



SmartView

User Guide

Version 6

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Overview

SmartView is a temperature monitoring solution that can help you improve daily workflows in terms of quality, safety, and workload.

Supply Chain Visibility



End-to-end monitoring for effective decision-making

Multiple condition data provided to the right stakeholders in real-time enable delivering mission-critical supply chain insights, ensuring quality, and reducing wastage and costs. Supply chain risks and disruptions as well as quality reviews become predictable with the analytics of the SmartSystem.

Compatibility & Integration



Digitization of the supply chain and integration optimize efficiency

With wireless connectivity and all real-time data accessible in our cloud platform, the digitization and scalability of your processes have never been easier. Take advantage of the application programming interface (API) to integrate your TMS, ERP, IRT, or 3rd party device to experience the full power of control.

Modularity



Reduce real-time costs with intercommunication

Thanks to our modular hardware lineup with intelligent intercommunication, you can reduce the costs of real-time monitoring in an easy way.

Sustainability



Minimize the environmental impact and achieve your sustainability goals

With SmartSystem, you can reduce risks and increase your environmental footprint in the most efficient way. This is by improving your processes, reducing wastage, and decreasing the use of raw materials with smart re-use hardware.

Basic configuration

Prior to using a SmartMonitor device, it is required to define:

1. The configuration policy:

The configuration policy is typically defined directly by the QA department.

- Configures sensors and suitable temperatures ranges
- Configures the means of communication
- Configures alarm limits

2. The alarm profile:

- Determines which configuration policy applies
- Configures who receives alarm notifications, when and how

When alarm profiles are added to shipments or sectors, all associated devices will have the defined configuration policy applied.

Use Cases

Below it is possible to find a selection of certain use cases with a step-by-step instruction to follow:

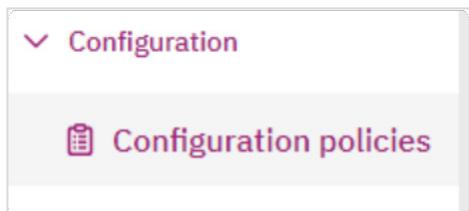
- Set up a new Sector for Monitoring
- Create a new Shipment
- Setting up a new User
- Move a Device from a Sector to Another

Setting up a new Sector for Monitoring

Below are steps to set up a new sector with its device and settings:

1. Create a New Configuration policy

If a configuration policy that should be used is already available, this step can be skipped. Otherwise please find further instructions below:



Create the new configuration policy by pressing **Create new policy** on the top right. A new window will pop up with three screens. The first screen "General" will allow to define the general description and name and enable the configuration policy.

The information is saved automatically when switched between the screen.

Creating:

New policy Configuration policy ☆

General	General
Measurement settings	Policy information
Alarm rules	Policy name ⓘ
SmartMonitor	<input type="text"/> 0/20
Localisation options	Policy description
	Policy scope ⓘ
	<input type="radio"/> This sublicense <input type="radio"/> Master license
	<input checked="" type="checkbox"/> State of policy enabled ⓘ

On the second screen, you can set alarm rules for the device's internal sensors and external temperature probes. Each sensor allows multiple settings, with options for single or accumulated alarms—single triggers by one event meeting the time, while accumulated combines multiple violations until they reach the total time threshold. Measurement intervals have some limits, but SmartView will notify and suggest corrections if your selection isn't valid.

Creating: **New policy** Configuration policy 

General	Alarm rules
Measurement settings	Monitoring can be enabled for the SmartMonitor device, an external sensor, or both. 
Alarm rules	<input checked="" type="checkbox"/>  Monitoring with device
SmartMonitor	<input checked="" type="checkbox"/>  Temperature enabled
Localisation options	Alarm rules for high temperatures + Add alarm rule Alarm rules for low temperatures + Add alarm rule
	<input checked="" type="checkbox"/>  Humidity enabled Alarm rules for high humidities + Add alarm rule Alarm rules for low humidities + Add alarm rule
	<input checked="" type="checkbox"/>  Monitoring with external sensor Type of sensor: All sensors
	<input checked="" type="checkbox"/>  Temperature enabled Alarm rules for high temperatures + Add alarm rule Alarm rules for low temperatures + Add alarm rule

On the third screen, you can set extra events and device options. Settings vary by device type; to narrow choices, pick a device type at the top.

Creating:

New policy Configuration policy

General	SmartMonitor
Measurement settings	Monitoring with device
Alarm rules	<input type="checkbox"/> Prevent start of device without external sensor connected
SmartMonitor	<input type="checkbox"/> SmartMonitor Start Prevention 
Localisation options	<input type="checkbox"/> Autostart after fully charged 
	Start delay 
	 0 5 10 15 30 45 60 90 180 240 0 min
	Supply chain events
	<input type="checkbox"/> ☀ Light monitoring 
	<input type="checkbox"/> ↕ Tilt monitoring 
	<input type="checkbox"/> ⚡ Shock monitoring 
	<input type="checkbox"/> ⚡ Free fall monitoring 
	<input type="checkbox"/> 🔒 Door open monitoring 
	Communication
	Communication options allowed
	Select which communication options are allowed to share data with SmartView.
	<input checked="" type="checkbox"/>  Cellular (mobile) enabled
	<input type="checkbox"/>  Bluetooth Low Energy gateway for other devices 
	<input type="checkbox"/>  WiFi 

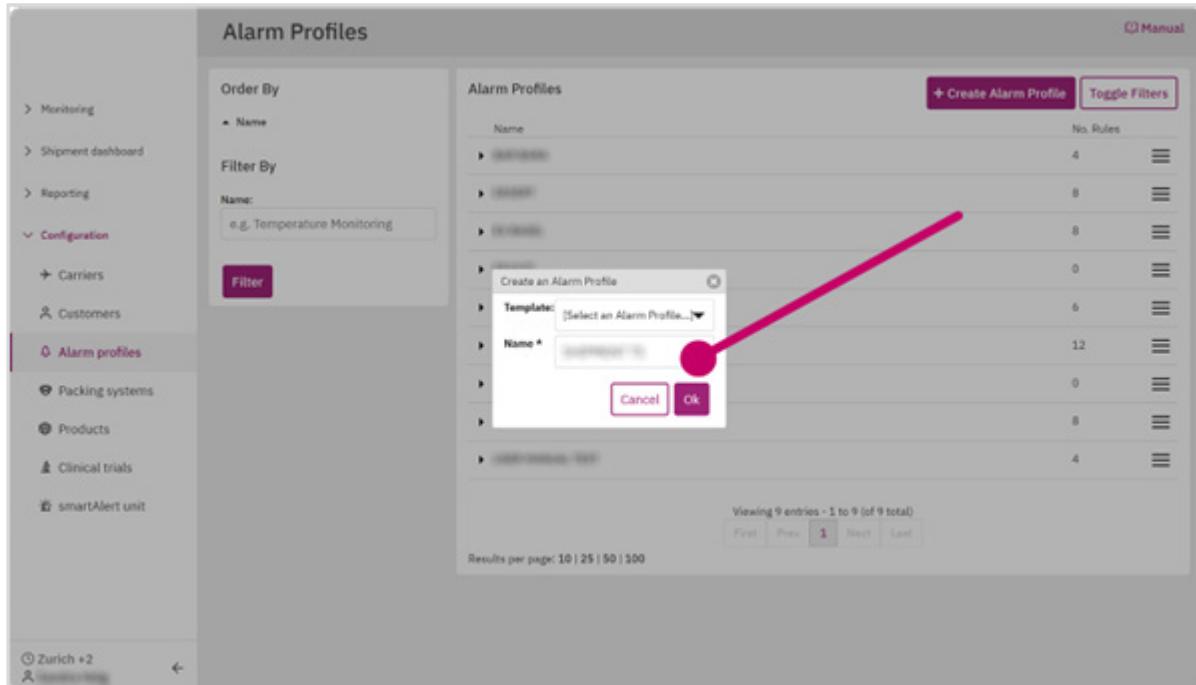
	<p>Cloud synchronization interval ⓘ</p> <p>Set how often recorded data is synchronized with the servers of SmartView.</p> <p>Note that shorter intervals drain the device battery faster than longer intervals.</p> <p>The synchronization interval has no effect on the measurement interval.</p> <p>In case of alarm, the device will immediately synchronize with the SmartView cloud.</p> <p> 30 60 75 90 105 120 150 180 210 240 720 1440 60 min</p> <p>Device & Display</p> <p>Device configuration</p> <p><input checked="" type="checkbox"/> Show alarm status on device display (✓ / X) enabled</p> <p><input checked="" type="checkbox"/> Use acoustic alarm enabled</p> <p><input checked="" type="checkbox"/> Show configuration policy name on device display enabled</p> <p><input checked="" type="checkbox"/> Show device name and associated sector/shipment on device display enabled</p> <p><input type="checkbox"/> Generate summary report on device ⓘ</p> <p>Unit of temperature</p> <p>Celsius Fahrenheit</p> <p>Power disconnect alarm delay ⓘ</p> <p> 30 60 120 180 240 360 720 1440 2880 30 min</p>
--	--

Press **Save** to save configuration policy.

2. Create a New Alarm profile

If you already have an Alarm profile you wish to use, you can skip this step.

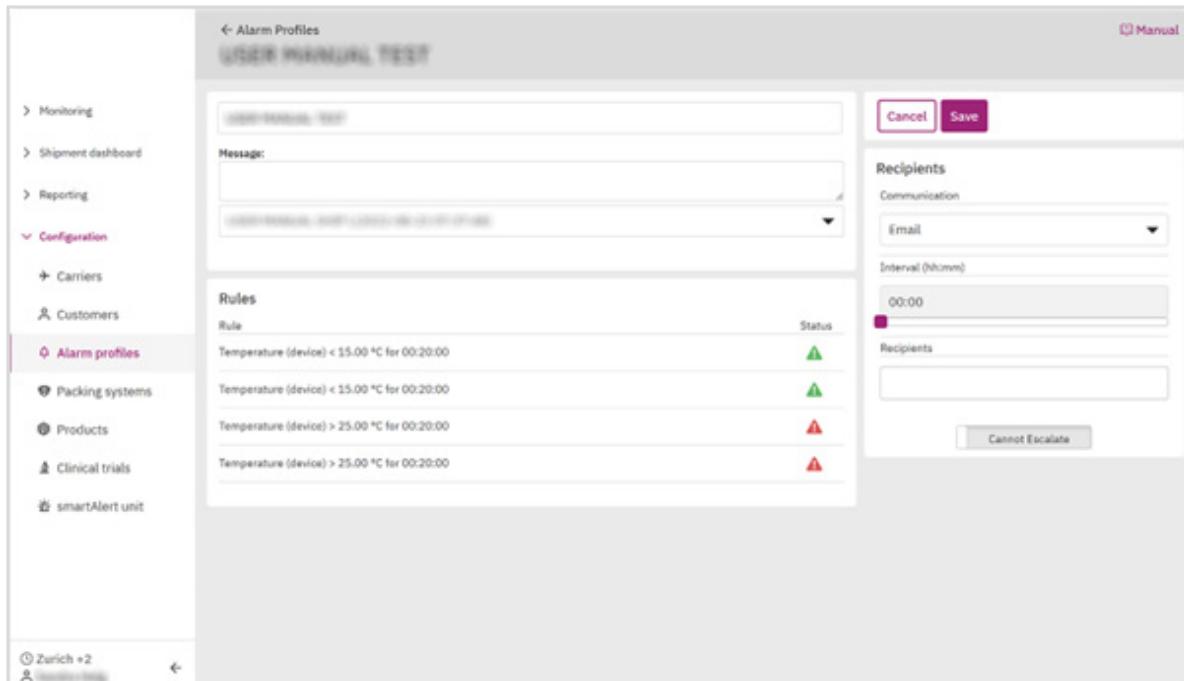
- Click on the **Create Alarm Profile** button:



b) Provide a name for the alarm profile and click **OK**.

Optionally, you can select an existing alarm profile as a template in the 'Create an Alarm Profile' pop-up. By doing so, the new alarm profile will get the information that was already defined in the existing profile. This is useful in a situation when an alarm profile similar to an existing one needs to be created.

During the setup, a configuration policy must be selected. The alarm rules will be imported from the configuration policy.

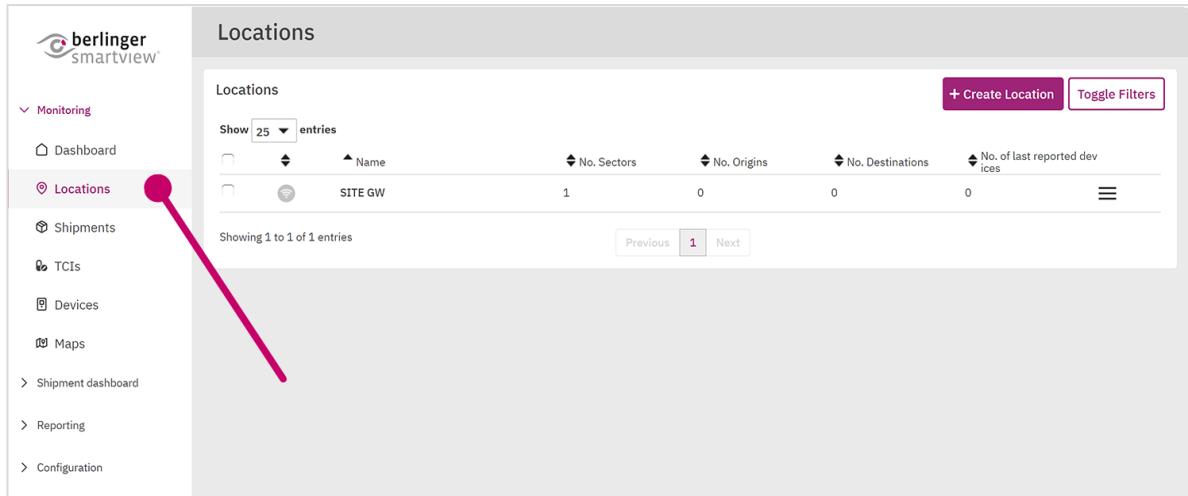


Once an alarm profile is created, it may be assigned to a sector or shipment and reused as needed.

3. Create a Location

If a location that should be used is already available, you can skip this step.

- a) Click on the **Locations** tab in the main menu. This button provides you with an overview of all the existing locations in SmartView.

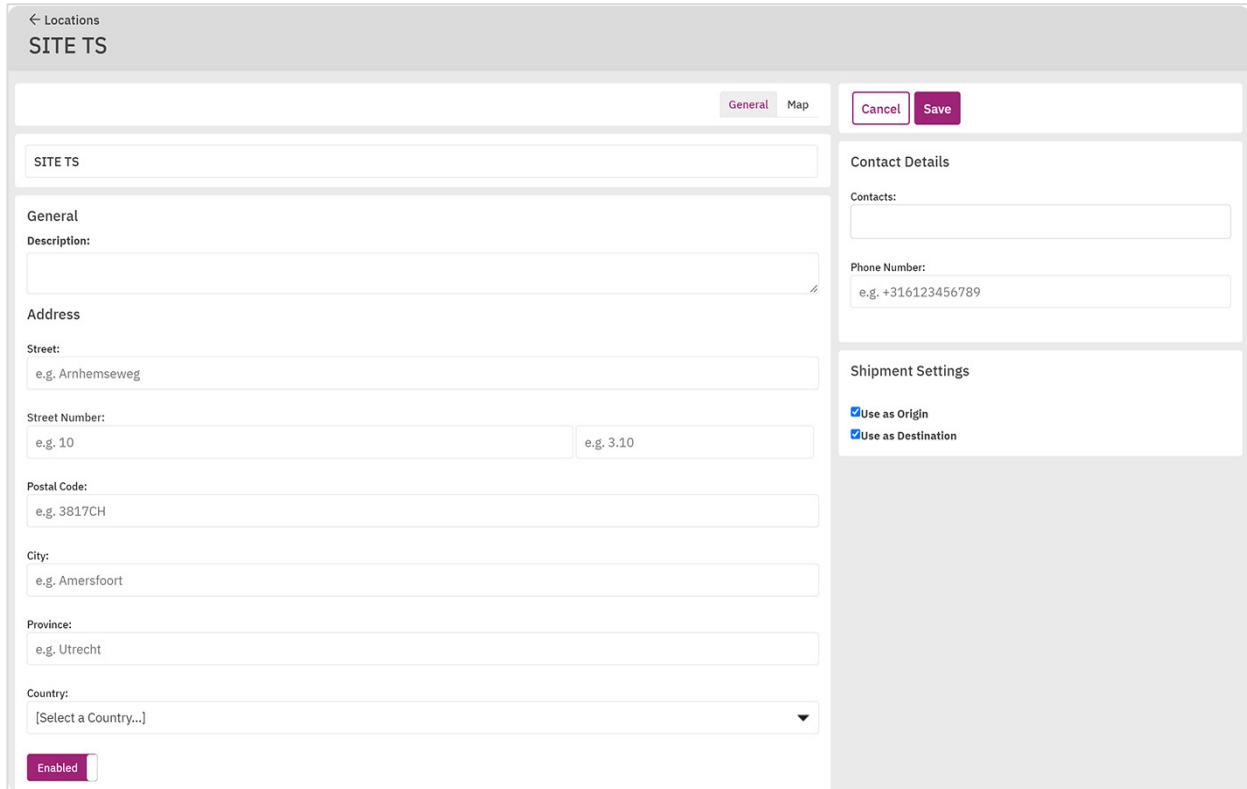


Name	No. Sectors	No. Origins	No. Destinations	No. of last reported devices
SITE GW	1	0	0	0

- b) Click on the **Create Location** button and choose a name for your location.

After creating a location, you can define optional detailed information for it, such as address, email, contact, and exact position (i.e., longitude and latitude information) of the location. Further on, if you are using SmartView for shipment monitoring, then you have the option to configure a location to be used as an origin and/or destination for shipments.

Provide the email address of the person responsible for the location (e.g., Location Manager). If the network monitoring functionality is turned on for your site, the system will use the email address to notify you in case the network of the location is found offline for more than an hour.



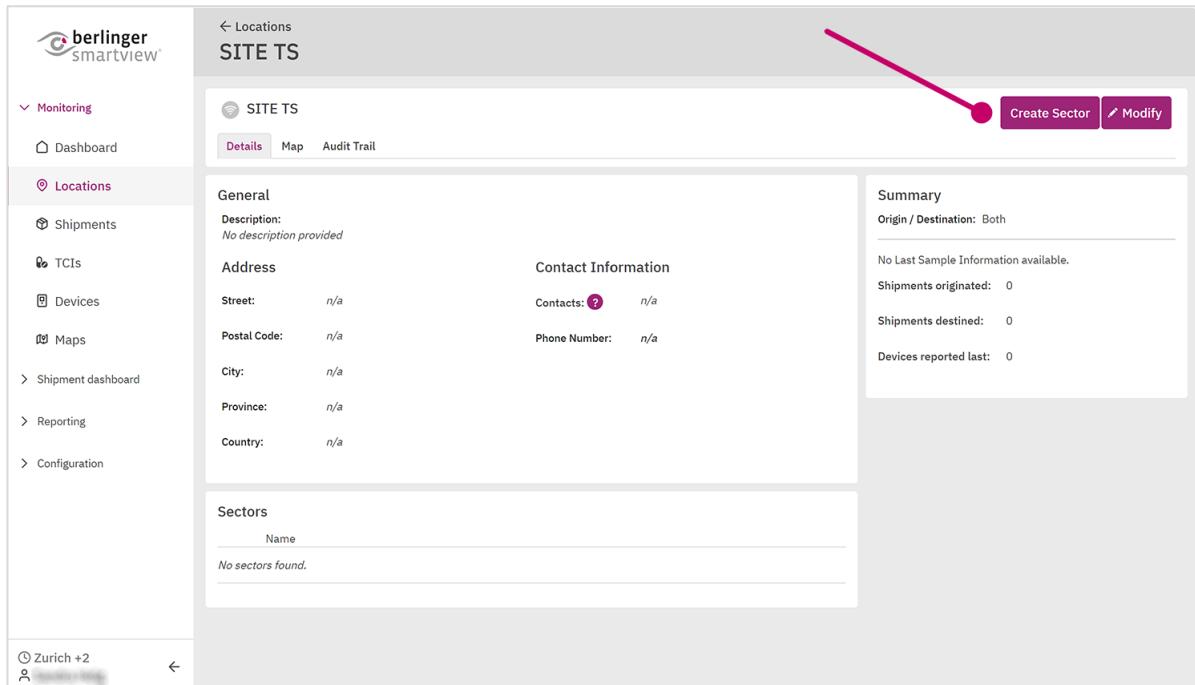
The screenshot shows the 'Modify Location' screen for 'SITE TS'. The left panel contains fields for 'General' (Description: e.g. Arnhemseweg), 'Address' (Street: e.g. Arnhemseweg, Street Number: e.g. 10, Postal Code: e.g. 3817CH, City: e.g. Amersfoort, Province: e.g. Utrecht, Country: [Select a Country...]), and a 'Enabled' checkbox. The right panel contains 'Contact Details' (Contacts: e.g. +316123456789) and 'Shipment Settings' (checkboxes for 'Use as Origin' and 'Use as Destination').

If you are using SmartView for shipment monitoring, then you will see the Shipment Settings section in the modify location screen (as shown in the above image). This section allows you to mark a location for the usage of origin and/or destination.

If you want a location to be used as origins of shipment, then check the box Use as Origin. If you want a location to be used as the destination of a shipment, check the box Use as Destination.

4. Create a Sector

- c) To create a sector, inside a location, click on the **Create Sector** button:

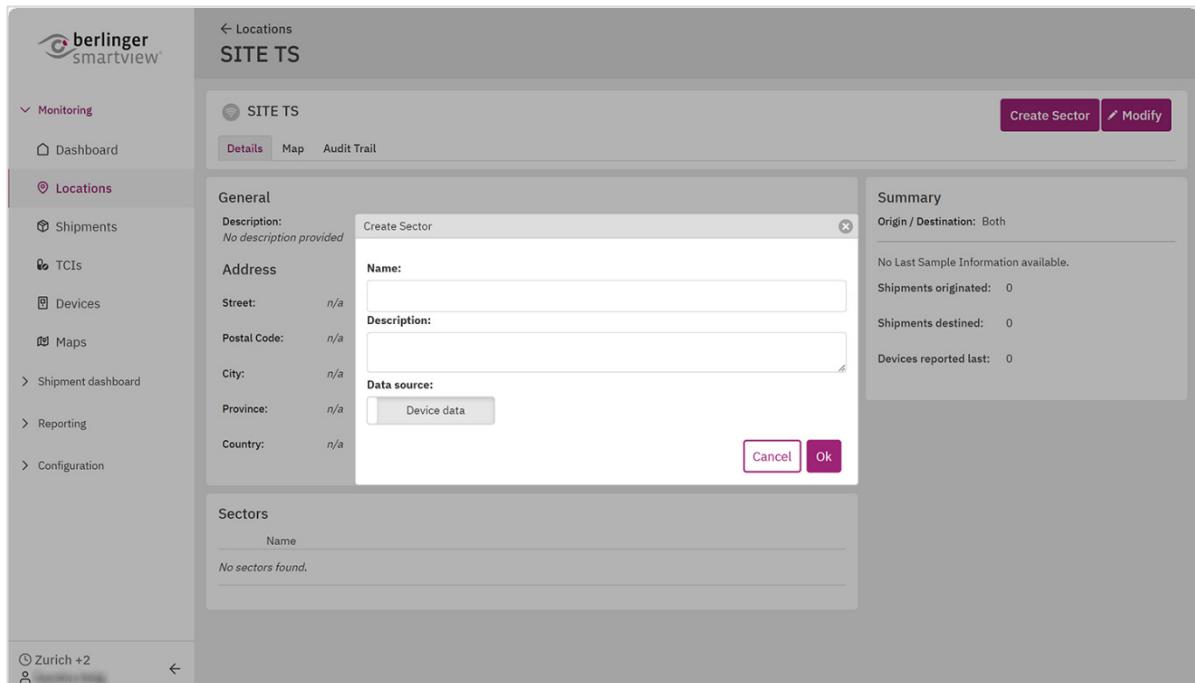


The screenshot shows the 'SITE TS' location details page. The left sidebar has 'Locations' selected. The main content area shows 'General' information with 'Description: No description provided'. It includes 'Address' fields (Street: n/a, Postal Code: n/a, City: n/a, Province: n/a, Country: n/a) and 'Contact Information' (Contacts: n/a, Phone Number: n/a). The 'Summary' section indicates 'Origin / Destination: Both' and shows 'No Last Sample Information available.' Below this is a 'Sectors' section with a table for 'Name' and a note 'No sectors found.' At the top right of the main content area is a 'Create Sector' button, which is highlighted by a red arrow.

d) Choose a name for your sector and/or a description and select if the sector shall be used with a device or with manually entered data.

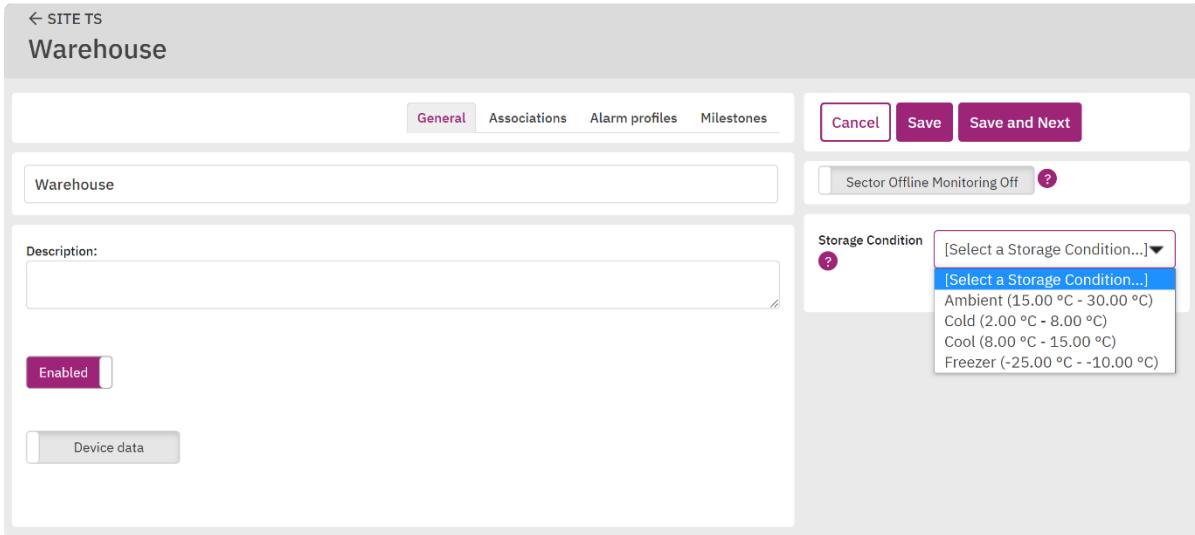
Please be aware that once the sector is set up for manual data the action cannot be reversed. For more information on manual data, go to chapter Measurements.

Confirm the entries by pressing **OK**.



The screenshot shows the 'SITE TS' location details page with a 'Create Sector' dialog box open. The dialog box has fields for 'Name' (empty), 'Description' (empty), and 'Data source' (set to 'Device data'). It includes 'Cancel' and 'Ok' buttons. The background page shows 'General' information with 'Description: No description provided' and a 'Summary' section indicating 'Origin / Destination: Both'.

5. Modify Storage Conditions



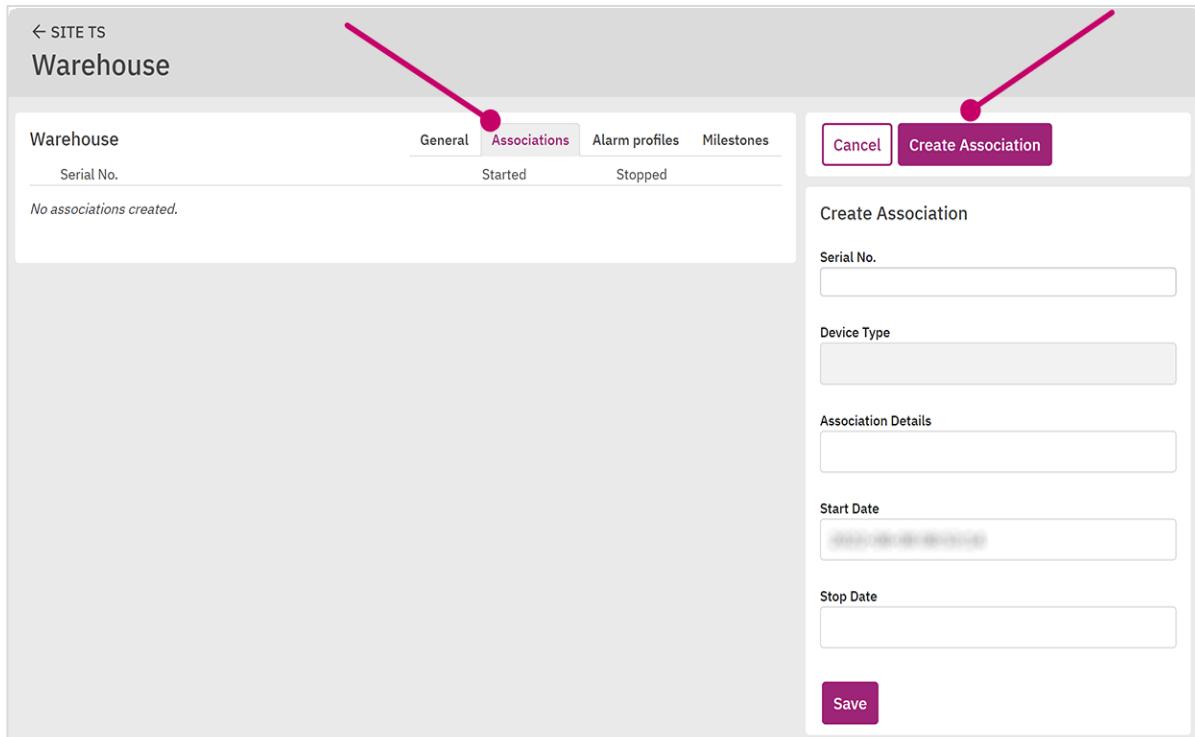
You can choose a storage condition for your sector which you have predefined under **Site Settings/Storage Conditions**.

Storage conditions are for information only and do not impact on the alarm profile.

6. Add a Device Association to a sector

- Choose the sensors that you would like to associate to the sector, by clicking on the **Associations** tab and then click on the **Create Association** button.

After creating a sector, you can associate a device to it by clicking on the **Create Association** button as shown in the following image:



- In the **Serial No./Name** field, enter your device for the sector.

Devices

Serial No./Name: Type: State: Association: Created Date:

[Select a Type...]

Enabled

Free

Filter

Show 25 entries

<input type="checkbox"/>	▲ Serial No.	◆ Name	◆ Last Location	◆ Timestamp
<input type="checkbox"/>	Example Device 1		n/a	n/a
<input type="checkbox"/>	Example Device 2		n/a	n/a

Showing 1 to 2 of 2 entries (filtered from 7 total entries)

Previous 1 Next

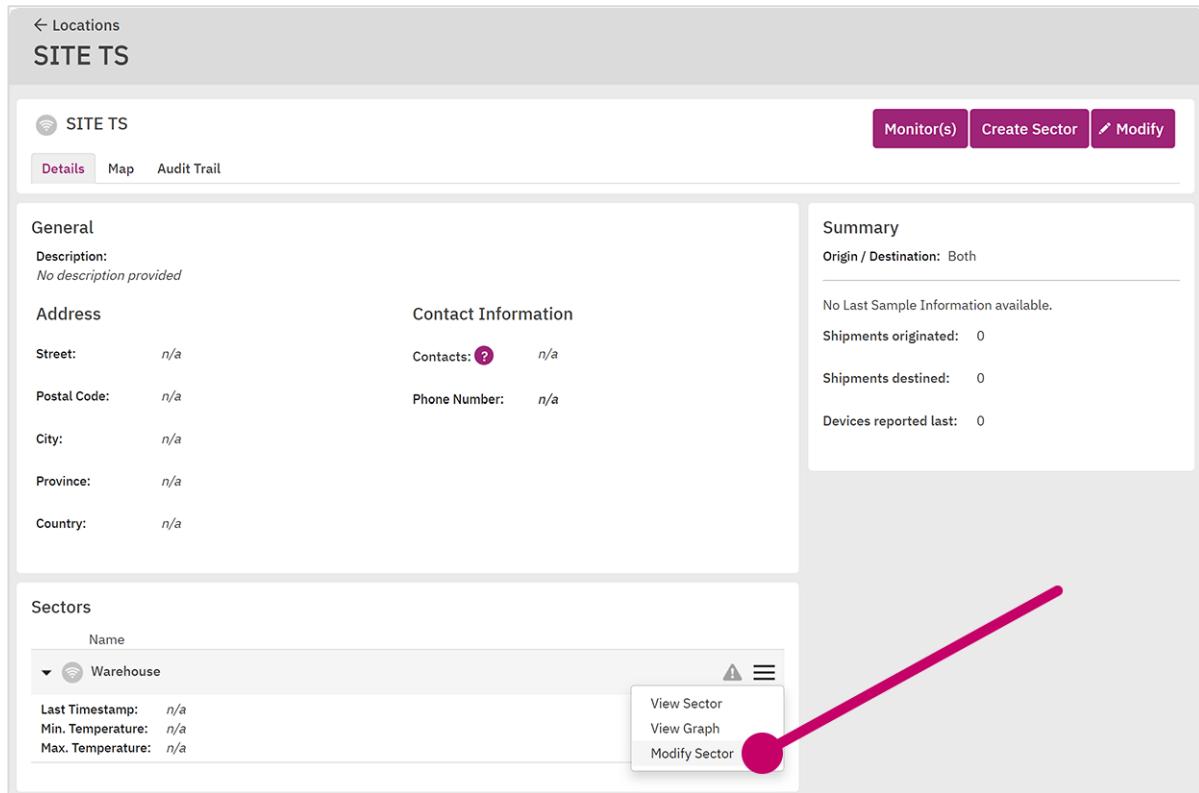
Close

If the devices was started prior to the association a start date for the association has to be set accordingly (banner tip). If the devices was started prior to the association, a start date for the association has to be set accordingly.

c) Repeat this process for as many devices as you would like to add to your sector. Confirm each association by clicking on the **Save** button.

7. Add an Alarm Profile to Sector

a) On a sector screen click **Modify**.



← Locations
SITE TS

SITE TS

Monitor(s) Create Sector Modify

Details Map Audit Trail

General

Description: No description provided

Address

Street: n/a

Postal Code: n/a

City: n/a

Province: n/a

Country: n/a

Contact Information

Contacts: n/a

Phone Number: n/a

Summary

Origin / Destination: Both

No Last Sample Information available.

Shipments originated: 0

Shipments destined: 0

Devices reported last: 0

Sectors

Name

Warehouse

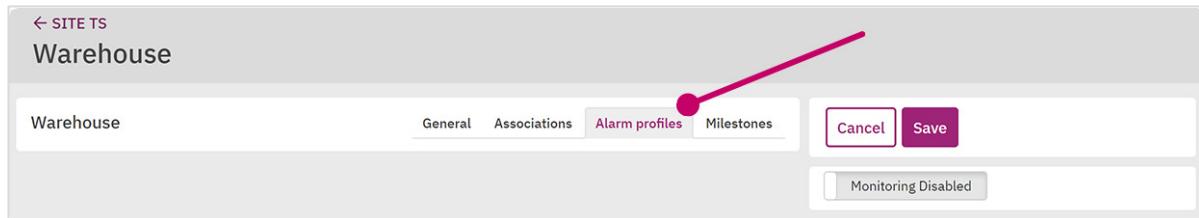
Last Timestamp: n/a

Min. Temperature: n/a

Max. Temperature: n/a

View Sector View Graph Modify Sector

b) Click on the **Alarm profiles** tab in the modify screen:



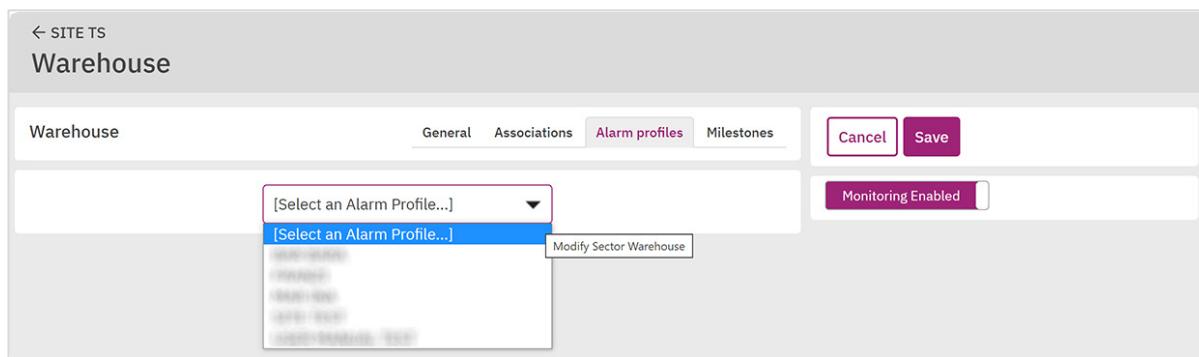
← SITE TS
Warehouse

Warehouse General Associations Alarm profiles Milestones

Cancel Save

Monitoring Disabled

c) Click on the **Monitoring Disabled/Enabled** button to enable alarm monitoring and **select an Alarm Profile** from the dropdown list:



← SITE TS
Warehouse

Warehouse General Associations Alarm profiles Milestones

Cancel Save

[Select an Alarm Profile...]

[Select an Alarm Profile...]

Modify Sector Warehouse

Monitoring Enabled

d) Click **Save** to save your changes.

8. Set up device.

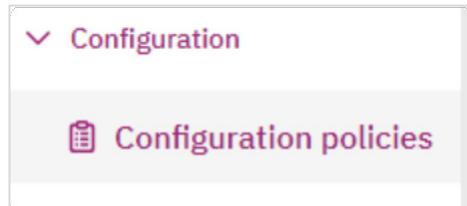
For this step, Site personnel is required to active/start the device. Please refer to the SmartMonitor manual.

Creating a new Shipment

To create a new shipment, follow the instructions:

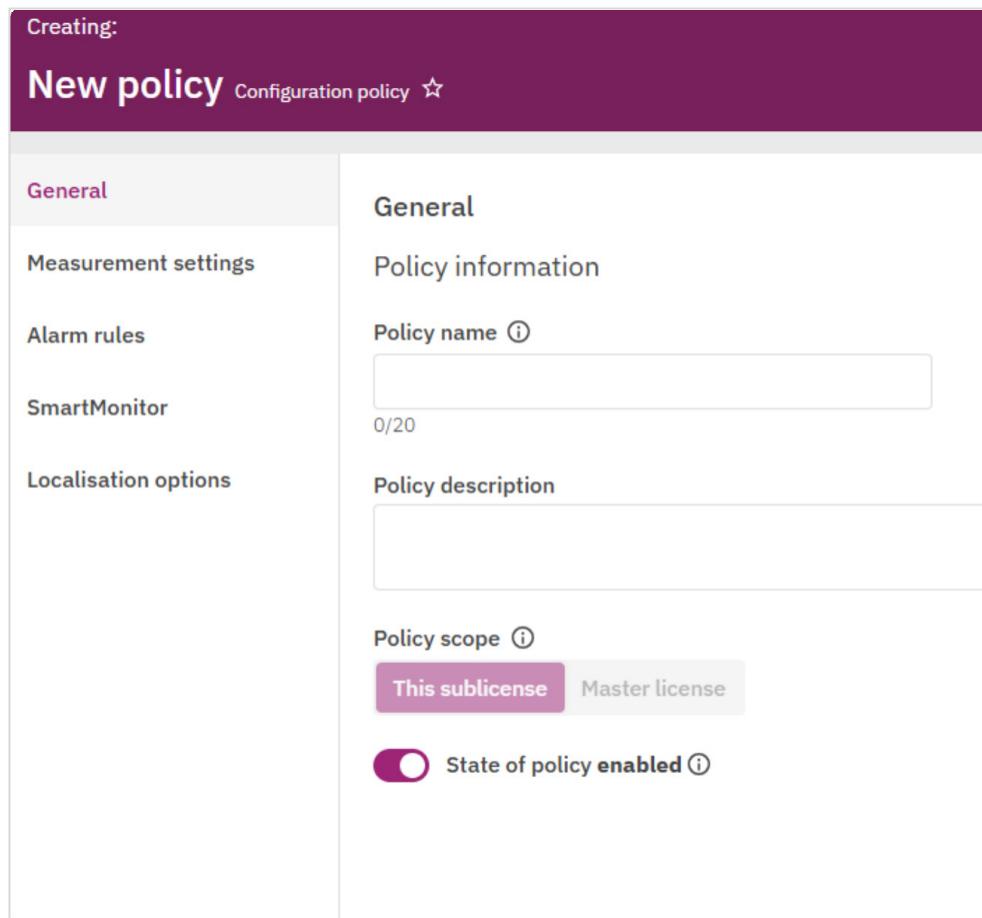
1. Create a New Configuration Policy.

If an applicable policy is already in place, this step may be omitted. Otherwise, please refer to the instructions provided below:



- a) Click **Create new policy**.

A New policy screen opens. In the **General** section of the **New policy** screen, provide Policy name, description and other required information.



- b) Set alarm rules for the device's internal sensors (temperature and humidity) and external probe (temperature).

You can set multiple settings for each alarm and select either single alarms (triggered by one violation) or accumulated alarms (triggered after several brief violations exceed a time threshold). Ensure the alarm delay is at least twice the measurement interval and that each temperature-type pair is unique.

Measurement intervals may have specific restrictions. SmartView notifies users when an invalid selection occurs and supplies information on necessary corrections.

Creating: **New policy** Configuration policy ☆

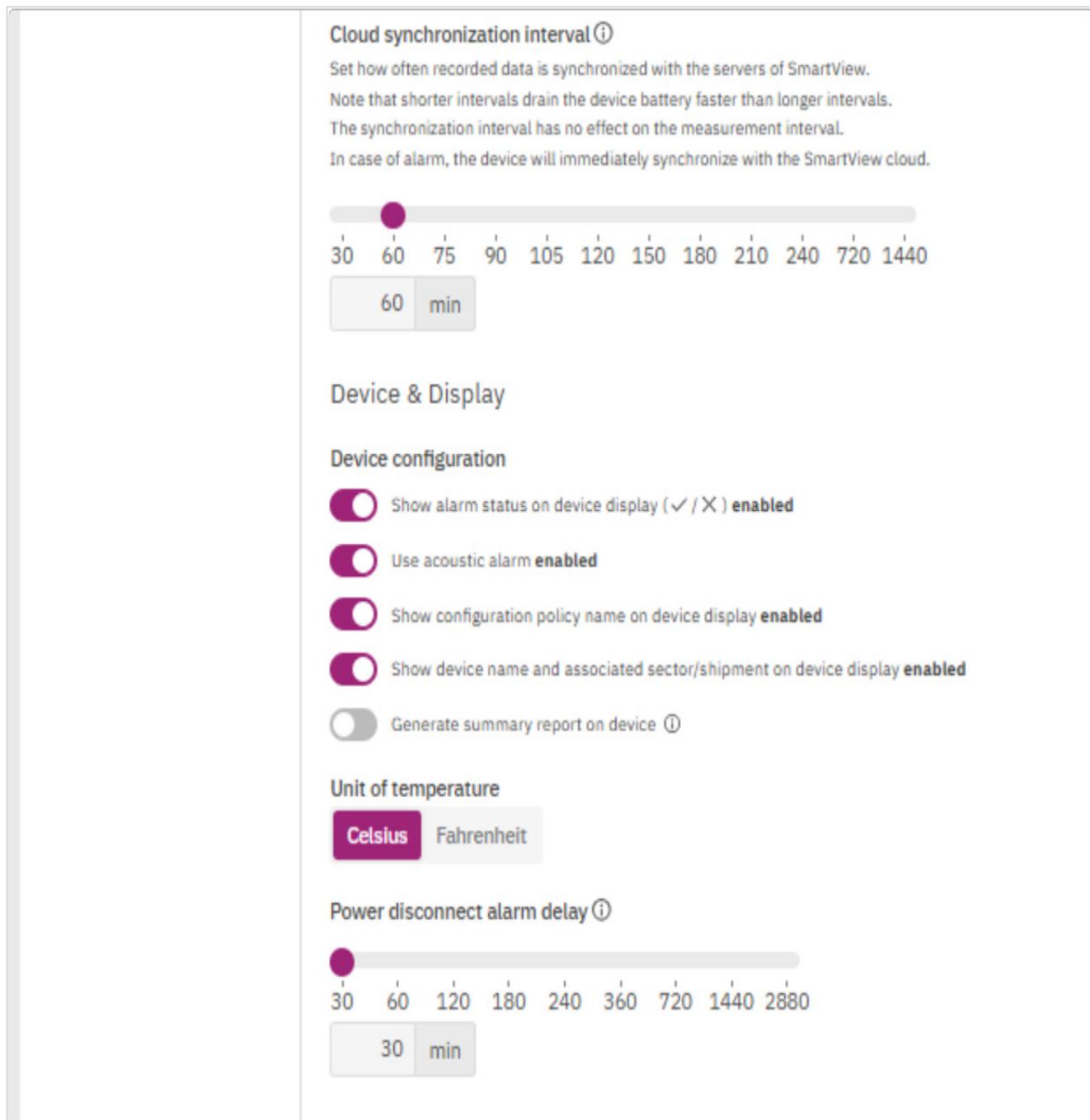
General	Alarm rules
Measurement settings	Monitoring can be enabled for the SmartMonitor device, an external sensor, or both. ⓘ
Alarm rules	<input checked="" type="checkbox"/> Monitoring with device
SmartMonitor	<input checked="" type="checkbox"/> Temperature enabled
Localisation options	Alarm rules for high temperatures + Add alarm rule
	Alarm rules for low temperatures + Add alarm rule
	<input checked="" type="checkbox"/> Humidity enabled
	Alarm rules for high humidities + Add alarm rule
	Alarm rules for low humidities + Add alarm rule
	<input checked="" type="checkbox"/> Monitoring with external sensor
	Type of sensor: All sensors ▾
	<input checked="" type="checkbox"/> Temperature enabled
	Alarm rules for high temperatures + Add alarm rule
	Alarm rules for low temperatures + Add alarm rule

c) On the next screen, configure additional event and device settings.

Options can be tailored to the device in use and may include features like light, tilt shock, and free fall monitoring. You can also enable start prevention without an external probe, adjust communication settings, or activate device functions such as an acoustic alarm for violations.

Creating: **New policy** Configuration policy 

General	SmartMonitor
Measurement settings	Monitoring with device
Alarm rules	<input type="checkbox"/> Prevent start of device without external sensor connected
SmartMonitor	<input type="checkbox"/> SmartMonitor Start Prevention 
Localisation options	<input type="checkbox"/> Autostart after fully charged 
	Start delay 
	 0 min
	Supply chain events
	<input type="checkbox"/>  Light monitoring 
	<input type="checkbox"/>  Tilt monitoring 
	<input type="checkbox"/>  Shock monitoring 
	<input type="checkbox"/>  Free fall monitoring 
	<input type="checkbox"/>  Door open monitoring 
	Communication
	Communication options allowed
	Select which communication options are allowed to share data with SmartView.
	<input checked="" type="checkbox"/>  Cellular (mobile) enabled
	<input type="checkbox"/>   Bluetooth Low Energy gateway for other devices 
	<input type="checkbox"/>  WiFi 



d) Press **Save** to save the new policy.

2. Create a New Alarm profile.

After creating the policy, you can set up an Alarm profile or skip this step if you already have one.

a) In the alarm profile menu, click on the **Create Alarm Profile** button. The Alarm Profiles screen displays:

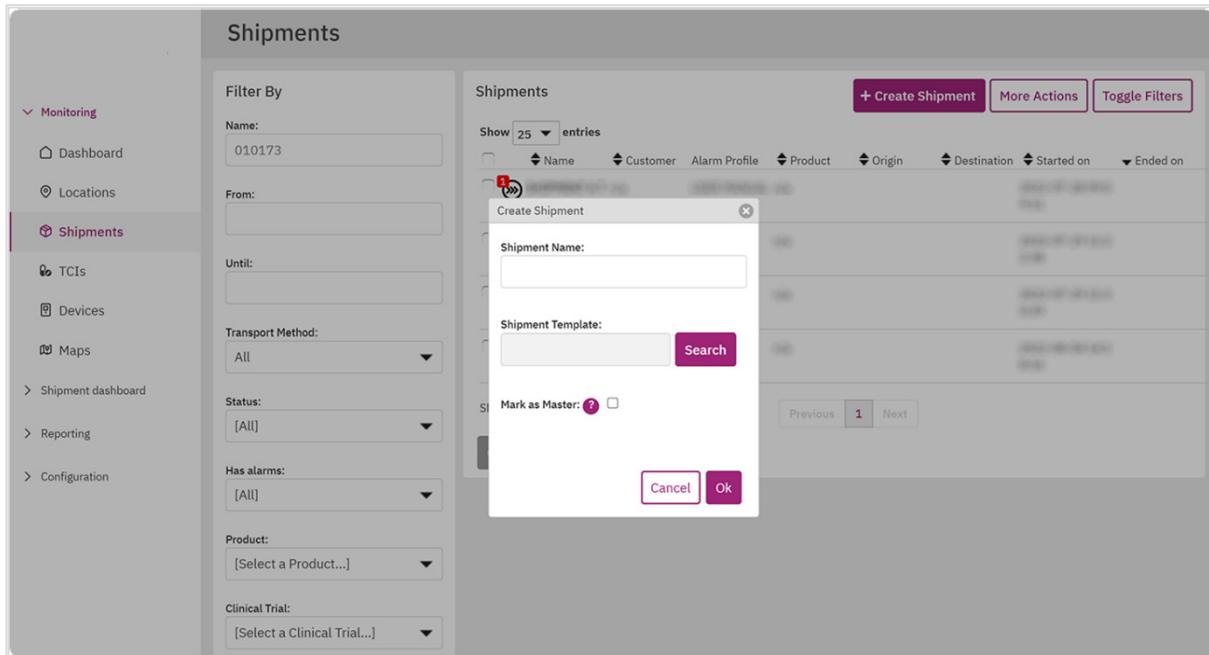
b) Provide a name for the alarm profile and then click **OK**.

You may use an existing alarm profile as a template in the **Create an Alarm Profile** box. The new profile will inherit settings from the selected template, making it easier to create similar alarm profiles.

A configuration policy is defined during the setup. Event profile rules are imported from existing system configuration policies. Upon creation, an alarm profile can be assigned to a sector or shipment and may be utilized repeatedly as required.

3. Create a Shipment.

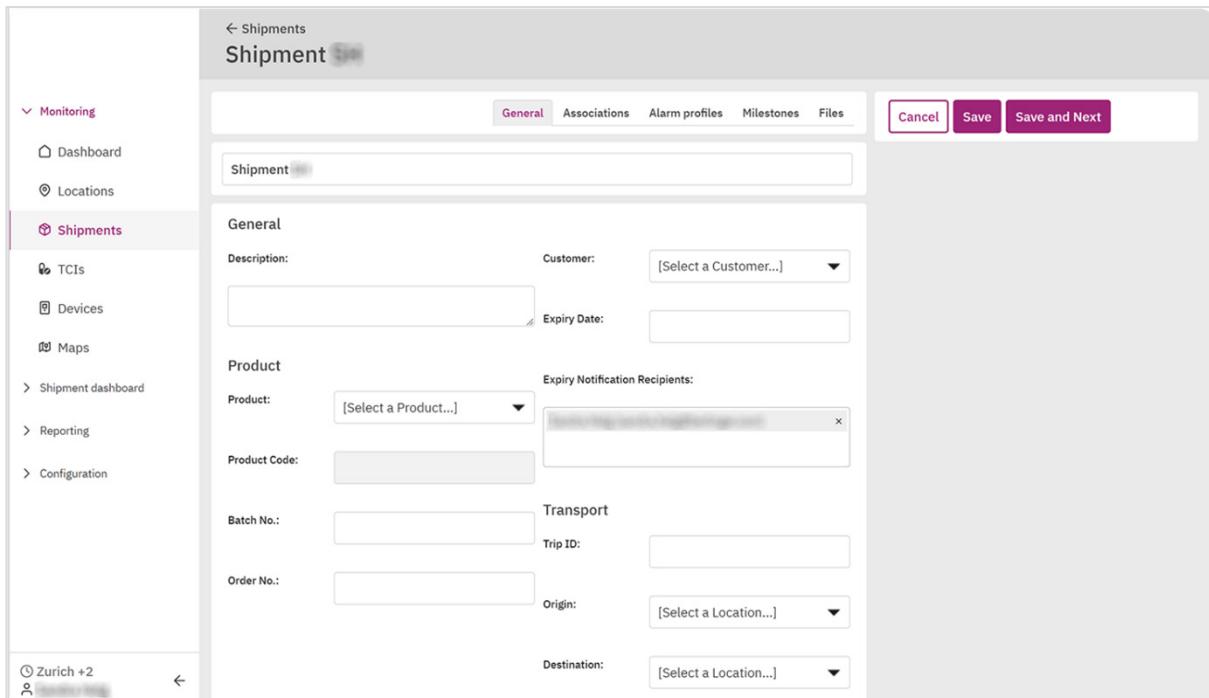
a) From the shipment overview page, click on **Create Shipment** to add your shipment.



If you have created similar shipments in the past, you also have the option to choose a template for your new shipment out of the existing ones. This will open a pop up as illustrated below, allowing you to choose a shipment ID for your shipment.

b) Choose a shipment ID and then click **OK**.

You will be redirected to the screen, allowing you to choose the detailed information for your shipment.



Information may be added at a later stage by clicking the **Modify** button on a shipment.

c) Add the following information to the shipment:

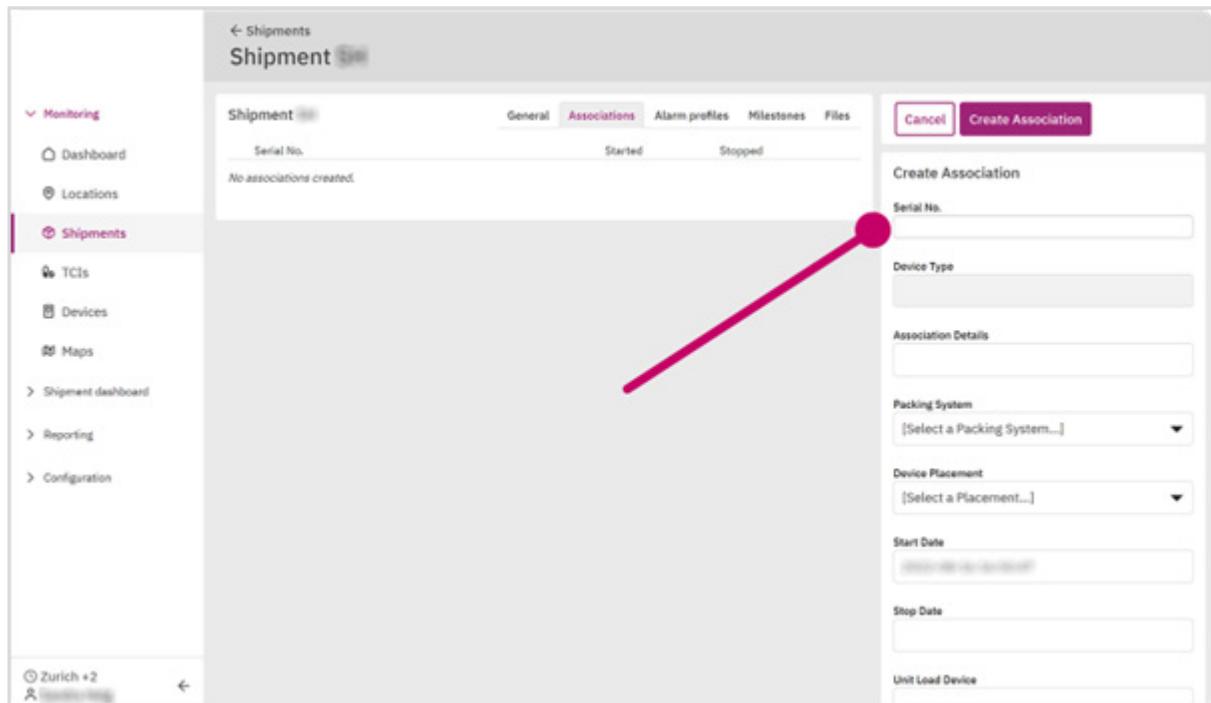
General settings about the shipment: In this section, you can edit the name (i.e. Unique Shipment Identifier) of the shipment and optionally can add a descriptive note to the shipment. You can also define the customer of the shipment by selecting one from a drop-down list.

Transportation information of the shipment: In this section, you can define origin, destination, trip ID, transport method, transportation company and carrier of the shipment. Origin, destination and transport method need to be selected from their drop-down lists. If method is selected as "Air" then carrier field will show a drop-down list with "Air Carrier" subset list that is already defined in the system. For other transport method (e.g. road) carrier field will become a free-text field and will allow you to type the name of the carrier.

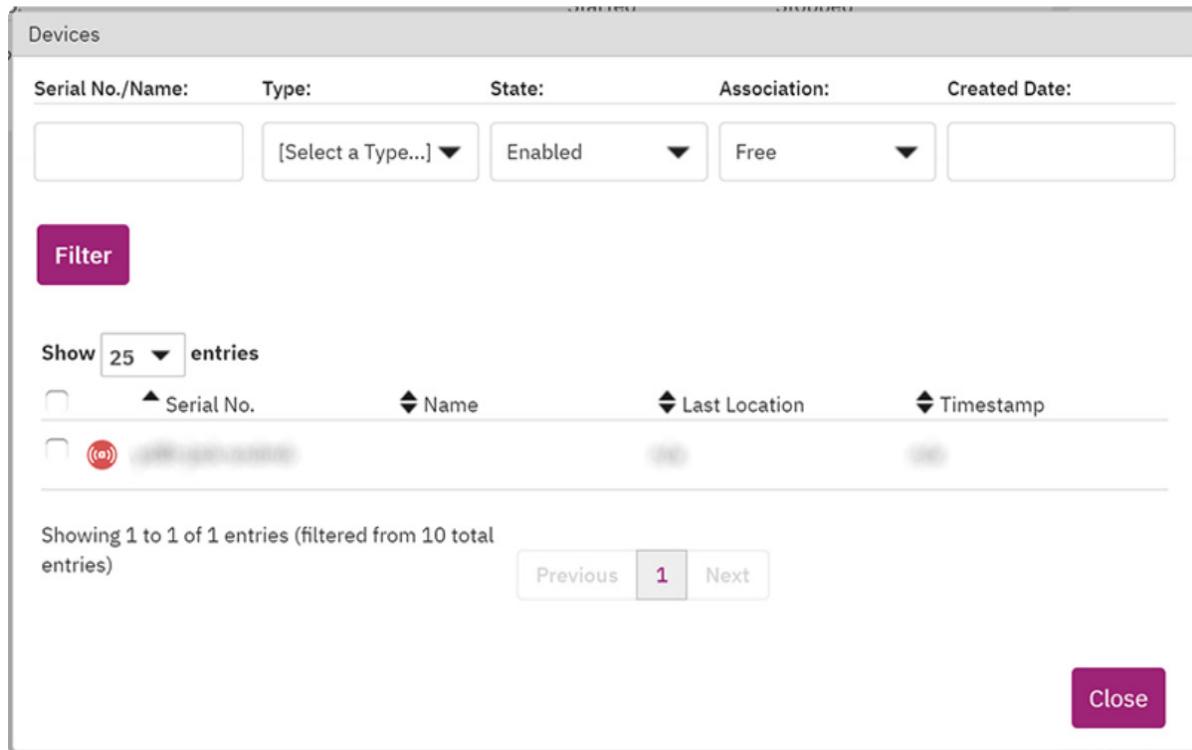
Product information for the shipment: In this section, you can choose the predefined product for the shipment. If a product code is defined for the product, then selecting the product will populate the product code filled in the screen. Optionally you can define related batch number and order number.

Before you start creating a shipment and defining its detailed information, make sure you have already defined and/ or configured the following information: Customer, Location (to be defined as origin/destination), Product, Air carrier subset list, Also note that you may not be able to delete an item (e.g., customer or product) if it was once used with a shipment.

d) Click **Create Association** to associate devices with shipment.



e) In the **Serial No./Name** field, enter your device for the sector:

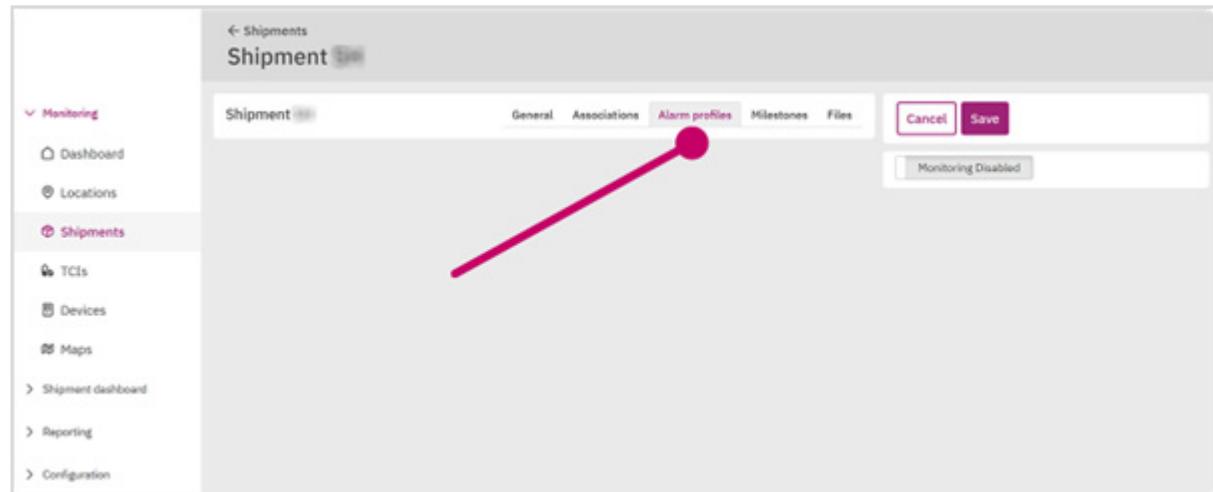


f) Select or modify the **start date** and click on **Save**.

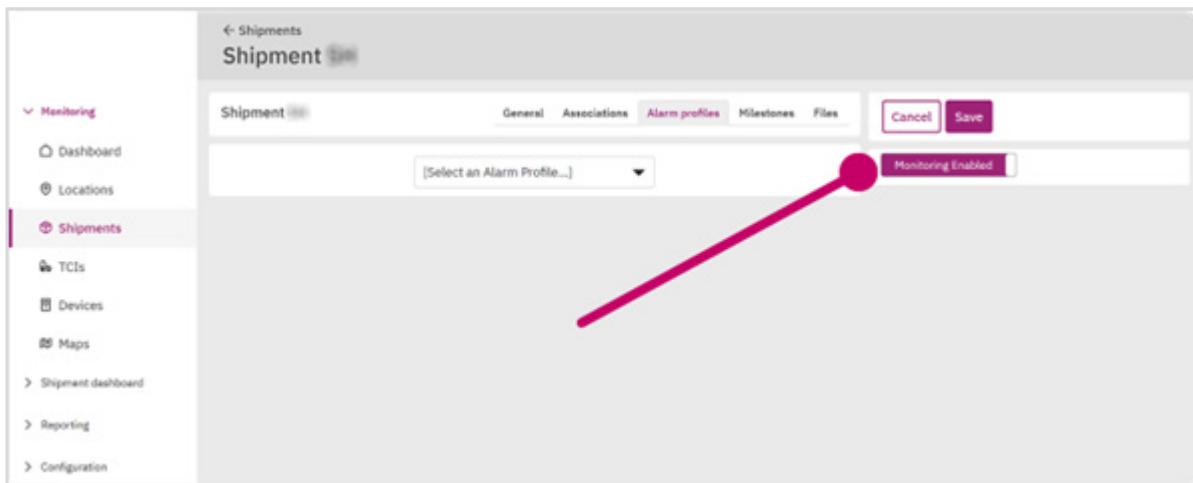
If the devices was started prior to the association, a start date for the association has to be set accordingly.

Once devices are linked, select an alarm profile to activate shipment monitoring. SmartView will then apply rules and send notifications if an excursion alarm occurs.

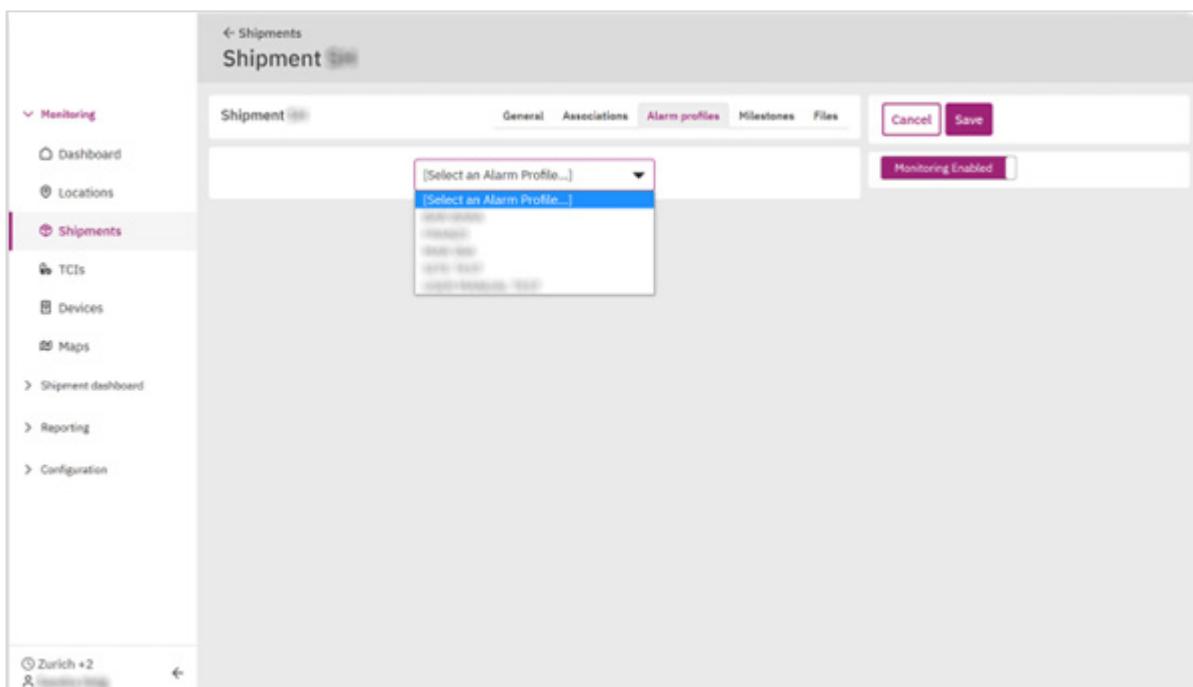
g) You can access the alarm page by clicking on the **Alarm profiles** tab:



h) Click on the **Monitoring Enabled** button to enable the alarm monitoring:



i) Choose the appropriate alarm profile from the drop-down list:



If you can't find the necessary alarm profile in the list, you can define a new alarm profile by following the steps in the chapter Alarm Profiles.

By selecting the alarm profile in the drop-down list, the alarm profile will be applied to your shipment.

j) Click **Save** to save your changes.

4. Set up a device.

To activate/start the device, please refer to the SmartMonitor manual.

Setting up a new User

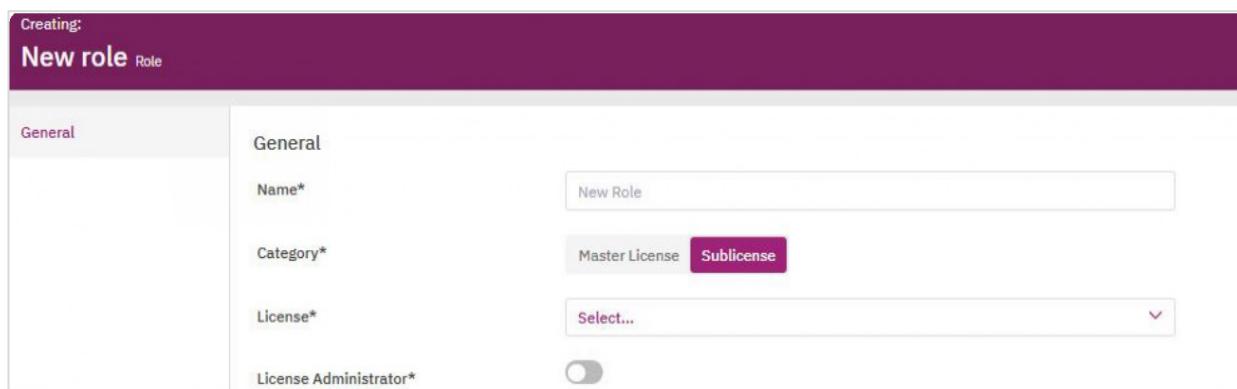
1. Create a new Role.

Skip this step if the user's role is already available. Access control can be found in the administration menu:



a) Click **Create** to create a new role.

The **New role** screen displays:



b) Provide name, select the license where the role profile should be applied to.

After choosing a license, you can customize permissions for different areas. You may also assign a profile for license administrators, which will grant them full access or provide levels of interaction:

- none
- view
- create
- update
- delete

If a higher level is selected the user will automatically receive all the lower levels as well.

Creating:
New role Role

General	General
Name*	New Role
Category*	Master License Sublicense
License*	Select...
License Administrator*	<input checked="" type="checkbox"/>
Permissions	
Audit Trail	
View	<input type="checkbox"/>
Carriers	
View	<input type="checkbox"/>
Create update	<input type="checkbox"/>
Remove	<input type="checkbox"/>
Clinical Trail	
View	<input type="checkbox"/>
Create update	<input type="checkbox"/>
Custom Graphs	
View	<input type="checkbox"/>
Delete	<input type="checkbox"/>
Create update	<input type="checkbox"/>
Customers	
View	<input type="checkbox"/>
Delete	<input type="checkbox"/>
Create update	<input type="checkbox"/>
Device	
Modify	<input type="checkbox"/>

c) Click **Save** to save the new role.

2. Create a new User.

a) In the **User Management** tab click the **Create new user** button. The **Create User** fold displays:

The screenshot shows the 'Create User' form. The sidebar on the left has 'User management' selected. The main form has fields for First Name, Last Name, E-mail, Phone, Timezone, State, Roles, and Temperature Unit. The 'Create' button is highlighted in green.

b) Fill out the form. Required fields are:

- First name
- Last Name
- e-Mail

c) Click **Create**.

3. Assign Access and Restrictions to a User.

a) On the **Create User** form, select **Permissions**:

The screenshot shows the 'Create User' form with the 'Permissions' tab selected. The 'Roles*' field is highlighted in red. A red arrow points to it. The 'General' tab is also visible. The top right has 'Save' (highlighted in green), 'Cancel', and 'Reset' buttons.

Permissions are divided into 2 areas: Roles and Restrictions. It is required to select at least one role for a user. Additional restriction can be applied to a user based on Location, Carrier, or Customer available for selected Sublicense.

Only one restriction may be enabled for each sublicense to which the user has access.

b) Press **Save** to save your changes.

The new user will receive a notification via email.

Moving a Device to Another Sector

1. Access the old sector

Devices are usually assigned to a specific sector. To move a device, select the desired sector and click **Modify Sector** or use the **Modify** button at the top right.

← Locations
SITE TS

SITE TS

Monitor(s) **Create Sector** **Modify**

Details **Map** **Audit Trail**

General
Description: *No description provided*

Address

Street:	<i>n/a</i>	Contacts:	?	<i>n/a</i>
Postal Code:	<i>n/a</i>	Phone Number:	<i>n/a</i>	
City:	<i>n/a</i>			
Province:	<i>n/a</i>			
Country:	<i>n/a</i>			

Contact Information

Sectors

Name	Warehouse
Last Timestamp:	<i>n/a</i>
Min. Temperature:	<i>n/a</i>
Max. Temperature:	<i>n/a</i>

Summary
Origin / Destination: Both

No Last Sample Information available.

