

1: This (Configuration Step) only applied to a new data logger registration right? Existing data logger will auto migrate right?

Yes. For existing migration from Saveris 2 to New cloud, you do not need to do this configuration step.

2: Before I click the migration button , can I double confirm the current data loggers are compatible? Can help put in the email address that we can confirm.

You can confirm it on your Saveris 2 Cloud account (Configuration tab; Wifi Data Logger. Serial Number begin with 004*). Else, you may also email it to info@testo.my.

3: How can we close the alarm after rectify it? For example, upper alarm limit.

Unfortunately, not at the moment. The system will mark close when it goes back to range. This will be part of new release as HQ are reviewing.

4: The temperature is actually return to range, but the portal is still showing alarm.

We need to log in to the account to check.

5: Measuring Cycle - Not able to change. All loggers are idle – can't be used.

We need to log in to the account to check.

6: Is there an option in the new Testo Portal to upload a warehouse or facility layout and customize the placement of sensors based on the actual floor plan? We are interested in visualizing sensor locations directly on a layout template for easier monitoring and management.

We don't have this feature, but I acknowledge that it would be a valuable addition. I'll pass this feedback along to HQ.

7: We need one report with temperature and RH together , like current.

Yes, this is under review by HQ.

8: How do we get the daily min and max temperature daily?

This feature is already available in the report.

9: For the new platform, are we able to download the temperature readings for the interval set? Please confirm on this, and how about the temperature graph? able to download?

Yes, the graph reflect the interval set. You may also use the zoom in function to export the particular time frame (Only for graph, table information will come in full)

10: I'm receiving this error message when trying to migrate "Application error: a client-side exception has occurred while loading subscription.testo.com (see the browser console for more information)." Possible to advise for this?

Please check the browser version. You may contact us to perform the migration together.

11: Why can't newly added recipient allow push notification? How to allow this?

Please check if the user has downloaded the app and log in.

12: Let say on 9.00 am our temperature are out of spec 32 degree Celsius, alarm will trigger right? Does there any remarks column/section inside this software that we could add in our action taken during that out of spec temperature happen? So that when we download pdf report etc. it shows the remarks too.

We don't have notation functionality for this system.

13: May i know the estimated subscription cost?

Malaysia : RM 124.80/ logger. Singapore & Indonesia : Euro 26.84/logger. License on yearly renewal.

14: From Testo Saveris Basic, was the subscription cost compulsory before migrating to smart connect? If not, are we unable to log in to our account?

Migration before 30 Jun will have 6 months free trial. Any migration after 30 June, the trial period will reduce to 3 months.

15: How to know the data logger is Gen 1 or Gen 2?

You can confirm it on your Saveris 2 Cloud account (Configuration tab; Wifi Data Logger. Serial Number begin with 004*). Else, you may also email it to info@testo.my.

16: Alarm list - no csv option and no filter option to choose which alarm to be.

This will be review by HQ

17: Alarm list - no total time taken displayed from open to closed.

If alarm is still open, it will not have information of closed time/duration period. Once there is a close status, the time stamp is available.

18: Data analysis report - how to exclude the absolute humidity and dew point temperature from the report?

At this moment, it is not possible to remove it.

19: Data analysis report - no statistical data

Compliant reporting including table and graph in a report is in progress. Target to release in July.

20: Data analysis report - no red colour highlighted for upper limit and blue colour for lower limit as per previous cloud.

Coloured identification for upper and lower limit, to be review and update in next release.

21: Alarm sent to email - the time stamp is different not under GMT 8:00.

Please check "Account & Settings" if the time zone is set correctly.

22: Online data logger - Is it possible to sort it by alphabet or numbering or it will randomly display only?

This is under review by HQ to release a more user-friendly dashboard.

23: How long the device need to be calibrated? and how to calibrate it? Who to contact for the further problem?

Manufacturer recommendation is on yearly basis. Please send it back to Testo for calibration. You may email to info@testo.my.

24: How long the testo 162 H1 can hold the data before reconnect to Wifi?

The testo 162 H1 has 10,000 memory capacity. If measurement is at 30min interval cycle, per day data is 48 measurement value. The internal memory of the logger can last 208 days.

25: In App, can we login 1 user through multiple device at the same time?

With the new cloud platform, you can have up to 25 user. We recommend to have all user as a registered user instead of sharing single log in ID.

