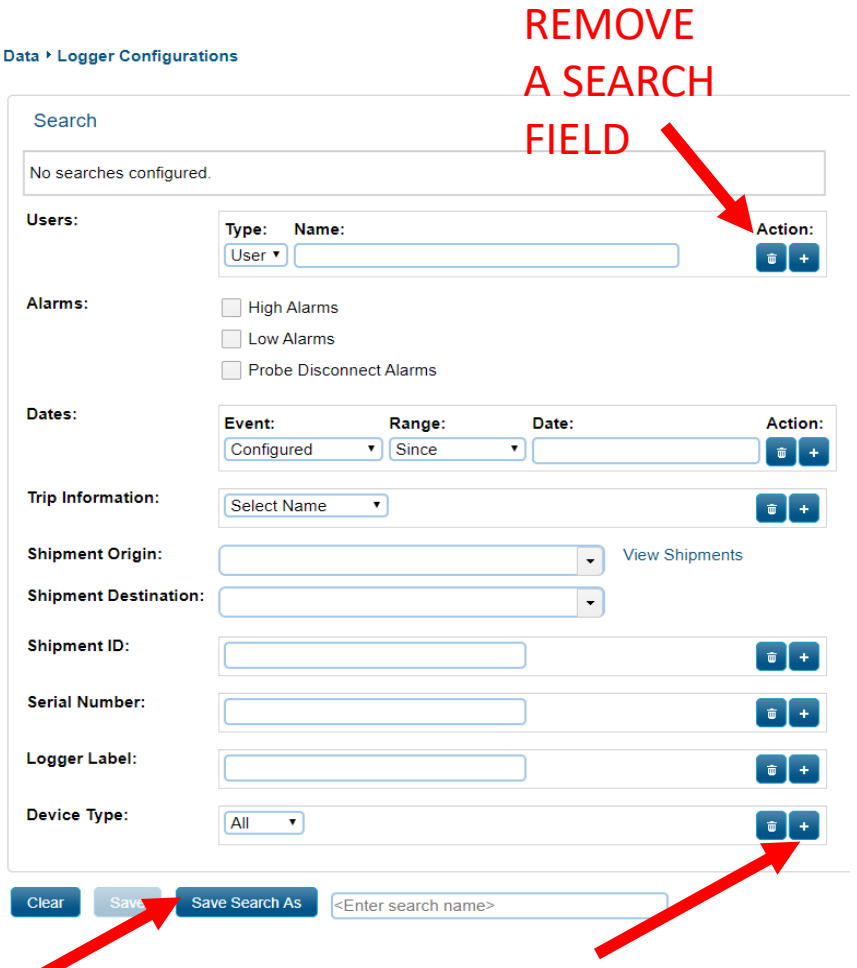
Data Search – Logger Configurations

- Use the search fields to narrow down the downloads and or logger configurations you want to see
  - Note: The results show configurations with downloads and configurations without downloads, to keep track of all active loggers in the field



Data Search – Logger Configurations

- Search results will update automatically as you fill out search fields
- To remove a search field, click on the trash button
- To add an additional search field of the same type, click on the plus button (e.g., serial number 1234 and serial number 5678)
- Create saved searches by filling out the appropriate search fields, entering a search name, and clicking “Save Search As”
  - Note: Saved searches are required for scheduling the automatic delivery of custom reports (Report Scheduling) and they make the “Report Builder” feature much easier to use

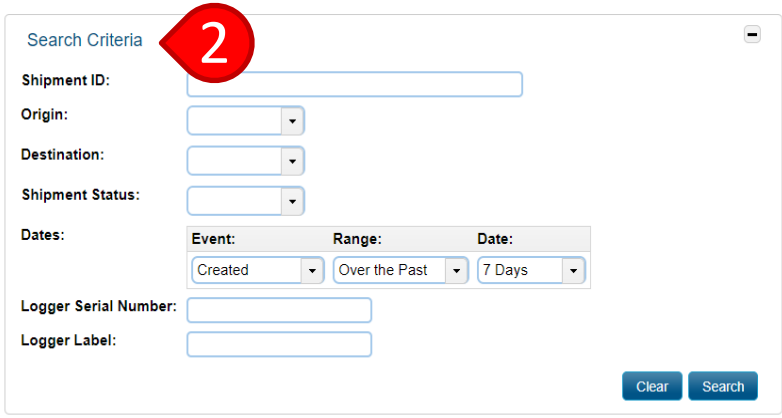


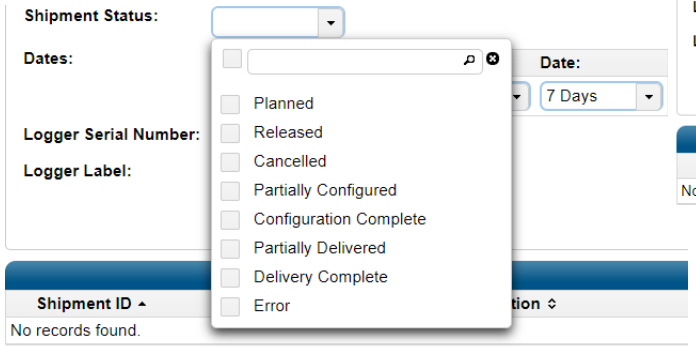
Data Search – Logger Configurations

1. Click on the truck icon to see trip data
2. Click on the logger label to view data for that configuration
3. Archive selected configurations
4. Export the logger configurations table
5. Link to the “Report Builder” page
6. Import trip info for selected configurations
7. Change the results table view

Data Search – Shipments

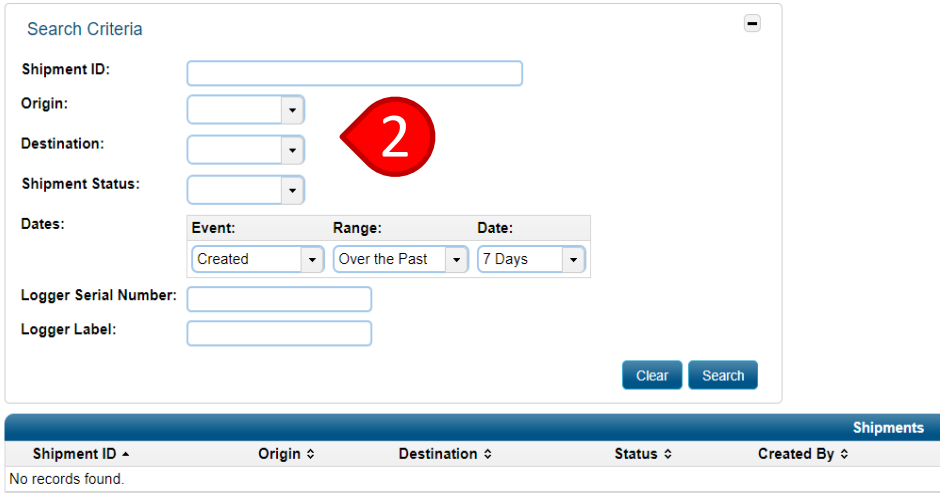
1. Click on “Shipments” under the “Loggers” tab
2. Use the search fields to narrow down your search
   a) View shipment status here





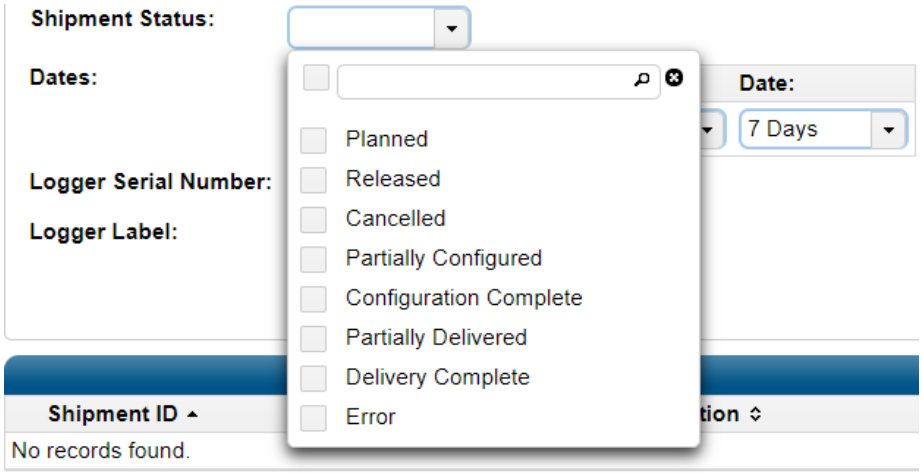
Data Search – Shipments

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



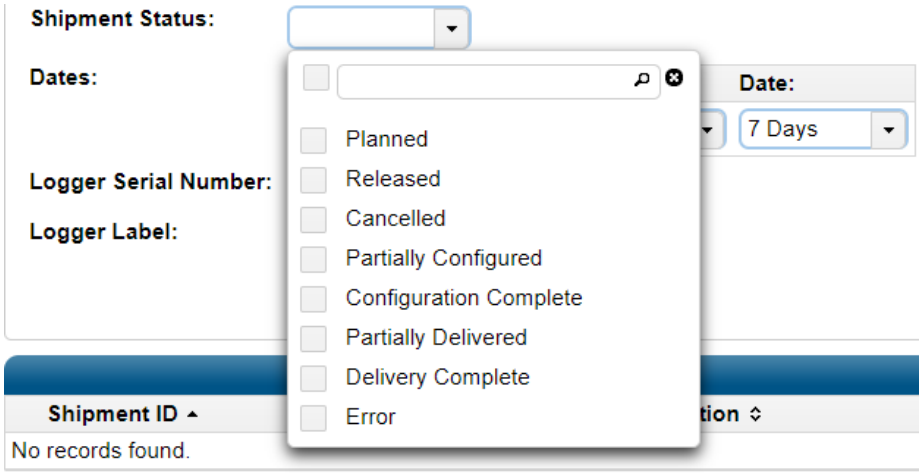
Data Search – Shipments

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



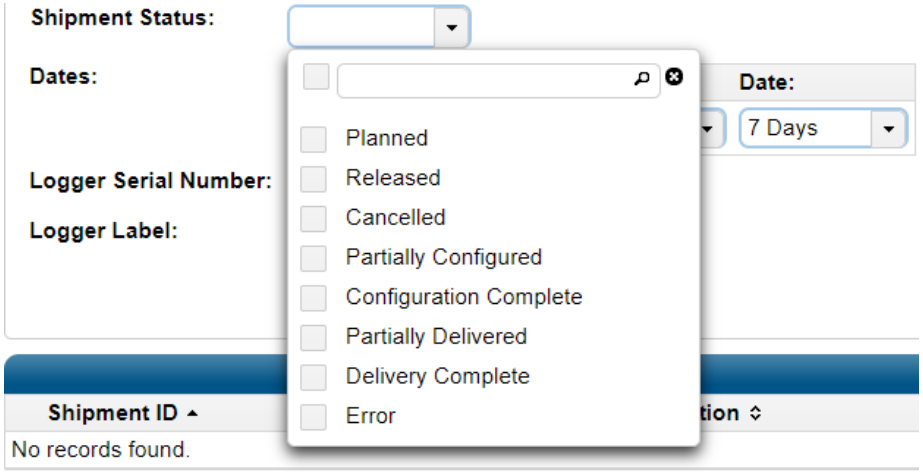
Data Search – Shipments

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



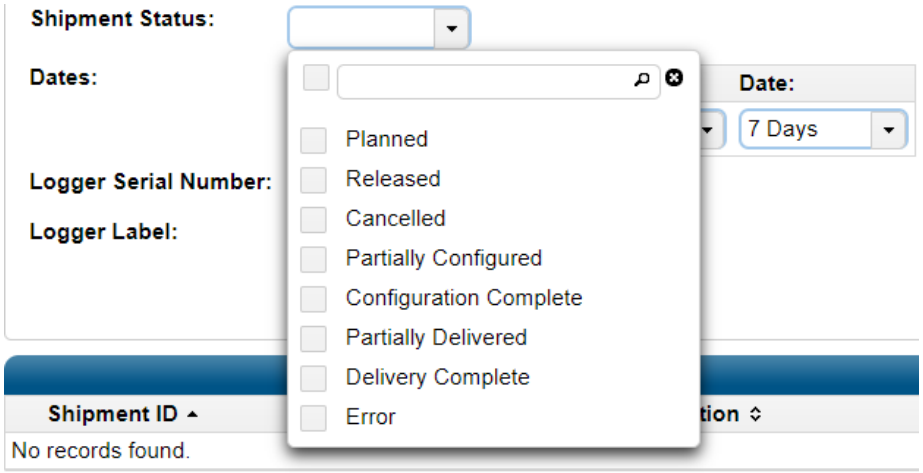
Data Search – Shipments

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



Data Search – Shipments

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



Click here for Onset Tech Support contact information

Managing Trip Fields

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Trip Fields

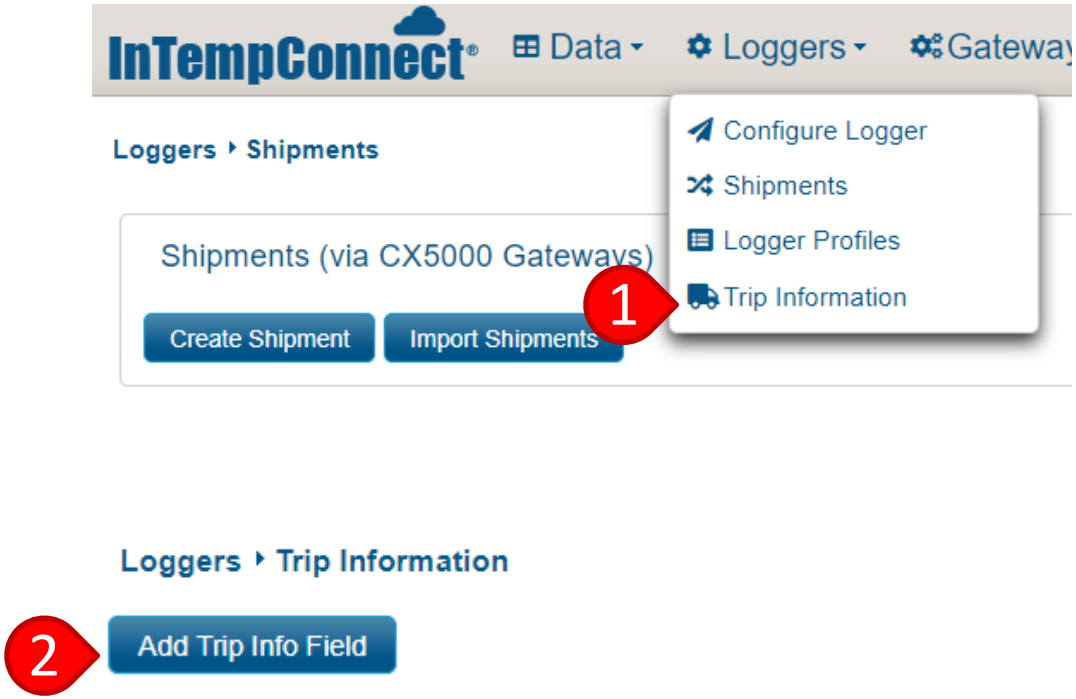
- Trip Fields are an industry-standard term for Data Tags. Data Tags allow you to attach additional information to your temperature data, so you can sort, organize, and analyze your data by that tag.
- A Trip Field (Data Tag) can be anything you want (e.g., courier, fridge type, package type, truck number,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

