Cold Chain Connect Mobile Application

Cold Chain Connect is a mobile application for connecting to the CC200 refrigerated case controller. This document is a guide for using the Cold Chain Connect App to set parameters, graph inputs and outputs, set service overrides, and view alarms. Cold Chain Connect provides a window into CC200 operation and diagnostics directly at the location of the refrigerated fixture or walk-in box.

| | | | |) |
|---------------------------|------------------------|-------------------------|-----------------------|---|
| al ♥ | 940 C1 | | 1 3005 - | |
| A01c | Refrige | ration | | |
| Deep Mode Low Temp | -5.1 | °F | Separat -5.0°T | |
| SYSTEM | | | | |
| Radig RO Off | DefRO Off 0.0 A | FmRD On 1.0 A | Light RO On 50% | |
| R-407A S | Exp Value apper EEV | Number Evaps 3 | | |
| EEPR. | | | | |
| Control Value -15.5% | Sepont -15.4°F | Value 35% | | |
| Control Mode Press/SST | SST Curve Midpoint | Floating SST Enabled | Base SST -15.0°F | |
| EVAPORATOR | | | | |
| EVAP1 Discharge Air | Return Air | DefTem | | |
| -5.1°F | 4.2°F | -10.0°F | 889 | |
| | N SPSIC | | All Connection | |

Download the Cold Chain Connect Application

Download the Cold Chain Connect App from the App Store[®]:





Download the Cold Chain Connect App for Android™ at the Google Play Store:





Register the App

- a. Select New User? Register.
- b. Fill out all the required fields and press Register.
- c. You will receive an email once your account has been activated.

| | all 🙃 | 9:41 AM | \$ 100% ■ |
|---|-----------|-------------------|-----------|
| | Cancel | Register | |
| Â | First Nar | ne | |
| Cold Chain Connect | Last Nar | ne | |
| | Email | | |
| sword | Phone N | umber (555-555-55 | 55) |
| get Password? New user? Register, Sign In | Passwor | d | |
| Signin | Confirm | Password | |
| | I agree t | o Legal/Privacy | |
| | | Register | |
| Copyright © 2024 Copeland LP. All rights reserved. | | | |

026-4713 R8 ©2025 Copeland LP.



How to Activate Bluetooth® on the CC200 Case Display

a. Step 1: Unlock Screen: Press and hold for three seconds on the top right corner of the screen. Once the Display is unlocked, SET will be visible in the bottom left corner and PRG will be visible in the top right corner:



Virtual Keyboard

NOTICE

After 5 minutes with no touch activity, the Display keyboard locks automatically.

- b. Step 2: Virtual Keyboard: Swipe left or right to navigate to the virtual keyboard:
- c. Step 3: Turn ON Bluetooth[®]: From the virtual keyboard, press and hold the Bluetooth[®] icon on the top right corner for three seconds.
- d. Once Bluetooth[®] is activated, a small Bluetooth[®] status icon in the lower right corner of the Display will begin to blink slowly, indicating the CC200 is ready for connection. The Bluetooth[®] status icon turns solid when Cold Chain Connect is actively connected.

NOTICE

After 10 minutes with no connection from Cold Chain Connect, Bluetooth® on the CC200 switches off automatically.

Connecting to a Case

- a. Once the CC200 Bluetooth[®] is ON (refer to Step 3) and the Bluetooth[®] icon is blinking slowly, the CC200 is ready to connect to the Cold Chain Connect App.
- b. Turn Bluetooth[®] ON the mobile device or tablet. Open Cold Chain Connect and sign in. After signing in, Cold Chain Connect will scan for nearby CC200 controllers and available controllers will be displayed as shown in the below graphic.
- c. Tap the name of the CC200 you wish to connect to:

| ull 🗢 | 9:41 AM | | \$ 100% 💻 |
|-----------|------------|--------|-----------|
| Exit | Connect to | Case | |
| AVAILABLE | TO CONNECT | | |
| CC200_a | 01c | Tap to | Connect |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |



Information on the Case Tab

Once a connection with a CC200 has been established, the Case tab will appear with CC200 status information and available service commands.