26: Does Testo have device for outdoor purpose that weatherproof?

No, but we recommend to have outdoor enclosure for this application.

27: Does new system can create a customize dashboard that end user can view live data without need to sign in?

You will need an API token in order for you to link back to your Building Management system dashboard

28: I am the account administrator. When I clicked on the migration button, the landing page showed that my company address is in South Korea, which was incorrect. How do I fix this?

The settings is upon registration of account. Please email to info@testo.my with your account information and inform which region would you like to change this to. We can make the changes after the migration.

29: The value to be input in the alarm limits will be the exact temp that the alarm will be triggered am I right?

The value is the threshold limit. Example : Set point 25°C, alarm will be trigger if it exceed by 0.1°C (25.1°C).

30: How do we view or retrieve data or reports from the app? Mine is showing empty interphase. We have set in the cloud but it didn't link to the app. In the app should show us notification list.

Please log in using the same log in ID as cloud. It will link directly to the same platform.

31: How do we find the new API key on the new portal

API key is managed offline at the moment. Please contact info@testo.my for API key request.

32: During the migration, we still need to fill in the actual tax identification number and billing details to proceed even though there are procurement processes right?

Yes, TIN is mainly for Malaysia base customer. If the TIN is unknown, you may indicate it as "0". Billing details are mandatory.

33: For graph, I prefer to have all traces in one graph.

This is under review by HQ to have graph combine for future release.

34: To proceed with the migration, do we need to enter the bank account details?

If you select Bank Transfer, it's an offline payment method. No bank details is required.

35: Since the statistics (min and max) are not available in the report, do you advise to postpone the migration until these features are available?

It is now available in the report.

36: Why does testo Smart App do not have our data logger information?

Please log in using the same log in ID as cloud. It will link directly to the same platform.

37: G2 Data logger IP rating?

Are you referring to H2 logger? H2 logger is IP54 rated for the logger. As this is external sensor, we have filter cap as optional accessories.

38: For the automatic report pdf, the migration don't have the data for old report, we need to download the report from testo Saveris 2 before it's closed down? Let say, if we want to pull out old data past year one, can we do it under data analysis?

You would have the automatic report sent to your email as per settings in old cloud for old data. If this is not set, please download the past report that you require before the migration. Post migration, no data is visible in the Saveris 2 Cloud anymore. Current analysis in new cloud only limit to 1 month data.

39: Is it a must for the migration? Can we download the data manually?

We strongly suggest for the migration. If customer do not migrate it, we will reach out to customer to download all data before the total shut down of old Saveris 2 Cloud.

40: There will be monthly charges start in 2027, no license means device scrap?

It's a yearly charges. If customer do not onboard the new cloud platform with yearly license fee, the functionality to the cloud will be restricted.

41: Do you provide a complimentary loaner data logger that we can use while our data logger is undergoing calibration?

Please reach out to us. We have offline data loggers for rental during calibration. If you are using Saveris 2 H2 / 162 H2 loggers, this is digital probe which allows hot swap.

42: Does this apply only when we send the equipment to you for calibration?

The rental program is available. However, calibration customers and ongoing projects will be prioritized.

43: Is all the data loggers would need to pay for yearly subscription fees after 6 months trial? For each one?

Yes, after the 6 months trial it will require a paying license for each logger.

44: Which means if I have 8 data loggers in the cloud account, I will need to pay subscription fees RM124 x 8 annually after 6 months trial?

Yes.

45: For the migration process, do we really need to have bank account details to be key in to go to next steps? If we don't, are we able to hold the migration at the moment?

Please select Bank Transfer. It does not require bank details for this selection.

46: If the migration proceed after 30/06, the current and old account will be unable to log in? Or I can still proceed to log in and do the migration only?

You can still log in on the Saveris 2 as usual. For Basic License, you will not be able to enjoy the 6 months free trial. Duration of free trial will reduce to 3 months as we aim to shut down the cloud by 30 Sept 2026.

47: Can we change the existing user account before migration? as the current user account also one of the notification recipient.

No, we have disabled this function. For user account, you can delete after the migration.

48: We currently have one Testo Saveris account with six data loggers. Three of the data loggers are used by our HQ warehouse, while the other three are used by our subsidiary company. Could you please advise whether it is possible to have the subscription billing separated and invoiced to the two different companies while keeping all six data loggers under the same Testo Saveris account after we done the migration to Testo Smart Connect & end of the free trial?

