GO Real-Time 4G/5G Tracker User Manual

Cargo Monitoring Solutions

EMERSON™

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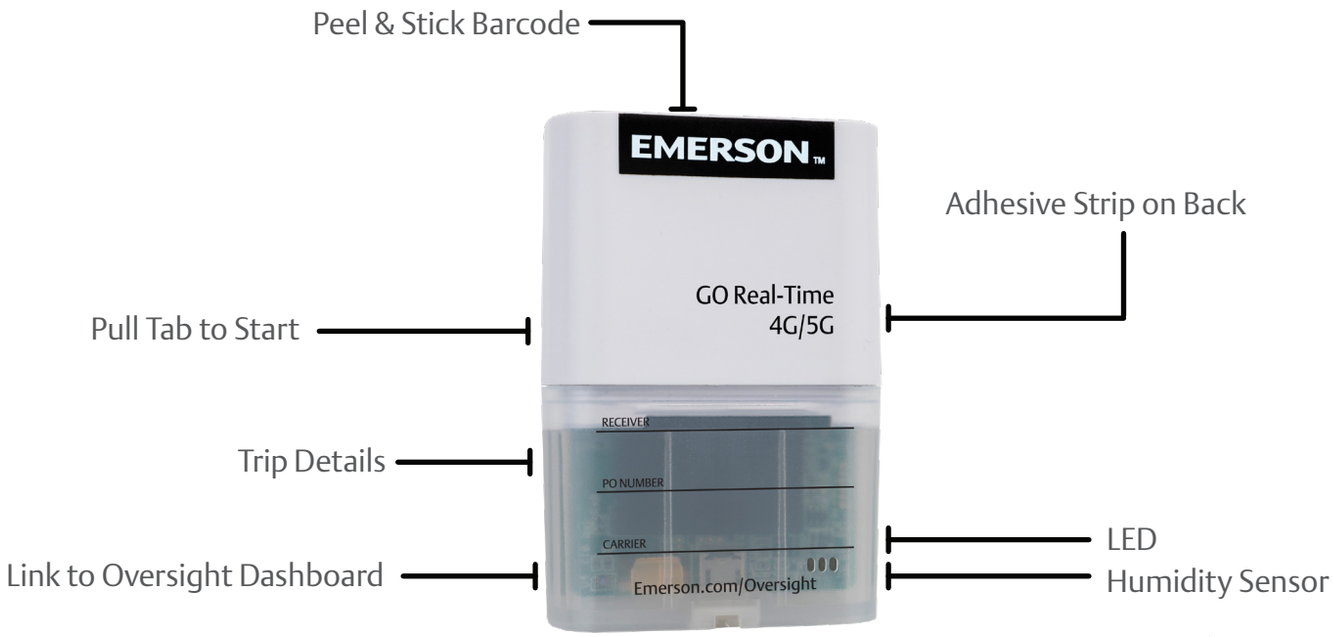
Introduction

Keeping track of shipments has never been easier with the GO Real-Time 4G/5G Tracker. Using cellular technology, trackers provide temperature and location alerts as your shipment moves through the supply chain. And now, with our 4G/5G cellular technology, connectivity and access to your data is further enhanced. Rest assured that visibility to temperature, humidity, and location data will be available despite the ongoing transition in the cellular technology industry.

Comprehensive and automated reporting is provided through the Oversight Dashboard and the Oversight Mobile app. Data is encrypted, providing security as it moves to the cloud. Information is at your fingertips while you are on the go with Oversight Mobile. Check status and create shipments direct from a phone or tablet. View current maps, graphs and charts of key shipments including temperature, humidity and location details. Shipment summary reports include additional details such as device serial number, trip name and duration, mean kinetic temperature, and time above or below range. The Oversight Mobile app is available in English, Chinese, Spanish, Korean, Russian, Portuguese, Italian, German, Turkish and French.

Understanding the Device*

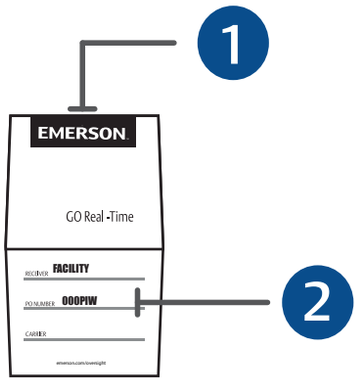


* The GO Real-Time 4G/5G Tracker is also available in variants: GO Real-Time XL 4G/5G Tracker and GO Real-Time Reusable 4G/5G Tracker.

Activating / Launching Device

Step 1: Peel off the serial number label from the top of the device and place on the manifest.