Trip Fields

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

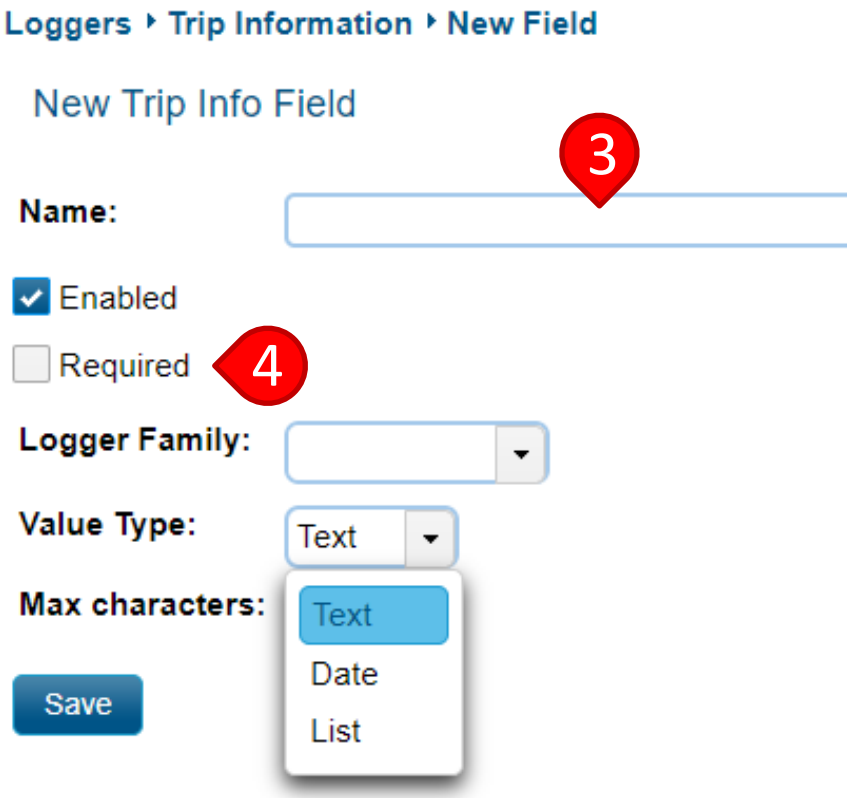
Add a Trip Field

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



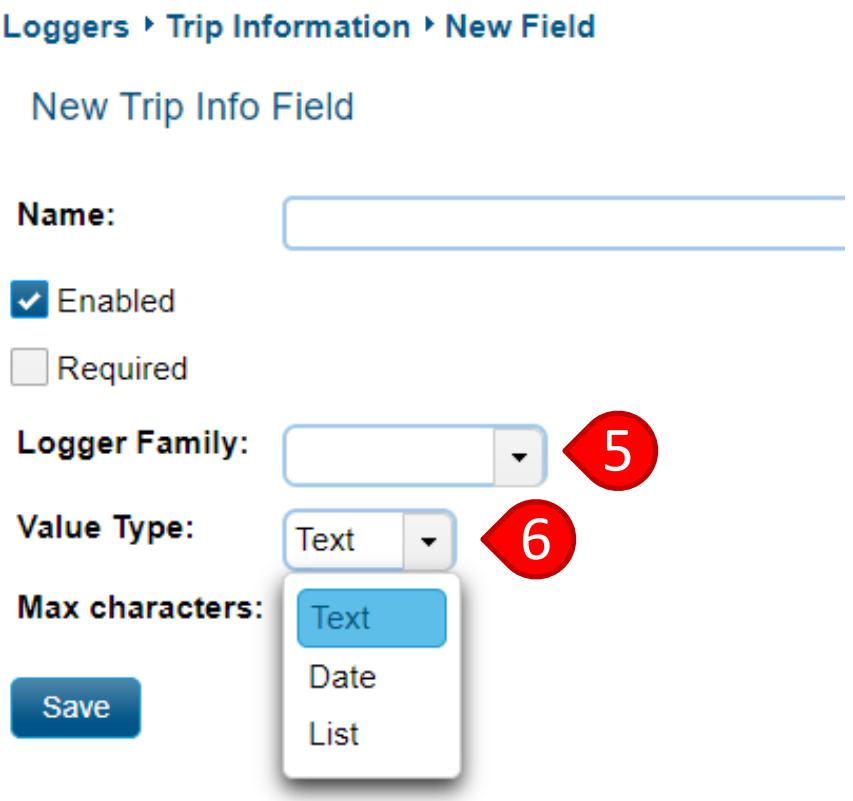
Add a Trip Field

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



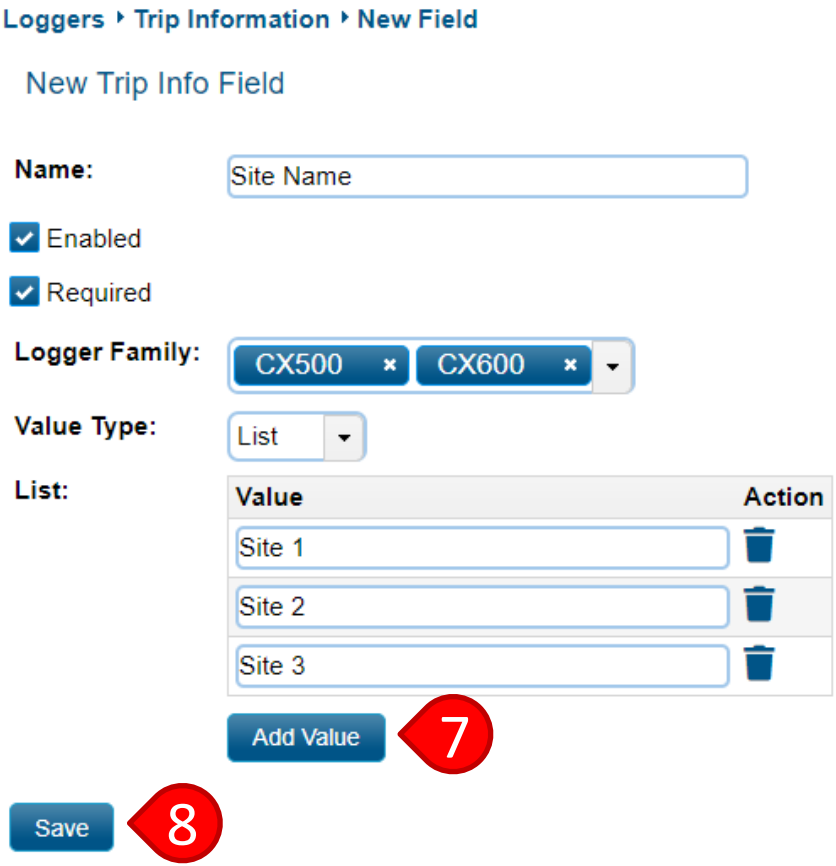
Add a Trip Field

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



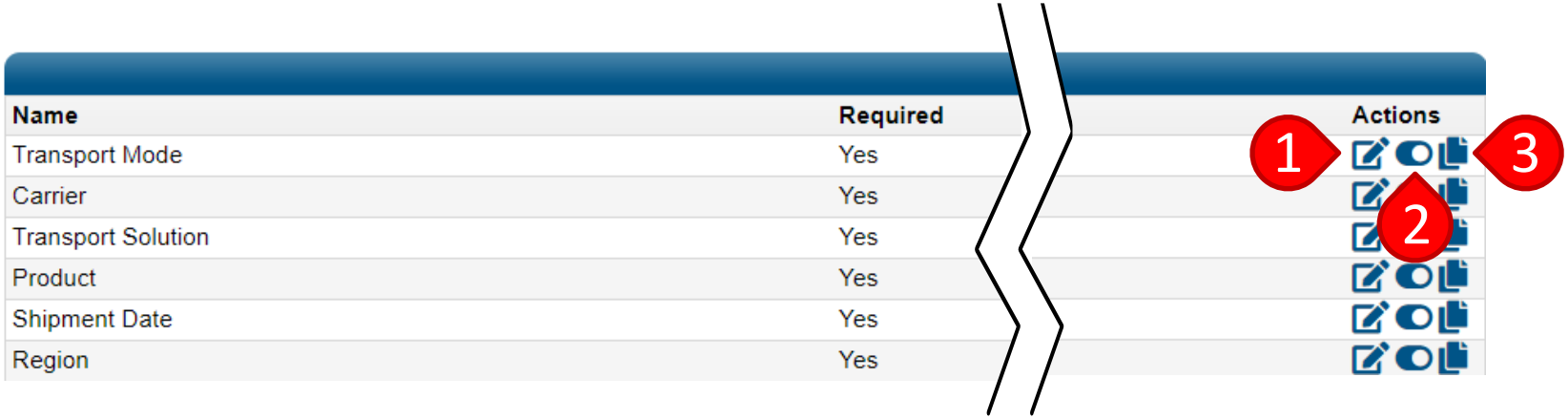
Add a Trip Field

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



Manage Trip Fields

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



Data Management

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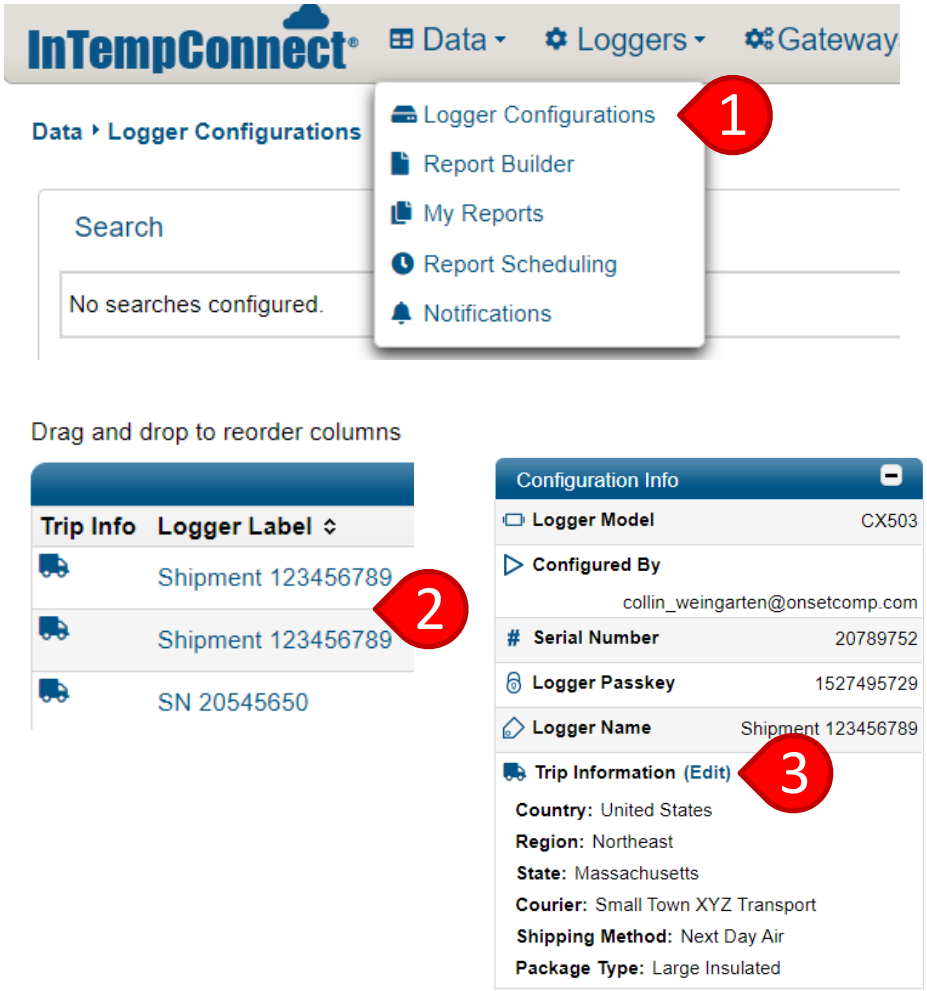
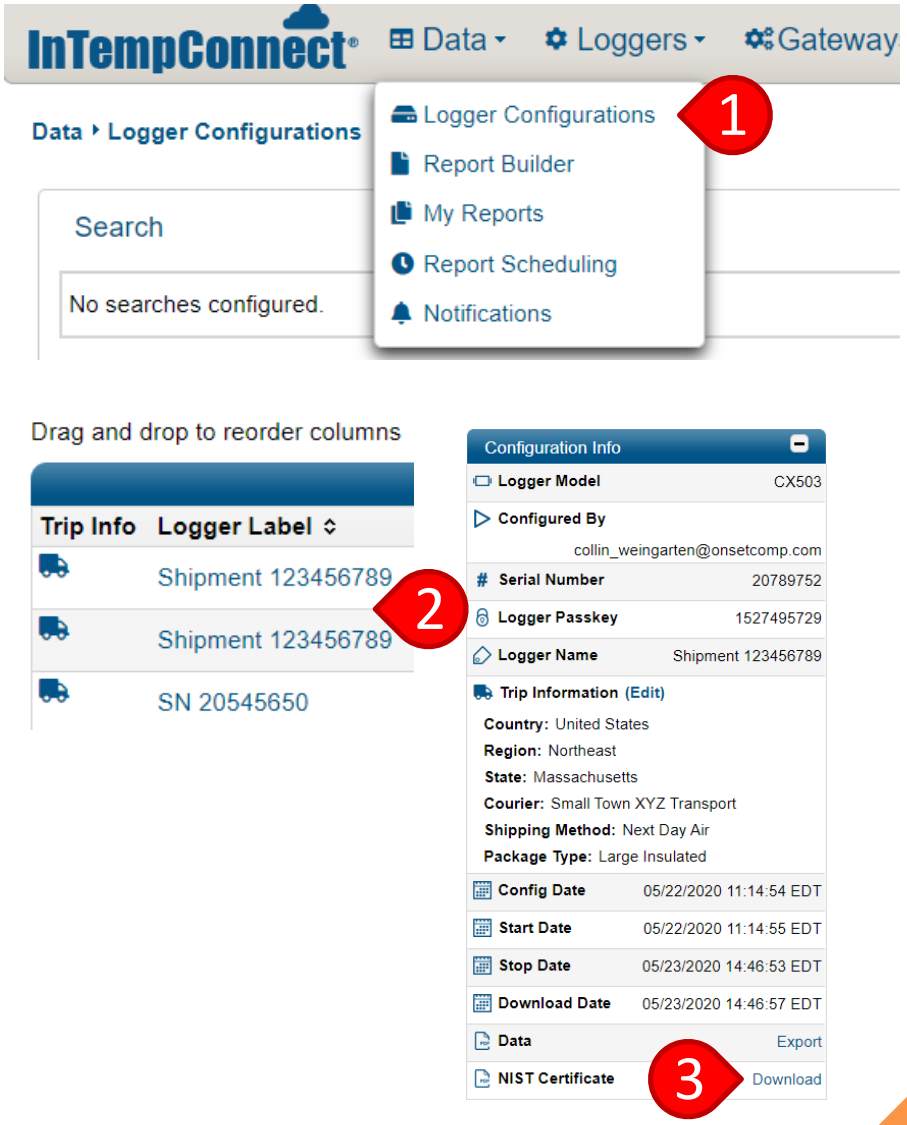
Edit Trip Fields

