

# TraceableLIVE® INSTRUCTIONS

Download the TraceableLIVE app via



## QUICK NAVIGATION

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## TraceableLIVE Subscription Plan

**1 USER ONLY**  
**FREE**

**BASIC**  
**\$8.99**  
PER DEVICE/MONTH  
\$100 PER DEVICE/YEAR

**PREMIUM**  
**\$22.00**  
PER DEVICE/MONTH  
\$220 PER DEVICE/YEAR

- ✓ E-mail and Push Alarms
- ✓ Unlimited Data Storage
- ✓ Unlimited Devices
- ✓ One User Only
- ✓ Calibration Due Notification

- ✓ E-mail and Push Alarms
- ✓ Unlimited Data Storage
- ✓ Unlimited Devices
- ✓ Unlimited Team Members
- ✓ Calibration Due Notification
- ✓ SMS (Text) - Add on (+\$2/device/month)

- ✓ E-mail and Push Alarms
- ✓ Free SMS (Text) Notifications
- ✓ Unlimited Data Storage
- ✓ Unlimited Devices
- ✓ Unlimited Team Members
- ✓ Calibration Due Notification
- ✓ 21 CFR Part 11 Compliance

# OVERVIEW & ACCOUNT SET UP

## MAIN SCREEN INTERFACE OVERVIEW (MOBILE)

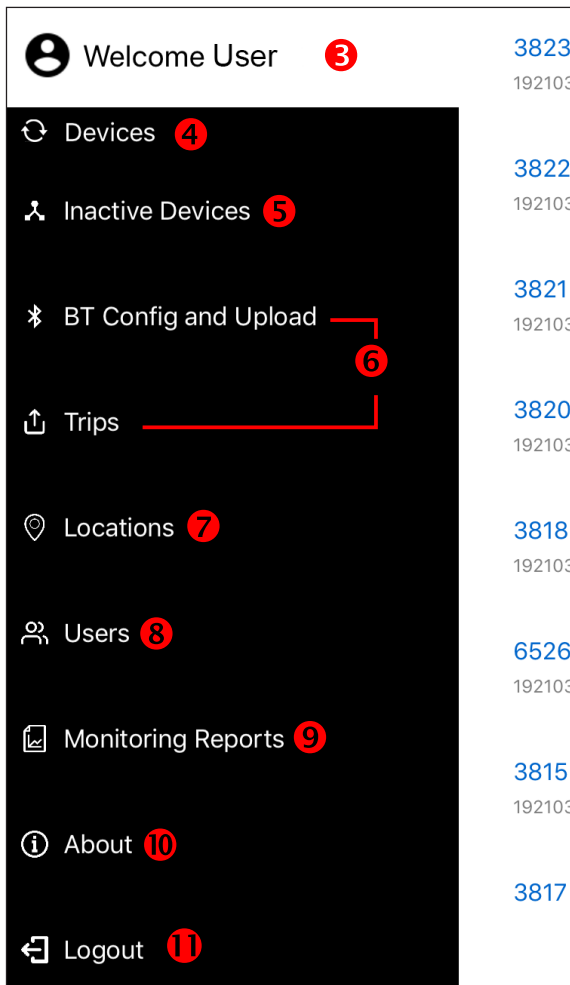
FIG. 1



## MAIN MENU DESCRIPTION (MOBILE ONLY)

1. Menu button, to view, see Fig. 2.
2. To add a new device, Fig. 3 (mobile) or Fig. 12 (web).

FIG. 2



3. Username.
4. View all active devices.
5. See which devices in account are not active.
6. Functions for Bluetooth units, see **TraceableGO** section, page 12
7. View locations associated with account, see **Locations**, page 6.
8. View users associated with your account, see **Users**, page 8-9.
9. Monitoring Reports, see **Reports**, page 10-11.
10. View app version information.
11. Logout, tap to sign out of the app.

## NEW ACCOUNT SETUP

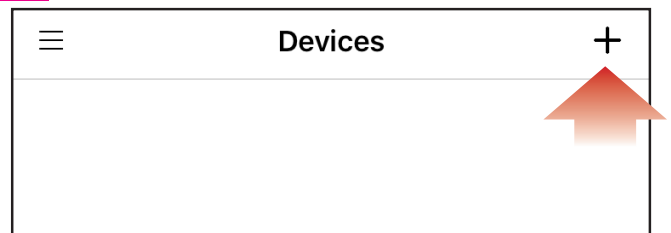
1. Visit [www.traceablelive.com](http://www.traceablelive.com). Click "New Account" button.
2. Enter account information. Any fields with an (\*) are required fields and must be completed to proceed.
3. Click "Register" button.
4. Create or log in to account.

