



Remote Monitoring for Business



# Digital Temperature Sensor **USER GUIDE**

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# I. ABOUT THE WIRELESS DIGITAL TEMPERATURE SENSOR

## SENSOR INTERFACE

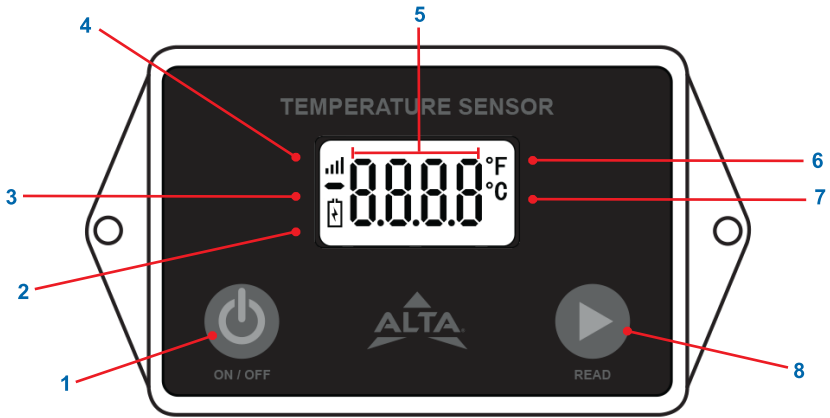


Figure 1

1. On/Off Button	Holding this button for 2.5 seconds will toggle the power state of the sensor. *See Buttons section for a more information.
2. Low Battery Indicator	Indicates the battery voltage is below 2.6 volts.
3. "Minus" Symbol	Indicates a negative temperature reading.
4. Wireless Signal Indicator	4 Bars: 76% to 100% 3 Bars: 51% to 75% 2 Bars: 16% to 50% 1 Bars: Less than 15% and linked to gateway
5. Digits	Used to indicate temperature and various status codes. *See Display section for more information.
6. Fahrenheit	Displayed when showing a temperature and configured to F.
7. Celsius	Displayed when showing a temperature and configured to C.
8. Read Button	When short pressed, temperature readings are displayed on the device's digital display and sent to iMonnit software through a Monnit gateway(purchased separately).  Hold for 2 seconds to toggle C/F units on the display. *See Buttons section for a more information.

## INSTALLING BATTERIES

Access the battery holder by removing the two black case screws on the bottom of the sensor. Install the batteries as indicated below.

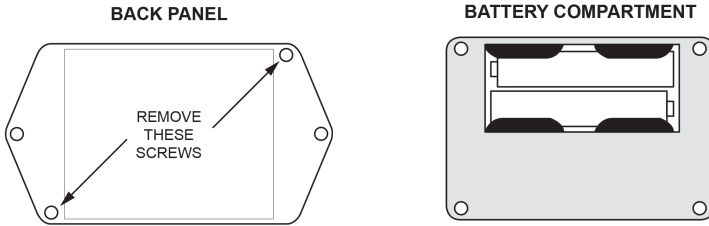


Figure 2

## DISPLAY MESSAGES

- CON1: No gateway link. Sensor lost radio link to gateway.
- CON2: Never linked to gateway. After being turned on the sensor never linked to a gateway. The sensor must link to a gateway at least once after powering on in order to datalog. The single link is required so the sensor can get accurate UTC time from the gateway.

\*CON (Condition) codes are normal behaviors for the sensor, usually it is just a matter of timing and setup to clear the condition. See troubleshooting section for more information.

- ERR1: Temperature lead not detected or open circuit in lead detected.
- ERR2: Short detected in temperature lead.
- ERR3: Temperature measurement out of range.  
(sensor reading outside of  $-40^{\circ}$  to  $257^{\circ}$  F ( $-40^{\circ}$  to  $125^{\circ}$  C) range)

## BUTTONS

\*When one of these messages appear the sensor usually required advanced troubleshooting or an RMA. See troubleshooting section for more information.

While Sensor is On	
Read Button	<p><b>Short Press:</b> Temperature readings are displayed on the device's digital display and sent to iMonnit software through a Monnit gateway(purchased separately).</p> <p><b>3 Second Hold:</b> Toggles temperature units (C/F), displays reading with new units, and sends reading to iMonnit.</p>
On/Off Button	<p><b>Short Press:</b> Displays "On" when pressed till button is either released or reaches 3 second hold time.</p> <p><b>3 Second Hold:</b> Flashes "OFF" three times pausing for 1 second on last flash then places the sensor in the off state where radio and sensing functionality are disabled.</p>
While Sensor is Off	
Read Button	<p><b>Short Press:</b> Displays "OFF" when pressed till button is released.</p>
On/Off Button	<p><b>Short Press:</b> Displays "OFF" when pressed till button is either released or reaches 3 second hold time.</p> <p><b>3 Second Hold:</b> Flashes "On" three times pausing for 1 second on last flash then reset the sensor (as if it were just power cycled).</p>
General	
Both Buttons	<p>As soon as the other button is pressed it will cancel or prevent any action for either button until both buttons are released. If an action has already started, such as the sensor flashing "On" it will complete this action and power the sensor on.</p>

The [ALTA Digital Temperature Sensor](#) assesses the temperature of whatever environment the probe is in. At the push of a button, temperature readings are displayed on the device's digital display and sent to iMonnit software through a Monnit gateway(purchased separately), creating an easy-to-read log of current and past readings.

