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# TABLE OF CONTENTS

Legal Notice .................................................................................................................. 2
Trademark Notice ......................................................................................................... 2
Export Control Statement ............................................................................................. 2
Contact Information .................................................................................................... 3
TABLE OF CONTENTS ................................................................................................. 4
Preface .......................................................................................................................... 8
  Purpose ......................................................................................................................... 8
  Document Conventions .............................................................................................. 8
  Definitions .................................................................................................................... 8
  Reference ...................................................................................................................... 8
  Revision History .......................................................................................................... 9
1 Introduction ................................................................................................................. 10
2 Overview .................................................................................................................... 11
  2.1 The Main Menu (A) ............................................................................................ 12
  2.2 The Submenu (B) ............................................................................................... 12
  2.3 The Main Window (C) ....................................................................................... 13
  2.4 Buttons and Icons .............................................................................................. 13
  2.5 General Functionality ......................................................................................... 13
    2.5.1 Select a Preset ............................................................................................. 13
    2.5.2 Set a Custom Preset ................................................................................... 14
    2.5.3 Select a Quick Preset .................................................................................. 15
    2.5.4 Filter a Table ............................................................................................... 16
    2.5.5 Sort a Table ................................................................................................. 18
    2.5.6 Select a Date or Time .................................................................................. 18
    2.5.7 Create a (Custom) Report of the Current View ........................................... 21
    2.5.8 Map Controls ............................................................................................... 22
3 Login .......................................................................................................................... 24
  3.1 Activate Your Account ......................................................................................... 24
  3.2 Login Screen ......................................................................................................... 25
  3.3 Password Recovery .............................................................................................. 25
4 Asset .......................................................................................................................... 27
  4.1 Main Page ............................................................................................................. 27
  4.2 Asset Details ......................................................................................................... 28
    4.2.1 Data Report .................................................................................................. 30
    4.2.2 Fridge Control .............................................................................................. 35
    4.2.3 Fridge Diagnostics ...................................................................................... 37
9.3 Receipts ................................................................................................................................. 83
  9.3.1 Create a New Recipient ................................................................................................. 84
  9.3.2 Edit or Delete a Recipient ............................................................................................. 84
9.4 Recipient Groups ............................................................................................................... 85
  9.4.1 Create a New Recipient Group ...................................................................................... 85
  9.4.2 Edit or Delete a Recipient Group ................................................................................... 86
9.5 Vehicle Groups ................................................................................................................... 86
  9.5.1 Create a New Vehicle Group .......................................................................................... 87
  9.5.2 Edit or Delete a Vehicle Group ....................................................................................... 88
9.6 POIs ...................................................................................................................................... 88
  9.6.1 Create a New POI .............................................................................................................. 89
  9.6.2 Edit or Delete a POI .......................................................................................................... 92
9.7 Geofencing .......................................................................................................................... 92
  9.7.1 Create a New Geofence .................................................................................................. 92
  9.7.2 Edit or Delete a Geofence ............................................................................................. 93
9.8 POI Types ............................................................................................................................ 93
  9.8.1 Create a New POI Type .................................................................................................. 94
  9.8.2 Edit or Delete a POI Type ............................................................................................. 95
9.9 Alarm Group Presets .......................................................................................................... 95
  9.9.1 Create a New Alarm Group Preset .................................................................................. 96
  9.9.2 Edit or Delete an Alarm Group Preset .......................................................................... 96
9.10 Tracking Numbers ............................................................................................................ 97
  9.10.1 Create a New Tracking Item ........................................................................................ 98
  9.10.2 Edit or Delete a Tracking Item .................................................................................... 98
9.11 Change an Account Logo .................................................................................................. 99

10 User Settings ......................................................................................................................... 100
  10.1 Settings ............................................................................................................................. 101
    10.1.1 Culture .......................................................................................................................... 102
    10.1.2 Report ............................................................................................................................ 102
    10.1.3 Password ....................................................................................................................... 102
    10.1.4 Security Question ......................................................................................................... 102
    10.1.5 Email Address .............................................................................................................. 102
    10.1.6 Telephone Number ..................................................................................................... 102

11 Help ....................................................................................................................................... 103

APPENDIX A Buttons and Icons ............................................................................................... 104
  A.1 Buttons ............................................................................................................................... 104
  A.2 Icons .................................................................................................................................. 105

APPENDIX B Tracking User ........................................................................................................ 107
B.1 Track User Settings .................................................................................................................. 107
B.2 Track a Preset .......................................................................................................................... 107
B.3 Use the Tracking User to Create Tracking Numbers ............................................................... 107

APPENDIX C POI to POI Report ................................................................................................. 108
C.1 How to Set Up a POI to POI Report ....................................................................................... 108
C.2 How POI to POI Report Generating Works .......................................................................... 112
PREFACE

Purpose

This guide contains information about ColdChainView. No representations or warranties are made as to the accuracy or completeness of the information contained herein. No representation or warranties are made as to the completeness and compliance of any installations, which are performed using this guide. This guide contains detailed information for and operation of ColdChainView. Please follow the instructions and recommendations of this guide for proper operation. The intended audiences for this guide include field support personal, product evaluators and certified third-party personnel. In addition, this guide may be used for customer training purposes.

ORBCOMM has a policy of continuous development and improvement. Therefore, products, guides and technical information are subject to change without prior notice.

Document Conventions

The common conventions used in this guide are below.

**Bold text** is used in procedures to indicate a specific button (for example, edit) or a menu - submenu selection (for example, Administration > Presets)

**Caution**

Indicates an explicit message possibly resulting in injuries, unexpected behavior, or damaged hardware.

**User alert**

Indicates a message that requires special attention.

**Note**

Used to indicate additional information related to the current section.

Definitions

**Entity:** A user, device, permission group, depot, etc.
**Pane:** A particular arrangement of information grouped together for presentation in a window.
**Tabs:** Part of a window that protrudes, above or below, the standard screen shape.

**Truck ID (tag):** The OBCOMM IS300 product line and its successors.

Reference

The content of the following documents may be useful in conjunction with this guide. These documents are available upon request.
## Revision History

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Publication Date</th>
<th>Reason for Change</th>
<th>Chapters</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>01 October 2016</td>
<td>Initial release</td>
<td>-</td>
</tr>
<tr>
<td>02</td>
<td>05 October 2018</td>
<td>Updates and new features</td>
<td>4.2, 4.2.2, 4.2.7, 4.2.8, 4.2.9, 4.3, 5.1.1, 6.1.1, 6.2.1, 8.2, 8.3.1, 8.6.2, 8.7 (new), 8.9 (new), 9.1.6 (new), updated images throughout the document.</td>
</tr>
<tr>
<td>03</td>
<td>03 April 2019</td>
<td>Updates and new features for platform 7.20</td>
<td>All changes have been updated.</td>
</tr>
</tbody>
</table>
1 INTRODUCTION

The purpose of this guide is to provide ColdChainView users with essential information and a clear description of the system functions, capabilities and alternate modes of operation to make full use of the system.

This document includes information used under normal operating circumstances. For special situations, contact the Customer Care department.
2 OVERVIEW

This overview describes the different ColdChainView windows and menus. The figure below shows the three main parts of the ColdChainView window.

The text of menu and submenu items, buttons, icons and other entities all depend on the selected language in the User Settings menu. In this guide, the language is set to English.

A. The Menu: This lists all the available menus that you can access.

---

1Windows in the software may not be exactly as shown in this document.
B: The Submenu: This is based on the selection made in the main menu (A). The corresponding view is then visible in this area (B).

C: The Main Window: Items in this area are based on the selections made in the main menu (A) and the submenu (B). The corresponding view is then visible in area (C).

### 2.1 The Main Menu (A)

This lists all the available menu options.

<table>
<thead>
<tr>
<th>Asset</th>
<th>Exceptions</th>
<th>Reports</th>
<th>Maintenance</th>
<th>Administration</th>
<th>User Settings</th>
<th>Help</th>
<th>Log Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets:</td>
<td>An overview of devices available to the user account.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exceptions:</td>
<td>Provides options to view and create exceptions for certain situations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reports:</td>
<td>Provides options to view and create report templates and scheduled reports.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance:</td>
<td>Provides options to schedule maintenance warnings for specific assets.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration:</td>
<td>Provides several options to manage views, recipients, POIs and tracking.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User Settings:</td>
<td>Provides options to modify personal user settings.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help:</td>
<td>Provides the most recent release notes.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log Out:</td>
<td>To log out of ColdChainView.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### 2.2 The Submenu (B)

Items in this area are based on the selection made in the main menu (A).

For example, the figure below shows the available options for the assets main menu item. Selecting an item in this menu affects the main window (C) accordingly.

**Submenu items are shown in figures throughout this document to provide a reference location for specific options. Occasionally the menu items shown in this document may not match exactly with what you see on the website.**

#### Assets

<table>
<thead>
<tr>
<th>Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Positions</td>
</tr>
<tr>
<td>Asset Fridges</td>
</tr>
<tr>
<td>Asset Locks</td>
</tr>
<tr>
<td>Asset AlarmGroups</td>
</tr>
</tbody>
</table>
2.3 The Main Window (C)

The information available in this view is based on the main menu (A) and submenu (B) selections.

For example, the figure below shows the view for the Asset > Assets. An overview of available assets for the account are shown. You can use this view to quickly see information about all available assets or search for specific assets by using the white text boxes in the table. Other functionalities of this specific view are described in section 4.

**Main Page**

<table>
<thead>
<tr>
<th>Serial</th>
<th>Vehicle ID</th>
<th>AN1 (°C)</th>
<th>AN2 (°C)</th>
<th>AN3 (°C)</th>
<th>D1 (°C)</th>
<th>AN4 (°C)</th>
<th>D2 (°C)</th>
<th>AN5 (°C)</th>
<th>D3 (°C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12405887</td>
<td>Training X2-6</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>12405829</td>
<td>Wall mounted X3</td>
<td>17.3</td>
<td>23.1</td>
<td>--</td>
<td>--</td>
<td>21.5</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>12405874</td>
<td>Voertug 1</td>
<td>23.4</td>
<td>23.1</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>1010284</td>
<td>12405874</td>
<td>25.2</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>12405874</td>
<td>O4-SV-HT</td>
<td>21.9</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>10008066</td>
<td>10008066</td>
<td>20.8</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>61526009</td>
<td>DC000 Training-2</td>
<td>23.9</td>
<td>23.2</td>
<td>--OC</td>
<td>23.2</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>10210052</td>
<td>HS-X 1030</td>
<td>24.9</td>
<td>30.8</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>10101886</td>
<td>Mx2_OFA_Test</td>
<td>23.3</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>12407046</td>
<td>PF6_PF7_Test</td>
<td>23.5</td>
<td>24.3</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>10000028</td>
<td>X3_Test</td>
<td>23.7</td>
<td>25.8</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>10007295</td>
<td>X1 to X3</td>
<td>27.5</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

2.4 Buttons and Icons

Refer to APPENDIX A for a complete list of buttons and icons used in ColdChainView.

2.5 General Functionality

This chapter describes the functions of ColdChainView that can be found on multiple pages. Functions specific to a single page are covered in the corresponding page’s chapter.

2.5.1 Select a Preset

This section is applicable to windows containing the preset selector button.
To select a preset:

1. In the top left of the main window, click **Select Preset**. This opens the Preset selector where all defined presets are listed.

2. To activate a preset, click on the name of the preset in the list, and then click **Apply**. The window refreshes and the new preset is active.

### 2.5.2 Set a Custom Preset

This section is applicable to windows containing the preset selector button.

To select a preset:

1. In the top left of the main window, click **Select Preset**. This opens the Preset selector where all defined presets are listed. (See section 2.5.1)

2. In the Preset selector, click >>> Custom Preset <<<. This preset makes the Custom Preset tab at the top of the preset selector active.

3. Click the Custom Preset tab.
On the custom preset tab, the modules and fields to be displayed can be selected, a filter can be applied to the selected fields and a column order can be defined. These settings are defined in the Modules Fields, Filters and Column Order tabs. For more information about setting up a custom preset, see section 9.1.1, as the options for the custom preset are identical to the options for a normal preset.

4. Select all the appropriate settings.

5. Click Apply to apply the setting immediately, or click Save as New Preset to save the settings as a new preset and then define a name for it.

2.5.3 Select a Quick Preset

This section is applicable to windows containing the preset selector button.

To select a quick preset, at least one quick preset has to be defined in the Administration> Presets submenu. See section 9.1.3 for more information about setting a quick preset.

After a quick preset has been set, a button with the name of the preset appears next to the Select Preset at the top left of the main window.
1. At the top left of the main window, click the quick preset. It is immediately set to active. The background color of the button turns gray to indicate the quick preset is active. In the figure below, the available quick presets are "All Data", "Fridge" and "Temp.", where the "Fridge" preset is currently active.

**Main Page**

![Figure showing quick preset button with active status]

2.5.4 Filter a Table

This section is applicable to all windows containing filterable tables.

The following elements are always available in a filterable table:

- The reset filters button (either inactive 🗞️ or active 🔍).
- Either one or multiple blank fields below a filterable section, an (asset) status filter, or a combination of these elements.

In the figure below, the Name and Serial fields can be filtered as indicated by a blank field below the columns Name and Serial, and the asset status filter is available, to the right of the 🗞️ (inactive) reset filter.

The Asset status filter cycles between 🟢 all assets, 🟠 online assets, 🟡 offline assets and 🟢 assets with alarms.

