

GO Real-Time Trackers

*Cargo monitoring solutions
User manual*



COPELAND
Engineered for Sustainability

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GO Real-Time Trackers

Keeping track of shipments has never been easier with the GO Real-Time Trackers. Using cellular technology, trackers provide temperature and location alerts as your shipment moves through the supply chain. And now, with our GO Real-Time Tracker cellular technology, connectivity and access to your data is further enhanced. Rest assured that visibility to temperature, humidity, and location data will be available despite the ongoing transition in the cellular technology industry.

The Oversight360 cloud and mobile apps deliver automated, secure reporting with encrypted cloud data. Access maps, charts, and key shipment details—like temperature, humidity, and location—right

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trip duration, and temperature trends. The app is available in 15 languages, including English, Chinese, Spanish, and French.

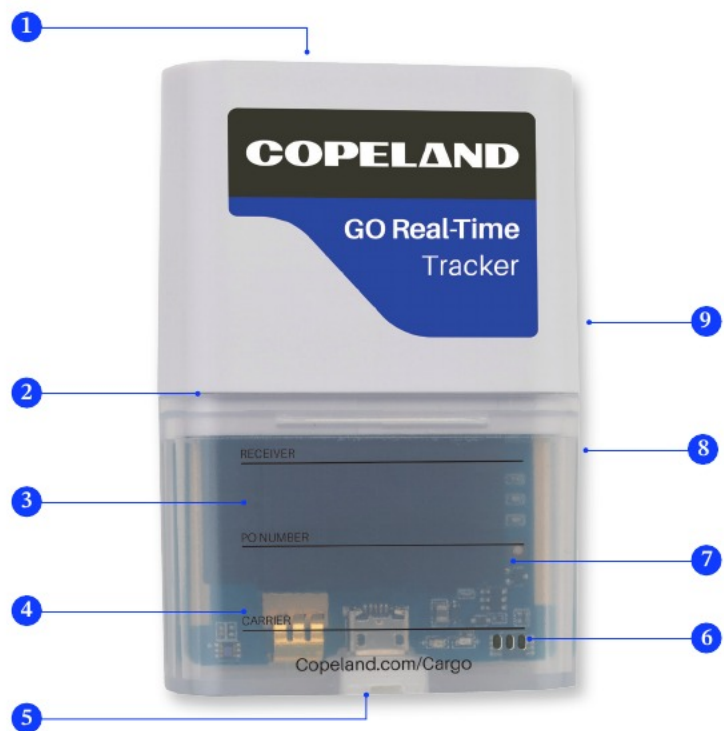
Understanding the device*

1. Peel & stick barcode
2. Pull tab to start
3. Trip details
4. LED indicator
5. USB silicon cover
6. Temperature and humidity[†] sensor
7. Light sensor
8. IMEI location - On PCBA behind certification sticker. Peel sticker to reveal
9. Adhesive strip on back

*The GO Real-Time trackers are available in different models. For more information visit copeland.com.

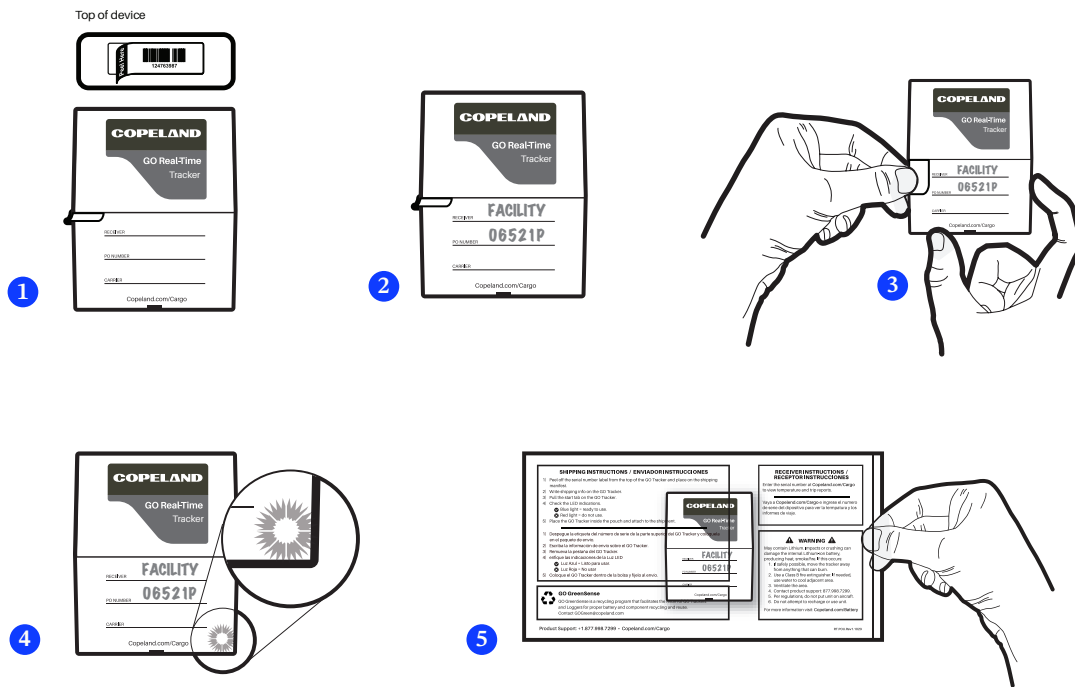
[†] Humidity available on select trackers. For more information visit copeland.com.