## **ALTA FEATURES**

- Frequency Hopping Spread Spectrum (FHSS)
- Advanced interference immunity
- Encrypt-RF Security (Diffie-Hellman Key Exchange + AES-128 CBC for sensor data messages)
- Up to 3200 message memory (on-sensor, persistent) \*\*\*
- Over the air updates (future proof)
- Fast and easy setup/install (less than 15 minutes)

\*Battery life is determined by sensor reporting frequency and other variables.

\*\*Only messages that have not been sent to the gateway are stored.

## **SENSOR SPECIFIC FEATURES**

- Wireless range of 720+ feet through 7+ walls\*
- Integrated 4-digit display
- Leaded Probe
- Measurement range: -40°F to +257°F
- Power and read buttons
- 3 and 10 foot temperature lead options
- Units: C/F
- Supports 21CFR Part 11B programs
- Embedded omni-directional antenna

\* Actual range may vary depending on environment.

## **EXAMPLE APPLICATIONS**

- Ambient Temperature Monitoring
- Environmental Monitoring
- Smart machines and Smart structures
- HVAC Operation & Testing
- Data Center Monitoring
- [Additional applications](#)

## II. ORDER OF OPERATIONS

It is important to understand the order of operations for activating your sensor. If performed out of sequence, your sensor may have trouble communicating with iMonnit. Please perform the steps below in the order indicated to make sure you are performing your set-up correctly.

- 1. Create iMonnit Account (If new user).**
- 2. Register all sensors and gateways to a network in iMonnit.**  
Sensors can only communicate with gateways on the same iMonnit network.
- 3. Connect/power on gateway and wait till it checks into iMonnit.**
- 4. Power on sensor and verify it checks into iMonnit.**  
We recommend powering the sensor on near the gateway then moving to the installation location, checking signal strength along the way.
- 5. Configure sensor for use (This can be done at any point after step 2)**
- 6. Install sensor in final location.**

**Note: For information on setting up iMonnit and the gateway refer to the iMonnit User Guide and the gateways user guide.**

**Note: Device specific setup is covered in more detail in the following sections.**

### III. SETUP AND INSTALLATION

If this is your first time using the iMonnit online portal, you will need to create a new account. If you have already created an account, start by logging in. For instructions on how to register and setup your iMonnit account, please consult the [iMonnit User Guide](#).

#### STEP 1: ADD DEVICE

**1. Add the sensor on iMonnit.**

Add the sensor to your account by choosing **Sensors** in the main menu. Navigate to the **Add Sensor** button.



Desktop



Mobile

**2. Find the device ID. See Figure 1.**

The Device ID (ID) and Security Code (SC) are necessary to add a sensor. These can both be located on the label on the side of your device.

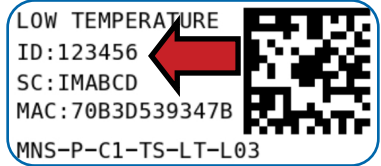


Figure 3

**3. Adding your device. See Figure 2.**

You will need to enter the Device ID and the Security Code from your Sensor in the corresponding text boxes. Use the camera on your smartphone to scan the QR code on your device. If you do not have a camera on your phone, or the system is not accepting the QR code, you may enter the Device ID and Security Code manually.

- The Device ID is a unique number located on each device label.
- Next, you'll be asked to enter the Security Code from your device. A security code consists of letters and must be entered in upper case (no numbers). It can also be found on the barcode label of your device.



Figure 4

When completed, select the **Add Device** button.

#### STEP 2: SETUP

**Select your use case. See Figure 3.**

To get you up and running fast, your temperature sensor comes with preset use cases. Choose from the list or create your own custom settings. You will see what values your readings are displayed in (Fahrenheit or Celsius), the heartbeat interval, and aware state settings (see page 9 for definitions).

Select the **Skip** button when completed.

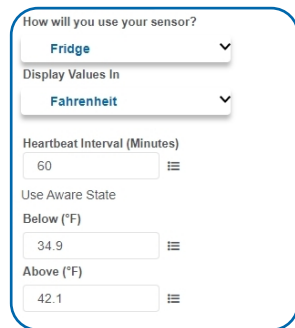


Figure 5

### STEP 3: VALIDATION

#### Check your signal. See Figure 4.

The validation checklist will help you ensure your sensor is communicating with the gateway properly and you have a strong signal.

Checkpoint 4 will only complete when your sensor achieves a solid connection to the gateway. Once you insert the batteries (or flip the switch on an industrial sensor) the sensor will communicate with the gateway every 30 seconds for the first few minutes.

Select the **Save** button when completed.

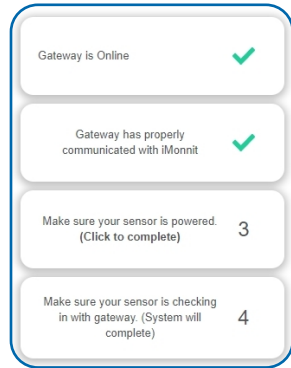


Figure 6

### STEP 4: ACTIONS

#### Choose your actions. See Figure 5.

Actions are the alerts that will be sent to your phone or email in the event of an emergency. Low battery life and device inactivity are two of the most common actions to have enabled on your device. See page 12 for how to set actions for your sensor.

Select the **Done** button when completed.

