

# **Real Time Tracking System (RTTS) Help**

## **1. Master Unit**

### **1.1 Power on the Master Unit**

1. To power on the Master Unit, you must first flip open the front door.



- 2.
3. Then, locate the power switch on the front of the Master Unit.



- 4.
5. When the switch is located to the left, the Master Unit is in the On position and when the switch is located to the right, the Master Unit is off.

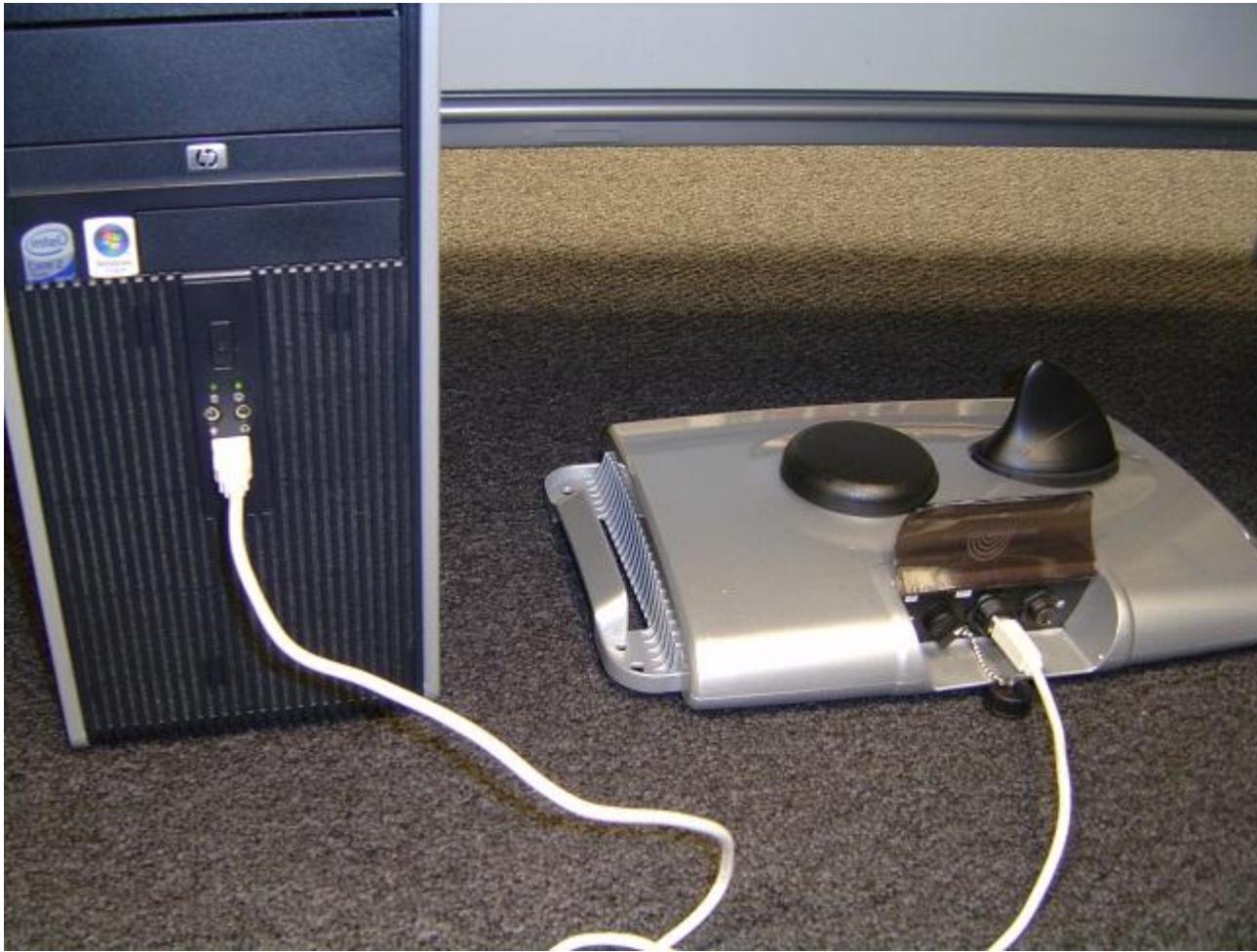


6.

## 1.2 Connect Master Unit to Computer

1. To connect the Master Unit to the computer, please make sure that the [Master Unit is powered on](#). After the Master Unit is powered on, you must connect the USB cable from the Master Unit to the computer.

2.



### 1.3 Charging the Master Unit

1. To charge the master unit, plug the supplied AC adaptor into a wall socket.
2. Connect the other end to the master unit. When the master unit is charging, the right LED will become red to show that it is currently pulling a charge.



- 3.
4. To fully charge a completely drained battery the master unit must be plugged in for 8 to 10 hours. At which time, the charging LED will turn from red to green. If the charger remains connected for around the next 2.5 hours, the green LED will turn off.



5.



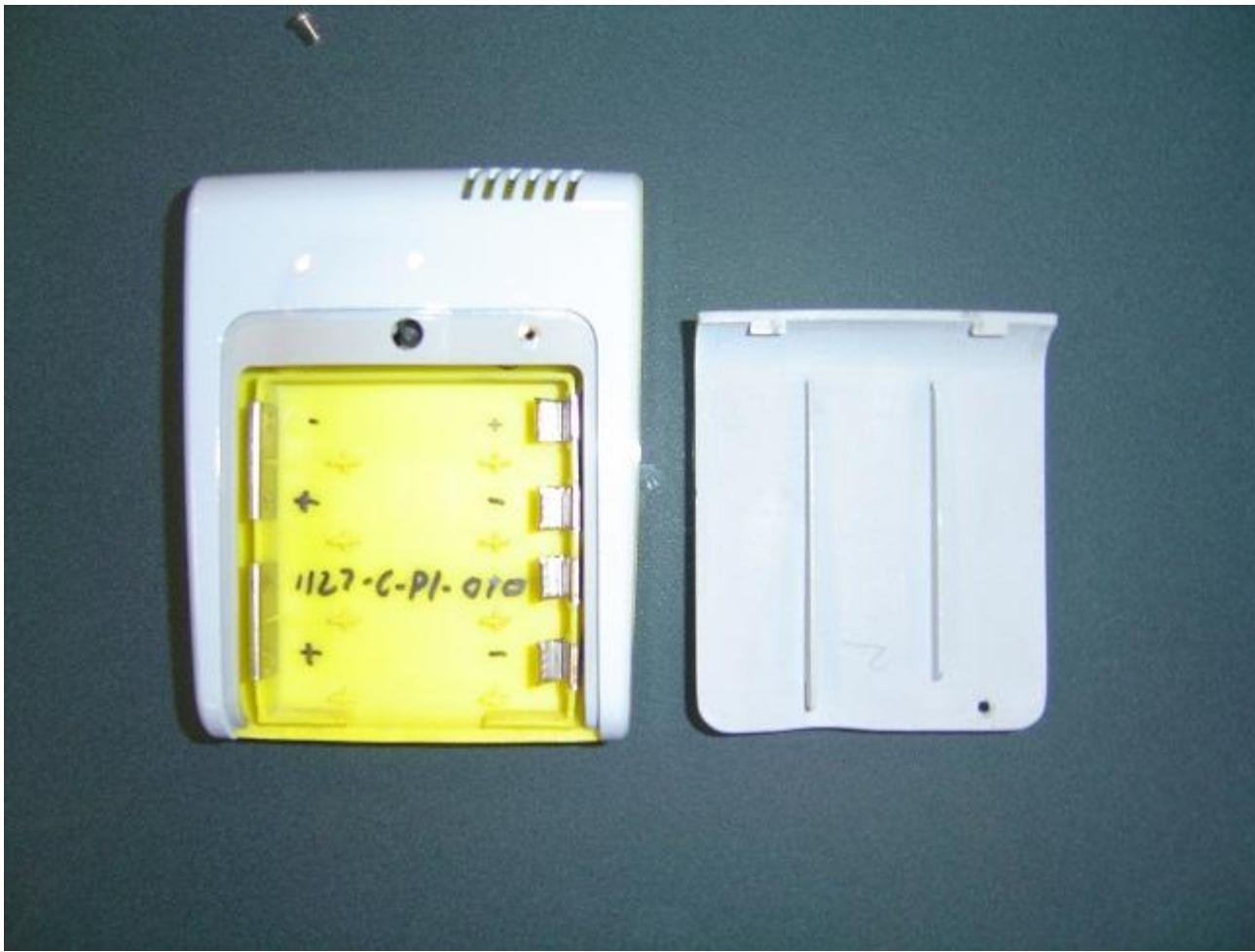
- 6.
7. Charging environment for the master unit:  
Charging Temperature must stay within 0 to 40 C (32 to 104 F)
  - Protection circuit will activate to terminate charging if charging temperature falls outside the range identified aboveDue to the battery, the Master Unit's operating and storage temperature will be limited to -20 to 50 C (-4 to 122 F)

## 2. Tags

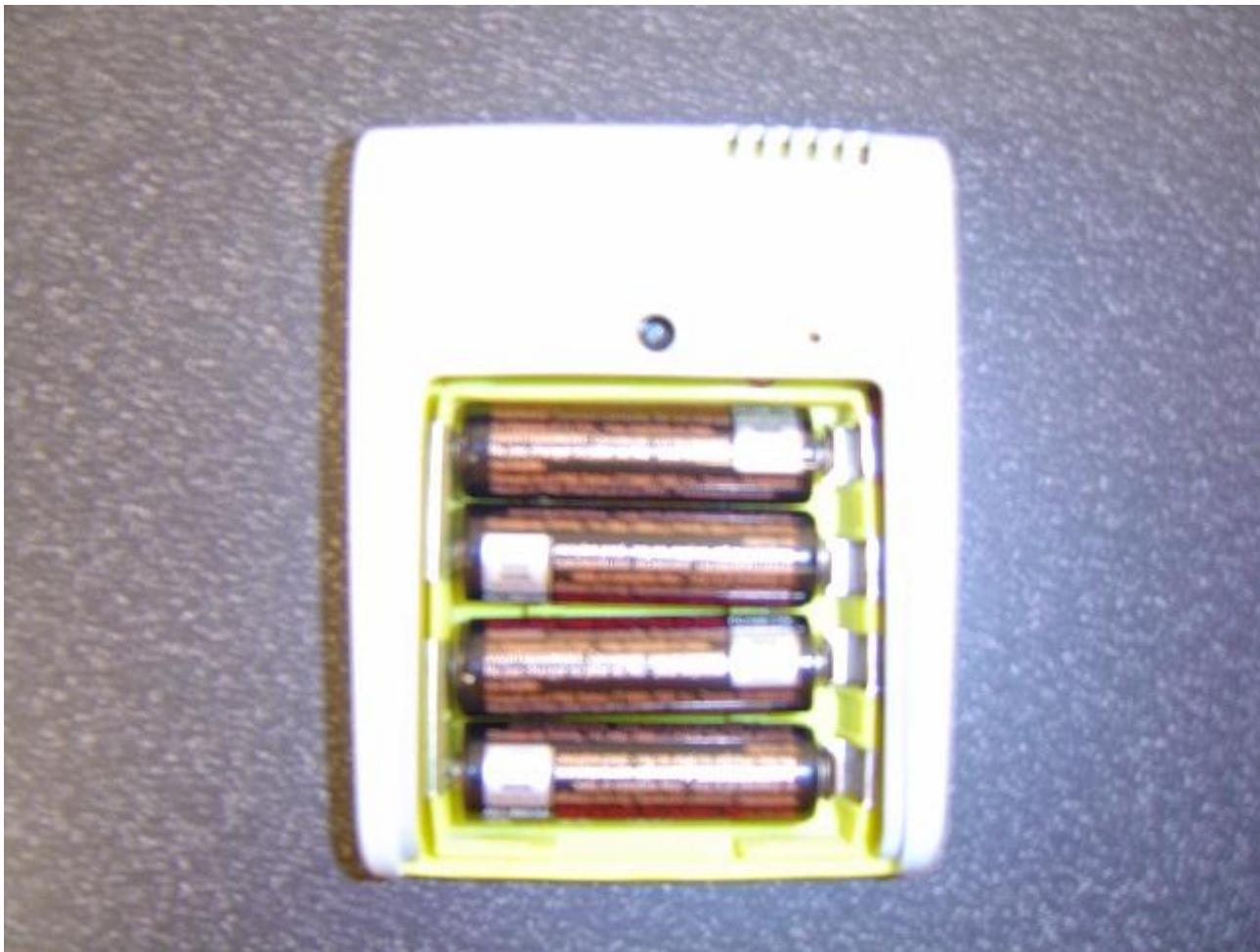
### 2.1 Input Batteries into a Tag



- 1.
2. Open up the Tag housing to expose the battery compartment.



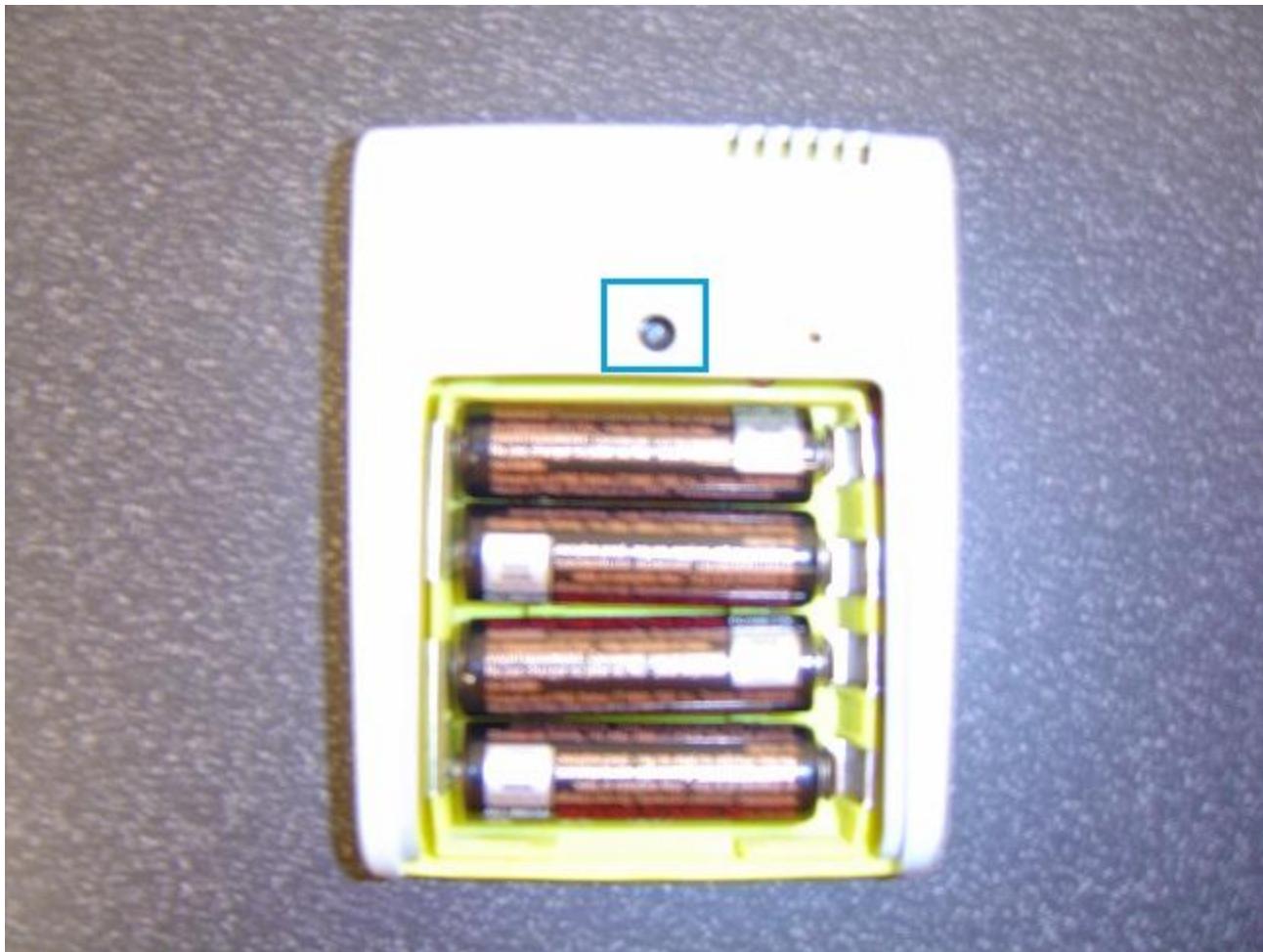
- 3.
4. After the battery cover is removed, put the batteries in the compartment as the diagram on the tag illustrates.



- 5.
6. After the batteries are in the tag, hit the reset button on the tag to clear the tag.

## 2.2 Reset a Tag

1. After the [batteries are put in the Tag](#), the Tag must be reset in order to be paired.
2. To reset a tag, click the reset button located at the top of the tag.



- 3.
4. After the tag has been reset, replace the battery cover.

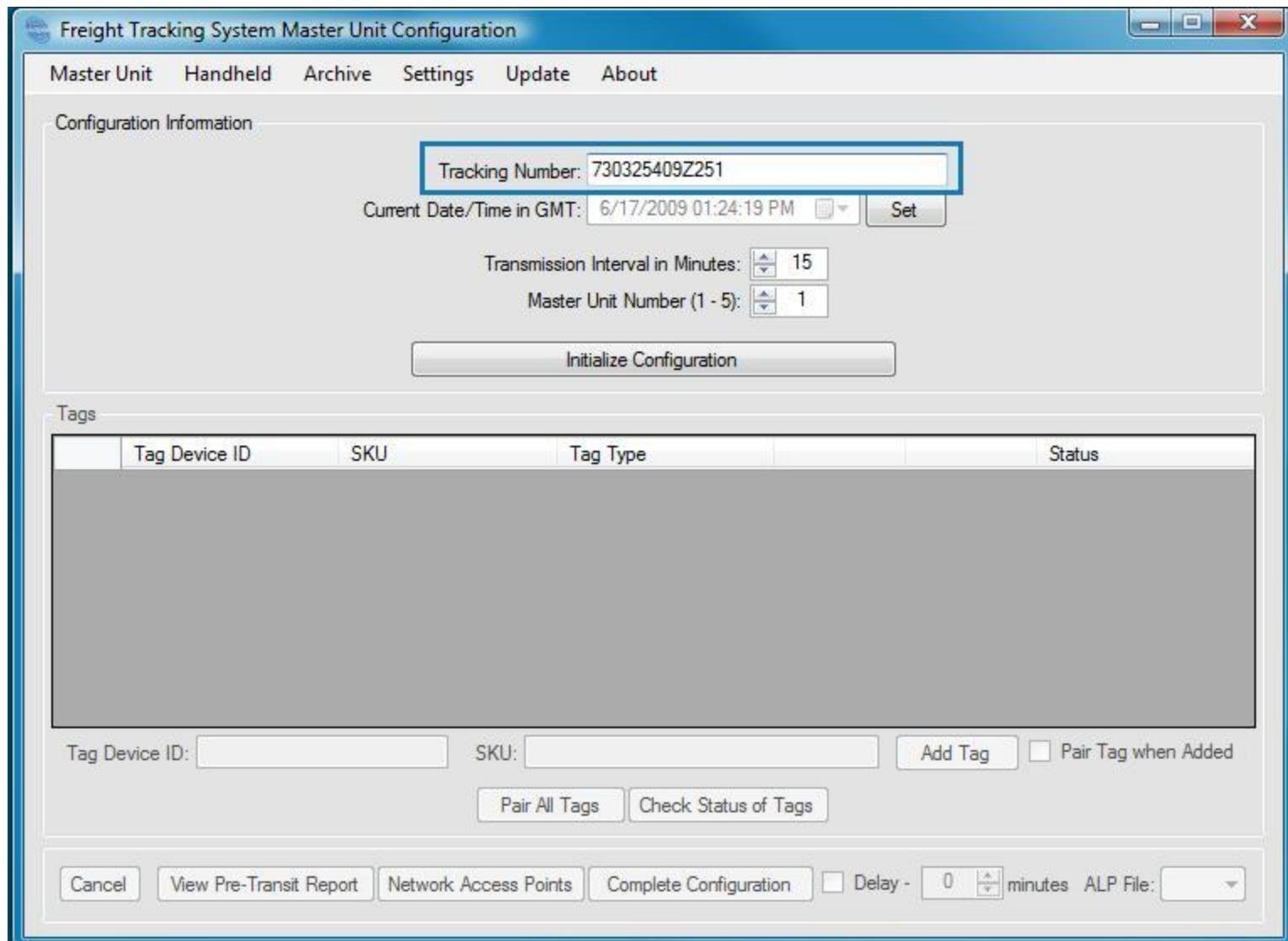


### **3. Configuring a Shipment**

#### **3.1 Configuration Application**

##### **3.1.1 Initialize a Master Unit**

1. Enter in a tracking number.



- 2.
3. If the time is incorrect, you can use the Set button located next to the time to adjust the time. However, since the program uses the computer's date and time, it is strongly suggested that you adjust your computer's date and time. The next time that you open the program up, the time will be adjusted automatically. For more information on how to adjust the date/time for your computer, please visit the following links: [Windows XP](#) or [Windows Vista](#).

4. To set the Transmission Interval, either type the value into the text box (in minutes) or use the up/down arrows on the left side of the text box. The value must be between 15 and 120. (Between 15 minutes and 2 hours.)

Tracking Number: 730325409Z251

Current Date/Time in GMT: 4/29/2009 05:44:24 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

- 5.
6. The next value that you must set is the Master Unit Number. If you are going to only have one master unit on this shipment, then this can be left as 1, however, if you are going to have multiple master units on a shipment, each master unit must have its own unique number.
7. After you have setup all the information for the shipment, you can then click the Initialize Configuration button to start the configuration process.

Tracking Number: 730325409Z251

Current Date/Time in GMT: 4/29/2009 05:44:24 PM

Transmission Interval in Minutes:

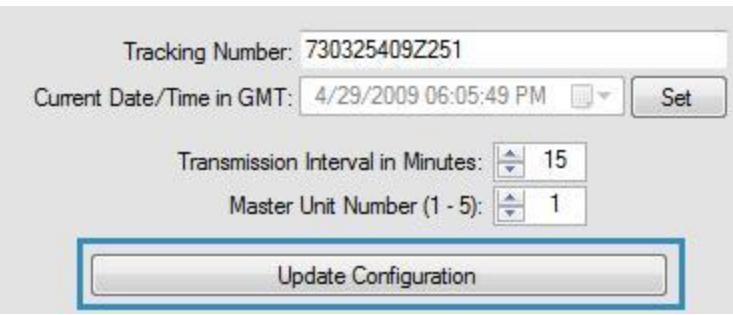
Master Unit Number (1 - 5):

- 8.

### 3.1.2 Update Configuration

1. After you have [initialized a Master Unit](#), you can then modify any of the fields that you initialized the master unit with. This includes Tracking Number, Current Date/Time, Transmission Interval and Master Unit number.
2. Simply change any of the values and click the Update Configuration button to update the information on the Master Unit.

3.