Shipments originated: 0

Shipments destined: 0

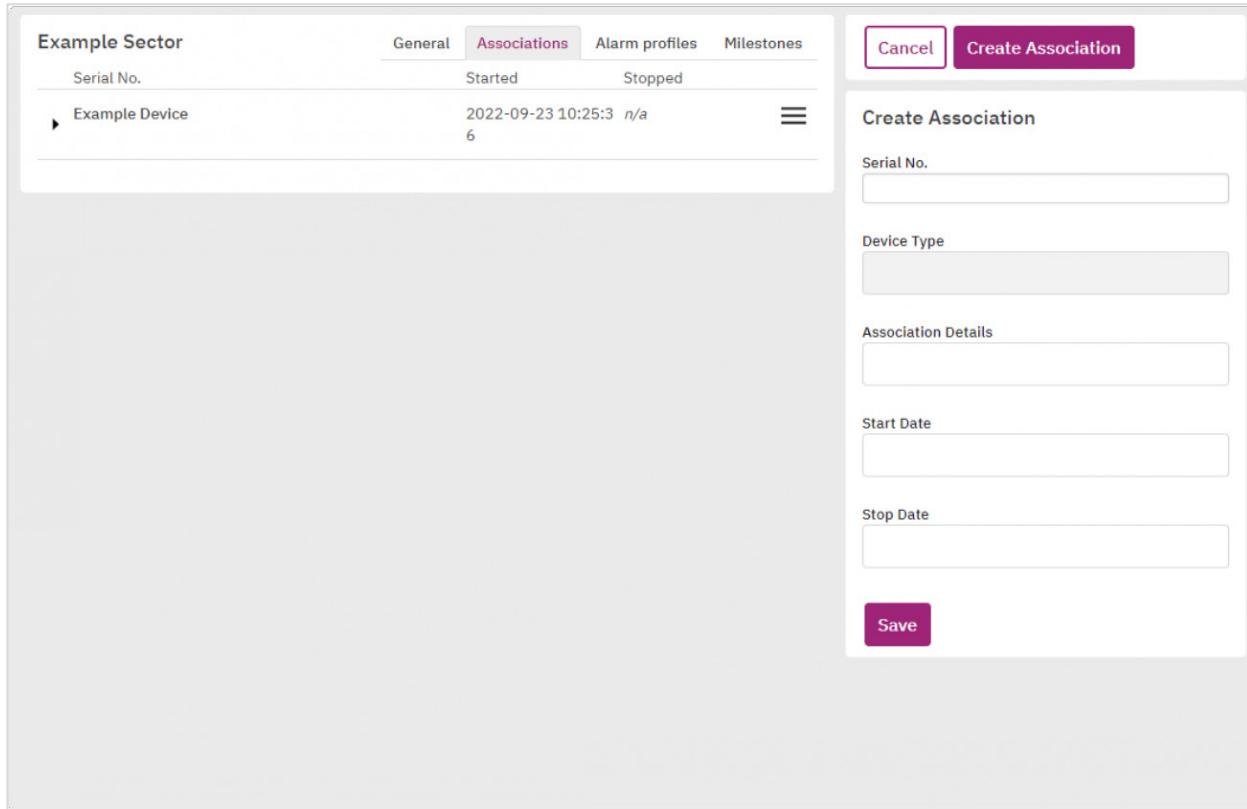
Devices reported last: 0

View Sector **View Graph** **Modify Sector**

2. Set an end date for the Association.

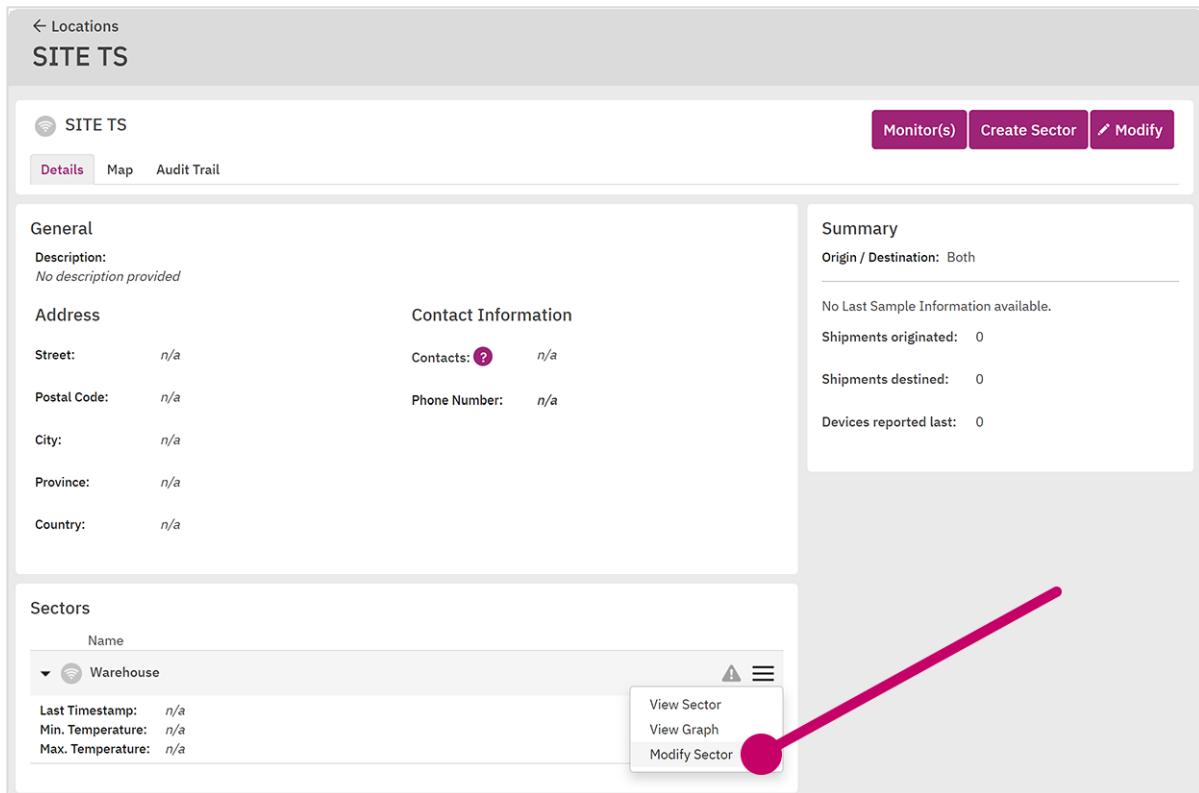
This requirement ensures that a device is assigned to only one sector at a time.

Select the **Associations** tab. In this section, associations can be modified. The currently associated devices can be edited by clicking the tribar on the right side of the line, which provides the option to set an end date for the association.



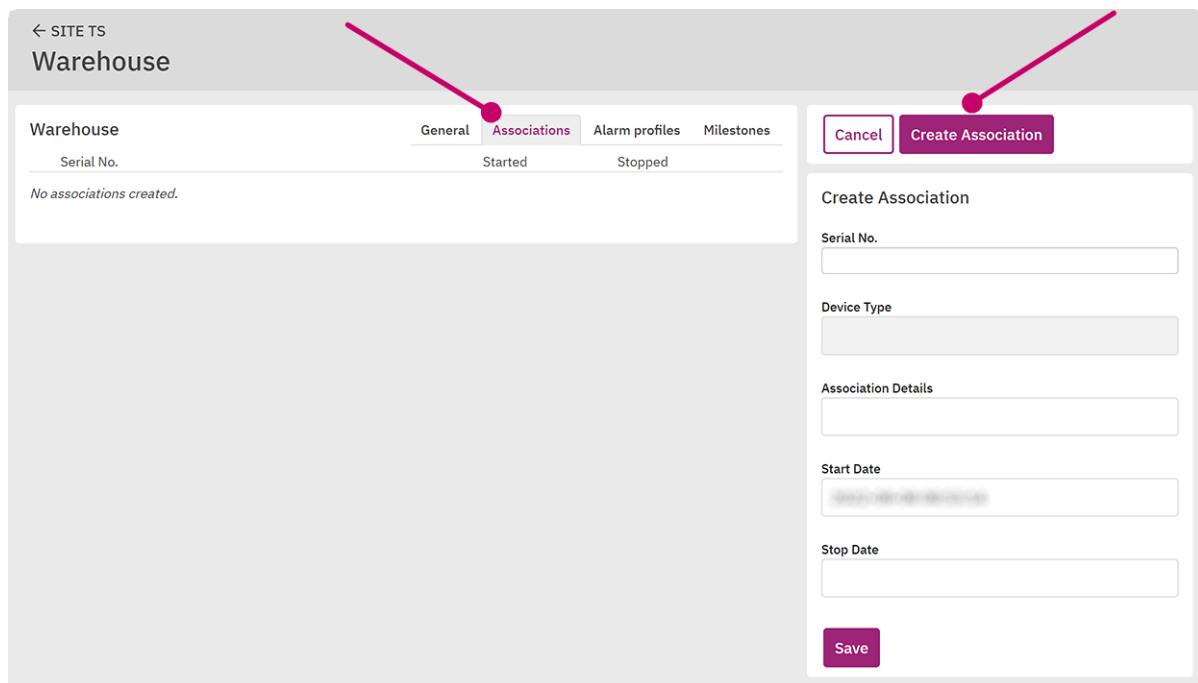
3. Access the new sector.

In the **Sectors** section, select a sector and then click **Modify Sector** in the selection menu, or click on **Modify** button on the top right.

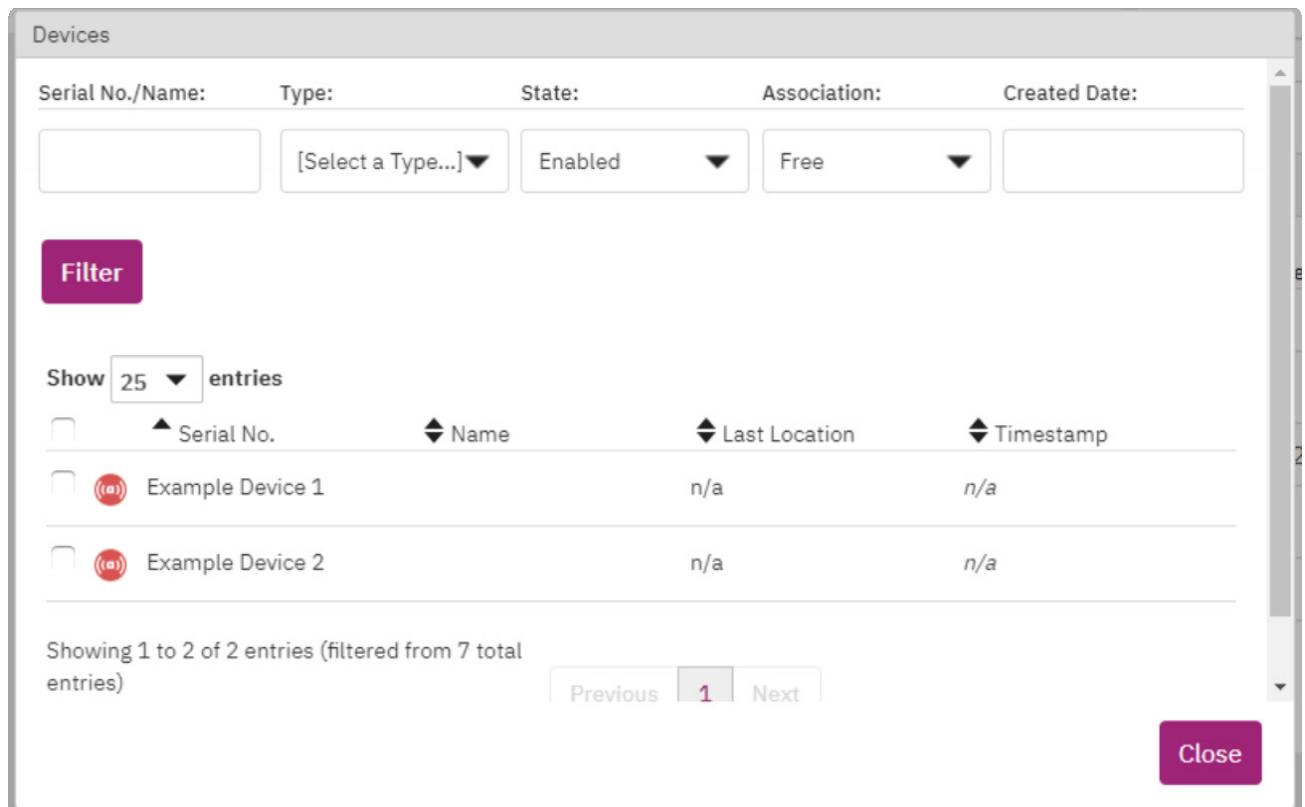


4. Set a New Association.

- Select **Associations** tab and then click on the **Create Association** button.
- Click the **Create Association** button:



- In the **Serial No./Name** field, enter the device for the sector.



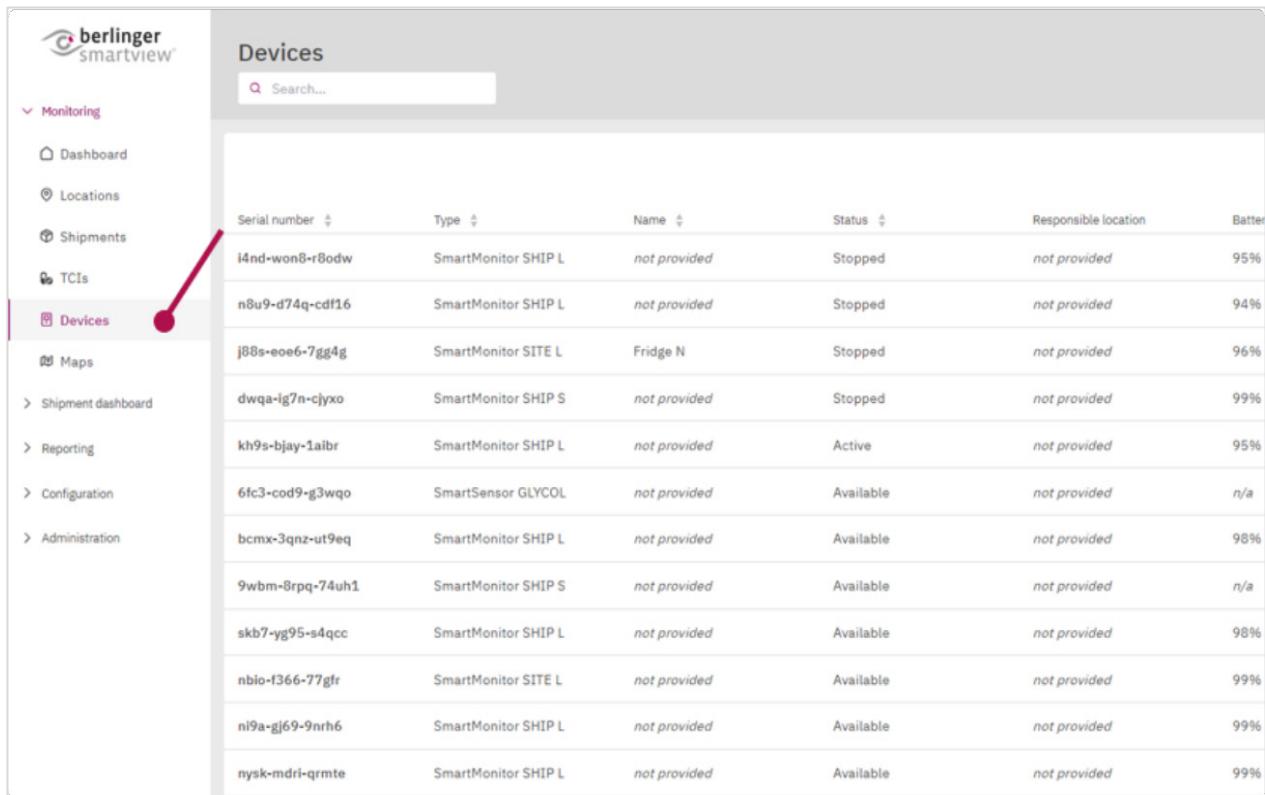
- Select or modify the start date and click on **Save**.

Moving a Device to another Sublicense

If you wish to move a device from one Sublicense to another Sublicense the device cannot have any active associations. All associations have to be stopped prior to moving the device.

1. Access the Device

In the **Devices** section, select a device you wish to move to a new Sublicense by clicking on its serial number.

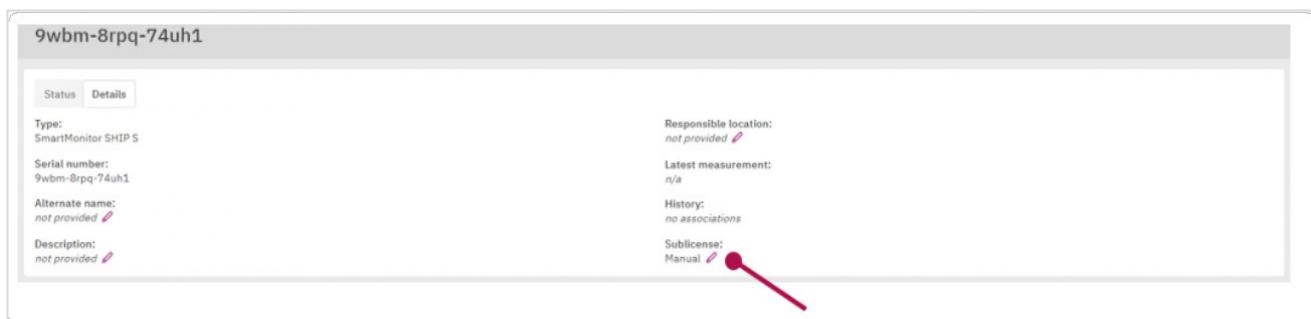


The screenshot shows the SmartView user interface. On the left is a sidebar with various menu items: Monitoring, Dashboard, Locations, Shipments, TCIs, Devices (which is highlighted and has a red arrow pointing to it), Maps, Shipment dashboard, Reporting, Configuration, and Administration. The main area is titled 'Devices' and contains a table with the following data:

Serial number	Type	Name	Status	Responsible location	Battery
i4nd-won8-r8odw	SmartMonitor SHIP L	not provided	Stopped	not provided	95%
n8u9-d74q-cdf16	SmartMonitor SHIP L	not provided	Stopped	not provided	94%
j88s-eoe6-7gg4g	SmartMonitor SITE L	Fridge N	Stopped	not provided	96%
dwqa-ig7n-clyxo	SmartMonitor SHIP S	not provided	Stopped	not provided	99%
kh9s-bjay-1aibr	SmartMonitor SHIP L	not provided	Active	not provided	95%
6fc3-cod9-g3wqo	SmartSensor GLYCOL	not provided	Available	not provided	n/a
bcmx-3qnz-ut9eq	SmartMonitor SHIP L	not provided	Available	not provided	98%
9wbm-8rpq-74uh1	SmartMonitor SHIP S	not provided	Available	not provided	n/a
skb7-yg95-s4qcc	SmartMonitor SHIP L	not provided	Available	not provided	98%
nbio-f366-77gfr	SmartMonitor SITE L	not provided	Available	not provided	99%
ni9a-gj69-9nrh6	SmartMonitor SHIP L	not provided	Available	not provided	99%
nysk-mdri-qrmte	SmartMonitor SHIP L	not provided	Available	not provided	99%

2. Open **Sublicense** selection menu.

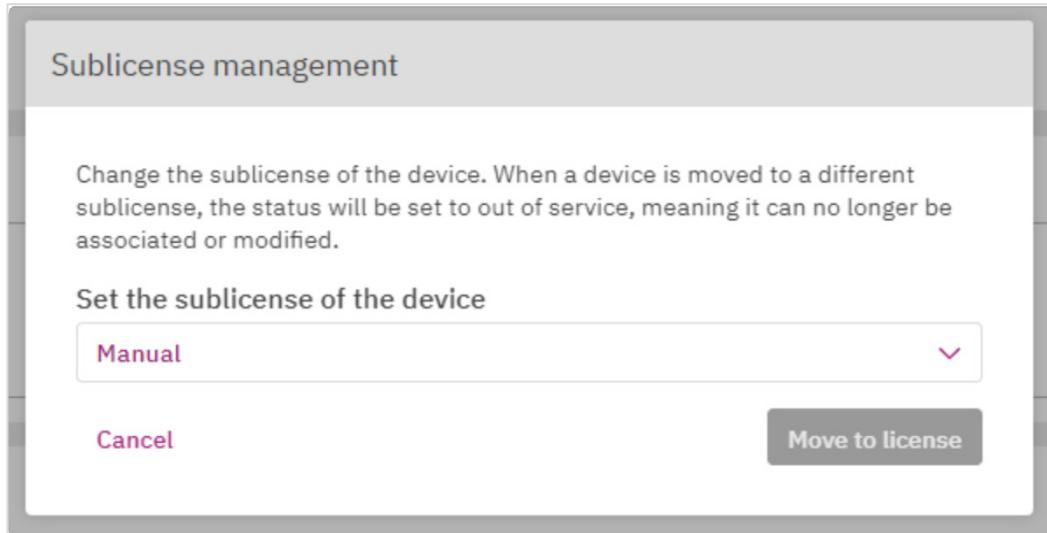
Once a device is opened, enter the Details page and click the  symbol. If the symbol is not visible the device might be in use or associated.



The screenshot shows the 'Details' page for the device with serial number 9wbm-8rpq-74uh1. The page has two tabs: 'Status' and 'Details'. The 'Details' tab is active. The device information includes:

- Type: SmartMonitor SHIP S
- Serial number: 9wbm-8rpq-74uh1
- Alternate name: not provided
- Description: not provided
- Responsible location: not provided
- Latest measurement: n/a
- History: no associations
- Sublicense: Manual 

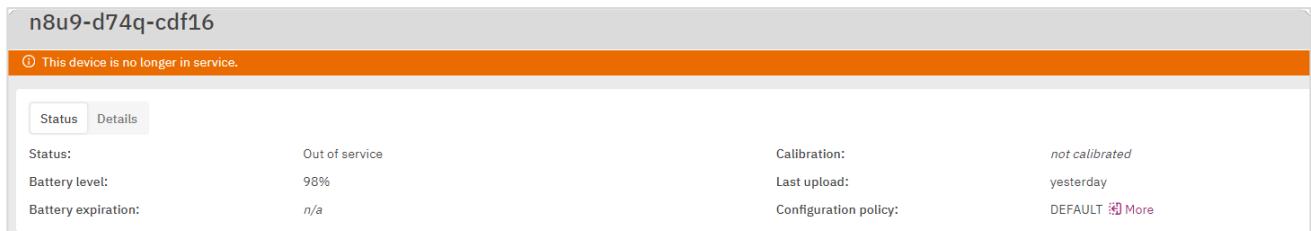
3. Select new Sublicense.



A new pop-up will open where the Sublicense can be selected where the device shall be moved too.

To be able to move a device to a different Sublicense the user requires access to the origin as well as destination Sublicense.

4. Device status after moving

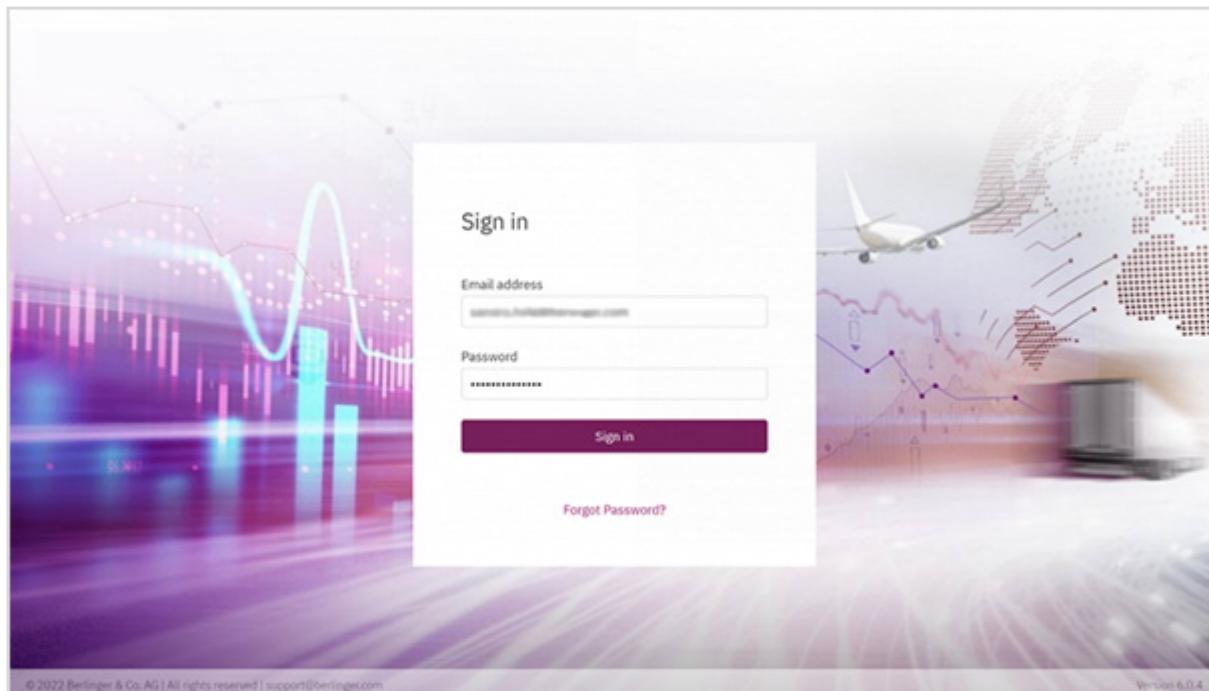
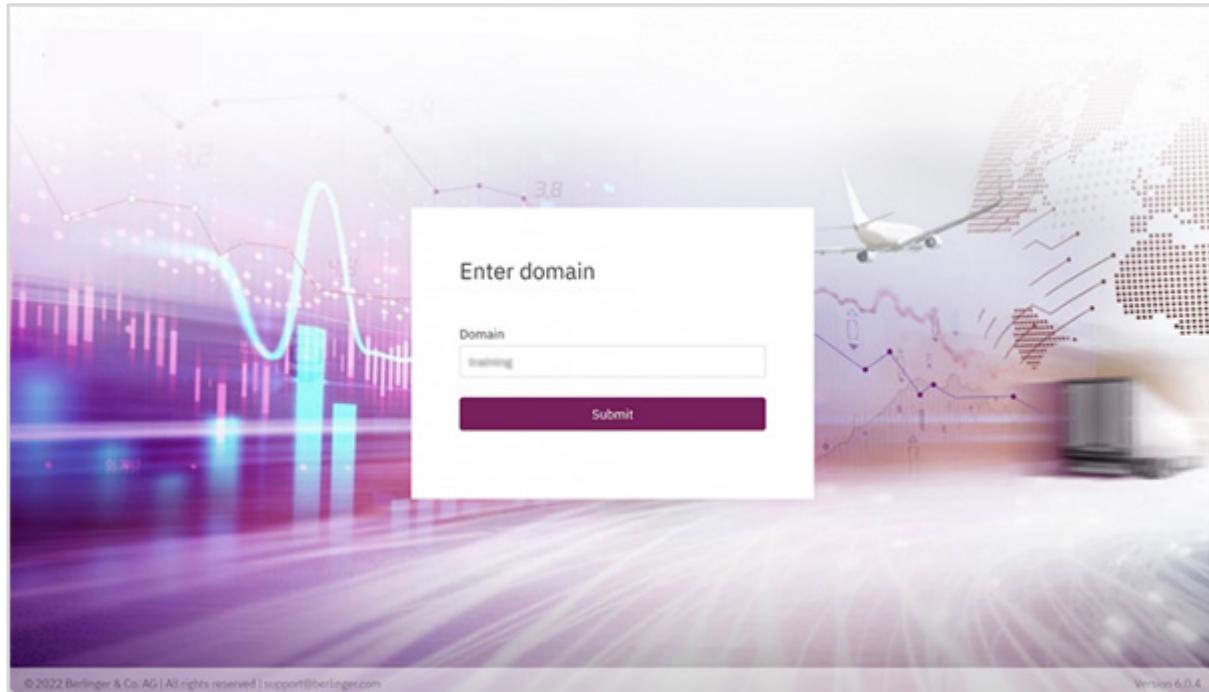


After the device is moved to a new Sublicense the device will stay visible within the old Sublicense with all the data gathered up to this point, but no new data will be visible for that device within the original Sublicense. In addition, its status is adjusted to "Out of Service" and an additional orange banner is shown.

Signing in

To access the SmartView web application please start your web browser and enter the URL. You will be redirected to the User Sign-in page of SmartView.

To sign in, enter the appropriate domain (personalized for your company), your email address, and password to the according fields and press the 'Sign in' button.



Session Timeout

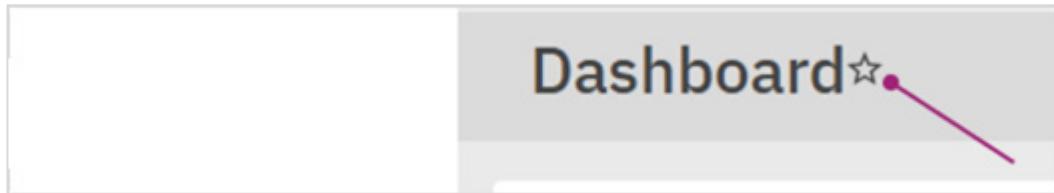
Users will be automatically logged out of the system after 25 minutes of inactivity.

Note: If you are accessing SmartView via a different URL, it can be that the domain field will not be visible due to the automatic detection by SmartView based on a visited URL.

- Forgot Password
- Failed Login Attempts

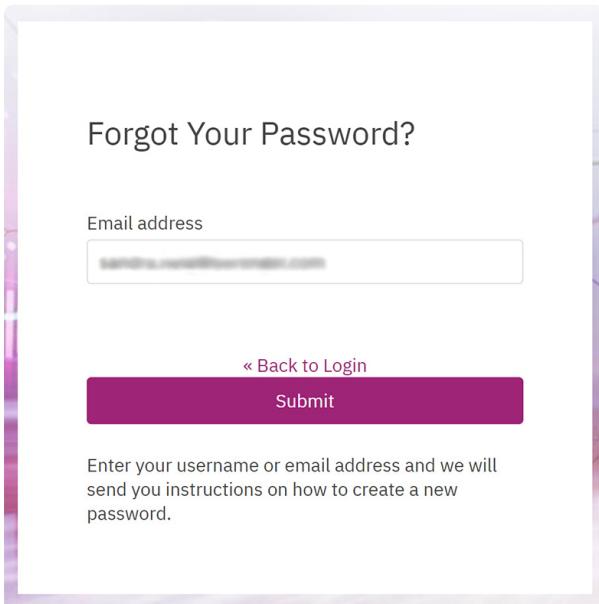
Landing page

A landing page for the sign in can be set by pressing the star next to the title.



Forgot Password

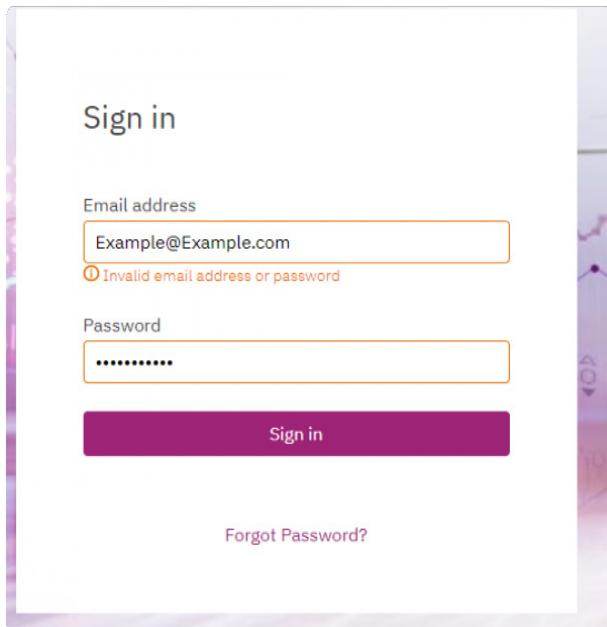
You can recover your password with your email and domain (optional) in case you forgot your password. A reset link valid for 48 hours will be sent to your email address.



1. On the login screen, click on the **Forgot password?** link which will take you to the **Forgot Your Password?** screen as shown in the following image:
2. Click **Submit** to recover your password again.

Failed Login Attempts

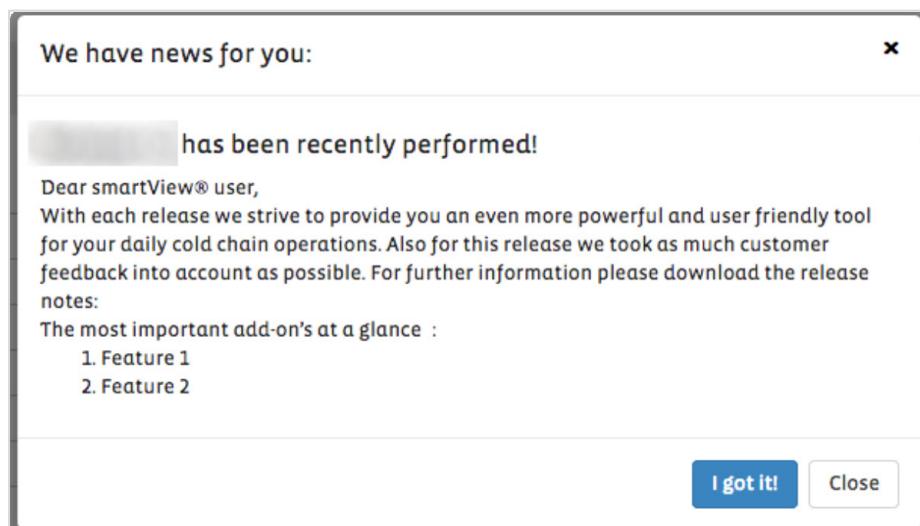
A certain amount of failed log in attempts can lead to your account being blocked depending on the selected setting of the administrator Login Policy. This state is not indicated within the log-in screen and if this is suspected it is recommended to reach out to an administrator within your organization.



If you have forgotten your password or your domain, please refer to [Forgot Password](#) section in this document.

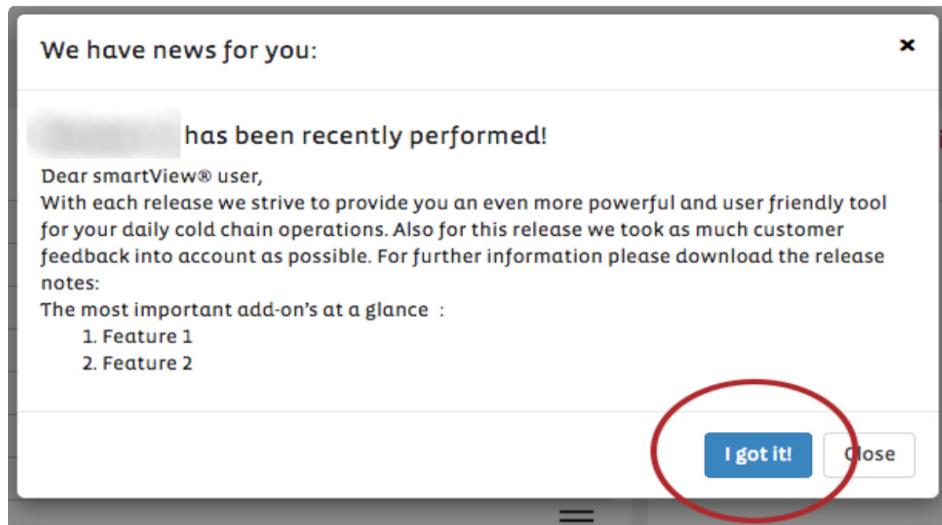
Information Window

Besides email information, the SmartView user will be informed with a pop-up window after successful login about new releases and other important information.



By clicking the "**I got it!**" button the window will disappear and not come again when you log in again.

If the window is just closed the information will come up again with your next login.



Sublicenses

After signing in the screen will show the available sublicenses.

1. Press the **Switch** button and then select the license you wish to use.

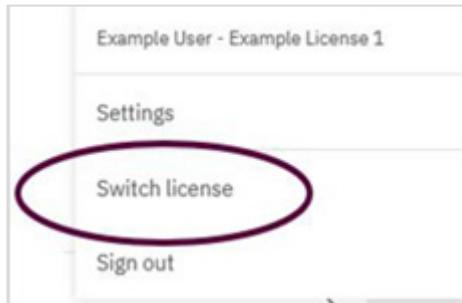
Sublicenses for Example Master License (ID: 19)				
		Status	Creation date	Actions
34	Example-Sublicense-A	active	2022-08-25 13:47	Switch
26	Example-Sublicense-B	active	2022-07-12 14:24	Switch
21	Example-Sublicense-C	active	2022-07-08 16:39	In-use
20	Example-Sublicense-D	active	2022-07-08 16:34	Switch

Extra menu items appear on the left, depending on each user's permissions.

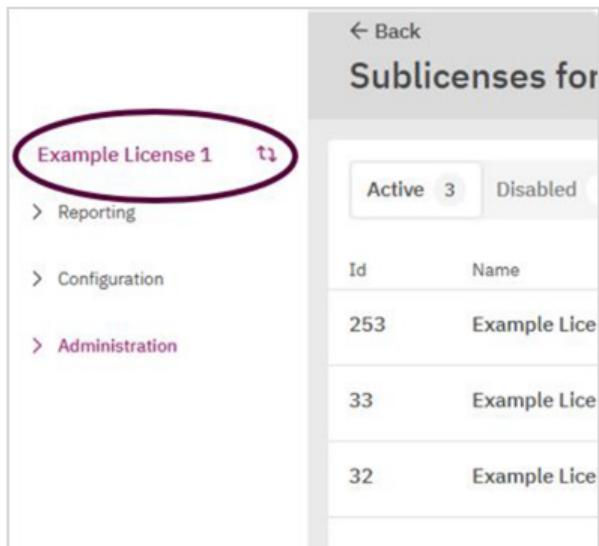
Sublicenses for Example Master License (ID: 19)				
		Status	Creation date	Actions
34	Example-Sublicense-A	active	2022-08-25 13:47	Switch
26	Example-Sublicense-B	active	2022-07-12 14:24	Switch
21	Example-Sublicense-C	active	2022-07-08 16:39	In-use
20	Example-Sublicense-D	active	2022-07-08 16:34	Switch

Switch Sublicense

You can switch your Sublicense anytime by clicking your account name at the bottom left. The current Sublicense appears in the pop-up's top right. Select **Switch license** to return to the license selection screen.



Change your license using the drop-down menu at the top left of the screen.



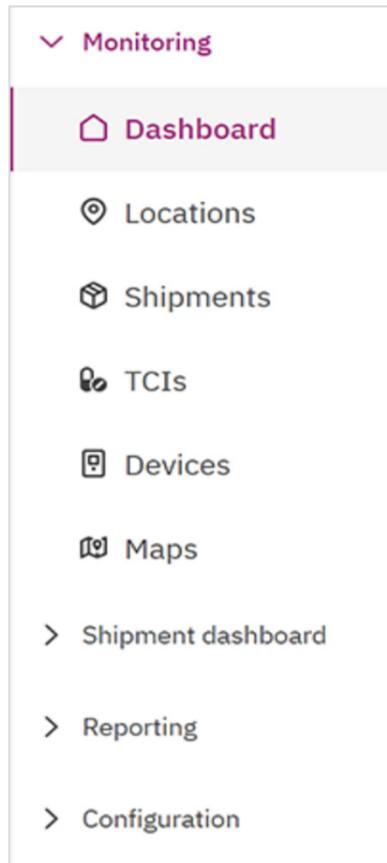
General

This chapter includes the following content:

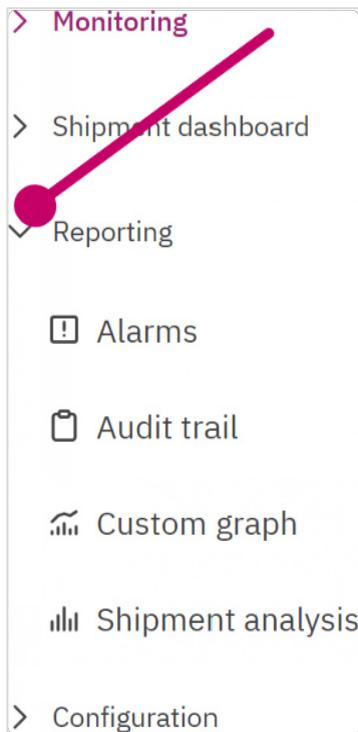
- Description of the SmartView main menu
- Use and meaning of icons
- Use and meaning of buttons

Main Menu

The following main menu items are available:



Some menu options are hidden based on user permissions. Users can show or hide menu items by expanding or collapsing the menu.



Icons

This section describes icons.

SmartView Common Icons

There are a number of clickable icons to be identified in SmartView:

Icon	Meaning
	Icon providing action options
	View more info icon

The following icons represent the major entities in the SmartView application:

Location Icons

Icon	Meaning	Description
	Not monitored	Location is not being monitored
	Online	Network at Location is online, which means that data is currently being received in SmartView.

	Offline	Network at Location is offline, which means no data is received for at least one hour.
---	---------	--

Sector Icons

Icon	Meaning	Description
	Not monitored	Sector has no active associations.
	Online	Network at sector is online, which means that data is currently being received in SmartView.
	Offline	Network at sector is offline, which means no data is received for at least one hour.
	No Monitoring	Sector currently has alarm monitoring enable.
	OK	Sector currently has no active excursion or warning.
	Warning	Sector has an active warning, but no excursion.
	Excursion	Sector has at least an active excursion.

Shipment Icons

	Idle	Newly created shipments
	Pending	Shipments with associations waiting for data
	Active	Shipments with (partial) data
	Completed	Shipments with all data accounted for
	Expired	Shipments that did not send in all data in time
	Approved	Manually approved shipment
	Declined	Manually declined shipments
	Archived	Manually archived shipments

Alarm State Icons

Icon	Meaning	Description
	Active Alarm	The sensor value is currently in alert state.
	Stopped Alarm	The sensor value has returned to the allowed range.

Alarm User State Icons

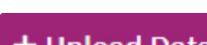
Icon	Meaning	Description
	Open Alarm	The alarm has not been acknowledged yet by user.
	Acknowledged Alarm	The alarm has been acknowledged by user.
	Closed Alarm	The alarm has been closed by user.

Use of Buttons

The use of buttons in SmartView enables you to perform certain actions:

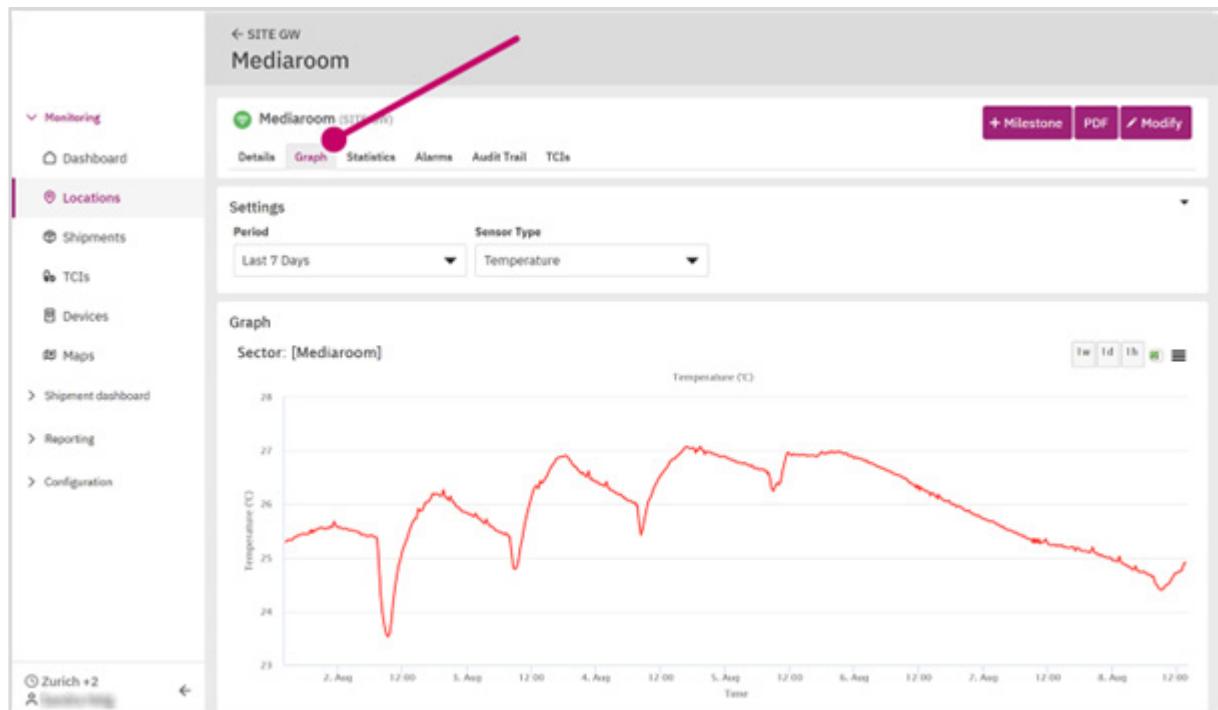
SmartView buttons:

Button	Meaning	Usability
Create		Create a specific entity
Upload Data Files		Upload one data file
PDF		Generates the Shipment PDF report
Modify		Modify the details of a specific entity
Delete		Delete an entity
Toggle filters		Reveal and hide the sorting and filtering options

Acknowledge	 Acknowledge	Acknowledge an excursion
Audit Trail	 Audit trail	Access the audit trail
Export	 Export	Export data
Received events	 Received events	History of the event of a device
Restart	 Restart	Initiate a restart of a device (Available for SmartMonitor SHIP L)
Stop	 Stop	Stop an idle shipment
Upload	 + Upload Data File	Upload a data file manually
create	 + Create Clinical Trial	Create a clinical trial
Stop	 Stop	Stop a running device (SmartMonitor SITE L/ SHIP L)
Save	 ✓ Save	Save current changes
Create new Alarm	 + Create new alarm	Start the process to create a new manual alarm

Graph

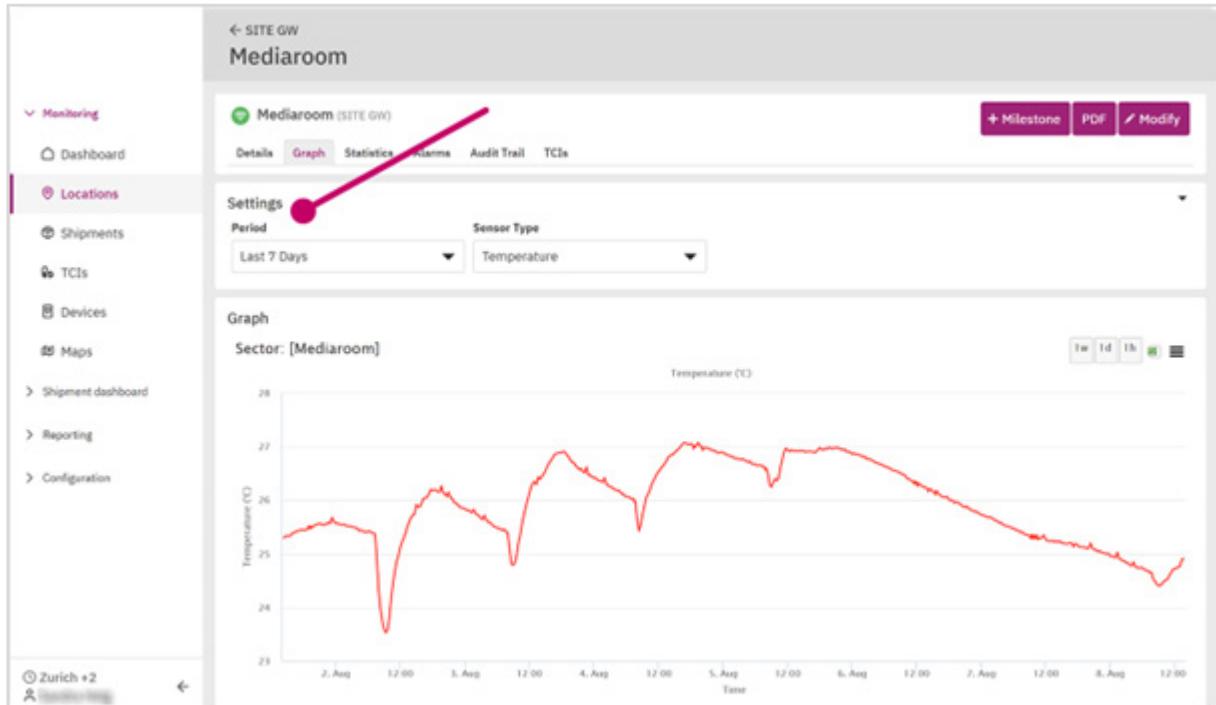
SmartView offers possibilities to present captured data in several graphs.



An additional view of a graph is also visible within the view of the devices.



Settings



Period

Choose the time period which should be displayed

Period

Last 7 Days

 Last Hour

 Last 24 Hours

Last 7 Days

 Last 30 Days

 Last 3 Months

 Last 6 Months

 Last Year

 Custom Period

Sensor Type

Choose the type of sensor which should be shown on the graph if available

Sensor Type

Temperature

Temperature

 Battery percentage

Graph

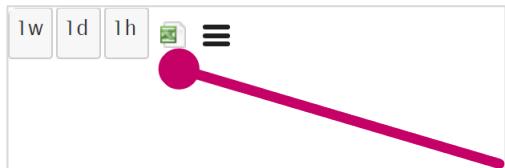
Displays the graph with the following settings:



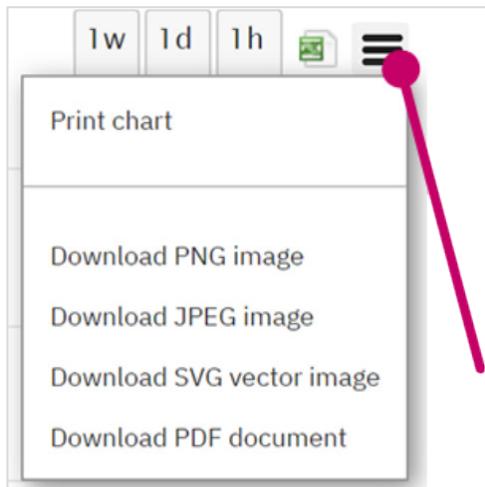
Show the behavior of the last hour / day / week on the graph



Export CSV file that contains the raw data of the measurements displayed within the graph

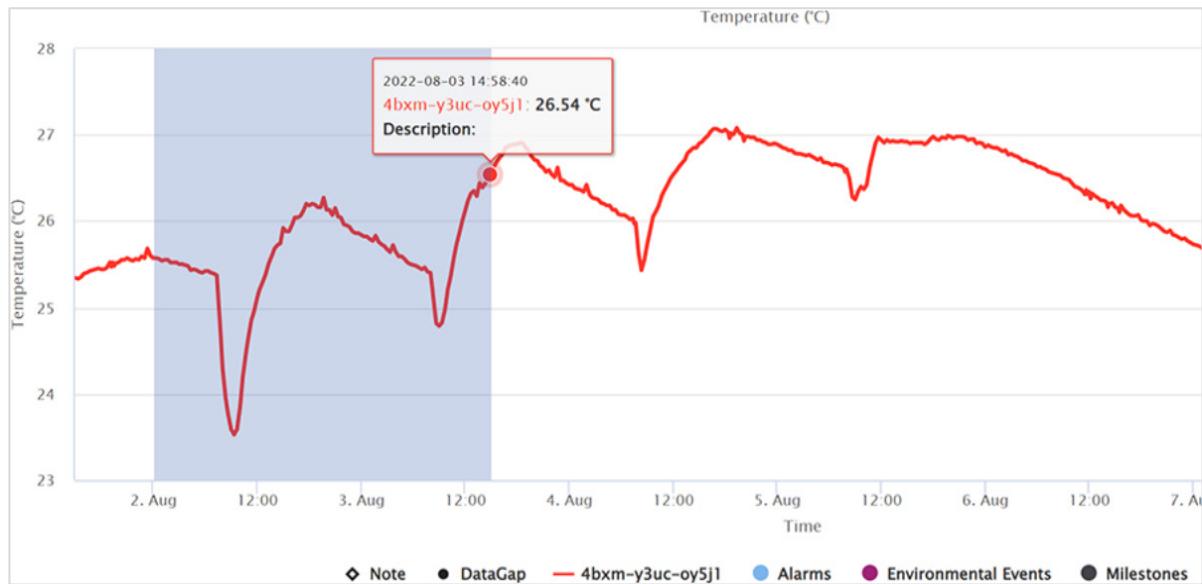


Print chart or download different image types for presentations



Choose (mark) x-scale of graph view

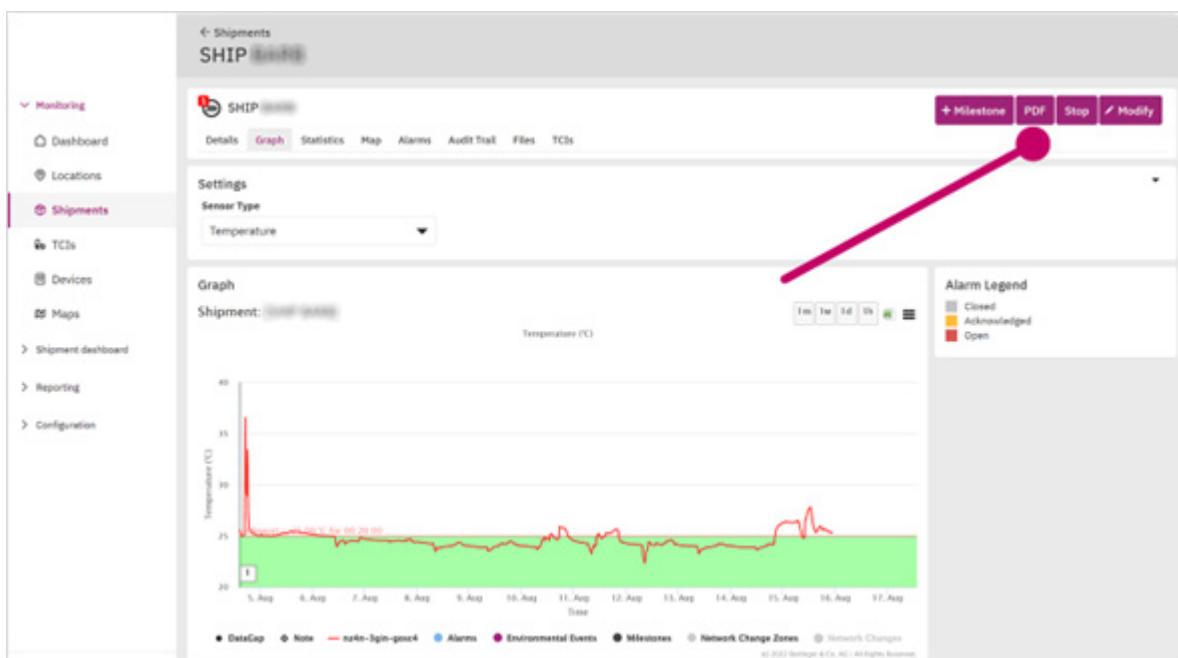
By clicking into the graph, holding down the left mouse button, dragging along the x-scale and releasing the mouse button you can zoom in into the part you have chosen.

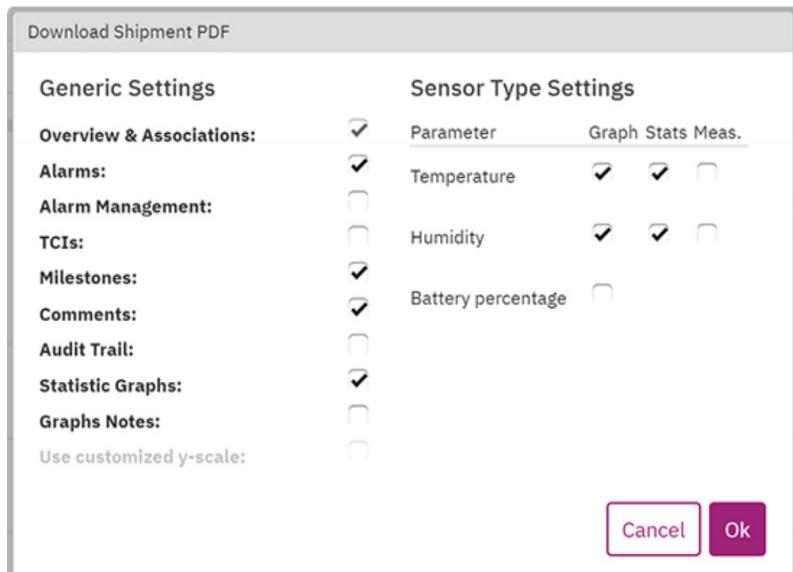


Press the Reset zoom button to get back to the initial position



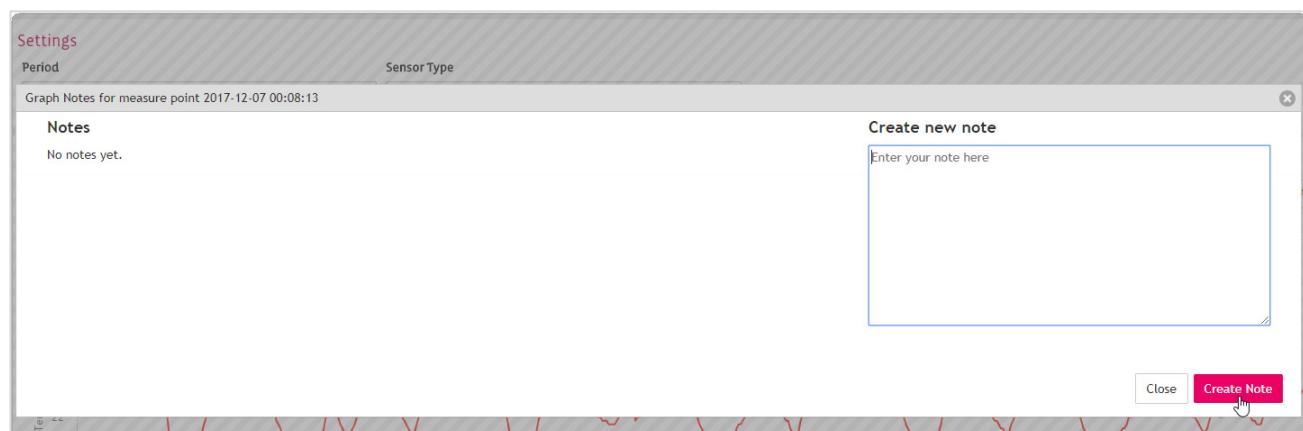
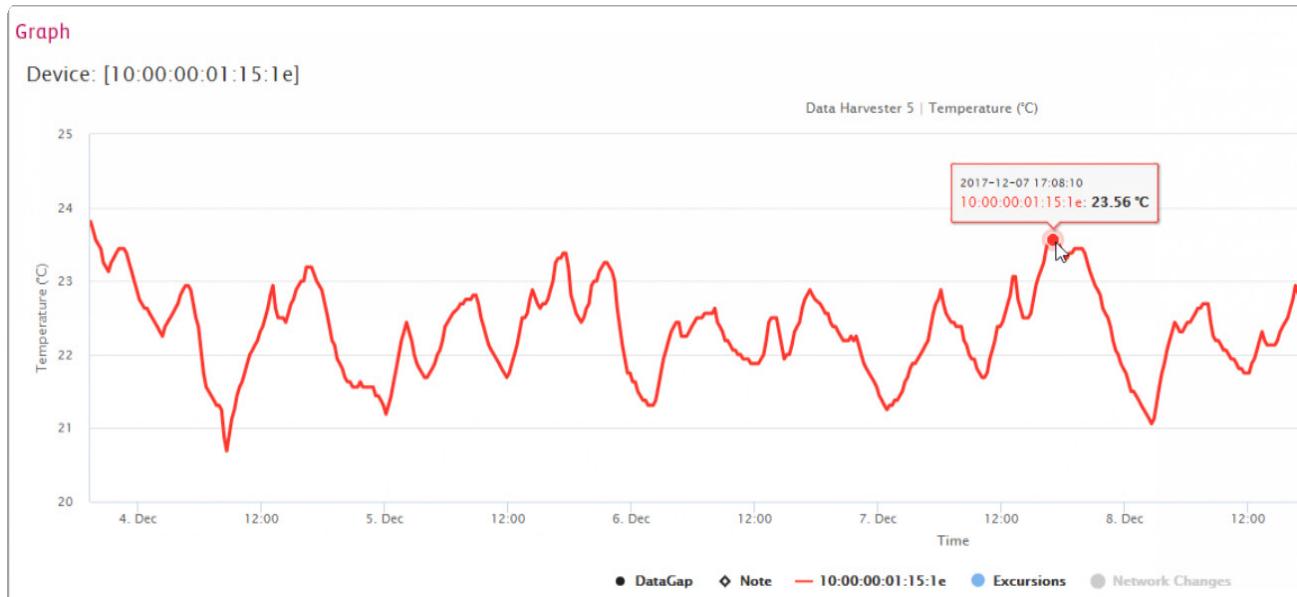
Graph PDF



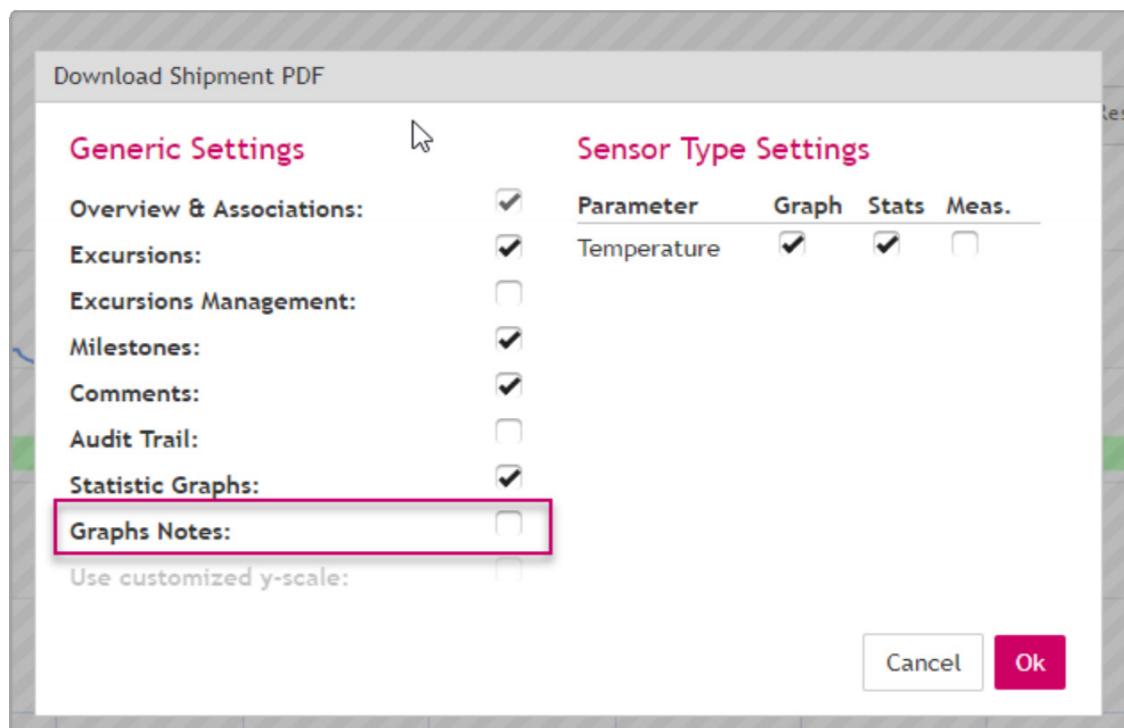
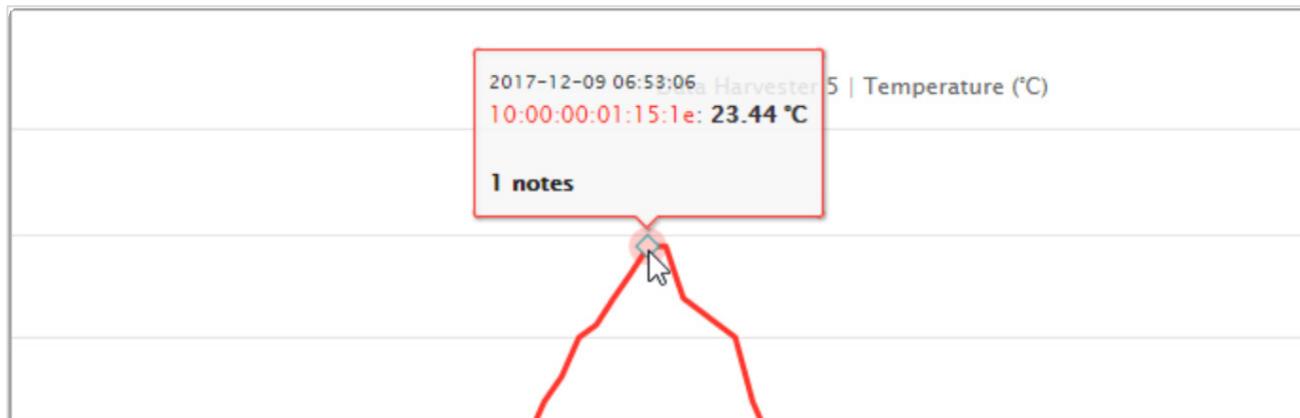


Graph note

Click the graph to open a pop-up window:

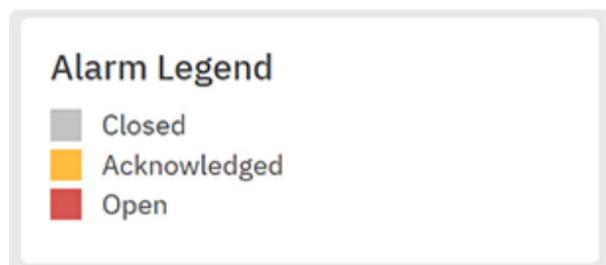


A blue rhomb on the graph marks the note; click it to open the notes window.



You can choose to export **Graph Notes** in the PDF report.

Excursion Legend



For more information about excursions, please refer to the [Excursions](#) section in this manual.

Relevant Time

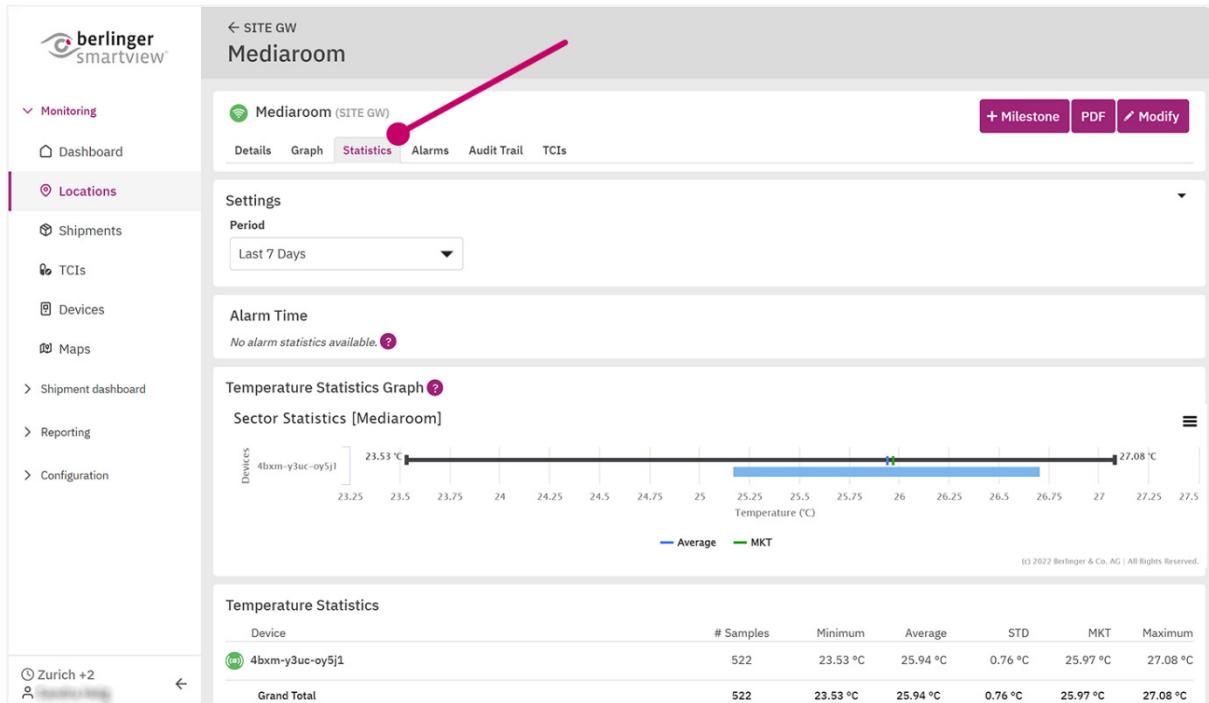
You may adjust (without deleting or altering) the relevant time associated with your shipment to ensure that only pertinent information appears in the graph.

For example, if your shipment has reached its destination and the data logger was removed from the product and taken into an office, but the device was not stopped immediately, you can update the timing accordingly.

If an excursion is no longer relevant to your report, you can adjust Relevant Time to keep only the necessary details. For more information, refer to [Shipment Relevant Time](#) section.

Statistics

Temperature and humidity statistics (with a compatible data logger) are shown as line graphs. Minimum, maximum, average values, and for temperature, MKT, are also provided.



