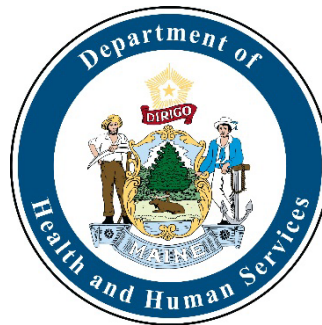


# VFC 800-WiFi DDL FAQ Survey Q & A

Maine Immunization Program  
December 11, 2025



# Q & A

**Q: Why isn't my data logger resetting min and max temps after a 24-hour period?**

A. The values presented while pressing the REVIEW/MARK button should change day to day as they automatically clear and are logged. The onscreen min/max that is always visible must be manually cleared. The process to clear the min/max is below.

## **Clearing the MIN/MAX values:**

Press and hold the REVIEW/MARK button. After 1 second the number values begin to alternate with dashes, after 4 seconds, the dashes remain on. Release the buttons within 2 seconds. The values will be reset, and the dashes remain on screen. If you keep holding the button beyond the 2 seconds, the currently stored min/max values will be retained.

➤ **IMPORTANT** - release the MIN/MAX button once the dashes are persistent and have stopped flashing.



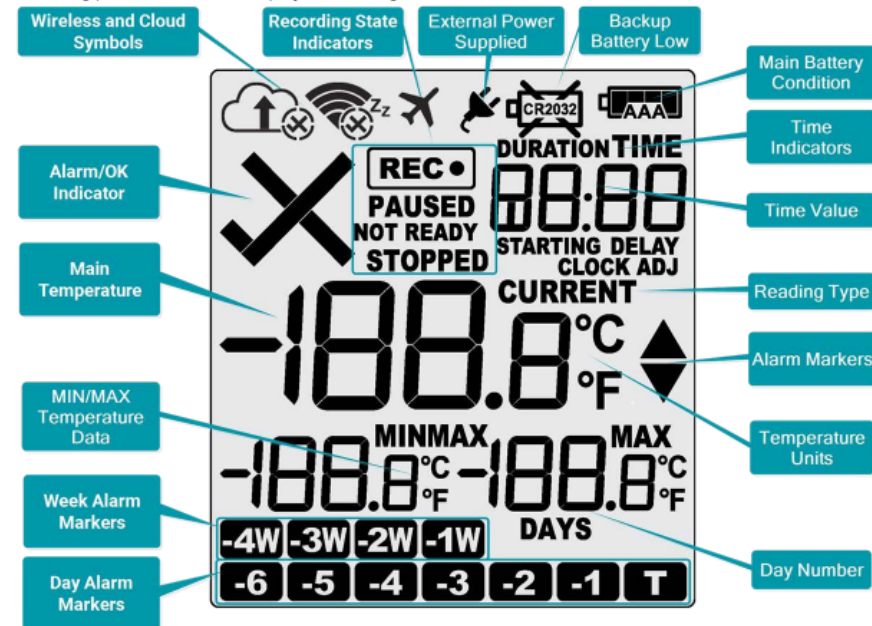
# Q & A

## Q: How do I get rid of that x, and what does it mean?

- A. Below is the display legend outlining what each element of the display. The large “X” in the top left corner of the display means there is an active or unacknowledged alarm. Simply hold the “START, CLEAR, STOP” until the “X” turns back into a check mark.

### Display Overview

Following picture shows the display with all segments turned on.



# Q & A

**Q: How do I stop the alarm from beeping?**

A. To stop the alarm beeping, simply hold the “START, CLEAR, STOP” until the “X” turns back into a check mark.



## Q: How/when do I acknowledge excursion alerts?

A. You should acknowledge alerts as soon as you're aware of them. Information on acknowledging alerts is here

❖ Please note; this can be done from a PC, tablet, phone web browser or the LogTag Online Mobile App, available on Android or iOS app.



To view the notification activity for your team, select the red Notifications alarm bell from the top banner menu. This is visible from any page.

**Note:** The Notifications alarm bell is clearly labeled in red when there is at least 1 notification.

### Acknowledge or Inspect an alert notification

You will see a table of Alarm(s)/Notification(s) that need to be acknowledged (to stop receiving the alerts). To Acknowledge or inspect an alert notification, select the alert activity line then click 'Inspect' or 'Acknowledge' under the 'Action' column. Once acknowledged, this activity will now appear in the Event Log.

