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Learn why many of the Fortune 500 choose our trusted HARBOR IOT platform to connect, manage, and extract data from their remote assets

😑 Analytics 🛑 SaaS Applications 📒 IoT Solutions



# **Connected Coolers Technician**

#### **USER MANUAL**

Nov\_2022

# **Application Features**



- ✓ Connect Used for the already associated devices to connect.
- ✓ Assign Controller to CCEP For the client assign CCEP directly on the device.
- ✓ **Controller status –** To check the Gateway device's Last cellular status.
- ✓ Error Messages For controller error, msg easily diagnoses the fault and identifies a solution.
- ✓ Change Controller Settings For Checking Smart Device Last Communication Status.
- ✓ Apply Default Settings For the user apply Default settings of different cooler models and controller types.
- ✓ Add/Replace Controller For users to have a new add controller or replace controller for the available asset.
- ✓ **Remove Controller only –** For users who have removed the controller.
- ✓ **Upgrade Firmware** This option is enabled if the device has the latest FW available.
- ✓ **Disconnect** When the user has connected to device, they have an option for disconnect device.



COMPONENT	MINIMUM REQUIRED
BLUETOOTH	BLE 4.2 and above
CAMERA	At least 5.0 MP with Autofocus and flashlight
FREE STORAGE	4 GB and more
<b>OPERATING MEMORY (RAM)</b>	4 GB and more
OPERATING SYSTEM	Android 8.0 and above
PROCESSOR (CPU)	A quad-core processor or faster



COMPONENT	MINIMUM REQUIRED
BLUETOOTH	BLE 4.2 and above
CAMERA	At least 5.0 MP with Autofocus and flashlight
FREE STORAGE	4 GB and more
<b>OPERATING MEMORY (RAM)</b>	4 GB and more
OPERATING SYSTEM	iOS version 13 or above

# **Application Download**



Download the below link to the phone application.

Android application link

https://apps.ebest-iot.com/downloads/Android/Connected%20Coolers%20Technician/

iOS application link

https://apps.visioniot.net/downloads/iOS/ConnectedCoolersTechnician/

# **Application Installation**



1.Open VISION IOT's "Connected cooler technician" Application.

2. Log in to the application using the credentials provided by your administrator – after successful login, the user will be directed to the selection screen.

Suggested Note Before installation of every new version delete the previous one.

<u>Note</u> Please ensure Bluetooth & Mobile Wi-Fi or Mobile Data must be ON the device.



The Android Connected cooler technician application is compatible only with Smartphones having OS v8.0 and above.

The IOS Connected cooler technician application is compatible only with iPhones having iOS v13.0 and above.



# **Application Permission**

After Installation & launch, the Application will ask for permission to access.

#### Server: For CCEP client used only Visioniot server.

12:16:38 🕕 孝奈王 🚳
VISION IOT Connected Coolers Technician
This app collects location data to enable smartdevice (beacon) discovery and background data download even when the app is closed or not in use.
You need to grant access to Location, Camera, Storage
CANCEL OK
Login
SSO LOGIN
Hub MAC : F9:C8:21:F2:9B:3B Android Id : f9:821f29b3b2de8
Change Language English

- Camera Permission, File and Media Permission, Location Permission(always allow), Nearby Device Permission Need to Allow.
- User can access two types of login supported, one is "Login" and other is "SSO Login".









After successfully installation the Connected cooler Technician Application, Open the Application and the application will redirect to Login Page. Select the server Visioniot and log in with valid Credentials.

12:17:19	10 * © ? • ©
💉 💎 Vis	ION IOT
Connected Coo	olers Technician
Login	
With your account	
Vision lot	~
Username	
mona_tech	
Password	
	Ο
	Reset Password
Lo	gin
SSO	LOGIN
	MAC : F9:C8:21:F2:9B:3B bid ld : f9c821f29b3b2de8
<b>Change Language</b> English	
v	2.2

- Bluetooth and location services should be enabled.
- The application requires an internet on.



