

**IMPORTANT: Report all problems/issues to the Immunization Program immediately for assistance to avoid delays!**  
*Only contact Senso directly to request calibrated probes annually.*

### Obtaining Daily Min/ Max Temps

From the SensoScientific Cloud Portal:

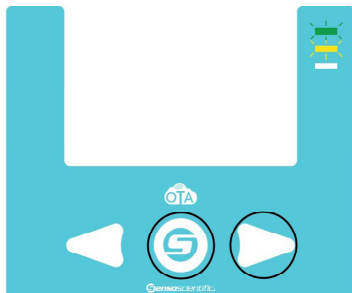
- Login to the SensoScientific cloud portal. In the “Report” tab, click “Monthly Report” on the left.
- Select the start date as the last date temperatures were recorded on the paper temperature log in your facility.
- Record the time, name/initials, and **lowest min** and the **highest max** on the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



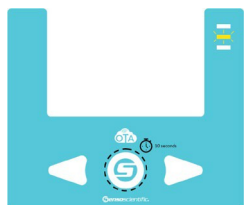
\*Email temperatures logs to [vacteam@utah.gov](mailto:vacteam@utah.gov). Corrective Action/Troubleshooting Record Reports must be included with temperature logs for all out of range temperatures.

\*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 turn off device when replacing probes annually:

It is important to turn off your device when replacing the probes annually or changing the batteries. The following push-button sequence will accomplish this.

Press and hold the center button for 10 seconds. The screen will flash and turn off. To turn the device back on, press the center button once to reset/wake up the device.



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

## Request New Probes Annually

- Click on the “Help” tab in the Senso cloud.
- Click “Submit a Ticket” on the left side menu.
- Fill out the name, callback number, and email. Select the appropriate node or leave the designation as multiple nodes. Designate issue as “Other”.
- Under description, write probe expiration dates (XX-XX-XXXX), probe numbers, **and the address** that the new probes need to be mailed to.
  - ✓ **NOTE:** Place the new probes in the units for a few hours to condition before swapping them out.
  - ✓ **NOTE:** Probe IDs begin with ‘SRS’ and can be found on the tag attached to the probe cord or on the Certificates of Calibration.
  - ✓ **NOTE:** Print your new Certificates of Calibration from the Calibration tab.
  - ✓ **NOTE:** Please contact the VFC program (not Senso) at (801) 538-9450 for all other issues related to Senso.
  - ✓ **NOTE:** Expired probes can be discarded or given to your VFC Representative.

## 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”.
- Please note: Data (temperature) alarms required action and additional information. Please contact the Immunization Program for guidance.
  - Reference the Senso User Guide for additional information on using the Advance Reports when troubleshooting temperature alarms.

## **DO NOT LEAVE NODES IN ALARM STATUS!**

**Once a unit alarms it will stay red and alarmed until you 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 provides a means of communication with the VacTeam. *Please contact the Immunization Program/VFC Rep for guidance on suspending alarms for an extended period due to special circumstances.*

## Types of Alarms

- **Temperature—shown in email as “DATA ALARM”.** The alarm is set to alarm after a unit has been out of range for 10 minutes. This will notify you several time until the unit is in range. **Enact your Emergency Action Plan and contact the Immunization Program for additional guidance!**
- **Internet Connection Lost—shown in email as “SIGNAL ALARM”.** When the Wi-Fi is off, the data will download once reconnected unless the node has been reset. Reestablish the connection by pressing the center button on the node. If the node does not reconnect, turn the node off and on.
- **Battery Low—shown in email as “BATTERY ALARM”.** **The Senso OTA device requires 4 AA Batteries.** Senso recommends using **Ultimate Lithium AA** batteries! Do not use batteries from the previous Senso devices (AA 3.6V Lithium Thionyl Chloride batteries) they will cause damage to the device.