- · Case Temp
- · Case Superheat
- · Status of the relay outputs
- · Overrides
- Presures
- Alarms

| ull 🗢 | 9:41 AM | | \$ 100% 📼 |) at 4 |
|-----------------|------------|-------------|---------------------------|------------|
| Exit | Case | | | E> |
| Manual Defros | t | I | nactive > | А |
| Calibrate EEPR | | 1 | nactive > | |
| Calibrate EEV | | I | nactive > | T L |
| Override EEPR | | 1 | nactive > | |
| Override EEV 1 | | | nactive > | SY |
| Override EEV 2 | 2 | I | nactive > | |
| Override EEV 3 | 3 | 1 | nactive > | Re |
| Override Fan R | 0 | I | nactive > | EE |
| Override Def R | 0 | 1 | nactive > | Cor |
| Override Light | RO | I | nactive > | Cor Pre |
| Override Refrig | RO | I | nactive > | EV |
| Service Shutdo | own | I | nactive > | EV. Dis |
| Restart CC200 | | 1 | nactive > | |
| Case Analytics | Parameters | (i) Info | 次)) Connection | Į |

| मा≎ Exit | | 1 AM | \$ 100% 🗩 |
|---------------------------|--|-------------------------|-----------------------|
| A01c | Refrig | eration | \frown |
| Temp Mode Low Temp | | ^{emp} 1°F | Setpoint -4.0°F |
| SYSTEM | | | |
| Refrig RO On | Def RO Off 0.0 A | Fan RO On 1.0 A | Light RO On 80% |
| Refrig Type R-407A | Exp Valve Stepper | Number Evaps 3 | |
| EEPR | | | |
| Control Value -5.1°F | Setpoint -4.0°F | Valve 35% | |
| Control Mode Press/SST | SST Curve Midpoint | Floating SST Enabled | Base SST N/A |
| EVAPORATOR | RS | | |
| EVAP 1 | | | |
| Discharge Air -5.1°F | Return Air 4.2°F | Def Term -10.0°F | |
| Case Ar | Pressure 8 PSI [™] alytics -119 [™] Paran | e- Coll Out | Konnection |

How to Set Parameters

- a. Select the **Parameters** tab at the bottom of the application.
- b. On the Parameters screen, a list of parameter groups is shown.
- c. Touch the first group name to enter the group and begin the configuration process.
 - Each group will have a list of parameters and a description. The current value of the parameter is shown in blue to the right of the name.
- d. Touch the first parameter in the group to bring up the edit control.
 - Enter the desired value and press **Done**. The new edit will be displayed above the original value of the parameter.
- e. Edit all the desired parameters within the group.
 - Press Save in the top right corner of the Group screen.
- f. Repeat the procedure for all the groups.

| ull 🗢 | 9:41 AM | \$ 100% | ull 🌫 |
|--------------------------------|---------------------------------------|------------|-----------------------|
| く Back | System Setup | Save | < Ba |
| | | | |
| Refrigerant Refrigerant gas | s type of the system? | R- 422A | Low Air te mode |
| Expansion Expansion value | Valve Type type installed? | PWM | |
| Case Temp Expansion valv | Mode e type installed? | Low Temp | Er 99 |
| Number of eve | | 3 | |
| | Picker Example | | |
| | ^{R-407A} R-404A R-22 | | |
| | R-410A | | _ |
| | R-422D R-134a ^{R-407C} | | |
| V93V 010 | Done | Connection | |
| 0000 000 | | 0 00000000 | |

| ul 🗢 | 9:41 AM | \$ 100% 💻 | | | | |
|--|----------------------------------|------------|--|--|--|--|
| Back | Setpoints | Save | | | | |
| Low Temp Ai Air temperature mode? | ir Setpoint setpoint-low temp | -10°F | | | | |
| | Numeric Entry Examp | le | | | | |
| Enter a temperature between -99 and 99 for Low Temp Air Setpoint. | | | | | | |
| Done | | | | | | |
| 1 | 2 | 3 Def | | | | |
| 4 6H1 | 5 JKL | 6 MNO | | | | |
| 7 pgrs | 8 TUV | 9 ****z | | | | |
| | 0 | 0 | | | | |

NOTICE

Pressing Back discards any edits selected for that group and they will not be saved to the CC200.

