

**Important: Contact the Immunization Program for troubleshooting and SensoScientific assistance.**

To avoid delays, **DO NOT** contact SensoScientific directly for any reason-probes are requested through the Immunization Program.

## Obtaining Daily Min/Max Temps

From the SensoScientific Cloud Portal:

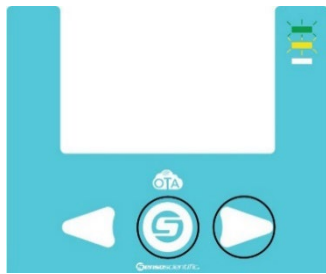
- Login to the SensoScientific cloud portal. In the “**Report**” tab, click “**Monthly Report**” on the left.
- Select the start date as the last date temperatures were recorded on the paper temperature log in your facility.
- Record the **time, name/initials, and lowest (min)** and the **highest (max)** on the paper temperature log **for each unit**.
- ✓ NOTE: *If temperatures go out of range, appropriate action must be taken and documented!*

From the Display:

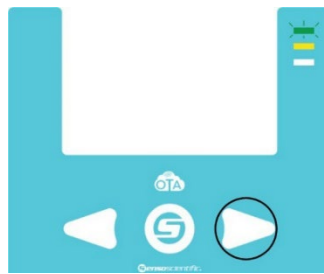
- The new OTA device Min/Max reading is constantly updated from when the device is turned on.
- Record the **time (time temperatures inspected), name/initial, and lowest (min)** and the **highest (max)** on the paper temperature log **for each unit**.
- Follow the steps to **reset the Min/Max**. Do not forget this step!
- ✓ NOTE: *If temperatures go out of range, appropriate action must be taken and documented!*

## Min/Max Reset:

1. Press and hold the center and right buttons simultaneously. The green and yellow light will flash.



2. Release the center button but continue holding the right button. The yellow light will remain solid and the green light will flash.



3. Once the green light becomes solid, release the right button.



\*Email temperature logs to [vacteam@utah.gov](mailto:vacteam@utah.gov). Corrective Action/Troubleshooting Record Reports must be included with temperature logs for all out of range temperatures.

\***Important**\* It is best practice to implement the use backup data loggers to monitor and document temperatures if there are issues related to Senso recording and/or transmitting temperature data.

## How to power off device(s) when replacing probes or batteries:

It is important that you power **OFF** your device when replacing probes or changing the batteries. The following push-button sequence will accomplish this.

Transmit any temperatures to ensure there is no loss of data. Press and hold the center button for 10 seconds. The screen will flash and turn off. To turn the device on, press the center button once to reset/wakeup the device.



\*Devices may also have an on/off switch on the top or bottom of the device.

## Request New Probes Annually

- Email the Vaccine Management Team ([vacteam@utah.gov](mailto:vacteam@utah.gov)).
  - ✓ DO NOT contact SensoScientific directly
- The email should contain the following information:
  - ✓ **Facility, VFC/USIS Pin, contact name, callback number, email.**
  - ✓ **Shipping address** where the new calibrated probes are to be mailed.
  - ✓ **SRS number(s)** and the **Expiration date(s)** (include ALL SRS #'s - *this is to ensure the correct number of probes are sent to you*).
    - **NOTE:** Probe 'SRS' numbers can be found on the tag attached to the probe cord or the Certificates of Calibration.
    - **NOTE:** Contact the Immunization Program at (801) 538-9450 or your VFC Representative for help with any/all SensoScientific troubleshooting or questions.
    - **NOTE:** Upon receipt of your new probes, place them in the fridge/freezer unit(s) for on to-two hours (or 24+hrs) to condition before replacing to help avoid unnecessary temperature alarms.
    - **NOTE:** Make sure to print your new Certificates of Calibration from the Calibration tab.

## Confirming an Alarm:

- In the **'Monitoring'** tab, click **'Alarmed'** under Alarm Status for the appropriate node.
- The View Alarm page will appear. Click **'Take Action'**.
- The Diagnose Alarm page will appear.
- Choose a Root Cause from the drop-down box.
- Enter action taken in "the Corrective Action" box—a detailed description of the incident and action taken, for example, "the batteries were replaced", "the door was found ajar and closed", "adjustments were made to the unit settings", or "unit was recently restocked".
- Verify the equipment is working properly.
- Click **'Confirm'**.
- ✓ **NOTE:** *Data (Temperature) alarms require action and additional information. If you are unsure what action is required, contact the Immunization Program.*
- ✓ **Reference the SensoScientific User Guide for additional information on using the Advance Reports when troubleshooting temperature alarms.**

### IMPORTANT - DO NOT LEAVE NODES IN ALARM STATUS!

Once a unit alarms it will stay **RED** and alarmed until you review and confirm the alarm; even if the unit reconnects to Wi-Fi, goes back into temperature range, or you replace the batteries. You will continue to receive notifications until confirmed/suspended. Confirmed alarms verifies action was taken and provides a means of communication with the Vaccine Management Team. *Please contact the Immunization Program/VFC Rep for guidance on suspending alarms for an extended period due to special circumstances.*

## Types of SensoScientific Alarms:

- **'DATA ALARM'** - Temperature. Set to alarm after a unit has been out of range for 10 minutes. This will notify you several times until the unit is in range. Enact your Emergency Action Plan and contact the Immunization Program for additional guidance!
- **'SIGNAL'** - Wi-Fi connection lost. Alarms when Wi-Fi is disconnected for two hours. Data will download once reconnected unless node has been reset or network information changed/updated. To re-establish the connection, press the center button on the node. If the node does not reconnect, power the node off/on.
- **'BATTERY'**- Battery low. The Senso OTA device requires **4 AA Batteries**. Senso recommends **Lithium AA batteries!** Use of Alkaline batteries and/or use any other battery will cause damage to the device, and your facility will be held financially responsible.