[‡] USB silicon cover only available on select trackers.



Activating / launching device

- Step 1:** Peel off the serial number label from the top of
- Step 2:** Write shipping info on the GO Real-Time Tracker.
- Step 3:** Pull the start tab on the GO Real-Time Tracker.
- Step 4:** Blue light will illuminate upon activation and will turn off during normal operation.
- Step 5:** Peel pouch backing to reveal adhesive side. Place pouch on shipment then place tracker inside.



Receiving GO Real-Time Trackers

After launch, shipment data is available online. Go to copeland.com/cargo and enter the serial number of the device to view temperature and trip reports.

Oversight360 mobile app

Data at your fingertips. Scan the QR Code or visit the app store on your smart device.



Download
Oversight360

Creating a shipment

Step 1: Enter the 10-digit tracker serial number and assign a Shipment Name. Optionally, use "Share With" to share the trip with a receiving party.

Step 2: Choose a Shipment Template to auto-fill Origin and Destination, or manually enter the following:

- Origin
- Scheduled Start Time
- Destination
- Scheduled End Time

If a location isn't listed, select Create Location. You can also Add Stops if needed.

Step 3: Select Sensor Range(s) or toggle "No Temp Range Required" if applicable.

Choose a Cool Down Option:

- No Alert Suppression (alerts start immediately)
- Suspend Alerts for 1 hour
- Suspend Alerts for 4 hours

Step 4: Add optional alert contacts and escalation levels.

Step 5: Optionally save as a template, then click Create Shipment to finish.

LED alert indications

Blue - Normal operation. Check the Oversight360 for detailed information.

Red - Indicates there is a problem with the device. Do not use. Contact Copeland at

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Recharging the tracker

Charging and re-utilizing a GO Real-Time Tracker is only applicable for select reusable models with the associated subscription contract and device configuration. (Models: RXC-TH04 and TXC-THW01)

To charge, simply remove the rubber grommet covering the USB connector at the bottom of the device. Only use an Copeland approved USB charging cable and power bank. For more information on charging please contact Copeland