Settings

Settings

Period

Last 7 Days

Last Hour

Last 24 Hours

Last 7 Days

Last 30 Days

Last 3 Months

Last 6 Months

Last Year

Custom Period

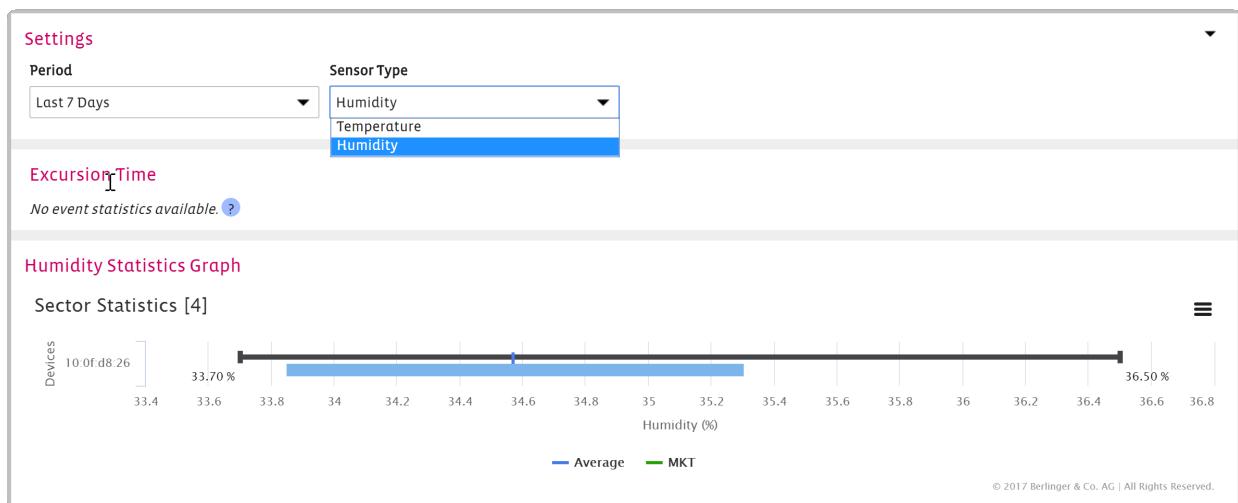
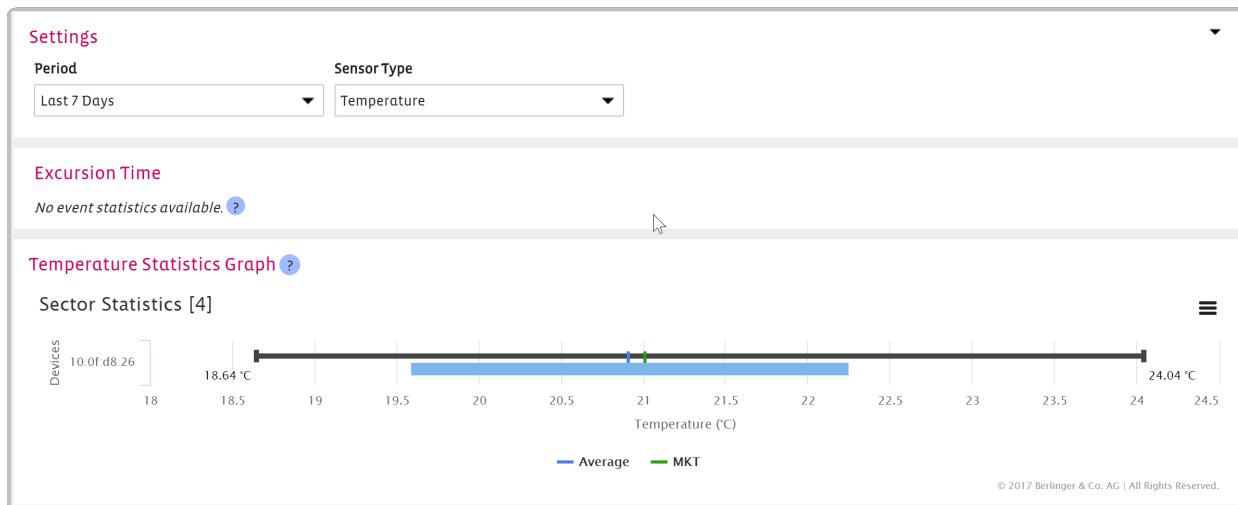
Excuse Time

	Association Duration	Time (%) In Range	Time (%) Out of Range	Time (%) Temperature < 2.00 °C (35.60 °F)	Time (%) Temperature > 8.00 °C (46.40 °F)
10:00:00-01:15:1e	168h:00m	00h:15m (0%)	167h:44m (100%)	00h:00m (0%)	167h:44m (100%)
Sum of Measurements	168h:00m	00h:15m (0%)	167h:44m (100%)	00h:00m (0%)	167h:44m (100%)

Sector Statistics Temperature/Humidity

The diagram provides an overview of the information based on:

- The lowest recorded value (left whisker)
- The highest record value (right whisker)
- The MKT (Mean kinetic temperature) (green mark)
- The STD (Standard deviation) (Colored bar below the line)
- The Average (blue mark)

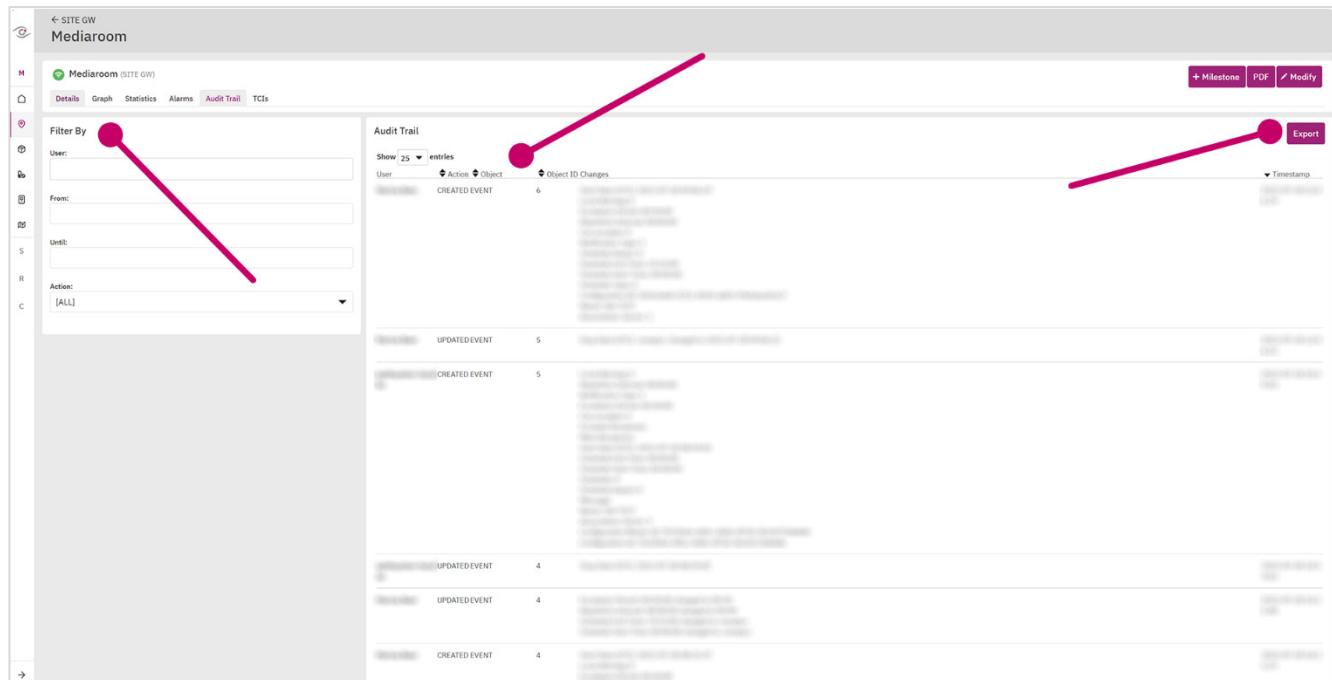


Temperature Statistics

Temperature Statistics							
Device	# Samples	Minimum	Average	STD	MKT	Maximum	
4bxm-y3uc-oy5j1	523	23.53 °C	25.93 °C	0.76 °C	25.97 °C	27.08 °C	
Grand Total	523	23.53 °C	25.93 °C	0.76 °C	25.97 °C	27.08 °C	

Audit Trail

Audit trails are available with filtering options on the left and an export feature on the right. The information displayed includes User, Action, Object, Object ID, Changes, and Timestamp.



The screenshot shows the SmartView Audit Trail interface for a device named 'Mediaroom'. The interface is divided into several sections:

- Left Panel (Filter By):** Includes fields for 'User', 'From', 'Until', and 'Action' (with a dropdown for 'ALL').
- Top Navigation:** Buttons for 'Details', 'Graph', 'Statistics', 'Alarms', 'Audit Trail' (which is highlighted in pink), and 'TCIs'.
- Header:** Buttons for '+ Milestone', 'PDF', 'Modify', and 'Export'.
- Audit Trail Table:** A table showing audit entries. The columns are 'User', 'Action', 'Object', 'Object ID', 'Changes', and 'Timestamp'. The table shows several entries, with the first few rows highlighted in pink.
- Bottom Buttons:** Buttons for 'Show 25 entries' and 'Timestamp'.

Dashboard

The Dashboard area is divided into 4 areas:

- Locations
- Active Sector Alarms
- Shipment
- Active Shipment Alarms

The dashboard is divided into four main sections:

- Locations:** Shows a table with columns for Name and Sector. It displays 14 locations, all of which are inactive (No locations found). A link to "View all 14 Locations" is at the bottom.
- Active Sector Alarms:** Shows a table with columns for Sector and Rule. It displays 0 active alarms. A link to "View all alarms" is at the bottom.
- Shipments:** Shows a table with columns for Name and Shipment. It displays 9 active shipments, all of which are inactive (No active alarms found). A link to "View all 9 active Shipments" is at the bottom.
- Active Shipment Alarms:** Shows a table with columns for Shipment and Rule. It displays 0 active alarms. A link to "View all alarms" is at the bottom.

Locations

All locations within this area that receive data through a live monitoring device are listed and accessible. To view all active locations, select **Locations** located at the bottom right corner of the tile.

Locations

Name

No locations found

[View all 11 Locations .](#)

Active Sector Alarms

This section displays a list of all ongoing alarms within each sector, representing violations that remain active. To access the complete list of current sector alarms, select **View all alarms** located at the bottom right corner of the tile.

Active Sector Alarms

Sector	Rule
 Example excursion (Examp..ion)	(device) > 8.00 °C for 00:20:00  

[1 Alarm\(s\) to be Acknowledged and 0 to be Closed.](#) | [View all alarms](#)

Shipment

All active shipments are shown here. To view them, click **Shipments** at the bottom right of the tile.

Shipments

Name	
From A to B	≡
From A to C	≡

[View all 2 active Shipments.](#)

Active Shipment Alarms

This section displays a list of all ongoing alarms related to shipments, such as active violations. Users can access all current shipment alarms by selecting **View all alarms** located at the bottom right of the tile.

Active Shipment Alarms

Shipment	Rule
<i>No active alarms found</i>	

0 Alarm(s) to be Acknowledged and **0** to be Closed. | [View all alarms](#)

Locations

The locations screen provides an overview of all the locations created in the system and indicates their network status (offline or online).

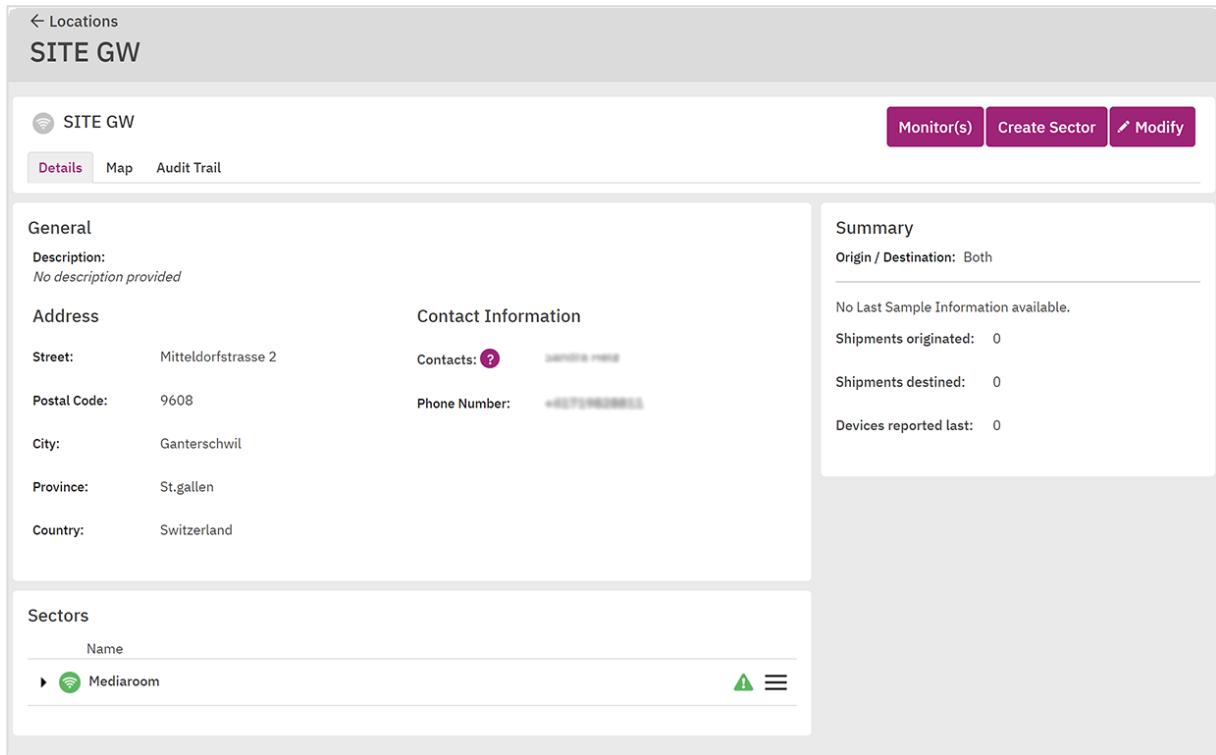
A **Location** can be:

- An origin location for Shipments.
- A destination location for Shipments.
- A location with a monitoring network containing a Sector.

Name	No. Sectors	No. Origins	No. Destinations	No. of last reported devices
SITE GW	1	0	0	0

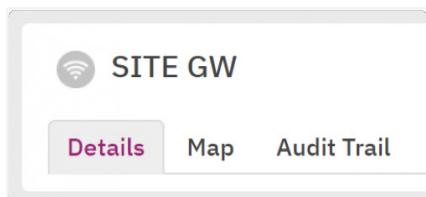
By clicking on the location name, you will be redirected to the overview tab of that particular location. In this tab, you will find the following information:

- **Address:** address information that has been pre-defined for the location.
- **Sector Overview:** this sector overview provides a list of all the sectors within the location. The status is shown for each sector, including the value and timestamp of the most recent measurement.
- **Summary:** this section on the right side of the screen displays the last measurement of a sensor from this location. It also shows information about the number of shipments originated/destined to this location and the number of sensors reported from the location.



The screenshot shows the 'Details' tab of the SITE GW page in SmartView. At the top, there are buttons for 'Monitor(s)', 'Create Sector', and 'Modify'. Below the header, there are tabs for 'Details', 'Map', and 'Audit Trail'. The 'Details' tab is selected. The page is divided into sections: 'General' (Address: Mitteldorfstrasse 2, 9608 Ganterschwil, St.gallen, Switzerland), 'Contact Information' (Contacts: 1, Phone Number: +41719628811), and 'Summary' (Origin / Destination: Both, No Last Sample Information available, Shipments originated: 0, Shipments destined: 0, Devices reported last: 0). The 'Sectors' section shows a single sector named 'Mediaroom' with a green icon. There are also 'Details', 'Map', and 'Audit Trail' tabs for the Sectors section.

This page also provides a number of tabs:



The screenshot shows the 'Details' tab of the SITE GW page. The top bar includes a 'Monitor(s)', 'Create Sector', and 'Modify' button, and tabs for 'Details', 'Map', and 'Audit Trail'. The 'Details' tab is selected. The page content is minimal, showing the SITE GW icon and the word 'SITE GW'.

Details Tab

This tab contains a general overview of the location:

← Locations

SITE GW

SITE GW

Monitor(s) Create Sector Modify

Details Map Audit Trail

General	Summary
Description: No description provided	Origin / Destination: Both
Address	No Last Sample Information available.
Street: Mitteldorfstrasse 2	Shipments originated: 0
Postal Code: 9608	Shipments destined: 0
City: Ganterschwil	Devices reported last: 0
Province: St.gallen	
Country: Switzerland	

Contact Information

Contacts: [? Mediaraum](#)

Phone Number: +41719400000

Sectors

Name
▶ Mediaraum

Map Tab

This tab contains a map where the location is visible:

← Locations

SITE GW

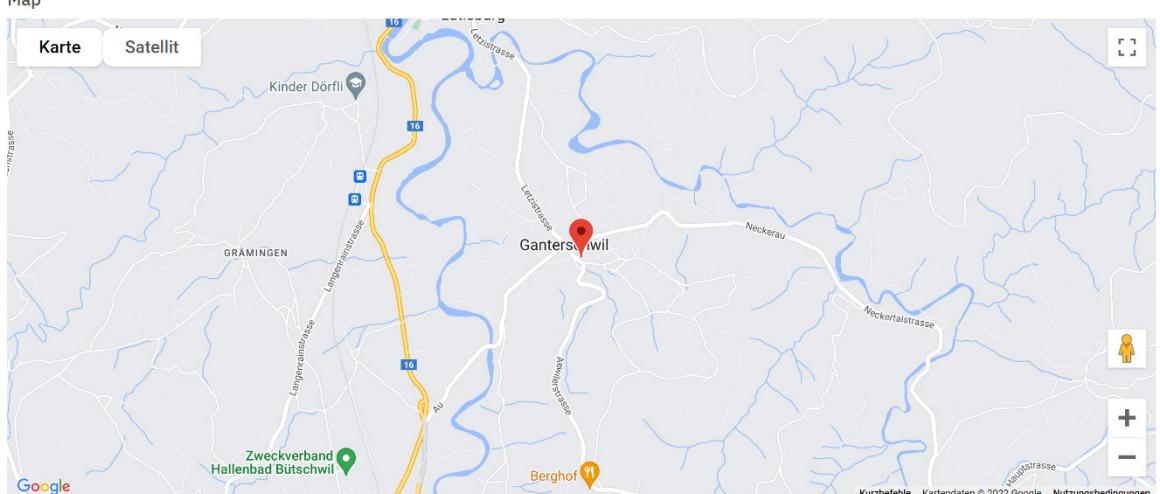
SITE GW

Monitor(s) Create Sector Modify

Details Map Audit Trail

Map

Karte Satellit



For further information about locations, refer to the following sections:

- [Audit Trail](#)
- [Icons](#)

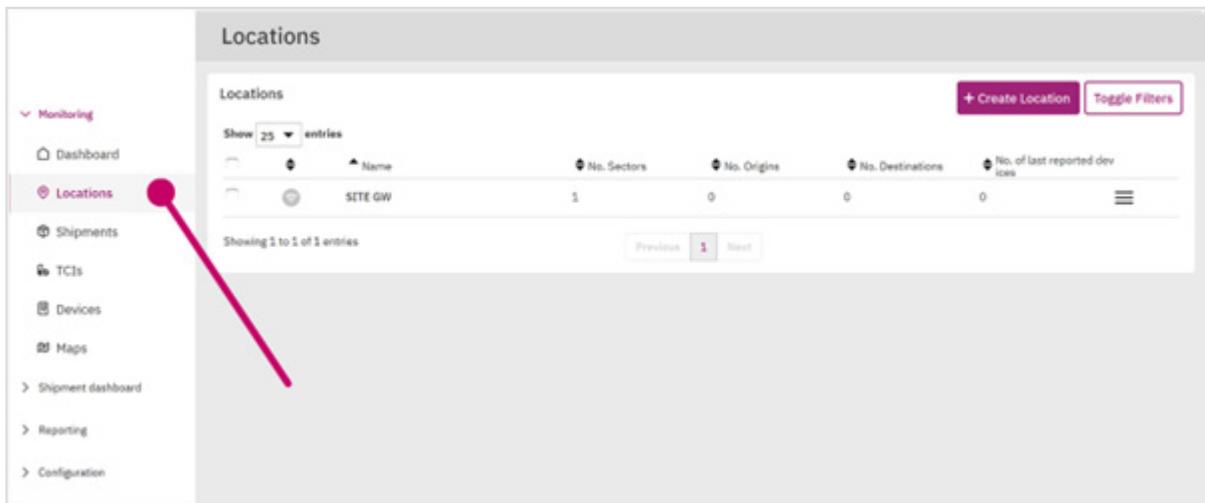
Managing Locations

Step	SmartView Function	Actions	Result
1	Locations	Select	List with all related information about locations.
2	New Location	+Create Location	Name and content for a new location: General Address Contact Details Shipment Settings
3	New Sector	Select: Name of location	
4		Create Sector	Function to set up a new sector: • Name • Description • Data source as "Device data" or "Manual data" and define the start date.
5		Save	

Create Location

To create a location, complete the following steps:

1. Click on the **Locations** tab in the main menu. This will display a list of all locations in SmartView.



The screenshot shows the SmartView main menu on the left and a 'Locations' table on the right. The 'Locations' tab is highlighted with a red circle and an arrow pointing to it. The table lists one entry: 'SITE GW' with 1 No. Sectors, 0 No. Origins, 0 No. Destinations, and 0 No. of last reported devices. The table has columns for Name, No. Sectors, No. Origins, No. Destinations, and No. of last reported devices. Buttons for '+ Create Location' and 'Toggle Filters' are at the top right of the table.

2. Click on the **Create Location** button and choose a name for your location.

3. Provide optional details such as address, email, contact, and precise location (longitude and latitude).
4. Select this as the origin or destination.

Please provide the email address of the individual responsible for the location (e.g., Location Manager). If network monitoring is enabled for your site, the system will use this email address to send notifications should the network at the location remain offline for more than one hour.

The screenshot shows the 'Modify Location' interface for a location named 'SITE TS'. The 'General' section on the left includes fields for 'Description', 'Address' (Street, Street Number, Postal Code, City, Province, Country), and an 'Enabled' checkbox. The 'Shipment Settings' section on the right includes 'Contact Details' (Contacts, Phone Number) and checkboxes for 'Use as Origin' and 'Use as Destination'.

If you are using SmartView for shipment monitoring, you will see the **Shipment Settings** section in the modify location screen (as shown in the above image). This section allows you to mark a location for the usage of origin and/or destination.

- If you want a location to be used as origins of shipment, check the box **Use as Origin**.
- If you want a location to be used as destination of shipment, check the box **Use as Destination**.
- To use a location for origins and destinations, check both of the options.

Modify Location

To modify a location, click on the **Modify** button in the right corner.



You can modify the following fields as shown in the screenshot.

General	
Description:	
Address	
Street:	123 Main Street
Street Number:	123
Postal Code:	12345
City:	Anytown, USA
Province:	AnyProv
Country:	United States
Contact Details	
Contacts:	
Phone Number:	
Shipment Settings	
<input checked="" type="checkbox"/> Use as Origin	
<input checked="" type="checkbox"/> Use as Destination	

Enable/Disable Location

If you want to enable or disable a location, use the toggle Enable/Disable on the bottom of the details tab in modify mode.

Choose to modify in the **Locations** tab.



Scroll down to the toggle **Enable/Disable** and change settings.

← Locations

SITE TS

General

Description:

Address

Street:

Street Number:

Postal Code:

City:

Province:

Country:

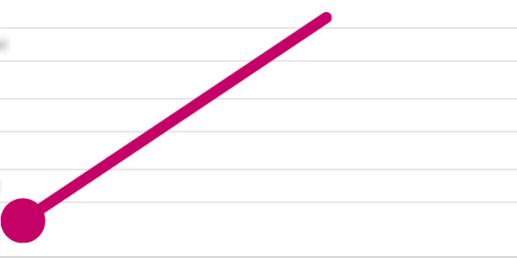
Enabled

Contacts:

Phone Number:

Shipment Settings

Use as Origin
 Use as Destination



Click **Save** to save your settings.

← Locations

SITE TS

General

Description:

Address

Street:

Street Number:

Postal Code:

City:

Province:

Country:

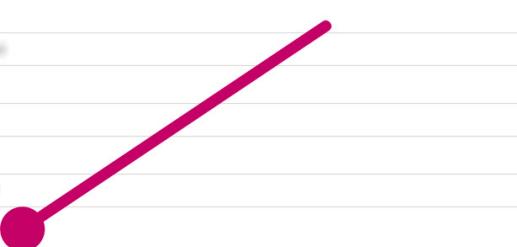
Disabled

Contacts:

Phone Number:

Shipment Settings

Use as Origin
 Use as Destination

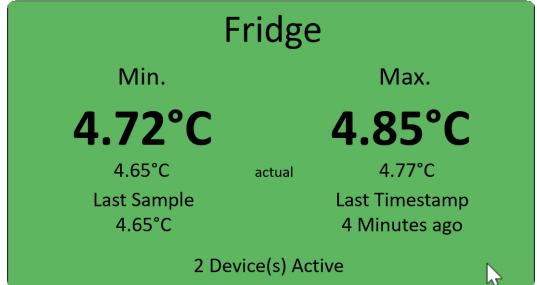
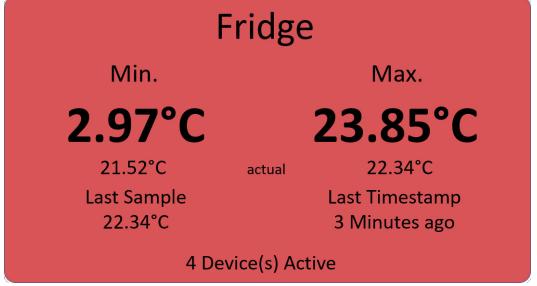
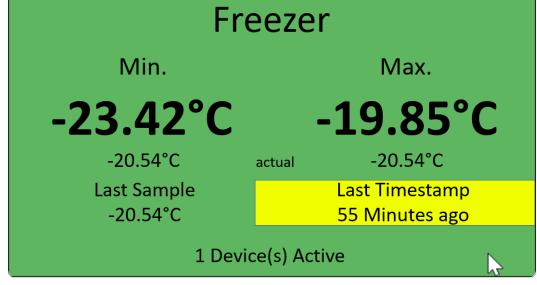
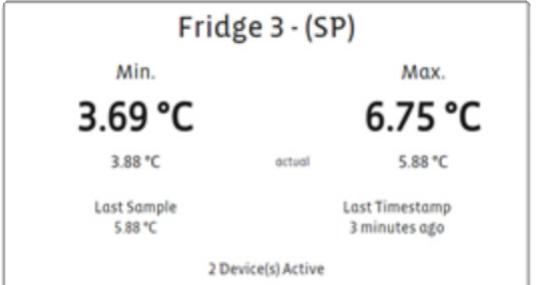


A location cannot be deleted; it can only be disabled.

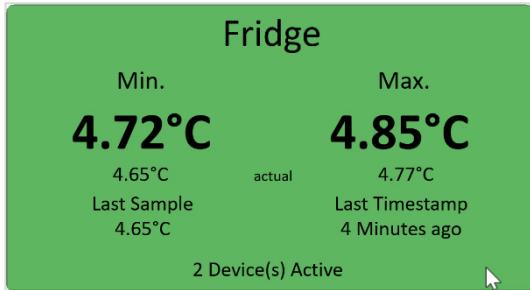
Monitor(s)

Clicking on monitor(s) displays a color-coded overview of all sectors in a location, opening in a separate window for easy monitoring on an external screen.

This page will only contain information if there are active associations.

Color	Status	Display
green	Actual temperature within set limits	 <p>Fridge</p> <p>Min. 4.72°C Max. 4.85°C</p> <p>4.65°C actual 4.77°C</p> <p>Last Sample 4.65°C Last Timestamp 4 Minutes ago</p> <p>2 Device(s) Active</p>
red	Actual temperature outside set limits	 <p>Fridge</p> <p>Min. 2.97°C Max. 23.85°C</p> <p>21.52°C actual 22.34°C</p> <p>Last Sample 22.34°C Last Timestamp 3 Minutes ago</p> <p>4 Device(s) Active</p>
yellow	Sector offline	 <p>Freezer</p> <p>Min. -23.42°C Max. -19.85°C</p> <p>-20.54°C actual -20.54°C</p> <p>Last Sample -20.54°C Last Timestamp 55 Minutes ago</p> <p>1 Device(s) Active</p>
white	No event profile is set for this sector	 <p>Fridge 3 - (SP)</p> <p>Min. 3.69 °C Max. 6.75 °C</p> <p>3.88 °C actual 5.88 °C</p> <p>Last Sample 5.88 °C Last Timestamp 3 minutes ago</p> <p>2 Device(s) Active</p>

Temperature Monitor Description



- The figures of the big letters (in this example 4.72°C and 4.85°C) show the minimum and the maximum measured temperature over the last 24 hours.
- The small figures below(actual) show the minimum (4.65°C) and the maximum (4.77°C) measured temperature of the last timestamp.
- The last sample indication shows the temperature of the most recent device, which is in this example 4.65°C.

Network Offline Notifications

Network Offline Notifications

The customer (site contact) will receive a notification in any case if the network is offline for more than 60 minutes.

If the notification is enabled by default, it cannot be modified. For changes to network notifications, please contact Sensitech Support Services at Sensitech.support@carrier.com.

Location Notifications

If a location sector goes offline, the contact person will receive an email notification.

← Locations
SITE TS

SITE TS

Details Map Audit Trail

Monitoring

Locations

Shipments

TCIs

Devices

Maps

Shipment dashboard

Reporting

Configuration

Zurich +2

Contact Information

Address

Street: n/a

Postal Code: n/a

City: n/a

Province: n/a

Country: n/a

Phone Number: n/a

Contacts: 1

Sectors

Name

Warehouse

Summary

Origin / Destination: Both

No Last Sample Information available.

Shipments originated: 0

Shipments destined: 0

Devices reported last: 0

You can modify users (add and remove) on the right by pressing the button modify:

← Locations
SITE TS

SITE TS

Details Map Audit Trail

Monitoring

Locations

Shipments

TCIs

Devices

Maps

Shipment dashboard

Reporting

Configuration

Zurich +2

Contact Information

Address

Street: n/a

Postal Code: n/a

City: n/a

Province: n/a

Country: n/a

Phone Number: n/a

Contacts: 1

Sectors

Name

Warehouse

Summary

Origin / Destination: Both

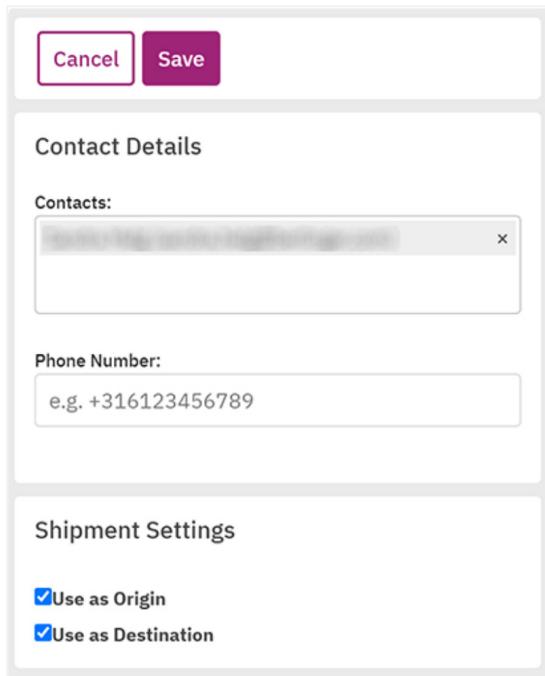
No Last Sample Information available.

Shipments originated: 0

Shipments destined: 0

Devices reported last: 0

Add or remove users from the notification list:



The image shows a screenshot of the SmartView application interface. At the top, there are two buttons: 'Cancel' (white background with black text) and 'Save' (purple background with white text). Below these are two sections: 'Contact Details' and 'Shipment Settings'. The 'Contact Details' section contains a 'Contacts:' field with a dropdown menu and an 'x' button, and a 'Phone Number:' field with a placeholder 'e.g. +316123456789'. The 'Shipment Settings' section contains two checked checkboxes: 'Use as Origin' and 'Use as Destination'.

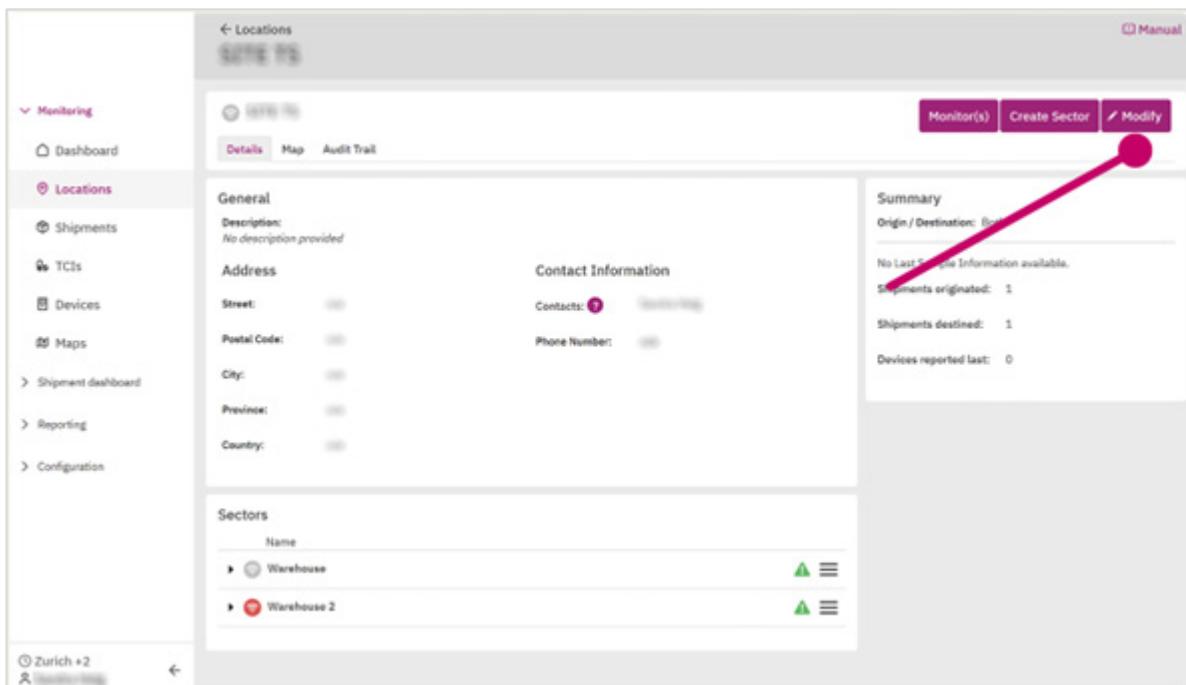
Location Geofence

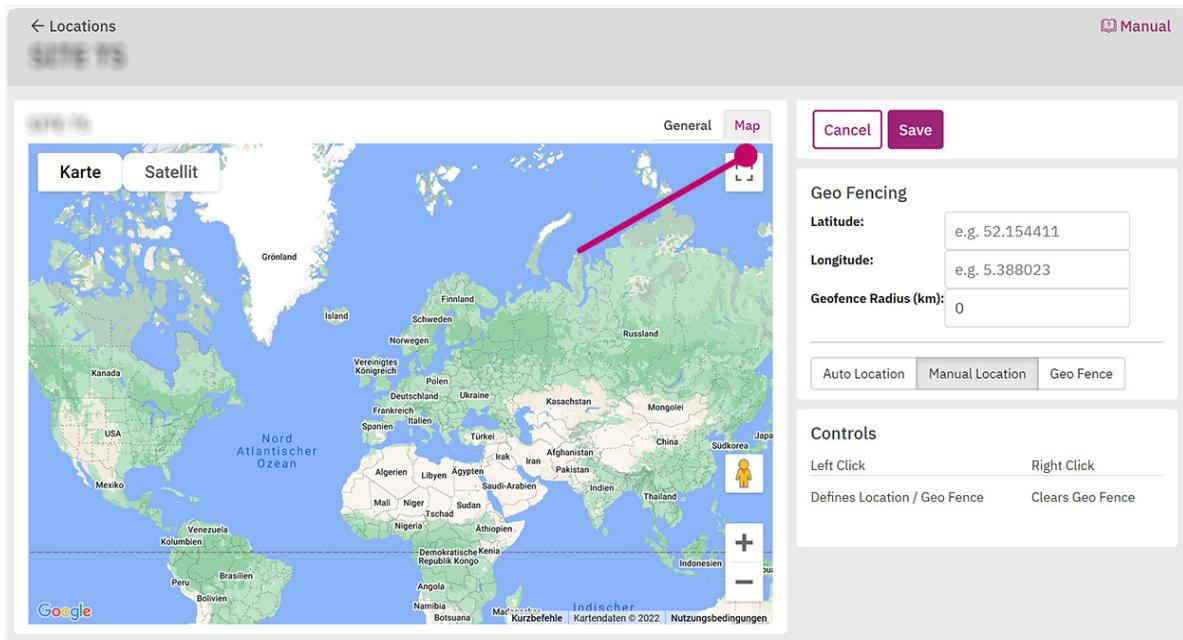
You can set a geofence for a location to receive email notifications when a GPS-enabled sensor (such as Sendum) detects a shipment entering or leaving the area. This feature keeps you informed about shipment arrivals and departures.

As accuracy may vary it is recommended not to set the perimeter to strict.

To define the geofence for a location complete the following steps:

1. In the location menu item and click on the **Modify** button and then click on the **Map** tab.

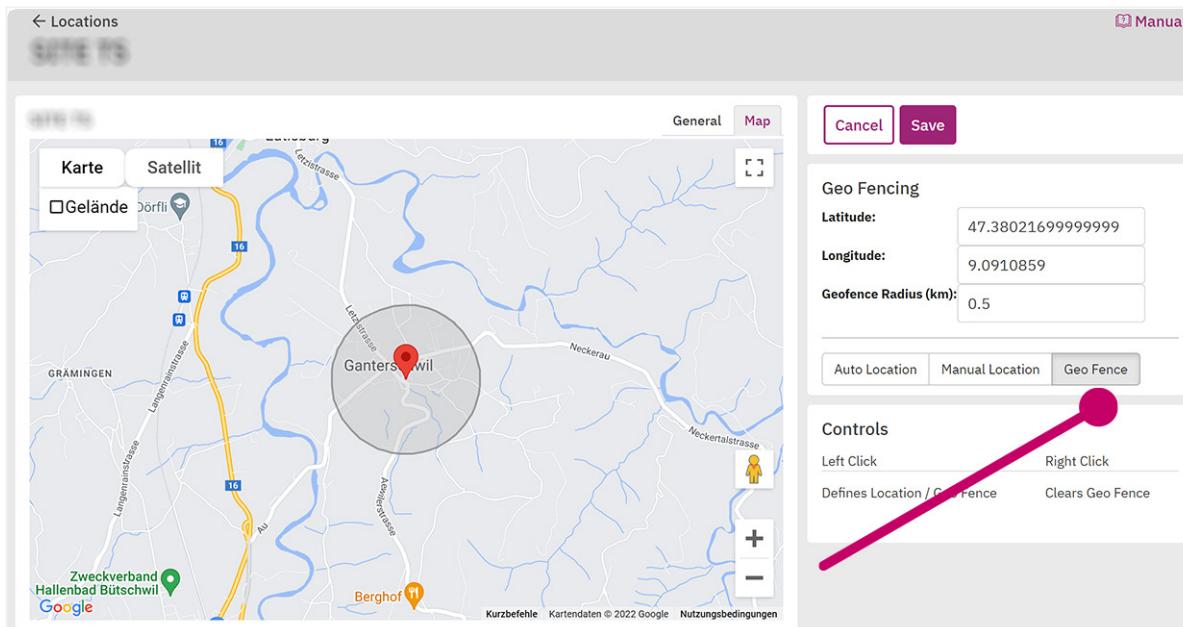




If you have defined your address already under the tab 'General', the latitude and longitude will be filled out by clicking the **Auto Location** button.

2. Click the **Geo Fence** button to display a map with an interactive location icon.
3. Define a circular geofence by left-clicking on the map.

The circle and its radius will appear around your chosen location and be listed in the radius field.



You can use the right-click of the mouse to undefine the selected geofence and redefine the geofence.

4. Click on the **Save** button to save the changes.

Sectors

A sector is a monitored area, e.g. containers, refrigerators, warehouses, work facilities.

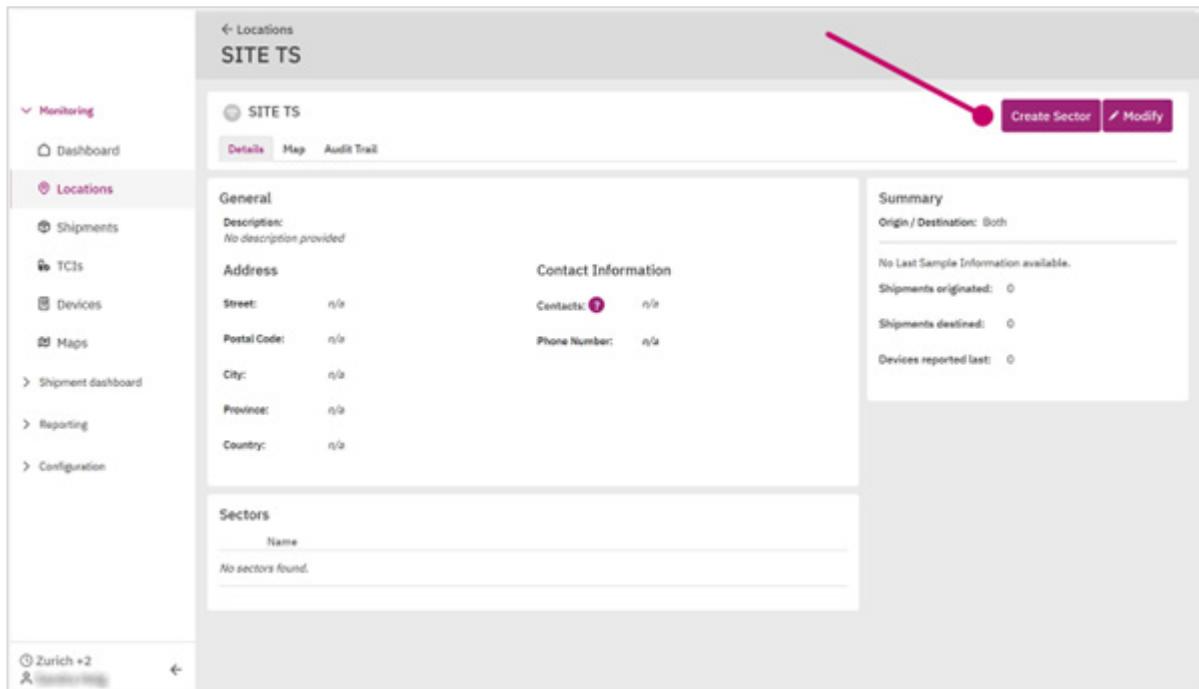
Step	SmartView Function	Actions	Result
1	New Sector	Select: Name of location	
2		Create Sector	Function to set up a new sector: Name Description Data source as "Device data" or "Manual data" and define the start date.
3		Save	

Create a Sector

For a step-by-step guide to how to set up a new sector please follow the use case.

To create a sector, complete the following steps:

1. Click on the **Create Sector** button in the Location:



The screenshot shows the SmartView Location page for 'SITE TS'. The left sidebar has 'Monitoring' and 'Locations' selected. The main content area shows 'General' details for 'SITE TS' with a 'Description' of 'No description provided'. Below this are 'Address' and 'Contact Information' fields. On the right, there's a 'Summary' section with statistics: 'No Last Sample Information available.', 'Shipments originated: 0', 'Shipments destined: 0', and 'Devices reported last: 0'. At the bottom, there's a 'Sectors' section with a table showing 'Name' and 'No sectors found.' A red arrow points to the 'Create Sector' button in the top right corner of the main content area.

2. Select a name and description for your sector, then specify whether it will be used with a device or manually entered data.

3. After making your selections, confirm by pressing **OK**.

Note that setting the sector to Manual data cannot be undone.

Modify Storage Conditions

From the **Site Settings/Storage Conditions**, select a storage condition for your sector:

← SITE TS
Warehouse

General Associations Alarm profiles Milestones

Warehouse

Description:

Enabled

Device data

Sector Offline Monitoring Off

Storage Condition

[Select a Storage Condition...]

[Select a Storage Condition...]

Ambient (15.00 °C - 30.00 °C)
Cold (2.00 °C - 8.00 °C)
Cool (8.00 °C - 15.00 °C)
Freezer (-25.00 °C -- -10.00 °C)

Cancel Save Save and Next

Add a Device Association to a Sector

To add a device association to a section, complete the following steps:

1. Click on the **Associations** tab – then click on the **Create Association** button.

← SITE TS
Warehouse

Warehouse

General **Associations** Alarm profiles Milestones

Serial No.

Started Stopped

No associations created.

Create Association

Cancel Create Association

Serial No.

Device Type

Association Details

Start Date

Stop Date

Save

2. In the **Serial No./Name** field, enter device for the sector.

Devices

Serial No./Name: Type: State: Association: Created Date:

[Select a Type...]
Enabled
Free

Filter

Show 25 entries

	Serial No.	Name	Last Location	Timestamp
<input type="checkbox"/>		Example Device 1	n/a	n/a
<input type="checkbox"/>		Example Device 2	n/a	n/a

Showing 1 to 2 of 2 entries (filtered from 7 total entries)

Previous 1 Next

Close

3. Select or modify the start date and click on **Save**.

The save button might be off screen and requires to scroll down, depending on the resolution of the user.

If the devices was started prior to the association, a start date for the association has to be set accordingly.

4. Repeat this process for as many devices as you would like to add to your sector.

Add an Alarm Profile to Sector

Before adding an alarm profile to the sector, make sure you have created a profile with appropriate alarm rules.

To add an alarm profile to a sector, complete the following steps:

- From the modify screen of the sector, click **Modify**.

← Locations
SITE TS

SITE TS

Details Map Audit Trail

Monitor(s) **Create Sector** **Modify**

General
Description: No description provided

Address
Street: n/a
Postal Code: n/a
City: n/a
Province: n/a
Country: n/a

Contact Information
Contacts: n/a
Phone Number: n/a

Summary
Origin / Destination: Both
No Last Sample Information available.
Shipments originated: 0
Shipments destined: 0
Devices reported last: 0

Sectors
Name: Warehouse
Last Timestamp: n/a
Min. Temperature: n/a
Max. Temperature: n/a

- On the Modify screen, click the **Alarm profiles** tab:

← SITE TS
Warehouse

Warehouse

General Associations **Alarm profiles** Milestones

Cancel **Save**

Monitoring Disabled

- Click on the **Monitoring Disabled/Enabled** button to enable alarm monitoring and **select an AlarmProfile** from the dropdown list:

← SITE TS
Warehouse

Warehouse

General Associations **Alarm profiles** Milestones

Cancel **Save**

[Select an Alarm Profile...]

[Select an Alarm Profile...]

Modify Sector Warehouse

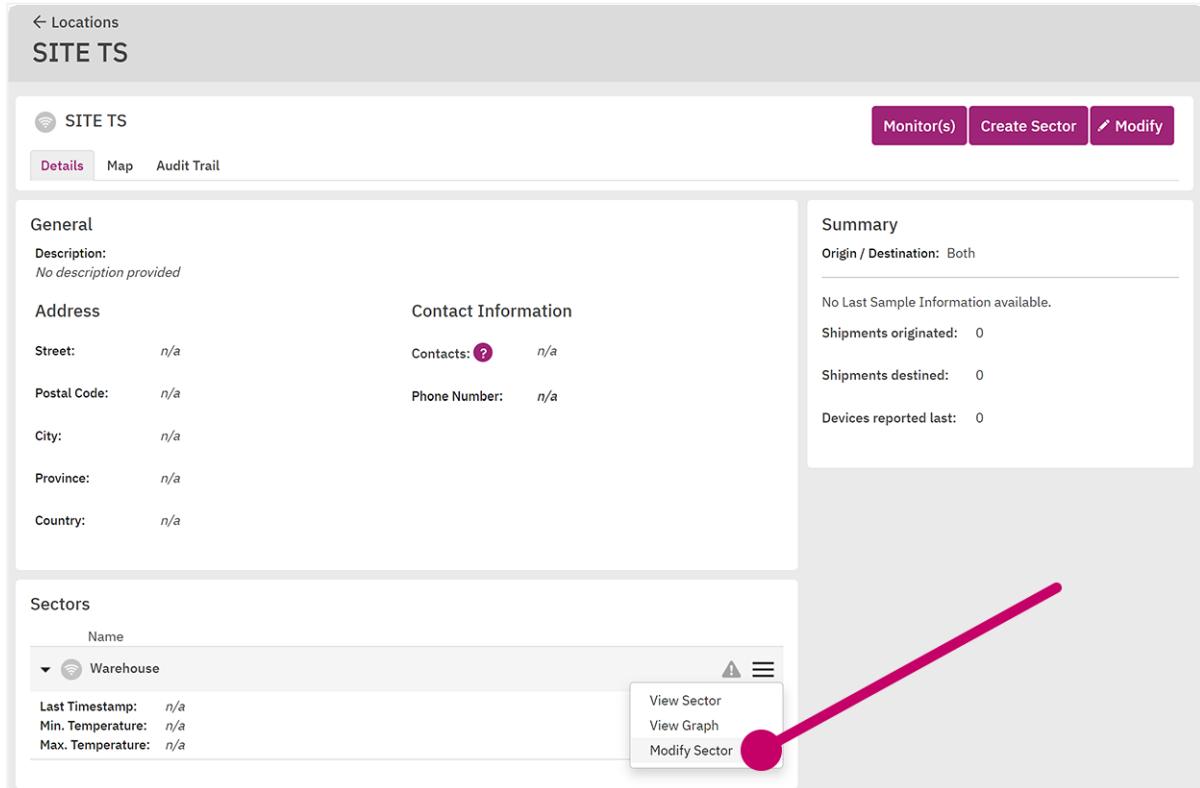
Monitoring Enabled

- Click **Save** to save your changes.

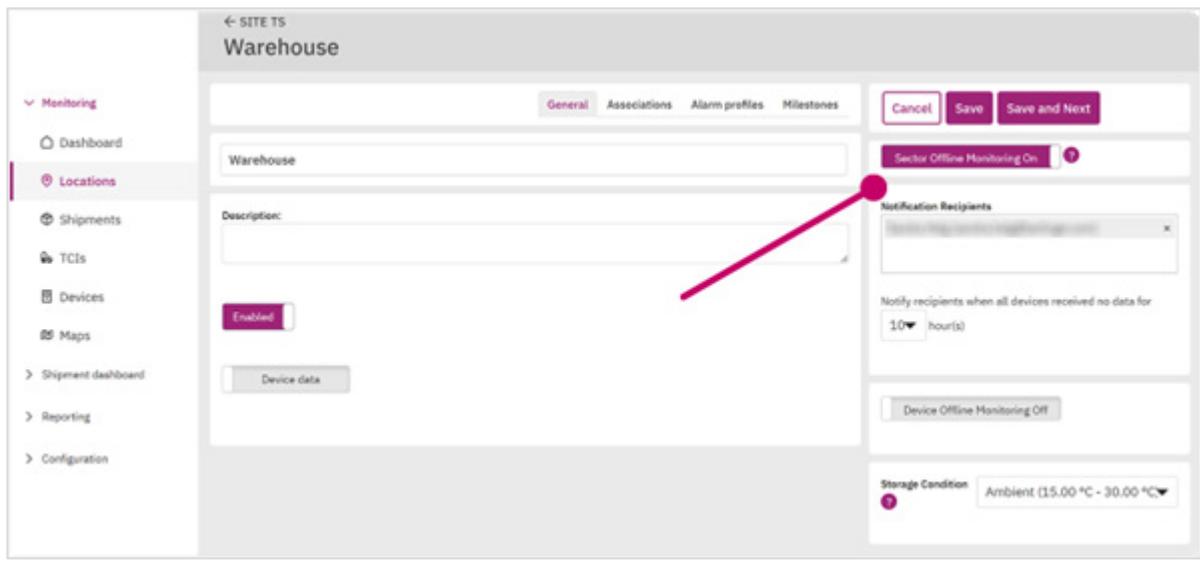
Clicking on “Monitoring Enabled” when it’s already activated will remove the currently set up profile from the sector.

Sector Notifications

When sector offline monitoring is enabled SmartView will send email notifications to SmartView users. This functionality can be configured for each sector, including time interval and recipients. Press **Modify Sector** and then press **Sector Offline Monitoring ON/OFF**.



The screenshot shows the SmartView interface for a location named 'SITE TS'. The 'Details' tab is selected. On the left, there's a 'Sectors' section with a 'Warehouse' entry. A context menu is open over the 'Warehouse' entry, with the 'Modify Sector' option highlighted by a red circle and a red arrow pointing to it. The menu also includes 'View Sector' and 'View Graph'.

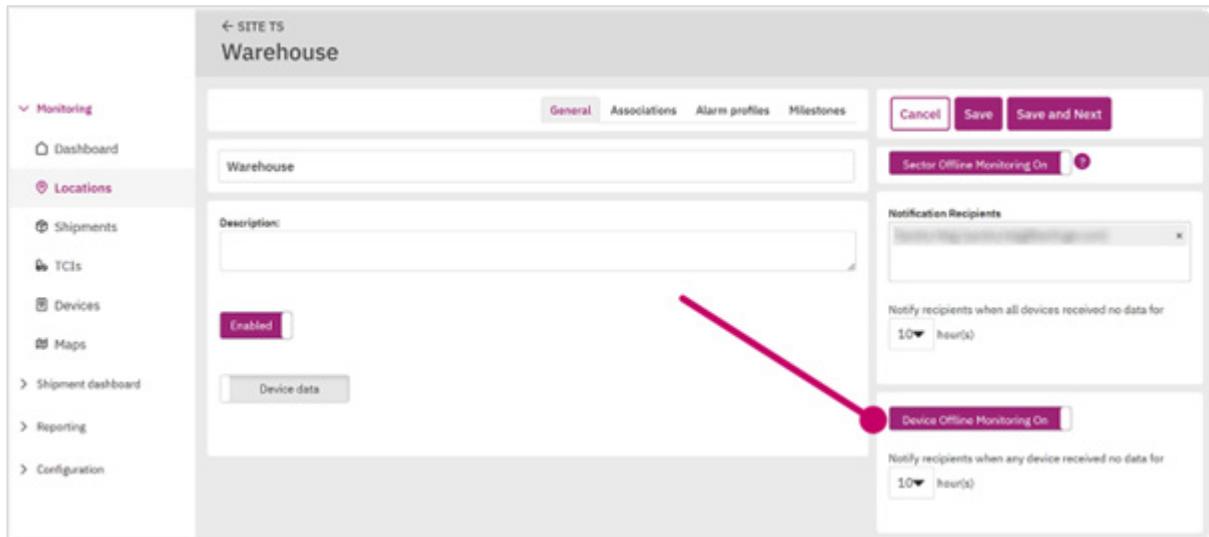


The screenshot shows the 'Warehouse' sector configuration page. The 'General' tab is selected. Key configuration options include 'Sector Offline Monitoring On' (which is turned on, indicated by a red circle and a red arrow), 'Notification Recipients' (a list of recipients), and a 'Notify recipients when all devices received no data for 10 hour(s)' setting. Other tabs include 'Associations', 'Alarm profiles', and 'Milestones'. The left sidebar shows a navigation menu with 'Locations' selected.

Users have to set up these notifications for their sectors to benefit from this functionality.

Device Notifications

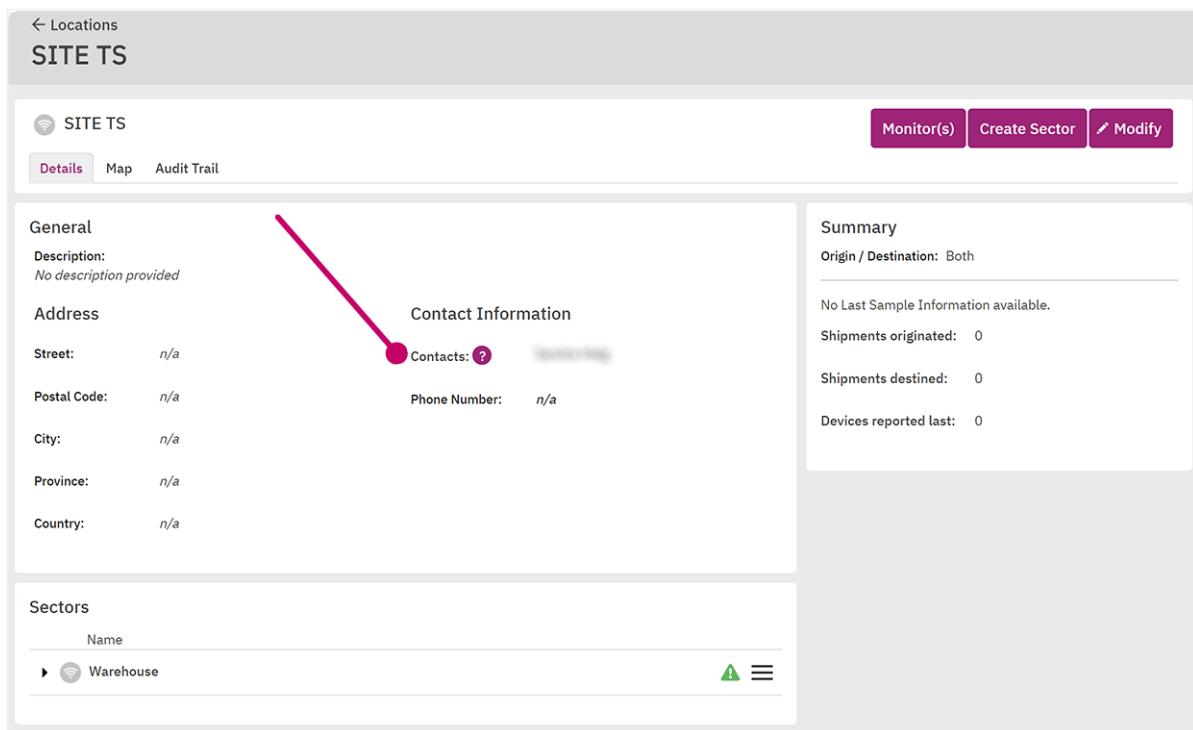
When no device measurements are received from the sector for the user-defined period. This functionality can be configured for each sector, including time interval and recipients.



The notification for devices can be set **ON** or **OFF**.

If it is **ON**, the notification will be sent to the user-defined above within the notification recipients.

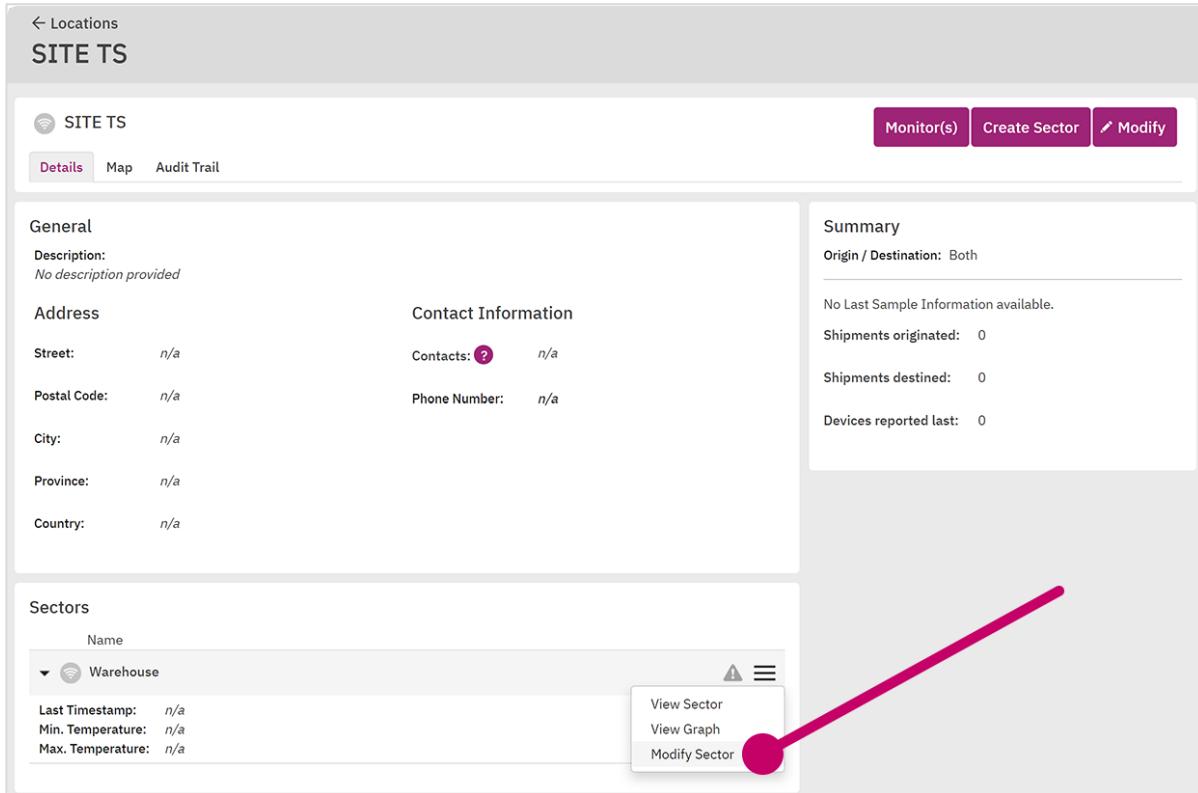
Location User question mark: This user(s) will be used for the location offline/ online notifications.



Enable/Disable a Sector

To disable a sector, complete the following steps:

1. On the bottom of the **General** tab, toggle **Enabled/Disabled** and then select **Modify Sector**:



SITE TS

General
Description: No description provided

Address
Street: n/a
Postal Code: n/a
City: n/a
Province: n/a
Country: n/a

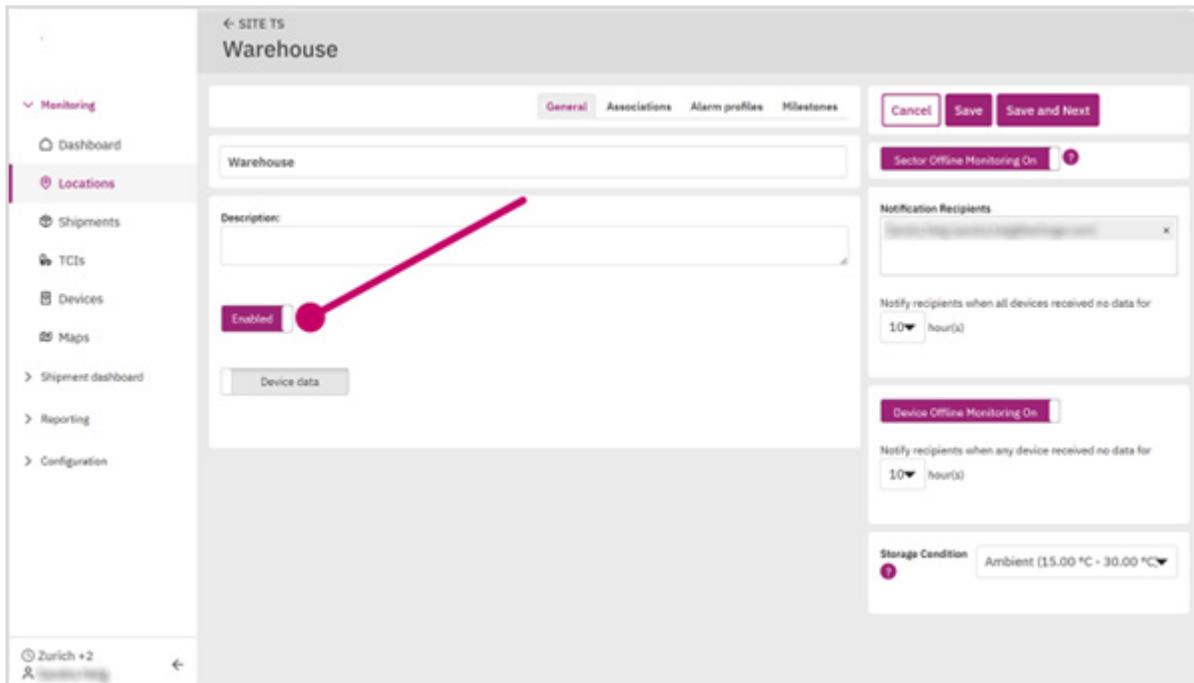
Contact Information
Contacts: n/a
Phone Number: n/a

Summary
Origin / Destination: Both
No Last Sample Information available.
Shipments originated: 0
Shipments destined: 0
Devices reported last: 0

Sectors
Name: Warehouse
Last Timestamp: n/a
Min. Temperature: n/a
Max. Temperature: n/a

A context menu is open over the 'Warehouse' sector entry, showing options: View Sector, View Graph, and Modify Sector. The 'Modify Sector' option is highlighted with a red circle.

2. Scroll down to the toggle **Enable/Disable** and change settings.



Warehouse

General **Associations** **Alarm profiles** **Milestones**

Warehouse

Description:

Enabled

Device data

Cancel **Save** **Save and Next**

Sector Offline Monitoring On

Notification Recipients:

Notify recipients when all devices received no data for 10 hour(s)

Device Offline Monitoring On

Notify recipients when any device received no data for 10 hour(s)

Storage Condition Ambient (15.00 °C - 30.00 °C)

3. Click **Save** to save your settings.

A Sector cannot be deleted, but it can be only disabled

Sector Details Page

Click on a location and select a location sector:

Overview

The overview of the Sector Details page contains the following tabs:

Details, Graph, Statistics, Alarms, Audit Trail, Measurements (Measurements will only be visible if the sector is set up for manual data)

On the right-hand side following buttons are available:



Details

General Section includes the following:

- **Description:** This is a description of the sector that can be manually entered by the user.
- **Sector offline monitoring:** Provides a general overview of the set sector offline monitoring rules
- **Device offline monitoring:** Provides a general overview over the set device offline monitoring rules
- **Notification recipients:** Provides a list of the set recipients for the sector and device offline notifications.

- **Power status:** Provide the power status of the sector if applicable
- **Data source:** Provide information if the sector contains manual data or device data.

Associations

This area will provide an overview of all past and present associations in the sector. With a click on the triangle on the top right the window can be expanded and further information displayed.

Associations

Started on: 2022-07-28 10:24:54

Stopped at: n/a

● 4bxm-y3uc-oy5j1 (SmartPoint)

Association Details: No association details provided.

Started on: 2022-07-28 10:24:54

Stopped at: n/a

Duration: 11 days 03:09:58

Last Message: 2022-08-08 13:30:38

Temperature

Battery percentage

Sector Summary

This section presents an overview of the sector, including the extreme values from the most recent samples and information about the device that most recently communicated.

Sector Summary

Sensor	Min	Max
Temperature	24.90 °C	24.90 °C

Last Sample

From: 4bxm-y3uc-oy5j1

On: 2022-08-08 13:30:38

At:

Alarm Settings

This section provides information on which event profile is currently set for this sector:

Alarm Settings (SITE TEST)

Schedule: Always On

Recipients: No recipients set

Rule	Status
No alarm rules provided.	

Excursions

The excursion tab provides an overview of all excursions that were triggered within the sector. Within the table that can be found here the following information is documented: Sector ID, Type, Name, Event Rule, Root Cause, Action, Start, End, The User state of an alarm.

	ID	Rule	Root Cause	Action	Start	End	User
<input type="checkbox"/>	461	Temperature > 8.00 °C (46.40 °F)	No root cause provided.		2017-12-01 16:38:32	2017-12-01 17:00:29	
<input type="checkbox"/>	459	Temperature > 8.00 °C (46.40 °F)	No root cause provided.		2017-12-01 15:38:32	2017-12-01 16:08:31	
<input type="checkbox"/>	457	Temperature > 8.00 °C (46.40 °F)	No root cause provided.		2017-12-01 15:23:31	2017-12-01 15:38:32	

On the right side behind the tribar button, you can directly:

Toggle Filters

Start Date

2017-12-04 07:46:26

View Excursion

View on Graph

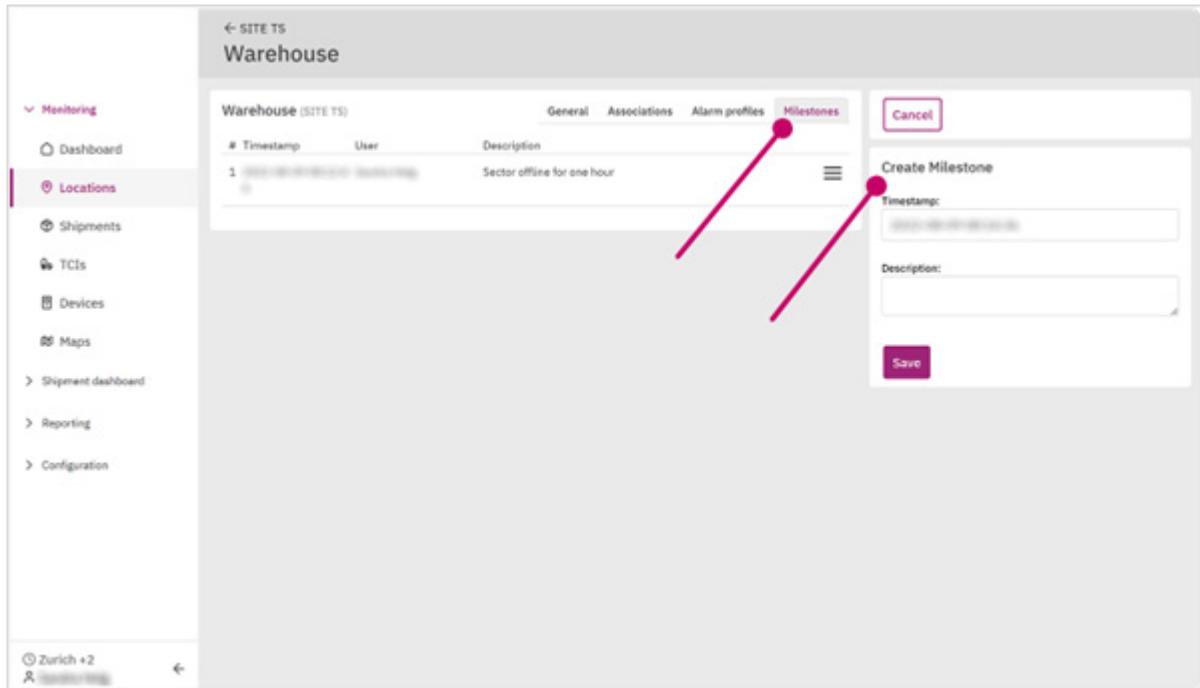
Acknowledge Excursion

Modify Excursion

Milestones

SmartView enables users to record important details associated with a particular sector by providing the option to add milestones. For instance, when documenting an event such as sector downtime, a user may create a milestone titled "Fridge without power for one hour" to capture the occurrence accurately.

Under this tab, you can see all the milestones related to this sector that have already been defined or add new milestones if necessary.



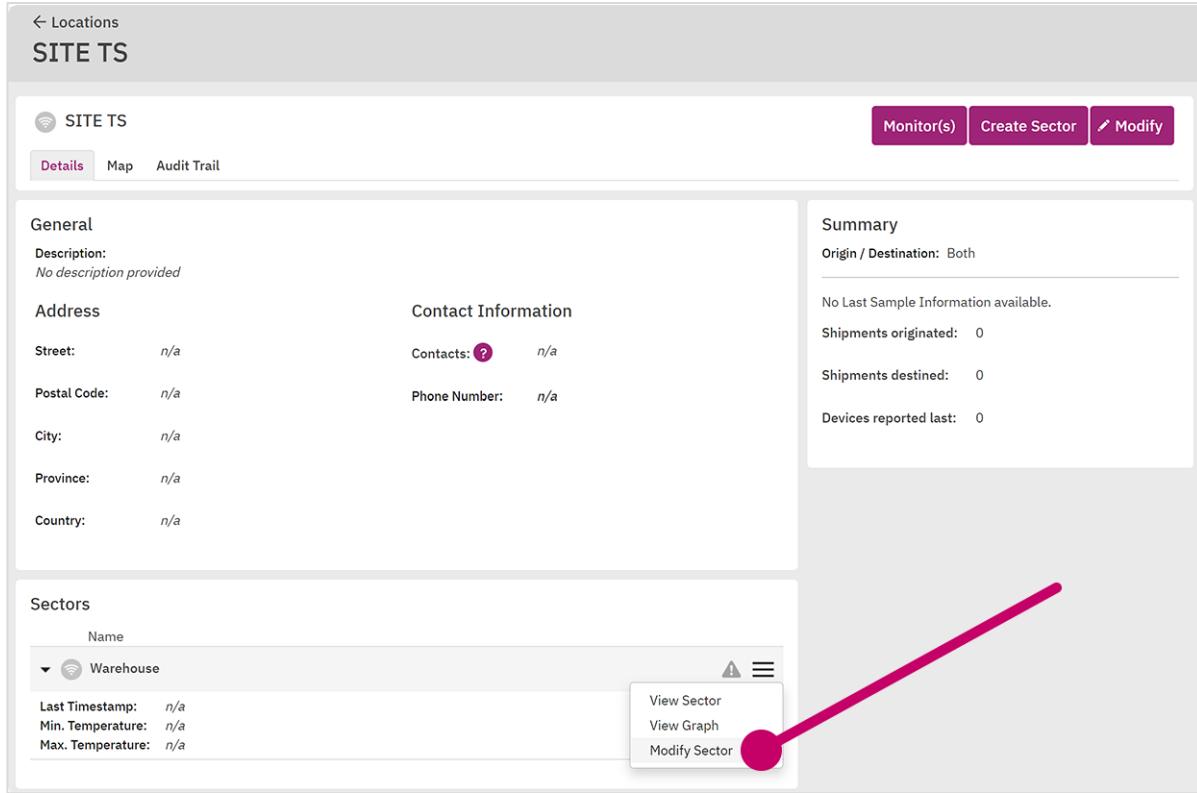
To create a milestone, complete the following steps:

- Select a sector and choose to create a new milestone.
- Select the date and time of the milestone in the date field
- Provide a short description for the milestone and click the **Save** button.