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



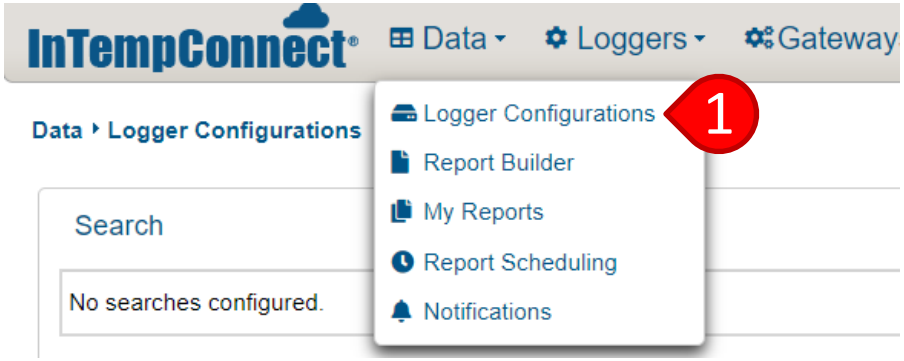
Download NIST Certificate

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

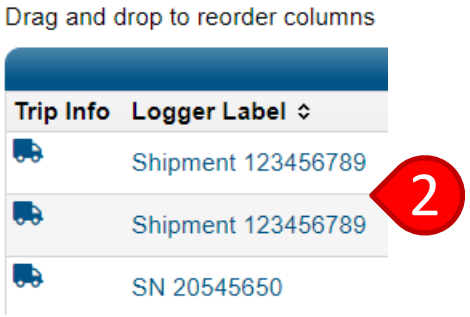


Segment Data

Segmenting data does not erase or alter the data in any way. Rather, it just filters data from the report and adjusts temperature statistics accordingly. Perform data segmentation when the logger start and stop times do not match the actual shipment start and end date & time.

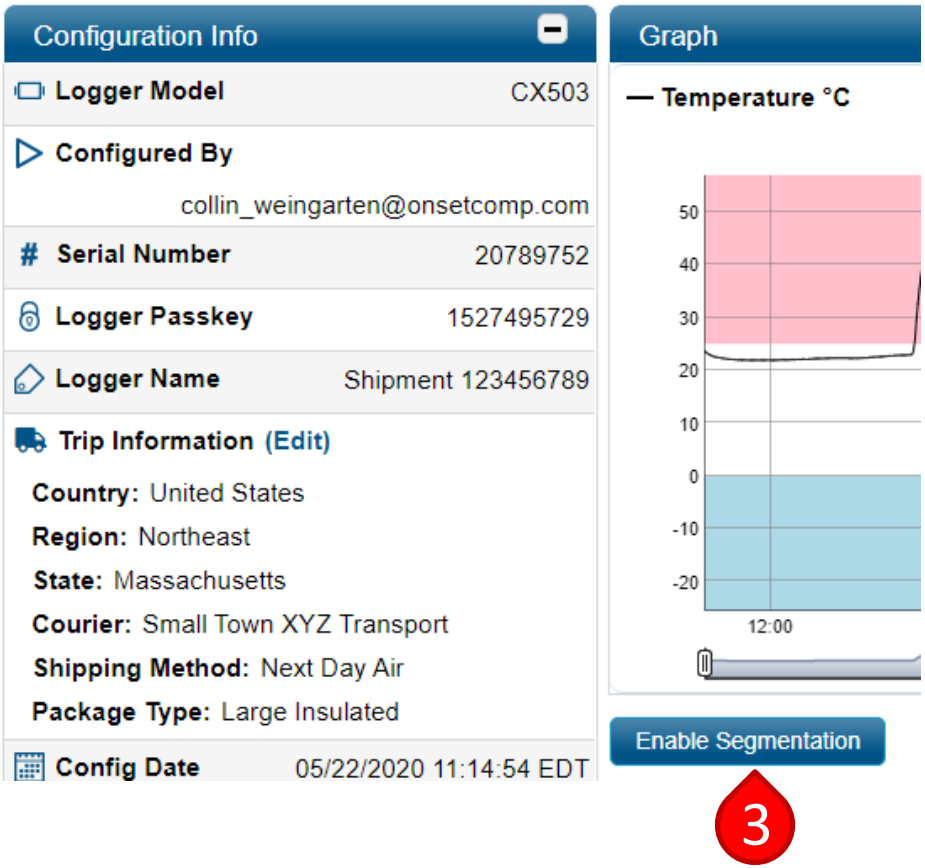


1. Click on “Logger Configurations” under the “Data” tab
2. Click on a configuration in the Configurations table



Segment Data

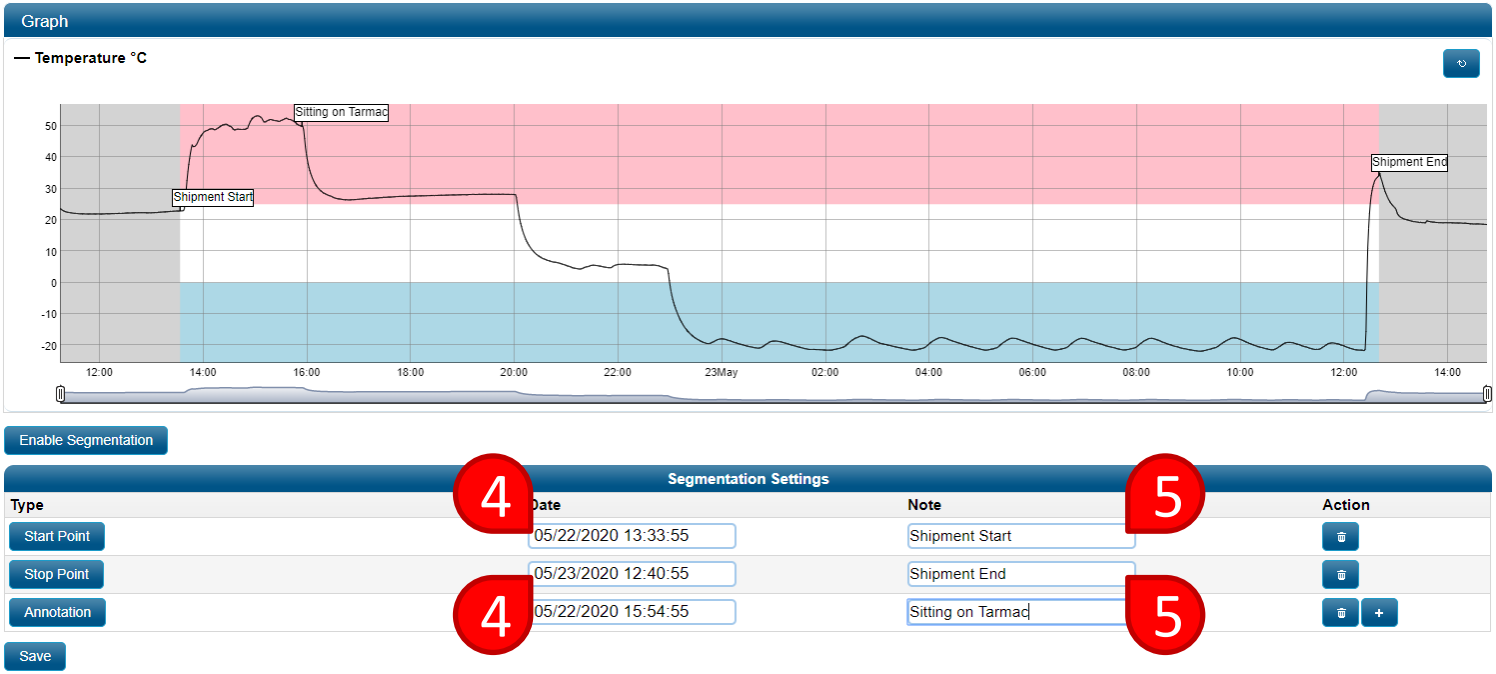
3. Click “Enable Segmentation” under the graph



Segment Data

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

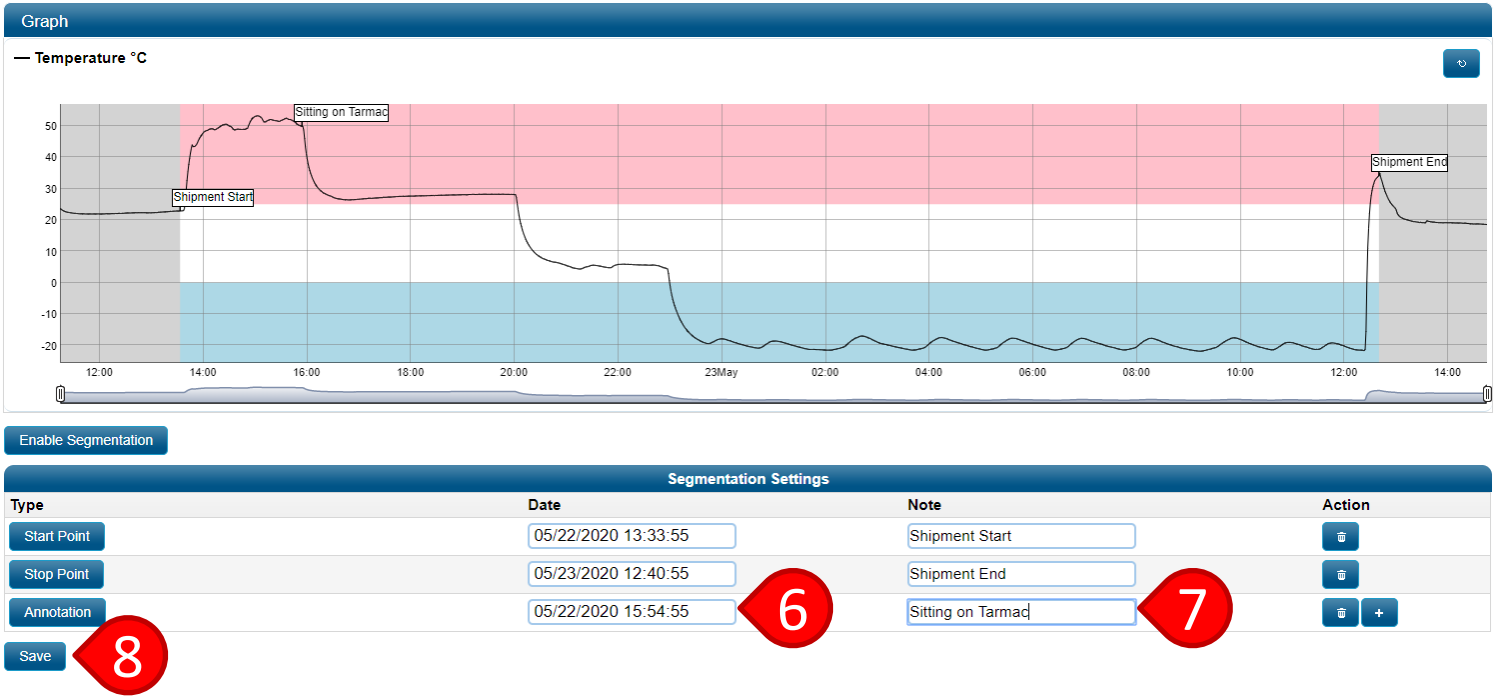
5. Enter a note for both points



Segment Data

6. If you want to add an annotation, enter a date and time next to the “Annotation” button

7. Add a note for the annotation
   - An annotation can be anything – e.g., it can explain an excursion, corrective action, critical event, shipping event, etc.
8. Click “Save”