## SYMBOLS

- Percentage WiFi signal strength
- Low battery
- High alarm
- Low alarm
- Alarm acknowledgment
- Lost connectivity
- Connectivity restored
- Disconnected or damaged probe
- Settings changed
- Event comment button filled
- Device check event

## ADD A DEVICE (MOBILE)

FIG. 3



1. Tap the "+" icon to add a device from Devices page.
2. Press QR code icon.
3. Permission must be given to TraceableLIVE app to access your mobile device's camera.
4. Using your mobile device's camera, scan QR code on back of unit (see right).
5. App will automatically fill in device information.
6. Tap add device.



# ADD A DEVICE VIEW DEVICE DATA

## ALARM SETTINGS/LOGGING INTERVAL

FIG. 4

**LOCATION\***  
Lab One 50

**CHANNEL ALIAS**  
Channel 1 Not Set  
Channel 2 Not Set  
Channel 3 Not Set

ALARM SETTINGS	LOW	HIGH
Channel 1	0	100
Channel 2	32	122
Channel 3	500	1100

**LOGGING INTERVAL**  
15min

**ALTITUDE (in meters)**  
Must be between -100 and 2500. Will be rounded to the nearest multiple of 10.  
0

**TIME ZONE**  
(UTC - 12:00) International Date Line West

Save

1. Select location(s) from dropdown menu.
2. Channel Alias, each sensor may be labeled.
3. Alarm Settings, tap on each value to set High and Low alarms.
4. Set Logging Interval from dropdown menu.
5. When applicable, set **Altitude**.
6. Select time zone.
7. Tap Save to save settings.

## VIEWING DEVICES (MOBILE)

FIG. 5

**Devices**

TraceableLIVE Temp - Home  
170778435

16.01°C  
15.91°C

Graph History Summary Settings

TAP ON MENU ICON, SEE FIG. 2, THEN TAP ON DEVICES.

1. Tap to add more devices.
2. Device Name (tap to view device see Fig. 5-9).
3. Device Serial Number
4. Device Channels
5. Current device readings (green indicates readings are within alarm parameters; red indicates an alarm condition).

## TO DEACTIVATE A DEVICE

1. On main screen, tap on devices.
2. Select Device to be deactivated.
3. Tap on Settings, see Fig. 6, #11.
4. Tap Edit button.
5. Tap Deactivate, and confirm you wish to make that change.

**Note:** Deactivated devices will be moved to Inactive Device menu and you will not be charged for device any longer if you have a Basic or Premium subscription. Deactivated devices cannot post new data.

## TO REACTIVATE A DEVICE

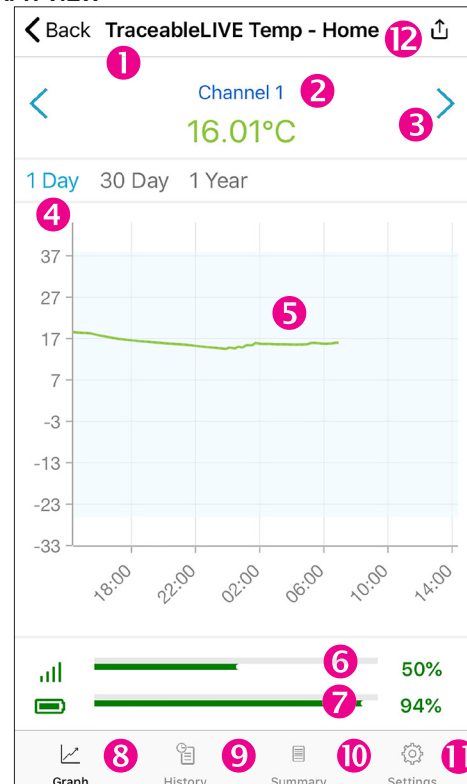
1. Tap on Inactive Devices.
2. Select Device to be reactivated.
3. Tap on Settings, see Fig. 6, #11.
4. Tap Activate button.

**Note:** Reactivated devices will be moved to Device menu and you will be charged if you have a Basic or Premium subscription.

## VIEWING DEVICE DATA (MOBILE)

Start by tapping on a device from device list, under Devices menu, select the channel you wish to view, see Fig. 6, #2.