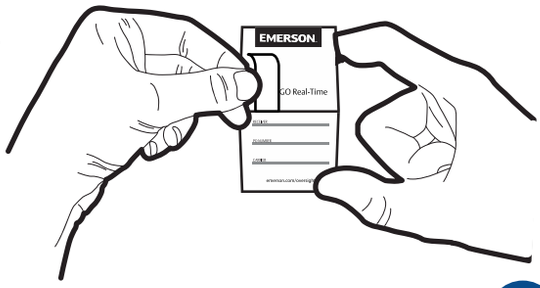
Step 2: Write shipping info on the GO Real-Time 4G/5G Tracker.



Step 3: Pull the start tab on the GO Real-Time 4G/5G Tracker.

Step 4: Blue light will illuminate upon activation and will turn off during normal operation.

Step 5: Remove adhesive strip on back of device and directly attach to packaging. Note: do not place in protective sleeve if humidity sensor is enabled.



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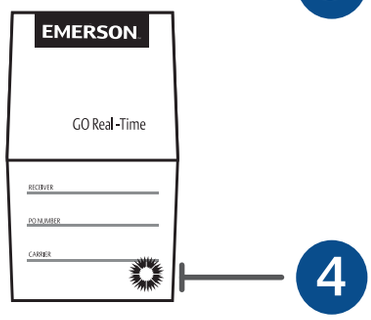
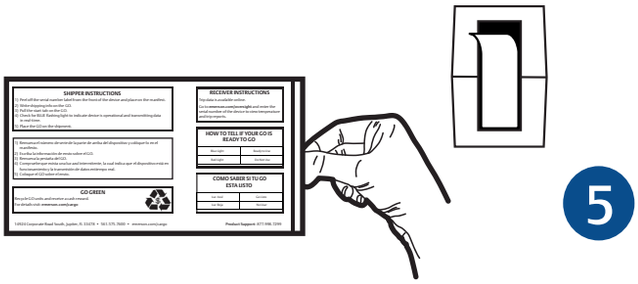
Receiving GO Real-Time 4G/5G Trackers

After launch, shipment data is available online. Go to Emerson.com/Oversight and enter the serial number of the device to view temperature and trip reports.



Oversight Mobile App

Data at your fingertips. Scan the QR Code or visit the app store on your smart device.



Oversight Mobile App

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Launching My Shipment

Step 1: Select a shipment template, if applicable. You will need to login or enter a 10 digit serial number to speed your search in Oversight. Finally, you will need to enter a desired shipment name.

Step 2: From the drop down menus you will need to select:

- Origin name
- Departure date and time
- Add stops (if applicable)
- Destination name
- Arrival date and time

For additional help on setup and training please contact : CargoAccountManagement@Emerson.com

If the location does not appear in the drop down select Create New Location. Shipment templates will populate the origin and destination.

Step 3: Select a temperature range. The temperature ranges will show in the drop down menu. If there is none, select a cool down type:

- 1 hour: Alerts via email will be sent 1 hour after creating a shipment
- 4 hours: Alerts via email will be sent 4 hours after creating a shipment
- No Alert Suppression: Alerts via email will be received right away

Step 4: Select the create shipment button. You have the option to save the trip as a template. Select yes to save your trip template. If you want to enter a contact that normally does not receive alerts on all shipments, enter any additional alert contacts.

LED Alert Indications

Blue - Normal operation. Check the Oversight dashboard and or mobile app for detailed information.

Red - Indicates there is a problem with the device. Do not use. Contact Emerson Cargo Solutions at CargoSupport@Emerson.com for further instructions.