Manual Defrost

- a. From the dashboard, scroll down to COMMANDS.
- b. Select Manual Defrost.
- c. A pop-up will appear with two options:
 - Manual Defrost This option puts the CC200 into a defrost cycle immediately. The CC200 will terminate the defrost according to the programmed defrost parameters as if it were a normally scheduled defrost cycle.
 - Emergency Defrost This option puts the CC200 into a defrost cycle immediately; however, the CC200 will run the defrost cycle for the maximum period of time programmed in the defrost parameter group.
- d. To cancel the Manual Defrost or Emergency Defrost:
 - Select **Manual Defrost** again and now, a pop-up window to End Manual Defrost will appear. Select **End Manual Defrost** and the defrost is now cleared.

| ul 🗢 | 9:41 AM | \$ 100% 🥅 |
|---------------|---------|--------------------|
| Exit | Case | |
| Manual Defro | st | Inactive > |
| Calibrate EEP | R | Inactive > |
| Calibrate EEV | | Inactive > |
| Override EEPP | २ | Inactive > |
| Override EEV | 1 | Inactive > |
| Override EEV | 2 | Inactive > |
| Override EEV | 3 | Inactive > |
| Override Fan | RO | Inactive > |
| Override Def | RO | Inactive > |
| Override Ligh | t RO | Inactive > |
| Override Refr | ig RO | Inactive > |
| Service Shute | lown | Inactive > |
| Restart CC20 | -0 | Inactive) i) 👘 |

| 10 | | |
|---------------|---------------------|---------------|
| ull 🗢 | 9:41 AM | \$ 100% 💷 |
| Exit | Case | |
| Manual Defro | st | Inactive > |
| Calibrate EEP | R | Inactive > |
| Calibrate EEV | | Inactive > |
| Override EEP | R | Inactive > |
| Override EEV | 1 | Inactive > |
| Override EEV | 2 | Inactive > |
| Override EEV | 3 | Inactive > |
| Override Fan | RO | Inactive > |
| Override Def | RO | Inactive > |
| Override Ligh | t RO | Inactive > |
| Would yo | u like to End Manua | I Defrost? |
| En | d Manual Defr | rost |
| MINE CHINESE | Cancel | |
| | | 2.31110000011 |

Calibrate Valve

- a. From the dashboard, scroll down to COMMANDS.
- b. Select Calibrate EEPR.
- c. The valve will start calibrating.

NOTICE

The calibration cannot be stopped once it has started.

| Exit Case | 8 | Exit | Case |
|--------------------|---|---------------|------------------------------|
| Manual Defrost | Inactive > | Manual Def | rost |
| Calibrate EEPR | Inactive > | Calibrate E | PR |
| Calibrate EEV | Inactive > | Calibrate E | EV |
| Override EEPR | Inactive > | Override EE | PR |
| Override EEV 1 | Inactive > | Override EE | V 1 |
| Override EEV 2 | Inactive > | Override EE | V 2 |
| Override EEV 3 | Inactive > | Override EE | V 3 |
| Override Fan RO | Inactive > | Override Fa | n RO |
| Override Def RO | Inactive > | Override De | ef RO |
| Override Light RO | Inactive > | Override Lie | aht RO |
| Override Refrig RO | Inactive > | Wou | ld you like to Calibrate EEI |
| Service Shutdown | Inactive > | | Calibrate EEPR |
| Restart CC200 | inactive 〉 (j) 斧叭 Info Connection | - Clast Allan | Cancel |

9:41 AM

Inactive

Inactive

Inactive

Inactive

Inactive > Inactive > Inactive > Inactive > Inactive >

4

Overrides

- a. From the dashboard, scroll down to COMMANDS.
 - · You will see a list of overrides that can be manually configured.
 - All overrides are timed and with a maximum time of 10 minutes.
- b. Select the desired override to enter on the Override screen.
- c. In the Override screen, toggle the switch and two new fields will become visible.
- d. Select the override value and length of time. A maximum time duration of 10 minutes is allowed for all overrides.
- e. Once a value and length of time have been chosen, press **Save** to set the override. The override can be changed at any time by re-entering the screen, choosing a different value, and pressing **Save**.
- f. Active overrides will be highlighted blue in the dashboard for easy identification.
- g. To cancel an active override, tap the override from the main Case tab. Turn off the green toggle switch and press Save.

