



Asset Manager FAQ

WHAT IF I DON'T GET A BLUE CLAIM BAR?

While you are in the equipment section and the nearby tab, try hitting the refresh button in the mobile app or sliding the battery in and out. If your equipment has already been claimed by someone else, you will not get a blue claim bar and it will show as "Owned By Someone Else" in the equipment section and on the nearby tab in the mobile app. One additional indicator that we are communicating with the device or tag is the app will display new unit available at the bottom of the populated list on the nearby tab. Using your computer, you can search from the web portal for the specific equipment name or the UUID on the DryTAG.

HOW LONG WILL THE BATTERIES LAST?

DryTAG (2 years), DryTAG AM, DryTAG RH, and the Gateway (3 years).

HOW DOES THE BILLING WORK?

You will be billed on the 1st of the month for the days of usage from the previous month.

WHAT HAPPENS IF I CANCEL MY SUBSCRIPTION?

You will only be billed for the days you used the system during that month. If your gateways are deactivated completely, they will need to be sent back for a new sim card.

WHAT IF I ENTERED MY EQUIPMENT INCORRECTLY INTO DRYLINK?

You can easily edit most fields and fix them in the app or on the web portal. Smart Equipment can only be renamed when plugged in and in Bluetooth range. If you enter in the wrong type of equipment, you will need to contact us to fix the issue.

THE GATEWAY IN MY SEMI-TRAILER CANNOT BE HARD WIRED INTO A SWITCHED CIRCUIT, WHAT NOW?

You can plug it into shore power when on site and you can use the push button at any time for an instant scan. Gateways on battery power only run a scan once every 6 hours.