

InTemp™ App User's Guide

Onset Computer Corporation
470 MacArthur Blvd.
Bourne, MA 02532
www.onsetcomp.com

Mailing Address:

P.O. Box 3450
Pocasset, MA 02559-3450

Phone: 1-800-LOGGERS (1-800-564-4377) or 508-759-9500

Fax: 508-759-9100

Email: loggerhelp@onsetcomp.com

Technical Support Hours: 8AM to 8PM ET, Monday through Friday

Customer Service Hours: 8AM to 5PM ET, Monday through Friday

Contents

- Chapter 1 Getting Started3**
- Chapter 2 Working with Loggers5**
 - Viewing Loggers5
 - Connecting to a Logger5
 - Configuring a Logger7
- Chapter 3 Working with Reports9**
 - Downloading Reports.....9
 - Viewing and Sharing Reports10
 - Deleting Reports11
- Chapter 4 Settings, Support, and FAQs.....12**
 - Add or Edit Users12
 - Working with Logger Configurations13
 - Changing Reports and Other Options15
 - Getting Support.....16
 - Frequently Asked Questions16

Chapter 1

Getting Started

InTemp is software for mobile devices and designed for Bluetooth® Low Energy-enabled Onset CX series loggers. For specifications and detailed information about your logger, refer to the logger manual at www.onsetcomp.com/support/manuals.

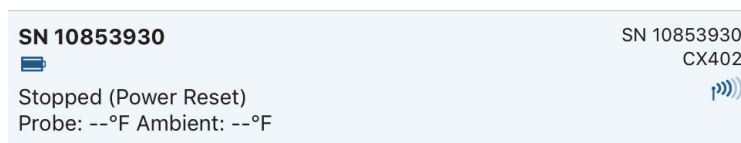
To get started with InTemp:

1. Download InTemp to your phone or tablet.
2. Install the batteries in the logger and insert the external probe (if applicable).
3. Open InTemp. Enable Bluetooth in your device settings if prompted.
4. Set up an InTemp user account. Enter the following:
 - Email address
 - First and last name
 - Password
 - Company name (optional)
 - Notes (optional)
 - Profile photo (optional, choose an existing photo or use the camera to take a new photo)

Tap Save when done.

5. Log in to your account when prompted.
6. The logger should appear in the Loggers screen as the example shown. If it does not appear, make sure it is within range of your phone or tablet. Tap the logger to connect to it.




Loggers



7. Once connected, tap Configure. Swipe left and right to select one of the preset logger configurations. Type a name for this logger deployment and tap Start to load the selected configuration to the logger and start logging. **Note:** You can also create your own custom configuration under Settings (see Chapter 4 for details).


The logger will begin logging based on the settings in the configuration that you selected. Once logging begins, you can download data and generate a report. Connect to the logger and tap Download (see Chapter 3 for details).

All the features within InTemp are accessed through the three icons at the bottom of the screen.

Tap this icon:	Do to this:
 Loggers	View loggers within range of your phone or tablet. Connect to a logger to configure it, perform a check, download data, set a passkey, and more. See Chapter 2 for details.
 Reports	Generate logger reports and share them with others. See Chapter 3 for details.
 Settings	Add or edit users and logger configurations. Change report settings, units, time zone, and more. Get help with the app and view contact information if you have additional questions. See Chapter 4 for details.