Tracking Number: 730325409Z251

Current Date/Time in GMT: 4/29/2009 06:05:49 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

### 3.1.3 Set the Delay

1. After you have [initialized a Master Unit](#), before you complete the configuration, you can add a delay to the master unit. A delay is a specified time interval that the master unit will not transmit information for.
2. To add a delay, check the check box next to the delay. After you have checked it, you can add a numeric value (From 1 minute to 999 minutes) to the text box. In the example below, we have added a 25 minute delay to the master unit.

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 6/16/2009 08:53:45 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type	Status

Tag Device ID:  SKU:    Pair Tag when Added

Delay -   ALP File:

3.

### 3.1.4 ALP File

1. To choose which ALP file to use for your shipment, select the ALP file drop down located in the lower right of the configuration application. The ALP File is available in 7, 10 and 14 days. You should choose which ALP file is closest to the number of days that the shipment is going to be active.

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 6/16/2009 09:02:45 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type	Status

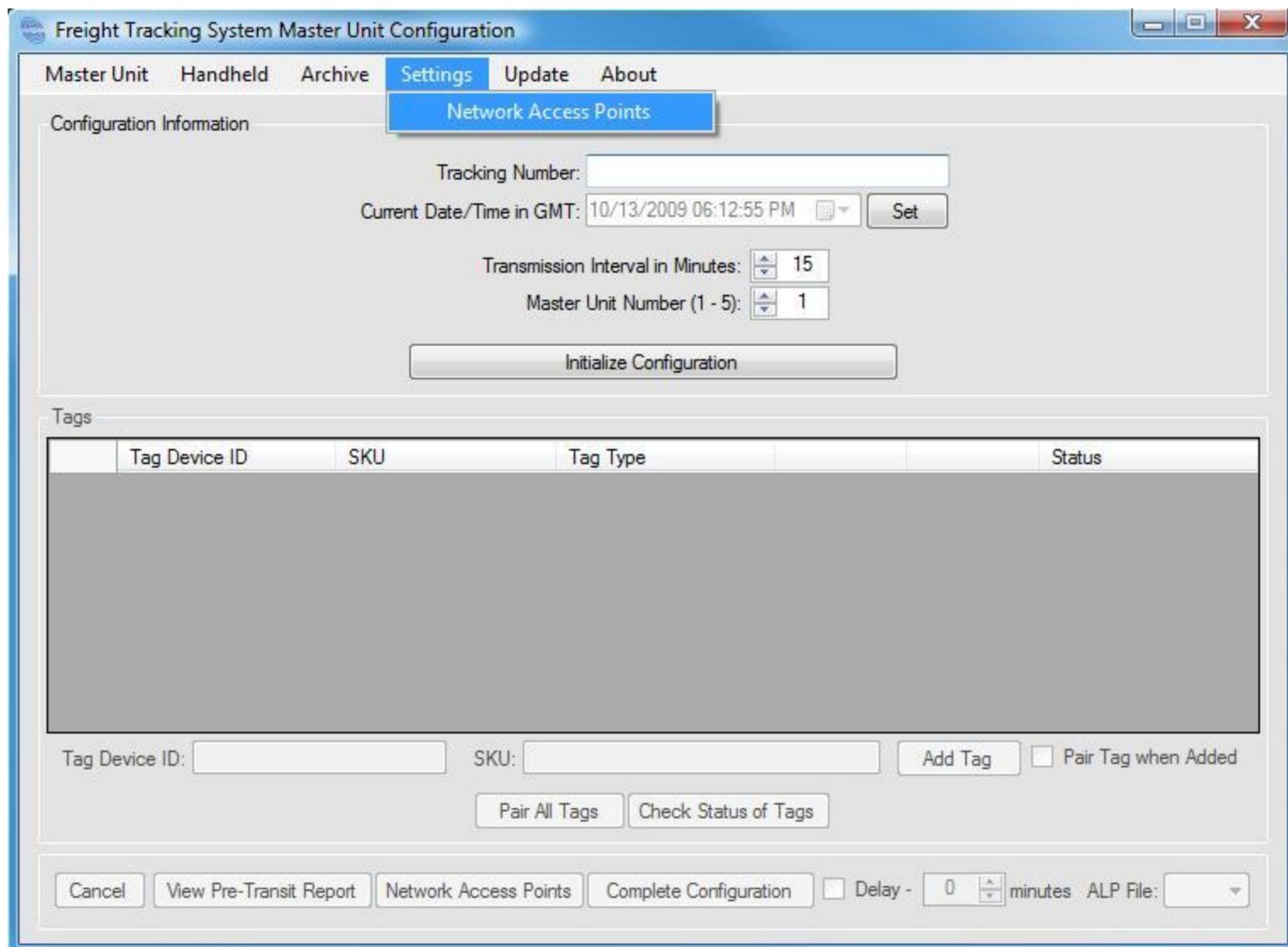
Tag Device ID:  SKU:    Pair Tag when Added

Delay - 25  ALP File:

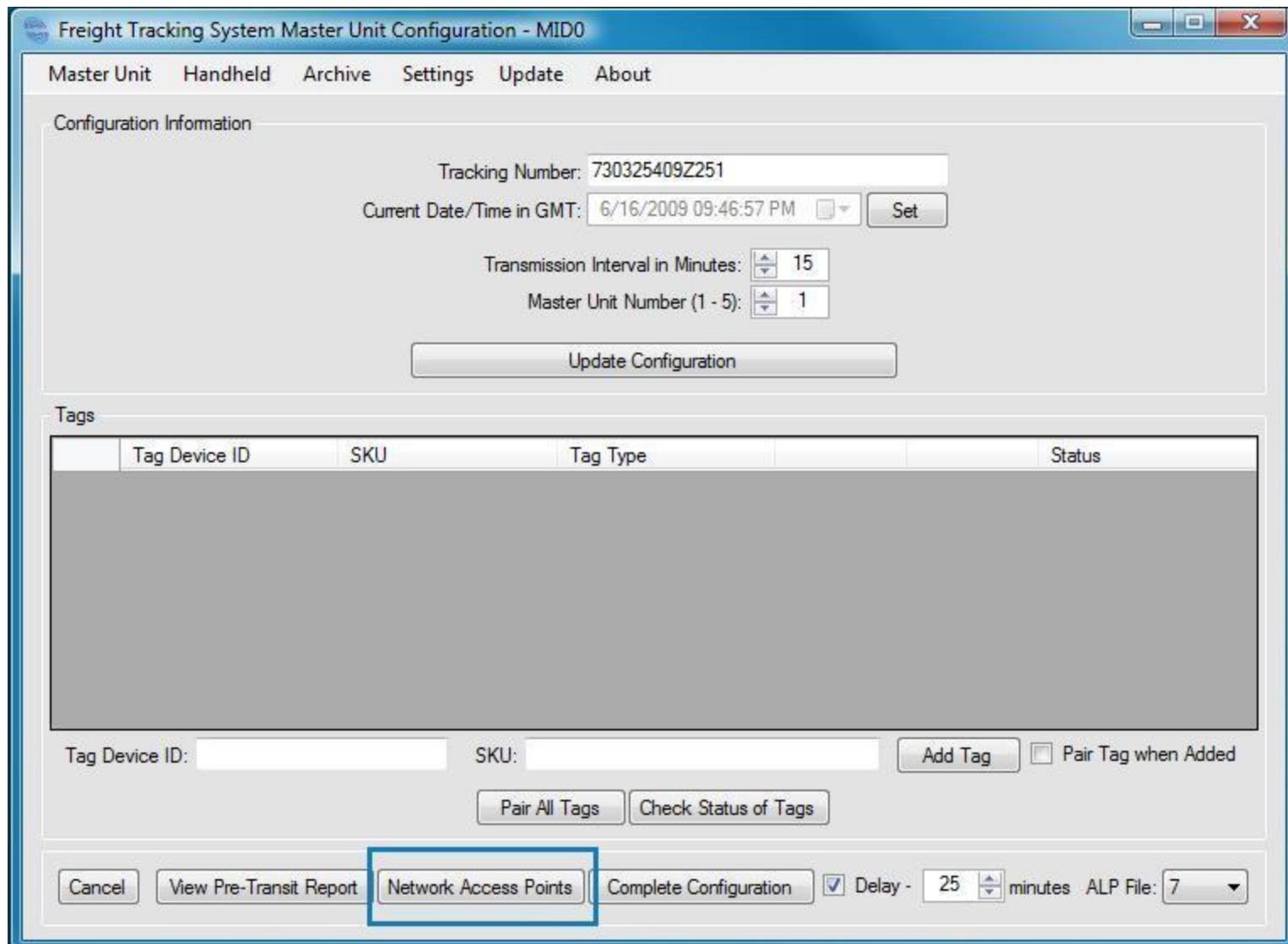
2.

### **3.1.5 Network Access Points**

1. To add network access points when a shipment is not currently being configured, select the Settings menu and then select the Network Access Points menu option.



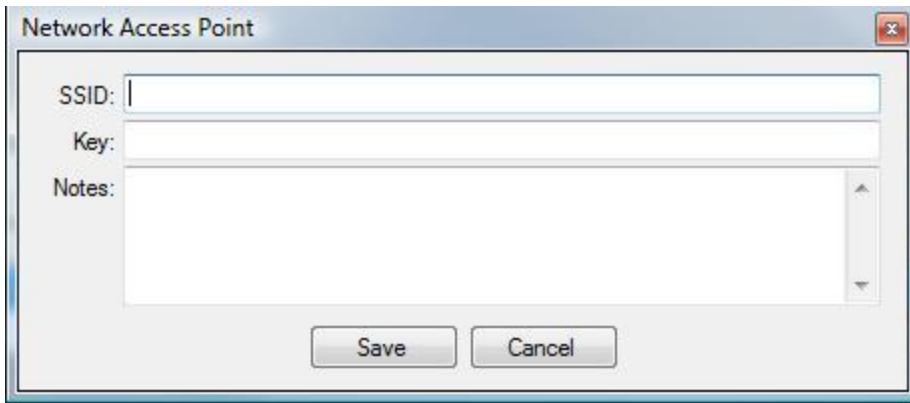
- 2.
3. To select the network access points while a shipment is in the process of being configured, use the Network Access Points button located near the bottom of the screen.



- 4.
5. This will load any saved network access points that you have already entered.

Other Location's Access Points		
	SSID	Notes
▶	NETGEAR	
My Location's Access Points		
	SSID	Key
▶	LINKSYS	p@ssw0rd
	WAREHOUSE	3x@ampl3
<a href="#">Add...</a> <a href="#">Edit...</a> <a href="#">Delete...</a>		
<a href="#">Save</a> <a href="#">Cancel</a>		

- 6.
7. To add any access points, use the Add button. This will bring up a screen that will allow you to enter in the required information.



- 8.
9. After you have entered in the SSID and the key, you will be able to save this network access point for use in a later shipment.
10. To edit a network access point, select the row by clicking the row header to the left of the network access point.

Network Access Points			
Other Location's Access Points			
	SSID	Notes	
▶	NETGEAR	WEP OPEN	
My Location's Access Points			
	SSID	Key	Notes
▶	.LINKSYS	p@ssw0rd	This is the router for the office in Washington D.C.
	WAREHOUSE	3x@ampl3	Warehouse in NYC

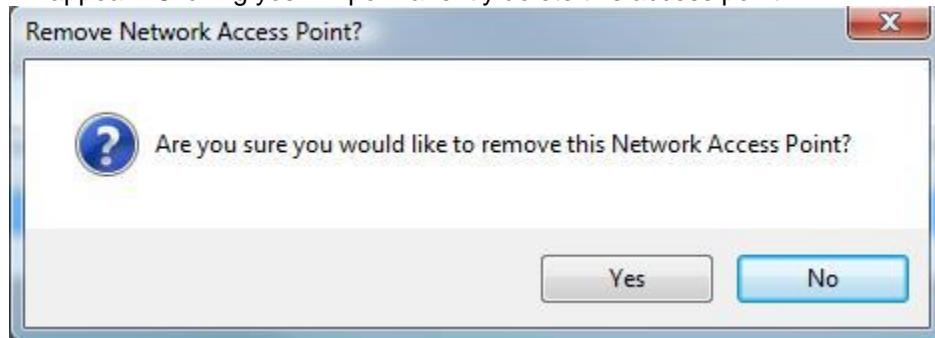
Add... Edit... Delete...

Save Cancel

11.

12. After you have selected which network access point you would like to edit, click the Edit button. A screen similar to step #8 will appear and allow you to edit the information.

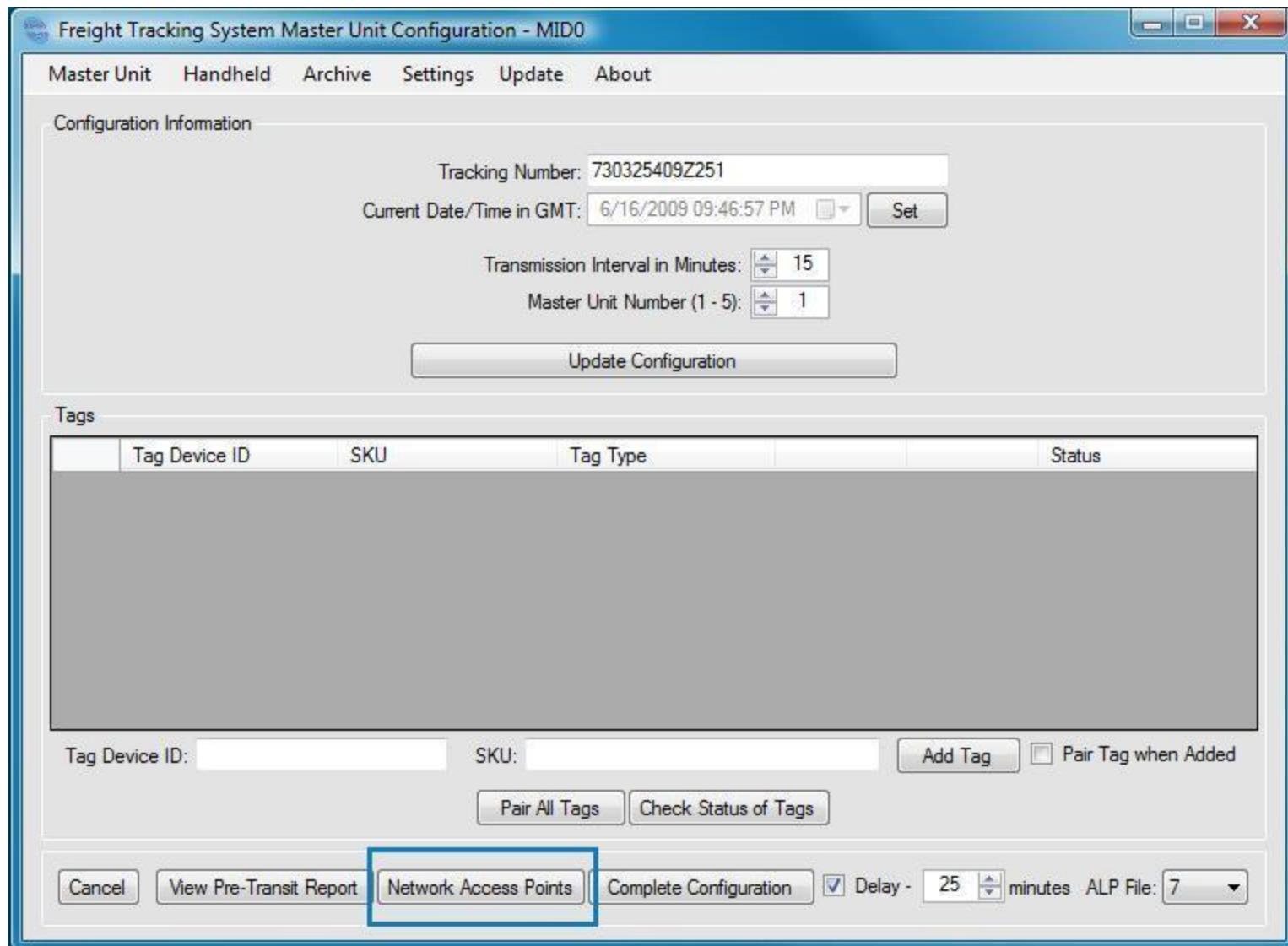
13. To delete a network access point, select the network access point as you did in step #11 and click the Delete button. A confirmation box will appear. Clicking yes will permanently delete this access point.



14.

### **3.1.6 Select a Network Access Point**

1. To select a network access point to be used on a shipment, click the Network Access Points button located near the bottom of the screen.

2. 

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 6/16/2009 09:46:57 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

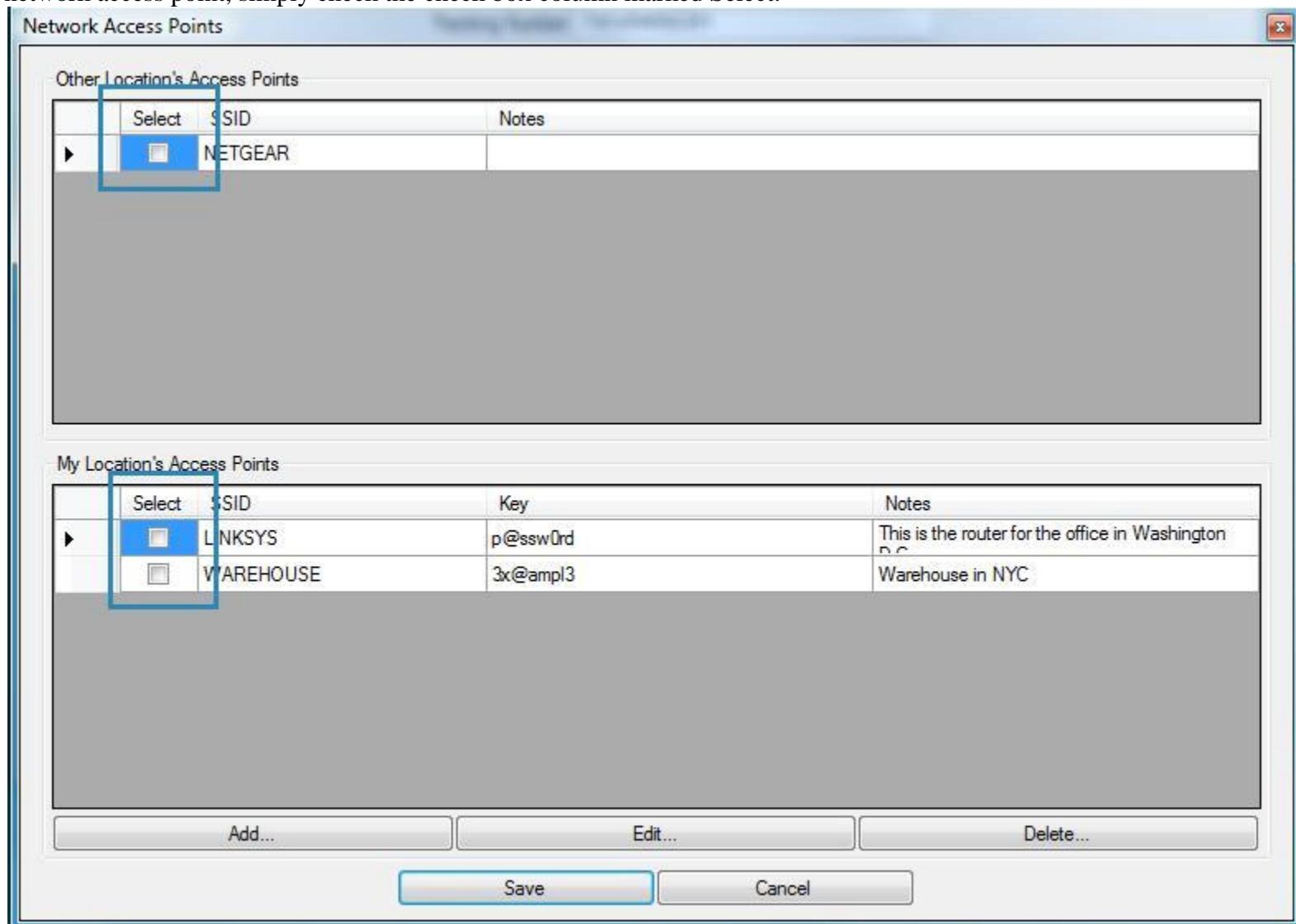
Tags

	Tag Device ID	SKU	Tag Type	Status

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 25  ALP File: 7

3. This will open a screen that will allow you to select which access points you would like to use on this shipment. To select a network access point, simply check the check box column marked Select.



4.

5. After you have selected which network access points to add to the Master Unit, simply click the Add button and those network access points will be added to the Master Unit.

### **3.1.7 Load Configuration**

1. To load a configuration from a Master Unit, you must first [power on the Master Unit](#) and then [connect the Master Unit to computer](#). After the Master Unit is turned on and connected, select the Master Unit menu item from the top left corner of the application.

2.