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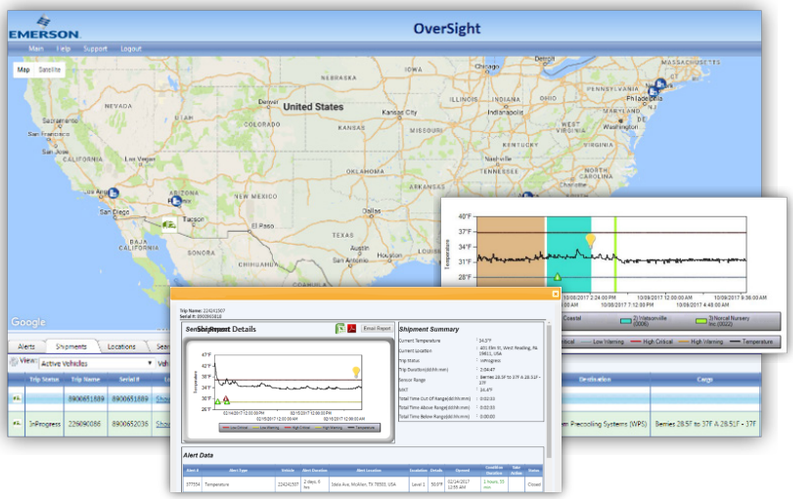
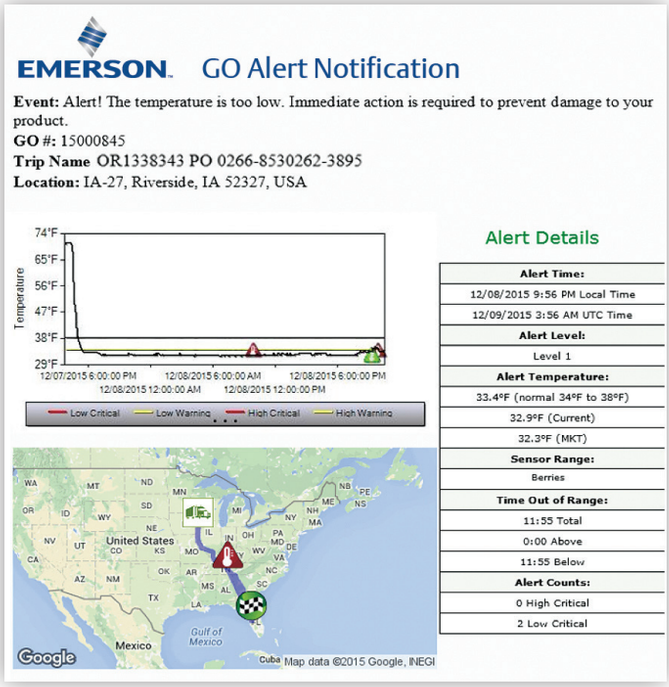
Oversight Online Dashboard

The Oversight system gives you instant, online access to the data from any or all vehicles. Maps, graphs and reports are at your fingertips.



As shipments travel down the road, the cloud-based Oversight dashboard gives easy, online access to current maps, graphs and charts of key shipments, including temperature, security, and location details.

Access is controlled by a userID and password. It's also easy to share shipment data with a partner by simply assigning a userID and password to that partner. Intelligent Alerts are text and email messages that get the right information to the right people at the right time. The Oversight system filters the information based on business rules established by each customer using the Oversight dashboard. If a rule is violated, such as upper and lower temperature limits, a text and email Intelligent Alert messages are sent automatically.



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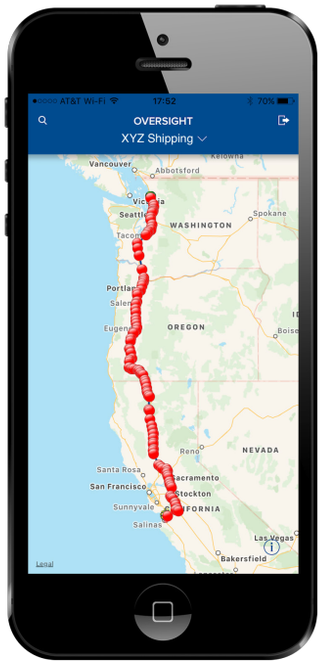
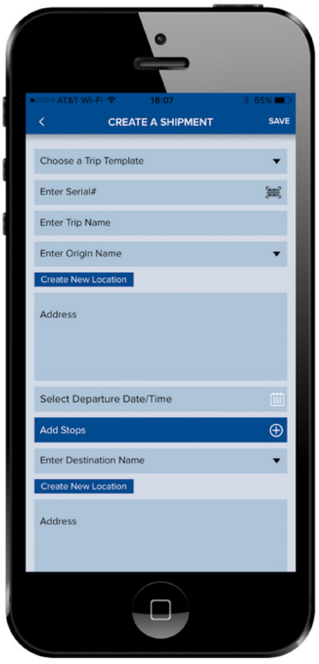
Oversight Mobile Application

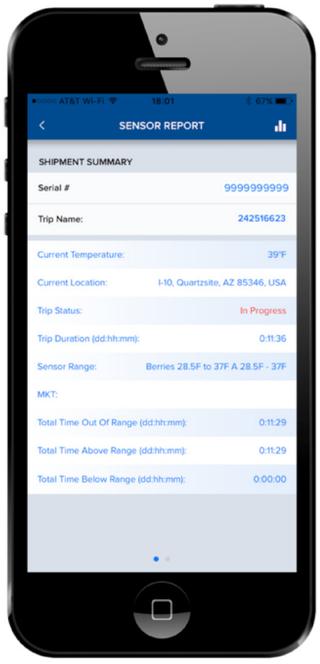
Visit Emerson.com/Cargo for the app download and product information (compatible with Android 4.1 and above, iOS 8 and above), or search for the Emerson Oversight app in your app store. Additionally, you can scan the QR Code on the bottom of the page. The Oversight Mobile app offers the same features and benefits as the Oversight Dashboard, our cloud-based online portal.