Enter valid credentials and tap on the Login button. The application will download necessary data from the cloud, once download the data, application will redirect in home page.

	oolers Technician
Login	
With your account	
Vision lot	~
Username	
mona_tech	
Password	
	O
	Reset Password
L I	ogin
SS	O LOGIN
Hut	MAC : F9:C8:21:F2:9B:3B





# SSO Login

Enter valid credentials and tap on the "SSO Login" button. The application will download necessary data from the cloud, once download the data, application directly redirect in home page.



# **Connected Coolers Technician – Choose Action**



After successful login, the following screen will appear. Please choose an ACTION from the list as per the required operation.



$\checkmark$	Connect – Used for the already associated devices to connect.
$\checkmark$	Assign Controller to CCEP – For the client assign CCEP directly on the device.
$\checkmark$	Controller status – To check the Gateway device's Last cellular status.
$\checkmark$	Error Messages – For controller error, msg easily diagnoses the fault and identifies a solution.
$\checkmark$	Change Controller Settings – For Checking Smart Device Last Communication Status.
$\checkmark$	Apply Default Settings – For the user apply Default settings of different cooler models and
	controller types.
$\checkmark$	Add/Replace Controller – For users to have a new add controller or replace controller for the
	available asset.
$\checkmark$	Remove Controller only – For users who have removed the controller.
$\checkmark$	Upgrade Firmware – This option is enabled if the device has the latest FW available.
$\checkmark$	Disconnect – When the user has connected to device, they have an option for disconnect
	device.

### Connect-ASSOCIATE SMART DEVICE TRY TO CONNECT





- After successful login selects Connect to the Device is for as to initiate a connection with the controller.
- Please enter manually or scan the barcode for the cooler serial number. (see the second image).
- After that device connected successfully. (see the Third image)
- Note: This application supported only Sollatek FFM2BB and FDEX2.

# ASSIGN CONTROLLER TO CCEP





	12:22:18	101 ×	\$ <del>?</del> I (6)	12:22:29
	nected Coole	ers Technicia code (v3.3)	n	
ease sci	an barcode for	controller seria	al number	Connected (
1	<b>5</b> 180845	ΠÌ	- 1	Connected To Device Type: Smart Device SN Cooler SN Communication Statu
Tech Are y	P client to 11	want to assig		Connected Technician Controller 11 assigned to 0
				E-rar I
1	2	3	_	Change C
4	5	6		Apply I
7	8	9	$\propto$	Add/Rej
	0			Remove
				Ξ

0 \* ? • 65 Coolers Technician Coolers 80845 is already CCEP GET HELP OKAY ontroller Setting **Default Setting** place Controller **Controller Only** 

- After a successfully connection with device, selects the Assign controller to CCEP option scan the barcode and manually enter the device serial to assign the CCEP controller.
- Next step: after Manual entry of Sr number or scan barcode, popup generated, and it required a confirmation.[see the image 5]
- If the device already assigned the client, see the popup message "already assign the CCEP" else the popup message "Controller was successfully assigned to CCEP".

### **CONTROLLER STATUS**



15:48:42 📀	© © ≭ © 奈 ⊆ ⊡		
Connected Co	olers Technician		
Connected To			
Device Type:	SollatekFFM2BB		
Smart Device SN	1180845		
Cooler SN	RU021991		
Communication Status	OKAY		
Choose Action			
Con	nected		
Assign Cont	troller to CCEP		
Control	ler Status		
Error Messages (2)			
Change Controller Setting			
Apply Default Setting			
Add/Replace Controller			
Remove Controller Only			
Upgrade Firmware			

Image 7

15:33:2		@≭╤⊻₩		
Connected Coolers Technician Controller Status (v2.9)				
Cooler SN	R0021991			
Cooler EQN:	1991			
Smart Device SN	1180845			
Mac Address:	48:E6:95:00:A	5:1E		
Smart Device Type	SollatekFFM2	BB		
Firmware Version:	8.01			
Last Successful GPRS:	11/4/2022 11:	49:10 AM		
Last Attempted GPRS:	11/17/2022 0	5:21:01 PM		
GPRS Status::	Successful GP	RS Connection		
=		$\triangleleft$		

Image 8

The date and time the controller last communicated with the portal should be displayed (It should be a ping data transaction to confirm the connection is successful with the portal).

