

## Instruction manual - notifications from BluConsole

The goal of this document is to provide instructions in case of notifications/alerts received from BluConsole. All types of alerts are enumerated below, with suggestions and steps to follow in order to ensure the correct functioning of our system.

For further instruction or other problems, please contact [info@bluconsole.eu](mailto:info@bluconsole.eu)

### Hub disconnected

This alert means generally that there was a disconnection related to the electricity interruption or there is a problem with the internet connection.

First thing you need to verify is the power supply. Check if the hub is well plugged to an energy source. If it is, check if there is no problem with your Internet access. If the hub is powered and the Internet connection works, verify what is the status of diodes on the hub.

Below you can find several scenarios of what may cause the disconnection and how to solve the situation.

Hub status	Causes	Solutions
The red diode doesn't turn on at the moment of connection:	Time of connection can vary	Wait around 15-20 min - the hub will establish connection
The red diode doesn't turn on after 30 min:	Hub started incorrectly	Unplug the hub, check if the SD card is correctly inserted, take it out and put it back if needed, wait 10 minutes and replug the hub
The red diode remains turned on after connection :	Problem can be linked to IP address	Check with IT service if DHCP is active
	A firewall is blocking the connection	Ask the IT service to authorize the connection (it will appear on the list of devices as « a10lime »)
	A PROXY is blocking the connection	The hub should be connected to a connection not protected by PROXY or use a mobile phone with HotSpot activated to establish connection with the BluConsole application. In BluConsole, choose 'Hubs' from the Menu and click on the ID number of hub, indicate the proxy parameters and update. Wait for the confirmation email sent by Bluconsole, confirming the update.

## Hub on battery

If you use internal battery for your hub, you will receive this notification once there is a power supply interruption. At this moment the hub stops using the energy from the power plug and starts using the battery provided. If you don't want the hub to use the internal battery, you should make sure that the hub is well plugged to the energy source.

## Hub low battery

Once you receive this type of alert, you should check the battery level for your hub. Normally, the hub should work correctly after the battery is charged or replaced.

## Low battery level

You can verify the battery level in Measurements page on BluConsole. For now only Blulog's team can replace the battery installed in loggers, so in order to order a logger for replacement, please, contact directly your sales manager at Blulog or write a message to [info@blulog.eu](mailto:info@blulog.eu). In your email, please, provide us with the ID number of the logger you would like to replace.

## Logger disconnected

There are several disconnection causes. Please, find them below.

- 1) First step here is to verify if the logger is within the range of the hub. If the logger was not moved for the original place, you should check if there were any obstacles added on the way between the logger and the hub (above all any metal elements, walls, doors, etc.) If there is any additional obstacle, the best solution would be to install a repeater between the logger and the hub, to reinforce the signal. To order the repeater, please, contact directly your sales manager at Blulog or write a message to [info@blulog.eu](mailto:info@blulog.eu)
- 2) You should make sure that the battery level on the logger is high enough. Check if you haven't recently received any "Low Battery Level" notifications for this logger. You can also verify the battery level in Measurements page on BluConsole.
- 3) If the logger is within the range of the hub and the battery level is correct, you should verify if the measurement period is launched. To do this, you should place the logger next to you NFC-enabled smartphone or a specially dedicated reader and check if the logger measures the temperature. If there is no measurement period launched, you can start the logger by clicking on the Start new recording button and choosing new parameters or on Restart if you want to use the parameters of the last recording.

## Logger Expired

This alert informs you that the validity date (linked to the calibration date) for the logger now expired and you should replace it. You can also keep the logger as a document - however you shouldn't use it for data recording, you can still access the data stored on the device. You can check the validity date anytime, using your NFC-enabled phone or an NFC reader. All you need to do, is to go to 'Logger info'.

To order a new logger, please, contact directly your sales manager at Blulog or write a message to [info@blulog.eu](mailto:info@blulog.eu), adding an information regarding the ID number of logger(s) you would like to replace.

## Temperature or Humidity beyond threshold

This alert notifies you about possible excursions in temperature or/and humidity. You should verify if the conditions during storage/transport of your products are suitable. If you wish to receive the alert less often, you should set a different triggering time using BluConsole.