Map View



Create a Shipment



Sensor Report

1. View shipment tracks on a detailed map.
2. Assign a trip name to a specific GO tracker serial number and receive temperature alerts by clicking save in the top right corner.
3. The sensor report gives in depth details of shipment information such as trip duration, mean kinetic temperature, and total time out of range.

Oversight Mobile App

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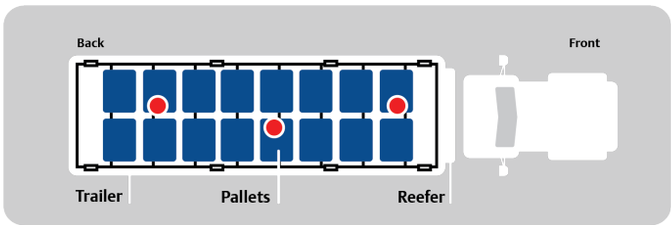
Device Placement Scenarios

The form factor of the GO Real-Time 4G/5G Tracker promotes its use in a variety of scenarios including at the pallet, carton and product level.

Pallet Level - Many customers apply trackers to the side of a pallet. Emerson provides signage and clear plastic pouching to facilitate locating labels on pallets at the receiving end as depicted in the photo to the right. Many customers place several trackers on different pallets within a load to perform temperature monitoring. This promotes broader sampling and provides more detailed information on the temperature fluctuations experienced within a container.

Placement - The devices are like disposable cell phones with a thermometer. They cannot be placed inside of a pallet or carton because that will block the cell signal. We recommend placing the GO Real-Time 4G/5G Tracker products on the outside of the pallet closest to the back doors. If the shipment has multiple drops place unit on the top of the pallet of the last drop or inside wall of the trailer closest to the back doors. We do not recommend placing devices on the side of a pallet between pallets because that can also cause the signal to be blocked.



GO GreenSense™ Recycling Program

GO Real-Time 4G/5G Trackers can be easily recycled through the Emerson Cargo Solutions GO GreenSense program. GO GreenSense is a recycling program that facilitates the return of Emerson temperature monitoring labels for proper battery and component recycling. The GO GreenSense program provides customers with eco-friendly return boxes and pre-paid postage return labels free of charge. Unlike bulky traditional temperature monitoring devices, customers can fit hundreds of temperature labels in the provided medium sized box. Emerson GO GreenSense takes the hassle out of returning labels for recycling. For more information, email GOGreen@Emerson.com or call toll free +1-877-998-7299.

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Technical Specifications

GO Real-Time 4G/5G Tracker

Battery:	UN38.3 Compliant
Cellular:	Cat M1: LTE FDD: B1/B2/B3/B4/B5/B8/B12/ B13/B18/B19/B20/B25/B26/B27/B28/B66/B85 Cat NB2: LTE-FDD: B1/B2/B3/B4/B5/B8/B12/ B13/B18/B19/B20/B25/ B28/B66/B71/B85 EGPRS: 850/900/1800/1900MHz
Certifications:	FCC, IC, CE, PTCRB, RCM, IFETEL, RTCA/DO-160G Compliant
Device Storage:	Optimal: Below 20°C and 60% RH
Humidity Accuracy:	At 25°C, between 20% RH and 80% RH: ±10% RH
Humidity Range:	20% to 95% operation typical
In-Use Life:	Tri-mode with up to 20 days of operation, 6-minute measurements reported at 18-minute intervals
IP Rating:	IP44
Light Sensor Sensitivity:	±0.5 Lux, minimum detectable 1.0 Lux
Oversight Dashboard:	Emerson.com/Oversight
Recycle Options:	GO GreenSense™ program
Shelf Life:	Shipped with a minimum in-use and shelf life of approximately 6 months. Please check the "Activate By Date" on the product box and follow a first-in-first out process.
Size:	3.0 in x 2.0 in x 0.75 in (76 mm x 51 mm x 19 mm)
Temperature Range:	-20° C to 60° C (-4° F to 140° F) operating environment
Temperature Accuracy:	±0.5°C (0.9°F) typical between -20°C to 60°C (-4°F to 140°F)
Weight:	68 g (0.15 lbs)

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Troubleshooting and FAQ's

Q: Does a lack of LED light on the unit mean it is not working?