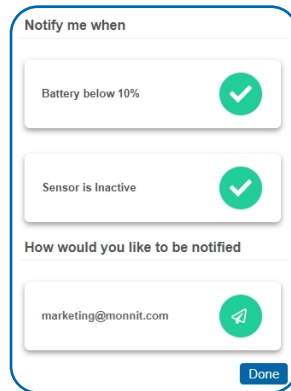


Figure 7

### INSTALL BATTERIES

When you are finished adding the device to your account, the next step is to insert the two AA batteries. Complete the process by opening up iMonnit and selecting Sensors from the main navigation menu. Verify that iMonnit is showing the sensor has a full battery level.

### POWER SEQUENCE

Upon installing batteries all display segments will illuminate for 3 seconds then the display turns off. At this time the read and power buttons are armed. Sensor should join a gateway within 2 minutes (typically 20 seconds).

### CHECK iMONNIT

Open iMonnit and verify the sensor is checking in and reporting data. Verify the sensor has a full battery level. If you don't see the sensor checking in then press the button on the gateway and power cycle the sensor.

### INSTALLATION

After verifying the sensor is working properly install the sensor in the intended final location. The display is most visible when viewed straight on or at eye level so keep this in mind when selecting your install location. Mount the sensor body using the provided double stick foam tape or mounting screws. In fridge and freezer applications route the lead through the door seal (if the unit has a soft non-pinching seal) or drill a hole in fridge/freezer for the lead. Do not place the sensor body inside the fridge/freezer, this may damage the sensor or hinder radio and electronic performance.



## IV. SENSOR OVERVIEW IN iMONNIT

Select **Sensors** from the main navigation menu on iMonnit to access the sensor overview page and begin making adjustments to your Digital Temperature Sensor .

### MENU SYSTEM



Figure 8

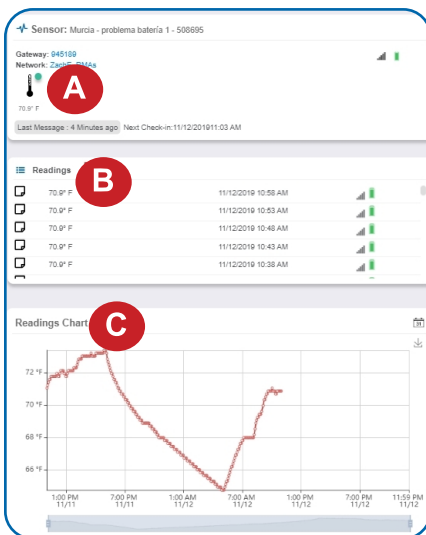
- A. Details** - Displays a graph of recent sensor data
- B. History** - List of all past heartbeats and readings
- C. Actions** - List of all actions attached to this sensor
- D. Settings** - Editable levels for your sensor
- E. Calibrate** - Set your sensor to read more accurately
- F. Scale** - Change the scale of readings for your sensor

Directly under the tab bar is an overview of your sensor. This allows you to see the signal strength and the battery level of the selected sensor. A colored dot in the left corner of the sensor icon denotes its status.

- **Green** indicates the sensor is checking in and within user-defined safe parameters.
- **Red** indicates the sensor has met or exceeded a user-defined threshold or triggered event.
- **Gray** indicates that no sensor readings are being recorded, rendering the sensor inactive.
- **Yellow** indicates that the sensor reading is out of date, due to perhaps a missed heartbeat check-in.

### Details View

The Details View will be the first page you see upon selecting which sensor you would like to modify.



**A.** The sensor overview section will be above every page. This will consistently display the present reading, signal strength, battery level, and status.


**B.** The Recent Readings section below the chart shows your most recent data received by the sensor.

**C.** This graph charts how the sensor fluctuates throughout a set date range. To change the date range displayed in the graph, navigate up to the top of the Readings Chart section on the right-hand corner to change the from and/or to date.

Figure 9

## Readings View

Selecting the **Readings Tab** within the tab bar allows you to view the sensor's data history as time stamped data.

- On the far right of the Sensor History Data is a cloud icon. (  ) Selecting this icon will export an Excel file for your sensor into your download folder.

**Note:** Make sure you have the date range for the data you need input in the "From" and "To" text boxes. This will be the previous day by default. Only the first 2,500 entries in the selected date range will be exported.

The data file will have the following fields:

**MessageID:** Unique identifier of the message in our database.

**Sensor ID:** If multiple sensors are exported, you can distinguish between the sensors using this number — even if the names are the same.

**Sensor Name:** The name you have given the sensor.

**Date:** The date the message was transmitted from the sensor.

**Value:** Data presented with transformations applied, but without additional labels.

**Formatted Value:** Data transformed and presented as it is shown in the monitoring portal.

**Raw Data:** Raw data as it is stored from the sensor.

**Sensor State:** Binary field represented as an integer containing information about the state of the sensor when the message was transmitted. (See "**Sensor State**" explained below.)

**Alert Sent:** Boolean indicating if this reading triggered a notification to be sent from the system.

## Sensor State

The value presented here is generated from a single byte of stored data. A byte consists of 8 bits of data that we read as Boolean (True (1) / False (0)) fields.

When broken into individual bits, the State byte contains the following information:

**aaaabcde**

**STS:** This value is specific to the sensor profile and is often used to indicate error states and other sensor conditions.

**UNUSED:** This sensor does not use these bits.

**AWARE:** Sensors become aware when critical sensor specific conditions are met. Going aware can cause the sensor to trigger and report before the heartbeat and cause the gateway to forward the data to the server immediately resulting in near immediate transmission of the data.

