**LT5GEO FAQ Document**

**1. How long will the 5G multi-trip logger last?**

- The LT5GEO multi-trip logger has a data validity of 12 months and can be used continuously during this period. To extend its use for an additional 12 months, another subscription can be purchased.

**2. Once all the data memory is used, can it be reset to zero and begin from new data memory?**

- The logging duration of 16,032 logs at a 10-minute logging interval is approximately 111 days. For multi-use loggers, once data is uploaded to LogTag Online, the logger is ready to store new data.

**3. Assuming a multi-trip, once the trip is completed, can the receiver then configure it for a new trip?**

- Yes, if configured to use the stop operation, the logger can be stopped and reset after each trip. This can be done manually or through LogTag Online.

**4. Should each receiver or destination point have access to LogTag Online (LTO)?**

- It depends on the use case. Receivers can have access to close shipments, but it might be preferable to have an admin person manage shipment creation and closure.

**5. What are the LED status indicators on the LT5GEO?**

- 1 blink every 4 seconds: Logging normally
- 1 blink every 8 seconds: Logging stopped, attempting to send data
- No blinks: Ready to start or battery dead
- Solid Green: Battery fully charged
- Green with Flash: Battery fully charged, connection issue
- Solid Red: Battery low
- Solid Red with Flash: Battery low, connection issue

**6. Can single-use 5G loggers be reset and configured for a new trip?**

- No, single-use loggers cannot be reused after their trip. There is potential for refurbishment in the future.

**7. How should the battery status be checked and maintained?**

- For multi-use loggers, charge the battery after every trip. Check the charge status by pressing the status button for one second: Green light indicates fully charged, red light indicates low battery.

**8. What should be done if data is missing after closing a shipment on LTO?**

- Always press "Start/Check" when removing the logger from a shipment to ensure data upload. Before closing the shipment, verify all data has been received.

**9. How does the logger's duration affect its cellular transmission interval?**

- The transmission interval varies based on the trip duration to ensure the logger's battery lasts the entire journey. For example, for a 1-3 day trip, data is sent every hour; for a 57-112 day trip, data is sent every 24 hours.

**10. What happens if the LT5GEO can't send data due to poor cellular coverage?**

- The logger switches to a power-saving mode, attempting a cellular connection every 24 hours, conserving battery for up to 100 days. Once recharged, it will send the stored data.

**11. What is the expiry date for the SIM card and battery?**

- The SIM card does not expire before use. The NiMH battery may need charging if the logger is stored for an extended period.

**12. What is the battery level indication before starting the logger?**

- The battery level is displayed after the logger starts and reports in. It provides a real-time consumption status based on the trip duration and parameters.

**13. Phone Call, SMS, Whatsapp & Email**

- Users need to purchase notification units, which are sold in bundles of 500 units for $6.25 USD per bundle. Each SMS notification costs 1 unit, while each WhatsApp notification costs 2 units. Email notifications are provided at no cost.

**14. How to get more than 2 users to the account**

- Users need a current subscription to have more than 2 users per team. This can be waived for enterprise accounts, otherwise it’s a $25 fee to set up the account.

For any further questions, please contact our support team.