**Main Page**

![Figure showing filterable table with asset status filter]

Other status filters (not shown in the figure) include:

<table>
<thead>
<tr>
<th>Active/Inactive</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>Sensor Alarm</td>
</tr>
<tr>
<td>🟠</td>
<td>Digital Alarm</td>
</tr>
<tr>
<td>🟡</td>
<td>Fridge Alarm</td>
</tr>
<tr>
<td>🟢</td>
<td>Asset is Moving</td>
</tr>
<tr>
<td>🟢</td>
<td>Fridge is Connected</td>
</tr>
<tr>
<td>🟢</td>
<td>Asset is Loaded</td>
</tr>
</tbody>
</table>

To set a filter:

1. Click the filter icon until it is in its active state, or enter text in the field below the column with a filter and then press the ⏎ Enter/Return key on the keyboard.
You cannot use advanced filters to filter entities (for example, you cannot filter by using an ‘*’ asterisk symbol or a ‘;’ semicolon). The results always contain entities in which the specified value is present as seen in the examples at the end of this section.

To clear a single filter:
1. Click the filter icon until it is in its default state (inactive for status filters, all assets for the Asset status filter) or delete the content in the field below the column with a filter and then press the Enter/Return key on the keyboard.

To clear all active filters:
1. Click Clear Filter on the left most side of the table.

Below is a figure of the Main Page. The table is filtered to only show assets that have the word "Training" in the Vehicle ID column, and the number "125" in the Serial column.

Below is another figure of the same view, but this time only a filter on the Serial column is active. Note that although the serial number of the fourth asset does not start with the number 100, it is still included in the list because it contains the number 100 elsewhere in the serial number.
2.5.5 Sort a Table

This section is applicable to windows containing a sortable table.

On windows that contain a table, most of the time you can sort the entities in the column in ascending or descending order.

To sort the entities in a sortable table:

1. Click on the name of the column you want to sort. Clicking once sorts the entities in ascending order, and clicking twice sorts the entities in descending order, by using the values in the column that was clicked on. The column that is used to sort the entities in the table is highlighted and an arrow next to the name of the column indicates whether the entities are sorted in ascending or descending order.

   ! The main page Asset>Assets always first sorts the entities by the Asset status before sorting the entities by the selected column for each depot.

   In the figure below, the assets on the main page are sorted by using the value in the Vehicle ID column in ascending order.

   ![Main Page](image)

2.5.6 Select a Date or Time

This section is applicable to all windows containing a date/time selector or a date and/or time picker.
On a window where a date or time can be selected, either the Date/Time Selector and Apply are available or a combination of the Date Picker and Time Picker are available. The Date/Time Selector is mostly present on windows where information of a certain time period is displayed (for example, the Asset Detailed Asset Information Position view), and the Date Picker and Time Picker are present on windows where you must provide a date and time to create an entity (for example, the Scheduled Report Wizard).

Pages with the Date/Time Selector

1. Click Date/Time Selector. The Date/Time selection window appears.

2. Click on the date of the first day of the period.
3. Click on the last day of the period. If the last day of the period is the same as the first day (for example, if you want to select one day as the period) you do not have to click the same day twice.
4. Select the time period by either typing the time period in the fields below the calendar, or by clicking time picker, and then selecting one of the times in the list.
5. Click Apply to save the changes. The window refreshes and the data of the selected date/time period is shown.

On a page where the Date/Time Selector is available, buttons similar to the selector button can be present. These buttons can be used to quickly see the data of a specific time period. These buttons are:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Most Recent Data</td>
</tr>
<tr>
<td>1</td>
<td>Data of the Last Day</td>
</tr>
<tr>
<td>7</td>
<td>Data of the Last Week</td>
</tr>
<tr>
<td>30</td>
<td>Data of the Last Month</td>
</tr>
</tbody>
</table>

Other buttons that may be present are the Move Back one period and Move Forward one period. With these buttons you can move back and forward between the currently selected periods. For example, if the period is set to 1 day and the current shown information is from between the 1st of January until the 2nd of January, by clicking Move Forward one period, you would get the data from between the 2nd of January and the 3rd of January.
Below is a figure of the Asset>Detailed Asset Information>Position view, where all previously covered buttons are available.

![Single Asset Position](image)

**Pages with the Date Picker and/or Time Picker**

1. Click [Date Picker]. A calendar appears.

![Calendar](image)

2. Select the date in the calendar.
   
   You can select a single day. Use the arrow keys to navigate the calendar, where the single arrow moves forward or back one month and the double arrow moves forward or back three months. After selecting the date in the calendar, the full date (dd/mm/yyyy) is entered in the corresponding field.

3. Click [time picker]. A list of times appears. These times are all full hours, and can be used to quickly set the corresponding field to a full hour.

![Time Picker](image)

4. Select a time in the list. The time is entered in the corresponding field. To set the time to a specific amount of minutes, you must manually edit the field.
Below is a figure of the Schedule Report Wizard. The schedule date field can either be manually entered, or entered by using the Date Picker and Time Picker.

![Schedule Report Wizard](image)

### 2.5.7 Create a (Custom) Report of the Current View

This section is applicable to all windows containing either the Create Custom Report and/or Create Report of current view buttons.

On a window where a Custom Report can be instantly generated, the Create Custom Report and the Create Report of current view are available in the top right of the window. Both of these make it possible to create a report of the data available on the page, where the Custom report button can provide extra settings to generate the report.

#### Use the Create Custom Report Button

The Create Custom Report is only available on pages within the Asset menu.

1. Click Create Custom Report. A window appears for the creation of a custom report.

![Custom Report Window](image)

2. Select the report template to use.
3. Use the drop-down menu to select the Asset of which the report is generated (unavailable for report templates covering all assets). By default, when accessing this report while viewing the detailed information of an asset, the current asset is filled in to the asset field.
4. Select the file type of the report.
5. Type in any optional comments.
6. Click Generate. A report with the current settings is generated.
Use the Create Report of Current View Button

The Create Report of current view is available on a variety of windows, and can be used to create a report of predefined information. The information used to generate the report is dependent of the page where the button was selected.

1. Click Create Report of current view. The window below appears.
2. Type a comment if necessary.
3. Use the drop-down arrow to change the file type if required.

4. Click Generate. A report is generated with information taken from the page where the Create Report of current view was clicked.

2.5.8 Map Controls

This section is applicable to windows containing a map element.

On windows that show the position of Assets and/or POIs, a map is provided to make visualization possible. Several control elements are available on the map that will be explained in this section, as well as some general controls.

Control Elements on the Map

In the top left of the map two options are available for the representation of the map. The Map view shows a flat view of the map. On this view, roads, highways, railroads, water bodies, road names and Google®’s POIs are shown. You can see the terrain details by hovering over the Map and clicking in the Terrain check box.

The satellite view shows the map as seen from a satellite, using photos from above to represent the map. On this view road names and Google®’s POIs are still shown, and roads are faintly highlighted. You can disable all labels by hovering over the Satellite and clearing the Labels check box.

In the bottom left of the map is the Google® logo. Click the logo, Google® Maps to open a new window pinpointed on the location that is currently being viewed in ColdChainView.

In the bottom right of the map are three buttons, a + and – to zoom in and out, and Google®’s Pegman. Click and drag the Pegman into the map and release it on a blue highlighted road, Google®’s Street View opens in the map, showing figures of the surrounding area taken by the Google® Street View cars. Beware that these figures may be outdated and do not always represent the current view of the surrounding area.

To exit Street View, click at the top left of the map.

In the bottom right, below the map, is a Show/Hide POIs check box. If POIs have been defined, you can disable the representation on the map by clearing this check box.
General Mouse Related Map Controls

You can move the map around by clicking anywhere on the map (except for on an asset or a text dialog box), holding the mouse button down, and then dragging the mouse around. You can drop the map again by releasing the mouse button.

If your mouse has a scroll wheel, you can zoom in and out of the map. The map zooms in to and out of the map by using the cursor as a center point, keeping that area focused.

Click on an Asset or a Google® POI, for more information about the entity. The information shown is dependent on the entity that was selected.

General Keyboard Related Map Controls

You can move the map around by using the arrow keys on your keyboard. By holding the button down the map moves around faster until the button is released. To move in the cardinal directions, hold one arrow key at a time, or in the intermediate directions hold two adjacent arrow keys. The Home, End, Page Up and Page Down keys can also be used to quickly travel Left, Right, Up or Down on the map respectively.

Use the = and insert keys on your keyboard to zoom in and out of the map. The absolute center of the map is the center point when zooming in. If your keyboard has a numeric pad (numpad), you can also zoom in and out by using the + and - keys on the numpad.
3 LOGIN

The first window you encounter when accessing ColdChainView through your browser is the Login screen. To access your assets, you first have to log in to your user account.

This chapter explains how to activate a new account, how to log in to ColdChainView and what to do when you have lost your password.

Only after getting the activation mail and completing the activation process by setting a password and security question, can you proceed with the login to ColdChainView with your credentials.

3.1 Activate Your Account

When a new account has been created, it has to be activated first to be able to access the ColdChainView functionalities. An email is sent to the email address of the new user, containing the following details:

- **Account**: The name of the Account the user has been created on (Usually the company name).
- **Username**: The username of the new user.
- **Email**: The email address of the new user.
- **Telephone**: The telephone number of the new user.

In addition to the above information, a hyperlink to activate the account is supplied in the email. Clicking the link opens the login activation page in the default browser. Below is an example of an activation page.

**Login activation**

![Login activation page]

On the Login activation page, the username is shown and several fields are available for entering information.

- **Password fields**: Type a user password and confirm the password in the next field.
- **Security Question field**: You have the option to select a predefined security question for the user, as an extra mean of security.

Please note that the answer to the security question is case-sensitive.

The security question answer is used in the password reset procedure (see section 3.3)

To define a custom question:

1. Use the drop-down menu to select **Custom** from the list.
2. Type a custom question into the field below. This security question is used in the Forgot Password procedure.
3. Type the answer into the Answer field.
4. Click Set password. After a few seconds you are redirected to the login screen.

**3.2 Login Screen**

The login screen is the first window you encounter after activating your account, or after accessing ColdChainView.

1. Type your Accountname, Username and Password into the appropriate fields. Generally, the Accountname is the same as the company name.
2. Click Login to log in to the account.

If you forgot the password, click the Forgot password link and see section 3.3 for more information about password recovery.

![Login Screen](image)

**3.3 Password Recovery**

You can reset a forgotten password.

1. Click the Forgot password? link at the bottom of the login page. The Forgot password page appears.
2. Type the Account name and User name, whose password needs to be reset.
3. Type the characters you see in the Captcha. You can click the Refresh Captcha link if necessary.

![Forgot password Screen](image)
4. Click **Reset password**.
   An email is sent to the user’s email address with a link to the password reset page. The link in the email is valid for 24 hours. If within this time the password is not reset, the old password is retained.

5. Click the link in the email you receive. You are directed to the reset password page. By default the username field is populated.

   **Reset password**

   ![Reset password form with fields for Username, New Password, Repeat Password, Question, Answer, and Captcha]

6. Type a password in the new password field, and then confirm it in the next field.
   
   **Note**  The password must not be the same as the previous password.

7. Type the answer to the security question.
   
   **Note**  Please note that the answer to the security question is case-sensitive.
   
   For security reasons, no warning is shown when the password reset has failed due to an incorrect security question answer.

8. Type the characters you see in the Captcha.

9. Click **Reset password**, the new password is reset for the account and you are redirected to the login page.
4 ASSET

Assets can be a wide variety of things, from trucks to trains to ships or containers. All assets have one thing in common, they all contain at least one device from ORBCOMM. These devices send information about the asset to the servers of ColdChainView, which is then shown on the website.

The Asset menu provides the option to manage Assets, view detailed information obtained from the device and where available control the fridge and/or door lock connected to the device.

4.1 Main Page

The Main Page window provides a detailed overview of all available assets. This view is the first to open after logging into ColdChainView, selecting the Asset menu, or by selecting the Asset>Assets submenu.

On the Main Page, the information shown depends on the user logged in, and the preset selected. By default, all data is shown for every asset. This can be narrowed down to only the relevant information by using Presets, Quick Presets or Custom Presets. See sections 2.5.1 and 2.5.2 for more information about the use of (Quick/Custom) Presets.

Assets can be grouped together into a Depot via the Account Manager software tool [1]. Assets in a depot are shown in a group bearing the name of the depot on the Asset main page. The “Root Depot” group shows all assets that are not assigned to any configured depot. When no depots are configured in the account, the assets will show ungrouped in the table.
In the example above, the depots "Root Depot" (default), "Office", "Recorder" and "Training Recorders" are configured. Depots on the website and can be expanded and collapsed with the and buttons.

For each asset, a variety of icons and buttons at the beginning of each row are available. These icons redirect you to a page with more detailed information about the asset. The buttons available depend on the settings of the asset and your permissions. The table below identifies where you can find additional information about each button.

<table>
<thead>
<tr>
<th>Icon/Button</th>
<th>Tooltip</th>
<th>Redirects to</th>
<th>Corresponding Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>View detailed asset information</td>
<td>Asset Details</td>
<td>Section 4.2</td>
<td></td>
</tr>
<tr>
<td>View temperature status</td>
<td>Data Report</td>
<td>Section 4.2.1</td>
<td></td>
</tr>
<tr>
<td>Control the fridge of the asset</td>
<td>Fridge Control</td>
<td>Section 4.2.2</td>
<td></td>
</tr>
<tr>
<td>Control the lock of the asset</td>
<td>Lock Control</td>
<td>Section 4.2.8</td>
<td></td>
</tr>
<tr>
<td>View position on map</td>
<td>Position</td>
<td>Section 4.2.7</td>
<td></td>
</tr>
<tr>
<td>Fridge Events</td>
<td>Fridge Events</td>
<td>Section 4.2.4</td>
<td></td>
</tr>
<tr>
<td>Service History</td>
<td>Service Status</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Add / Edit Contract</td>
<td>Add/Edit Contract (pop-up)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Remove Contract (No contract to remove / Delete Contract)</td>
<td>Confirm Delete (pop-up)</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

The asset status icons provide you with information about the status and last entry of the asset when you hover the mouse over it, in addition to redirecting you to the Asset Details page when clicked.

**4.2 Asset Details**

To view asset details:

1. Click the Asset status icon or View detailed asset information on the Asset -> Assets window. You are presented with a detailed view of the asset. The submenu in this view contains items related to the asset and can be different between assets.

