Frequently Asked Questions for Temperature Monitoring Solutions

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This FAQ includes the frequently asked questions for MOT-U202 and MOT-U401 (temperature sensors for cold chain management).

Q: Does the sealed bag of the temperature sensor need to be opened before it can be used?

A: The sealed bag of the temperature sensor is part of the product, which provides IP67 waterproof. It should not be opened or damaged.

Q: How do I turn the temperature sensor on and off?

A: Press the button for 5-10 seconds to turn on the temperature sensor. The green light will turn on and then off. Once the temperature sensor is turned on, it will remain active for its entire lifetime.

Q: How do I determine if the temperature label can still be used normally?

A: For the temperature sensor that has been turned on, please press the button for 1 second. If the green light is on, the battery level is good. If the red light is on, it means that the battery level is low and it is recommended to replace it with a new tag. If neither the red light nor the green light is on, the temperature sensor may not be powered on, damaged, or the battery is completely drained. To save power, the red and green lights on the sensor that has already been activated do not light up.

Q: How many temperature data records can be stored in a sensor?

A: By default, the temperature sensor will save one temperature record every 5 minutes. The sensors can store 100,000 records. After reaching 100,000 records, the previous records will be overwritten. 100k records corresponding to 100,000 x 5 / 60 / 24 = 347 days. The customer can change the record interval from 0.5 minutes to 10 minutes through the gateway if needed, then the sensor can store records of 35 days to 694 days.

The temperature record can be used for the scenario of non-real-time temperature monitoring. For example, the tag is put in the car without a gateway. When the car arrives at the customer site, the customer can then read the temperature records from the tag by a gateway. The record will only be cleaned up if it has received the request from the gateway.

Q: How often does the temperature sensor broadcast temperature data?

A: By default, the temperature sensor broadcasts temperature data every second.

Q: How do I update the broadcasting interval of the temperature sensor?

A: Customized interval is not supported with the current sensor firmware. Please contact your Cassia sales representative for a possible workaround.

Q: How do I check if the temperature data of a temperature sensor cannot be received?

A: First, check if the gateway is online and if the temperature monitoring system is working properly. Next, check if the sensor is within range of the gateway, and also if the sensor has been turned on and has enough power. Short-press the button for 1 second and then check to make sure the green light is on. If not press the button for 5-10 seconds to turn on the tag.

Q: What should be the working distance between the temperature sensor and the gateway?

A: The working distance between the temperature sensor and the gateway depends on the specific usage environment. In a space without any wall obstruction, it is usually about 40-50 meters. If a temperature sensor is placed inside a refrigerator, the gateway should be located at a minimum range of 10 to 15 meters distance from the refrigerator. If a temperature sensor is placed inside an incubator, the temperature data can be read without opening the incubator.