Freight Tracking System Master Unit Configuration

Master Unit   Handheld   Archive   Settings   Update   About

Configuration Information

Tracking Number:

Current Date/Time in GMT: 4/29/2009 02:34:15 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

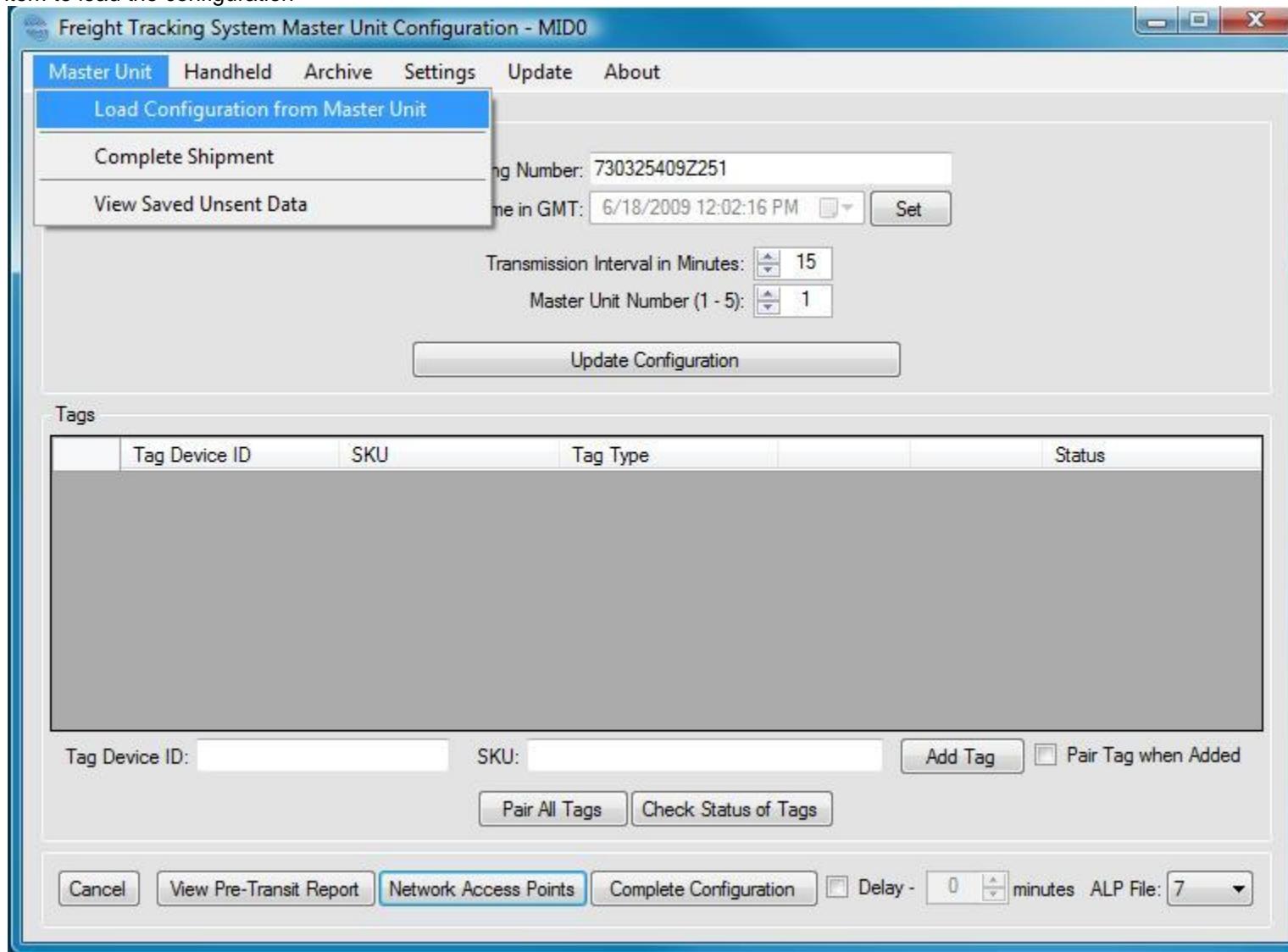
Tags

Tag Device ID	SKU	Tag Type	Status

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 0  ALP File:

3. After you have selected the Master Unit menu item, the menu will drop down. Then select the Load Configuration from Master Unit menu item to load the configuration

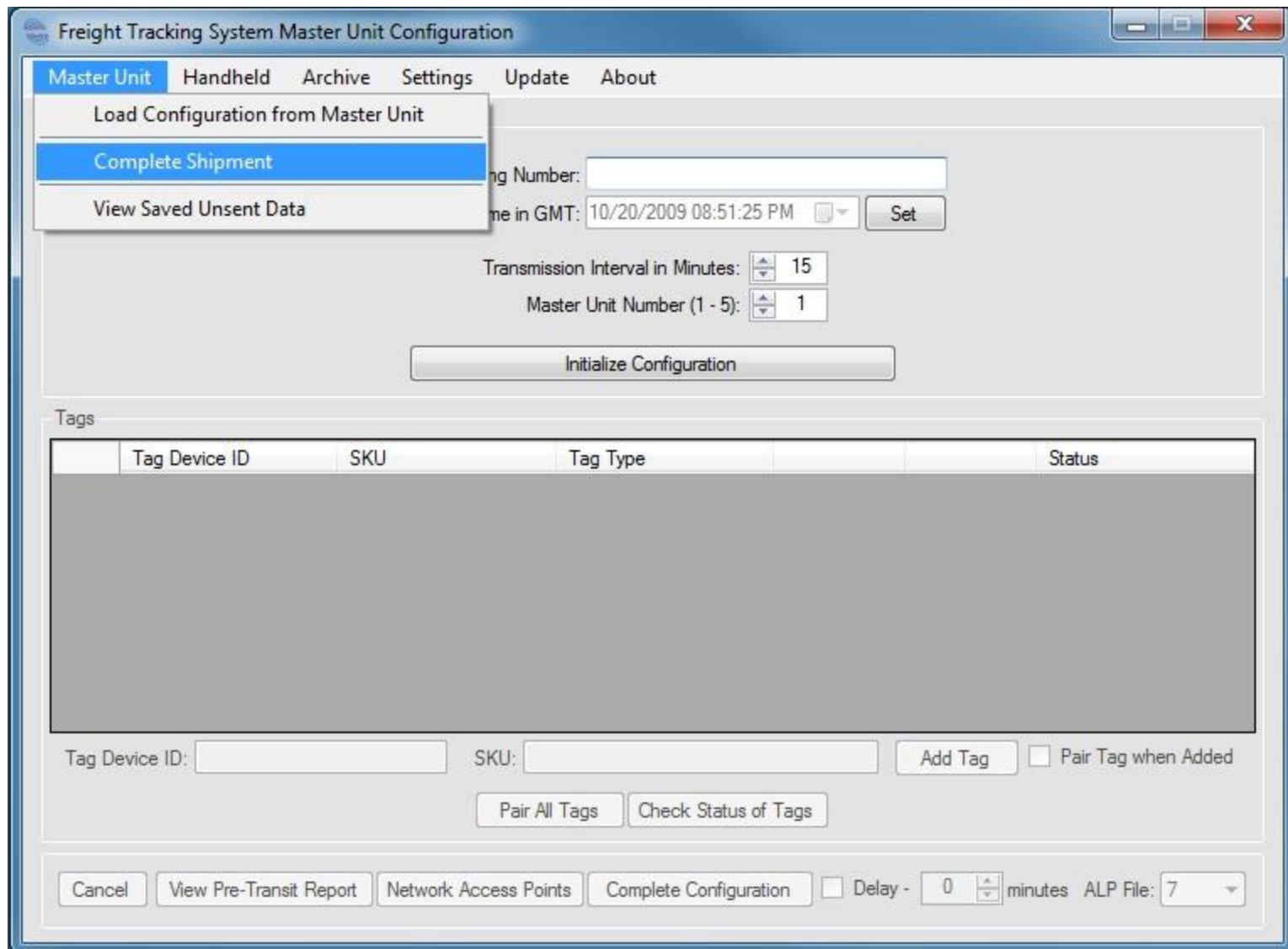


4.

5. This will load the configuration from the master unit currently connected to the computer. After you load the configuration, you will then be able to [update the configuration](#).

### **3.1.8 Completing a Shipment**

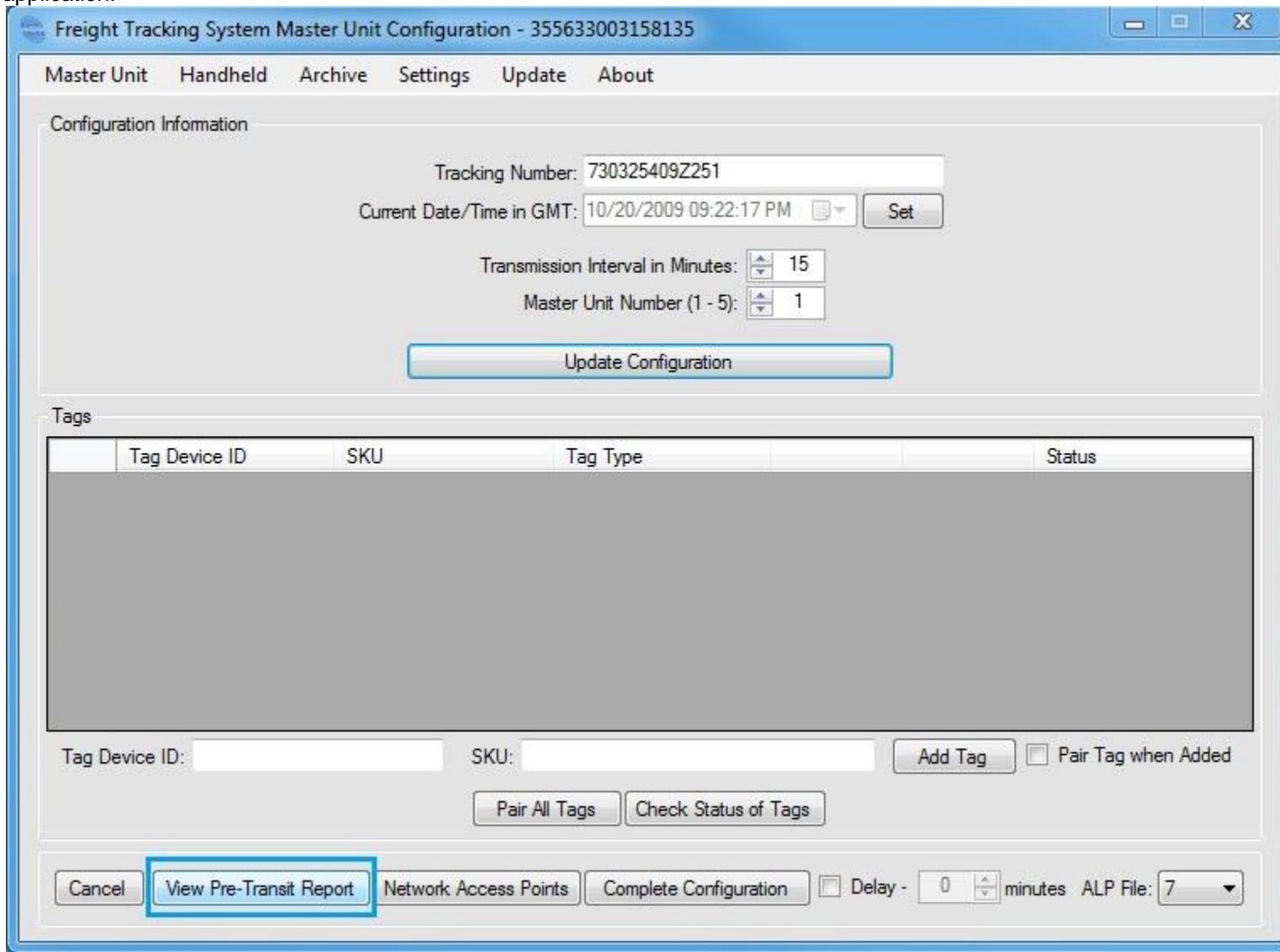
1. To complete a shipment with the Configuration Application, you must first [connect the Master Unit to the computer](#) .
2. From the Master Unit menu, select the Complete Shipment menu option.



3.

### 3.1.9 Pre-Transit Report

1. To view a Pre-Transit report while configuring a shipment, simply click on the View Pre-Transit Report button on the configuration application.



- 2.
3. This will generate a Pre-Transit report which will allow you to view all the information that has been configured on the Master Unit so far.



## Pre-Transit Report

Tracking Number: 730325409Z251

Master Unit Device ID: 355633003158135

Master Unit Number: 1

Transmission Interval: 15

Date/Time (GMT): October 20, 2009 9:25:34 PM

Time Delay: 0 minutes

Tag	Device ID	Tag Type	SKU	Paired
	B0000036			No

Tag	Device ID	Tag Type	SKU	Paired
	B0000037	Temperature/Shock		Yes

### Tag Alerts

Alert Type	Threshold	Threshold Type
Temperature	75°F	High
Temperature	30°F	Low
Shock	25g	High

Tag	Device ID	Tag Type	SKU	Paired
	A0000045	Temperature/Humidity		Yes

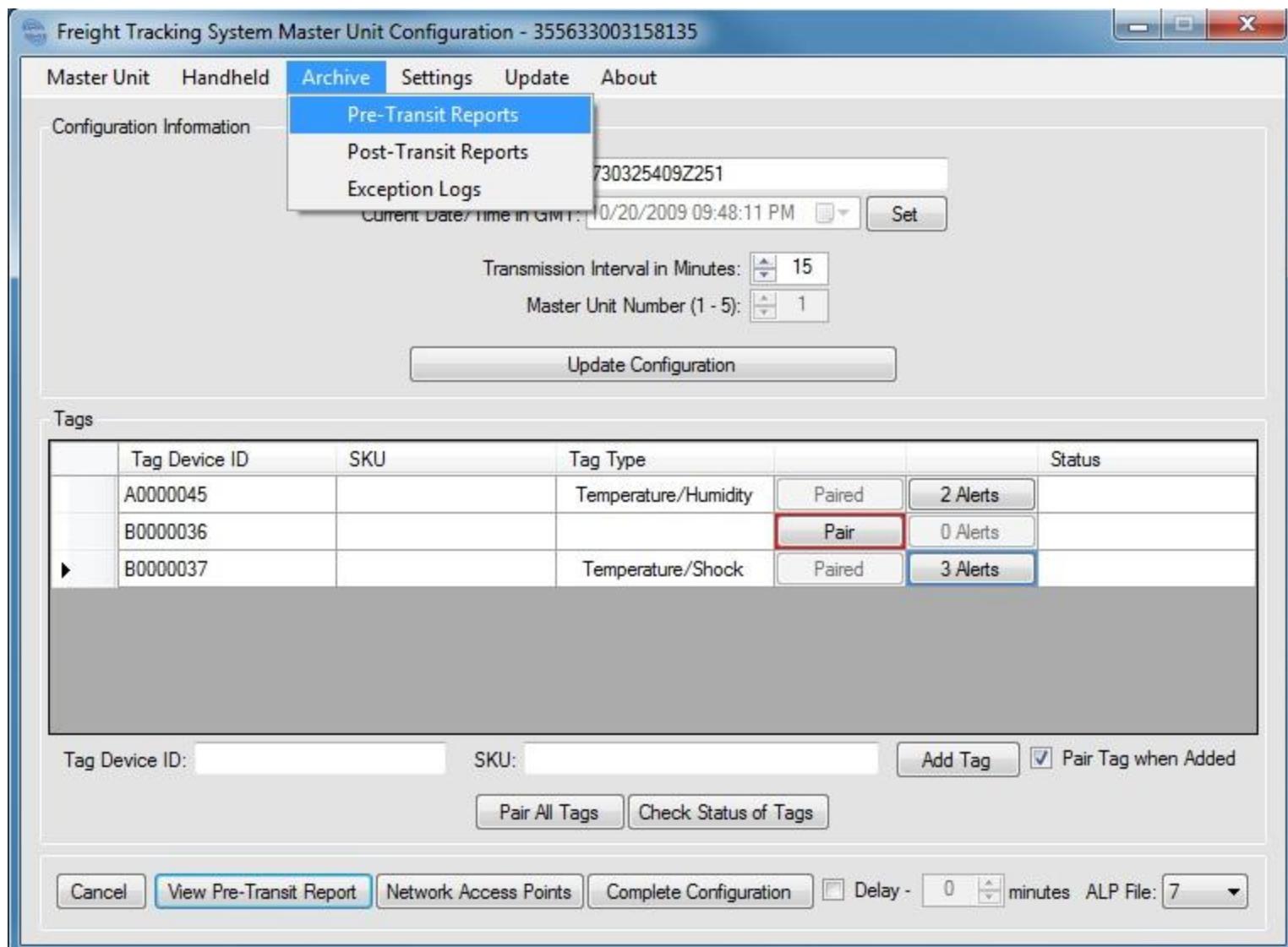
### Tag Alerts

Alert Type	Threshold	Threshold Type
Temperature	23°F	Low
Humidity	65%	High

## **3.1.10 Archives**

### **3.1.10.1 Pre-Transit Reports**

1. To view Pre-Transit reports that have been completed on this computer, select the Archive menu and then the Pre-Transit Reports menu option.



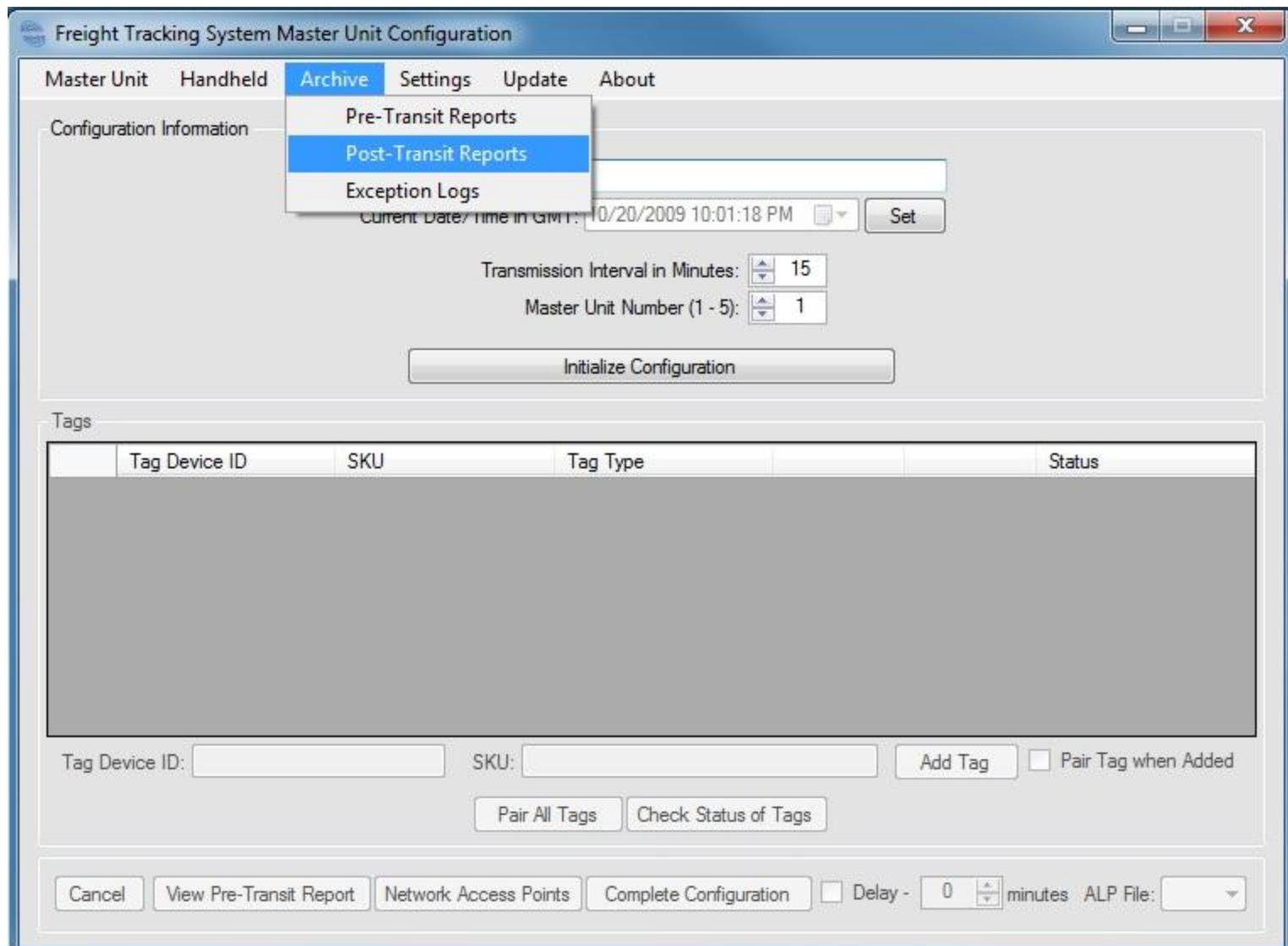
- 2.
3. This will bring up a screen that will let you view any of the Pre-Transit reports for shipments configured on this computer.

Archived Pre-Transit Reports				
	Tracking Number	Master Unit Device ID	Date/Time (GMT)	View
	FZ423TH42322ZZ	355633003158150	8/19/2009 12:34 PM	<input type="button" value="View"/>
	G5FAS5425666Z	355633003158150	8/20/2009 6:35 PM	<input type="button" value="View"/>
	889232011TT	355633004150420	8/20/2009 7:59 PM	<input type="button" value="View"/>
	64343KKUYT	355633003158150	8/20/2009 8:06 PM	<input type="button" value="View"/>
	7155987451123	355633004158209	8/24/2009 3:07 PM	<input type="button" value="View"/>
	87457894512451	355633003158150	8/24/2009 7:06 PM	<input type="button" value="View"/>
	YT5432AASFETR	355633004150420	8/24/2009 7:21 PM	<input type="button" value="View"/>
	QR5432543DDD	355633003153748	8/27/2009 6:57 PM	<input type="button" value="View"/>
	TR324686	355633003153748	8/27/2009 7:12 PM	<input type="button" value="View"/>
	664353223422	355633003158226	9/28/2009 12:45 PM	<input type="button" value="View"/>
	543745654222	355633003158226	9/29/2009 1:18 PM	<input type="button" value="View"/>

- 4.
5. To view any of the reports, simply click the View button to render the report.

### 3.1.10.2 Post-Transit Reports

1. To view Post-Transit reports that have been completed on this computer, select the Archive menu and then the Post-Transit Reports menu option.



- 2.
3. This will bring up a screen that will let you view any of the Post-Transit reports for the shipments that were completed.

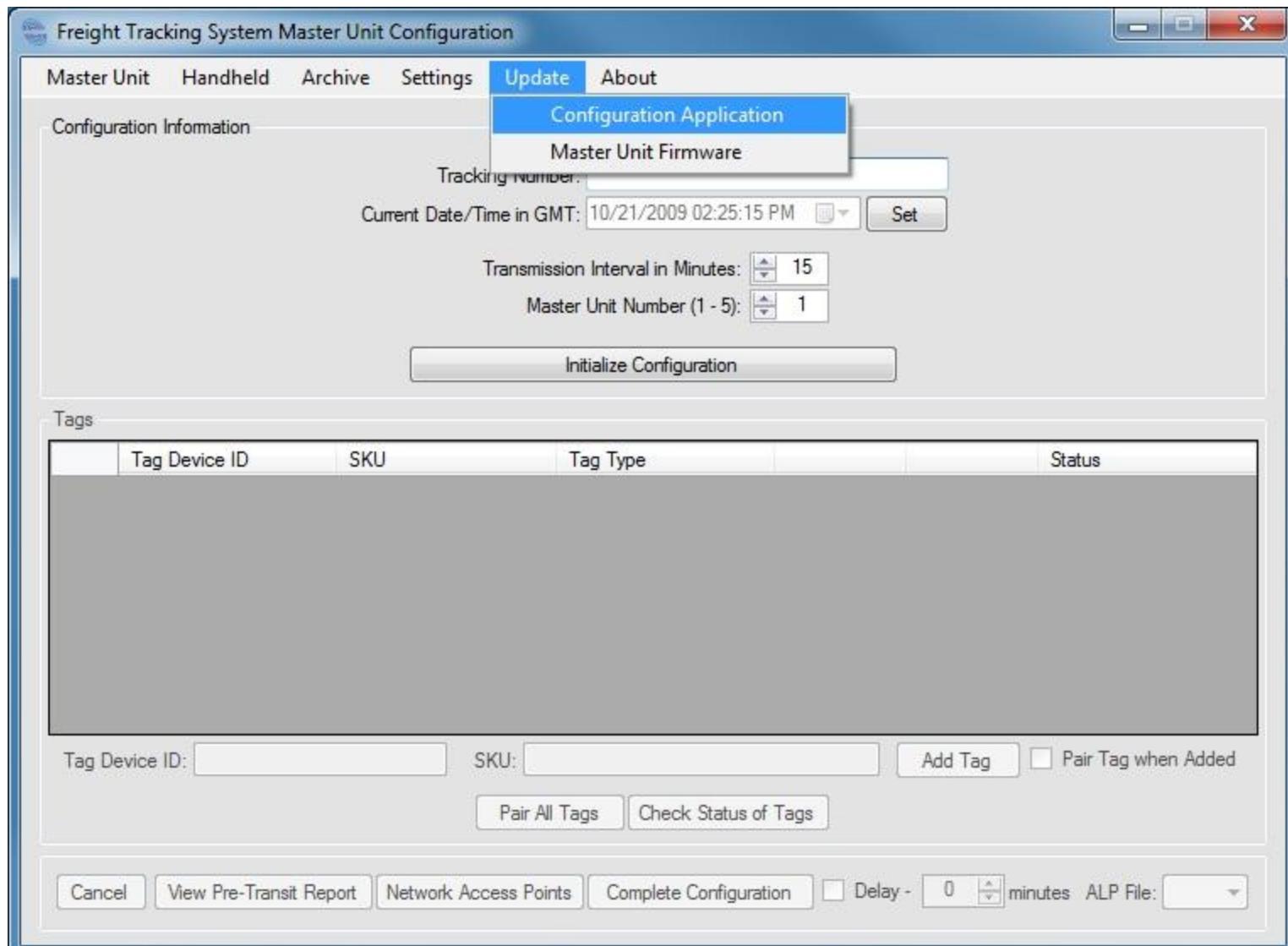
Archived Post-Transit Reports				
	Tracking Number	Master Unit Device ID	Date/Time (GMT)	View
	FZ423TH42322ZZ	355633003158150	8/19/2009 12:34 PM	<input type="button" value="View"/>
	G5FAS5425666Z	355633003158150	8/20/2009 6:35 PM	<input type="button" value="View"/>
	889232011TT	355633004150420	8/20/2009 7:59 PM	<input type="button" value="View"/>
	64343KKUYT	355633003158150	8/20/2009 8:06 PM	<input type="button" value="View"/>
	7155987451123	355633004158209	8/24/2009 3:07 PM	<input type="button" value="View"/>
	87457894512451	355633003158150	8/24/2009 7:06 PM	<input type="button" value="View"/>
	YT5432AASFETR	355633004150420	8/24/2009 7:21 PM	<input type="button" value="View"/>
	QR5432543DDD	355633003153748	8/27/2009 6:57 PM	<input type="button" value="View"/>
	TR324686	355633003153748	8/27/2009 7:12 PM	<input type="button" value="View"/>
	664353223422	355633003158226	9/28/2009 12:45 PM	<input type="button" value="View"/>
	543745654222	355633003158226	9/29/2009 1:18 PM	<input type="button" value="View"/>

- 4.
5. To view any of the reports, simply click the View button to render the report.