Event Time	Alarm Type	Location/Shipment Affected	Device Affected	Action
14:09 Feb 15 2020	Upper Alarm Detected	Desk 2 UTRED30-WIFI	UTRED30-WIFI - #A0A100000000	Inspect   Acknowledge
12:23 Feb 15 2020	Alarm Detected	Desk171-004-WIFI	VTC400-3 - #0002099002	Inspect   Acknowledge
18:29 Feb 14 2020	Upper Alarm Detected	Desk 3 UTRED30-WIFI	UTRED30-WIFI - #A0A100000000	Inspect   Acknowledge
10:19 Feb 14 2020	Upper Alarm Detected	Desk 2 UTRED30-WIFI	UTRED30-WIFI - #A0A100000000	Inspect   Acknowledge
09:23 Feb 14 2020	Upper Alarm Detected	UTRED30-WIFI - #A0A200000001-CH2	UTRED30-WIFI - #A0A200000001-CH2	Inspect   Acknowledge
07:21 Feb 14 2020	Alarm Detected	Desk171-004-WIFI	VTC400-3 - #0002099002	Inspect   Acknowledge
14:24 Feb 13 2020	Upper Alarm Detected	Desk 3 UTRED30-WIFI	UTRED30-WIFI - #A0A100000000	Inspect   Acknowledge
07:19 Feb 13 2020	Upper Alarm Detected	Desk 2 UTRED30-WIFI	UTRED30-WIFI - #A0A100000000	Inspect   Acknowledge
13:40 Feb 11 2020	Upper Alarm Detected	UTRED30-WIFI - #A0A200000001-CH2	UTRED30-WIFI - #A0A200000001-CH2	Inspect   Acknowledge

1. Select the Alarm Types to view just the alarm you wanted to see.
2. Event Time to show when the event happened.
3. Alarm type such as Upper/Lower Alarm detected, Readings Not Displayed, Location Stopped etc.
4. The Area and/or Location, Shipment affected where the event occurred.
5. Device/Serial Number for the location or shipment affected.
6. Click the 'Inspect or Acknowledge' link to inspect or acknowledge event for the affected location/shipment.
7. Use the navigation arrows to switch between different pages.

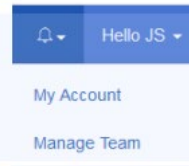
# Q & A

## Q. How do I add and remove vaccine coordinators or assigned user to my LogTag online?

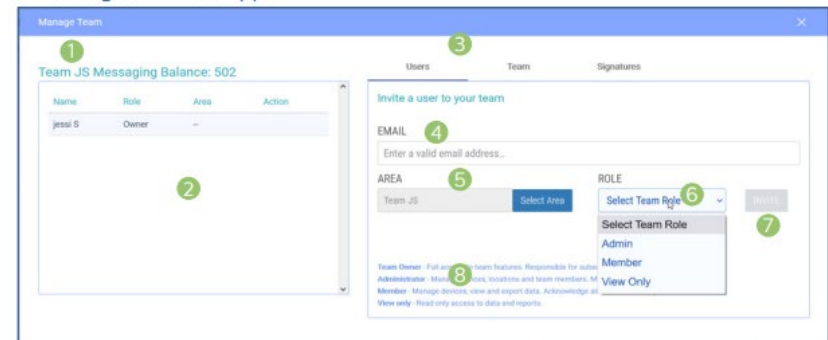
- A. If you are a Team Admin, you can edit user settings by clicking the 'Edit' link in the 'Action' column next to the team member name you would like to edit. In there, you can change role type of the user\*, select Location Area, change mobile number and enable/disable 'receive SMS messages in WhatsApp'.
- If you are the Team Admin, there is also an option to remove a member from a team by clicking the '**Remove From Team**' link. A warning message will appear before you proceed.
  - If you are a member, then there an option to 'Leave Team' is visible in My Account settings

## Manage Team - User

To manage your team's settings, select "**Manage Team**" from the top right drop-down menu which is visible from any page.