**TEST:** This bit is active when the sensor is first powered on or reset and remains active for the first 9 messages when using default configurations.

STS Specific Codes:

0 = No problems, sensor is functioning normally.

1 = Open circuit detected in lead.

2 = Short circuit detected in lead.

3 = Range error. Temperature is reading outside of -40 F and 257 F (-40 C and 125 C).

If the user has calibrated the sensor, the Calibrate Active field is set to False (0) and the sensor is operating inside the Min and Max Thresholds, the bits look like 00000000, this is represented as 0.

If the sensor is using factory calibrations and it is outside the threshold, the bit values are 00010010 and are represented as 18(16+2 because both the bit in the 16 value is set and the bit in the 2 value is set).

### Settings View

To edit the operational settings for a sensor, choose the Sensor option in the main navigation menu and then select the Settings Tab to access the configuration page. See Figure 8.

**A. Sensor Name** is the unique name you give the sensor to easily identify it in a list along with any notifications.

**B. The Heartbeat Interval** is how often the sensor communicates with the server if no activity is recorded.

**C. Aware State Heartbeat** is how often the sensor communicates with the server while in an Aware State.

**D. Assessments per Heartbeat** is how many times between heartbeats a sensor will check its measurements against its thresholds to determine whether it will enter an Aware State.

**E. LCD Display Timeout** is the time in seconds when LCD screen will remain active before going to sleep.

**F. Use Aware State** is a switch to toggle whether you want your aware state to trigger based off a set temperature threshold or any registered change. Switching the toggle to "Change" will display the **Delta Threshold** field. The Delta Threshold is the numerical difference between a previous recorded temperature (ex. 30°) and a more recent recorded temperature (ex. 35°). The difference between 30° and 35° is 5 so the Delta Threshold would be 5. Any degree measured outside your Delta Threshold will trigger an aware state.

**G. Minimum Threshold** (Only displays when "Threshold" is toggled on) is the lowest acceptable temperature. Any degree measured below this value will send the sensor into an aware state.

**H. Maximum Threshold** (Only displays when "Threshold" is toggled on) is the highest acceptable temperature. Any degree measured above this value will send the sensor into an aware state.

**I. The Aware State Buffer** prevents the sensor from bouncing between Standard Operation and Aware State when the assessments are very close to a threshold. For example, if a Maximum Threshold is set to 90° and the buffer is 1°, then once the sensor takes an assessment of 90.1° it will remain in an Aware State until dropping to 89.0°.



Figure 10

Similarly at the Minimum Threshold the temperature will have to rise a degree above the threshold to return to Standard Operation.

**J.** In small sensor networks, the sensors can be set to **synchronize** their communications. The default setting “Off” allows the sensors to randomize their communications, maximizing communication robustness. Setting this will synchronize the communication of the sensors.

**K. Failed transmissions before link mode** is the number of transmissions the sensor sends without response from a gateway before it goes to battery saving link mode. In link mode, the sensor will scan for a new gateway and if not found will enter battery saving sleep mode for up to 60 minutes before trying to scan again. A lower number will allow sensors to find new gateways with fewer missed readings. Higher numbers will enable the sensor to remain with its current gateway in a noisy RF environment better. (Zero will cause the sensor to never join another gateway, to find a new gateway the battery will have to be cycled out of the sensor.)

Finish by selecting the **Save** button.

**Note:** Be sure to select the Save button anytime you make a change to any of the sensor parameters. All changes made to the sensor settings will be downloaded to the sensor on the next sensor heartbeat (check-in). Once a change has been made and saved, you will not be able to edit that sensor's configuration again until it has downloaded the new setting.

Figure 11

Calibrate Sensor

Temperature

Observed Sensor Reading: (From sensor)

22.1 °C

Actual reading is

22.1 °C

Calibrate Default

Create Calibration Certificate

### Calibrate View

If a sensor type has readings that need to be reset, the “Calibrate” tab will be available for selection in the sensor tab bar.

To calibrate a sensor, ensure that the environment of the sensor and other calibration devices are stable.

Enter the actual (accurate) reading from the calibration device into the text field. If you need to change the unit of measurement you can do that here.

Press **Calibrate**.

To ensure that the calibration command is received prior to the sensors next check-in, press the control button on the back of the gateway, once, to force communication (Cellular and Ethernet gateways).

After pressing the “Calibrate” button and choosing the gateway button, the server will send the command to calibrate the specified sensor to the gateway. When the sensor checks-in, it will send the pre-calibration reading to the gateway, then receive the calibration command and update it's configuration. When the process is completed, it will send a “Calibration Successful” message. The server will display the sensor's last pre-calibrated reading for this check-in, then all future readings from the sensor will be based on the new calibration setting.

It is important to note that after calibrating the sensor, the sensor reading returned to the server is based on pre-calibration settings. The new calibration settings will take effect on the next sensor heartbeat.

**Note:** If you would like to send the changes to the sensor right away, please remove the battery(s) for a full 60 seconds, then re-insert the battery(s). This forces the communication from the sensor to the gateway and this the message to make a change from the gateway back to the sensor. (If the sensors are industrial sensors, turn the sensor off for a full minute, rather than removing the battery).

## Creating a Calibration Certificate

Creating a sensor calibration certificate will mask the calibration tab from those who should not have permissions to adjust these settings. Permissions for self-certifying a calibration must be enabled in user permissions.

Directly below the calibrate button is the selection to "Create Calibration Certificate."