Report Creation

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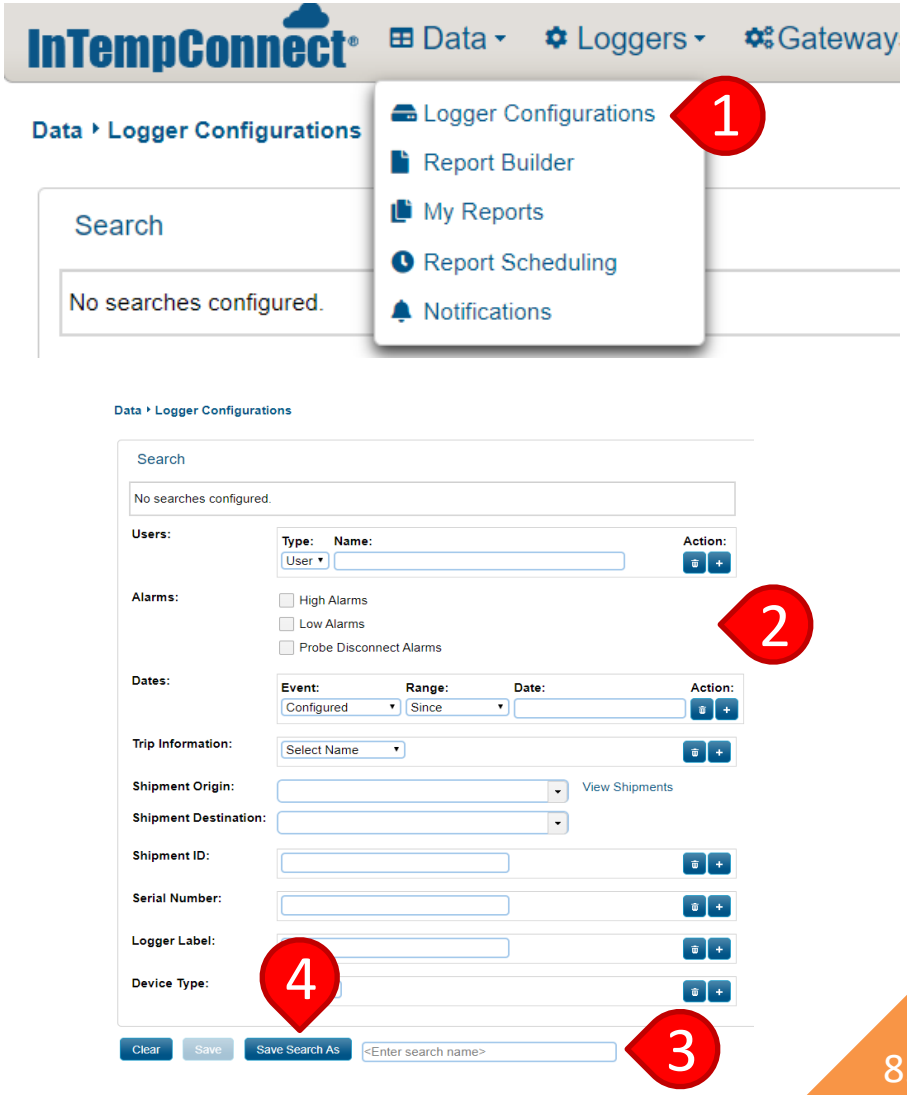
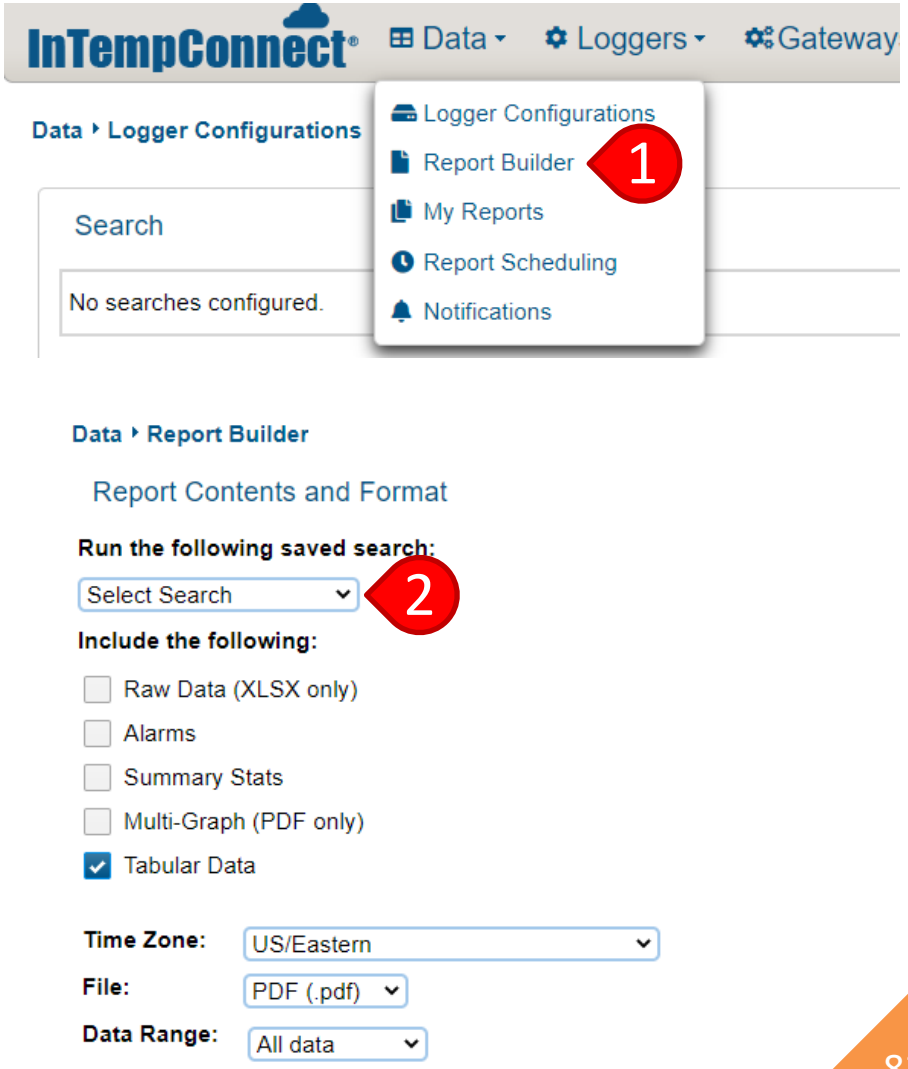
Create a Saved Search

1. Navigate to the “Logger Configurations” page
2. Fill out the relevant search criteria
3. Enter a search name
4. Click “Save Search As”



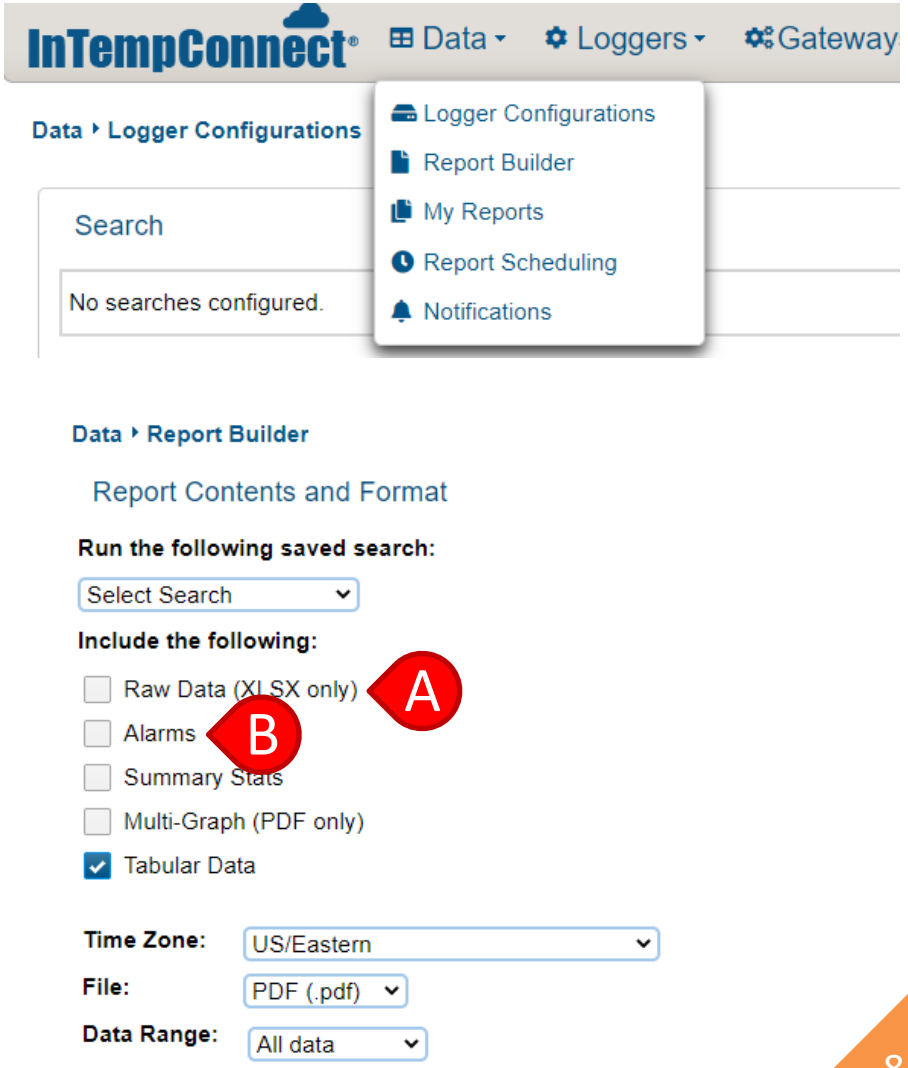
Create a Custom Report

1. Navigate to the “Report Builder” page
2. Either select a saved search to automatically populate the data you want in the report, or choose which configurations you want to include manually, further down the webpage



Create a Custom Report

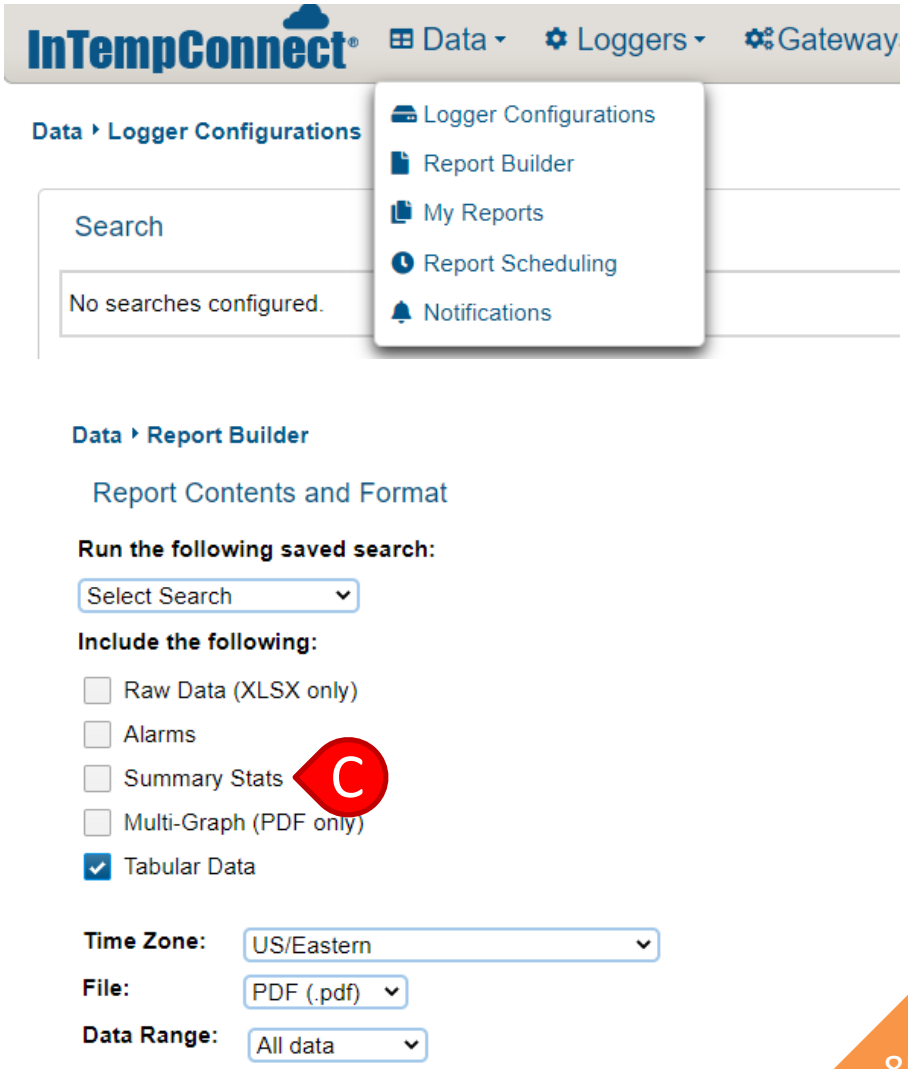
3. Choose how you would like the data to be organized and presented
   a) “Raw Data” can only be exported in Excel format
   b) “Alarms” will give you a summary section of all alarms that occurred



Create a Custom Report

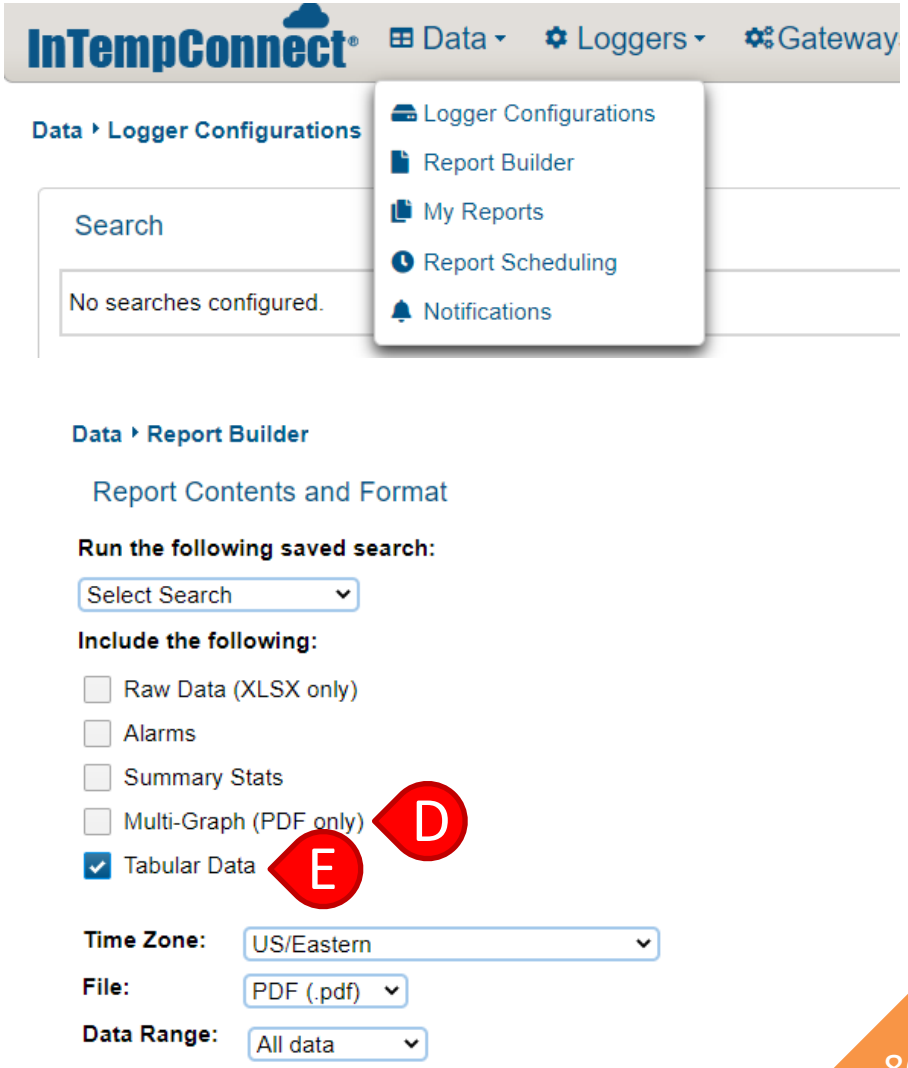
3. Choose how you would like the data to be organized and presented (continued)

   c) “Summary Stats” will group data by a Trip Field (Data Tag) and provide the summary statistics based on that Trip Field (e.g., summary statistics by courier, storage unit brand, or package type)