**Please Note:** This setting is only viewable to Team owners or Administrators for the selected team. Click next to the Team user name via the 'Edit' link if you wish to change each team user details such as role type, Area, Mobile Number and allowing 'Receiving SMS messages in WhatsApp'.

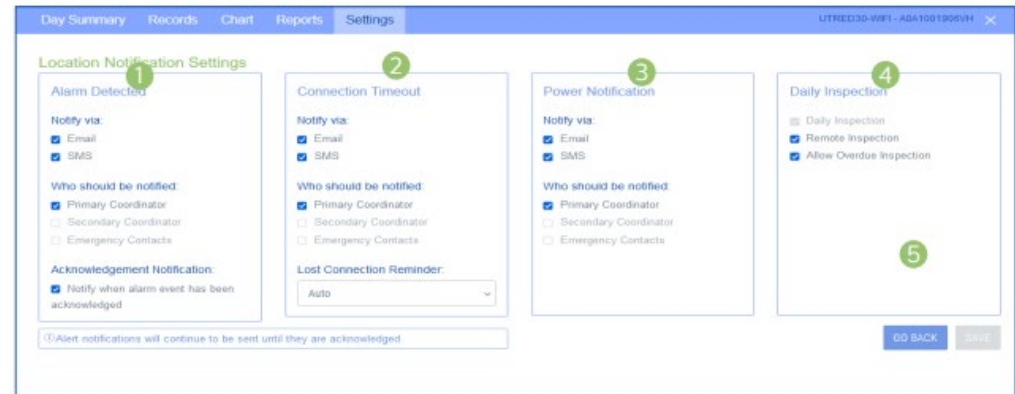


1. The current selected team name and the remaining Messaging Balance.
2. List of all members belonging in your team type in point (1).
3. The 'Users' tab allow Team Owner(s) and admin(s) to invite someone to your team, all you need is their email address. They don't require a LogTag Online account prior to you inviting them. If they don't have an account, they are prompted to create an account as part of the invitation process.
4. Enter a valid email address to invite new user to the team.  
**Note:** By default, if the added user accepts the invitation, the team's location(s) will be pinned automatically to their dashboard.
5. Areas are a hierarchal way to both manage a large number of Locations and also control who in your team can see what. By default you have 1
6. In addition to Areas, you can select a role for the person you are inviting to your team:  
**Team Owner** - Full access to team features. Responsible for subscriptions.  
**Administrator** - Manage devices, locations and team members.  
**Member** - Manage devices, view and export data. Acknowledge alarms & submit reports.  
**View only** - Read only access to data and reports.
7. Once you have entered in all the details, click the "Invite" button to send the invitation email.
8. Pending invitations are listed here. Click 'Revoke Invite' if you wish to cancel the invitation next to the email address.

# Q & A

**Q: How do we choose who gets alerts and which alerts they get?**

A. When logged in Click “*Edit*” on the device that you wish to edit notifications for and then click “*Edit Notifications*” to customize the alert matrix of which staff get which alerts.



You can trigger notification(s) via Email and/or SMS (require activation code). You can also select who the notification is sent to by selecting the boxes next to either the Primary/Secondary Coordinator or the listed Emergency Contacts.

**1. Alarm Detected:** If an upper or lower alarm is triggered by the logger attached to this location, as per the Logger's configuration settings.

If you have selected any of the primary/secondary and/or Emergency contact to be notified, immediately the Primary and Secondary coordinators are emailed

**2. Connection Timeout:** The timeout duration since the logger last lost connection from taking a reading with LogTag Online.

If LogTag Online isn't displaying current readings or has 'Lost Connection' status in the pinned location dashboard, LogTag Online can send a notification.

Set the specified time by selecting a time-frame from the "Lost Connection Reminder" drop-down menu.

**3. Power Notification:** When the Logger first reports it has a low battery, you can get notified via LogTag Online.

**4. Daily Inspection:** "Daily Inspection" - Currently this setting is enabled by default and cannot be disabled. This means the Day Summary will be enabled which tracks daily Min/Max and AM/PM inspection records.

"Remote Inspection" - By enabling this, it means you can acknowledge an AM or PM inspection via the Day Summary on LogTag Online. This is an alternative method to traditionally pressing the Inspection Mark button on the Logger itself.

"Allow Overdue Inspection" - With this enabled, you can acknowledge an AM or PM inspection on previous days otherwise the missing AM or PM inspection will be missing on Reports.

