Admin User Manual

For installers and company administrators — physical installation, hub and sensor setup, and administration of your SafeTemp system. This manual assumes familiarity with the Operator User Manual. · September 2026

✅ 1. Before You Start

You will need:

- The hub unit.
- A CE-marked 5V USB-C power adapter for the hub — this is not supplied with the unit and must be sourced separately.
- One or more sensor units, each with 2 × AAA Energiser Ultimate Lithium batteries fitted.
- A smartphone, tablet, or laptop with WiFi, to carry out initial setup.
- Your site's WiFi network name and password (the hub needs internet access for cloud sync).
- Your SafeTemp cloud account login.

🏗️ 2. Physical Installation

2.1 Hub Placement

- Choose a location central to your sensors, with a nearby mains socket.
- The hub needs a genuine WiFi signal from your venue's router at its installed location — check signal strength before finalising placement.
- Do not mount inside a fridge, freezer, or any enclosed metal space — the hub itself is not designed for that environment.
- The hub does not include a power adapter — use a genuine CE-marked 5V USB-C adapter, customer-supplied.

2.2 Sensor Placement

- Place the sensor unit inside the fridge or freezer being monitored.
- Check the sensor can reach the hub — signal has to pass through the fridge/freezer door and walls, so verify a successful reading arrives on the dashboard after installation, not just that pairing succeeded.

> *Metal fridge and freezer doors meaningfully attenuate wireless signal. If a sensor struggles to maintain a connection, consider hub placement relative to that specific unit before assuming a fault.*

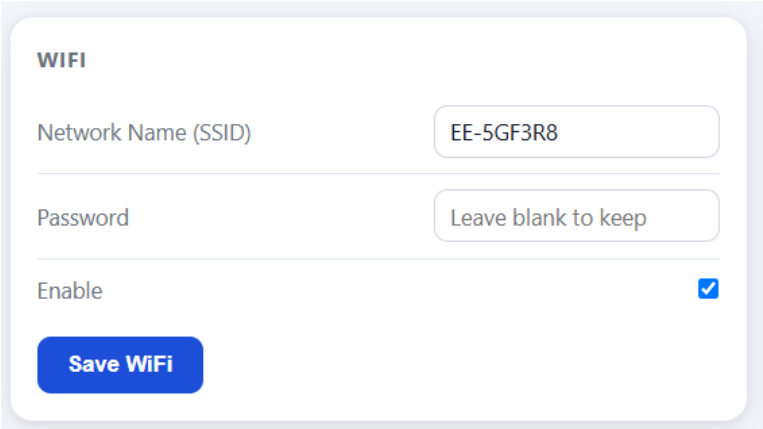
📶 3. Hub Initial Setup

The hub needs to be configured with your venue's WiFi details before it can sync to the cloud. This is done once, via the hub's own local setup page.

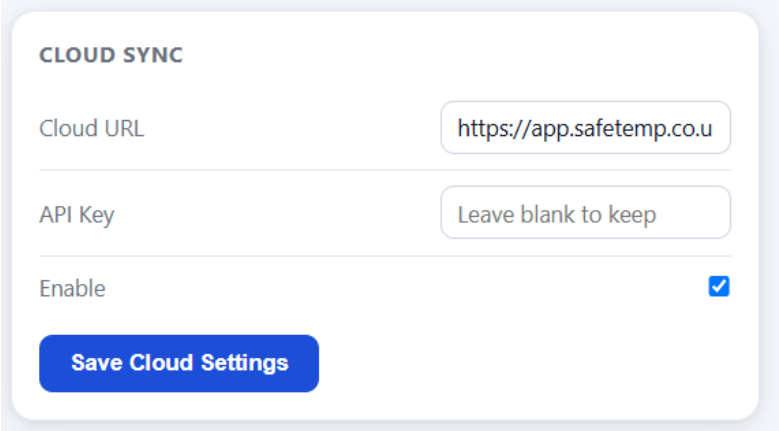
Steps

1. Power on the hub.
2. On your phone, tablet, or laptop, connect to the WiFi network named FridgeSensor, using the password sensor1234.