To change the current asset:

1. Click Switch the Asset below the submenu list. This opens a window in which the Serial number and Name of all available Assets is shown.
2. Click on the asset you want to change to, and then click Select Asset in the bottom right of the Switch Asset window.

Below is a figure of an Asset’s detailed view.
This window can contain a combination of the following sections:
<table>
<thead>
<tr>
<th>Asset Details (Always)</th>
<th>Contains details of the asset containing information like the Name, Serial, Type and Firmware of the recorder.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensor Info (Always)</td>
<td>Provides information about the Analog Sensors connected to the recorder. You can switch between sensor 1 to 6 and 7 to 12 by using the tabs below.</td>
</tr>
<tr>
<td>Digital Info (Always)</td>
<td>Provides information about the Digital Sensors connected to the recorder.</td>
</tr>
<tr>
<td>Data Age (Always)</td>
<td>Provides information about the age of the last received data, based on the data type.</td>
</tr>
<tr>
<td>Last Geo Info (Always)</td>
<td>Provides the last known Geographic information of the asset. Including speed and direction.</td>
</tr>
<tr>
<td>Fridge Info</td>
<td>Provides (historical) data of the fridge connected to the recorder.</td>
</tr>
<tr>
<td>Doorlock</td>
<td>Provides (historical) data of the door lock connected to the recorder.</td>
</tr>
<tr>
<td>Accelerometers</td>
<td>Provides (historical) data of the measurements of the accelerometer.</td>
</tr>
<tr>
<td>Asset Alarms (Always)</td>
<td>Provides (historical) data of the alarms registered by the recorder.</td>
</tr>
</tbody>
</table>

Depending on the settings of the recorder, the devices connected to the recorder and your permissions, some sections are not visible.

To easily see the status of digital inputs, the Digital Info section shows the following icons:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎈🎈</td>
<td>Defrost On / Off</td>
</tr>
<tr>
<td>🍎🍎</td>
<td>Refrigerator On / Off</td>
</tr>
<tr>
<td>🗝️CLR</td>
<td>Back Door Closed / Open</td>
</tr>
<tr>
<td>🕒.Clock</td>
<td>Side Door Closed / Open</td>
</tr>
<tr>
<td>🌡️Battery</td>
<td>Battery Backup On / Off</td>
</tr>
<tr>
<td>📦Compartment</td>
<td>Compartment Alarm On / Off</td>
</tr>
<tr>
<td>🎈Truck</td>
<td>Truck/Trailer Connected / Disconnected</td>
</tr>
</tbody>
</table>

### 4.2.1 Data Report  

1. From the detailed view of an asset, select the **Data Report** submenu. The Asset Positions window appears. This view shows detailed information about the asset.

2. Filter the information on this page by using a Custom/Quick Preset. Historical data can be accessed by using the date/time selector in the top left of the window.

⚠️ Depending on the view settings of the active preset, some elements (for example: the graph or the table) may not be visible.

#### The Graph

In the window, a graph is displayed in which the (historical) data of the analog sensor is shown. Below the graph with analog data, another graph is displayed in which the (historical) data of the digital sensor is shown.

1. Click ☑️ Legend in the top right of the window to see more information on the line colors and patterns used in the graphs.
Within the graph, various functionalities are available.

**Device Link History**

In the first section of the graph component, the history of all devices attached to the asset is shown. The Device Link History will show when the device was active on the asset, and (if applicable) when it was replaced.

**Device Link History**

<table>
<thead>
<tr>
<th>Serial</th>
<th>Asset Type</th>
<th>Link Active</th>
<th>Link Inactive</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1501814</td>
<td>Euroscan X3</td>
<td>31/10/2016 16:22:37</td>
<td></td>
</tr>
</tbody>
</table>

When a device is exchanged on the asset, the historic data (between the Link Active and Link Inactive dates) of the exchanged device will still be available on the asset. The data of the new device will be added from the new Link Active date onwards.

**Show Specific Data**
By hovering over the name of a sensor above the graph, the data lines of all other sensors is faded, making it easier to see the data line of a specific sensor.

By clicking on the name of a sensor above the graph, the data line of the corresponding sensor is hidden or shown in the graph. The graph is scaled only to the currently visible data lines. Because of this, disabling the data line of a sensor can make it easier see the data of other sensors.

A vertical line always shows up where the cursor is when going across the graph. This line indicates the date/timestamp related to the current position of the cursor in the bottom of the graph.

By selecting the Show Tooltip check box in the top right of the chart, a tooltip appears when going across the graph, showing the value a sensor had in a tooltip next to the vertical line, near the corresponding data line.

By placing a check in the Show Valueline check box in the top right of the chart, a horizontal line appears where the cursor is when going across the graph. This line indicates the temperature related to the current position of the cursor on the left side of the graph.

Below is a figure of the Data Report of an asset, with both check boxes selected. The cursor is located on the intersection of the horizontal line at "29.0°C" and the vertical line at "15 Sep '16 03:01".

### Data Report

<table>
<thead>
<tr>
<th>Unmarked Sensor</th>
<th>28.4°C</th>
<th>Marked Sensor</th>
<th>26.7°C</th>
<th>Long Sensor</th>
<th>26.3°C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensor 4</td>
<td></td>
<td>Sensor 5</td>
<td></td>
<td>Sensor 6</td>
<td></td>
</tr>
<tr>
<td>Setpoint 1</td>
<td></td>
<td>Setpoint 2</td>
<td></td>
<td>Setpoint 3</td>
<td></td>
</tr>
</tbody>
</table>

**Zooming**

In the graph, you can zoom in to a specific time period. This can be done in multiple ways

- Select a specific time period on the graph.
To do this, click on a point on the graph and hold down the mouse button. Drag the cursor to another position on the graph. While dragging, the area that will be zoomed into is indicated by a gray area. By releasing the mouse button, the graph zooms in to the selected area.

The date/time bar of the graph indicates which period is zoomed in on by making the rest of the bar a darker color. Notice that in the figure above, the time period from 02:00 until 06:00 is still a light color, and the rest of the bar is a darker color.

- **Zoom in to a specific time period by shortening the date/time bar.**

  To do this, place the mouse cursor on the date/time bar. At both ends of the bar, black boxes appear. Click on a box and hold the mouse button down. Drag the cursor towards the other box to shorten the selected time period. The area that is left out of the graph is indicated by a slightly darker color. By releasing the mouse button, the graph zooms into the leftover period.

  As with the previous example, the date/time bar of the graph indicates which period is zoomed in on by making the rest of the bar a darker color. Notice that in the figure above, the time period is shortened from a full day, to half a day.

  To go back to the full graph, click **Show All** in the top right of the graph. To change the size of the zoomed in part of the graph, click on the beginning or the end of the light part of the date/time bar and drag it to increase or decrease the covered area.

- **Move the selected time period around to view the graph of a different time period, while keeping the same time period length.**

  Click on the center of the selected period (the lighter part of the date/time bar) and hold the mouse button down. Drag the selected period to the new location and release the mouse button to snap the bar to the new location. In the figure below, the selected period has been dragged to show the data from between “Sep 15 00:00” and “Sep 15 06:00” (left image) to between “Sep 14 21:00” and “Sep 15 03:00” (right image).
The summary

Underneath the analog and digital graphs, a summary of data related to the selected data period. The summary is affected by the selected Preset and the selected date/time period. To change the amount of data displayed, use the preset and date/time selector in the top left of the window. Below is a figure of the data for the previously used asset.
As with the Asset Details window, the data in this view is divided into multiple sections. In the bottom of the window is a table with information on all the data transfers between the recorder and the server, including the timestamp and the transferred values.

### 4.2.2 Fridge Control

The Fridge Control window can be accessed by selecting the Fridge Control submenu while in the detailed view of an Asset with a connected fridge. In this view, you see information about the connected fridge, the settings of the compartments and the historical information about Fridge commands and alarms.

⚠️ Changing settings in this menu modifies settings of the connected fridge. Make sure the recorder and fridge are online and make changes with utmost caution!
You cannot change the settings of the Fridge without the correct permissions.

The Fridge Control window is divided into multiple sections.

- The first section (1) contains information about the fridge itself. It provides information on the type of the fridge, the serial number, trailer ID and firmware version, whether the fridge supports two-way communication, quick information about the compartments and their set points and the Power, Run and Speed Mode of the fridge. This section also contains details on the fridge's Engine, Standby and Running hours, which can be used to check when the fridge needs maintenance.

Below is a quick reference of the different mode icons of the fridge:

<table>
<thead>
<tr>
<th>Fridge Run Mode</th>
<th>Fridge Power Mode</th>
<th>Fridge Speed Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄 Continuous</td>
<td>⚡ Electrical</td>
<td>🔢 High Speed</td>
</tr>
<tr>
<td>🔄 Start/Stop</td>
<td>⚡ Engine</td>
<td>🔢 Low Speed</td>
</tr>
<tr>
<td>❓ Unknown</td>
<td></td>
<td>❓ Unknown</td>
</tr>
</tbody>
</table>
The second section (2) contains detailed information on the compartments and allows the you to control the fridge if the right permissions are set. In this section, the Compartments table and the Last Pretrip Status is always shown. Depending on your permissions and the unit, you can use the following:

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn Fridge On/Off</td>
<td>Turns the fridge on or off</td>
</tr>
<tr>
<td>Start Pretrip</td>
<td>Starts a pretrip cycle</td>
</tr>
<tr>
<td>Switch to Continuous or Start/Stop</td>
<td>Switches the Fridge Run mode from Start/Stop to Continuous or vice-versa.</td>
</tr>
<tr>
<td>Start Defrost</td>
<td>Starts a Defrost cycle</td>
</tr>
<tr>
<td>Clear Alarms</td>
<td>Clears all currently active alarms of the fridge</td>
</tr>
<tr>
<td>Change set point (in the compartment table)</td>
<td>Changes the set point of a compartment.</td>
</tr>
</tbody>
</table>

Depending on the recorder, not all options above are available. Even with the correct permissions.

By clicking on the Last Pretrip Status label (if a pretrip has been performed at least once), a dialog opens containing information about the last performed pretrip. See section 4.2.5 for more information about pretrips.

The "Show pending commands in the command grid" option allow you to see the commands already sent but not yet executed.

The last section (3) contains data on the latest commands issued from ColdChainView to the recorder/fridge and the latest alarms of the fridge. The Commands table shows the status of the requested command, the command issued, which compartment is affected (if applicable) and which value is sent (if applicable), when the request is added on the server and when the request is executed on the recorder and who requested the command.

The Alarm Code table shows the status of the alarm, the alarm code and corresponding alarm message and when the alarm is activated. Note that the severity of the status may not correspond with the actual state of the fridge.

**Note** The severity of the alarm is a state defined by the fridge and is not per definition related to the reported alarm code. Please contact your fridge's manufacturer for more detailed information regarding fridge alarm codes and severities.

An alarm state can have either one of the following severities:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Alarm Severity</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Info" /></td>
<td>Informative fridge alarm</td>
</tr>
<tr>
<td><img src="image" alt="Warning" /></td>
<td>Warning fridge alarm</td>
</tr>
<tr>
<td><img src="image" alt="Error" /></td>
<td>Shutdown fridge alarm</td>
</tr>
</tbody>
</table>

**4.2.3 Fridge Diagnostics**

The Fridge Diagnostics window can be accessed by selecting the Fridge Diagnostics submenu while in the detailed view of an Asset with a connected fridge. In this view, you see a table of all requested diagnostics requests.
To set up a diagnostics report of the fridge, the recorder has to be instructed to start monitoring the diagnostic information of the fridge.

To start monitoring:

1. Enter a monitoring time period and a monitoring interval period. This indicates how long the recorder will collect diagnostic information of the fridge and at what frequency.
2. Click **Start Monitoring** to send the command to the recorder.

In the example above, the Monitoring Time is set to 15 minutes and the interval to 60 seconds. This means that every 60 seconds for the next 15 minutes, the recorder asks for diagnostic information of the fridge. The data received from the fridge is then stored in a “Fridge Engine Monitoring Data” record, which can later be used to create a report of the fridge's diagnostics.

To cancel collecting diagnostics information from the fridge while a monitoring request is still active:

1. Click **Stop Monitoring**. This sends a request to the recorder to stop collecting the diagnostic information of the fridge.

**4.2.4 Fridge Events**

The Fridge Events window can be accessed by selecting the **Fridge Events** submenu while in the detailed view of an Asset with a connected fridge. In this view, you see information about the events that occurred on the connected fridge.
This view has a table with all fridge events, which can be sorted by date/time. By default, all events are shown, but a specific period can be selected by using the date/time selector in the top left of the window.

### 4.2.5 PreTrips

The PreTrips window can be accessed by selecting the PreTrips submenu while in the detailed view of an Asset with a connected fridge. In this view, you see a table with information about the PreTrips performed on the fridge. The table contains information about when the PreTrip is completed, what mode the PreTrip was set for, the overall result and what Test Number was the last to be executed. Click next to a PreTrip entry to see more detailed information about the test results.

A PreTrip is a routine that activates a performance qualification check. This routine can verify whether the fridge is still fit for intended use. The PreTrip can be started from the Fridge Control or the Asset Fridge page. Note that only users with the correct permissions can start a PreTrip.
Click the Last PreTrip Status label above the table. A dialog opens with the detailed results of the last PreTrip. This dialog can also be opened from the Fridge Control page.
4.2.6 Truck Link History

The Truck Link History window can be accessed by selecting the Truck Link History submenu while in the detailed view of an Asset. In this view, you see information about the current and historical information of the connected Truck ID tags of the asset. Historical data can be accessed by using the date/time selector in the top left of the window.

This view has a table with all connect and disconnect events with a Truck ID tag. By default, the most recent events are shown, but a specific period can be selected by using the date/time selector in the top left of the window.

The names of the Truck ID tags can be managed in the Truck menu. See section 5 for more information about managing Truck ID tags.