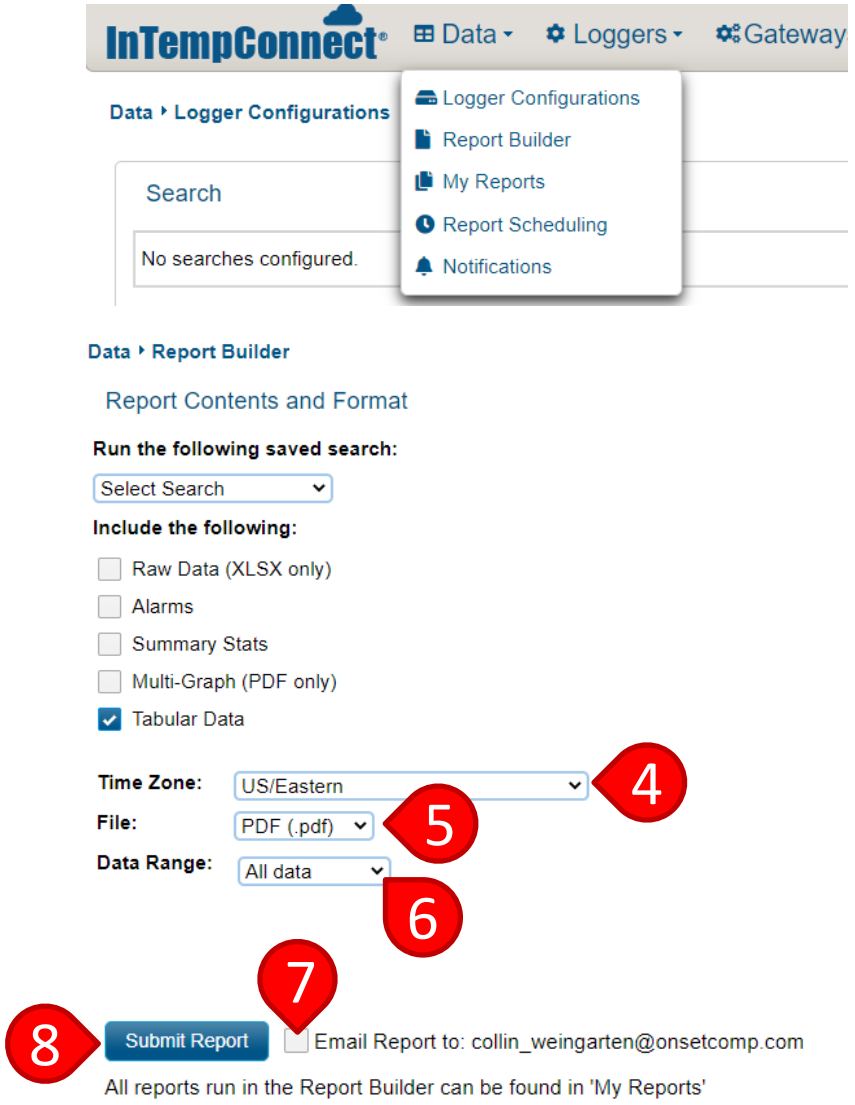
Create a Custom Report

3. Choose how you would like the data to be organized and presented (continued)
   d) “Multi-Graph” will provide a graph with all logger downloads represented (PDF only)
   e) “Tabular Data” will provide summary data for each serial number for multi-reports or point-by-point raw data for single device reports



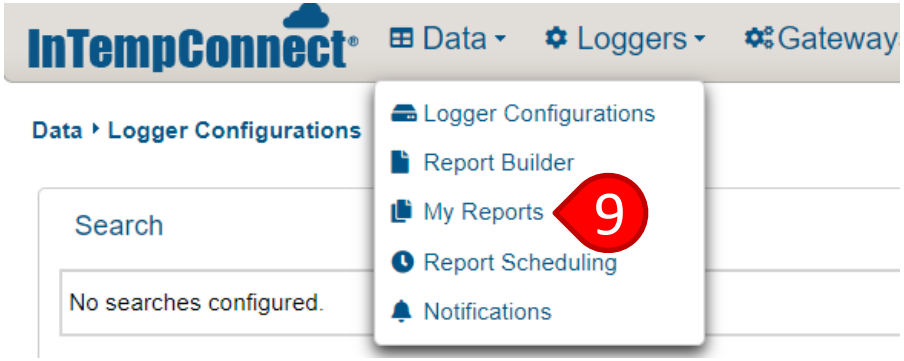
Create a Custom Report

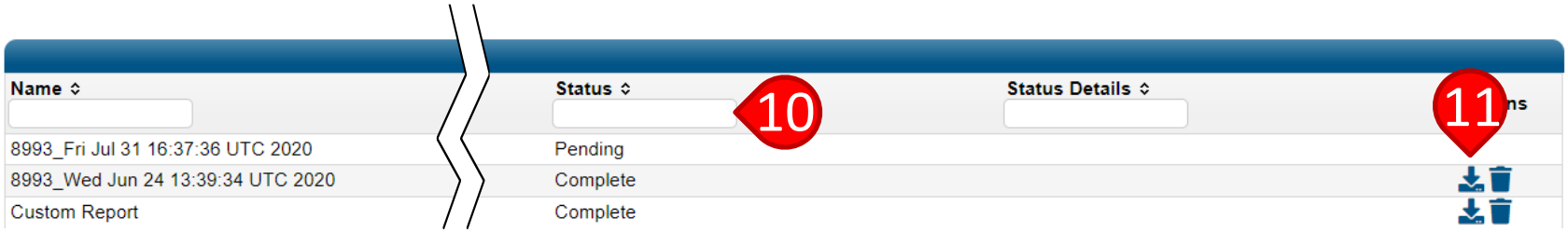
4. Choose the time zone
5. Choose the file type
   - Note: “Raw Data” can only be in Excel format and “Multi-Graph” can only be in PDF format
6. Choose the data range
7. Check the box if you want the report emailed to you
8. Click “Submit Report”



Create a Custom Report

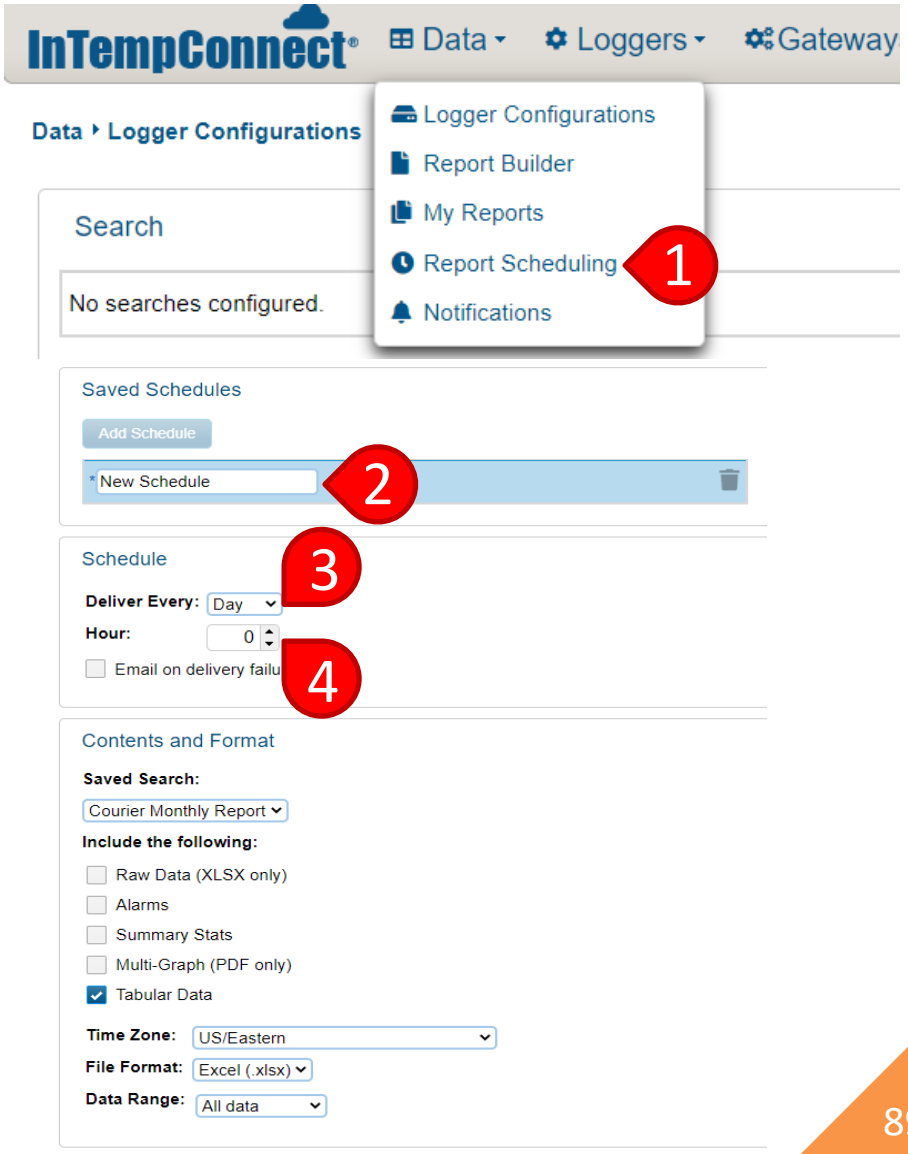
9. To view the report, navigate to “My Reports”
10. The report will initially be “Pending”. Refresh the webpage to check its status
11. Click on the download button to download the report





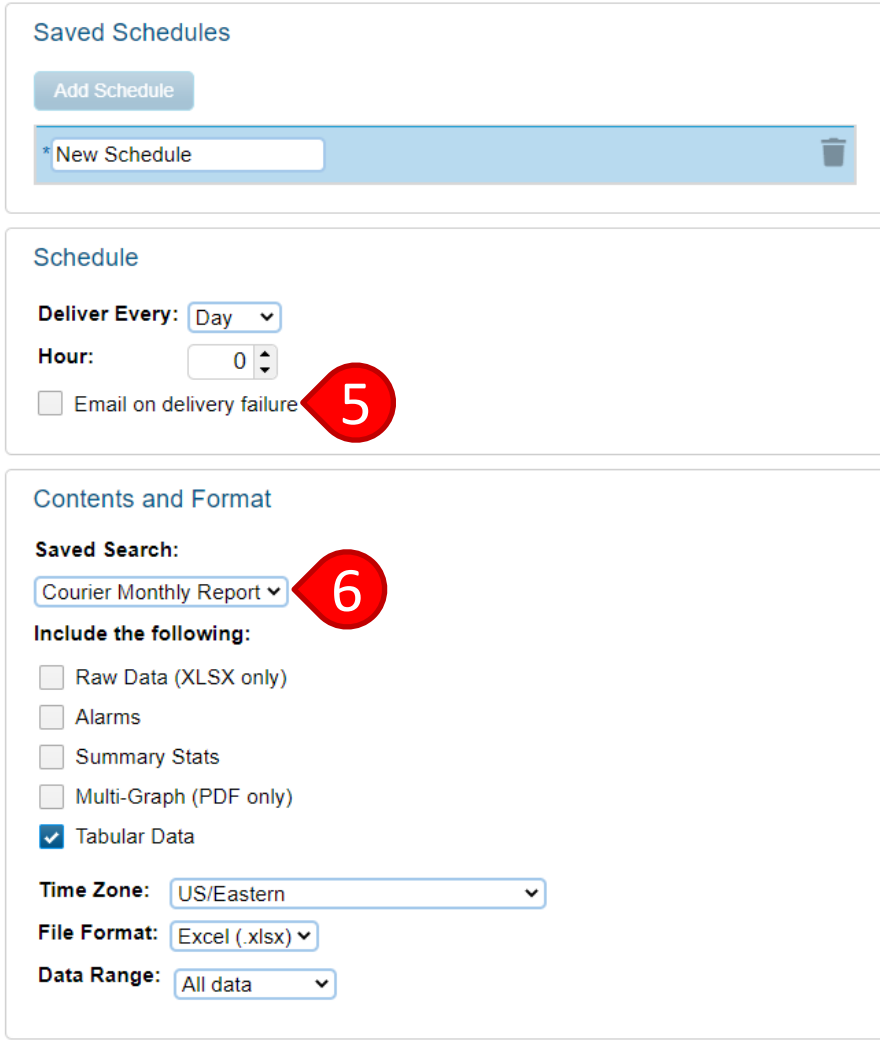
Schedule a Custom Report

1. Navigate to “Report Scheduling”
2. Name a new schedule
3. Specify how often you would like to receive the report
4. Specify the time when you would like to receive the report



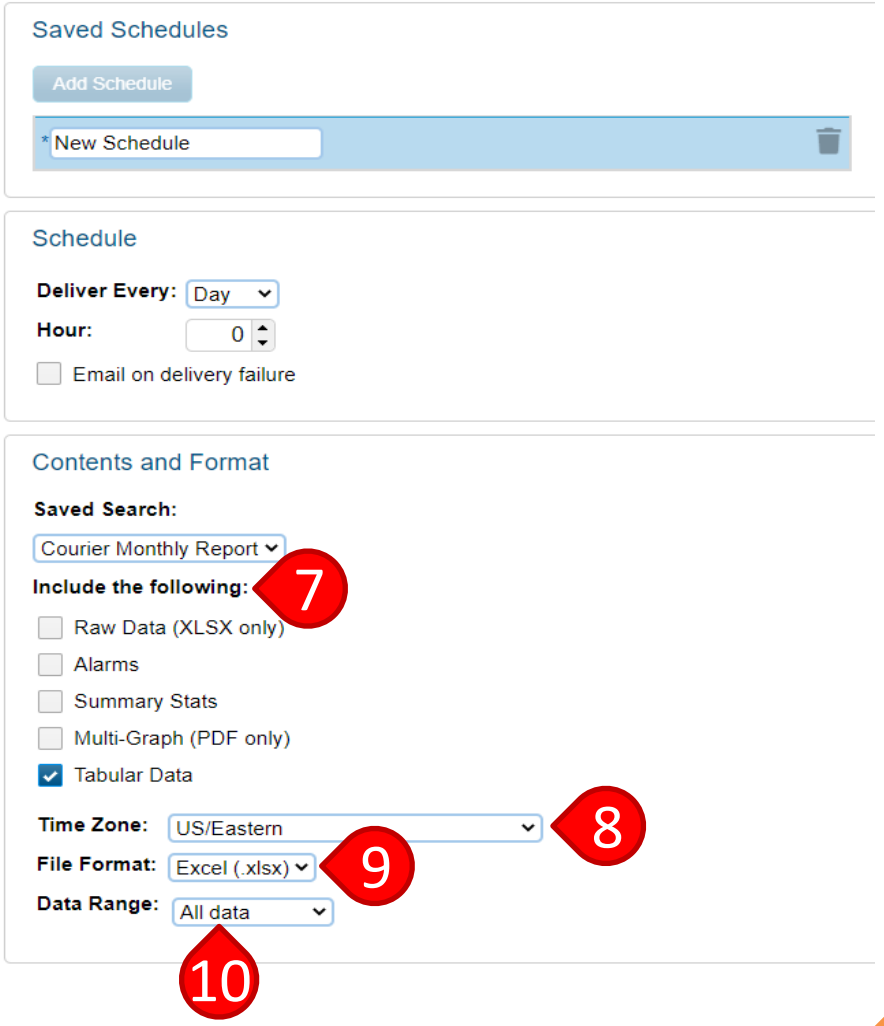
Schedule a Custom Report

5. If you want an emailed notification in the event of a failed delivery, check the “Email on delivery failure” box
6. Choose the saved search for the report you want
   – You must create a “Saved Search” prior to creating the schedule