FIG. 6 GRAPH VIEW

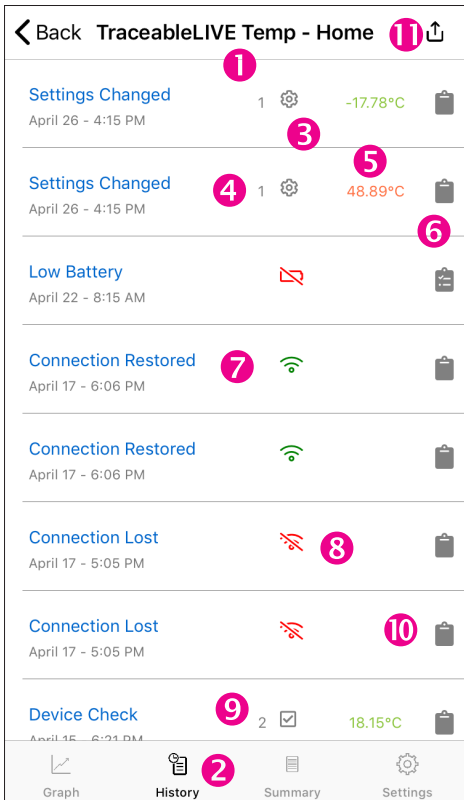


1. Device name.
2. Indicates current channel readings (green indicates readings are within alarm parameters; red indicates an alarm condition).
3. Tap to scroll through a device's channels. If "- - °" appears, probe has been disconnected or damaged, or is out of range.
4. Unit of time. Tap time period (on mobile) or click (web) to select period to view. When time is blue; it is selected, when gray, it is not selected.
5. Graph illustrating data readings over time.
6. WiFi signal strength.

# VIEW DEVICE DATA -MOBILE (continued)

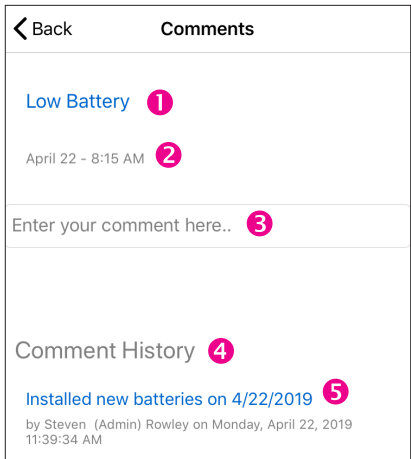
- 7. Battery status.
- 8. Graph Panel View.
- 9. History Panel View, see Fig. 6, #9.
- 10. Summary Panel View, see Fig. 6, #10.
- 11. Settings Panel View, see Fig. 6, #11.
- 12. Generate a Report, see page 10.

FIG. 7 HISTORY VIEW



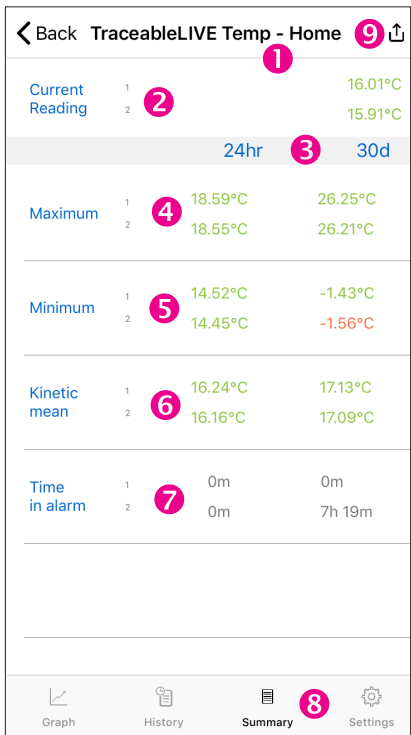
- 1. Device name.
- 2. Indicates Event History interface is being viewed.
- 3. Settings Changed event.
- 4. Indicates which channel an event or setting change occurred.
- 5. Setting change information or alarm threshold information.
- 6. Event Comment button (user may leave a comment about an event).
- 7. Date and time when unit regained connectivity.
- 8. Connection Lost Event.
- 9. Device check event including date/time of check and reading at time of check.
- 10. A solid gray clipboard indicates no comment has been added.
- 11. Reports section; see Reports page 10.