The screenshot shows a form titled "Calibrate Certification Form" with the following fields and callouts:

- A:** "Calibration Facility" dropdown menu with "CalLabCo" selected.
- B:** "Certificate Valid Until" date field with "08/26/2019" entered.
- C:** "Certification Type" dropdown menu.
- D:** "Heartbeat Interval Reset" dropdown menu with "No Change" selected.
- E:** "Save" button.

Other fields include "Date Certified" (08/26/2019), "Calibration Number" (empty), and "Certification Type" (empty).

**A.** The **Calibration Facility Field** will be filled. Select the dropdown menu to change your facility.

**B.** The **"Certificate Valid Until"** field must be set one day after the date contained in the "Date Certified" field.

**C.** **"Calibration Number"** and "Calibration Type" are unique values to your certificate.

**D.** If necessary, you can reset the heartbeat interval here to 10 minutes, 60 minutes, or 120 minutes. By default, this will be set to no change.

**E.** Choose the **"Save"** button before moving on.

When the new certificate is accepted, the Calibration tab will change to a Certificate tab.

Figure 12

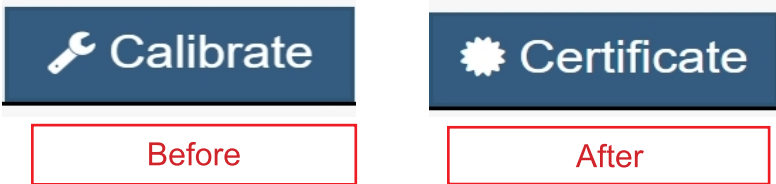


Figure 13

You will still be able to edit the certificate by choosing the Certificate Tab and navigating down to "Edit Calibration Certificate."

The tab will revert back to "Calibrate" after the period for the certificate ends.

The screenshot shows a "Scale View" with two options: "Fahrenheit" and "Celsius". Below the options are "Cancel" and "Set" buttons.

Figure 14

### Scale View

If the sensor settings are influenced by temperature, the scale option will be available in the tab bar. To change the temperature unit of measurement from Fahrenheit to Celsius or vice versa, select the Scale tab.

Choose the text box to trigger a pop-up window allowing you to change the scale. Select the scale you prefer and push "Set."

Press the "Save" button to complete your adjustment.

Changing units here will also change units on the sensor physical display. Units changed locally on the sensor itself will not change this setting in iMonnit.

## V. ACTIONS OVERVIEW

Device notifications can be created, deleted, and edited by selecting the **Actions Tab** in the tab bar.

You can toggle the Action Trigger on or off by selecting the switch under Current Action Triggers. See Figure 15.

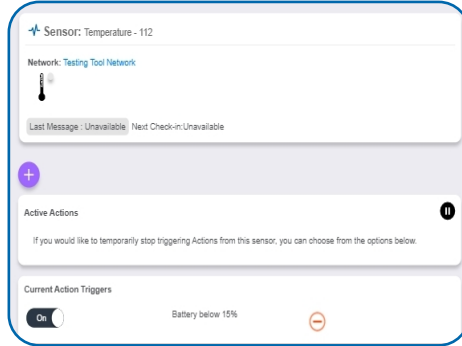


Figure 15

### CREATING AN ACTION

- Actions are triggers or alarms set to notify you when a sensor reading identifies that immediate attention is needed. Types of actions include sensor readings, device inactivity, and scheduled data. Any one of these can be set to send a notification or trigger an action in the system.

Choose **Actions** in the main navigation menu.



Figure 16

- A list of previously created actions will display on the screen. From here, you have the ability to filter, refresh, and add new actions to the list.

**Note: If this is your first time adding an action, the screen will be blank.**

From the Actions page, tap **Add Action** in the left hand corner.



Figure 17

### Step 1: What triggers your action?

The drop-down menu will have the following options for Action Types (See Figure 18):

- **Sensor Reading:** Set actions based on activity or reading.
- **Device Inactivity:** Actions when the device doesn't communicate for an extended period of time.
- **Advanced:** Actions based on advanced rules, such as comparing past data points with current ones.
- **Scheduled:** These actions are performed at a time set basis.

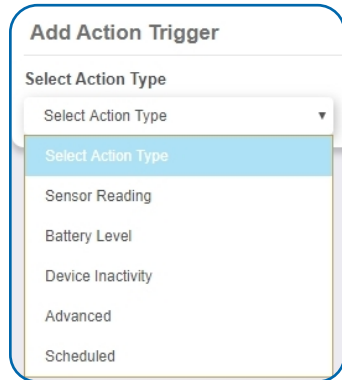


Figure 18

- Select Sensor Reading from the drop-down menu.
- A second drop-down menu will appear. From here, you will be able to see a list of the different type of sensors registered to your account. Choose **Digital Temperature** in the drop-down menu.
- Next, you will be asked to input the trigger settings. You have the option of setting this trigger to detect greater than or less than a desired temperature.



Figure 19

Press the **Save** button.

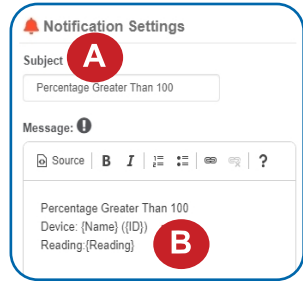
## Step 2: Actions

- Press the **Add Action** button under the information header, available action types will then be presented in a select list.
- **Notification Action:** Specify account users to receive notification when this event triggers.
- **System Action:** Assign actions for the system to process when this event triggers.
- Choose **Notification Action** from the notification list.