Chapter 2

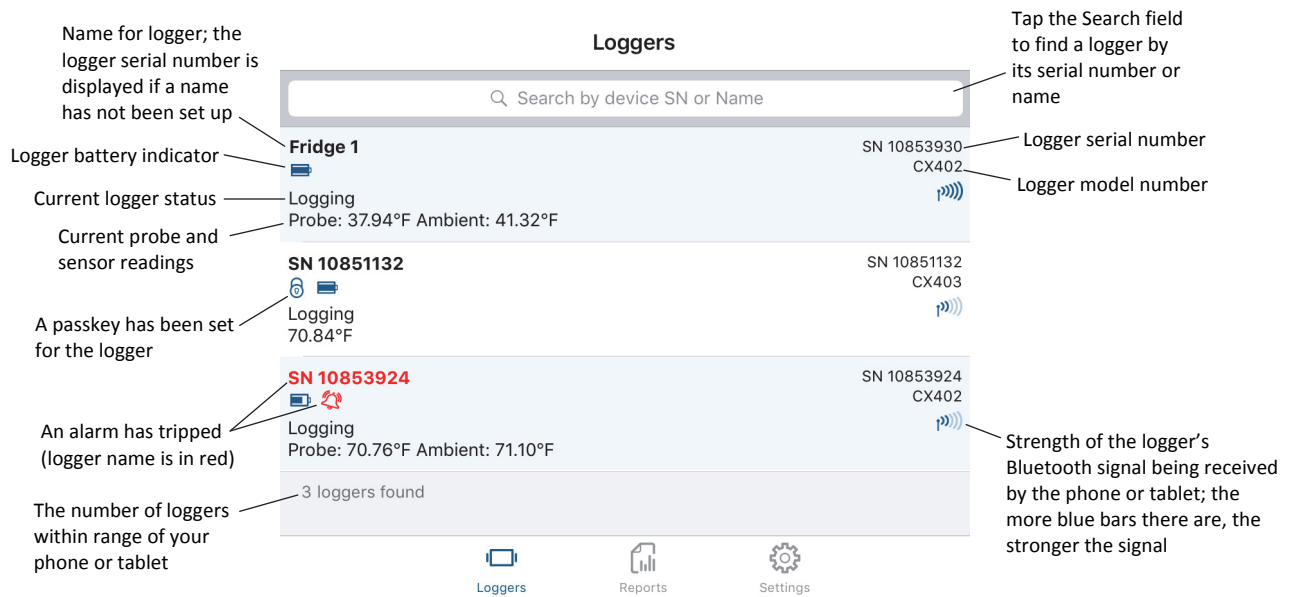
Working with Loggers

 Tap the Loggers 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, perform a daily check, set a passkey, and more.

Viewing Loggers

The InTemp app uses Bluetooth Smart to communicate with all loggers within broadcast range of your phone or tablet (refer to the logger manual for range specifications). These loggers are displayed in the list in the Loggers screen as shown in the following example. 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 with a search bar at the top and a list of three loggers. Annotations point to various features:

- Name for logger; the logger serial number is displayed if a name has not been set up:** Points to the search bar.
- Tap the Search field to find a logger by its serial number or name:** Points to the search bar.
- Logger battery indicator:** Points to the battery icon next to 'Fridge 1'.
- Current logger status:** Points to the 'Logging' status text.
- Current probe and sensor readings:** Points to the temperature readings 'Probe: 37.94°F Ambient: 41.32°F'.
- Logger serial number:** Points to 'SN 10853930'.
- Logger model number:** Points to 'CX402'.
- A passkey has been set for the logger:** Points to the lock icon next to 'SN 10851132'.
- An alarm has tripped (logger name is in red):** Points to the red text 'SN 10853924'.
- 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 bars.
- The number of loggers within range of your phone or tablet:** Points to '3 loggers found' at the bottom of the list.

Note: 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.

Connecting to a Logger

A logger must be within range of the phone or tablet to connect to it (refer to the logger manual for range specifications). Tips for connecting to the logger:

- Make sure Bluetooth is enabled for your device.