FIG. 8 COMMENT INTERFACE



- Tap to leave a comment regarding an alarm event, setting change, or connectivity event, see Fig. 7, #10
- 1. Event description.
  - 2. Date and time event occurred.
  - 3. Comment field. Tap here to start typing comment.
  - 4. Comments History—an unlimited about of comments may be left per single event.
  - 5. Comment description—Example: an alarm parameter has been changed, the description details when and by whom a setting was changed.

FIG. 9 SUMMARY DATA VIEW



- 1. Device Name.
- 2. Device Channel and corresponding current readings (green indicates readings are within alarm parameters; red indicates an alarm condition).
- 3. Indicates conditions in a 24-hour and 30-day period.
- 4. Maximum readings that have occurred on each channel, within 24 hours and 30 days.

# VIEW DEVICE DATA –MOBILE (continued)

5. Minimum readings recorded on each channel within 24 hours and 30 days.
6. Kinetic mean data (temperature only) calculated on each channel, within 24 hours & 30 days. Example: Mean kinetic temperature (MKT) is a simplified expression of overall effect of temperature fluctuations during storage of perishable goods.
7. Time in alarm indicates time unit was reading outside selected alarm parameters.
8. Indicates Summary Data interface is viewed.
9. Links to Reports sections, **see Reports, page 10.**

**FIG. 10 SETTINGS VIEW**

TraceableLIVE Temp - Home

**DEVICE**  
TraceableLIVE Temp - Home

**LOCATION**  
Home - Basement

**DESCRIPTION**  
Basement Temperature

**SERIAL NO.**  
170778435

**CHANNEL ALIAS**  
Channel 1 sensor1  
Channel 2 sensor2

**PREDECESSOR DEVICE**  
None

**ALARM SETTINGS**

	LOW	HIGH
Channel 1	-26.11°C	38°C
Channel 2	4°C	38°C

**LOGGING INTERVAL**  
5min

Edit

1. Device name.
2. Device Location.
3. Device Description.
4. Device serial number.
5. Channel Alias, each sensor may be labeled.
6. Select a predecessor device to link data from another unit which has become inactive.
7. High/Low alarm settings per channel.
8. Logging interval. Increments in 5, 10, 15, 30 mins.
9. Edit button, use this button to change device name, location, description, alarm settings, logging interval, predecessor device, or altitude. TO CHANGE SELECT EDIT.

**Note:** Changing logging interval impacts battery life.

10. Links to Reports section, **see Reports, page 10.**

# VIEW DEVICE DATA –WEB

## VIEWING DEVICE DATA (WEB)

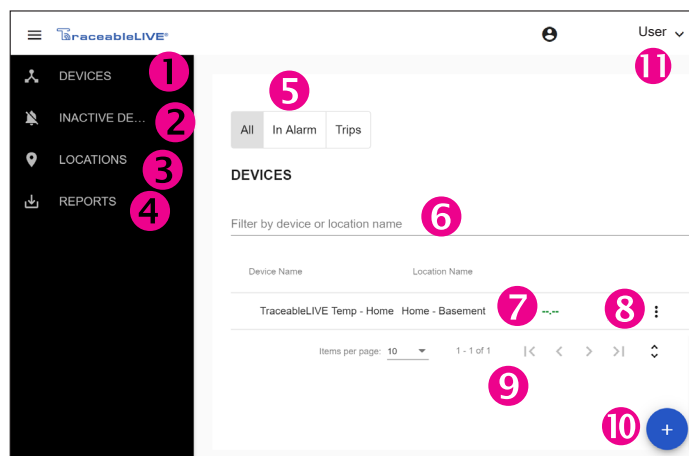
**FIG. 11 MAIN MENU**



### MAIN MENU

1. Devices (to view all active Devices on your account).
2. Inactive Devices (to view inactive Devices).
3. Locations Menu (to view locations).
4. Reports (to view generated reports).
5. Click to view Account settings, View your profile, and sign out.

**FIG. 12 DEVICE MAIN SCREEN (WEB)**



1. View current devices.
2. View inactive devices.
3. View locations associated with your account, **see Locations, page 6.**
4. Create reports.
5. Toggle to view devices, either all devices, devices in alarm, or TraceableGO Bluetooth device trips.
6. Device filter by location or description.
7. Location name and device information.
8. Click to edit a device, deactivate a device, or create a report.
9. Use to view more devices or enlarge page size.
10. Add a device.
11. Username, view account settings, profile information, or sign out.

### IN ALARM FILTER

Use "In Alarm" filter at top of window to view devices currently in alarm.