| all 🗢 | 9:41 AM | \$ 100% 🔲 | all 🗢 | 9:41 AM | \$ 100% 🛛 |
|-----------------|--------------------|---------------------|--------------|-----------------|-----------------|
| 〈 Cancel | Override EEP | R Save | Cancel | Override Fan RC |) Sa |
| INACTIVE / AC | TIVE | | INACTIVE / A | CTIVE | |
| Override El | EPR | | Override F | an RO | |
| VALVE OVERR | IDE | Valve Currently 35% | OVERRIDE TO |) | Fan Currently C |
| 0% | 53% | 100% | Off | | |
| 0.00 | | | On | | |
| LENGTH OF O | | | LENGTH OF | OVERRIDE | |
| 1 min — | 3 min | 10 min | 1 min — | 3 min | 10 mir |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| P | N | (i) 🖏 | <u> </u> | × ÷ (| i) 🔊 |
| | alytics Parameters | Info Connection | Case Ar | | Info Connectio |

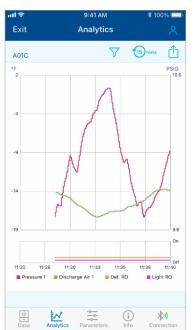
Restart the CC200

For convenience and service there is a command to reboot the CC200. To reboot the CC200, select the Restart CC200 command from the list. A pop-up will be shown to confirm the action. The CC200 will perform a soft reboot and status information will be temporarily unavailable in the Cold Chain Connect dashboard.

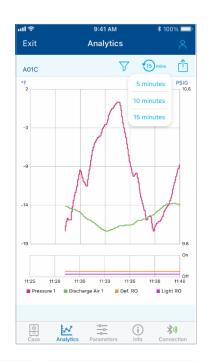
| Exit Case A Manual Defrost Inactive > Calibrate EEPR Inactive > Calibrate EEV Inactive > Override EEPR Inactive > Override EEV 1 Inactive > Override EEV 2 Inactive > Override EEV 3 Inactive > Override EEV 3 Inactive > Override Fan RO Inactive > Override Def RO Inactive > Override Light RO Inactive > Would you like to Restart CC200? Restart CC200 | ul S | 9:41 AM | \$ 100% | - |
|--|------------------|--------------------|----------|---|
| Calibrate EEPR Inactive > Calibrate EEV Inactive > Override EEV Inactive > Override EEV 1 Inactive > Override EEV 2 Inactive > Override EEV 3 Inactive > Override Fan RO Inactive > Override Def RO Inactive > Override Light RO Inactive > Override Light RO Inactive > | Exit | Case | | |
| Calibrate EEV Inactive > Override EEPR Inactive > Override EEV 1 Inactive > Override EEV 2 Inactive > Override EEV 3 Inactive > Override Fan RO Inactive > Override Def RO Inactive > Override Light RO Inactive > Override Light RO Inactive > Coverride Light RO Inactive > Coveri | Manual Defrost | | Inactive | > |
| Override EEPR Inactive Override EEV 1 Inactive Override EEV 2 Inactive Override EEV 3 Inactive Override Fan RO Inactive Override Def RO Inactive Override Light RO Inactive Would you like to Restart CC200? Xestart CC200? | Calibrate EEPR | | Inactive | > |
| Override EEV 1 Inactive Override EEV 2 Inactive Override EEV 3 Inactive Override Fan RO Inactive Override Def RO Inactive Override Light RO Inactive Would you like to Restart CC200? Restart CC200 | Calibrate EEV | | Inactive | > |
| Override EEV 2 Inactive > Override EEV 3 Inactive > Override Fan RO Inactive > Override Def RO Inactive > Override Light RO Inactive > Would you like to Restart CC200? Restart CC200 | Override EEPR | | Inactive | > |
| Override EEV 3 Inactive > Override Fan RO Inactive > Override Def RO Inactive > Override Light RO Inactive > Would you like to Restart CC200? X | Override EEV 1 | | Inactive | > |
| Override Fan RO Inactive > Override Def RO Inactive > Override Light RO Inactive > Would you like to Restart CC200? Restart CC200 | Override EEV 2 | | Inactive | > |
| Override Def RO Inactive > Override Light RO Inactive > Would you like to Restart CC200? Restart CC200? | Override EEV 3 | | Inactive | > |
| Override Light RO Inactive > Would you like to Restart CC200? Restart CC200 | Override Fan RO | | Inactive | > |
| Would you like to Restart CC200? Restart CC200 | Override Def RO | | Inactive | > |
| Restart CC200 | Override Light R |) | Inactive | Σ |
| | Would you | ike to Restart CC2 | :00? | |
| Cancel | Res | tart CC200 | | |
| | vase maryues | | VUIIIOU | |

Real-Time Graphs

- a. Select the Analytics *is* tab at the bottom of the application.
- b. Select **Filter** \checkmark at the top of the application.
 - Select the desired values to graph from the list of available CC200 data points and press **Apply**. Cold Chain Connect will begin building the graph.
 - A maximum of two analog data types and two ON/OFF data types can be graphed simultaneously. Tap the graph line anywhere to see a plot marker of the value at that point in time.
- c. Select ⁽¹⁾ and you will be able to select three options:
 - 5 minutes
 - 10 minutes
 - 15 minutes
- d. Select **Share** 💾 at the top of the application.
 - You will be prompted to share the graph.