#### **ERROR MESSAGE**



19:07:53 🛇	ت <b>بې % ۱</b> ۱ ت			
Connected Co	olers Technician			
Connected To				
Device Type:	SollatekFFM2BB			
Smart Device SN	1180845			
Cooler SN	RU021991			
Communication Status	OKAY			
Choose Action				
Choose Action				
Con	nected			
Assign Con	Assign Controller to CCEP			
Contro	ller Status			
Error Me	essages (1)			
Change Cor	ntroller Setting			
Apply De	Apply Default Setting			
Add/Replace Controller				
Remove Controller Only				
Ungrade	e Firmware			

19:08:00 🔮 🛛 🕅	ጛЮ≭©?⊂⊡
Connected Coolers Tec Error Messages (v3.0)	hnician
Regulation Temp Faulty	No
Defrost Temp Faulty	No
Condenser Temp Faulty	No
Ambient Temp Faulty	No
Door Malfunction	No
Input Voltage High	No
Input Voltage Low	No
Condenser Temp High	No
Condenser Temp Low	No
Refrigeration Faulty	No
Door Alarm	Yes
Power Cut	No
Cooler Disabled (Locked Down	Mode) No
ΞΟ	$\lhd$

Image 10

- Any error messages coming from the controller, user can easily diagnose the fault and identify a solution.
- If any error is there in the controller then Application shows status as "Yes" else Application shows status as "No".

#### **CHANGE CONTROLLER SETTING**



R 🛛 🚳

2BBW

User can change all available settings for FFA / FDE controllers according to requirement (Image 12). After changing setting , user should click on "Right button" shows in (Image 13).

15:48:42 😗 🛛 ଓ 🕼 🕸 🛜 🖬 📾	16:07:58 🛛 🕸 🗇	12:23:10 O \$ 🖤 🖾 🖾	12:23:36 电考察回函
Connected Coolers Technician	Connected Coolers Technician	Connected Coolers Technician Change Contender Settings (v3.3)	Connected Coolers Technician Change Controller Settlings (v3.3)
Connected To         Device Type:       SollatekFFM2BB         Smart Device SN       1180845         Cooler SN       RU021991         Communication Status       OKAY	CHANGE CONTROLLER PAMETERS ONCooler Serial Number:R0021991CCEP Equipment Number:1991Smart Device SN:1180845MAC Address:48:E6:95:00:A5:1ESmart Device Type:SollatekFFM2BBFirmware Version:8.01	CHANGE CONTROLLER PARAMETERS ONCooler Serial Number:RU021991CCEP Equipment Number:021991Smart Device SN:93430MAC Address:1C:CA:E3:20:0D:66Smart Device Type:FreotecFDEx2:2BBWFirmware Version:8.05	CHANGE CONTROLLER PARETERS ONCooler Serial Number:RU021991CCEP Equipment Number:021991Smart Device SN:93430MAC Address:1C:CA:E3:20:0D:66Smart Device Type:FreotecFDEx2-2BNFirmware Version:8.05
Connected	X Device Status: Connected	>> Device Status: Connected	Device Status: Connected
Assign Controller to CCEP Controller Status	Parameter are loaded successfully         dnl       Normal mode cut-in value –         Day Mode       9.8         dnO       Normal mode cut-out value         1.8	Cin     Cut IN value in Normal mode     -     9.0     +       Con     Cut Out value in Normal mode     -     10.0     +	Connected Coolers Technician Values are successfully updated.
Error Messages (2)	- Day Mode	OST Offset value - 8.0 +	OKAY OST Offset value - 8.0 +
Change Controller Setting Apply Default Setting	Night Mode     13.0       Normal mode cut-out value     5.0       – Night Mode     5.0	Drc Door Closure for ES (EnergySaving) - 7.0 +	Door Closure DrC for ES - 7.0 + (EnergySaving)
Add/Replace Controller	dF3 Defrost Start Interval (in 2 hours)	Cle Cut in value in - 6.0 +	Cle Cut In value in Eco mode - 6.0 +
Remove Controller Only	dF4 Defrost Duration (in 10 minutes) 10	COe Cut Out value in - 5.0 +	COe Cut Out value in - 5.0 +
Upgrade Firmware	Learning algorithm door dOt operation duration threshold 1 (Seconds)	DST Defrost Start - 4.0 +	DST Defrost Start Timer (hours) - 4.0 +
		≡ □ <	
Image 11	Image 12	Image 13	Image 14



### **APPLY DEFAULT SETTING**



Users click "Apply Default Setting" parameters, then select "Tap to select cooler model" (image 16). Here In the application FDEX2 have 2 cooler model is supported (image 17) and FFM2BB device 19 cooler models are supported (image 18).