### TRIPS

Associated with TraceableGO products, see **Bluetooth, page 12.**

**FIG. 13** DEVICE DATA (WEB)



1. Device name with time stamp of last update.
2. Data; see Fig. 6, #8.
3. History; see Fig. 6, #9.
4. Summary; see Fig. 6, #10.
5. Settings; see Fig. 6, #11.
6. WiFi signal strength.
7. Battery status.
8. Device serial number.
9. Indicates channel's current reading (green indicates readings are within alarm parameters; red indicates alarm condition). "- - °" indicates probe is disconnected or damaged.
10. Tap to scroll through a device's channels.
11. Indicates graph unit of time. Hover over point to view detail information.
12. Graph data—visual of data trend in timeline.
13. Links to Reports sections, see Reports, page 10.
14. Account settings, view your profile, and sign out.

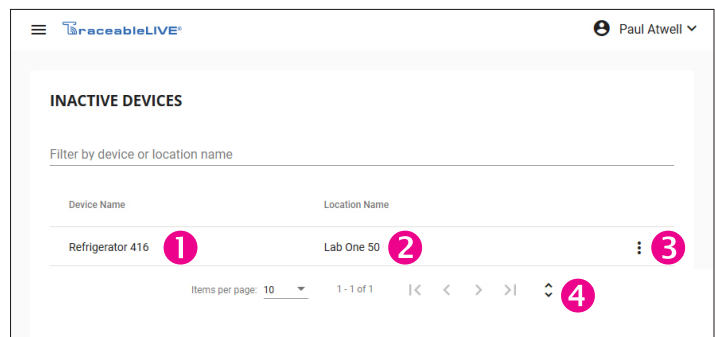
## TO ADD A DEVICE TO AN ACCOUNT (WEB)

1. From menu, Click "Devices".
2. Click "+" at bottom of page, Fig. 12, #10.
3. Review changes, click "Add Device".

**FIG. 13A**

**FOLLOW PROMPTS FOR SETTING UP DEVICE**

**FIG. 14** INACTIVE DEVICES

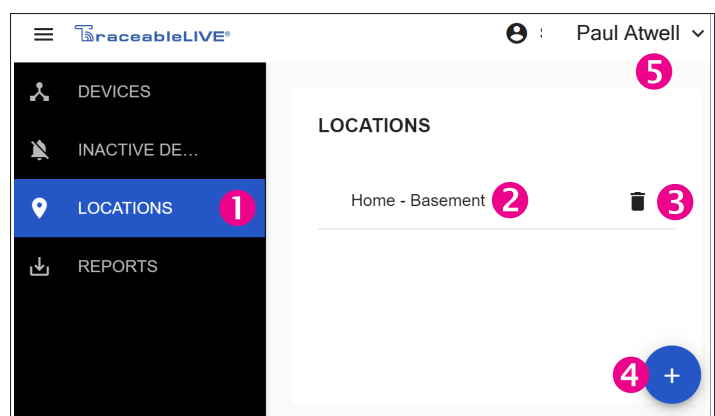


1. Inactive device name.
2. Location of inactive device.
3. Click to reactivate device or download reports.
4. Tap or click to scroll through multiple devices.

**NOTE: DEVICES CANNOT BE DELETED FROM ACCOUNT. TO REMOVE THEM THEY CAN ONLY BE DEACTIVATED.**

## LOCATIONS

**FIG. 15** LOCATIONS MENU



1. View locations associated with your account.
2. Current locations on your account.
3. Tap to delete a location.
4. Tap to ADD a new location.
5. View account settings, view your profile, or sign out.

## TO ADD A NEW LOCATION (ADMIN ONLY)

1. Select Locations, Fig. 15, #11 (web) or Fig. 2, #7 (mobile).
2. Click "+" and complete form.
3. Click "Add Location" to complete.

**Note:** An administrator may add a new location at any time from the Location/All Locations menu.

**Note:** After creating a new location, user preferences must be updated to access/view the new location.

## TO EDIT LOCATION (ADMIN ONLY)

1. Click Locations, Fig. 15, #2 (web) or Fig. 2, #7 (mobile).
2. Select location you would like to edit from menu.
3. Current location information will display.
4. Click "Edit" to change the information, make changes.
5. Then click Save.