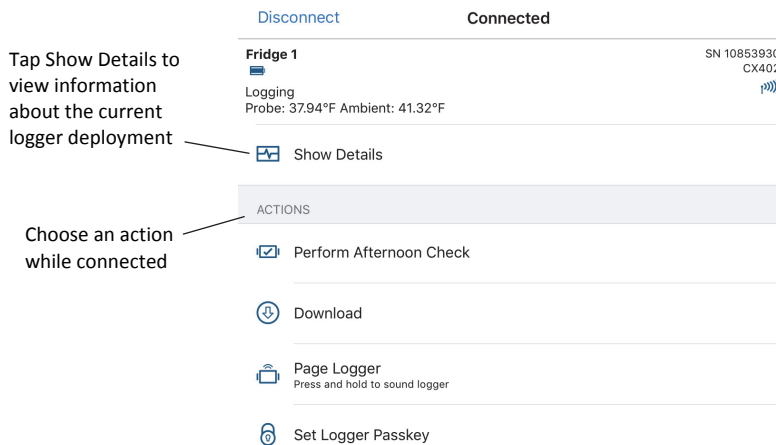
- Check the signal strength icon as shown in the previous section to see if the logger is within range of the phone or tablet and move closer if necessary. Only one or two blue bars indicate the Bluetooth signal is weak while all gray bars indicate that a signal is not found.

To connect to a logger:






1. Tap **Loggers**.
2. Find the logger you want the device to connect to in the list. You can also search for a specific logger with the Search field.
3. Tap the logger to connect to it.

Once connected, you can tap Show Details to see the 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 the next section <i>Configuring a Logger</i> for details.
	Perform Check	Tap Perform (Morning, Afternoon, or Daily) Check when you need to record a logger check 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 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 Settings described in Chapter 4.
	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, 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 Chapter 3 for details on reports.
	Page Logger	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.

Icon	Action	Description
	Set Logger Passkey	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, simultaneously press both the top and bottom button on the logger for 3 seconds, or tap Reset to Factory Default on the Set Logger Passkey screen. Note: A passkey set from this menu will override the default passkey listed in Settings. If you would rather use a default passkey, enable Default Logger Passkey in Settings and type a passkey there (see Chapter 4). You then do not need to set a passkey from this screen. The logger will automatically be configured with the default passkey.
	Update Firmware	<p>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.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Important: Before updating the firmware on the logger, always download the logger first. 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.</p> </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, repeat the configuration steps described in the next section.

Configuring a Logger

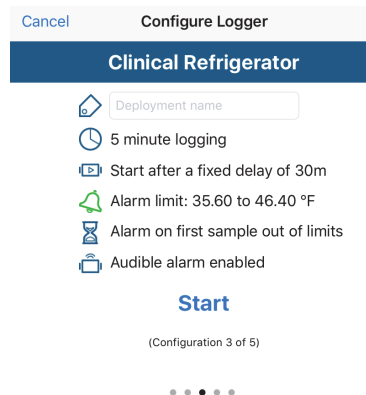
When your phone or tablet is connected to a logger, you can select one of the default configurations available for starting the logger or your own custom configuration. A logger configuration contains the logging interval, information on when the logger will start, and any alarm settings. For information about creating your own configuration, see Chapter 4.

To configure a logger:



1. Tap [Loggers](#). Find the logger you wish to configure and tap it to connect to it.
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.

3. Swipe left or right to select one of the logger configurations, such as the following example. **Note:** You can change the order of appearance of the configurations. See Chapter 4.



4. Type a name for this 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. The selected configuration is loaded to the logger. Logging will begin as determined by the start option in the configuration. If “On button push” was selected for the start option, then you can press the Start button on the logger to begin logging. **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. See the next chapter for details.

Chapter 3

Working with Reports



Reports

You can download the logger and generate reports that include logged probe (if applicable) and ambient readings, events, user activity, alarm information, and more. Reports can be shared immediately upon download or accessed later from the Reports icon.

Downloading Reports

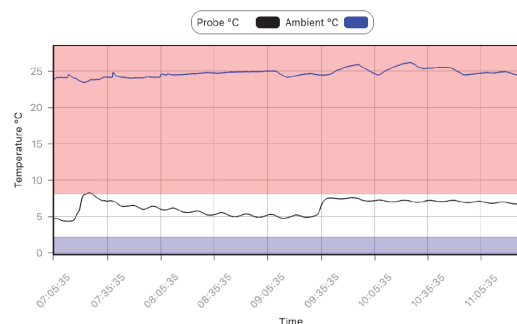
Reports are available in Secure PDF or XLSX format. You can choose the default report type in the Settings (see Chapter 4). To download a report:



1. Tap **Loggers** 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.** The logger will start a new deployment using the same configuration once the download is complete.
 - **Download & Stop.** The logger will stop logging once the download is complete.
4. A report is generated in the default type (either Secure PDF or XLSX as selected in Settings). 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. The report is also available in both formats for sharing at a later time.