4.2.7 Position

The Position window can be accessed by selecting the Position submenu while in the detailed view of an Asset. In this view, you see information about the current and historical information of the position of the asset. The information provided on this page can be filtered by using a Custom / Quick Preset. Historical data can be accessed by using the date/time selector in the top left of the window.

Depending on the view settings of the active preset, the table below the map may not be visible.

In the window, a map is displayed in which the (historical) data of the asset’s position is shown.

Click Legend to see the legend, which provides more information on the status colors of the asset on the map. See section 2.5.8 for more information about the map and navigating around the map.

Click on an asset on the map to see a detailed tooltip. The tooltip shows the (historical) data of the asset. The Name, Serial Number, Speed, Direction (of the asset) and timestamp of the data are always shown regardless of the preset. Other information shown in the tooltip depends on the active preset.

In a table below the map, detailed information of the asset’s (historical) location data is shown. The data shown depends on the active preset. See section 2.5 for more information about the use of Quick/Custom Presets.
4.2.8 Lock Control

The Lock Control window can be accessed by selecting the Lock Control submenu while in the detailed view of an Asset with a connected door lock. In this view, you see information about the lock and its state, and see information about the latest commands issued regarding the lock.

If you have the correct permissions you can use this window to Arm and Disarm the lock.

Click Arm Lock or Disarm Lock or issue an emergency unlock to the lock by clicking Emergency Unlock. These buttons are available below the visualization of the door lock state.

Once armed, a Trans-Safety lock cannot be disarmed using the local control panel and only issuing a Disarm Lock command will enable it again.

In the figure below, a visualization of a door lock state is shown. In this situation, the lock is not armed (indicated by the shield icon), the door lock is unlocked (indicated by the lock icon) and the door is opened (indicated by the door icon).
The following icons are used to indicate the door lock states:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="GreenLock" /></td>
<td>Lock Armed</td>
</tr>
<tr>
<td><img src="image" alt="RedLock" /></td>
<td>Lock is armed</td>
</tr>
<tr>
<td><img src="image" alt="YellowBell" /></td>
<td>Lock Alarm (but not in alarm state)</td>
</tr>
<tr>
<td><img src="image" alt="YellowBell" /></td>
<td>Lock Alarm in alarm state</td>
</tr>
<tr>
<td><img src="image" alt="BlueKey" /></td>
<td>Lock State</td>
</tr>
<tr>
<td><img src="image" alt="BlueKey" /></td>
<td>Door is locked</td>
</tr>
<tr>
<td><img src="image" alt="BlueKey" /></td>
<td>Door is unlocked</td>
</tr>
<tr>
<td><img src="image" alt="BlueKey" /></td>
<td>Door is open</td>
</tr>
</tbody>
</table>

The following icons are used for the Digital Door Lock Sensors:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Green" /></td>
<td>The sensor is connected and is currently high</td>
</tr>
<tr>
<td><img src="image" alt="Gray" /></td>
<td>The sensor is connected and is currently low</td>
</tr>
<tr>
<td><img src="image" alt="Gray" /></td>
<td>The sensor is not connected</td>
</tr>
</tbody>
</table>

These icons are also in Presets. See section 2.5.2 for more information.

It is possible to show the commands already sent but not yet executed by the door lock with the “Show pending commands in the command grid” option.

The Latest Data table shows the latest data of the commands sent to the door lock. For each command, the command name is shown, including the date the command has been added on the server and until the command is valid, the date the command is executed on the recorder, and who issued the command. A status icon in front of the command indicates whether the command is being \( \square \) processed, executed \( \checkmark \) successfully or \( \times \) unsuccessfully. The historical data can be accessed by using the date / time selector in the top left of the table.

### 4.2.9 Assign AlarmGroups

The Assign AlarmGroups window can be accessed by selecting the Assign AlarmGroups submenu while in the detailed view of an Asset. In this view, you see information about the Compartments and the assigned alarm groups.
and the historical information about the Alarms. You can assign an Alarm Group to a Compartment in this view. If your account is set to use Alarm Groups Presets, see section 9.9 to add and edit these presets before continuing.

⚠️ Changing settings in this menu modifies the settings in the recorder. Make sure the recorder is online and make changes with caution!

⚠️ To assign an Alarm Group to a Compartment, a compartment must be enabled first (in the recorder) and an alarm group must be set to active.

To assign an Alarm Group or an Alarm Group Preset to a Compartment:

1. Select the Compartment in the left drop-down menu. Below the Compartment drop-down menu, information about the currently assigned alarm group and the compartment’s active sensors are shown.
2. Select an Alarm group or an Alarm Group Preset in the right drop-down menu. Below the Alarm Group or an Alarm Group Preset drop-down menu, information about the threshold and the delays of the alarm group is shown.
3. Click Apply to save the changes.

In the table below the Assign Alarm Group or an Alarm Group Preset to Compartments section, a new entry is made to indicate a change to the compartment. The entry notes the affected Compartment, the corresponding Alarm Group or an Alarm Group Preset, the date/time the request is added on the server, the date the date/time the request is executed on the recorder and finally the user that executed the request.

A ⏳ waiting icon appears in front of the request while the request is not yet executed on the recorder. A check mark icon appears in front of the request when the request is successfully executed on the recorder. The most recent request is shown at the top of the table.
4.2.10 Edit AlarmGroups

If your account is set to use Alarm Groups Presets, this option will not be available. See section 9.9 for information about working with Alarm Group Presets.

The Edit AlarmGroups window can be accessed by selecting the Edit AlarmGroups submenu while in the detailed view of an Asset. In this view, you see information about the settings of the alarm groups. You can change the settings of an Alarm Group in this view and turn an alarm group on or off.

⚠️ Changing settings in this menu modifies settings in the recorder. Make sure the recorder is online and make changes with caution!
To change the settings of an alarm group:

1. Go to the corresponding alarm group’s tab. (for example, tab 2 for alarm group 2).
2. In the tab of the alarm group, you can change the following settings:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>A (custom) name can be chosen for the Alarm Group.</td>
</tr>
<tr>
<td>On/Off</td>
<td>Determines whether the Alarm Group is enabled or disabled.</td>
</tr>
<tr>
<td>Lower Temperature Threshold</td>
<td>The lowest temperature that is acceptable. Exceeding this value triggers an alarm.</td>
</tr>
<tr>
<td>Lower Humidity Threshold</td>
<td>The lowest humidity that is acceptable. Exceeding this value triggers an alarm.</td>
</tr>
<tr>
<td>Lower Threshold Delay</td>
<td>The time period after exceeding the lowest threshold before the alarm is actually triggered.</td>
</tr>
<tr>
<td>Upper Temperature Threshold</td>
<td>The highest temperature that is acceptable. Exceeding this value triggers an alarm.</td>
</tr>
<tr>
<td>Upper Humidity Threshold</td>
<td>The highest humidity that is acceptable. Exceeding this value triggers an alarm.</td>
</tr>
<tr>
<td>Upper Threshold Delay</td>
<td>The time period after exceeding the highest threshold before the alarm is actually triggered.</td>
</tr>
<tr>
<td>Initial Delay</td>
<td>The time period after enabling the Alarm Group before any threshold exceeding alarm can be triggered.</td>
</tr>
</tbody>
</table>

3. Click **Save to Recorder** to send the new settings to the recorder.
4. Confirm the changes in the dialog box by clicking **OK**. It may take a few minutes before the new settings are applied.

4.2.11 Configuration History

The Configuration History window can be accessed by selecting the **Configuration History** submenu while in the detailed view of an Asset. In this view, you see the changes made to parameters in the recorder. You can choose a date/time period by using the date/time picker in the top left of the window. It is also possible to order the table by ascending timestamp (oldest change first) or descending timestamp (newest change first), default is an ascending order.
4.3 Asset Positions

The Asset Positions window can be accessed by selecting the **Asset>Asset Positions** submenu. In this view, you can see the location of all assets with valid location data. In the window, an overview map is displayed in which all assets are shown.

1. Click Legend to view more information on the status colors of the assets. See section 2.5.8 for more information about the map and navigating around the map.

In a table below the map, detailed information of the assets with valid location data is shown. The data shown depends on the active preset. See section 2.5 for more information about the use of (Quick/Custom) Presets.
4.4 Asset Fridges

The Asset Fridges window can be accessed by selecting the Asset > Asset Fridges submenu. In this view, you can see the fridge and compartment information of all assets with a connected fridge.

A table containing all assets with connected fridges is shown. In the table, the Serial number and Name of the asset is shown. Per asset, the status of the fridge and the Run, Power and Speed Mode of the fridge is shown. Finally, information on the status and setpoint of each compartment is shown. The table can be sorted by Asset Serial or name, and can be filtered by Asset Serial, Name or Fridge Status.
By using the drop-down menu in the top left of the window, you can perform various commands on one or multiple assets with fridges. For example, you can clear the alarms of all units with fridges by selecting the option **Clear Alarms** from the drop-down menu, selecting the assets you want to execute the command on by placing a check in the check box in front of the asset name, and then clicking **Execute** next to the drop-down menu. A waiting icon appears between the check box and the serial number of the selected units, indicating that the request is being executed. It may take a few moments before the settings are applied.

### 4.5 Asset Locks

The Asset Locks window can be accessed by selecting the **Asset > Asset Locks** submenu. In this view, you can see the lock information and door state of all assets with a connected doorlock.

A table containing all assets with connected doorlocks is shown. In the table, the Serial number and Name of the asset is shown. Per asset, the status of the lock and whether the lock is armed or has an alarm is shown. Finally, information on the state of the lock and the door itself is shown. The table can be and sorted by Asset Serial or name.

By using the drop-down menu in the top left of the window, you can perform various commands on one or multiple assets with doorlocks. For example, you can perform an emergency unlock on all units with doorlocks by selecting the option **Emergency Unlock** from the drop-down menu, selecting the assets you want to execute the command on.
by placing a check in the check box in front of the asset name, and then clicking **Execute** next to the drop-down menu. A 🔄 waiting icon appears between the check box and the serial number of the selected units, indicating that the request is being executed. It may take a few moments before the settings are applied.

### 4.6 Asset AlarmGroups

The Asset AlarmGroups window can be accessed by selecting the **Asset > Asset AlarmGroups** submenu. In this view, you can see detailed information about the compartments of all assets. In the table containing all assets, it is shown whether one of the four available compartments is assigned, and whether or not it has an AlarmGroup assigned to it.

An inactive compartment is indicated by a shaded N/A tag. An active compartment without an assigned AlarmGroup is indicated by a bold None tag and an active compartment with an assigned AlarmGroup is indicated by the number and name of the AlarmGroup in bold (for example, “1. Fresh Food”).

In this view, you can clear the assignment of a specific or all compartments of one or multiple assets by selecting an option from the drop-down menu in the top left of the window, selecting the assets by placing a check in the check box next to the asset’s name and clicking **Clear Assignment** next to the drop-down menu.

Click 🔄 expand next to an asset to view a detailed table of all compartments containing the set Alarm Group together with the settings of the Alarm Group (Upper and Lower threshold, Upper and Lower Delay and Initial Delay).

Click 📝 edit next to an asset to go to the Edit AlarmGroups page of the selected asset. See section 4.2.10 for more information on how to edit the AlarmGroups of an asset.

Click ⚙ Assign AlarmGroup to go to the Assign AlarmGroups page of the asset. See section 4.2.9 for more information about assigning an AlarmGroup to an asset.
5 TRUCK

Truck ID tags are an ORBCOMM product which can be attached to a truck and can make a connection with an asset via Bluetooth Low Energy (BLE) if configured properly. These tags allow you to get an overview of which truck is currently, or was previously, connected to your asset.

The Truck menu provides an overview of the Truck ID tags assigned to the account, which trailer (asset) a tag is currently connected to and allows the user to rename a Truck ID tag.

New Truck ID tags can be added via the Account Manager software tool [1] or will be automatically added to the account if an asset connects with it.

When an asset connects to a new tag which is not yet registered to the account, the tag will show in the Truck Overview with the Tag’s serial as its name.

5.1 Truck Overview

The Truck Overview window provides a detailed overview of all available Truck ID tags. This view is the first to open after selecting the Truck menu, or by selecting the Truck> Truck submenu.

On the Truck Overview, all Truck ID tags assigned to the account are shown in a table. When the tag is currently connected to an asset, the box in the Truck Connected column will change to a green box and the name of the asset to which it is connected is shown in the Name column.

The Truck menu only shows the current connection status of a Truck ID tag. In order to see historic information for an asset, please refer to section 4.2.6.

5.1.1 Edit a Truck ID Tag’s Name

To edit a Truck ID Tag's name:
1. Click edit next to a Truck ID tag in the Truck view. This opens the Edit Truck Name dialog.
2. Edit the current Truck Name of the Truck ID tag.
3. Click Save to save the changes.
6 EXCEPTIONS

Exceptions are a form of notification about the state of the asset. You could be notified about a temperature alarm on an asset, or when an asset arrives at a certain POI.

The Exceptions menu provides the option to create and manage exception rules, link and unlink exception rules to assets and view a history of all exceptions within a certain time period.

To use certain exceptions, the configuration of the recorder and settings of the website may have to be altered. Without the correct configuration and settings, an exception may never be triggered.

Data can only be transferred from the recorder to the server when the recorder is within range of the cellular network. If the recorder cannot send its data to the server, information required to trigger exceptions may not be transferred.

6.1 Manage Exceptions

The Manage Exceptions window provides a tabbed overview of all defined exceptions and which exceptions are linked to which asset. This view is the first to open after selecting the Exceptions menu, or can be accessed by selecting the Exceptions > Manage Exceptions submenu.

The first tab that opens is the 1. Select Devices tab. In this tab, all assets and vehicle groups that are available are shown. For each asset, the serial number, name and number of linked exceptions is shown. For each vehicle group, the name and number of linked exceptions is shown.