### 3.1.11 Update

#### 3.1.11.1 Update Configuration Application

1. To update the configuration application, you must have an active internet connection.
2. \*\*\* Please Note \*\*\* Running the update application will close the configuration application.
3. If you do have an active internet connection, open up the configuration application and select the Update menu and then the Configuration Application menu option.

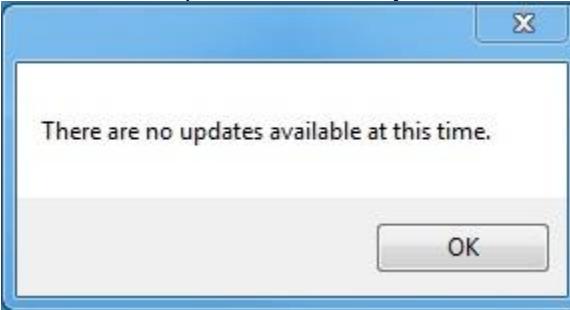


- 4.
5. The configuration application will then go out to our central server and see if there is any updates available for the configuration application.



6.

7. If there are no updates available, you will receive a screen telling you so.

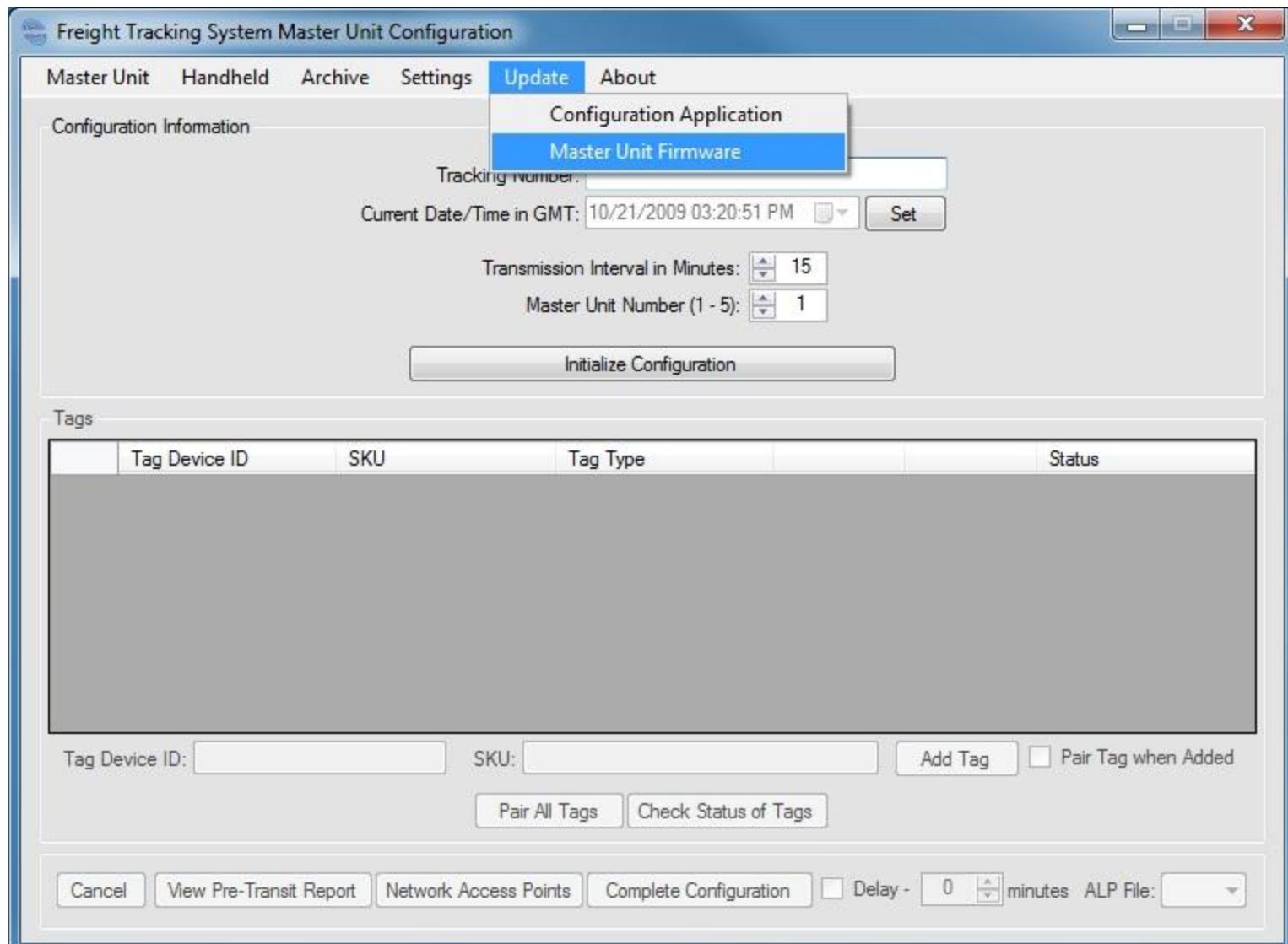


8.

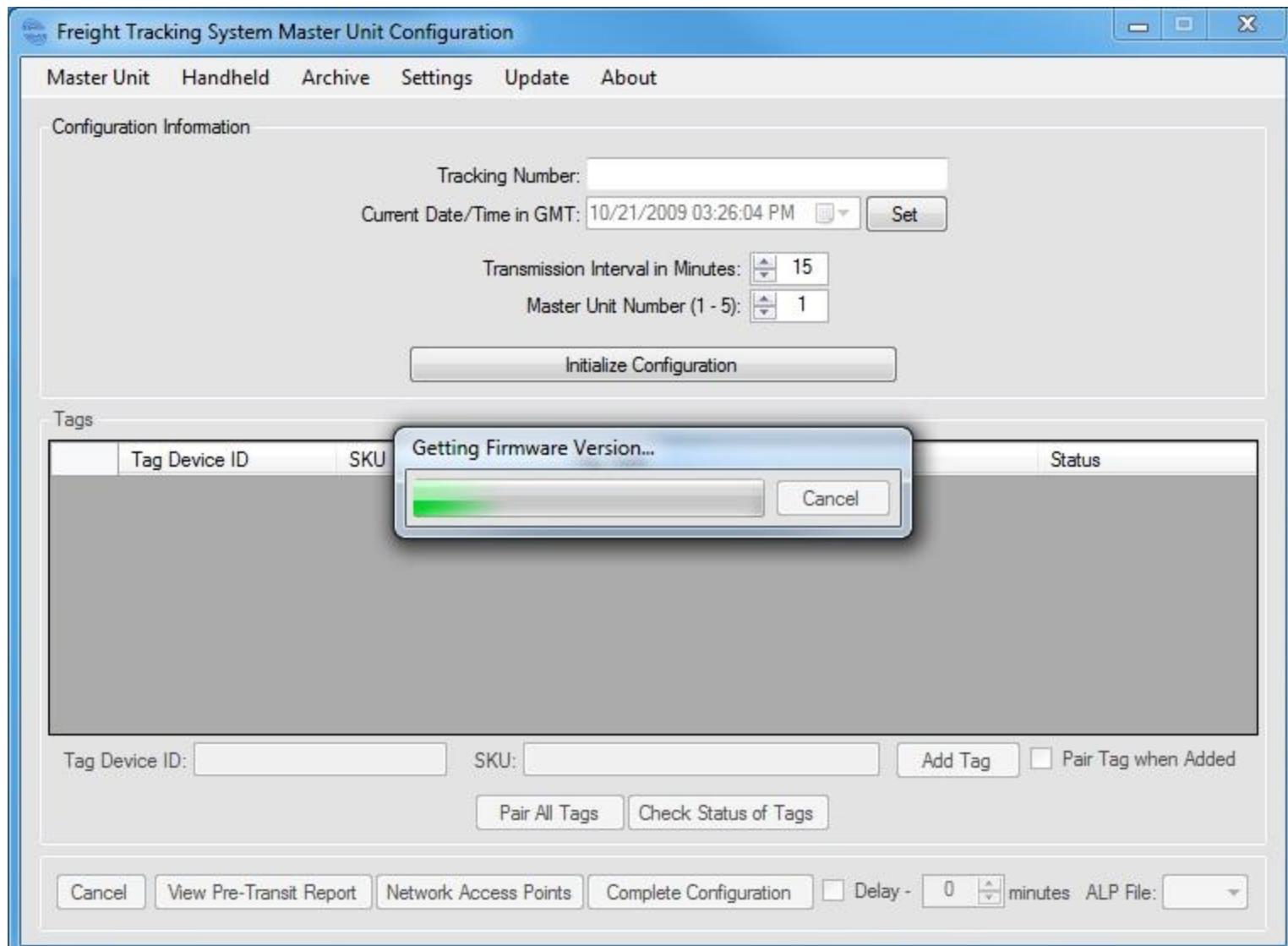
9. If there are updates available, they will be automatically downloaded and applied to the configuration application.

### 3.1.11.2 Update Master Unit Firmware

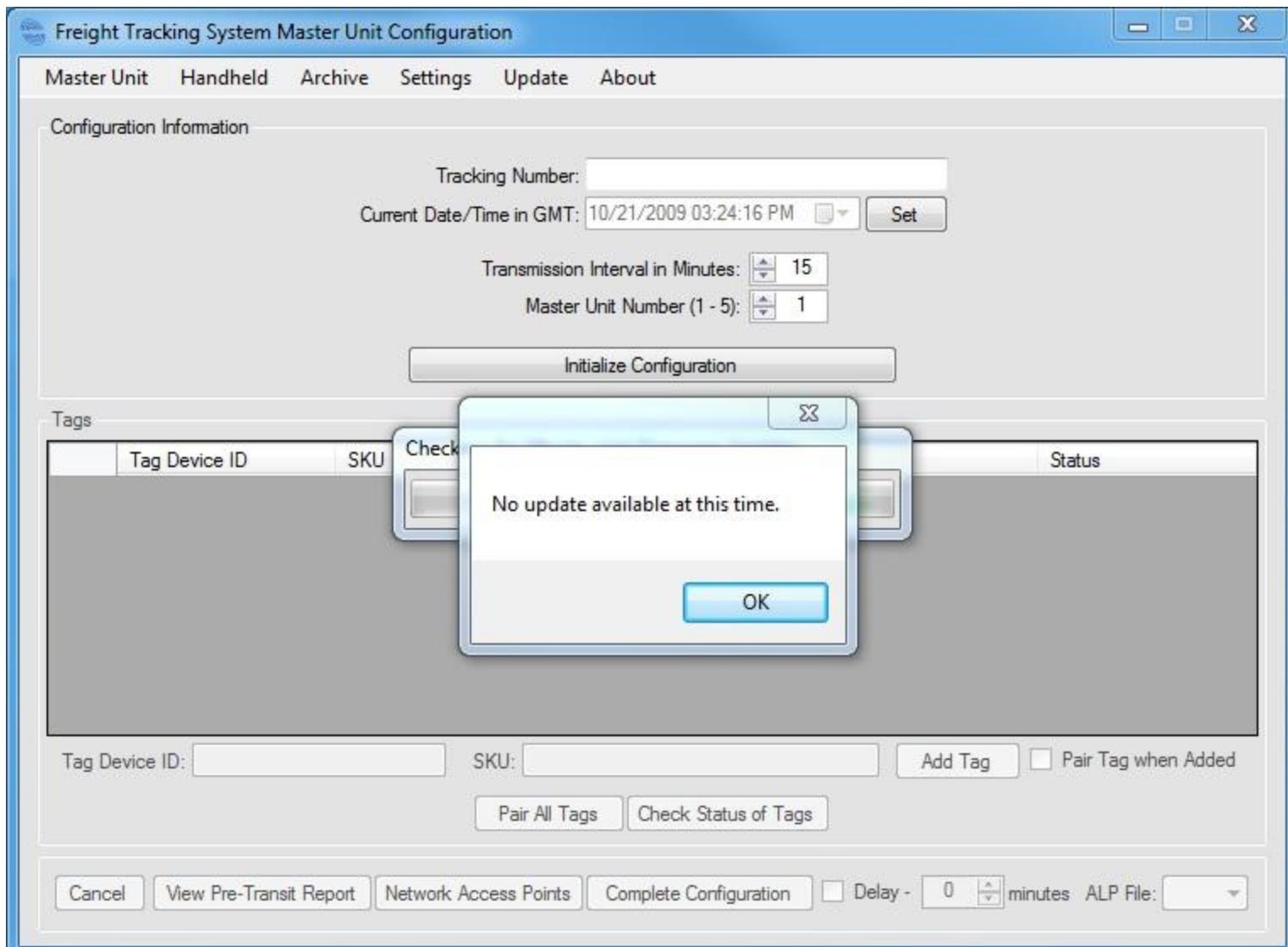
1. To update the Master Unit firmware, you must have an active internet connection.
2. After you have [turned on the Master Unit](#), you then need to [connect Master Unit to a computer](#).
3. Then select the Update menu and the Master Unit Firmware menu option.



- 4.
5. The configuration application will then get the firmware version that is located on the master unit currently.

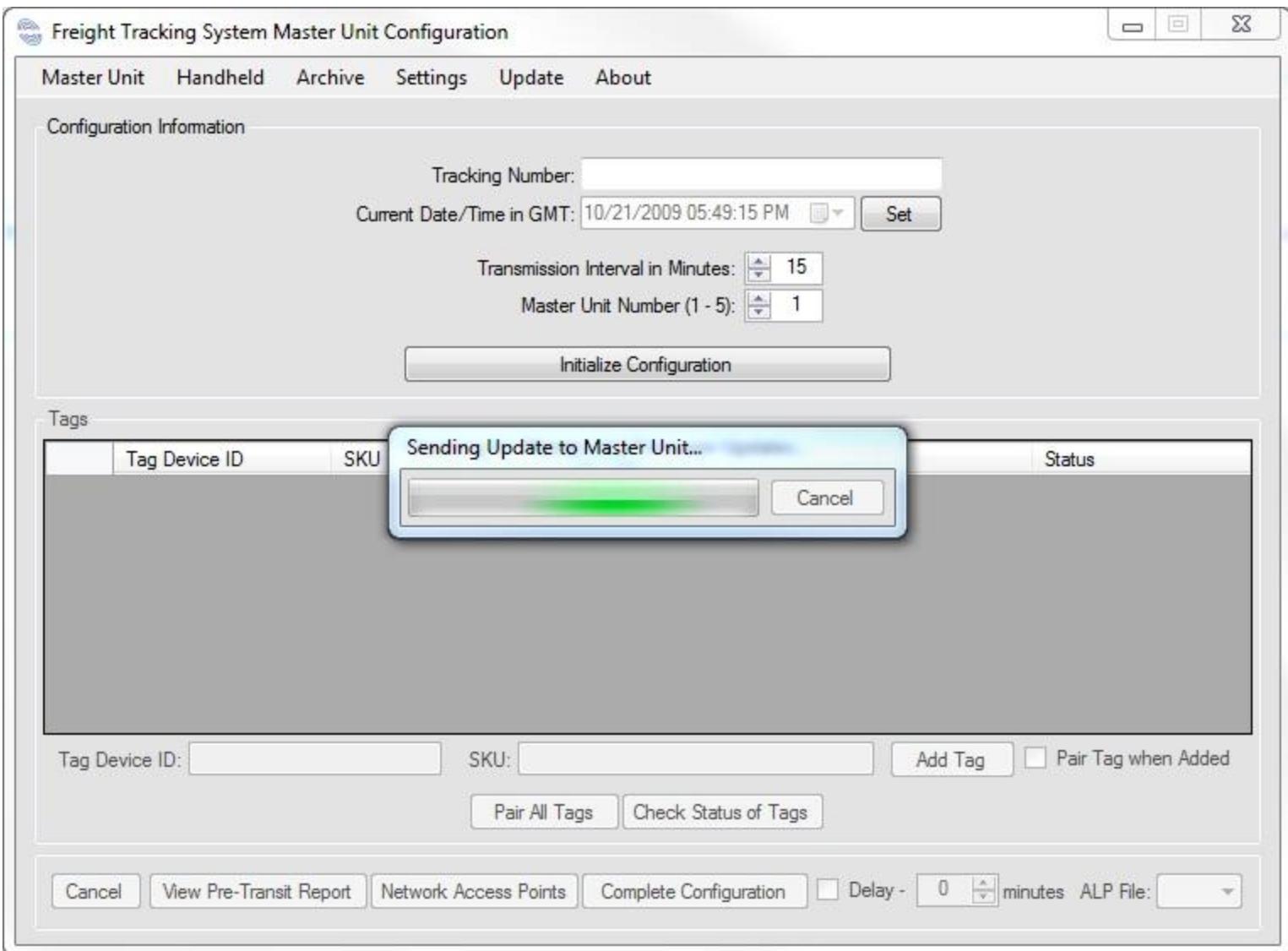


- 6.
7. The configuration application will then go out to our central server and see if there are any updates available.
8. If there are no updates available, a screen will tell you so.



9.

10. If there are updates available, the configuration application will download the new firmware and send it to the master unit.



11.

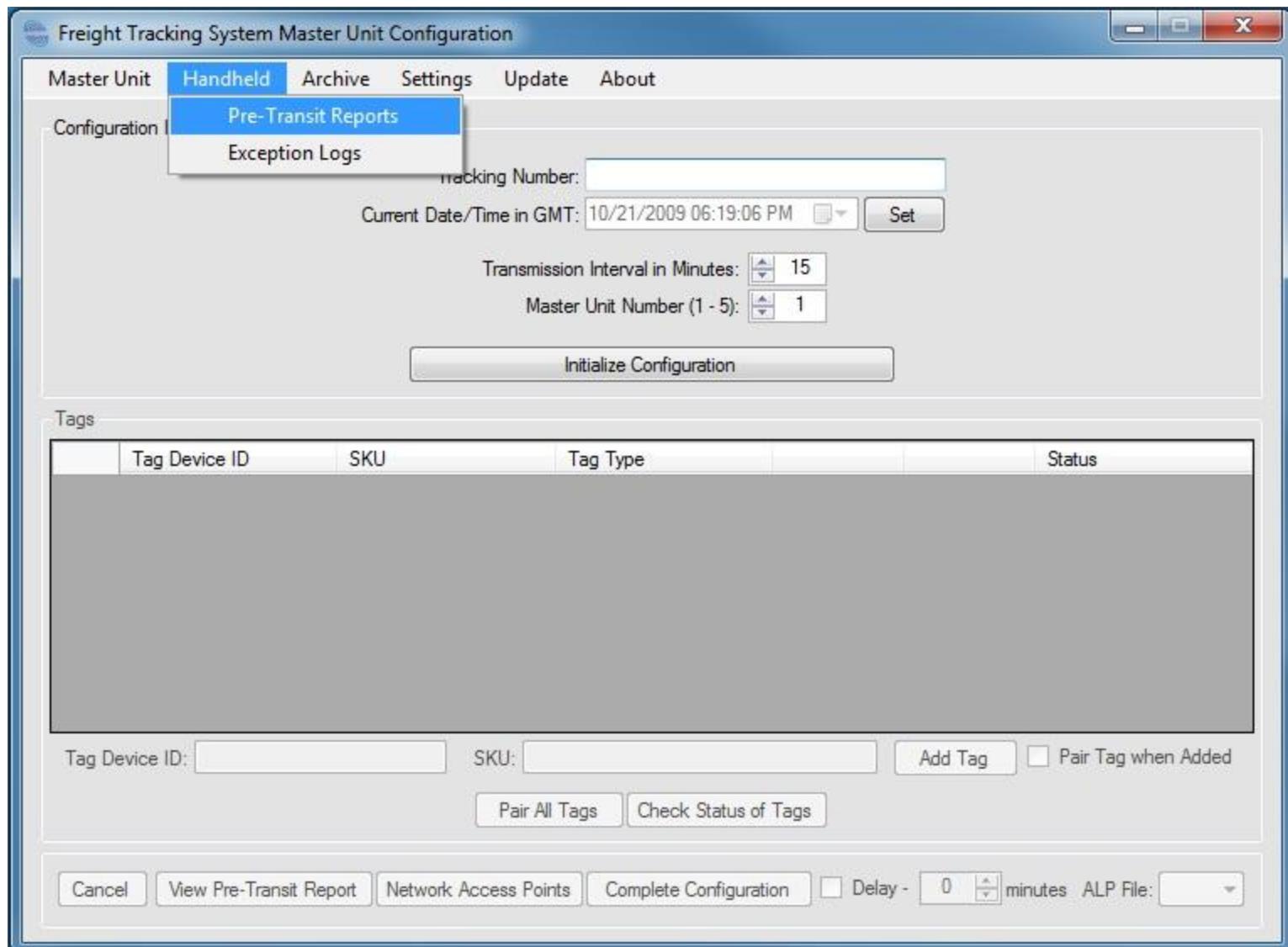


- 12.
13. After the Master Unit receives the file, the Master Unit will reset itself. When the Master Unit is ready to be configured, the left LED will blink 3 times.