Secure PDF reports contain the following information:

- The name and email for the user who created the report and any notes associated with that user profile.
- The time the report was generated and information about the logger deployment, including the name, logger model and serial numbers, 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, elapsed time outside the alarm limits, and elapsed time the probe was disconnected.
- A graph of the logged sensor data similar to the following. Red shading shows the high alarm range and blue shading shows the low alarm range.



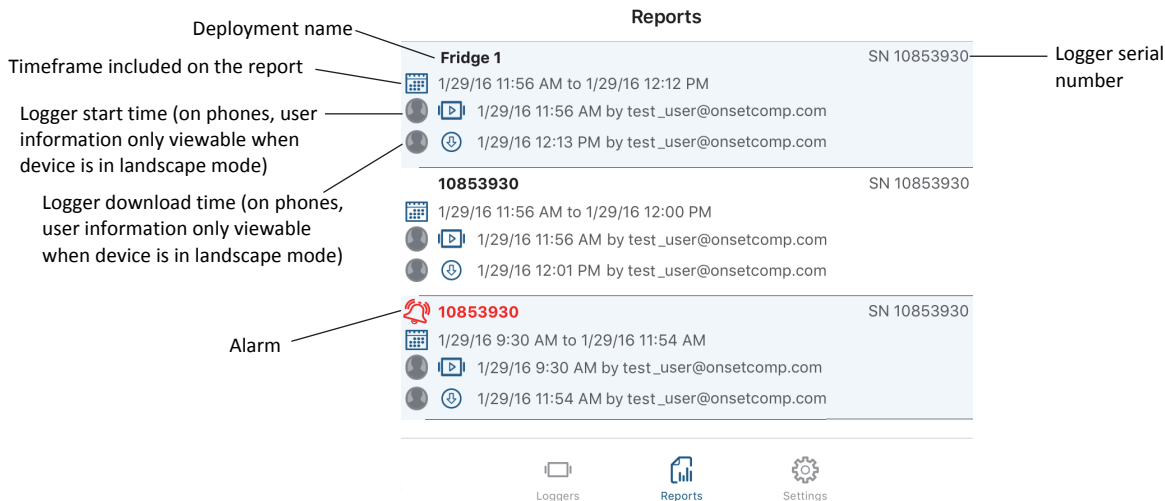
- A table with the logged data (if Include Table Data in PDF is enabled in Settings). Readings outside the alarm limits are in red.
- Deployment statistics, including minimum, maximum, and average temperature, standard deviation, and mean kinetic temperature.
- An audit report table listing user events, including the logger start and any downloads, logger checks, and missed checks.
- 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, who started the logger, downloaded it, and performed checks (if applicable), and missed checks (if applicable).
- Daily maximum and minimum readings (on the Daily tab).

Viewing and Sharing Reports


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).



To share a report:

1. Tap  Reports .
2. Tap the report you wish to share. The report will be generated in the default type.
3. 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 select the format of the report you wish to share:

1. Tap  Reports .
2. Swipe left on the report you wish to share.

3. Tap Share PDF or Share XLSX.
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.

Deleting Reports

To delete a report:



1. Tap [Reports](#).
2. Swipe left on the report you wish to delete.
3. Tap Delete Report.

Chapter 4

Settings, Support, and FAQs



Tap the Settings icon to add or edit users and logger configurations, change default app and report settings, find information about the app, or use diagnostic and troubleshooting tools.

Add or Edit Users

The InTemp app requires a user to be logged in at all times. This allows the app to save important user information with the logger, such as who started it, performed a check, or downloaded a report. You are required to create a user account when you first begin using the app. You can edit this account or add a new one.

