

# Questions to Ask Before Installing Sensaphone's Sentinel Monitoring System

**SENSAPHONE**<sup>®</sup>  
REMOTE MONITORING SOLUTIONS

## 1 What is required to use the Sentinel remote monitoring system?

The Sentinel system requires an internet or WiFi connection and access to an electrical outlet. All programming is done through a website, so we recommend that you use a computer for the initial setup.

## 2 Are sensors included with the system?

No, sensors are sold separately. Sensaphone offers a variety of temperature sensors to monitor any refrigerator or freezer. We also provide sensors for monitoring other conditions, such as power failure, humidity, and security. You can connect up to 12 sensors.

## 3 Will the system only work with Sensaphone brand sensors?

No, you can connect most 4-20mA sensors and transmitters to the Sentinel monitoring unit.

## 4 Can I set this up or do we need to hire an electrician?

Installing the Sentinel is quick and easy, so most customers can set it up without hiring an outside expert. The physical installation only has three steps:

1. Mount the device to the wall or somewhere secure.
2. Plug it into an electrical outlet and an internet connection.
3. Connect the sensors.

Connect the sensors to the Sentinel's terminal strip using wire. Many sensors include up to 12 feet of wire, but can be installed up to 1,000 feet away from the Sentinel.

## 5 How do I set up my Sentinel device?

Once you plug in the Sentinel device and connect the sensors, you can then create an account on [sensaphone.net](http://sensaphone.net) and begin using your device. There is no fee to create an account and use the [sensaphone.net](http://sensaphone.net) site.



## 6 How far can the sensors be installed from the main device?

The sensors can be mounted up to 2,000 feet away from the Sentinel. We recommend hiring an electrician if you need to run wires through walls or ceilings.

## 7 Is there a monthly fee?

You can use the Sentinel system for free with some limitations. The premium subscription unlocks features such as text messaging and phone call alerts as well as unlimited data logging access.

## 8 How long have you been in the temperature alarm monitoring business?

Sensaphone has over 30 years of experience in manufacturing temperature alarm monitoring devices. We have been designing, manufacturing and selling these devices from our Aston, PA facility since 1984. What started out as a small business creating and manufacturing auto dialers has transformed into a business of about 50 employees.

## 9 Will you provide us with a written estimate?

Absolutely! Our trained sales staff can help you decide which product is right for your application and provide a written quote for all products discussed.

## 10 Do you offer installation services?

Sensaphone does not offer installation services, but we can recommend local representatives in many locations. However, many customers find installation simple enough to do themselves. We do provide free technical support via the phone or email.

## 11 Will the installer(s) explain what the equipment is, how the system works, what we need to do to program it, etc.?

If there is a Sensaphone recommended contractor in your local area, they can show you how the system works. If not, you can call our technical support department. Someone will be happy to walk you through the installation and answer any questions you might have about programming and daily usage.

## 12 Will someone from Sensaphone inspect our clinics to help us determine what kind of temperature alarm system we need?

The members of our trained support staff do not require a site visit to determine which products are best for your application. In many cases, we can set up video conferences with any personnel who might need to be involved.

## 13 What equipment will we need to install at each health center location?

Sensaphone recommends you install the Sentinel system at all facilities with medical-grade refrigerators and/or freezers. Each Sentinel unit is capable of monitoring up to 12 different conditions, including temperature, power failure, and the refrigerator or freezer's alarm panel. We recommend that you monitor all three conditions to prevent or be aware of any potential threats. Our sales staff can help you decide which sensors to order for your application.

## 14 Is there a cost for a sales consultation? If so, how much is it? Do you sell the equipment or rent it?

There is no cost for a demo, consultation or assistance throughout the sales process. Once you purchase the equipment, there are no fees or licenses to keep using it. The Sentinel does have an optional fee for a premium subscription. [Learn more here.](#)

## 15 We're required to use temperature probes in glycol bottles. Can you provide them?

Yes, we recommend customers purchase the temperature sensors preinstalled in a glycol or glass bead-filled vial. These bottles keep the sensors at the same temperature as the liquids inside of the refrigerator or freezer. They also prevent false high temperature alarms when a door is opened or the freezer goes into a defrost cycle.