Another tab in the Manage Exceptions window is the 2. Select Exceptions tab. In this tab, all defined exception rules are listed. For each rule, the name and the # of linked assets is shown.
1. Click **expand** next to an exception rule for a more detailed overview of all assets and vehicle groups linked to the exception rule, including the date and time of the link’s creation and the possible date and time the link expires.

The last tab in the Manage Exceptions window is the **3. Confirm Link** tab. This tab is only available when an asset or a vehicle group and an exception rule are selected. See section 6.1.2 for more details.

### 6.1.1 Create a New Exception Rule

To create a new exception rule:

1. Click **Add Exception Rule** in the **Exceptions - Manage Exceptions** view. The exception wizard opens.
2. Type a name for the exception, and then select at least one trigger.

<table>
<thead>
<tr>
<th>Trigger</th>
<th>Activates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL</strong></td>
<td></td>
</tr>
<tr>
<td>Temperature Alarms</td>
<td>When a configured temperature sensor enters an alarm state</td>
</tr>
<tr>
<td>Digital Alarms</td>
<td>When a configured digital sensor enters an alarm state</td>
</tr>
<tr>
<td>Asset Offline Alarms</td>
<td>When a device has not been online on the platform for a specified time</td>
</tr>
<tr>
<td><strong>FRIDGE ALARMS</strong></td>
<td></td>
</tr>
<tr>
<td>Warning Alarms</td>
<td>When the device reports that a connected fridge has a warning alarm state</td>
</tr>
<tr>
<td>Shutdown Alarms</td>
<td>When the device reports that a connected fridge has a shutdown alarm state</td>
</tr>
<tr>
<td>Fuel Theft Alarms</td>
<td>When the device reports a fuel theft warning</td>
</tr>
<tr>
<td>Fuel Level Alarms</td>
<td>When the device reports a low fuel level warning</td>
</tr>
<tr>
<td>Trigger</td>
<td>Activates</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Battery Low Voltage Alarms</td>
<td>When the device reports a low battery voltage warning</td>
</tr>
<tr>
<td>Door Lock Alarms</td>
<td>When the device reports that the connected door lock has an alarm</td>
</tr>
<tr>
<td>Accelerometer Alarms</td>
<td>When the device reports that the accelerometer has an alarm</td>
</tr>
<tr>
<td>POI Alarms</td>
<td></td>
</tr>
<tr>
<td>Arrive At Alarm</td>
<td>When the device arrives at the specified POI(s) or POI Type(s)</td>
</tr>
<tr>
<td>Depart From Alarm</td>
<td>When the device leaves the specified POI(s) or POI Type(s)</td>
</tr>
<tr>
<td>Geofence Alarms</td>
<td></td>
</tr>
<tr>
<td>Enter Geofence Alarm</td>
<td>When the device enters the specified Geofence(s)</td>
</tr>
<tr>
<td>Leaves Geofence Alarm</td>
<td>When the device leaves the specified Geofence(s)</td>
</tr>
<tr>
<td>EBS Alarms</td>
<td></td>
</tr>
<tr>
<td>Brake Lining Alarm</td>
<td>When the device reports that the EBS system has a Brake Lining alarm</td>
</tr>
<tr>
<td>Amber Warning Alarm</td>
<td>When the device reports that the EBS system has an Amber Warning alarm</td>
</tr>
<tr>
<td>Red Warning Alarm</td>
<td>When the device reports that the EBS system has a Red Warning alarm</td>
</tr>
<tr>
<td>Pressure Alarm</td>
<td>When the device reports that the EBS system has a Pressure alarm</td>
</tr>
<tr>
<td>Stop Lamp</td>
<td>When the device reports that the EBS system has a Stop alarm</td>
</tr>
<tr>
<td>FRIDGE EVENTS</td>
<td></td>
</tr>
<tr>
<td>Fridge On Alarms</td>
<td>When the device reports that the connected fridge has turned on</td>
</tr>
<tr>
<td>Fridge Off Alarms</td>
<td>When the device reports that the connected fridge has turned off</td>
</tr>
<tr>
<td>Runmode Changes</td>
<td>When the device reports that the connected fridge’s run mode has changed</td>
</tr>
<tr>
<td>Speedmode Changes</td>
<td>When the device reports that the connected fridge’s speed mode has changed</td>
</tr>
<tr>
<td>Powermode Changes</td>
<td>When the device reports that the connected fridge’s power mode has changed</td>
</tr>
<tr>
<td>Setpoint Changes</td>
<td>When the device reports that one of the connected fridge’s setpoints has changed</td>
</tr>
<tr>
<td>FRIDGE MAINTENANCE COUNTERS</td>
<td></td>
</tr>
<tr>
<td>Warnings</td>
<td>When one of the fridge maintenance counters reaches the warning threshold specified in the maintenance menu. See section 8.1 for more information.</td>
</tr>
<tr>
<td>Alarms</td>
<td>When one of the fridge maintenance counters reaches the exception threshold specified in the maintenance menu. See section 8.1 for more information.</td>
</tr>
<tr>
<td>TRUCK TRAILER MAINTENANCE COUNTERS</td>
<td></td>
</tr>
<tr>
<td>Warnings</td>
<td>When the mileage counter reaches the warning threshold specified in the maintenance menu. See section 8.2 for more information.</td>
</tr>
<tr>
<td>Alarms</td>
<td>When the mileage counter reaches the exception threshold specified in the maintenance menu. See section 8.2 for more information.</td>
</tr>
<tr>
<td>DIAGNOSTICS</td>
<td></td>
</tr>
<tr>
<td>Sensor Errors (OC/SC)</td>
<td>When the device reports one of the activated sensors reaches an Open Current or Short Circuit state</td>
</tr>
<tr>
<td>Trigger</td>
<td>Activates</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Recorder Errors</td>
<td>When the device reports that it has encountered an error state as a result wrote a Diagnostic record</td>
</tr>
<tr>
<td>Time Synchronisation Errors</td>
<td>When the device reports that it cannot automatically update the time</td>
</tr>
<tr>
<td>TRUCK</td>
<td></td>
</tr>
<tr>
<td>Truck Connect</td>
<td>When the device reports that a connection has been made with a Truck ID tag</td>
</tr>
<tr>
<td>Truck Disconnect</td>
<td>When the device reports that a connection has been broken with a Truck ID tag</td>
</tr>
</tbody>
</table>

Note that if the POI alarm is used in conjunction with a mailed report, a POI to POI report can be set up.

**Note** Refer to **APPENDIX C** for more information on setting up a POI to POI report.

3. (optional) Select additional notification options.

Explanation of additional notification options:

<table>
<thead>
<tr>
<th>Send only when event occurs</th>
<th>You will receive a message when the temperature sensor alarm is active. The message is only sent when an event occurs. You will not receive a message when the exception situation is resolved.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat Amount &amp; Repeat Interval</td>
<td>You will receive a message at the time interval set until the repeat amount has been reached. You will also receive a message when the alarm is not active anymore. For example, if the repeat amount is set to 2 times and the repeat interval set to 30 minutes, you would receive a message when the exception occurs, the first repeat would be 30 minutes after the exception first occurred, and the second repeat would be 60 minutes after the exception first occurred (30 minutes after the first repeat). After that you will only get a message when the exception situation is resolved. There is a maximum of 12 repetitions.</td>
</tr>
<tr>
<td>Ignore if Alarm is older than</td>
<td>If you choose for this option, the system ignores alarms which are older than the set amount of time. In this example, alarms older than 2 hours are ignored. This option avoids sending alarm messages of old alarms. For example, if an event occurred during the offline mode of the recorder, you will not receive an alarm message, which is older than 2 hours.</td>
</tr>
</tbody>
</table>

Repetitions will be sent according to the send options set (see below) and the interval selected. Once started, following instances will have a repetition number to track how many times the interval has been triggered.

Note that the SMS version will be more condensed due to the SMS character limit but will contain essentially the same information as the email version.

4. Click **next**.

To change your settings from previous steps, you can go back to the previous step by clicking **Previous** or clicking on the name of the step in the wizard.

**Optional** Set time condition

Here you can decide on which days you want to receive alarm messages. If you do not select the **Exception is only valid within specific periods** check box, you will always receive an alarm message. To create a period, click-and-drag the mouse to mark the desired period. Then right-click and click **Create Period** to create the desired period.
In the example below, the exception would only be considered valid when an alarm is active on Tuesday, Wednesday or Friday between 08:00 and 12:30. All other time periods would be considered invalid and would not trigger the exception. For example, an alarm activated on a Tuesday at 09:00 would trigger the exception, but an alarm activated on a Monday at 12:00 would not. If a valid exception is still active after the time period has exceeded (for example triggered on Tuesday at 09:00 and still active after Tuesday at 12:30), a message is sent to notify the user that the exception is still active, but the monitoring of the exception conditions has stopped.

Click **Next** to proceed to the next step.

**Optional** POI Condition

Here you can decide if the exception should take Points of Interest (POI) or Geofence locations in consideration. If you select the **Specify POI Conditions that must be met for the Exception to be valid** check box, you can define that the system only sends an alarm message when the vehicle is or is not on any POI or Geofence, or on a particular POI Type (including POIs and Geofences).

See section **9.6** for more information about creating a POI, section **9.7** for more information about creating a Geofence, or section **9.8** for more information about a POI Type.
Click **Next**

**Send Options**

You can select between two different send options.

You may receive the alarm message by email and/or by SMS. If you choose email as the send option, you can attach a data report.

*Response times and reliability of the SMS service highly depends on the quality of the network-operator of the recipient. On time delivery of SMS is not guaranteed.*

In the culture settings, you can specify the language, timezone, temperature and distance unit settings or a custom address format for the notification message and (if selected) the report.

When a data report should be attached, the options to select a report template is shown. See section 7.2 for more information about Report Templates. Additionally, the options for the output File Type, Period Selection (only for single asset reports) and column sorting will be available.
Click Next

Receivers

Here you can specify who will be notified. You can specify either individual Recipients or Recipient Groups by using the tabs Receivers or Groups. Click on the desired recipient and then on the right arrow to select a recipient.

An icon after the recipient's name indicates whether the recipient has an email address and/or a phone number available. Depending on the delivery mediums chosen in the previous step, the name of the recipient can either be red or green colored. A green colored name indicates that the recipient can receive messages on the selected medium. A red colored name indicates that the recipient cannot receive messages on the selected medium.

If both delivery mediums are chosen, a recipient that only has an email address or a phone number will have a red colored name, but can still be selected for receiving messages. The recipient will then only receive a message on the medium which is available for them when an exception would trigger.

In the example below, both the email and SMS options were selected in the previous step. All recipients except the Support recipient are indicated with a red name because they only have one of the two options available for receiving
messages. However, they will still receive a message on the medium that is available to them should an exception trigger.

If your desired recipient does not appear in the recipient list, you can add them via the New Recipient. See section 9.3.1 for more information about creating a Recipient.

Click Save to save the settings of the exception rule.

**Finish**

In this step you will see a confirmation that the rule has successfully been created. With the Create Another you can then create another Exception Rule, and with the Finish you can exit the Exception Wizard.

### 6.1.2 Link an Exception Rule

To make use of an exception rule, it must first be linked to an Asset or Vehicle Group.

To link an exception rule:
1. Go to the **Exceptions > Manage Exceptions > 1. Select Devices** view.
2. Select the assets or vehicle groups you want to link an exception rule to by selecting the check box next to the Asset (Group) icon.

3. Go to the **Exceptions > Manage Exceptions > 2. Select Exceptions** view.
4. Select the exceptions you want to link to the selected devices by selecting the check box next to the exception icon.

5. Go to the **Exceptions > Manage Exceptions > 3. Confirm Link** view.
6. Specify when the Exception Rule goes active for the Assets.
7. Specify an expiration date for the rule by clearing the **Never Expires** check box, and then specifying a date/time.
8. Click Save to confirm the link.

**Note** After confirming the link, it takes approximately 10 minutes before the server starts actively monitoring the changes on the device. Any active alarms that may trigger an exception within this time period may trigger the exception at a later time than intended.

### 6.1.3 Unlink an Exception Rule

If it is no longer needed to notify the alarms of an asset, the exception can be unlinked. There are two options to unlink an exception from an asset.

**Option 1. Unlink an Exception from an Asset**

1. Go to Exceptions > Manage Exceptions > 1. Select Devices
2. Click **expand**, in front of an asset, to open the linked exceptions list.
3. Click **unlink** next to the exception rule you want to unlink.
4. Confirm the unlinking.
5. Click **unlink** in the top row of the linked exceptions list, you can unlink all linked rules from the asset.

**Option 2. Unlink an Asset from an Exception Rule**

1. Go to Exceptions > Manage Exceptions > 2. Select Exceptions
2. Click **expand**, in front of an exception rule, to open the linked assets list.
3. Click **unlink** next to the asset you want to unlink.
4. Confirm the unlinking.
5. Click **unlink** in the top row of the linked assets list, you can unlink all assets from the exception rule.

### 6.1.4 Edit or Delete an Exception Rule

To edit an exception rule:
1. Click **edit** next to an exception rule in the **Exceptions > Manage Exceptions > 2. Select Exceptions** view.
2. Follow the instructions in the Exception Wizard to edit the current settings of the exception rule. See section 6.1.1 for more information about the Exception Wizard.

To delete an exception rule:
1. Click **delete** next to an exception rule in the **Exceptions > Manage Exceptions > 2. Select Exceptions** view.
2. Confirm the deletion. Any assets currently linked to the exception rule are immediately unlinked.

### 6.2 Exception History

The Exceptions History window can be accessed by selecting the **Exceptions > Exception History** submenu. In this view, you can see the latest exceptions that have occurred. You can change the displayed date/time by using the date/time controls or the date/time selector.

To view more detailed information about the settings of the exception:
1. Click **expand** in front of an exception.

By default, the name of the exception rule, the device name and serial of the asset that triggered the exception and the medium how the user is notified is shown. Including the date/time from and until the exception has been active.