Image 15

Image 16

Image 17

Once Controller has been selected, then click on "Tap to load default parameters" and it sets default parameters.

Or User should apply the same default settings from the eBest portal also.

11:00:34 📵 🛛 🕫 🛪 🖾	12:24:01 🕕 🕯 즉 🖾	11:00:39 📵 🛛 🕫 🛪 🖾	11:01:21 D 🕯 📚 🗆 💷
Connected Coolers Technician Apply Default Settings (v3.0)	Connected Coolers Technician Apply Default Settings (v3.3)	Connected Coolers Technician Apply Default Settings (v3.0)	Connected Coolers Technician Apply Default Settings (v3.0)
Device StatusConnected	Device StatusConnected	Device StatusConnected	Device StatusConnected
Cooler Model: Device Type: SollatekFFM2BB Smart Device SN 1180845 Cooler Model: ICOOL300  Tap to Load Default Parameters	Cooler Model: Device Type: FreotecFDEx2-2BBW Smart Device SN 93430 Cooler Model: PLUS450	Cooler Model: Device Type: SollatekFFM2BB Smart Device SN 1180845 Cooler Model: ICOOL300 C Applying the default setting for cooler ICOOL300	Cooler Model: Device Type: SollatekFFM2BB Smart Device SN 1180845 Connected Coolers Technician Default values are updated
	Tap to Load Default Parameters		CONTINUE
		$\equiv$ $\Box$ $\triangleleft$	
Image 19	Image 20	Image 21	Image 22

### ADD CONTROLLER



**V**<sup>•</sup> VISION IOT

User click on "Add/Replace Controller" next one pop-up shows "Add or Replace" (image 23), After that When the user click on Add button. Click on "Tap to scan cooler" scan or entered manually. After that Tap on Add Controller – which will add Controller. Check all detail for add the controller seen as "Summary". Last screen user has seen the pop-up message "controller added successfully" (seen image 26).

# **REPLACE CONTROLLER**



User click on "Add/Replace Controller" next one pop-up shows "Add or Replace" (image 27), After that When the user click on Replace button. Click on "Tap to scan cooler" scan or entered manually. After that Tap on Replace Controller – which will replace Controller. Check all detail for replace the controller seen as "Summary". Last screen user has seen the pop-up message "controller replacement success" (seen image 30).

## **REMOVE CONTROLLER ONLY**



- After successfully connected the device, click on the "Remove controller only" button.
- The first step should be to scan the cooler serial number or enter manually cooler serial number to establish the details of the current controller (looked up from the Vision IOT platform based on the cooler that is scanned).
- Click on "Remove association" button.(seen image 32)
- Association was removed, and confirmation Pop-up generated "cooler-association deleted".(seen image 33)

### **UPGRADE FIRMWARE**

15:40:40				
	©@\$©?€⊡			
Connected Co	olers Technician			
Connected To				
	SollatekFFM2BB			
	1180845			
Cooler SN	RU021991			
Communication Status	OKAY			
Choose Action				
Connected				
Assign Controller to CCEP				
Contro	ller Status			
Error Messeges (2)				
Change Controller Setting				
Apply De	fault Setting			
Add/Replace Controller				
Remove Controller Only				
Upgrade Firmware				

Image 35

If the firmware is already up to date, the button is
 Disable, and click the button one pop-up generated
 is "The firmware is already up to date".



Image 36

 If new firmware is available, the button should be highlighted in "red" and say "Upgrade Firmware"

### **UPGRADE FIRMWARE**



**Choose Action** 



6:01 ┥ Connected Coolers Technician Device Type: SollatekFFM2BB Smart Device SN: 1180845 Cooler SN: RO021991 **Choose Action** Updating Firmware 0/100 Add / Replace Controller Remove Controller Only Image 38



- When user click on "upgrade firmware" button, the latest firmware from the eBest platform should be update to the cooler.
- When FW upgrade in progress pop-generated "Updating Firmware" (image 38).
- When the firmware upgrade completed successfully, the button of "Update Firmware" should be disable and says, "Firmware Up to Date".