To edit an existing user:



1. Tap **Settings**.
2. Tap **Users**.
3. Tap the user you want to edit.
4. Change any of the fields or photo as needed.
5. Tap **Save**.

To add a new user:



1. Tap **Settings**.
2. Tap **Users**.
3. Tap **Add User**.
4. Enter the following information:
 - Email address
 - First and last name
 - Password
 - Company (optional)
 - Notes (optional)
 - Profile photo (optional, choose an existing photo or use the camera to take a new photo)
5. 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 **Settings**.

2. Tap Users.
3. Tap the user you wish to enable or disable.
4. 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.

Working with Logger 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. 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.

Creating a New Configuration



1. Tap **Settings**.
2. Tap Logger Configurations.
3. Tap **+** in the upper right corner.
4. Type a configuration name.
5. Tap Logging Interval. Select a logging interval and tap Save.
6. 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. 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 3 hours.
 - **On button push.** The logger will begin logging when you press the Start button on the logger.
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.
8. 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. 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.

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.

Tap Save in the Alarm Trip Settings screen.

10. Tap Save in the Create Configuration screen when done selecting all settings. The new custom configuration is added to the list of enabled configurations.

Enabling or Disabling Configurations



1. Tap Settings.
2. Tap Logger Configurations.
3. Swipe left on the configuration you want to enable or disable.
4. 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.

Changing the Order of Enabled Configurations

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



1. Tap Settings.
2. Tap Logger Configurations.
3. Tap .
4. 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.
5. Tap Done.

To return to the default sort order (which is custom configurations listed from top to bottom in the order they were created followed by any preset configurations), tap and tap Default Sort in the bottom right corner.

Copying a Configuration



1. Tap Settings.
2. Tap Logger Configurations.
3. Swipe left on the configuration you want to copy.
4. Tap Copy.
5. Type a name for the new configuration.
6. Make any modifications to the existing settings and tap Save.

Deleting a Configuration

You can only delete custom configurations; preset configurations cannot be deleted.



1. Tap Settings.
2. Tap Logger Configurations.
3. 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 , tap each configuration you want to delete, and then tap .

Changing Reports and Other Options

You can change the following report settings:

- **Default Report.** Switch between PDF and XLSX. 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 or XLSX.
- **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 ⊕ 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.

You can also change the following app options:

- **Units.** Switch between US and SI units. The units displayed in the app and generated reports will automatically be updated when you change units. If the 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 Logger Checks.** 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. **Note:** Changes to this setting will take effect the next time the logger is configured.
- **Reminders.** If you have set up logger checks, 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. Set the time for the daily reminder (if Record Logger Checks is set to Once Daily) or both the morning and afternoon reminders (if Record Logger Checks is set to Twice Daily). Tap Save when done.
- **Default Logger Passkey.** 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 simultaneously pressing both the top and bottom button on the logger for 3 seconds or by tapping Set Logger Passkey when connected to the logger and selecting Reset to Factory Default. However, if Default Logger Passkey remains enabled, then the logger will be loaded with your default passkey the next time you configure it.

Getting Support

From Settings, tap About to check the software version, access manuals, and get support information.

The following Diagnostics & Troubleshooting options are also available within Settings:

- **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.

Frequently Asked Questions

The following questions can help with troubleshooting issues with the software. For additional help, contact Onset Technical Support at 1-800-LOGGERS or 508-759-9500 or at loggerhelp@onsetcomp.com.

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

- The logger may need new batteries. Symbols will appear on the logger LCD if the batteries have enough voltage remaining and are installed properly.
- 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.

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.

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 logger 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?

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.

How do I reset the passkey on a logger?

Simultaneously press both the top and bottom buttons on the logger for 3 seconds or tap Reset to Factory Default on the Set Logger Passkey screen.

How do I offload my logger?

Connect to the logger and tap Download. Once the download is complete, a report is generated for sharing.

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 Settings. Why is the logger still displaying the old units?

The units displayed on the 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.