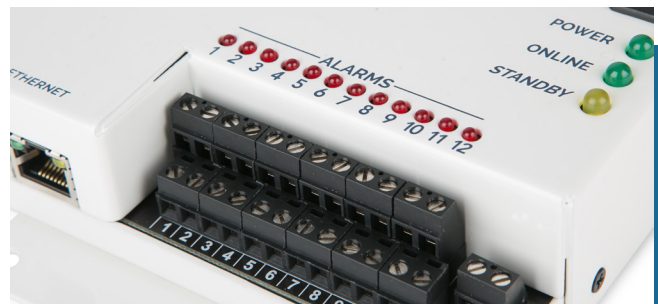
## 16 Will the alarm system be wired or wireless? For the health center's alarm system to work, will we need to have a phone line, cable internet or something else?

Wireless can mean two different things as it relates to monitoring: how the sensors communicate with the Sensaphone system or how the Sensaphone system communicates its data to the outside world.

We typically recommend the Sentinel system, which requires an internet or WiFi connection, but other options are available if that connection is not available. The Sentinel system requires hardwired sensors. If you need wireless sensors, we can suggest another product.

## 17 Will the Sensaphone system monitor each location 24 hours a day, 7 days a week?

The actual monitoring of any application is done by the Sensaphone systems installed on site. Once they are installed and programmed, they will be constantly reading and data logging the temperatures inside of your refrigerators or freezers 24/7. The logged data is stored online so that you can view it from any internet-connected device. If the system detects any temperatures outside of your preset range, it will send an alarm to all designated personnel.



**18 Will Sensaphone install a back-up power system, such as a battery, that will ensure the health center's alarm still works if the power goes out in a storm or if an intruder disconnects the power?**

The Sentinel system comes with a built-in battery backup that will last for up to 8 hours in the event of a power failure. You can program the Sentinel to alert the appropriate personnel when the system loses its internet connection. All of the data collected during this time will be stored in the device and will be uploaded to the cloud when the internet connection is restored.

**19 Do you have a back-up power system at Sensaphone's cloud site?**

The infrastructure used to create the cloud platform is monitored 24/7 by our team. We have multiple backups across the country to make sure the system is never down.

**20 How do you respond to emergencies? Who will you call if the alarm goes off? Will you call the nurse first and then emergency assistance? Do you only call the police, or do you also notify the fire department and emergency medical professionals?**

Sensaphone is not a call center. We manufacture devices that constantly monitor temperature and power failures. You can program the Sentinel system to notify the appropriate personnel in the event of an emergency. It is up to your staff to take action at that point. We don't recommend that you use the Sentinel system for life safety applications.

**21 Will Sensaphone take care of any necessary repairs and upgrades? What are the costs associated with repairs and upgrades? How often do you foresee us needing to upgrade our alarm system?**

All of the Sentinel devices have a two-year limited warranty. Should your device need repairs, we recommend you first call our technical support department to see if your problem can be fixed without sending back the device. If your problem does require mailing the unit to our facility, we can provide loaner units.

**22 What kind of instructions and other paperwork will we receive?**

The Sentinel system comes with a detailed instruction manual. This document will walk you through step-by-step instructions for installing and programming the unit.

**23 Do you have in-house customer service representatives or is that work outsourced?**

Sensaphone has a full sales and technical support staff on standby from 8 a.m. to 5 p.m. (EST), Monday through Friday. There is no charge to talk with a live person.

**24 What is your customer service commitment to us?**

We will make sure you receive the right device for your application and that you are comfortable using that device. We're here to help if you need any advice or tips for using your device at any time during its lifetime.

**25 Are your representatives available around the clock to help? What is your typical call volume? Do you ever place customers on hold and, if so, for how long?**

Sensaphone is a family business, and we try our best to treat our customers like family. We're here from 8 a.m. to 5 p.m. (EST), Monday through Friday to take your calls, but may often get back to customers after hours. Our typical call volume varies from day to day, but someone from our staff will get back to you in the same day. If you are placed on hold, you can always leave a message or opt out to speak with the operator.

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