3. Open a web browser and go to 192.168.4.1. Enter admin/admin for the username/password when prompted. This then brings up the hub's local setup dashboard.
4. Select the Setup tab and under WiFi enter your venue's WiFi network name (SSID) and password, then check the Enable box, then click Save WiFi:



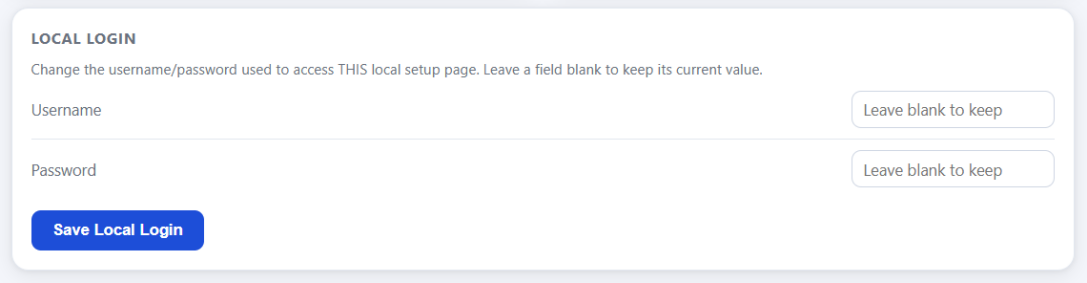
5. Under Cloud Sync, enter https://app.safetemp.co.uk for the Cloud URL, your SafeTemp supplied Cloud API Key, then check the Enable box, then click Save Cloud Settings:



> *The Cloud API Key is generated and provided by SafeTemp when your Site is set up on your account — it is not something you create yourself. Contact your SafeTemp administrator if you don't have this key. It should start in the format 'sk-.....'*
>
> *Both the router and cloud details are saved independently — make sure you've saved each section separately, rather than assuming one Save covers both.*

Once both are saved, the hub will reconnect using your venue's WiFi and begin syncing to the cloud. This may take a minute or two.

6. It is recommended to change the default admin/admin password for the local hub setup using the below:



🔗 4. Claiming Sensors

A newly powered-on sensor broadcasts itself as available (“unclaimed”) and checks in frequently while waiting to be claimed. Once claimed to a hub, it switches to its normal, much less frequent reporting schedule.

Steps

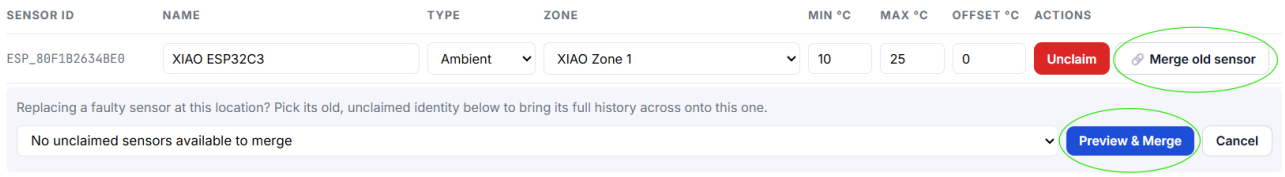
1. Log in to your SafeTemp dashboard.
2. Go to the Manage Sensors on the Settings page and click refresh to look for the list of detected, but unclaimed, sensors.
3. Click claim for the sensor you want to claim, then acknowledge the pop up message:



> *A claim is usually confirmed within a minute or two, since an unclaimed sensor checks in frequently. If it doesn't appear in the unclaimed list at all, double-check its battery and that it's within range of the hub.*

4.1 Replacing a Faulty Sensor (Keeping Its History)

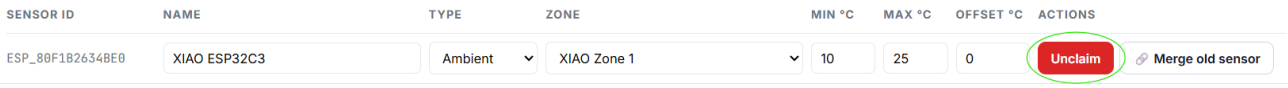
If a sensor at a given location fails and needs replacing, you don't need to lose its historical readings and calibration record. When claiming the replacement sensor, use the merge option to bring the old sensor's full history across onto this one, rather than starting that location's record from scratch.



> **Important:** The merge cannot be undone, heed the on-screen warnings and only merge when absolutely certain of the sensor to merge from and the sensor to merge to.