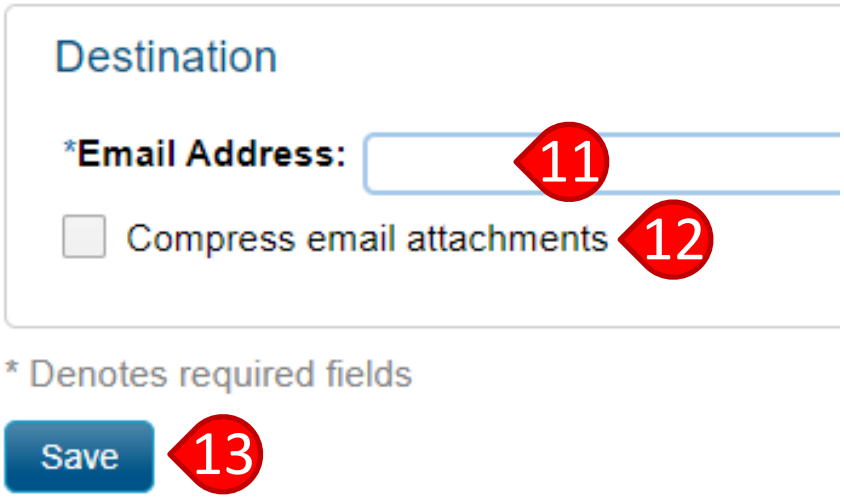
Schedule a Custom Report

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



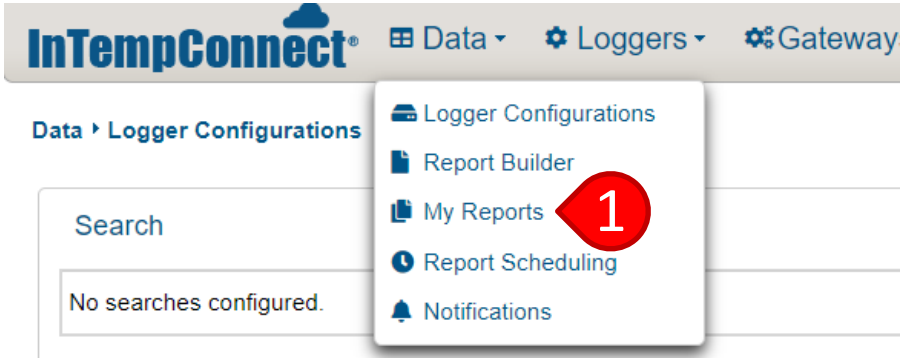
Schedule a Custom Report

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

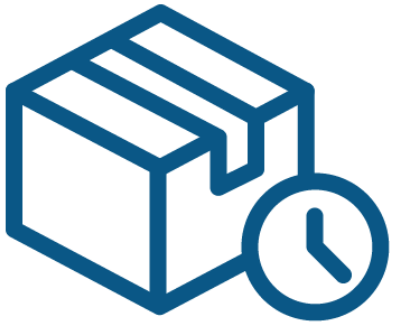


View reports

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



Shipment Management



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Shipments

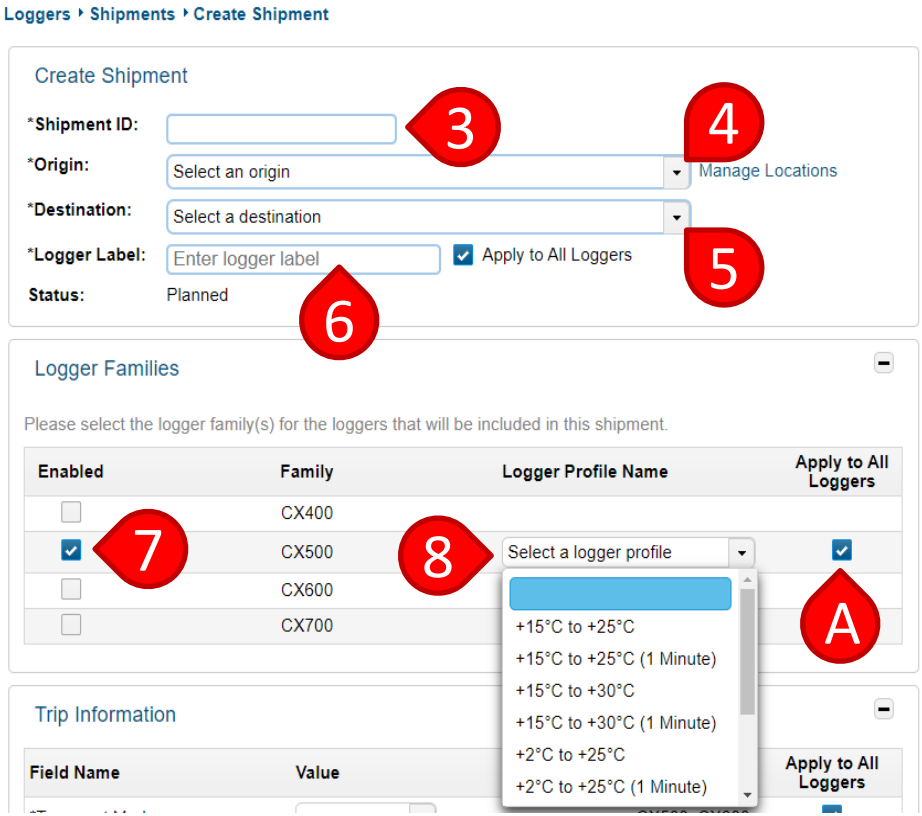
- Shipments can be created to automate your supply chain processes.
- The Gateway at the shipment origin will automatically configure and start your loggers and the Gateway at the shipment destination will automatically download and stop your loggers.
- All other Gateways will only download and continue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

Create Individual Shipment

1. Click “Shipments” under the “Loggers” tab
2. Click “Create Shipment” to create an individual shipment

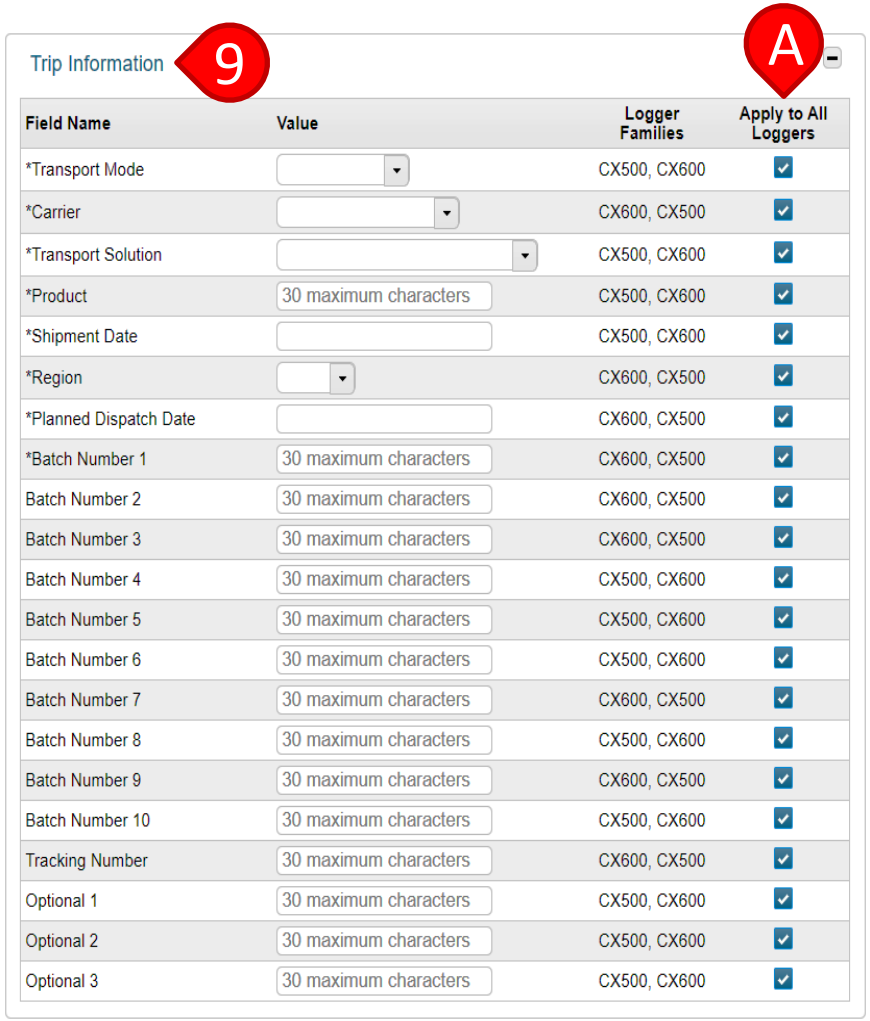
Create Individual Shipment

3. Enter “Shipment ID”
4. Choose “Origin”
5. Choose “Destination”
   - Create a Gateway Location
6. Choose “Logger Label”
   - This will name the physical logger and will appear in the InTemp mobile app and ITC
7. Choose the logger type(s)
8. Select a logger profile
   a) If multiple profiles exist, uncheck the “Apply to All Loggers Box”



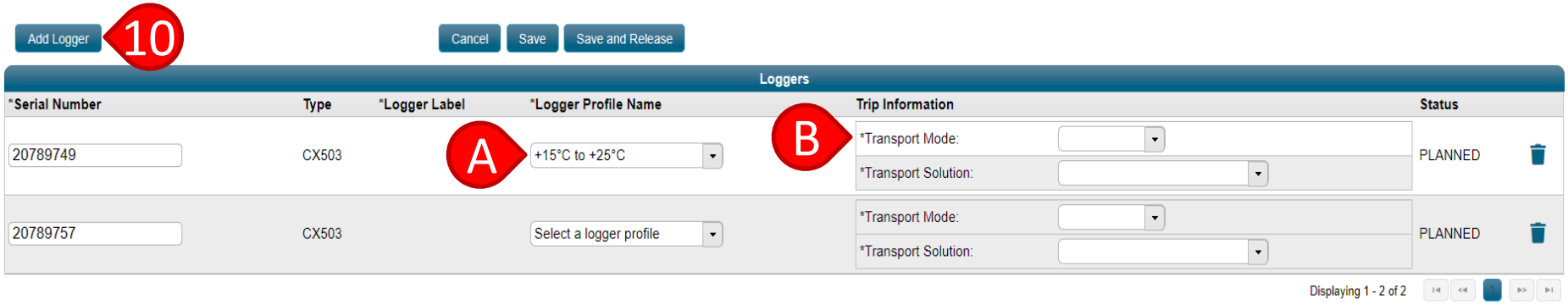
Create Individual Shipment

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



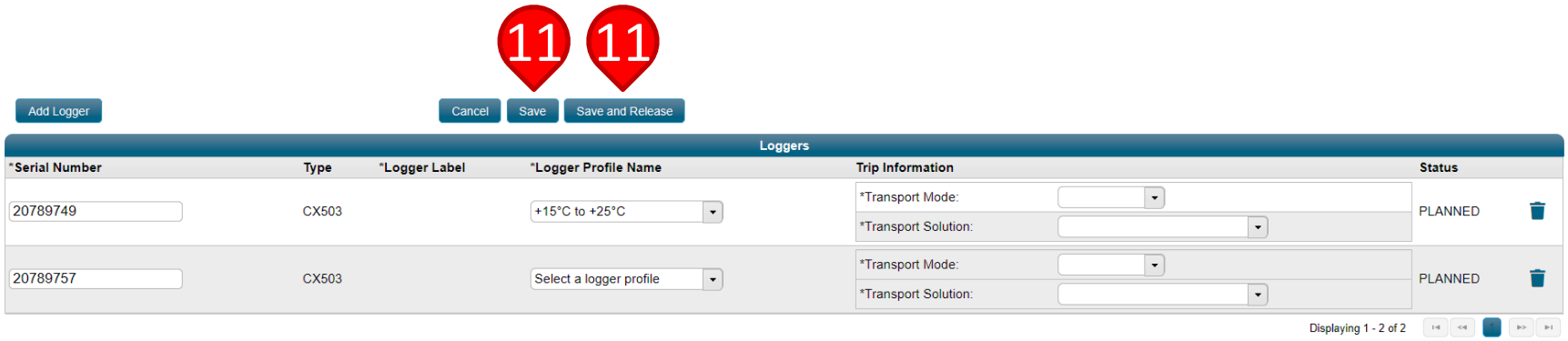
Create Individual Shipment

10. Click “Add Logger” for each logger that will be added to the shipment
    a) If different loggers have different profiles, choose the correct profile for that logger
    b) If different loggers have different trip info, choose the correct trip info for that logger



Create Individual Shipment

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

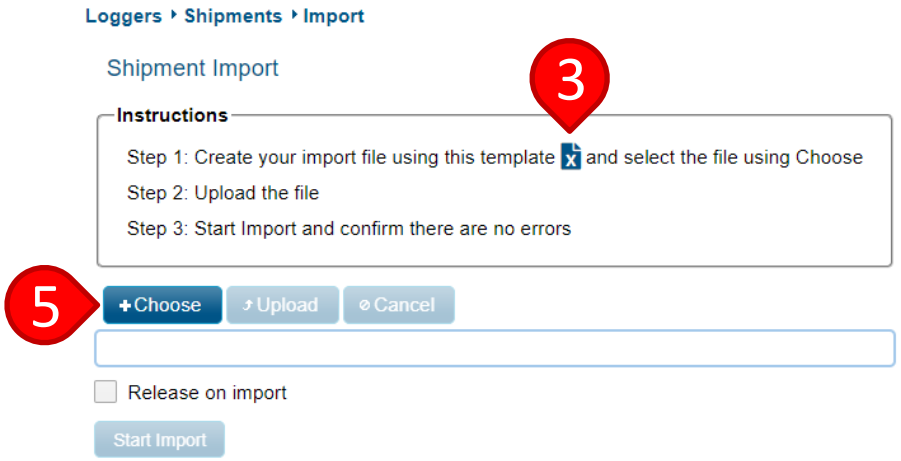


Import Shipments

1. Click “Shipments” under the “Loggers” tab
2. Click “Import Shipments” to create multiple shipments at once via an Excel file