You can visualize your milestones both on the sector graph and on the sector PDF report.

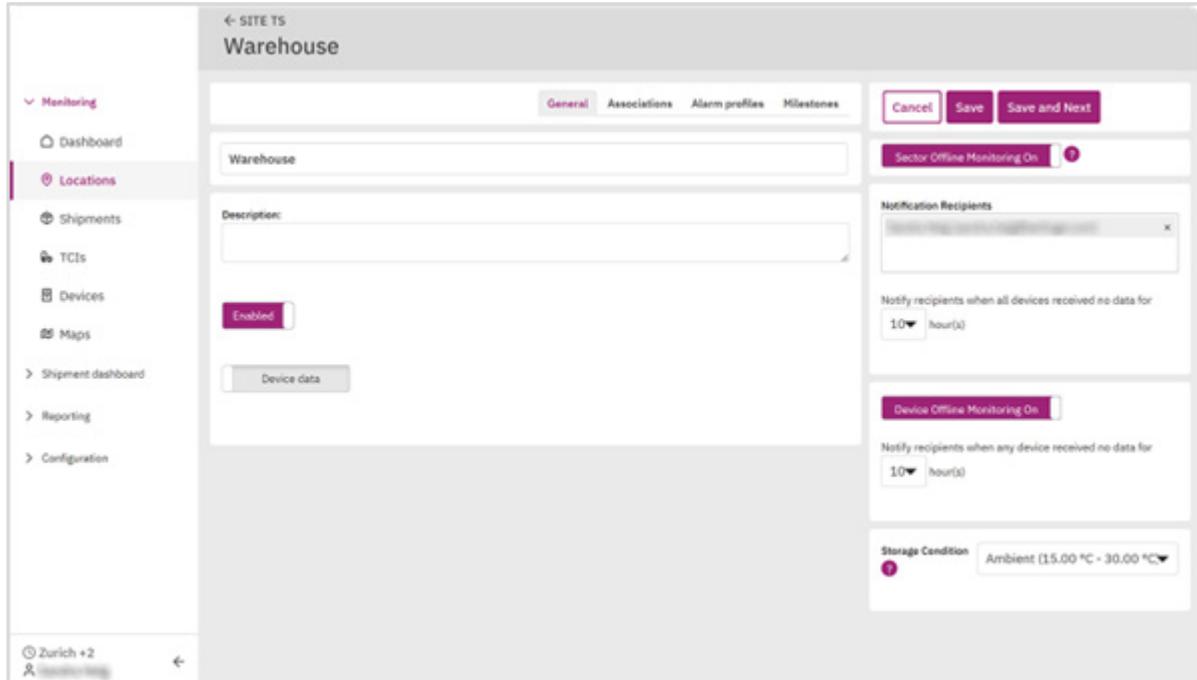
Modify a Sector

To modify a section, click **Modify**.



The screenshot shows the 'SITE TS' page with the 'Sectors' section. A context menu is open over a 'Warehouse' entry, with 'Modify Sector' highlighted. The menu also includes 'View Sector' and 'View Graph'.

You can modify all entries which you have put in when creating the sector.



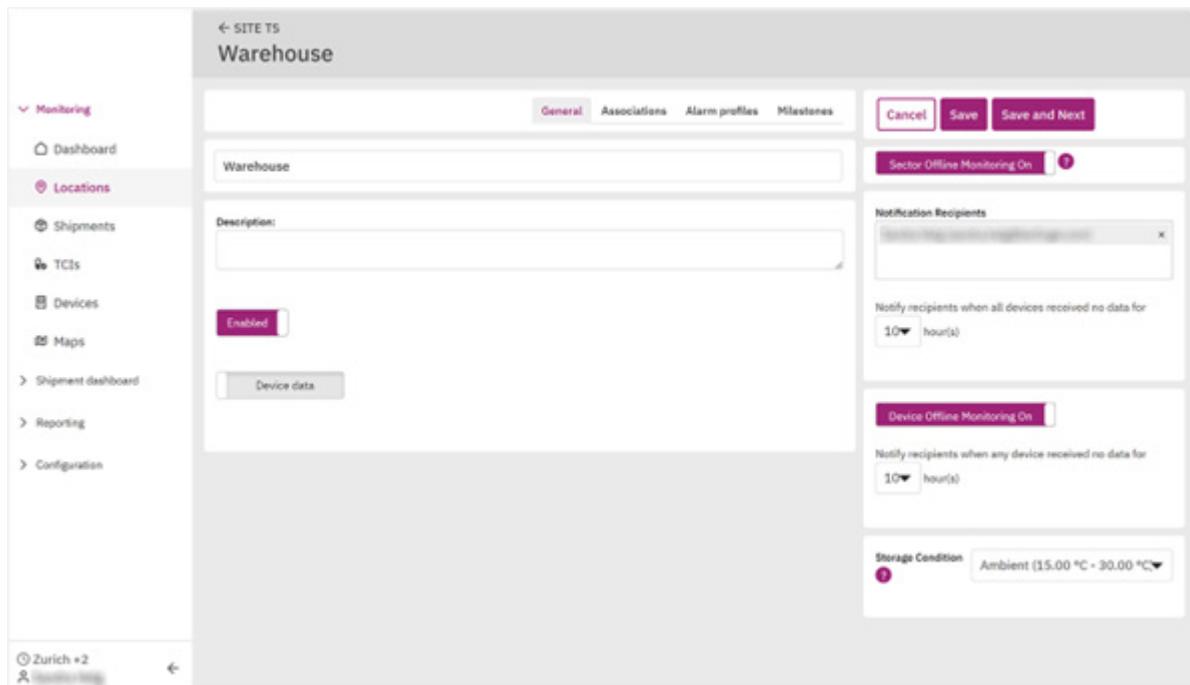
The screenshot shows the 'Warehouse' sector configuration page. The 'General' tab is selected, displaying fields for Name (Warehouse), Description, and Enabled status. Monitoring settings for Sector Offline and Device Offline are shown, along with a Storage Condition section.

Modify the following settings in a sector:

- General

- Associations
- Alarm profiles
- Milestones

General



The following describes fields and functions on this page:

- **Description:** description of the sector.
- **Enable/Disable:** This slider allows the sector to be enabled or disabled as required.
- **Device data/Manual Data:** The sector may be transferred from device data to manual data, enabling the addition of manual records. The sector will be marked accordingly, as the integrity of the data cannot be guaranteed due to the lack of verification.

Once this action is confirmed, it is permanent and cannot be reversed.

- **Offline monitoring:** There are two types: sector offline monitoring, which activates when all devices in a sector go offline, and device offline monitoring, which triggers when an individual device stops reporting. It's generally advised to set a shorter alarm delay for sector offline monitoring than for offline monitoring.
- **Who will be notified?** The users defined in the notification recipients will receive an email notification.
- **When will the notification be sent?** Users will receive the email notification within one hour after SmartView has detected that the sector is offline. Another notification will be sent once SmartView detects that the sector is online again.

Associations

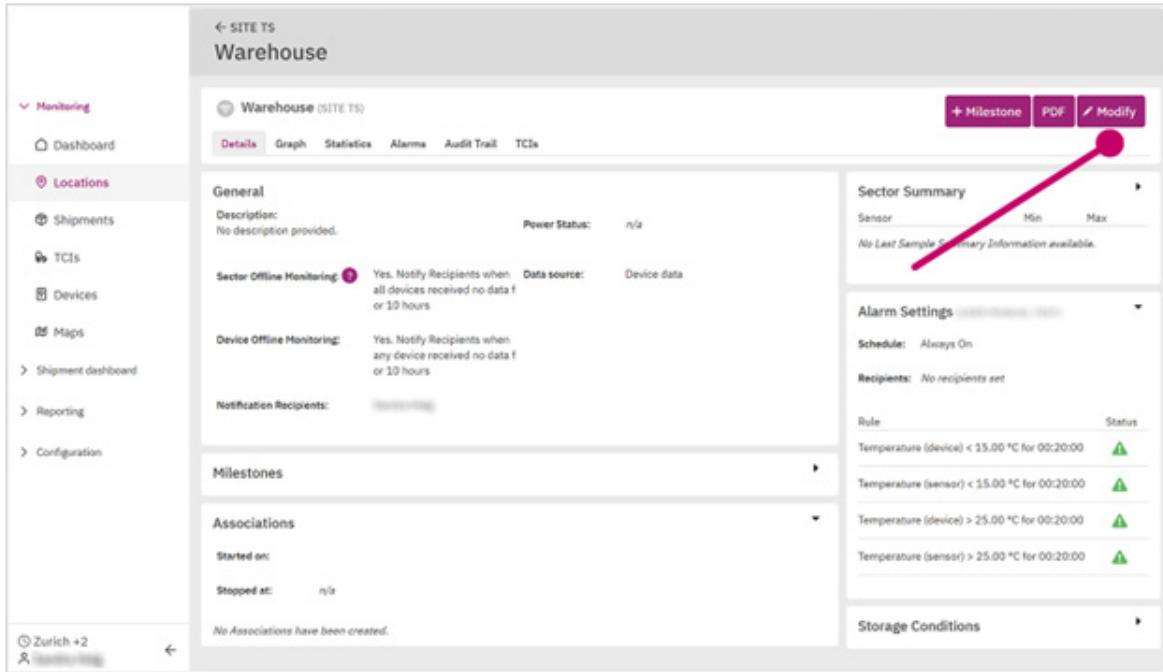
In this area, you can manage device associations: edit existing ones using the tribar icon or add new devices by clicking the serial number field on the right. If an association is deleted, relevant data remains in the audit trail, and sector excursions during the association stay visible.

The screenshot shows the SmartView User Manual interface. On the left, there is a table titled 'Example Sector' with a single row for 'Example Device'. The table includes columns for 'Serial No.', 'Started', 'Stopped', and a 'Milestones' section. The 'Associations' tab is selected. On the right, a modal dialog box titled 'Create Association' is open, containing fields for 'Serial No.', 'Device Type', 'Association Details', 'Start Date', and 'Stop Date', along with a 'Save' button.

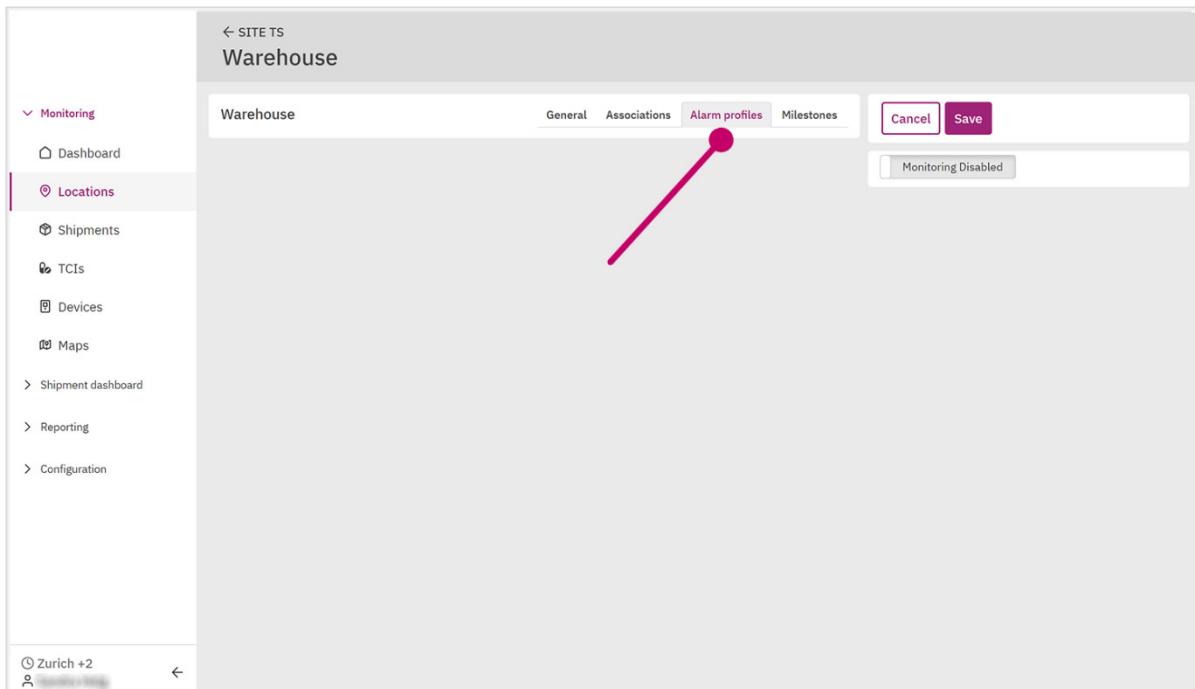
Alarm profiles

Before adding an alarm profile to the sector, make sure you have create an alarm profile with appropriate alarm rules.

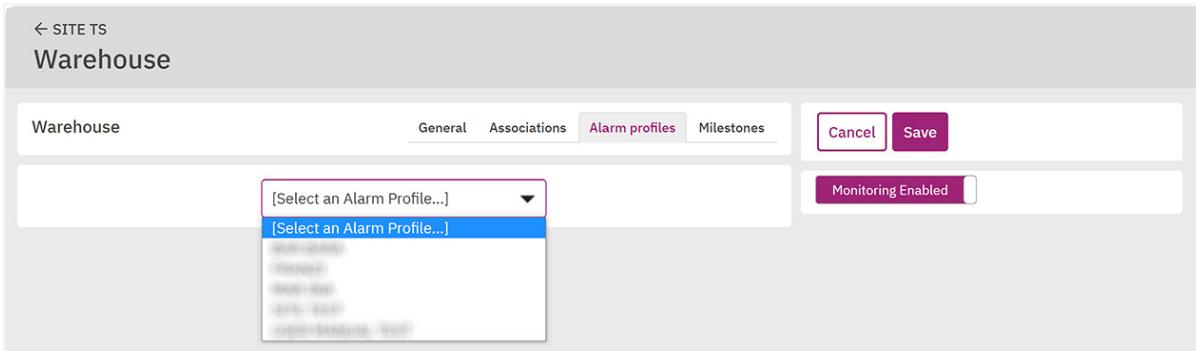
1. On the Sector screen, click on **Modify**.



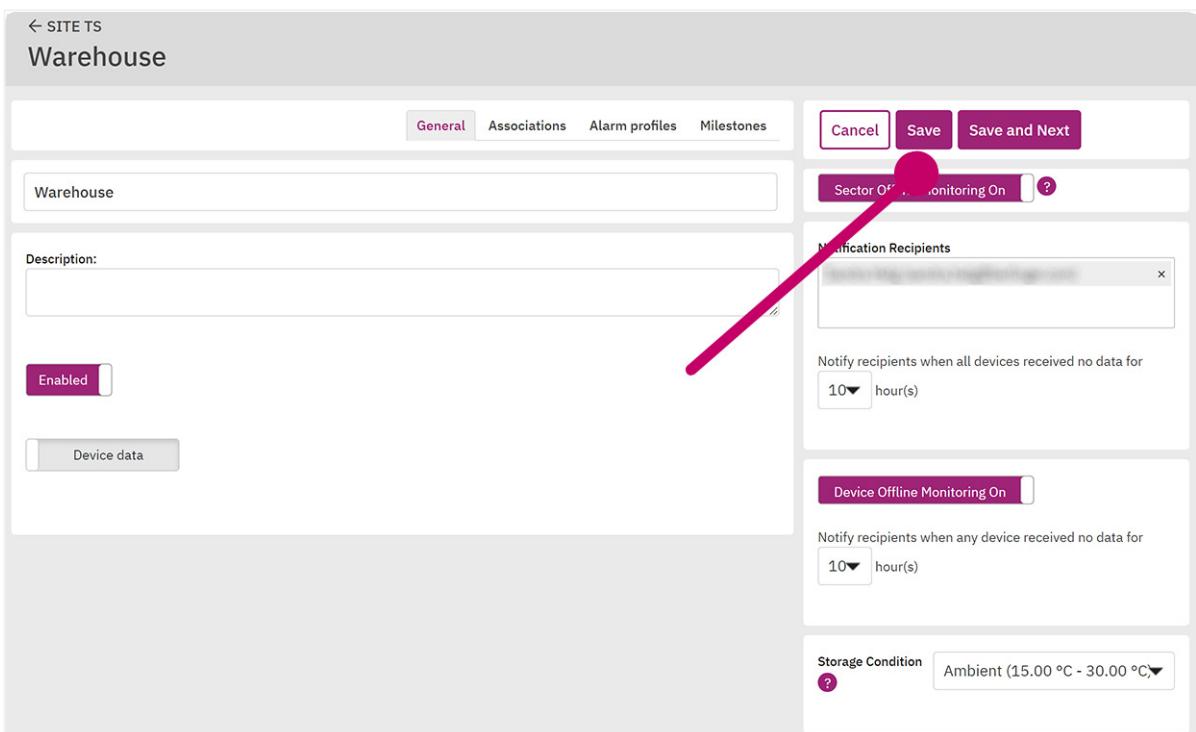
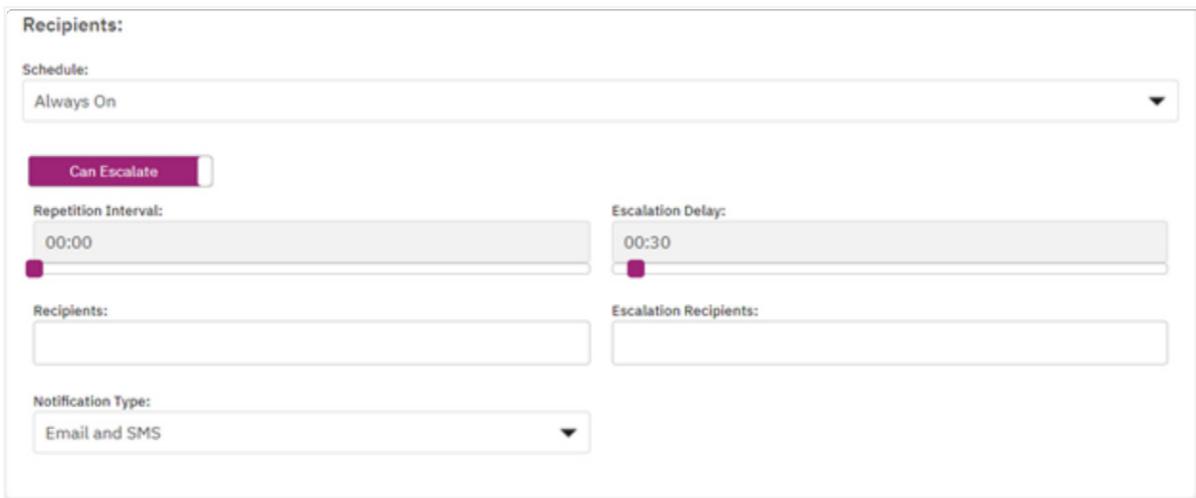
2. Click on the **Alarm profiles** tab in the modify screen:



3. Click on the **Monitoring Disabled/Enabled** button to enable alarm monitoring and select a created alarm profile from the dropdown list:



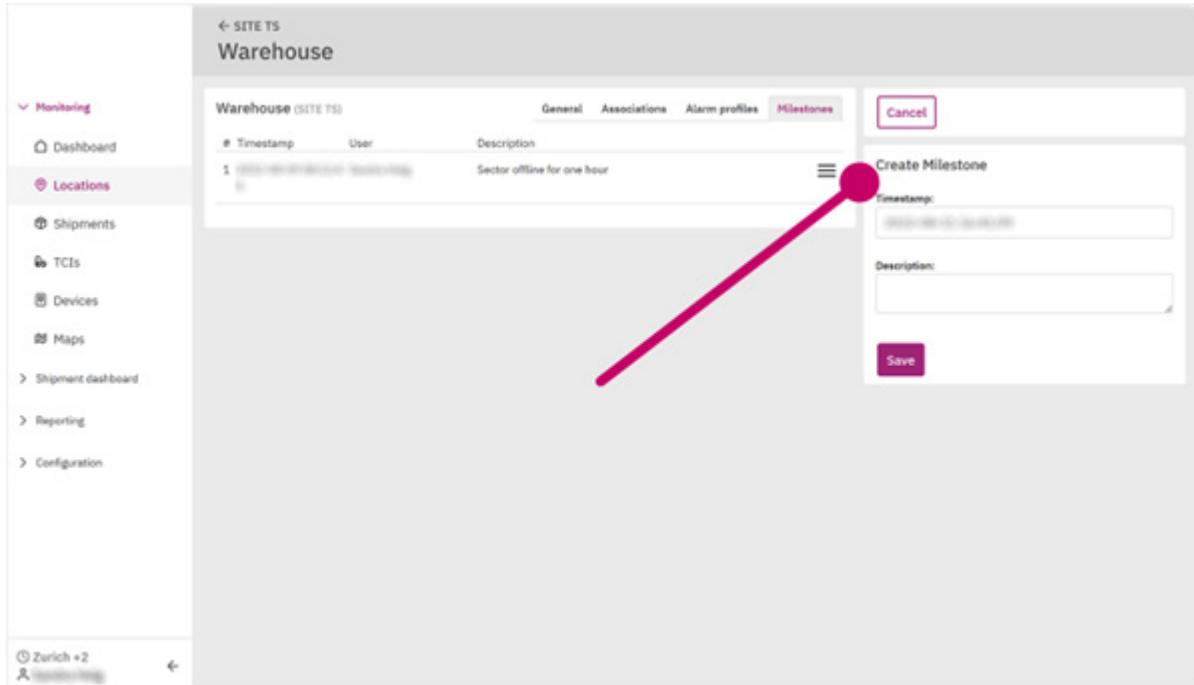
4. Sections of the chosen profile related to notifications can be modified. Available options include adding recipients, selecting notification methods such as mail or SMS, and configuring the repetition interval and escalation delay. The repetition interval enables reminders to be sent by mail, while only one SMS notification is permitted per excursion.



5. Click on **Save** to save your changes.

Milestones

Within this tab Milestone for this sector can be generated that help document the relevant information that affects the sector.



The screenshot shows the SmartView user interface for a 'Warehouse' sector. The left sidebar is titled 'Monitoring' and includes 'Dashboard', 'Locations' (which is selected), 'Shipments', 'TCIs', 'Devices', 'Maps', 'Shipment dashboard', 'Reporting', and 'Configuration'. The main content area is titled 'Warehouse (SITE TS)' and shows a table with one row: 'Timestamp' (2016-08-10 10:00:00), 'User' (Sector offline), and 'Description' (Sector offline for one hour). A red arrow points to the 'Create Milestone' button in the bottom right corner of the table. The bottom left corner of the interface shows 'Zurich +2' and a small map icon.

Measurements

If the sector is configured for manual data entry, an extra tab is available for adding data points representing temperature or humidity. Data can be entered on the right side of the interface and then either declined or approved for further processing using the two buttons located at the bottom of the measurements table.

SmartView User Manual screenshot showing the Measurements tab for Warehouse 2. The Measurements tab is highlighted with a red circle. The page displays various monitoring and reporting sections like General, Milestones, and Associations, along with a Sector Summary, Alarm Settings, and Storage Conditions table.

In this tab the manual added data will be listed in a table with one of 3 different states. The 3 different states are as follows:

Name	Description
State	Meaning
Pending	Data was entered
Approved/declined	Data was peer reviewed
Processed	Data handled by SmartView

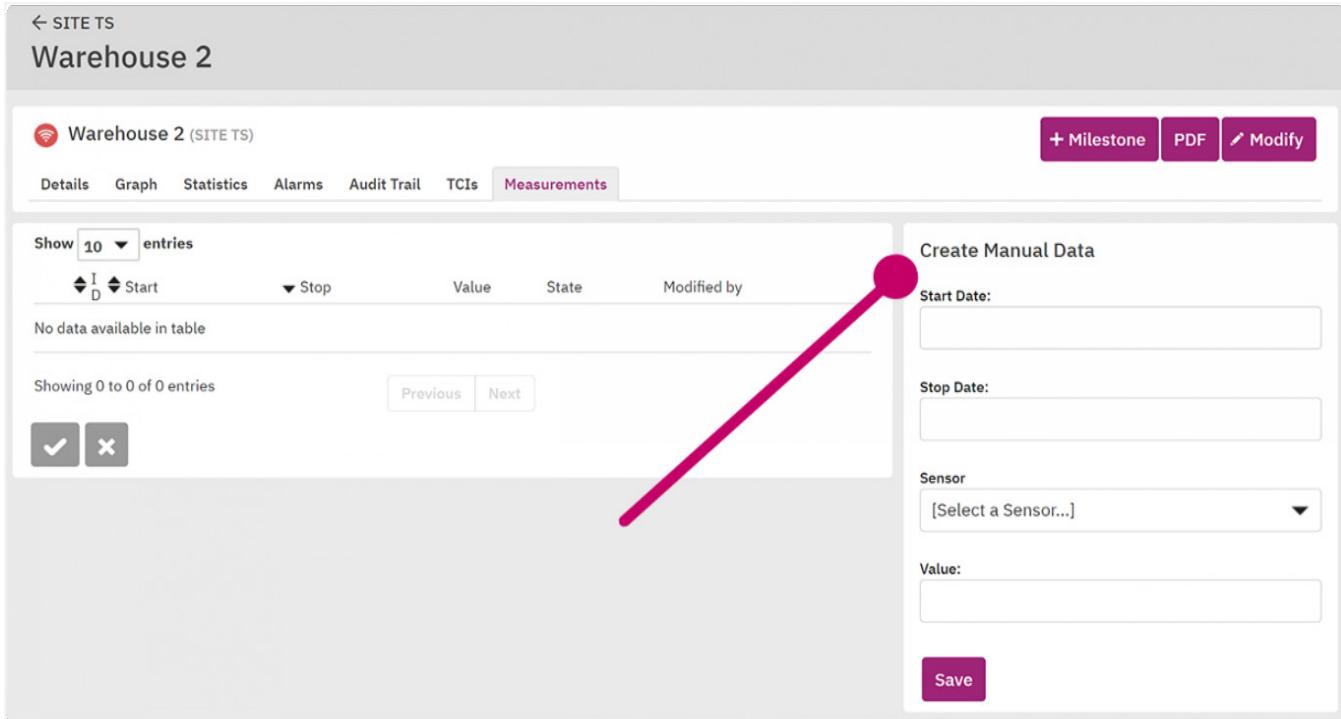
Details	Graph	Statistics	Excursions	Audit Trail	TCIs	Measurements
Show 10 ▾ entries						
◀ Start	▼ Stop	Value	State	Modified by		
<input type="checkbox"/> 2020-09-03 12:00:00	2020-09-03 13:00:00	25.00 %	processed	api-akshatha		
<input type="checkbox"/> 2020-09-03 12:00:00	2020-09-03 13:00:00	25.00 °C	processed	api-akshatha		
<input type="checkbox"/> 2020-09-01 19:10:48	2020-09-01 20:04:48	12.00 %	processed	api-akshatha		
<input type="checkbox"/> 2020-09-01 18:10:48	2020-09-01 19:04:48	67.00 °C	declined	api-akshatha		
<input type="checkbox"/> 2020-09-01 15:10:48	2020-09-01 16:04:48	23.00 °C	processed	api-akshatha		
<input type="checkbox"/> 2020-09-01 12:10:48	2020-09-01 13:04:48	Yes	pending	api-akshatha		
<input type="checkbox"/> 2020-09-01 11:03:48	2020-09-01 12:04:48	50.00 °C	pending	api-akshatha		
<input type="checkbox"/> 2020-08-30 15:20:00	2020-08-30 16:00:00	104.00 °C	declined	api-akshatha		
<input type="checkbox"/> 2020-08-30 14:20:00	2020-08-30 15:00:00	100.00 °C	processed	api-akshatha		
<input type="checkbox"/> 2020-08-30 12:20:00	2020-08-30 13:00:00	34.00 °C	declined	api-musa		
Showing 1 to 10 of 33 entries			Previous	1	2	3
			4	Next		

The table shows the user who made the latest change. Details of all changes and responsible users are available in the sector's PDF report.

Items are marked by default as pending data and have to be approved before the system can handle them. Only approved data is processed.

Adding manual data

A manual data entry can be created on the right side of the measurement window:



SmartView Measurement window showing the 'Create Manual Data' form. The 'Create Manual Data' section is highlighted with a red circle. A red arrow points from the 'Create Manual Data' section to the 'Start Date' field.

Warehouse 2

Warehouse 2 (SITE TS)

Details Graph Statistics Alarms Audit Trail TCIs Measurements

Show 10 entries

Start Date:

Stop Date:

Sensor: [Select a Sensor...]

Value:

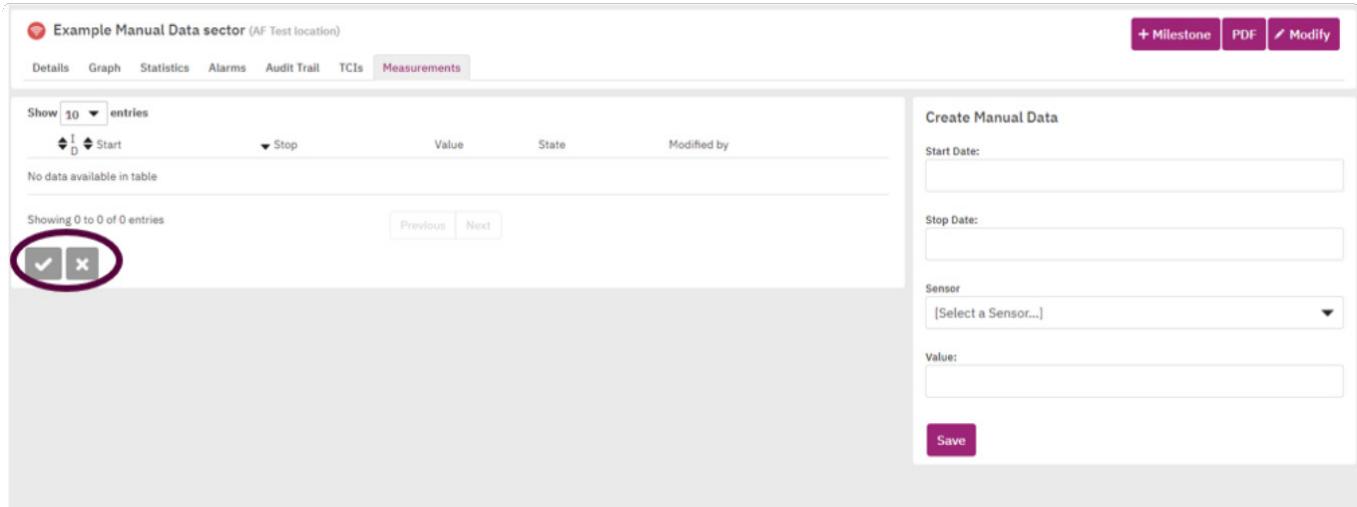
Save

Approving/declining Data

The entered data can be approved on the bottom left side of the measurement window.

Warning: The approval of the data has to be done in chronological order.

Warning: The data has to be approved before it can be used by the system.



Example Manual Data sector (AF Test location)

Details Graph Statistics Alarms Audit Trail TCIs Measurements

Show 10 entries

Start Date:

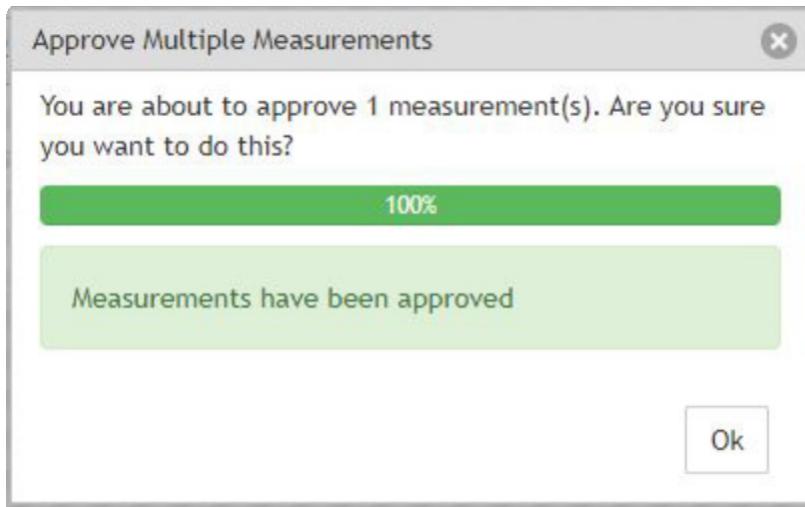
Stop Date:

Sensor: [Select a Sensor...]

Value:

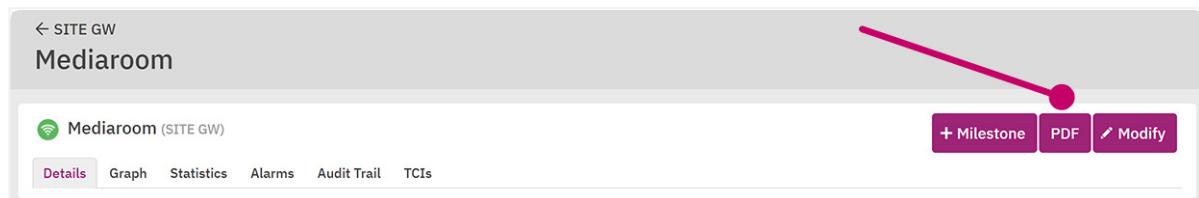
Save

After selecting the action, a popup will confirm if the action is successful.

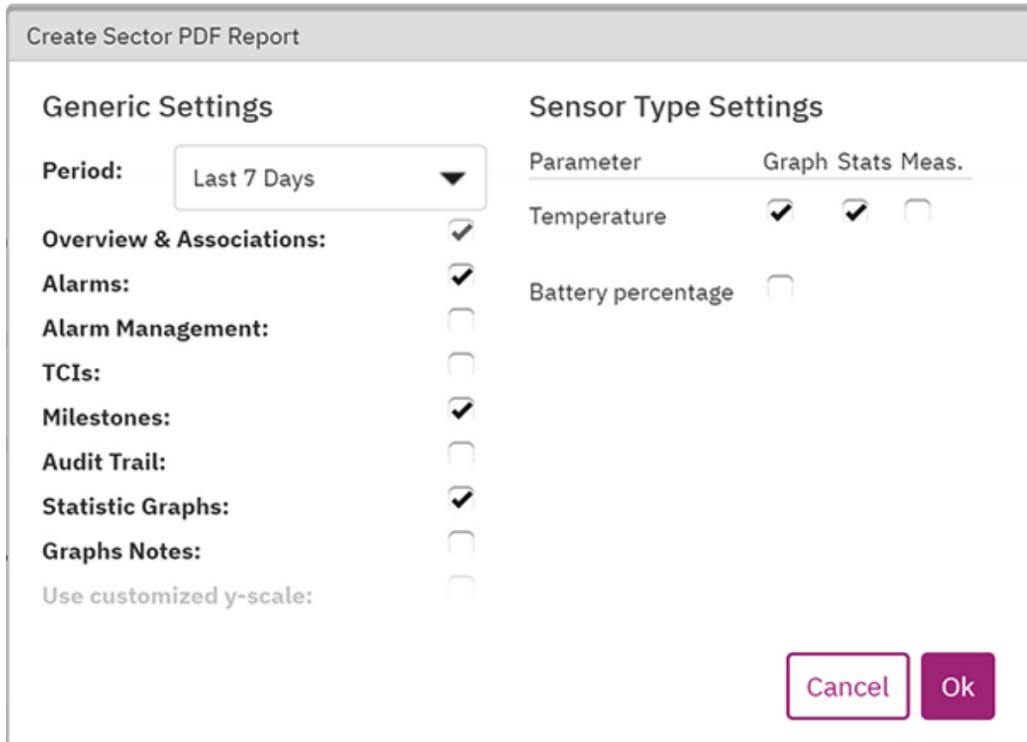


Sector PDF Report

To create a customized sector report, click on the **PDF** button on the right:



In the upcoming pop-up window, you have multiple choice settings for your report:



The period will be automatically taken from the time period setting in graph or statistics tab. In this case - 7 days.

A shipment is the carriage of goods under various conditions and by any combined methods.

- Managing Shipments
- Stopping a shipment
- Creating a Milestone for Shipments
- Shipment Relevant Time
- Shipment Dashboard
- Icons

Managing Shipments

Step	SmartView Function	Actions	Result
1	Shipments	Select	List with all Shipment related information
2	New Shipment	+Create Shipment	Name and content of a new shipment. Use former shipments as a template.
3		Add a Device Association to a Shipment	
		More Actions	Export data as CSV-file or add shipment to Analysis
4	New Milestones	Select the check box of the desired shipment	Milestones are descriptions used on transportation graph
5		Scroll to the end of the list	
6		Create Milestones	Determination of the transportation graph markings by time and description.
7		- Save	
		- Save and Next	

Shipment Overview Page

Filter by:

Filter By

Name: 010173

From:

Until:

Transport Method: All

Status: [All]

Has alarms: [All]

Product: [Select a Product...]

Clinical Trial: [Select a Clinical Trial...]

Customer: [Select a Customer...]

Origin: [Select a Location...]

Destination: [Select a Location...]

Trip ID:

Batch No.:

Order No.:

Unit Load Device:

Commission Number:

Filter

Create Shipment

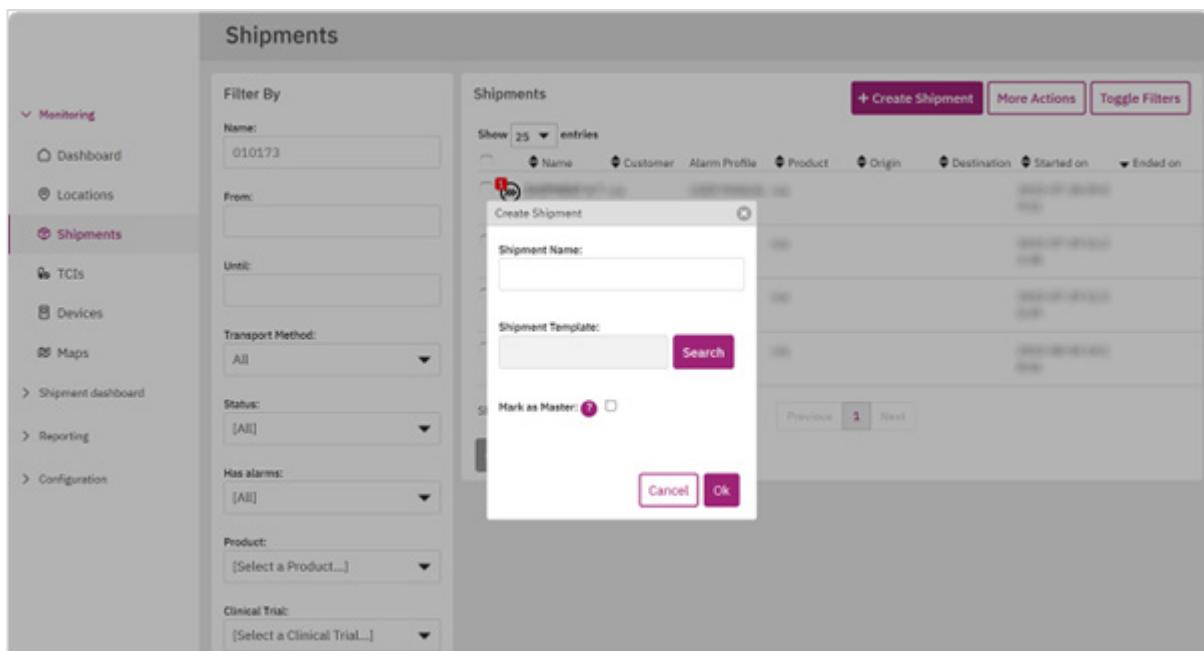
For a step-by-step guide to how to set up a new sector please follow the use case.

Before you start creating a shipment and defining its detailed information, make sure you have already defined and/ or configured the following information:

- Customer
- Location (to be defined as origin/destination)
- Product
- Air carrier subset list

1. From the shipment overview page, click on **Create Shipment** to add your shipment.

This will open a popup as illustrated below, allowing you to choose a shipment ID for your shipment:



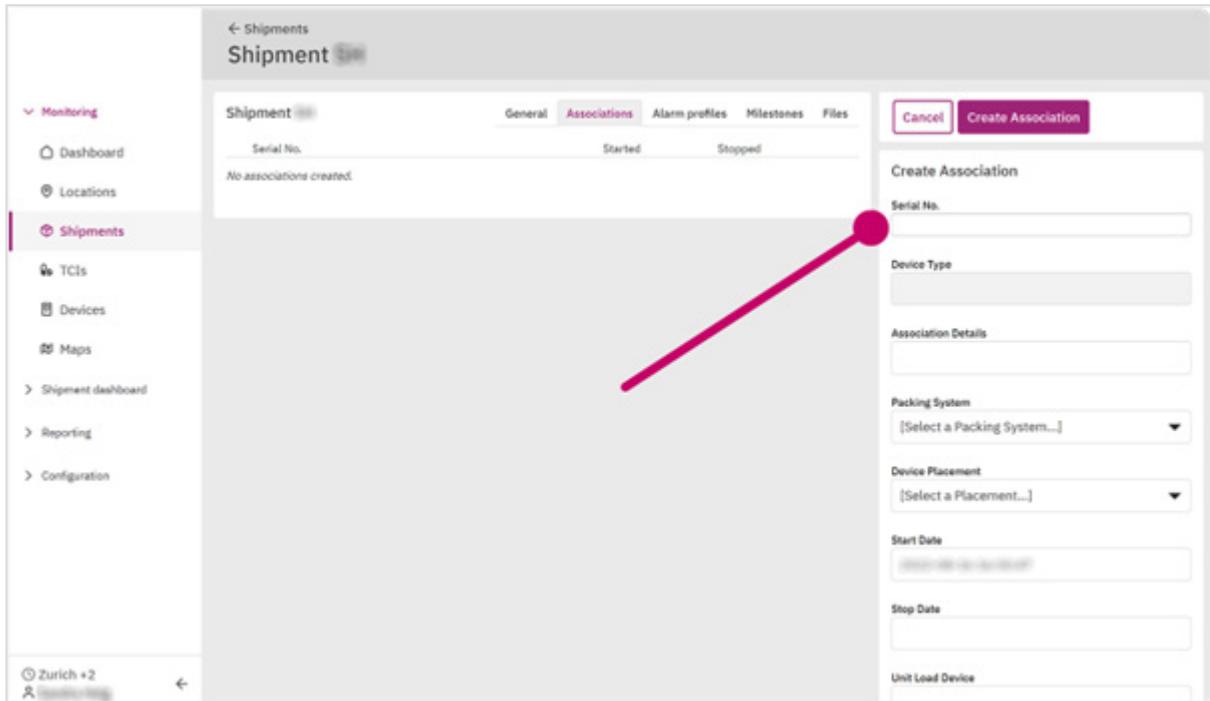
If you have created similar shipments in the past, you also have the option to choose a template for your new shipment out of the existing ones.

2. Once you have chosen the shipment ID, click **OK** and you will be redirected to the screen, allowing you to choose the detailed information for your shipment.

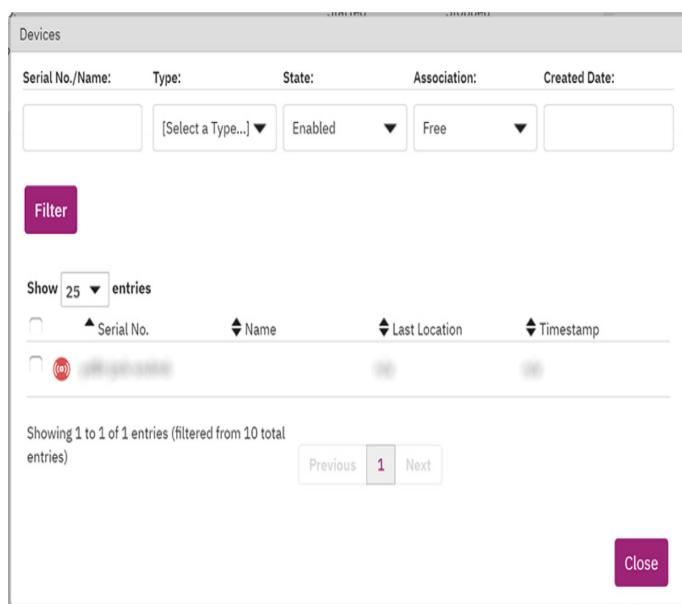
3. Provide the following information:

- **General settings about the shipment:** In this section, you can edit the name (i.e. Unique Shipment Identifier) of the shipment and optionally can add a descriptive note to the shipment. You can also define the customer of the shipment by selecting one from a drop-down list.
- **Transportation information of the shipment:** In this section, specify the shipment's origin, destination, trip ID, transport method, transportation company, and carrier. Select origin, destination, and transport method from drop-down menus. If "Air" is chosen, the carrier field provides an "Air Carrier" drop-down; for other methods, enter the carrier's name manually.
- **Product information for the shipment:** This section allows users to select a predefined product for shipment. If a product code is assigned, choosing the product will automatically fill in the product code on the screen. Users may also enter the related batch number and order number if needed.
- Also note that you may not be able to delete an item (e.g. customer or product) if it has once been used with a shipment.

4. Associate the necessary devices with the shipment:



a) In the **Serial No./Name** field, enter your device for the shipment:



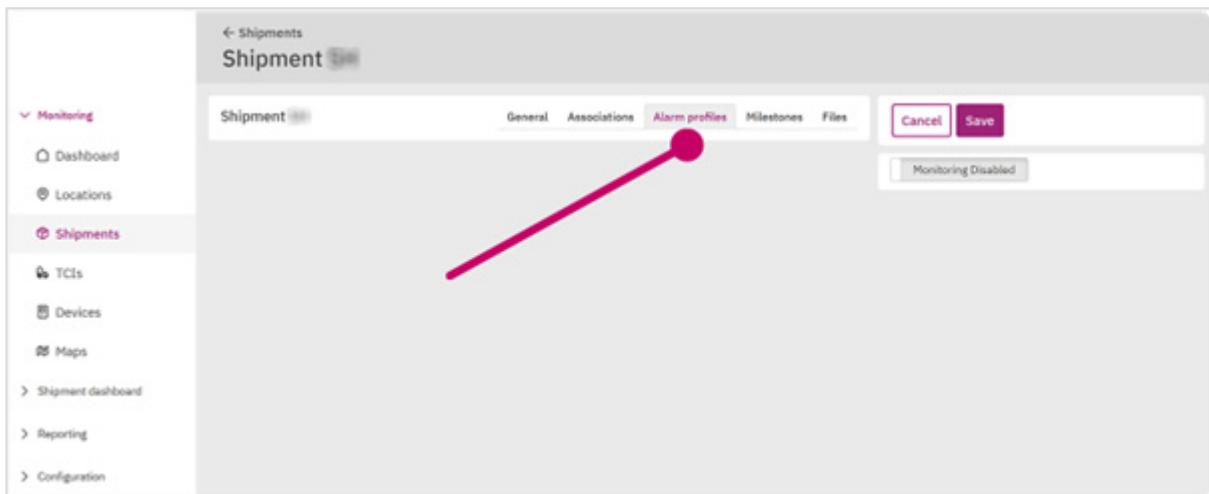
b) Select or modify the **start date** and click on **Save**.

A start date is optional and will be set when the device activates. If the device is already operating before association, you must specify a start date.

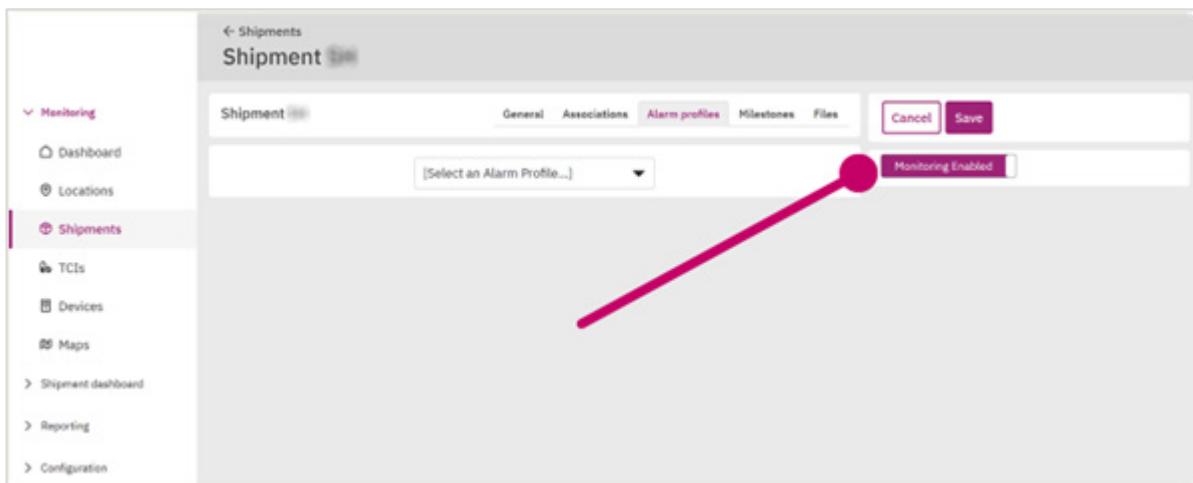
5. Enable the alarm monitoring for the shipment by choosing an existing alarm profile.

This will enable SmartView to apply the appropriate rules and notify you in case of an excursion alarm.

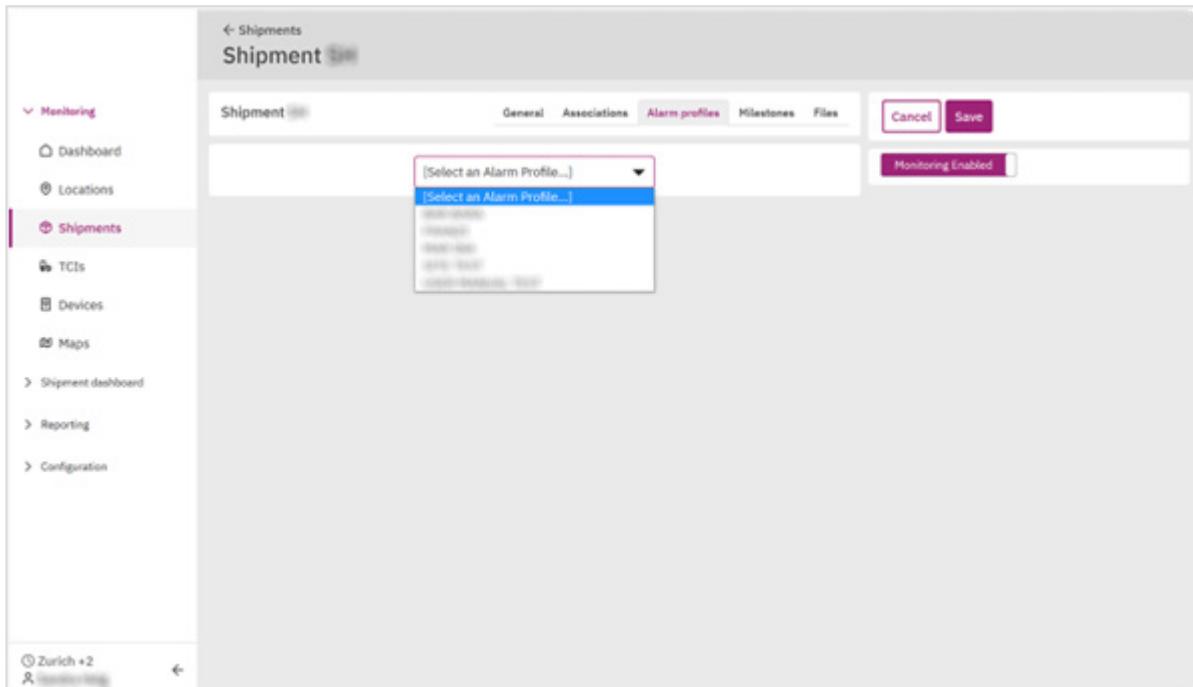
a) Click on the **Alarm profiles** tab to access the alarm page:



a) Click on the **Monitoring Enabled** button, to enable the alarm monitoring:



b) Choose the appropriate alarm profile from the drop-down list:



If you cannot find the necessary alarm profile in the list, you can define a new alarm profile by following the steps in chapter Alarm Profiles.

By selecting the alarm profile in the drop-down list, the alarm profile will be applied to your shipment.

c) Click on **Save** to save your changes.

Add a Device Association to a Shipment

After creating a Shipment, you need to associate one/more devices to it. You can also add devices to an existing shipment that has not been started yet.

Unit Load Device

You can add one or multiple unit load device ids to the device association.

Commission Number

You can add one or more commission numbers to the device association.

Create Association

Serial No.

Device Type

Association Details

Packing System [Select a Packing System...]

Device Placement [Select a Placement...]

Start Date

Stop Date

Unit Load Device

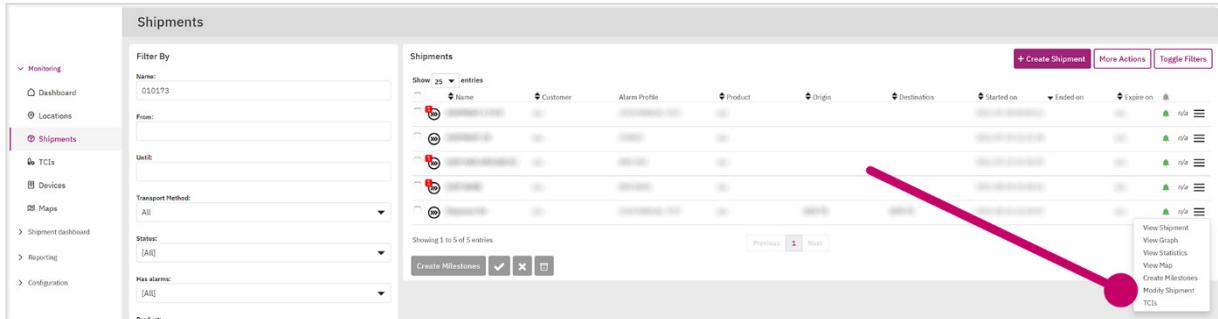
Commission Number

Save

Modify a Shipment

The **Modify Shipment** screen can be accessed in two ways:

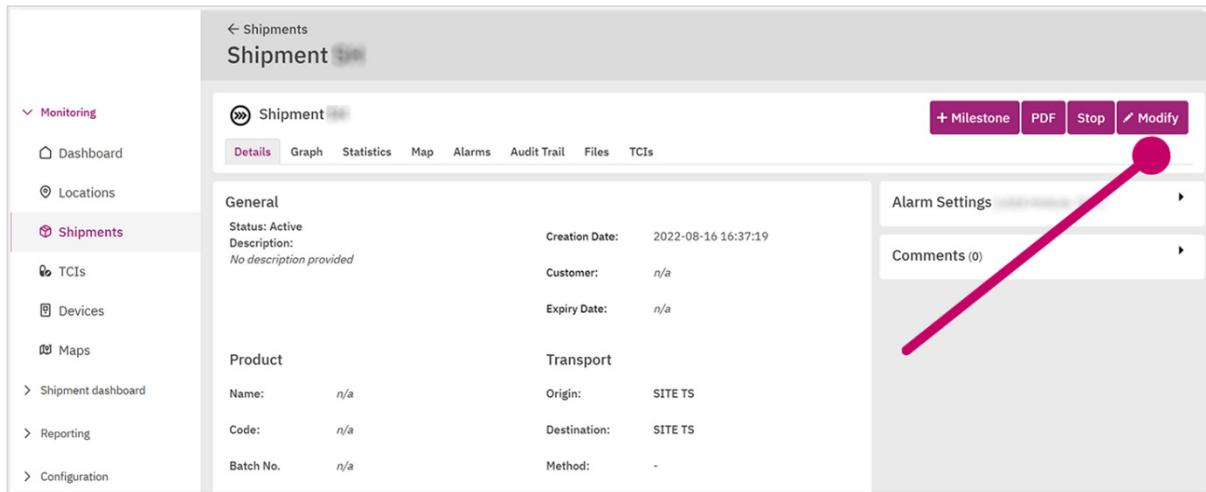
1. From the options button  in the shipment overview page, choose **Modify Shipment**.



The screenshot shows the Shipment overview page. On the left is a sidebar with 'Monitoring' selected, containing 'Dashboard', 'Locations', 'Shipments' (which is expanded to show 'TCIs', 'Devices', 'Maps', 'Shipment dashboard', 'Reporting', and 'Configuration'), and 'Reporting'. The main area is titled 'Shipments' and shows a list of 5 entries. Each entry has a small icon and a 'More Actions' button. To the right of the list are filters for 'Name', 'Customer', 'Alarm Profile', 'Product', 'Origin', 'Destinations', 'Started on', 'Ended on', and 'Expires on'. At the bottom right of the list area is a context menu with options: 'View Shipment', 'View Graph', 'View Statistics', 'View Map', 'Create Milestones', 'Modify Shipment', and 'TCIs'. A pink arrow points from the 'Modify Shipment' option in this menu to the 'Modify Shipment' button in the top right corner of the page.

By clicking on a shipment in the shipment overview page, you will be redirected to the view shipment page.

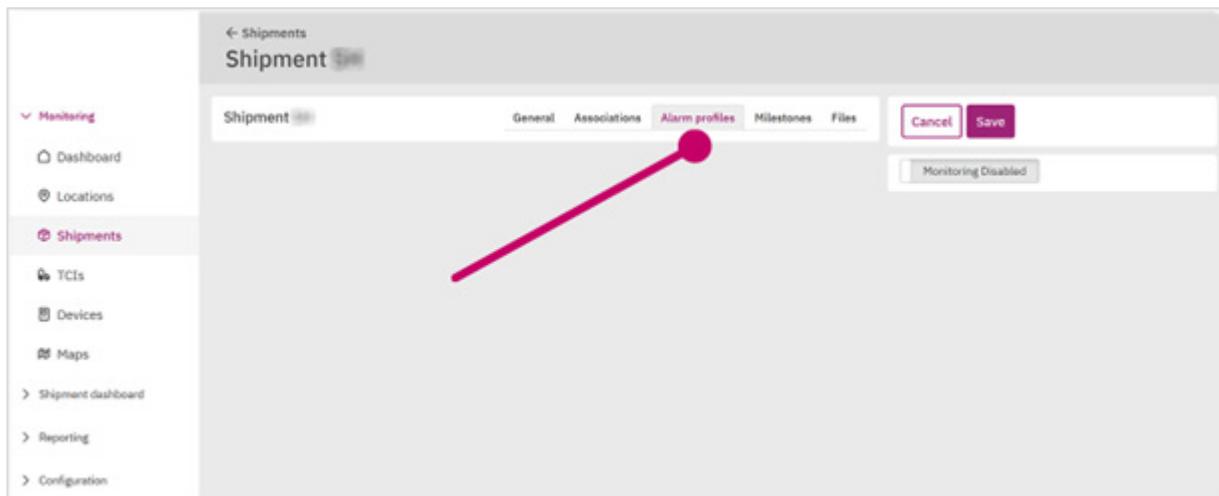
2. Click on the **Modify** button.



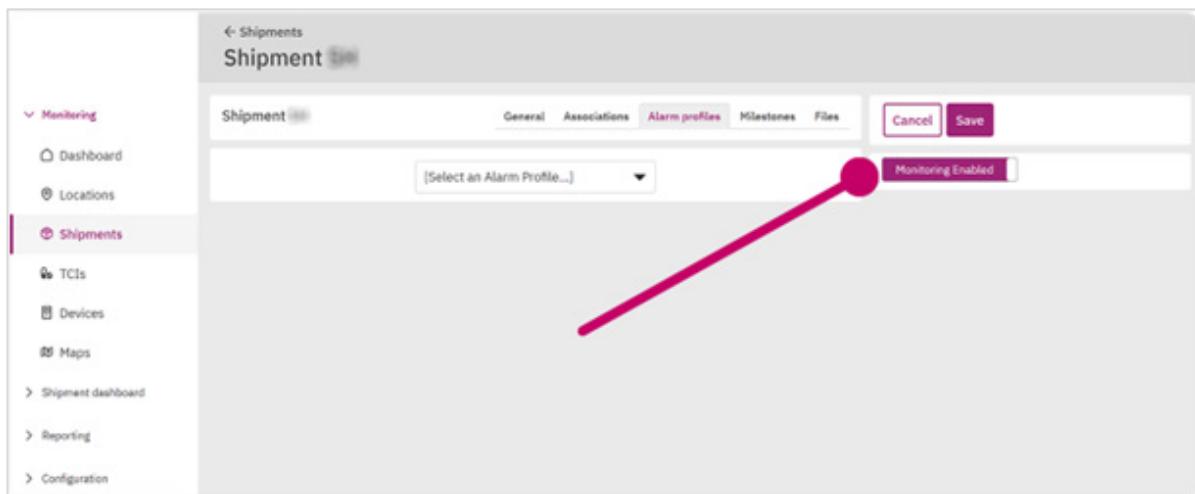
Add an alarm profile to a shipment

To add an alarm profile to the shipment, complete the following steps:

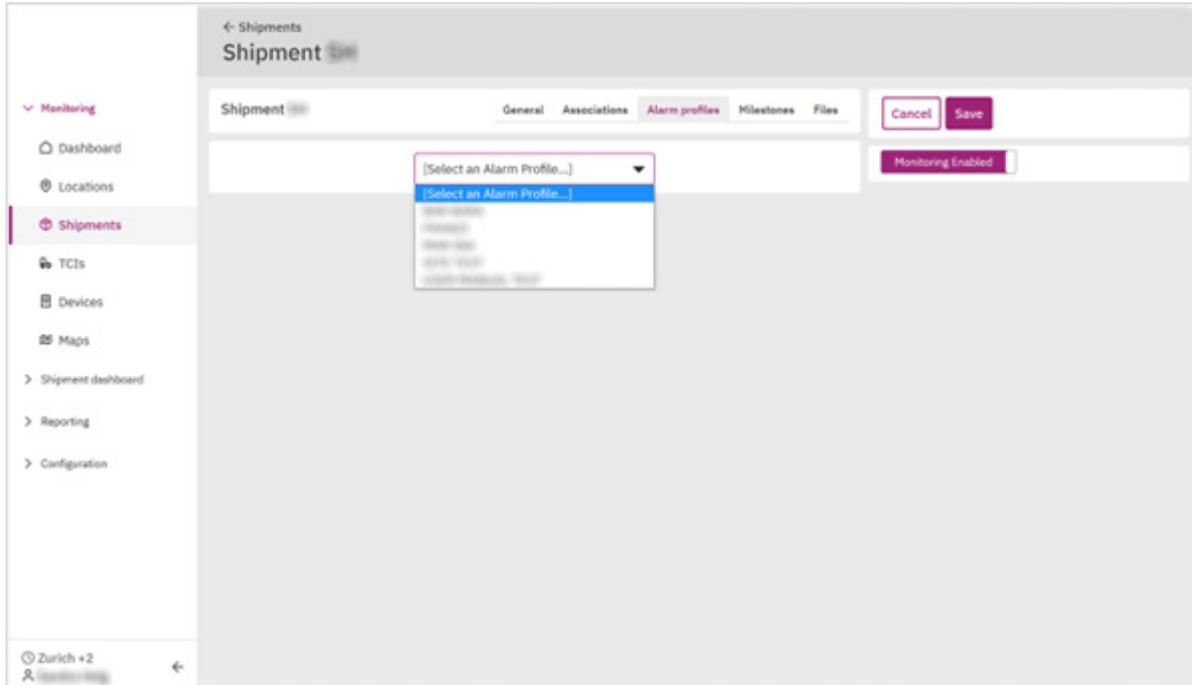
1. Click on the **Alarm profiles** tab in the modify screen of the shipment:



2. Click on the **Monitoring** button to enable alarm monitoring:



3. From the dropdown list, select the alarm profile which you have created.



4. Click on **Save** to save your alarm profile to this shipment.

Clicking **Monitoring Enabled** while it's active will remove the profile from the shipment.

Add a Milestone to a Shipment

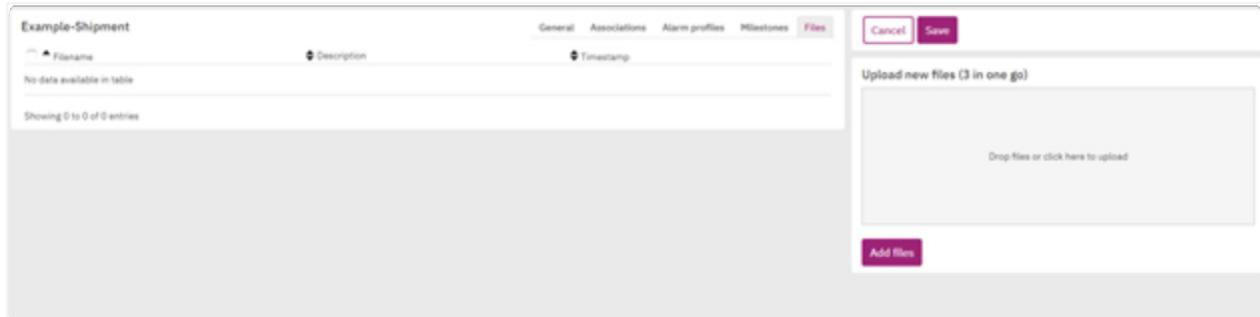
SmartView allows a user to document useful information related to a specific shipment by allowing the user to add a milestone to the shipment.

For example, to document the arrival of a shipment to a location, a user can add a milestone "Shipment arrived at location X" with the time stamp of the arrival.

For more details, please refer to the [Milestones](#) section.

Add files to a shipment

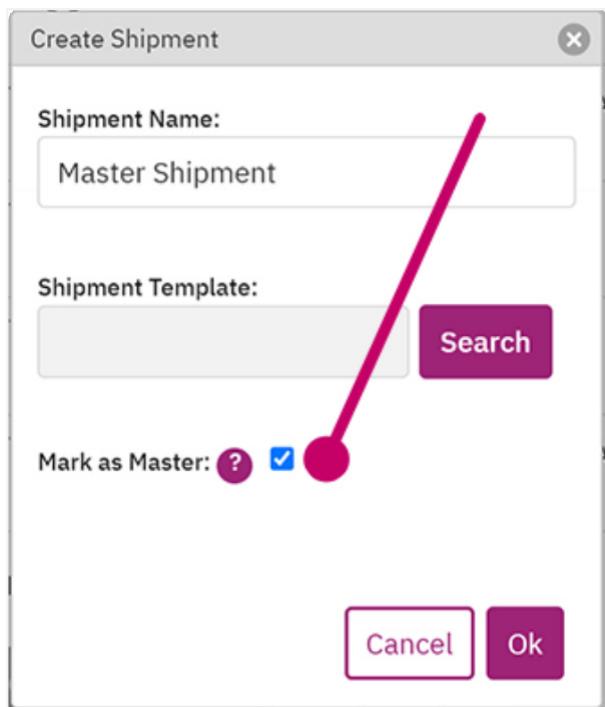
To ensure the best possible documentation it is also possible to add documents to a shipment this can be done by the last tab named Files.



Create a Master Shipment

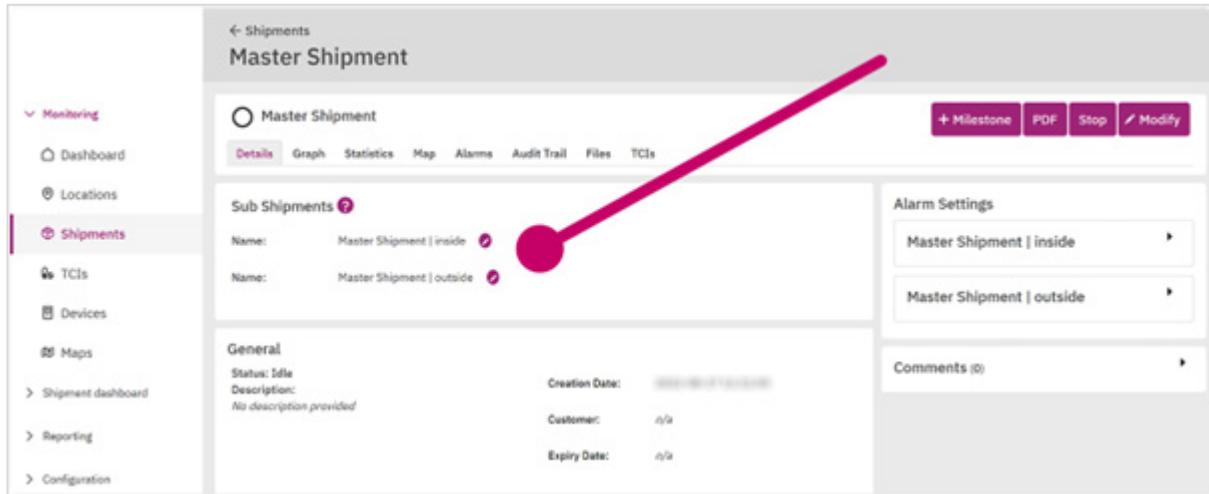
On the shipments overview page, click **Create Shipment**.

A pop-up window appears. Fill out the shipment name, choose a shipment template (if available), and click **Mark as Master**:



After that, you will come to the shipment details page and see that two "sub shipments" have been created:

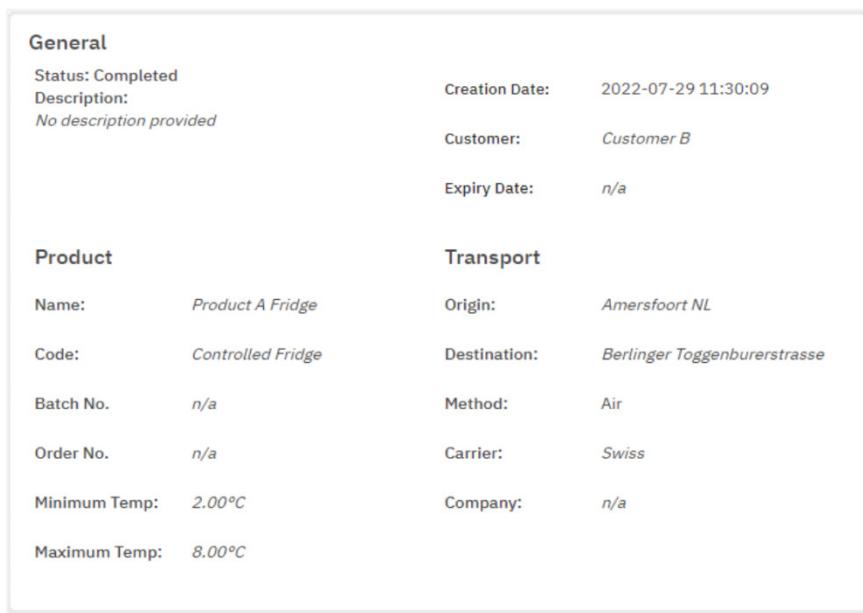
Sub Shipments



The screenshot shows the 'Master Shipment' page in the SmartView interface. On the left, a sidebar lists monitoring, locations, shipments (which is selected and highlighted in blue), TCIs, devices, maps, a shipment dashboard, reporting, and configuration. The main content area is titled 'Master Shipment' and shows a 'Sub Shipments' section with two entries: 'Master Shipment | inside' and 'Master Shipment | outside'. Below this is a 'General' section with fields for status (idle), description (No description provided), creation date (2022-07-29 11:30:09), customer (n/a), and expiry date (n/a). To the right are 'Alarm Settings' for 'Master Shipment | inside' and 'Master Shipment | outside', and a 'Comments' section.

Change the name of the “sub shipments” which have been created automatically for you.

General



The screenshot shows the 'General' section of a shipment profile. It includes fields for status (Completed), description (No description provided), creation date (2022-07-29 11:30:09), customer (Customer B), and expiry date (n/a). Below this is a 'Product' section with fields for name (Product A Fridge), code (Controlled Fridge), batch no., order no., minimum temp (2.00°C), and maximum temp (8.00°C). To the right is a 'Transport' section with fields for origin (Amersfoort NL), destination (Berlinger Toggenburerstrasse), method (Air), carrier (Swiss), and company (n/a).

