ColdTrace | Troubleshooting Checklist

Fault Observed	Symptoms	Possible Cause	Check/Diagnose the Problem
Display screen is blank (back light off)	CT5 not getting power	Battery discharged	1. Charge device overnight to recharge battery to 100%
Display shows 'Power Out'	Power adaptor not securely plugged in	Power supply	1. Power adaptor is securely plugged into the CT5 2. Power adaptor is securely plugged into the stabilizer 3. Check that the stabilizer is working 4. Plug in a phone charger to check that power source and power point are working 5. Replace CT5 charger with Android phone charger to check if CT5 is getting charged
Display screen is blank (back light on)	LCD display not working	CT5 reset	1. Push pin in the RESET button, on the side of the CT5
Display is blank but data is showing up on dashboard		Device reboot	
Display shows 'Reg denied'	Data services on SIM not available	CT5 reset	1. Push pin in the RESET button, on the side of the CT5
		Network or SIM card issue	1. If date and time are normal on CT5 display, then switch off the device and remove the SIM 2. Insert SIM in primary slot in mobile phone and check network percentage 3. Check browser by opening dashboard site
Display shows 'SD Card Failure Error'	SD card not inserted firmly in slot	SD card moved	1. Insert SD card securely
	SD card needs to be re-formatted	SD card formatting	1. Re-format SD card
No data on dashboard	CT5 out of charge	Power adaptor	1. Power adaptor is securely plugged into the CT5 2. Power adaptor is securely plugged into the stabilizer 3. Check that stabilizer is working 4. Plug in a phone charger to check that power source and power point are working 5. Replace CT5 charger with Android phone charger to check if CT5 is getting charged
	Any error message on screen	CT5 reset	1. Push pin in the RESET button on the side of the CT5 and hold for few seconds
	Network and data services issue	Network or SIM card issue	1. Check CT5 display for current date and time 2. If date and time are normal, switch off the device and remove the SIM 3. Insert SIM in primary slot in mobile phone and check network percentage 4. Check browser by opening dashboard site 5. Insert SIM and switch on CT5 6. Restore Factory Settings after new SIM is inserted in the CT5
		Battery charge insufficient	1. Charge device overnight to recharge battery to 100%
CT5 shows extreme (negative or positive) temperature reading on one or all of the sensors	Sensor not working or too short	Damaged sensor probe/ sensor cable	1. Check that sensor cable(s) is/are well connected to the CT5 and the sensor probe is secured on the wall of the CCE by the clips and NOT getting pressed by the baskets, etc. 2. Inspect the sensor cable and sensor probe to make sure there are no cuts or damage of any kind
		Faulty sensor	1. Unplug a sensor that shows correct temperature and plug into the port of the faulty sensor 2. Press the FUNCTION button and wait 1 minute. The FUNCTION button will force the CT5 to update the temperature readings. 3. Cycle through the display and check if the faulty sensor now shows correct temperature. If the device shows transmitting, wait until the time is shown and then press the FUNCTION button. 4. Replace sensor *note: All sensors do not need replacing if a single sensor is showing bad temperature (e.g. 50℃ or -56℃).*
One or more temperature reading is not displayed on screen/dashboard	Sensor probe not connected to CT5	Sensor not plugged in securely	1. Check that sensor cables are securely inserted into the CT5 2. Press the FUNCTION button and wait 1 minute. The FUNCTION button will force the CT5 to update the temperature readings. 3. Cycle through the display and check if the faulty sensor now shows correct temperature. If the device shows transmitting, wait until the time is shown and then press the FUNCTION button. 4. Replace sensor *note: If this is also being verified on the dashboard, then wait at least 60 minutes from time of replacement. By inserting red sensor in yellow port, temperature reading will be of yellow port.*
	Sensor cable could be broken		
Battery	Battery power status not displaying on the dashboard	CT5 discharged	Continuously provide power to the CT5 to re-charge battery to 100%
	Battery power status not displaying on the device	Battery discharged or dead	Recharge battery if % drops below 20%, or replace battery if it does not show % charged/remaining