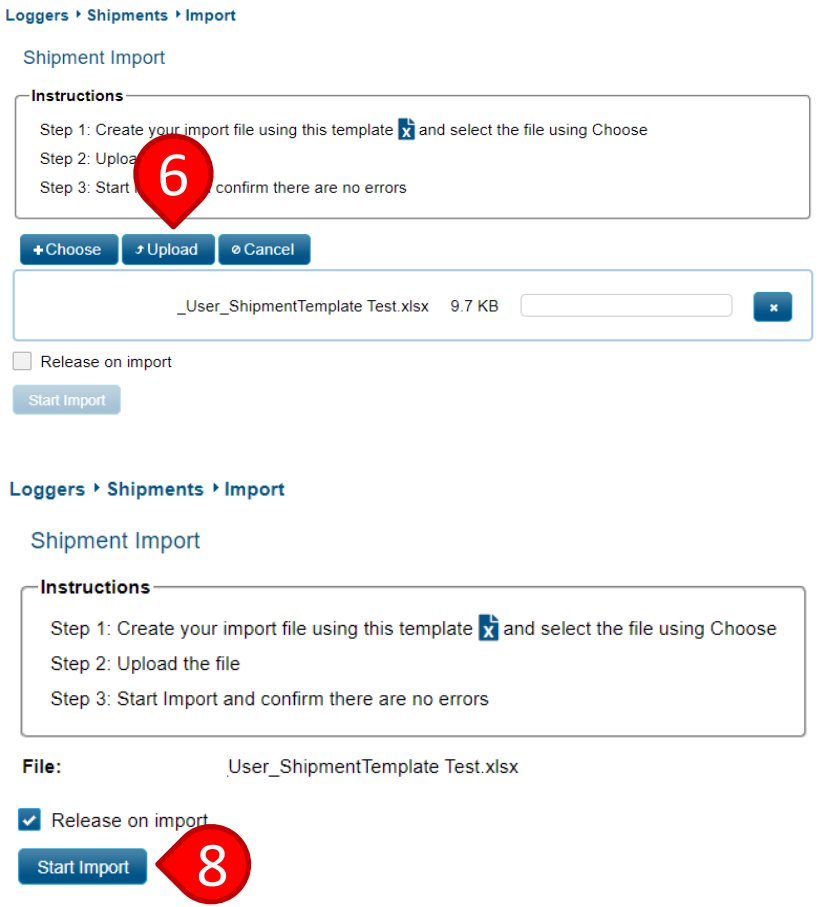
Import Shipments

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



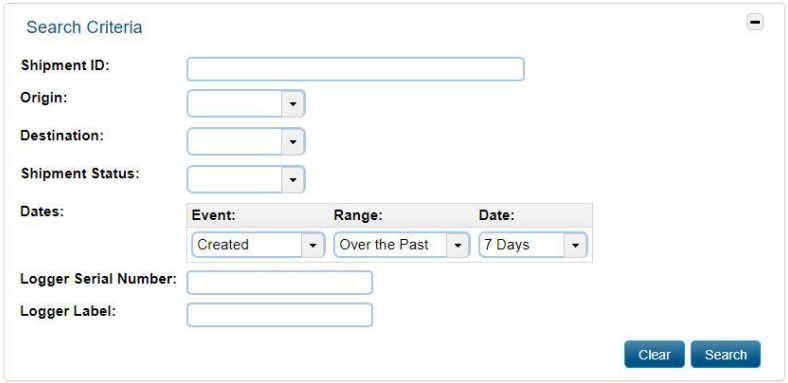
Import Shipments

6. Click the “Upload” button
7. Check the “Release on import” box if you want the shipment to be in a Released status after it imports
8. Click the “Start import” button
   - The system will alert you if there are errors in the Excel file



View & Edit Shipments

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



Shipments

Shipment ID	Origin	Destination	Status	Created By	Creation Date	Last Updated Date	Loggers	Actions
123456789	470 macarthur blvd, bourne, ma (A)	1830A Sierra Ave, Sacramento, CA 94203	Planned	john_smith@gmail.com	27-May-2020 16:16:55 EDT	27-May-2020 16:16:55 EDT	3	

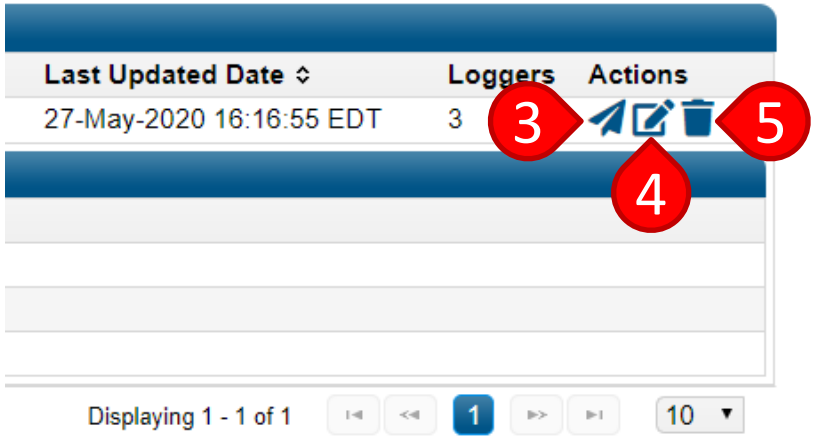
Loggers

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

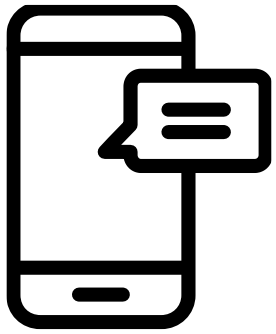
Displaying 1 - 1 of 1 1 10

View & Edit Shipments

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



Managing Notifications



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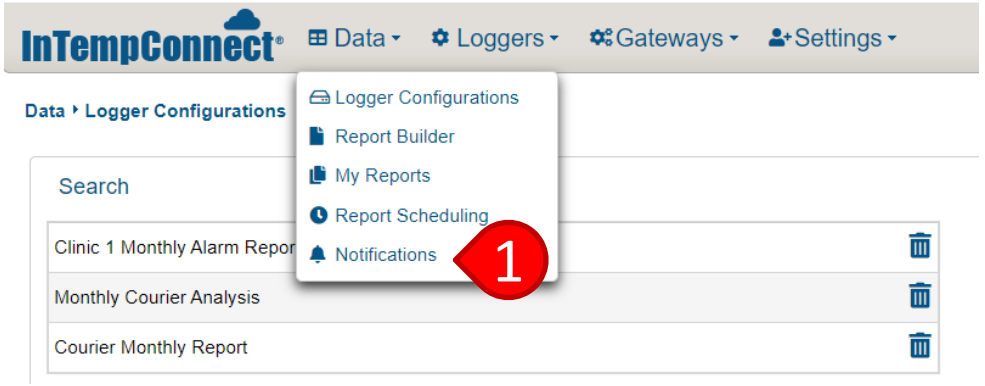
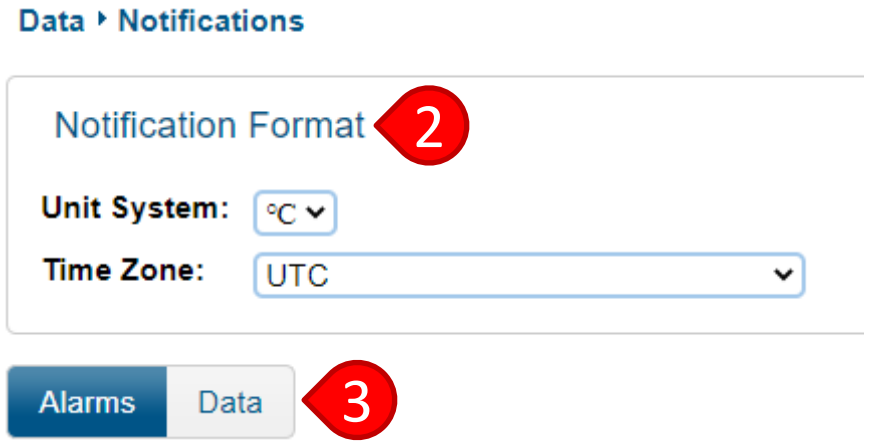
Notifications

- You can create notifications to alert you to any logger alarms, missing Gateways, or Gateway downloads.
- The notification can be sent via email or text.
- A Gateway is required for all notifications, and loggers must be in range (30m/100ft) of the Gateway for a notification to be sent.
- This feature gives you visibility of your loggers while you are not on site and it automates your reporting.

Managing Notifications

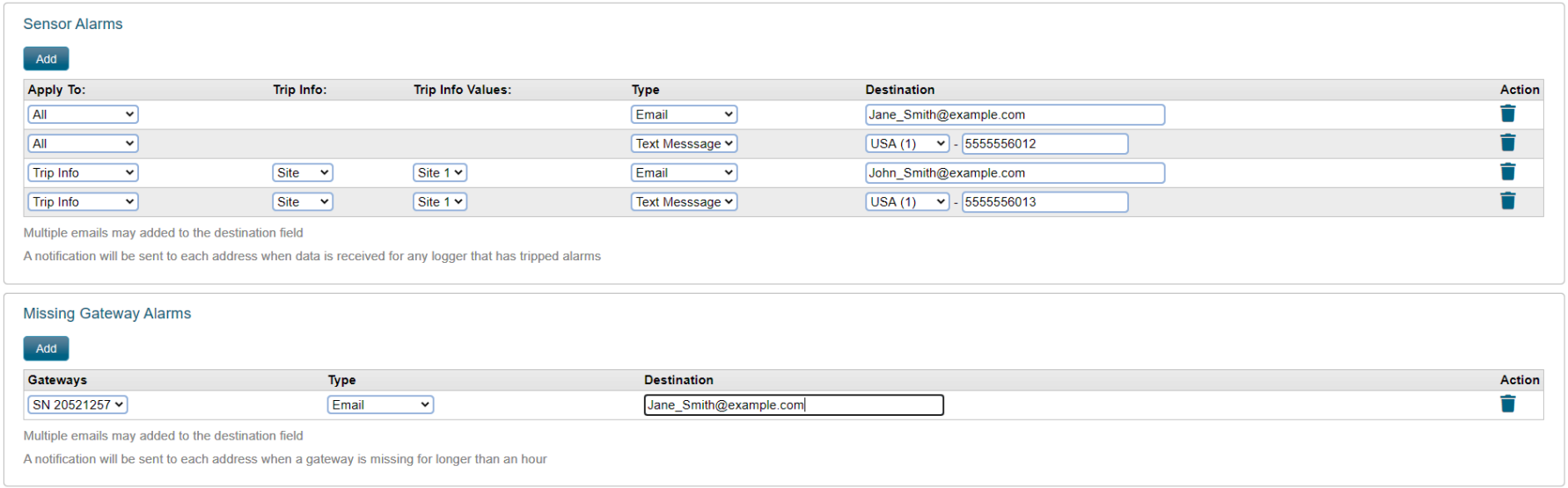
1. To create notifications, click “Notifications” under the “Data” or “Gateways” tab
   - Note: This is only for users who own Gateways
2. Select your preferred unit of measurement and time zone under “Notification Format”
3. Choose “Alarms” for alarm notifications or “Data” for logger download reports





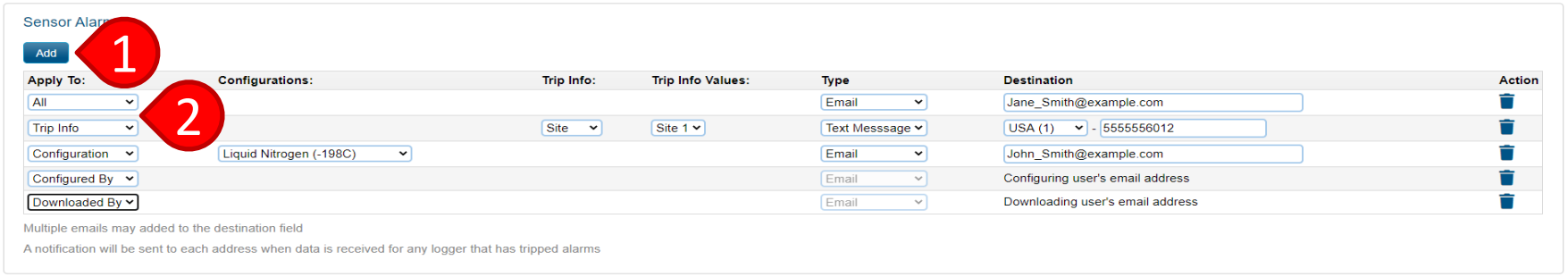
Managing Notifications

- “Alarm” notifications are triggered when a logger in range of a Gateway records an alarm
- “Missing Gateway Alarm” notifications are triggered (and sent one hour after) it has been detected that a Gateway is not communicating with InTempConnect



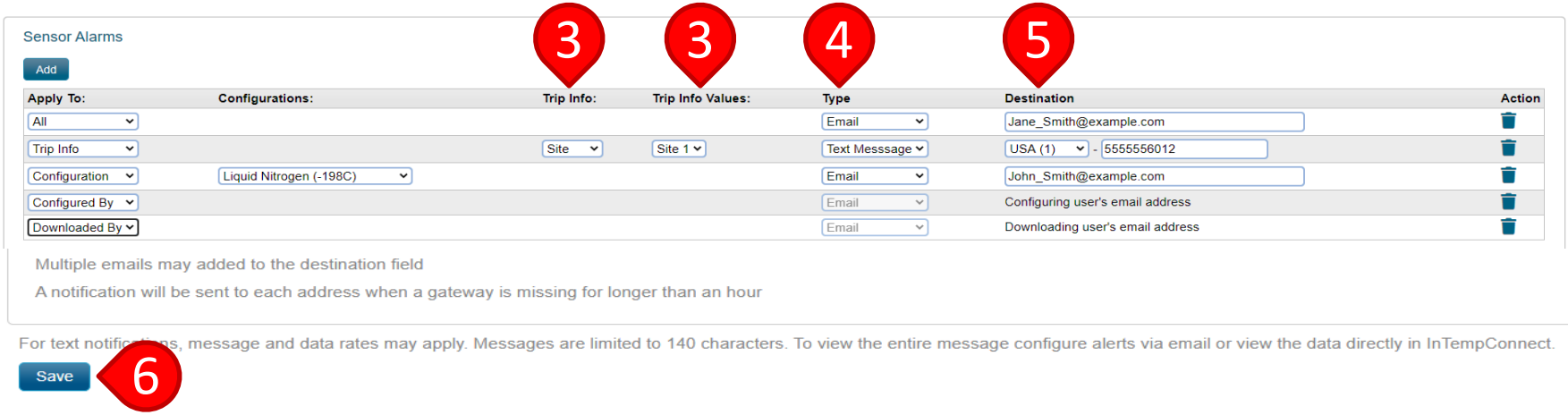
Alarm Notifications

1. Click the “Add” button to add a new notification
2. Click “Apply To” to more accurately specify the data to be emailed upon alarm
   - “All” will alert you to all alarms for all loggers
   - “Trip Info” will send an alarm notification for the loggers that have been assigned the values selected in Step 3
   - “Configuration” will send an alarm notification just for loggers with that specific logger configuration
   - “Configured By” and “Downloaded By” will send an alarm notification to the user who configured or downloaded the logger