#### DISCONNECT

18:16:22 🛇	() () × () () () () () () () () () () () () ()			
Connected To				
Device Type:	SollatekFFM2BB			
Smart Device SN	1180845			
Cooler SN	R0021991			
Communication Status	OKAY			
Choose Action				
Connected				
Assign Controller to CCEP				
Controller Status				
Error Messages (1)				
Change Controller Setting				
Apply Default Setting				
Add/Replace Controller				
Remove Controller Only				
Upgrade Firmware				
Disc	onnect			
=				

Image 40



- When user pressed the disconnect button, it should disconnect the controller/device from the application. (image 40)
- Application returned to the home page with the default active buttons.(image 41)

# **GET HELP FUNCTIONALITY**



Image 42



- If user gets any error in the application, click on the "Get Help" button.
- When user click on "Get help" in application, it will redirect the user to the default email application on the mobile device and generate one email.
- If the mail application didn't log in, then one popup generated is "No mail application is available".

#### CHANGE LANGUAGE







Image 46

In this application, default language of the device is English or allow the user to manually change language [English, Dutch, German, Spanish, Portuguese ] which remains the same in application.

MESSAGES



DETAILED MESSAGE	SHORT MESSAGE	USER STORY
Cooler SN or Technical ID <cooler sn=""> is associated with Gateway <gw sn=""></gw></cooler>	Error 101	If Cooler is available in the portal and not associated with any smart device but associated with any gateway.
Cooler SN or Technical ID <cooler sn=""> is associated with Smart Device <sd sn=""></sd></cooler>	Error 102	If Cooler is available in the portal and not associated with any gateway but associated with any smart device.
Cooler SN or Technical ID <cooler sn=""> is associated with Gateway <gw sn=""> and Smart Device <sd sn=""></sd></gw></cooler>	Error 103	If Cooler is available in the portal but associated with Smart Device and the gateway.
Cooler SN or Technical ID <cooler sn=""> does not exist in portal</cooler>	Error 104	If the cooler does not available in the portal.
Duplicate Cooler SN on cloud, try with the Technical ID or check with the Support Staff	Error 110	Duplicate Cooler SN on a cloud, try with the Technical ID or check with the Support Staff
Duplicate Technical ID on cloud, try with the Cooler SN or check with the Support Staff	Error 111	Duplicate Technical ID on a cloud, try with the Cooler SN or check with the Support Staff

DETAILED MESSAGE	SHORT MESSAGE	USER STORY
Cooler SN or Technical ID <cooler sn=""> is not associated with any smart device or Gateway <gw SN&gt;</gw </cooler>	Error 100	If Cooler is available in the portal but not associated with any smart device or any gateway.
Duplicate Cooler SN on system, try with the equipment number or check with the Support Staff	Error 110	Duplicate Cooler SN on a cloud, try with the Technical ID or check with the Support Staff.
Duplicate Technical ID on system try with the Cooler SN or check with the Support Staff	Error 111	If Duplicate Technical ID on system, try with the Cooler SN or check with the Support Staff.
Cooler SN or Technical ID <cooler sn=""> is on system but not assigned to user client</cooler>	Error 112	If the cooler is available in the portal but does not assign to user client.
Controller cooler SN or Technical ID was successfully assigned to CCEP	Error 1000	If Controller cooler SN or Technical ID was successfully assigned to CCEP.
Controller cooler SN or Technical ID is already assigned to CCEP	Error 1001	If Controller cooler SN or Technical ID is already assigned to CCEP.

DETAILED MESSAGE	SHORT MESSAGE	USER STORY
Controller Cooler SN or Technical ID <cooler sn=""> is already assigned to another client</cooler>	Error 1002	If Controller Cooler SN or Technical ID <cooler sn=""> is already assigned to another client</cooler>
Controller is not available in the system	Error 1003	If Controller is not available in the system



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#### Follow us on:



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