Shipment Results

The shipment results are a compilation of all shipment-related key data. These data are time information, measurement values, and status of the shipment.

Shipment Results				
Started on:	2022-07-29 11:30:39	Sensor	Minimum	Maximum
Stopped at:	2022-08-24 16:40:19	Temperature	17.64 °C	33.13 °C
Duration:	26 days 05:09:40	Humidity	n/a	n/a
		Battery percentage	83.00 %	99.00 %
		GPS Coordinate	n/a	n/a

Milestones

Milestones			
#	Timestamp	User	Description
1	2022-09-21 11:59:28	Andreas Gubler	Doc_1
2	2022-09-21 11:59:52	Andreas Gubler	DOC_3

Associations

Unlike creating a normal shipment, you must assign at least two devices to this shipment. In each sub shipment, there must be at least one assigned device.

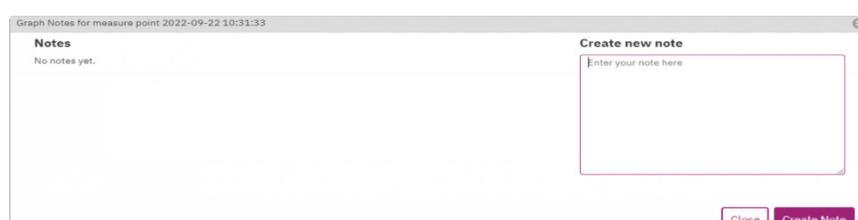
It is possible to have more devices assigned as you can see in the example below and you can combine/mix devices (CLm doc, smartPoints, etc.)

DocShipment4 inside			
Serial No.	Started	Stopped	
4e9s-ppua-gcqww6	2022-09-23 08:19:53	2022-11-23 08:19:53	☰

DocShipment4 outside			
Serial No.	Started	Stopped	
a4em-o7id-z79jg	2022-09-23 08:21:39	2022-11-23 08:21:39	☰
a649-wsum-xc5yg	2022-09-23 08:58:24	2022-11-23 08:58:24	☰

Notes

Specific notes to a graph for analysis.



Alarm Profiles

You also have to assign an alarm profile to each sub shipment. One for inside and one for outside.

The image shows two separate panels, each representing a sub-shipment. The left panel is titled 'DocShipment4 | inside' and the right panel is titled 'DocShipment4 | outside'. Both panels have a 'Monitoring Enabled' button at the top. Below the button, the word 'Rules' is displayed, followed by a table with a single row. The table has a 'Rule' header and two entries under it, each preceded by a right-pointing arrow. The left panel's entries are: 'Temperature (device) < 15.00 °C for 00:20:00' and 'Temperature (device) > 25.00 °C for 00:20:00'. The right panel's entries are: 'Temperature (sensor) < 15.00 °C for 00:20:00' and 'Temperature (sensor) > 25.00 °C for 00:20:00'.

Recipients

Please refer to the [Excursions](#) section.

Comments

Add general comments to a shipment

A modal window titled 'Comments (0)' with a dropdown arrow icon. Inside, an email address 'xxxx.y @xxxx.y@berlinger.com' is listed. Below it is a text input field containing the text 'Documentation only'. At the bottom left is a 'Create' button.

Shipment Details

Click the shipment ID or name to view details. This screen shows shipment details, trip info, alarm summary, shipment milestones, and associations:

Example Shipment

Details Graph Statistics Map Alarms Audit Trail Files TCIs PDF Actions

General

Status: Approved
Description: Collect data

Creation Date: 2022-11-09 15:09:11
Customer: Customer 1
Expiry Date: 2022-11-18

Product

Name: Example Product
Code: n/a
Batch No.: 1
Order No.: 1
Minimum Temp: 15.00 °C
Maximum Temp: 30.00 °C

Origin: Location A
Destination: Location B
Method: Road
Carrier: SBB
Company: SBB

Transport

Transport: SBB123

Storage Conditions

Shipment Results

Milestones

Associations

Status History

Alarm Settings (Alarm 01)

Recipients: Example User(Example@example.com)

Rule: No alarm rules provided.

Status

Comments (0)

The following sections are included in the page:

- General
- Storage Conditions
- Shipment Results
- Milestones
- Associations
- Alarm Settings
- Comments

General | Product | Transport

In this section, you can view details regarding the shipment, including product information and transportation method:

General

Status: Completed
Description: No description provided

Creation Date: 2022-07-29 11:30:09
Customer: Customer B
Expiry Date: n/a

Product

Name: Product A Fridge
Code: Controlled Fridge
Batch No.: n/a
Order No.: n/a
Minimum Temp: 2.00 °C
Maximum Temp: 8.00 °C

Transport

Origin: Amersfoort NL
Destination: Berlinger Toggenburerstrasse
Method: Air
Carrier: Swiss
Company: n/a

Each shipment can have an expiry date. If the shipment isn't marked "Completed with or without Excursions" by then, up to five recipients will be notified.

Storage Conditions

This section displays storage conditions. Storage conditions can be defined in the Admin settings:



Shipment Results

This section displays shipment results including the start and end dates, shipment duration, and sensor information:

Shipment Results			
Started on:	2022-07-29 11:30:39	Sensor	Minimum
Stopped at:	2022-08-24 16:40:19	Temperature	17.64 °C
Duration:	26 days 05:09:40	Humidity	n/a
		Battery percentage	83.00 %
		GPS Coordinate	n/a

Milestones

This section displays milestones defined for the shipment:

Milestones		
#	Timestamp	User
1	2022-09-21 11:59:2	Andreas Gubler
2	2022-09-21 11:59:5	Andreas Gubler

A milestone is automatically added to a shipment when a sensor is connected or disconnected.

Associations

This section displays associations linked to a shipment:

Associations	
●	(SmartMonitor SHIP M)
Association Details:	No association details provided.
Packing system:	n/a
Device placement:	Inside
Started on:	2022-07-29 11:30:39
Stopped at:	n/a
Duration:	0 days 18:34:01
Unit Load Device:	n/a
Commission Number:	n/a
Last Message:	

Alarm Settings

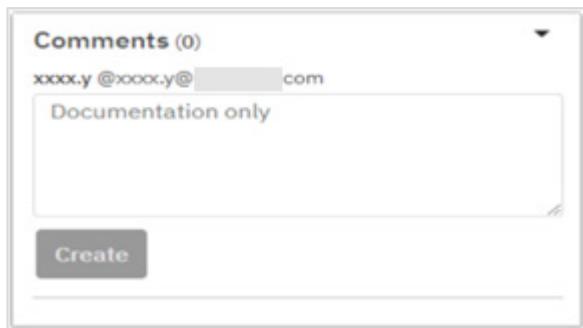
This section displays alarm settings:



The screenshot shows a list of alarm settings. At the top, it says "Alarm Settings (04 run with alarm)". Below that, it lists "Recipients: User one (user.one@████.com), User two (user.two@████.com)". The main table has two columns: "Rule" and "Status". The first row shows a rule for "Temperature (device) > 8.00 °C for 00:30:00" with a green exclamation mark icon in the "Status" column, indicating the alarm is active.

Comments

Add general comments to a shipment



The screenshot shows a list of comments. At the top, it says "Comments (0)". Below that, it shows a single comment entry for "xxxx.y @xxxx.y@████.com" with the text "Documentation only". At the bottom, there is a "Create" button.

Shipment Report

The Shipment Report provides shipment and sensor data for every SmartView-monitored shipment, including a temperature graph, details on temperature excursions, and key milestones.

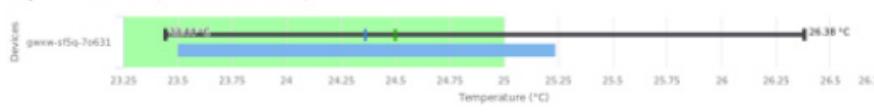
SmartView automatically creates a PDF Shipment Report that can be saved and reviewed. You can customize the report by selecting which information and graphs to include for your shipment analysis.

Personalization of PDF Report

Generic Settings		Sensor Type Settings		
		Parameter	Graph	Stats
		Meas.	Graph	Meas.
Overview & Associations:	<input checked="" type="checkbox"/>	Parameter	<input checked="" type="checkbox"/>	Graph
Alarms:	<input checked="" type="checkbox"/>	Temperature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alarm Management:	<input type="checkbox"/>	Humidity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TCIs:	<input type="checkbox"/>	Battery percentage	<input type="checkbox"/>	
Milestones:	<input checked="" type="checkbox"/>			
Map:	<input checked="" type="checkbox"/>			
Comments:	<input checked="" type="checkbox"/>			
Audit Trail:	<input type="checkbox"/>			
Statistic Graphs:	<input checked="" type="checkbox"/>			
Graphs Notes:	<input type="checkbox"/>			
Use customized y-scale:	<input type="checkbox"/>			

Cancel **Ok**

Shipment PDF report (9 Pages)

Shipment Report: AWB111111111111				(Active)
Overview				
Creation Date:	2022-09-22 05:04:43	Status:	Active	
Shipment:	AWB111111111111	Timezone:	Europe/Zurich	
Customer:	n/a	Trip ID:	n/a	
Duration:	0 days 07:49:20	No. Devices:	01	
Started on:	2022-09-22 05:04:47	Stopped on:	2022-09-22 12:54:07	
Metrics:	Temperature, Humidity, Battery percentage, GPS Coordinate			
Description:	No description provided			
Storage Conditions:	No Storage Conditions have been set.			
Transport (-)				
Origin:	n/a	Destination:	n/a	
Start Coordinates:	[51.40559,12.19321]	Stop Coordinates:	[51.40559,12.19321]	
Company:	n/a	Carrier:	n/a	
Product				
Name:	n/a	Code:	n/a	
Batch Number:	n/a	Order Number:	n/a	
Temperature Range:	n/a	ATOR:	n/a	
Associations (1)				
Device	Association Details	Start	Stop	
gwxw-sf5q-7o631	Details: No description provided Packing System: n/a Placement: n/a Unit Load Device: n/a Commission Number: n/a	2022-09-22 05:04:47	2022-09-22 12:54:07	
Replaceable Sensor Associations (0)				
No Replaceable Sensor Associations are configured				
Statistical Analysis (Temperature)				
Alarm Time				
No alarm statistics available.				
Statistics				
Device	No. Samples	Minimum	Average	STD
gwxw-sf5q-7o631	24	23.44 °C	24.36 °C	0.86 °C
Grand Total	24	23.44 °C	24.36 °C	0.86 °C
Device	Maximum	MKT		
gwxw-sf5q-7o631	26.38 °C			
Shipment Statistics [AWB111111111111]				
				
The temperature statistics graph can include two elements:				
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Shipment Report: AWB111111111111 (Active)

- The line illustrates the total temperature range from minimum to maximum temperature, with indicators for average and MKT.
 - The colored bar indicates the temperature stability, as measured from the average - standard deviation to average + standard deviation.

Statistical Analysis (Relative Humidity)

Alarm Time
 No alarm statistics available.

Statistics

Device	No. Samples	Minimum	Average	STD	Maximum
gwww-sf5q-7o631	24	34.35%	37.92%	2.09%	42.47%
Grand Total	24	34.35%	37.92%	2.09%	42.47%

Comments (0)

#	User	Timestamp	Description

Shipment Report: AWB111111111111 (Active)

Shipment: [AWB111111111111]

Temperature (°C)

Temperature (°C)

Time

● DataGap ◊ Note — gwww-sf5q-7o631 ● Alarms ● Environmental Events ● Milestones ● Network Change Zones

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Shipment: [AWB111111111111]

Humidity (%)

Humidity (%)

Time

● DataGap ◊ Note — gwww-sf5q-7o631 ● Alarms ● Environmental Events ● Milestones ● Network Change Zones

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Shipment Report: AWB111111111111 (Active)

Shipment: [AWB111111111111]

Battery percentage (%)

Battery percentage (%)

Time

● DataGap ◊ Note — gwxx-sf5q-7o631 ● Alarms ● Environmental Events ● Milestones ● Network Change Zones

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Milestones (0)
No Milestones have been added

Alarms (1)

No.	ID	Rule	Start	Stop	Duration	Root Cause
1	8	Temperature (device) > 25.00 °C (77.00 °F) for 00:20:00	2022-09-22 10:51:33	2022-09-22 11:11:33	0 days 00:20:00	n/a

Alarm Management

ID	User	Activity	Date
----	------	----------	------

Shipment Report: AWB111111111111 (Active)

Measurements (Temperature)

Device	Timestamp	Temperature	Position
gwxx-sf5q-7o631	2022-09-22 09:41:33	24.88 °C	
gwxx-sf5q-7o631	2022-09-22 09:51:33	24.56 °C	
gwxx-sf5q-7o631	2022-09-22 10:01:33	24.44 °C	
gwxx-sf5q-7o631	2022-09-22 10:11:33	24.38 °C	
gwxx-sf5q-7o631	2022-09-22 10:21:33	24.19 °C	
gwxx-sf5q-7o631	2022-09-22 10:31:33	25.56 °C	
gwxx-sf5q-7o631	2022-09-22 10:41:33	26.38 °C	
gwxx-sf5q-7o631	2022-09-22 10:51:33	26.19 °C	
gwxx-sf5q-7o631	2022-09-22 11:01:33	26.06 °C	
gwxx-sf5q-7o631	2022-09-22 11:11:33	24.19 °C	
gwxx-sf5q-7o631	2022-09-22 11:21:33	23.69 °C	
gwxx-sf5q-7o631	2022-09-22 11:31:32	23.50 °C	
gwxx-sf5q-7o631	2022-09-22 11:31:33	23.50 °C	
gwxx-sf5q-7o631	2022-09-22 11:41:33	23.50 °C	
gwxx-sf5q-7o631	2022-09-22 11:51:33	23.44 °C	
gwxx-sf5q-7o631	2022-09-22 12:01:32	23.44 °C	
gwxx-sf5q-7o631	2022-09-22 12:01:33	23.44 °C	
gwxx-sf5q-7o631	2022-09-22 12:11:33	23.75 °C	
gwxx-sf5q-7o631	2022-09-22 12:21:33	24.44 °C	
gwxx-sf5q-7o631	2022-09-22 12:31:33	24.25 °C	
gwxx-sf5q-7o631	2022-09-22 12:41:32	24.06 °C	
gwxx-sf5q-7o631	2022-09-22 12:41:33	24.06 °C	
gwxx-sf5q-7o631	2022-09-22 12:51:32	24.44 °C	
gwxx-sf5q-7o631	2022-09-22 12:51:33	24.44 °C	

Shipment Report: AWB111111111111			(Active)
Measurements (Humidity)			
Device	Timestamp	Humidity	
gwxxw-sf5q-7o631	2022-09-22 09:41:33	34.35 %	
gwxxw-sf5q-7o631	2022-09-22 09:51:33	34.94 %	
gwxxw-sf5q-7o631	2022-09-22 10:01:33	36.15 %	
gwxxw-sf5q-7o631	2022-09-22 10:11:33	34.84 %	
gwxxw-sf5q-7o631	2022-09-22 10:21:33	42.47 %	
gwxxw-sf5q-7o631	2022-09-22 10:31:33	38.86 %	
gwxxw-sf5q-7o631	2022-09-22 10:41:33	36.20 %	
gwxxw-sf5q-7o631	2022-09-22 10:51:33	35.85 %	
gwxxw-sf5q-7o631	2022-09-22 11:01:33	36.24 %	
gwxxw-sf5q-7o631	2022-09-22 11:11:33	35.58 %	
gwxxw-sf5q-7o631	2022-09-22 11:21:33	37.70 %	
gwxxw-sf5q-7o631	2022-09-22 11:31:32	37.93 %	
gwxxw-sf5q-7o631	2022-09-22 11:31:33	37.98 %	
gwxxw-sf5q-7o631	2022-09-22 11:41:33	38.07 %	
gwxxw-sf5q-7o631	2022-09-22 11:51:33	38.22 %	
gwxxw-sf5q-7o631	2022-09-22 12:01:32	38.68 %	
gwxxw-sf5q-7o631	2022-09-22 12:01:33	38.71 %	
gwxxw-sf5q-7o631	2022-09-22 12:11:33	41.68 %	
gwxxw-sf5q-7o631	2022-09-22 12:21:33	37.94 %	
gwxxw-sf5q-7o631	2022-09-22 12:31:33	38.53 %	
gwxxw-sf5q-7o631	2022-09-22 12:41:32	38.77 %	
gwxxw-sf5q-7o631	2022-09-22 12:41:33	38.78 %	
gwxxw-sf5q-7o631	2022-09-22 12:51:32	40.77 %	
gwxxw-sf5q-7o631	2022-09-22 12:51:33	40.73 %	

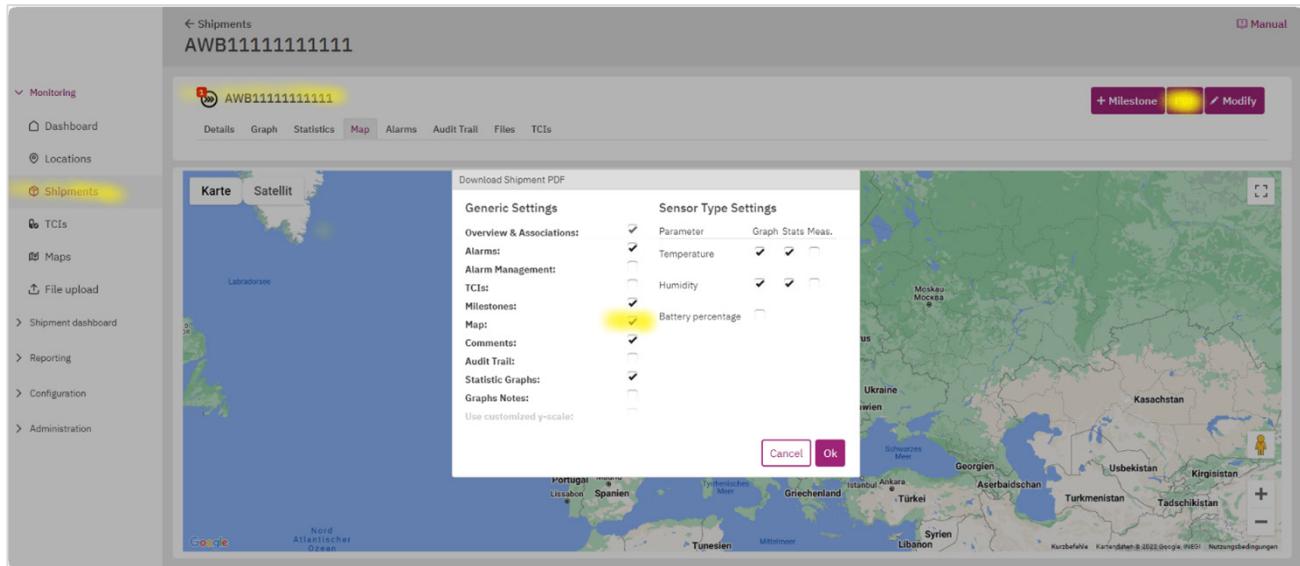
Shipment Report: AWB1111111111111111						(Active)	
Audit Trail							
ID	Username	User	Action	Object	Object ID	Timestamp (UTC)	Timestamp (Europe/Zurich)
1559	marina.haensli@carrier.ch	[REDACTED]	UPDATED	Event	62	2022-09-22 06:25:20	2022-09-22 08:25:20
Escalation Period: 00:30:00 changed to 00:30 Repetition Interval: 00:00:00 changed to 00:00							
1558	marina.haensli@carrier.ch	[REDACTED]	CREATED	Event	62	2022-09-22 06:25:03	2022-09-22 08:25:03
Start Date (UTC): 2022-09-22 06:25:03 Local Alerting: 0 Escalation Period: 00:30:00 Repetition Interval: 00:00:00 Can escalate: 0 Notification Type: 1 Configuration ID: e8dcbb19e-7b4-4668-ab26-0848b1d1849f Name: EX FRA Association: Shipment: 25							
1557	marina.haensli@carrier.ch	[REDACTED]	UPDATED	Event	60	2022-09-22 06:24:55	2022-09-22 08:24:55
Stop Date (UTC): <empty> changed to 2022-09-22 06:24:55							
1551	marina.haensli@carrier.ch	[REDACTED]	UPDATED	Event	60	2022-09-22 06:12:22	2022-09-22 08:12:22
Escalation Period: 00:30:00 changed to 00:30 Repetition Interval: 00:00:00 changed to 00:00							
1550	marina.haensli@carrier.ch	[REDACTED]	CREATED	Event	60	2022-09-22 06:12:14	2022-09-22 08:12:14
Start Date (UTC): 2022-09-22 06:12:14 Local Alerting: 0 Escalation Period: 00:30:00 Repetition Interval: 00:00:00 Can escalate: 0 Notification Type: 1 Configuration ID: 0161855a-277b-434b-852b-c3ceab4d37a1 Name: EX BASEL Association: Shipment: 25							
1549	marina.haensli@carrier.ch	[REDACTED]	UPDATED	Event	57	2022-09-22 06:07:04	2022-09-22 08:07:04
Stop Date (UTC): <empty> changed to 2022-09-22 06:07:04							
1472	marina.haensli@carrier.ch	[REDACTED]	UPDATED	Event	57	2022-09-22 03:05:31	2022-09-22 05:05:31
Escalation Period: 00:30:00 changed to 00:30							

Shipment Report: AWB111111111111						(Active)	
ID	Username	User	Action	Object	Object ID	Timestamp (UTC)	Timestamp (Europe/Zurich)
Repetition Interval: 00:00:00 changed to 00:00:00							
Notification Type: 0 changed to 1							
1471	manuuser@carrier.com	██████████	CREATED	Event	57	2022-09-22 03:05:23	2022-09-22 05:05:23
				Start Date (UTC): 2022-09-22 03:05:23			
				Local Alerting: 0			
				Escalation Period: 00:30:00			
				Repetition Interval: 00:00:00			
				Can escalate: 0			
				Notification Type: 0			
				Name: EX FRA			
				Association: Shipment: 25			
1470	manuuser@carrier.com	██████████	UPDATED	Shipment	25	2022-09-22 03:05:08	2022-09-22 05:05:08
				Status: Idle changed to Active			
1469	manuuser@carrier.com	██████████	CREATED	Shipment Association	30	2022-09-22 03:05:08	2022-09-22 05:05:08
				Start Date (UTC): 2022-09-22 03:04:47			
				Shipment: 25			
				Device: 50			
1468	manuuser@carrier.com	██████████	UPDATED	Shipment	25	2022-09-22 03:04:43	2022-09-22 05:04:43
				Status: Idle			
1467	manuuser@carrier.com	██████████	CREATED	Shipment	25	2022-09-22 03:04:43	2022-09-22 05:04:43
				Creation Date: 2022-09-22 03:04:43			
				Expiry Recipients: 5			
				Name: AWB111111111111			

Shipment Report: AWB111111111111						(Active)			
TCIs (0)									
No TCIs have been added									
References:									
(1) - MKT is calculated using the algorithm as recommended in the Pharmacopeia using Activation Energy 83.144.									
(2) - MKT for a Q-tag CLM doc is not calculated by SmartView but retrieved from its corresponding CSV file.									

Shipment Report with Map

If you have a device with GPS, you can choose to include the Map in the Shipment Report.



Shipment Report: TST-SHP-0303

(Active with Excursions)

Overview

Shipment:
Customer:
Duration:
Started on:
Metrics:
Description:
Storage Conditions:

Timezone:
Trip ID:
No. Devices:
Stopped on:

Transport (Air)

Origin:
Start Coordinates:
Company:
Flight Code:

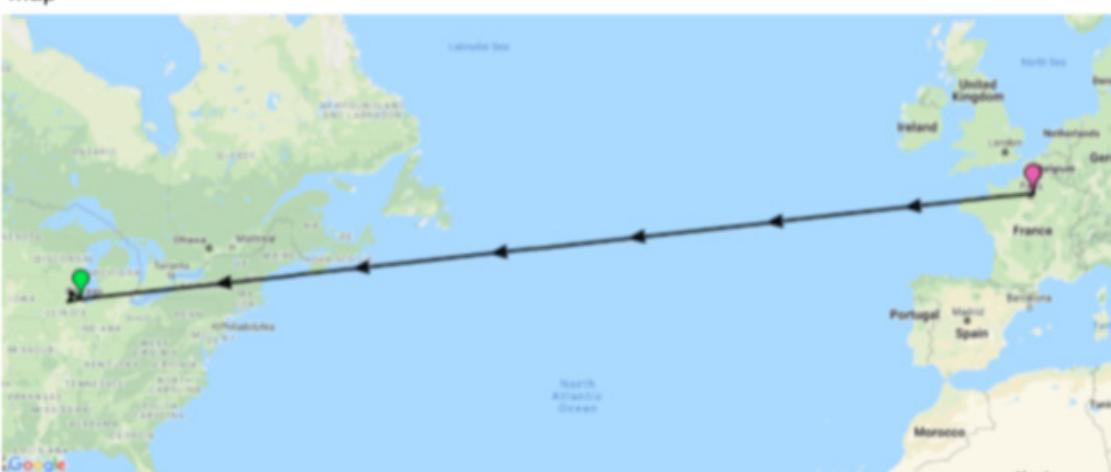
Destination:
Stop Coordinates:
Carrier:
Flight Date:

Product

Name:
Batch Number:
Temperature Range:

Code:
Order Number:
ATOR:

Map

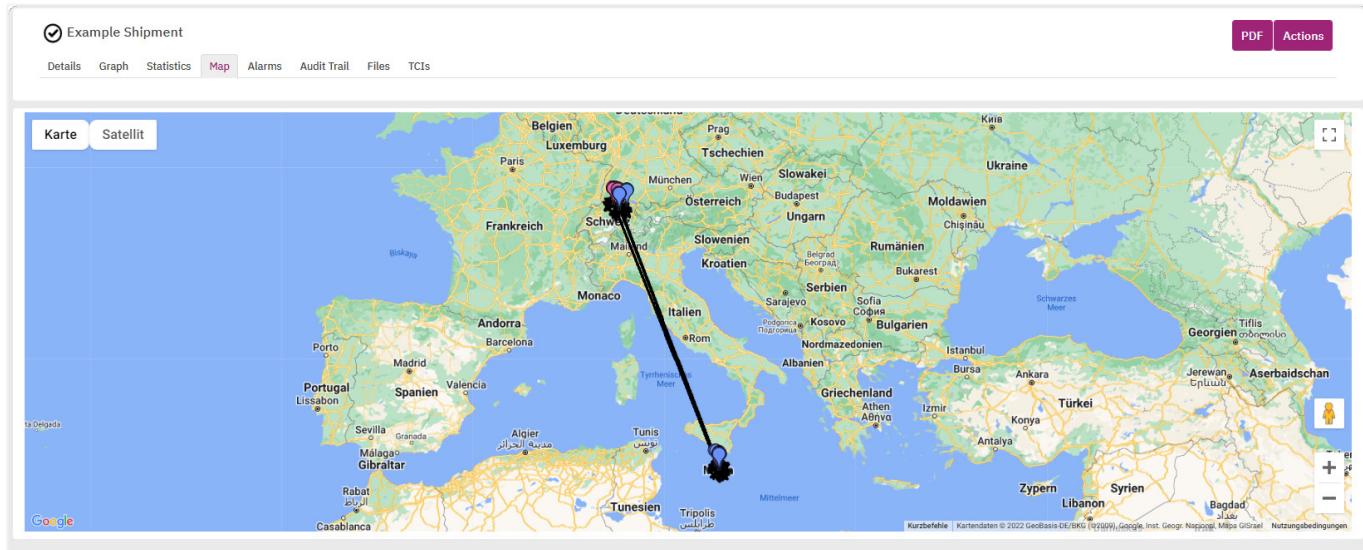


Associations (3)

Device	Association Details	Start	Stop
99000512000010	Details: No description provided Packing System: n/a Placement: n/a Unit Load Device: n/a Commission Number: n/a	2018-10-02 10:04:19	
10.00.00.00.12:13	Details: No description provided	2018-03-14 10:32:48	2018-04-01 09:05:31

Shipment Map

The Shipment Map documents the route of your transported goods. You can use SmartMonitor SHIP L within SmartView.

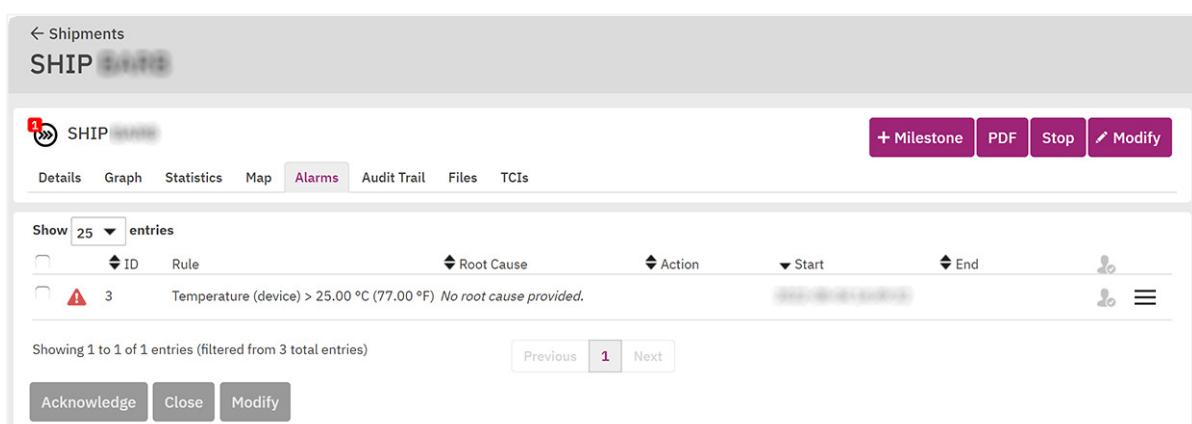


If you put your cursor over a red or Green "flag", you will get the following detailed information:



Shipment Excursions

Sector ID, Type, Name, Event Rule, Root Cause, Action, Start, End, The User state of an excursion:



On the right side behind the tribar button, you can directly:

- View Excursion
- View on Graph
- Acknowledge Excursion

If an excursion has already been acknowledged the menu field "Acknowledge Excursion" is not available anymore.

Before an excursion can be closed the excursion must have been acknowledged!

Bulk Edit of Shipment Excursions

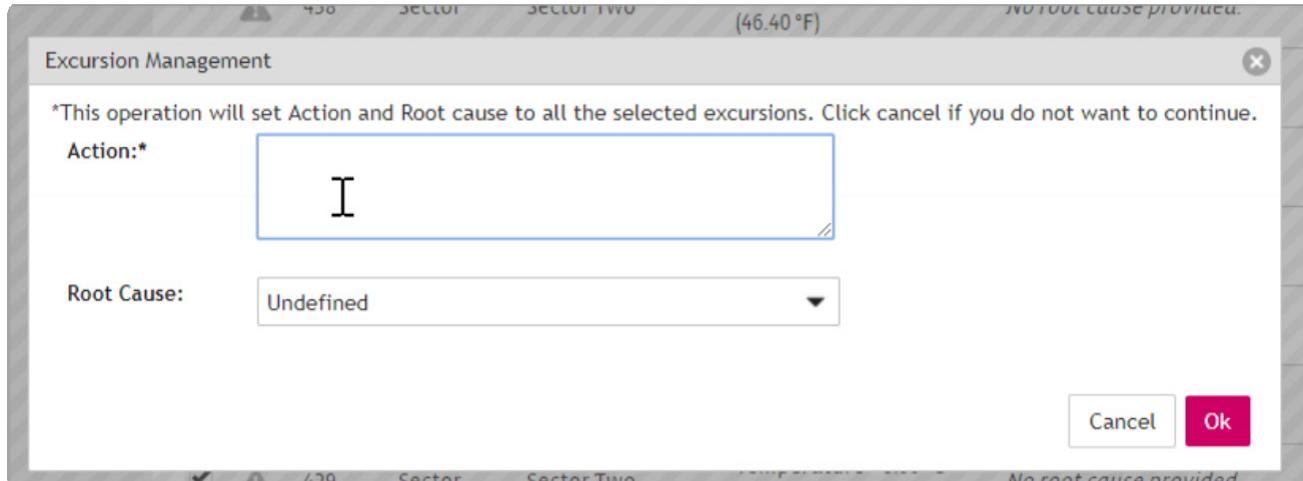
A user can bulk edit Shipment excursions and can select/deselect multiple excursions.

<input checked="" type="checkbox"/>	430	Sector	Sector A - Fridge	Temperature > 8.00 °C (46.40 °F)
<input checked="" type="checkbox"/>	429	Sector	Sector Two	Temperature > 8.00 °C (46.40 °F)
<input checked="" type="checkbox"/>	428	Sector	Sector A - Fridge	Temperature > 8.00 °C (46.40 °F)
<input checked="" type="checkbox"/>	426	Sector	Sector Two	Temperature > 8.00 °C (46.40 °F)
<input checked="" type="checkbox"/>	424	Sector	Sector A - Fridge	Temperature > 8.00 °C (46.40 °F)

Showing 1 to 25 of 257 entries (filtered from 446 total entries) 5 rows selected

Acknowledge **Close** **Modify**

Users with the appropriate rights can acknowledge/close/modify multiple selected excursions. Click **Modify** to act and define the root cause of your excursion management.



Modify Shipments

Click **Modify** on the right side within your shipment to change/adjust the information within the shipment:

General

← Shipments

Shipment

General Associations Alarm profiles Milestones Files

Shipment

General

Description: Customer: [Select a Customer...]

Product

Product: [Select a Product...]

Product Code:

Batch No.:

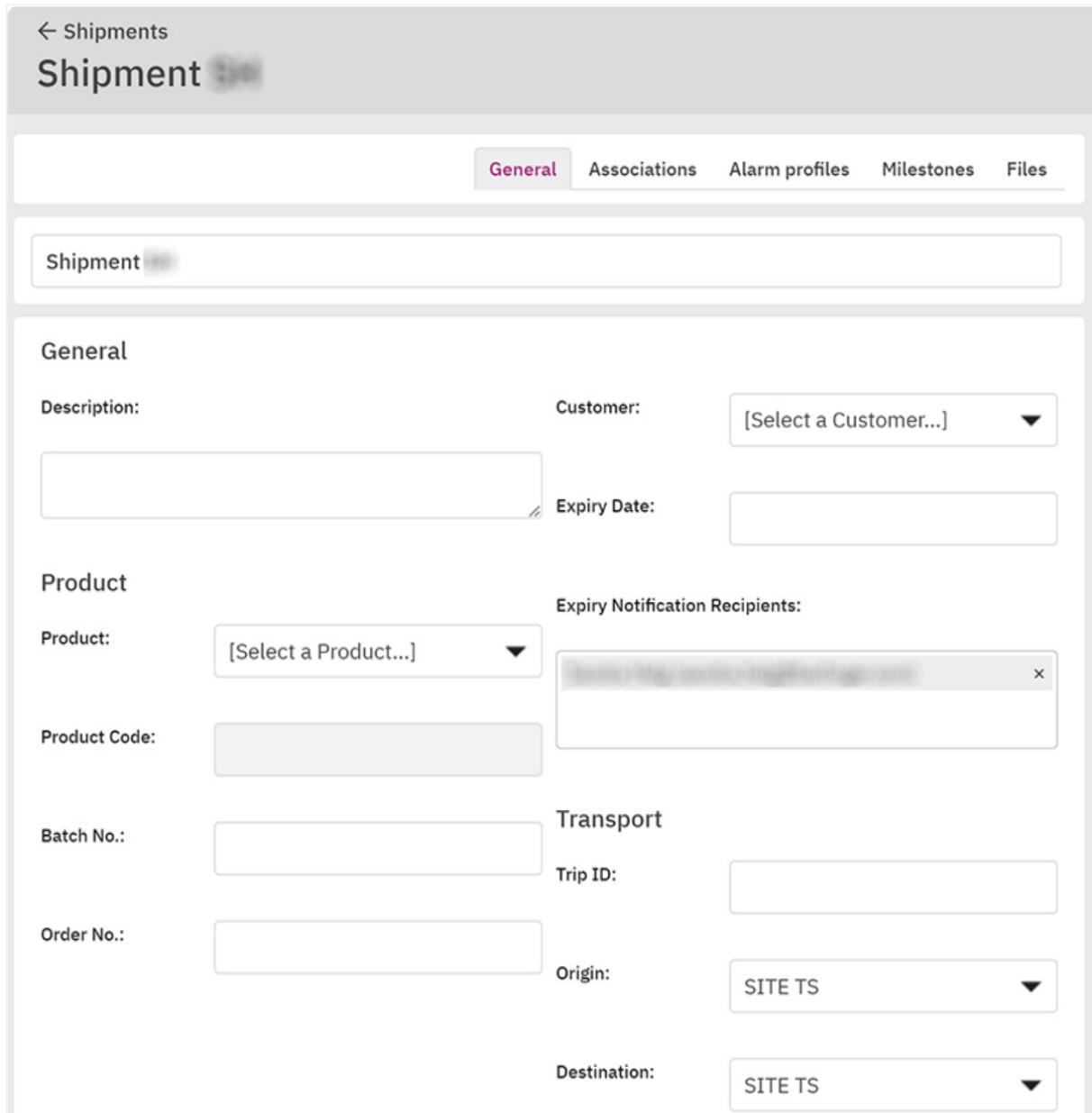
Order No.:

Expiry Date: Expiry Notification Recipients:

Transport

Trip ID: Origin: SITE TS

Destination: SITE TS



Change the customer, add a description, select another product, etc.

Associations

The screenshot shows the 'Associations' tab selected in the top navigation bar. The left panel displays shipment details like Serial No., Duration, and various association parameters. The right panel is a modal for creating a new association, with fields for Serial No., Device Type, Association Details, and a dropdown for Packing System.

You can view the device or modify the association to a shipment.

Alarm profiles

The screenshot shows the 'Alarm profiles' tab selected in the top navigation bar. The left panel displays alarm profile settings for recipients, escalation, and notification type. The right panel is a modal for saving changes, with a 'Monitoring Enabled' checkbox and a 'Rules' section listing temperature thresholds.

Alarm profile include the following settings:

- Can Escalate / Cannot Escalate
- Repetition Interval
- Escalation Delay
- Recipients
- Escalation Recipients
- Notification Type (email or SMS)

Milestones

The screenshot shows the 'Shipment' screen with the 'Milestones' tab selected. On the left, a table lists four predefined milestones with columns for #, Timestamp, User, and Description. On the right, a modal window titled 'Create Milestone' contains fields for 'Timestamp' and 'Description', with a 'Save' button at the bottom.

#	Timestamp	User	Description
1	2023-01-01 10:00:00		Shipment arrived at location A
2	2023-01-01 10:15:00		Shipment arrived at location B
3	2023-01-01 10:30:00		Shipment arrived at location C
4	2023-01-01 10:45:00		Shipment arrived at location D

You can change predefined milestones because of changes.

Archive

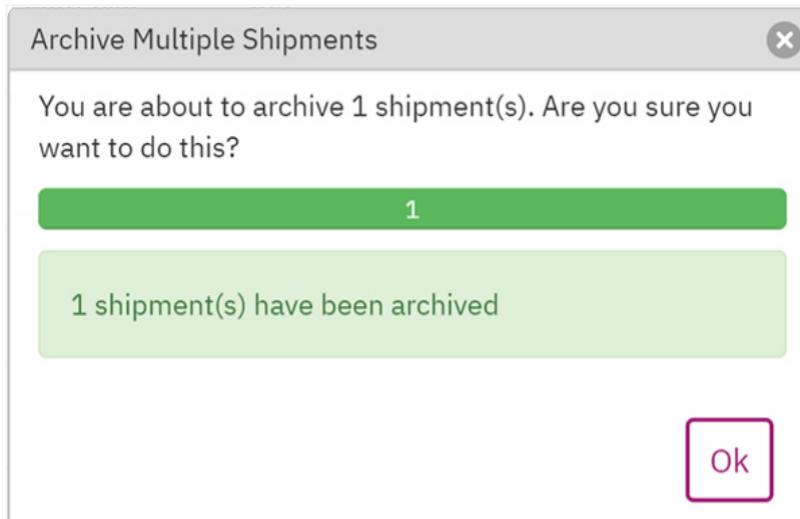
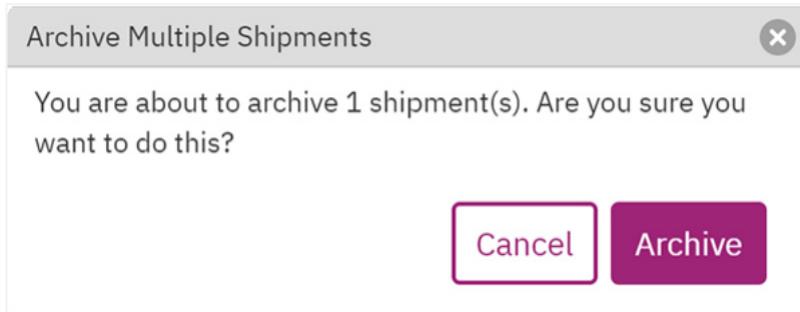
To archive a shipment, complete the following steps:

1. Select the shipment:

The screenshot shows the 'Shipments' list screen. A single shipment is selected, indicated by a checked checkbox and a pink circle at the bottom. Two pink arrows point from this circle to the 'Create Milestones' button and the confirmation buttons at the bottom of the screen.

Name	Customer	Alarm Profile	Product	Origin	Destination	Started on	Ended on	Expires on
Shipment 1	Customer 1	Profile 1	Product 1	Origin 1	Destination 1	2023-01-01 10:00:00	2023-01-01 10:45:00	n/a
Shipment 2	Customer 2	Profile 2	Product 2	Origin 2	Destination 2	2023-01-01 10:15:00	2023-01-01 10:45:00	n/a
Shipment 3	Customer 3	Profile 3	Product 3	Origin 3	Destination 3	2023-01-01 10:30:00	2023-01-01 10:45:00	n/a
Shipment 4	Customer 4	Profile 4	Product 4	Origin 4	Destination 4	2023-01-01 10:45:00	2023-01-01 10:45:00	n/a
Shipment 5	Customer 5	Profile 5	Product 5	Origin 5	Destination 5	2023-01-01 10:00:00	2023-01-01 10:45:00	n/a
Shipment 6	Customer 6	Profile 6	Product 6	Origin 6	Destination 6	2023-01-01 10:15:00	2023-01-01 10:45:00	n/a

2. Confirm the archiving:



You will be notified as soon as the shipment is successfully achieved:

History

This section displays Shipment event history, including user (user name or System user), reason, and date of the event.

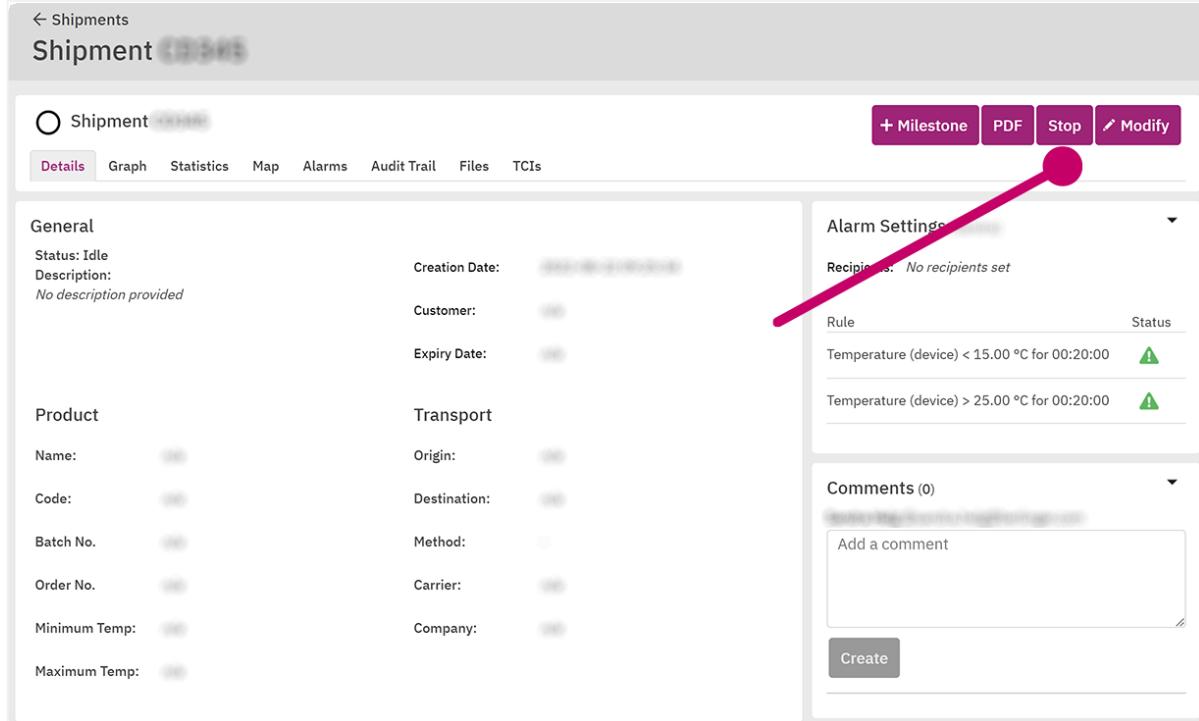
Status History			
Status	User	Reason	Date
Archived	[REDACTED]	[REDACTED]	[REDACTED]
Completed	[REDACTED]	[REDACTED]	[REDACTED]
Idle	[REDACTED]	[REDACTED]	[REDACTED]

Stopping a Shipment

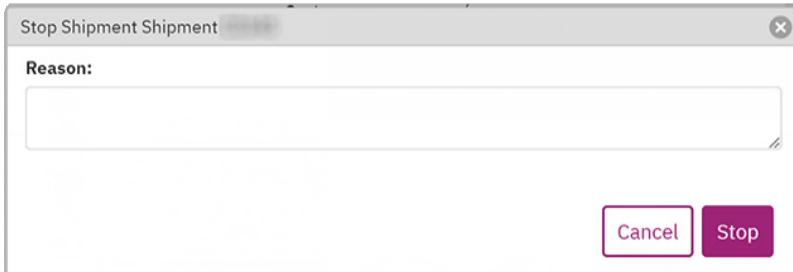
Wireless sensor-monitored shipments should be stopped to ensure only relevant data is used. When a shipment is stopped, all SmartSensors are automatically disassociated from the shipment, and a final shipment report is generated.

Shipments assigned a Q-tag cannot be manually halted, as their start and stop times are determined solely by the uploaded Q-tag data files. Users are unable to specify these times, which are automatically sourced from the devices.

1. From the Shipment View screen, click on the **Stop** button.



The shipment is stopped in two steps:



2. Enter the reason for stopping and then press the **Stop** button.

To support the reliability of this procedure, the system only allows a stop-time that is close to the current system time (based on a user-defined allowed time frame).

Note: Idle shipments can be stopped.

Creating a Milestone for Shipments

1. To create a milestone go to the shipment and click on the **Milestone** button.

Review milestones related to this shipment that have already been defined or add new milestones if necessary.

The screenshots show the Shipment graph interface in SmartView. On the left, a list of shipment milestones is displayed with columns for #, Timestamp, User, and Description. The descriptions are: 'Shipment arrived at location A', 'Shipment arrived at location B', 'Shipment arrived at location C', and 'Shipment arrived at location D'. On the right, a 'Create Milestone' dialog box is open, prompting for 'Timestamp' and 'Description', with a 'Save' button at the bottom.

2. Select the date and time of the milestone in the date field
3. Provide a short description for the milestone and click the **Save** button.

Milestones may be viewed on both the shipment graph and the shipment PDF report.

Shipment Relevant Time

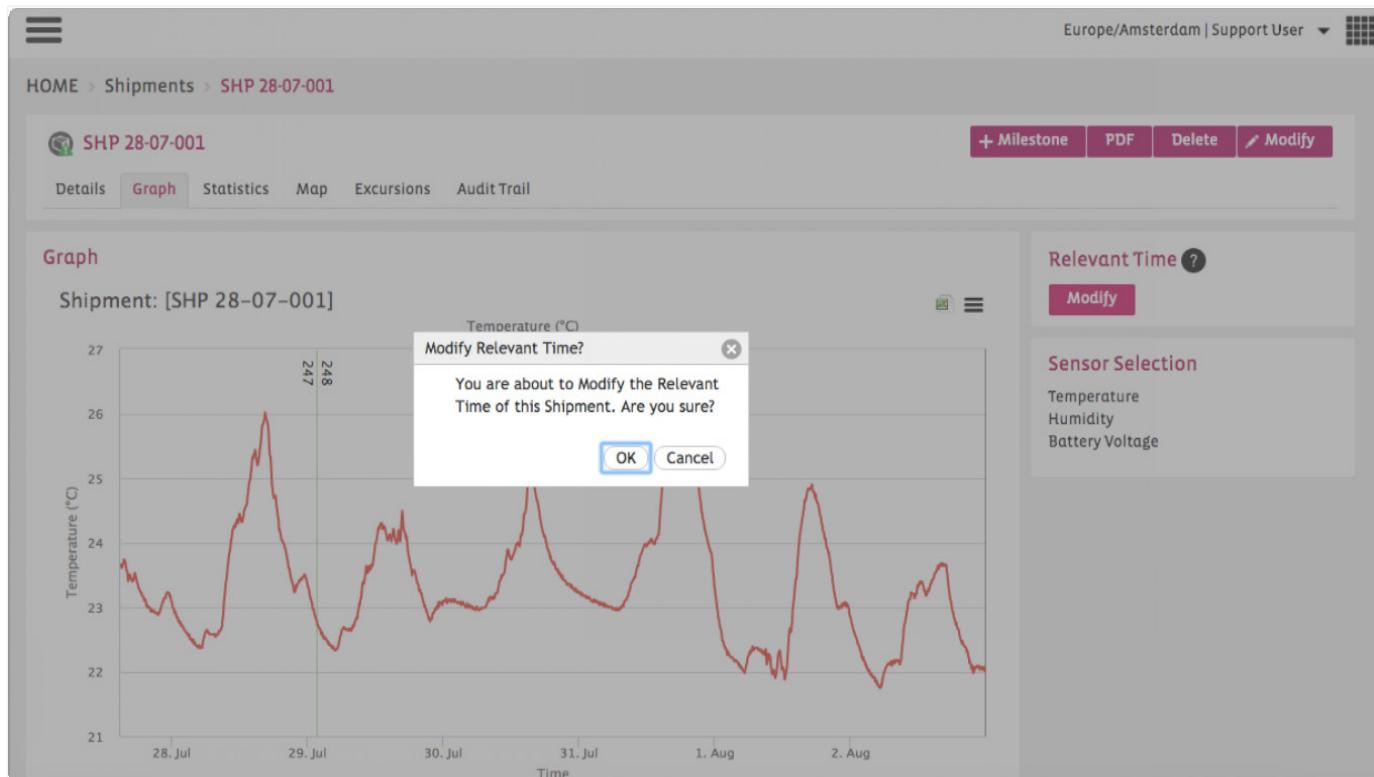
Sometimes, you may need to adjust a shipment's relevant time because sensors recorded earlier or later than the real shipment times. Instead of editing each sensor timestamp, SmartView lets you set the correct relevant time for the entire shipment.

Modify Relevant Time

1. Click **Modify Relevant Time?** in the shipment graph.

As shown in the following screen, you will be asked to confirm your action to access the option to modify the relevant time of the shipment.

The selected times have to be within the Start/Stop times of the shipment.



2. Click **OK** to continue access to modify the relevant shipment time and follow the following steps:
3. Click the **start time** or **stop time** button for the time that you want to modify.

After you have chosen the time, as shown in the following image, the screen will show grey colored background for the trimmed part of the data due to the modification.

Relevant Time ?

Original Start	Original Stop	
2016-07-27 14:54:15	2016-08-02 23:55:55	
Modified Start	Modified Stop	
-	-	
<input checked="" type="radio"/> Start time <input type="radio"/> Stop time		
Cancel	Apply	Clear

- Click **Clear** to clear your changes.
- Click **Cancel** to return to the original graph screen.

When modifying relevant time may affect the excursion information.

Shipments Summary

The following information is the summary of the Shipments chapter:

- New shipment State engine
- Shipments that have been archived will not be visible in the shipment overview unless they are specifically searched for.
- Once completed, all states become unchangeable.
- You can still re-open shipments that are archived, approved, or declined.
- Disabled devices—such as broken ones—no longer affect state counts.
- Expiration notices will now apply to any shipment that is pending or active, including logger shipments.

Shipments

Filter By

Name: 010173

From:

Until:

Transport Method: All

Status: [All]

Has alarms: [All]

Product: [Select a Product...]

Clinical Trial: [Select a Clinical Trial...]

Customer: [Select a Customer...]

Origin: [Select a Location...]

Destination: [Select a Location...]

Shipments

Show 25 entries

+ Create Shipment More Actions Toggle Filters

Name	Customer	Alarm Profile	Product	Origin	Destination	Started on	Ended on	Expires on	Actions
ZRH to SIN	n/a	EX BASEL	n/a			2022-08-24 09:31:06	2022-09-09 16:50:56	n/a	Green n/a
SHIP AFRICA	n/a	DESERT	n/a			2022-08-26 09:02:46	2022-09-02 07:43:29	n/a	Green n/a
SHIP MAR AROUND EU	n/a	MARINA	n/a			2022-07-29 11:30:39	2022-08-24 16:40:19	n/a	Green n/a
SHIPMENT CR	n/a	FRANZI	n/a			2022-07-29 11:22:38	2022-07-31 08:37:17	n/a	Green n/a
SHIPMENT A TO B	n/a	USER MANUAL TEST	n/a			2022-07-28 09:09:11		n/a	Green n/a
SHIP BARB	n/a	BAR BARA	n/a			2022-08-04 14:18:16		n/a	Green n/a
Shipment SH	n/a	Sandra	n/a	SITE TS	SITE TS	2022-08-16 16:50:47		n/a	Green n/a
Master Shipment	n/a	n/a	n/a					n/a	Green n/a
SHIPMENT ANDREAS	n/a	USER MANUAL TEST	n/a					n/a	Green n/a
SHIP ANDREAS 2	n/a	n/a	n/a					n/a	Green n/a
ZRH to JFK	n/a	EX BASEL	n/a			2022-08-24 09:29:14		n/a	Green n/a
Berlinger BBQ Cold	n/a	GANTERSCHWIL EXTS	n/a			2022-09-20 13:34:58		n/a	Green n/a
test_andreas_2	n/a	n/a	n/a					n/a	Green n/a
Berlinger BBQ ...	n/a	GANTERSCHWIL	n/a			2022-09-20 13:45:31		n/a	Green n/a

Showing 1 to 14 of 14 entries (filtered from 16 total entries)

Previous 1 Next

Create Milestones

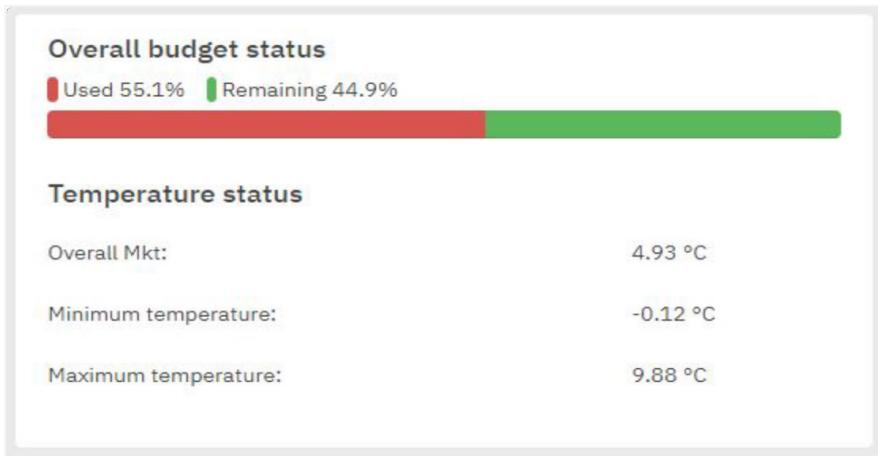
TCI

When opening the TCI view a list of all available TCIs will be presented. A first indication of the status of the TCI can be seen on the right side represented by the different colored triangle which show the current status of the stability budget.

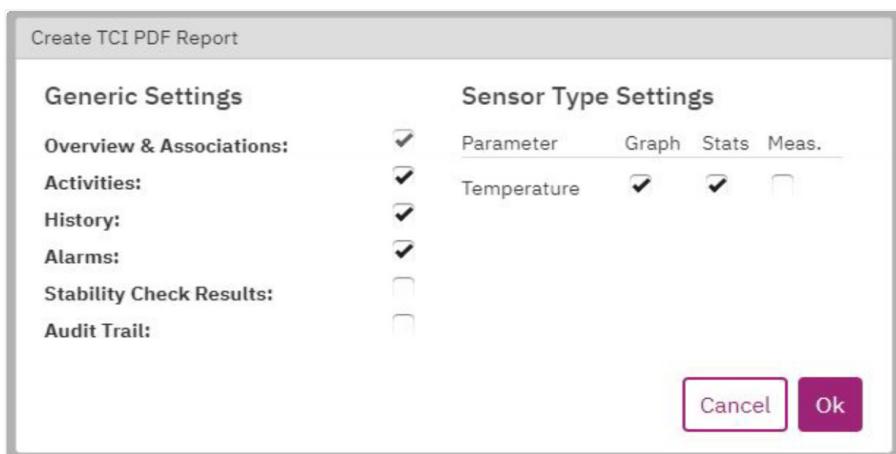
TCI Details Page

Under this page you will find all important details from TCI.

The status of the stability budget can be seen on the right side of the details page if any information in that regard is available.

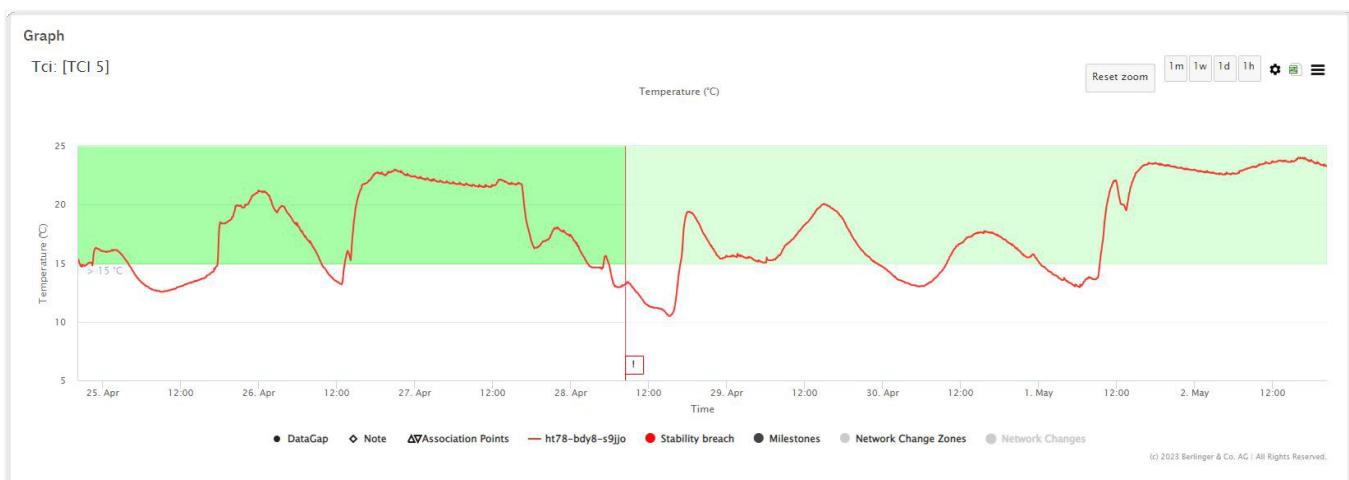


With a click on PDF a pop up will appear that contains a selection for a PDF report that can be generated.



TCI Graph Page

On this page a graph will display the measured values. Once the stability budget is reached the band of the desired values will switch to a lighter green. Also, the reaching of the stability budget will be marked by an "!" exclamation mark.



Stability Budget Status

This page give an overview of the stability budget used and is still available. Further details about the different breaches of the stability budget rules can be displayed by pressing the small arrow on the right side of the rules.

Overall budget status
Used 55.1% Remaining 44.9%

Temperature status

Overall Mkt:	4.93 °C
Minimum temperature:	-0.12 °C
Maximum temperature:	9.88 °C

Rules

Type	Condition	Value	Duration	No. of Occ.	Actual situation	Budget used	Status
Single alarm	< less than	2.00 °C	1 hour	10	0	0%	✓
Accumulated alarm	> greater than	8.00 °C	10 hours	n/a	5 hours 30 minutes 37 seconds	55.1%	✓

Activities

This page give an overview over the recorded activities. A broad summary can be seen on the top of the page, and a more detailed list is displayed in the second half, where all the associations of a TCI can be found in chronological order.

Monitoring Time

Total time in cold chain	100 days 18 hours 1 minute
Total time being monitored	374 days 13 hours 19 minutes 3 seconds
Total time not being monitored	-

Activities (5)

Type	Name	Start	Stop	Duration
Shipment	Shipment 1	2023-04-03 19:00:00	2023-04-13 12:04:00	9 days 17 hours 4 minutes
Sector	Location 1 Sector 1	2023-04-13 12:05:00	2023-04-19 06:21:00	5 days 18 hours 16 minutes
Shipment	Shipment 2	2023-04-19 06:22:00	2023-04-20 06:56:00	1 day 34 minutes
Sector	Location 2 Sector 1	2023-04-20 06:57:00	2023-06-29 13:00:00	70 days 6 hours 3 minutes
Sector	Location 2 Sector 2	2023-11-16 16:58:29	n/a	147 days 15 hours 23 minutes 34 seconds

History

This page displays an overview of the different statuses the TCI had over its lifetime.

Shipment/Sector	Device	Status of Activity	Date of activity change
Sector 1	a3jc-sean-wftdg	Good	2023-04-24 10:42:07
Sector 1	a3jc-sean-wftdg	Disposed	2023-07-18 08:29:24

Showing 1 to 2 of 2 entries

Related Excursion

In this page excursion are listed that that would have occurred within a sector or shipment while the TCI was assigned to it.

Show 25 entries								
	ID	Type	Name	Rule	Root Cause	Action	Start	End
195	195	Sector	Room Temp.	Temperature (sensor) > 25.00 °C (77.00 °F)	No root cause provided.		2024-04-03 11:44:27	2024-04-03 12:32:27
184	184	Sector	Room Temp.	Temperature (sensor) > 25.00 °C (77.00 °F)	No root cause provided.		2024-03-27 12:52:27	2024-03-27 14:32:27
170	170	Sector	Room Temp.	Temperature (sensor) > 25.00 °C (77.00 °F)	No root cause provided.		2024-03-19 17:11:27	2024-03-19 18:56:27
164	164	Sector	Room Temp.	Temperature (sensor) > 25.00 °C (77.00 °F)	No root cause provided.		2024-03-16 10:20:27	2024-03-16 11:27:27

Devices

Supported Devices:

- **SmartMonitor** hardware.
- **Wireless active RFID sensors.**

AiroSensors serve as wireless devices for static monitoring and RF data logging, sending data automatically to the SmartView application via wireless networks.

- **Q-tag CLm doc family.**

Users can log shipment temperature measurements with the Q-tag CLm doc. SmartView supports various Q-tag devices—including Dry Ice (D), Logger (L), and Reusable (R) — and displays detailed shipment data when files are uploaded. It also offers reporting and analysis features.

- **Fridge-tag family.**

The Fridge-tag 2 L records temperatures at various locations or during shipping and is compatible with the SmartView system. After uploading the data file into the SmartView system, users are able to view detailed measurement information for the monitored goods. The system also provides reporting and analysis functions for users.

Integrating Fridge-tag 3 devices with SmartView enables the use of stand-alone devices that send SMS alerts to designated recipients, while also reporting to SmartView for access to the features of the data management software.

CLm doc family

Supported devices by SmartView are:

- Q-tag CLm doc
- Q-tag CLm doc L (Logger)
- Q-tag CLm doc LR (Reusable)
- Q-tag CLm doc Ice (Logger)
- Q-tag CLm doc Ice R (Reusable)
- Q-tag CLm doc D (Dry Ice)

Fridge-tag family

Supported Devices by SmartView are:

- Fridge-tag 2 L
- Fridge-tag Ultra Low

Fridge-tag 2 L



Key-Features Fridge-tag 2 L:

- Log temperature measurements at different locations or during shipment.
- Upload to SmartView manually.
- Status Checks of the device are shown in the daily statistics column.
- Device time zone is now integrated into PDF reports.
- Data gaps are now shown in the PDF report as "-", when including the measurements.

The Fridge-tag 2 L monitors ambient temperature and triggers a visual or audible alarm if set limits are exceeded. Users can quickly respond as needed. It generates a PDF/A report with a temperature curve without extra software. An optional external sensor allows measurement down to -40°C / -40°F.

PDF document of the Fridge-tag® 2 L

Identification number: 169500013436
 Date and time of report creation: 19.02.2020 11:54h
 Activation date: 03.12.2019 13:34h
 Upper alarm limit: Above +25.0°C for 1h
 Lower alarm limit: Below +20.0°C for 15min
 Measurement interval:¹⁾ 1min (fixed)
 Logging interval: 5min

No	Date (dd MM yyyy)	Events ²⁾	Average temp.	Lower alarm limit		Upper alarm limit		Ext. sensor connection error		Status	Duration	Alarm trigger time	Signature / notes	Action taken
				Status	Min. temp.	Cumulative daily time below the limit	Alarm trigger time	Status	Max. temp.					
29	22.01.2020		+22.6°C	ok	+21.5°C	0min		ok	+24.1°C	0min	ok	0min		
30	21.01.2020		+22.8°C	ok	+21.8°C	0min		ok	+24.1°C	0min	ok	0min		
31	20.01.2020		+22.6°C	ok	+21.5°C	0min		ok	+24.4°C	0min	ok	0min		
32	19.01.2020		+21.9°C	ok	+21.5°C	0min		ok	+24.4°C	0min	ok	0min		
33	18.01.2020		+23.3°C	ok	+21.7°C	0min		ok	+24.7°C	0min	ok	0min		
34	17.01.2020		+23.2°C	ok	+22.0°C	0min		ok	+24.7°C	0min	ok	0min		
35	16.01.2020		+22.6°C	ok	+21.5°C	0min		ok	+25.0°C	0min	ok	0min		
36	15.01.2020		+22.8°C	ok	+21.6°C	0min		ok	+24.1°C	0min	ok	0min		
37	14.01.2020		+22.6°C	ok	+21.5°C	0min		ok	+24.9°C	0min	ok	0min		
38	13.01.2020		+22.6°C	ok	+21.3°C	0min		ok	+24.9°C	0min	ok	0min		
39	12.01.2020		+22.6°C	ok	+21.3°C	0min		ok	+25.0°C	0min	ok	0min		
40	11.01.2020		+22.4°C	ok	+21.8°C	0min		ok	+24.8°C	0min	ok	0min		
41	10.01.2020	a.09.41	+23.1°C	ok	+21.9°C	0min		ok	+24.3°C	0min	ok	0min		
42	09.01.2020		+22.9°C	ok	+21.8°C	0min		ok	+24.2°C	0min	ok	0min		
43	08.01.2020		+22.6°C	ok	+21.5°C	0min		ok	+24.2°C	0min	ok	0min		
44	07.01.2020		+22.6°C	ok	+21.0°C	0min		ok	+24.9°C	0min	ok	0min		
45	06.01.2020	13:44	+22.4°C	ok	+21.2°C	0min		ok	+24.9°C	0min	ok	4min		
46	05.01.2020		+21.8°C	ok	+20.4°C	0min		ok	+22.5°C	0min	ALARM	11min	17-17h	
47	04.01.2020		+22.6°C	ok	+21.5°C	0min		ok	+24.2°C	0min	ok	0min		
48	03.01.2020		+21.8°C	ok	+21.1°C	0min		ok	+24.8°C	0min	ok	0min		
49	02.01.2020		+21.5°C	ok	+21.1°C	0min		ok	+24.2°C	0min	ok	0min		
50	01.01.2020		+21.5°C	ok	+21.2°C	0min		ok	+24.9°C	0min	ok	0min		
51	30.12.2019		+21.6°C	ok	+21.1°C	0min		ok	+22.1°C	0min	ok	0min		
52	30.12.2019		+21.6°C	ok	+21.1°C	0min		ok	+22.3°C	0min	ok	0min		
53	29.12.2019		+21.6°C	ok	+21.1°C	0min		ok	+22.3°C	0min	ok	0min		
54	28.12.2019		+21.5°C	ok	+20.7°C	0min		ok	+22.1°C	0min	ok	0min		
55	27.12.2019		+20.8°C	ALARM	+18.1°C	2h	09:32h	ok	+24.8°C	0min	ALARM	9h 31min	00:00h	
56	26.12.2019		+20.7°C	ALARM	+19.4°C	0min	07:17h	ok	+24.0°C	0min	ALARM	11h 14min	12:59h	

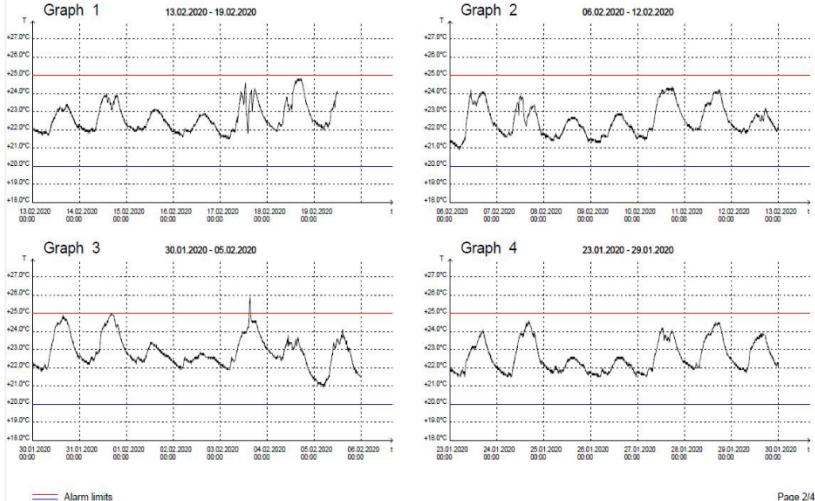
2) 1 = time > case charged, a = alarm configuration, 0min = status checked

Date and place: _____ Signature: _____

Page 3/4

PDF document of the Fridge-tag® 2 L

Identification number: 160500013436
 Date and time of report creation: 19.02.2020 11:54h



Page 2/4

SmartMonitor

SmartMonitor monitors pharmaceuticals that require temperature control during storage or transportation, transmitting data automatically to the SmartView cloud platform for efficient evaluation of product integrity.

For more information on the SmartMonitor, refer to the following user guides:

- SmartMonitor SHIP L
- SmartMonitor SHIP M
- SmartMonitor SHIP S
- SmartMonitor SITE L

SmartMonitor SHIP L

When within the device view by clicking on the device further information can be seen. The main view consists of different areas that can be divided as follows:

Status/Details

This view shows the device's current status, including applied policy and battery level.

The status can be set to enabled, disabled, or out of service. If disabled, the device will continue to operate but cannot be assigned to new shipments, sectors, or TCI.

The out of service setting serves as an effective means to designate devices that are no longer operational, whether due to mechanical failure or loss during transit. Setting a device to out of service triggers a remote stop and wipe to prevent data leaks if it's stolen. This action is irreversible.

If the device is linked to a sector or shipment, this association appears below its serial number.

mwkt-am6y-rdg84			
Shipment: Example Shipment			
Status	Available	Calibration:	not calibrated
Battery level:	98%	Last upload:	17 hr. ago
Battery expiration:	n/a	Configuration policy:	DEFAULT More

By clicking on the **Details** button, it can be switched to a different window which will contain further information as well as an additional data field that can be customized to match personal needs. In addition, the **Sublicense** allows us to move a device from the current Sublicense to a different one.

For a step-by-step guide on how to move a device between Sublicenses.

mwkt-am6y-rdg84	
Type:	SmartMonitor SHIP L
Serial number:	mwkt-am6y-rdg84
Alternate name:	not provided
Description:	not provided
Responsible location:	not provided
Latest measurement:	n/a
History:	1 association(s) More
Sublicense:	Manual

While the status view More can be pressed beside the policy configuration information. This will open up a popup that will provide information regarding the currently used policy.