A: No, this is normal functionality. Simply check if your unit is reporting in Oversight. Located on the homepage, enter the 10-digit serial number into the "Track your shipment" field.

Q: What does a solid blue light mean on the tracker?

A: A solid blue light indicates there is no cell signal at the spot of activation, but the unit is still good to use. We recommend waiting 20-30 minutes before using unit. Also, check to see if the unit is reporting in Oversight by simply enter the 10-digit serial number into the "Track your shipment" field on our homepage.

Q: How do I activate GO Real-Time 4G/5G Trackers?

A: Please make sure that you are using a unit that is current and not expired. The expiration date can be found on the box. Once the tab has been pulled on the unit, verify that a blue light is observed. If a red light is observed, please set the unit aside and contact CargoSupport@Emerson.com. If a solid blue light is observed, it means the device is out of network range and is trying to communicate with the surrounding cell towers. Take your device outside of the building / warehouse for 20-30 minutes and verify that it has reported in the Oversight dashboard.

Q: How does the GO Real-Time 4G/5G Tracker report its data?

A: Trackers measures ambient temperature and communicates through cellular triangulation, without GPS. The unit would need to have good coverage to send the information in real-time.

Q: What if I need to return my unit?

A: If you have been informed that it is necessary to return your device(s) to our facility for analysis, we will provide you with all the required documents for the return along with instructions. We will notify you once your devices have arrived at our facility. Once the analysis is completed by our Engineering team, your Account Manager will provide the results. These results will take approximately 10-15 days from the time the unit arrives. You can contact your Account Manager by phone at +1-877-998-7299 or by email at CargoAccountManagement@Emerson.com.

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Troubleshooting and FAQ

Q: Does the unit report during an ocean shipment?

A: If the load where your unit is placed is on an air or ocean shipment, keep in mind that during its transit it is normal to lose communication with cell towers. Your device will continue reading and recording all the information of your load in order to send it to Oversight, once communication with cell towers is achieved.

Q: How can we add additional users in Oversight?

A: Our Technical Support and Account Management team can add any additional users for Oversight. Simply provide the first and last name of the new user along with the email address.

Q: Can I be setup with only temperature associated alerts?

A: Yes, we can modify alert information by person and by specific need.

Q: What does it mean when I have a cluster of red data points on the tracking map in Oversight?

A: This indicates a unit(s) are not moving and is currently stationary at its location.

Q: How do I retrieve raw temp data of my units?

A: On the sensor report, you can access the Excel or PDF icon to obtain raw data.

Q: Can I change trip details after it has been created?

A: Trip details can be changed by accessing the shipment management page. This page is located under Main>Management>Oversight>Edits Shipments.

Q: How can I reduce the number of alerts I am receiving?

A: In Oversight, you can customize this information based on your need by reducing the alert levels, minimizing alert types and expanding the upper and lower limit of temperature ranges.

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Troubleshooting and FAQ

Q: How do I monitor active reporting shipment information in the Oversight dashboard?

A: Go to Emerson.com/Oversight and enter the unit's 10-digit serial number in the "Track Your Shipment" box for a quick search. If the serial number does not appear it has not yet reported to Oversight.

Q: What kind of data is reported in Oversight?

A: The data reports: Temperature, Location, Time, Humidity and Light. Once your device has been successfully activated and programmed with the trip information, proceed to Oversight to observe the data.

Q: Why am I not able to observe any shipment information in Oversight?

A: Follow these steps:

- Wait about 20-30 minutes after your device has been activated, since this is the average amount of time it takes for the unit to connect to the cell towers for the first time.
- Verify that the department in charge of activating the devices has done so correctly and if possible, request photos as proof.
- Make sure that the device has been placed correctly on the load. Remember that proper placement is on top of the last pallet closest to the doors. Avoid placing the unit in between pallets or inside product. Also, if you need to place a thermal blanket or something similar, remember that the device would go outside of it.

Q: Who do I contact if I am still having problems with Oversight?

A: If all of the above has been verified and the load where your unit is placed is an over-the-road shipment, please contact your Account Manager or our Support team to investigate. Please have the following information available:

- 10-digit Serial Number(s) of your unit(s)
- Placement on the shipment, origin and destination locations of your load
- Location of activation
- Approximate arrival and departure date

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Technical Support

Technical Support is available 24 hours a day, 7 days a week.
We're with you every step of the way.

Toll Free: +1-877-998-7299

Emerson.com/Cargo

CargoSupport@Emerson.com

Live Chat

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