4.2 Unclaiming a Sensor

If a sensor is being decommissioned or moved to a different SafeTemp account, it can be unclaimed from the sensor management screen:



> *Unlike claiming, unclaiming is not immediate — the sensor needs to complete its current sleep cycle before the change takes effect, so expect a delay proportional to its sample rate rather than an instant result.*

⚙️ 5. Administration — Zones and Sensors

5.1 Managing Zones

Zones group sensors within a Site for easier navigation — for example, separate kitchens or storage areas. Create and manage these from the Zone Management area of the Settings page:



5.2 Sensor Settings

Each sensor has its own configurable settings, accessible from Manage Sensors on the Settings page:

Setting	Purpose
Name	How the sensor appears throughout the dashboard.
Type	Whether the sensor is to be sited in a Fridge, Freezer, Chiller or Ambient environment.
Zone	Which Zone the sensor is grouped under.
Min / Max Temperature	The safe range for this specific unit — readings outside this trigger an alert.
Offset °C	Should the outcome of a calibration require it, a value can be entered here to provide a permanent offset to the reading.

5.3 Interval Settings

Intervals for the following configurable settings can be set from Maintenance Intervals on the Settings page:

Setting	Purpose
Calibration Interval	How often (in months) this sensor's calibration is due — 1 to 24 months, commonly set to 12.
No-Signal Multiplier	Controls how many missed sample cycles trigger a “no signal” alert (default 2× the sample rate) — raise this if you want more tolerance for occasional missed readings before an alert fires.
Sample Rate	The rate at which sensors take and report readings is set centrally via the cloud dashboard (not on the hub or sensor directly), and applies across your sensors. A shorter sample rate gives more frequent data at some cost to battery life; a longer rate extends battery life at the cost of less frequent readings.

> *Recommended sample rate is 1 hour. Sample rate will only update after the next communication between the sensor and hub.*

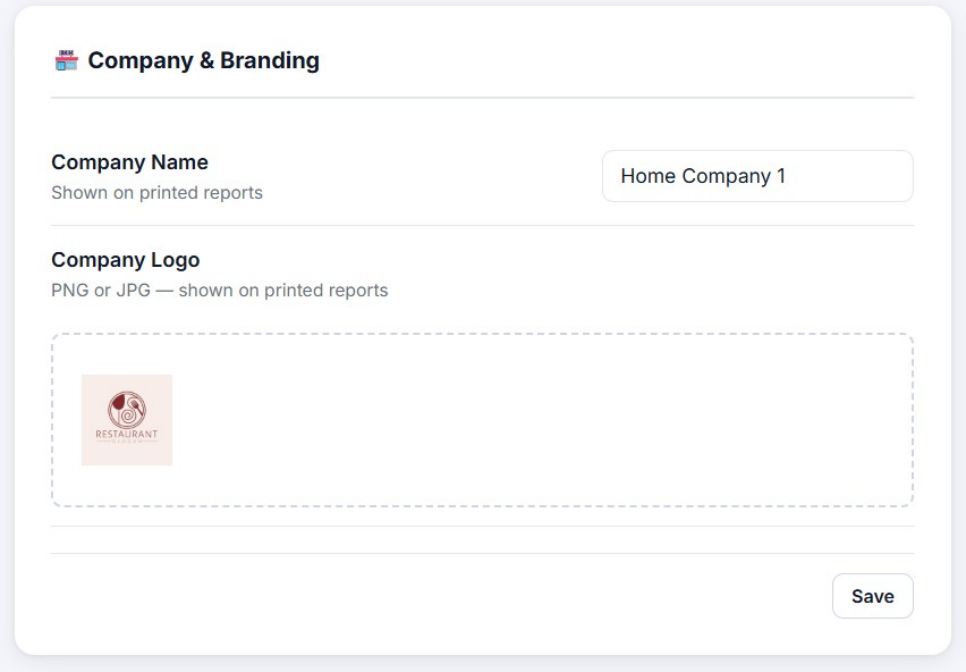
Setting a fast sample rate (for example, while actively troubleshooting a sensor) is treated as a temporary state, not a permanent setting: if a fast rate isn't confirmed as genuinely running on the hub within a short window, or

is left running unconfirmed, it will automatically revert back to a normal rate on its own. This is a deliberate safeguard to stop a fast rate being accidentally left on and draining sensor batteries unnecessarily.