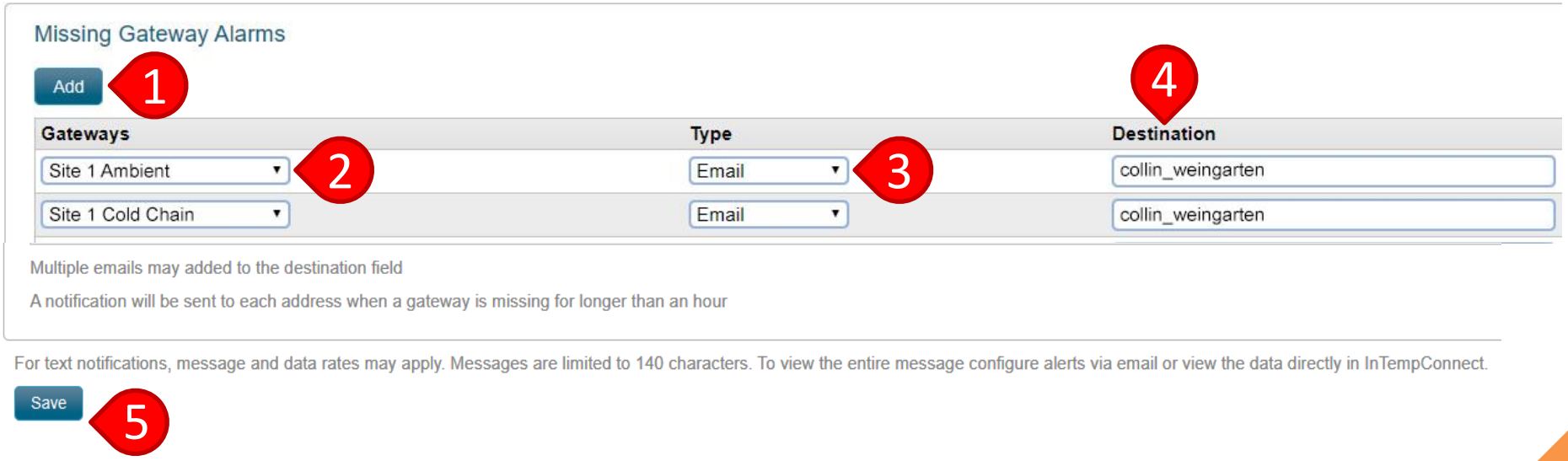
Alarm Notifications

3. Fill in any additional fields based on the “Apply To” selection
4. Choose the notification type (“Email” or “Text Message”)
   - Note: To receive both types of notifications, you must add two separate notifications for the same “Apply To”
5. Enter the email or phone number under “Destination”
6. Click “Save” at the very bottom of the webpage (below “Missing Gateway Alarms”)



Missing Gateway Notifications

1. Click the “Add” button to add a new notification
2. Choose the Gateway for notifications to be sent
3. Choose the type of notification (“Email” or “Text”)
4. Add the desired email or phone number under “Destination”
5. Click “Save” at the very bottom of the webpage

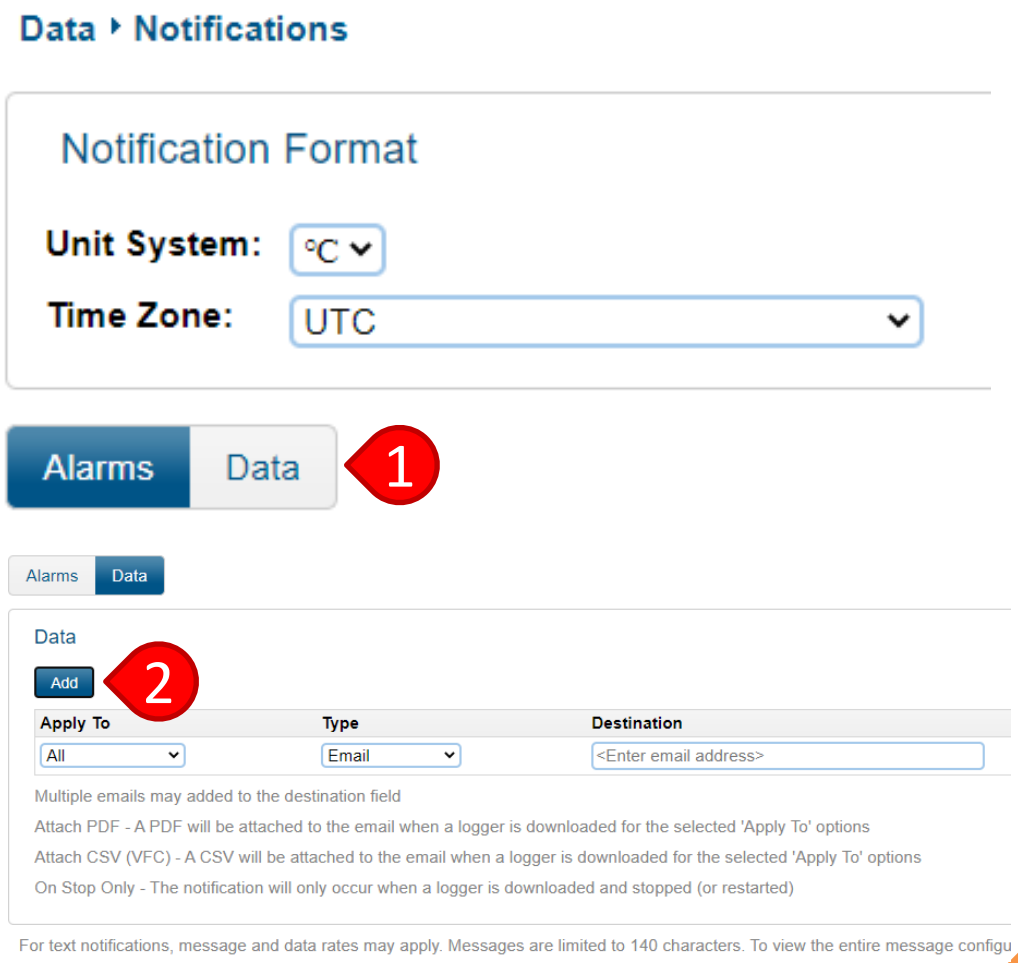


ONSET

Data Notifications

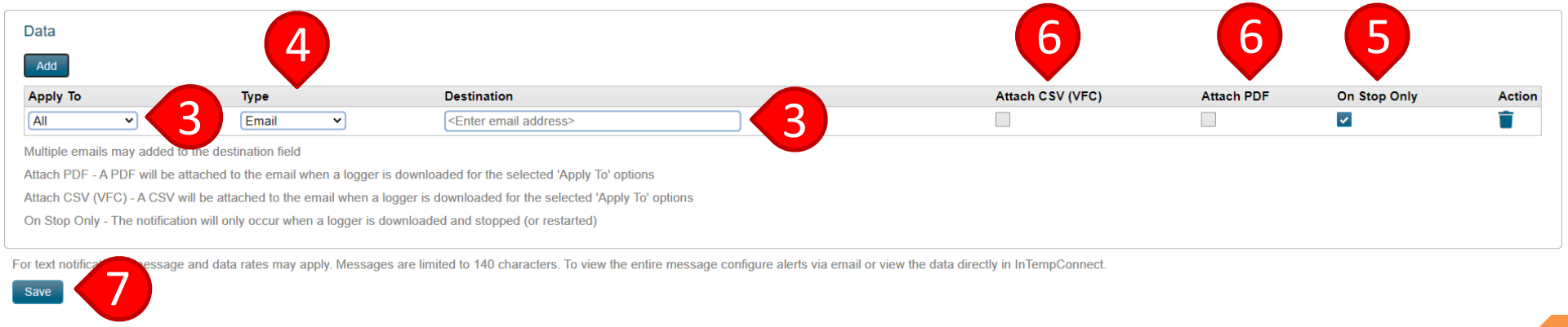
"Data Notifications" are for sending data reports whenever a download is completed by a Gateway

1. Click on the "Data" tab
2. Click "Add"



Data Notifications

3. Complete the fields as you would for Alarm Notifications
4. Choose the report type you want – “Email” or “Text”
5. Check “On Stop Only” if you want a report on logger stop only
   - If unchecked, reports will also be sent when a logger is downloaded and restarted, or downloaded and continued
6. Choose the report format
7. Click “Save”



Retrieving Logger Passkey

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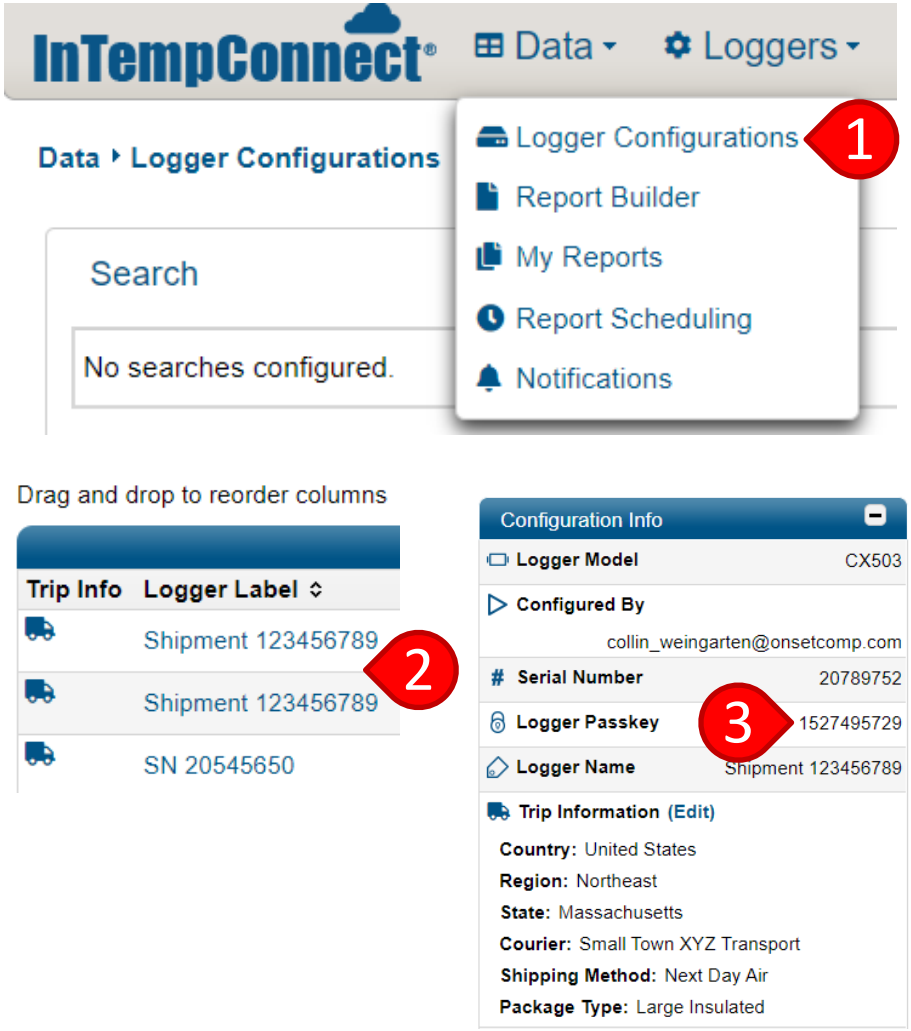
Logger Passkey Explanation

- When you configure a logger for the first time, the logger is automatically assigned a passkey that's associated with the specific account.
- Only users who are part of that account can access those loggers.
- If an unauthorized user (outside of the account) tries to access the logger, a message will pop up requesting the passkey. This is done for security reasons.

Retrieve Logger Passkey

1. Click on “Logger Configurations” under the “Data” tab
2. Click on a configuration in the Configurations table
3. Find the “Logger Passkey” in the “Configuration Info” box and type in that number when prompted by the InTemp mobile app



Resetting Gateway Passkey

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Reset a Gateway Passkey

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

Security Settings

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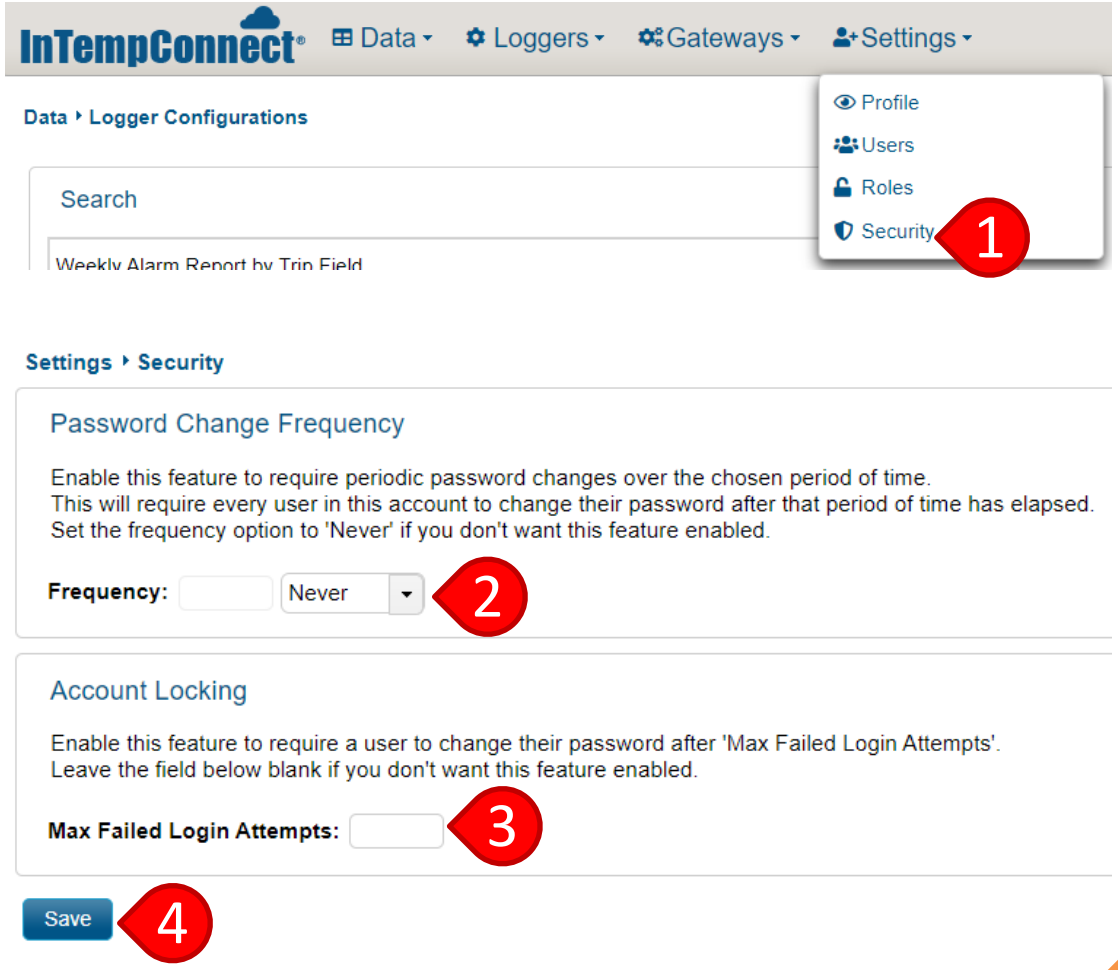
Manage Security Settings

1. Click “Security” under “Settings”
2. To specify user password reset frequency, select the number of days, weeks, or months in the “Frequency” box
3. To specify how many times a user can enter an incorrect password, enter the number in the “Max Failed Login Attempts” box
4. Click “Save”



Troubleshooting

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Common Questions & Issues

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

Common Questions & Issues

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

Common Questions & Issues

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

Common Questions & Issues

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

Onset Key Contacts

- Onset Technical Support

  (for InTempConnect, logger, Gateway, and InTemp app help)

  - Website (best method of contact)

    https://www.onsetcomp.com/intemp/contact/support
  - Phone: 1-877-564-4377
  - Email: Loggerhelp@onsetcomp.com

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Onset Key Contacts

- Onset Sales
  - Website

    https://www.onsetcomp.com/intemp/contact/sales
  - Phone: 1-866-240-8309

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