When expanding the exception history, the condition of the exception rule is shown, the value of the sensor that triggered the exception and the Delay, Repeat, Interval and Valid Period values of the exception rule. A table in the expanded exception history shows who was notified about the exception, including the phone number (SMS) and email address if applicable.

**Although the full recipient’s information is shown, the exception message is only sent through the medium indicated in the Send By column of the exception.**
7 REPORTS

ColdChainView provides the opportunity to receive regularly detailed data reports of one single or all assets. You can create individual reports with different configurations, to create different kinds of reports.

The Reports menu provides the option to create and manage Scheduled Reports and Report Templates. See section 2.5.7 for more details about generating a (Custom) Report of a view.

7.1 Manage Scheduled Reports

The Manage Scheduled Reports window provides a detailed overview of all defined Scheduled Reports. This view is the first to open after selecting the Reports menu, or can be accessed by selecting the Reports > Reports submenu.

A scheduled report is a periodically generated report, which can be sent to a number of recipients. Through such reports, the status of assets can be monitored.

For each scheduled report in the Manage Scheduled Reports window, the description of the scheduled report and the report template used is shown, including the export type, scheduled date for the next report, the interval between reports and the period that the report covers. Below is a visual representation of the Manage Scheduled Reports view.

7.1.1 Create a Scheduled Report

To create a Scheduled Report:

To create a Scheduled Report, at least one Report Template must be available. See section 7.2.1 for more information about the creation of a Report Template.


2. Select a template schedule.

3. Specify a description for the scheduled report, a date/time on which you want to receive the report, and how often you want to receive a report. You can specify whether you want to receive this report every hour, day, week, or month.
4. (depending on the template chosen) Specify which period you want to receive the data.
   You can receive the latest data for a specified period of time (in the example below 1 day). Another option is to specify a period by defining the number of days before the report should be generated and the time period. For example, if the report should be generated on 07/09/2016 at 11:00 and the period is 3 Days before, between 00:00 and 00:00 1 day later, the report would cover the data between 04/09/2016 00:00 and 05/09/2016 00:00.

<table>
<thead>
<tr>
<th>Schedule Date</th>
<th>3 Days before</th>
<th>Between</th>
<th>And</th>
<th>1 Days later</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/09/2016 11:00</td>
<td>04/09/2016</td>
<td>00:00</td>
<td>00:00</td>
<td>05/09/2016</td>
</tr>
<tr>
<td>01/10/2016 15:00</td>
<td>28/09/2016</td>
<td>00:00</td>
<td>00:00</td>
<td>29/09/2016</td>
</tr>
</tbody>
</table>

5. Select the report options. These default to the User Settings of the logged in user, but can be changed. See chapter 10 for more information about User Settings.

6. Click Next.

   To change your settings from previous steps, you can go back to the previous step by clicking Previous or clicking on the name of the step in the wizard.

Select Assets

Here you can specify for which assets or vehicle groups a report has to be generated. For reports that cover All Assets, this step is unavailable and you will go to the Recipient Selection step. You can specify either individual Assets or Vehicle Groups by using the tabs Assets or Groups.

Click on the desired asset and then on the right arrow to select an asset.
Click **Next** to proceed to the next step.

**Recipients**

Here you can specify who receives the report. You can specify either individual Recipients or Recipient Groups by using the tabs **Receivers** or **Groups**.

Click on the desired recipient and then on the right arrow to select a recipient.

If your desired recipient does not appear in the recipient list, you can add them via the **New Recipient**. See section **9.3.1** for more information about creating a recipient.
Only recipients with an email address can receive reports. You cannot send a report through SMS, therefore recipients with only a phone number available will have a red colored name.

Click **Save** to save the settings of the scheduled report.

**Finish**

In this step you will see a confirmation that the scheduled report has successfully been created. Click **Create Another** to create another Scheduled Report, and click **Finish** to exit the Schedule Report Wizard.

**After creating a scheduled report, it takes a few minutes before the server activates the scheduled report. If the Scheduled date is within 10 minutes of creating the scheduled report, the report may arrive at a delayed time.**

Due to maximum email size, reports with too many PDF files will have download links instead. These links expire after a period defined in the email and cannot be downloaded after this time.

### 7.1.2 Edit or Delete a Scheduled Report

To edit a scheduled report:

1. Click **edit** next to a scheduled report in the **Reports** > **Reports** view. This opens the Schedule Report Wizard.
2. Edit the current settings of the scheduled report. See section 7.1.1 for more information about the Schedule Report Wizard.

To delete a scheduled report:

1. Click **delete** next to a scheduled report in the **Reports** > **Reports** view.
2. Confirm the deletion.

### 7.2 Report Templates

The Report Templates window can be accessed by selecting the **Reports** > **Report Templates** submenu. In this view, you can see an overview of all defined Report Templates.

To create data reports, you have to create a report template first. A report template is a blueprint of how the report should be build.
7.2.1 Create a Report Template

To create a Scheduled Report:

Template Settings


2. Specify a name for the report template and a Report Type.
   You can either choose to report the historic data of a single asset, or the most recent data of all assets. A third option is to create a template for a Service report. This option is not covered in this user guide.

3. Click Next to proceed to the next step.

   To change your settings from previous steps, you can go back to the previous step by clicking Previous or clicking on the name of the step in the wizard.
Modules
Here you can define the data representation. Please note that some options may not be available if the All Assets option has been selected in the previous step.

Below is a figure showing all available modules when creating a template for a single asset.

Below is a figure of all available modules when creating a template for all assets.

Click Next to proceed to the next step. Depending on the selected modules, you will either go to the Fields step or the Finish step.

Fields
Here you can select which data should be displayed on the report. Specific analog and digital sensors, set points and compartments can be selected by using the boxes below the field name. The top row of boxes below the analog sensors correspond to analog sensor 1 to 6 and the bottom row corresponds to analog sensor 7 to 12. You can define the order of the columns by selecting the column name in the box at the bottom of the screen. Using the buttons on the side of the box, a column can be moved up, down, to the top or to the bottom of the list. The column order from top to bottom corresponds to the order from left to right in the table.
The option “Alarm Monitor State” will include a summary of alarm setting settings when an alarm is switched off. This will only be included if there were any changes in the alarm settings.
Click **Next** to proceed to the next step.

**Optional Filter Fields**

Here you can define whether you want to use a custom filter, or use the base filter on the selected fields of the previous step.

Filters make it possible to only use the data where the specified filter was a leading type. For example, if the filter “Battery Voltage” is the only option selected, only the data where information on the Battery Voltage was sent over is used to generate a report. If the filter “Temperature” would also be selected, this would mean that all data where either Battery Voltage or Temperature information was sent over would be used to generate the report.

⚠️ **If using a filter on data that is never transferred, an empty report is generated. Therefore, make sure a filter is used on data that is actually transmitted between the recorder and the server.**

For example, if no digital sensors are connected to the recorder, no changes on the digital sensor would ever occur and no data in which digital sensor information is the leading type would be transferred. In this case, when filtering on only Digital Sensor data, a blank report would be created.
After selecting either the "Base filters on selected fields" option, or the "Specify a custom filter" with a selection of filters, click **Save** to save the settings of the report template.

**Finish**

In this step you see a confirmation that the report template has successfully been created. Click **Create Another** to create another Report Template, and click **Finish** to exit the Report Template Wizard.
7.2.2 Preview, Edit, or Delete a Report Template

To preview a report created from a specific template:

1. Click preview next to a report template in the Reports>Report Template view. If used on a template that covers a single asset, a dialog opens in which you can select an asset and the period to make a report for. If used on a template that covers all assets, the generation of a report begins immediately.

To edit a report template:

1. Click edit next to a report template in the Reports>Report Template view. This opens the Report Template Wizard in which you can edit the current settings. See section 7.2.1 for more information about the Report Template Wizard.

To delete a Report Template:

1. Click delete next to a report template in the Reports>Report Template view. Confirm the deletion.

Although a confirmation window appears when trying to delete a report template, which is linked to a scheduled report, the template will NOT be deleted, even when confirming the deletion. To delete the template, the scheduled report that uses the template should be deleted first.
8 MAINTENANCE

In ColdChainView, special warning and exception thresholds for truck or fridge maintenance can be defined. These can be linked to an exception rule to notify a user to make sure the Truck or Fridge gets properly maintained. See chapter 6 for more information about exceptions, and section 6.1.1 for more information about creating a new exception rule.

The Maintenance menu provides the option to manage warning and exception thresholds for fridge and truck maintenance.

The following apply for both the truck and fridge maintenance views:

Click **expand** next to an asset to see what thresholds are assigned to the asset. These thresholds can be deleted by clicking **delete** next to the meter type (fridge) or Threshold (truck).

When a warning threshold has been reached, the text of the name, serial number and exceeded value (fridge) or mileage (truck) of the asset will be colored orange and a **Warning Threshold Exceeded** icon appears between the check box and the serial number. In the fridge maintenance detailed view, the icon is also shown in front of the affected meter type.

When an exception threshold has been reached, the text of the name, serial number and exceeded value (fridge) or mileage (truck) of the asset will be colored red and an **Exception Threshold Exceeded** icon appears between the check box and the serial number. In the fridge maintenance detailed view, the icon is also shown in front of the affected meter type.

When maintenance has been performed, you can either change the thresholds on ColdChainView or reset the counters on the device to clear the alarm state.

**The functionality of this menu depends on the correct configuration of the Euroscan device.**

To use the Fridge Maintenance functionality, a fridge protocol needs to be set and the maintenance counters need to be stored periodically or on a specified interval (by default, the maintenance counters are stored after the engine hours have increased by 1 hour).

To use the Truck Maintenance functionality, the device needs to be configured to store the mileage on time or distance interval (by default, after every 255 km and on every detection of a stop the mileage is stored).

8.1 Fridge Maintenance

The Fridge Maintenance window provides a detailed overview of all assets that have a fridge available. This view is the first to open after selecting the Maintenance menu, or can be accessed by selecting the Maintenance>Fridge Maintenance submenu.

To schedule maintenance for a fridge:

1. Type the necessary thresholds for the specific meters in the fields at the top of the overview. Any fields of meters that do not need to be monitored or are not available can be left blank.
2. Select an asset by placing a check in the check box of the asset.
3. Click **Add Scheduled Maintenance** to link the asset to the thresholds.
8.2 Truck Maintenance

The Truck Maintenance window can be accessed by selecting the Maintenance>Truck Maintenance submenu. In this view, you can see an overview of all assets, and the mileage of the asset. You can sort the overview or search for a specific asset by serial number or name.

To schedule maintenance for a truck:

1. Type the necessary thresholds for the mileage in the fields at the top of the overview.
2. Select an asset by placing a check in the check box of the asset.
3. Click Add Scheduled Maintenance to link the asset to the thresholds.
9 ADMINISTRATION

ColdChainView can manage a lot of different entities, from devices to recipients and from data representation to preset views. Most of these entities can be managed in the Account Manager, but several entities can also be managed in ColdChainView itself. For more information about the Account Manager, refer to the Account Manager Manual [1] (available upon request).

The Administration menu provides the option to manage (Quick) Presets, Recipients, Recipient and Vehicle Groups, POIs, POI Types and Tracking Numbers. It also provides the option to change the Data Column Names and the Account Logo.

Depending on the user’s permissions, some submenu items are not available. This is because most settings in this menu are considered account wide settings.

9.1 Presets

The Presets window provides a detailed overview of all created presets. This view is the first to open after selecting the Administration menu, or can be accessed by selecting the Administration-Presets submenu. In this view it is also possible to create, edit and delete presets, select quick presets and search for presets by using the field in the table of existing presets.

Presets are used to be able to modify the layout of a ColdChainView page. This means that you can only show specific columns to provide a clearer overview for certain situations. With a preset the user can for example monitor only the temperatures of the fridge, the fridge data, the door lock data, the position data or a combination of those elements. If there is no preset available a default preset is used.

A check mark indicates whether a Preset is set as a Quick Preset, and that display options are set for the Preset. See section 9.1.3 for more information about Quick Presets.

9.1.1 Create a New Preset

To create a Preset:
1. Click **New Preset** in the **Administration > Presets** view. The Preset Wizard opens.

2. Specify a name for the Preset and select the display options. You can choose to show one of the options below or a combination of options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chart</td>
<td>Shows a graph generated from the collected data of the selected fields.</td>
</tr>
<tr>
<td>Numeric</td>
<td>Shows a table containing data of all selected fields.</td>
</tr>
<tr>
<td>Numeric Linear</td>
<td>Shows a table containing the data received from events of selected fields.</td>
</tr>
<tr>
<td>Data Analyzer</td>
<td>Shows a summary generated from data of all selected fields.</td>
</tr>
</tbody>
</table>

3. Click **Next** to proceed to the next step.

![Preset Wizard](image)

To change your settings from previous steps, you can go back to the previous step click **Previous** or clicking on the name of the step in the wizard.

**Fields**

Here you can select which data should be displayed in the preset. Specific analog and digital sensors, set points and compartments can be selected by using the boxes below the field name. The top row of boxes below the analog sensors correspond to analog sensor 1 to 6 and the bottom row corresponds to analog sensor 7 to 12. You can define the order of the columns by selecting the column name in the box at the bottom of the screen. Using the buttons on the side of the box, a column can be moved up, down, to the top or to the bottom of the list. The column order from top to bottom corresponds to the order from left to right in the table.
Click **Next** to proceed to the next step.

**(Optional) Filter Fields**

Here you can define whether you want to use a custom filter, or use the base filter on the selected fields of the previous step.

Filters make it possible to only show the data where the specified filter was a leading type. For example, if the filter “Battery Voltage” is the only option selected, only the data where information on the Battery Voltage was sent over is shown. If the filter “Temperature” would also be selected, this would mean that all data where either Battery Voltage or Temperature information was sent is shown.
If using a filter on data that is never transferred, no data is shown. Therefore, make sure a filter is used on data that is actually transmitted between the recorder and the server.