6. Company & Account Settings

6.1 Company Name and Logo

Your company name and logo can be uploaded from Company & Branding on the Settings page, and are used to brand your printed/exported compliance reports.

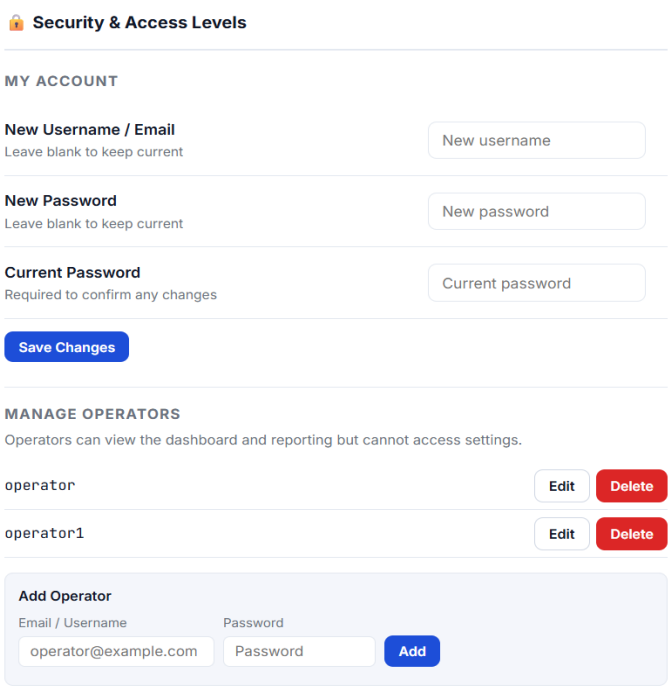


6.2 User Access Levels

SafeTemp has two access levels:

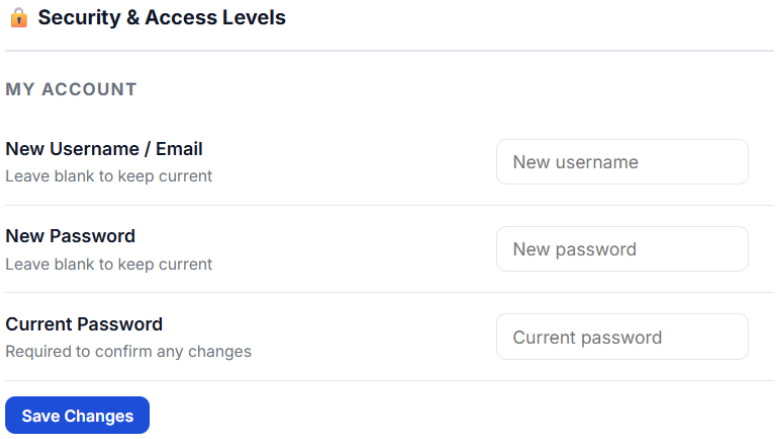
Level	Can do
Operator	View the dashboard, use Zone filtering, run maintenance mode, view/download reports.
Admin	Everything an Operator can, plus access the Settings page to manage zones, sensors, alert configurations, company branding etc.

Managing operator accounts (adding, removing, or changing another user's access level) is done from the Security and Access section on the Settings page, available to Admin users:



6.3 Changing Your Username or Password

From the Security and Access section on the Settings page, you can change your own username or password — you'll be asked to enter your current password first to confirm the change:



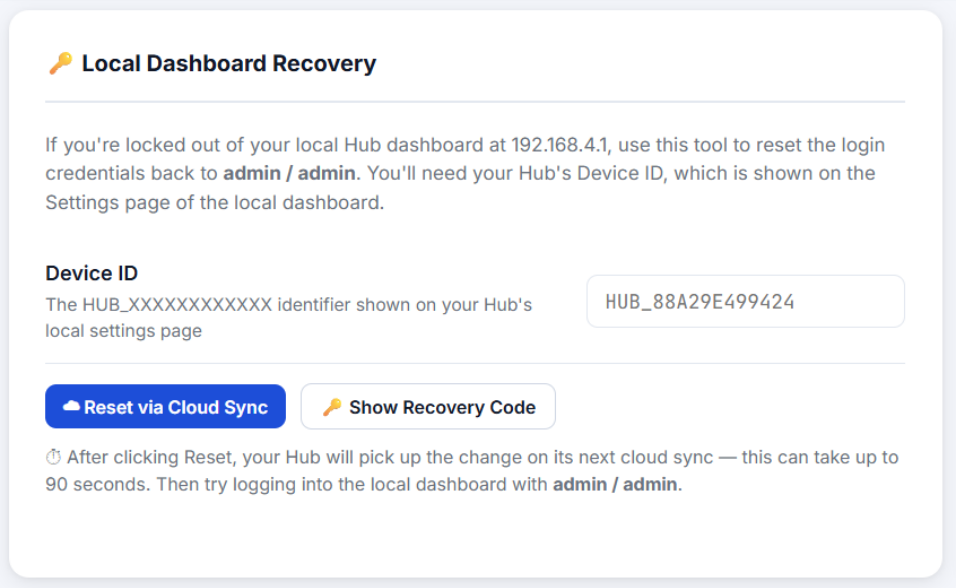
6.4 Local Dashboard Recovery

If you lose or forget the login for the hub's own local setup page (Section 3), this can be reset from the Local Dashboard Recovery section on the Settings page — provided the hub is currently connected to the cloud.

Steps

1. Go to the Local Dashboard Recovery section in your account settings.
2. Enter the Site's Device ID (staring HUB_) to confirm you have genuine access to that Site.
3. Confirm with Reset via Cloud Sync — the hub's local login will be reset to the default (admin / admin).

> *Change the local login away from the default again after recovering it, rather than leaving it set to admin/admin.*

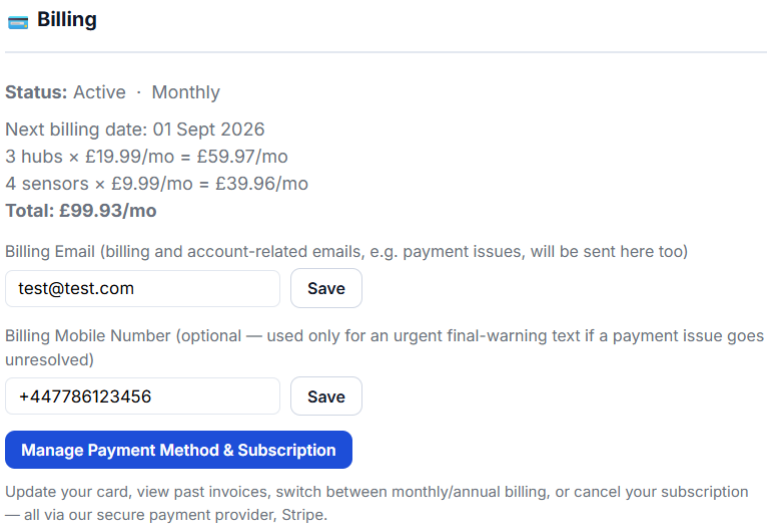


7. Billing

Billing is visible to Admin users only, on the Settings page, and is usage-based — priced per hub and per sensor currently active on your account, billed monthly or annually depending on your plan.

7.1 What You'll See

- Current status — Active, Payment setup pending, Payment issue, Dormant, or Cancelling.
- A breakdown of your current hub and sensor counts, their individual pricing, and your total.
- Your next billing date.
- A Billing Email field — separate from your login, specifically for payment-related notifications (used in addition to, not instead of, alert emails configured in Section 6).



7.2 Managing Payment

If billing is already set up on your account, a “Manage Payment Method & Subscription” button takes you to a secure portal to update card details or make plan changes. If billing hasn't been set up yet, contact support@safetemp.co.uk directly to arrange this.