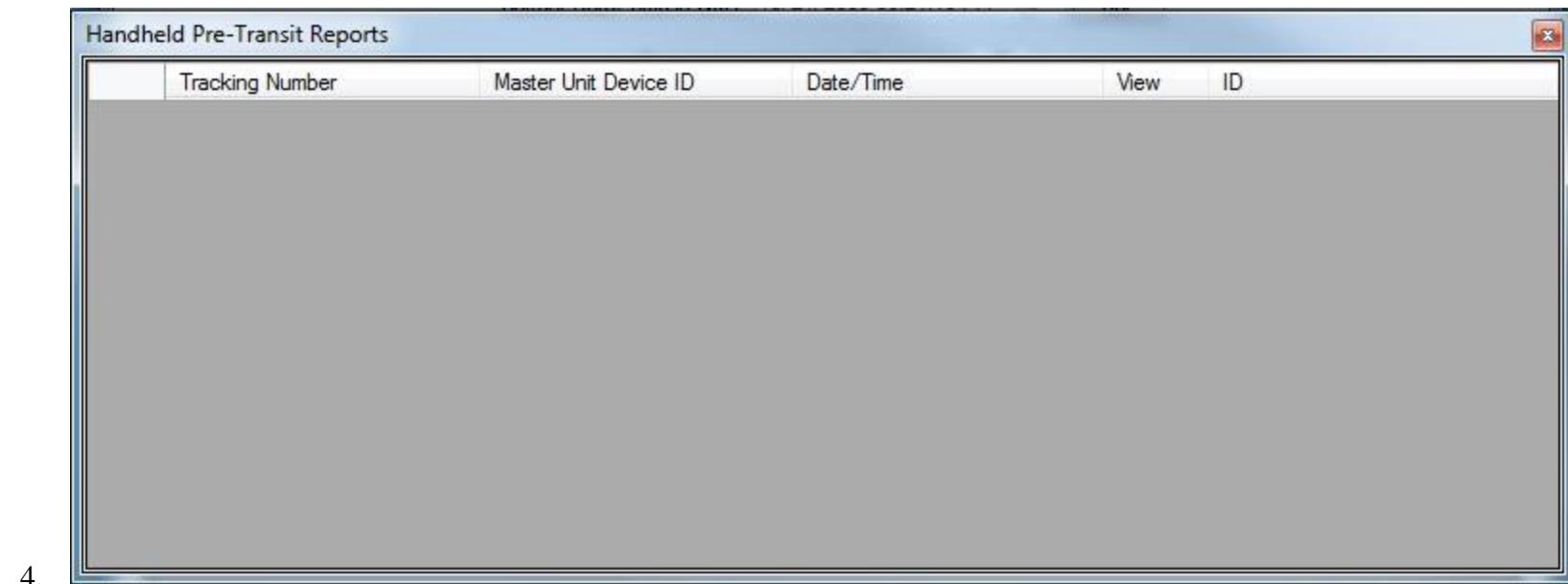
### **3.1.12 Handheld**

#### **3.1.12.1 Pre-Transit Reports**

1. To view any of the Pre-Transit Reports that are located on the handheld device, simply connect the handheld device to the computer, and select the Handheld menu and then the Pre-Transit Report menu option



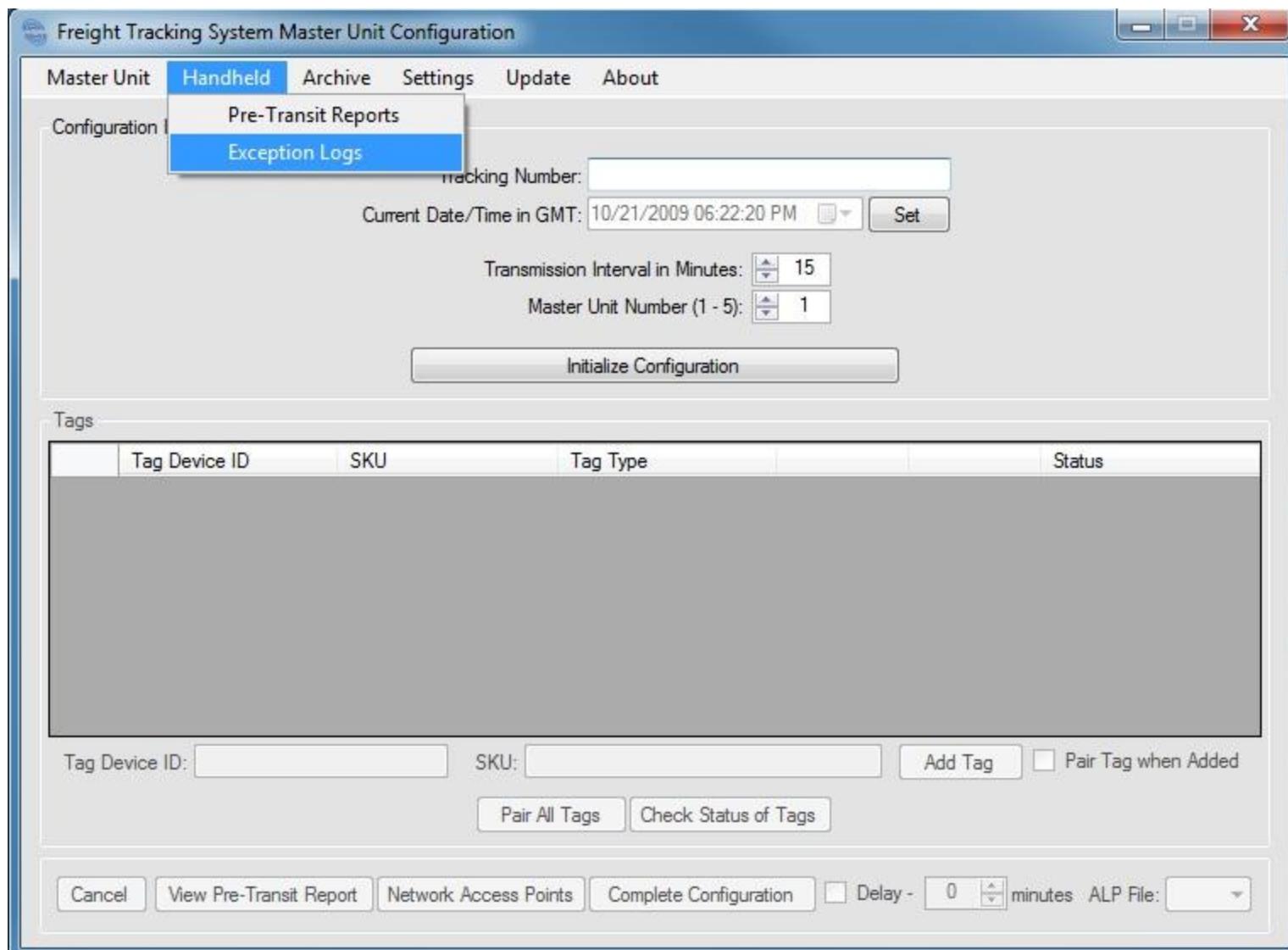
- 2.
3. This will bring up a screen that will allow you to view any of the Pre-Transit Reports that were generated with the handheld device.



4.

### **3.1.12.2 Exception Logs**

1. To view any of the Pre-Transit Reports that are located on the handheld device, simply connect the handheld device to the computer, and select the Handheld menu and then the Exception Logs menu option



- 2.
3. This will bring up a form that will allow you to Save and Delete any exception logs that will be on the handheld device.

4.

Handheld Exception Logs

Date/Time (GMT)	Save	Delete

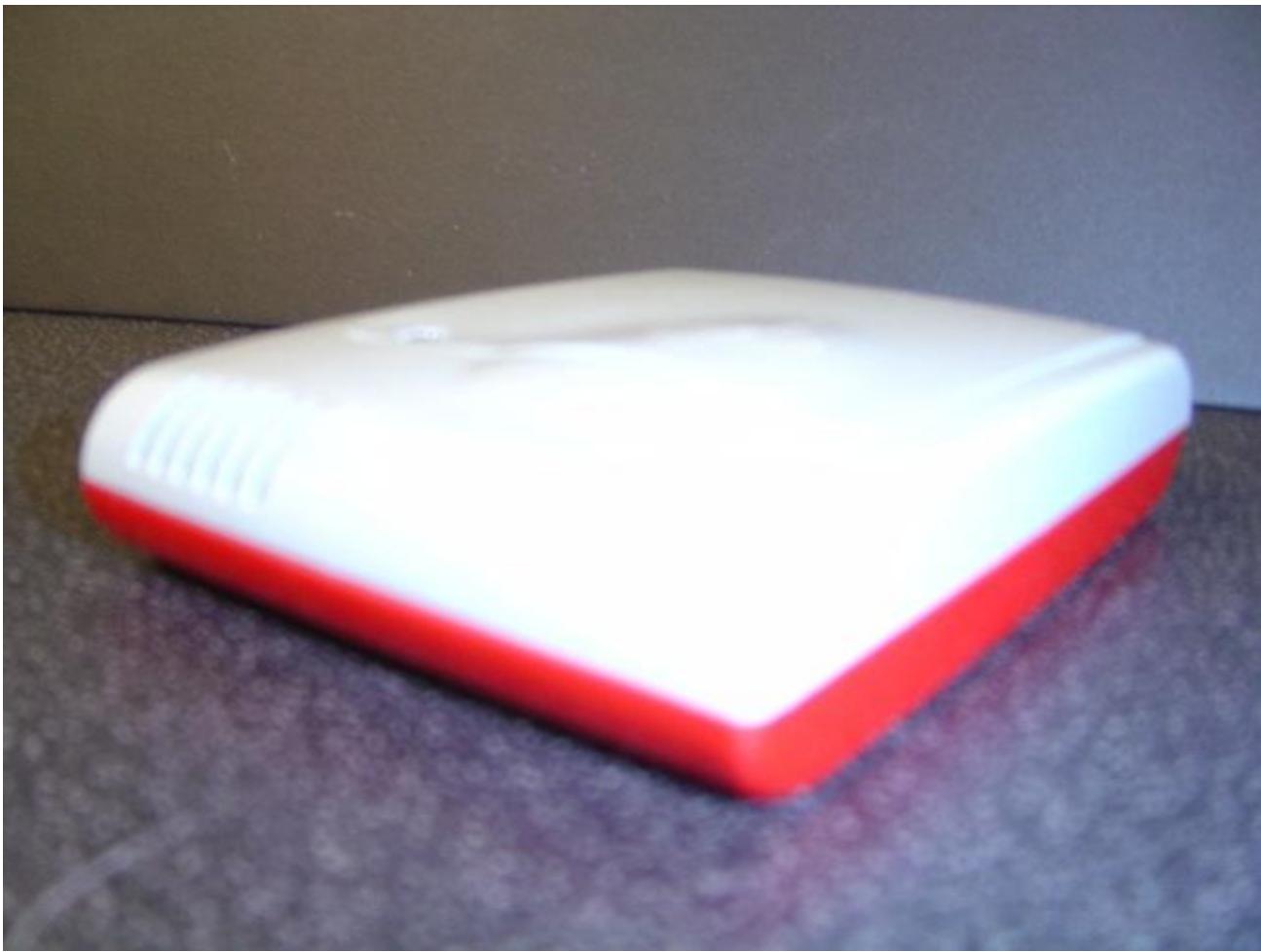
Save All   Delete All

### 3.2 Tags

1. There are 3 types of tags to choose from. The yellow tag is a temperature sensor only.



- 2.
3. The red tag is a temperature and humidity sensor.



- 4.
5. The blue tag is a temperature and shock sensor.



6.

### 3.2.1 Add a Tag

1. After you have [initialized a Master Unit](#) and [input Batteries in the Tag](#), you can then add the tag to the Master Unit.
2. Enter in the tag device ID in the text box provided.

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 5/ 5/2009 08:06:13 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

Tag Device ID	SKU	Tag Type	Status

Tag Device ID:  SKU:    Pair Tag when Added

Delay -   ALP File:

3.

4. If you have a SKU or reference number that you would like to associate with this tag, please enter it in the text box provided.
5. After you have added the Tag Device ID, and possibly added a SKU/reference number, click the Add Tag button to add the tag to the master unit.

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 5/ 5/2009 08:30:21 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type	Status

Tag Device ID: A0000046

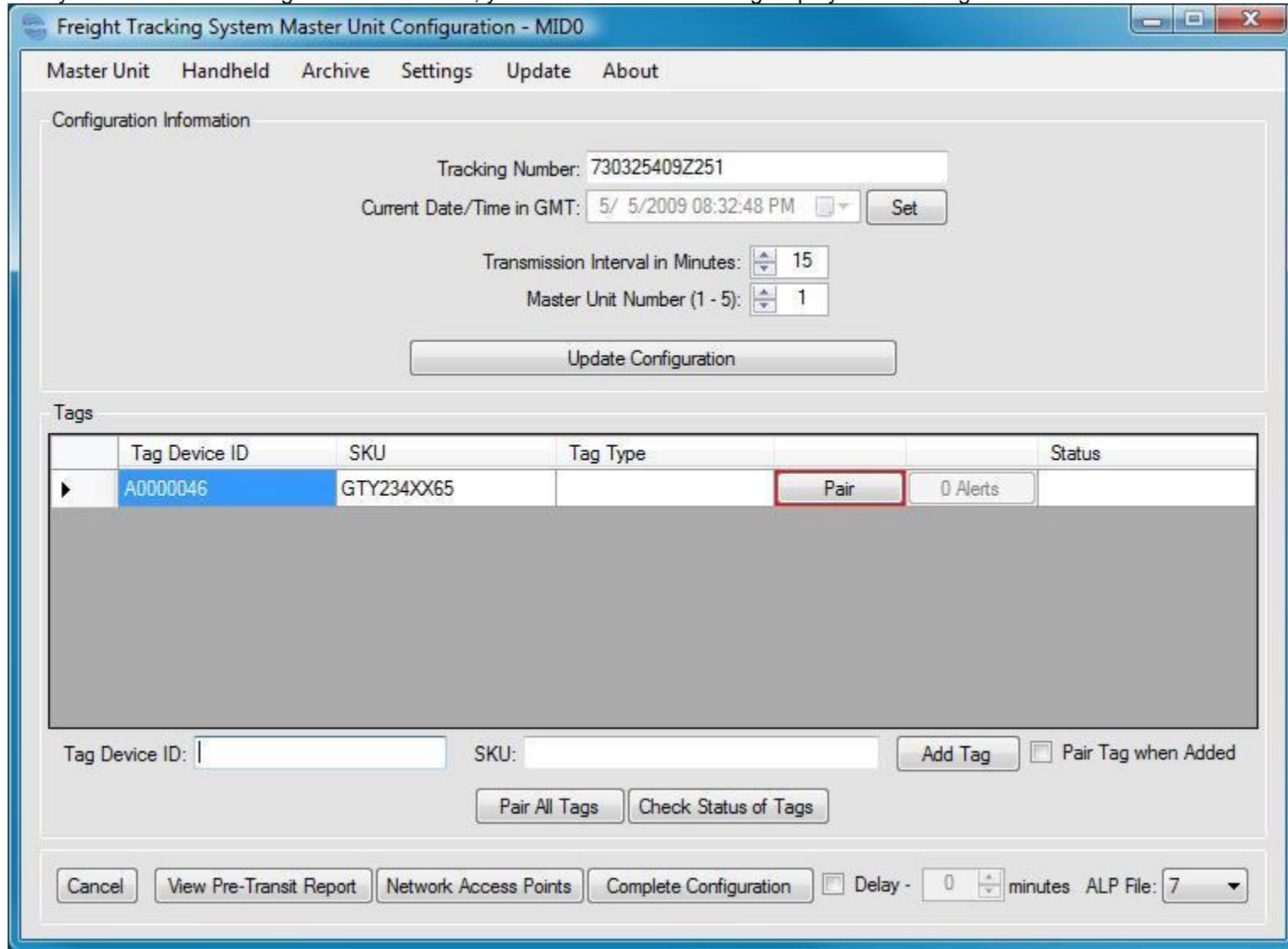
SKU: GTY234XX65

Pair Tag when Added

Delay -   ALP File:

6.

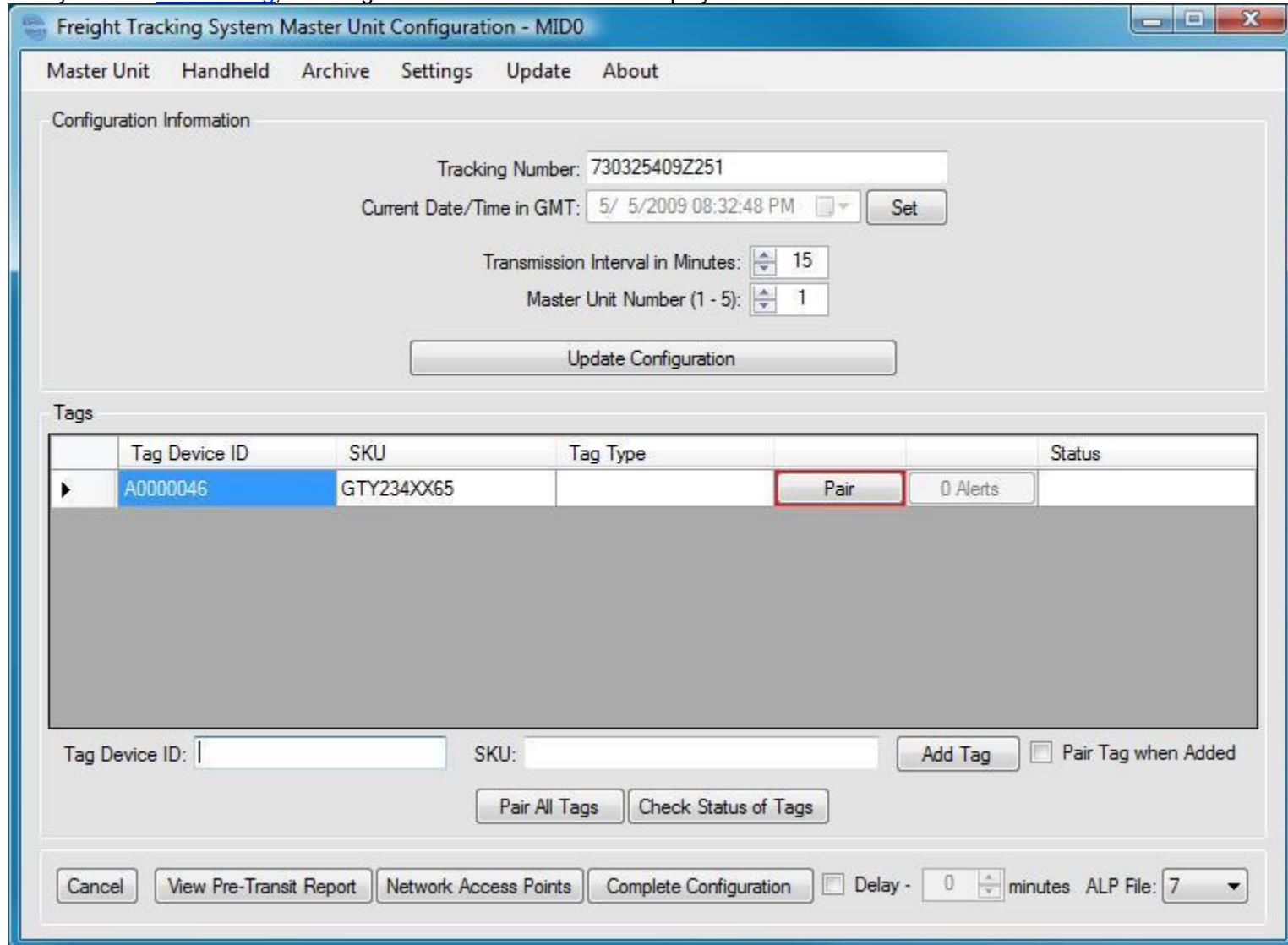
7. After you have added the tag to the master unit, you should then see the tag displayed in the Tag area as shown below:



8.

### 3.2.2 Pair a Tag

1. After you have [added a tag](#), each tag should have a Pair button displayed next to it as shown below:



2.  
3. By clicking the Pair button, the master unit will then attempt to pair the tag. If the master unit is successful in paring the tag, the Tag Type will then be filled in and the Pair button will become "Paired" and the 2 last column is where you can see the alerts associated with the tag as shown below:

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 5/ 5/2009 08:38:05 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type	Status
▶	A0000046	GTY234XX65	Temperature/Humidity	Paired 0 Alerts

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 0  ALP File: 7

4.

### 3.2.3 Alerts

### 3.2.3.1 Add Alerts to Tag

1. After you have [paired a tag](#), you can then click on the alerts button after the paired column to add alerts to a tag.

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 5/ 5/2009 08:38:05 PM

Transmission Interval in Minutes:

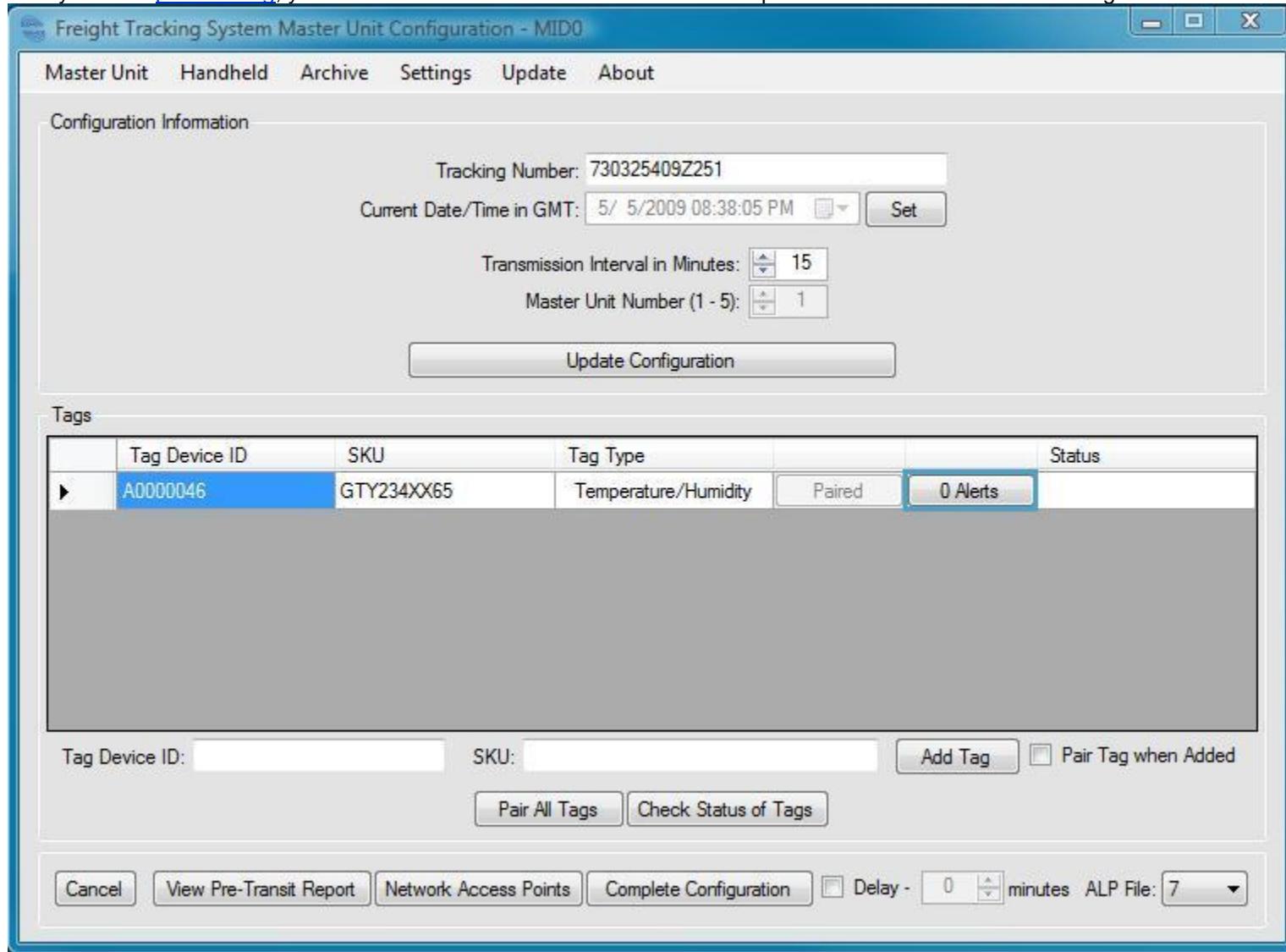
Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type	Status	Alerts
▶	A0000046	GTY234XX65	Temperature/Humidity	Paired	<input type="button" value="0 Alerts"/>

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 0  ALP File: 7



- 2.