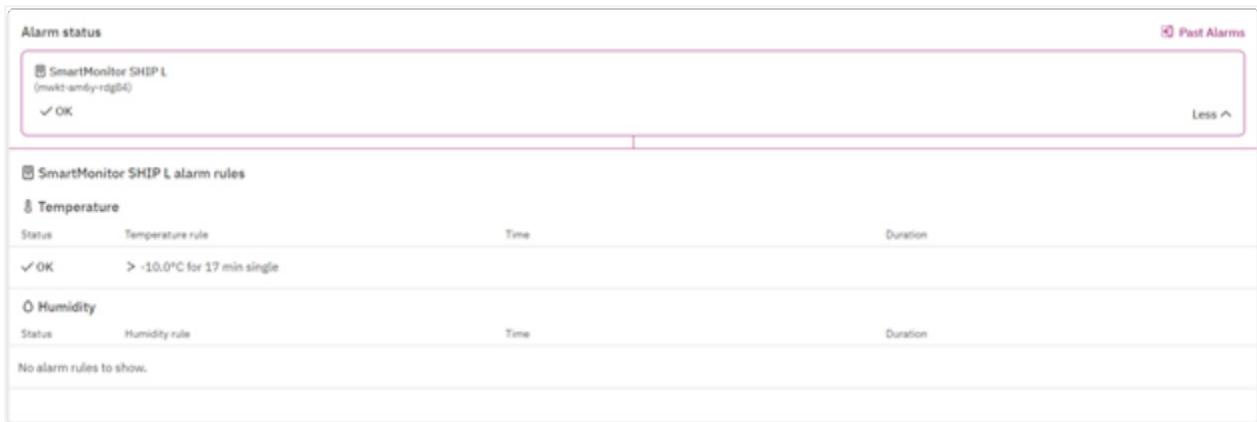
The screenshot shows the 'Example policy' configuration page. At the top, there are 'Change' and 'Download' buttons. The 'General' section includes 'Policy information' (PolicyID: b8ef40be-79bf-42cf-91e0-637083d21ec2), 'Creation and updates' (Created on 2022-09-15 13:35, Last modified on 2022-09-15 13:35), 'Status of policy' (Enabled), and 'Policy description' (no policy description provided). The 'Alarm rules' section shows 'Monitoring with device' for 'Temperature' with a rule: > -10.0°C (17 min, single) and a highlighted rule: ✓ <= -10.0°C. It also shows 'Monitoring with external sensors'. A sidebar on the left indicates the date as 23. Aug.

Besides watching the policy currently used by the device it is also possible to download it by pressing **Download** on the top. In addition, a new policy can be assigned to the device by pressing **Change**. Then a new window will open where the new policy can be selected.

The dialog box is titled 'Change configuration policy'. It displays the message: 'Please select a new configuration policy to apply to device mwkt-am6y-rdg84'. A dropdown menu labeled 'Configuration policy' shows 'Example policy' selected. At the bottom are 'Cancel' and 'Apply configuration policy' buttons.

Alarm Status

The current status of a device can be regard within the alarm status tab. Per default only the current status is shown. The alarm rules can be displayed by pressing the more arrow at the right side of this window.



The screenshot shows the 'Alarm status' section of the SmartView User Manual. It includes a table for 'Temperature' and 'Humidity' rules, and a note that 'No alarm rules to show.' The 'Past Alarms' button is visible in the top right corner.

Status	Temperature rule	Time	Duration
✓ OK	> -10.0°C for 17 min single		

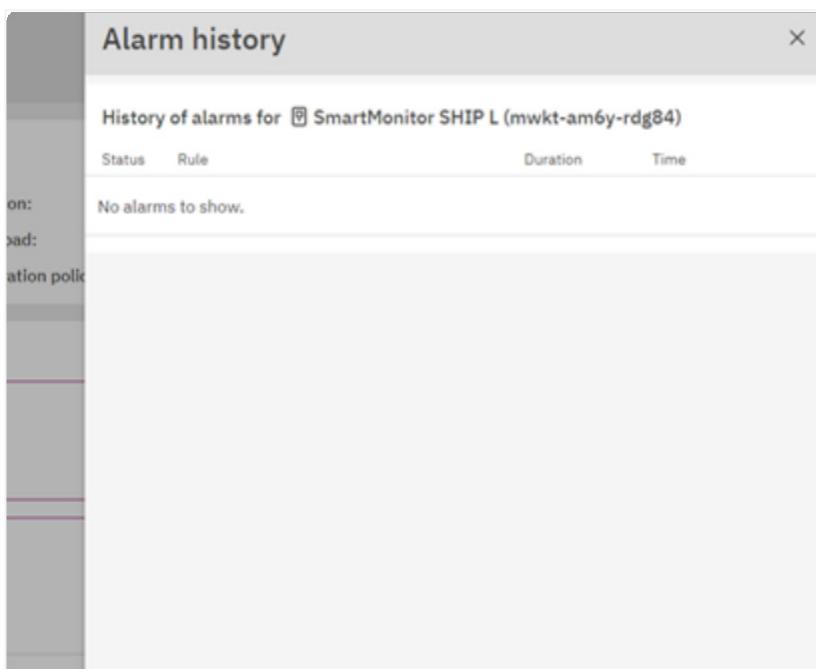
Status	Humidity rule	Time	Duration

No alarm rules to show.

Past Alarms

Less ^

By pressing **Past Alarms** a pop-up will show that will display a history of all alarms that occurred in the past.



The screenshot shows the 'Alarm history' pop-up window. It displays a table with the following data:

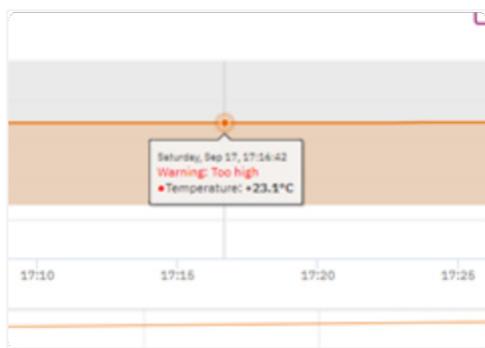
Status	Rule	Duration	Time
	No alarms to show.		

Graph

Below that the graph can be found. Each observed metric is displayed with its own graph, and each graph consists of 2 parts, the main graph as well as a small zoomed-out overview for orientation below it.



By hovering over a specific area within the graph further detailed information can be displayed.



In addition, the graph can also be downloaded as a .png image by using the **Export** button beside the Graphs title.

Map

The last area within this view consists of the map display where the device can be tracked if GPS services are activated.



Additional Functions and buttons

At the top right, after stopping the device with **Restart**, you can reset it. If the device is still running, you'll see a **Stop** button instead. Next to this button, select **Received events** to view a pop-up listing all recorded events, helping you monitor any changes or activity detected by the device.

Received events	
<input type="text"/> Search...	
History of received events on device	
Timestamp	Event
2022-09-17 16:22	Device system time was updated by the server
2022-09-15 13:54	Device alarm transition from no alarm to alarm
2022-09-15 13:54	Rule alarm transition from no alarm to alarm
2022-09-15 13:38	Rule transition from normal to excursion
2022-09-15 13:37	Auto flight detection in state 'no flight'
2022-09-15 13:37	Rule is recalculated
2022-09-15 13:37	Auto flight detection started
2022-09-15 13:37	Condition judgement started
2022-09-15 13:37	Measurements started
2022-09-15 13:37	Device started via button

The Ship L contains an additional functionality that will allow it to record temperature a certain amount of time after it has been stopped in case the stop occurred prematurely, and further data would be required

SmartMonitor SHIP M

By clicking on the device further information can be seen. The main view consists of different areas that can be divided as follows:

Status/Details

This view displays the device's current status, which includes details such as the applied policy, battery status, and additional information. The status can be set to enabled or disabled. Disabling a device does not affect its operation but prevents it from being included in new shipments, sectors, or TCI.

The out of service setting can be applied to devices that are no longer usable, such as those that are broken or lost during transport. Setting a device to out of service initiates remote stop and wipe actions to help prevent data leakage if the device is stolen. Once this status is assigned, it cannot be reversed.

If the device is associated with a sector or shipment, the existing association is displayed below its serial number.

Status:	Available	Calibration:	not calibrated
Battery level:	98%	Last upload:	17 hr. ago
Battery expiration:	n/a	Configuration policy:	DEFAULT

By clicking on the Details button, it can be switched to a different window which will contain further information as well as an additional data field that can be customized to match personal needs. In addition, the field Sublicense allows you to move a device from the current Sublicense to a different one.

For a step-by-step guide on how to move a device between Sublicenses.

While in the status view can be pressed beside the policy configuration information. This will open up a popup that will provide information in regard to the currently used policy.

, Latest measurement (n/a), and History (1 association(s)). Other fields include Serial number (tnop-zm57-supce), Alternate name (not provided , Description (not provided , and Sublicense (Manual)."/>

Type:	SmartMonitor SHIP M	Responsible location:	not provided
Serial number:	tnop-zm57-supce	Latest measurement:	n/a
Alternate name:	not provided	History:	1 association(s)
Description:	not provided	Sublicense:	Manual

Example policy

Change Download

General

Policy information

PolicyID
b8ef40be-79bf-42cf-91e0-637083d21ec2

Creation and updates

Created on 2022-09-15 13:35
Last modified on 2022-09-15 13:35

Status of policy

✓ Enabled

Policy description

no policy description provided

Alarm rules

Monitoring with device

Temperature

> -10.0°C 17 min, single.

✓ <= -10.0°C

Humidity

✗ Disabled

Monitoring with external sensors

Besides watching the policy currently used by the device it is also possible to download it by pressing **Download** on the top. In addition, a new policy can be assigned to the device by pressing **Change**. Then a new window will open where the new policy can be selected.

Change configuration policy

Please select a new configuration policy to apply to device mwkt-am6y-rdg84

Configuration policy

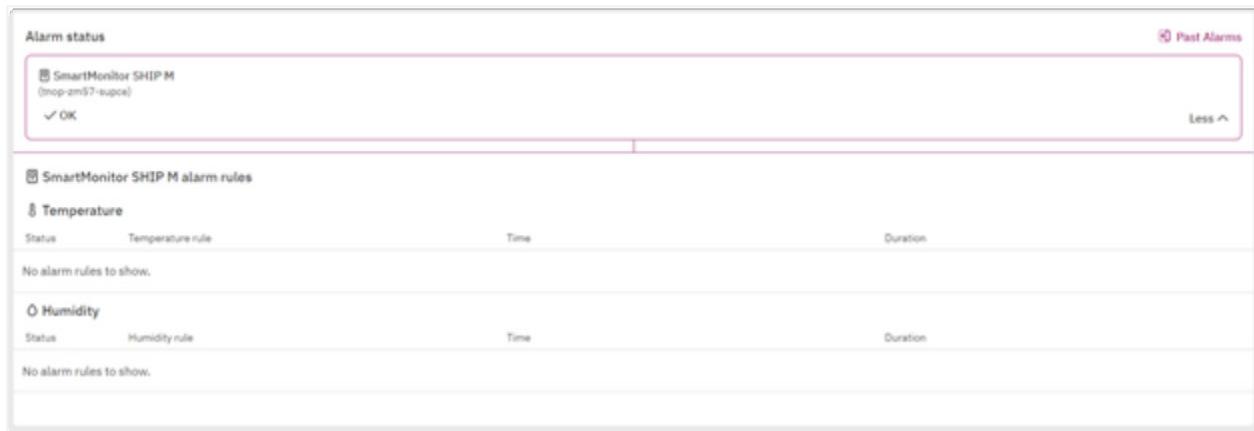
Example policy

Cancel

Apply configuration policy

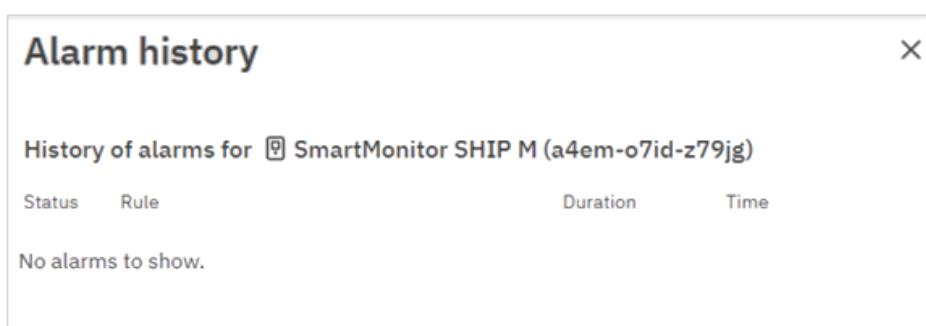
Alarm Status

The current status of a device can be regarded within the alarm status tab. By default, only the current status is shown. The alarm rules can be displayed by pressing the arrow at the right side of this window.



The screenshot shows the 'Alarm status' section of the SmartView interface. It displays a summary for 'SmartMonitor SHIP M (a4em-o7id-z79jg)' with a status of 'OK'. A 'Past Alarms' button is located in the top right corner. Below this, there are sections for 'Temperature' and 'Humidity' alarm rules, both of which show 'No alarm rules to show.'

Press **Past Alarms**. A pop-up will display a history of all alarms that occurred in the past.



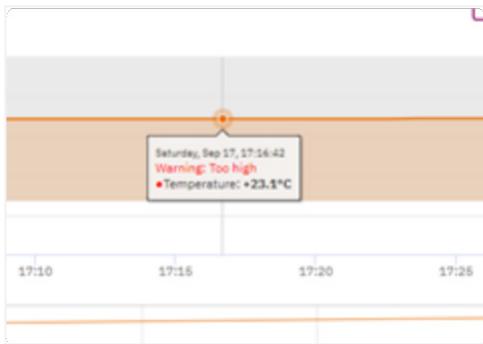
The screenshot shows a 'Past Alarms' pop-up titled 'Alarm history'. It displays the 'History of alarms for SmartMonitor SHIP M (a4em-o7id-z79jg)'. The table has columns for 'Status', 'Rule', 'Duration', and 'Time'. A message 'No alarms to show.' is displayed below the table.

Graph

Below that the graph can be found. Each observed metric is displayed with its own graph, and each graph consists of two parts the main graph as well as a small zoomed-out overview for orientation below it.



Hover over a specific area within the graph further detailed information:



In addition, the graph can also be downloaded as a .png image by using the **Export** button beside the Graphs title.

Map

The last area within this view consists of the map which displays where the device can be tracked if GPS services are activated.



Additional Functions and Buttons

At the top right, **Stop** appears when the device is running; press it to stop the device. Use the **Received events** button to view a pop-up listing all detected events, making it easier to review manipulations or other activity.

Received events	
History of received events on device	
Timestamp	Event
2022-09-17 16:22	Device system time was updated by the server
2022-09-15 13:54	Device alarm transition from no alarm to alarm
2022-09-15 13:54	Rule alarm transition from no alarm to alarm
2022-09-15 13:38	Rule transition from normal to excursion
2022-09-15 13:37	Auto flight detection in state 'no flight'
2022-09-15 13:37	Rule is recalculated
2022-09-15 13:37	Auto flight detection started
2022-09-15 13:37	Condition judgement started
2022-09-15 13:37	Measurements started
2022-09-15 13:37	Device started via button

SmartMonitor SHIP S

The communication of a SmartMonitor SHIP S is taking place over a gateway device (SmartMonitor SHIP L or SmartMonitor SHIP M). Due to that, there might be a delay in the application of new configurations/transfer of new data if there is a larger amount of SmartMonitor SHIP S devices communicating over one gateway device.

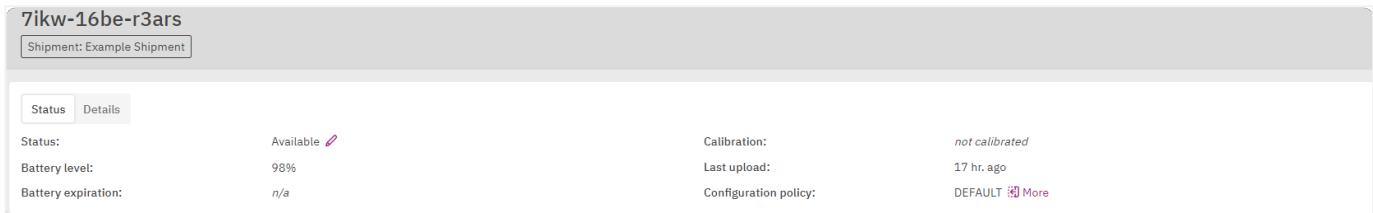
By clicking on the device further information can be seen. The main view consists of different areas that can be divided as follows:

Status/Details

This view displays the device's current status, which includes details such as the applied policy, battery status, and additional information. The status can be set to enabled or disabled. Disabling a device does not affect its operation but prevents it from being included in new shipments, sectors, or TCI.

The out of service setting can be applied to devices that are no longer usable, such as those that are broken or lost during transport. Setting a device to out of service initiates remote stop and wipe actions to help prevent data leakage if the device is stolen. Once this status is assigned, it cannot be reversed.

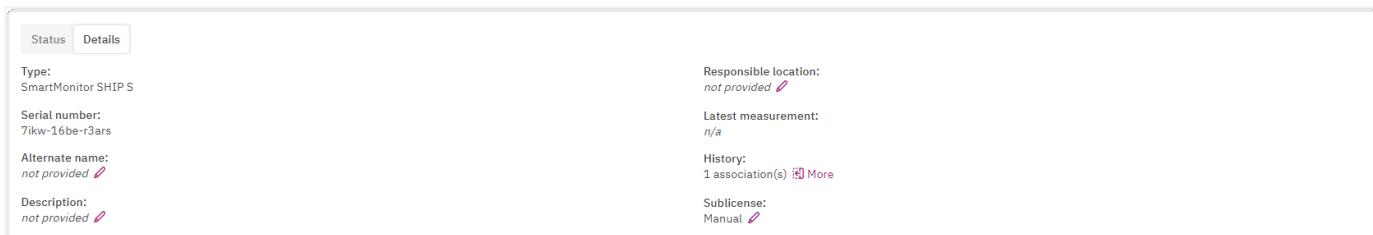
If the device is associated with a sector or shipment, the existing association is displayed below its serial number.



Status		Details	
Status:	Available 	Calibration:	<i>not calibrated</i>
Battery level:	98%	Last upload:	17 hr. ago
Battery expiration:	n/a	Configuration policy:	DEFAULT  More

By clicking on the **Details** button, it can be switched to a different window which will contain further information as well as an additional data field that can be customized to match personal needs. In addition, the field Sublicense which allows us to move a device from the current Sublicense to a different one.

For a step-by-step guide on how to move a device between Sublicenses.



Status		Details	
Type:	SmartMonitor SHIP S	Responsible location:	<i>not provided</i> 
Serial number:	7ikw-16be-r3ars	Latest measurement:	<i>n/a</i>
Alternate name:	<i>not provided</i> 	History:	1 association(s)  More
Description:	<i>not provided</i> 	Sublicense:	Manual 

In the status view, pressing More next to the policy configuration shows a popup with details about the active policy.

DRUG KIT X

[Change](#) [Download](#)

General

Policy information

PolicyID
d03c8deb-44f7-4f67-b7dd-18d27b4cb9b8

Creation and updates
Created on 2023-04-04 05:59
Last modified on 2023-04-04 05:59

Status of policy
✓ Enabled

Policy description
no policy description provided

Alarm rules

Monitoring with device

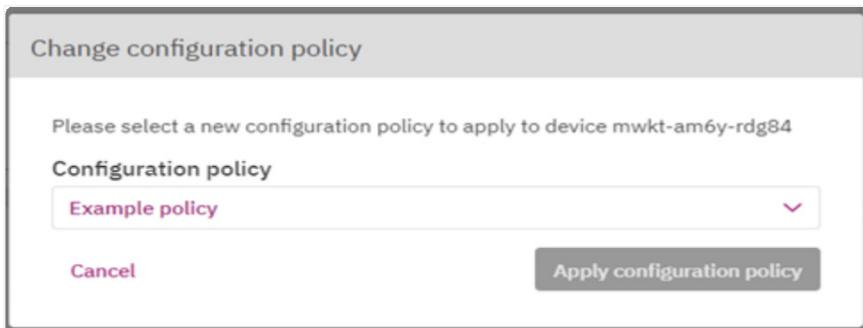
Temperature

> +12.0°C	⌚ 10 min, single.
> +8.0°C	⌚ 120 min, single.
> +8.0°C	⌚ 1440 min, accumulated.
✓ +2.0°C to +8.0°C	
< +2.0°C	⌚ 120 min, single.
< +2.0°C	⌚ 1440 min, accumulated.
< +0.0°C	⌚ 10 min, single.

Humidity

✗ Disabled

You can view or download the device's current policy by clicking **Download** at the top. To assign a new policy, click **Change** and select a new policy in the window that appears.



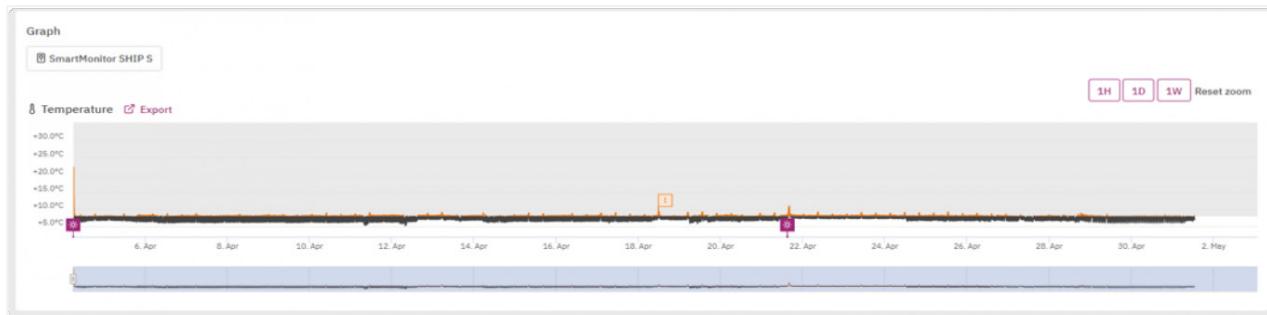
Alarm Status

The current status of a device can be regarded within the alarm status tab. Per default, only the current status is shown. The alarm rules can be displayed by pressing the arrow at the right side of this window.

Selecting **Past Alarms** will prompt a pop-up window that presents a history of all previously triggered alarms

Graph

Below that the graph can be found. The graph consists of 2 parts the main graph as well as a small zoomed-out overview for orientation below it.



In addition, the graph can also be downloaded as a .png image by use of the **Export** button beside the Graphs title.

Additional functions and buttons

In the top right corner, if the device is active, the **Stop** button is available. Pressing this button will stop the device. Additionally, selecting the **Received events** button opens a pop-up displaying all recorded events. This feature allows users to review any detected manipulations or other occurrences observed by the device.

Received events	
History of received events on device	
Timestamp	Event
2023-05-01 02:50	Gateway connected to an edge device (used for localization purposes), event issued by the edge device
2023-04-30 19:49	Rule transition from excursion to normal
2023-04-30 19:49	Rule transition from excursion to normal
2023-04-30 19:34	Rule transition from normal to excursion
2023-04-30 19:34	Rule transition from normal to excursion
2023-04-30 15:50	Gateway connected to an edge device (used for localization purposes), event issued by the edge device
2023-04-30 13:35	Gateway connected to an edge device (used for localization purposes), event issued by the edge device
2023-04-30 11:19	Gateway connected to an edge device (used for localization purposes), event issued by the edge device
2023-04-30 10:19	Gateway connected to an edge device (used for localization purposes), event issued by the edge device
2023-04-30 07:19	Gateway connected to an edge device (used for localization purposes), event issued by the edge device

SmartMonitor SITE L

By clicking on the device further information can be seen. The main view consists of different areas that can be divided as follows:

Status/Details

This view displays the device's current status, which includes details such as the applied policy, battery status, and additional information. The status can be set to enabled or disabled. Disabling a device does not affect its operation but prevents it from being included in new shipments, sectors, or TCI.

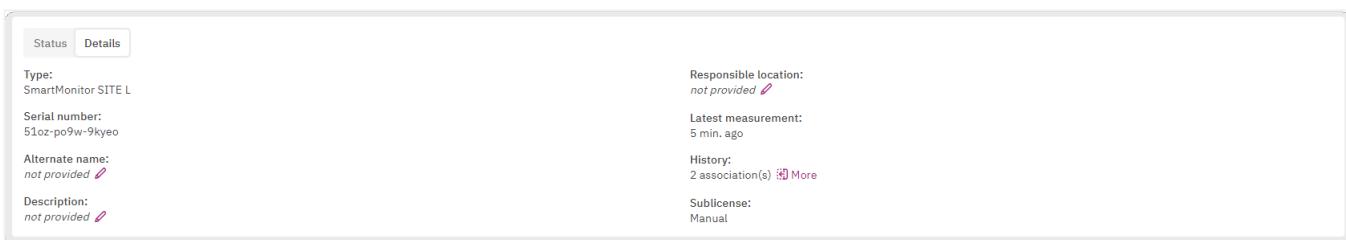
The out of service setting can be applied to devices that are no longer usable, such as those that are broken or lost during transport. Setting a device to out of service initiates remote stop and wipe actions to help prevent data leakage if the device is stolen. Once this status is assigned, it cannot be reversed.

If the device is associated with a sector or shipment, the existing association is displayed below its serial number.

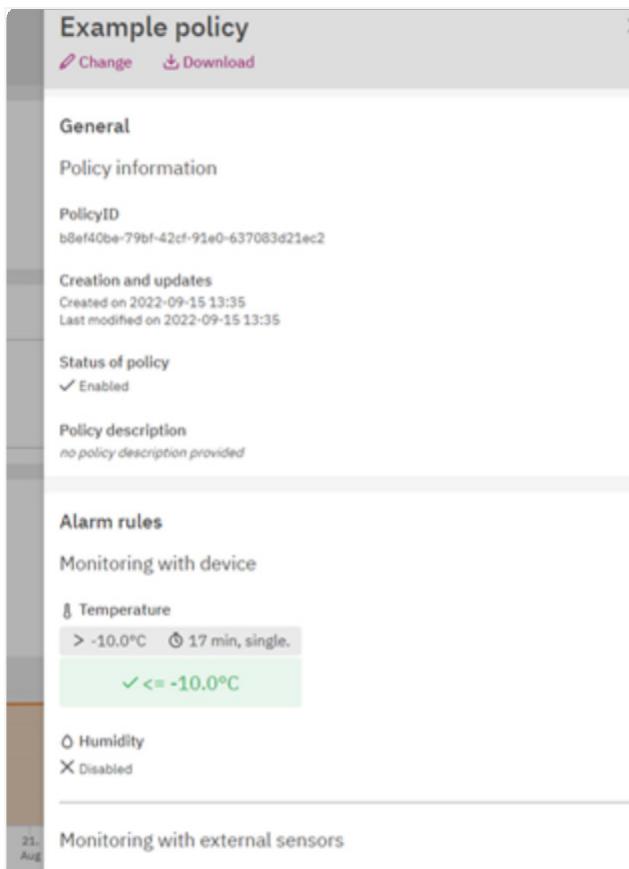


Selecting the **Details** button opens a separate window that displays additional information and includes a customizable data field. In addition, you can transfer a device from one Sublicense to another.

For a step-by-step guide on how to move a device between Sublicenses.



While in the status view **More** can be pressed beside the policy configuration information. This will open a popup that will provide information in regard to the currently used policy.



Example policy

Change Download

General

Policy information

PolicyID
b8ef40be-79bf-42cf-91e0-637083d21ec2

Creation and updates

Created on 2022-09-15 13:35
Last modified on 2022-09-15 13:35

Status of policy
✓ Enabled

Policy description
no policy description provided

Alarm rules

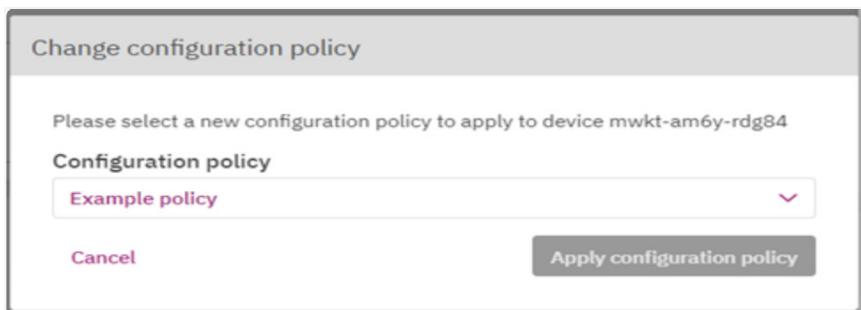
Monitoring with device

Temperature
> -10.0°C 17 min, single.
✓ <= -10.0°C

Humidity
✗ Disabled

Monitoring with external sensors

Besides watching the policy currently used by the device it is also possible to download it by pressing **Download** on the top. In addition, a new policy can be assigned to the device by pressing **Change**. Then a new window will open where the new policy can be selected.



Change configuration policy

Please select a new configuration policy to apply to device mwkt-am6y-rdg84

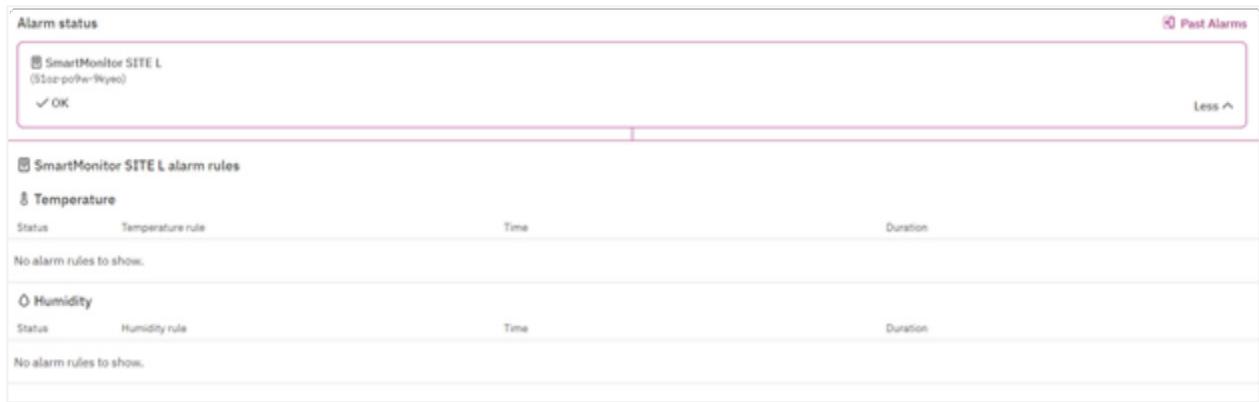
Configuration policy

Example policy

Cancel Apply configuration policy

Alarm Status

The current status of a device can be regard within the alarm status tab. Per default only the current status is shown. The alarm rules can be displayed by pressing the more arrow at the right side of this window.

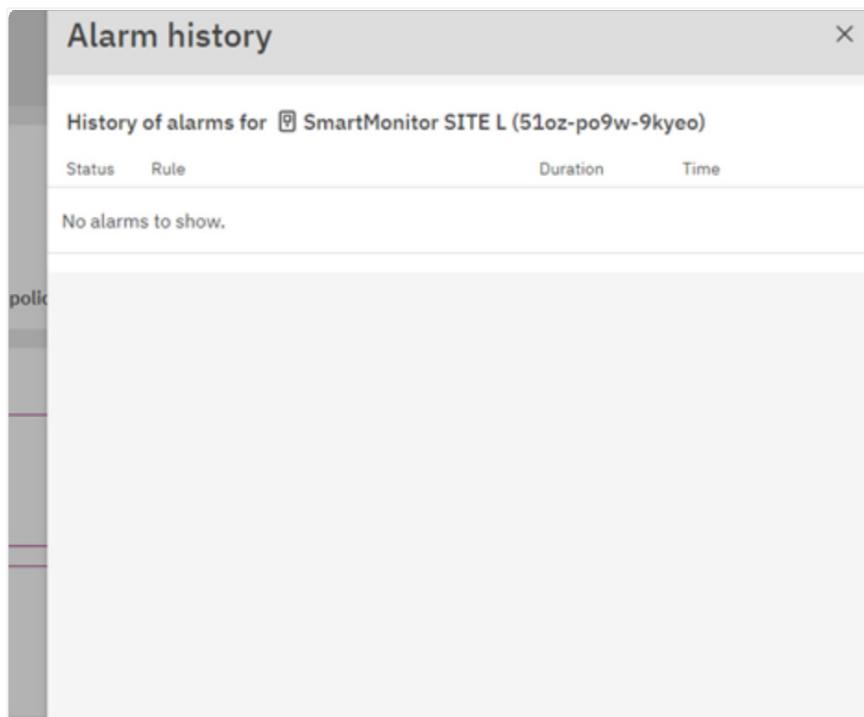


The screenshot shows the 'SmartView User Manual' interface. In the top right corner, there is a 'Less ^' button. The main content area is divided into two sections: 'Alarm status' and 'SmartMonitor SITE L alarm rules'.

Alarm status: Shows a single entry for 'SmartMonitor SITE L (51oz-po9w-9kyeo)' with a status of 'OK'.

SmartMonitor SITE L alarm rules: Contains sections for 'Temperature' and 'Humidity'. Both sections show 'No alarm rules to show.'

Pressing **Past Alarms** opens a popup showing the history of all previous alarms.



The screenshot shows a 'Alarm history' popup. It displays the 'History of alarms for SmartMonitor SITE L (51oz-po9w-9kyeo)'.

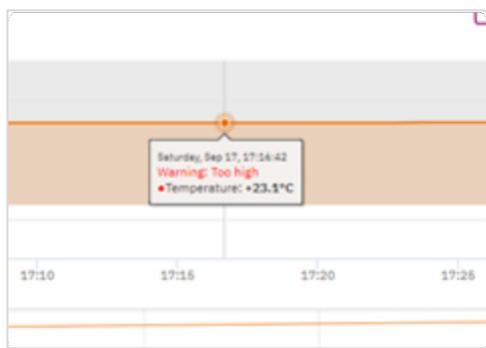
Status	Rule	Duration	Time
No alarms to show.			

Graph

The graph is located below. Each metric observed is represented by its own graph, which includes a main section and a smaller overview panel beneath it for orientation.



By hovering over a specific area within the graph further detailed information can be displayed.



You can download the graph as a .png by clicking the **Export** button next to Graphs.

Map

The last area within this view consists of the map which displays where the device can be tracked if GPS services are activated.



Additional Functions and buttons

On the top right of the view by pressing the **Received events** button it's possible to open a pop-up that will display all events that occurred. This will help to track down any manipulation and other occurrences that were observed by the device.

Received events	
<input type="text"/> Search...	
History of received events on device	
Timestamp	Event
2022-09-17 16:22	Device system time was updated by the server
2022-09-15 13:54	Device alarm transition from no alarm to alarm
2022-09-15 13:54	Rule alarm transition from no alarm to alarm
2022-09-15 13:38	Rule transition from normal to excursion
2022-09-15 13:37	Auto flight detection in state "no flight"
2022-09-15 13:37	Rule is recalculated
2022-09-15 13:37	Auto flight detection started
2022-09-15 13:37	Condition judgement started
2022-09-15 13:37	Measurements started
2022-09-15 13:37	Device started via button
1 2 ... 29 >	
Show 10 per page	

SmartSensor

SmartSensor within SmartView

When within the device view by clicking on the device further information can be seen. The main view consists of different areas that can be divided as follows:

Status/details

This view displays the device's current status, including its applied policy and other details. You can also enable or disable the status; disabling prevents the device from being used in new shipments, sectors, or TCI, but does not affect existing operations.

The out of service setting marks devices as unusable due to damage or loss during transport. Once set, it cannot be undone.

If the device is linked to a sector or shipment, the current association appears below its serial number.

Status:	Available
Battery level:	n/a
Battery expiration:	n/a
Calibration:	not calibrated
Last upload:	none
Configuration policy:	n/a

Shipment: Example Shipment

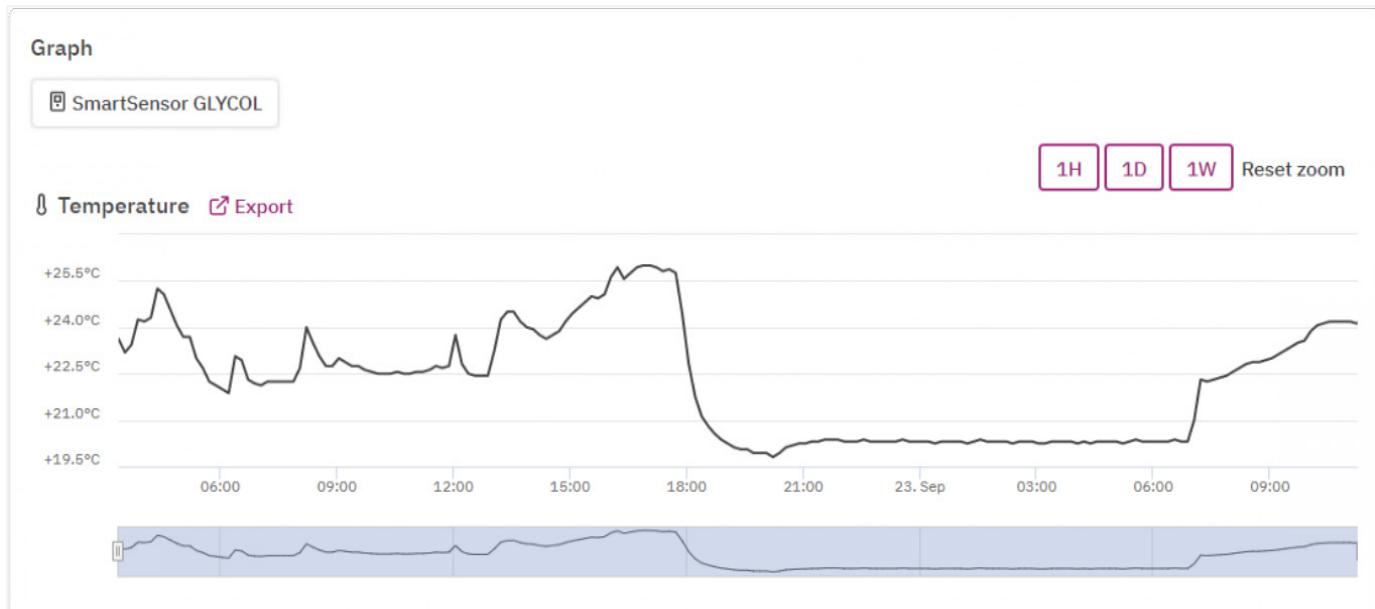
By clicking on the **Details** button, it can be switched to a different window which will contain further information as well as an additional data field that can be customized to match personal needs.

Type:	SmartSensor TEMP
Serial number:	7shn-pqio-c69uw
Alternate name:	not provided
Description:	not provided
Responsible location:	not provided
Latest measurement:	n/a
History:	1 association(s) More
Sublicense:	Manual

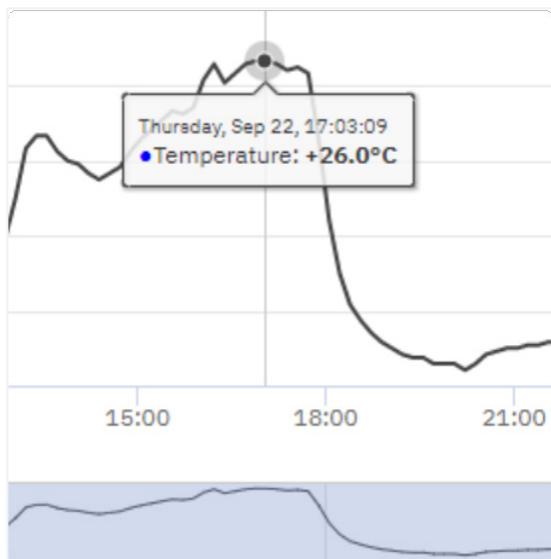
Shipment: Example Shipment

Graph

Below that the graph can be found. Each observed metric is displayed with its own graph, and each graph consists of two parts the main graph as well as a small zoomed-out overview for orientation below it.



By hovering over a specific area within the graph further detailed information can be displayed.



To download the graph as a .png image by Use the **Export** button next to the Graphs title.

If the SmartSensor becomes disconnected while in use, a notification will be sent via email.

Device Association

To monitor a sector or a shipment, the specific devices need to be associated accordingly. Therefore, you can do the following:

- Add an Association to a Shipment
- Add an Association to a Sector

Device Calibration

The status of the calibration of the device can be seen when the device is accessed and visible within the status window.



Calibration Certificate Expiry Notification:

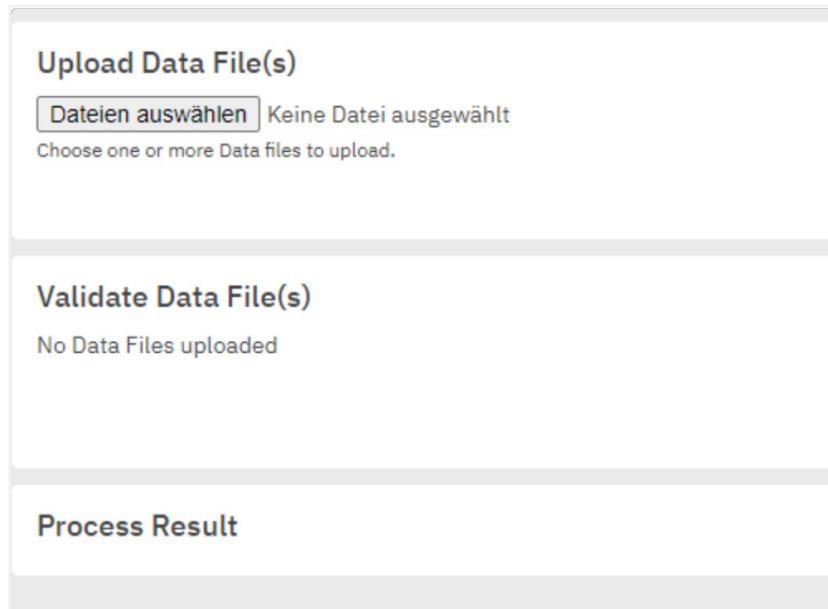
All devices are subject to the calibration certificate expiry notification. Calibration certificate expiry notification.

Manual File Upload

Uploading a data file is a three-step process.

1. To begin the upload process, navigate to the Devices page and click the **Upload data files** button located in the upper right corner. Alternatively, you may access the File Upload screen directly from the menu on the left, if this option is available.
2. Select File(s).

Choose the data file(s) and click the **Upload File(s)** button.



3. Check File(s).

After the data files are uploaded, in the second step the system will check the integrity of the files. You will be notified if any file is invalid or its integrity has been compromised or if the file has been uploaded to the system earlier.

4. Process Files.

Finally, click the Process File(s) button to store the data in the system. If any device ID does not exist in the system, this process will ensure the inclusion of the device ID in the system. If the devices are already associated with any shipment, this process will also make updates to the shipment information such as filling in the start time of the shipment.

After the files are processed, the results will be shown in the Results section. You will be notified about how many of the files have been processed and how many of them are ignored.

5. (Only applicable for Fridge-tag data files): Select Time zone.

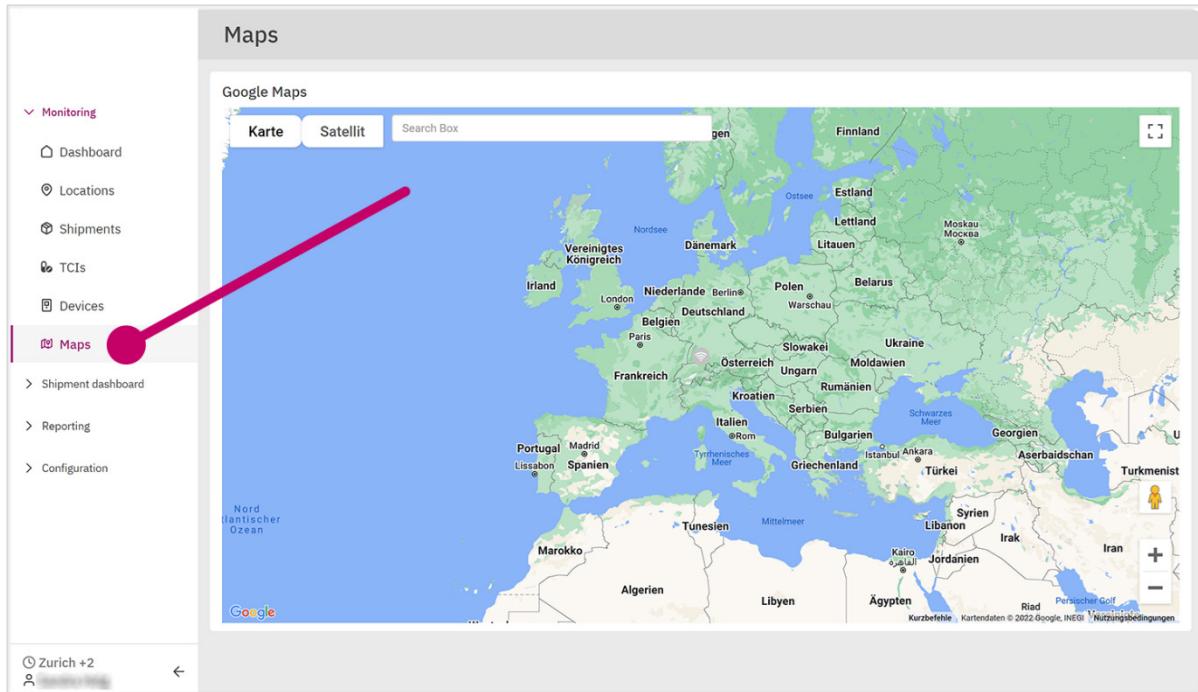
The time zone can be selected when uploading the file. The last setting will be stored as a default, no need to choose the time zone every time when uploading. To be sure that you have chosen the right time zone you have to confirm the time zone with "OK".

This procedure applies exclusively to the CLm document family, TempTale, and SmartMonitor devices. Data upload files may be transmitted to SmartView via email; no subject line is required, and the email body should remain blank.

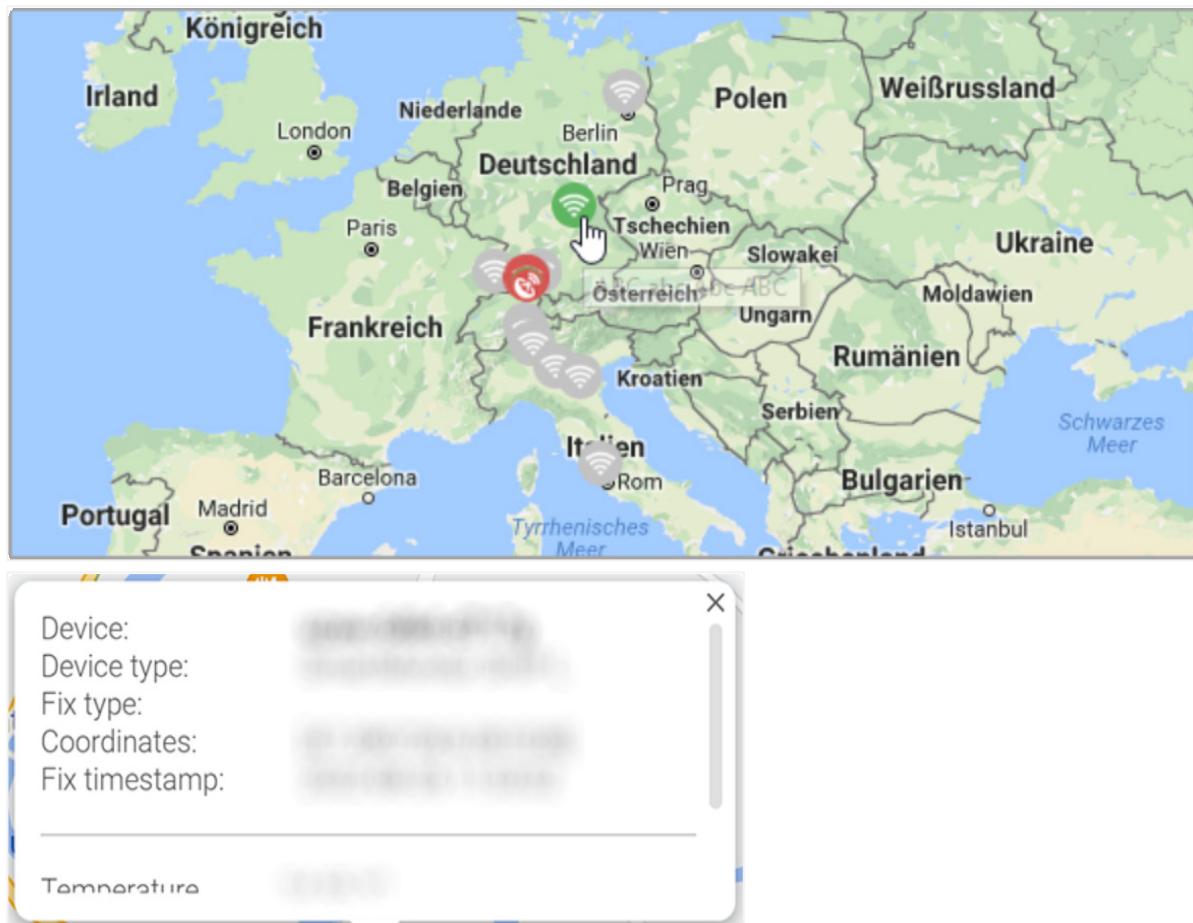
For SmartMonitor devices, a cloud response file will be generated and must be saved to the device accordingly.

Maps

You will find an overview of all destinations which you have set up as location/destination on the map.



If you click on one of the icons green, red, or grey you will get more detailed information about the device, like coordinates, status, type of device, etc.



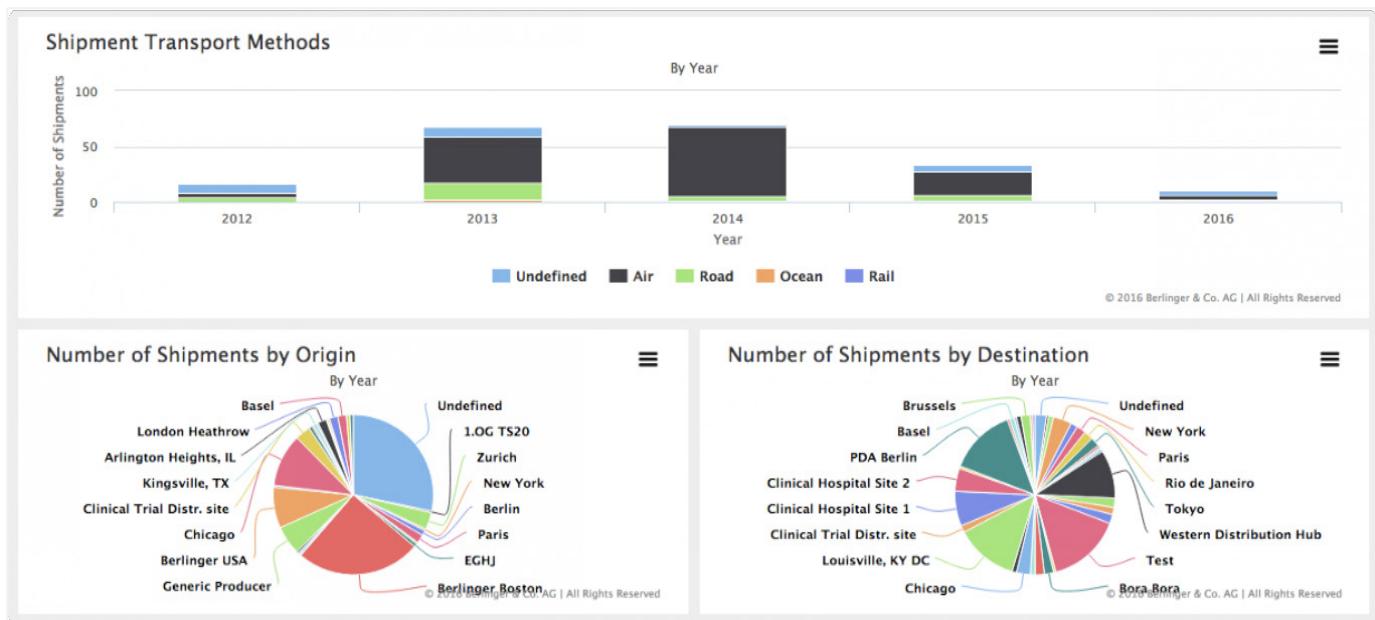
Shipment Dashboard

The Shipment Dashboard offers aggregated information about excursions, transportation, and the monitoring process. The dashboard is generated automatically and moreover; it is also possible to receive monthly subscriptions by e-mail. The dashboard enables trend analysis, e.g., on shipments with excursions on a specific trade lane.

Usability

The Shipment Dashboard provides statistical information based on different entities:

- **Excursions:** statistical report of the excursions that have been identified based on selected time frames.
- **Details:** overview of all the shipments that have been monitored and statistical analysis of the information related to the shipments (such as origin, destination, customer, or products) based on a selected time frame.
- **Device usage:** statistics based on the used monitoring devices and the information related to their use.



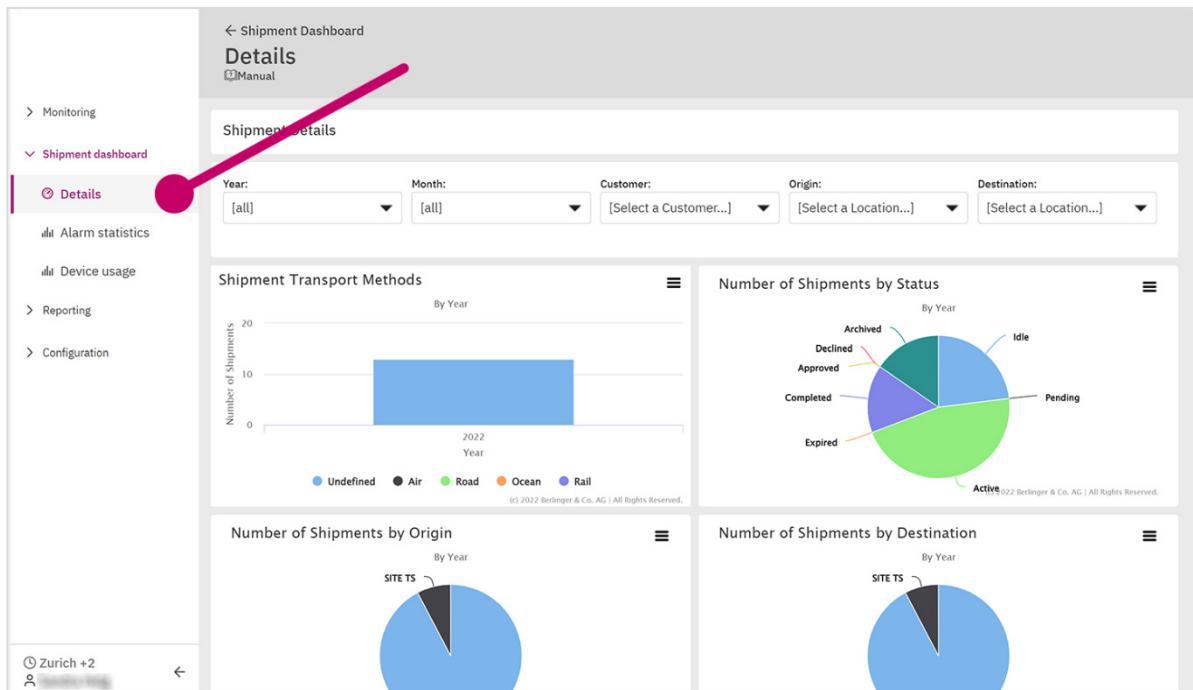
Tip: You have the option in SmartView to automatically receive a monthly update of the Shipment Dashboard by e-mail.

You can subscribe as follows: Navigate in the menu to Profile —> Support User and click to Subscriptions. Make a tick at the Transport Report.

- Shipment Dashboard Details
- Shipment Dashboard Alarm Statistics
- Shipment Dashboard Device Usage

Shipment Dashboard Details

Name	Description
Shipment Transport Methods	What kind of transport was used for the shipment represented as a line graph
Number of Shipments by Status	Number of shipments sorted by shipment status represented as pie graph
Number of Shipments by Origin	Number of shipments sorted by origins represented as pie graph
Number of Shipments by Destination	Number of shipments sorted by destinations represented as pie graph
Number of Shipments by Product	Number of shipments sorted by products as pie graph
Number of Shipments by Customer	Number of customers sorted by name represented as pie graph



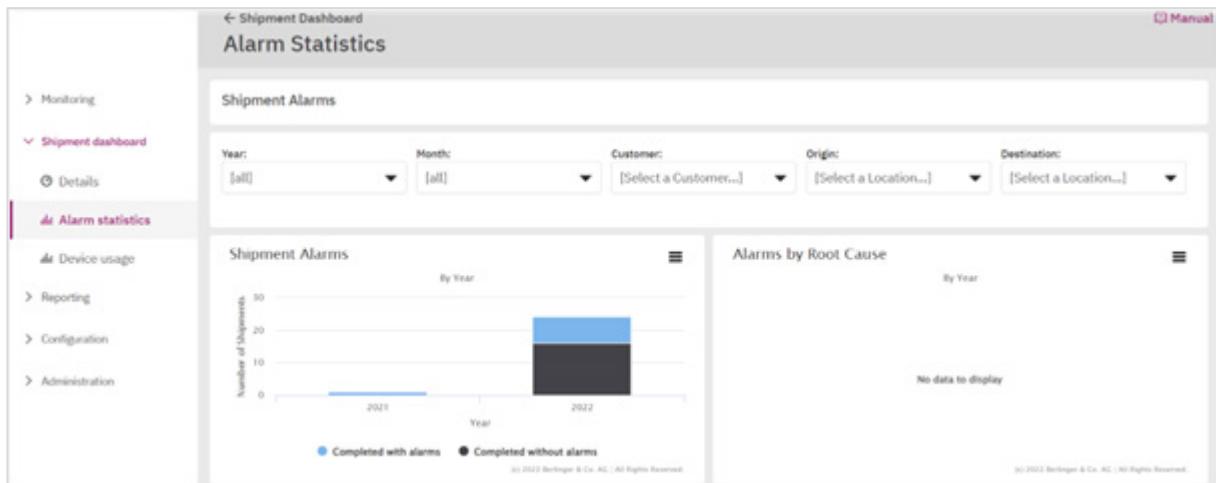
Filter by

Name	Description
Year	Year of shipment
Month	Month of shipment

Customer	Name of shipment recipient
Origin	Start location of shipment
Destination	Place of arrival

Shipment Dashboard Alarm Statistics

Name	Description
Shipment Alarms	Documentation of time and customer-related alarms
Alarms by Root Cause	Documentation of alarms by their root causes
Shipment Alarm Rate	Documentation of alarms according to their frequency
Alarms by Product	Documentation of alarms for shipped products

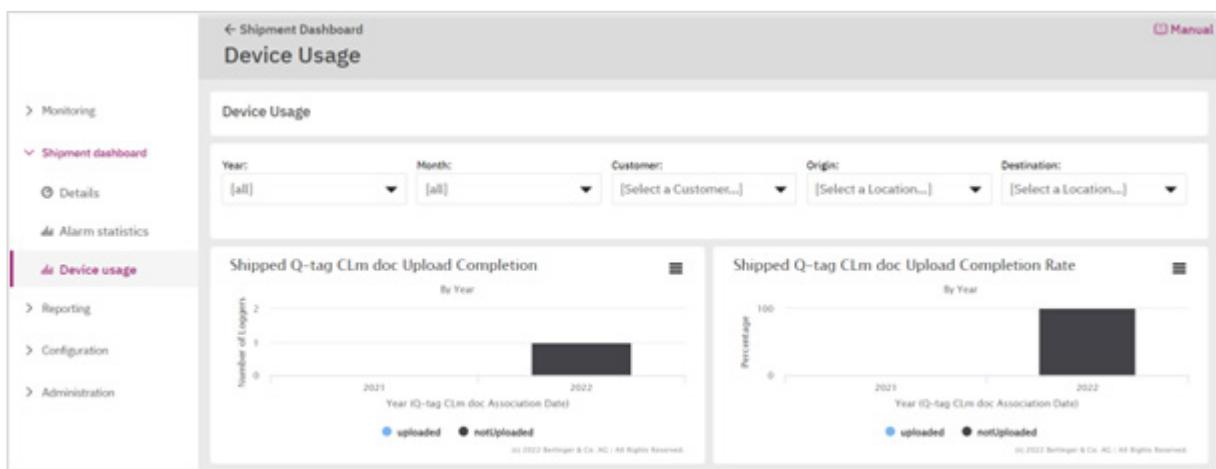


Filter by

Name	Description
Year	Year of shipment
Month	Month of shipment
Customer	Name of shipment recipient
Origin	Start location of shipment
Destination	Place of arrival

Shipment Dashboard Device Usage

Name	Description
Shipped Q-tag CLm doc Upload Completion	Representation of the loggers used and their data status
Shipped Q-tag CLm doc Upload Completion Rate	Representation of the transfer status of logger data
Q-tag CLm doc Deviation	Representation of the loggers with deviations
Used Loggers	Pie chart to document the type of loggers used regarding the past years



Filter by

Name	Description
Year	Year of shipment
Month	Month of shipment
Customer	Name of shipment recipient
Origin	Start location of shipment
Destination	Place of arrival

Reporting

The SmartView application offers reporting and analytics to help users easily review sensor data from their monitoring devices for shipments and facilities. Its module ensures access to sensor information, delivers summary data on monitored shipments, and supports customized analysis as needed.

A description of their usability is displayed in the following table:

	Description	How to create	How to use	How to share
Shipment Report	Report on each individual shipment. Includes temperature graph, excursion information and milestones.	Automatically created for each shipment	Evaluate the complete information about an individual shipment	Online or in PDF format.
Custom graph	Report that combines data from multiple sensors (e.g. Q-tag CLm doc)	Manually, by selecting specific sensors	For specific tests such as thermal mappings.	Online or in PDF format.
Shipment Analysis Report	Report that provides a statistical analysis and overlay of multiple shipments (maximum 20)	Manual, by selecting specific shipments or directly from the View:Shipments	For example, to analyze the performance on a specific shipping lane or from a specific transportation company	Online or in PDF, JPG or Excel format
Shipment Dashboard	Aggregated information about excursions, transportation and the monitoring process	Automatic	For trend analysis, for example on the number of shipments with excursions.	Online and by e-mail subscription

The reporting and analytics module lets users review sensor data and run custom analyses. It has four main features, useful for both shipment and facility monitoring.

For further Reporting related information see:

- Audit Trail
- Graph
- Icons
- Statistics

Alarms

SmartView's alarm management feature allows users to document, investigate, and process event alarms. Once an alarm is detected, notifications are sent to designated recipients who must evaluate,

acknowledge, and close the alarm. Users can review alarm history by shipment or sector, record root causes and actions, and identify frequent issues to implement preventive measures. Alarms can be acknowledged to stop further notifications and closed to confirm resolution.

Step	SmartView Function	Actions	Result
1	Alarms	Select	List with all alarms
2	Acknowledge	Select the check box of the desired shipment	Alarm handling: Acknowledge, Close, Modify
3		Scroll to the end of the list	
4		Acknowledge	
5	Information	Select the name of the desired shipment	Shows all alarm related information
6		Actions	Function for data handling

Alarm List on the Home Page

The home page shows the latest active alarms for both shipments and sectors. This is indicated by the



icon in the alarms list found on the home page.

Active Sector Alarms

Sector	Rule
⚠ Example excursion (Examp..ion)	(device) > 8.00 °C for 00:20:00

1 Alarm(s) to be Acknowledged and 0 to be Closed. | [View all alarms](#)

To view the detailed information of an alarm, click on the icon on the home page and choose 'View Excursion'. You will get the Event Summary screen as shown in the following image:

The screenshot shows the SmartView User Manual interface for an 'Example Event'. The top navigation bar includes 'Acknowledge' and 'Manage' buttons. The main content is divided into three sections: 'Event Summary', 'Alarm Summary', and 'Alarm Activities'.

Event Summary

- ID: 7
- User State: OPEN
- Escalated: YES
- Event: Example Event
- Rule: Temperature (device) > 8.00 °C for 00:20:00
- Sector: Example Sector
- Root Cause: n/a
- Action: n/a

Alarm Summary

Start:	Duration	End:
2022-09-21 10:17:50	2 days 01:53:32	

Acknowledged: Closed:
Not yet acknowledged.

Alarm Activities

No user activity is recorded.

The screen includes the following information for an alarm:

Details: Detailed information related to the alarm, such as related shipment or sector, related event, and rules of the event.

- Information regarding the start and end time of the alarm, its duration, and whether it has been acknowledged or closed.
- Information about the way users interacted with the alarm like users who have acknowledged or closed the alarm.

Graph: Redirects to the specific temperature graph of the sector or the shipment where the alarm was identified.

Alarm Overview

To view the list of all the event alarms reported by the system, click on the **Alarms** tab in the main menu. A list will appear, displaying all the alarms registered in the system.

Alarms

Filter By

Start Date since: []

Start Date until: []

ID: []

Alarm State: [All]

User State: [All]

Alarm Object Type: [All]

Alarm Type: Alarm

Filter

Alarms

Show 25 entries

ID	Type	Name	Alarm Rule	Root Cause	Action	Start Date	Stopped on
3	Shipment	Temperature alarm for Shipment 1	Temperature alarm	Temperature alarm	Temperature alarm	2023-01-01 00:00:00	2023-01-01 00:00:00
2	Shipment	Temperature alarm for Shipment 2	Temperature alarm	Temperature alarm	Temperature alarm	2023-01-01 00:00:00	2023-01-01 00:00:00
1	Shipment	Temperature alarm for Shipment 3	Temperature alarm	Temperature alarm	Temperature alarm	2023-01-01 00:00:00	2023-01-01 00:00:00

Acknowledge Close Modify

Zurich +2

Alarms

Filter By

Start Date since: []

Start Date until: []

ID: []

Alarm State: [All]

User State: [All]

Alarm Object Type: [All]

Alarm Type: Alarm

Filter

Alarms

Show 25 entries

ID	Type	Name	Alarm Rule	Root Cause	Action	Start Date	Stopped on
3	Shipment	Temperature alarm for Shipment 1	Temperature alarm	Temperature alarm	Temperature alarm	2023-01-01 00:00:00	2023-01-01 00:00:00
2	Shipment	Temperature alarm for Shipment 2	Temperature alarm	Temperature alarm	Temperature alarm	2023-01-01 00:00:00	2023-01-01 00:00:00
1	Shipment	Temperature alarm for Shipment 3	Temperature alarm	Temperature alarm	Temperature alarm	2023-01-01 00:00:00	2023-01-01 00:00:00

Acknowledge Close Modify

Zurich +2

Managing/Modifying an Alarm

Select a root cause and provide appropriate action for handling the alarm.

Alarm Management Summary

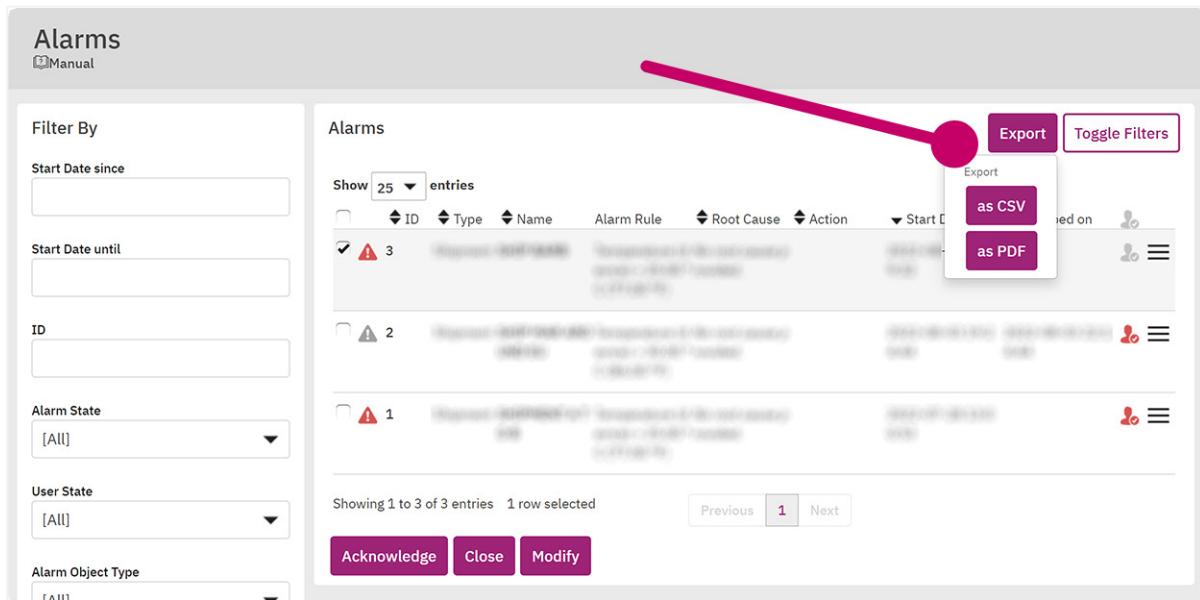
Action:*

Root Cause: [Please select root cause...]

Cancel Save

Exporting Alarms

Export and download the filtered excursions list as PDF or CSV files.



The screenshot shows the 'Alarms' section of the SmartView interface. On the left, there is a 'Filter By' panel with fields for 'Start Date since', 'Start Date until', 'ID', 'Alarm State' (set to '[All]'), 'User State' (set to '[All]'), and 'Alarm Object Type' (set to '[All]'). The main area is titled 'Alarms' and shows a list of 3 entries. The first entry is selected, indicated by a checkmark. The list includes columns for 'ID', 'Type', 'Name', 'Alarm Rule', 'Root Cause', 'Action', and 'Start Date'. Below the list, there are buttons for 'Acknowledge', 'Close', and 'Modify'. In the top right corner, there is an 'Export' button with a dropdown menu showing 'as CSV' and 'as PDF' options. A pink callout box highlights this export functionality.

Alarm Notifications

After SmartView detects any alarm—shipment, sector, or Q-Tag—it notifies designated recipients by email or SMS.

Due to regulations, SmartView will not be able to provide SMS notifications in Singapore after July 2023.

The alarm notification per email provides information about:

- Alarm ID
- Event Rule that has been reached
- Start time of the alarm
- Personalized message
- Recipients
- Last reported message
- Value that has been reached

No.	Type	Who	When	How	How often
1	Warning	Main Recipients	When sensor value reaches warning limit, but not alarm limit	email, or email and SMS	One message for each warning situation

2	Alarm Alert	Main Recipients	When sensor value reaches alarm limit, based on value and delay period (e.g. temperature > 8°C for 15 minutes)	email, or email and SMS	One message for each alarm situation
3	Alarm Reminder	Main Recipients (and when escalated also Escalation Recipients)	When alarm value persists and an alarm is not acknowledged by the user within the repetition interval period	email only	Continuously based on the repetition interval when conditions are met
4	Escalation Alert	Escalation Recipients + Main Recipients	When the alarm value persists and an alarm is not acknowledged within the defined delay period	email, or email and SMS (depending on Notification Type for Main Recipients and Escalation Recipients)	One message for each escalation situation.
5	Escalation Reminder	Escalation Recipients + Main Recipients	When alarm value persists and escalation is not acknowledged by the user within the repetition interval period	email only (depending on Notification Type for Main Recipients and Escalation Recipients)	Continuously based on the repetition interval when conditions are met

Example Scenario

Event Rules:	Temperature < 15.00 °C (59.00 °F) for 00:15:00, warning when < 18.00 °C (64.40 °F)
Main Recipients:	Gerry, Andy
Notification Type (Main Recipients):	email and SMS
Repetition Interval:	15 minutes
Excursion can escalate:	Yes, with 30-minute delay period
Notification Type (Escalation Recipients):	email and SMS
Escalation Recipients:	Jon, Marlen

Let's assume the following scenario for a cold room with this Event Profile:

- At 10:31h a temperature value of 16.26°C is received

- At 11:16h a temperature value of 11.30°C is received
- The temperature remains above 8 °C for 4 hours, in which period the users do not acknowledge the excursion in SmartView.