**A.** Input the subject for the notification.  
See Figure 20.

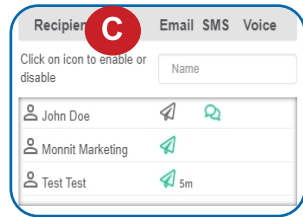
**B.** Customize the message body  
for the notification. See Figure 20.

**C.** Recipient list identifies who will  
receive the notification.  
See Figure 21.



The screenshot shows the 'Notification Settings' form. At the top, there is a red bell icon and the title 'Notification Settings'. Below the title is a 'Subject' field with a red circle 'A' next to it, containing the text 'Percentage Greater Than 100'. Underneath is a 'Message:' section with a red circle 'B' next to it, containing the text 'Percentage Greater Than 100', 'Device: {Name} ({ID})', and 'Reading: {Reading}'. The message field has a rich text editor toolbar with icons for source, bold, italic, list, link, image, video, and help.

Figure 20



The screenshot shows the 'Recipient' list. At the top, there is a red circle 'C' next to the 'Recipient' header, and options for 'Email', 'SMS', and 'Voice'. Below the header is a table with columns for 'Name' and notification icons. The table contains three rows: 'John Doe' with a green icon, 'Monnit Marketing' with a blue icon, and 'Test Test' with a blue icon and '5m' delay. A note above the table says 'Click on icon to enable or disable'.

Figure 21

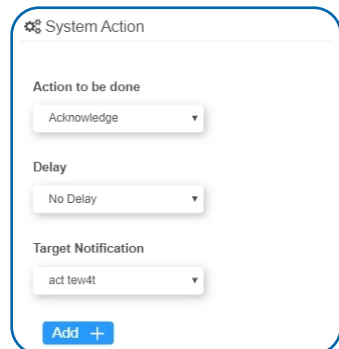
- Select the icon next to a user to specify how they will be notified.
- Choose if you want notifications sent immediately, when triggered, or if you want a delay before sending and press **Set**.
- A **green** icon indicates that the users that will receive the notifications.
- If a delay has been selected, the delay time will display beside the icon.

Select **System Action** from the Add Action list. See Figure 22.

- Scroll down to the System Action section.
- The Action to be done select list has the following options:

**Acknowledge:** Automatically signals that you have been notified of an action. When an action has been triggered, alerts will continue processing until the action returns to a value that no longer triggers an action.

**Full Reset:** Reset your trigger so it is armed for the next reading.



The screenshot shows the 'System Action' form. At the top, there is a gear icon and the title 'System Action'. Below the title is a section 'Action to be done' with a dropdown menu showing 'Acknowledge'. Underneath is a 'Delay' section with a dropdown menu showing 'No Delay'. Below that is a 'Target Notification' section with a dropdown menu showing 'act tew4t'. At the bottom, there is a blue 'Add +' button.

Figure 22



**Activate:** Enable an action trigger.

**Deactivate:** Disable an action trigger.

### Step 3: Action Name and Devices

- By default, the sensor(s) will not be assigned to the action conditions you've just set. To assign a sensor, find the device(s) you want to designate for this action and select. Selected sensor boxes will turn green when activated. Choose the sensor box again to unassign the sensor from the action. See Figure 23.
- Continue toggling the sensor(s) corresponding to this new action until you are satisfied with your selection. These can be adjusted later by returning to this page.

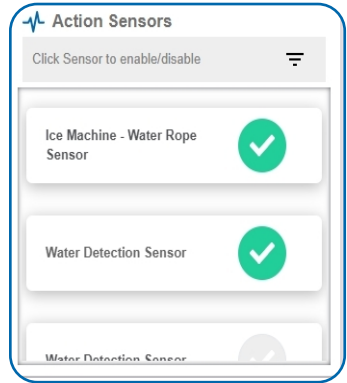


Figure 23

Press the **Check-mark** button to complete the process.

## **VI. SECURITY**

Data security and integrity is paramount at Monnit. Each layer of the system is secured using encryption and protocols designed to protect customer data and information. The system consists of sensor(s), gateway(s), and iMonnit software. One or more sensors communicate with iMonnit software through a gateway.

### **SENSOR TO GATEWAY**

Sensor and gateway radio modules are purpose built devices with proprietary unreadable firmware, which means the sensor cannot be physically hacked or re-purposed for malicious purposes. This adds a strong level of inherent security even before considering encryption. Data transmission between the sensor and gateway are secured using Encrypt-RF Security (Diffie-Hellman Key Exchange + AES-128 CBC for sensor data messages). Beyond the encryption, data transmissions are also structurally verified and CRC checked before they are passed up to iMonnit or down to the sensor, this ensures the integrity of the data itself.

### **GATEWAY TO IMONNIT**

Data transmissions between the gateway and iMonnit software are secured using 256-bit, bank level encryption.

### **iMONNIT**

Access is granted through the iMonnit user interface, or an Application Programming Interface (API) safeguarded by 256-bit Transport Layer Security (TLS 1.2) encryption. TLS is a blanket of protection to encrypt all data exchanged between iMonnit and you. The same encryption is available to you whether you are a Basic or Premiere user of iMonnit. You can rest assured that your data is safe with iMonnit.

### **SENSOR PRINTS**

Sensor prints utilize a shared key between the software and the sensor to ensure that once the data comes to iMonnit it is guaranteed to be from the device identified by the sensor print. If this feature is purchased for the device (via iMonnit software) the devices data becomes impossible to spoof by any malicious device.