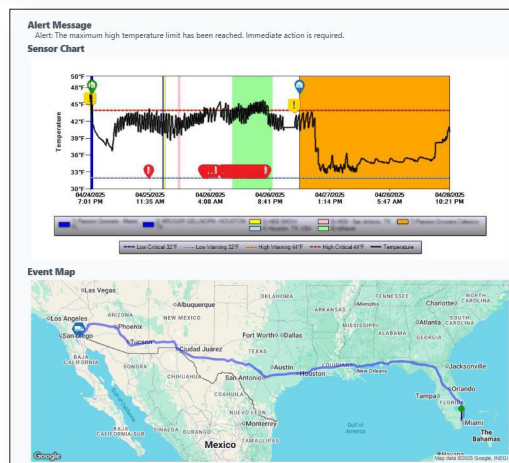
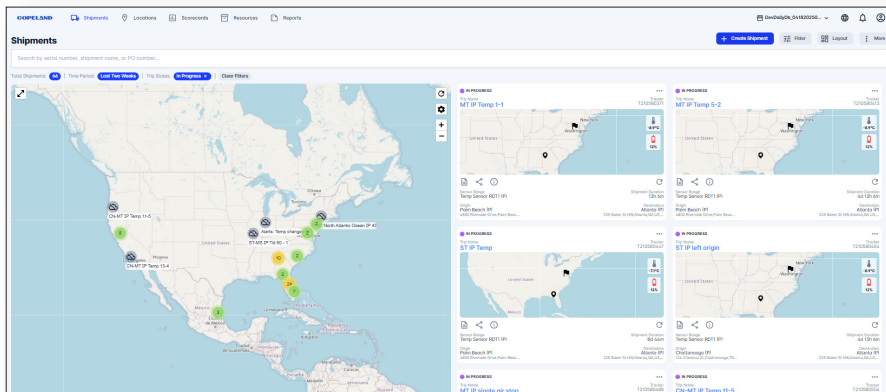
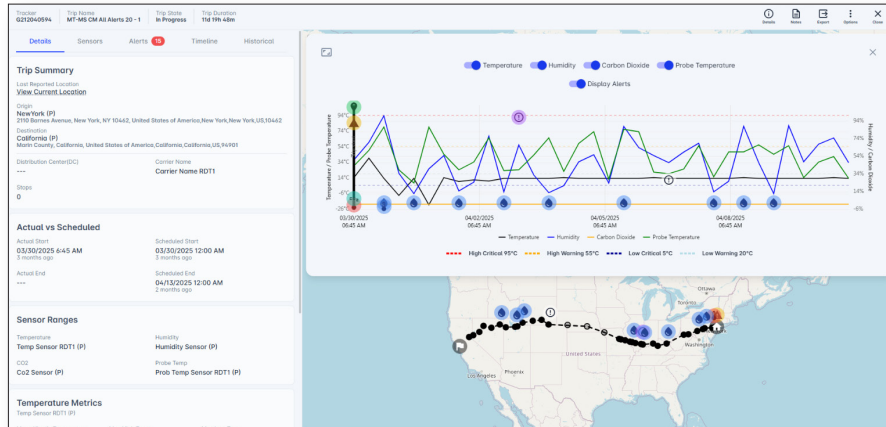
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Oversight360 cloud application

Oversight360 gives you instant, online access to the data from any or all vehicles. Maps, graphs and reports are at your fingertips.

As shipments travel down the road, the cloud-based interface gives easy, online access to current maps, graphs and charts of key shipments, including temperature, security, and location details.

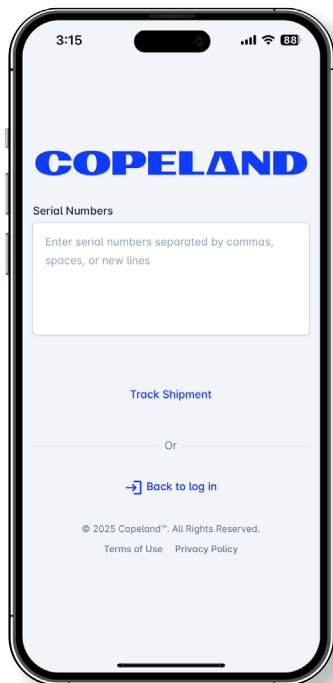
Access is controlled by a userID and password. It's also easy to share shipment data with a partner by simply assigning a userID and password to that partner. Alerts are text and email messages that get the right information to the right people at the right time. Oversight360 filters the information based on business rules established by each customer using the system. If a rule is violated, such as upper and lower temperature limits, a text and email alert messages are sent automatically.



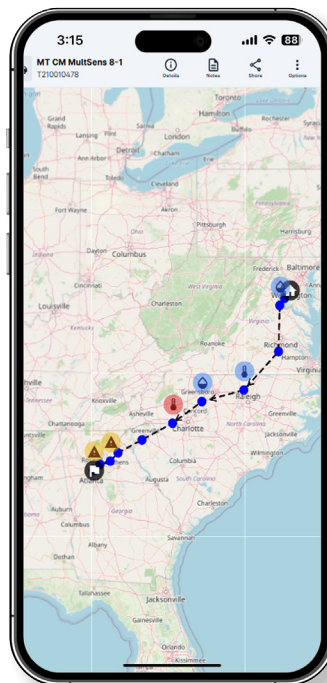
Oversight360 mobile application

Visit copeland.com/oversight360 for the app download and product information (compatible with Android 5+, iOS 11+, and Windows 10+), or search for the Copeland Oversight360 app in the App Store or Google Play. Additionally, you can scan the QR code on page 4. The Oversight360 mobile app offers the same features and benefits as the Oversight360 cloud-based portal.