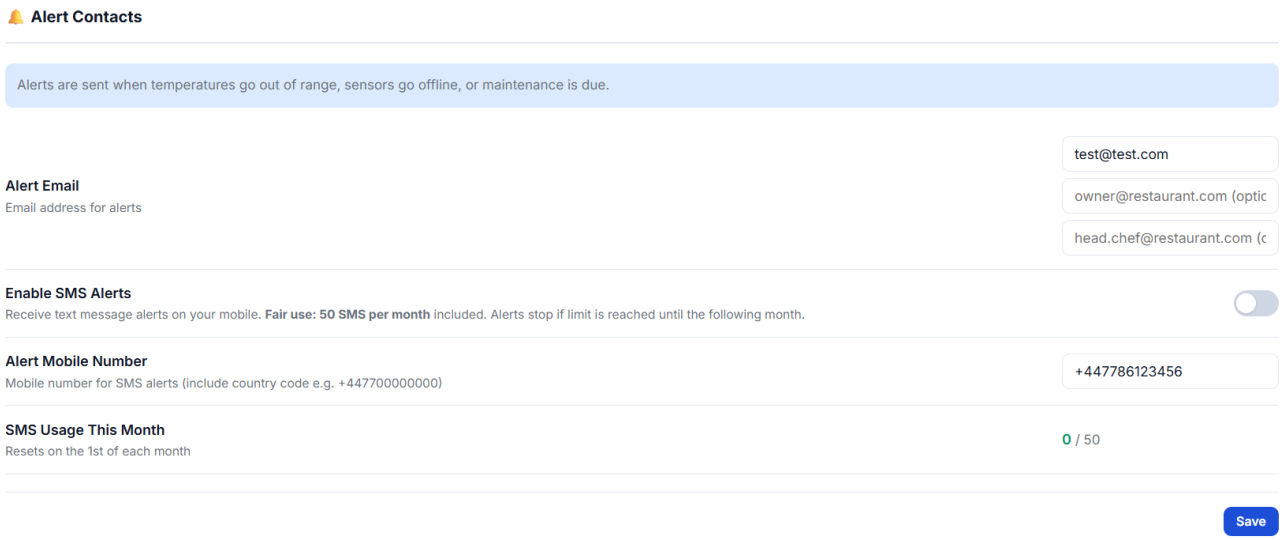
7.3 Payment Issues

If a payment fails, a warning banner appears at the top of the dashboard showing how many days remain before the account is suspended, giving you time to update your payment details before service is interrupted. A similar banner appears if a subscription is set to cancel, showing the date access will end — contact support@safetemp.co.uk if you want to reverse a cancellation.

🔔 8. Alert Configuration

Alert recipients and channels are configured at company/site level, from the dashboard's alert settings.

- Email — up to 3 addresses can be entered.
- SMS — toggle on and provide a contact number, if enabled for your account.



> *Fair usage applies to the SMS alerts -- 50 per month are included and will stop until the following month if the limit is reached.*

💾 9. Firmware Updates

Sensor and hub firmware is currently updated manually, via a direct USB connection to each individual unit — there is no over-the-air (OTA) update mechanism at present. The requirement to update firmware however is unlikely.

> **Important:** Firmware updates should only be carried out by a SafeTemp Engineer or under direct guidance from SafeTemp. There are risks associated with connecting to the USB in the Sensor Box since the batteries MUST be removed for this activity.

🏢 10. Adding Additional Sites

If your company operates more than one location, each requires its own hub and is set up as a separate Site. Repeat the hub setup (Section 3) and sensor claiming (Section 4) process for each additional Site.

Once you have more than one Site, an “All Sites” option appears in the Site dropdown alongside your individual Sites — this shows every sensor across every location at once, useful for a single overview, while each individual Site view stays focused on just that location for day-to-day use.

🛠️ 11. Technical Troubleshooting

Issue	What to check
Hub won't connect to venue WiFi	Confirm the router SSID/password entered exactly match your venue's network — re-enter and Save if unsure. Confirm the hub has adequate signal at its installed location.
Sensor never appears in the unclaimed list	Confirm battery orientation and charge. Confirm the sensor is genuinely powered on and within range of the hub — try moving it closer for initial claiming, then relocating once confirmed working.
Cloud sync failing despite hub showing connected to WiFi	Confirm the venue's internet connection itself (not just local WiFi) is working — the hub can be connected to a router with no working internet upstream.
Claimed sensor stops reporting after previously working	Check battery. If recently replaced or moved, allow time for the next scheduled reading before assuming a fault.

💬 12. Need Help?

Contact SafeTemp support at support@safetemp.co.uk