3. Depending on the tag type, the alerts form will allow you to add alerts for that specific tag.

Alerts for Tag A0000046

Temperature (°F)

Low - Threshold: 0   High - Threshold: 0

Humidity (%)

Low - Threshold: 0   High - Threshold: 0

4.

5. To add an alert to the tag, click the check box next to the alert, and input the value that you want the alert to be set at in the text box provided. To illustrate this, a low temperature alert of 32 degrees and a high humidity alert of 65% will be added to this tag.

Alerts for Tag A0000046

Temperature (°F)

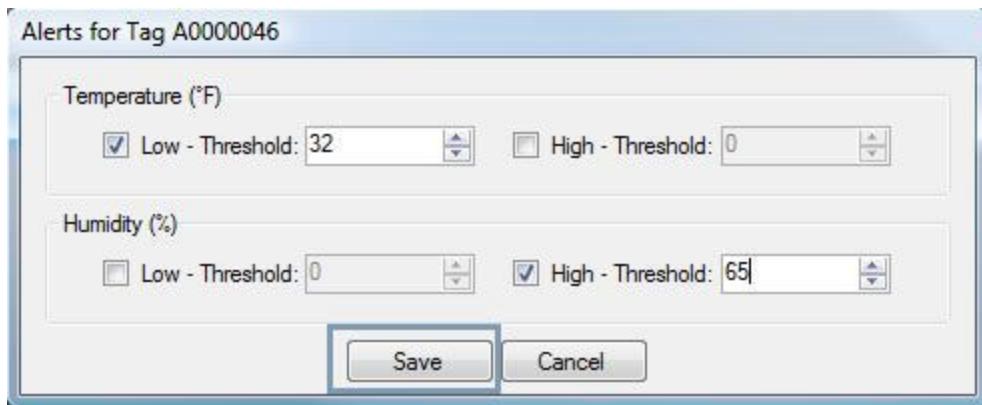
Low - Threshold: 32   High - Threshold: 0

Humidity (%)

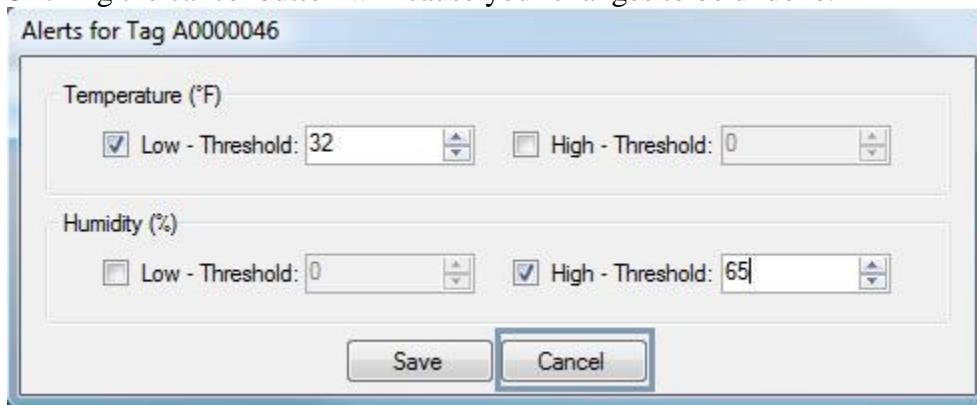
Low - Threshold: 0   High - Threshold: 65

6.

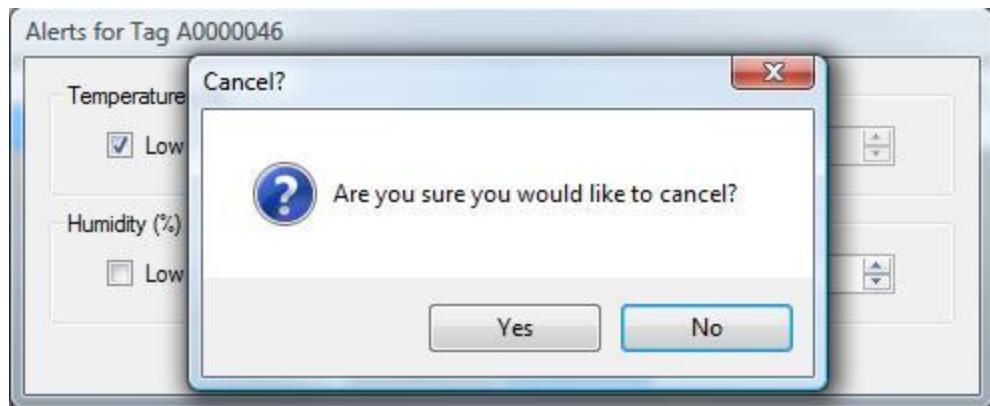
7. After you have entered all the alerts for a specific tag, clicking the Save button will save those alerts.



- 8.
9. Clicking the cancel button will cause your changes to be undone.

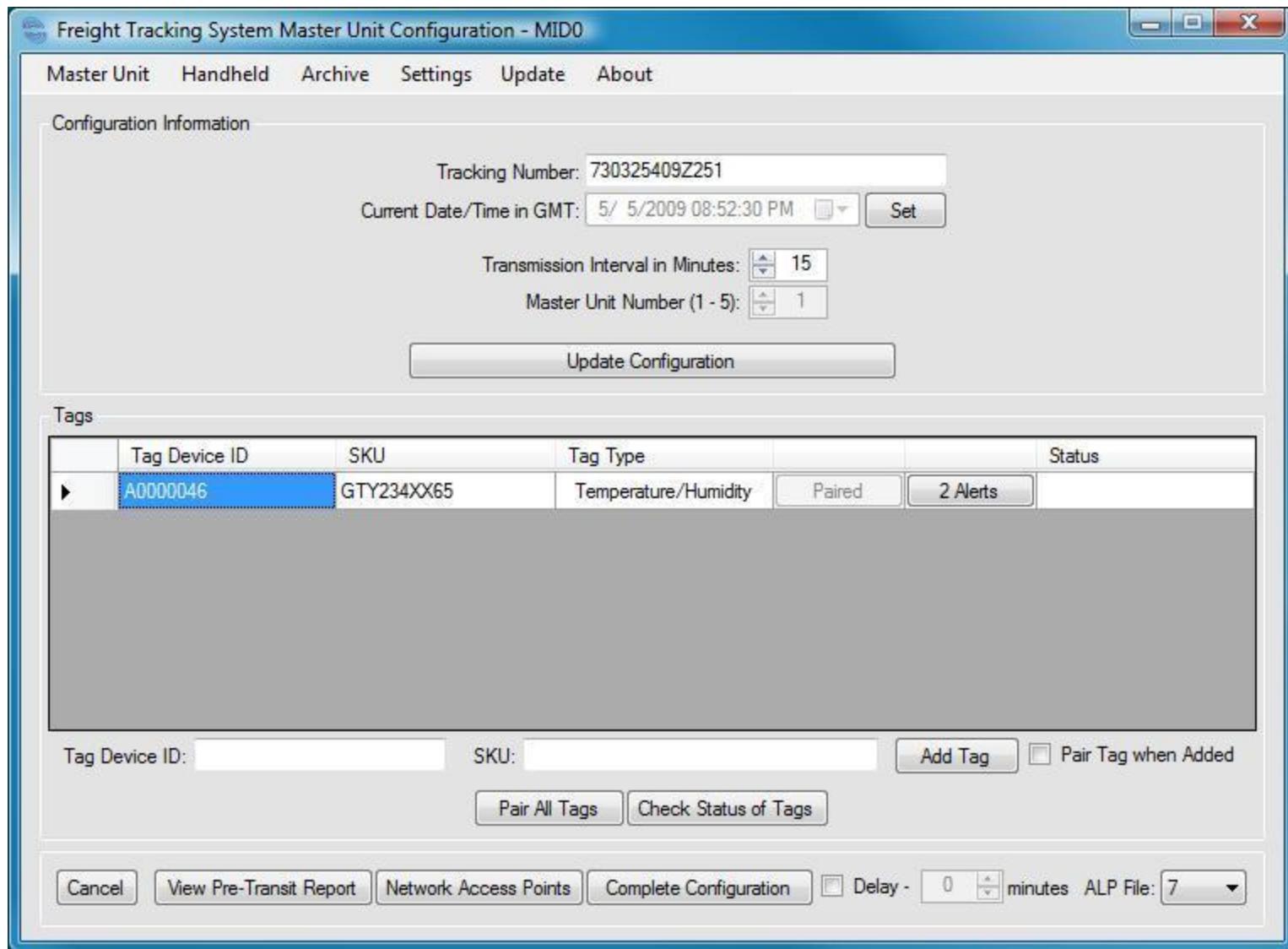


- 10.
11. When you do hit cancel, a confirmation window will appear:



12.

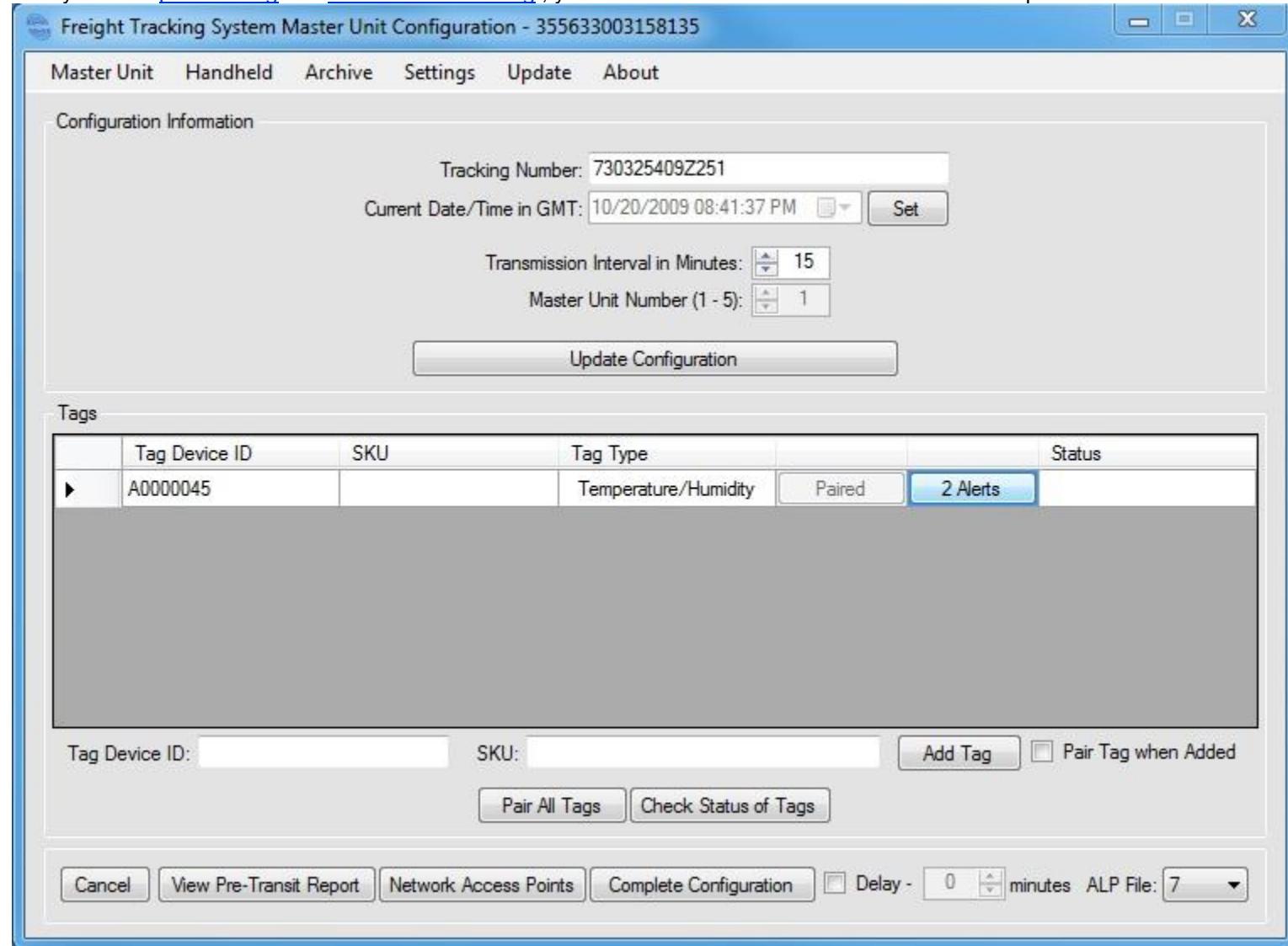
13. If you do not cancel the alerts, and add alerts to a tag, when you return to the main screen, you will then be able to see how many alerts are added to each tag.



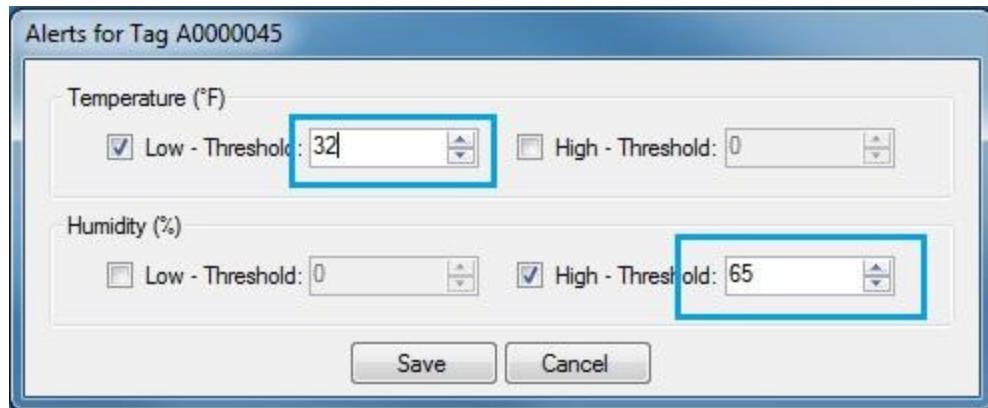
14.

### 3.2.3.2 Edit Alerts on a Tag

1. After you have [paired a tag](#) and [added Alerts to a tag](#), you can then click on the alerts button after the paired column to edit those alerts.



- 2.
3. To change any of the alerts, simply change the values in the text boxes, or use the up/down arrows to the right of the text boxes.



- 4.
5. After you have made your changes, clicking the Save button will make the changes on the Master Unit. Clicking the Cancel button will not make your changes to the Master Unit.

### 3.2.3.3 Delete Alerts on a Tag

1. After you have [paired a tag](#) and [added Alerts to a tag](#), you can then click on the alerts button after the paired column to edit those alerts.

Freight Tracking System Master Unit Configuration - 355633003158135

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 10/20/2009 08:41:37 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

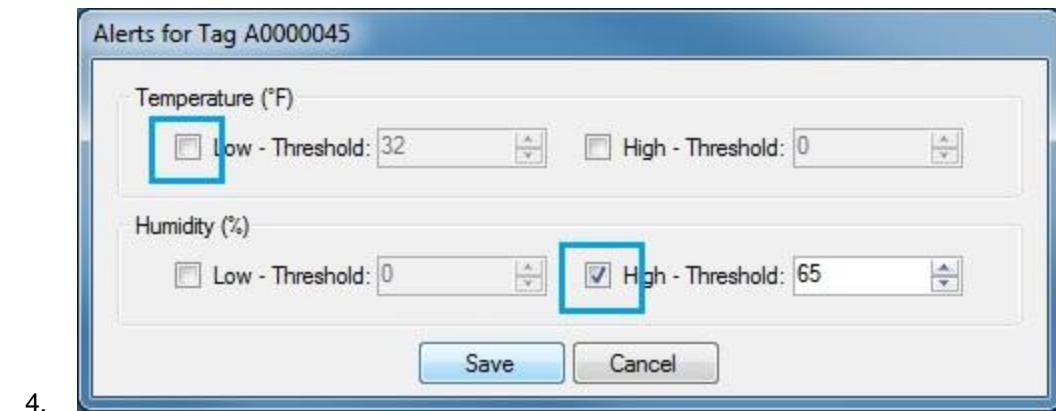
Tags

	Tag Device ID	SKU	Tag Type	Status
▶	A0000045		Temperature/Humidity	Paired <span style="background-color: #0070C0; color: white; padding: 2px 5px;">2 Alerts</span>

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 0  ALP File: 7

- 2.
3. By unchecking the checkbox for any of the alerts, it will remove the alerts from the Master Unit. Clicking the Save button will commit your changes to the Master Unit.



## 4. Walkthrough

### 4.1 How to configure a shipment

1. After you have [turned on the Master Unit](#), you then need to [connect Master Unit to a computer](#).
2. After the master unit is connected, you then need to start the configuration application.
3. You then want to [initialize a Master Unit](#).
4. If applicable you will then [add tag\(s\)](#) to the shipment.
5. Then you will [input batteries in the tag\(s\), reset the tag\(s\)](#) and then [pair the tag\(s\)](#).
6. If applicable [add alert\(s\) to the tag\(s\)](#).
7. If you need to [select a network access point\(s\)](#), do so at this time.
8. You may then [set a delay](#) and choose your [ALP file](#).
9. You can then complete the configuration by clicking the Complete Configuration button.

Freight Tracking System Master Unit Configuration - MID0

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 730325409Z251

Current Date/Time in GMT: 6/16/2009 09:53:07 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type	Status

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 25  ALP File:

10.

## 5. Complete Shipment

### 5.1 Complete Shipment

1. To complete a shipment without a computer or Configuration application, simply turn the power switch from the on position to the off position.

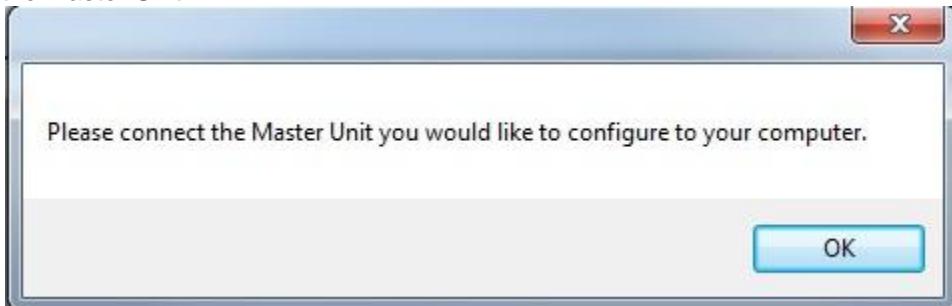


- 2.
3. If the switch remains in the off position for 15 minutes, the Master Unit will go into its complete shipment routine. This will complete the shipment and send the information to our central servers.

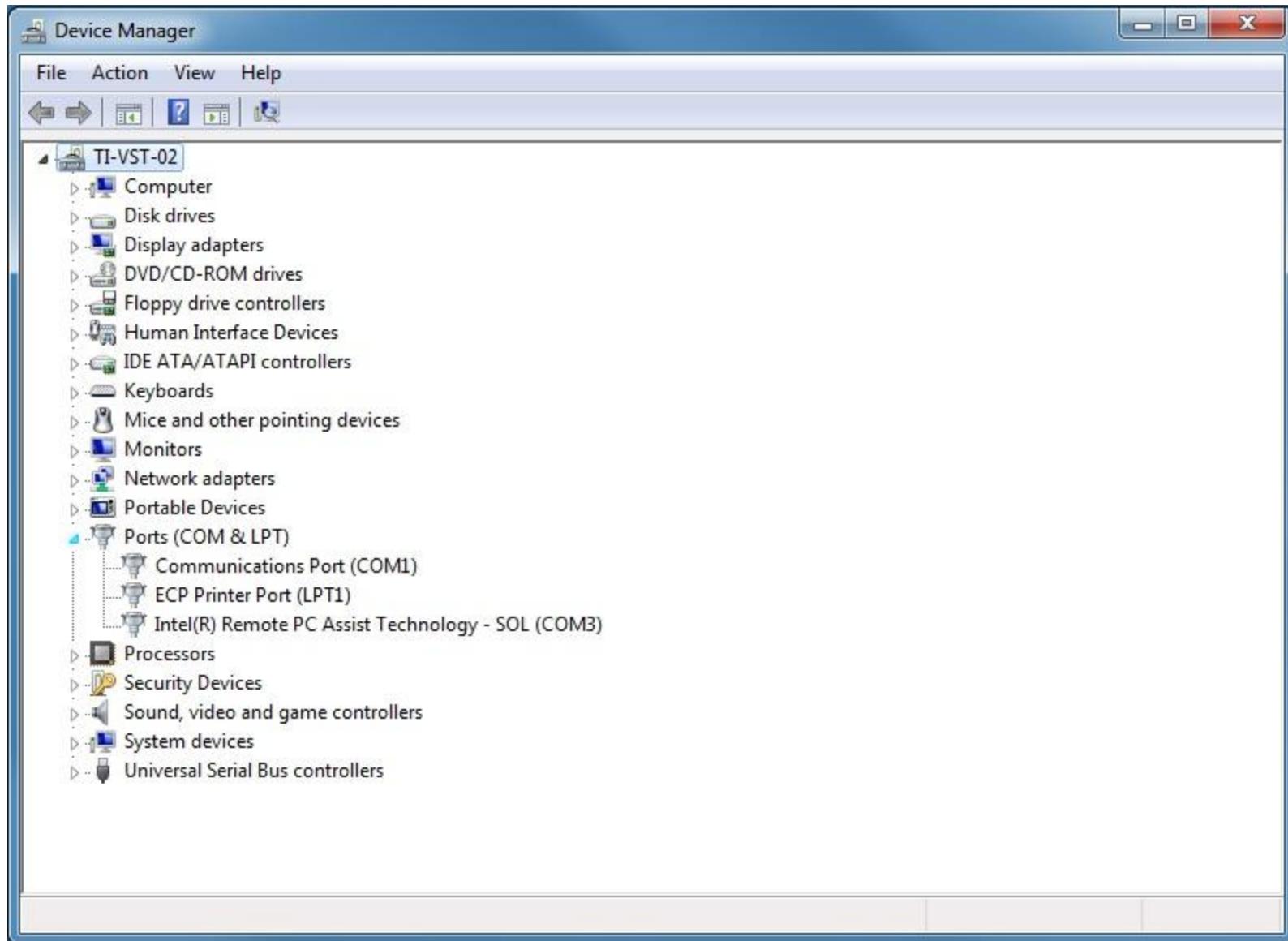
## 6. Troubleshooting

### 6.1 Please connect the Master Unit

1. If you get the "Please connect the Master Unit ... " error message, it means that the configuration application can not communicate with the Master Unit.