**5.** Once you have set up the notifications how you require them, you can either click the "Go Back" button to double-check your Location settings or click "Save" to save your settings.

# Q & A

## Q: How to set up the back-up DDL's?

### 1. Part One - Click here for a link to the setup instructions

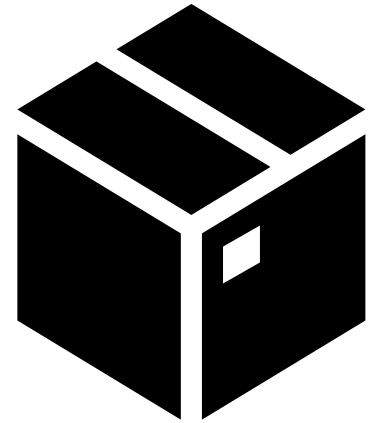
- ❖ IMPORTANT: Skip the Wi-Fi setup (do not connect the back-up logger to LogTag Online; unless connecting for use as the primary data logger for the fridge or freezer).
  - The back-up can be utilized without Wi-Fi connection and must be uploaded and re-configured after use.
  - Return the back-up back to the box with all parts included and store in a designed location, accessible for use as needed.
- ❖ If connecting back-up logger as primary data logger for temperature monitoring, follow part two - Click here for instructions on pairing a newly setup VFC800-WIFI to your Cloud Account

# Q & A

**Q: How should the back-ups be stored for emergency use?**

- A. In their original box in a known, dedicated location accessible to staff.
- Back-ups must be configured prior to use.

➤ [Configure VFC800-WiFi | Control Solutions](#)



# Q & A

**Q: Should we be adding the back-up data logger to the online system when we get them?**

A. No – please set aside in its original box in a designated place for emergency and transport use.

❖ The back-up data logger can be configured at the time of use, skipping the Wi-Fi settings set-up tab when not using as the primary data logger.

➤ [Configure VFC800-WiFi | Control Solutions](#)

# Q & A

## **Q: Why does the logger frequently lose connection/Wi-Fi signal? Is there a way to prevent this from reoccurring?**

- A. Generally, the signal in that area is low or the device is running on battery power and not being powered via the included AC adapter. Devices running on battery power will not transmit to the cloud as frequently to save power. This sometimes result in loss of connectivity.
- Please note: any readings taken during a time the logger is disconnected from WIFI will automatically be uploaded when the devices do reconnect to WIFI.
  - If a logger loses WIFI, you can initiate a manual data transmission.
    - To do this press and hold the CHANNEL and REVIEW/MARK buttons simultaneously for approx. 6 seconds. During this time, the Upload arrow symbol on the display blinks. Release the buttons when the symbol stops blinking and turns on permanently. This will force a transmission, and the device should reconnect to WIFI.
    - If the device does not reconnect after a manual data transmission, we recommend using the PC software to manually reconfigure the WIFI settings on the logger.

# Q & A

## **Q: We receive a lot of Connection Lost to VFC800-WIFI. Why does ONE out of our THREE log tags lose connection while the others don't?**

- While rare, it is possible there is something wrong with the Wi-Fi module. We would recommend attempting the connection troubleshooting steps below. If the logger continues to lose connection, please reach out to Control Solutions to assist in getting the device tested and replaced under warranty. Control Solutions will assist you with setting up your backup data logger.
- The loggers should not frequently lose WIFI connectivity unless the signal in that area is low or the device is running on battery power and not being powered via the included AC adapter. Devices running on battery power will not transmit to the cloud as frequently to save power this does sometimes result in loss of connectivity. Please note that any readings taken during the time the logger is disconnected from WIFI will automatically be uploaded when the devices do reconnect to WIFI.
- If a logger loses WIFI you can initiate a manual data transmission: press and hold the CHANNEL and REVIEW/MARK buttons simultaneously for approx. 6 seconds. During this time, the Upload arrow symbol on the display blinks. Release the buttons when the symbol stops blinking and turns on permanently. This will force a transmission, and the device should reconnect to WIFI.
- If the device does not reconnect after a manual data transmission, we recommend using the PC software to manually reconfigure the WIFI settings on the logger.