# EDIT DEVICE SETTINGS/ADMIN & USERS

**Note:** It may take up to 30 minutes for location change to update across all interfaces.

## TO REMOVE LOCATION (ADMIN ONLY)

1. Click Locations in main menu, **Fig. 15, #3 (web), Fig. 2, #7 (mobile)**.
2. Select location you would like to delete from menu.
3. Click "Trash bin icon" to remove.
4. Follow prompt, if you are sure, click ok.

## TO EDIT DEVICE SETTINGS

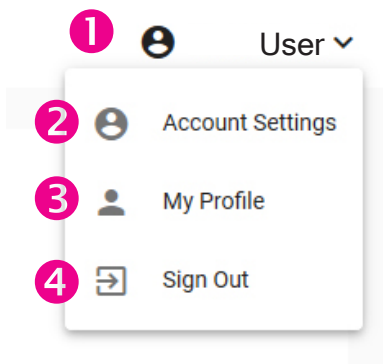
1. Click Devices in main menu.
2. Select device to be edited.
3. Select Settings icon, see **Fig. 16, #1**.
4. Select Edit.
5. Make your edits, and select Update, see **Fig. 16, #2**.

**FIG. 16** EDIT DEVICE SETTINGS

## USERS (WEB)

To Add, View, Edit, or Delete users associated with your account click on User drop down menu.

**FIG. 17**



## USER DROP DOWN MENU

1. Menu drop down and account name.
2. Account Settings, make changes to account including billing, service tier, or company name and more. See **Fig. 17**.

3. My Profile lists permissions, name, email, alert type, °F/°C selection, and update your accounts password.
4. Sign out of TraceableLIVE.

## Admin Permissions:

1. Create, edit or delete locations.
2. Create, edit or delete devices.
3. Create, edit, or delete users.
4. Generate Reports.

## User Permissions:

1. View device settings and data.
2. Edit personal information, such as e-mail, phone, etc.
3. Generate reports.

## ACCOUNT DETAILS MENU BUTTON (WEB)

Use Account Settings view to edit account information.

**FIG. 18**

## ACCOUNT SETTINGS

1. Account Settings.
2. Account Users.
3. View or replace payment account information.
4. Save Company name.
5. Subscription type, see page 2.
6. Subscription term, see page 2.
7. Add-Ons (additional charges may apply, free for Premium tier).



# USERS (continued)

**FIG. 19** USER ACCOUNT SETTINGS

TraceableLIVE® Software Developer

MY ACCOUNT

Settings 2 Account Users 3 Payment 4

Filter: All 1

Developer, Software Admin 5

Rowley, Steven (Admin) 6

Rowley, Steven (User)

7 +

## ACCOUNT USERS (ADMIN ONLY)

1. Dropdown filter menu – view admin or users.
2. View current settings for account.
3. View account users listed under account.
4. View payment information for account.
5. Name of user to edit preferences, permissions.
6. Remove user from account.
7. Add User
8. Current user name and settings.

**FIG. 20** ADD USERS

Add User

Role 1

☒ User ☐ Admin

User Information 2

First Name \* Last Name \*

John Doe

Email \*

john.doe@coleparmer.com 3

Country Code Phone Number

United States +1 (333)-867-5309 4

Alerts

☐ Email ☒ Push ☒ SMS 5

Password

Password Password Confirmation

6

7

Add User

## ACCOUNT USER MENU

1. Designated role
2. User name
3. User email
4. User phone number
5. Alerts. **Note:** Alert method availability depends on service agreement.

6. Change password.
7. Add user/update user.

**Note:** Under each user: e-mail, password, phone, locations, desired alert method, and unit of measure, are ALL editable.

## TO ADD A USER (ADMIN ONLY)

1. Select Menu button.
2. Click on Admin & Users, Fig. 2, #8.
3. Select "+" Fig. 19, #7.
4. Enter user settings, then click "Add".

## TO VIEW USER PROFILE

1. Select Menu button.
2. Click on Users, Fig. 2, #8.
3. Select a User.

## TO EDIT A USER

1. Select Menu button.
2. From Users menu, Fig. 2, #8. Select a user you wish to edit (admin) or click on your name to edit.
3. Click on user to edit, Fig. 19, #5.
4. Change desired information.
5. Click "Save".

## TO REMOVE A USER (ADMIN ONLY)

1. Select Menu button.
2. From Users Panel, Fig. 2, #8. Select user to delete.
3. Click trash icon Fig. 19, #5.
4. Then click Delete at the bottom of page.