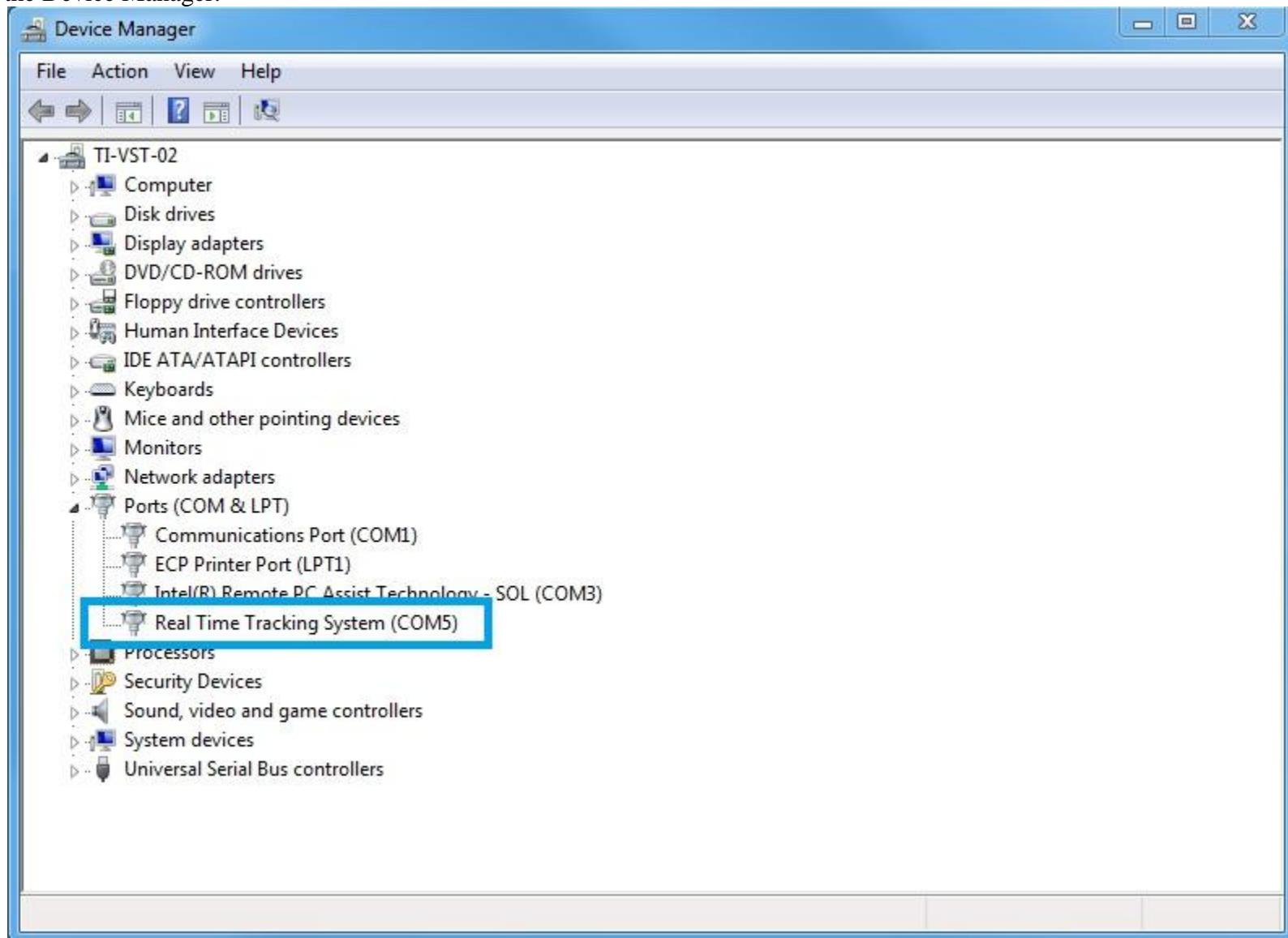


- 2.
3. To remedy this situation, please ensure the following: 1) The Master Unit is [turned on](#), 2) The Master Unit is [connected to the computer](#).
4. If it still does not work, for advanced trouble shooting, you can verify that the computer is seeing the Master Unit. To verify this, open up the Device Manager. For instructions on how to open up the Device manager, see the following articles for [Windows XP](#), [Windows Vista](#) and [Windows 7](#).



- 5.
6. If the computer is not seeing the Master Unit there will be no entry in the Ports section of the Device Manager. (as shown above)

7. If the computer is seeing the Master Unit, there will be an entry for Real Time Tracking System (COM#) in the ports section of the Device Manager.

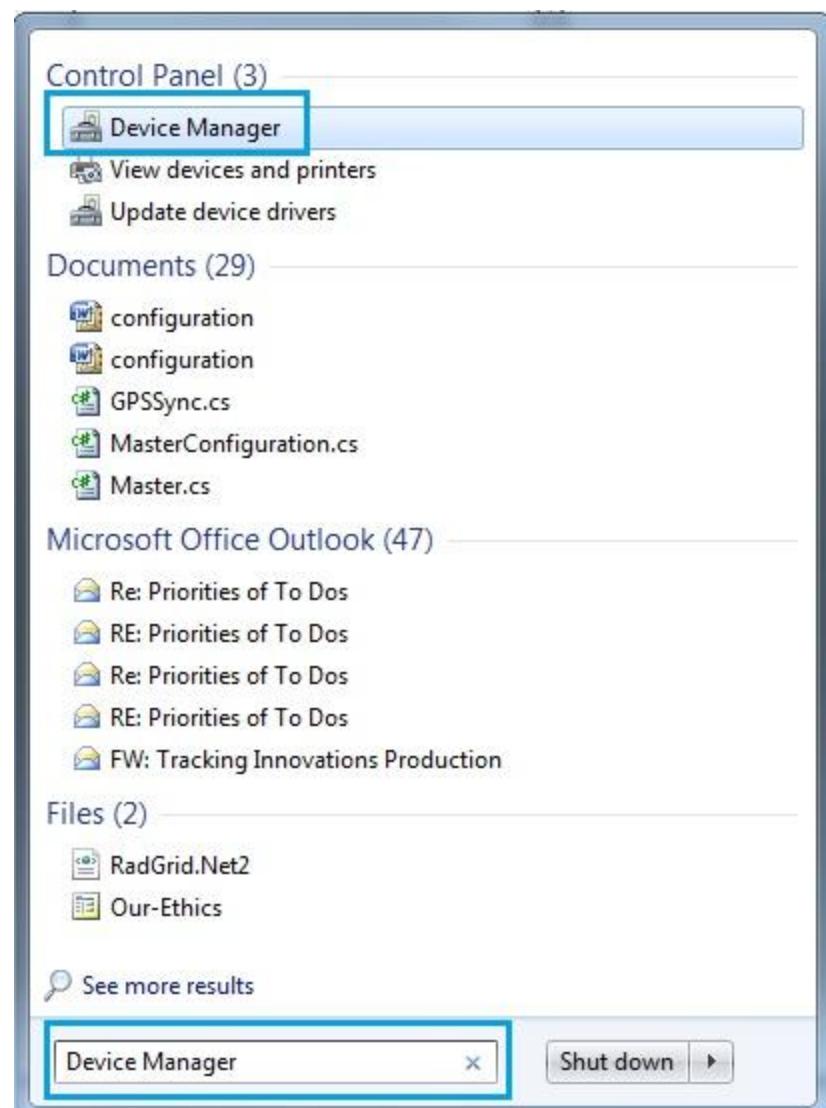


8.

9. If there is an entry for the Real Time Tracking System (COM#), then everything should be fine when you start up the configuration application.
10. If you still are unable to communicate with the Master Unit, please contact Technical Support.

### **6.1.1 Open Device Manager in Windows 7**

1. If you are using Windows 7, simply type Device Manager in the search box in the taskbar.



- 2.
3. The Device Manager is also available by going to the Control Panel.

4.

Control Panel

Search Control Panel

Adjust your computer's settings

View by: Category

 **System and Security**  
Review your computer's status  
Back up your computer  
Find and fix problems

 **Network and Internet**  
View network status and tasks  
Choose homegroup and sharing options

 **Hardware and Sound**  
View devices and printers  
Add a device

 **Programs**  
Uninstall a program  
Get programs

 **User Accounts**  
 Change account type

 **Appearance and Personalization**  
Change the theme  
Change desktop background  
Adjust screen resolution

 **Clock, Language, and Region**  
Change keyboards or other input methods

 **Ease of Access**  
Let Windows suggest settings  
Optimize visual display

5. Selecting the Hardware and Sound Option.



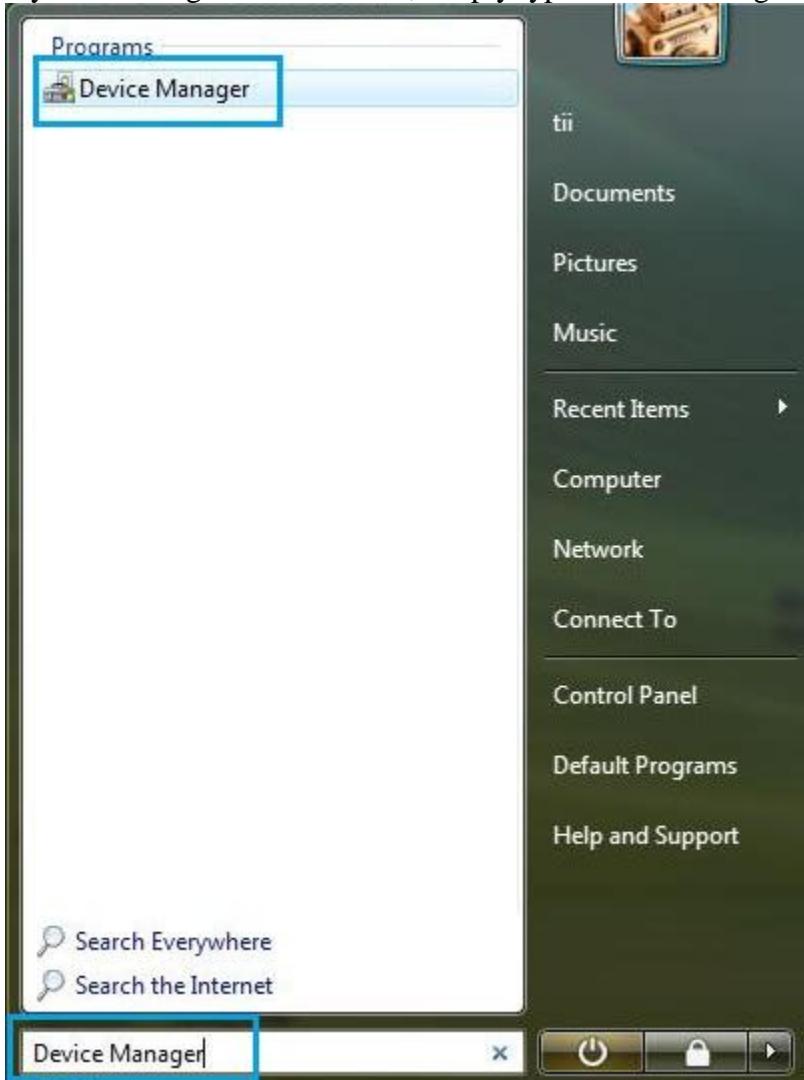
6. And then selecting the Device Manager option in the Devices and Printers section.



8.

## 6.1.2 Open Device Manager in Windows Vista

1. If you are using Windows Vista, simply type Device Manager in the search box in the taskbar.



- 2.
3. The Device Manager is also available by going to the Control Panel.
4. If you are in regular mode, you will see the following. For Classic mode, skip to step 10.

- Control Panel Home

Classic View



### System and Maintenance

Get started with Windows

Back up your computer



### Security

Check for updates

Check this computer's security status

Allow a program through Windows Firewall



### Network and Internet

View network status and tasks

Set up file sharing



### Hardware and Sound

Play CDs or other media automatically

Printer

Mouse



### Programs

Uninstall a program

Change startup programs



### Mobile PC

Change battery settings

Adjust commonly used mobility settings

- 5.
6. Select the Hardware and Sound Option.

• Control Panel Home

Classic View



System and Maintenance

Get started with Windows

Back up your computer



Security

Check for updates

Check this computer's security status

Allow a program through Windows Firewall



Network and Internet

View network status and tasks

Set up file sharing



Hardware and Sound

Play CDs or other media automatically

Printer

Mouse



Programs

Uninstall a program

Change startup programs

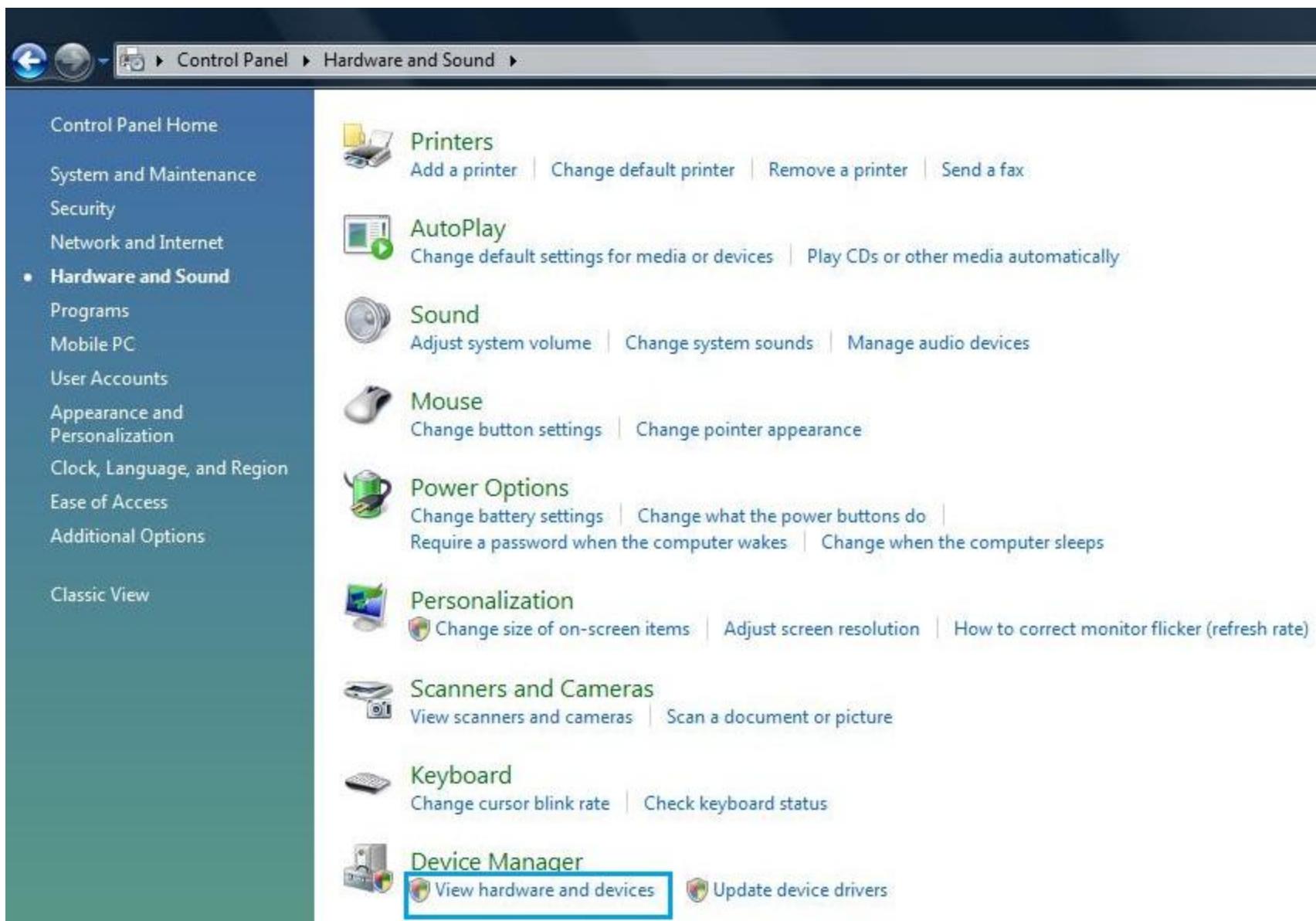


Mobile PC

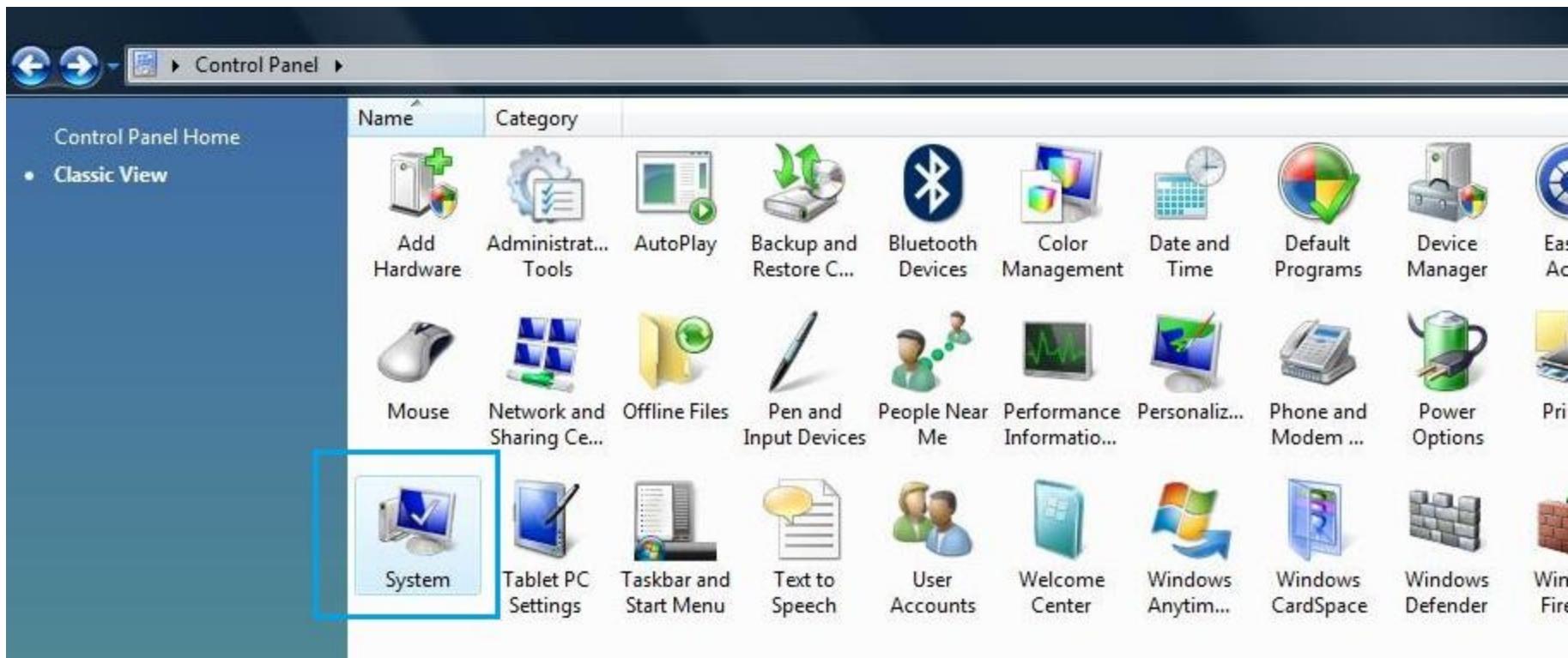
Change battery settings

Adjust commonly used mobility settings

- 7.
8. Then Select the Device Manager in the middle of the screen.

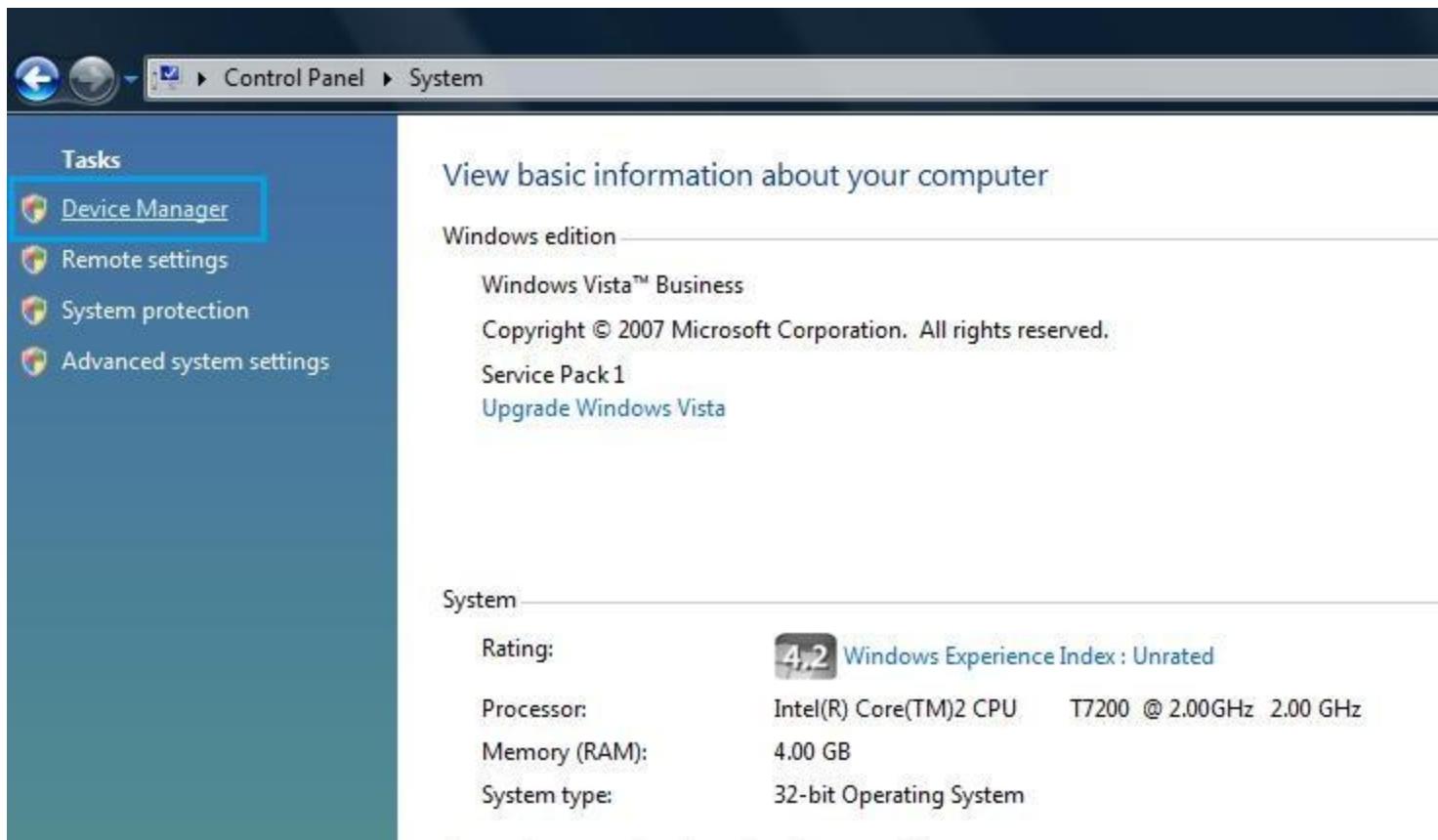


9.  
10. For Classic view, you must select the System Icon.