### **Control Solutions Support can be reached by:**

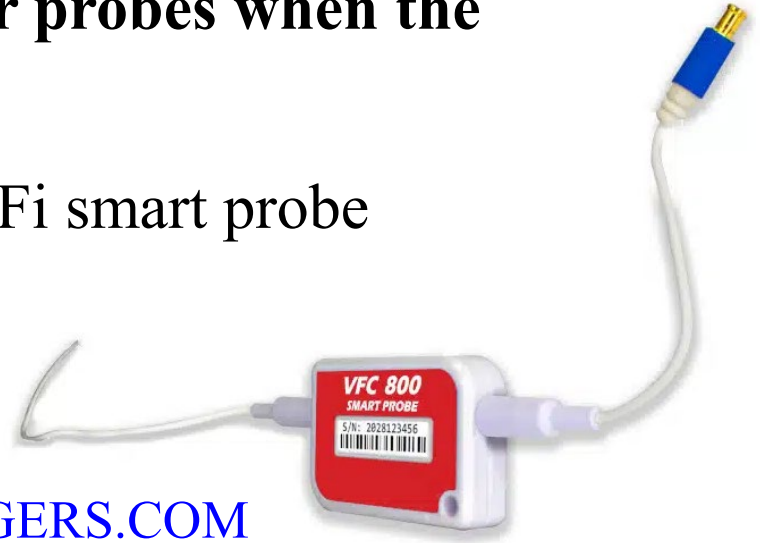
- **Phone - 503-410-5996 option 4**
- **Email - [support@vfcdataloggers.com](mailto:support@vfcdataloggers.com)**

# Q & A

**Q: How do I order the new data logger probes when the time comes to replace them?**

**A. How to order new VFC 800-WiFi smart probe**

- By phone:
  - 503-410-5996 option 1
- By Email:
  - [SALES@VFCDATALOGGERS.COM](mailto:SALES@VFCDATALOGGERS.COM)
- Order direct from Control Solutions Webstore:
  - <https://www.vfcdataloggers.com/product/vfc800wifi-replacement-probe/>



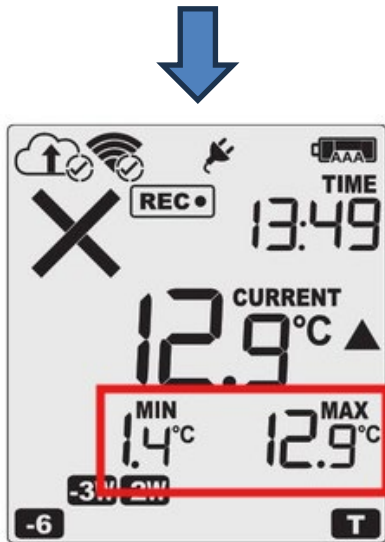
➤ [VFC 800-WIFI Replacement Calibrated Smart Probe | Control Solutions](https://www.vfcdataloggers.com/product/vfc800wifi-replacement-probe/)

# Q & A

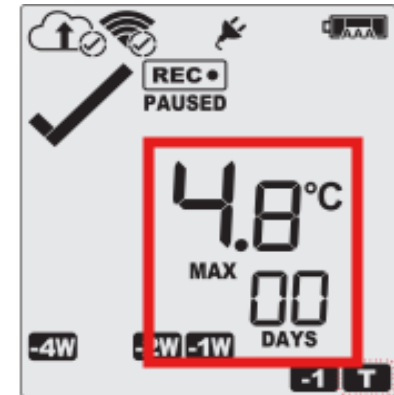
**Q: Is it required to clear the min and max each morning when checking and logging the temp or will it update automatically?**

A. The device has ***two*** different min/max statistics available for review.

1. User Resettable min/max  
– If using these numbers you ***do*** need to clear the min/max manually



2. The automated 24-hour min/max accessed by pressing the review mark button. The values clear and update every night at midnight and ***do not*** require manual clearing.



# Questions?

## Maine Immunization Program

- Ph - 207-287-3746
- Email - [ImmunizeME.DHHS@maine.gov](mailto:ImmunizeME.DHHS@maine.gov)



## Control Solutions Support

- Phone - 503-410-5996 option 4
- Email - [support@vfcdataloggers.com](mailto:support@vfcdataloggers.com)