SmartView sends the following message:

- At 10:31h a WARNING MESSAGE is sent to Gerry and Andy by email and SMS At 11:16h an EXCURSION ALERT is sent to Gerry and Andy by email and SMS At 11:31h an EXCURSION REMINDER is sent to Gerry and Andy by email.
- At 11:46h an ESCALATION ALERT is sent to Jon and Marlen, as well as to Gerry and Andy by email and SMS
- At 12:01 an EXCURSION REMINDER is sent to Gerry, Andy, Jon, and Marlen by email.

Notification Q-Tag Alarm

SmartView notifies users about Q-tag alarms once the Q-tag data file is uploaded. If a shipment has an associated Q-tag and defined recipients in its Event Profile before uploading, notification emails are sent to those recipients immediately after the upload.

Below is an example of the Q-tag alarm notification email:

To Whom it may concern

The Q-tag BDBX00051 data has been uploaded to SmartView; it contains 5 excursion(s):

Excursions

ID:	17627
Event Rule:	Temperature > 15.00 °C for 01:00:00
Start Time:	2016-02-01 16:06:00 (UTC)
Stop Time:	2016-02-01 18:49:00 (UTC)
Duration:	0 days 02:43:00
ID:	17629
Event Rule:	Temperature > 8.00 °C for 02:00:00
Start Time:	2016-02-01 16:06:00 (UTC)
Stop Time:	2016-02-01 21:35:00 (UTC)
Duration:	0 days 05:29:00
ID:	17630
Event Rule:	Temperature > 8.00 °C for 02:00:00
Start Time:	2016-02-25 22:23:00 (UTC)
Stop Time:	2016-02-26 20:21:00 (UTC)
Duration:	0 days 21:58:00
ID:	17628
Event Rule:	Temperature > 15.00 °C for 01:00:00
Start Time:	2016-02-26 04:15:00 (UTC)
Stop Time:	2016-02-26 12:20:00 (UTC)
Duration:	0 days 08:05:00
ID:	17631
Event Rule:	Temperature > 8.00 °C for 02:00:00
Start Time:	2016-02-27 03:13:00 (UTC)
Stop Time:	2016-02-27 09:29:00 (UTC)
Duration:	0 days 06:16:00

Best regards,
SmartView Support

In certain circumstances, the notification email regarding the Q-tag alarm will be directed to the primary contact (such as the Site Manager) rather than to the recipients specified in the event profile:

- Prior to the upload of the data file, if the Q-tag is not associated with a shipment prior to its data file upload
- Prior to the data file upload, if no Event Profile is added to the shipment to which Q-tag is already associated with.

Alarm Acknowledgement

In order to stop receiving notifications about an open alarm, it is important to acknowledge this. You have various options to acknowledge an alarm:

From the Home Page

To acknowledge an alarm from the Home page, click on the  icon and select **Acknowledge Excursion**.

From the Excursion overview

From the Alarm list, choose to acknowledge your excursion by clicking on the  and then selecting **Acknowledge Excursion**.

From the 'View Excursion' page

You also have the option to acknowledge the excursion by choosing to view the details of the excursion and click on it.

From the Graph

Another possibility to acknowledge excursions is to go to the graph on the alarm details page and acknowledge the desired alarm directly from the graph, as shown below:

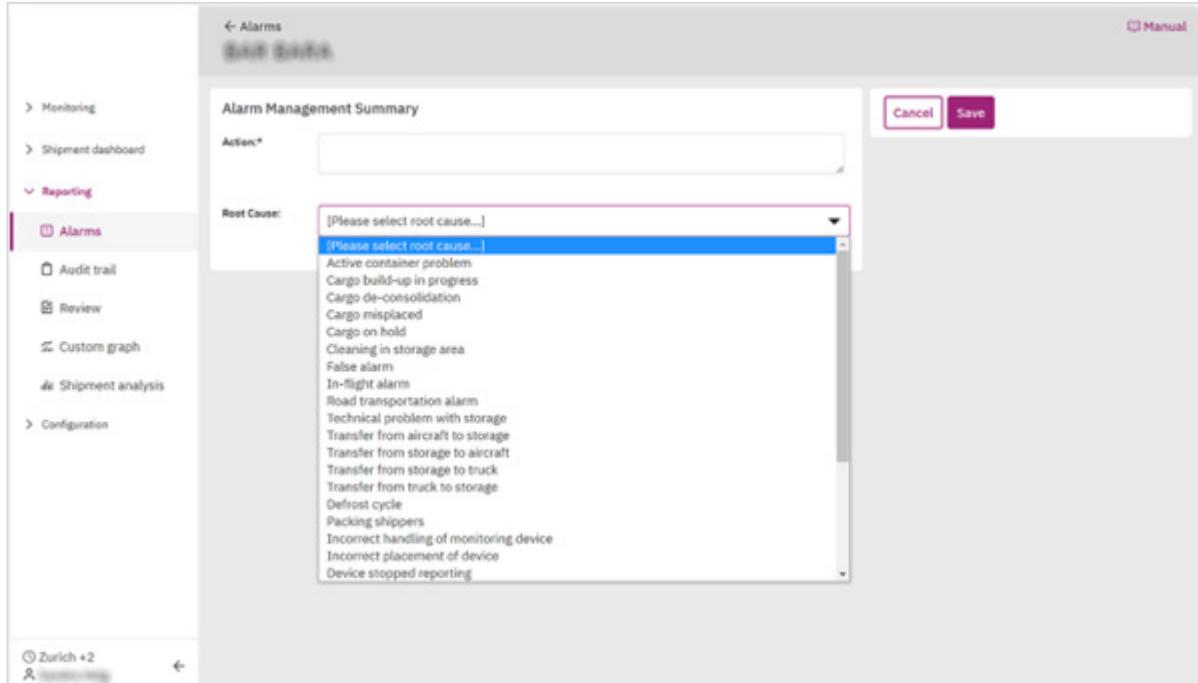


After an excursion is acknowledged by a recipient, SmartView sends an email to all recipients with details of the acknowledgment. The email includes information about who acknowledged the

excursion, which recipients have been informed about, details of the excursion, its root cause, and the actions taken. Once the excursion has been acknowledged, notifications for that specific excursion are discontinued, as it is considered processed by a user.

Alarm Documentation

SmartView allows you to document additional information about an alarm. You can note down the Root Cause of an alarm and the corrective Action taken for the alarm.

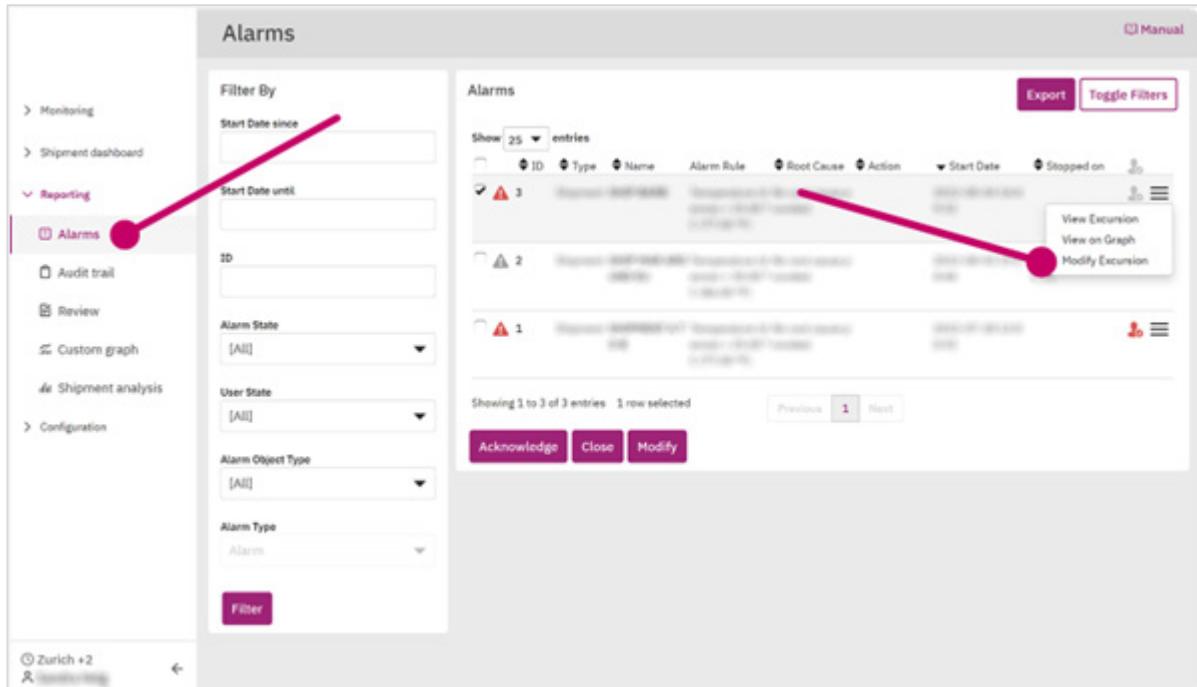


You can document the root cause and action for an alarm in several ways:

From the Home Page

You can easily modify an alarm from the Home page, by clicking on the and then selecting **Modify Excursion**. Enter the root cause and action taken, then click **Save**.

From the Alarm Overview Page

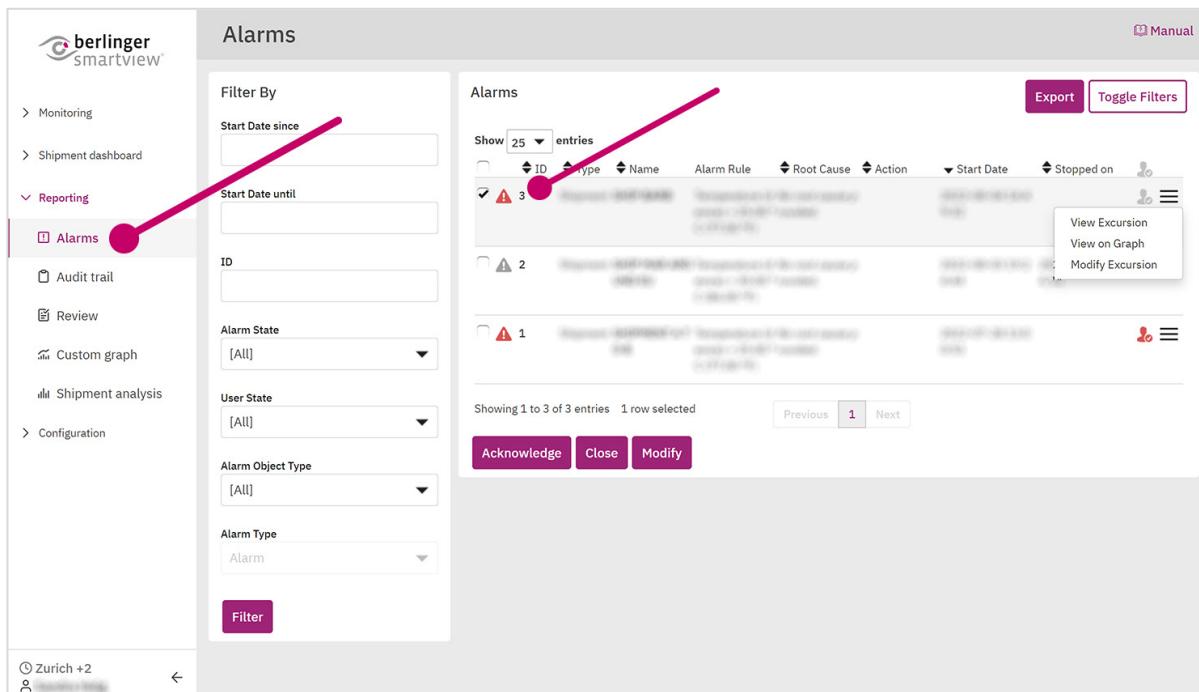


The screenshot shows the 'Alarms' section of the SmartView interface. On the left, a sidebar menu includes 'Monitoring', 'Shipment dashboard', 'Reporting' (with 'Alarms' selected), 'Audit trail', 'Review', 'Custom graph', 'Shipment analysis', and 'Configuration'. The main area is titled 'Alarms' and contains a table with three entries. The first entry is selected, indicated by a checkmark. The table columns are: ID, Type, Name, Alarm Rule, Root Cause, Action, Start Date, and Stopped on. Below the table are buttons for 'Acknowledge', 'Close', and 'Modify'. A context menu is open over the first entry, with options: 'View Excursion', 'View on Graph', and 'Modify Excursion'. The bottom of the screen shows a navigation bar with 'Zurich +2' and a back arrow.

From the Alarm list, you can choose to modify your excursion by clicking on the  and selecting **Modify Excursion**.

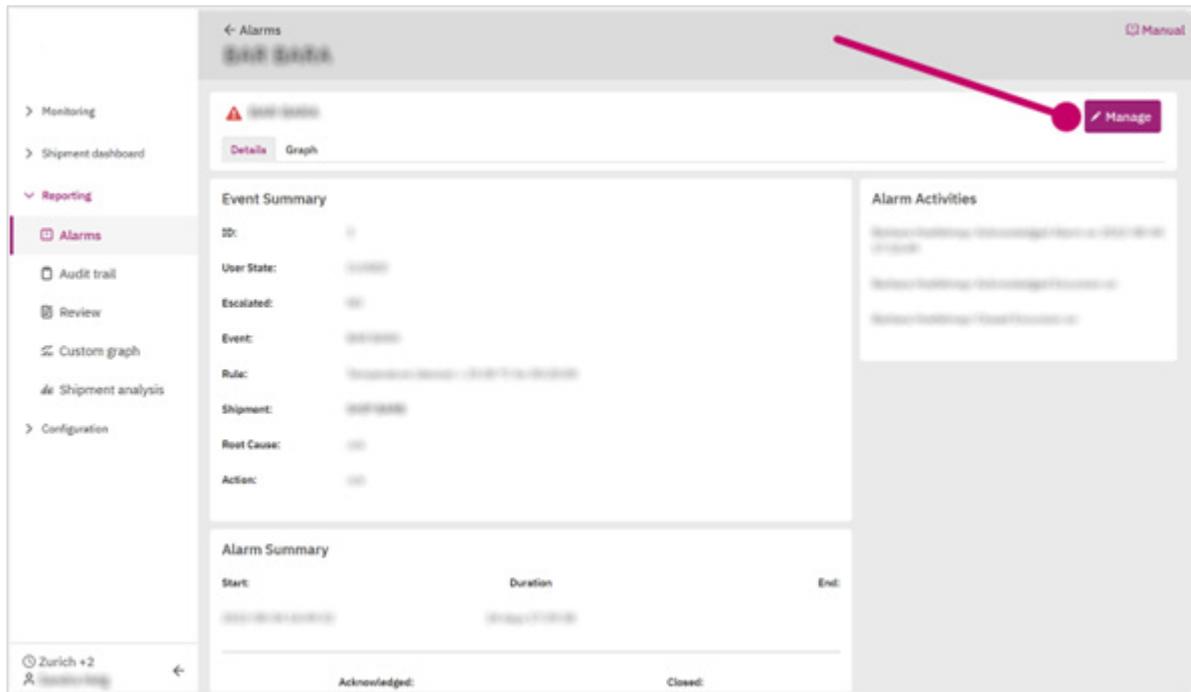
From the 'View Excursion' page

1. From the email notification or from the Alarm Overview page, click on the **Alarm ID**. Alarm Details screen displays.



The screenshot shows the 'Alarms' section of the SmartView interface, similar to the previous screenshot but with a different URL. The sidebar and table structure are identical. A context menu is open over the first alarm entry, with options: 'View Excursion', 'View on Graph', and 'Modify Excursion'. The bottom of the screen shows a navigation bar with 'Zurich +2' and a back arrow.

2. Click on **Manage** to modify your Alarm.



Alarm Closure

An alarm can be closed after the situation has been resolved and corrective measures have been implemented. The alarm must first be acknowledged by the user before it can be closed. Closing an alarm serves to record that the situation was handled appropriately. Alarms should not be closed if the situation is still ongoing.

Similar to acknowledging an alarm, there are multiple methods available for closing an alarm:

- From the Home page
- From the alarm overview
- From the 'View Excursion' page
- From the Graph

Q-tag Excursions

Upon uploading a Q-tag file, the system immediately evaluates any Alarms recorded by the Q-tag and converts them into respective Excursions. Each Alarm identified in the Q-tag data is systematically translated into one corresponding Excursion. The configuration of an Alarm is reflected in the Rule for its associated Excursion.

For instance, if a Q-tag alarm is configured for temperature "above 44.9°C for 1 hour," the triggered excursion will have a rule stating "Temperature > 44.9 for 01:00:00." Should any specific rule exist within the alarm configuration, it will be explicitly represented in the corresponding Excursion rule as well.

Alarm time and excursion time are different. The alarm's date and time indicate when the alarm was triggered by its settings.

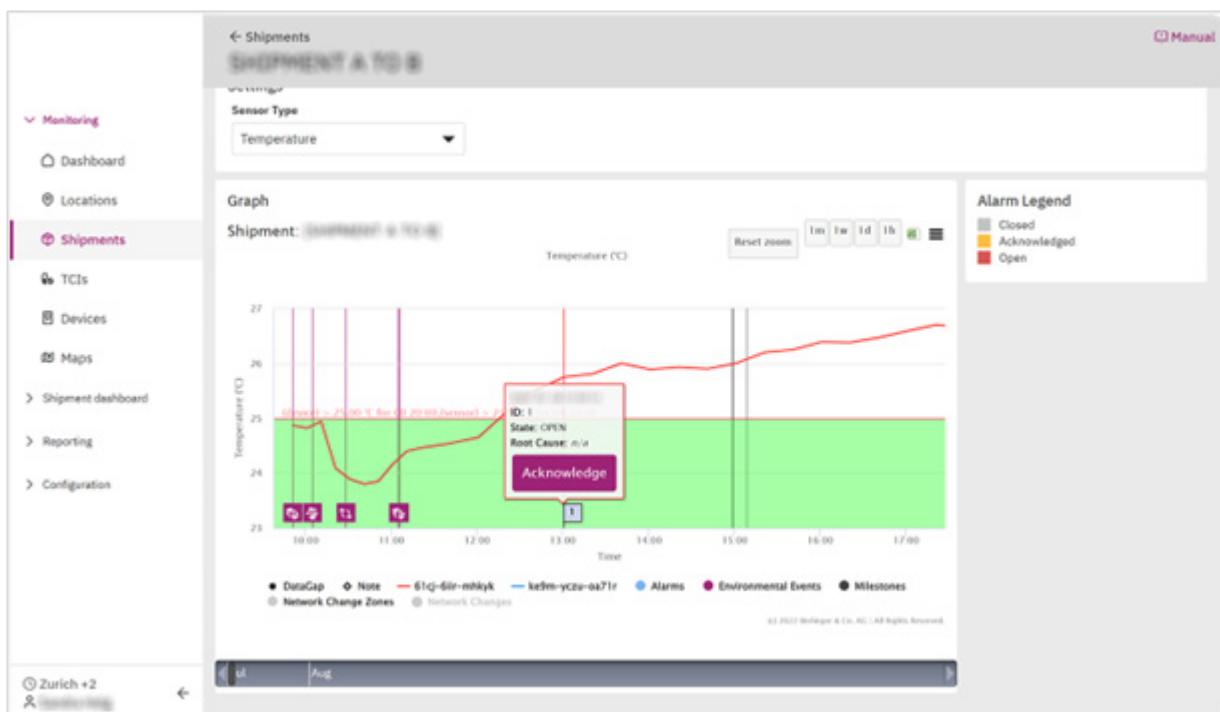
For example, an alarm at 10:00 against the configuration “above 44.9°C for 1h” means the temperature exceeded 44.9°C from 09:00 to 10:00. The Start time marks when the breach began; this helps pinpoint exactly when the temperature crossed the limit. The End time shows when the temperature returned to normal. If it doesn’t return before the Q-tag stops, the Stop Time is used as the End time. Excursions reported under Accumulated Alarm configuration do not include an end time.

Notification about a Q-tag Excursion

SmartView does not provide real-time Q-tag alarm notifications, but it sends alerts for Q-tag excursions once a data file is uploaded. If a Q-tag is linked to a shipment with an event profile and recipients already set up, notification emails are sent to those recipients immediately after upload.

Alarm Graph Markers

Additional markers on the sector/shipment graph, similar to milestone markers, represent shipment alarms. A dashed vertical line in red, yellow, or gray (based on excursion state) is shown, along with a clickable box displaying the alarm ID that links to its detail page.



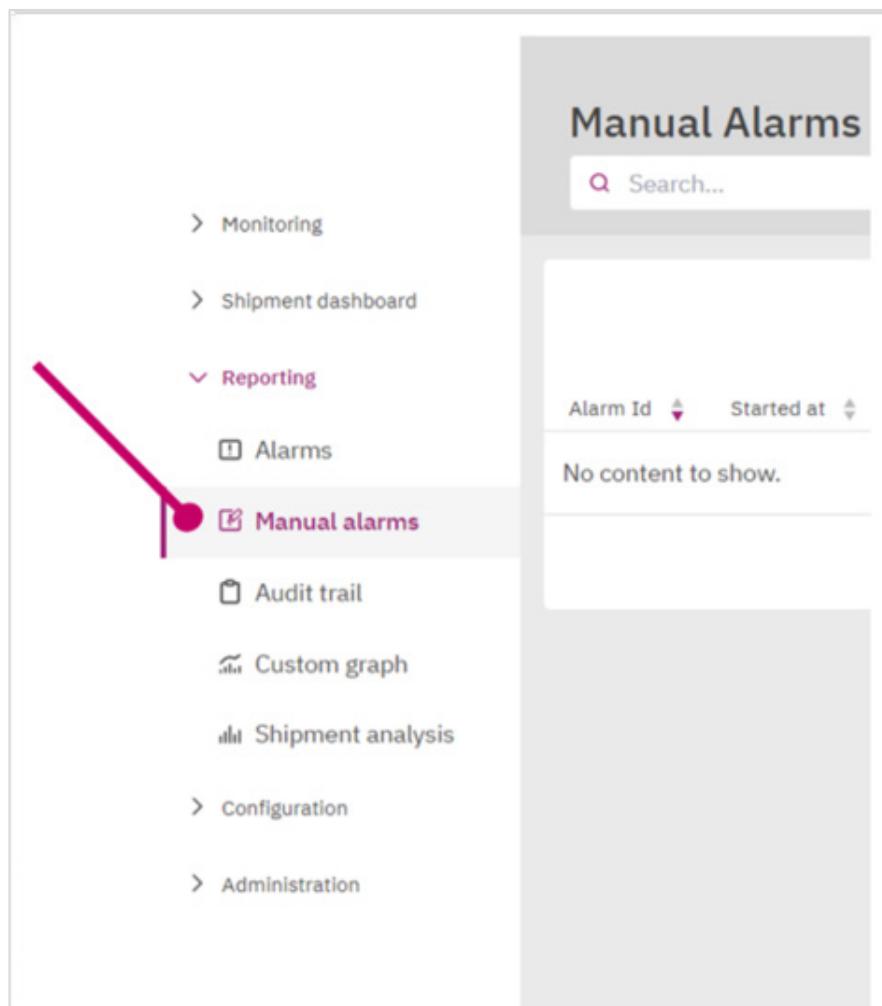
The markers are colored according to the status of the alarm:

- Red – indicating open alarms.
- Yellow – indicating acknowledged alarms.
- Gray – indicating closed alarms.

Hover over a marker to see alarm details. Click the alarm ID to open alarm detail page where you can acknowledge alarms directly from the graph.

Manual Alarms

If you need to add an alarm to a TCI from an environment not monitored by a Sensitech supported device, use manual alarms. This lets you add an excursion to TCI quickly. Access this feature via the **Reporting** sub-menu.

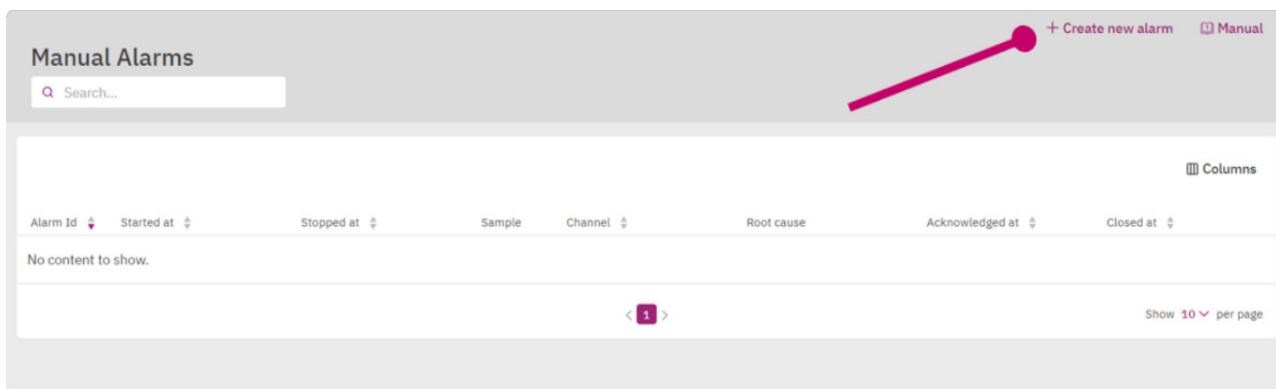


The screenshot shows the SmartView navigation menu on the left. A red arrow points to the 'Manual alarms' option under the 'Reporting' sub-menu. The menu items include:

- > Monitoring
- > Shipment dashboard
- Reporting
 - Alarms
 - Manual alarms** (highlighted with a red arrow)
 - Audit trail
 - Custom graph
 - Shipment analysis
- > Configuration
- > Administration

The main content area is titled 'Manual Alarms' and displays a search bar. It shows a message: 'No content to show.' with a small table below it.

When accessing this tab, you will be able to access all already present Manual alarms. Create new Manual alarms by pressing the **Create new alarm** button.



The screenshot shows the 'Manual Alarms' list view. A red arrow points to the '+ Create new alarm' button in the top right corner. The interface includes:

- Search bar: 'Search...'.
- Header buttons: '+ Create new alarm' and 'Manual'.
- Header: 'Manual Alarms'.
- Header with filter buttons: 'Alarm Id', 'Started at', 'Stopped at', 'Sample', 'Channel', 'Root cause', 'Acknowledged at', 'Closed at'.
- Header with column selection: 'Columns'.
- Message: 'No content to show.'
- Page navigation: '< 1 >'.
- Page settings: 'Show 10 per page'.

Pressing the button opens a new view to enter manual alarm information.

Creating: New alarm Manual alarm

General information

Channel ①

Temperature

Sample

0 °C

Affected TCIs

Select one or multiple options...

Started at

Started at

Stopped at

Stopped at

Additional information

Reference

Description

Root cause

Not provided

Action

The excursion record includes temperature, time, root cause, and mitigation actions. Temperature data is automatically added to the relevant TCIs for recalculating the stability budget. The update process depends on how many TCIs are affected.

The data itself will be added to the TCI with flanking values to guarantee a correct stability budget calculation.

Custom Graph

Select a custom graph from the list or create a new custom graph:

Custom Graphs

Order By

▲ Name

● Curves

Custom Graphs

+ Create Custom Graph

Toggle Filters

Name

No Custom Graphs found

No. Curves

Custom graph

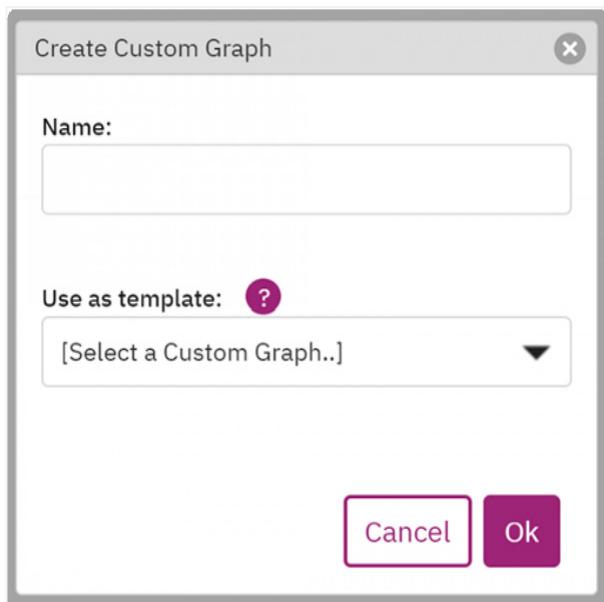
Zurich +2



Create New Custom Graph

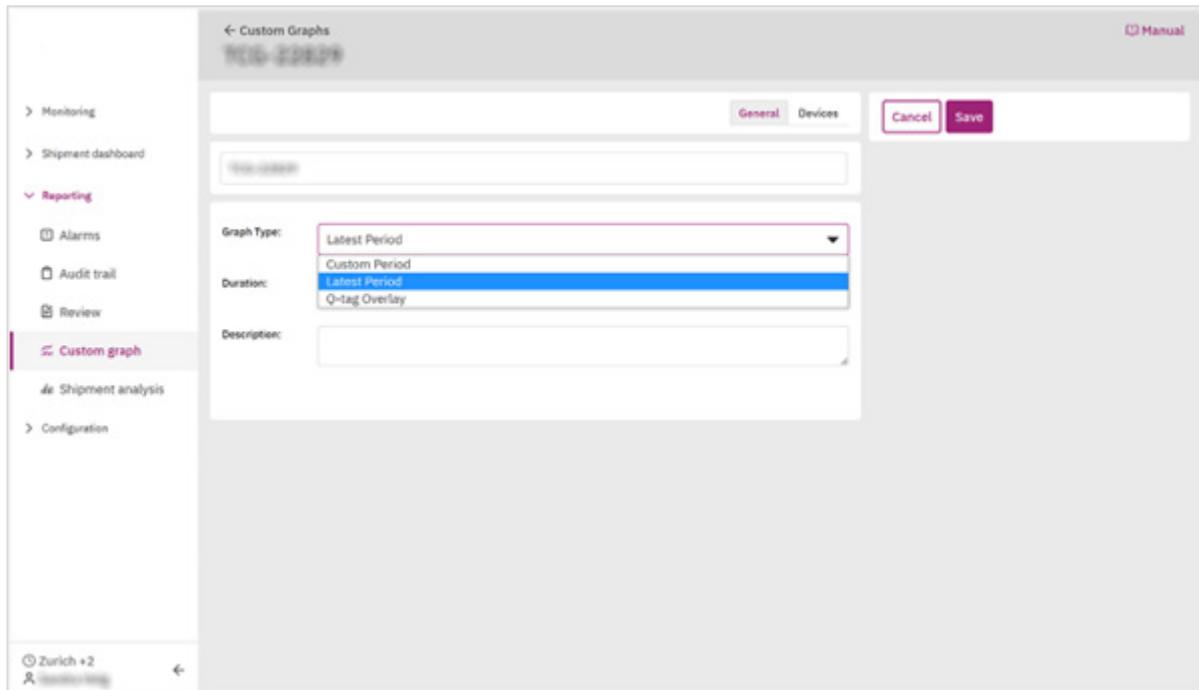
1. To create a new graph, click **Create Custom Graph**.

A new window will pop-up allowing us to enter a name for the new graph as well as the option to select another custom graph as a template if one is available.

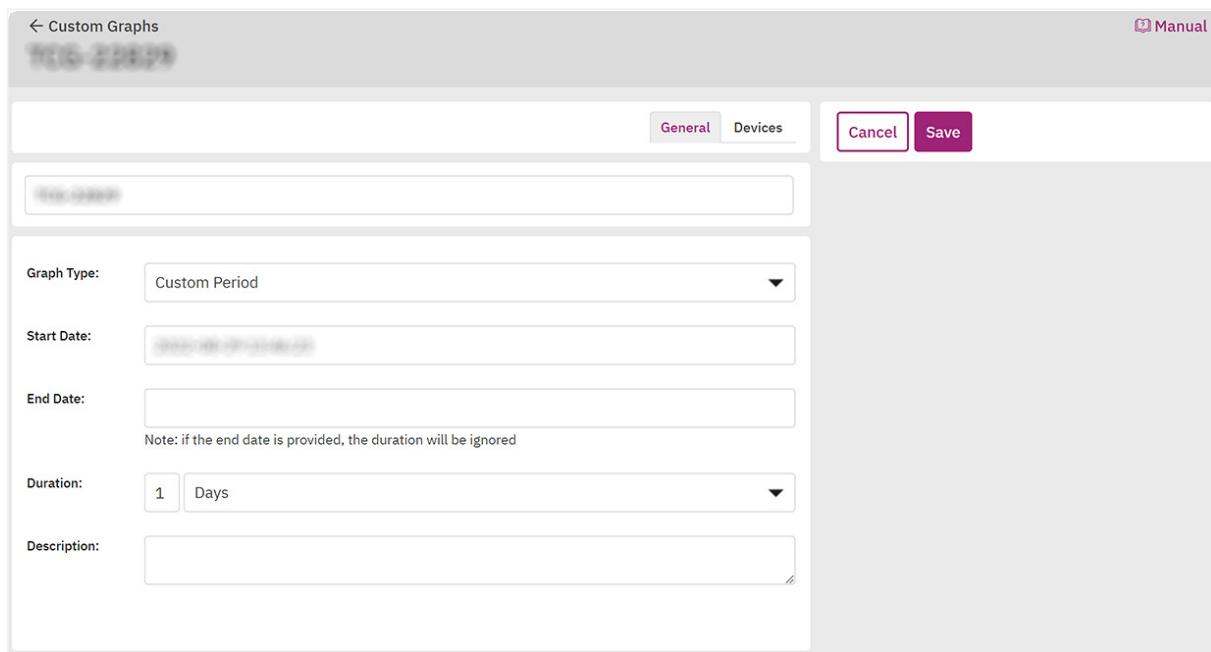


2. Select one of the available options for a graph type:

Name	Description
Custom Period	This allows to create of a custom graph for a specific time period for non-Q-tag devices
Latest Period	This allows creating a custom graph for the latest period for non-Q-tag Devices
Q-tag Overlay	This allows us to create a custom graph for Q-tag Devices



If a custom period is selected as an option, the duration can either be limited with the duration modifier or the specific end date. If both parameters are entered the end date will be used.



3. Click on **Devices**.

The following view will be available to add devices to the custom graph.

Modify Custom Graph

To modify a custom graph, press  within the custom graph overview and then select **Modify Custom Graph**.

Detail

The detail page provides an overview of the devices selected in the custom graph. It also indicates the color assigned to each device in the graph.

Graph

SmartView provides the capability to create a Custom Graph by overlapping the data from multiple sensors in order to perform an analysis of several used monitoring devices. The Custom Graph has the capability to include and combine data from sensors of the same type or of different types (e.g. Q-Tag, etc.) into one single graph.

Each Custom Graph contains the following two elements:

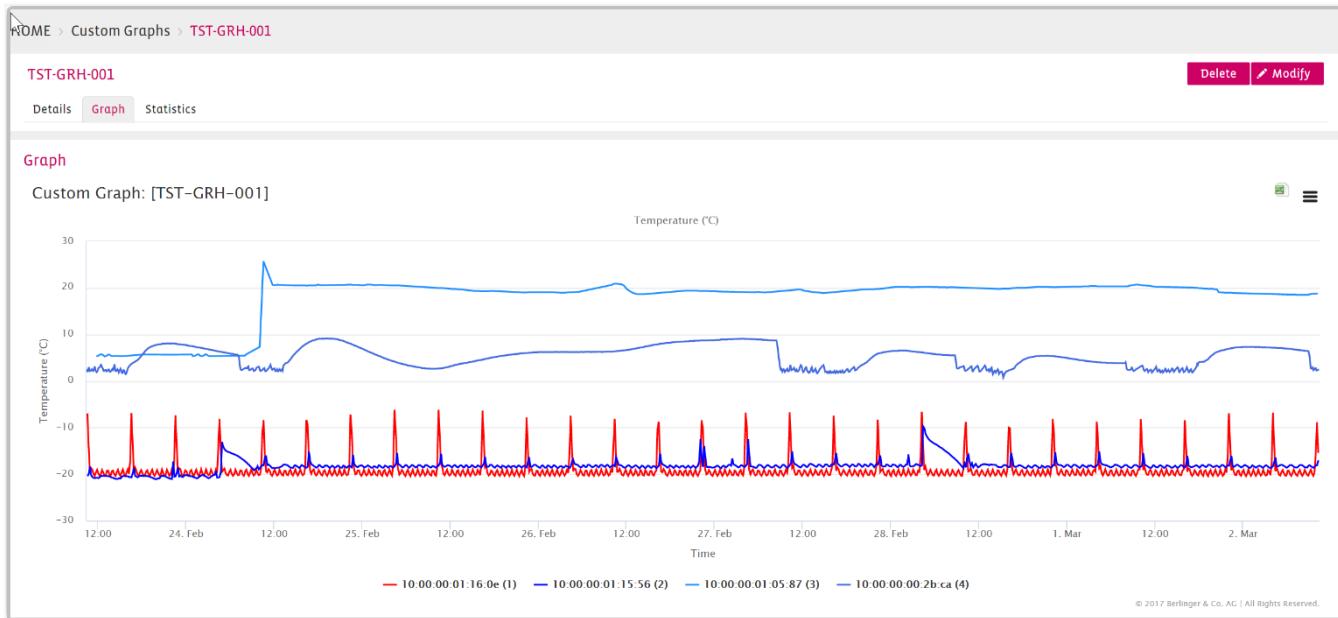
- **Overlay of the temperature graph** of the various sensors that show the different values of the sensors in a single graph.
- **Statistical Table** that shows the statistical information in a table format, with an easy indication of the lowest and highest maximum, etc.

Usability

If the graph uses real-time sensor data, Custom Graph lets you define the time period for included data. For Q-Tag USB logger devices, the graph automatically overlays data based on the device's start and end times.

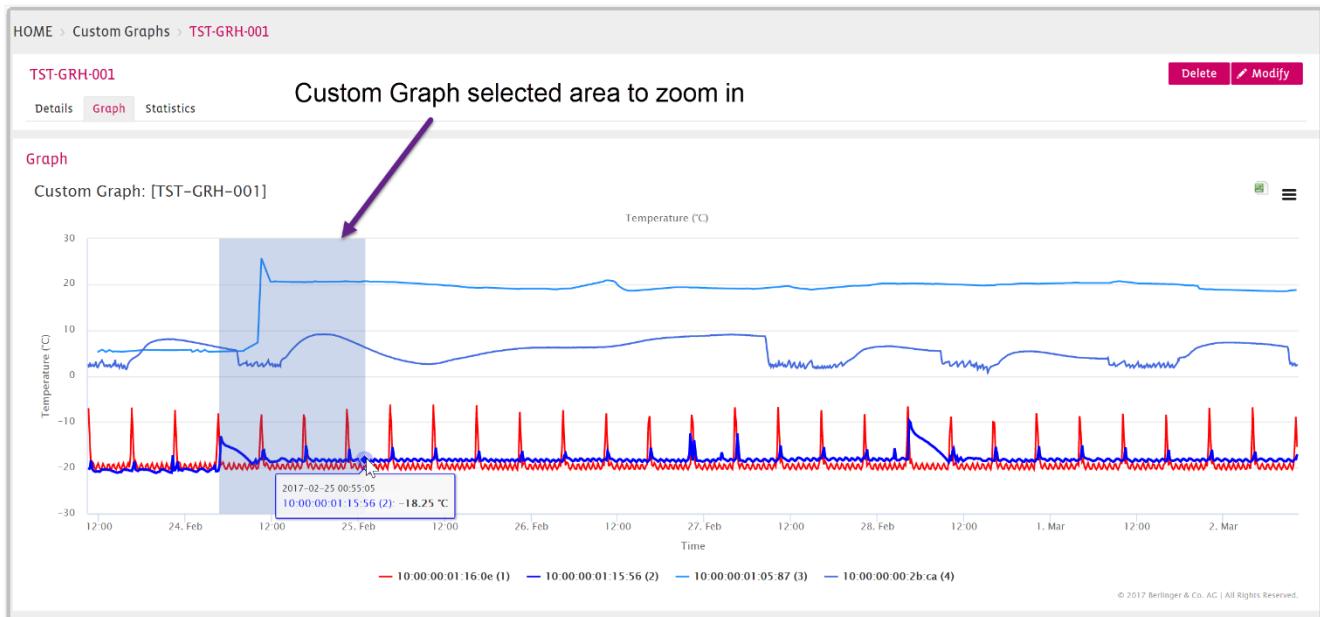
Users can create a Custom Graph by choosing up to 100 sensors to analyze or compare their data. It's often used for thermal mapping in temperature-controlled areas, recalibrating sensors, or running tests with many sensors.

Custom Graph Overview



Custom Graph Zoom Area

Click, hold, and drag the mouse from one point to the other a zoom area will be selected as shown in the next graphic.



Custom Graph Zoomed

The next screenshot shows the zoomed-in area. To go back to the overview, click the **Reset Zoom** button.



Shipment Analysis Report

The Shipment Analysis Report is a document that provides a statistical analysis of shipments that have been monitored with SmartView and enables users to overlay multiple shipments in a single graph. Each Shipment Analysis Report contains the following elements:

- Details page with general information
- Overlay of the temperature graph of the various shipments. As these shipments may be performed at different times, the temperature graph is based on a relative time.

For first information about the Statistical Table please refer to the [Statistics](#) section.

The Shipment Analysis Report is generated manually by selecting the specific shipments that need to be included in the analysis. This functionality can be accessed directly from the menu option or from the shipment overview screen.

Configuration

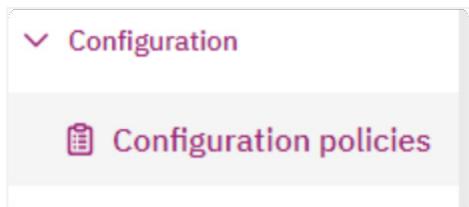
Step	SmartView Functions	Actions	Result
1	Configuration		List with configuration functions is displayed
2	Configuration	+Create new policy policies	New policy windows is opened: General – Policy name and description fields Alarm rules for defining alarm parameters. For details see 4.9 SmartMonitor different settings depending on the used device
		Save	
3	Carriers	+ Add Carrier	Add carrier: A selection list of predefined carriers. Only airlines can be selected in this window. To define a new airline, you need administrator rights. If different transportation is used (Road, Railway, Sea), the carrier has to be defined within the shipment, see Shipment dashboard
		Ok	
4	Customers	+ Create Customer	Window for customer description - General – Description of new customer
		Toggle Filters	Search function for a specific Customer Name Status (All, Enabled, Disabled)
		Save	
5	Alarm profiles	+ Create Alarm Profile	Templates: Selection list of predefined alarm profiles Alarm profiles contain the following information: Name Message as comment text window and selection list with enclosed rules Rules as predefined alarm conditions, setting up of Alarm rules see step 10 Recipients Escalation recipients

		Toggle Filters	Search function for a specific Customer: Name Status of customer (All, Enabled, Disabled)
		Save	
6	Packing systems	+ Create Packing System	Name: Selection list of already defined packing systems Packing systems contain the following information: General Status of the packing systems (Enabled, Disabled) Description of the packing system Storage Conditions Selection list for different storage conditions Storage conditions are defined by the system administrator, see SmartView manual for details.
		Save	
7	Products	+ Create Product	Name: Selection list of already defined products Products contain the following information: Details – General Part number Status (Enabled, Disabled) Product code Storage Conditions (Enabled, Disabled) Description Details – Storage Conditions Selection list for predefined storage conditions ATOR Details – Batches Create Batches External ID Production Date Status (Enabled, Disabled) Stability Budget MKT Thresholds Audit Trail
		Save	

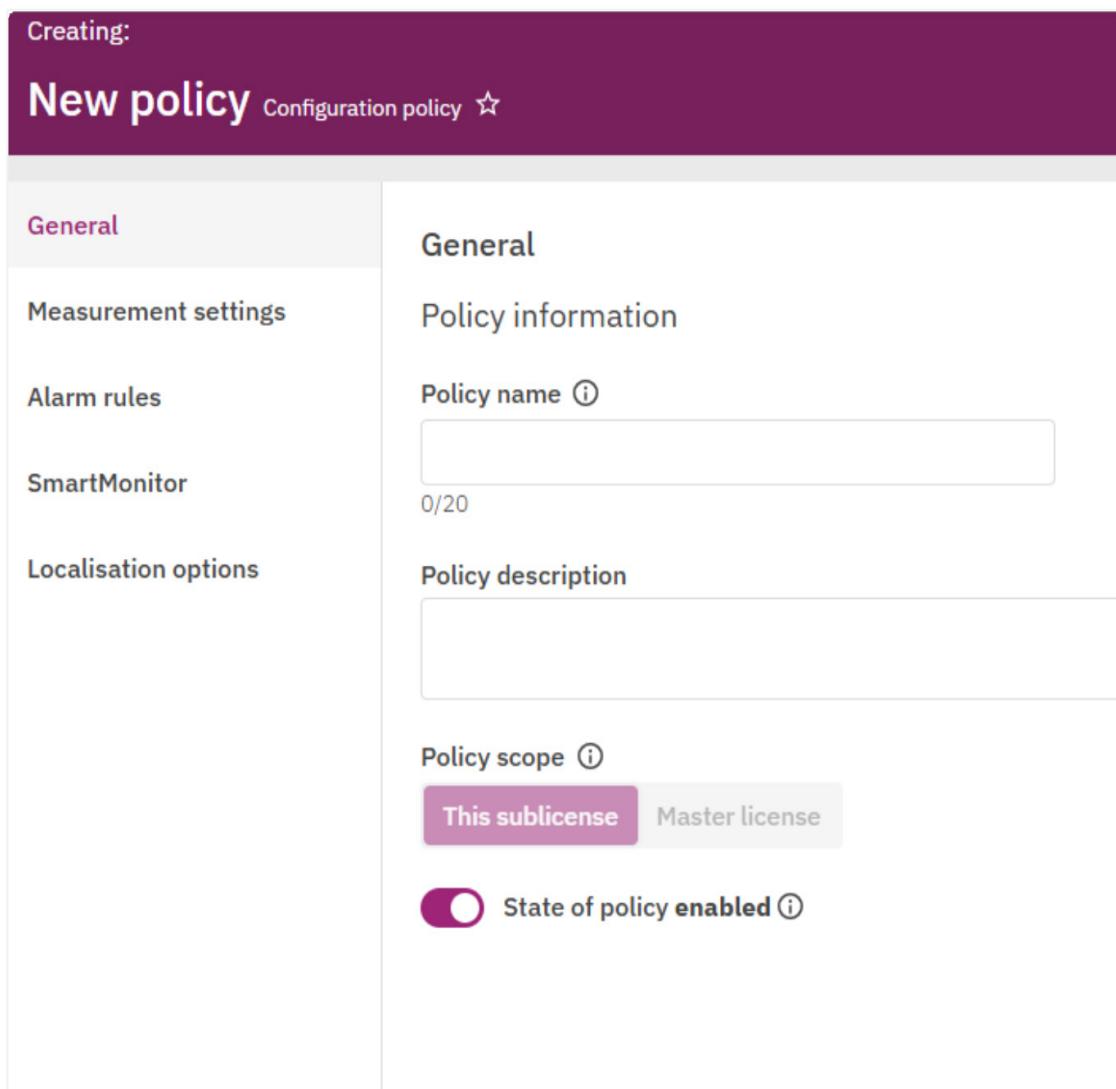
8	Clinical trials + Create Clinical Trail	<p>External ID: ID number of the clinical trial Clinical Trails contain the following information:</p> <p>Details – General</p> <p>Name</p> <p>Start Date</p> <p>Program</p> <p>Storage Conditions (Enabled, Disabled)</p> <p>Phase (Phase 1 ... Phase n)</p> <p>Description</p> <p>Details – Products</p> <p>Selection list for products used</p> <p>ATOR</p> <p>Details – Contact Details</p> <p>Various details of the parties involved</p> <p>Audit Trail</p> <p>TCIs</p>
	Toggle Filters	<p>Search function for a specific Trial:</p> <p>External ID</p> <p>TCI original ID</p> <p>Name</p> <p>Program</p> <p>When (Anytime, Past, Present, Future)</p>
	Save	
9	Alarm rules	<p>Select the device to be monitored and its measurement parameters: opens a window for defining alarm rules.</p> <p>Device external sensor</p> <p>With + Add alarm rule the input fields for the required parameter open.</p>
	+ Add alarm rule	Input fields for the required parameters.
	Save	

Configuration Policies

For the SmartMonitor family as well as for the set-up of event profiles configuration policies can be created that will contain the settings relevant for the device. To create a new configuration policy, you can access the respective menu points under the configuration menu.



Where you can create the new policy by pressing **Create new policy** on the top right. By pressing to create a new policy a new view will open that allows the set-up of a policy. There are the following three screens: The first screen “General” will allow for a general description, name, if it is a policy for all licenses or only this sub-license and if the policy is enabled (Unless it's enabled the policy cannot be used within monitoring).



On the second screen, you can adjust measurement settings. With the internal sensor, the minimum interval is 5 minutes; with only the external sensor, it's 1 minute.

Creating:

New policy Configuration policy ☆

General

Measurement settings

Measurement settings

Intended measure interval ⓘ

Set how often measurements are recorded.

5 10 15 30 45 60 90 180 240

10 min

SmartMonitor

SmartMonitor

Device internal temperature measurement **enabled**

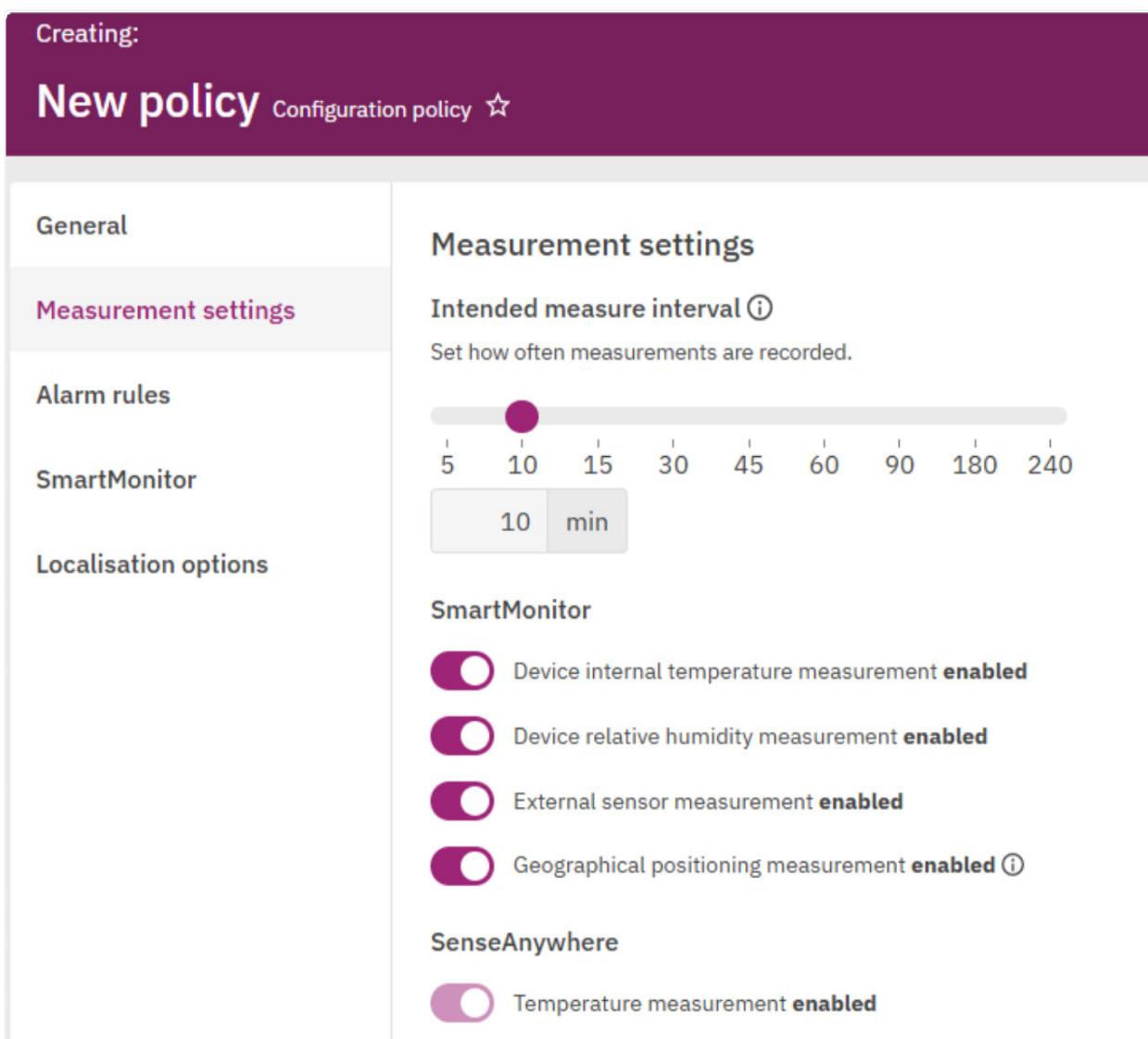
Device relative humidity measurement **enabled**

External sensor measurement **enabled**

Geographical positioning measurement **enabled** ⓘ

SenseAnywhere

Temperature measurement **enabled**



On the third screen, you can configure alarm rules for the device's internal sensors (temperature and humidity) and external probes (temperature only).

You can configure multiple settings for each option and choose between single, accumulated, or immediate alarms. A single alarm triggers when one event exceeds the time limit, an accumulated alarm adds up shorter violations until they surpass the set time, and immediate alarms activate instantly when a violation occurs. Note that single and accumulated alarms require the delay to be at least twice the measurement interval. Additionally, each temperature-type combination must be unique; for instance, only one 8°C single alarm is allowed, but you can have both an 8°C single and an 8°C accumulated alarm.

You can set up warnings to notify alarm recipients before an alarm setting is breached. Warnings do not require action or appear as active issues in SmartView.

Creating: **New policy** Configuration policy 

General Measurement settings Alarm rules SmartMonitor Localisation options	<p>Alarm rules</p> <p>Monitoring can be enabled for the SmartMonitor device, an external sensor, or both. </p> <p><input checked="" type="checkbox"/>  Monitoring with device</p> <p><input checked="" type="checkbox"/>  Temperature enabled</p> <p>Alarm rules for high temperatures + Add alarm rule</p> <p>Alarm rules for low temperatures + Add alarm rule</p> <p><input checked="" type="checkbox"/>  Humidity enabled</p> <p>Alarm rules for high humidities + Add alarm rule</p> <p>Alarm rules for low humidities + Add alarm rule</p> <hr/> <p><input checked="" type="checkbox"/>  Monitoring with external sensor</p> <p>Type of sensor: All sensors </p> <p><input checked="" type="checkbox"/>  Temperature enabled</p> <p>Alarm rules for high temperatures + Add alarm rule</p> <p>Alarm rules for low temperatures + Add alarm rule</p>
---	---

On the fourth screen, you can define event and device settings. Options vary by device and may include light, tilt shock, and free-fall monitoring. You can also set features like start prevention without an external probe, adjust communication settings, and add alerts such as acoustic alarms for rule violations.

For estimating light levels with the light sensor, you may use the following values:

Lux level estimate	Interpretation comparison
1	Twilight
5	Minimal street Lighting
10	Sunset
50	Living room
80	Hallway
100	Very dark overcast day
320-500	office lighting
400	sunrise/sunset
1000	Overcast day
10000-25000	Full daylight
32000-130000	Direct sunlight

For the Door open Monitoring the Placement of the device itself is crucial.

On the fifth screen, the localization can be set up. This ranges from simple notification on arrival and departure up to stopping the device once it arrives on site.

Creating: **New policy** Configuration policy 

General	SmartMonitor
Measurement settings	Monitoring with device
Alarm rules	<input type="checkbox"/> Prevent start of device without external sensor connected
SmartMonitor	<input type="checkbox"/> SmartMonitor Start Prevention 
Localisation options	<input type="checkbox"/> Autostart after fully charged 
	Start delay 
	 0 5 10 15 30 45 60 90 180 240 0 min
	Supply chain events
	<input type="checkbox"/> ☼ Light monitoring 
	<input type="checkbox"/> ↕ Tilt monitoring 
	<input type="checkbox"/> ⚡ Shock monitoring 
	<input type="checkbox"/> ↘ Free fall monitoring 
	<input type="checkbox"/> ☐ Door open monitoring 
	Communication
	Communication options allowed
	Select which communication options are allowed to share data with SmartView.
	<input checked="" type="checkbox"/>  Cellular (mobile) enabled
	<input type="checkbox"/>  Bluetooth Low Energy gateway for other devices 
	<input type="checkbox"/>  WiFi 

Cloud synchronization interval ⓘ

Set how often recorded data is synchronized with the servers of SmartView. Note that shorter intervals drain the device battery faster than longer intervals. The synchronization interval has no effect on the measurement interval. In case of alarm, the device will immediately synchronize with the SmartView cloud.



60 min

Device & Display

Device configuration

Show alarm status on device display (✓ / ✗) **enabled**

Use acoustic alarm **enabled**

Show configuration policy name on device display **enabled**

Show device name and associated sector/shipment on device display **enabled**

Generate summary report on device ⓘ

Unit of temperature

Celsius Fahrenheit

Power disconnect alarm delay ⓘ



30 60 120 180 240 360 720 1440 2880

30 min

If you wish to use the device as a gateway for Ship S devices it is required to enable Cellular as well as Bluetooth and disable Wi-Fi connectivity.

On the fifth screen, the localization can be set up. This ranges from simple notification on arrival and departure up to stopping the device once it arrives on site.

Creating: **New policy** Configuration policy 

General **Measurement settings** **Alarm rules** **SmartMonitor** **Localisation options**

Localisation options

Localisation services can be used to notify / start & stop shipments. In this tab you can specify how this should work. Note: Localisation only works with devices that support this (SHIP L/M).

Geofencing configuration

Detect departure from origin using geofencing

When leaving:

Send notification to users using

Adjust the relevant start time of the shipment the device is used on

Consider a shipment exiting a geofence:

When the majority of the devices from the shipment are outside the geofence

When one device has number of positions outside the geofence

Detect arrival at destination when using geofencing

When entering:

Send notification to users using

Adjust the relevant stop time of the shipment the device is used on

Automatically stop the shipment and its associated devices once arrived

Consider a shipment entering a geofence:

When the majority of the devices from the shipment are inside the geofence

When one device has number of positions inside the geofence

For the localization to work it is required to have the locations geofence set up as well as an origin and a destination within the shipment.

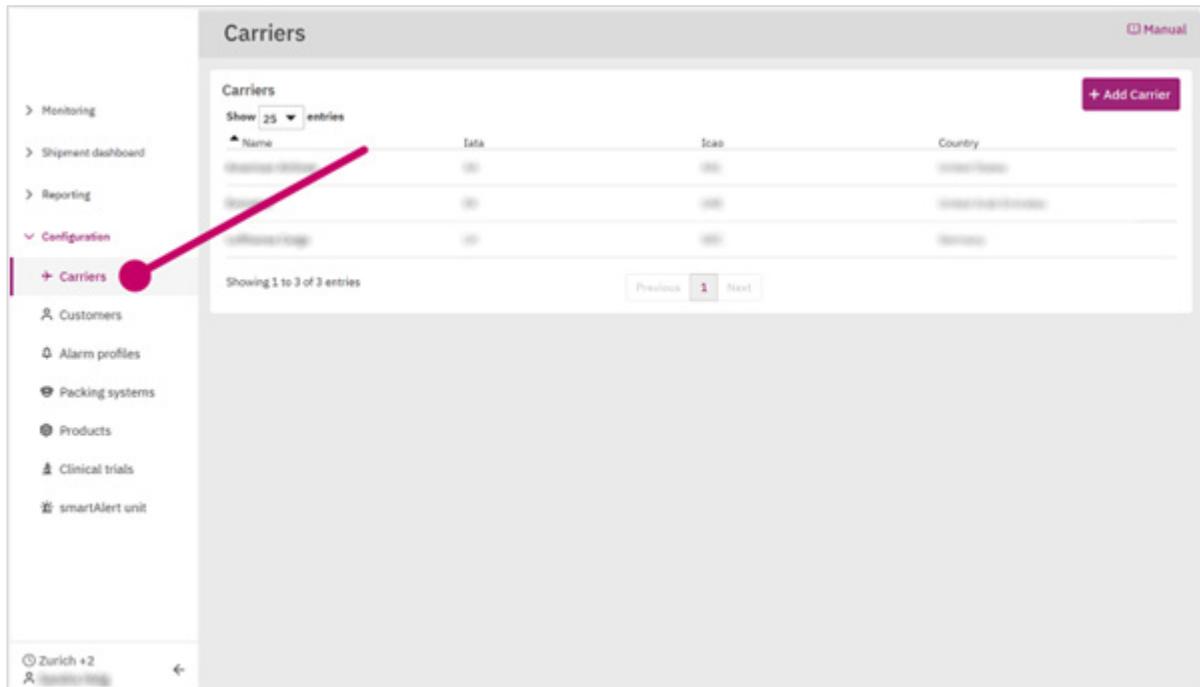
After entering all settings, click **Save** at the top right to store the policy.

Carriers

The Carriers menu lets you create a custom list of frequently used Air Carriers from about 250 options in the system for SmartView tasks. Add your preferred carriers to this subset before using them elsewhere, such as for shipments.

Overview of existing Carrier

Click **Configuration> Carriers** in the menu to see the air carrier subset list, as shown in the image below.



Name	Iata	Icao	Country
Delta	DL	DL	United States
United	UA	UA	United States
Qatar	QTR	QTR	Qatar

To add a new carrier to the list simply click on the **Add Carrier** button and choose the desired carrier from the dropdown list.

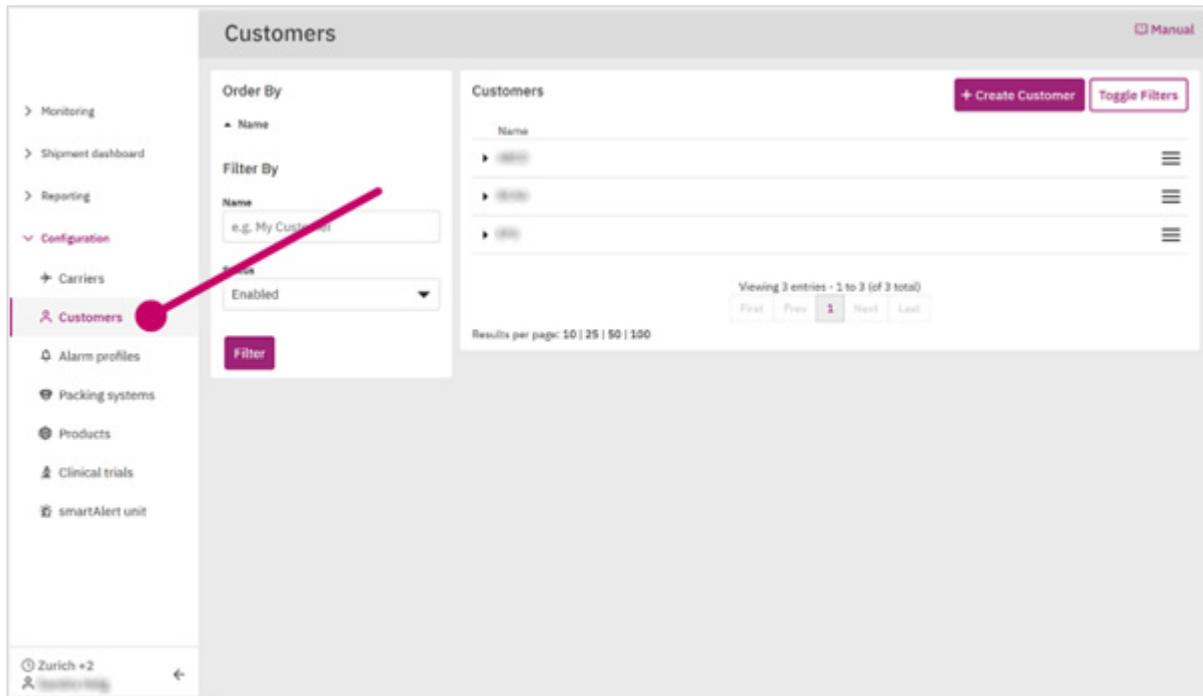
To remove an air carrier from the subset list, simply click on the  button next to the carrier and select delete.

You cannot remove a carrier from the subset list if it has already been referred to.

Customers

Create Customers

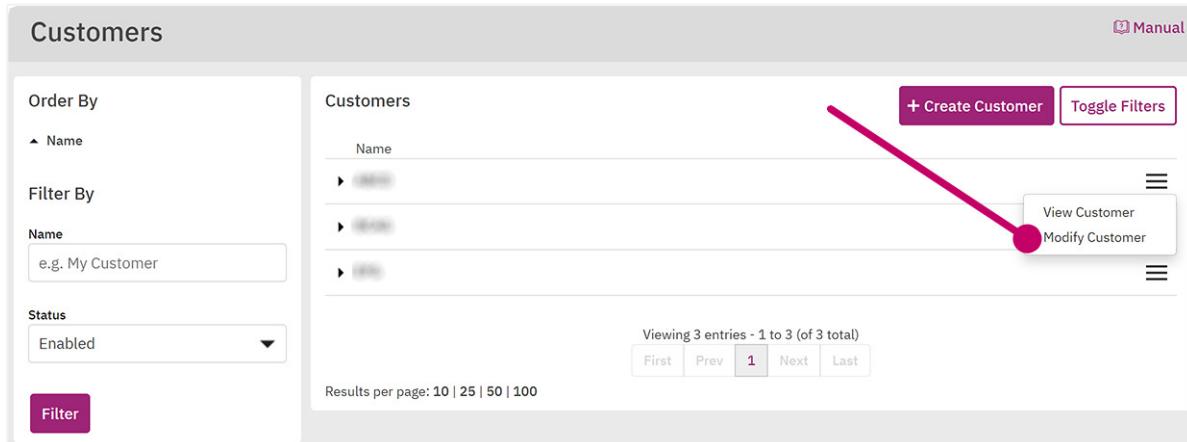
The Customers menu item displays a list of all customers registered in the system. This screen allows users to add new customers for shipments and modify information for existing customers. Users can filter the customer list according to specific criteria.



To add a new customer, click on the **Create Customer** button and fill in the name of your customer. After creating a customer, you will be able to assign this to one or more shipments.

Modify Customers

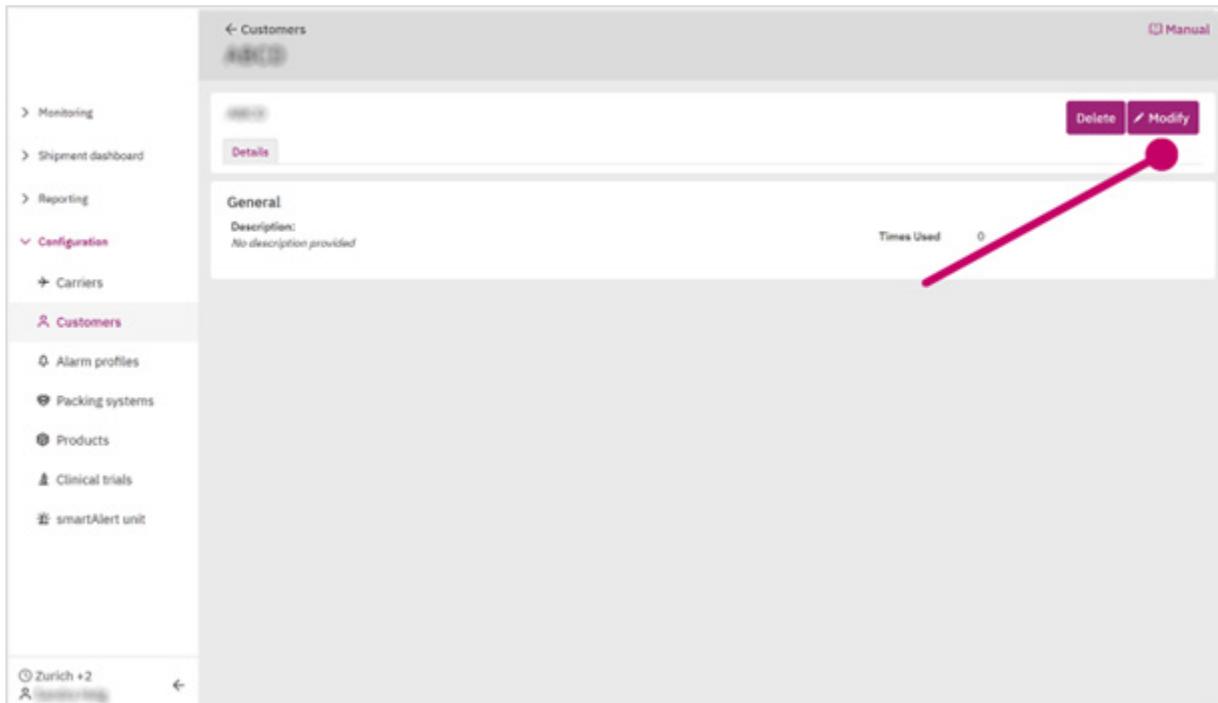
You can edit your customers by clicking on the  button.