## TO SWITCH UNIT OF MEASURE

1. Select Menu button.
2. From Users menu, Fig. 2, #8, click user to edit, Fig. 19, #5.
3. Select unit of measure.
4. Click "Save."

**Note:** Switching unit of measure on mobile or web, will NOT change unit of measure displayed on device.

# PAYMENT & REPORTS

FIG. 21 PAYMENT

Payment Information\*

Your account will only be charged after devices or services have been added.

Card Number

Card Type

VISA

DISCOVER

Expiration Date

- Select One -

- Select One -

CVV

Cardholder Name

Address 1

Address 2

City

State

Postal Code

Country

- Select One -

Contact Phone Number

Email Address

Required Field

Save Payment Info

TO VIEW PAYMENT INFO (WEB/ADMIN ONLY)

- 1. From main screen, click Menu button, Fig. 1, #1, click on Account Details.
- 2. Click on Payment button.
- 3. Last four digits of CC billed, Card holder, and Billing address will be listed.

TO CHANGE PAYMENT INFO (WEB/ADMIN ONLY)

- 1. Select Menu button, Fig. 1, #1, click on Account Details.
- 2. Click Payment.
- 3. Click Replace.
- 4. Complete form with new Credit Card info, Fig. 21.

FIG. 22 GENERATE REPORTS

REPORT

Location 1

All Locations

Device\* 2

Select one or more devices

Device is required

Date Range\* 3

Day

Month

Year

Custom Range 4

Report Format\*

PDF

CSV

Secured PDF

VFC 5

Report Type\*

Select report type \* 6

Information

Email To \*

dev@coleparmer.com 7

8


Generate Report

- 1. Location name (select from list of available locations)
- 2. Device name (select from list of devices)
- 3. Date range (time period desired to run report)
- 4. For a custom range, set a start/end date range.
- 5. Report Format, select what file type is desired. Choose from either PDF, CSV, VFC or secured PDF (creates password protected file)
- 6. Drop down menu displaying the four types of data summaries. Click to select; a green check should appear.
- 7. E-mail(s) to which you wish to send report.
- 8. Generate report button.


**Note:** When selecting types of data, select as many or as few report types as you wish. To send reports to multiple e-mail addresses, separate e-mail addresses by semicolon.

## MONITORING REPORTS

TO GENERATE REPORT (MOBILE)

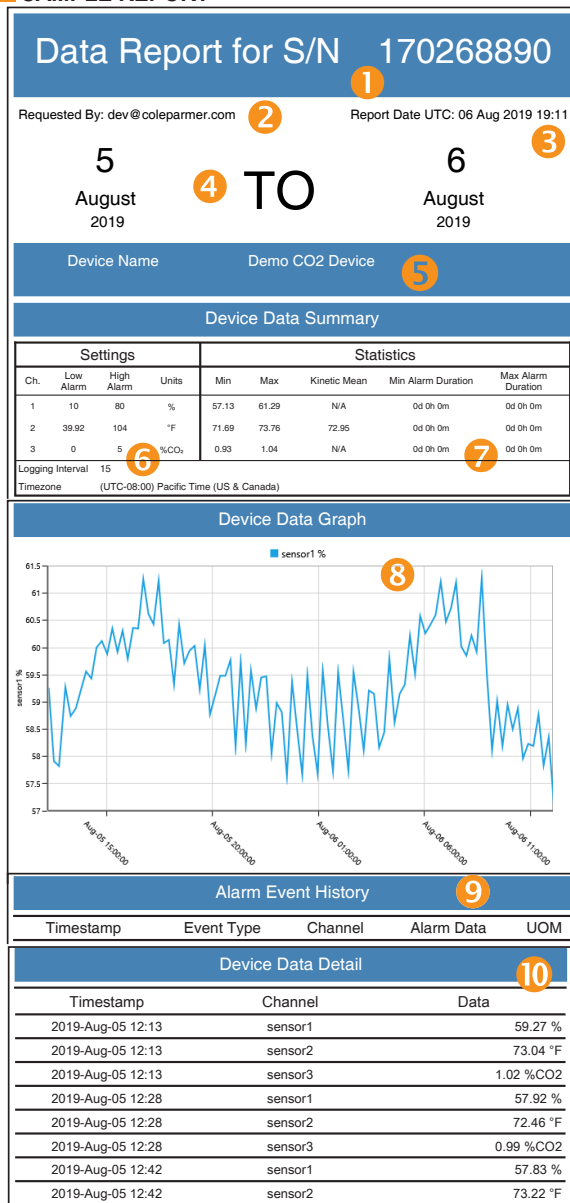
- 1. Option 1: See Fig. 6, #12: tap any panel in the Devices section on  to get to Reports. Complete form and tap, "Generate Report" Fig. 22, #8.
- 2. Option 2: See Fig. 12, #4, tap on Reports. Complete form and tap, "Generate Report" Fig. 22, #8.