## VII.TROUBLESHOOTING

Symptoms	Detailed Problem Description	Solution
CON1, CON2, or Not Checking into iMonnit	Sensor lost radio link to gateway or never connected to gateway.	<p>Power cycle sensor by replacing the batteries and wait two minutes for the sensor to join after each step.</p> <ol style="list-style-type: none"> <li>1.Ensure the network is setup correctly in iMonnit (sensor and gateway are on same network). Press button on gateway.</li> <li>2.If network is setup correctly reform the gateway.</li> <li>3.Move sensor ~10 feet from gateway.</li> <li>4.Move progressively further from gateway ensuring at least 2 signal bars are showing. Keep in mind the signal bars represent signal from the previous message, not the current message. Recommend taking two readings to verify signal strength.</li> <li>5.Check antenna on the gateway.</li> </ol>
ERR1 or Sensor State = 16 to 19	Temperature lead not detected or open circuit in lead detected.	<p>Check for damage to the lead.</p> <p>If there is no damage to the lead wire, please contact Monnit support.</p>
ERR2 or Sensor State = 32 to 35	Short detected in temperature lead.	<p>Check for damage to the lead.</p> <p>If there is no damage to the lead wire, please contact Monnit support.</p>
ERR3 or Sensor State = 64 to 67	Temperature measurement out of range.	Contact Monnit support.
Low Signal	Radio signal strength in iMonnit or on display is lower than expected.	<ol style="list-style-type: none"> <li>1.Ensure the gateway antenna is properly connected.</li> <li>2.Ensure the gateway antenna is optimally oriented with respect to the position of the sensor.</li> </ol>
No Display or Responsiveness from the Sensor		<ol style="list-style-type: none"> <li>1.Ensure the batteries are installed in the sensor.</li> <li>2.Replace batteries if batteries are depleted.</li> </ol>

## SUPPORT

For technical support and troubleshooting tips please visit our support library online at [monnit.com/support/](https://monnit.com/support/). If you are unable to solve your issue using our online support, email Monnit support at [support@monnit.com](mailto:support@monnit.com) with your contact information and a description of the problem, and a support representative will call you within one business day.

For error reporting, please email a full description of the error to [support@monnit.com](mailto:support@monnit.com).

## WARRANTY INFORMATION

(a) Monnit warrants that Monnit-branded products (Products) will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery with respect to hardware and will materially conform to their published specifications for a period of one (1) year with respect to software. Monnit may resell sensors manufactured by other entities and are subject to their individual warranties; Monnit will not enhance or extend those warranties. Monnit does not warrant that the software or any portion thereof is error free. Monnit will have no warranty obligation with respect to Products subjected to abuse, misuse, negligence or accident. If any software or firmware incorporated in any Product fails to conform to the warranty set forth in this Section, Monnit shall provide a bug fix or software patch correcting such non-conformance within a reasonable period after Monnit receives from Customer (i) notice of such non-conformance, and (ii) sufficient information regarding such non-conformance so as to permit Monnit to create such bug fix or software patch. If any hardware component of any Product fails to conform to the warranty in this Section, Monnit shall, at its option, refund the purchase price less any discounts, or repair or replace nonconforming Products with conforming Products or Products having substantially identical form, fit, and function and deliver the repaired or replacement Product to a carrier for land shipment to customer within a reasonable period after Monnit receives from Customer (i) notice of such non-conformance, and (ii) the non-conforming Product provided; however, if, in its opinion, Monnit cannot repair or replace on commercially reasonable terms it may choose to refund the purchase price. Repair parts and replacement Products may be reconditioned or new. All replacement Products and parts become the property of Monnit. Repaired or replacement Products shall be subject to the warranty, if any remains, originally applicable to the product repaired or replaced. Customer must obtain from Monnit a Return Material Authorization Number (RMA) prior to returning any Products to Monnit. Products returned under this Warranty must be unmodified.

Customer may return all Products for repair or replacement due to defects in original materials and workmanship if Monnit is notified within one year of customer's receipt of the product. Monnit reserves the right to repair or replace Products at its own and complete discretion. Customer must obtain from Monnit a Return Material Authorization Number (RMA) prior to returning any Products to Monnit. Products returned under this Warranty must be unmodified and in original packaging. Monnit reserves the right to refuse warranty repairs or replacements for any Products that are damaged or not in original form. For Products outside the one year warranty period repair services are available at Monnit at standard labor rates for a period of one year from the Customer's original date of receipt.

(b) As a condition to Monnit's obligations under the immediately preceding paragraphs, Customer shall return Products to be examined and replaced to Monnit's facilities, in shipping cartons which clearly display a valid RMA number provided by Monnit. Customer acknowledges that replacement Products may be repaired, refurbished or tested and found to be complying. Customer shall bear the risk of loss for such return shipment and shall bear all shipping costs. Monnit shall deliver replacements for Products determined by Monnit to be properly returned, shall bear the risk of loss and such costs of shipment of repaired Products or replacements, and shall credit Customer's reasonable costs of shipping such returned Products against future purchases.

(c) Monnit's sole obligation under the warranty described or set forth here shall be to repair or replace non-conforming products as set forth in the immediately preceding paragraph, or to refund the documented purchase price for non-conforming Products to Customer. Monnit's warranty obligations shall run solely to Customer, and Monnit shall have no obligation to customers of Customer or other users of the Products.

Limitation of Warranty and Remedies.