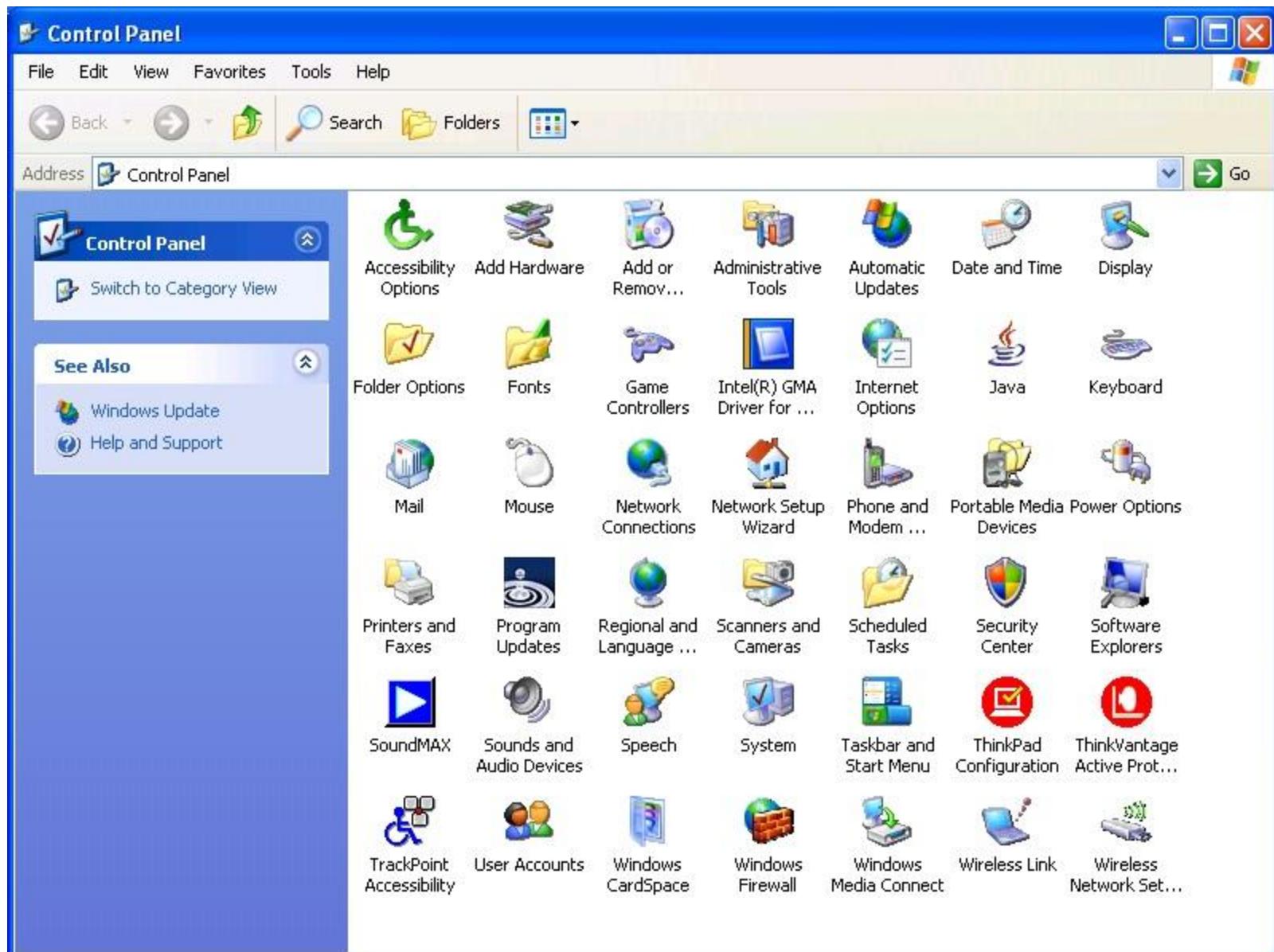
11.

12. After you select the system icon, the Device Manager should be located in the upper left corner.

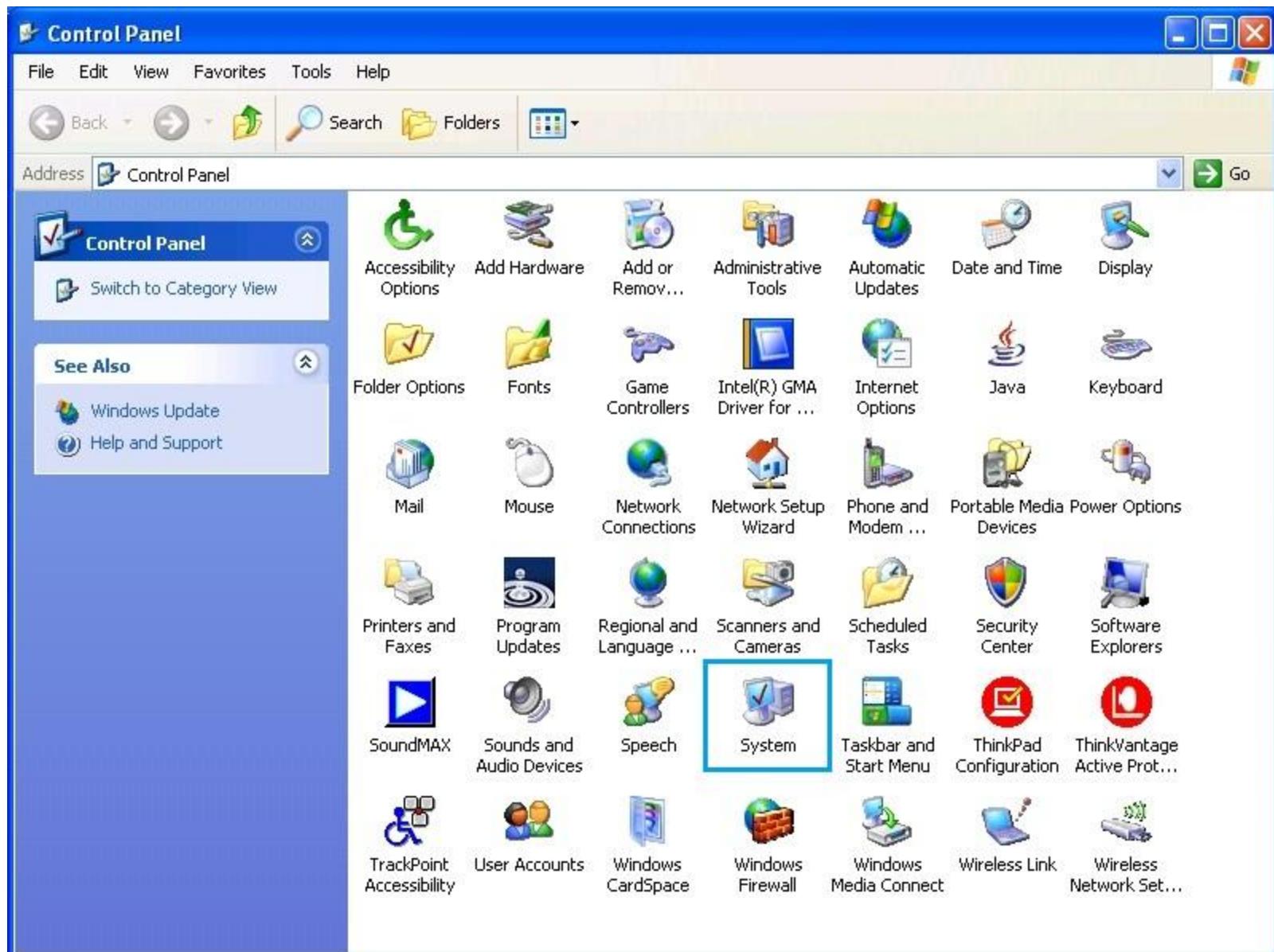


### 6.1.3 Open Device Manager in Windows XP

1. If you are using Windows XP, the Device Manager is located in the Control Panel.



- 2.
3. After you open up the Control Panel, select the System Icon.



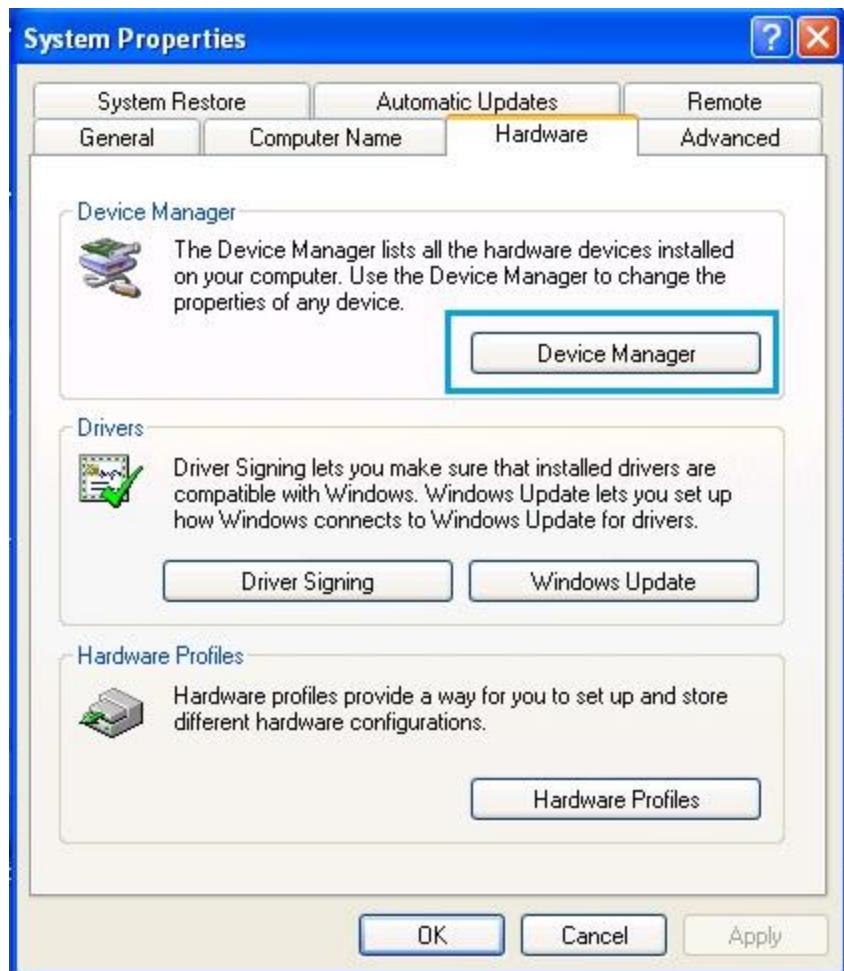
- 4.
5. This will bring you to the System Screen.



- 6.
7. Select the Hardware Tab located at the top of the screen.



- 8.
9. After you select the tab, click the Device Manager button.

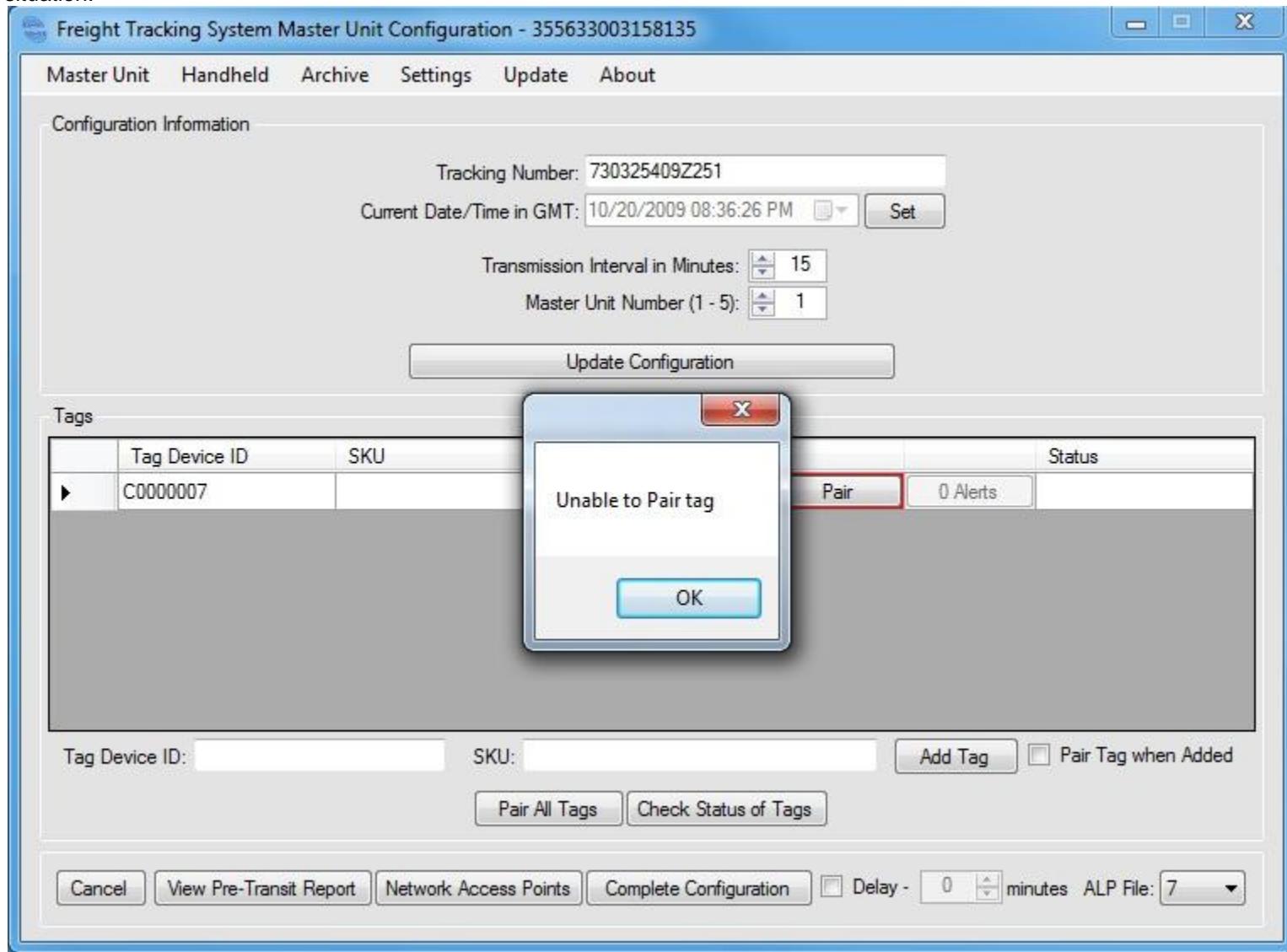


10.

## 6.2 Tags

### 6.2.1 Pairing Tags

1. If you receive an error message "Unable to Pair Tag" while attempting to configure a shipment, there are a few steps you can do to fix this situation.



- 2.

3. The first thing you want to do is verify that you entered in the Tag Device ID correctly. If you did not enter the Tag Device ID in correctly, select that Tag and press the delete key on the keyboard. This will remove the Tag from the Master Unit and allow you to enter in the correct Tag Device ID.
4. If you did enter in the correct Tag Device ID, open up the battery cover and press the reset button on the tag.



- 5.
6. This will clear any information stored in the Tag and allow you to attempt to pair the tag again.
7. If you are still unable to pair the tag, please verify that the batteries that are in the tag are fresh. If you are unsure of the status of the batteries, replace the batteries with fresh batteries. After you have replaced the batteries and pressed the reset button, you should then be able to pair the tag.

8. If you have followed all the above steps and are still unable to pair the tag, please contact technical support.

## **6.2.2 Unable to Communicate**

1. If you have configured a shipment, and the tags are already paired, but unable to communicate, there are a few steps you can do to try to help.

Freight Tracking System Master Unit Configuration - 355633003158135

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 1324RWXS432SGF

Current Date/Time in GMT: 10/22/2009 01:35:49 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

	Tag Device ID	SKU	Tag Type		Status
	A0000045		Temperature/Humidity	Paired	0 Alerts Communicating
▶	C0000007		Temperature	Paired	0 Alerts Not Communicating

Tag Device ID:  SKU:    Pair Tag when Added

Delay -  minutes ALP File:

- 2.
3. Find the tag that is unable to communicate and verify that it is within range of the Master Unit (Less than 50 feet) and has a clear line of site to the Master Unit.

4. If after you click the Check Status Of Tags button, you are still unable to communicate with the Master Unit, please check the status of the batteries in the tag.

Freight Tracking System Master Unit Configuration - 355633003158135

Master Unit Handheld Archive Settings Update About

Configuration Information

Tracking Number: 1324RWXS432SGF

Current Date/Time in GMT: 10/22/2009 01:35:49 PM

Transmission Interval in Minutes:

Master Unit Number (1 - 5):

Tags

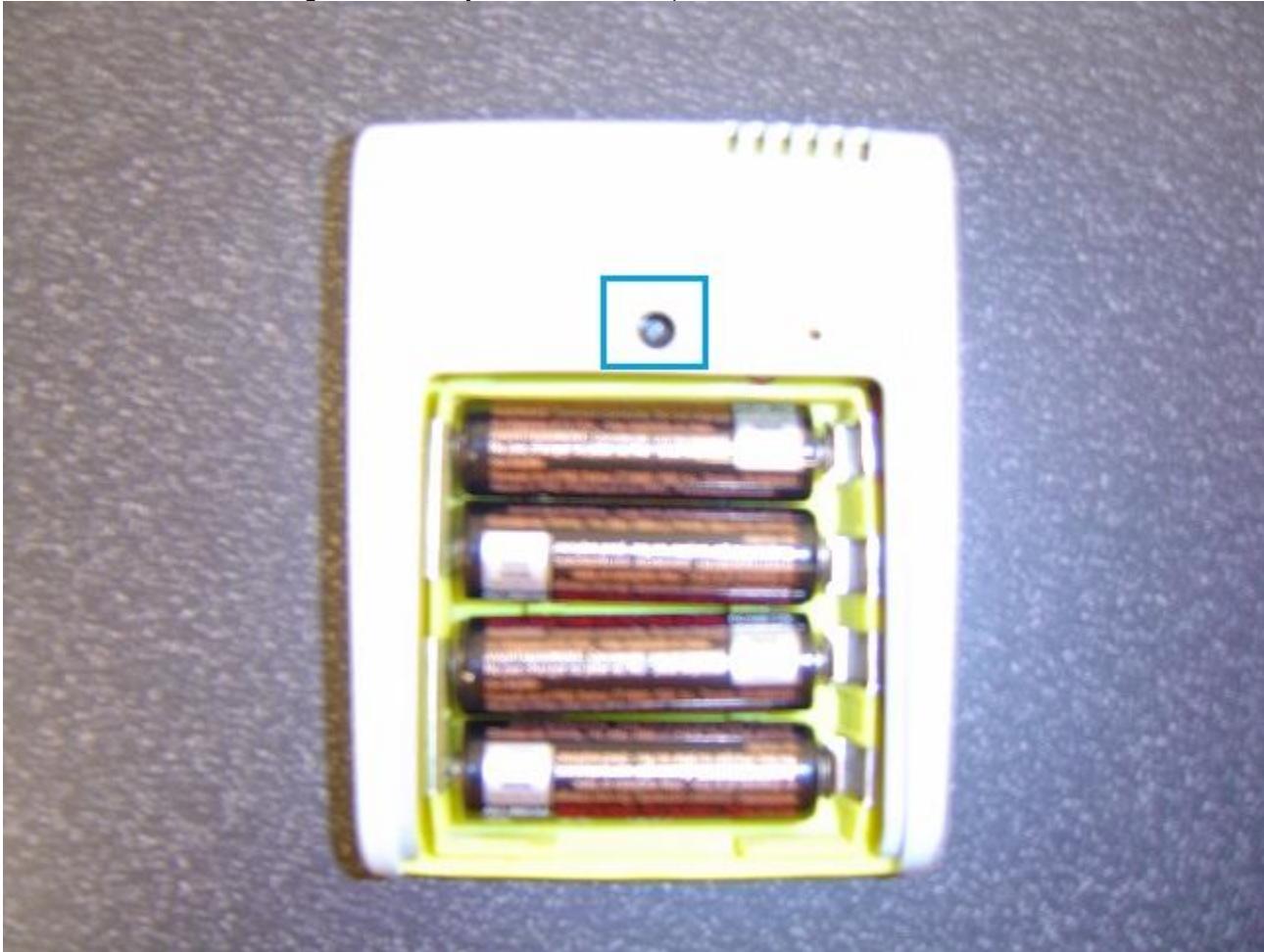
	Tag Device ID	SKU	Tag Type		Status
	A0000045		Temperature/Humidity	Paired	0 Alerts Communicating
▶	C0000007		Temperature	Paired	0 Alerts Not Communicating

Tag Device ID:  SKU:    Pair Tag when Added

Delay - 0  ALP File: 7

5.

6. If you are unsure of the status of the batteries, please replace with fresh batteries and click the Check Status of Tags button again. If you are still unable to communicate, delete that tag off the shipment. This can be done by selecting the tag and hitting the delete key on the keyboard. After you have removed the tag from the shipment, click the reset button on the tag. (This can be clicked multiple times, you should hear a small clicking noise when you hit the button.)



- 7.
8. After you have reset the tag, attempt to add the tag back to the shipment. After the tag is paired, click the Check Status of Tag button again and verify that the tag is communicating with the Master Unit.
9. If at this point you are still unable to get a tag to communicate with the Master Unit, please contact technical support.

# 7. FCC Information

## 7.1 Reference

1. The master unit contains a 2.4 GHz transceiver designed to the specification limits of the FCC Code of Federal Regulations, Title 47, Part 15.249, EN 300 440 and RSS-210 for Intentional Radiators.
2. Changes not expressly approved by Tracking Innovations could void the user's authority to operate the equipment.
3. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an output on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
4. This product complies with FCC OET Bulletin 65 radiation exposure limits set forth for an uncontrolled environment.
5. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. and (2) this device must accept any interference received, including interference that may cause undesired operation.
6. In lieu of an ESD or Power Surge event, the USB cable may need to be reconnected to resume proper operation.
7. FCC and Canada Information for aRFID Tags:  
FCC ID XZS-TII-1840-01-90  
IC: 8762A-TII18409  
This device complies with Part 15 of the FCC Rules.  
Operation is subject to the following two conditions:  
(1) This device may not cause harmful interference.  
and (2) this device must accept any interference received, including interference that may cause undesired operation
8. FCC ID: XZS-TII-1840-0100 IC: 8762A-TII18400  
Contains FCC ID: QIPTC63, IC: 267W-TC63  
Contains FCC ID: MCQ-50M1380, IC: 1846A-50M1380

This device complies with Part 15 of the rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference. And
- (2) This device must accept any interference received, including interference that may cause undesired operation.