TO GENERATE REPORT (WEB)

- 1. Option 1: Select Menu button, click on Locations. Select device, Fig. 12. Then on any of the four device views click on  to get to Reports section. Complete form and click on "Send".
- 2. Option 2: Select Menu button, Click on Reports, Fig. 2, #9. Complete form and click on "Send".

# REPORTS (continued)

FIG. 23 SAMPLE REPORT



1. Report title for serial number of product.
2. Report requested by username.
3. Date/time of report generation.
4. Report date/time range.
5. Device description and location information.
6. Current device settings.
7. Overall summary of device data and statistics.
8. Device data graph (shows data in line graph format).
9. Alarm event history (shows time/date and duration of every Alarm out and Alarm event).
10. Data device detail (shows detailed dated reading information).

# BLUETOOTH DEVICES



## ADD A TRACEABLEGO DEVICE TO TRACEABLELIVE ACCOUNT

- Set up TraceableLIVE account at [traceablelive.com](https://traceablelive.com)
- Edit Account settings to include TraceableGO, see Fig. 18, #7.
- Download TraceableLIVE mobile app.

FIG. 25

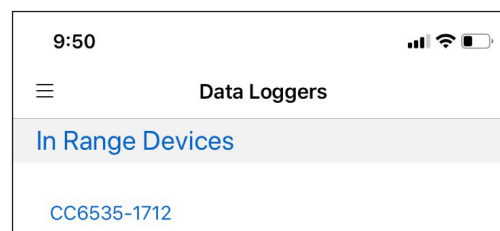
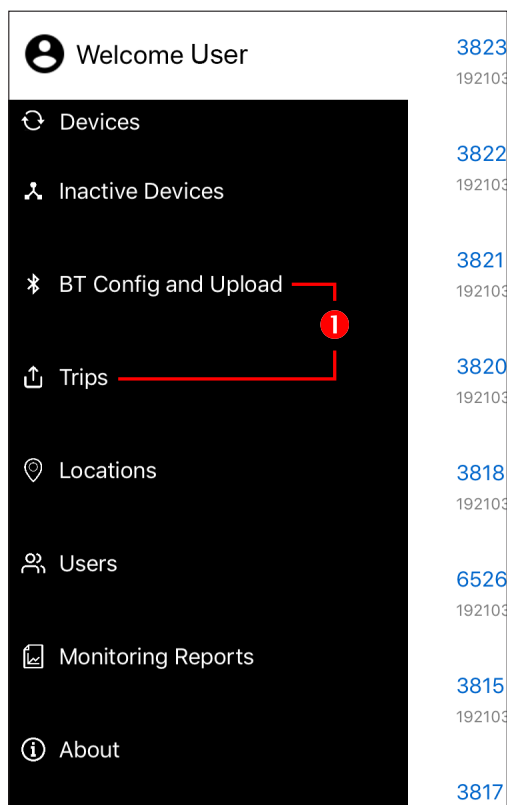


FIG. 24 BLUETOOTH MENU OPTIONS



5. Tap on your device to download data or configure device.

**SEE TRACEABLEGO  
INSTRUCTIONS FOR MORE  
INFORMATION.**

1. Tap BT Config and Upload to add a TraceableGO Bluetooth device.  
**NOTE:** Bluetooth must be enabled on your mobile device.
2. On your TraceableGO device, double-tap Start/Stop button to enable the Bluetooth transmitter.
3. Any TraceableGO device in range and with their bluetooth transmitter enabled will appear under In Range Devices.

4.

## WARRANTY, SERVICE, OR RECALIBRATION

For warranty, service, or recalibration, contact:

### TRACEABLE® PRODUCTS

12554 Old Galveston Rd. Suite B230 • Webster, Texas 77598 USA

Ph. 281 482-1714 • Fax 281 482-9448

E-mail [support@traceable.com](mailto:support@traceable.com) • [www.traceable.com](http://www.traceable.com)

Traceable® Products is ISO 9001:2015 Quality-Certified by DNV and ISO/IEC 17025:2015 accredited as a Calibration Laboratory by A2LA.