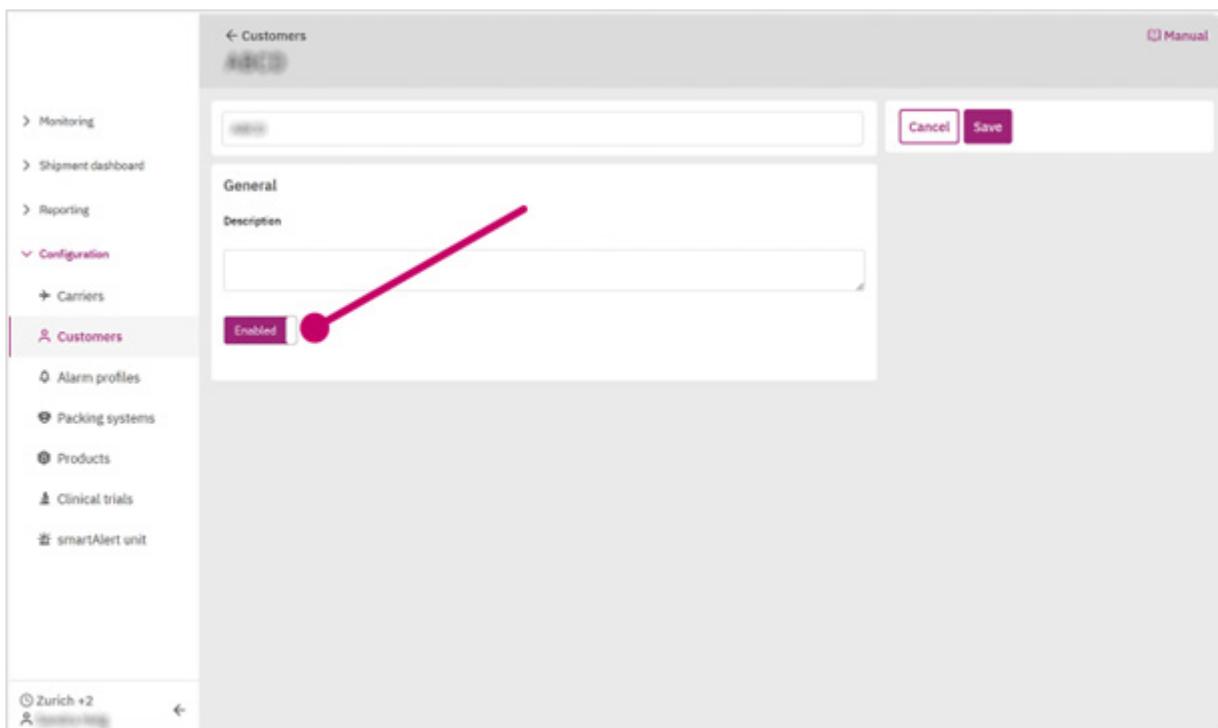
Enable/Disable Customers

To enable/disable the customer, complete the following:

1. In the **Customer** tab, click **Modify**.



2. Click on the toggle **Enable/Disable** to change settings.



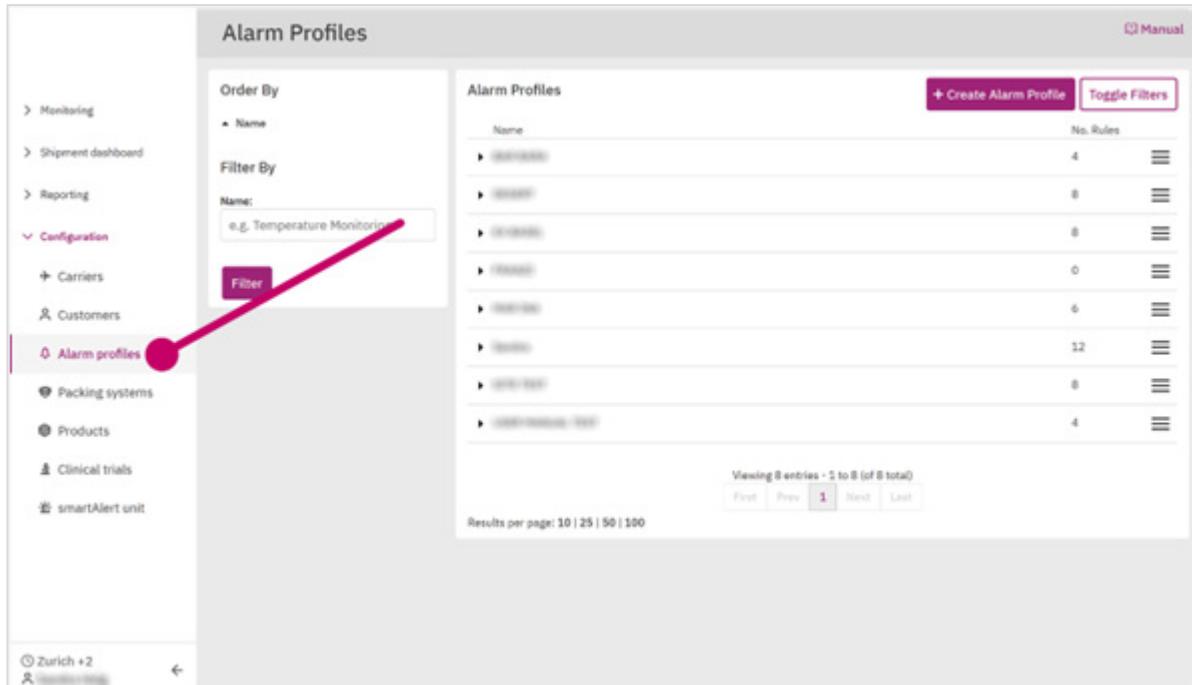
3. Click **Save** to save your settings.

Alarm Profiles

SmartView's alarm management lets users set alarms, identify breaches, respond, and report issues. Alarms are triggered when specific business rules are broken, detected through continuous sensor data.

First, the user must define alarm profiles in the system. To monitor shipment or facility (sector), they select an applicable profile. The chosen profile's business rules are then enforced for that shipment or sector.

From the **Configuration** tab in the menu bar, click **Alarm profiles**.

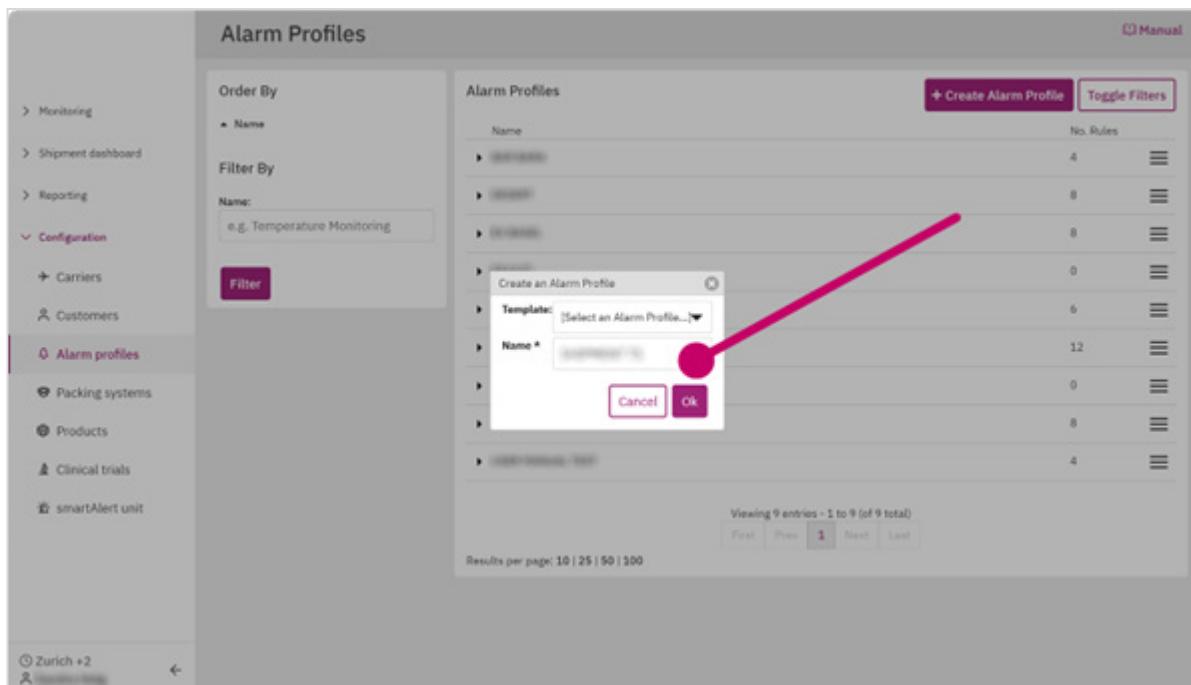


Name	No. Rules
Temperature Monitoring	4
Humidity Monitoring	8
Pressure Monitoring	8
Altitude Monitoring	0
Velocity Monitoring	6
Acceleration Monitoring	12
Deceleration Monitoring	8
Temperature and Humidity Monitoring	4

Create

To create a new alarm profile, complete the following steps:

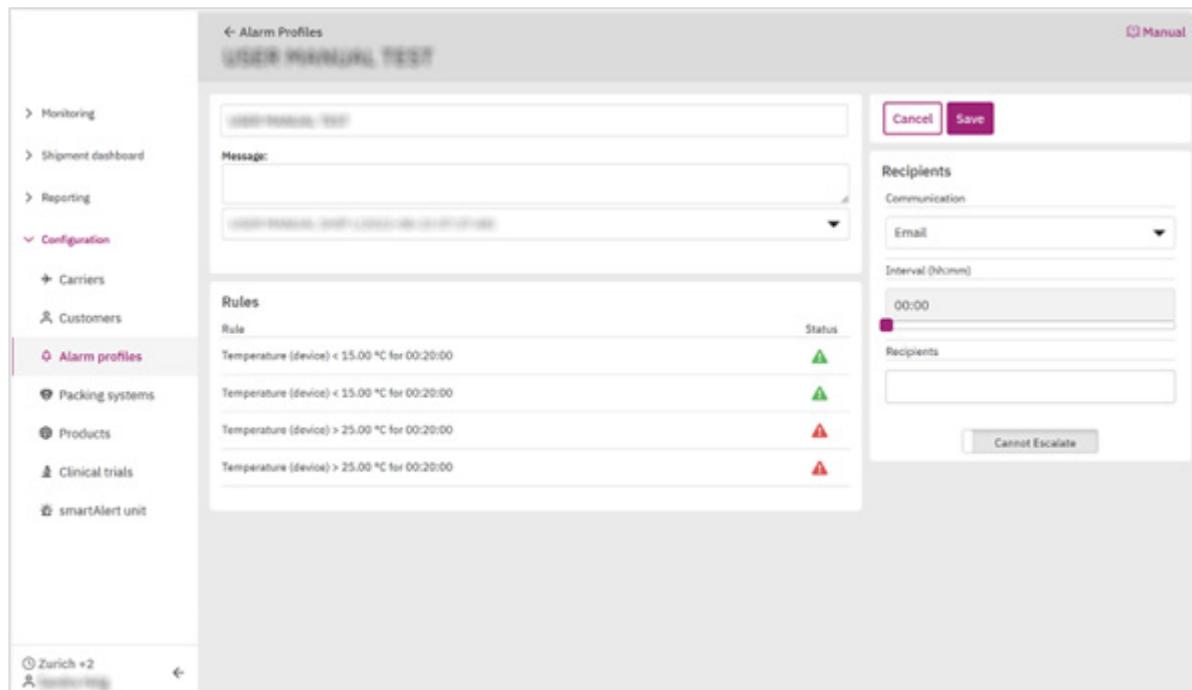
1. From the Alarm profile page, click **Create Alarm Profile**:



2. Provide a name for the alarm profile and click **OK**.

Optionally you can select an existing alarm profile as a template in the **Create an Alarm Profile** box. If you select an existing alarm profile as a template, then the new alarm profile will get the information that was already defined in the existing profile. This is useful in a situation when an alarm profile similar to an existing one needs to be created.

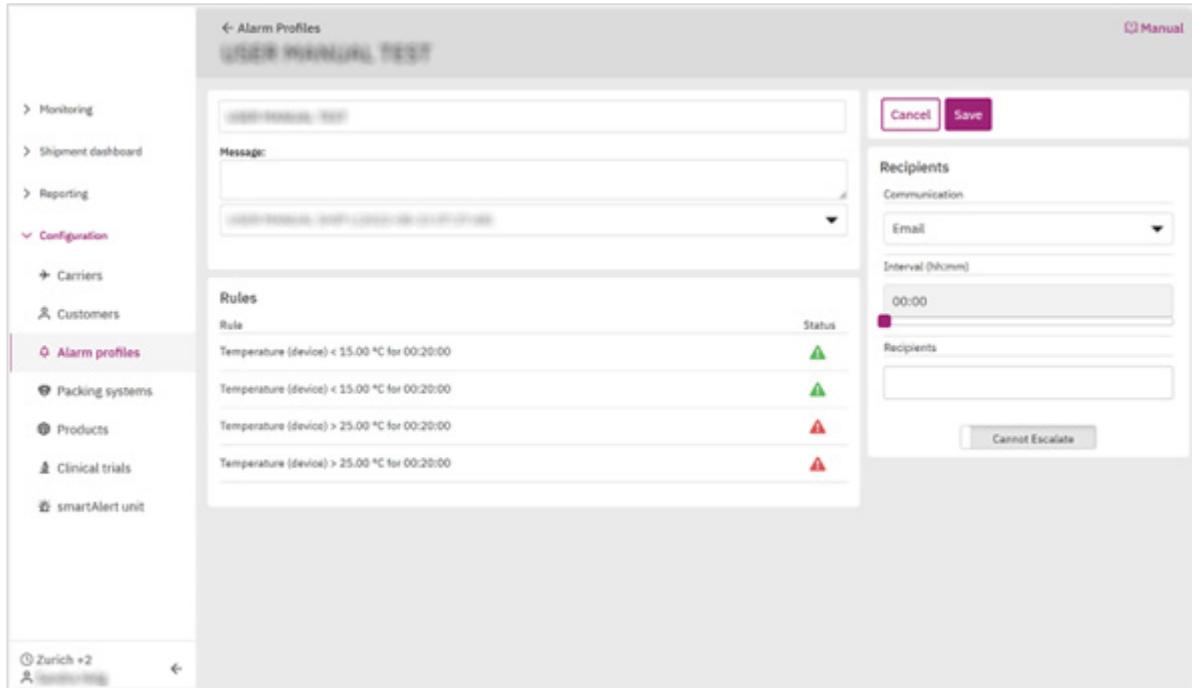
During the set-up, a configuration policy has to be selected. The rules for the event profile will be imported from the configuration policies available within the system.



Once an alarm profile is created, it can be applied to any sector or shipment and reused as needed.

You can choose to modify or delete the alarm profile from the alarm profile overview, by clicking on the  button and by choosing the appropriate action. Alternatively, click on **Modify** from the alarm profile.

Editing or deleting an alarm profile does not affect the shipments or sectors to which the alarm profile is added. Editing an alarm profile will only affect the shipments or sectors to which the alarm profile will be added.



Every setting can be modified which you had to fill out or define when creating an alarm profile.

An alarm profile cannot be deleted while it is currently in use.

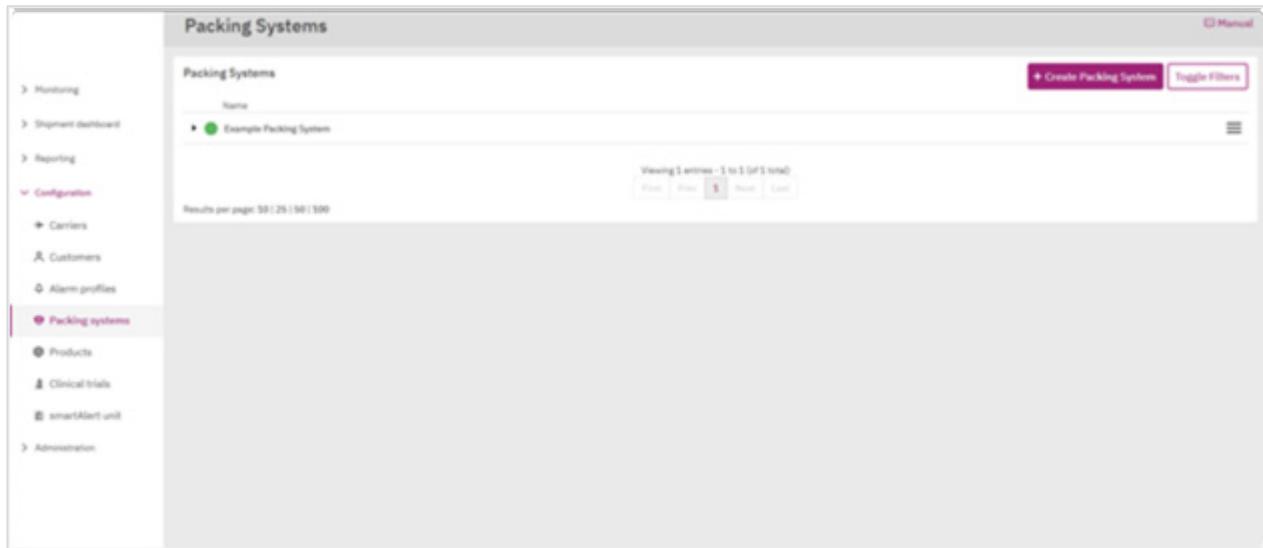
Packing Systems

The 'Configuration: Packing Systems' menu item allows you to define the packing systems (e.g., Envirotainer). In practice, the packing system refers to a kind of packaging in which a SmartSensor is mounted to monitor the relevant shipment.

You can define a list of frequently used packing systems for your shipments that are monitored by SmartView. While creating a SmartSensor association to shipment, you can optionally select the packing system.

Packing Systems Overview

To view an overview of packing systems already defined in the system, click on the menu item Configuration: Packing Systems. You will get an overview of all the packing systems as shown in the following image:



The screenshot shows the SmartView User Interface for managing packing systems. The left sidebar is titled 'Configuration' and includes 'Carriers', 'Customers', 'Alarm profiles', and 'Packing systems' (which is currently selected). The main content area is titled 'Packing Systems' and shows a table with one entry: 'Example Packing System' (status: Enabled). There are buttons for 'Create Packing Systems' and 'Toggle Filters'. The bottom of the screen shows a footer with links to 'Carrier Support', 'Carrier Help Center', 'Carrier Training', and 'Carrier Community'.

The colored icons indicate whether the packing system is: ● enabled or ● disabled

Adding a Packing System

To create a new packing system, click on the **Create Packing System** button. Provide a non-existent and non-empty name for the new packing system and click on the OK button.

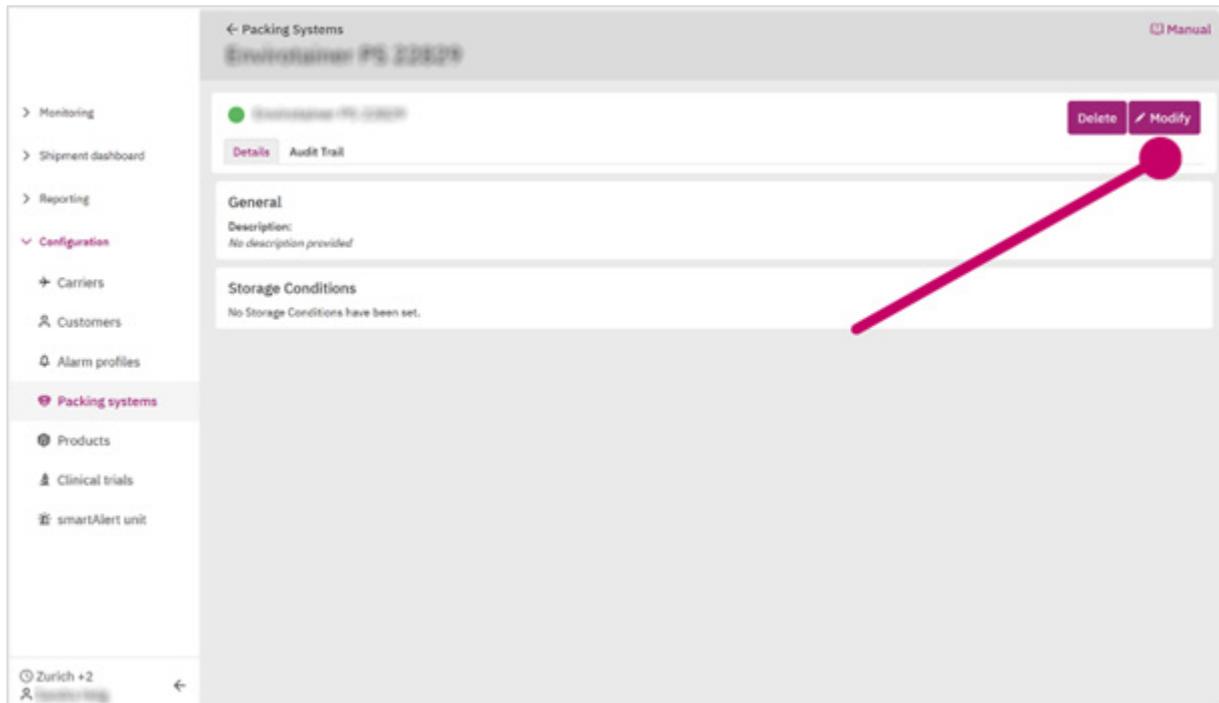
The packing system name can have a maximum length of 64 characters.

Editing and Deleting a Packing System

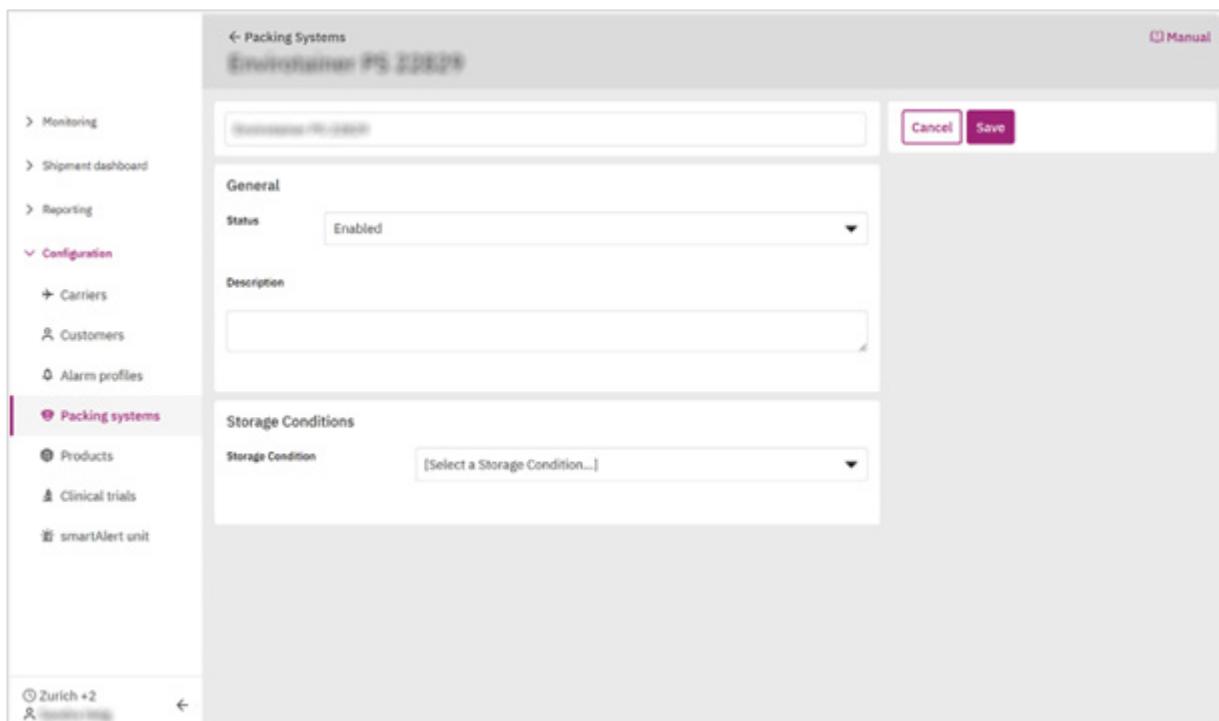
To edit an existing packing system simply click on the ● for the packing system.

You cannot delete an existing packing system if it has already been defined against a shipment association.

1. Click **Modify** to modify packing systems.



2. Click **Save**.



Modify Storage Conditions

General

Status: Enabled

Description:

Storage Conditions

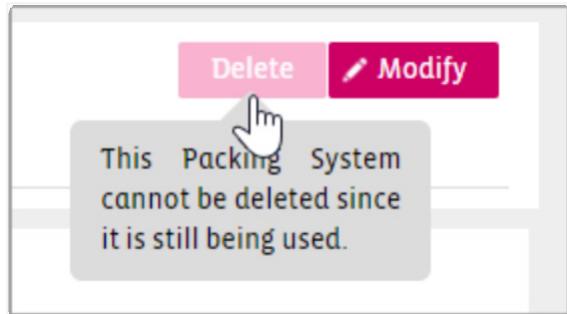
Storage Condition: [Select a Storage Condition...]

- [Select a Storage Condition...]
- Ambient (15.00 °C - 30.00 °C)
- Cold (2.00 °C - 8.00 °C)
- Cool (8.00 °C - 15.00 °C)
- Freezer (-25.00 °C - -10.00 °C)

Cancel Save

You can choose a storage condition for your packing system which you have predefined under '**Site Settings/Storage Conditions**'.

Delete Packing Systems



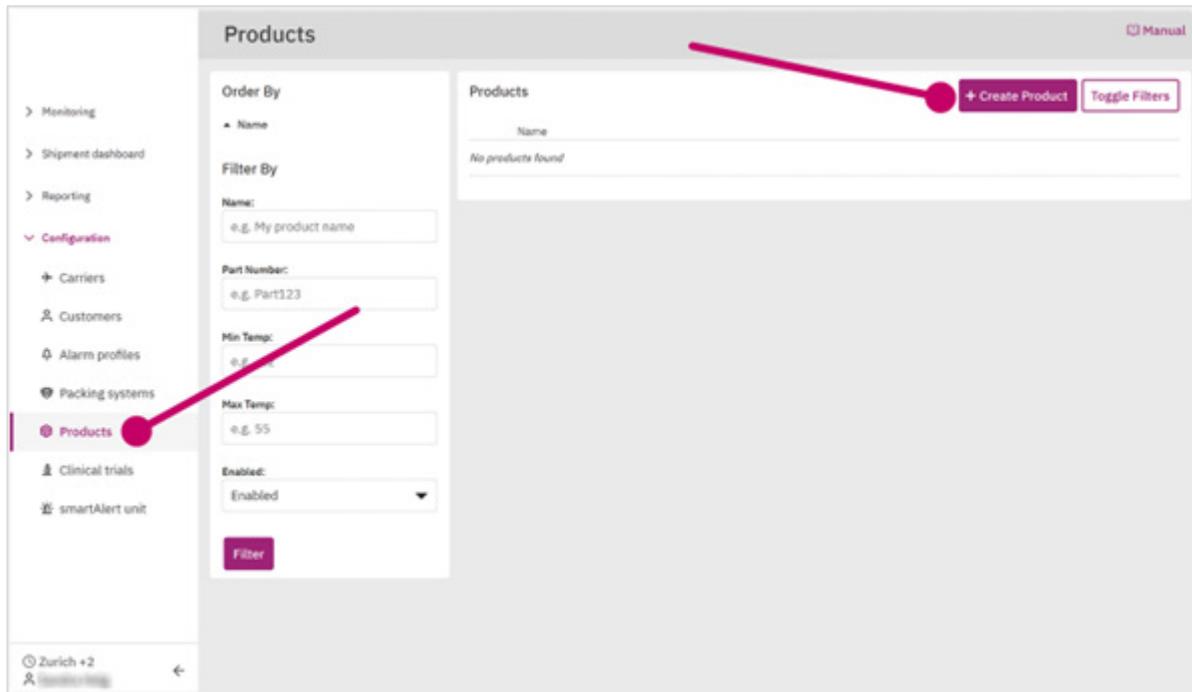
The packing system can only be deleted if the packing system is not in use anywhere.

Products

Create

Create the products you ship with the **Create Product** button.

For example, you ship or store products for a fridge, freezer or ambient temperature.



Products

Order By

▲ Name

Filter By

Name: e.g. My product name

Part Number: e.g. Part123

Min Temp: e.g. -12

Max Temp: e.g. 55

Enabled: Enabled

Filter

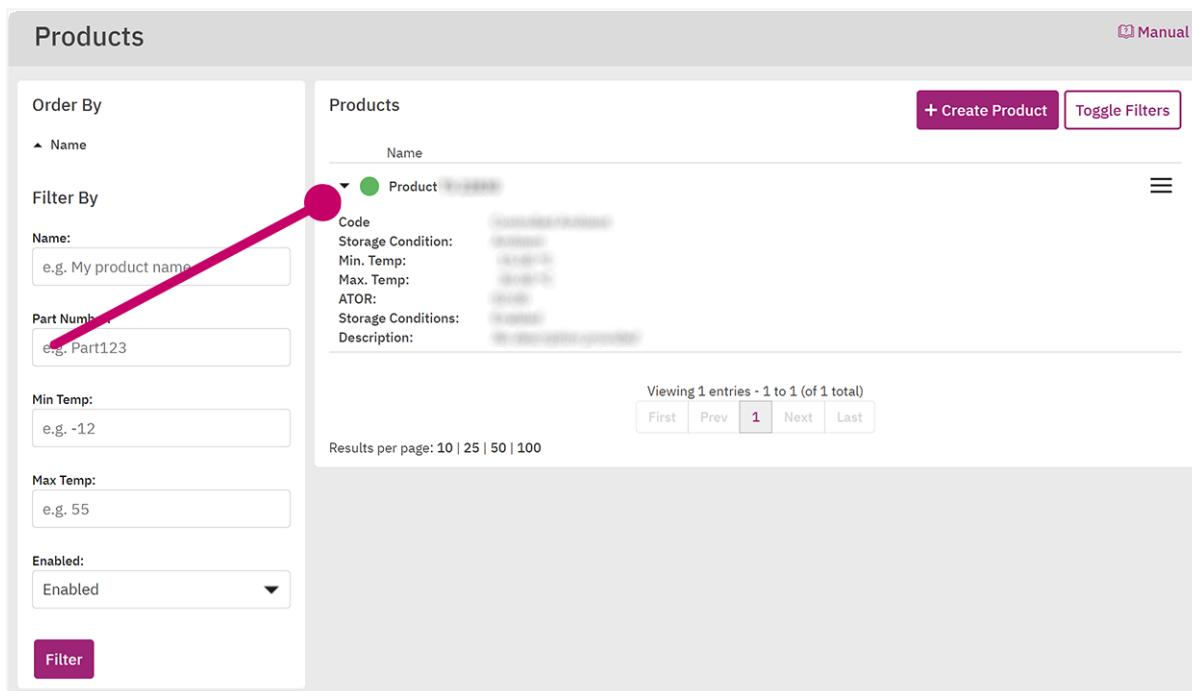
+ Create Product

Toggle Filters

Zurich +2

Historic

Click on the small black triangle to see the settings of your product:



Products

Order By

▲ Name

Filter By

Name: e.g. My product name

Part Number: e.g. Part123

Min Temp: e.g. -12

Max Temp: e.g. 55

Enabled: Enabled

Filter

Products

Name

Product

Code

Storage Condition:

Min. Temp:

Max. Temp:

ATOR:

Storage Conditions:

Description:

+ Create Product

Toggle Filters

Viewing 1 entries - 1 to 1 (of 1 total)

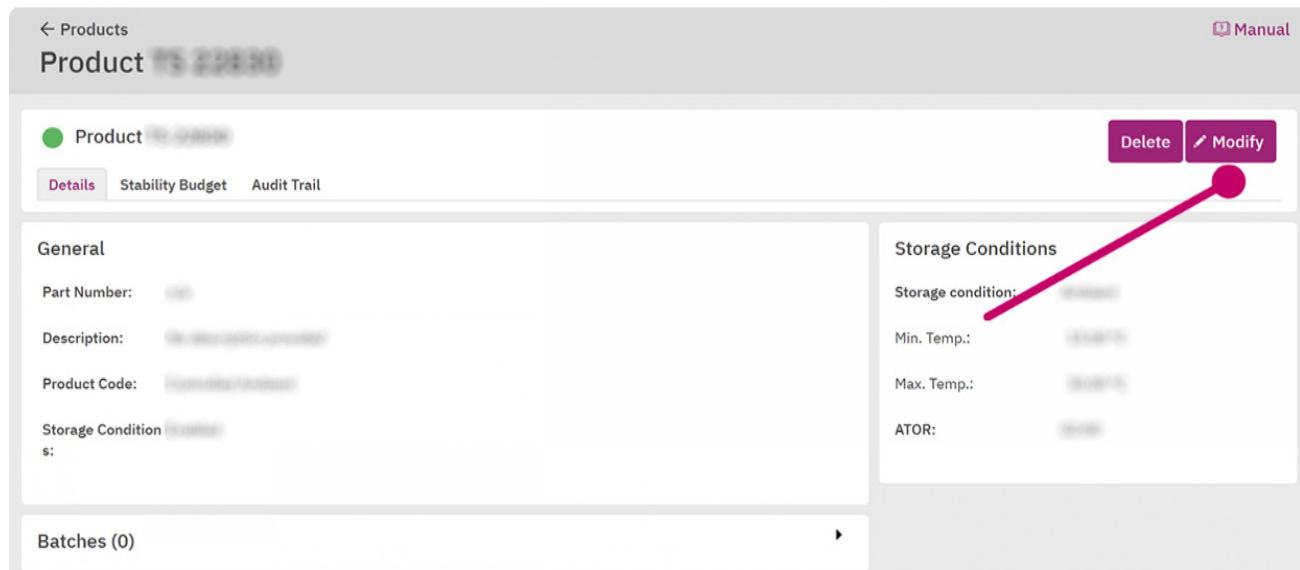
First Prev 1 Next Last

Results per page: 10 | 25 | 50 | 100

Modify

If you want to modify your product settings, click the product name to get inside the product settings.

Click **Modify** to change settings and save afterward.



Product TS 22830

Product

Details Stability Budget Audit Trail

General

Part Number:

Description:

Product Code:

Storage Condition:

Batches (0)

Storage Conditions

Storage condition:

Min. Temp.:

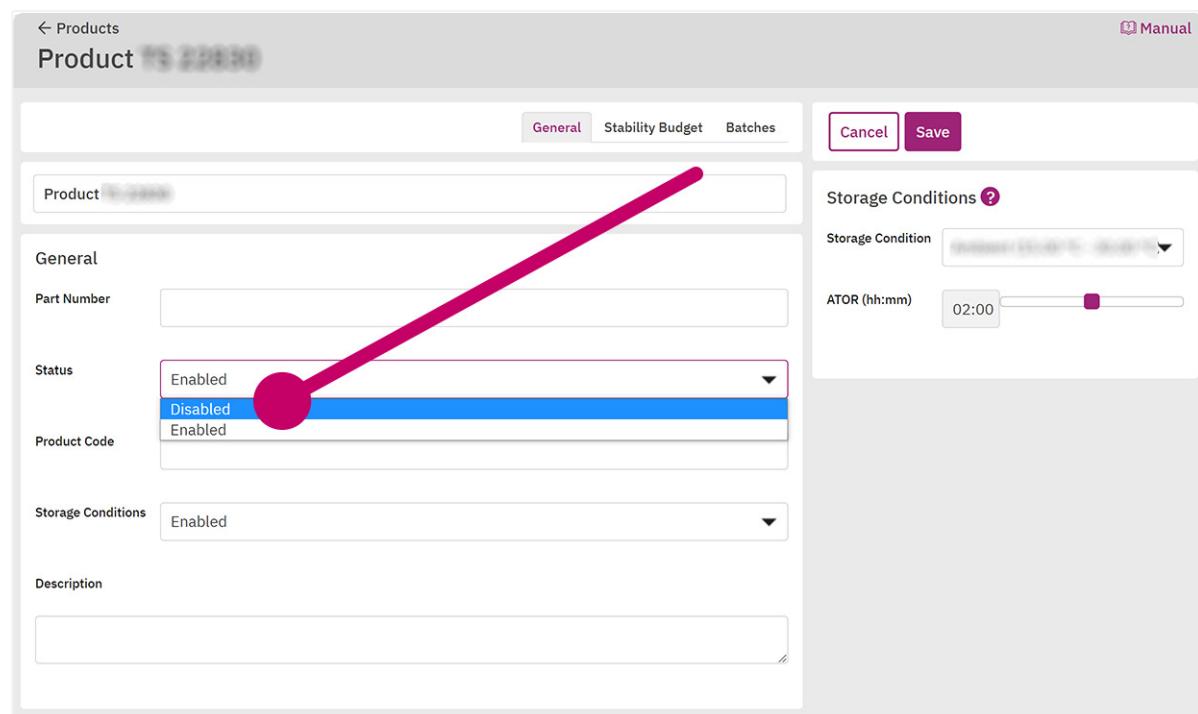
Max. Temp.:

ATOR:

Delete Modify

Delete

You can only delete a product if its status is disabled and the product is not in use.



Product TS 22830

Product

General

Part Number:

Status:

Product Code:

Storage Conditions:

Description:

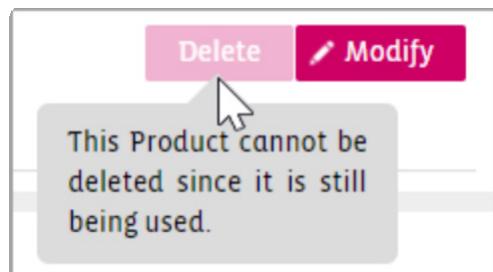
Storage Conditions

Storage Condition:

ATOR (hh:mm): 02:00

Cancel Save

The **Delete** button is greyed out as long as the product is in use.



Audit Trail

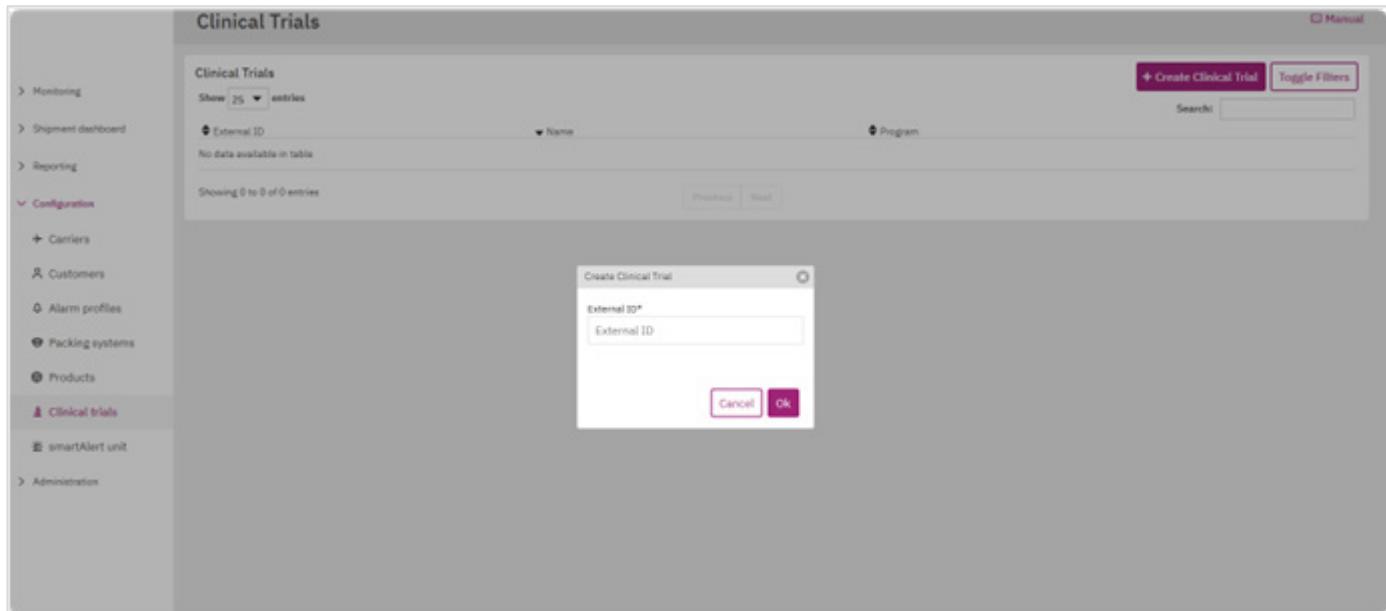
The Products Audit Trail shows you all the changes you have made.

Create a Clinical Trial

To create a Clinical Trial, click **Create Clinical Trial** within the Clinical Trial view.

Clinical Trials		Manual
Clinical Trials	Clinical Trials	
Show 25 entries	External ID	Name
No data available in table	Program	
Showing 0 to 0 of 0 entries	Previous	Next
+ Create Clinical Trial	Toggle Filters	Search:

Choose a name for your Clinical Trial and then press **OK**.

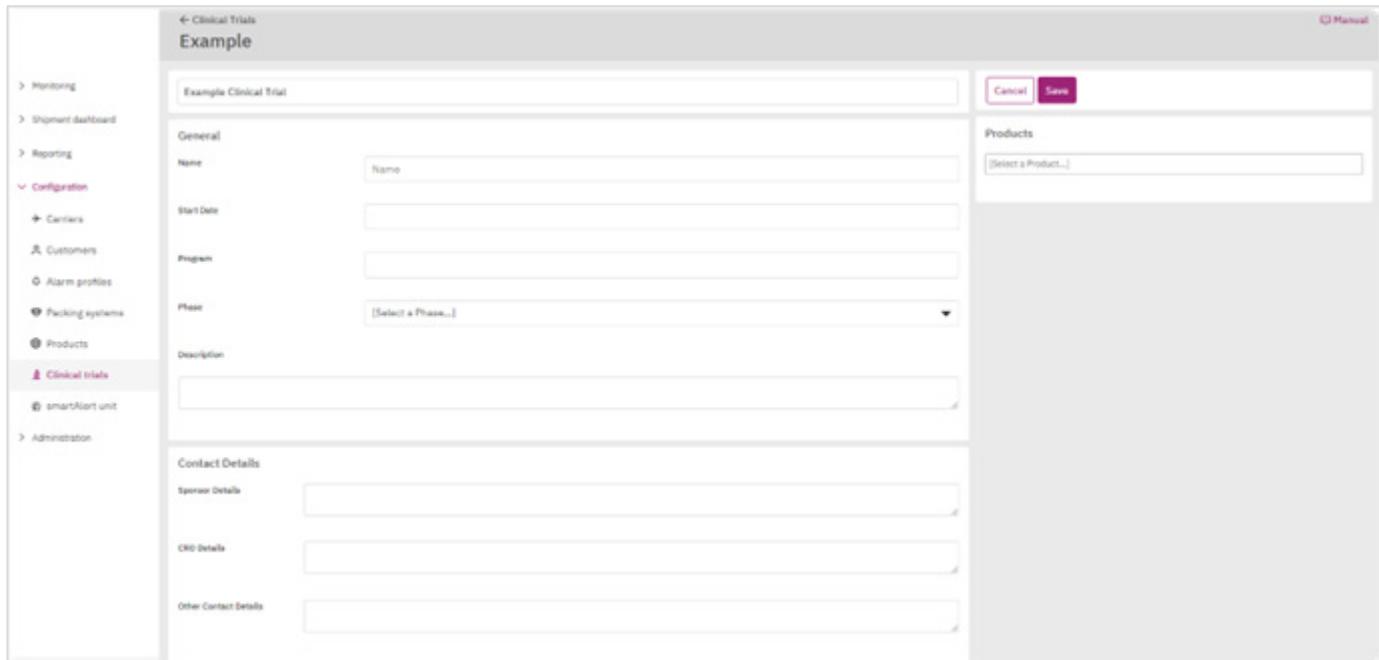


Add the following information within the General area.

Topic	Description
Name	Name of the Clinical Trial (internal Product name for example)
Start Date	Start of the Clinical Trial
Program	Additional deeper information about the Clinical Trial
Phase	Enter the phase of the Clinical Trial
Description	Description for more information about the Clinical Trial

And add the following information within the contact details to set up your clinical trial

Topic	Description
Sponsor Details	Enter the name of the sponsor (for internal use only)
CRO Details	Enter the name of the CRO (for internal use only)
Other Contact Details	Enter other contact involved (for internal use only)



The screenshot shows the 'Clinical Trials Example' screen in the SmartView application. The left sidebar lists navigation options: Monitoring, Shipment dashboard, Reporting, Configuration (selected), Carriers, Customers, Alarm profiles, Packing systems, Products (selected), Clinical trials (disabled), smartAlert unit, and Administration. The main area is titled 'Example Clinical Trial' and contains two tabs: 'General' and 'Products'. The 'General' tab includes fields for Name, Start Date, Program, Phase (with a dropdown menu), and Description. The 'Products' tab has a single field for selecting a product. A 'Save' button is located at the top right of the main area.

Products

Now add your products to the Clinical Trial.

You must first create the products before you can assign them to the Clinical Trial.

Administration

The 'Administration' button in the main menu enables you to manage your own and other users' account settings, as well as some general adjustments to your license.

User Management

A tab labeled 'User Management' can be found on the menu bar under Administration for admin users.

For a step-by-step guide on how to set up a new user please follow the use case.



Selecting the 'User Management' tab allows the administrator to modify the settings for any user type listed in the overview. The administrator may be assigned multiple permissions.

An administrator can view the details of any type of user by clicking either on the username or on the  icon in the overview list. An administrator can do the following actions accessing user information:

- Add a new user by selecting the **Create New User** button located on the user overview page.
- Modify a user's account settings by selecting the individual user from the overview list.
- Reset any user's password by clicking **Reset Password**. An email with a reset link is sent to the user.
- Update a user's access rights by applying new policies to their account ([link to access control topic]).
- Users cannot be deleted but can be disabled. An admin may disable a user by setting their status to **Disabled** when access is no longer permitted.
- Limit user access within a license based on location, carrier, or customer linked to the user's sub-licenses.

Access Control

SmartView works with role-based access control. Within this area, a user with the required rights can set up different user profiles with the corresponding rights to limit access to the system to only specific required areas. You will find this menu under the **Administrator > Access control**.

The screenshot shows the 'Access Control' page with a sidebar containing navigation links: Monitoring, System dashboard, Reporting, Configuration, and Administration. The main area displays a table with columns for Role name, Status, and Category. The table lists several roles, each with a status of 'Active' and a category of 'Master license'. The roles listed are: 'operator', 'admin', 'user', 'configuration editor', 'auditor', and 'administrator'. There are buttons for 'Delete', 'Create', and 'Manual' in the top right, and a 'Refresh' and 'Columns' button in the top right of the table area. A 'Show 30 < per page' button is at the bottom right of the table.

If it's then wished to create a new policy, you can do so by pressing the **Create** button. The user will then be greeted by a new window where it's possible to set a name as well as select the sublicense to which the profile should be applied.

The screenshot shows the 'Creating: New role' dialog box. The title bar says 'Creating: New role' and 'Role'. The left sidebar shows 'General'. The main area has a 'General' tab selected. It contains fields for 'Name*' (set to 'New Role'), 'Category*' (set to 'Master License'), 'License*' (a dropdown menu with 'Select...'), and 'License Administrator*' (a toggle switch). The 'Category*' field has a 'Sublicense' button highlighted in purple.

After choosing a license, the window expands to let you customize permissions for different areas. You can also assign an admin profile with full access. Permission levels range from none, view, create, update, to delete; selecting a higher level automatically includes all lower levels.

Creating:
New role Role

General	General Name* <input type="text" value="New Role"/> Category* <input type="radio"/> Master License <input checked="" type="radio"/> Sublicense License* <input type="button" value="Select..."/> License Administrator* <input type="checkbox"/>
	Permissions
	Audit Trail View <input type="checkbox"/> Carriers View <input type="checkbox"/> Create update <input type="checkbox"/> Remove <input type="checkbox"/> Clinical Trail View <input type="checkbox"/> Create update <input type="checkbox"/> Custom Graphs View <input type="checkbox"/> Delete <input type="checkbox"/> Create update <input type="checkbox"/> Customers View <input type="checkbox"/> Delete <input type="checkbox"/> Create update <input type="checkbox"/> Device Modify <input type="checkbox"/>

Once all the required adjustments are made, click **Save** to save the changes.

Once a configuration policy is created it's possible to edit it in retrospect. In addition, it is possible to see who received a certain role when within a configuration policy by pressing the **Assigned users** button located at the top right of the view. This will open a new view that displays a list of all users that have this role assigned.

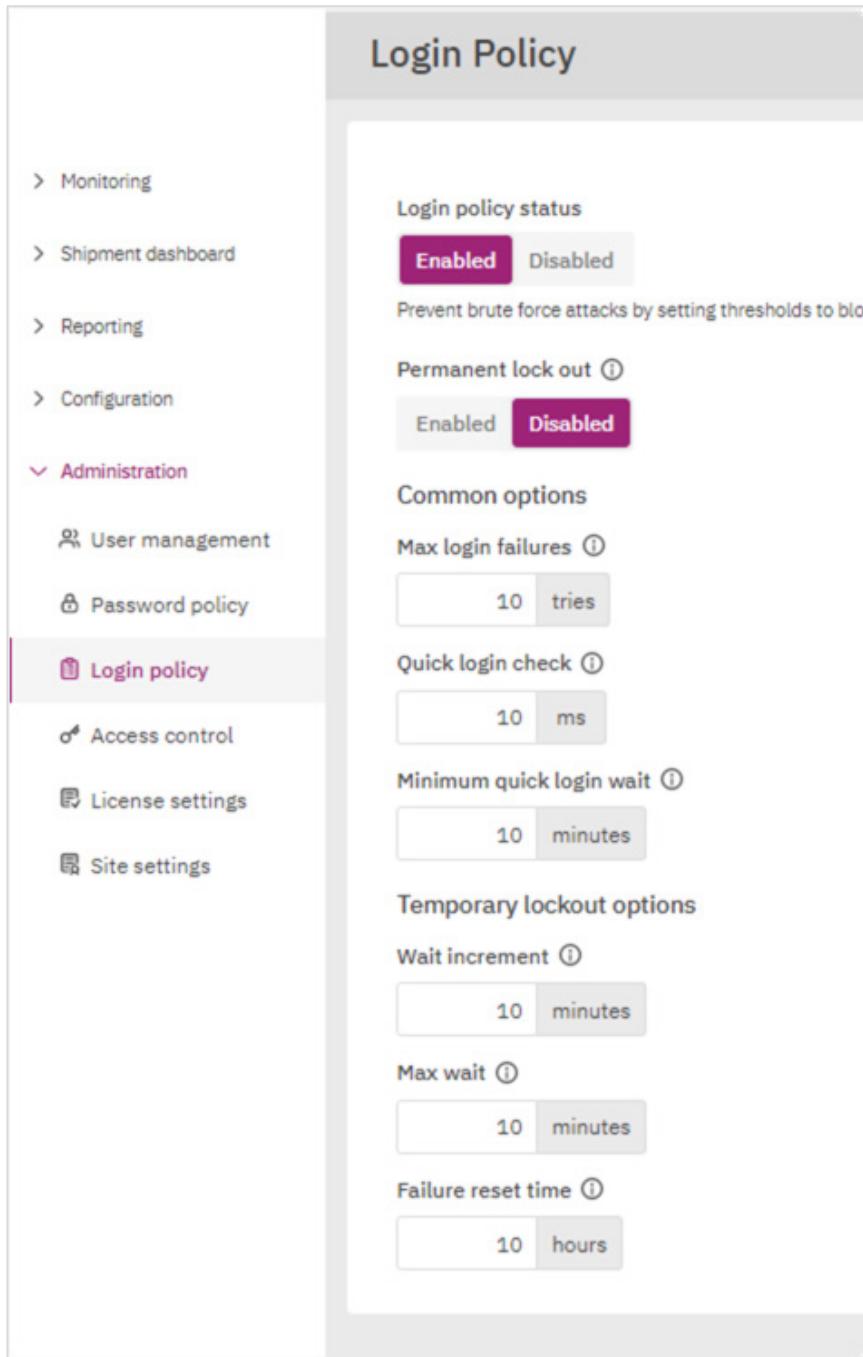
Users				X
Users that are assigned to this role				Columns
Id	Email	First Name	Last Name	
0000	User@domain.com	First name	Last name	
< 1 >			Show 10 per page	

To make it easier to work with multiple sub-licenses, you can duplicate a permission role.

Duplicating it will prefill all values based on the role that was duplicated and allows it to modify the prefilled values.

Login Policy

Within this area it is possible to set different login attempt limitations to prevent brute force attacks into the system. This may include waiting times after too many wrong attempts or waiting times between attempts itself.



The image shows the 'Login Policy' configuration screen in the SmartView application. The left sidebar shows navigation options: Monitoring, Shipment dashboard, Reporting, Configuration, Administration (expanded), User management, Password policy, Login policy (selected), Access control, License settings, and Site settings. The main content area is titled 'Login Policy' and contains the following sections:

- Login policy status:** Enabled (selected)
- Permanent lock out:** Enabled (selected)
- Common options:**
 - Max login failures:** 10 tries
 - Quick login check:** 10 ms
 - Minimum quick login wait:** 10 minutes
- Temporary lockout options:**
 - Wait increment:** 10 minutes
 - Max wait:** 10 minutes
 - Failure reset time:** 10 hours

Password Policy

SmartView allows customized password policies to ensure that the security level meets all user requirements. In the pictures below are listed all the available options.

Password Policy

Manual

Policies

Change

Minimum length	0 characters
Minimum password age	0 days
Minimum number of special characters	0 characters
Minimum number of uppercase characters	0 characters
Minimum number of digit characters	0 characters
Password history	0 passwords
Minimum number of lowercase characters	0 characters

License Settings

In the **Administration** menu, users can access **License Settings**. Based on access rights, you'll see options for your sublicense or both the sublicense and master license. To edit a menu item, click the **Change** button. You can modify two menu points: 'Review management' and 'reason of change'. Enabling review management requires a comment when making changes.

License Settings

Manual

Change

Master license

Review management: Enabled

Reason for change: Enabled

Sublicenses

Example Sublicense

Review management: Enabled

Reason for change: Enabled

Change

Monitoring

Shipment dashboard

Reporting

Configuration

User management

>Password policy

Login policy

Access control

License settings

Site settings

The review management itself, if activated, will be required if a new configuration policy is created for it to be approved. When creating the policy, the user sees the **Submit for Approval** button instead of the **Save** button. Policy is not available until it is approved.

For the approval, a user with the required permissions can review them under the **Review** tab:



The screenshot shows the 'Review' tab in the SmartView interface. On the left, a sidebar lists various features: Monitoring, Import demand, Reporting, Alarms, Review (which is selected and highlighted in purple), Audit trail, Custom graph, Shipment analysis, Configuration, and Helpcenter. The main area is titled 'Review' and shows a single shipment entry. The entry details are: Date submitted: 2022-09-21 12:00, Status: New, Category: Configuration, Submitted to: Example User, and Issue: Pending. Below the entry is a link to 'Review' and a note 'Show 100+ per page'. At the bottom of the main area is a 'Columns' button.

Where it then can be approved or declined by pressing one of the buttons on the bottom



The screenshot shows a 'Review decision' dialog box. It has a 'Review decision' dropdown at the top, followed by a 'Reason for your decision' input field containing 'Example Text' with a clear 'X' button. At the bottom are two buttons: 'Approve' with a checkmark icon and 'Decline' with a cross icon. A 'Confirm decision' button is located at the bottom right.

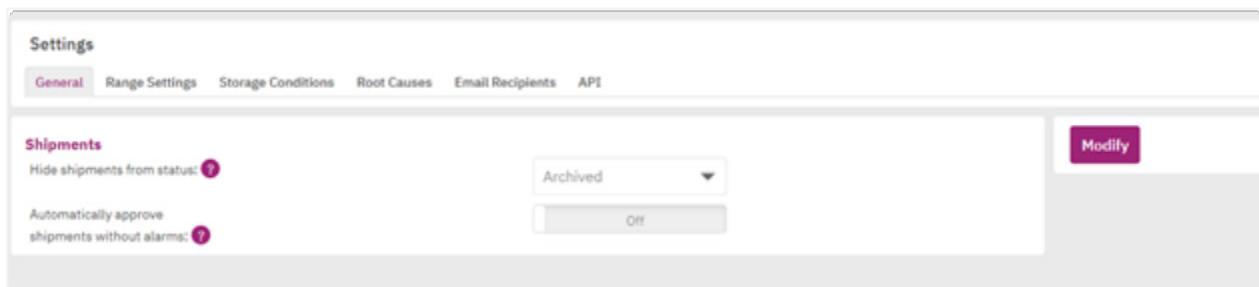
Site Settings

The following topics are included in this section:

- General
- Range Settings
- Storage Conditions
- Root Causes
- Email Recipients

General

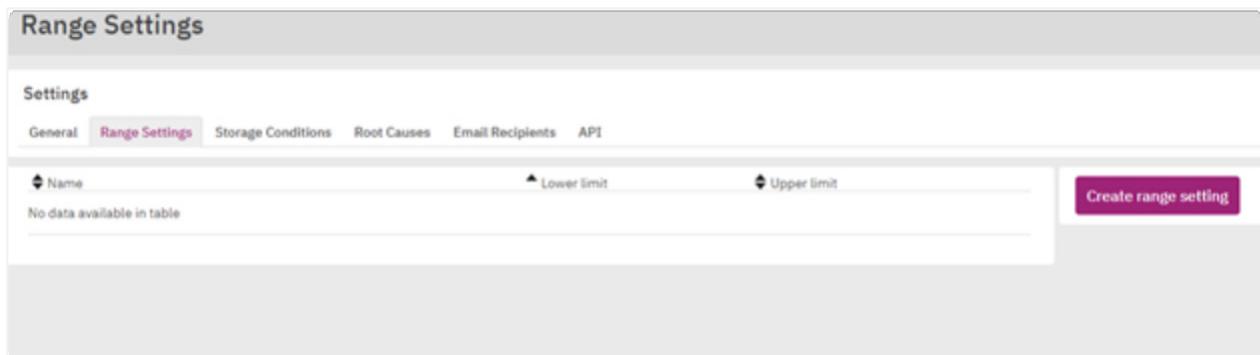
The administrator can define to automatically approve all shipments that contain no excursions as well as define which shipment status should be hidden standard-wise from the shipment view:



The screenshot shows the 'General' tab of the Site Settings. The top navigation bar includes tabs for General, Range Settings, Storage Conditions, Root Causes, Email Recipients, and API. The 'General' tab is selected. The main area is titled 'Shipments' and contains two settings: 'Hide shipments from status' (with a dropdown menu showing 'Archived') and 'Automatically approve shipments without alarms' (with a dropdown menu showing 'Off'). A 'Modify' button is located in the top right corner of the settings area.

Range Settings

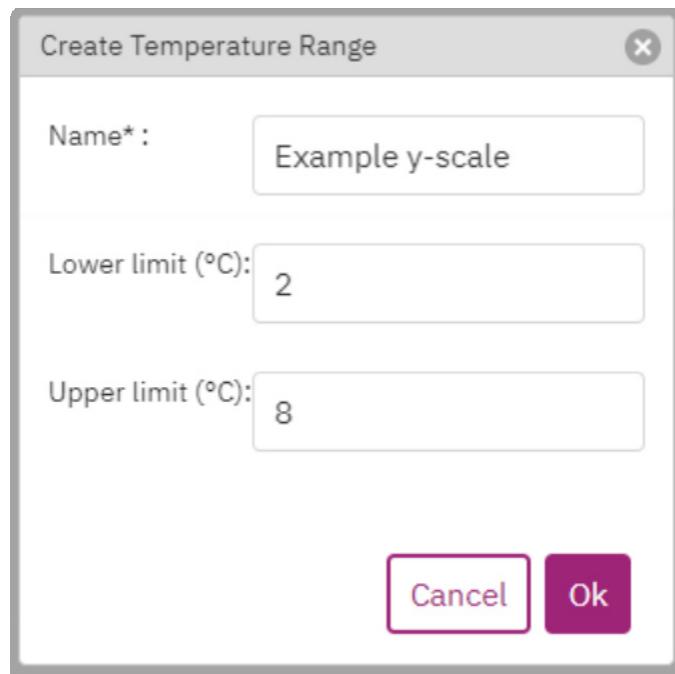
A user with the right to the site settings can define upper and lower limits for the graph (y-scale) to make it easier to compare different reports side by side.



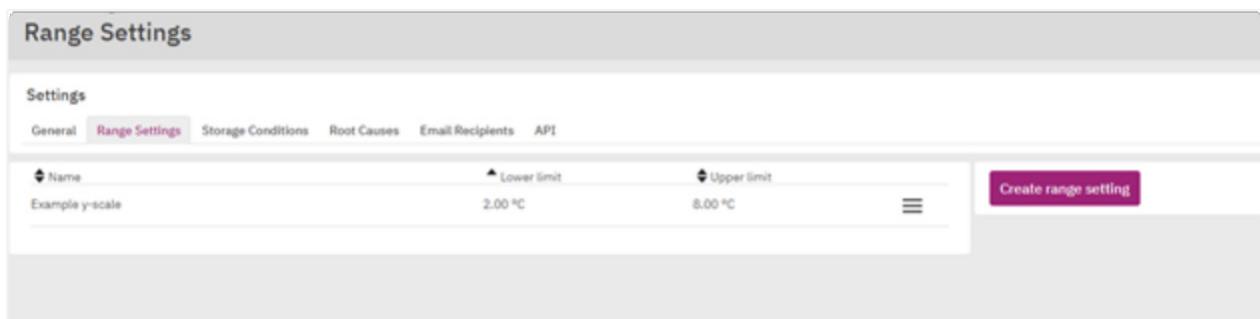
The screenshot shows the 'Range Settings' section of the SmartView User Manual. At the top, there is a navigation bar with tabs: General, Range Settings (which is highlighted in pink), Storage Conditions, Root Causes, Email Recipients, and API. Below the navigation bar, there is a table with a single row. The first column is labeled 'Name' and contains the text 'Example y-scale'. The second column is labeled 'Lower limit' and has a small upward arrow icon. The third column is labeled 'Upper limit' and has a small downward arrow icon. To the right of the table is a purple button labeled 'Create range setting'.

Fields that should be provided:

- name for the template
- lower limit (optional)
- upper limit (optional)



At least one of the limits should be filled in. Ranges are set on the basis of the user settings (F or °C). Max. amount of the range is 10.



The screenshot shows the 'Range Settings' section of the SmartView User Manual. The table now has one row. The first column is labeled 'Name' and contains the text 'Example y-scale'. The second column is labeled 'Lower limit' and contains the value '2.00 °C'. The third column is labeled 'Upper limit' and contains the value '8.00 °C'. To the right of the table is a purple button labeled 'Create range setting'.

Storage Conditions

Storage condition settings are used in multiple areas of SmartView.

Therefore, SmartView provides the functionality to define storage conditions in the admin settings so that these conditions can be reused when assigning products, packaging systems, shipments, and sectors.

Name	Lower limit	Upper limit
Ambient	15.00 °C	30.00 °C
Cool	8.00 °C	15.00 °C
Cold	2.00 °C	8.00 °C
Freezer	-25.00 °C	-10.00 °C

Root Causes

In the 'Root Causes' tab, the administrator can define customized reasons for excursions.

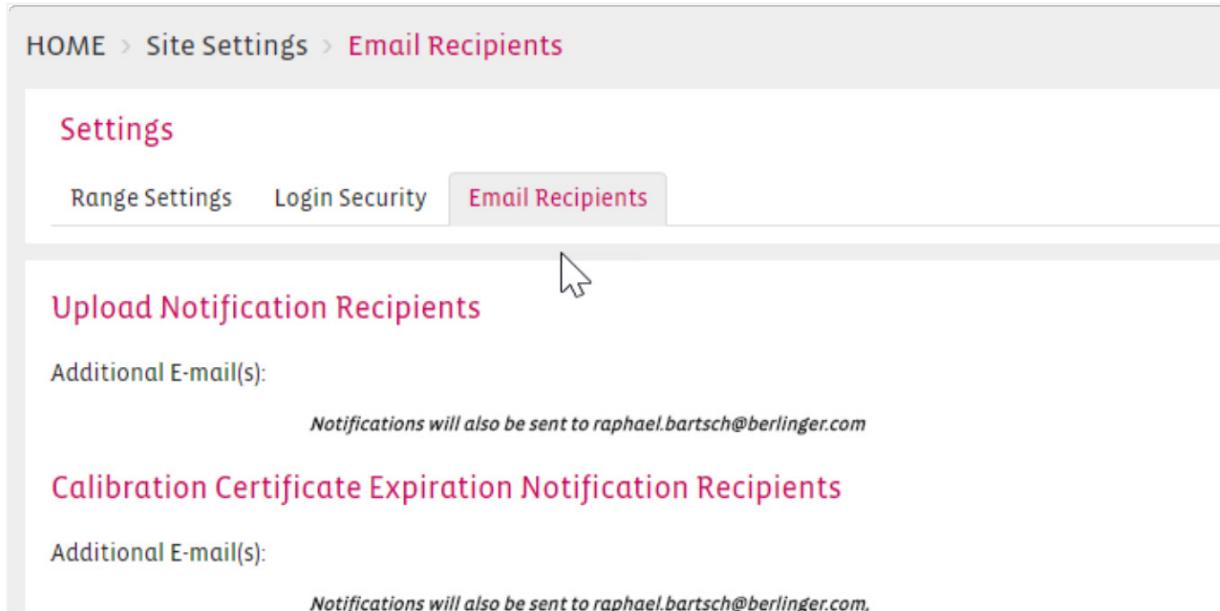
These reasons can then be used when managing a specific excursion by selecting a root cause and providing appropriate action for handling the excursion.

Name	Shipment	Sector	Device
Active container problem	✓	✓	✓
Calibration of equipment	✓	✓	✓
Cargo build-up in progress	✓	✗	✓
Cargo de-consolidation	✓	✓	✓
Cargo misplaced	✓	✗	✓
Cargo on hold	✓	✓	✓
Cleaning in storage area	✓	✓	✓
Defrost cycle	✓	✓	✓
Device stopped reporting	✓	✓	✓

Email Recipients

Upload Notification Recipients:

Up to 5 additional email recipients can be added by the administrator.



HOME > Site Settings > **Email Recipients**

Settings

Range Settings Login Security **Email Recipients**

Upload Notification Recipients

Additional E-mail(s): *Notifications will also be sent to raphael.bartsch@berlinger.com*

Calibration Certificate Expiration Notification Recipients

Additional E-mail(s): *Notifications will also be sent to raphael.bartsch@berlinger.com,*

API

In the API Tab the Admin can allow integrations with other applications by way of defining the Webhooks that allow for direct communication.

Api

Settings

General Range Settings Storage Conditions Root Causes Email Recipients API

Webhook URLs

PSDC

Excursions

File Process

Sensor Association

HTTP signature HMAC key

HMAC key:

API users

▲ Name	◆ Status	◆ Activation date
api-Example user	Suspended	2023-05-25 09:45:06

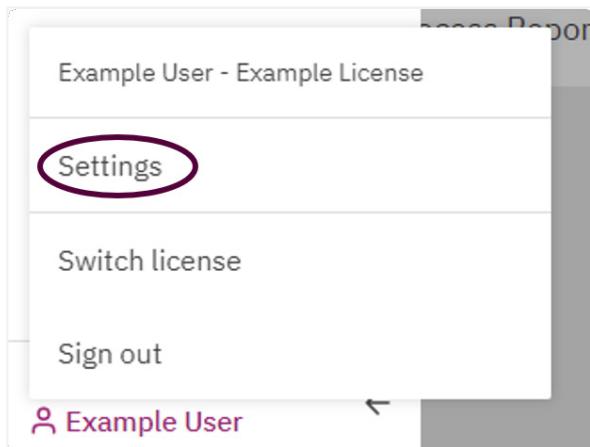
Save Create API user

Besides that, there is the possibility to create an API-User this API user is only required if an integration is utilized that originates from a previous version of SmartView, otherwise API users are to be defined via the regular User creation.

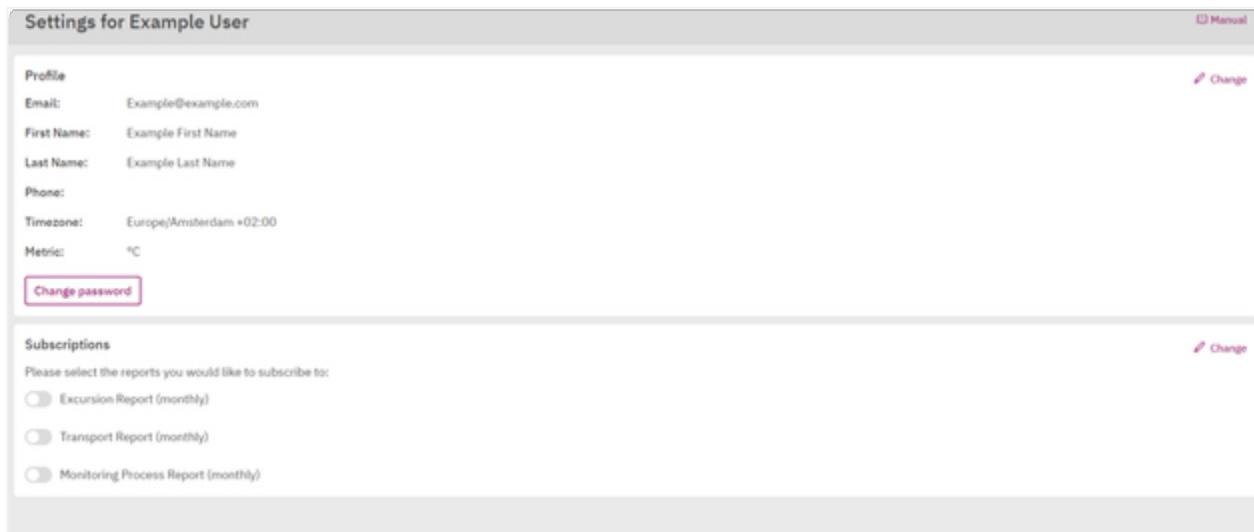
You will find the structure of the SmartView API and the available Endpoints here.

Profile

To access your personal setting, press on your name on the bottom left and select 'Settings'.



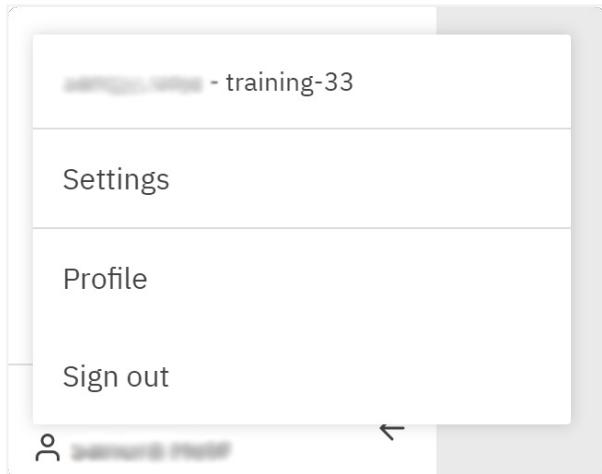
Within there, you are able to edit your personal settings and preferences.



You can subscribe to monthly reports that would then be delivered directly to the user's account via mail.

Sign Out

To log out of SmartView, click on the name at the bottom left and select 'Sign Out'.



By using the 'Sign Out' button, you can log out of SmartView.

Frequently Asked Questions (FAQ)

For technical problems or questions, please contact Sensitech Technical Support.

Glossary

Configuration The settings within a device that contain the different metrics. For example, Log-Interval, Alarm settings, etc.

Customer This is the customer that a shipment is made for.

A monitoring **device** can sample temperature, humidity, light, shock, and other parameters. Data is accessible via automatic upload to our servers, API, or the SmartView portal.

Event Profile is a set of rules used to monitor device data. Assigned to shipments or sectors, it checks incoming data against these rules. If any rule is exceeded, the system triggers an excursion and sends alerts via email or SMS to designated users.

An **excursion** occurs when an event rule is violated. When this happens, users should review the excursion, then acknowledge or close it by explaining the cause and resolution.

Location A physical location that is used to store packages. Each location consists of multiple sectors. Packages will mostly be stored for a longer time here.

Milestone A marker somewhere along the process that can indicate something special happening. (In case of a shipment, it could mean that a shipment arrived at some stop-over station).

Product A physical item shipped with defined stability rules that include alarm thresholds to assess usability. The stability will be assessed according to the specified rules, using samples from connected devices obtained through shipment records or sector associations. Products may also require specific storage conditions, a global temperature range—to be maintained during transfer or storage.

Root Cause A reason for why an excursion occurred. There can be various reasons why the excursion occurred, to streamline the way that excursions can be resolved we use root causes to determine what really triggered this excursion to happen.

Sector refers to the specific place where each package is stored, with sectors offering various storage conditions, such as cold refrigeration or ambient room temperature. Each sector supports storing and monitoring different package types, and packages are tracked by an event profile that provides alerts about any discrepancies.

SectorAssociation Devices must be assigned to a sector to enable package monitoring within that area. The SectorAssociation feature facilitates this process, allowing users to specify the duration a device is associated with a sector. All data collected from the device during this time frame will be utilized to monitor the designated sector effectively.

Shipment is the transfer of a package from A to B, using planes, trucks, trains, or other transport. Multiple devices monitor the package, tracked via ShipmentAssociations. An event profile can be assigned to detect discrepancies during transit.

ShipmentAssociation is a link between a device and a shipment. This link contains information about the time the association got started and the time the associated ended. Any data that comes in for that device during this period will be considered to belong to the related shipment.

SubShipment is part of a larger shipment (master shipment) but can be used to split device monitoring/event profiling. You can, for example, have an “inside” and “outside” of a shipment, for monitoring inside a package and outside of a package.

Storage Condition A range to define between which temperatures a product should be transferred or stored. This range will be used in reports and graphs to indicate if a product has been outside of this ‘safe’ zone.

Role - a certain preset of access restrictions that can be granted to a user.

Configuration Policy contains the device and alarm settings that will be applied to a device. The alarm settings defined in the Configuration Policy are also used for shipment and sector monitoring.

Within the **Alarm Profile** it's possible to link the alarm levels that were set within the Configuration Policy with notification recipients. The Alarm Profile when selected within a sector or a shipment will also determine the Configuration Policy that will be applied to a device within said Sector/ Shipment.

Audit Trail will track any changes/manipulation that occurred within the system. The Audit Trail cannot be manipulated/deleted

TCI stands for temperature-controlled item which would be an item where end-to-end monitoring is required over its whole lifetime which can include different associations (for example sectors and shipments). For utilizing the TCI functionality an integration is required.