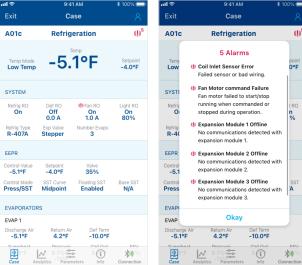


6

Viewing Alarms

Active CC200 alarms can be viewed in the Case tab by tapping the alarm icon in the upper right corner of the Case screen. When one or more alarm conditions are active, the alarm icon will be red, if there are no active alarms the icon will be gray and the count will be zero.

An alarm icon will appear next to any piece of data in the Case tab that has an active alarm. Tap the icon next to the data point to see the description.



Info

a. Select **Info** (i) at the bottom of the application and you will see the Store info, CC200 version, and the Cold Chain Connect version:

| ul 🗢 | 9:41 AM | \$ 100% 💷) | ul 🗢 | 9:41 AM | \$ 100% 💷 |
|--|-------------------|----------------------------------|-----------------------------|------------------------|------------------|
| Exit | Info | ዶ | Exit | Info | |
| CASE ID | | | Chastain Me Marietta, GA | adows Pkwy NW 30066 | |
| A01c | | | FULL TOUCH | | |
| STORE | | | Firmware V | ersion | 3.2.1 |
| Supermarket #12 | 3 | | MAC Addre | ss 00:0/ | A:F6:81:A5:5B |
| Chastain Pkwy NW Marietta, GA 30066 | | > | | | |
| FULL TOUCH | | | Date and T | ime 06/0 | 3/2021 16:55 |
| Firmware Versior | 1 | 3.2.1 | Firmware V | ersion | 1.00F01 |
| MAC Address | 00:0A:F6:81:A5:5B | | BIOS | | 2020011400 |
| CC200 | | | BACnet De | vice ID | 100101 |
| Date and Time | 06/03 | 06/03/2021 16:55 | | Address 10.0.00 | |
| Firmware Version 1.00F01 | | COLD CHAIN CONNECTED APPLICATION | | | |
| BIOS | : | 2020011400 | | ersion | 1.3.5 (45) |
| BACnet Device II | Parameters | 100101 より) Connection | Case Ana | N (| |

Disconnect from the Case

- a. Select **Connection** (*) at the bottom of the application.
 - · You will see a pop-up windown asking you to Disconnect.
 - Select **Yes, Disconnect** and you will be disconnected from the Case.

| all 🗢 | 9:41 AM | \$ 100% 💷 | | | |
|--|---------------|--------------|--|--|--|
| Exit | Info | | | | |
| CASE ID | | | | | |
| A01c | | | | | |
| STORE | | | | | |
| Supermarket #123 Chastain Pkwy NW Marietta, GA 30066 | | > | | | |
| FULL TOUCH | | | | | |
| Firmware Version | | 3.2.1 | | | |
| MAC Address | 00:0 <i>A</i> | :F6:81:A5:5B | | | |
| CC200 | | | | | |
| Date and Time | 06/0 | 3/2021 16:55 | | | |
| Do you want to Disconnect from this Case? | | | | | |
| Yes, Disconnect | | | | | |
| Cancel | | | | | |
| IP Address | | | | | |

For Technical Support: Call: 833-409-7505 or Email: ColdChain.TechnicalServices@copeland.com

For the full user manual, scan the QR code:



Visit our website at copeland.com/en-us/products/controls-monitoring-systems for the latest technical documentation and updates. For Technical Support call 833-409-7505 or email ColdChain.TechnicalServices@Copeland.com

026-4713 R8

The contents of this publication are presented for informational purposes only and they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. Copeland reserves the right to modify the designs or specifications of such products at any time without notice. Responsibility for proper selection, use and maintenance of any product remains solely with the purchaser and end-user. @2025 Copeland is a trademart of Copeland LP.