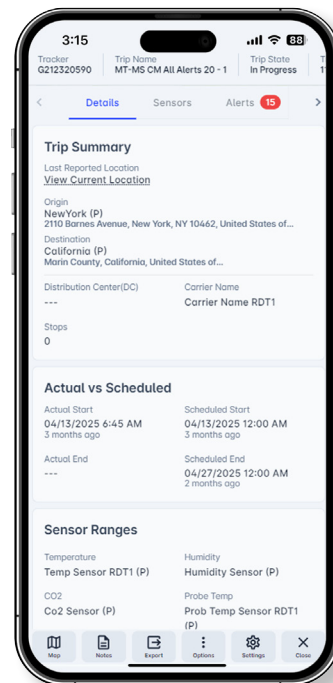
1. Enter a tracker's serial number in the Track Your Shipment feature on the login screen to quickly access shipment details.
2. View shipment routes, alerts, and network information on a detailed map.
3. The Trip summaries and sensor reports provide key metrics like duration, mean kinetic temperature (MKT), and time out of sensor range(s).



Oversight360
mobile login



Oversight360
map detail



Oversight360
summary report

Device placement scenarios

The form factor of the GO Real-Time Tracker promotes its use in a variety of scenarios including at the pallet, carton and product level. Prior to placing the device, please visit copeland.com/battery for proper handling instructions.

Pallet level - Many customers apply trackers to the side of a pallet. Copeland provides signage and clear plastic pouching to facilitate locating labels on pallets at the receiving end as depicted in the graphic to the right. Many customers place several trackers on different pallets within a load to perform temperature monitoring. This promotes broader sampling and provides more detailed information on the temperature fluctuations experienced within a container.

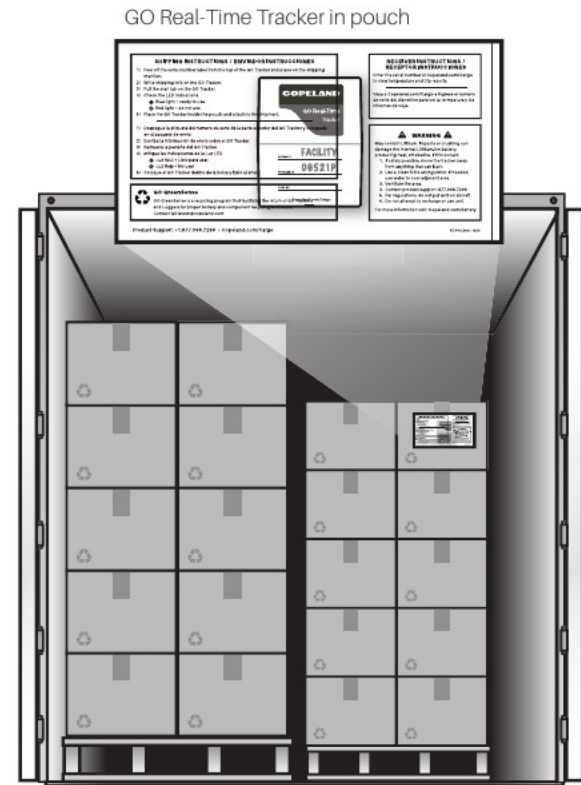
Placement - Trackers cannot be placed inside of a pallet or carton because that will block the cell signal. We recommend placing the GO Real-Time Tracker products on the outside of the pallet closest to the back doors. If the shipment has multiple drops place unit on the top of the pallet of the last drop or inside wall of the trailer closest to the back doors. We do not recommend placing devices on the side of a pallet between pallets because that can also cause the signal to be blocked.

GO GreenSense recycling program

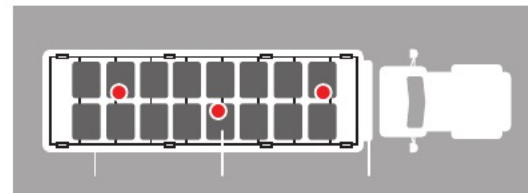
GO Real-Time devices can be easily recycled through the Copeland GO GreenSense program. GO GreenSense facilitates the return of Copeland temperature monitoring devices for proper battery and component recycling.