We can manage this separately. Give me 2 different PO and we will invoice it separately. However, for the billing details, we can only register 1 party in the cloud account.

49: Since PO can prepare separately, by when we will be notified before the free trial expires? and by which platform (via email)?

If you have migrated and already know the expiry date, we can already start the quote process. With the PO, we can set in the system for future activation date. This will secure the continuation of the license.

50: Could you please confirm whether we will be notified before the free trial expires? If yes, could you let us know when the notification will be sent and by which platform (via email)?

Yes, the new platform has the capability of email reminder. This will go out to account owner.

51: Do we need to setup details like location and specific details of loggers again or all details will be remained same

If you are on Advance License, you do not need to set up the details. Basic License will need to set this up because this features are not available on the current Saveris 2 cloud on site measurement.

52: Is there any option to only select the parameter (eg Temperature) which i prefer to display on the export PDF report?

Not at the moment, will be review for future release.

53: Does Testo accept purchase order and invoice through SAP Ariba?

For Ariba system, we need to register. We do have customer using Ariba platform. Please email to info@testo.my for us to connect and check on this.

54: Are the mean, max and min value have been removed from all the report type.

This has been released and available in the report.

55: May I know where is the data center location for the new cloud platform?

For APAC region, it's located in Singapore.

56: For basic license - how do we convert to paid license after the free trial period? Do we raise PO ahead of the end of trial period and state the effective start date?

You can issue po in advance. The system is capable to preset future date to activate the paid license after the trial period.

57: How can we change the ownership of the account?

This requires helpdesk in HQ to change. Please write an email to info@testo.my for this change request.

58: Previously whenever alarm is raised, there will be a notification of alarm removed after condition is back to normal. Is this feature available in the new system?

At the moment the system will just record the back to normal. User do not need to do acknowledgement. There will be a future fix to this.

59: In the new system, where do we set the alarm for system setting? - i.e. for battery and connection issue.

This is automated in the new cloud as default system notification even without setting it.

60: Has the validation of the new cloud platform been completed? Is there any release note available for users?

We will check with HQ on the validation and documentation. Alternatively, customer specific will also require to do system validation especially for Pharma industry.

61: Will Testo provide us the IQOQPQ for new testo system?

Validation document is under Testo paid services.

62: We did keep for the past validation report for Saveris 2, we would like to check if any new IQOQPQ for the Smart Connect will be released to us since we moved from Saveris 2 to Smart Connect.

Please drop us an email. We do have record on our past validation performed.

63: May I know is there any deactivate function/button for those temporary unused logger to stop logging ?

You will need to remove sensor instead of deactivating it.

64: If removing the sensor from the cloud, which mean we will need to configure and link it back to the cloud?

Yes at the moment We will check if deactivating logger features will be fixed by HQ.

65: How can we configure this device to trigger an audible alarm through the speaker? Currently it is monitored by our security office. It would be more effective if the device could emit a sound alarm so that our security personnel can be alerted immediately.

The system does not connect to an external audible alarm / beacon.

66: Just migrated and notice that the data analysis now has separate lines for each parameter. Previous Saveris 2 has overlay chart to display all parameter. Is there any button/field that I can toggle overlay view?

This is under review by HQ for inclusion in a future release.

67: Is the data analysis can only retrieve a maximum of 30 days data?

Yes, at the moment only 30 days.

68: Will this be reviewed again ? eg: able to retrieve for longer period up to 6-12mths.

Yes, this is under review by HQ. No define timeline for the fix.

69: Previous website we were able to see a longer period of time. Why is it limited to 30 days only?

Unknown reason, but HQ to review this request for longer duration of data selection.

70: Does it come with API to connect to external services?

Customer which required API can connect with us. There is a yearly fee for API key.

71: Is there any detailed user manual to this new cloud available?

Yes, it's available on the cloud. Top right on your account ID, there is a help centre. Manuals are available for download.

72: When the connection to the internet is down and on the same time there is schedule send data to the cloud. it will be failed and the data is gone, or it will be resent after the internet going back to normal?

No worries on this. Data will be store internally in the logger. Once Wifi connectivity resume, data will be push to cloud.