For example, if no digital sensors are connected to the recorder, no changes on the digital sensor would ever occur and no data in which digital sensor information is the leading type would be transferred. In this case, when filtering on only Digital Sensor data, no data is shown.

After selecting either the “Base filters on selected fields” option, or the “Specify a custom filter” with a selection of filters, click **Save** to save the settings of the preset.

**Finish**

In this step you see a confirmation that the preset has successfully been created. With the **Create Another** you can then create another preset, and with the **Finish** you can exit the Preset Wizard.
9.1.2 Edit or Delete a Preset

To edit a preset:

1. Click **edit** next to a preset in the Administration > Presets view. This opens the Preset Wizard in which you can edit the current settings of the preset. See section 9.1.1 for more information about the Preset Wizard.

To delete a Preset:

1. Click **delete** next to a preset in the Administration > Presets view. A confirmation appears to confirm the deletion of the preset.

9.1.3 Set a Quick Preset

A Quick Preset is a quickly accessible Preset in the form of a button. Quick Presets allow the user to quickly change the view of assets, without the need of going through the preset selector.

To set a Preset as a Quick Preset:

1. Click **Quick Presets** in the Administration > Presets view. A Quick Presets window appears.
2. Click on the name of the preset on the left side and moving it to the right side by clicking on the right arrow.
3. Click **Save** to save the settings. The new Quick preset appears on the pages where Presets are commonly used (for example, Asset > Assets)
9.2 Data Column Names

The Data Column Names window can be accessed by selecting the Administration>Data Column Names submenu. In this view, you can change the representation of the columns on the Main Page. By default, the column text is generic (Analog Sensor 1 being AN1, Digital Sensor 1 being D1, Set Point 1 being SP1, etc.). If for example on every asset the temperature probe is set to analog sensor 3, you could set the column text to "Probe" for the Analog Sensor 3.

To change the text of a column:

1. Place a check in the check box at the end of the column you want to edit. The field is now editable.
2. Edit the text to the custom text.
3. Click Save at the bottom of the window to save all changes. The text “All items were successfully saved!” appears at the bottom of the window, as confirmation that the changes are applied.

To return the custom text back to the default text:

1. Clear the check box at the end of the column you have edited.
2. Click Save.

The Main Page Assets is the only window that is affected by changes in the Data Column Name. The other views provide the names that the recorder has saved for the sensors and other points of data.
9.3 Receipts

The Recipients window can be accessed by selecting the Administration>Recipients submenu. In this view, you can see all current users of the account and all custom created recipients in a table with search functionality. It is also possible to add new (custom) recipients and edit or delete custom recipients.

Recipients are used when creating exception rules and scheduled reports, to specify which people need to be kept up to date on the status of assets. A recipient can have either an email address, phone number (for SMS) or both attached.
9.3.1 Create a New Recipient


2. Type the Name and either the Email Address or the Phone number of the new Recipient. It is also possible to use both contact options at the same time, but make sure a recipient has at least one contact option.

3. Click Save to save the new contact.

9.3.2 Edit or Delete a Recipient

To edit a custom recipient:
1. Click edit next to a recipient in the Administration>Recipients view. This opens the Edit Recipient dialog.
2. Edit the current settings of the recipient. See section 9.3.1 for a visual of the dialog box (the edit recipient dialog is similar to the new recipient dialog).

To delete a custom receipt:
1. Click delete next to a recipient in the Administration>Recipients view. A confirmation dialog appears to confirm the deletion of the recipient. If the recipient belongs to a Recipient Group, it will be deleted from that group.

Only custom recipients have edit and delete available and can be edited or deleted from the Administration>Recipients view. It is only possible to edit users through the Account Manager.

9.4 Recipient Groups

The Recipient Groups window can be accessed by selecting the Administration>Recipient Groups submenu. In this view, you can see all recipient groups in a table with search functionality. It is also possible to add new recipient groups and edit or delete recipient groups. Click expand in front of a recipient group to access detailed information about the recipients in the group.

Recipient groups provide the option to group a number of recipients together. This way you can select one group of recipients instead of selecting all recipients individually.

9.4.1 Create a New Recipient Group

2. Type the Name of the new group and assign recipients to the group by selecting the name of the recipient on the left side and moving it to the right side by clicking on the right arrow.
3. Click Save to save the new group.
9.4.2 Edit or Delete a Recipient Group

To edit a recipient group:

1. Click edit next to a recipient group in the Administration>Recipient Groups view. This opens the Edit Recipient Group dialog.
2. Edit the current settings of the recipient group. See section 9.4.1 for a visual (the edit recipient group pop-up is near identical to the new recipient group pop-up).

To delete a recipient from a group:

1. Click  expand in front of a recipient group.
2. Click unlink next to the recipient you want to unlink.
3. Confirm the unlinking of the recipient.
4. Click unlink in the top row of the recipient group list, you can unlink all recipients from the recipient group. The unlinking of recipients can also be done by editing the recipient group, as described above.

Click X delete next to a recipient group in the Administration>Recipient Groups view to delete a recipient group. A confirmation dialog appears to confirm the deletion of the recipient group.

Deleting a Recipient Group will not delete the individual recipients!

9.5 Vehicle Groups

The Vehicle Groups window can be accessed by selecting the Administration>Vehicle Groups submenu. In this view, you can see all vehicle groups in a table with search functionality. To add new vehicle groups and edit or delete vehicle groups:
1. Click expand in front of a vehicle group, detailed information about the assets in the group can be accessed.

Vehicle groups provide the option to group a number of assets together. This way you can select one vehicle group instead of selecting all assets individually.

### 9.5.1 Create a New Vehicle Group


2. Type the Name of the new group and assign assets to the group by selecting the name of the asset on the left side and moving it to the right side by clicking on the right arrow.

3. Click Save to save the new group.
9.5.2 Edit or Delete a Vehicle Group

To edit a vehicle group:
1. Click edit next to a vehicle group in the Administration>Vehicle Groups view. This opens the Edit Vehicle Group dialog.
2. Edit the current settings of the vehicle group. See section 9.5 for a visual of the dialog box (the edit vehicle group dialog box is similar to the new vehicle group dialog box).

To delete an asset from a group:
1. Click expand in front of a vehicle group.
2. Click unlink next to the asset you want to unlink.
3. Confirm the unlinking.
4. Click unlink in the top row of the linked assets list, you can unlink all assets from the vehicle group. The unlinking of assets can also be done by editing the vehicle group, as described above.

To delete a vehicle group:
1. Click delete next to a vehicle group in the Administration>Vehicle Groups view.
2. Confirm the deletion.

Deleting a Vehicle Group will not delete the individual assets.

<table>
<thead>
<tr>
<th>Serial</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1250001</td>
<td>Training 1</td>
</tr>
<tr>
<td>1250002</td>
<td>Training 2</td>
</tr>
<tr>
<td>1250003</td>
<td>Training 3</td>
</tr>
<tr>
<td>1250004</td>
<td>Training 4</td>
</tr>
<tr>
<td>1250005</td>
<td>Training 5</td>
</tr>
<tr>
<td>1250006</td>
<td>Training 6</td>
</tr>
</tbody>
</table>

9.6 POIs

The POIs window can be accessed by selecting the Administration>POIs submenu. In this view, you see all POIs in a table with search functionality. It is also possible to add new POIs and edit or delete existing POIs.

POI stands for Point of Interest, an interesting point on the map. A POI can be the location of the company, an often visited location or the location of a customer. POIs can be used to create exceptions for entering or leaving a POI, or to quickly see if an asset is near a specific location.
9.6.1 Create a New POI

1. Click Add POI on the Administration>POIs view. In this view, a map is displayed that can be zoomed and dragged (see section 2.5 for more information about map controls).
2. Create a POI from an address or draw a POI on the map.

**Option 1. Create from address**

a. Highlight **Create a POI from an address** (indicated by a green background behind the button).

b. At the bottom of the view, insert a Name, Radius and Address for the POI. It is also possible to change the POI Type here. See section 9.8 for more information about POI Types.

c. Click **Preview** to see the POI on the map.

**Option 2. Draw on map**

a. Click **Draw a POI on the map**. A green background behind the button acts as an indication that the mode is now set to draw mode. The map controls in this mode are limited to only allow zooming in and out with the scroll wheel and the zoom controls on the map, you cannot move the map in this view.

b. On the map, click where the center of the POI should be located and then drag the mouse away from the center point to determine the radius of the POI.
c. After releasing the mouse button, the location data of the POI and the radius is then filled out in the fields below the map. A circle with a yellow highlight indicates what area is considered the POI.
d. Click and hold the border of the circle, and then drag the border towards or from the center to shrink/expand the area.
e. (optional) Change the value of the Radius field. The radius should be at least 10 meter and cannot exceed 10km.
f. Click Preview.

To move the center of the POI
a. Click and hold the center point of the circle, and then drag the center to a new location.
b. Release the mouse button to drop the marker on the new location. The radius is kept intact in this process.
c. (optional) Change the value of the Address field.
d. Click Preview.

3. Click Apply after all settings have been set to save the new POI.

To cancel creating a POI at any time:
1. Click ✗ Cancel in the top right of the window, and center on the POI by clicking View POI.
9.6.2 Edit or Delete a POI

To edit a POI:

1. Click edit next to a POI in the Administration>POIs view. This opens the Edit POI window in which you can edit the current settings of the POI. See section 9.6.1 for a visual representation and options of the window (the edit POI view is near identical to the new POI view).

To delete a POI:

1. Click delete next to a POI in the Administration>POIs view.
2. Confirm the deletion.

9.7 Geofencing

The Geofencing window can be accessed by selecting the Administration>Geofencing submenu. In this view, you can see all geofenced areas in a table. You can add new geofences and edit or delete existing geofenced areas in this view.

Geofencing allows you to set a custom area to use in Exceptions.

9.7.1 Create a New Geofence

1. Click Add Geofence on the Administration>Geofence view. The Add Geofence view opens.

2. Type a name for the geofence and if desired add a custom text to better differentiate the area. After this, it is possible to select a type, which is explained in section 8.8.
3. In the top middle of the map, use the button to define the shape of the geofence area.

4. Define a closed box around the area you want to fence off. You can still move points and add new ones by clicking and dragging the white circles.

5. Click Apply to save the new geofence.

To cancel adding a geofence at any time:

1. Click Cancel above the map screen.

### 9.7.2 Edit or Delete a Geofence

To edit a Geofence:

1. Click edit next to a geofence in the Administration>Geo Fencing view. This opens the Edit Geofence window.
2. Edit the current settings of the geofence. See section 9.7.1 for instructions on how to set up the new area.

To delete a Geofence:

1. Click delete next to a geofence in the Administration>Geo Fencing view.
2. Confirm the deletion.

### 9.8 POI Types

The POI Types window can be accessed by selecting the Administration>POI Types submenu. In this view, you can see all POI Types in a table. You can add new POI Types and edit or delete existing POI Types in this view.

POI Types act as a visual representation of a POI, and are used for the representation of POIs on the position views (Asset>Asset Positions and Asset>Detailed Asset Information>Position). POI Types can also be used as conditions...
for exception rules or to specify when an exception is valid. POI Types can be used to quickly see the difference between, for example, a customer POI or a company’s office POI.

9.8.1 Create a New POI Type

1. Click Add POI Type on the Administration>POI Types view. The Add POI Type view opens.

2. Type a name for the POI Type and select an image to identify the POI Type. You can either use a preset image or upload a custom image. A custom image can be selected by clicking Browse. After selecting an image, a preview is shown in the image field.
3. Click **Save** to save the new POI Type

To cancel creating a POI Type at any time:

1. Click **Cancel** in the top right of the window.

### 9.8.2 Edit or Delete a POI Type

To edit a POI Type:

1. Click ✗ edit next to a POI Type in the **Administration > POI Types** view. This opens the Edit POI Types window.
2. Edit the current settings of the POI Type. See section 9.8.1 for a visual and options for the window (the edit POI Type view is similar to the new POI Type view).

To delete a POI Type:

1. Click ✗ delete next to a POI Type in the **Administration > POI Types** view.
2. Confirm the deletion. Any POI currently using the to be deleted POI Type as its type, will revert back to using the Default POI Type.

### 9.9 Alarm Group Presets

If enabled in an account, it is possible to create Alarm Group Presets instead of assigning alarm groups. These presets can then be used to quickly set details for an Alarm Group.

Another advantage of Alarm Group Presets is that it is possible to add more than the four presets available when using the regular AlarmGroups. This makes it possible to specify presets for many different types of goods.
9.9.1 Create a New Alarm Group Preset

1. Click Add Alarm Group Preset in Administration > Alarm Group Preset.

2. Fill in the text boxes as required. For details on the specifics of these settings see section 4.2.10.

3. Click Save to save the preset under the name chosen.

The preset can now be used to quickly change settings regarding the alarm group. For more information on this see section 4.2.9.

9.9.2 Edit or Delete an Alarm Group Preset

To edit an Alarm Group Preset:
1. Click Edit next to an Alarm Group Preset in the Administration>Alarm Group Preset view. This opens the Edit Alarm Group Preset windows.
2. Edit the current settings of the Alarm Group Preset. See section 9.9.1 for a visual representation and options.
3. Click Save.

To delete an Alarm Group Preset:
1. Click Delete next to a preset in the Administration>Alarm Group Preset view.
2. Confirm the deletion.

9.10 Tracking Numbers

The Tracking Numbers window can be accessed by selecting the Administration>Tracking Numbers submenu. In this view, you can create and manage tracking numbers.

Tracking Numbers create temporary users that can be used to provide the details of a single asset to a customer, without giving the customer access to the entire fleet. This way, a fleet owner could provide the information of a truck to a customer, who can then track the position of the truck and keep track of (for example) the temperature of the container.