The GO GreenSense program provides customers with return boxes and pre-paid postage return labels free of charge. Customers can fit dozens of trackers in the provided box.

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or visit copeland.com/gogreensense



Pouch/device placement on a pallet



Pouch Placement within shipping container

Technical specifications

GO Real-Time 4G/5G-NA Tracker



Battery	Alkaline, NiMH, Lithium UN38.3 compliant
Cellular	LTE CAT-1 Cellular Technology
Certifications	FCC, IC
Device storage	Optimal: Below 20°C and 60% RH
Temperature accuracy	±0.5°C (0.9°F) typical between -20°C to 60°C (-4°F to 140°F)
Temperature range	Operating environment: Alkaline: -10C to 55C (14F - 131F), NiMH: -20C to 60C (4F to -140F)Lithium: -20C to 60C (4F to 140F)
In-use life*	Alkaline: Up to 10 days at -10C (14F), NiMH: Up to 20 days at -20C (4F) Lithium: Up to 20 days at -20C (F), 6-minute measurements reported at 18 minute intervals.
IP rating	IP44
Light sensor	yes
Accelerometer	Yes
Oversight360 dashboard	portal.oversight360.copeland.com
Recycle options	GO GreenSense program
Shelf life	Shipped with a minimum in-use and shelf life of approx. 6-months. Please check the "Activate by [date]" on the product box and follow a first-in-first out process.
Size	80mm (3.15") x 66mm (2.6") x 35mm (1.38")

GO Real-Time 4G/5G Tracker



Battery	UN38.3 compliant
Cellular	CAT M1/NB1: B1/B2/B3/B4/B5/B8/B12/B13/B18/B19/B20/B26/B28 EGPRS: 850/900/1800/1900MHz
Certifications	FCC, IC, CE, PTCRB, RCM, IFETEL, RTCA/DO-160G compliant
Device storage	Optimal: Below 20°C and 60% RH
Humidity accuracy	At 25°C, between 20% RH and 80% RH: ±10% RH
Humidity range	20% to 80% (non-condensing)
In-use life*	Tri-mode with up to 20 days of operation, 6-minute measurements reported at 18-minute intervals
IP rating	IP44
Light sensor sensitivity	±0.5 Lux, minimum detectable 1.0 Lux
Oversight360 dashboard	portal.oversight360.copeland.com
Recycle options	GO GreenSense program
Shelf life	Shipped with a minimum in-use and shelf life of approx. 6-months. Please check the "Activate by [date]" on the product box and follow a first-in-first out process.
Size	3.0 in x 2.0 in x 0.75 in (76 mm x 51 mm x 19 mm)
Temperature range	-20°C to 60°C (-4°F to 140°F) operating environment
Temperature accuracy	±0.5°C (0.9°F) typical between -20°C to 60°C (-4°F to 140°F)
Weight	0.15 lbs (68 g)

GO Real-Time 4G/5G-LT Tracker



Battery	UN38.3 compliant
Cellular	CAT M1/NB1: B1/B2/B3/B4/B5/B8/B12/B13/B18/B19/B20/B26/B28 EGPRS: 850/900/1800/1900MHz
Certifications	FCC, IC, CE, PTCRB, RCM, ANATEL, MIC, MOC, INDOTEL, CONATEL, RTCA/DO-160G Compliant, NOM, NYCE
Device storage	Optimal: Below 20°C and 60% RH
Humidity accuracy	At 25°C, between 20% RH and 80% RH: ±10% RH
Humidity range	20% to 80% (non-condensing)
In-use life*	Tri-mode with up to 20 days of operation, 6-minute measurements reported at 18-minute intervals
IP rating	IP44
Light sensor sensitivity	±0.5 Lux, minimum detectable 1.0 Lux
Oversight360 dashboard	portal.oversight360.copeland.com
Recycle options	GO GreenSense program
Shelf life	Shipped with a minimum in-use and shelf life of approximately 6 months. Please check the "Activate By Date" on the product box and follow a first-in-first out process.
Size	3.2 in x 2.5 in x 1.2 inch (80 mm x 63 mm x 28 mm)
Temperature range	-30°C to 60°C (-22°F to 140°F) operating environment
Temperature accuracy	±0.5°C (0.9°F) typical between -30°C to 60°C (-22°F to 140°F)
Weight	0.3 lbs (140 g)