73: At the moment we are on a basic license, will we still be able to use the basic license after this migration? From the screenshot, it looks like the basic license will require payment after 6 months.

Yes, the trial is only 6 months. All account require a paying license moving forward.

74: Does it mean we don't need to pay in advance to running all logger device Saveris 2 into the Testo Smart Connect Cloud? We have 6 months time to make a payment, right?

Correct.

75: How many data loggers and monitoring locations can be registered in this paid cloud system?

Unlimited as license is tied to logger. If you have 10 loggers, you will need to purchase 10 licenses.

76: If we have more than 20 data loggers, is it possible to integrate them under a single port/account, allowing us to operate with only one license instead of purchasing multiple licenses?

Please write to us and we will advice on the account optimization. However, each loggers needs the data monitoring license in the new cloud platform.

77: Just to confirm, does "each logger needs the data monitoring license" mean that one license is required for each individual logger, even if all loggers are consolidated under a single master account?

Yes, license is by unit of logger, not by account.

78: If I want to change Wifi connection on my device, do I need to deactivate and activate back the device? Or is there other easier way?

Change Wifi connection mean changing SSID and Password? You do not need to deactivate. You can proceed with the configuration step with the new Wifi SSID and Password.

79: 1 of our 8 Saveris 2 data logger suddenly do not response, because it is not received any Wifi. But this happened 2-3 times from same device. If there is problem with our Wifi connection, logically all unit will not response. But all problem only came from 1 device.

Need to check the Wifi coverage of the particular unit. If the logger is on "blind spot" area then connectivity will drop. Need to review this separately.

80: Is there anyway to select a different period? e.g. past 3 months.

The max data display is 30 days. Ex: Selection of 1 March will see till 1 April data.

81: Why not longer like the old system?

This is under review by HQ.

82: Any roadmap for the features there will be included until Q3?

The main fix will be from now to Q3 and they are: Deactivating 2channel of for T3 and T2 model, Min/Max in the report, Graph & Table combine in the report. Future fix is in place, but we do not have the detail information as of now.

83: We have Advanced License. If migrate now, will data be available in both the old and new system (until June 30th)?

Once migrated, data will only be in new cloud.

84: The older dates data more than one month ago can be retrieved in pdf report?

Yes, you can select the time frame and download pdf report.

85: May I check what is sensor faulty? After I migrated, I received these alarms?

Kindly confirm if this is the 2nd channel that is unused. This is fixed and released on 25 June that user can deactivate unused sensor.

86: Is it all data from old system will be lost and cannot be retrieved in future?

The old Saveris 2 cloud will not have any data anymore after migration. No data lost as it will be migrated over to new cloud.

87: Where to see how many SMS do we have left?

Top right on the account ID, click on the Testo Subscription Portal. You will see the account details including balance of SMS

88: Can rename email to indicate location like in previous version?

Please check if the measurement site is set/updated in the system.

89: When will be the migration effective date?

It's already live. Please check on the account owner dashboard.

90: Is the "Interruption of Connection" referring the to Wifi connection issue?

Yes.

91: If there is difference between the temperature recorded by the data logger and the reading from another calibrated measuring device, what troubleshooting steps do you recommend to determine whether the issue comes from the sensor, the installation location, or the environmental conditions?

This is on technical. We will verify if the comparison is on the same sensor type. Typically, Testo will request user to send back the device for us to do in-house lab verification (ISO 17025 certified)

92: If the logger's display showed "Low Bat", does it able to record the data? Also, when the battery is back to normal, can the data be retrieved?

Please immediately change once you received this alarm. Battery is less than 25%

93: In case of wifi failure, how long logger can retain data?

Depending on logger. The testo 162 H1 has 10,000 memory capacity. If measurement is at 30min interval cycle, per day data is 48 measurement value. The internal memory of the logger can last 208 days.

94: The migrations will be done automatically, right? I mean we don't need to update or use new link and such?

You need to log in using the account owner ID. The wizard is on the dashboard.

95: After migration, we have few data loggers are showing "Interruption of Connection". do you think this is related to migration system activity?

Not on the migration system but more of Wifi connectivity.

96: For FSSC22000 audit purposes, which features of testo Saveris can be used as monitoring evidence and audit trail records?

This is not built for CFR compliance. Therefore, the offerings for audit trails may not be as comprehensive as testo 150 system. We can only set based on user role.