For each tracking item in the Tracking Numbers window, the start and expiration date/time of the temporary user is shown, including the asset that is linked to the temporary user, the tracking number (username) and password of the temporary user, a comment (if provided) and a link that can be used to access the temporary user.
9.10.1 Create a New Tracking Item

1. Click **New Tracking Item** on the **Administration>Tracking Numbers** view. A dialog box appears.

2. Provide the asset for which you want to create a temporary user.

3. Select the date/time from and to when the temporary user will be available. Note that there is a maximum of 30 days of tracking, before another temporary user must be created for the asset.

4. Create a password for the temporary user, and then select which user has to be impersonated. In most cases, a default “Tracking” user is available to be used for impersonation. See APPENDIX B for more information about setting up the “Tracking” user.

5. (Optional) Add a comment (for example, to keep track of whom the temporary user was for).

6. Click **Save** to save the tracking item. The page refreshes and a dialog box with a tracking link appears. This link can be provided to the customer for them to log in to ColdChainView and track the selected asset.

The temporary user only sees whatever the impersonated user is able to see. Because of this, you should configure the “Tracking” user so that the customer only sees what is relevant.

9.10.2 Edit or Delete a Tracking Item

To edit a tracking item:

1. Click **edit** next to a tracking item in the **Administration>Tracking Numbers** view. This opens the Add/Edit Tracking Item.

2. Edit the current settings of the tracking item. See section 9.10.1 for a visual representation and options.

3. Save the changes. The window refreshes and the dialog box with the tracking link appears. By changing the date/time settings of an expired tracking item, the temporary user for the item will be reactivated and can be used again to track the corresponding asset. This way, you do not need to make a completely new user when the tracking item has expired.

To delete a tracking item:
1. Click **delete** next to a tracking item in the Administration>Tracking Numbers view.
2. Confirm the deletion. The user corresponding to the tracking item is unavailable after this, and you cannot log in to this user account again.

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Asset Name</th>
<th>Tracking Number</th>
<th>Password</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/05/2016 00:00:00</td>
<td>09/09/2016 00:00:00</td>
<td>X3_Test</td>
<td>MA541</td>
<td>Training</td>
<td></td>
</tr>
</tbody>
</table>

### 9.11 Change an Account Logo

The Change Account Logo window can be accessed by selecting the Administration>Change Account Logo submenu. In this view, you can edit the logo in the top left corner of ColdChainView, above the Main Menu Bar.

![](warning.png) **By changing the account logo, the representation on all users of the account change. For this reason, the option is by default only available on higher permission levels.**

To change the logo:

1. Click **Browse**, this opens the file explorer.
2. Select a figure that is smaller than 512 kB in size. A preview of the new logo appears in the box left of **Browse**.
3. Click **Change Logo** to apply the change to the logo.
10 USER SETTINGS

The User Settings menu provides several settings to alter the representation of information on ColdChainView. This menu also provides the functionality to alter the user's password or security question and email address.

⚠️ Changes to the user settings are exclusively applied to the currently logged in user. To change the settings of different users ORBCOMM recommends using the Account Manager software.

Below is a figure of the User Settings view.
### 10.1 Settings

The settings in the User Settings menu are divided into several sections. Applying changes can be done by clicking **Save settings** at the bottom of the view. After successfully applying changes to the user settings, the text "Settings"
successfully saved” appears above the Culture section as feedback.

10.1.1 Culture
In the Culture section, you can change the representation of ColdChainView. You can change the language, temperature unit, distance unit, time zone, and a custom address format. These settings also act as the defaults for exporting reports and creating new scheduled reports.

Settings in existing scheduled reports are not modified when applying changes to this section, and must be changed manually if desired.

10.1.2 Report
In the Report section, you can define the format in which reports are exported by default. The available options are:

- PDF
- Digitally Signed PDF
- Excel (XLS)

Settings in existing scheduled reports are not modified when applying changes to this section, and must be changed manually if desired.

10.1.3 Password
In the Password section you can change the password of the current user. To change the password, the user has to enter the Old (current) Password and then enter a New Password twice (once in the New Password field and once in the Repeat Password field). As described in chapter 3, certain restrictions might apply to passwords.

10.1.4 Security Question
In the Security Question section, you can change the current security question, as well as the answer to the currently selected question. A selection of predefined security questions is available, as well as the option to set a custom question. To use a custom question, the user has to select the Custom option from the Security question drop-down menu, and then provide the custom question in the Custom question field.

10.1.5 Email Address
In the Email Address section, you can change the email address of the current user. To change the email address, the user can change the email address in the Email address field.

10.1.6 Telephone Number
In the Telephone text box, you can add a phone number that can be used for functions that send SMS messages.
11 HELP

The Help menu contains hyperlinks to the technical data sheet, release notes, and this manual of ColdChainView. The documents are provided in .pdf format and can be downloaded or (depending on the browser used to access ColdChainView) read directly in the browser window.
## APPENDIX A  BUTTONS AND ICONS

### A.1 Buttons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Expand/Collapse" /></td>
<td>Expand / Collapse</td>
</tr>
</tbody>
</table>
| ![Reset all filters](image) | Reset all filters  
(Unavailable, no filter set / Available, filter set) |
| ![View detailed asset information](image) | View detailed asset information |
| ![View temperature status](image) | View temperature status |
| ![Control the fridge of the asset](image) | Control the fridge of the asset |
| ![Control the lock of the asset](image) | Control the lock of the asset |
| ![View position on map](image) | View position on map |
| ![Fridge Events](image) | Fridge Events |
| ![Service History](image) | Service History |
| ![Add/Create Entity](image) | Add / Create Entity |
| ![Edit Entity](image) | Edit Entity |
| ![Remove Entity](image) | Remove Entity  
(No entity available for Deletion / Entity available for Deletion) |
| ![Select preset](image) | Select preset (opens preset selector) |
| ![Select Period](image) | Select Period (opens date / time selector) |
| ![Apply](image) | Apply |
| ![Show time period](image) | Show time period  
(most recent / last day / last week / last month) |
| ![Move backward/forward one period](image) | Move backward / forward one period |
| ![Legend](image) | Legend (opens legend window) |
| ![Create custom report/Create report of current view](image) | Create custom report / Create report of current view. |
| ![Link/Unlink Entity](image) | Link / Unlink Entity |
| ![Preview Entity](image) | Preview Entity |
| ![Create POI from address](image) | Create POI from address  
(Option available / unavailable) |
| ![Draw POI on the map](image) | Draw POI on the map  
(Option available / unavailable) |
A.2 Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Checkmark]</td>
<td>Active Setting / Action completed</td>
</tr>
<tr>
<td>![Asset]</td>
<td>Asset</td>
</tr>
<tr>
<td>![Vehicle Group]</td>
<td>Vehicle group</td>
</tr>
<tr>
<td>![Device Status]</td>
<td>Device status icons (Offline / Offline with Alarm Active / Online / Online with Alarm Active)</td>
</tr>
<tr>
<td>![Fridge Status]</td>
<td>Fridge status icons (Off / Offline with Alarm Active / On / Online with Alarm Active)</td>
</tr>
<tr>
<td>![Fridge Run Mode]</td>
<td>Fridge Run mode (Continuous / StartStop)</td>
</tr>
<tr>
<td>![Fridge Power Mode]</td>
<td>Fridge Power mode (Electrical / Engine)</td>
</tr>
<tr>
<td>![Fridge Speed Mode]</td>
<td>Fridge Speed mode (High Speed / Low Speed / Unknown)</td>
</tr>
<tr>
<td>![Sensor Alarm]</td>
<td>Sensor Alarm</td>
</tr>
<tr>
<td>![Digital Alarm]</td>
<td>Digital Alarm</td>
</tr>
<tr>
<td>![Fridge Alarm]</td>
<td>Fridge Alarm</td>
</tr>
<tr>
<td>![Battery Voltage Alarm]</td>
<td>Battery Voltage Alarm</td>
</tr>
<tr>
<td>![Asset is Moving]</td>
<td>Asset is Moving</td>
</tr>
<tr>
<td>![Fridge is Connected]</td>
<td>Fridge is Connected</td>
</tr>
<tr>
<td>![Asset is Loaded]</td>
<td>Asset is Loaded</td>
</tr>
<tr>
<td>![Back Door Status]</td>
<td>Back door status (Closed / Open)</td>
</tr>
<tr>
<td>![Requested Action]</td>
<td>Requested action</td>
</tr>
<tr>
<td>![Phone Number Available]</td>
<td>Phone number available</td>
</tr>
<tr>
<td>Icon</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>💌</td>
<td>Email address available</td>
</tr>
<tr>
<td>🚨⚠️</td>
<td>Warning Threshold Reached</td>
</tr>
<tr>
<td>🚨⚠️</td>
<td>Exception Threshold Reached</td>
</tr>
<tr>
<td>🟢</td>
<td>The sensor is connected and is currently <em>high</em></td>
</tr>
<tr>
<td></td>
<td>The sensor is connected and is currently <em>low</em></td>
</tr>
<tr>
<td></td>
<td>The sensor is not connected</td>
</tr>
</tbody>
</table>
APPENDIX B  TRACKING USER

To use our tracking feature, ORBCOMM has to enable the tracking numbers feature for one or more users of your ColdChainView account. You can request this through your distributor.

The distributor will supply you with credentials (username and password) for a Tracking user on your account, which can be used as an impersonation target for tracking numbers.

If the Tracking user is used as an impersonation target for the creation of a Tracking Number, the settings of this user will be used as a template to create a temporary user. Because of this, you cannot set individual settings for different users created through tracking numbers.

B.1 Track User Settings

Go to the ColdChainView website and log in to the Tracking user. By changing settings in the User Settings menu, you can determine how the customer will see the tracking page. See chapter 10 for more information about the User Settings menu.

B.2 Track a Preset

To determine which data your customer may see, you have to create a specific preset through the Administration>Presets submenu. See section 9.1 for more information about the creation of Presets.

1. On the Asset>Assets page, select the newly created preset.
2. Click View detailed asset information of an asset.
3. Review the Data Report and Position pages to ensure this is what you want to show your end user.
4. If the resulting page is acceptable, log out of the Tracking user by selecting the Log Out main menu item.

B.3 Use the Tracking User to Create Tracking Numbers

If you have saved your Tracking user’s interface settings, you are able to start using your own user for creating tracking views. The user that will be creating tracking users, needs to have the required permissions as mentioned before. A user that can create tracking users will have the submenu Administration>Tracking Numbers available. See section 9.10 for more information about creating Tracking numbers.
APPENDIX C  POI TO POI REPORT

To set up a POI to POI report, the following conditions are to be met:

- At least two POI’s are defined.
- A report template is set up with the desired information for the report.
- (Optional) At least one POI type is defined.

Once all of these conditions are fulfilled, follow the steps below to set up a POI to POI report. The figures below each step are examples.

C.1 How to Set Up a POI to POI Report

1. On the Exceptions tab, create a new Exception Rule by clicking Add Exception Rule.

2. Type a name for the new exception (for example, “Depot to Customer”), and then select the Arrive At Alarm option.
3. In the new section, select either the **Specific POIs** option or the **Only applies to POIs of certain types** option to specify which POI will act as the endpoint for the report. Select the check boxes for all POIs or POI types that apply, and then click **Next**.

4. **DO NOT** activate the Time Conditions or POI Conditions for POI to POI reports. Click **Next** until to reach **4. Send Options**.
5. On the Send Options view, select the E-mail and Attach a Report? options, and then clear the SMS option.

6. Select the appropriate Message Culture options.

7. In the Attach a Report section, select the Report template that will be used to generate the report, and then select the PoI check box on the right. A new section will now be added where you can specify whether to start the report upon entering a PoI or before leaving a PoI. Select the [Before leaving PoI] option, and then select the check boxes of the PoIs that may act as a start point for the PoI to PoI report.

8. In the Attach a Report section, set the Period Selection to an appropriate value. In section C.2, an explanation is given about how the Report is being generated in different situations and may give an indication of how to select the appropriate period for the report.
9. Select the Sort Order for the detection of the start point.

In section C.2 (Result 3 - The departure from POI "Euroscan Germany" is found multiple times in the period), an explanation is given about how the report is being generated in different situations and may provide an indication of how to select the appropriate sorting order for the report.

10. When all Send options are set, click **Next**.

11. On the **Receivers** window, select all recipients for the POI to POI report, and then click **Save** to save the Exception rule.

12. On the **Manage Exceptions** window, link the newly created Exception Rule to the desired devices. The POI to POI report will then be generated for that device for the set conditions.
C.2 How POI to POI Report Generating Works

In this section, report generation is explained with the settings of the exception rule of section 6. The settings are as following:

- From: “Euroscan Germany” POI
- To: “Euroscan Holland” POI
- Time Period: 1 Hours

When the device linked to the exception rule arrives at the “Euroscan Holland” POI the timestamp is taken as an endpoint for the report. As an example, use the following date/time: 21-03-2017 10:00.

The exception rule will then take the time of the Period Selection and go back from the end time to set a (temporary) start point

The exception rule will then search if in the time period from the Temporary Startpoint until the Endpoint, the Device has left the "Euroscan Germany" POI, this can result in three possible results:

- **Result 1 - The departure from POI "Euroscan Germany" is not found in the given time period.**
  
  In this case, the temporary startpoint is used as the definitive startpoint, and a report is generated from 09:00 until 10:00.
• **Result 2** - The departure from POI "Euroscan Germany" is found once in the given time.

In this case, the timestamp when the recorder left the POI Euroscan Germany is taken and used as a definitive startpoint for the generation of the report.

![Diagram of result 2](image)

• **Result 3** - The departure from POI "Euroscan Germany" is found multiple times in the period.

In this case, the timestamp chosen will be determined on the selected sort order for the report.

- In case the Ascending sort order is chosen, the first departure from the Euroscan Germany POI before arriving at the Euroscan Holland POI is taken as the definitive startpoint for the generation of the report.

![Diagram of result 3 Ascending](image)

- In case the Descending sort order is chosen, the last departure from the Euroscan Germany POI before arriving at the Euroscan Holland POI is taken as the definitive startpoint for the generation of the report.

![Diagram of result 3 Descending](image)