GO Real-Time XL 4G/5G-LT Tracker



Battery	UN38.3 compliant
Cellular	CAT M1/NB1: B1/B2/B3/B4/B5/B8/B12/B13/B18/B19/B20/B26/B28 EGPRS: 850/900/1800/1900MHz
Certifications	FCC, IC, CE, PTCRB, RCM, ANATEL, MIC, MOC, INDOTEL, CONA-EO: sales@eofirm.com www.eofirm.com 0755-84200058
Device storage	Optimal: Below 20°C and 60% RH
Humidity accuracy	At 25°C, between 20% RH and 80% RH: ±10% RH
Humidity range	20% to 80% (non-condensing)
In-use life*	Tri-mode with up to 60 days of operation, 10-minute measurements reported at 60-minute intervals
IP rating	IP44
Light sensor sensitivity	±0.5 Lux, minimum detectable 1.0 Lux
Oversight360 dashboard	portal.oversight360.copeland.com
Recycle options	GO GreenSense program
Shelf life	Shipped with a minimum in-use and shelf life of approximately 6 months. Please check the "Activate By Date" on the product box and follow a first-in-first out process.
Size	3.2 in x 2.5 in x 1.2 inch (80 mm x 63 mm x 28 mm)
Temperature range	-30°C to 60°C (-22°F to 140°F) operating environment
Temperature accuracy	±0.5°C (0.9°F) typical between -20°C to 60°C (-4°F to 140°F)
Weight	0.3 lbs (140 g)

Environmental compliance

EU WEEE



This product is required to comply with the European Union - Waste Electrical and Electronic Equipment (WEEE) Regulations.

This symbol on the product or its packaging indicates that this product is not to be disposed of with household waste, according to The Waste Electrical and Electronic Equipment (WEEE) Regulations and your national law. This product should be handed over to a designated collection point or to an authorized collection site for recycling Waste Electrical and Electronic Equipment.

By separating your waste equipment at the time of disposal, the separate collection and recycling you will help to conserve natural resources and ensure that the equipment is recycled in a manner that protects human health and the environment.

Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substance that are generally associated with EEE and products of this type.

For more information about where you can drop off your waste for recycling, please contact your Local Authority responsible for WEEE disposal.

Germany – ElektroG Notice (Hinweis zur Entsorgung (Deutschland))

Notice for Users in Germany

In accordance with Section 10(1) Sentence 2 of the German Electrical and Electronic Equipment Act (ElektroG): Before disposing of this product, users must

- (i) remove any waste batteries or accumulators not enclosed within the device and any destructively removable lamps without damaging the device.

In accordance with Section 17(1) and (2) ElektroG:

Many distributors are required to accept waste electrical equipment free of charge. Please check with your retailer or local municipal collection points.

§ 10 I 2 ElektroG: Vor der Entsorgung dieses Geräts (i) Altbatterien/-akkus, sofern sie nicht vom Gerät umschlossen sind, und zerstörungsfrei entnehmbare Lampen zerstörungsfrei trennen und (ii) alle personenbezogenen Daten löschen. § 17 I und II ElektroG: Viele Vertreiber müssen Altgeräte kostenlos zurücknehmen

EU Battery Regulation (2023/1542)



For information about EU Battery Regulation visit:

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Regulation statements

FCC regulations

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.

This Device 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 radiated 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 outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Note: Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF exposure information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm during normal operation.

ISED notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en

ISED RF exposure statement

This device complies with ISED RSS-102 RF exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the IC RSS-102 RF exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Cet appareil est conforme aux limites d'exposition aux rayonnements de la CNR-102 définies pour un environnement non contrôlé. Afin d'éviter la possibilité de dépasser les limites d'exposition aux fréquences radio de la CNR-102, la proximité humaine à l'antenne ne doit pas être inférieure à 20 cm (8 pouces) pendant le fonctionnement normal.

