

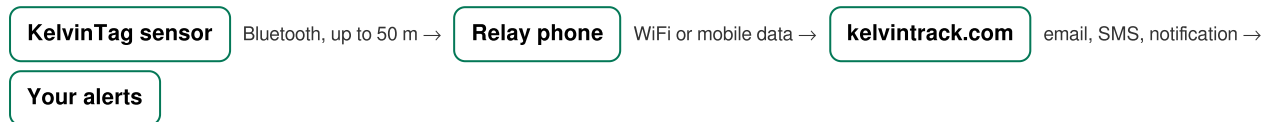
KelvinTrack getting started guide

Set up your sensors, the relay phone and your alarms in 15 to 30 minutes, with no technician. Keep this guide near your installation.

1. What you need

- **Your KelvinTag sensors.** Each one carries a printed QR code and its ID.
- **An Android 12 or newer phone that stays on site.** It is the relay: it reads the sensors over Bluetooth and sends the readings over the internet, on WiFi or mobile data.
- **Your account on kelvintrack.com,** to see your temperatures and receive the alerts.

An iPhone or a computer is for viewing the readings and receiving the alerts; it cannot act as the relay.



2. Create your account

1. On **kelvintrack.com**, create your account with your email address. The password needs at least 8 characters, with an uppercase letter, a lowercase letter and a digit. The account is created on the website, not in the app.
2. Open the verification email and click the link (valid for 24 hours).
3. When you log in, a 6-digit code may be emailed to you: enter it, or click the link in the message.

3. Prepare the relay phone

1. Install the **KelvinTrack** app from Google Play (QR code below).
2. Open it and follow the setup wizard: "Se connecter" (log in) with the account from step 2, then "Autoriser" (allow) Bluetooth and notifications. The app is in French.
3. At the "Fonctionnement en arrière-plan" (background operation) step, tap "Optimisation batterie" (battery optimisation), then "Envois en arrière-plan" (background data). On Samsung, Xiaomi or OnePlus, also tap "Ouvrir le réglage" (open the setting), then "C'est fait" (done). Without these settings, the phone may stop the monitoring.
4. The wizard ends with "Tout est prêt !" (all set). If it shows "Presque prêt" (almost ready), finish the steps it lists.

Then leave the phone on site, plugged in, within Bluetooth range of the sensors: up to 50 m depending on walls and cold-room panels. A permanent "Surveillance active" (monitoring active) notification shows that everything is working. Do not force-stop the app.



Scan to install the KelvinTrack app from Google Play.

4. Add your sensors

1. In the app, tap the "Scanner un capteur" (scan a sensor) icon and aim at the sensor's QR code. A message confirms it is registered.
2. Or, on kelvintrack.com: "Sensors", "Add Sensor", then "Scan QR Code" or "Manual Entry" of the "Sensor ID" printed on the sensor.
3. Give each sensor the name of its location, for example "Walk-in chiller": "Renommer" (rename) in the app, or the "Nickname" field on the website.

Nothing to do on the sensor itself: it has no button. The relay phone sets it up and starts the recording on its own.

Your first sensor creates your business's organisation. To give your colleagues access, invite them from "My Organization"; each one accepts the invitation from their own account. If your company already has a KelvinTrack organisation, its owner must add you to it first.

5. Place the sensors

- Place each sensor inside the unit, where you want to monitor: often the warmest point, at the top and near the door.
- The sensor is waterproof (IP68) and works from -40 °C to +85 °C: fridges, freezers and cold rooms.
- Check in the app that each sensor appears with its temperature.
- If the phone is out of range or switched off, the sensor keeps recording to its memory and the readings are caught up when it is back. But no alert goes out in the meantime.

6. Create your alarms

1. On kelvintrack.com, open "Alarms", then "Create Alarm", and choose the sensor or group.
2. Choose an "Equipment preset" or enter your limits. "Outside Range" alerts when the temperature leaves the range, the most common case; "Inside Range" alerts when it enters a forbidden band.
3. Tick "Email Notification" and/or "SMS Notification". For SMS, enter your "Phone Number" in "Profile".
4. On each phone or computer that should alert you, tap "Enable alarm notifications on this device". On iPhone: iOS 16.4 or later, and add the site to the home screen first.

Each person who should be alerted has their own account in your organisation and creates their own alarm.

7. When an alarm goes off

- Check the unit and act: door, products, call the refrigeration technician.
- Then "Acknowledge" the alert and record what you did: "Door left open", "Products moved", "Maintenance called", "Products discarded", or "Other" with a note. These actions appear in the excursion register.
- **Planned maintenance or defrost:** suspend the alarm ("Suspend"), with a reason and an automatic resume time.
- **Time slots with no alarms:** set them in "Working Hours", under "My Organization".

8. Read a sensor's status

- **"Online":** readings are arriving normally.
- **"Warning":** no reading for 1 hour.
- **"Offline":** no reading for 4 hours.

Important: if the relay phone stops or loses the internet, no alert goes out and you are not told about it. Check every day that your sensors are "Online" and that the "Surveillance active" notification is visible on the phone.

9. Find a sensor

In the app, open the sensor and tap "Localiser le capteur (clignoter)" (find the sensor, blink): its light blinks green 3 times. Wait a few seconds before trying again.

10. On inspection day

On the dashboard, "Inspection mode", then "Generate a link": have the inspector scan the QR code. With no account and read-only, they see the status of each unit and the excursion register for the last 90 days with your corrective actions. The link is valid for 24 hours and can be revoked.

11. Troubleshooting

Message or situation	What to do
"Bluetooth éteint" (Bluetooth off)	Turn Bluetooth on: "Ouvrir les réglages Bluetooth" (open Bluetooth settings).
"Bluetooth non autorisé" (Bluetooth not allowed)	Tap "Autoriser le Bluetooth" (allow Bluetooth).
"Surveillance à l'arrêt" (monitoring stopped)	Tap "Relancer la surveillance" (restart monitoring), then check that the app's battery setting is "Unrestricted".
"Surveillance interrompue pendant N h" (monitoring interrupted for N h)	The phone stopped the app in the background: set its battery to "Unrestricted" and redo the manufacturer setting (Samsung, Xiaomi, OnePlus).
"Aucun capteur détecté" (no sensor detected)	Move the phone closer to the sensors, with fewer walls or panels between them.
"Capteurs surveillés, mais vous ne recevrez aucune alerte" (sensors monitored, but you will get no alerts)	Allow notifications for the KelvinTrack app.
"Permissions insuffisantes" (insufficient permissions) when adding a sensor	The sensor belongs to another organisation: ask its owner to release it ("Release"), or contact support.
"Mise à jour requise" (update required)	Update the app from Google Play.
A sensor "Offline" on the website	Check the relay phone: on, plugged in, connected to the internet, with the "Surveillance active" notification.

12. Specifications and support

Accuracy: up to ± 0.05 °C	Measuring range: -40 °C to +85 °C
Protection: IP68	Warranty: 3 years
Battery: 3 years guaranteed, typically longer; neither replaceable nor rechargeable	Memory: 3 years of readings in the sensor, 3 years kept on our servers
Radio: Bluetooth Low Energy, up to 50 m depending on the environment	Relay: free Android app (Android 12 or newer), at least 7 sensors per phone

Support: support@kelvintrack.com · +33 6 01 99 14 65 · kelvintrack.com