THE WARRANTY SET FORTH HEREIN IS THE ONLY WARRANTY APPLICABLE TO PRODUCTS PURCHASED BY CUSTOMER. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. MONNIT'S LIABILITY WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY, IN NEGLIGENCE OR OTHERWISE SHALL NOT EXCEED THE PURCHASE PRICE PAID BY CUSTOMER FOR THE PRODUCT. UNDER NO CIRCUMSTANCES SHALL MONNIT BE LIABLE FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES. THE PRICE STATED FOR THE PRODUCTS IS A CONSIDERATION IN LIMITING MONNIT'S LIABILITY. NO ACTION, REGARDLESS OF FORM, ARISING OUT OF THIS AGREEMENT MAY BE BROUGHT BY CUSTOMER MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED.

IN ADDITION TO THE WARRANTIES DISCLAIMED ABOVE, MONNIT SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY AND WARRANTIES, IMPLIED OR EXPRESSED, FOR USES REQUIRING FAIL-SAFE PERFORMANCE IN WHICH FAILURE OF A PRODUCT COULD LEAD TO DEATH, SERIOUS PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE SUCH AS, BUT NOT LIMITED TO, LIFE SUPPORT OR MEDICAL DEVICES OR NUCLEAR APPLICATIONS. PRODUCTS ARE NOT DESIGNED FOR AND SHOULD NOT BE USED IN ANY OF THESE APPLICATIONS.

# CERTIFICATIONS

## United States FCC

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*This equipment has been tested and found to comply with the limits for a Class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of more of the following measures:*

- *Reorient or relocate the receiving antenna.*
- *Increase the separation between the equipment and receiver*
- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- *Consult the dealer or an experienced radio/TV technician for help.*

**WARNING:** *Changes or modifications not expressly approved by Monnit could void the user's authority to operate the equipment.*

### RF Exposure

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**WARNING:** To satisfy FCC RF exposure requirements for mobile transmitting devices, the antenna used for this transmitter must not be co-located in conjunction with any antenna or transmitter.

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### **Monnit and ALTA Wireless Sensors:**

*This equipment complies with the radiation exposure limits prescribed for an uncontrolled environment for fixed and mobile use conditions. This equipment should be installed and operated with a minimum distance of 23 cm between the radiator and the body of the user or nearby persons.*

### **All ALTA Wireless Sensors Contain FCC ID: ZTL-G2SC1. Approved Antennas**

*ALTA devices have been designed to operate with an approved antenna listed below, and having a maximum gain of 14 dBi. Antennas having a gain greater than 14 dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.*

- *Xianzi XQZ-900E (5 dBi Dipole Omnidirectional)*
- *HyperLink HG908U-PRO (8 dBi Fiberglass Omnidirectional)*
- *HyperLink HG8909P (9 dBd Flat Panel Antenna)*
- *HyperLink HG914YE-NF (14 dBd Yagi)*
- *Specialized Manufacturing MC-ANT-20/4.0C (1 dBi 4" whip)*

## Canada (IC)

### English

*Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the Equivalent Isotropically Radiated Power (E.I.R.P.) is not more than that necessary for successful communication.*

*The radio transmitters (IC: 9794A-RFSC1, IC: 9794A-G2SC1, IC: 4160a-CNN0301, IC: 5131A-CE910DUAL, IC: 5131A-HE910NA, IC: 5131A-GE910 and IC: 8595A2AGQN4NNN) have been approved by Industry Canada to operate with the antenna types listed on previous page with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.*

*This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.*

### French

*Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la Puissance Isotrope Rayonnée Équivalente (P.I.R.É) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.*

*Le présent émetteurs radio (IC: 9794A-RFSC1, IC: 9794A-G2SC1, IC: 4160a-CNN0301, IC: 5131A-CE910DUAL, IC: 5131A-HE910NA, IC: 5131A-GE910 et IC: 8595A2AGQN4NNN) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne figurant sur la page précédente et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.*

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

## **SAFETY RECOMMENDATIONS - READ CAREFULLY**

*Be sure the use of this product is allowed in the country and in the environment required. The use of this product may be dangerous and has to be avoided in the following areas:*

- Where it can interfere with other electronic devices in environments such as hospitals airports, aircrafts, etc.*
- Where there is risk of explosion such as gasoline stations, oil refineries, etc.*

*It is responsibility of the user to enforce the country regulation and the specific environment regulation.*

*Do not disassemble the product; any mark of tampering will compromise the warranty validity. We recommend following the instructions of this user guide for correct setup and use of the product.*

*Please handle the product with care, avoiding any dropping and contact with the internal circuit board as electrostatic discharges may damage the product itself. The same precautions should be taken if manually inserting a SIM card, checking carefully the instruction for its use. Do not insert or remove the SIM when the product is in power saving mode.*

*Every device has to be equipped with a proper antenna with specific characteristics. The antenna has to be installed with care in order to avoid any interference with other electronic devices and has to guarantee a minimum distance from the body (23 cm). In case this requirement cannot be satisfied, the system integrator has to assess the final product against the SAR regulation.*

*The European Community provides some Directives for the electronic equipments introduced on the market. All the relevant information's is available on the European Community website: <http://ec.europa.eu/enterprise/sectors/rte/documents/>*

### **Additional Information and Support**

For additional information or more detailed instructions on how to use your Monnit Wireless Sensors or the iMonnit Online System, please visit us on the web at [monnit.com](http://monnit.com) .