CE statement



Hereby, Copeland Cold Chain LP. declares that the radio equipment GO Tracker 1.7,21 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

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Z.I. Via dell'Industria, 27 32016 Alpago (BL) ITALY

Body distance warning

The device could be used with a separation distance of 20 cm to the human body.

Battery warning

Clause F.5 shall be provided to protect the battery from extreme conditions or user's abuse. Examples that shall be considered include:

- replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types);
- disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas; and
- a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas

Trouble shooting Q & A

Q: Does a lack of LED light on the unit mean it is not working?

A: No, this is normal functionality. Simply check if your unit is reporting in Oversight360. Located on the homepage, enter the 10-digit serial number into the "Track your shipment" field.

Q: What does a solid blue light mean on the tracker?

A: A solid blue light indicates there is no cell signal at the spot of activation, but the unit is still good to use. We recommend waiting 20-30 minutes before using unit. Also, check to see if the unit is reporting in Oversight360 by simply enter the 10-digit serial number into the "Track your shipment" field on copeland.com/cargo.

Q: How do I activate GO Real-Time Trackers?

A: Please make sure that you are using a unit that is current and not expired. The expiration date can be found on the box. Once the tab has been pulled on the unit, verify that a blue light is observed. If a red light is observed, please

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is out of network range and is trying to communicate with the surrounding cell towers. Take your device outside of the building / warehouse for 20-30 minutes and verify that it has reported in Oversight360.

Q: How do GO Real-Time trackers report data?

A: Trackers measures ambient temperature and communicates through cellular triangulation, without GPS. The unit requires good coverage to send the information in real-time.

Q: What if I need to return my unit?

A: If you have been informed that it is necessary to return your device(s) to our facility for analysis, we will provide you with all the required documents for the return along with instructions. We will notify you once your devices have arrived at our facility. Once the analysis is completed by our Engineering team, your Account Manager will provide the results. These results will take approximately 10-15 days from the time the unit arrives. You can

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Q: Does the unit report during an ocean shipment?

A: If the unit is on an air or ocean shipment, it's normal to lose cellular connectivity during transit. The device will continue to read and record shipment data and automatically transmit it to Oversight360 once a signal is reestablished.

Q: How can we add additional users in Oversight360?

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provide the first and last name of the new user along with the email address.

Q: Can I be setup with only temperature associated alerts?

A: Yes, we can modify alert information by person and by specific need.

Q: What does it mean when I have a cluster of red data points on the tracking map in Oversight360?

A: This indicates a unit(s) are not moving and is currently stationary at its location.

Q: How do I retrieve raw temp data of my units?

A: The Oversight360 Sensor Report allows you to download raw data as Excel or PDF. Simply click on the Excel or PDF icon.

Q: Can I change trip details after it has been created?

A: Trip details can be changed by accessing the shipment details page. Edit details under Options>Edit..

Q: How can I reduce the number of alerts I am receiving?

A: In Oversight360, you can customize this information based on your need by reducing the alert levels, minimizing alert types and expanding the upper and lower limit of temperature ranges.

Q: How do I monitor active reporting shipment information in Oversight360?

A: Go to copeland.com/cargo and enter the unit's 10-digit serial number in the "Track Your Shipment" box for a quick search. If the serial number does not appear it has not yet reported to Oversight.

Q: What kind of data is reported in Oversight360?

A: The data reports: Temperature, Location, Time, Humidity and Light. Once your device has been successfully activated and programmed with the trip information, proceed to Oversight360 to observe the data.

Q: Why am I not able to observe any shipment information in Oversight360?

A: Follow these steps:

- Wait about 20-30 minutes after your device has been activated, since this is the average amount of time it takes for the unit to connect to the cell towers for the first time.
- Verify that the department in charge of activating the devices has done so correctly and if possible, request photos as proof.
- Make sure that the device has been placed correctly on the load. Remember that proper placement is on top of the last pallet closest to the doors. Avoid placing the unit in between pallets or inside product. Also, if you need to place a thermal blanket or something similar, remember that the device would go outside of it.

Q: Who do I contact if I am still having problems with Oversight360?

A: If all of the above has been verified and the load where your unit is placed is an over-the-road shipment, please contact your Account Manager or our Support team to investigate. Please have the following information available:

- 10-digit Serial Number(s) of your unit(s)
- Placement on the shipment, origin and destination locations of your load
- Location of activation
- Approximate arrival and departure date

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